

Los Angeles County  
Metropolitan Transportation Authority

OCT 2006

# METRO OPERATIONS MONTHLY PERFORMANCE REPORT



**Metro**

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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 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	Oct Month	Status
<b>Bus Systemwide</b>								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,500	3,357	3,578	Yellow
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	70%	61.27%	58.90%	Yellow
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.45	3.40	3.54	3.50	Yellow
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	2.54	2.42	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.70	Sep YTD 10.59	Sep. 10.04	Green
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
<b>SFV Sector</b>								
MMBMF				3,319	3,500	3,435	3,738	Yellow
In-Service On-time Performance	67.30%	67.47%	68.54%	65.19%**	70%	63.68%	57.82%	Yellow
Bus Traffic Accidents Per 100,000 Miles	2.91	2.99	2.67	3.03	2.93	2.73	2.71	Green
Complaints per 100,000 Boardings	6.32	5.45	4.39	3.24	4.13	2.87	2.59	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.72	15.15	13.71	11.75	10.02	Sep YTD 10.94	Sep. 8.73	Yellow
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
<b>Division 8</b>								
MMBCMF				3,836	3,500	3,350	3,201	Yellow
In-Service On-time Performance	70.09%	69.12%	69.78%	68.23%	70%	67.41%	59.86%	Green
Bus Traffic Accidents Per 100,000 Miles	2.84	2.75	2.58	2.82	2.93	2.51	2.71	Green
Complaints per 100,000 Boardings	6.87	5.09	4.17	3.37	4.13	2.31	2.12	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.92	19.15	16.77	13.81	10.02	Sep YTD 13.59	Sep. 7.79	Yellow
<b>Division 15</b>								
MMBCMF				2,996	3,500	3,350	4,290	Yellow
In-Service On-time Performance	66.13%	66.62%	67.84%	63.84%**	70%	62.17%	56.99%	Yellow
Bus Traffic Accidents Per 100,000 Miles	2.96	3.17	2.74	3.21	2.93	2.90	2.71	Yellow
Complaints per 100,000 Boardings	6.01	5.70	4.55	3.14	4.13	3.30	2.95	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.23	13.14	12.46	10.41	10.02	Sep YTD 9.70	Sep. 9.87	Green

\*\* 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.

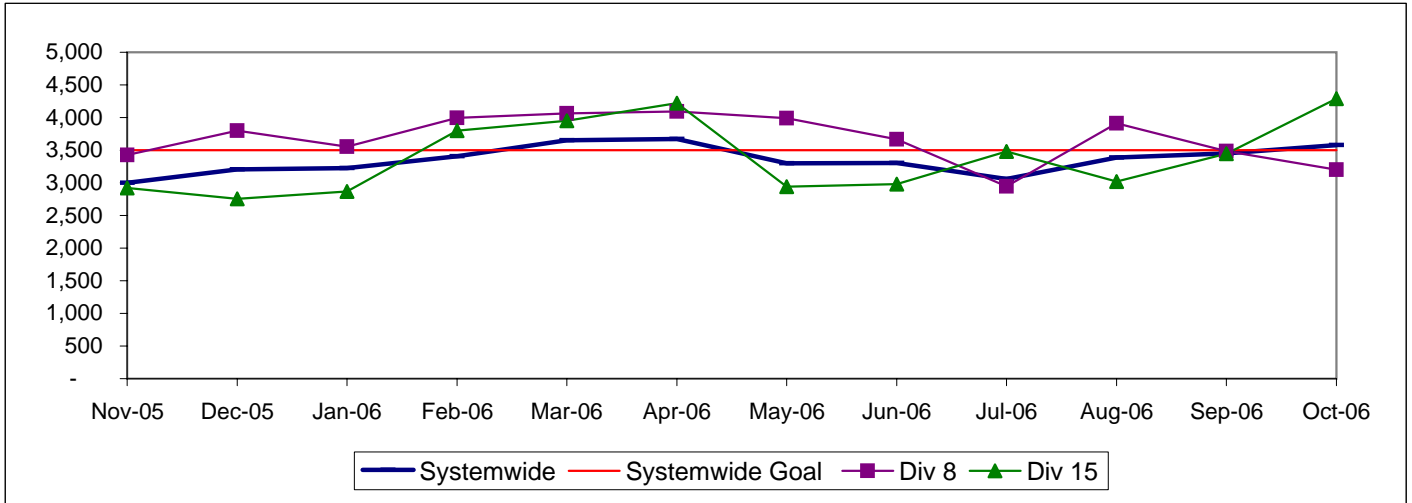
Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

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



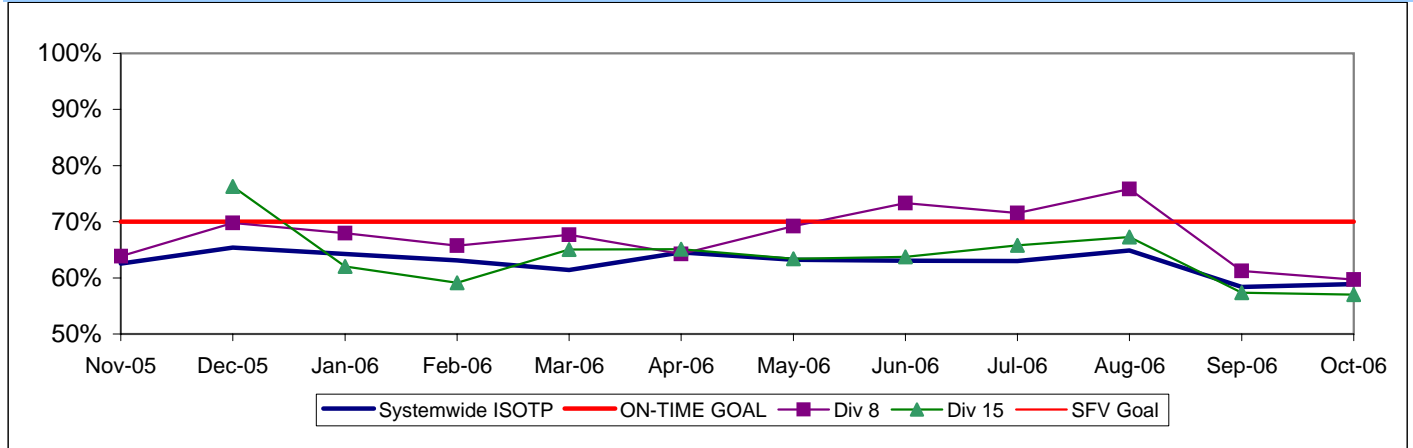
**IN-SERVICE ON-TIME PERFORMANCE\***

**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.

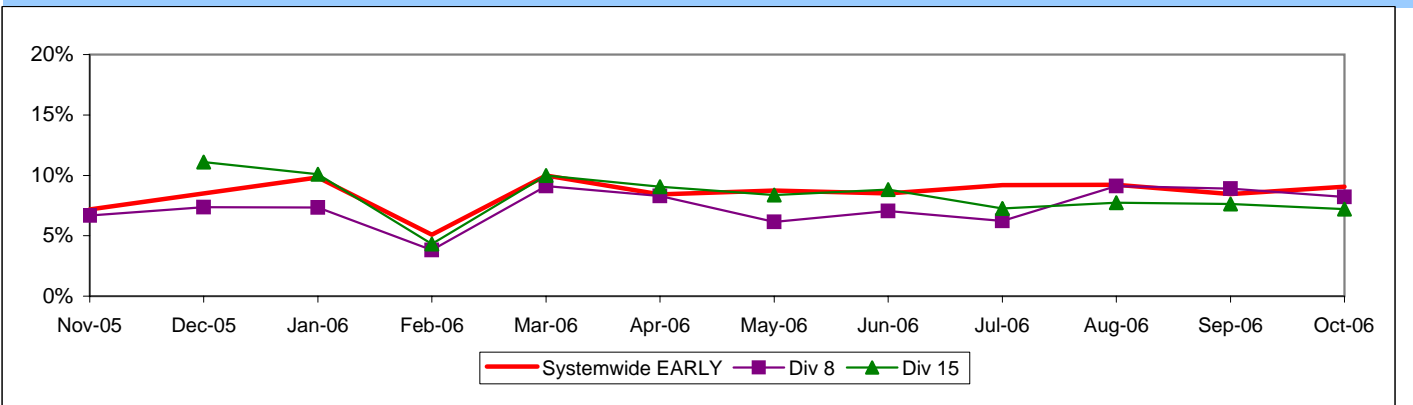
**Calculation:**  $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes late}) / (\text{Total buses sampled}))$

\* Division 15 November data not available.

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



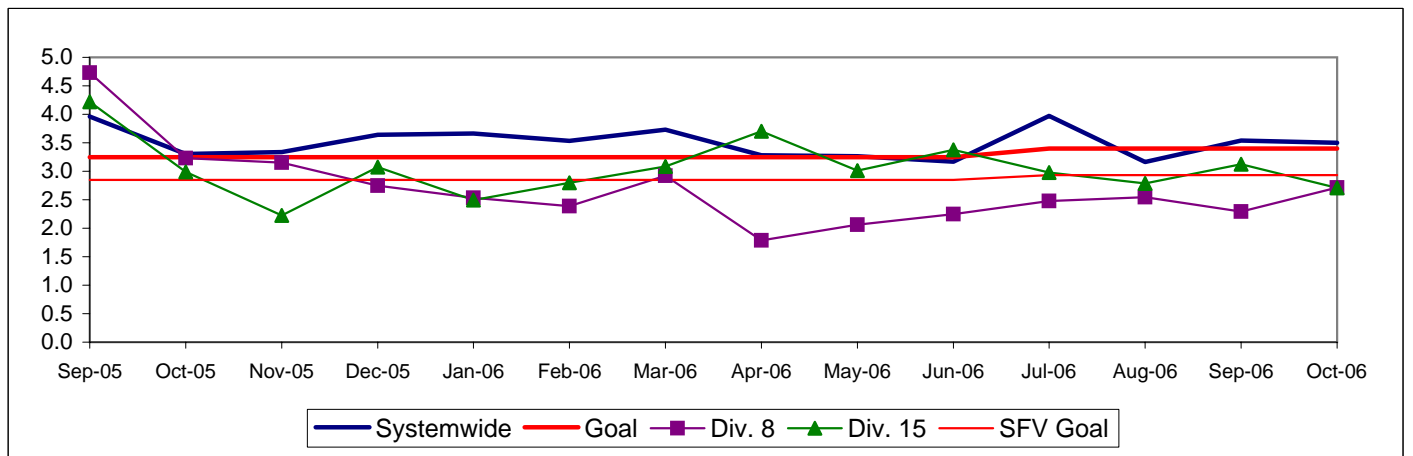
**Running Hot - Systemwide and Bus Operating Divisions 8 and 15**



**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.

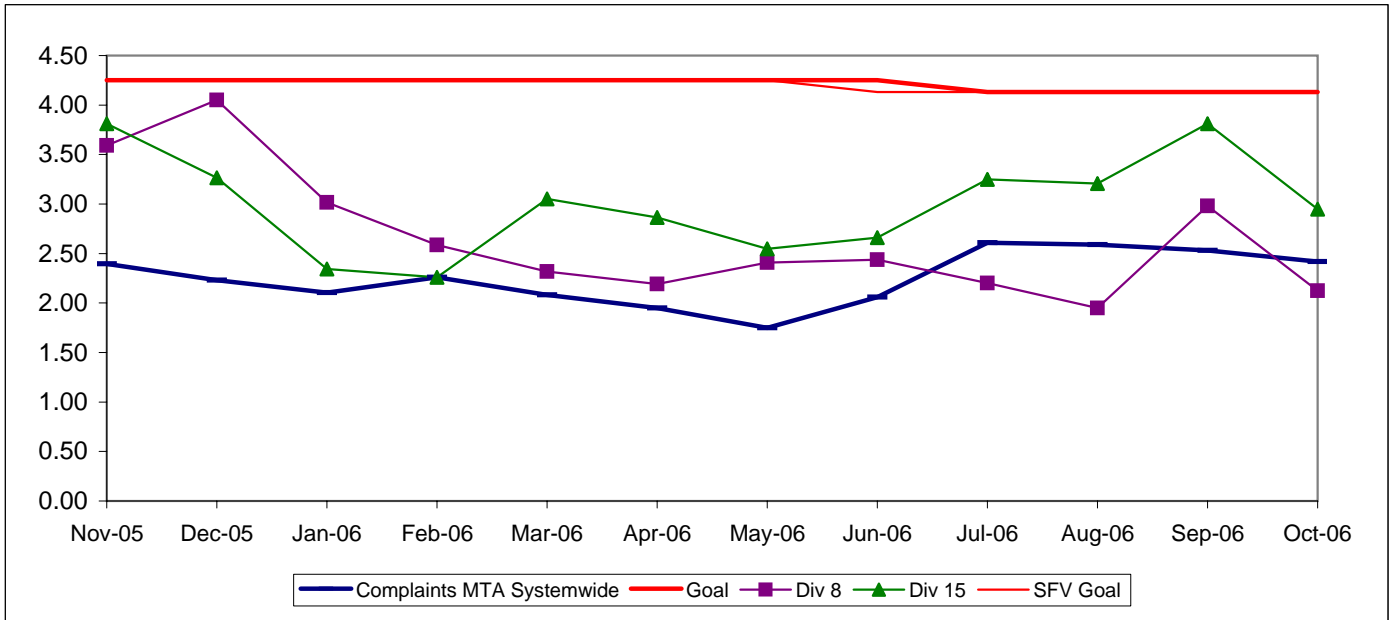
**Calculation:**  $\text{Traffic Accidents Per 100,000 Hub Miles} = (\text{The number of Traffic Accidents} / \text{by (Hub Miles / by 100,000)})$



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

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

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

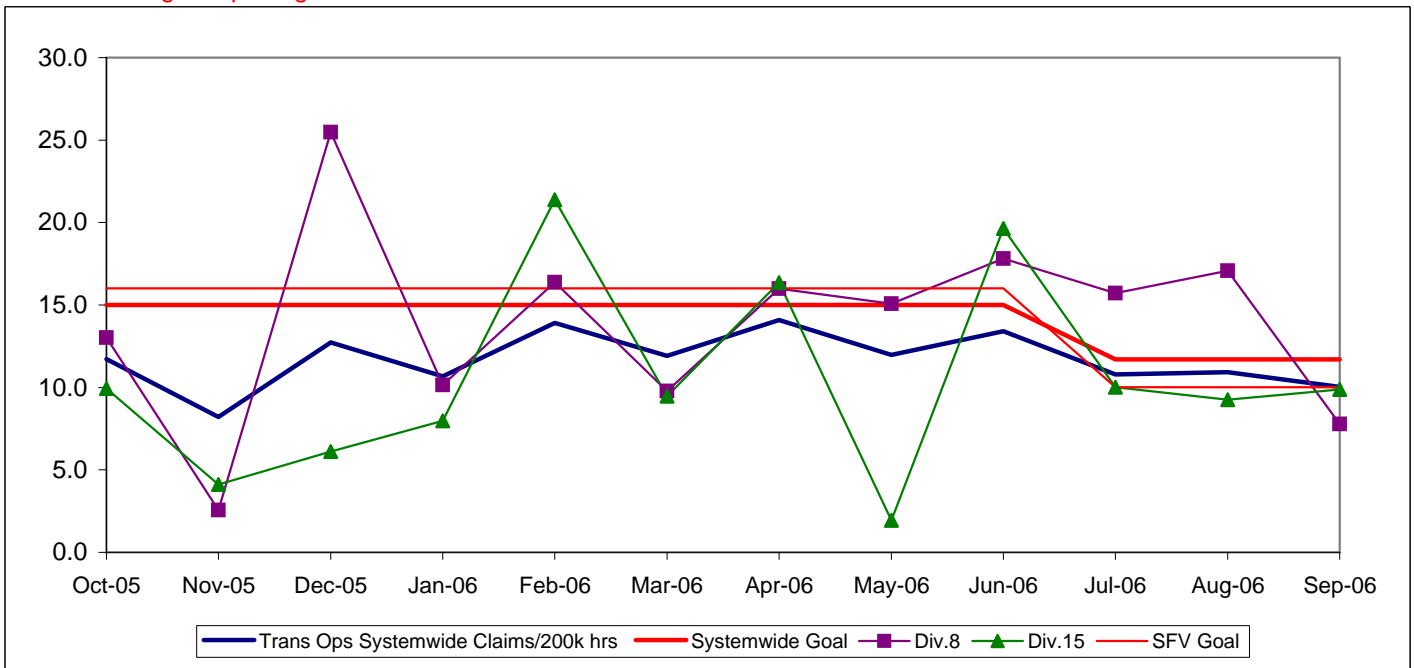


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 8 and 15**

**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	Oct Month	Status
<b>Bus Systemwide</b>								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,500	3,357	3,578	◆
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	70%	61.27%	58.90%	◆
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.45	3.40	3.54	3.50	◆
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	2.54	2.42	◆
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.70	Sep YTD 10.59	Sep. 10.04	●
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
<b>SGV Sector</b>								
MMBMF				3,467	3,500	3,199	3,716	◆
In-Service On-time Performance	70.02%	69.98%	70.10%	68.59%	75%	64.25%	63.25%	◆
Bus Traffic Accidents Per 100,000 Miles	3.40	2.91	2.96	2.81	2.75	2.74	2.89	●
Complaints per 100,000 Boardings	3.57	3.80	2.95	2.18	2.50	2.59	2.71	◆
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.15	16.12	10.14	12.57	11.79	Sep YTD 12.54	Sep. 12.26	◆
<b>Division 3</b>								
MMBMF				2,690	3,500	2,744	3,121	◆
In-Service On-time Performance	71.08%	70.80%	71.06%	70.05%	75%	64.58%	63.51%	◆
Bus Traffic Accidents Per 100,000 Miles	4.22	3.59	3.57	3.64	2.75	3.36	3.38	◆
Complaints per 100,000 Boardings	3.09	3.02	2.60	1.83	2.50	2.00	2.11	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.54	12.36	6.68	11.36	11.79	Sep YTD 12.75	Sep. 14.65	◆
<b>Division 9</b>								
MMBMF				4,585	3,500	3,662	4,335	◆
In-Service On-time Performance	67.47%	68.16%	68.16%	67.01%	75%	64.10%	63.13%	◆
Bus Traffic Accidents Per 100,000 Miles	2.64	2.26	2.42	2.12	2.75	2.27	2.53	●
Complaints per 100,000 Boardings	4.31	5.09	5.09	2.61	2.50	3.18	3.30	◆
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	28.54	20.75	14.66	14.34	11.79	Sep YTD 12.06	Sep. 10.83	◆

\*\* 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.

