

**Metro Freeway Service Patrol
Performance Measure Criteria Matrix
Q3-2005 FSP Performance Measure Breakdown.xls**

<u>Performance Measure</u>	<u>Frequency</u>	<u>Measurement</u>	<u>Quarterly Standard</u>	<u>Award</u>	<u>Reporting</u>	<u>Responsibility</u>
Contractor Meeting Attendance	Bi-Monthly	Contractor Owner/Manager Attendance	100%	1 Point	Quarterly	MTA
Cursory CHP Driver Inspection	Each truck inspected once each quarter.	Cursory Inspection	100% Passing by Beat	1 Point	Quarterly	CHP
Assist Data Submission	Quarterly	Number of mistakes reported while scanning assist forms	≥99% Accuracy by Beat	1 Point	Quarterly	MTA
Beat Assist Rate	Quarterly	Assist Rate	Beat Specific (5 Yr Average)	1 Point	Quarterly	MTA
Complaint Investigation	Quarterly	Customer Complaints by Beat Investigated by CHP	1 or more - No Points	1 Point	Quarterly	CHP
Driver Proficiency Testing	Quarterly	% of Drivers that Pass the Proficiency Test the First Attempt	100% or N/A	1 Point	Quarterly	CHP
On-Time at Start of Beat	Quarterly	% On-Time Performance (Shifts On-Time per Qtr/Total No. of Shifts per Qtr)	>100% Passing by Beat	1 Point	Quarterly	CHP
Mechanical Reliability	Quarterly	% Trucks Started Shift (Qtrly Shifts Started/Total No. of Shifts per Qtr)	>100% Passing by Beat	1 Point	Quarterly	CHP
Driver Attendance	Quarterly	% Driver Attendance (No of Shifts Worked per Qtr/Total No. of Shifts per Qtr)	>100% Passing by Beat	1 Point	Quarterly	CHP
Truck In-Service Reliability	Quarterly	% In Service Reliability (No Shifts Completed per Qtr/Total No. of Shifts per Qtr)	>100% Passing by Beat	1 Point	Quarterly	CHP

**Metro Freeway Service Patrol
Performance Measure (Sorted by Beat)
Q3-2005 FSP Performance Measure Breakdown.xls**

BEAT	Contractor Meeting Attendance	Cursory CHP Driver Inspection	Complaint Investigation	Driver Proficiency Testing	Assist Data Submission	Beat Assist Rate	On-Time at Start of Beat	Mechanical Reliability	Driver Attendance	Truck In Service Reliability	Total Points by Beat
1	0	1	1	0	0	1	0	0	0	0	3
2	0	1	1	0	0	0	0	1	0	0	3
3	1	1	1	0	0	0	0	1	0	0	4
4	1	1	0	1	0	1	0	0	1	1	6
5	1	1	1	1	0	1	1	1	1	1	9
6	1	1	1	1	0	1	0	1	1	1	8
7	1	1	1	1	0	1	0	1	0	1	7
8	1	1	1	1	0	1	0	1	1	1	8
9	1	1	1	1	0	0	1	0	0	1	6
10	0	1	1	1	0	1	1	1	1	0	7
11	1	1	1	0	0	0	0	1	1	0	5
12	1	1	1	1	0	1	0	1	1	1	8
13	1	1	1	1	0	0	0	1	0	1	6
14	1	1	1	1	0	1	1	1	1	1	9
15	1	1	1	1	0	1	1	1	1	1	9
16	0	1	1	1	0	1	1	1	1	1	8
17	1	1	0	1	0	1	0	1	1	1	7
18	0	1	1	0	0	1	0	1	1	0	5
19	1	1	1	1	0	0	0	1	1	0	6
20	1	1	1	1	0	1	0	1	1	1	8
21	1	1	0	1	0	0	0	0	0	0	3
22	1	1	1	1	0	0	0	1	1	1	7
23	1	1	0	1	0	1	0	1	1	1	7
24	1	1	1	1	0	1	1	1	1	1	9
26	1	1	1	1	0	1	1	1	1	0	8
27	1	1	1	1	0	0	1	1	1	1	8
28	1	1	1	1	0	0	0	1	0	0	5
29	1	1	1	1	0	1	1	1	1	1	9
30	0	1	1	1	0	1	0	1	0	0	5
31	1	1	0	1	0	0	0	1	1	1	6
33	1	1	1	0	1	1	1	0	1	1	8
34	1	1	1	0	1	1	1	0	1	1	8
35	1	1	1	1	0	1	1	1	1	1	9
37	1	1	1	0	0	0	1	1	1	1	7
38	1	1	1	1	0	0	0	1	1	0	6
39	1	1	1	1	0	0	0	1	1	0	6
40	1	1	0	1	0	1	1	1	0	0	6
41	1	1	1	1	0	1	1	1	1	1	9
42	1	1	1	1	0	0	1	1	1	1	8
43	1	1	0	1	0	1	0	1	0	1	6
44	1	1	1	1	0	0	0	1	1	1	7
Totals	35	40	33	32	2	25	17	34	29	26	272

