



OPERATIONS COMMITTEE  
SEPTEMBER 18, 2003

**TO:** BOARD OF DIRECTORS

**THROUGH:** ROGER SNOBLE  
CHIEF EXECUTIVE OFFICER

**FROM:** JOHN B. CATOE, JR.  
DEPUTY CHIEF EXECUTIVE OFFICER

**SUBJECT:** METRO OPERATIONS PERFORMANCE REPORT  
FOR JULY 2003

Metropolitan  
Transportation  
Authority

One Gateway Plaza  
Los Angeles, CA  
90012-2952

### ISSUE

In April 2003, the Operations Committee requested receipt of the monthly *Metro Operations Performance Report* on an ongoing basis.

### DISCUSSION

Metro Operations produces a monthly management report on performance indicators relevant to optimal bus and rail transportation service (see attachment) Below are summaries by mode for the month of July.

#### Metro Bus Operations:

- In FY04, higher targets were set for service quality improvement. For the month of July, In-Service On-Time Performance (ISOTP) and Mean Miles Between Chargeable Mechanical Failures (MMBCMF) did not meet those targets. Each bus sector has analyzed the salient issues and developed plans to improve those indicators.
- Bus Operations experienced an increase in customer complaints due, in part, to significant service changes implemented at the end of June.
- 98.15% of directly operated revenue service hours was delivered

#### Metro Rail Operations:

- Began revenue operations of the Metro Gold Line
- Exceeded goal for Mean Miles Between Chargeable Mechanical Failures (MMBCMF) on Metro Blue and Red lines
- Exceeded In-Service On-Time Performance (ISOTP) on all rail lines

The following information highlights each bus sector and rail's performance in July 2003.

### **Metro Bus Operations San Fernando Valley (SFV) Sector:**

#### Trend analysis:

- Improved trend towards achieving goals in FY03, but experienced a decline in performance in July. This is due, in part, to significant service changes implemented and the hot weather, which affected engines, transmissions, the A/C systems and major bus subsystems resulting in fewer spare buses available. When more moderate temperatures return to the Valleys, On-Time Pullouts (OTP), MMBCMF and ISOTP should also improve. Increased complaints can be in part attributed to more community meetings and reaching out to the customers asking for their comments and concerns.

#### Areas of focus/improvement:

- Continue having mechanics in yard at rollouts to improve OTP.
- Minimize the bus subsystem failures from hot weather by ensuring clean radiators, having additional air conditioning staff, and attending to buses with repeat road calls to improve MMBCMF.
- Use additional staged pre-inspected buses, conduct random pullout inspections, increase monitoring of terminal and time-point departures, and encourage more involvement of UTU officials to improve ISOTP. Also, the maintenance plan mentioned above will also improve ISOTP.
- Analyze FY03 year-to-date accident data to determine the three lines with the highest number of accidents. Then assign field supervision to monitor the lines. Identify operators with the highest frequency of accidents and provide additional training.
- Develop new strategies and procedures to reduce customer complaints. Interview all operators with discourtesy/conductor/ADA type complaints and conduct follow-up rides. Progressive discipline will be assessed as required. Increase Vehicle Operations Supervisors (VOS) monitoring for schedule compliance, conducting of additional line sweeps, and continuing to convey the importance of running on schedule to the operators, and implement schedule adjustments as required.

### **Metro Bus Operations San Gabriel Valley (SGV) Sector:**

#### Trend analysis:

- Maintained OTP above system-wide average but below 100% goal with Division 3 at 99.62% and Division 9 at 99.76%. In July, 28 of the 36 incidences were attributed to maintenance related causes. The specific circumstances are investigated daily. Causes include requests for a bus exchange due to bus unavailability.
- Improved MMBCMF performance. Sector MMBCMF is just below the 8,000 mile goal at 7,978, with Division 3 at 6,048 miles and Division 9 at 11,397 miles. In July, the SGV Sector had 485 road calls, of these, 44% had engine/fuel system related failures. Specific causal factors (specific systems failures) are under investigation.
- Declined in ISOTP performance. Sector ISOTP is below the goal of 80% at 68%, with Division 3 at 71% and Division 9 at 63%. In July, the SGV sector operated 22.17% late

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with 9.73% early. Issues related to schedule changes and running time are potential causes under review.

- Decreased the overall accident rate to 3.20 but have not reached the Sector goal of 3.10, with Division 3 at 4.67 and Division 9 at 1.88. A cursory analysis of the data shows no apparent trend by accident type. A complete analysis is under review by the SGV Accident Investigation Committee. However, of the 20 accidents investigated, only one was determined to be avoidable.
- Decreased customer complaints overall from last year but Sector Customer Complaints are below the goal of 3.25 at 4.16, with Division 3 at 3.18 and Division 9 at 6.25. Complaints for July are predominantly (50%) related to schedule adherence, i.e., early, late, no show and pass-ups. It is anticipated that an increase in pass-ups is related to service changes (limited stop services) implemented in June.

#### Areas of focus/improvement:

- Continue to determine the causes of mechanical trip cancellations and remedy the problems. Also, continue comprehensive analysis of road call data to isolate and identify the causal factors associated with the high frequency mechanical failures.
- Increase field supervision and in-service operator field support by Centralized the Vehicle Operations (VO) to improve ISOTP and to decrease schedule related complaints. Conduct line sweeps, i.e., choosing a problem line and saturating it at certain time points with Division staff to support schedule adherence and provide operator assistance, monitoring the worst performing operators and use Automatic Passenger Counter (APC) buses to monitor “running hot” operators. Other new programs include: implementing a spotter program, and checking watches at the window. Conduct investigations on “pass-ups” and “no show” complaints. Also, continue implementing running time and “dead head” time improvements.

#### **Metro Bus Operations Gateway Cities Sector:**

##### Trend analysis:

- Experienced a drop in performance but both divisions demonstrated better performance than system-wide for MMBCMF, ISOTP, and OTP. Both divisions also had lower accident rates and fewer complaints than system-wide performance.

##### Areas of focus/improvements:

- Complete unplanned maintenance of 30 backup buses used temporarily while Advanced Transportation Management System (ATMS) system is installed in fleet to improve MMBCMF.
- Adjust schedules, as appropriate, on lines that are experiencing significant ISOTP problems. Will re-deploy supervision to monitor problem lines where ISOTP that are below standards. Will work with instruction supervisors to insure operators clearly know their new routes as result of major shake-ups. In addition, improved MMBCMF will also improve ISOTP.
- Post the locations of accidents with photos that have been identified by Line and communicate location to the operators for higher awareness. Discuss accidents in safety and division rap sessions especially noting solutions to avoid hitting right side objects.



Work with instruction to take digital pictures/videos at trouble spots. Play the videotape continuously in the training room to remind operators about safety on the Line. Conduct panel interviews with each operator involved in a bus accident to provide more information than the SAFE-3 form. Deploy more supervision at times and locations where accidents are most prevalent in conjunction with our ISOTP improvement strategy.

- Re-train operators with excessive customer complaints and provide refresher courses on customer service for all operators via videotapes. Discuss complaints in division rap sessions. Deploy more supervision at peak service times in conjunction with accident reduction and ISOTP improvement strategies. Communicate schedule and line changes to our customers more effectively. Have Transit Ambassadors at major transit terminals to assist our customers at the next major shake-up, similar to the Gold Line Opening.

### **Metro Bus Operations South Bay Sector:**

Trend analysis:

- Division 5 exceeded its goal for MMBCMF by over 40%. However, during July 2003, the MMBCMF at Division 18 fell short of its goal. Contributing factors include significant service changes coupled with a temporary deployment of buses to support testing of the Rapid Bus Signal Priority system on Crenshaw Blvd. In mid-July the Signal Priority testing was completed which permitted the regular deployment of buses.
- Experienced improvements in the reduction of Complaints per 100,000 Boardings at Division 5. At Division 18 the number of complaints increased. These were primarily related to scheduling service changes that were implemented with the recent shake-up.

Areas of focus/improvement:

- Initiated Line rides for management and sector staff to observe ISOTP and to obtain feedback from customers regarding service improvements. Beginning July, staff visited various South Bay transit centers during peak hours to speak with customers regarding service delivery. These surveys will continue bi-monthly. Community meetings were held where bus riders were able to present their concerns for follow-up and feedback.
- Developed an aggressive action plan to resolve customer complaints at Division 5. The key components of this program will be applied to the Division 18.

### **Metro Bus Operations Westside/Central Sector:**

Trend analysis:

- Declined in overall performance for all measures was mainly due to the June service changes and manpower shake-ups.
- Declined in MMBCMF from FY03 from 5,720 to 5,274. Division 6 exceeded the FY04 target at 11,819. Division 7 and 10 are developing a system to improve the coding road calls and tracking of road calls.

Areas of focus/improvement:

- To mitigate ISOTP problems, the divisions are increasing “time load” checks of known problem areas and working with Scheduling to maximize cycle time, route configuration

and interlining opportunities. Also, managers are aggressively addressing all grievances associated with ISOTP.

- Will deploy more street supervision at peak times to known accident prone lines and intersections. Will team with other sectors to provide more oversight. Increase prevention training and ride alongs for identified high offenders and when required, increasing undercover observation and surveillance. Also, the divisions are looking for ways to put more 'teeth' in the accident review board. Over 70% of the accidents are classified unavoidable.
- Closed approximately 32% of the reported complaints over the last ninety days. Since the end of July, assigned specific personnel to support the complaint database that will result in more timely analysis, responses, and recommendations such as training, mentoring and ride alongs for problem operators/lines.

### **Metro Rail Operations:**

#### Trend analysis:

- Increased efforts to ensure public address (P.A.) announcements are made in accordance with established rules and procedures by daily monitoring of train operations, tracking of rail vehicle issues with P.A. and head sign systems for repair by Fleet, and tracking of all issues to identify problem areas for correction.
- Maintained ISOTP above goal. Continued or increased troubleshooting technique training of train operators and supervisors for reduced service delays.
- Reduced or continued efforts to reduce worker's compensation claims and lost workdays by implementing safety awareness and participation in the Transitional Duty program.
- Continued efforts to address Overhead Catenary System (OCS) power issues affecting revenue service in conjunction with Wayside Systems, specifically investigating status of MTA equipment and how it is affected by utility feed fluctuations and losses.

#### Areas of focus/improvement:

- Monitor and evaluate stations and trains to ensure compliance with announcement standard operating procedures to reduce customer complaints.
- Develop additional troubleshooting techniques training for train operators to increase ISOTP.
- Increase Los Angeles Sheriff Department (LASD) presence to improve Safety & Security performance and fare inspections and ensure stations and trains are safe for patrons.
- Improve working environment to reduce days lost due to workers compensation claims.
- Improve fleet cleanliness to reduce customer complaints.
- Implement a minimum of one emergency drill per quarter to improve ISOTP and Safety & Security.
- Maintain washing and deep cleans of rail vehicles to ensure interiors and exteriors are clean and suitable for revenue operations.

Attachment 1: *Metro Operations Performance Report for July 2003*

Los Angeles County Metropolitan Transportation Authority

# METRO OPERATIONS MONTHLY PERFORMANCE REPORT JULY 2003



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## San Fernando Valley Sector Scorecard Overview (SFV)

This sector has two MTA operating divisions, Division 8 in Chatsworth and Division 15 in Sun Valley. The sector is responsible for the operation of approximately 460 Metro buses and 24 Metro Bus lines carrying nearly 50.4 million boarding passengers each year.

This report gives a brief overview of sector operations<sup>1</sup>:

- \* On-Time Pullout Percentage
- \* In-Service On-Time Performance
- \* Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- \* Traffic Accidents per 100,000 Hub
- \* Complaints per 100,000 Boardings

Measurement	FY02	FY03	FY04 Target	FY04 YTD	July Month	Status
<b>Bus Systemwide</b>						
On-Time Pullouts (system)*	99.61%	99.64%	100%	99.57%	99.57%	◇
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	5,415	6,883	7,500	6,220	6,220	◇
In-Service On-time Performance	64.88%	69.23%	80%	63.74%	63.74%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.86	3.86	◇
Complaints per 100,000 Boardings	3.54	4.23	3.50	5.09	5.09	◇
<b>SFV Sector</b>						
On-Time Pullouts *	99.45%	99.75%	100%	99.64%	99.64%	◇
Mean Miles Between Chargeable Mechanical Failures	4,646	8,616	8,000	6,465	6,465	◇
In-Service On-time Performance		67.30%	80%	65.79%	65.79%	◇
Bus Traffic Accidents Per 100,000 Miles	3.09	2.91	2.70	3.37	3.37	◇
Complaints per 100,000 Boardings	3.43	6.32	3.50	6.44	6.44	◇
<b>Division 8</b>						
On-Time Pullouts *	99.57%	99.81%	100%	99.59%	99.59%	◇
Mean Miles Between Chargeable Mechanical Failures	5,775	9,177	8,000	6,489	6,489	◇
In-Service On-time Performance	67.88%	70.09%	80%	69.63%	69.63%	◇
Bus Traffic Accidents Per 100,000 Miles	3.22	2.84	2.70	2.88	2.88	◇
Complaints per 100,000 Boardings	3.16	6.87	3.50	5.59	5.59	◇
<b>Division 15</b>						
On-Time Pullouts *	99.37%	99.72%	100%	99.69%	99.69%	◇
Mean Miles Between Chargeable Mechanical Failures	4,514	8,260	8,000	6,446	6,446	◇
In-Service On-time Performance	62.51%	66.13%	80%	62.67%	62.67%	◇
Bus Traffic Accidents Per 100,000 Miles	3.01	2.96	2.70	3.76	3.76	◇
Complaints per 100,000 Boardings	3.58	6.01	3.50	7.00	7.00	■

\* A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS.

● Green - High probability of achieving the FY03 target (on track).

◇ Yellow - Uncertain if the FY03 target will be achieved -- slight problems, delays or management issues.

■ Red - High probability that the FY03 target will not be achieved -- significant problems and/or delays.

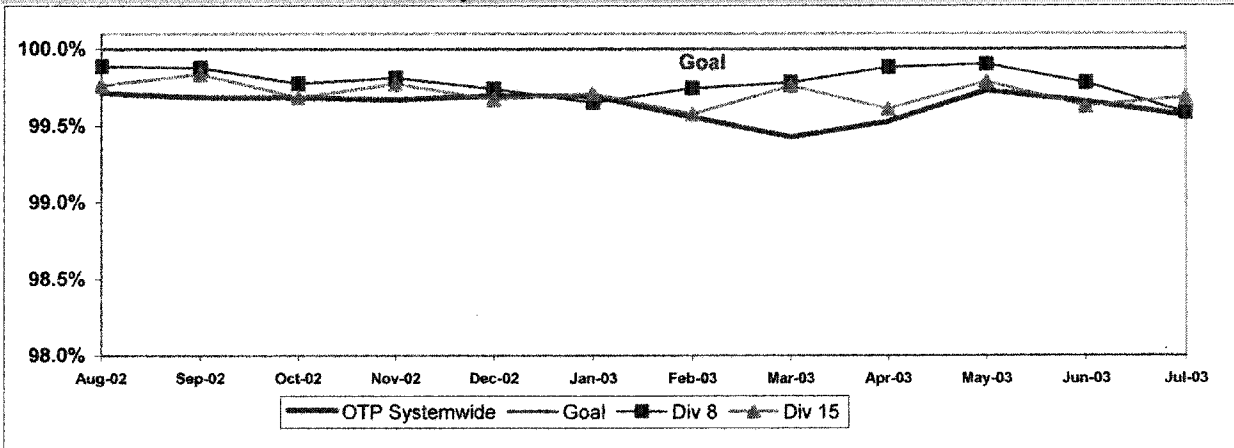
# SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

## ON-TIME PULLOUT (OTP) PERCENTAGE

**Definition:** On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

**Calculation:**  $OTP\% = [(100\% - ((\text{Total late and cancelled runs} / \text{by Total scheduled pullouts}) \times 100)]$

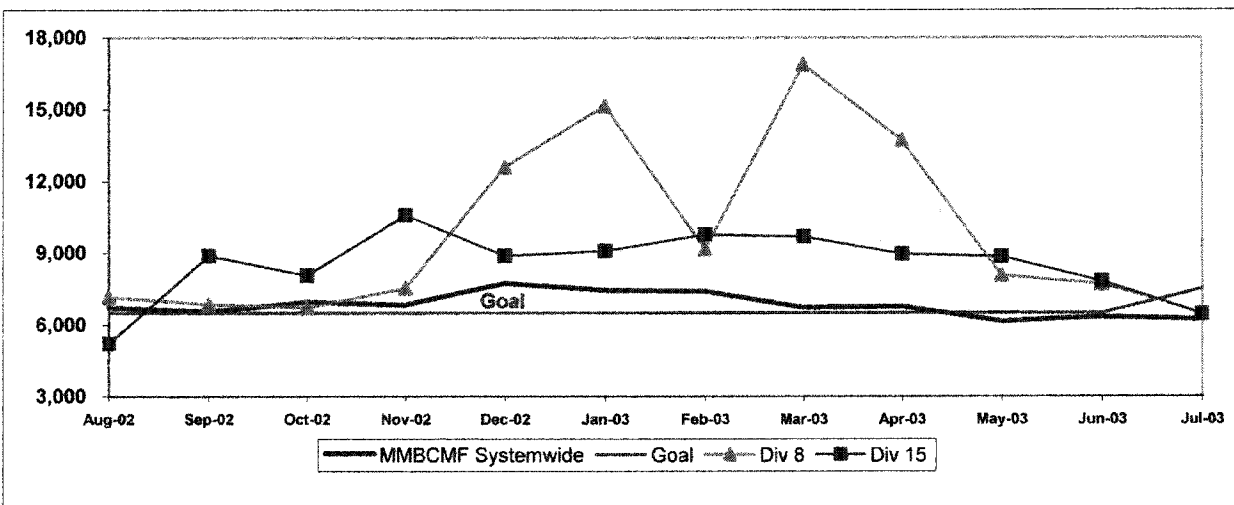
### OTP Systemwide and Divisions 8 and 15



## MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES Systemwide and Divisions 8 and 15

**Definition:** Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

**Calculation:**  $MMBCMF = (\text{Total Hub Miles} / \text{by Chargeable Mechanical Related Roadcalls})$



## Outlates & Cancellations by Sector's Divisions

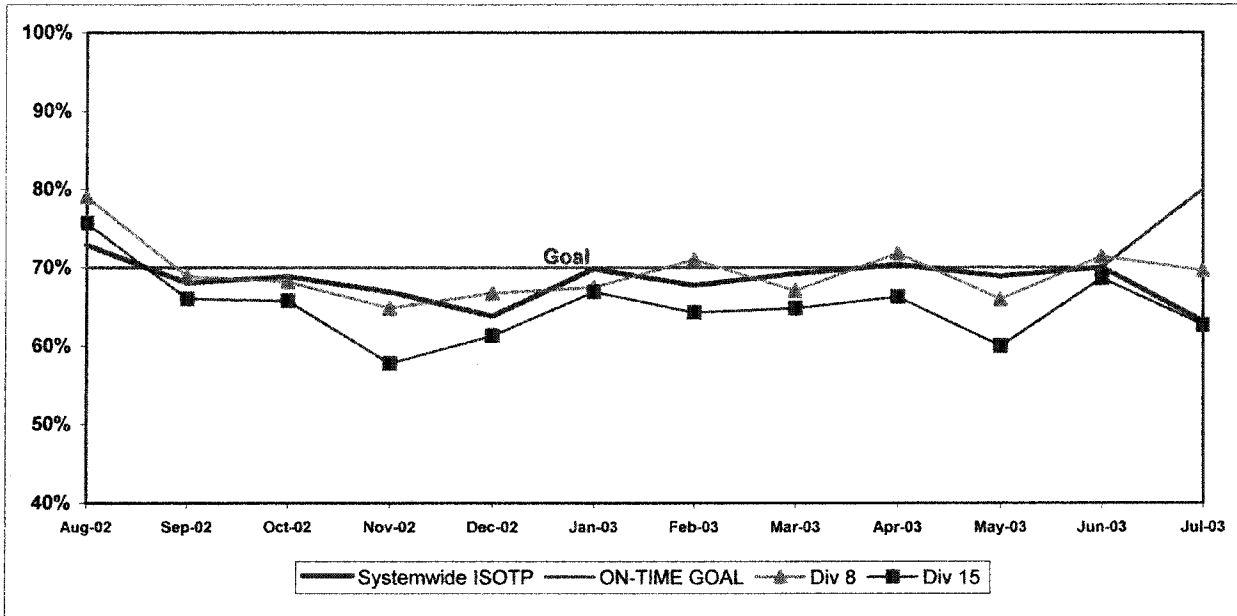
Div.	Sched. Pull-Outs	CANCELLATIONS		OUTLATES		% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS		
		Number	% of Pull-outs	Number	% of Pull-outs			No Operator Available	Bus Mechanical Failure	Other
<b>San Fernando Valley (SFV)</b>										
8	5549	2	0.00%	21	0.22%	4.60%	99.78%	3	20	0
15	7329	0	0.00%	23	0.37%	10.88%	99.63%	1	19	3
<b>SYS. TOTAL</b>	<b>73501</b>	<b>26</b>	<b>0.04%</b>	<b>293</b>	<b>0.40%</b>	<b>100.00%</b>	<b>99.57%</b>	<b>48</b>	<b>234</b>	<b>37</b>

**IN-SERVICE ON-TIME PERFORMANCE**

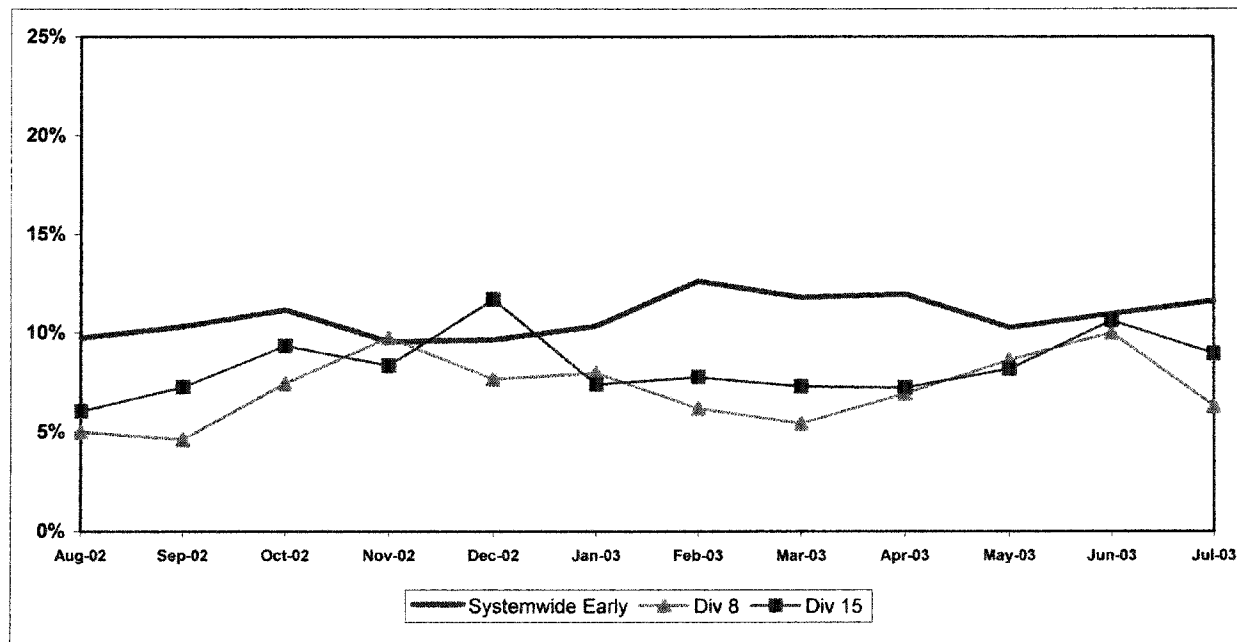
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