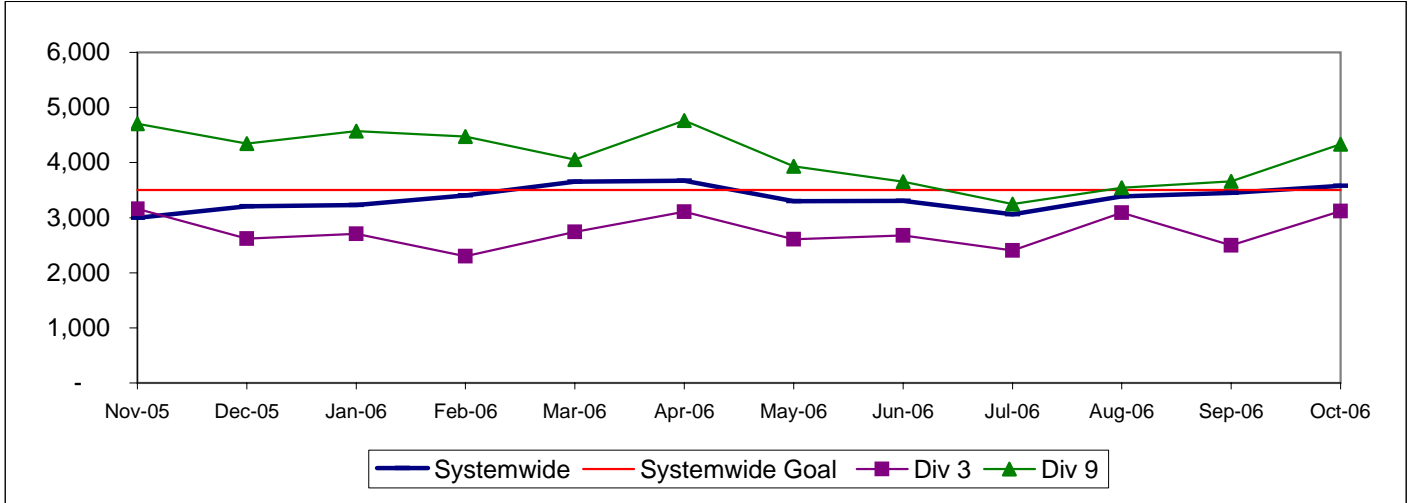
■ Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## 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)



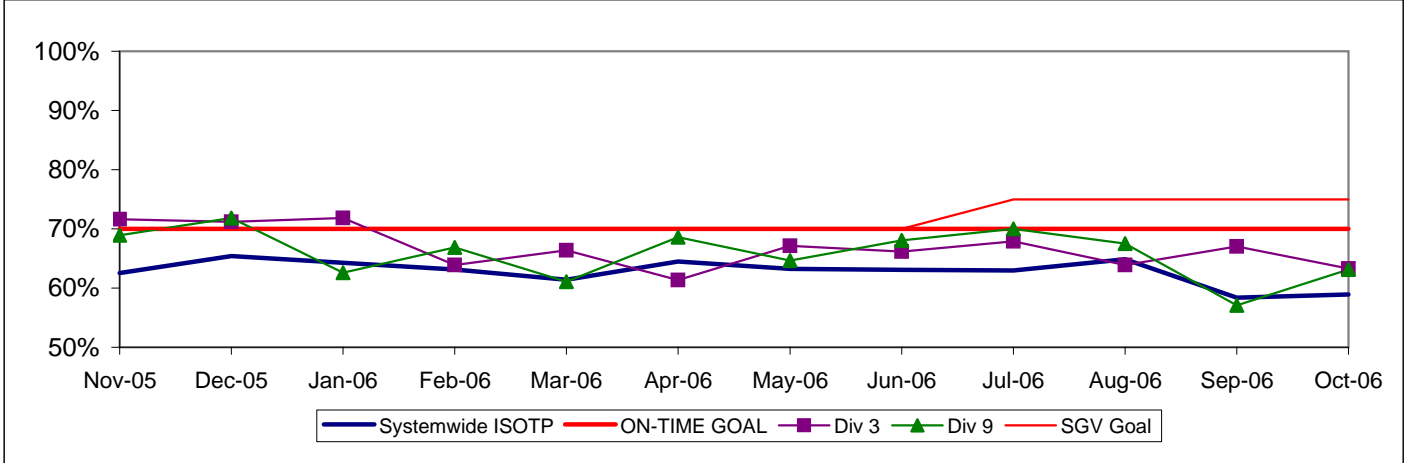


**IN-SERVICE ON-TIME PERFORMANCE**

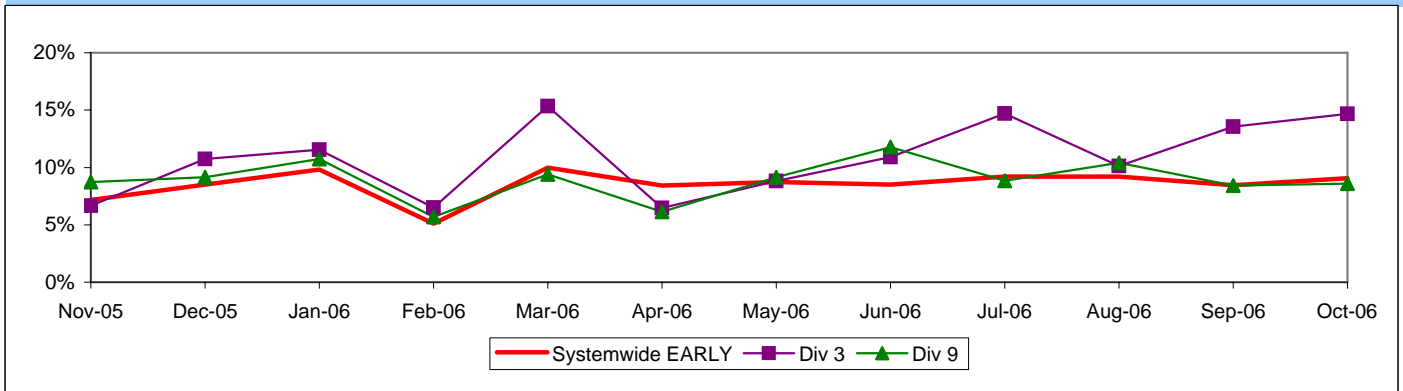
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

**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**



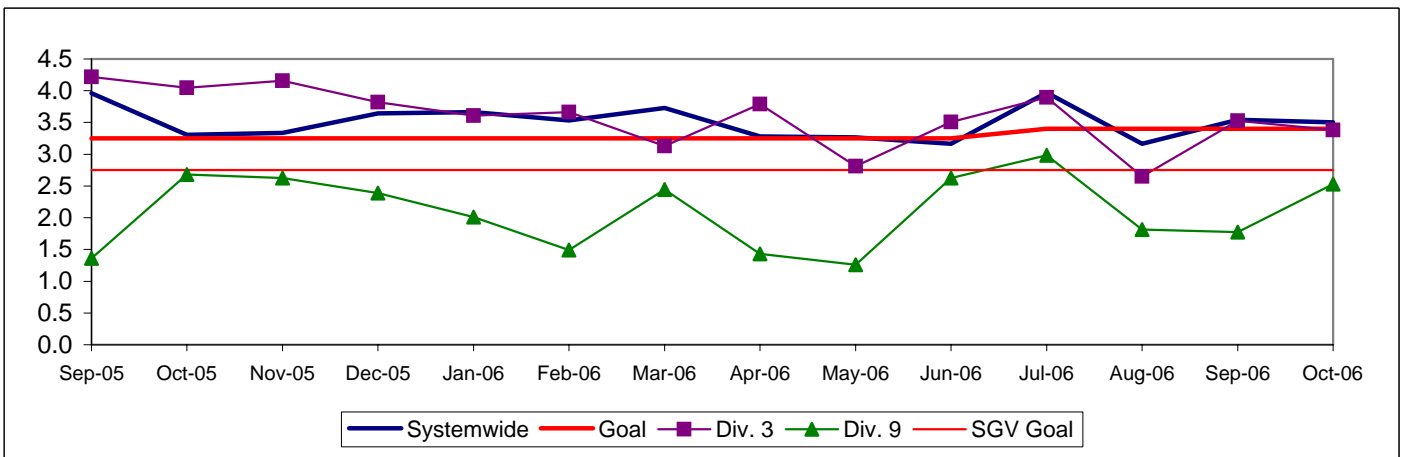
**Running Hot - Systemwide and Bus Operating Divisions 3 and 9**



**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.

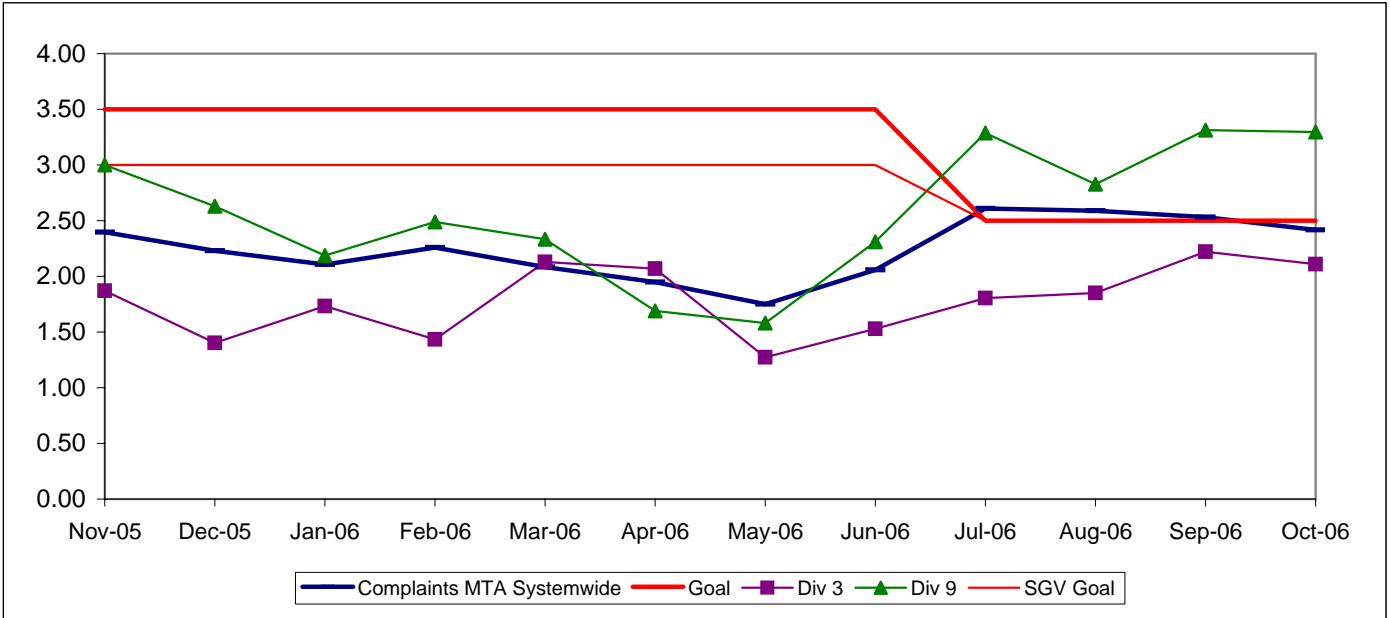
**Calculation:**  $\text{Traffic Accidents Per 100,000 Hub Miles} = (\text{The number of Traffic Accidents} / \text{by (Hub Miles / by 100,000)})$



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

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

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

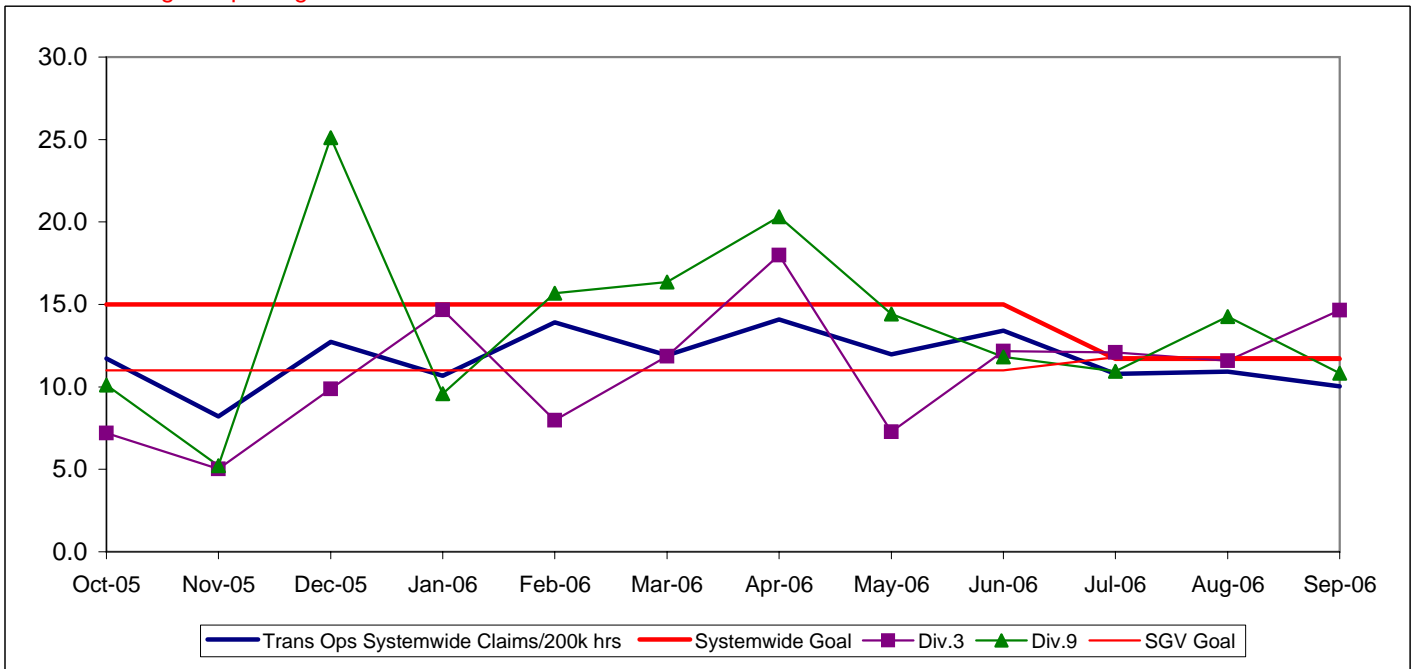


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 3 and 9**

**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	Oct Month	Status
<b>Bus Systemwide</b>								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,274	3,500	3,357	3,578	
In-Service On-time Performance	69.23%	65.43%	66.50%	64.35%**	70%	61.27%	58.90%	
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.45	3.40	3.54	3.50	
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	2.54	2.42	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.70	Sep YTD 10.59	Sep. 10.04	
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
<b>GC Sector</b>								
MMBFCMF				2,506	3,500	3,331	3,756	
In-Service On-time Performance	74.53%	69.34%	71.20%	71.73%	72.00%	68.05%	65.53%	
Bus Traffic Accidents Per 100,000 Miles	4.07	3.86	4.29	3.69	3.50	3.76	4.40	
Complaints per 100,000 Boardings	2.63	3.08	2.58	1.69	2.50	1.86	1.66	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	25.30	20.19	14.11	11.45	9.64	Sep YTD 10.76	Sep. 5.93	
<b>Division 1</b>								
MMBFCMF				2,409	3,500	4,564	5,579	
In-Service On-time Performance	78.22%	70.57%	71.62%	71.06%	72.00%	67.18%	64.22%	
Bus Traffic Accidents Per 100,000 Miles	3.39	3.41	4.35	3.52	3.50	3.60	3.95	
Complaints per 100,000 Boardings	2.26	3.32	2.92	1.92	2.50	2.10	1.96	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.42	16.82	12.71	10.92	9.64	Sep YTD 8.54	Sep. 0	
<b>Division 2</b>								
MMBFCMF				2,660	3,500	2,415	2,579	
In-Service On-time Performance	67.53%	67.62%	70.42%	72.71%	72.00%	69.42%	67.60%	
Bus Traffic Accidents Per 100,000 Miles	4.78	4.36	4.21	3.93	3.50	3.98	5.04	
Complaints per 100,000 Boardings	3.07	2.84	2.15	1.42	2.50	1.59	1.32	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	31.18	24.56	16.69	12.97	9.64	Sep YTD 13.54	Sep. 10.98	

\*New Indicator.

