

MONTHLY BOARD REPORT
June 2015
Performance Statistics

Benchmark Met Benchmark Missed

Fiscal Year 2015

SAFETY & SECURITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly Target	FY2015 YTD GOAL	FY2015 YTD	YTD % Change
	Bus Accidents (Includes METROLift) Bus Accidents per 100,000 vehicle miles	32 0.53	40 0.77	38 0.66	33 0.59	48 0.90	53 0.89	43 0.73	41 0.76	51 0.88				≤ 48 ≤ 0.72	≤ 416 ≤ 0.72	379 0.74
Rail Accidents Rail Accidents per 100,000 vehicle miles	7 4.24	3 1.93	4 2.52	4 2.51	8 4.97	6 2.98	4 2.10	6 2.43	17 6.32				≤ 8 ≤ 6.58	≤ 74 ≤ 6.58	59 3.46	20.3% 47.5%
Major Security Incidents - total Major Security Incidents per 100,000 boardings	45 0.430	46 0.544	43 0.476	50 0.557	42 0.481	50 0.507	61 0.650	50 0.583	65 0.694				≤ 45 ≤ 0.640	≤ 405 ≤ 0.640	452 0.546	11.6% 14.8%
Major Security Incidents - METRO properties Major Security Incidents per 100,000 boardings	12 0.115	10 0.118	18 0.199	17 0.189	15 0.172	21 0.213	29 0.309	19 0.221	25 0.267				≤ 28 ≤ 0.397	≤ 252 ≤ 0.397	166 0.200	34.1% 49.5%
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly Target	FY2015 YTD GOAL	FY2015 YTD	YTD % Change
Local Bus OTP	68.5%	68.6%	68.8%	70.4%	70.1%	69.3%	68.9%	68.1%	68.5%				≥ 70%	≥ 69%	69.0%	0.4%
Park & Ride Bus OTP	77.0%	76.5%	75.9%	75.0%	73.7%	75.7%	73.9%	81.2%	77.2%				≥ 75%	≥ 75%	76.2%	1.6%
Weighted Average Bus OTP	70.7%	70.5%	70.7%	71.6%	71.0%	70.9%	70.2%	71.4%	70.7%				≥ 71.5%	≥ 71%	70.9%	0.4%
METROLift OTP	85.8%	87.6%	88.1%	89.4%	87.3%	87.3%	88.2%	87.4%	90.4%				≥ 89%	≥ 88%	87.9%	0.2%
Rail On-Time Performance-Red Line	85.7%	92.3%	91.5%	75.2%	75.2%	79.2%	81.6%	84.3%	84.5%				≥ 95%	≥ 95%	83.1%	
MDBF (Mean Distance Between Mechanical Failures) - All Buses	11,027	11,033	10,905	9,601	11,187	9,350	10,050	8,852	8,386				≥ 7,750	≥ 9,250	9,933	7.4%
MDBF (Mean Distance Between Mechanical Failures) - METROLift	20,891	23,500	22,205	28,564	31,378	22,103	23,260	17,120	17,790				≥ 13,000	≥ 13,000	22,138	70.3%
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly Target	FY2015 YTD GOAL	FY2015 YTD	YTD % Change
*Complaint Contacts per 100,000 boardings	21.20	20.24	19.73	20.64	23.88	21.31	21.50	19.30	18.63				≤ 26.00	≤ 23.31	20.78	10.9%
Commendations	320	240	328	326	328	365	393	316	448				≤ 250	≤ 2250	3,064	36.2%
Average Call Center Answer Delay (Sec.)	128	90	104	112	115	109	120	190	197				≤ 120	≤ 120	129	7.9%