



Metropolitan
Transportation
Authority

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July 2, 2001

TO: BOARD OF DIRECTORS

Thomas Conner

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

SUBJECT: TRANSIT OPERATIONS PERFORMANCE REPORT FOR
MAY 2001

I have announced my retirement and this document constitutes my final report to the Board of Directors. I am pleased by the progress MTA Transit Operations has made during my tenure and I wish to thank the entire staff publicly for their support and their exceptional achievement.

As of May 2001, Bus and Light Rail boardings had returned to their pre-strike levels. Red Line boardings have increased markedly in recent months, perhaps as a result of increasing gas prices or the increasing number of Valley residents discovering the convenience of commuting to downtown by Rail. Additional analysis is required to determine the actual causes of the increase.

In May, the Red Line was designated as "*Rail Line of the Month*" for the third consecutive month. Transportation Division 8 was selected as "*Transportation Division of the Month*" for the second time since the inception of the "How You Doin'?" program and Maintenance Division 5 became "*Maintenance Division of the Month*" for the first time. Congratulations to all the staff for their noteworthy performance.

May Performance Summary

In May, Bus On-Time Pullout performance rose to its highest level since the August-September strike. OTP for May was 99.48%, just below the 99.50% goal. Four divisions – 7, 10, 15 and 18 -- accounted for 61% of all the outlates and cancellations in May. Despite the failure to reach goal systemwide, six of the eleven bus divisions and two of the four contractors performed above goal. In addition, three divisions – 1, 5, and 6 – achieved On-Time Pullouts in excess of 99.70%.

Transit Operations continues to work to improve In-Service On-Time Performance. Transportation achieved 54.91%, as late departures increased slightly and early departures ("Running Hot") decreased.

Following April's historic achievement in bringing Lost Revenue Service Hours under 1.00%, Lost RSH increased slightly from 0.93 in April to 1.08 in May.

Load Factor Compliance dropped to its lowest level since October 2000 (97.30%). This may be due to ridership increases related to the increased gasoline prices.

Rail performance was very good in May. Both Heavy and Light Rail On-Time Pullouts exceeded goal in May. Heavy Rail OTP remained above goal for the fourth consecutive month, and Light Rail OTP achieved goal for the ninth time during FY01. Light Rail reached the In-Service On-Time Performance goal for the fifth straight month and Heavy Rail met goal for the fourth consecutive month. Lost Revenue Service decreased sharply for all three rail lines.

Miles Between Mechanical Failures increased to 4,981 miles. Past Due Critical PMP's bettered the goal for the eighteenth consecutive month, rising slightly in May to 0.21 Past Due PMP's per assigned coach.

The Bus Accident Rate (unadjusted for late reports) increased for the third consecutive month. Divisions 8, 9, 15 and 18 reported accidents below 4.0/100,000 hub miles.

The rate of MTA Customer Complaints rose slightly to 3.62 complaints per 100,000 boardings in May and remained below 4.0 for the fifth straight month. Complaint rates for two of the four contractors declined in May, but complaint rates for three of the four contractors remain higher than the rates for MTA-operated service.

The rate of New Workers Compensation Claims/Employee-Month increased to 0.019 in May. This indicator has exceeded 0.20 only once during the last eight months. In May, no division reported New Workers Compensation Claims above 0.03/employee month. Work related injury and Workers Compensation costs continue to be a major focus of Transit Operations. New Workers Compensation Claims are a primary indicator being utilized in the "How You Doin'?" program.

The format and content of this report continue to evolve. Your feedback regarding this report is appreciated. Please contact Jake Satin-Jacobs at (213) 922-4211, if you have any questions regarding the information in this report.

May 2001 Highlights:

Bus Service Performance

- Bus On-time Pullout Performance increased from 99.40% in April to 99.48% in May. Six of the eleven bus divisions posted OTP above goal. In addition, two of the four contractors exceeded the goal.
- In-Service On-Time Performance decreased slightly from 55.41% in April to 54.91% in May. Early departures ("running hot") decreased from 27.65% to 26.51% in May. Late departures increased from 16.94% in April to 18.58% in May.

Transit Operations Performance Report – May 2001
Page Three

- Scheduled Revenue Service Hours Lost increased from a record low 0.93% in April to 1.08% in May.
- Load Factor Compliance decreased from 97.65% in April to 97.30% in May.

Rail Service Performance

- Heavy Rail On-Time Pullouts increased from 99.46% in April to 100.00% in May, exceeding the goal for the fourth consecutive month. Light Rail On-Time Pullouts increased sharply from 98.71% in April to 99.48% in May.
- Heavy Rail In-Service On-Time Performance increased slightly from 99.00% in April to 99.15% in May. Light Rail In-Service On-Time Performance increased from 98.00% in April to 98.10%, above goal, in May.

Maintenance Performance

- Mean Miles Between Mechanical Failures causing delays in service of ten minutes or more increased from 4,627 in April to 4,981 in May
- Past Due Critical PMP jobs increased from the record 0.15 per bus assigned in April to 0.21 per bus assigned in May. This indicator bettered goal for the 18th straight month.

Safety

- Bus Traffic Accidents Per 100,000 Hub Miles decreased from 4.12 (adjusted for late reports) in April to 3.52 (unadjusted) in May.

Red Line Reported Vandalism incidents increased from 0.473 per 100,000 boardings in April to 0.572 in May.

Blue Line Reported Vandalism incidents decreased from 0.906 per 100,000 boardings in April to 0.572 in May.

Green Line Reported Vandalism incidents per 100,000 Boardings decreased from 4.138 per 100,000 Boardings in April to 2.617 in May.

The Metro Bus Reported Vandalism rate decreased from 0.208 incidents per 100,000 boardings in April to 0.118 in May.

- Red Line Reported Part I and Non-Vandalism Part II crimes per 100,000 boardings increased from 0.946 in April to 1.437 in May.

Blue Line Reported Part I and Non-Vandalism Part II crimes per 100,000 Boardings increased from 0.604 in April to 1.088 in May.

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Green Line Reported Part I and Non-Vandalism Part II crimes per 100,000 Boardings increased from 1.793 in April to 2.118 in May.

Bus mode Reported Part I and Non-Vandalism Part II crimes per 100,000 boardings increased from 0.548 in April to 0.554 in May.

Customer Satisfaction

- The rate of MTA Customer Complaints increased from 3.55 complaints per 100,000 Boardings in April to 3.62 in May.
- TCI's Complaint rate decreased from 3.29 per 100,000 Boardings in April to 3.10 in May; Coach's Complaint rate increased from 8.19 per 100,000 Boardings in April to 9.68 in May; FTI's Complaint rate decreased from 8.75 per 100,000 Boardings in April to 5.80 in May; MV Transportation's Complaint rate increased from 17.66 per 100,000 Boardings in April to 26.88 in May.

New Workers Compensation Claims

- The rate of New Workers Compensation Claims per Employee-Month increased from 0.168 in April to 0.188 in May.



