



Metropolitan
Transportation
Authority

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October 6, 1999

TO: BOARD OF DIRECTORS

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

SUBJECT: TRANSIT OPERATIONS PERFORMANCE REPORT FOR
AUGUST 1999

August was the second full month of Red Line operation to Hollywood and boardings continued to rise as complaints per 100,000 boardings on both the Blue and Red Lines decreased again in August.

Bus On-Time Pullout performance dropped slightly, but remained above 99.1%, despite the implementation of a higher maintenance standard for radios, wheelchair lifts, tie-downs and doors. In-Service On-Time Performance regained ground lost in July, posting a substantial decrease in running ahead of schedule. Maintenance performance indicators continued to raise questions and concern, as Past Due PMP's rose for the sixth straight month to September 1998 levels and Mean Miles Between Mechanical Failures resulting in service delays decreased for the third consecutive month.

The increase in Past Due PMP's is partly due to data reporting anomalies. We are in the process of fine-tuning our PMP maintenance cycles by Division to be more cost effective. These changes are being implemented and we are in the process of revising the reporting system software to accommodate different cycles at different divisions. This is expected to reveal that actual adherence to PMP cycles is better than shown in this report.

With regard to Mean Miles Between Chargeable Mechanical Failures, I reported previously that we are reviewing the way we track and report miles between road calls. Our goal is to be more accurate, consistent and in line with new reporting requirements adopted by the Federal Transit Administration. We expect to implement new tracking and reporting standards by next report. Notwithstanding reporting anomalies, this maintenance indicator continues to be impacted by two factors: the higher standard we have adopted for wheelchair lifts, tiedowns, doors and radios, and the range problem we are experiencing with CNG buses. Both of these issues are being addressed and improvement is being achieved.

It should be noted that preliminary September data show an improvement in Past Due PMP's. Systemwide Past Due PMPs peaked at 1.05 during the week of August 7th. Since that week, the trend has been steadily downward, averaging 0.91 for the period August 7th to September 25th.

Load Factor compliance continued a steady trend upwards and schedule- and operator-related customer complaints per 100,000 boardings decreased in August.

This month, for the first time, we have broken the Rail On-Time Performance indicator into its two components: On-Time Pullout Performance and In-Service On-Time Performance. In-Service On-Time Performance improved for both Heavy and Light Rail lines in August. Light Rail On-Time Pullouts also improved, while Heavy Rail On-Time Pullout Performance declined in August.

The Bus Accident Rate declined for the second straight month in August. Beginning this month, we are using a new methodology, which allows for accurate inclusion of late report filings and reclassification of accident types. Improvements in traffic safety have occurred despite an influx of new Operators, combined with supervisory staff vacancies.

The format and content of this report continue to evolve. For example, we are examining the various ways we track and report Miles Between Road Calls. In addition, we have temporarily removed Service Delay data from this report. We are re-examining the validity of the data and will present revisions to those indicators in the next few months. 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.

August 1999 Highlights:

Bus Service Performance

- August Bus On-time Pullout Performance decreased to 99.1% from 99.2% in July. Eight of the eleven bus divisions posted OTP at or above 99.0% and six of those divisions equaled or exceeded 99.2% OTP during August.
- In-Service On-Time Performance rebounded in August. On-Time Performance, measured with a 15-second tolerance, increased from 57.4% in July to 59.0% in August.
- Scheduled Revenue Service Hours Lost remained at 1.4% in August.

Rail Service Performance

- Heavy Rail On-Time Pullouts decreased from 99.68% in July to 99.34% in August. Light Rail On-Time Pullouts increased from 98.89% in July to 99.38% in August.

Transit Operations Performance Report – August 1999
Page Three

- Heavy Rail In-Service On-Time Performance improved from 99.08% in July to 99.25% in August. Light Rail In-Service On-Time Performance increased from 97.84% in July to 98.52% in August

Maintenance Performance

- Mean Miles Between Mechanical Failures resulting in service disruptions of more than ten minutes dropped from 5,357 in July to 5,130 in August.
- Past Due Critical PMP Jobs increased from 0.95 per assigned vehicle in July to 1.00 in August. 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. A major cause of the reported increase is the decision to increase the maintenance cycle periodicity for some PMP's without adjusting the computer program which calculates Past Due PMP's for this monthly report. This data reporting anomaly will be corrected next month.

Financial Performance

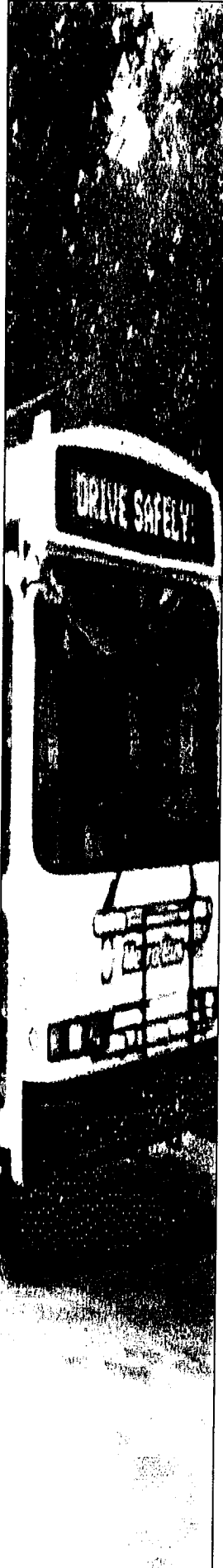
- Bus and Rail operating expenses are \$15.7 million under budget through August. This surplus will be reduced considerably as invoices for Services, Supplies, and Purchased Transportation are received and processed.

Safety

- Traffic Accidents Per 100,000 Hub Miles decreased from 3.6 in July to 3.4 in August. The new reporting methodology should provide the most accurate picture available for traffic accidents occurring during each month.
- Year-to-Date Reported Crimes per 100,000 Green Line Boardings decreased from 4.30 in July to 3.23 in August. Red Line reported crimes per 100,000 boardings rose from 1.25 in July to 2.69 in August, with the largest increases occurring in violent crimes and non-property miscellaneous crimes. Reported Crimes per 100,000 Boardings for the Blue Line decreased from 2.05 in July to 2.33 in August, while Reported Crimes per 100,000 Boardings for the Bus mode dropped from 0.71 in July to 0.65 in August.

Customer Satisfaction

- Customer Complaints decreased from 4.8 Complaints per 100,000 Boardings in July to 4.5 in August. The Contract Service customer complaint rate remains significantly above that of MTA-operated service.



