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December 9, 1999

TO: BOARD OF DIRECTORS

FROM: THOMAS K. CONNER, EXECUTIVE OFFICER - TRANSIT OPERATIONS *Thomas Conner*

SUBJECT: TRANSIT OPERATIONS PERFORMANCE REPORT FOR OCTOBER 1999

Bus On-Time Pullout performance remained at or near 99.0% from November 1998 till September 1999. In October, Bus On-Time Pullout Performance rose more than 0.1% to 99.23% -- the highest level since March 1997. In-Service On-Time Performance rebounded in October to 55.7%, as buses "running hot," i.e. departing the stop early, declined to the lowest level since we began tracking this indicator.

Maintenance performance indicators were mixed in October. Past Due PMP's improved for the second straight month, but Miles Between Chargeable Mechanical Failures decreased to near August level.

The decrease in Past Due PMP's may be due again, at least in part, to revisions in the reporting system software to accommodate new periodicities in use at the divisions.

Average Load Factor compliance for October rose slightly over September's level. Historical trends indicate that we can expect the upward trend to continue through the balance of the fiscal year.

Schedule- and operator-related customer complaints per 100,000 boardings increased again in October. Complaints regarding contractor operated service increased sharply in October and continue to be significantly higher than for MTA operated service.

On Time Pullout performance declined for both Heavy and Light Rail during October, though Heavy rail performance remained above the goal. In-Service On-Time Performance remained steady and above the goal for Heavy Rail in October, while Light Rail In-Service On-Time performance declined for the second straight month.

The format and content of this report continue to evolve. Your feedback on the content and format of this report is appreciated. Please contact Josee Larochelle at (213) 922-2231, if you have any questions regarding the information in this report.

October 1999 Highlights:

Bus Service Performance

- October Bus On-time Pullout Performance exceeded 99.2%. Nine of the eleven bus divisions posted OTP at or above 99.0% and six of those divisions equaled or exceeded 99.2% OTP during October.
- In-Service On-Time Performance improved in October. On-Time Performance, measured with a 15-second tolerance, increased from 54.6% in September to 55.7% in October.
- Scheduled Revenue Service Hours Lost rose to 1.6% in October.

Rail Service Performance

- Heavy Rail On-Time Pullouts decreased from 100.00% in September to 99.67 in October. Light Rail On-Time Pullouts decreased from 98.91% in September to 98.38 in October.
- Heavy Rail In-Service On-Time Performance improved from 99.32% in September to 98.26% in October. Light Rail In-Service On-Time Performance decreased from 97.95% in September to 97.06% in October.

Maintenance Performance

- Mean Miles Between Mechanical Failures resulting in service disruptions of more than ten minutes declined from 5,608 in September to 5,162 in October.
- Past Due Critical PMP jobs decreased from 0.80 per assigned vehicle in September to 0.74 in October. A portion of the improvement may be the result of adjusting reporting systems to match adopted periodicities. Major efforts remain underway to keep this indicator at the lowest possible level.

Safety

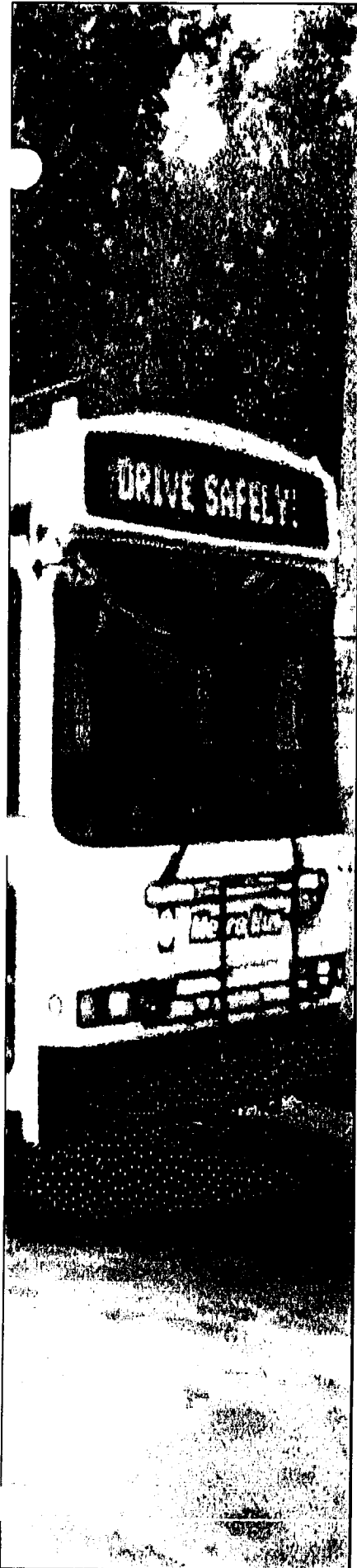
- The accident rate previously reported for September (3.60/ 100,000 Hub Miles) indicated a decline from the previous month. As a result of late filings, it was adjusted upwards to 4.03 Accidents/100,000 Hub Miles, representing an increase from the previous month. Traffic Accidents Per 100,000 Hub Miles rose slightly, but remained around 4.03 in October. Safety remains a focus of our training, mentoring and monitoring efforts in both the Bus and Rail divisions.

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Page Three

- Year-to-Date Reported Crimes per 100,000 Green Line Boardings increased from 2.65 in September to 2.73 in October. Red Line reported crimes per 100,000 boardings dropped from 3.16 in September to 2.96 in October. Reported Crimes per 100,000 Boardings for the Blue Line decreased from 2.04 in September to 1.98 in October, while Reported Crimes per 100,000 Boardings for the Bus mode decreased from 0.66 in September to 0.64 in October.

Customer Satisfaction

- Customer Complaints increased from 4.7 Complaints per 100,000 Boardings in September to 4.8 in October. The Contract Service customer complaint rate rose in September and remains significantly above that of MTA-operated service.



**Transit Operations Performance Report  
for  
October 1999**

*Prepared by:*

Los Angeles County  
Metropolitan Transportation Authority  
Transit Operations Division



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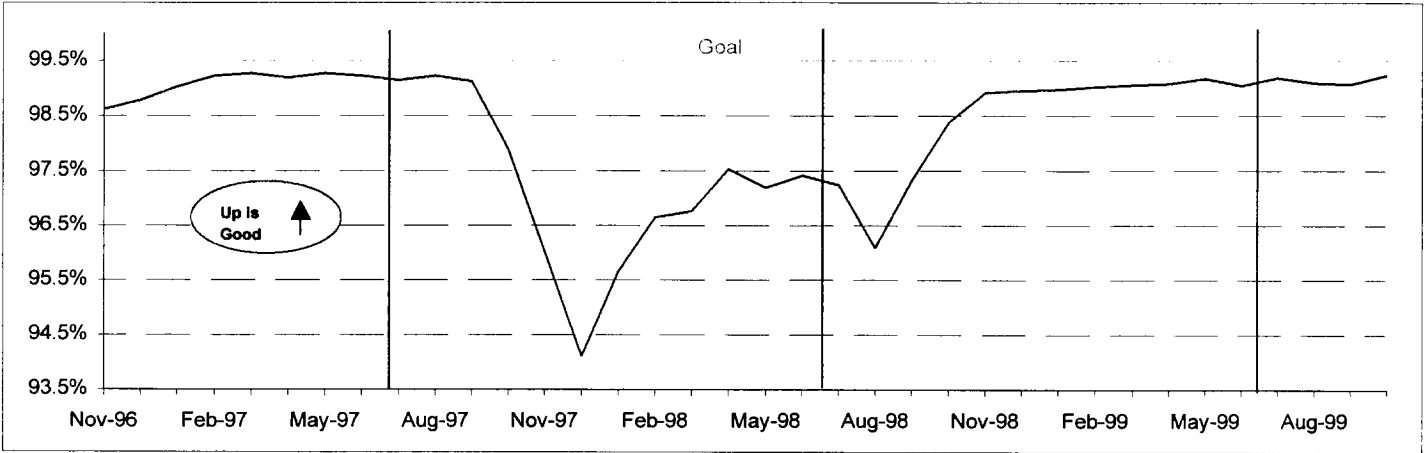
# BUS SERVICE PERFORMANCE

