Los Angeles County
Metropolitan Transportation Authority

DEC 2004

METRO OPERATIONS
MONTHLY PERFORMANCE
REPORT

05-1136.ml

Metro

Table of Contents

San Fernando Valley Sector Scorecard Overview (SFV)

This sector has two Metro operating divisions, Division 8 in Chatsworth and Division 15 in Sun Valley. The sector is responsible for the operation of approximately 430 Metro buses and 24 Metro Bus lines carrying nearly 54 million boarding passengers each year.

This report gives a brief overview of sector operations':
* Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
* In-Service On-Time Performance
* Traffic Accidents per 100,000 Hub
* Complaints per 100,000 Boardings
* New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours

Measurement	FY02	FY03	FY04	FY05 Target	FY05 YTD	Dec. Month	Status
Bus Systemwide							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,178	7,118	◇
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.46%	65.30%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.42	3.63	●
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	3.63	2.75	◇
New Workers' Compensation IndemnityClaims per 200,000 Exposure Hours (*1 month lag*)	23.99	17.80	17.64	16.76	*Nov. 15.46*	*Nov. 14.04*	●
SFV Sector							
MMBCMF**	4,646	8,616	8,648	8,000	9,768	11,422	●
In-Service On-time Performance		67.30%	67.47%	70%	69.81%	72.03%	●
Bus Traffic Accidents Per 100,000 Miles	3.09	2.91	2.99	3.00	2.60	2.48	●
Complaints per 100,000 Boardings	3.43	6.32	5.45	4.50	4.57	3.28	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	22.8	16.72	15.15	14.50	*Nov. 18.24*	*Nov. 17.97*	◇
Division 8							
MMBCMF*	5,775	9,177	8,183	8,000	10,390	11,392	●
In-Service On-time Performance	67.88%	70.09%	69.12%	70%	70.95%	70.75%	●
Bus Traffic Accidents Per 100,000 Miles	3.22	2.84	2.75	3.00	2.38	1.73	●
Complaints per 100,000 Boardings	3.16	6.87	5.09	4.50	4.55	2.76	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	20.36**	20.92	19.15	14.50	*Nov. 19.12*	*Nov. 22.68*	▬
Division 15							
MMBCMF*	4,514	8,260	9,013	8,000	9,313	11,447	●
In-Service On-time Performance	62.51%	66.13%	66.62%	70%	69.15%	72.68%	●
Bus Traffic Accidents Per 100,000 Miles	3.01	2.96	3.17	3.00	2.78	3.08	●
Complaints per 100,000 Boardings	3.58	6.01	5.70	4.50	4.59	3.68	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	19.15**	16.23	13.14	14.50	*Nov. 18.13*	*Nov. 15.68*	◇

* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

**Jan - June, 2002

● Green - High probability of achieving the FY05 target (on track).

◇ Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.
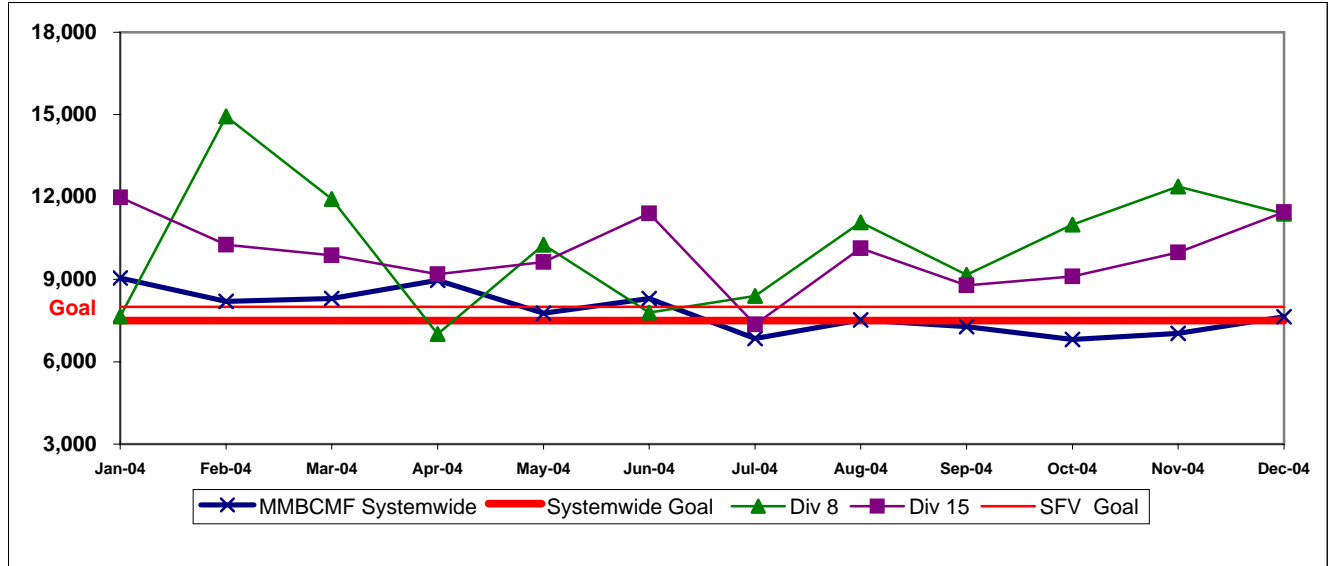
▬ Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*
Systemwide and Divisions 8 and 15

Definition: Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

Calculation: MMBCMF = (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)


* **Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.**

IN-SERVICE ON-TIME PERFORMANCE

Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

Calculation: ISOTP% =1-((Number of buses departing early + Number of buses departing more than five minutes late)/(Total buses sampled))

Systemwide and Bus Operating Divisions 8 and 15
ISOTP - 1 Minute Tolerance for Running Hot
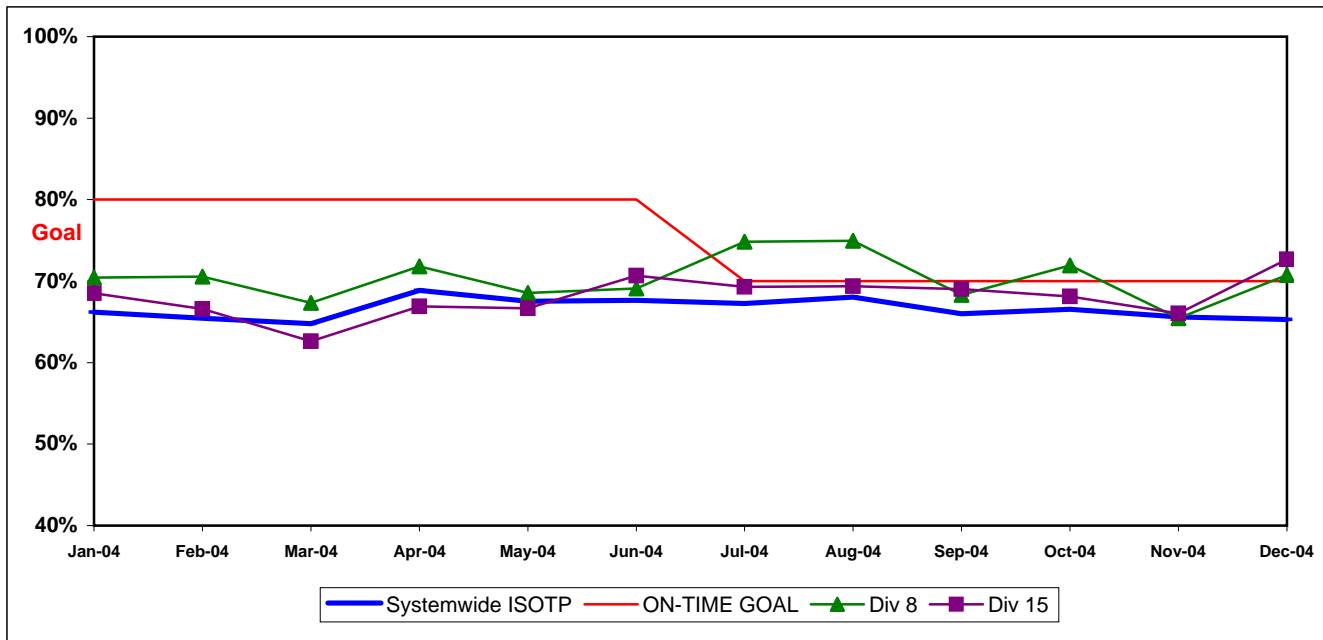
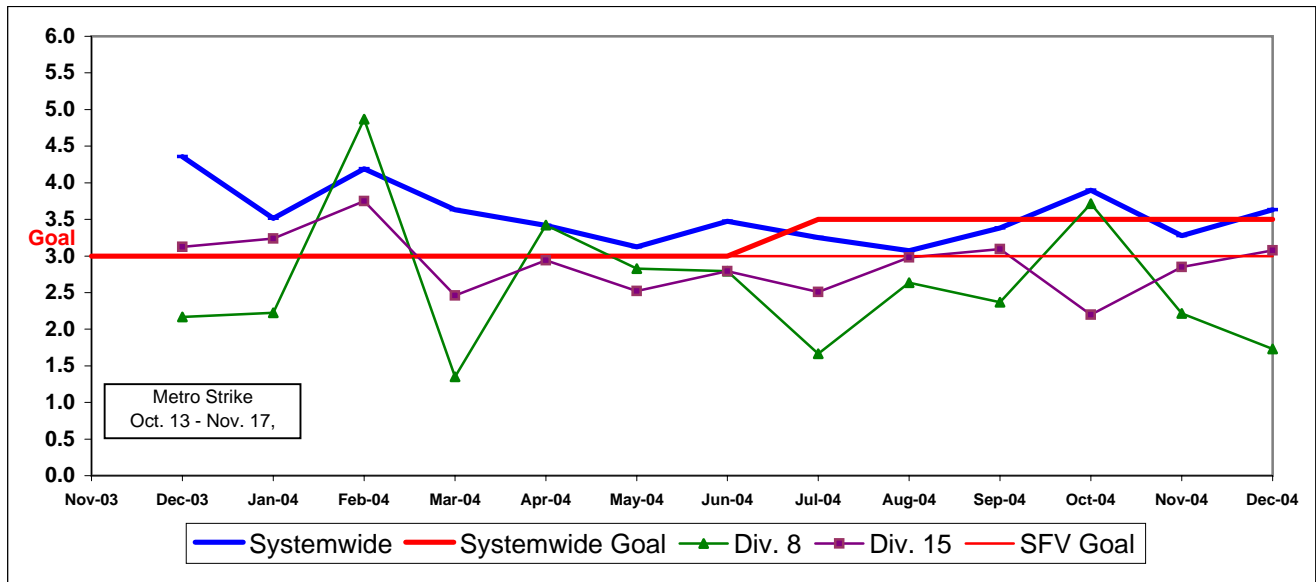**Running Hot - Systemwide and Bus Operating Divisions 8 and 15**

BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
Systemwide and Bus Operating Divisions 8 and 15

Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.
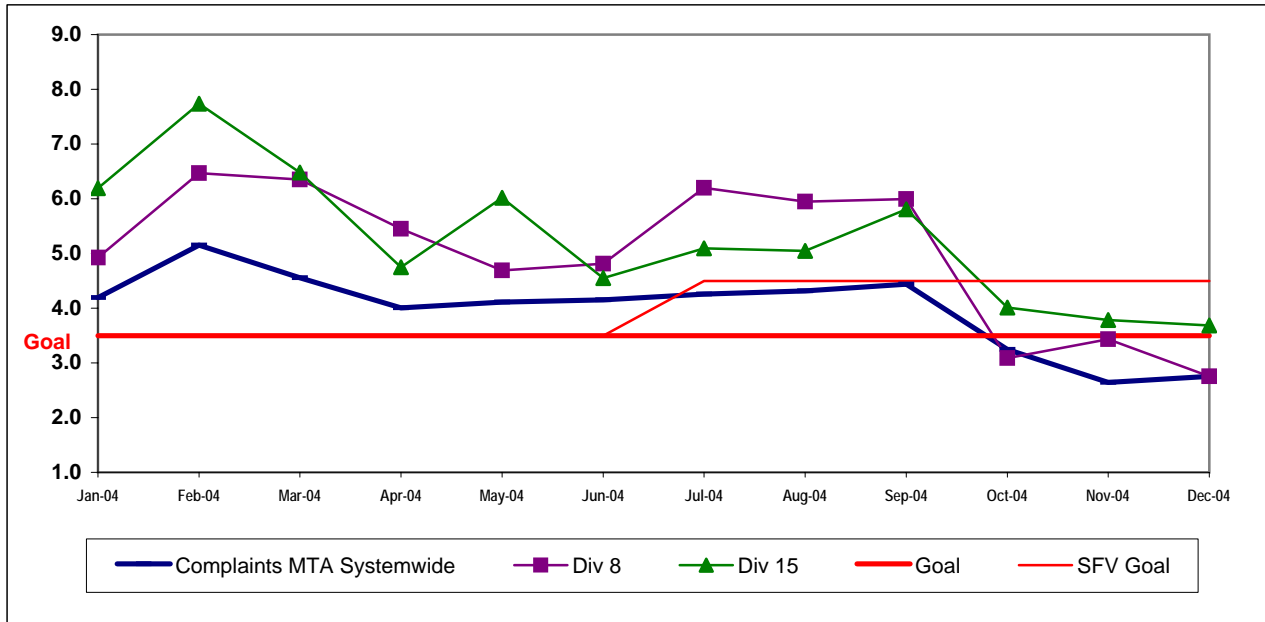
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Bus Operating Divisions 8 and 15

Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

Calculation: Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)

NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

Definition: Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

Calculation: New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)

One month lag in reporting.

San Gabriel Valley Sector Scorecard Overview (SGV)

This sector has two Metro operating divisions, Division 3 Cypress Park and Division 9 in El Monte. The sector is responsible for the operation of approximately 415 Metro buses and 28 Metro Bus lines carrying over 64.5 million boarding passengers each year.

This report gives a brief overview of sector operations':
   * Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
   * In-Service On-Time Performance
   * Traffic Accidents per 100,000 Hub
   * Complaints per 100,000 Boardings
   * New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours

Measurement	FY02	FY03	FY04	FY05 Target	FY05 YTD	Dec. Month	Status
Bus Systemwide							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,178	7,118	◇
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.46%	65.30%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.42	3.63	●
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	3.63	2.75	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	23.99	17.80	17.64	16.76	*Nov. 15.46*	*Nov. 14.04*	●
SGV Sector							
MMBCMF*	6,708	7,696	7,570	9,000	6,848	7,898	◇
In-Service On-time Performance		70.02%	69.98%	70%	70.22%	67.78%	●
Bus Traffic Accidents Per 100,000 Miles	3.23	3.40	2.91	3.00	2.78	2.70	●
Complaints per 100,000 Boardings	3.13	3.57	3.80	3.25	2.83	2.26	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	27.80	23.15	16.12	14.00	*Nov. 10.10*	*Nov. 8.52*	●
Division 3							
MMBCMF*	5,538	5,726	6,564	9,000	5,968	7,325	▬
In-Service On-time Performance	68.70%	71.08%	70.80%	70%	70.37%	68.66%	●
Bus Traffic Accidents Per 100,000 Miles	3.96	4.22	3.59	3.00	3.44	2.96	◇
Complaints per 100,000 Boardings	2.61	3.09	3.02	3.25	2.55	2.08	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	38.36**	21.54	12.36	14.00	*Nov. 3.42*	*Nov. 2.46*	●
Division 9							
MMBCMF*	8,336	11,322	8,874	9,000	7,916	8,506	◇
In-Service On-time Performance	64.56%	67.47%	68.16%	70%	69.96%	66.15%	●
Bus Traffic Accidents Per 100,000 Miles	2.56	2.64	2.26	3.00	2.17	2.47	●
Complaints per 100,000 Boardings	3.90	4.31	5.09	3.25	3.20	2.54	●
New Workers' Compensation IndemnityClaims per 200,000 Exposure Hours (1 month lag)	33.14**	28.54	20.75	14.00	*Nov. 18.09*	*Nov. 15.70*	◇

* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.
**Jan - June, 2002

● Green - High probability of achieving the FY05 target (on track).

◇ Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.

▬ Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.
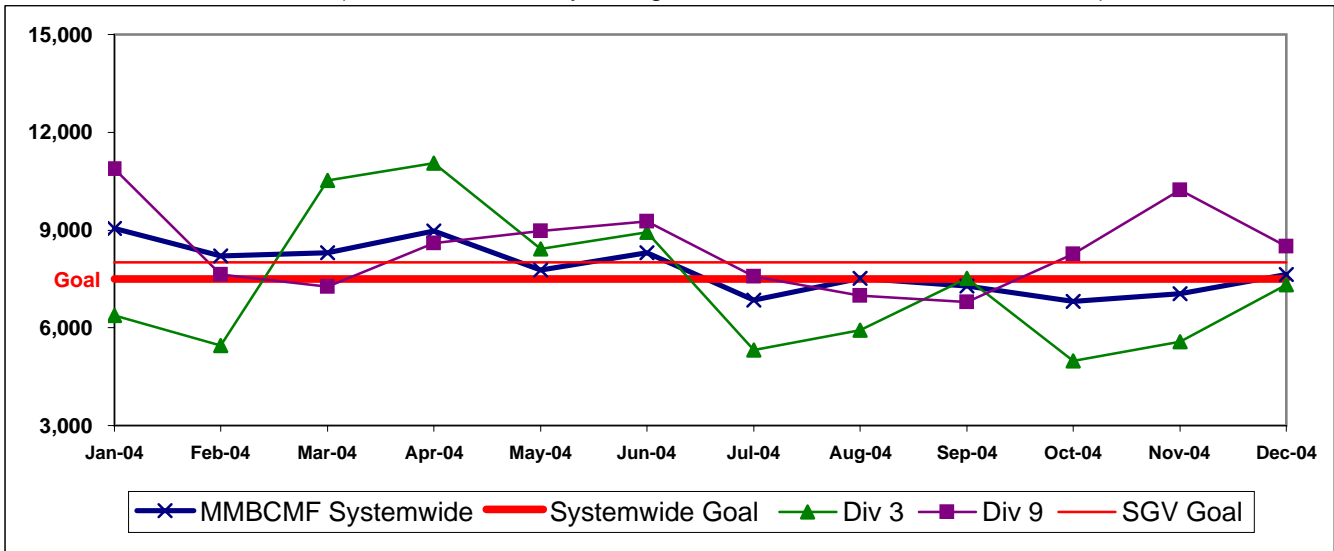
SAN GABRIEL VALLEY SECTOR (SGV) BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*
Systemwide and Divisions 3 and 9

Definition: Average Hub Miles traveled between chargeable mechanical problems that result in a service

Calculation: MMBCMF = (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)

*** Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.**

IN-SERVICE ON-TIME PERFORMANCE

Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

Calculation: ISOTP% =1-((Number of buses departing early + Number of buses departing more than five minutes late)/(Total buses sampled))

Systemwide and Bus Operating Divisions 3 and 9
ISOTP - 1 Minute Tolerance for Running Hot
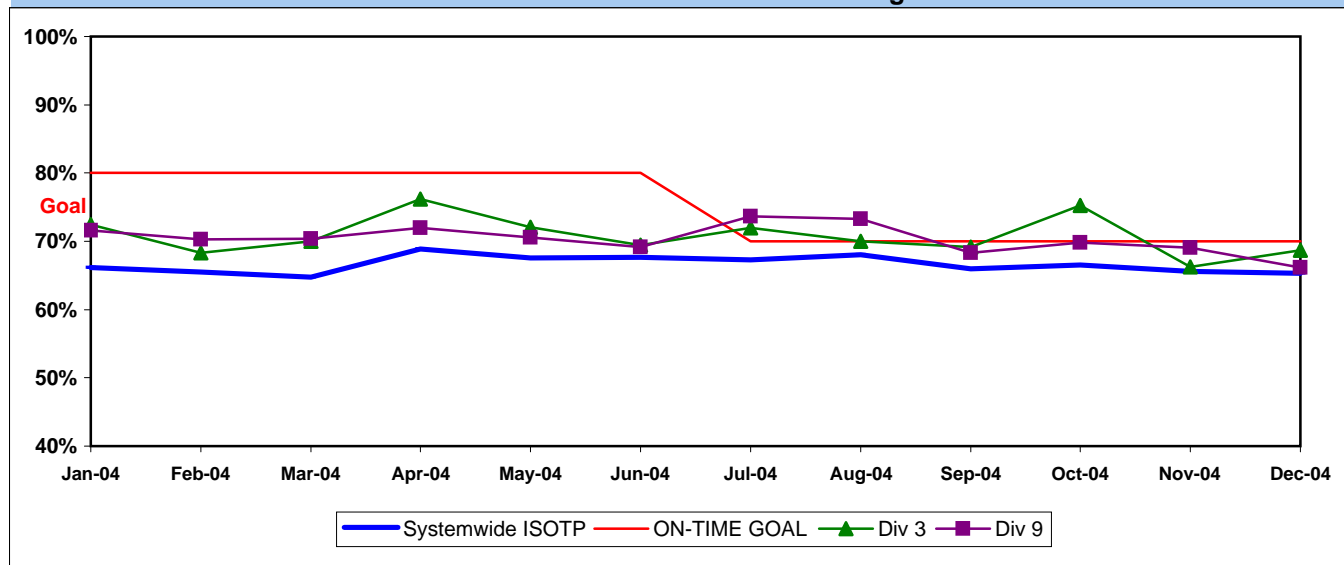
Running Hot - Systemwide and Divisions 3 and 9

BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
Systemwide and Divisions 3 and 9

Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Divisions 3 and 9

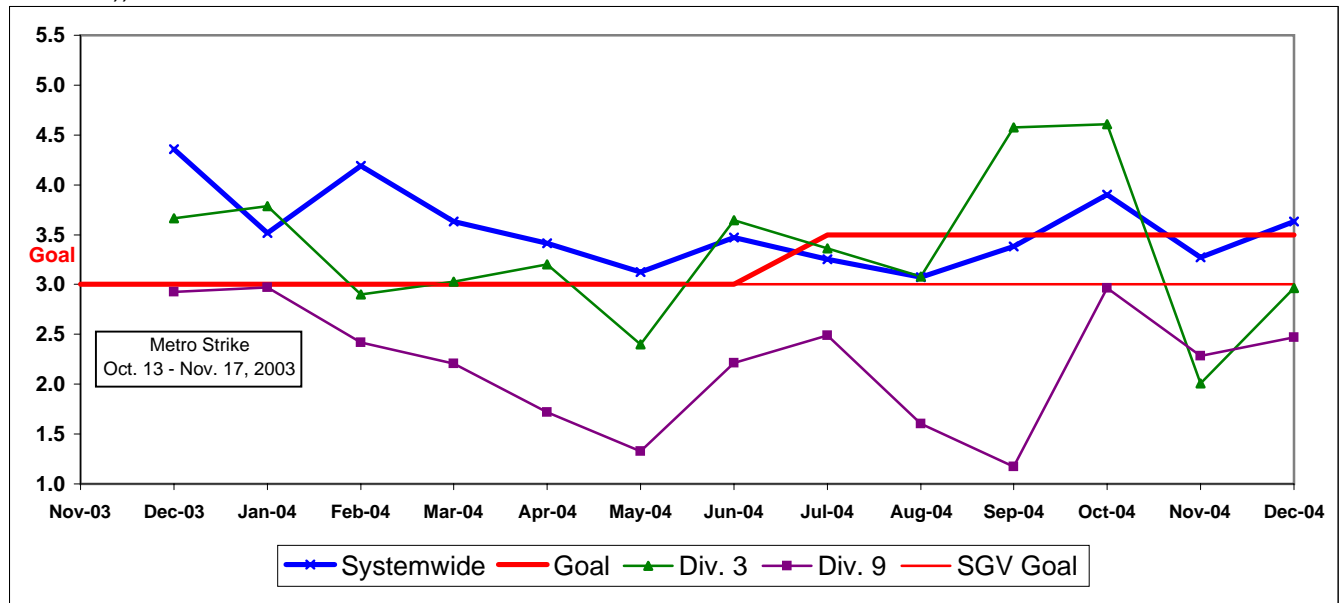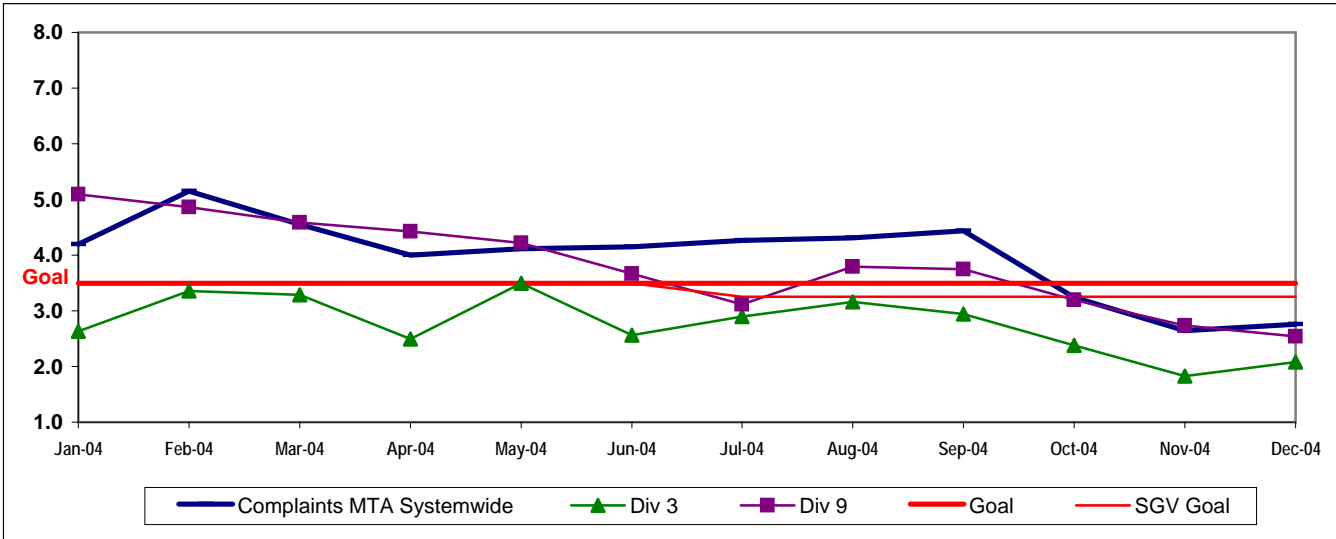**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

Calculation: Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)

NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 3 and 9

Definition: Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

Calculation: New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)

One month lag in reporting.

Gateway Cities Sector Scorecard Overview (GC)

This sector has two Metro operating divisions, Division 1 and 2, both operating out of the downtown Los Angeles area. The sector will be responsible for the operation of approximately 395 Metro buses and 22 Metro Bus lines carrying nearly 59.8 million boarding passengers each year.

This report gives a brief overview of sector operations':
  * Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
  * In-Service On-Time Performance
  * Traffic Accidents per 100,000 Hub
  * Complaints per 100,000 Boardings
  * New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours

Measurement	FY02	FY03	FY04	FY05 Target	FY05 YTD	Dec. Month	Status
Bus Systemwide							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,178	7,118	🟡
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.46%	65.30%	🟡
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.42	3.63	🟢
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	3.63	2.75	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Nov. 15.46	Nov. 14.04	🟢
GC Sector							
MMBCMF*	6,726	7,800	8,781	8,250	5,534	4,444	🟥
In-Service On-time Performance		74.53%	69.34%	70%	71.07%	71.25%	🟢
Bus Traffic Accidents Per 100,000 Miles	4.49	4.07	3.86	3.50	4.21	5.45	🟡
Complaints per 100,000 Boardings	2.07	2.63	3.08	3.00	2.45	2.13	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	43.20	25.30	20.19	19.18	Nov. 16.52	Nov. 10.64	🟢
Division 1							
MMBCMF*	8,510	9,863	8,232	8,250	4,956	3,762	🟥
In-Service On-time Performance	74.95%	78.22%	70.57%	70%	71.14%	71.22%	🟢
Bus Traffic Accidents Per 100,000 Miles	4.51	3.39	3.41	3.50	4.28	5.96	🟡
Complaints per 100,000 Boardings	1.76	2.26	3.32	3.00	2.79	2.49	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	45.91**	20.42	16.82	19.18	Nov. 15.43	Nov. 10.10	🟢
Division 2							
MMBCMF*	5,514	6,398	9,496	8,250	6,508	5,903	🟡
In-Service On-time Performance	63.01%	67.53%	67.62%	70%	70.97%	71.32%	🟢
Bus Traffic Accidents Per 100,000 Miles	4.48	4.78	4.36	3.50	4.11	4.74	🟡
Complaints per 100,000 Boardings	2.38	3.07	2.84	3.00	2.06	1.68	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	48.72**	31.18	24.56	19.18	Nov. 18.37	Nov. 12.07	🟡

* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

**Jan - June. 2002

🟢 Green - High probability of achieving the FY05 target (on track).

🟡 Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.
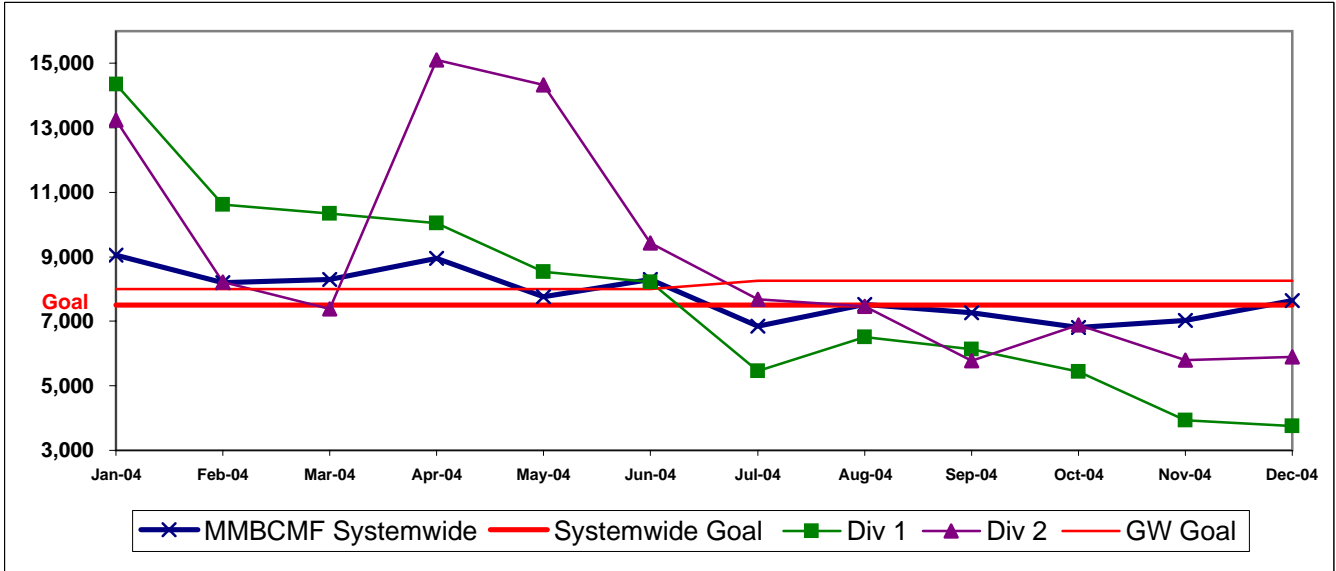
🟥 Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*
Systemwide and Divisons 1 and 2

Definition: Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

**Calculation:** MMBCMF = (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)

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IN-SERVICE ON-TIME PERFORMANCE

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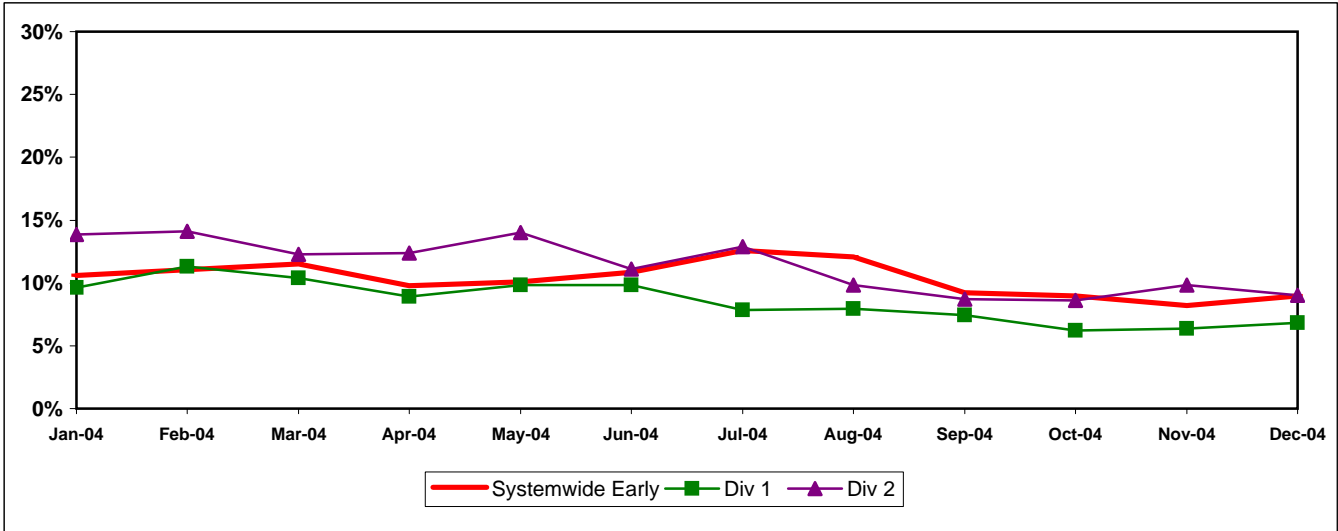
Calculation: ISOTP% =1-((Number of buses departing early + Number of buses departing more than five minutes late)/(Total buses sampled))

Systemwide and Bus Operating Divisions 1 and 2
ISOTP - 1 Minute Tolerance for Running Hot
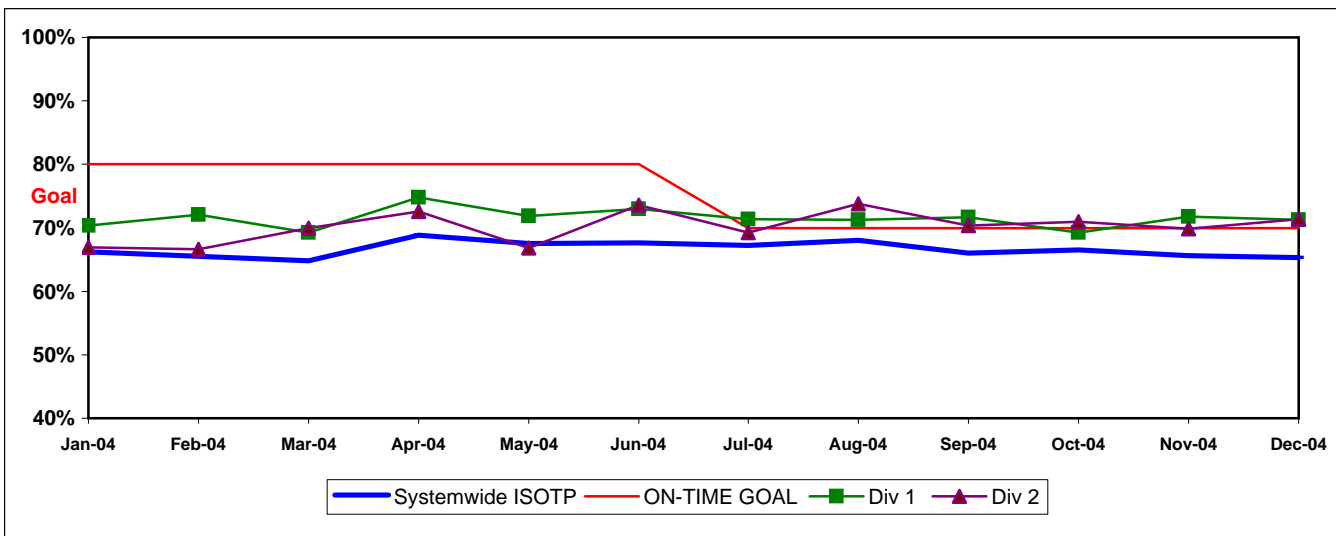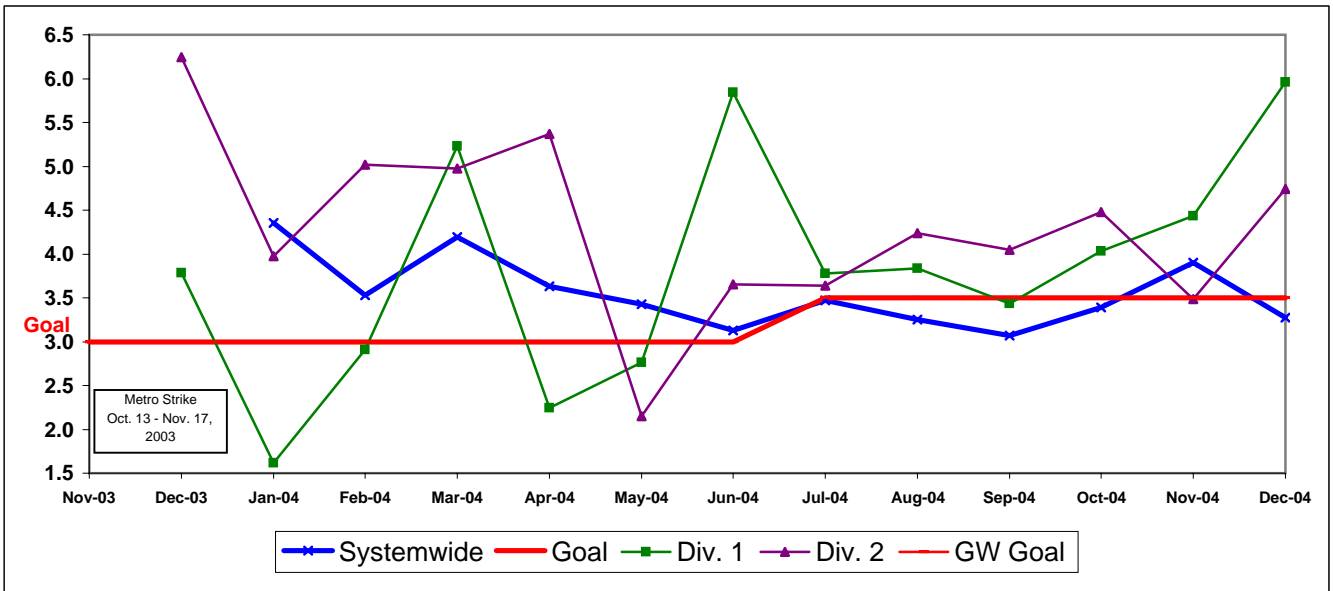
Running Hot - Systemwide and Divisions 1 and 2

BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
Systemwide and Divisons 1 and 2

Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Divisons 1 and 2

Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

Calculation: Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)

NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

Definition: Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

Calculation: New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)

One month lag in reporting.
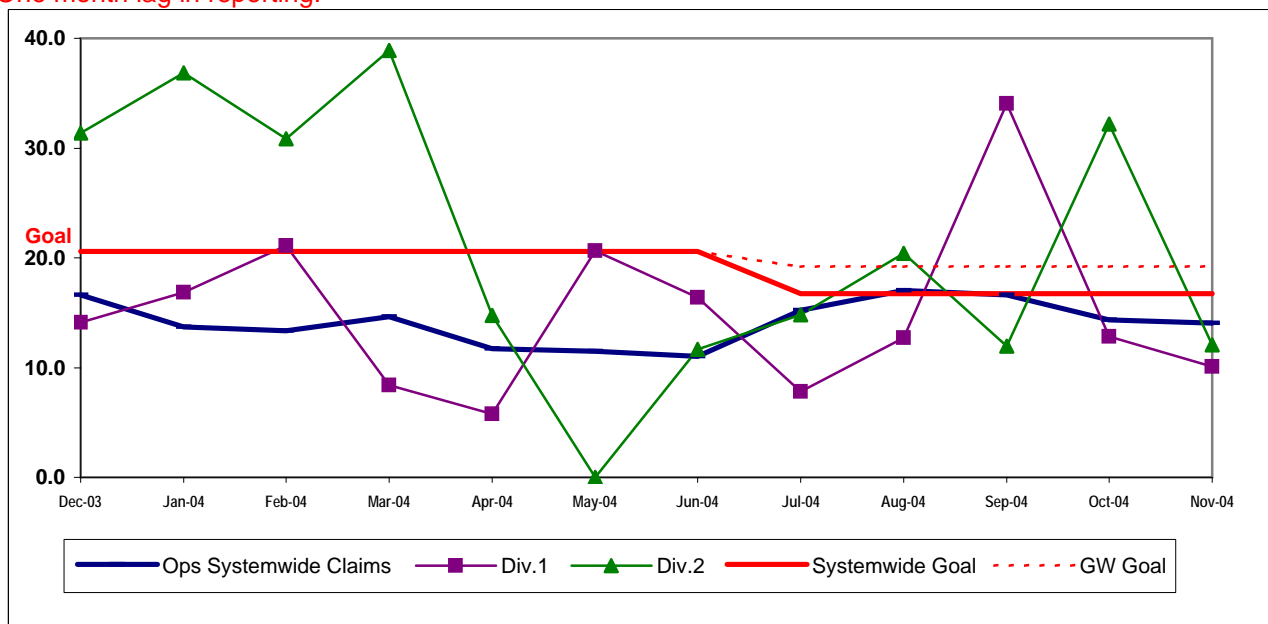
South Bay Sector Scorecard Overview (SB)

This sector has two Metro operating divisions, Arthur Winston Division (5) in South Los Angeles and Carson Division (18) in Carson. The sector will be responsible for the operation of approximately 550 Metro buses and 32 Metro Bus lines carrying over 93.5 million boarding passengers each year.

This report gives a brief overview of sector operations':
* Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
* In-Service On-Time Performance
* Traffic Accidents per 100,000 Hub
* Complaints per 100,000 Boardings
* New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours

Measurement	FY02	FY03	FY04	FY05 Target	FY05 YTD	Dec. Month	Status
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Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,178	7,118	◇
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Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	3.63	2.75	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	23.99	17.80	17.64	16.76	*Nov. 15.46*	*Nov. 14.04*	●
SB Sector							
MMBCMF*	5,665	6,237	7,132	7,000	6,810	8,929	◇
In-Service On-time Performance		63.67%	61.74%	70%	65.01%	61.71%	◇
Bus Traffic Accidents Per 100,000 Miles	4.03	4.00	3.68	4.00	3.70	3.85	●
Complaints per 100,000 Boardings	3.42	4.02	4.63	4.00	4.02	2.73	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	30.5	17.28	14.84	14.10	*Nov. 16.55*	*Nov. 14.20*	◇
Division 5							
MMBCMF*	8,883	8,756	7,823	7,000	6,626	13,680	◇
In-Service On-time Performance	63.31%	66.30%	63.17%	70%	66.05%	63.44%	◇
Bus Traffic Accidents Per 100,000 Miles	4.35	4.58	3.90	4.00	4.56	5.39	◇
Complaints per 100,000 Boardings	2.47	2.86	3.45	4.00	3.11	2.14	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	43.97**	24.16	15.22	14.10	*Nov. 16.68*	*Nov. 21.44*	◇
Division 18							
MMBCMF*	4,514	5,144	6,689	7,000	6,954	7,118	◇
In-Service On-time Performance	60.19%	61.23%	60.78%	70%	64.21%	60.35%	◇
Bus Traffic Accidents Per 100,000 Miles	3.80	3.57	3.51	4.00	3.06	2.72	●
Complaints per 100,000 Boardings	4.39	5.26	5.74	4.00	4.84	3.26	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	25.56**	13.40	14.71	14.10	*Nov. 16.49*	*Nov. 8.86*	◇

* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

**Jan - June, 2002

● Green - High probability of achieving the FY05 target (on track).

◇ Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.

