

**Burke/ Lowenthal/Parks Motion**

During the approval process for the Five-Year Ridership Plan, increased on-road supervision was brought up as a major factor in service quality improvement.

Metro operations staff conducted a survey of nine large transit operators in December of 2007. Metro Bus operations has the lowest on-road supervision/per bus ratio among peer agencies as well as the lowest on-time performance (62.7%) and the lowest on-time performance goal (70%).

On-time performance is consistently one of the most pervasive complaints made to Customer Service

The Board recently deferred the cancellation of bus service on high-crime areas of the County in recognition of safety issues associated with walking to bus stops. Assuring on-time performance will provide an additional safety factor for the transit dependent as well as provide an incentive to discretionary riders.

System on-time performance is essential to creating and maintaining a first-class bus system:

Therefore, we move that:

- The Five-year Ridership plan be revised to set on-time performance as a funding priority,
- That two additional TOS positions per sector be allocated in the 2008-09 Bus Operations budget,
- That a phased plan be submitted to the Board to increase road supervision to a level commensurate with achieving increased on-time performance goals.



FINANCE & BUDGET COMMITTEE  
JUNE 18, 2008  
OPERATIONS COMMITTEE  
JUNE 19, 2008

**SUBJECT: TRANSIT OPERATIONS SUPERVISORS (TOS)**

**ACTION: AMEND THE FY09 BUDGET TO ADD TEN ADDITIONAL TRANSIT OPERATIONS SUPERVISORS FOR VEHICLE OPERATIONS SUPPORT**

**RECOMMENDATION**

Amend the FY09 budget to add ten additional Transit Operations Supervisors (TOS) for vehicle operations support.

**RATIONALE**

At the May 22, 2008 Board meeting, a motion was introduced requesting that two additional TOS positions per sector be allocated in the FY09 bus operations budget and that a phased plan be submitted to the Board to increase road supervision to a level commensurate with achieving on-time performance goals.

**Background**

The Transit Operations Supervisor classification includes positions in four bus operations functions each having first-line supervision responsibilities over bus operators. The four functions are division dispatching, vehicle operations instruction, vehicle operations (VO) supervision, and radio communications. There are 232 TOS's included in the FY08 budget, of which 28% or 66 are responsible for vehicle operations supervision. These vehicle operations supervisors monitor 3,854 on-street assignments, cover a 1,433 mile service area on a 24/7 basis, and are accountable for, but not limited to, responding to and investigating accidents and incidents involving our vehicles, monitoring on-time performance (how closely a bus adheres to its schedule at various points along the route) and making on-street service adjustments. Key sub-components of on-time performance include in-route timepoint arrivals and departures, terminal arrivals and departures, bus yard departures, and passenger loads. Additional VO duties include investigating Americans with Disabilities Act (ADA) boarding issues, customer complaints, and monitoring/preparing detours to avoid construction, policy activities, and hazards.

These vehicle operations supervisors approach on-time performance and accident reduction through high visibility on bus lines, random point checks, and on-the-spot response to schedule

related performance. Occasionally, they also perform undercover checks in response to complaints or previously observed schedule performance issues.

Compared to other large transit agencies, we have a much smaller vehicle operations unit to monitor bus service, and as a result, have lower standards and lower performance. This was confirmed in a recent survey of large transit agencies.

Survey Results

In March 2007, staff sent a survey to 11 large transit agencies to determine a baseline for on-time performance and vehicle operations supervision. In particular, we wanted to learn how each agency monitors in-service on-time performance, what level they are performing, how field supervisors are assigned within the agency’s service area and the type of formal accident investigation training provided by the agency.

Nine of the 11 agencies submitted responses to the survey:

- Dallas Area Rapid Transit (DART), Dallas, TX
- King County Metro Transit (Metro KC), Seattle, WA
- Massachusetts Bay Transportation Authority (MBTA), Boston, MA
- Southeastern Pennsylvania Transportation Authority (SEPTA), Philadelphia, PA
- MTA New York City Transit (MTA NYCT), New York, NY
- Greater Cleveland Regional Transit Authority (GCRTA), Cleveland, OH
- Chicago Transit Authority (CTA), Chicago, IL
- Metropolitan Transit Authority of Harris County (Metro Houston), Houston, TX
- Orange County Transportation Authority (OCTA), Orange, California

Listed below are some of the findings from this survey:

- We have the lowest on-time performance goal of (70%) and lowest actual on-time performance (62.7%) compared to the average of the nine agencies’ on-time performance goal of 80.8% and actual on-time performance of 78.9%.