**Transit Operations Performance Report
for
August 1999**

Prepared by:

Los Angeles County
Metropolitan Transportation Authority
Transit Operations Division



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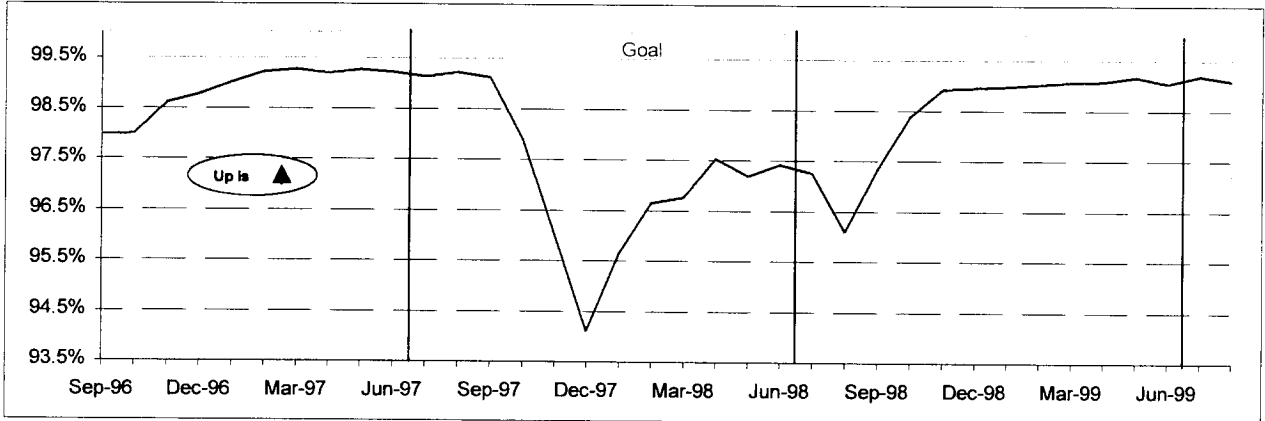
BUS SERVICE PERFORMANCE

ON-TIME PULLOUT PERCENTAGE

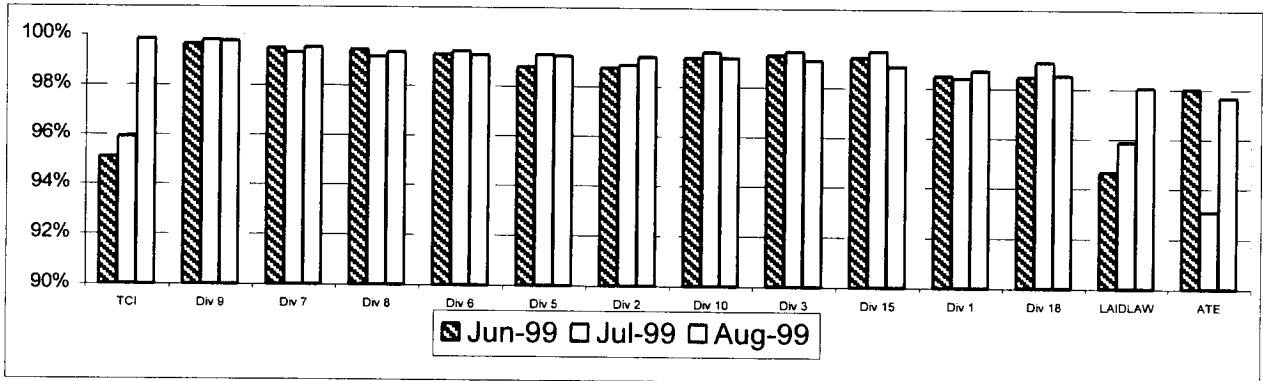
Definition: On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

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

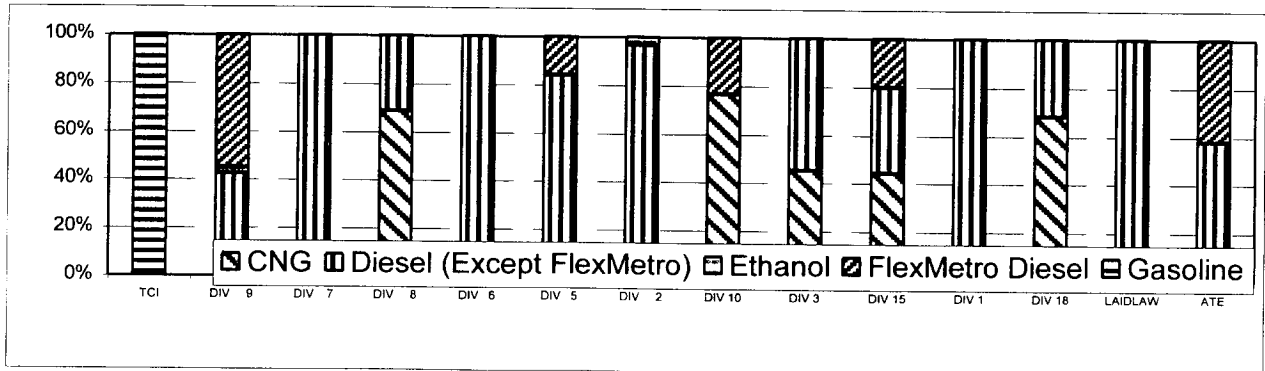
Systemwide Trend



Bus Operating Divisions June 1999 - August 1999



Fleet Mix by Division - August 1999



BUS SERVICE PERFORMANCE - Continued

Outlates & Cancellations by Division - August 1999

<i>Division</i>	<i>OUTLATES</i>		<i>CANCELLATIONS</i>		<i>ON-TIME PULL-OUT RATE</i>	<i>REASONS FOR OUTLATES and CANCELLATIONS</i>		
	<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	75	1.3%	4	0.1%	98.7%	8	67	4
2	36	0.8%	0	0.0%	99.2%	0	33	3
3	57	0.9%	0	0.0%	99.1%	0	51	6
5	55	0.8%	0	0.0%	99.2%	1	51	3
6	11	0.5%	5	0.2%	99.2%	8	8	0
7	36	0.5%	0	0.0%	99.5%	3	30	3
8	29	0.7%	0	0.0%	99.3%	0	25	4
9	16	0.2%	0	0.0%	99.8%	0	15	1
10	75	0.9%	0	0.0%	99.1%	5	61	9
15	73	1.2%	0	0.0%	98.8%	1	68	4
18	122	1.5%	2	0.0%	98.5%	22	82	20
TOTAL	585	0.9%	11	0.0%	99.1%	48	491	57