▬ Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.
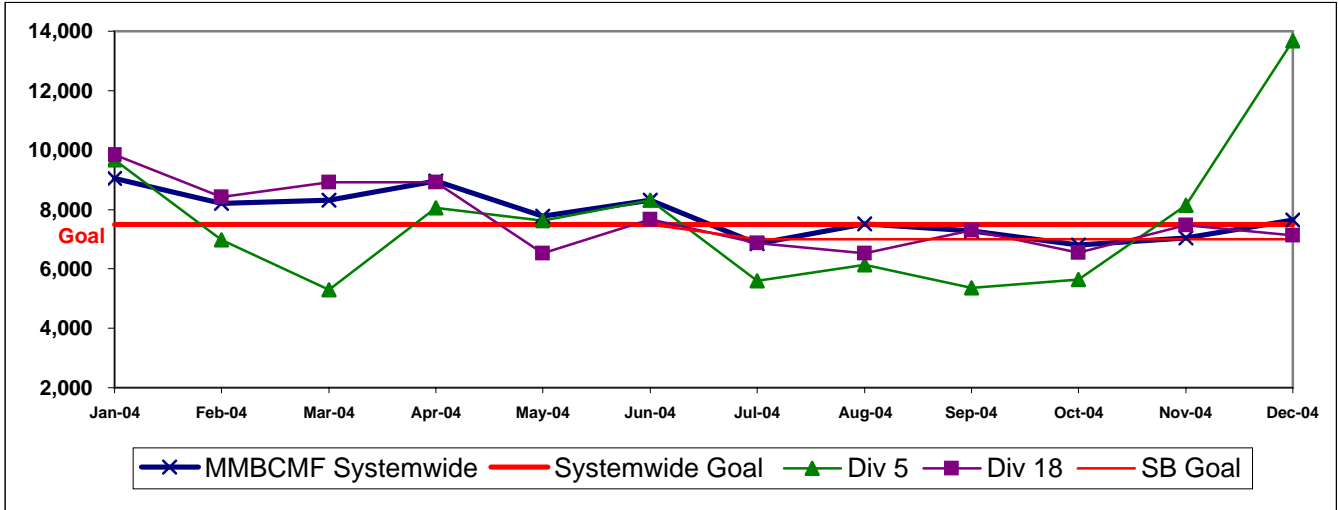
SOUTH BAY SECTOR (SB) BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*
Systemwide and Divisions 5 and 18

Definition: Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

**Calculation:** MMBCMF = (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)

* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

IN-SERVICE ON-TIME PERFORMANCE

Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

Calculation: ISOTP% =1-((Number of buses departing early + Number of buses departing more than five minutes late)/(Total buses sampled))

Systemwide and Bus Operating Divisions 5 and 18
ISOTP - 1 Minute Tolerance for Running Hot
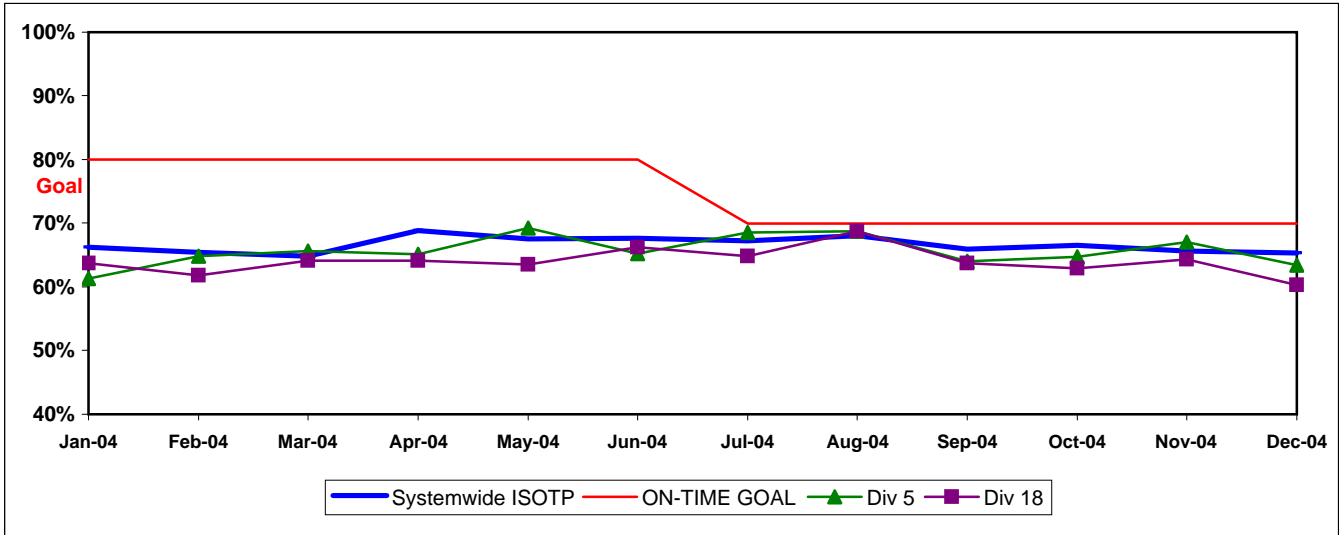
Running Hot
Systemwide and Divisions 5 and 18

BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
Systemwide and Divisions 5 and 18

Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

COMPLAINTS PER 100,000 BOARDINGS
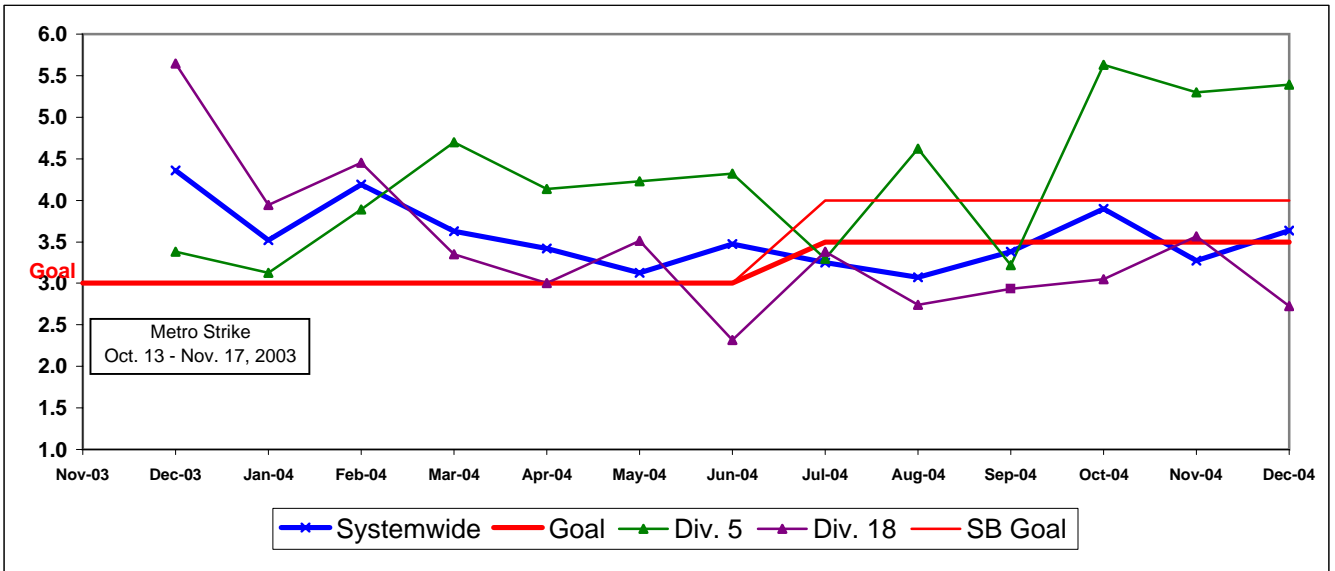### Systemwide and Divisions 5 and 18

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Calculation: Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)
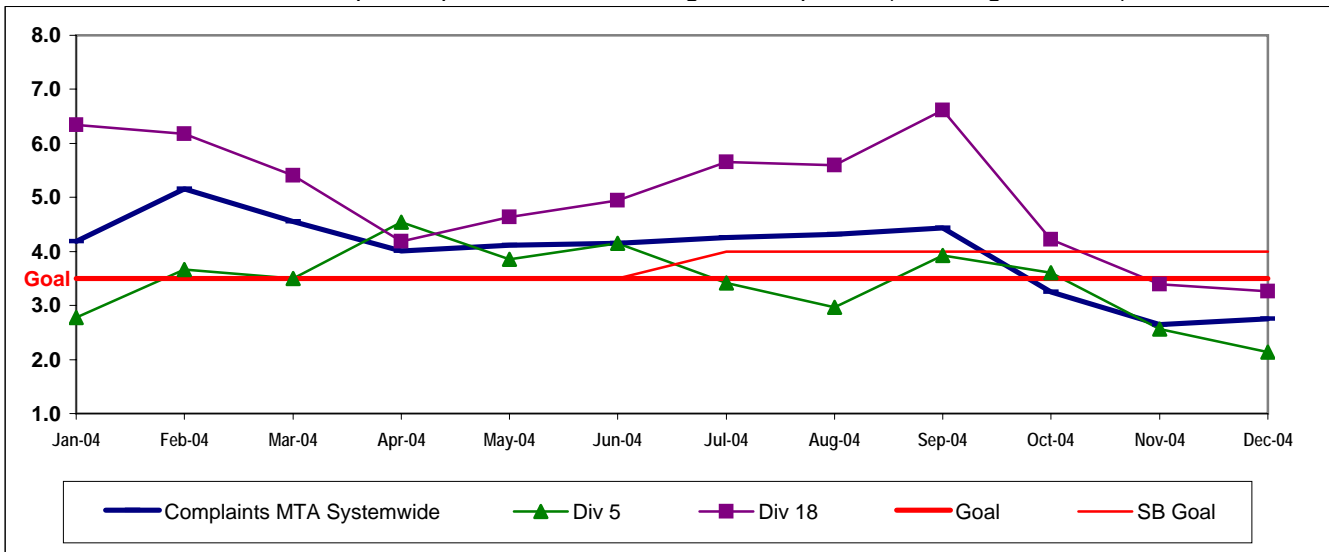
NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

Definition: Average number of new workers compensation indemnity claims filed per 200,000 exposure hours.
Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This
indicator measures safety.

Calculation: New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New
Claims/(Exposure Hours/200,000)

One month lag in reporting.
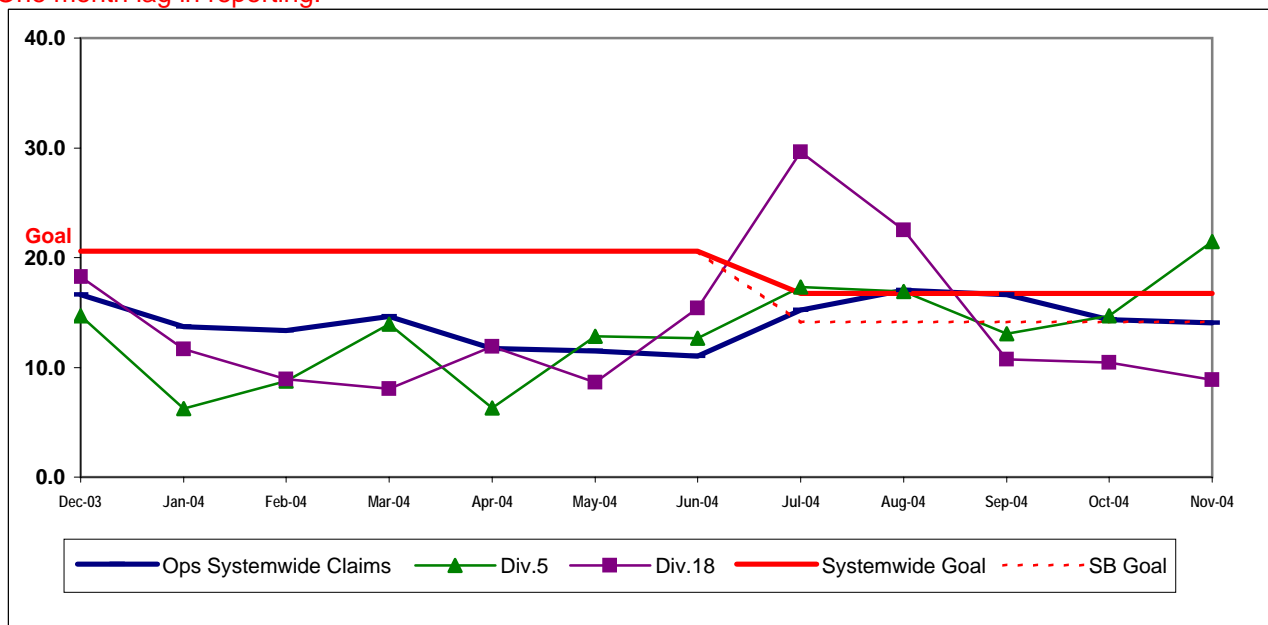
Westside/Central Sector Scorecard Overview (WC)

This sector has three Metro operating divisions, Division 6 in Venice, Division 7 in West Hollywood, and Division 10 in Los Angeles, near the Gateway building. The sector will be responsible for the operation of approximately 620 Metro buses and 21 Metro Bus lines carrying nearly 86.1 million boarding passengers eac year.

This report gives a brief overview of sector operations':
* Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
* In-Service On-Time Performance
* Traffic Accidents per 100,000 Hub
* Complaints per 100,000 Boardings
* New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours

Measurement	FY02	FY03	FY04	FY05 Target	FY05 YTD	Dec. Month	Status
Bus Systemwide							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)**	5,796	6,883	7,417	7,500	7,178	7,118	🔶
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.46%	65.30%	🔶
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.42	3.63	🟢
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	3.63	2.75	🔶
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	23.99	17.80	17.64	16.76	*Nov. 15.46*	*Nov. 14.04*	🟢
WC Sector							
MMBCMF*	6,099	5,720	6,254	7,500	7,569	7,864	🟢
In-Service On-time Performance		67.88%	63.31%	70%	63.10%	61.33%	🔶
Bus Traffic Accidents Per 100,000 Miles	4.69	4.72	4.61	3.67	3.82	3.94	🔶
Complaints per 100,000 Boardings	3.33	4.84	5.30	3.75	4.08	3.31	🔶
New Workers' Compensation IndemnityClaims per 200,000 Exposure Hours (1 month lag)	27.5	28.74	21.52	20.44	*Nov. 19.75*	*Nov. 18.28*	🟢
Division 6							
MMBCMF*	9,241	8,335	19,270	7,500	11,033	12,275	🟢
In-Service On-time Performance	64.64%	65.93%	60.11%	70%	55.13%	53.61%	🟥
Bus Traffic Accidents Per 100,000 Miles	4.18	4.52	4.10	3.67	4.13	4.58	🔶
Complaints per 100,000 Boardings	4.51	6.10	6.15	3.75	4.35	2.12	🔶
New Workers' Compensation IndemnityClaims per 200,000 Exposure Hours (1 month lag)	35.75**	30.72	21.71	20.44	*Nov. 22.17*	*Nov. 9.32*	🔶
Division 7							
MMBCMF*	6,942	5,389	5,230	7,500	6,833	7,089	🔶
In-Service On-time Performance	67.96%	68.80%	64.59%	70%	64.96%	60.05%	🔶
Bus Traffic Accidents Per 100,000 Miles	5.23	4.95	4.63	3.67	4.32	4.42	🔶
Complaints per 100,000 Boardings	3.36	4.74	5.70	3.75	4.22	3.61	🔶
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	39.27**	24.52	21.05	20.44	*Nov. 20.64*	*Nov. 25.90*	🟢
Division 10							
MMBCMF*	5,121	5,734	6,701	7,500	7,765	8,020	🟢
In-Service On-time Performance	63.56%	67.34%	62.85%	70%	63.05%	64.52%	🔶
Bus Traffic Accidents Per 100,000 Miles	4.23	4.55	4.68	3.67	3.40	3.44	🟢
Complaints per 100,000 Boardings	3.13	4.73	4.85	3.75	3.91	3.20	🔶
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.30**	35.38	22.90	20.44	*Nov. 18.92*	*Nov. 14.63*	🟢

* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

**Jan - June, 2002

🟢 Green - High probability of achieving the FY05 target (on track).

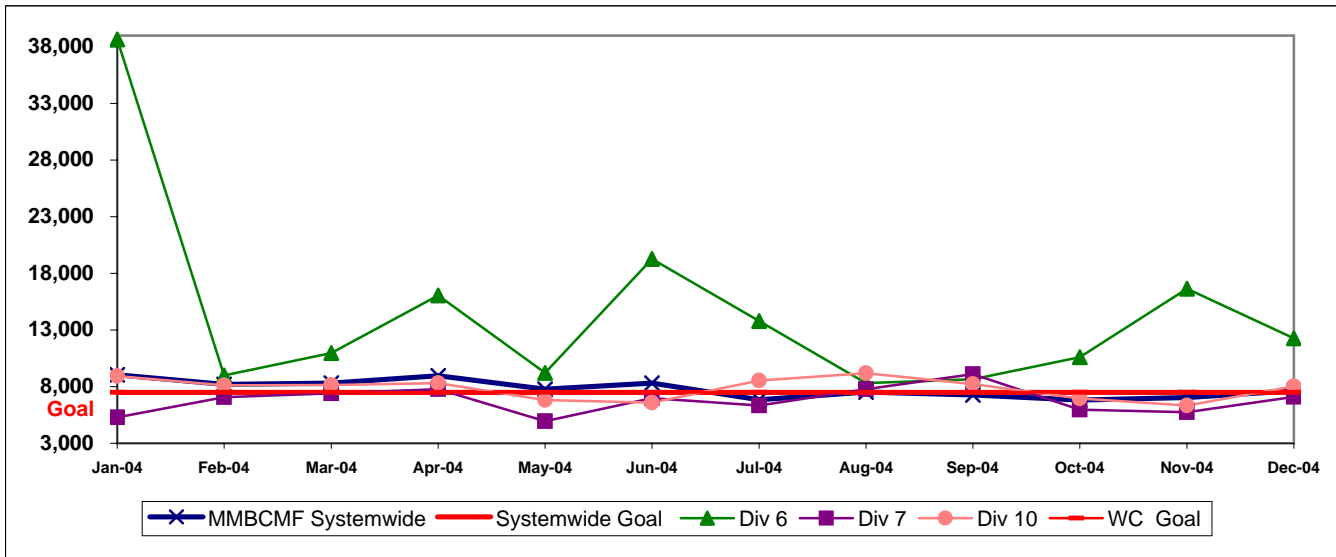🔶 Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.

🟥 Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

WESTSIDE/CENTRAL SECTOR (WC) BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*

Definition: Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

**Calculation:** MMBCMF = (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)

* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

IN-SERVICE ON-TIME PERFORMANCE

Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

Calculation: ISOTP% =1-((Number of buses departing early + Number of buses departing more than five minutes late)/(Total buses sampled))

Systemwide and Bus Operating Divisions 6, 7 and 10
ISOTP - 1 Minute Tolerance for Running Hot
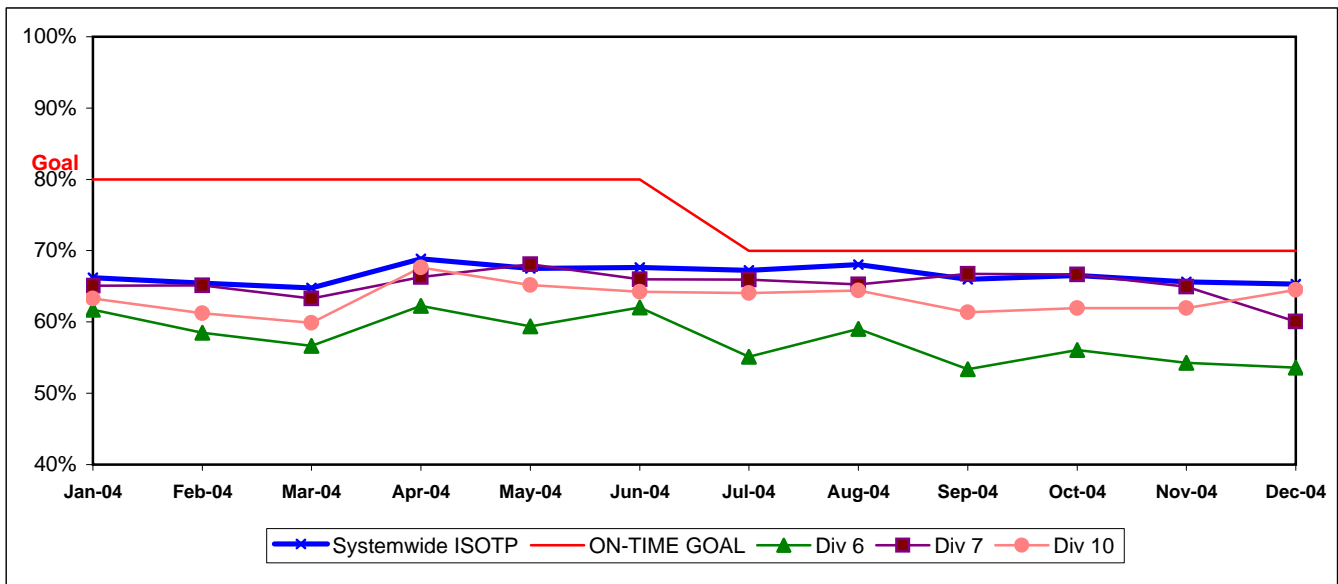
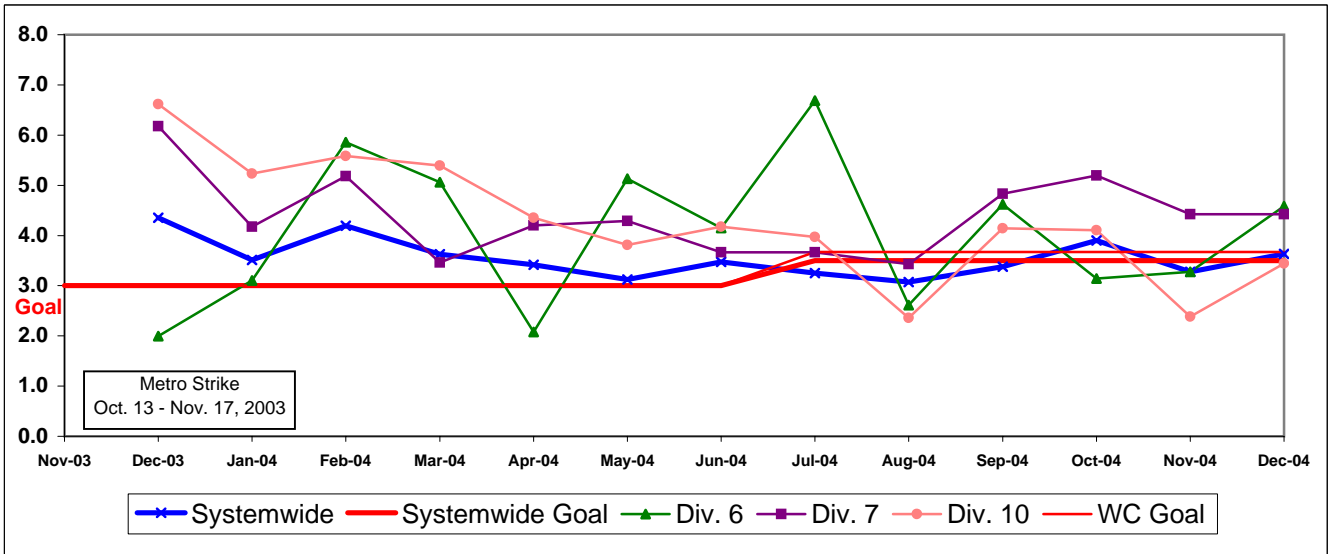## Running Hot - Systemwide and Divisions 6, 7 and 10

BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
Systemwide and Bus Operating Divisions 6, 7 and 10

Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))
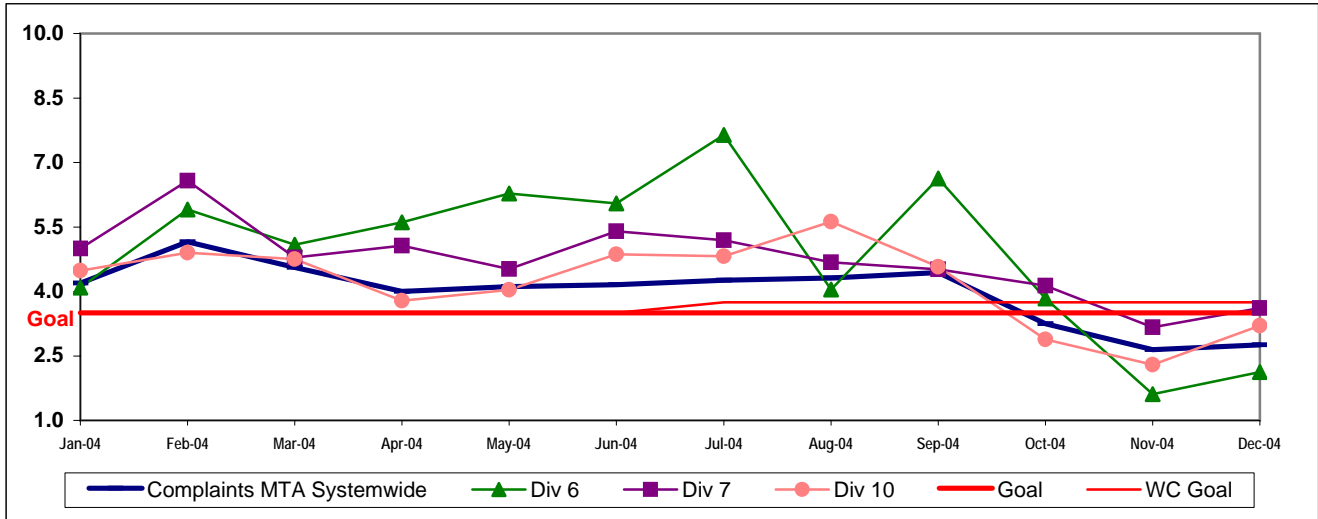
COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Bus Operating Divisions 6, 7 and 10

Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

Calculation: Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)

NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10

Definition: Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

Calculation: New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)

One month lag in reporting.

