



Metropolitan  
Transportation  
Authority

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July 12, 1999

TO: BOARD OF DIRECTORS

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

SUBJECT: TRANSIT OPERATIONS PERFORMANCE REPORT FOR  
MAY 1999

May was a stellar month for Transit Operations. The percentage of On-Time Pull-outs continued to edge up slowly and steadily. In-Service On-Time Performance increased for the fourth straight month, with more than 60% of buses departing stops on-time. Despite steady improvement, this performance indicator remains well below our goal. Lost Revenue Service Hours continued a seven-month downward trend. Load Factor compliance continued to trend upwards and Mean Miles Between Mechanical Failures reached levels nearly double those posted in July 1998. In addition, customer complaints decreased again in May.

Despite the focus of Rail staff's attention on the start-up of new Red Line service to Hollywood, On-Time Performance improved for both the Green and Red Lines. However, Metro Blue Line service continues to have problems in meeting our On-Time Performance goal.

Transit Operations has revised its methodology for computing bus accident rates to present a more accurate view for this report. In previous reports, only the raw number of accidents reported during the month had been included in the accident rate calculation. As a result, late reports or reclassified accidents may have been unreported, thereby understating, albeit slightly, the accident rate. The new methodology, which utilizes year-to-date report figures, results in a somewhat higher rate, but shows the same relative trends. Utilizing the year-to-date computation, the April increase reported in our last report was less severe. Utilizing the new methodology, accident rates in May dropped.

Transit Operations is continuing to develop new performance measures to improve the value and usefulness of the Monthly Performance Report. 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.

May 1999 Highlights:

Bus Service Performance

- On-time Pullout Performance rose slightly for the ninth consecutive month to 99.2% in May. Nine of the eleven bus divisions posted OTP at or above 99.0% and six of those divisions equaled or exceeded 99.2% during May.
- In-Service On-Time Performance improved significantly in May. On-Time Performance, measured with a 15 second tolerance, rose from 59.2% in April to 61.8% in May.
- Scheduled Revenue Service Hours Lost showed a slight improvement, but continues to hover around 1.3%.
- May Boardings per Revenue Service Hour, at 52.9, were lower than the 54.6 reported for May 1998. This is the result of a 1.2% decrease in ridership and a 1.9% increase in service levels.

Rail Service Performance

- Red Line On-Time Performance rose from 98.2% in April to 98.5% in May. Green Line On-Time Performance increased from 97.9% in April to 98.8% in May. Blue Line On-Time Performance dropped from 96.3% in April to 94.8% in May.

Maintenance Performance

- Mean Miles Between Mechanical Failures resulting in service disruptions of more than ten minutes rebounded to 6,192 in May.
- Past Due Critical PMP Jobs increased from 0.57 per assigned vehicle in April to 0.69 in May. 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

- Bus and Rail operating expenses are \$25.8 million (3.7%) under budget through May. This surplus will be reduced significantly by fourth quarter debits to Services and Non-Operating Expenses. Due to changes in accounting philosophy, as of May, Heavy Bus Maintenance projects previously considered capital are included in Bus and Rail operating expenses.

Safety

- Traffic Accidents Per 100,000 Hub Miles, based on year-to-date data, rather than raw monthly totals, decreased from 3.5 in April to 3.3 in May.
- Reported crimes per 100,000 Green Line boardings decreased from 4.86 in April to 4.52 in May. Red Line reported crimes per 100,000 boardings dropped sharply from 0.50 in April to 0.07 in May. Reported crimes per 100,000 boardings for the Blue Line decreased from 3.23 reported crimes per 100,000 boardings in April to 2.32 in May, while reported crimes per 100,000 boardings for the Bus mode rose from 0.36 in April to 0.48 in May.

Customer Satisfaction

- Customer Complaints decreased from 4.8 Complaints per 100,000 Boardings in April to 4.1 in May. Contract Service customer complaints showed major reductions in May, although the rate is still significantly above that of MTA-operated service.



**Transit Operations Performance Report  
for  
May 1999**

*Prepared by:*

Los Angeles County  
Metropolitan Transportation Authority  
Transit Operations Division



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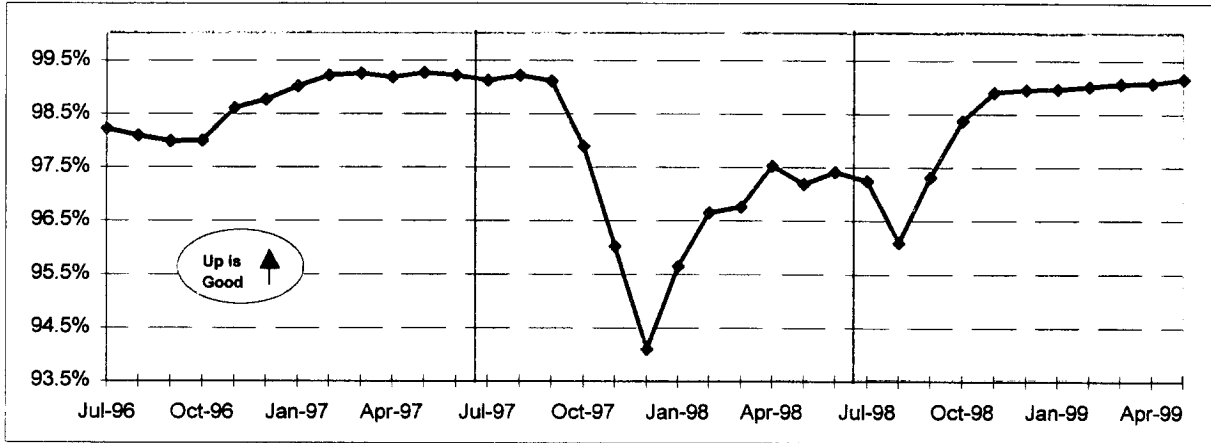
# BUS SERVICE PERFORMANCE

## ON-TIME PULLOUT PERCENTAGE

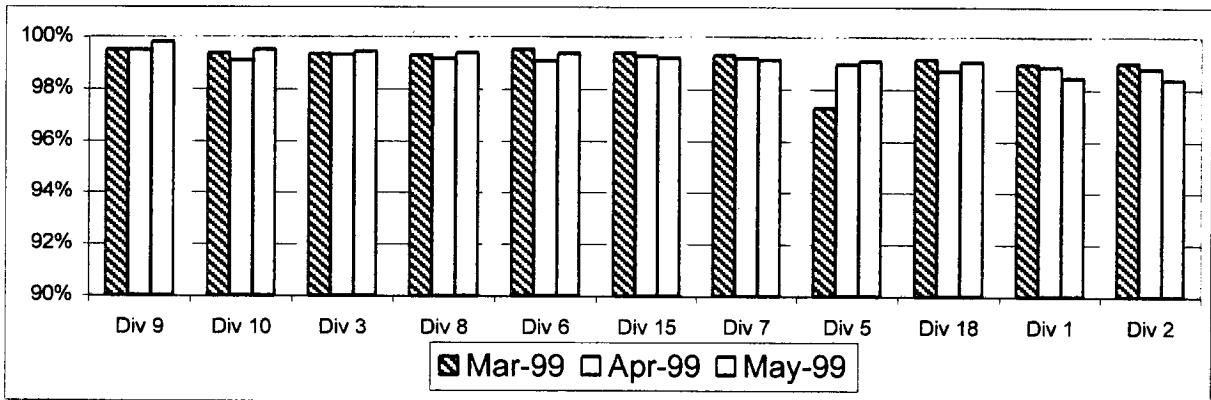
**Definition:** On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