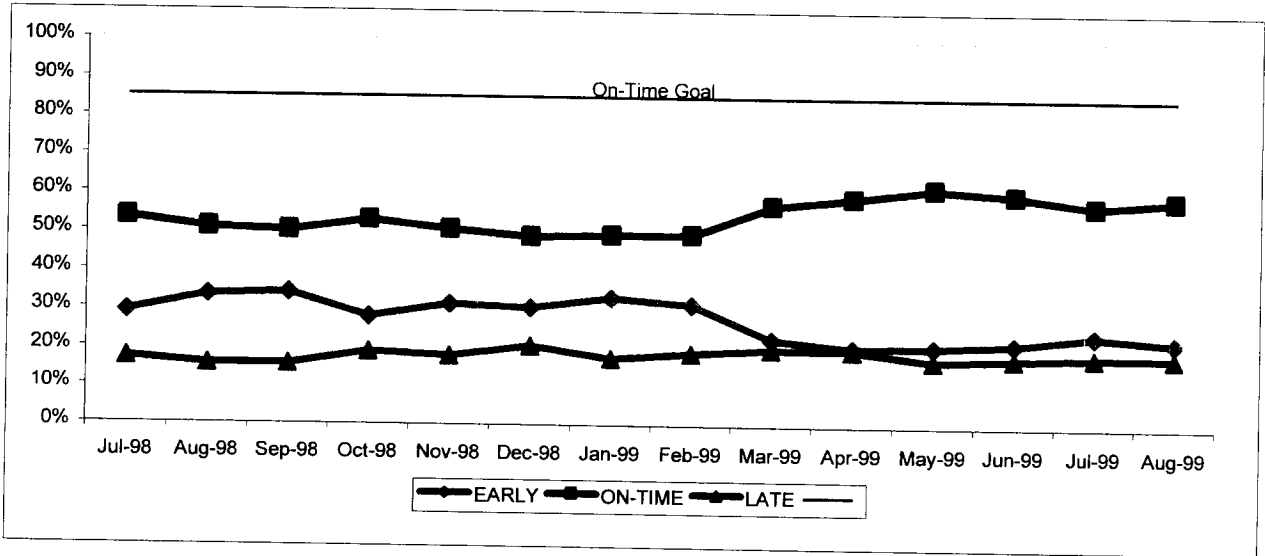
BUS SERVICE PERFORMANCE - Continued

IN-SERVICE ON-TIME PERFORMANCE

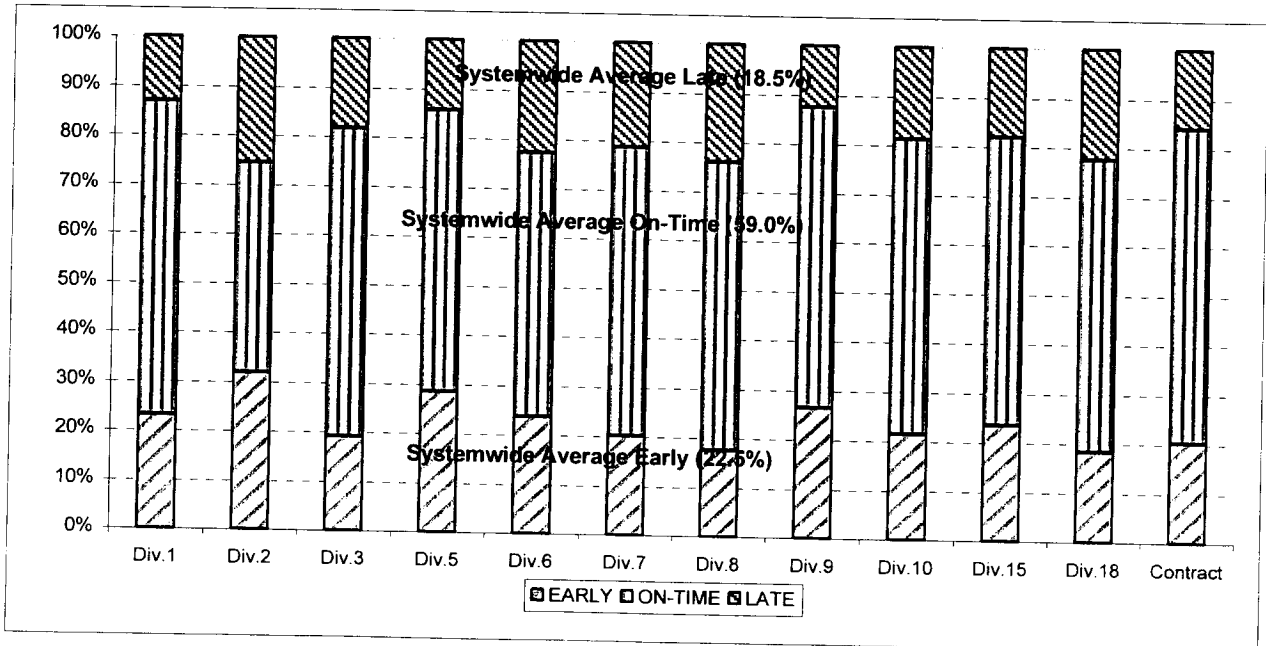
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 15 seconds early and no more than five minutes later than scheduled.

