

NOV 2006

# METRO OPERATIONS MONTHLY PERFORMANCE REPORT



## Table of Contents

	Page
<b>San Fernando Valley Sector (SFV)</b>	<b>3</b>
<b>San Gabriel Valley Sector (SGV)</b>	<b>7</b>
<b>Gateway Cities Sector (GC)</b>	<b>11</b>
<b>South Bay Sector (SB)</b>	<b>15</b>
<b>Westside/Central Sector (WC)</b>	<b>19</b>
<b>Rail Performance</b>	<b>23</b>
On-time Service	
In-Service On-Time Performance	
Schedule Revenue Service Hours Delivered	
Mean Miles Between Chargeable Mechanical Failures	
<b>Bus Service Performance Systemwide</b>	<b>29</b>
On-Time Pullout Percentage	
Outlates and Cancellations by Division	
In-Service On-Time Performance	
Scheduled Revenue Service Hours Delivered	
<b>Maintenance Performance</b>	<b>32</b>
Mean Miles Between Chargeable Mechanical Failures	
Past Due Critical Preventive Maintenance Program	
<b>Attendance</b>	<b>34</b>
Maintenance Attendance	
<b>Safety Performance</b>	<b>35</b>
Bus Accidents per 100,000 Hub Miles	
Rail Accidents per 100,000 Revenue Train Miles	
<b>Customer Satisfaction</b>	<b>38</b>
Complaints per 100,000 Boardings	
<b>New Workers' Compensation Claims</b>	<b>39</b>
New Workers' Compensation Claims per 200,000 Exposure Hours	
<b>"How You Doin'?" Incentive Program</b>	<b>40</b>
Monthly Metro Bus & Metro Rail	

## San Fernando Valley Sector Scorecard Overview (SFV)

This sector has two Metro operating divisions, Division 8 in Chatsworth and Division 15 in Sun Valley. The sector is responsible for the operation of approximately 430 Metro buses and 24 Metro Bus lines carrying nearly 60.5 million boarding passengers each year. They operate the successful Orange Line.

This report gives a brief overview of sector operations':

- \* 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	FY07 Target	FY07 YTD	Nov. Month	Status
<b>Bus Systemwide</b>								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,500	3,393	3,549	
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	70%	59.78%	59.64%	
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.45	3.40	3.65	3.91	
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	2.52	2.45	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.70	Oct. YTD 10.70	Oct. 11.03	
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
<b>SFV Sector</b>								
MMBMF				3,319	3,500	3,444	3,480	
In-Service On-time Performance	67.30%	67.47%	68.54%	65.19%**	70%	63.14%	63.11%	
Bus Traffic Accidents Per 100,000 Miles	2.91	2.99	2.67	3.03	2.93	2.76	2879.00	
Complaints per 100,000 Boardings	6.32	5.45	4.39	3.24	4.13	2.82	2.63	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.72	15.15	13.71	11.75	10.02	Oct. YTD 11.56	Oct. 13.33	
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
<b>Division 8</b>								
MMBCMF				3,836	3,500	3,427	3,782	
In-Service On-time Performance	70.09%	69.12%	69.78%	68.23%	70%	65.87%	65.81%	
Bus Traffic Accidents Per 100,000 Miles	2.84	2.75	2.58	2.82	2.93	2.54	2.68	
Complaints per 100,000 Boardings	6.87	5.09	4.17	3.37	4.13	2.40	2.68	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.92	19.15	16.77	13.81	10.02	Oct. YTD 13.26	Oct. 12.31	
<b>Division 15</b>								
MMBCMF				2,996	3,500	3,457	3,270	
In-Service On-time Performance	66.13%	66.62%	67.84%	63.84%**	70%	60.77%	56.91%	
Bus Traffic Accidents Per 100,000 Miles	2.96	3.17	2.74	3.21	2.93	2.92	3.04	
Complaints per 100,000 Boardings	6.01	5.70	4.55	3.14	4.13	3.17	2.65	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.23	13.14	12.46	10.41	10.02	Oct. YTD 10.59	Oct. 13.18	

\*\* Div 15 excluded (Nov. '05 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.

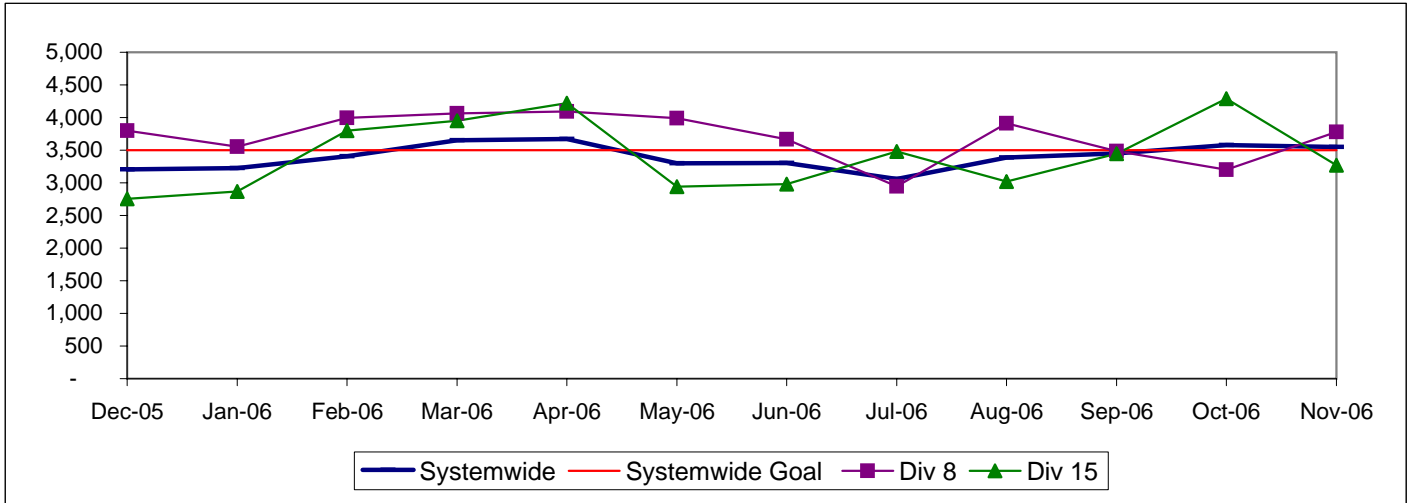
Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

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

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

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



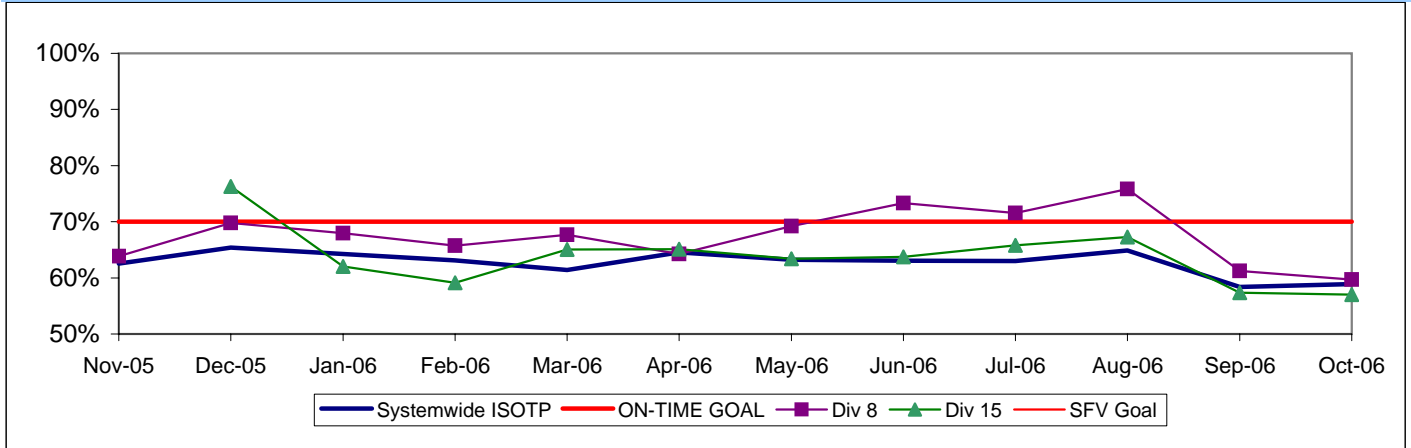
**IN-SERVICE ON-TIME PERFORMANCE\***

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

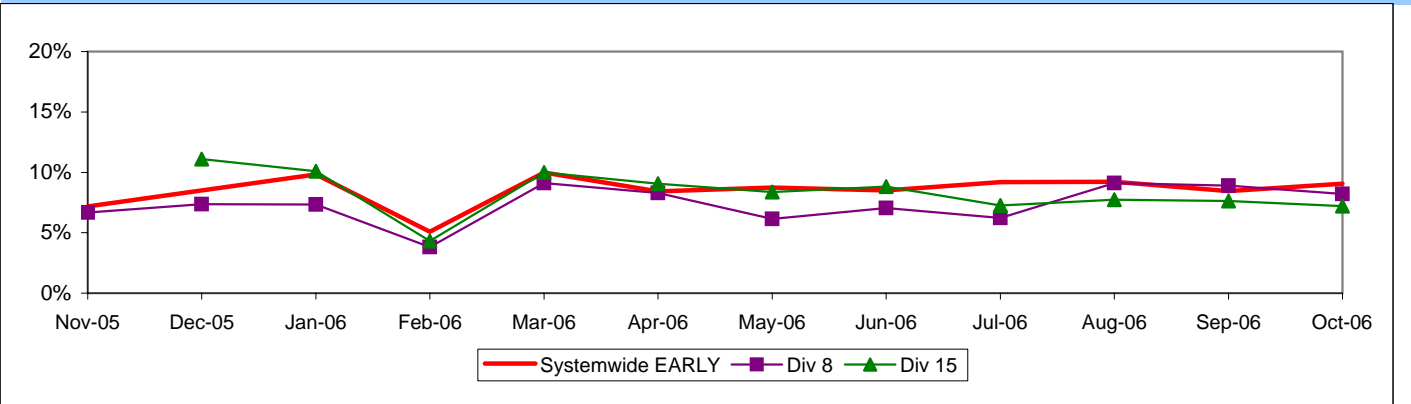
**Calculation:** ISOTP% = 1 - ((Number of buses departing early + Number of buses departing more than five minutes late) / (Total buses sampled))

\* Division 15 November data not available.

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



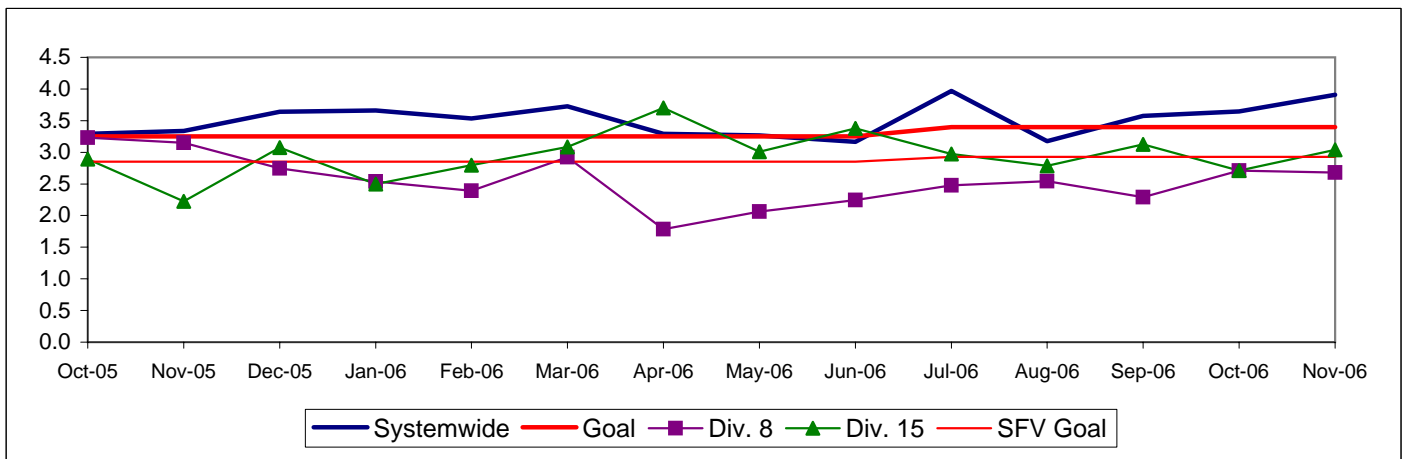
**Running Hot - Systemwide and Bus Operating Divisions 8 and 15**



**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.

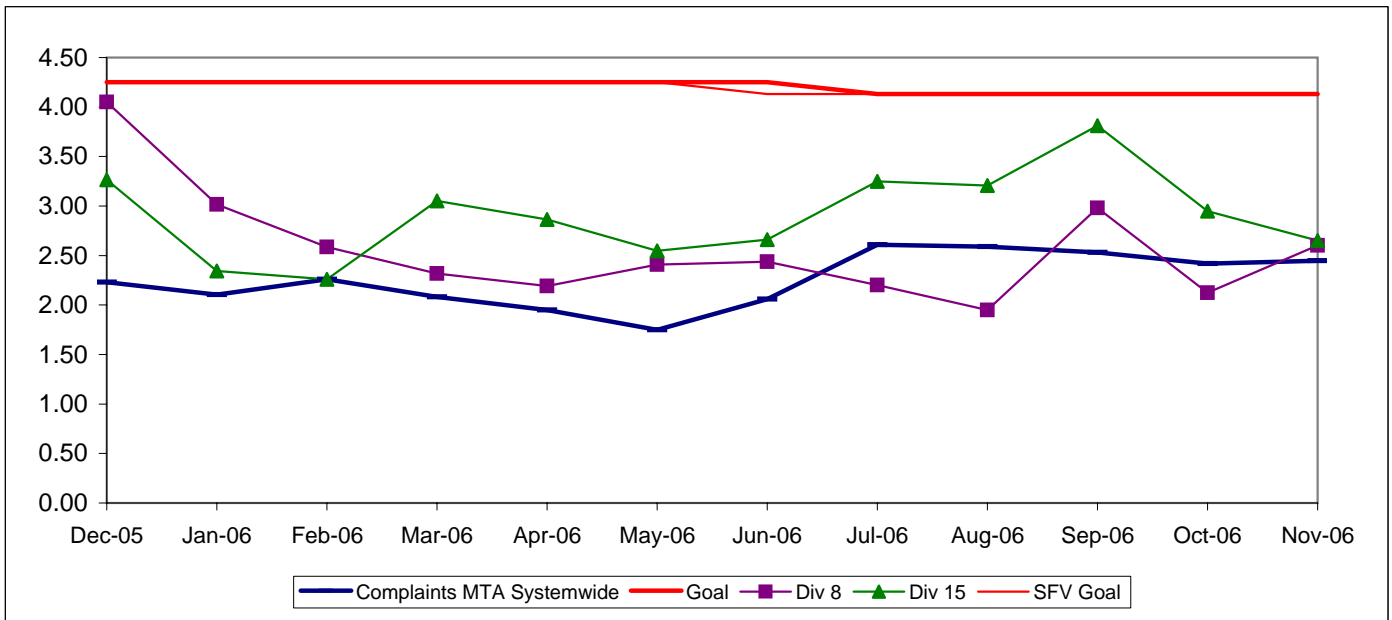
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



**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)

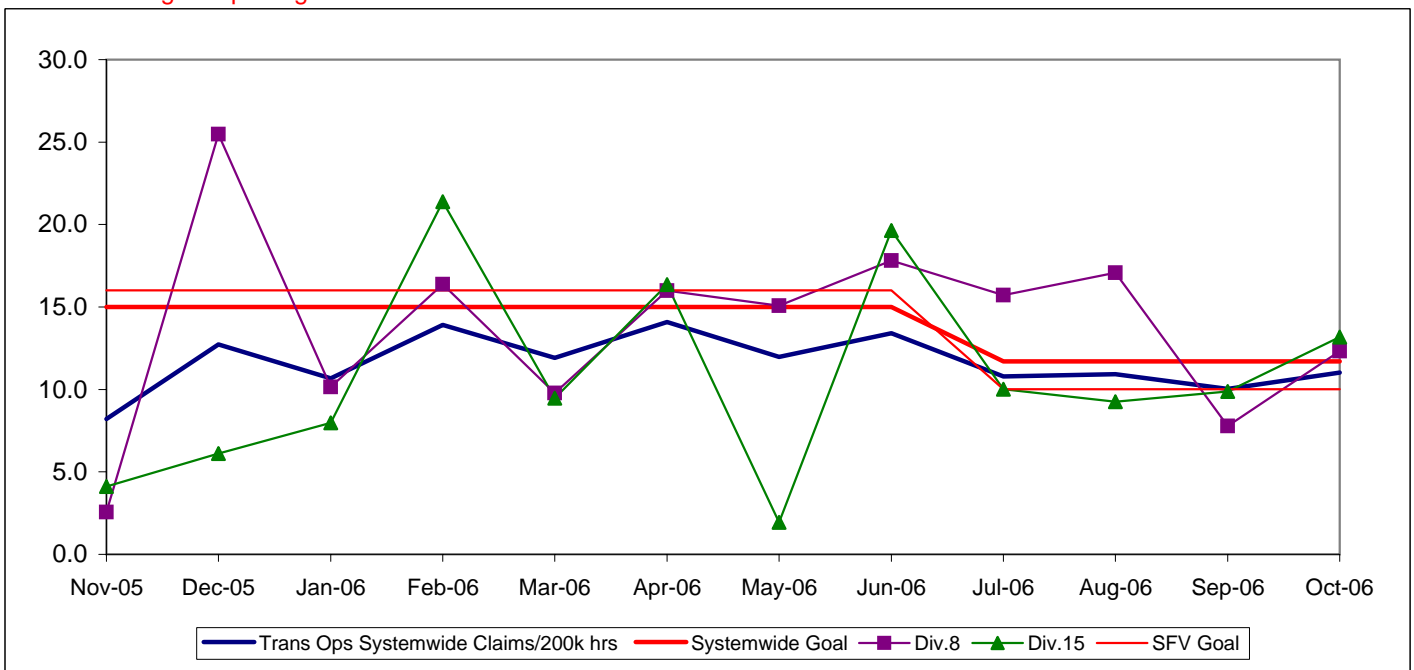


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 8 and 15**

**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 61.2 million boarding passengers each year.

This report gives a brief overview of sector operations':

- \* 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	FY07 Target	FY07 YTD	Nov. Month	Status
<b>Bus Systemwide</b>								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,500	3,393	3,549	◆
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	70%	59.78%	59.64%	◆
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.45	3.40	3.65	3.91	◆
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	2.52	2.45	◆
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.70	Oct. YTD 10.70	Oct. 11.03	●
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
<b>SGV Sector</b>								
MMBMF				3,467	3,500	3,277	3,649	◆
In-Service On-time Performance	70.02%	69.98%	70.10%	68.59%	75%	62.65%	62.56%	◆
Bus Traffic Accidents Per 100,000 Miles	3.40	2.91	2.96	2.81	2.75	2.87	2.81	◆
Complaints per 100,000 Boardings	3.57	3.80	2.95	2.18	2.50	2.63	2.79	◆
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.15	16.12	10.14	12.57	11.79	Oct. YTD 13.03	Oct. 14.45	◆
<b>Division 3</b>								
MMBMF				2,690	3,500	2,818	3,198	◆
In-Service On-time Performance	71.08%	70.80%	71.06%	70.05%	75%	62.40%	62.32%	◆
Bus Traffic Accidents Per 100,000 Miles	4.22	3.59	3.57	3.64	2.75	3.69	3.98	◆
Complaints per 100,000 Boardings	3.09	3.02	2.60	1.83	2.50	2.18	2.94	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.54	12.36	6.68	11.36	11.79	Oct. YTD 11.25	Oct. 6.91	●
<b>Division 9</b>								
MMBMF				4,585	3,500	3,733	4,054	◆
In-Service On-time Performance	67.47%	68.16%	68.16%	67.01%	75%	62.89%	62.80%	◆
Bus Traffic Accidents Per 100,000 Miles	2.64	2.26	2.42	2.12	2.75	2.25	1.99	●
Complaints per 100,000 Boardings	4.31	5.09	5.09	2.61	2.50	3.07	2.65	◆
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	28.54	20.75	14.66	14.34	11.79	Oct. YTD 13.26	Oct. 22.40	◆

\*\* Div 15 excluded (Nov. '05 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.

