



Metropolitan
Transportation
Authority

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Los Angeles, CA
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March 2, 2001

TO: BOARD OF DIRECTORS

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

Thomas Conner

SUBJECT: TRANSIT OPERATIONS PERFORMANCE REPORT FOR
JANUARY 2000

In February, Transit Operations kicked off the "How You Doin'?" performance awareness and incentive program with the presentation of traveling trophies to two outstanding bus divisions and one rail line. Division 6 received the award as "Outstanding Maintenance Division of the Month." Division 3 was acknowledged as the "Outstanding Transportation Division of the Month" and the award for the "Outstanding Rail Line of the Month" went to the Green Line. In conjunction with the kick-off, Transit Operations introduced an Employee Suggestion Program and issued an attitudinal survey, with which we will establish a baseline to aid us in evaluation of the impact of the "How You Doin'?" program.

January Performance Summary

Bus On-Time Pullout performance continued slightly below goal at 99.29% in January. Three divisions – 10, 15 and 18 – accounted for 64% of the total outlates and cancellations.

Lost Revenue Service continued just shy of our goal at 1.1%, the best performance level since Operations began tracking this indicator. This indicator is important from a customer perspective because it shows how often bus service is interrupted on the street due to mechanical failures, accidents, or other problems on the bus.

Transit Operations had intended to introduce a new methodology for computing Miles Between Mechanical Failures in the January report. The new procedure would have brought Transit Operations' Road Call accounting into alignment with NTD reporting requirements. However, the NTD informed us in January that they would be introducing a new method for reporting mechanical failures with the 2001 reporting year. In order to avoid additional confusion, Transit Operations decided to revert to the previous reporting procedure, until the new NTD FY2001 reporting requirements have been finalized. Because data collection methodologies had been altered to satisfy the proposed reporting procedure, we will be unable to reconstruct the January data until the issuance of the March report to the Board.

Transit Operations Performance Report – January 2000

Page Two

In January, Past Due Preventive Maintenance Points bettered the goal for the 14th consecutive month. This is evidence of long-term, meaningful improvements in Maintenance policies and procedures.

The Bus Accident Rate (unadjusted for late reports) was the lowest reported since August 1999 and, although it rose slightly in January, the Customer Complaint rate continued to trend downward.

Reports of both vandalism and non-vandalism crimes per 100,000 boardings on the Red Line increased dramatically in January. That increase is largely the result of the inclusion by the LAPD of reports submitted by MTA Security Officers. In addition, beginning in January, the LAPD initiated a program dealing with the issuance of citations in which they produce a written crime report on repeat offenders. Blue Line crime reports per 100,000 boardings increased in January as well, while both Bus and Green Line crime reports decreased.

Beginning with the January report, Transit Operations Support has begun to present Workers Compensation data as a rate per employee-month. Expressed in this way, the progress of the indicator can be more accurately evaluated.

One possible explanation for the monthly variations in new claims over the past year is as follows: Claims remained relatively steady from November 1999 till the prospect of a strike first loomed in March 2000. When it became obvious that a strike would not occur at that point in time, the rate of claims returned to previous levels. The rate rose sharply again in August and then doubled during the first two weeks of September, as the prospect of a strike increased. Immediately following the strike, the rate of workers compensation claims dropped below average and reached its lowest point during the December holidays. In January, the rate of claims began to rise again.

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

January 2000 Highlights:

Bus Service Performance

- Bus On-time Pullout Performance decreased from 99.32% in December to 99.29% in January. Five of the eleven bus divisions posted OTP at or above goal. In-Service On-Time Performance increased from 52.20% in December to 53.60% in January. Early departures ("running hot") decreased to 26.44%.
- Scheduled Revenue Service Hours Lost increased slightly from 1.12% in December to 1.14% in January.
- Load Factor Compliance decreased slightly from 98.36% in December to 98.34% in January.

Rail Service Performance

- Heavy Rail On-Time Pullouts increased from 97.53% in December to 98.46% in January. Light Rail On-Time Pullouts decreased slightly from 99.24% in December to 99.23% in January.

- Heavy Rail In-Service On-Time Performance decreased from 98.69% in December to 98.56% in January. Light Rail In-Service On-Time Performance decreased from 98.62% in December to 98.18% in January.

Maintenance Performance

- Past Due Critical PMP jobs increased from 0.30 per bus assigned in December to 0.34 per bus assigned in January. This indicator exceeded goal for the 14th straight month.

Safety

- Bus Traffic Accidents Per 100,000 Hub Miles decreased from 3.93 (adjusted for late reports) in December to 3.63 (unadjusted) in January.

- Red Line Reported Vandalism incidents increased from 0.036 per 100,000 boardings in December to 0.780 in January. January data includes reports made by MTA Security Officers and reports of citations to repeat offenders not previously included.

Blue Line Reported Vandalism incidents increased for the fifth straight month from 1.39 per 100,000 boardings in December to 1.61 in January.

Green Line Reported Vandalism incidents per 100,000 Boardings decreased following fourth consecutive months of increase from 10.86 per 100,000 Boardings in December to 6.66 in January.

The Metro Bus Reported Vandalism rate increased from 0.05 incidents per 100,000 boardings in December to 0.10 in January.

- Red Line Reported Part I and Non-Vandalism Part II crimes per 100,000 boardings increased from 0.14 in December to 2.48 in January.

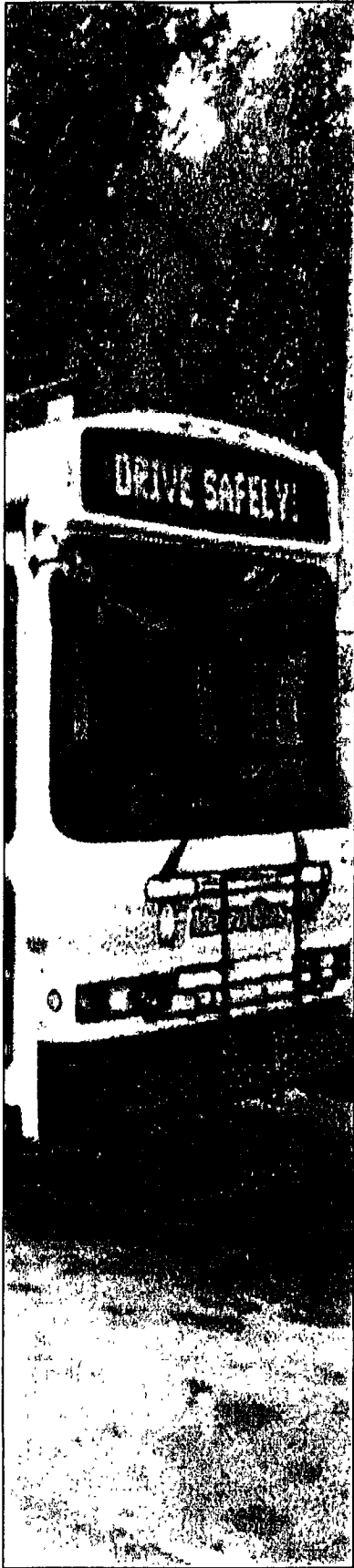
Blue Line Reported Part I and Non-Vandalism Part II crimes per 100,000 Boardings increased from 0.80 in December to 0.87 in January.

Green Line Reported Part I and Non-Vandalism Part II crimes per 100,000 Boardings decreased from 2.04 in December to 1.21 in January.

Bus mode Reported Part I and Non-Vandalism Part II crimes per 100,000 boardings decreased for the third consecutive month from 0.34 in December to 0.05 in January.

Customer Satisfaction

- The rate of MTA Customer Complaints increased in January. There were 3.40 complaints per 100,000 Boardings in December, the lowest rate in six years. The rate increased to 3.96 in January.
- The complaint rates for the two largest contractors remain significantly higher than the complaint rate for MTA-operated service. First Transit's Customer Complaint rate increased in January from 33.95 complaints per 100,000 boardings in December to 38.47 complaints per 100,000 boardings in January. Coach USA's Customer Complaint rate decreased sharply from 19.00 complaints per 100,000 boardings in December to 4.92 complaints per 100,000 boardings in January. First Transit and Coach USA are receiving new buses and placing them in service.
- TCI's Customer Complaint rate increased from 3.95 complaints per 100,000 boardings in December to 4.13 complaints per 100,000 boardings in January.
- The complaint rate for MV Transportation, the smallest contract provider, remained at zero for the third consecutive month.