Metro Rail Scorecard Overview

Metro Rail operates one heavy rail line, Metro Red Line from Union Station to North Hollywood and three lig rail lines, Metro Blue Line from downtown to Long Beach, Metro Green Line along the 105 freeway and Metr Gold Line to Pasadena. Metro Rail is responsible for the operation of approximately 104 heavy rail cars and 121 light rail cars carrying nearly 5.8 million boarding passengers each year.

This report gives a brief overview of sector operations':
* On-Time Pullout Percentage
* In-Service On-Time Performance
* Mean Miles Between Chargeable Mechanical Failures (MMBMF)
* Traffic Accidents per 100,000 Train Miles
* Complaints per 100,000 Boardings

| Measurement	FY02	FY03	FY04	FY05 Target	FY05 YTD	Dec. Month	Status
New Workers' Compensation IndemnityClaims per 200,000 Exposure Hours (*1 month lag*)	14.27	11.25	11.59	11.01	*Nov.* 11.07	*Nov.* 10.26	◇
Metro Red Line (MRL)							
On-Time Pullouts	99.89%	99.36%	99.71%	99.00%	99.89%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures*	9,842	9,495	12,793	10,000	12,485	12,044	●
In-Service On-time Performance	99.60%	99.15%	99.04%	99.00%	98.54%	98.57%	◇
Traffic Accidents Per 100,000 Train Miles	0.22	0.07	0	0.05	0.29	0.00	◇
Complaints per 100,000 Boardings	0.73	1.20	1.17	0.60	1.10	1.66	◇
Metro Blue Line (MBL)							
On-Time Pullouts	99.43%	99.07%	99.94%	99.00%	99.75%	100%	●
Mean Miles Between Chargeable Mechanical Failures	4,897	6,399	10,365	10,000	17,791	13,864	●
In-Service On-time Performance	98.70%	97.59%	98.74%	99.00%	98.58%	98.56%	◇
Traffic Accidents Per 100,000 Train Miles	0.97	0.82	1.36	0.40	0.70	0.68	◇
Complaints per 100,000 Boardings	0.97	1.30	0.97	0.66	0.78	0.41	◇
Metro Green Line (MGrL)							
On-Time Pullouts	99.62%	98.99%	99.78%	99.00%	99.86%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures	3,990	5,617	11,337	10,000	12,917	15,393	●
In-Service On-time Performance	99.16%	98.21%	98.99%	99.00%	98.40%	96.96%	◇
Traffic Accidents Per 100,000 Train Miles	0.00	0.14	0.08	0.40	0.00	0.00	●
Complaints per 100,000 Boardings	1.22	1.26	1.37	0.66	1.51	1.29	▬
Metro Gold Line (MGoL)							
On-Time Pullouts			100%	99.00%	100%	100%	●
Mean Miles Between Chargeable Mechanical Failures			8,938	10,000	15,048	19,978	●
In-Service On-time Performance			98.52%	99.00%	98.98%	98.74%	◇
Traffic Accidents Per 100,000 Train Miles			0.25	0.40	0.21	0.00	●
Complaints per 100,000 Boardings			3.81	0.66	2.18	2.26	▬

● Green - High probability of achieving the FY05 target (on track).

◇ Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.

▬ Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

RAIL SERVICE PERFORMANCE

ON-TIME PULLOUTS

Definition: On-time Pullouts measures the percentage of trains leaving the yard within ninety seconds of the scheduled pullout time. The higher the number, the more reliable the service.

Calculation: OTP% = [(100% - [(Total cancelled pullouts plus late pullouts) / by Total scheduled pullouts) X by 100)]

Heavy Rail (Red Line) OTP

Light Rail (Blue, Green & Gold Lines) OTP
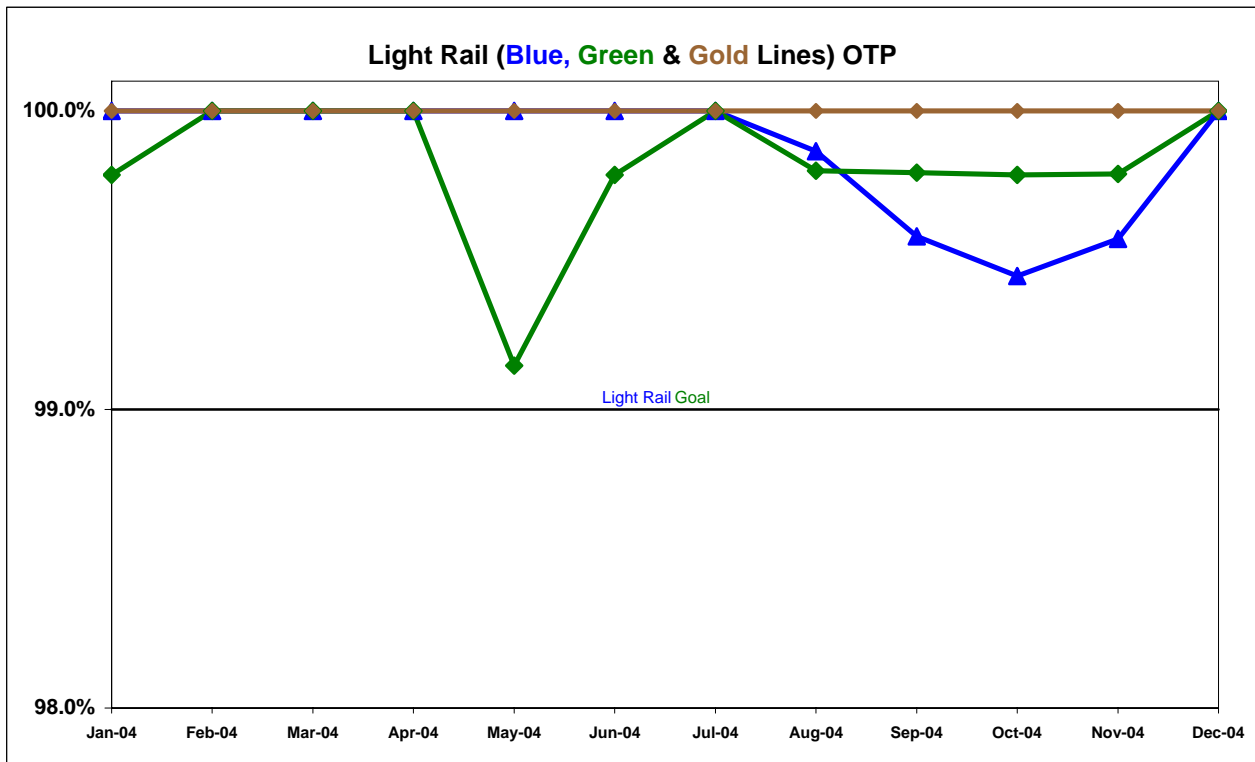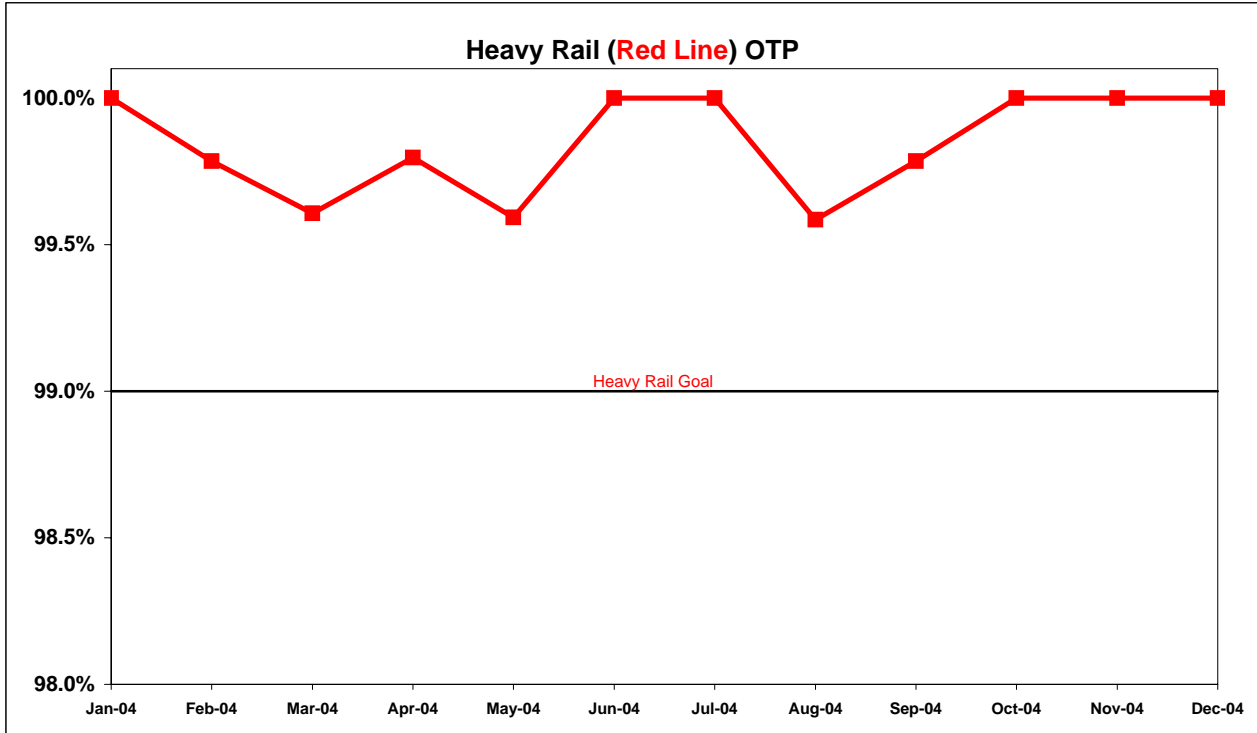
IN-SERVICE ON-TIME PERFORMANCE

Definition: In-Service On-Time Performance measures the percentage of trains leaving all timecheck points on any run no earlier than thirty seconds, nor later than 5 minutes of the scheduled time. The higher the number, the more reliable the service.

Calculation: ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100)]

Heavy Rail (Red Line) ISOTP

Light Rail (Blue, Green & Gold Lines) ISOTP
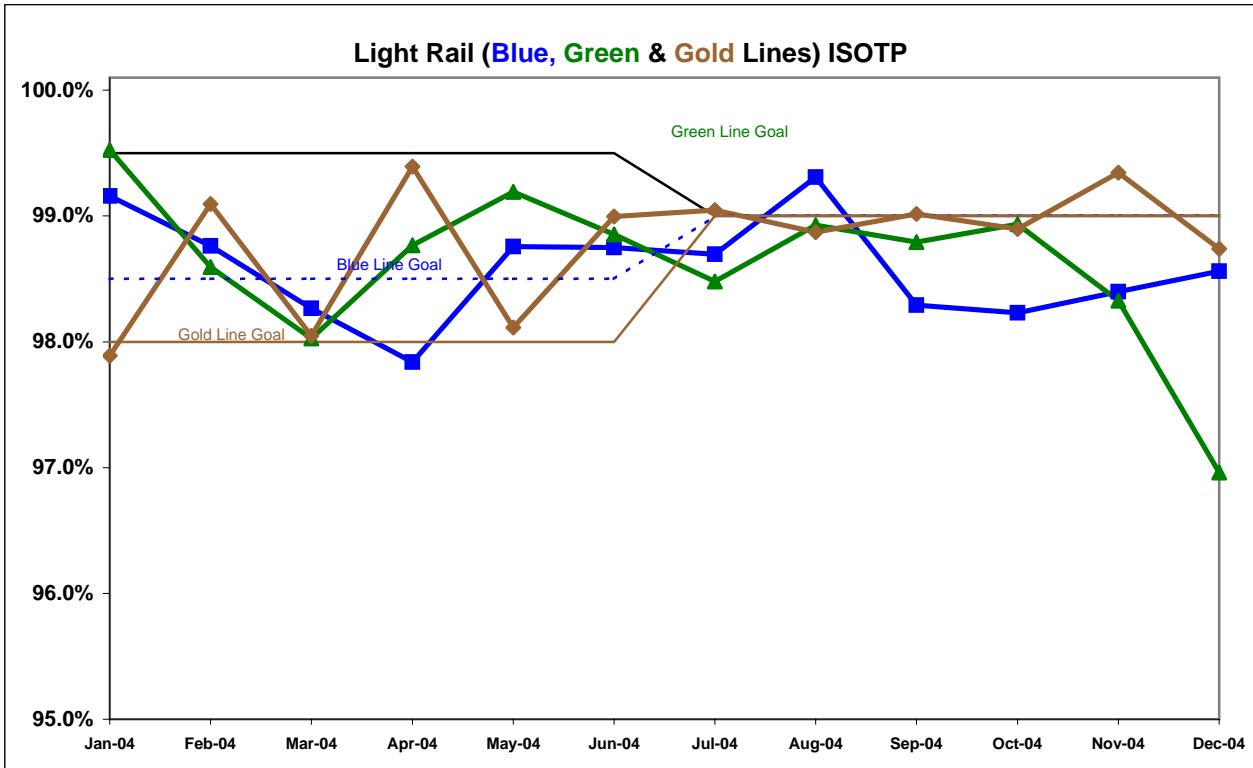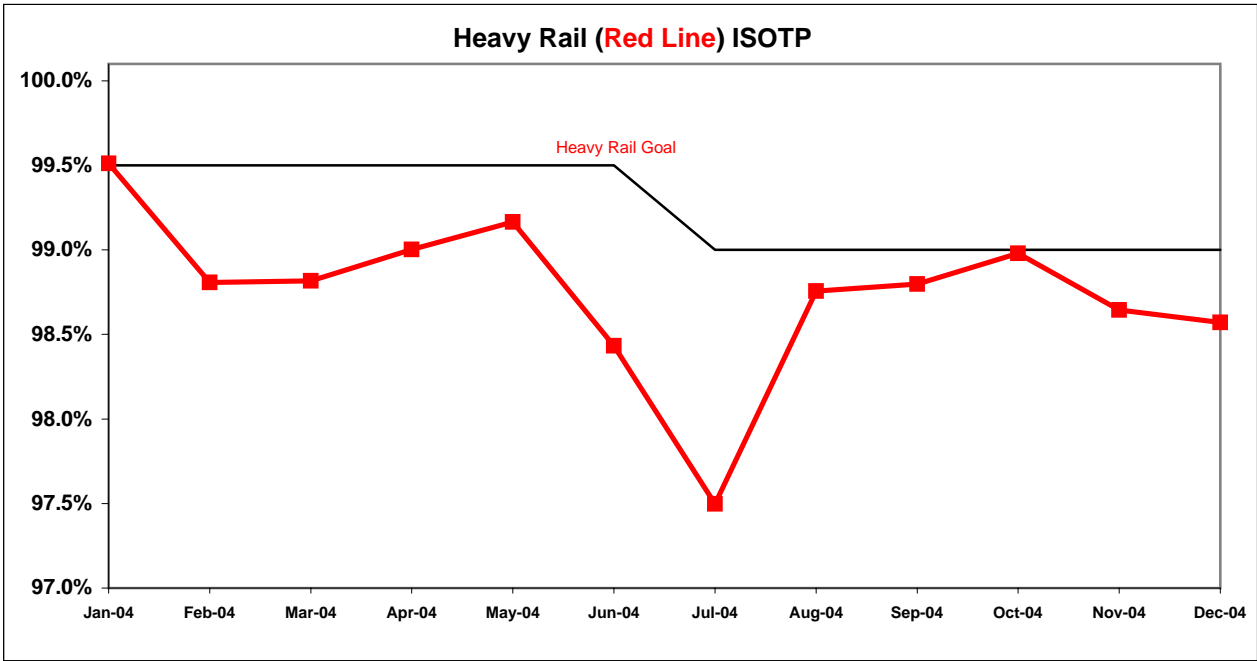
Scheduled Revenue Service Hours Delivered by Rail Line
Definition: This performance indicator measures the percentage of scheduled Revenue Service Hours delivered after subtracting cancellations, outlates and in-service delays.
Calculation: SRSHD% = (1-(Total Service Hours Lost / by Total Scheduled Service Hours))
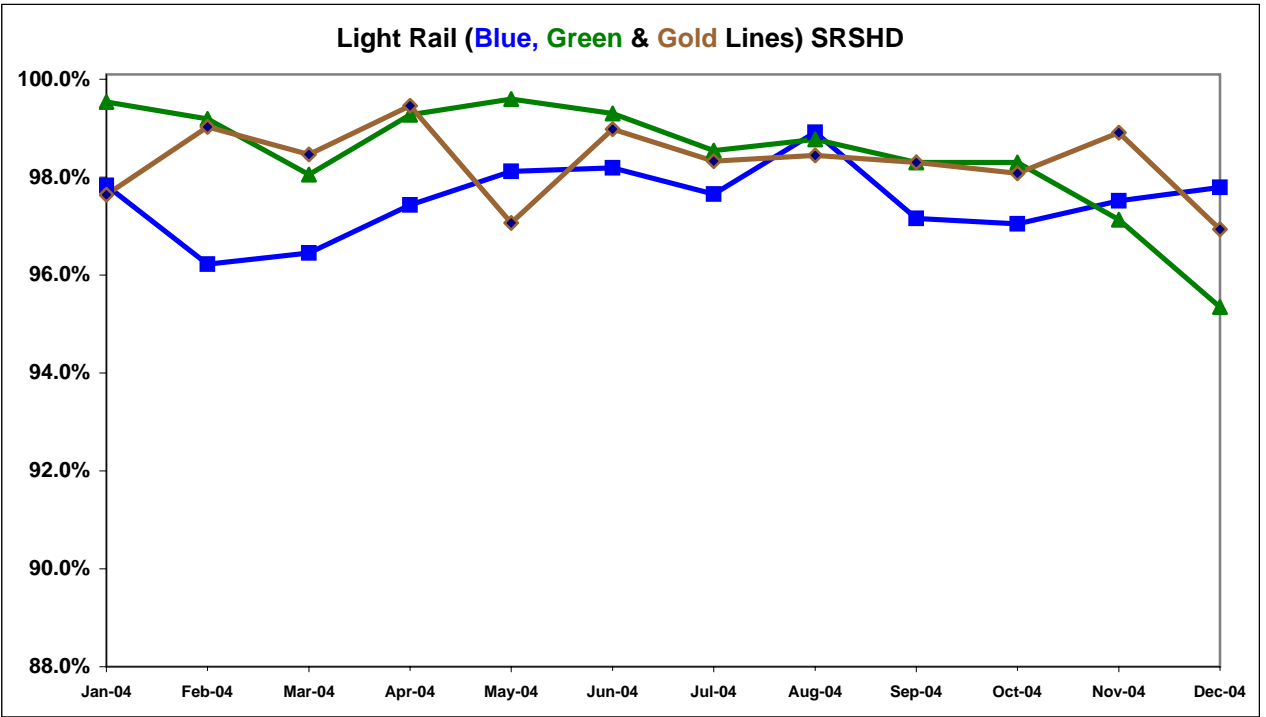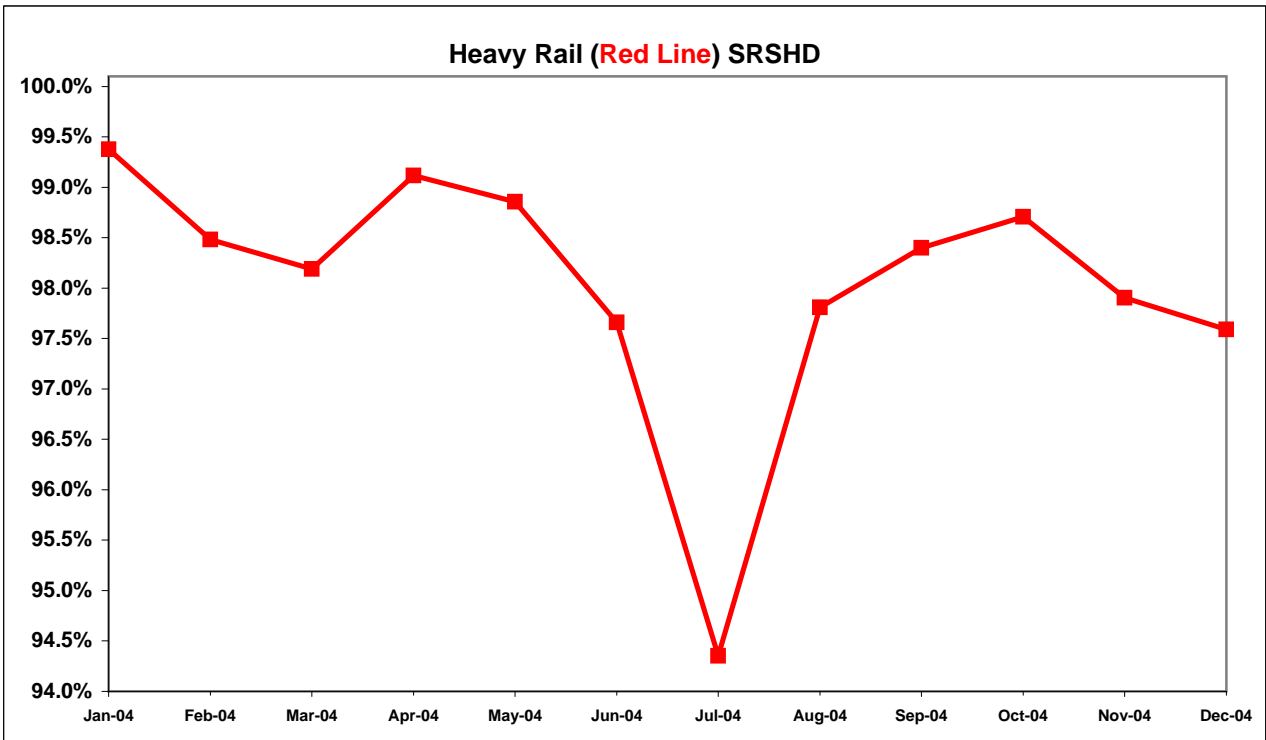
Heavy Rail (Red Line) SRSHD

Light Rail (Blue, Green & Gold Lines) SRSHD

Mean Miles Between Chargeable Mechanical Failures

Definition: Mean vehicle miles between Revenue Vehicle Failures. NTD defined Revenue Vehicle Failures are vehicle systems failures that occur in revenue service and during deadhead miles in which the vehicle did not complete its scheduled revenue trip or in which the vehicle did not start its next scheduled revenue trip.

