



Metropolitan
Transportation
Authority
One Gateway Plaza
Los Angeles, CA
90012-2952

September 10, 1999

TO: BOARD OF DIRECTORS

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

SUBJECT: TRANSIT OPERATIONS PERFORMANCE REPORT FOR
JULY 1999

July was the first full month of Red Line operation and boardings continued to rise, not only on the Red Line, but also on the Blue Line, which feeds the newly-extended heavy rail system. Despite the expansion of service, complaints per 100,000 boardings on all three lines decreased in July, as compared to June.

Performance of the Bus System continued to be mixed due to the warmer summer weather and the implementation of a higher maintenance standard for radios, wheelchair lifts, tie-downs and doors. On-Time Pullout performance increased to the highest level since May 1997; but this improvement was not matched by other performance indicators. Maintenance indicators continued to falter, as Past Due PMP's rose for the fifth straight month and Mean Miles Between Mechanical Failures resulting in service delays decreased for the second consecutive month. Much of the decline in Maintenance performance indicators was due to the higher standard adopted for disabled access related bus components. In-Service On-Time Performance dropped back to March levels, and the June increase in Lost Revenue Service Hours was reversed in July. Load Factor compliance continued a steady trend upwards, while customer complaints per 100,000 boardings rose again in July.

On-Time Performance improved for the Metro Red Line in July. However, both Green and Blue Line On-Time Performance decreased.

The Bus Accident Rate declined in July, though the new year-to-date methodology employed may have overstated the amount of the decline. Even though the MTA's safety rate compares favorably to other transit systems, the recent accident rate trend line continues to present a concern. An influx of new Operators, combined with supervisory staff vacancies, has made it difficult to deal with the issue quickly.

The format and content of this report continue to evolve. In the August report, we will begin to present Rail data in a revised format, which

separates On-Time Pullouts and In-Service On-Time Performance. We are also examining the various ways we track and report Miles Between Road Calls and Service Delays and will present revisions in the indicators in the next few months. 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.

July 1999 Highlights:

Bus Service Performance

- July Bus On-time Pullout Performance increased to 99.2% from 99.0% in June. Nine of the eleven bus divisions posted OTP at or above 99.0% and seven of those divisions equaled or exceeded 99.2% OTP during July.
- In-Service On-Time Performance dropped again in July. On-Time Performance, measured with a 15-second tolerance, decreased from 60.3% in June to 57.4% in July.
- Scheduled Revenue Service Hours Lost remained at 1.4% in July.

Rail Service Performance

- Red Line On-Time Performance increased from 98.4% in June to 99.5% in July. Green Line On-Time Performance dropped from 98.8% in June to 97.1% in July. Blue Line On-Time Performance dropped from 96.1% in June to 95.5% in July.

Maintenance Performance

- Mean Miles Between Mechanical Failures resulting in service disruptions of more than ten minutes dropped from 5,567 in June to 5,357 in July.
- Past Due Critical PMP Jobs increased from 0.92 per assigned vehicle in June to 0.95 in July. Major efforts remain underway to keep this indicator at the lowest possible level despite the historical tendency for this indicator to rise during warm weather, when problems associated with cooling systems divert resources away from planned maintenance.

Financial Performance

- July financial data were unavailable for this report due to year-end closing procedures.

Safety

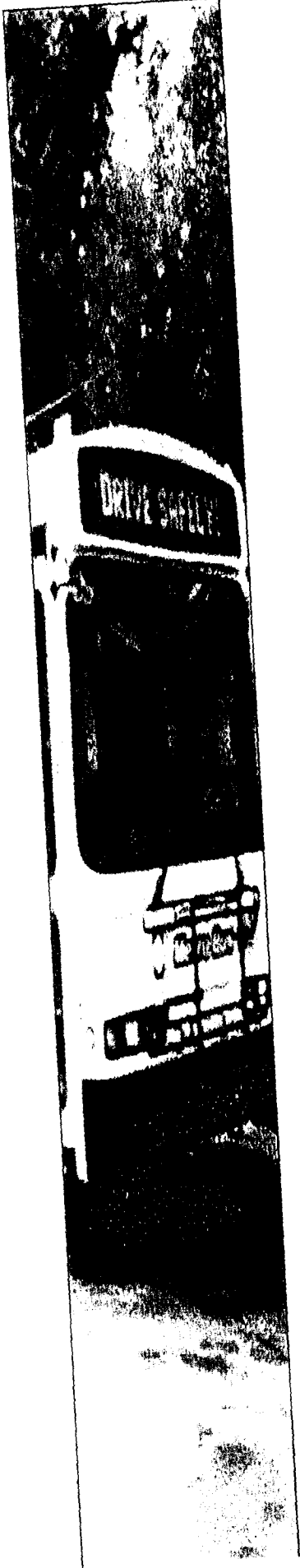
- Traffic Accidents Per 100,000 Hub Miles decreased from 4.0 in June to 3.7 in July. However, the year-to-date data collection methodology probably understates the rate for July and the decrease may, in fact, be much less. This reporting anomaly will be eliminated in the near future, when new data collection methodologies have been instituted.

Transit Operations Performance Report – July 1999
Page Three

- Year-to-Date Reported Crimes per 100,000 Green Line Boardings decreased from 4.77 in June to 4.30 in July. Red Line reported crimes per 100,000 boardings rose from 0.93 in June to 1.25 in July. Reported Crimes per 100,000 Boardings for the Blue Line decreased from 2.83 in June to 2.05 in July, while Reported Crimes per 100,000 Boardings for the Bus mode rose from 0.41 in June to 0.71 in July.

Customer Satisfaction

- Customer Complaints increased from 4.4 Complaints per 100,000 Boardings in June to 4.8 in July. The Contract Service customer complaint rate remains significantly above that of MTA-operated service.



**Transit Operations Performance Report
for
July 1999**

Prepared by:

Los Angeles County
Metropolitan Transportation Authority
Transit Operations Division



Table of Contents

	Page
Bus Service Performance	3
On-Time Pullout Percentage	
Outlates and Cancellations by Division	
In-Service On-Time Performance	
Scheduled Revenue Service Hours Lost	
Average Weekday Boardings	
Boardings per Revenue Service Hour	
Load Factor Compliance	
Rail Service Performance	8
On-time Service	
Boarding Data	
Maintenance Performance	9
Mean Miles Between Mechanical Failures	
Past Due Critical Preventive Maintenance Program	
Financial Performance	12
Year-to-date Bus and Rail Operating Expenses	
Fare Revenues	
Safety Performance	14
Traffic Accidents per 100,000 Hub Miles	
Reported Crime	
Customer Satisfaction	16
Complaints per 100,000 Boardings	

