



AGENCY PERFORMANCE MEASURES

Transportation Committee – July 2013

RELIABILITY MEASURES



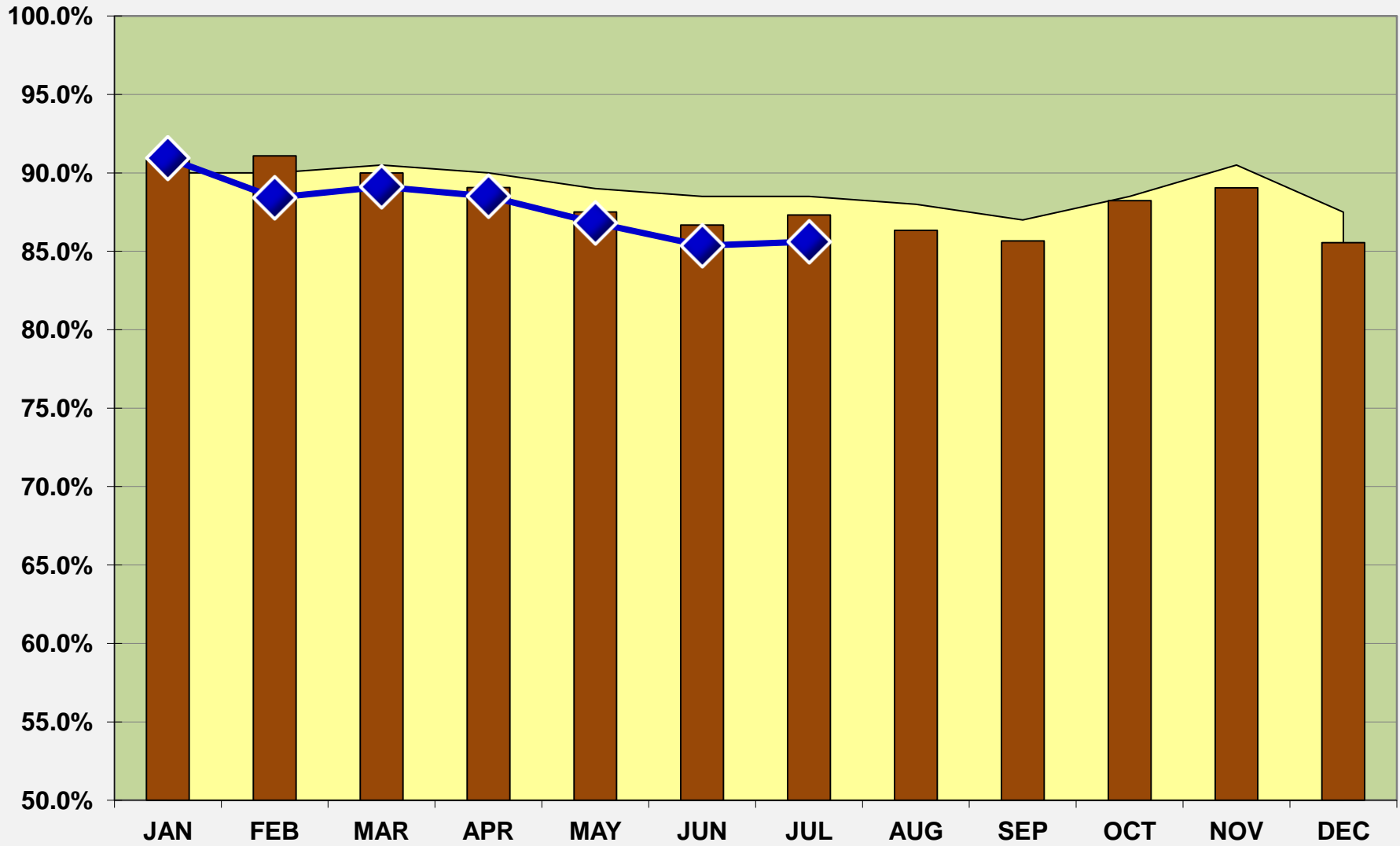
ON-TIME PERFORMANCE – BUS

Buses operating between 1 minute early & 5 minutes late

Goal - 88.5% July - 85.6% YTD Average - 87.9%

Total Timepoints – 1,559,487

On-Time – 1,335,258



2013 Monthly Goals

2012 Actual

2013 Actual

ON-TIME PERFORMANCE LIGHT RAIL

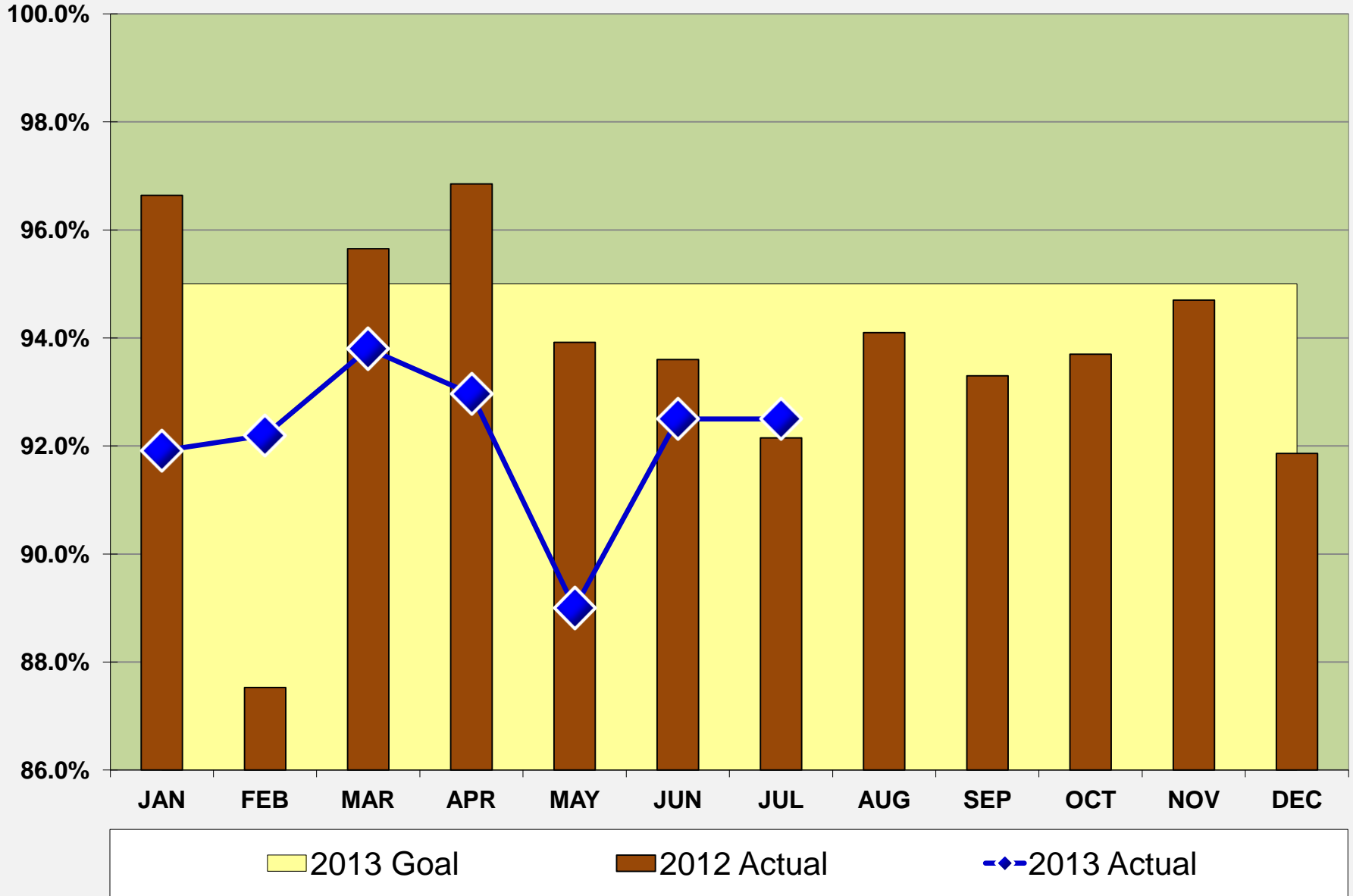
Trains operating within 4 minutes of schedule