## ON-TIME PULLOUT PERCENTAGE

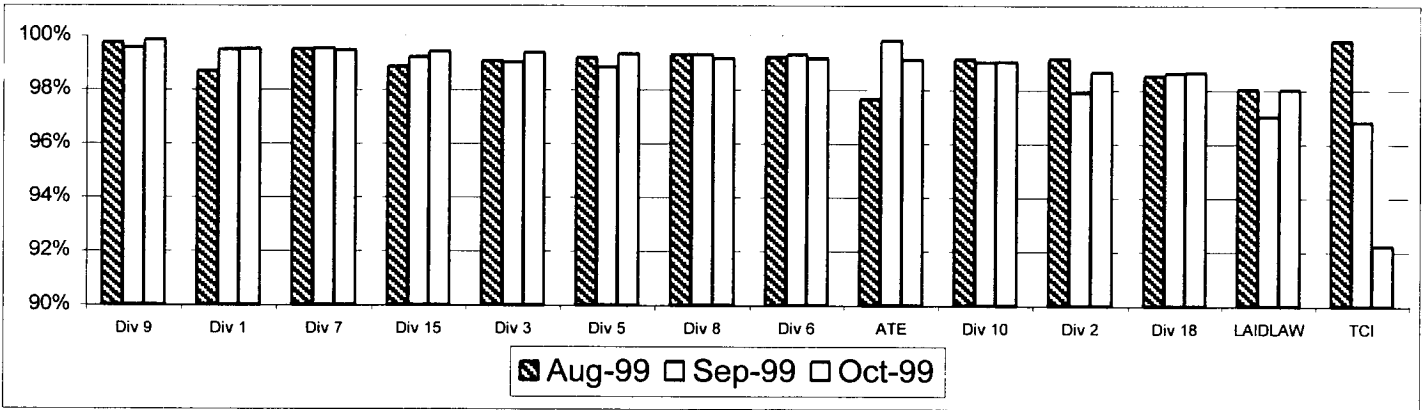
**Definition:** On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

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

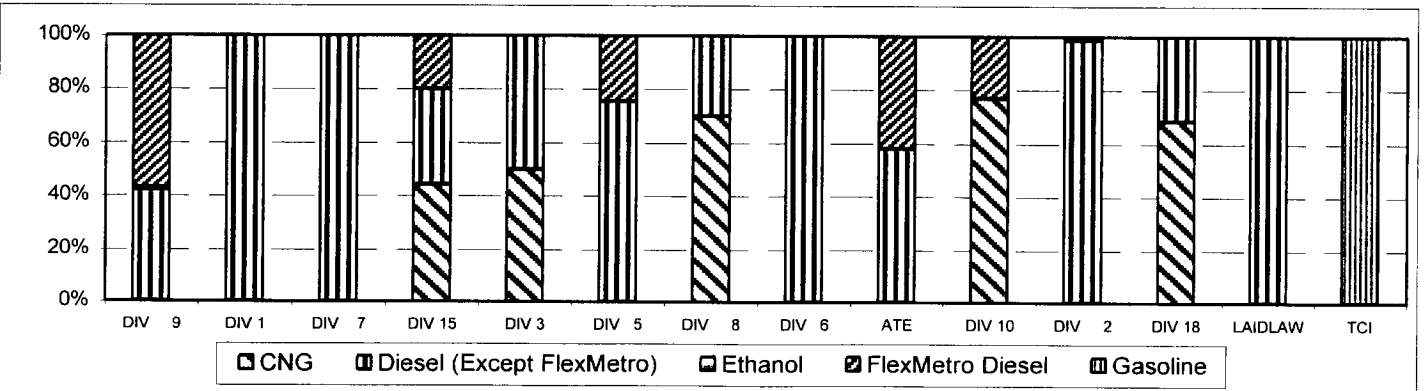
### Systemwide Trend



### Bus Operating Divisions August 1999 - October 1999



### Fleet Mix by Division - October 1999



**BUS SERVICE PERFORMANCE - Continued**

**Outlates & Cancellations by Division - October 1999**

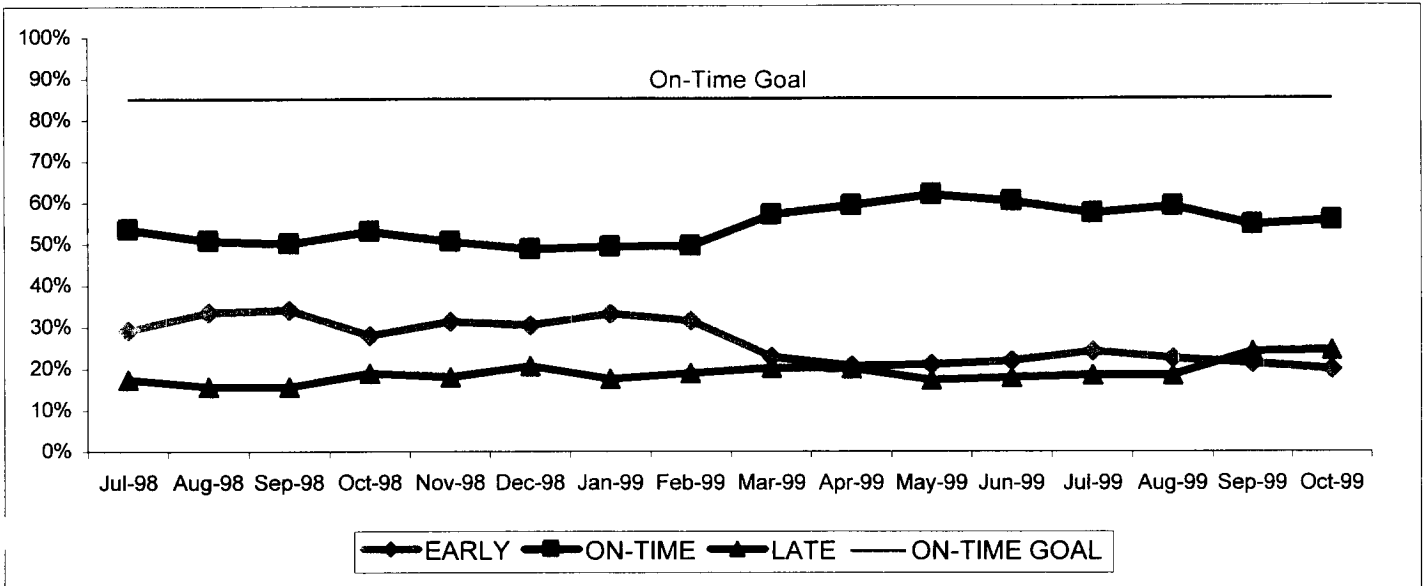
Division	OUTLATES		CANCELLATIONS		ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS Bus		
	Number	% of Pull-outs	Number	% of Pull-outs		No Operator Available	Mechanical Failure	Other
<b>1</b>	29	0.5%	0	0.0%	99.5%	0	29	0
<b>2</b>	56	1.3%	0	0.0%	98.7%	1	52	3
<b>3</b>	38	0.6%	0	0.0%	99.4%	1	35	2
<b>5</b>	45	0.7%	0	0.0%	99.3%	1	42	2
<b>6</b>	16	0.9%	0	0.0%	99.1%	5	11	0
<b>7</b>	38	0.5%	0	0.0%	99.5%	2	34	2
<b>8</b>	33	0.9%	0	0.0%	99.1%	1	25	7
<b>9</b>	11	0.2%	0	0.0%	99.8%	0	10	1
<b>10</b>	82	1.0%	0	0.0%	99.0%	7	56	19
<b>15</b>	35	0.6%	0	0.0%	99.4%	3	30	2
<b>18</b>	108	1.4%	1	0.0%	98.6%	14	69	26
<b>TOTAL</b>	491	0.8%	1	0.0%	99.2%	35	393	64

