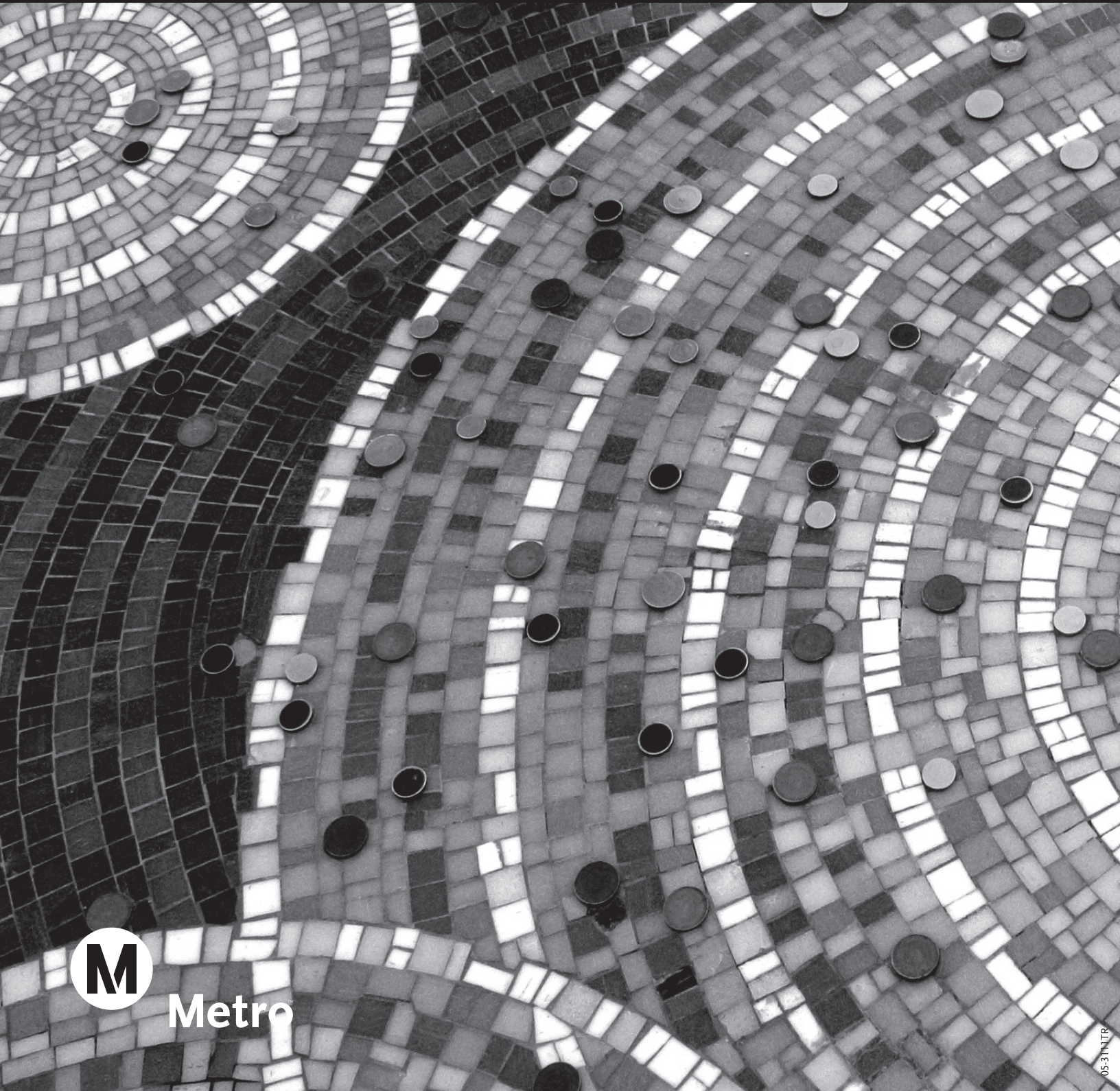


Los Angeles County
Metropolitan Transportation Authority

DEC 2005

METRO OPERATIONS
MONTHLY PERFORMANCE
REPORT



Metro

Table of Contents

	Page
San Fernando Valley Sector (SFV)	3
San Gabriel Valley Sector (SGV)	7
Gateway Cities Sector (GC)	11
South Bay Sector (SB)	15
Westside/Central Sector (WC)	19
Rail Performance	23
On-time Service	
In-Service On-Time Performance	
Schedule Revenue Service Hours Delivered	
Mean Miles Between Chargeable Mechanical Failures	
Bus Service Performance Systemwide	29
On-Time Pullout Percentage	
Outlates and Cancellations by Division	
In-Service On-Time Performance	
Scheduled Revenue Service Hours Delivered	
Maintenance Performance	32
Mean Miles Between Chargeable Mechanical Failures	
Past Due Critical Preventive Maintenance Program	
Safety Performance	34
Bus Accidents per 100,000 Hub Miles	
Rail Accidents per 100,000 Revenue Train Miles	
Customer Satisfaction	37
Complaints per 100,000 Boardings	
New Workers' Compensation Claims	38
New Workers' Compensation Claims per 200,000 Exposure Hours	
"How You Doin'?" Incentive Program	39
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	Dec. Month	Status
Bus Systemwide							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*, **				58%	28.97%	29.05%	
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	3,141	3,204	
In-Service On-time Performance**	69.23%	65.43%	66.50%	70%	65.40%	63.82%	
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.48	3.62	
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	2.81	2.26	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	15.00	Nov. 11.95	Nov. 8.61	
**Div 15 Nov. data excluded & Dec. Data after shake-up							
SFV Sector							
OTP-PTP*, **				58%	27.48%	26.96%	
MMBMF*				3,500	3,083	3,151	
In-Service On-time Performance**	67.30%	67.47%	68.54%	70%	66.27%	69.77%	
Bus Traffic Accidents Per 100,000 Miles	2.91	2.99	2.67	2.85	3.35	2.87	
Complaints per 100,000 Boardings	6.32	5.45	4.39	4.25	4.09	4.28	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.72	15.15	13.71	16.00	Nov. 9.56	Nov. 3.31	
**Div 15 Nov. data excluded & Dec. Data after shake-up							
Division 8							
OTP-PTP*				58%	24.56%	25.28%	
MMBDMF*				3,500	3,787	3,800	
In-Service On-time Performance	70.09%	69.12%	69.78%	70%	67.87%	69.88%	
Bus Traffic Accidents Per 100,000 Miles	2.84	2.75	2.58	2.85	3.35	2.75	
Complaints per 100,000 Boardings	6.87	5.09	4.17	4.25	4.78	5.30	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.92	19.15	16.77	16.00	Nov. 10.91	Nov. 2.57	
**Div 15 Nov. data excluded & Dec. Data after shake-up							
Division 15							
OTP-PTP*, **				58%	31.23%	31.09%	
MMBMF*				3,500	2,698	2,756	
In-Service On-time Performance**	66.13%	66.62%	67.84%	70%	65.18%	69.29%	
Bus Traffic Accidents Per 100,000 Miles	2.96	3.17	2.74	2.85	3.34	2.98	
Complaints per 100,000 Boardings	6.01	5.70	4.55	4.25	3.68	3.65	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.23	13.14	12.46	16.00	Nov. 8.55	Nov. 4.12	

*New Indicator. ** Div 15 excluded (Nov. data excluded --No schedules loaded for Orange Line Oct.31 shake-up & Dec. Data after shake-up used.)

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.

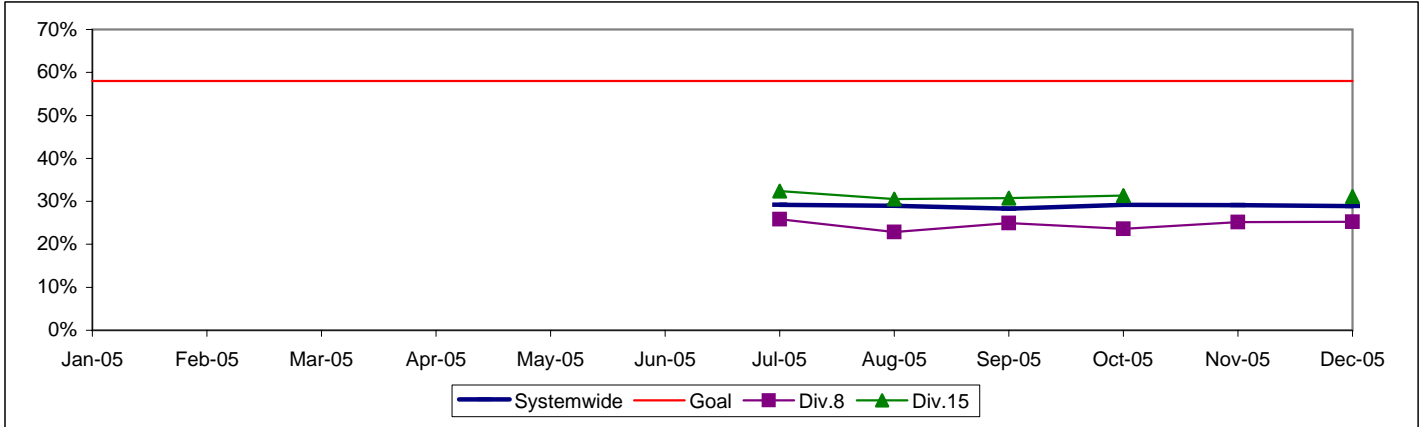
SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

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

OTP-PTP Systemwide and Divisions 8 and 15*



* New Indicator. On-Time Pullout from Primary Terminal Point (OTP-PTP) data from ATMS. Division 15 data not available.

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

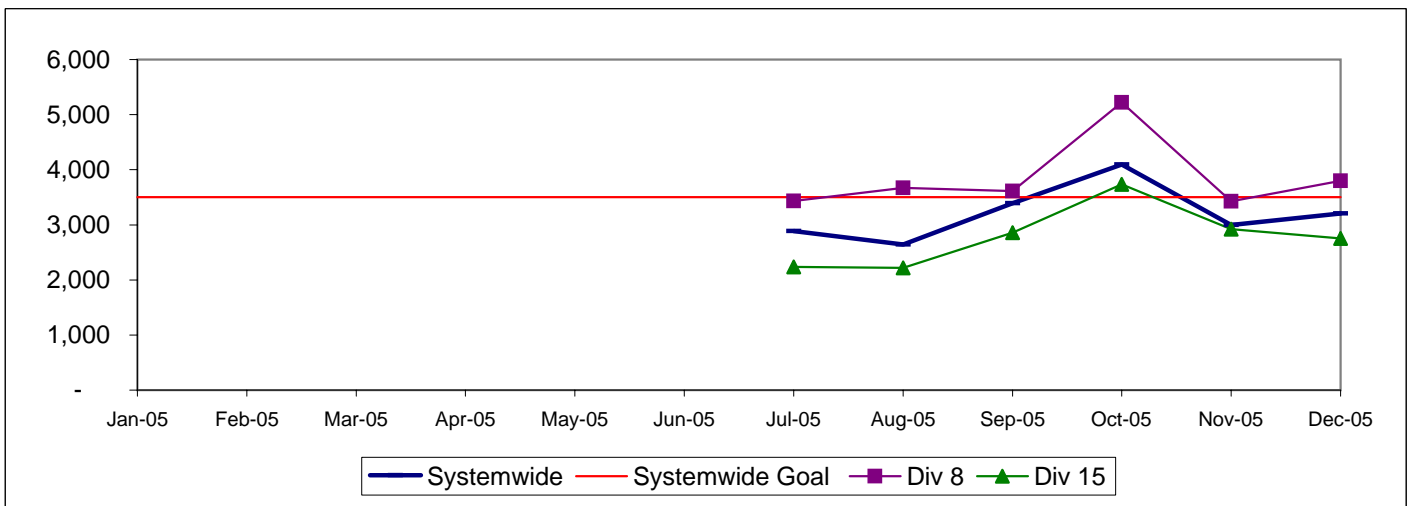
Div.	Pullouts from Primary Terminal Point				Percent		
	Early	Late	On-Time	Total Pullouts	Early Pullouts	On-Time Pullouts	Late Pullouts
San Fernando Valley (SFV)							
8	875	1638	850	3363	26.02%	25.28%	48.71%
15	237	707	426	1370	17.30%	31.09%	51.61%
Total Systemwide	7969	17230	10318	35517	22.44%	29.05%	48.51%

*New Indicator. Division 15 data not available.

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



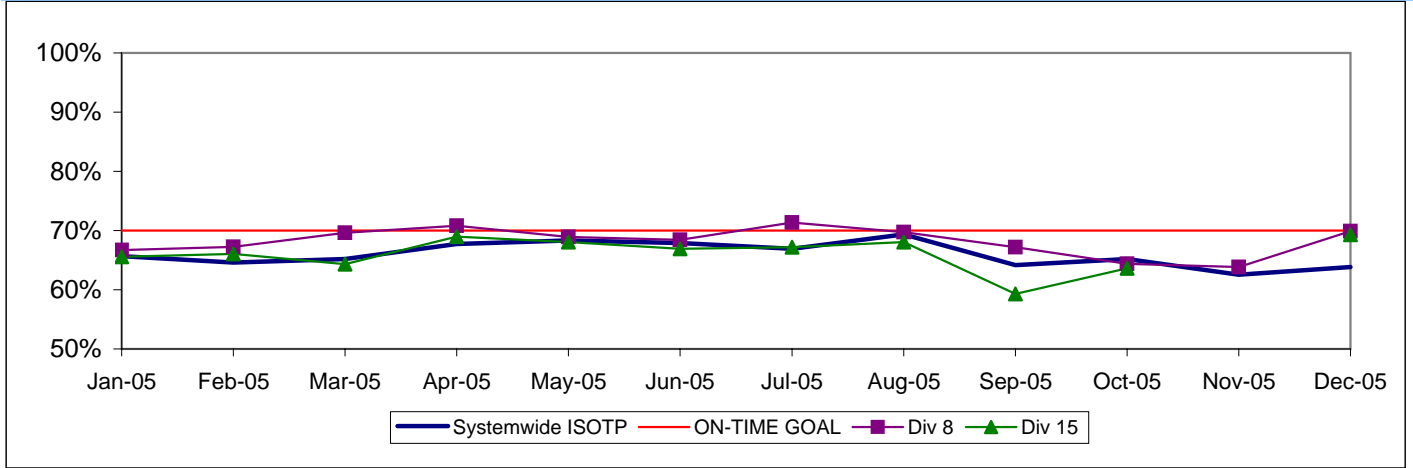
IN-SERVICE ON-TIME PERFORMANCE*

Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no

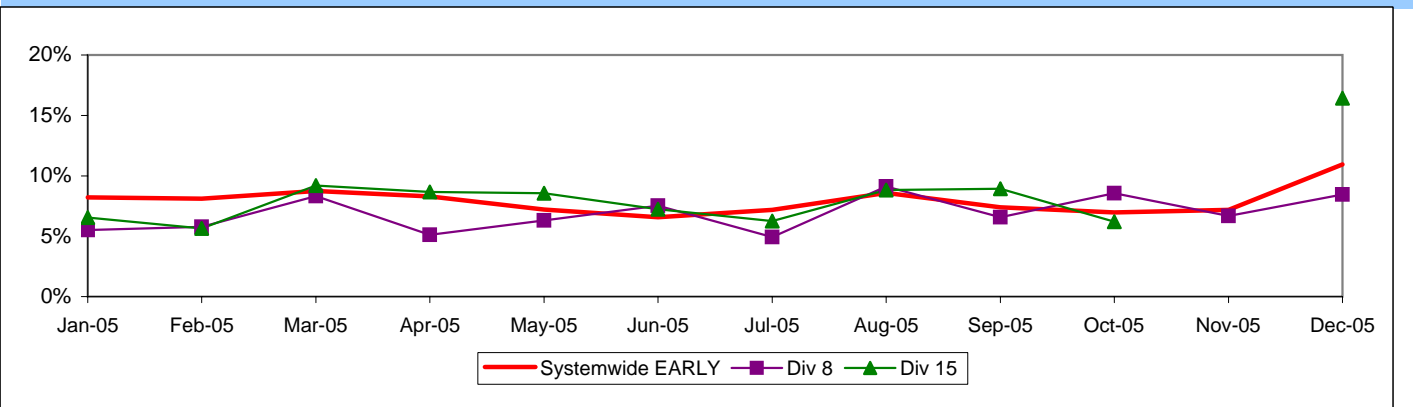
Calculation: $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes}) / \text{Total buses})$

* Division 15 November data not available.

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



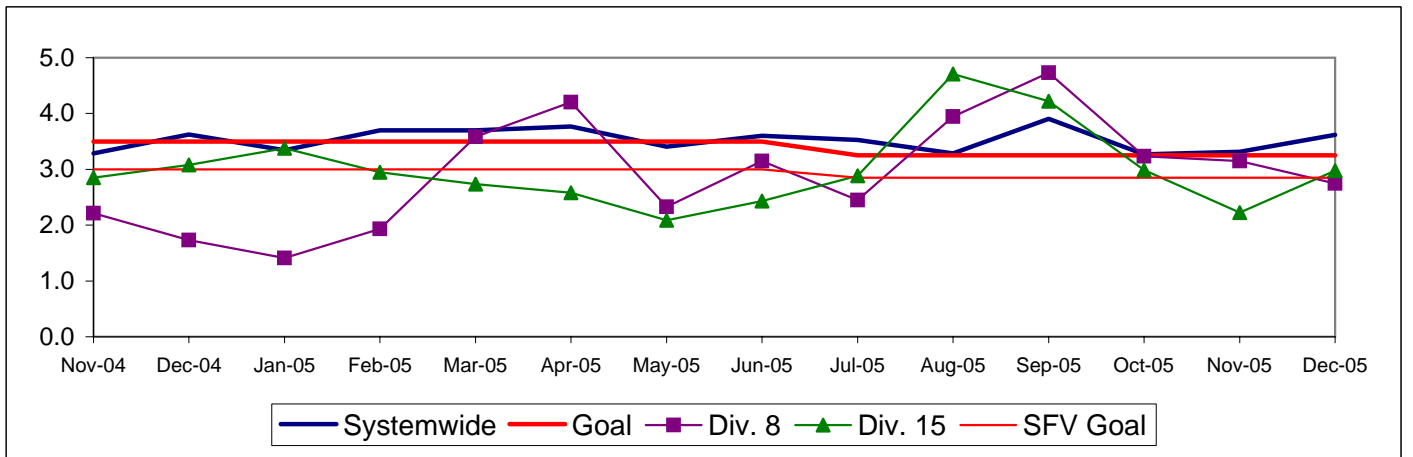
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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

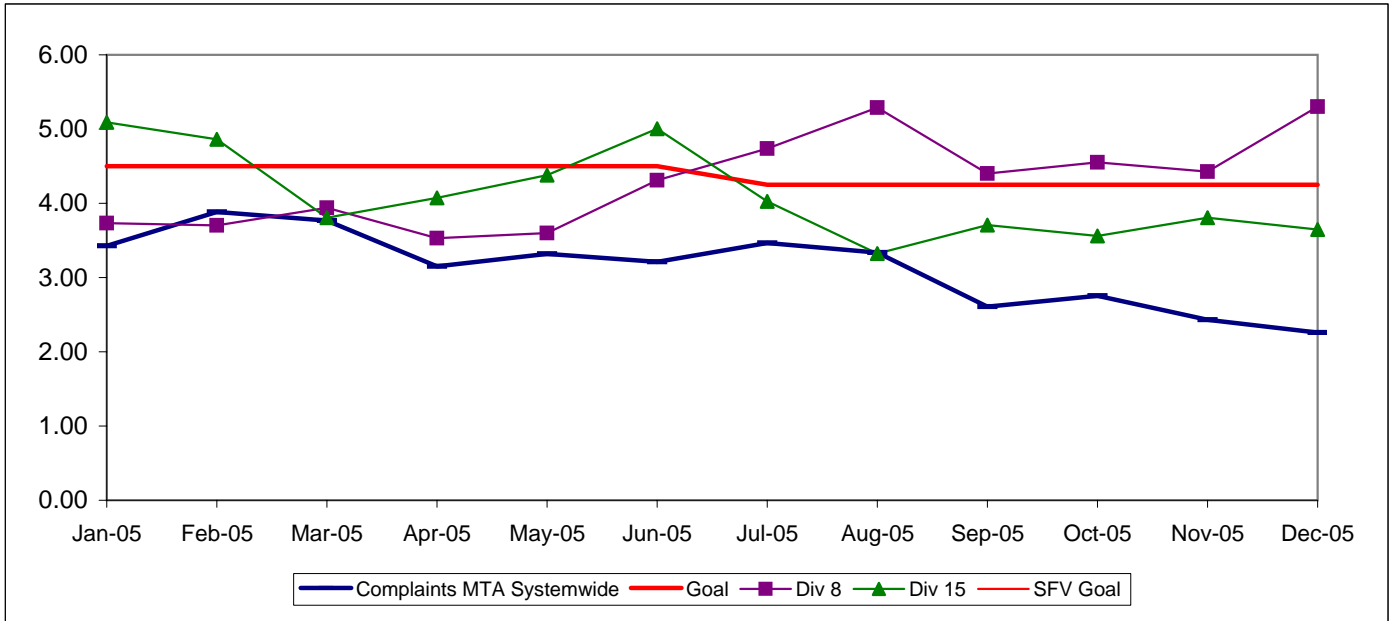
Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

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



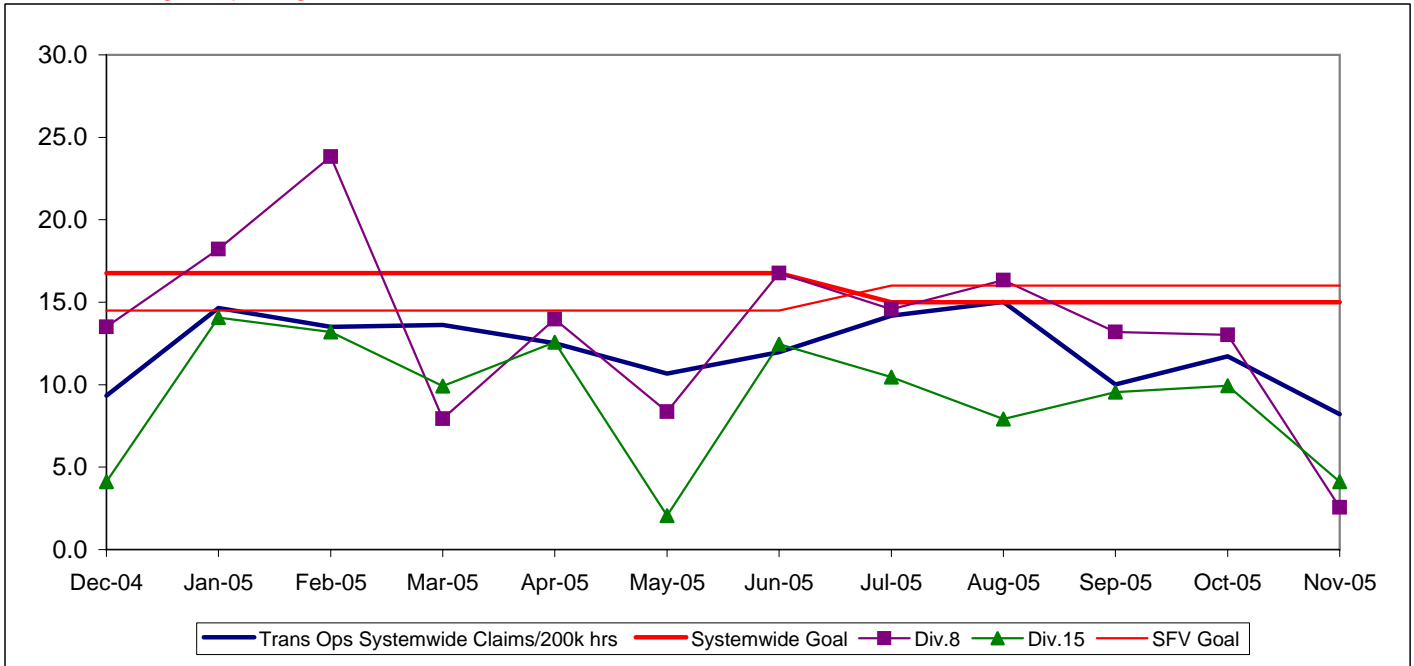
COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Bus Operating Divisions 8 and 15

Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and
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	Dec. Month	Status
Bus Systemwide							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*,**				58%	28.97%	29.05%	🟡
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	3,141	3,204	🟡
In-Service On-time Performance**	69.23%	65.43%	66.50%	70%	65.40%	63.82%	🟡
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.48	3.62	🟡
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	2.81	2.26	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	15.00	Nov. 11.95	Nov. 8.61	🟢
**Div 15 Nov. data excluded & Dec. Data after shake-up							
SGV Sector							
OTP-PTP*				58%	35.73%	35.95%	🟡
MMBMF*				3,500	3,605	3,337	🟢
In-Service On-time Performance	70.02%	69.98%	70.10%	75%	70.84%	69.24%	🟡
Bus Traffic Accidents Per 100,000 Miles	3.40	2.91	2.96	2.75	3.05	3.04	🟡
Complaints per 100,000 Boardings	3.57	3.80	2.95	3.00	2.47	1.81	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.15	16.12	10.14	11.00	Nov. 11.53	Nov. 6.15	🟡
Division 3							
OTP-PTP*				58%	28.40%	29.06%	🟡
MMBCMF*				3,500	2,707	2,619	🟡
In-Service On-time Performance	71.08%	70.80%	71.06%	75%	72.55%	68.80%	🟡
Bus Traffic Accidents Per 100,000 Miles	4.22	3.59	3.57	2.75	3.86	3.82	🟡
Complaints per 100,000 Boardings	3.09	3.02	2.60	3.00	1.94	1.28	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.54	12.36	6.68	11.00	Nov. 10.89	Nov. 5.03	🟡
Division 9							
OTP-PTP*				58%	41.24%	40.81%	🟡
MMBMF*				3,500	5,076	4,342	🟢
In-Service On-time Performance	67.47%	68.16%	68.16%	75%	68.32%	70.15%	🟡
Bus Traffic Accidents Per 100,000 Miles	2.64	2.26	2.42	2.75	2.35	2.39	🟢
Complaints per 100,000 Boardings	4.31	5.09	5.09	3.00	3.12	2.48	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	28.54	20.75	14.66	11.00	Nov. 11.77	Nov. 5.22	🟡

*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.

