



Metro

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

Board Report

File #: 2016-0813, **File Type:** Oral Report / Presentation

Agenda Number: 22.

**SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE
FEBRUARY 16, 2017**

RECEIVE oral report on System Safety, Security and Operations.

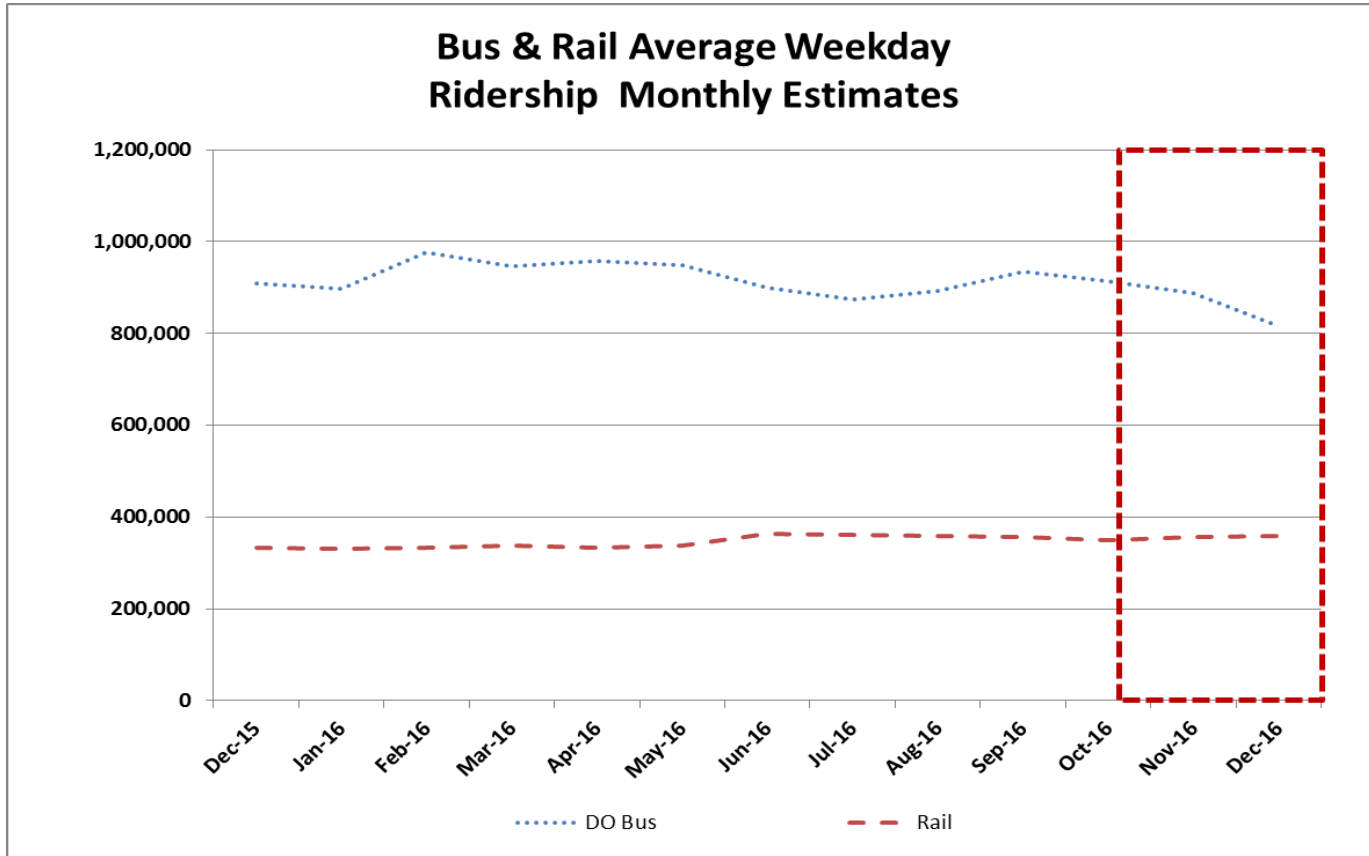


Metro Bus & Rail Performance

FY17 Quarter 2

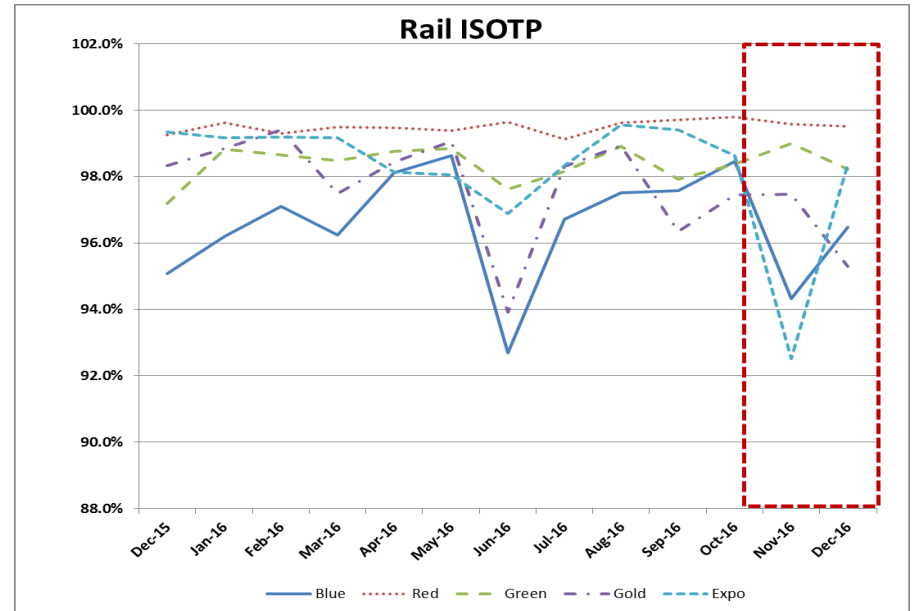
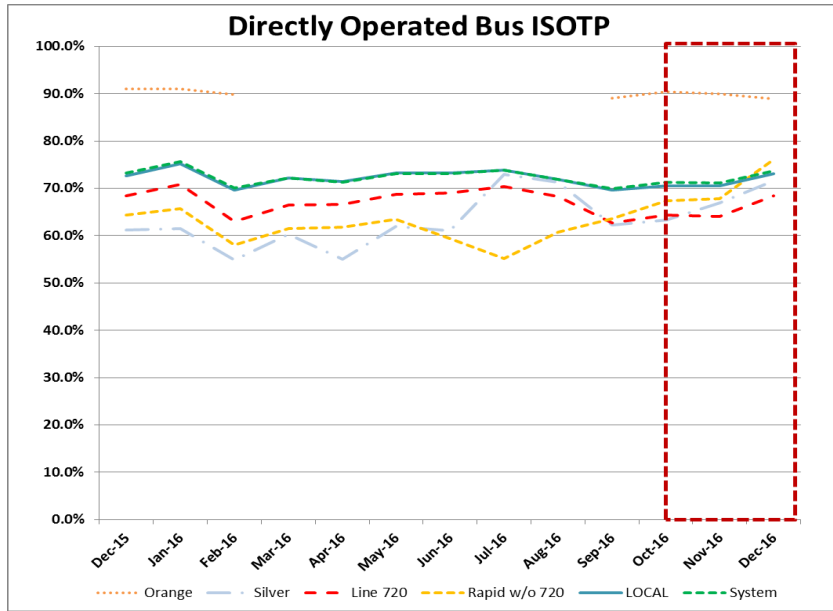
February 16, 2017