IN-SERVICE ON-TIME PERFORMANCE

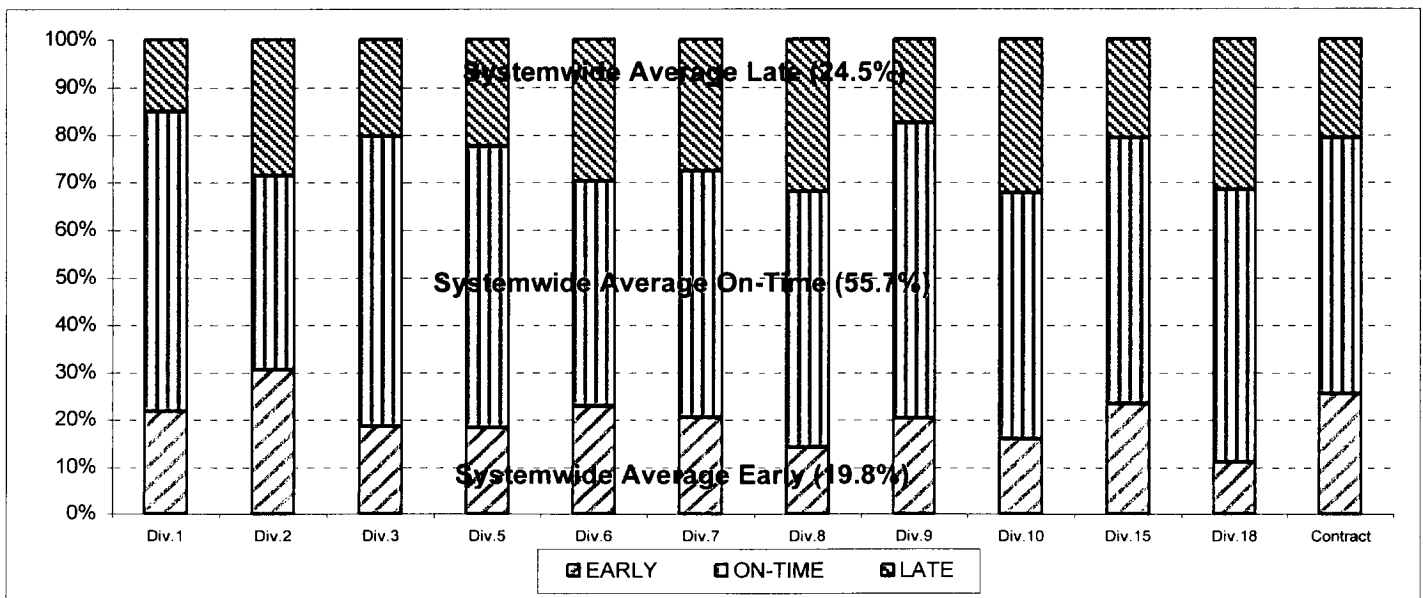
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 15 seconds early and no more than five minutes later than scheduled.

**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  
October 1999



Bus Operating Divisions  
October (15 Second Tolerance)



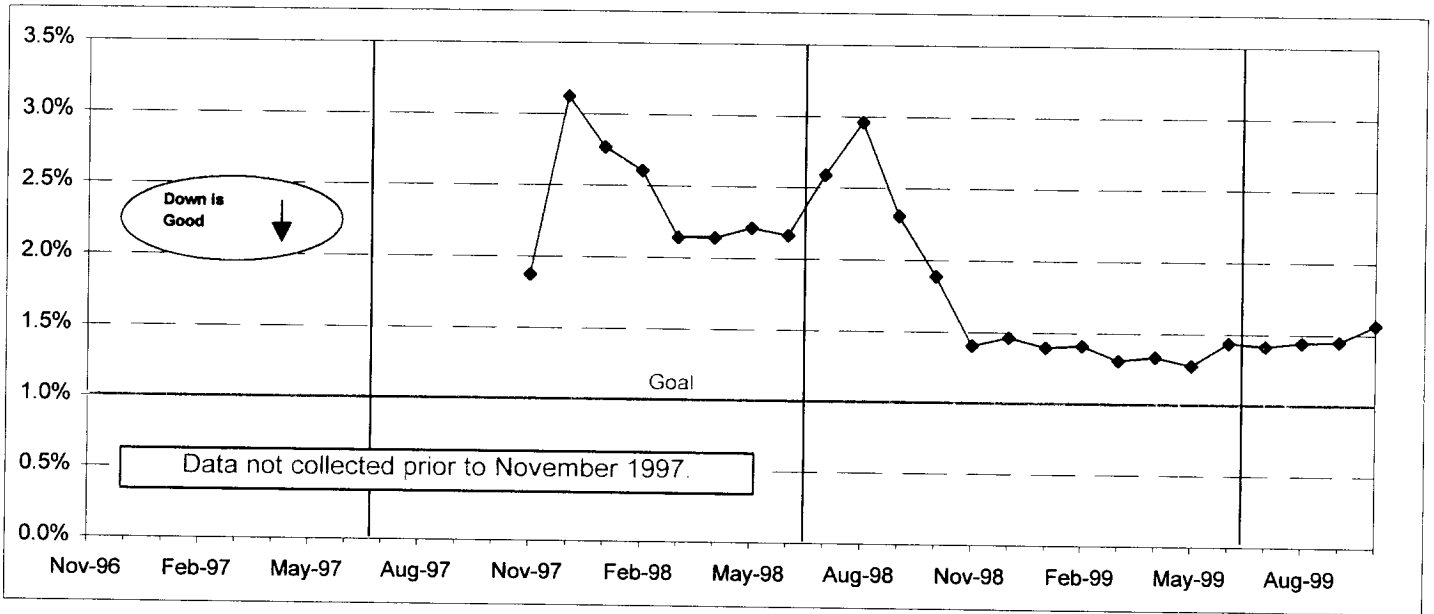


**SCHEDULED REVENUE SERVICE HOURS LOST**

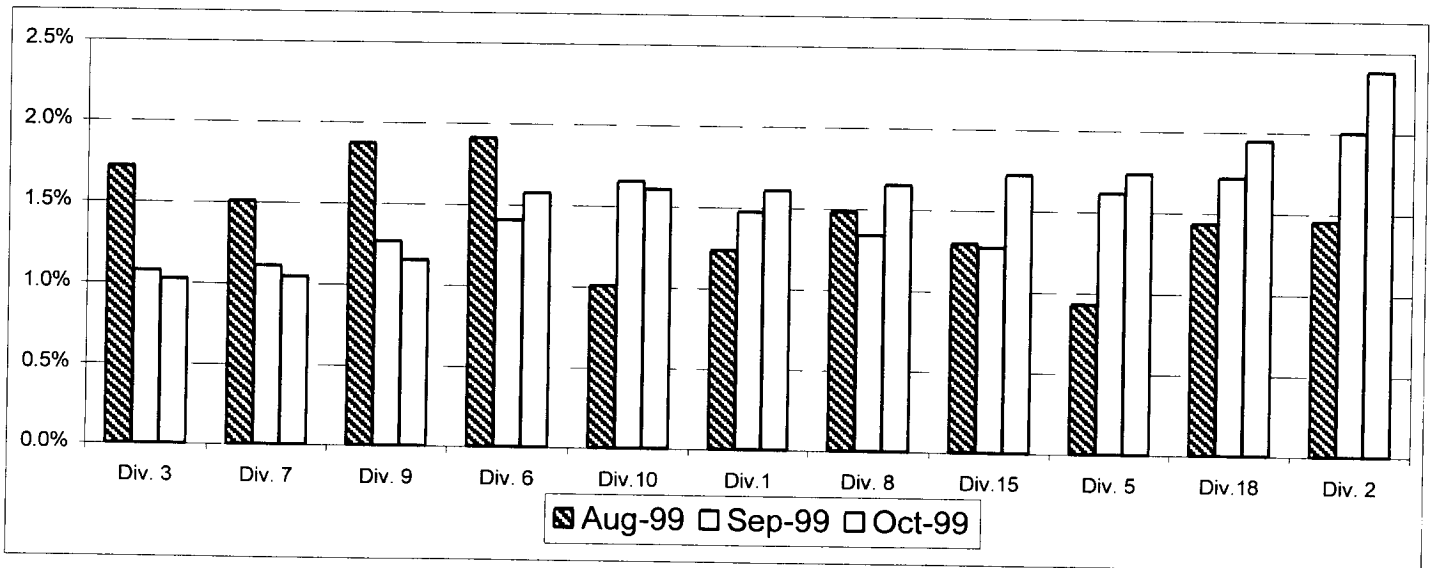
**Definition:** This performance indicator measures the percentage of scheduled service hours not delivered as a result of cancellations, outlates and in-service equipment failures.

