Operations
Key Performance Indicator
Overview – FY20 Q2
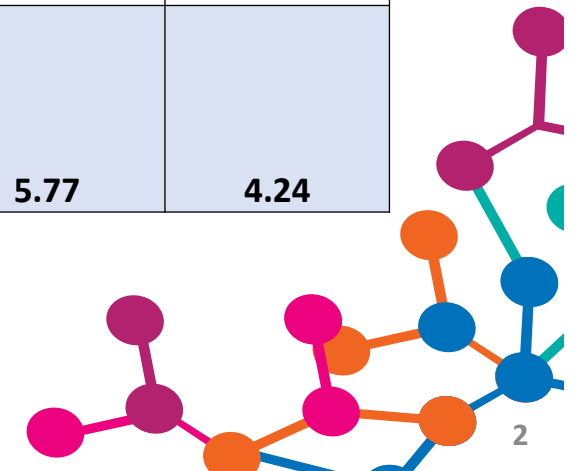
March 2020

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FY20 Q2 KPI Actuals – Bus

Metro Bus Program	FY19 Y/E	FY20 Q1	FY20 Q2	FY20 YTD	FY20 Target
On-Time Pullouts	95.89%	96.20%	95.53%	95.87%	97.11%
Mean Miles Between Chargeable Mechanical Failures Requiring Bus Exchange	4,555	4,094	4157	4,125	5,183
In-Service On-time Performance	72.83%	72.80%	71.15%	71.98%	78.20%
Bus Accidents Per 100,000 Bus Miles	4.26	4.47	4.34	4.43	3.94
Complaints per 100,000 Boardings	5.34	5.80	5.73	5.77	4.24

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FY20 Q2 KPI Actuals – Rail

Metro Rail Program	FY19 Y/E	FY20 Q1	FY20 Q2	FY20 YTD	FY20 Target
On-Time Pullouts	99.72%	99.69%	99.68%	99.68%	99.80%
Mean Miles Between Chargeable Mechanical Failures	39,034	39,859	33,517	36,306	44,540
In-Service On-time Performance	98.81%	98.90%	98.54%	98.79%	99.10%
Traffic Accidents Per 100,000 Train Miles	0.68	0.64	0.86	0.75	0.85
Complaints per 100,000 Boardings	1.83	1.60	1.51	1.55	1.10

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