

August Monthly Performance

Westside/Central
Sector

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General Manager

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Westside/Central Sector Scorecard Overview (WC)

This sector has three Metro 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 620 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 Pullouts from Primary Terminal Point (OTP-PTP)
- * Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- * In-Service On-time Performance
- * Traffic Accidents per 100,000 Hub
- * Complaints per 100,000 Boardings
- * New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours

Measurement	FY03	FY04	FY05	FY06 Target	FY06 YTD	Aug Month	Status
Bus Systemwide							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*				58%	29.55%	29.45%	⬇️
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	2,759	2,643	⬇️
In-Service On-time Performance	69.23%	65.43%	66.50%	70%	68.18%	69.37%	⬇️
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.38	3.25	⬇️
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	3.40	3.34	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	15.00	July 14.18	July 14.18	●
WC Sector							
OTP-PTP*				58%	27.26%	26.83%	⬇️
MMBMF*				3,500	3,062	3,042	⬇️
In-Service On-time Performance	67.88%	63.31%	63.39%	70%	64.14%	66.68%	⬇️
Bus Traffic Accidents Per 100,000 Miles	4.72	4.61	4.03	3.50	3.63	3.50	⬇️
Complaints per 100,000 Boardings	4.84	5.30	4.10	3.75	3.68	3.61	⬇️
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	28.74	21.52	18.80	20.00	July 14.05	July 14.05	●

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- On Time Pullouts From Primary Terminal Point
 - Provide additional Transportation Operational Supervisor support (TOS) at critical terminals
 - Review and adjust Pull Out and Off-Route times to ensure sufficient time to Terminal Points

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- Miles Between Chargeable Mechanical Failures Requiring Bus Exchange
 - Implemented an aggressive road call program to provide extensive troubleshooting on problem buses
 - Utilizing M3 to monitor repeat road call offenders
 - Counseling provided to repeat road call offenders by Transportation Managers

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- In Service on Time Performance
 - Provide additional supervision in yard during AM and PM pullouts
 - Meets daily with the Division Maintenance Manager to resolve equipment needs and problems
 - Collaborative line stings with sector management staff
 - Stronger “On Street Supervision” by TOS
 - Service changes are designed to free up resources and improve service delivery by adding running time

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- Bus Traffic Accident Per 100,000 Miles
 - Additional training provided for employees with 3 or more unavoidable accident within a 13 month period
 - Partner with Return To Work Coordinator to minimize loss work days and return employee to full duty through the Return To Work Program
 - Review monthly claims report for completeness and reporting errors

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- Complaints Per 100,000 Boardings
 - Review complaint report to determine operator involvement, frequency of complaints, line complaint occurred on and time of day
 - Provide on line customer relation training
 - Provide counseling to operators with multiple infractions
 - Increase utilization of ATMs and also do collaborative line rides with other divisions “On Street Supervision”

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- W/C Indemnity Claims Per 200,000 Exposure Hours
 - Coordinate claims activity with Sector RTW Coordinator and Risk Management Department
 - Effectively management employee's success from Transitional Duty Program to Full Duty

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- OSHA Recordable Incidents
 - Injuries are investigated and followed up immediately by the Transportation Manager
 - Employees are given authorization to go to clinic and physician is contacted before employee arrives
 - Employees will re-enact incident and demonstrate how accident occurred, also photos are taken
 - DVR reviewed to document incident and accident investigation