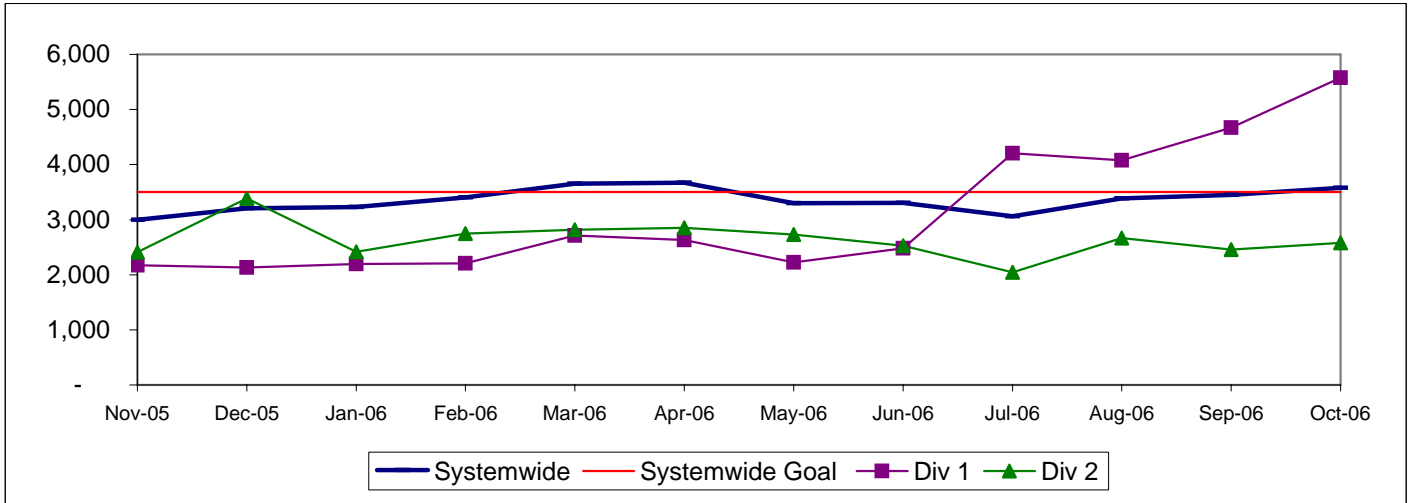
- Green - High probability of achieving the FY06 target (on track).
- Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## 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)

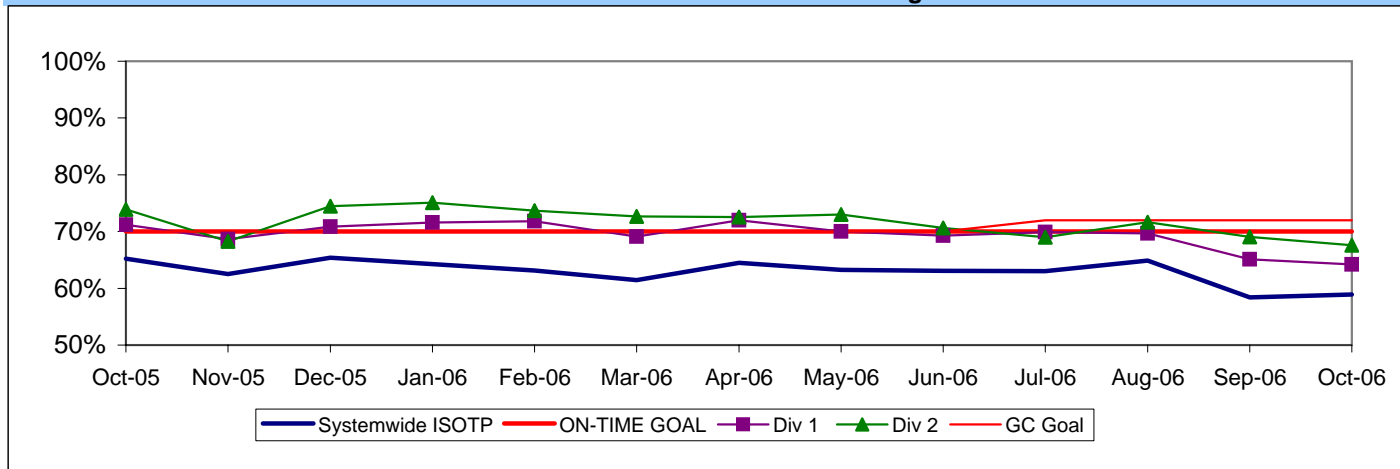


**IN-SERVICE ON-TIME PERFORMANCE**

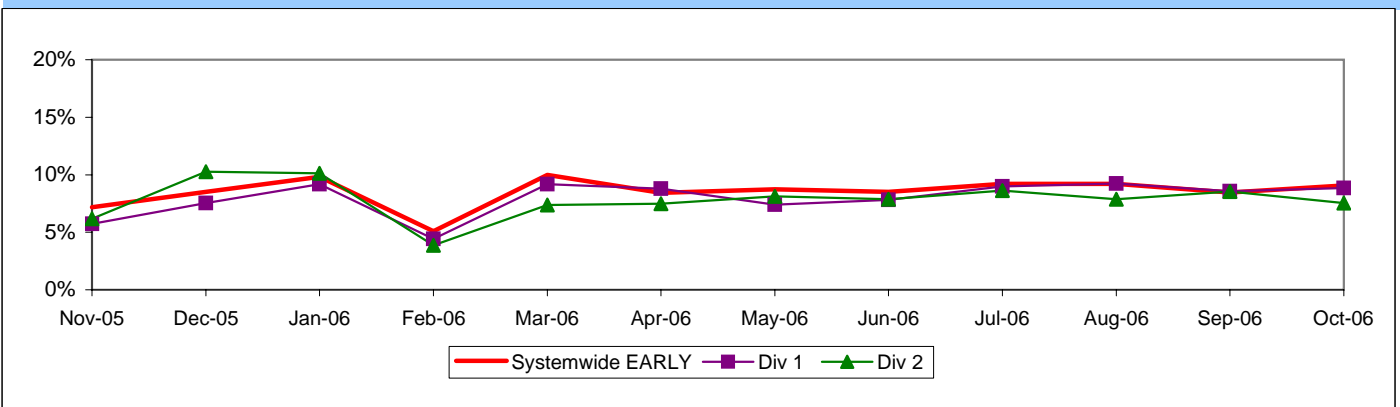
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



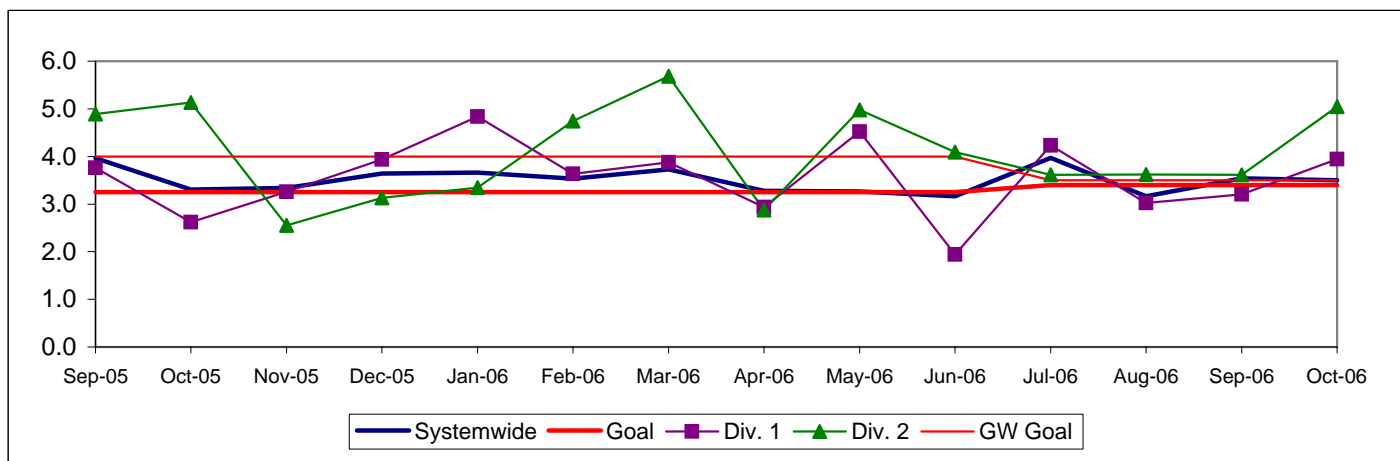
**Running Hot - Systemwide and Bus Operating Divisions 1 and 2**



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

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

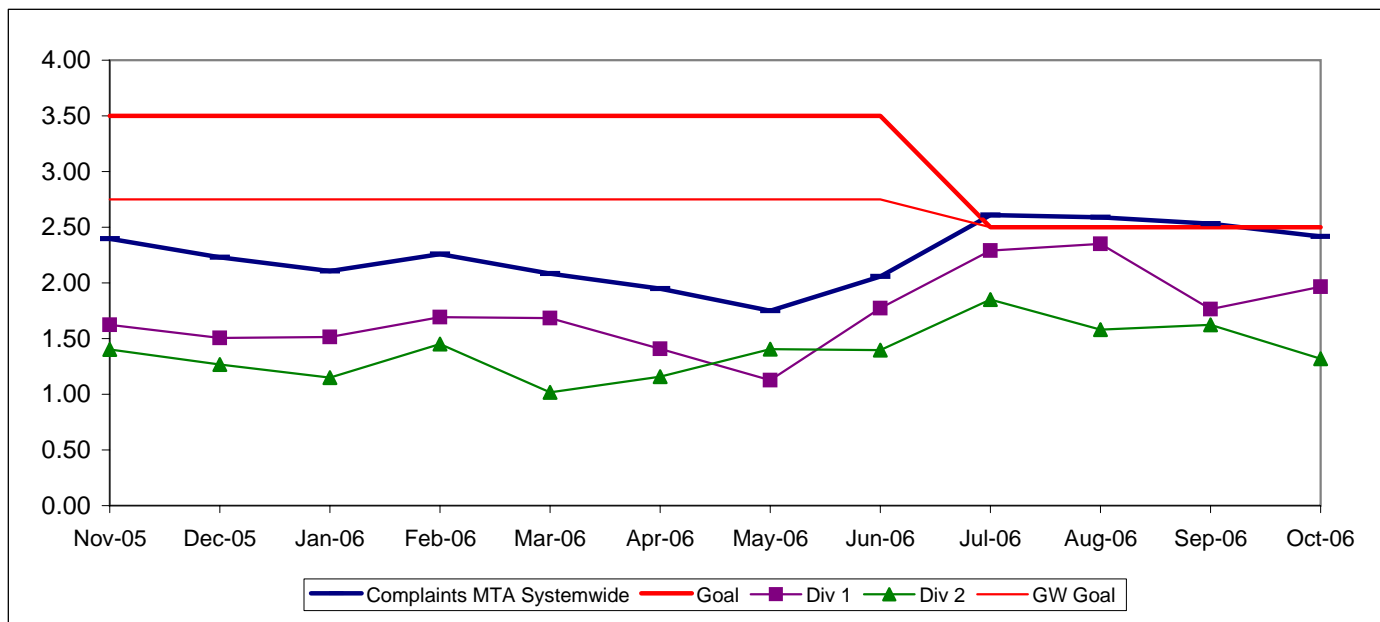
**Calculation:**  $\text{Traffic Accidents Per 100,000 Hub Miles} = (\text{The number of Traffic Accidents} / \text{by (Hub Miles / by 100,000)})$



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

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

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

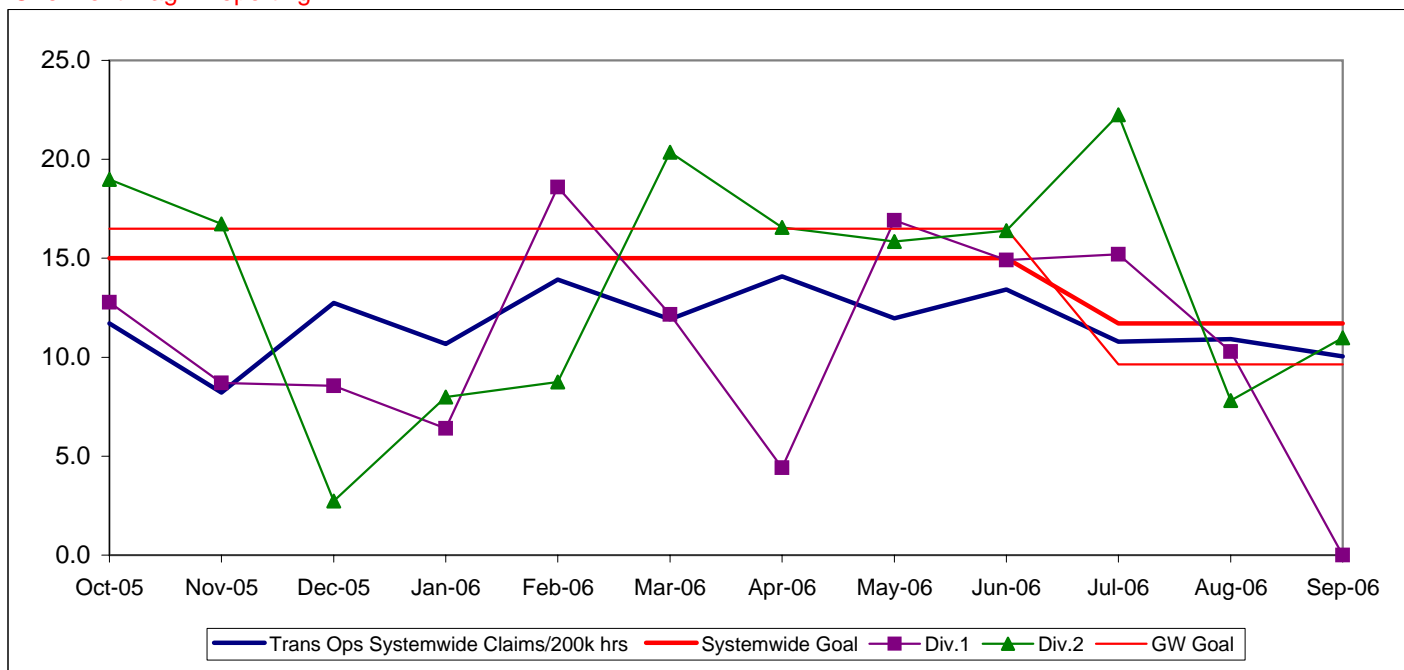


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 1 and 2**

**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	Oct Month	Status
<b>Bus Systemwide</b>								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,500	3,357	3,578	Yellow
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	70%	61.27%	58.90%	Yellow
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.45	3.40	3.54	3.50	Yellow
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	2.54	2.42	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.70	Sep YTD 10.59	Sep. 10.04	Green
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
<b>SB Sector</b>								
MMBGMF				3,688	3,500	3,717	3,827	Green
In-Service On-time Performance	63.67%	61.74%	64.13%	59.05%	70%	58.18%	57.02%	Yellow
Bus Traffic Accidents Per 100,000 Miles	4.00	3.68	3.57	3.68	3.50	3.99	4.09	Yellow
Complaints per 100,000 Boardings	4.02	4.63	3.61	2.49	4.25	2.58	2.54	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.28	14.84	14.65	13.85	12.91	Sep YTD 10.30	Sep. 11.20	Green
<b>Division 5</b>								
MMBGMF				3,656	3,500	3,238	3,053	Yellow
In-Service On-time Performance	66.30%	63.17%	65.58%	61.85%	70%	61.90%	61.95%	Yellow
Bus Traffic Accidents Per 100,000 Miles	4.58	3.90	4.31	4.01	3.50	4.44	4.87	Yellow
Complaints per 100,000 Boardings	2.86	3.45	2.71	1.87	4.25	2.02	2.07	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.16	15.22	18.72	14.68	12.91	Sep YTD 9.65	Sep. 9.75	Green
<b>Division 18</b>								
MMBGMF				3,712	3,500	4,135	4,641	Green
In-Service On-time Performance	61.23%	60.78%	63.42%	57.31%	70%	56.17%	54.52%	Yellow
Bus Traffic Accidents Per 100,000 Miles	3.57	3.51	3.02	3.45	3.50	3.68	3.55	Yellow
Complaints per 100,000 Boardings	5.26	5.74	4.44	3.07	4.25	3.10	2.97	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	13.40	14.71	11.67	13.63	12.91	Sep YTD 11.51	Sep. 13.07	Green

\*New Indicator.

