Los Angeles County
Metropolitan Transportation Authority

MAY 2006

METRO OPERATIONS MONTHLY PERFORMANCE REPORT

Metro

05-3111TR

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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	May Month	Status
Bus Systemwide							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*, **				58%	29.40%	30.35%	
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	3,271	3,301	
In-Service On-time Performance**	69.23%	65.43%	66.50%	70%	64.58%	63.25%	
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.48	3.24	
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	2.45	1.75	
New Workers' Compensation IndemnityClaims per 200,000 Exposure Hours (*1 month lag*)	17.80	17.64	13.61	15.00	*Apr. 12.18*	*Apr. 14.09*	
**Div 15 Nov. data excluded & Dec. Data after shake-up							
SFV Sector							
OTP-PTP*, **				58%	28.20%	30.00%	
MMBMF*				3,500	3,325	3,345	
In-Service On-time Performance**	67.30%	67.47%	68.54%	70%	65.00%	64.87%	
Bus Traffic Accidents Per 100,000 Miles	2.91	2.99	2.67	2.85	3.06	2.57	
Complaints per 100,000 Boardings	6.32	5.45	4.39	4.25	3.30	2.48	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	16.72	15.15	13.71	16.00	*Apr. 11.52*	*Apr. 15.59*	
**Div 15 Nov. data excluded & Dec. Data after shake-up							
Division 8							
OTP-PTP*				58%	25.20%	27.23%	
MMBCMF*				3,500	3,854	3,989	
In-Service On-time Performance	70.09%	69.12%	69.78%	70%	67.40%	69.22%	
Bus Traffic Accidents Per 100,000 Miles	2.84	2.75	2.58	2.85	2.87	2.06	
Complaints per 100,000 Boardings	6.87	5.09	4.17	4.25	3.47	2.41	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	20.92	19.15	16.77	16.00	*Apr. 13.28*	*Apr. 15.99*	
**Div 15 Nov. data excluded & Dec. Data after shake-up							
Division 15							
OTP-PTP*, **				58%	31.73%	32.74%	
MMBMF*				3,500	2,997	2,942	
In-Service On-time Performance**	66.13%	66.62%	67.84%	70%	63.85%	63.41%	
Bus Traffic Accidents Per 100,000 Miles	2.96	3.17	2.74	2.85	3.21	3.01	
Complaints per 100,000 Boardings	6.01	5.70	4.55	4.25	3.19	2.55	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	16.23	13.14	12.46	16.00	*Apr. 10.34*	*Apr. 16.36*	

*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 - On target to achieve the FY06 target.

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.

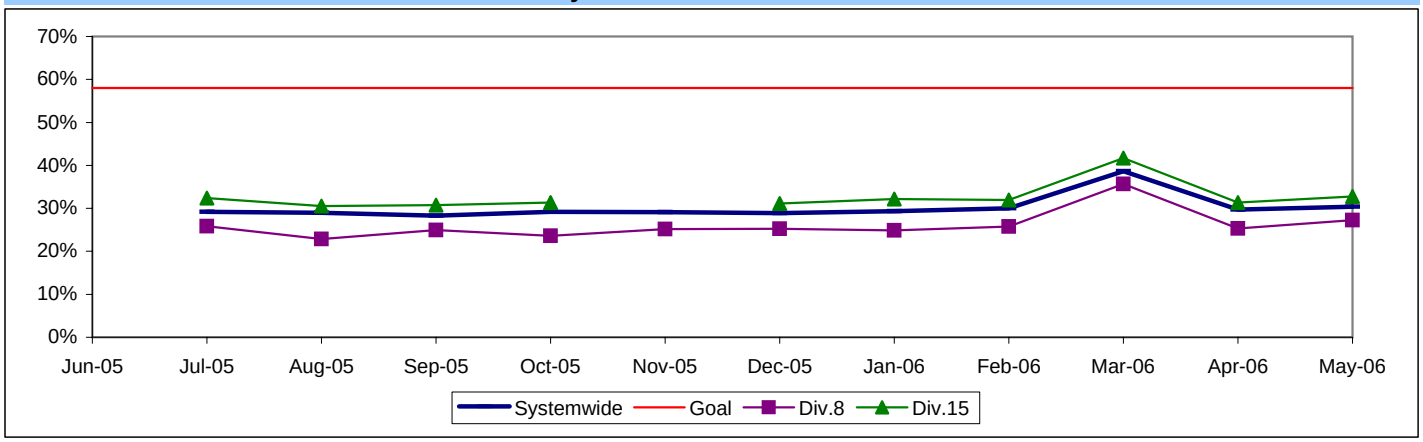
SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

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) X 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'

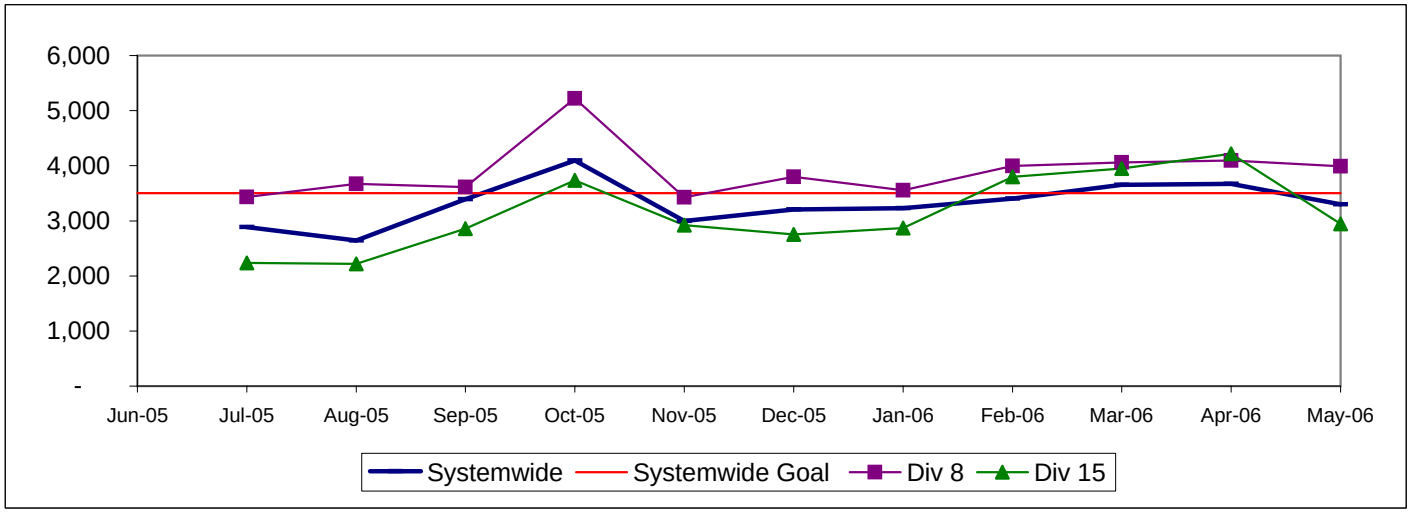
	Pullouts from Primary Terminal Point					Percent		
Div.	Early	Late	On-Time	Total Pullouts		Early Pullouts	On-Time Pullouts	Late Pullouts
San Fernando Valley (SFV)								
8	952	1413	885	3250		29.29%	27.23%	43.48%
15	613	1604	1079	3296		18.60%	32.74%	48.67%
Total Systemwide	**9093**	**17494**	**11584**	**38171**		**23.82%**	**30.35%**	**45.83%**

*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)



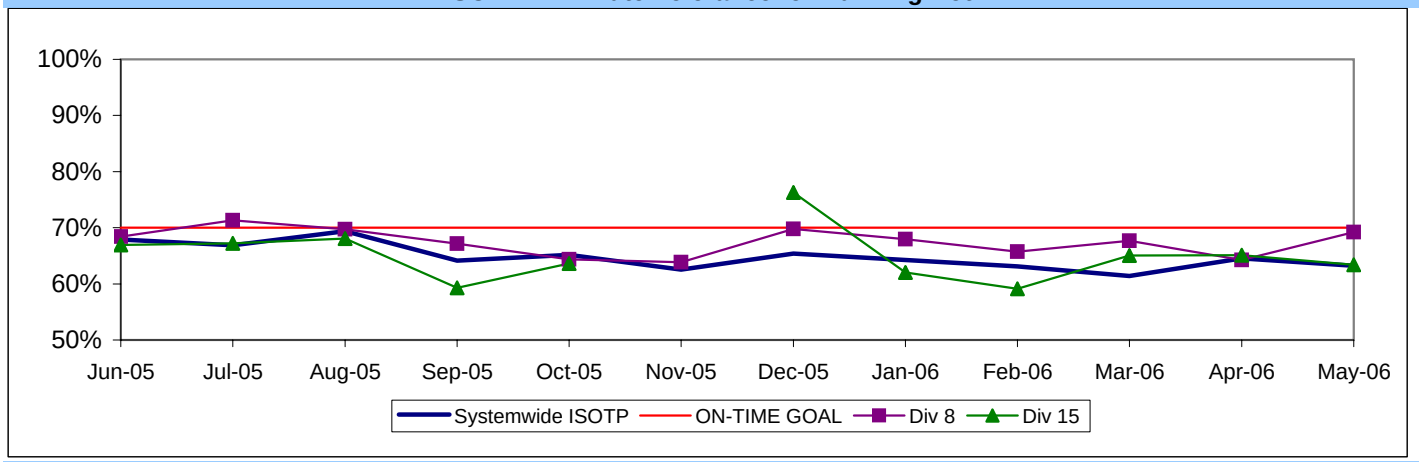
IN-SERVICE ON-TIME PERFORMANCE*

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

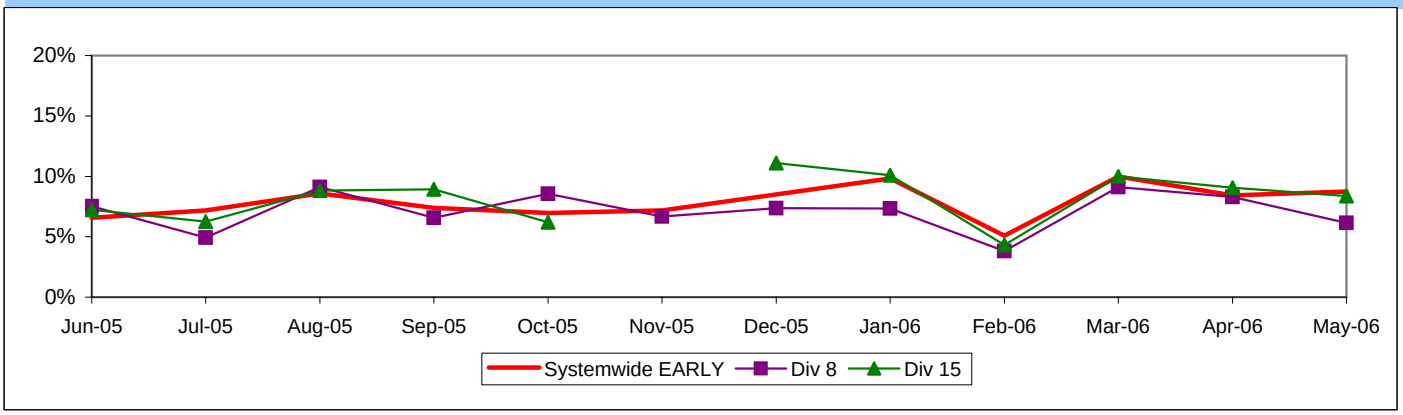
Calculation: ISOTP% =1-((Number of buses departing early + Number of buses departing more than five minutes late)/(Total buses sampled))

* Division 15 November data not available.

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



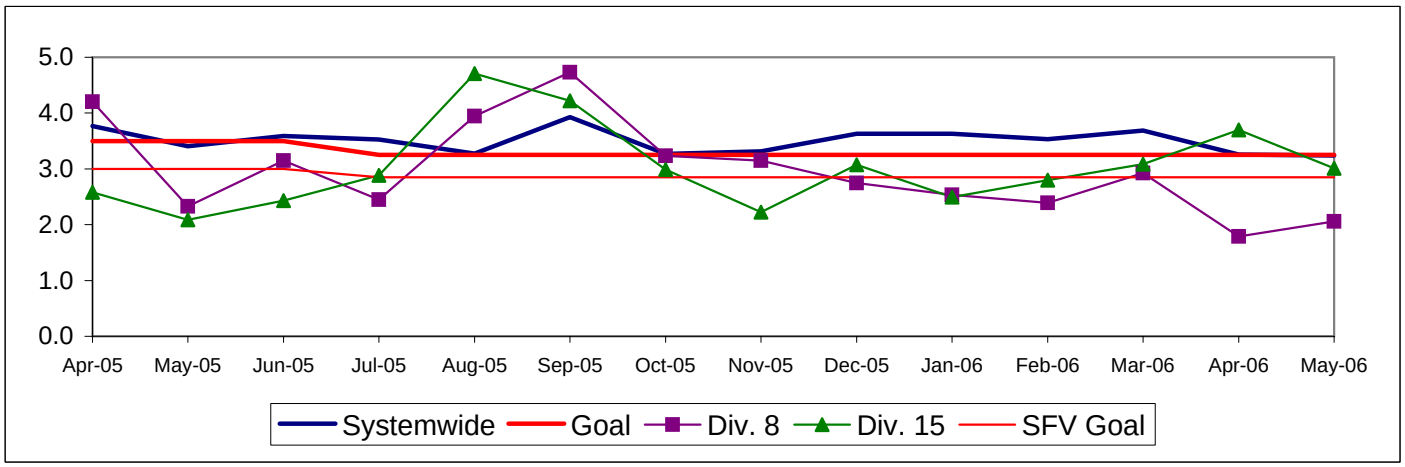
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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.

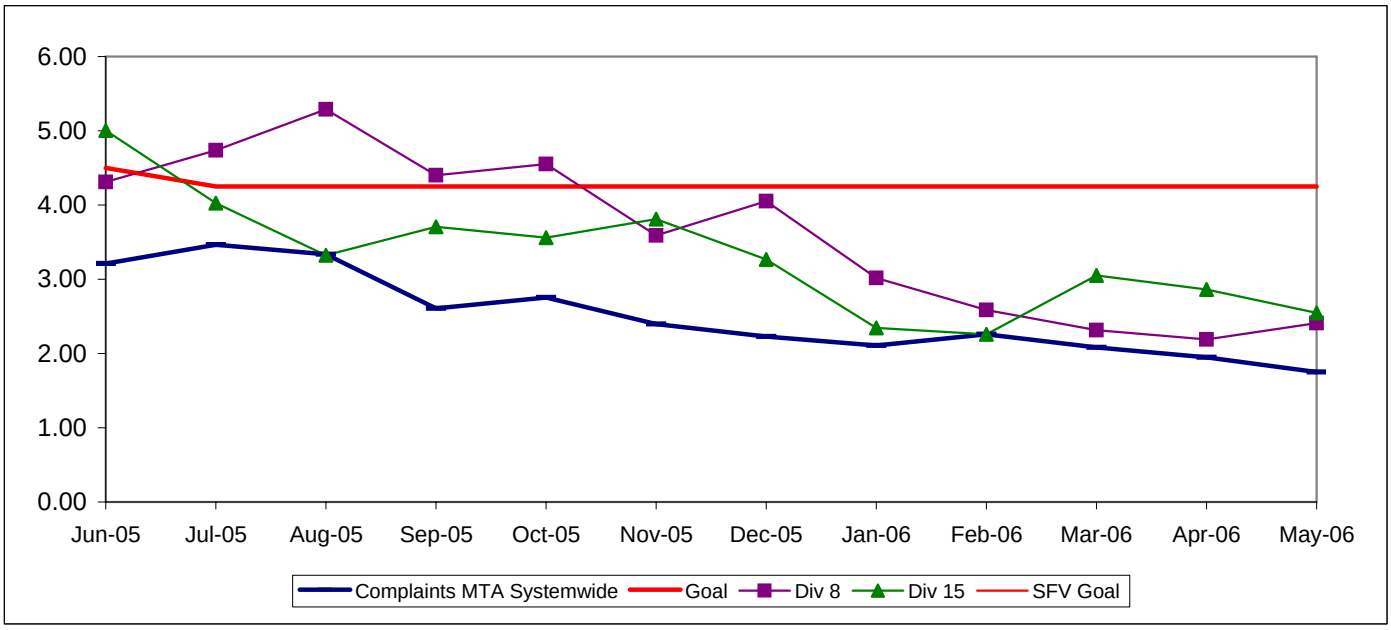
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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 customer satisfaction.

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

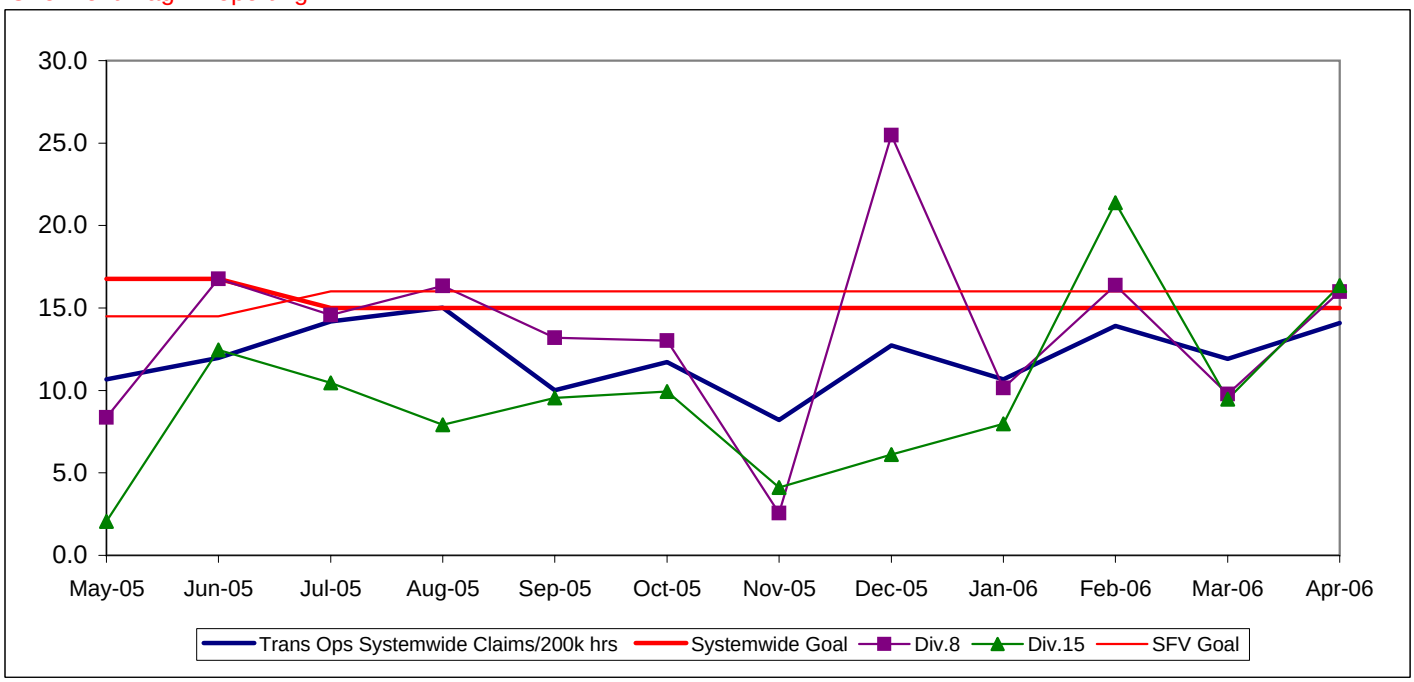


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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

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

One month lag in reporting.



San Gabriel Valley Sector Scorecard Overview (SGV)

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

This report gives a brief overview of sector operations':

* 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	May Month	Status
Bus Systemwide							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*,**				58%	29.40%	30.35%	
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	3,271	3,301	
In-Service On-time Performance**	69.23%	65.43%	66.50%	70%	64.58%	63.25%	
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.48	3.24	
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	2.45	1.75	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	17.80	17.64	13.61	15.00	*Apr. 12.18*	*Apr. 14.09*	
**Div 15 Nov. data excluded & Dec. Data after shake-up							
SGV Sector							
OTP-PTP*				58%	35.27%	34.62%	
MMBMF*				3,500	3,501	3,202	
In-Service On-time Performance	70.02%	69.98%	70.10%	75%	68.68%	65.39%	
Bus Traffic Accidents Per 100,000 Miles	3.40	2.91	2.96	2.75	2.79	1.96	
Complaints per 100,000 Boardings	3.57	3.80	2.95	3.00	2.21	1.41	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.15	16.12	10.14	11.00	*Apr. 12.91*	*Apr. 18.38*	
Division 3							
OTP-PTP*				58%	28.36%	28.96%	
MMBCMF*				3,500	2,691	2,608	
In-Service On-time Performance**	71.08%	70.80%	71.06%	75%	70.34%	66.15%	
Bus Traffic Accidents Per 100,000 Miles	4.22	3.59	3.57	2.75	3.65	2.81	
Complaints per 100,000 Boardings	3.09	3.02	2.60	3.00	1.86	1.27	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.54	12.36	6.68	11.00	*Apr. 11.69*	*Apr. 17.99*	
Division 9							
OTP-PTP*				58%	40.79%	39.42%	
MMBMF*				3,500	4,699	3,934	
In-Service On-time Performance	67.47%	68.16%	68.16%	75%	66.83%	64.63%	
Bus Traffic Accidents Per 100,000 Miles	2.64	2.26	2.42	2.75	2.07	1.26	
Complaints per 100,000 Boardings	4.31	5.09	5.09	3.00	2.64	1.58	
New Workers' Compensation IndemnityClaims per 200,000 Exposure Hours (1 month lag)	28.54	20.75	14.66	11.00	*Apr. 14.60*	*Apr. 20.32*	

*New Indicator. **Line 28 not included due to the temporary closure of the bus stop at Olympic and Figueroa.

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.