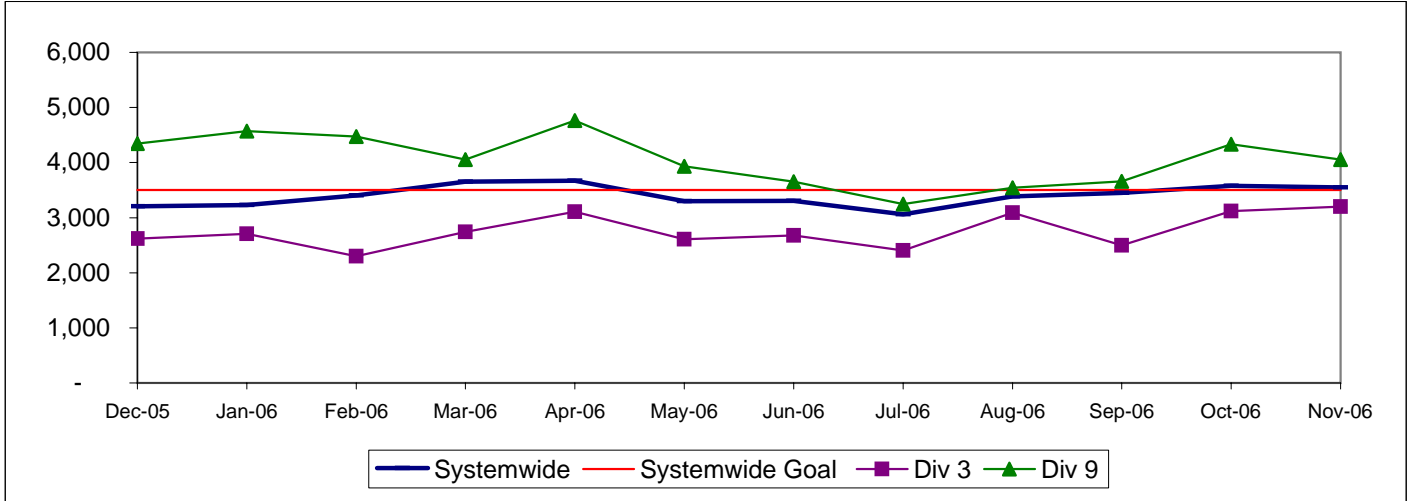
■ Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## SAN GABRIEL VALLEY SECTOR BUS SERVICE PERFORMANCE

### 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)



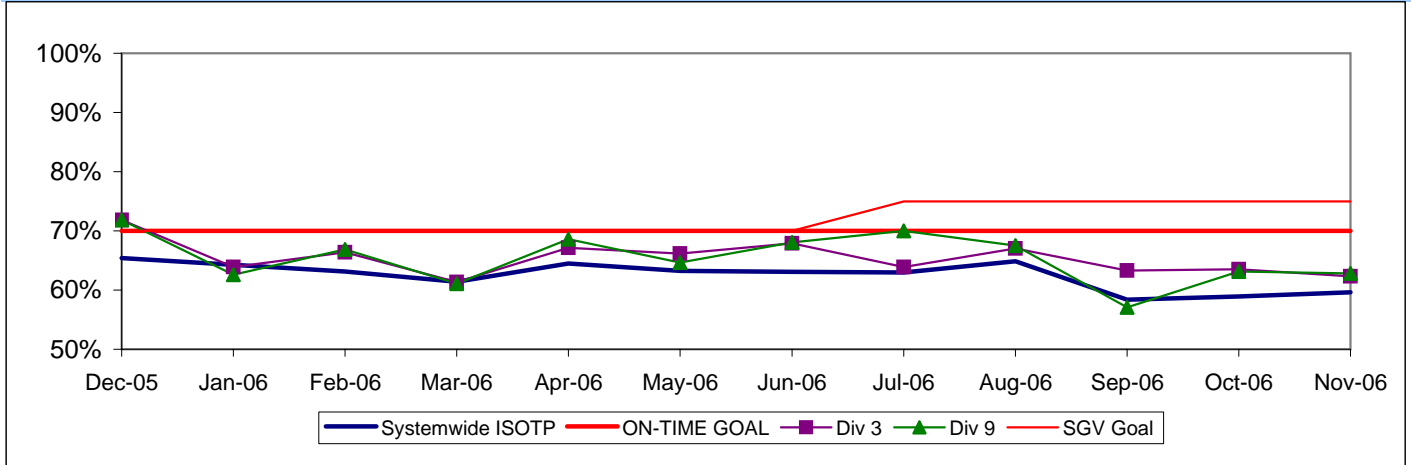


**IN-SERVICE ON-TIME PERFORMANCE**

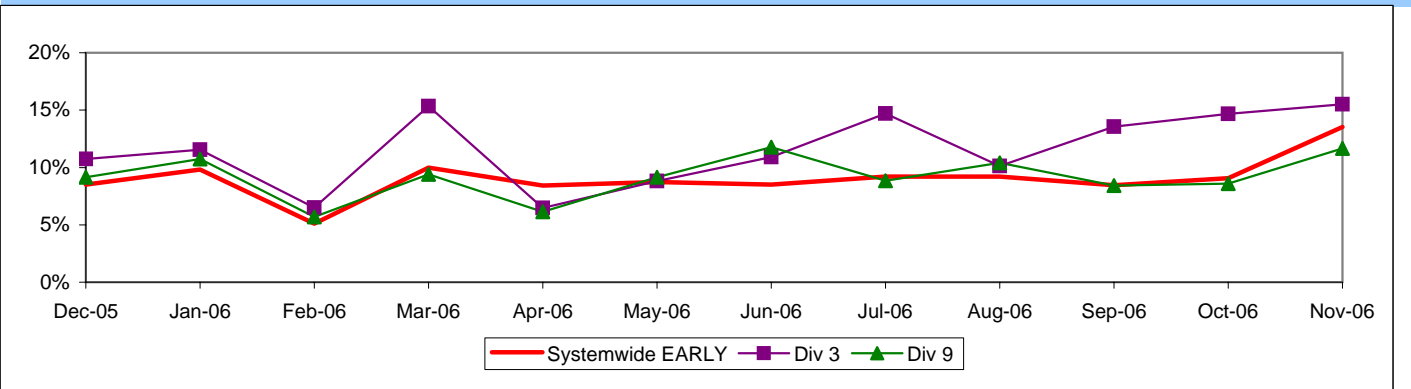
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



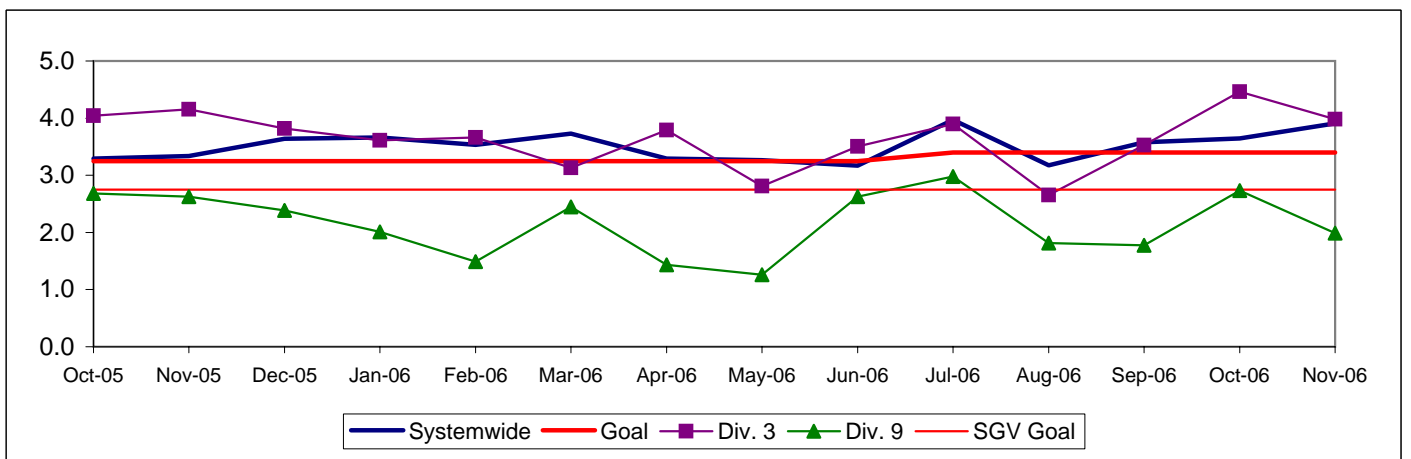
**Running Hot - Systemwide and Bus Operating Divisions 3 and 9**



**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.

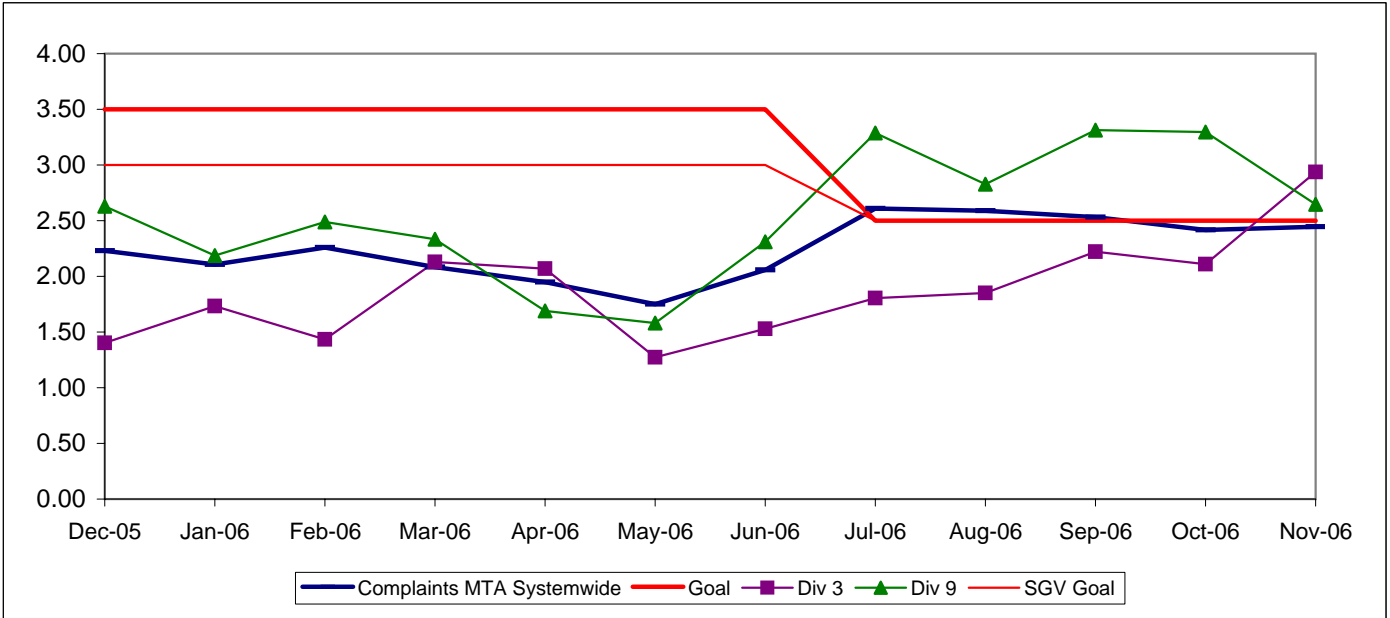
**Calculation:** Traffic Accidents Per 100,000 Hub Miles =  $(\text{The number of Traffic Accidents} / \text{by (Hub Miles / by 100,000)})$



**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 customer satisfaction.

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

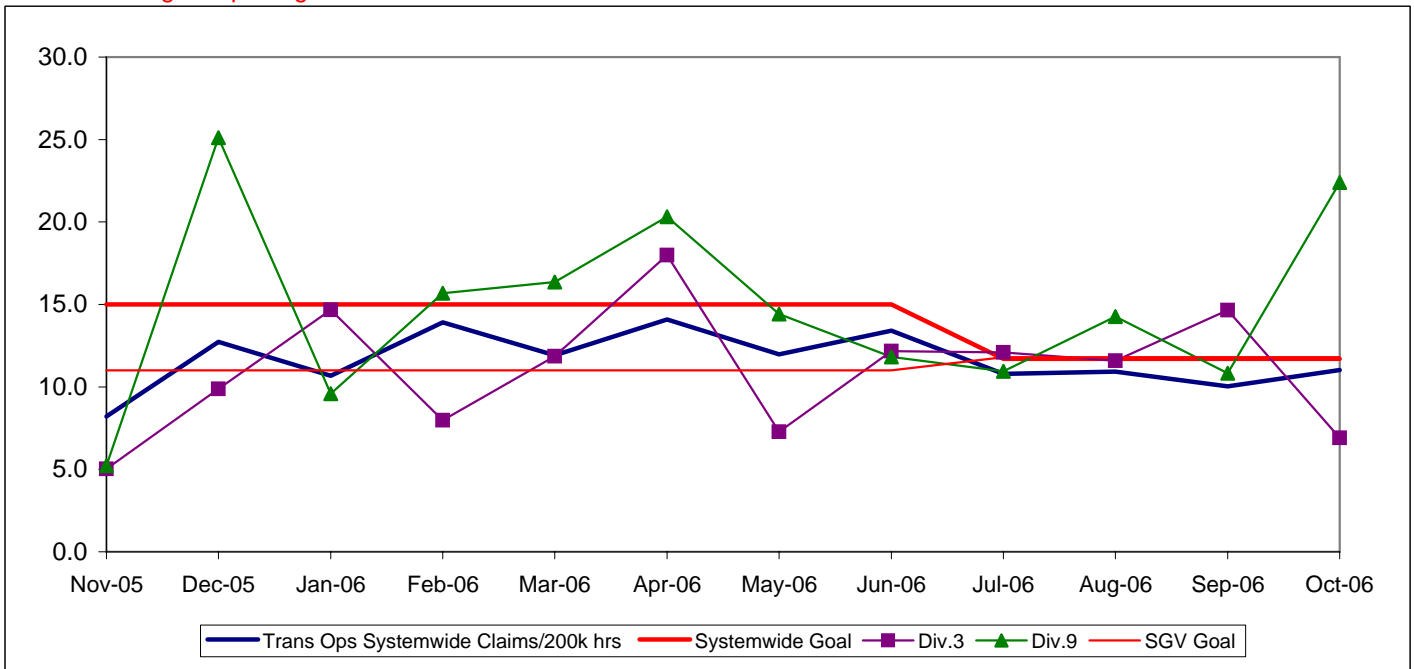


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 3 and 9**

**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 79.4 million boarding passengers each year.

This report gives a brief overview of sector operations':

- \* 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	FY07 Target	FY07 YTD	Nov. Month	Status
<b>Bus Systemwide</b>								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,274	3,500	3,393	3,549	
In-Service On-time Performance	69.23%	65.43%	66.50%	64.35%**	70%	59.78%	59.64%	
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.45	3.40	3.65	3.91	
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	2.52	2.45	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.70	Oct. YTD 10.70	Oct. 11.03	
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
<b>GC Sector</b>								
MMBFCMF				2,506	3,500	3,300	3,174	
In-Service On-time Performance	74.53%	69.34%	71.20%	71.73%	72.00%	66.04%	65.74%	
Bus Traffic Accidents Per 100,000 Miles	4.07	3.86	4.29	3.69	3.50	3.81	3.74	
Complaints per 100,000 Boardings	2.63	3.08	2.58	1.69	2.50	1.79	1.51	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	25.30	20.19	14.11	11.45	9.64	Oct. YTD 9.67	Oct. 6.59	
<b>Division 1</b>								
MMBFCMF				2,409	3,500	4,393	3,775	
In-Service On-time Performance	78.22%	70.57%	71.62%	71.06%	72.00%	65.47%	65.13%	
Bus Traffic Accidents Per 100,000 Miles	3.39	3.41	4.35	3.52	3.50	3.69	4.09	
Complaints per 100,000 Boardings	2.26	3.32	2.92	1.92	2.50	1.99	1.55	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.42	16.82	12.71	10.92	9.64	Oct. YTD 7.91	Oct. 6.12	
<b>Division 2</b>								
MMBFCMF				2,660	3,500	2,453	2,622	
In-Service On-time Performance	67.53%	67.62%	70.42%	72.71%	72.00%	66.58%	66.27%	
Bus Traffic Accidents Per 100,000 Miles	4.78	4.36	4.21	3.93	3.50	3.97	3.27	
Complaints per 100,000 Boardings	3.07	2.84	2.15	1.42	2.50	1.57	1.47	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	31.18	24.56	16.69	12.97	9.64	Oct. YTD 12.03	Oct. 7.72	

\*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.

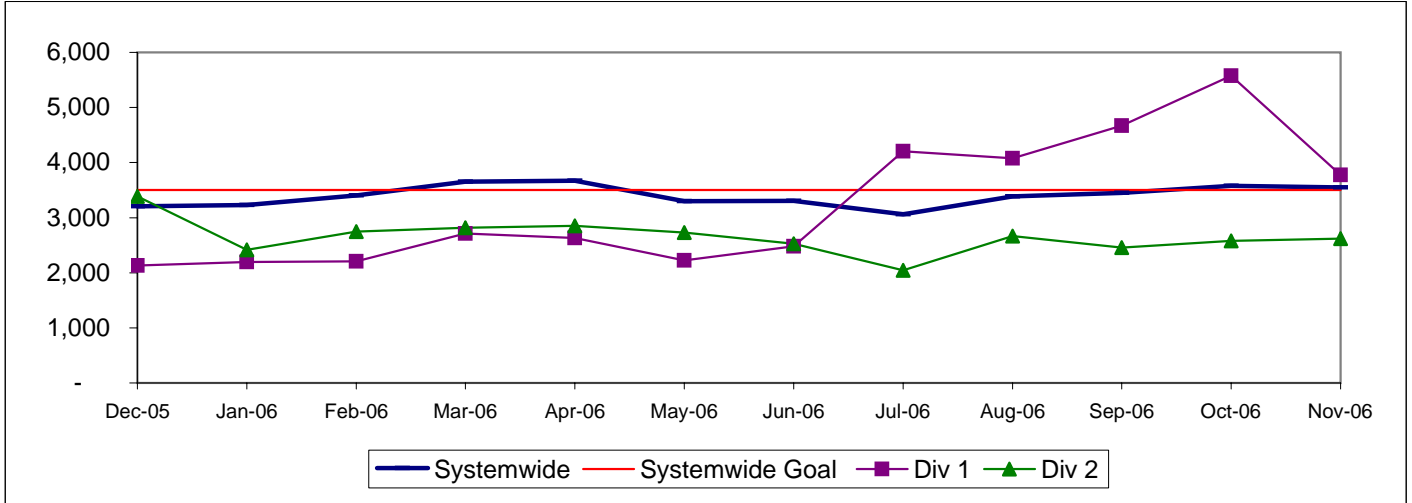
Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

### 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)

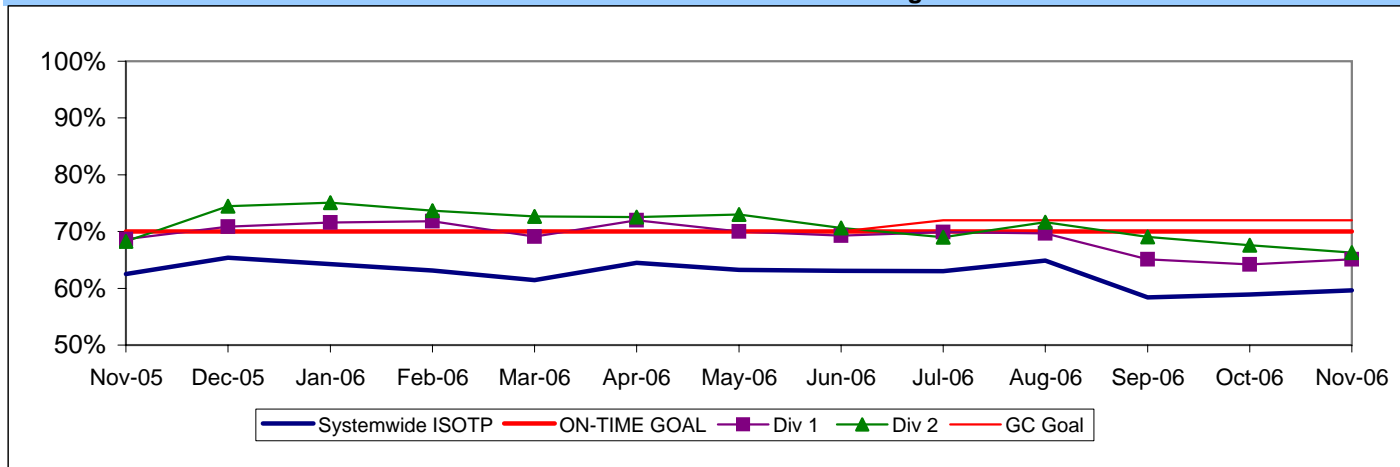


**IN-SERVICE ON-TIME PERFORMANCE**

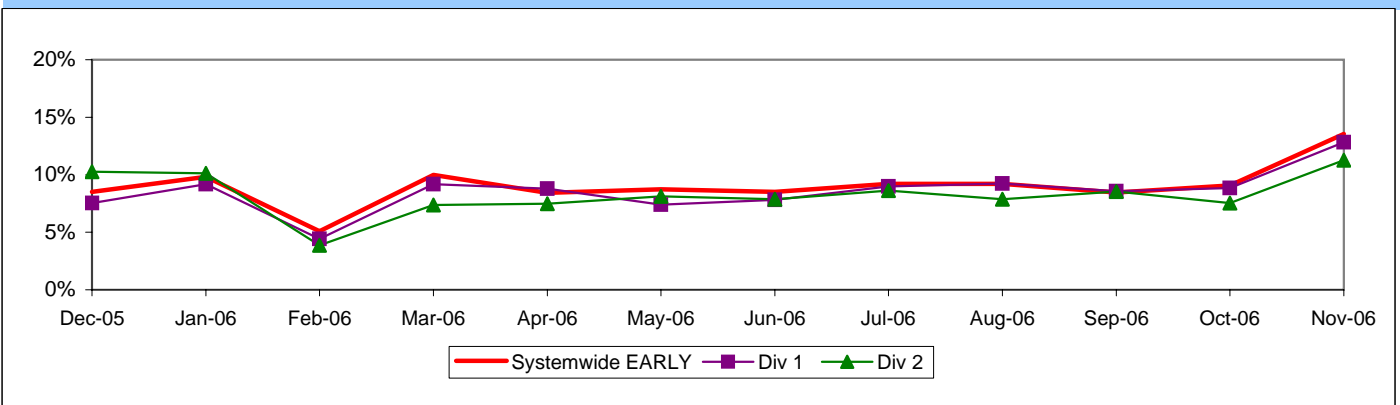
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