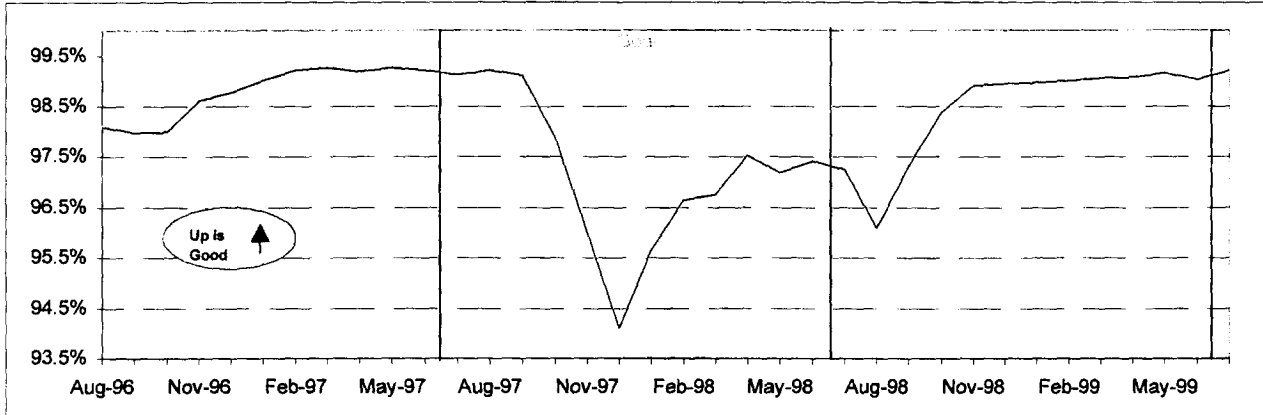
BUS SERVICE PERFORMANCE

ON-TIME PULLOUT PERCENTAGE

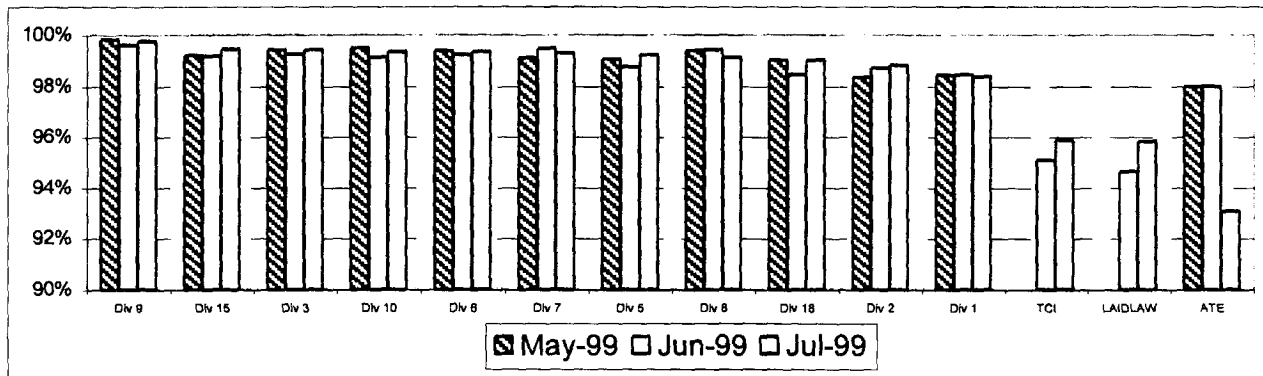
Definition: On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

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

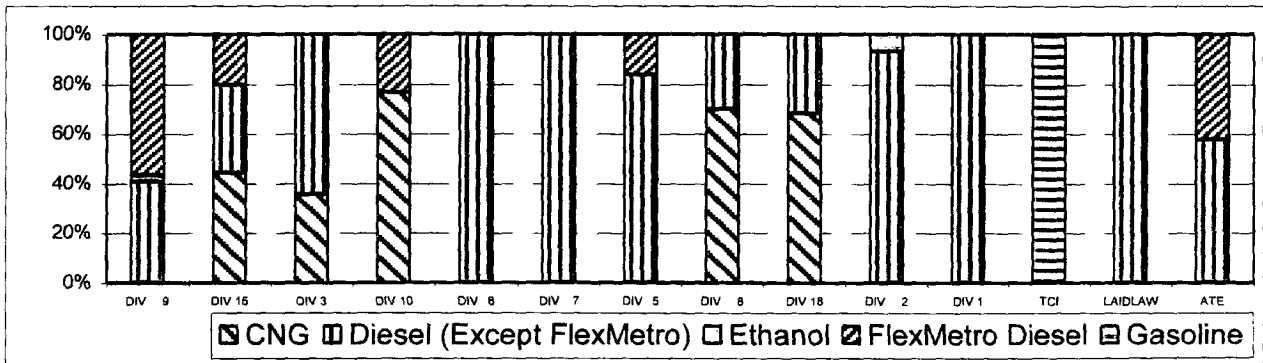
Systemwide Trend



Bus Operating Divisions May 1999 - July 1999



Fleet Mix by Division - July 1999



BUS SERVICE PERFORMANCE - Continued

Outlates & Cancellations by Division - July 1999

<i>Division</i>	OUTLATES		CANCELLATIONS		ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS		
	<i>Number</i>	<i>% of Pull- outs</i>	<i>Number</i>	<i>% of Pull- outs</i>		<i>No Operator Available</i>	<i>Bus Mechanical Failure</i>	<i>Other</i>
1	91	1.6%	2	0.0%	98.4%	6	80	7
2	49	1.2%	0	0.0%	98.8%	4	38	7
3	33	0.6%	1	0.0%	99.4%	5	25	4
5	49	0.8%	1	0.0%	99.2%	3	41	6
6	6	0.3%	6	0.3%	99.4%	7	4	1
7	48	0.7%	1	0.0%	99.3%	1	44	4
8	34	0.8%	1	0.0%	99.1%	1	32	2
9	15	0.2%	0	0.0%	99.8%	2	11	2
10	54	0.6%	0	0.0%	99.4%	4	44	6
15	33	0.5%	1	0.0%	99.4%	2	31	1
18	78	1.0%	1	0.0%	99.0%	12	51	16
TOTAL	490	0.8%	14	0.0%	99.2%	47	401	56

