



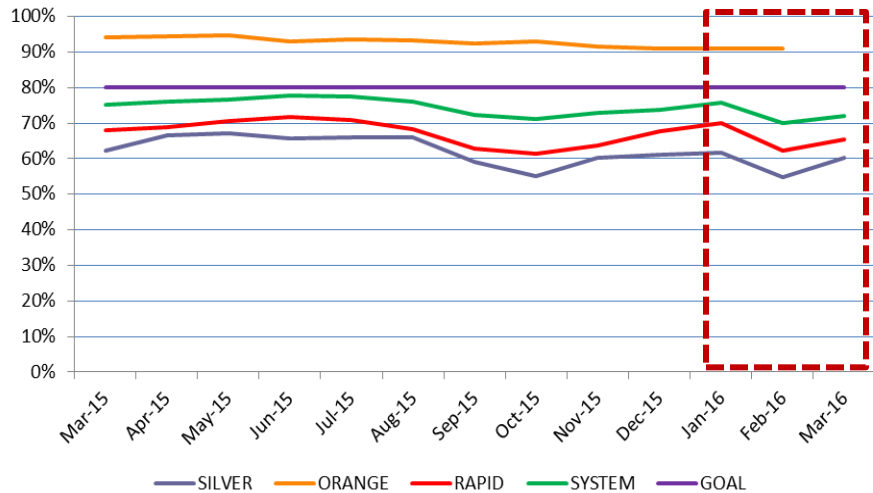
Metro Bus & Rail Performance

FY16 Quarter 3

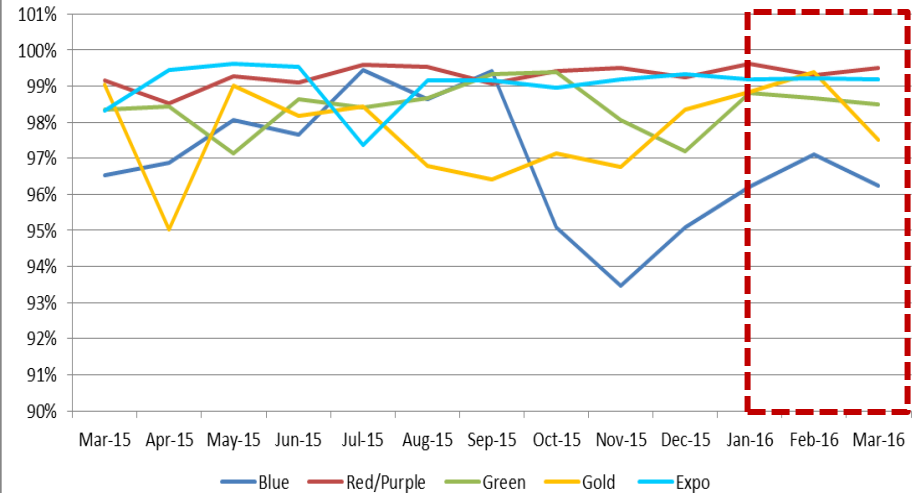
May 19, 2016

Bus & Rail In Service On-Time Performance

Bus ISOTP



Rail ISOTP



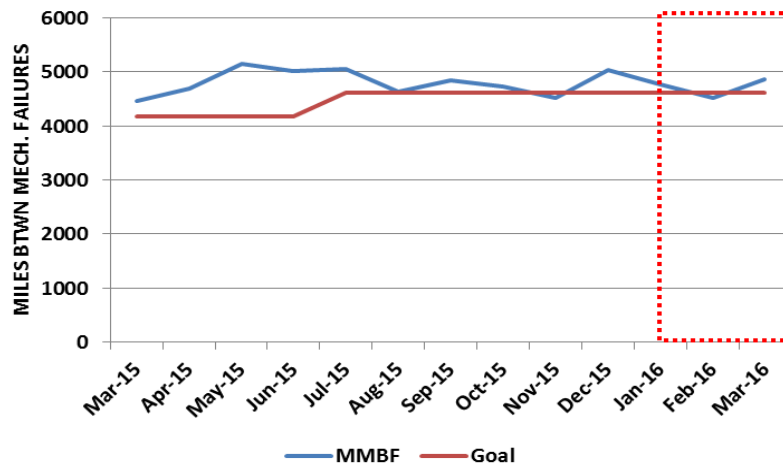
The Orange Line Operates on a dedicated right-of-way. The Silver Line is subject to automobile traffic

