Metro Bus & Rail Performance
FY17 Quarter 2
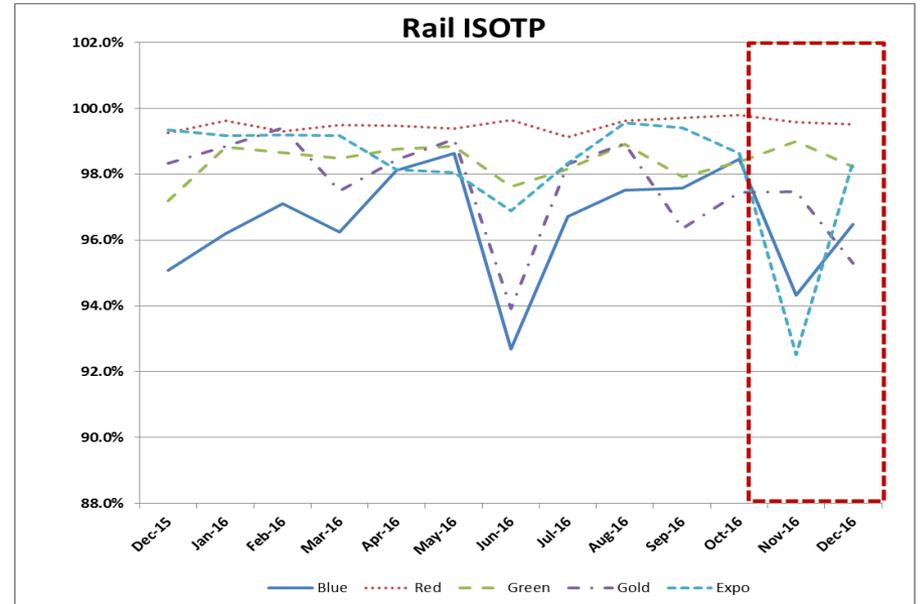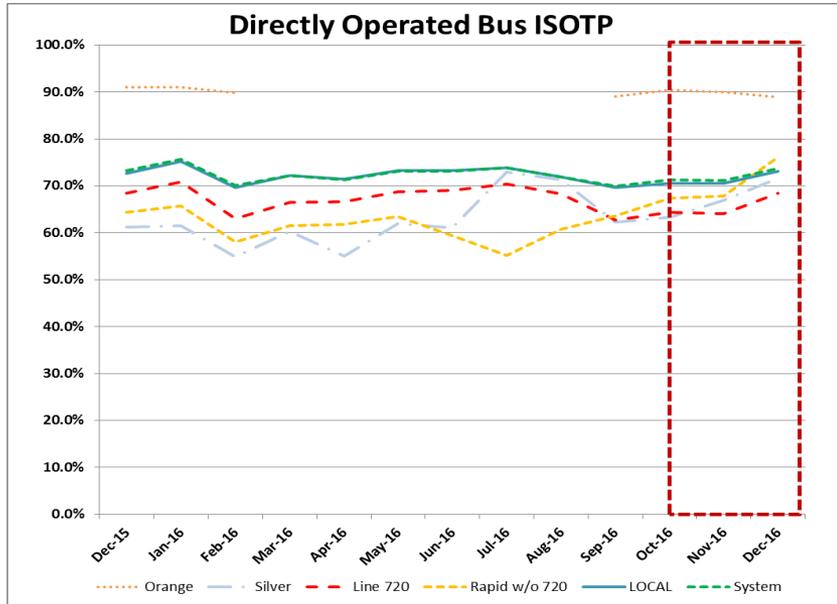# February 16, 2017