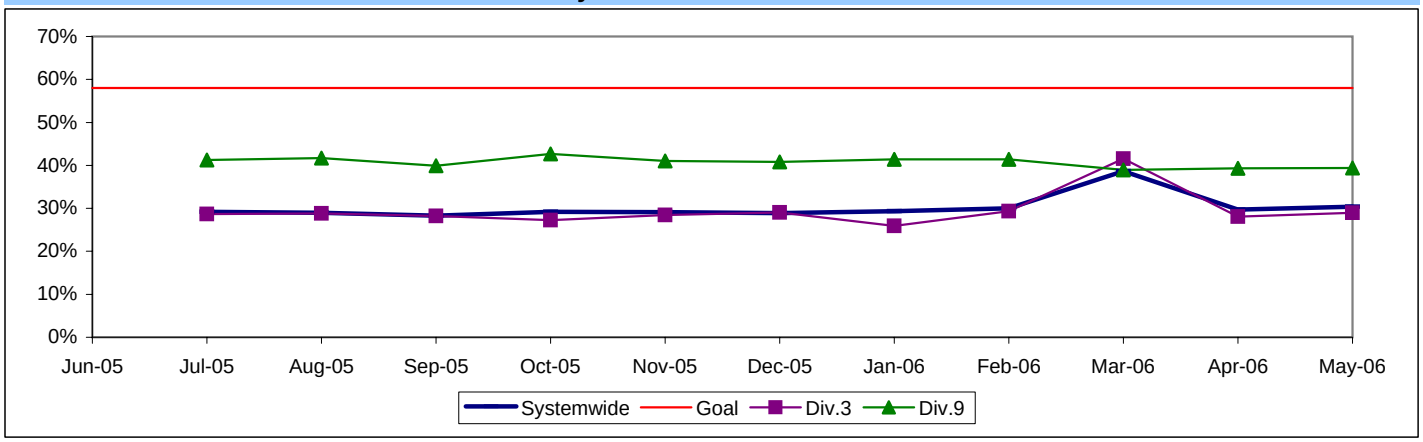
SAN GABRIEL VALLEY SECTOR BUS SERVICE PERFORMANCE

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) X 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'

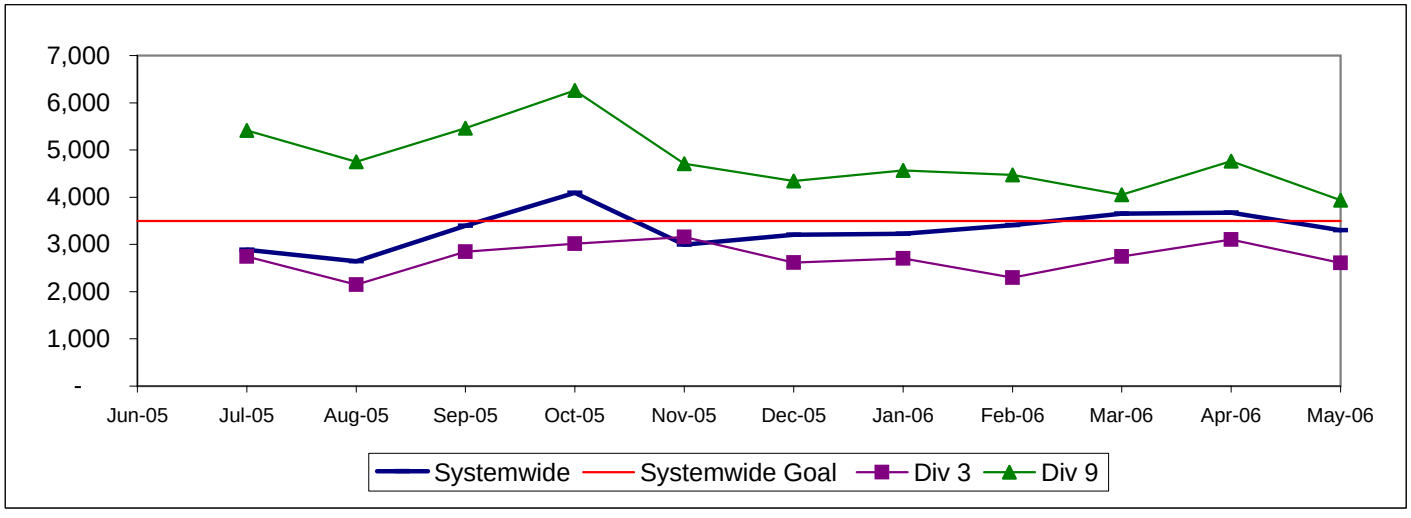
	Pullouts from Primary Terminal Point					Percent		
Div.	Early	Late	On-Time	Total Pullouts		Early Pullouts	On-Time Pullouts	Late Pullouts
San Gabriel Valley (SGV)								
3	543	1449	812	2804		19.37%	28.96%	51.68%
9	753	1248	1302	3303		22.80%	39.42%	37.78%
Total Systemwide	**9093**	**17494**	**11584**	**38171**		**23.82%**	**30.35%**	**45.83%**

*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)

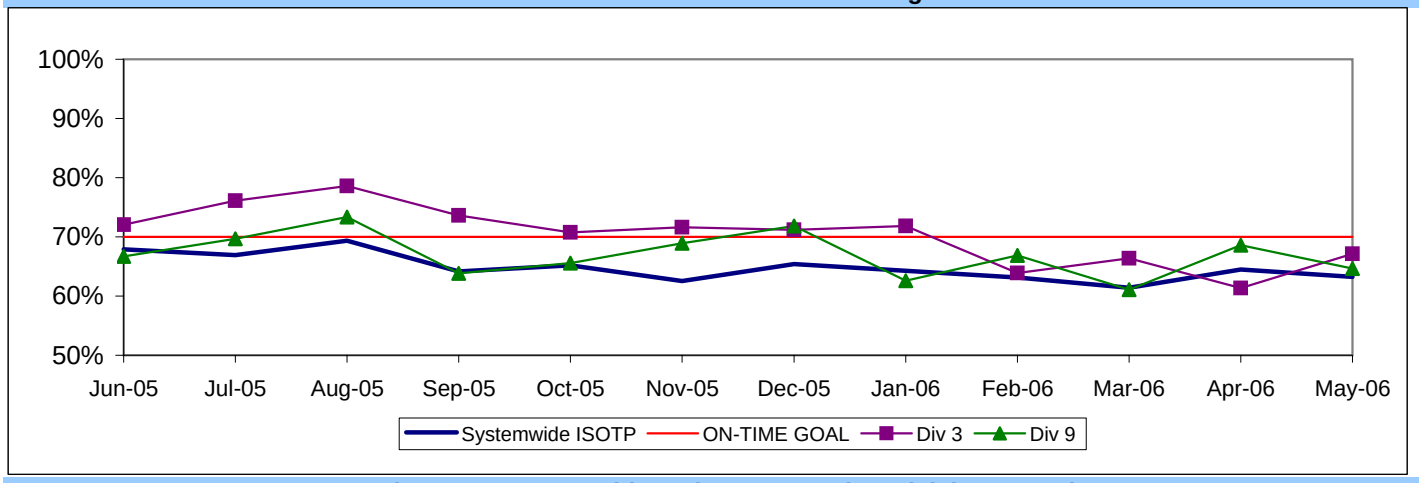


IN-SERVICE ON-TIME PERFORMANCE

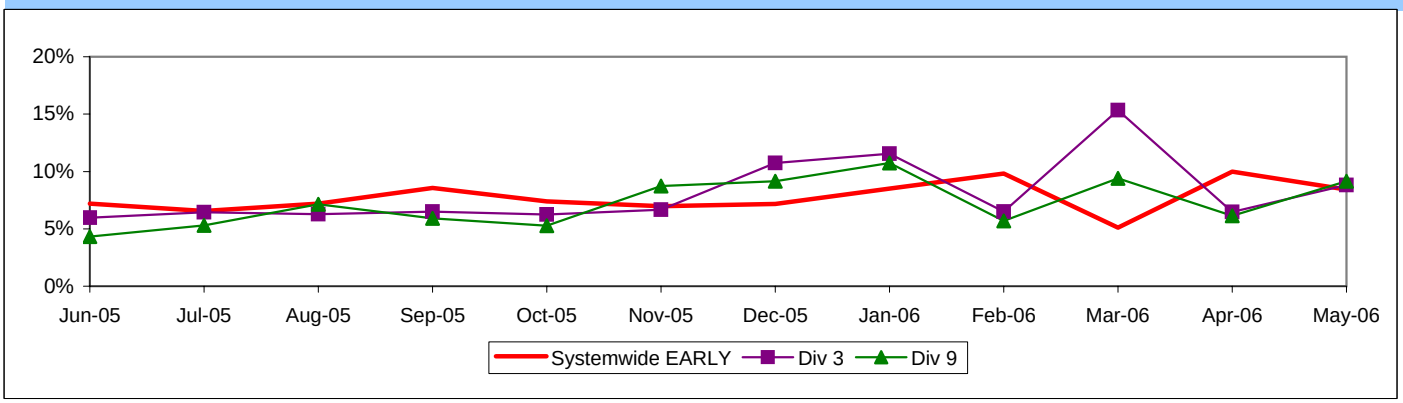
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



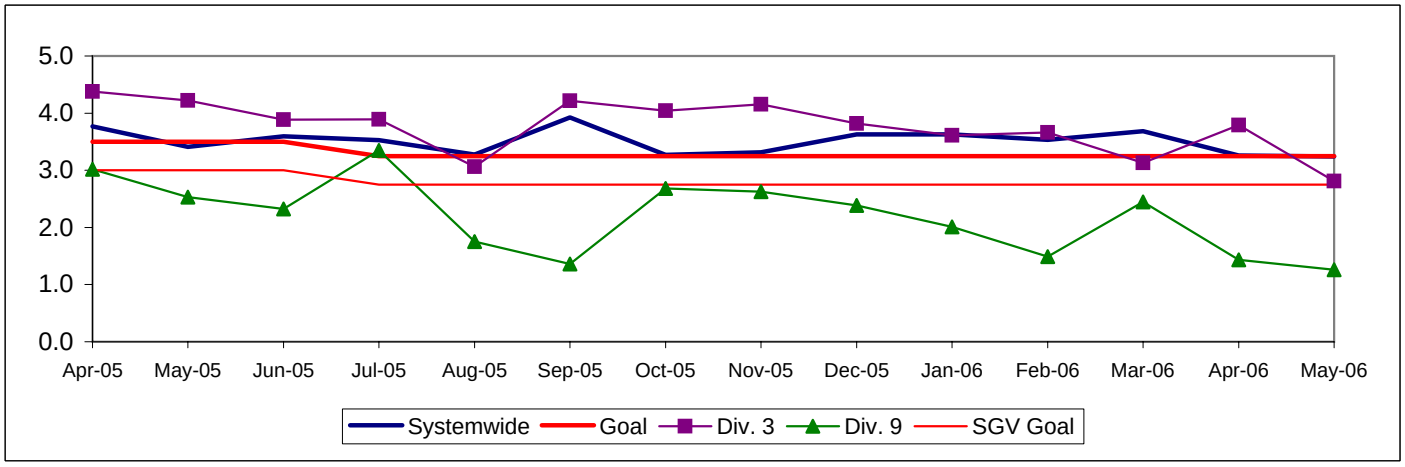
Running Hot - Systemwide and Bus Operating Divisions 3 and 9



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.

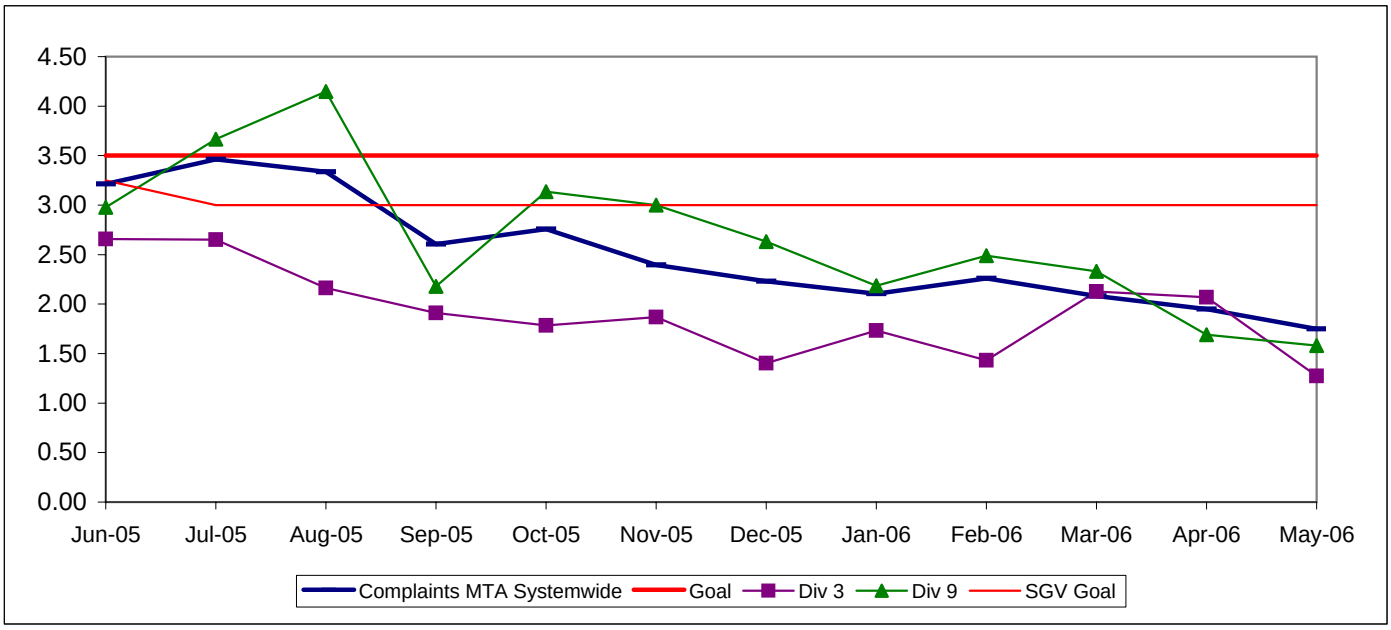
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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 customer satisfaction.

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

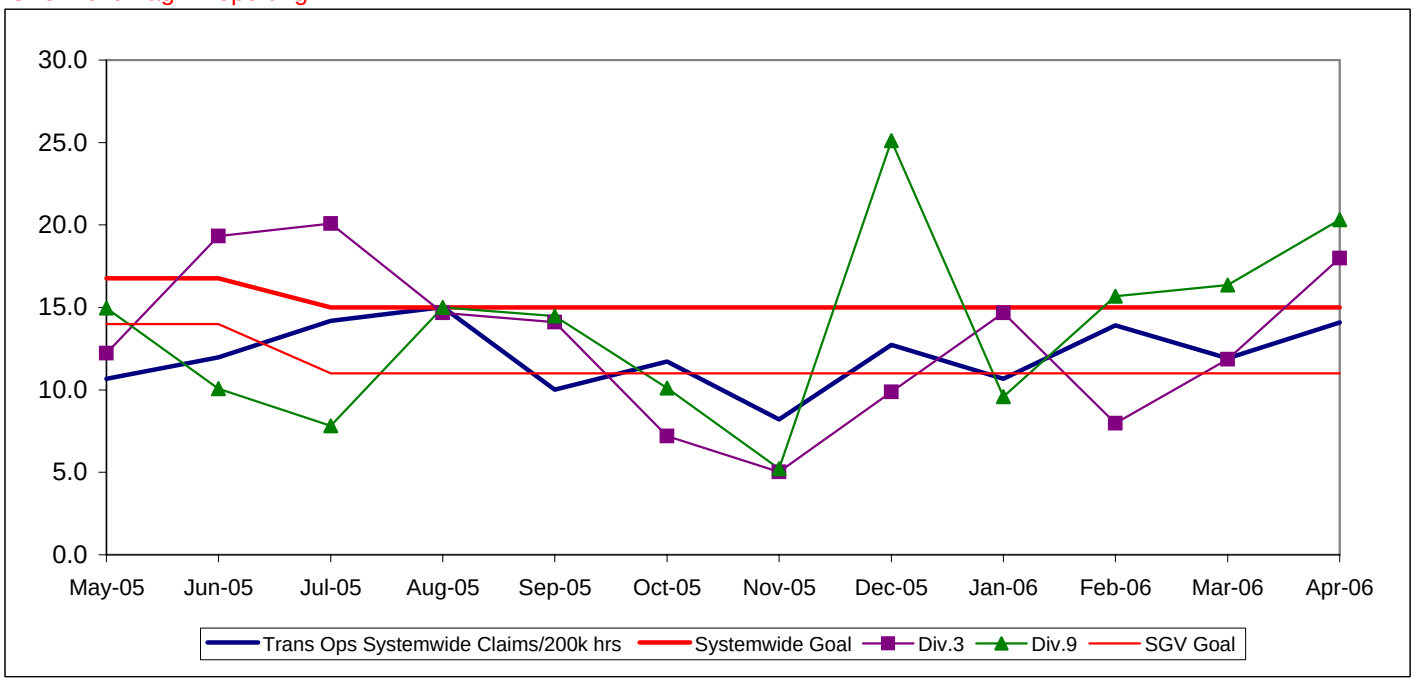


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 3 and 9

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

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

One month lag in reporting.



Gateway Cities Sector Scorecard Overview (GC)

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

This report gives a brief overview of sector operations':

* 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	May Month	Status
Bus Systemwide							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*,**				58%	29.40%	30.35%	
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	3,271	3,301	
In-Service On-time Performance**	69.23%	65.43%	66.50%	70%	64.58%	63.25%	
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.48	3.24	
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	2.45	1.75	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	17.80	17.64	13.61	15.00	*Apr. 12.18*	*Apr. 14.09*	
**Div 15 Nov. data excluded & Dec. Data after shake-up used.							
GC Sector							
OTP-PTP*				58%	29.06%	31.76%	
MMBMF*				3,500	2,507	2,409	
In-Service On-time Performance	74.53%	69.34%	71.20%	70%	72.07%	71.32%	
Bus Traffic Accidents Per 100,000 Miles	4.07	3.86	4.29	4.00	3.78	4.71	
Complaints per 100,000 Boardings	2.63	3.08	2.58	2.75	1.70	1.26	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	25.30	20.19	14.11	16.50	*Apr. 10.72*	*Apr. 9.46*	
Division 1							
OTP-PTP*				58%	30.67%	33.48%	
MMBMF*				3,500	2,403	2,224	
In-Service On-time Performance	78.22%	70.57%	71.62%	70%	71.38%	70.02%	
Bus Traffic Accidents Per 100,000 Miles	3.39	3.41	4.35	4.00	3.67	4.52	
Complaints per 100,000 Boardings	2.26	3.32	2.92	2.75	1.94	1.13	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.42	16.82	12.71	16.50	*Apr. 9.90*	*Apr. 4.41*	
Division 2							
OTP-PTP*				58%	27.34%	29.91%	
MMBMF*				3,500	2,673	2,731	
In-Service On-time Performance	67.53%	67.62%	70.42%	70%	73.09%	73.00%	
Bus Traffic Accidents Per 100,000 Miles	4.78	4.36	4.21	4.00	3.93	4.98	
Complaints per 100,000 Boardings	3.07	2.84	2.15	2.75	1.42	1.41	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	31.18	24.56	16.69	16.50	*Apr. 12.32*	*Apr. 16.55*	

*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.

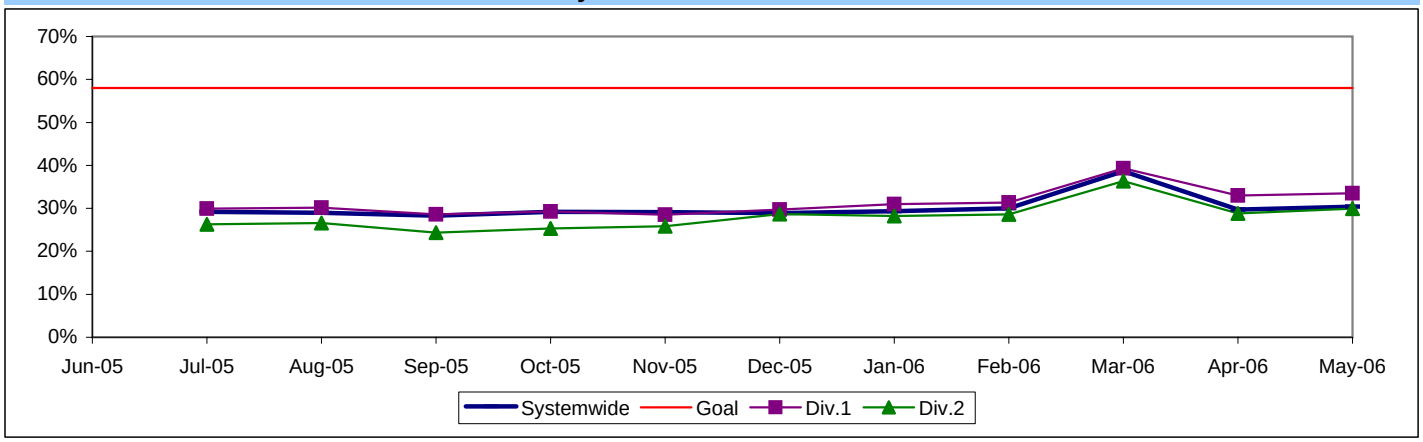
GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

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% - [(Total early and late pullout runs / by Total pullouts at first terminal) X 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'

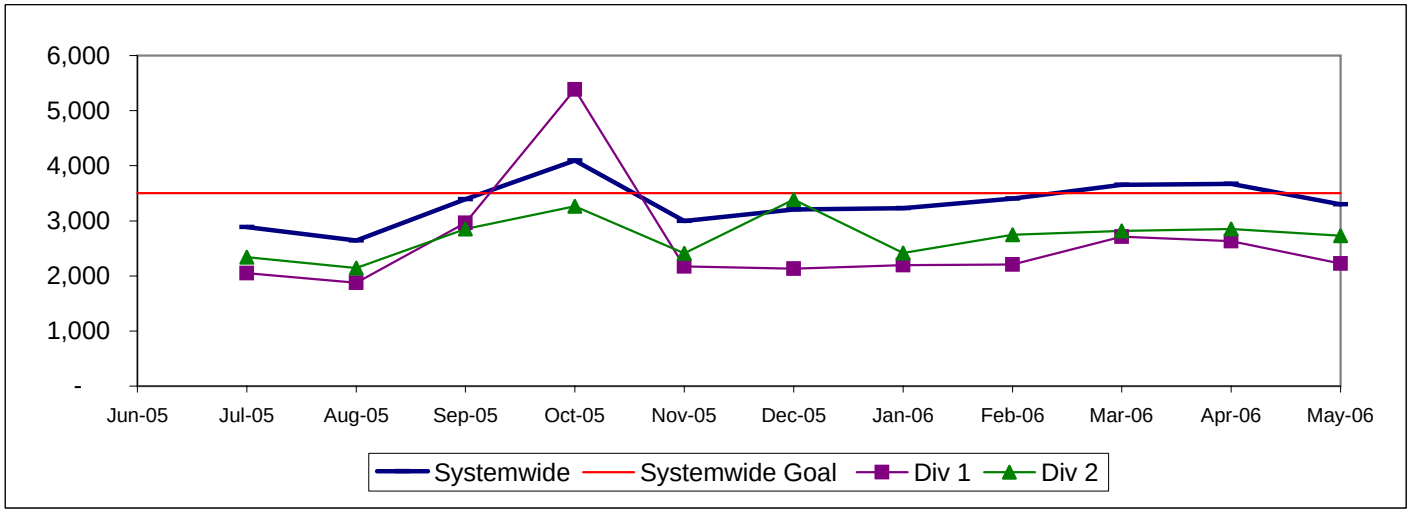
	Pullouts from Primary Terminal Point					Percent		
Div.	Early	Late	On-Time	Total Pullouts		Early Pullouts	On-Time Pullouts	Late Pullouts
Gateway Cities (GWC)								
1	892	1808	1359	4059		21.98%	33.48%	44.54%
2	1024	1624	1130	3778		27.10%	29.91%	42.99%
Total Systemwide	**9093**	**17494**	**11584**	**38171**		**23.82%**	**30.35%**	**45.83%**

*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 = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)