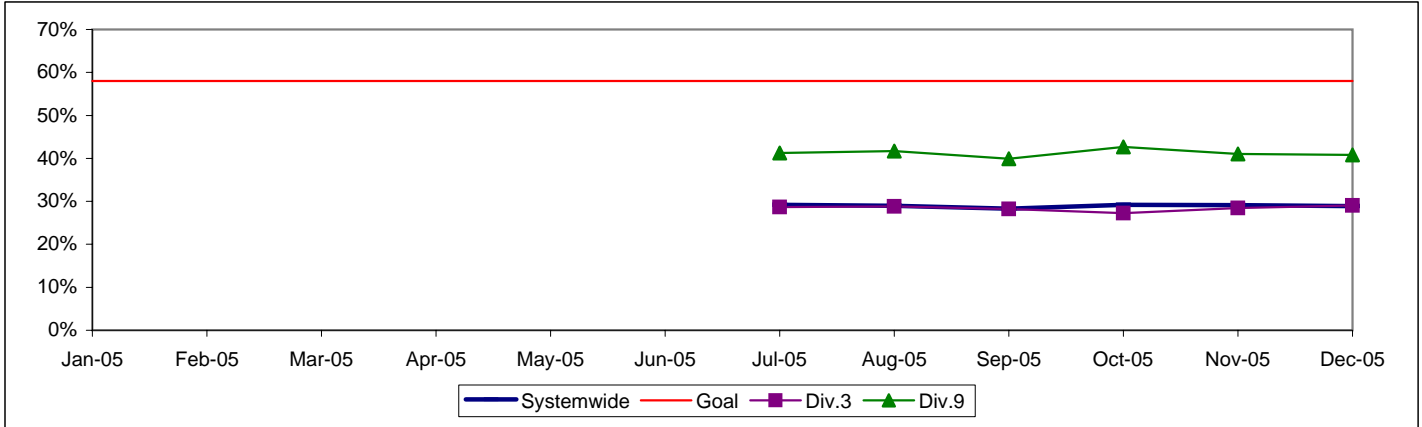
SAN GABRIEL VALLEY SECTOR BUS SERVICE PERFORMANCE

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

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'

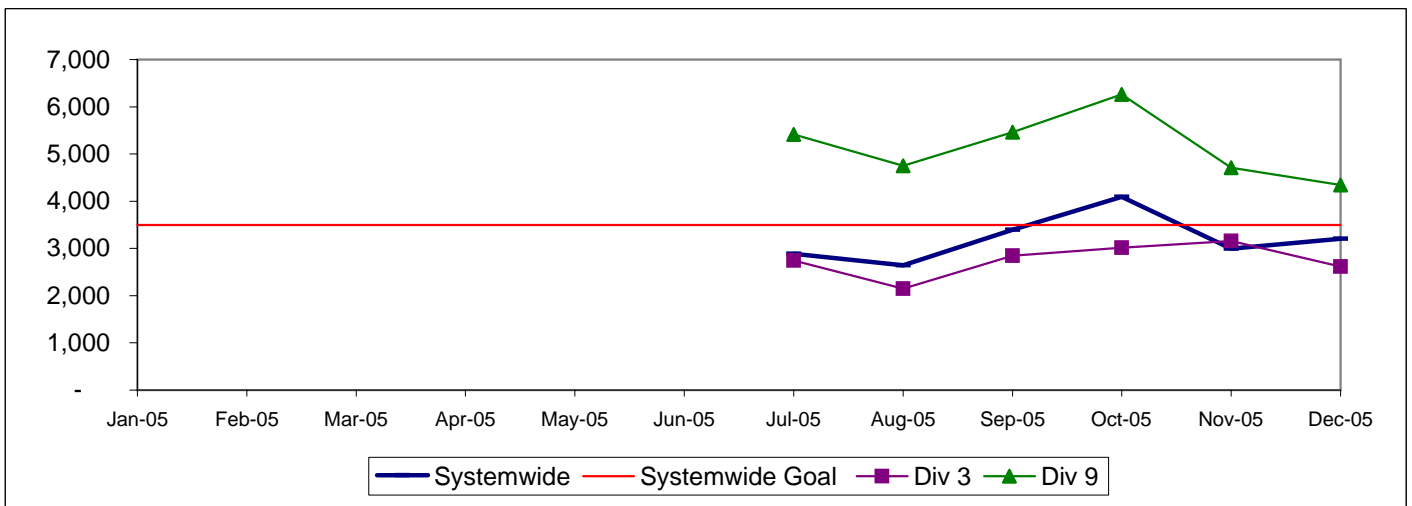
Div.	Pullouts from Primary Terminal Point				Percent		
	Early	Late	On-Time	Total Pullouts	Early Pullouts	On-Time Pullouts	Late Pullouts
San Gabriel Valley (SGV)							
3	359	1269	667	2295	15.64%	29.06%	55.29%
9	668	1252	1324	3244	20.59%	40.81%	38.59%
Total Systemwide	7969	17230	10318	35517	22.44%	29.05%	48.51%

*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.

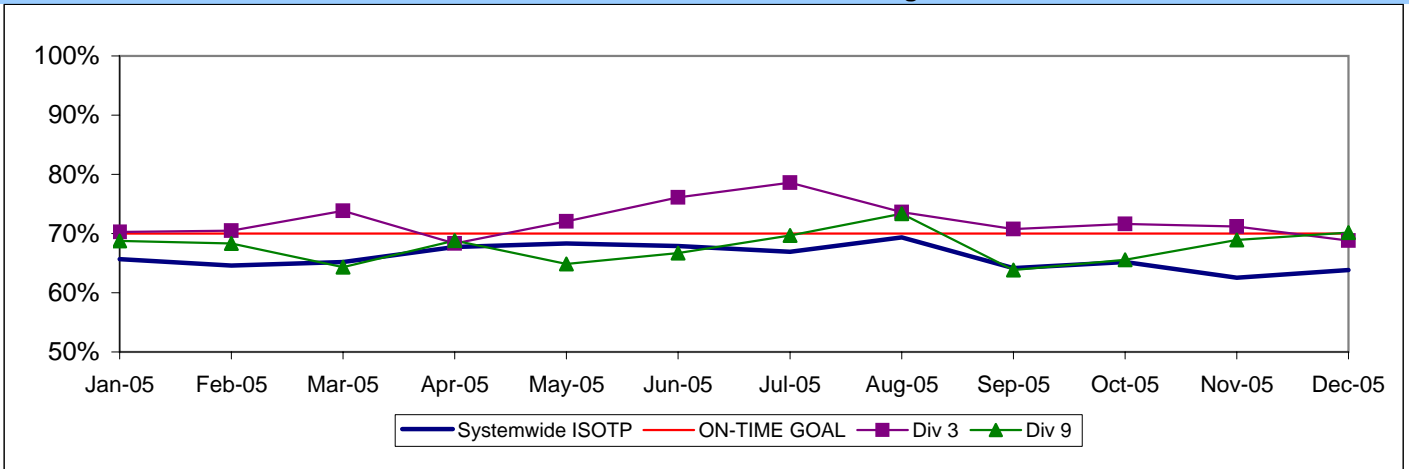
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



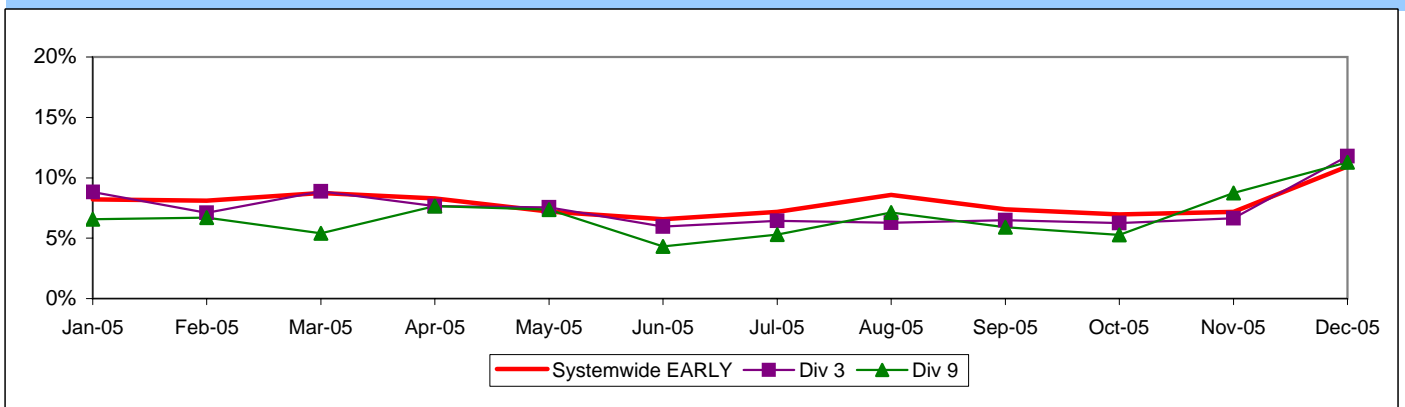
IN-SERVICE ON-TIME PERFORMANCE

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 3 and 9
 ISOTP - 1 Minute Tolerance for Running Hot**



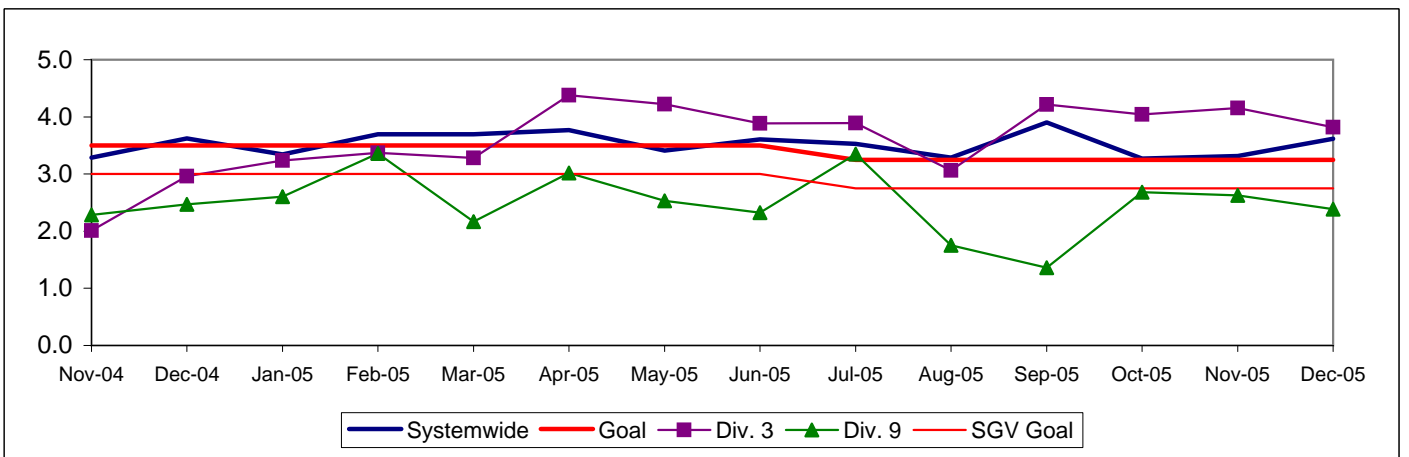
Running Hot - Systemwide and Bus Operating Divisions 3 and 9



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

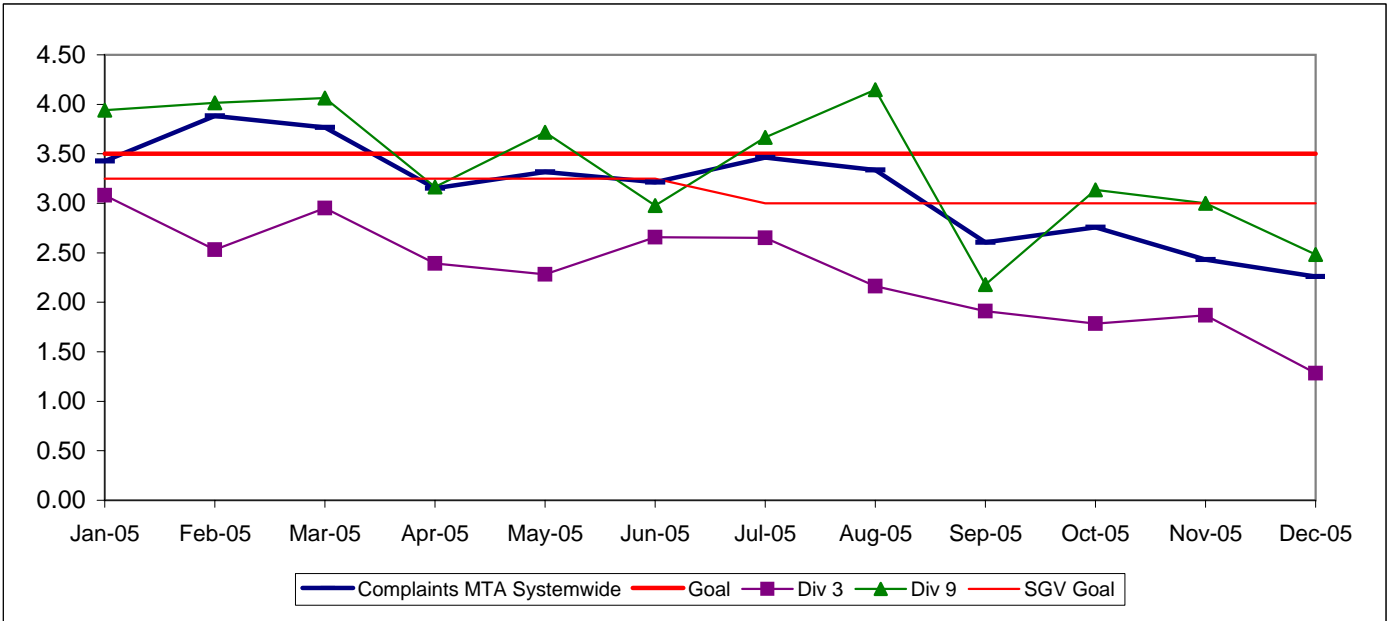
Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

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



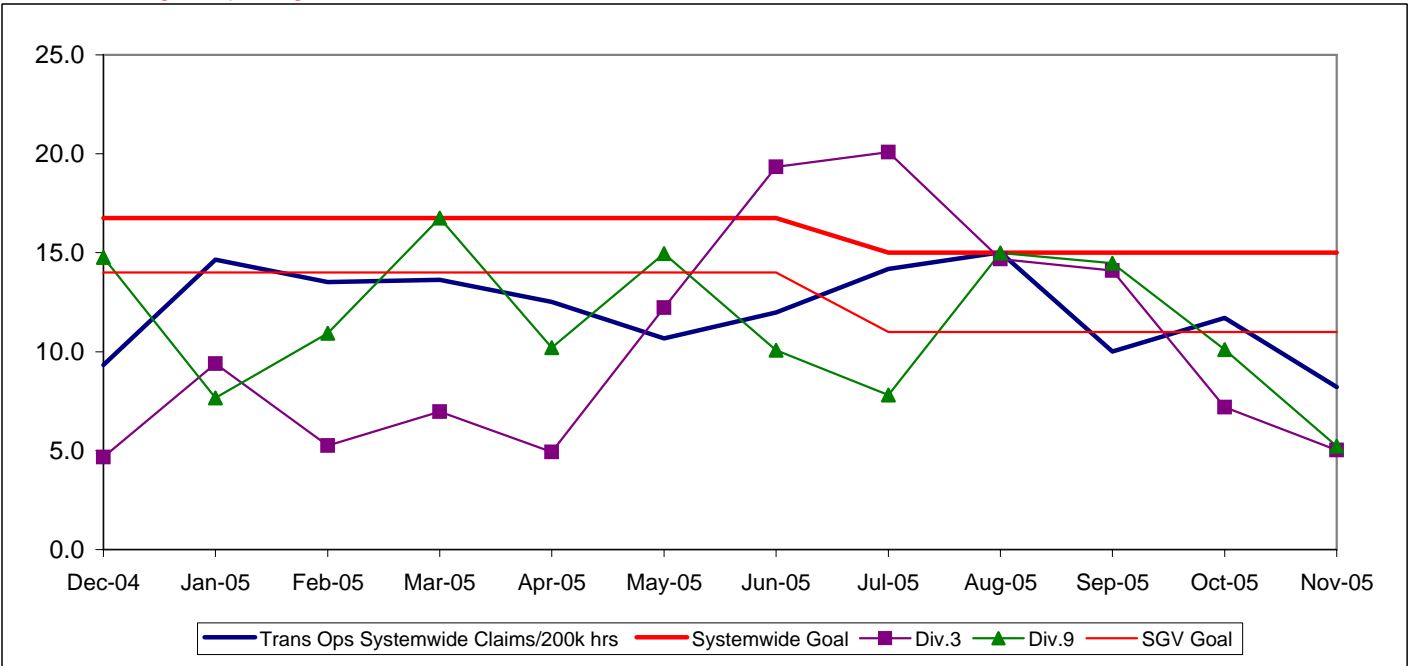
COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Bus Operating Divisions 3 and 9

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	Dec. Month	Status
Bus Systemwide							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*,**				58%	28.97%	29.05%	🟡
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	3,141	3,204	🟡
In-Service On-time Performance**	69.23%	65.43%	66.50%	70%	65.40%	63.82%	🟡
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.48	3.62	🟡
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	2.81	2.26	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	15.00	Nov. 11.95	Nov. 8.61	🟢
**Div 15 Nov. data excluded & Dec. Data after shake-up used.							
GC Sector							
OTP-PTP*				58%	27.81%	29.21%	🟡
MMBMF*				3,500	2,511	2,517	🟡
In-Service On-time Performance	74.53%	69.34%	71.20%	70%	71.86%	70.39%	🟢
Bus Traffic Accidents Per 100,000 Miles	4.07	3.86	4.29	4.00	3.51	3.61	🟢
Complaints per 100,000 Boardings	2.63	3.08	2.58	2.75	1.98	1.37	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	25.30	20.19	14.11	16.50	Nov. 11.10	Nov. 11.91	🟢
Division 1							
OTP-PTP*				58%	29.39%	29.71%	🟡
MMBMF*				3,500	2,424	2,132	🟡
In-Service On-time Performance	78.22%	70.57%	71.62%	70%	71.56%	69.39%	🟢
Bus Traffic Accidents Per 100,000 Miles	3.39	3.41	4.35	4.00	3.39	3.82	🟢
Complaints per 100,000 Boardings	2.26	3.32	2.92	2.75	2.33	1.56	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.42	16.82	12.71	16.50	Nov. 9.86	Nov. 8.71	🟢
Division 2							
OTP-PTP*				58%	26.14%	28.67%	🟡
MMBMF*				3,500	2,648	3,389	🟡
In-Service On-time Performance	67.53%	67.62%	70.42%	70%	72.34%	71.67%	🟢
Bus Traffic Accidents Per 100,000 Miles	4.78	4.36	4.21	4.00	3.69	3.30	🟡
Complaints per 100,000 Boardings	3.07	2.84	2.15	2.75	1.50	1.63	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	31.18	24.56	16.69	16.50	Nov. 13.25	Nov. 16.73	🟢

*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.