**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**



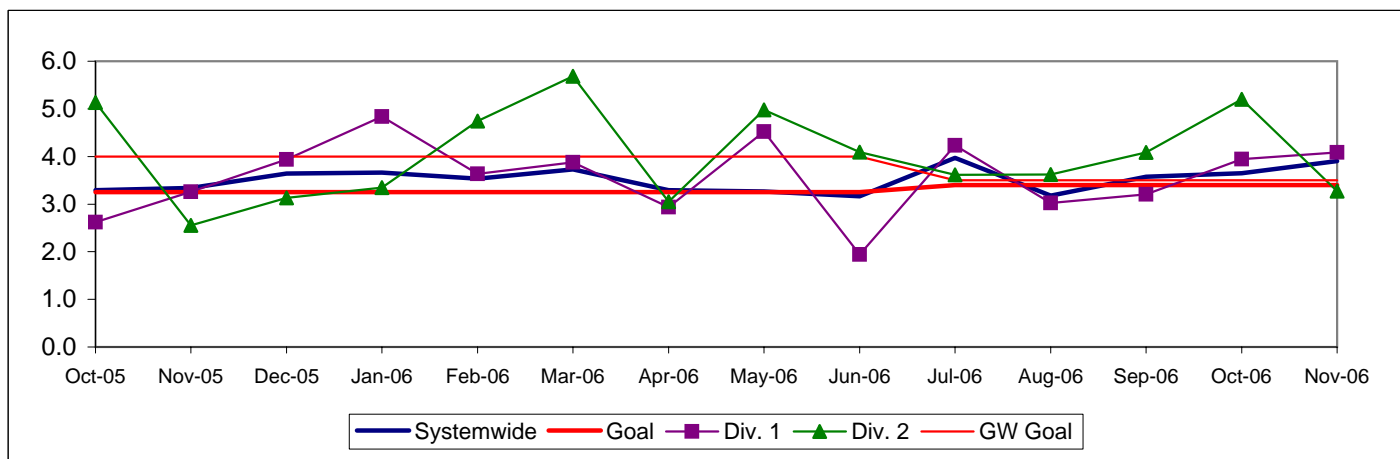
**Running Hot - Systemwide and Bus Operating Divisions 1 and 2**



**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.

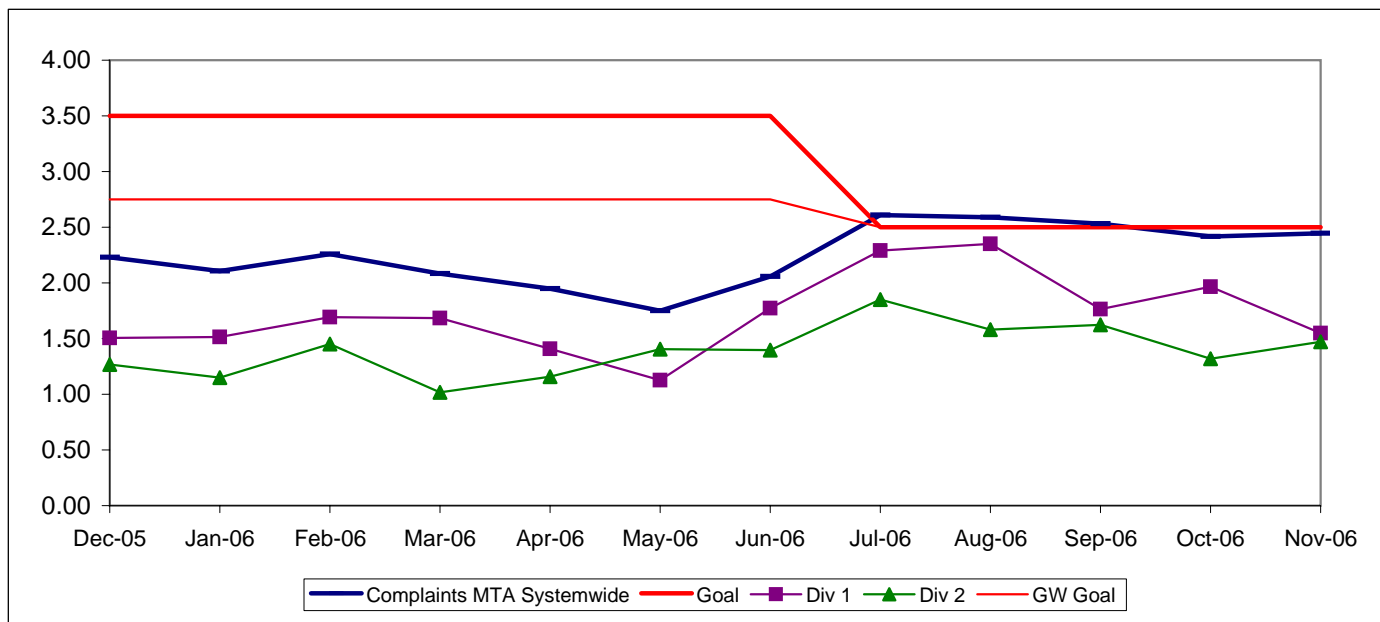
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



**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)

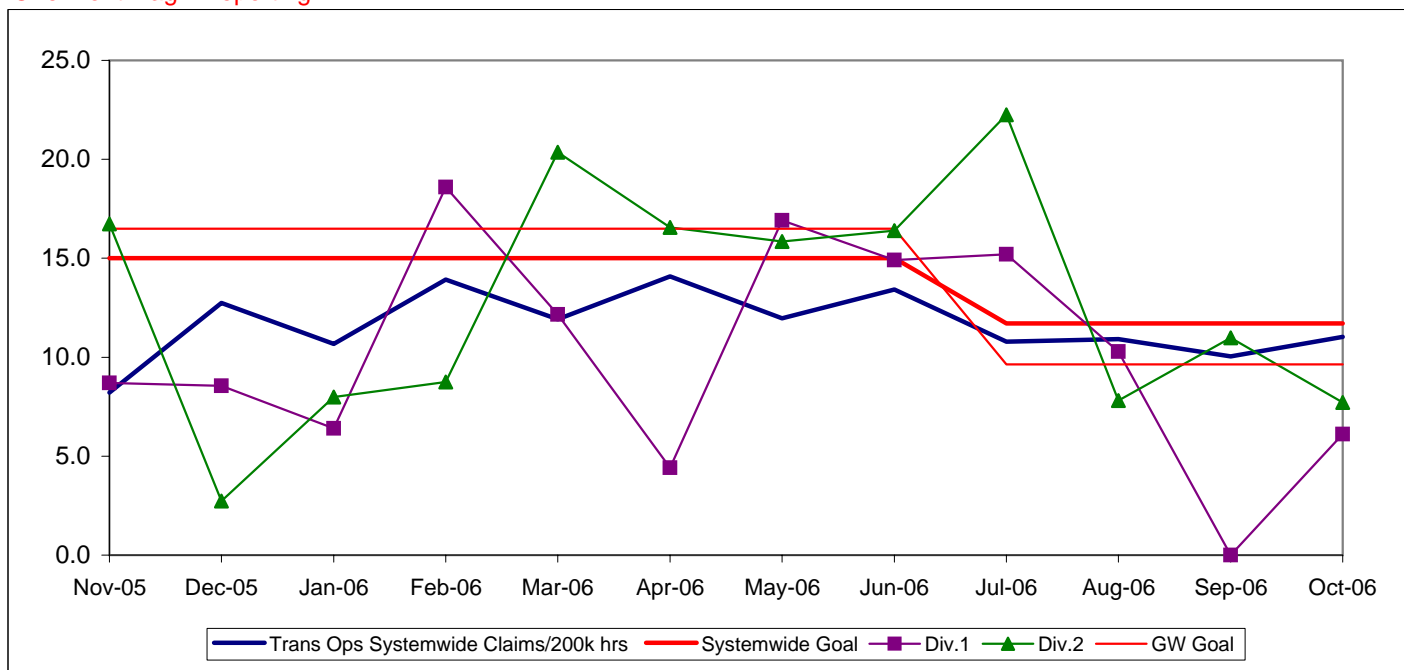


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 1 and 2**

**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 91.2 million boarding passengers each year.

This report gives a brief overview of sector operations':

- \*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	FY07 Target	FY07 YTD	Nov. Month	Status
<b>Bus Systemwide</b>								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,500	3,393	3,549	Yellow
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	70%	59.78%	59.64%	Yellow
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.45	3.40	3.65	3.91	Yellow
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	2.52	2.45	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours ( <i>1 month lag</i> )	17.80	17.64	13.61	12.27	11.70	Oct. YTD 10.70	Oct. 11.03	Green
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
<b>SB Sector</b>								
MMBGMF				3,688	3,500	3,773	4,022	Green
In-Service On-time Performance	63.67%	61.74%	64.13%	59.05%	70%	57.00%	56.94%	Yellow
Bus Traffic Accidents Per 100,000 Miles	4.00	3.68	3.57	3.68	3.50	4.04	4.21	Yellow
Complaints per 100,000 Boardings	4.02	4.63	3.61	2.49	4.25	2.55	2.42	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours ( <i>1 month lag</i> )	17.28	14.84	14.65	13.85	12.91	Oct. YTD 11.84	Oct. 16.26	Green
<b>Division 5</b>								
MMBGMF				3,656	3,500	3,290	3,533	Yellow
In-Service On-time Performance	66.30%	63.17%	65.58%	61.85%	70%	57.14%	56.97%	Yellow
Bus Traffic Accidents Per 100,000 Miles	4.58	3.90	4.31	4.01	3.50	4.47	4.60	Yellow
Complaints per 100,000 Boardings	2.86	3.45	2.71	1.87	4.25	1.92	1.48	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours ( <i>1 month lag</i> )	24.16	15.22	18.72	14.68	12.91	Oct. YTD 14.29	Oct. 27.54	Yellow
<b>Division 18</b>								
MMBGMF				3,712	3,500	4,189	4,427	Green
In-Service On-time Performance	61.23%	60.78%	63.42%	57.31%	70%	56.87%	56.91%	Yellow
Bus Traffic Accidents Per 100,000 Miles	3.57	3.51	3.02	3.45	3.50	3.75	3.95	Yellow
Complaints per 100,000 Boardings	5.26	5.74	4.44	3.07	4.25	3.14	3.27	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours ( <i>1 month lag</i> )	13.40	14.71	11.67	13.63	12.91	Oct. YTD 10.82	Oct. 8.81	Green

\*New Indicator.

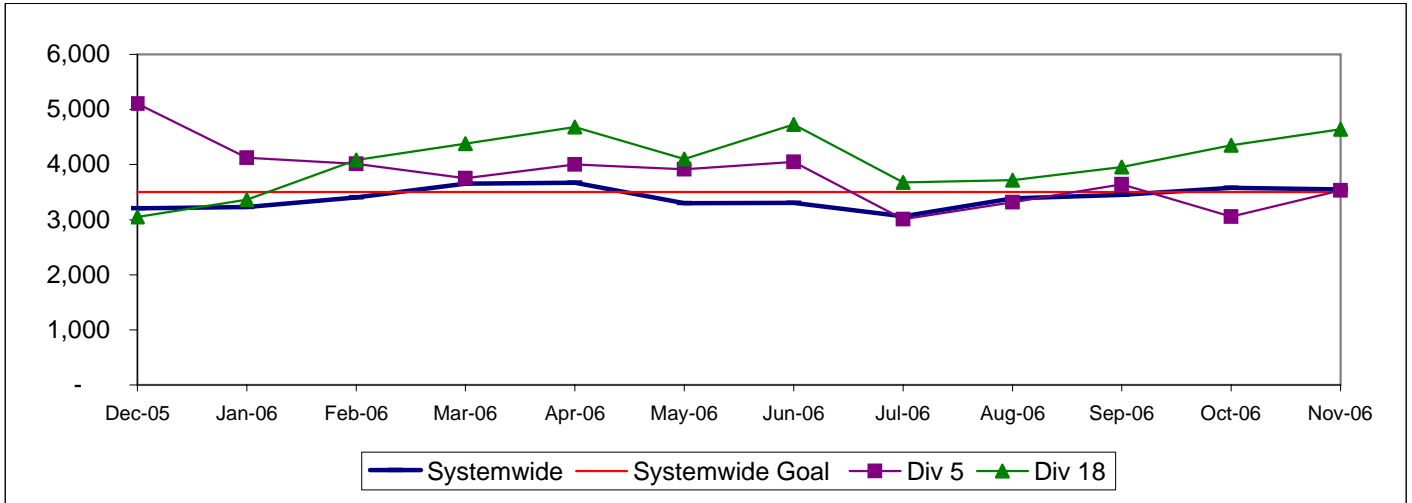
- Green - High probability of achieving the FY06 target (on track).
- ◇ Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## SOUTH BAY SECTOR BUS SERVICE PERFORMANCE

### 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)



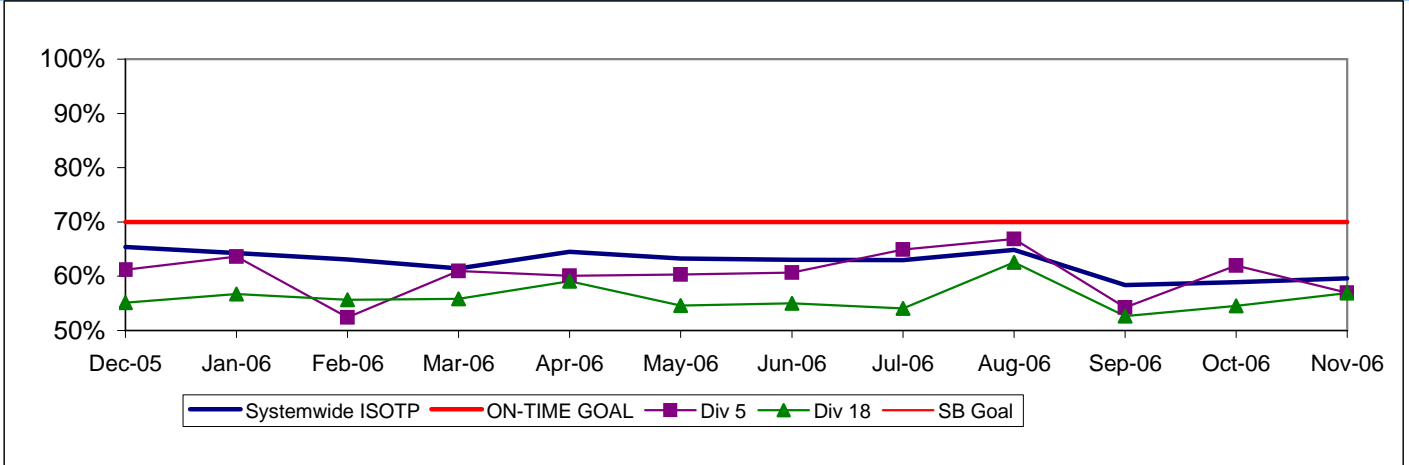


**IN-SERVICE ON-TIME PERFORMANCE**

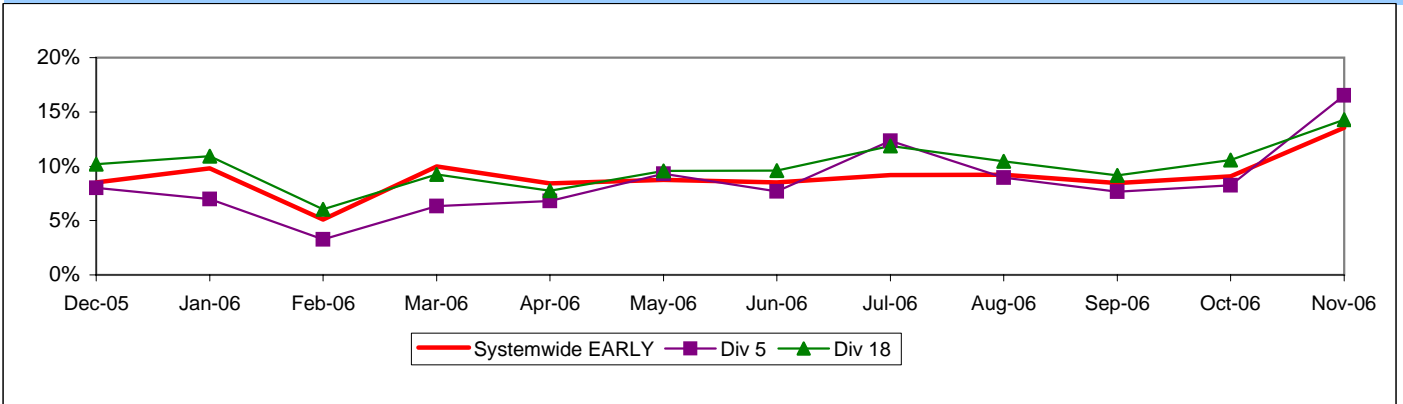
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



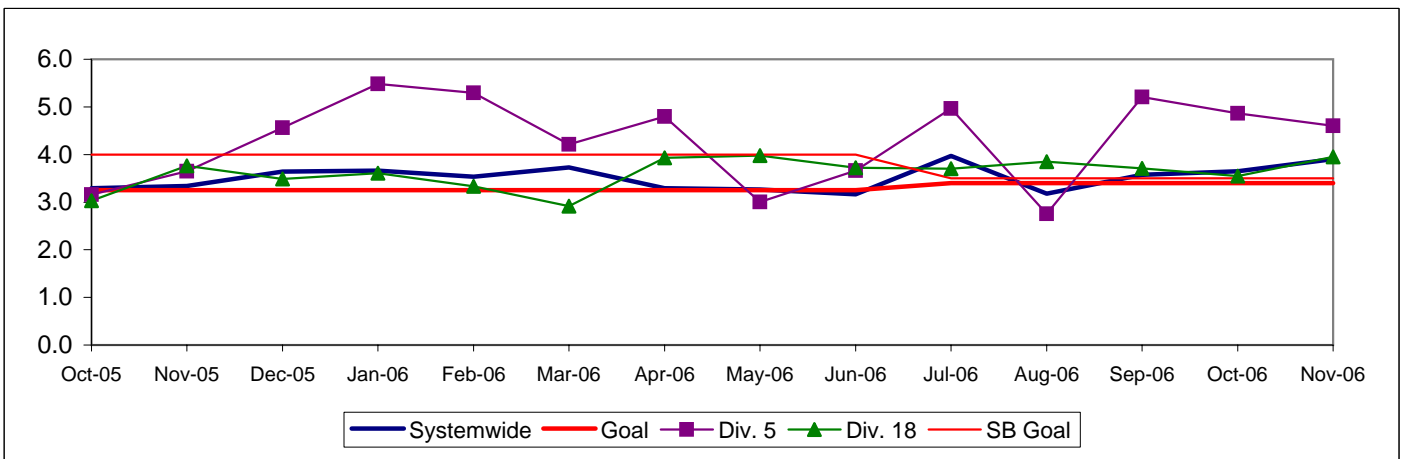
**Running Hot - Systemwide and Bus Operating Divisions 5 and 18**



**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.

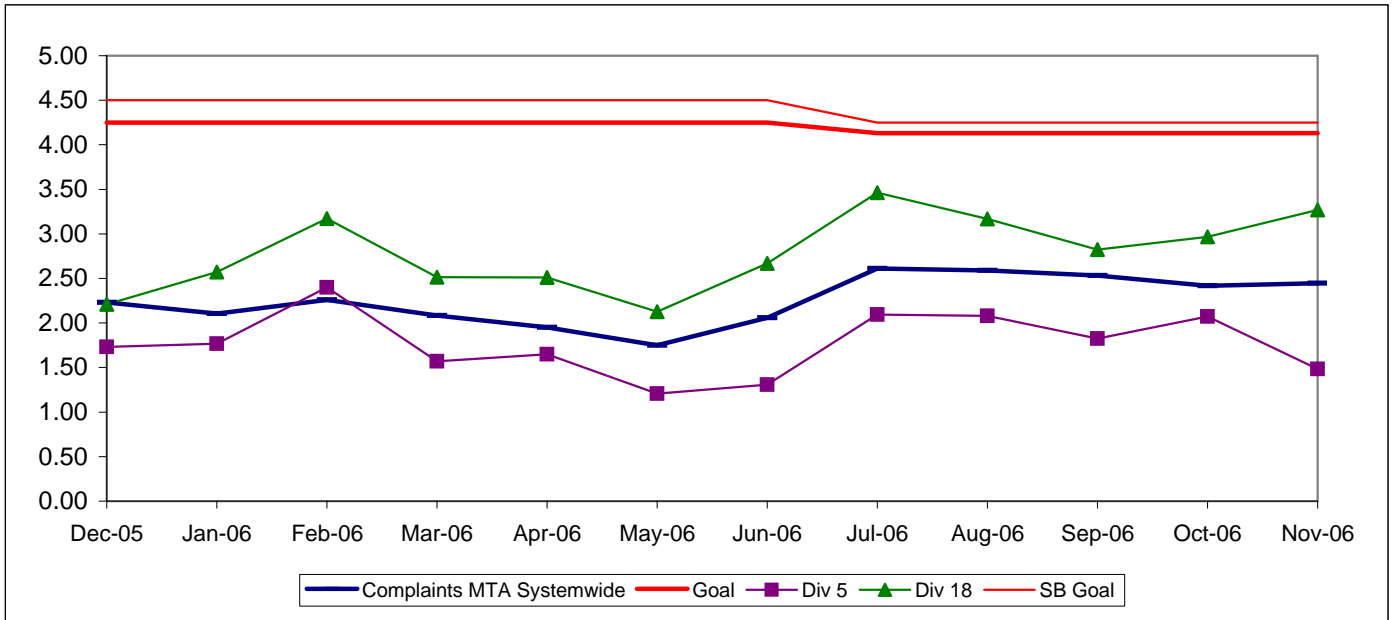
**Calculation:**  $\text{Traffic Accidents Per 100,000 Hub Miles} = (\text{The number of Traffic Accidents} / \text{by (Hub Miles / by 100,000)})$



