



Metro

Los Angeles County  
Metropolitan Transportation  
Authority  
One Gateway Plaza  
3rd Floor Board Room  
Los Angeles, CA

## Board Report

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**File #:** 2015-1756, **File Type:** Oral Report / Presentation

**Agenda Number:** 28

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**SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE  
MAY 19, 2016**

RECEIVE oral report on **FY16 third quarter KPI's for the System Safety, Security and Operations Committee.**



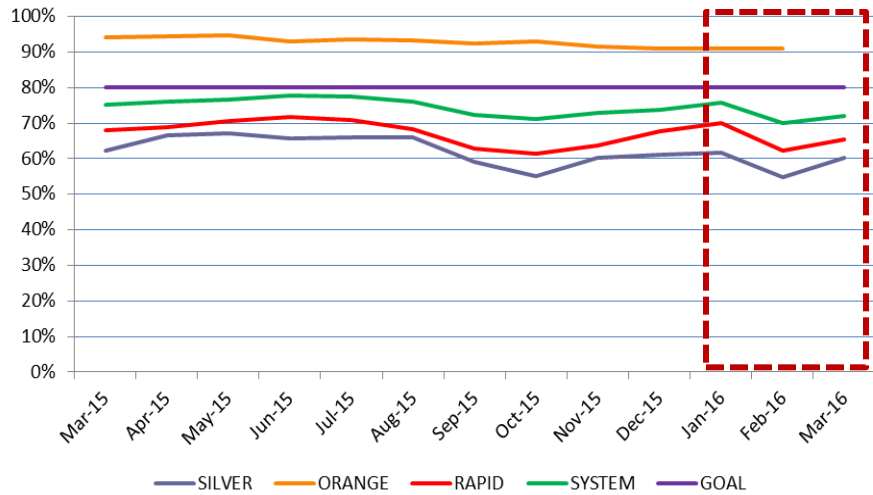
# Metro Bus & Rail Performance

## FY16 Quarter 3

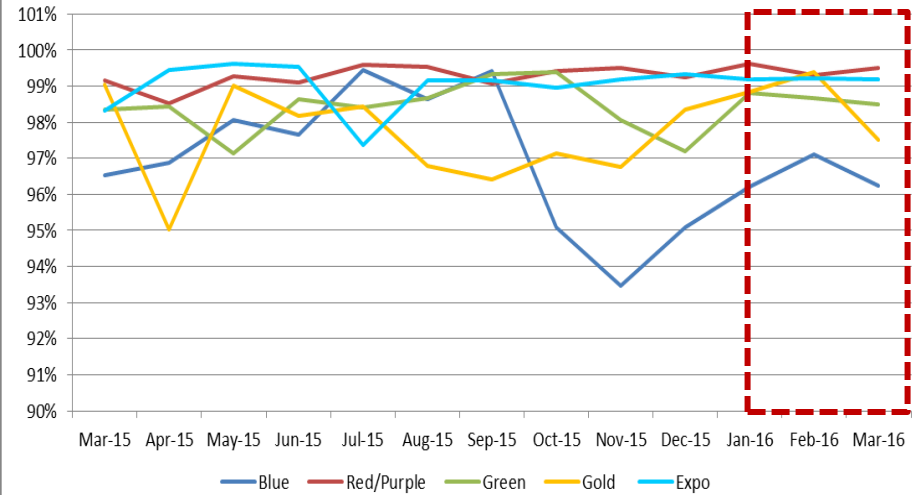