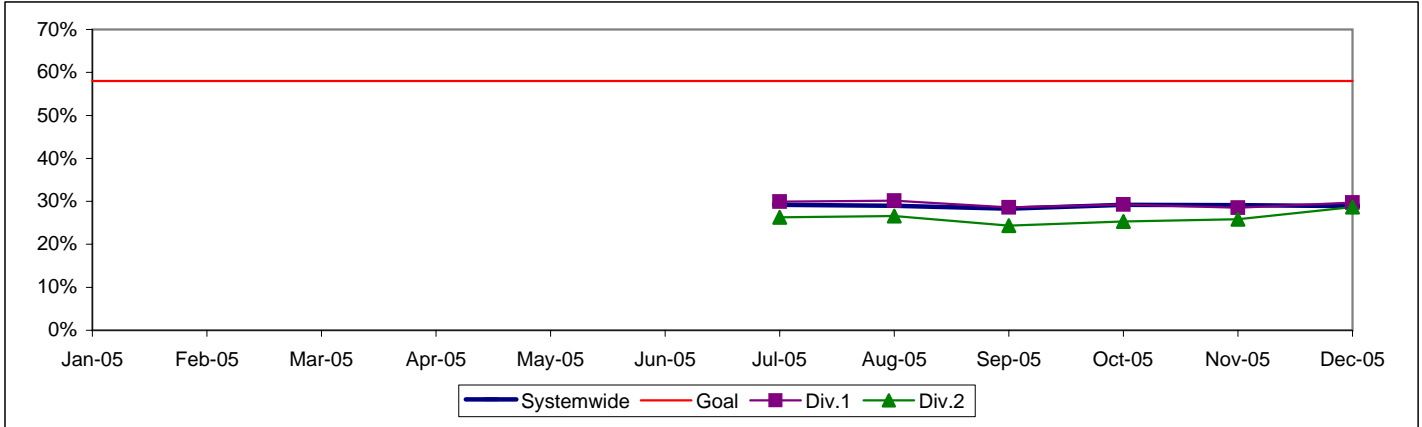
GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

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'

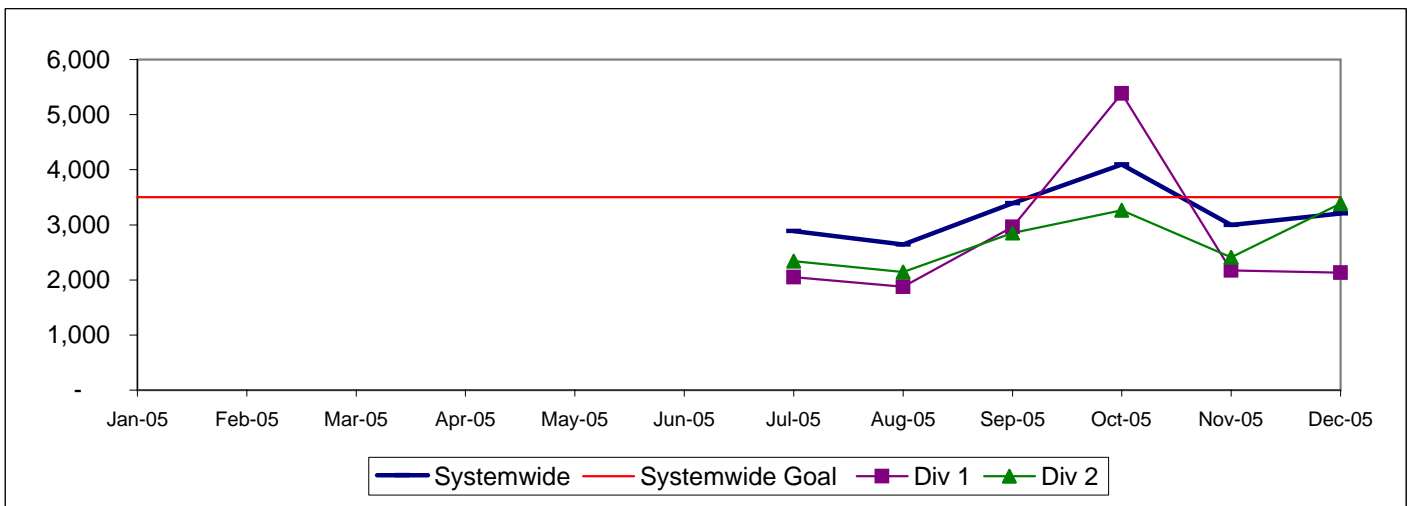
Div.	Pullouts from Primary Terminal Point				Percent		
	Early	Late	On-Time	Total Pullouts	Early Pullouts	On-Time Pullouts	Late Pullouts
Gateway Cities (GWC)							
1	689	2157	1203	4049	17.02%	29.71%	53.27%
2	999	1705	1087	3791	26.35%	28.67%	44.97%
Total Systemwide	7969	17230	10318	35517	22.44%	29.05%	48.51%

*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.

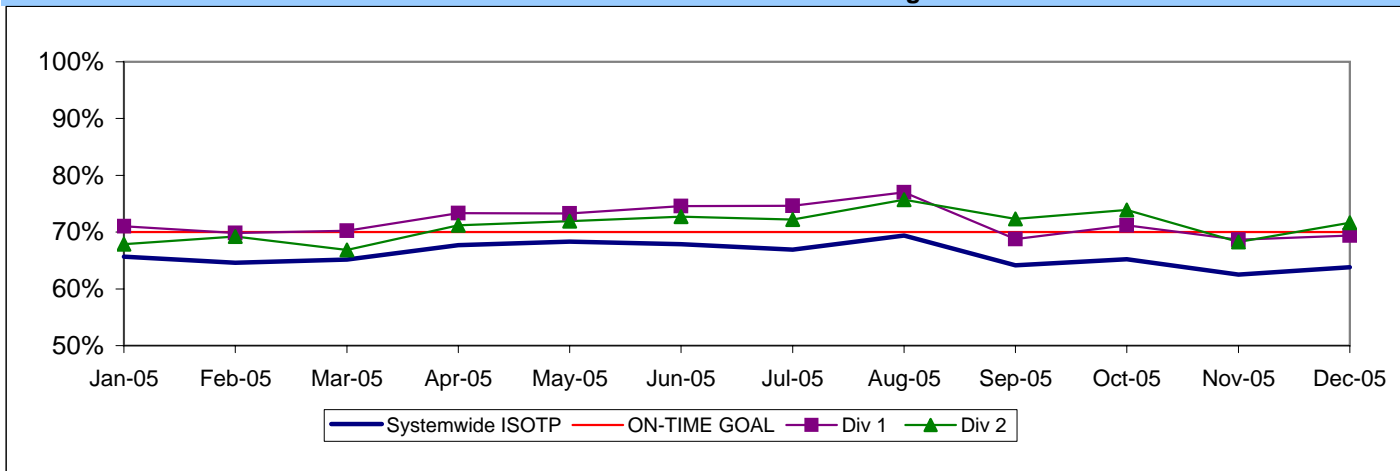
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



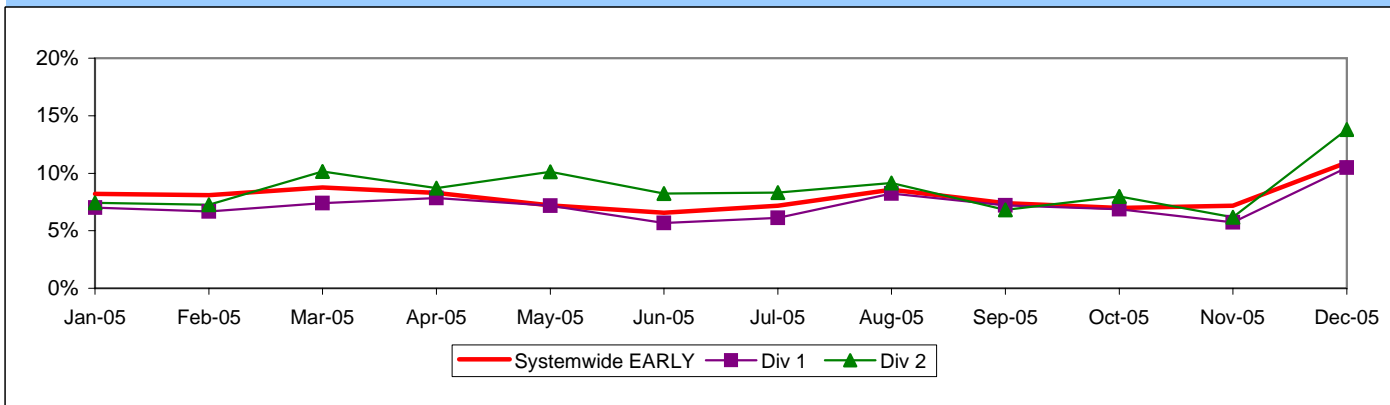
IN-SERVICE ON-TIME PERFORMANCE

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**



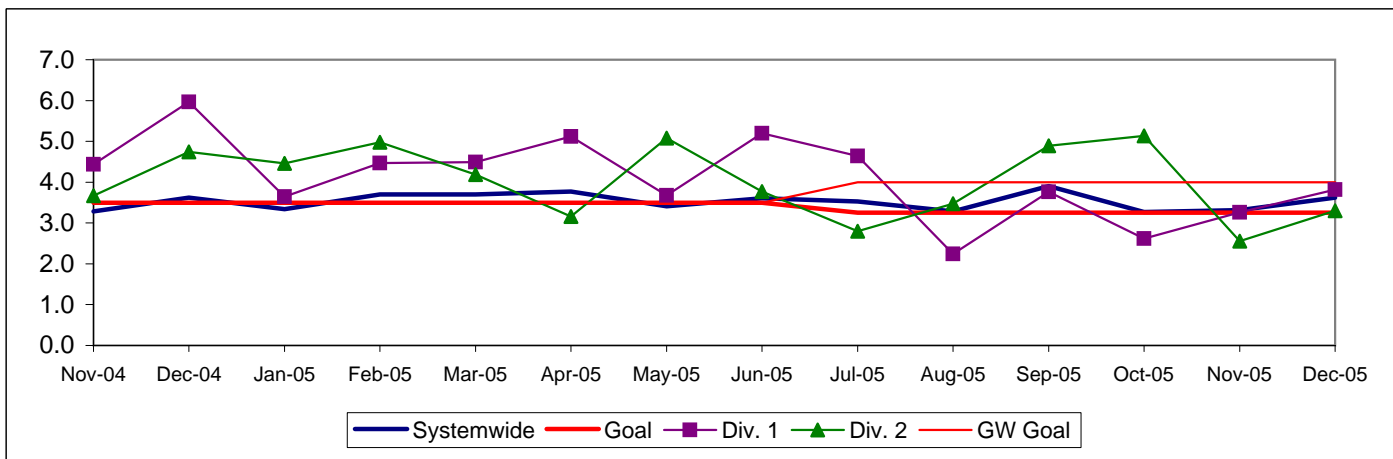
Running Hot - Systemwide and Bus Operating Divisions 1 and 2



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

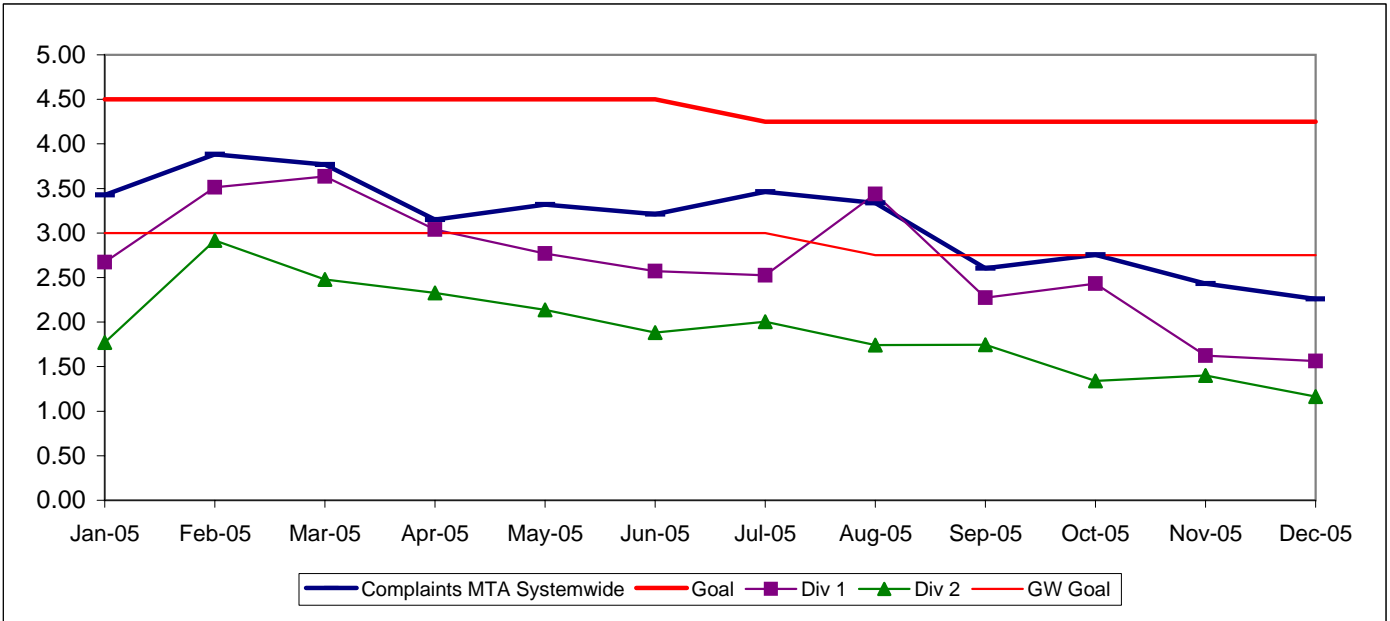
Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

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



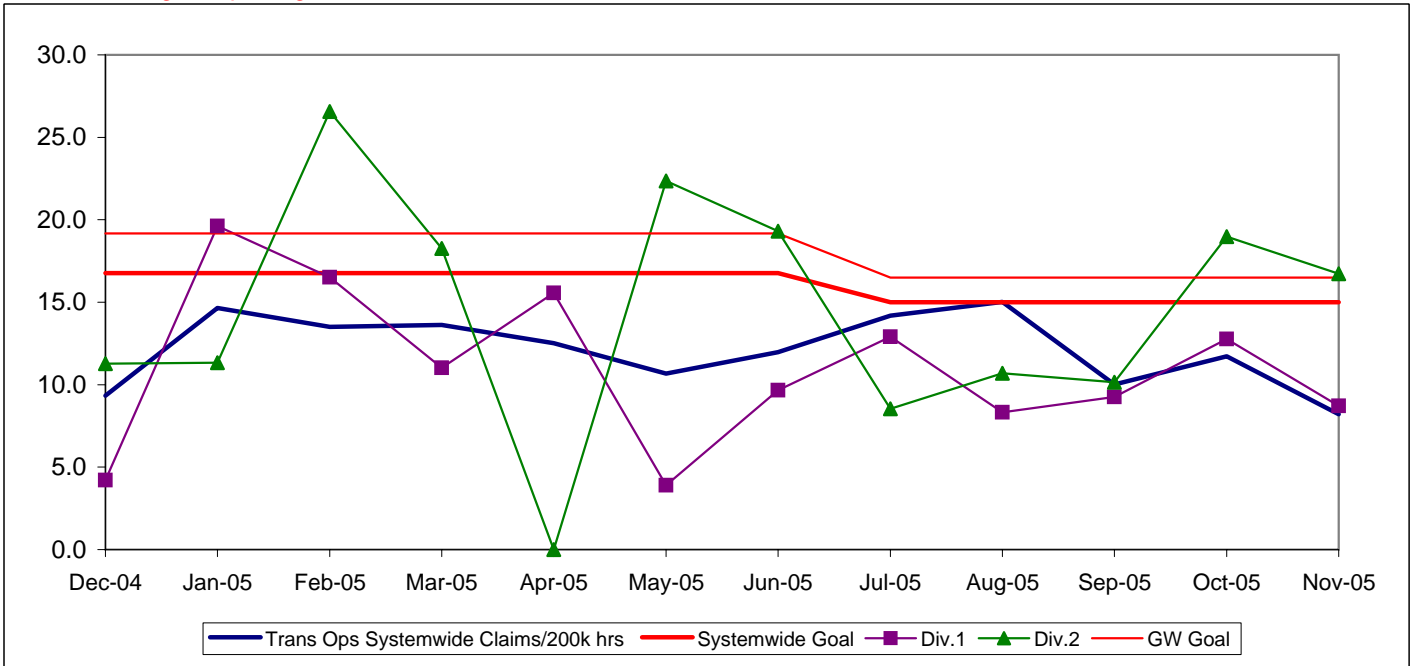
COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Bus Operating Divisions 1 and 2

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':

- * 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	Dec. Month	Status
Bus Systemwide							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*,**				58%	28.97%	29.05%	
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	3,141	3,204	
In-Service On-time Performance**	69.23%	65.43%	66.50%	70%	65.40%	63.82%	
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.48	3.62	
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	2.81	2.26	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	15.00	Nov. 11.95	Nov. 8.61	
**Div 15 Nov. data excluded & Dec. Data after shake-up used.							
SB Sector							
OTP-PTP*				58%	29.62%	28.61%	
MMBMF*				3,500	3,338	3,947	
In-Service On-time Performance	63.67%	61.74%	64.13%	70%	60.41%	56.83%	
Bus Traffic Accidents Per 100,000 Miles	4.00	3.68	3.57	4.00	3.46	4.01	
Complaints per 100,000 Boardings	4.02	4.63	3.61	4.50	2.83	1.90	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.28	14.84	14.65	16.20	Nov. 13.59	Nov. 9.94	
Division 5							
OTP-PTP*				58%	34.41%	31.52%	
MMBMF*				3,500	3,407	5,108	
In-Service On-time Performance	66.30%	63.17%	65.58%	70%	63.38%	60.65%	
Bus Traffic Accidents Per 100,000 Miles	4.58	3.90	4.31	4.00	3.67	4.56	
Complaints per 100,000 Boardings	2.86	3.45	2.71	4.50	2.09	1.78	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.16	15.22	18.72	16.20	Nov. 13.20	Nov. 11.09	
Division 18							
OTP-PTP*				58%	25.28%	26.51%	
MMBMF*				3,500	3,287	3,363	
In-Service On-time Performance	61.23%	60.78%	63.42%	70%	58.60%	54.11%	
Bus Traffic Accidents Per 100,000 Miles	3.57	3.51	3.02	4.00	3.32	3.58	
Complaints per 100,000 Boardings	5.26	5.74	4.44	4.50	3.57	3.65	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	13.40	14.71	11.67	16.20	Nov. 14.40	Nov. 9.41	

*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.

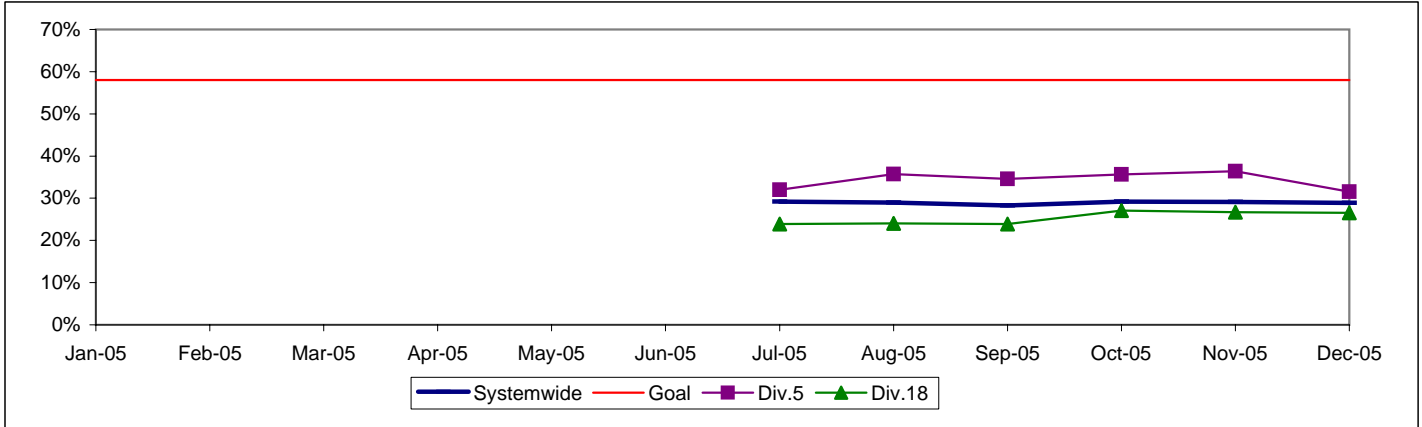
SOUTH BAY SECTOR BUS SERVICE PERFORMANCE

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 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'

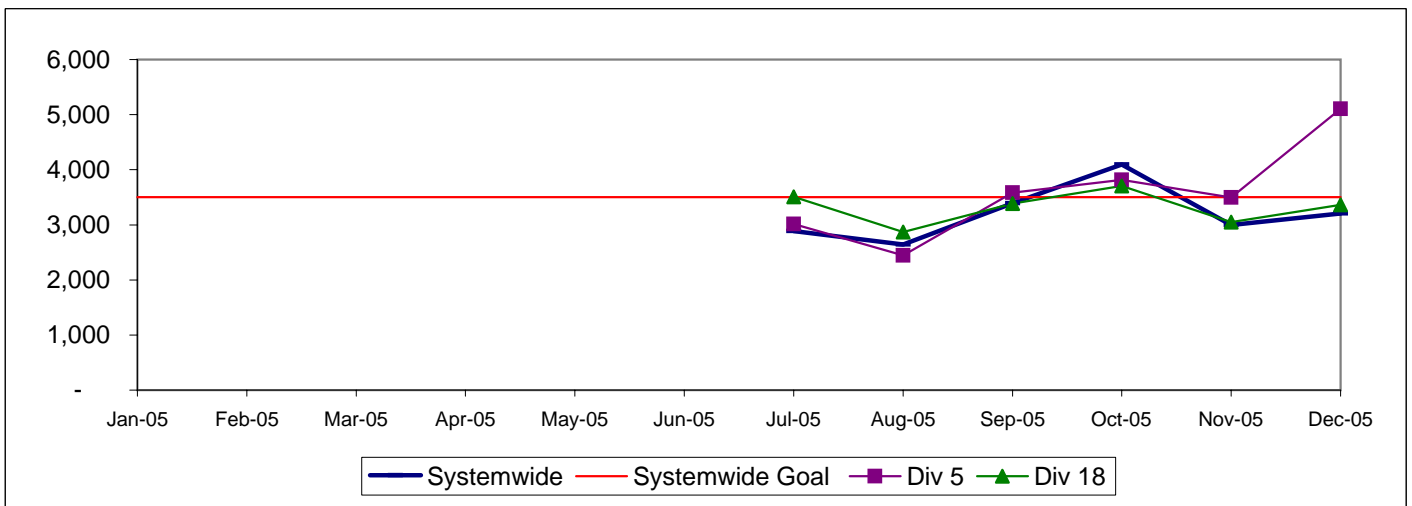
Div.	Pullouts from Primary Terminal Point				Percent		
	Early	Late	On-Time	Total Pullouts	Early Pullouts	On-Time Pullouts	Late Pullouts
South Bay (SB)							
5	857	1474	1073	3404	25.18%	31.52%	43.30%
18	1450	2023	1253	4726	30.68%	26.51%	42.81%
Total Systemwide	7969	17230	10318	35517	22.44%	29.05%	48.51%

*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.