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

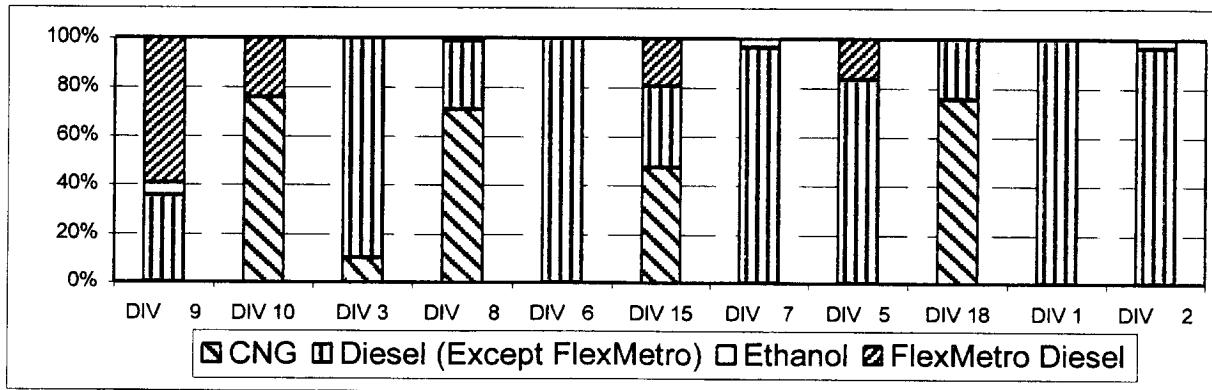
### Systemwide Trend



### Bus Operating Divisions March 1999 - May 1999



### Fleet Mix by Division - May 1999



**BUS SERVICE PERFORMANCE - Continued**

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

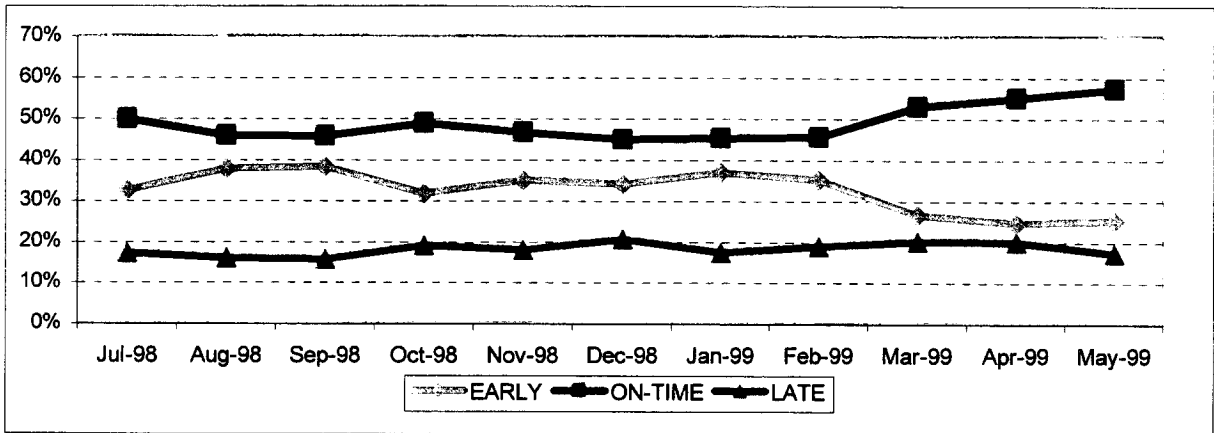
<b>Division</b>	<b>OUTLATES</b>		<b>CANCELLATIONS</b>		<b>ON-TIME PULL-OUT RATE</b>	<b>REASONS FOR OUTLATES and CANCELLATIONS</b>		
	<b>Number</b>	<b>% of Pull- outs</b>	<b>Number</b>	<b>% of Pull- outs</b>		<b>No Operator Available</b>	<b>Bus Mechanical Failure</b>	<b>Other</b>
<b>1</b>	85	1.5%	2	0.0%	98.4%	3	76	8
<b>2</b>	68	1.6%	0	0.0%	98.4%	4	62	2
<b>3</b>	31	0.6%	1	0.0%	99.4%	1	28	3
<b>5</b>	56	0.9%	1	0.0%	99.1%	5	50	2
<b>6</b>	9	0.5%	2	0.1%	99.4%	4	6	1
<b>7</b>	61	0.9%	0	0.0%	99.1%	1	51	9
<b>8</b>	19	0.5%	3	0.1%	99.4%	2	19	1
<b>9</b>	11	0.2%	0	0.0%	99.8%	1	9	1
<b>10</b>	36	0.5%	1	0.0%	99.5%	5	27	5
<b>15</b>	45	0.8%	0	0.0%	99.2%	4	38	3
<b>18</b>	65	0.9%	3	0.0%	99.0%	8	47	13
<b>TOTAL</b>	<b>486</b>	<b>0.8%</b>	<b>13</b>	<b>0.0%</b>	<b>99.2%</b>	<b>38</b>	<b>413</b>	<b>48</b>

IN-SERVICE ON-TIME PERFORMANCE

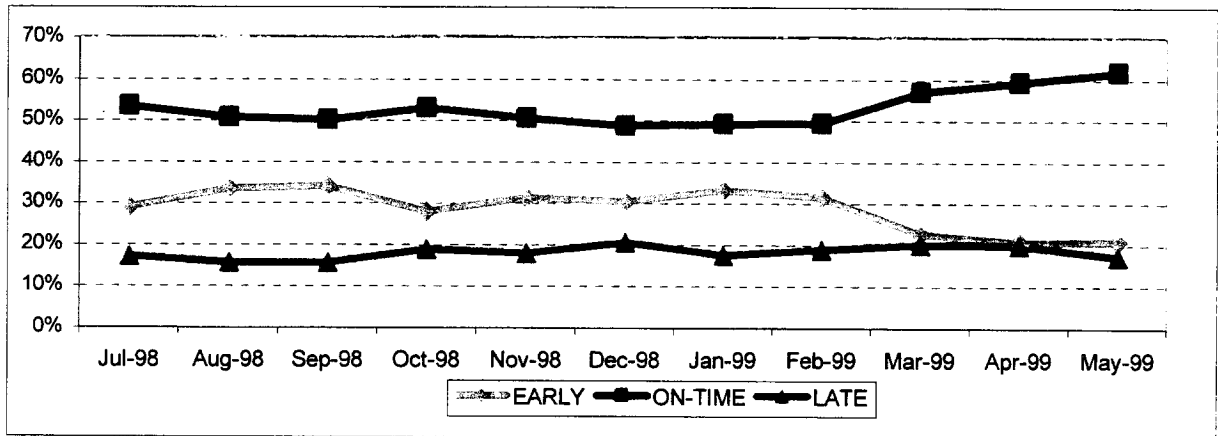
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 15 seconds early and no more than five minutes later than scheduled.