M Metro

Bus & Rail Average Weekly Ridership

Bus & Rail Average Weekday Ridership Monthly Estimates
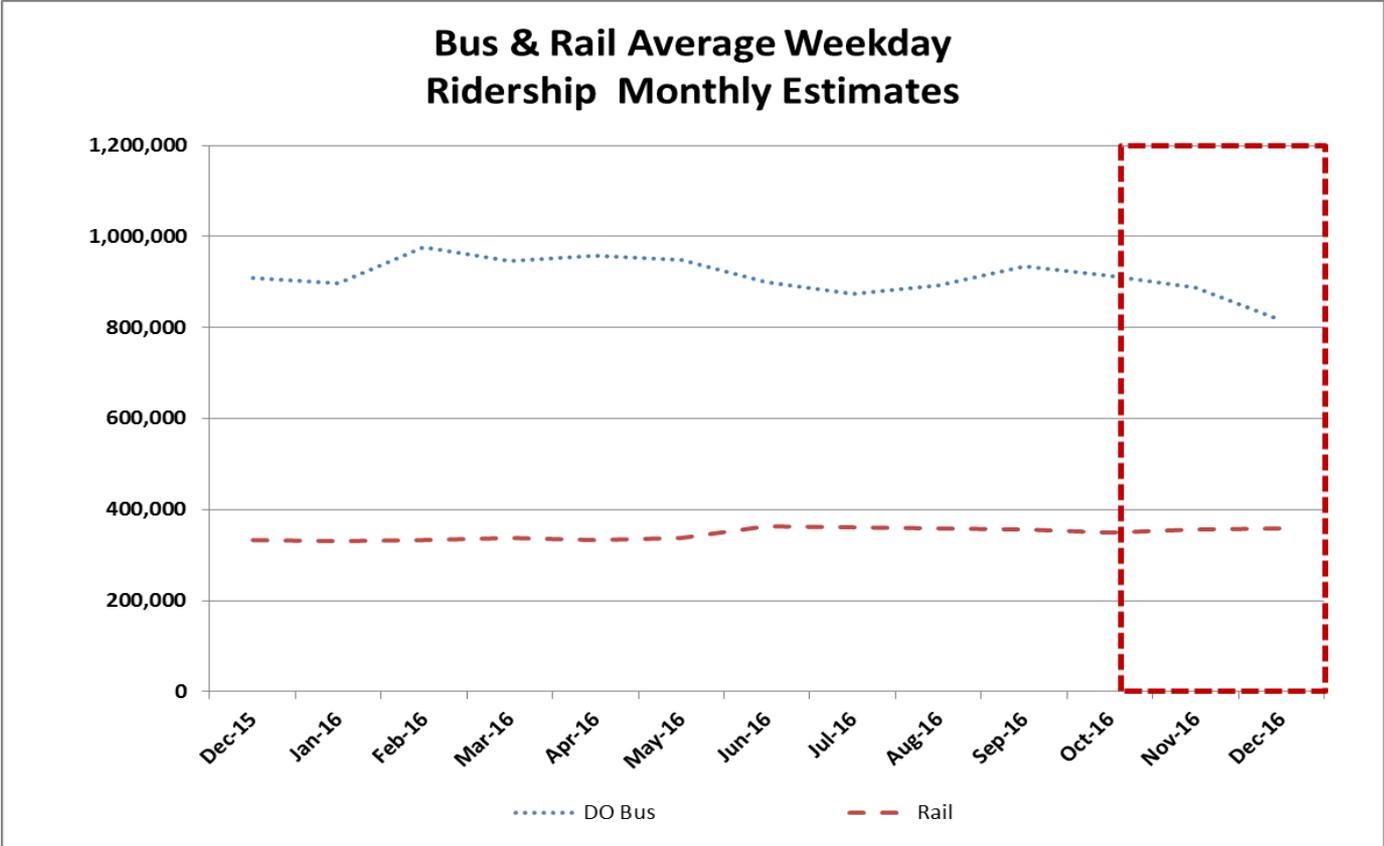
Fiscal Year	DO Bus	Rail
2016	958,583	336,822
2017 YTD	887,024	357,197