**Transit Operations Performance Report
for
January 2001**

Prepared by:

Los Angeles County
Metropolitan Transportation Authority
Transit Operations Division



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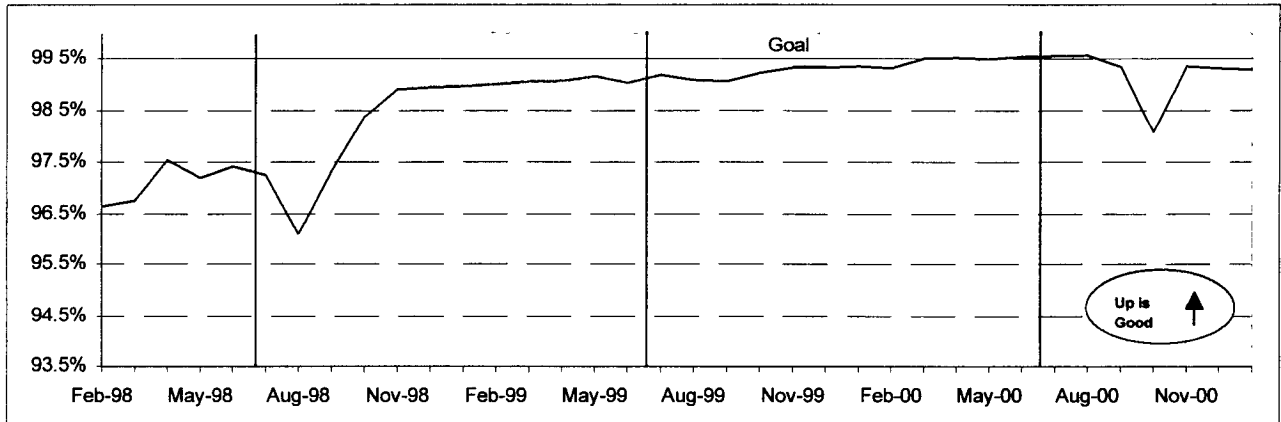
BUS SERVICE PERFORMANCE

ON-TIME PULLOUT PERCENTAGE

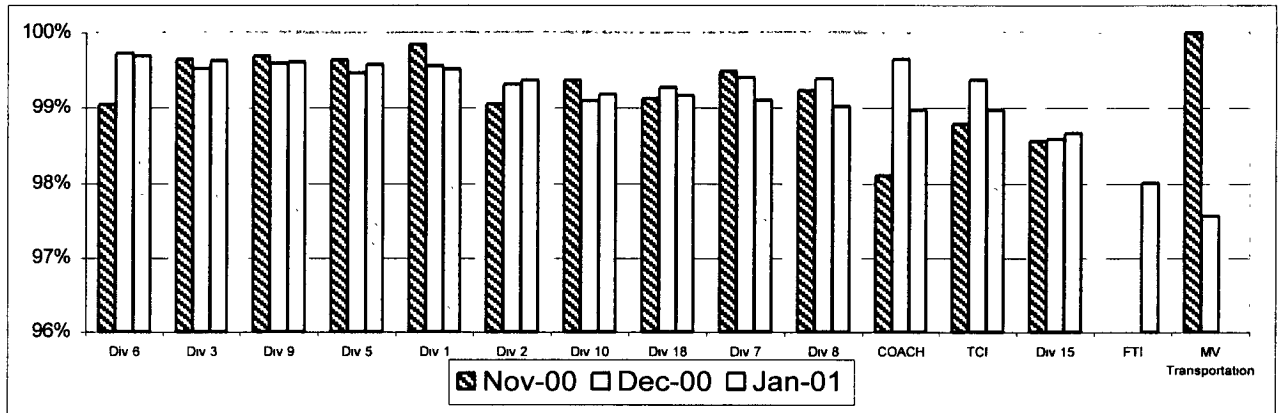
Definition: On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

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

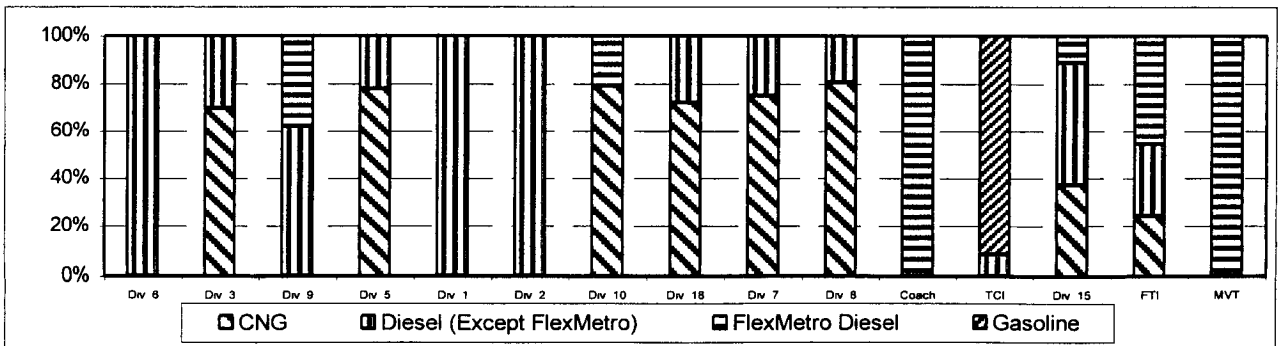
Systemwide Trend



Bus Operating Divisions November 2000 - January 2001



Fleet Mix by Division - January 2001



BUS SERVICE PERFORMANCE - Continued

Outlates & Cancellations by Division - January 2001

<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	25	0.47%	0	0.00%	99.53%	0	22	3
2	34	0.61%	0	0.00%	99.39%	0	30	4
3	23	0.36%	0	0.00%	99.64%	1	21	1
5	26	0.41%	0	0.00%	99.59%	1	21	4
6	6	0.30%	0	0.00%	99.70%	1	5	0
7	67	0.90%	0	0.00%	99.10%	0	58	9
8	43	0.95%	1	0.02%	99.02%	4	36	4
9	23	0.38%	0	0.00%	99.62%	0	18	5
10	70	0.80%	1	0.01%	99.19%	1	49	21
15	95	1.28%	4	0.05%	98.66%	4	76	19
18	62	0.80%	2	0.03%	99.17%	7	44	13
TOTAL	474	0.70%	8	0.01%	99.29%	19	380	83

Outlates & Cancellations by Contractor - January 2001

<i>Contractor</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>
FTI	33	1.24%	20	0.75%	98.00%	8	12	33
Coach	5	0.86%	1	0.17%	98.97%	0	0	6
TCI	4	0.59%	3	0.44%	98.97%	7	0	0
MV	5	4.00%	0	0.00%	96.00%	0	0	5
TOTAL	42	1.07%	24	0.61%	98.32%	15	12	44