**Calculation:**  $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes late}) / (\text{Total buses sampled}))$

**Systemwide and Bus Operating Divisions 8 and 15  
ISOTP - 1 Minute Tolerance for Running Hot**



**Running Hot - Systemwide and Bus Operating Divisions 8 and 15**

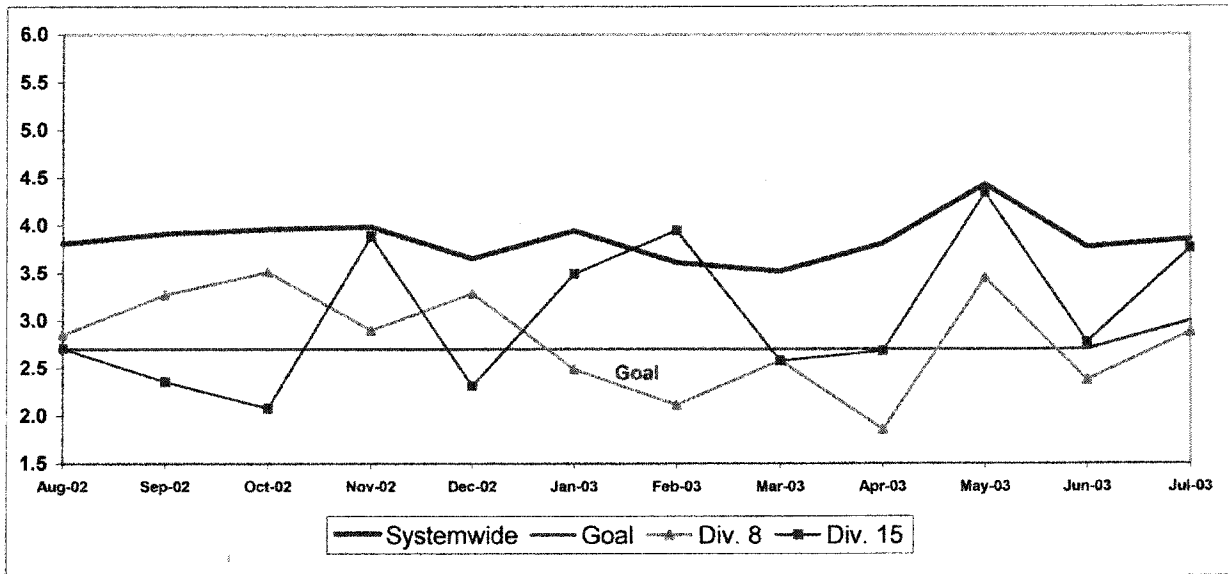


SFV Sector Bus Service Performance - Continued

**BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES**  
**Systemwide and Bus Operating Divisions 8 and 15**

**Definition:** Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

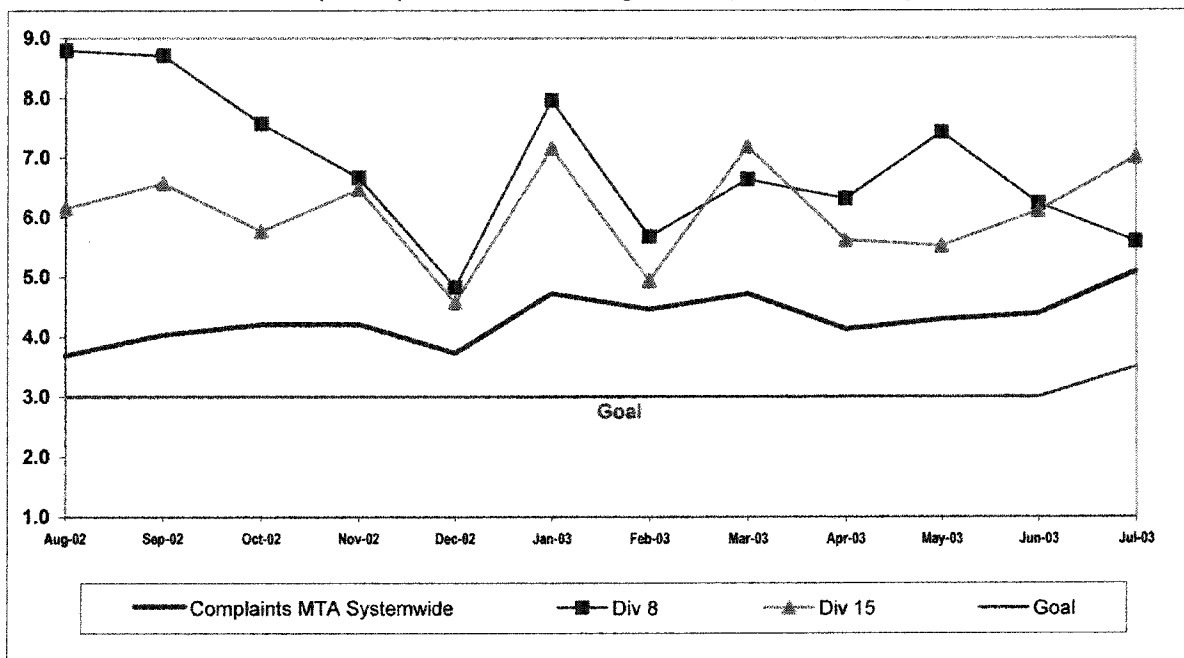
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



**COMPLAINTS PER 100,000 BOARDINGS**  
**Systemwide and Bus Operating Divisions 8 and 15**

**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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





## San Gabriel Valley Sector Scorecard Overview (SGV)

This sector has two MTA operating divisions, Division 3 Cypress Park and Division 9 in El Monte. The sector is responsible for the operation of approximately 410 Metro buses and 27 Metro Bus lines carrying over 64.5 million boarding passengers each year.

This report gives a brief overview of sector operations<sup>1</sup>:

- \* On-Time Pullout Percentage
- \* In-Service On-Time Performance
- \* Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- \* Traffic Accidents per 100,000 Hub
- \* Complaints per 100,000 Boardings

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Complaints per 100,000 Boardings	3.54	4.23	3.50	5.09	5.09	◇
<b>SGV Sector</b>						
On-Time Pullouts*	99.71%	99.77%	100%	99.69%	99.69%	◇
MMBCMF	6,708	7,696	8,000	7,978	7,978	◇
In-Service On-time Performance		70.02%	80%	68.09%	68.09%	◇
Bus Traffic Accidents Per 100,000 Miles	3.23	3.40	3.10	3.20	3.20	◇
Complaints per 100,000 Boardings	3.13	3.57	3.25	4.16	4.16	◇
<b>Division 3</b>						
On-Time Pullouts*	99.69%	99.72%	100%	99.62%	99.62%	◇
MMBCMF	5,538	5,726	8,000	6,048	6,048	◇
In-Service On-time Performance	68.70%	71.08%	80%	70.78%	70.78%	◇
Bus Traffic Accidents Per 100,000 Miles	3.96	4.22	3.10	4.67	4.67	◇
Complaints per 100,000 Boardings	2.61	3.09	3.25	3.18	3.18	◇
<b>Division 9</b>						
On-Time Pullouts*	99.72%	99.83%	100%	99.76%	99.76%	◇
Mean Miles Between Chargeable Mechanical Failures	8,336	11,322	8,000	11,396	11,397	●
In-Service On-time Performance	64.56%	67.47%	80%	63.49%	63.49%	◇
Bus Traffic Accidents Per 100,000 Miles	2.56	2.64	3.10	1.88	1.88	●
Complaints per 100,000 Boardings	3.90	4.31	3.25	6.25	6.25	◇

\* A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS.

● Green - High probability of achieving the FY03 target (on track).

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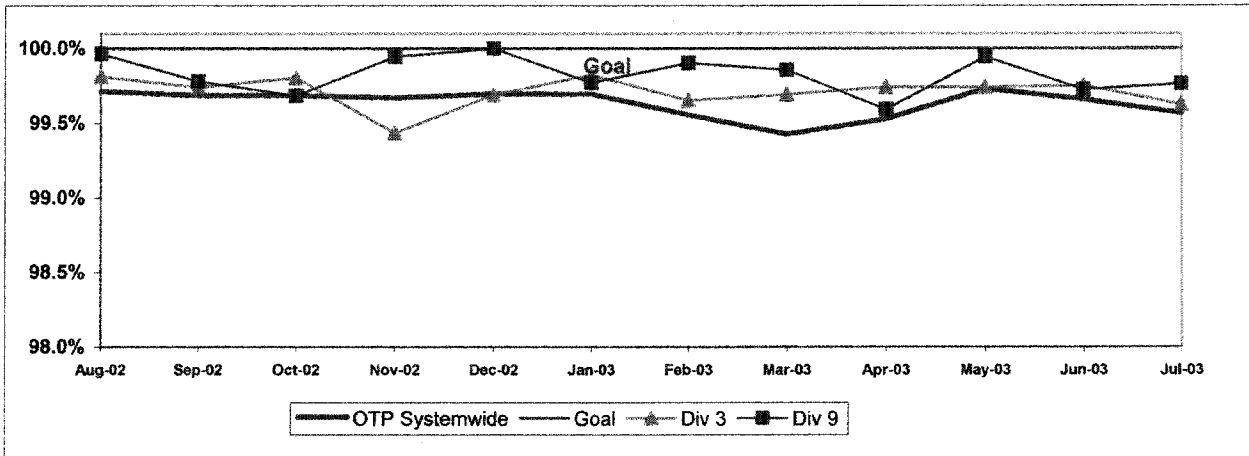
## SAN GABRIEL VALLEY SECTOR (SGV) BUS SERVICE PERFORMANCE

### ON-TIME PULLOUT (OTP) PERCENTAGE

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**Calculation:**  $OTP\% = [(100\% - ((\text{Total late and cancelled runs} / \text{by Total scheduled pullouts}) \times 100)]$

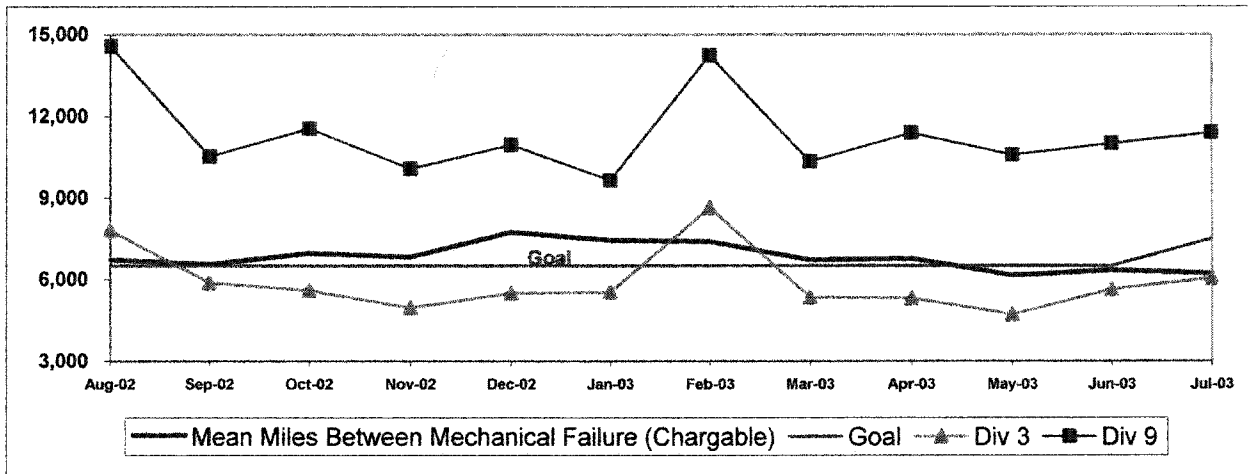
### OTP - Systemwide and Divisions 3 and 9



### MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES Systemwide and Divisions 3 and 9

**Definition:** Average Hub Miles traveled between chargeable mechanical problems that result in a service

**Calculation:**  $MMBCMF = (\text{Total Hub Miles} / \text{by Chargeable Mechanical Related Roadcalls})$



### Outlates & Cancellations by Sector Division

Div.	Sched. Pull-Outs	CANCELLATIONS		OUTLATES		% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS		
		Number	% of Pull-outs	Number	% of Pull-outs			No Operator Available	Bus Mechanical Failure	Other
<b>San Gabriel Valley (SGV)</b>										
3	6122	0	0.07%	23	0.18%	6.28%	99.75%	0	23	0
9	5519	7	0.04%	6	0.24%	6.28%	99.73%	7	5	1
<b>SYS. TOTAL</b>	<b>73501</b>	<b>26</b>	<b>0.04%</b>	<b>293</b>	<b>0.40%</b>	<b>100.00%</b>	<b>99.57%</b>	<b>48</b>	<b>234</b>	<b>37</b>

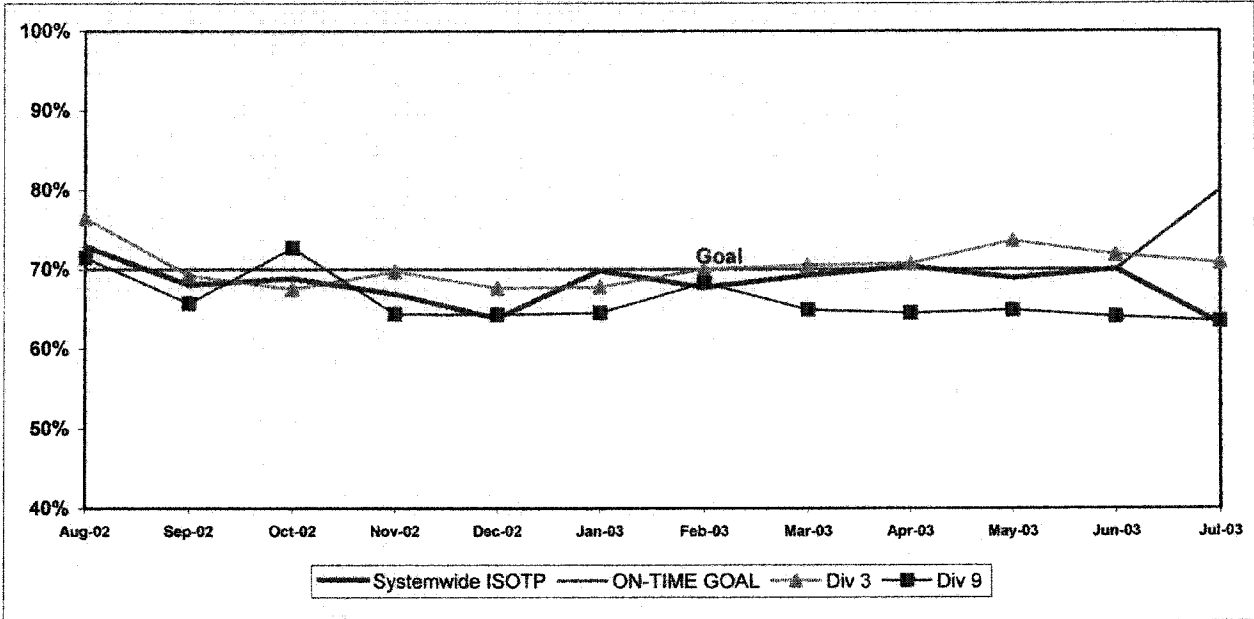
SGV SECTOR BUS SERVICE PERFORMANCE - Continued

IN-SERVICE ON-TIME PERFORMANCE

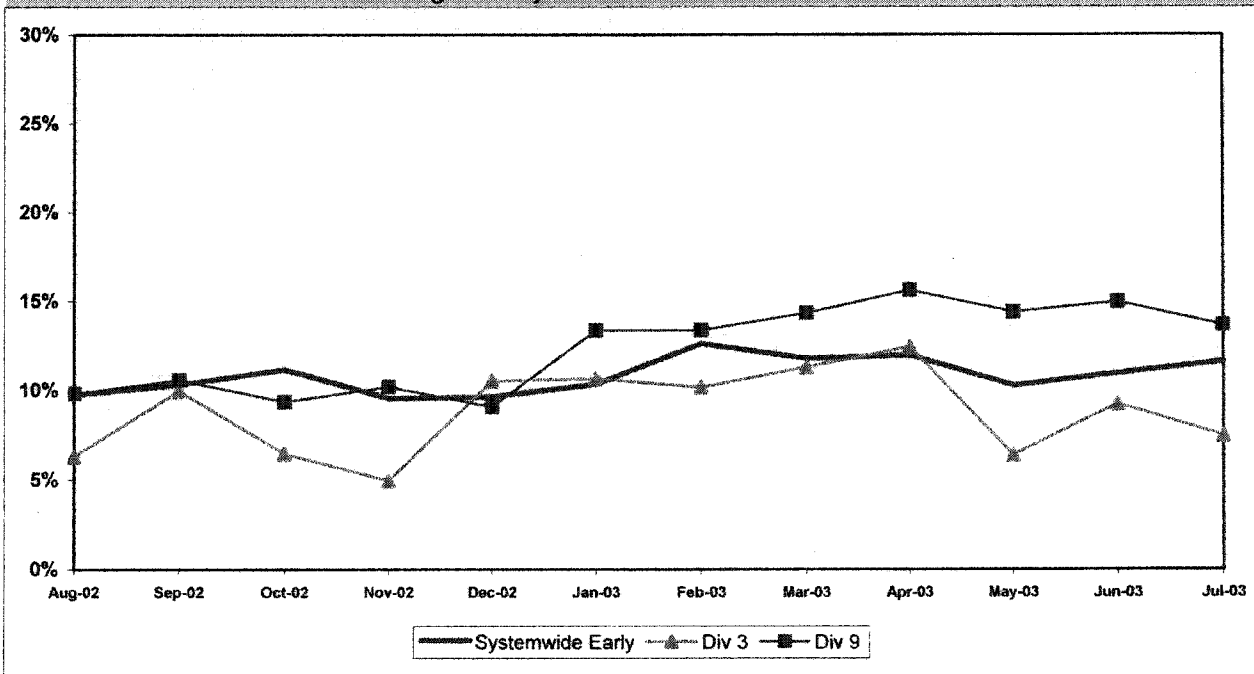
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

**Calculation:**  $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes late}) / (\text{Total buses sampled}))$

Systemwide and Bus Operating Divisions 3 and 9  
ISOTP - 1 Minute Tolerance for Running Hot



Running Hot - Systemwide and Divisions 3 and 9

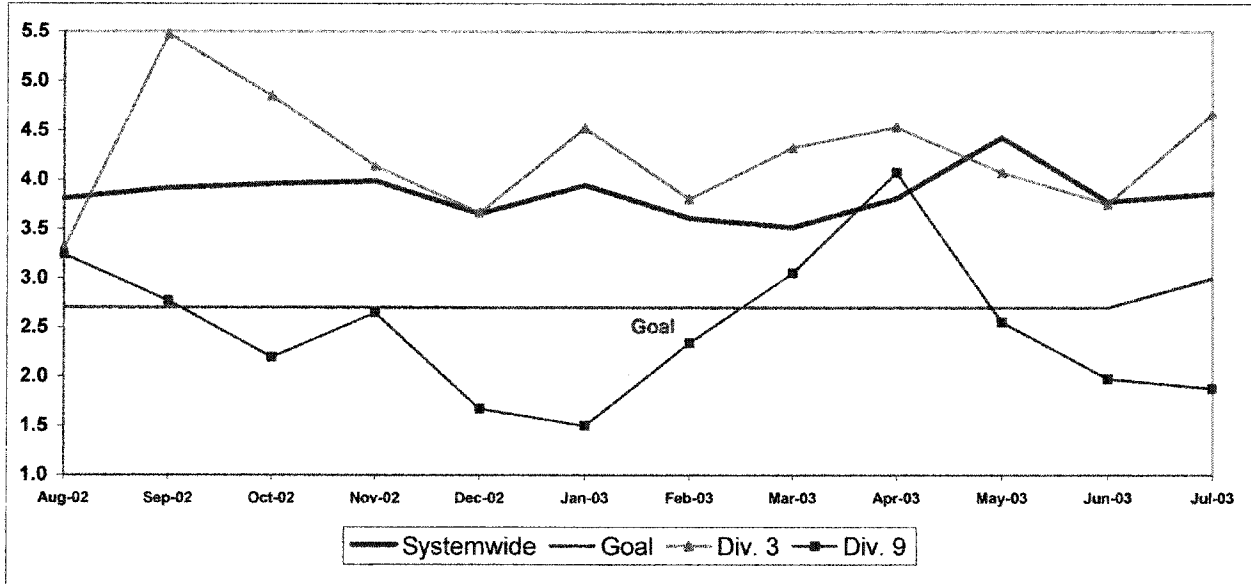


SGV SECTOR BUS SERVICE PERFORMANCE - Continued

**BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES**  
Systemwide and Divisions 3 and 9

**Definition:** Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

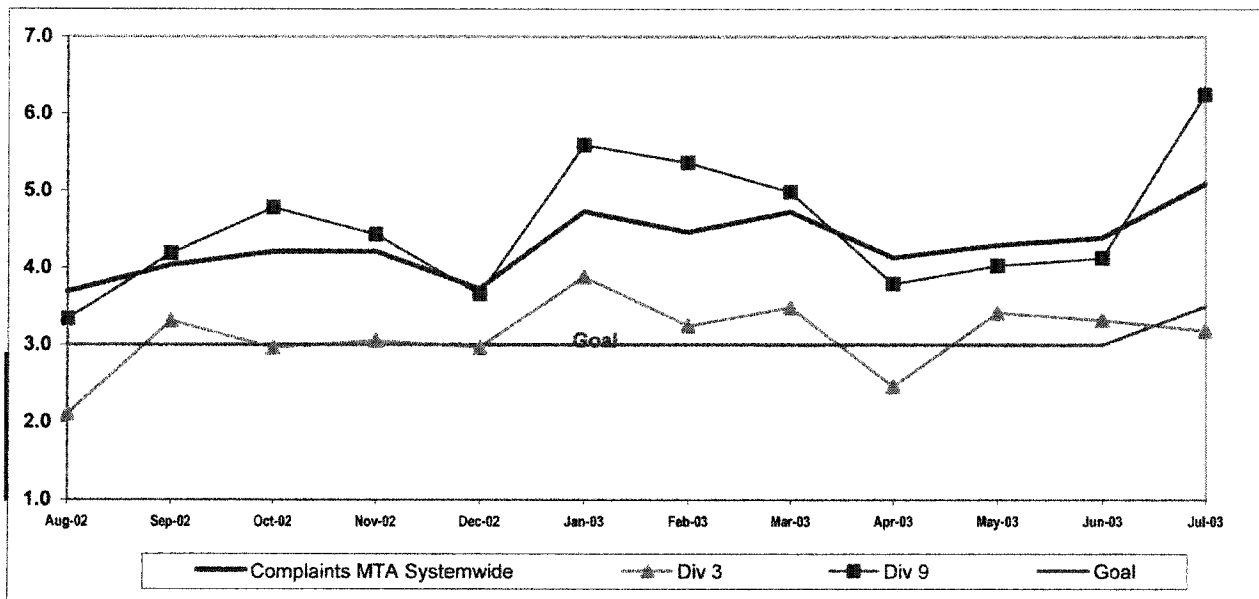
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



**COMPLAINTS PER 100,000 BOARDINGS**  
Systemwide and Divisions 3 and 9

**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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



## Gateway Cities Sector Scorecard Overview (GC)

This sector has two MTA operating divisions, Division 1 and 2, both operating out of the downtown Los Angeles area. The sector will be responsible for the operation of approximately 365 Metro buses and 20 Metro Bus lines carrying nearly 59.8 million boarding passengers each year.