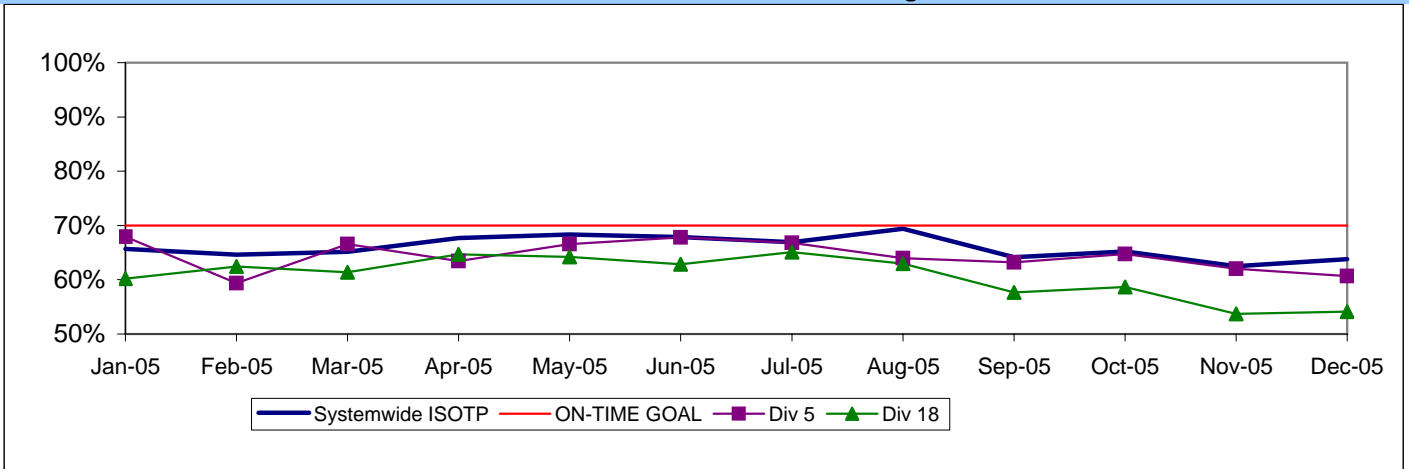
Calculation: $MMBMF = (Total\ Hub\ Miles / by\ Mechanical\ Related\ Roadcalls\ Requiring\ a\ Bus\ Exchange)$



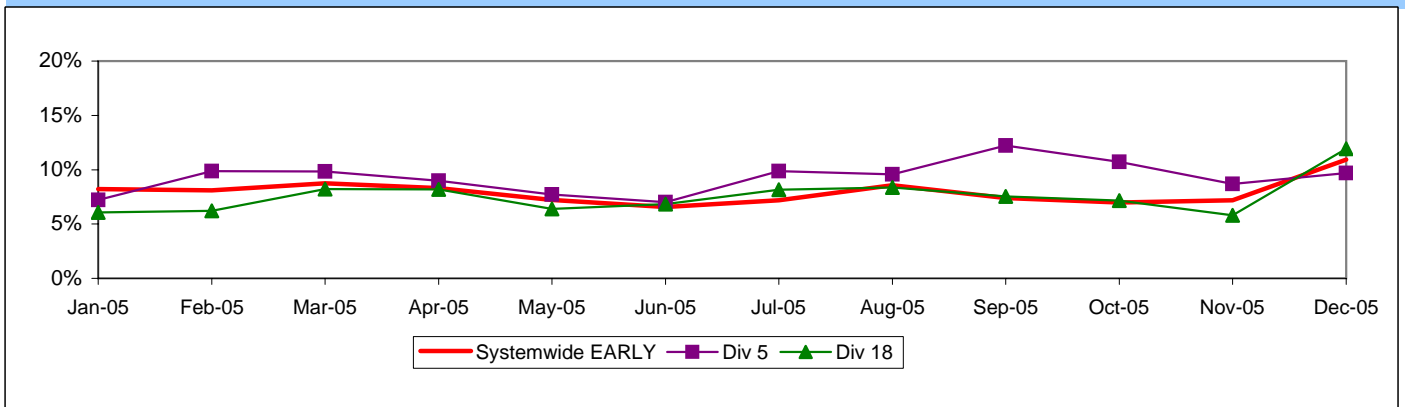
IN-SERVICE ON-TIME PERFORMANCE

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 5 and 18
 ISOTP - 1 Minute Tolerance for Running Hot**



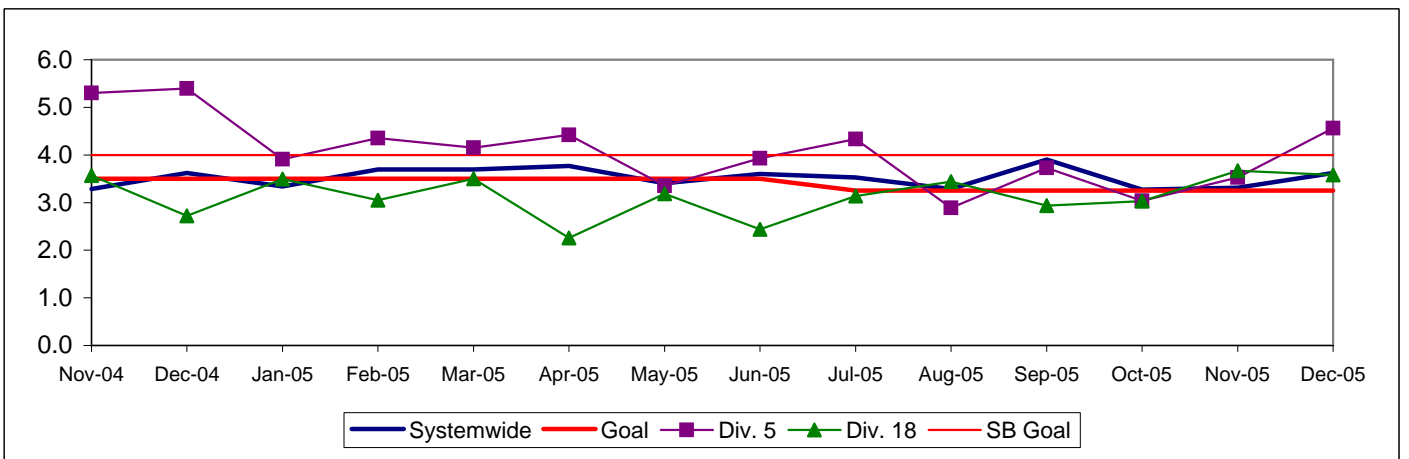
Running Hot - Systemwide and Bus Operating Divisions 5 and 18



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

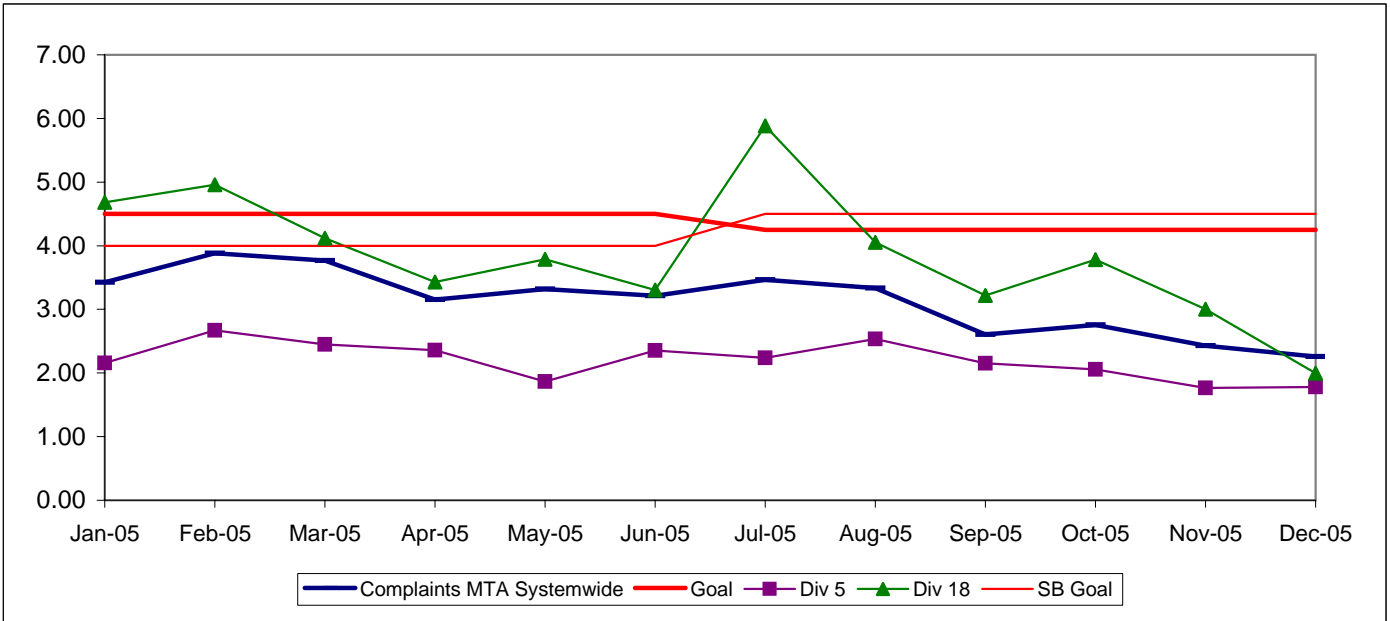
Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

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



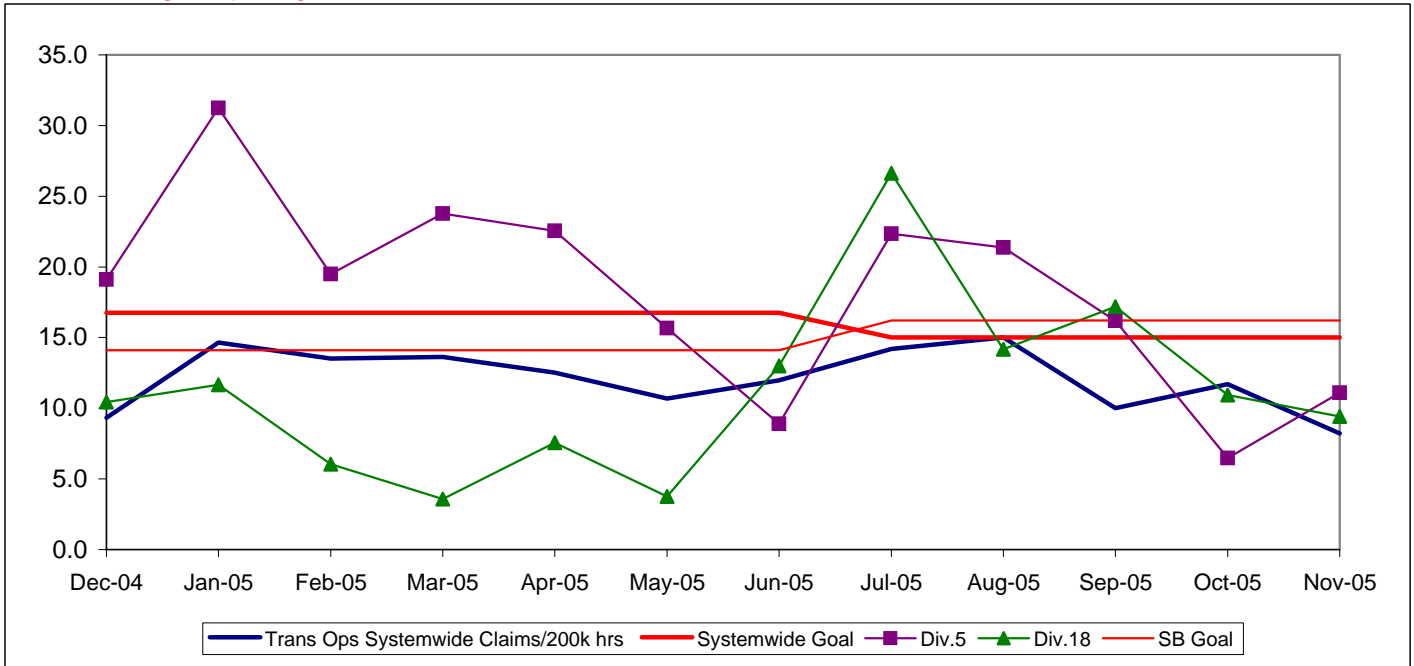
COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Bus Operating Divisions 5 and 18

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	Dec. Month	Status
Bus Systemwide							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*,**				58%	28.97%	29.05%	
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	3,141	3,204	
In-Service On-time Performance**	69.23%	65.43%	66.50%	70%	65.40%	63.82%	
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.48	3.62	
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	2.81	2.26	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	15.00	Nov. 11.95	Nov. 8.61	
<small>**Div 15 Nov. data excluded & Dec. Data after shake-up used.</small>							
WC Sector							
OTP-PTP*				58%	26.28%	26.25%	
MMBMF*				3,500	3,296	3,220	
In-Service On-time Performance	67.88%	63.31%	63.39%	70%	62.12%	61.21%	
Bus Traffic Accidents Per 100,000 Miles	4.72	4.61	4.03	3.50	3.94	4.42	
Complaints per 100,000 Boardings	4.84	5.30	4.10	3.75	2.89	2.48	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	28.74	21.52	18.80	20.00	Nov. 14.89	Nov. 13.06	
Division 6							
OTP-PTP*				58%	24.06%	23.44%	
MMBMF*				3,500	7,129	8,900	
In-Service On-time Performance	65.93%	60.11%	56.75%	70%	56.64%	61.01%	
Bus Traffic Accidents Per 100,000 Miles	4.52	4.10	3.91	3.50	3.72	5.45	
Complaints per 100,000 Boardings	6.10	6.15	4.47	3.75	2.48	2.30	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	30.72	21.71	18.23	20.00	Nov. 11.33	Nov. 0	
Division 7							
OTP-PTP*				58%	25.04%	23.41%	
MMBMF*				3,500	2,558	2,648	
In-Service On-time Performance	68.80%	64.59%	64.22%	70%	63.20%	61.15%	
Bus Traffic Accidents Per 100,000 Miles	4.95	4.63	4.62	3.50	4.88	5.45	
Complaints per 100,000 Boardings	4.74	5.70	4.24	3.75	3.29	2.68	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.52	21.05	19.44	20.00	Nov. 17.01	Nov. 24.51	
Division 10							
OTP-PTP*				58%	27.65%	29.00%	
MMBMF*				3,500	3,717	3,392	
In-Service On-time Performance	67.34%	62.85%	64.14%	70%	62.39%	61.34%	
Bus Traffic Accidents Per 100,000 Miles	4.55	4.68	3.50	3.50	3.32	3.55	
Complaints per 100,000 Boardings	4.73	4.85	3.92	3.75	2.62	2.30	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.38	22.90	19.19	20.00	Nov. 14.45	Nov. 7.31	

*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.

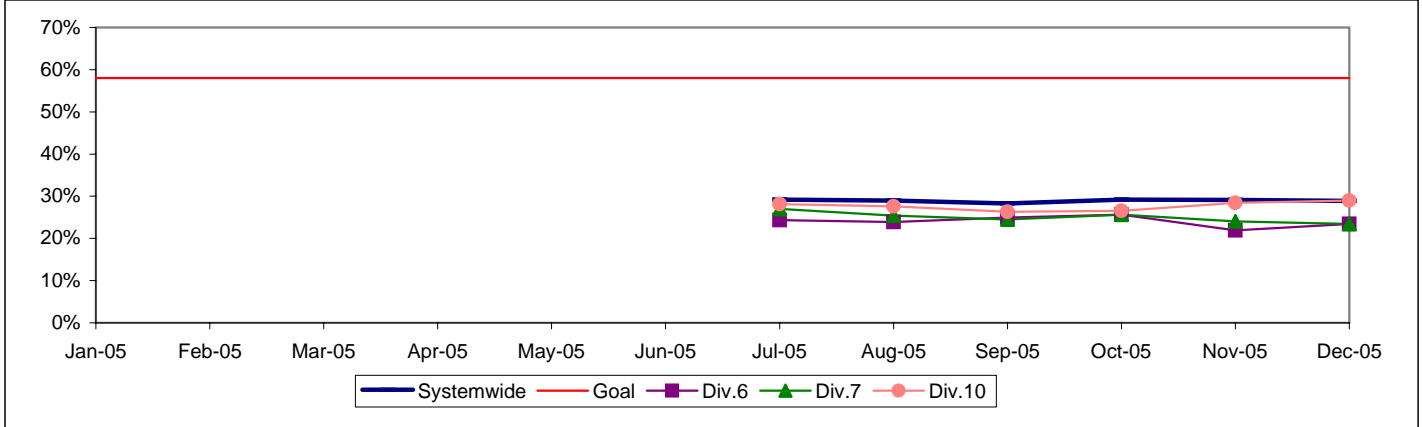
WESTSIDE / CENTRAL SECTOR BUS SERVICE PERFORMANCE

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'

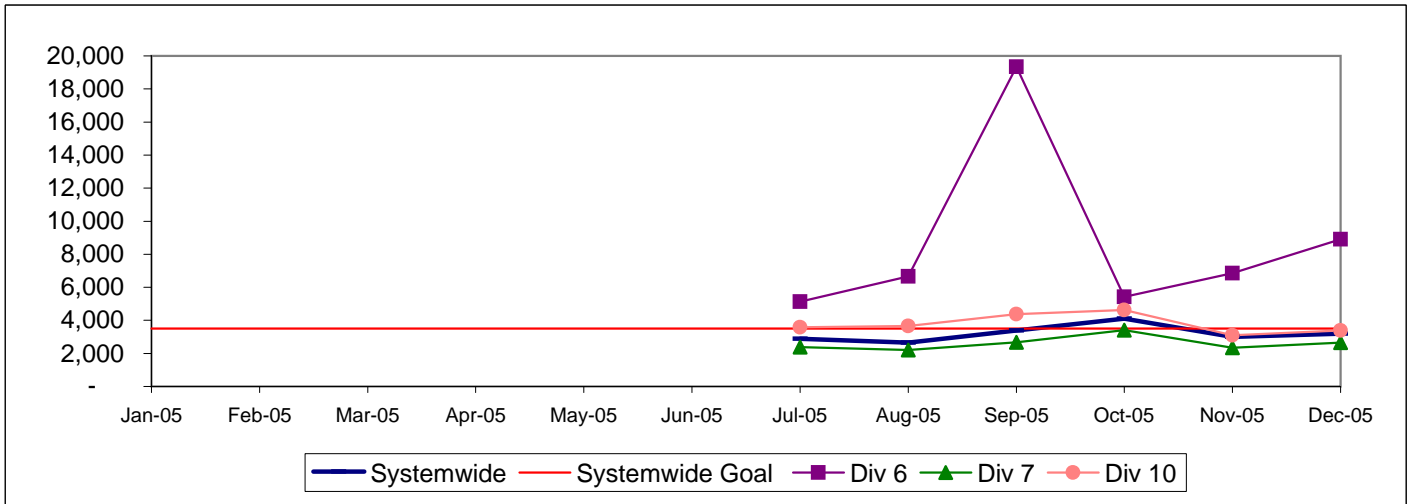
Div.	Pullouts from Primary Terminal Point				Percent		
	Early	Late	On-Time	Total Pullouts	Early Pullouts	On-Time Pullouts	Late Pullouts
Westside/Central (WC)							
6	175	449	191	815	21.47%	23.44%	55.09%
7	853	2016	877	3746	22.77%	23.41%	53.82%
10	807	2540	1367	4714	17.12%	29.00%	53.88%
Total Systemwide	7969	17230	10318	35517	22.44%	29.05%	48.51%

*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.

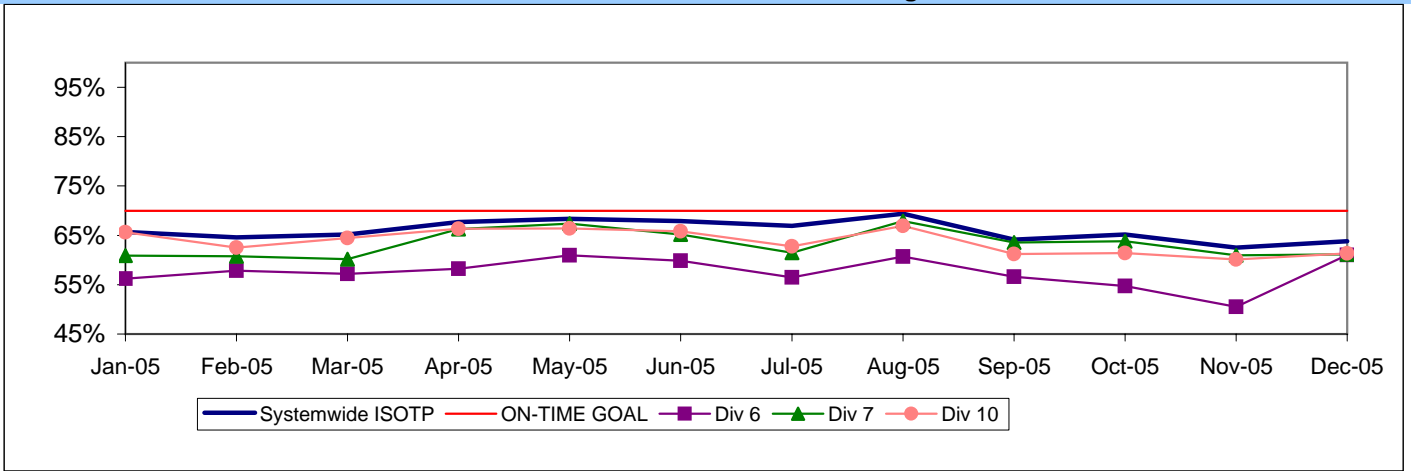
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



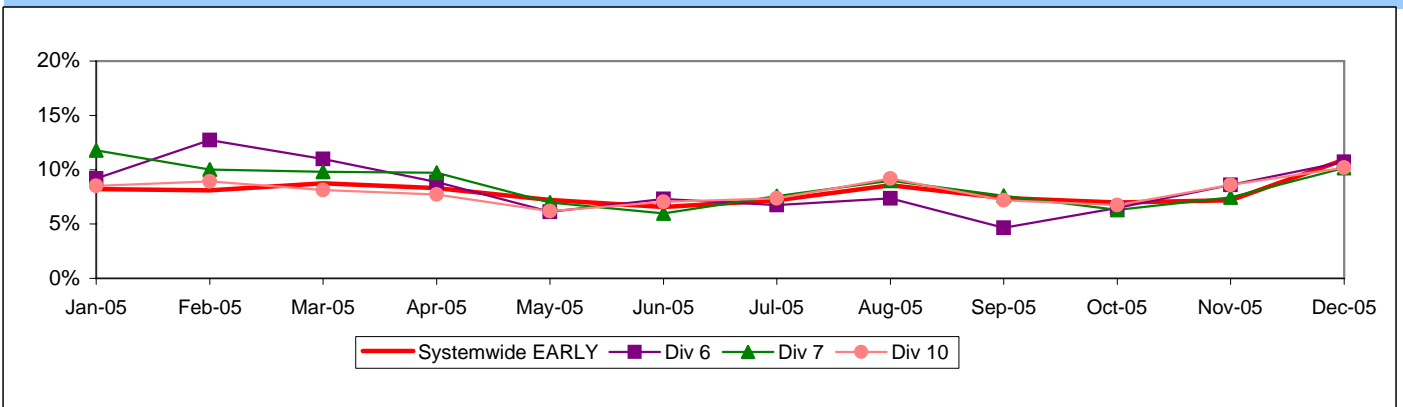
IN-SERVICE ON-TIME PERFORMANCE

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

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



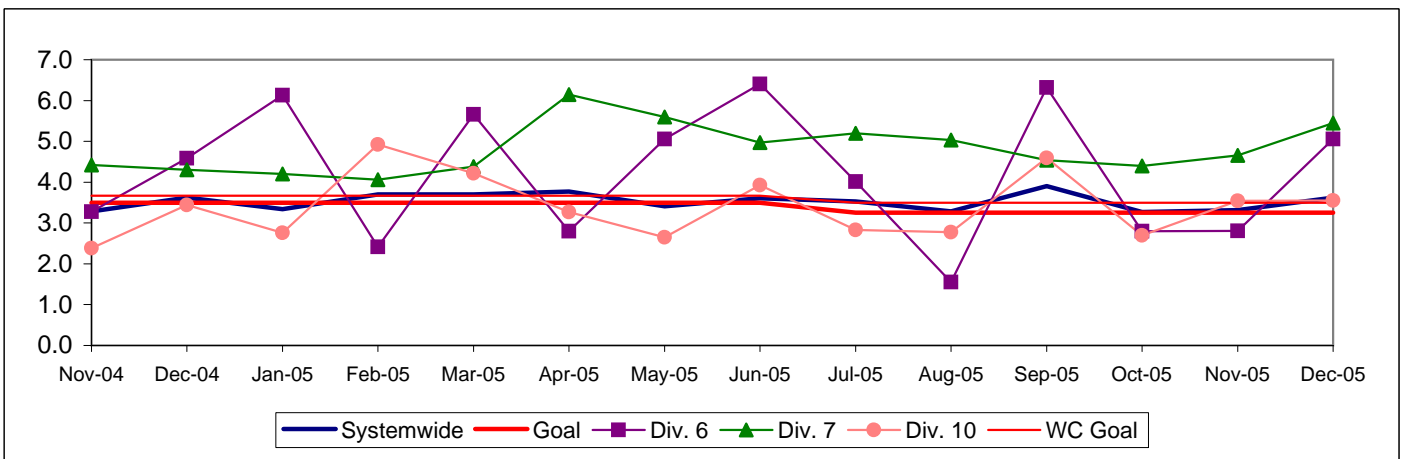
Running Hot - Systemwide and Bus Operating Divisions 6, 7 and 10