**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  
May 1999  
0-Second Tolerance**



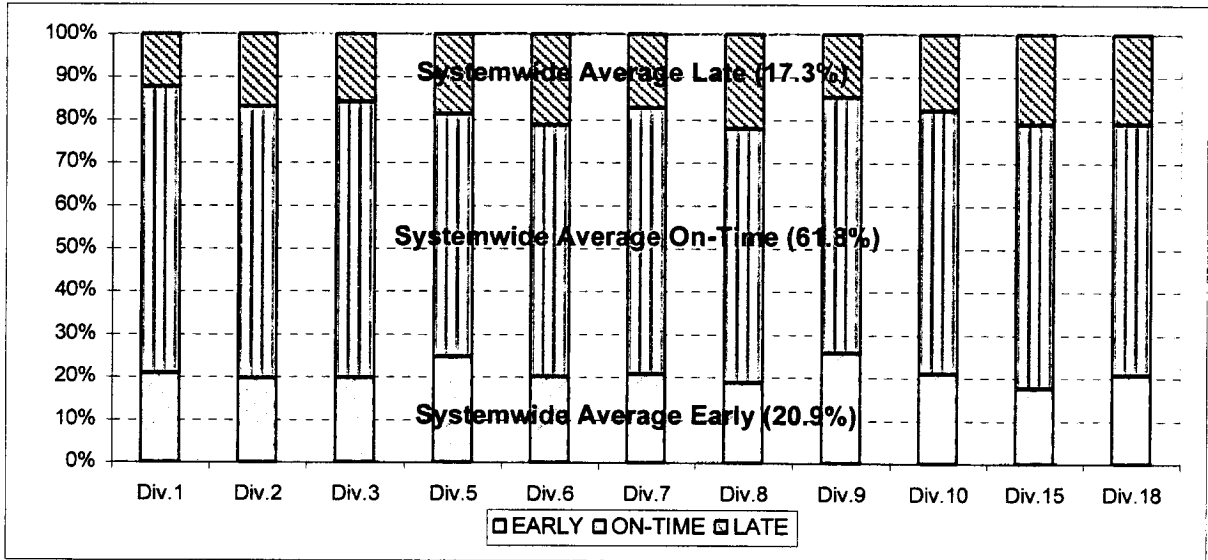
**15-Second Tolerance**





**BUS SERVICE PERFORMANCE - Continued**

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

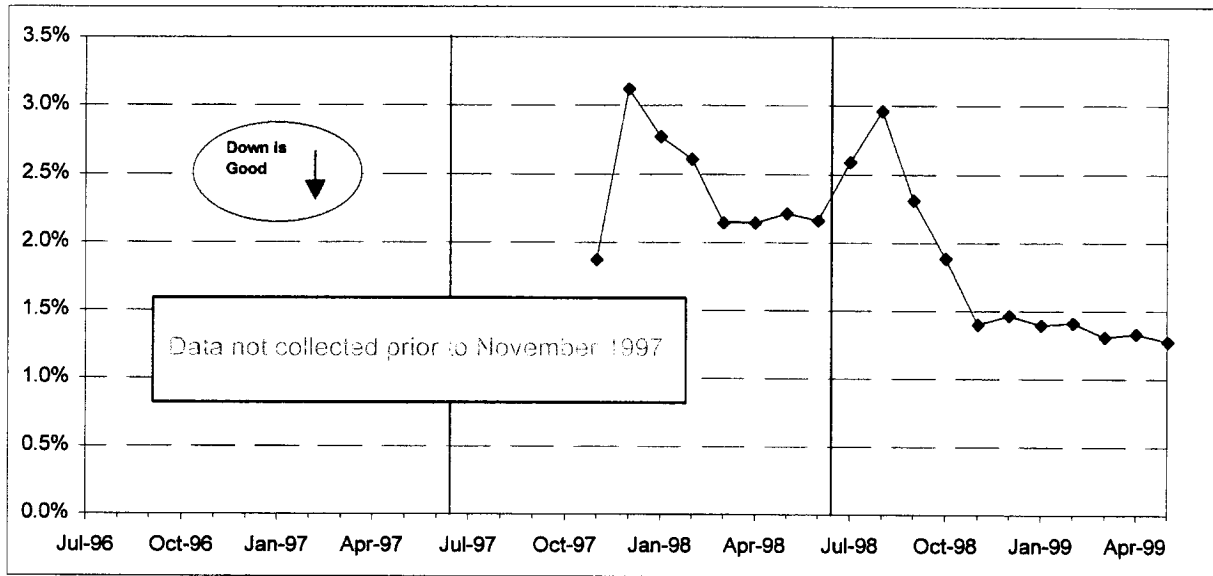


**SCHEDULED REVENUE SERVICE HOURS LOST**

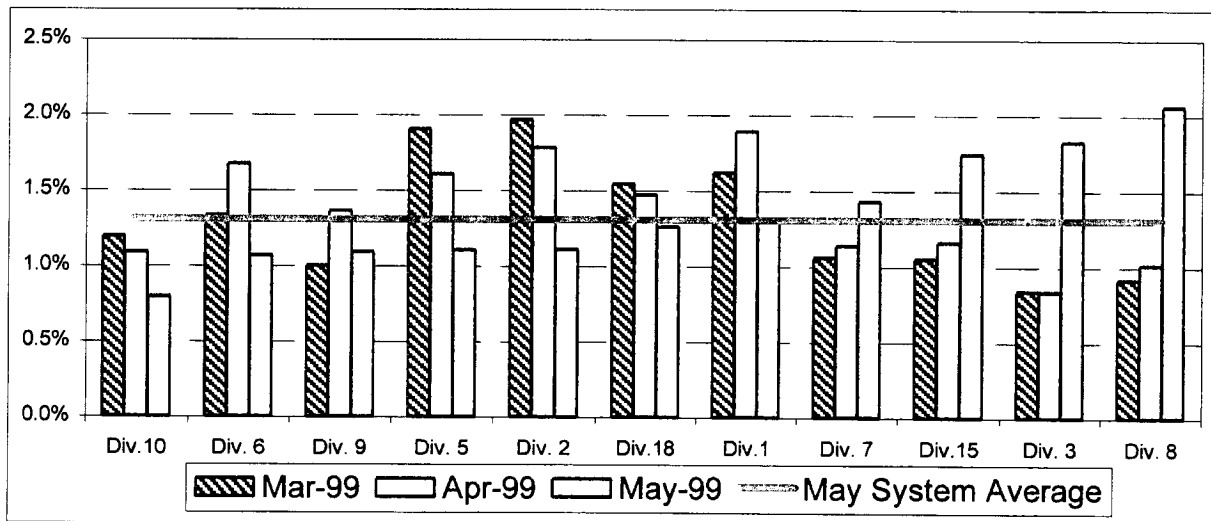
**Definition:** This performance indicator measures the percentage of scheduled service hours not delivered as a result of cancellations, outlates and in-service equipment failures.

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

**Systemwide Trend**



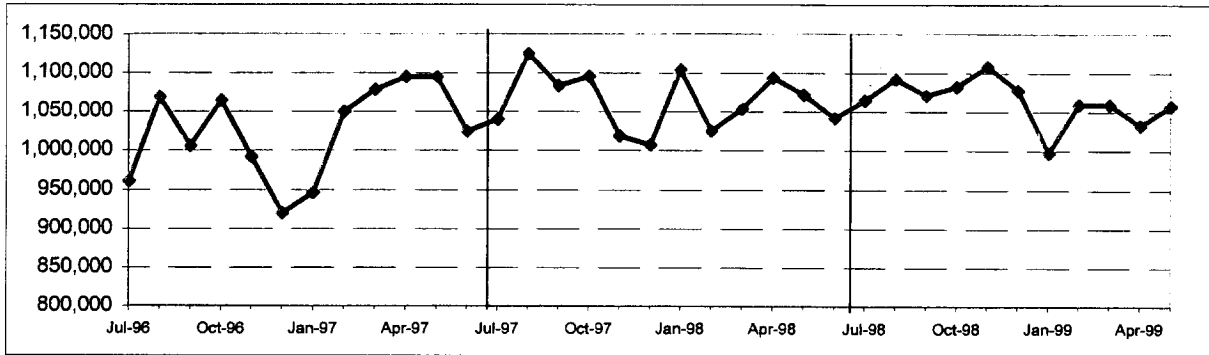
**Bus Operating Divisions  
March 1999 - May 1999**



