Metropolitan Transportation Authority

# METRO OPERATIONS MONTHLY PERFORMANCE REPORT

## MAR 2004

Metro

04-1079TR

# Table of Contents

# San Fernando Valley Sector Scorecard Overview (SFV)

This sector has two MTA operating divisions, Division 8 in Chatsworth and Division 15 in Sun Valley. The sector is responsible for the operation of approximately 460 Metro buses and 24 Metro Bus lines carrying nearly 50.4 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 (MMBCMF)
* Traffic Accidents per 100,000 Hub
* Complaints per 100,000 Boardings

| Measurement | FY02 | FY03 | FY04 Target | FY04 YTD | Mar. Month | Status |
|---|---|---|---|---|---|---|
| **Bus Systemwide** | | | | | | |
| On-Time Pullouts (system)* | 99.61% | 99.64% | 100% | 99.63% | 99.68% | |
| Mean Miles Between Chargeable Mechanical Failures (MMBCMF)** | 5,796 | 6,883 | 7,500 | 7,112 | 8,308 | |
| In-Service On-time Performance | 64.88% | 69.23% | 80% | 64.17% | 64.78% | |
| Bus Traffic Accidents Per 100,000 Miles | 3.91 | 3.86 | 3.00 | 3.79 | 3.58 | |
| Complaints per 100,000 Boardings | 3.54 | 4.23 | 3.50 | 4.68 | 4.56 | |
| **SFV Sector** | | | | | | |
| On-Time Pullouts * | 99.45% | 99.75% | 100% | 99.75% | 99.81% | |
| MMBCMF** | 4,646 | 8,616 | 8,000 | 8,467 | 10,644 | |
| In-Service On-time Performance | | 67.30% | 80% | 66.78% | 64.14% | |
| Bus Traffic Accidents Per 100,000 Miles | 3.09 | 2.91 | 2.70 | 3.04 | 1.88 | |
| Complaints per 100,000 Boardings | 3.43 | 6.32 | 3.50 | 5.61 | 6.43 | |
| **Division 8** | | | | | | |
| On-Time Pullouts * | 99.57% | 99.81% | 100% | 99.74% | 99.84% | |
| MMBCMF** | 5,775 | 9,177 | 8,000 | 8,198 | 11,927 | |
| In-Service On-time Performance | 67.88% | 70.09% | 80% | 68.69% | 67.31% | |
| Bus Traffic Accidents Per 100,000 Miles | 3.22 | 2.84 | 2.70 | 2.64 | 1.22 | |
| Complaints per 100,000 Boardings | 3.16 | 6.87 | 3.50 | 5.13 | 6.35 | |
| **Division 15** | | | | | | |
| On-Time Pullouts * | 99.37% | 99.72% | 100% | 99.76% | 99.79% | |
| MMBCMF** | 4,514 | 8,260 | 8,000 | 8,670 | 9,872 | |
| In-Service On-time Performance | 62.51% | 66.13% | 80% | 65.80% | 62.62% | |
| Bus Traffic Accidents Per 100,000 Miles | 3.01 | 2.96 | 2.70 | 3.32 | 2.36 | |
| Complaints per 100,000 Boardings | 3.58 | 6.01 | 3.50 | 5.95 | 6.48 | |

* A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS. **ATMS data is unavailable.**

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

Green - High probability of achieving the FY04 target (on track).

Yellow - Uncertain if the FY04 target will be achieved -- slight problems, delays or management issues.

Red - High probability that the FY04 target will not be achieved -- significant problems and/or delays.

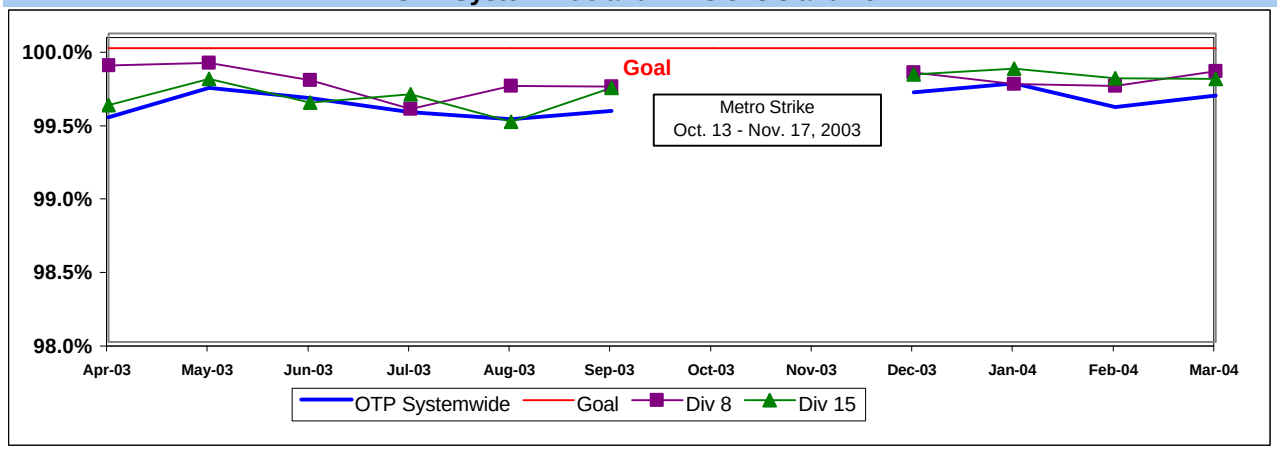
# SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

## ON-TIME PULLOUT (OTP) PERCENTAGE

**Definition:** On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

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

### OTP Systemwide and Divisions 8 and 15*

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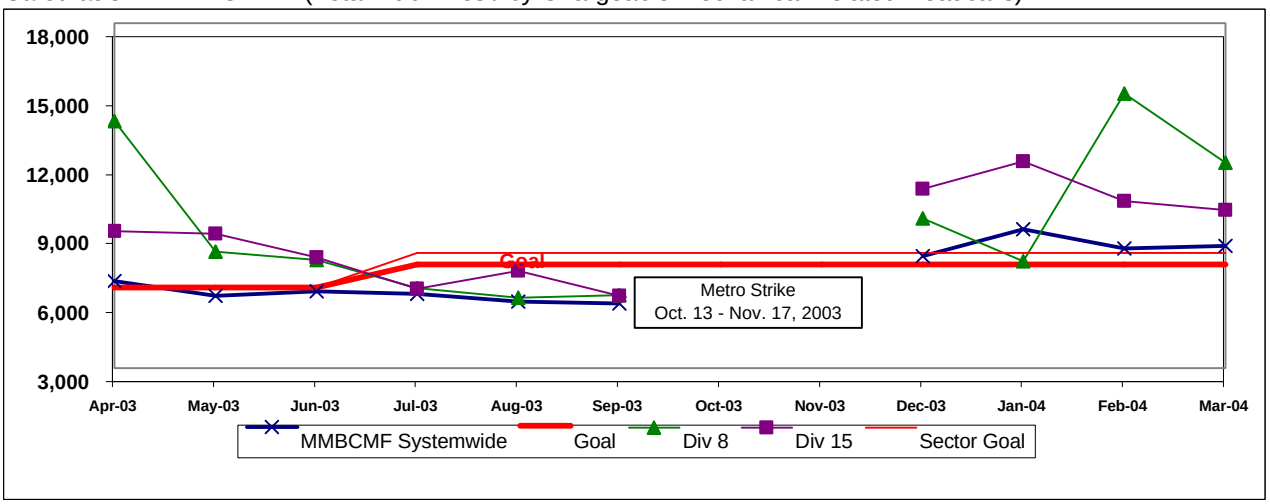
## MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES* Systemwide and Divisions 8 and 15

**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.**

## Outlates & Cancellations by Sector's Divisions*

*ATMS data is unavailable. OTP may be overstated due to data collection system failure. A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS.

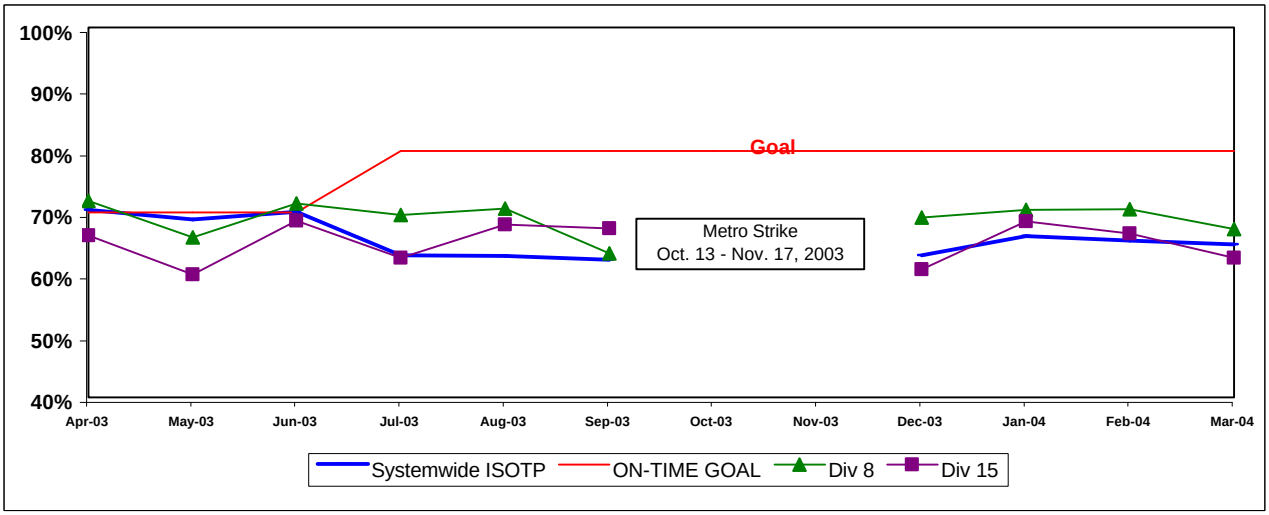
| Div. | Sched. Pull-Outs | CANCELLATIONS Number | CANCELLATIONS % of Pull-outs | OUTLATES Number | OUTLATES % of Pull-outs | % Total Outlates & Cancellations | ON-TIME PULL-OUT RATE | REASONS FOR OUTLATES and CANCELLATIONS No Operator Available | Bus Mechanical Failure | Other |
|---|---|---|---|---|---|---|---|---|---|---|
| **San Fernando Valley (SFV)** | | | | | | | **99.81%** | | | |
| ***8*** | 5689 | 0 | 0.00% | 9 | 0.16% | 3.67% | 99.84% | 2 | 7 | 0 |
| ***15*** | 7590 | 0 | 0.00% | 16 | 0.21% | 6.53% | 99.79% | 0 | 16 | 0 |
| **SYS. TOTAL** | 76168 | 3 | 0.00% | 242 | 0.32% | 100.00% | 99.68% | 10 | 217 | 18 |

## IN-SERVICE ON-TIME PERFORMANCE

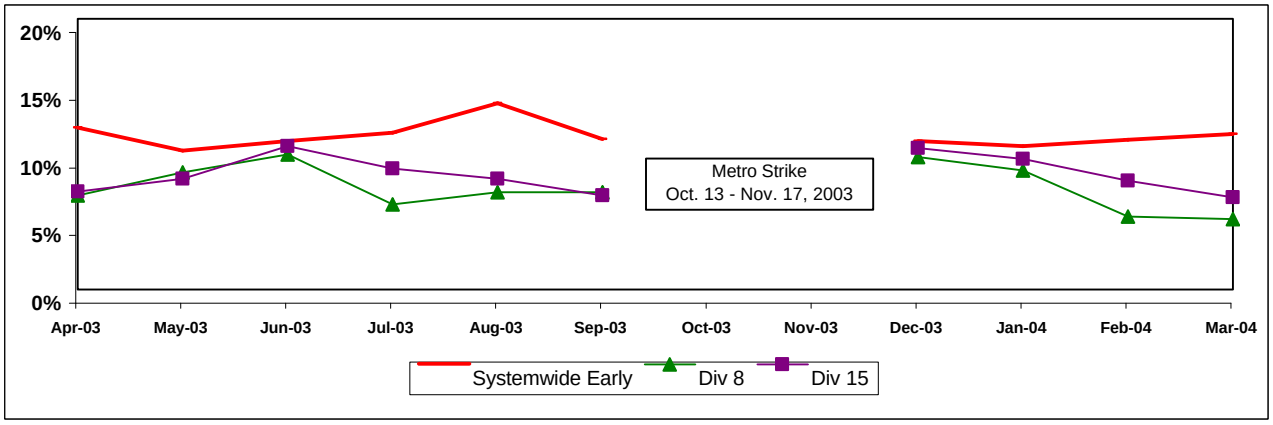
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

**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



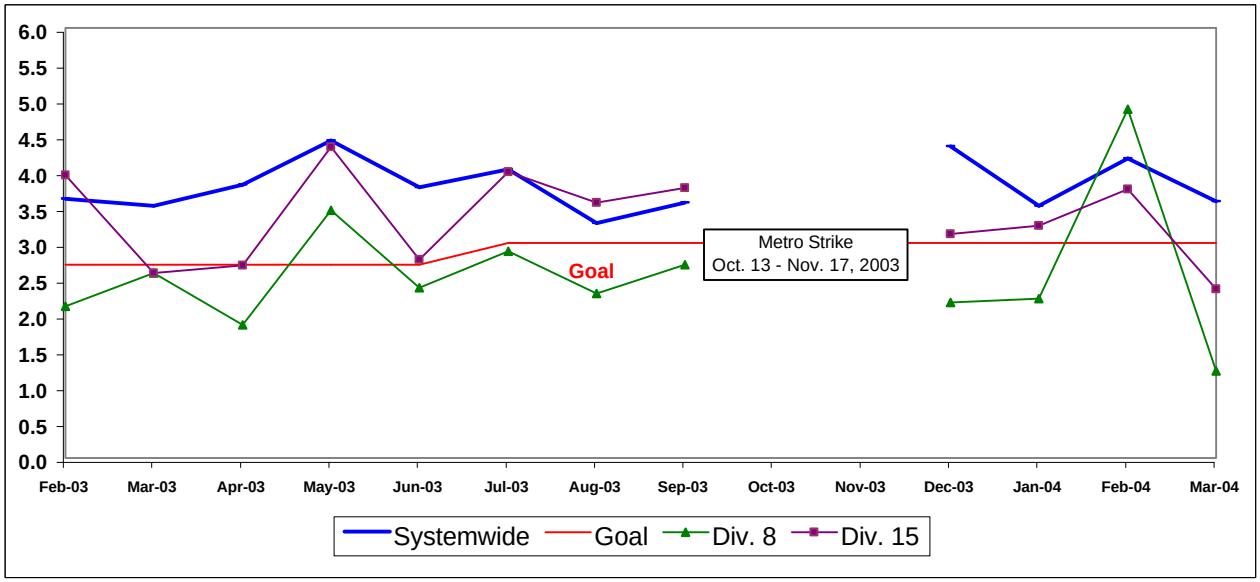

### Running Hot - Systemwide and Bus Operating Divisions 8 and 15



## 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.

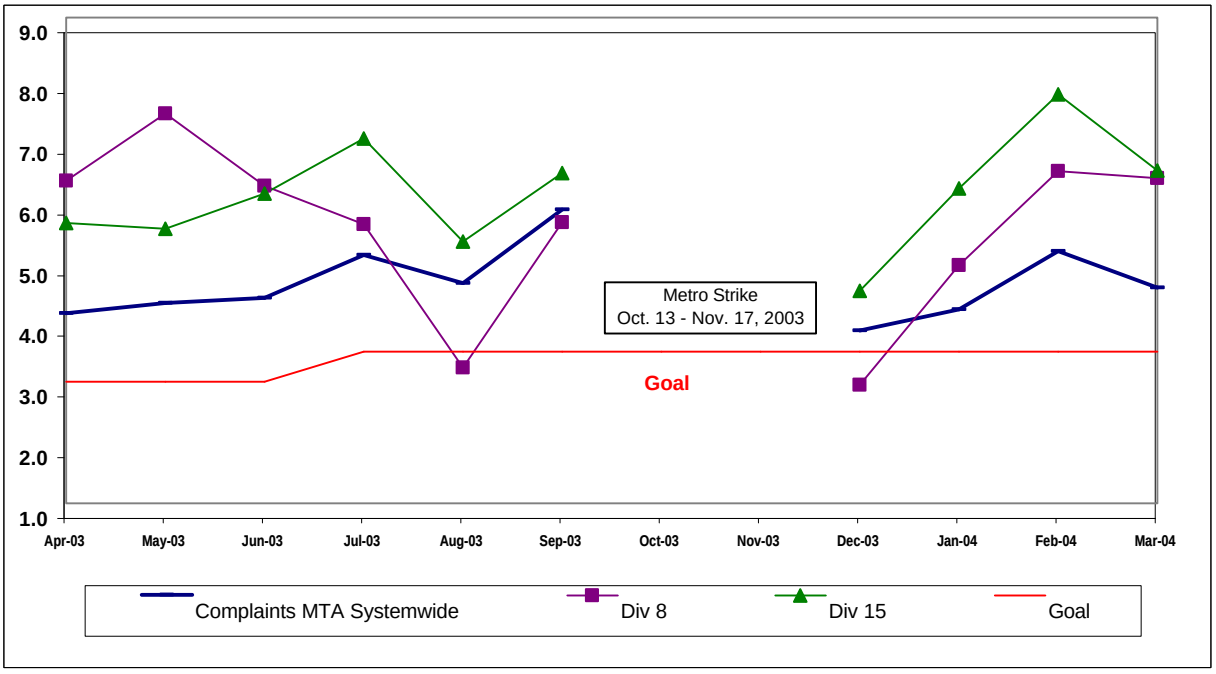
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))




## 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)



# San Gabriel Valley Sector Scorecard Overview (SGV)

This sector has two MTA operating divisions, Division 3 Cypress Park and Division 9 in El Monte. The sector is responsible for the operation of approximately 410 Metro buses and 27 Metro Bus lines carrying over 64.5 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 (MMBCMF)
* Traffic Accidents per 100,000 Hub
* Complaints per 100,000 Boardings

| Measurement | FY02 | FY03 | FY04 Target | FY04 YTD | Mar. Month | Status |
|---|---|---|---|---|---|---|
| **Bus Systemwide** | | | | | | |
| On-Time Pullouts (system)* | 99.61% | 99.64% | 100% | 99.63% | 99.68% | |
| Mean Miles Between Chargeable Mechanical Failures (MMBCMF)** | 5,796 | 6,883 | 7,500 | 7,112 | 8,308 | |
| In-Service On-time Performance | 64.88% | 69.23% | 80% | 64.17% | 64.78% | |
| Bus Traffic Accidents Per 100,000 Miles | 3.91 | 3.86 | 3.00 | 3.79 | 3.58 | |
| Complaints per 100,000 Boardings | 3.54 | 4.23 | 3.50 | 4.68 | 4.56 | |
| **SGV Sector** | | | | | | |
| On-Time Pullouts* | 99.71% | 99.77% | 100% | 99.79% | 99.91% | |
| MMBCMF** | 6,708 | 7,696 | 8,000 | 7,104 | 8,550 | |
| In-Service On-time Performance | | 70.02% | 80% | 68.84% | 70.10% | |
| Bus Traffic Accidents Per 100,000 Miles | 3.23 | 3.40 | 3.10 | 3.12 | 2.61 | |
| Complaints per 100,000 Boardings | 3.13 | 3.57 | 3.25 | 3.96 | 3.80 | |
| **Division 3** | | | | | | |
| On-Time Pullouts* | 99.69% | 99.72% | 100% | 99.70% | 99.90% | |
| MMBCMF** | 5,538 | 5,726 | 8,000 | 5,899 | 10,532 | |
| In-Service On-time Performance | 68.70% | 71.08% | 80% | 69.77% | 69.97% | |
| Bus Traffic Accidents Per 100,000 Miles | 3.96 | 4.22 | 3.10 | 3.77 | 3.03 | |
| Complaints per 100,000 Boardings | 2.61 | 3.09 | 3.25 | 3.08 | 3.28 | |
| **Division 9** | | | | | | |
| On-Time Pullouts* | 99.72% | 99.83% | 100% | 99.90% | 99.91% | |
| MMBCMF** | 8,336 | 11,322 | 8,000 | 8,850 | 7,260 | |
| In-Service On-time Performance | 64.56% | 67.47% | 80% | 66.77% | 70.40% | |
| Bus Traffic Accidents Per 100,000 Miles | 2.56 | 2.64 | 3.10 | 2.50 | 2.21 | |
| Complaints per 100,000 Boardings | 3.90 | 4.31 | 3.25 | 5.45 | 4.58 | |

* A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS. **ATMS data is unavailable.**

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


Green - High probability of achieving the FY04 target (on track).


Yellow - Uncertain if the FY04 target will be achieved -- slight problems, delays or management issues.


Red - High probability that the FY04 target will not be achieved -- significant problems and/or delays.

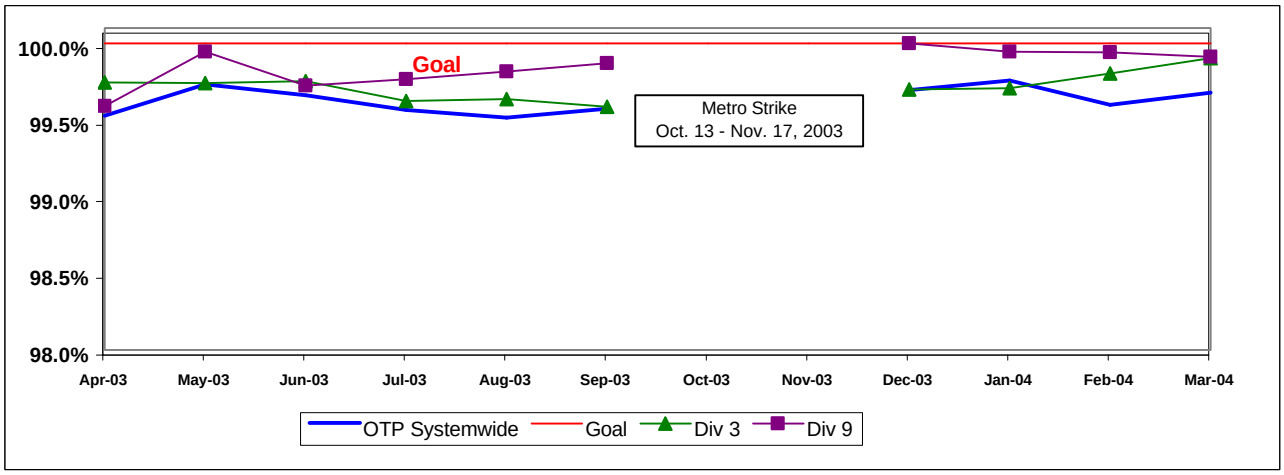
# SAN GABRIEL VALLEY SECTOR (SGV) BUS SERVICE PERFORMANCE

## ON-TIME PULLOUT (OTP) PERCENTAGE

**Definition:** On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

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

### OTP - Systemwide and Divisons 3 and 9*

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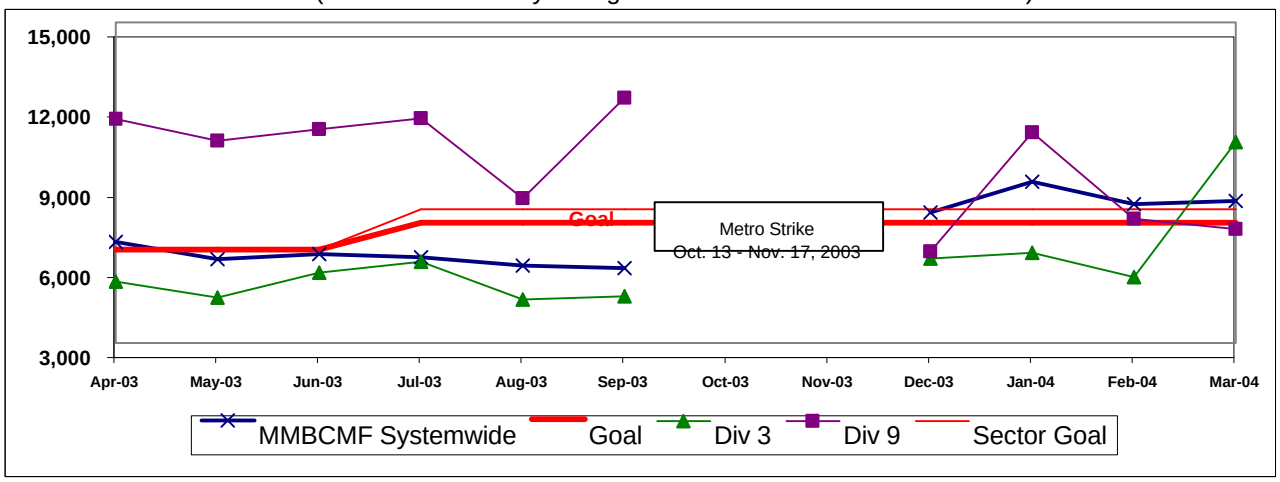
## MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*
## Systemwide and Divisions 3 and 9

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

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

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## Outlates & Cancellations by Sector Division*