**Calculation:** SHL% = (Total Service Hours Lost divided by Total Scheduled Service Hours)

**Systemwide Trend**



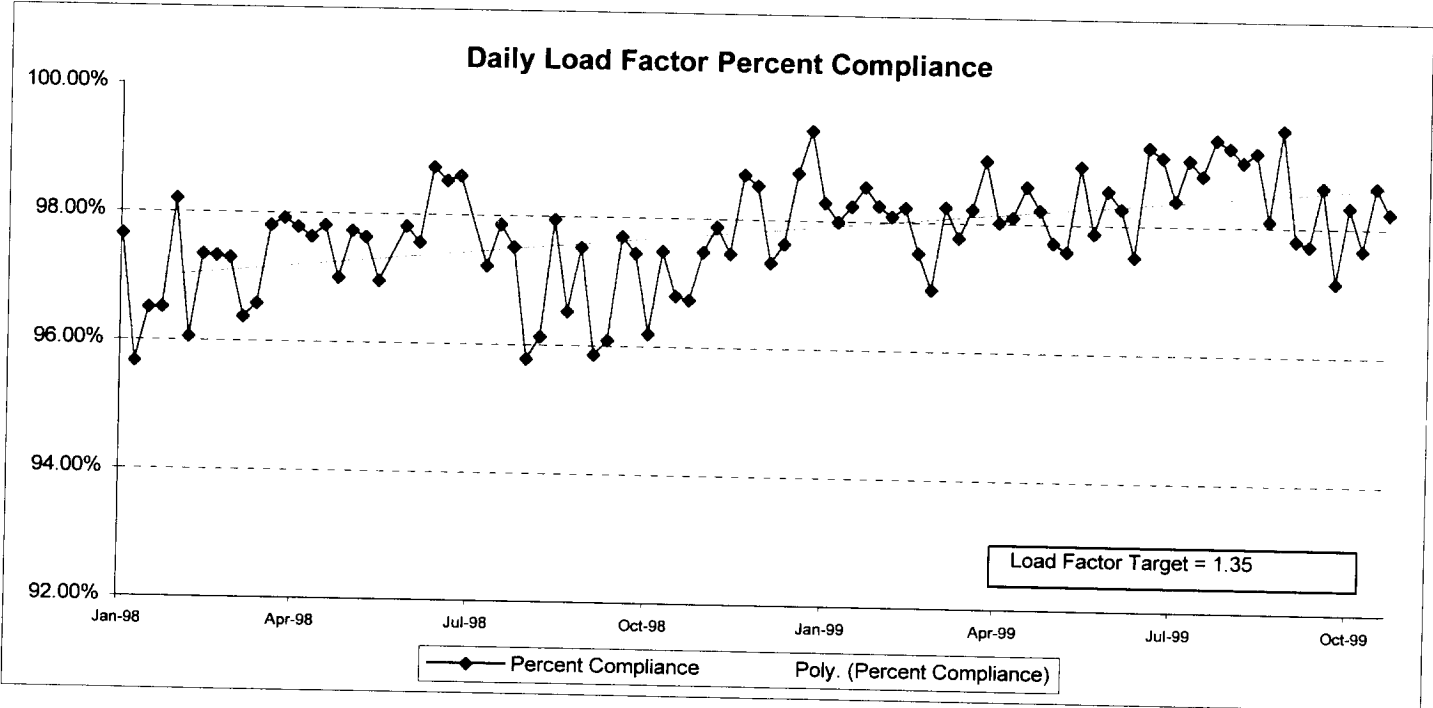
**Bus Operating Divisions  
August 1999 - October 1999**



LOAD FACTOR COMPLIANCE

**Definition:** As part of the Consent Decree, the MTA set a Load Factor target of 1.35. A 1.35 Load Factor means that the passenger load over any given twenty-minute period, does not exceed more than 135% of the available seats. Daily Load Factor Compliance is the percentage of twenty-minute observations made during Daily operation (excludes Saturdays, Sundays and Holidays) in which the Load Factor does not exceed 1.35.

**Calculation:** Daily Load Factor Percent Compliance = Daily twenty-minute observations in compliance divided by the total number of Daily twenty-minute observations.



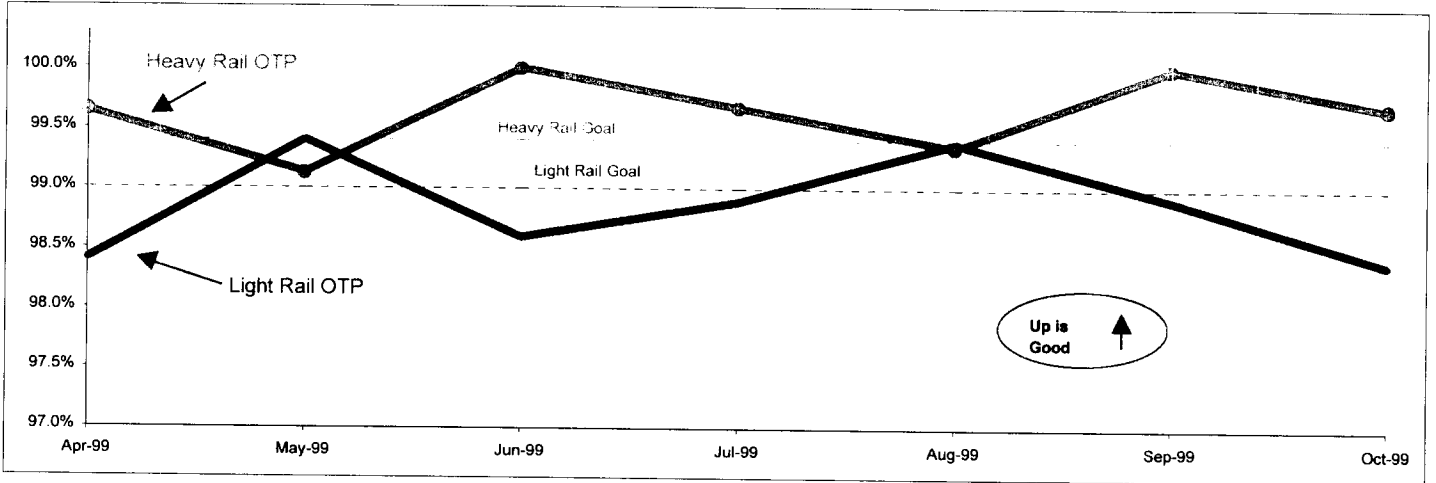
# RAIL SERVICE PERFORMANCE

## 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:**  $OTP\% = [(100\% \text{ minus } [(Total \text{ cancelled pullouts plus late pullouts}) \text{ divided by Total scheduled pullouts}) \text{ multiplied by } 100]$