This report gives a brief overview of sector operations:

- \* On-Time Pullout Percentage
- \* In-Service On-Time Performance
- \* Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- \* Traffic Accidents per 100,000 Hub
- \* Complaints per 100,000 Boardings

Measurement	FY02	FY03	FY04 Target	FY04 YTD	July Month	Status
<b>Bus Systemwide</b>						
On-Time Pullouts (system) *	99.61%	99.64%	100%	99.57%	99.57%	◇
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	5,415	6,883	7,500	6,220	6,220	◇
In-Service On-time Performance	64.88%	69.23%	80%	63.74%	63.74%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.86	3.86	◇
Complaints per 100,000 Boardings	3.54	4.23	3.50	5.09	5.09	◇
<b>GC Sector</b>						
On-Time Pullouts *	99.64%	99.78%	100%	99.83%	99.83%	◇
MMBCMF	6,726	7,800	8,000	6,761	6,761	◇
In-Service On-time Performance		74.53%	80%	66.39%	66.39%	◇
Bus Traffic Accidents Per 100,000 Miles	4.49	4.07	3.30	4.26	4.26	◇
Complaints per 100,000 Boardings	2.07	2.63	2.50	3.35	3.35	◇
<b>Division 1</b>						
On-Time Pullouts *	99.84%	99.81%	100%	99.77%	99.77%	◇
MMBCMF	8,510	9,863	8,000	5,616	5,616	◇
In-Service On-time Performance	74.95%	78.22%	80%	67.78%	67.78%	◇
Bus Traffic Accidents Per 100,000 Miles	4.51	3.39	3.30	4.04	4.04	◇
Complaints per 100,000 Boardings	1.76	2.26	2.50	3.60	3.60	◇
<b>Division 2</b>						
On-Time Pullouts *	99.44%	99.75%	100%	99.88%	99.88%	◇
MMBCMF	5,514	6,398	8,000	8,446	8,446	●
In-Service On-time Performance	63.01%	67.53%	80%	64.27%	64.27%	◇
Bus Traffic Accidents Per 100,000 Miles	4.48	4.78	3.30	4.49	4.49	◇
Complaints per 100,000 Boardings	2.38	3.07	2.50	3.08	3.08	◇

\* A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS.

● Green - High probability of achieving the FY03 target (on track).

◇ Yellow - Uncertain if the FY03 target will be achieved -- slight problems, delays or management issues.

■ Red - High probability that the FY03 target will not be achieved -- significant problems and/or delays.

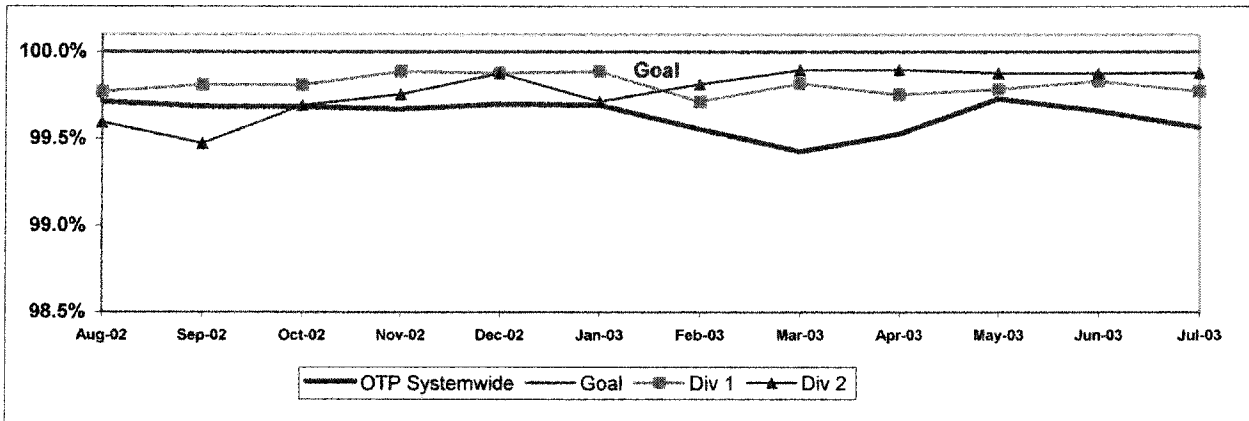
## GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

### ON-TIME PULLOUT (OTP) PERCENTAGE

**Definition:** On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

**Calculation:**  $OTP\% = [(100\% - ((\text{Total late and cancelled runs} / \text{by Total scheduled pullouts}) \times 100)]$

#### OTP - Systemwide and Divisions 1 and 2

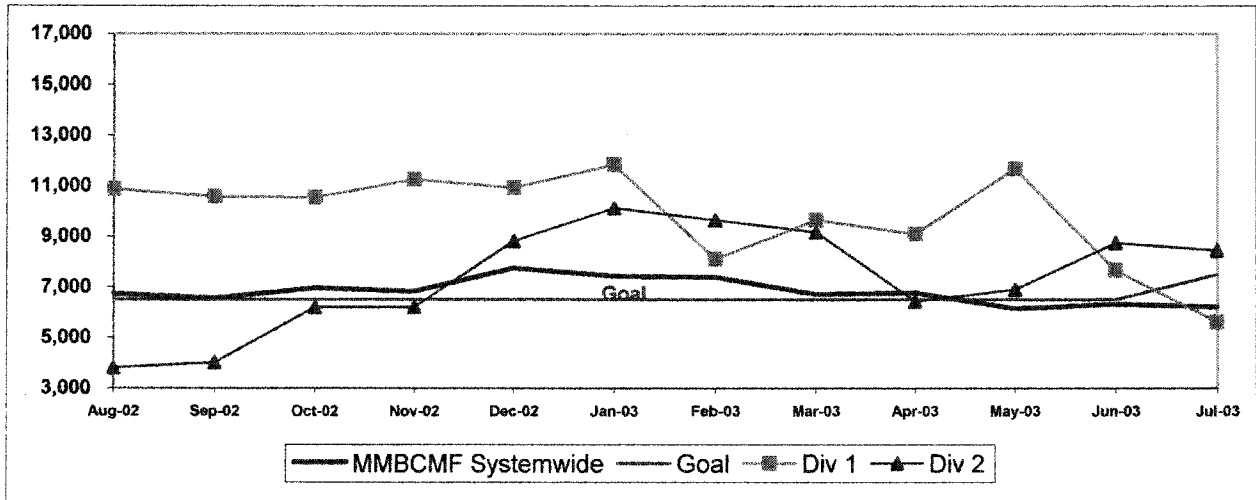


### MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES

#### Systemwide and Divisions 1 and 2

**Definition:** Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

**Calculation:**  $MMBCMF = (\text{Total Hub Miles} / \text{by Chargeable Mechanical Related Roadcalls})$



### Outlates & Cancellations by Sector's Divisions

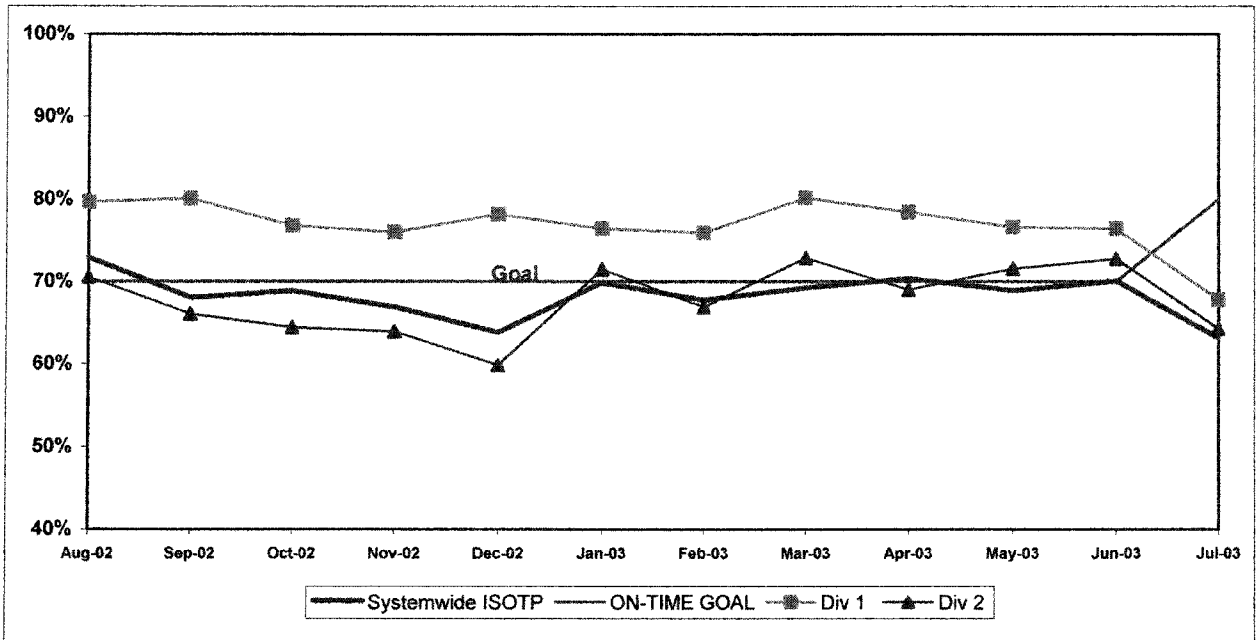
Div.	Sched. Pull-Outs	CANCELLATIONS		OUTLATES		% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS		
		Number	% of Pull-outs	Number	% of Pull-outs			No Operator Available	Bus Mechanical Failure	Other
<b>Gateway Cities (GWC)</b>							<b>99.85%</b>			
1	6180	0	0.00%	14	0.17%	4.18%	99.83%	3	10	1
2	5846	0	0.00%	7	0.12%	2.93%	99.88%	1	4	2
<b>SYS.</b>										
<b>TOTAL</b>	<b>73501</b>	<b>26</b>	<b>0.04%</b>	<b>293</b>	<b>0.40%</b>	<b>100.00%</b>	<b>99.57%</b>	<b>48</b>	<b>234</b>	<b>37</b>

**IN-SERVICE ON-TIME PERFORMANCE**

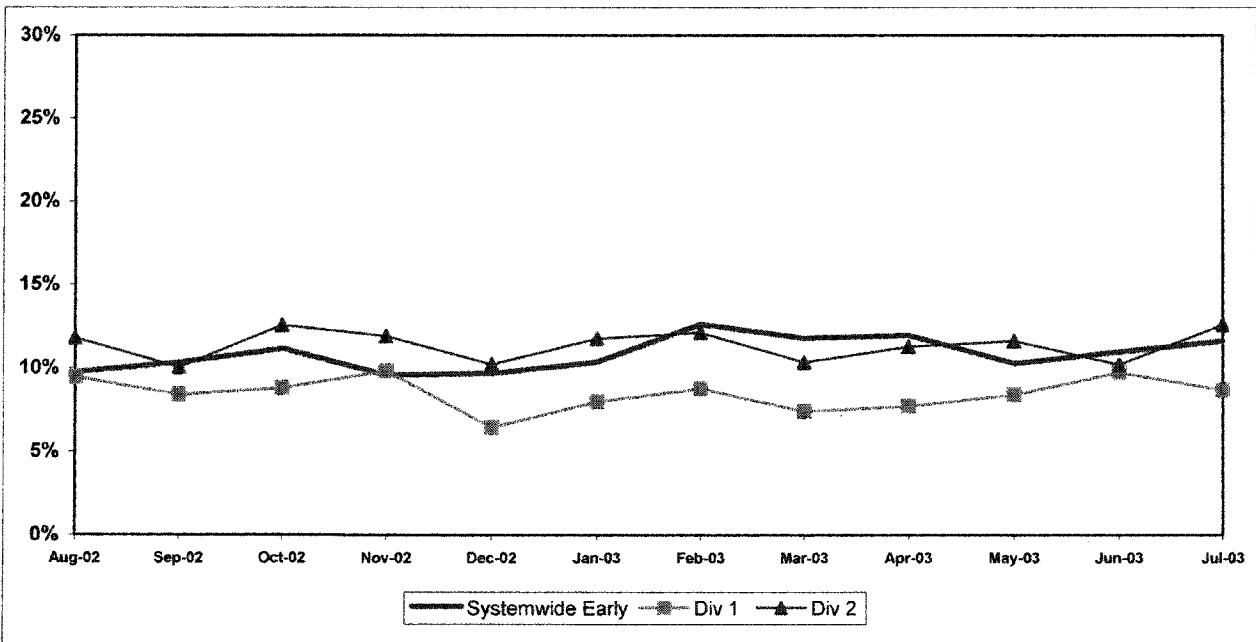
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

**Calculation:**  $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes late}) / (\text{Total buses sampled}))$

**Systemwide and Bus Operating Divisions 1 and 2  
ISOTP - 1 Minute Tolerance for Running Hot**



**Running Hot - Systemwide and Divisions 1 and 2**

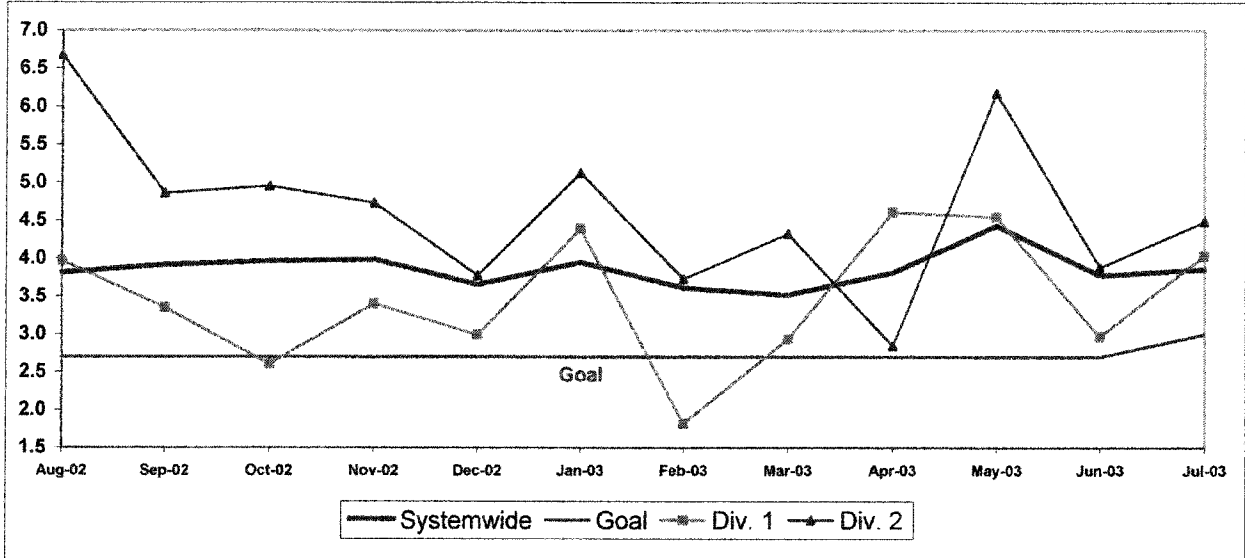


GC SECTOR BUS SERVICE PERFORMANCE - Continued

**BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES**  
Systemwide and Divisions 1 and 2

**Definition:** Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

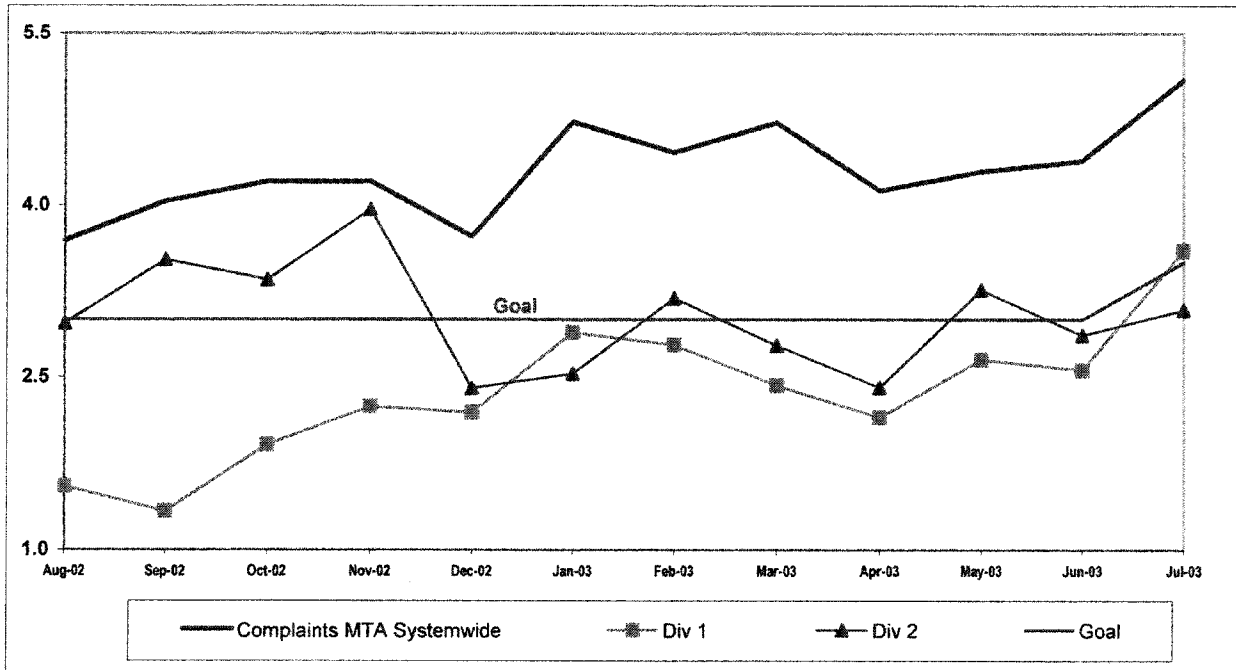
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / (Hub Miles / 100,000))



**COMPLAINTS PER 100,000 BOARDINGS**  
Systemwide and Divisions 1 and 2

**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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





## South Bay Sector Scorecard Overview (SB)

This sector has two MTA operating divisions, Division 5 in Inglewood and Division 18 in Carson. The sector will be responsible for the operation of approximately 560 Metro buses and 45 Metro Bus lines carrying over 93.5 million boarding passengers each year.

This report gives a brief overview of sector operations':

- \* On-Time Pullout Percentage
- \* In-Service On-Time Performance
- \* Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- \* Traffic Accidents per 100,000 Hub
- \* Complaints per 100,000 Boardings

Measurement	FY02	FY03	FY04 Target	FY04 YTD	July Month	Status
<b>Bus Systemwide</b>						
On-Time Pullouts (system) *	99.61%	99.64%	100%	99.57%	99.57%	◇
Mean Miles Between Chargeable Mechanical Failures	5,415	6,883	7,500	6,220	6,220	◇
In-Service On-time Performance	64.88%	69.23%	80%	63.74%	63.74%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	4.35	4.35	◇
Complaints per 100,000 Boardings	3.54	4.23	3.50	5.09	5.09	◇
<b>SB Sector</b>						
On-Time Pullouts *	99.75%	99.68%	100%	99.64%	99.64%	◇
MMBCMF	5,665	6,237	7,500	5,829	5,829	◇
In-Service On-time Performance		63.67%	80%	57.61%	57.61%	◇
Bus Traffic Accidents Per 100,000 Miles	4.03	4.00	2.70	4.02	4.02	◇
Complaints per 100,000 Boardings	3.42	4.02	3.50	5.21	5.21	◇
<b>Division 5</b>						
On-Time Pullouts *	99.74%	99.70%	100%	99.73%	99.73%	◇
MMBCMF	8,883	8,756	7,500	10,651	10,651	●
In-Service On-time Performance	63.31%	66.30%	80%	60.59%	60.59%	◇
Bus Traffic Accidents Per 100,000 Miles	4.35	4.58	2.70	3.38	3.38	◇
Complaints per 100,000 Boardings	2.47	2.86	3.50	3.15	3.15	●
<b>Division 18</b>						
On-Time Pullouts *	99.76%	99.68%	100%	99.57%	99.57%	◇
MMBCMF	4,514	5,144	7,500	4,263	4,263	■
In-Service On-time Performance	60.19%	61.23%	80%	56.06%	56.06%	■
Bus Traffic Accidents Per 100,000 Miles	3.80	3.57	2.70	4.54	4.54	◇
Complaints per 100,000 Boardings	4.39	5.26	3.50	7.40	7.40	■

\* A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS.

● Green - High probability of achieving the FY03 target (on track).

◇ Yellow - Uncertain if the FY03 target will be achieved -- slight problems, delays or management issues.

■ Red - High probability that the FY03 target will not be achieved -- significant problems and/or delays.

