

**Metro**Los Angeles County  
Metropolitan Transportation AuthorityOne Gateway Plaza  
Los Angeles, CA 90012-2952213.922.2000  
metro.net**FINANCE, BUDGET AND AUDIT COMMITTEE  
JUNE 19, 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 monthly review of up to three core themes and ensure that each goal is reviewed at least twice per year when new data becomes available.

**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 its 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 April 2013.

**NEXT STEPS**

Staff will continue to provide a monthly performance review of at least three core themes to the Finance, Budget and Audit Committee. Performance reviews of the remaining themes will be provided at least twice a year or when new and informative data is available.

**ATTACHMENTS**

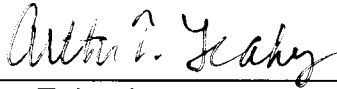
A. Performance Measures – June 2013

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Paul C. Taylor  
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## P E R F O R M A N C E M E A S U R E S

June 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			
<b>Theme 1: Improve Bus and Rail Transit Service</b>		<b>PERFORMANCE</b>						
		<b>PAST</b>				<b>YTD</b>	<b>TARGET</b>	<b>Status</b>
		<b>FY09</b>	<b>FY10</b>	<b>FY11</b>	<b>FY12</b>	<b>FY13</b> (Thru 4/2013)	<b>FY13</b>	
<b>Transportation</b>								
A. In-Service On-Time Performance (Bus)		66.3%	72.3%	75.7%	76.5%	76.0%	80%	●
B. In-Service On-Time Performance (Rail)		99.0%	99.2%	99.5%	98.8%	97.9%	98%	●
C. % of Late Buses		22.0%	20.9%	19.6%	19.9%	19.4%	17%	
D. % of Buses Ahead of Schedule		11.8%	6.8%	5.2%	3.6%	4.6%	3.0%	■
E. Bus boardings per actual revenue hour		50	49	50	54	54	55	●
F. Rail boardings per actual revenue hour		142	137	134	121	119	130	
<b>Maintenance</b>								
A. Bus - Mean Miles between Mechanical Failures (MMBMF)		3,137	3,222	3,523	3,759	3,802	3,900	●
B. Rail - Mean Miles between Mechanical Failures (MMBMF)		28,691	21,882	18,784	19,138	22,459	24,000	●
C. Past Due PMPs/ Number of Coaches (Preventive Maintenance Plan)		0.26	0.35	0.17	0.16	0.06	0.25	●
D. Bus Cleanliness Rating		N/A	7.6	7.9	8.4	8.4	8.5	●
E. Rail Station Cleanliness Rating		N/A	N/A	N/A	8.2	8.5	8.0	●
F. Bus - Mean Miles between Total Road Calls (MMBTRC)		1,290	1,566	2,052	2,292	2,430	2,345	●
<b>Theme 2: Renewed Focus on Customer Service</b>		<b>PAST</b>				<b>YTD</b>	<b>TARGET</b>	<b>Status</b>
		<b>FY09</b>	<b>FY10</b>	<b>FY11</b>	<b>FY12</b>	<b>FY13</b> (Thru 4/2013)	<b>FY13</b>	
<b>Transit</b>								
A. Bus - Complaints per 100,000 estimated boardings		2.8	2.6	2.5	3.1	3.2	2.2	■
B. Rail - Complaints per 100,000 estimated boardings		0.7	0.8	0.8	1.0	0.7	0.9	●
<b>Communication</b>								
C. Average wait time on 323-GOMETRO (min:sec)		2:00	1:42	1:37	1:37	0:55	1:45	●
<b>Theme 3: Increase Emphasis on Safety and Security</b>		<b>PAST</b>				<b>YTD</b>	<b>TARGET</b>	<b>Status</b>
		<b>FY09</b>	<b>FY10</b>	<b>FY11</b>	<b>FY12</b>	<b>FY13</b> (Thru 4/2013)	<b>FY13</b>	
<b>Corporate Safety</b>								
A. Bus Traffic Accidents per 100K total hub miles		3.06	3.08	3.23	3.72	3.63	3.10	
B. Rail Accidents per 100K total revenue train miles		0.46	0.52	0.73	0.52	0.54	0.60	●
C. Bus - New Workers' Comp claims per 200,000 exposure hours		9.30	10.36	13.43	14.72	15.16	13.25	
D. Rail - New Workers' Comp claims per 200,000 exposure hours		6.03	8.54	9.73	8.18	8.53	7.36	
E. OSHA injuries per 200,000 exposure hrs		7.06	7.52	7.69	10.57	10.1	8.17	
F. Weekly Average - Voluntary Call Backs /Ordered Call Backs (VCB/OCB)		315	427	591	278	222	300	●