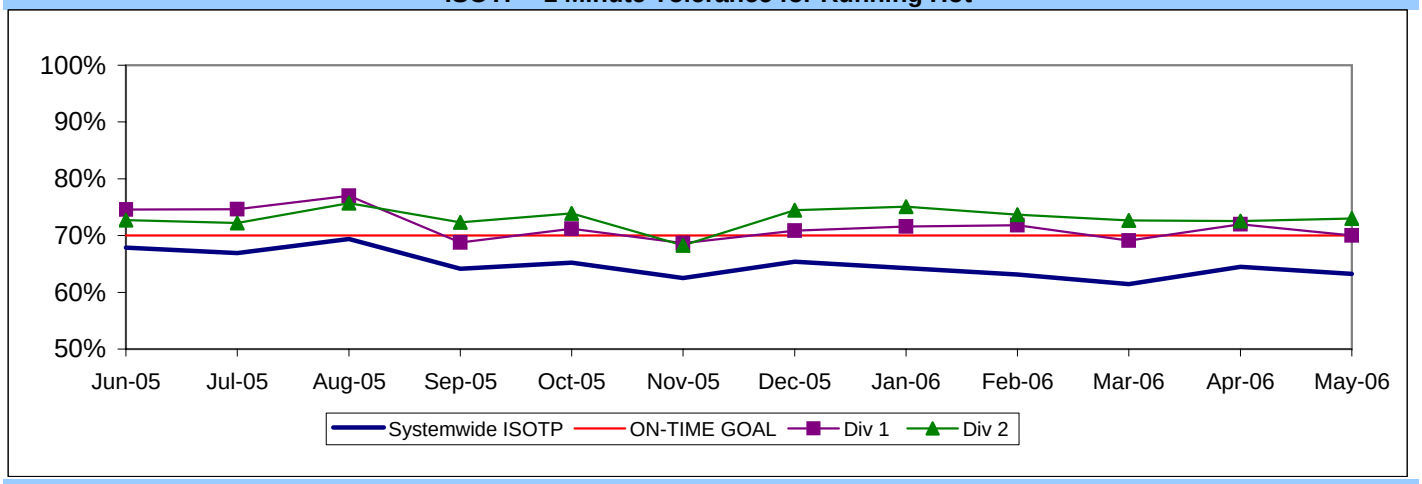


IN-SERVICE ON-TIME PERFORMANCE

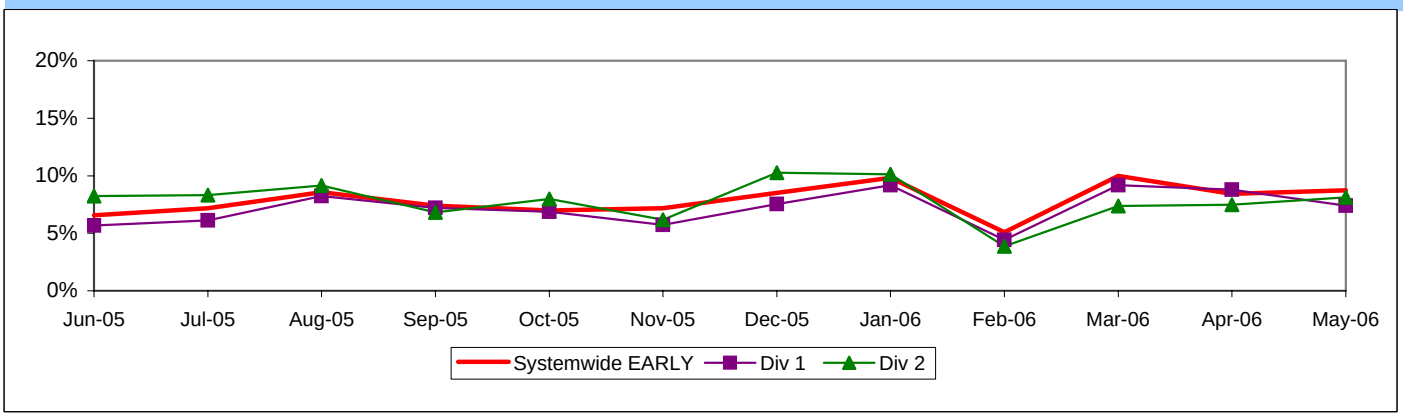
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



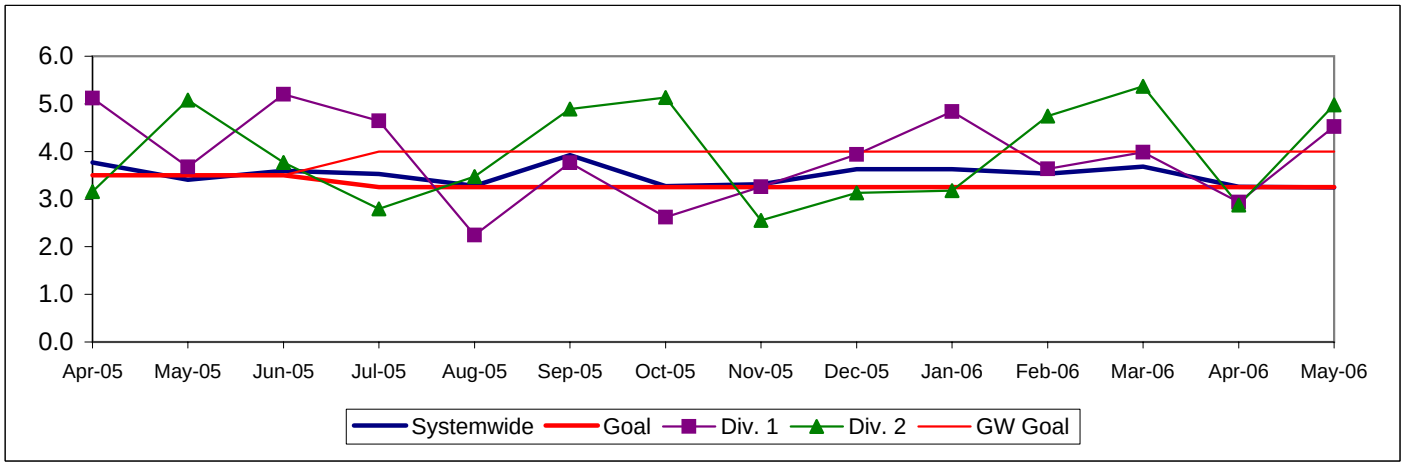
Running Hot - Systemwide and Bus Operating Divisions 1 and 2



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.

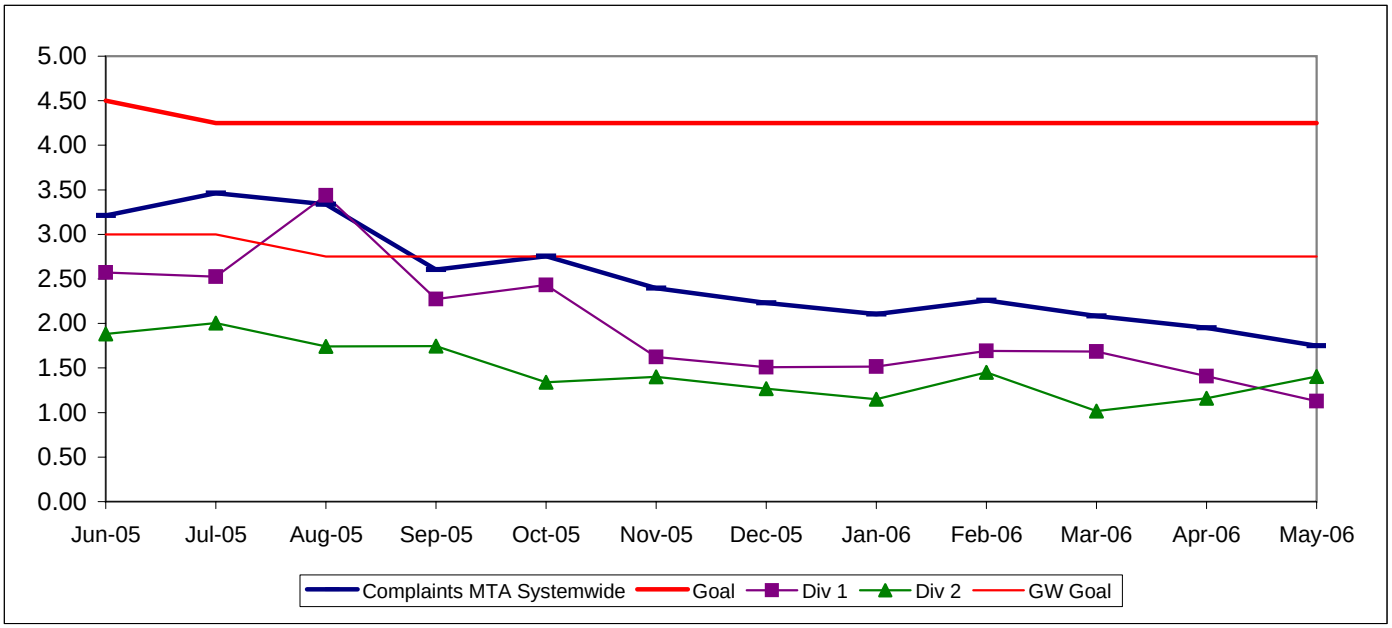
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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 customer satisfaction.

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

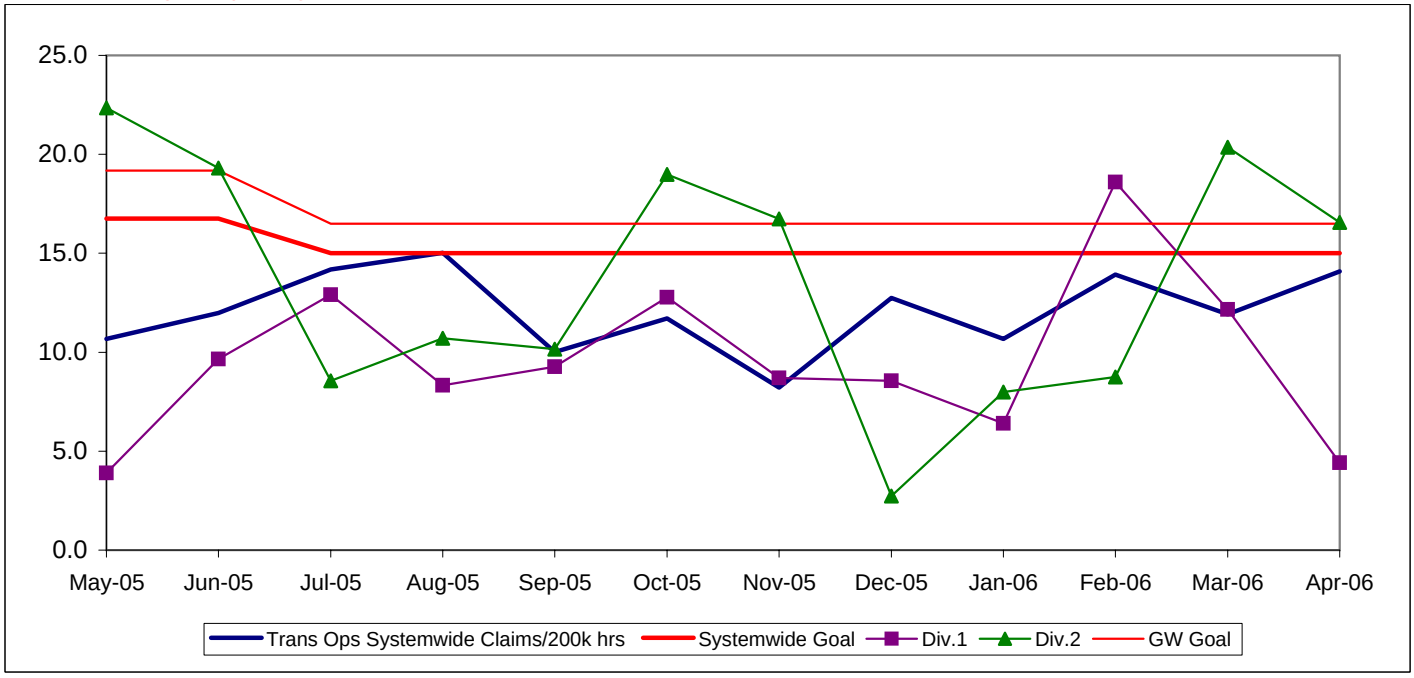


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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

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

One month lag in reporting.



South Bay Sector Scorecard Overview (SB)

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

This report gives a brief overview of sector operations':

* 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	May Month	Status
Bus Systemwide							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*,**				58%	29.40%	30.35%	
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	3,271	3,301	
In-Service On-time Performance**	69.23%	65.43%	66.50%	70%	64.58%	63.25%	
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.48	3.24	
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	2.45	1.75	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	17.80	17.64	13.61	15.00	*Apr. 12.18*	*Apr. 14.09*	
**Div 15 Nov. data excluded & Dec. Data after shake-up used.							
SB Sector							
OTP-PTP*				58%	29.09%	28.48%	
MMBMF*				3,500	3,677	4,372	
In-Service On-time Performance	63.67%	61.74%	64.13%	70%	59.37%	56.95%	
Bus Traffic Accidents Per 100,000 Miles	4.00	3.68	3.57	4.00	3.67	3.54	
Complaints per 100,000 Boardings	4.02	4.63	3.61	4.50	2.54	1.71	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	17.28	14.84	14.65	16.20	*Apr. 13.74*	*Apr. 17.56*	
Division 5							
OTP-PTP*				58%	34.11%	33.17%	
MMBMF*				3,500	3,626	3,915	
In-Service On-time Performance	66.30%	63.17%	65.58%	70%	62.10%	60.30%	
Bus Traffic Accidents Per 100,000 Miles	4.58	3.90	4.31	4.00	4.03	2.87	
Complaints per 100,000 Boardings	2.86	3.45	2.71	4.50	1.92	1.21	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	24.16	15.22	18.72	16.20	*Apr. 14.99*	*Apr. 26.79*	
Division 18							
OTP-PTP*				58%	25.30%	25.60%	
MMBMF*				3,500	3,715	4,730	
In-Service On-time Performance	61.23%	60.78%	63.42%	70%	57.72%	54.57%	
Bus Traffic Accidents Per 100,000 Miles	3.57	3.51	3.02	4.00	3.41	3.98	
Complaints per 100,000 Boardings	5.26	5.74	4.44	4.50	3.11	2.13	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	13.40	14.71	11.67	16.20	*Apr. 13.30*	*Apr. 11.27*	

*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.

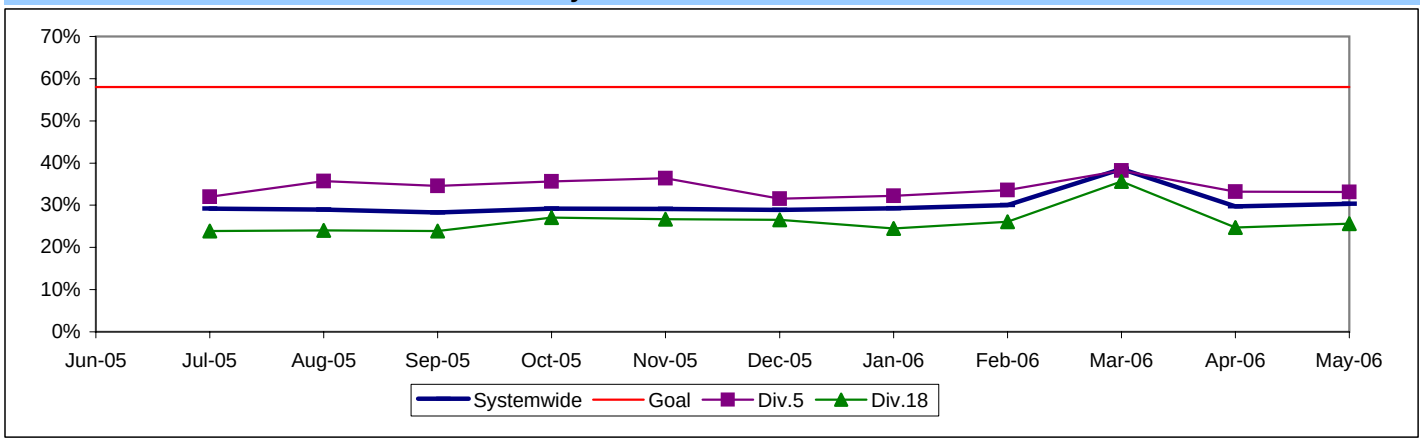
SOUTH BAY SECTOR BUS SERVICE PERFORMANCE

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) X 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'

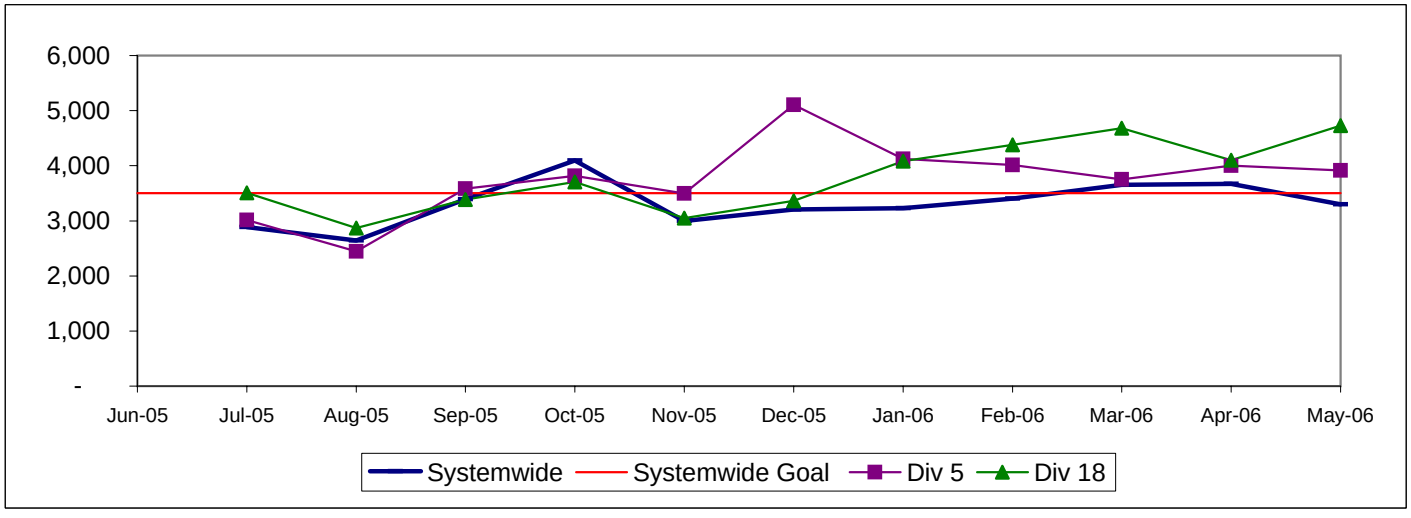
Div.	Pullouts from Primary Terminal Point					Percent		
	Early	Late	On-Time	Total Pullouts		Early Pullouts	On-Time Pullouts	Late Pullouts
South Bay (SB)								
5	816	1340	1070	3226		25.29%	33.17%	41.54%
18	1609	2306	1347	5262		30.58%	25.60%	43.82%
Total Systemwide	**9093**	**17494**	**11584**	**38171**		**23.82%**	**30.35%**	**45.83%**

*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)

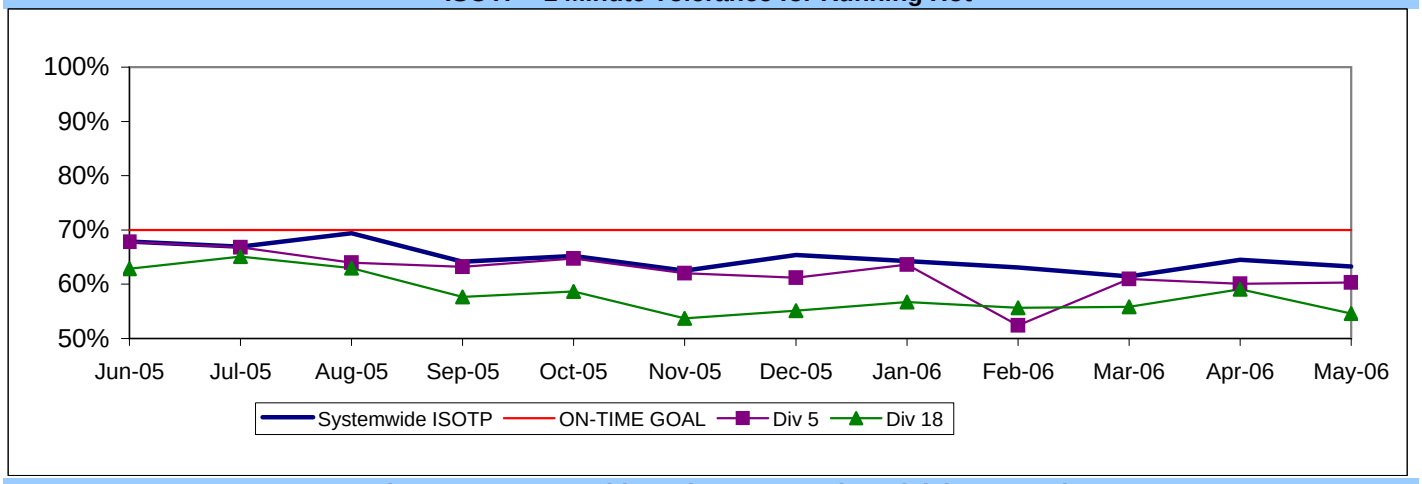


IN-SERVICE ON-TIME PERFORMANCE

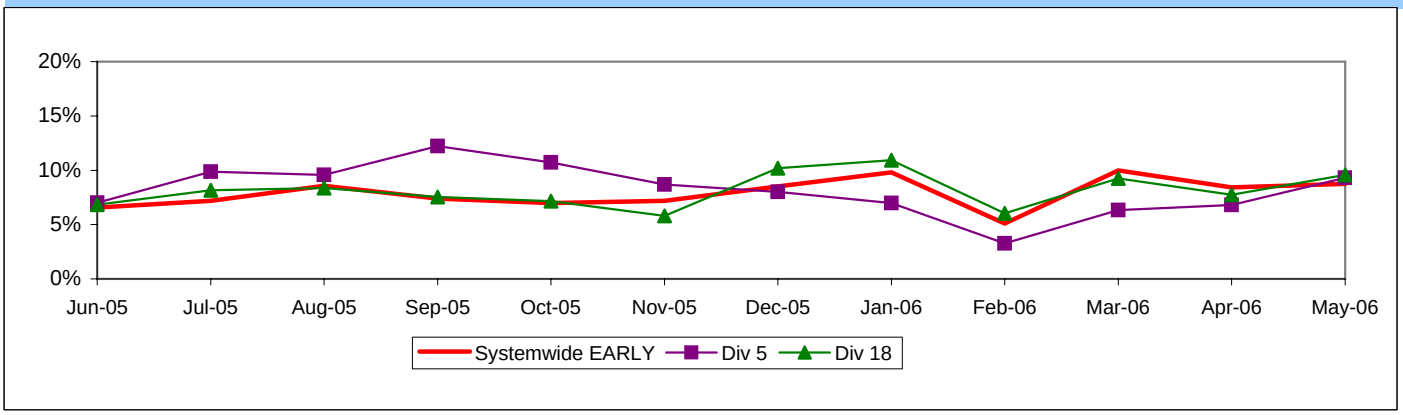
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



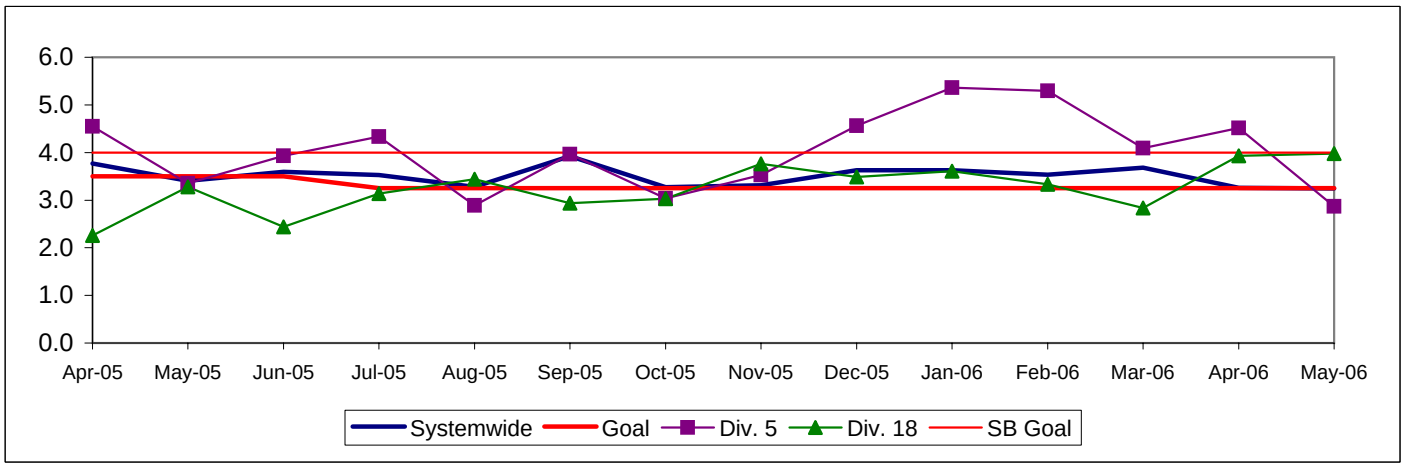
Running Hot - Systemwide and Bus Operating Divisions 5 and 18



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.