Bus & Rail Average Weekly Ridership



Fiscal Year	DO Bus	Rail
2016	958,583	336,822
2017 YTD	887,024	357,197

Bus & Rail ISOTP Performance

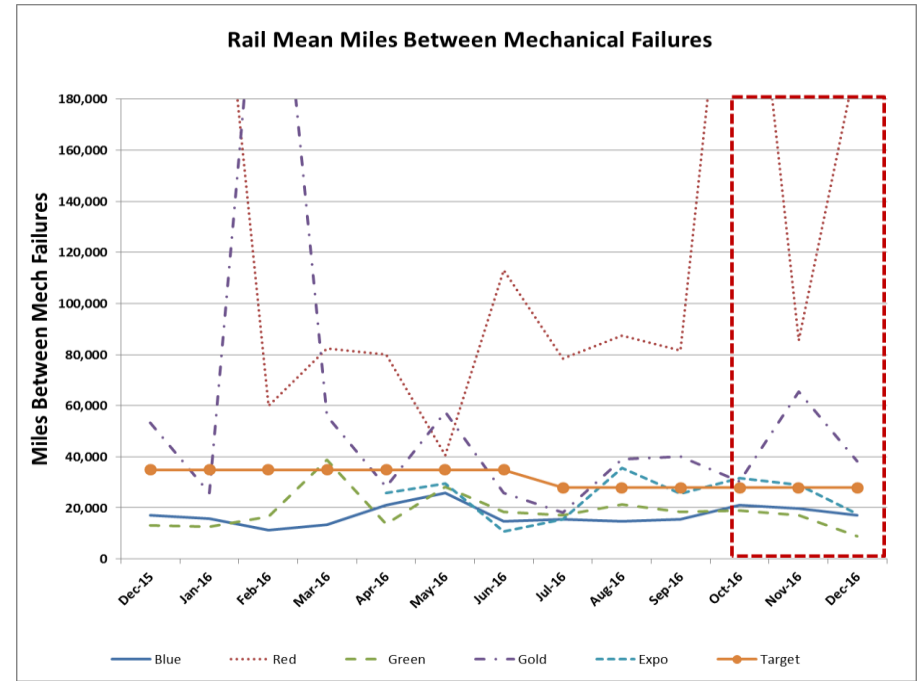
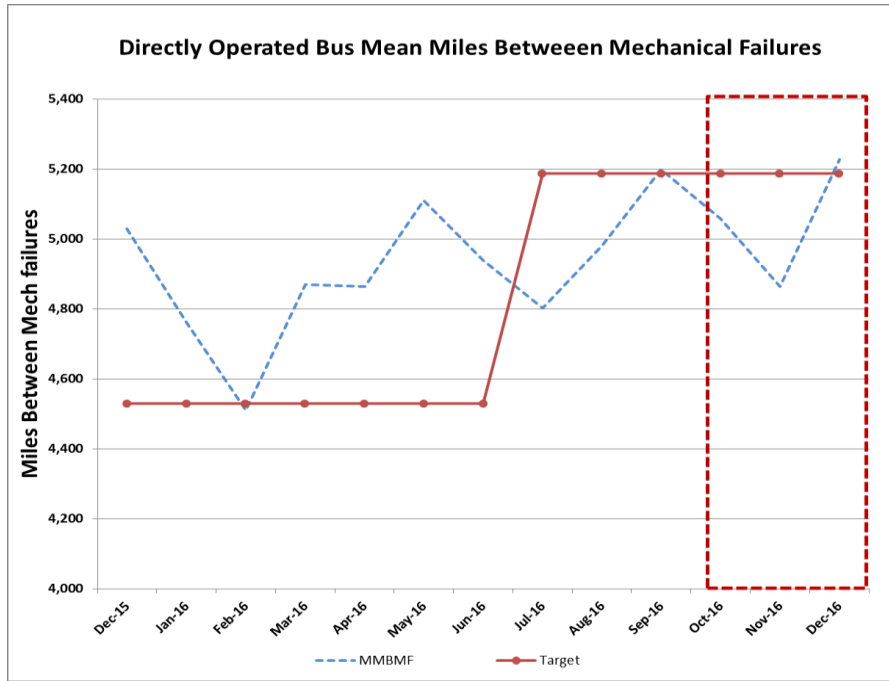


The Orange Line Operates on a dedicated right-of-way. The Silver Line is subject to automobile traffic. Orange Line had free running time Feb 2016 – Sept 2016.

Line	FY16 Actual	FY17 YTD	FY17 Goal
Silver	60.1%	68.1%	75.2%
Orange	92.1%	89.7%	94.5%
Rapid w/o 720	67.0%	66.4%	71.3%
Line 720	61.9%	65.9%	72.0%
Local	73.7%	72.5%	78.5%
System	73.1%	72.0%	78.0%

Line	FY16 Actual	FY17 YTD	FY17 Goal
Red / Purple	99.4%	99.6%	99.5%
Blue	96.1%	96.9%	97.0%
Green	98.5%	98.4%	98.2%
Gold	97.6%	97.3%	97.5%
Expo	98.6%	98.4%	97.1%