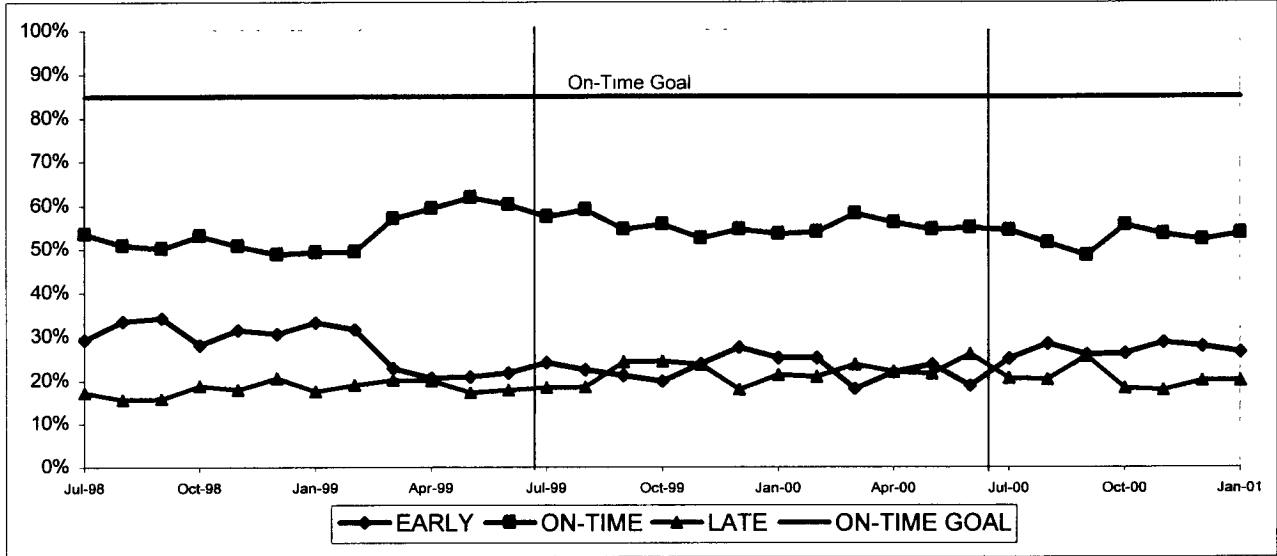
BUS SERVICE PERFORMANCE - Continued

IN-SERVICE ON-TIME PERFORMANCE

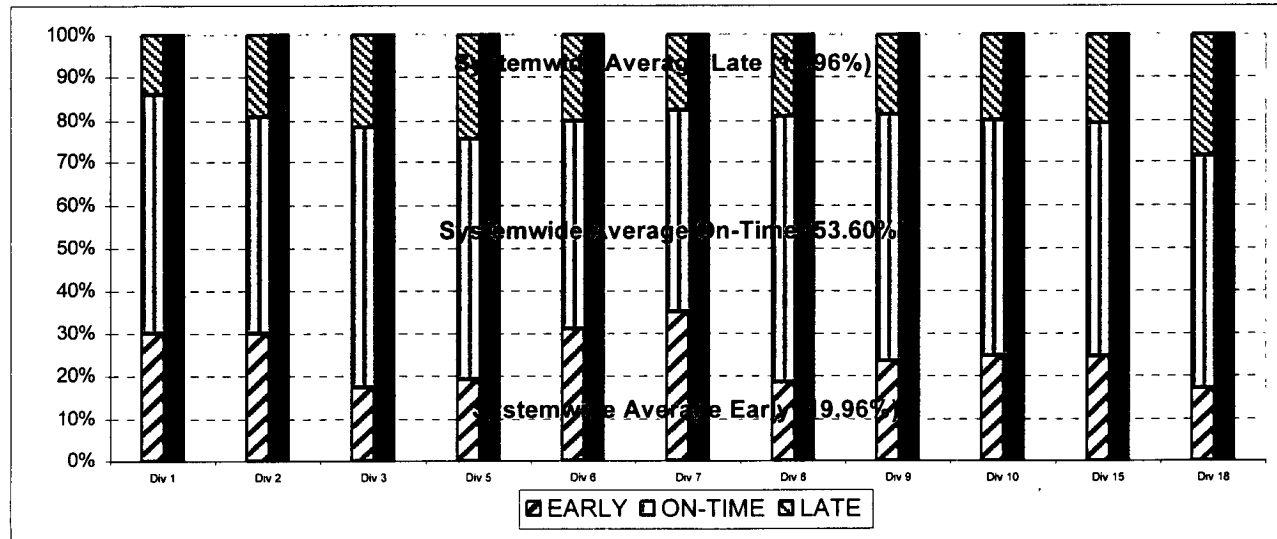
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 15 seconds early and no more than five minutes later than scheduled.

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

Systemwide Trend



**Bus Operating Divisions
January 2000 (15 Second Tolerance)**

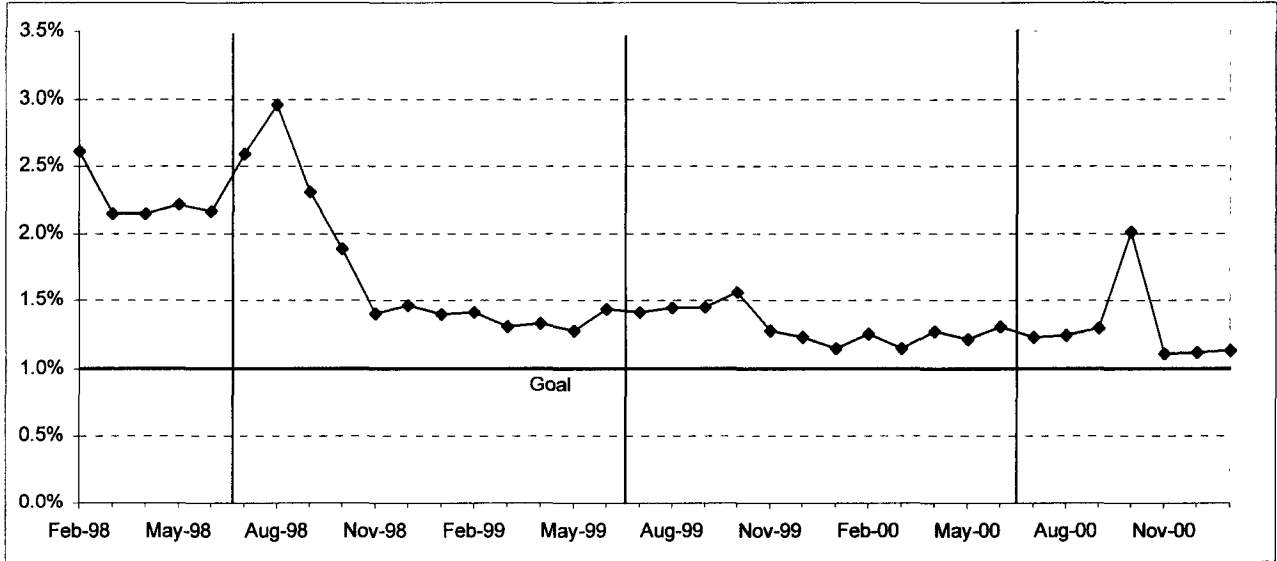


SCHEDULED REVENUE SERVICE HOURS LOST

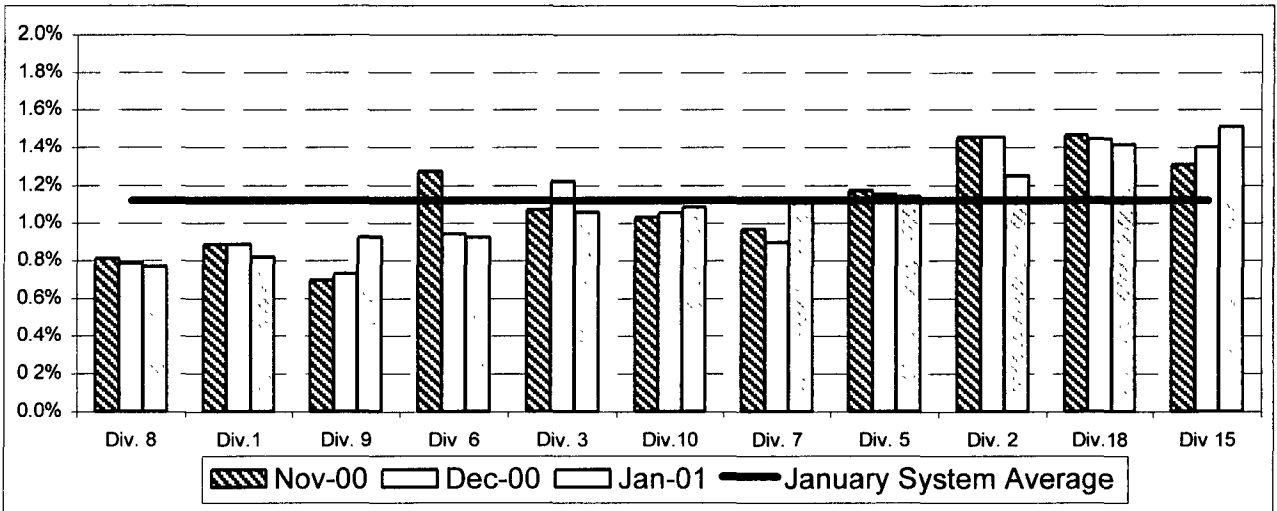
Definition: This performance indicator measures the percentage of scheduled service hours not delivered as a result of cancellations, outlates and in-service equipment failures.