### May 19, 2016

# Bus & Rail In Service On-Time Performance

## Bus ISOTP



## Rail ISOTP



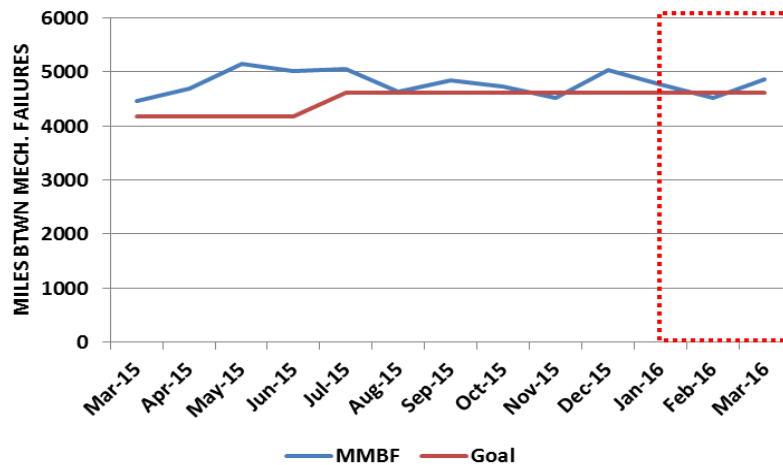
The Orange Line Operates on a dedicated right-of-way. The Silver Line is subject to automobile traffic

Line	FY15 Actual	FY16 YTD	FY16 Goal
Silver	67.6%	60.2%	80%
Orange	93.9%	92.1%	80%
Rapid	69.9%	65.8%	80%
System	75 %	73.2%	80%

Line	FY15 Actual	FY16 YTD	FY16 Goal
Red/Purple	99.1%	99.4%	100%
Blue	97.3%	96%	99.2%
Green	97.4%	98.6%	99.2%
Gold	98.6%	97.7%	100%
Expo	99.1%	99%	100%

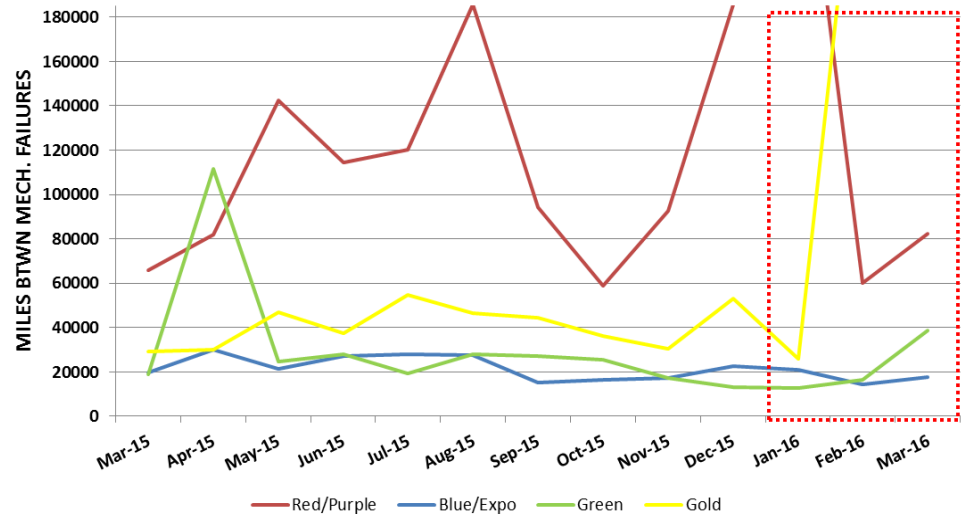
# Bus & Rail Mean Miles Between Mechanical Failures