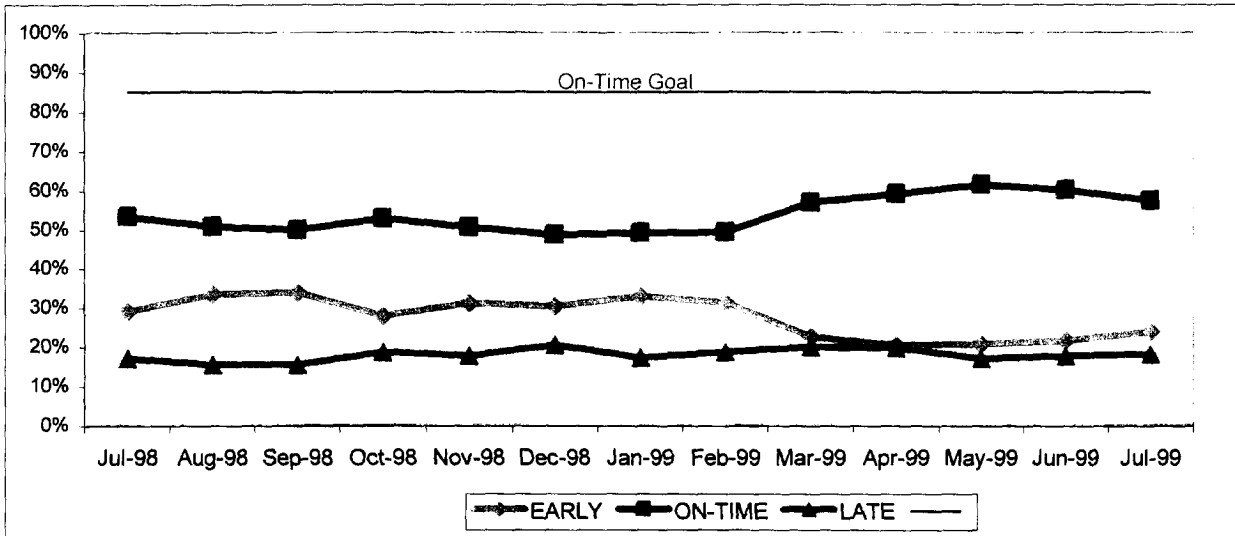
BUS SERVICE PERFORMANCE - Continued

IN-SERVICE ON-TIME PERFORMANCE

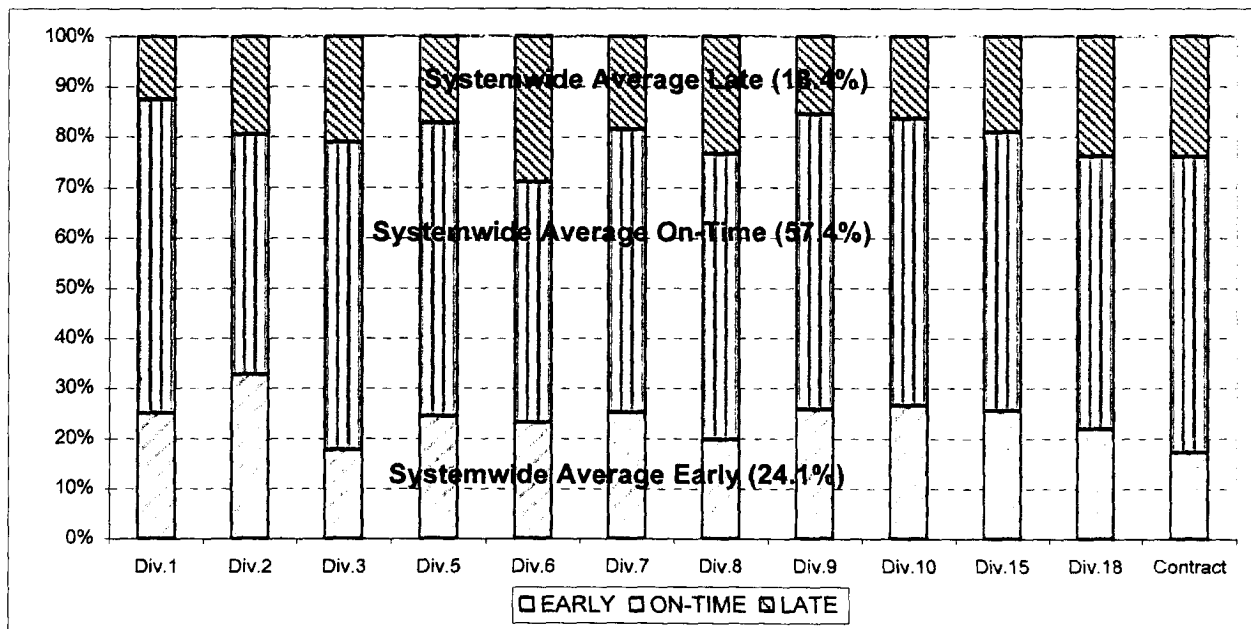
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 15 seconds early and no more than five minutes later than scheduled.

Calculation: ISOTP% = 1 - ((Number of buses departing early + Number of buses departing more than five minutes late) / (Total buses sampled))

**Systemwide Trend
July 1999**



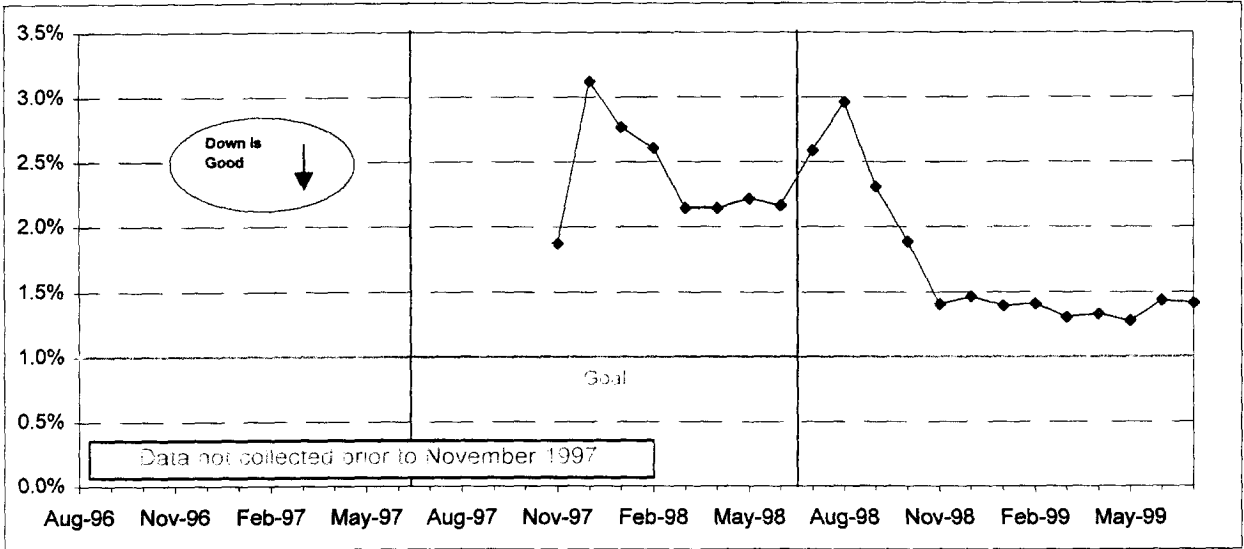
**Bus Operating Divisions
July (15 Second Tolerance)**