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

Systemwide Trend



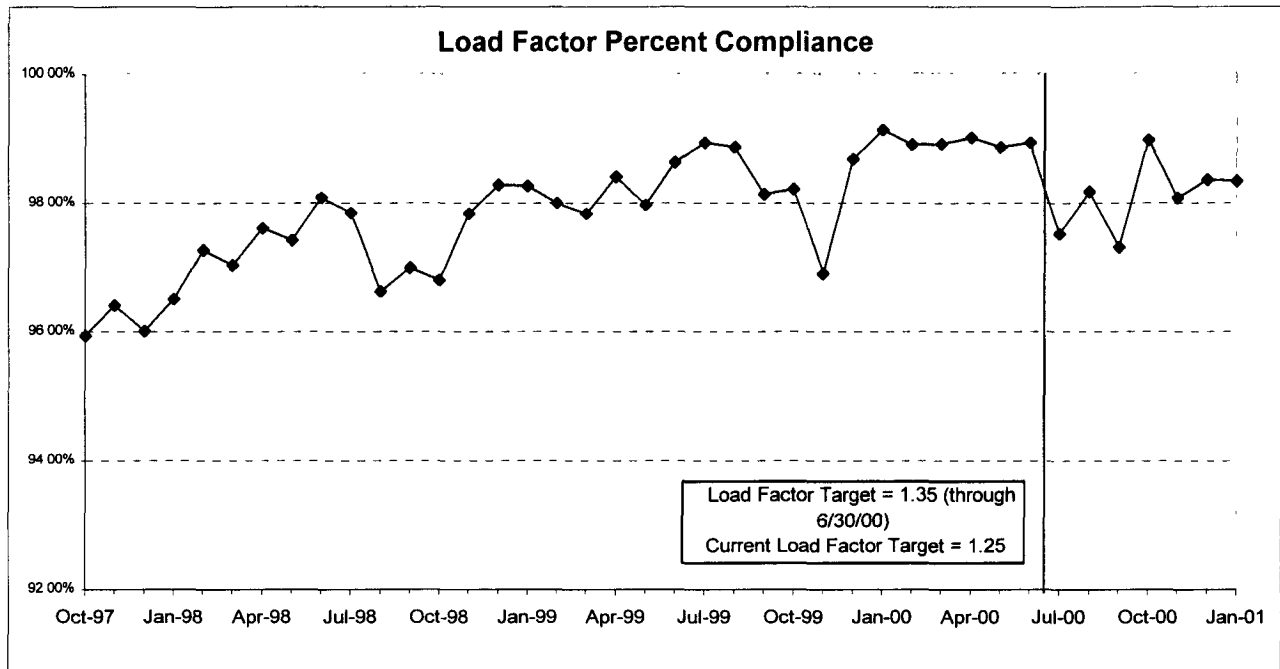
**Bus Operating Divisions
September - January 2001**



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.

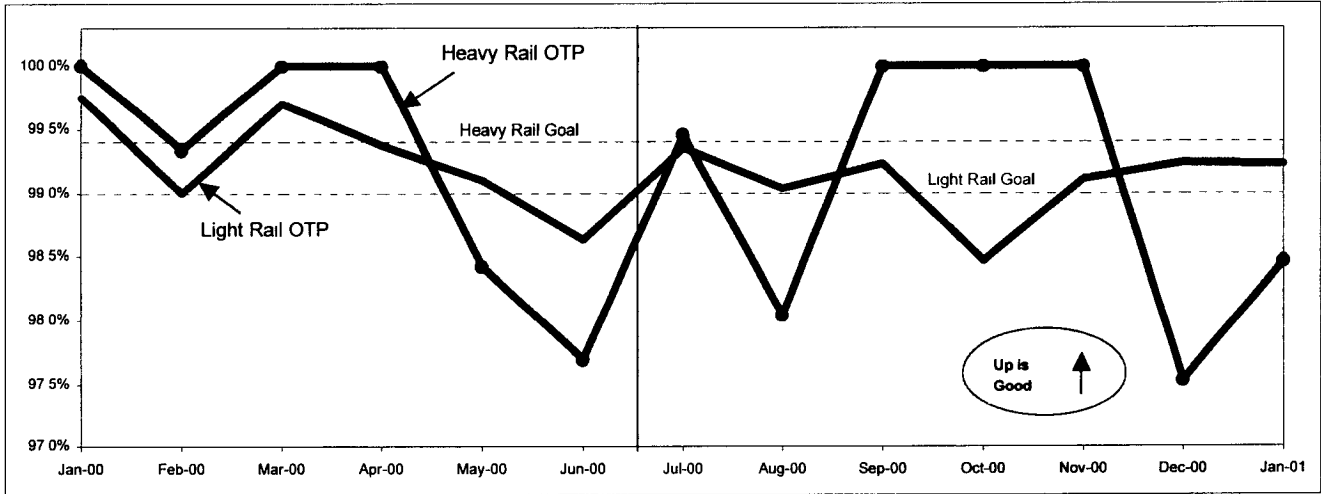


RAIL SERVICE PERFORMANCE

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.

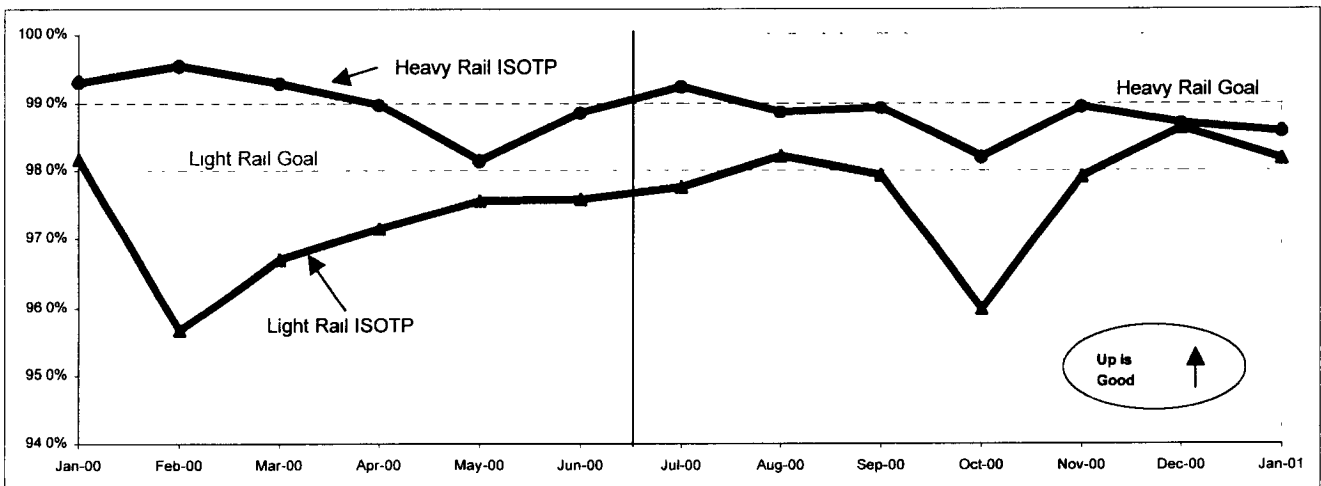
Calculation: $OTP\% = [(100\% \text{ minus } [(Total \text{ cancelled pullouts plus late pullouts}) \text{ divided by Total scheduled pullouts}) \text{ multiplied by } 100]$



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.

