

**Metro**Los Angeles County
Metropolitan Transportation AuthorityOne Gateway Plaza
Los Angeles, CA 90012-2952213.922.2000 Tel
metro.net**FINANCE, BUDGET AND AUDIT COMMITTEE
NOVEMBER 20, 2013****SUBJECT: PROGRESS ON BUDGET THEMES AND PERFORMANCE METRICS****ACTION: RECEIVE AND FILE PROGRESS REPORT ON BUDGET THEMES AND
PERFORMANCE METRICS****RECOMMENDATION**

Receive and file report on budget themes and performance metrics.

ISSUE

On March 22, 2012, Board adopted a motion to implement a performance management system on six core areas at Metro. As part of this motion, staff was asked to provide a review of up to three core themes and ensure that each goal is reviewed at least twice per year when new data becomes available. At the Board's request, this report will be provided quarterly.

DISCUSSION

Performance tracking is an effective means for an organization to reach its goals. Clear goals or themes coupled with the appropriate metrics focus the organization on outcomes that matter and provide the necessary tools to improve productivity. This report covers the following three themes: 1) Improve bus and rail transit service, 2) Increase emphasis on safety and security, and 3) Renewed focus on customer service.

The performance indicators are based on data through September 2013.

NEXT STEPS

Staff will continue to provide a performance review of budget themes to the Finance, Budget and Audit Committee quarterly.

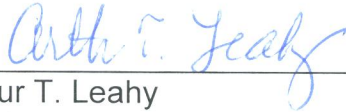
ATTACHMENTS

A. Performance Measures – September 2013

Prepared by: Michelle Navarro, Director, OMB (213) 922-3056

 for Paul Taylor

Paul C. Taylor
Deputy Chief Executive Officer



Arthur T. Leahy
Chief Executive Officer

P E R F O R M A N C E M E A S U R E S

September 2013

B U D G E T T H E M E S & G O A L S								
1	2	3	4	5	6			
Improve Bus and Rail Transit Service	Renewed Focus on Customer Service	Increase emphasis on Safety and Security	Civil Rights Compliance	Advance MTA's Bus and Rail Projects	Advance the Highway and Freeway Projects			
Theme 1: Improve Bus and Rail Transit Service		PERFORMANCE						
		PAST				YTD	TARGET	Status
		FY10	FY11	FY12	FY13	FY14 (Thru 9/2013)	FY14	
Transportation								
A. In-Service On-Time Performance (Bus)		72.3%	75.7%	76.5%	75.8%	75.3%	80%	●
B. In-Service On-Time Performance (Rail)		99.2%	99.5%	98.8%	98.1%	97.7%	98%	●
C. % of Late Buses		20.9%	19.6%	19.9%	19.5%	19.4%	17%	
D. % of Buses Ahead of Schedule		6.8%	5.2%	3.6%	4.7%	5.3%	3.0%	■
E. Bus boardings per actual revenue hour		49	50	54	54	54	53	●
F. Rail boardings per actual revenue hour		137	134	121	113	113	121	●
Maintenance								
A. Bus - Mean Miles between Mechanical Failures (MMBMF)		3,222	3,523	3,759	3,827	3,947	3,900	●
B. Rail - Mean Miles between Mechanical Failures (MMBMF)		21,882	18,784	19,138	23,503	29,625	25,000	●
C. Past Due PMPs/ Number of Coaches (Preventive Maintenance Plan)		0.35	0.17	0.16	0.07	0.05	0.25	●
D. Bus Cleanliness Rating		7.6	7.9	8.4	8.5	8.5	9.0	●
E. Rail Station Cleanliness Rating		N/A	N/A	N/A	8.2	8.3	8.5	●
F. Bus – Mean Miles between Total Road Calls (MMBTRC)		1,566	2,052	2,292	2,443	2,520	2,400	●
Theme 2: Renewed Focus on Customer Service		PAST				YTD	TARGET	Status
		FY10	FY11	FY12	FY13	FY14 (Thru 9/2013)	FY14	
Transit								
A. Bus - Complaints per 100,000 estimated boardings		2.6	2.5	3.1	3.1	3.2	2.2	■
B. Rail – Complaints per 100,000 estimated boardings		0.8	0.8	1.0	0.7	0.6	0.8	●
Communication								
C. Average wait time on 323-GOMETRO (min:sec)			1:42	1:37	1:15	1:25	1:25	●
Theme 3: Increase Emphasis on Safety and Security		PAST				YTD	TARGET	Status
		FY10	FY11	FY12	FY13	FY14 (Thru 9/2013)	FY14	
Corporate Safety								
A. Bus Traffic Accidents per 100K total hub miles		3.08	3.23	3.72	3.66	3.67	3.10	●
B. Rail Accidents per 100K total revenue train miles		0.52	0.73	0.52	0.54	0.62	0.60	●
C. Bus - New Workers' Comp claims per 200,000 exposure hours		10.36	13.43	14.72	15.40	18.29	13.25	■
D. Rail - New Workers' Comp claims per 200,000 exposure hours		8.54	9.73	8.18	9.03	13.21	7.36	■
E. OSHA injuries per 200,000 exposure hrs		7.52	7.69	10.57	8.01	10.11	8.17	●
F. Weekly Average - Voluntary Call Backs /Ordered Call Backs (VCB/OCB)		427	591	278	244	200	190	●