Metro

Bus & Rail ISOTP Performance
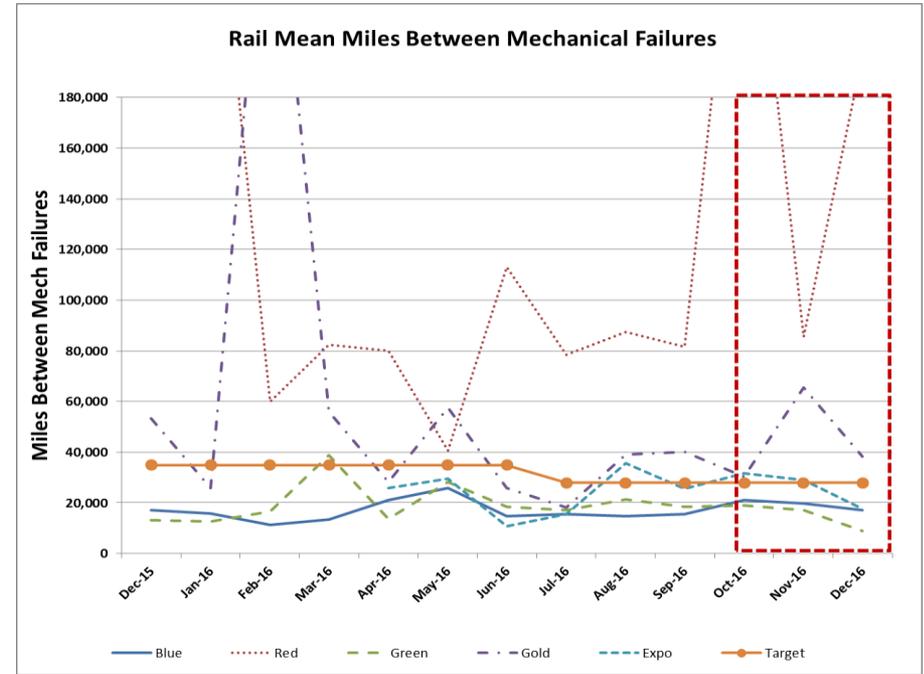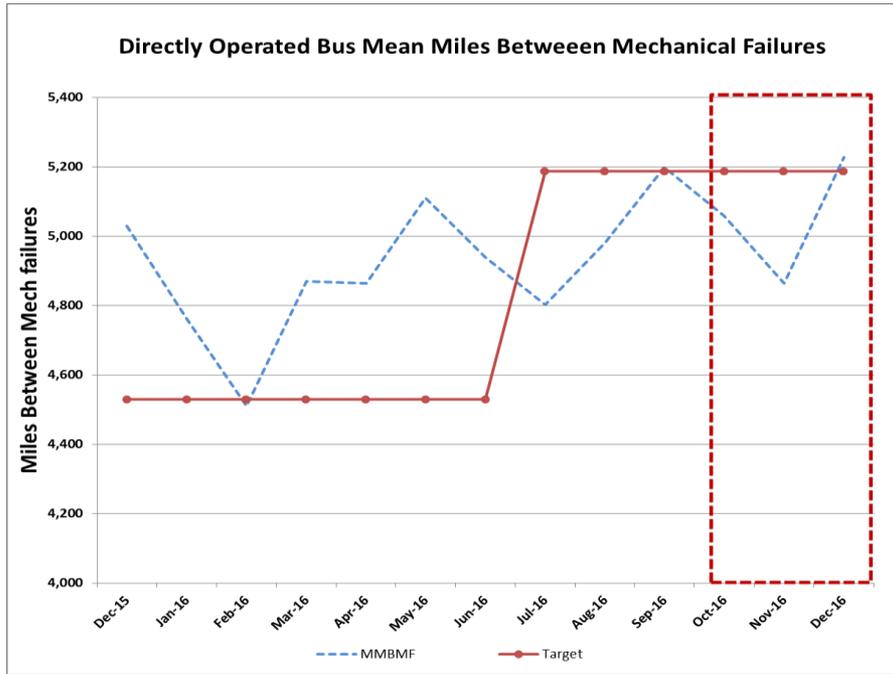

Directly Operated Bus ISOTP

The Orange Line Operates on a dedicated right-of-way. The Silver Line is subject to automobile traffic. Orange Line had free running time Feb 2016 – Sept 2016.

