



# Operations Key Performance Indicator Overview – FY21 Q1

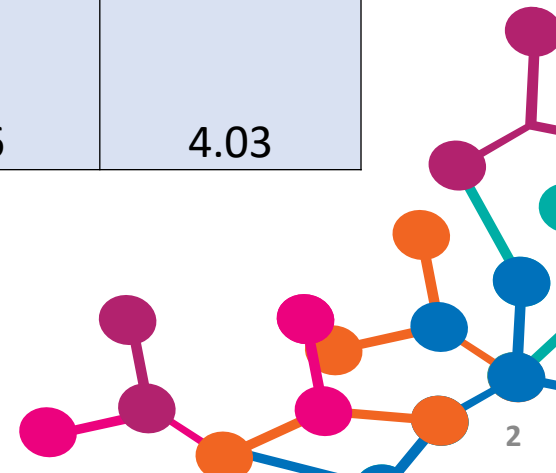
December 2020



*Metro Provides Excellence in Service and Support.*

# FY21 KPI Actuals – Bus

Metro Bus Program	FY20 Y/E	FY21 Q1	FY21 YTD	FY21 Target
On-Time Pullouts	94.92%	94.12%	94.12%	97.11%
Mean Miles Between Chargeable Mechanical Failures Requiring Bus Exchange	4,188	3,279	3,279	5,183
In-Service On-time Performance	73.47%	78.51%	78.51%	78.52%
Bus Accidents Per 100,000 Bus Miles	3.96	3.20	3.20	3.56
Complaints per 100,000 Boardings	5.54	4.96	4.96	4.03



# FY21 KPI Actuals – Rail

Metro Rail Program	FY20 Y/E	FY21 Q1	FY21 YTD	FY21 Target
On-Time Pullouts	99.72%	99.70%	99.70%	99.80%
Mean Miles Between Chargeable Mechanical Failures	41,520	40,457	40,457	59,532
In-Service On-time Performance	98.79%	99.33%	99.33%	99.20%
Traffic Accidents Per 100,000 Train Miles	0.90	1.16	1.16	0.79
Complaints per 100,000 Boardings	1.57	1.97	1.97	1.06