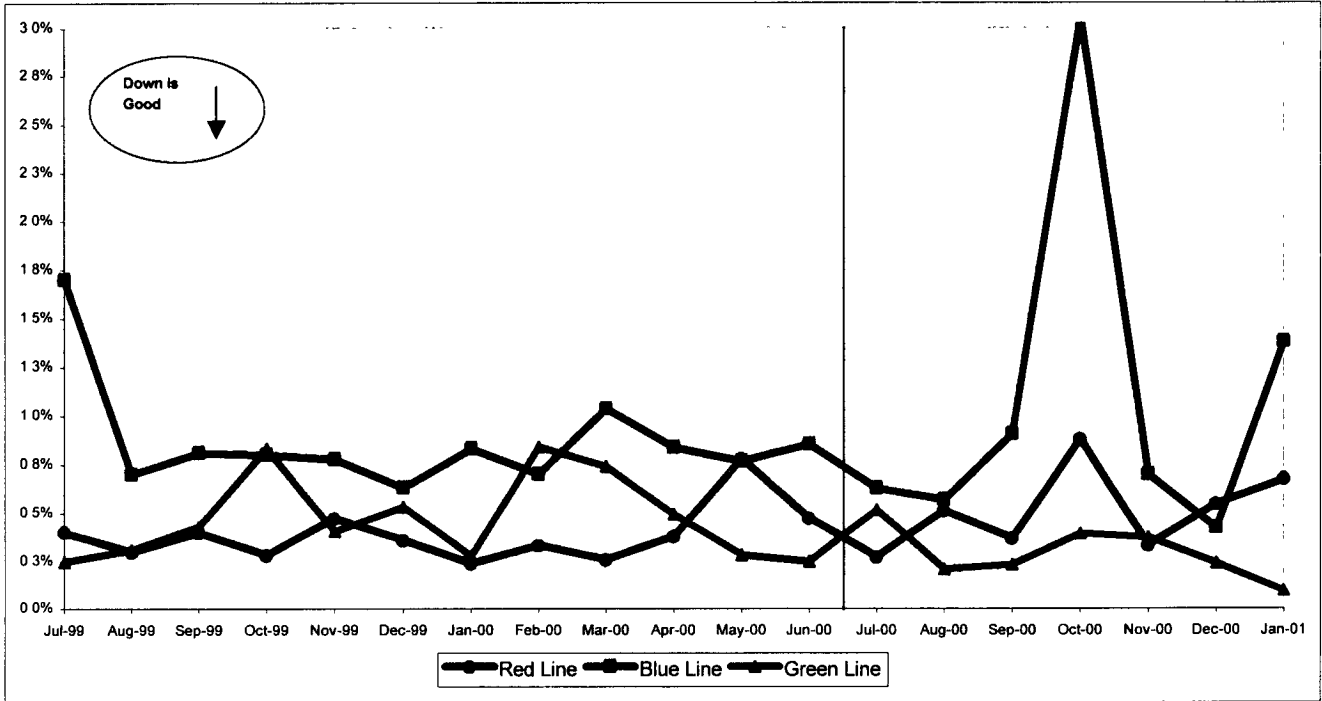
Calculation: $ISOTP\% = [(100\% \text{ minus } [(Total \text{ runs in which a train left any timecheck point either late or early}) \text{ divided by Total scheduled runs}) \text{ multiplied by } 100]$



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)



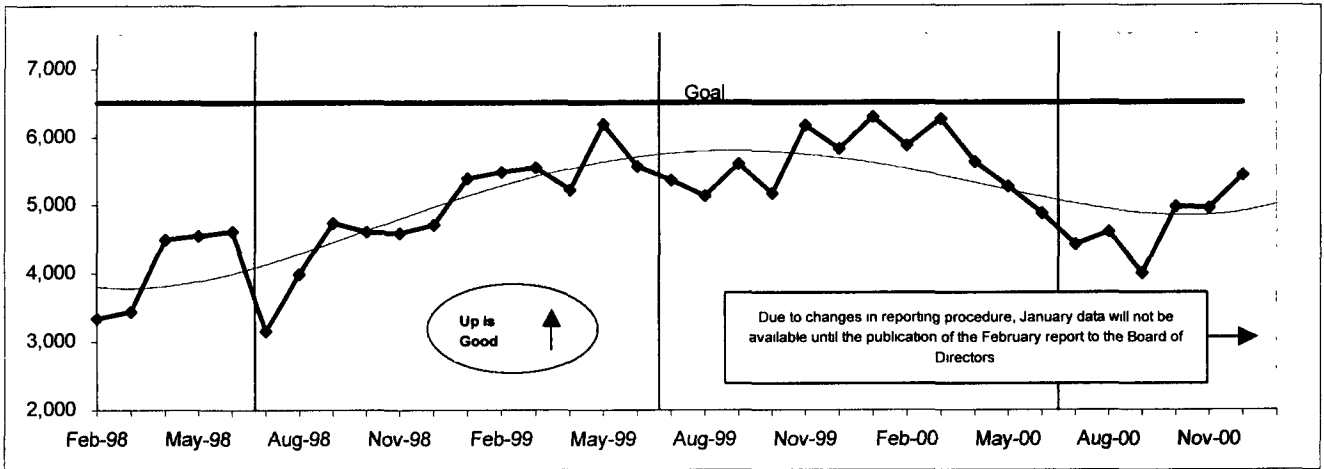
MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES

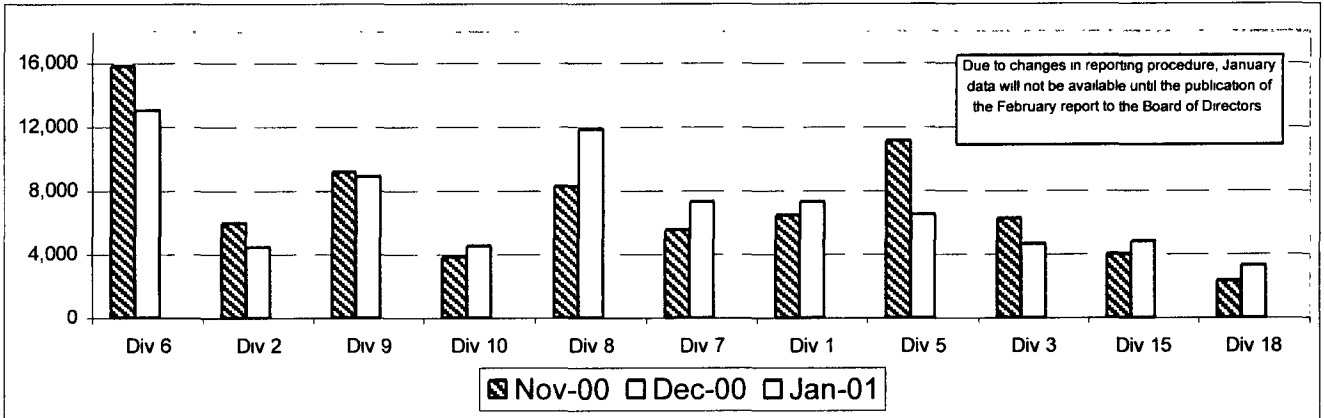
Definition: Average Hub Miles traveled between mechanical problems that prohibit the assigned coach from continuing in service. (NTD calssifications 01 and 03)

