

AUG 2005

METRO OPERATIONS  
MONTHLY PERFORMANCE  
REPORT



## Table of Contents

	Page
<b>San Fernando Valley Sector (SFV)</b>	<b>3</b>
<b>San Gabriel Valley Sector (SGV)</b>	<b>7</b>
<b>Gateway Cities Sector (GC)</b>	<b>11</b>
<b>South Bay Sector (SB)</b>	<b>15</b>
<b>Westside/Central Sector (WC)</b>	<b>19</b>
<b>Rail Performance</b>	<b>23</b>
On-time Service	
In-Service On-Time Performance	
Schedule Revenue Service Hours Delivered	
Mean Miles Between Chargeable Mechanical Failures	
<b>Bus Service Performance Systemwide</b>	<b>29</b>
On-Time Pullout Percentage	
Outlates and Cancellations by Division	
In-Service On-Time Performance	
Scheduled Revenue Service Hours Delivered	
<b>Maintenance Performance</b>	<b>32</b>
Mean Miles Between Chargeable Mechanical Failures	
Past Due Critical Preventive Maintenance Program	
<b>Attendance</b>	<b>35</b>
Maintenance Attendance	
<b>Safety Performance</b>	<b>36</b>
Bus Accidents per 100,000 Hub Miles	
Rail Accidents per 100,000 Revenue Train Miles	
<b>Customer Satisfaction</b>	<b>39</b>
Complaints per 100,000 Boardings	
<b>New Workers' Compensation Claims</b>	<b>40</b>
New Workers' Compensation Claims per 200,000 Exposure Hours	
<b>"How You Doin'?" Incentive Program</b>	<b>41</b>
Monthly Metro Bus & Metro Rail	

## 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':

- \* On-Time Pullouts from Primary Terminal Point (OTP-PTP)
- \* Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- \* 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	FY03	FY04	FY05	FY06 Target	FY06 YTD	Aug Month	Status
<b>Bus Systemwide</b>							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*				58%	29.55%	29.45%	
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	2,759	2,643	
In-Service On-time Performance	69.23%	65.43%	66.50%	70%	68.18%	69.37%	
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.38	3.25	
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	3.40	3.34	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	15.00	July 14.18	July 14.18	
<b>SFV Sector</b>							
OTP-PTP*				58%	28.27%	27.06%	
MMBMF*				3,500	2,637	2,660	
In-Service On-time Performance	67.30%	67.47%	68.54%	70%	68.58%	68.63%	
Bus Traffic Accidents Per 100,000 Miles	2.91	2.99	2.67	2.85	3.50	4.28	
Complaints per 100,000 Boardings	6.32	5.45	4.39	4.25	4.18	4.06	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.72	15.15	13.71	16.00	July 12.89	July 12.89	
<b>Division 8</b>							
OTP-PTP*				58%	24.60%	23.10%	
MMBGMF*				3,500	3,552	3,673	
In-Service On-time Performance	70.09%	69.12%	69.78%	70%	70.41%	69.75%	
Bus Traffic Accidents Per 100,000 Miles	2.84	2.75	2.58	2.85	3.21	3.95	
Complaints per 100,000 Boardings	6.87	5.09	4.17	4.25	5.01	5.29	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.92	19.15	16.77	16.00	July 14.58	July 14.58	
<b>Division 15</b>							
OTP-PTP*				58%	31.87%	31.05%	
MMBMF*				3,500	2,228	2,221	
In-Service On-time Performance	66.13%	66.62%	67.84%	70%	67.67%	68.05%	
Bus Traffic Accidents Per 100,000 Miles	2.96	3.17	2.74	2.85	3.71	4.52	
Complaints per 100,000 Boardings	6.01	5.70	4.55	4.25	3.67	3.32	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.23	13.14	12.46	16.00	July 10.46	July 10.46	

\*New Indicator.

Green - High probability of achieving the FY06 target (on track).

Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.

Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

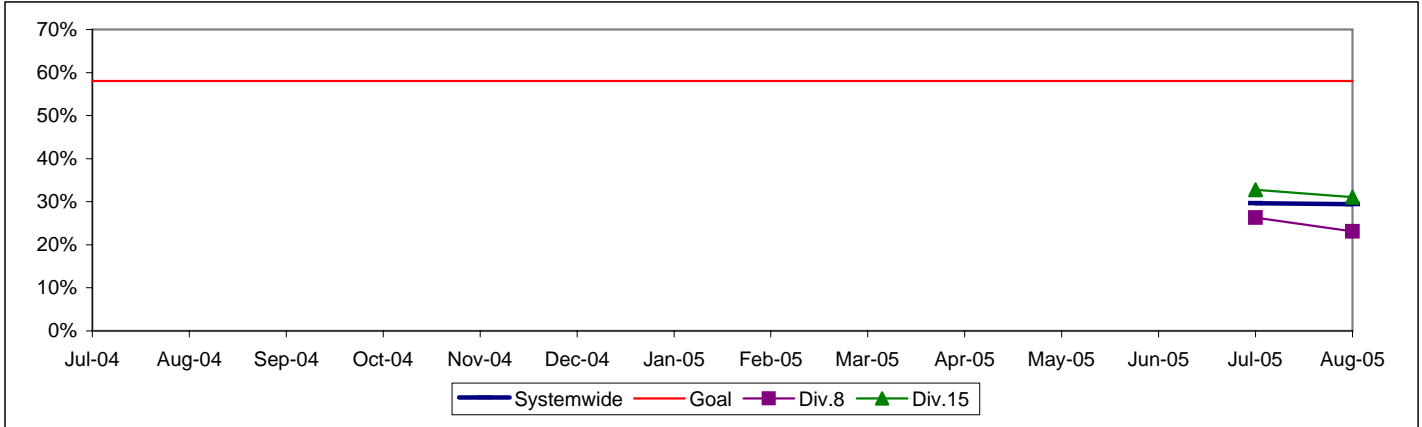
## SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

### ON-TIME PULLOUT FROM PRIMARY TERMINAL POINT (OTP-PTP) PERCENTAGE\*

**Definition:** On-time Pullout From the Primary Terminal Point Performance measures the percentage of buses leaving the first stop of the route within one minute of the scheduled time. The higher the number, the more reliable the service.

**Calculation:**  $OTP\% = [(100\% - ((\text{Total early and late pullout runs} / \text{by Total pullouts at first terminal}) \times 100)]$

#### OTP-PTP Systemwide and Divisions 8 and 15\*



\* New Indicator. On-Time Pullout from Primary Terminal Point (OTP-PTP) data from ATMS.

### On-Time, Early and Late Pullouts From the Primary Terminal Point (OTP-PTP) by Sector Divisions'

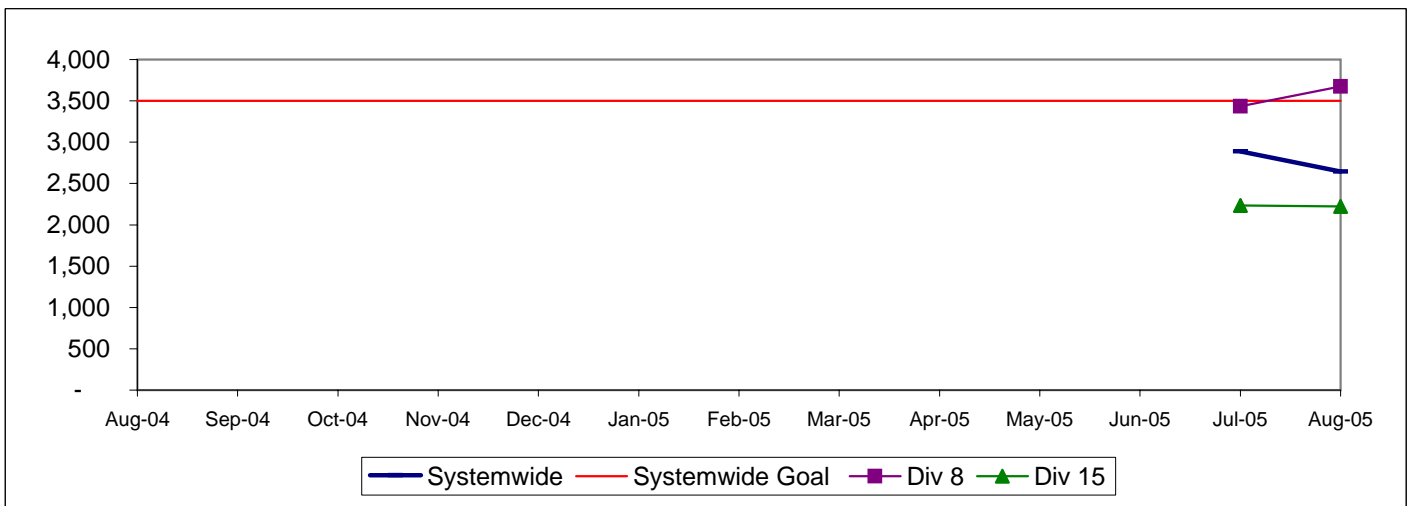
Div.	Pullouts from Primary Terminal Point				Percent		
	Early	Late	On-Time	Total Pullouts	Early Pullouts	On-Time Pullouts	Late Pullouts
<b>San Fernando Valley (SFV)</b>							
8	1149	2374	1414	4937	23.27%	28.64%	48.09%
15	831	2309	0	3140	26.46%	0.00%	73.54%
<b>Total Systemwide</b>	<b>10689</b>	<b>22460</b>	<b>13839</b>	<b>46988</b>	<b>22.75%</b>	<b>29.45%</b>	<b>47.80%</b>

\*New Indicator

### MEAN MILES BETWEEN MECHANICAL FAILURES REQUIRING BUS EXCHANGE Systemwide and Divisions 8 and 15

**Definition:** Average Hub Miles traveled between mechanical problems that result in a bus exchange.

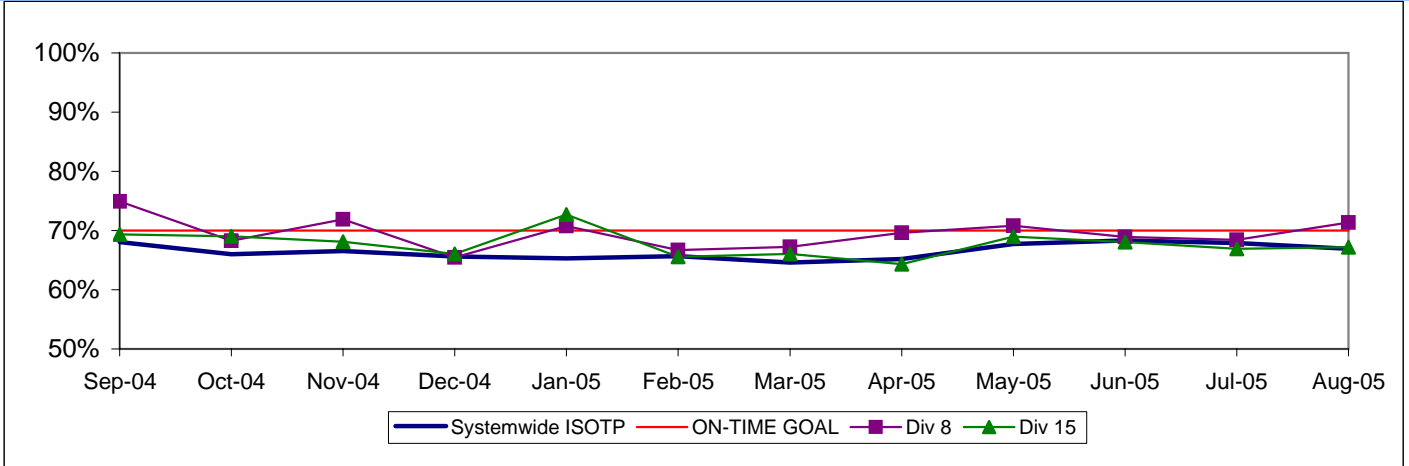
**Calculation:**  $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



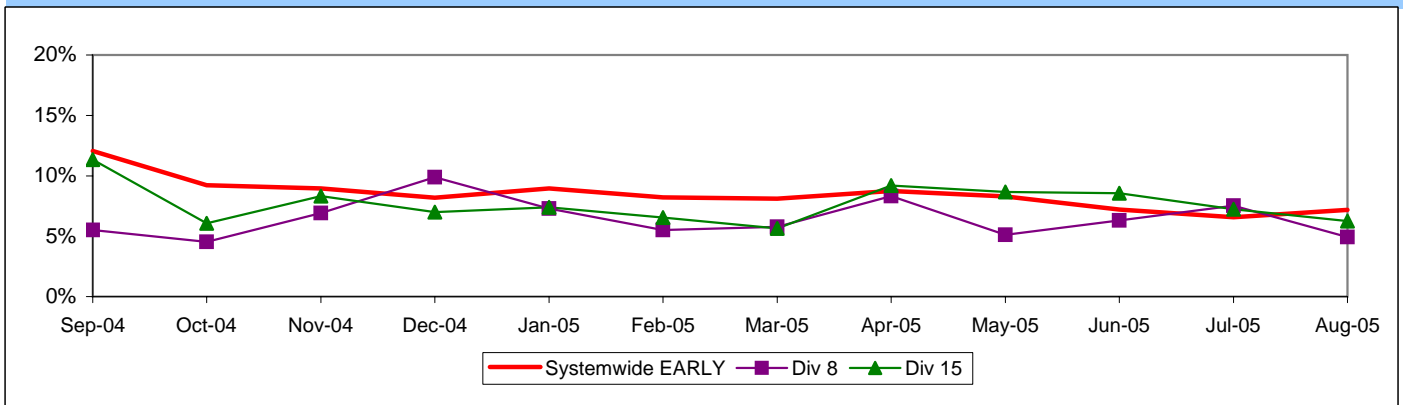
**IN-SERVICE ON-TIME PERFORMANCE**

**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no  
**Calculation:**  $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes}))$

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

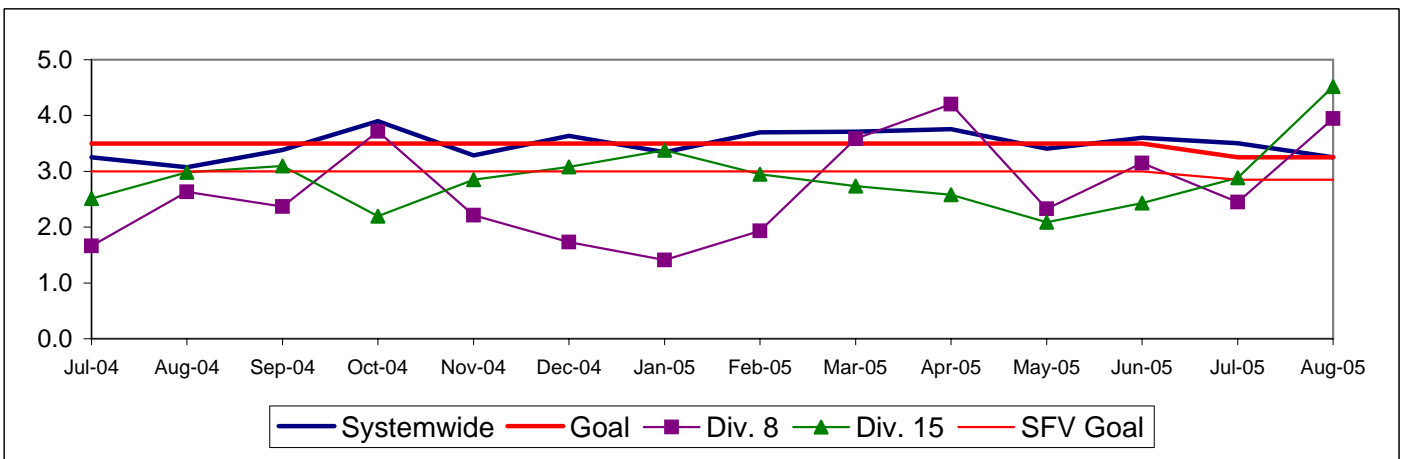


**Running Hot - Systemwide and Bus Operating Divisions 8 and 15**



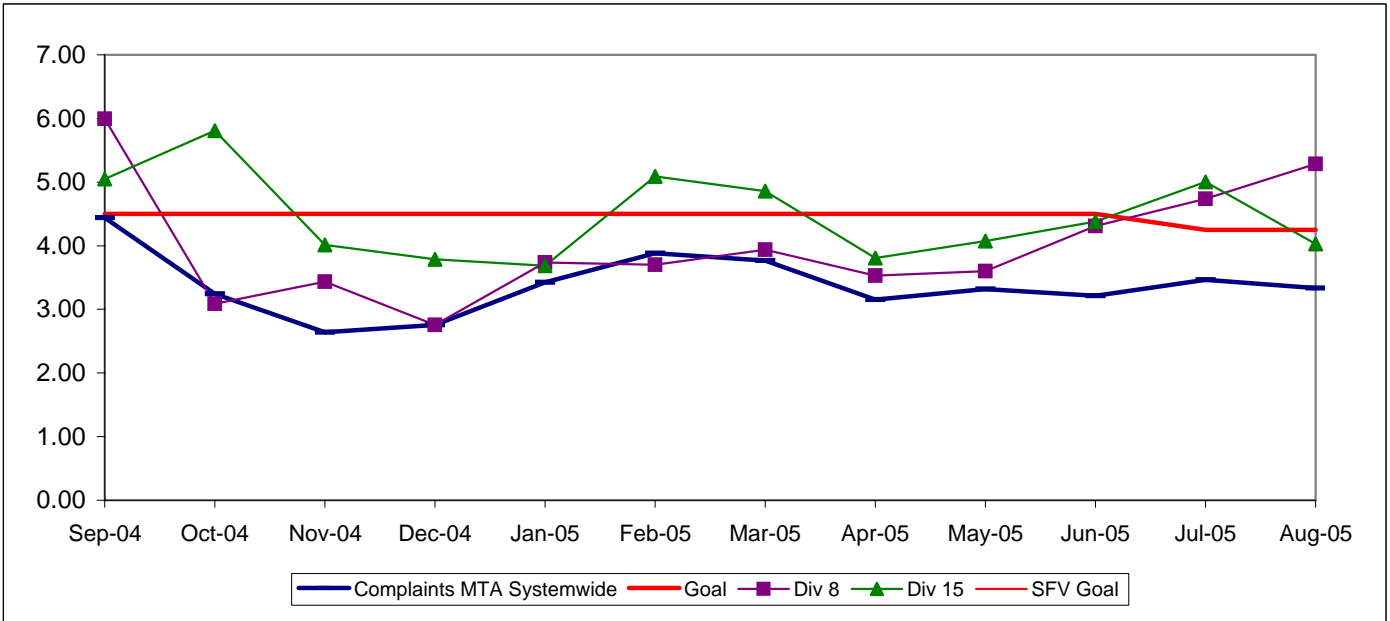
**BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES  
 Systemwide and Bus Operating Divisions 8 and 15**

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



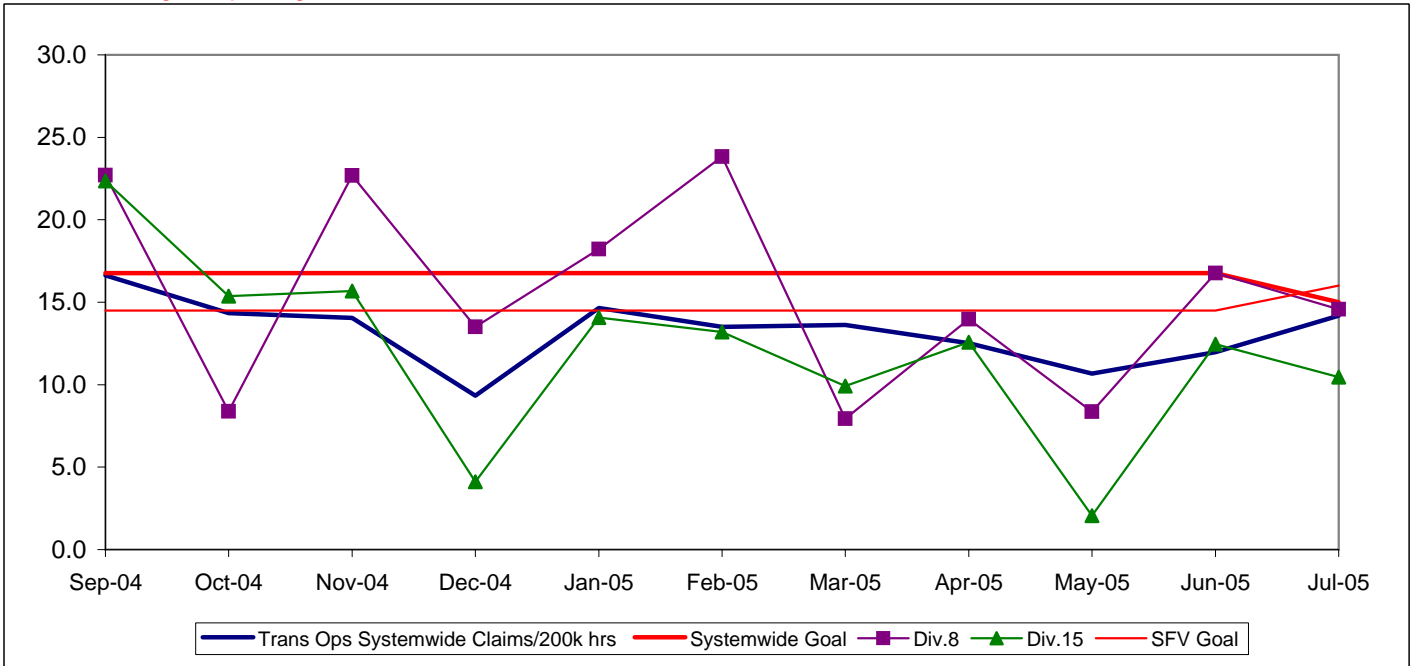
**COMPLAINTS PER 100,000 BOARDINGS**  
**Systemwide and Bus Operating Divisions 8 and 15**

**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service quality and  
**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 –  
**Calculation:** New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure  
 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':

- \* On-Time Pullouts from Primary Terminal Point (OTP-PTP)
- \* Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- \* 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	FY03	FY04	FY05	FY06 Target	FY06 YTD	Aug Month	Status
<b>Bus Systemwide</b>							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*				58%	29.55%	29.45%	⚠
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	2,759	2,643	⚠
In-Service On-time Performance	69.23%	65.43%	66.50%	70%	68.18%	69.37%	⚠
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.38	3.25	⚠
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	3.40	3.34	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	15.00	July 14.18	July 14.18	🟢
<b>SGV Sector</b>							
OTP-PTP*				58%	36.69%	36.79%	⚠
MMBMF*				3,500	3,333	3,037	⚠
In-Service On-time Performance	70.02%	69.98%	70.10%	75%	74.13%	73.53%	⚠
Bus Traffic Accidents Per 100,000 Miles	3.40	2.91	2.96	2.75	2.97	2.37	⚠
Complaints per 100,000 Boardings	3.57	3.80	2.95	3.00	3.10	3.04	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.15	16.12	10.14	11.00	July 13.39	July 13.39	⚠
<b>Division 3</b>							
OTP-PTP*				58%	29.28%	29.26%	⚠
MMBMF*				3,500	2,407	2,151	⚠
In-Service On-time Performance	71.08%	70.80%	71.06%	75%	76.01%	73.63%	🟢
Bus Traffic Accidents Per 100,000 Miles	4.22	3.59	3.57	2.75	3.47	3.06	⚠
Complaints per 100,000 Boardings	3.09	3.02	2.60	3.00	2.40	2.16	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.54	12.36	6.68	11.00	July 20.08	July 20.08	⚠
<b>Division 9</b>							
OTP-PTP*				58%	42.17%	42.58%	⚠
MMBMF*				3,500	5,053	4,753	🟢
In-Service On-time Performance	67.47%	68.16%	68.16%	75%	71.28%	73.36%	⚠
Bus Traffic Accidents Per 100,000 Miles	2.64	2.26	2.42	2.75	2.53	1.75	⚠
Complaints per 100,000 Boardings	4.31	5.09	5.09	3.00	3.88	4.15	⚠
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	28.54	20.75	14.66	11.00	July 7.82	July 7.82	🟢

\*New Indicator.

🟢 Green - High probability of achieving the FY06 target (on track).

⚠ Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.