**BUS SERVICE PERFORMANCE - Continued**

**BOARDINGS**

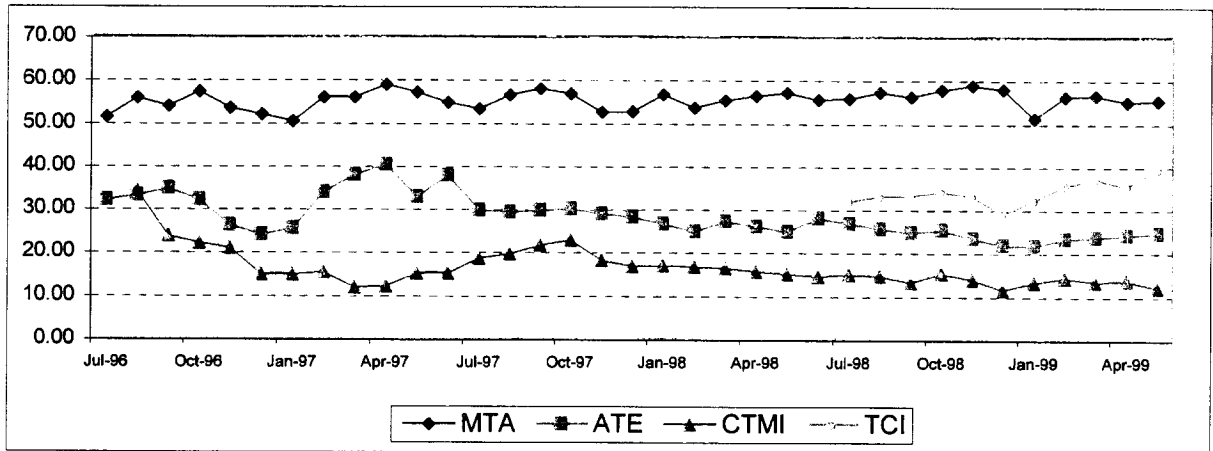
**AVERAGE WEEKDAY BOARDINGS - MTA ONLY**



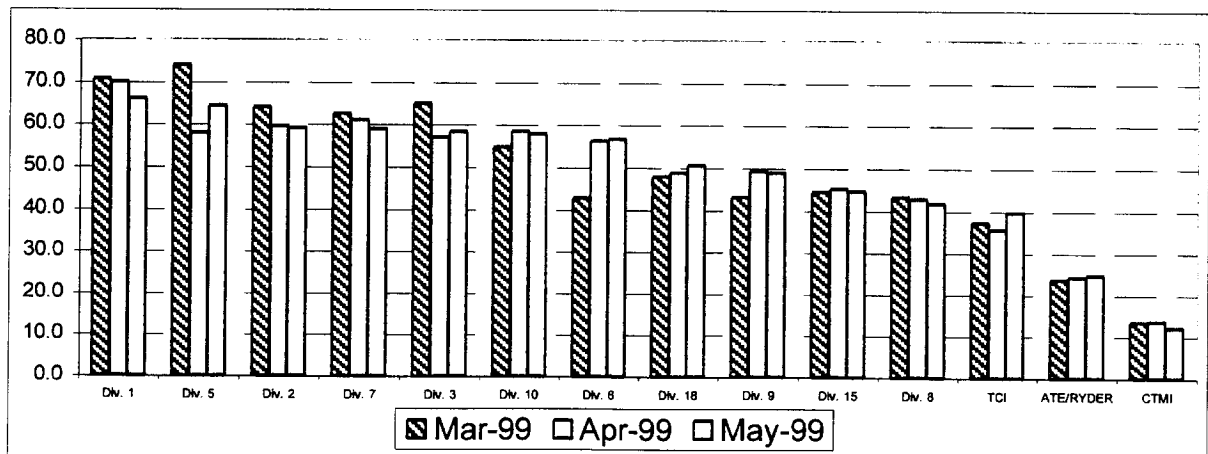
**BOARDINGS PER REVENUE SERVICE HOUR**

**Definition:** Boardings per hour is the number of passengers estimated to board during one hour of revenue service.  
**Calculation:** Boardings/Hour = (Total Passenger Boardings divided by Total Revenue Service Hours)

**Systemwide Trend**



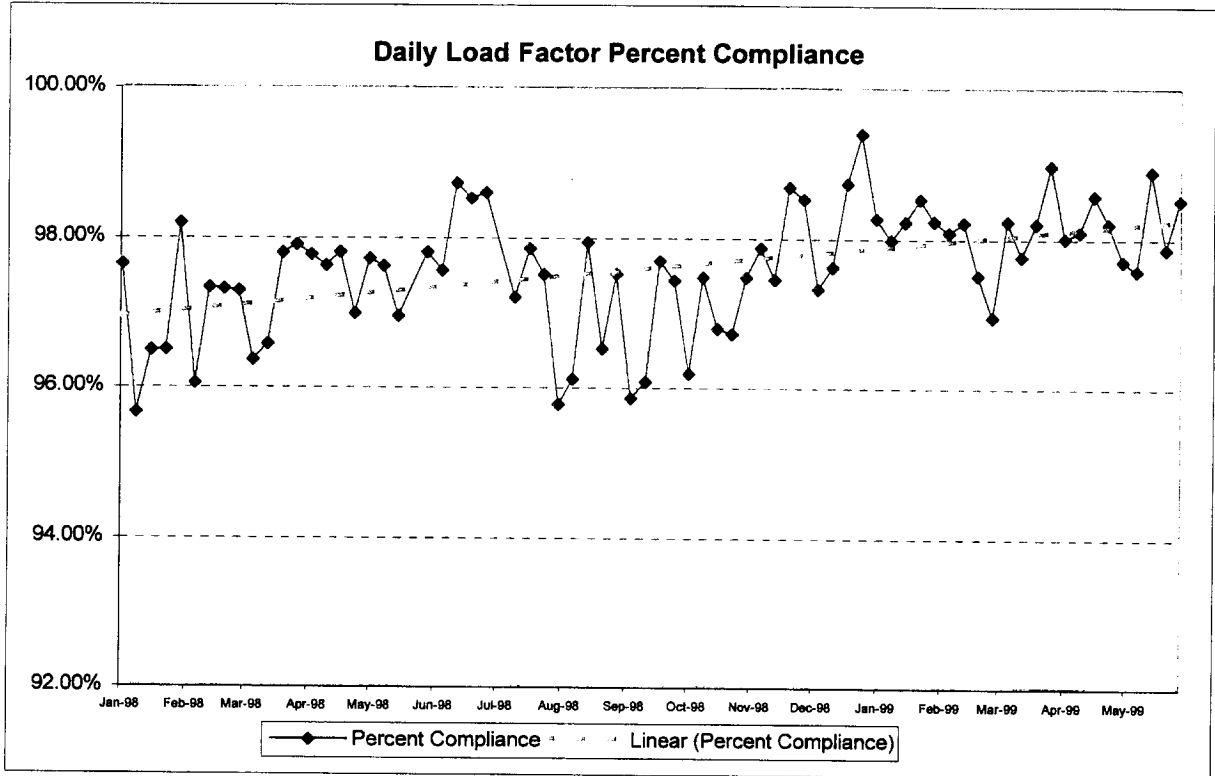
**Bus Operating Divisions  
March 1999 - May 1999**



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.