**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 customer satisfaction.

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

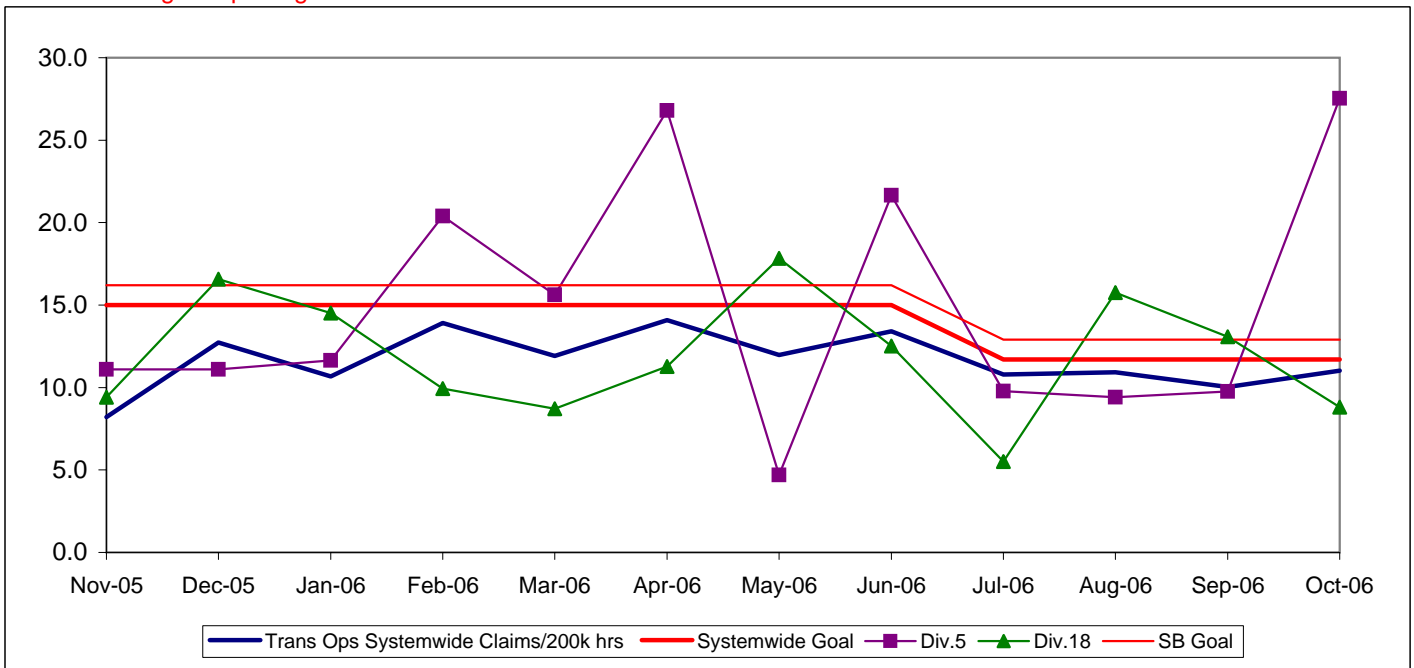


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 5 and 18**

**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 95.3 million boarding passengers each year.

This report gives a brief overview of sector operations':

- \* 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	FY07 Target	FY07 YTD	Nov. Month	Status
<b>Bus Systemwide</b>								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,500	3,393	3,549	Yellow
In-Service On-time Performance	69.23%	65.43%	66.50%	64.35%**	70%	59.78%	59.64%	Yellow
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.45	3.40	3.65	3.91	Yellow
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	2.52	2.45	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours ( 1 month lag)	17.80	17.64	13.61	12.27	11.70	Oct. YTD 10.70	Oct. 11.03	Green
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
<b>WC Sector</b>								
MMBMF				3,499	3,500	3,207	3,452	Yellow
In-Service On-time Performance	67.88%	63.31%	63.39%	60.82%	65%	51.99%	51.35%	Yellow
Bus Traffic Accidents Per 100,000 Miles	4.72	4.61	4.03	3.95	3.65	4.70	5.68	Yellow
Complaints per 100,000 Boardings	4.84	5.30	4.10	2.53	3.25	2.84	2.91	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	28.74	21.52	18.80	14.61	13.40	Oct. YTD 13.20	Oct. 13.71	Green
<b>Division 6</b>								
MMBMF				6,279	3,500	3,513	4,714	Green
In-Service On-time Performance	65.93%	60.11%	56.75%	57.20%	65%	47.84%	47.35%	Yellow
Bus Traffic Accidents Per 100,000 Miles	4.52	4.10	3.91	4.13	3.65	6.54	5.79	Red
Complaints per 100,000 Boardings	6.10	6.15	4.47	2.52	3.25	2.07	3.10	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	30.72	21.71	18.23	16.43	13.40	Oct. YTD 14.29	Oct. 8.74	Yellow
<b>Division 7</b>								
MMBMF				2,947	3,500	3,007	3,006	Yellow
In-Service On-time Performance	68.80%	64.59%	64.22%	61.78%	65%	53.59%	52.53%	Yellow
Bus Traffic Accidents Per 100,000 Miles	4.95	4.63	4.62	4.36	3.65	4.54	5.93	Yellow
Complaints per 100,000 Boardings	4.74	5.70	4.24	2.87	3.25	3.35	3.13	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.52	21.05	19.44	15.76	13.40	Oct. YTD 9.90	Oct. 6.47	Green
<b>Division 10</b>								
MMBMF				3,723	3,500	3,340	3,734	Yellow
In-Service On-time Performance	67.34%	62.85%	64.14%	60.73%	65%	51.91%	51.56%	Yellow
Bus Traffic Accidents Per 100,000 Miles	4.55	4.68	3.50	3.63	3.65	4.54	5.46	Yellow
Complaints per 100,000 Boardings	4.73	4.85	3.92	2.23	3.25	2.54	2.68	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.38	22.90	19.19	13.03	13.40	Oct. YTD 14.38	Oct. 22.44	Yellow

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.

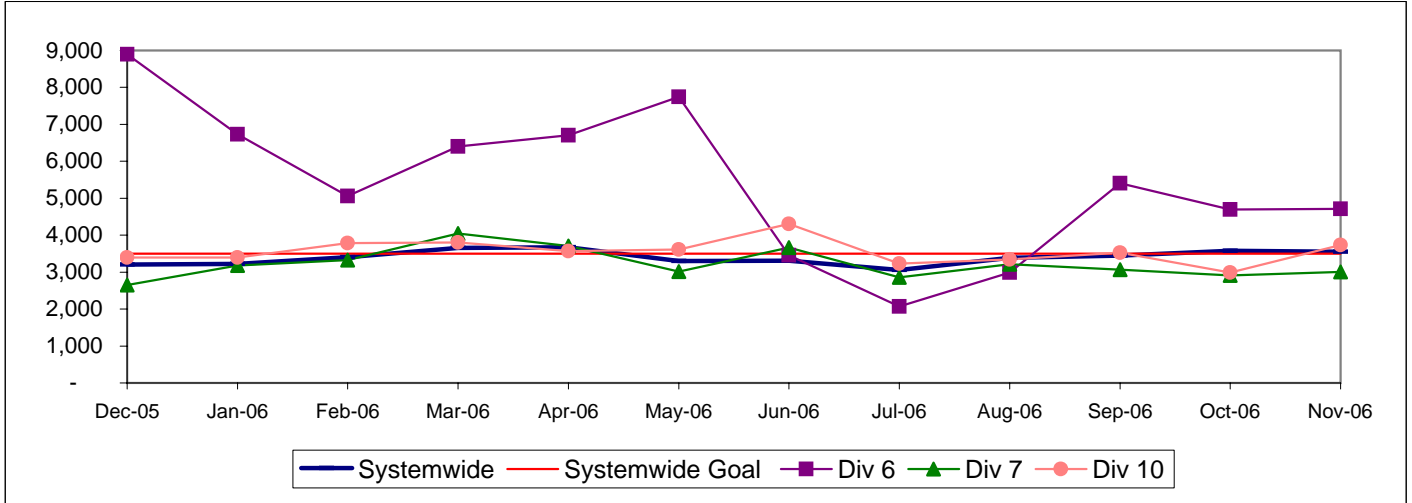
Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## WESTSIDE / CENTRAL SECTOR BUS SERVICE PERFORMANCE

### 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.

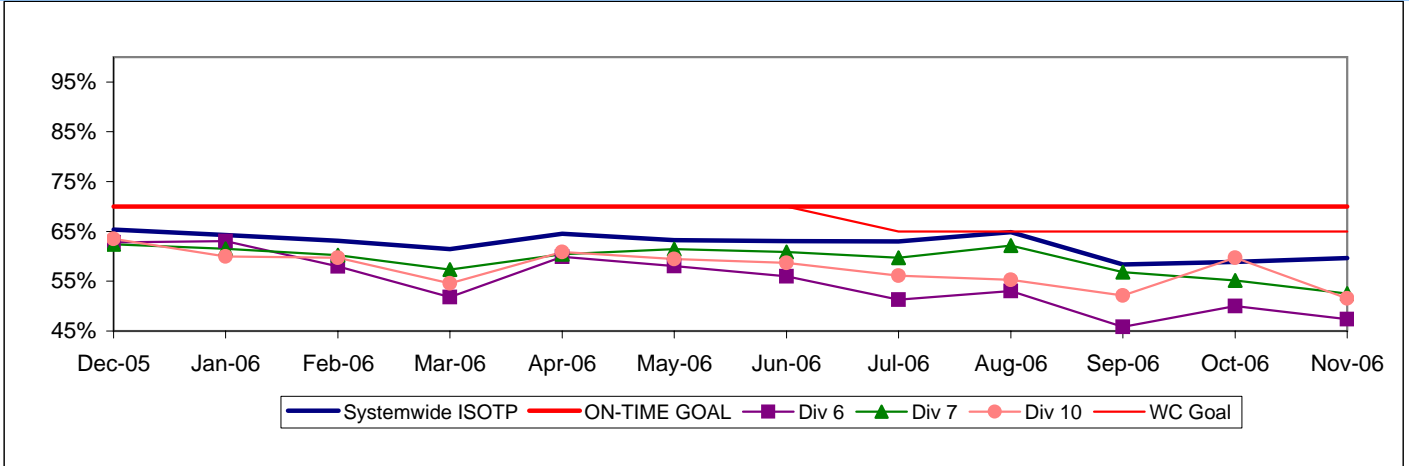
**Calculation:** MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



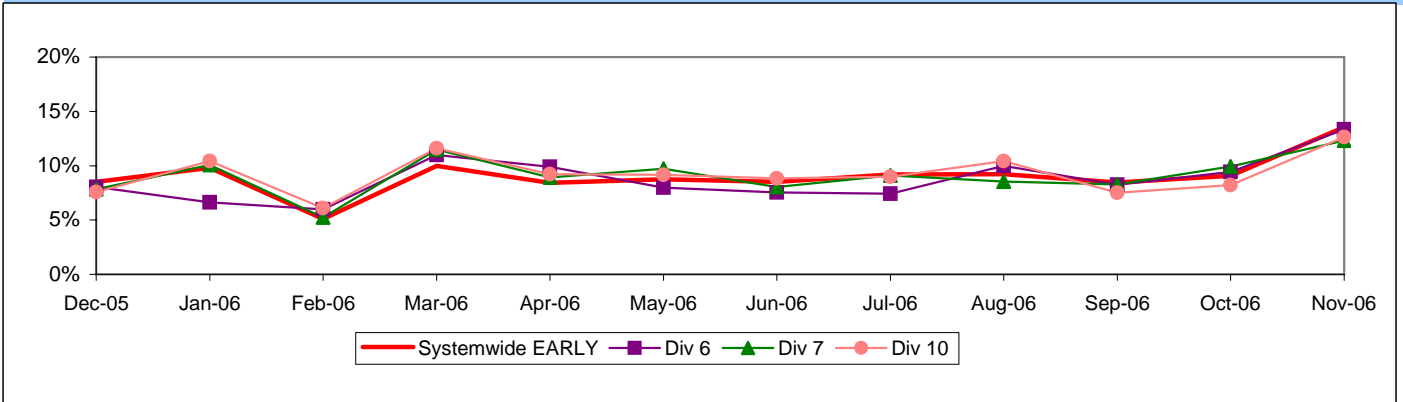
**IN-SERVICE ON-TIME PERFORMANCE**

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

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



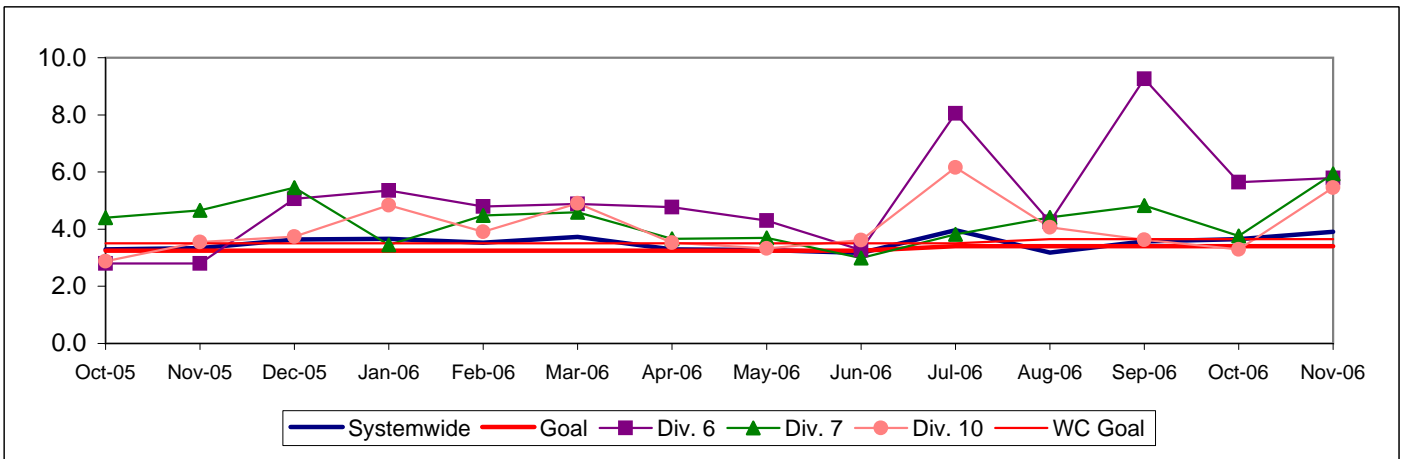
**Running Hot - Systemwide and Bus Operating Divisions 6, 7 and 10**



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

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

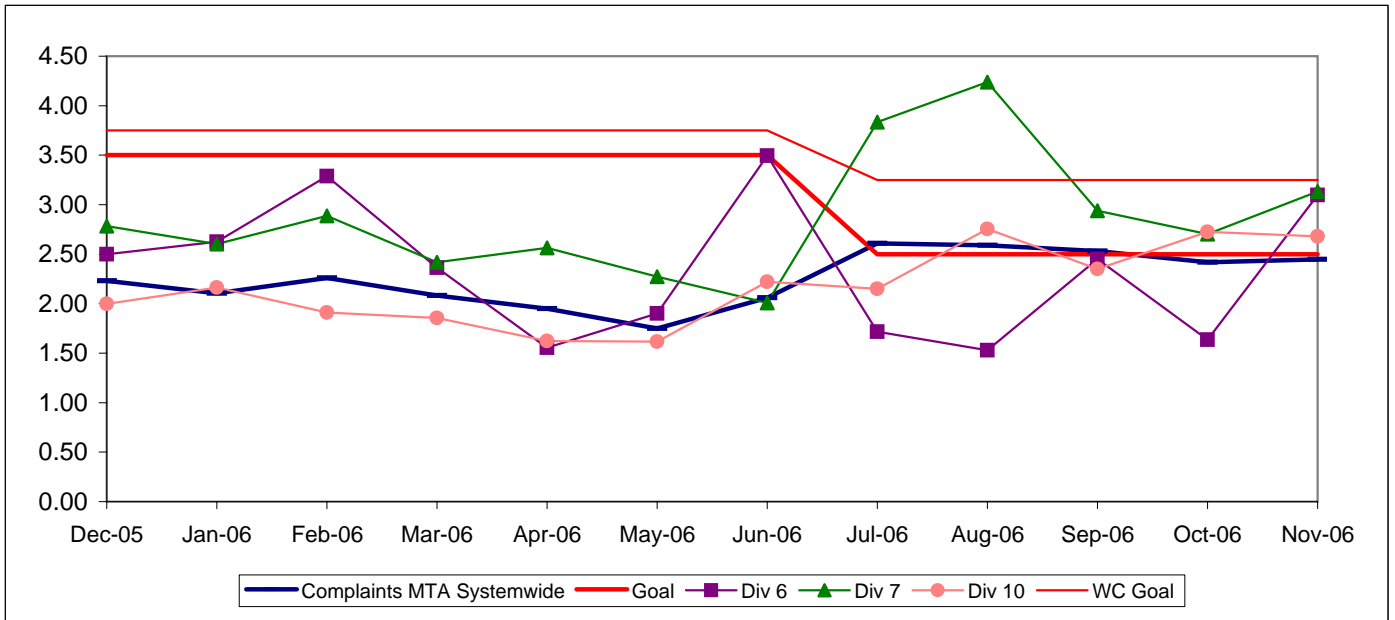
**Calculation:**  $\text{Traffic Accidents Per 100,000 Hub Miles} = (\text{The number of Traffic Accidents} / \text{by (Hub Miles / by 100,000)})$