**Transit Operations Performance Report
for
May 2001**

Prepared by:

Los Angeles County
Metropolitan Transportation Authority
Transit Operations Division



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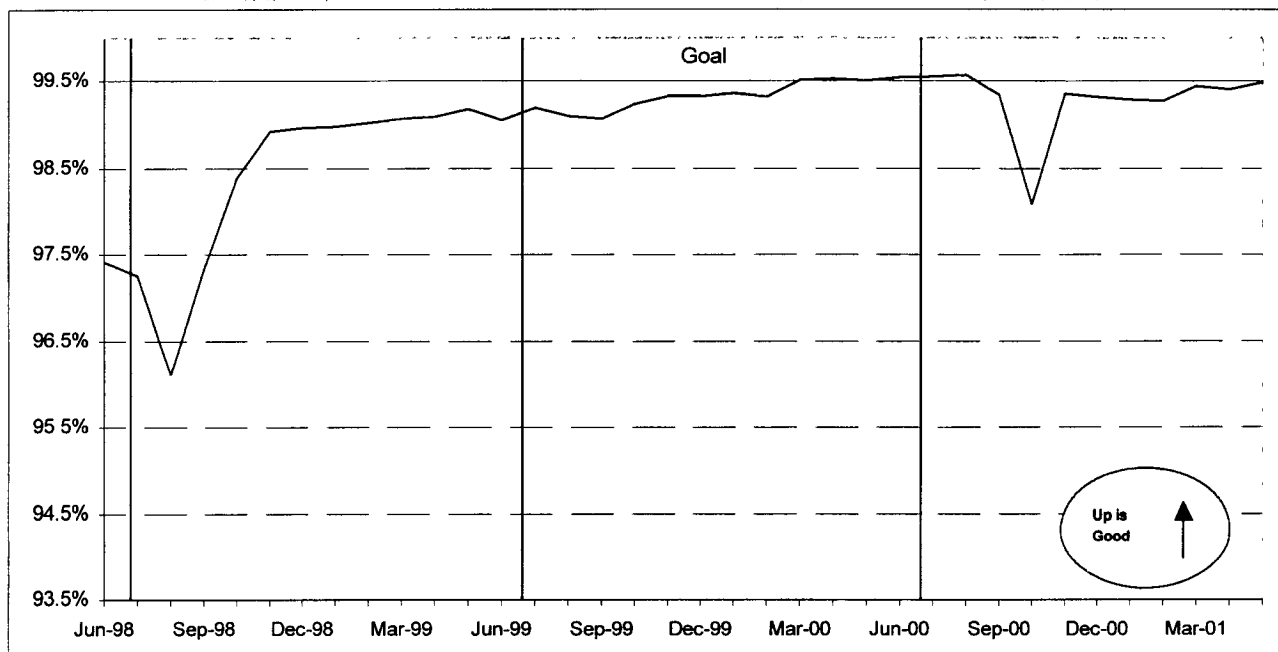
BUS SERVICE PERFORMANCE

ON-TIME PULLOUT PERCENTAGE

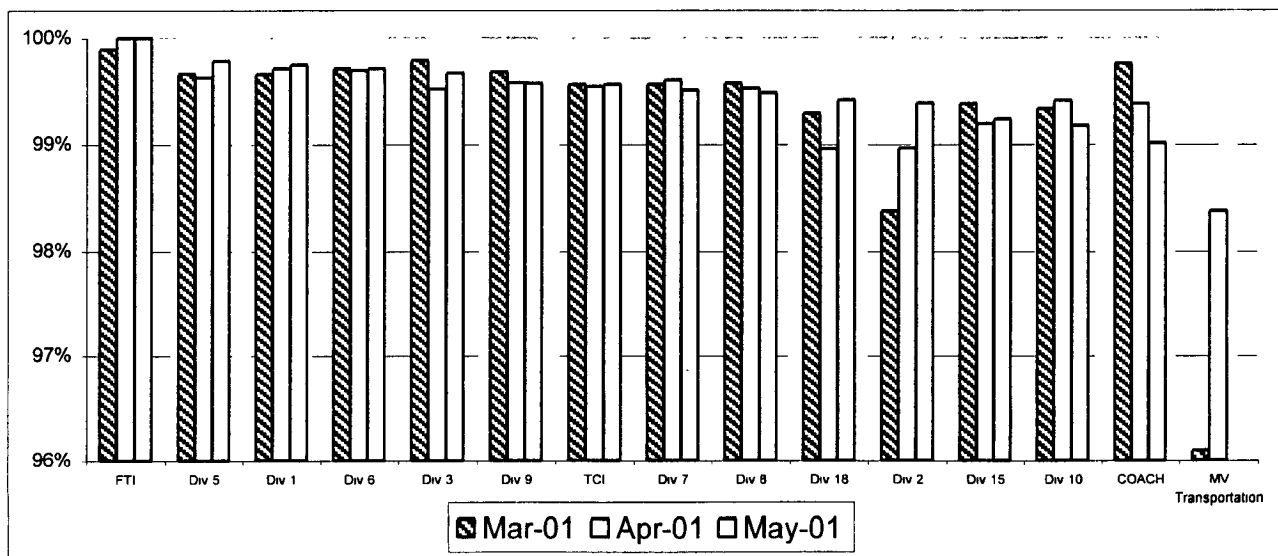
Definition: On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

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 - May 2001



BUS SERVICE PERFORMANCE - Continued

Outlates & Cancellations by Division - May 2001

Division	OUTLATES		CANCELLATIONS		ON-TIME PULL OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS		
	Number	% of Pull- outs	Number	% of Pull-outs		No Operator Available	Bus Mechanical Failure	Other
1	14	0.26%	0	0.00%	99.74%	0	13	1
2	35	0.61%	0	0.00%	99.39%	0	34	1
3	22	0.33%	0	0.00%	99.67%	0	17	5
5	14	0.21%	0	0.00%	99.79%	2	9	3
6	6	0.29%	0	0.00%	99.71%	0	5	1
7	37	0.48%	1	0.01%	99.50%	4	32	2
8	24	0.52%	0	0.00%	99.48%	6	17	1
9	27	0.43%	0	0.00%	99.57%	2	22	3
10	74	0.83%	0	0.00%	99.17%	4	56	14
15	58	0.77%	0	0.00%	99.23%	3	47	8
18	45	0.57%	1	0.01%	99.42%	7	33	6
TOTAL	356	0.51%	2	0.00%	99.48%	28	285	45

Outlates & Cancellations by Contractor - May 2001

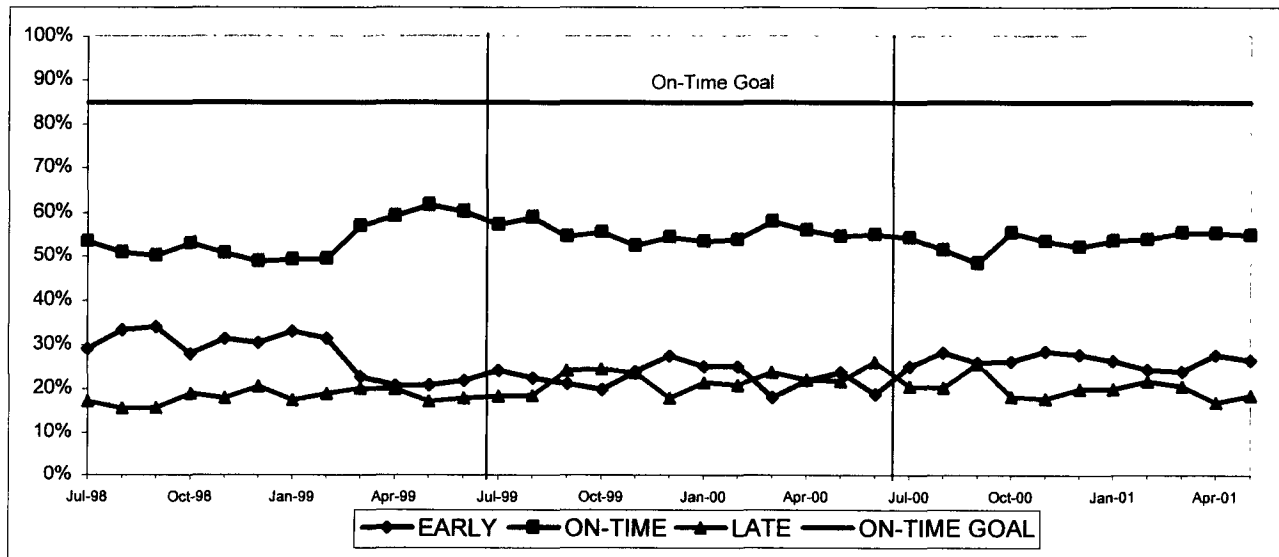
Contractor	OUTLATES		CANCELLATIONS		ON-TIME PULL OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS		
	Number	% of Pull- outs	Number	% of Pull-outs		No Operator Available	Bus Mechanical Failure	Other
FTI	0	0.00%	0	0.00%	100.00%	0	0	0
Coach	7	0.69%	3	0.30%	99.01%	0	0	10
TCI	0	0.00%	3	0.44%	99.56%	3	0	0
MV	5	3.82%	1	0.76%	95.42%	4	1	1
TOTAL	7	0.17%	6	0.14%	99.69%	7	1	11