🔴 Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

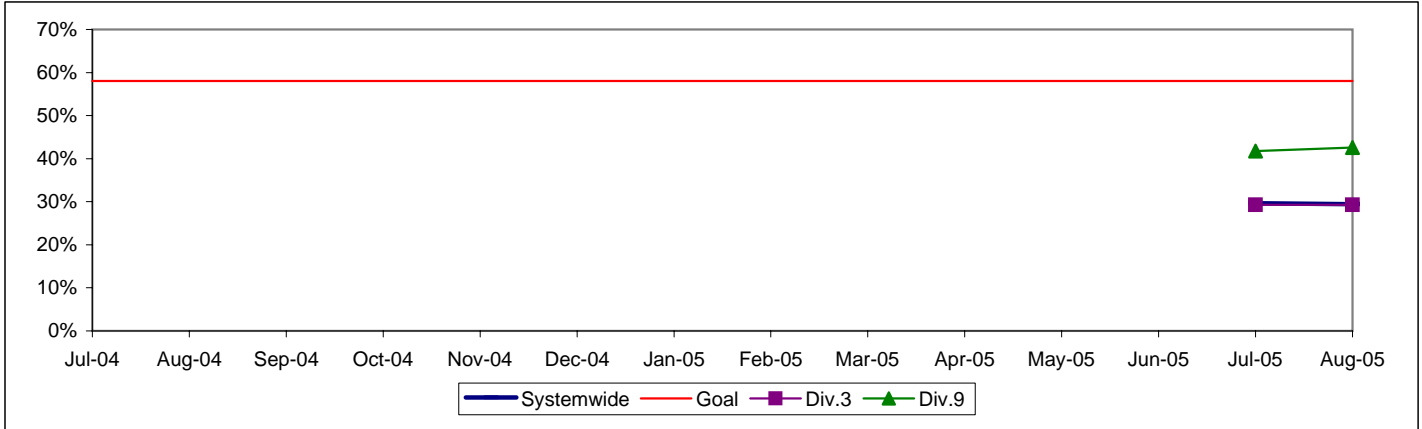
## SAN GABRIEL VALLEY SECTOR BUS SERVICE PERFORMANCE

### ON-TIME PULLOUT FROM PRIMARY TERMINAL POINT (OTP-PTP) PERCENTAGE\*

**Definition:** On-time Pullout From the Primary Terminal Point Performance measures the percentage of buses leaving the first stop of the route within one minute of the scheduled time. The higher the number, the more reliable the service.

**Calculation:**  $OTP\% = [(100\% - [(Total\ early\ and\ late\ pullout\ runs / by\ Total\ pullouts\ at\ first\ terminal) \times 100]]$

#### OTP-PTP Systemwide and Divisions 3 and 9\*



\* New Indicator. On-Time Pullout from Primary Terminal Point (OTP-PTP) data from ATMS.

### On-Time, Early and Late Pullouts From the Primary Terminal Point (OTP-PTP) by Sector Divisions'

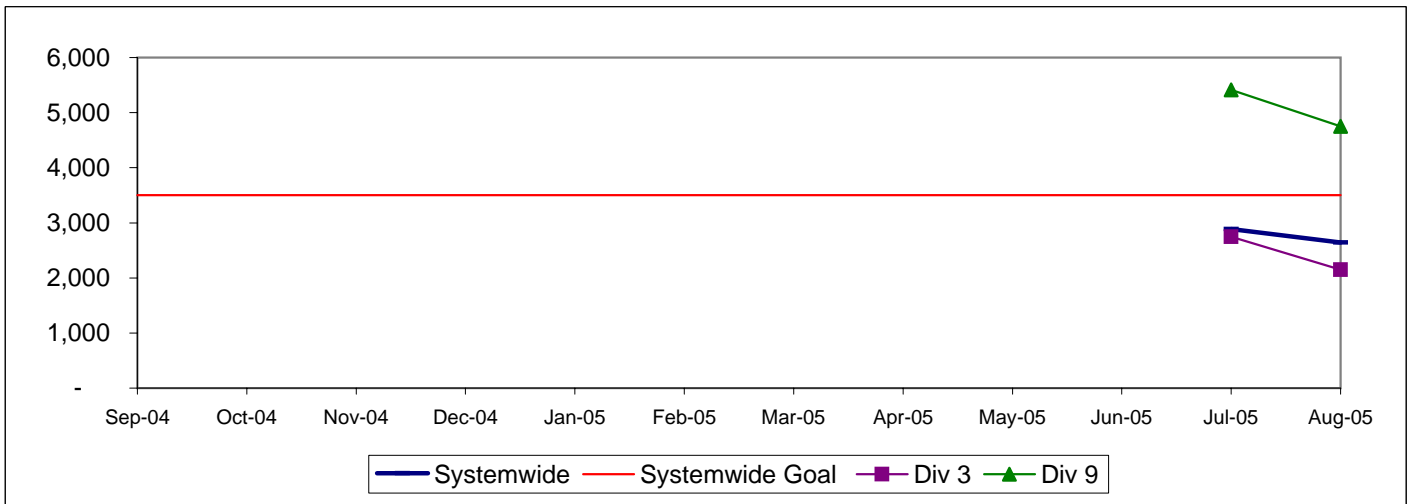
Div.	Pullouts from Primary Terminal Point				Percent		
	Early	Late	On-Time	Total Pullouts	Early Pullouts	On-Time Pullouts	Late Pullouts
<b>San Gabriel Valley (SGV)</b>							
3	493	1555	847	2895	17.03%	29.26%	53.71%
9	710	1454	1605	3769	18.84%	42.58%	38.58%
<b>Total Systemwide</b>	<b>10689</b>	<b>22460</b>	<b>13839</b>	<b>46988</b>	<b>22.75%</b>	<b>29.45%</b>	<b>47.80%</b>

\*New Indicator

### MEAN MILES BETWEEN MECHANICAL FAILURES REQUIRING BUS EXCHANGE Systemwide and Divisions 3 and 9

**Definition:** Average Hub Miles traveled between mechanical problems that result in a bus exchange.

**Calculation:**  $MMBMF = (Total\ Hub\ Miles / by\ Mechanical\ Related\ Roadcalls\ Requiring\ a\ Bus\ Exchange)$

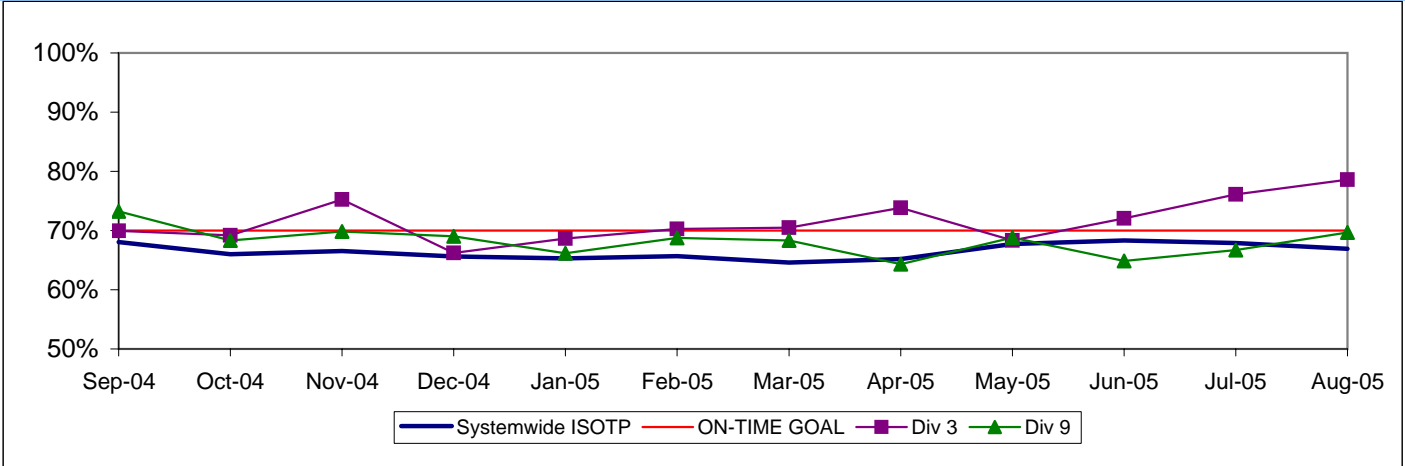




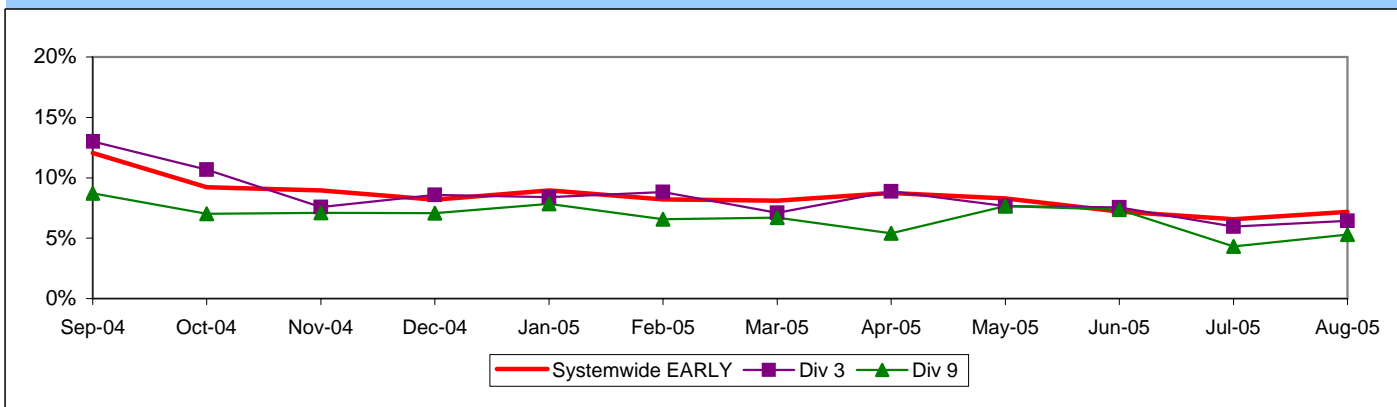
**IN-SERVICE ON-TIME PERFORMANCE**

**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no  
**Calculation:**  $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes}))$

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



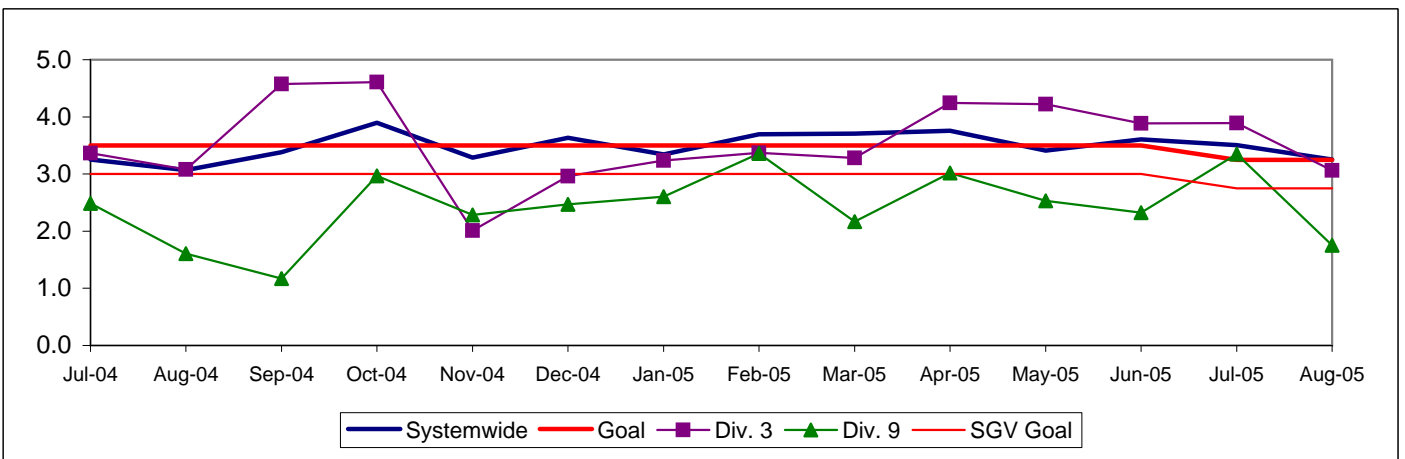
**Running Hot - Systemwide and Bus Operating Divisions 3 and 9**



**BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES  
 Systemwide and Bus Operating 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))

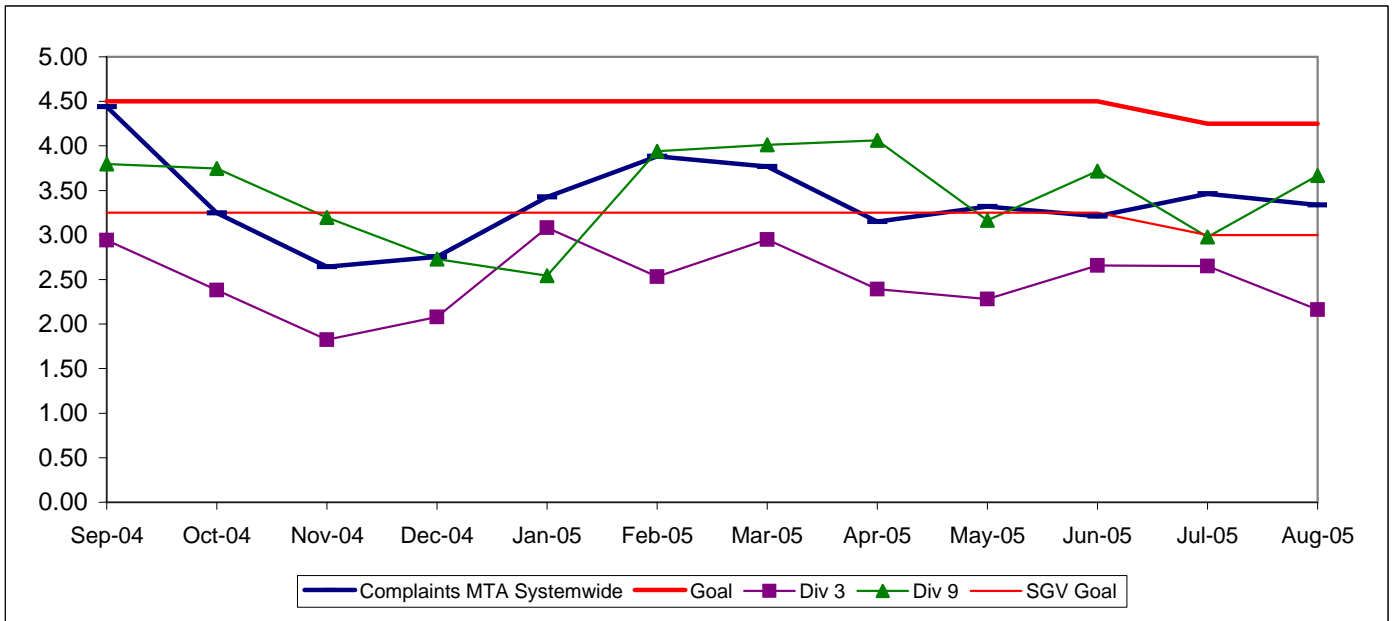


**COMPLAINTS PER 100,000 BOARDINGS**

**Systemwide and Bus Operating Divisions 3 and 9**

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

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

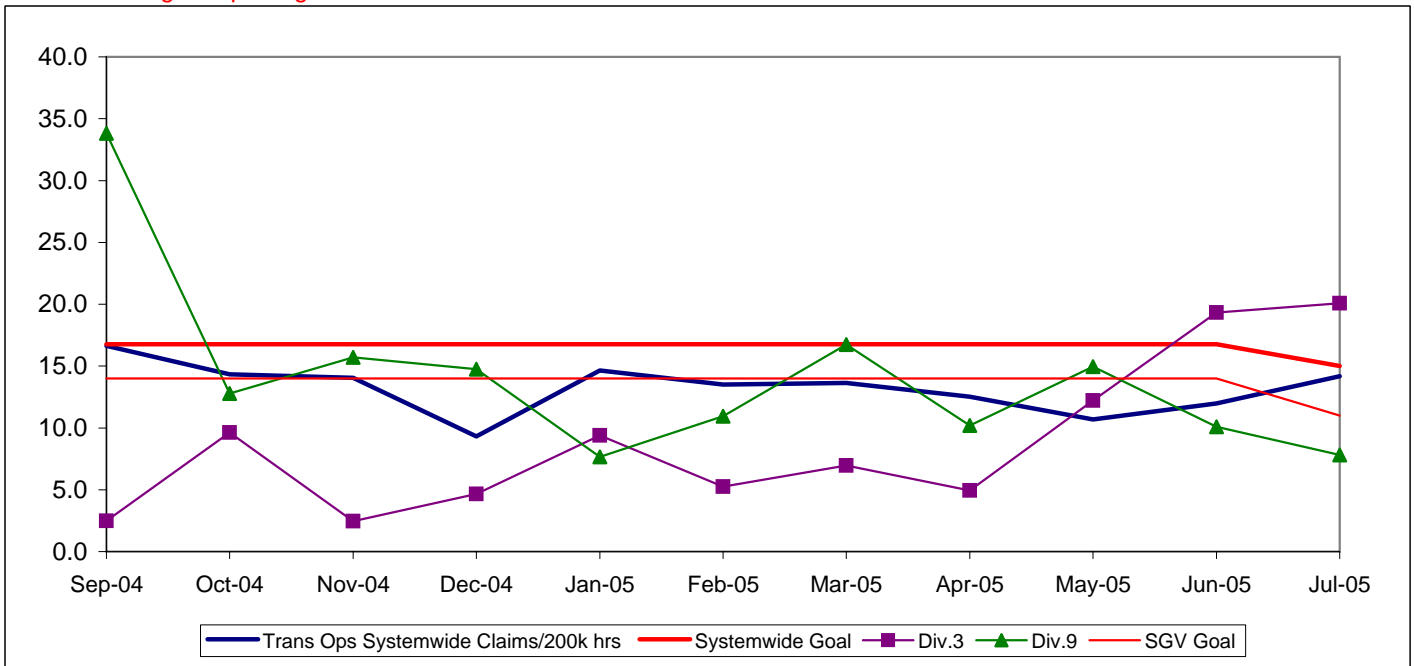


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**

**Systemwide and Bus Operating Divisions 3 and 9**

**Definition:** Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity –

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

- \* On-Time Pullouts from Primary Terminal Point (OTP-PTP)
- \* Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- \* 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	FY03	FY04	FY05	FY06 Target	FY06 YTD	Aug Month	Status
<b>Bus Systemwide</b>							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*				58%	29.55%	29.45%	
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	2,759	2,643	
In-Service On-time Performance	69.23%	65.43%	66.50%	70%	68.18%	69.37%	
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.38	3.25	
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	3.40	3.34	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	15.00	July 14.18	July 14.18	
<b>GC Sector</b>							
OTP-PTP*				58%	28.73%	28.91%	
MMBMF*				3,500	2,064	1,979	
In-Service On-time Performance	74.53%	69.34%	71.20%	70%	75.15%	76.53%	
Bus Traffic Accidents Per 100,000 Miles	4.07	3.86	4.29	4.00	3.25	2.62	
Complaints per 100,000 Boardings	2.63	3.08	2.58	2.75	2.50	2.69	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	25.30	20.19	14.11	16.50	July 10.74	July 10.74	
<b>Division 1</b>							
OTP-PTP*				58%	30.58%	30.70%	
MMBMF*				3,500	1,960	1,878	
In-Service On-time Performance	78.22%	70.57%	71.62%	70%	75.88%	77.02%	
Bus Traffic Accidents Per 100,000 Miles	3.39	3.41	4.35	4.00	3.44	2.24	
Complaints per 100,000 Boardings	2.26	3.32	2.92	2.75	2.99	3.44	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.42	16.82	12.71	16.50	July 12.91	July 12.91	
<b>Division 2</b>							
OTP-PTP*				58%	26.78%	27.04%	
MMBMF*				3,500	2,339	2,141	
In-Service On-time Performance	67.53%	67.62%	70.42%	70%	73.95%	75.69%	
Bus Traffic Accidents Per 100,000 Miles	4.78	4.36	4.21	4.00	2.98	3.16	
Complaints per 100,000 Boardings	3.07	2.84	2.15	2.75	1.87	1.74	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	31.18	24.56	16.69	16.50	July 8.55	July 8.55	

\*New Indicator.

Green - High probability of achieving the FY06 target (on track).

Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.

Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

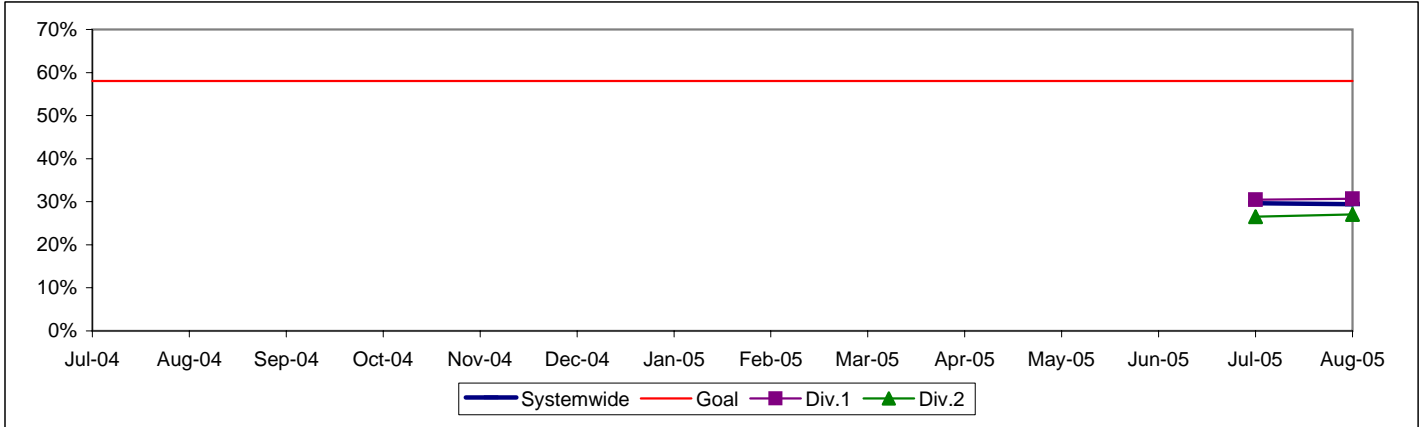
## GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

### ON-TIME PULLOUT FROM PRIMARY TERMINAL POINT (OTP-PTP) PERCENTAGE\*

**Definition:** On-time Pullout From the Primary Terminal Point Performance measures the percentage of buses leaving the first stop of the route within one minute of the scheduled time. The higher the number, the more reliable the service.

**Calculation:**  $OTP\% = [(100\% - ((\text{Total early and late pullout runs} / \text{by Total pullouts at first terminal}) \times 100)]$

#### OTP-PTP Systemwide and Divisions 1 and 2\*



\* New Indicator. On-Time Pullout from Primary Terminal Point (OTP-PTP) data from ATMS.