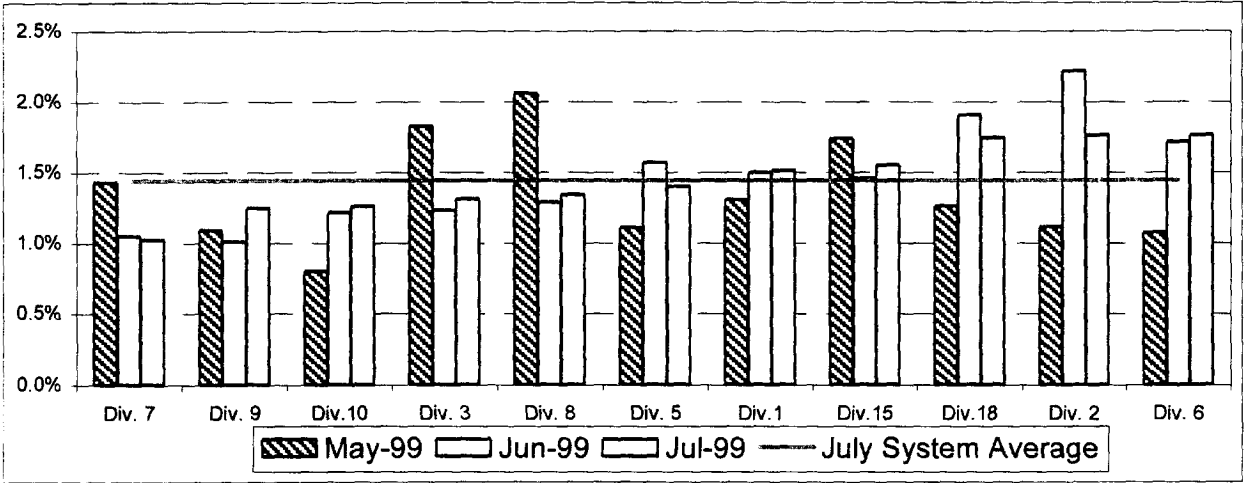
SCHEDULED REVENUE SERVICE HOURS LOST

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



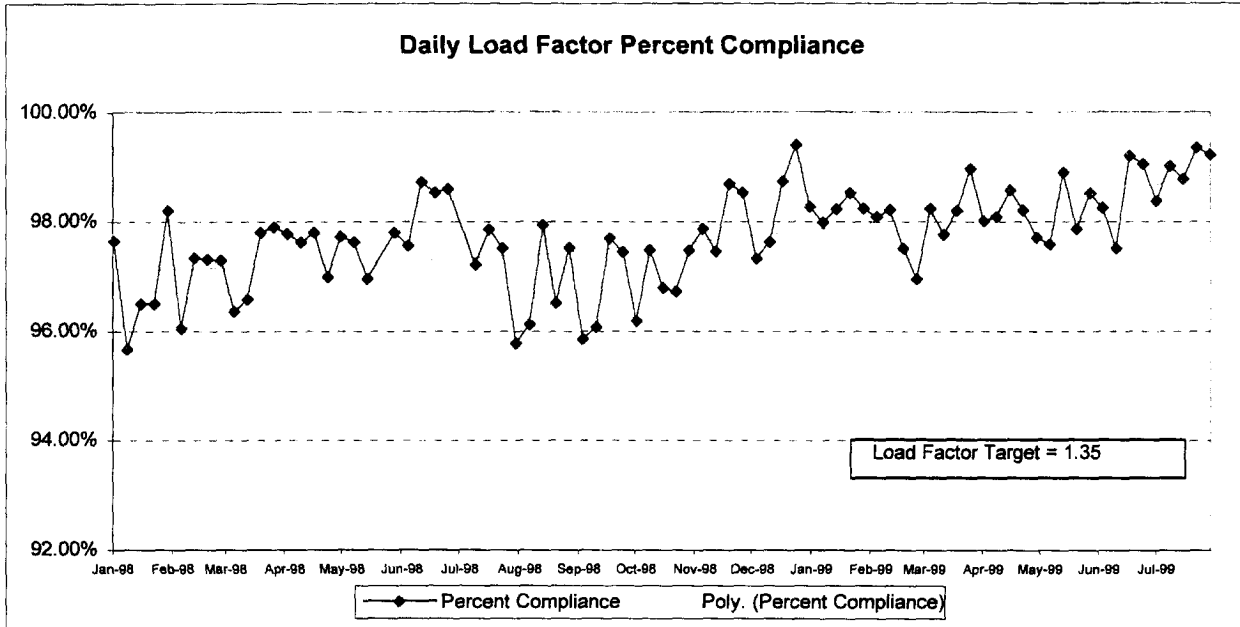
Bus Operating Divisions
 May 1999 - July 1999



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.



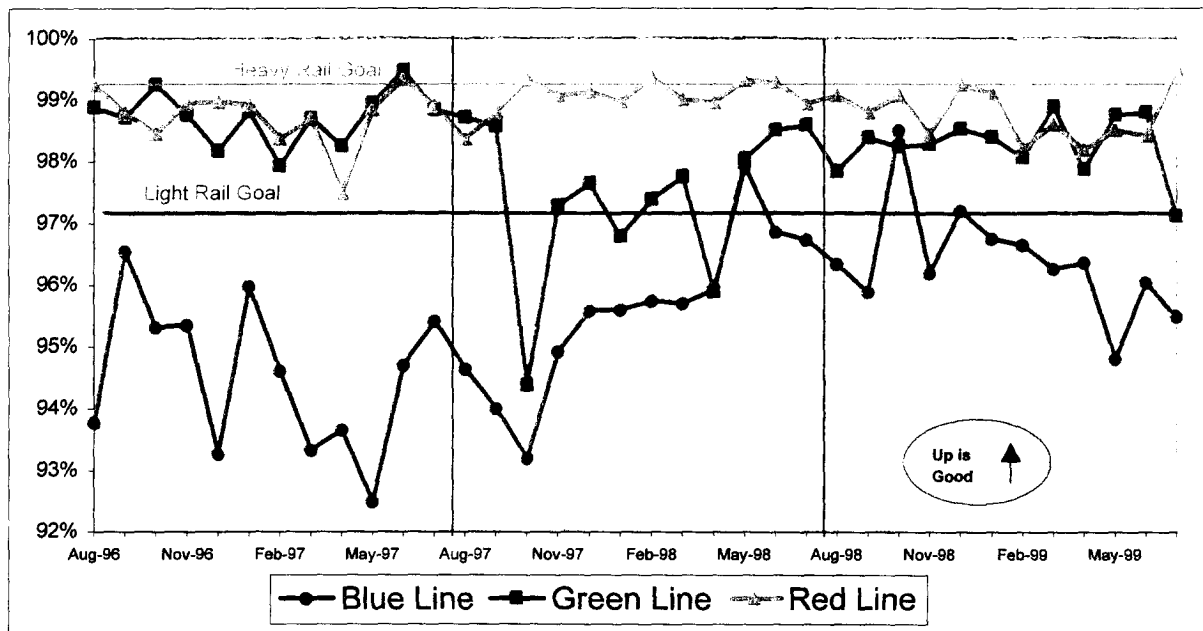
RAIL SERVICE PERFORMANCE

ON-TIME SERVICE

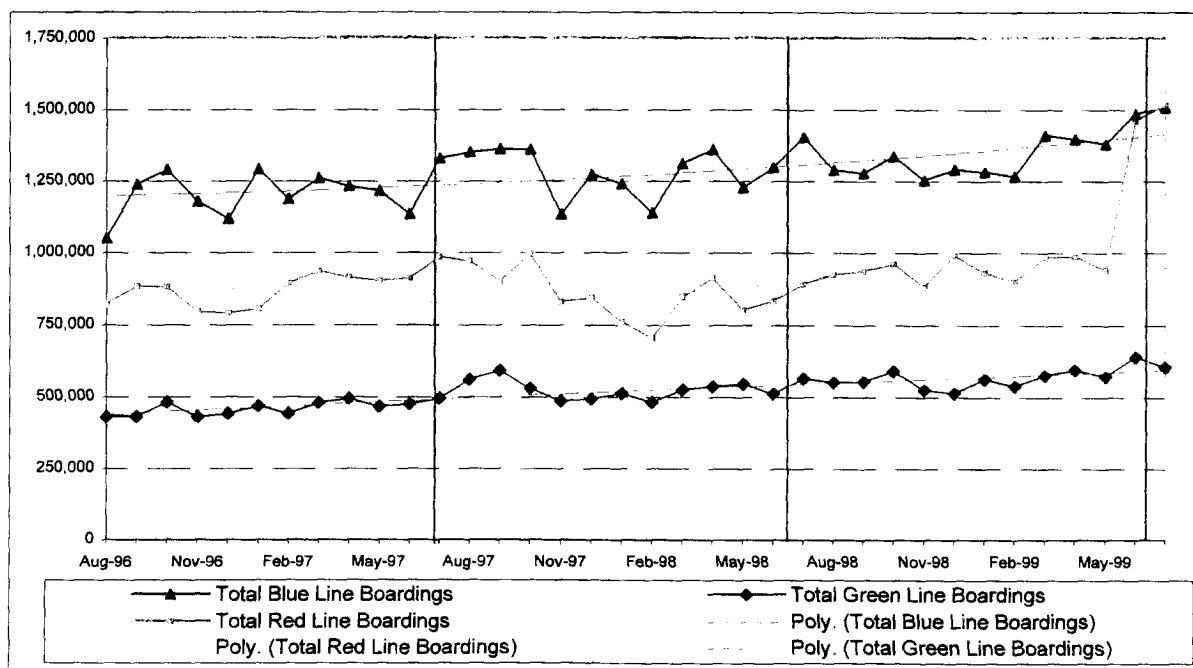
Definition: On-time Service measures the percentage of rail train trips completed and within two minutes of schedule. The higher the number, the more reliable the service.