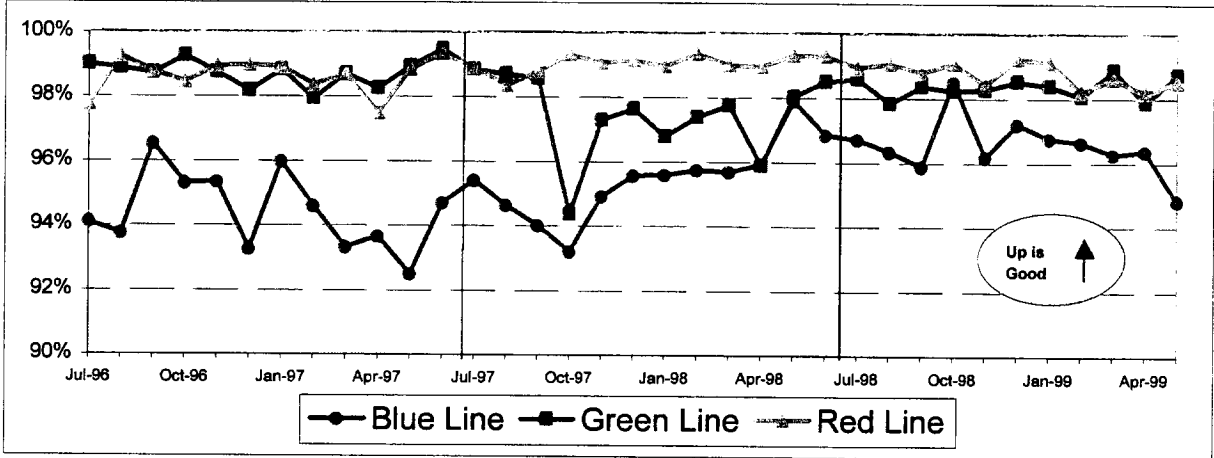
# RAIL SERVICE PERFORMANCE

## ON-TIME SERVICE

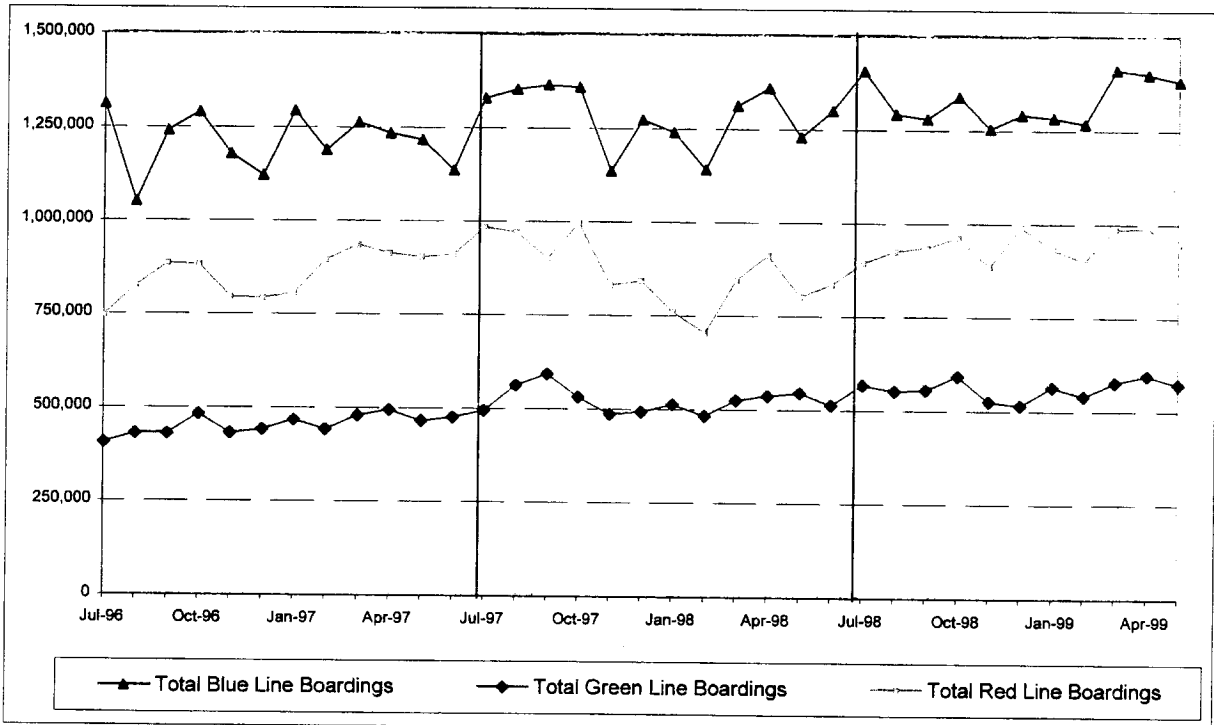
**Definition:** On-time Service measures the percentage of rail train trips completed and within two minutes of schedule. The higher the number, the more reliable the service.

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

**Trend by Rail Line**



**Total Rail Boardings by Rail Line**



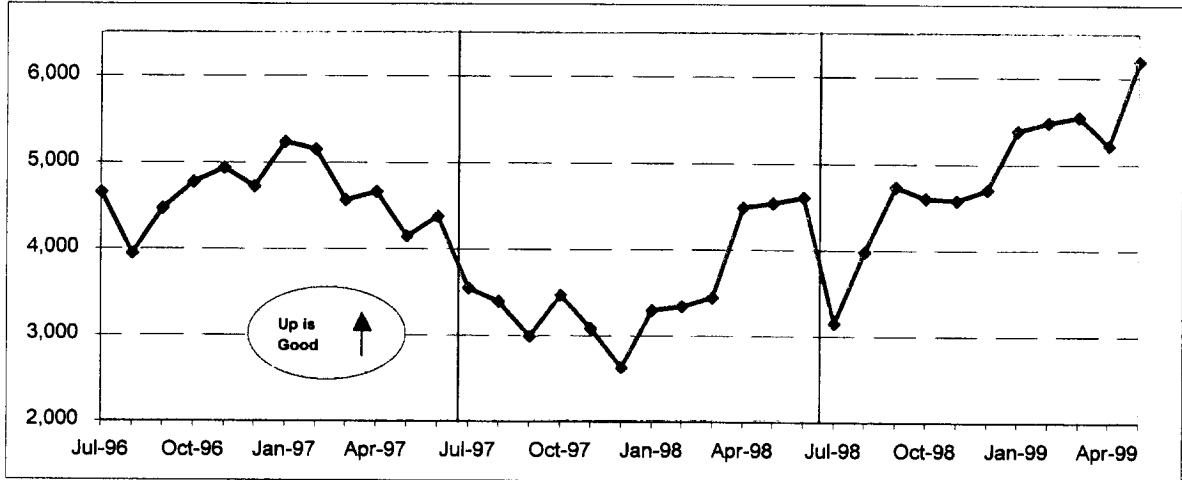
# MAINTENANCE PERFORMANCE

## MEAN MILES BETWEEN MECHANICAL FAILURES

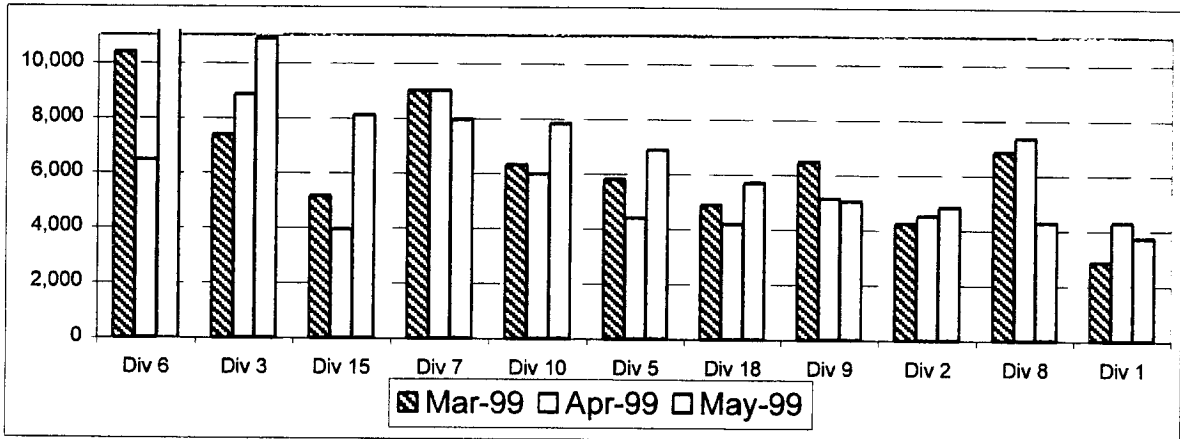
**Definition:** Average Hub Miles traveled between mechanical problems that result in a service disruption of greater than ten minutes.