## Directly Operated Bus Mean Miles Between Mechanical Failures



	FY 15 Actual	FY16 YTD	FY16 Goal
Bus	4,482	4,771	4,680

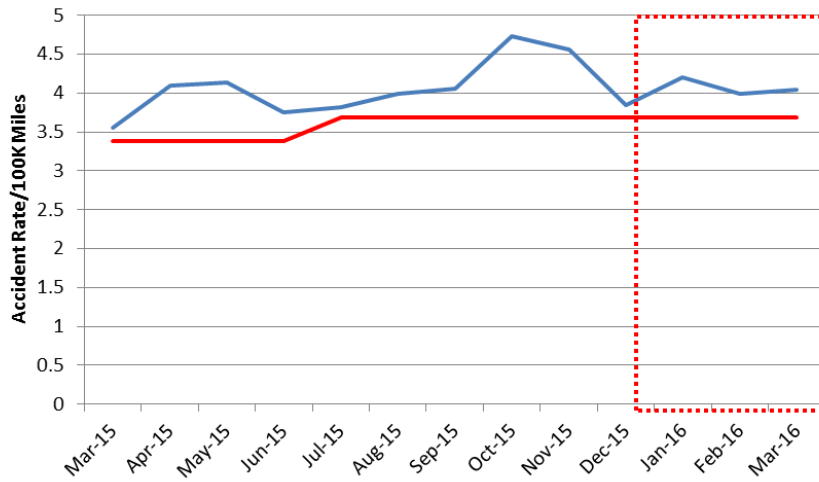
## Rail Mean Miles Between Mechanical Failures



Line	FY15 Actual	FY16 YTD	FY16 Goal
Red/Purple	85,090	110,399	84,868
Blue/Expo	23,716	19,180	23,934
Green	21,054	19,513	21,008
Gold	44,171	50,631	45,762

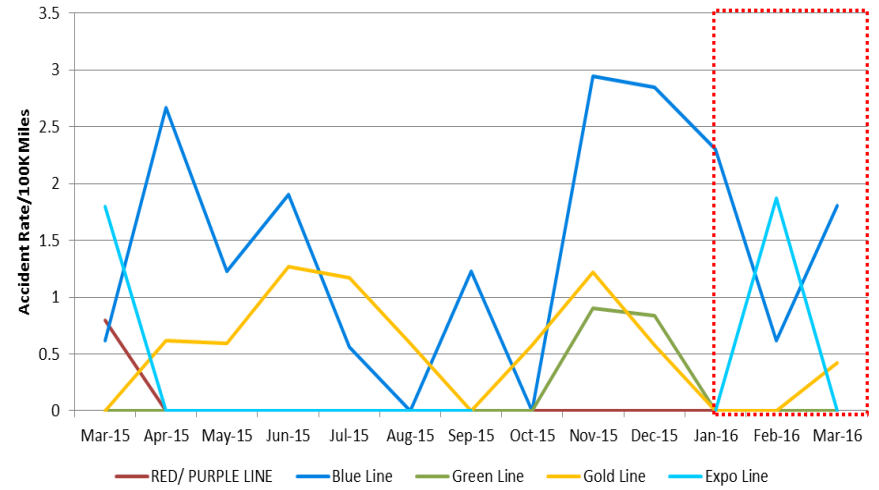
# Bus & Rail Vehicular Accidents per 100,000 Miles

## Bus Accidents/100K Miles



	FY 15 Actual	FY16 YTD	FY16 Goal
Bus	3.77	4.15	3.69

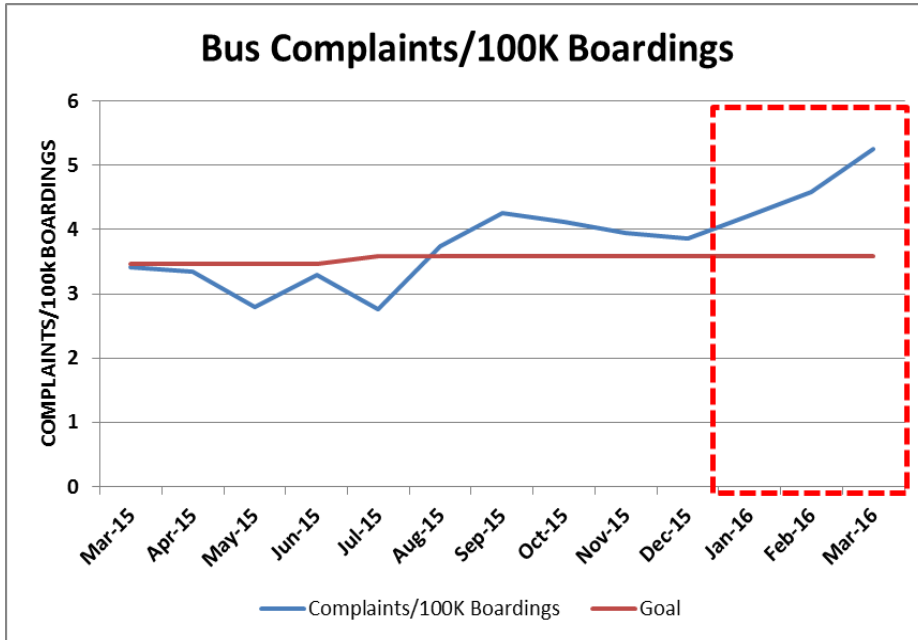
## Rail Vehicle Accidents / 100K Miles By Line