Bus & Rail Mean Miles Between Mechanical Failures

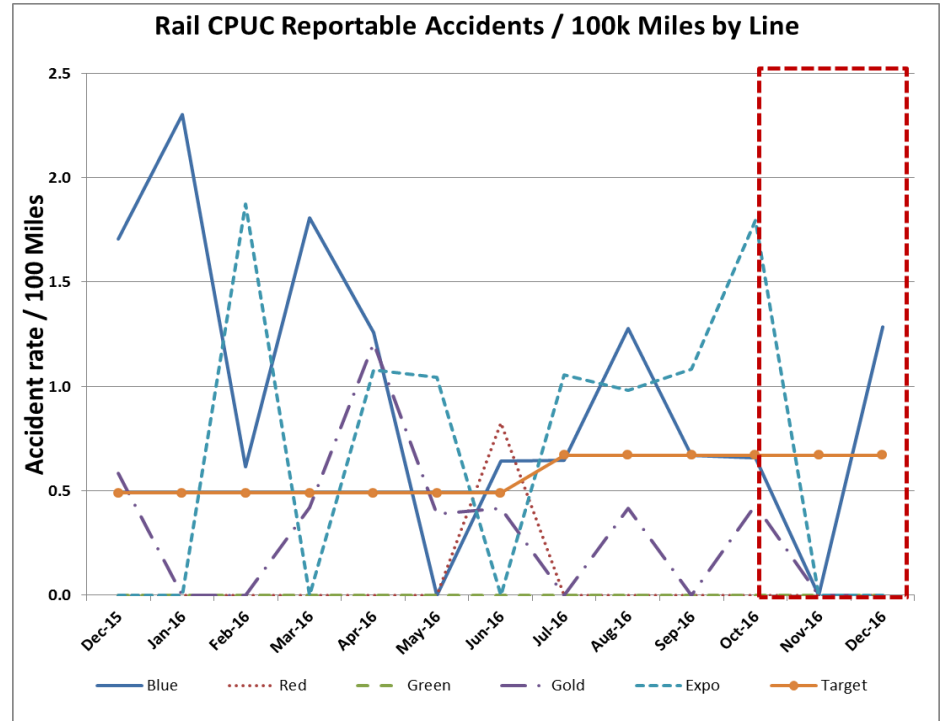
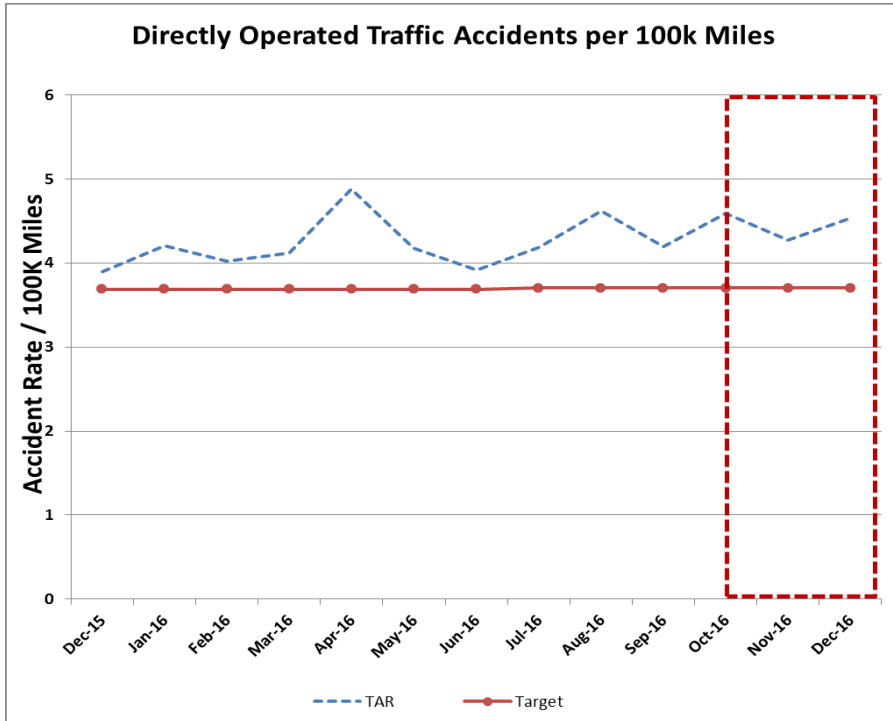


	FY16 Actual	FY17 YTD	FY17 Goal
Bus	4,818	5,017	5,187

Note: Before April 2016 Expo Line was reported with Blue Line

Line	FY16 Actual	FY17 YTD	FY17 Goal
Red / Purple	94,312	106,434	112,652
Blue	15,384	16,954	19,572
Green	19,238	15,547	19,911
Gold	40,426	33,255	51,665
Expo	58,364	23,601	19,572