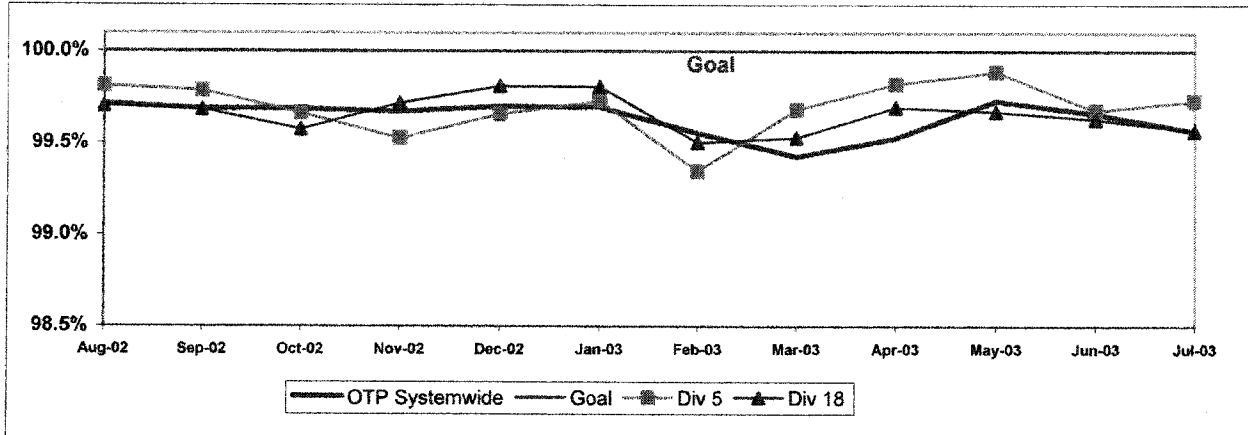
## SOUTH BAY SECTOR (SB) BUS SERVICE PERFORMANCE

### ON-TIME PULLOUT (OTP) PERCENTAGE

**Definition:** On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

**Calculation:**  $OTP\% = [(100\% - ((\text{Total late and cancelled runs} / \text{by Total scheduled pullouts}) \times 100))]$

#### OTP - Systemwide Trend and Division 5 and 18

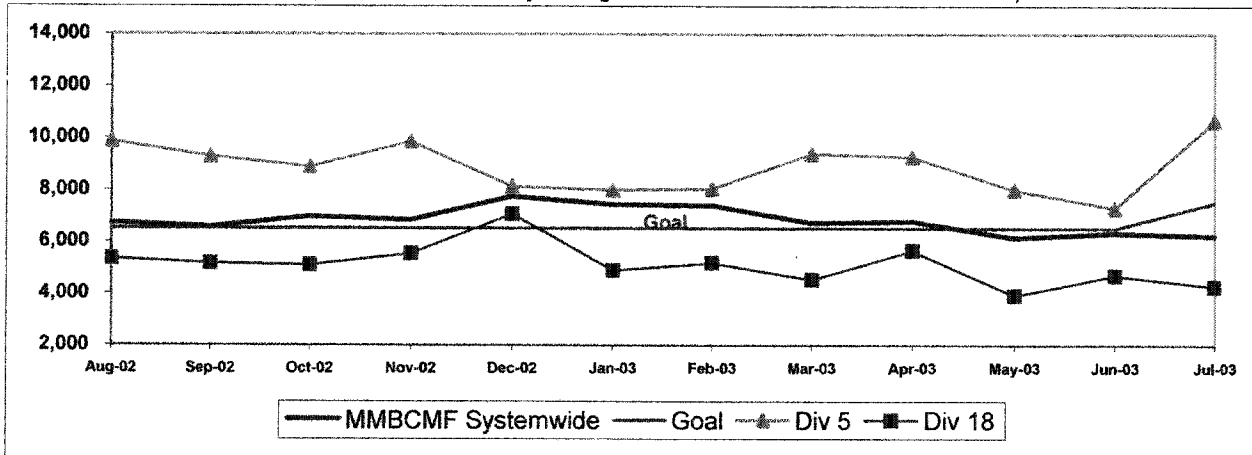


### MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES

#### Systemwide and Divisions 5 and 18

**Definition:** Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

**Calculation:**  $MMBCMF = (\text{Total Hub Miles} / \text{by Chargeable Mechanical Related Roadcalls})$



### Outlates & Cancellations by Sector's Divisions

Div.	Sched. Pull-Outs	CANCELLATIONS		OUTLATES		% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS		
		Number	% of Pull-outs	Number	% of Pull-outs			No Operator Available	Bus Mechanical Failure	Other
<b>South Bay (SB)</b>										
5	7777	0	0.00%	21	0.32%	9.62%	99.65%	1	17	3
18	9026	0	0.00%	39	0.37%	13.81%	99.68%	6	28	5
SYS.							99.63%			
<b>TOTAL</b>	<b>73501</b>	<b>26</b>	<b>0.04%</b>	<b>293</b>	<b>0.40%</b>	<b>100.00%</b>	<b>99.57%</b>	<b>48</b>	<b>234</b>	<b>37</b>

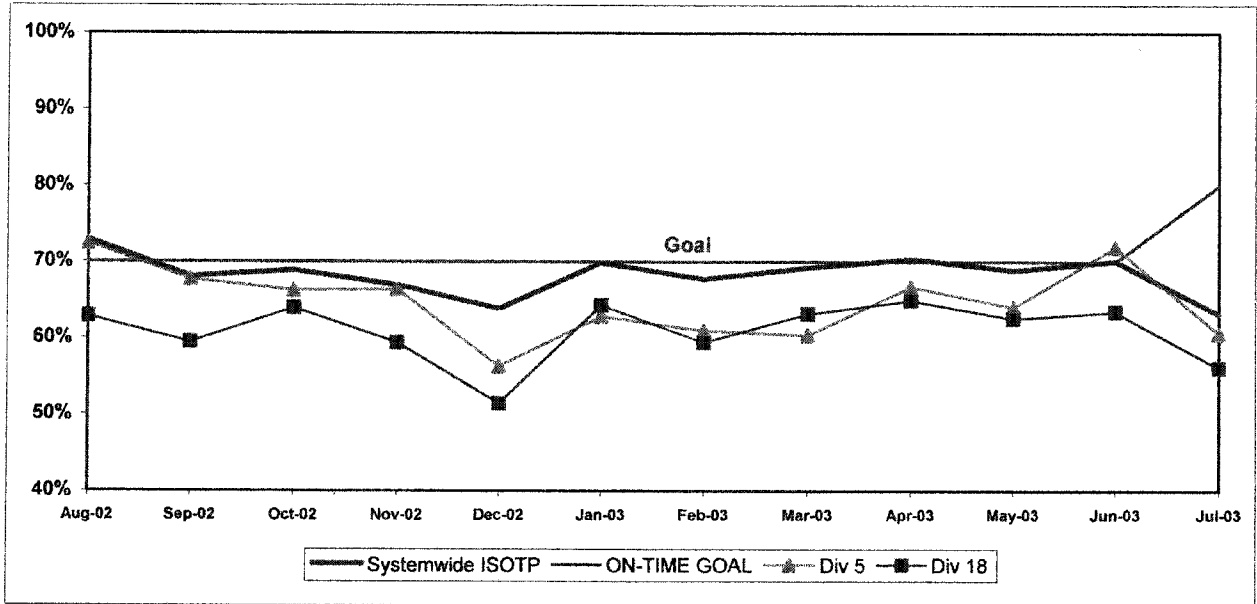
**SB SECTOR BUS SERVICE PERFORMANCE - Continued**

**IN-SERVICE ON-TIME PERFORMANCE**

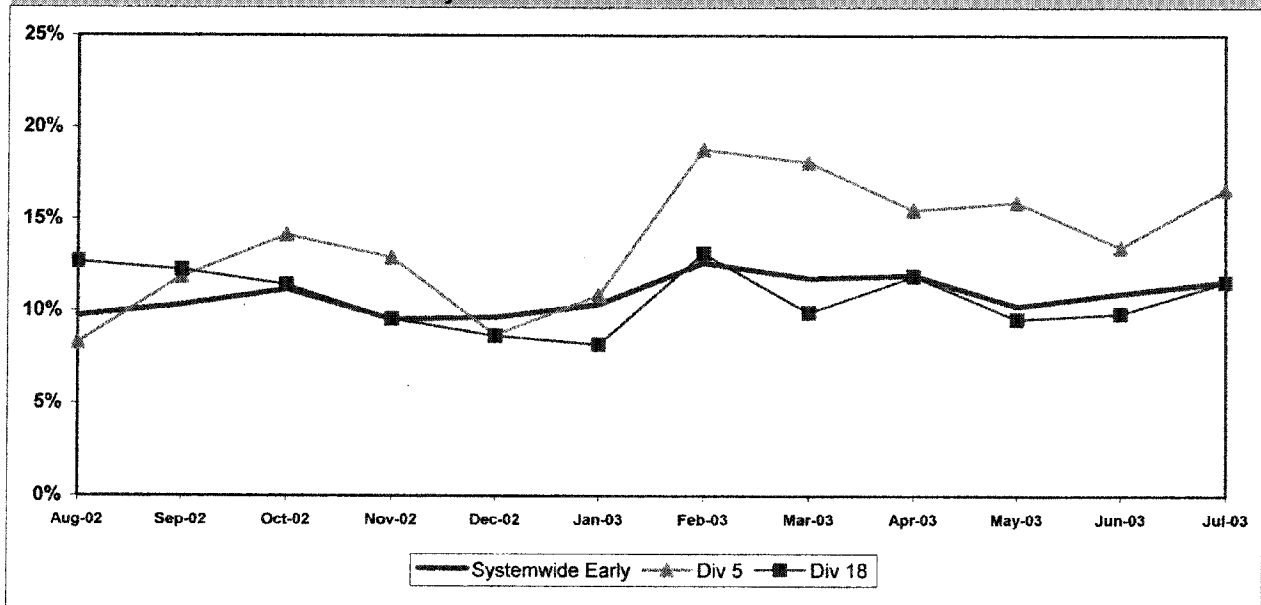
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

**Calculation:**  $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes late}) / (\text{Total buses sampled}))$

**Systemwide and Bus Operating Divisions 5 and 18  
ISOTP - 1 Minute Tolerance for Running Hot**



**Running Hot  
Systemwide and Divisions 5 and 18**

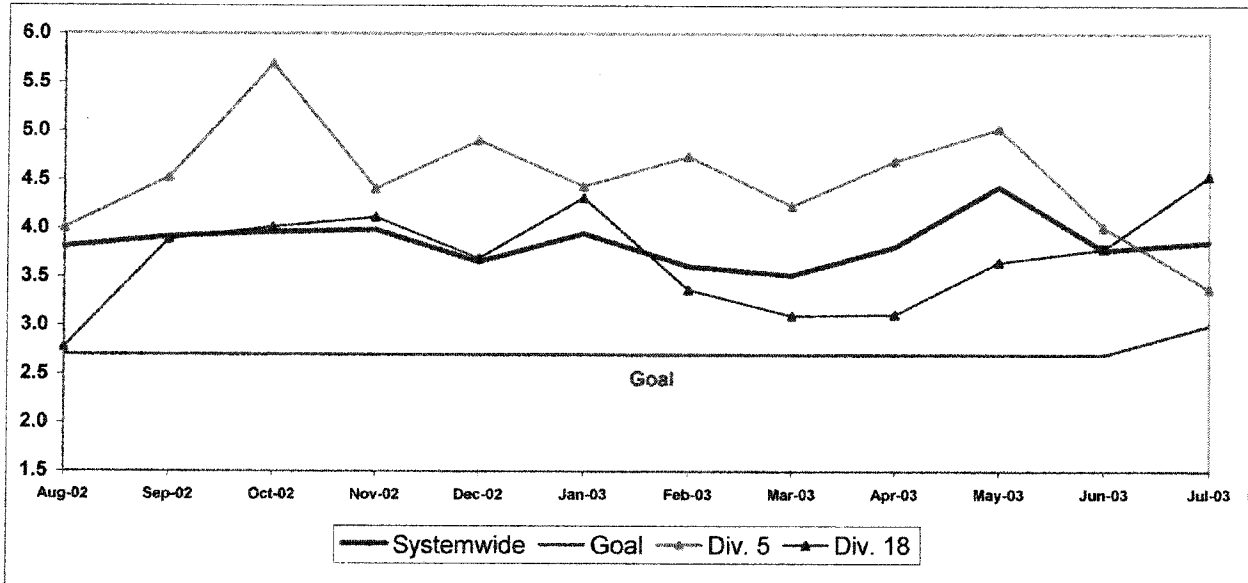


**SB SECTOR BUS SERVICE PERFORMANCE - Continued**

**BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES  
Systemwide and Divisions 5 and 18**

**Definition:** Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

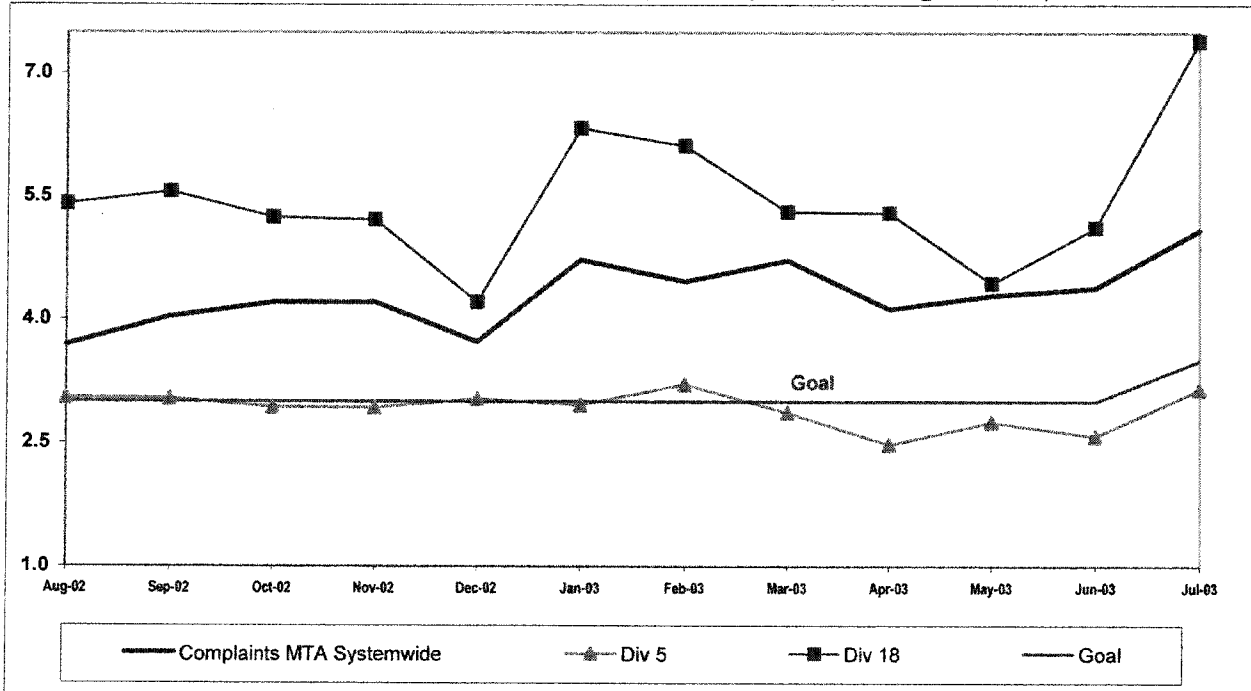
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



**COMPLAINTS PER 100,000 BOARDINGS  
Systemwide and Divisions 5 and 18**

**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service

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



## Westside/Central Sector Scorecard Overview (WC)

This sector has three MTA operating divisions, Division 6 in Venice, Division 7 in West Hollywood, and Division 10 in Los Angeles, near the Gateway building. The sector will be responsible for the operation of approximately 625 Metro buses and 21 Metro Bus lines carrying nearly 86.1 million boarding passengers each year.

This report gives a brief overview of sector operations:

- \* On-Time Pullout Percentage
- \* In-Service On-Time Performance
- \* Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- \* Traffic Accidents per 100,000 Hub
- \* Complaints per 100,000 Boardings

Measurement	FY02	FY03	FY04 Target	FY04 YTD	July Month	Status
<b>Bus Systemwide</b>						
On-Time Pullouts (system) *	99.61%	99.64%	100%	99.57%	99.57%	◇
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	5,415	6,883	7,500	6,220	6,220	◇
In-Service On-time Performance	64.88%	69.23%	80%	63.74%	63.74%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.86	3.86	◇
Complaints per 100,000 Boardings	3.54	4.23	3.50	5.09	5.09	◇
<b>WC Sector</b>						
On-Time Pullouts *	99.59%	99.37%	100%	99.23%	99.23%	◇
MMBCMF	6,099	5,720	7,500	5,274	5,274	◇
In-Service On-time Performance		67.88%	80%	64.00%	64.00%	◇
Bus Traffic Accidents Per 100,000 Miles	4.69	4.72	3.75	4.35	4.35	◇
Complaints per 100,000 Boardings	3.33	4.84	3.75	6.24	6.24	◇
<b>Division 6</b>						
On-Time Pullouts *	99.73%	99.85%	100%	99.87%	99.87%	◇
MMBCMF	9,241	8,335	7,500	11,819	11,819	●
In-Service On-time Performance	64.64%	65.93%	80%	64.54%	64.54%	◇
Bus Traffic Accidents Per 100,000 Miles	4.18	4.52	3.75	1.59	1.59	●
Complaints per 100,000 Boardings	4.51	6.10	3.75	11.03	11.03	■
<b>Division 7</b>						
On-Time Pullouts *	99.59%	99.38%	100%	99.20%	99.20%	◇
MMBCMF	6,942	5,389	7,500	4,943	4,943	◇
In-Service On-time Performance	67.96%	68.80%	80%	64.99%	64.99%	◇
Bus Traffic Accidents Per 100,000 Miles	5.23	4.95	3.75	5.46	5.46	◇
Complaints per 100,000 Boardings	3.36	4.74	3.75	6.65	6.65	◇
<b>Division 10</b>						
On-Time Pullouts *	99.56%	99.26%	100%	99.08%	99.08%	◇
MMBCMF	5,121	5,734	7,500	5,003	5,003	◇
In-Service On-time Performance	63.56%	67.34%	80%	62.90%	62.90%	◇
Bus Traffic Accidents Per 100,000 Miles	4.23	4.55	3.75	3.96	3.96	◇
Complaints per 100,000 Boardings	3.13	4.73	3.75	5.12	5.12	◇

\* A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS.

● Green - High probability of achieving the FY03 target (on track).

◇ Yellow - Uncertain if the FY03 target will be achieved – slight problems, delays or management issues.

■ Red - High probability that the FY03 target will not be achieved – significant problems and/or delays.

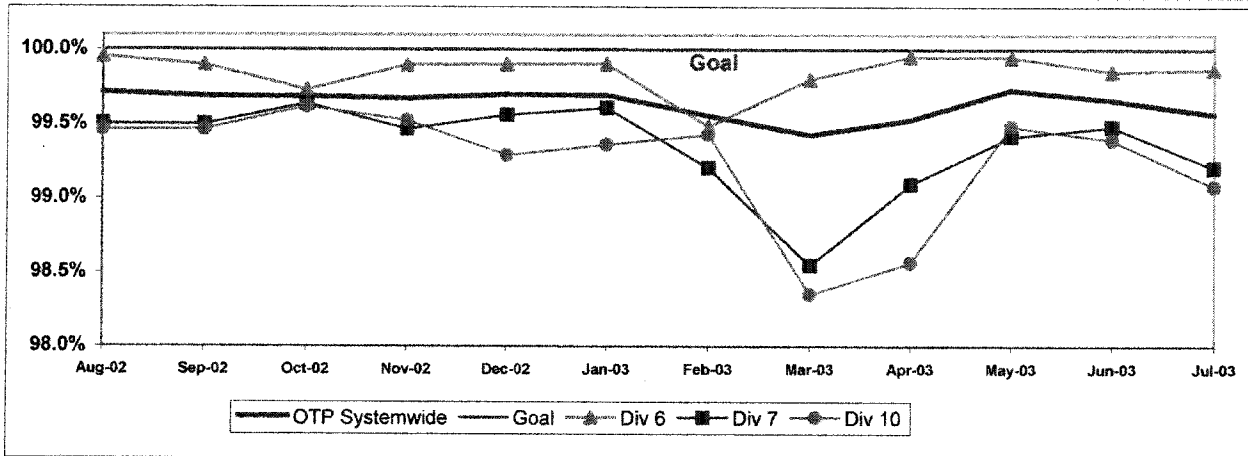
## WESTSIDE/CENTRAL SECTOR (WC) BUS SERVICE PERFORMANCE

### ON-TIME PULLOUT (OTP) PERCENTAGE

**Definition:** On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

**Calculation:**  $OTP\% = [(100\% - ((\text{Total late and cancelled runs} / \text{by Total scheduled pullouts}) \times 100)]$

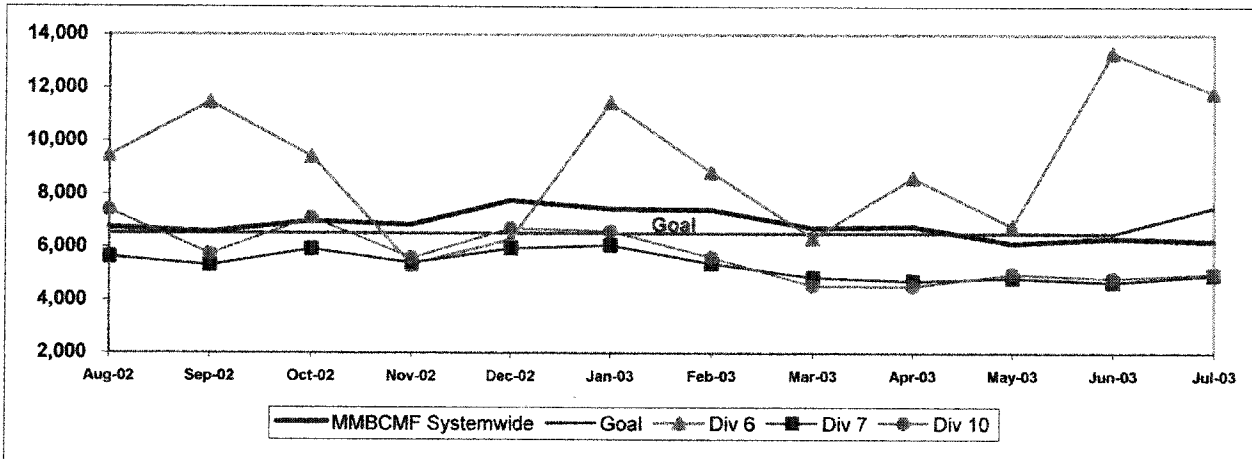
**OTP - Systemwide Trend and Divisions 6, 7 and 10**



### MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES

**Definition:** Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

**Calculation:**  $MMBCMF = (\text{Total Hub Miles} / \text{by Chargeable Mechanical Related Roadcalls})$



### Outlates & Cancellations by Sector Division

Div.	Sched. Pull-Outs	CANCELLATIONS		OUTLATES		% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS		
		Number	% of Pull-outs	Number	% of Pull-outs			No Operator Available	Bus Mechanical Failure	Other
<b>Westside/Central (WC)</b>								<b>99.47%</b>		
6	2314	0	0.00%	3	0.15%	1.26%	99.85%	0	2	1
7	9046	8	0.05%	64	0.48%	17.57%	99.47%	8	52	12
10	8793	9	0.00%	72	0.61%	22.59%	99.39%	18	54	9
SYS.										
<b>TOTAL</b>	<b>73501</b>	<b>26</b>	<b>0.04%</b>	<b>293</b>	<b>0.40%</b>	<b>100.00%</b>	<b>99.57%</b>	<b>48</b>	<b>234</b>	<b>37</b>

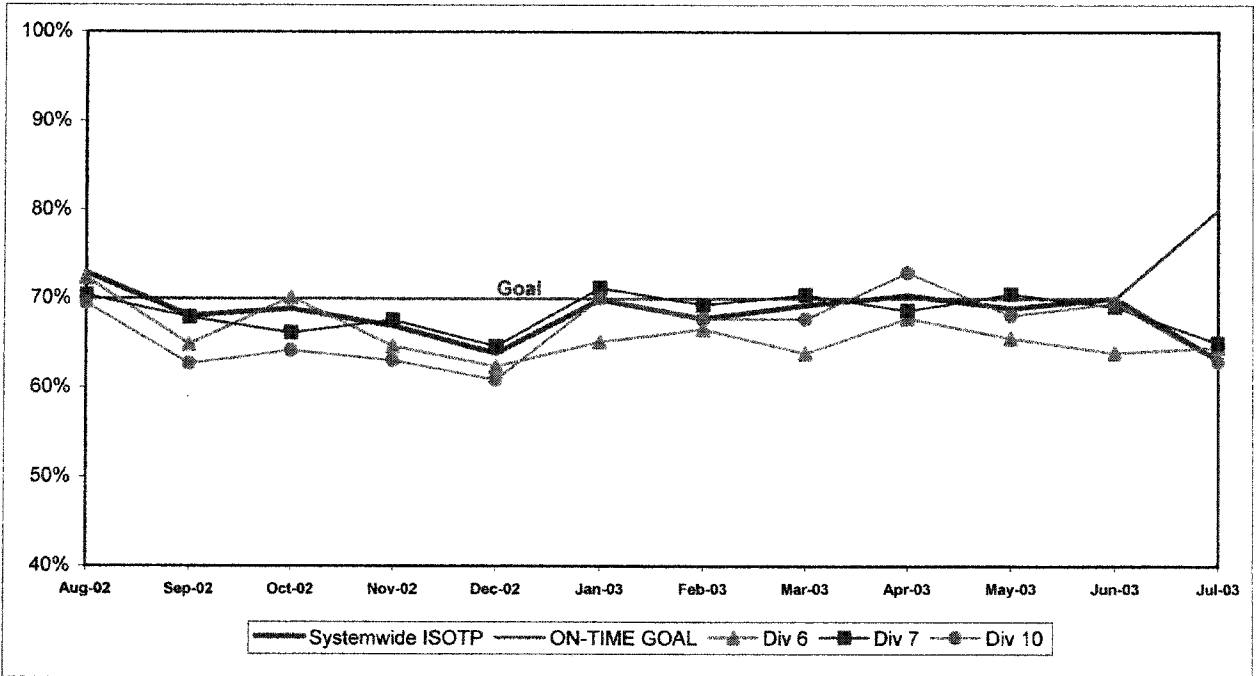
**WC SECTOR BUS SERVICE PERFORMANCE - Continued**

