



# *FY10 YTD January Performance*

Metro Bus Operations

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Manager



Metro has eleven Metro operating divisions. Divisions 1 and 2, both operate out of the downtown Los Angeles area. Division 3 in Cypress Park, Arthur Winston Division 5 in South Los Angeles, Division 6 in Venice, Division 7 in West Hollywood, Division 8 in Chatsworth, Division 9 in El Monte, Division 10 in Los Angeles (near the Gateway building), Division 15 in Sun Valley and Carson Division 18 in Carson. The system is responsible for the operation of approximately 2,490 Metro buses and 144 Metro Bus lines carrying nearly 373.1 million boarding passengers each year. Metro bus also operates the successful Orange Line.

| <b>Measurement</b>   | <b>Bus Systemwide FY07 Actual</b> | <b>Bus Systemwide FY08 Actual</b> | <b>Bus Systemwide FY09 Actual</b> | <b>Bus Systemwide FY10 Target</b> | <b>Bus Systemwide FY10 YTD</b> | <b>Jan. Month</b> |
|--|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|--------------------------------|-------------------|
| Mean Miles Between Mechanical Failures (MMBMF)                     | 3,532                             | 3,137                             | 3,137                             | 3,540                             | 3,084                          | 3,508             |
| Mean Miles Between Total Road Calls (MMBTRC)                       | 1,245                             | 1,137                             | 1,290                             | 1,556                             | 1,459                          | 1,574             |
| In Service On-Time Performance                                     | 63.77%                            | 64.05%                            | 66.25%                            | 70.80%                            | 71.58%                         | 73.97%            |
| Bus Traffic Accidents per 100,000 Miles                            | -                                 | 3.47                              | 3.06                              | 3.28                              | 3.10                           | 3.09              |
| Complaints per 100,000 Boardings                                   | 2.46                              | 2.57                              | 2.76                              | 2.58                              | 2.62                           | 2.69              |
| New WC Indemnity Claims per 200,000 Exposure Hours (one month lag) | 11.11                             | 11.54                             | 9.30                              | 10.81                             | 10.32                          | 11.16             |