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

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

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

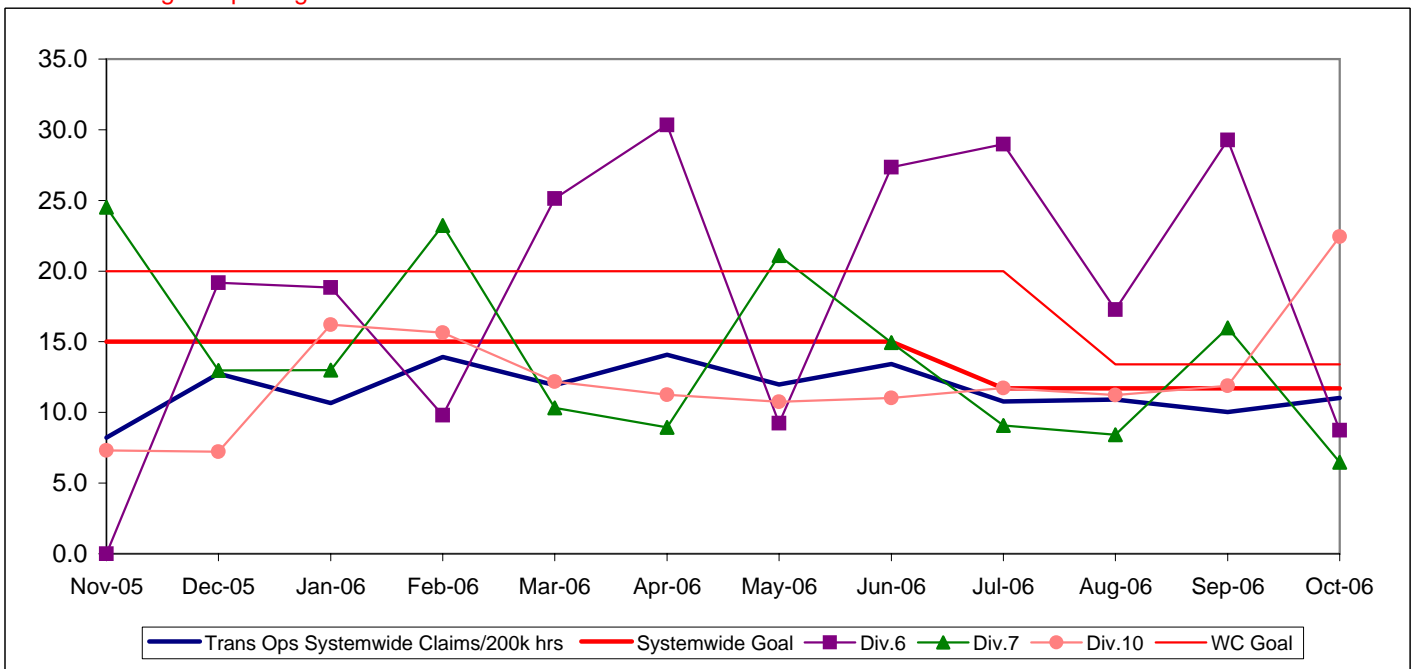


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 6, 7 and 10**

**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	FY07 Target	FY07 YTD	Nov. Month	Status
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	11.25	11.59	9.32	11.56	9.88	Oct. YTD 7.59	Oct. 6.25	●
<b>Metro Red Line (MRL)</b>								
On-Time Pullouts	99.36%	99.71%	99.94%	99.61%	99.00%	99.75%	99.37%	●
Mean Miles Between Chargeable Mechanical Failures*	9,495	12,793	11,759	19,587	15,000	17,956	14,738	●
In-Service On-time Performance	99.15%	99.04%	98.66%	99.05%	99.20%	99.10%	99.01%	◊
Traffic Accidents Per 100,000 Train Miles	0.07	0	0.22	0.22	0.14	0	0	●
Complaints per 100,000 Boardings	1.20	1.17	1.13	0.66	0.80	0.38	0.31	●
<b>Metro Blue Line (MBL)</b>								
On-Time Pullouts	99.07%	99.94%	99.73%	99.76%	99.00%	99.59%	99.72%	●
Mean Miles Between Chargeable Mechanical Failures	6,399	10,365	16,273	26,774	15,000	31,167	26,126	●
In-Service On-time Performance	97.59%	98.74%	98.16%	96.95%	99.00%	98.53%	98.26%	◊
Traffic Accidents Per 100,000 Train Miles	0.82	1.36	0.64	0.96	0.37	1.26	1.43	◊
Complaints per 100,000 Boardings	1.30	0.97	0.98	0.78	1.00	0.55	0.84	●
<b>Metro Green Line (MGrL)</b>								
On-Time Pullouts	98.99%	99.78%	99.91%	99.97%	99.00%	99.47%	98.96%	●
Mean Miles Between Chargeable Mechanical Failures	5,617	11,337	12,558	20,635	15,000	23,417	21,641	●
In-Service On-time Performance	98.21%	98.99%	98.22%	99.36%	99.00%	99.47%	98.96%	●
Traffic Accidents Per 100,000 Train Miles	0.14	0.08	0.00	0	0.37	0	0	●
Complaints per 100,000 Boardings	1.26	1.37	1.39	0.92	1.00	1.07	1.18	◊
<b>Metro Gold Line (MGoL)</b>								
On-Time Pullouts		100%	99.85%	99.97%	99.00%	100%	100%	●
Mean Miles Between Chargeable Mechanical Failures		8,938	16,571	23,329	15,000	23,670	18,705	●
In-Service On-time Performance		98.52%	97.97%	98.90%	99.00%	99.46%	98.74%	●
Traffic Accidents Per 100,000 Train Miles		0.25	0.23	0.12	0.37	0.29	0	●
Complaints per 100,000 Boardings		3.81	2.85	2.71	1.00	2.60	2.17	◊

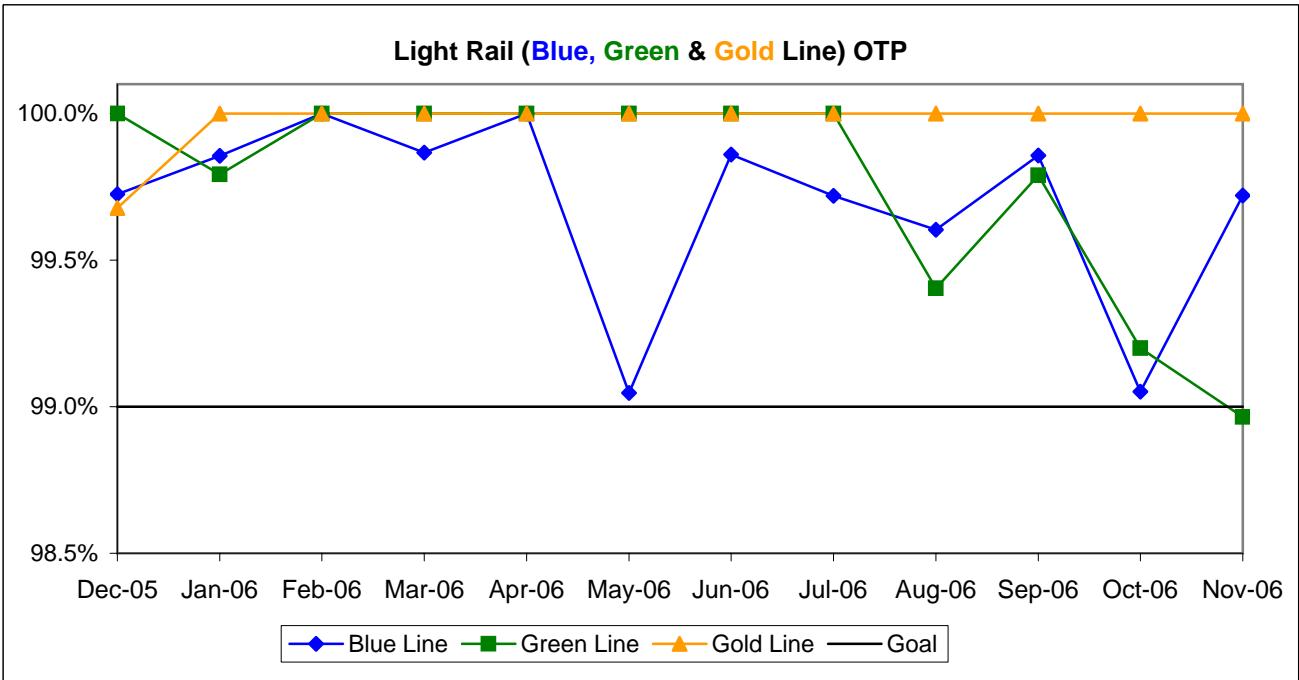
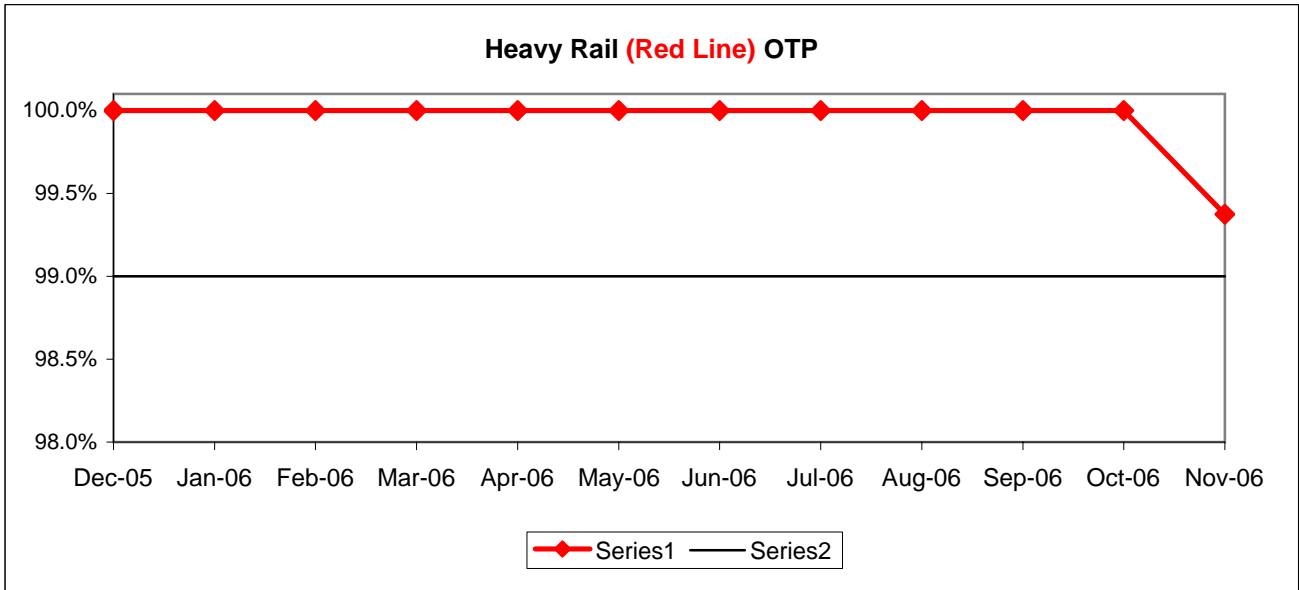
- Green - High probability of achieving the FY06 target (on track).
- ◊ Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

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

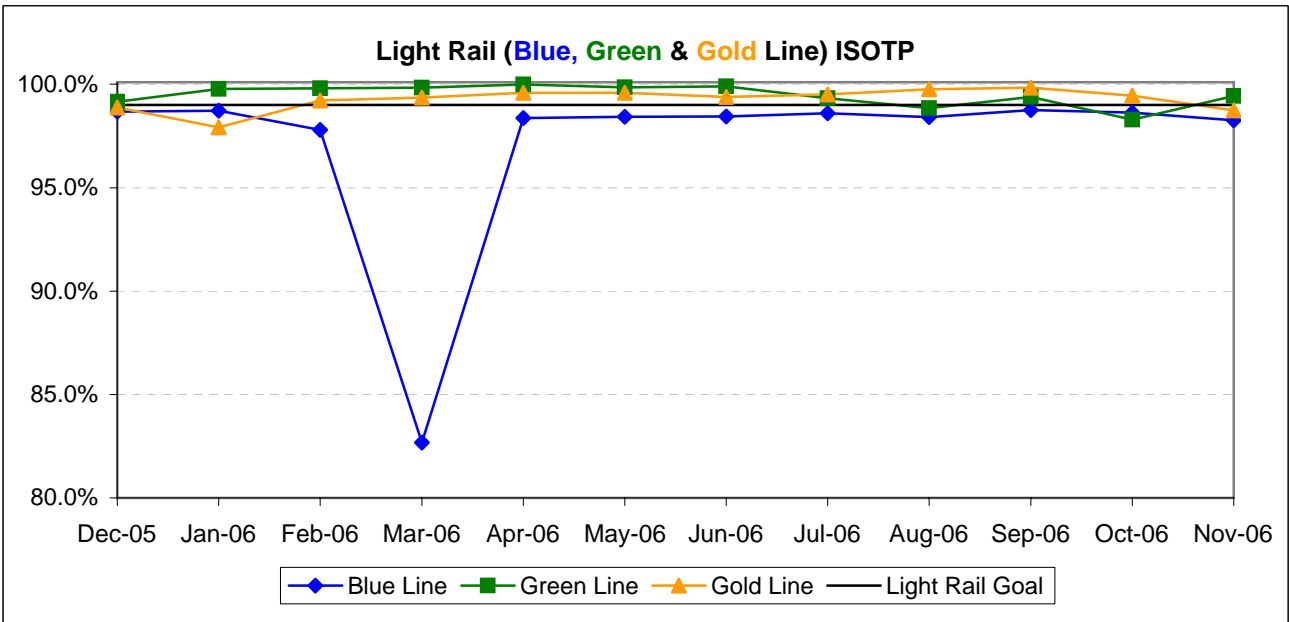
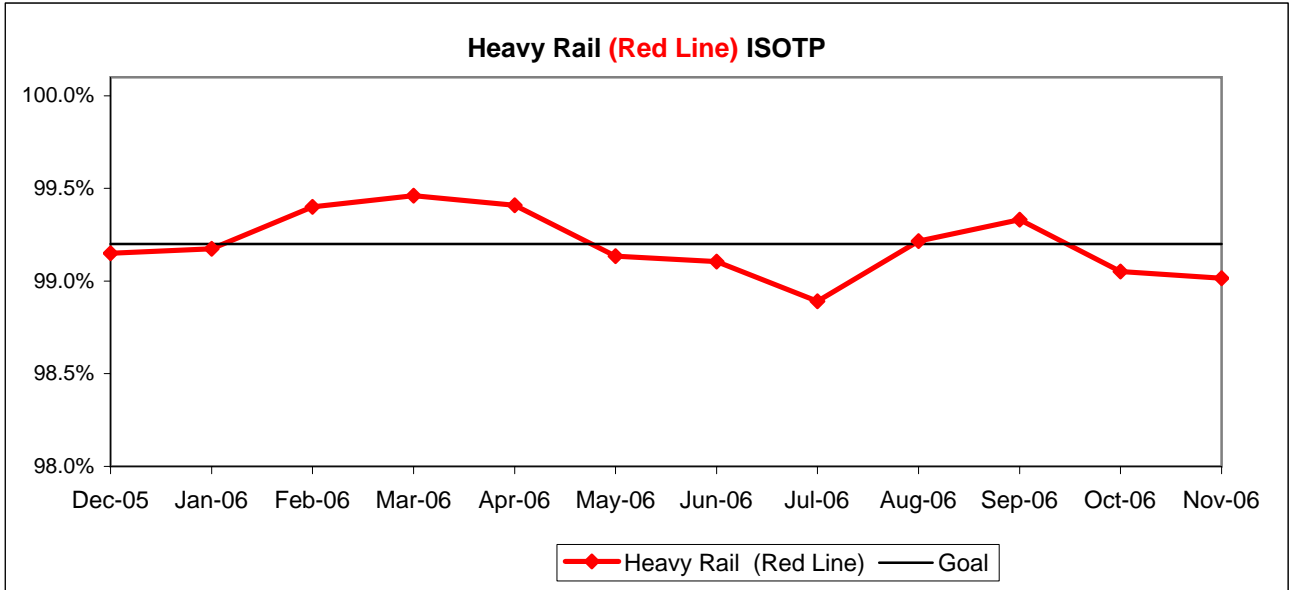




**IN-SERVICE ON-TIME PERFORMANCE (ISOTP)**

**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.

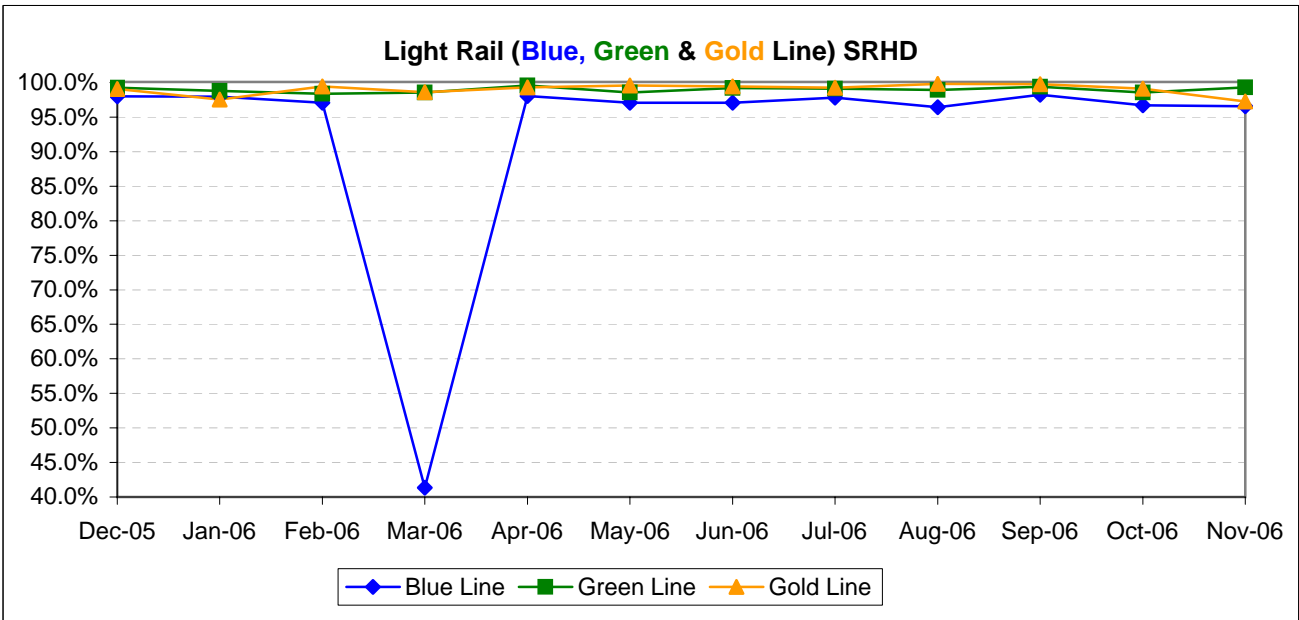
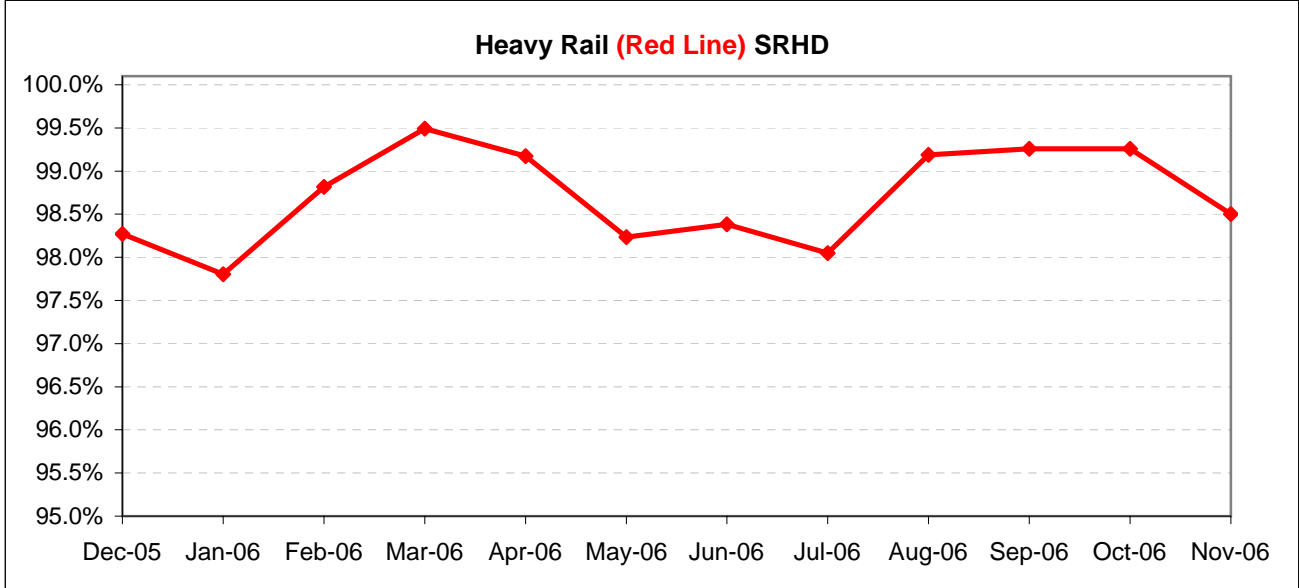
**Calculation:** ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]



**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.

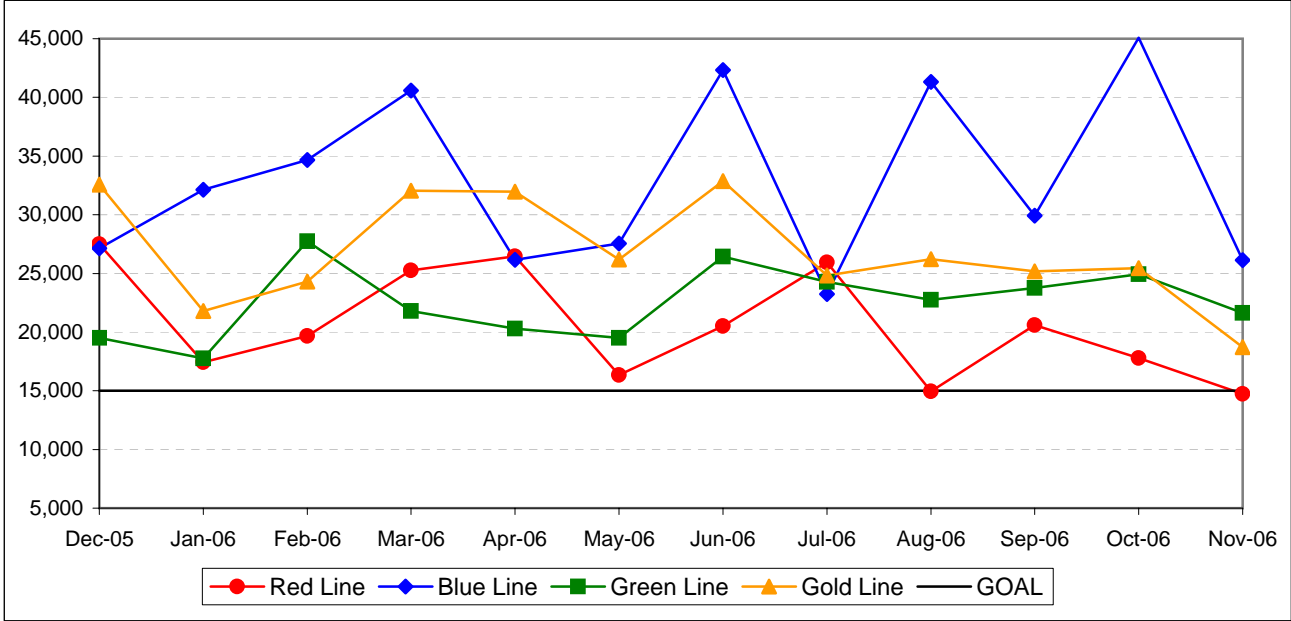
**Calculation:**  $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



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

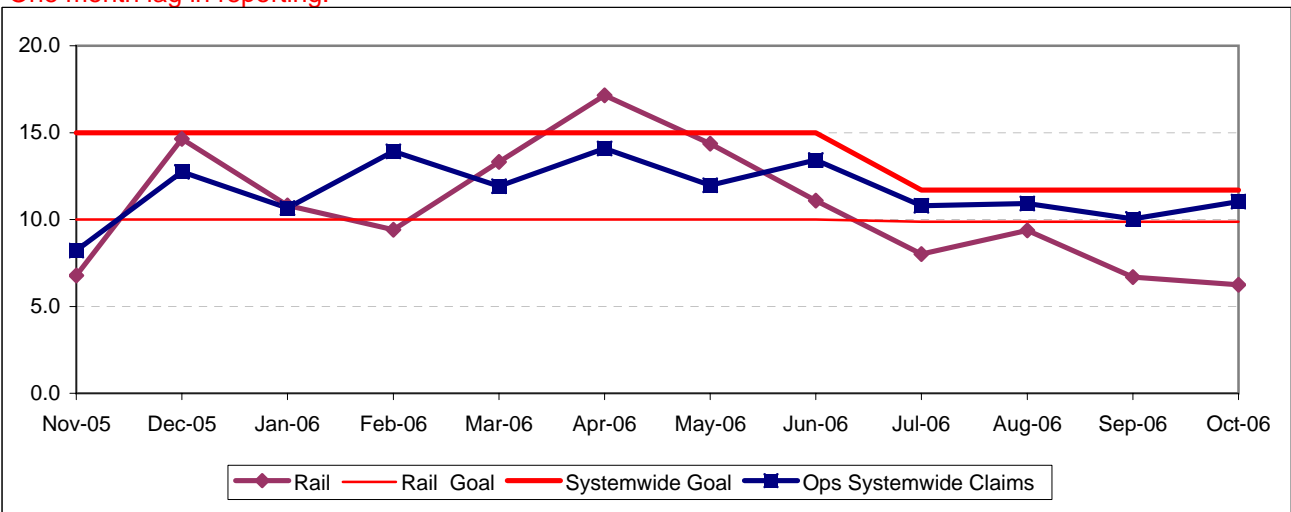


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**

**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 \*

Reporting of the OTP-PTP indicator has been suspended pending investigation of issues related to the geo-coding of terminal locations.

