

Item #4

Operations Key Performance Indicator Overview – FY20 Q3

July 2020



Metro Provides Excellence in Service and Support.

FY20 KPI Actuals – Bus

Metro Bus Program	FY19 Y/E	FY20 Q1	FY20 Q2	FY20 Q3	FY20 YTD	FY20 Target
On-Time Pullouts	95.89%	96.20%	95.53%	94.90%	95.56%	97.11%
Mean Miles Between Chargeable Mechanical Failures Requiring Bus Exchange	4,555	4,094	4,157	4,412	4,210	5,183
In-Service On-time Performance	72.83%	72.80%	71.15%	75.30%	73.02%	78.20%
Bus Accidents Per 100,000 Bus Miles	4.26	4.47	4.34	3.86	4.25	3.94
Complaints per 100,000 Boardings	5.34	5.80	5.73	5.35	5.64	4.24



FY20 KPI Actuals – Rail

Metro Rail Program	FY19 Y/E	FY20 Q1	FY20 Q2	FY20 Q3	FY20 YTD	FY20 Target
On-Time Pullouts	99.72%	99.69%	99.68%	99.73%	99.70%	99.80%
Mean Miles Between Chargeable Mechanical Failures	39,034	39,859	33,517	46,795	39,330	44,540
In-Service On-time Performance	98.81%	98.90%	98.54%	98.71%	98.60%	99.10%
Traffic Accidents Per 100,000 Train Miles	0.68	0.64	0.86	1.37	0.97	0.85
Complaints per 100,000 Boardings	1.83	1.60	1.51	1.69	1.60	1.10