- Favorable
- Satisfactory
- Unfavorable

P E R F O R M A N C E M E A S U R E S

September 2013

Theme 3: Increase Emphasis on Safety and Security	PAST				YTD	TARGET	Status
	FY10	FY11	FY12	FY13	FY14 (Thru 9/2013)	FY14	
Security							
A. Response Time for bus calls							
Emergency	8.2	7.8	7.6	7.4	7.6	8-10 Min	●
Priority	15.2	17.4	17.5	17.0	17.0	18-20 Min	●
Routine	27.2	29	30.3	28.5	28.5	25-30 Min	●
B. Compliance to In-Service Schedule	100.2%	99.6%	99.1%	99.2%	99.2%	98%-100%	●
C. Fare Enforcement by Line (MPV Checks)							
	May FY13	June FY13	July FY14	Aug FY14	Sept FY14	Monthly Target*	Status
Red Line	64,299	60,747	95,780	98,838	103,178	110,000	●
Blue Line	56,951	57,708	34,363	46,568	88,829	106,000	
Green Line	37,124	38,250	27,331	33,468	79,899	68,000	●
Expo Line	10,233	6,706	12,922	15,362	32,399	45,000	
Gold Line	30,537	24,448	11,023	27,685	74,773	58,000	●
Orange Line	5,636	11,227	6,138	5,186	14,920	46,000	■
Bus	2,174	2,266	2,176	2,259	2,015	N/A	N/A
TOTAL	206,954	201,352	189,733	229,366	396,013	433,000	●
<p><i>Fare per boarding budget assumption target is \$0.70.</i> <i>YTD Fare per boarding through September 2013 is \$0.70.</i></p>							

- Favorable
- Satisfactory
- Unfavorable

*Monthly targets have been lowered to reflect current staffing

M E T R I C G U I D E

Theme 1: Improve Bus and Rail Transit Service	
Operations	
A. In-Service On-Time Performance (Bus)	The % of schedule buses that depart selected time points no more than 1 minute early and no more that five minutes later than scheduled.
B. In-Service On-Time Performance (Rail)	The % of trains leaving all time check points on any run no earlier than thirty seconds, or later than 5 minutes of the scheduled time.
C. % of Late Buses	The % of schedule buses that depart selected time points no more that five minutes later than scheduled.
D. % of Buses Ahead of Schedule	The % of schedule buses that depart selected time points no more than 1 minute early.
E. Bus boardings per actual revenue hour	The number of bus boardings per actual revenue hour
F. Rail boardings per actual revenue hour	The number of rail boardings per actual revenue hour
Maintenance	
A. Bus - Mean Miles between Mechanical Failures (MMBMF) requiring a bus exchange	Average Hub Miles traveled between mechanical problems that result in a bus exchange.
B. Rail - Mean Miles between Chargeable Mechanical Failures (MMBMF)	Mean vehicle miles between Revenue Vehicle Failures. NTD defined Revenue Vehicle Failures are vehicle system failures that occur in revenue service and during deadhead miles in which the vehicle did not complete its scheduled revenue trip or in which the vehicle did not start its next scheduled revenue trip.
C. Past Due PMPs/ Number of Coaches (Preventive Maintenance Plan)	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.
D. Bus Cleanliness Rating	Quality Assurance Supervisors inspects and rates ten percent of the fleet at each division per time period. Sixteen categories are examined and assigned a point value. (Scale of 1 – 10, 10 Best)
E. Rail Station Cleanliness Rating	Rail Station Cleanliness Ratings – Program is underdevelopment and will kick-off next month with cleanliness ratings provided monthly. The target goal will be set at 8.0 (Scale 1-10, 10 Best) based on an established grading criteria.
F. Bus – Mean Miles between Total Road Calls (MMBTRC)	Average Hub Miles traveled between road call problems. (Total Hub Miles/ by Total Road Calls)
Theme 2: Renewed Focus on Customer Service	
Transit	
A. Bus - Complaints per 100,000 boardings	Average number of complaints per 100,000 boardings
B. Rail – Complaints per 100,000 boardings	Average number of complaints per 100,000 boardings
Communications	
C. Average Wait Time (323-GOMETRO)	The average wait time for customers calling for bus and rail transit information, measured in minutes and seconds.
Theme 3: Increase Emphasis on Safety and Security	
Corporate Safety	
A. Bus Traffic Accidents per 100K total hub miles	Average number of Traffic accidents for every 100,000 hub miles traveled.
B. Rail Accidents per 100K total revenue train miles	Average number of Rail Accidents for every 100,000 revenue train miles traveled.
C. Bus - New Workers' Comp claims per 200K exposure hours	Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity requires an overnight hospital stay or involves more than 3 calendar days of lost time.
D. Rail - New Workers' Comp claims per 200K exposure hours	
E. OSHA injuries per 200,000 exposure hrs	Work-related injuries and illnesses that result in: death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid.
F. Weekly Average - Voluntary Call-Backs and Ordered Call Backs (VCB/OCB)	The average weekly number of voluntary and ordered call backs. Call backs are when operators are called back to work during off-duty hours. This measures the ability to manage overtime and operator fatigue.
Transit Security	
A. Response time to bus calls	The average monthly response time for call for service. This measures their ability to respond adequately to incidents and the needs of our patrons.
B. Compliance to In-Service Schedule	The average daily compliance to the In-Service deployment of their staff. This measures their ability to sustain the level of deployment to ensure safety of our employees and patrons.
C. MPV Checks by line	The number of valid fare checks conducted on Mobile Phone Validators (MPV) along with citations and warnings at each Rail Line and the Orange Line. The MPV checks do not include "invalid" fare checks. Monthly targets were based on Deputy and Sheriff Assistants (SA) deployments by line, a goal of 250 checks per SA each shift, 150 checks per 2-person deputy team each shift, using a 5.5 hour productive shift, at 16 days per month.