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

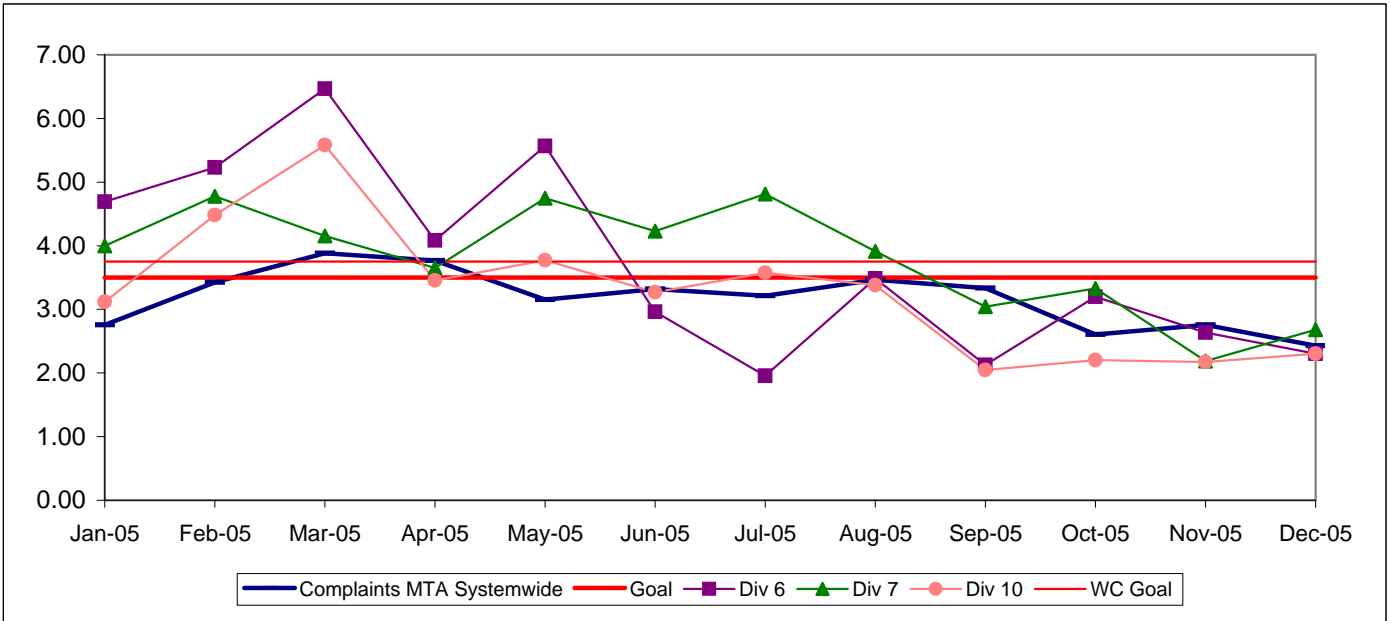
Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

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



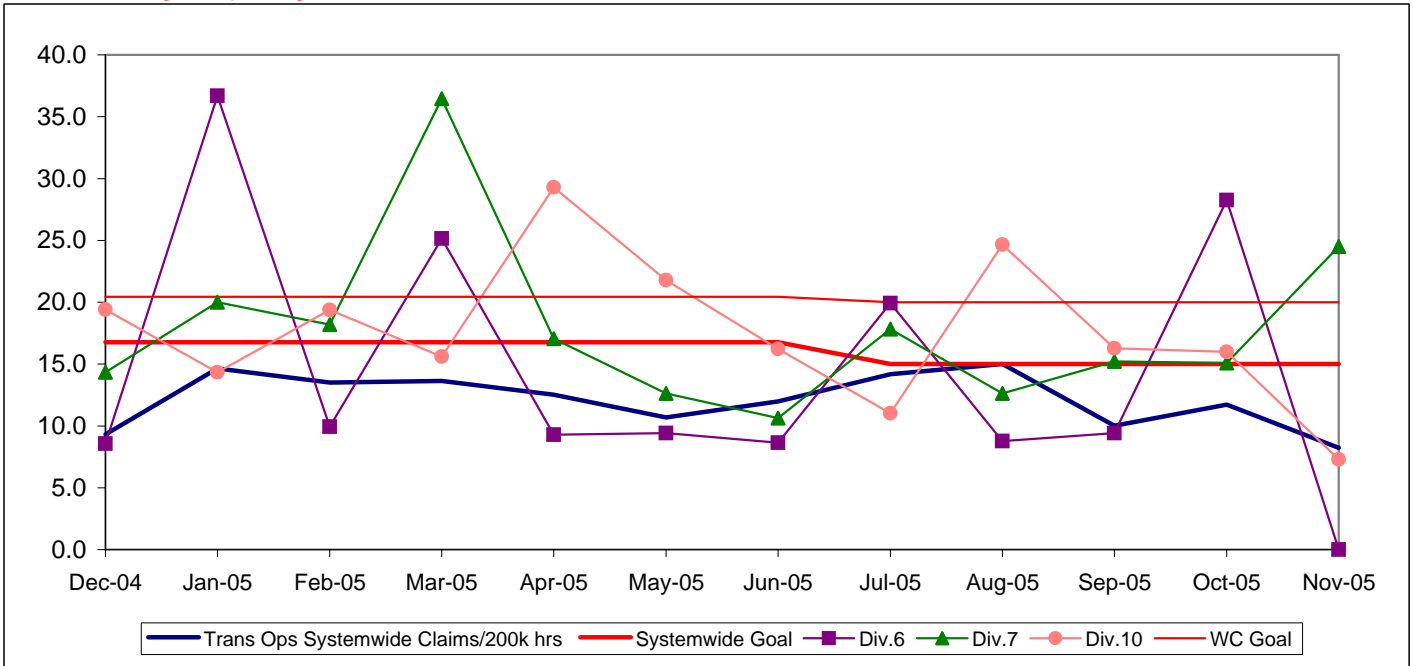
COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Bus Operating Divisions 6, 7 and 10

Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and
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	Dec. Month	Status
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	11.25	11.59	9.32	10.00	Nov. 9.57	Nov. 6.77	●
Metro Red Line (MRL)							
On-Time Pullouts	99.36%	99.71%	99.94%	99.00%	99.17%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures*	9,495	12,793	11,759	15,000	18,934	27,498	●
In-Service On-time Performance	99.15%	99.04%	98.66%	99.20%	98.83%	99.15%	◊
Traffic Accidents Per 100,000 Train Miles	0.07	0	0.22	0.14	0	0	●
Complaints per 100,000 Boardings	1.20	1.17	1.13	1.00	0.87	0.55	●
Metro Blue Line (MBL)							
On-Time Pullouts	99.07%	99.94%	99.73%	99.00%	99.70%	99.72%	●
Mean Miles Between Chargeable Mechanical Failures	6,399	10,365	16,273	15,000	22,777	27,147	●
In-Service On-time Performance	97.59%	98.74%	98.16%	99.00%	98.22%	98.68%	◊
Traffic Accidents Per 100,000 Train Miles	0.82	1.36	0.64	0.40	0.82	0.00	◊
Complaints per 100,000 Boardings	1.30	0.97	0.98	1.00	0.93	0.19	●
Metro Green Line (MGrL)							
On-Time Pullouts	98.99%	99.78%	99.91%	99.00%	99.97%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures	5,617	11,337	12,558	15,000	19,736	19,518	●
In-Service On-time Performance	98.21%	98.99%	98.22%	99.00%	98.86%	99.16%	◊
Traffic Accidents Per 100,000 Train Miles	0.14	0.08	0.00	0.40	0	0	●
Complaints per 100,000 Boardings	1.26	1.37	1.39	1.00	1.13	0.58	◊
Metro Gold Line (MGoL)							
On-Time Pullouts		100%	99.85%	99.00%	100%	100%	●
Mean Miles Between Chargeable Mechanical Failures		8,938	16,571	15,000	20,065	32,574	●
In-Service On-time Performance		98.52%	97.97%	99.00%	98.63%	98.87%	◊
Traffic Accidents Per 100,000 Train Miles		0.25	0.23	0.40	0.24	0.00	●
Complaints per 100,000 Boardings		3.81	2.85	1.00	2.54	1.89	◊

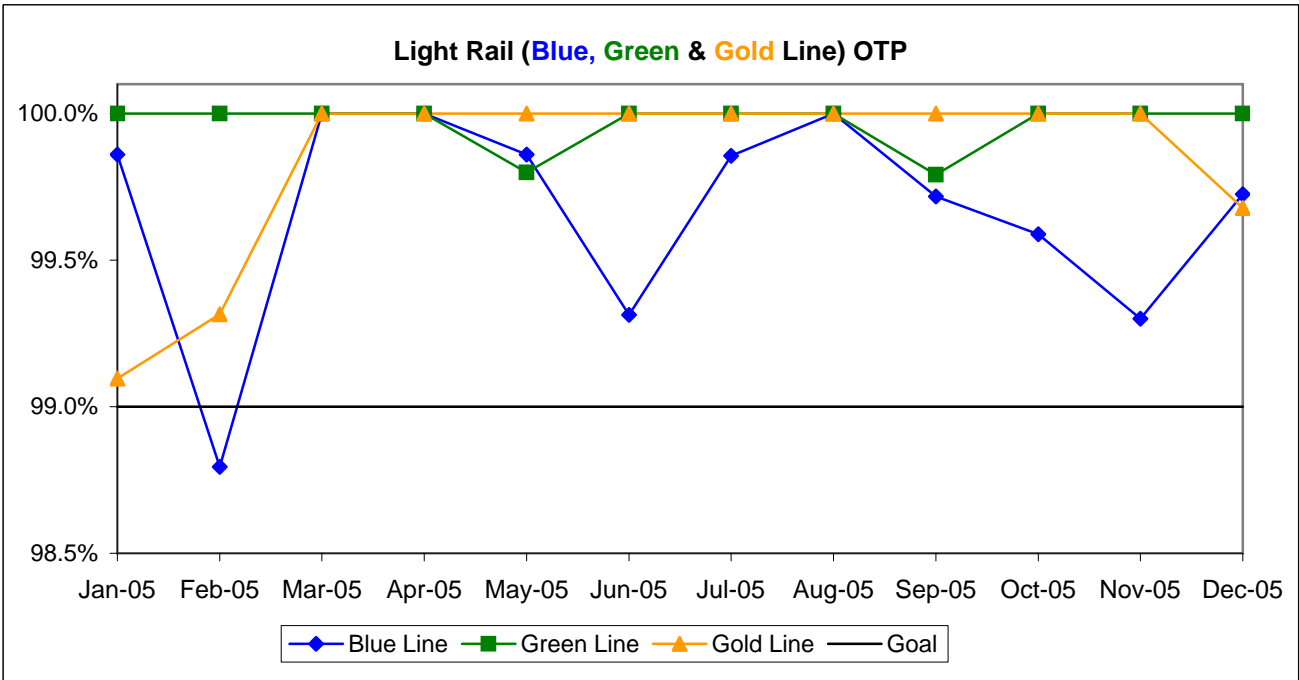
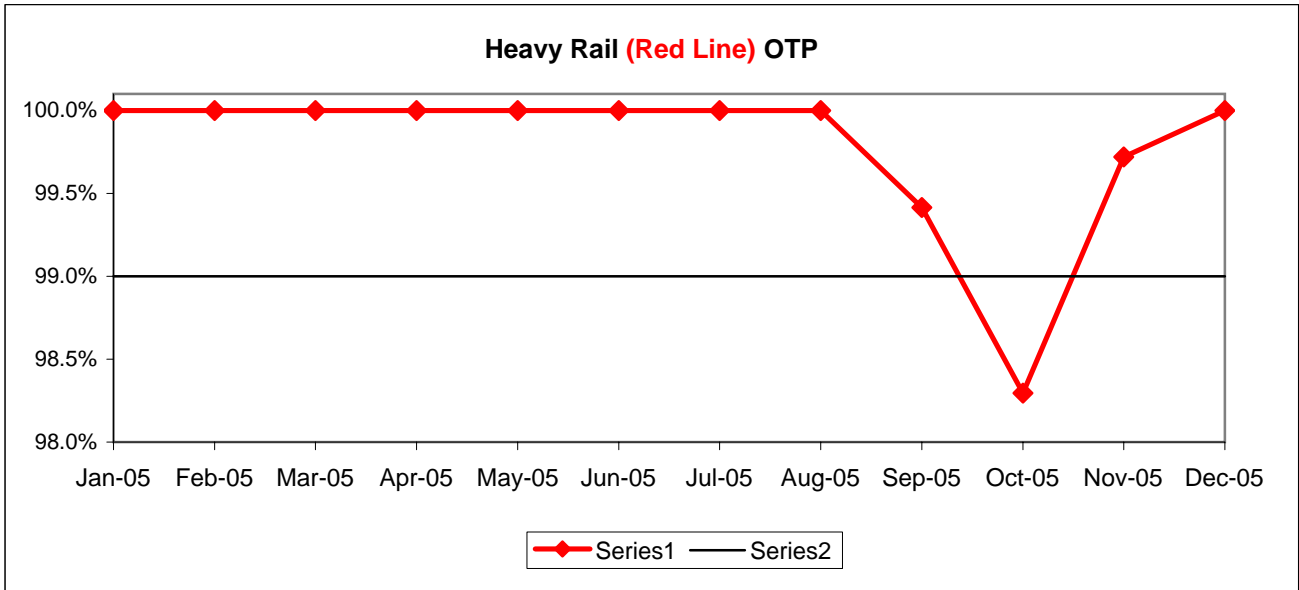
- Green - High probability of achieving the FY06 target (on track).
- ◊ Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

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.

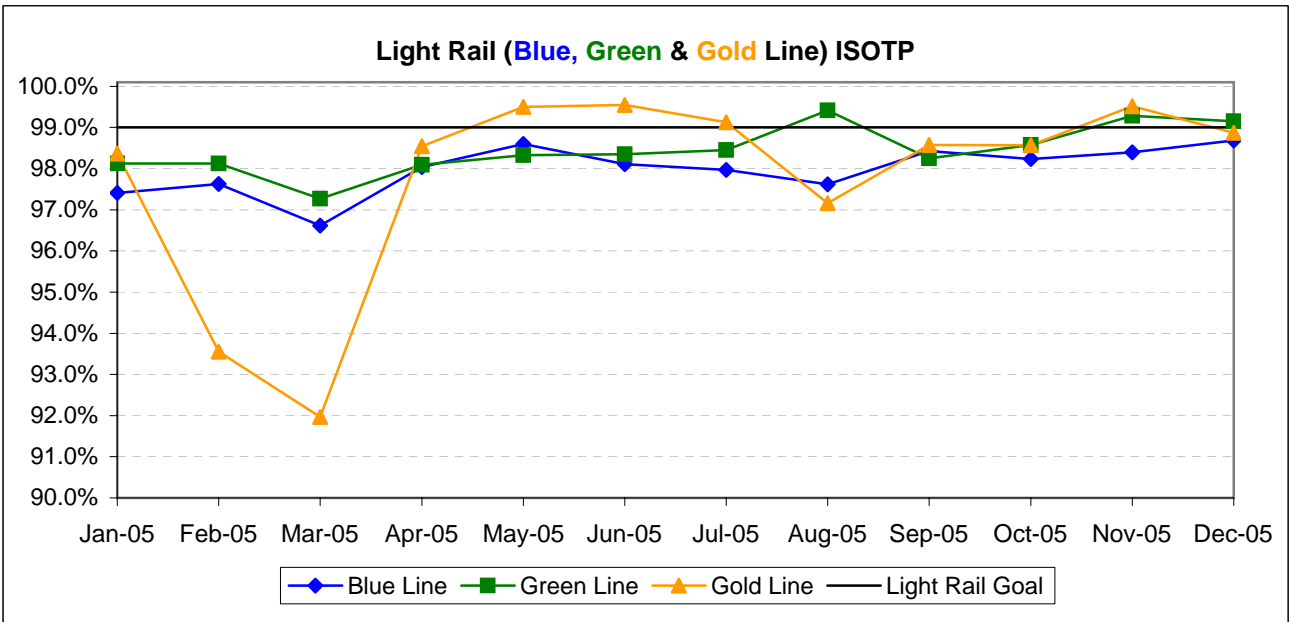
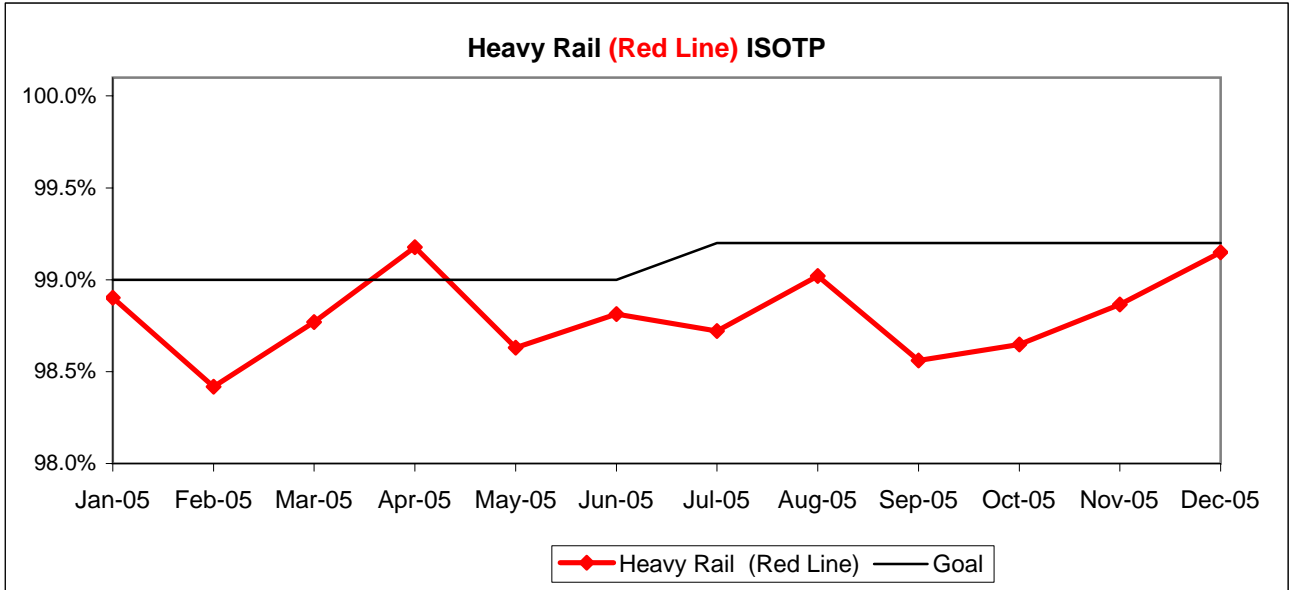
Calculation: $OTP\% = [(100\% - ((\text{Total cancelled pullouts plus late pullouts}) / \text{Total scheduled pullouts}) \times 100)]$



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.