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

On-Time Performance



Total Rail Boardings by Rail Line



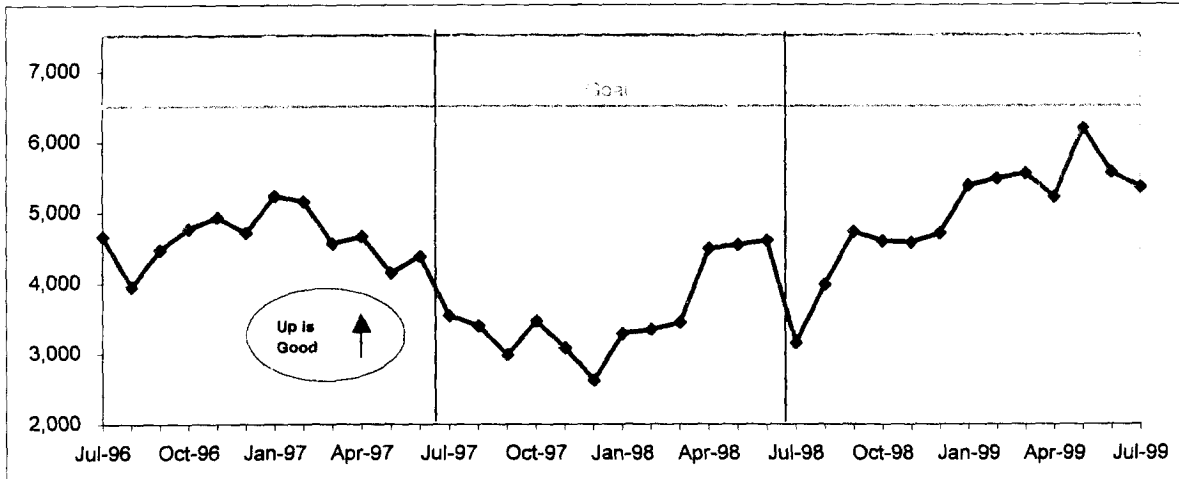
MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES

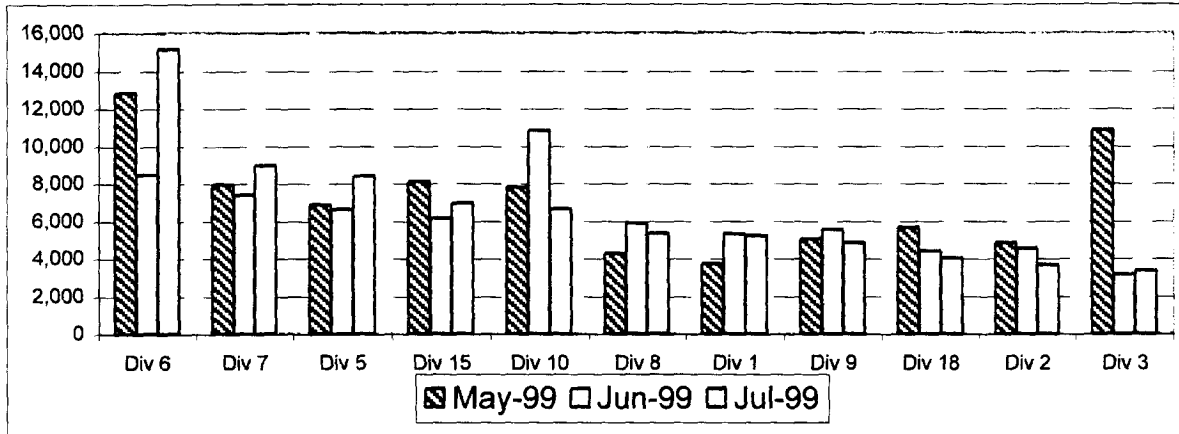
Definition: Average Hub Miles traveled between mechanical problems that result in a service disruption of greater than ten minutes.

Calculation: $MMBRC = (\text{Total Hub Miles divided by Chargeable Mechanical Related Roadcalls})$