### On-Time, Early and Late Pullouts From the Primary Terminal Point (OTP-PTP) by Sector Divisions'

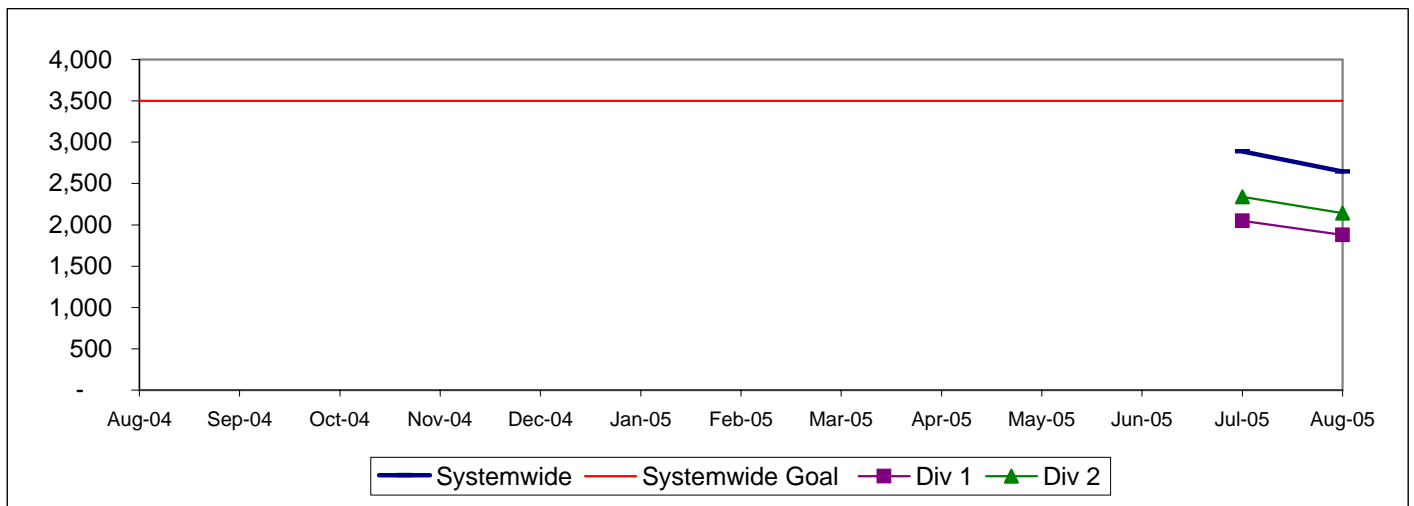
Div.	Pullouts from Primary Terminal Point				Percent		
	Early	Late	On-Time	Total Pullouts	Early Pullouts	On-Time Pullouts	Late Pullouts
<b>Gateway Cities (GWC)</b>							
1	712	2536	1439	4687	15.19%	30.70%	54.11%
2	1229	2038	1211	4478	27.45%	27.04%	45.51%
<b>Total Systemwide</b>	<b>10689</b>	<b>22460</b>	<b>13839</b>	<b>46988</b>	<b>22.75%</b>	<b>29.45%</b>	<b>47.80%</b>

\*New Indicator

### MEAN MILES BETWEEN MECHANICAL FAILURES REQUIRING BUS EXCHANGE Systemwide and Divisions 1 and 2

**Definition:** Average Hub Miles traveled between mechanical problems that result in a bus exchange.

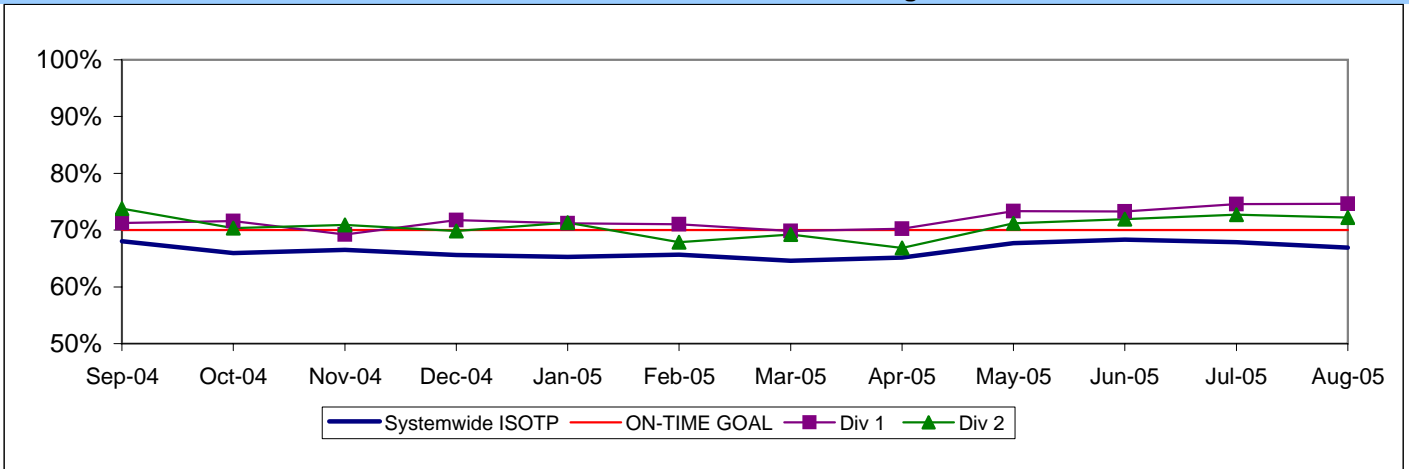
**Calculation:**  $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



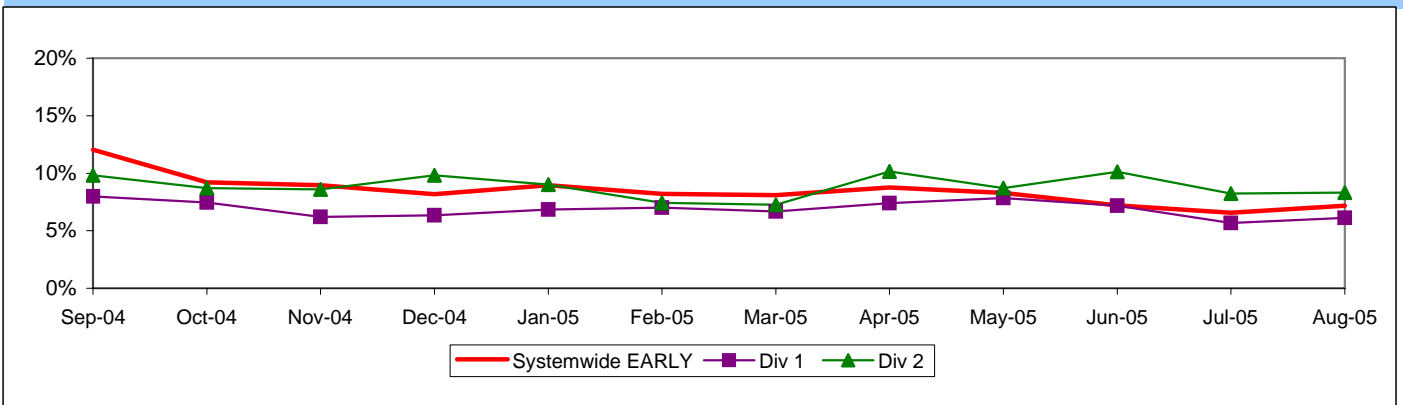
**IN-SERVICE ON-TIME PERFORMANCE**

**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no  
**Calculation:**  $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes}))$

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



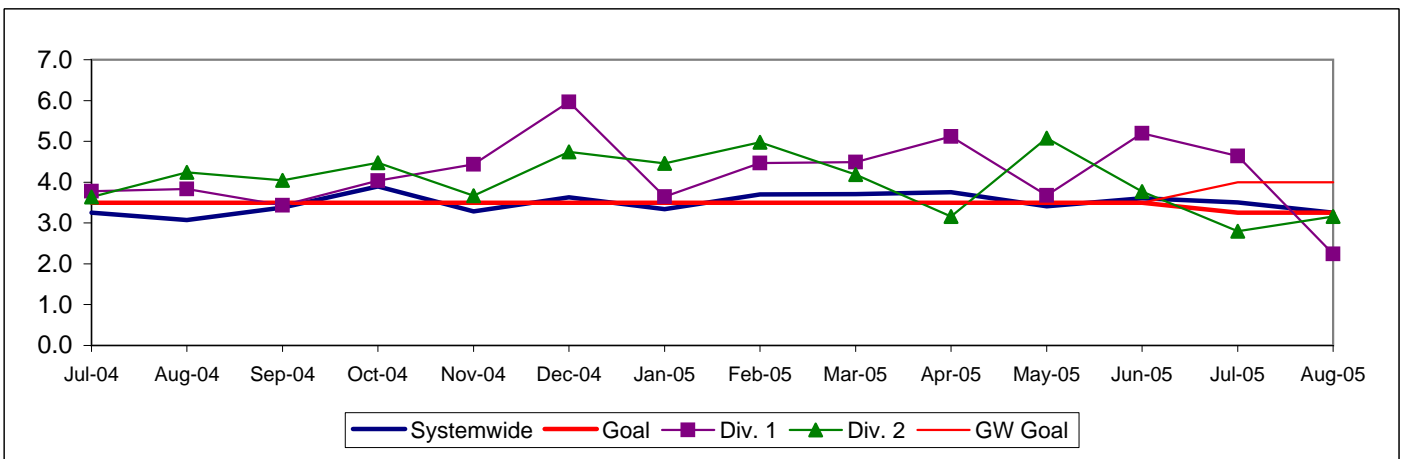
**Running Hot - Systemwide and Bus Operating Divisions 1 and 2**



**BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES  
 Systemwide and Bus Operating Divisions 1 and 2**

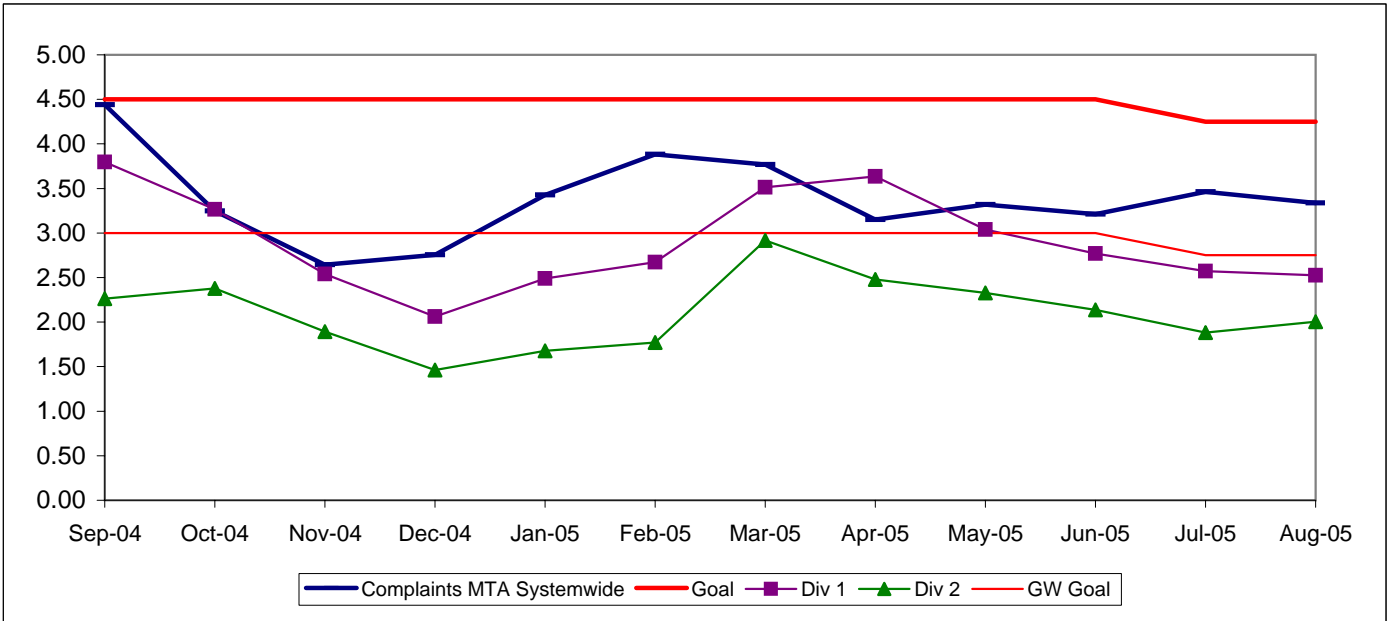
**Definition:** Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

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



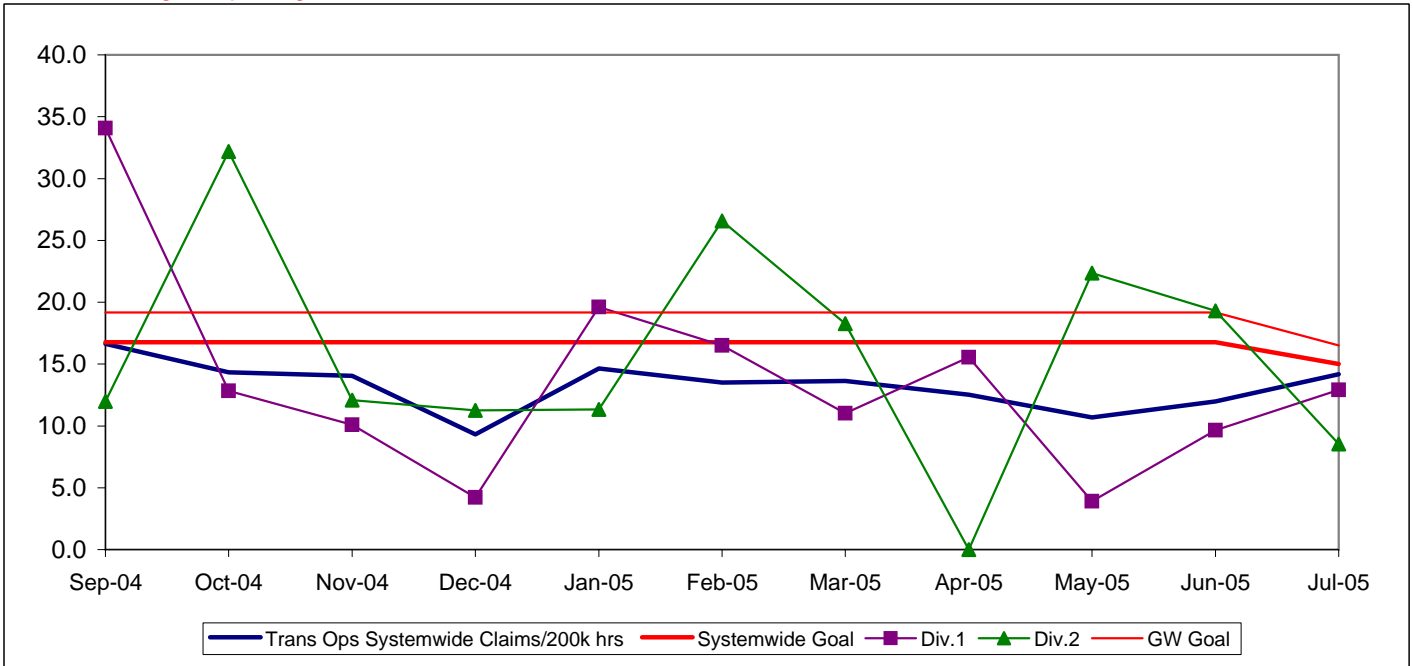
**COMPLAINTS PER 100,000 BOARDINGS**  
**Systemwide and Bus Operating Divisions 1 and 2**

**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service quality and  
**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 –  
**Calculation:** New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure  
 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<sup>1</sup>:

- \* On-Time Pullouts from Primary Terminal Point (OTP-PTP)
- \* Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- \* 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	FY03	FY04	FY05	FY06 Target	FY06 YTD	Aug Month	Status
<b>Bus Systemwide</b>							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*				58%	29.55%	29.45%	
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	2,759	2,643	
In-Service On-time Performance	69.23%	65.43%	66.50%	70%	68.18%	69.37%	
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.38	3.25	
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	3.40	3.34	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	15.00	July 14.18	July 14.18	
<b>SB Sector</b>							
OTP-PTP*				58%	29.34%	30.19%	
MMBMF*				3,500	2,940	2,669	
In-Service On-time Performance	63.67%	61.74%	64.13%	70%	64.48%	63.35%	
Bus Traffic Accidents Per 100,000 Miles	4.00	3.68	3.57	4.00	3.42	3.26	
Complaints per 100,000 Boardings	4.02	4.63	3.61	4.50	3.56	3.30	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.28	14.84	14.65	16.20	July 24.07	July 24.07	
<b>Division 5</b>							
OTP-PTP*				58%	34.53%	36.30%	
MMBMF*				3,500	2,695	2,444	
In-Service On-time Performance	66.30%	63.17%	65.58%	70%	65.33%	63.99%	
Bus Traffic Accidents Per 100,000 Miles	4.58	3.90	4.31	4.00	3.60	3.01	
Complaints per 100,000 Boardings	2.86	3.45	2.71	4.50	2.39	2.53	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.16	15.22	18.72	16.20	July 22.34	July 22.34	
<b>Division 18</b>							
OTP-PTP*				58%	24.39%	24.46%	
MMBMF*				3,500	3,154	2,868	
In-Service On-time Performance	61.23%	60.78%	63.42%	70%	64.01%	62.99%	
Bus Traffic Accidents Per 100,000 Miles	3.57	3.51	3.02	4.00	3.29	3.44	
Complaints per 100,000 Boardings	5.26	5.74	4.44	4.50	4.84	4.05	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	13.40	14.71	11.67	16.20	July 26.62	July 26.62	

<sup>1</sup>New Indicator.

Green - High probability of achieving the FY06 target (on track).

Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.

Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

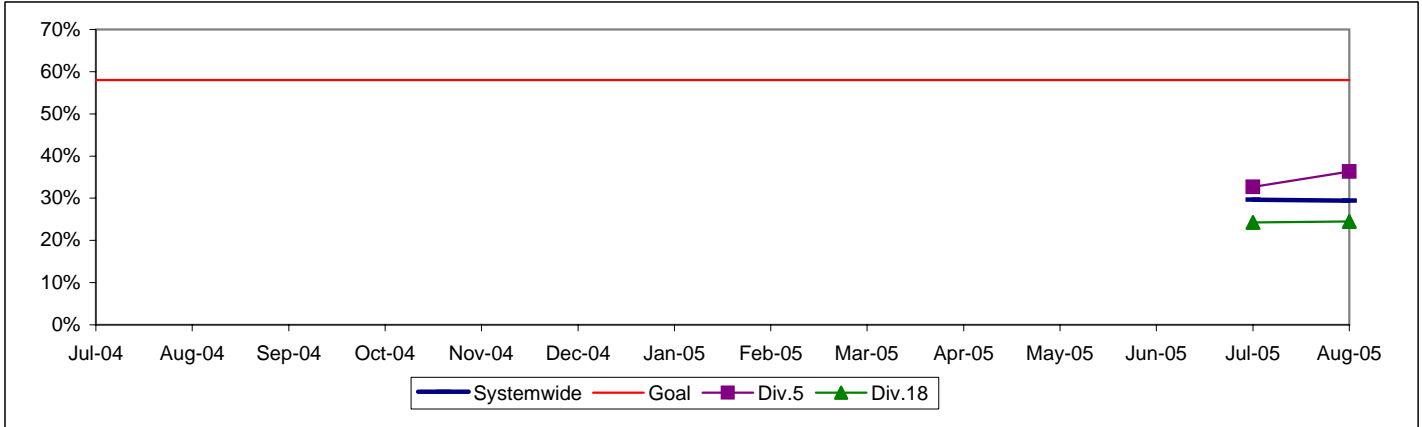
## GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

### ON-TIME PULLOUT FROM PRIMARY TERMINAL POINT (OTP-PTP) PERCENTAGE\*

**Definition:** On-time Pullout From the Primary Terminal Point Performance measures the percentage of buses leaving the first stop of the route within one minute of the scheduled time. The higher the number, the more reliable the service.

**Calculation:**  $OTP\% = [(100\% - ((\text{Total early and late pullout runs} / \text{by Total pullouts at first terminal}) \times 100)]$

#### OTP-PTP Systemwide and Divisions 5 and 18\*



\* New Indicator. On-Time Pullout from Primary Terminal Point (OTP-PTP) data from ATMS.

### On-Time, Early and Late Pullouts From the Primary Terminal Point (OTP-PTP) by Sector Divisions'

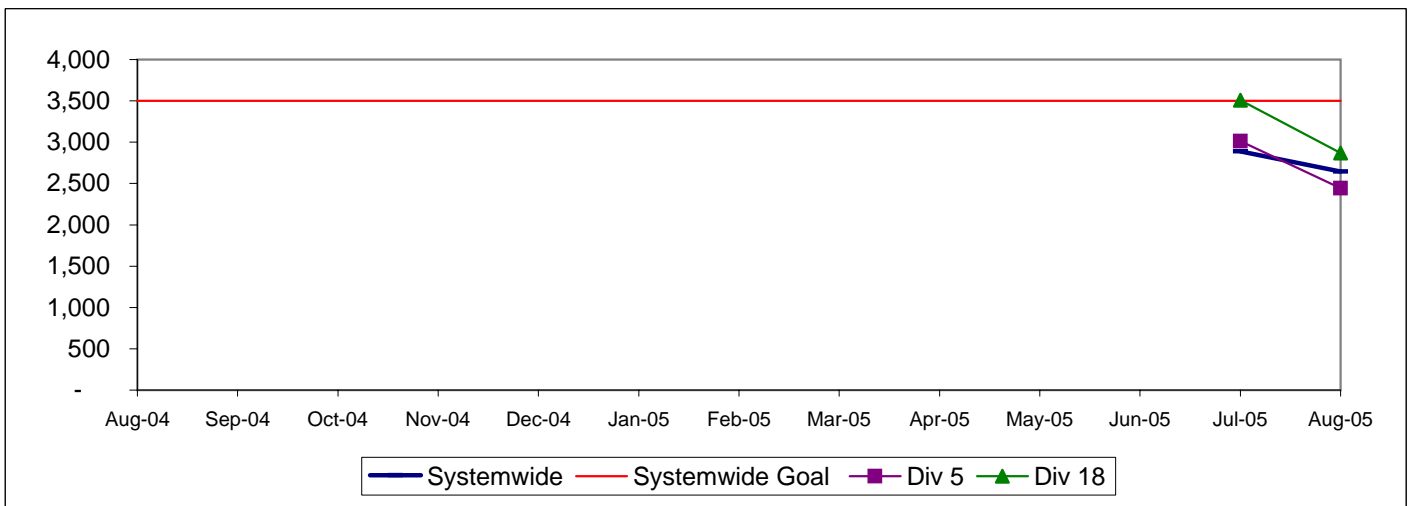
Div.	Pullouts from Primary Terminal Point				Percent		
	Early	Late	On-Time	Total Pullouts	Early Pullouts	On-Time Pullouts	Late Pullouts
<b>South Bay (SB)</b>							
5	1374	1887	1858	5119	26.84%	36.30%	36.86%
18	1741	2378	1334	5453	31.93%	24.46%	43.61%
<b>Total Systemwide</b>	<b>10689</b>	<b>22460</b>	<b>13839</b>	<b>46988</b>	<b>22.75%</b>	<b>29.45%</b>	<b>47.80%</b>

\*New Indicator

### MEAN MILES BETWEEN MECHANICAL FAILURES REQUIRING BUS EXCHANGE Systemwide and Divisions 5 and 18

**Definition:** Average Hub Miles traveled between mechanical problems that result in a bus exchange.

**Calculation:**  $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

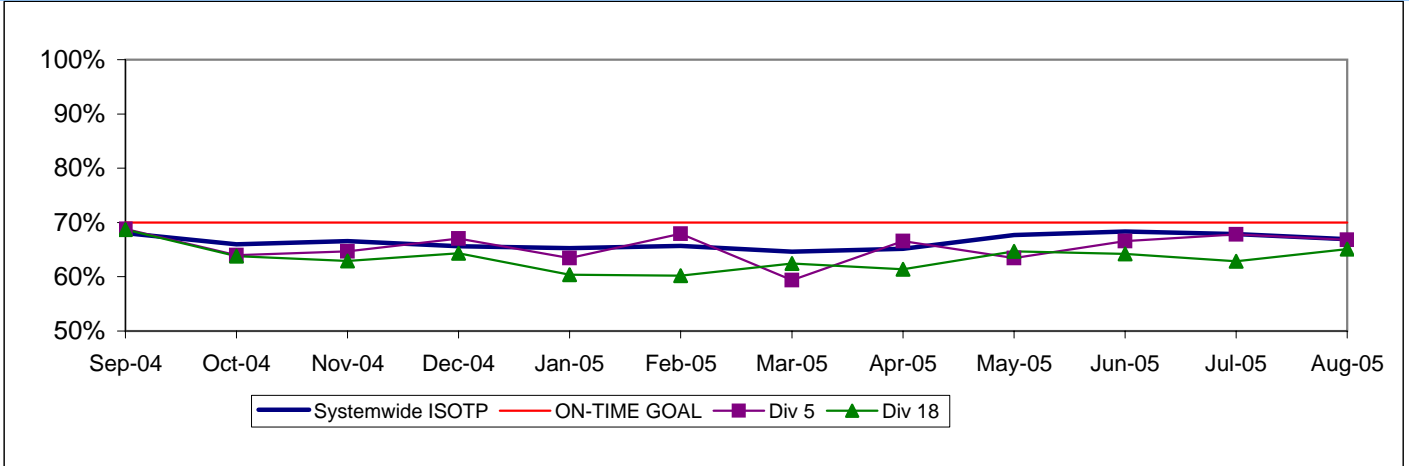




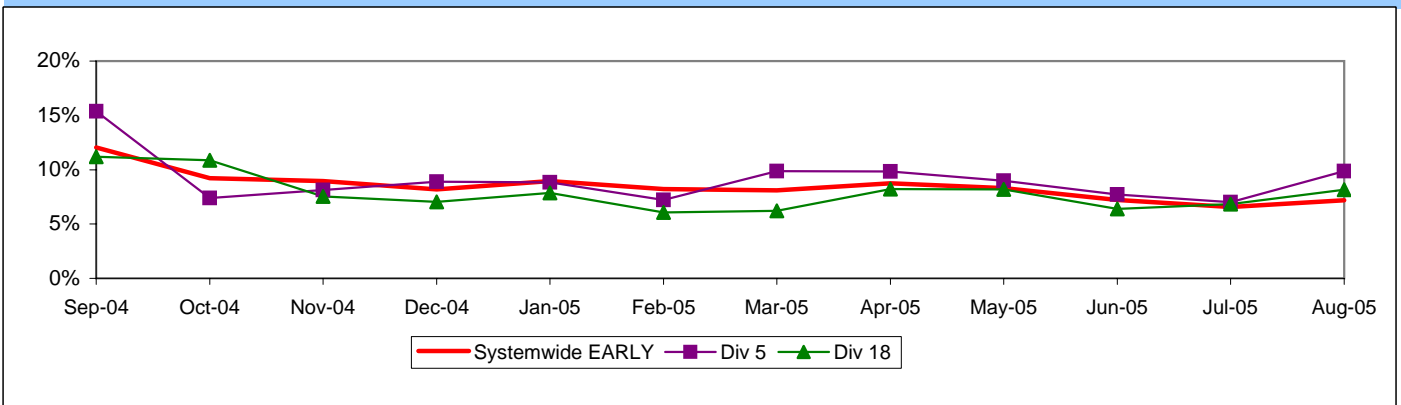
**IN-SERVICE ON-TIME PERFORMANCE**

**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no  
**Calculation:**  $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes}))$