IN-SERVICE ON-TIME PERFORMANCE

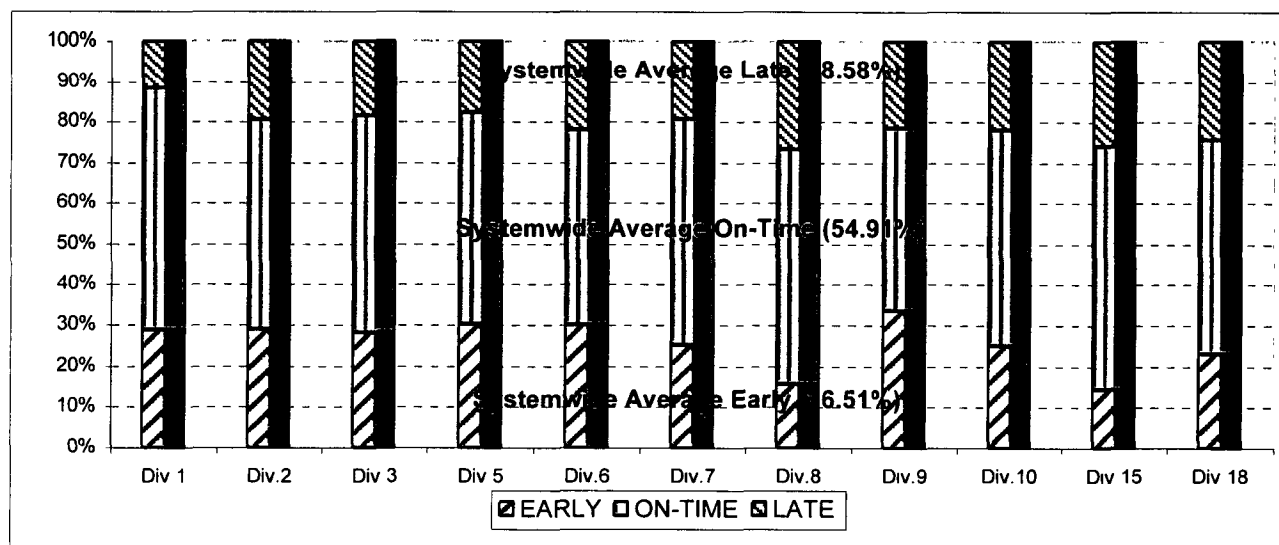
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 15 seconds early and no more than five minutes later than scheduled.

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

Systemwide Trend



**Bus Operating Divisions
May 2001 (15 Second Tolerance)**

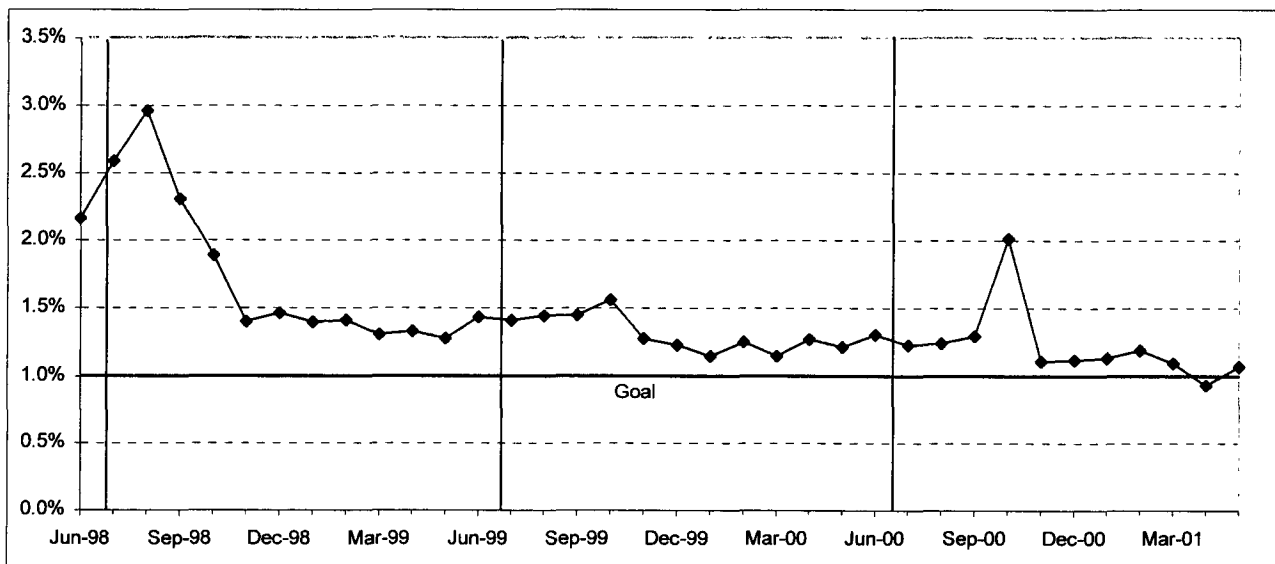


SCHEDULED REVENUE SERVICE HOURS LOST

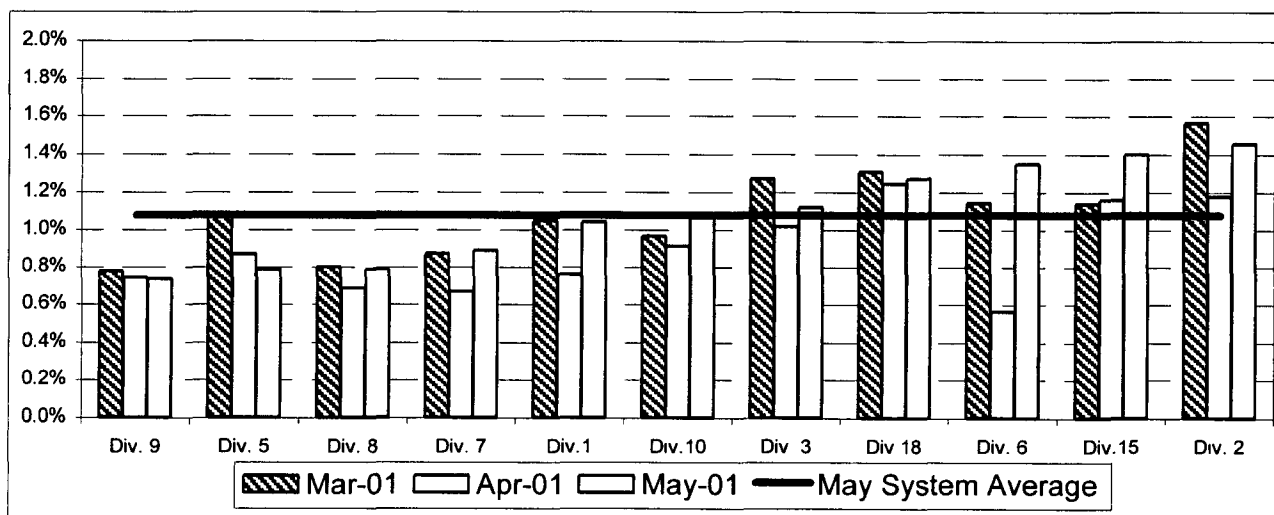
D finition: This performance indicator measures the percentage of scheduled service hours not delivered as a result of cancellations, outlates and in-service equipment failures.