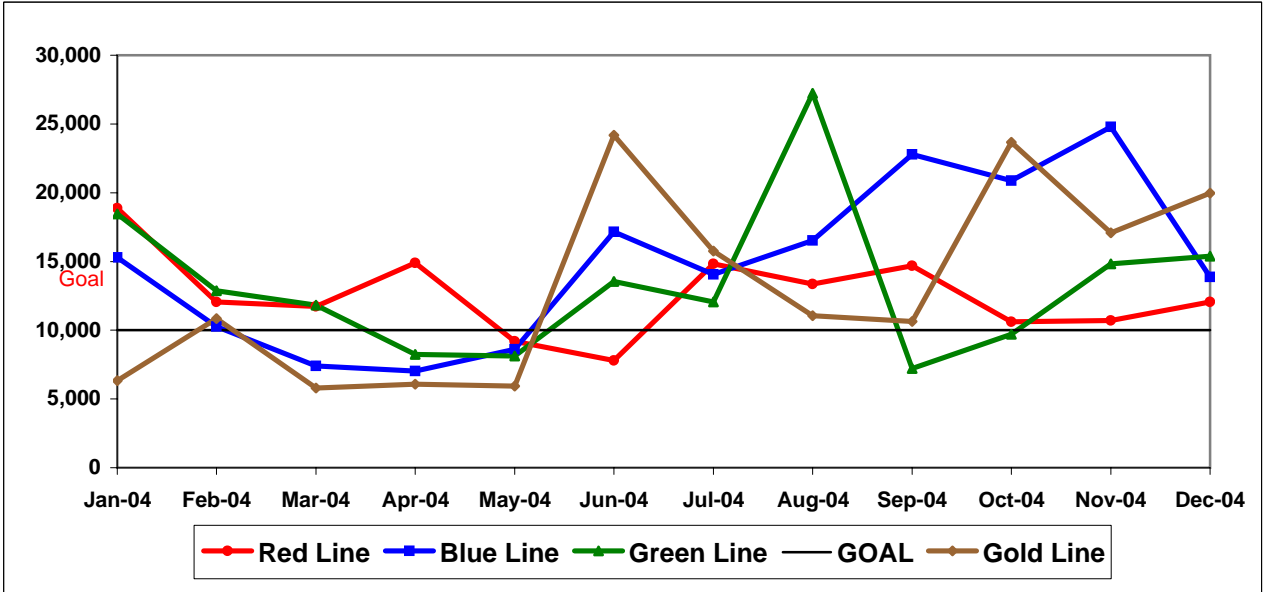**Calculation:** MVMBRVF = Total Vehicle Miles / Revenue Vehicle Systems Failures

NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

Definition: Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

Calculation: New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)

One month lag in reporting.
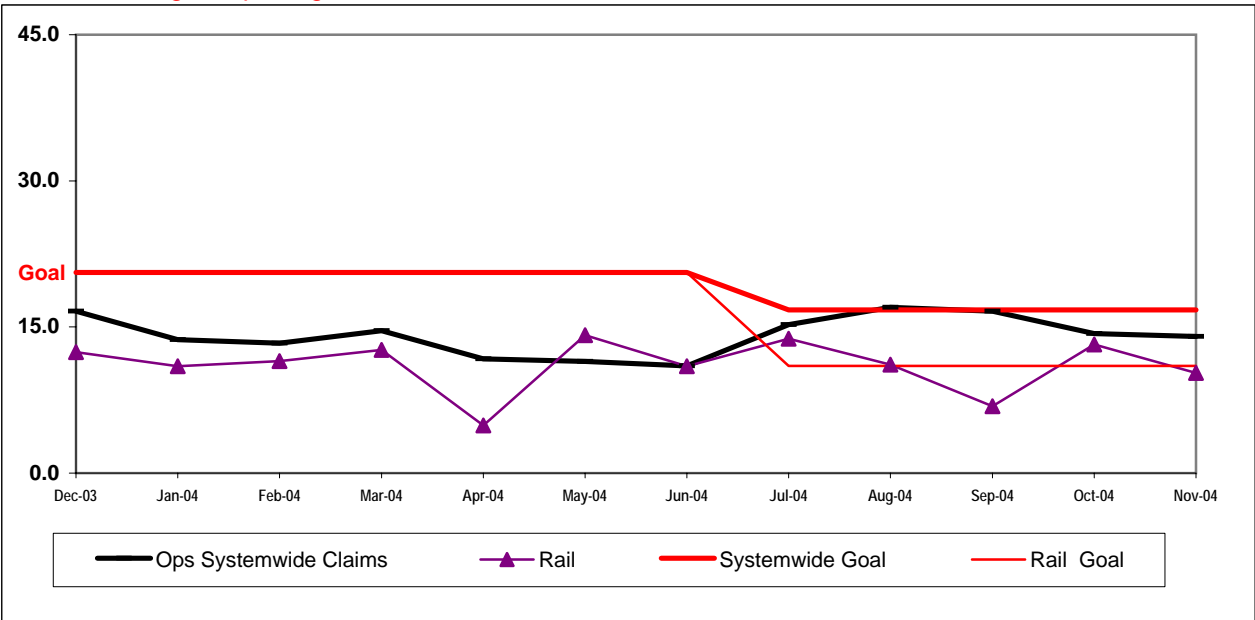
RAIL CLEANLINESS

Definition: A team of three Quality Assurance Supervisors rates twenty percent of each line per Quarter. The number of cleanliness categories is 14 for the Blue and Green Lines and 13 for the Red Line. Each category is assigned a point value as follows: 1-3= Unsatisfactory; 4-7=Conditional; 8-10=Satisfactory. The individual item scores are averaged, unweighted, to produce an overall cleanliness rating.

Calculation: Overall Cleanliness Rating = (Total Point Accumulated divided by # of categories).

Systemwide Trend
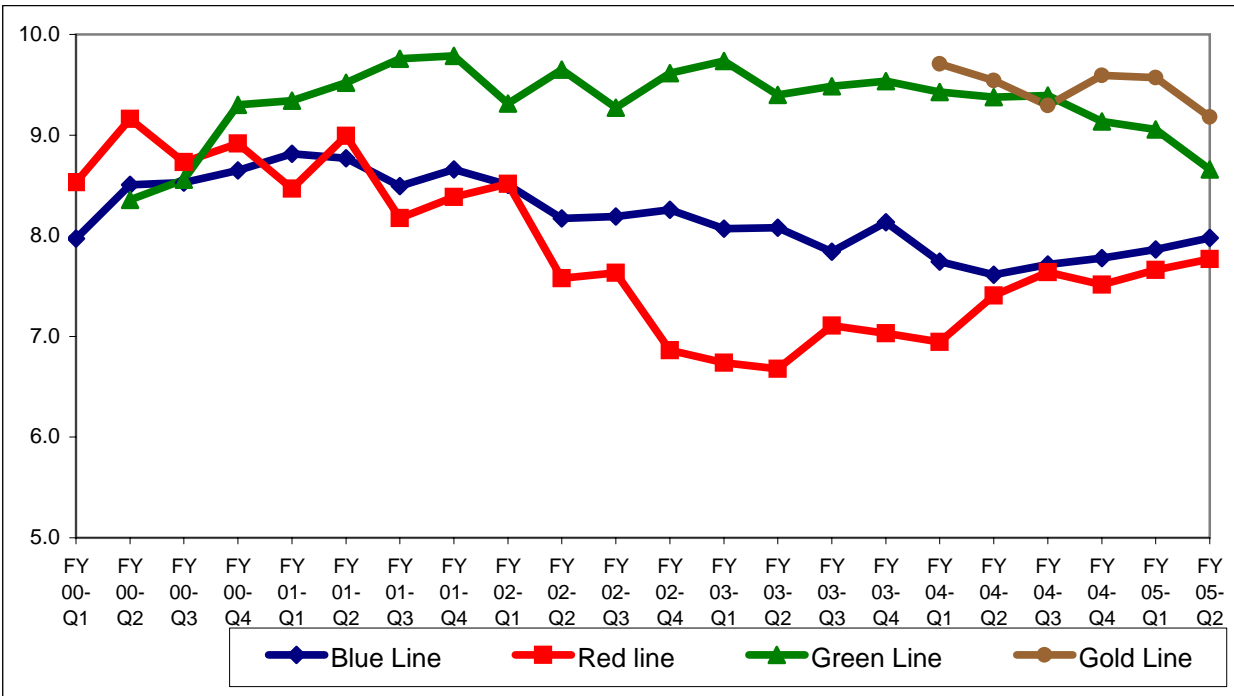
Analysis: Overall cleanliness scores for Divisions 11 and 20 remained consistent with the first quarter of FY05. Divisions 21 and 22 overall rating dropped less than half a point. Divisions 11, 21 and 22 received overall ratings above the 8.0 mark.

Scores for the categories of ceilings/vents, seats, window etching, sacrificial windows, interior graffiti, exterior graffiti, exterior cleanliness and exterior body condition were above the 8.0 mark.

Corrective Action: The categories of operator cab area, transom/ledges, windows, doors, floors and exterior roof cleanliness scored a 7.9 or lower and require improvement.

BUS SERVICE PERFORMANCE

IN-SERVICE ON-TIME PERFORMANCE

Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

Calculation: ISOTP% =1-((Number of buses departing early + Number of buses departing more than five minutes late)/(Total buses sampled))

Systemwide Trend

Bus Operating Divisions
ISOTP - 1 Minute Tolerance for Running Hot
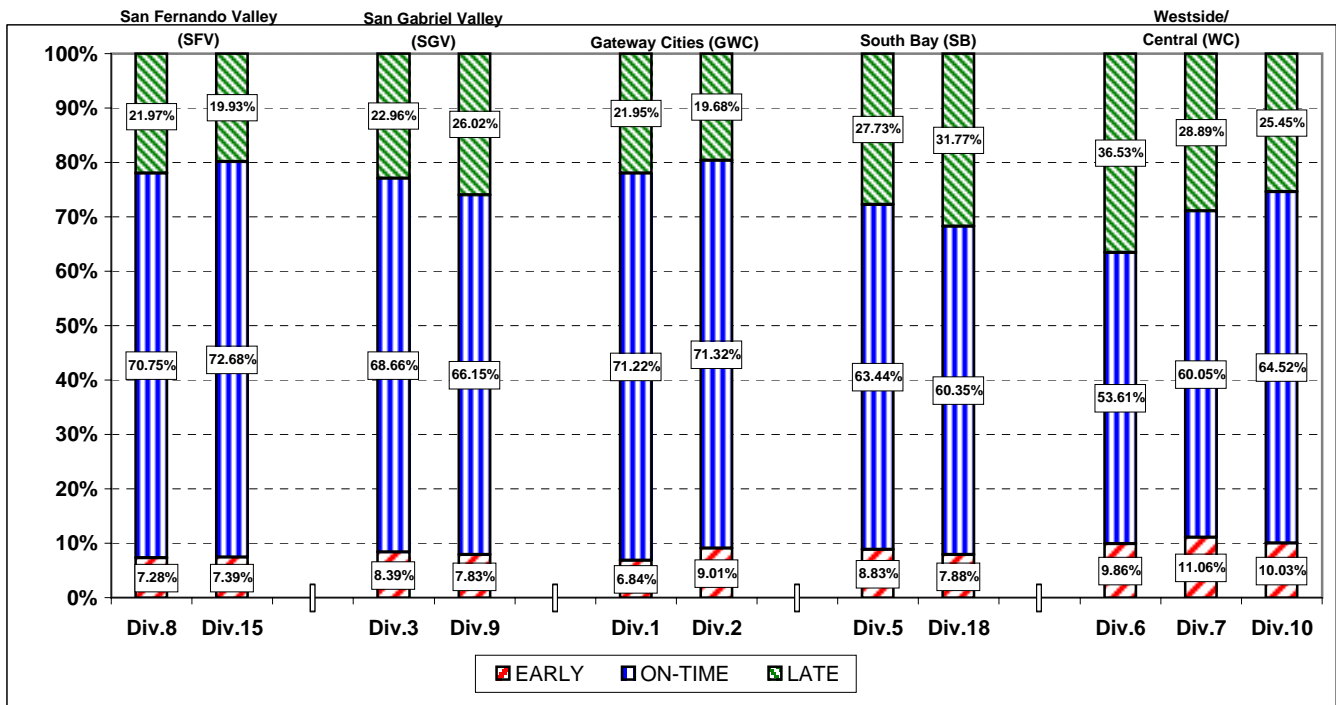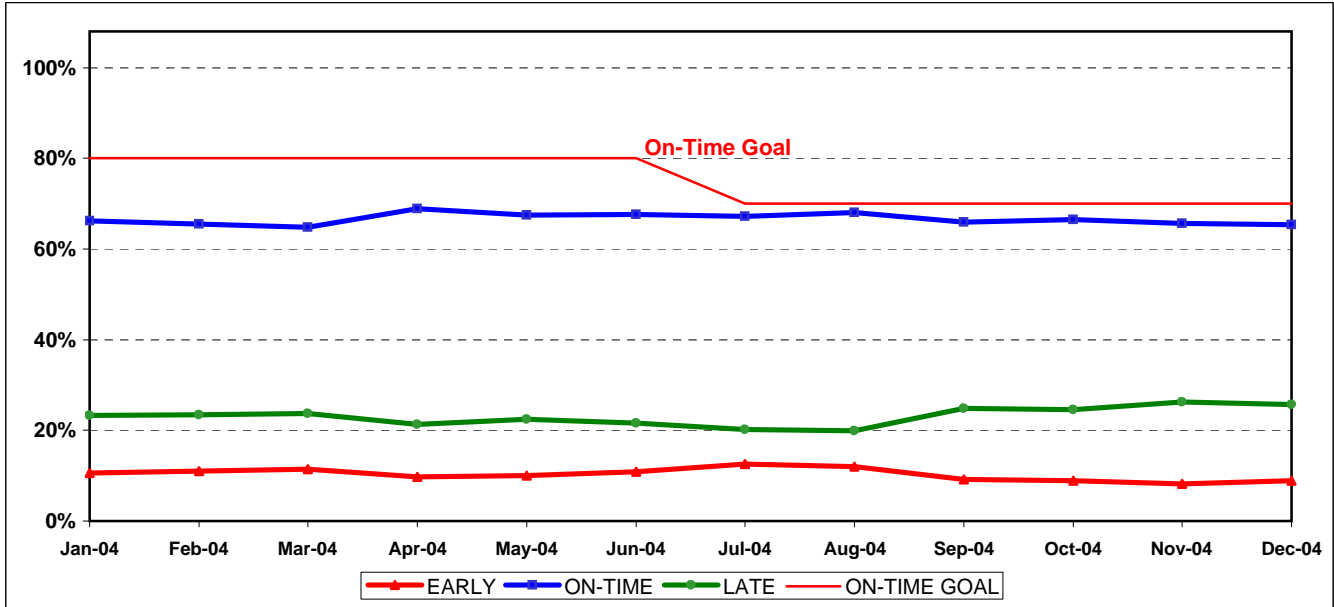
ISOTP By Sectors' Divisions

Year-to-Date Compared To Last Year

	FY04	FY05-YTD	Variance			FY04	FY05-YTD	Variance
San Fernando Valley Sector (SFV)					**San Gabriel Valley Sector (SGV)**			
Division 8					**Division 3**			
Early	5.97%	7.22%	1.25%		Early	9.24%	10.05%	0.81%
On-Time	69.12%	70.95%	1.83%		On-Time	70.80%	70.37%	-0.43%
Late	24.91%	21.83%	-3.08%		Late	19.96%	19.58%	-0.38%
Division 15					**Division 9**			
Early	8.33%	8.71%	0.39%		Early	8.80%	7.66%	-1.14%
On-Time	66.62%	69.15%	2.54%		On-Time	68.16%	69.96%	1.80%
Late	25.06%	22.13%	-2.93%		Late	23.04%	22.38%	-0.66%
Gateway Cities Sector (GWC)					**Westside/Central Sector (WC)**			
Division 1					**Division 6**			
Early	9.30%	7.09%	-2.20%		Early	11.52%	11.13%	-0.39%
On-Time	70.57%	71.14%	0.57%		On-Time	60.11%	55.13%	-4.98%
Late	20.13%	21.77%	1.64%		Late	28.37%	33.74%	5.37%
Division 2					**Division 7**			
Early	13.05%	9.68%	-3.37%		Early	13.63%	12.00%	-1.63%
On-Time	67.62%	70.97%	3.36%		On-Time	64.59%	64.96%	0.37%
Late	19.33%	19.34%	0.01%		Late	21.78%	23.05%	1.27%
South Bay Sector (SB)					**Division 10**			
Division 5					Early	11.48%	11.09%	-0.39%
Early	12.50%	10.46%	-2.04%		On-Time	62.85%	63.05%	0.20%
On-Time	63.17%	66.05%	2.88%		Late	25.68%	25.87%	0.19%
Late	24.32%	23.49%	-0.84%					
Division 18					**SYSTEMWIDE**			
Early	9.69%	9.22%	-0.47%		Early	11.07%	9.98%	-1.10%
On-Time	60.78%	64.21%	3.43%		On-Time	65.43%	66.46%	1.03%
Late	29.53%	26.57%	-2.96%		Late	23.50%	23.57%	0.07%

SCHEDULED REVENUE HOURS DELIVERED*

Definition: This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures.

Calculation: SRHD% = 1- ((In-Service Delay Revenue Hours plus Cancelled Revenue Hours) divided by (Total Scheduled Service Hours + Temporary Revenue Hours + Hollywood Bowl and Race Track Revenue Hours + In Addition Revenue Hours))

Systewide Trend
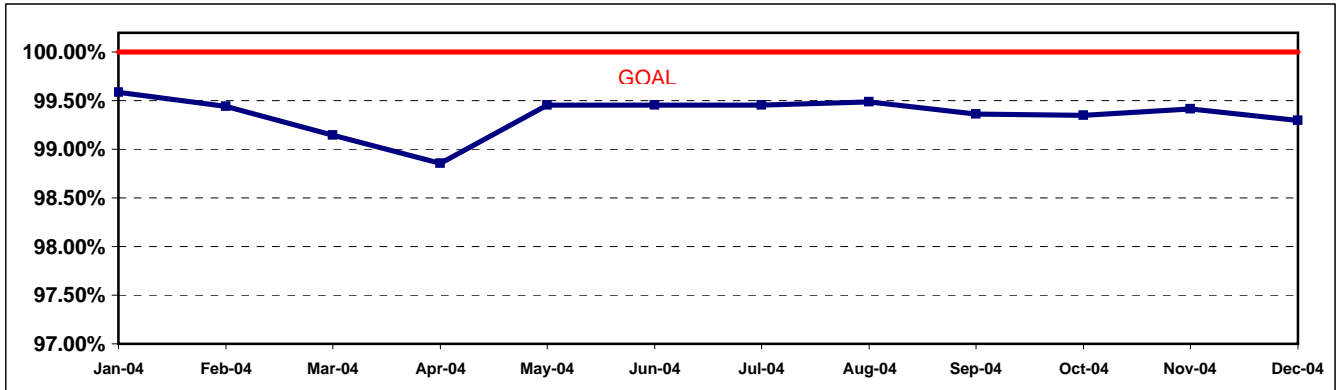
Performance Year-to-Date Compared To Last Year*

SRSHD	FY04	FY05-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8	89.74%	99.53%	9.79%
Division 15	89.48%	99.29%	9.81%

SRSHD	FY04	FY05-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3	89.55%	99.43%	9.87%
Division 9	90.00%	99.55%	9.55%

Gateway Cities Sector (GWC)	FY04	FY05-YTD	Variance
Division 1	89.68%	99.24%	9.56%
Division 2	89.56%	99.56%	10.00%

Westside/Central Sector (WC)	FY04	FY05-YTD	Variance
Division 6	88.63%	98.85%	10.23%
Division 7	89.40%	99.32%	9.92%
Division 10	89.39%	99.36%	9.97%

South Bay Sector (SB)	FY04	FY05-YTD	Variance
Division 5	89.81%	99.52%	9.70%
Division 18	89.33%	99.27%	9.94%