On-Time Pullouts

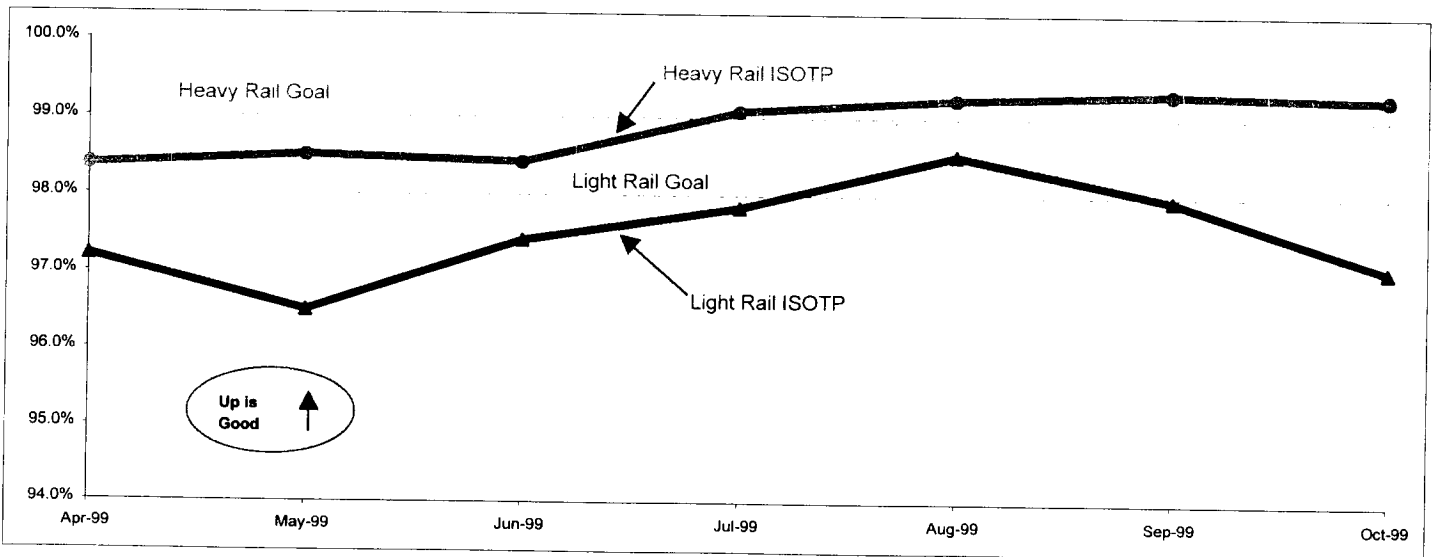


## IN-SERVICE ON-TIME PERFORMANCE

**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:**  $ISOTP\% = [(100\% \text{ minus } [(Total \text{ runs in which a train left any timecheck point either late or early}) \text{ divided by Total scheduled runs}) \text{ multiplied by } 100]$

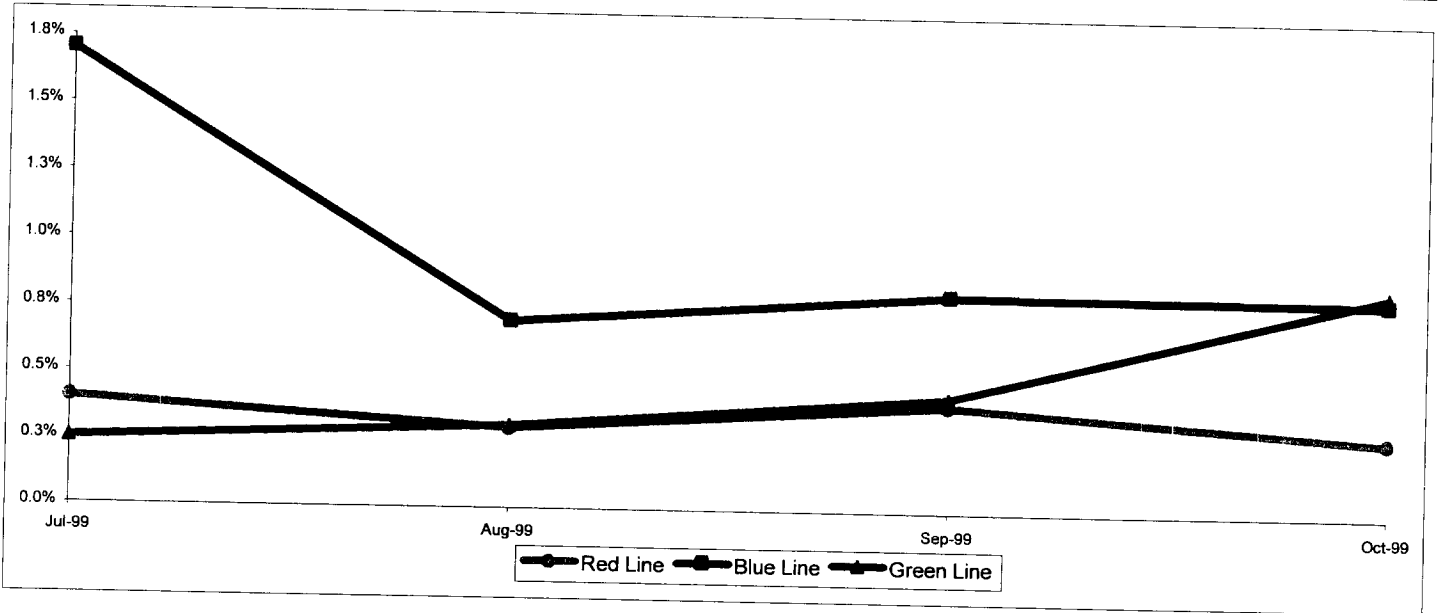
In-Service On-Time Performance



Lost Revenue Service Hours by Rail Line

**Definition:** This performance indicator measures the percentage of scheduled Revenue Service Hours not delivered as a result of cancellations, outlates and in-service delays.