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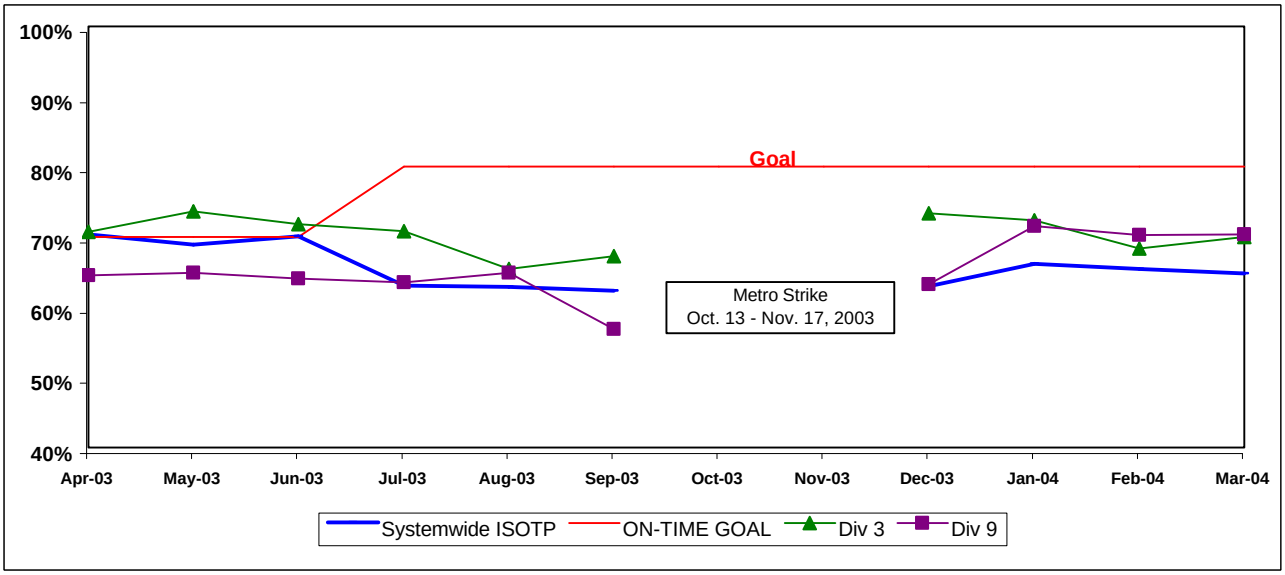
| Div. | Sched. Pull-Outs | CANCELLATIONS Number | CANCELLATIONS % of Pull-outs | OUTLATES Number | OUTLATES % of Pull-outs | % Total Outlates & Cancellations | ON-TIME PULL-OUT RATE | REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available | Bus Mechanical Failure | Other |
|---|---|---|---|---|---|---|---|---|---|---|
| **San Gabriel Valley (SGV)** | | | | | | | **99.91%** | | | |
| ***3*** | 6254 | 0 | 0.00% | 6 | 0.10% | 2.45% | 99.90% | 0 | 5 | 1 |
| ***9*** | 5815 | 0 | 0.00% | 5 | 0.09% | 2.04% | 99.91% | 1 | 4 | 0 |
| **SYS. TOTAL** | 76168 | 3 | 0.00% | 242 | 0.32% | 100.00% | 99.68% | 10 | 217 | 18 |

## IN-SERVICE ON-TIME PERFORMANCE

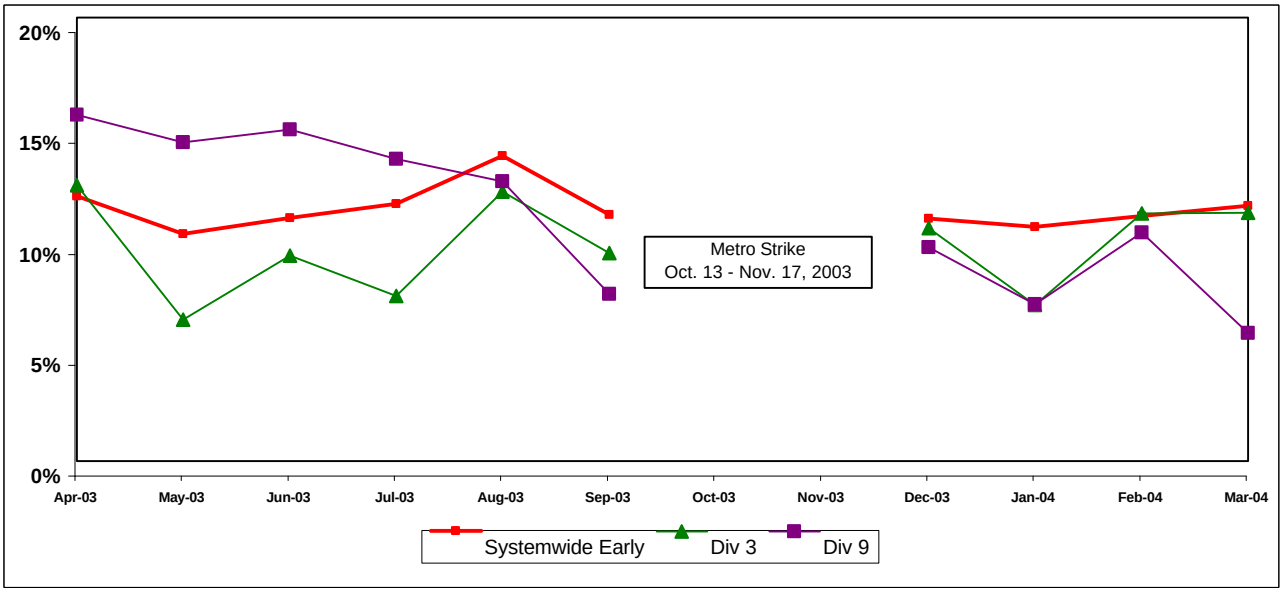
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

**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



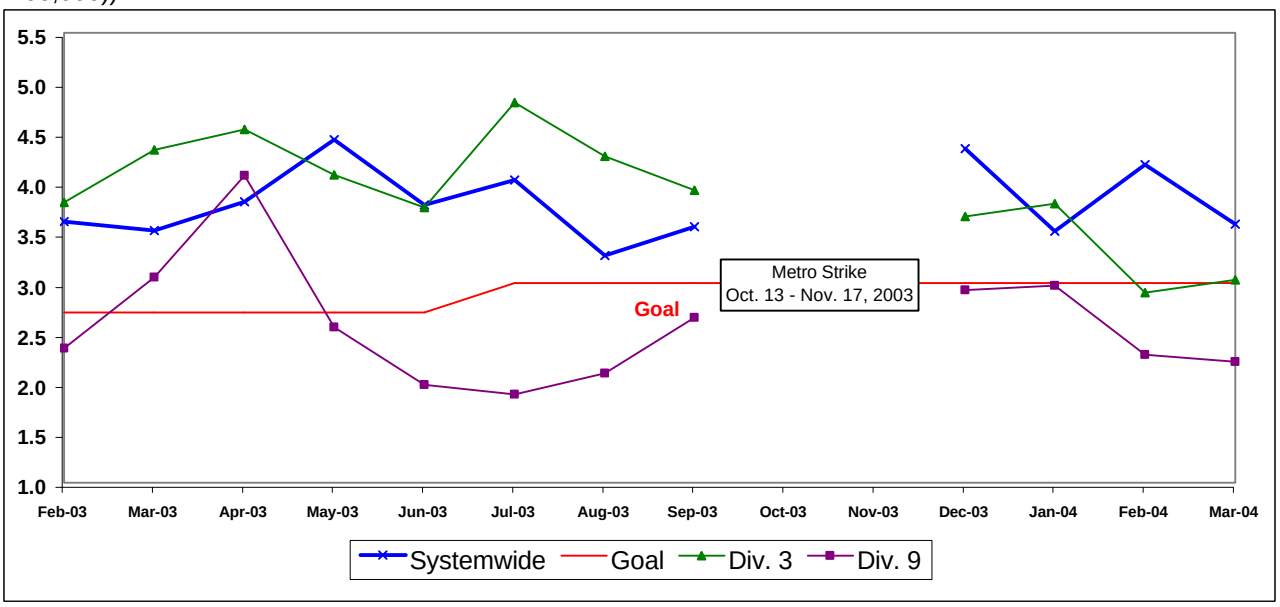

### Running Hot - Systemwide and Divisions 3 and 9



## 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))

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## Systemwide and Divisions 3 and 9

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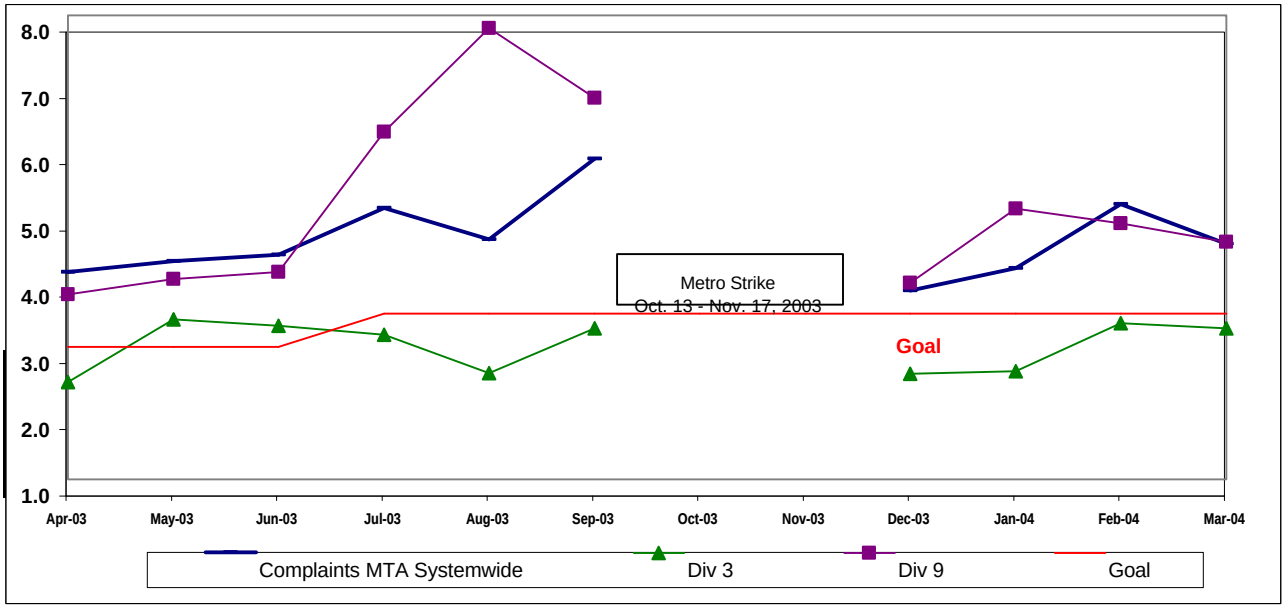

# Gateway Cities Sector Scorecard Overview (GC)

This sector has two MTA 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 365 Metro buses and 20 Metro Bus lines carrying nearly 59.8 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 (MMBCMF)
* Traffic Accidents per 100,000 Hub
* Complaints per 100,000 Boardings

| Measurement | FY02 | FY03 | FY04 Target | FY04 YTD | Mar. Month | Status |
|---|---|---|---|---|---|---|
| **Bus Systemwide** | | | | | | |
| On-Time Pullouts (system) * | 99.61% | 99.64% | 100% | 99.63% | 99.68% | |
| Mean Miles Between Chargeable Mechanical Failures (MMBCMF)** | 5,796 | 6,883 | 7,500 | 7,112 | 8,308 | |
| In-Service On-time Performance | 64.88% | 69.23% | 80% | 64.17% | 64.78% | |
| Bus Traffic Accidents Per 100,000 Miles | 3.91 | 3.86 | 3.00 | 3.79 | 3.58 | |
| Complaints per 100,000 Boardings | 3.54 | 4.23 | 3.50 | 4.68 | 4.56 | |
| **GC Sector** | | | | | | |
| On-Time Pullouts * | 99.64% | 99.78% | 100% | 99.74% | 99.67% | |
| MMBCMF** | 6,726 | 7,800 | 8,000 | 8,326 | 8,674 | |
| In-Service On-time Performance | | 74.53% | 80% | 68.06% | 69.51% | |
| Bus Traffic Accidents Per 100,000 Miles | 4.49 | 4.07 | 3.30 | 3.95 | 5.02 | |
| Complaints per 100,000 Boardings | 2.07 | 2.63 | 2.50 | 3.29 | 3.43 | |
| **Division 1** | | | | | | |
| On-Time Pullouts * | 99.84% | 99.81% | 100% | 99.69% | 99.53% | |
| MMBCMF** | 8,510 | 9,863 | 8,000 | 8,015 | 10,349 | |
| In-Service On-time Performance | 74.95% | 78.22% | 80% | 69.38% | 69.22% | |
| Bus Traffic Accidents Per 100,000 Miles | 4.51 | 3.39 | 3.30 | 3.34 | 5.07 | |
| Complaints per 100,000 Boardings | 1.76 | 2.26 | 2.50 | 3.58 | 3.28 | |
| **Division 2** | | | | | | |
| On-Time Pullouts * | 99.44% | 99.75% | 100% | 99.78% | 99.82% | |
| MMBCMF** | 5,514 | 6,398 | 8,000 | 8,711 | 7,381 | |
| In-Service On-time Performance | 63.01% | 67.53% | 80% | 66.26% | 69.96% | |
| Bus Traffic Accidents Per 100,000 Miles | 4.48 | 4.78 | 3.30 | 4.63 | 4.97 | |
| Complaints per 100,000 Boardings | 2.38 | 3.07 | 2.50 | 3.00 | 3.59 | |

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

Green - High probability of achieving the FY04 target (on track).

Yellow - Uncertain if the FY04 target will be achieved -- slight problems, delays or management issues.

Red - High probability that the FY04 target will not be achieved -- significant problems and/or delays.

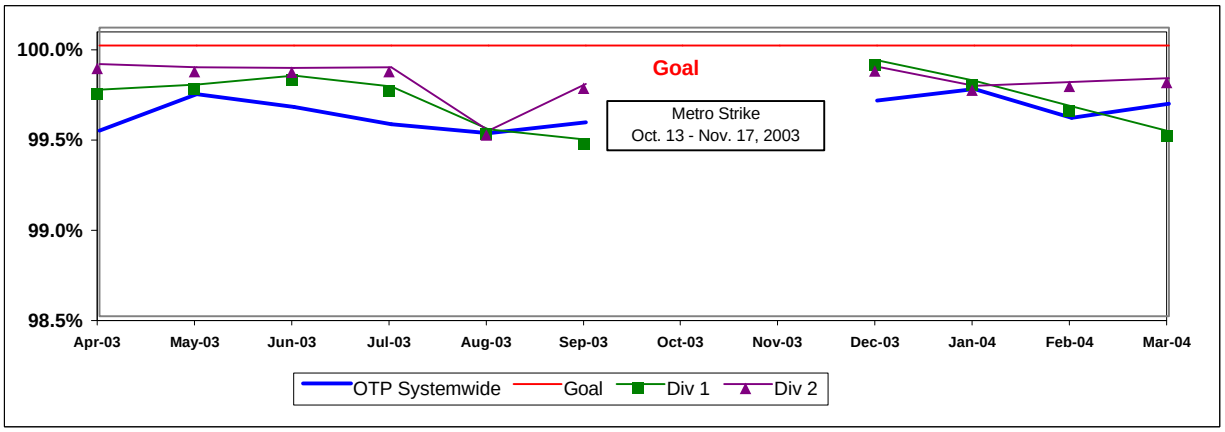
# GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

## ON-TIME PULLOUT (OTP) PERCENTAGE

**Definition:** On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

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

## OTP - Systemwide and Divisons 1 and 2*

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## 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.

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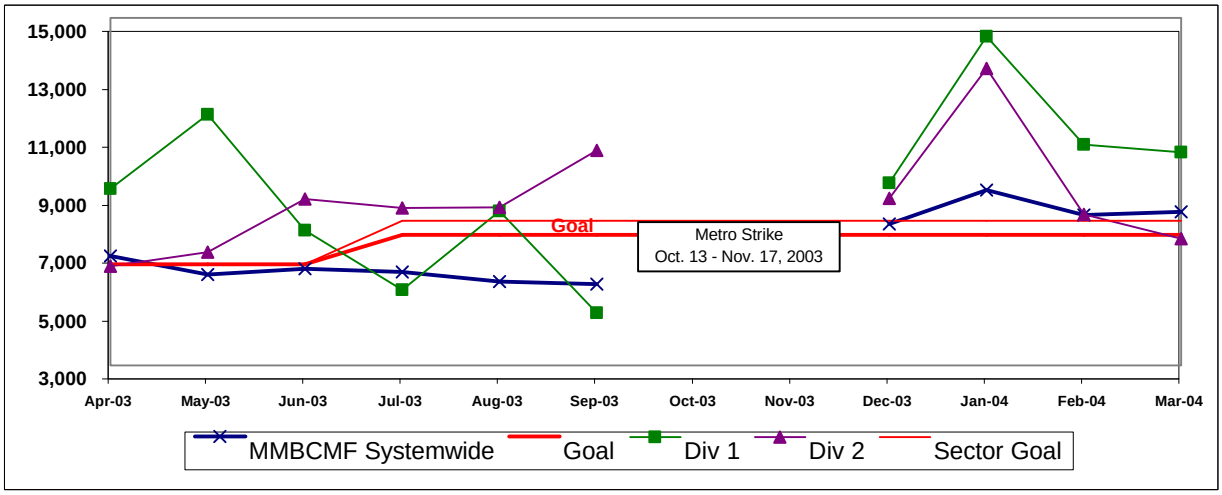


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## Outlates & Cancellations by Sector's Divisions*

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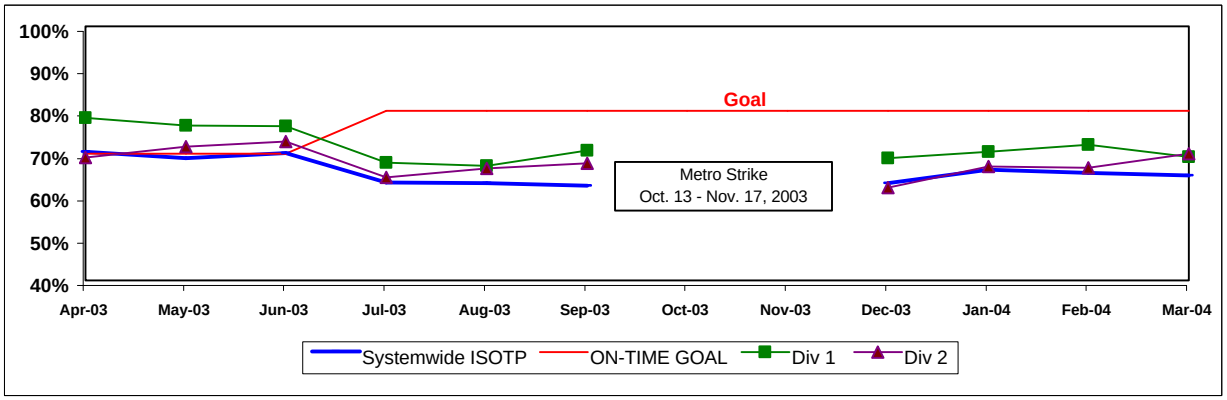
| Div. | Sched. Pull-Outs | CANCELLATIONS Number | CANCELLATIONS % of Pull-outs | OUTLATES Number | OUTLATES % of Pull-outs | % Total Outlates & Cancellations | ON-TIME PULL-OUT RATE | REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available | Bus Mechanical Failure | Other |
|---|---|---|---|---|---|---|---|---|---|---|
| **Gateway Cities (GWC)** | | | | | | | **99.67%** | | | |
| ***1*** | 6320 | 0 | 0.00% | 30 | 0.47% | 12.24% | 99.53% | 0 | 29 | 1 |
| ***2*** | 6076 | 0 | 0.00% | 11 | 0.18% | 4.49% | 99.82% | 0 | 9 | 2 |
| **SYS. TOTAL** | 76168 | 3 | 0.00% | 242 | 0.32% | 100.00% | 99.68% | 10 | 217 | 18 |

## IN-SERVICE ON-TIME PERFORMANCE

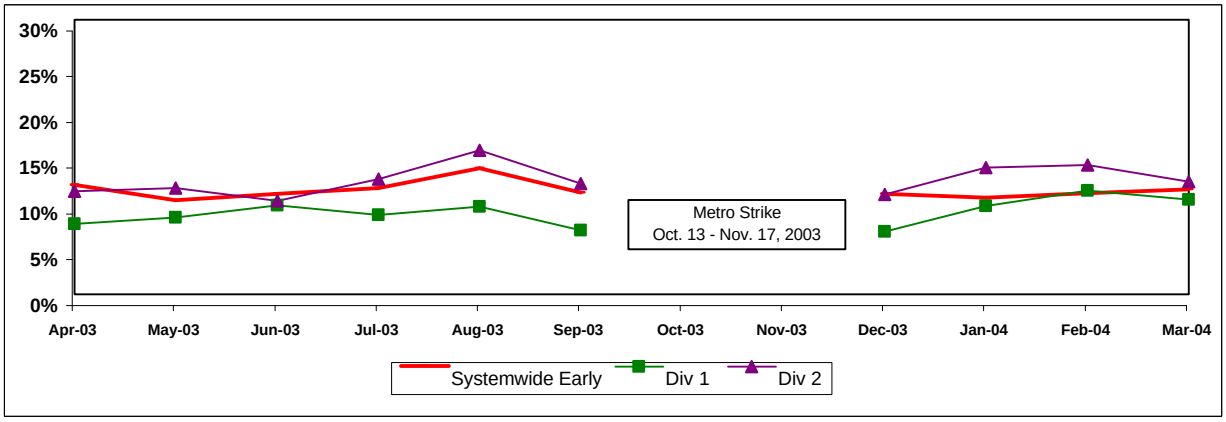
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

**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 1 and 2
### ISOTP - 1 Minute Tolerance for Running Hot



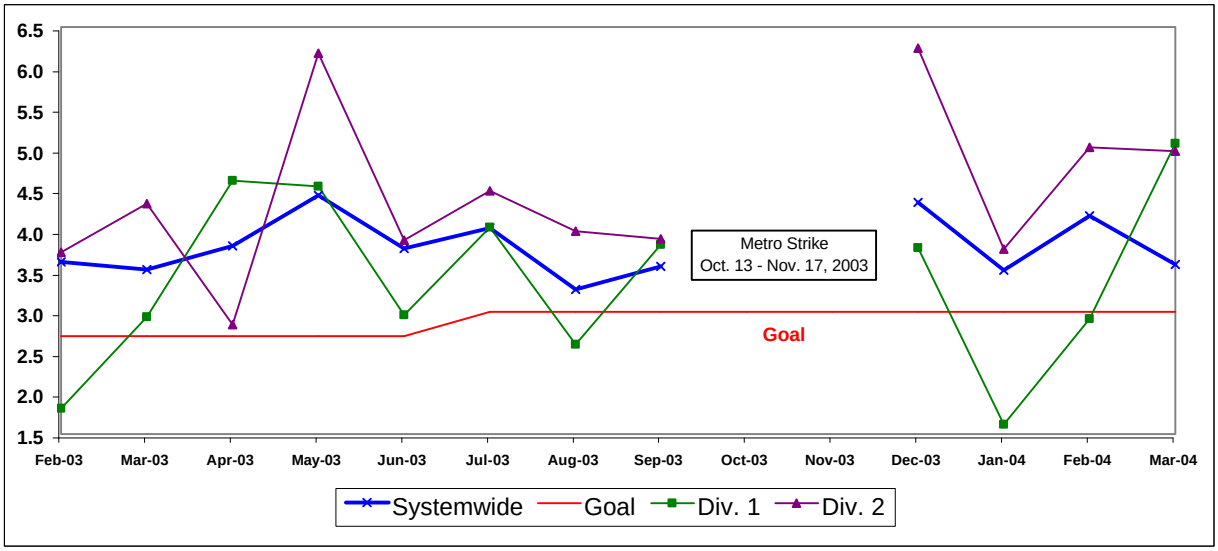

### Running Hot - Systemwide and Divisions 1 and 2



## 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.

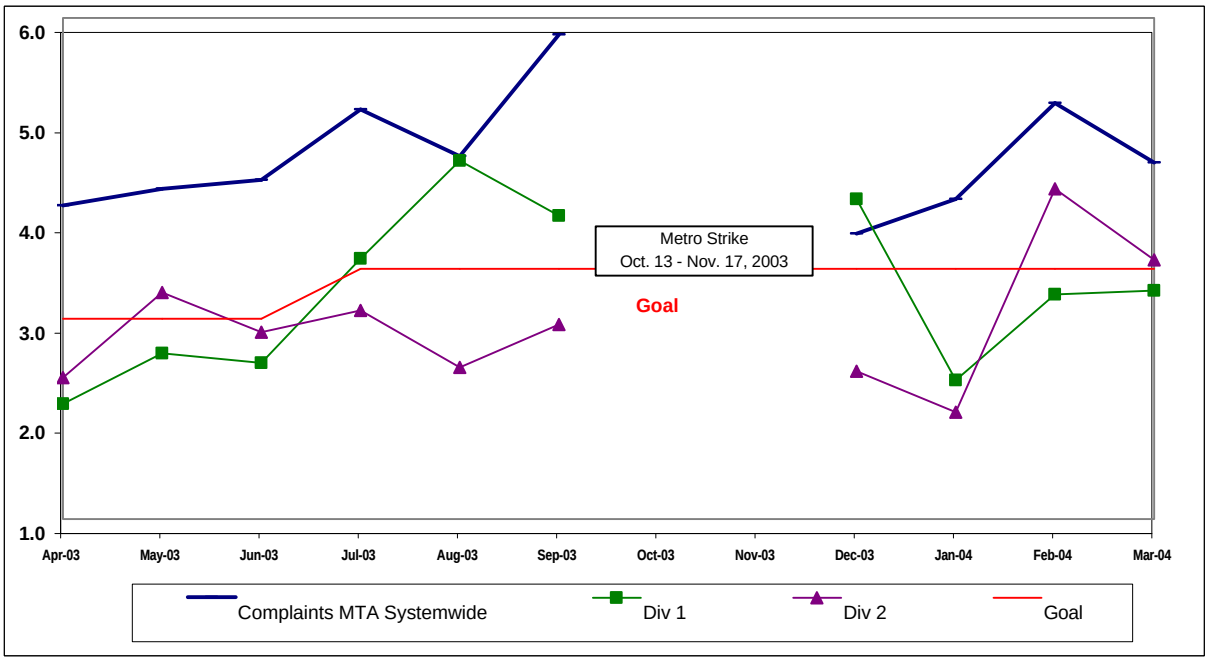
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))




## 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)



# South Bay Sector Scorecard Overview (SB)

This sector has two MTA operating divisions, Division 5 in Inglewood and Division 18 in Carson. The sector will be responsible for the operation of approximately 560 Metro buses and 45 Metro Bus lines carrying over 93.5 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 (MMBCMF)
* Traffic Accidents per 100,000 Hub
* Complaints per 100,000 Boardings

| Measurement | FY02 | FY03 | FY04 Target | FY04 YTD | Mar. Month | Status |
|---|---|---|---|---|---|---|
| **Bus Systemwide** | | | | | | |
| On-Time Pullouts (system) * | 99.61% | 99.64% | 100% | 99.63% | 99.68% | |
| Mean Miles Between Chargeable Mechanical Failures (MMBCMF)** | 5,796 | 6,883 | 7,500 | 7,112 | 8,308 | |
| In-Service On-time Performance | 64.88% | 69.23% | 80% | 64.17% | 64.78% | |
| Bus Traffic Accidents Per 100,000 Miles | 3.91 | 3.86 | 3.00 | 3.79 | 3.58 | |
| Complaints per 100,000 Boardings | 3.54 | 4.23 | 3.50 | 4.68 | 4.56 | |
| **SB Sector** | | | | | | |
| On-Time Pullouts * | 99.75% | 99.68% | 100% | 99.68% | 99.73% | |
| MMBCMF** | 5,665 | 6,237 | 7,500 | 6,920 | 6,935 | |
| In-Service On-time Performance | | 63.67% | 80% | 60.16% | 64.79% | |
| Bus Traffic Accidents Per 100,000 Miles | 4.03 | 4.00 | 2.70 | 3.76 | 3.91 | |
| Complaints per 100,000 Boardings | 3.42 | 4.02 | 3.50 | 4.71 | 4.51 | |
| **Division 5** | | | | | | |
| On-Time Pullouts * | 99.74% | 99.70% | 100% | 99.71% | 99.69% | |
| MMBCMF** | 8,883 | 8,756 | 7,500 | 7,762 | 5,291 | |
| In-Service On-time Performance | 63.31% | 66.30% | 80% | 61.58% | 65.60% | |
| Bus Traffic Accidents Per 100,000 Miles | 4.35 | 4.58 | 2.70 | 3.79 | 4.70 | |
| Complaints per 100,000 Boardings | 2.47 | 2.86 | 3.50 | 3.20 | 3.50 | |
| **Division 18** | | | | | | |
| On-Time Pullouts * | 99.76% | 99.68% | 100% | 99.65% | 99.77% | |
| MMBCMF** | 4,514 | 5,144 | 7,500 | 6,401 | 8,910 | |
| In-Service On-time Performance | 60.19% | 61.23% | 80% | 59.27% | 64.14% | |
| Bus Traffic Accidents Per 100,000 Miles | 3.80 | 3.57 | 2.70 | 3.73 | 3.35 | |
| Complaints per 100,000 Boardings | 4.39 | 5.26 | 3.50 | 6.17 | 5.40 | |

* A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS. **ATMS data is unavailable.**

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

Green - High probability of achieving the FY04 target (on track).