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

Systemwide Trend



**Bus Operating Divisions
March - May 2001**

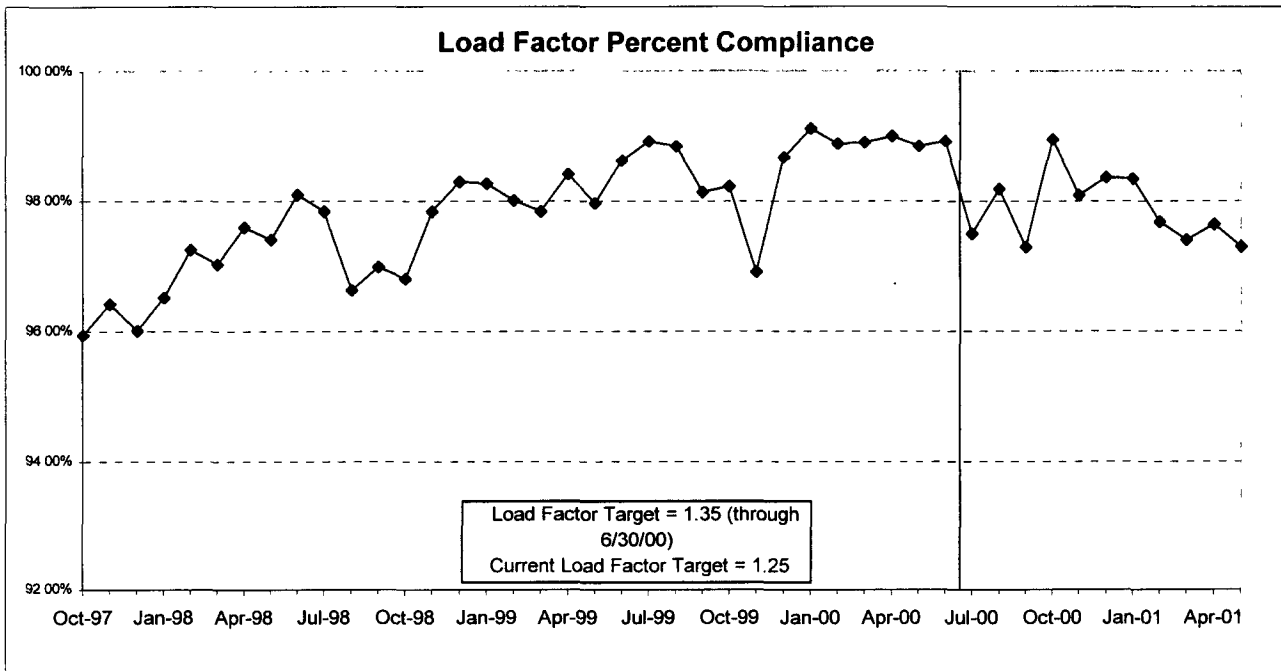


BUS SERVICE PERFORMANCE - Continued

LOAD FACTOR COMPLIANCE

Definition: As part of the Consent Decree, the MTA set a Load Factor target of 1.25. A 1.25 Load Factor means that the passenger load over any given twenty-minute period, does not exceed more than 125% of the available seats. 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 1.25.

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

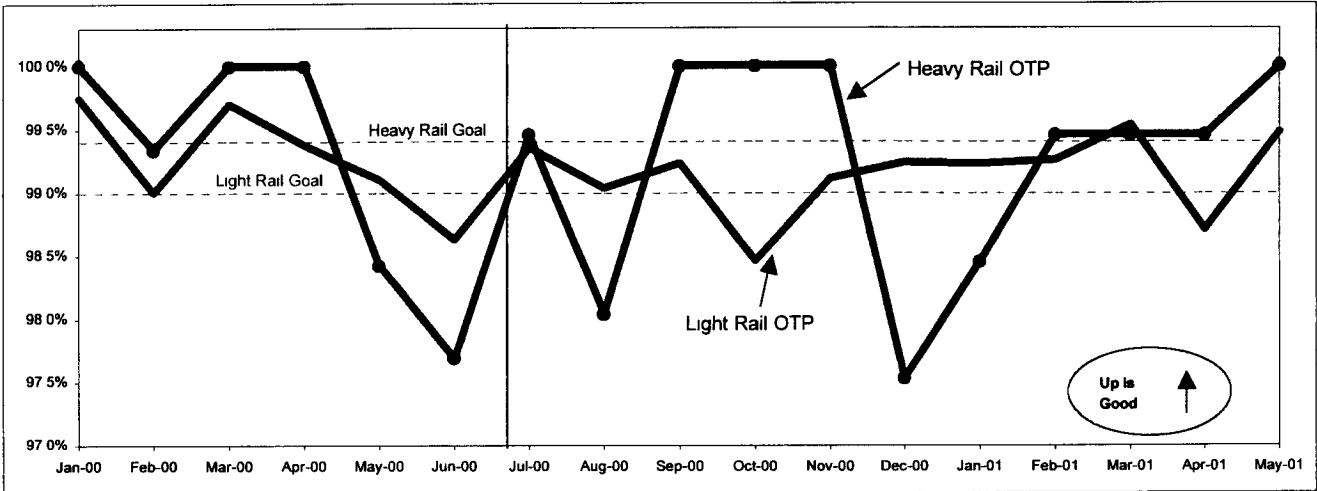


RAIL SERVICE PERFORMANCE

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.

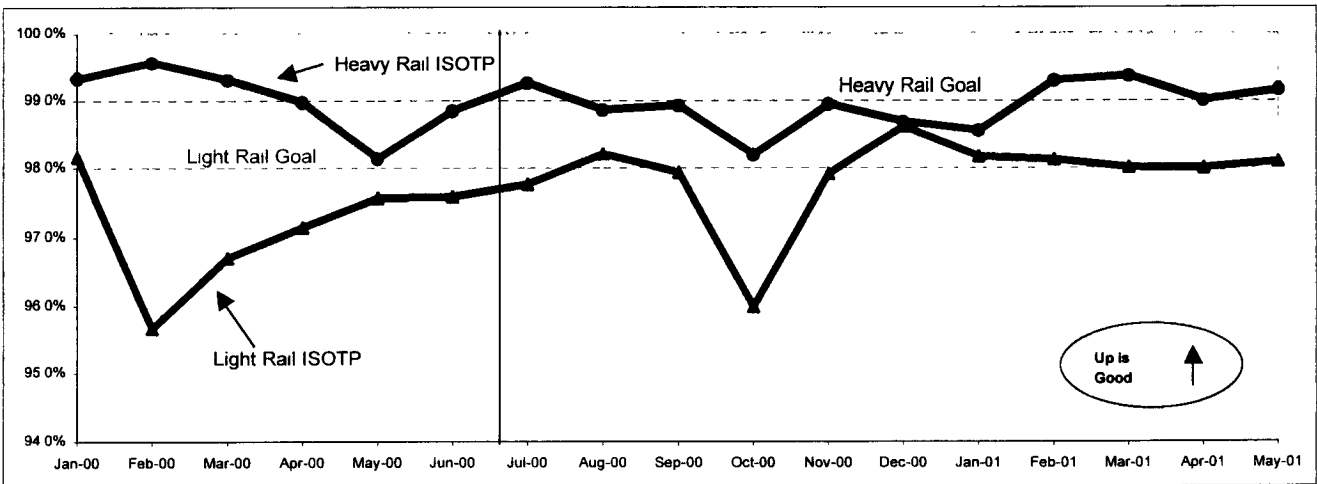
Calculation: $OTP\% = [(100\% \text{ minus } [(Total \text{ cancelled pullouts plus late pullouts}) \text{ divided by Total scheduled pullouts}) \text{ multiplied by } 100]$