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
August 1999**



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

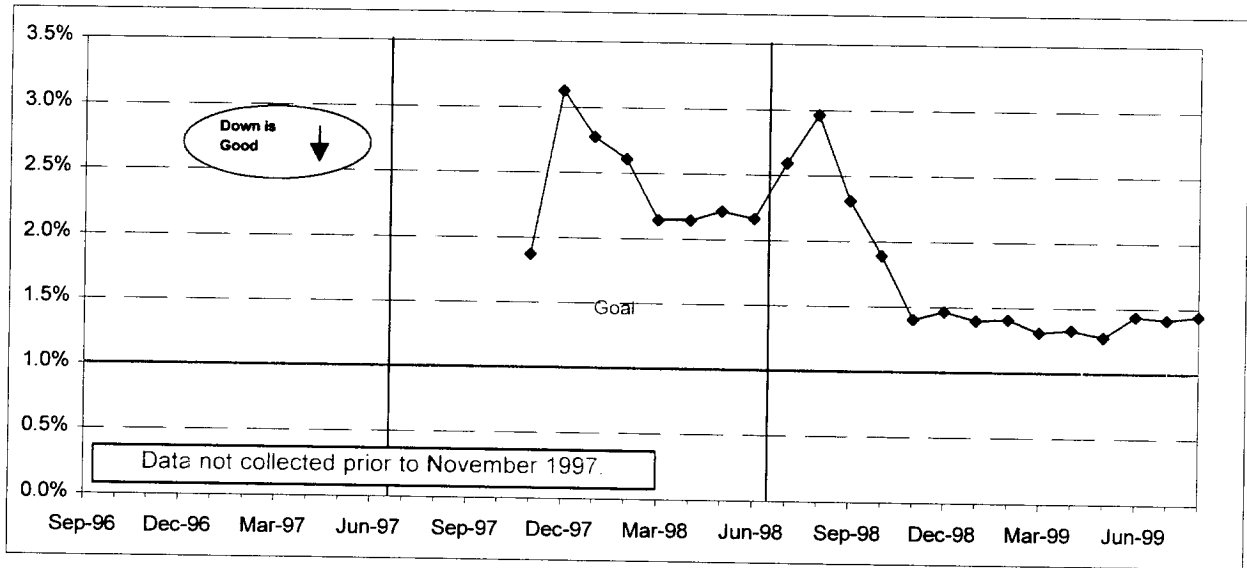


SCHEDULED REVENUE SERVICE HOURS LOST

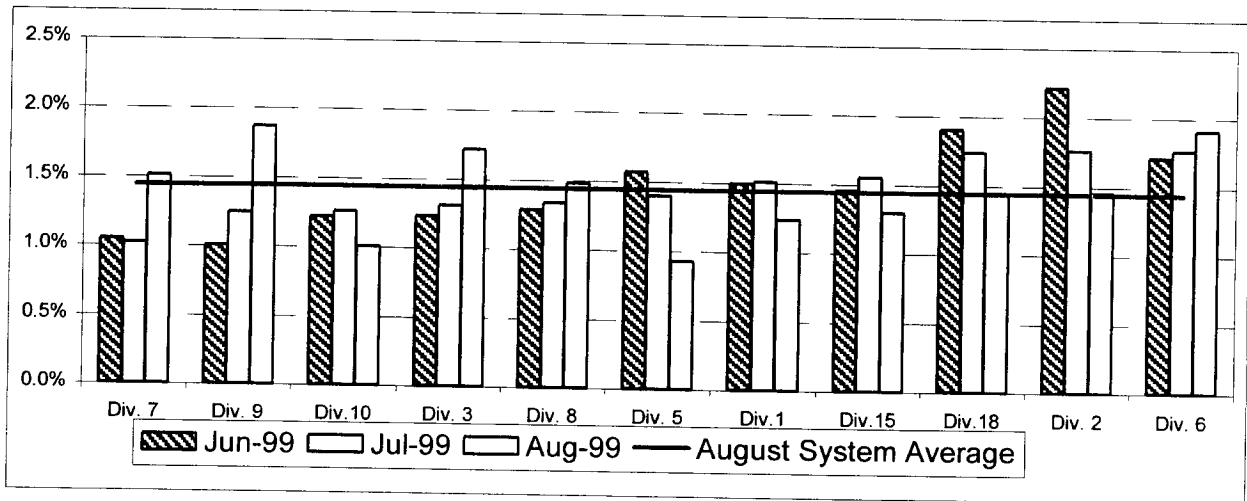
Definition: This performance indicator measures the percentage of scheduled service hours not delivered as a result of cancellations, outlates and in-service equipment failures.

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

Systemwide Trend



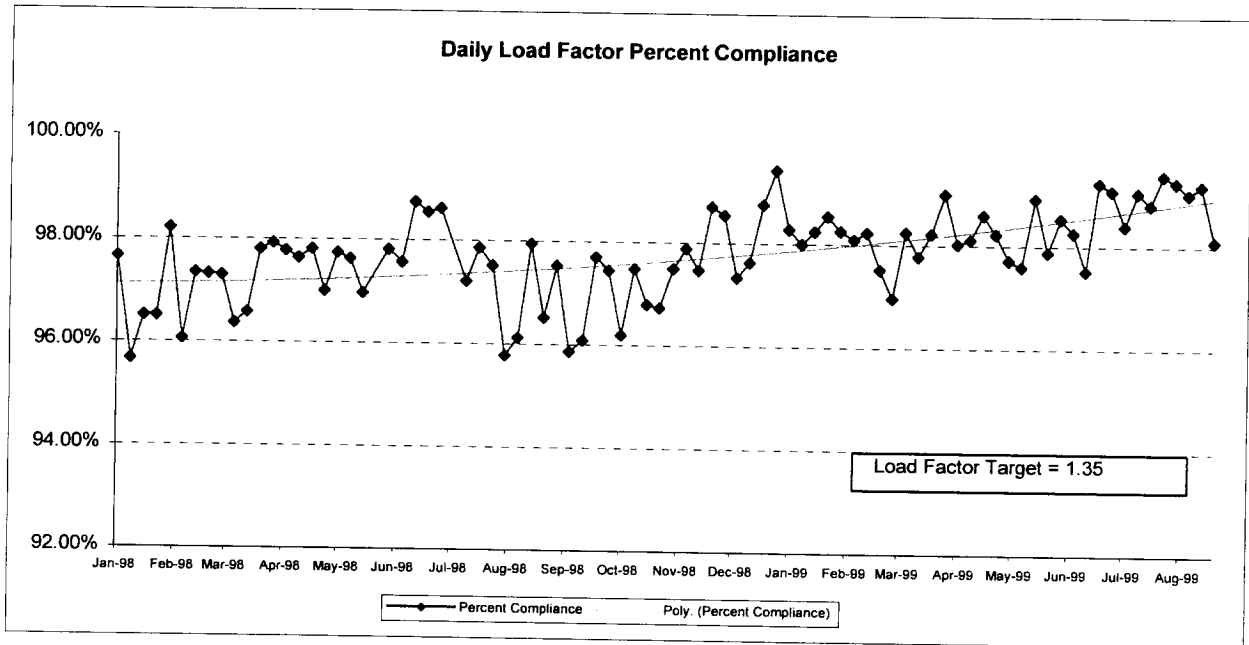
**Bus Operating Divisions
June 1999 - August 1999**



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.