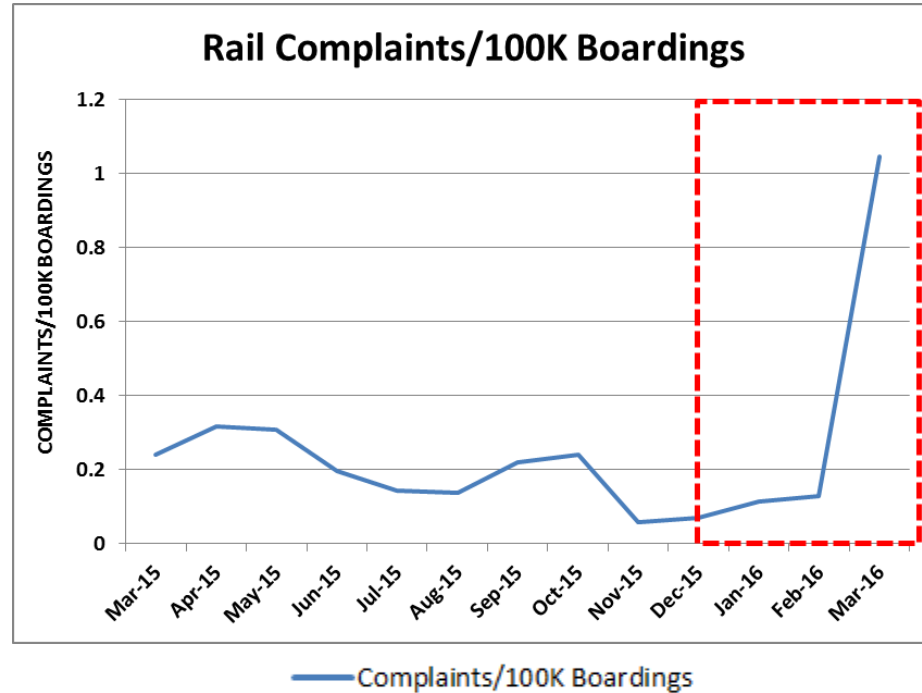
Line	FY 15 Actual	FY16 YTD	FY16 Goal
Red/Purple	0.13	0.00	0.14
Blue	0.89	1.37	0.79
Green	0.14	0.19	0.15
Gold	0.54	0.51	0.47
Expo	1.02	0.38	1.10