**IN-SERVICE ON-TIME PERFORMANCE**

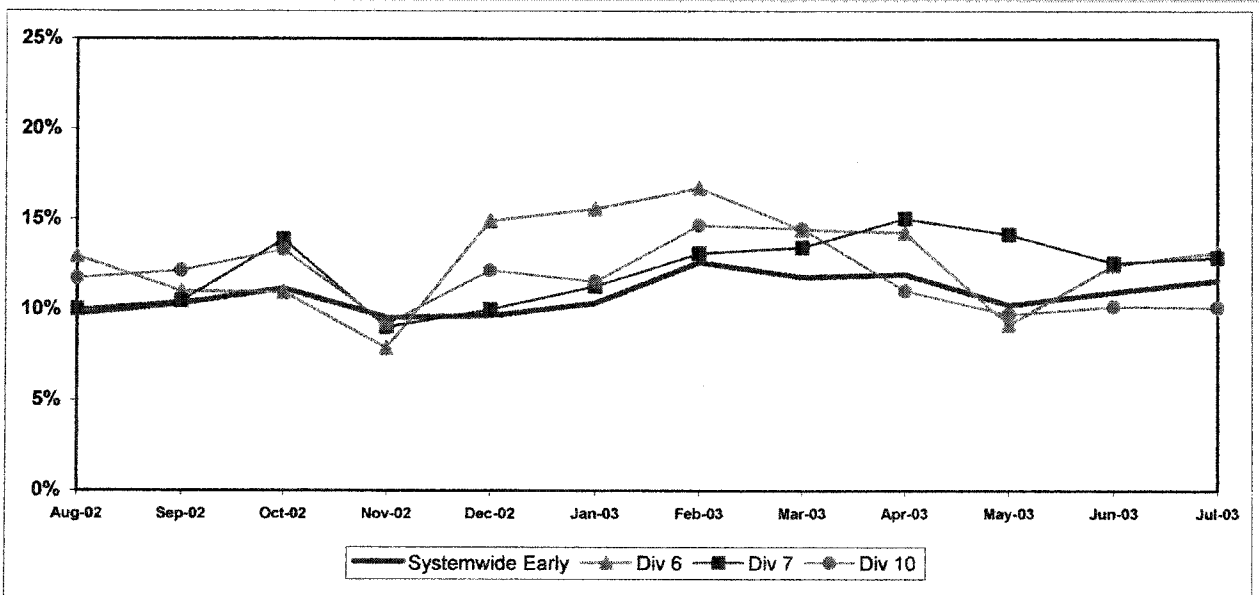
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

**Calculation:**  $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes late}) / (\text{Total buses sampled}))$

**Systemwide and Bus Operating Divisions 6, 7 and 10  
ISOTP - 1 Minute Tolerance for Running Hot**



**Running Hot - Systemwide and Divisions 6, 7 and 10**

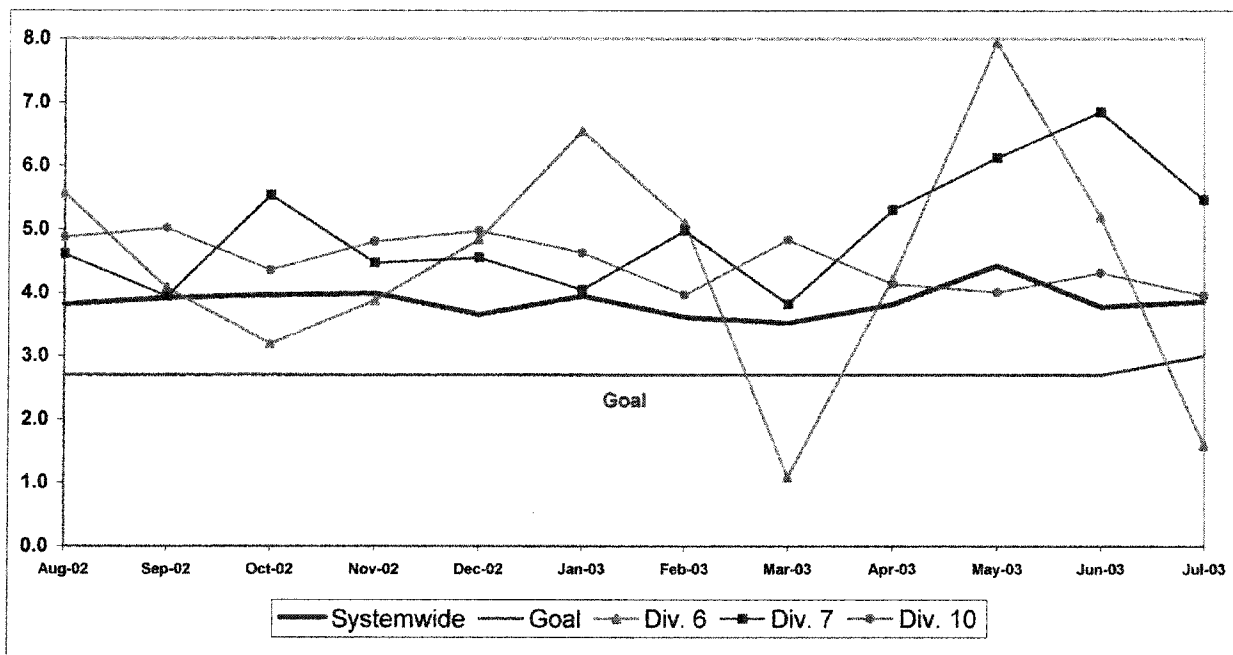


**WC SECTOR BUS SERVICE PERFORMANCE - Continued**

**BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES**  
**Systemwide and Bus Operating Divisions 6, 7 and 10**

**Definition:** Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

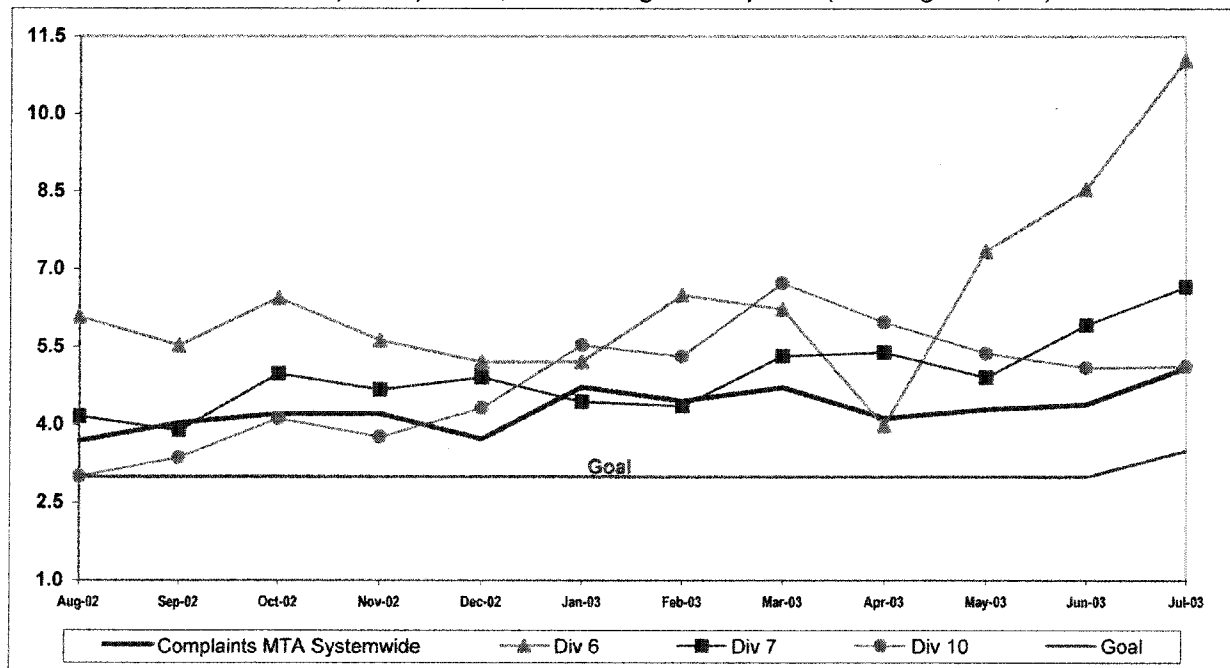
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



**COMPLAINTS PER 100,000 BOARDINGS**  
**Systemwide and Bus Operating Divisions 6, 7 and 10**

**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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





## Metro Rail Scorecard Overview

Metro Rail operates one heavy rail line, Metro Red Line from Union Station to North Hollywood and two light rail lines, Metro Blue Line from downtown to Long Beach and Metro Green Line along the 105 freeway. Metro Rail is responsible for the operation of approximately 74 heavy rail cars and 66 light rail cars carrying nearly 5.8 million boarding passengers each year.

This report gives a brief overview of sector operations<sup>1</sup>:

- \* On-Time Pullout Percentage
- \* In-Service On-Time Performance
- \* Mean Miles Between Chargeable Mechanical Failures (MMBMF)
- \* Traffic Accidents per 100,000 Train Miles
- \* Complaints per 100,000 Boardings

Measurement	FY02	FY03	FY04 Target	FY04 YTD	July Month	Status
<b>Metro Red Line (MRL)</b>						
On-Time Pullouts	99.89%	99.36%	99.40%	100.00%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures	9,842	9,495	10,000	13,040	13,040	●
In-Service On-time Performance	99.60%	99.15%	99.00%	99.02%	99.02%	●
Traffic Accidents Per 100,000 Train Miles	0.22	0.07	0.20	0.00	0.00	●
Complaints per 100,000 Boardings	0.73	1.20	0.85	0.82	0.82	●
<b>Metro Blue Line (MBL)</b>						
On-Time Pullouts	99.43%	99.07%	99.00%	99.87%	99.87%	●
Mean Miles Between Chargeable Mechanical Failures	4,897	6,399	10,000	10,328	10,328	●
In-Service On-time Performance	98.70%	97.59%	98.00%	98.45%	98.45%	●
Traffic Accidents Per 100,000 Train Miles	0.97	0.82	0.70	1.37	1.37	◇
Complaints per 100,000 Boardings	0.97	1.30	0.88	1.02	1.02	◇
<b>Metro Green Line (MGRL)</b>						
On-Time Pullouts	99.62%	98.99%	99.00%	99.58%	99.58%	◇
Mean Miles Between Chargeable Mechanical Failures	3,990	5,617	10,000	9,676	9,676	◇
In-Service On-time Performance	99.16%	98.21%	98.00%	98.96%	98.96%	●
Traffic Accidents Per 100,000 Train Miles	0.00	0.14	0.20	0.00	0.00	●
Complaints per 100,000 Boardings	1.22	1.26	0.88	1.06	1.06	◇
<b>Metro Gold Line (MGoL)</b>						
On-Time Pullouts			TBD	99.00%	99.00%	●
Mean Miles Between Chargeable Mechanical Failures			TBD	n.a	n.a.	
In-Service On-time Performance			TBD	99.44%	99.44%	●
Traffic Accidents Per 100,000 Train Miles			TBD	0.00	0.00	●
Complaints per 100,000 Boardings			TBD	n.a	n.a.	

● Green - High probability of achieving the FY03 target (on track).

◇ Yellow - Uncertain if the FY03 target will be achieved -- slight problems, delays or management issues.

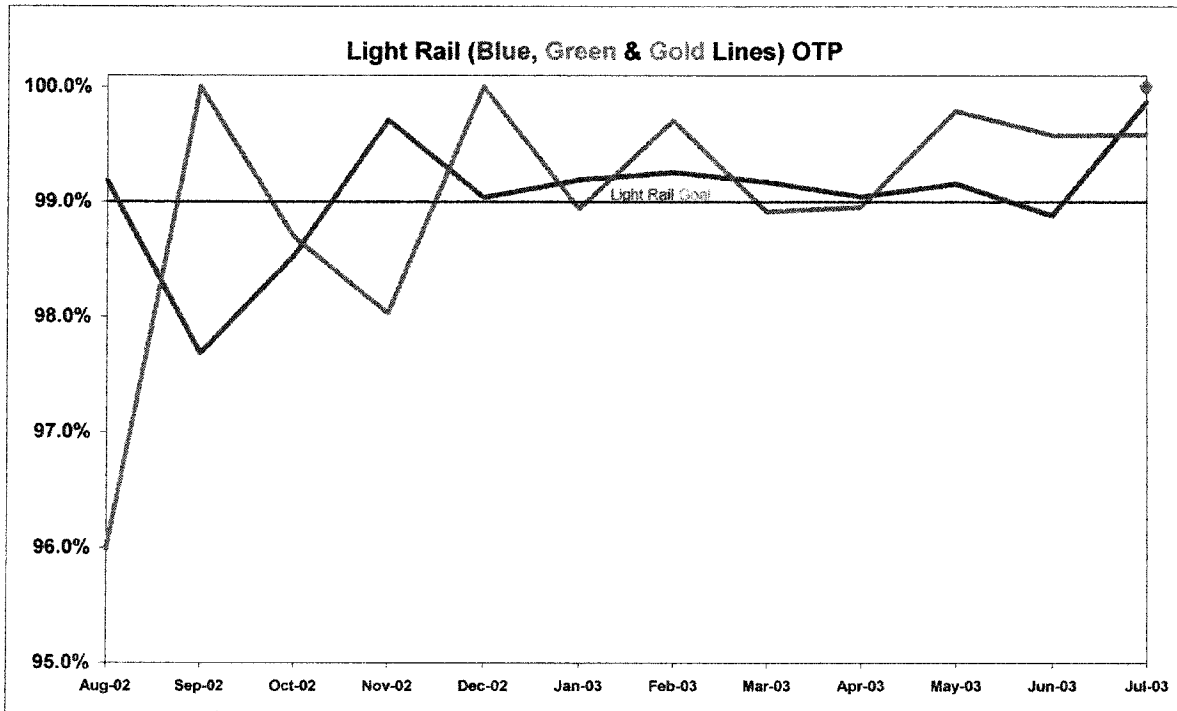
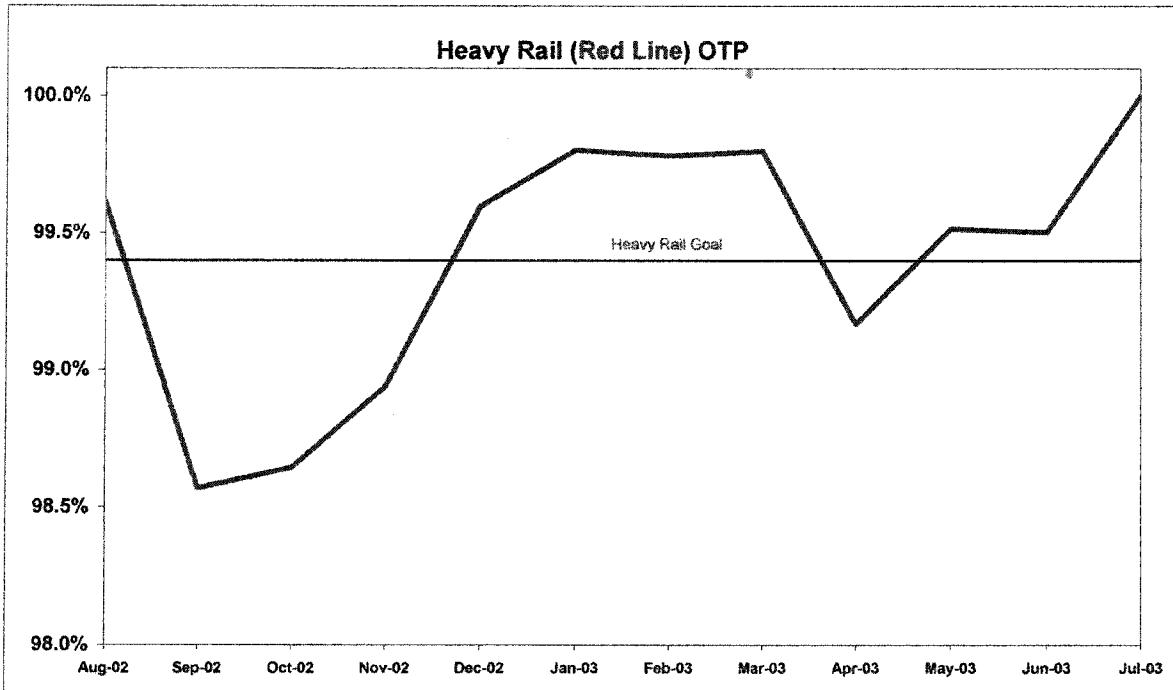
■ Red - High probability that the FY03 target will not be achieved -- significant problems and/or delays.

## RAIL SERVICE PERFORMANCE

### ON-TIME PULLOUTS

**Definition:** On-time Pullouts measures the percentage of trains leaving the yard within ninety seconds of the scheduled pullout time. The higher the number, the more reliable the service.

**Calculation:**  $OTP\% = [(100\% - [(Total\ cancelled\ pullouts\ plus\ late\ pullouts) / by\ Total\ scheduled\ pullouts]) \times 100]$

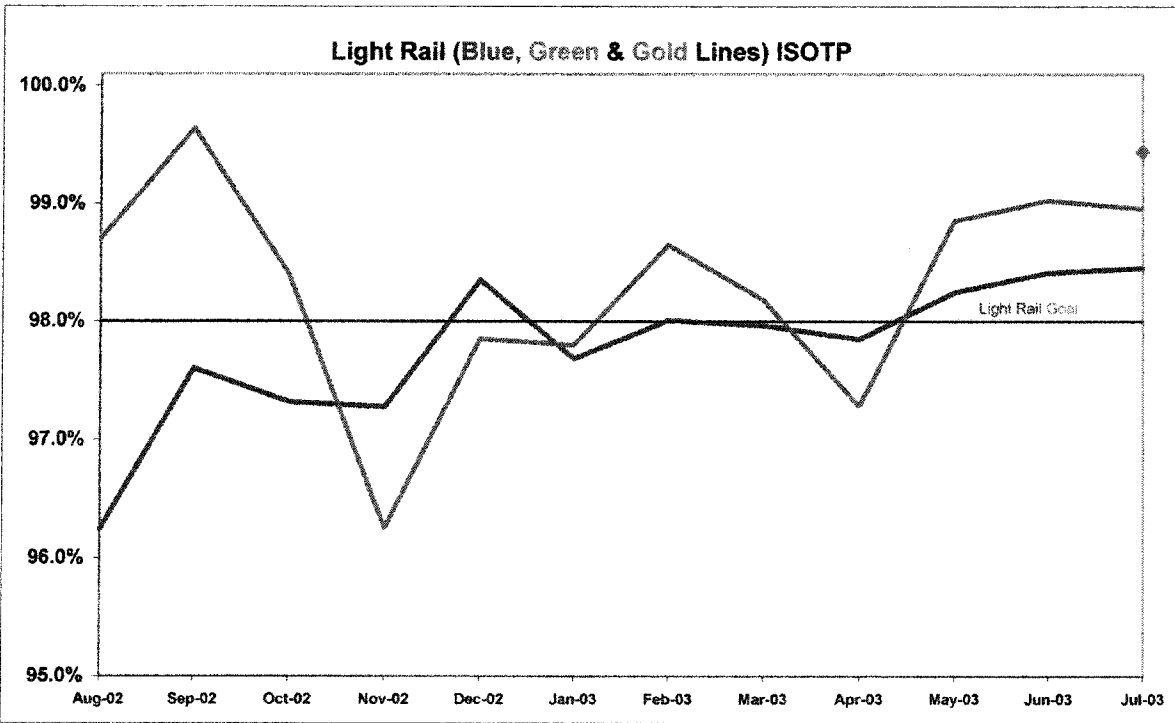
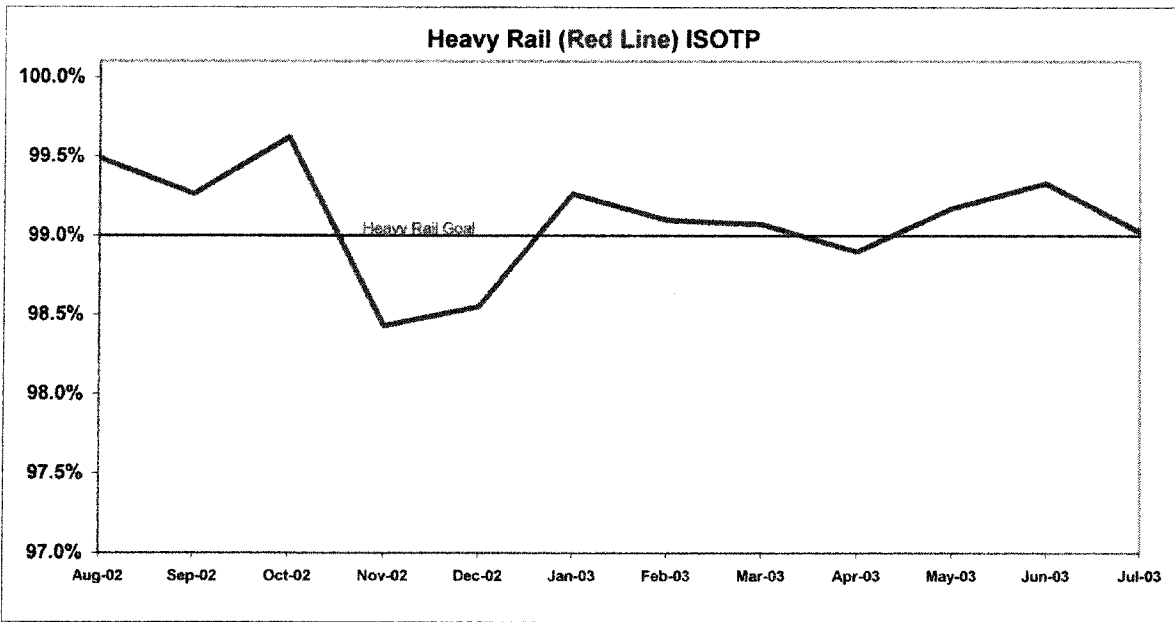


RAIL SERVICE PERFORMANCE - Continued

**IN-SERVICE ON-TIME PERFORMANCE**

**Definition:** In-Service On-Time Performance measures the percentage of trains leaving all timecheck points on any run no earlier than thirty seconds, nor later than 5 minutes of the scheduled time. The higher the number, the more reliable the service.