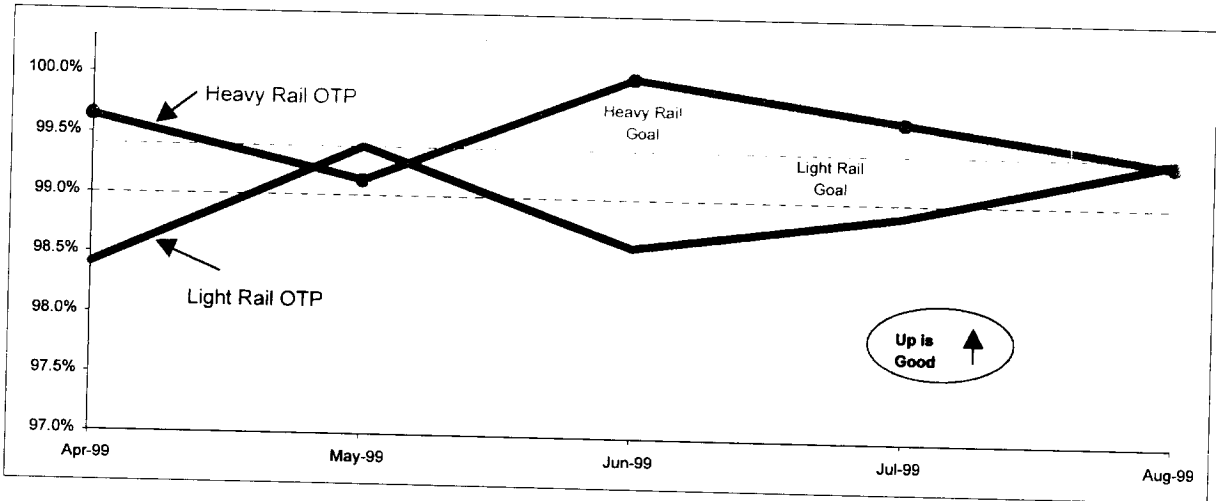
RAIL SERVICE PERFORMANCE

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

On-Time Pullouts

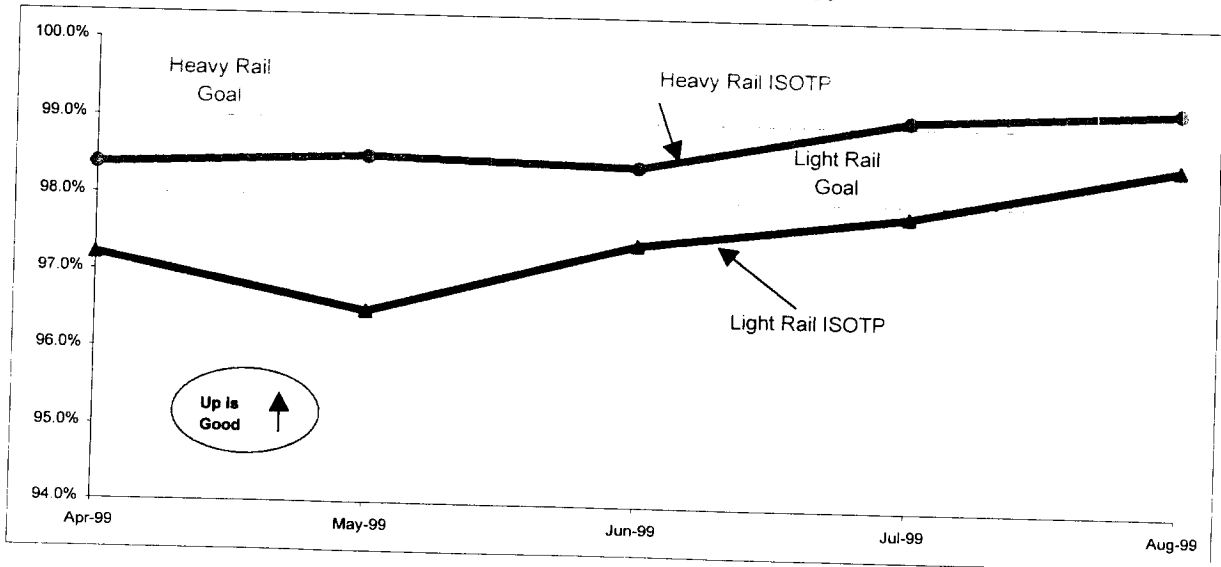


IN-SERVICE ON-TIME PERFORMANCE

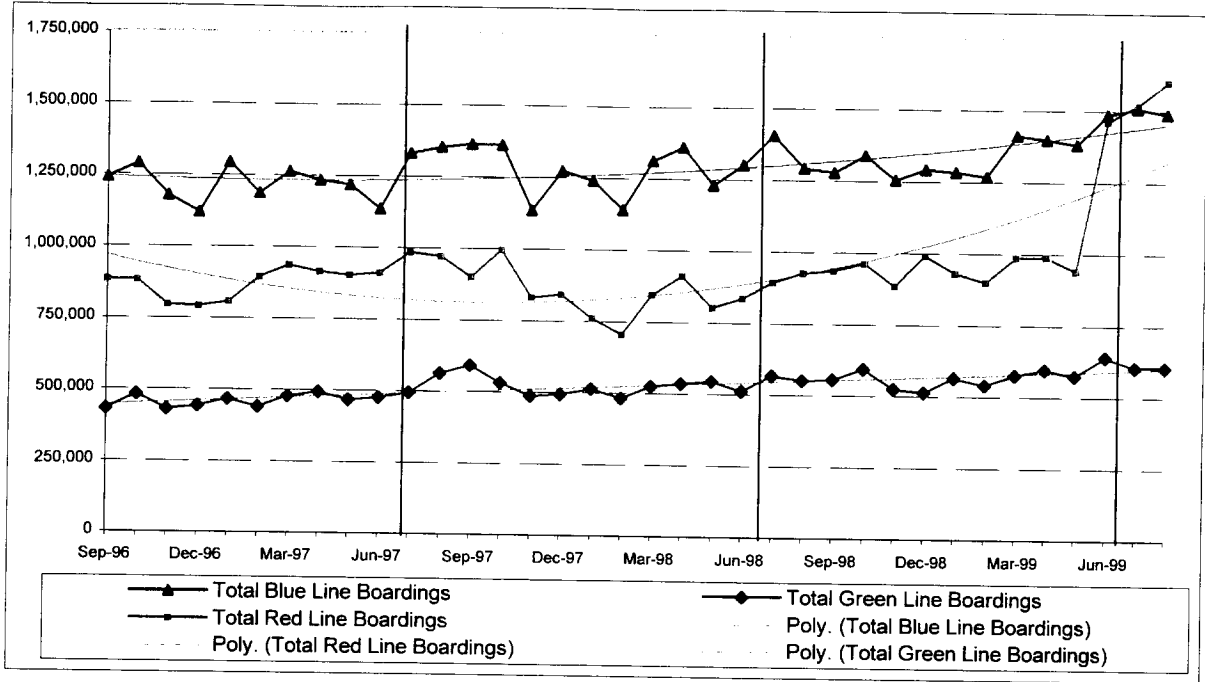
Definition: In-Service On-Time Performance measures the percentage of trains leaving all timecheck points on any run no earlier than thirty seconds, nor later than 5 minutes of the scheduled time. The higher the number, the more reliable the service.

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

In-Service On-Time Performance



Total Rail Boardings by Rail Line



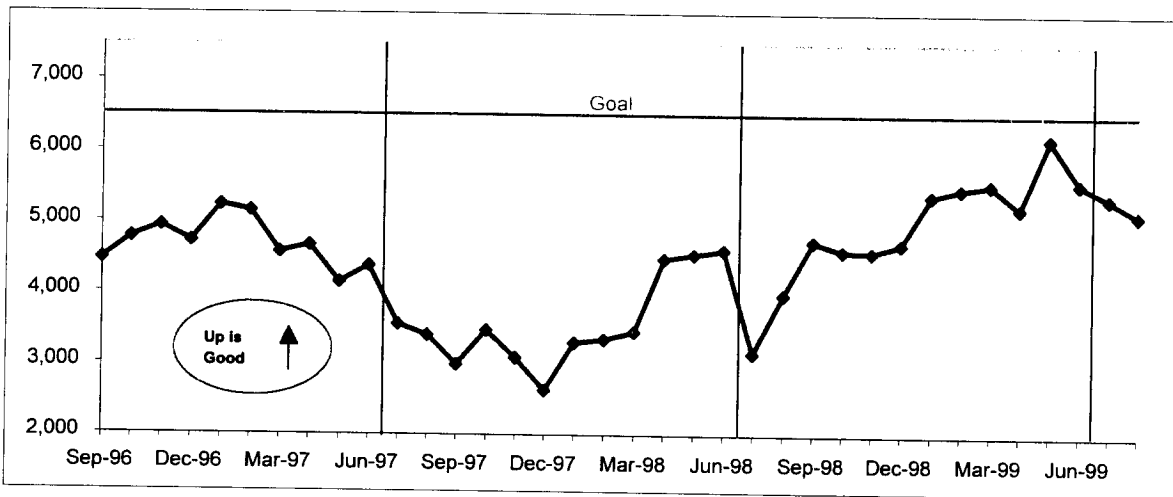
MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES

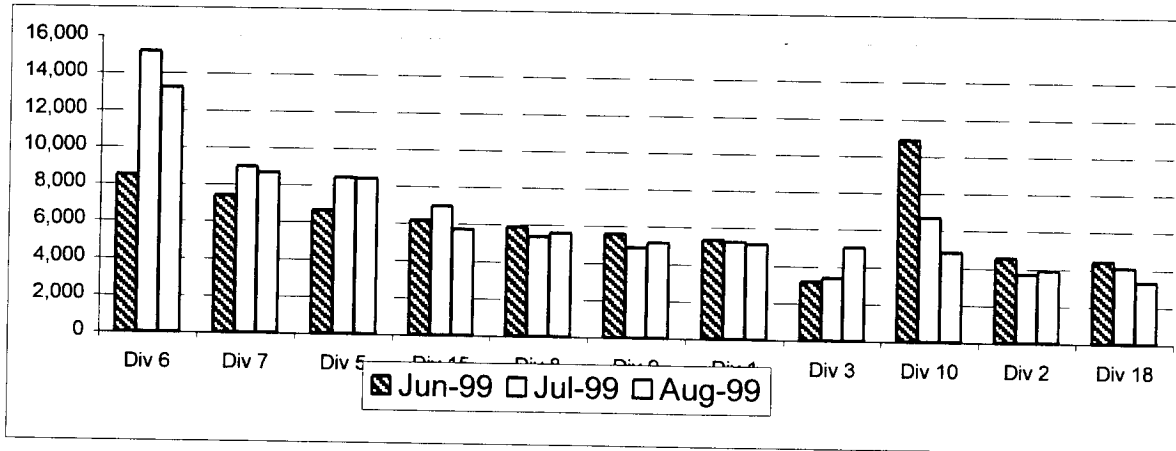
Definition: Average Hub Miles traveled between mechanical problems that result in a service disruption of greater than ten minutes.