**Calculation:**  $SHL\% = (\text{Total Service Hours Lost} \div \text{Total Scheduled Service Hours})$



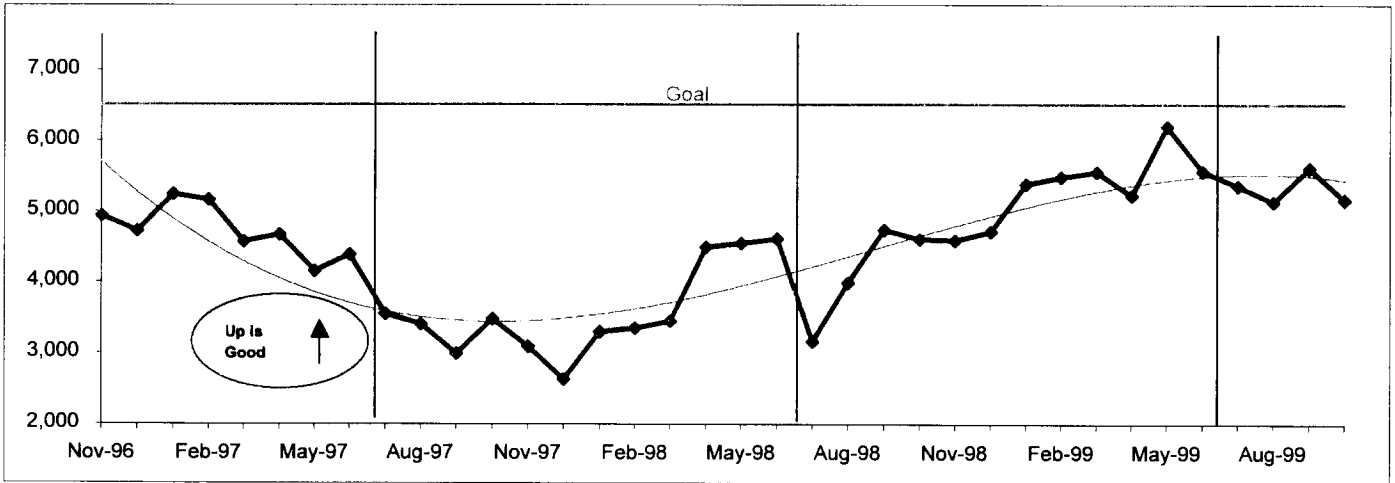
# MAINTENANCE PERFORMANCE

## MEAN MILES BETWEEN MECHANICAL FAILURES

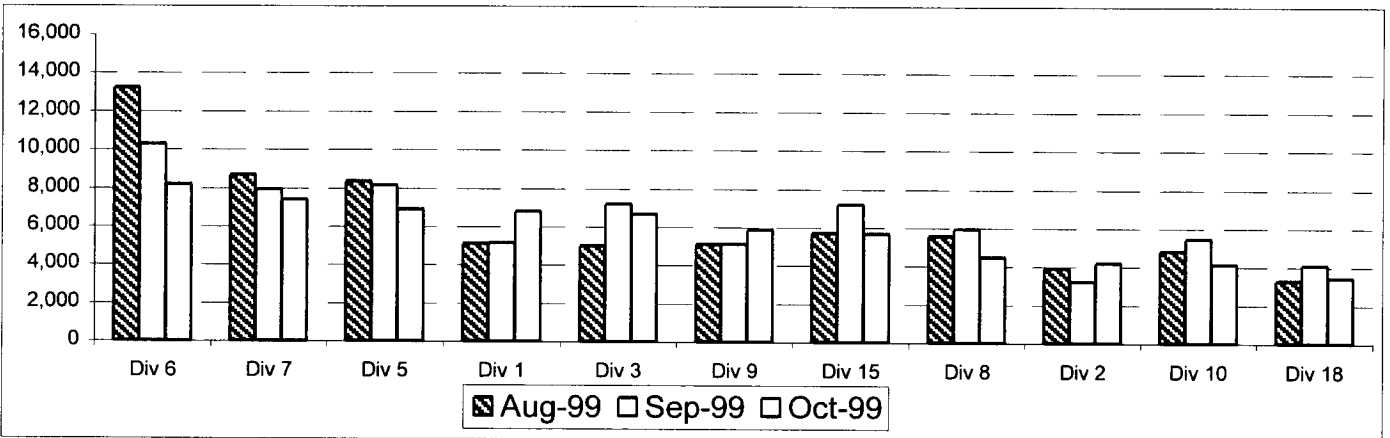
**Definition:** Average Hub Miles traveled between mechanical problems that result in a service disruption of greater than ten minutes.

**Calculation:** MMBRC = (Total Hub Miles divided by Chargeable Mechanical Related Roadcalls)

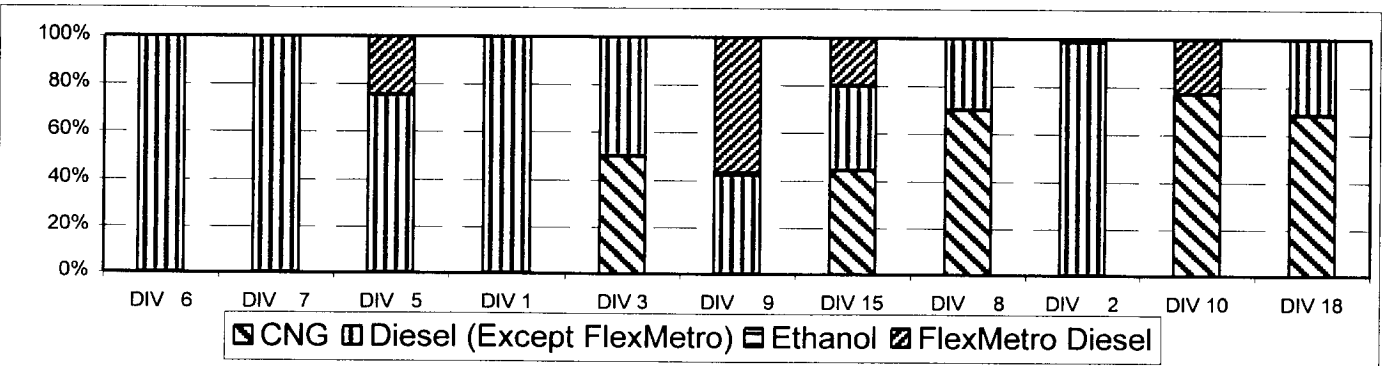
### Systemwide Trend



### Bus Operating Divisions August 1999 - October 1999



### Fleet Mix by Fuel Type - October 1999

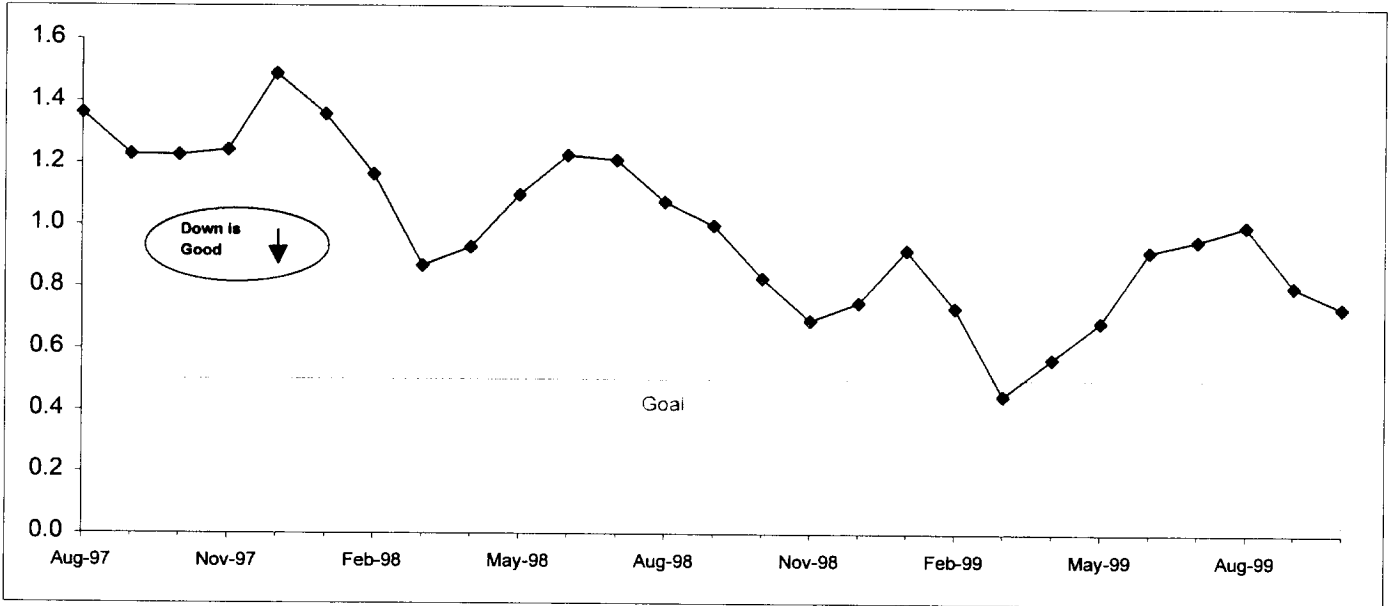


PAST DUE CRITICAL PREVENTIVE MAINTENANCE PROGRAM JOBS (PMP's)