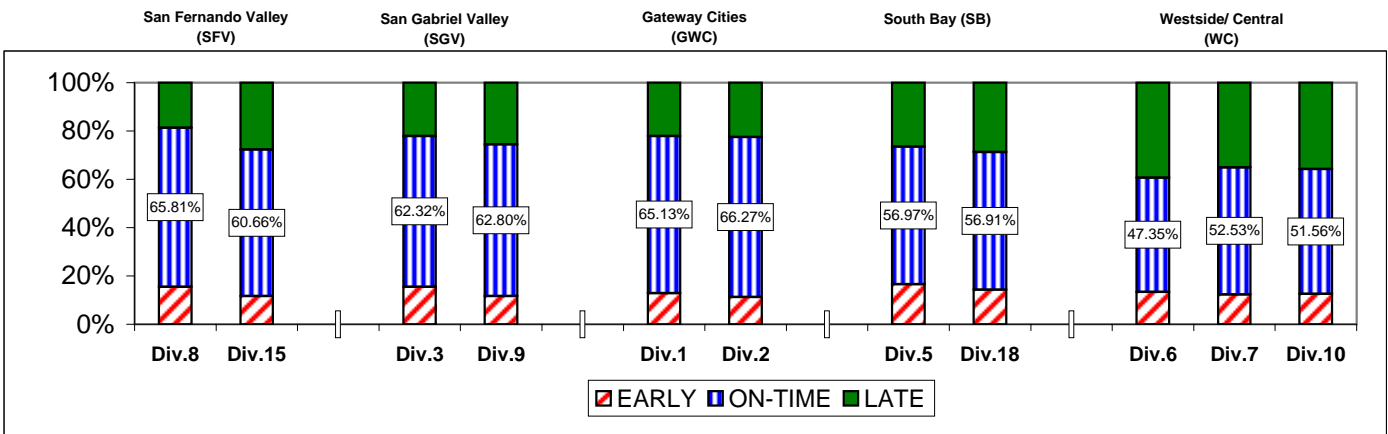
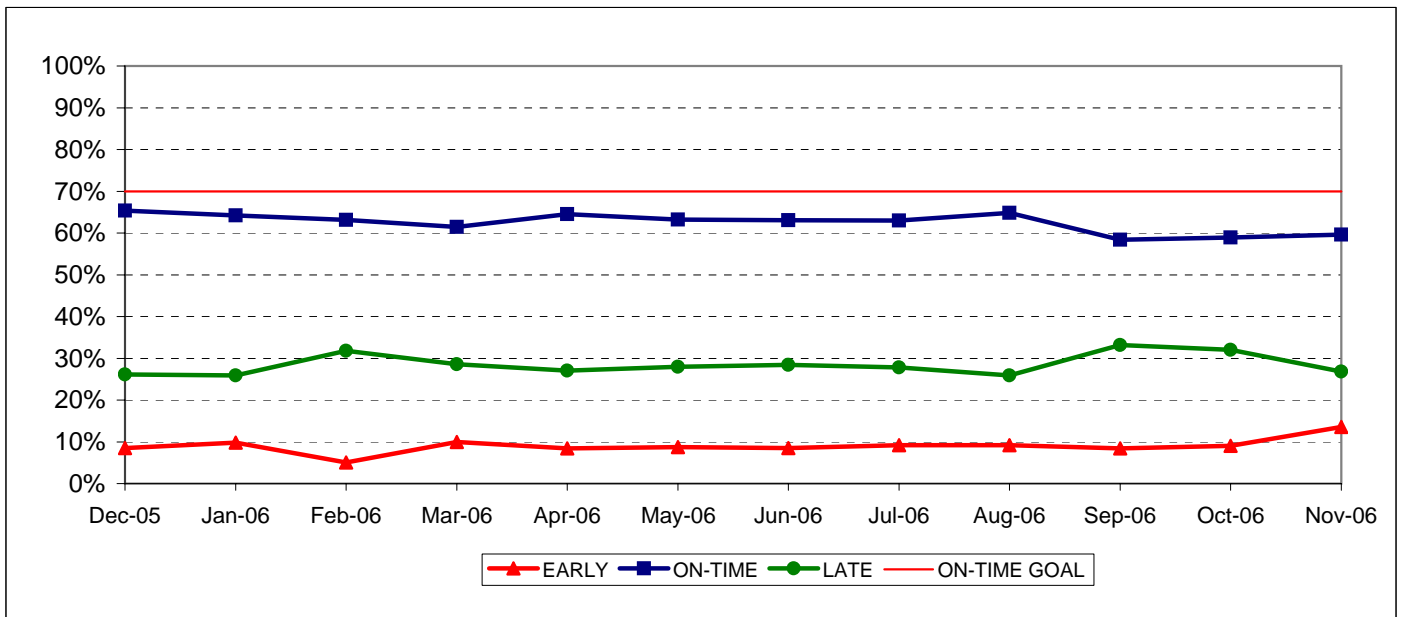
### IN-SERVICE ON-TIME PERFORMANCE

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

#### Systemwide Trend

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



ISOTP By Sectors' Divisions

Year-to-Date Compared To Last Year

	FY06	FY07-YTD	Variance
<b>San Fernando Valley Sector (SFV)</b>			
<b>Division 8</b>			
Early	7.13%	15.26%	8.13%
On-Time	68.23%	65.87%	-2.36%
Late	24.64%	18.88%	-5.77%
<b>Division 15</b>			
Early	8.30%	11.40%	3.10%
On-Time	63.84%	60.77%	-3.07%
Late	27.87%	27.84%	-0.03%
<b>Gateway Cities Sector (GWC)</b>			
<b>Division 1</b>			
Early	7.39%	12.16%	4.77%
On-Time	71.06%	65.47%	-5.59%
Late	21.55%	22.37%	0.82%
<b>Division 2</b>			
Early	7.80%	10.95%	3.15%
On-Time	72.71%	66.58%	-6.13%
Late	19.49%	22.47%	2.97%
<b>South Bay Sector (SB)</b>			
<b>Division 5</b>			
Early	8.44%	16.27%	7.82%
On-Time	61.85%	57.14%	-4.70%
Late	29.71%	26.59%	-3.12%
<b>Division 18</b>			
Early	8.47%	14.05%	5.59%
On-Time	57.31%	56.87%	-0.44%
Late	34.22%	29.08%	-5.14%

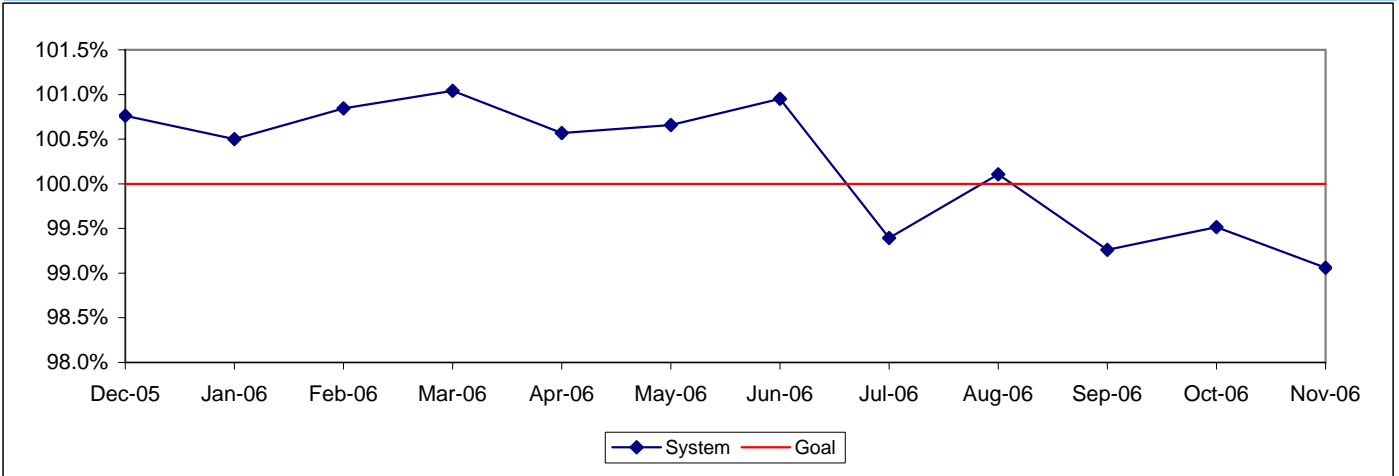
	FY06	FY07-YTD	Variance
<b>San Gabriel Valley Sector (SGV)</b>			
<b>Division 3</b>			
Early	8.50%	15.42%	6.92%
On-Time	70.05%	62.40%	-7.65%
Late	21.45%	22.18%	0.73%
<b>Division 9</b>			
Early	8.00%	11.48%	3.48%
On-Time	67.01%	62.89%	-4.12%
Late	24.99%	25.63%	0.65%
<b>Westside/Central Sector (WC)</b>			
<b>Division 6</b>			
Early	7.57%	12.56%	4.99%
On-Time	57.20%	47.84%	-9.36%
Late	35.23%	39.61%	4.38%
<b>Division 7</b>			
Early	8.27%	11.71%	3.44%
On-Time	61.78%	53.59%	-8.19%
Late	29.95%	34.70%	4.76%
<b>Division 10</b>			
Early	8.51%	12.15%	3.64%
On-Time	60.73%	51.91%	-8.82%
Late	30.77%	35.95%	5.18%
<b>SYSTEMWIDE</b>			
Early	8.09%	13.13%	5.04%
On-Time	64.35%	59.78%	-4.56%
Late	27.56%	27.08%	-0.48%

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

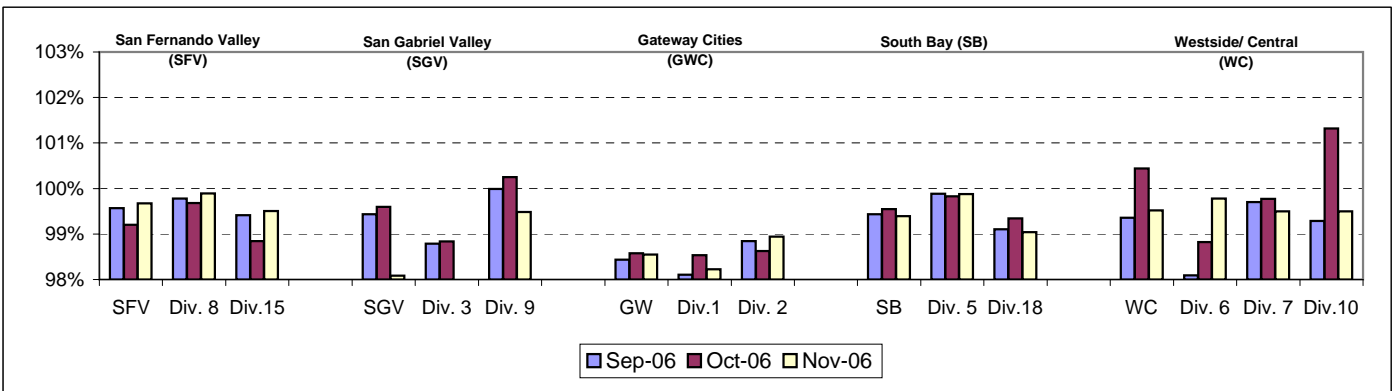
**Definition:** This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures. FY06: This performance indicator measures the percentage of scheduled Revenue Hours delivered after adding in temporary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

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



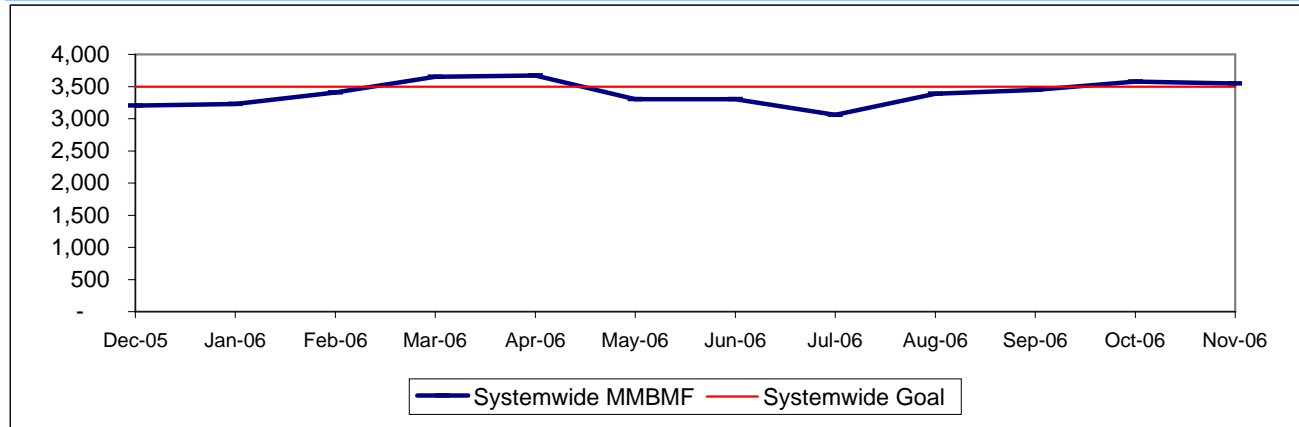
## MAINTENANCE PERFORMANCE

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

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

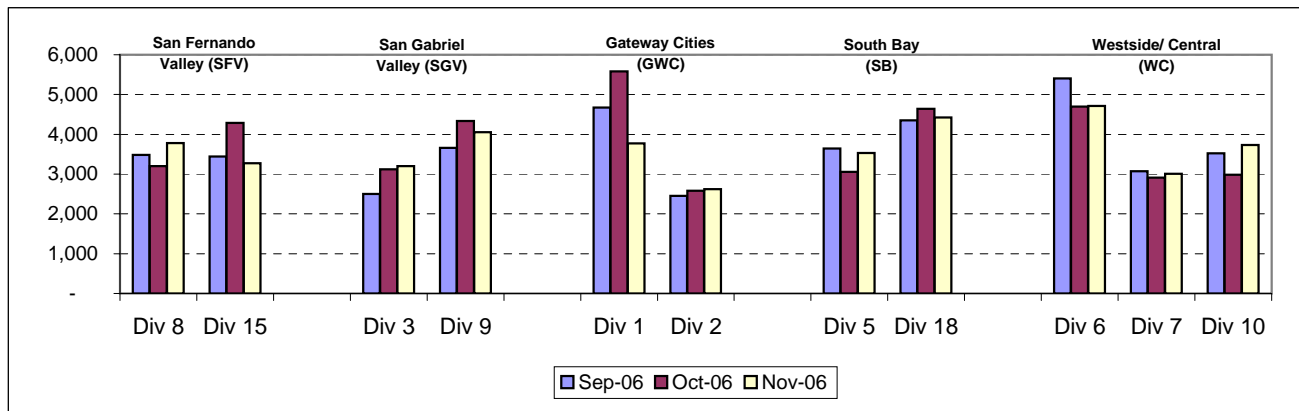
**Calculation:**  $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

#### Systemwide Trend



\* New Indicator.

### MMBMF -- Bus Operating Sector Divisions September - November 2006

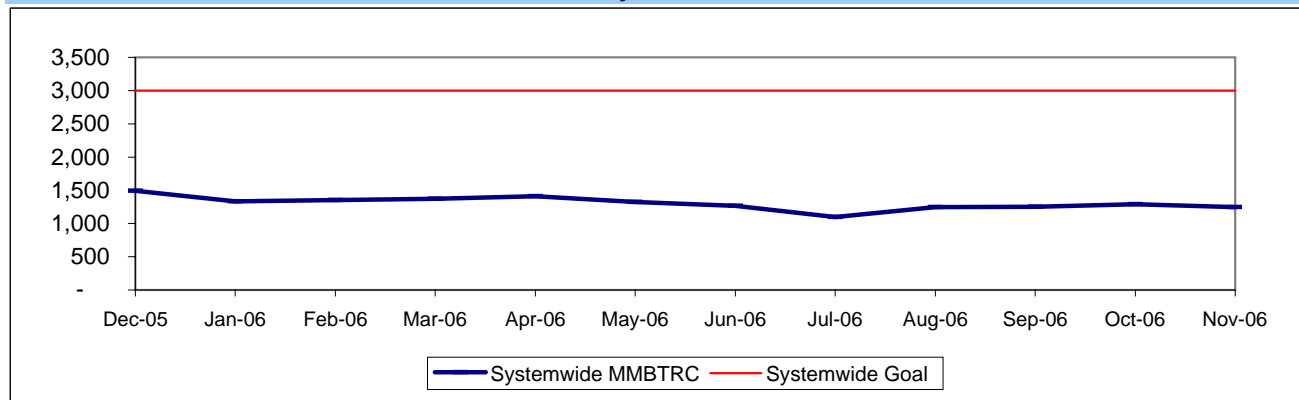


### MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)\*

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

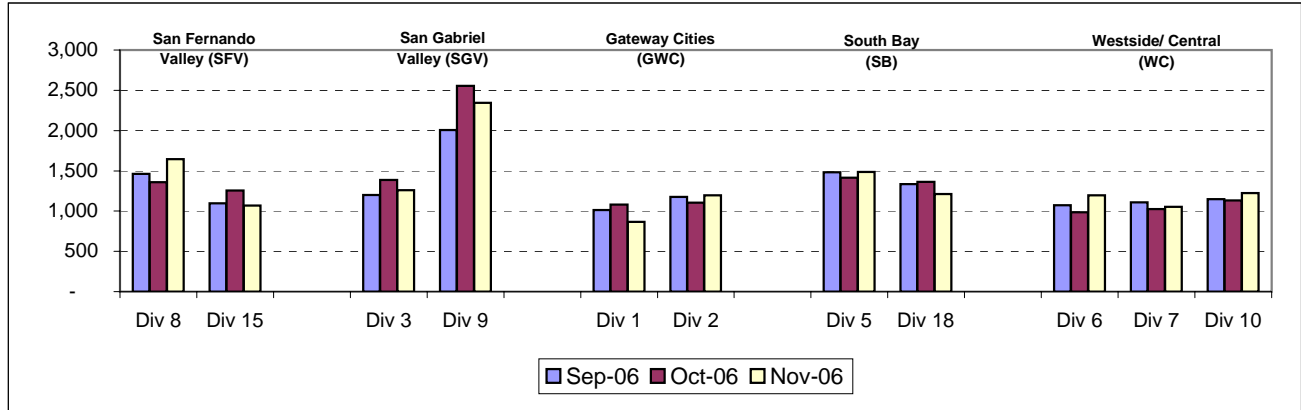
**Calculation:**  $MMBTRC = (\text{Total Hub Miles} / \text{by Total Road Calls})$

#### MMBTRC Systemwide Trend



\* New Indicator.