	FY04	FY05-YTD	Variance
Systemwide	89.55%	99.38%	9.84%

*Metro Strike Oct. 13 - Nov. 17, 2003 in FY04

Metro Operations Monthly Report for December 2004
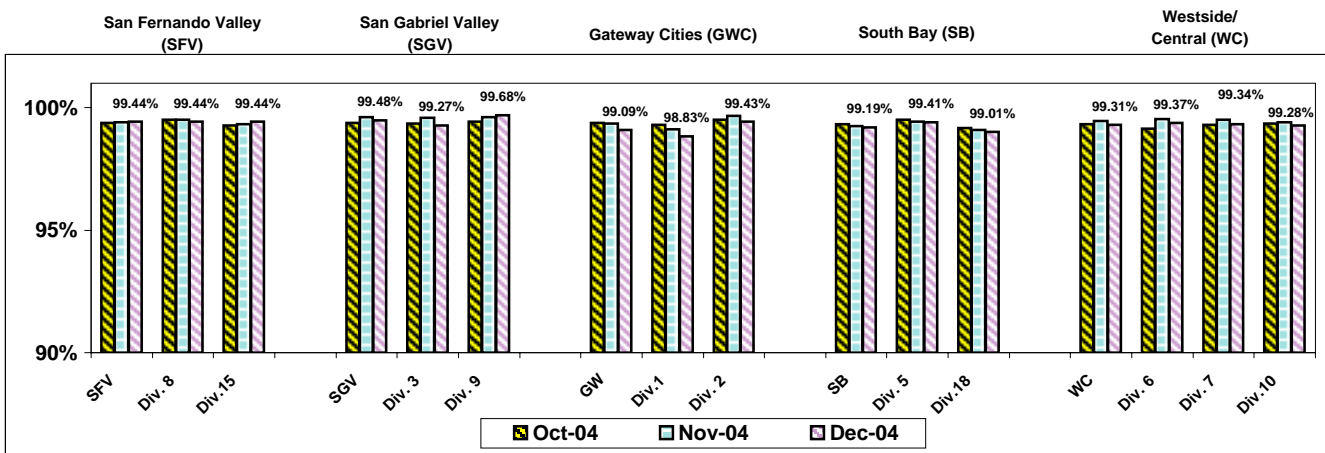
MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*

Definition: Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

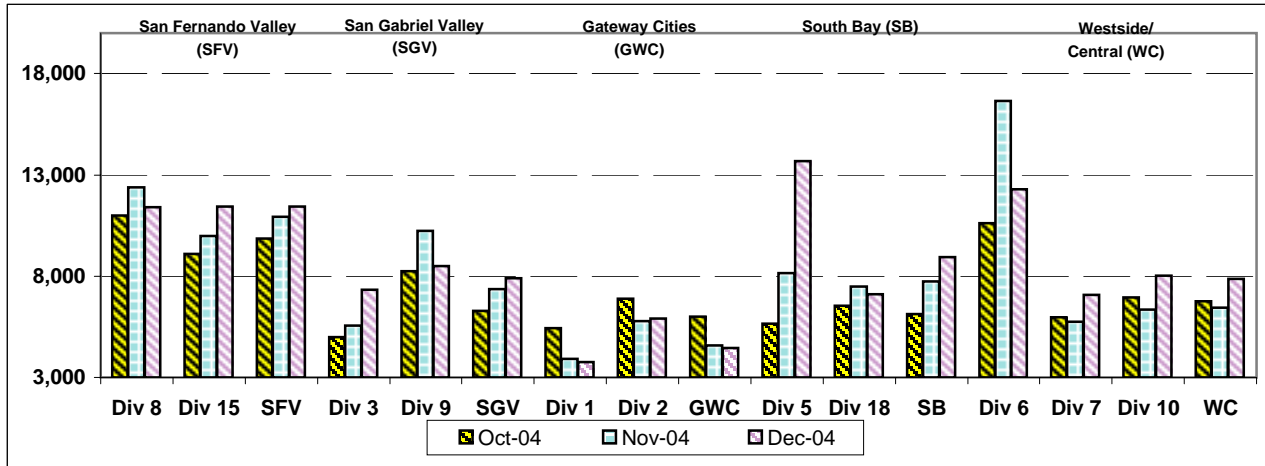**Calculation:** Mean Miles Between Chargeable Mechanical Failures (MMBCMF) =
(Total Hub Miles / by Chargeable Mechanical Related Roadcalls)
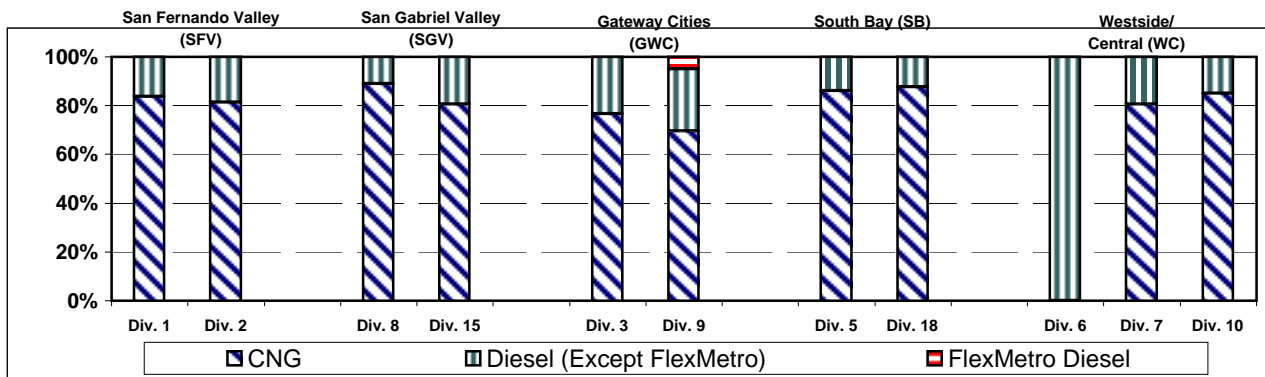
Systemwide Trend
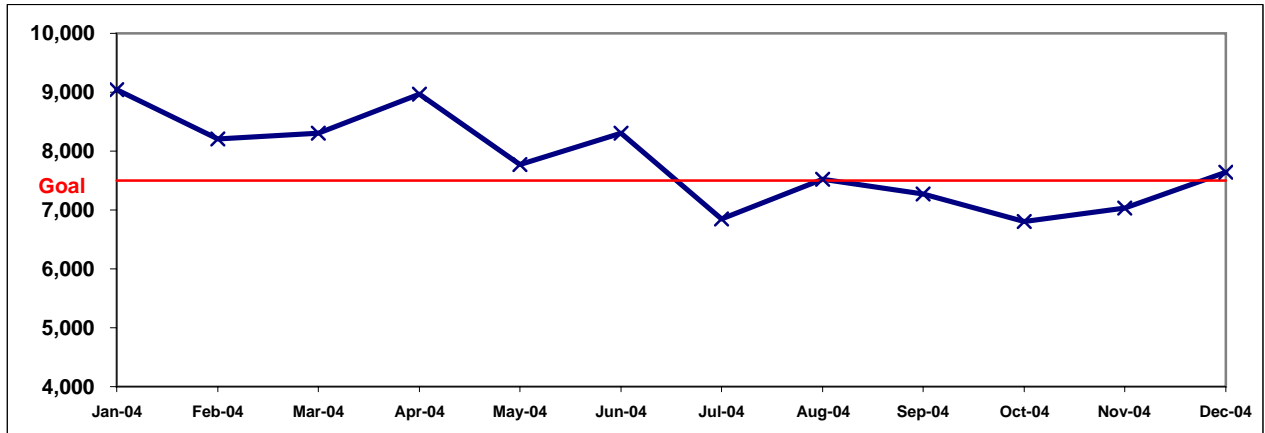
* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

Bus Operating Sector Divisions
October - December 2004

Fleet Mix by Fuel Type

Fleet Mix by Fuel Type Systemwide (Metro and Contract Services)

	Number of Buses	Percent of Buses
CNG	1,975	74.90%
Diesel (Except FlexMetro)	558	21.16%
FlexMetro Diesel	10	0.38%
Gasoline	60	2.28%
Propane	34	1.29%
Total	2,637	100.00%

Average Age of Fleet by Sectors' Divisions

| SFV		SGV		GWC		SB	
Div 8	Div 15	Div 3	Div 9	Div 1	Div 2	Div 5	Div 18
7.7	7.3	7.9	6.4	5.1	5.0	4.9	7.3

WC		
Div 6	Div 7	Div 10
10.8	5.9	6.9

PAST DUE CRITICAL PREVENTIVE MAINTENANCE PROGRAM JOBS (PMP's)

Definition: Average past due critical scheduled preventive maintenance jobs per bus. This indicator measures maintenance management's ability to prioritize and perform critical repairs and indicates the general maintenance condition of the fleet.

Calculation: Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

Systemwide Trend
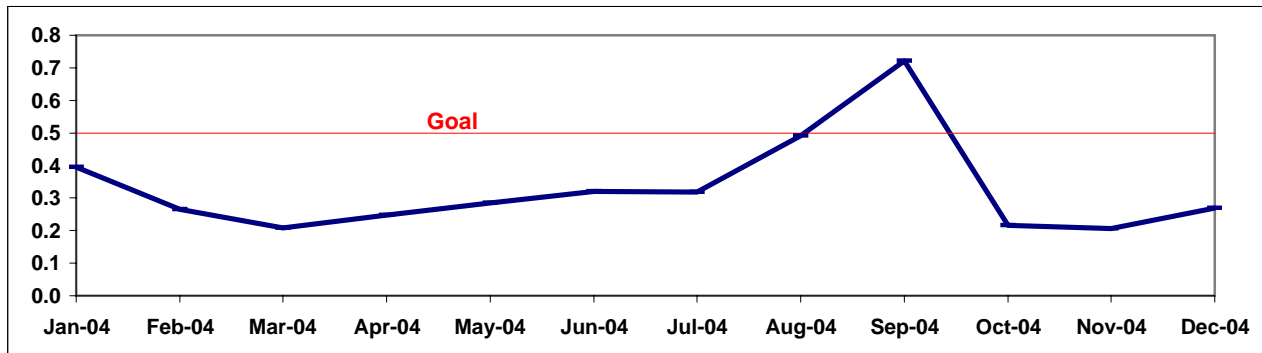
Note: Since July 2004, three sectors, San Fernando Valley, San Gabriel Valley and Gateway Cities, have had their six divisions (Divisions 8, 15, 3, 9, 1 and 2) involved in a pilot project to test extending maintenance critical PMP mileage periodicities. These "extended" mileages have not been officially implemented at this time; therefore, these divisions will appear not to have completed their critical PMP's in current monthly and weekly reports until the program is officially modified systemwide accordingly.

Past Due Critical PMPs - by Sectors' Divisions
October - December 2004
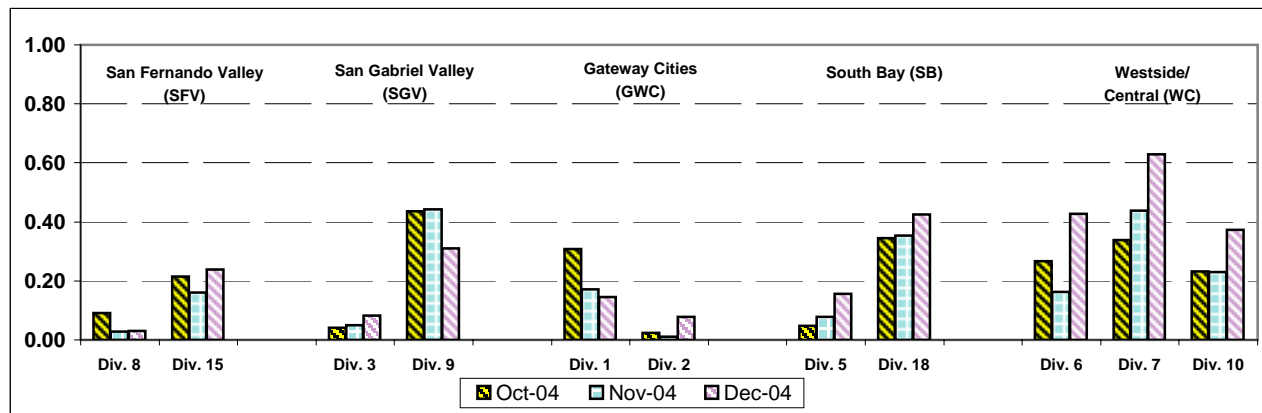
BUS CLEANLINESS

Definition: A team of three Quality Assurance Supervisors rates twenty percent of the fleet at each division and contract per quarter. Beginning January 2004, they rate the divisions each month. Each of sixteen categories is examined and assigned 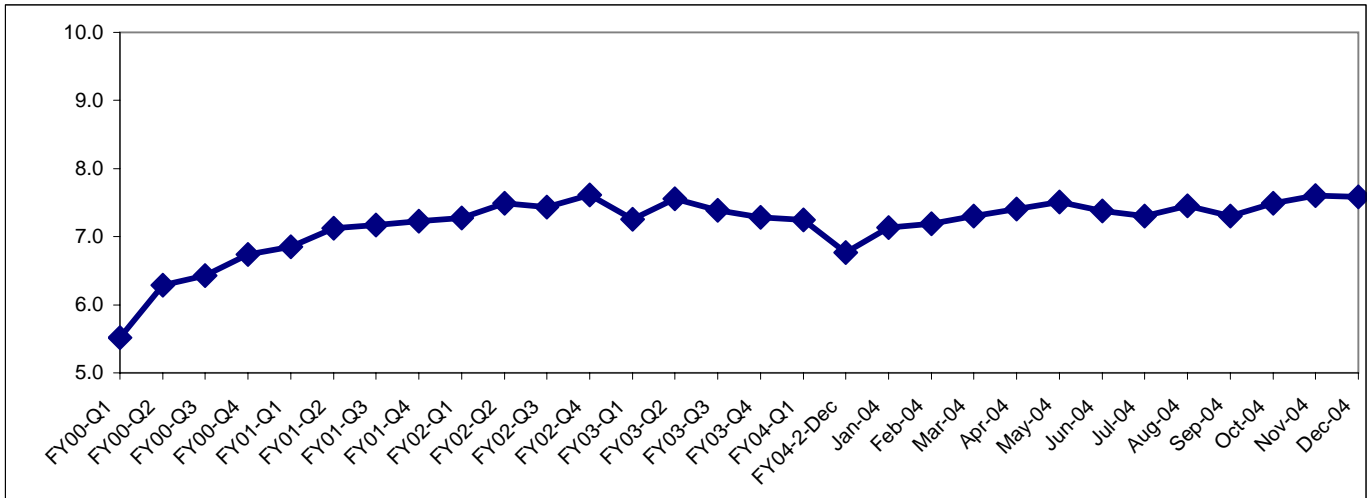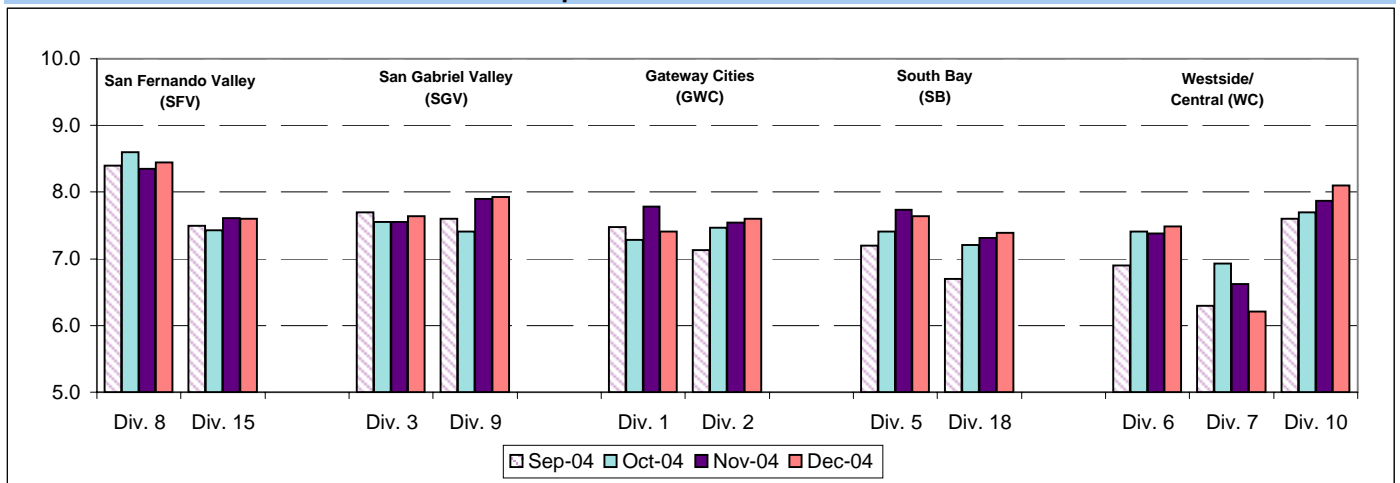a point value as follows: 1-3= Unsatisfactory; 4-7=Conditional; 8-10=Satisfactory. The individual item scores are averaged, unweighted, to produce an overall cleanliness rating.

Calculation: Overall Cleanliness Rating = (Total Point Accumulated divided by 16)

Systemwide Trend

Bus Operating Divisions by Sector
September - December 2004

Analysis: Division 8's overall rating improved to an 8.5. Overall cleanliness score for Divisions 5, 6, 10 and 18 improved in the second quarter. Overall cleanliness scores for Divisions 1, 2, 3, 7, 8, 9 and 15 remained consistent with the first quarter FY05.

Scores for the categories of window etching, interior graffiti, exterior graffiti, exterior cleanliness, exterior body condition and front and rear bumper condition were above the 8.0 mark.

Corrective Action: Overall improvement is needed in the areas of dashboards, drivers area, transom/ledges, ceilings, seats, windows, sacrificial windows, doors, floors and stepwells.

ATTENDANCE

MAINTENANCE ATTENDANCE

Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.
Calculation: 1-(FTEs absent / by the total FTEs assigned)

Systemwide Trend
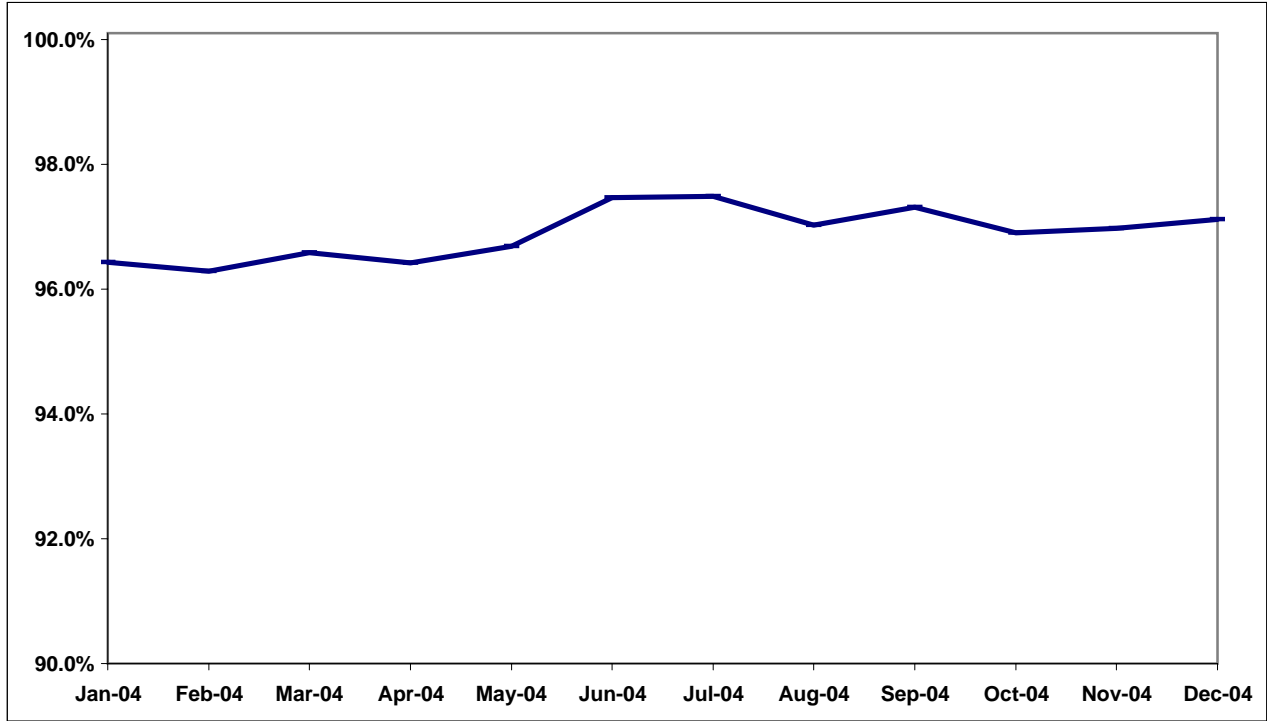
Maintenance Attendance - By Sectors' Divisions (By Current Month)
October - December 2004
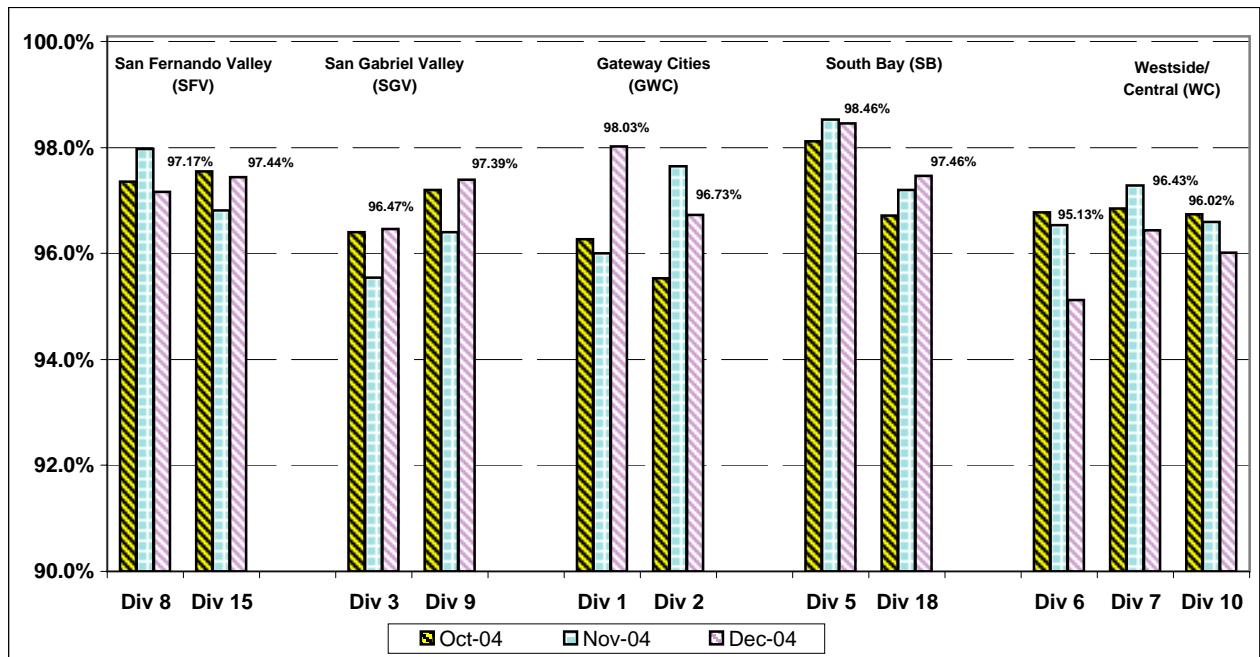
SAFETY PERFORMANCE

BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

Systemwide Trend
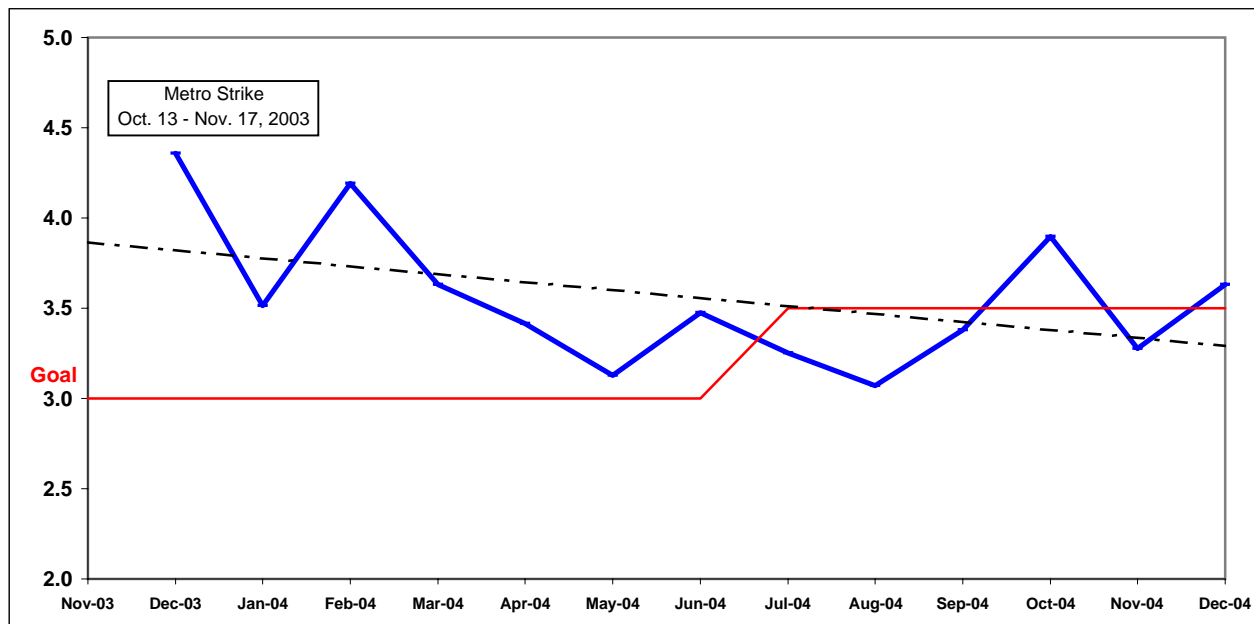
Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of accidents and late filing of reports.