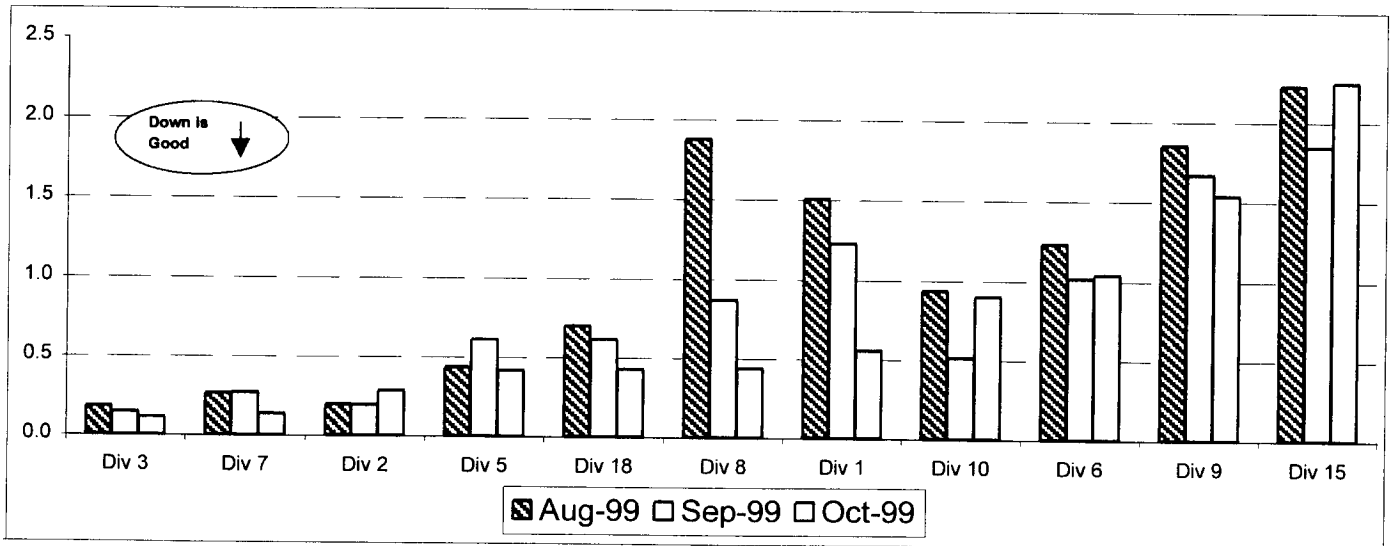
**Definition:** Average past due critical scheduled preventive maintenance jobs per bus. This indicator measures maintenance management's ability to prioritize and perform critical repairs and indicates the general maintenance condition of the fleet.

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

Systemwide Trend



Bus Operating Divisions  
August 1999 - October 1999



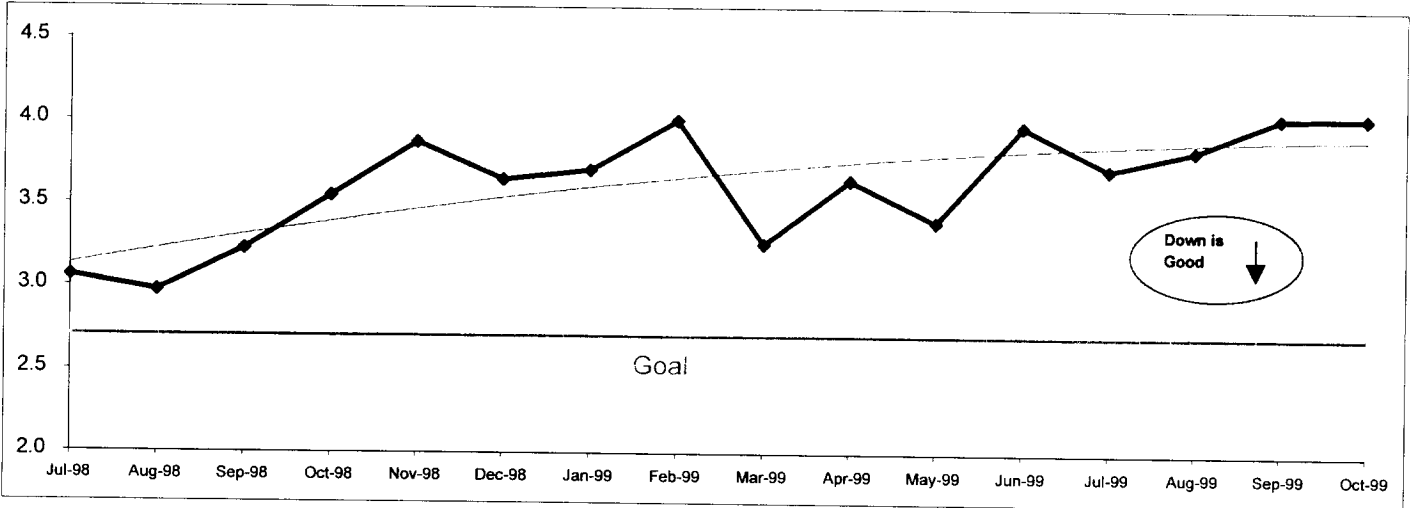
# SAFETY PERFORMANCE

## 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.

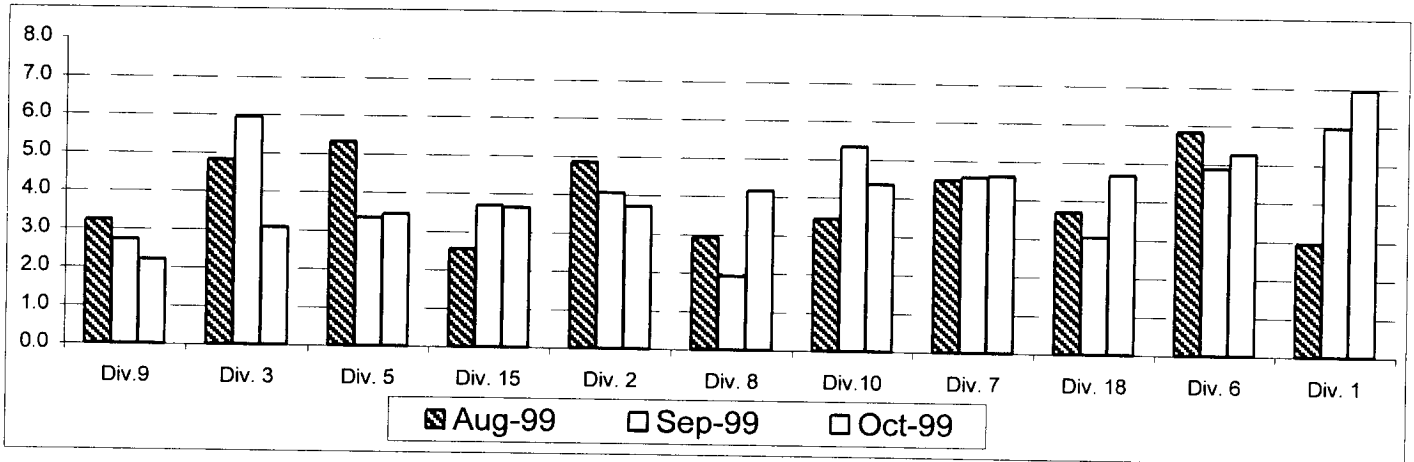
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents divided by (Hub Miles divided by 100,000))

### Systemwide Trend



Note: Beginning with the August 1999 Monthly Performance Report 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 Division August 1999 - October 1999