Calculation: MMBRC = Total Hub Miles divided by NTD Class 01 and 01 Roadcalls

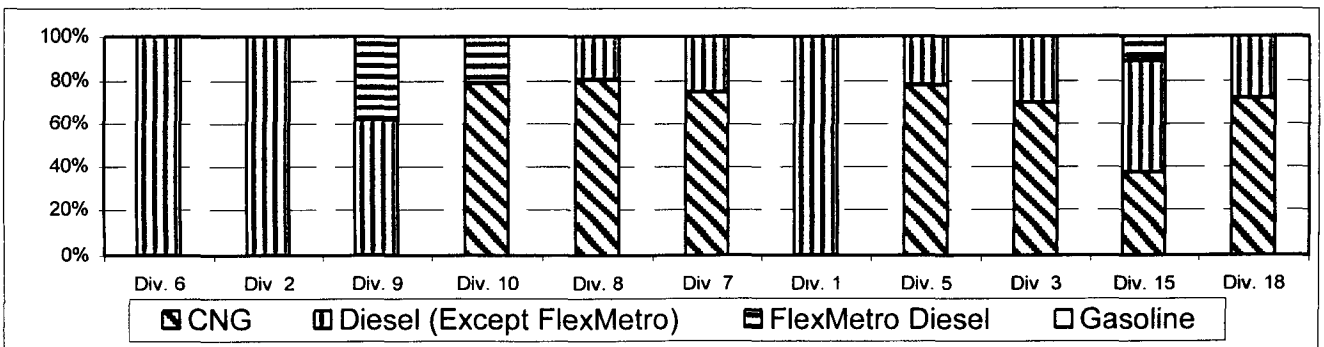
Systemwide Trend



Bus Operating Divisions November 2000 - January 2001



Fleet Mix by Fuel Type - January 2001



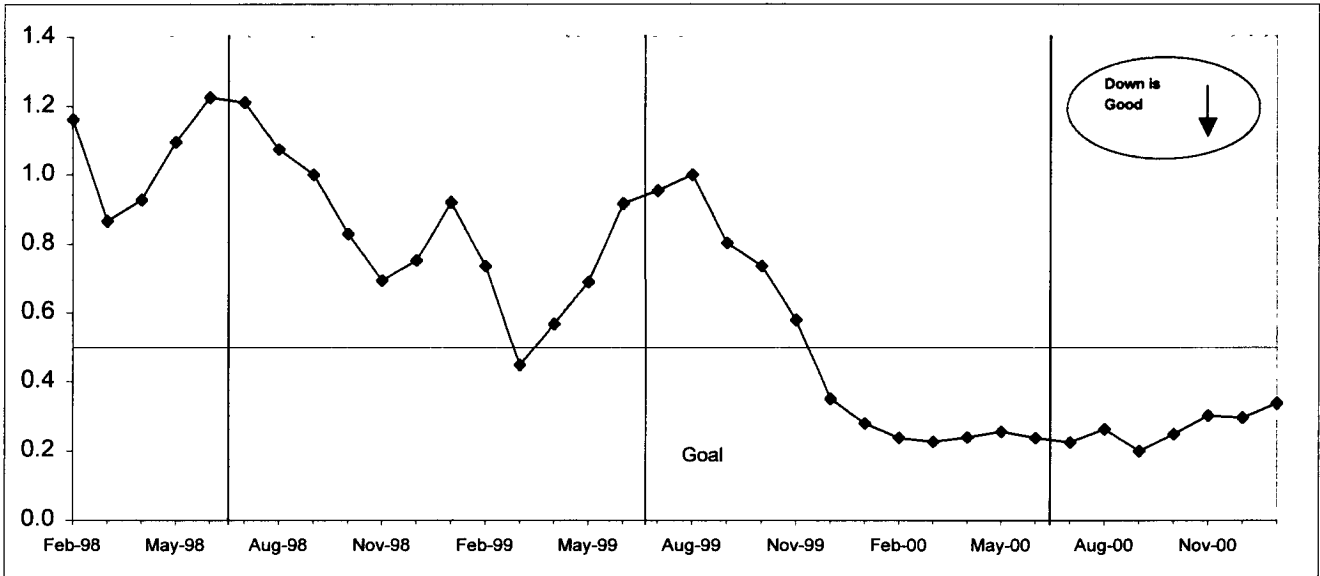
MAINTENANCE PERFORMANCE - Continued

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

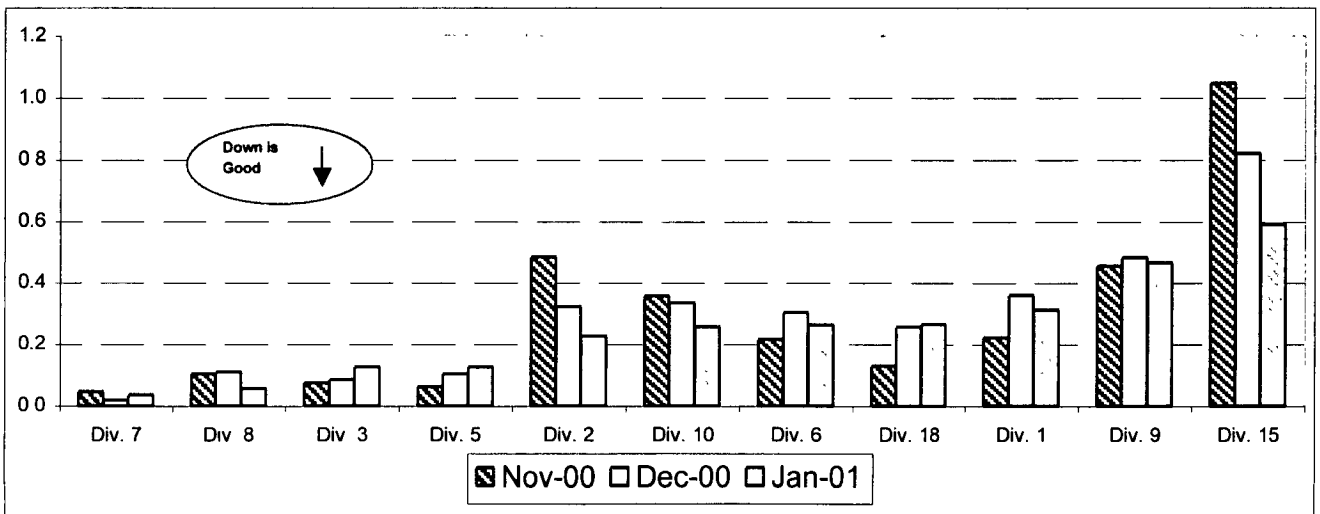
Definition: Average past due critical scheduled preventive maintenance jobs per bus. This indicator measures maintenance management's ability to prioritize and perform critical repairs and indicates the general maintenance condition of the fleet.

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

Systemwide Trend



**Bus Operating Divisions
November 2000 - January 2001**



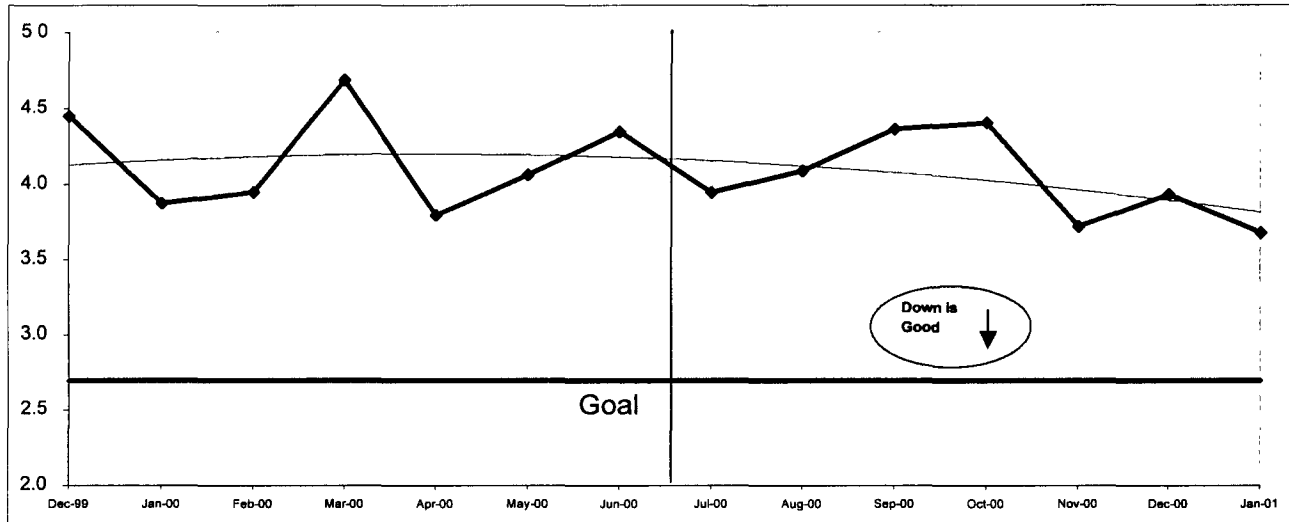
SAFETY PERFORMANCE

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.