Total Trips – 9,257
On-Time Trips – 8,563

Goal - 95.0%

July (estimate) - 92.5%

YTD Avg. - 92.3%



ON TIME PERFORMANCE - NORTHSTAR

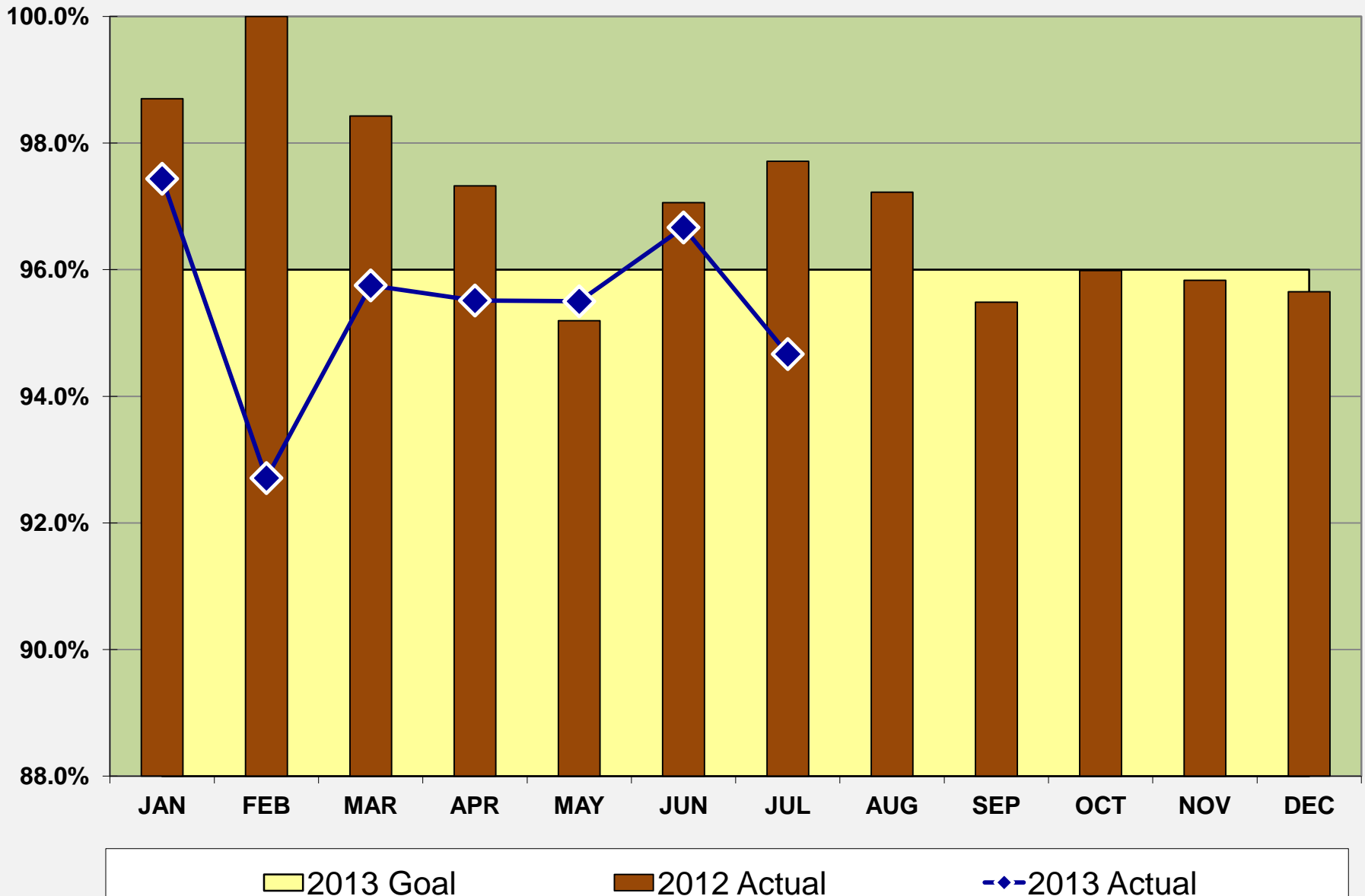
Trains within 5 minutes of scheduled arrival at terminal