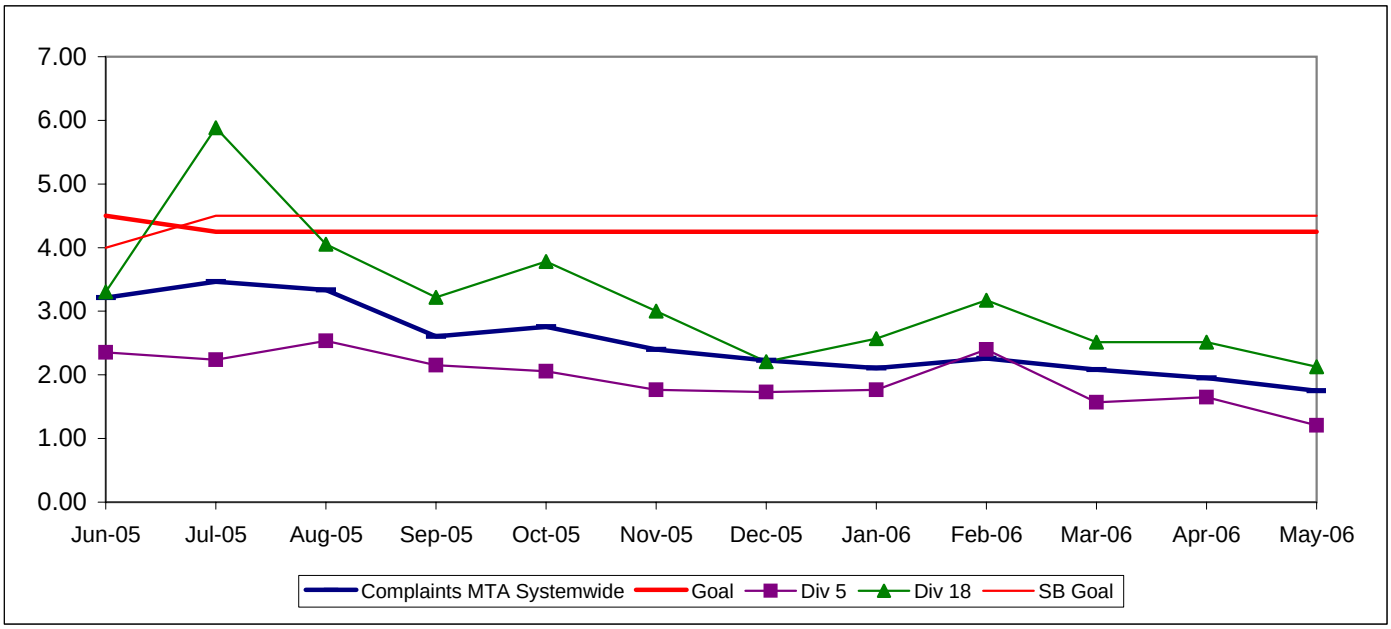
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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

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

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

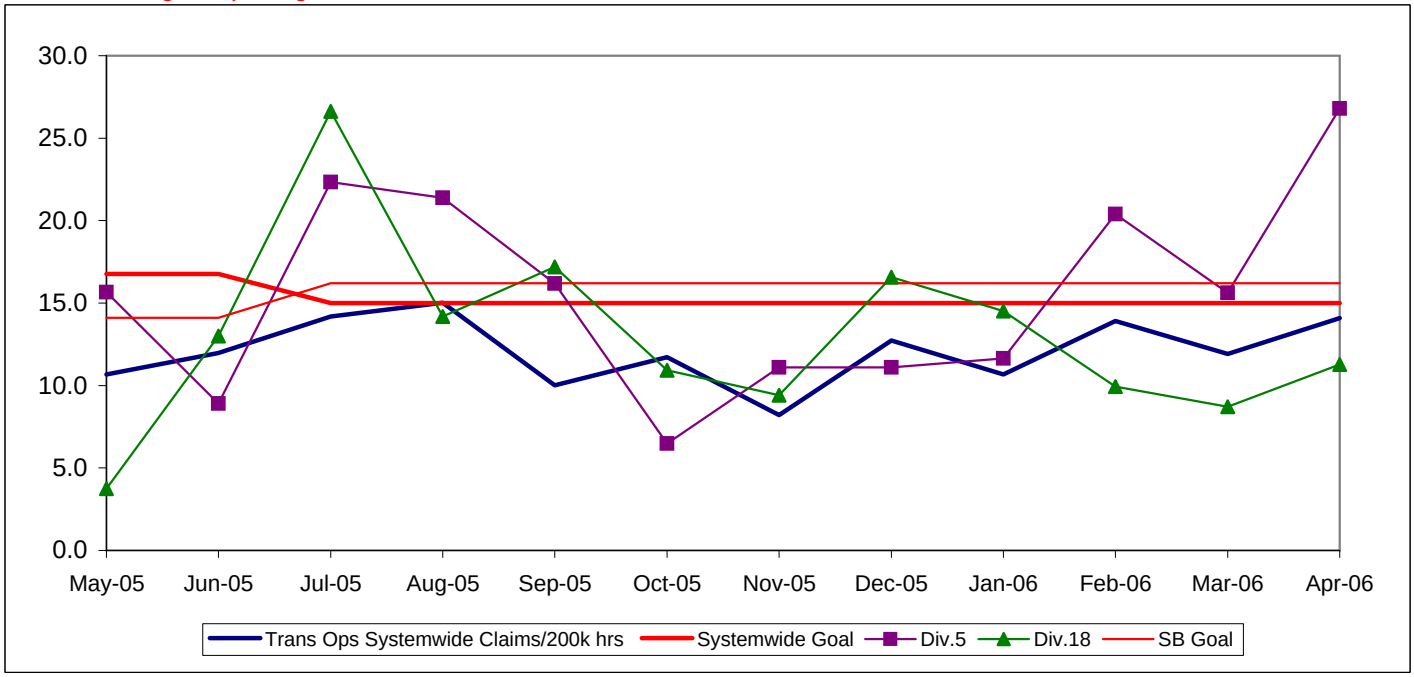


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

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

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

One month lag in reporting.



Westside/Central Sector Scorecard Overview (WC)

This sector has three Metro operating divisions, Division 6 in Venice, Division 7 in West Hollywood, and Division 10 in Los Angeles, near the Gateway building. The sector will be responsible for the operation of approximately 620 Metro buses and 21 Metro Bus lines carrying nearly 86.1 million boarding passengers 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	May Month	Status
Bus Systemwide							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*,**				58%	29.40%	30.35%	
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	3,271	3,301	
In-Service On-time Performance**	69.23%	65.43%	66.50%	70%	64.58%	63.25%	
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.48	3.24	
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	2.45	1.75	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	17.80	17.64	13.61	15.00	*Apr. 12.18*	*Apr. 14.09*	
**Div 15 Nov. data excluded & Dec. Data after shake-up used.							
WC Sector							
OTP-PTP*				58%	27.21%	28.28%	
MMBMF*				3,500	3,461	3,518	
In-Service On-time Performance	67.88%	63.31%	63.39%	70%	61.07%	60.25%	
Bus Traffic Accidents Per 100,000 Miles	4.72	4.61	4.03	3.50	4.00	3.50	
Complaints per 100,000 Boardings	4.84	5.30	4.10	3.75	2.55	1.92	
New Workers' Compensation IndemnityClaims per 200,000 Exposure Hours (1 month lag)	28.74	21.52	18.80	20.00	*Apr. 12.42*	*Apr. 14.20*	
Division 6							
OTP-PTP*				58%	25.45%	28.39%	
MMBMF*				3,500	6,794	7,746	
In-Service On-time Performance	65.93%	60.11%	56.75%	70%	57.44%	58.01%	
Bus Traffic Accidents Per 100,000 Miles	4.52	4.10	3.91	3.50	4.21	4.30	
Complaints per 100,000 Boardings	6.10	6.15	4.47	3.75	2.43	1.90	
New Workers' Compensation IndemnityClaims per 200,000 Exposure Hours (1 month lag)	30.72	21.71	18.23	20.00	*Apr. 16.03*	*Apr. 30.34*	
Division 7							
OTP-PTP*				58%	25.40%	25.56%	
MMBMF*				3,500	2,892	3,018	
In-Service On-time Performance	68.80%	64.59%	64.22%	70%	61.93%	61.48%	
Bus Traffic Accidents Per 100,000 Miles	4.95	4.63	4.62	3.50	4.46	3.70	
Complaints per 100,000 Boardings	4.74	5.70	4.24	3.75	2.95	2.27	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.52	21.05	19.44	20.00	*Apr. 15.29*	*Apr. 8.95*	
Division 10							
OTP-PTP*				58%	28.91%	30.30%	
MMBMF*				3,500	3,677	3,612	
In-Service On-time Performance	67.34%	62.85%	64.14%	70%	61.07%	59.44%	
Bus Traffic Accidents Per 100,000 Miles	4.55	4.68	3.50	3.50	3.64	3.23	
Complaints per 100,000 Boardings	4.73	4.85	3.92	3.75	2.23	1.62	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.38	22.90	19.19	20.00	*Apr. 13.46*	*Apr. 11.26*	

*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.

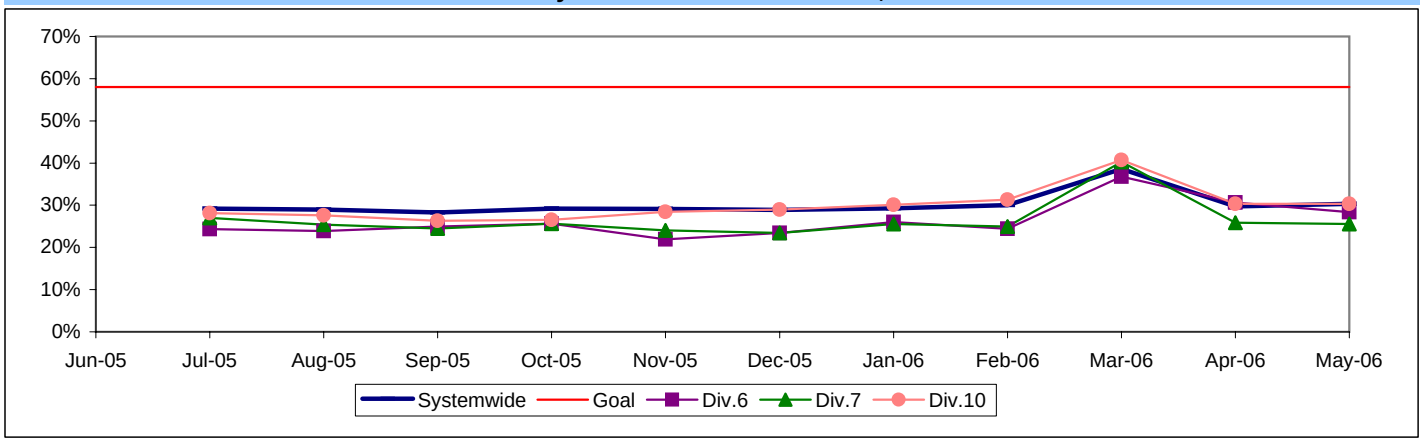
WESTSIDE / CENTRAL SECTOR BUS SERVICE PERFORMANCE

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% - [(Total early and late pullout runs / by Total pullouts at first terminal) X 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'

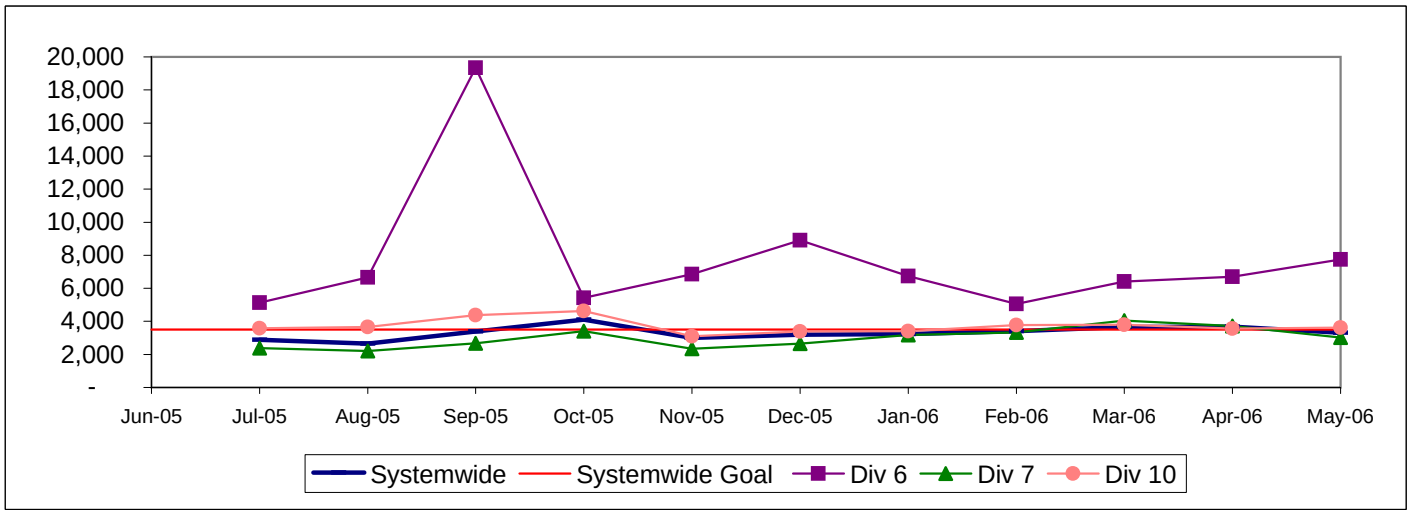
Div.	Pullouts from Primary Terminal Point					Percent		
	Early	Late	On-Time	Total Pullouts		Early Pullouts	On-Time Pullouts	Late Pullouts
Westside/Central (WC)								
6	229	283	203	715		32.03%	28.39%	39.58%
7	717	1983	927	3627		19.77%	25.56%	54.67%
10	945	2436	1470	4851		19.48%	30.30%	50.22%
Total Systemwide	**9093**	**17494**	**11584**	**38171**		**23.82%**	**30.35%**	**45.83%**

*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 = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)

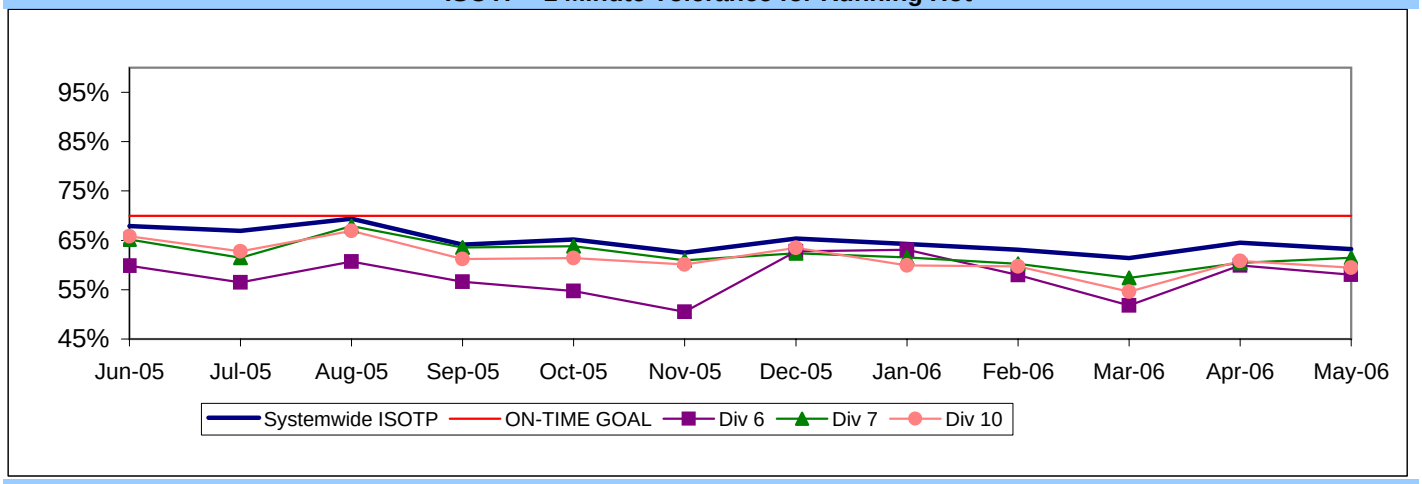


IN-SERVICE ON-TIME PERFORMANCE

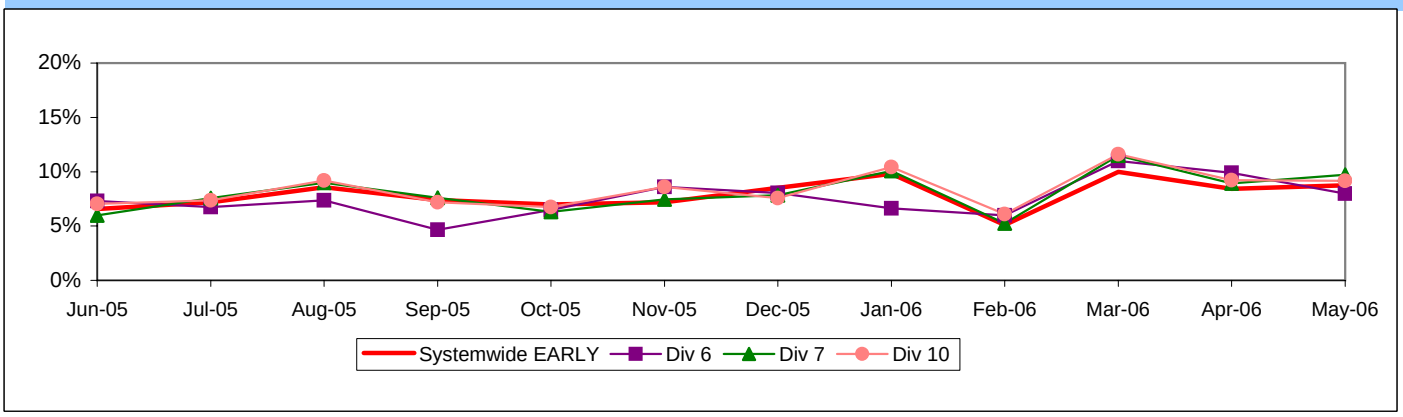
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no

Calculation: ISOTP% =1-((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



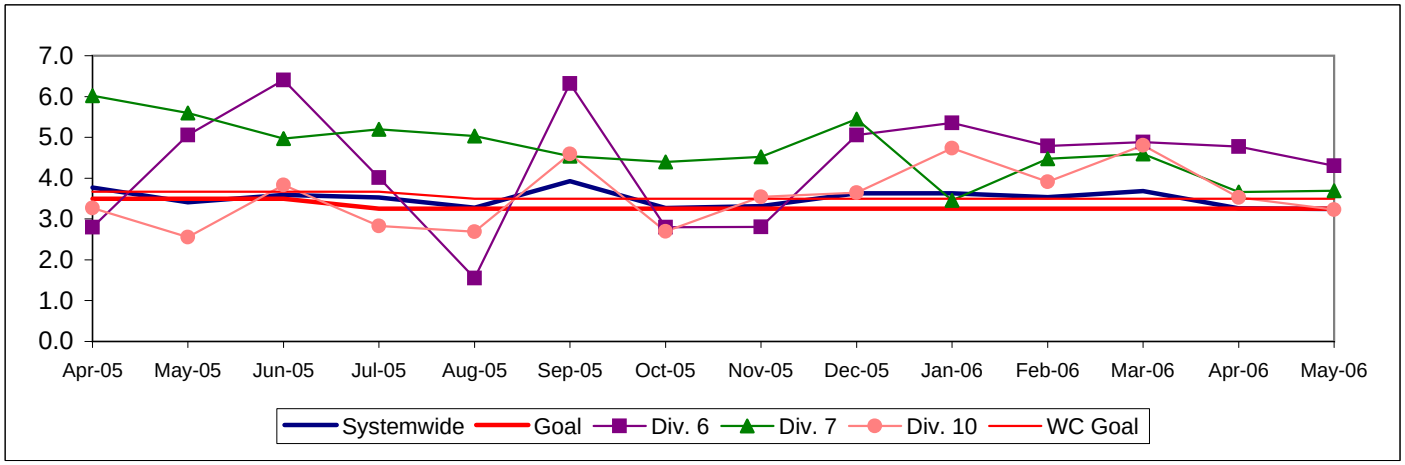
Running Hot - Systemwide and Bus Operating Divisions 6, 7 and 10



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.

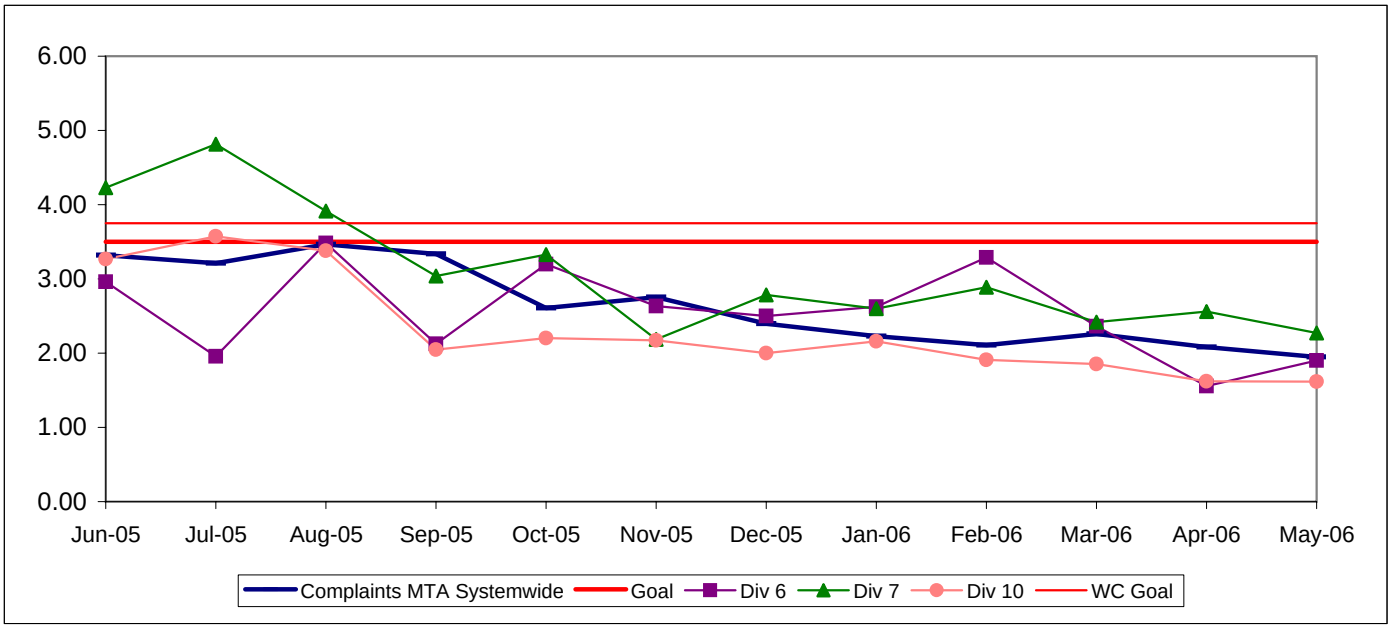
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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 customer satisfaction.