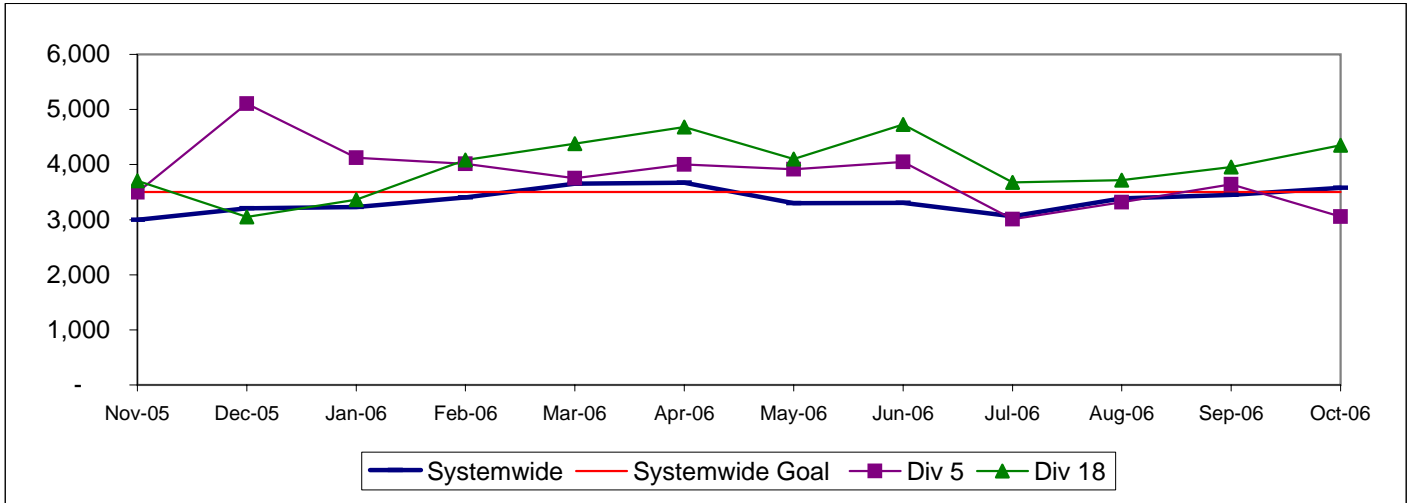
- Green - High probability of achieving the FY06 target (on track).
- ◇ Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## 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)



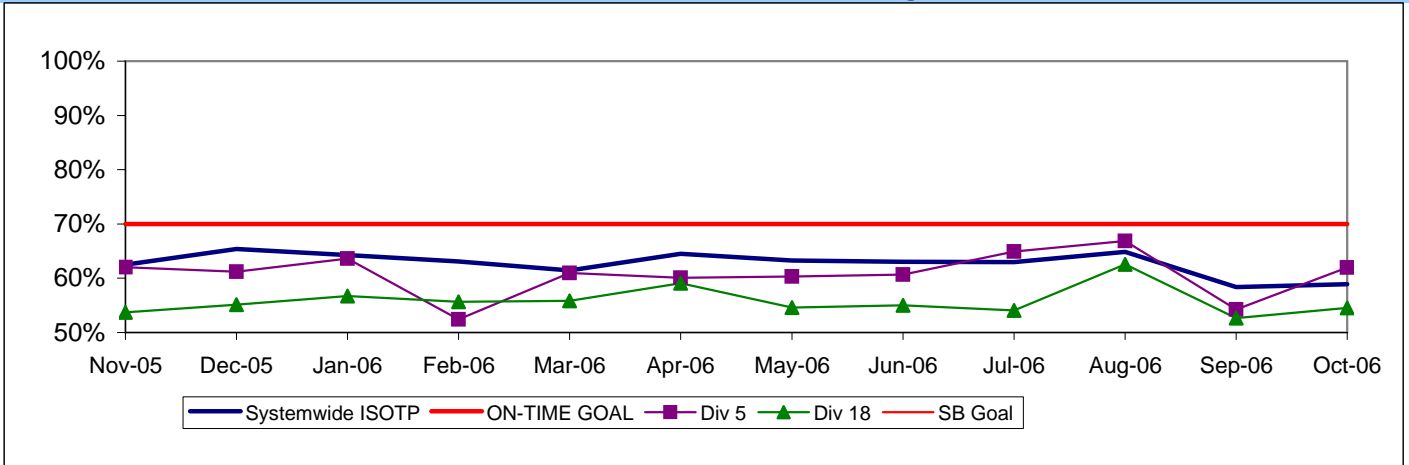


**IN-SERVICE ON-TIME PERFORMANCE**

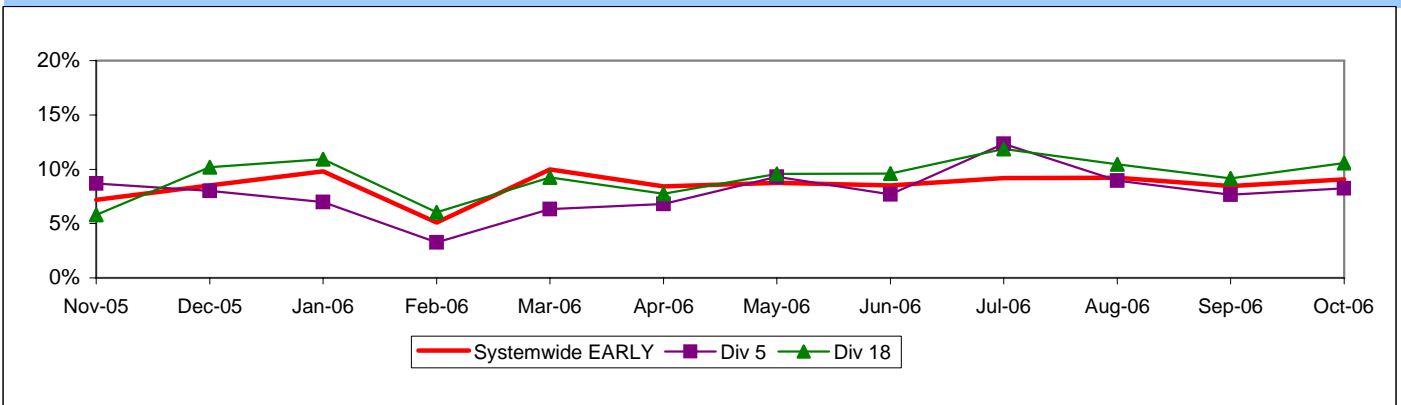
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

**Calculation:** ISOTP% = 1 - ((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**



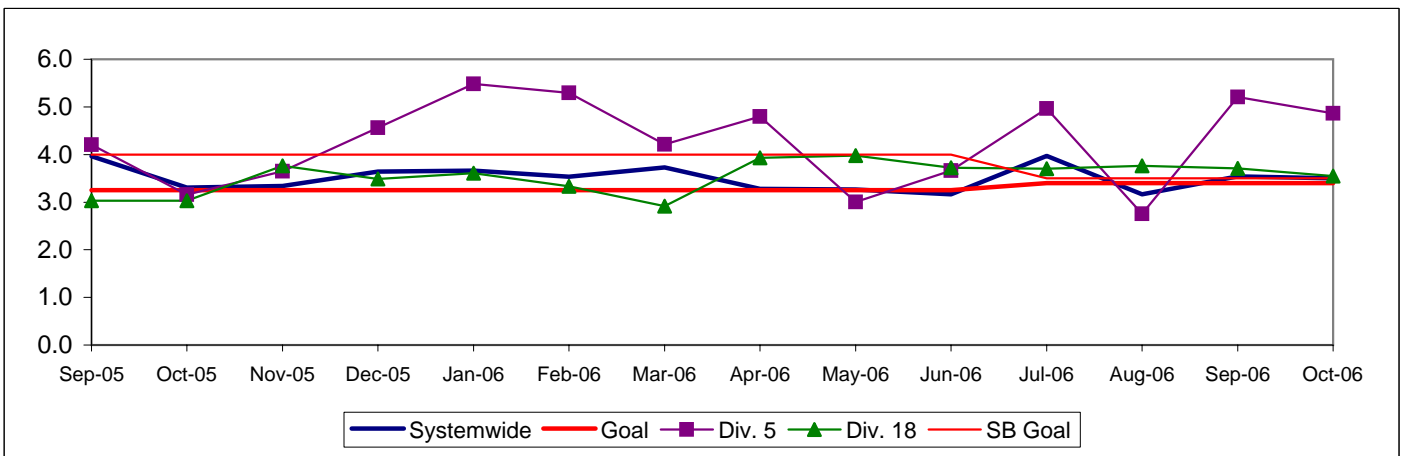
**Running Hot - Systemwide and Bus Operating Divisions 5 and 18**



**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.

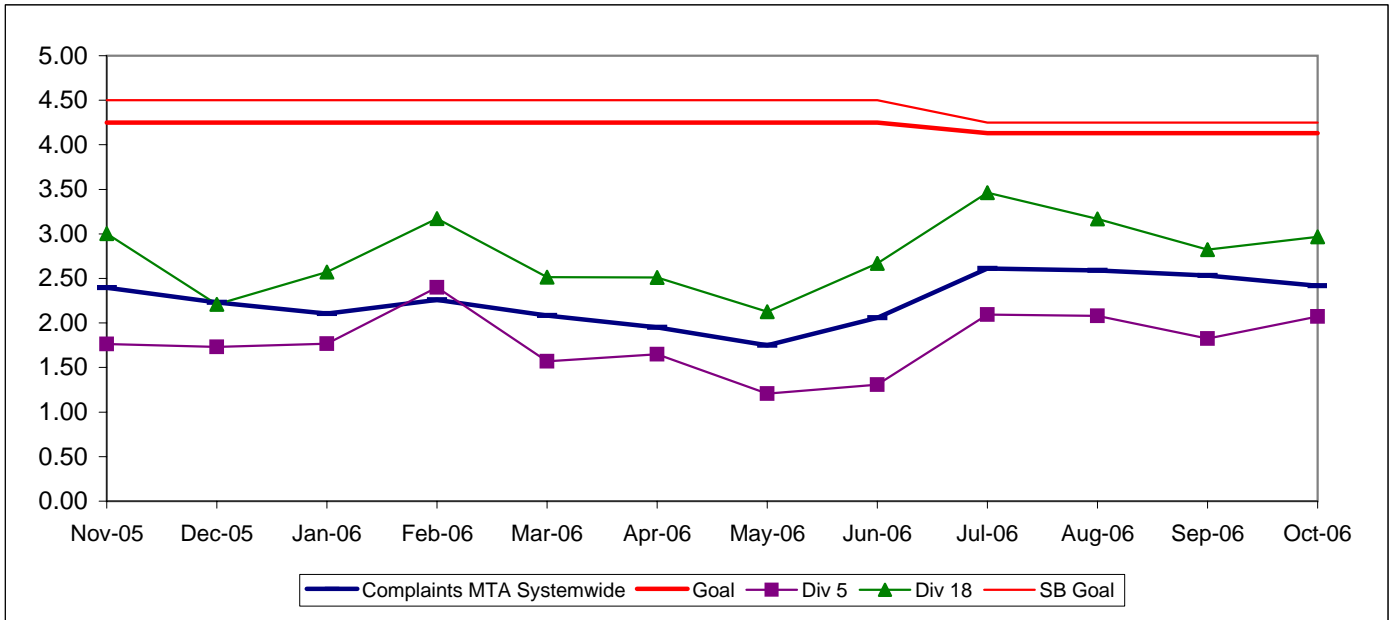
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



**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)

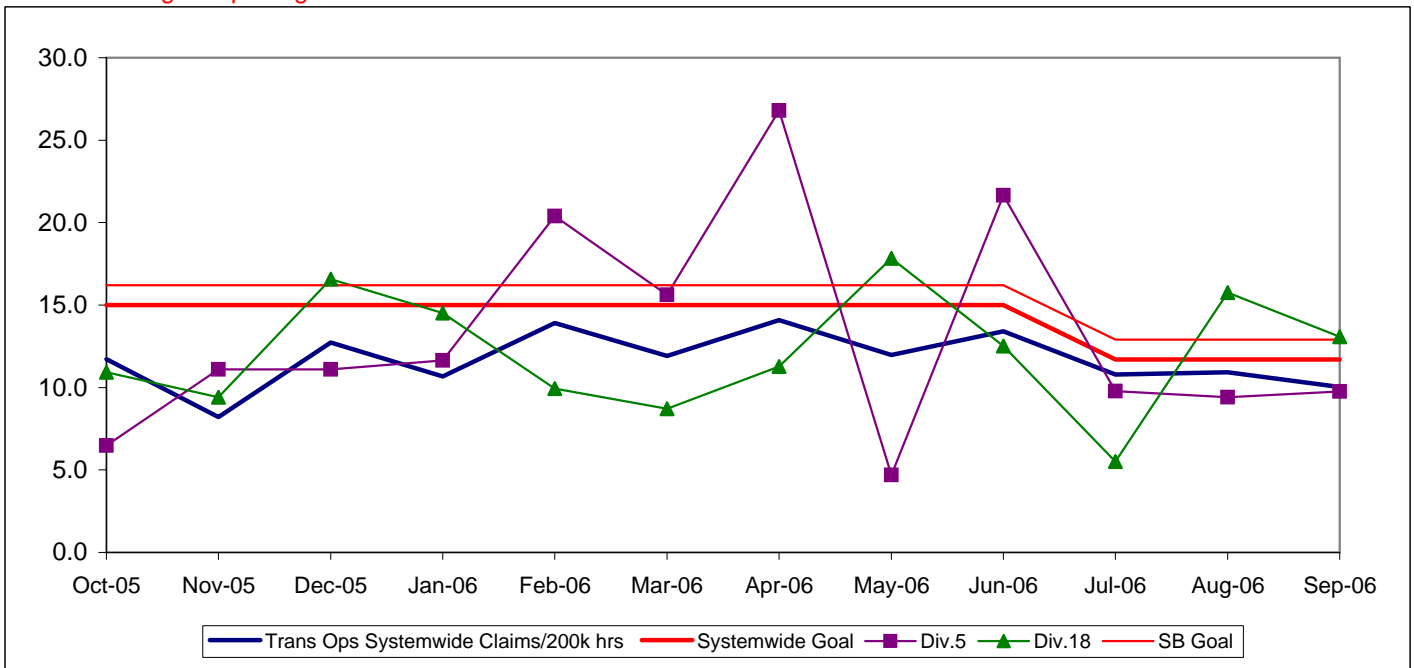


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 5 and 18**

**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 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	Oct Month	Status
<b>Bus Systemwide</b>								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,500	3,357	3,578	🟡
In-Service On-time Performance	69.23%	65.43%	66.50%	64.35%**	70%	61.27%	58.90%	🟡
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.45	3.40	3.54	3.50	🟡
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	2.54	2.42	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours ( 1 month lag)	17.80	17.64	13.61	12.27	11.70	Sep YTD 10.59	Sep. 10.04	🟢
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
<b>WC Sector</b>								
MMBMF				3,499	3,500	3,154	3,045	🟡
In-Service On-time Performance	67.88%	63.31%	63.39%	60.82%	65%	55.50%	53.69%	🟡
Bus Traffic Accidents Per 100,000 Miles	4.72	4.61	4.03	3.95	3.65	4.44	3.58	🟡
Complaints per 100,000 Boardings	4.84	5.30	4.10	2.53	3.25	2.82	2.61	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	28.74	21.52	18.80	14.61	13.40	Sep YTD 13.03	Sep. 16.72	🟢
<b>Division 6</b>								
MMBMF				6,279	3,500	3,303	4,694	🟡
In-Service On-time Performance	65.93%	60.11%	56.75%	57.20%	65%	50.11%	50.00%	🟡
Bus Traffic Accidents Per 100,000 Miles	4.52	4.10	3.91	4.13	3.65	6.73	5.64	🔴
Complaints per 100,000 Boardings	6.10	6.15	4.47	2.52	3.25	1.82	1.64	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	30.72	21.71	18.23	16.43	13.40	Sep YTD 24.85	Sep. 29.27	🟢
<b>Division 7</b>								
MMBMF				2,947	3,500	3,008	2,911	🟡
In-Service On-time Performance	68.80%	64.59%	64.22%	61.78%	65%	58.46%	55.15%	🟡
Bus Traffic Accidents Per 100,000 Miles	4.95	4.63	4.62	4.36	3.65	4.18	3.64	🟡
Complaints per 100,000 Boardings	4.74	5.70	4.24	2.87	3.25	3.41	2.70	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.52	21.05	19.44	15.76	13.40	Sep YTD 11.08	Sep. 15.98	🟢
<b>Division 10</b>								
MMBMF				3,723	3,500	3,259	2,987	🟡
In-Service On-time Performance	67.34%	62.85%	64.14%	60.73%	65%	54.26%	53.73%	🟡
Bus Traffic Accidents Per 100,000 Miles	4.55	4.68	3.50	3.63	3.65	4.30	3.20	🟡
Complaints per 100,000 Boardings	4.73	4.85	3.92	2.23	3.25	2.51	2.73	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.38	22.90	19.19	13.03	13.40	Sep YTD 11.60	Sep. 11.89	🟢