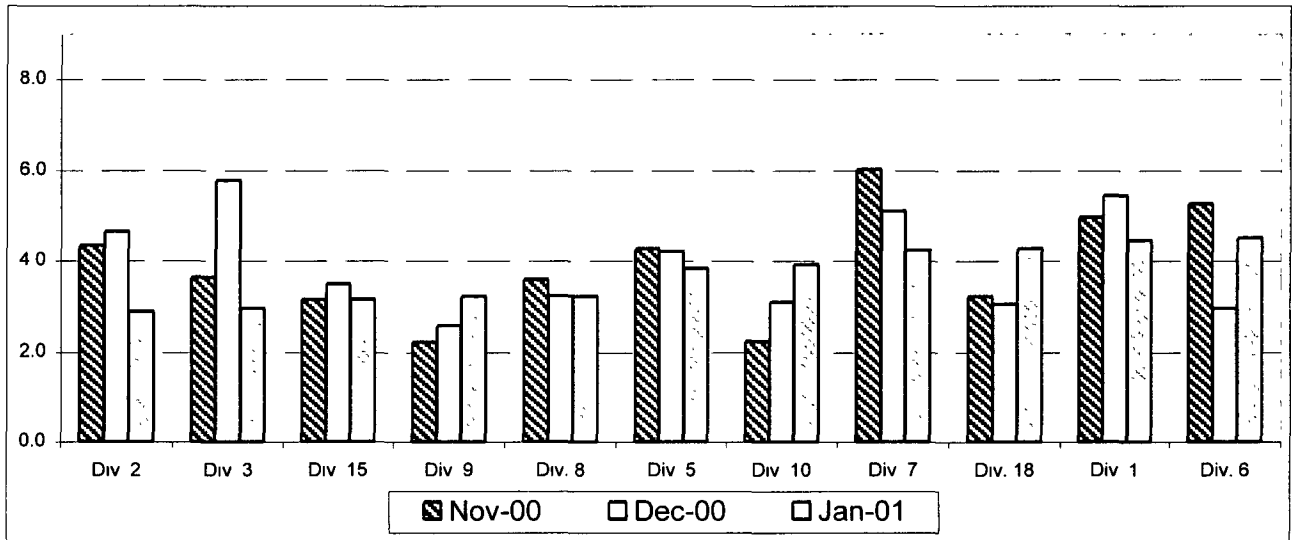
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents divided by (Hub Miles divided by 100,000))

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 November 2000 - January 2001

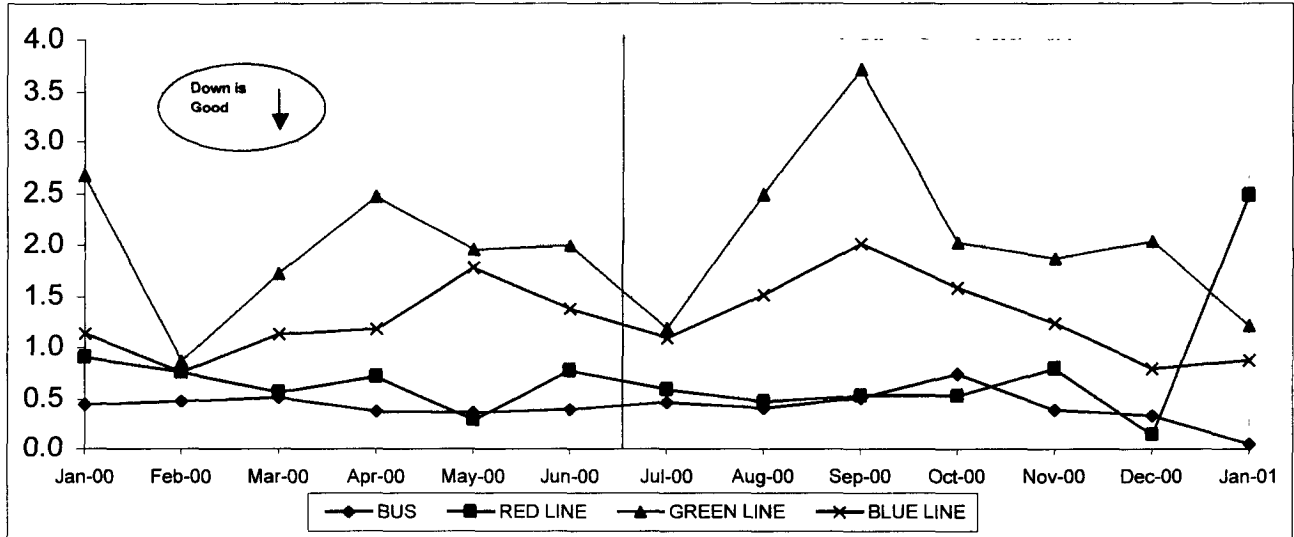


REPORTED CRIME PER 100,000 BOARDINGS

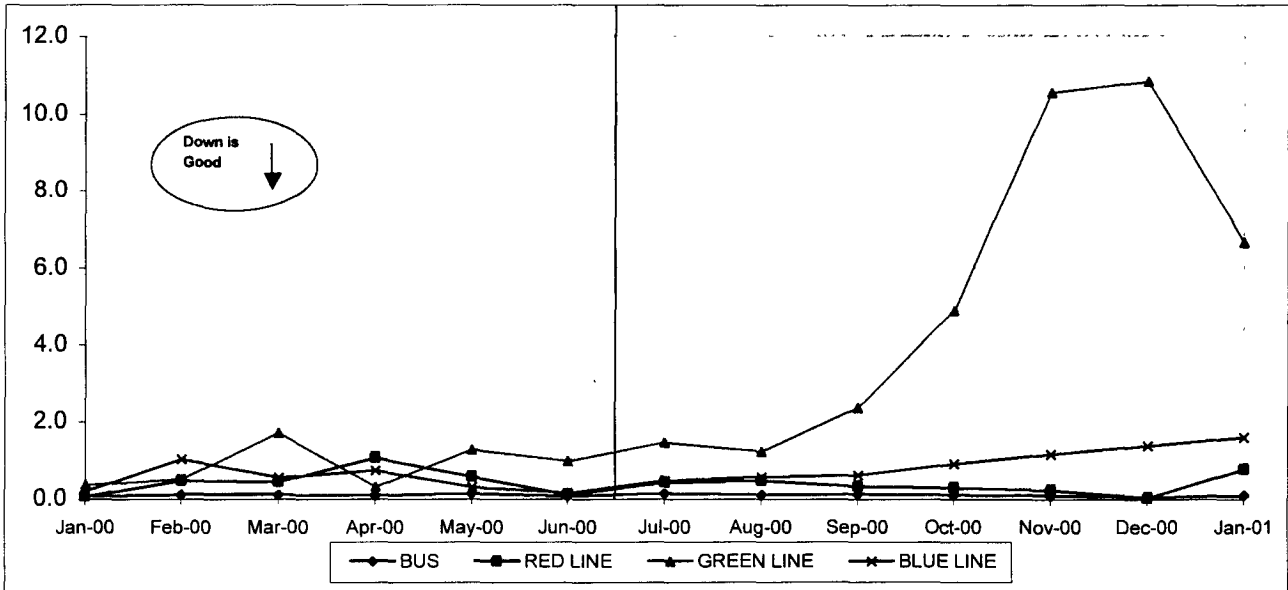
Definition: This indicator presents all crimes reported to either the LAPD or LASD. It is separated by mode and divided into major categories: *Vandalism*; *Other Property Crimes* (burglary, larceny, theft and motor vehicle theft); *Violent Crimes* (homicide,