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

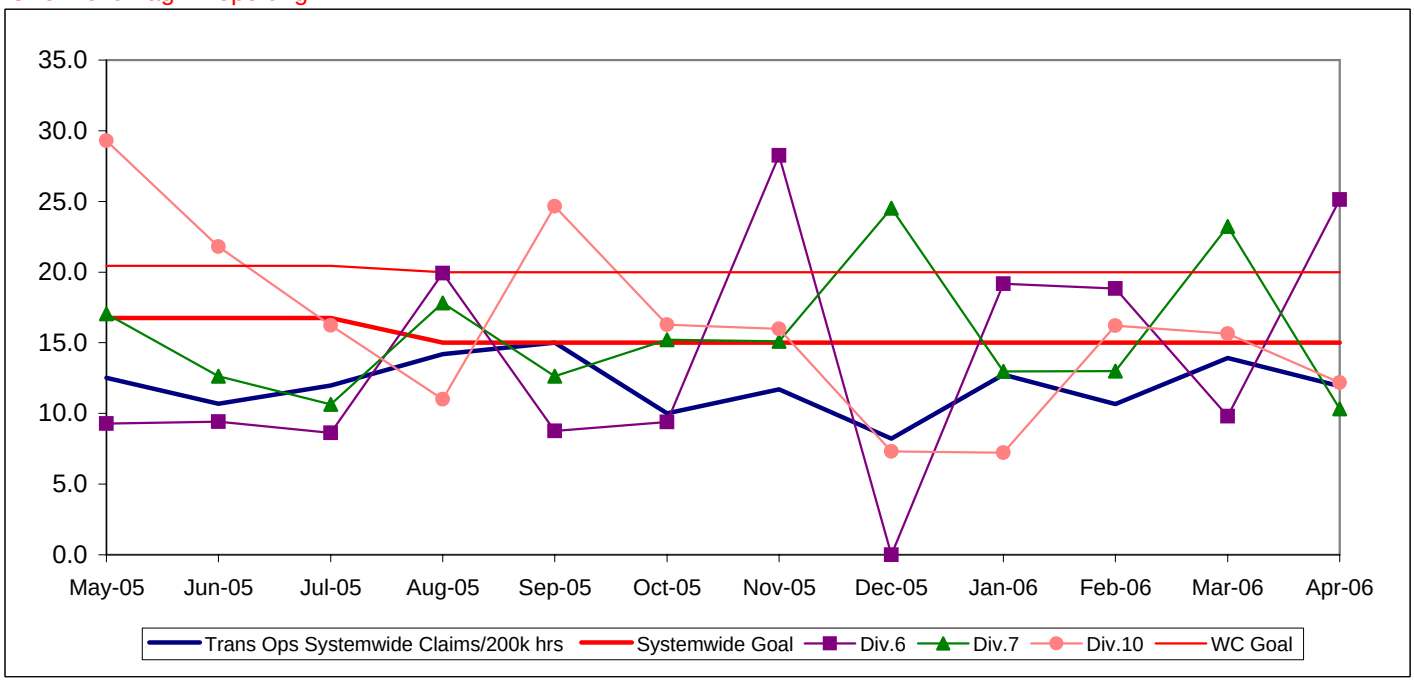


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10

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

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

One month lag in reporting.



Metro Rail Scorecard Overview

Metro Rail operates one heavy rail line, Metro Red Line from Union Station to North Hollywood and three 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	May Month	Status
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	11.25	11.59	9.32	10.00	*Apr. 11.32*	*Apr. 17.15*	◆
Metro Red Line (MRL)							
On-Time Pullouts	99.36%	99.71%	99.94%	99.00%	99.60%	100%	●
Mean Miles Between Chargeable Mechanical Failures*	9,495	12,793	11,759	15,000	19,506	16,329	●
In-Service On-time Performance	99.15%	99.04%	98.66%	99.20%	99.05%	99.13%	◆
Traffic Accidents Per 100,000 Train Miles	0.07	0	0.22	0.14	0.24	0.86	●
Complaints per 100,000 Boardings	1.20	1.17	1.13	1.00	0.68	0.33	●
Metro Blue Line (MBL)							
On-Time Pullouts	99.07%	99.94%	99.73%	99.00%	99.72%	99%	●
Mean Miles Between Chargeable Mechanical Failures	6,399	10,365	16,273	15,000	25,884	27,537	●
In-Service On-time Performance	97.59%	98.74%	98.16%	99.00%	96.81%	98.42%	▬
Traffic Accidents Per 100,000 Train Miles	0.82	1.36	0.64	0.40	0.98	2.09	▬
Complaints per 100,000 Boardings	1.30	0.97	0.98	1.00	0.80	0.89	●
Metro Green Line (MGrL)							
On-Time Pullouts	98.99%	99.78%	99.91%	99.00%	99.96%	100%	●
Mean Miles Between Chargeable Mechanical Failures	5,617	11,337	12,558	15,000	20,227	19,504	●
In-Service On-time Performance	98.21%	98.99%	98.22%	99.00%	99.31%	99.86%	●
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	0.96	0.77	●
Metro Gold Line (MGoL)							
On-Time Pullouts		100%	99.85%	99.00%	99.97%	100%	●
Mean Miles Between Chargeable Mechanical Failures		8,938	16,571	15,000	22,693	26,176	●
In-Service On-time Performance		98.52%	97.97%	99.00%	98.86%	99.59%	◆
Traffic Accidents Per 100,000 Train Miles		0.25	0.23	0.40	0.13	0.00	●
Complaints per 100,000 Boardings		3.81	2.85	1.00	2.98	1.07	▬

● 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.

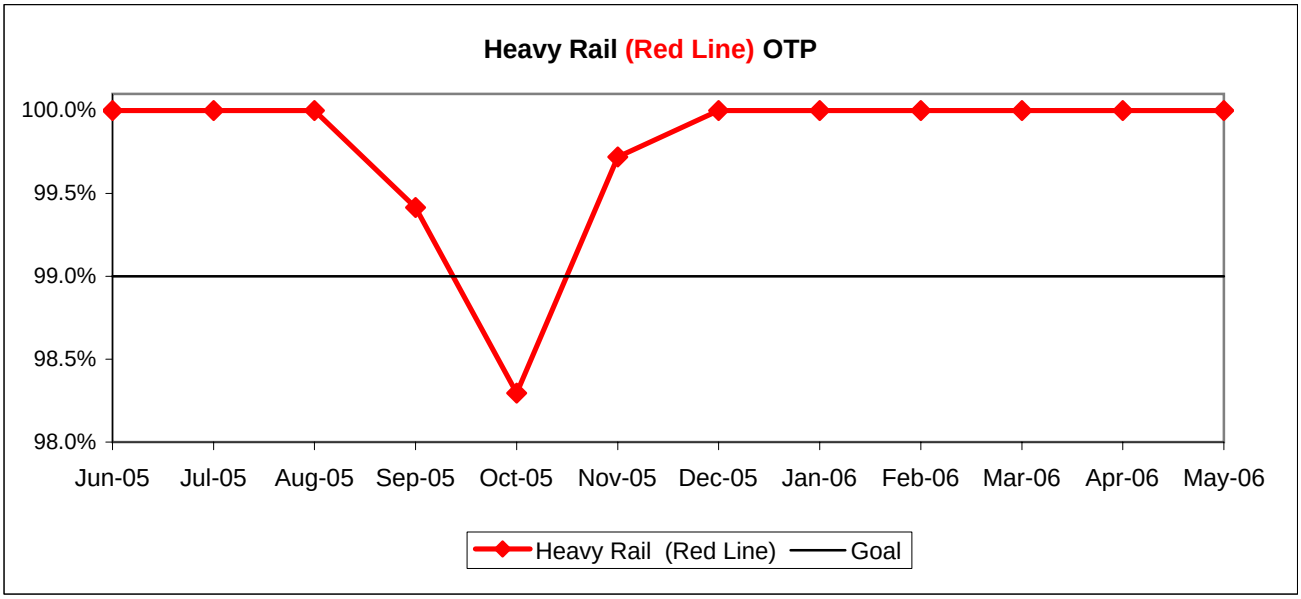
▬ Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

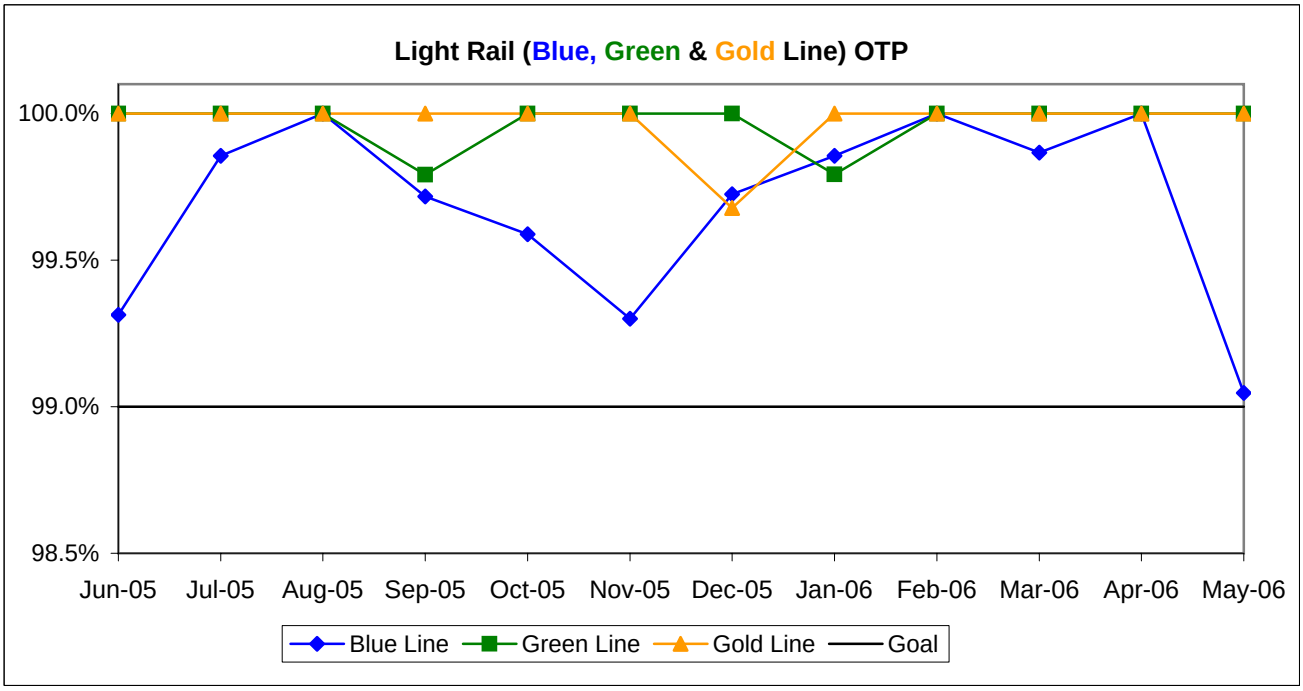
RAIL SERVICE PERFORMANCE

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

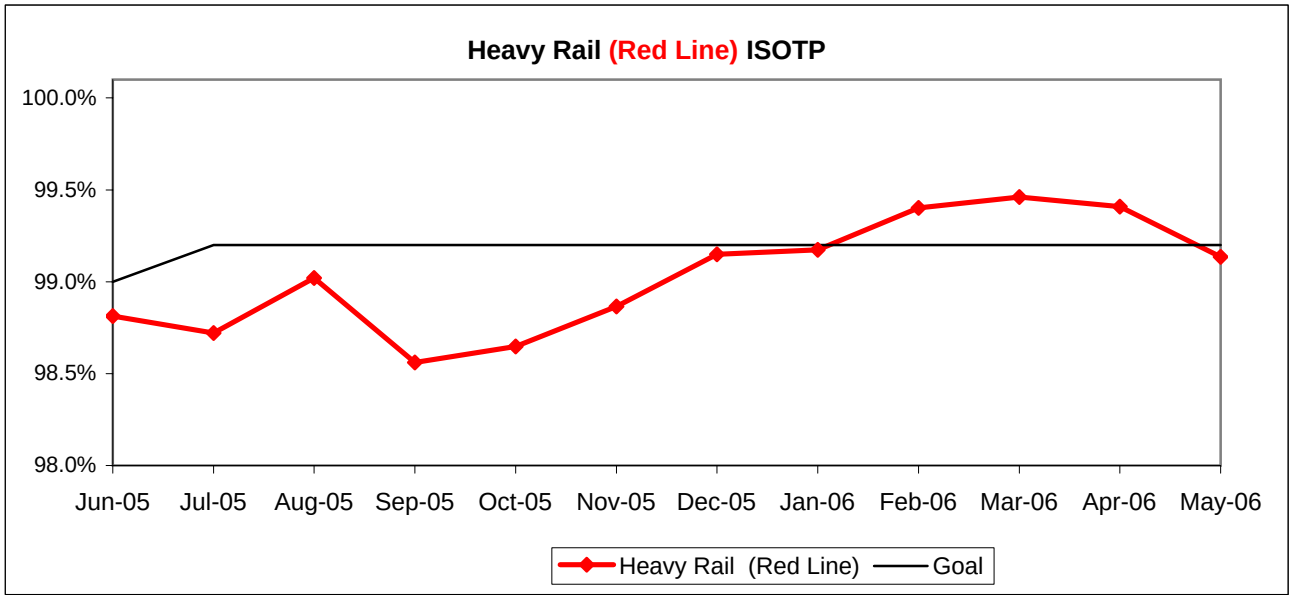


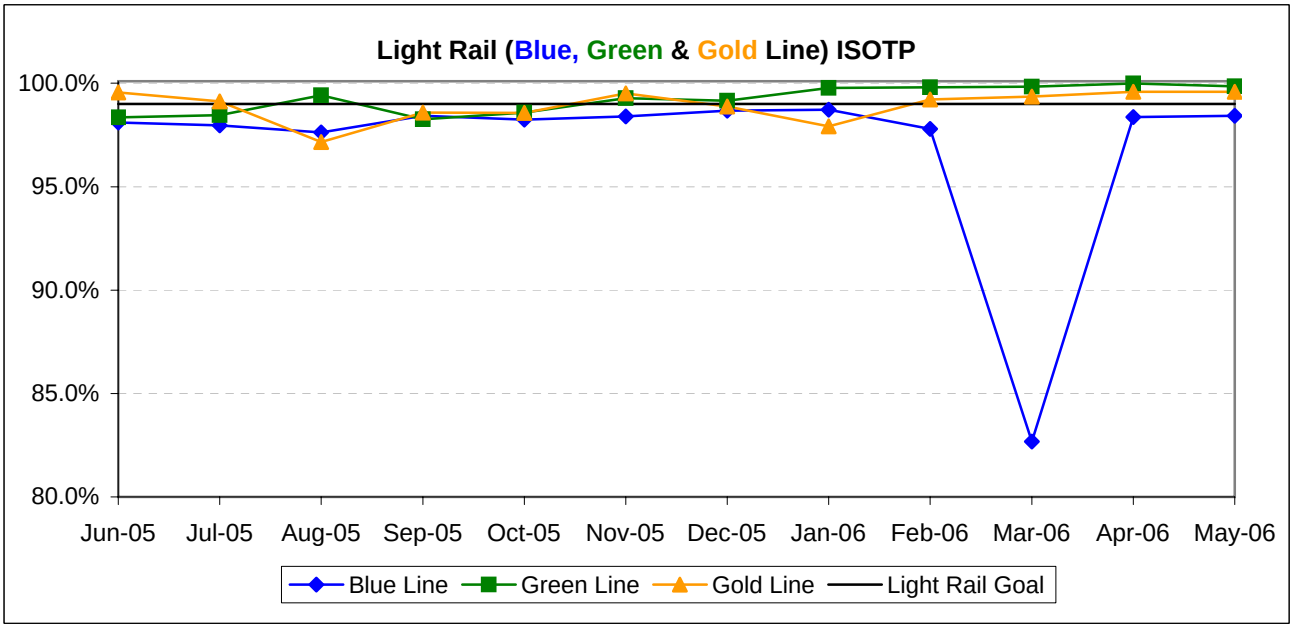


IN-SERVICE ON-TIME PERFORMANCE (ISOTP)

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)]

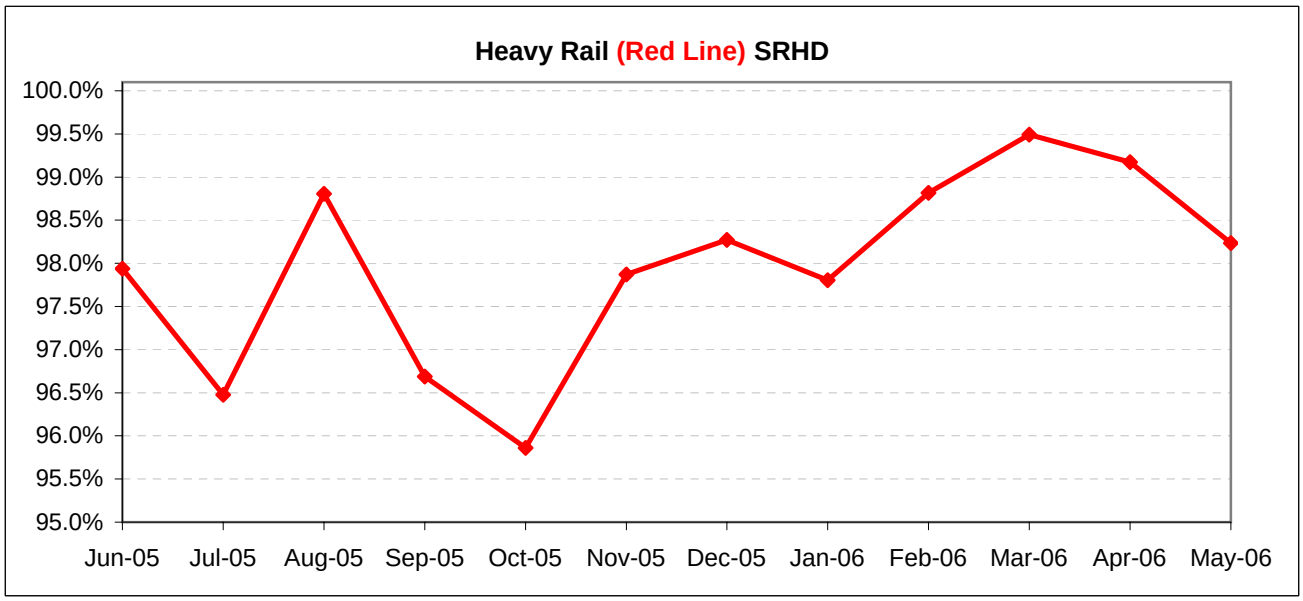


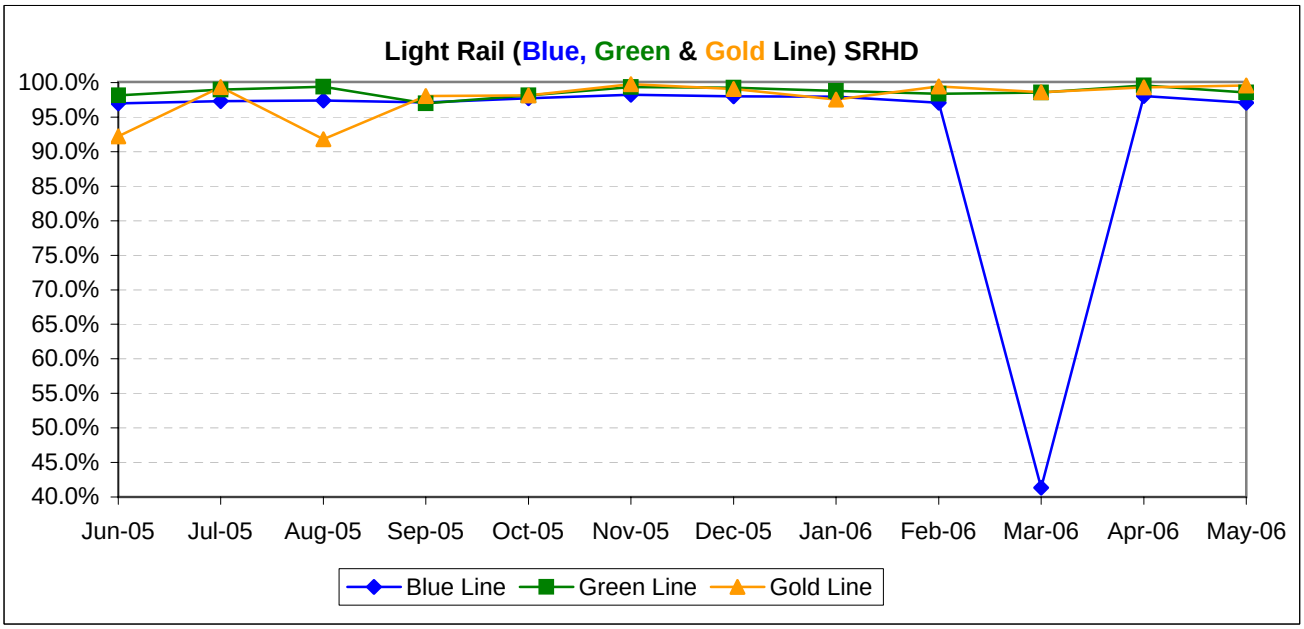


Scheduled Revenue Hours Delivered (SRHD) by Rail Line

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

Calculation: SRSHD% = (1-(Total Service Hours Lost / by Total Scheduled Service Hours))