**Calculation:** ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs] X by 100)]

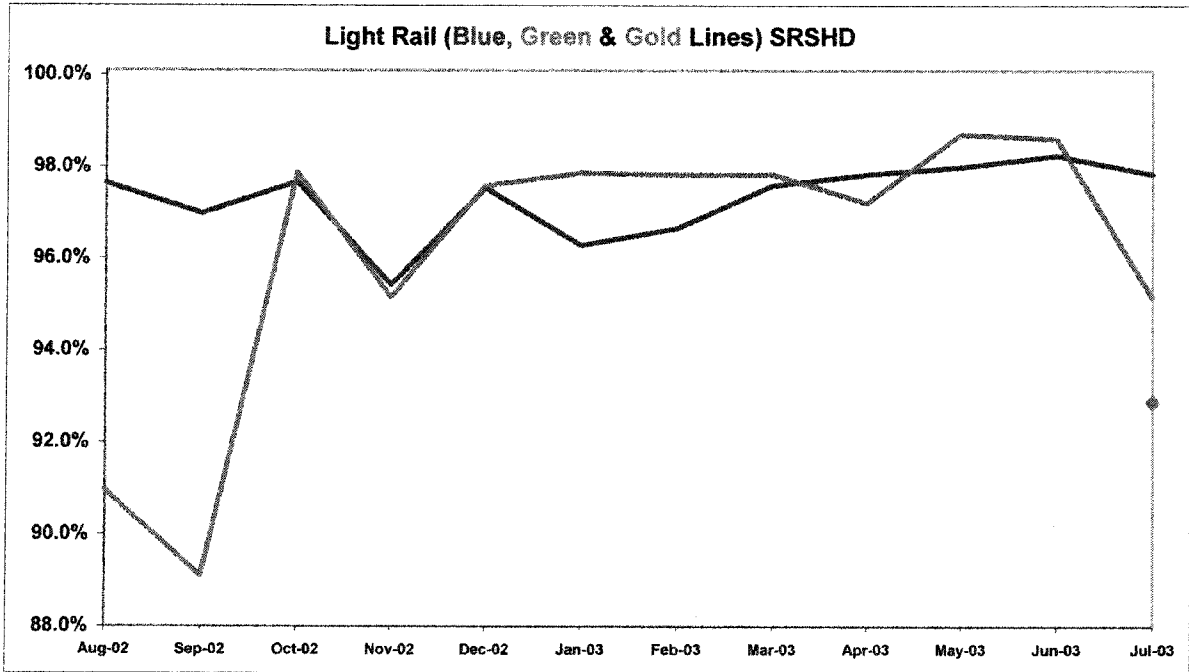
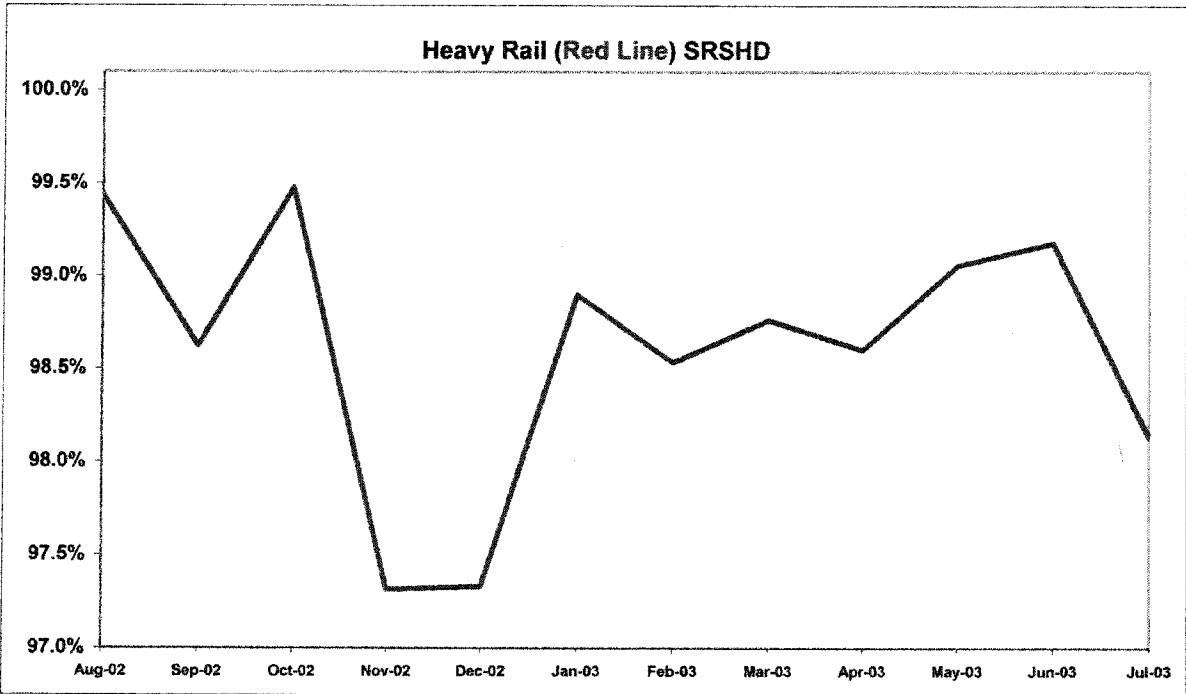


RAIL SERVICE PERFORMANCE - Continued

**Scheduled Revenue Service Hours Delivered by Rail Line**

**Definition:** This performance indicator measures the percentage of scheduled Revenue Service Hours delivered after subtracting cancellations, outlates and in-service delays.

**Calculation:**  $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$

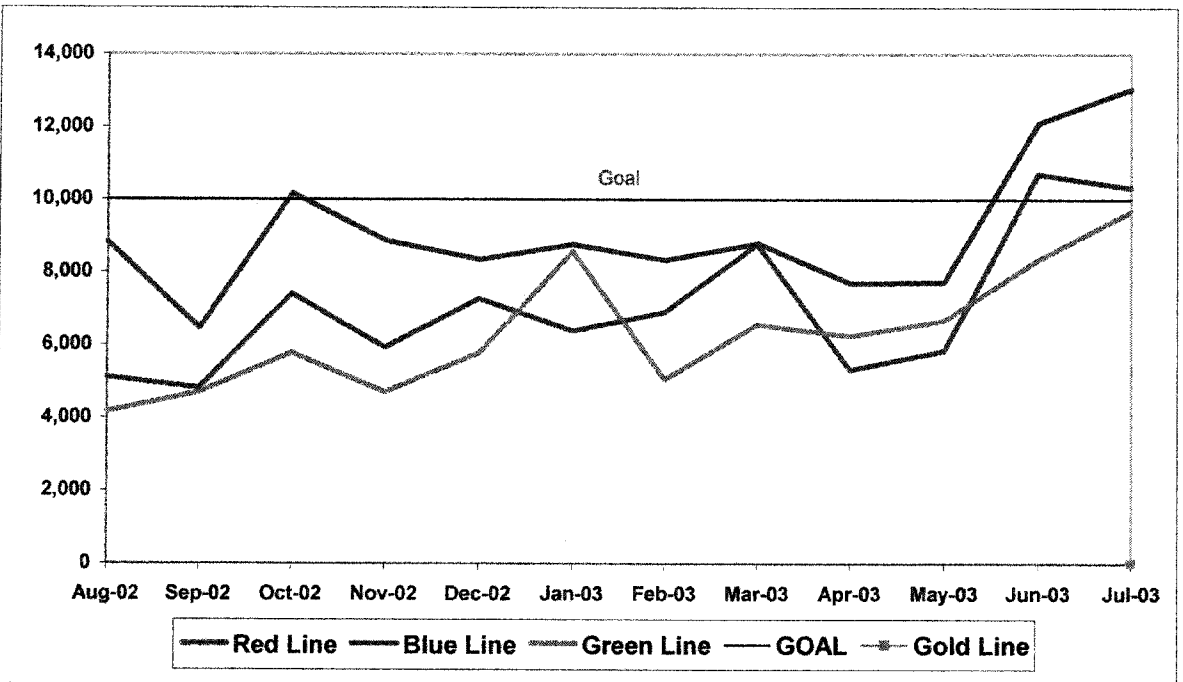


RAIL SERVICE PERFORMANCE - Continued

**Mean Miles Between Chargeable Mechanical Failures**

**Definition:** Mean vehicle miles between Revenue Vehicle Failures. NTD defined Revenue Vehicle Failures are vehicle systems failures that occur in revenue service and during deadhead miles in which the vehicle did not complete its scheduled revenue trip or in which the vehicle did not start its next scheduled revenue trip.

**Calculation:**  $MVMBRVF = \text{Total Vehicle Miles} / \text{Revenue Vehicle Systems Failures}$



## BUS SERVICE PERFORMANCE

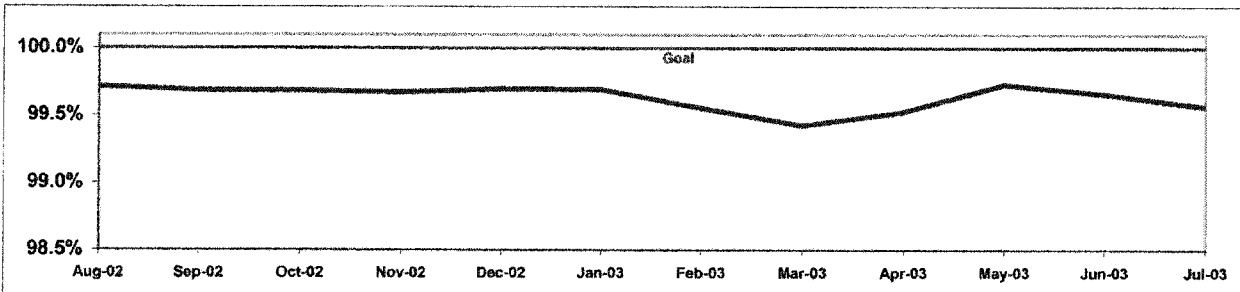
### ON-TIME PULLOUT PERCENTAGE \*

**Definition:** On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

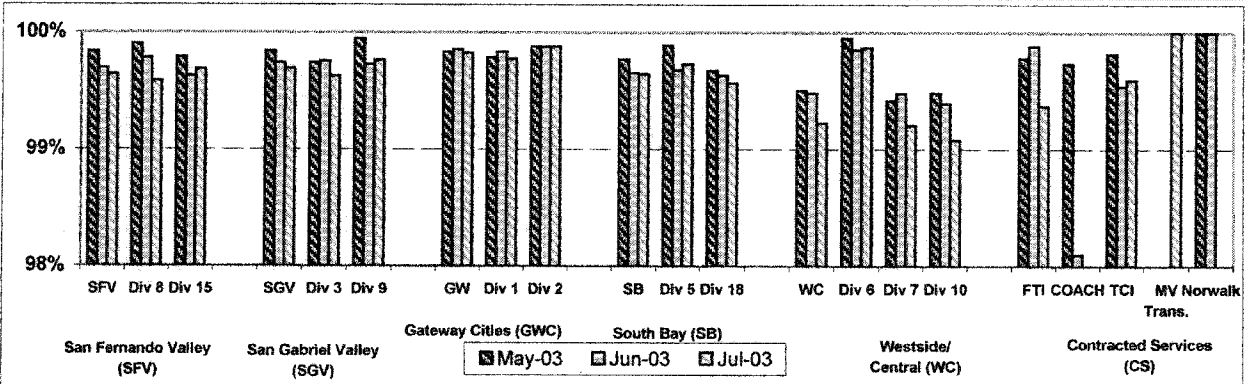
**Calculation:**  $OTP\% = [(100\% - ((\text{Total late and cancelled runs} / \text{by Total scheduled pullouts}) \times 100)]$

\* A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS.

### OTP - Systemwide Trend



### OTP by Sector Bus Operating Divisions May - July 2003



### Outlates & Cancellations by Sector Divisions

Div.	Sched. Pull-Outs	CANCELLATIONS		OUTLATES		% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS		
		Number	% of Pull-outs	Number	% of Pull-outs			No Operator Available	Bus Mechanical Failure	Other
<b>San Fernando Valley (SFV)</b>										
8	5549	2	0.00%	21	0.22%	4.60%	99.78%	3	20	0
15	7329	0	0.00%	23	0.37%	10.88%	99.63%	1	19	3
<b>San Gabriel Valley (SGV)</b>										
3	6122	0	0.07%	23	0.18%	6.28%	99.75%	0	23	0
9	5519	7	0.04%	6	0.24%	6.28%	99.73%	7	6	1
<b>Gateway Cities (GWC)</b>										
1	6180	0	0.00%	14	0.17%	4.18%	99.83%	3	10	1
2	5846	0	0.00%	7	0.12%	2.93%	99.88%	1	4	2
<b>South Bay (SB)</b>										
5	7777	0	0.00%	21	0.32%	9.62%	99.68%	1	17	3
18	9026	0	0.00%	39	0.37%	13.81%	99.63%	6	28	5
<b>Westside/Central (WC)</b>										
6	2314	0	0.00%	3	0.15%	1.26%	99.85%	0	2	1
7	9046	8	0.05%	64	0.48%	17.57%	99.47%	8	52	12
10	8793	9	0.00%	72	0.61%	22.59%	99.39%	18	54	9
<b>TOTAL</b>	<b>73501</b>	<b>26</b>	<b>0.04%</b>	<b>293</b>	<b>0.40%</b>	<b>100.00%</b>	<b>99.57%</b>	<b>48</b>	<b>234</b>	<b>37</b>

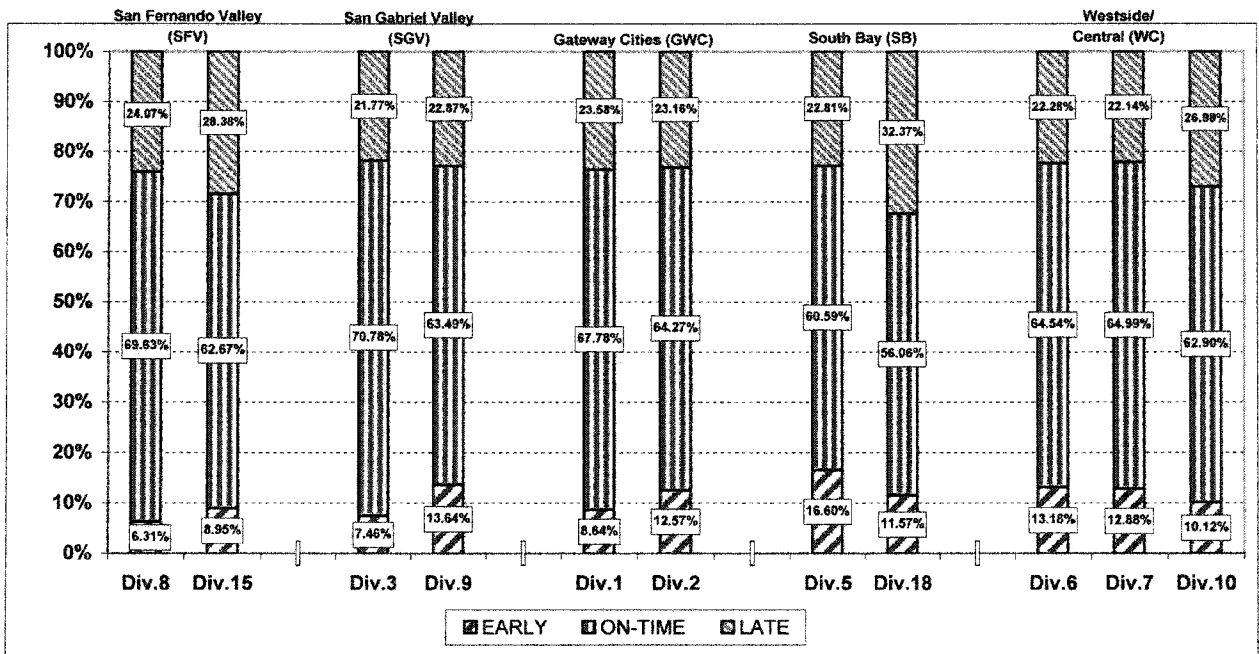
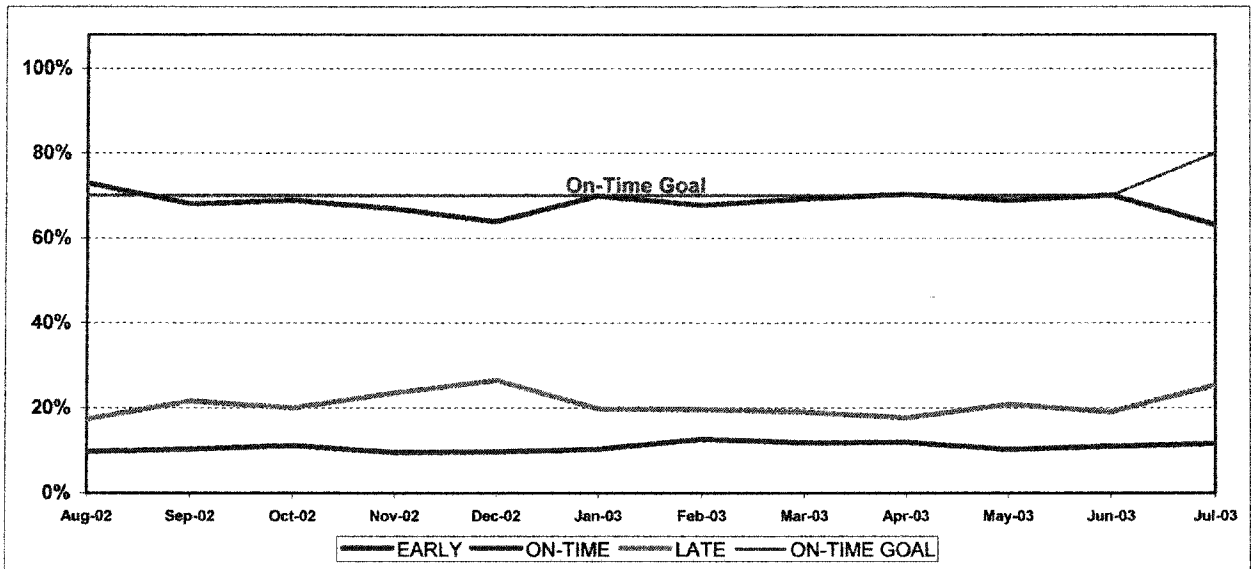
### IN-SERVICE ON-TIME PERFORMANCE

**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

**Calculation:**  $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes late}) / (\text{Total buses sampled}))$

#### Systemwide Trend

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



ISOTP By Sectors' Divisions

Year-to-Date Compared To Last Year

	FY03	FY04-YTD	Variance
<b>San Fernando Valley Sector (SFV)</b>			
<b>Division 8</b>			
Early	7.09%	6.31%	-0.78%
On-Time	70.09%	69.63%	-0.46%
Late	22.82%	24.07%	1.25%
<b>Division 15</b>			
Early	8.08%	8.95%	0.87%
On-Time	66.13%	62.67%	-3.46%
Late	25.78%	28.38%	2.60%
<b>Gateway Cities Sector (GWC)</b>			
<b>Division 1</b>			
Early	8.49%	8.64%	0.15%
On-Time	78.22%	67.78%	-10.44%
Late	13.29%	23.58%	10.29%
<b>Division 2</b>			
Early	11.75%	12.57%	0.82%
On-Time	67.53%	64.27%	-3.26%
Late	20.73%	23.16%	2.43%
<b>South Bay Sector (SB)</b>			
<b>Division 5</b>			
Early	12.57%	16.60%	4.03%
On-Time	66.30%	60.59%	-5.71%
Late	21.13%	22.81%	1.68%
<b>Division 18</b>			
Early	10.97%	11.57%	0.60%
On-Time	61.23%	56.06%	-5.17%
Late	27.80%	32.37%	4.57%

	FY03	FY04-YTD	Variance
<b>San Gabriel Valley Sector (SGV)</b>			
<b>Division 3</b>			
Early	8.47%	7.46%	-1.01%
On-Time	71.08%	70.78%	-0.30%
Late	20.45%	21.77%	1.32%
<b>Division 9</b>			
Early	11.47%	13.64%	2.17%
On-Time	67.47%	63.49%	-3.98%
Late	21.06%	22.87%	1.81%
<b>Westside/Central Sector (WC)</b>			
<b>Division 6</b>			
Early	12.83%	13.18%	0.35%
On-Time	65.93%	64.54%	-1.39%
Late	21.25%	22.28%	1.03%
<b>Division 7</b>			
Early	12.03%	12.88%	0.85%
On-Time	68.80%	64.99%	-3.81%
Late	19.16%	22.14%	2.98%
<b>Division 10</b>			
Early	11.91%	10.12%	-1.79%
On-Time	67.34%	62.90%	-4.44%
Late	20.75%	26.98%	6.23%
<b>SYSTEMWIDE</b>			
Early	10.70%	11.27%	0.57%
On-Time	69.23%	63.74%	-5.49%
Late	20.06%	24.99%	4.93%

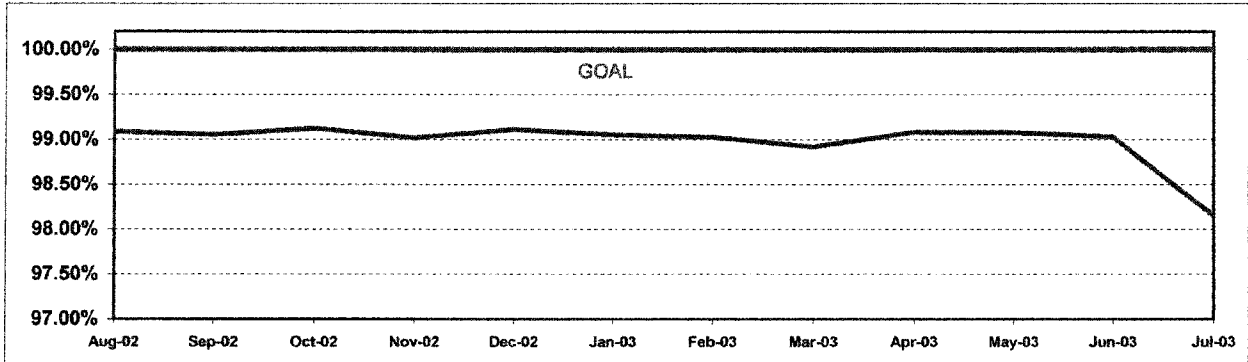


**SCHEDULED REVENUE SERVICE HOURS DELIVERED**

**Definition:** This performance indicator measures the percentage of scheduled Revenue Service Hours delivered after being offset by cancellations, outlates and in-service equipment failures.