# Bus & Rail Customer Complaint Rates

## Bus Complaints/100K Boardings



## Rail Complaints/100K Boardings

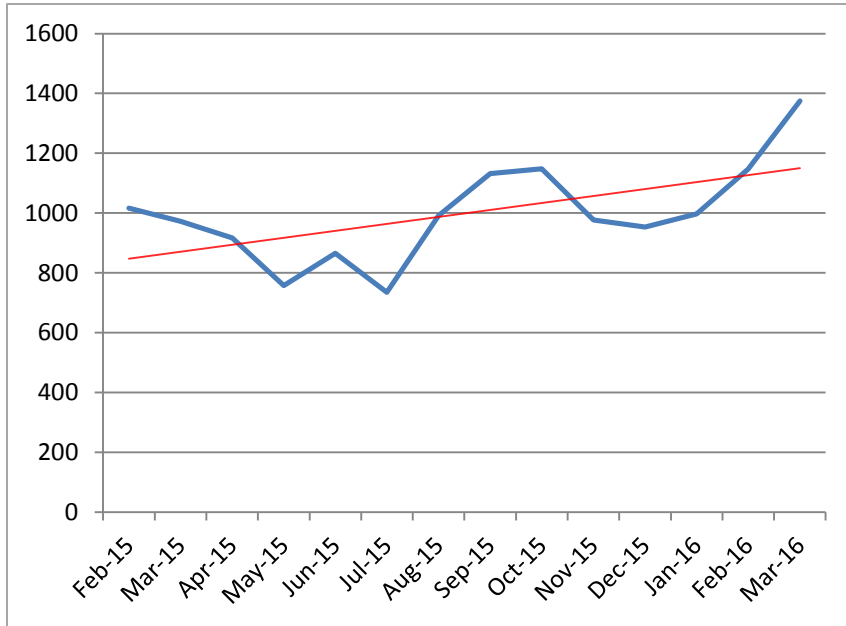


	FY 15 Actual	FY16 YTD	FY16 Goal
Bus	3.62	4.08	3.59

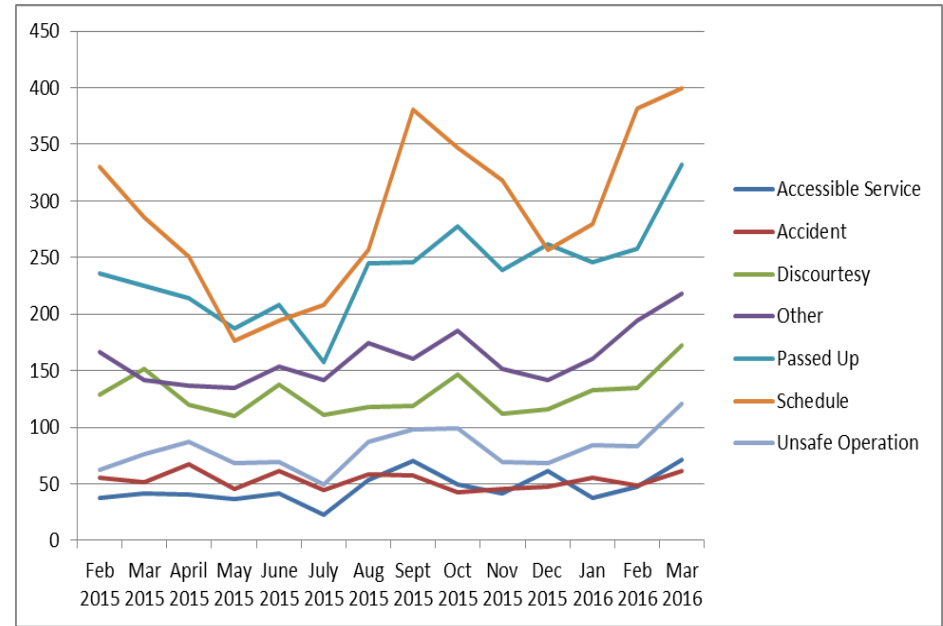
Line	FY 15 Actual	FY16 YTD	FY16 Goal
Red/Purple	0.11	0.03	0.11
Blue	0.27	0.15	0.27
Green	0.32	0.21	0.31
Gold	0.34	0.81	0.34
Expo	0.38	0.50	0.40