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

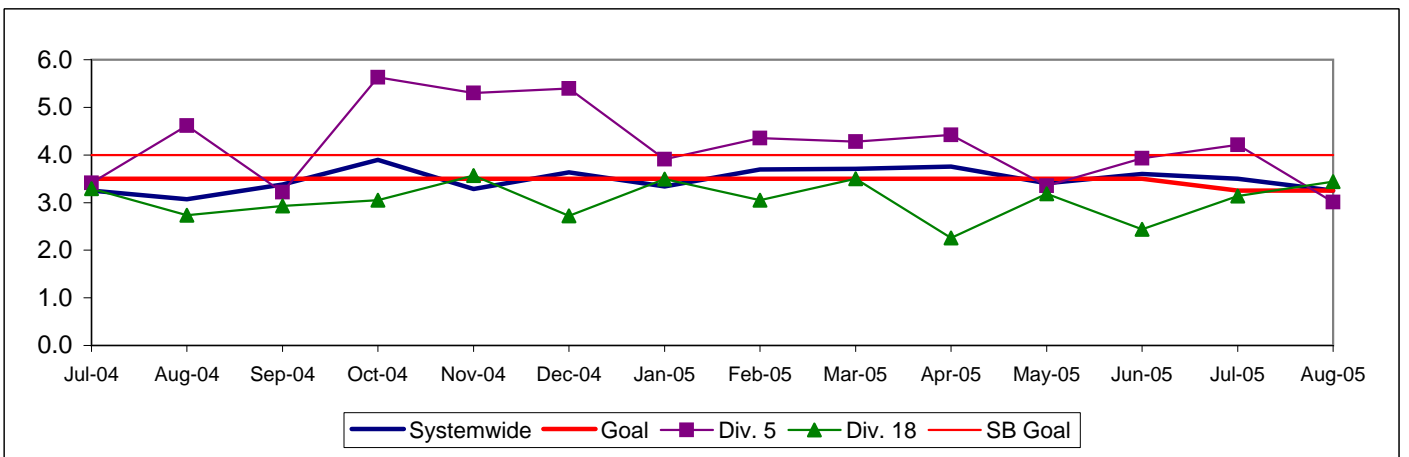


**Running Hot - Systemwide and Bus Operating Divisions 5 and 18**



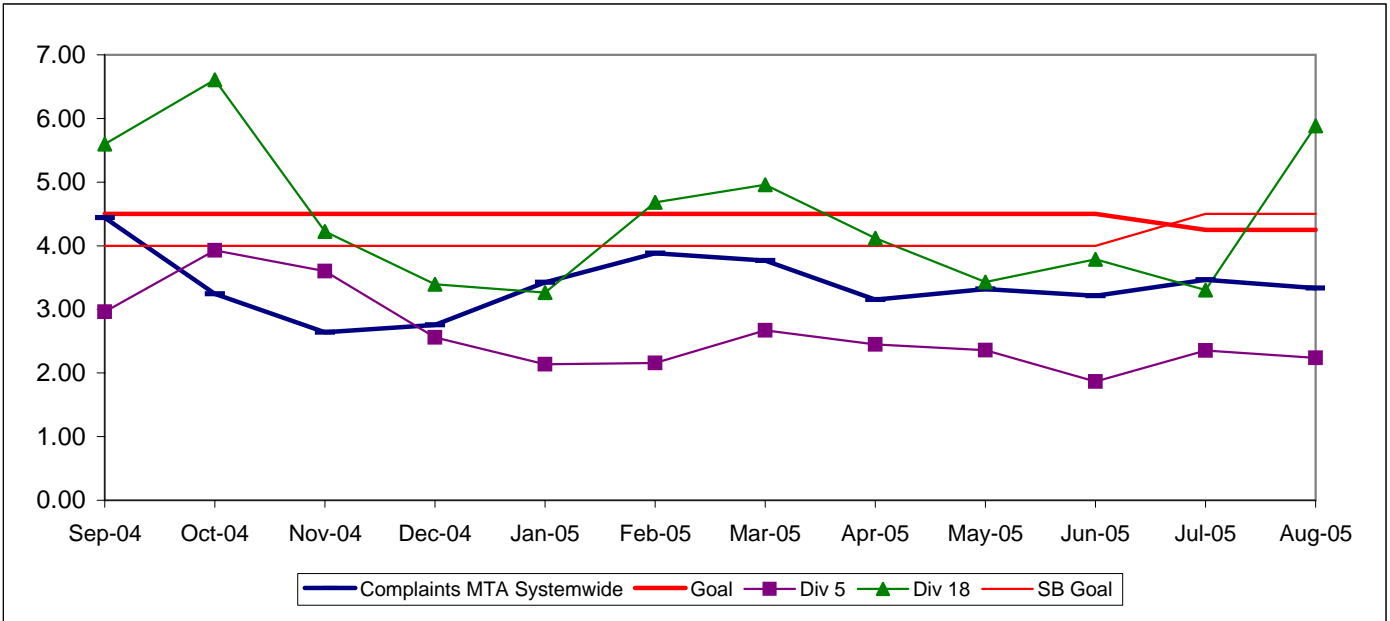
**BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES  
 Systemwide and Bus Operating Divisions 5 and 18**

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



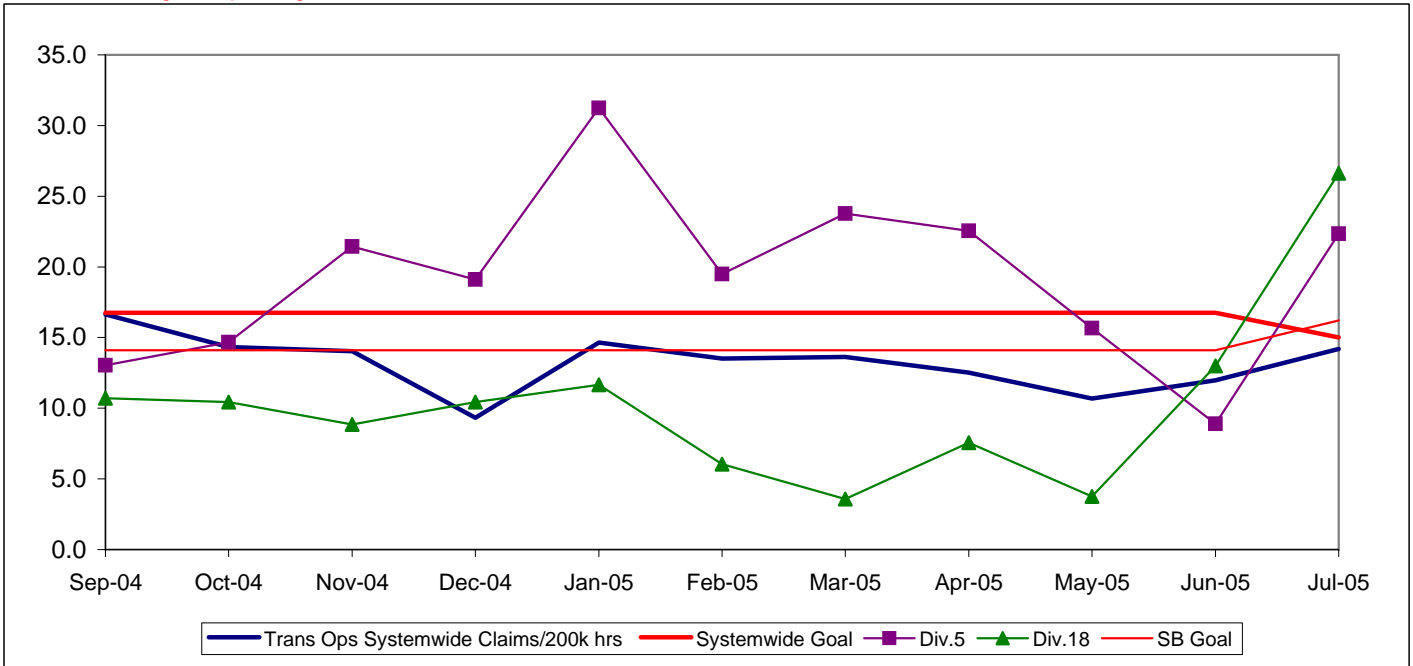
**COMPLAINTS PER 100,000 BOARDINGS**  
**Systemwide and Bus Operating Divisions 5 and 18**

**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service quality and  
**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 –  
**Calculation:** New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure  
 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 each year.

This report gives a brief overview of sector operations:

- \* On-Time Pullouts from Primary Terminal Point (OTP-PTP)
- \* Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- \* 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	FY03	FY04	FY05	FY06 Target	FY06 YTD	Aug Month	Status
<b>Bus Systemwide</b>							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*				58%	29.55%	29.45%	🟡
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	2,759	2,643	🟡
In-Service On-time Performance	69.23%	65.43%	66.50%	70%	68.18%	69.37%	🟡
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.38	3.25	🟡
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	3.40	3.34	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours ( 1 month lag)	17.80	17.64	13.61	15.00	July 14.18	July 14.18	🟢
<b>WC Sector</b>							
OTP-PTP*				58%	27.26%	26.83%	🟡
MMBMF*				3,500	3,062	3,042	🟡
In-Service On-time Performance	67.88%	63.31%	63.39%	70%	64.14%	66.68%	🟡
Bus Traffic Accidents Per 100,000 Miles	4.72	4.61	4.03	3.50	3.63	3.50	🟡
Complaints per 100,000 Boardings	4.84	5.30	4.10	3.75	3.68	3.61	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	28.74	21.52	18.80	20.00	July 14.05	July 14.05	🟢
<b>Division 6</b>							
OTP-PTP*				58%	24.36%	24.07%	🟡
MMBMF*				3,500	5,830	6,655	🟢
In-Service On-time Performance	65.93%	60.11%	56.75%	70%	58.57%	60.69%	🟡
Bus Traffic Accidents Per 100,000 Miles	4.52	4.10	3.91	3.50	2.72	1.55	🟡
Complaints per 100,000 Boardings	6.10	6.15	4.47	3.75	2.39	2.48	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	30.72	21.71	18.23	20.00	July 19.92	July 19.92	🟢
<b>Division 7</b>							
OTP-PTP*				58%	26.59%	25.87%	🟡
MMBMF*				3,500	2,290	2,209	🟡
In-Service On-time Performance	68.80%	64.59%	64.22%	70%	64.86%	67.88%	🟡
Bus Traffic Accidents Per 100,000 Miles	4.95	4.63	4.62	3.50	5.11	5.16	🟡
Complaints per 100,000 Boardings	4.74	5.70	4.24	3.75	4.32	3.91	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.52	21.05	19.44	20.00	July 17.83	July 17.83	🟢
<b>Division 10</b>							
OTP-PTP*				58%	28.32%	28.13%	🟡
MMBMF*				3,500	3,616	3,659	🟢
In-Service On-time Performance	67.34%	62.85%	64.14%	70%	62.80%	62.80%	🟡
Bus Traffic Accidents Per 100,000 Miles	4.55	4.68	3.50	3.50	2.76	2.69	🟢
Complaints per 100,000 Boardings	4.73	4.85	3.92	3.75	3.47	3.38	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.38	22.90	19.19	20.00	July 11.01	July 11.01	🟢

\*New Indicator.

🟢 Green - High probability of achieving the FY06 target (on track).

🟡 Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.

🔴 Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

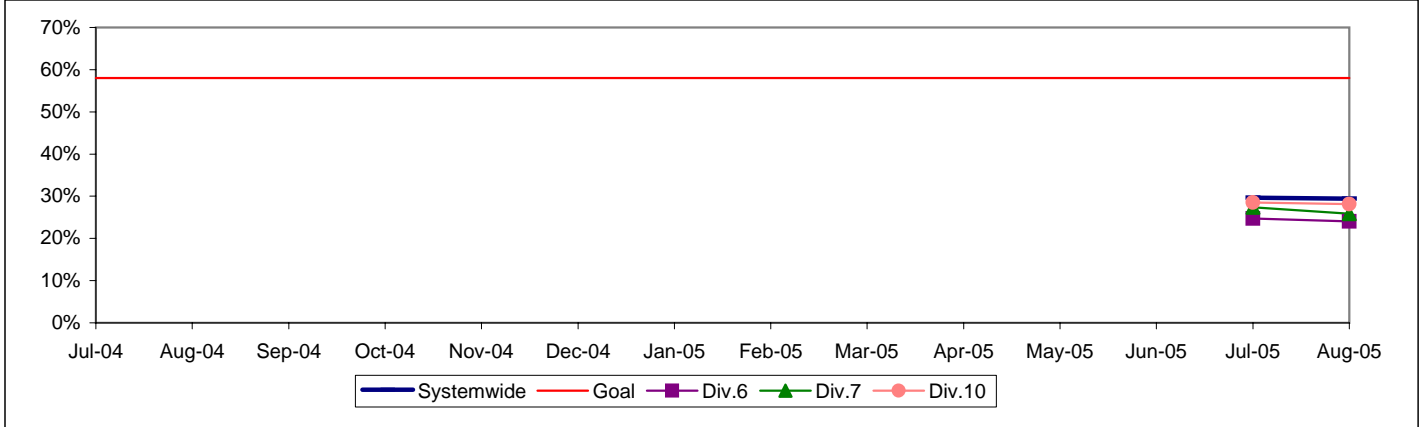
## WESTSIDE / CENTRAL SECTOR BUS SERVICE PERFORMANCE

### ON-TIME PULLOUT FROM PRIMARY TERMINAL POINT (OTP-PTP) PERCENTAGE\*

**Definition:** On-time Pullout From the Primary Terminal Point Performance measures the percentage of buses leaving the first stop of the route within one minute of the scheduled time. The higher the number, the more reliable the service.

**Calculation:**  $OTP\% = [(100\% - ((\text{Total early and late pullout runs} / \text{by Total pullouts at first terminal}) \times 100)]$

#### OTP-PTP Systemwide and Divisions 6, 7 and 10\*



\* New Indicator. On-Time Pullout from Primary Terminal Point (OTP-PTP) data from ATMS.

#### On-Time, Early and Late Pullouts From the Primary Terminal Point (OTP-PTP) by Sector Divisions'

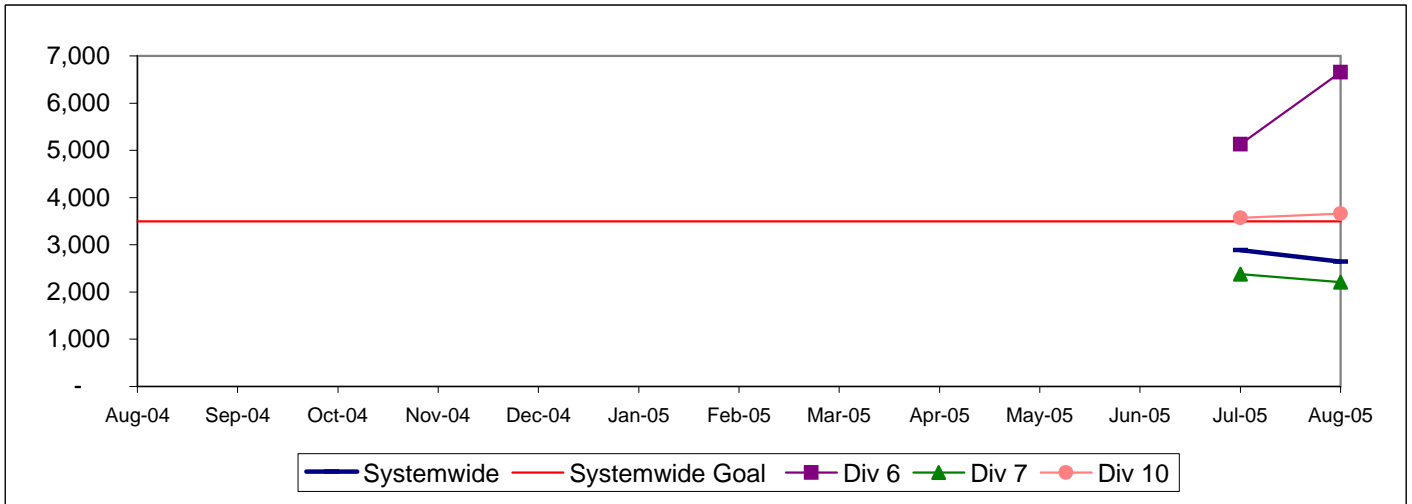
Div.	Pullouts from Primary Terminal Point				Percent		
	Early	Late	On-Time	Total Pullouts	Early Pullouts	On-Time Pullouts	Late Pullouts
<b>Westside/Central (WC)</b>							
6	265	593	272	1130	23.45%	24.07%	52.48%
7	1086	2286	1177	4549	23.87%	25.87%	50.25%
10	1099	3050	1624	5773	19.04%	28.13%	52.83%
<b>Total Systemwide</b>	<b>10689</b>	<b>22460</b>	<b>13839</b>	<b>46988</b>	<b>22.75%</b>	<b>29.45%</b>	<b>47.80%</b>

\*New Indicator

#### MEAN MILES BETWEEN MECHANICAL FAILURES REQUIRING BUS EXCHANGE Systemwide and Divisions 6, 7 and 10

**Definition:** Average Hub Miles traveled between mechanical problems that result in a bus exchange.

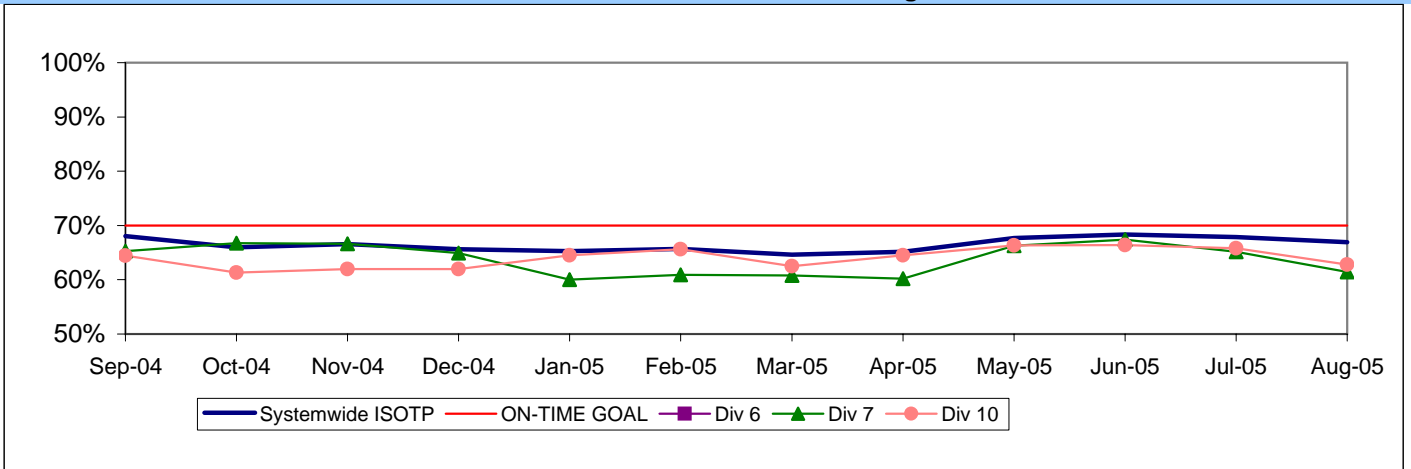
**Calculation:**  $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



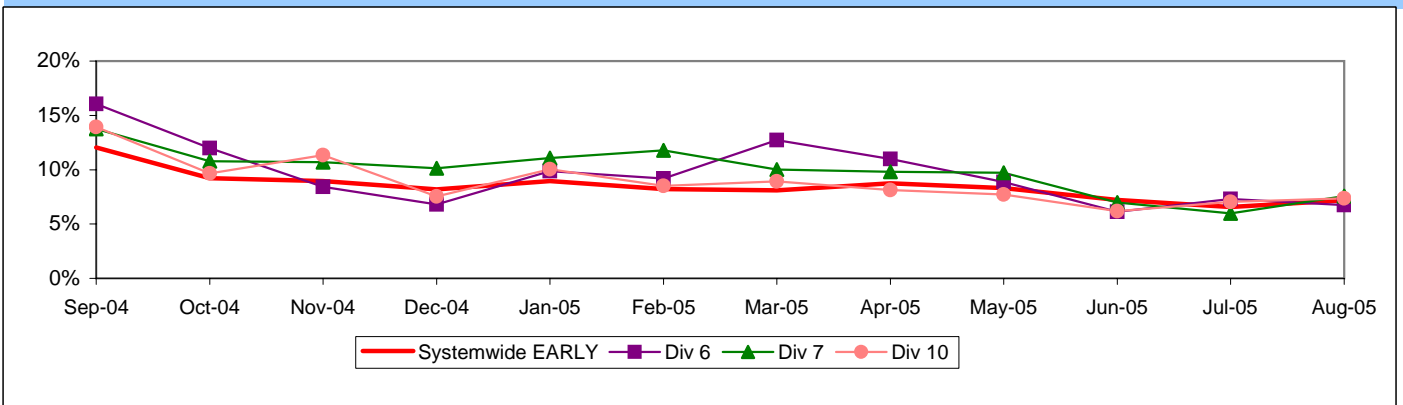
**IN-SERVICE ON-TIME PERFORMANCE**

**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no  
**Calculation:**  $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes}))$

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



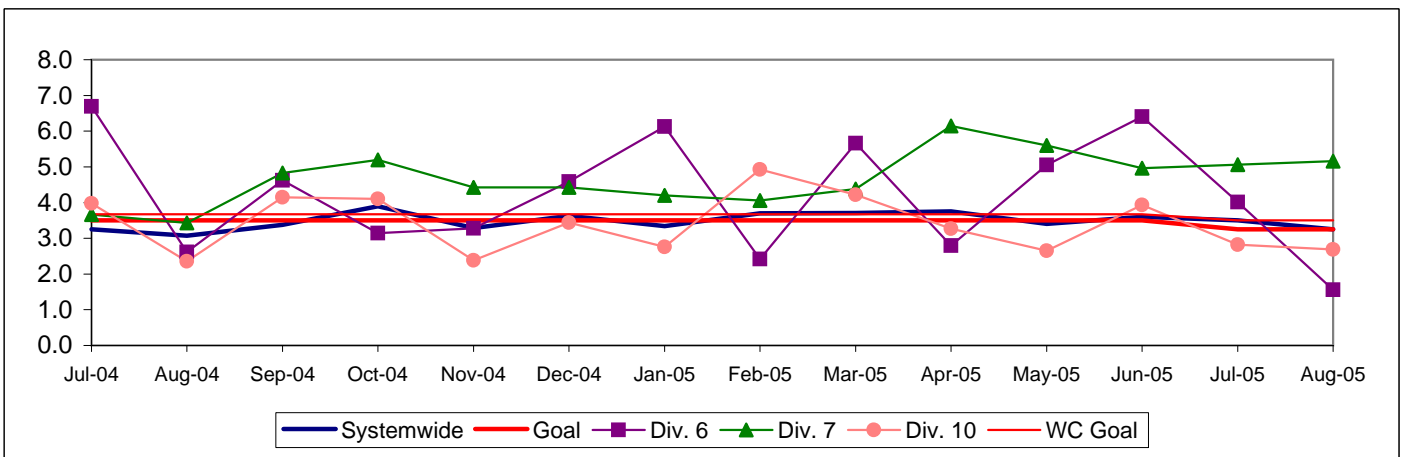
**Running Hot - Systemwide and Bus Operating Divisions 6, 7 and 10**