Goal - 96.0%

July - 94.7%

YTD Average - 95.5%

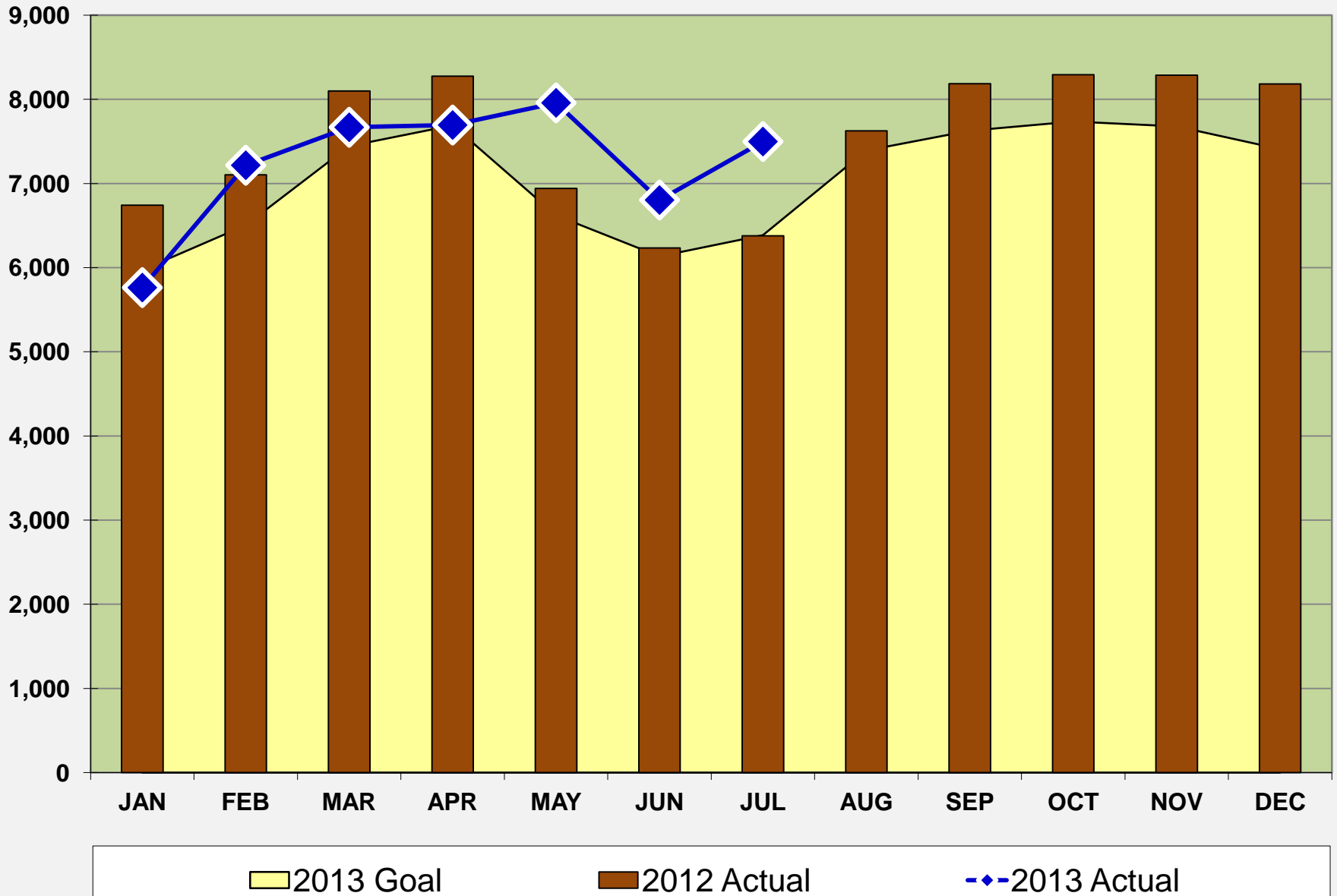
*Total Trips – 300
On-Time Trips - 284*



MILES BETWEEN ROAD CALLS – BUS

Goal – 6,386 July – 7,498 YTD Average – 7,156

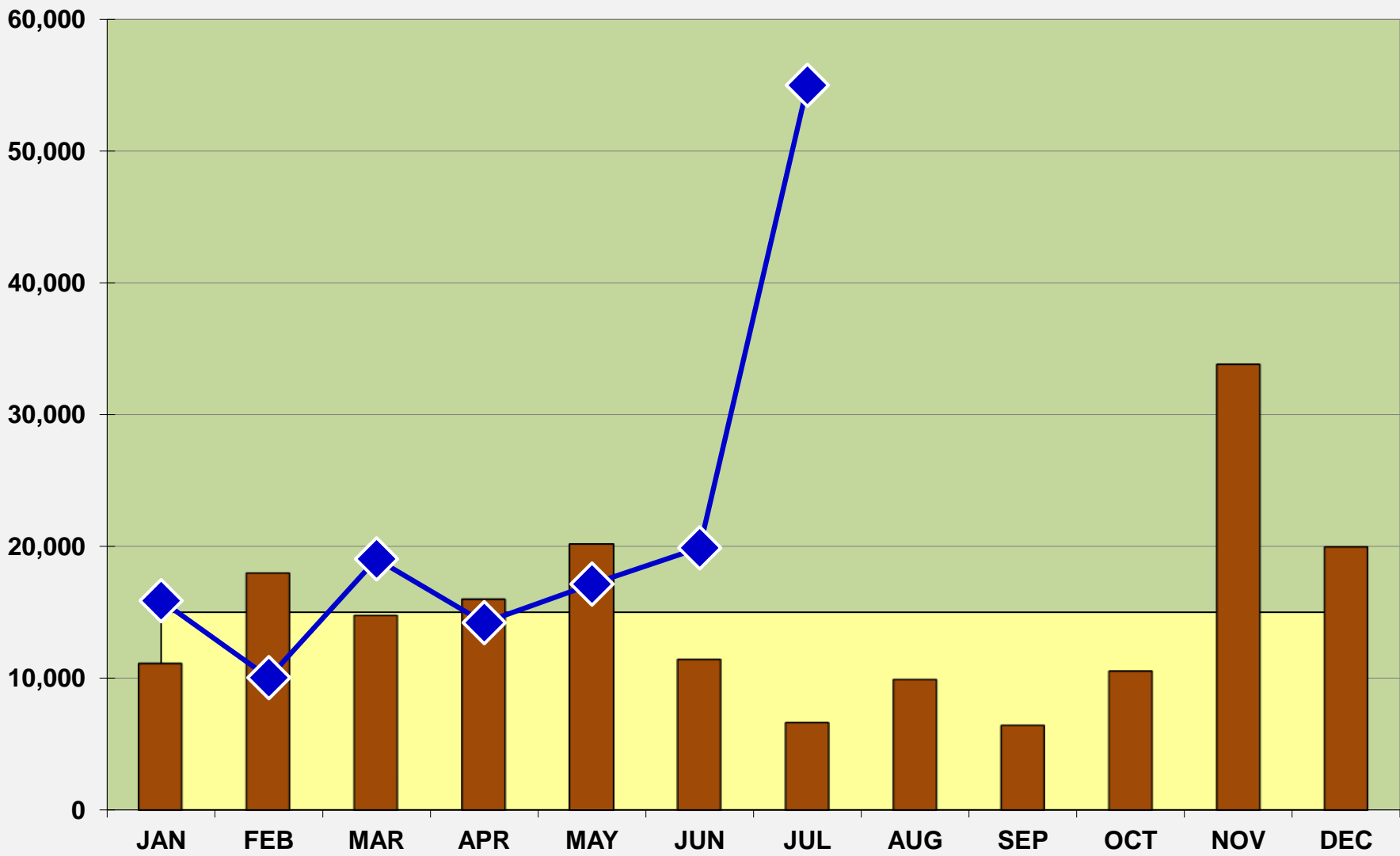
All 5 garages *exceeded* goals



MILES BETWEEN LIGHT RAIL VEHICLE FAILURES

Goal - 15,000 July - 55,001 4 Failures
Includes 2 Siemens Failures

At least 12 out of 30 cars during WD service are Siemens



2013 Goal 2012 Actual 2013 Actual