Bus & Rail Vehicular Accidents per 100,000 Miles

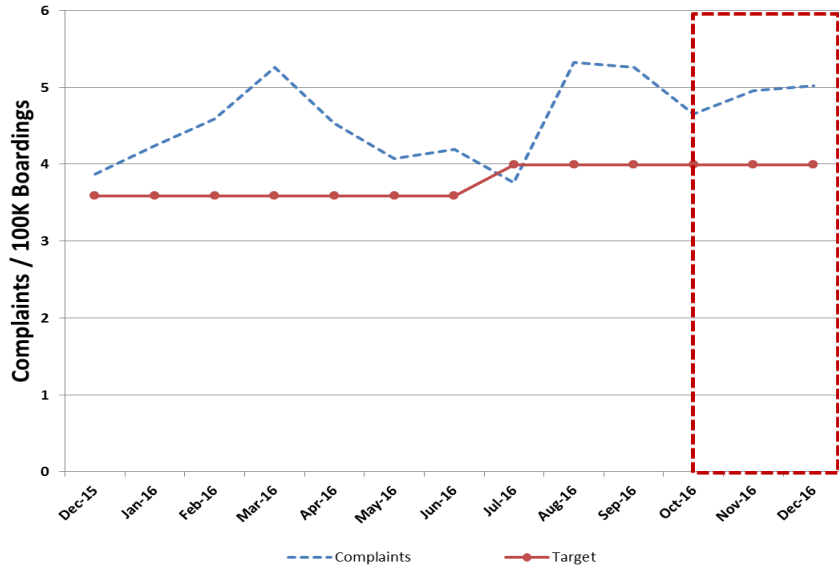


	FY16 Actual	FY17 YTD	FY17 Goal
Bus	4.20	4.40	3.70

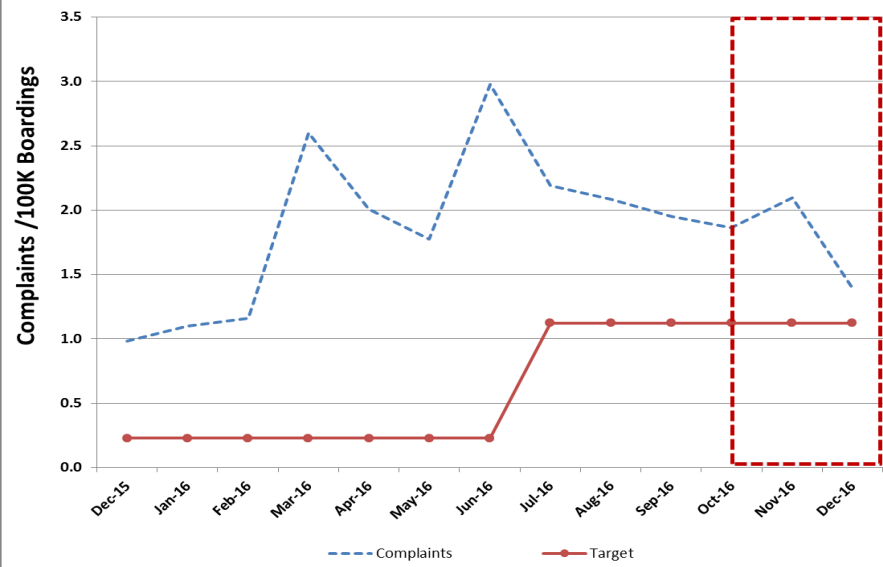
Line	FY16 Actual	FY17 YTD	FY17 Goal
Red / Purple	0.07	0.00	0.60
Blue	1.39	0.76	1.34
Green	0.07	0.00	0.18
Gold	0.60	0.14	0.50
Expo	0.50	0.74	0.37