Line	FY15 Actual	FY16 YTD	FY16 Goal
Silver	67.6%	60.2%	80%
Orange	93.9%	92.1%	80%
Rapid	69.9%	65.8%	80%
System	75 %	73.2%	80%

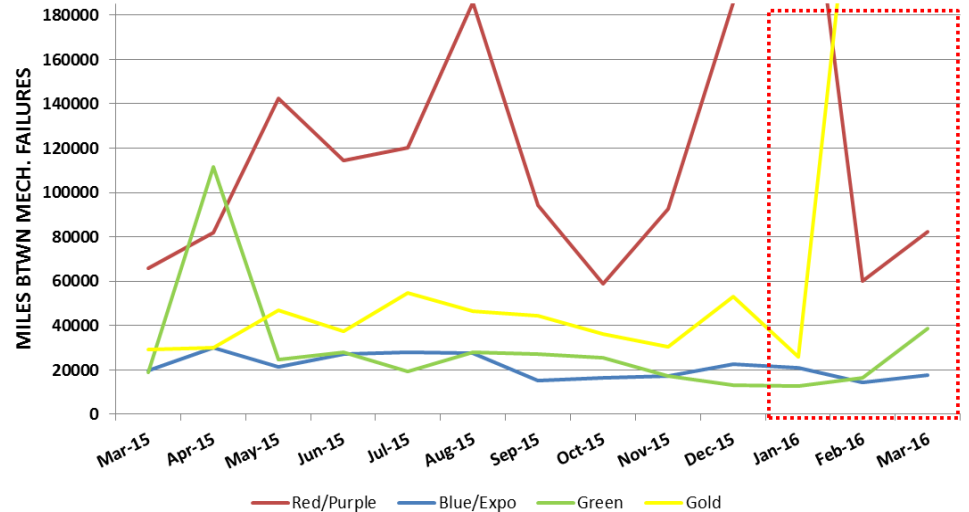
Line	FY15 Actual	FY16 YTD	FY16 Goal
Red/Purple	99.1%	99.4%	100%
Blue	97.3%	96%	99.2%
Green	97.4%	98.6%	99.2%
Gold	98.6%	97.7%	100%
Expo	99.1%	99%	100%

Bus & Rail Mean Miles Between Mechanical Failures

Directly Operated Bus Mean Miles Between Mechanical Failures



Rail Mean Miles Between Mechanical Failures

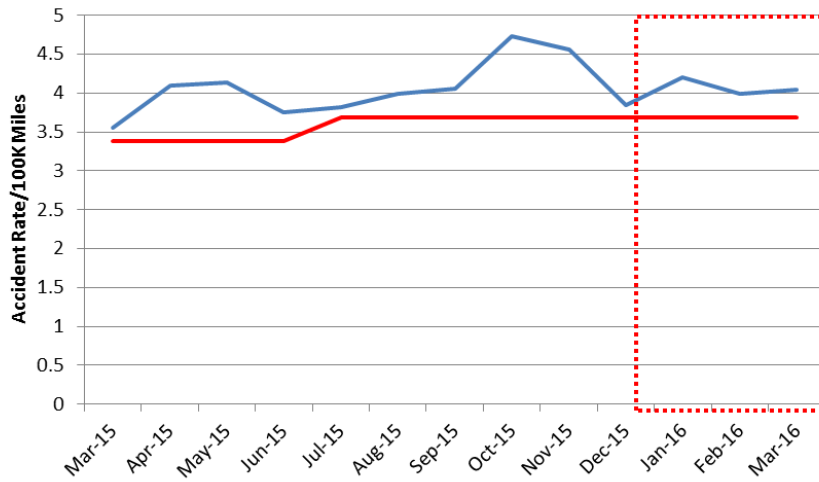


	FY 15 Actual	FY16 YTD	FY16 Goal
Bus	4,482	4,771	4,680

Line	FY15 Actual	FY16 YTD	FY16 Goal
Red/Purple	85,090	110,399	84,868
Blue/Expo	23,716	19,180	23,934
Green	21,054	19,513	21,008
Gold	44,171	50,631	45,762