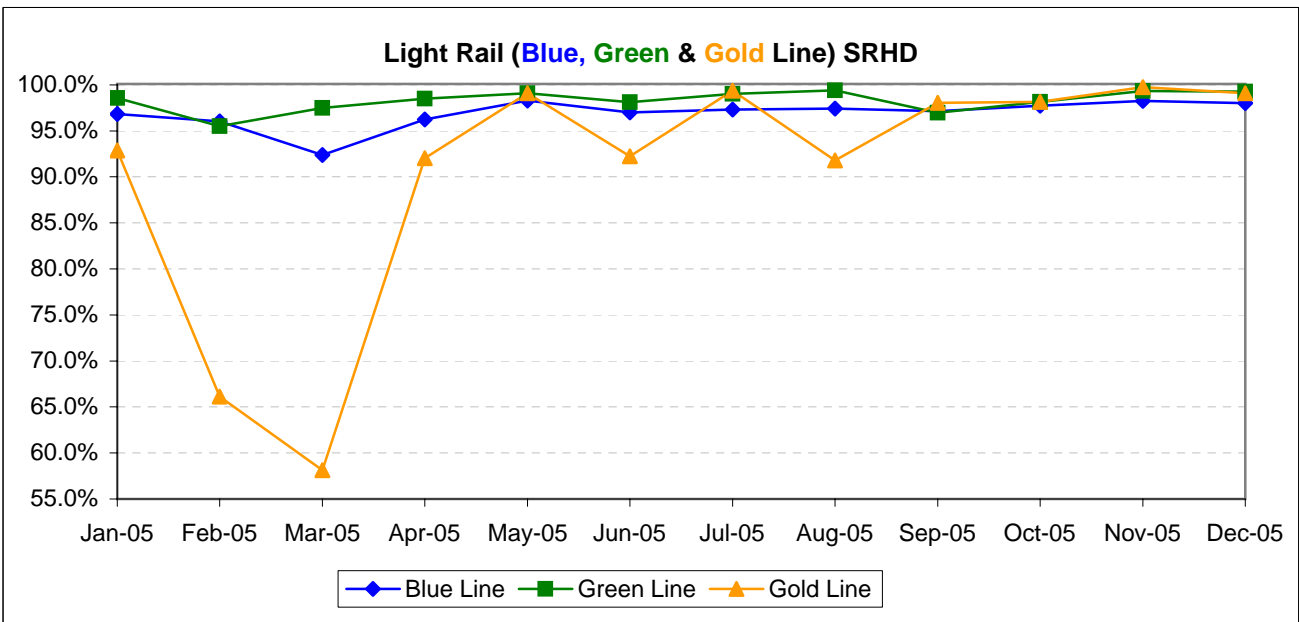
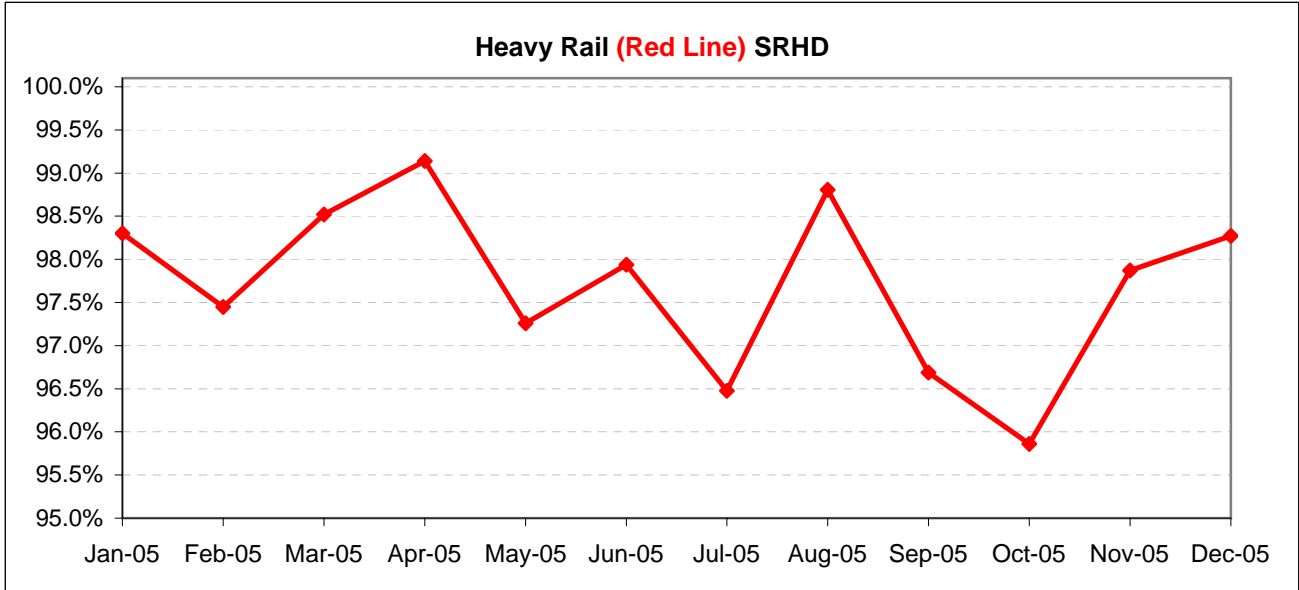
Calculation: ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]



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.

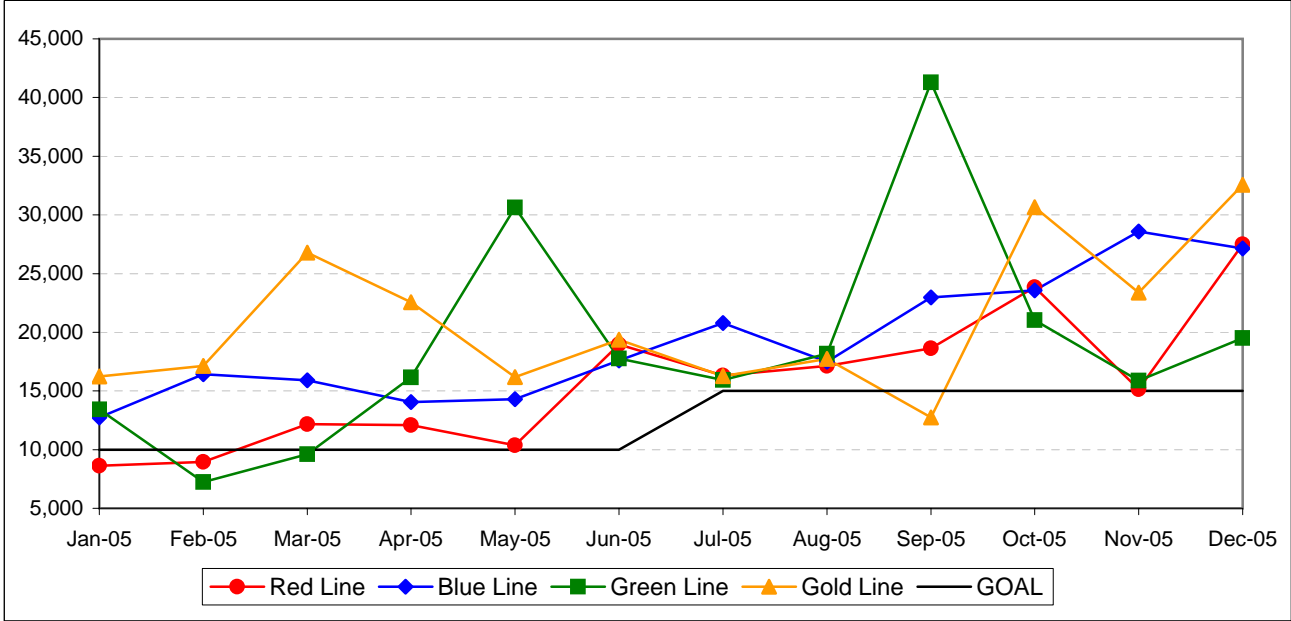
Calculation: $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



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: $MVMBRVF = \text{Total Vehicle Miles} / \text{Revenue Vehicle Systems Failures}$

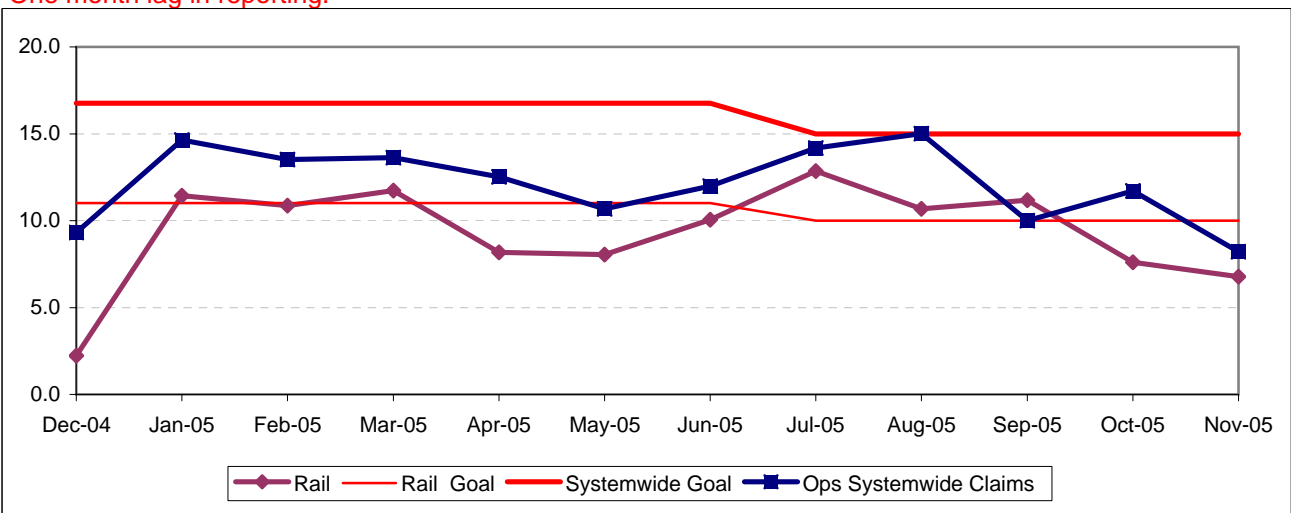


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

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: $\text{New workers' compensation indemnity claims filed per 200,000 Exposure Hours} = \text{New Claims} / (\text{Exposure Hours} / 200,000)$

One month lag in reporting.



BUS SERVICE PERFORMANCE

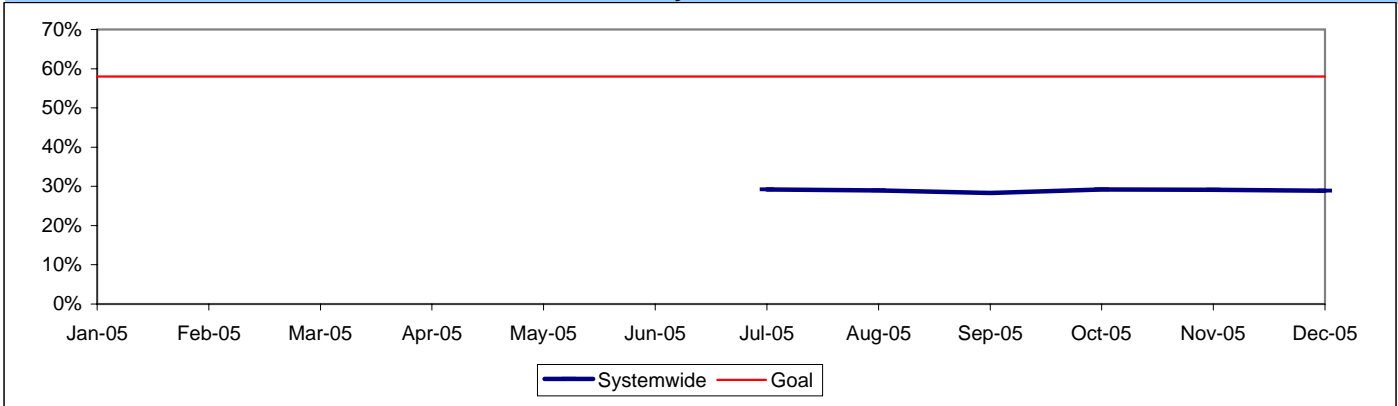
ON-TIME PULLOUT FROM PRIMARY TERMINAL POINT (OTP-PTP) PERCENTAGE *

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.

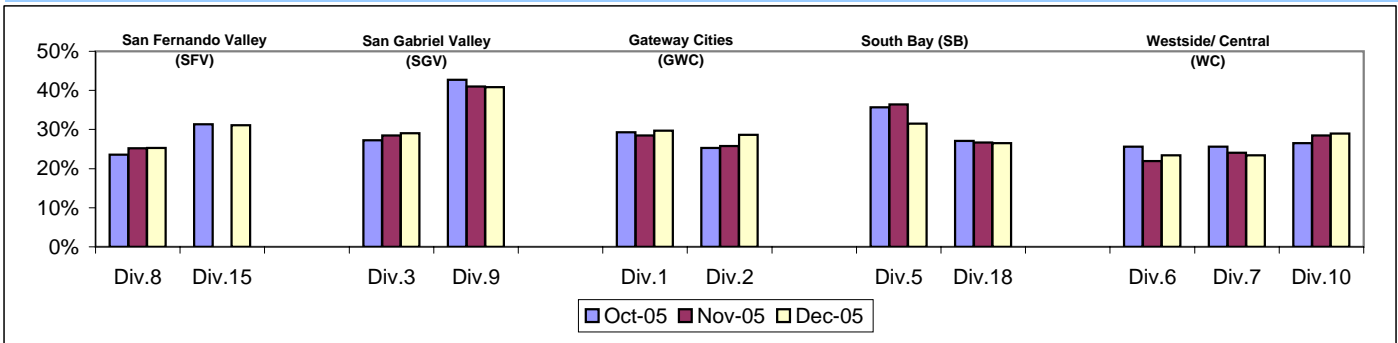
Calculation: $OTP\% = [(100\% - ((\text{Total late and cancelled runs} / \text{Total scheduled pullouts}) \times 100)]$

* 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 October - December 2005



OTP-PTP, Early and Late Pullout Percentage by Sector Divisions^a

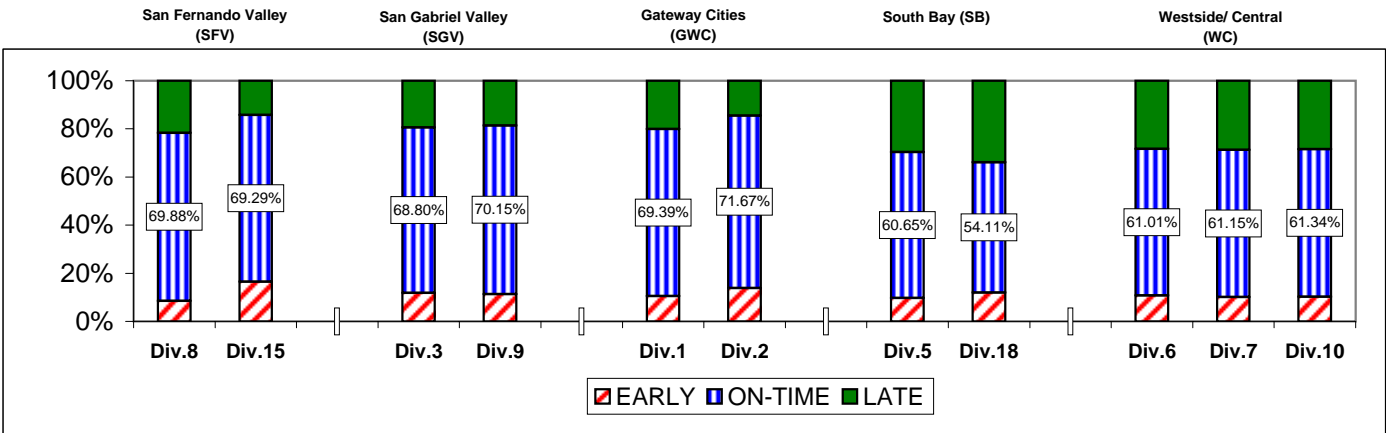
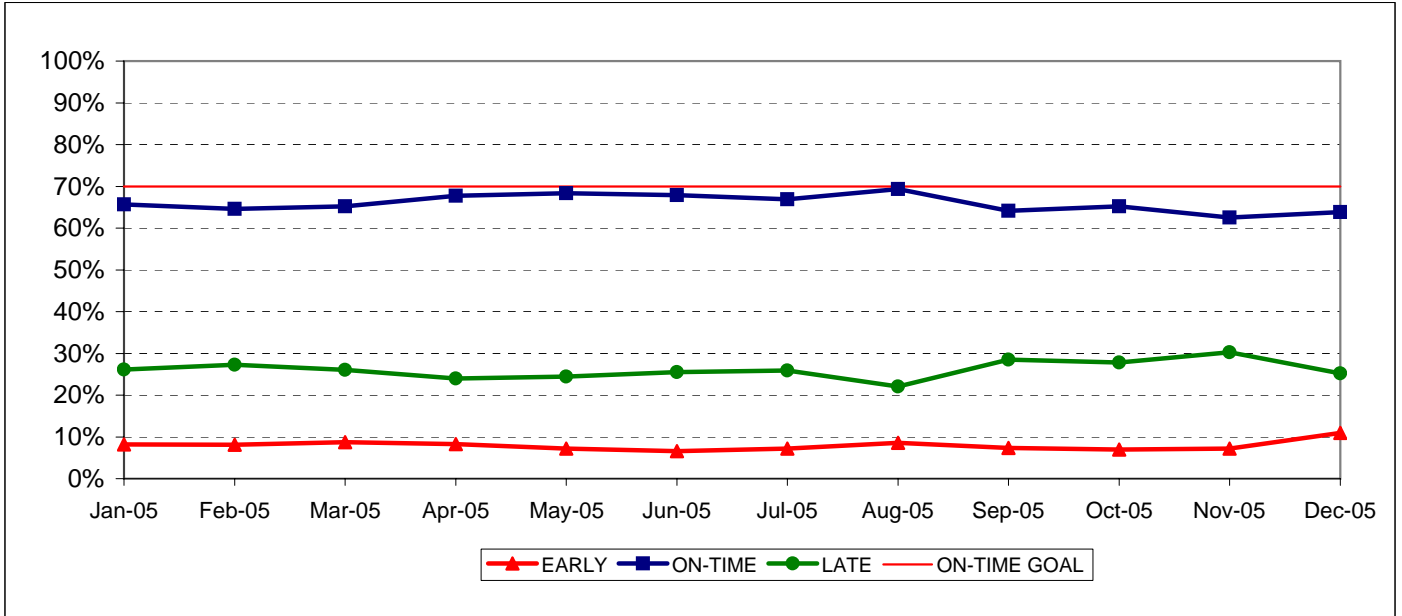
Div.	Pullouts from Primary Terminal Point					Percent		
	Early	Late	On-Time	Total Pullouts		Early Pullouts	On-Time Pullouts	Late Pullouts
San Fernando Valley (SFV)								
8	875	1638	850	3363		26.02%	25.28%	48.71%
15	237	707	426	1370		17.30%	31.09%	51.61%
San Gabriel Valley (SGV)								
3	359	1269	667	2295		15.64%	29.06%	55.29%
9	668	1252	1324	3244		20.59%	40.81%	38.59%
Gateway Cities (GWC)								
1	689	2157	1203	4049		17.02%	29.71%	53.27%
2	999	1705	1087	3791		26.35%	28.67%	44.97%
South Bay (SB)								
5	857	1474	1073	3404		25.18%	31.52%	43.30%
18	1450	2023	1253	4726		30.68%	26.51%	42.81%
Westside/Central (WC)								
6	175	449	191	815		21.47%	23.44%	55.09%
7	853	2016	877	3746		22.77%	23.41%	53.82%
10	807	2540	1367	4714		17.12%	29.00%	53.88%
TOTAL	7969	17230	10318	35517		22.44%	29.05%	48.51%

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
San Fernando Valley Sector (SFV)			
Division 8			
Early	6.82%	7.51%	0.69%
On-Time	69.78%	67.87%	-1.91%
Late	23.40%	24.63%	1.22%
Division 15			
Early	8.15%	7.71%	-0.44%
On-Time	67.84%	65.18%	-2.66%
Late	24.01%	27.11%	3.10%
Gateway Cities Sector (GWC)			
Division 1			
Early	7.05%	7.35%	0.30%
On-Time	71.62%	71.56%	-0.06%
Late	21.33%	21.09%	-0.24%
Division 2			
Early	9.23%	8.80%	-0.43%
On-Time	70.42%	72.34%	1.91%
Late	20.35%	18.86%	-1.48%
South Bay Sector (SB)			
Division 5			
Early	9.62%	10.14%	0.52%
On-Time	65.58%	63.38%	-2.20%
Late	24.80%	26.48%	1.68%
Division 18			
Early	8.14%	8.21%	0.08%
On-Time	63.42%	58.60%	-4.83%
Late	28.44%	33.19%	4.75%

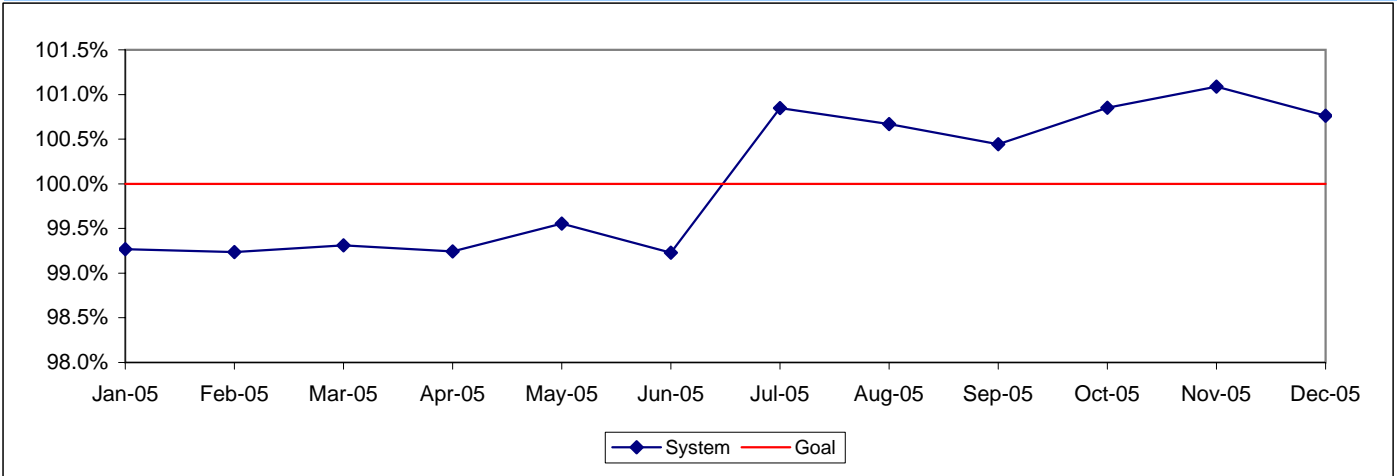
	FY05	FY06-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3			
Early	8.92%	7.35%	-1.57%
On-Time	71.06%	72.55%	1.49%
Late	20.03%	20.10%	0.07%
Division 9			
Early	7.04%	6.91%	-0.13%
On-Time	68.49%	68.32%	-0.17%
Late	24.47%	24.77%	0.30%
Westside/Central Sector (WC)			
Division 6			
Early	10.18%	7.43%	-2.75%
On-Time	56.75%	56.64%	-0.11%
Late	33.07%	35.93%	2.86%
Division 7			
Early	10.52%	8.01%	-2.51%
On-Time	64.22%	63.20%	-1.01%
Late	25.27%	28.79%	3.52%
Division 10			
Early	9.41%	8.16%	-1.24%
On-Time	64.14%	62.39%	-1.75%
Late	26.45%	29.45%	2.99%
SYSTEMWIDE			
Early	8.92%	8.01%	-0.91%
On-Time	66.50%	65.40%	-1.10%
Late	24.58%	26.59%	2.01%

ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED*

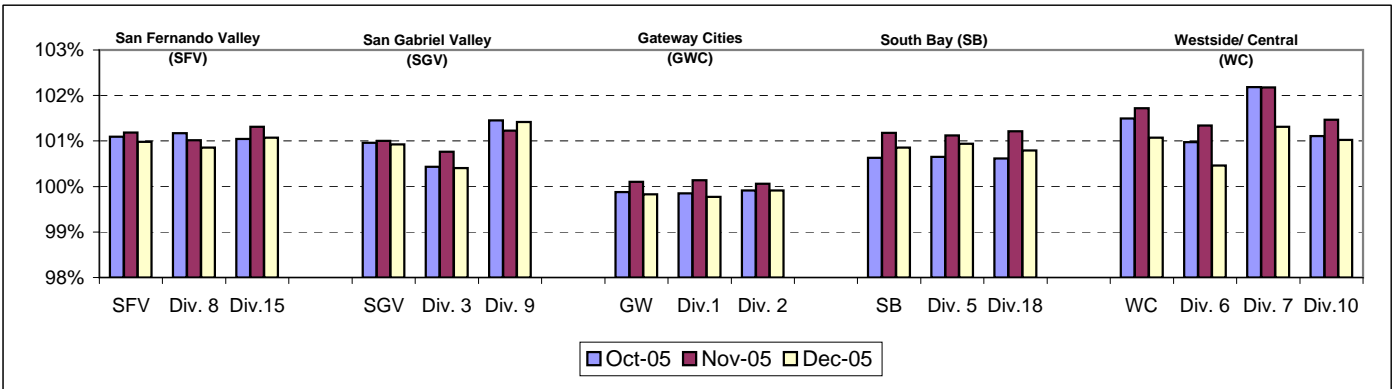
Definition: This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures. FY06: This performance indicator measures the percentage of scheduled Revenue Hours delivered after adding in temporary 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.