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

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

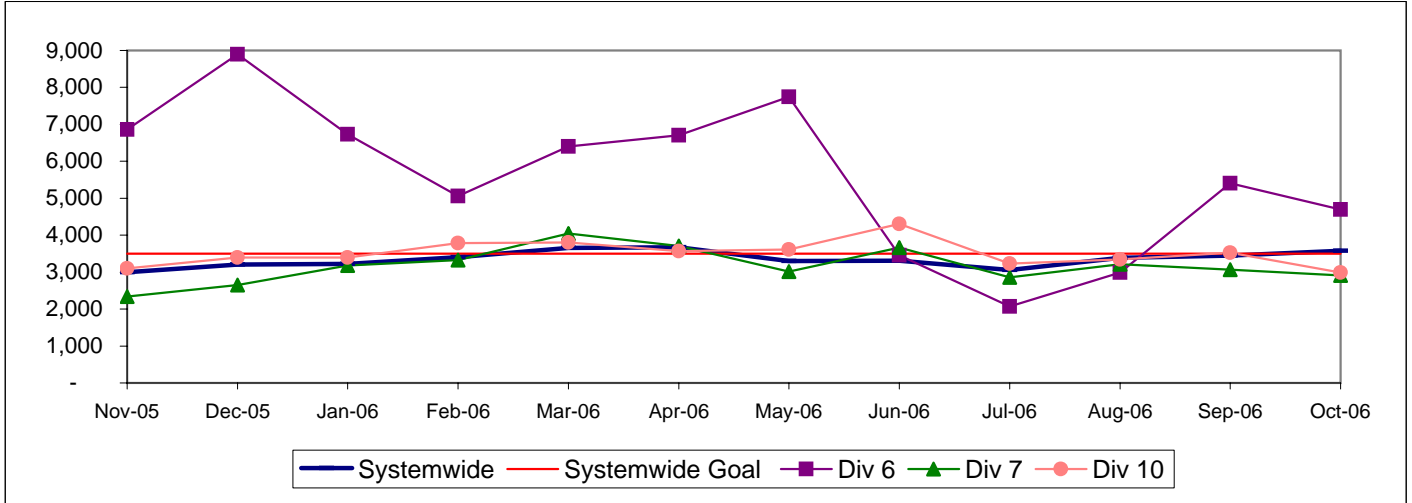
🔴 Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## 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.

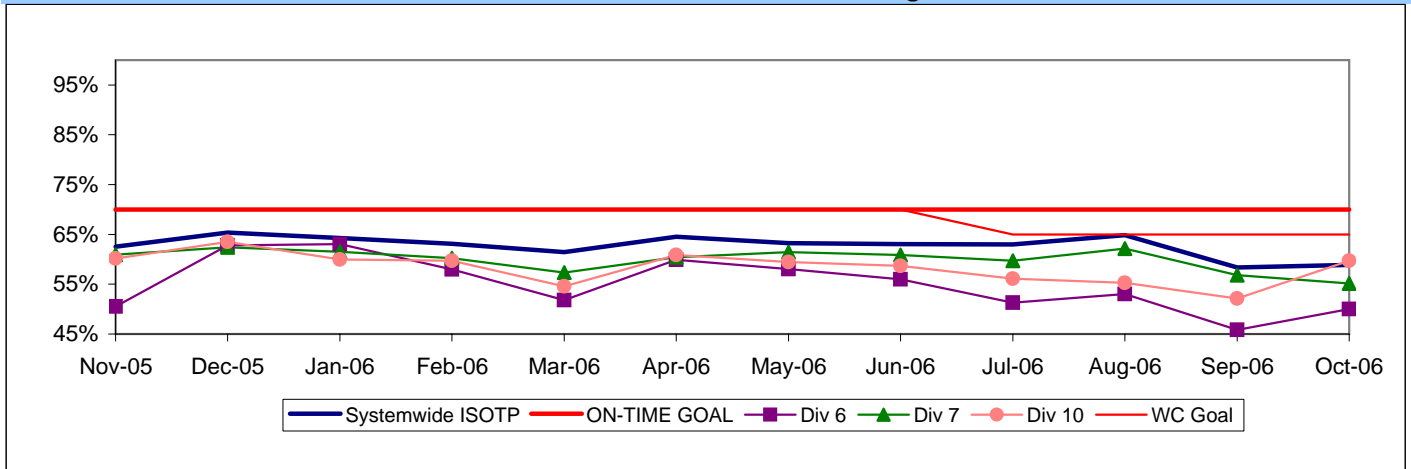
**Calculation:** MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



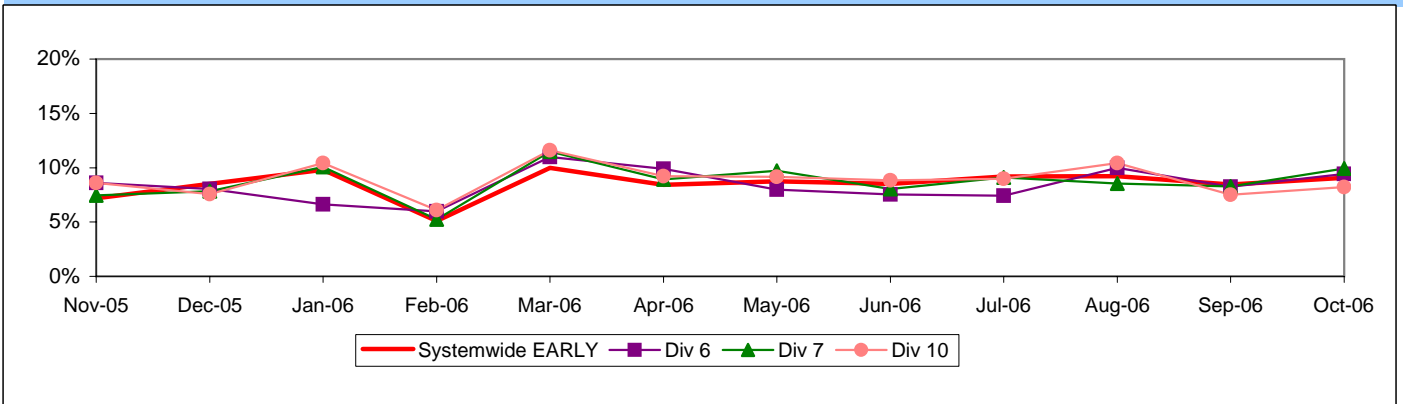
**IN-SERVICE ON-TIME PERFORMANCE**

**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**



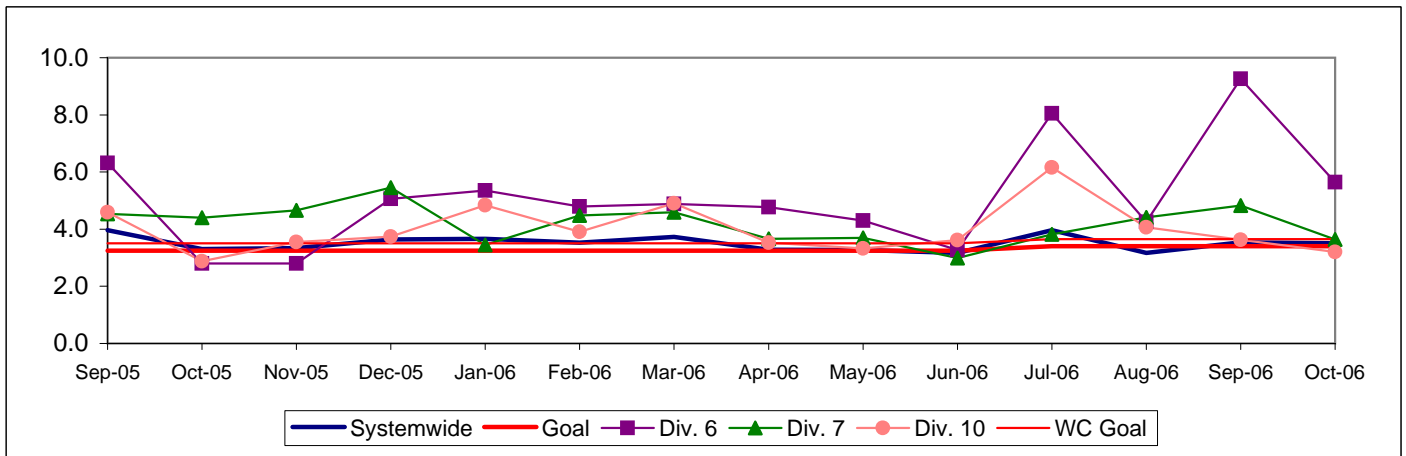
**Running Hot - Systemwide and Bus Operating Divisions 6, 7 and 10**



**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.

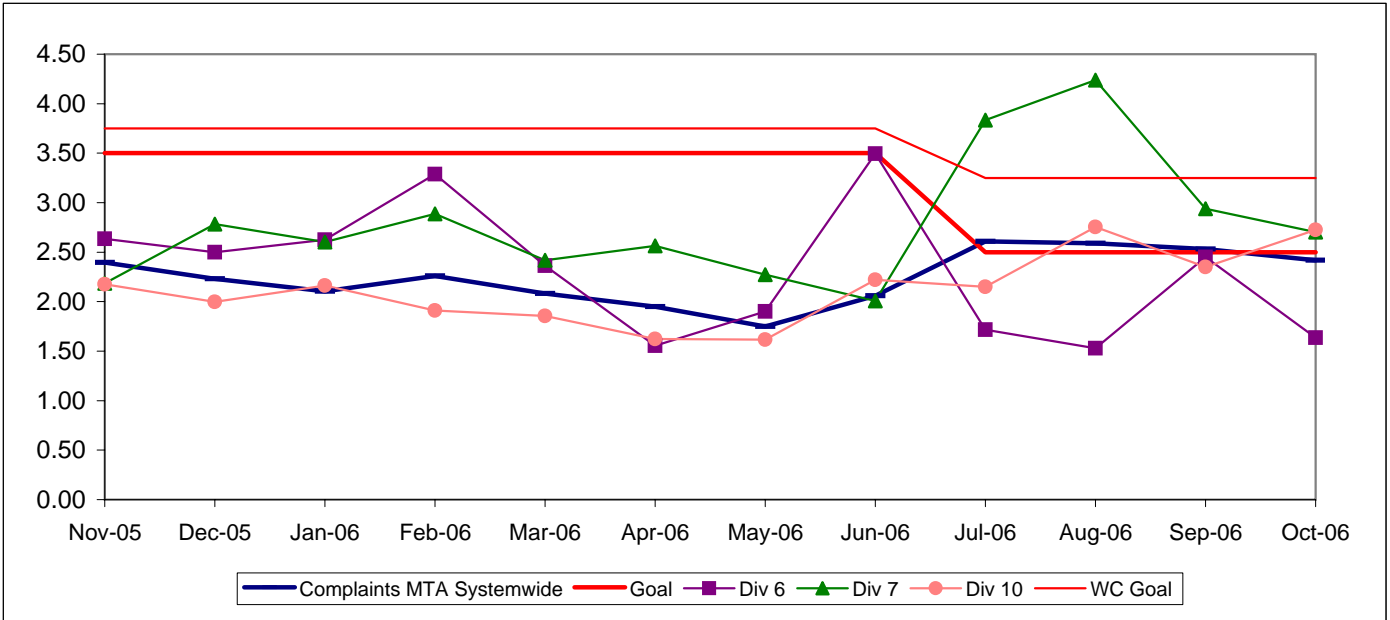
**Calculation:**  $\text{Traffic Accidents Per 100,000 Hub Miles} = (\text{The number of Traffic Accidents} / \text{by (Hub Miles / by 100,000)})$