- Favorable
- Satisfactory
- Unfavorable

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

June 2013

Theme 3: Increase Emphasis on Safety and Security	PAST				YTD	TARGET	Status	
	FY09	FY10	FY11	FY12	FY13 (Thru 4/2013)	FY13		
<b>Security</b>								
A. Response Time for bus calls								
Emergency	8.0	8.2	7.8	7.6	7.2	8-10 Min	●	
Priority	15.9	15.2	17.4	17.5	16.5	18-20 Min	●	
Routine	25	27.2	29	30.3	28.1	25-30 Min	●	
B. Compliance to In-Service Schedule	98.7%	100.2%	99.6%	99.1%	99.4%	98%-100%	●	
C. Saturation Rate								
	<b>Red Line</b>	3.1%	7.8%	10.0%	11.0%	6.4%	10.0%	■
	<b>Blue Line</b>	8.0%	19.1%	19.3%	20.0%	14.5%	10.0%	●
	<b>Green Line</b>	5.5%	15.1%	16.0%	18.6%	12.0%	10.0%	●
	<b>Expo Line</b>	N/A	N/A	N/A	30.7%	10.8%	10.0%	●
	<b>Gold Line</b>	5.3%	18.7%	13.2%	15.6%	12.9%	10.0%	●
D. Fare Enforcement by Line (MPV Checks)								
		<b>Dec FY13</b>	<b>Jan FY13</b>	<b>Feb FY13</b>	<b>Mar FY13</b>	<b>Apr FY13</b>	<b>Monthly Target</b>	<b>Status</b>
	<b>Red Line</b>	31,643	45,320	52,408	63,262	77,008	130,400	■
	<b>Blue Line</b>	40,009	50,722	42,127	56,816	77,911	131,200	■
	<b>Green Line</b>	21,346	39,687	35,558	45,236	59,952	84,800	■
	<b>Expo Line</b>	13,051	25,137	22,725	23,442	21,022	59,200	■
	<b>Gold Line</b>	8,062	15,993	24,082	27,145	36,995	72,000	■
	<b>Orange Line</b>	5,426	6,963	4,414	4,329	7,553	32,800	■
	<b>Bus</b>	262	502	545	1,041	700	N/A	
	<b>TOTAL</b>	<b>119,799</b>	<b>184,324</b>	<b>181,859</b>	<b>221,271</b>	<b>281,141</b>	<b>510,400</b>	<b>■</b>
<p><i>Fare per boarding budget assumption target is \$0.75.</i>  <i>YTD Fare per boarding through April 2013 is \$0.72.</i></p>								

- Favorable
- Satisfactory
- Unfavorable

<b>Theme 1: Improve Bus and Rail Transit Service</b>	
<b>Operations</b>	
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 than 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 than 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
<b>Maintenance</b>	
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)
<b>Theme 2: Renewed Focus on Customer Service</b>	
<b>Transit</b>	
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
<b>Communications</b>	
C. Average Wait Time (323-GOMETRO)	The average wait time for customers calling for bus and rail transit information, measured in minutes and seconds.
<b>Theme 3: Increase Emphasis on Safety and Security</b>	
<b>Corporate Safety</b>	
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 200,000 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 200,000 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.
<b>Transit Security</b>	
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. Saturation Rate	The number of checks (visual included) divided by the number of patrons is the saturation rate.
D. 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 6.5 hour productive shift, at 16 days per month.