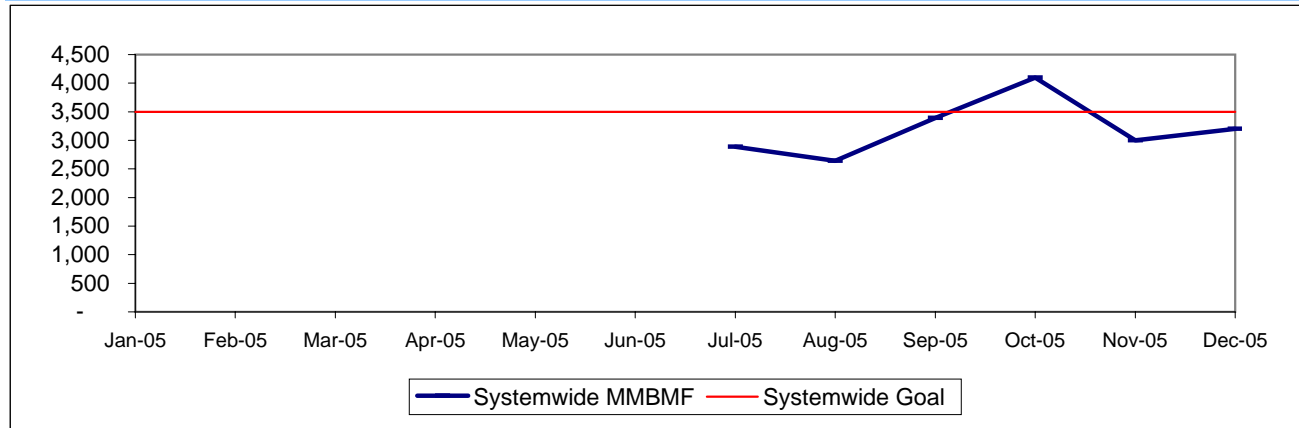
MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)*

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

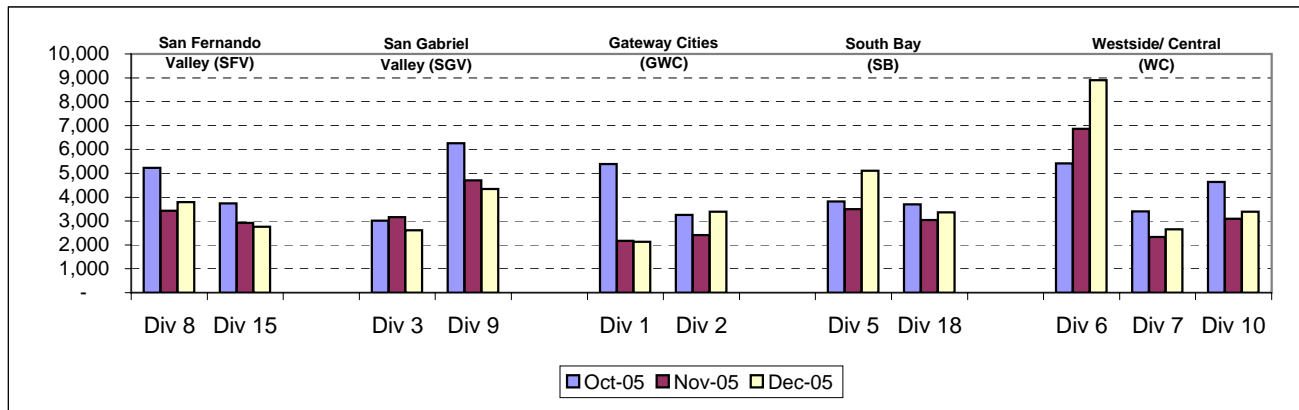
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

Systemwide Trend



* New Indicator.

MMBMF -- Bus Operating Sector Divisions October - December 2005

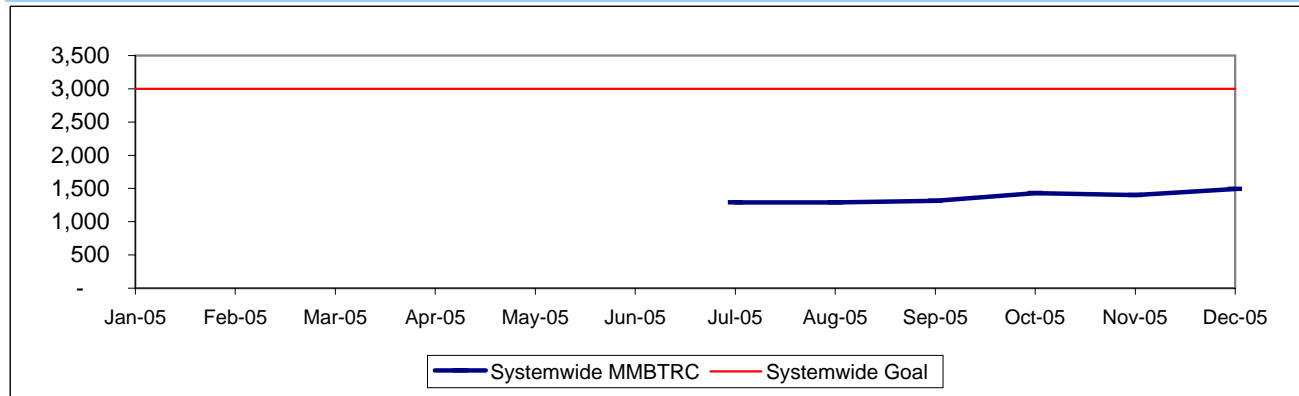


MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)*

Definition: Average Hub Miles traveled between road call problems.

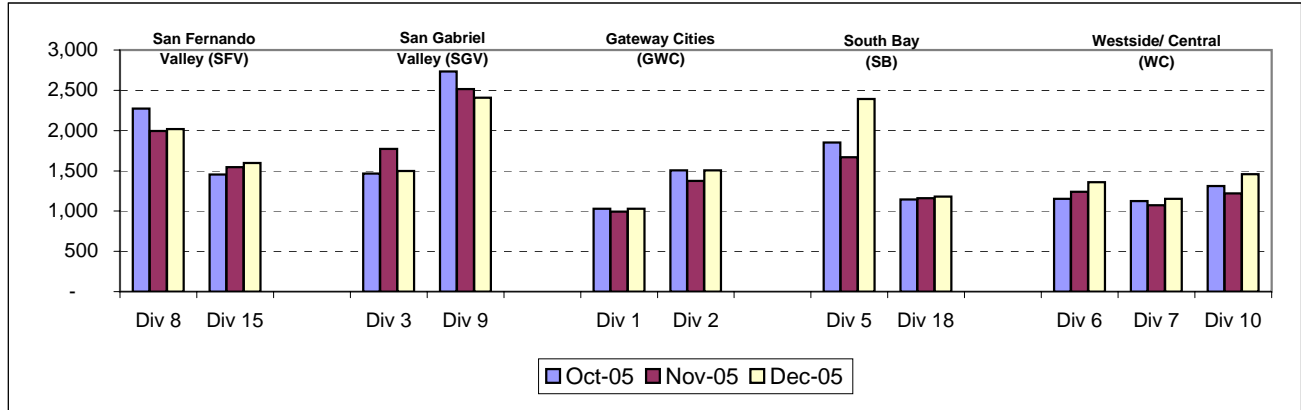
Calculation: $MMBTRC = (\text{Total Hub Miles} / \text{by Total Road Calls})$

MMBTRC Systemwide Trend



* New Indicator.

**MMBTRC --Bus Operating Sector Divisions
October - December 2005**



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

	Number of Buses	Percent of Buses
CNG	2,080	78.02%
Diesel (Except FlexMetro)	493	18.49%
FlexMetro Diesel	0	0.00%
Gasoline	59	2.21%
Propane	34	1.28%
Total	<u>2,666</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
7.8	7.4	7.9	5.5	5.5	5.3	5.9	7.9

WC		
Div 6	Div 7	Div 10
11.8	5.9	6.9

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

*Data not available for November.

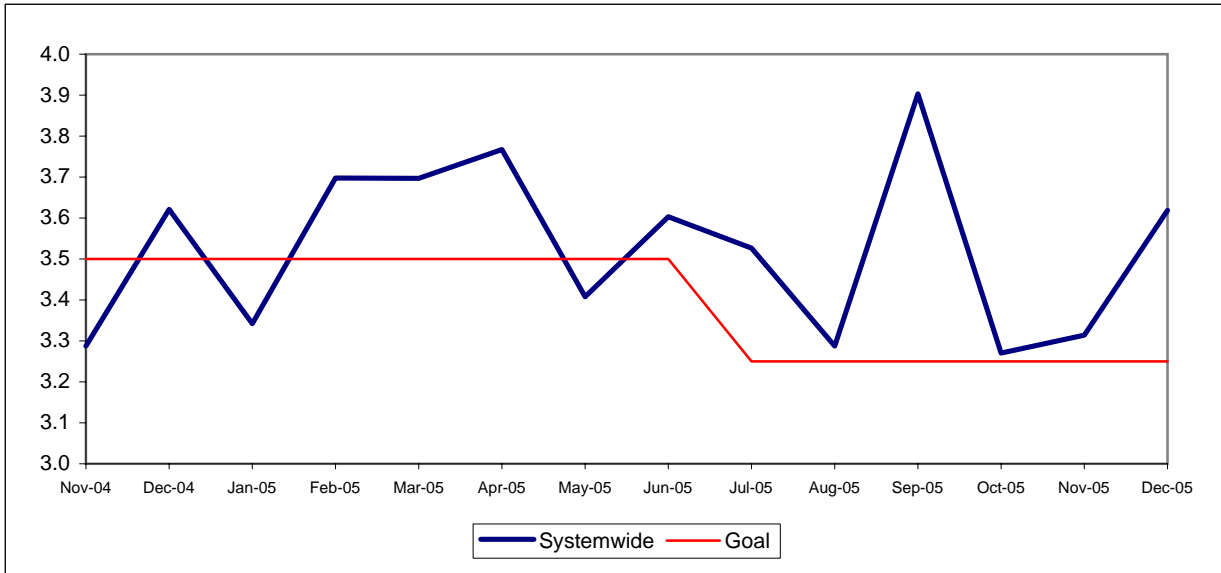
SAFETY PERFORMANCE

BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

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

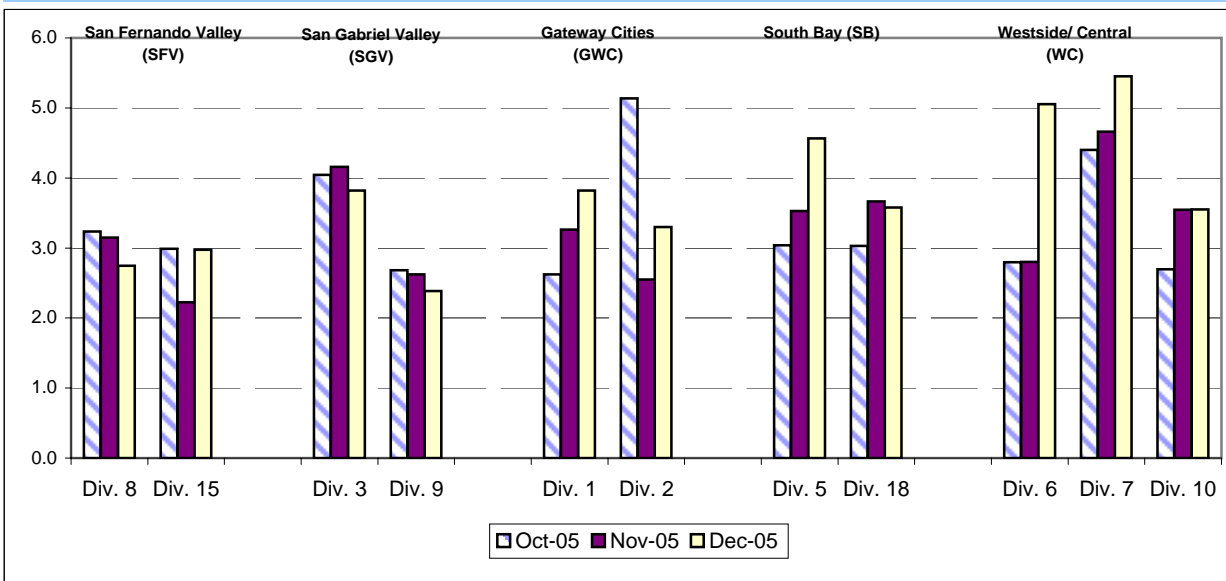
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

Systemwide Trend



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

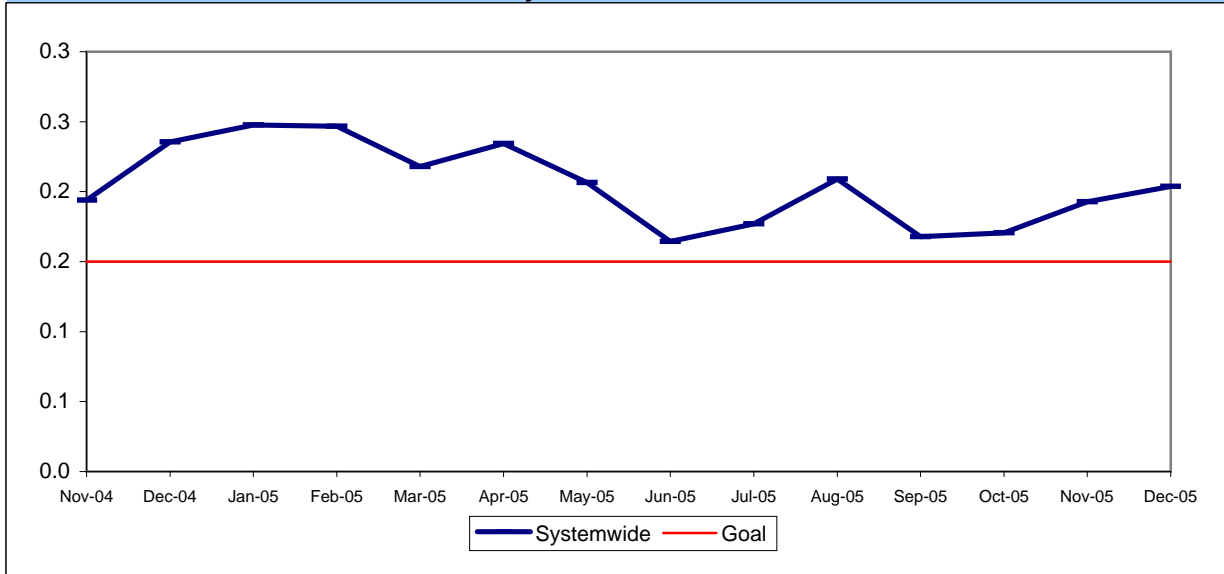
Bus Operating Divisions - by Sectors' Divisions October - December 2005



BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

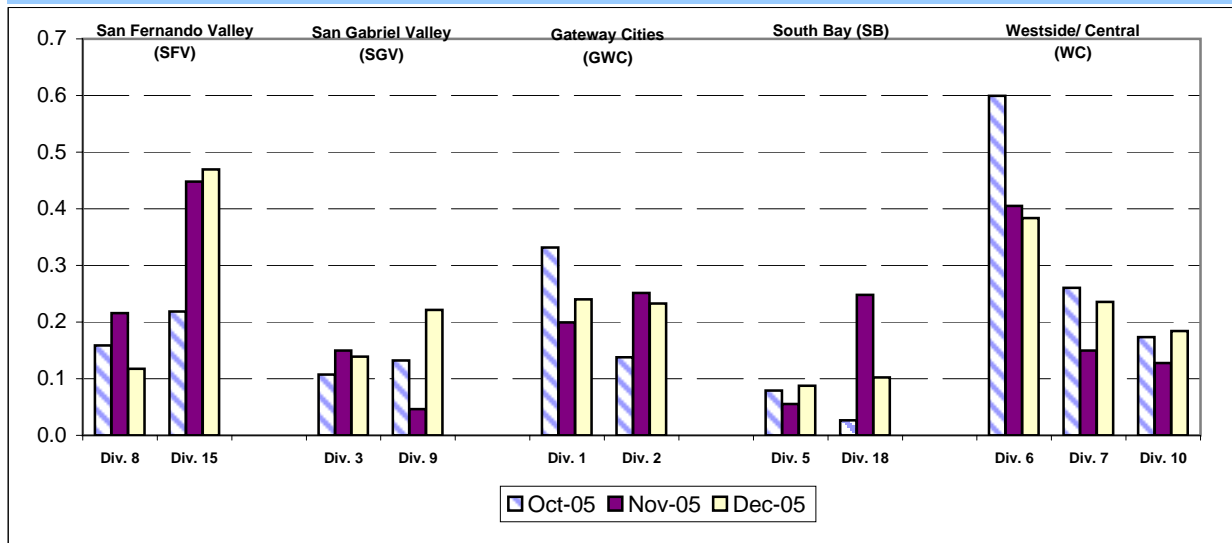
Definition: Average number of Passenger Accidents for every 100,000 Boardings. This indicator
Calculation: Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by

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.

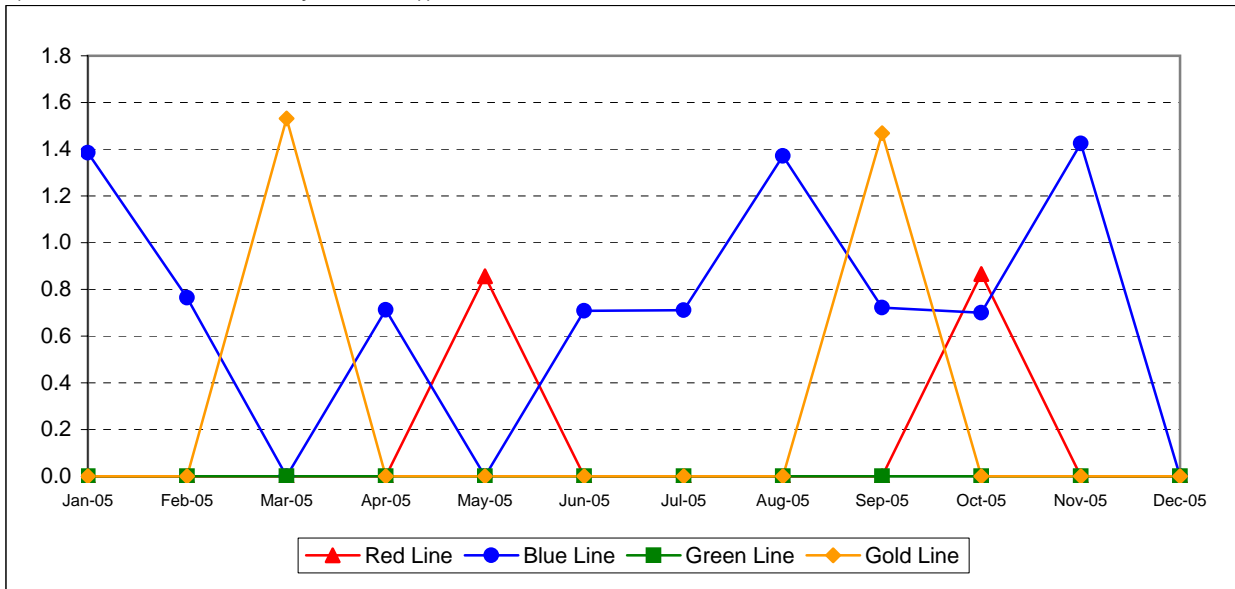
Bus Operating Divisions - by Sectors' Divisions October - December 2005



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.

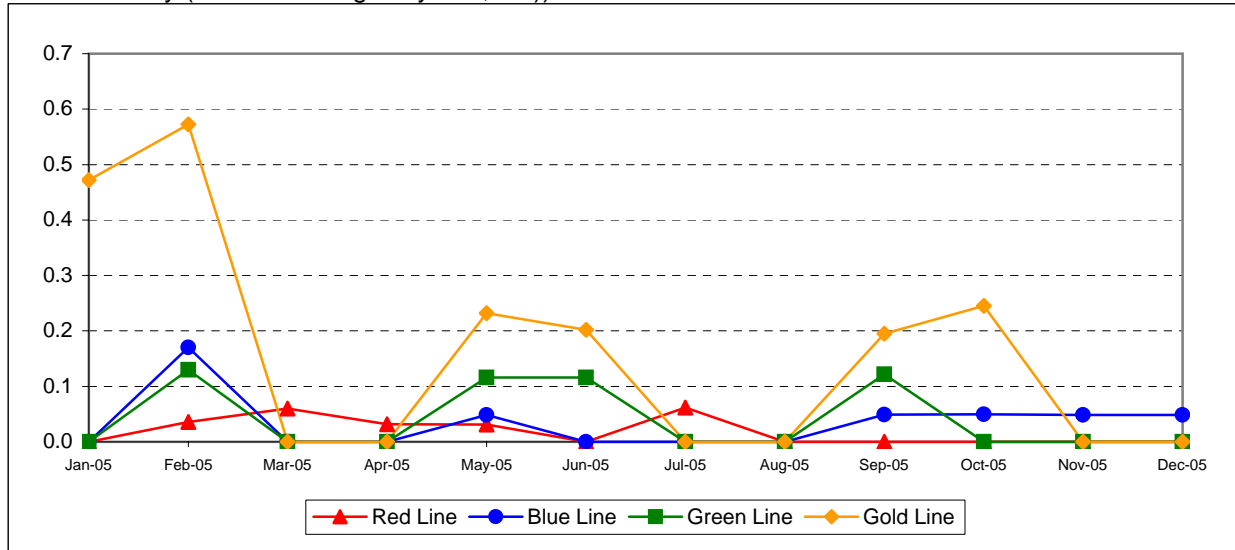
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



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))