**MMBTRC --Bus Operating Sector Divisions  
September - November 2006**



**Fleet Mix by Fuel Type Systemwide (Metro Divisions only)**

	Number of Buses	Percent of Buses
<b>CNG</b>	2,254	83.48%
<b>Diesel (Except FlexMetro)</b>	353	13.07%
<b>FlexMetro Diesel</b>	0	0.00%
<b>Gasoline</b>	59	2.19%
<b>Propane</b>	34	1.26%
<b>Total</b>	<u>2,700</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
8.2	7.1	8.4	6.0	5.6	6.3	6.6	6.9

WC		
Div 6	Div 7	Div 10
12.4	5.4	6.7

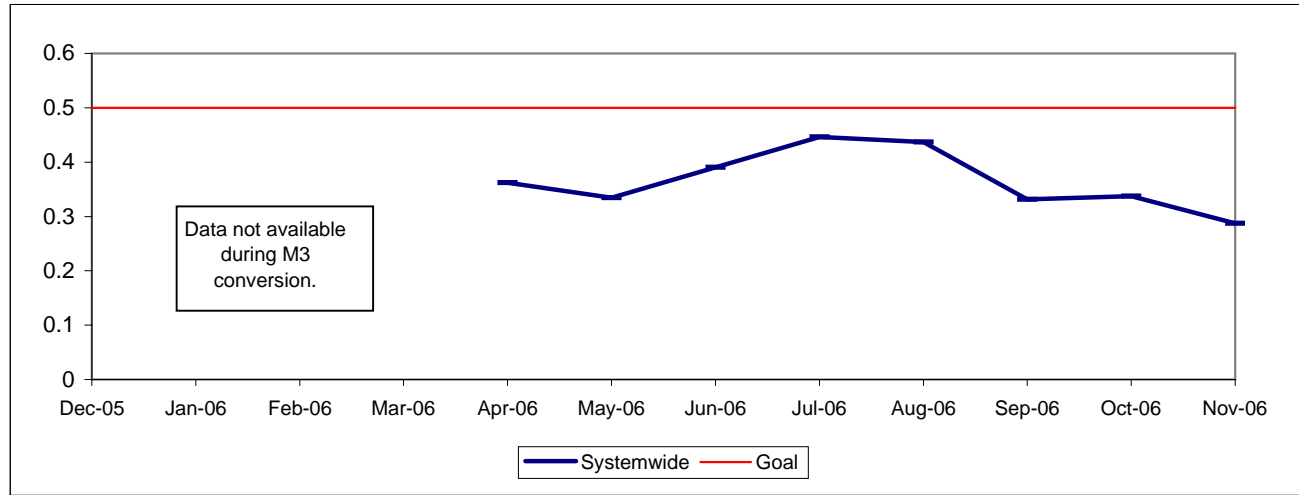


**PAST DUE CRITICAL PREVENTIVE MAINTENANCE PROGRAM JOBS (PMP's)**

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

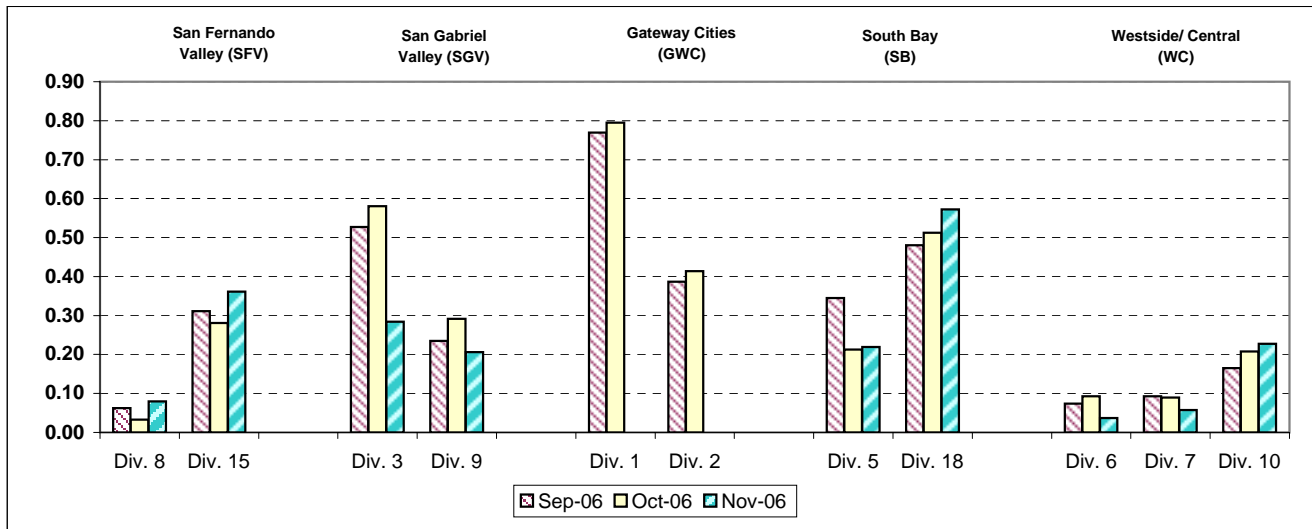
**Calculation:** Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

**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 2006**



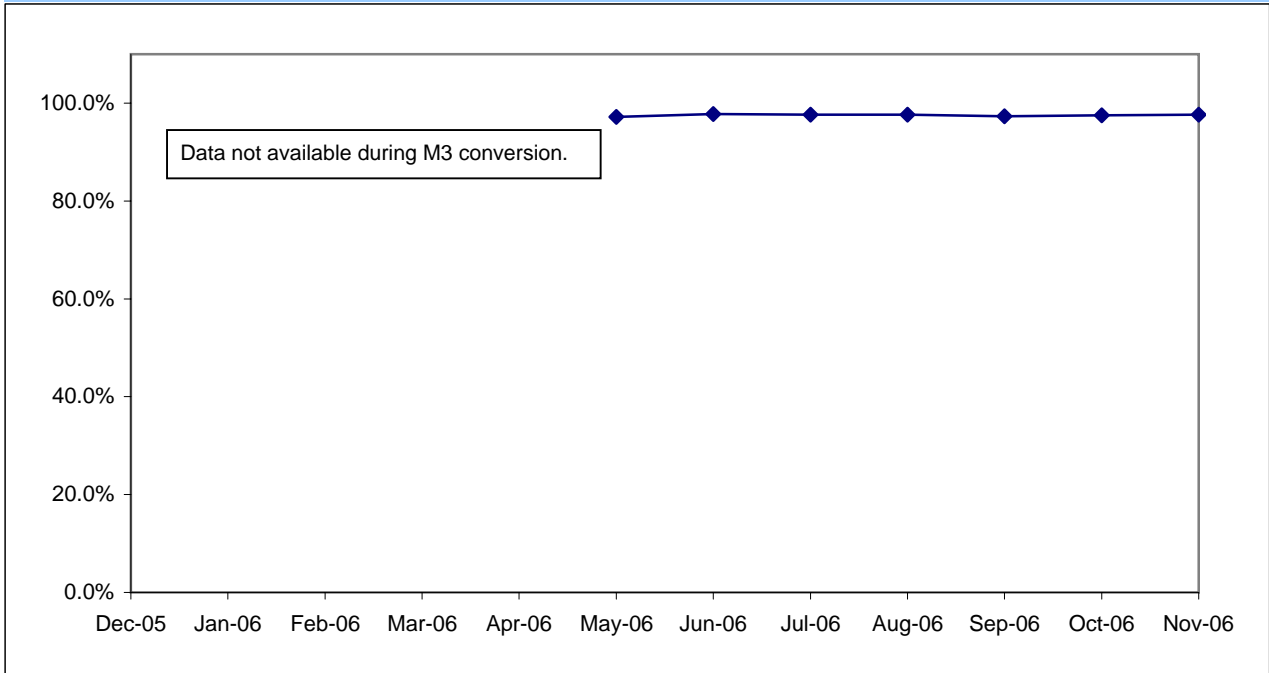
# ATTENDANCE

## MAINTENANCE ATTENDANCE

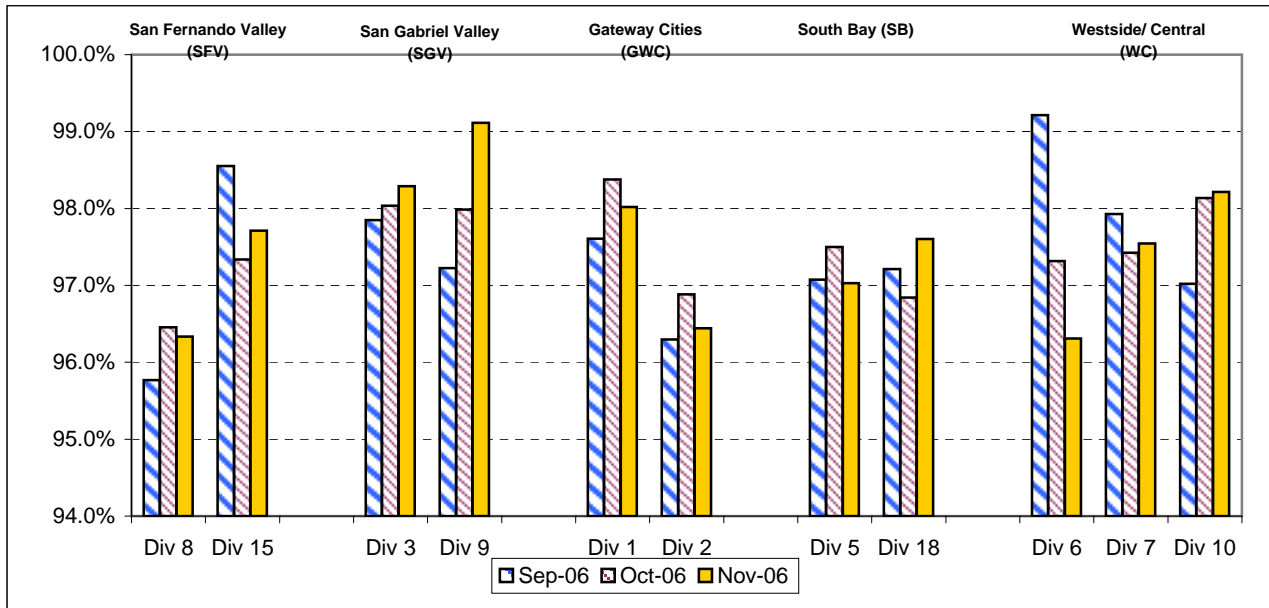
**Definition:** Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

### Systemwide Trend



### Maintenance Attendance - By Sectors' Divisions (By Current Month) September - November 2006



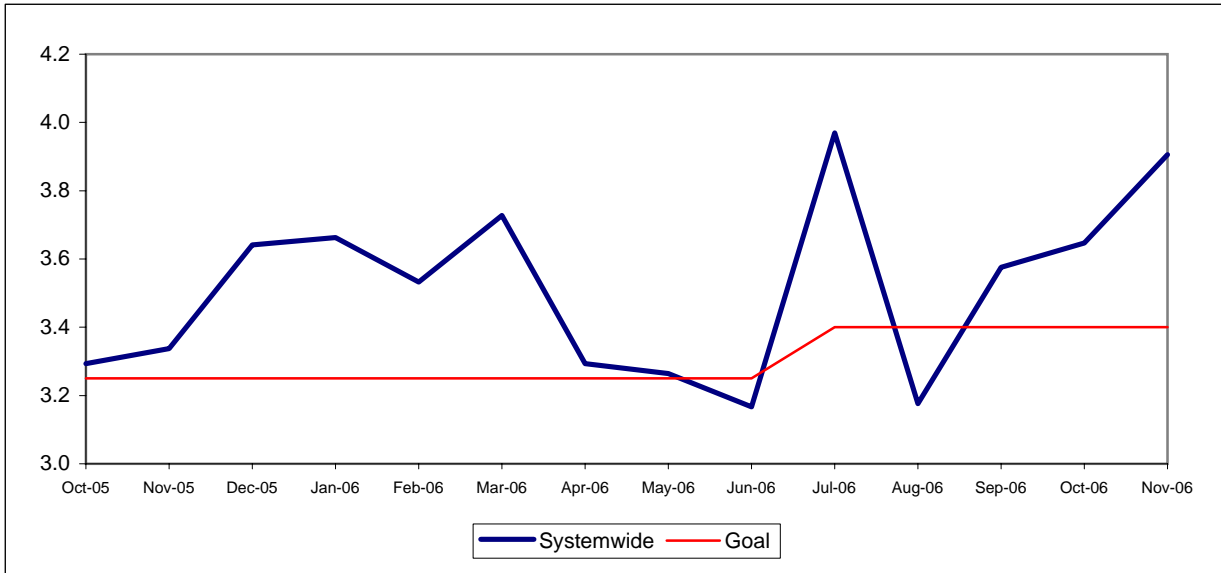
## SAFETY PERFORMANCE

### 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.

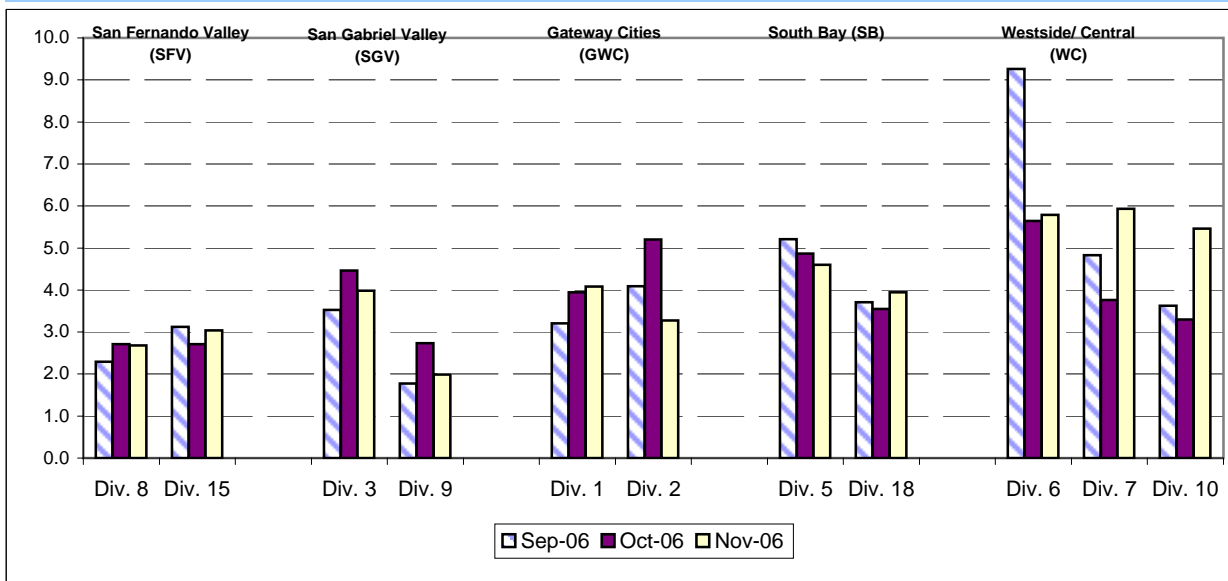
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

#### Systemwide Trend



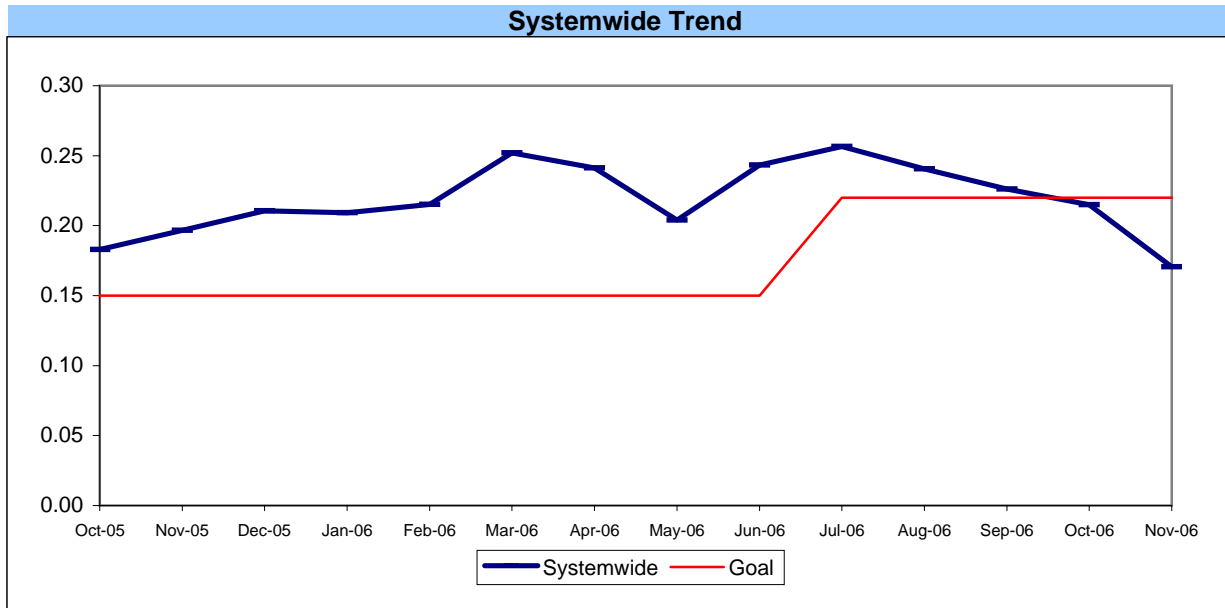
**Note:** The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of accidents and late filing of reports.

### Bus Operating Divisions - by Sectors' Divisions September - November 2006



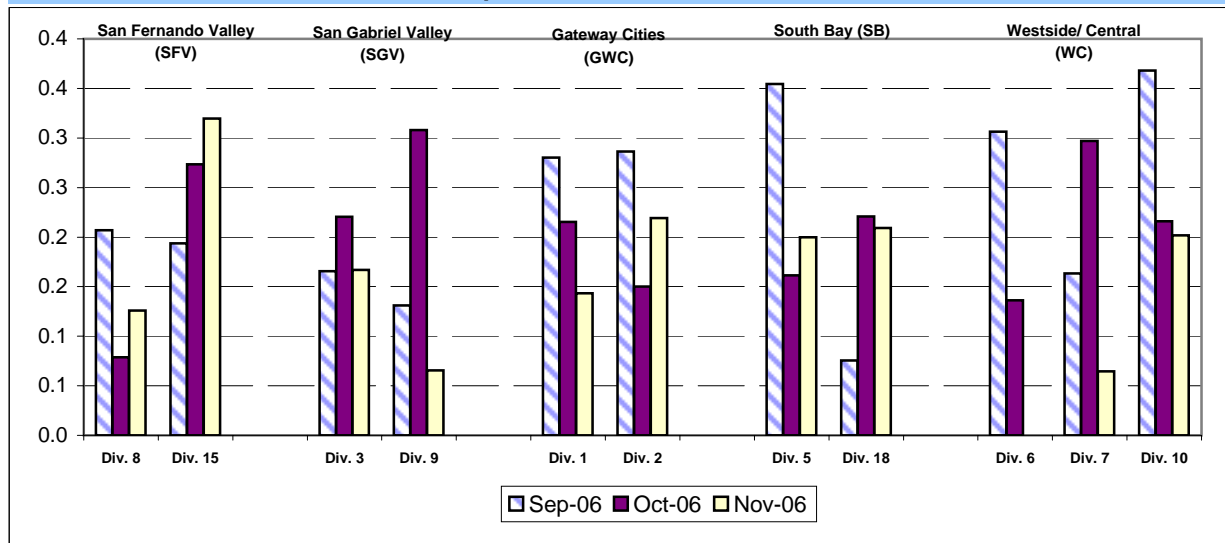
## BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS\*

**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



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.