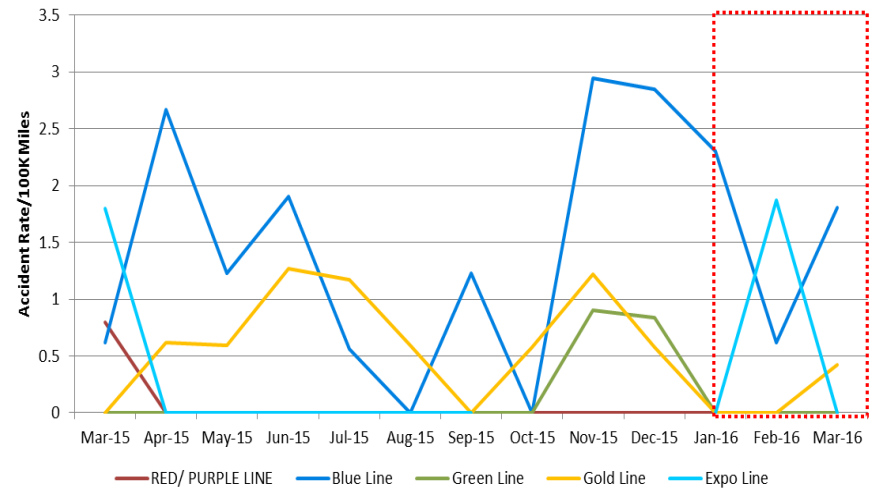
Bus & Rail Vehicular Accidents per 100,000 Miles

Bus Accidents/100K Miles



	FY 15 Actual	FY16 YTD	FY16 Goal
Bus	3.77	4.15	3.69

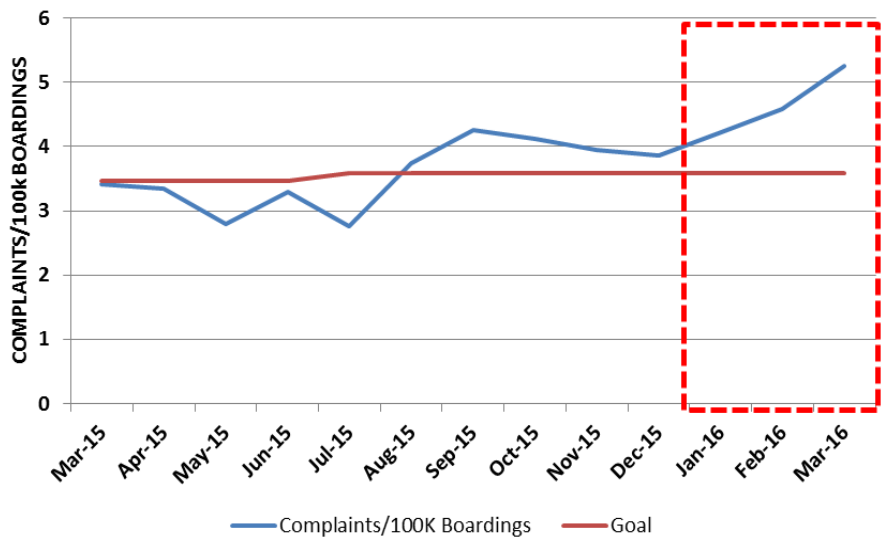
Rail Vehicle Accidents / 100K Miles By Line



Line	FY 15 Actual	FY16 YTD	FY16 Goal
Red/Purple	0.13	0.00	0.14
Blue	0.89	1.37	0.79
Green	0.14	0.19	0.15
Gold	0.54	0.51	0.47
Expo	1.02	0.38	1.10