**Calculation:**  $SRS\% = \frac{\text{Total Scheduled Service Hours} - \text{Lost Revenue Service Hours} + \text{Recovered Service Hours}}{\text{Total Scheduled Service Hours}}$

**Systemwide Trend**



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

SRSHD	FY03	FY04-YTD	Variance
<b>San Fernando Valley Sector (SFV)</b>			
Division 8	99.25%	98.86%	-0.39%
Division 15	98.99%	97.35%	-1.64%

SRSHD	FY03	FY04-YTD	Variance
<b>San Gabriel Valley Sector (SGV)</b>			
Division 3	99.03%	98.94%	-0.08%
Division 9	99.44%	99.17%	-0.27%

<b>Gateway Cities Sector (GWC)</b>			
Division 1	99.34%	98.16%	-1.17%
Division 2	99.06%	98.98%	-0.09%

<b>Westside/Central Sector (WC)</b>			
Division 6	98.97%	93.29%	-5.68%
Division 7	99.00%	97.71%	-1.29%
Division 10	98.92%	97.04%	-1.88%

<b>South Bay Sector (SB)</b>			
Division 5	99.12%	98.78%	-0.34%
Division 18	98.85%	98.45%	-0.40%

<b>Systemwide</b>	<b>99.07%</b>	<b>98.15%</b>	<b>-0.91%</b>
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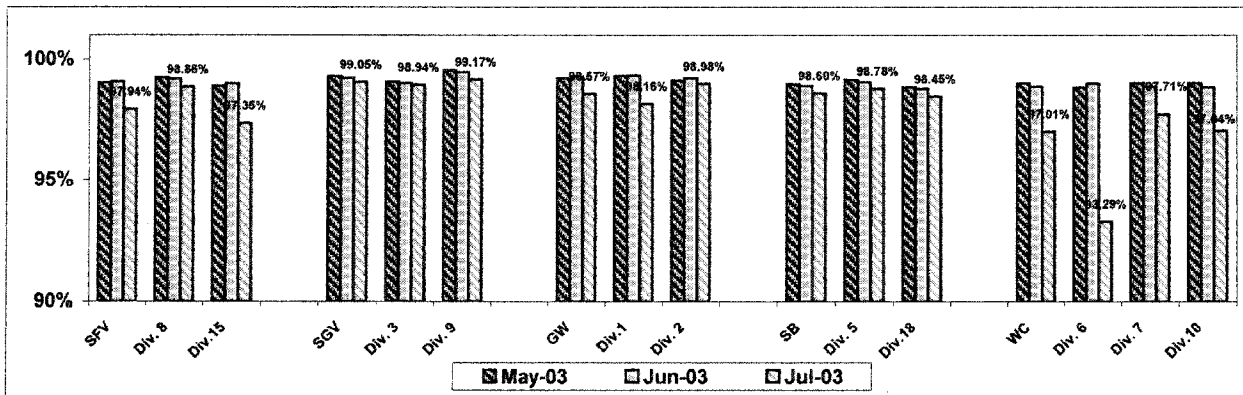
San Fernando Valley (SFV)

San Gabriel Valley (SGV)

Gateway Cities (GWC)

South Bay (SB)

Westside/Central (WC)



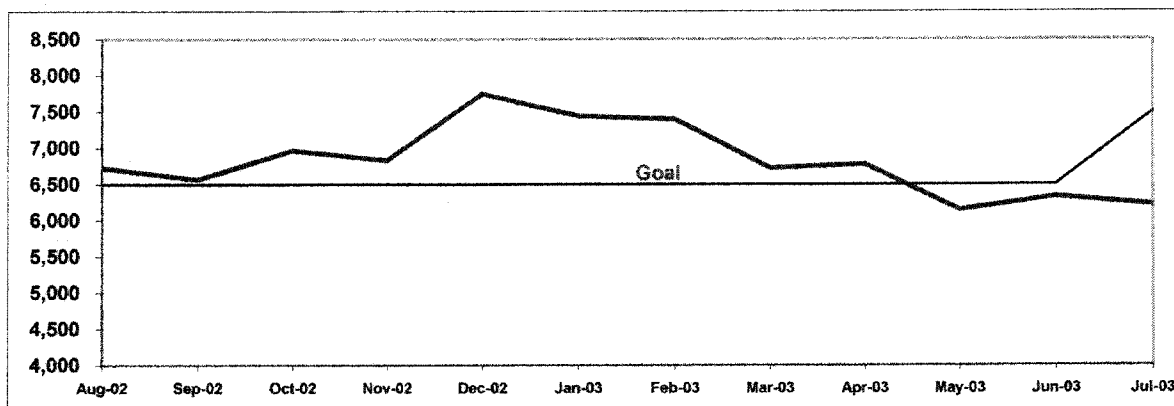
## MAINTENANCE PERFORMANCE

### MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES

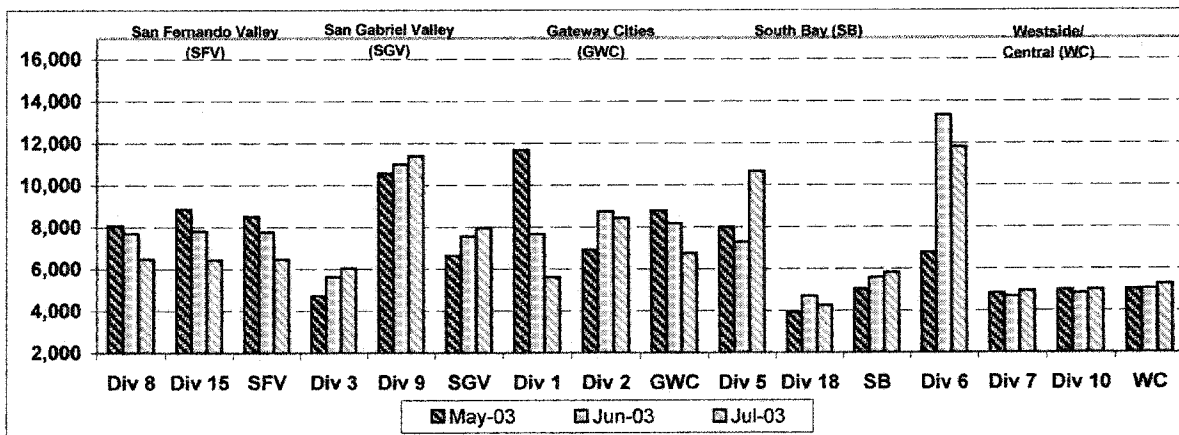
**Definition:** Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

**Calculation:** MMBCMF = (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)

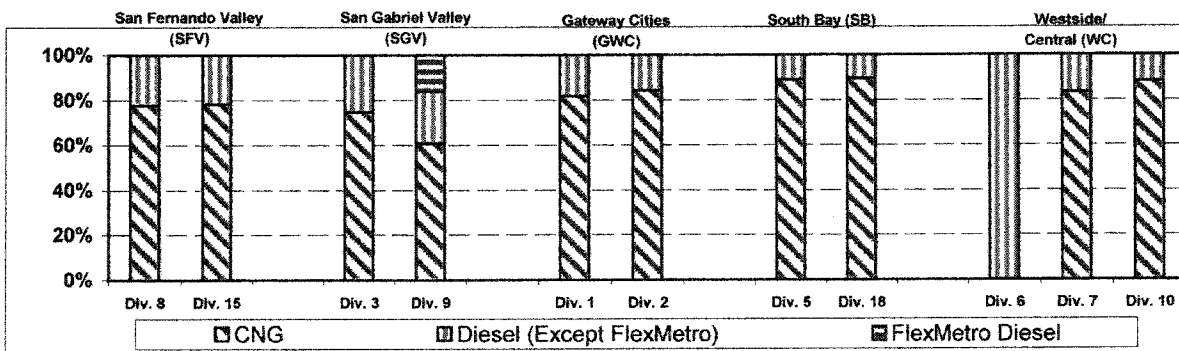
#### Systemwide Trend



#### Bus Operating Sector Divisions May - July 2003



#### Fleet Mix by Fuel Type



**MAINTENANCE PERFORMANCE - Continued**

**Fleet Mix by Fuel Type Systemwide (MTA and Contract Services)**

	Number of Buses	Percent of Buses
CNG	1,912	73.77%
Diesel (Except FlexMetro)	556	21.45%
FlexMetro Diesel	31	1.20%
Gasoline	59	2.28%
Propane	34	1.31%
<b>Total</b>	<b>2,592</b>	<b>100.00%</b>

**Average Age of Fleet by Sectors' Divisions**

SFV		SGV		GWC		SB	
Div 8	Div 15	Div 3	Div 9	Div 1	Div 2	Div 5	Div 18
6.8	6.2	6.6	5.4	3.8	3.2	3.7	5.8

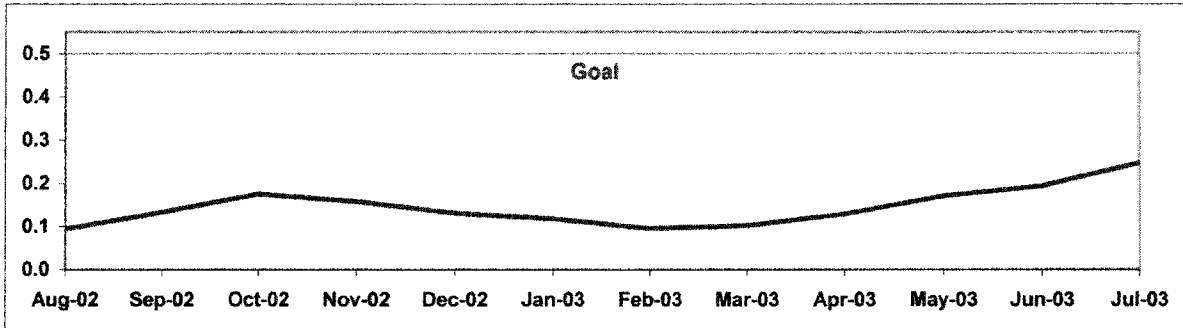
WC		
Div 6	Div 7	Div 10
9.4	4.3	5.4

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

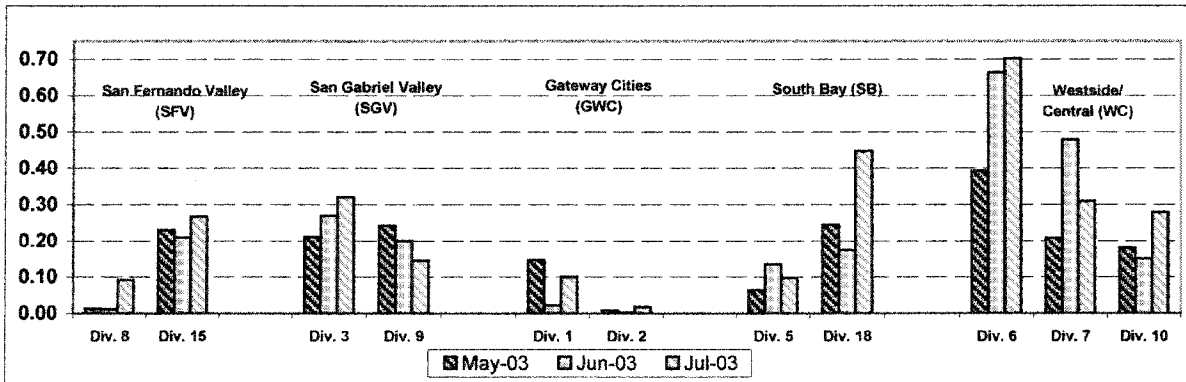
**Definition:** Average past due critical scheduled preventive maintenance jobs per bus. This indicator measures maintenance management's ability to prioritize and perform critical repairs and indicates the general maintenance condition of the fleet.

**Calculation:** Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

**Systemwide Trend**



**Past Due Critical PMPs - by Sectors' Divisions  
May - July 2003**



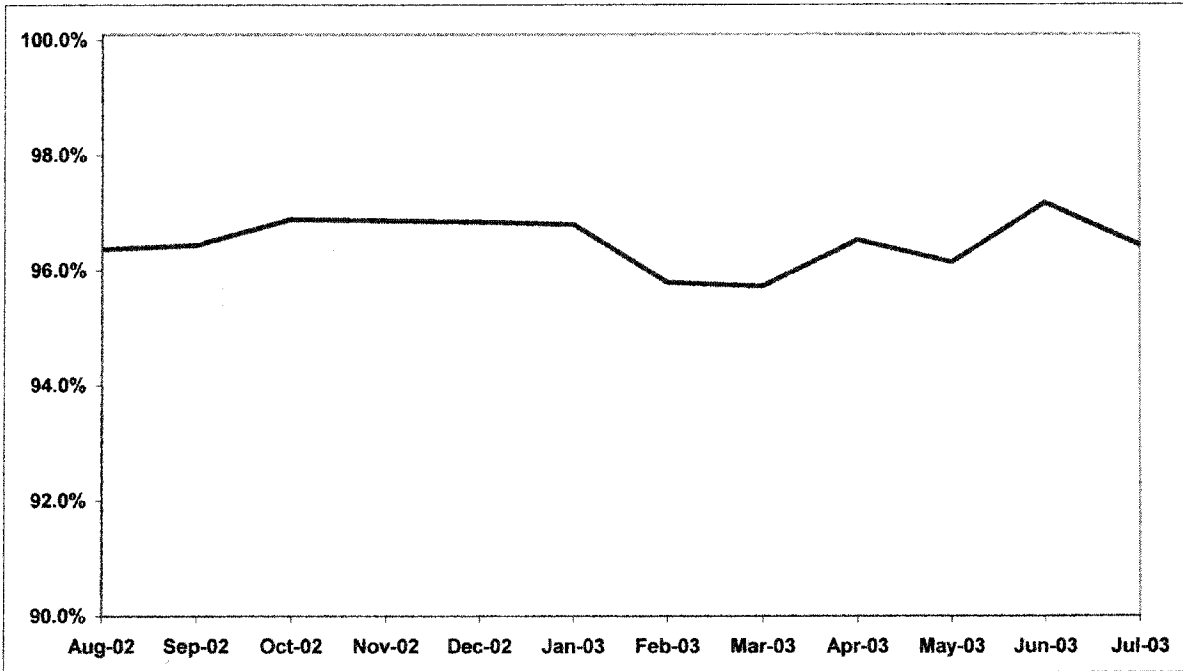
## ATTENDANCE

### MAINTENANCE ATTENDANCE

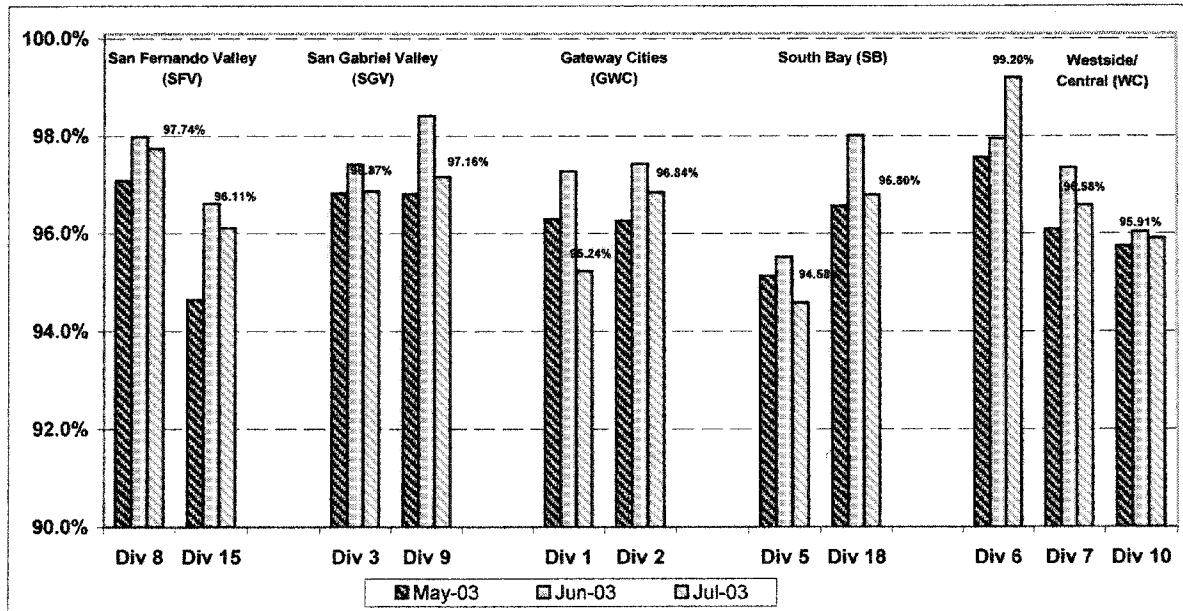
**Definition:** Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

**Calculation:** 1-(FTEs absent / by the total FTEs assigned)

#### Systemwide Trend



#### Maintenance Attendance - By Sectors' Divisions (By Current Month) May - July 2003



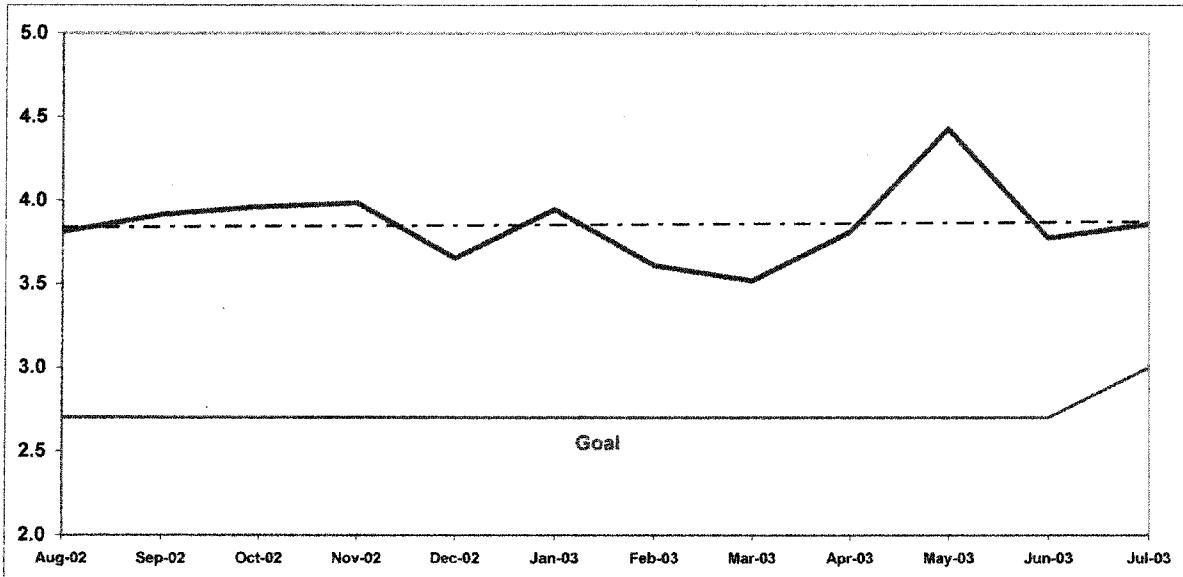
## SAFETY PERFORMANCE

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

**Definition:** Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

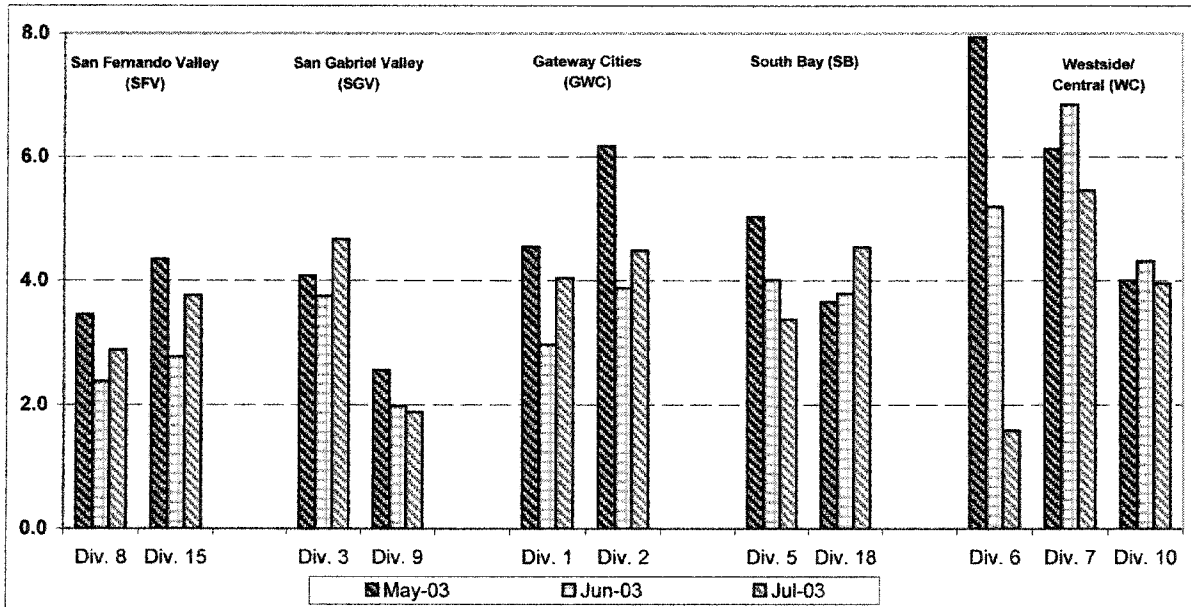
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

#### 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.

#### Bus Operating Divisions - by Sectors' Divisions May - July 2003

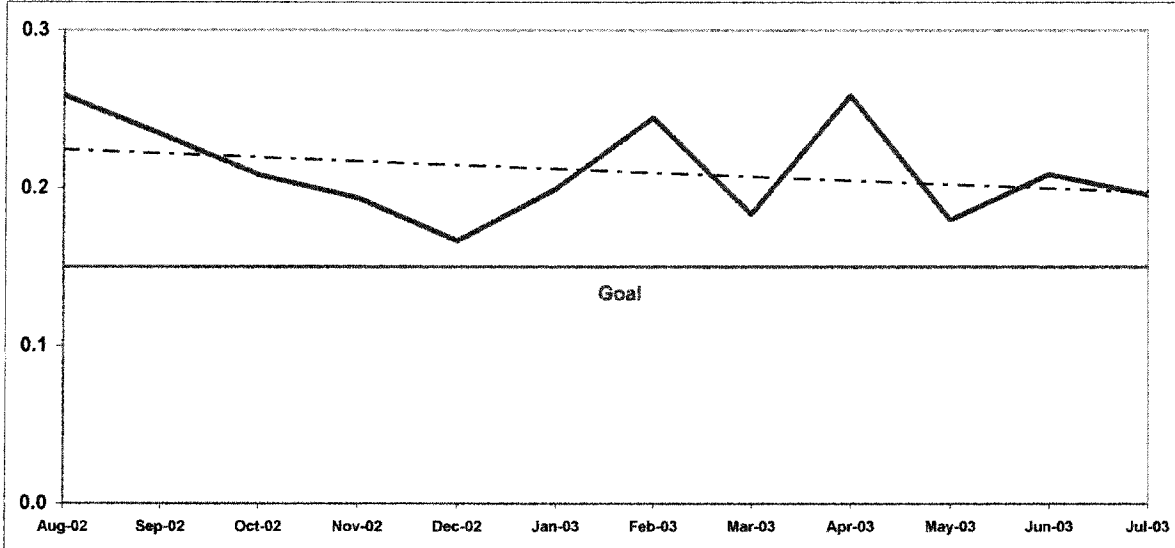


### BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS\*

**Definition:** Average number of Passenger Accidents for every 100,000 Boardings. This indicator measures system safety.

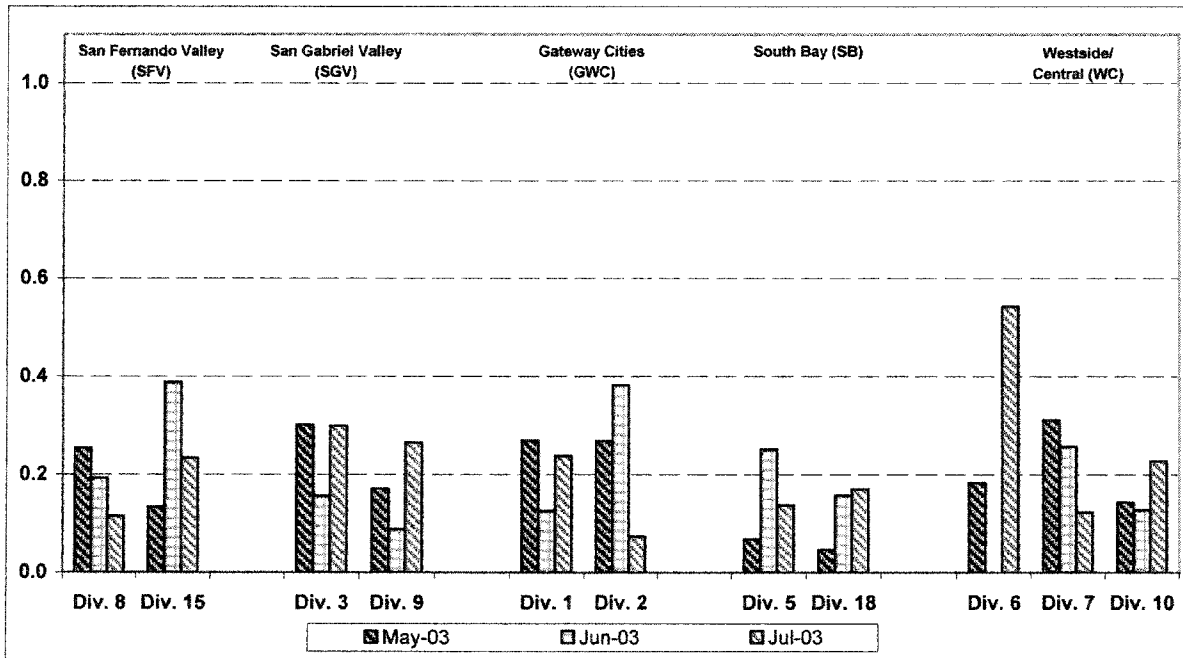
**Calculation:** Passenger Accidents Per 100,000 Boardings = (The number of Passenger Accidents / by (Boardings / by 100,000))

#### 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.

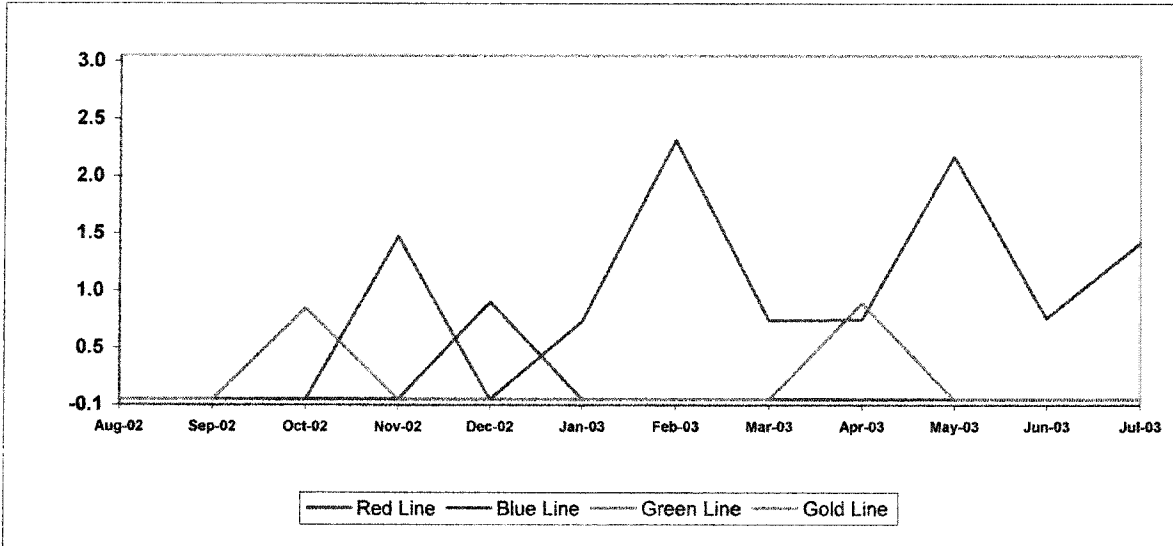
#### Bus Operating Divisions - by Sectors' Divisions May - July 2003



### RAIL ACCIDENTS PER 100,000 REVENUE TRAIN MILES

**Definition:** Average number of Rail Accidents for every 100,000 Revenue Train Miles traveled. This indicator measures system safety.