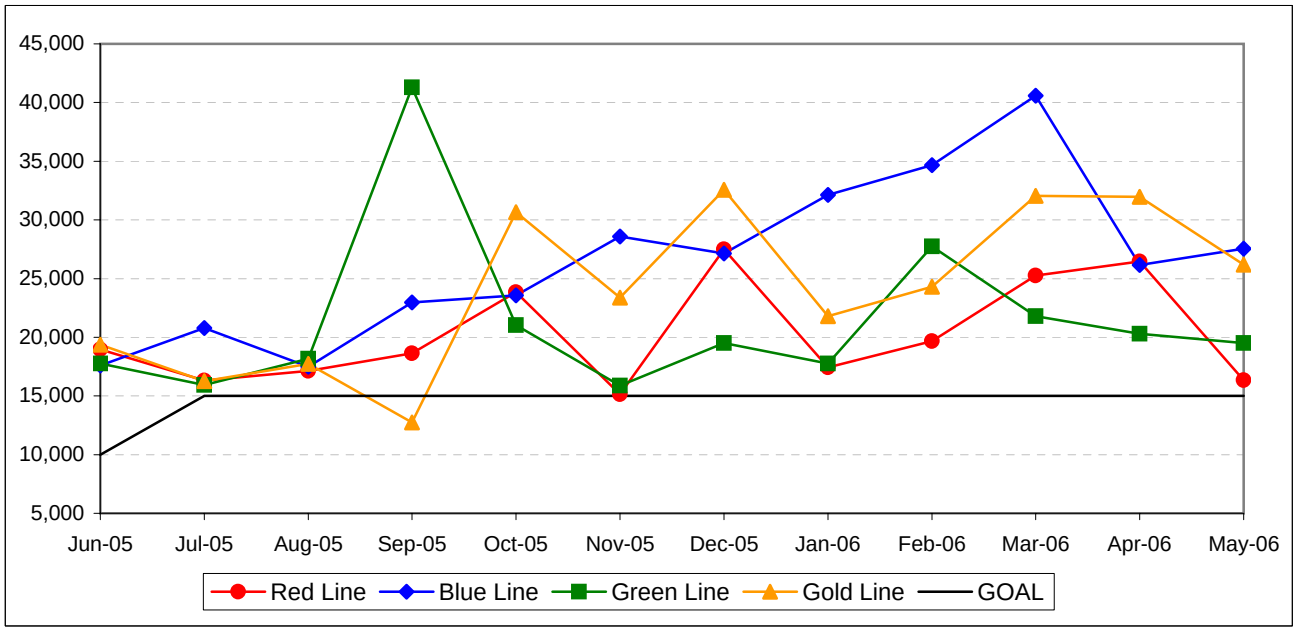




Mean Miles Between Chargeable Mechanical Failures

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

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

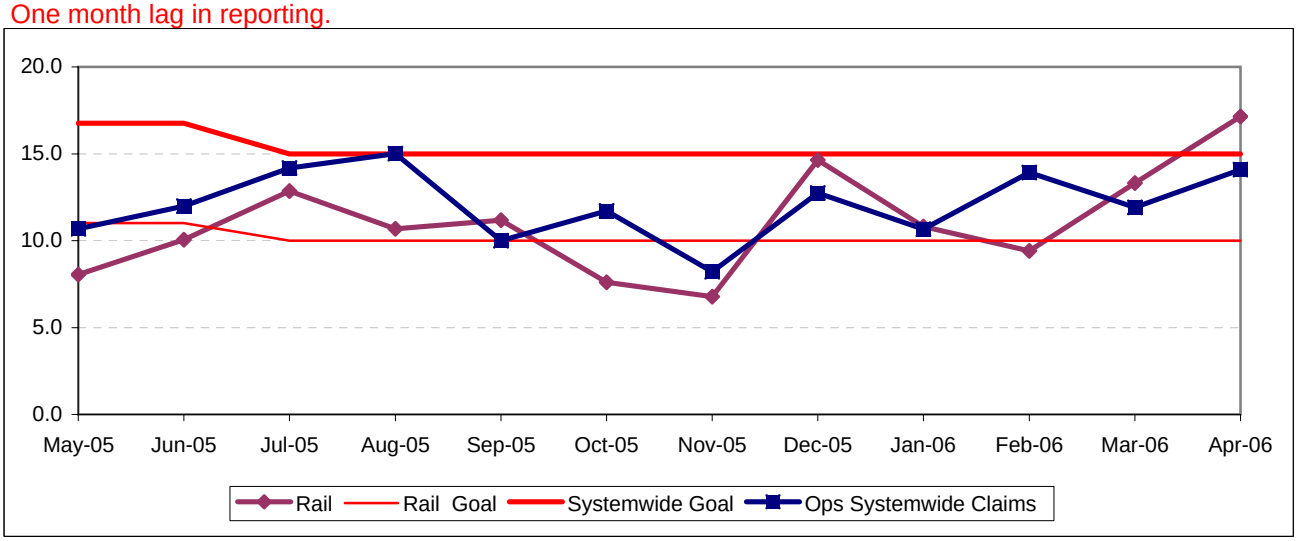


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

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

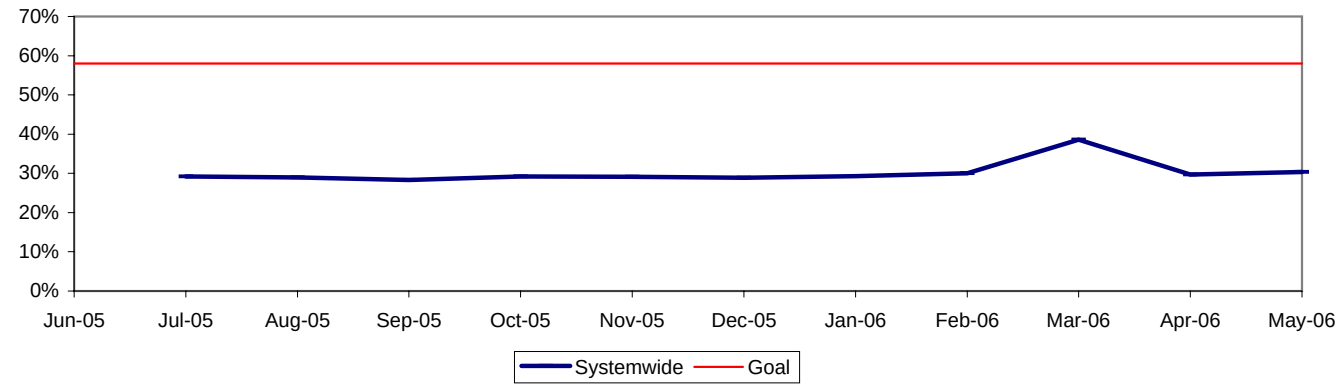
ON-TIME PULLOUT FROM PRIMARY TERMINAL POINT (OTP-PTP) PERCENTAGE *

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.

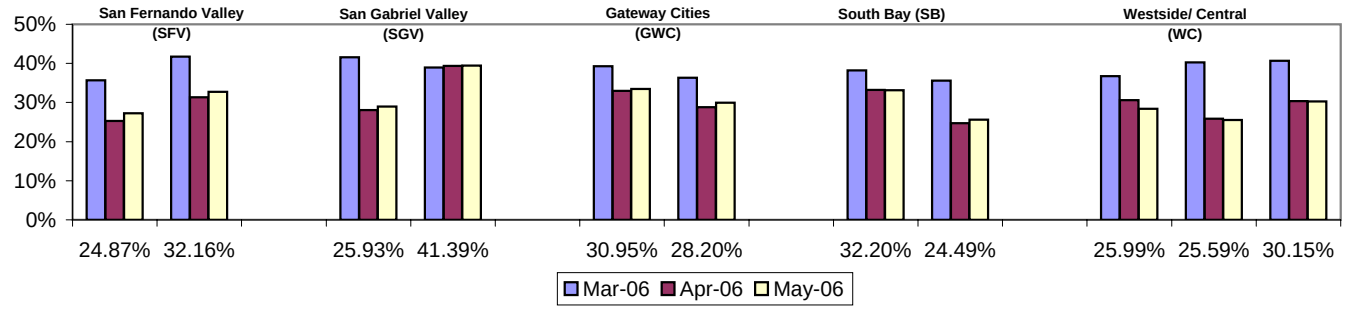
Calculation: OTP% = [(100% - [(Total late and cancelled runs / by Total scheduled pullouts) X 100)]

* 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
March - May 2006



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
San Fernando Valley (SFV)								
8	952	1413	885	3250		29.29%	27.23%	43.48%
15	613	1604	1079	3296		18.60%	32.74%	48.67%
San Gabriel Valley (SGV)								
3	543	1449	812	2804		19.37%	28.96%	51.68%
9	753	1248	1302	3303		22.80%	39.42%	37.78%
Gateway Cities (GWC)								
1	892	1808	1359	4059		21.98%	33.48%	44.54%
2	1024	1624	1130	3778		27.10%	29.91%	42.99%
South Bay (SB)								
5	816	1340	1070	3226		25.29%	33.17%	41.54%
18	1609	2306	1347	5262		30.58%	25.60%	43.82%
Westside/Central (WC)								
6	229	283	203	715		32.03%	28.39%	39.58%
7	717	1983	927	3627		19.77%	25.56%	54.67%
10	945	2436	1470	4851		19.48%	30.30%	50.22%
TOTAL	**9093**	**17494**	**11584**	**38171**		**23.82%**	**30.35%**	**45.83%**

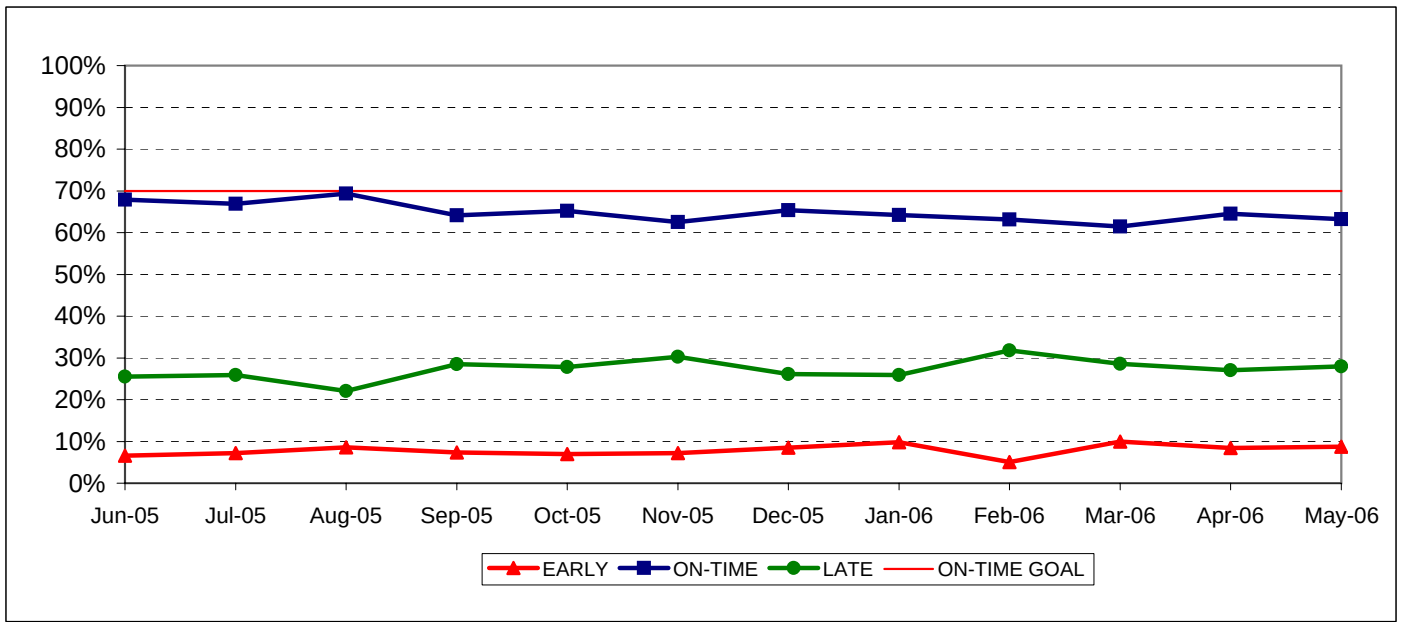
IN-SERVICE ON-TIME PERFORMANCE

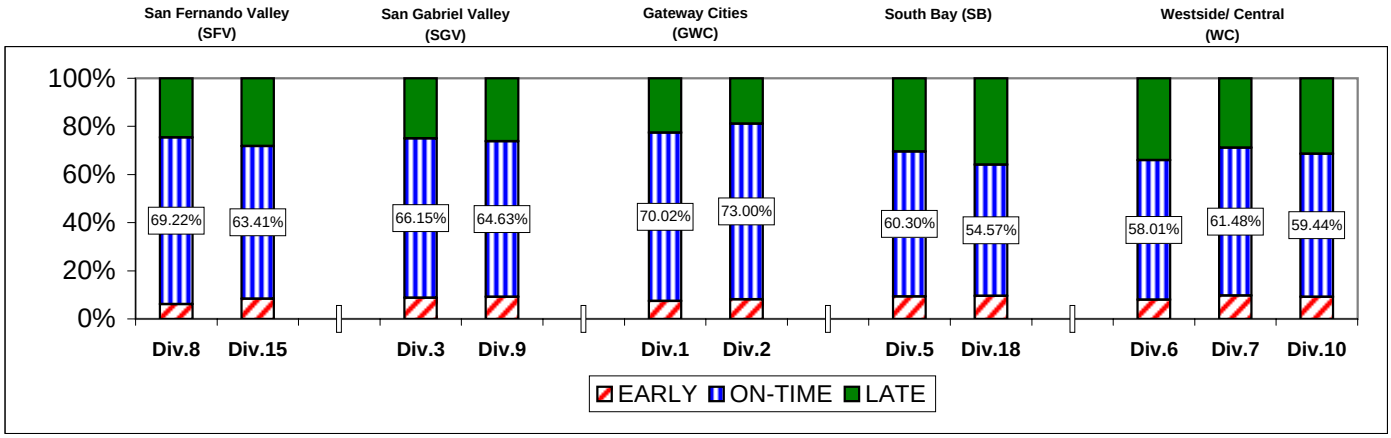
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

Systemwide Trend

Bus Operating Divisions
ISOTP - 1 Minute Tolerance for Running Hot





ISOTP By Sectors' Divisions

Year-to-Date Compared To Last Year

	FY05	FY06-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8			
Early	6.82%	7.14%	0.32%
On-Time	69.78%	67.40%	-2.38%
Late	23.40%	25.46%	2.06%
Division 15			
Early	8.15%	8.17%	0.02%
On-Time	67.84%	63.85%	-3.99%
Late	24.01%	27.98%	3.97%
Gateway Cities Sector (GWC)			
Division 1			
Early	7.05%	7.31%	0.26%
On-Time	71.62%	71.38%	-0.24%
Late	21.33%	21.31%	-0.02%
Division 2			
Early	9.23%	7.79%	-1.44%
On-Time	70.42%	73.09%	2.66%
Late	20.35%	19.12%	-1.22%
South Bay Sector (SB)			
Division 5			
Early	9.62%	8.60%	-1.01%
On-Time	65.58%	62.10%	-3.48%
Late	24.80%	29.30%	4.49%
Division 18			
Early	8.14%	8.27%	0.13%
On-Time	63.42%	57.72%	-5.70%
Late	28.44%	34.01%	5.57%

	FY05	FY06-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3			
Early	8.92%	8.17%	-0.74%
On-Time	71.06%	70.34%	-0.72%
Late	20.03%	21.48%	1.46%
Division 9			
Early	7.04%	7.34%	0.30%
On-Time	68.49%	66.83%	-1.66%
Late	24.47%	25.83%	1.36%
Westside/Central Sector (WC)			
Division 6			
Early	10.18%	7.58%	-2.60%
On-Time	56.75%	57.44%	0.68%
Late	33.07%	34.98%	1.92%
Division 7			
Early	10.52%	8.31%	-2.21%
On-Time	64.22%	61.93%	-2.28%
Late	25.27%	29.75%	4.49%
Division 10			
Early	9.41%	8.45%	-0.96%
On-Time	64.14%	61.07%	-3.07%
Late	26.45%	30.48%	4.03%

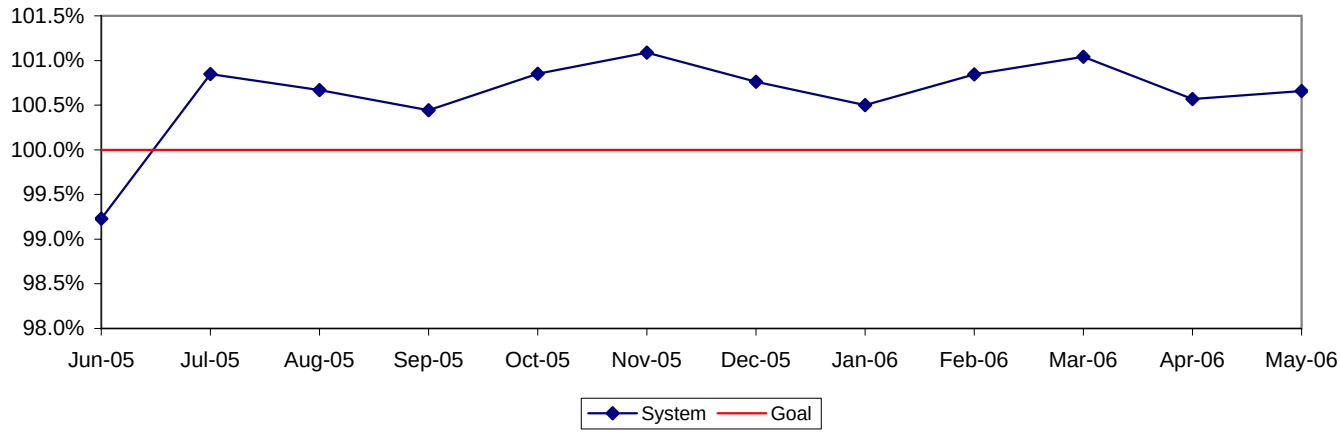
SYSTEMWIDE			
Early	8.92%	8.02%	-0.90%
On-Time	66.50%	64.58%	-1.92%
Late	24.58%	27.40%	2.82%

ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED*

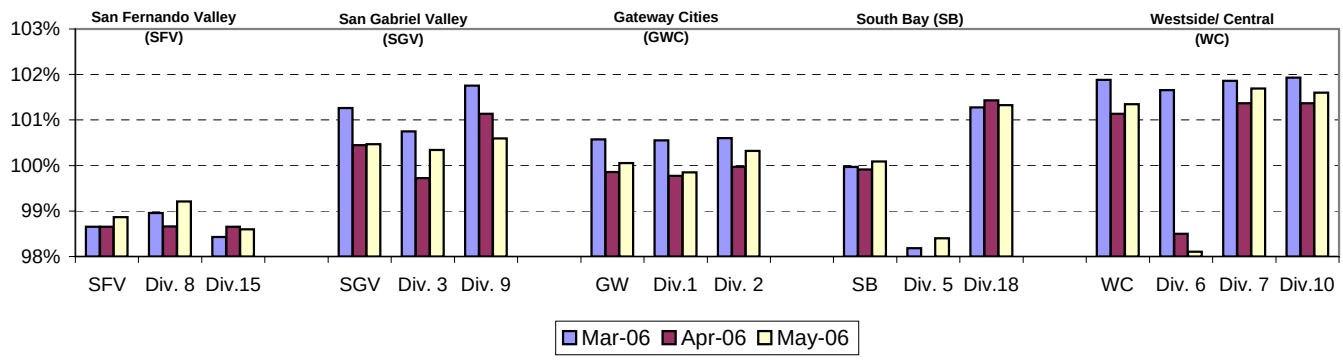
Definition: This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures. FY06: This performance indicator measures the percentage of scheduled Revenue Hours delivered after adding in temporary 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- ((In-Service Delay Revenue Hours plus Cancelled Revenue Hours) divided by (Total Scheduled Service Hours + Temporary Revenue Hours + Hollywood Bowl and Race Track Revenue Hours + In Addition Revenue Hours)) 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.**



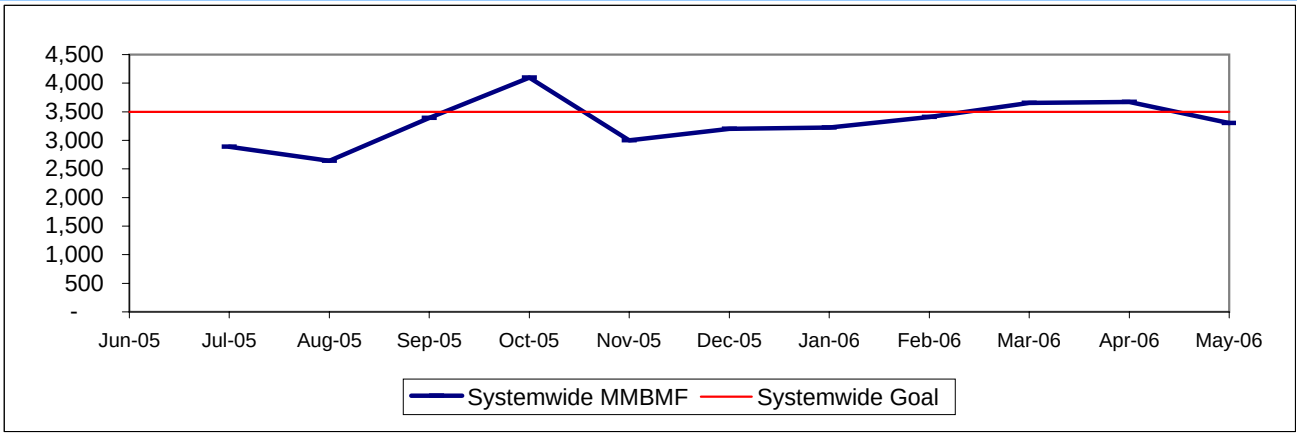
MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)*

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

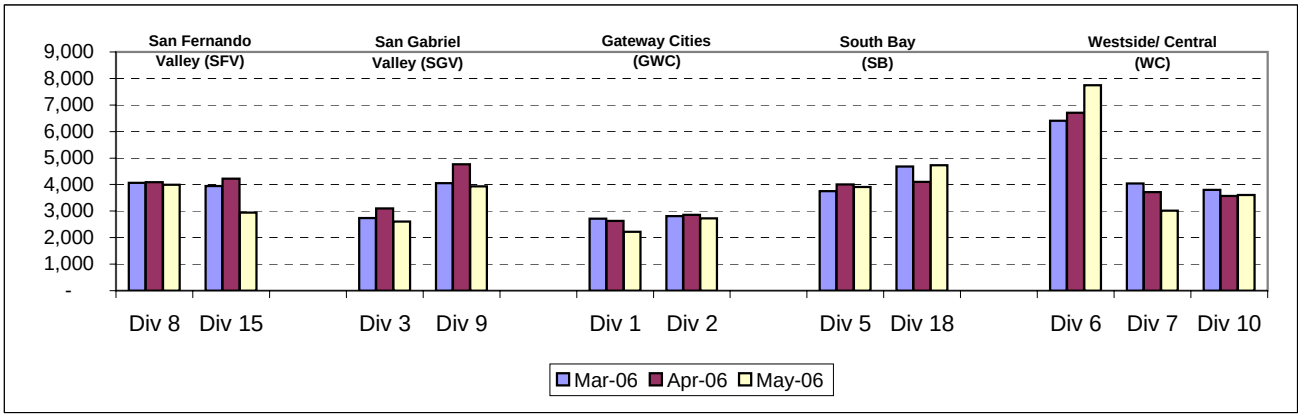
Calculation: MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)

Systemwide Trend



* New Indicator.