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

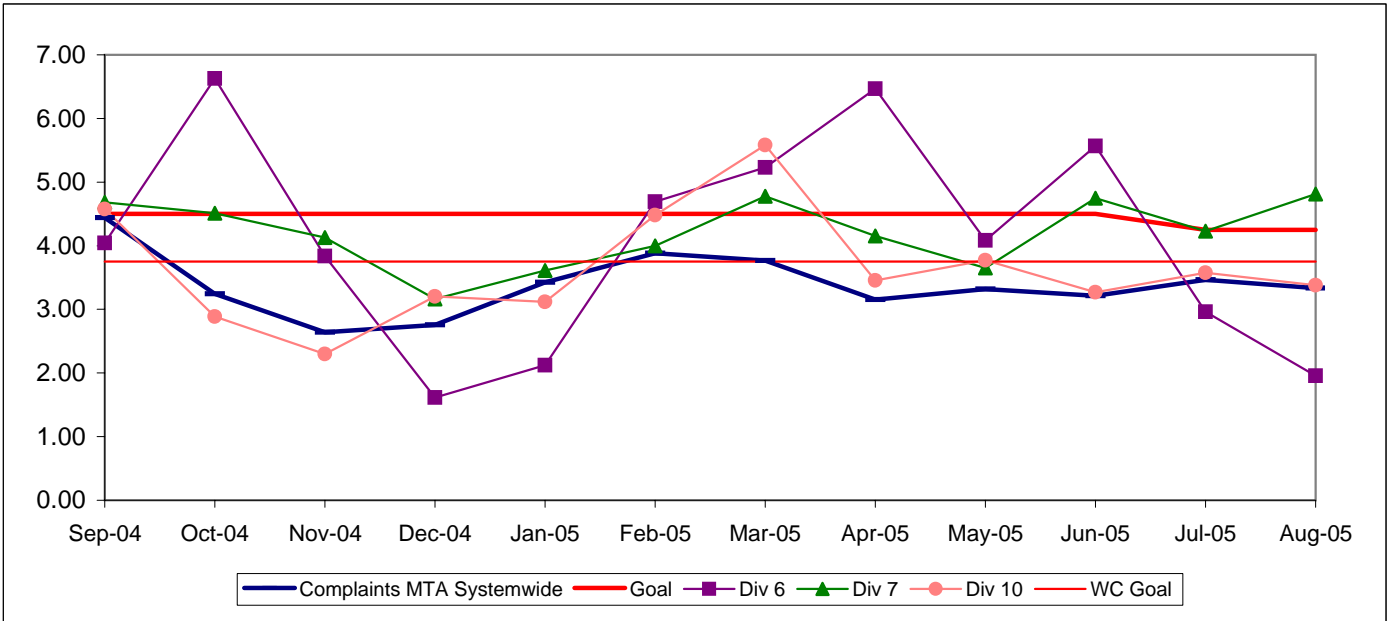
**Definition:** Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

**Calculation:**  $\text{Traffic Accidents Per 100,000 Hub Miles} = (\text{The number of Traffic Accidents} / \text{by (Hub Miles / by 100,000)})$



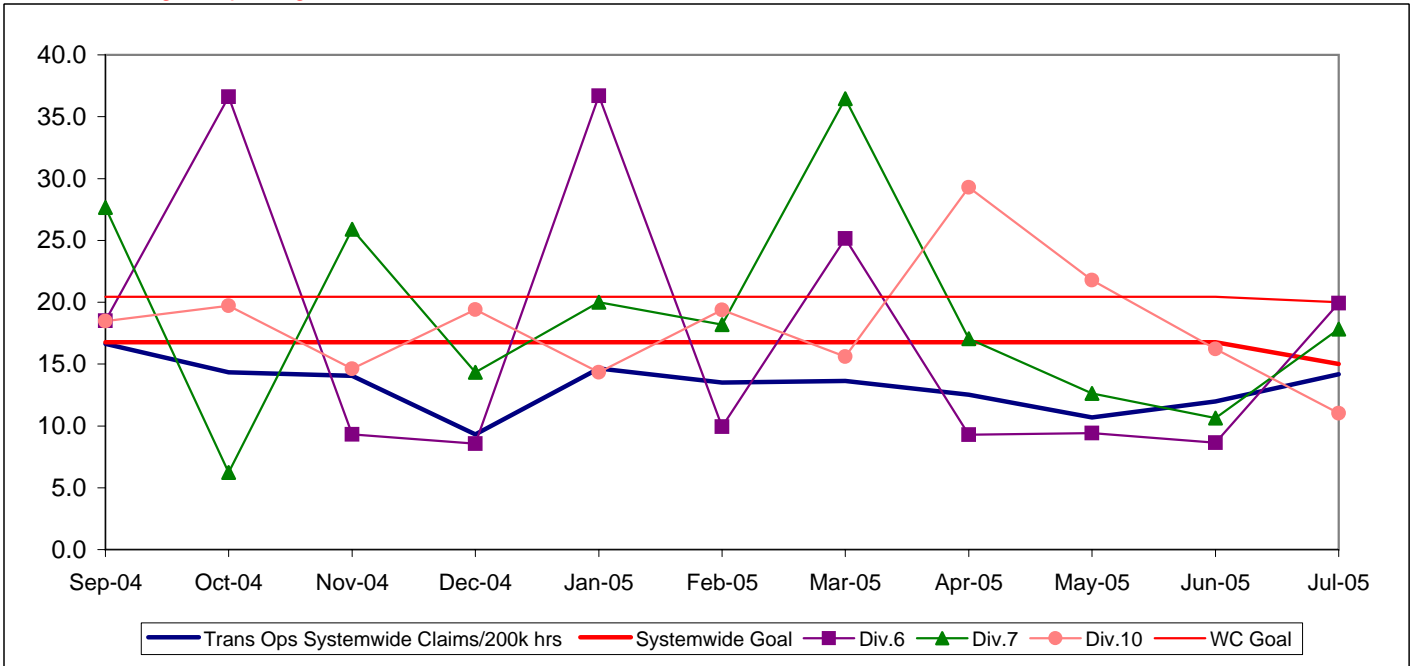
**COMPLAINTS PER 100,000 BOARDINGS**  
**Systemwide and Bus Operating Divisions 6, 7 and 10**

**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service quality and  
**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 –  
**Calculation:** New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure  
 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 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	FY03	FY04	FY05	FY06 Target	FY06 YTD	Aug Month	Status
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	11.25	11.59	9.32	10.00	July 12.86	July 12.86	◊
<b>Metro Red Line (MRL)</b>							
On-Time Pullouts	99.36%	99.71%	99.94%	99.00%	100%	100%	●
Mean Miles Between Chargeable Mechanical Failures*	9,495	12,793	11,759	15,000	16,715	17,123	●
In-Service On-time Performance	99.15%	99.04%	98.66%	99.20%	98.71%	98.88%	◊
Traffic Accidents Per 100,000 Train Miles	0.07	0	0.22	0.14	0.00	0.00	●
Complaints per 100,000 Boardings	1.20	1.17	1.13	1.00	1.17	1.04	◊
<b>Metro Blue Line (MBL)</b>							
On-Time Pullouts	99.07%	99.94%	99.73%	99.00%	99.93%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures	6,399	10,365	16,273	15,000	18,975	17,490	●
In-Service On-time Performance	97.59%	98.74%	98.16%	99.00%	97.98%	97.82%	◊
Traffic Accidents Per 100,000 Train Miles	0.82	1.36	0.64	0.40	1.05	1.37	◊
Complaints per 100,000 Boardings	1.30	0.97	0.98	1.00	1.19	1.38	●
<b>Metro Green Line (MGrL)</b>							
On-Time Pullouts	98.99%	99.78%	99.91%	99.00%	100%	100%	●
Mean Miles Between Chargeable Mechanical Failures	5,617	11,337	12,558	15,000	17,012	18,176	●
In-Service On-time Performance	98.21%	98.99%	98.22%	99.00%	99.11%	99.51%	●
Traffic Accidents Per 100,000 Train Miles	0.14	0.08	0.00	0.40	0.00	0.00	●
Complaints per 100,000 Boardings	1.26	1.37	1.39	1.00	0.97	0.68	●
<b>Metro Gold Line (MGoL)</b>							
On-Time Pullouts		100%	99.85%	99.00%	100%	100%	●
Mean Miles Between Chargeable Mechanical Failures		8,938	16,571	15,000	16,997	17,730	●
In-Service On-time Performance		98.52%	97.97%	99.00%	98.12%	97.15%	◊
Traffic Accidents Per 100,000 Train Miles		0.25	0.23	0.40	0.00	0.00	●
Complaints per 100,000 Boardings		3.81	2.85	1.00	2.25	2.43	◊

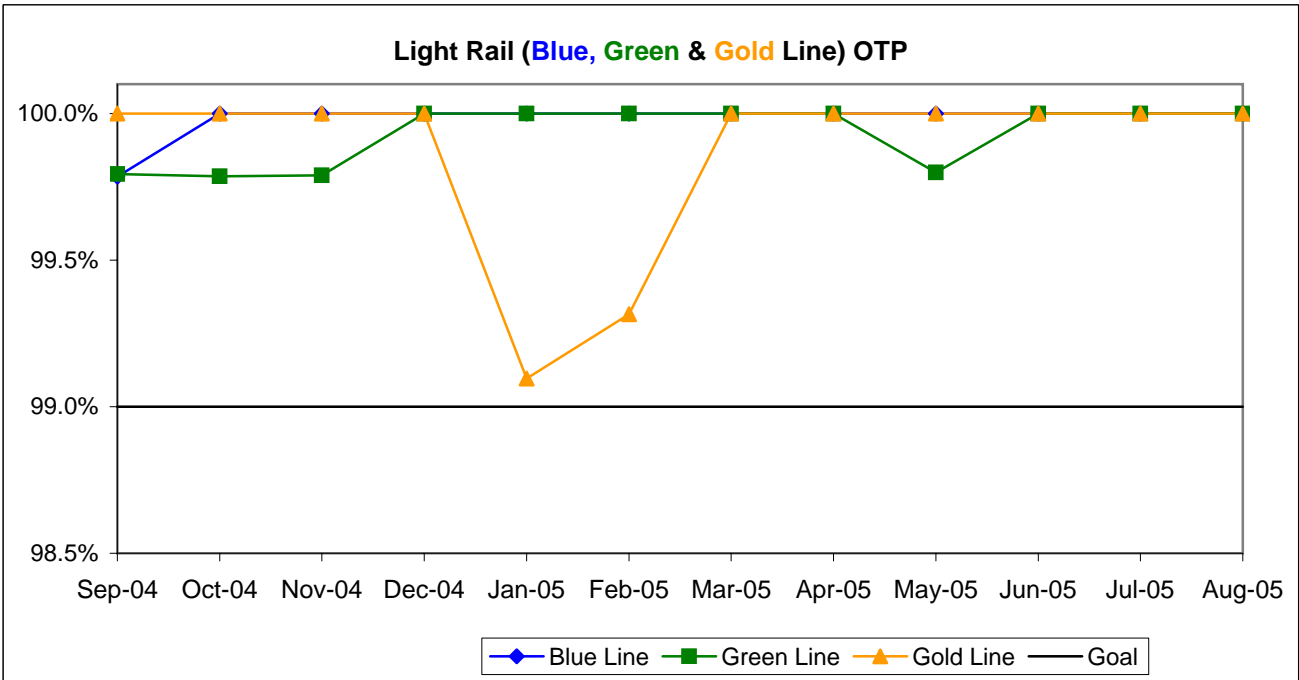
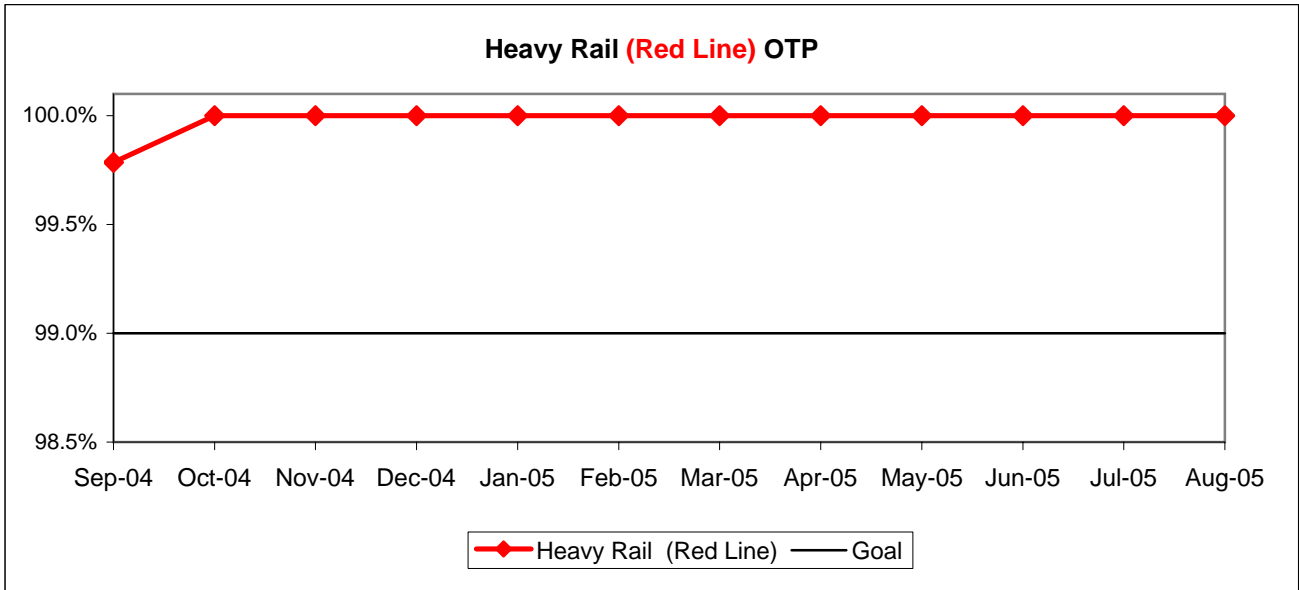
- Green - High probability of achieving the FY06 target (on track).
- ◊ Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## RAIL SERVICE PERFORMANCE

### ON-TIME PULLOUTS (OTP)

**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:**  $OTP\% = [(100\% - ((\text{Total cancelled pullouts plus late pullouts}) / \text{by Total scheduled pullouts}) \times 100)]$

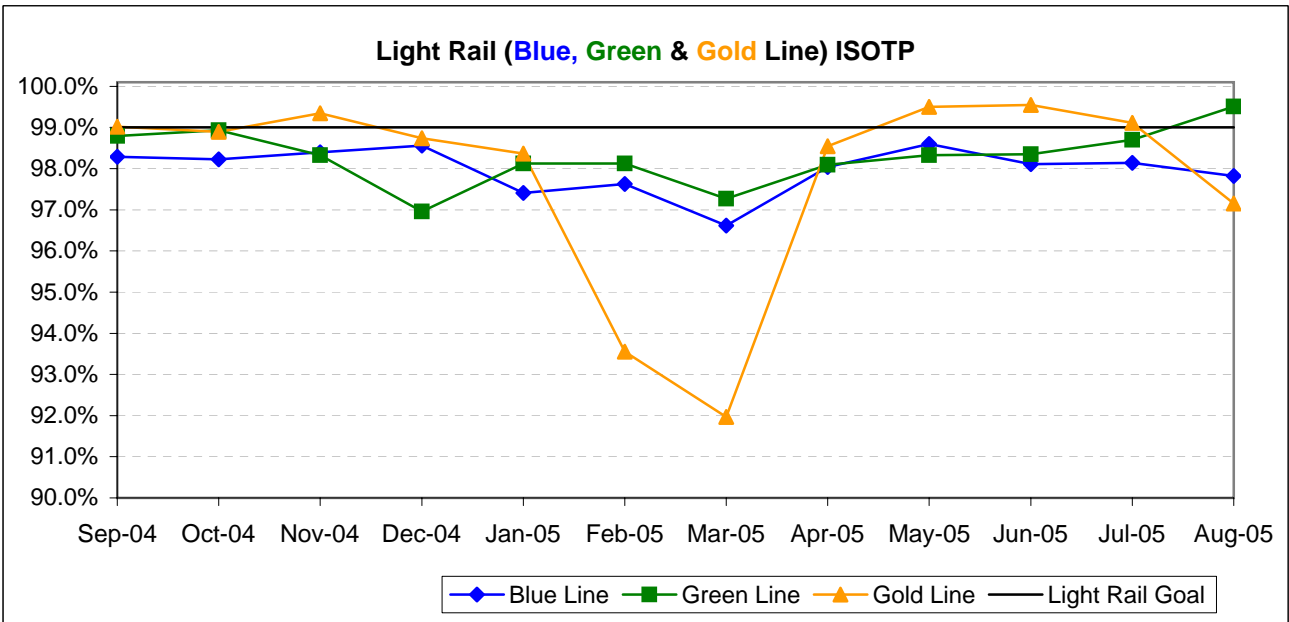
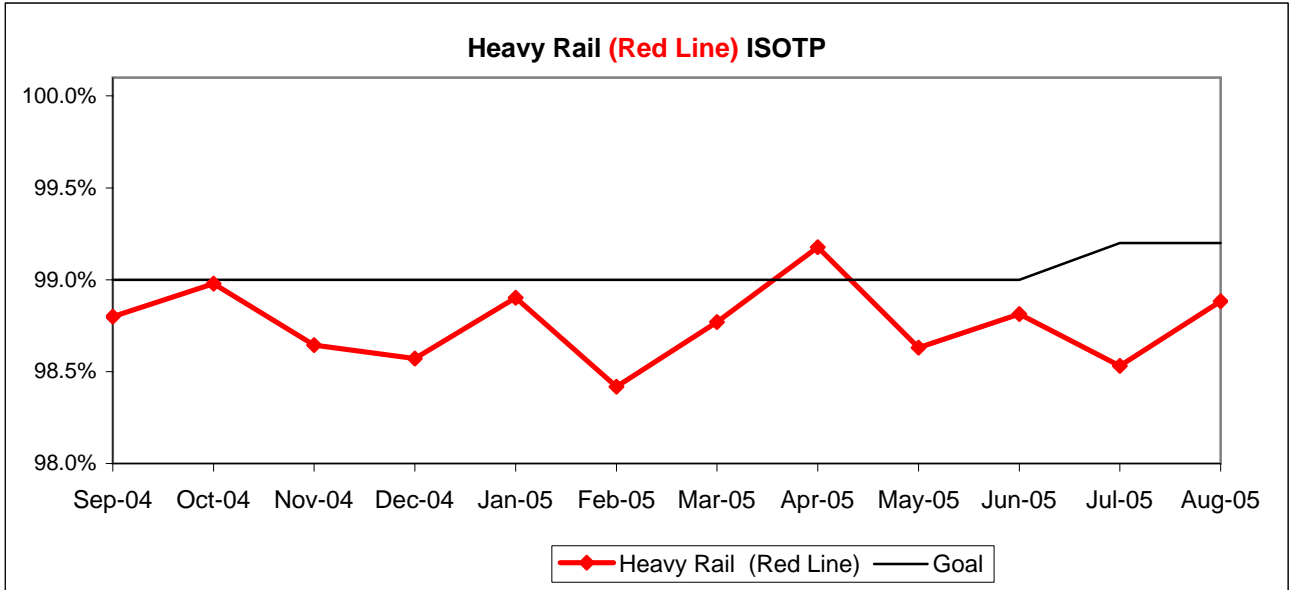




**IN-SERVICE ON-TIME PERFORMANCE (ISOTP)**

**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.

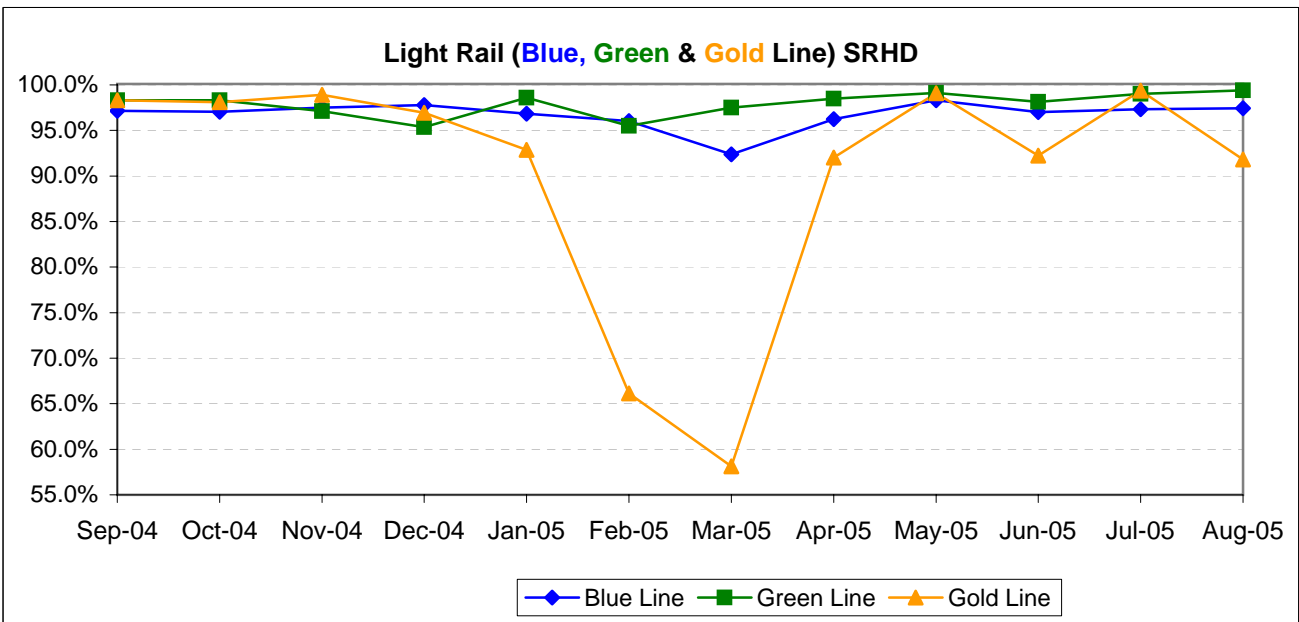
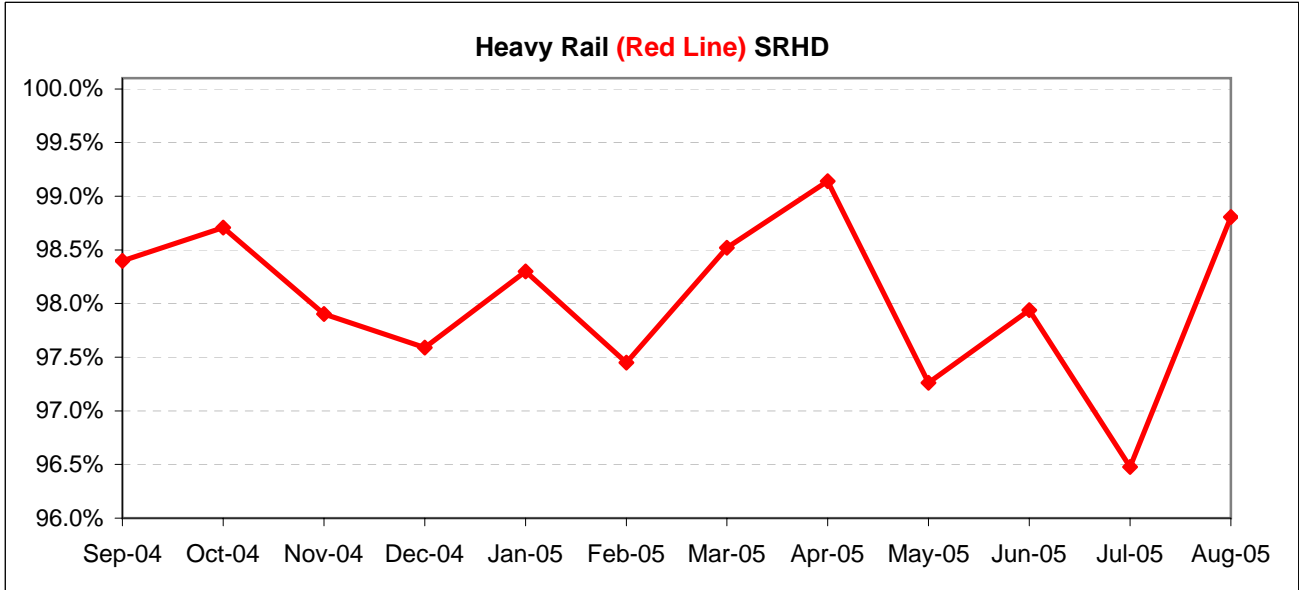
**Calculation:** ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]]



**Scheduled Revenue Hours Delivered (SRHD) by Rail Line**

**Definition:** This performance indicator measures the percentage of scheduled Revenue Service Hours delivered after subtracting cancellations, outlates and in-service delays.