**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)

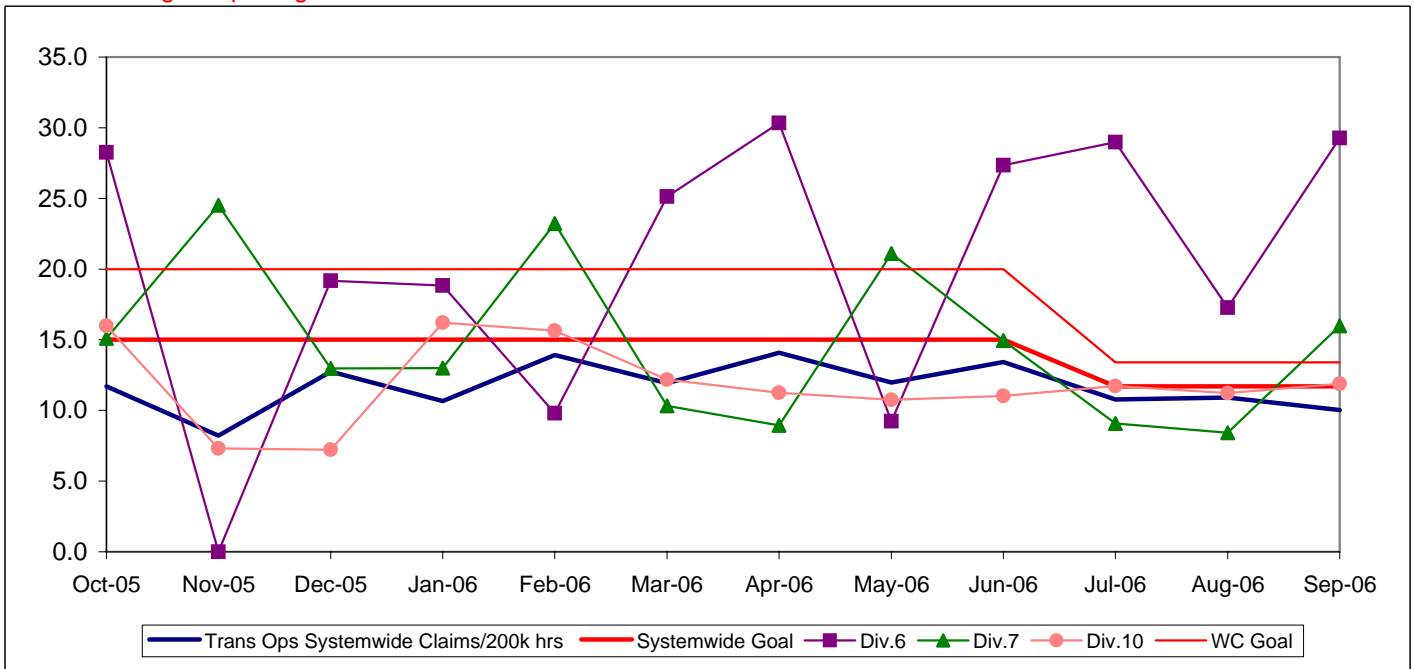


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 6, 7 and 10**

**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	Oct 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	Sep YTD 8.06	Sep. 6.68	<span style="color: red;">■</span>
<b>Metro Red Line (MRL)</b>								
On-Time Pullouts	99.36%	99.71%	99.94%	99.61%	99.00%	100%	100%	<span style="color: green;">●</span>
Mean Miles Between Chargeable Mechanical Failures*	9,495	12,793	11,759	19,587	15,000	18,970	17,708	<span style="color: green;">●</span>
In-Service On-time Performance	99.15%	99.04%	98.66%	99.05%	99.20%	99.12%	99.05%	<span style="color: yellow;">◇</span>
Traffic Accidents Per 100,000 Train Miles	0.07	0	0.22	0.22	0.14	0	0	<span style="color: green;">●</span>
Complaints per 100,000 Boardings	1.20	1.17	1.13	0.66	0.80	0.39	0.18	<span style="color: green;">●</span>
<b>Metro Blue Line (MBL)</b>								
On-Time Pullouts	99.07%	99.94%	99.73%	99.76%	99.00%	99.55%	99.05%	<span style="color: green;">●</span>
Mean Miles Between Chargeable Mechanical Failures	6,399	10,365	16,273	26,774	15,000	32,711	45,072	<span style="color: green;">●</span>
In-Service On-time Performance	97.59%	98.74%	98.16%	96.95%	99.00%	98.60%	98.63%	<span style="color: yellow;">◇</span>
Traffic Accidents Per 100,000 Train Miles	0.82	1.36	0.64	0.96	0.37	1.22	0.00	<span style="color: yellow;">◇</span>
Complaints per 100,000 Boardings	1.30	0.97	0.98	0.78	1.00	0.48	0.30	<span style="color: green;">●</span>
<b>Metro Green Line (MGrL)</b>								
On-Time Pullouts	98.99%	99.78%	99.91%	99.97%	99.00%	99.59%	99.20%	<span style="color: green;">●</span>
Mean Miles Between Chargeable Mechanical Failures	5,617	11,337	12,558	20,635	15,000	23,897	24,928	<span style="color: green;">●</span>
In-Service On-time Performance	98.21%	98.99%	98.22%	99.36%	99.00%	98.95%	98.28%	<span style="color: green;">●</span>
Traffic Accidents Per 100,000 Train Miles	0.14	0.08	0.00	0	0.37	0	0	<span style="color: green;">●</span>
Complaints per 100,000 Boardings	1.26	1.37	1.39	0.92	1.00	1.04	0.74	<span style="color: yellow;">◇</span>
<b>Metro Gold Line (MGoL)</b>								
On-Time Pullouts		100%	99.85%	99.97%	99.00%	100%	100%	<span style="color: green;">●</span>
Mean Miles Between Chargeable Mechanical Failures		8,938	16,571	23,329	15,000	25,408	25,438	<span style="color: green;">●</span>
In-Service On-time Performance		98.52%	97.97%	98.90%	99.00%	99.64%	99.46%	<span style="color: green;">●</span>
Traffic Accidents Per 100,000 Train Miles		0.25	0.23	0.12	0.37	0	1	<span style="color: green;">●</span>
Complaints per 100,000 Boardings		3.81	2.85	2.71	1.00	2.70	2.30	<span style="color: yellow;">◇</span>

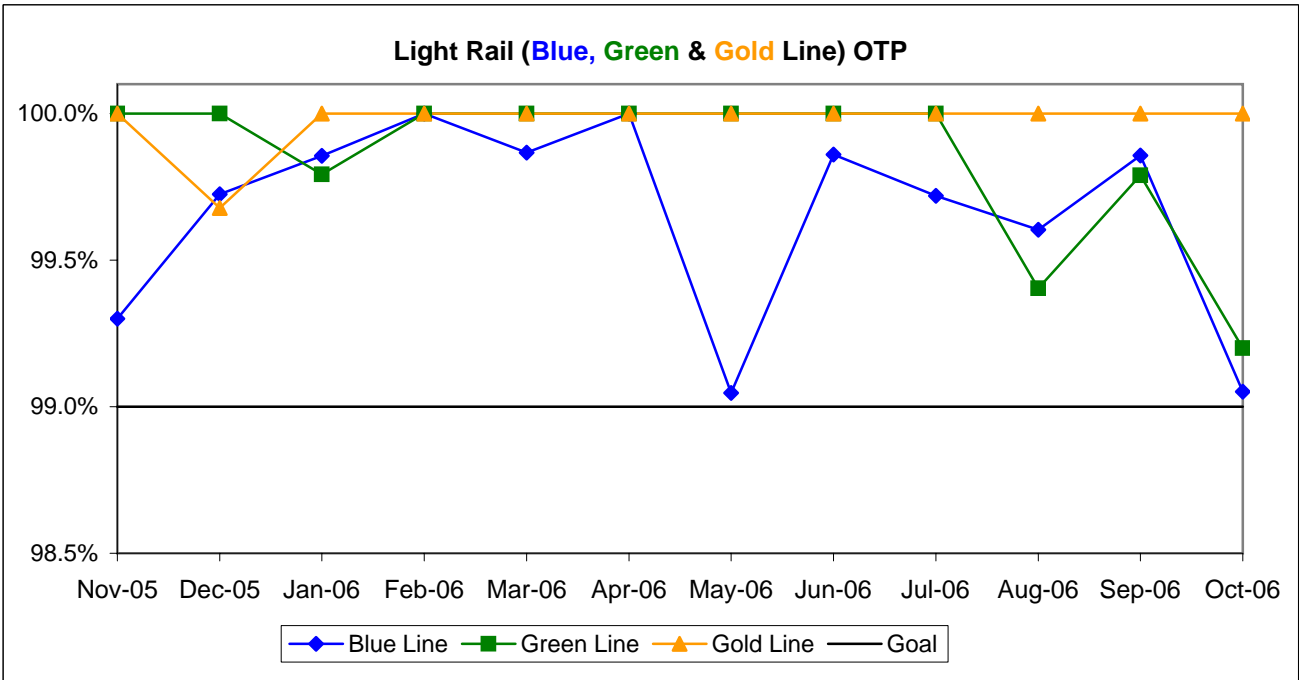
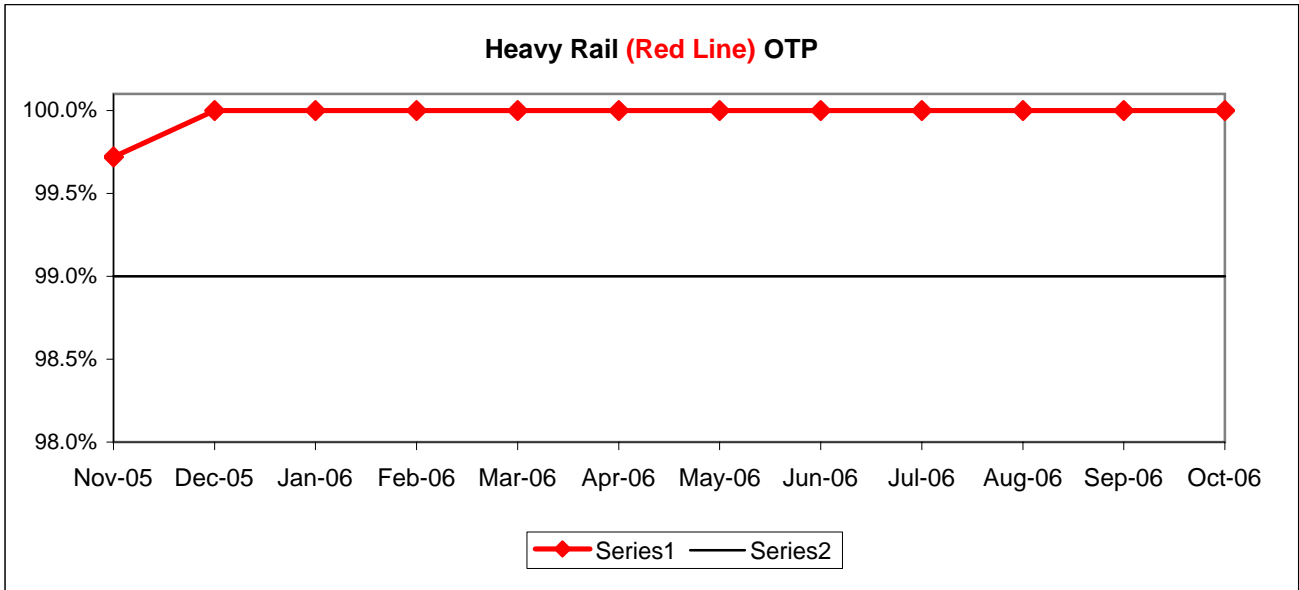
- Green - High probability of achieving the FY06 target (on track).
- ◇ Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

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

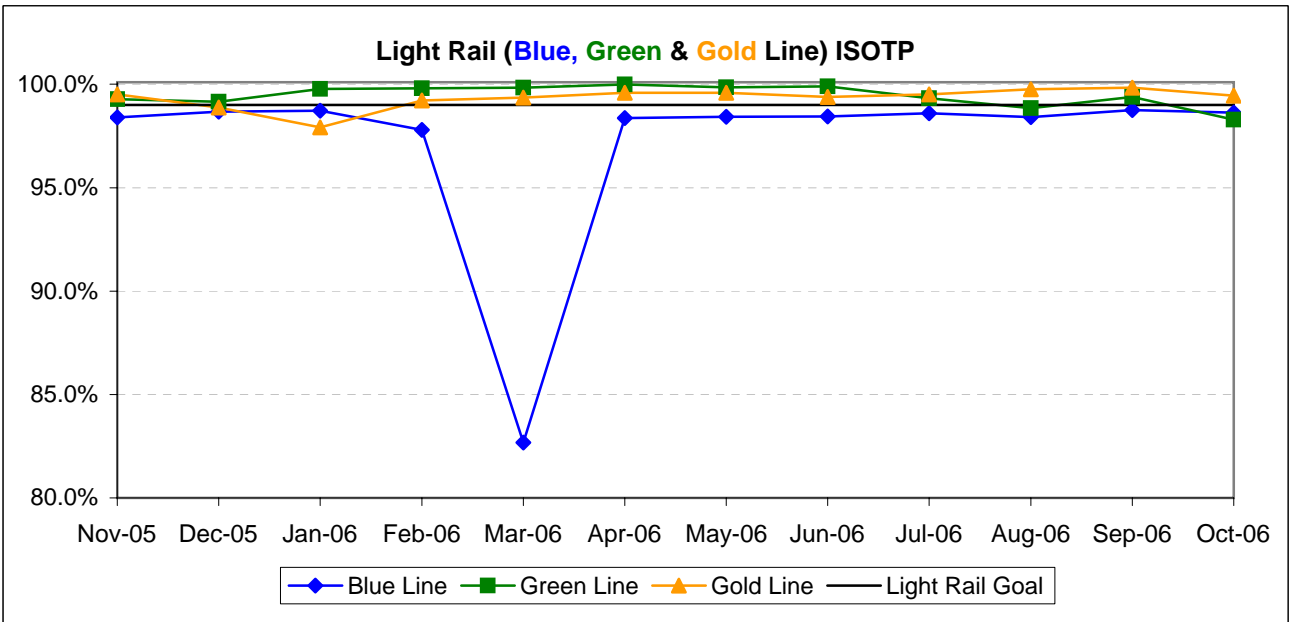
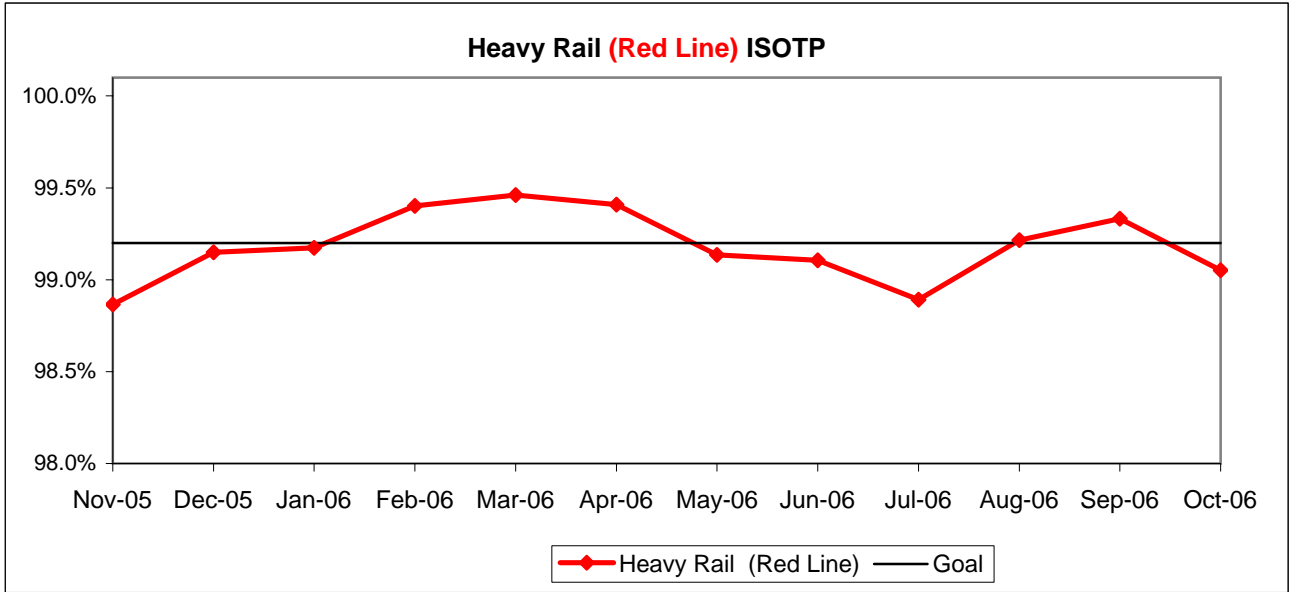




**IN-SERVICE ON-TIME PERFORMANCE (ISOTP)**

**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.

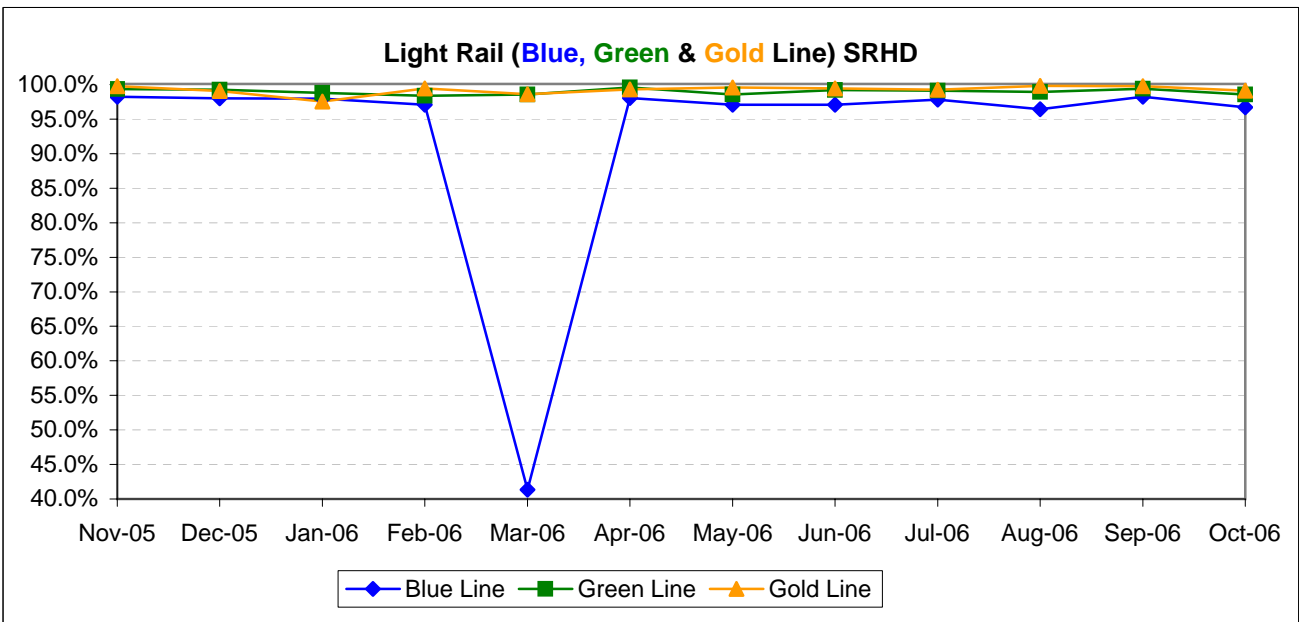
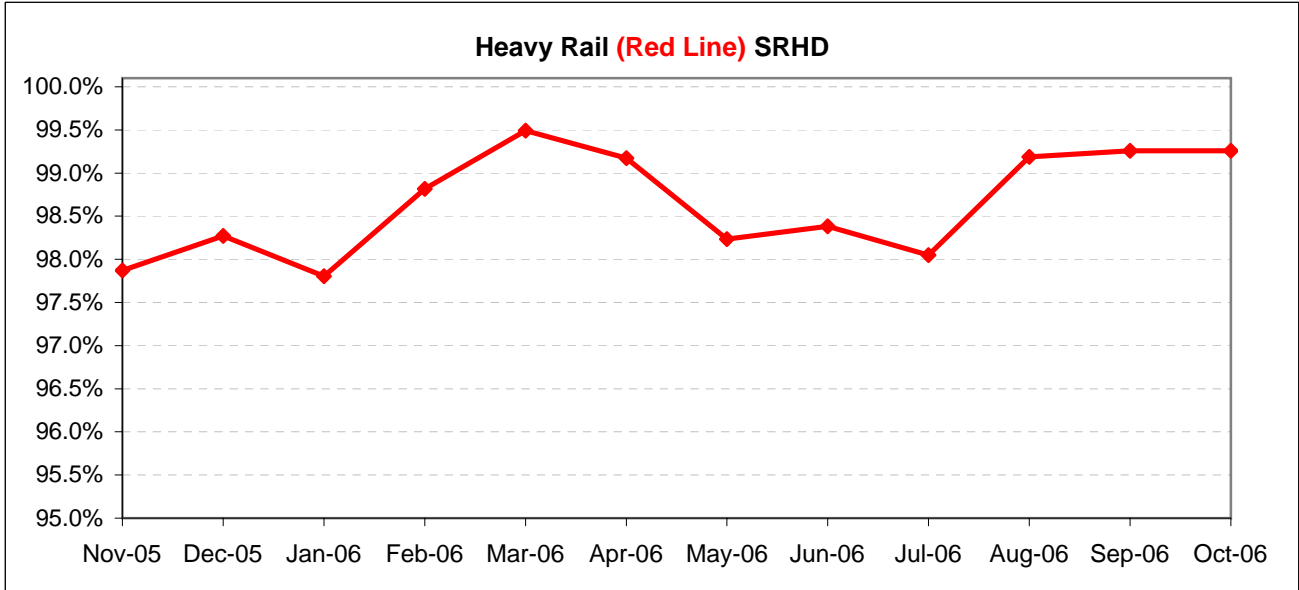
**Calculation:** ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]