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

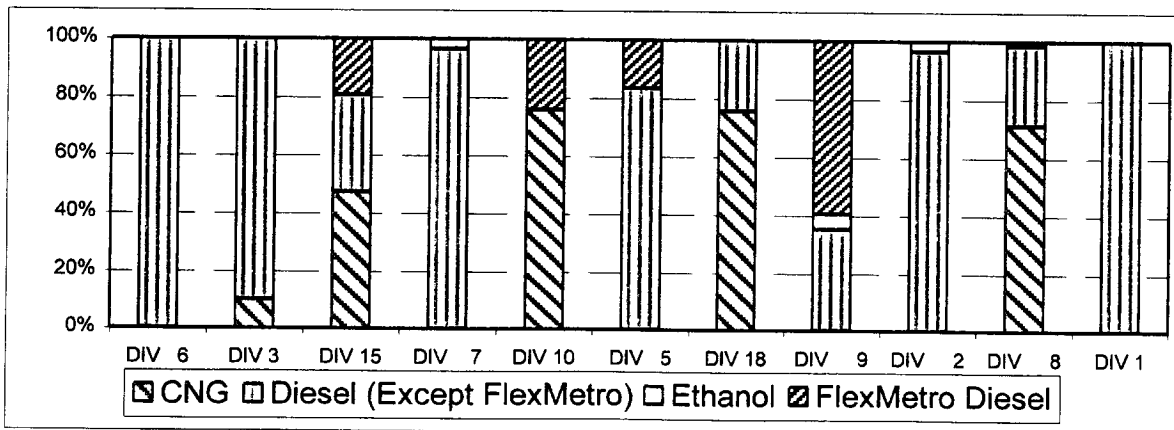
### Systemwide Trend



### Bus Operating Divisions March 1999 - May 1999



### Fleet Mix by Fuel Type - May 1999

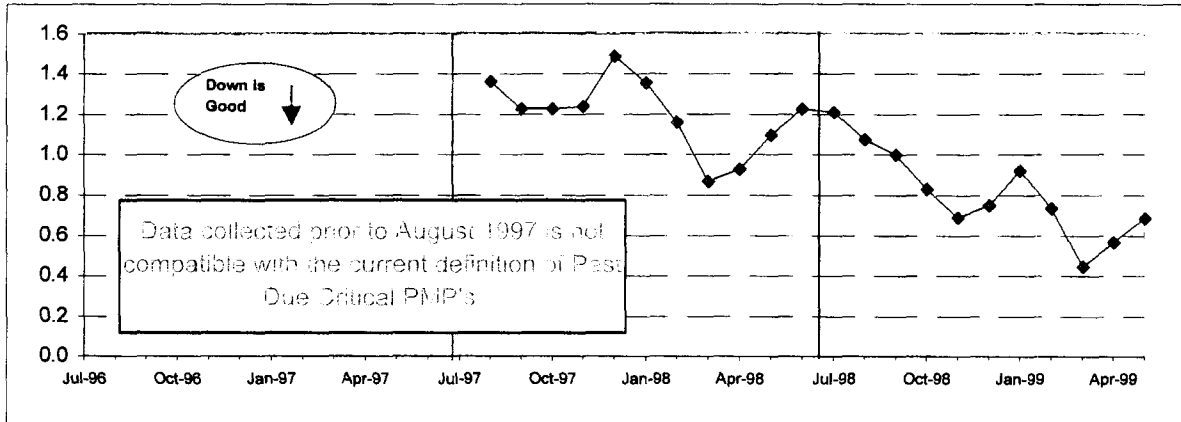


PAST DUE CRITICAL PREVENTIVE MAINTENANCE PROGRAM JOBS (PMP's)

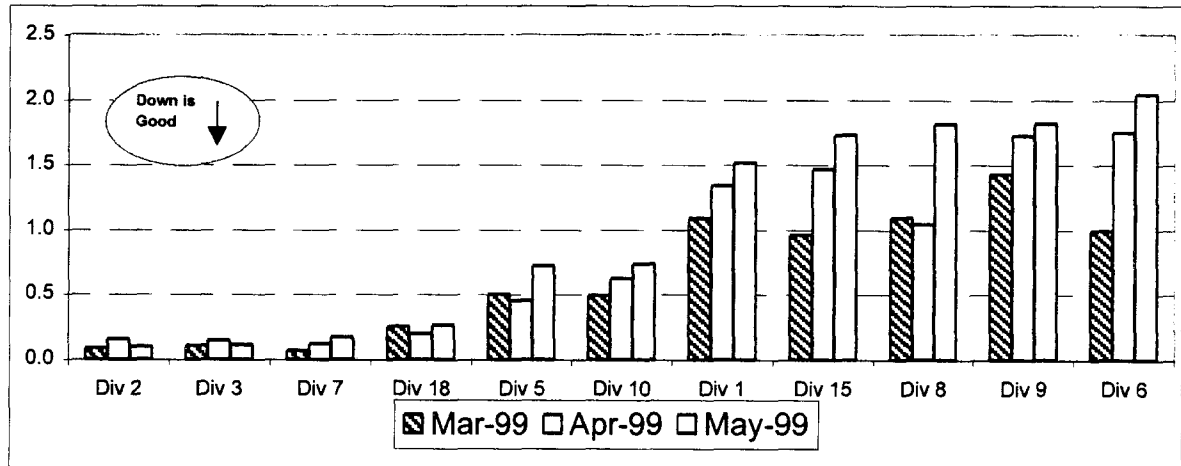
**Definition:** Average past due critical scheduled preventive maintenance jobs per bus. This indicator measures maintenance management's ability to prioritize and perform critical repairs and indicates the general maintenance condition of the fleet.