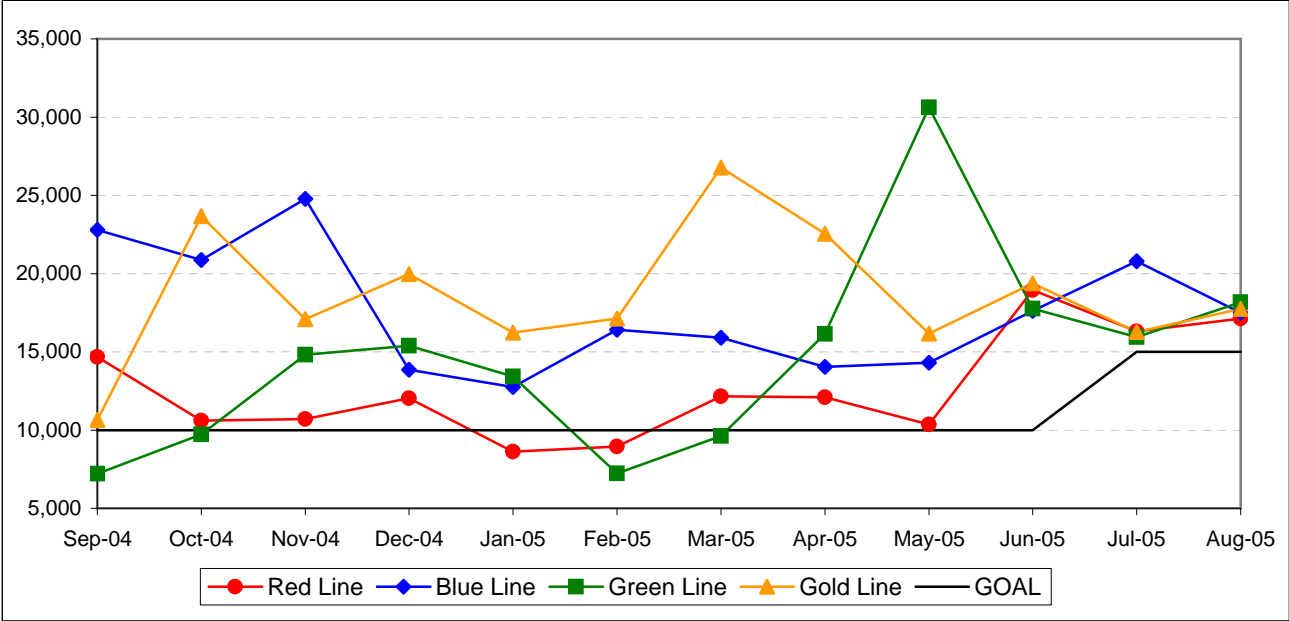
**Calculation:**  $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



**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

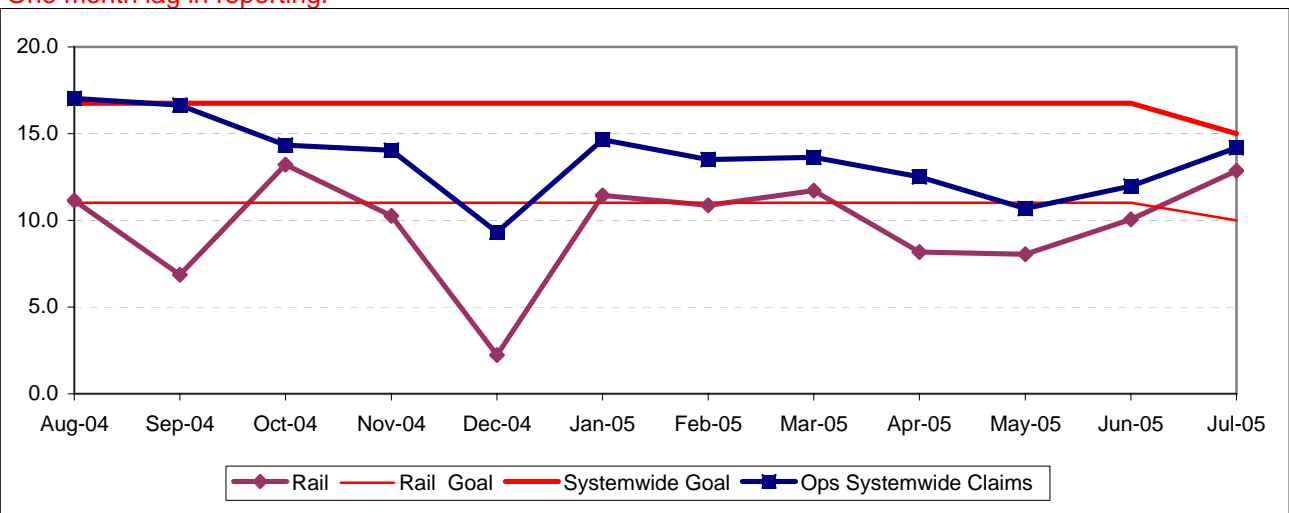


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**

**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.



## BUS SERVICE PERFORMANCE

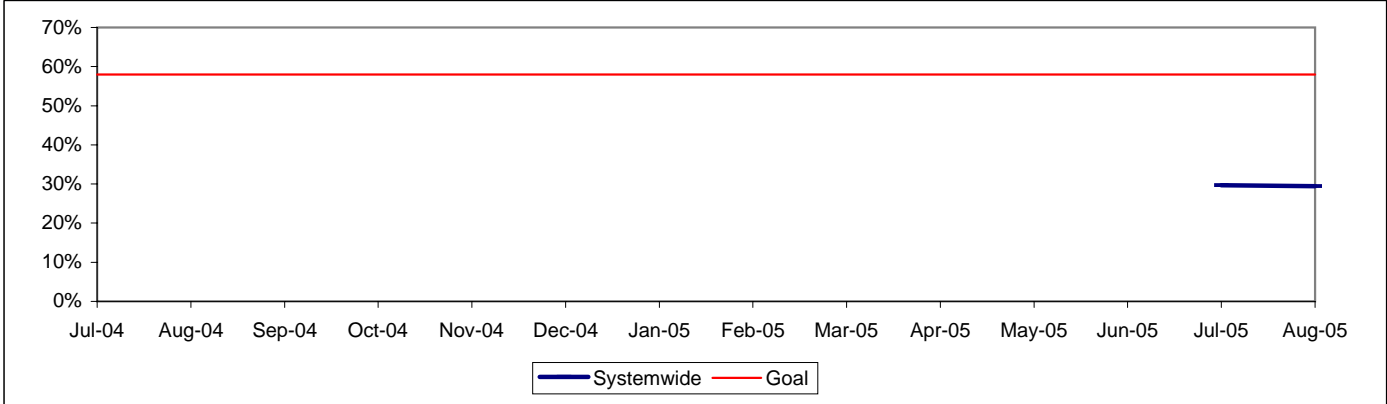
### ON-TIME PULLOUT FROM PRIMARY TERMINAL POINT (OTP-PTP) PERCENTAGE \*

**Definition:** On-time Pullout From Primary Terminal Point (OTP-PTP) Performance measures the percentage of buses leaving the first terminal point in the AM peak (first scheduled stop) within one minute of the scheduled time. The higher the number, the more reliable the service.

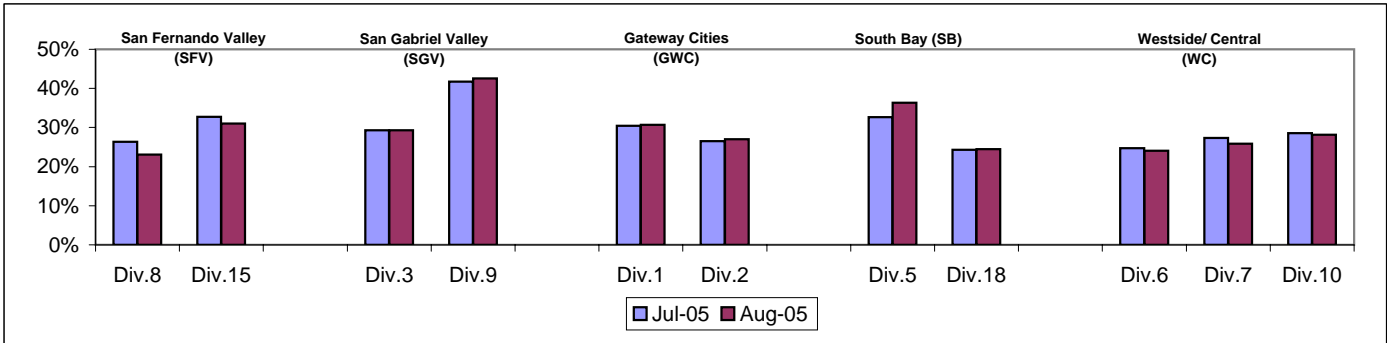
**Calculation:**  $OTP\% = [(100\% - ((\text{Total late and cancelled runs} / \text{by Total scheduled pullouts}) \times 100)]$

\* New Indicator. The On-Time Pullout from Primary Terminal Point (OTP-PTP) data is from the Advanced Transportation Management System (ATMS).

#### OTP-PTP - Systemwide Trend



#### OTP-PTP by Sector Bus Operating Divisions July - August 2005



#### OTP-PTP, Early and Late Pullout Percentage by Sector Divisions\*

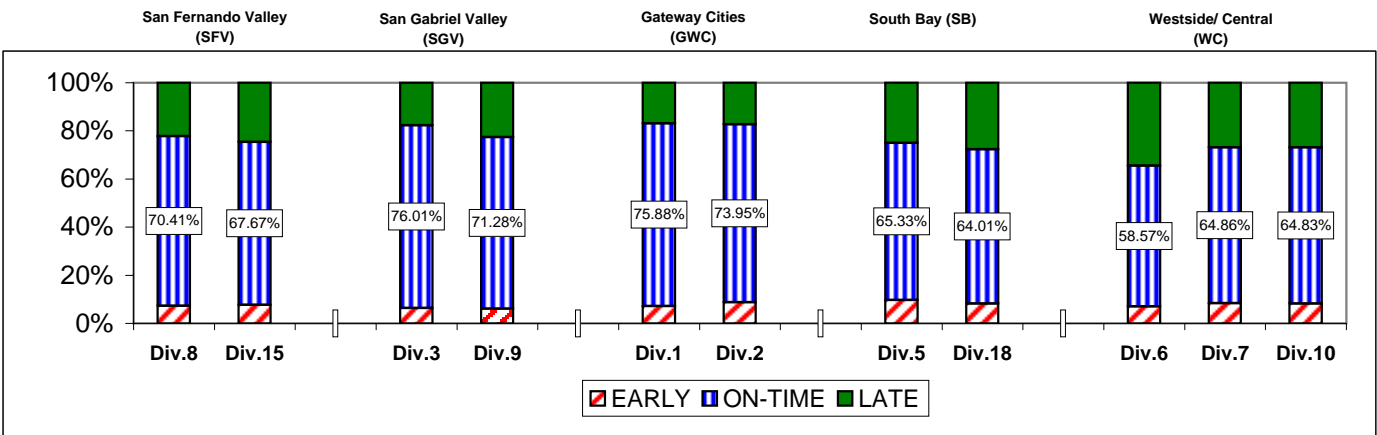
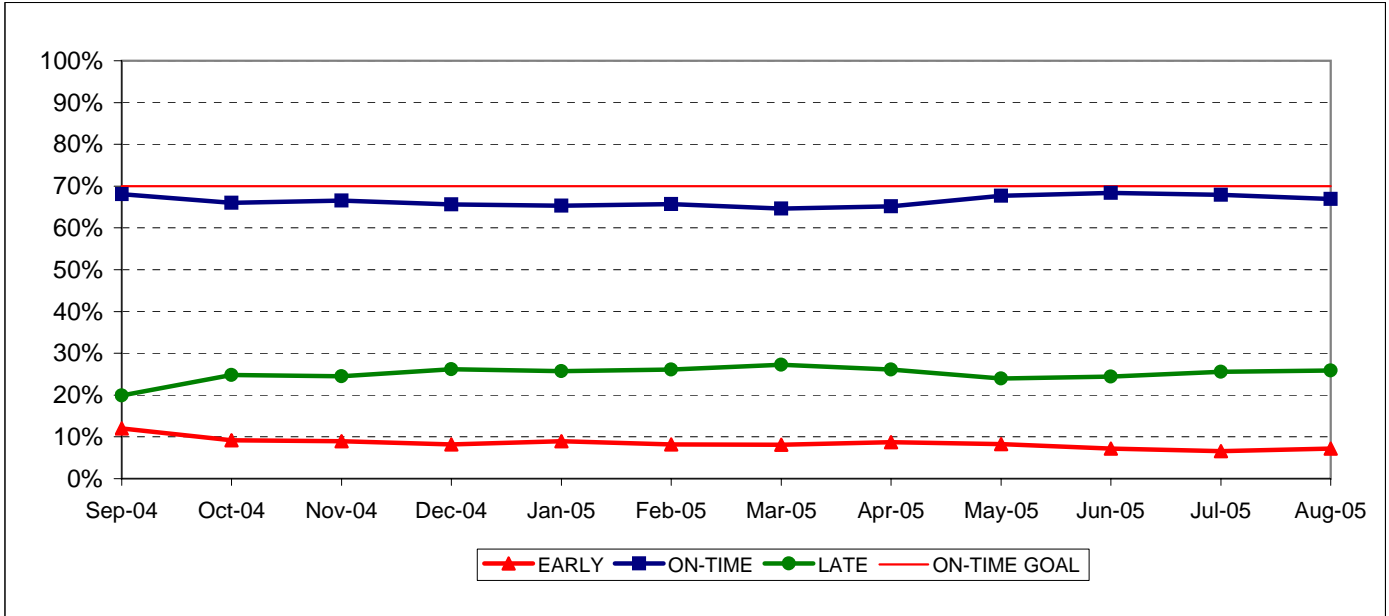
Div.	Pullouts from Primary Terminal Point				Percent		
	Early	Late	On-Time	Total Pullouts	Early Pullouts	On-Time Pullouts	Late Pullouts
<b>San Fernando Valley (SFV)</b>							
8	1149	2374	1058	4581	25.08%	23.10%	51.82%
15	831	2309	1414	4554	18.25%	31.05%	50.70%
<b>San Gabriel Valley (SGV)</b>							
3	493	1555	847	2895	17.03%	29.26%	53.71%
9	710	1454	1605	3769	18.84%	42.58%	38.58%
<b>Gateway Cities (GWC)</b>							
1	712	2536	1439	4687	15.19%	30.70%	54.11%
2	1229	2038	1211	4478	27.45%	27.04%	45.51%
<b>South Bay (SB)</b>							
5	1374	1887	1858	5119	26.84%	36.30%	36.86%
18	1741	2378	1334	5453	31.93%	24.46%	43.61%
<b>Westside/Central (WC)</b>							
6	265	593	272	1130	23.45%	24.07%	52.48%
7	1086	2286	1177	4549	23.87%	25.87%	50.25%
10	1099	3050	1624	5773	19.04%	28.13%	52.83%
<b>TOTAL</b>	<b>10689</b>	<b>22460</b>	<b>13839</b>	<b>46988</b>	<b>22.75%</b>	<b>29.45%</b>	<b>47.80%</b>

**IN-SERVICE ON-TIME PERFORMANCE**

**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more  
**Calculation:** ISOTP% = 1 - ((Number of buses departing early + Number of buses departing more than five minutes late) / (Total

**Systemwide Trend**

**Bus Operating Divisions  
ISOTP - 1 Minute Tolerance for Running Hot**



ISOTP By Sectors' Divisions

Year-to-Date Compared To Last Year

	FY05	FY06-YTD	Variance
<b>San Fernando Valley Sector (SFV)</b>			
<b>Division 8</b>			
Early	6.82%	7.36%	0.55%
On-Time	69.78%	70.41%	0.64%
Late	23.40%	22.22%	-1.18%
<b>Division 15</b>			
Early	8.15%	7.68%	-0.47%
On-Time	67.84%	67.67%	-0.17%
Late	24.01%	24.65%	0.64%
<b>Gateway Cities Sector (GWC)</b>			
<b>Division 1</b>			
Early	7.05%	7.23%	0.18%
On-Time	71.62%	75.88%	4.27%
Late	21.33%	16.89%	-4.44%
<b>Division 2</b>			
Early	9.23%	8.74%	-0.50%
On-Time	70.42%	73.95%	3.53%
Late	20.35%	17.31%	-3.04%
<b>South Bay Sector (SB)</b>			
<b>Division 5</b>			
Early	9.62%	9.71%	0.09%
On-Time	65.58%	65.33%	-0.26%
Late	24.80%	24.97%	0.17%
<b>Division 18</b>			
Early	8.14%	8.26%	0.12%
On-Time	63.42%	64.01%	0.59%
Late	28.44%	27.73%	-0.71%

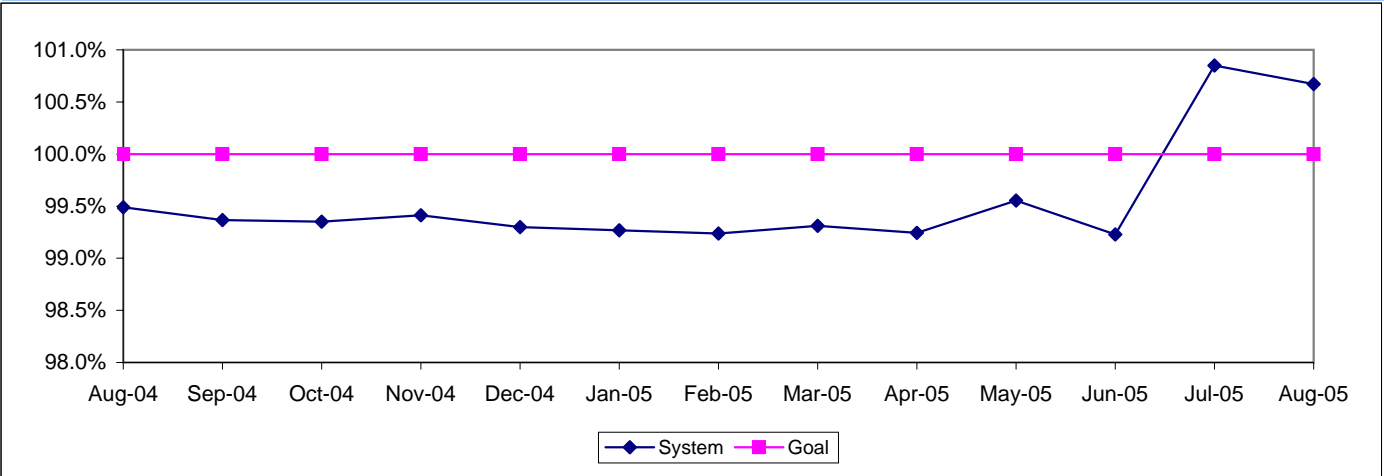
	FY05	FY06-YTD	Variance
<b>San Gabriel Valley Sector (SGV)</b>			
<b>Division 3</b>			
Early	8.92%	6.35%	-2.57%
On-Time	71.06%	76.01%	4.95%
Late	20.03%	17.65%	-2.38%
<b>Division 9</b>			
Early	7.04%	6.09%	-0.95%
On-Time	68.49%	71.28%	2.78%
Late	24.47%	22.63%	-1.84%
<b>Westside/Central Sector (WC)</b>			
<b>Division 6</b>			
Early	10.18%	7.05%	-3.13%
On-Time	56.75%	58.57%	1.82%
Late	33.07%	34.38%	1.31%
<b>Division 7</b>			
Early	10.52%	8.32%	-2.19%
On-Time	64.22%	64.86%	0.65%
Late	25.27%	26.81%	1.55%
<b>Division 10</b>			
Early	9.41%	8.28%	-1.13%
On-Time	64.14%	64.83%	0.69%
Late	26.45%	26.89%	0.44%
<b>SYSTEMWIDE</b>			
Early	8.92%	7.90%	-1.02%
On-Time	66.50%	68.18%	1.68%
Late	24.58%	23.92%	-0.66%

**ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED\***

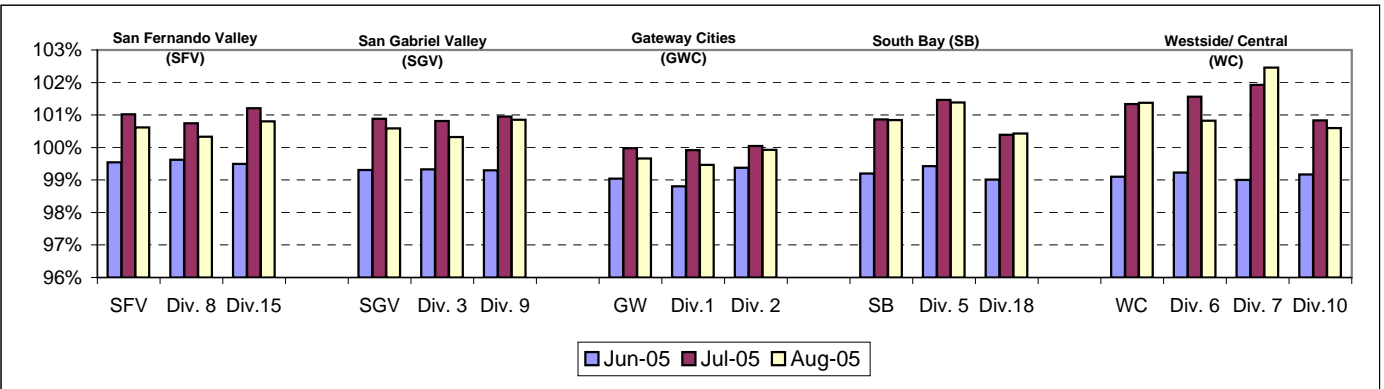
**Definition:** This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures. FY06: This performance indicator measures the percentage of scheduled Revenue Hours delivered after adding in temporary RH service added, Hollywood Bowl and Race Track RH, in addition RH due to overtime offset by cancellations and in-service delays.

**Calculation:**  $SRHD\% = 1 - ((\text{In-Service Delay Revenue Hours plus Cancelled Revenue Hours}) \div (\text{Total Scheduled Service Hours} + \text{Temporary Revenue Hours} + \text{Hollywood Bowl and Race Track Revenue Hours} + \text{In Addition Revenue Hours}))$   
 FY06: Actual Revenue Hours Delivered divided by Scheduled Revenue Hours.

**Systemwide Trend**



\* Used Scheduled Hours delivered in FY05. Beginning July 2005, calculating the Actual RH to Scheduled Revenue Hours.