Bus Operating Divisions - by Sectors' Divisions
October - December 2004
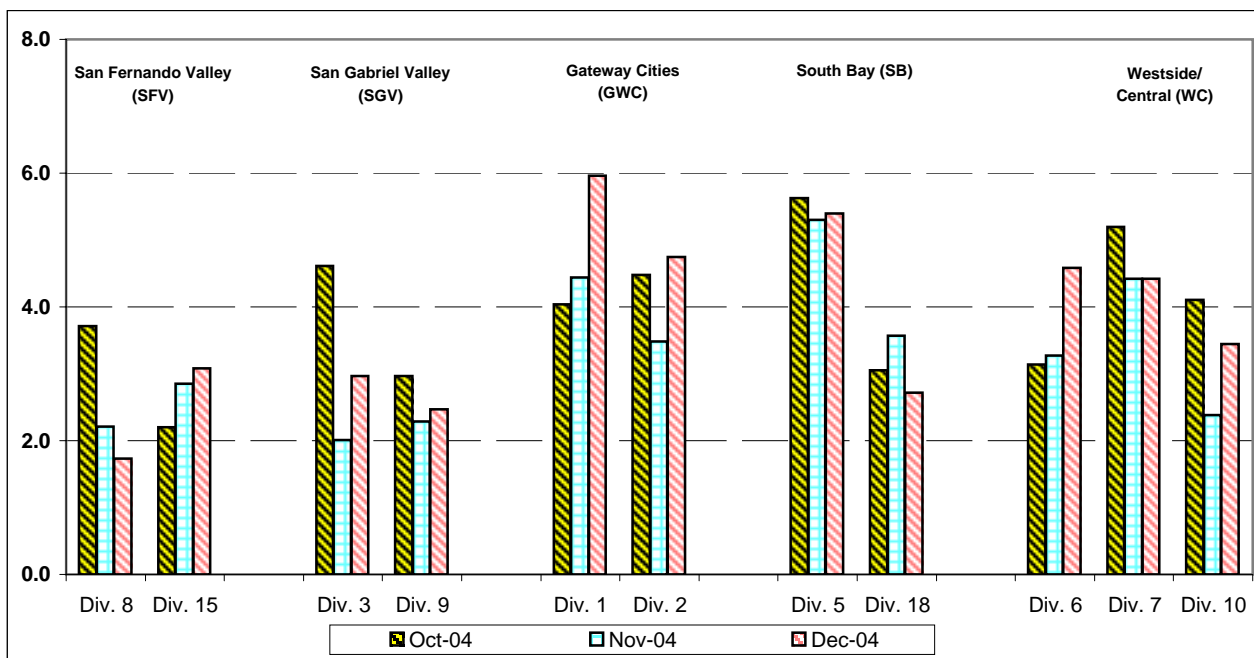
BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

Definition: Average number of Passenger Accidents for every 100,000 Boardings. This indicator measures system safety.

Calculation: Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by (Boardings / by 100,000))

Systemwide Trend

Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of accidents and late filing of reports.

Bus Operating Divisions - by Sectors' Divisions
October - December 2004
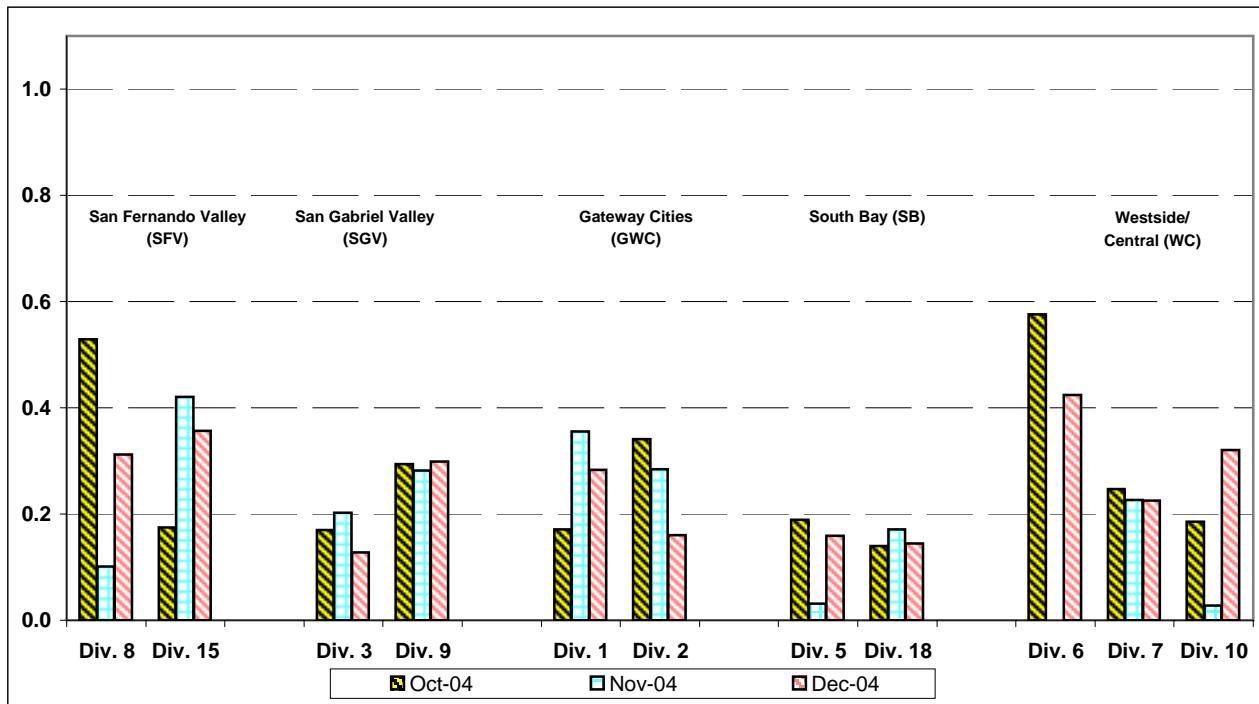
RAIL ACCIDENTS PER 100,000 REVENUE TRAIN MILES

Definition: Average number of Rail Accidents for every 100,000 Revenue Train Miles traveled. This indicator measures system safety.

Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))
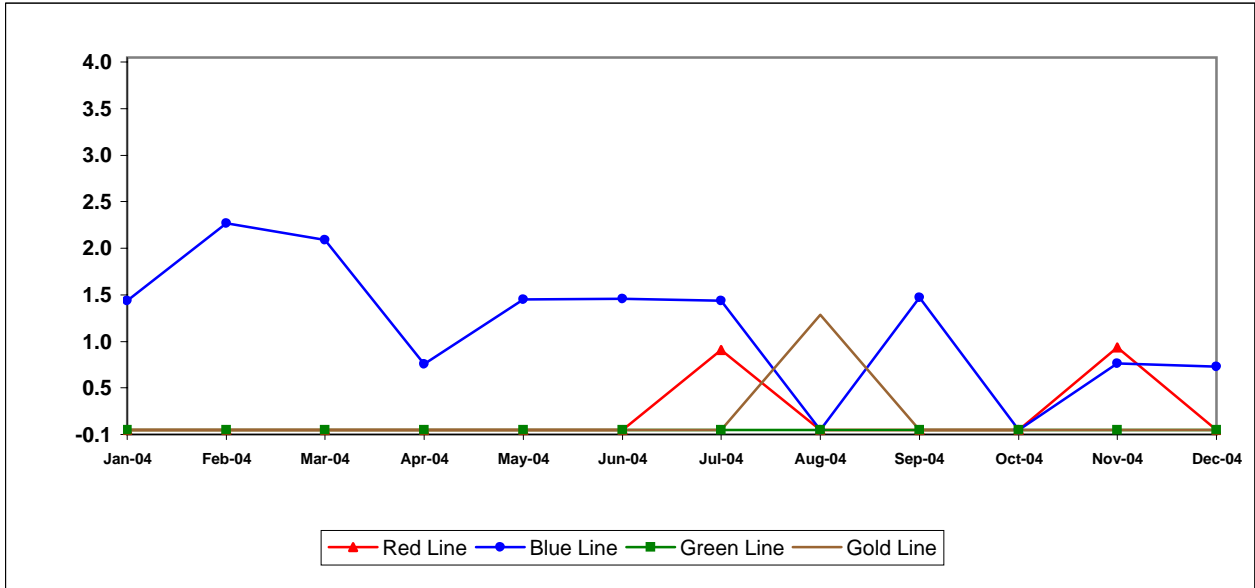
RAIL PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

Definition: Average number of Rail Passenger Accidents for every 100,000 Boardings. This indicator measures system safety.
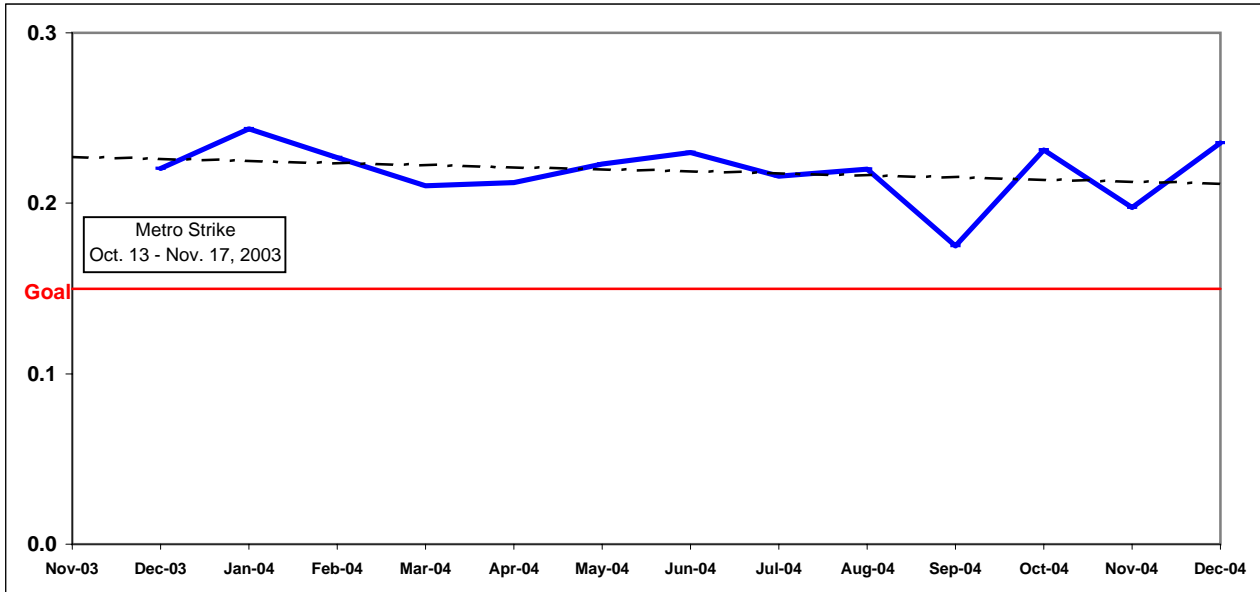
Calculation: Rail Passenger Accidents Per 100,000 Boardings = (The number of Rail Passenger Accidents / by (Train Boardings / by 100,000))
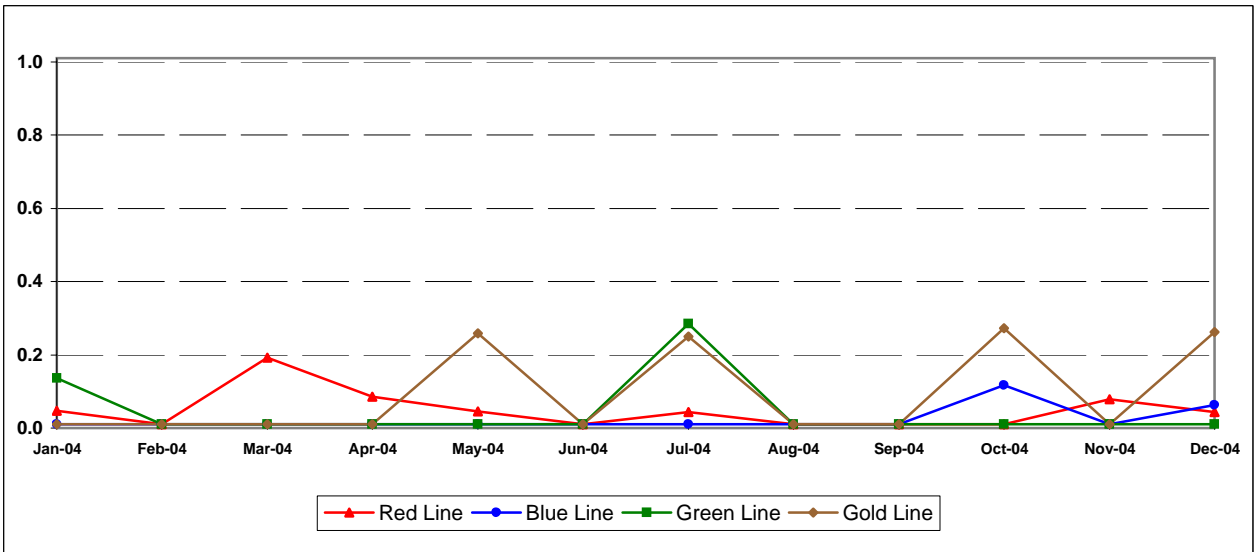
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

Calculation: Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)

Systemwide Trend

Bus Operating Divisions - by Sectors' Divisions
October - December 2004

* MV's boardings are approx. 10,000. Therefore, a single complaint results in a large swing in complaints per 100,000 boardings.
Nov.
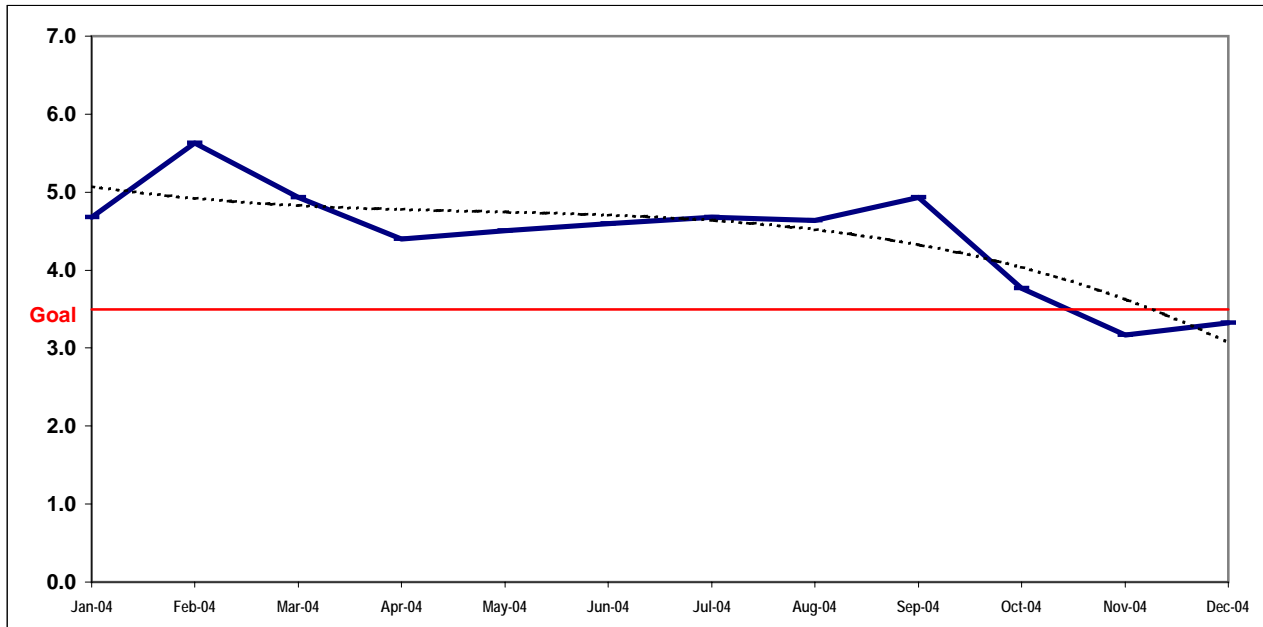
Legend: Oct-04, Nov-04, Dec-04
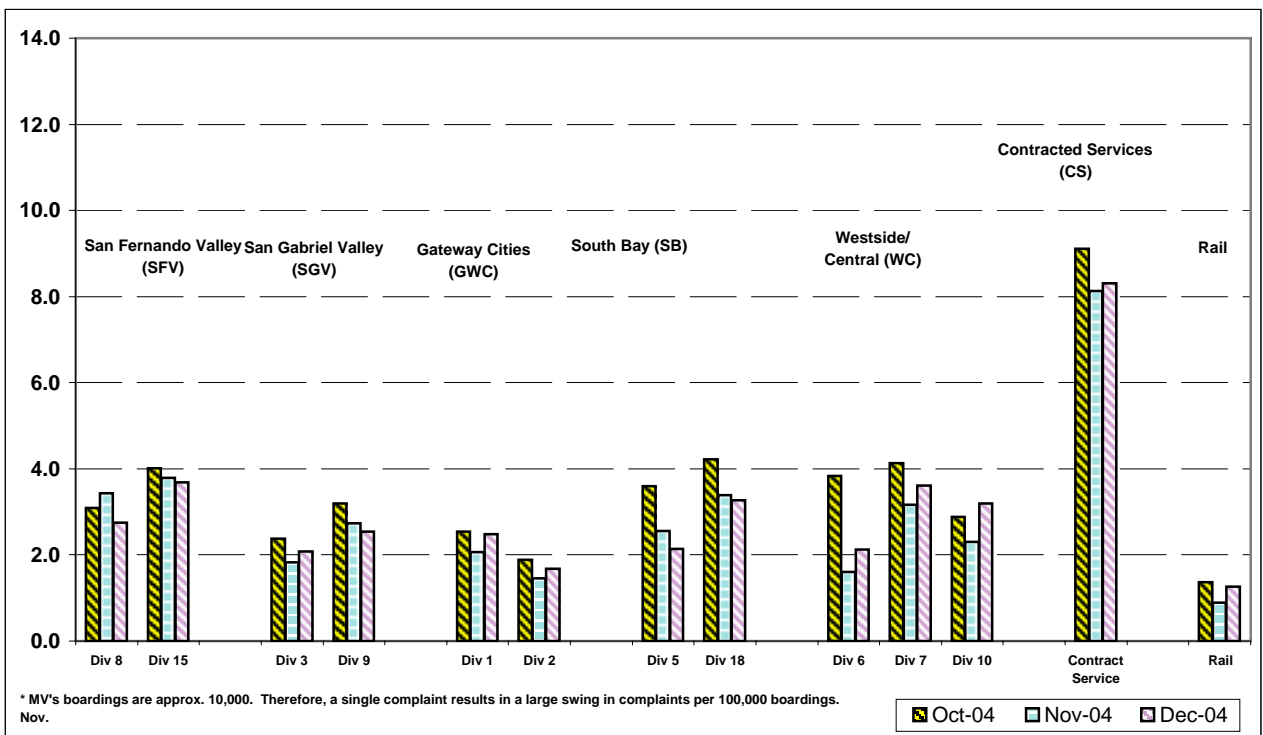
WORKERS COMPENSATION CLAIMS

New Workers Compensation Claims per 200,000 Exposure Hours

Definition: Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

Calculation: New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)