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

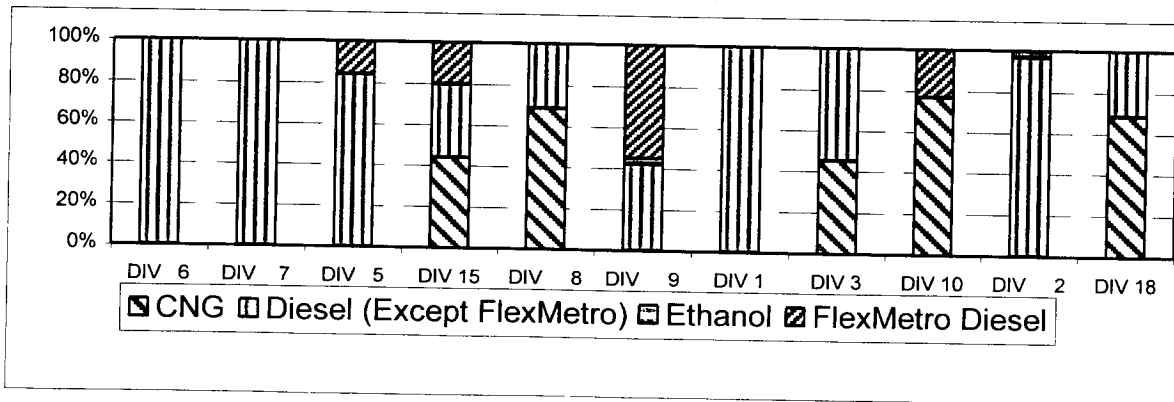
Systemwide Trend



Bus Operating Divisions June 1999 - August 1999



Fleet Mix by Fuel Type - August 1999



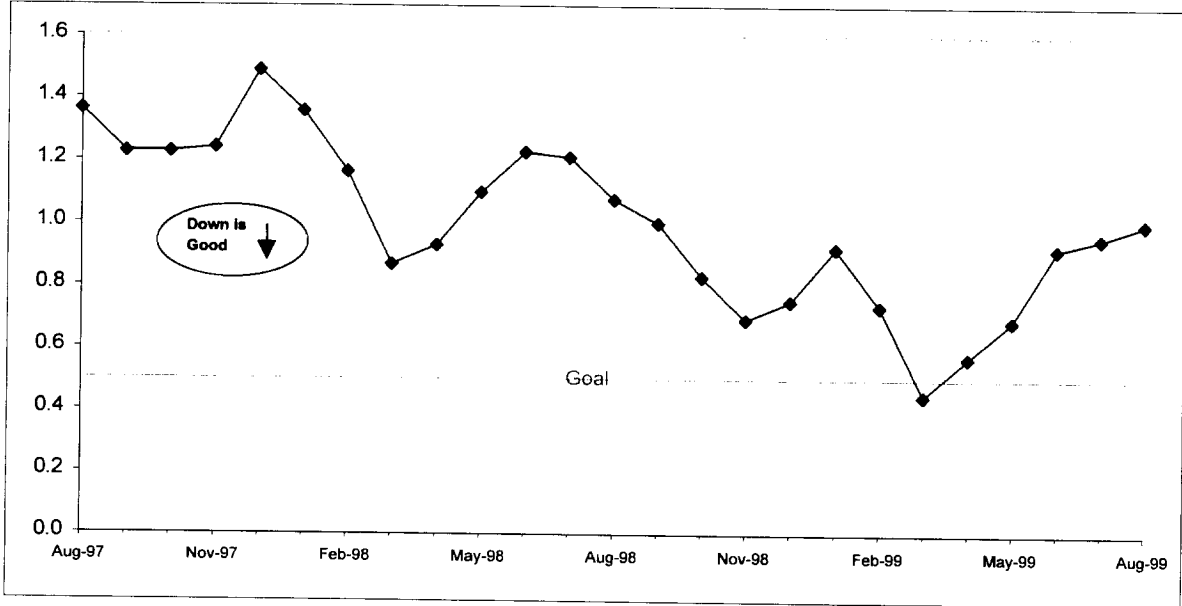
MAINTENANCE PERFORMANCE - Continued

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

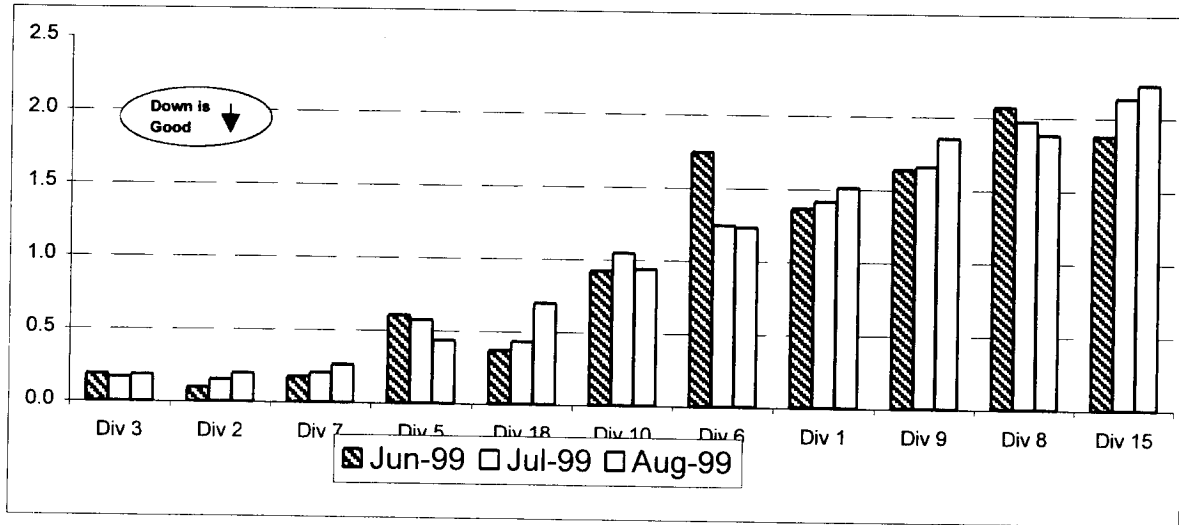
Definition: Average past due critical scheduled preventive maintenance jobs per bus. This indicator measures maintenance management's ability to prioritize and perform critical repairs and indicates the general maintenance condition of the fleet.

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

Systemwide Trend



**Bus Operating Divisions
June 1999 - August 1999**



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)

August	Estimated Year-to-Date			
	Estimated Year-to-Date Budget	Year-to-Date Actuals	Variance	% Variance
	<i>\$Millions</i>			
Expenditures:				
Salaries & Wages	50.7	50.0	0.7	1.4%
Fringe	31.7	28.9	2.8	8.8%
Services	12.8	10.2	2.6	20.3%
Fuels & Utilities	5.7	6.5	(0.8)	-14.0%
Supplies	15.2	8.5	6.7	44.1%
Purchased Transportation	6.1	2.8	3.3	54.1%
Non-Operating Expenses	6.0	6.9	(0.9)	-15.0%
General Overhead	12.8	11.5	1.3	10.2%
Total	141.0	125.3	15.7	11.1%

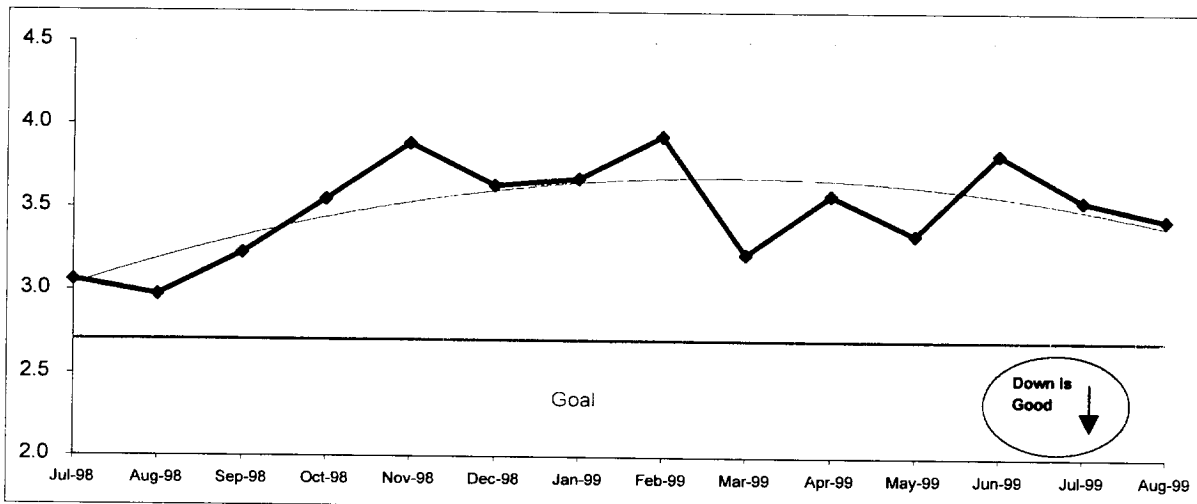
SAFETY PERFORMANCE

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.

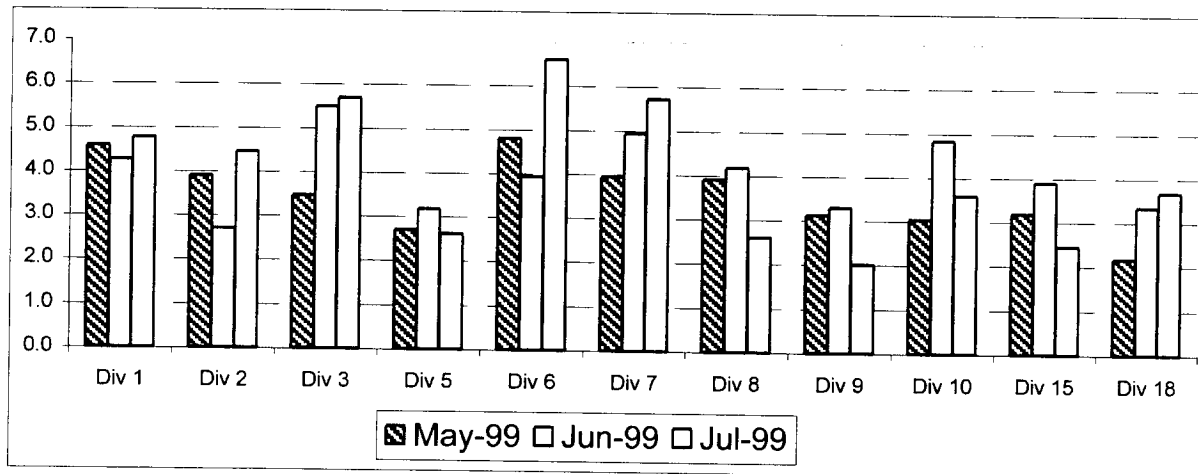
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents divided by (Hub Miles divided by 100,000))

Systemwide Trend



Note: Beginning with the August 1999 Monthly Performance Report the thirteen months prior to the reporting month are re-examined to allow for reclassification of accidents and late filing of reports.