Metro Freeway Service Patrol

Performance Measure (Sorted by Total Points)

Q3-2005 FSP Performance Measure Breakdown.xls

BEAT	Contractor Meeting Attendance	Cursory CHP Driver Inspection	Complaint Investigation	Driver Proficiency Testing	Assist Data Submission	Beat Assist Rate	On-Time at Start of Beat	Mechanical Reliability	Driver Attendance	Truck In Service Reliability	Total Points by Beat
5	1	1	1	1	0	1	1	1	1	1	9
14	1	1	1	1	0	1	1	1	1	1	9
15	1	1	1	1	0	1	1	1	1	1	9
24	1	1	1	1	0	1	1	1	1	1	9
29	1	1	1	1	0	1	1	1	1	1	9
35	1	1	1	1	0	1	1	1	1	1	9
41	1	1	1	1	0	1	1	1	1	1	9
6	1	1	1	1	0	1	0	1	1	1	8
8	1	1	1	1	0	1	0	1	1	1	8
12	1	1	1	1	0	1	0	1	1	1	8
16	0	1	1	1	0	1	1	1	1	1	8
20	1	1	1	1	0	1	0	1	1	1	8
26	1	1	1	1	0	1	1	1	1	0	8
27	1	1	1	1	0	0	1	1	1	1	8
33	1	1	1	0	1	1	1	0	1	1	8
34	1	1	1	0	1	1	1	0	1	1	8
7	1	1	1	1	0	1	0	1	0	1	7
10	0	1	1	1	0	1	1	1	1	0	7
17	1	1	0	1	0	1	0	1	1	1	7
22	1	1	1	1	0	0	0	1	1	1	7
23	1	1	0	1	0	1	0	1	1	1	7
37	1	1	1	0	0	0	1	1	1	1	7
44	1	1	1	1	0	0	0	1	1	1	7
4	1	1	0	1	0	1	0	0	1	1	6
9	1	1	1	1	0	0	1	0	0	1	6
13	1	1	1	1	0	0	0	1	0	1	6
19	1	1	1	1	0	0	0	1	1	0	6
38	1	1	1	1	0	0	0	1	1	0	6
39	1	1	1	1	0	0	0	1	1	0	6
40	1	1	0	1	0	1	1	1	0	0	6
43	1	1	0	1	0	1	0	1	0	1	6
11	1	1	1	0	0	0	0	1	1	0	5
18	0	1	1	0	0	1	0	1	1	0	5
28	1	1	1	1	0	0	0	1	0	0	5
30	0	1	1	1	0	1	0	1	0	0	5
3	1	1	1	0	0	0	0	1	0	0	4
1	0	1	1	0	0	1	0	0	0	0	3
2	0	1	1	0	0	0	0	1	0	0	3
21	1	1	0	1	0	0	0	0	0	0	3
Totals	35	40	33	32	2	25	17	34	29	26	272