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

Systemwide Trend



Bus Operating Divisions  
March 1999 - May 1999

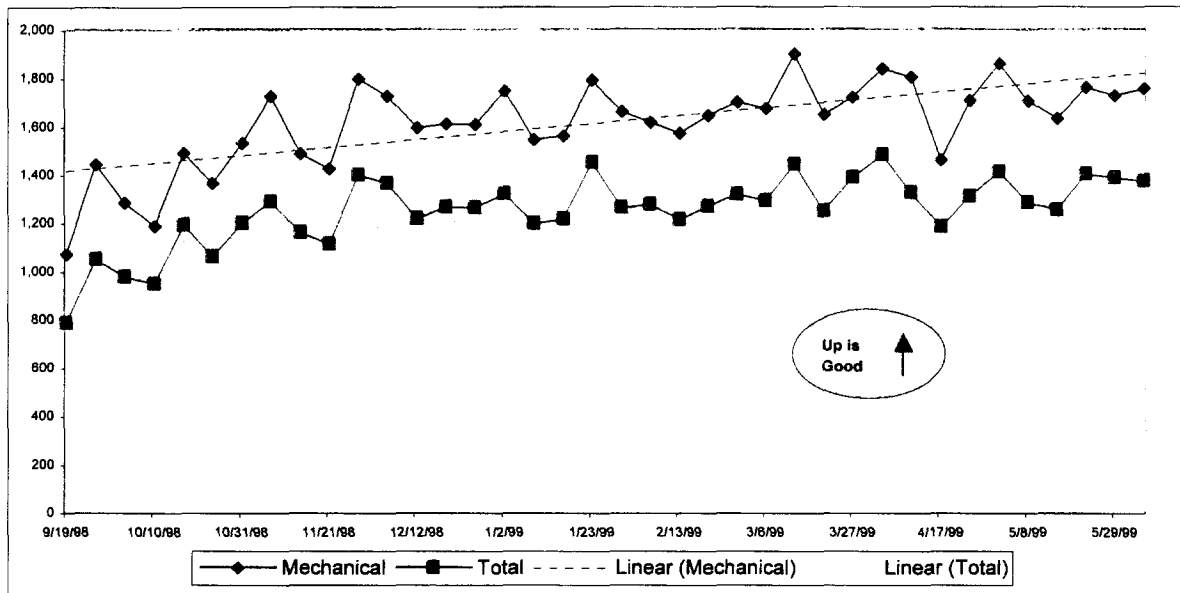


MEAN MILES BETWEEN SERVICE DELAYS

**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**

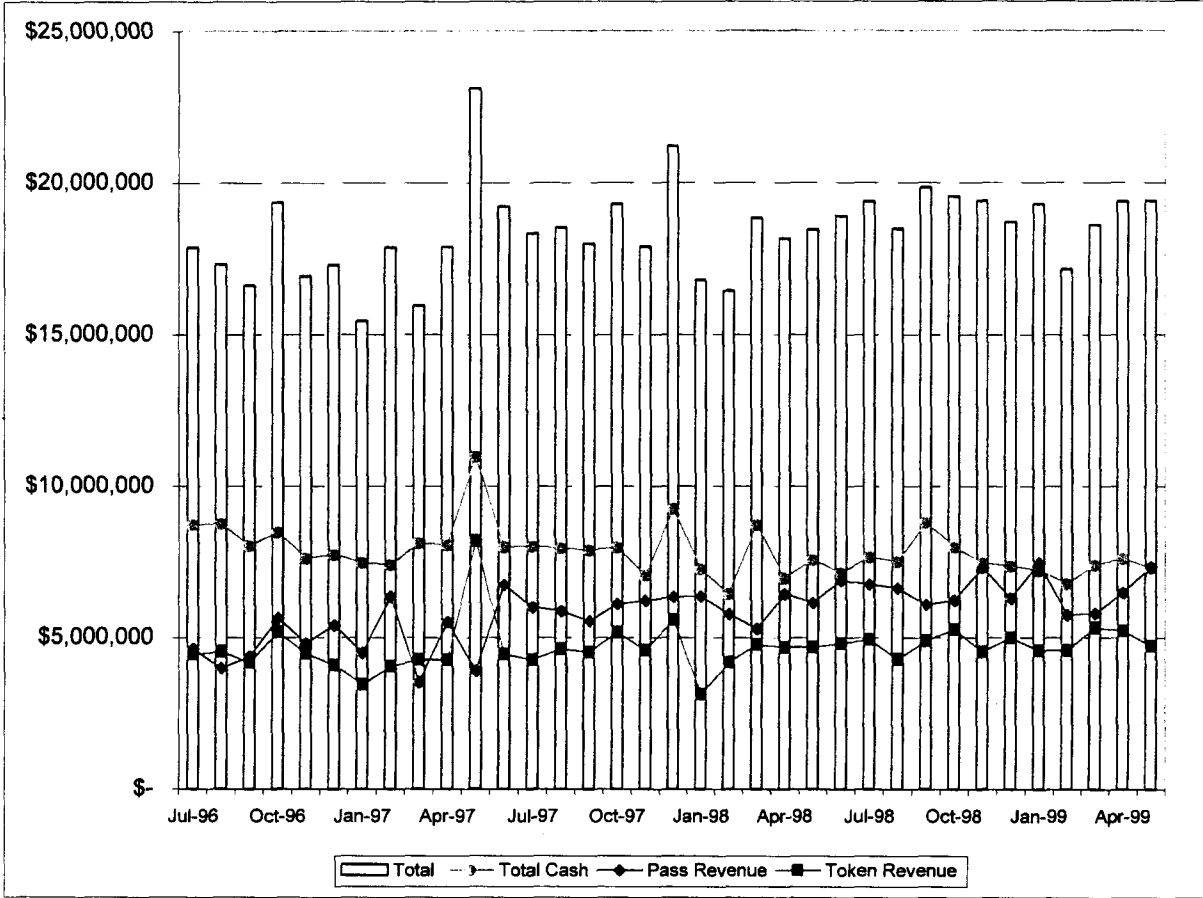
**Definition:** Year-to-date Bus and Rail operating expenses include all costs attributed to providing bus and rail service. A variance in Expenditures is defined as positive if actual expenditures are more than the projected expenditures.

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

<b>May</b>	<b>Estimated Year-to-Date</b>			
	<b>Estimated Year-to-Date Budget</b>	<b>Year-to-Date Actuals</b>	<b>Variance</b>	<b>% Variance</b>
	<i>\$Millions</i>			
<b>Expenditures:</b>				
Salaries & Wages	260.8	266.6	5.7	2.2%
Fringe	161.9	165.0	3.0	1.9%
Services	68.5	54.7	(13.8)	-20.2%
Fuels & Utilities	25.0	24.1	(0.9)	-3.5%
Supplies	69.8	53.9	(15.9)	-22.7%
Purchased Transportatio	27.3	22.4	(5.0)	-18.2%
Non-Operating Expense	31.3	28.3	(3.0)	-9.6%
General Overhead	58.3	62.2	3.9	6.8%
<b>Total</b>	<b>703.0</b>	<b>677.2</b>	<b>-25.8</b>	<b>-3.7%</b>

*Note:* Effective this month, the variance report includes Projects 200005, 200007, 200009 and 200050 which were previously categorized as capital expenses, in addition to Projects 000011, 000022, 000033 and 000044

FARE REVENUE  
TREND BY MODE



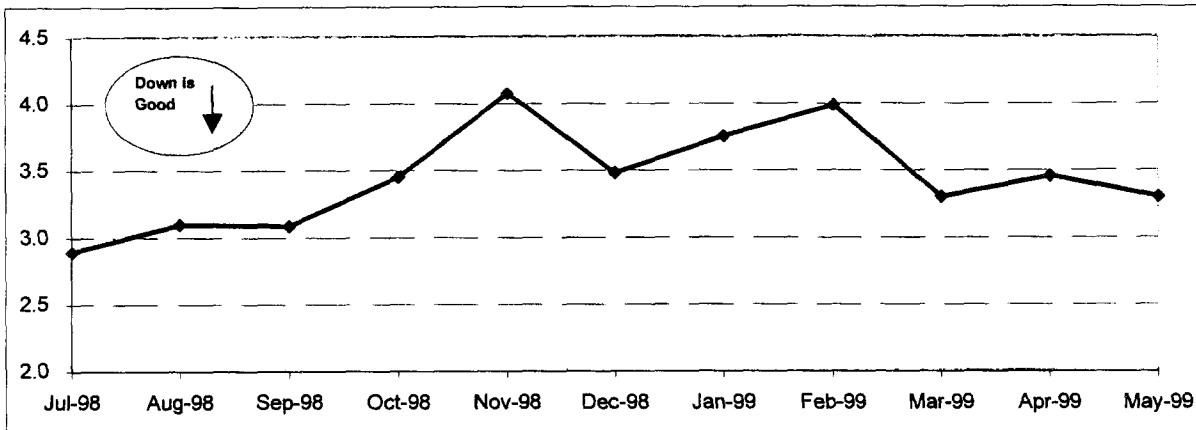
## SAFETY PERFORMANCE

### 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.

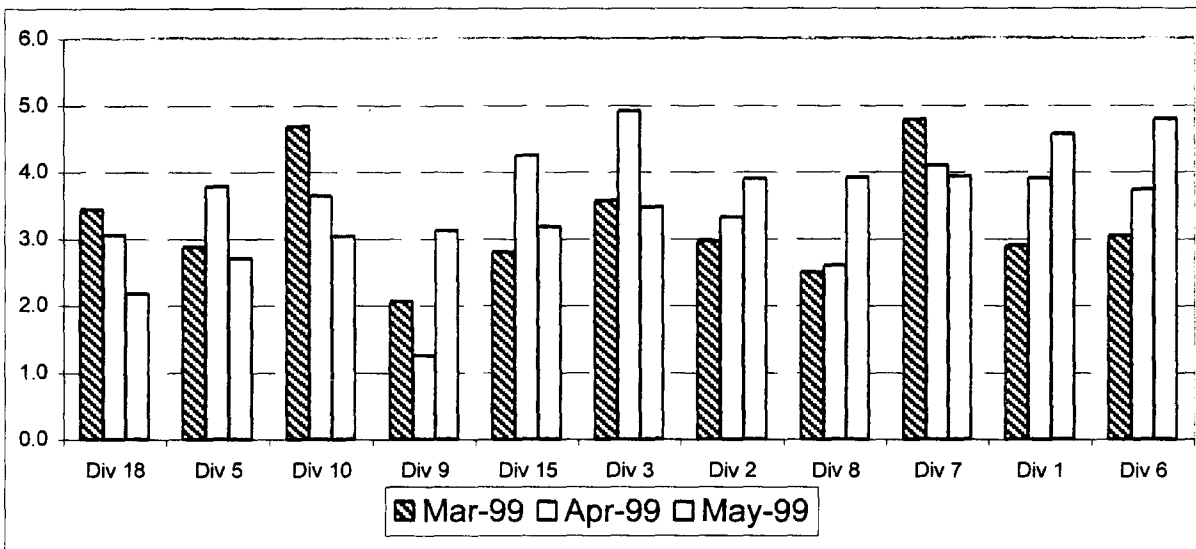
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents divided by (Hub Miles divided by 100,000))

#### Systemwide Trend



*Note:* Beginning with this report, in order to allow for inclusion of late or re-classified accident reports, Transit Operations and Risk Management have agreed to use Year-to-Date accident reports in calculating the accident rate.

