



# Operations Key Performance Indicator Overview – FY20 Q4

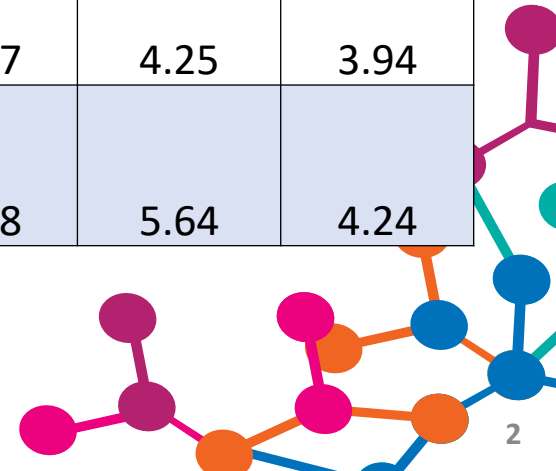
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# FY20 KPI Actuals – Bus

| Metro Bus Program   | FY19 Y/E | FY20 Q1 | FY20 Q2 | FY20 Q3 | FY20 Q4 | FY20 YTD | FY20 Target |
|---|----------|---------|---------|---------|---------|----------|-------------|
| <b>On-Time Pullouts</b>   | 95.89%   | 96.20%  | 95.53%  | 94.90%  | 91.37%  | 95.56%   | 97.11%      |
| <b>Mean Miles Between Chargeable Mechanical Failures Requiring Bus Exchange</b> | 4,555    | 4,094   | 4,157   | 4,412   | 4,096   | 4,210    | 5,183       |
| <b>In-Service On-time Performance</b>   | 72.83%   | 72.80%  | 71.15%  | 75.30%  | 75.52%  | 73.02%   | 78.20%      |
| <b>Bus Accidents Per 100,000 Bus Miles</b>                                      | 4.26     | 4.47    | 4.34    | 3.86    | 2.67    | 4.25     | 3.94        |
| <b>Complaints per 100,000 Boardings</b>   | 5.34     | 5.80    | 5.73    | 5.35    | 4.68    | 5.64     | 4.24        |



# FY20 KPI Actuals – Rail

| Metro Rail Program                                | FY19 Y/E | FY20 Q1 | FY20 Q2 | FY20 Q3 | FY20 Q4 | FY20 YTD | FY20 Target |
|---|----------|---------|---------|---------|---------|----------|-------------|
| On-Time Pullouts                                  | 99.72%   | 99.69%  | 99.68%  | 99.73%  | 99.78%  | 99.70%   | 99.80%      |
| Mean Miles Between Chargeable Mechanical Failures | 39,034   | 39,859  | 33,517  | 46,795  | 51,865  | 39,330   | 44,540      |
| In-Service On-time Performance                    | 98.81%   | 98.90%  | 98.54%  | 98.71%  | 99.37%  | 98.60%   | 99.10%      |
| Traffic Accidents Per 100,000 Train Miles         | 0.68     | 0.64    | 0.86    | 1.37    | 0.65    | 0.97     | 0.85        |
| Complaints per 100,000 Boardings                  | 1.83     | 1.60    | 1.51    | 1.69    | 1.41    | 1.60     | 1.10        |