**Metro Freeway Service Patrol
Contractor Meeting Attendance
Q3-2005 FSP Performance Measure Breakdown.xls**

BEAT	ATTENDANCE	POINT AWARDED
1	0	0
2	0	0
3	1	1
4	1	1
5	1	1
6	1	1
7	1	1
8	1	1
9	1	1
10	0	0
11	1	1
12	1	1
13	1	1
14	1	1
15	1	1
16	0	0
17	1	1
18	0	0
19	1	1
20	1	1
21	1	1
22	1	1
23	1	1
24	1	1
26	1	1
27	1	1
28	1	1
29	1	1
30	0	0
31	1	1
33	1	1
34	1	1
35	1	1
37	1	1
38	1	1
39	1	1
40	1	1
41	1	1
43	1	1
44	1	1
Totals		35

**Metro Freeway Service Patrol
 Cursory Inspections
 Q3-2005 FSP Performance Measure Breakdown.xls**

Beat	Pass	Fail	Total	% Passed	Point Awarded
1	0	0	0	100%	1
2	0	0	0	100%	1
3	0	0	0	100%	1
4	0	0	0	100%	1
5	0	0	0	100%	1
6	0	0	0	100%	1
7	0	0	0	100%	1
8	0	0	0	100%	1
9	0	0	0	100%	1
10	0	0	0	100%	1
11	0	0	0	100%	1
12	0	0	0	100%	1
13	0	0	0	100%	1
14	0	0	0	100%	1
15	0	0	0	100%	1
16	0	0	0	100%	1
17	0	0	0	100%	1
18	0	0	0	100%	1
19	0	0	0	100%	1
20	0	0	0	100%	1
21	0	0	0	100%	1
22	0	0	0	100%	1
23	0	0	0	100%	1
24	0	0	0	100%	1
26	0	0	0	100%	1
27	0	0	0	100%	1
28	0	0	0	100%	1
29	0	0	0	100%	1
30	0	0	0	100%	1
31	0	0	0	100%	1
33	0	0	0	100%	1
34	0	0	0	100%	1
35	0	0	0	100%	1
37	0	0	0	100%	1
38	0	0	0	100%	1
39	0	0	0	100%	1
40	0	0	0	100%	1
41	0	0	0	100%	1
42	0	0	0	100%	1
43	0	0	0	100%	1
44	0	0	0	100%	1
Totals	0	0	0		40

**Metro Freeway Service Patrol
Assist Data Submission
Q3-2005 FSP Performance Measure Breakdown.xls**

BEAT	Total WtErrors	# of Surveys	Total Errors	Percentage of Errors	Percentage Correct	Point Awarded
1	2228	2002	226	10.1%	89.86%	0
2	1767	1670	97	5.5%	94.51%	0
3	1411	1236	175	12.4%	87.60%	0
4	2674	2543	131	4.9%	95.10%	0
5	2820	2752	68	2.4%	97.59%	0
6	1434	1375	59	4.1%	95.89%	0
7	2341	2264	77	3.3%	96.71%	0
8	2184	2098	86	3.9%	96.06%	0
9	1256	1197	59	4.7%	95.30%	0
10	2247	2093	154	6.9%	93.15%	0
11	1727	1408	319	18.5%	81.53%	0
12	2352	2254	98	4.2%	95.83%	0
13	2358	2252	106	4.5%	95.50%	0
14	2114	2046	68	3.2%	96.78%	0
15	2260	2227	33	1.5%	98.54%	0
16	2512	2444	68	2.7%	97.29%	0
17	2449	2290	159	6.5%	93.51%	0
18	2534	2461	73	2.9%	97.12%	0
19	2552	2422	130	5.1%	94.91%	0
20	1745	1695	50	2.9%	97.13%	0
21	2204	2088	116	5.3%	94.74%	0
22	1601	1555	46	2.9%	97.13%	0
23	2192	2139	53	2.4%	97.58%	0
24	2697	2375	322	11.9%	88.06%	0
26	2737	2700	37	1.4%	98.65%	0
27	2575	2416	159	6.2%	93.83%	0
28	1104	1039	65	5.9%	94.11%	0
29	2429	2367	62	2.6%	97.45%	0
30	2645	2492	153	5.8%	94.22%	0
31	2012	1908	104	5.2%	94.83%	0
33	3112	3091	21	0.7%	99.33%	1
34	3015	2991	24	0.8%	99.20%	1
35	2269	2227	42	1.9%	98.15%	0
37	2724	2541	183	6.7%	93.28%	0
38	673	635	38	5.6%	94.35%	0
39	1090	992	98	9.0%	91.01%	0
40	2588	2513	75	2.9%	97.10%	0
41	2346	2311	35	1.5%	98.51%	0
42	0	0	0	#DIV/0!	#DIV/0!	0
43	2653	2381	272	10.3%	89.75%	0
44	721	643	78	10.8%	89.18%	0
Totals	86,352	82,133	4,219	4.9%	95.11%	2