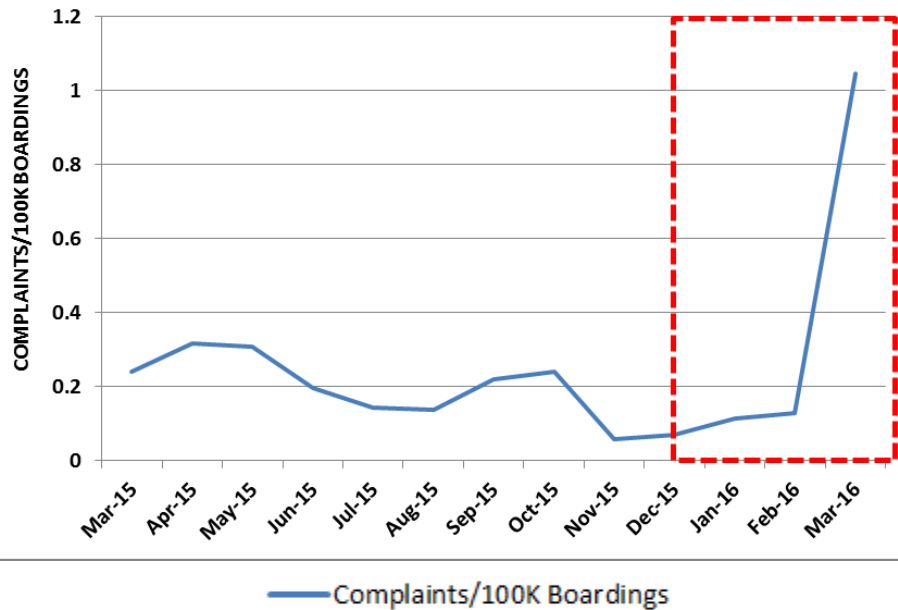
Bus & Rail Customer Complaint Rates

Bus Complaints/100K Boardings



	FY 15 Actual	FY16 YTD	FY16 Goal
Bus	3.62	4.08	3.59

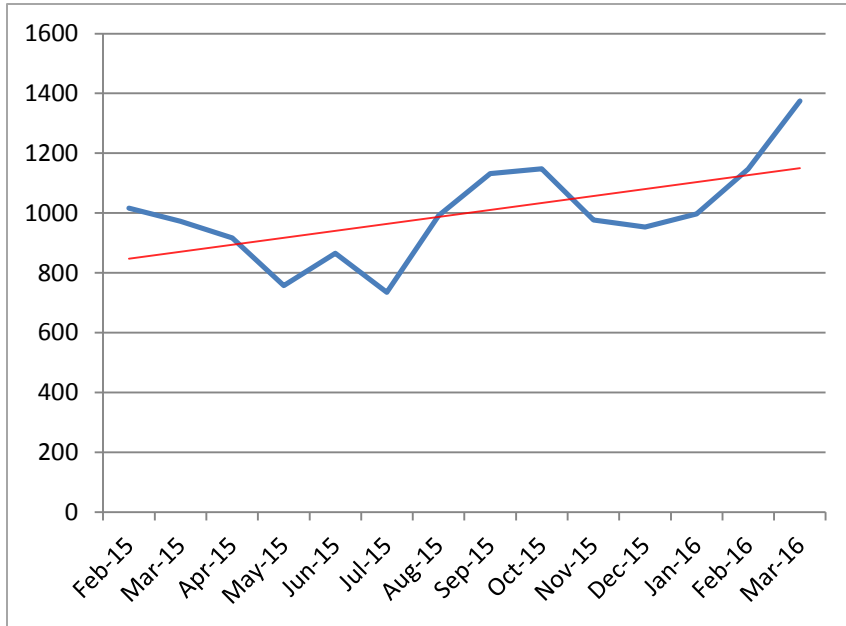
Rail Complaints/100K Boardings



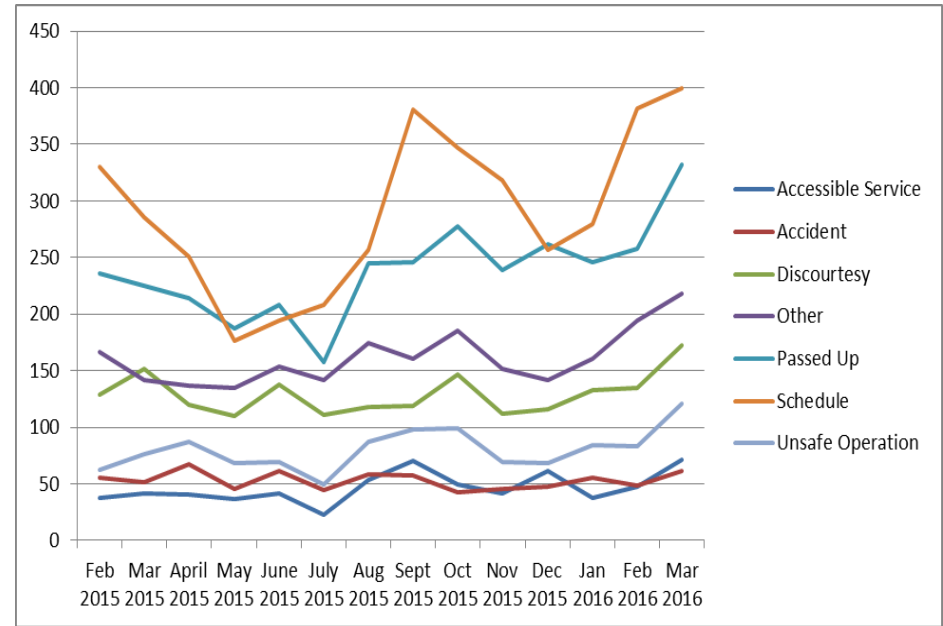
Line	FY 15 Actual	FY16 YTD	FY16 Goal
Red/Purple	0.11	0.03	0.11
Blue	0.27	0.15	0.27
Green	0.32	0.21	0.31
Gold	0.34	0.81	0.34
Expo	0.38	0.50	0.40