Yellow - Uncertain if the FY04 target will be achieved -- slight problems, delays or management issues.

Red - High probability that the FY04 target will not be achieved -- significant problems and/or delays.

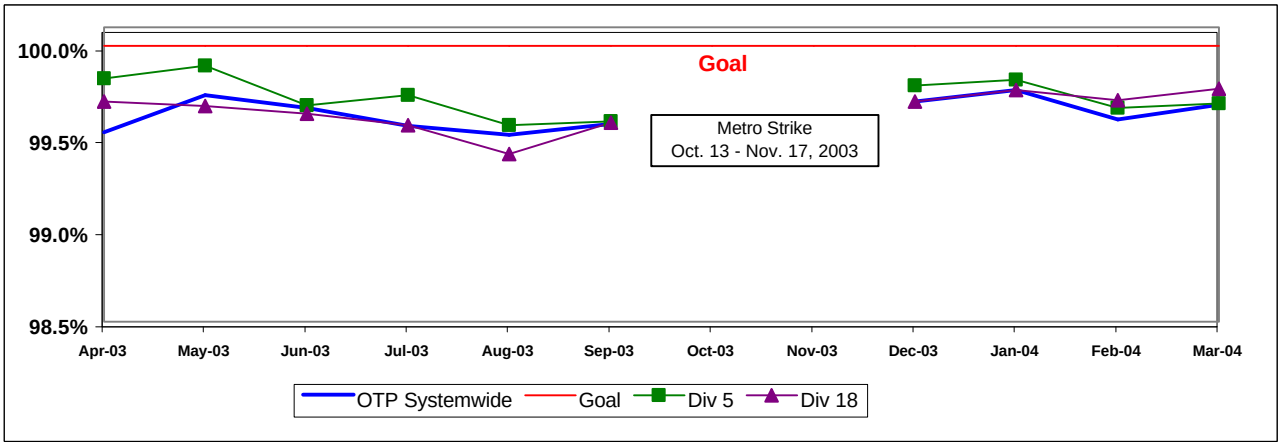
# SOUTH BAY SECTOR (SB) BUS SERVICE PERFORMANCE

## ON-TIME PULLOUT (OTP) PERCENTAGE

**Definition:** On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

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

### OTP - Systemwide Trend and Division 5 and 18*

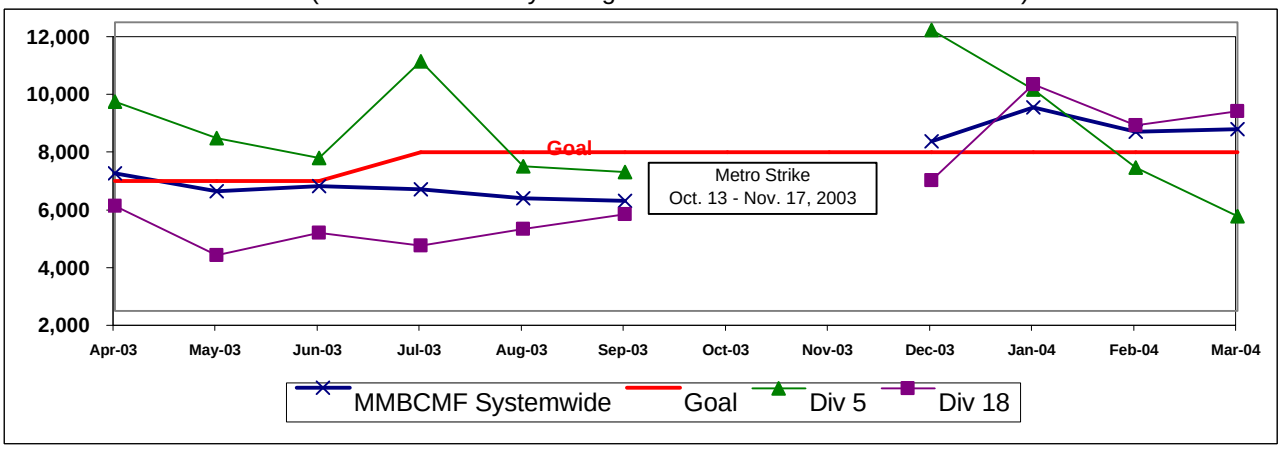



*ATMS data is unavailable. OTP may be overstated due to data collection system failure. A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS.

## 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.

## Outlates & Cancellations by Sector's Divisions*

*ATMS data is unavailable. OTP may be overstated due to data collection system failure. A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS.

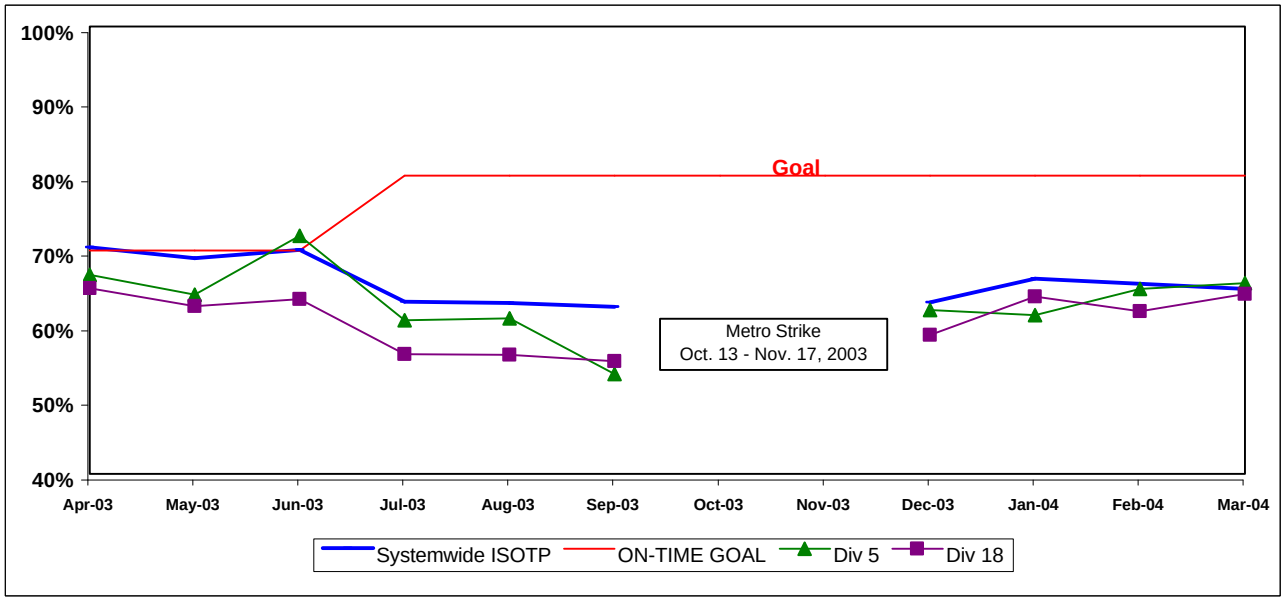
| Div. | Sched. Pull-Outs | CANCELLATIONS Number | CANCELLATIONS % of Pull-outs | OUTLATES Number | OUTLATES % of Pull-outs | % Total Outlates & Cancellations | ON-TIME PULL-OUT RATE | REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available | Bus Mechanical Failure | Other |
|---|---|---|---|---|---|---|---|---|---|---|
| **South Bay (SB)** | | | | | | | **99.73%** | | | |
| ***5*** | 8289 | 1 | 0.01% | 25 | 0.30% | 10.61% | 99.69% | 0 | 25 | 1 |
| ***18*** | 8942 | 0 | 0.00% | 21 | 0.23% | 8.57% | 99.77% | 2 | 15 | 4 |
| **SYS. TOTAL** | 76168 | 3 | 0.00% | 242 | 0.32% | 100.00% | 99.68% | 10 | 217 | 18 |

## IN-SERVICE ON-TIME PERFORMANCE

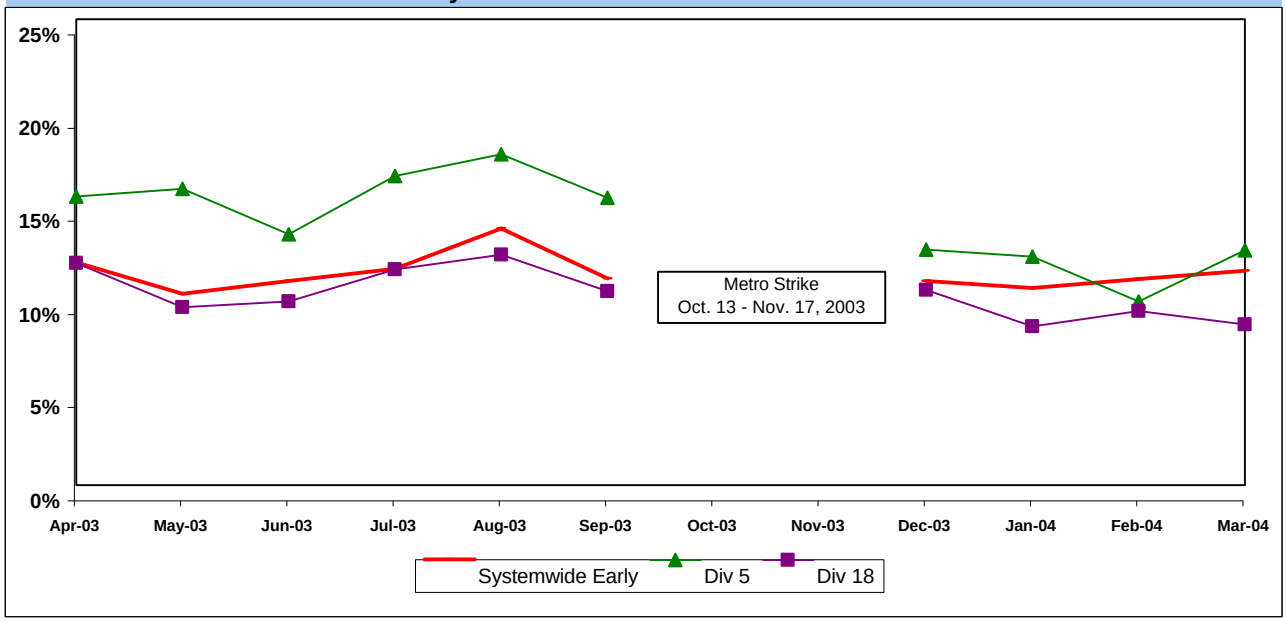
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

**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

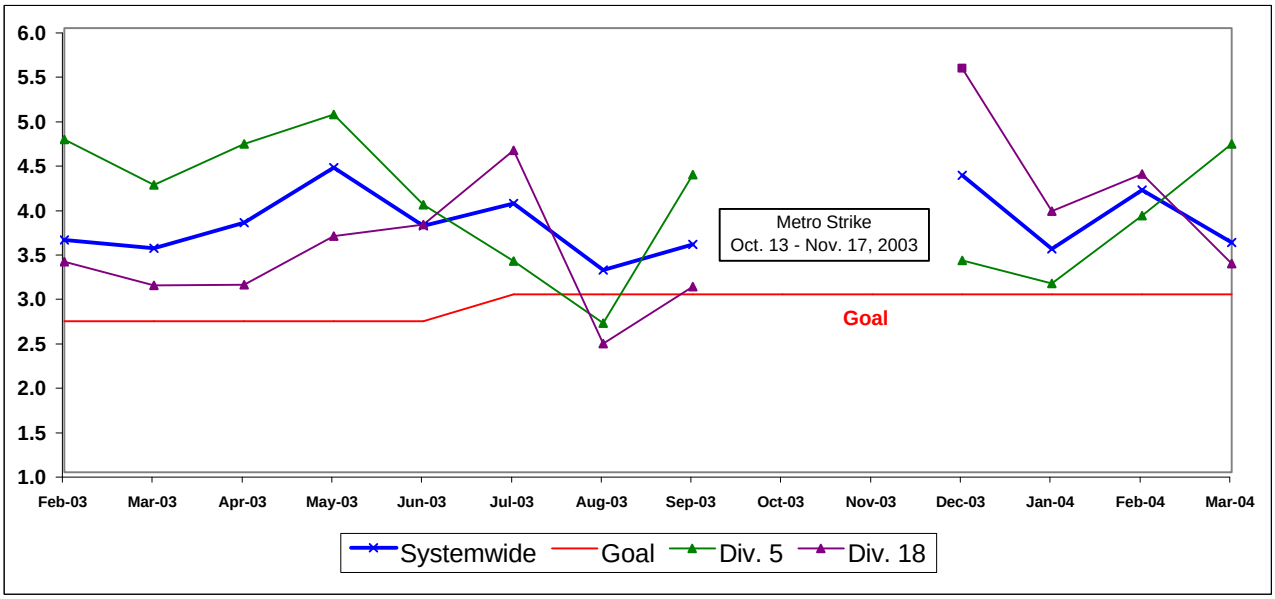



### Running Hot
### Systemwide and Divisions 5 and 18



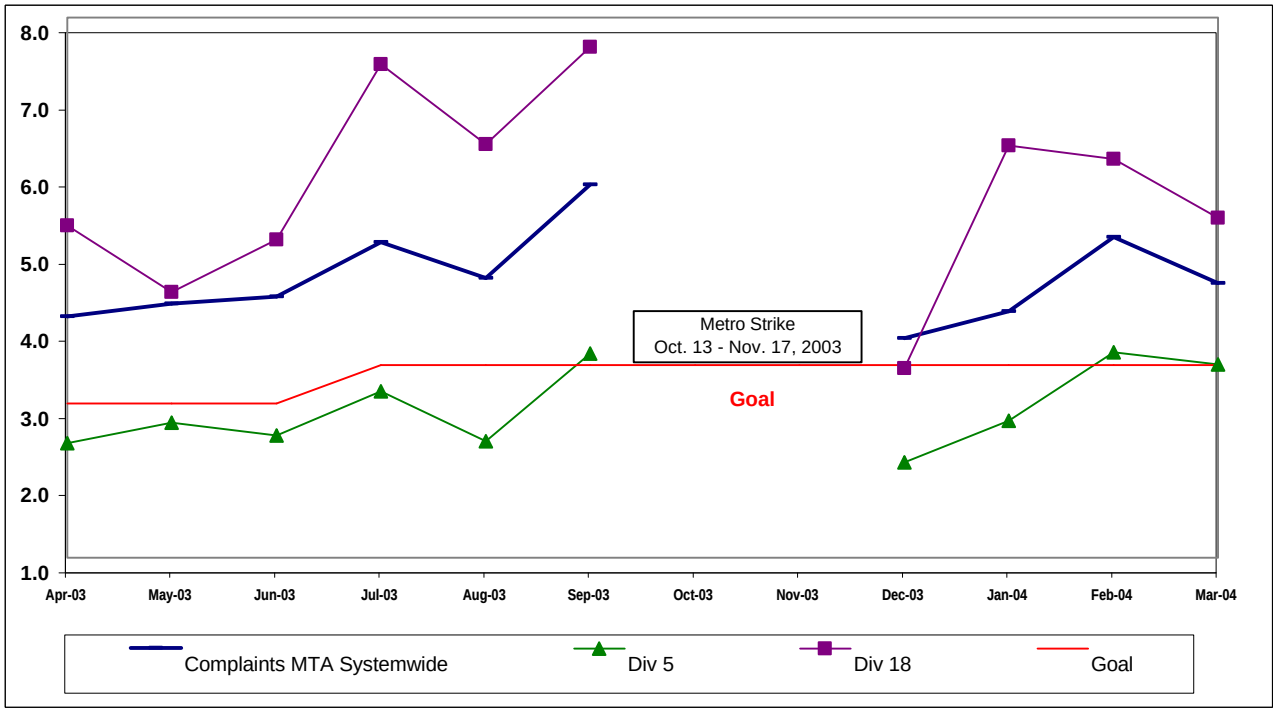
## BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
## Systemwide and Divisions 5 and 18

**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

**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service
**Calculation:** Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)



## Westside/Central Sector Scorecard Overview (WC)

This sector has three MTA 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 625 Metro buses and 21 Metro Bus lines carrying nearly 86.1 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 (MMBCMF)
* Traffic Accidents per 100,000 Hub
* Complaints per 100,000 Boardings

| Measurement | FY02 | FY03 | FY04 Target | FY04 YTD | Mar. Month | Status |
|---|---|---|---|---|---|---|
| **Bus Systemwide** | | | | | | |
| On-Time Pullouts (system) * | 99.61% | 99.64% | 100% | 99.63% | 99.68% | |
| Mean Miles Between Chargeable Mechanical Failures (MMBCMF)** | 5,796 | 6,883 | 7,500 | 7,112 | 8,308 | |
| In-Service On-time Performance | 64.88% | 69.23% | 80% | 64.17% | 64.78% | |
| Bus Traffic Accidents Per 100,000 Miles | 3.91 | 3.86 | 3.00 | 3.79 | 3.58 | |
| Complaints per 100,000 Boardings | 3.54 | 4.23 | 3.50 | 4.68 | 4.56 | |
| **WC Sector** | | | | | | |
| On-Time Pullouts * | 99.59% | 99.37% | 100% | 99.37% | 99.43% | |
| MMBCMF** | 6,099 | 5,720 | 7,500 | 5,965 | 8,026 | |
| In-Service On-time Performance | | 67.88% | 80% | 62.12% | 61.09% | |
| Bus Traffic Accidents Per 100,000 Miles | 4.69 | 4.72 | 3.75 | 4.85 | 4.55 | |
| Complaints per 100,000 Boardings | 3.33 | 4.84 | 3.75 | 5.56 | 4.79 | |
| **Division 6** | | | | | | |
| On-Time Pullouts * | 99.73% | 99.85% | 100% | 99.71% | 99.96% | |
| MMBCMF** | 9,241 | 8,335 | 7,500 | 12,397 | 10,972 | |
| In-Service On-time Performance | 64.64% | 65.93% | 80% | 59.53% | 56.66% | |
| Bus Traffic Accidents Per 100,000 Miles | 4.18 | 4.52 | 3.75 | 4.25 | 5.06 | |
| Complaints per 100,000 Boardings | 4.51 | 6.10 | 3.75 | 6.21 | 5.09 | |
| **Division 7** | | | | | | |
| On-Time Pullouts * | 99.59% | 99.38% | 100% | 99.28% | 99.27% | |
| MMBCMF** | 6,942 | 5,389 | 7,500 | 4,903 | 7,419 | |
| In-Service On-time Performance | 67.96% | 68.80% | 80% | 63.44% | 63.29% | |
| Bus Traffic Accidents Per 100,000 Miles | 5.23 | 4.95 | 3.75 | 4.85 | 3.46 | |
| Complaints per 100,000 Boardings | 3.36 | 4.74 | 3.75 | 6.01 | 4.79 | |
| **Division 10** | | | | | | |
| On-Time Pullouts * | 99.56% | 99.26% | 100% | 99.37% | 99.45% | |
| MMBCMF** | 5,121 | 5,734 | 7,500 | 6,521 | 8,143 | |
| In-Service On-time Performance | 63.56% | 67.34% | 80% | 61.46% | 59.87% | |
| Bus Traffic Accidents Per 100,000 Miles | 4.23 | 4.55 | 3.75 | 4.95 | 5.30 | |
| Complaints per 100,000 Boardings | 3.13 | 4.73 | 3.75 | 5.10 | 4.75 | |

* A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS. **ATMS data is unavailable.**

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

Green - High probability of achieving the FY04 target (on track).

Yellow - Uncertain if the FY04 target will be achieved -- slight problems, delays or management issues.

Red - High probability that the FY04 target will not be achieved -- significant problems and/or delays.

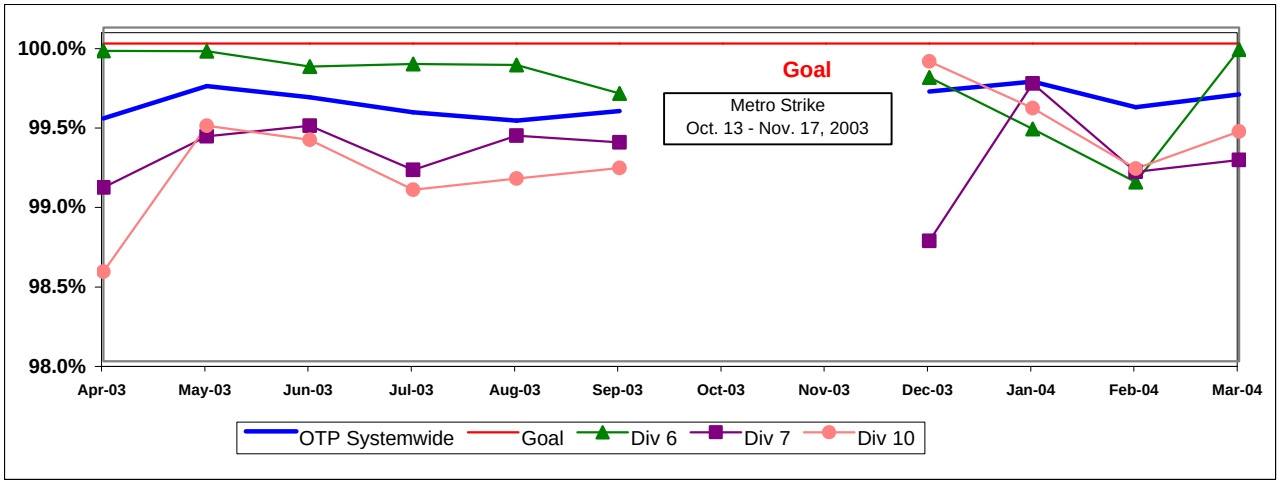
# WESTSIDE/CENTRAL SECTOR (WC) BUS SERVICE PERFORMANCE

## ON-TIME PULLOUT (OTP) PERCENTAGE

**Definition:** On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

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

### OTP - Systemwide Trend and Divisions 6, 7 and 10*

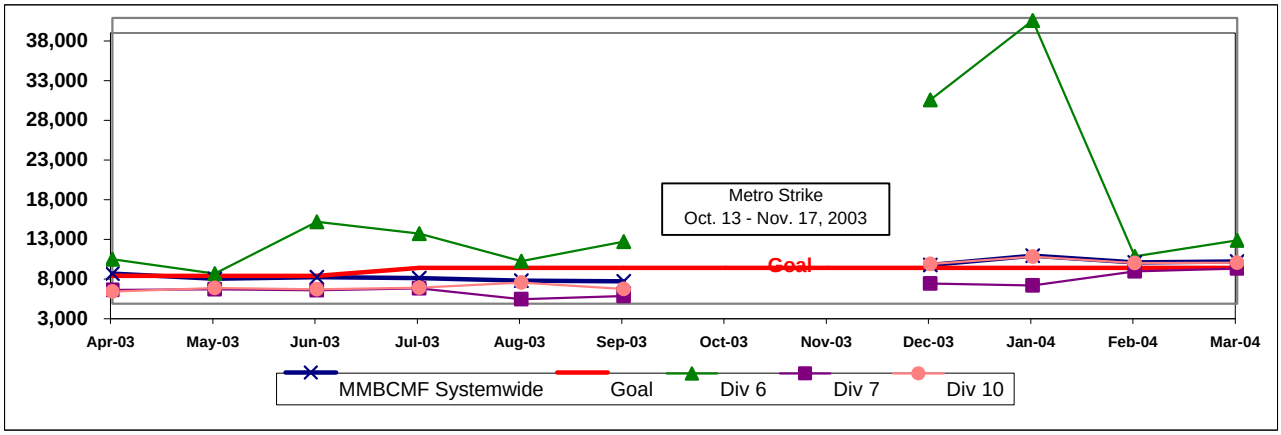



*ATMS data is unavailable. OTP may be overstated due to data collection system failure. A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS.