MILES BETWEEN EQUIPMENT FAILURES - NORTHSTAR

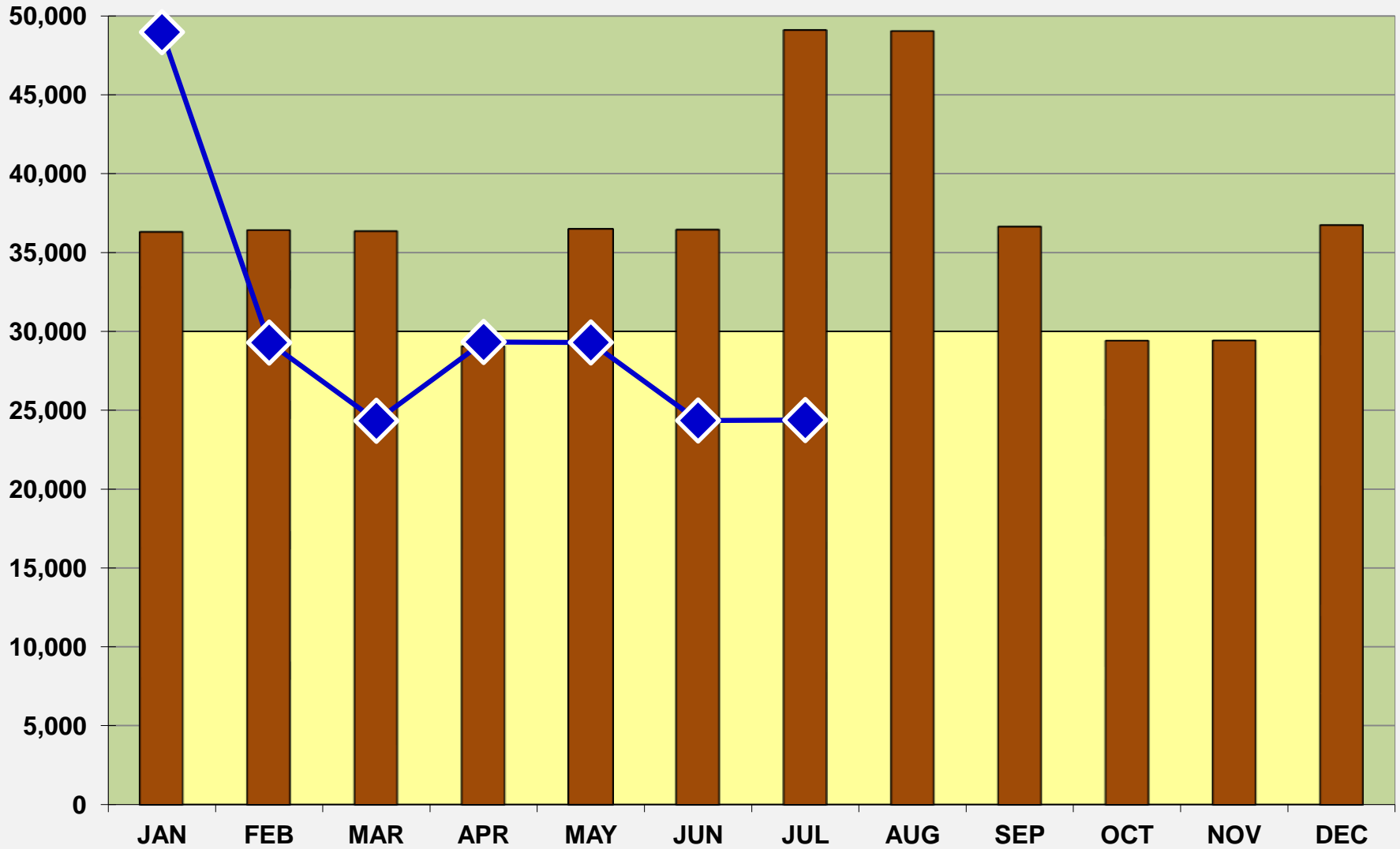
12 month rolling average

4 failures Year-to-Date

Goal - 30,000 miles

July - 24,376

Represents 0 Failures



2013 Goal

2012 Actual

2013 Actual

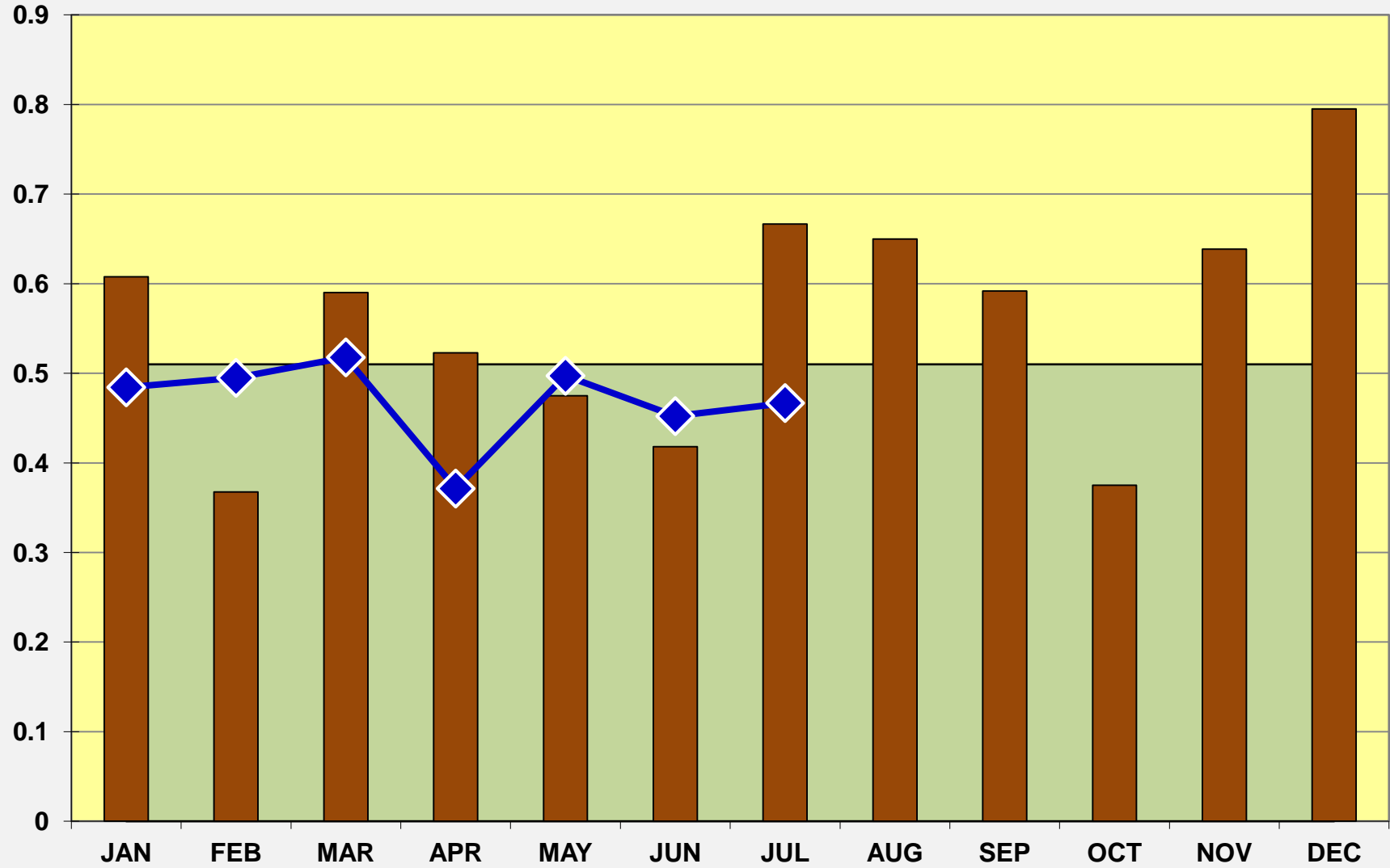
SAFETY & SECURITY MEASURES



SYSTEM-WIDE PASSENGER INJURIES per 100,000 PASSENGERS

Goal - 0.51 July - 0.47 YTD Average - 0.47

218 system-wide injuries compared to 46.5 M rides; Year-to-Date

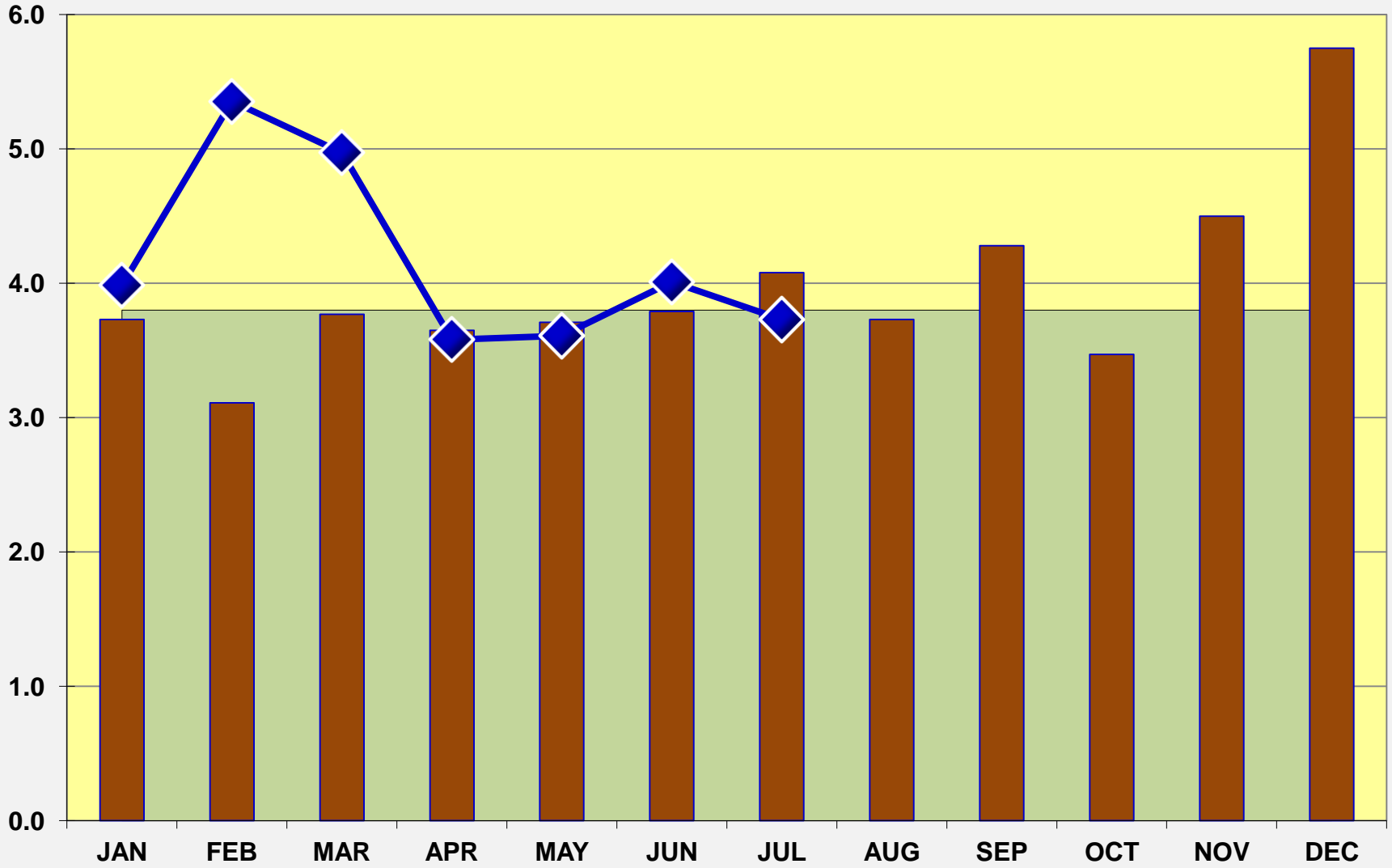


2013 Goal 2012 Actual 2013 Actual