Rail ISOTP

Line	FY16 Actual	FY17 YTD	FY17 Goal
Silver	60.1%	68.1%	75.2%
Orange	92.1%	89.7%	94.5%
Rapid w/o 720	67.0%	66.4%	71.3%
Line 720	61.9%	65.9%	72.0%
Local	73.7%	72.5%	78.5%
System	**73.1%**	**72.0%**	**78.0%**

Line	FY16 Actual	FY17 YTD	FY17 Goal
Red / Purple	99.4%	99.6%	99.5%
Blue	96.1%	96.9%	97.0%
Green	98.5%	98.4%	98.2%
Gold	97.6%	97.3%	97.5%
Expo	98.6%	98.4%	97.1%

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Bus & Rail Mean Miles Between Mechanical Failures

Directly Operated Bus Mean Miles Betweeen Mechanical Failures

Rail Mean Miles Between Mechanical Failures

Note: Before April 2016 Expo Line was reported with Blue Line

	FY16 Actual	FY17 YTD	FY17 Goal
Bus	4,818	5,017	5,187

Line	FY16 Actual	FY17 YTD	FY17 Goal
Red / Purple	94,312	106,434	112,652
Blue	15,384	16,954	19,572
Green	19,238	15,547	19,911
Gold	40,426	33,255	51,665
Expo	58,364	23,601	19,572