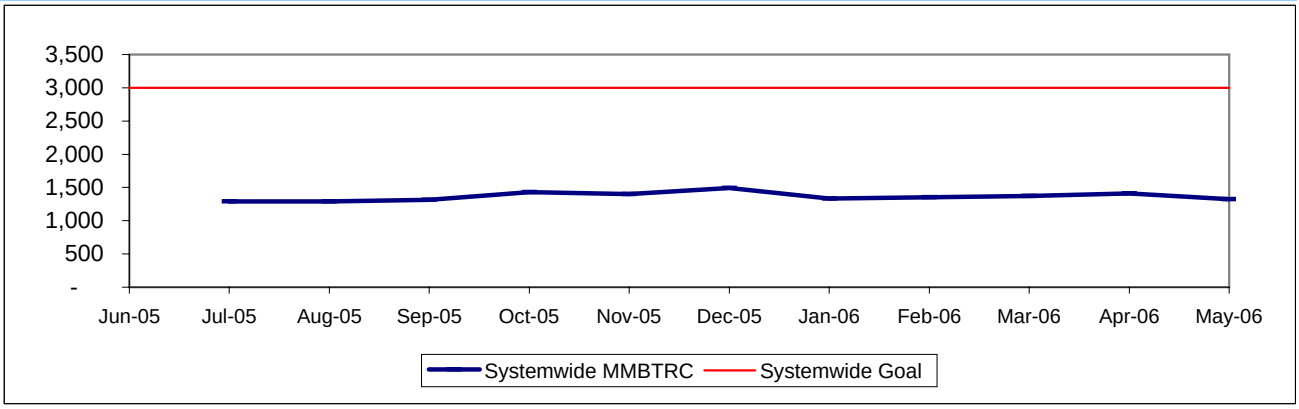
MMBMBF -- Bus Operating Sector Divisions
March - May 2006



MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)*

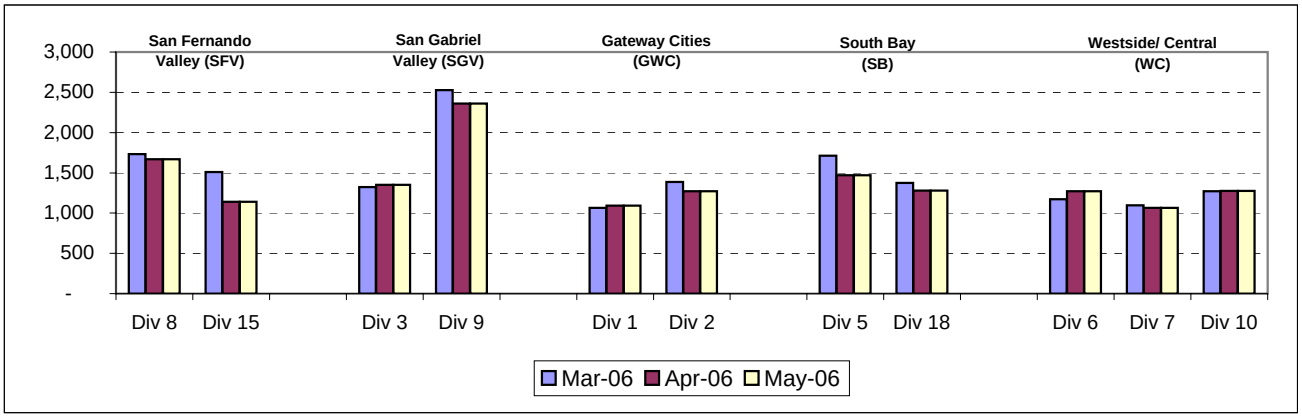
Definition: Average Hub Miles traveled between road call problems.
Calculation: MMBTRC = (Total Hub Miles / by Total Road Calls)

MMBTRC Systemwide Trend



* New Indicator.

MMBTRC --Bus Operating Sector Divisions
March - May 2006



Fleet Mix by Fuel Type Systemwide (Metro Divisions only)

	Number of Buses	Percent of Buses
CNG	2,072	80.09%
Diesel (Except FlexMetro)	422	16.31%
FlexMetro Diesel	0	0.00%
Gasoline	59	2.28%
Propane	34	1.31%
Total	2,587	100.00%

Average Age of Fleet by Sectors' Divisions

SFV		SGV		GWC		SB	
Div 8	**Div 15**	**Div 3**	**Div 9**	**Div 1**	**Div 2**	**Div 5**	**Div 18**
8.0	7.6	8.1	5.9	5.8	5.7	5.9	7.3

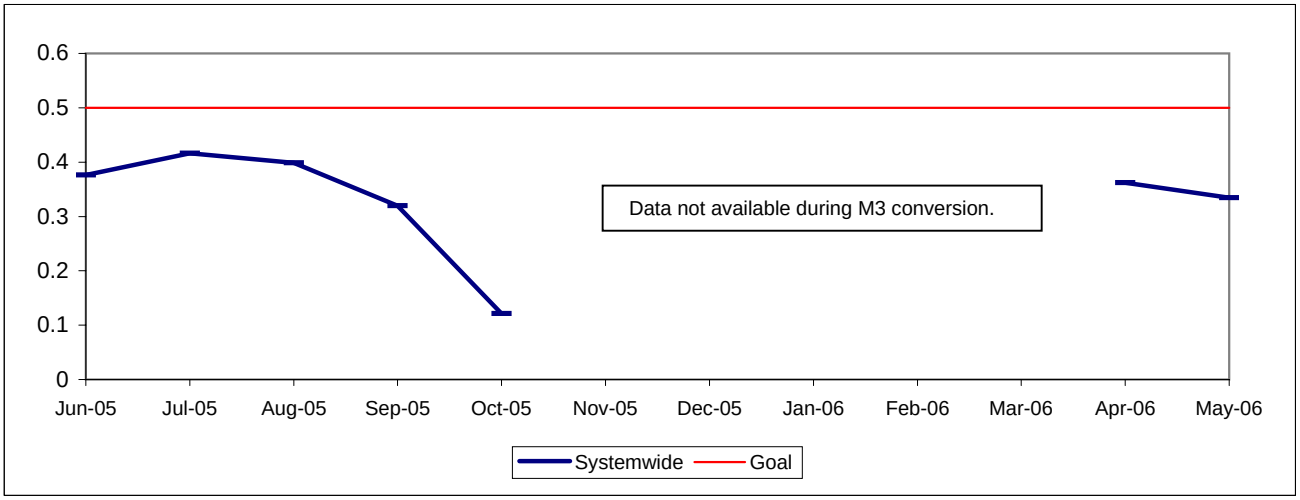
WC		
Div 6	**Div 7**	**Div 10**
11.9	6.0	6.8

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

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

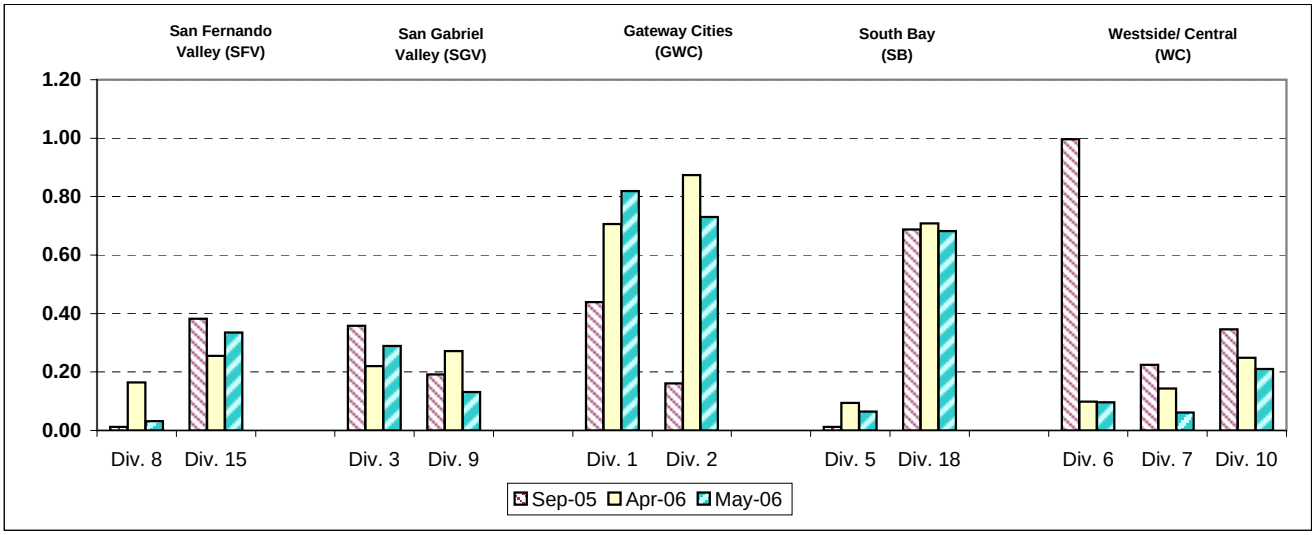
Calculation: Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

Systemwide Trend



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

Past Due Critical PMs - by Sectors' Divisions
September - November 2005



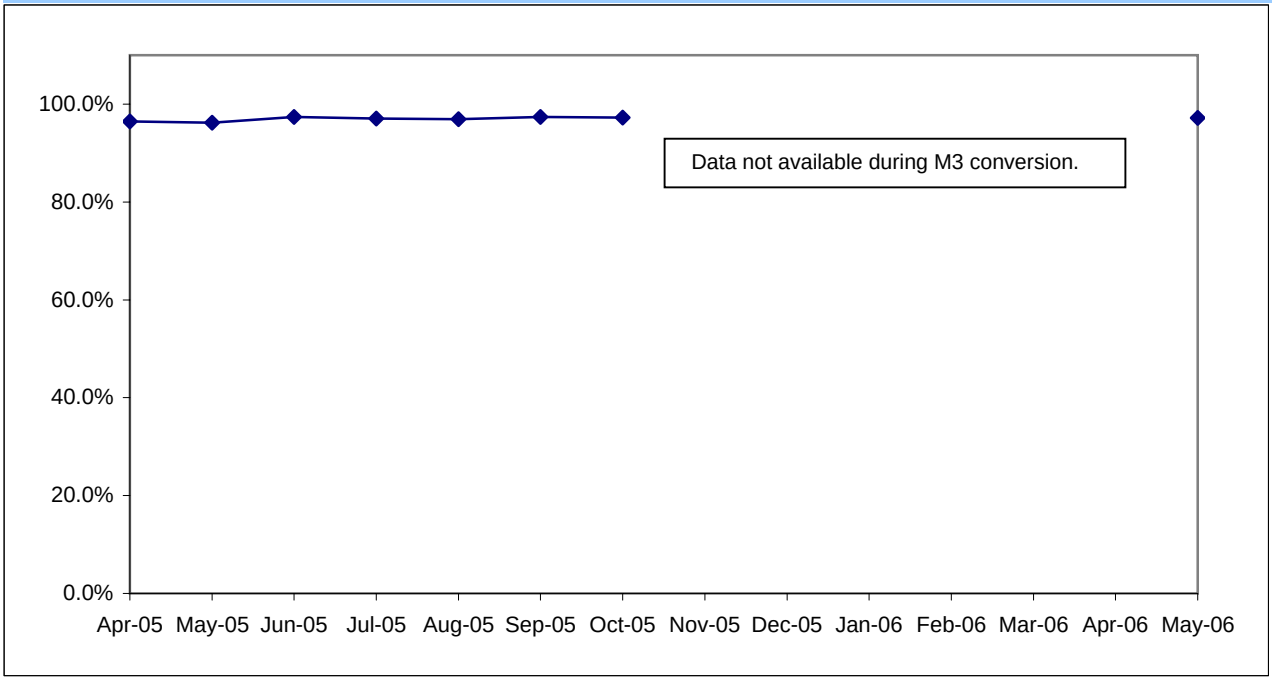
ATTENDANCE

MAINTENANCE ATTENDANCE

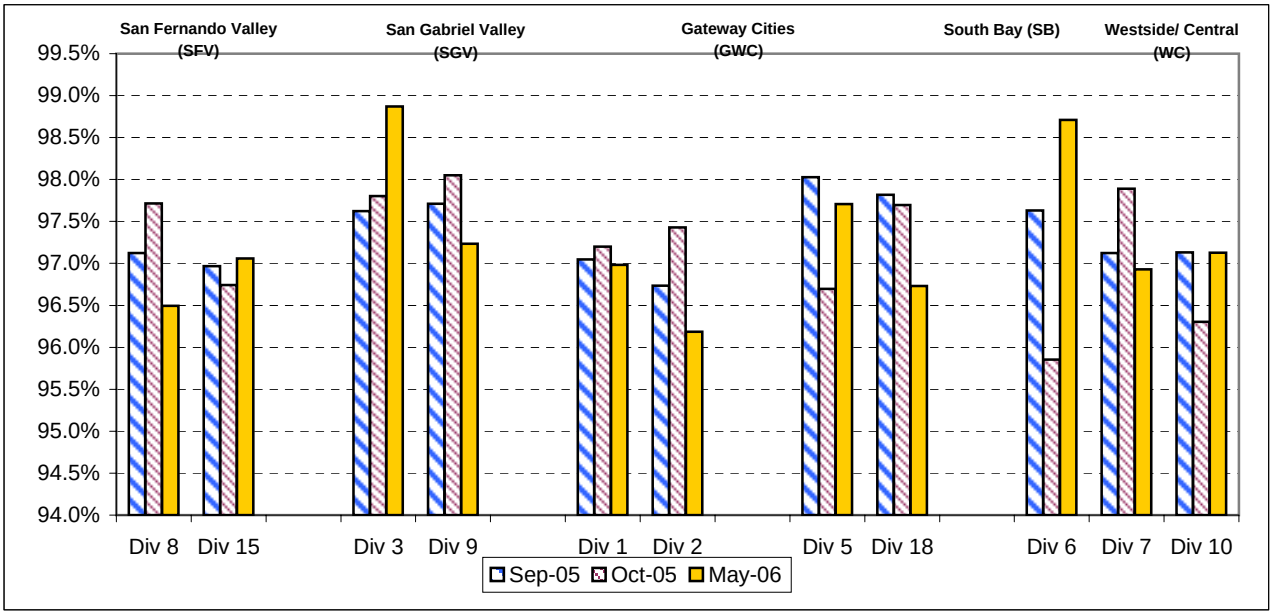
Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

Calculation: 1-(FTEs absent / by the total FTEs assigned)

Systemwide Trend



Maintenance Attendance - By Sectors' Divisions (By Current Month)
September - October 2005, May 2006

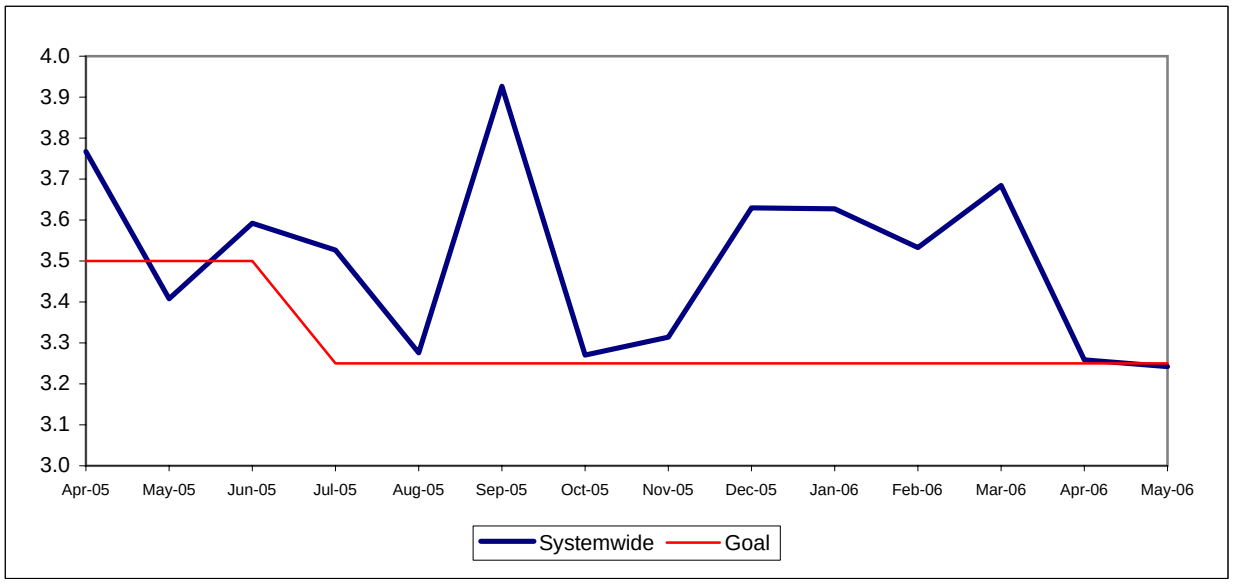


SAFETY PERFORMANCE

BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

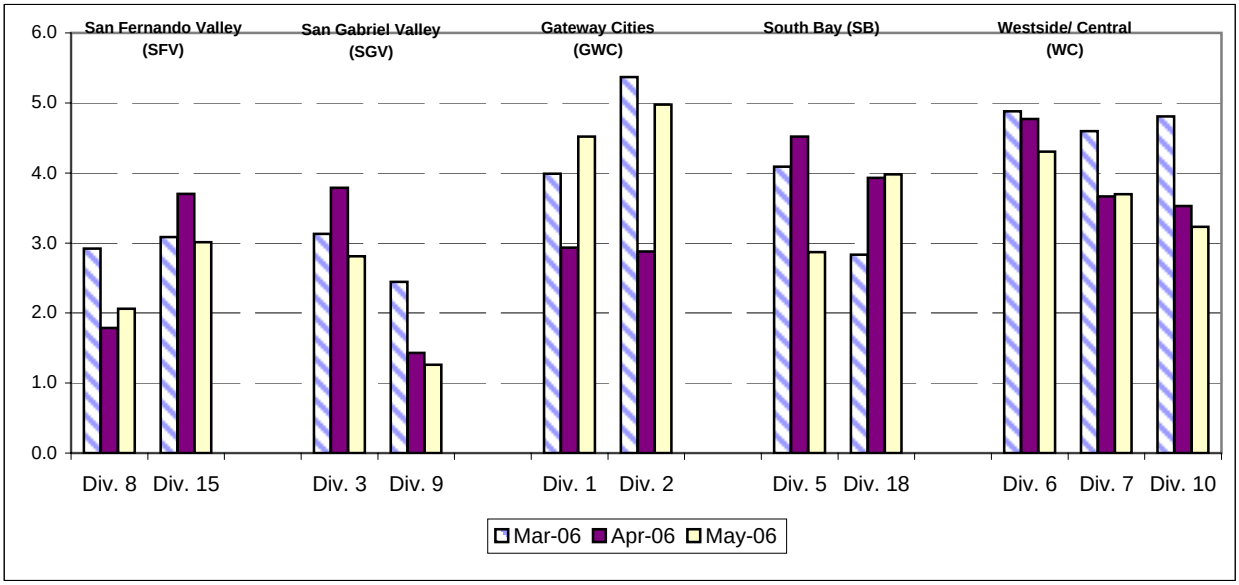
Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

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.

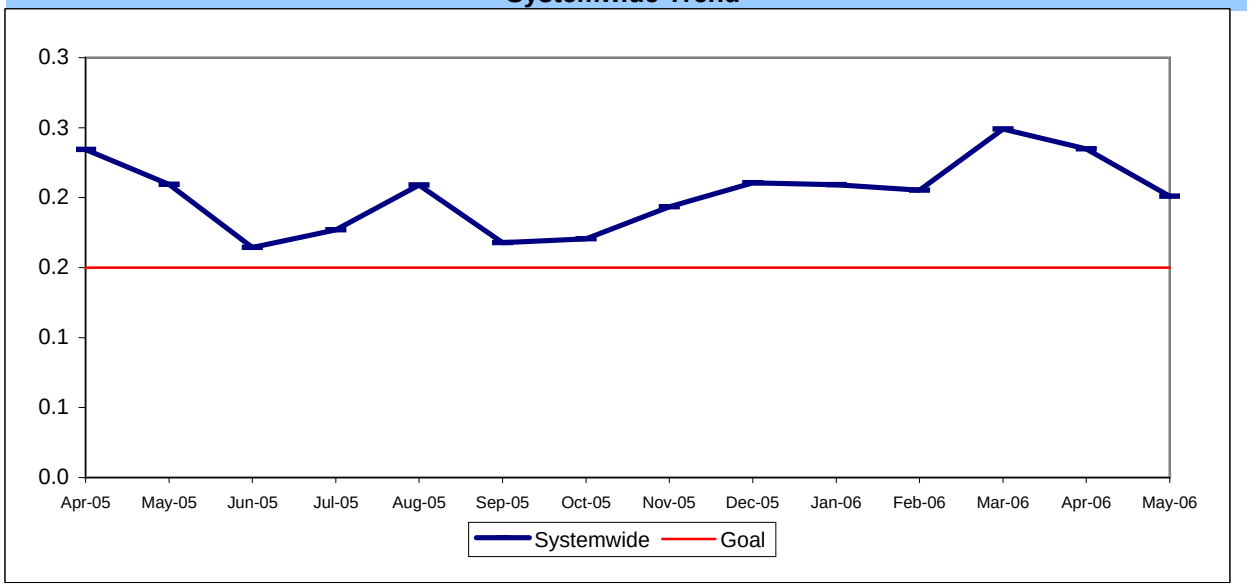
Bus Operating Divisions - by Sectors' Divisions
March - May 2006



BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

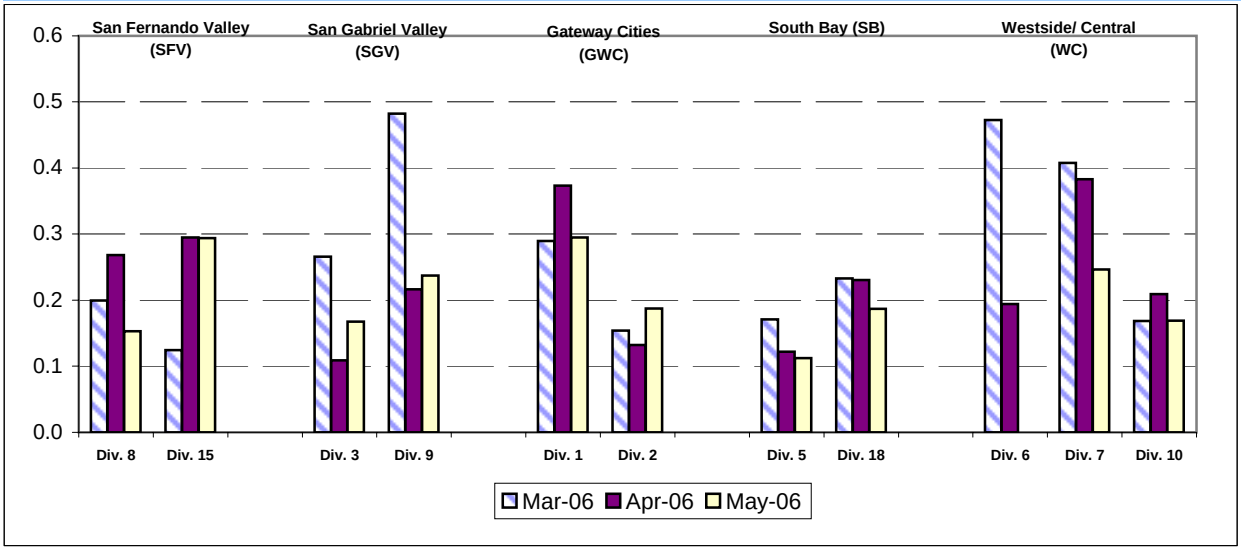
Definition: Average number of Passenger Accidents for every 100,000 Boardings. This indicator
Calculation: Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by

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.