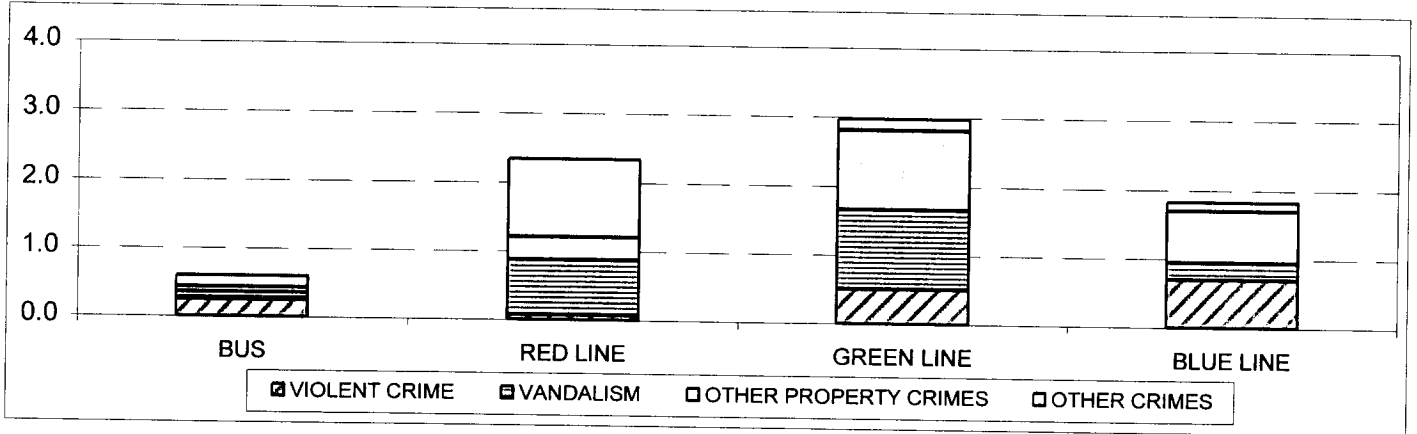


**REPORTED CRIME PER 100,000 BOARDINGS**

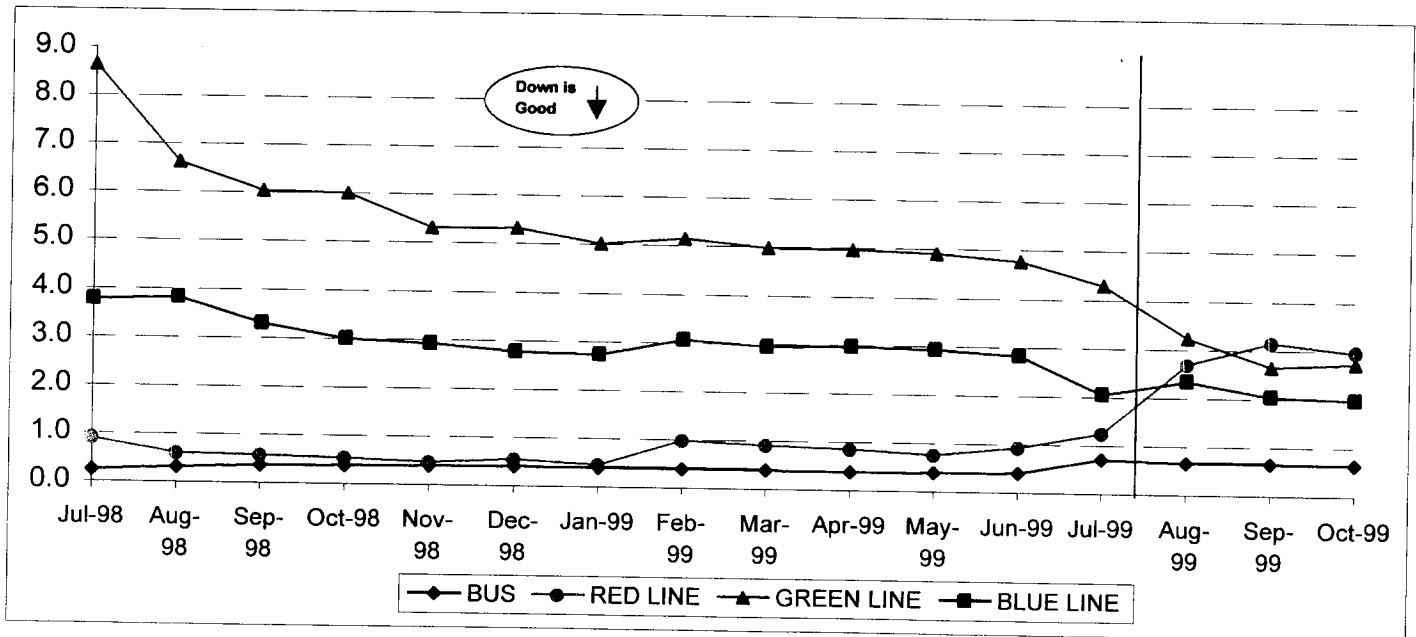
**Definition:** This indicator presents all crimes reported to either the LAPD or LASD. It is separated by mode and divided into major categories: *Vandalism*; *Other Property Crimes* (burglary, larceny, theft and motor vehicle theft); *Violent Crimes* (homicide, rape, robbery, assault/battery); *Other Crimes* (Sex offenses, weapons violations and miscellaneous)

**Calculation:** Reported Crimes/100,000 Boardings = Reported Crimes divided by (Boardings divided by 100,000).

**October Reported Crime by Class and Mode**



**Total Crime/100,000 Boardings YTD  
Trend by Mode**





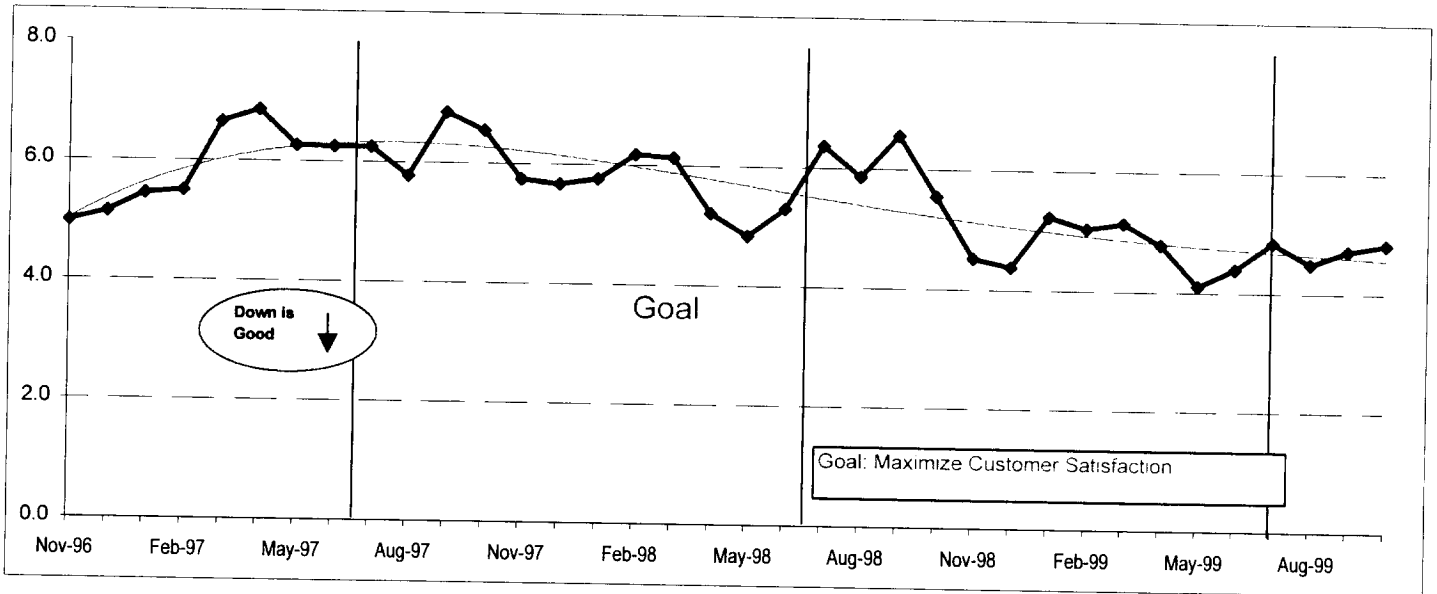
# CUSTOMER SATISFACTION

## 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 =  $\text{Complaints} / (\text{Boardings} / 100,000)$

### Systemwide Trend



### Bus Operating Divisions August 1999 - October 1999