## 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.

## Outlates & Cancellations by Sector Division*

*ATMS data is unavailable. OTP may be overstated due to data collection system failure. A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS.

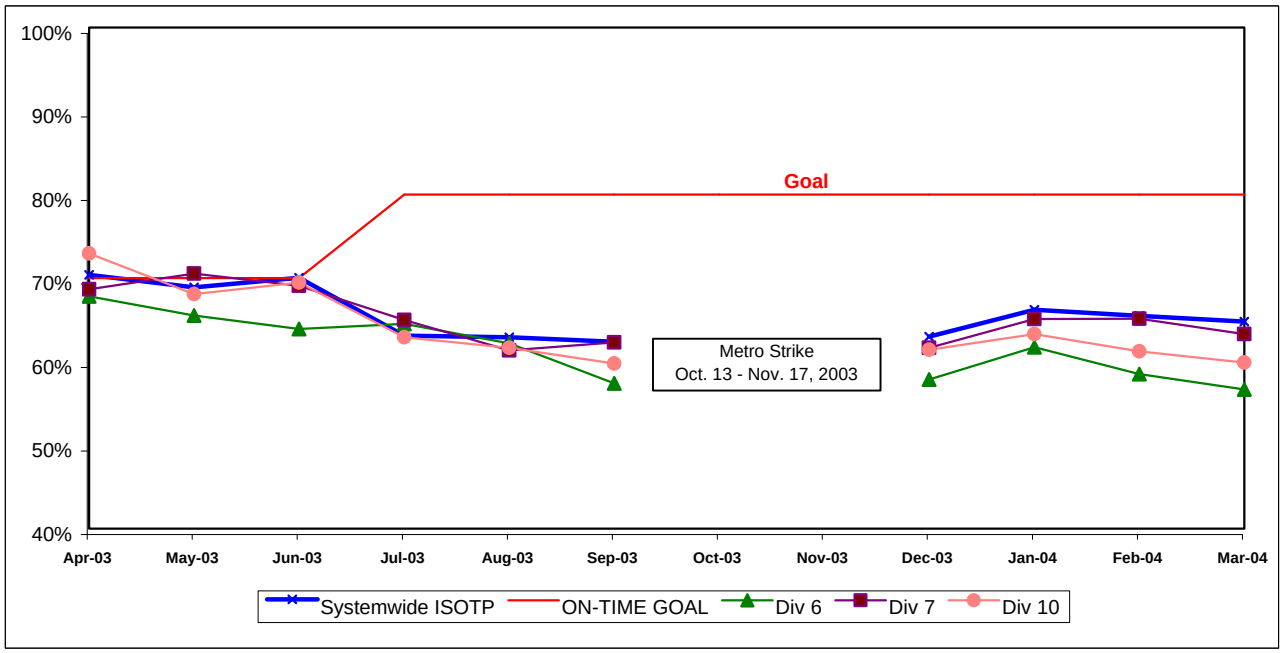
| Div. | Sched. Pull-Outs | CANCELLATIONS Number | CANCELLATIONS % of Pull-outs | OUTLATES Number | OUTLATES % of Pull-outs | % Total Outlates & Cancellations | ON-TIME PULL-OUT RATE | REASONS FOR OUTLATES and CANCELLATIONS No Operator Available | Bus Mechanical Failure | Other |
|---|---|---|---|---|---|---|---|---|---|---|
| **Westside/Central (WC)** | | | | | | | **99.43%** | | | |
| ***6*** | 2507 | 0 | 0.00% | 1 | 0.04% | 0.41% | 99.96% | 0 | 1 | 0 |
| ***7*** | 9132 | 2 | 0.02% | 65 | 0.71% | 27.35% | 99.27% | 3 | 59 | 5 |
| ***10*** | 9554 | 0 | 0.00% | 53 | 0.55% | 21.63% | 99.45% | 2 | 47 | 4 |
| **SYS. TOTAL** | 76168 | 3 | 0.00% | 242 | 0.32% | 100.00% | 99.68% | 10 | 217 | 18 |

## IN-SERVICE ON-TIME PERFORMANCE

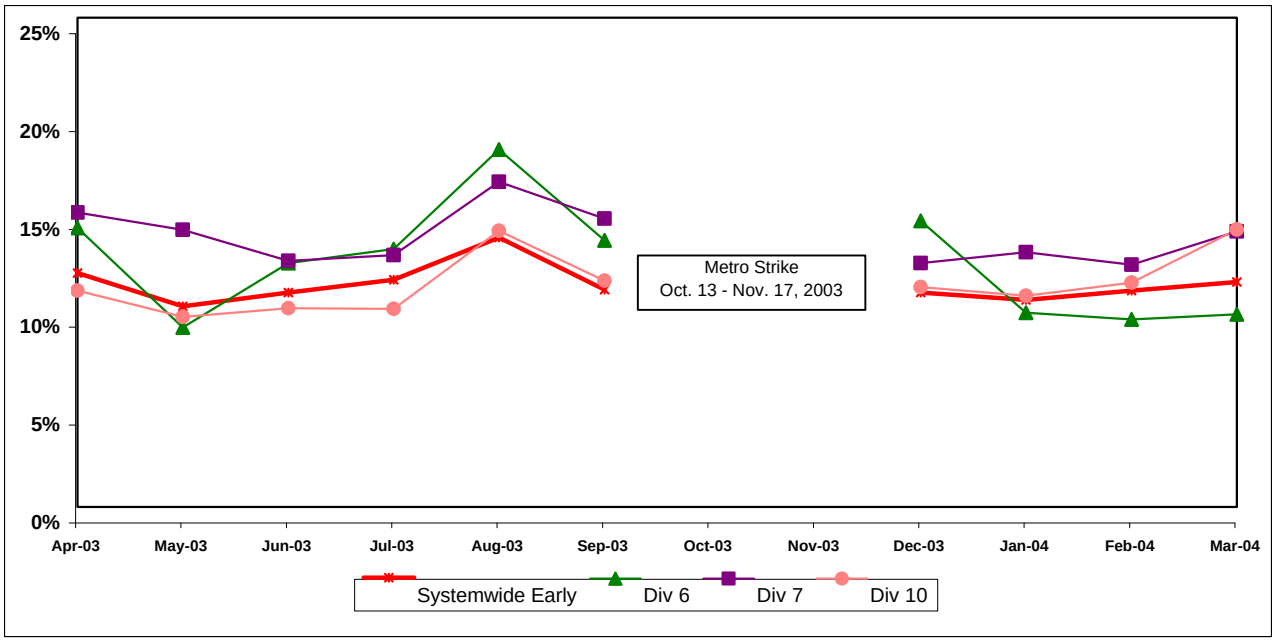
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

**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



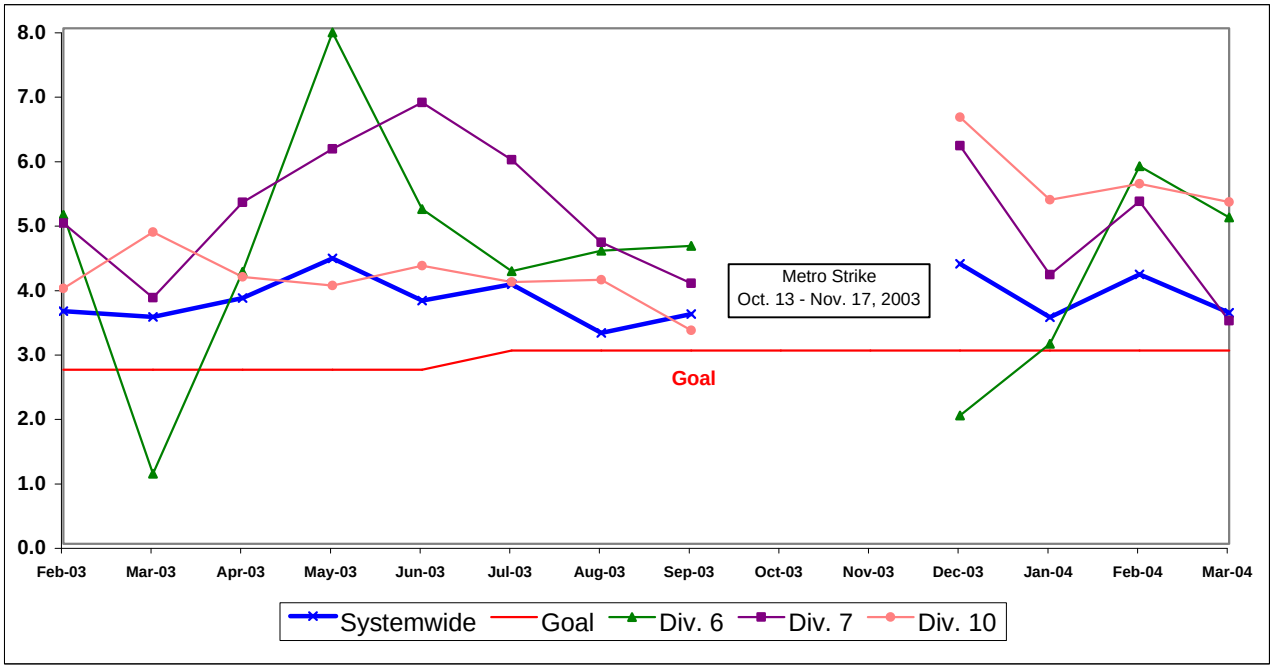

### Running Hot - Systemwide and Divisions 6, 7 and 10



## 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.

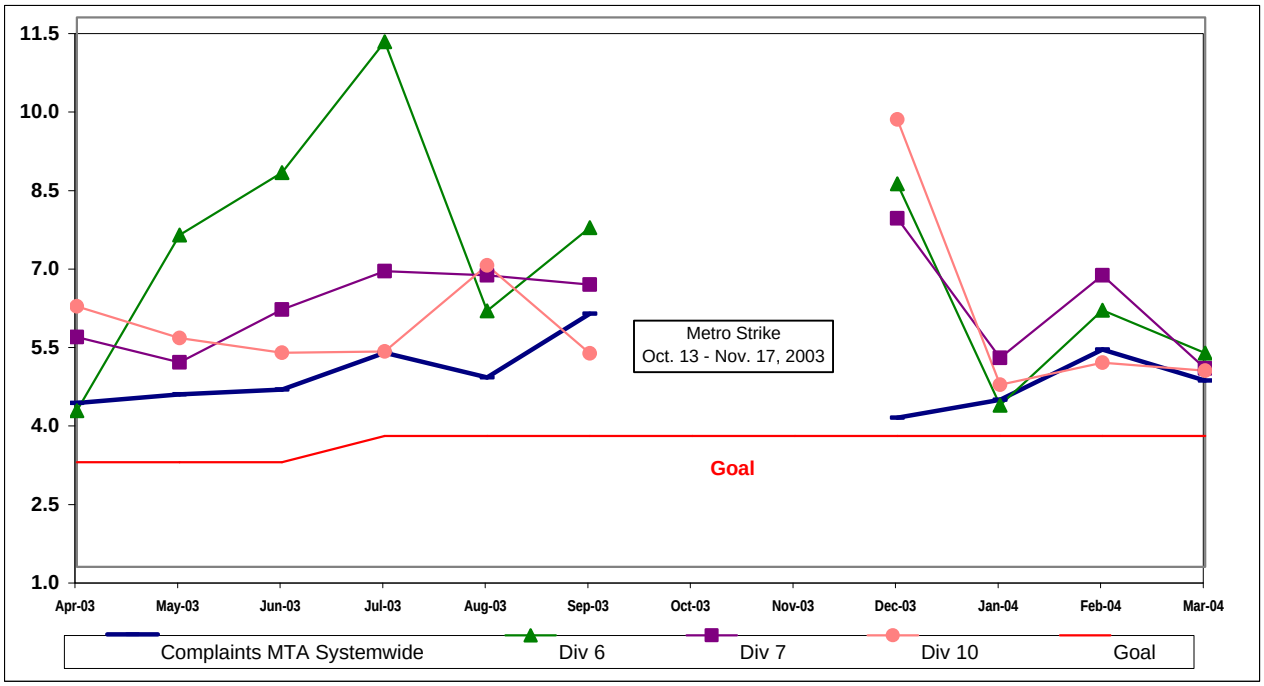
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))




## 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)



# Metro Rail Scorecard Overview

Metro Rail operates one heavy rail line, Metro Red Line from Union Station to North Hollywood and three light rail lines, Metro Blue Line from downtown to Long Beach, Metro Green Line along the 105 freeway and Metro 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 Target | FY04 YTD | Mar. Month | Status |
|---|---|---|---|---|---|---|
| **Metro Red Line (MRL)** | | | | | | |
| On-Time Pullouts | 99.89% | 99.36% | 99.00% | 99.68% | 99.61% | |
| Mean Miles Between Chargeable Mechanical Failures | 9,842 | 9,495 | 10,000 | 14,404 | 11,731 | |
| In-Service On-time Performance | 99.60% | 99.15% | 99.50% | 99.10% | 98.82% | |
| Traffic Accidents Per 100,000 Train Miles | 0.22 | 0.07 | 0.20 | 0.00 | 0.00 | |
| Complaints per 100,000 Boardings | 0.73 | 1.20 | 0.85 | 1.09 | 1.35 | |
| **Metro Blue Line (MBL)** | | | | | | |
| On-Time Pullouts | 99.43% | 99.07% | 99.00% | 99.91% | 100.00% | |
| Mean Miles Between Chargeable Mechanical Failures | 4,897 | 6,399 | 10,000 | 10,755 | 7,398 | |
| In-Service On-time Performance | 98.70% | 97.59% | 98.50% | 98.84% | 98.26% | |
| Traffic Accidents Per 100,000 Train Miles | 0.97 | 0.82 | 0.70 | 1.44 | 2.04 | |
| Complaints per 100,000 Boardings | 0.97 | 1.30 | 0.88 | 1.06 | 1.11 | |
| **Metro Green Line (MGrL)** | | | | | | |
| On-Time Pullouts | 99.62% | 98.99% | 99.00% | 99.83% | 100.00% | |
| Mean Miles Between Chargeable Mechanical Failures | 3,990 | 5,617 | 10,000 | 12,268 | 11,813 | |
| In-Service On-time Performance | 99.16% | 98.21% | 99.50% | 99.00% | 98.03% | |
| Traffic Accidents Per 100,000 Train Miles | 0.00 | 0.14 | 0.20 | 0.11 | 0.00 | |
| Complaints per 100,000 Boardings | 1.22 | 1.26 | 0.88 | 1.19 | 1.57 | |
| **Metro Gold Line (MGoL)** | | | | | | |
| On-Time Pullouts | | | 99.00% | 100.00% | 100.00% | |
| Mean Miles Between Chargeable Mechanical Failures | | | 10,000 | 9,406 | 5,860 | |
| In-Service On-time Performance | | | 99.00% | 98.41% | 98.05% | |
| Traffic Accidents Per 100,000 Train Miles | | | 0.20 | 0.36 | 0.00 | |
| Complaints per 100,000 Boardings | | | TBD | 3.85 | 2.67 | |

Green - High probability of achieving the FY04 target (on track).

Yellow - Uncertain if the FY04 target will be achieved -- slight problems, delays or management issues.

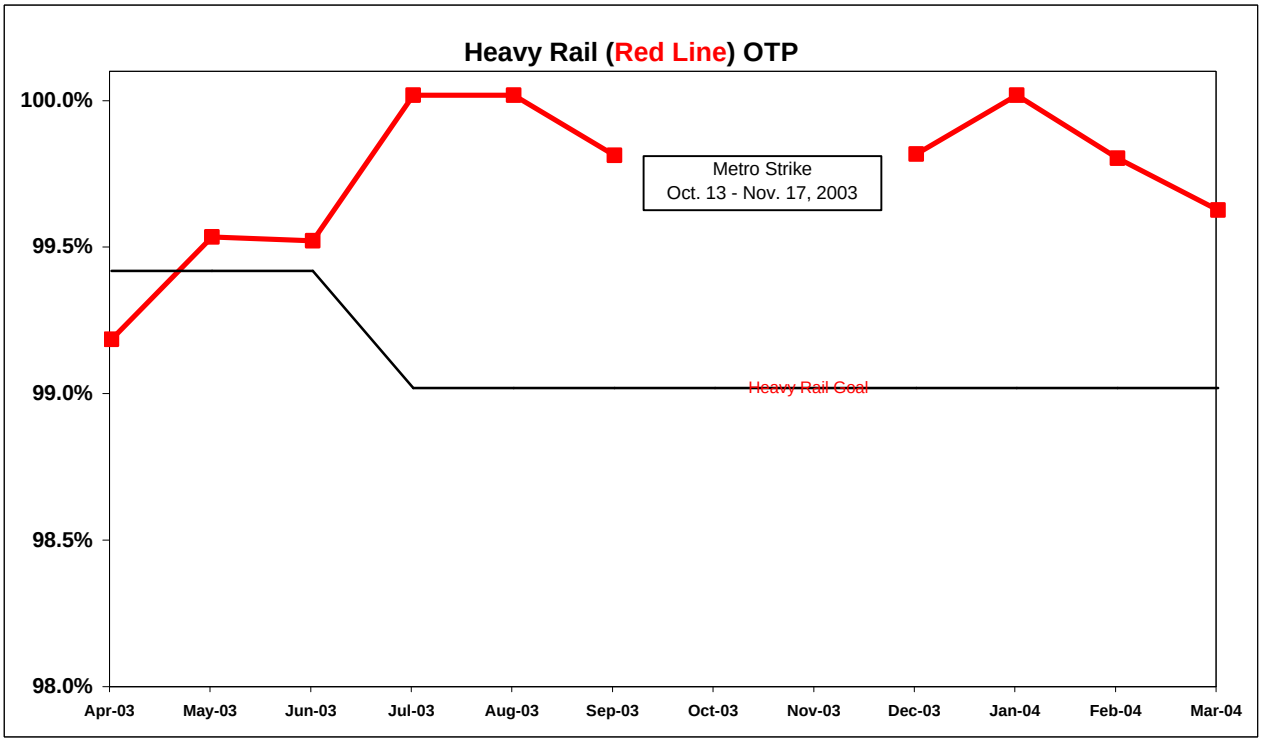
Red - High probability that the FY04 target will not be achieved -- significant problems and/or delays.