BUS & CUSTOMER ACCIDENTS per 100,000 MILES

Goal - 3.8 July - 3.73 YTD Average - 4.16

*734 bus accidents over 17.6 M
miles traveled; Year-to-Date*



2013 Goal

2012 Actual

2013 Actual

POLICE RESPONSE TIMES TO PRIORITY #1 CALLS

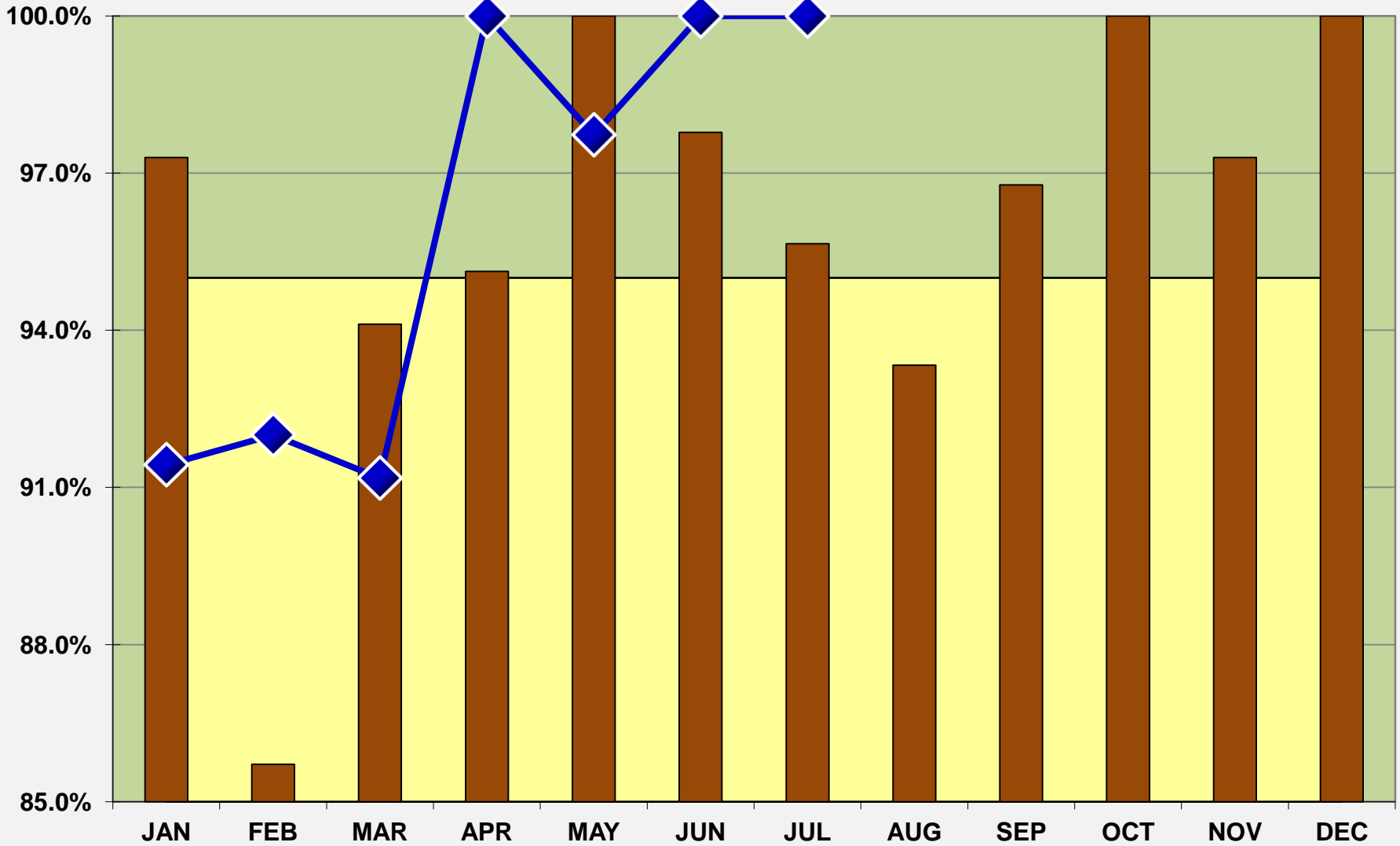
Percentage under 7 minutes

Goal - 95.0%

July - 100.0%

YTD Average - 96.5%

245 out of 254
Priority 1 calls met
< 7 minutes; YTD



2013 Goal

2012 Actual < 7 min

2013 Actual < 7 min

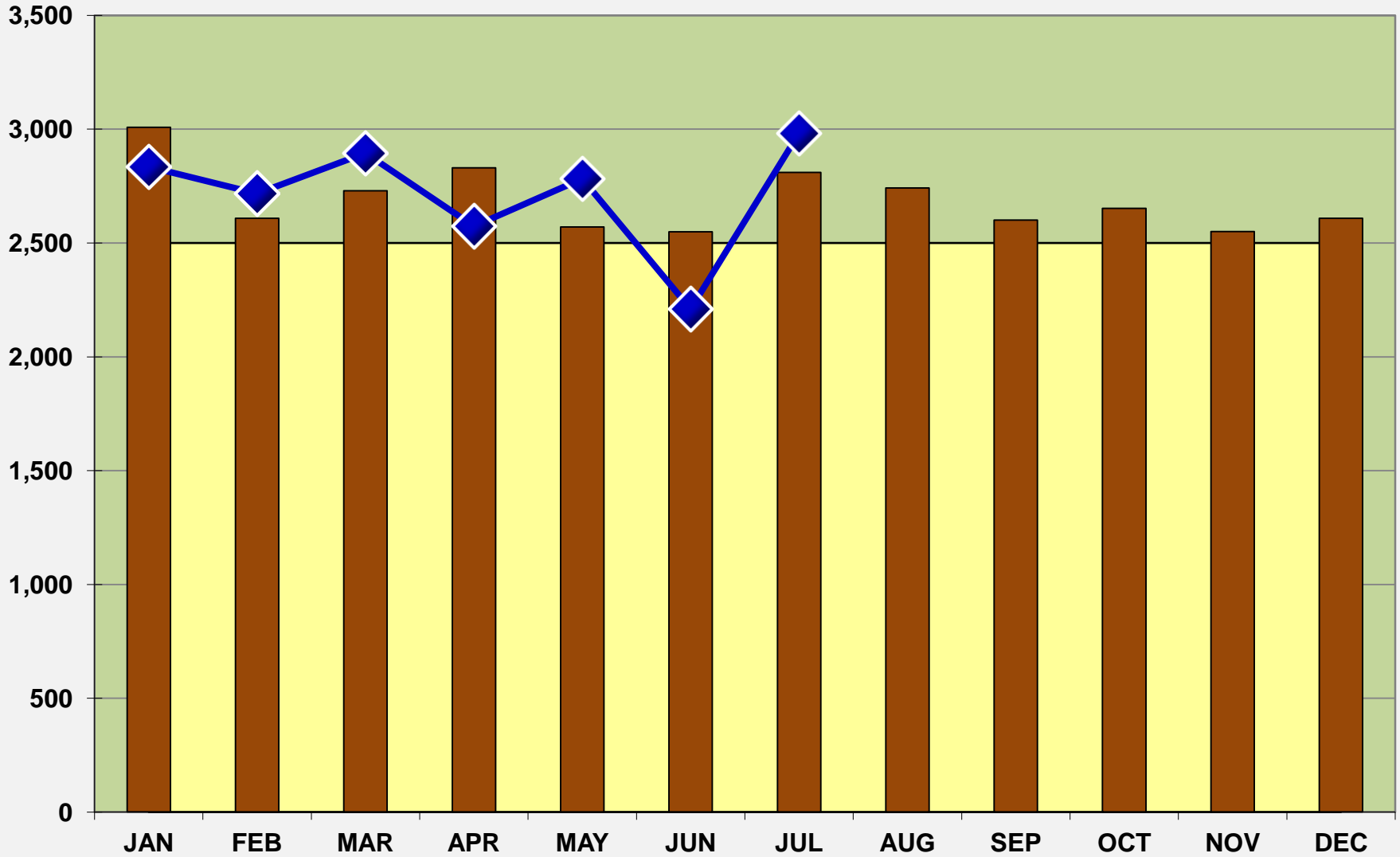