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

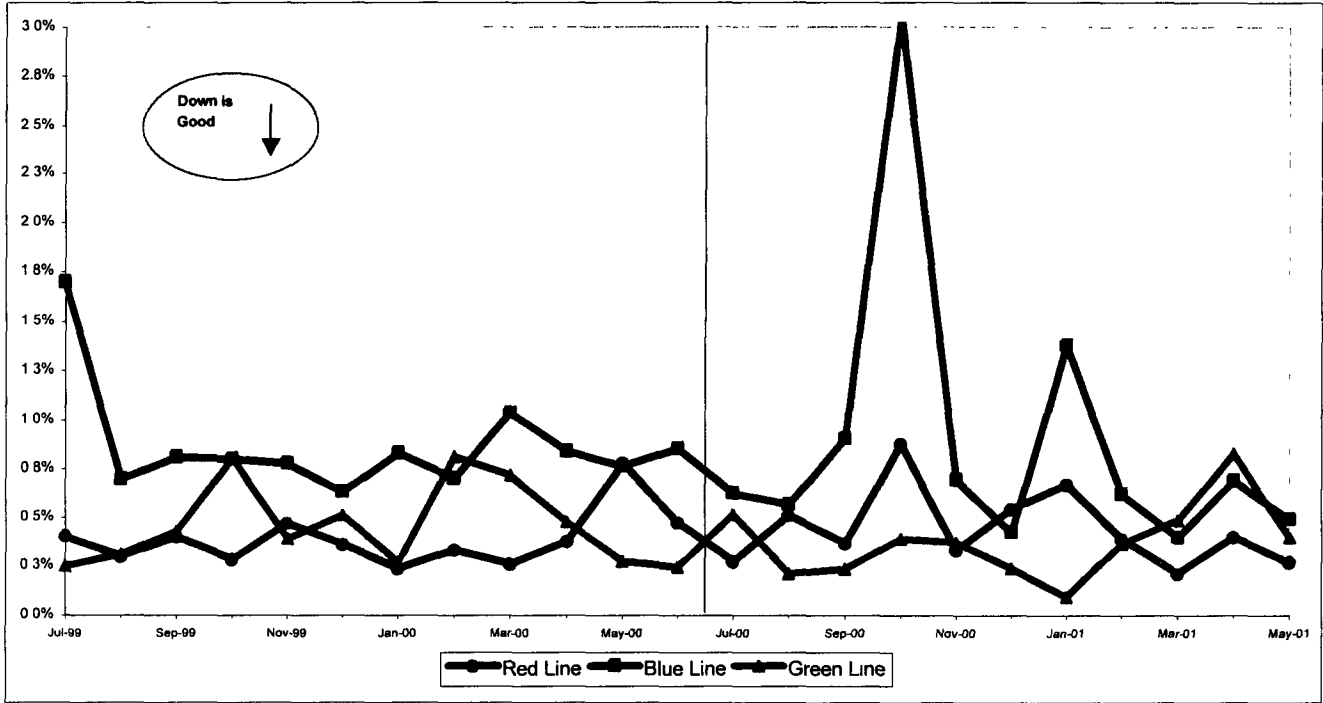


RAIL SERVICE PERFORMANCE - Continued

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% = (Total Service Hours Lost divided by Total Scheduled Service Hours)



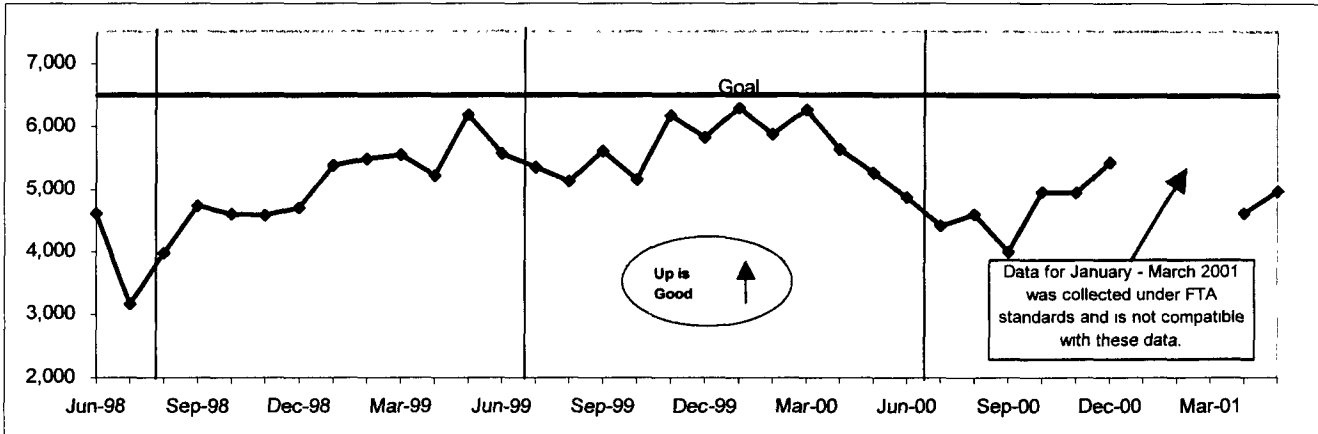
MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES

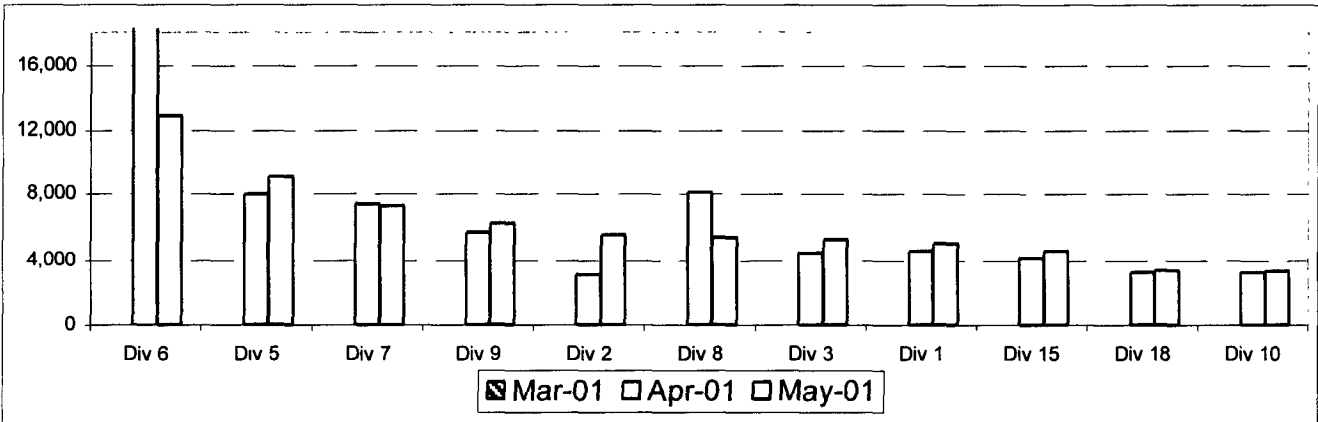
Definition: Average Hub Miles traveled between mechanical problems that result in a service disruption of greater than ten minutes.