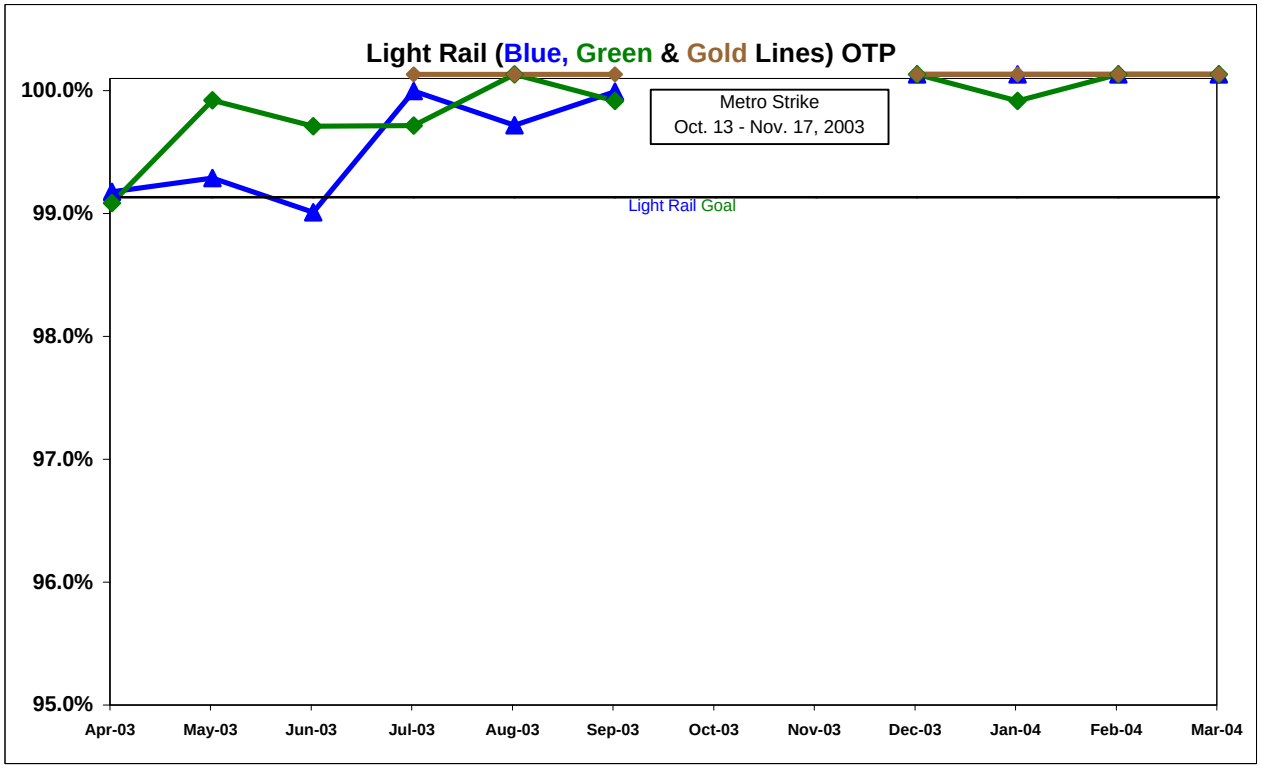
# RAIL SERVICE PERFORMANCE

## 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)]

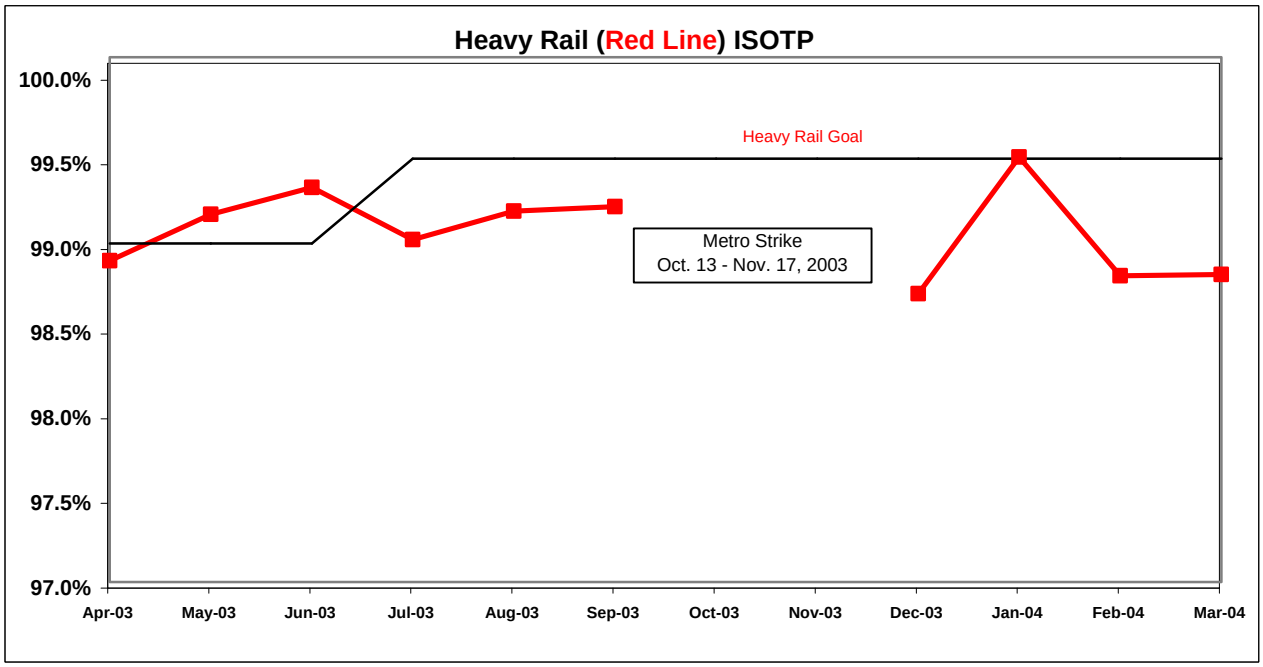


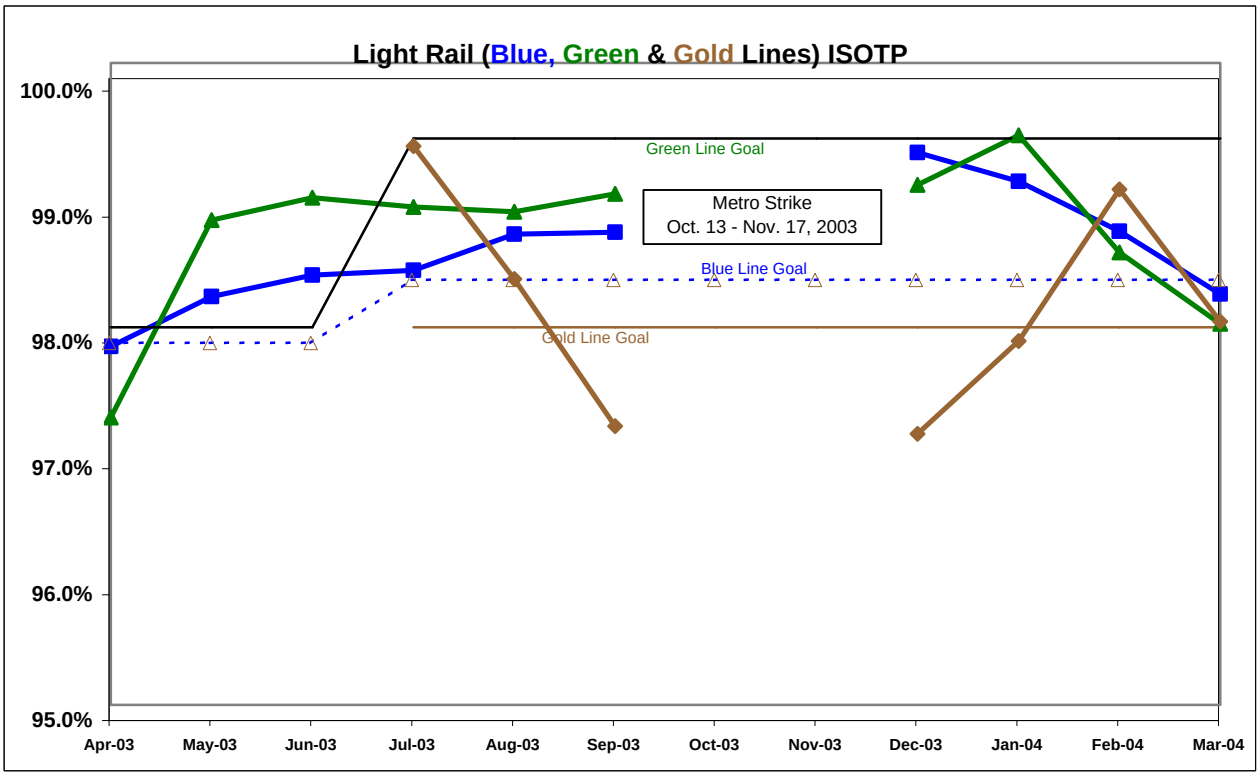



## IN-SERVICE ON-TIME PERFORMANCE

**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)]

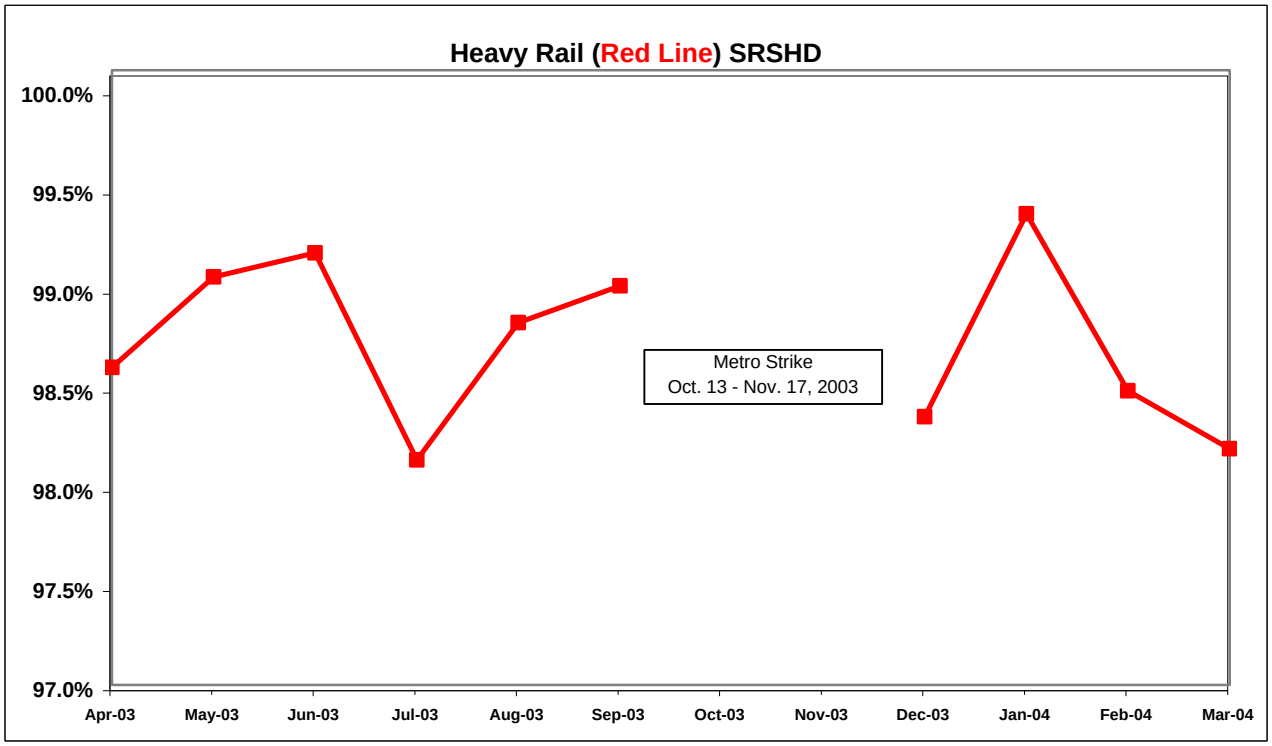


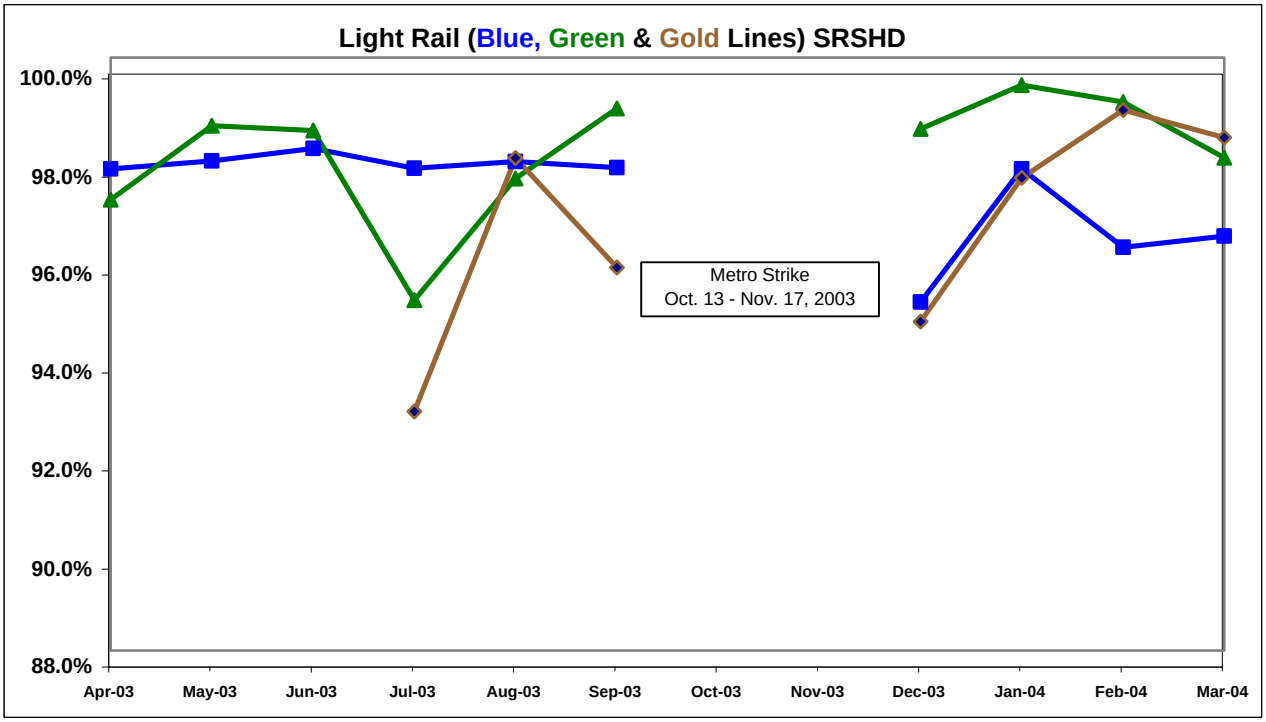



## Scheduled Revenue Service Hours Delivered by Rail Line

**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))

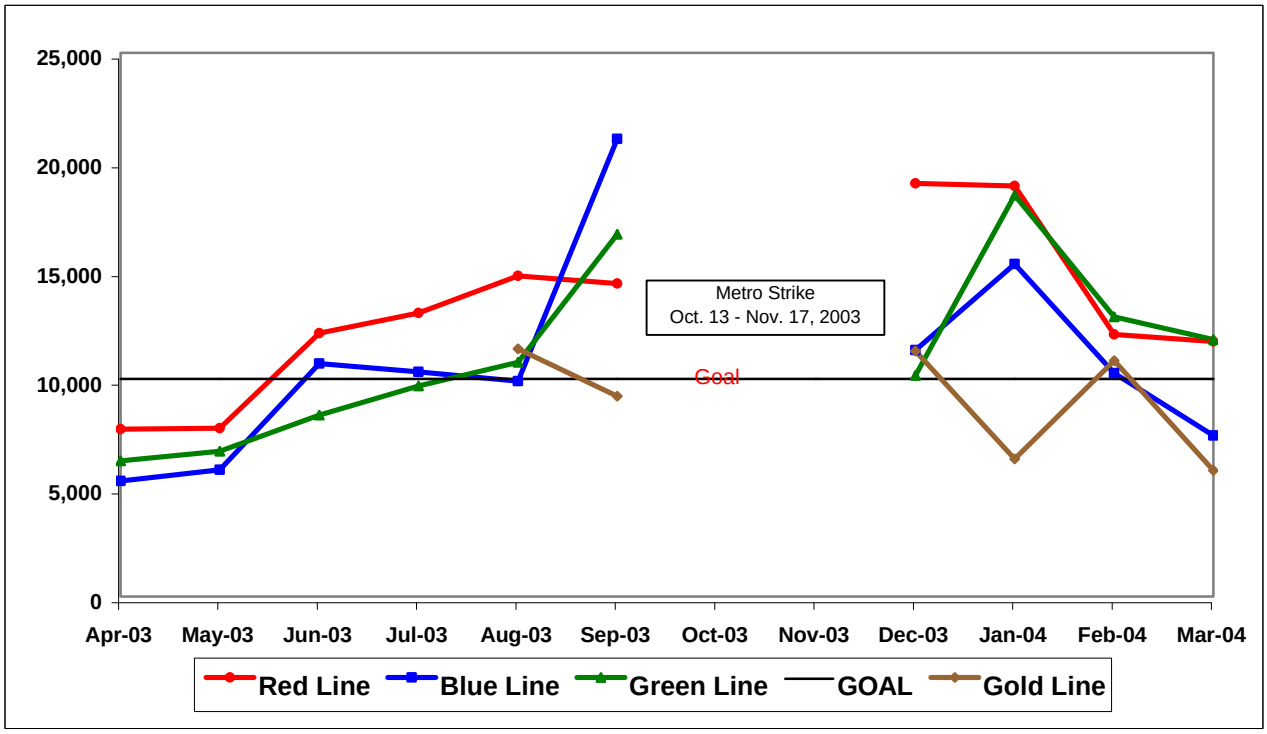


## Mean Miles Between Chargeable Mechanical Failures

**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

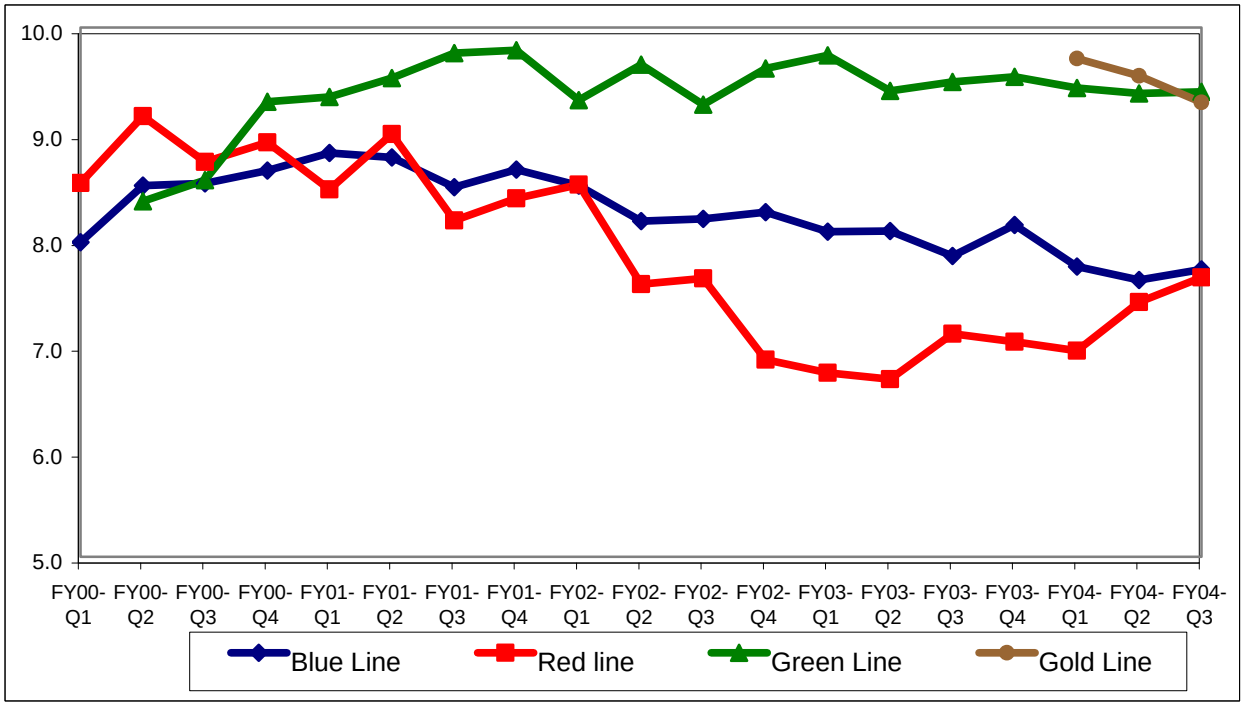


## RAIL CLEANLINESS

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, 20, 21 and 22 remained consistent with the second quarter of FY04. Divisions 21 and 22 received overall ratings above the 8.0 mark. Divisions 11 and 20 scored 7.7 and 7.6, respectively.

Scores for the categories of transom/ledges, ceilings/vents, seats, window etching, doors, floors, interior graffiti, exterior graffiti and exterior body condition were above the 8.0 mark.

**Corrective Action:** The categories of operator cab area, windows, sacrificial windows, exterior cleanliness and exterior roof cleanliness scored a 7.9 or lower and require improvement.

# BUS SERVICE PERFORMANCE

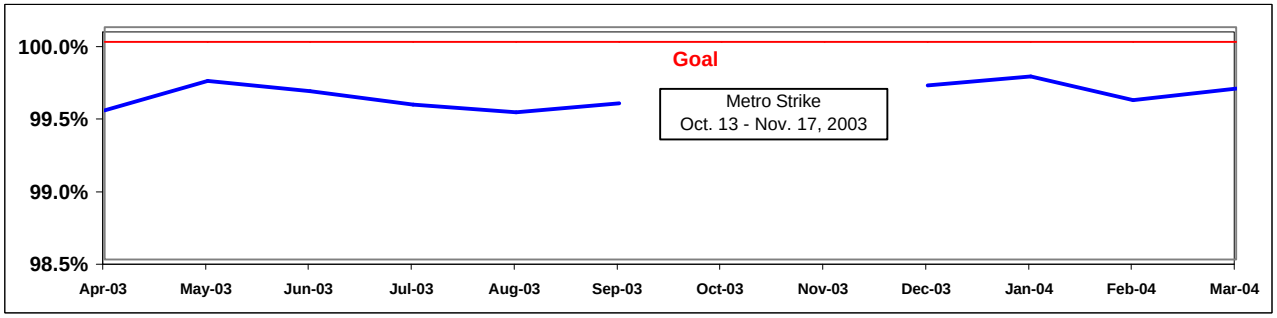
## ON-TIME PULLOUT PERCENTAGE *

**Definition:** On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

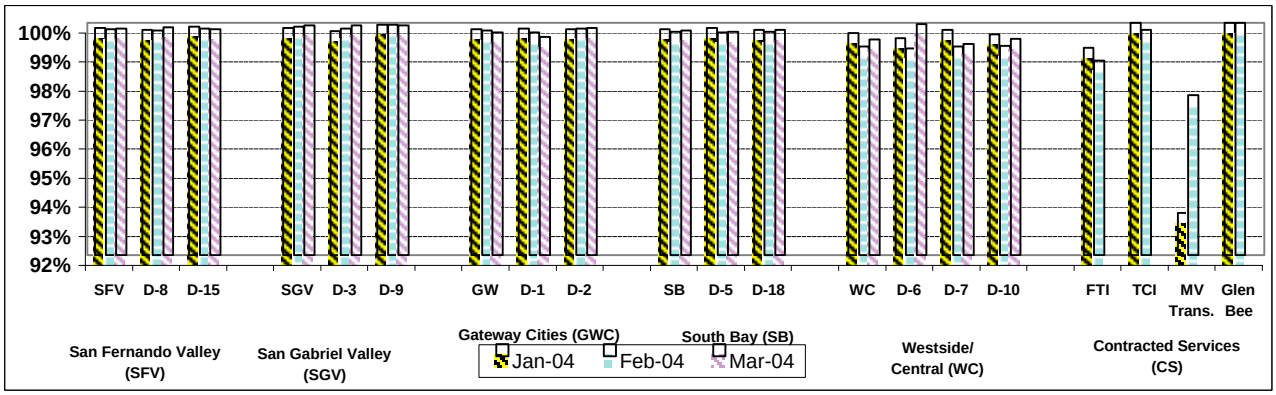
**Calculation:** OTP% = [(100% - [(Total late and cancelled runs / by Total scheduled pullouts) X 100)]

* A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS. **ATMS data unavailable.**

### OTP - Systemwide Trend




### OTP by Sector Bus Operating Divisions
### January - March 2004




### Outlates & Cancellations by Sector Divisions*

| Div. | Sched. Pull-Outs | CANCELLATIONS Number | CANCELLATIONS % of Pull-outs | OUTLATES Number | OUTLATES % of Pull-outs | % Total Outlates & Cancellations | ON-TIME PULL-OUT RATE | REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available | Bus Mechanical Failure | Other |
|---|---|---|---|---|---|---|---|---|---|---|
| **San Fernando Valley (SFV)** | | | | | | | **99.81%** | | | |
| ***8*** | 5689 | 0 | 0.00% | 9 | 0.16% | 3.67% | 99.84% | 2 | 7 | 0 |
| ***15*** | 7590 | 0 | 0.00% | 16 | 0.21% | 6.53% | 99.79% | 0 | 16 | 0 |
| **San Gabriel Valley (SGV)** | | | | | | | **99.91%** | | | |
| ***3*** | 6254 | 0 | 0.00% | 6 | 0.10% | 2.45% | 99.90% | 0 | 5 | 1 |
| ***9*** | 5815 | 0 | 0.00% | 5 | 0.09% | 2.04% | 99.91% | 1 | 4 | 0 |
| **Gateway Cities (GWC)** | | | | | | | **99.67%** | | | |
| ***1*** | 6320 | 0 | 0.00% | 30 | 0.47% | 12.24% | 99.53% | 0 | 29 | 1 |
| ***2*** | 6076 | 0 | 0.00% | 11 | 0.18% | 4.49% | 99.82% | 0 | 9 | 2 |
| **South Bay (SB)** | | | | | | | **99.73%** | | | |
| ***5*** | 8289 | 1 | 0.01% | 25 | 0.30% | 10.61% | 99.69% | 0 | 25 | 1 |
| ***18*** | 8942 | 0 | 0.00% | 21 | 0.23% | 8.57% | 99.77% | 2 | 15 | 4 |
| **Westside/Central (WC)** | | | | | | | **99.43%** | | | |
| ***6*** | 2507 | 0 | 0.00% | 1 | 0.04% | 0.41% | 99.96% | 0 | 1 | 0 |
| ***7*** | 9132 | 2 | 0.02% | 65 | 0.71% | 27.35% | 99.27% | 3 | 59 | 5 |
| ***10*** | 9554 | 0 | 0.00% | 53 | 0.55% | 21.63% | 99.45% | 2 | 47 | 4 |
| **TOTAL** | 76168 | 3 | 0.00% | 242 | 0.32% | 100.00% | **99.68%** | 10 | 217 | 18 |

*ATMS data is unavailable. OTP may be overstated due to data collection system failure. A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS.