**On –Time Performance Comparison**

<b>Agency</b>	<b>Goal</b>	<b>Actual</b>
Dallas, TX	92.0%	90.7%
Seattle, WA	80.0%	75.2%
Boston, MA	75.0%	n/a*
Philadelphia, PA	85.0%	77.0%
New York City, NY (7:00 p.m. to midnight)	73.9%	69.1%
New York City, NY (7:00 a.m. to 7:00 p.m.)	82.9%	81.7%
Cleveland, OH	80.0%	78.0%
Chicago, IL	79.1%	80.6%
Houston, TX	75.0%	70.0%
Orange County, CA	85.0%	87.5%
<b>Average of 9 agencies (10 goals)</b>	<b>80.8%</b>	<b>78.9%</b>
<b>LACMTA</b>	<b>70.0%</b>	<b>62.7%</b>

*\*Massachusetts Bay Transportation Authority bus system-wide statistics were not available; however they reported 5 routes passed their agency's on-time performance goal and did not indicate how many of their routes did not meet their performance goal so that a percentage could be ascertained.*

- We have fewer Vehicle Operations Supervisors (66) compared to the average 104 supervisors of the nine agencies.
- Our supervisory coverage in square miles per supervisor (19) is almost two times greater than the average of the nine agencies' square miles per supervisor of 10.
- Our bus per supervisor ratio (38.61), revenue vehicle mile per supervisor ratio (1.4 million) and revenue vehicle hour per supervisor ratio (113,000) are each almost three times greater than the average of the nine agencies of 14.8 buses per supervisor, 409,000 revenue vehicle miles per supervisor and 40,000 revenue vehicle hours per supervisor.

**Summary of National Transit Database Comparison**

Agency	Buses	Field Supervisors	Buses per Supervisor	RVM per Supervisor (000 miles)	RVH per Supervisor (000 hours)
DART	674	41	16.4	675	48
Metro King County	1,430	50	28.6	609	49
MBTA	1,042	150	7.0	195	18
SEPTA	1,371	64	21.4	616	61
MTA NYCT	4,545	403	11.3	251	32
GCRTA	662	27	24.5	804	65
CTA	2,196	143	15.4	467	47
Metro Houston	1,229	35	35.1	1,187	81
OCTA	1,150	19	34.5	1,229	97
<b>Average of 9 Agencies</b>	<b>1,534</b>	<b>104</b>	<b>14.8</b>	<b>409</b>	<b>40</b>
LACMTA	2,548	66	38.6	1,395	113

**NOTE: Report Year 2005 NTD data was used for the agencies included in this survey with the exception of Dallas Area Rapid Transit, Southeastern Pennsylvania Transportation Authority and Orange County Transportation Authority's data is from Report Year 2006.**

Our standard definition of on-time performance, tracking of incident calls, geographic assignment of supervisors, and accident investigation/training, is consistent with the nine agencies.

Our on-time performance has continued to decrease and our fleet has continued to increase since 2005. This decrease cannot be attributed to one specific cause. Possible causes could be attributed to increased traffic congestion, increased revenue hours and revenue miles currently operated with no increase in staffing; method of data collection changed from manual to automated using the Advanced Transportation Management System (ATMS).

In prior fiscal years, the in-service on-time performance was based upon the number of Consent Decree lines, average time points manually checked was about 2,000. The new in-service on-time performance uses every time point in our system, which is about 20,000 time points. The in-service on-time performance is derived from the actual data collected by the ATMS system.

### Summary of LACMTA's On-Time Performance

Fiscal Year	On-Time Performance Goal	Actual On-Time Performance	No. of Vehicle Operation Supervisors (Estimated)	Number of Buses*
1999	85%	58.8%	50	2,616
2000	85%	65.4%	64	2,821
2001	85%	63.7%	59	2,633
2002	100%	66.4%	65	2,362
2003	70%	69.2%	59	2,423
2004	80%	65.4%	58	2,409
2005	70%	66.5%	59	2,495
2006	70%	64.4%	62	2,512
2007 (as of 1/31/07)	70%	62.7%	66	2,548

\*Reported in Federal National Transit Database (NTD)

Based on the data provided above, the addition of ten Transit Operations Supervisors, two per sector, will help the agency make progress toward achieving its goal of 70% on-time performance. The deployment of these TOS's will be systemwide with specific emphasis on the peak periods targeting lines with high complaints and low on-performance statistics.

Staff will need to perform a detailed analysis and report back to the Board on the second part of the motion requesting staff to submit a phased plan to increase road supervision to a level commensurate with achieving on-time performance goals. It is recommended that a group comprised of Assistant Managers and Transit Operations Supervisors should be convened to determine appropriate staffing levels for each of their respective sectors in order to significantly improve on-time performance.

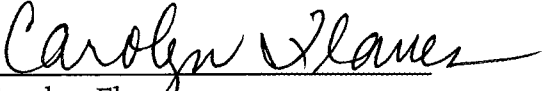
### FINANCIAL IMPACT

The funding for the additional ten Transit Operations Supervisors will be absorbed in each Sector's FY09 budget in the following projects: 304002 (South Bay Bus Transportation), 301002 (San Fernando Valley Bus Transportation), 302002 (San Gabriel Valley Bus Transportation), 305002 (Westside/Central Bus Transportation) and 303002 (Gateway Cities Bus Transportation).

### ALTERNATIVES CONSIDERED

One alternative considered is to not amend the budget to add the additional full-time equivalents. This option is not recommended as our poor on-time performance would continue with little promise of improvement.

Prepared by: Michael Greenwood, Deputy Executive Officer, Operations  
Byron Lee, Division Performance Support Manager

  
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Carolyn Flowers  
Chief Operations Officer

  
\_\_\_\_\_  
Roger Snoble  
Chief Executive Officer