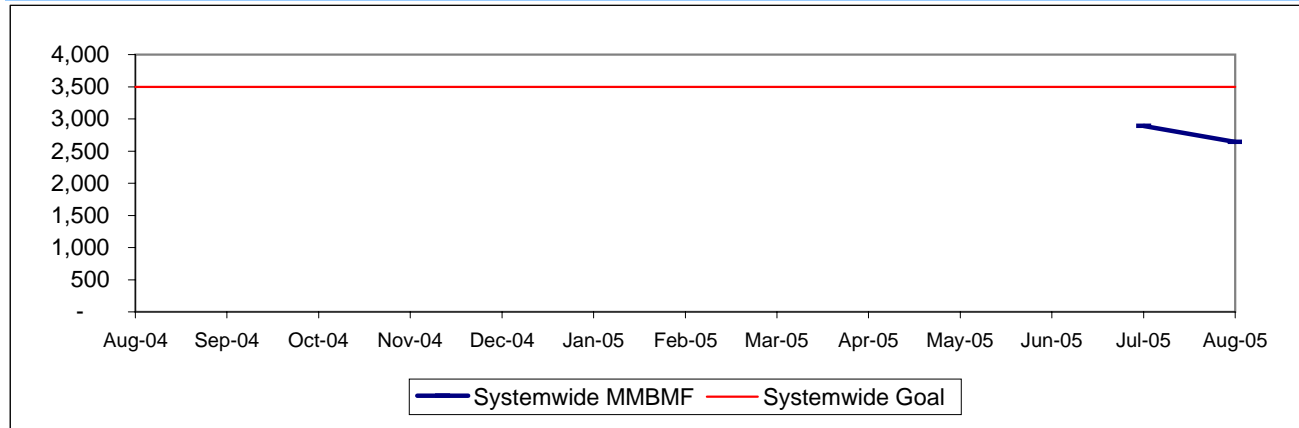
## MAINTENANCE PERFORMANCE

### MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)\*

**Definition:** Average Hub Miles traveled between mechanical problems that result in a bus exchange.

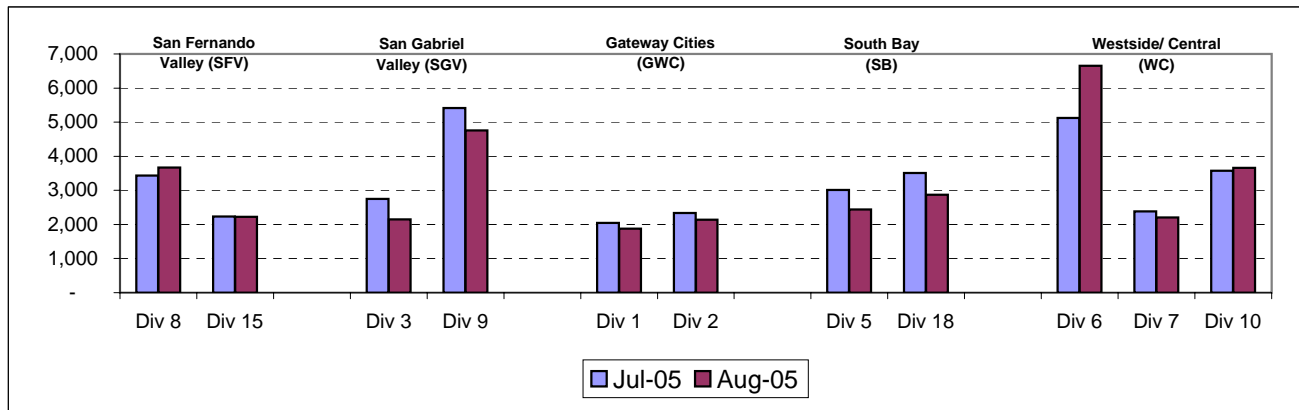
**Calculation:**  $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

#### Systemwide Trend



\* New Indicator.

### MMBMF -- Bus Operating Sector Divisions July - August 2005

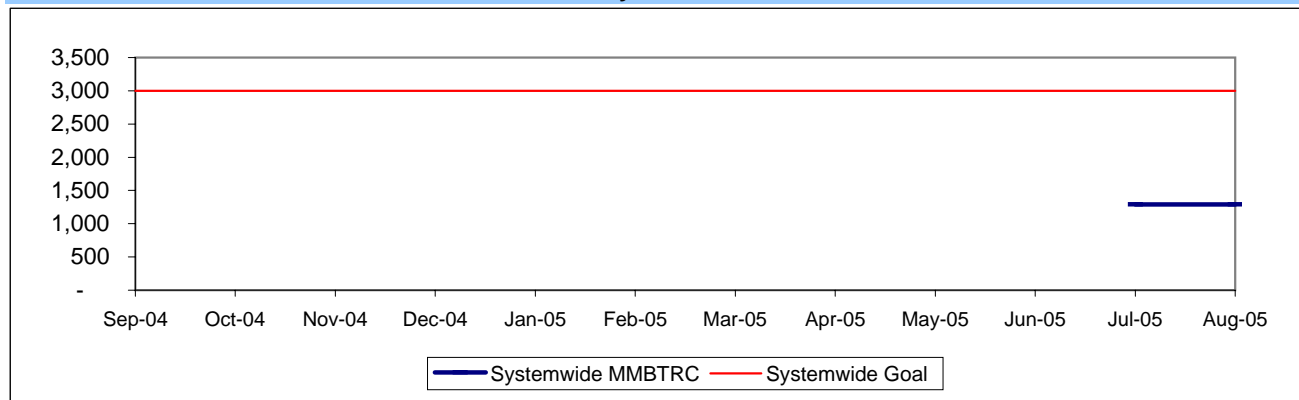


### MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)\*

**Definition:** Average Hub Miles traveled between road call problems.

**Calculation:**  $MMBTRC = (\text{Total Hub Miles} / \text{by Total Road Calls})$

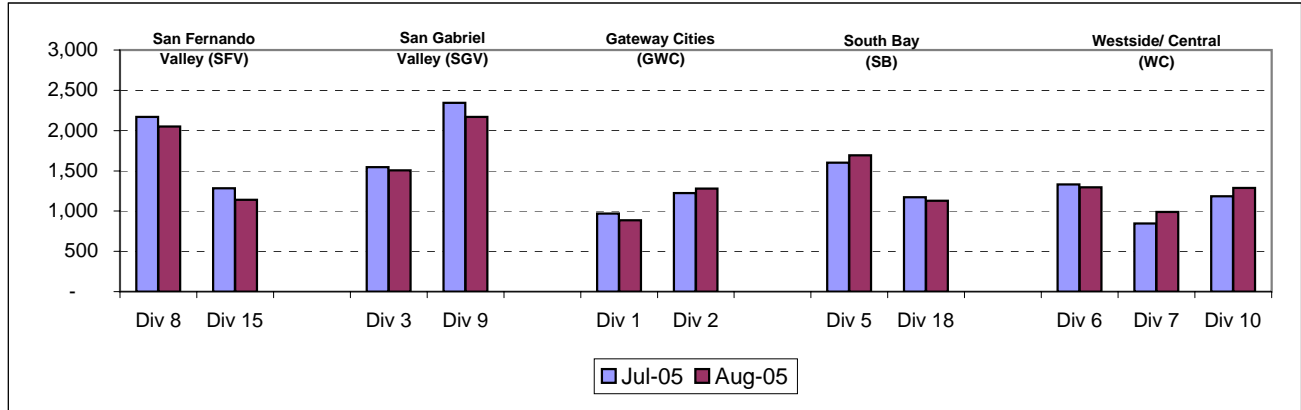
#### MMBTRC Systemwide Trend



\* New Indicator.



**MMBTRC --Bus Operating Sector Divisions  
July - August 2005**



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

	Number of Buses	Percent of Buses
<b>CNG</b>	2,049	76.68%
<b>Diesel (Except FlexMetro)</b>	515	19.27%
<b>FlexMetro Diesel</b>	5	0.19%
<b>Gasoline</b>	69	2.58%
<b>Propane</b>	34	1.27%
<b>Total</b>	<u>2,672</u>	<u>100.00%</u>

**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
7.3	6.7	7.4	6.0	5.1	4.8	4.7	6.9

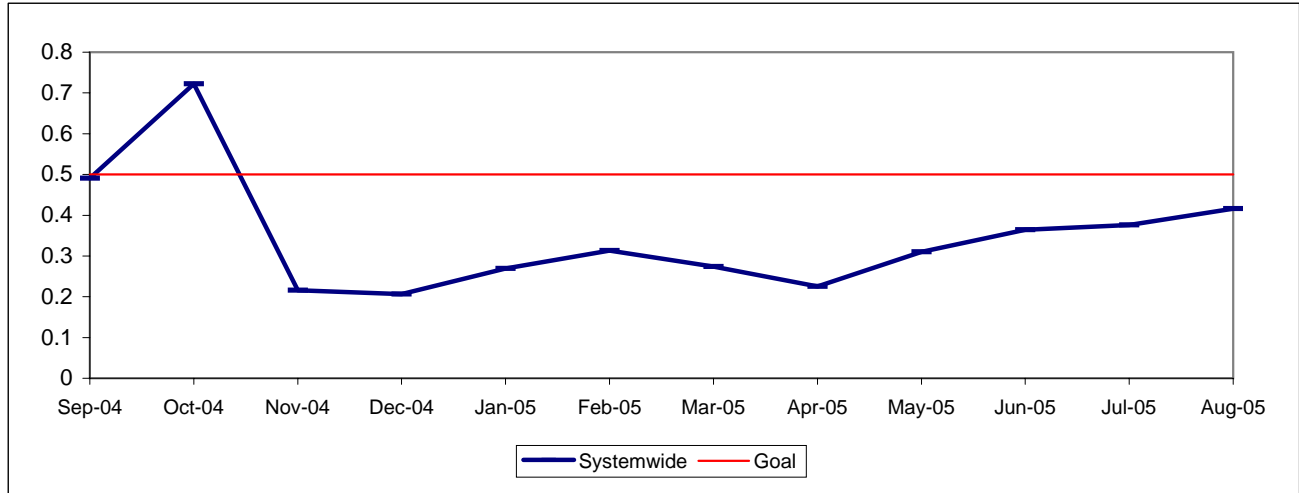
WC		
Div 6	Div 7	Div 10
10.5	5.5	6.7

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

**Definition:** Average past due critical scheduled preventive maintenance jobs per bus. This indicator measures

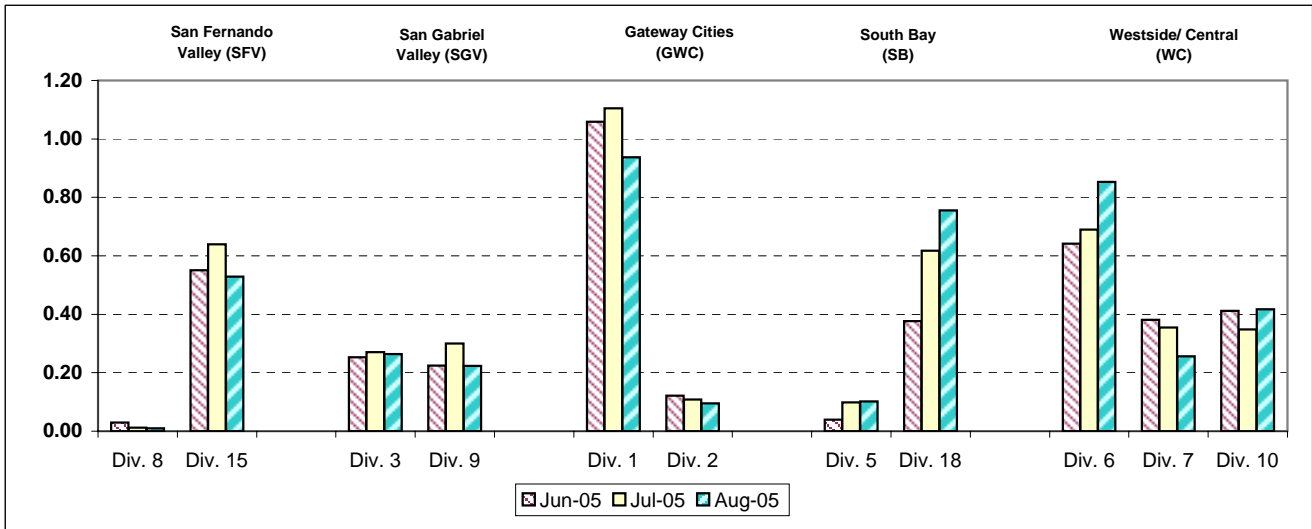
**Calculation:** Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

**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 PMP's - by Sectors' Divisions  
June - August 2005**



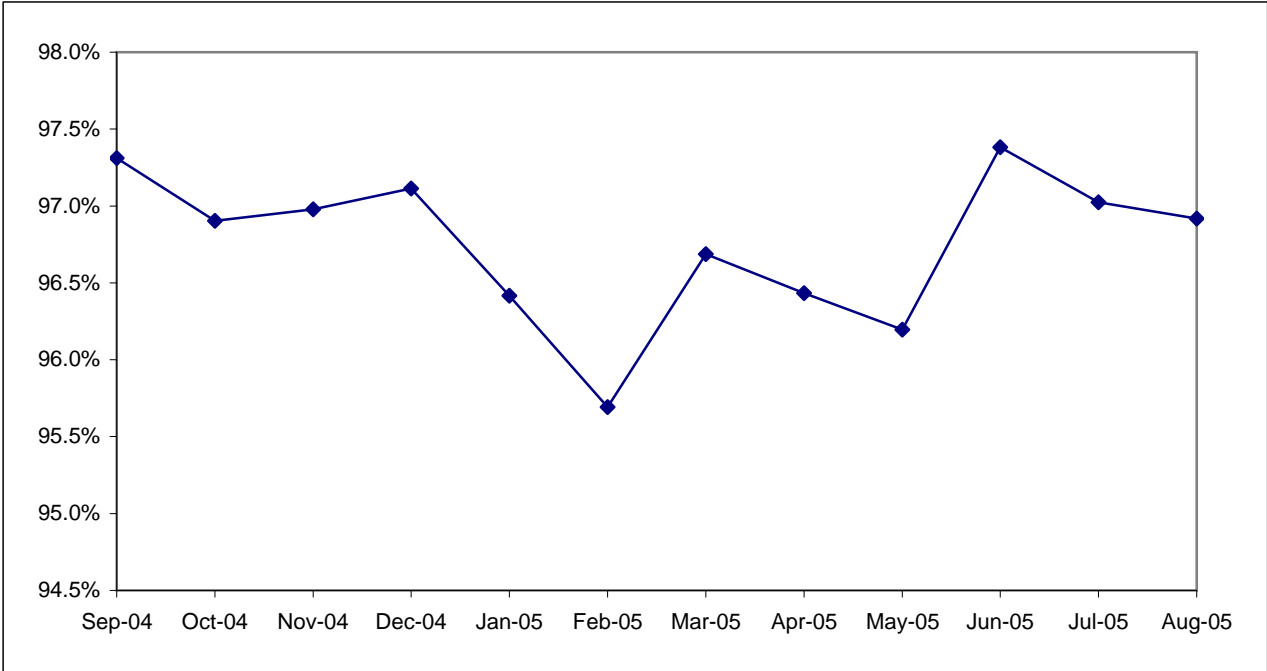
# ATTENDANCE

## MAINTENANCE ATTENDANCE

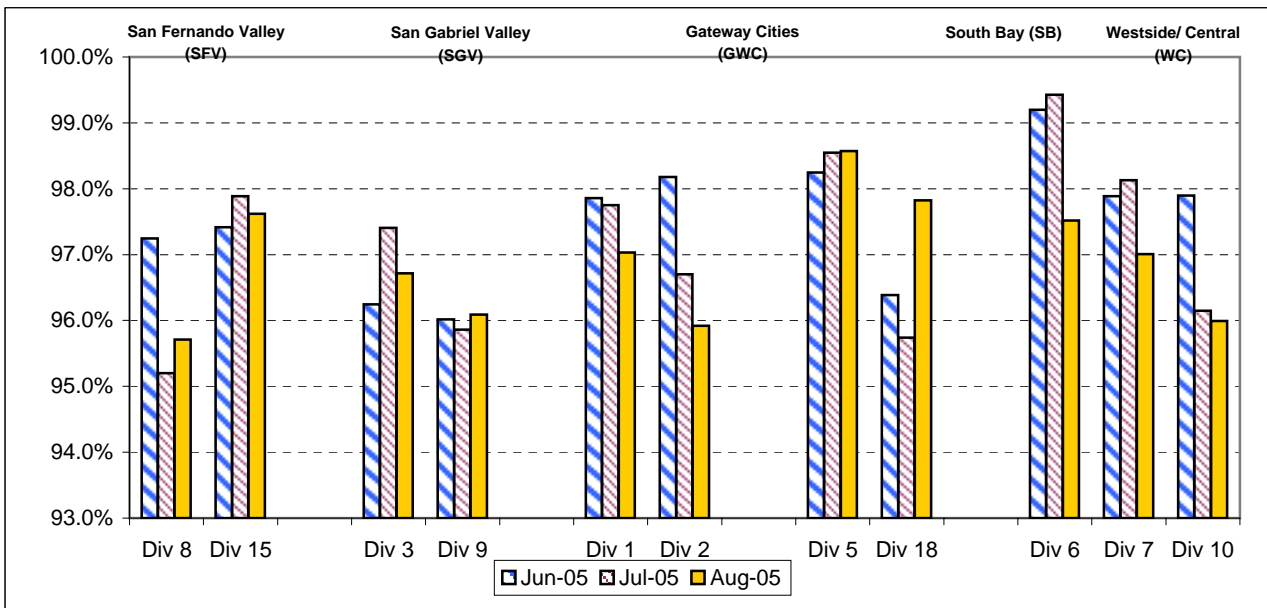
**Definition:** Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

**Calculation:**  $1 - (\text{FTEs absent} / \text{by the total FTEs assigned})$

### Systemwide Trend



### Maintenance Attendance - By Sectors' Divisions (By Current Month) June - August 2005



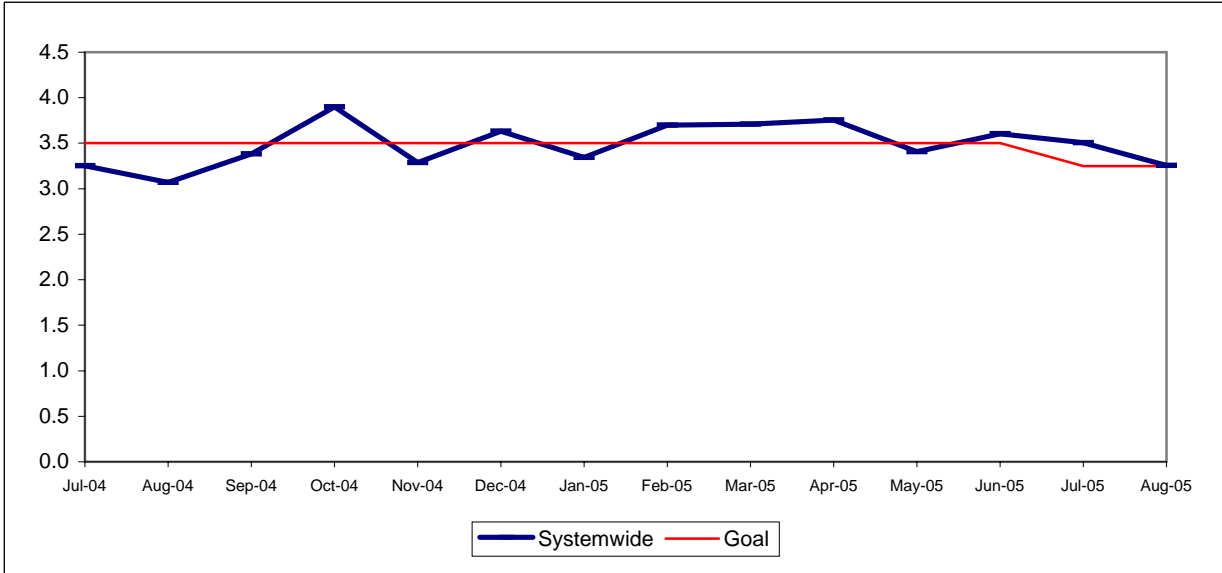
## SAFETY PERFORMANCE

### 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.

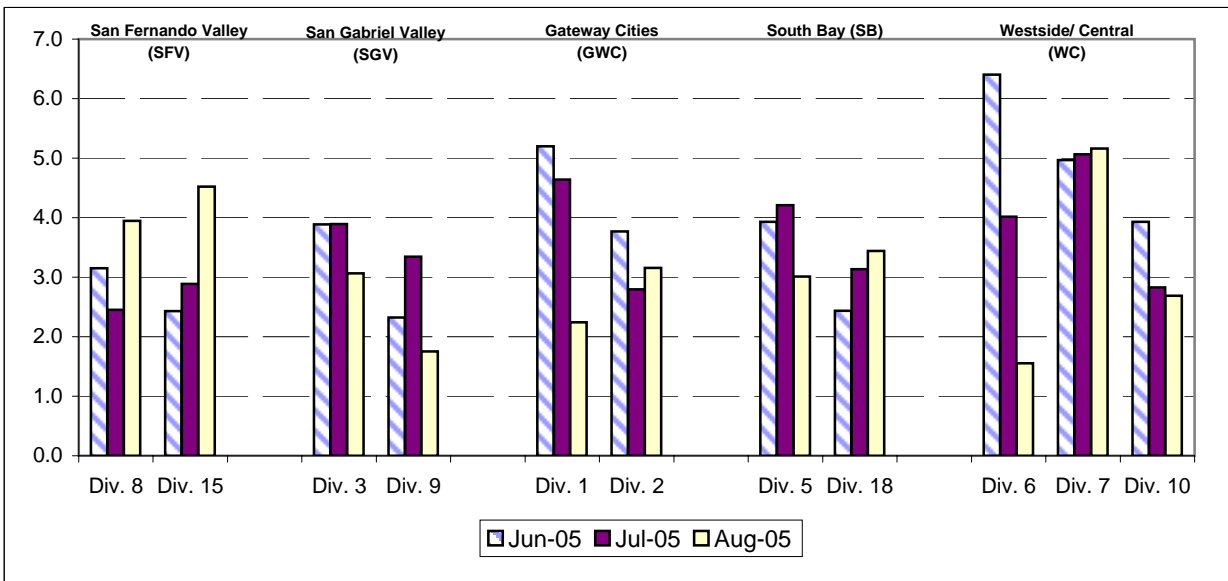
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

#### 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.

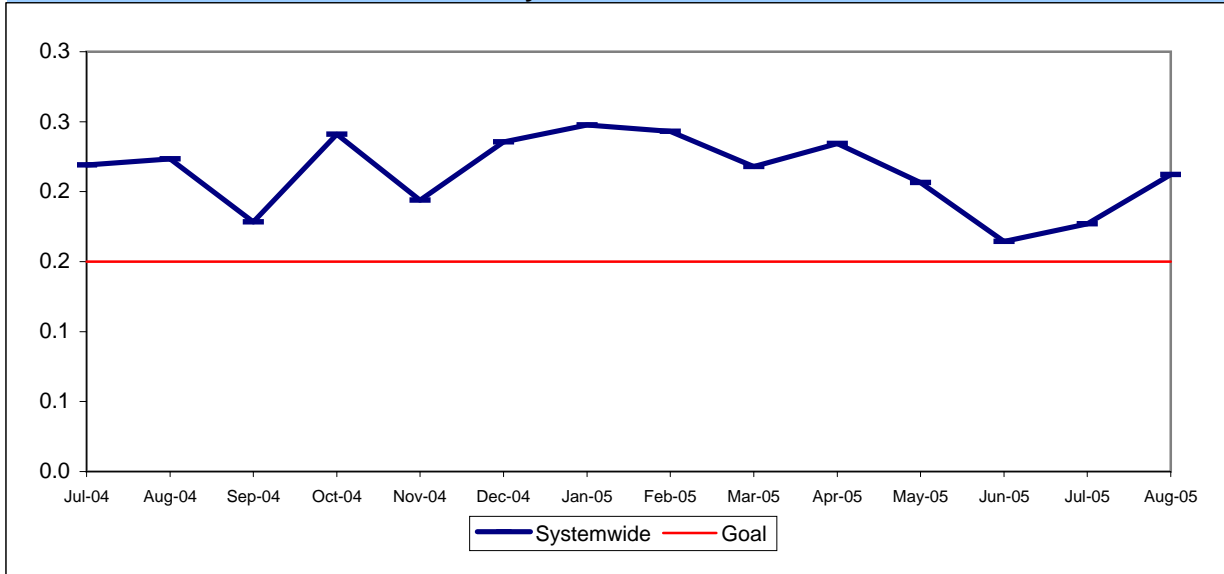
### Bus Operating Divisions - by Sectors' Divisions June - August 2005



## BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS\*

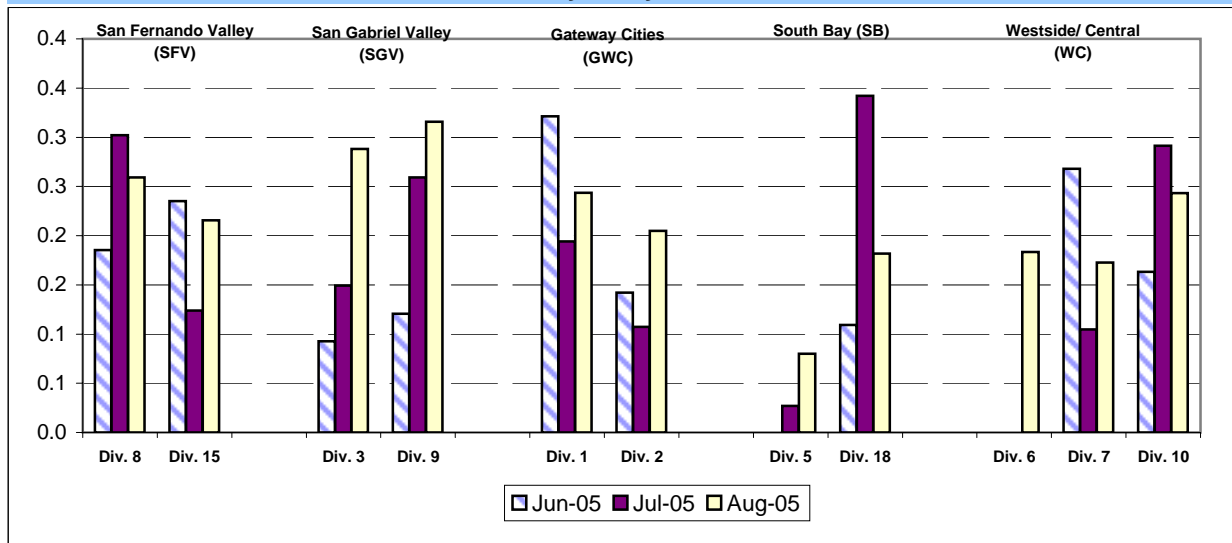
**Definition:** Average number of Passenger Accidents for every 100,000 Boardings. This indicator  
**Calculation:** Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by