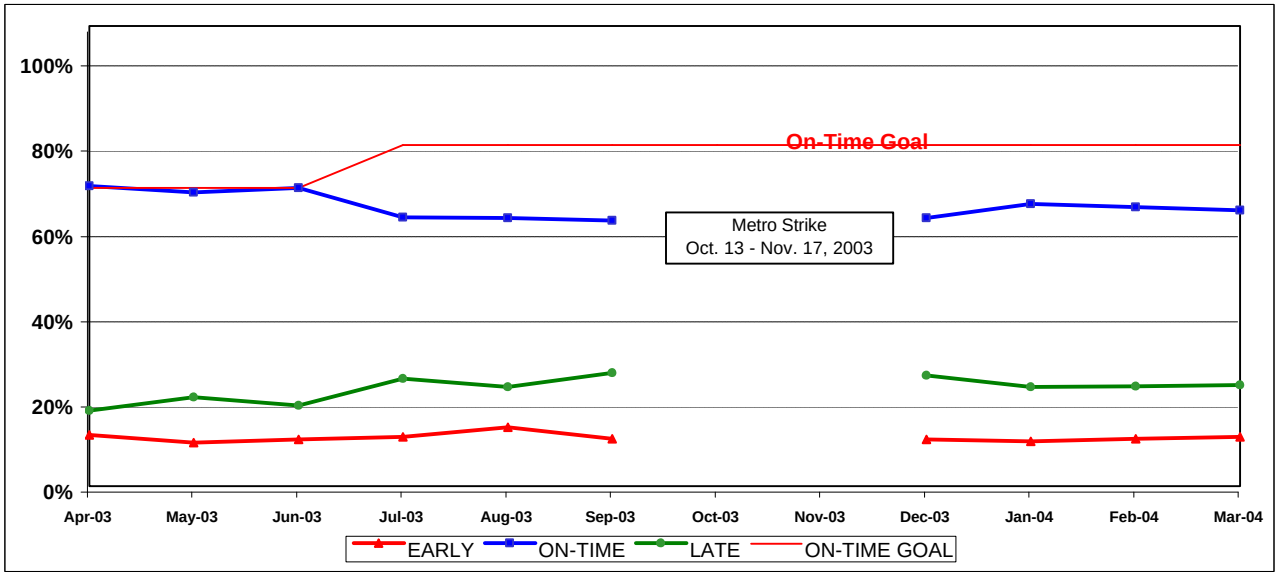
## IN-SERVICE ON-TIME PERFORMANCE

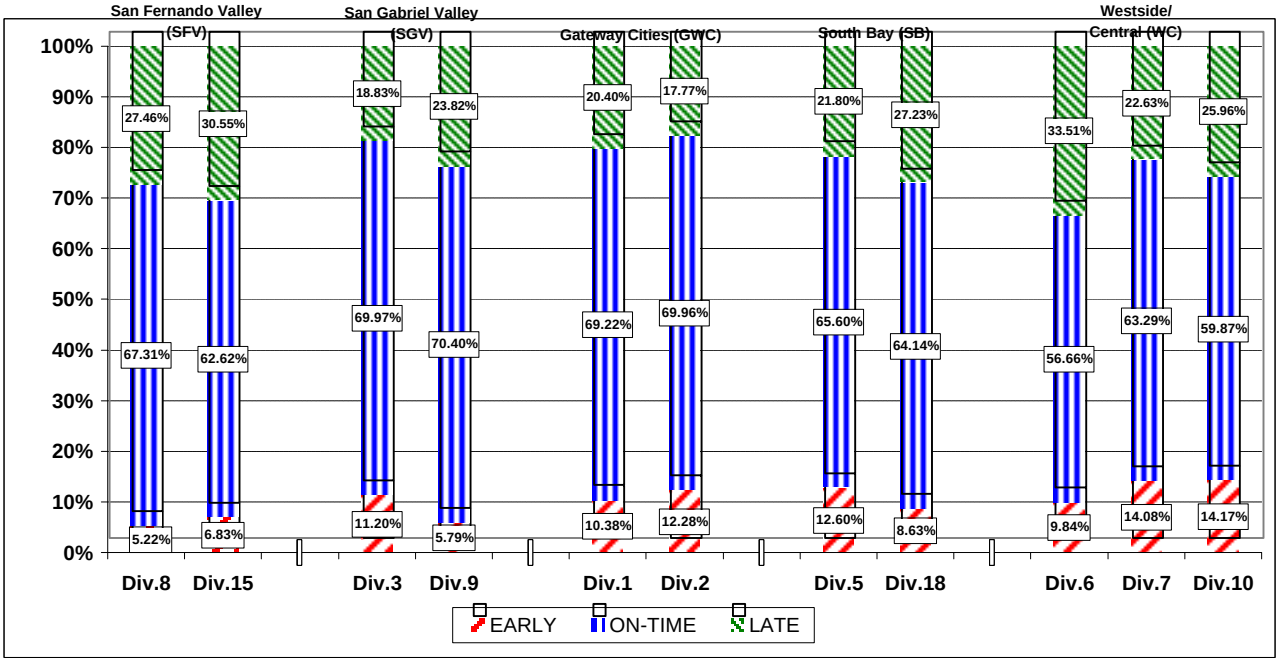
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

**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

| | FY03 | FY04-YTD | Variance |
|---|---|---|---|
| **San Fernando Valley Sector (SFV)** | | | |
| **Division 8** | | | |
| Early | 7.09% | 7.12% | 0.03% |
| On-Time | 70.09% | 68.69% | -1.40% |
| Late | 22.82% | 24.19% | 1.37% |
| **Division 15** | | | |
| Early | 8.08% | 8.36% | 0.28% |
| On-Time | 66.13% | 65.80% | -0.33% |
| Late | 25.78% | 25.83% | 0.05% |
| **Gateway Cities Sector (GWC)** | | | |
| **Division 1** | | | |
| Early | 8.49% | 9.19% | 0.70% |
| On-Time | 78.22% | 69.38% | -8.84% |
| Late | 13.29% | 21.43% | 8.14% |
| **Division 2** | | | |
| Early | 11.75% | 13.27% | 1.52% |
| On-Time | 67.53% | 66.26% | -1.27% |
| Late | 20.73% | 20.48% | -0.25% |
| **South Bay Sector (SB)** | | | |
| **Division 5** | | | |
| Early | 12.57% | 13.66% | 1.09% |
| On-Time | 66.30% | 61.58% | -4.72% |
| Late | 21.13% | 24.76% | 3.63% |
| **Division 18** | | | |
| Early | 10.97% | 10.27% | -0.70% |
| On-Time | 61.23% | 59.27% | -1.96% |
| Late | 27.80% | 30.46% | 2.66% |

| | FY03 | FY04-YTD | Variance |
|---|---|---|---|
| **San Gabriel Valley Sector (SGV)** | | | |
| **Division 3** | | | |
| Early | 8.47% | 9.82% | 1.35% |
| On-Time | 71.08% | 69.77% | -1.31% |
| Late | 20.45% | 20.41% | -0.04% |
| **Division 9** | | | |
| Early | 11.47% | 9.35% | -2.12% |
| On-Time | 67.47% | 66.77% | -0.70% |
| Late | 21.06% | 23.88% | 2.82% |
| **Westside/Central Sector (WC)** | | | |
| **Division 6** | | | |
| Early | 12.83% | 12.62% | -0.21% |
| On-Time | 65.93% | 59.53% | -6.40% |
| Late | 21.25% | 27.85% | 6.60% |
| **Division 7** | | | |
| Early | 12.03% | 13.72% | 1.69% |
| On-Time | 68.80% | 63.44% | -5.36% |
| Late | 19.16% | 22.84% | 3.68% |
| **Division 10** | | | |
| Early | 11.91% | 11.98% | 0.07% |
| On-Time | 67.34% | 61.46% | -5.88% |
| Late | 20.75% | 26.56% | 5.81% |

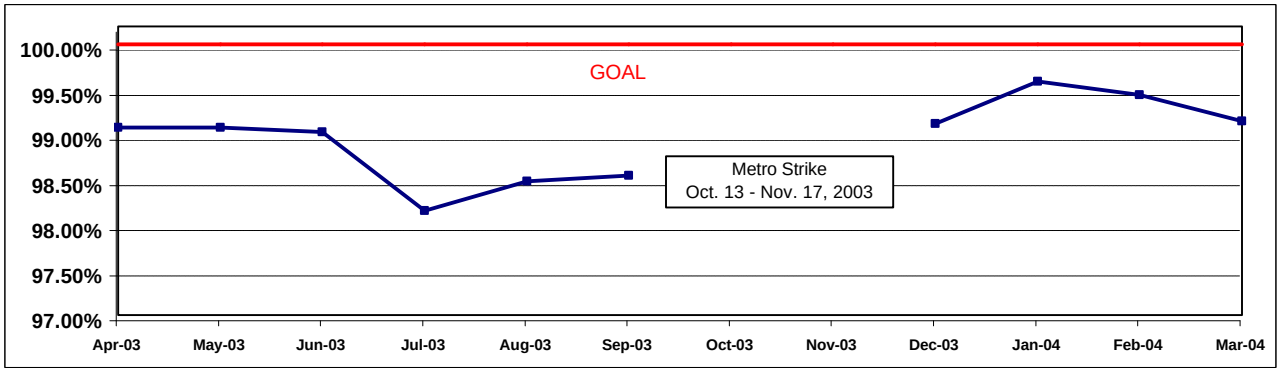
| | | | |
|---|---|---|---|
| **SYSTEMWIDE** | | | |
| Early | 10.70% | 11.48% | 0.78% |
| On-Time | 69.23% | 64.17% | -5.07% |
| Late | 20.06% | 24.35% | 4.29% |

## 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))

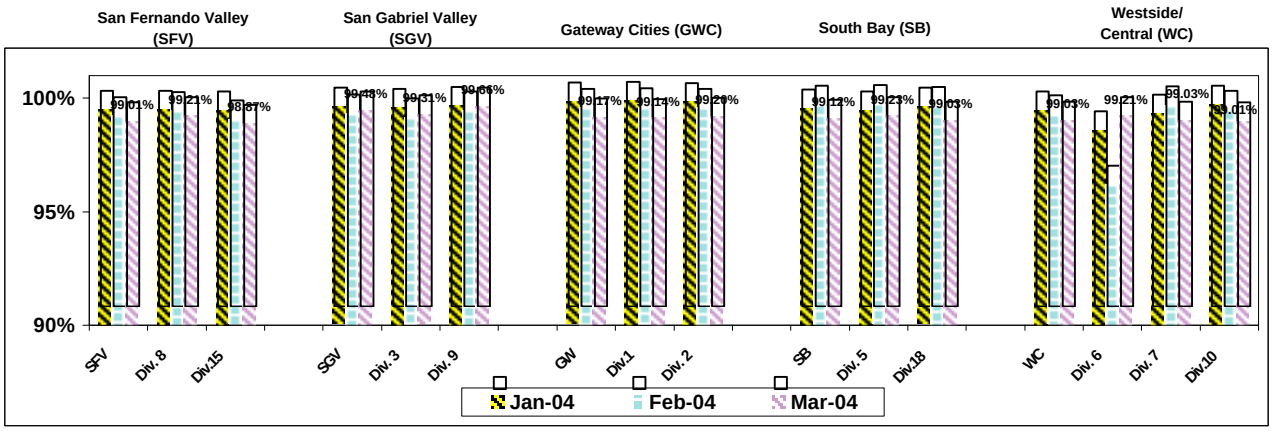
### Systemwide Trend




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

| SRSHD | FY03 | FY04-YTD | Variance |
|---|---|---|---|
| **San Fernando Valley Sector (SFV)** | | | |
| Division 8 | 99.25% | 86.54% | -12.71% |
| Division 15 | 98.99% | 86.25% | -12.74% |
| **Gateway Cities Sector (GWC)** | | | |
| Division 1 | 99.34% | 86.60% | -12.74% |
| Division 2 | 99.06% | 86.39% | -12.68% |
| **South Bay Sector (SB)** | | | |
| Division 5 | 99.12% | 86.57% | -12.56% |
| Division 18 | 98.85% | 86.10% | -12.75% |

| SRSHD | FY03 | FY04-YTD | Variance |
|---|---|---|---|
| **San Gabriel Valley Sector (SGV)** | | | |
| Division 3 | 99.03% | 86.38% | -12.65% |
| Division 9 | 99.44% | 86.76% | -12.68% |
| **Westside/Central Sector (WC)** | | | |
| Division 6 | 98.97% | 85.20% | -13.77% |
| Division 7 | 99.00% | 86.17% | -12.83% |
| Division 10 | 98.92% | 86.21% | -12.70% |
| Systemwide | 99.07% | 86.34% | -12.73% |



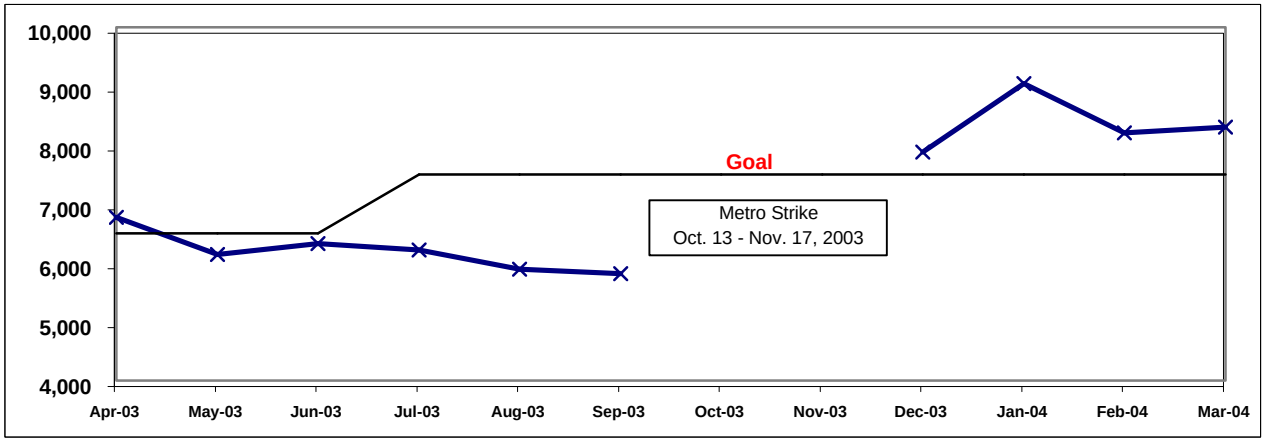
# MAINTENANCE PERFORMANCE

## 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.

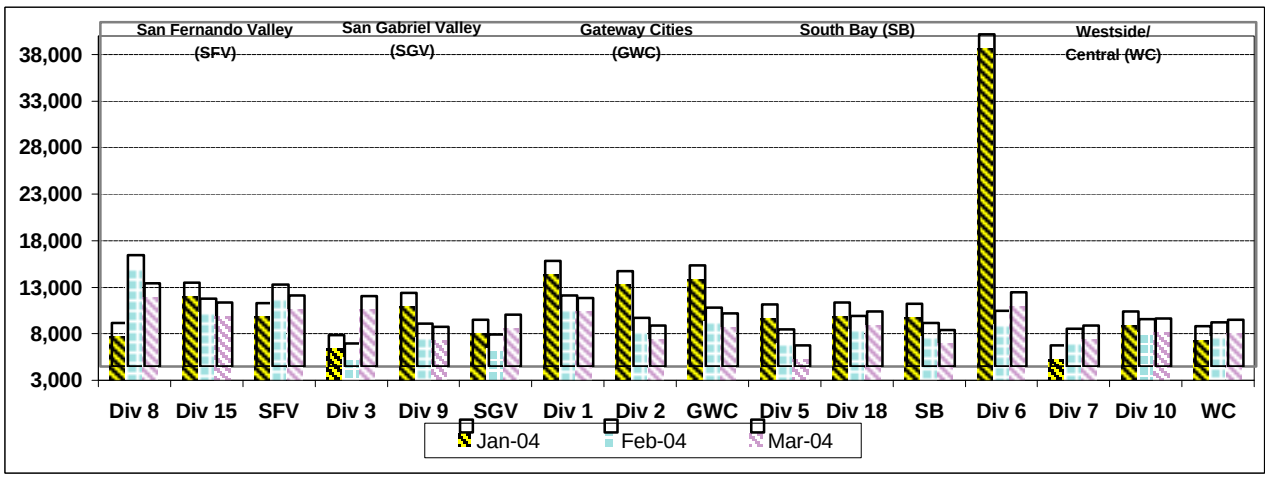
**Calculation:** Mean Miles Between Chargeable Mechanical Failures (MMBCMF) = (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)

### Systemwide Trend

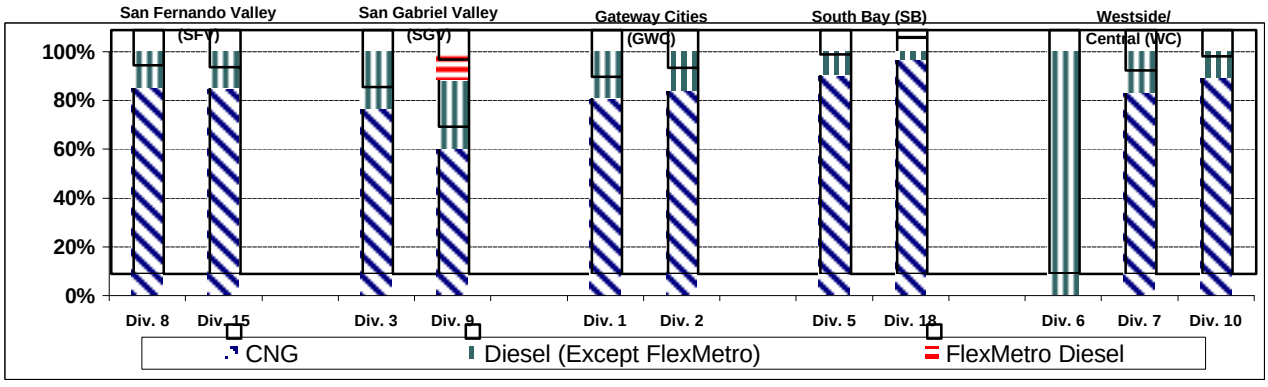



* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

### Bus Operating Sector Divisions
### January - March 2004




### Fleet Mix by Fuel Type



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

| | Number of Buses | Percent of Buses |
|---|---|---|
| **CNG** | 1,914 | 75.86% |
| **Diesel (Except FlexMetro)** | 491 | 19.46% |
| **FlexMetro Diesel** | 24 | 0.95% |
| **Gasoline** | 60 | 2.38% |
| **Propane** | 34 | 1.35% |
| **Total** | 2,523 | 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** |
| 6.9 | 6.2 | 7.1 | 6.6 | 4.4 | 3.9 | 4.1 | 6.0 |

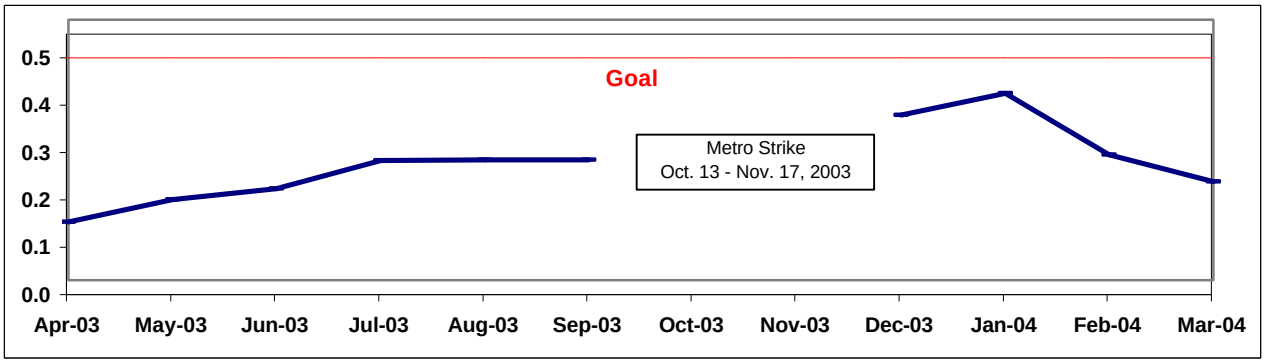
| WC | | |
|---|---|---|
| **Div 6** | **Div 7** | **Div 10** |
| 9.9 | 4.9 | 6.0 |

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

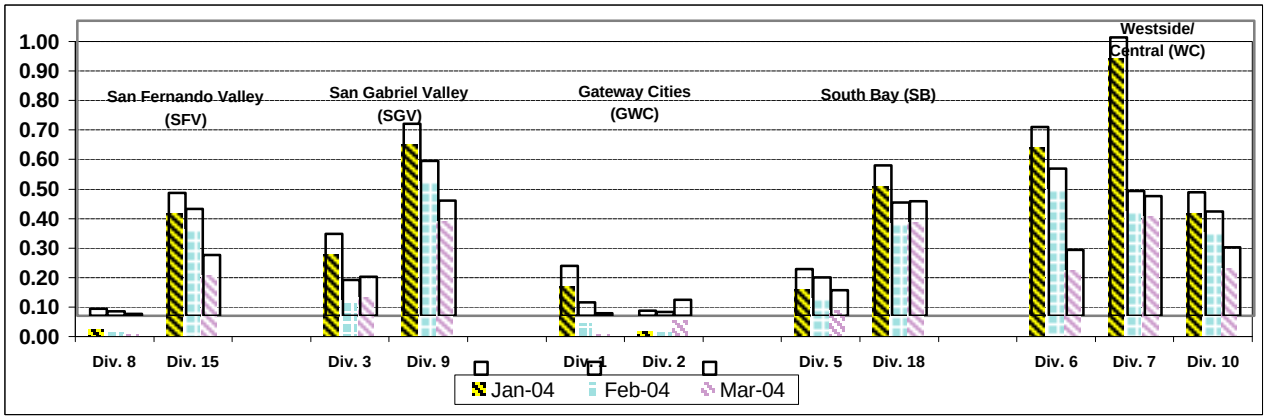
**Definition:** Average past due critical scheduled preventive maintenance jobs per bus. This indicator measures maintenance management's ability to prioritize and perform critical repairs and indicates the general maintenance condition of the fleet.

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

### Systemwide Trend




### Past Due Critical PMPs - by Sectors' Divisions
### January - March 2004

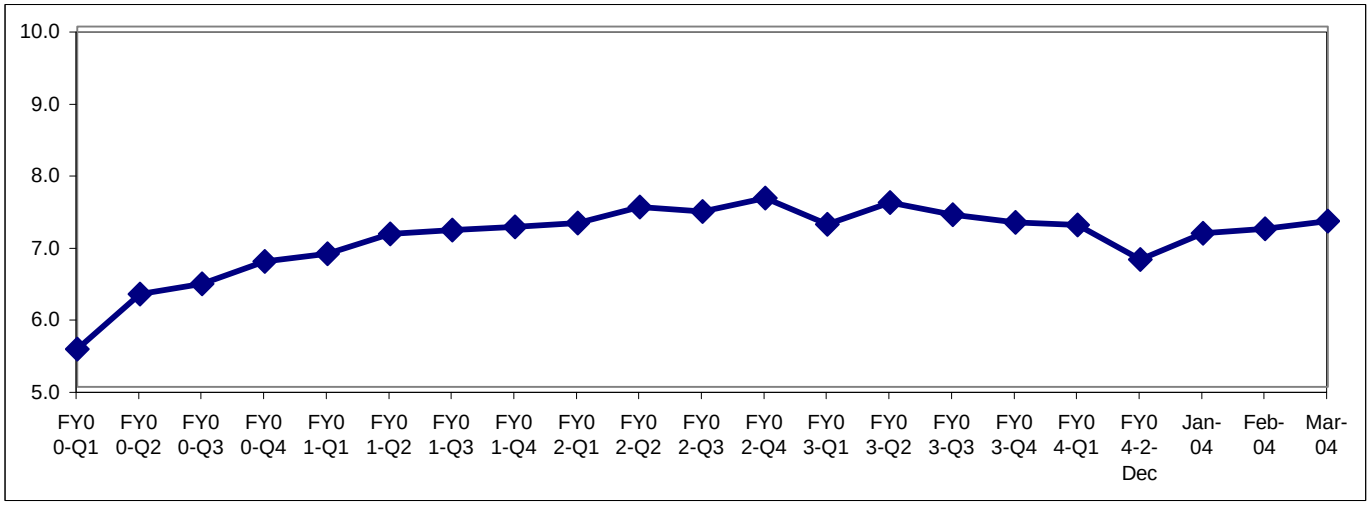


## BUS CLEANLINESS

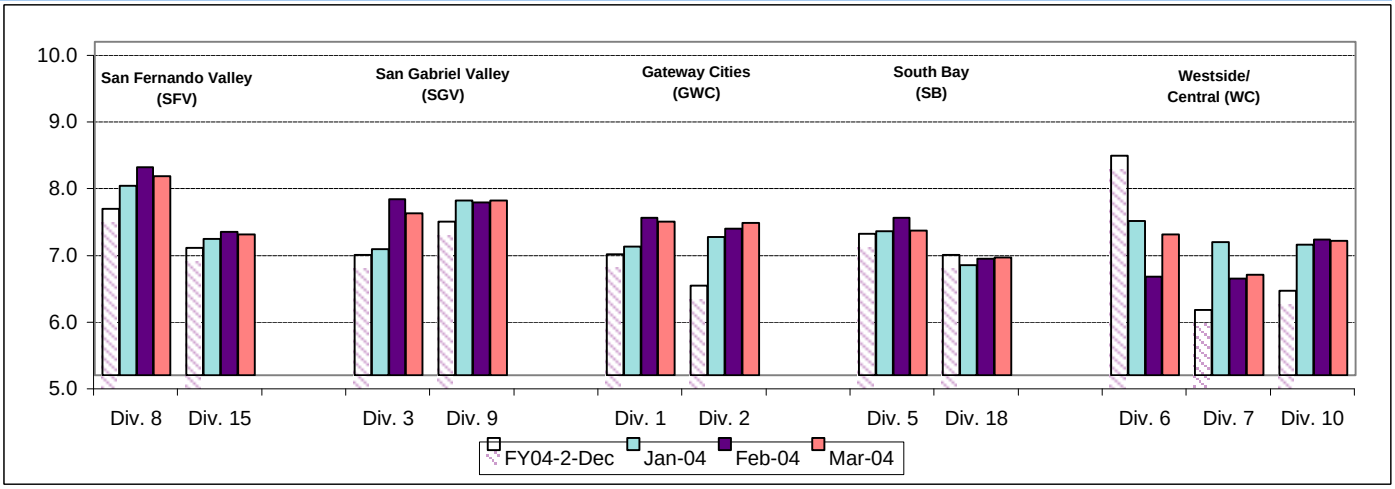
Definition: A team of three Quality Assurance Supervisors rates twenty percent of the fleet at each division and contractor per quarter. Beginning January 2004, they rate the divisions each month. Each of sixteen categories is examined and assigned a point value as follows: 1-3= Unsatisfactory; 4-7=Conditional; 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
### December 2003 - March 2004




**Analysis:** Division 8's overall rating improved half a point to an 8.0. Overall cleanliness scores for Divisions 1, 2, 3, 6, 7 and 10 improved half a point or better in the third quarter. Overall cleanliness scores for Divisions 5, 9, 15 and 18 remained consistent with the second quarter of FY04.

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

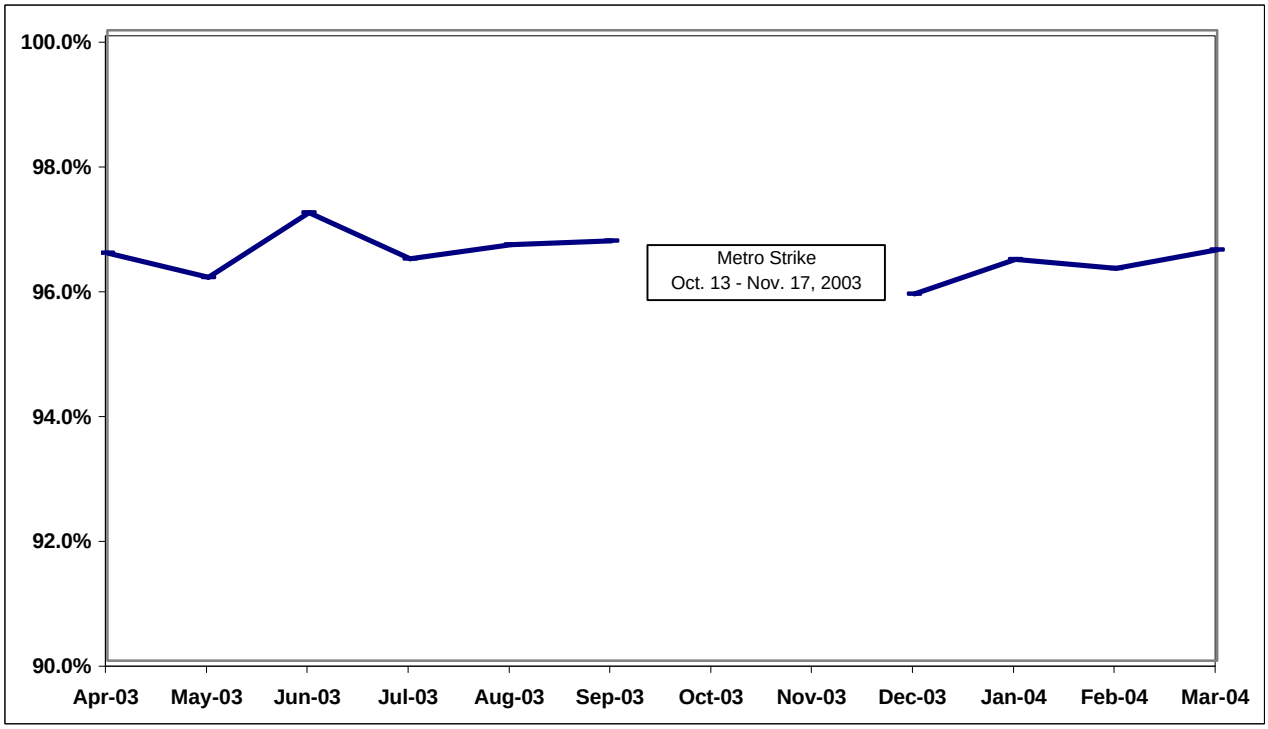
**Corrective Action:** Overall improvement is needed in the areas of dashboards, drivers area, transom/ledges, ceilings, seats, windows, sacrificial windows, doors, floors, stepwells and exterior cleanliness.