Bus & Rail Customer Complaints

Directly Operated Bus Complaints per 100K Boardings



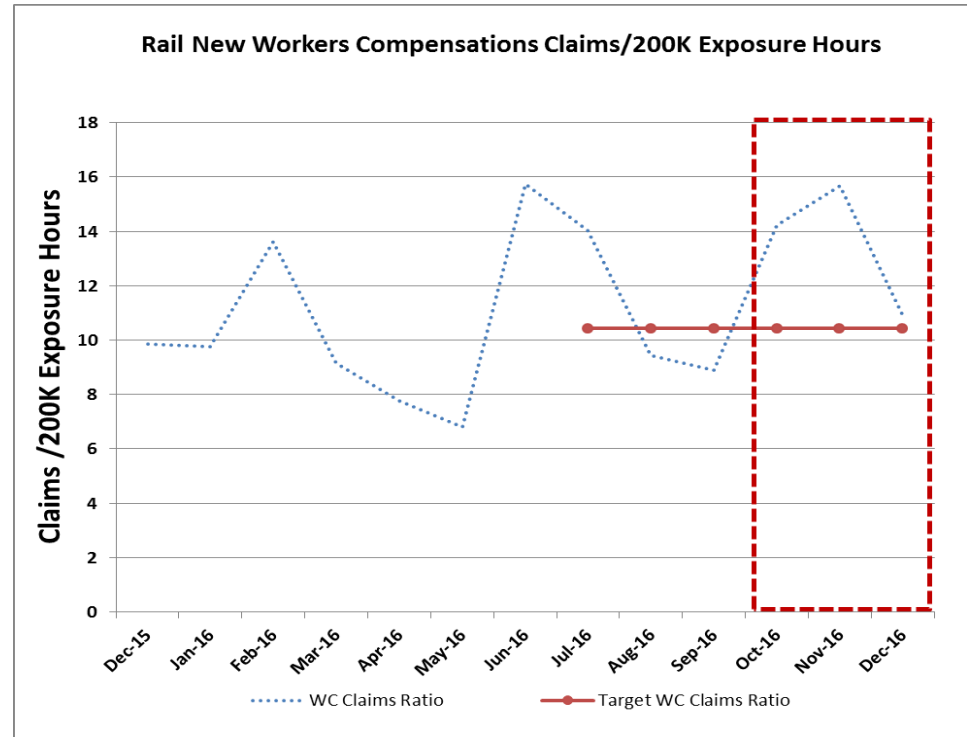
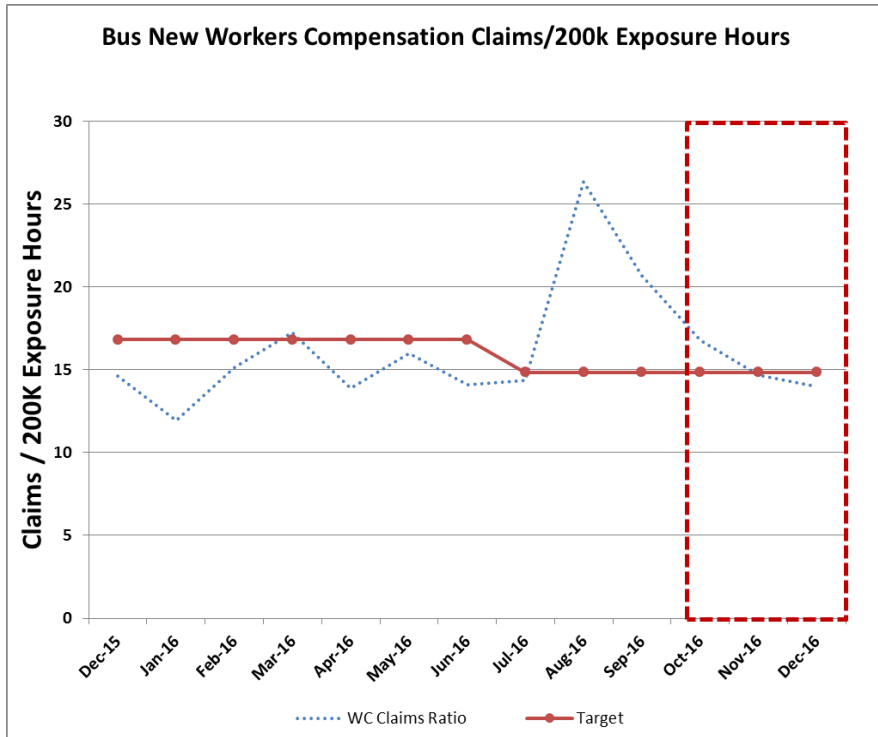
Rail Complaints / 100k Boardings



	FY16 Actual	FY17 YTD	FY17 Goal
Bus	4.13	4.83	3.99

Line	FY16 Actual	FY17 YTD	FY17 Goal
Red / Purple	0.57	0.79	0.56
Blue	1.33	1.64	1.09
Green	1.53	2.10	1.30
Gold	2.73	2.76	2.26
Expo	3.38	4.81	1.87

New Bus & Rail Worker's Compensation Claims



Includes Wayside, therefore no Systemwide goal until FY17.

	FY16 Actual	FY17 YTD	FY17 Goal
Bus	15.89	17.66	14.84

	FY16 Actual	FY17 YTD	FY17 Goal
Rail	10.97	12.19	10.42