METRO TRANSIT POLICE RIDES ON-BOARD BUS

Goal - 2,500

July - 2,983

YTD Average - 2,714

*Exceeded goal 23 of
past 24 months*



2013 Goal

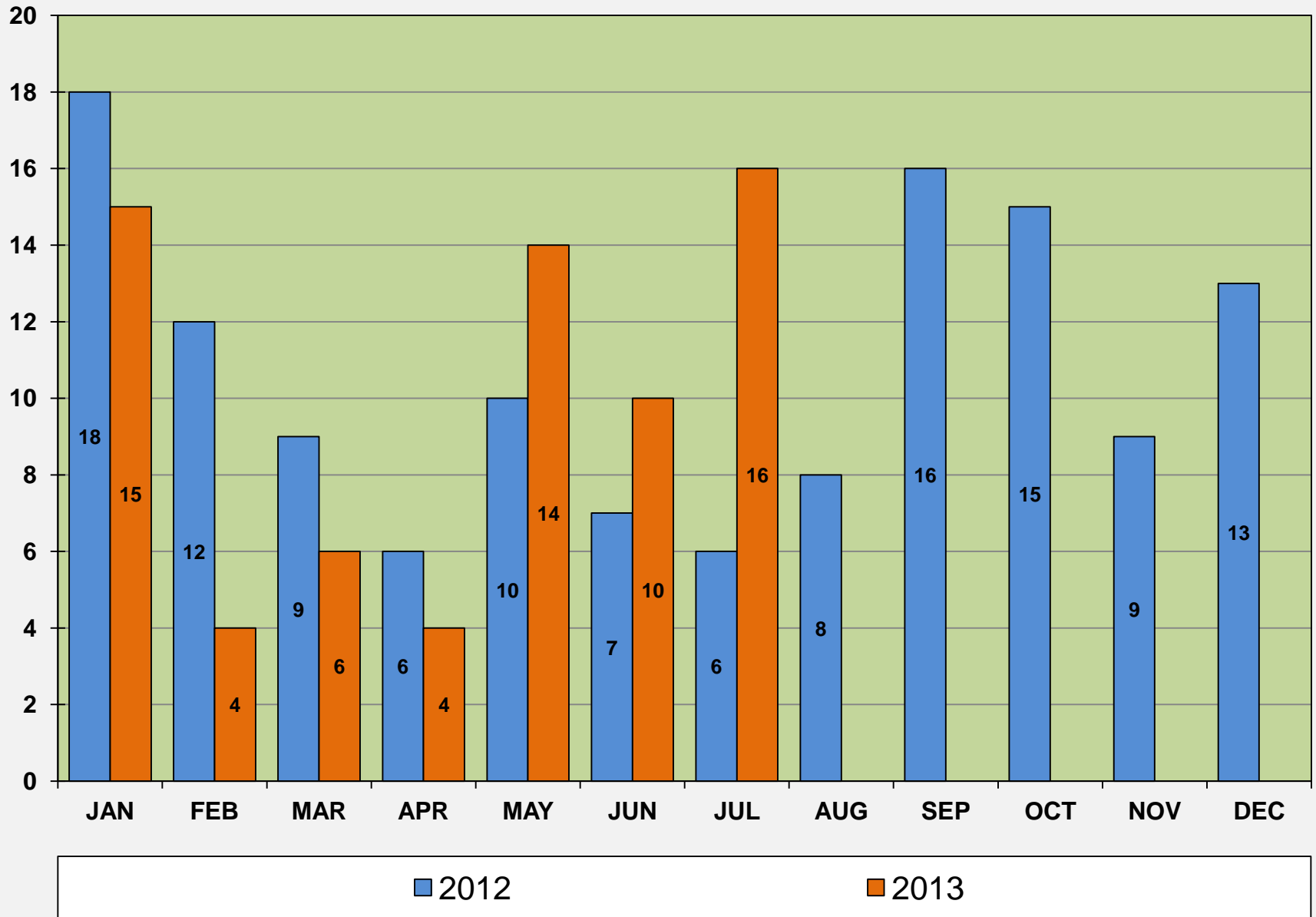
2012 Actual

2013 Actual

Total Driver Assaults by Year

Average / Month YTD = 9.9 Total

1 additional driver assault compared to this time last year



Driver Assault by Category 2013

Average / Month YTD = 9.9 Total

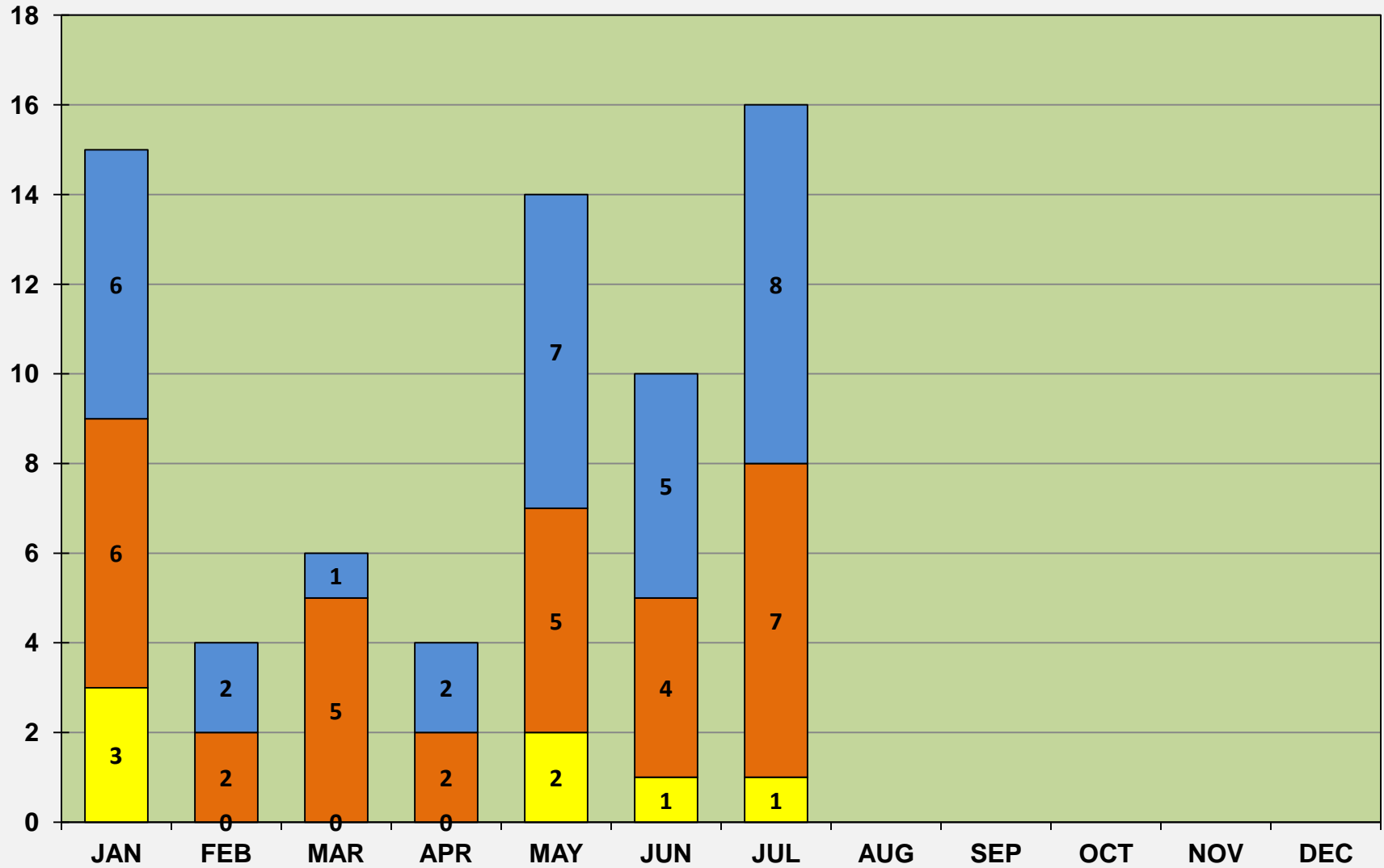
1 - Felony 7 - Misdemeanor Assault 8 - Disorderly

YTD Averages/Month:

Felony - 1.0

Misd. Assault - 4.4

Disorderly - 4.4



2013 Felony

2013 Misd Assault

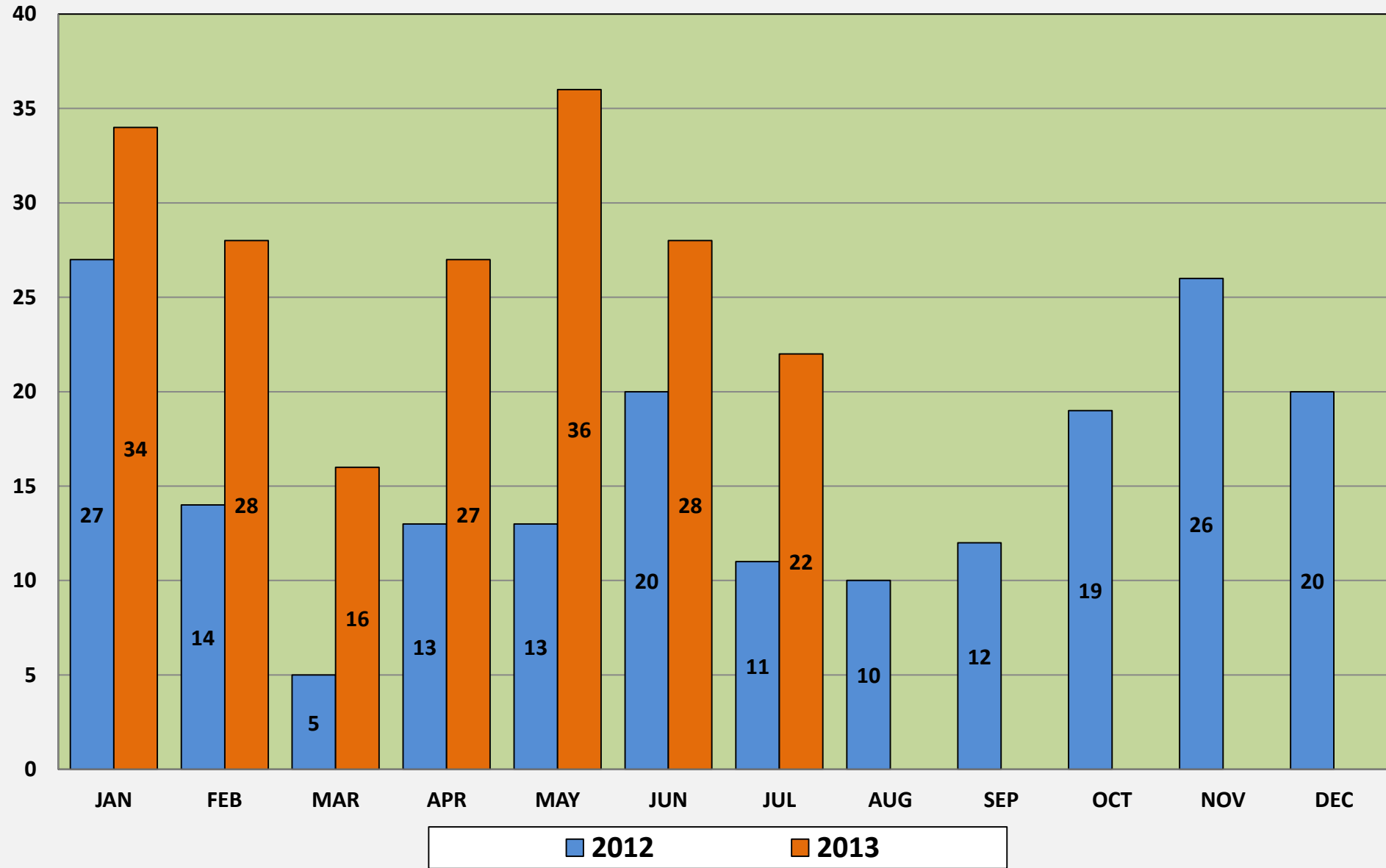
2013 Disorderly

Cell Phone Theft

January Thru July

2012 - 103 2013 YTD - 191

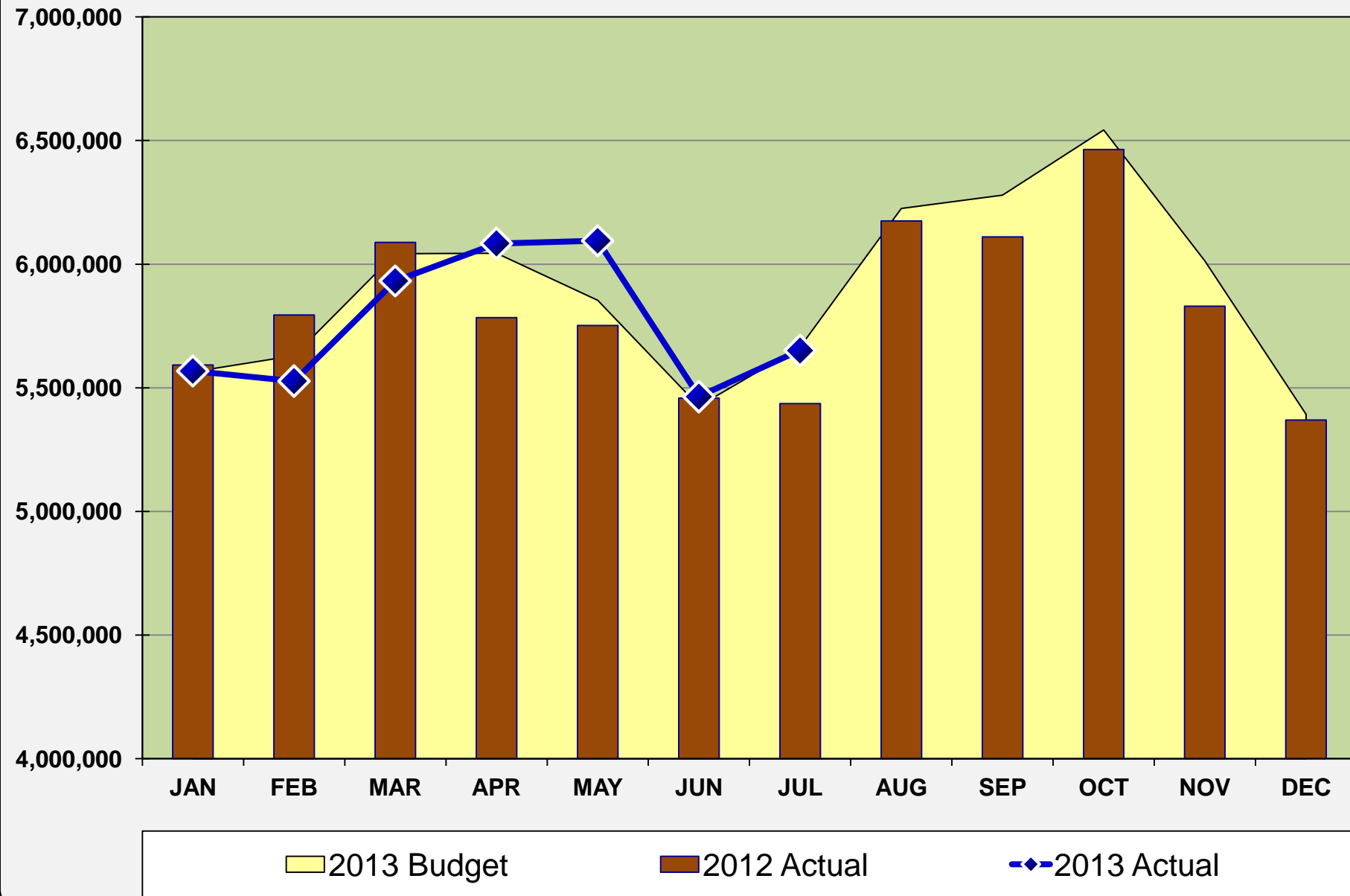
*88 additional cell phone
thefts compared to this
time last year*