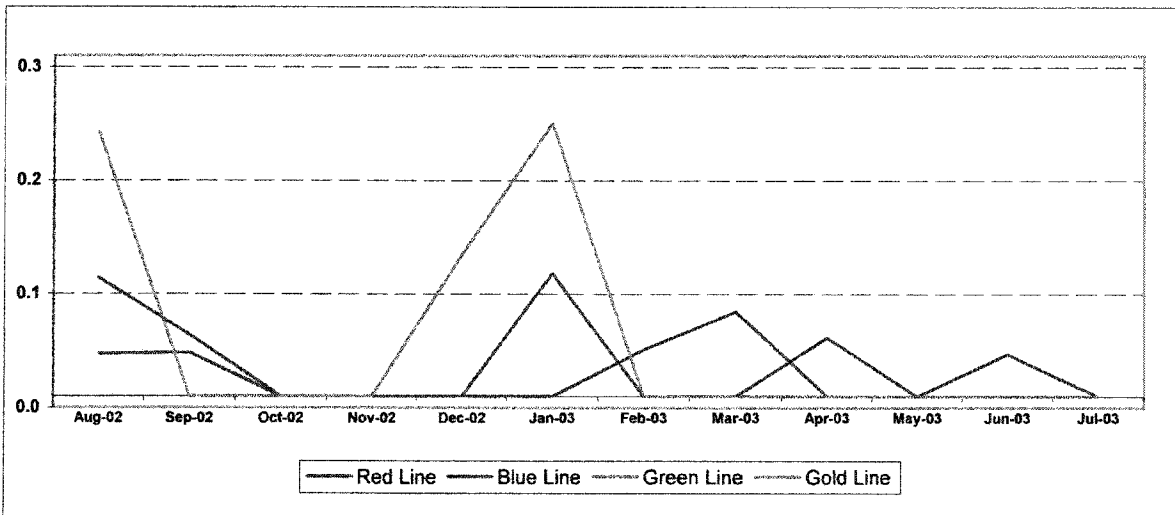
**Calculation:** Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



### RAIL PASSENGER ACCIDENTS PER 100,000 BOARDINGS\*

**Definition:** Average number of Rail Passenger Accidents for every 100,000 Boardings. This indicator measures system safety.

**Calculation:** Rail Passenger Accidents Per 100,000 Boardings = (The number of Rail Passenger Accidents / by (Train Boardings / by 100,000))



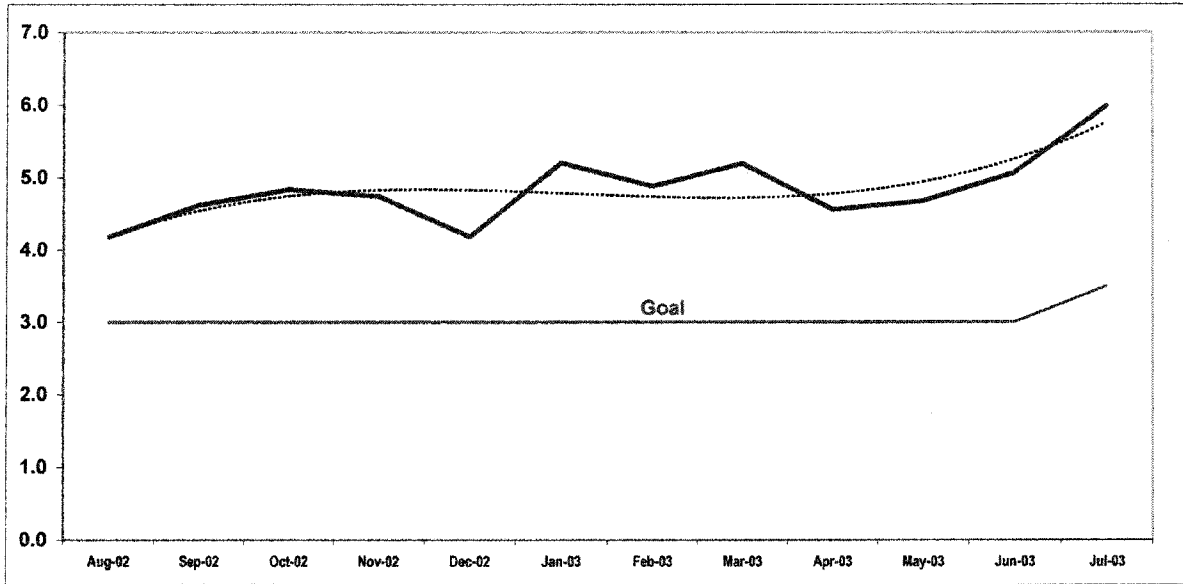
## CUSTOMER SATISFACTION

### COMPLAINTS PER 100,000 BOARDINGS

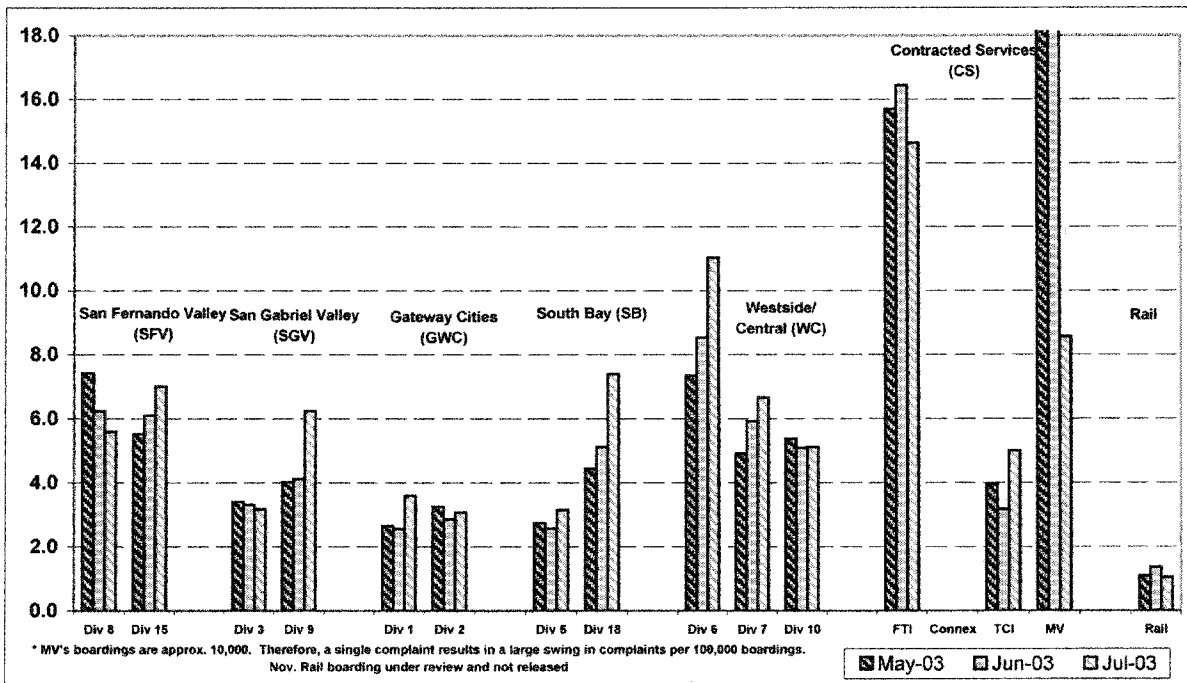
**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

#### Systemwide Trend



#### Bus Operating Divisions - by Sectors' Divisions May - July 2003





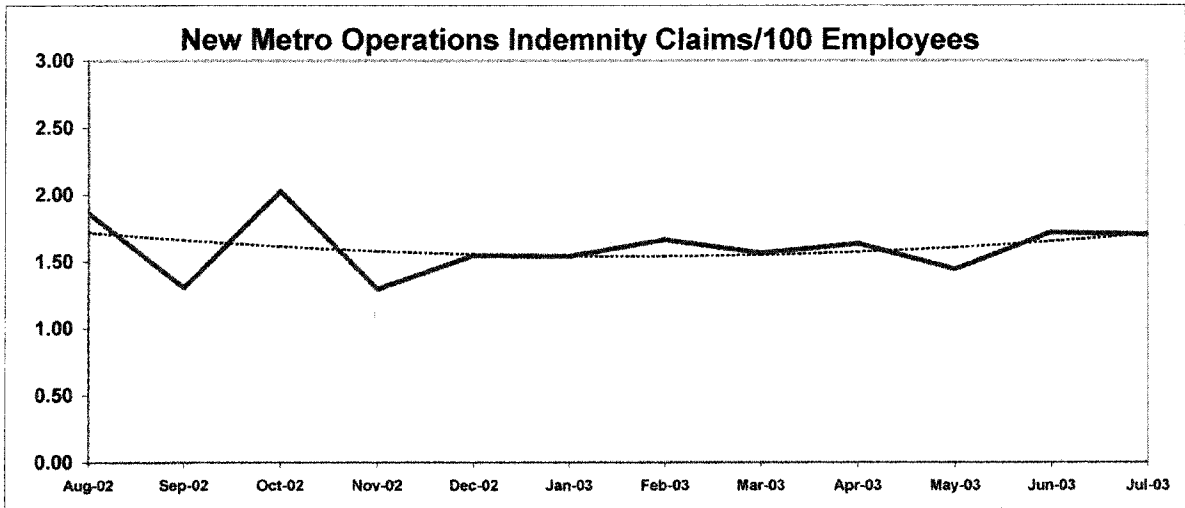
# WORKERS COMPENSATION CLAIMS

## New Workers Compensation Claims per 100 Employees

**Definition:** This indicator measures the total new indemnity claims per 100 Transit Operations employees filed each month (Includes: Transportation, Maintenance, Rail and all Administration).

**Calculation:** Workers Compensation Claims per 100 Employee-Month = Total New Workers Compensation Claims filed by Transit Operations Employees/(Total Transit Operations positions in which there is an incumbent during the month/100).

## Metro Operations Trend

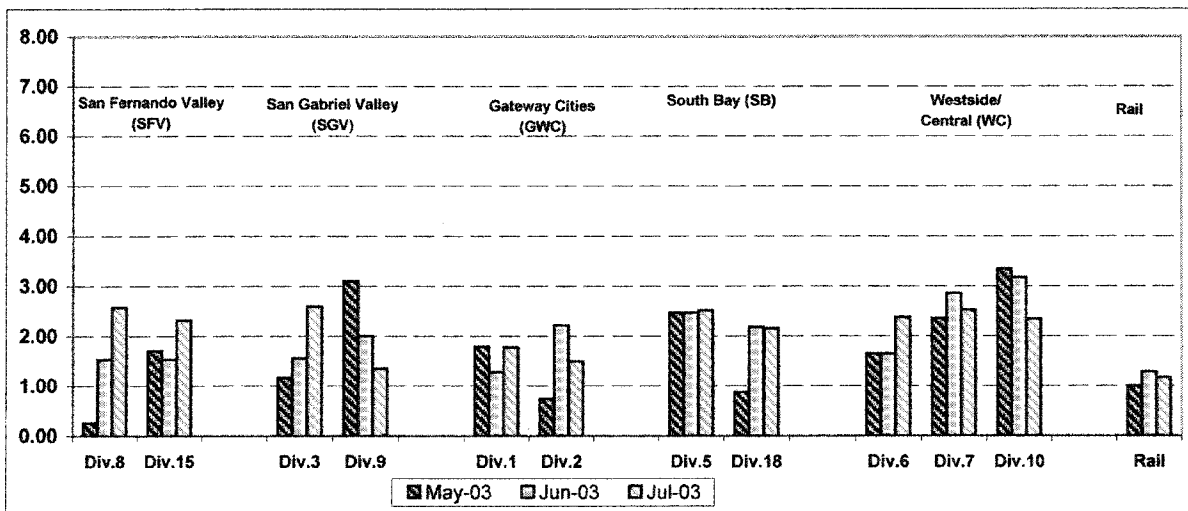


## NEW CLAIMS PER 100 EMPLOYEE-MONTH BY BUS SECTORS' DIVISION & RAIL

**Definition:** This indicator reflects a three-month view of Bus & Rail new indemnity claims per 100 employees in which there is an incumbent each month.

**Calculation:** New workers compensation claims per 100 employees by Division & Rail for three months = Total new workers compensation claims filed by Division & Rail employees/(total positions occupied in the Division & Rail during the month/100).

## Bus & Rail - by Bus Sectors' Divisions and Rail May - July 2003



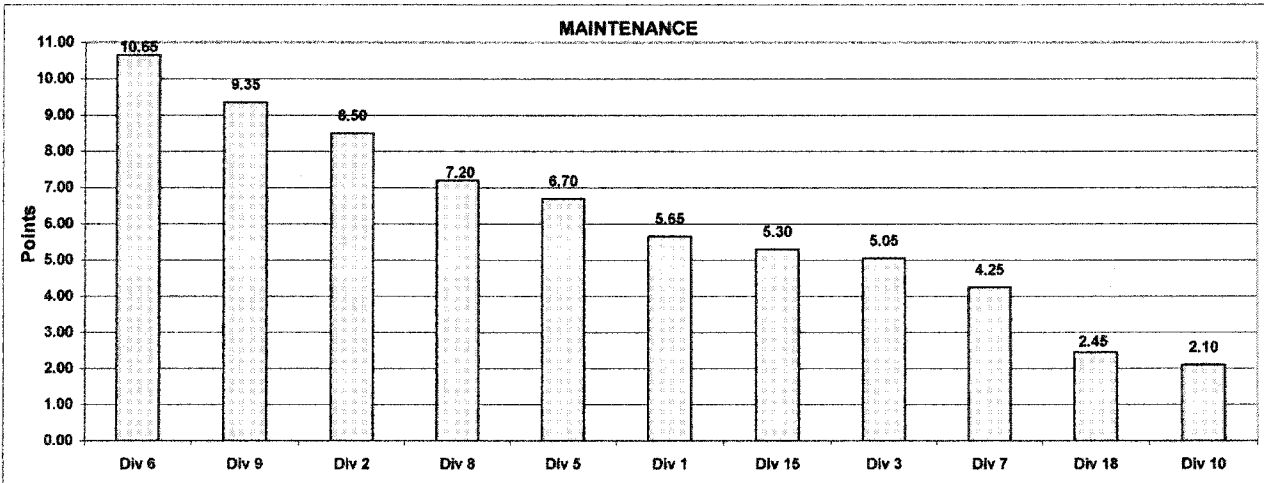
**"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM**

**Monthly Calculations - July 2003  
Metro Bus - Maintenance**

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

**Calculation:** Performance by Division are ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each performance indicator is then multiplied by the weight assigned to the particular performance indicator and then summed. Summed values are sorted from high to low and the Division with the highest score wins the program award for the month.

Maintenance											
Weight	Div 1	Div 2	Div 3	Div 5	Div 8	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts	0.99773	0.99880	0.99624	0.99730	0.99670	0.99204	0.99566	0.99764	0.99079	0.99666	0.99568
Points	9	11	5	7	10	2	4	8	1	6	3
Miles Between Mechanical Failures	5615	8445	6048	10651	11819	4943	6499	11396	5003	6446	4263
Points	4	8	5	9	11	2	7	10	3	6	1
Attendance	0.9524	0.9684	0.9687	0.9458	0.9920	0.9658	0.9774	0.9716	0.8591	0.9611	0.9680
Points	2	7	8	1	11	5	10	9	3	4	6
New WC Claims /100 Emp	1.0753	0.9524	1.6667	0.7463	0.0000	0.0000	0.0000	0.0000	2.1429	1.3605	2.6490
Points	5	6	3	7	11	11	11	11	2	4	1
<b>Totals</b>	<b>5.65</b>	<b>8.50</b>	<b>5.05</b>	<b>6.70</b>	<b>10.65</b>	<b>4.25</b>	<b>7.20</b>	<b>9.35</b>	<b>2.10</b>	<b>5.30</b>	<b>2.45</b>
<b>FINAL RANKING</b>	<b>Maintenance Division Ranking (Sorted)</b>										
<b>Score</b>	Div 6	Div 9	Div 2	Div 8	Div 5	Div 1	Div 15	Div 3	Div 7	Div 18	Div 10
<b>Rank</b>	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th

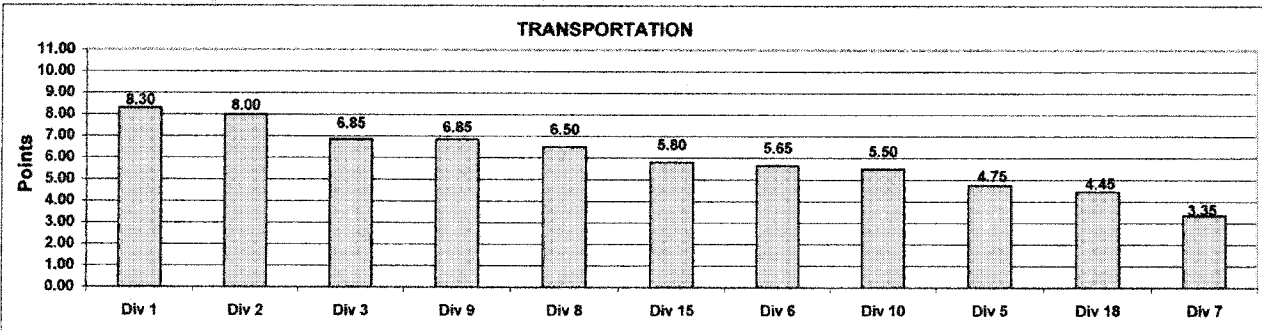


**Monthly Calculations - July 2003**  
**Metro Bus - Transportation**

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

**Calculation:** Performance by Division are ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each performance indicator is then multiplied by the weight assigned to the particular performance indicator and then summed. Summed values are sorted from high to low and the Division with the highest score wins the program award for the month.

Transportation												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts Points	15%	0.99773 9	0.99880 11	0.99624 5	0.99730 7	0.99870 10	0.99204 2	0.99598 4	0.99764 8	0.99079 1	0.99688 6	0.99568 3
In-Service On-Time Performance Points	15%	0.6778 9	0.6427 6	0.7078 11	0.6059 2	0.6454 7	0.6499 8	0.6963 10	0.6349 5	0.6290 4	0.6267 3	0.6806 1
Running Hot Points	20%	0.0984 9	0.1257 5	0.0746 10	0.1660 1	0.1318 3	0.1286 4	0.0531 11	0.1364 2	0.1012 7	0.0895 8	0.1157 6
Accident Rate Points	15%	4.0389 5	4.4851 4	4.8667 2	3.3759 8	1.5885 11	5.4811 1	2.8806 9	1.8804 10	3.9551 6	3.7645 7	4.5377 3
Complaints/100K Boardings Points	10%	3.5992 8	3.0838 11	3.1824 9	3.1532 10	11.0396 1	6.6534 4	5.5936 6	6.2471 5	5.1156 7	7.0039 3	7.3986 2
New WC Claims /100 Emp Points	25%	1.9893 9	1.6906 11	2.9151 5	3.0817 4	3.2496 3	3.3352 2	3.5039 1	1.8350 10	2.3983 7	2.6577 6	2.0191 8
<b>Totals</b>		<b>8.30</b>	<b>8.00</b>	<b>6.85</b>	<b>4.75</b>	<b>5.65</b>	<b>3.35</b>	<b>6.50</b>	<b>6.85</b>	<b>5.50</b>	<b>5.80</b>	<b>4.45</b>
<b>FINAL RANKING</b>	<b>DIV.</b>	<b>Transportation Division Ranking (Sorted)</b>										
	<b>Score</b>	8.30	8.00	6.85	6.85	6.50	5.65	5.50	5.50	4.75	4.45	3.35
	<b>Rank</b>	1st	2nd	3rd	3rd	5th	5th	7th	8th	9th	9th	11th



**Monthly Calculations - July 2003  
Metro Rail**

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

**Calculation:** Performance indicators are ranked from best to worst. Performance percentages for various indicators are averaged and outcomes are sorted from high to low. The rail line competes with itself on its own improvement over prior year performance. The percentage score showing best improvement (or least decline) wins the program award for the month.

	Metro Blue Line			Metro Red Line			Metro Green Line			Metro Gold Line		
	Jul-02	Jul-03	Yearly Improvement	Jul-02	Jul-03	Yearly Improvement	Jul-02	Jul-03	Yearly Improvement	Jul-02	Jul-03	Yearly Improvement
<b>Wayside Availability</b>												
Track	100.00%	99.89%	-0.01%	100.00%	100.00%	0.00%	100.00%	99.98%	-0.02%	N.A.	100.00%	N.A.
Signals	99.99%	99.98%	-0.01%	100.00%	99.76%	-0.24%	100.00%	99.99%	-0.01%	N.A.	99.93%	N.A.
Power	99.97%	99.88%	-0.09%	100.00%	99.87%	-0.13%	100.00%	99.80%	-0.20%	N.A.	100.00%	N.A.
<b>Wayside Performance</b>	<b>99.99%</b>	<b>99.95%</b>	<b>-0.04%</b>	<b>100.00%</b>	<b>99.89%</b>	<b>-0.12%</b>	<b>100.00%</b>	<b>99.91%</b>	<b>-0.09%</b>	<b>N.A.</b>	<b>99.88%</b>	<b>N.A.</b>
<b>Vehicle Availability</b>												
Vehicle Performance	99.54%	99.16%	-0.38%	99.86%	99.25%	-0.61%	99.49%	99.40%	-0.09%	N.A.	99.54%	N.A.
<b>Operator Availability</b>												
Operators	99.79%	99.96%	0.17%	100.00%	99.98%	-0.02%	100.00%	99.85%	-0.15%	N.A.	100.00%	N.A.
<b>Service Performance</b>												
ISOTP - Rail	99.29%	98.97%	-0.32%	100.00%	98.87%	-1.13%	98.05%	98.98%	-0.08%	N.A.	99.46%	N.A.
<b>all Line Performance</b>	<b>99.65%</b>	<b>99.51%</b>	<b>-0.14%</b>	<b>99.97%</b>	<b>99.49%</b>	<b>-0.47%</b>	<b>99.64%</b>	<b>99.54%</b>	<b>-0.10%</b>	<b>N.A.</b>	<b>99.74%</b>	<b>N.A.</b>

Metro Rail Final Ranking (Sorted)				
Rail Line	GREEN	BLUE	RED	GOLD
Score	0.100%	-0.142%	-0.471%	N.A.
Rank	1st	2nd	3rd	N.A.