Metro

Bus & Rail Vehicular Accidents per 100,000 Miles

Directly Operated Traffic Accidents per 100k Miles

Rail CPUC Reportable Accidents / 100k Miles by Line
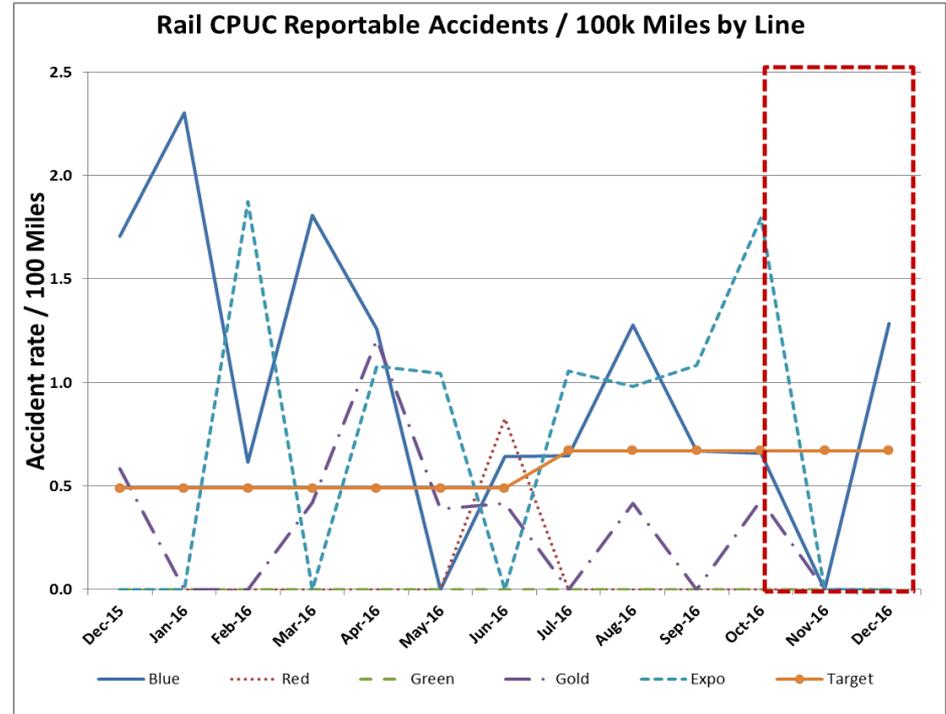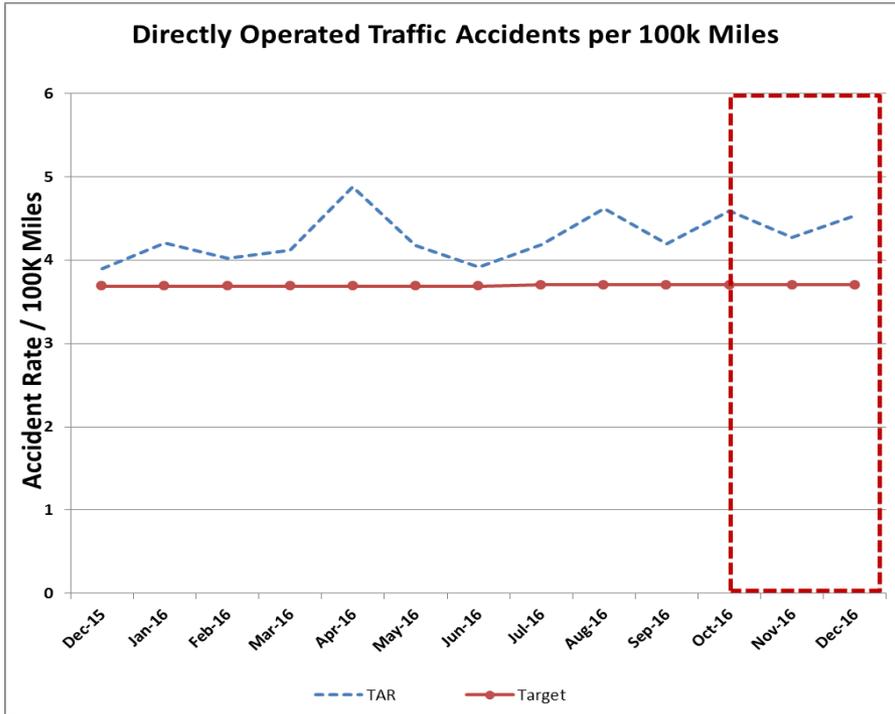
	FY16 Actual	FY17 YTD	FY17 Goal
Bus	4.20	4.40	3.70

Line	FY16 Actual	FY17 YTD	FY17 Goal
Red / Purple	0.07	0.00	0.60
Blue	1.39	0.76	1.34
Green	0.07	0.00	0.18
Gold	0.60	0.14	0.50
Expo	0.50	0.74	0.37