Bus & Rail Customer Complaint Categories

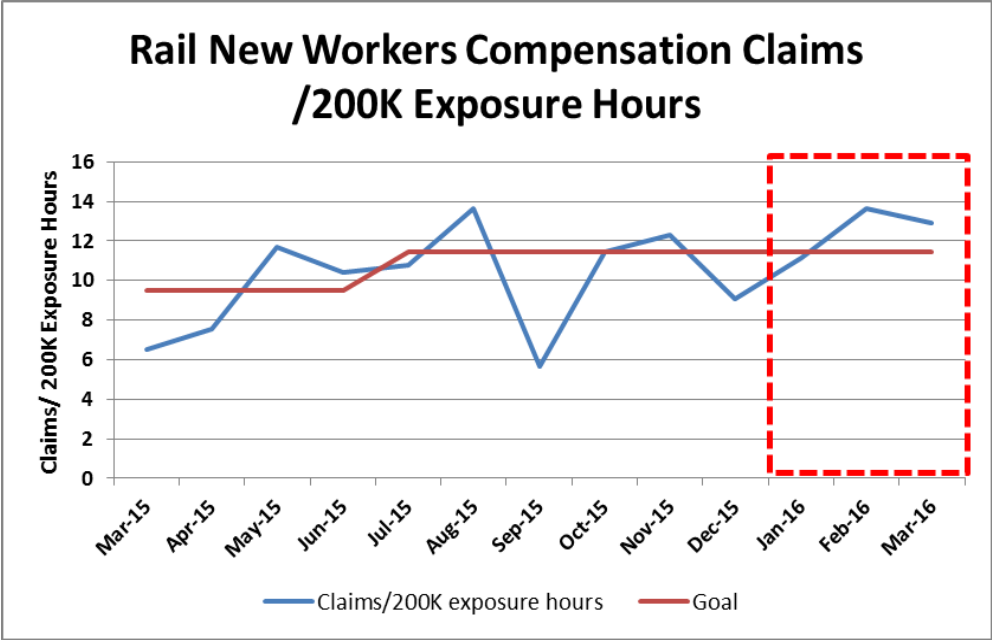
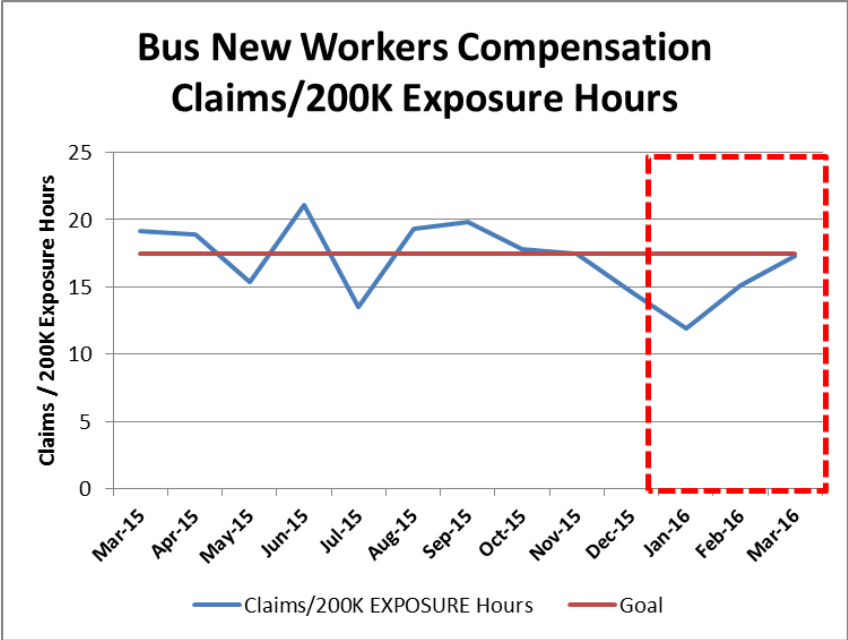
Total Complaints



Complaint Categories



New Bus & Rail Worker's Compensation Claims



	FY 15 Actual	FY16 YTD	FY16 Goal
Bus	17.5	16.31	16.83

Line	FY 15 Actual	FY16 YTD	FY16 Goal
Rail	9.55	11.1	11.47