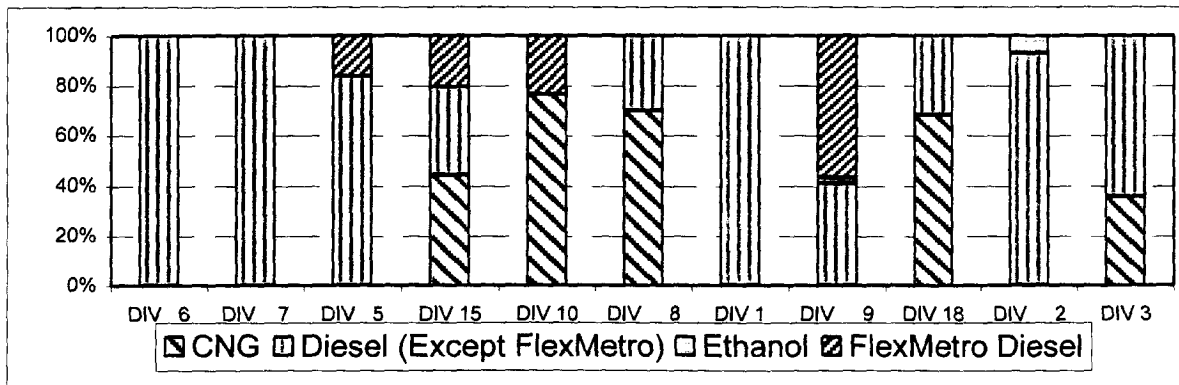
Systemwide Trend



**Bus Operating Divisions
May 1999 - July 1999**



Fleet Mix by Fuel Type - July 1999



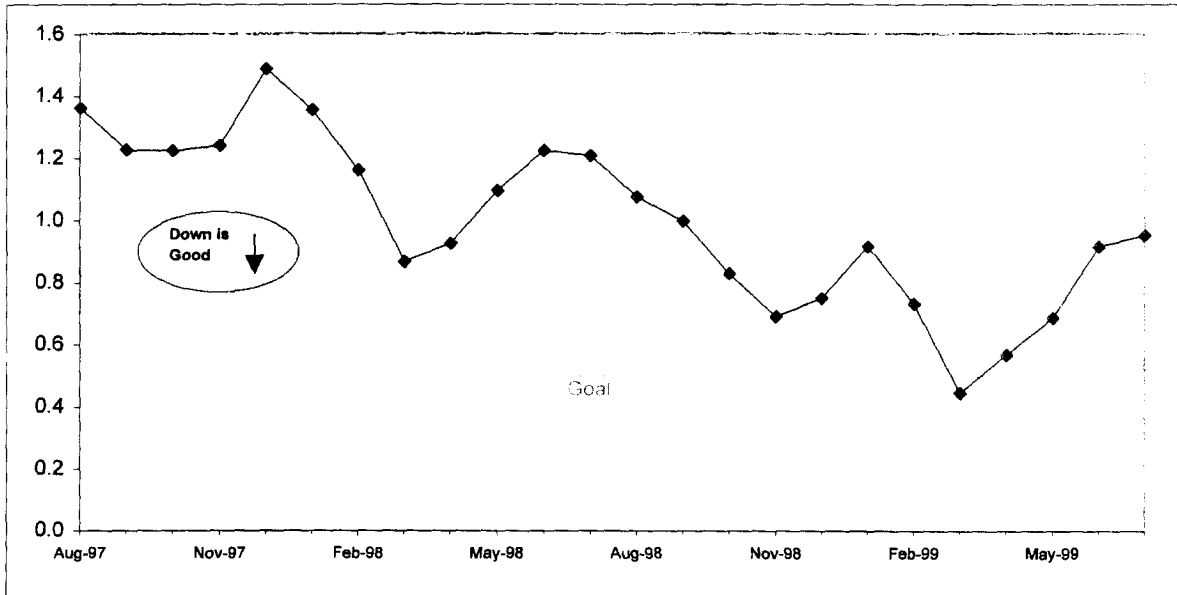
MAINTENANCE PERFORMANCE - Continued

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

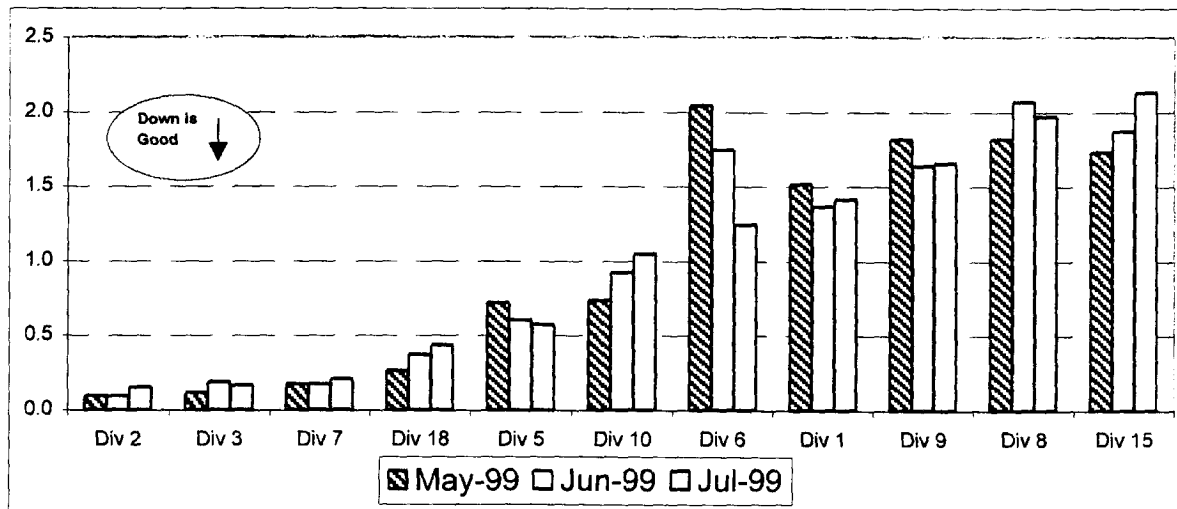
Definition: Average past due critical scheduled preventive maintenance jobs per bus. This indicator measures maintenance management's ability to prioritize and perform critical repairs and indicates the general maintenance condition of the fleet.

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

Systemwide Trend



**Bus Operating Divisions
May 1999 - July 1999**



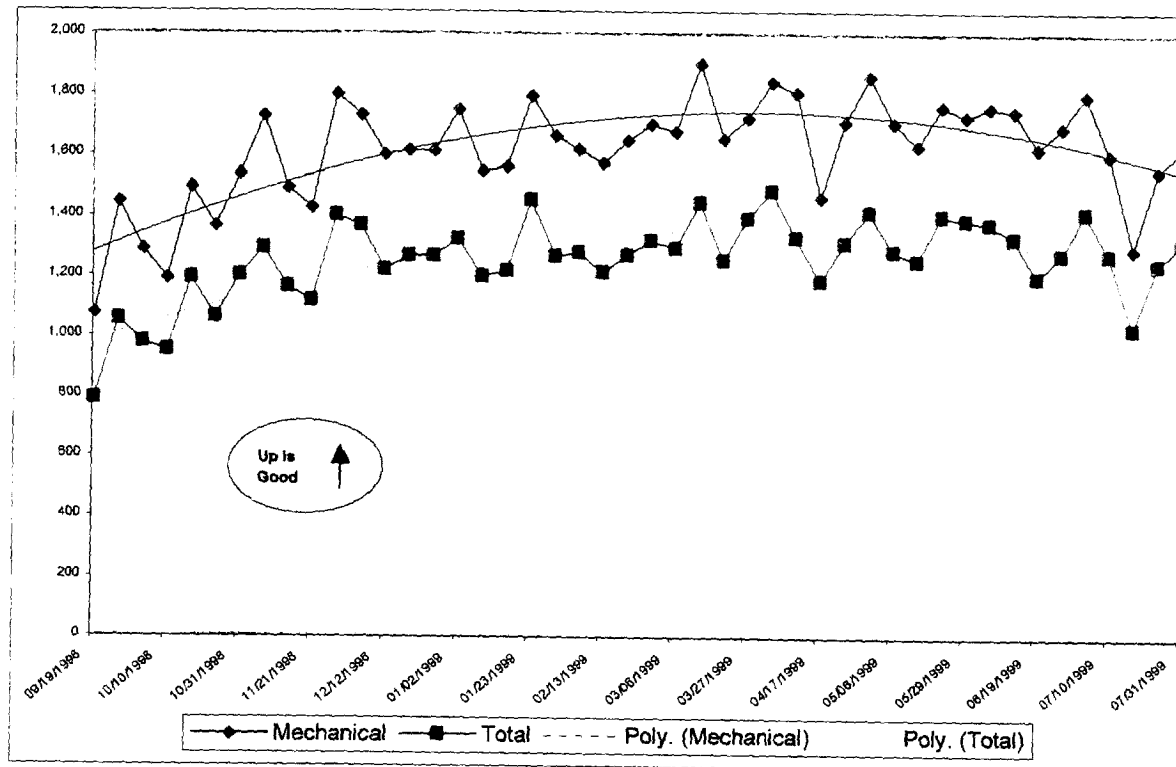
MAINTENANCE PERFORMANCE - Continued

MEAN MILES BETWEEN SERVICE DELAYS

Definition: Total Mean Miles Between Service Delays is the hub miles traveled between service delays of any length for any reason. Mean Miles Between Mechanical Service Delays is the hub miles traveled between service delays caused by mechanical failures, regardless of the length of the delay.