# ATTENDANCE

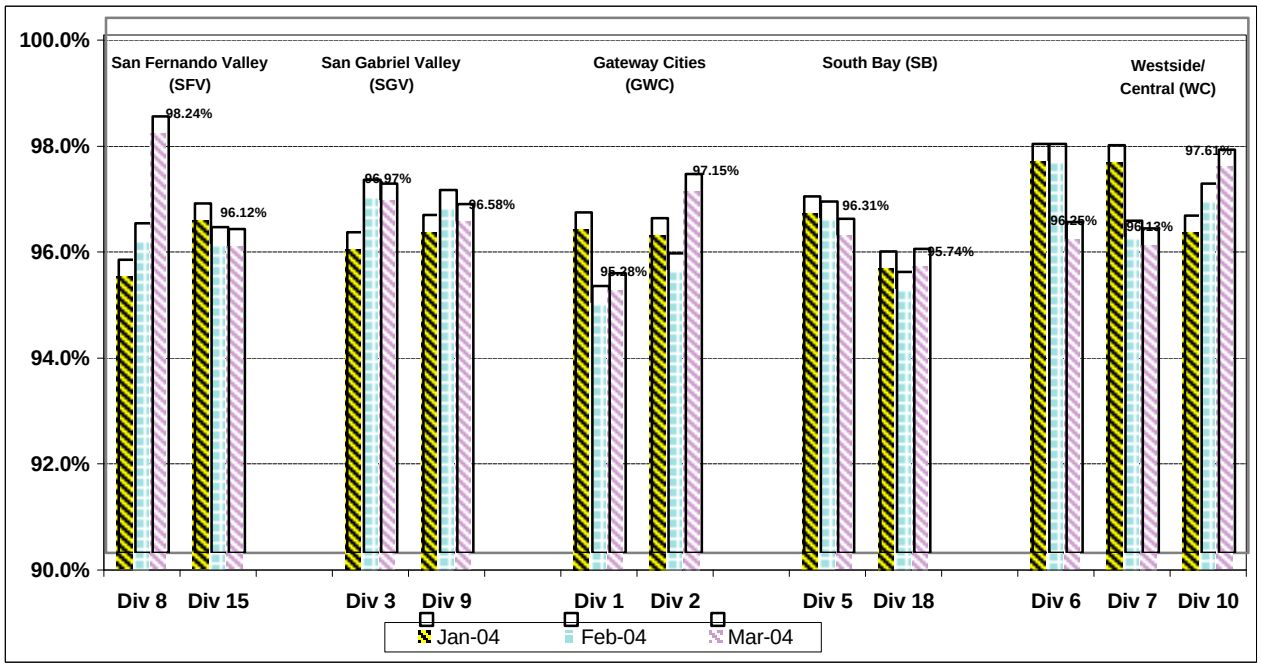
## MAINTENANCE ATTENDANCE

**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) January - March 2004



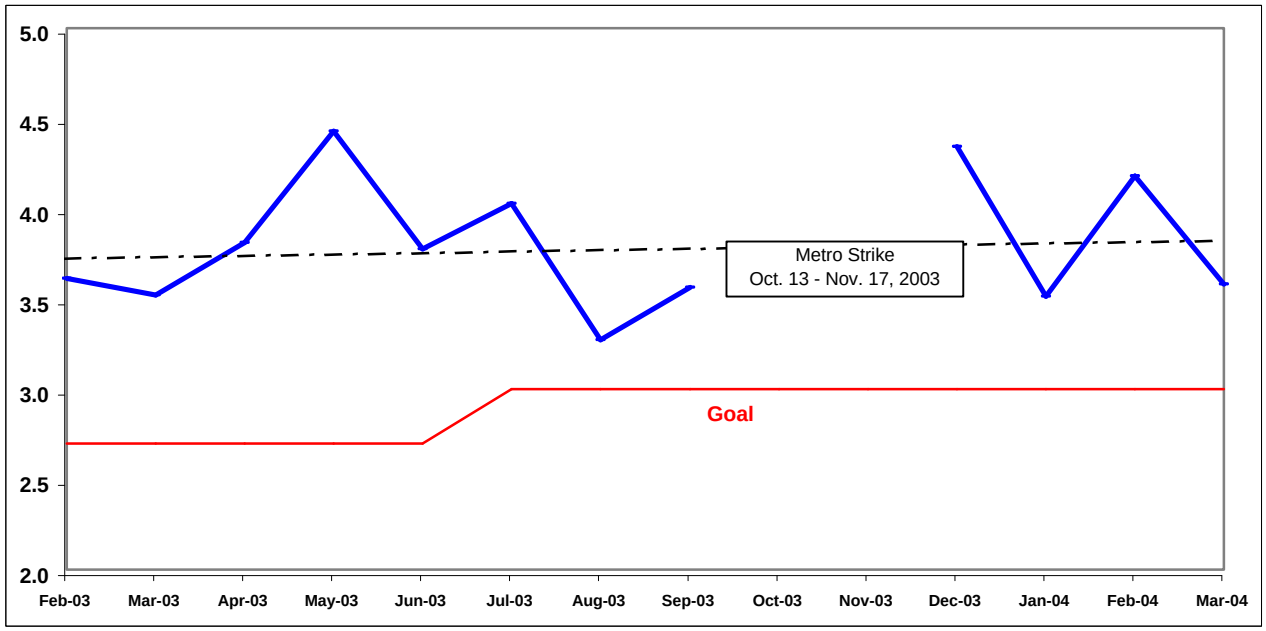
# SAFETY PERFORMANCE

## 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.

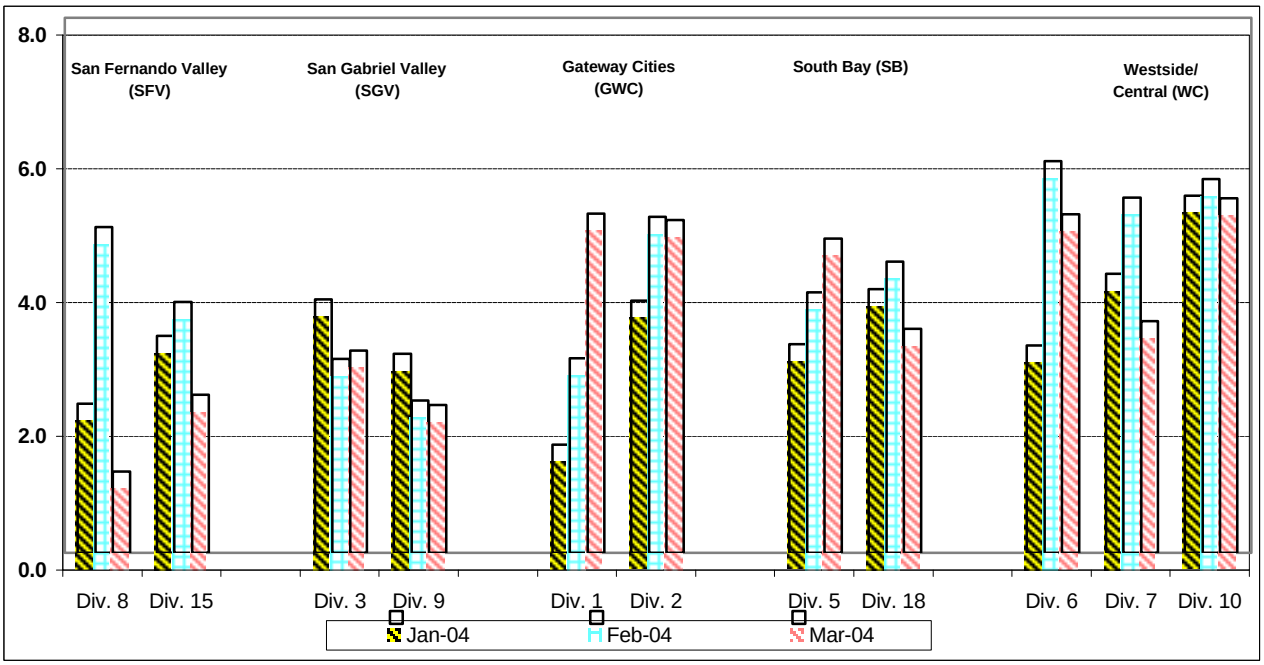
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

### 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
### January - March 2004

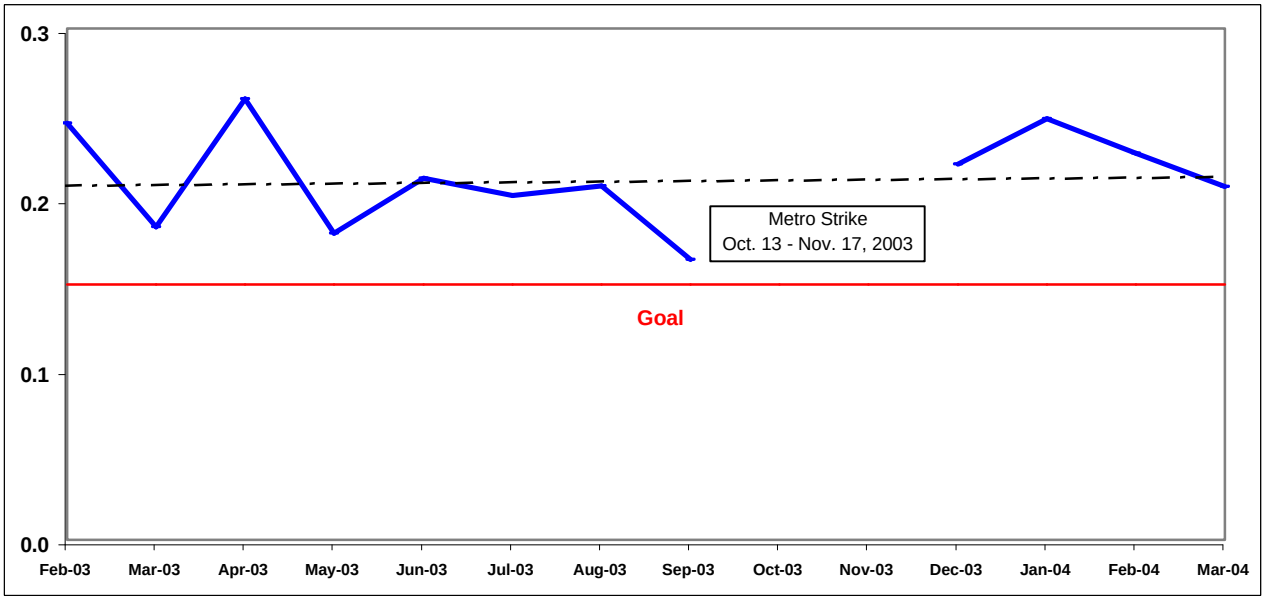


## BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

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

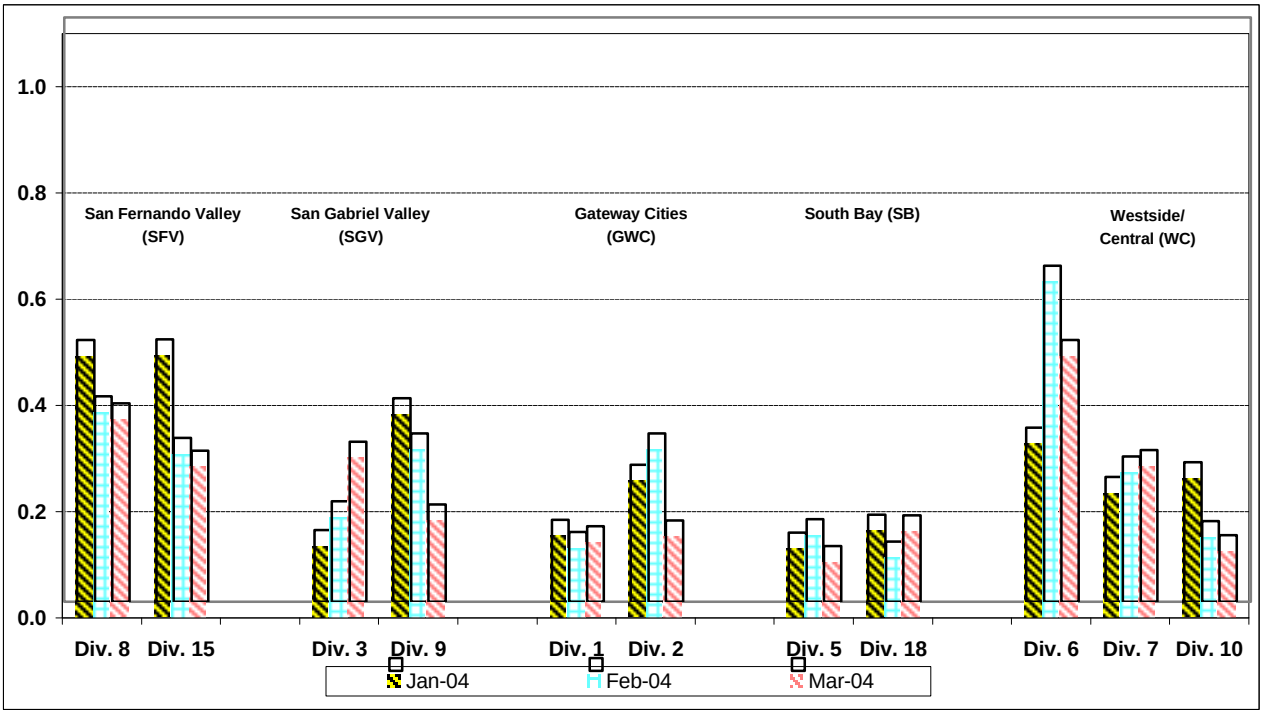
**Calculation:** Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by (Boardings / by 100,000))

### 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.

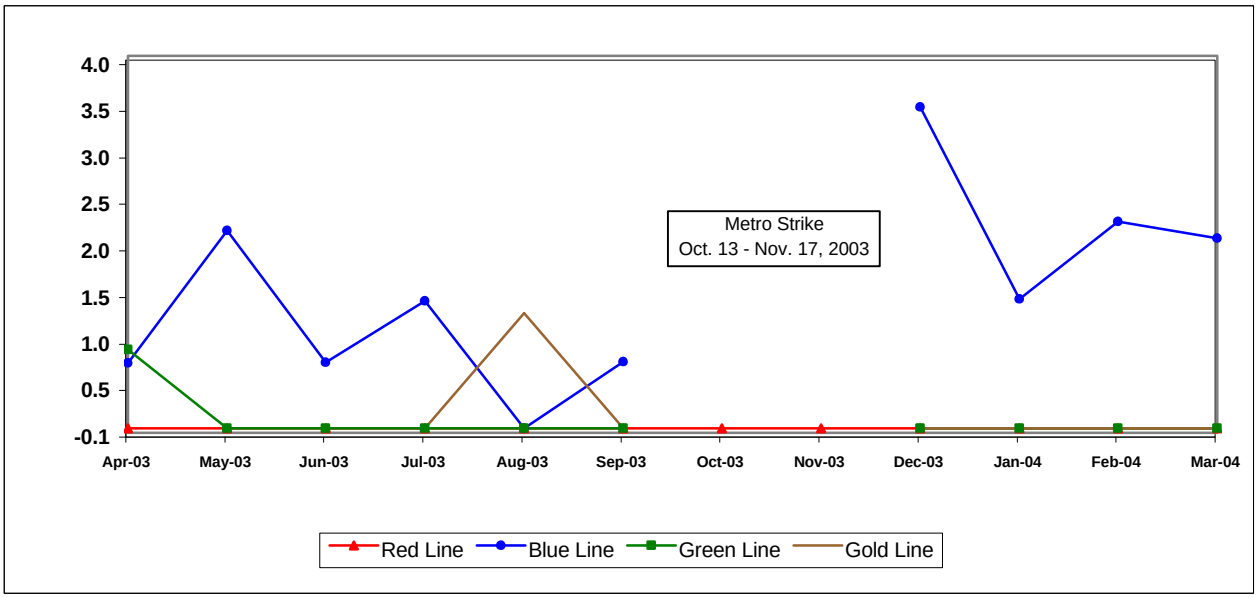
### Bus Operating Divisions - by Sectors' Divisions
### January - March 2004



## 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.

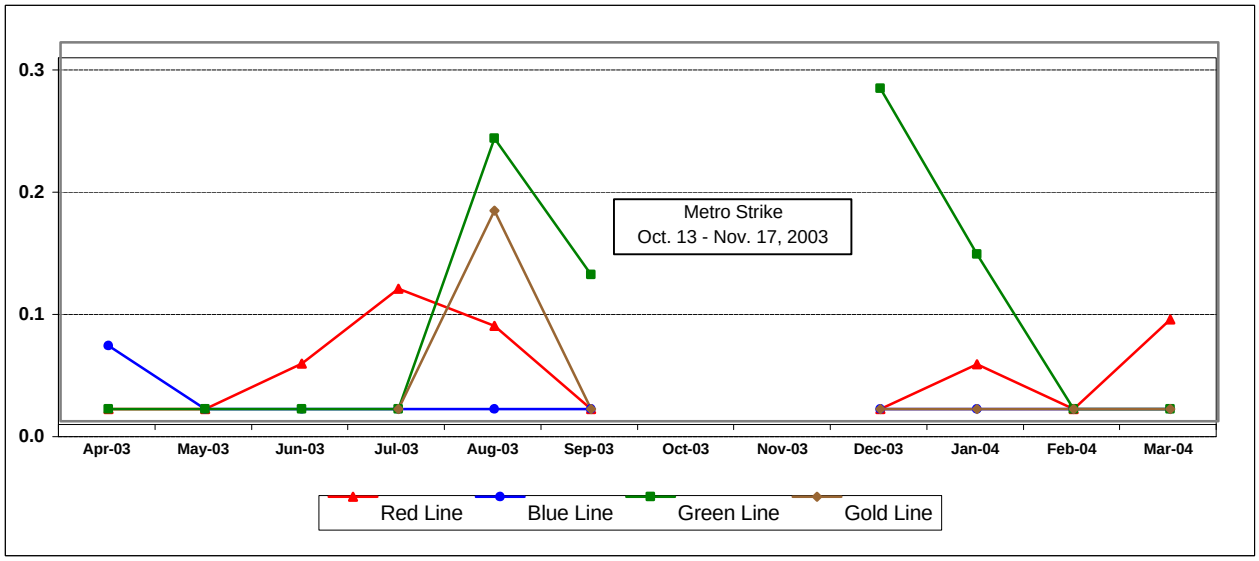
**Calculation:** Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))




## 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))



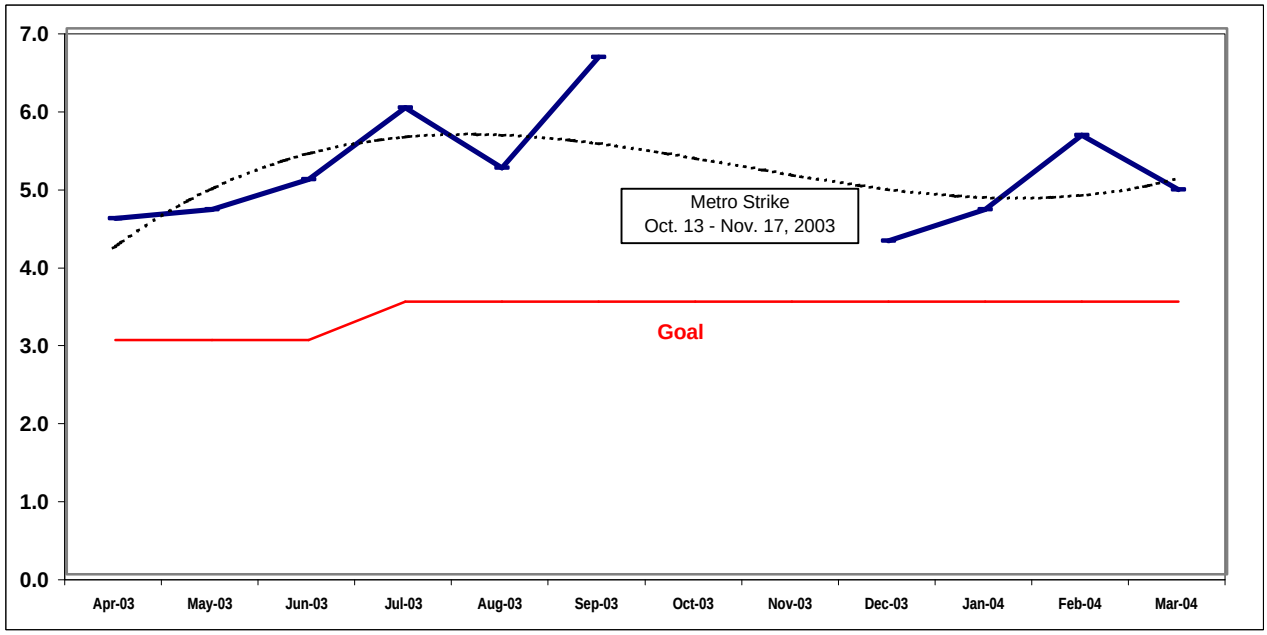
# CUSTOMER SATISFACTION

## COMPLAINTS PER 100,000 BOARDINGS

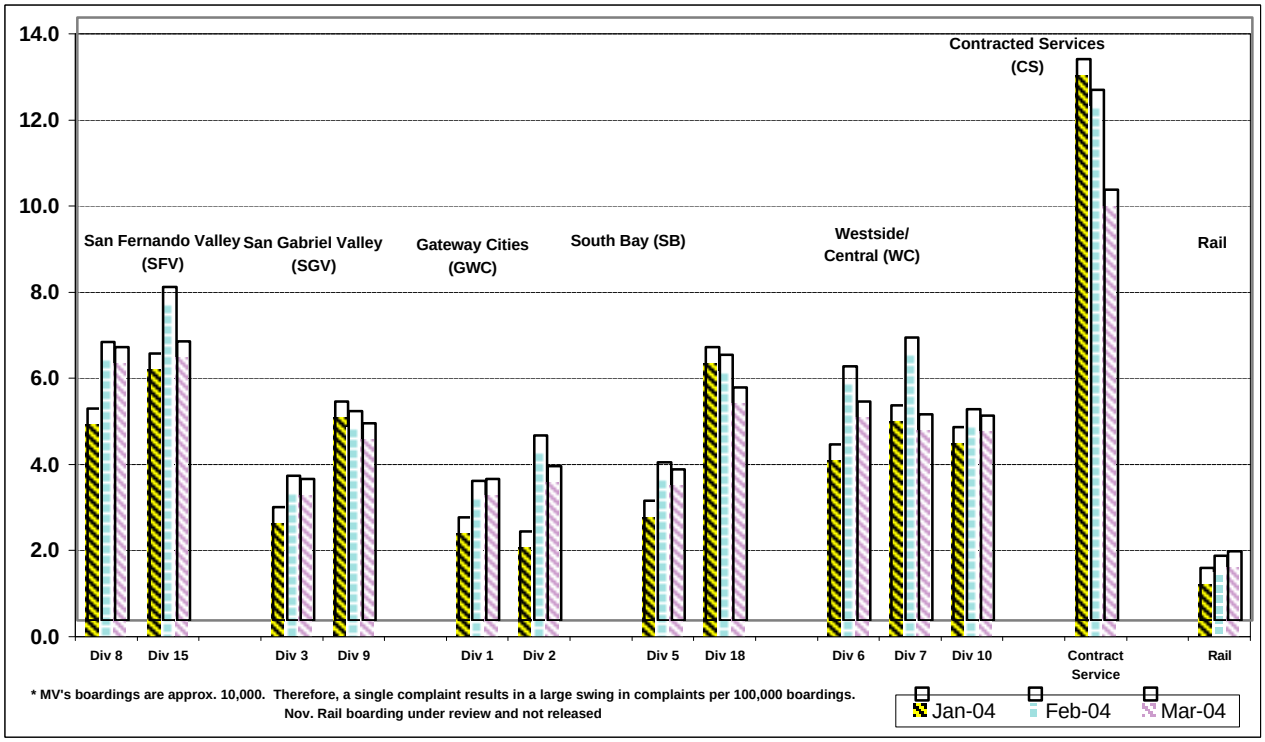
**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

### Systemwide Trend




### Bus Operating Divisions - by Sectors' Divisions
### January - March 2004



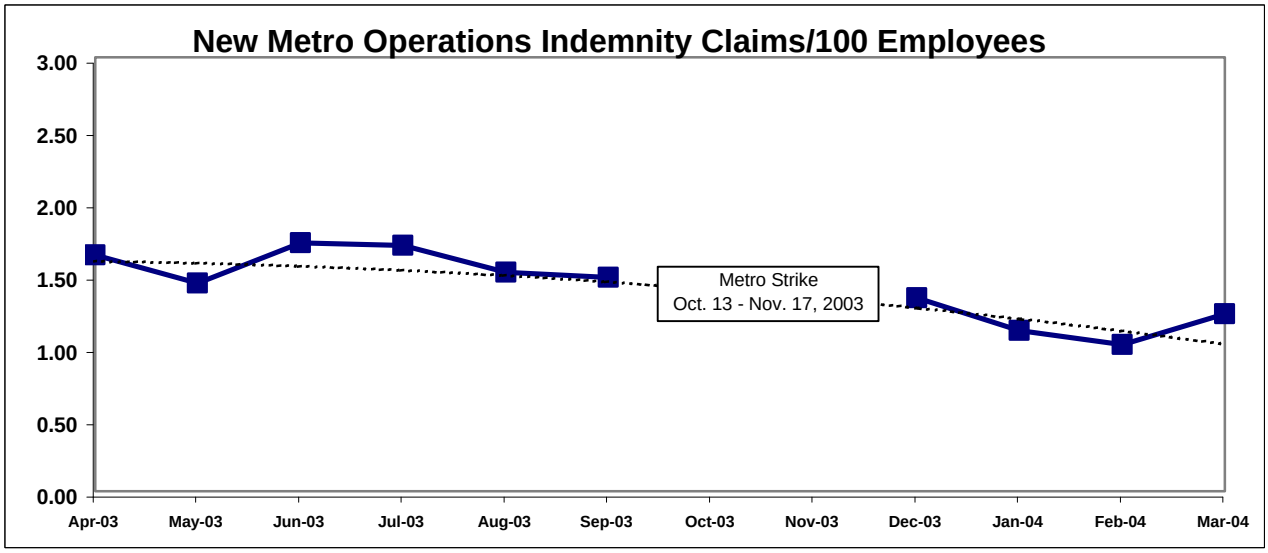
# WORKERS COMPENSATION CLAIMS

## New Workers Compensation Claims per 100 Employees

**Definition:** This indicator measures the total new indemnity claims per 100 Transit Operations employees filed each month (Includes: Transportation, Maintenance, Rail and all Administration).