**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.

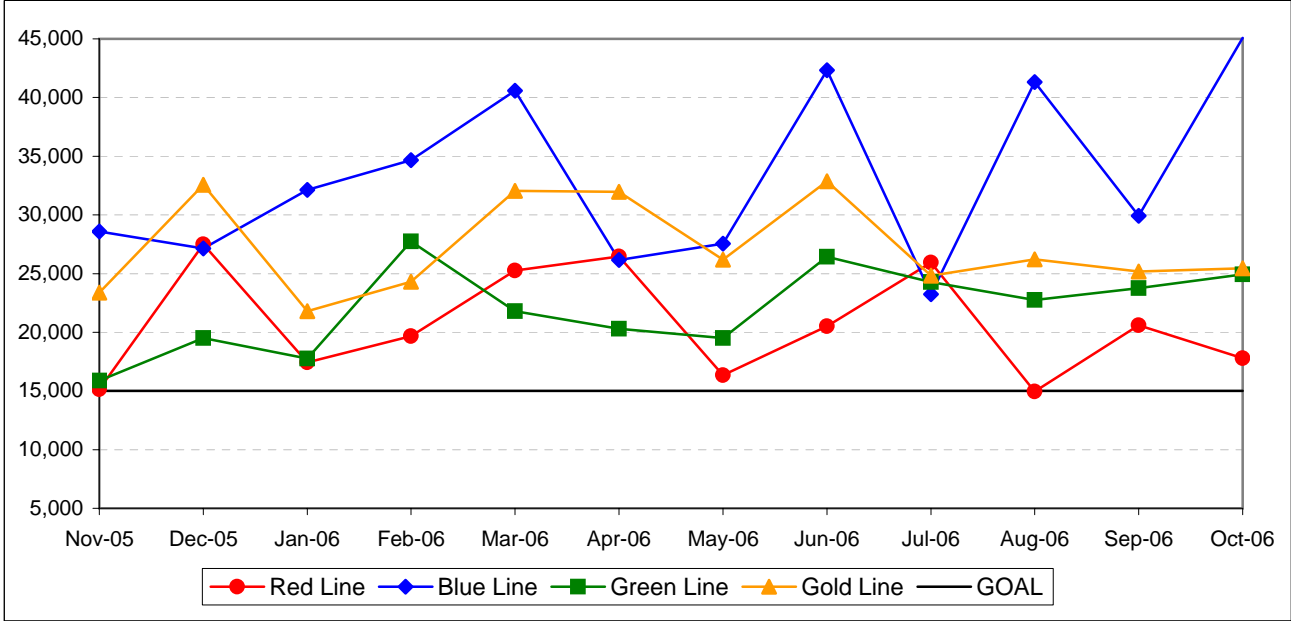
**Calculation:**  $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



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

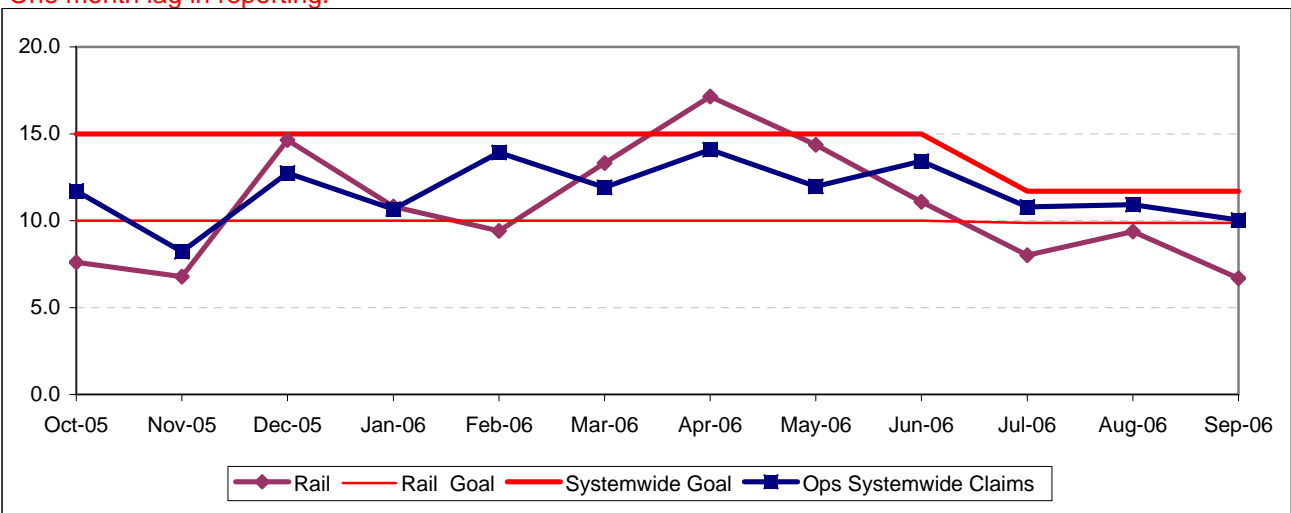


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**

**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.

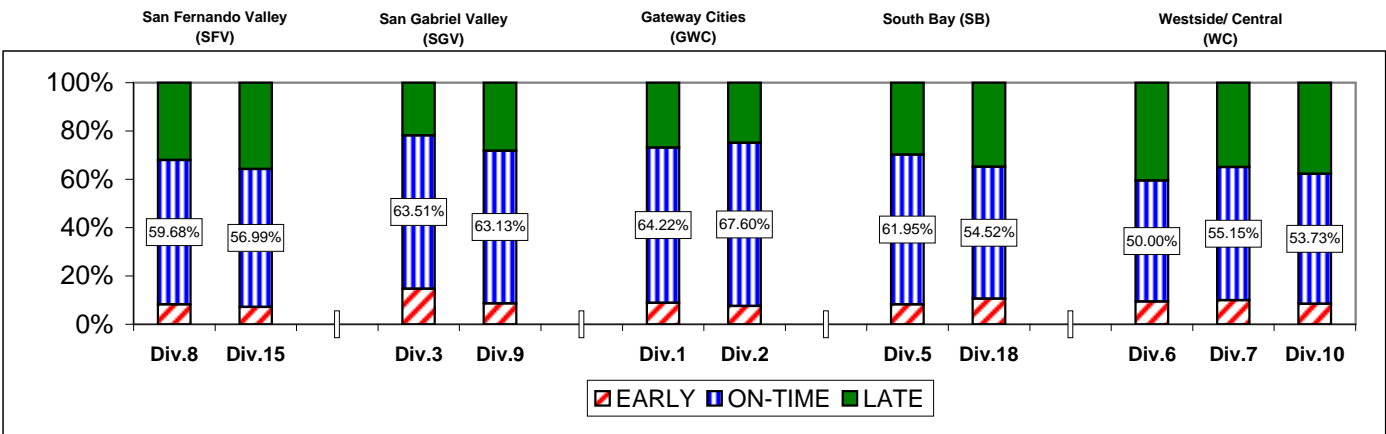
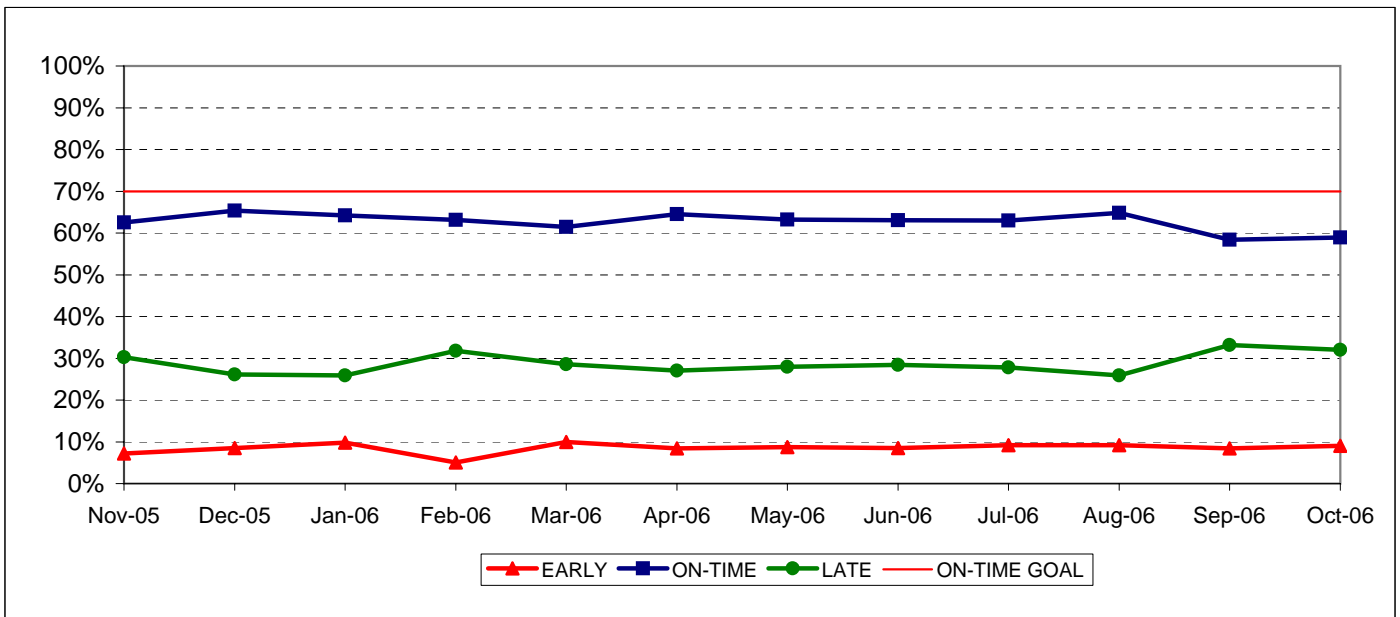
### IN-SERVICE ON-TIME PERFORMANCE

**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%	8.43%	1.30%
On-Time	68.23%	67.41%	-0.82%
Late	24.64%	24.16%	-0.48%
<b>Division 15</b>			
Early	8.30%	7.48%	-0.81%
On-Time	63.84%	62.17%	-1.67%
Late	27.87%	30.35%	2.48%
<b>Gateway Cities Sector (GWC)</b>			
<b>Division 1</b>			
Early	7.39%	8.90%	1.51%
On-Time	71.06%	67.18%	-3.88%
Late	21.55%	23.91%	2.36%
<b>Division 2</b>			
Early	7.80%	8.13%	0.33%
On-Time	72.71%	69.42%	-3.29%
Late	19.49%	22.45%	2.96%
<b>South Bay Sector (SB)</b>			
<b>Division 5</b>			
Early	8.44%	9.31%	0.86%
On-Time	61.85%	61.90%	0.06%
Late	29.71%	28.79%	-0.92%
<b>Division 18</b>			
Early	8.47%	10.46%	1.99%
On-Time	57.31%	56.17%	-1.14%
Late	34.22%	33.37%	-0.85%

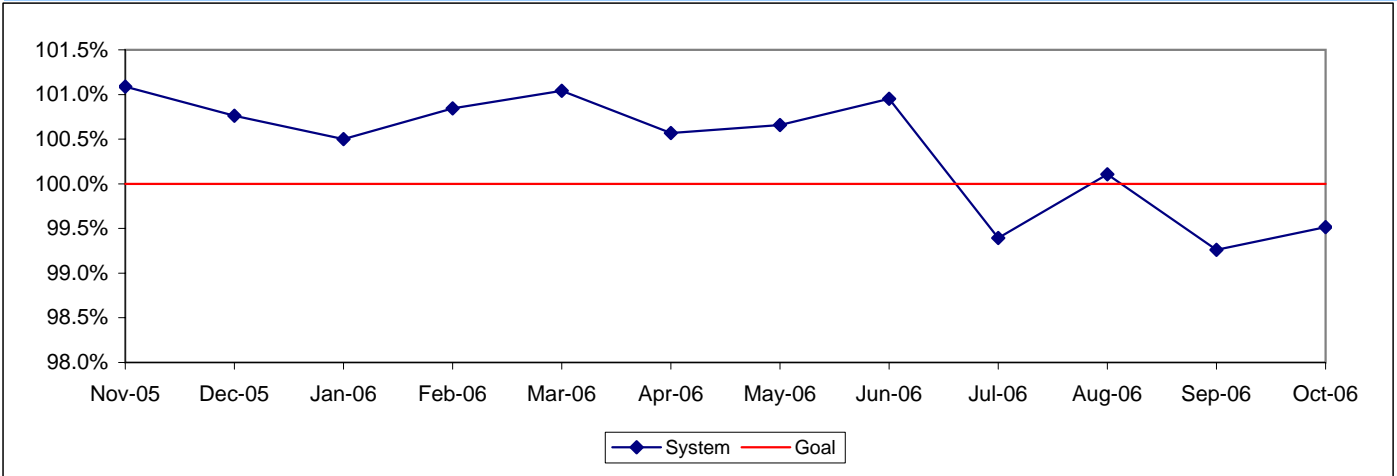
	FY06	FY07-YTD	Variance
<b>San Gabriel Valley Sector (SGV)</b>			
<b>Division 3</b>			
Early	8.50%	12.96%	4.47%
On-Time	70.05%	64.58%	-5.47%
Late	21.45%	22.46%	1.00%
<b>Division 9</b>			
Early	8.00%	8.99%	0.99%
On-Time	67.01%	64.10%	-2.92%
Late	24.99%	26.91%	1.92%
<b>Westside/Central Sector (WC)</b>			
<b>Division 6</b>			
Early	7.57%	8.88%	1.31%
On-Time	57.20%	50.11%	-7.09%
Late	35.23%	41.01%	5.78%
<b>Division 7</b>			
Early	8.27%	8.96%	0.69%
On-Time	61.78%	58.46%	-3.32%
Late	29.95%	32.58%	2.63%
<b>Division 10</b>			
Early	8.51%	8.85%	0.35%
On-Time	60.73%	54.26%	-6.47%
Late	30.77%	36.89%	6.12%
<b>SYSTEMWIDE</b>			
Early	8.09%	8.98%	0.89%
On-Time	64.35%	61.27%	-3.07%
Late	27.56%	29.75%	2.19%