### 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.

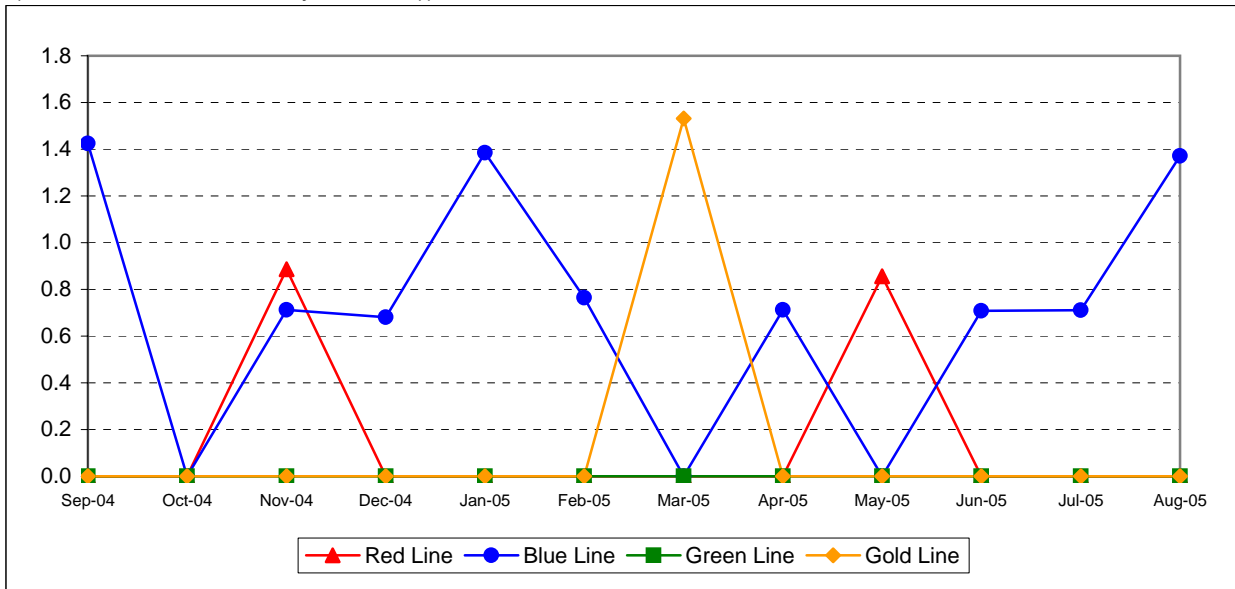
### Bus Operating Divisions - by Sectors' Divisions May - July 2005



### 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.

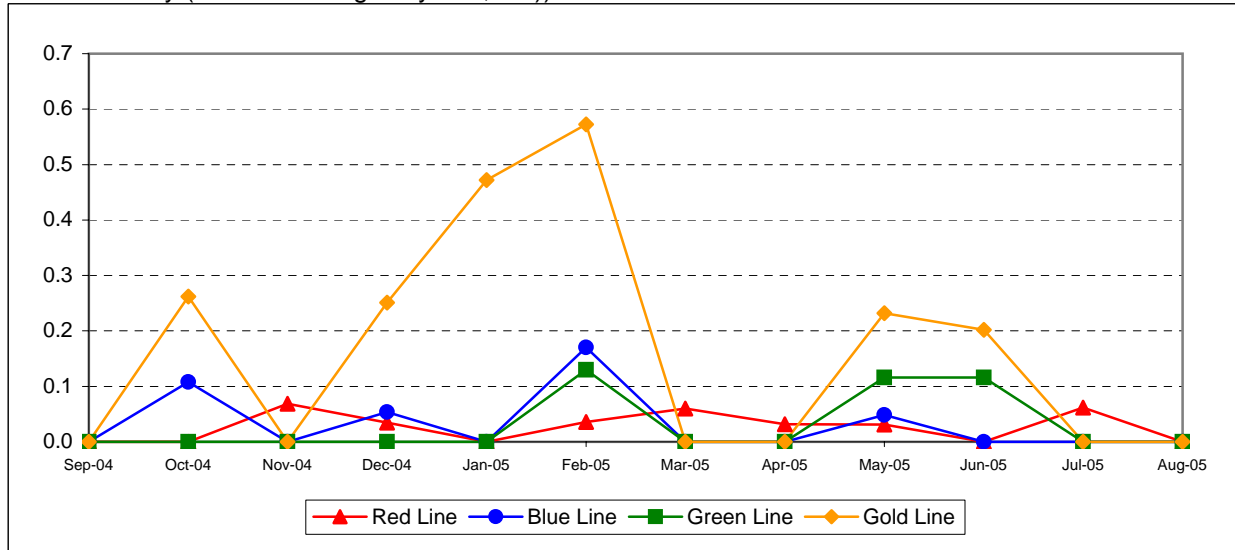
**Calculation:** Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



### 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))

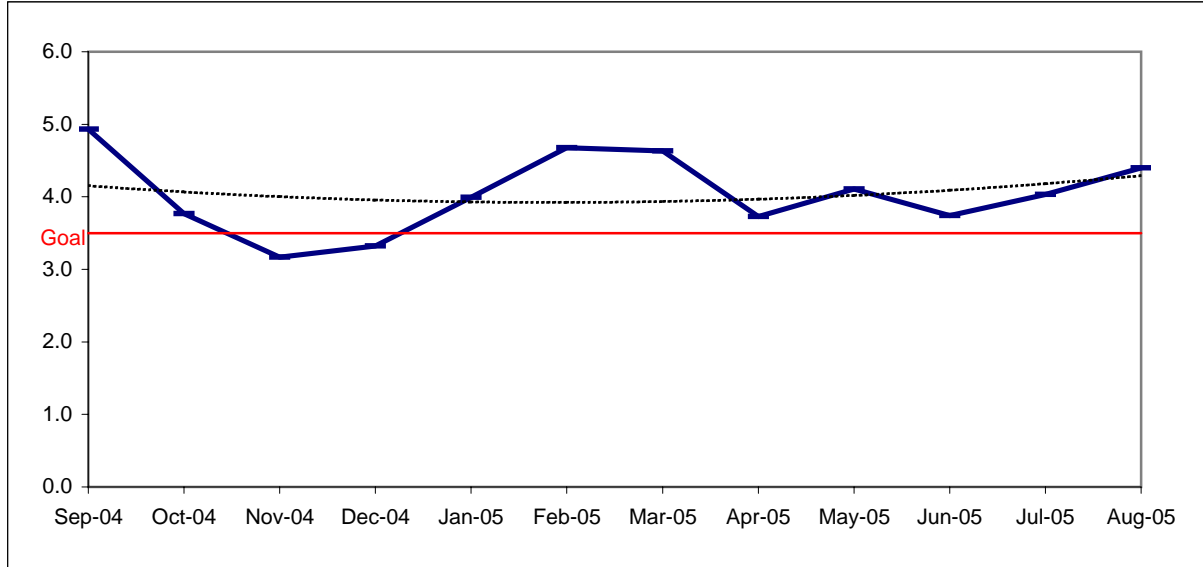


## CUSTOMER SATISFACTION

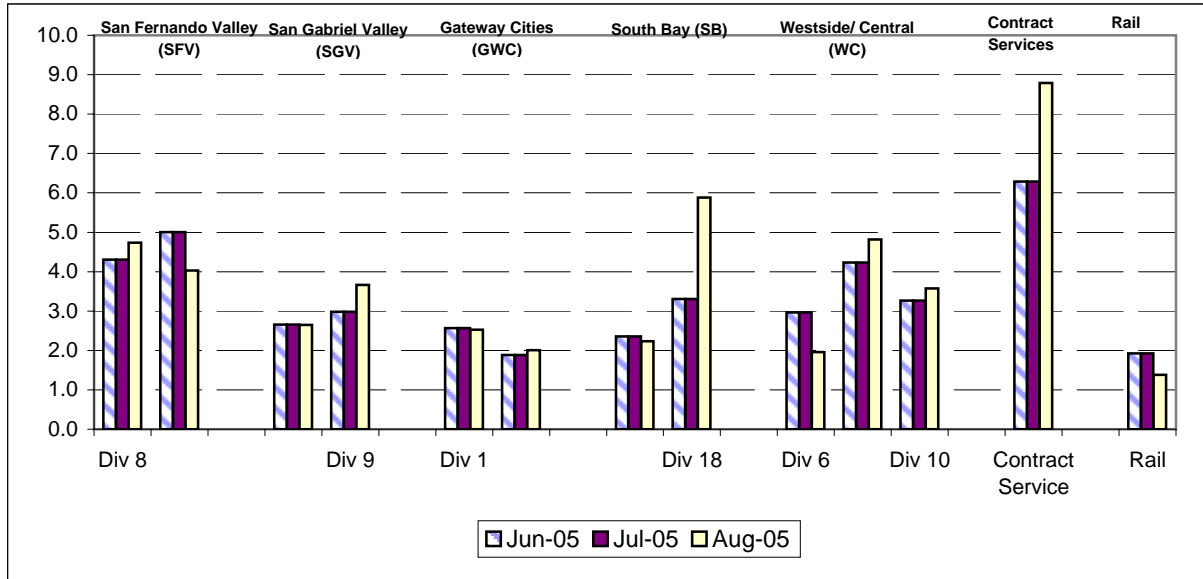
### COMPLAINTS PER 100,000 BOARDINGS

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

#### Systemwide Trend



#### Bus Operating Divisions - by Sectors' Divisions June - August 2005



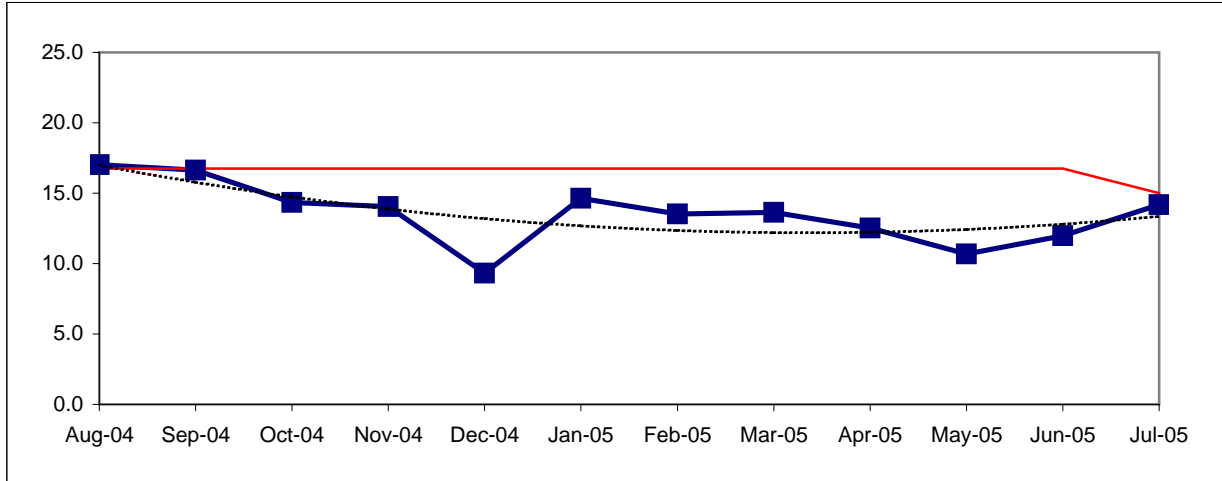
## WORKERS COMPENSATION CLAIMS

### 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 =  $\frac{\text{New Claims}}{(\text{Exposure Hours}/200,000)}$

#### Metro Operations Trend



One month lag from current month

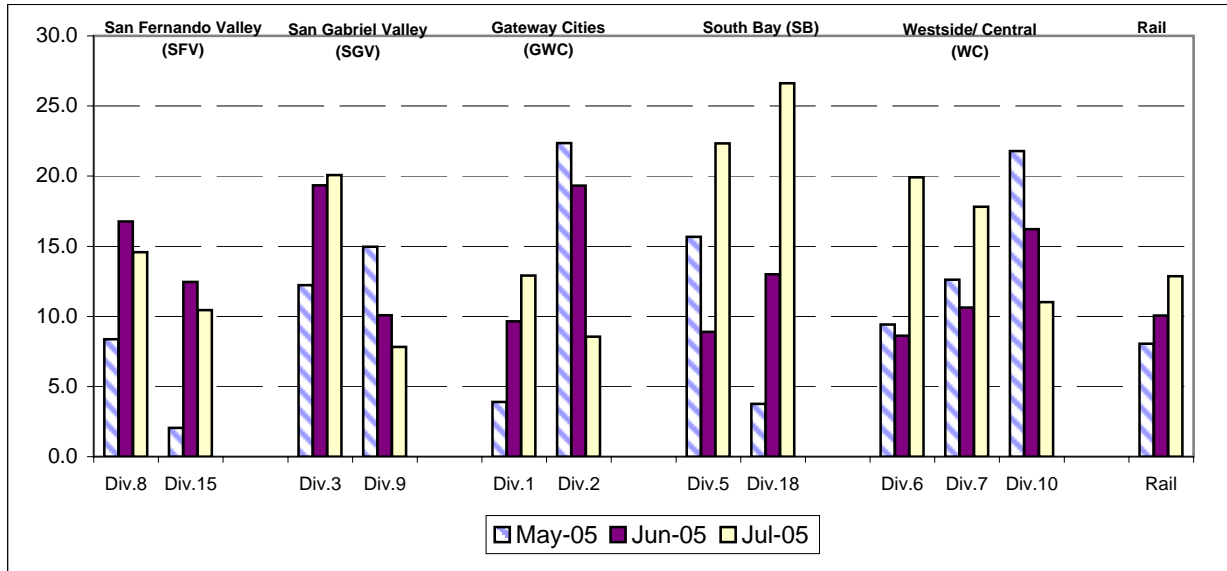
### NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

**Definition:** Average number of new workers compensation indemnity claims filed per 200,000

**Calculation:** New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New

#### Bus & Rail - by Bus Sectors' Divisions and Rail May - July 2005

One month lag from current month





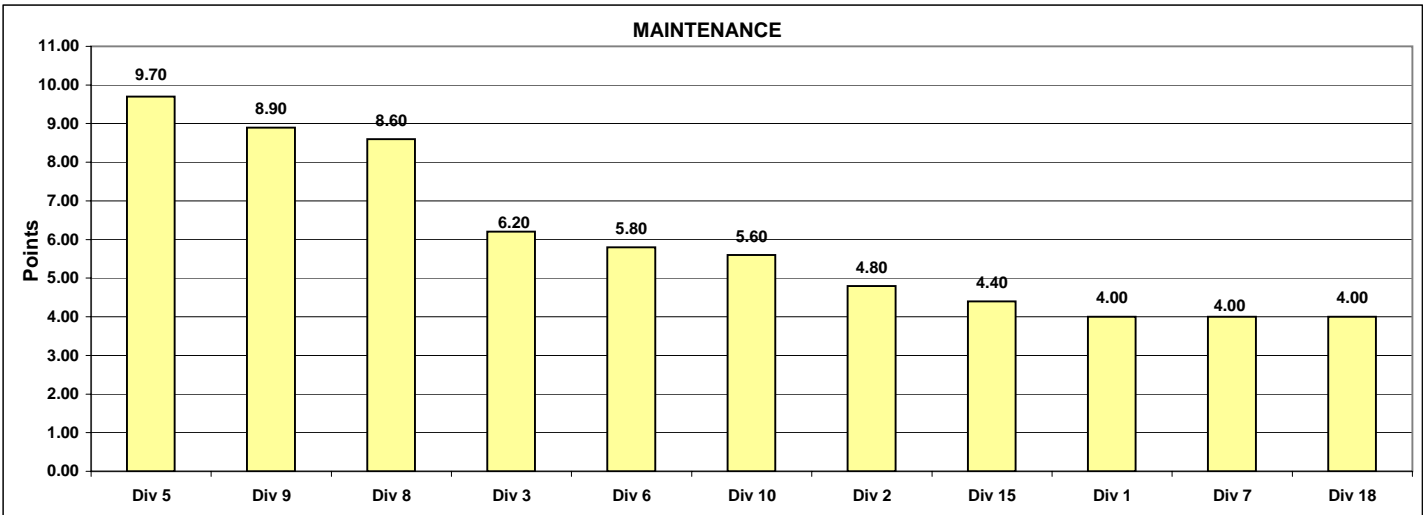
**"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM**

**Monthly Calculations - August 2005  
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 Total Road Calls	50%	885.1	1277.9	1507.7	1692.5	1295.2	991.4	2049.4	2171.5	1285.5	1140.5	1130.3
Points		1	5	8	9	7	2	10	11	6	4	3
Attendance	20%	0.97933	0.96893	0.97402	0.98782	0.98634	0.97458	0.96697	0.96643	0.96532	0.98220	0.97948
Points		7	4	5	11	10	6	3	2	1	9	8
New WC Claims /200,000 Exp Hrs*	30%	10.0268	13.3487	21.4897	0.0000	38.9054	10.0672	0.0000	0.0000	9.5114	29.7110	28.4260
Points		7	5	4	10	1	6	10	10	8	2	3
*One month lag												
<b>Totals</b>		<b>4.00</b>	<b>4.80</b>	<b>6.20</b>	<b>9.70</b>	<b>5.80</b>	<b>4.00</b>	<b>8.60</b>	<b>8.90</b>	<b>5.60</b>	<b>4.40</b>	<b>4.00</b>
<b>FINAL RANKING Maintenance Division Ranking (Sorted)</b>												
<b>DIV.</b>		Div 5	Div 9	Div 8	Div 3	Div 6	Div 10	Div 2	Div 15	Div 1	Div 7	Div 18
<b>Score</b>		9.70	8.90	8.60	6.20	5.80	5.60	4.80	4.40	4.00	4.00	4.00
<b>Rank</b>		1st	2nd	3rd	4th	5th	6th	7th	8th	9th	9th	9th

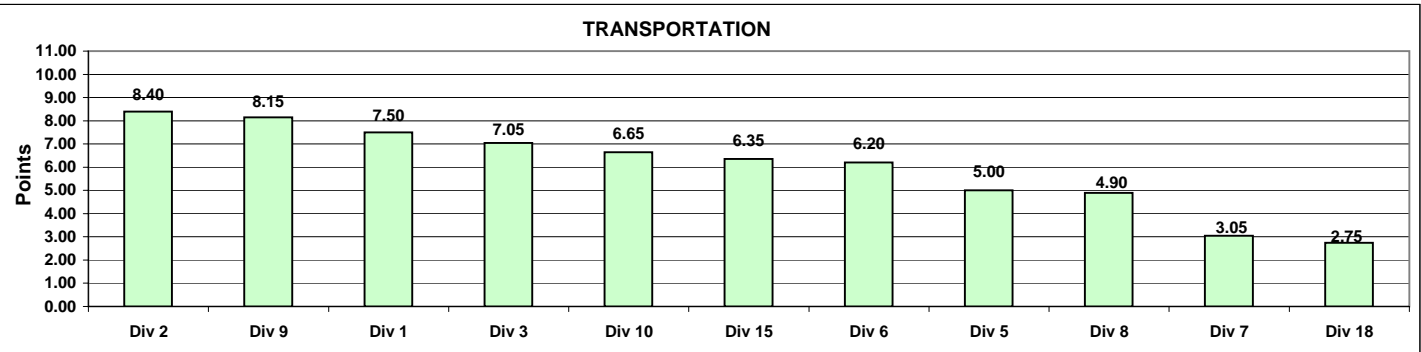


**Monthly Calculations - August 2005**  
**Metro Bus - Transportation**

**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	25%	0.7702	0.7569	0.7363	0.6399	0.6069	0.6788	0.6975	0.7336	0.6692	0.6805	0.6299
Points		11	10	9	3	1	5	7	8	4	6	2
Miles Between Total Road Calls	10%	885.0853	1277.9073	1507.6566	1692.5356	1295.1745	991.3581	2049.3908	2171.5102	1285.5161	1140.5295	1130.3091
Points		1	5	8	9	7	2	10	11	6	4	3
Accident Rate	25%	2.2417	3.1554	3.0633	3.0083	1.5546	5.1597	3.9457	1.7532	2.6886	4.5205	3.4411
Points		9	5	6	7	11	1	3	10	8	2	4
Complaints/100K Boardings	15%	3.4381	1.7425	2.1614	2.5347	3.4842	3.9134	5.2874	4.1492	3.3791	3.3243	4.0546
Points		6	11	10	9	5	4	1	2	7	8	3
New WC Claims /200,000 Exp Hrs*	25%	13.6962	7.2449	19.6471	28.6819	13.3876	20.0319	19.4164	10.1559	11.3702	5.3038	26.1607
Points		6	10	4	1	7	3	5	9	8	11	2
*One month lag												
<b>Totals</b>		<b>7.50</b>	<b>8.40</b>	<b>7.05</b>	<b>5.00</b>	<b>6.20</b>	<b>3.05</b>	<b>4.90</b>	<b>8.15</b>	<b>6.65</b>	<b>6.35</b>	<b>2.75</b>
FINAL RANKING												
Transportation Division Ranking (Sorted)												
DIV.	Div 2	Div 9	Div 1	Div 3	Div 10	Div 15	Div 6	Div 5	Div 8	Div 7	Div 18	
Score	8.40	8.15	7.50	7.05	6.65	6.35	6.20	5.00	4.90	3.05	2.75	
Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	



**Monthly Calculations - August 2005  
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 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		
	Aug-04	Aug-05	Yearly Improvement	Aug-04	Aug-05	Yearly Improvement	Aug-04	Aug-05	Yearly Improvement	Aug-04	Aug-05	Yearly Improvement
<b>Wayside Availability</b>												
Track	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	99.95%	-0.05%
Signals	100.00%	100.00%	0.00%	99.89%	99.78%	-0.11%	99.67%	99.96%	0.30%	99.98%	99.82%	-0.16%
Power	99.99%	99.69%	-0.29%	99.96%	100.00%	0.04%	99.86%	99.96%	0.09%	100.00%	94.28%	-5.72%
<b>Wayside Performance</b>	<b>100.00%</b>	<b>99.90%</b>	<b>-0.10%</b>	<b>99.95%</b>	<b>99.93%</b>	<b>-0.02%</b>	<b>99.84%</b>	<b>99.97%</b>	<b>0.13%</b>	<b>99.99%</b>	<b>98.02%</b>	<b>-1.97%</b>
<b>Vehicle Availability</b>												
Vehicle Performance	99.36%	99.22%	-0.13%	99.52%	99.39%	-0.14%	99.53%	99.61%	0.09%	99.12%	99.39%	0.27%
<b>Operator Availability</b>												
Operators	99.90%	99.88%	-0.03%	99.78%	99.92%	0.14%	99.82%	99.87%	0.05%	99.73%	99.87%	0.14%
<b>In-Service Performance</b>												
Rev. Hr. Delivered - Rail	99.20%	98.79%	-0.40%	98.82%	99.07%	0.25%	98.88%	99.41%	0.53%	98.82%	93.31%	-5.51%
<b>total Rail Line Performance</b>	<b>99.61%</b>	<b>99.45%</b>	<b>-0.17%</b>	<b>99.52%</b>	<b>99.58%</b>	<b>0.06%</b>	<b>99.52%</b>	<b>99.72%</b>	<b>0.20%</b>	<b>99.42%</b>	<b>97.65%</b>	<b>-1.77%</b>

Metro Rail Final Ranking (Sorted)				
Rail Line	GREEN	RED	BLUE	GOLD
Score	0.199%	0.056%	-0.165%	-1.770%
Rank	1st	2nd	3rd	4th