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



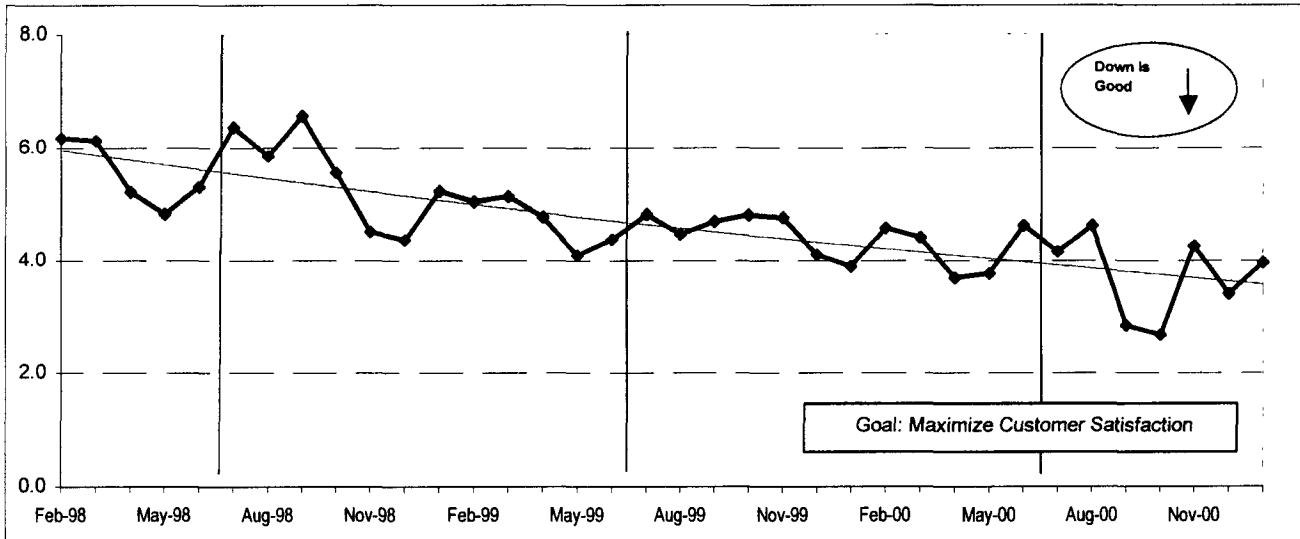
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

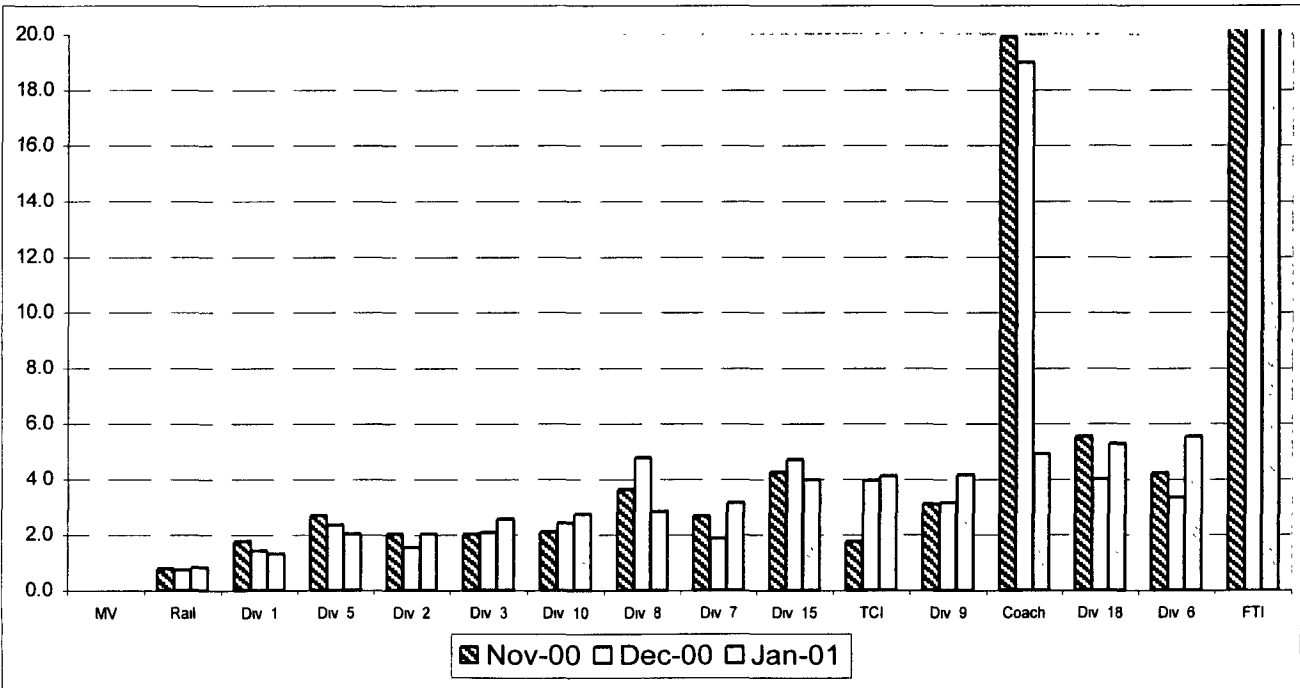
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

Complaints/100,000 boardings



**Bus Operating Divisions
November 2000 - January 2001**



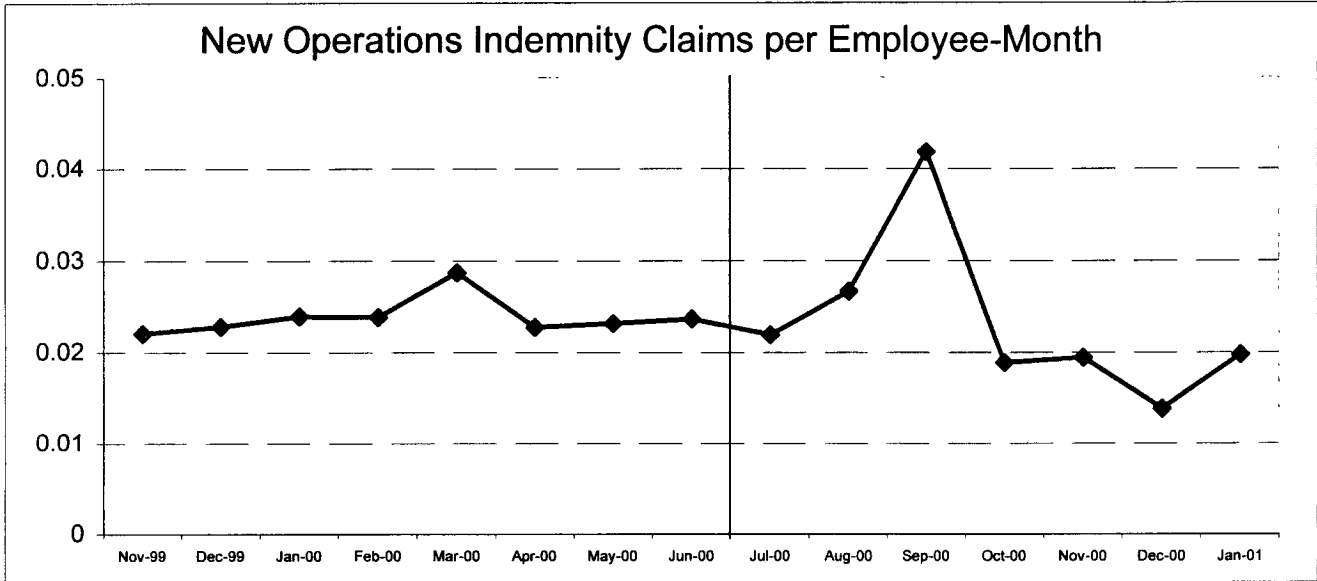
WORKERS COMPENSATION CLAIMS

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



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

November 2000 - January 2001