Calculation: $MMBSD = (\text{Total Hub Miles} \div \text{Total Number of Service Delays})$; $MMBMSD = (\text{Total Hub Miles} \div \text{Total Number of Maintenance-related Service Delays})$

Systemwide Trend



FINANCIAL PERFORMANCE

YEAR-TO-DATE BUS AND RAIL OPERATING EXPENSES

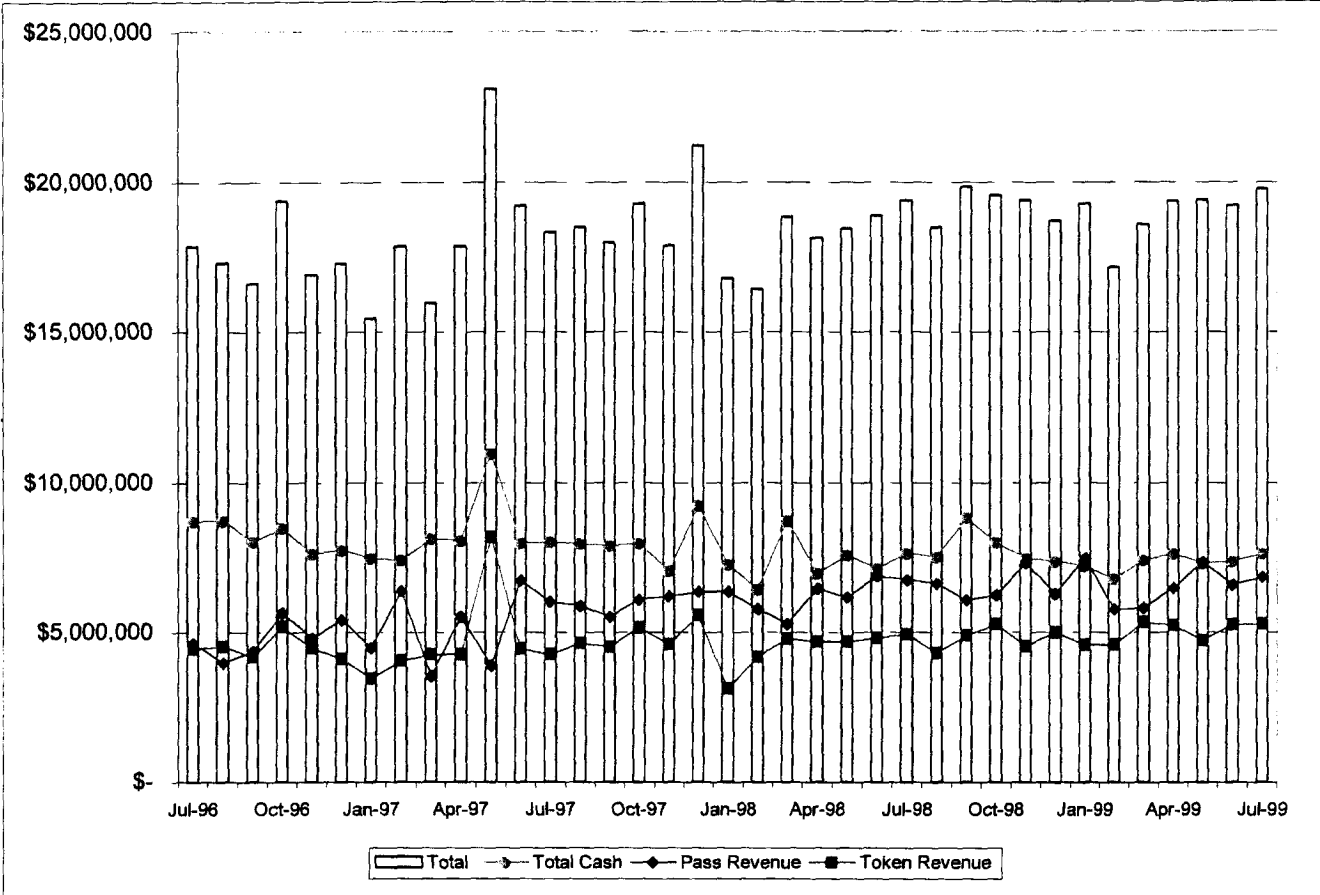
Definition: Year-to-date Bus and Rail operating expenses include all costs attributed to providing bus and rail service. A variance in Expenditures is defined as positive if actual expenditures are more than the projected expenditures.

Calculation: Est. YTD Expenditure Variance = (YTD Actual minus Estimated YTD Budget)

<i>June</i>	<i>Estimated Year-to-Date</i>			
	<i>Estimated Year-to-Date Budget</i>	<i>Year-to-Date Actuals</i>	<i>Variance</i>	<i>% Variance</i>
	<i>\$Millions</i>			
<i>Expenditures:</i>				
Salaries & Wages				
Fringe				
Services				
Fuels & Utilities				
Supplies				
Purchased Transportation				
Non-Operating Expenses				
General Overhead				
<i>Total</i>				

Due to year-end closing schedule, no financial information was available at the time of publication.

FARE REVENUE
TREND BY MODE



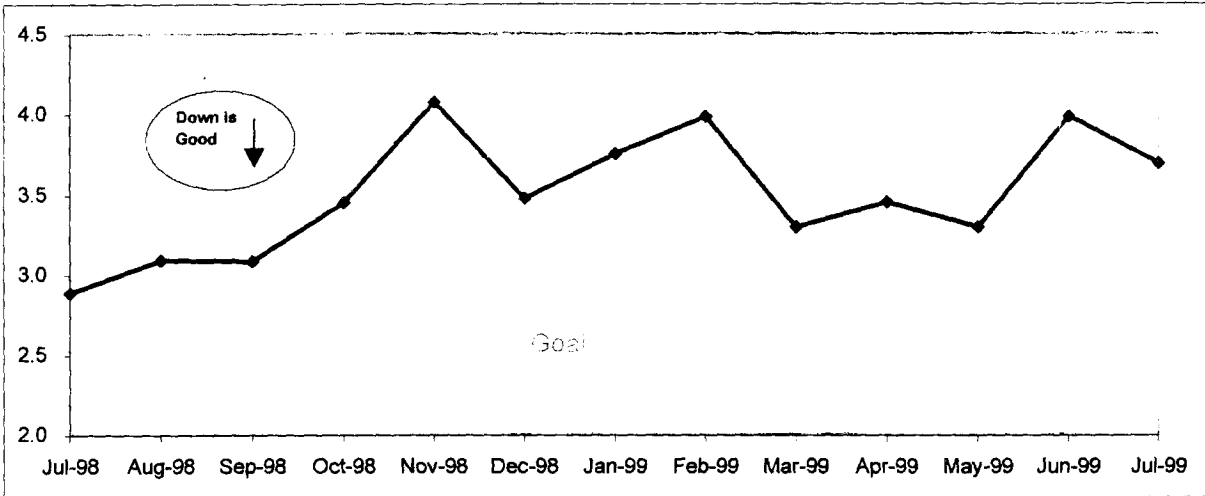
SAFETY PERFORMANCE

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.