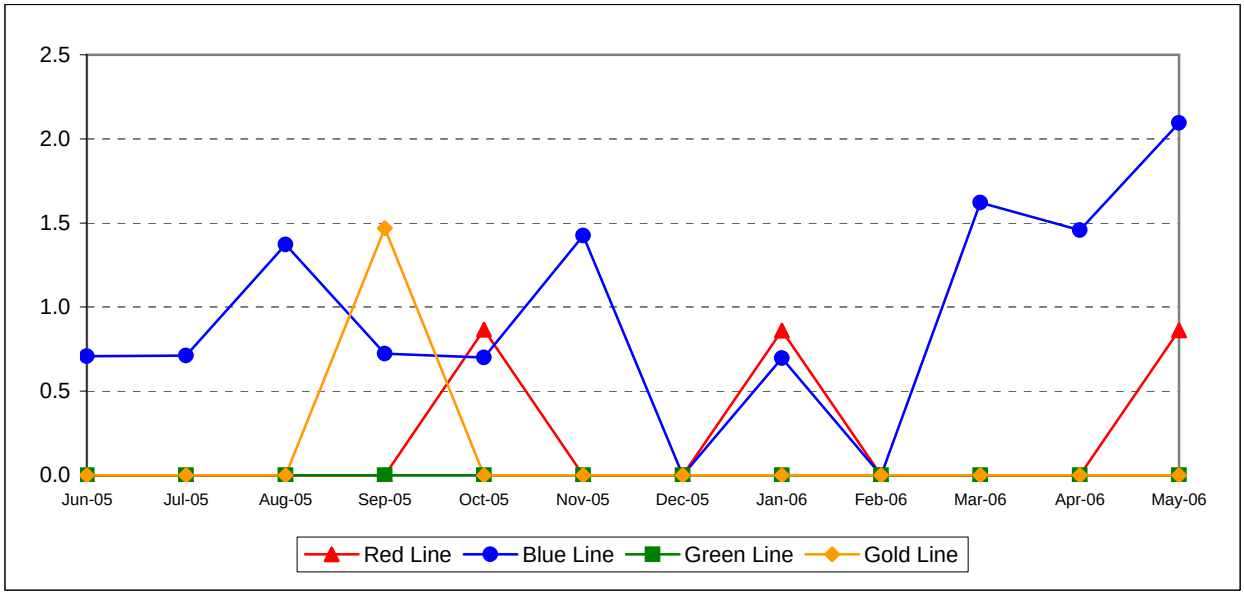
Bus Operating Divisions - by Sectors' Divisions
March - May 2006



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.

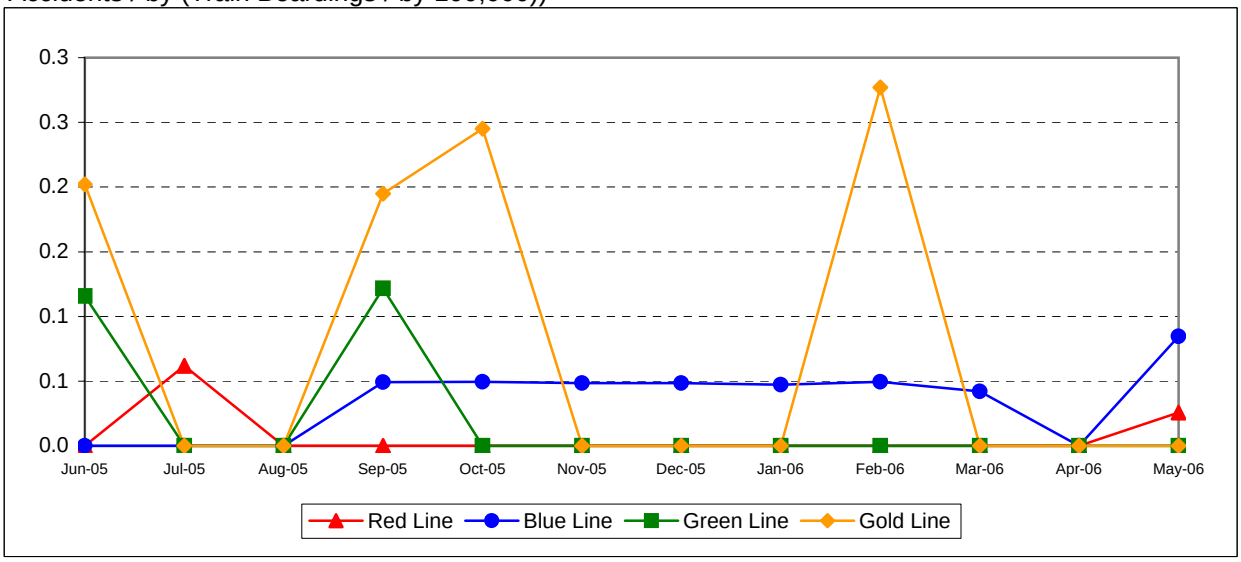
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



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))

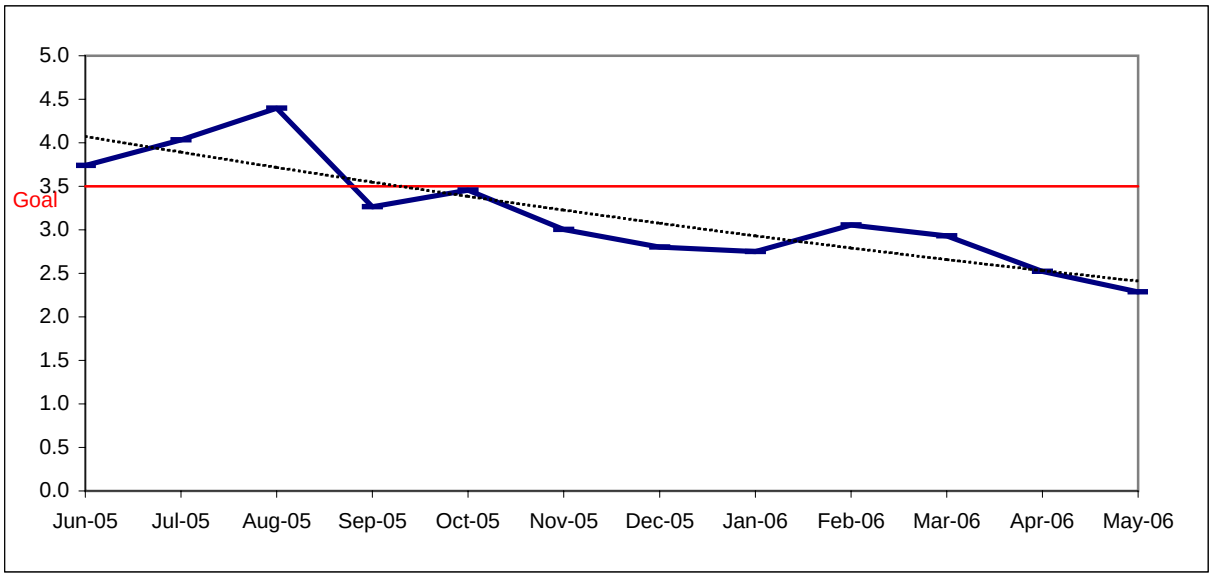


CUSTOMER SATISFACTION

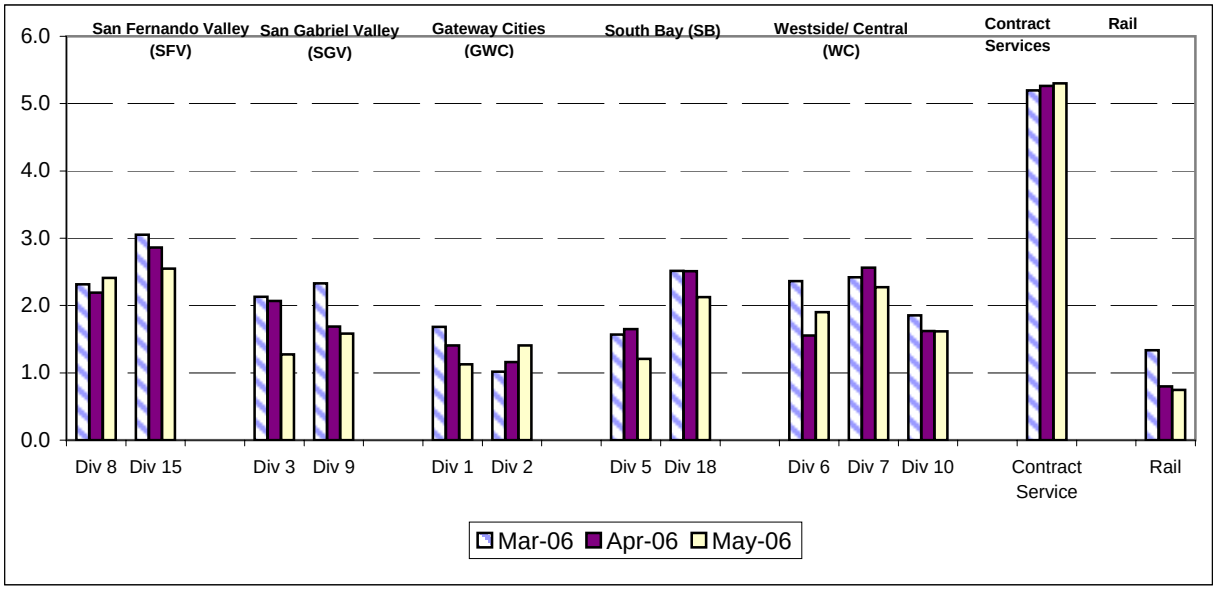
COMPLAINTS PER 100,000 BOARDINGS

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
March - May 2006



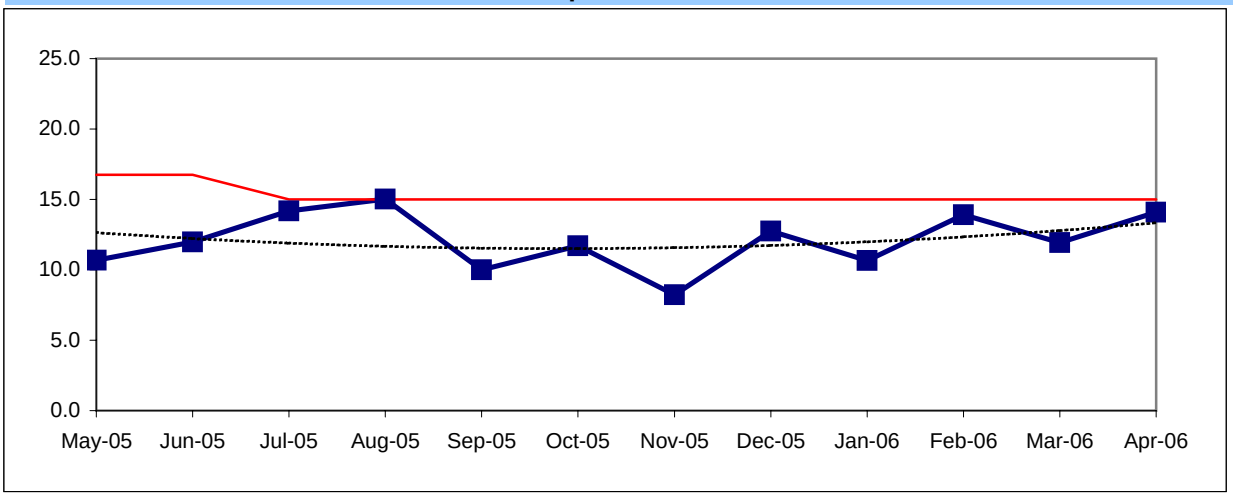
WORKERS COMPENSATION CLAIMS

New Workers Compensation Claims per 200,000 Exposure Hours

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

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

Metro Operations Trend



One month lag from current month

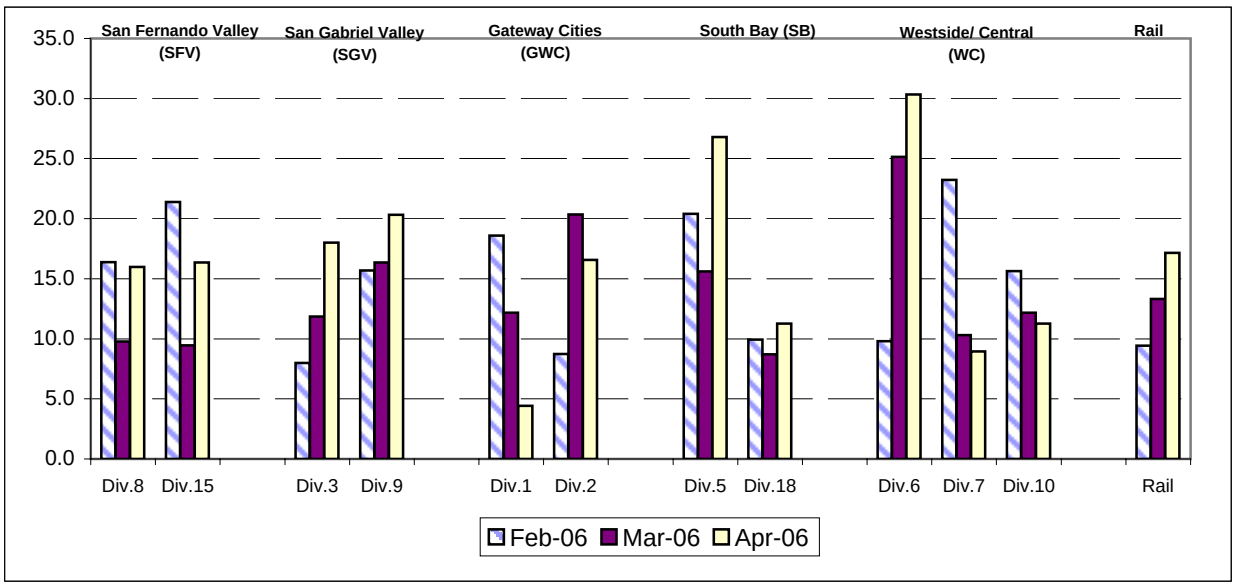
NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

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

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

Bus & Rail - by Bus Sectors' Divisions and Rail
February - April 2006

One month lag from current month



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Monthly Calculations - May 2006
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.

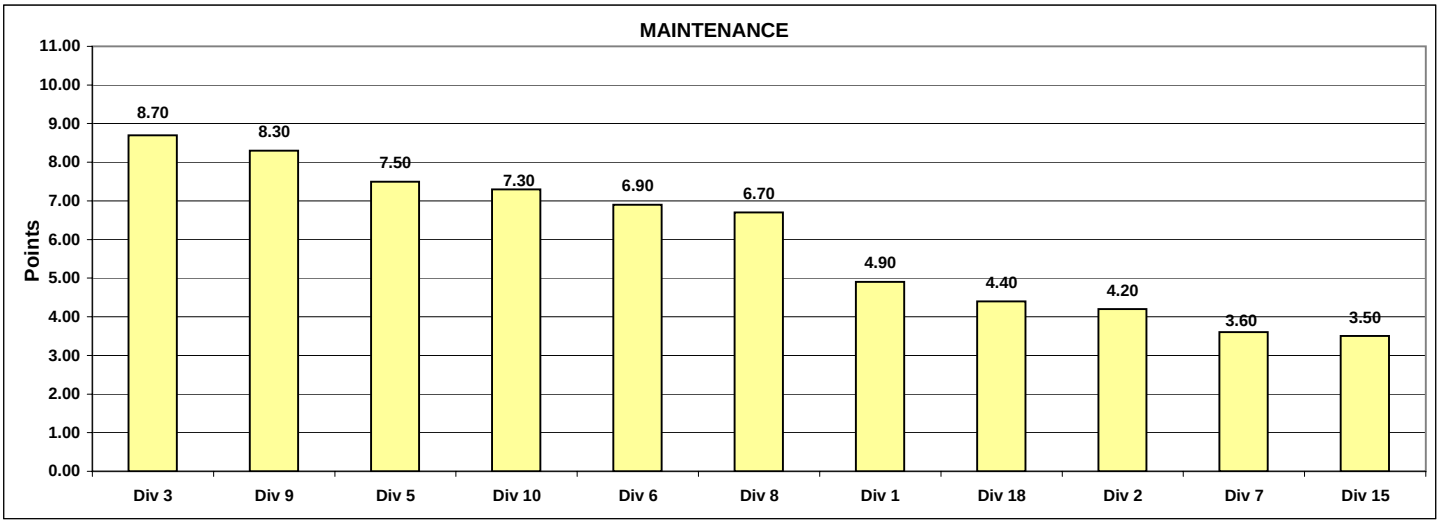
Maintenance

	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%**	1094.1	1273.4	1350.7	1470.0	1273.2	1063.2	1670.3	2360.5	1276.5	1139.1	1280.4
Points		2	5	8	9	4	1	10	11	6	3	7
Attendance	**20%**	0.97413	0.96899	0.98996	0.98125	0.99078	0.97003	0.97220	0.97236	0.97723	0.97597	0.97097
Points		6	1	10	9	11	2	4	5	8	7	3
New WC Claims /200,000 Exp Hrs*	**36%**	0.0000	12.1945	0.0000	20.1491	0.0000	0.0000	21.3717	11.5198	0.0000	25.7506	26.1515
Points		9	5	9	4	9	9	3	6	9	2	1
*One month lag												
Totals		**4.90**	**4.20**	**8.70**	**7.50**	**6.90**	**3.60**	**6.70**	**8.30**	**7.30**	**3.50**	**4.40**

FINAL RANKING

Maintenance Division Ranking (Sorted)

DIV.	Div 3	Div 9	Div 5	Div 10	Div 6	Div 8	Div 1	Div 18	Div 2	Div 7	Div 15
Score	**8.70**	**8.30**	**7.50**	**7.30**	**6.90**	**6.70**	**4.90**	**4.40**	**4.20**	**3.60**	**3.50**
Rank	**1st**	**2nd**	**3rd**	**4th**	**5th**	**6th**	**7th**	**8th**	**9th**	**10th**	**11th**



Monthly Calculations - May 2006
Metro Bus - Transportation

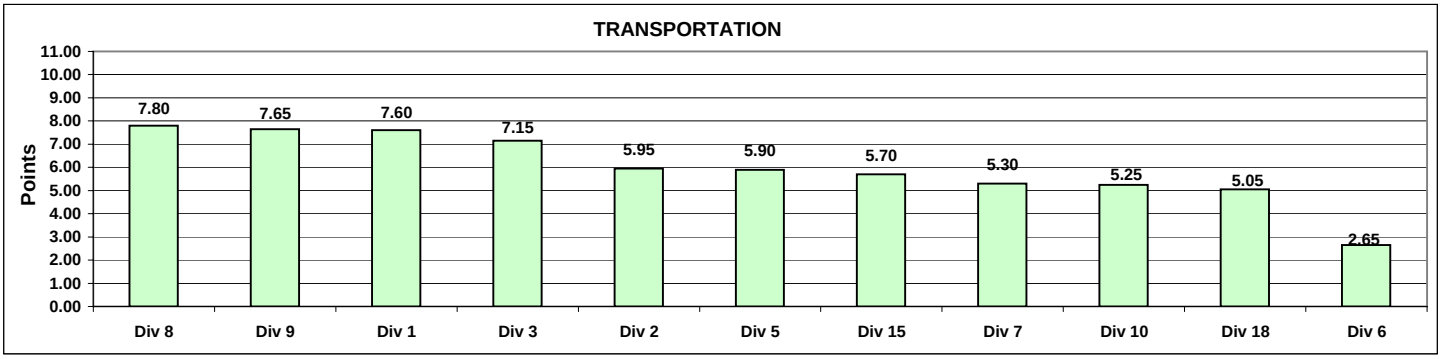
Definition: A performance awareness program designed to increase productivity and efficiency.

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%**	0.7002	0.7300	0.6615	0.6030	0.5801	0.6148	0.6922	0.6463	0.5944	0.6341	0.5457
Points		10	11	8	4	2	5	9	7	3	6	1
Miles Between Total Road Calls	**10%**	1094.0534	1273.4241	1350.7402	1470.0388	1273.2267	1063.2274	1670.3352	2360.4908	1276.4729	1139.0994	1280.3546
Points		2	5	8	9	4	1	10	11	6	3	7
Accident Rate	**25%**	4.5193	4.9783	2.8096	2.8685	4.3036	3.6959	2.0605	1.2595	3.2296	3.0105	3.9804
Points		2	1	9	8	3	5	10	11	6	7	4
Complaints/100K Boardings	**15%**	1.1268	1.4057	1.2722	1.2069	1.9009	2.2736	2.4100	1.5811	1.6167	2.5483	2.1270
Points		11	8	9	10	5	3	2	7	6	1	4
New WC Claims /200,000 Exp Hrs*	**25%**	5.7369	17.8299	23.8107	28.9139	40.4832	11.3674	14.2009	22.8049	14.3615	13.4188	7.1808
Points		11	5	3	2	1	9	7	4	6	8	10
*One month lag												
Totals		**7.60**	**5.95**	**7.15**	**5.90**	**2.65**	**5.30**	**7.80**	**7.65**	**5.25**	**5.70**	**5.05**

FINAL RANKING	**Transportation Division Ranking (Sorted)**											
	DIV.	**Div 8**	**Div 9**	**Div 1**	**Div 3**	**Div 2**	**Div 5**	**Div 15**	**Div 7**	**Div 10**	**Div 18**	**Div 6**
	Score	**7.80**	**7.65**	**7.60**	**7.15**	**5.95**	**5.90**	**5.70**	**5.30**	**5.25**	**5.05**	**2.65**
	Rank	**1st**	**2nd**	**3rd**	**4th**	**5th**	**6th**	**7th**	**8th**	**9th**	**10th**	**11th**



Monthly Calculations - May 2006
Metro Rail

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

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

	Metro Blue Line			Metro Red Line			Metro Green Line			Metro Gold Line		
Wayside Availability	May-05	May-06	Yearly Improvement	May-05	May-06	Yearly Improvement	May-05	May-06	Yearly Improvement	May-05	May-06	Yearly Improvement
Track	100.00%	100.00%	0.00%	99.94%	100.00%	0.06%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Signals	99.88%	99.94%	0.07%	99.79%	100.00%	0.21%	99.59%	99.99%	0.39%	99.60%	99.89%	0.29%
Power	99.99%	99.43%	-0.56%	100.00%	100.00%	0.00%	100.00%	99.99%	-0.01%	100.00%	100.00%	0.00%
Wayside Performance	**99.95%**	**99.79%**	-0.16%	**99.91%**	**100.00%**	**0.09%**	**99.86%**	**99.99%**	**0.13%**	**99.87%**	**99.96%**	**0.10%**
Vehicle Availability												
Vehicle Performance	**98.60%**	**99.39%**	**0.79%**	**99.53%**	**99.55%**	**0.02%**	**99.24%**	**99.68%**	**0.44%**	**99.94%**	**99.74%**	**-0.21%**
Operator Availability												
Operators	**99.93%**	**99.84%**	**-0.09%**	**99.86%**	**100.00%**	**0.14%**	**99.94%**	**99.59%**	**-0.35%**	**99.86%**	**99.93%**	**0.08%**
In-Service Performance												
Rev. Hr. Delivered - Rail	**98.39%**	**98.60%**	**0.21%**	**99.11%**	**99.48%**	**0.36%**	**98.77%**	**99.24%**	**0.47%**	**99.40%**	**99.56%**	**0.15%**
tal Rail Line Performance	**99.22%**	**99.40%**	**0.19%**	**99.60%**	**99.76%**	**0.16%**	**99.45%**	**99.63%**	**0.17%**	**99.77%**	**99.80%**	**0.03%**

Metro Rail Final Ranking (Sorted)

Rail Line	BLUE	GREEN	RED	GOLD
Score	0.188%	0.172%	0.155%	0.029%
Rank	1st	2nd	3rd	4th