# Bus & Rail Customer Complaint Categories

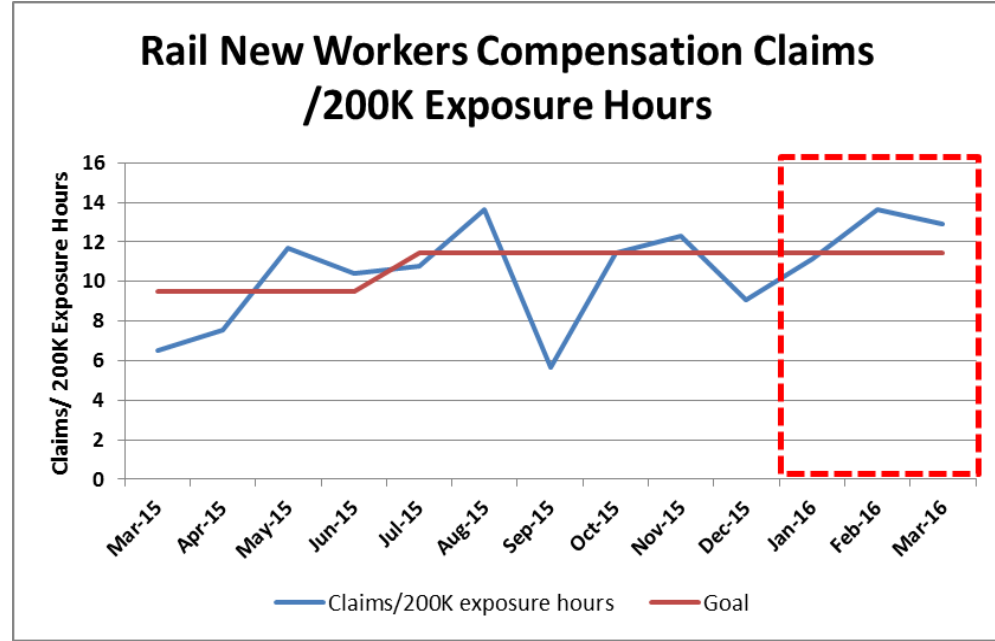
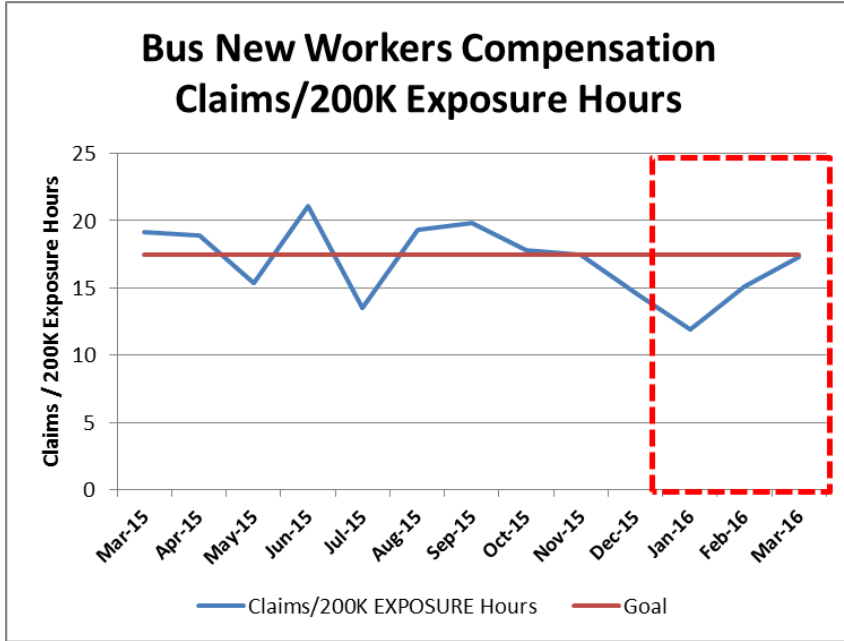
## Total Complaints



## Complaint Categories



# New Bus & Rail Worker's Compensation Claims



	FY 15 Actual	FY16 YTD	FY16 Goal
Bus	17.5	16.31	16.83

Line	FY 15 Actual	FY16 YTD	FY16 Goal
Rail	9.55	11.1	11.47