**Metro Freeway Service Patrol
Beat Assist Rate
Q3-2005 FSP Performance Measure Breakdown.xls**

BEAT	BEAT RATE GOAL (5-YR AVG)	QTR RATE	Point Awarded
1	0.75	0.78	1
2	0.80	0.76	0
3	0.71	0.59	0
4	0.90	0.95	1
5	1.00	1.19	1
6	0.79	0.75	1
7	0.94	1.01	1
8	1.01	1.18	1
9	0.83	0.54	0
10	0.97	1.19	1
11	0.92	0.90	0
12	0.78	1.30	1
13	0.84	0.83	0
14	0.81	0.96	1
15	0.84	1.15	1
16	0.61	1.05	1
17	0.84	1.04	1
18	0.86	0.96	1
19	0.90	0.88	0
20	0.80	0.96	1
21	1.03	0.91	0
22	0.96	0.86	0
23	1.07	1.13	1
24	1.01	1.36	1
26	1.09	1.36	1
27	0.94	0.88	0
28	1.05	0.44	0
29	0.93	1.04	1
30	1.04	1.10	1
31	0.89	0.78	0
33	1.23	1.26	1
34	1.15	1.21	1
35	1.12	1.17	1
37	1.22	1.14	0
38	0.87	0.34	0
39	0.88	0.61	0
40	1.00	1.09	1
41	0.89	1.18	1
43	0.99	1.11	1
44	1.00	0.52	0
Totals	0.93	0.94	25

**Metro Freeway Service Patrol
Complaint Investigations
Q3-2005 FSP Performance Measure Breakdown.xls**

BEAT	COMPLAINTS	Misc.*	Total	POINT AWARDED
1	0	0	0	1
2	0	0	0	1
3	0	0	0	1
4	1	0	1	0
5	0	0	0	1
6	0	0	0	1
7	0	0	0	1
8	0	0	0	1
9	0	0	0	1
10	0	0	0	1
11	0	0	0	1
12	0	0	0	1
13	0	0	0	1
14	0	0	0	1
15	0	0	0	1
16	0	0	0	1
17	1	0	1	0
18	0	0	0	1
19	0	0	0	1
20	0	0	0	1
21	1	0	1	0
22	0	0	0	1
23	1	0	1	0
24	0	0	0	1
25	0	0	0	1
26	0	0	0	1
27	0	0	0	1
28	0	0	0	1
29	0	0	0	1
30	0	0	0	1
31	1	0	1	0
33	0	0	0	1
34	0	0	0	1
35	0	0	0	1
37	0	0	0	1
38	0	0	0	1
39	0	0	0	1
40	1	0	1	0
41	0	0	0	1
43	1	0	1	0
44	0	0	0	1
Totals	7			35