Metro

Bus & Rail Customer Complaints

Directly Operated Bus Complaints per 100K Boardings
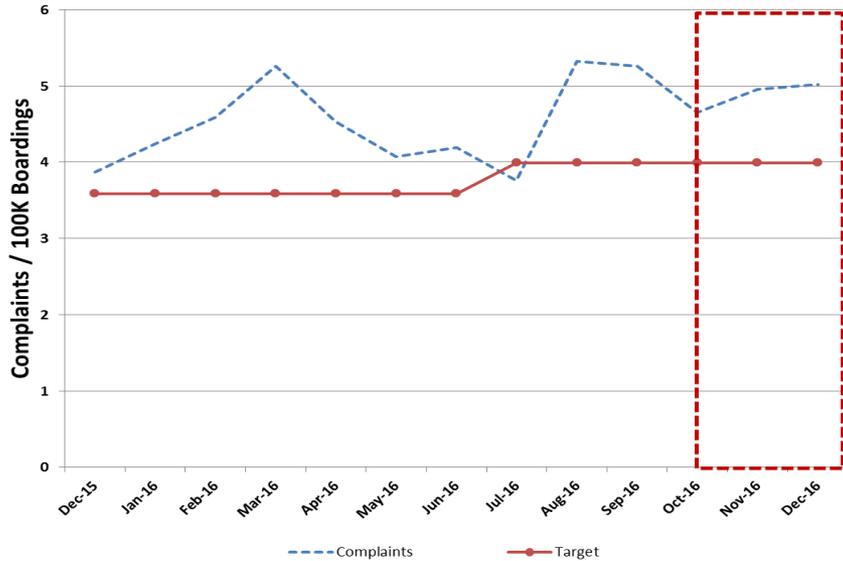
Rail Complaints / 100k Boardings
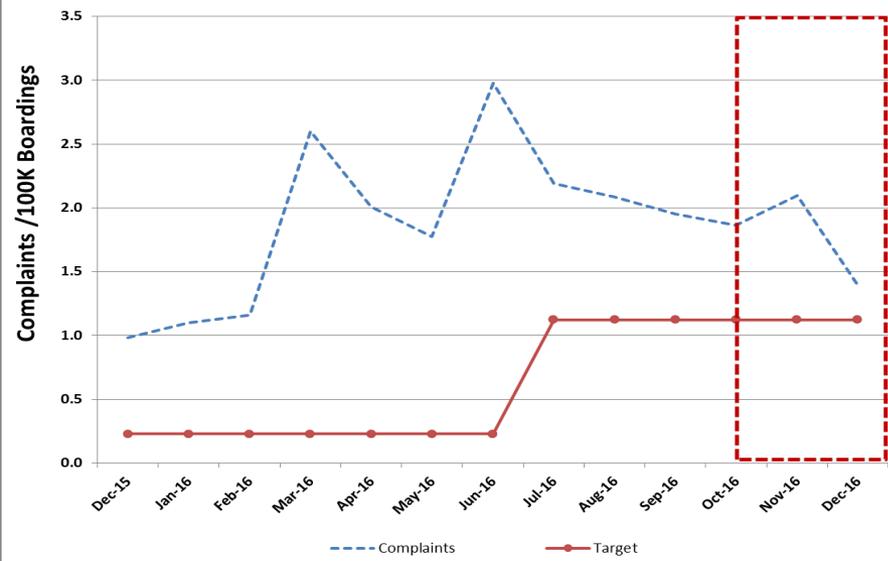
	FY16 Actual	FY17 YTD	FY17 Goal
Bus	4.13	4.83	3.99

Line	FY16 Actual	FY17 YTD	FY17 Goal
Red / Purple	0.57	0.79	0.56
Blue	1.33	1.64	1.09
Green	1.53	2.10	1.30
Gold	2.73	2.76	2.26
Expo	3.38	4.81	1.87

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New Bus & Rail Worker's Compensation Claims