Metro Operations Trend

New Metro Operations Indemnity Claims/200,000 Exposure Hours
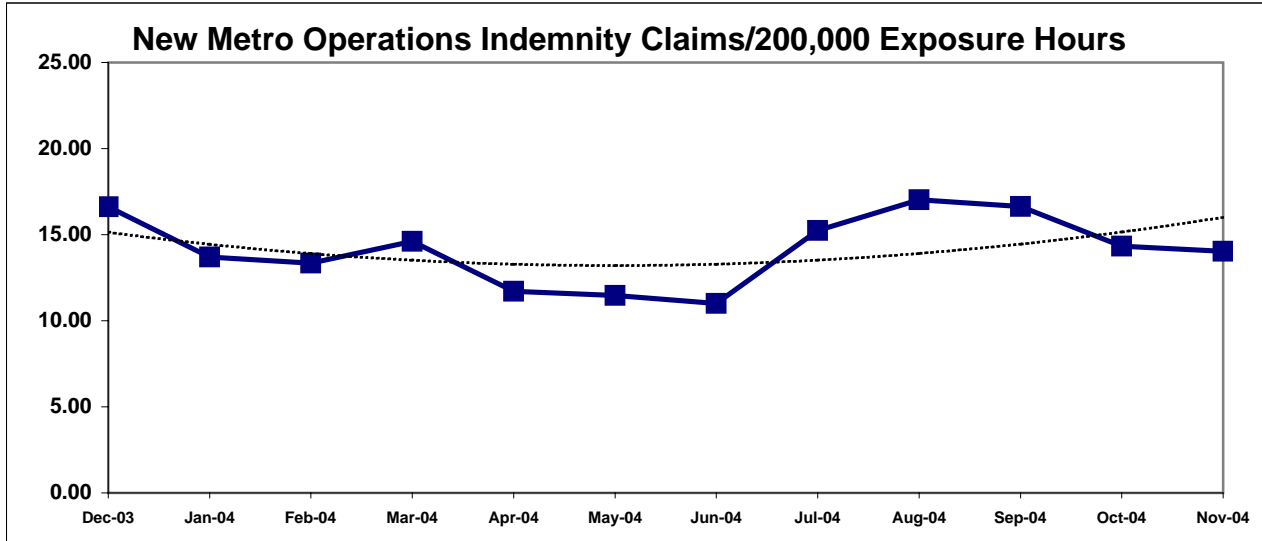
One month lag from current month

NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

Definition: Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

Calculation: New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)

Bus & Rail - by Bus Sectors' Divisions and Rail
October - December 2004

One month lag from current month
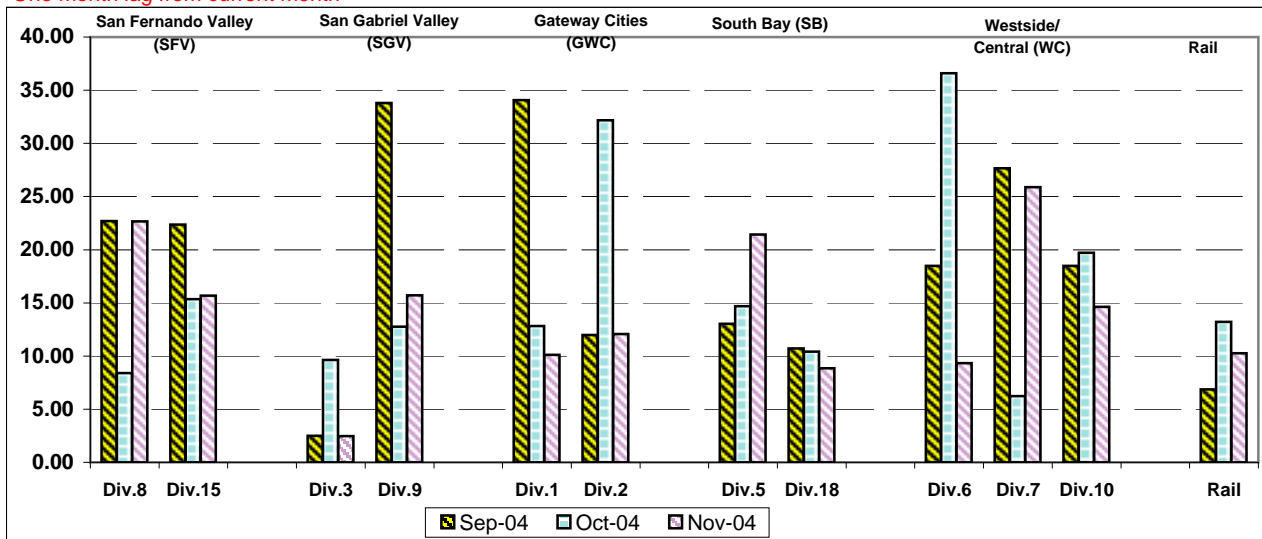
Monthly Calculations - December 2004
Metro Bus - Maintenance

Definition: A performance awareness program designed to increase productivity and efficiency.

Calculation: Performance by Division are ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each performance indicator is then multiplied by the weight assigned to the particular performance indicator and then summed. Summed values are sorted from high to low and the Division with the highest score wins the program award for the month.

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Mechanical Failures	25%	3761.7	5903.0	7324.5	13680.3	12275.0	7089.1	11391.5	8506.0	8020.1	11446.6	7118.1
Points		1	2	5	11	10	3	8	7	6	9	4
Attendance	15%	0.98986	0.97777	0.98287	0.98778	0.95125	0.96577	0.98334	0.97430	0.96880	0.97714	0.98138
Points		11	6	8	10	1	2	9	4	3	5	7
New WC Claims /200,000 Exp Hrs*	25%	10.3724	0.0000	0.0000	0.0000	0.0000	51.9836	11.4659	11.1151	0.0000	9.9026	0.0000
Points		4	11	11	11	11	1	2	3	11	5	11
*One month lag												
Bus Cleanliness	35%	7.407	7.600	7.644	7.638	7.488	6.206	8.444	7.925	8.100	7.600	7.388
Points		3	6	8	7	4	1	11	9	10	6	2
Totals		3.95	6.25	8.00	9.45	6.80	1.65	7.70	6.25	8.20	6.35	5.50

| FINAL RANKING	Maintenance Division Ranking (Sorted)										
DIV.	Div 5	Div 10	Div 3	Div 8	Div 6	Div 15	Div 2	Div 9	Div 18	Div 1	Div 7
Score	9.45	8.20	8.00	7.70	6.80	6.35	6.25	6.25	5.50	3.95	1.65
Rank	1st	2nd	3rd	4th	5th	6th	7th	7th	9th	10th	11th

MAINTENANCE
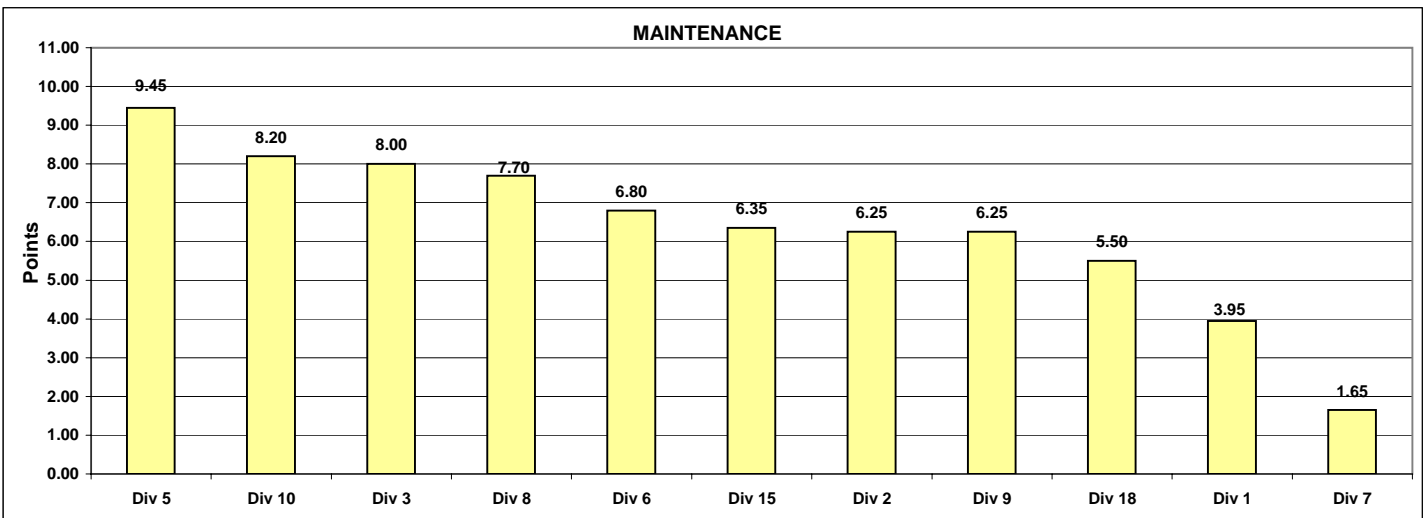
Monthly Calculations - December 2004
Metro Bus - Transportation

Definition: A performance awareness program designed to increase productivity and efficiency.

Calculation: Performance by Division are ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each performance indicator is then multiplied by the weight assigned to the particular performance indicator and then summed. Summed values are sorted from high to low and the Division with the highest score wins the program award for the month.

Transportation												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
In-Service On-Time Performance	20%	0.7122	0.7132	0.6866	0.6344	0.5361	0.6005	0.7075	0.6615	0.6452	0.7268	0.6035
Points		9	10	7	4	1	2	8	6	5	11	3
Running Hot	20%	0.0684	0.0901	0.0839	0.0883	0.0986	0.1106	0.0728	0.0783	0.1003	0.0739	0.0788
Points		11	4	6	5	3	1	10	8	2	9	7
Accident Rate	20%	5.9627	4.7434	2.9624	5.3925	4.5825	4.4231	1.7310	2.4688	3.4428	3.0775	2.7219
Points		1	3	8	2	4	5	11	10	6	7	9
Complaints/100K Boardings	20%	2.4891	1.6776	2.0795	2.1383	2.1208	3.6093	2.7551	2.5425	3.2009	3.6846	3.2639
Points		7	11	10	8	9	2	5	6	4	1	3
New WC Claims /200,000 Exp Hrs*	20%	10.0124	15.6890	3.2293	27.4557	12.5793	19.0652	26.3575	17.1173	18.6016	17.3730	11.1988
Points		10	7	11	1	8	3	2	6	4	5	9
*One month lag												
Totals		7.60	7.00	8.40	4.00	5.00	2.60	7.20	7.20	4.20	6.60	6.20

| FINAL RANKING	Transportation Division Ranking (Sorted)										
DIV.	Div 3	Div 1	Div 8	Div 9	Div 2	Div 15	Div 18	Div 6	Div 10	Div 5	Div 7
Score	8.40	7.60	7.20	7.20	7.00	6.60	6.20	5.00	4.20	4.00	2.60
Rank	1st	2nd	3rd	3rd	4th	4th	7th	8th	9th	10th	11th

TRANSPORTATION
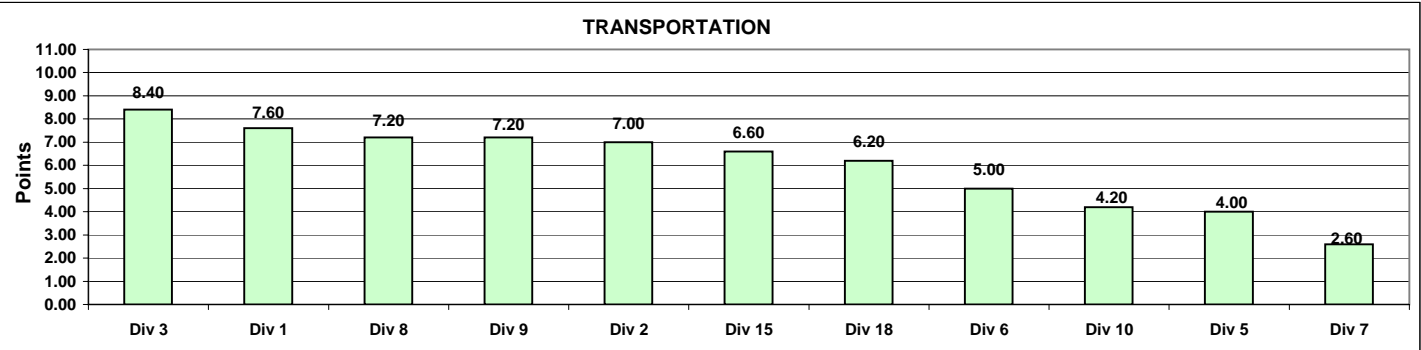
Monthly Calculations - December 2004
Metro Rail

Definition: A performance awareness program designed to increase productivity and efficiency.

Calculation: Performance indicators are ranked from best to worst. Performance percentages for various indicators are averaged and outcomes are are sorted from high to low. The rail line competes with itself on its own improvement over prior year performance. The percentage score showing best improvement (or least decline) wins the program award for the month.

	Metro Blue Line			Metro Red Line			Metro Green Line			Metro Gold Line		
Wayside Availability	Dec-03	Dec-04	Yearly Improvement	Dec-03	Dec-04	Yearly Improvement	Dec-03	Dec-04	Yearly Improvement	Dec-03	Dec-04	Yearly Improvement
Track	100.00%	100.00%	0.00%	100.00%	98.49%	-1.51%	100.00%	100.00%	0.00%	99.32%	99.98%	0.65%
Signals	99.94%	99.95%	0.01%	99.90%	99.93%	0.02%	100.00%	99.99%	-0.01%	99.55%	99.87%	0.32%
Power	99.94%	99.96%	0.01%	99.98%	100.00%	0.02%	99.86%	96.15%	-3.71%	99.85%	99.97%	0.12%
Wayside Performance	**99.96%**	**99.97%**	0.01%	**99.96%**	**99.47%**	**-0.49%**	**99.95%**	**98.71%**	**-1.24%**	**99.57%**	**99.94%**	**0.37%**
Vehicle Availability												
Vehicle Performance	**98.90%**	**98.75%**	**-0.15%**	**97.93%**	**99.48%**	**1.55%**	**98.73%**	**99.27%**	**0.53%**	**97.12%**	**98.96%**	**1.84%**
Operator Availability												
Operators	**99.81%**	**99.93%**	**0.12%**	**99.62%**	**99.97%**	**0.35%**	**99.54%**	**99.98%**	**0.44%**	**99.47%**	**99.84%**	**0.37%**
In-Service Performance												
ISOTP - Rail	**98.90%**	**98.07%**	**-0.83%**	**98.75%**	**97.87%**	**-0.89%**	**98.72%**	**95.38%**	**-3.33%**	**95.13%**	**97.49%**	**2.36%**
tal Rail Line Performance	**99.39%**	**99.18%**	**-0.21%**	**99.07%**	**99.20%**	**0.13%**	**99.24%**	**98.33%**	**-0.90%**	**97.82%**	**99.06%**	**1.23%**

Metro Rail Final Ranking (Sorted)

Rail Line	GOLD	RED	BLUE	GREEN
Score	1.235%	0.132%	-0.211%	-0.901%
Rank	1st	2nd	3rd	4th

Metro Rail Ranking - Monthly
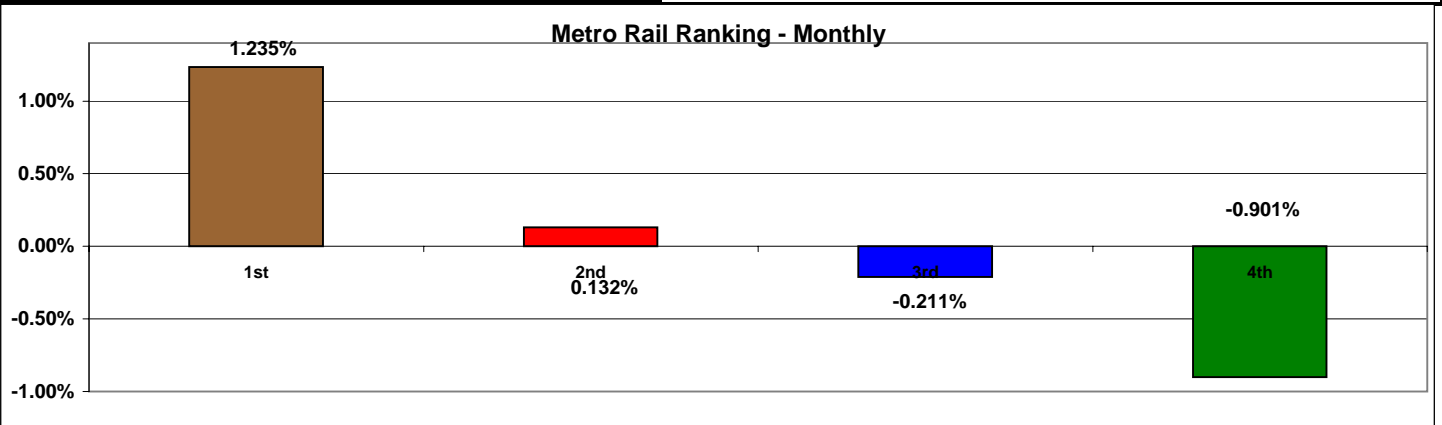
Quarterly Calculations: FY05-Q2
Metro Bus - Maintenance and Transportation

Definition: A performance awareness program designed to increase productivity and efficiency.

Calculation: Data reflects a cumulative total of performance data for each performance indicator for the three months in the most current closed quarter. Performance by Division are ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each performance indicator is then multiplied by the weight assigned to the particular performance measure, summed with the other scores for that Division and sorted from high to low score.

Maintenance and Transportation												
Maintenance	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Mechanical Failures	12.5%	4242	6157	5834	8018	12680	6234	11556	8899	7050	10109	7026
Points		1	3	2	7	11	4	10	8	6	9	5
Attendance	7.5%	0.9797	0.9716	0.9757	0.9865	0.9615	0.9694	0.9867	0.9739	0.9715	0.9757	0.9756
Points		9	4	7	10	1	2	11	5	3	8	6
New WC Claims /200,000 Exp Hrs*	12.5%	14.9007	8.4995	3.4448	3.2463	11.5528	27.0248	7.8413	14.6623	14.3386	13.0307	2.7872
Points		2	7	9	10	6	1	8	3	4	5	11
*One month Lag: Sep 04 - Nov 04												
Bus Cleanliness	17.5%	7.4889	7.5378	7.5813	7.5938	7.4250	6.5833	8.4646	7.7438	7.8896	7.5458	7.3021
Points		4	5	7	8	3	1	11	9	10	6	2
Transportation												
In-Service On-Time Performance	10%	0.7090	0.7066	0.7043	0.6502	0.5454	0.6394	0.6929	0.6834	0.6280	0.6910	0.6248
Points		11	10	9	5	1	4	8	6	3	7	2
Running Hot	10%	0.0649	0.0917	0.0815	0.0863	0.0827	0.1061	0.0807	0.0733	0.0953	0.0755	0.0751
Points		11	3	6	4	5	1	7	10	2	8	9
Accident Rate	10%	4.8142	4.3111	3.1660	5.4015	3.6803	4.6731	2.5452	2.5745	3.3503	2.7135	3.1398
Points		2	4	7	1	5	3	11	10	6	9	8
Complaints/100K Boardings	10%	2.3705	1.6825	2.0949	2.7667	2.5526	3.6422	3.0950	2.8432	2.7895	3.8345	3.6322
Points		9	11	10	7	8	2	4	5	6	1	3
*One month Lag: Sep 04 - Nov 04												
New WC Claims /200,000 Exp Hrs*	10%	20.0259	22.0270	5.3553	20.0825	25.1890	17.8854	21.0376	22.5937	18.4995	19.1866	11.9308
Points		6	3	11	5	1	9	4	2	8	7	10
Totals		**5.65**	**5.53**	**7.43**	**6.48**	**4.73**	**2.85**	**8.40**	**6.63**	**5.73**	**6.60**	**6.00**

FINAL RANKING	Maintenance and Transportation Division Ranking (Sorted)											
	DIV.	DIV. 8	DIV. 3	DIV. 9	DIV. 15	DIV. 5	DIV. 18	DIV. 10	DIV. 1	DIV. 2	DIV. 6	DIV. 7
	Score	8.40	7.43	6.63	6.60	6.48	6.00	5.73	5.65	5.53	4.73	2.85
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th

MAINTENANCE & TRANSPORTATION

	DIV. 8	DIV. 3	DIV. 9	DIV. 15	DIV. 5	DIV. 18	DIV. 10	DIV. 1	DIV. 2	DIV. 6	DIV. 7
Points	8.40	7.43	6.63	6.60	6.48	6.00	5.73	5.65	5.53	4.73	2.85
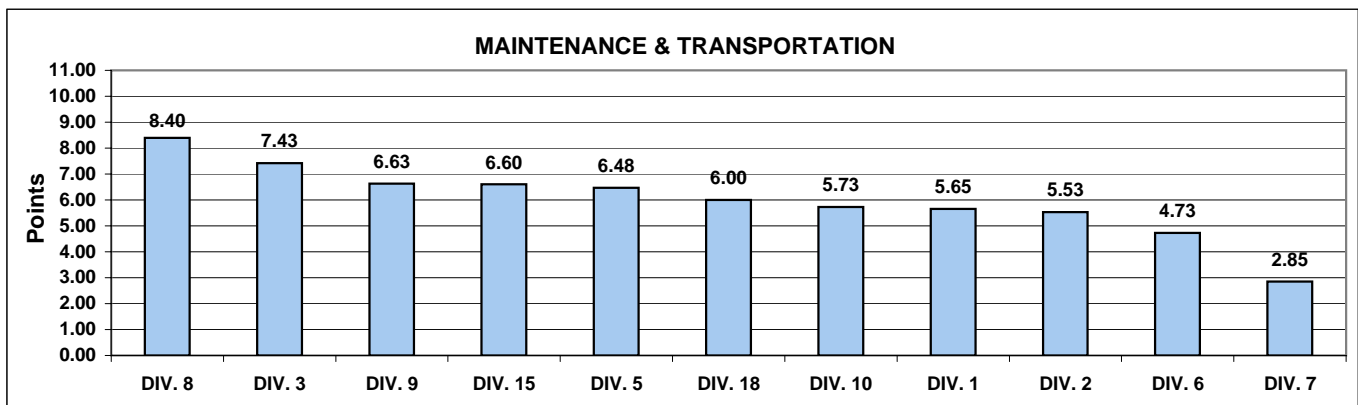
Quarterly Calculations: FY05-Q2
Metro Rail

Definition: A performance awareness program designed to increase productivity and efficiency. Based on monthly "IN-SERVICE" Performance as reported by RAIL OPERATIONS CONTROL.

Calculation: Performance indicator uses Revenue Service Hours Lost due to the associated Rail Operating Problems not including the Revenue Service Hours Lost due to accidents, police, or health problems. Performance percentages for various indicators are averaged and outcomes are are sorted from high to low. The rail line competes with itself on its own improvement over prior year performance. The percentage score showing best improvement (or least decline) wins the program award for the quarter.

Improvement from Previous Year

Overall Rail Line Performance	Metro Blue Line	Metro Red Line	Metro Green Line	Metro Gold Line
Oct-04	-0.42%	0.23%	0.02%	-0.14%
Nov-04	-0.02%	0.73%	-0.36%	-0.36%
Dec-04	-0.21%	0.13%	-0.90%	1.24%
Second Quarter Average	**-0.22%**	**0.36%**	**-0.41%**	**0.24%**

Metro Rail Final Ranking (Sorted)

Rail Line	RED	GOLD	BLUE	GREEN
Score	0.36%	0.245%	-0.217%	-0.414%
Rank	1st	2nd	3rd	4th

Metro Rail Ranking - Quarterly