**Calculation:** Workers Compensation Claims per 100 Employee-Month = Total New Workers Compensation Claims filed by Transit Operations Employees/(Total Transit Operations positions in which there is an incumbent during the month/100).

## Metro Operations Trend

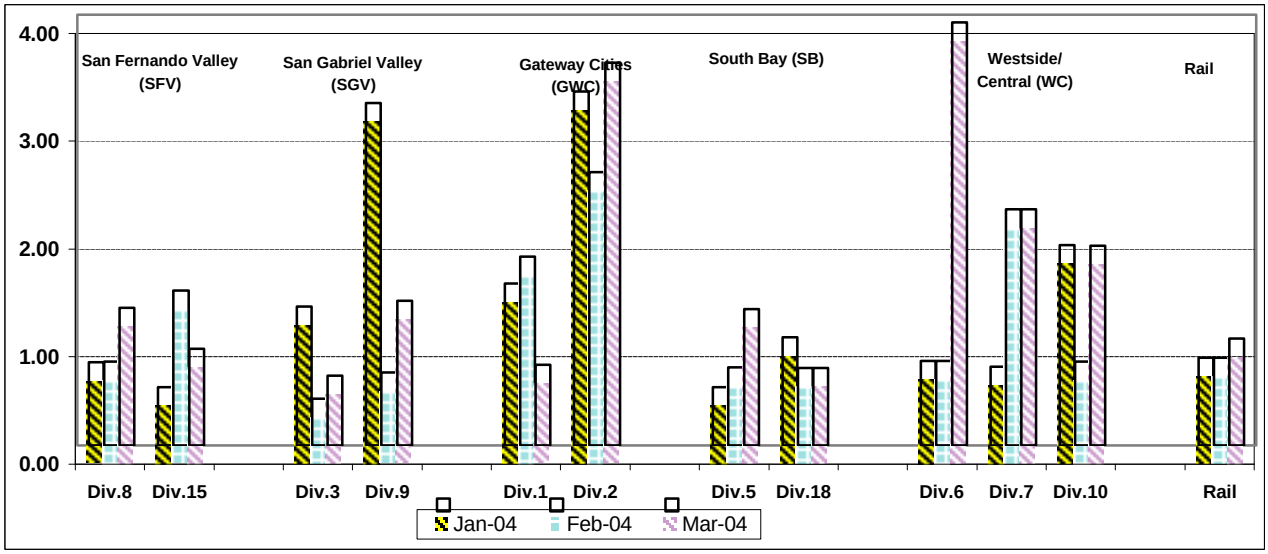



## NEW CLAIMS PER 100 EMPLOYEE-MONTH BY BUS SECTORS' DIVISION & RAIL

**Definition:** This indicator reflects a three-month view of Bus & Rail new indemnity claims per 100 employees in which there is an incumbent each month.

**Calculation:** New workers compensation claims per 100 employees by Division & Rail for three months = Total new workers compensation claims filed by Division & Rail employees/(total positions occupied in the Division & Rail during the month/100).

## Bus & Rail - by Bus Sectors' Divisions and Rail
## January - March 2004



## "HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

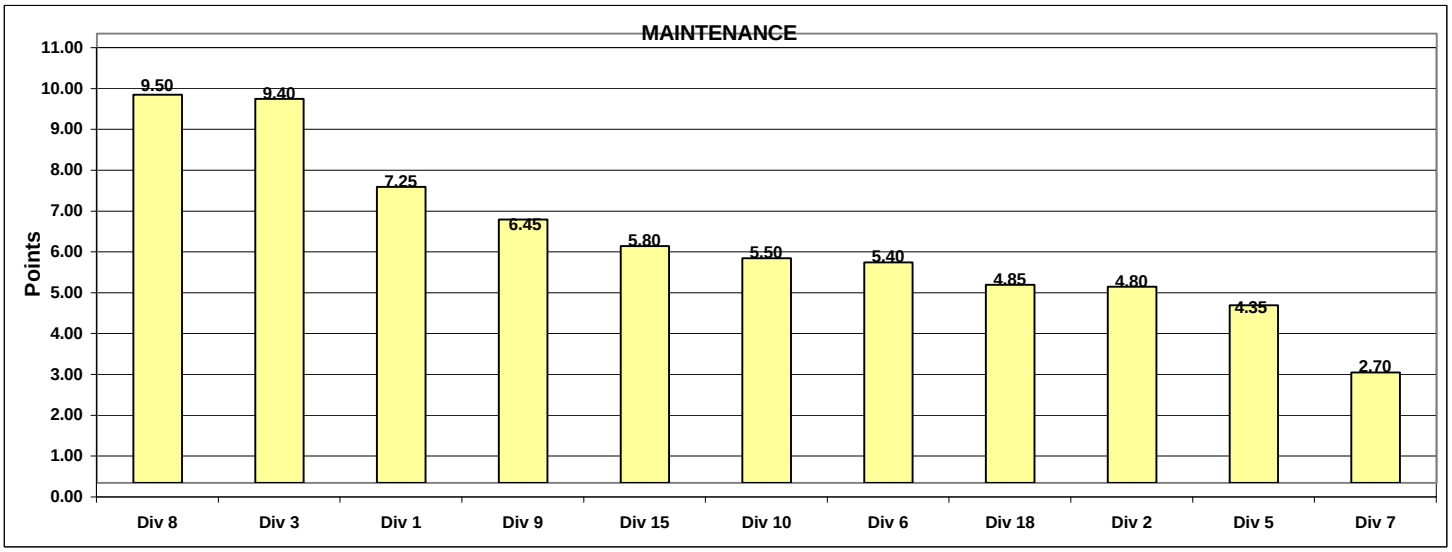
### Monthly Calculations - March 2004
### Metro Bus - Maintenance

**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% | 10349.2 | 7381.0 | 10531.9 | 5291.3 | 10972.2 | 7418.6 | 11927.4 | 7260.4 | 8143.2 | 9871.8 | 8910.4 |
| Points | | 8 | 3 | 9 | 1 | 10 | 4 | 11 | 2 | 5 | 7 | 6 |
| Attendance | 15% | 0.96406 | 0.97552 | 0.97002 | 0.97380 | 0.96251 | 0.96711 | 0.99069 | 0.97278 | 0.97783 | 0.96911 | 0.96141 |
| Points | | 3 | 9 | 6 | 8 | 2 | 4 | 11 | 7 | 10 | 5 | 1 |
| New WC Claims /100 Emp | 25% | 0.9947 | 4.7344 | 0.8745 | 1.6594 | 4.3328 | 2.1441 | 1.7519 | 1.2233 | 1.7987 | 0.9664 | 0.9178 |
| Points | | 8 | 1 | 11 | 6 | 2 | 3 | 5 | 7 | 4 | 9 | 10 |
| Bus Cleanliness | 35% | 7.600 | 7.600 | 7.800 | 7.000 | 7.600 | 6.200 | 8.000 | 7.700 | 7.100 | 7.000 | 6.900 |
| Points | | 8 | 7 | 10 | 4 | 6 | 1 | 11 | 9 | 5 | 3 | 2 |
| **Totals** | | **7.25** | **4.80** | **9.40** | **4.35** | **5.40** | **2.70** | **9.50** | **6.45** | **5.50** | **5.80** | **4.85** |

| FINAL RANKING | Maintenance Division Ranking (Sorted) | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| DIV. | Div 8 | Div 3 | Div 1 | Div 9 | Div 15 | Div 10 | Div 6 | Div 18 | Div 2 | Div 5 | Div 7 |
| Score | 9.50 | 9.40 | 7.25 | 6.45 | 5.80 | 5.50 | 5.40 | 4.85 | 4.80 | 4.35 | 2.70 |
| Rank | 1st | 2nd | 3rd | 4th | 5th | 6th | 7th | 8th | 9th | 10th | 11th |



## Monthly Calculations - March 2004
## Metro Bus - Transportation

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

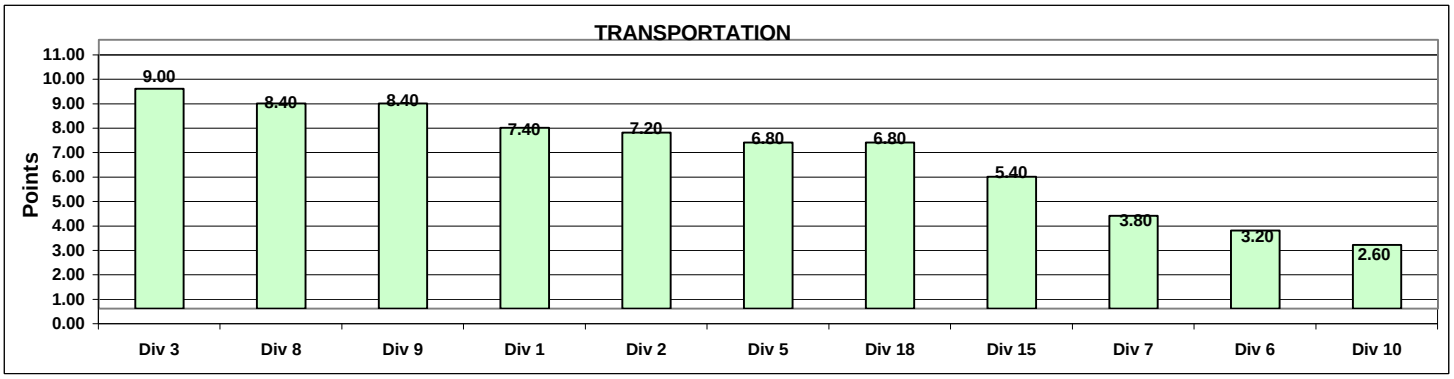
**Calculation:** Performance by Division are ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each performance indicator is then multiplied by the weight assigned to the particular performance indicator and then summed. Summed values 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% | 0.6922 | 0.6996 | 0.6997 | 0.6560 | 0.5666 | 0.6329 | 0.6731 | 0.7040 | 0.5987 | 0.6262 | 0.6414 |
| Points | | 8 | 9 | 10 | 6 | 1 | 4 | 7 | 11 | 2 | 3 | 5 |
| Running Hot | 20% | 0.1038 | 0.1228 | 0.1120 | 0.1260 | 0.0984 | 0.1408 | 0.0522 | 0.0579 | 0.1417 | 0.0683 | 0.0863 |
| Points | | 6 | 4 | 5 | 3 | 7 | 2 | 11 | 10 | 1 | 9 | 8 |
| Accident Rate | 20% | 5.0689 | 4.9734 | 3.0274 | 4.6954 | 5.0633 | 3.4594 | 1.2170 | 2.2089 | 5.3028 | 2.3603 | 3.3501 |
| Points | | 2 | 4 | 8 | 5 | 3 | 6 | 11 | 10 | 1 | 9 | 7 |
| Complaints/100K Boardings | 20% | 3.2827 | 3.5858 | 3.2825 | 3.5025 | 5.0864 | 4.7904 | 6.3503 | 4.5837 | 4.7511 | 6.4777 | 5.4043 |
| Points | | 10 | 8 | 11 | 9 | 4 | 5 | 2 | 7 | 6 | 1 | 3 |
| New WC Claims /100 Emp | 20% | 0.0000 | 0.0000 | 0.0000 | 0.0000 | 2.8571 | 2.3622 | 0.0000 | 1.6807 | 2.0408 | 0.7042 | 0.0000 |
| Points | | 11 | 11 | 11 | 11 | 1 | 2 | 11 | 4 | 3 | 5 | 11 |
| **Totals** | | **7.40** | **7.20** | **9.00** | **6.80** | **3.20** | **3.80** | **8.40** | **8.40** | **2.60** | **5.40** | **6.80** |

**FINAL RANKING** — **Transportation Division Ranking (Sorted)**

| DIV. | Div 3 | Div 8 | Div 9 | Div 1 | Div 2 | Div 5 | Div 18 | Div 15 | Div 7 | Div 6 | Div 10 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Score | 9.00 | 8.40 | 8.40 | 7.40 | 7.20 | 6.80 | 6.80 | 5.40 | 3.80 | 3.20 | 2.60 |
| Rank | 1st | 2nd | 2nd | 4th | 5th | 6th | 6th | 8th | 9th | 10th | 11th |



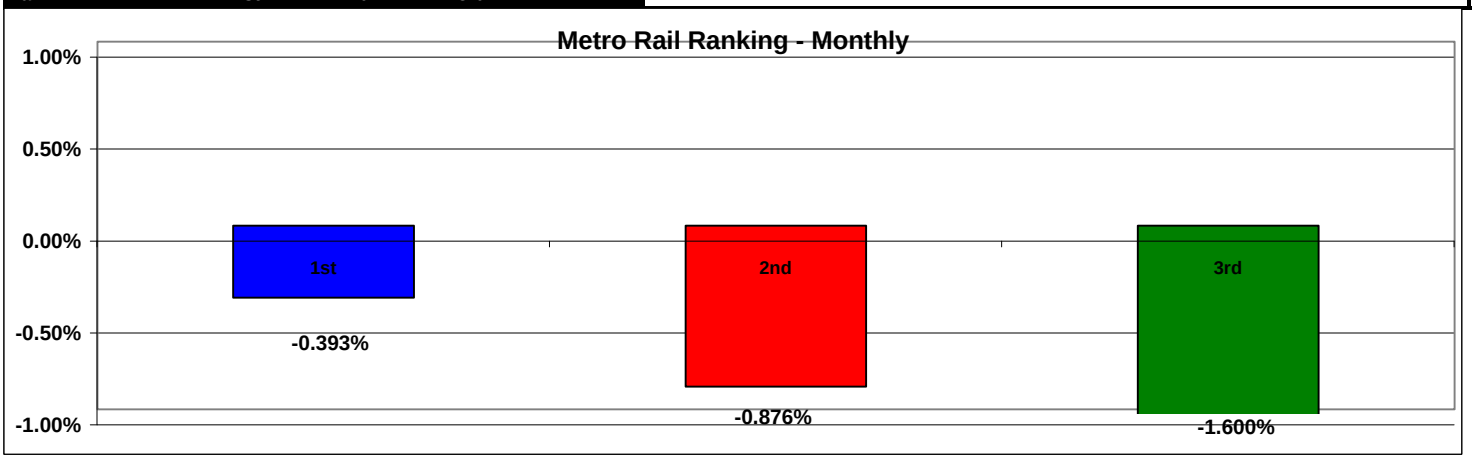
## Monthly Calculations - March 2004
## Metro Rail

**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** | **Mar-03** | **Mar-04** | **Yearly Improvement** | **Mar-03** | **Mar-04** | **Yearly Improvement** | **Mar-03** | **Mar-04** | **Yearly Improvement** | **Mar-03** | **Mar-04** | **Yearly Improvement** |
| Track | 100.00% | 99.85% | -0.15% | 100.00% | 99.61% | -0.39% | 100.00% | 100.00% | 0.00% | N.A. | 99.54% | N.A. |
| Signals | 99.58% | 99.72% | 0.14% | 100.00% | 100.00% | 0.00% | 99.98% | 99.75% | -0.23% | N.A. | 98.59% | N.A. |
| Power | 100.00% | 99.94% | -0.06% | 99.98% | 99.88% | -0.10% | 100.00% | 98.77% | -1.23% | N.A. | 100.00% | N.A. |
| **Wayside Performance** | **99.86%** | **99.84%** | -0.02% | **99.99%** | **99.83%** | **-0.16%** | **99.99%** | **99.51%** | **-0.49%** | N.A. | **99.38%** | N.A. |
| **Vehicle Availability** | | | | | | | | | | | | |
| Vehicle Performance | **99.58%** | **98.90%** | **-0.68%** | **99.87%** | **97.98%** | **-1.89%** | **99.79%** | **98.81%** | **-0.98%** | N.A. | **98.67%** | N.A. |
| **Operator Availability** | | | | | | | | | | | | |
| Operators | **100.00%** | **99.59%** | **-0.41%** | **100.00%** | **99.85%** | **-0.15%** | **99.98%** | **98.22%** | **-1.76%** | N.A. | **99.37%** | N.A. |
| **Service Performance** | | | | | | | | | | | | |
| ISOTP - Rail | **99.56%** | **99.10%** | **-0.46%** | **99.84%** | **98.55%** | **-1.29%** | **99.76%** | **96.58%** | **-3.18%** | N.A. | **98.65%** | N.A. |
| **Rail Line Performance** | **99.75%** | **99.36%** | **-0.39%** | **99.93%** | **99.05%** | **-0.88%** | **99.88%** | **98.28%** | **-1.60%** | N.A. | **99.01%** | N.A. |

| **Metro Rail Final Ranking (Sorted)** | | | | |
|---|---|---|---|---|
| **Rail Line** | **BLUE** | **RED** | **GREEN** | **GOLD** |
| **Score** | -0.393% | -0.876% | -1.600% | N.A. |
| **Rank** | **1st** | **2nd** | **3rd** | **N.A.** |



# "HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

## Quarterly Calculations: FY04-Q3
## 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.

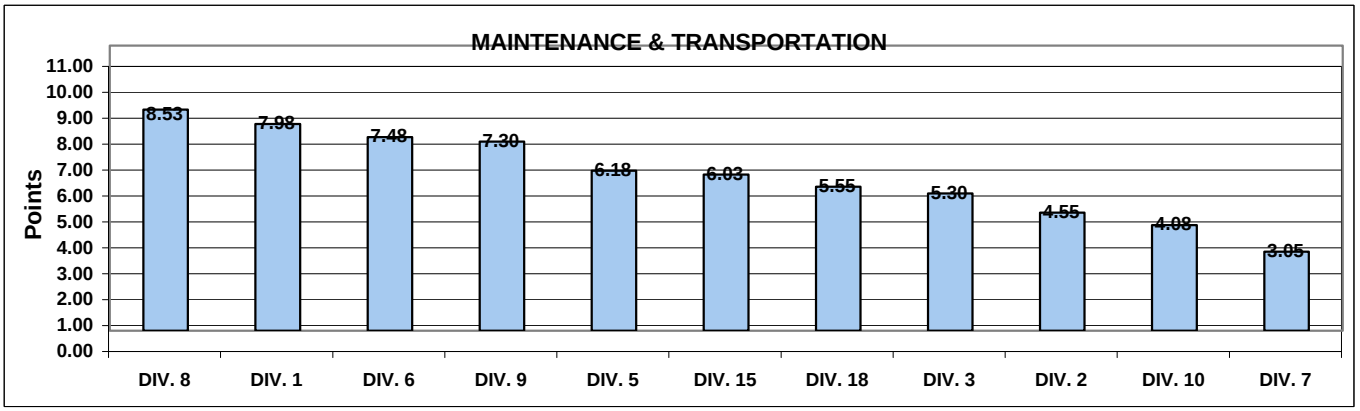
**Maintenance and Transportation**

| | 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% | 11526 | 8914 | 6955 | 6868 | 13369 | 6422 | 10672 | 8317 | 8368 | 10643 | 9044 |
| Points | | 10 | 6 | 3 | 2 | 11 | 1 | 9 | 4 | 5 | 8 | 7 |
| Attendance | 7.5% | 0.9596 | 0.9651 | 0.9670 | 0.9692 | 0.9723 | 0.9689 | 0.9697 | 0.9684 | 0.9705 | 0.9655 | 0.9572 |
| Points | | 2 | 3 | 5 | 8 | 11 | 7 | 9 | 6 | 10 | 4 | 1 |
| New WC Claims /100 Emp | 12.5% | 0.0000 | 1.6892 | 0.5495 | 0.2571 | 0.9524 | 2.6247 | 0.3247 | 1.1494 | 1.3793 | 0.4717 | 0.2212 |
| Points | | 11 | 2 | 6 | 9 | 5 | 1 | 8 | 4 | 3 | 7 | 10 |
| Bus Cleanliness | 17.5% | 7.3000 | 7.3000 | 7.4000 | 7.2000 | 7.1000 | 6.5000 | 8.0000 | 7.6000 | 7.0000 | 7.1000 | 6.8000 |
| Points | | 8 | 7 | 9 | 6 | 5 | 1 | 11 | 10 | 3 | 4 | 2 |
| In-Service On-Time Performance | 10% | 0.7055 | 0.6774 | 0.7032 | 0.6380 | 0.5894 | 0.6450 | 0.6957 | 0.7067 | 0.6148 | 0.6613 | 0.6327 |
| Points | | 10 | 7 | 9 | 4 | 1 | 5 | 8 | 11 | 2 | 6 | 3 |
| Running Hot | 10% | 0.1047 | 0.1347 | 0.0971 | 0.1161 | 0.0978 | 0.1315 | 0.0665 | 0.0787 | 0.1213 | 0.0830 | 0.0881 |
| Points | | 5 | 1 | 7 | 4 | 6 | 2 | 11 | 10 | 3 | 9 | 8 |
| Accident Rate | 10% | 3.2195 | 4.6117 | 3.2526 | 3.9095 | 4.6305 | 4.2873 | 2.7048 | 2.4861 | 5.4045 | 3.0984 | 3.8550 |
| Points | | 8 | 3 | 7 | 5 | 2 | 4 | 10 | 11 | 1 | 9 | 6 |
| Complaints/100K Boardings | 10% | 2.9673 | 3.3124 | 3.0874 | 3.3349 | 4.9563 | 5.4088 | 5.9941 | 4.8284 | 4.7040 | 6.8223 | 5.9373 |
| Points | | 11 | 9 | 10 | 8 | 5 | 4 | 2 | 6 | 7 | 1 | 3 |
| New WC Claims /100 Emp | 10% | 1.7683 | 3.6071 | 0.8745 | 1.0272 | 2.1664 | 1.4294 | 1.1680 | 1.9369 | 1.5322 | 1.1275 | 0.9790 |
| Points | | 4 | 1 | 11 | 9 | 2 | 6 | 7 | 3 | 5 | 8 | 10 |
| **Totals** | | **7.98** | **4.55** | **7.48** | **6.03** | **5.30** | **3.05** | **8.53** | **7.30** | **4.08** | **6.18** | **5.55** |

**FINAL RANKING**

**Maintenance and Transportation Division Ranking (Sorted)**

| DIV. | DIV. 8 | DIV. 1 | DIV. 6 | DIV. 9 | DIV. 5 | DIV. 15 | DIV. 18 | DIV. 3 | DIV. 2 | DIV. 10 | DIV. 7 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Score | 8.53 | 7.98 | 7.48 | 7.30 | 6.18 | 6.03 | 5.55 | 5.30 | 4.55 | 4.08 | 3.05 |
| Rank | 1st | 2nd | 3rd | 4th | 5th | 6th | 7th | 8th | 9th | 10th | 11th |



## Quarterly Calculations: FY04-Q3
## 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 |
|---|---|---|---|---|
| Jan-04 | 0.53% | 0.39% | 0.71% | N.A. |
| Feb-04 | -0.73% | -0.71% | -0.78% | N.A. |
| Mar-04 | -0.39% | -0.88% | -1.60% | N.A. |
| **First Quarter Average** | **-0.20%** | **-0.40%** | **-0.56%** | **N.A.** |

**Metro Rail Final Ranking (Sorted)**

| Rail Line | BLUE | RED | GREEN | GOLD |
|---|---|---|---|---|
| Score | -0.20% | -0.399% | -0.558% | N.A. |
| Rank | 1st | 2nd | 3rd | |