Bus New Workers Compensation Claims/200k Exposure Hours

Rail New Workers Compensations Claims/200K Exposure Hours
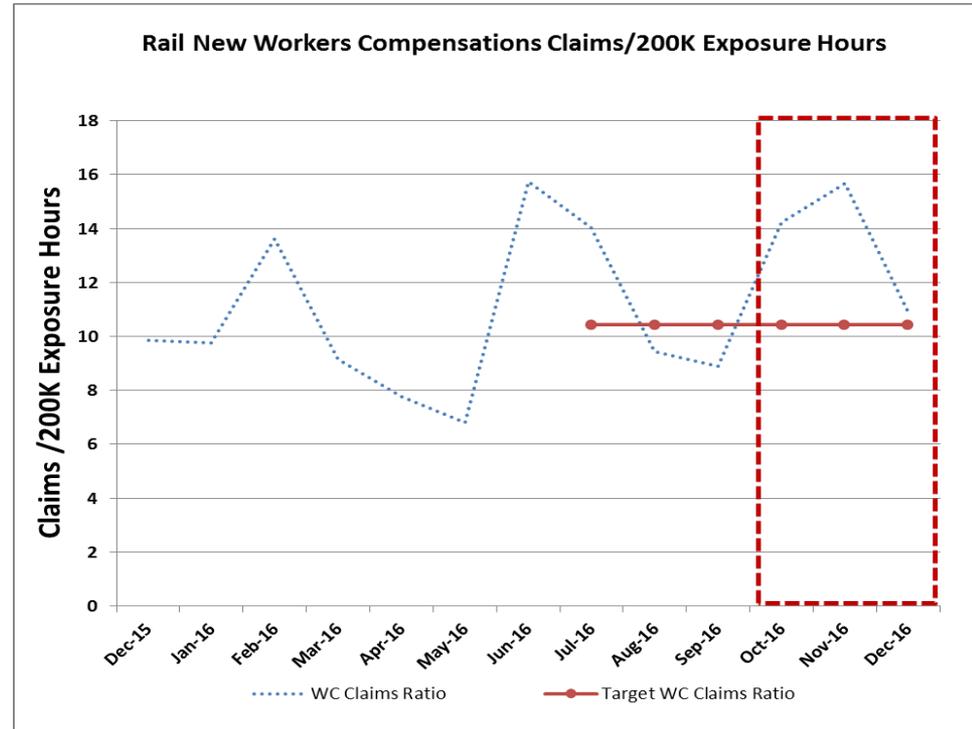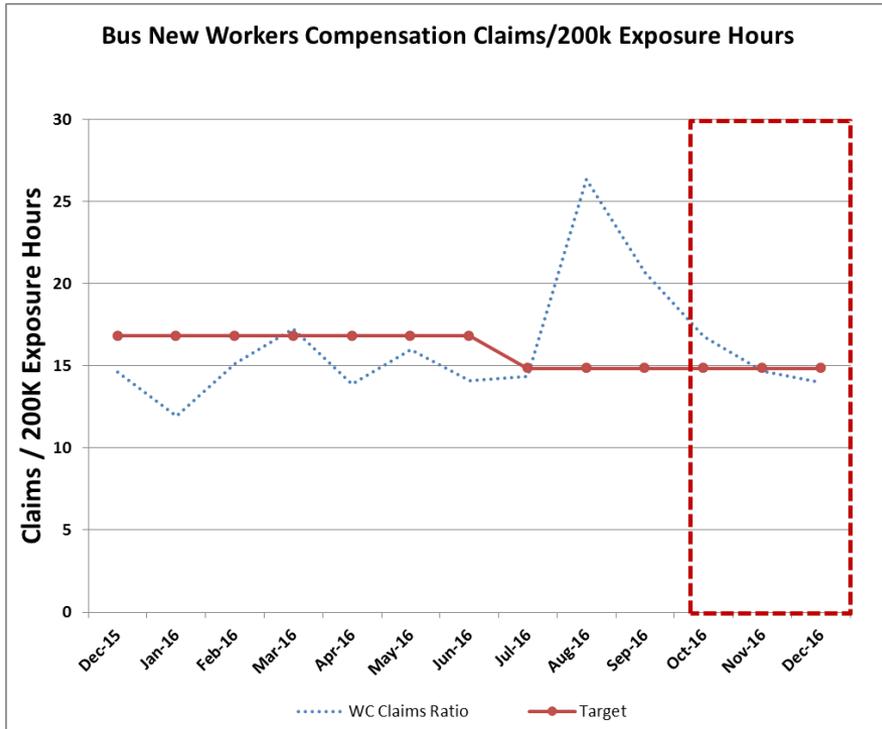
Includes Wayside, therefore no Systemwide goal until FY17.

	FY16 Actual	FY17 YTD	FY17 Goal
Bus	15.89	17.66	14.84

	FY16 Actual	FY17 YTD	FY17 Goal
Rail	10.97	12.19	10.42

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