



Operations Key Performance Indicator Overview – FY20 Q1

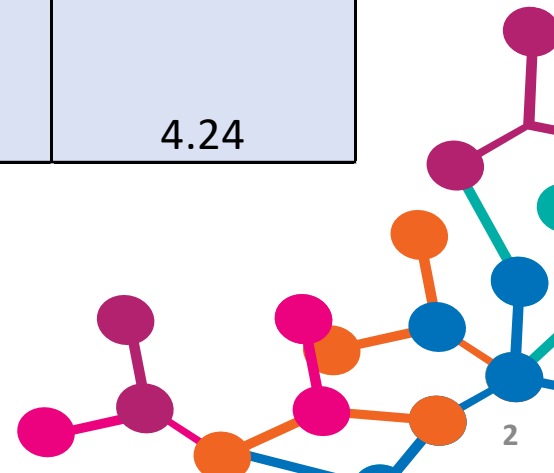
December 2019



Metro Provides Excellence in Service and Support.

FY20 Q1 KPI Actuals – Bus

Metro Bus Program	FY19 Y/E	FY20 Q1	FY20 Target
On-Time Pullouts	95.89%	96.20%	97.11%
Mean Miles Between Chargeable Mechanical Failures Requiring Bus Exchange	4,555	4,094	5,183
In-Service On-time Performance	72.83%	72.80%	78.20%
Bus Accidents Per 100,000 Bus Miles	4.26	4.47	3.94
Complaints per 100,000 Boardings	5.34	5.80	4.24



FY20 Q1 KPI Actuals – Rail

Metro Rail Program	FY19 Y/E	FY20 Q1	FY20 Target
On-Time Pullouts	99.72%	99.69%	99.80%
Mean Miles Between Chargeable Mechanical Failures	39,034	39,859	44,540
In-Service On-time Performance	98.81%	98.90%	99.10%
Traffic Accidents Per 100,000 Train Miles	0.68	0.64	0.85
Complaints per 100,000 Boardings	1.83	1.60	1.10