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

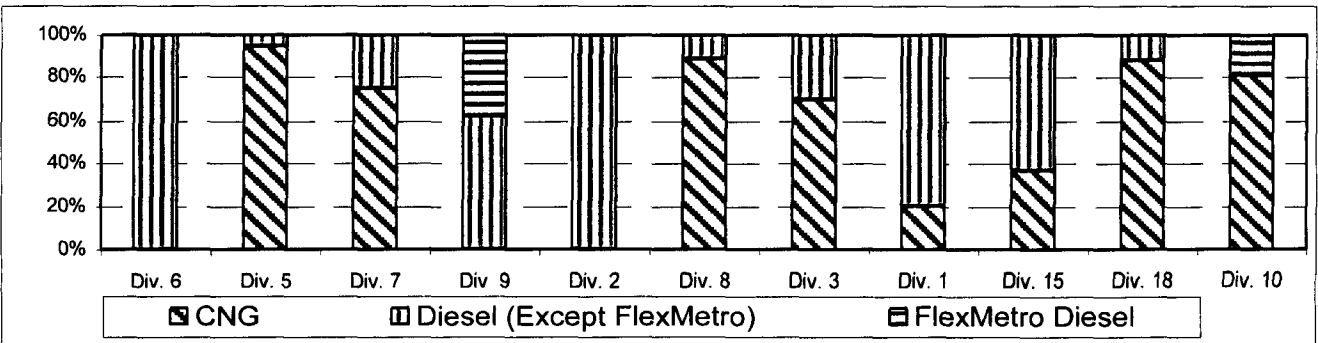
Systemwide Trend



Bus Operating Divisions March - May 2001



Fleet Mix by Fuel Type - May 2001



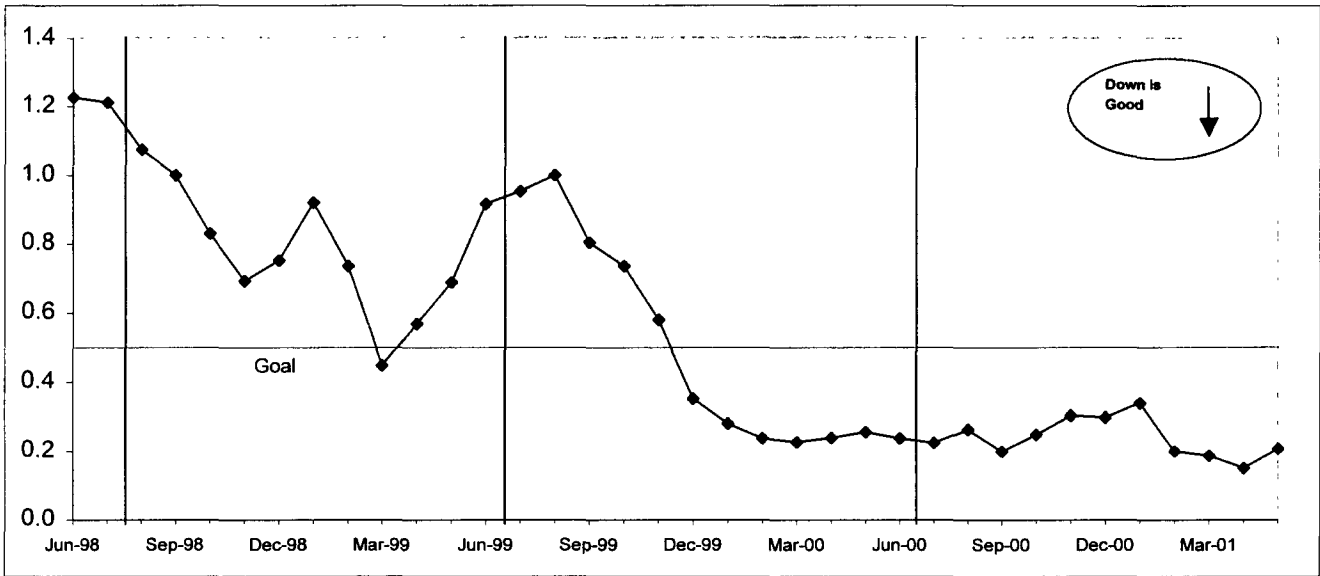
MAINTENANCE PERFORMANCE - Continued

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

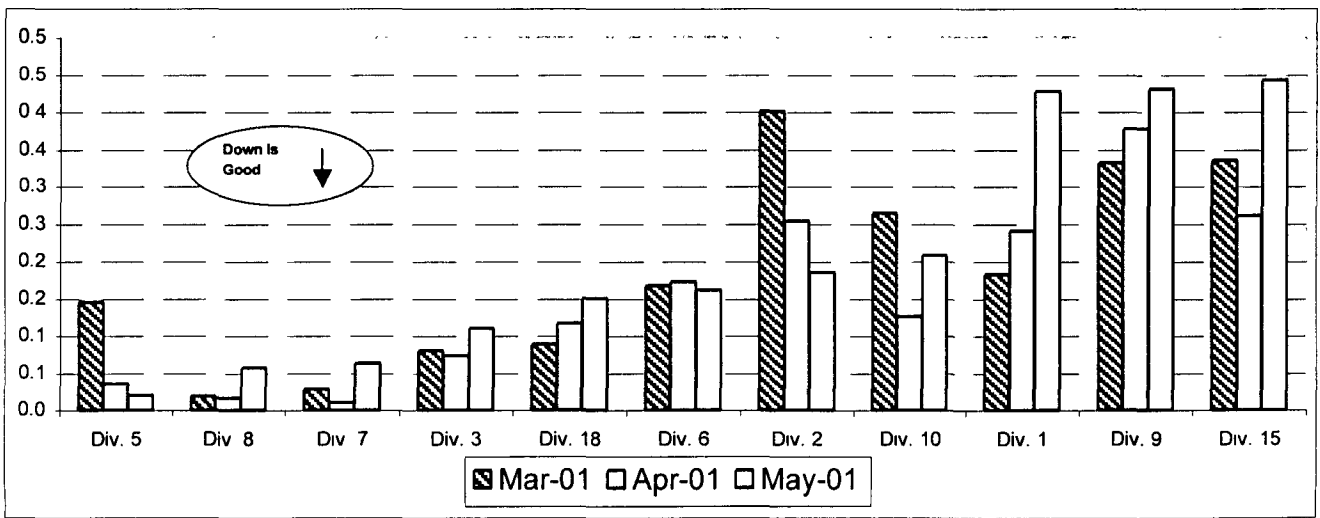
Definition: Average past due critical scheduled preventive maintenance jobs per bus. This indicator measures maintenance management's ability to prioritize and perform critical repairs and indicates the general maintenance condition of the fleet.

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

Systemwide Trend



**Bus Operating Divisions
March - May 2001**



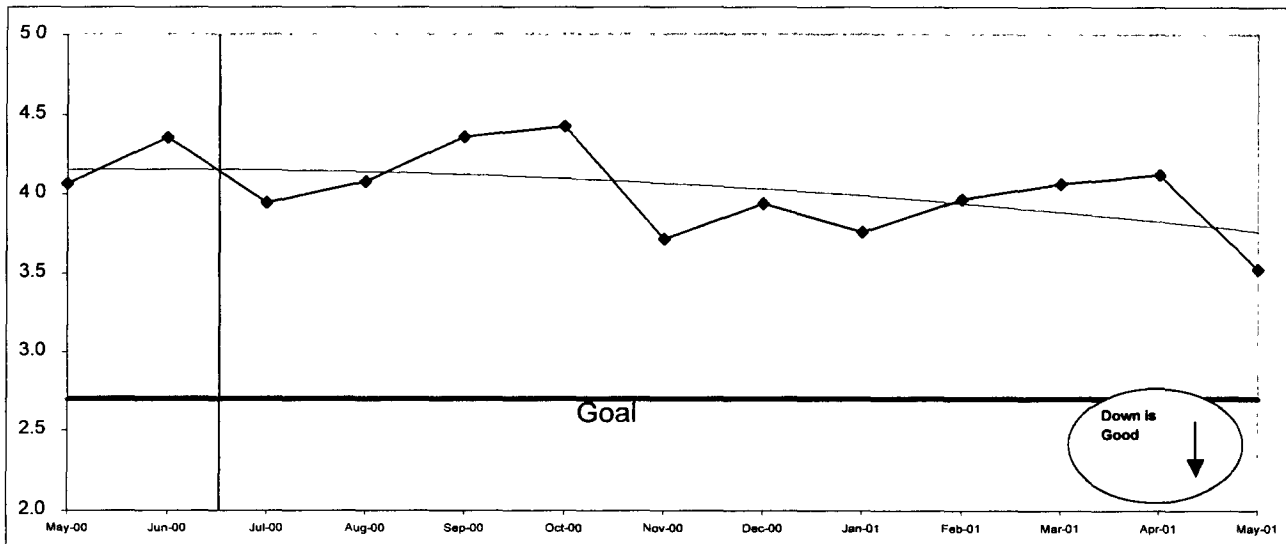
SAFETY PERFORMANCE

BUS 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.

