

ATTACHMENT C ON-TIME PERFORMANCE STANDARDS

On-Time Performance Standards were last revised in the October 2015 Transit Service Policy. The current standards are depicted in Table C-1. As the policy states, ninety percent of bus lines must meet the standard in at least 90% of all time periods monitored (originally established in 2011). Rail lines are expected to achieve the standard or better on a daily basis. Monitoring data is from the January-March 2016 time period.

Table C-1
On-Time Performance Standards by Service Type

Service Type	Standard
Heavy Rail	95%
Light Rail	90%
Bus	80%

As of October 2015
90% of bus lines should achieve
the standard for at least 90% of
monitored hours

These standards however are systemwide, and the standard of 80% ISOTP (In Service On Time Performance) 90% of the time is difficult to achieve in the operating environment of Los Angeles. Increasing traffic congestions related to low gas, high car sales, and a large number of newly issued driver licenses. Traffic congestion continues to worsen resulting in bus service being slowed down.

To improve Metro's compliance with our ISOTP standards, staff is surveying methods used by other agencies.

Table C-2
 FY 2017 ISOTP Targets by Division

Bus FY17 ISOTP Goal	
FY17 Division	FY17 Target
1	74.85%
2	77.05%
3	77.84%
5	77.75%
6	0.00%
7	75.49%
8	86.28%
9	80.37%
10	74.92%
13	75.36%
15	79.66%
18	75.64%
Metro	78.00%
95	80.00%
97	80.00%
98	80.00%
Contract	80.00%
System	78.15%

Bus On-Time Performance

Overall compliance, shown in Table C-3, is low with only 8 of 140 weekday bus lines (5.7%), 8 of 108 Saturday bus lines (7.4%), and 16 of 101 Sunday bus lines (15.8%) meeting the 80% standard at least 90% of all time periods operated. Metro has established a 10% threshold for determining when the disparity between minority and non-minority performance is significant. There are no significant differences in ISOTP compliance.

It should be kept in mind that Metro monitors and reports bus ISOTP on every line. These measurements are also made even during unusual occurrences such as short term street or lane closures, presidential visits to Los Angeles, construction projects and even during rare winter storms.

When conformity is observed by time of day, consistent patterns emerge. ISOTP compliance deteriorates as the day progresses reaching its lowest level of compliance during the PM Peak time period. As the evening progresses compliance continues to improve. This is not uncommon historically, as traffic worsens quickly in the PM peak. Service Planning and Scheduling are reviewing these time periods by line to improve schedule adherence. Also, an All Door Boarding (ADB) demonstration project on the Metro Silver Line has produced very positive results in boarding time savings, thereby improving ISOTP. Once the demonstration period is completed, other Metro services will be reviewed for possible ADB expansion.

Table C-3
Metro Bus On-Time Performance Standards Conformance

WEEKDAY	Minority Bus Lines	Non-Minority Bus Lines
# of Bus Lines	105	35
# of Lines Meeting Std.	6	2
% Compliance	5.7%	5.7%
SATURDAY		
# of Bus Lines	81	27
# of Lines Meeting Std.	4	4
% Compliance	4.9%	14.8%
SUNDAY		
# of Bus Lines	75	26
# of Lines Meeting Std.	10	6
% Compliance	13.3%	23.1%

Observed data from Jan-Mar 2016

90% of lines must meet standard at least 90% of all time periods

Rail On-Time Performance

Conformance for rail lines is summarized below in Table C-4. All rail lines are classified as minority lines, and all lines meet the ISOTP standards of 90% for light rail lines (Blue, Green, Gold, Expo) and 95% for heavy rail lines (Red, Purple).

Table C-4

Metro Rail On-Time Performance Standards

Red/Purple Line	99.45%
Blue Line	96.10%
Green Line	98.52%
Gold Line	97.60%
Expo Line	98.61%