



**Metro**

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**OPERATIONS COMMITTEE  
FEBRUARY 19, 2004**

**TO: BOARD OF DIRECTORS**

**THROUGH: ROGER SNOBLE**  
*[Handwritten signature]*  
**CHIEF EXECUTIVE OFFICER**

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

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

**ISSUE**

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

**DISCUSSION**

Metro Operations produces a monthly management report on performance indicators relevant to optimal bus and rail transportation services (see attachment).

It should be noted that some December 2003 performance indicators are **estimates only** of actual performance due to recent data collection system failures. A substantial portion of the Transit Radio System (TRS) source data used to calculate "On-Time Pullouts" is no longer available. The Automated Transportation Management System (ATMS) is still being tested. As a result, the "Mean Miles Between Chargeable Mechanical Failures" may be overstated. These performance indicators will be verified and corrected, if necessary, once the ATMS system is fully operational. Below are summaries by mode for the month of December for the other performance measures.

Metro Bus Operations system-wide:

- Received fewer complaints in December than the year-to-date average, although still above the target.
- Improved In-Service On-Time Performance in December.

**Metro Rail Operations:**

- Exceeded Mean Miles Between Vehicle Failures goal for all lines.
- No Public Utility Commission reportable accidents on Red, Green and Gold lines.

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

**Trend analysis:**

- The overall accident rate has remained constant at 2.80 per 100,000 miles, slightly above the Sector goal of 2.70. Division 8 increased from a rate of 1.50 in September to 2.17 in December, while Division 15 experienced a decrease from 3.77 to 3.23 during the same period.
- Though customer complaints continued to exceed targets, there was a significant improvement in the number of complaints received in December. The Sector experienced a rate of 3.75 complaints per 100,000 boardings down from 8.10 in September, with Division 8 at 2.95 down from 10.08 and Division 15 at 4.5 down from 7.06.
- The cleanliness ratings at the Metro SFV divisions dropped slightly for the latest quarter; however, the cleanliness rating for the Sector is currently leading the agency.

**Areas of focus/improvement:**

- A high percentage of complaints are schedule-related. Continue to work with Customer Relations to obtain more timely data to identify recurring scheduling issues.
- Continue the aggressive cleaning programs in an effort to continue to lead in the cleanliness ratings.

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

- Increase in In-Service On-Time Performance. However, Sector In-Service On-Time Performance is below the goal of 80% at 66%, with Division 3 at 73% and Division 9 at 63%. Division 3 improved from its YTD average of 69%, while Division 9 improved from its 62% mark. SGV Schedule staff continues to review schedules and running times to identify problem areas and improve service levels.
- Decrease in customer complaints from the YTD average of 4.16 to 3.01, with Division 3 at 2.59 and Division 9 at 3.97.
- Decrease in Bus Cleanliness from 7.23 in FY04 - Q1 to 7.05 in Q2. Division 3 scored 6.8, with Division 9 scoring 7.3. The Division 3 rating declined from 7.6 in Q1 while Division 9 improved upon its 6.8 Q1 rating.

**Areas of focus/improvement:**

- Increase field supervision and in-service operator field support in order to improve In-Service On-Time Performance and 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 buses to monitor “running hot” operators. Other programs include implementing a spotter program and checking watches at the window. Continue to conduct investigations on “pass-ups” and “no show” complaints. Continue implementing running time and “dead head” time improvements.

- Bus cleanliness and graffiti mitigation efforts continue with a focus on improving daily cleaning and deep cleaning schedules. Graffiti prevention efforts are being coordinated between Sector staff and the Sheriff's Department. Activities include, increased patrols on problem lines and remote surveillance operations.

### **Metro Bus Operations Gateway Cities Sector (GCS):**

#### Trend analysis:

- In December, both Bus Divisions demonstrated performance at or above the system-wide average for In-Service On-Time Performance and Complaints per 100,000 Boardings.

#### Areas of focus/improvements:

- In-Service On-Time Performance improved in both divisions. We are continuing to adjust schedules, as appropriate, on lines that are experiencing significant In-Service On-Time Performance problems. Also, we are continuing to maintain increased supervision to monitor problem lines and operators on those lines where In-Service On-Time Performance is below the standard as well as to continue to discuss In-Service On-Time Performance in division rap sessions.
- Bus Traffic Accidents Per 100,000 miles increased in both divisions. The locations of the accidents are being identified by Line, posted (with photos) and communicated to the operators for higher awareness. Pictures are posted on the safety board and discussed in the next safety rap session, especially about the solutions to avoid hitting right side objects. Driving safety videotapes are played continuously in the training room so as to remind the operators of the safety on the Line. We continue to ensure that every bus accident is investigated.
- Complaints per 100,000 Boardings increased slightly in Bus Division 1 and decreased in Division 2. We continue our efforts to: Retrain operators with excessive customer complaints and provide refresher courses on customer service for all operators via computer assisted learning modules, discuss complaints in division rap sessions, and deploy more under-cover investigations at peak service times. Also, we plan to continue our emphasis on ensuring work rule penalties being enforced for those operators with excessive number of customer complaints and communicating schedule and line changes to our customers more effectively.
- Bus Cleanliness Rating declined in both Divisions for the Q2 FY04 as a remnant of the strike. The goal is to substantially improve in Q3, as each Division will be getting it's own Dry Ice Cleaning Machine which will improve Bus Cleanliness. Our Managers will continue using overtime as required to improve and maintain Bus Cleanliness.

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

#### Trend analysis:

- Due to the work stoppage a trend analysis through December is precluded. Data for the month October and November is unavailable. For the Sector overall, a comparison to the September data reveals no change in status in the following areas: In-Service On-Time Performance; Bus Traffic Accidents Per 100,000 Miles; and Complaints per 100,000 Boardings.

Areas of focus/improvement:

- To address the In-Service On-Time Performance on specific lines, the Transportation Managers and Schedule Development manager have proposed changes. These changes will be effective February 2004.

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

Trend analysis:

- The Westside/Central Sector performance declined year to date December.
- Bus Traffic Accidents for Division 6 is improved. Currently, the December performance is 1.49 Bus Traffic Accidents Per 100,000 Miles against a target of 3.75 sector - wide. The year to date performance is 3.87 Bus Traffic Accidents Per 100,000 miles, slightly above the target of 3.75.

Areas of focus/improvement:

- The Sector management will focus on improving all four-performance indicators. The Division Transportation Managers will continue to work with LASD, Risk Management and other outside agencies to explore ways to reduce bus traffic accidents. The divisions will team with other sectors to deploy more street supervision during peak times at problem intersections. Prior to the strike, the divisions assigned administrative staff person to support the compliant database, this effort will continue until the backlog is cleared and the database will be managed accordingly.

### **Metro Rail Operations:**

Trend Analysis:

- Red Line ISOTP declined primarily due to vehicle failures. The number of customer complaints were less than target.
- Green Line ISOTP declined primarily due to vehicle failures. The number of customer complaints were less than target.
- Gold Line ISOTP declined primarily due to vehicle failures. The number of customer complaints per 100k miles declined.
- Blue Line ISOTP increased but was still below goal primarily due to accidents. The number of customer complaints was below target.

Areas of focus/improvement:

- Monitor public announcements and make manager follow-up personal contacts with patrons to reduce customer complaints on all Lines.
- Continue operator/controller troubleshooting training to improve response to vehicle failures that result in decreased ISOTP on all Lines.
- Decrease Blue Line accidents through increased public awareness of train vs. auto accidents due to illegal left turns and other unsafe movements by autos.

Attachment 1: *Metro Operations Monthly Performance Report for December 2003*