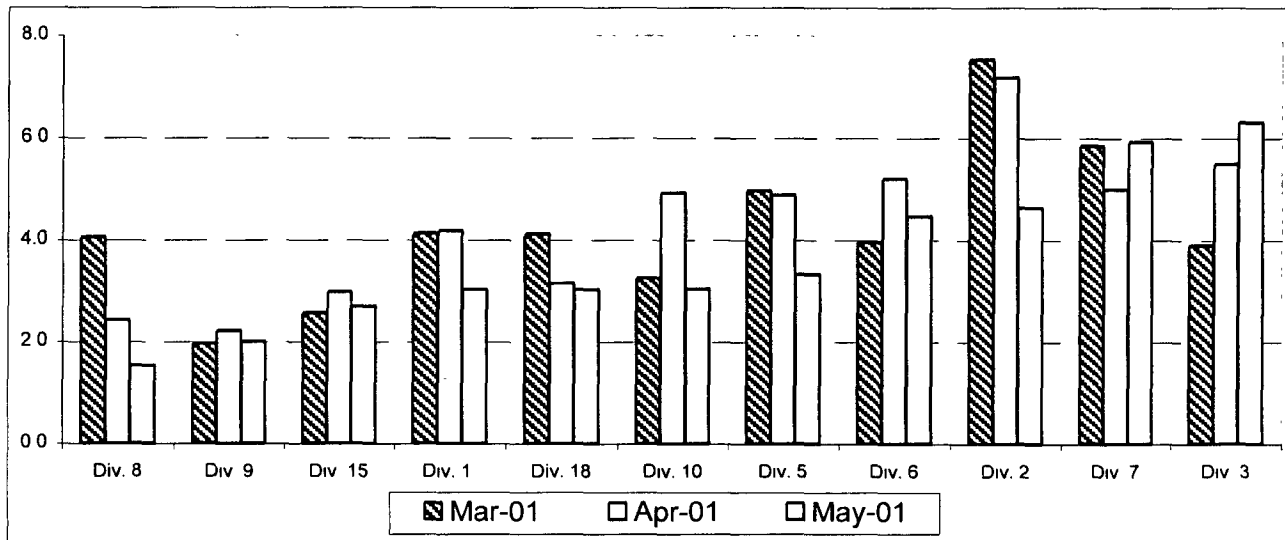
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents divided by (Hub Miles divided by 100,000))

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 Divisions March - May 2001

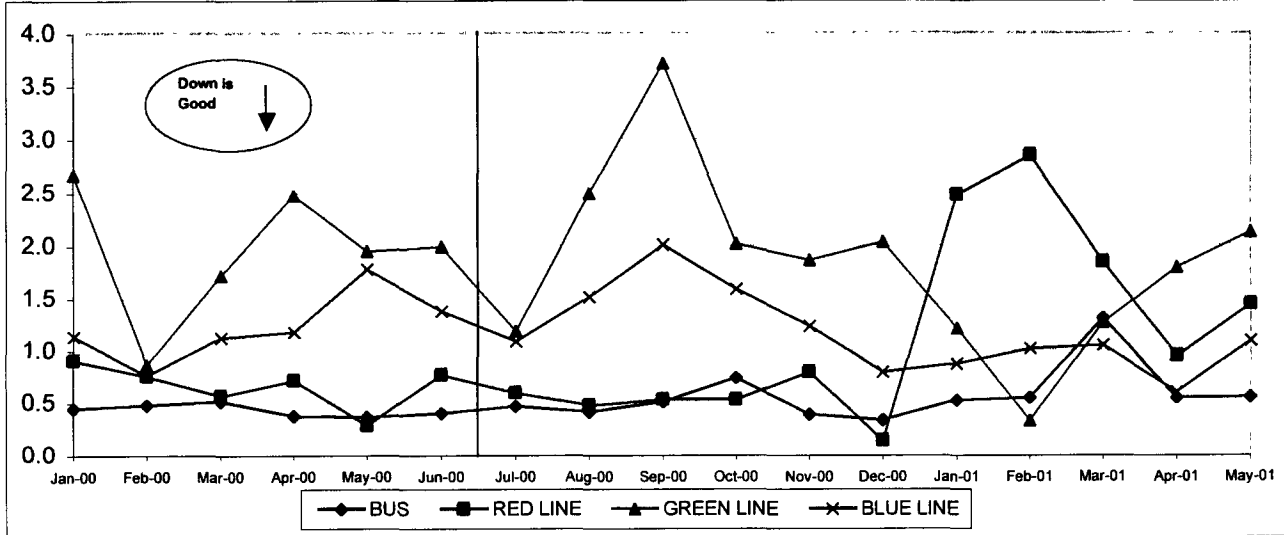


REPORTED CRIME PER 100,000 BOARDINGS

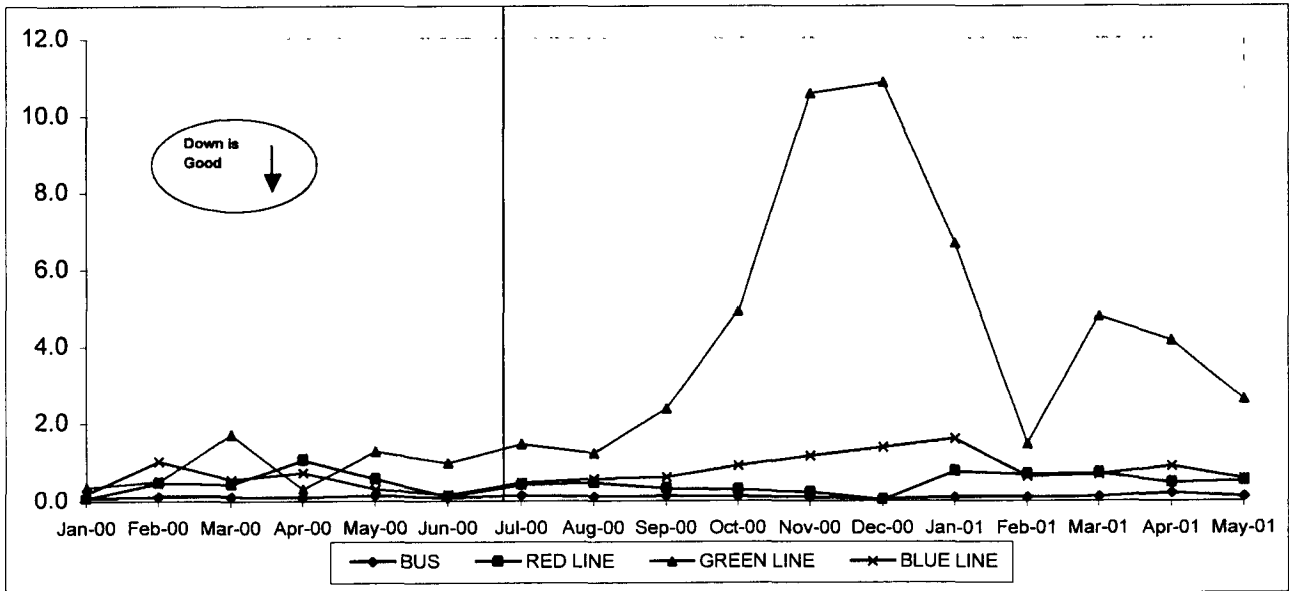
D finition: This indicator presents all crimes reported to either the LAPD or LASD. It is separated by mode and divided into major categories: *Vandalism*; *Other Property Crimes* (burglary, larceny, theft and motor vehicle theft); *Violent Crimes* (homicide,