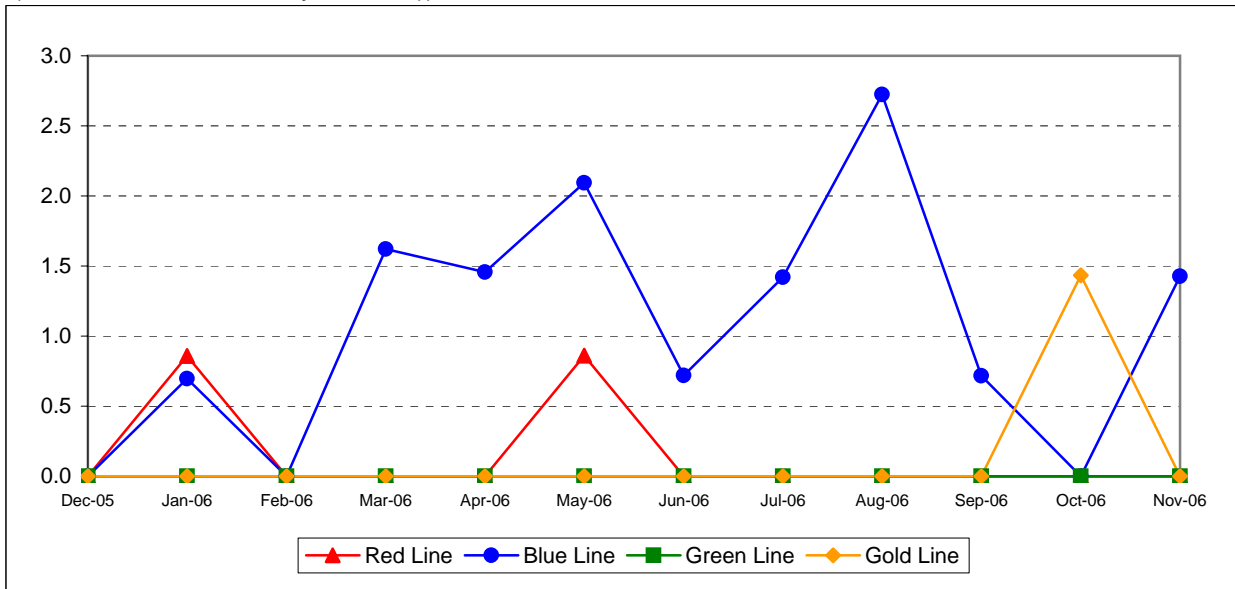
### Bus Operating Divisions - by Sectors' Divisions September - November 2006



### 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.

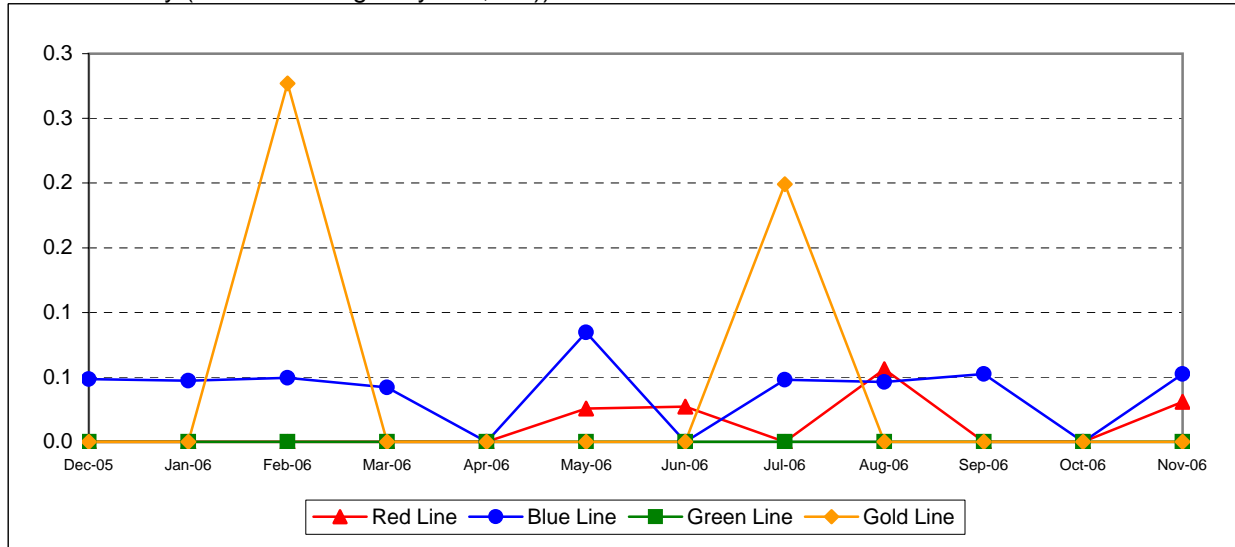
**Calculation:** Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



### 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))

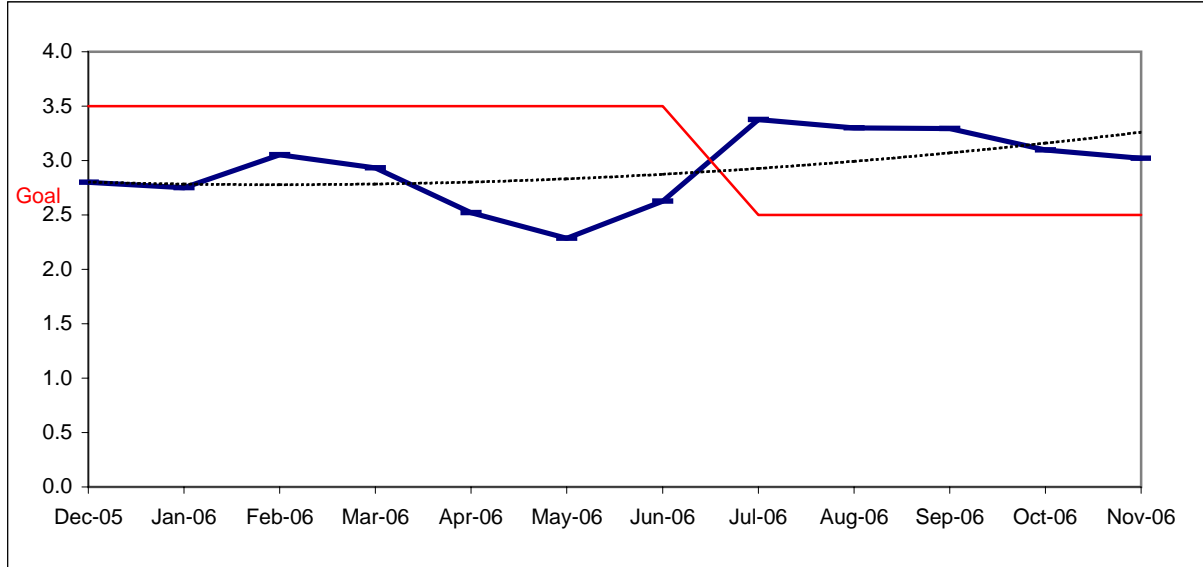


# CUSTOMER SATISFACTION

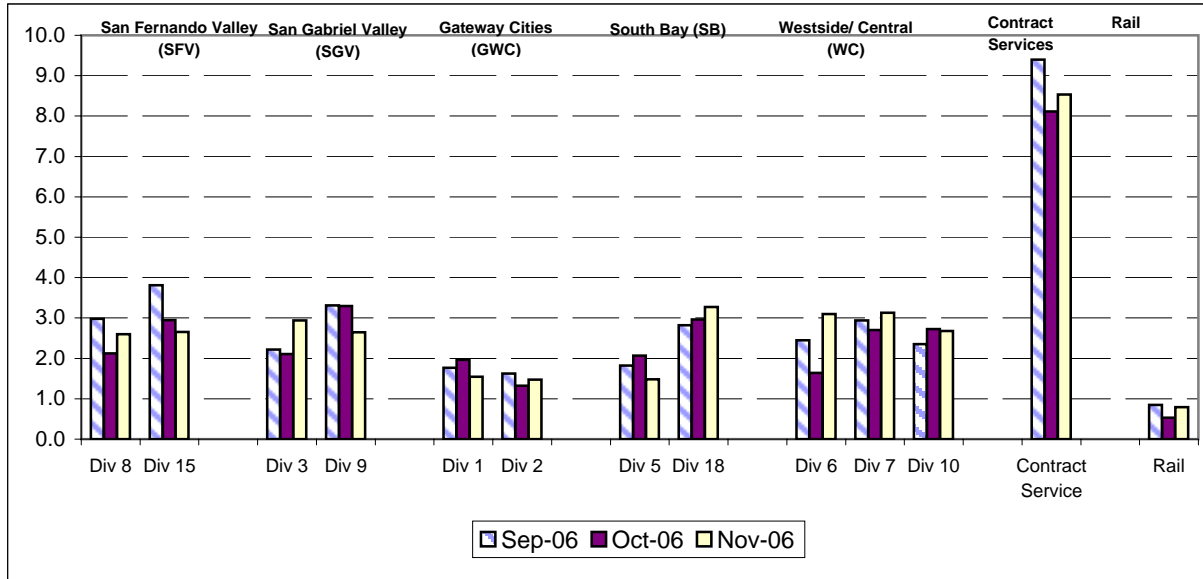
## COMPLAINTS PER 100,000 BOARDINGS

**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 September - November 2006



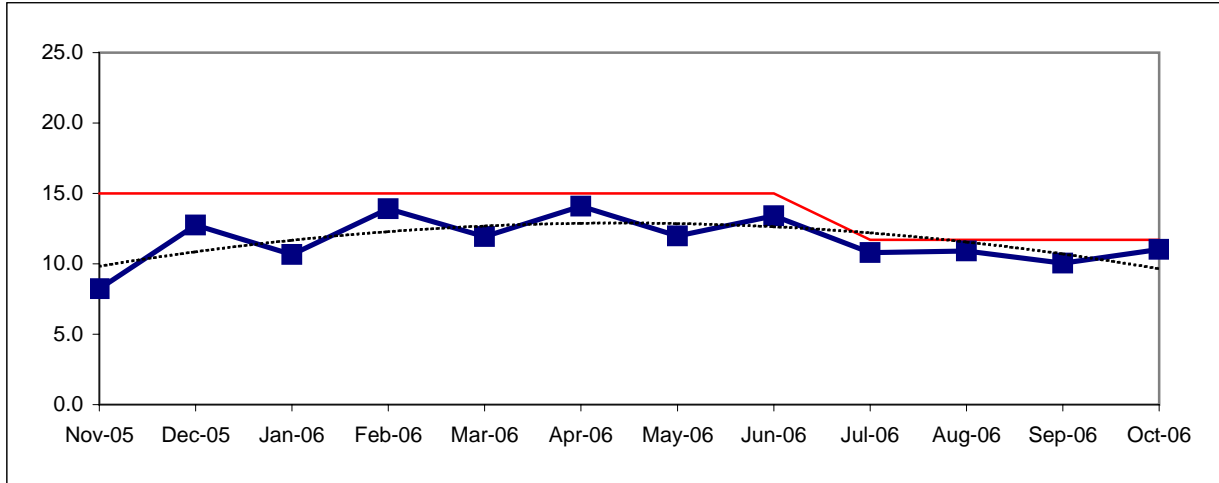
## WORKERS COMPENSATION CLAIMS

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

#### Metro Operations Trend



One month lag from current month

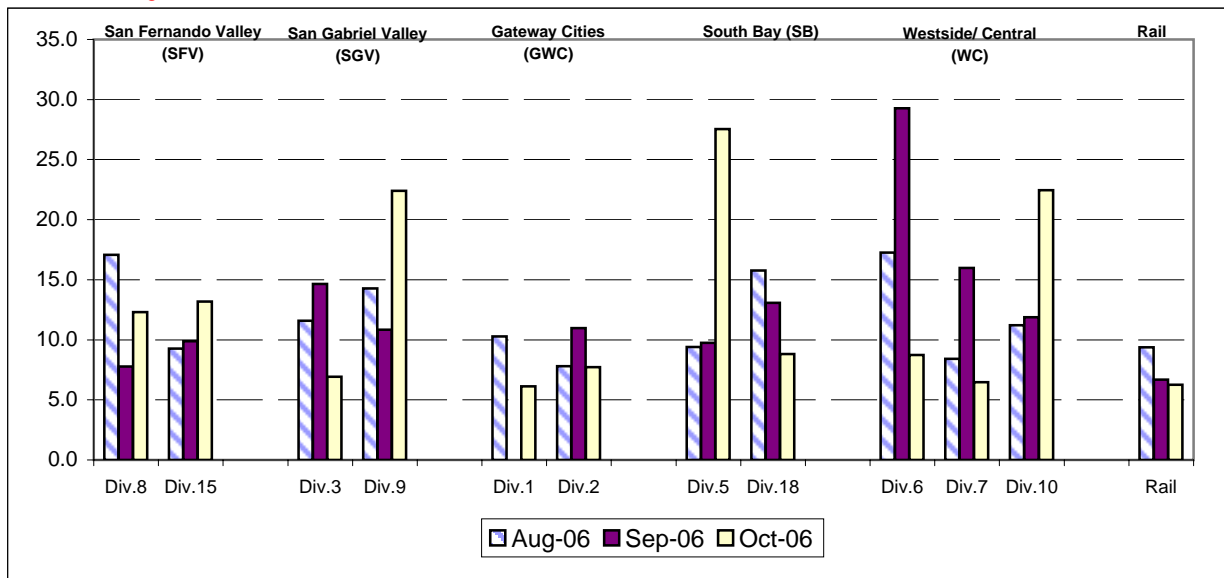
### NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

**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 June - August 2006

One month lag from current month



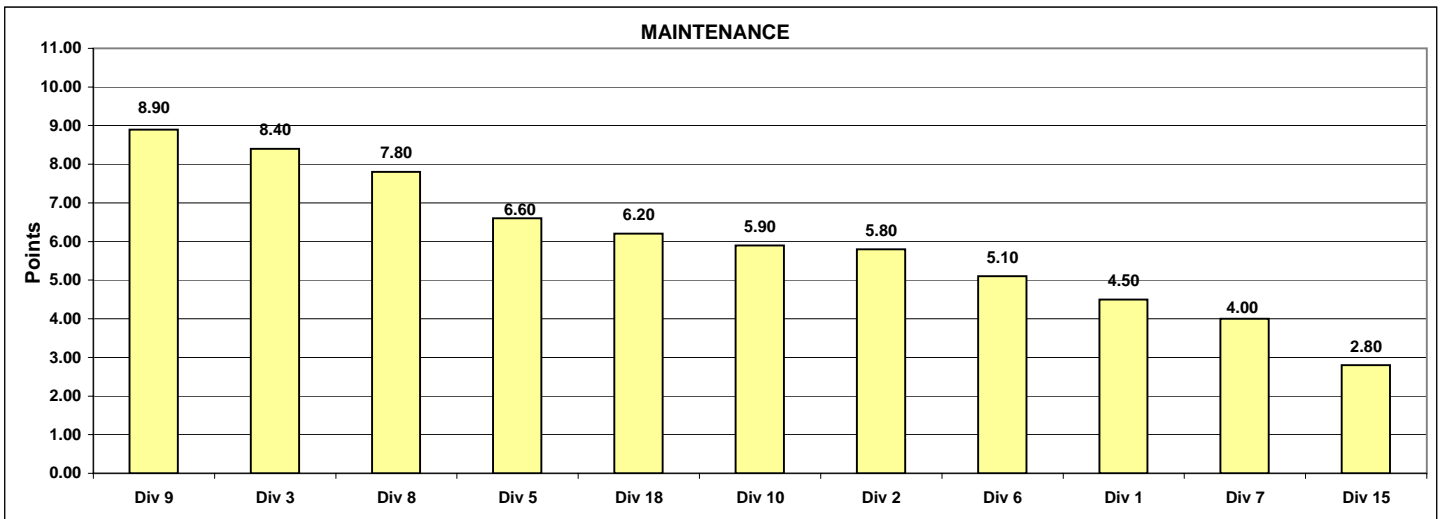
**"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM**

**Monthly Calculations - November 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	<b>64%</b>	865.8	1195.6	1260.3	1484.7	1196.7	1052.1	1644.5	2345.0	1224.3	1067.2	1209.9
Points		1	4	8	9	5	2	10	11	7	3	6
Attendance	<b>20%</b>	0.98476	0.98031	0.99012	0.97783	0.96990	0.97543	0.97318	0.99311	0.98953	0.97783	0.97774
Points		8	7	10	6	1	3	2	11	9	5	4
New WC Claims /200,000												
Exp Hrs*	<b>36%</b>	0.0000	0.0000	0.0000	9.5026	0.0000	0.0000	0.0000	8.9871	16.8506	48.5212	0.0000
Points		8	8	8	3	8	8	8	4	2	1	8
*One month lag												
<b>Totals</b>		<b>4.50</b>	<b>5.80</b>	<b>8.40</b>	<b>6.60</b>	<b>5.10</b>	<b>4.00</b>	<b>7.80</b>	<b>8.90</b>	<b>5.90</b>	<b>2.80</b>	<b>6.20</b>
Maintenance Division Ranking (Sorted)												
<b>FINAL RANKING</b>	<b>DIV.</b>	Div 9	Div 3	Div 8	Div 5	Div 18	Div 10	Div 2	Div 6	Div 1	Div 7	Div 15
	<b>Score</b>	8.90	8.40	7.80	6.60	6.20	5.90	5.80	5.10	4.50	4.00	2.80
	<b>Rank</b>	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



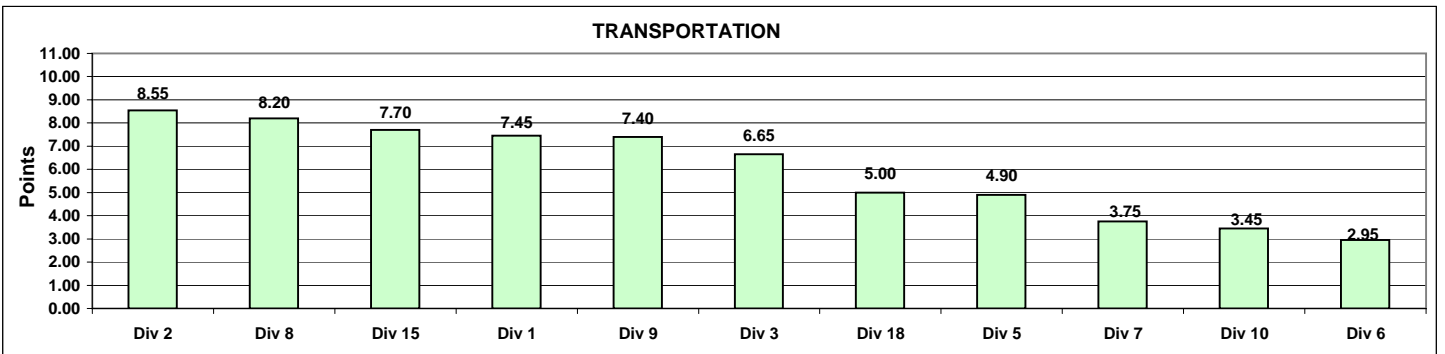


**Monthly Calculations - November 2006**  
**Metro Bus - Transportation**

**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%	0.6513	0.6627	0.6232	0.5697	0.4735	0.5253	0.6581	0.6280	0.5156	0.6066	0.5691
Points		9	11	7	5	1	3	10	8	2	6	4
Miles Between Total Road Calls	10%	865.8247	1195.5861	1260.2907	1484.6714	1196.7285	1052.1490	1644.4731	2344.9951	1224.2997	1067.1573	1209.9410
Points		1	4	8	9	5	2	10	11	7	3	6
Accident Rate	25%	4.0851	3.2736	3.9821	4.6019	5.7850	5.9322	2.6810	1.9859	5.4590	3.0386	3.9488
Points		5	8	6	4	2	1	10	11	3	9	7
Complaints/100K Boardings	15%	1.5483	1.4715	2.9372	1.4844	3.0958	3.1328	2.6013	2.6477	2.6802	2.6518	3.2699
Points		9	11	4	10	3	2	8	7	5	6	1
New WC Claims /200,000 Exp Hrs*	25%	8.0640	9.9234	9.0720	33.2891	11.7655	8.3857	16.3159	26.3288	24.0371	2.4536	11.3314
Points		10	7	8	1	5	9	4	2	3	11	6
*One month lag												
<b>Totals</b>		<b>7.45</b>	<b>8.55</b>	<b>6.65</b>	<b>4.90</b>	<b>2.95</b>	<b>3.75</b>	<b>8.20</b>	<b>7.40</b>	<b>3.45</b>	<b>7.70</b>	<b>5.00</b>
FINAL RANKING Transportation Division Ranking (Sorted)												
	DIV.	Div 2	Div 8	Div 15	Div 1	Div 9	Div 3	Div 18	Div 5	Div 7	Div 10	Div 6
	Score	8.55	8.20	7.70	7.45	7.40	6.65	5.00	4.90	3.75	3.45	2.95
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



**Monthly Calculations  
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		
	Nov-05	Nov-06	Yearly Improvement	Nov-05	Nov-06	Yearly Improvement	Nov-05	Nov-06	Yearly Improvement	Nov-05	Nov-06	Yearly Improvement
<b>Wayside Availability</b>												
Track	100.00%	100.00%	0.00%	99.53%	100.00%	0.47%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Signals	99.70%	99.63%	-0.07%	99.98%	99.94%	-0.03%	99.99%	100.00%	0.01%	100.00%	99.85%	-0.15%
Power	99.97%	99.94%	-0.02%	100.00%	99.98%	-0.02%	100.00%	99.87%	-0.13%	100.00%	99.67%	-0.33%
<b>Wayside Performance</b>	<b>99.89%</b>	<b>99.86%</b>	<b>-0.03%</b>	<b>99.84%</b>	<b>99.97%</b>	<b>0.14%</b>	<b>100.00%</b>	<b>99.96%</b>	<b>-0.04%</b>	<b>100.00%</b>	<b>99.84%</b>	<b>-0.16%</b>
<b>Vehicle Availability</b>												
Vehicle Performance	99.36%	98.80%	-0.56%	99.46%	99.60%	0.14%	99.49%	99.49%	0.00%	99.81%	98.27%	-1.54%
<b>Operator Availability</b>												
Operators	99.96%	99.95%	0.00%	99.94%	99.95%	0.00%	99.92%	99.94%	0.02%	99.95%	98.95%	-1.01%
<b>In-Service Performance</b>												
Rev. Hr. Delivered - Rail	98.98%	98.32%	-0.66%	97.53%	99.40%	1.87%	99.39%	99.30%	-0.09%	99.76%	96.74%	-3.02%
<b>Total Rail Line Performance</b>	<b>99.55%</b>	<b>99.23%</b>	<b>-0.31%</b>	<b>99.19%</b>	<b>99.73%</b>	<b>0.54%</b>	<b>99.70%</b>	<b>99.67%</b>	<b>-0.03%</b>	<b>99.88%</b>	<b>98.45%</b>	<b>-1.43%</b>

Metro Rail Final Ranking (Sorted)				
Rail Line	RED	GREEN	BLUE	GOLD
Score	0.538%	-0.027%	-0.314%	-1.432%
Rank	1st	2nd	3rd	4th