Bus Operating Division May 1999 - July 1999



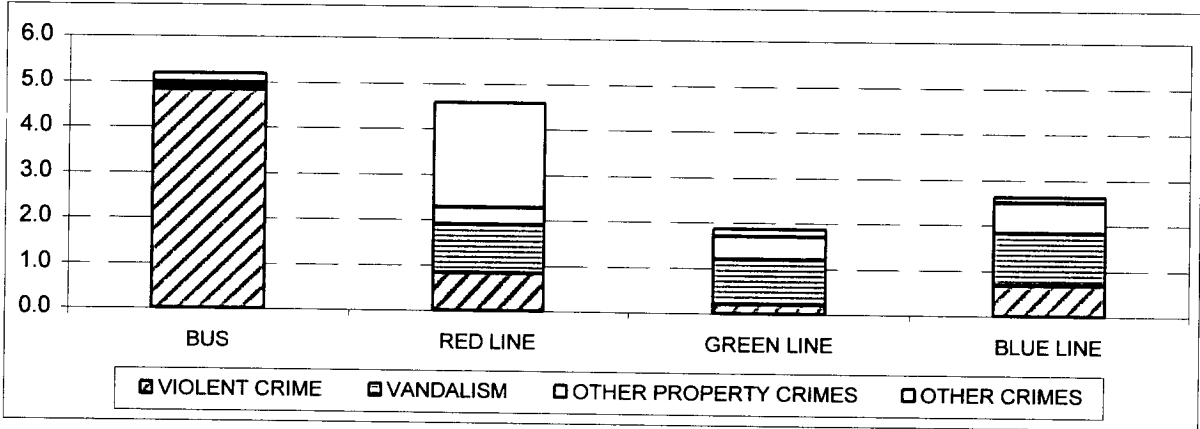
SAFETY PERFORMANCE - Continued

REPORTED CRIME PER 100,000 BOARDINGS

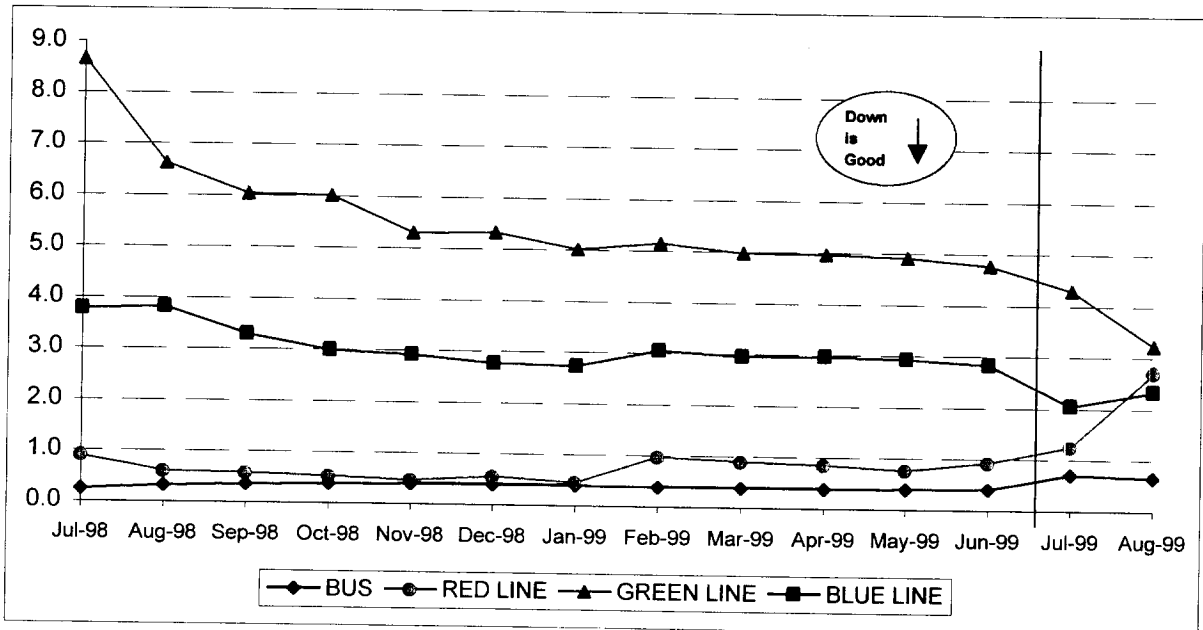
Definition: This indicator presents all crimes reported to either the LAPD or LASD. It is separated by mode and divided into major categories: *Vandalism*; *Other Property Crimes* (burglary, larceny, theft and motor vehicle theft); *Violent Crimes* (homicide, rape, robbery, assault/battery); *Other Crimes*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

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

July Reported Crime by Class and Mode



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



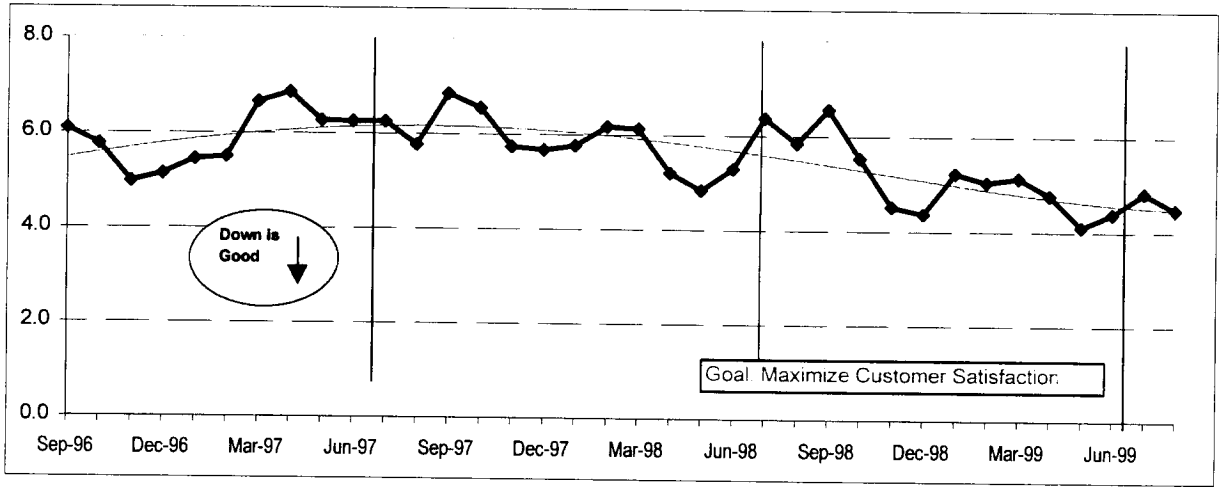
CUSTOMER SATISFACTION

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 = Complaints/(Boardings/100,000)

Systemwide Trend



**Bus Operating Divisions
June 1999 - August 1999**