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

Reported Part I and Non-Vandalism Part II Crimes/100,000 Boardings by Mode



Reported Vandalism Crimes/100,000 Boardings by Mode



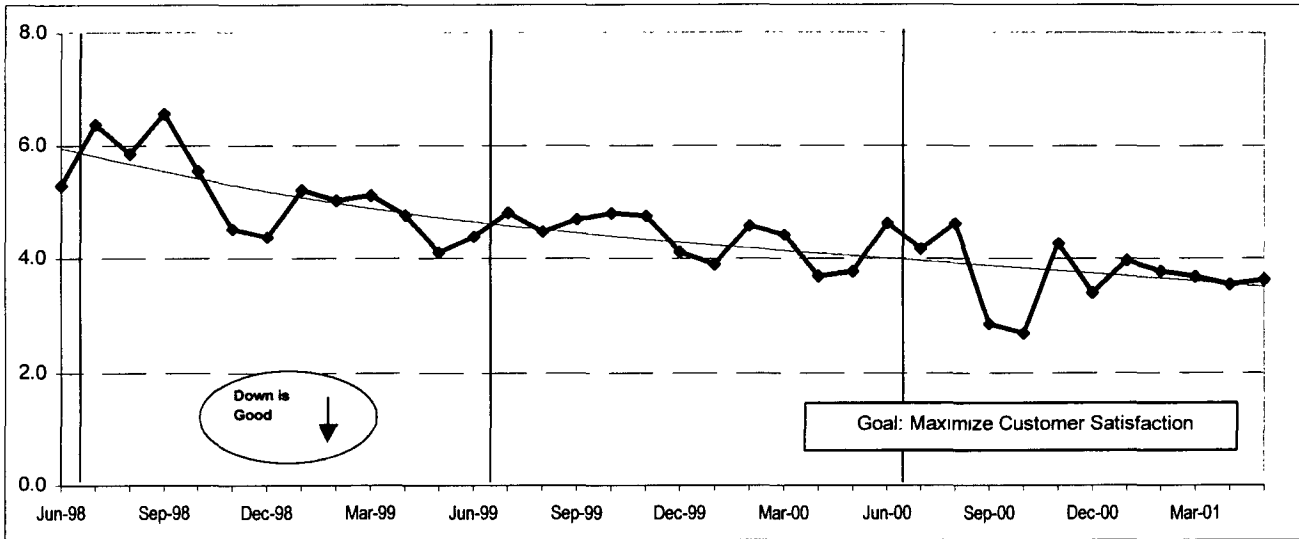
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

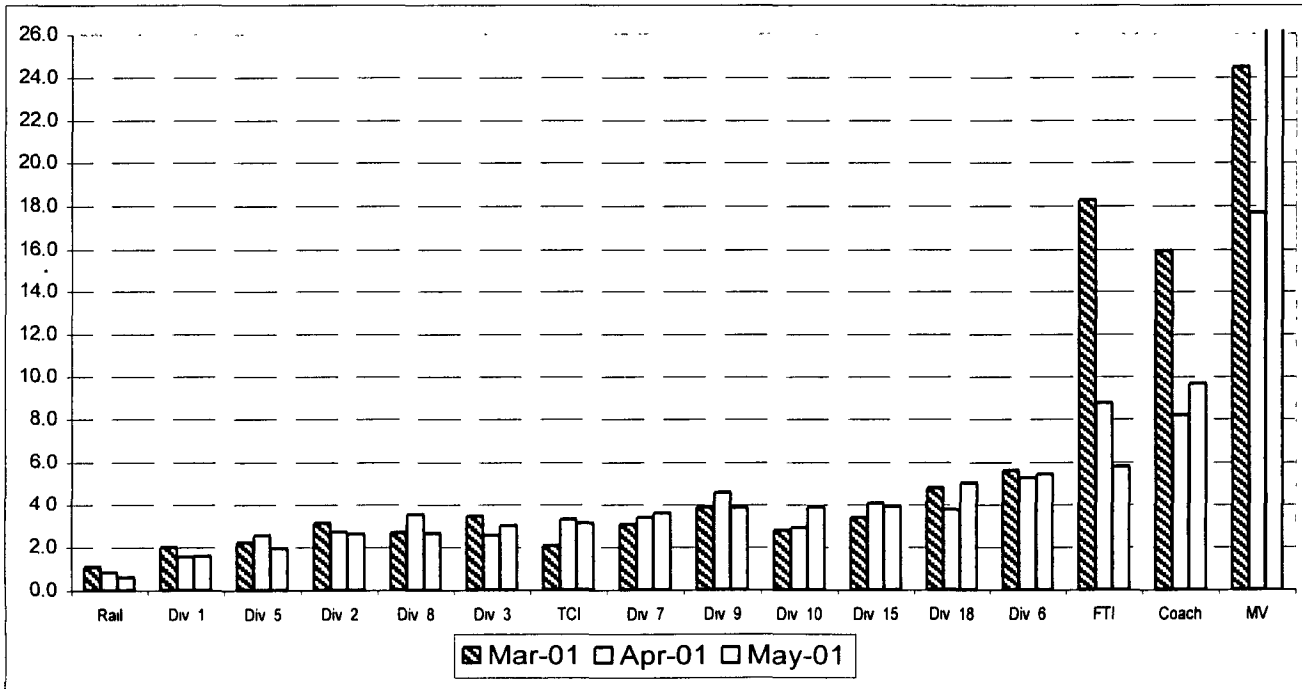
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

Calculation: Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)

Complaints/100,000 boardings



**Bus Operating Divisions
March - May 2001**



WORKERS COMPENSATION CLAIMS

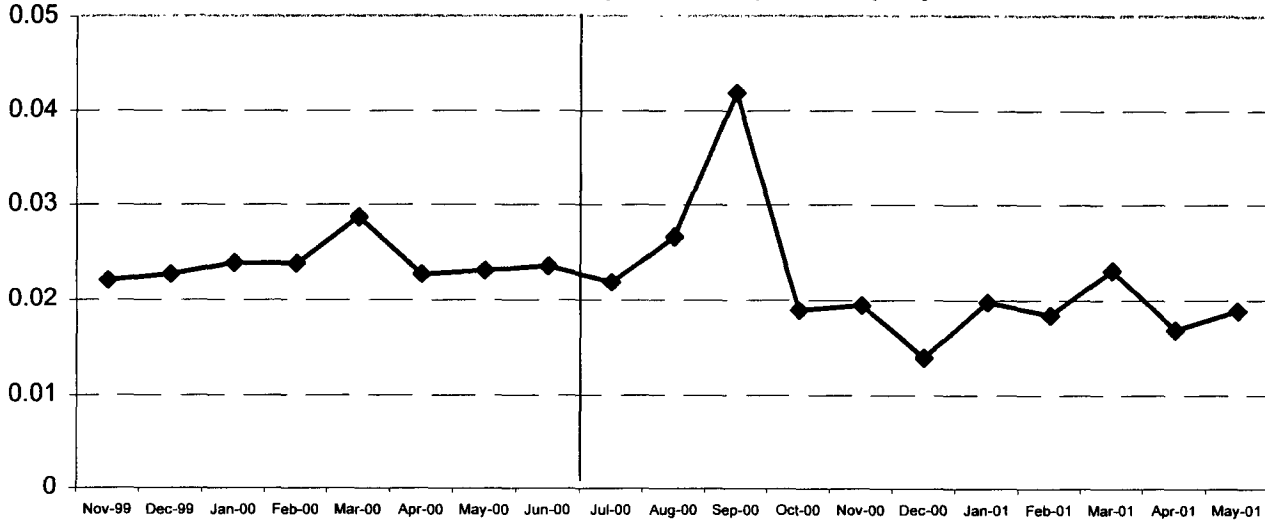
TOTAL OPERATIONS CLAIMS PER EMPLOYEE-MONTH

Definition: This indicator measures the rate of total new indemnity claims filed by Operations employees each month.

Calculation: Workers Compensation Claims per Employee-Month = Total New Workers Compensation Claims filed by Operations Employees/Total Operations positions in which there is an incumbent during the month.

Systemwide Trend

New Operations Indemnity Claims per Employee-Month



CLAIMS PER EMPLOYEE BY DIVISION

Definition: This indicator measures the average number of new indemnity claims filed per position in which there is an incumbent each month by Operations employees.

Calculation: Workers Compensation Claims per Employee = Total New Workers Compensation Claims filed by division employees divided by Total Positions Occupied in the division during the month.

Bus Operating Divisions March - May 2001