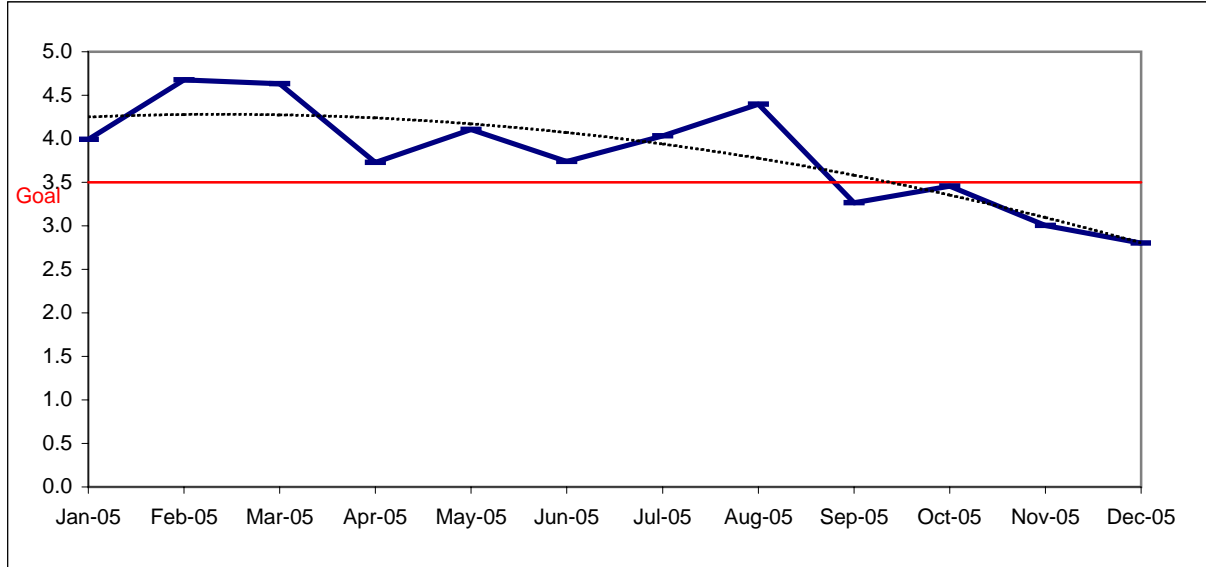


CUSTOMER SATISFACTION

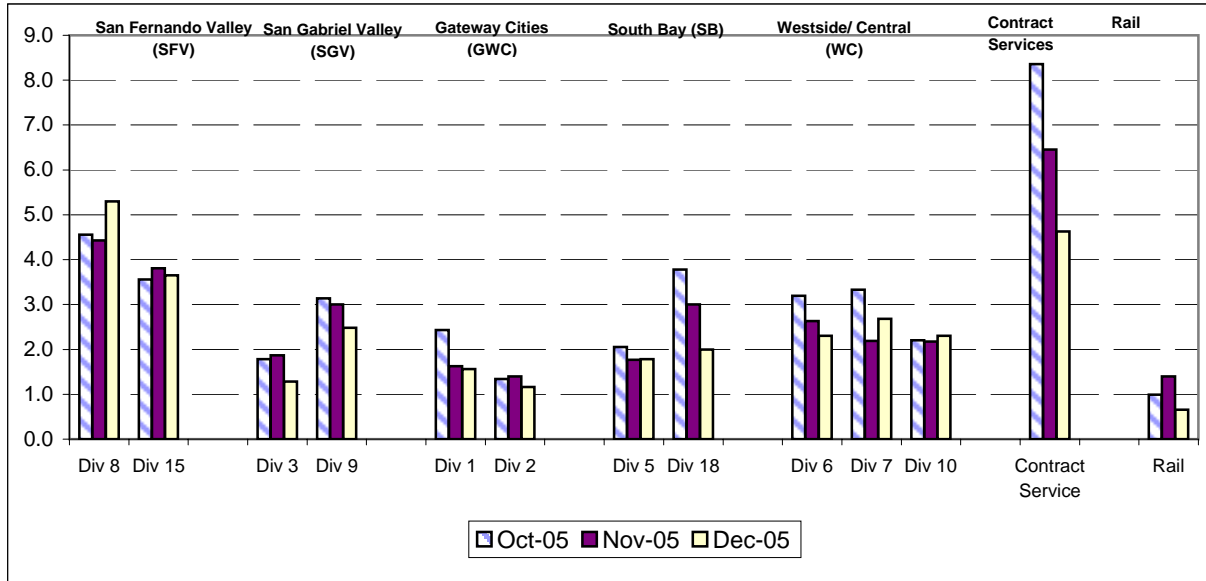
COMPLAINTS PER 100,000 BOARDINGS

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 October - December 2005



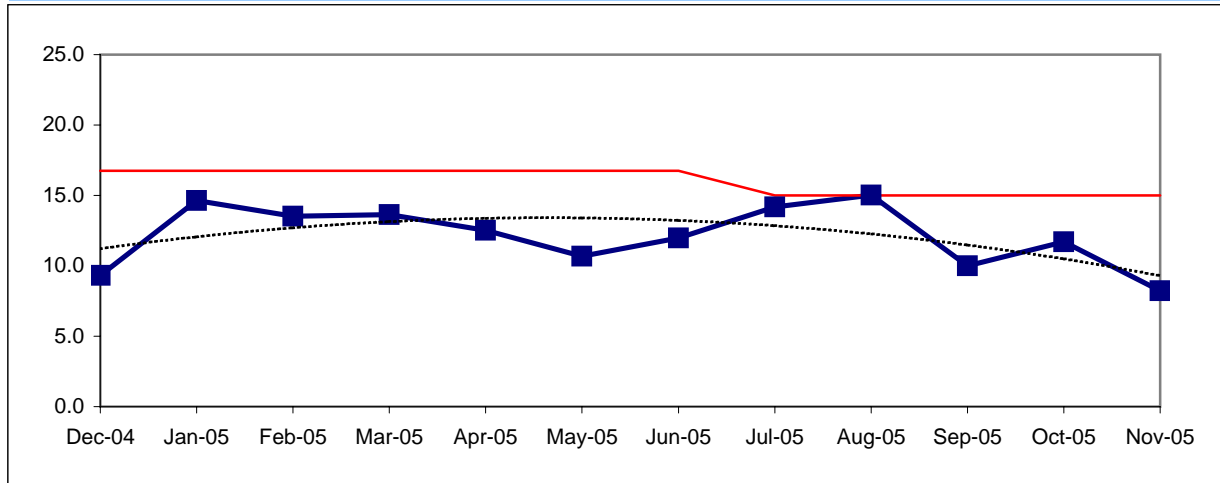
WORKERS COMPENSATION CLAIMS

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

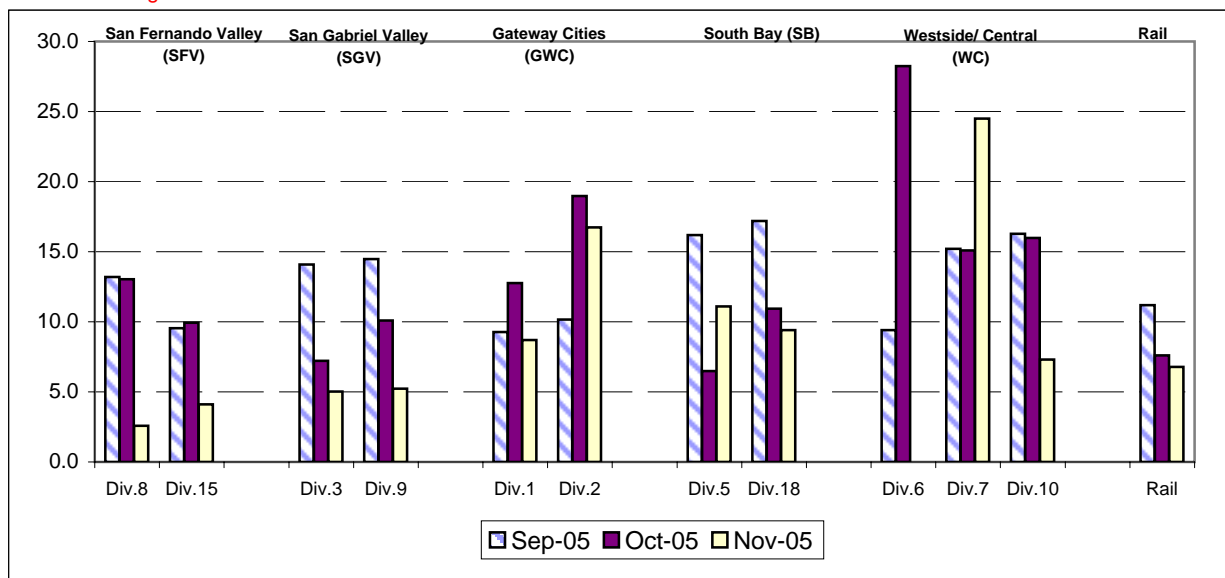
NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

Definition: Average number of new workers compensation indemnity claims filed per 200,000 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 = $\frac{\text{New Claims}}{(\text{Exposure Hours}/200,000)}$

Bus & Rail - by Bus Sectors' Divisions and Rail September - November 2005

One month lag from current month



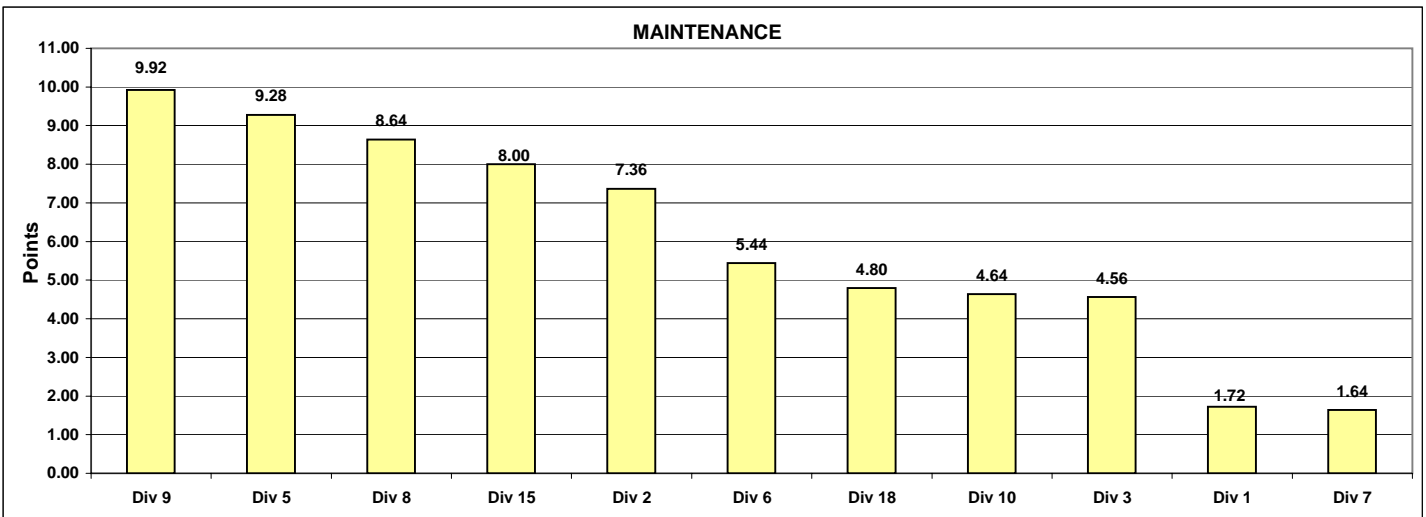
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

**Monthly Calculations - December 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	64%	1028.1	1505.0	1498.1	2392.7	1358.8	1151.7	2018.4	2408.2	1458.6	1597.8	1179.3
Points		1	7	6	10	4	2	9	11	5	8	3
Attendance Points												
New WC Claims /200,000 Exp Hrs*	36%	9.9263	0.0000	11.1261	0.0000	0.0000	20.1888	0.0000	0.0000	9.0443	0.0000	0.0000
Points		3	8	2	8	8	1	8	8	4	8	8
*One month lag												
Totals		1.72	7.36	4.56	9.28	5.44	1.64	8.64	9.92	4.64	8.00	4.80
Maintenance Division Ranking (Sorted)												
FINAL RANKING	DIV.	Div 9	Div 5	Div 8	Div 15	Div 2	Div 6	Div 18	Div 10	Div 3	Div 1	Div 7
	Score	9.92	9.28	8.64	8.00	7.36	5.44	4.80	4.64	4.56	1.72	1.64
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th

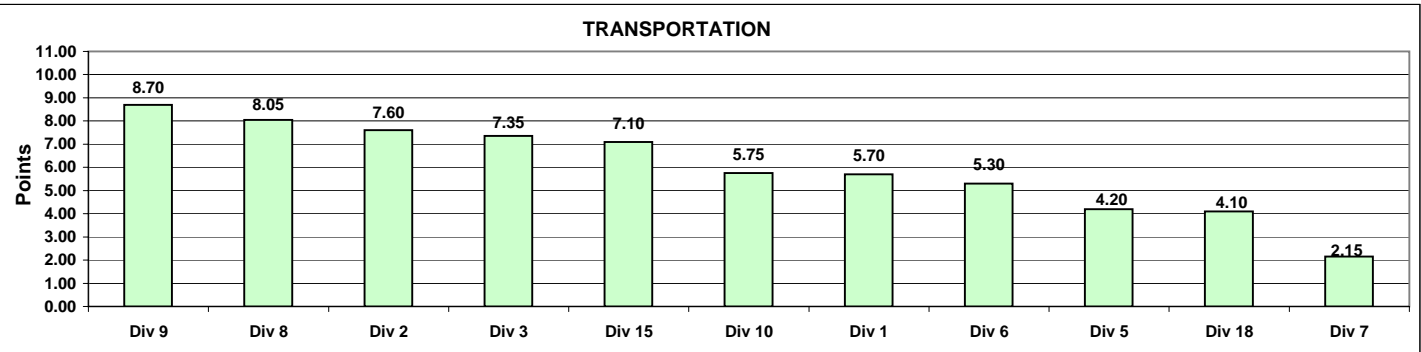


**Monthly Calculations - December 2005
Metro Bus - Transportation**

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%	0.6939	0.7167	0.6880	0.6065	0.6101	0.6115	0.6988	0.7015	0.6134	0.6929	0.5411
Points		8	11	6	2	3	4	9	10	5	7	1
Miles Between Total Road Calls	10%	1028.1136	1505.0462	1498.1339	2392.6825	1358.8053	1151.7405	2018.4055	2408.1790	1458.6179	1597.7822	1179.2891
Points		1	7	6	10	4	2	9	11	5	8	3
Accident Rate	25%	3.8211	3.2974	3.8183	4.5637	5.0561	5.4509	2.7461	2.3865	3.5527	2.9758	3.5791
Points		4	8	5	3	2	1	10	11	7	9	6
Complaints/100K Boardings	15%	1.5614	1.1633	1.2836	1.7805	2.3020	2.6824	5.2997	2.4823	2.3039	3.6486	1.9986
Points		9	11	10	8	6	3	1	4	5	2	7
New WC Claims /200,000 Exp Hrs*	25%	8.3621	21.7398	3.2490	14.4583	0.0000	25.7311	3.3823	6.6962	6.8688	5.3245	12.0061
Points		5	2	10	3	11	1	9	7	6	8	4
*One month lag												
Totals		5.70	7.60	7.35	4.20	5.30	2.15	8.05	8.70	5.75	7.10	4.10
FINAL RANKING												
	DIV.	Div 9	Div 8	Div 2	Div 3	Div 15	Div 10	Div 1	Div 6	Div 5	Div 18	Div 7
Score		8.70	8.05	7.60	7.35	7.10	5.75	5.70	5.30	4.20	4.10	2.15
Rank		1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



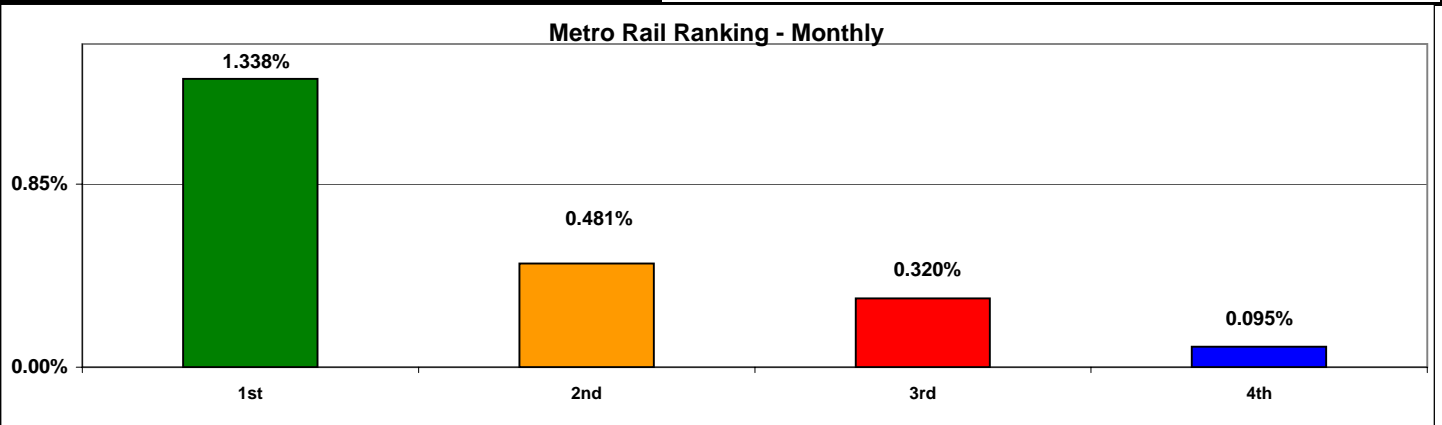
Monthly Calculations - December 2005
Metro Rail

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		
	Dec-04	Dec-05	Yearly Improvement	Dec-04	Dec-05	Yearly Improvement	Dec-04	Dec-05	Yearly Improvement	Dec-04	Dec-05	Yearly Improvement
Wayside Availability												
Track	100.00%	100.00%	0.00%	98.49%	99.84%	1.35%	100.00%	100.00%	0.00%	99.98%	100.00%	0.02%
Signals	99.95%	100.00%	0.05%	99.93%	100.00%	0.07%	99.99%	99.97%	-0.02%	99.87%	99.94%	0.07%
Power	99.96%	99.97%	0.02%	100.00%	99.98%	-0.02%	96.15%	99.96%	3.82%	99.97%	100.00%	0.03%
Wayside Performance	99.97%	99.99%	0.02%	99.47%	99.94%	0.47%	98.71%	99.98%	1.27%	99.94%	99.98%	0.04%
Vehicle Availability												
Vehicle Performance	98.75%	99.56%	0.81%	99.48%	99.23%	-0.26%	99.27%	99.40%	0.14%	98.96%	99.17%	0.21%
Operator Availability												
Operators	99.93%	99.01%	-0.92%	99.97%	99.92%	-0.04%	99.98%	99.98%	0.00%	99.84%	99.95%	0.11%
In-Service Performance												
Rev. Hr. Delivered - Rail	98.07%	98.54%	0.47%	97.87%	98.98%	1.11%	95.38%	99.32%	3.94%	97.49%	99.06%	1.57%
total Rail Line Performance	99.18%	99.28%	0.09%	99.20%	99.52%	0.32%	98.33%	99.67%	1.34%	99.06%	99.54%	0.48%

Metro Rail Final Ranking (Sorted)				
Rail Line	GREEN	GOLD	RED	BLUE
Score	1.338%	0.481%	0.320%	0.095%
Rank	1st	2nd	3rd	4th



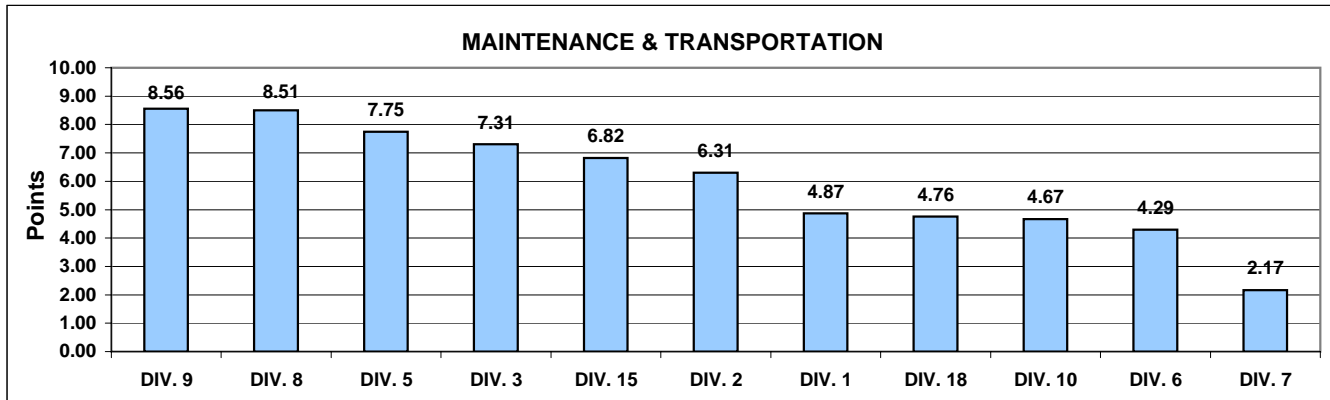
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Quarterly Calculations: FY06-Q2 Metro Bus - Maintenance and Transportation

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

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

Maintenance and Transportation												
Maintenance	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Total												
Road Calls	32.0%	1017	1459	1566	1926	1244	1116	2083	2545	1322	1531	1162
Points		1	6	8	9	4	2	10	11	5	7	3
Attendance												
Points												
Claims /200000												
Exp.Hrs	18.0%	6.5864	4.0273	7.0366	3.1947	12.7121	16.3883	0.0000	3.7367	8.9449	6.1132	2.8822
Points		5	7	4	9	2	1	11	8	3	6	10
*One month Lag: Sep 05 - Nov 05												
Transportation												
In-Service On-Time												
Performance	13%	0.6969	0.7135	0.7045	0.6240	0.5529	0.6197	0.6597	0.6784	0.6094	0.6408	0.5554
Points		9	11	10	5	1	4	7	8	3	6	2
Miles Between Total												
Road Calls	5%	1017.4	1459.4	1566.0	1926.3	1244.4	1115.7	2083.1	2545.3	1321.8	1530.9	1161.8
Points		1	6	8	9	4	2	10	11	5	7	3
Accidents/100k Hub												
Miles	13%	3.2313	3.6707	4.0058	3.7052	3.5508	4.8436	3.0373	2.5623	3.2591	2.7380	3.4254
Points		8	4	2	3	5	1	9	11	7	10	6
Complaints/100K												
Boardings	8%	1.8829	1.2990	1.6393	1.8714	2.7060	2.7391	4.7436	2.8716	2.2229	3.6711	2.9163
Points		8	11	10	9	6	5	1	4	7	2	3
*One month Lag: Sep 05 - Nov 05												
Claims /200000												
Exp.Hrs	13%	10.1503	19.0973	6.4623	8.6222	8.4626	18.8034	10.6851	14.4028	12.8759	8.7337	12.5807
Points		7	1	11	9	10	2	6	3	4	8	5
Totals		4.87	6.31	7.31	7.75	4.29	2.17	8.51	8.56	4.67	6.82	4.76
FINAL RANKING Maintenance and Transportation Division Ranking (Sorted)												
FINAL RANKING	DIV.	DIV. 9	DIV. 8	DIV. 5	DIV. 3	DIV. 15	DIV. 2	DIV. 1	DIV. 18	DIV. 10	DIV. 6	DIV. 7
	Score	8.56	8.51	7.75	7.31	6.82	6.31	4.87	4.76	4.67	4.29	2.17
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



**Quarterly Calculations: FY06-Q2
Metro Rail**

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

Calculation: Performance indicator uses Revenue Service Hours Lost due to the associated Rail Operating Problems not including the Revenue Service Hours Lost due to accidents, police, or health problems. Performance percentages for various indicators are averaged and outcomes are 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	<u>Metro Blue Line</u>	<u>Metro Red Line</u>	<u>Metro Green Line</u>	<u>Metro Gold Line</u>
Oct-05	0.37%	0.09%	0.08%	-0.16%
Nov-05	0.24%	-0.29%	0.75%	0.31%
Dec-05	<u>0.09%</u>	<u>0.32%</u>	<u>1.34%</u>	<u>0.00%</u>
Second Quarter Average	0.23%	0.04%	0.72%	0.05%

Metro Rail Final Ranking (Sorted)

Rail Line	GREEN	BLUE	GOLD	RED
Score	0.72%	0.23%	0.05%	0.04%
Rank	1st	2nd	3rd	4th