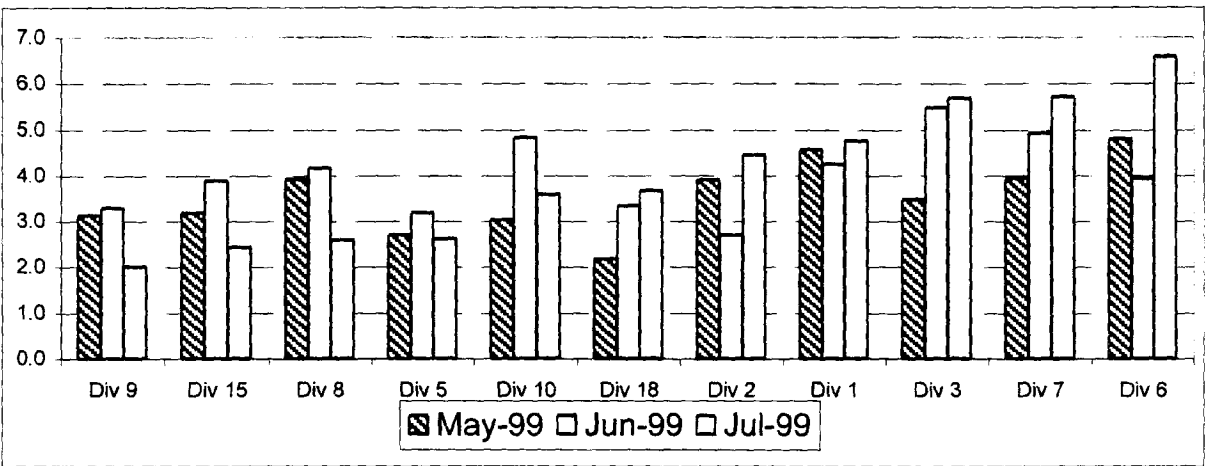
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents divided by (Hub Miles divided by 100,000))

Systemwide Trend



Note: Data is computed on a year-to-date basis, which allows for late filing of accident reports, reclassification of accidents, etc. Since the TOTS system, which provides this data, zeroes all balances and begins reaccumulating data on July 1 of each fiscal year, the first months' data may understate the accident rate significantly. Transit Operations Support is working to find a solution to this problem.

Bus Operating Division May 1999 - July 1999



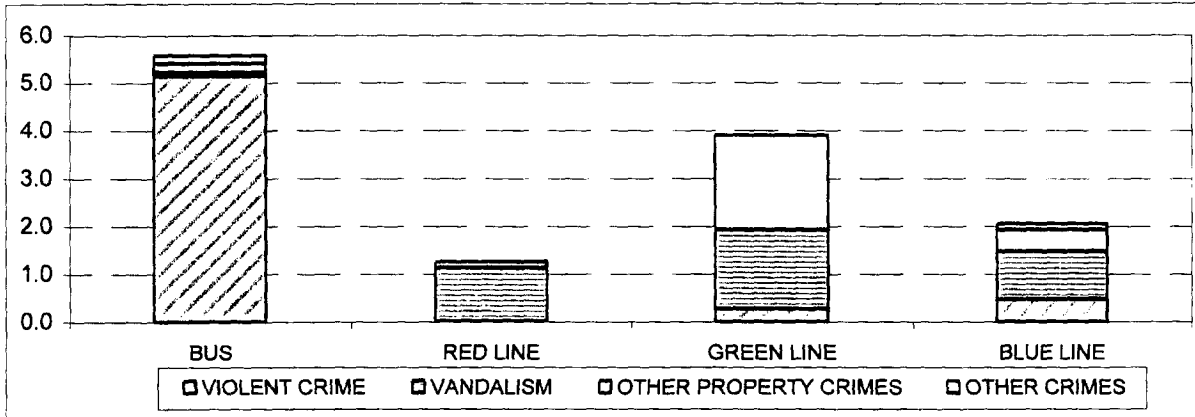
SAFETY PERFORMANCE - Continued

REPORTED CRIME PER 100,000 BOARDINGS

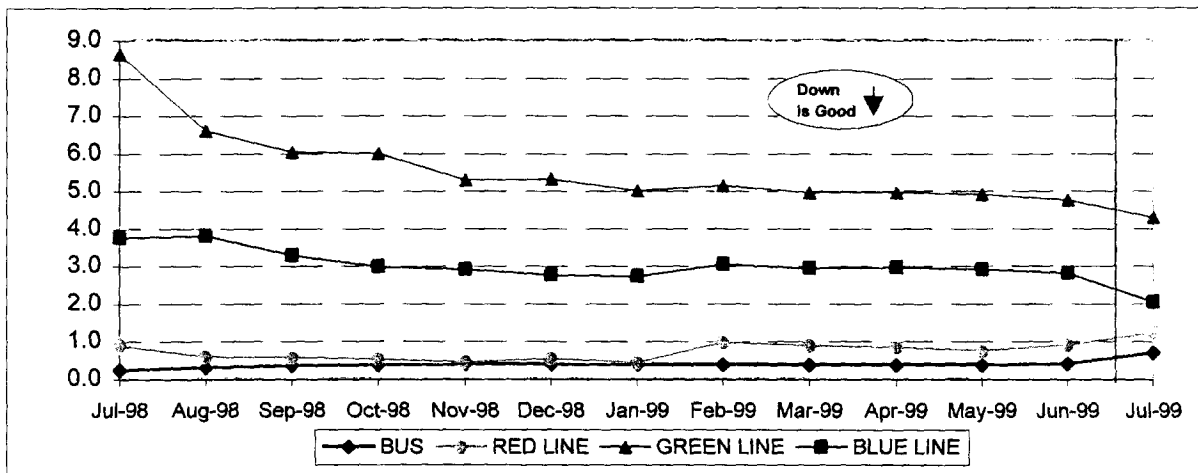
Definition: This indicator presents all crimes reported to either the LAPD or LASD. It is separated by mode and divided into major categories: *Vandalism*; *Other Property Crimes* (burglary, larceny, theft and motor vehicle theft); *Violent Crimes* (homicide, rape, robbery, assault/battery); *Other Crimes*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

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

July Reported Crime by Class and Mode



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



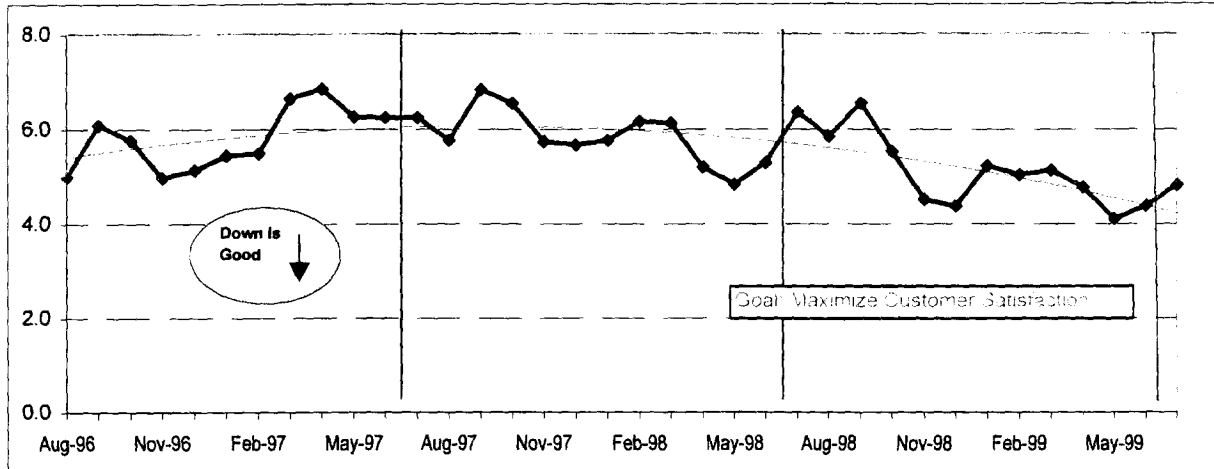
CUSTOMER SATISFACTION

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 = Complaints/(Boardings/100,000)

Systemwide Trend



Bus Operating Divisions May 1999 - July 1999