#### Bus Operating Division March 1999 - May 1999



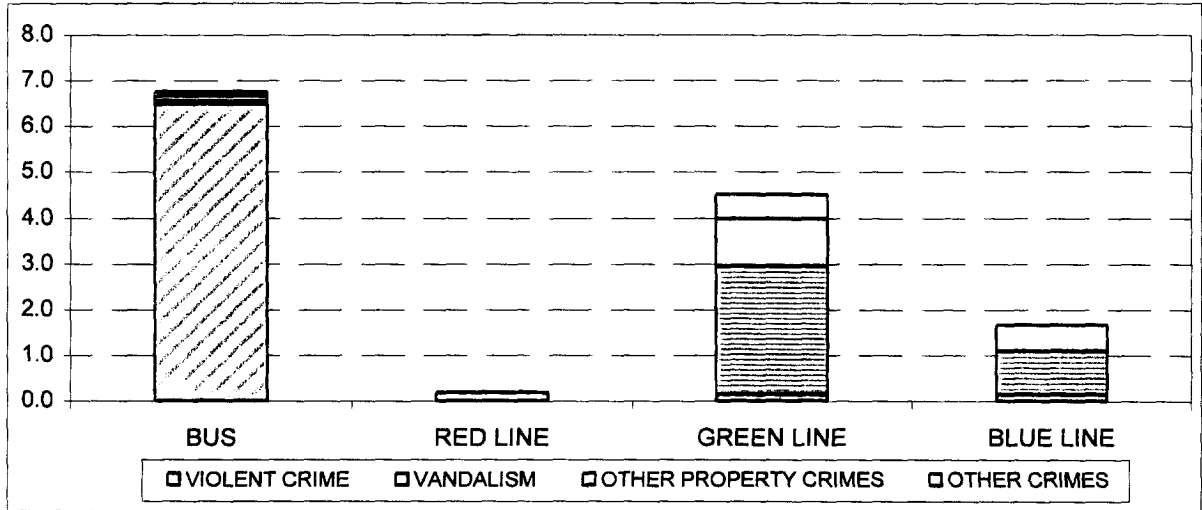
**SAFETY PERFORMANCE - Continued**

**REPORTED CRIME PER 100,000 BOARDINGS**

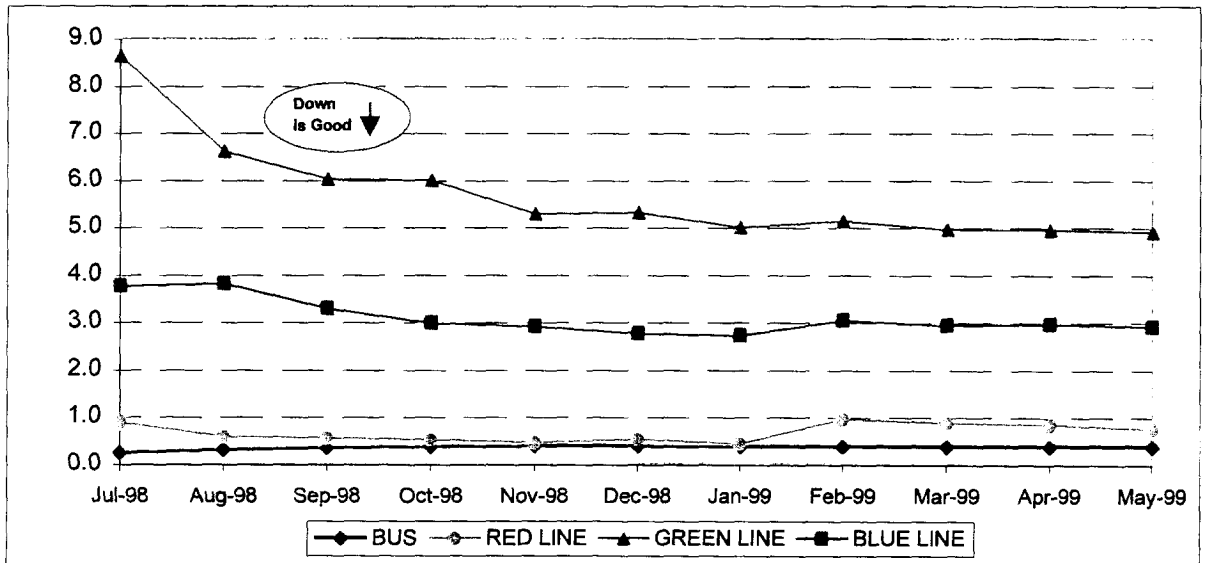
**Definition:** This indicator presents all crimes reported to either the LAPD or LASD. It is separated by mode and divided into major categories: *Vandalism*; *Other Property Crimes* (burglary, larceny, theft and motor vehicle theft); *Violent Crimes* (homicide, rape, robbery, assault/battery); *Other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

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

**May Reported Crime by Class and Mode**



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



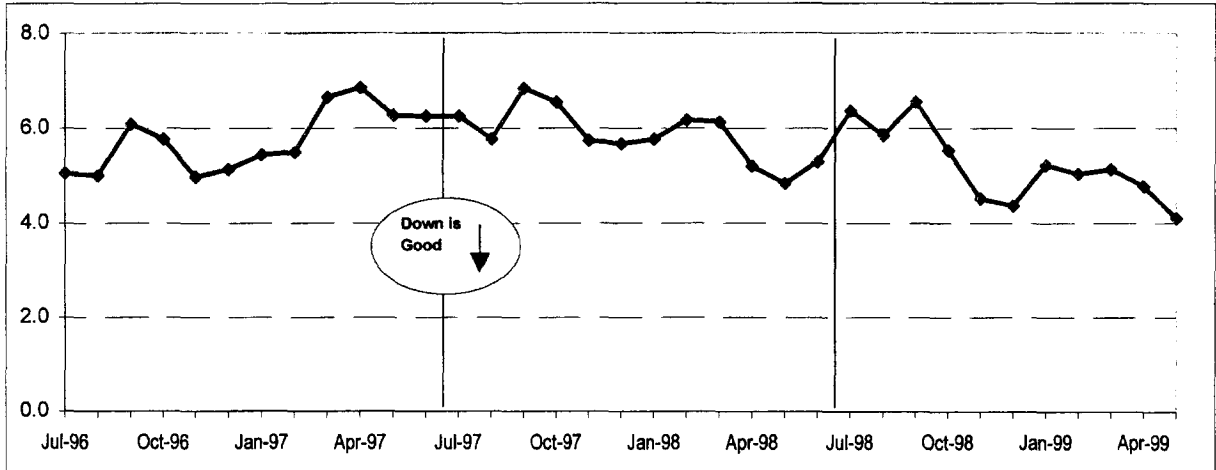
# CUSTOMER SATISFACTION

## 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 March 1999 - May 1999