**Metro Freeway Service Patrol
Driver Proficiency Testing
Q3-2005 FSP Performance Measure Breakdown.xls**

Beat	Total Attended	Total Passed 1st Attempt	Percentage Passing the 1st Attempt	Point Awarded
1	2	1	0%	0
2	2	1	100%	0
3	1	0	0%	0
4	1	1	100%	1
5	0	0	100%	1
6	0	0	100%	1
7	0	0	100%	1
8	2	2	100%	1
9	0	0	0%	1
10	0	0	100%	1
11	4	3	0%	0
12	2	2	100%	1
13	1	1	100%	1
14	0	0	100%	1
15	0	0	100%	1
16	0	0	100%	1
17	0	0	100%	1
18	2	1	100%	0
19	0	0	0%	1
20	1	1	100%	1
21	0	0	100%	1
22	0	0	100%	1
23	0	0	100%	1
24	0	0	100%	1
26	0	0	100%	1
27	0	0	0%	1
28	1	1	100%	1
29	0	0	100%	1
30	0	0	0%	1
31	0	0	100%	1
33	3	1	100%	0
34	3	1	100%	0
35	0	0	100%	1
37	4	3	100%	0
38	2	2	100%	1
39	0	0	100%	1
40	0	0	0%	1
41	0	0	100%	1
42	0	0	100%	1
43	0	0	0%	1
44	2	2	100%	1
Totals	31	21		32

**Metro Freeway Service Patrol
On-Time Performance
Q3-2005 FSP Performance Measure Breakdown.xls**

BEAT	No. of Late Occurrences	Points Awarded
1	3	0
2	3	0
3	2	0
4	3	0
5	0	1
6	4	0
7	1	0
8	5	0
9	0	1
10	0	1
11	8	0
12	2	0
13	16	0
14	0	1
15	0	1
16	0	1
17	6	0
18	2	0
19	4	0
20	1	0
21	2	0
22	1	0
23	1	0
24	0	1
26	0	1
27	0	1
28	16	0
29	0	1
30	15	0
31	4	0
33	0	1
34	0	1
35	0	1
37	0	1
38	19	0
39	1	0
40	0	1
41	0	1
42	0	1
43	2	0
44	10	0

**Metro Freeway Service Patrol
Mechanical Reliability
Q3-2005 FSP Performance Measure Breakdown.xls**

BEAT	Mech. Failures (No Service)	Points Awarded
1	2	0
2	0	1
3	0	1
4	1	0
5	0	1
6	0	1
7	0	1
8	0	1
9	1	0
10	0	1
11	0	1
12	0	1
13	0	1
14	0	1
15	0	1
16	0	1
17	0	1
18	0	1
19	0	1
20	0	1
21	2	0
22	0	1
23	0	1
24	0	1
26	0	1
27	0	1
28	0	1
29	0	1
30	0	1
31	0	1
33	1	0
34	5	0
35	0	1
37	0	1
38	0	1
39	0	1
40	0	1
41	0	1
42	0	1
43	0	1
44	0	1

**Metro Freeway Service Patrol
Driver Attendance
Q3-2005 FSP Performance Measure Breakdown.xls**

BEAT	No Dvrt	Points Awarded
1	4	0
2	3	0
3	2	0
4	0	1
5	0	1
6	0	1
7	3	0
8	0	1
9	3	0
10	0	1
11	0	1
12	0	1
13	1	0
14	0	1
15	0	1
16	0	1
17	0	1
18	0	1
19	0	1
20	0	1
21	13	0
22	0	1
23	0	1
24	0	1
26	0	1
27	0	1
28	11	0
29	0	1
30	2	0
31	0	1
33	0	1
34	0	1
35	0	1
37	0	1
38	0	1
39	0	1
40	1	0
41	0	1
42	0	1
43	1	0
44	0	1

**Metro Freeway Service Patrol
Truck In-Service Reliability
Q3-2005 FSP Performance Measure Breakdown.xls**

BEAT	During Service BO Truck	Points Awarded
1	2	0
2	2	0
3	2	0
4	0	1
5	0	1
6	0	1
7	0	1
8	0	1
9	0	1
10	1	0
11	1	0
12	0	1
13	0	1
14	0	1
15	0	1
16	0	1
17	0	1
18	1	0
19	2	0
20	0	1
21	2	0
22	0	1
23	0	1
24	0	1
26	1	0
27	0	1
28	5	0
29	0	1
30	6	0
31	0	1
33	0	1
34	0	1
35	0	1
37	0	1
38	3	0
39	3	0
40	3	0
41	0	1
42	0	1
43	0	1
44	0	1