BUS RIDERSHIP

Budget - 5,665,183 July - 5,652,379 YTD - 40,323,069

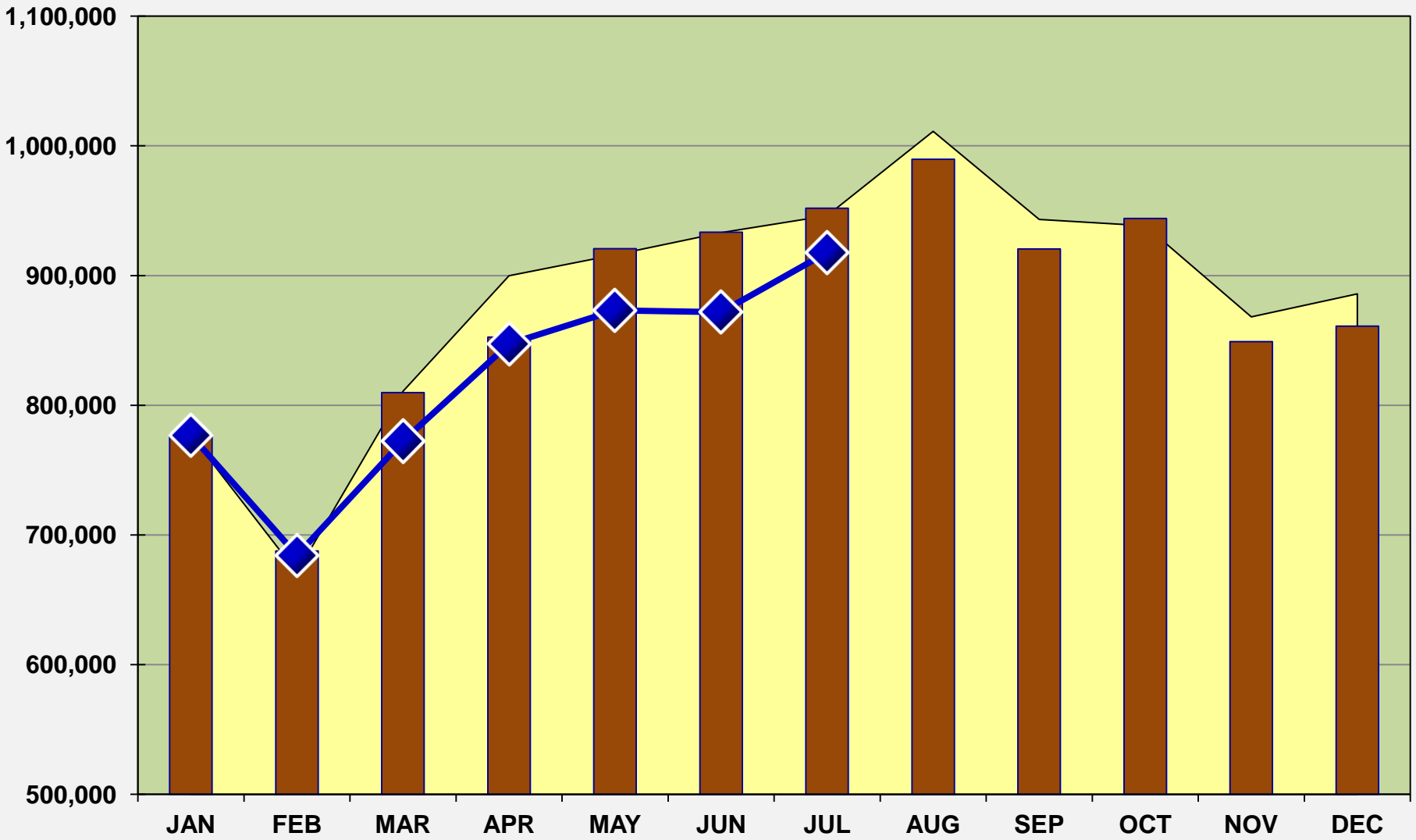
*Up 1.5%
from last year.*



LIGHTRAIL RIDERSHIP

Budget - 946,169 July - 917,767 YTD - 5,743,787

*Down 3.2%
from last year.*



2013 Budget

2012 Actual

2013 Actual

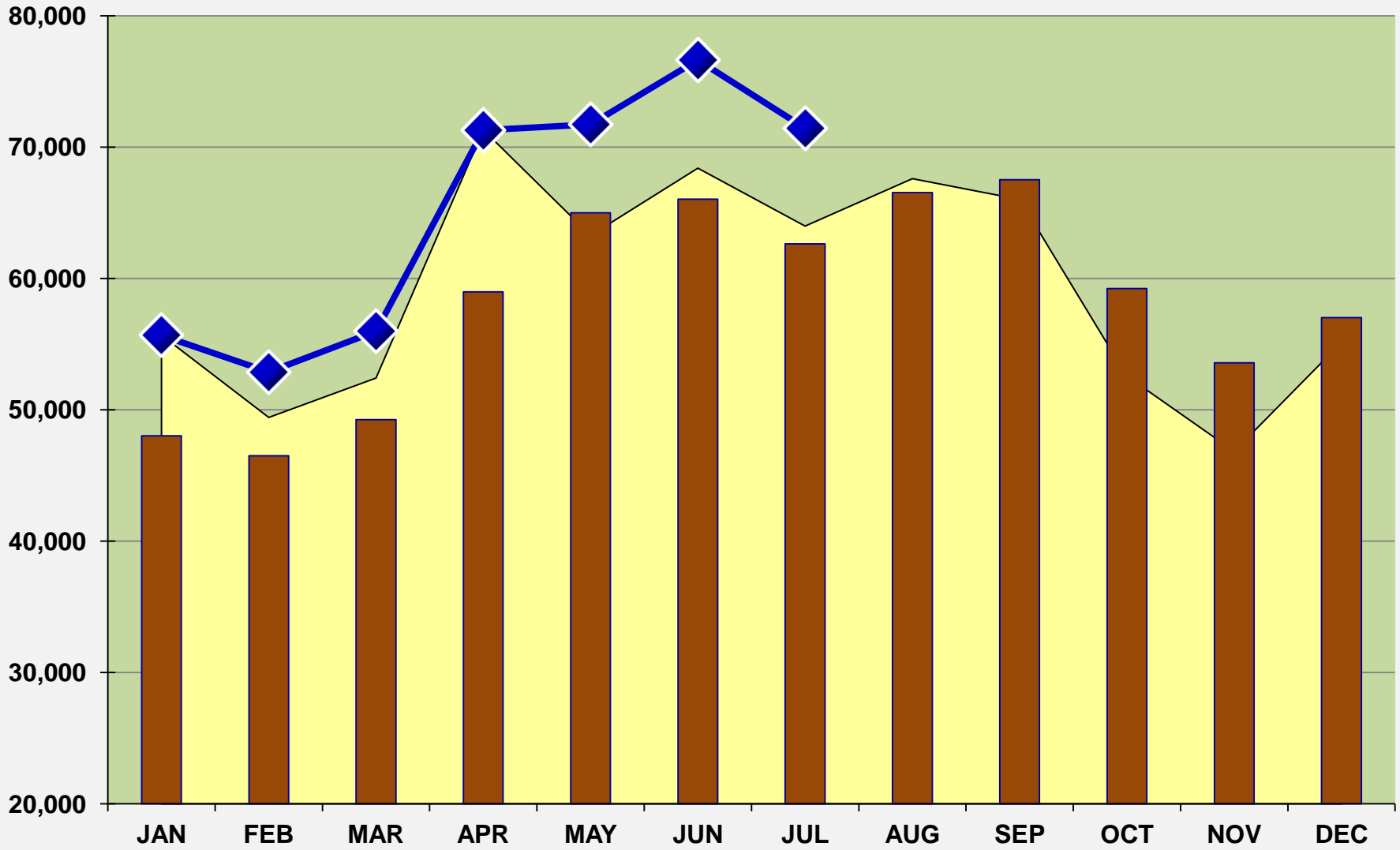
NORTHSTAR RIDERSHIP

Budget - 63,984

July - 71,441

YTD - 455,623

*Up 14.9%
from last year.*



2013 Budget

2012 Actual

2013 Actual

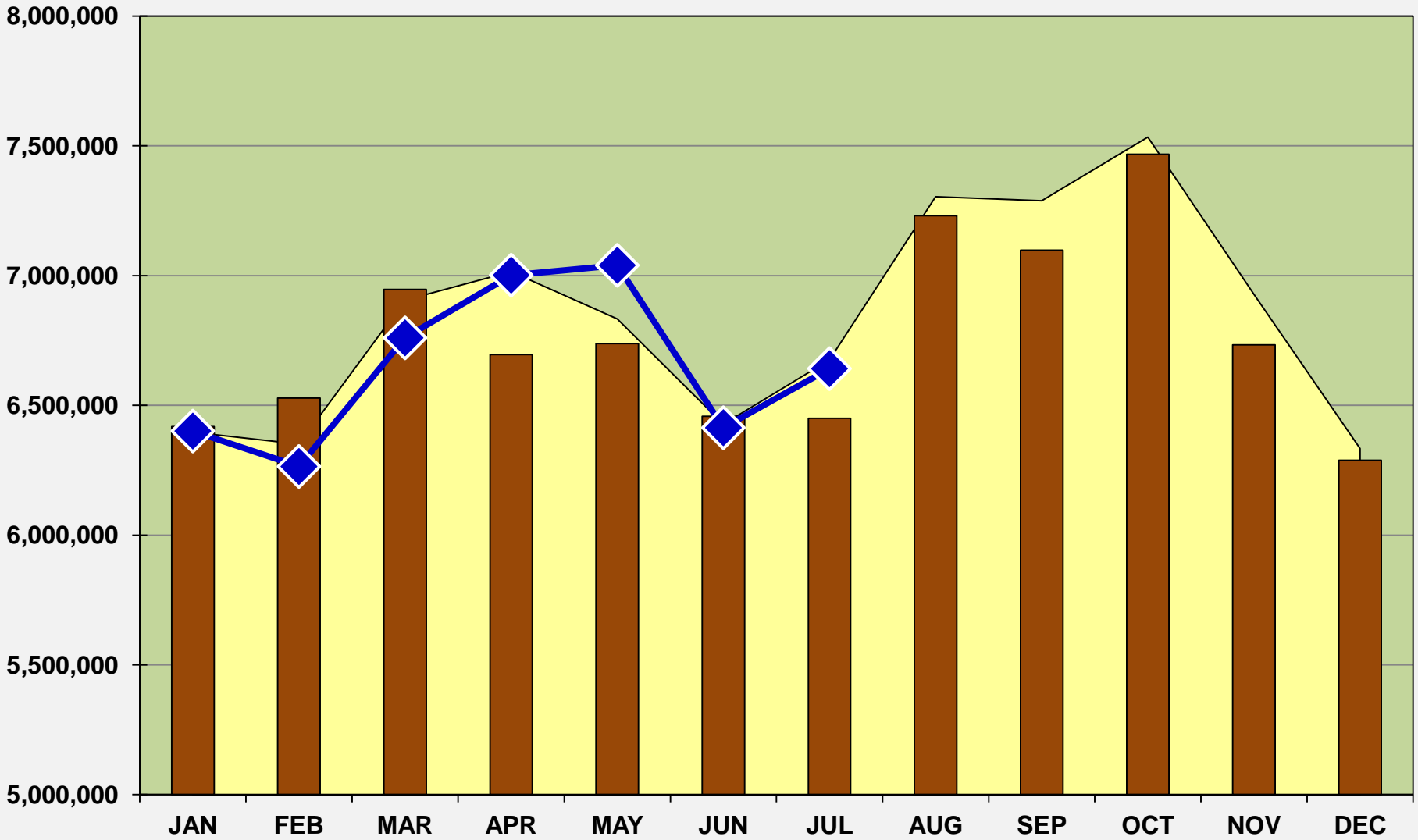
TOTAL RIDERSHIP ALL MODES

Budget - 6,675,000

July - 6,642,000

YTD - 46,522,000

*Up 1.0%
from last year.*



2013 Budget

2012 Actual

2013 Actual