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

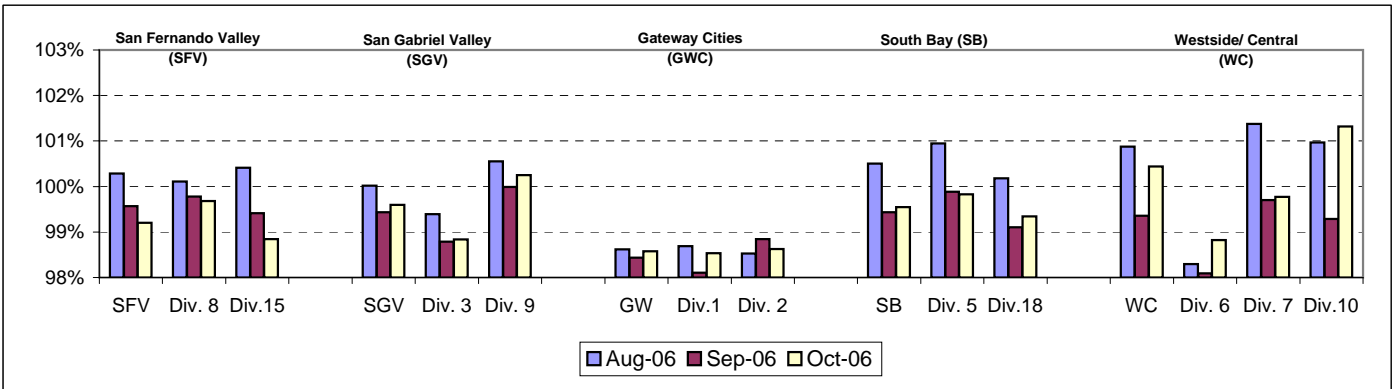
**Definition:** This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures. FY06: This performance indicator measures the percentage of scheduled Revenue Hours delivered after adding in temporary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

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

**Systemwide Trend**



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



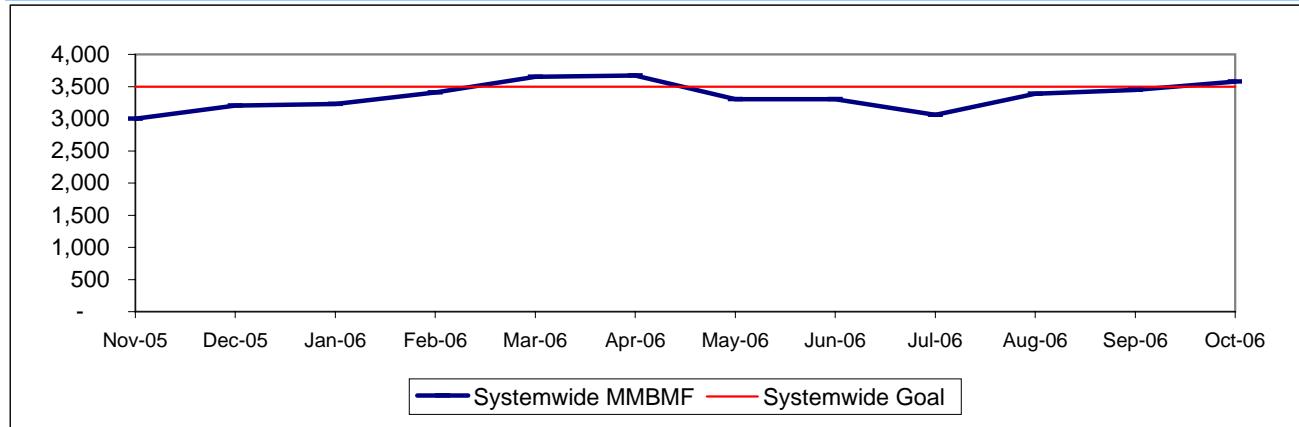
## MAINTENANCE PERFORMANCE

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

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

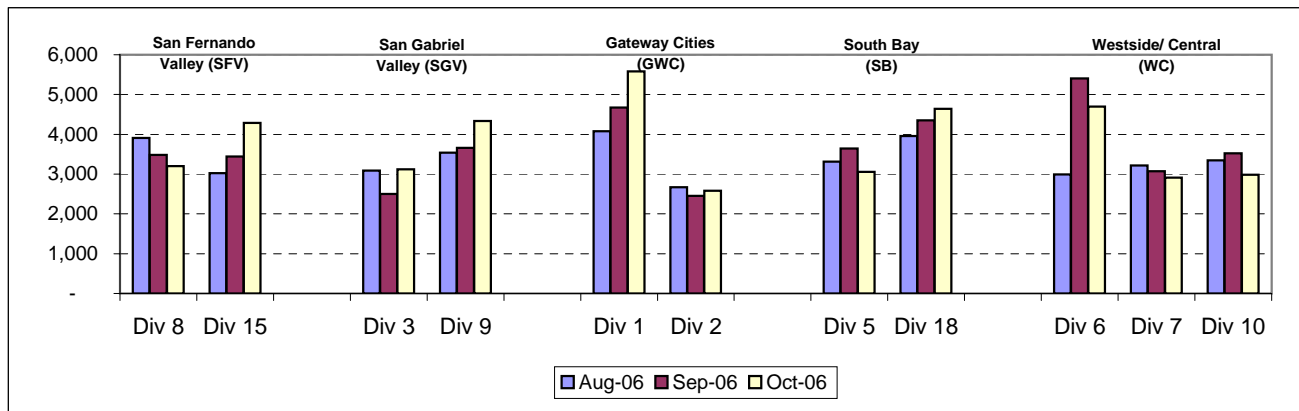
**Calculation:**  $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

#### Systemwide Trend



\* New Indicator.

### MMBMF -- Bus Operating Sector Divisions August - October 2006

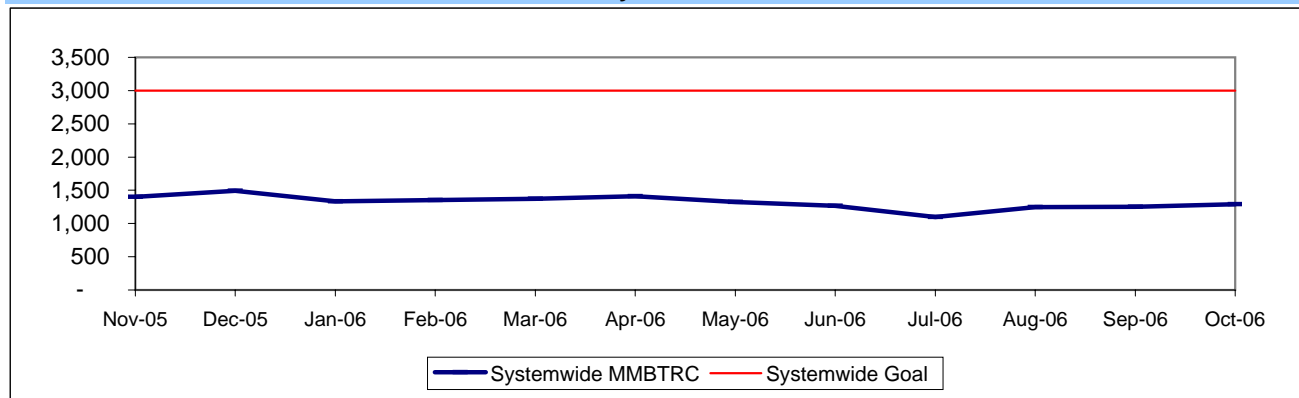


### MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)\*

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

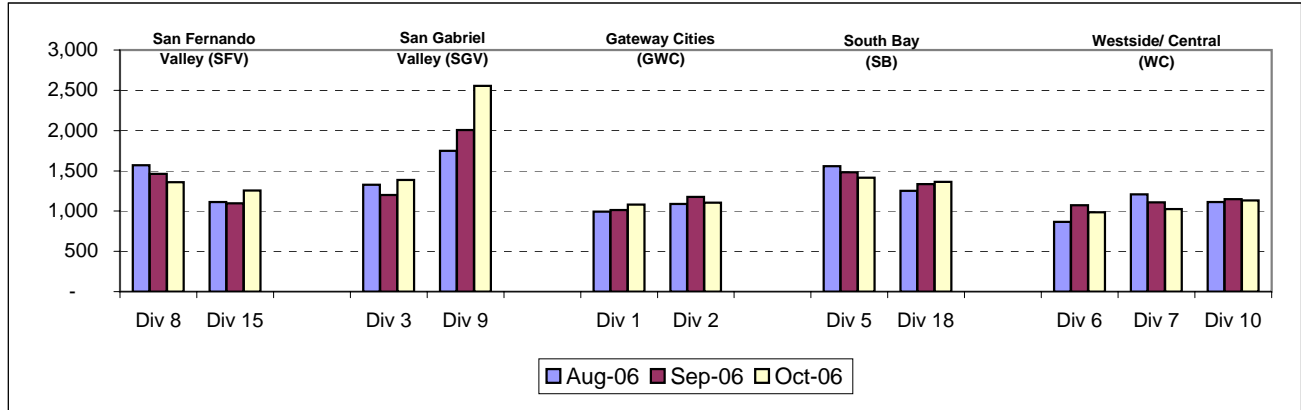
**Calculation:**  $MMBTRC = (\text{Total Hub Miles} / \text{by Total Road Calls})$

#### MMBTRC Systemwide Trend



\* New Indicator.

**MMBTRC --Bus Operating Sector Divisions  
August - October 2006**



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

	Number of Buses	Percent of Buses
CNG	2,052	81.88%
Diesel (Except FlexMetro)	361	14.41%
FlexMetro Diesel	0	0.00%
Gasoline	59	2.35%
Propane	34	1.36%
<b>Total</b>	<b>2,506</b>	<b>100.00%</b>

**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	7.0	8.2	6.0	5.5	6.1	6.5	6.7

WC		
Div 6	Div 7	Div 10
12.2	5.3	6.6

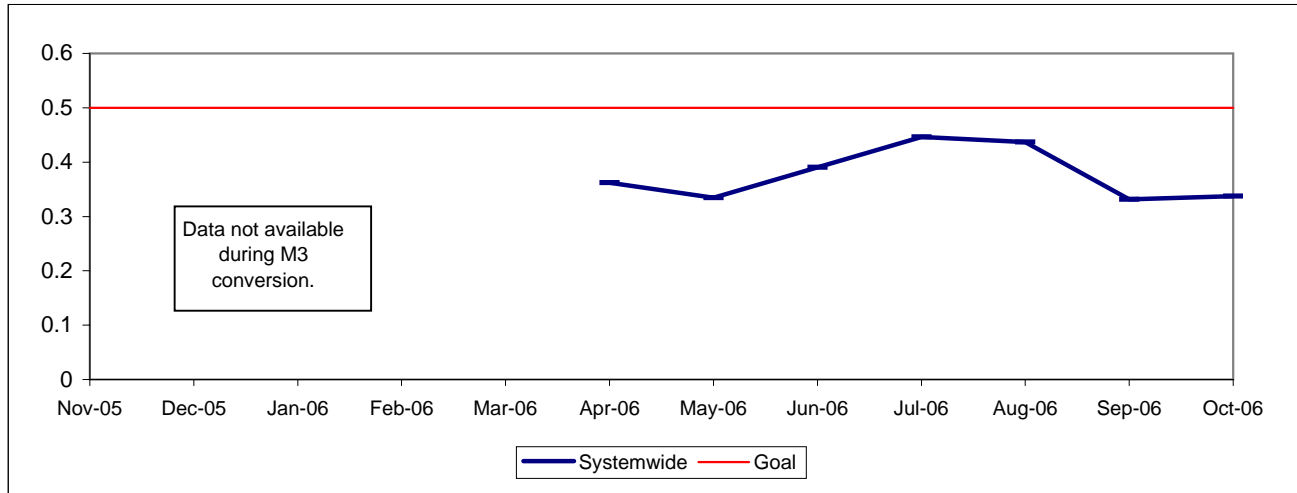


**PAST DUE CRITICAL PREVENTIVE MAINTENANCE PROGRAM JOBS (PMP's)**

**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.

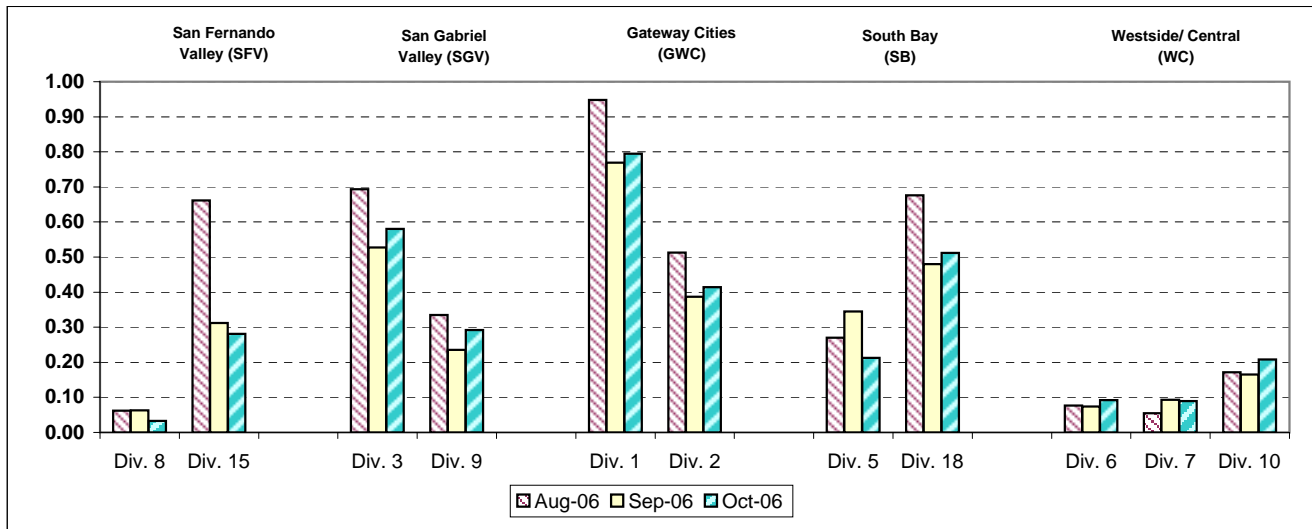
**Calculation:** Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

**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  
August - October 2006**



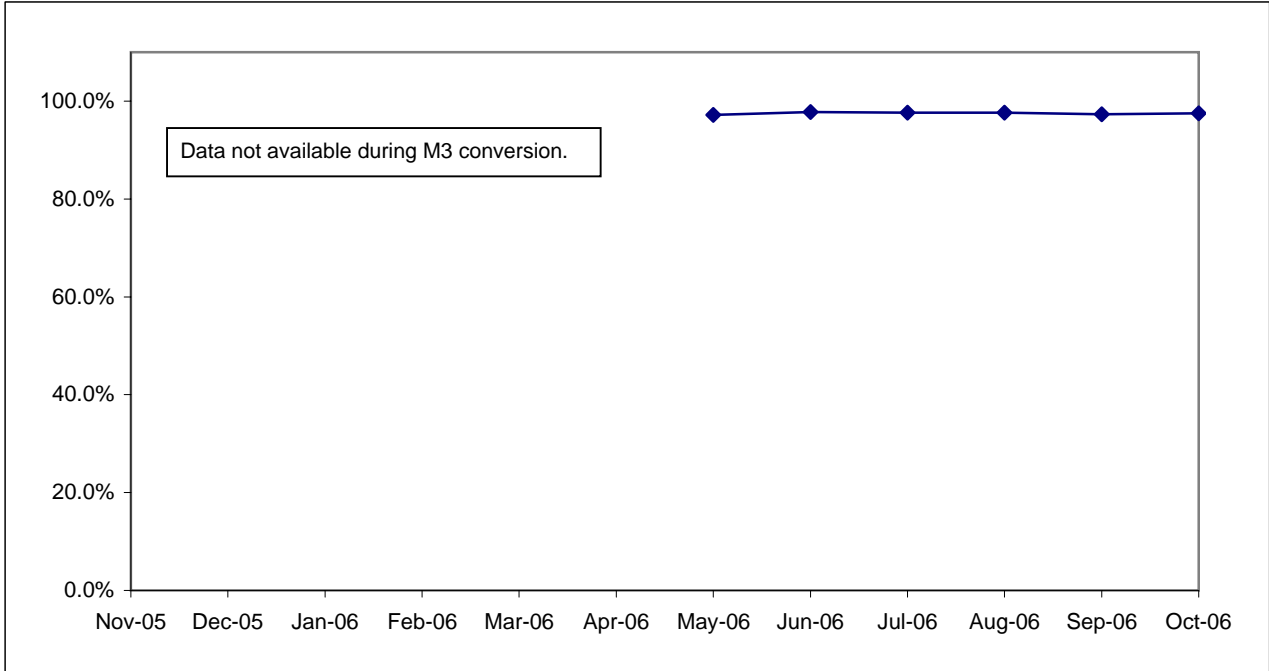
# ATTENDANCE

## MAINTENANCE ATTENDANCE

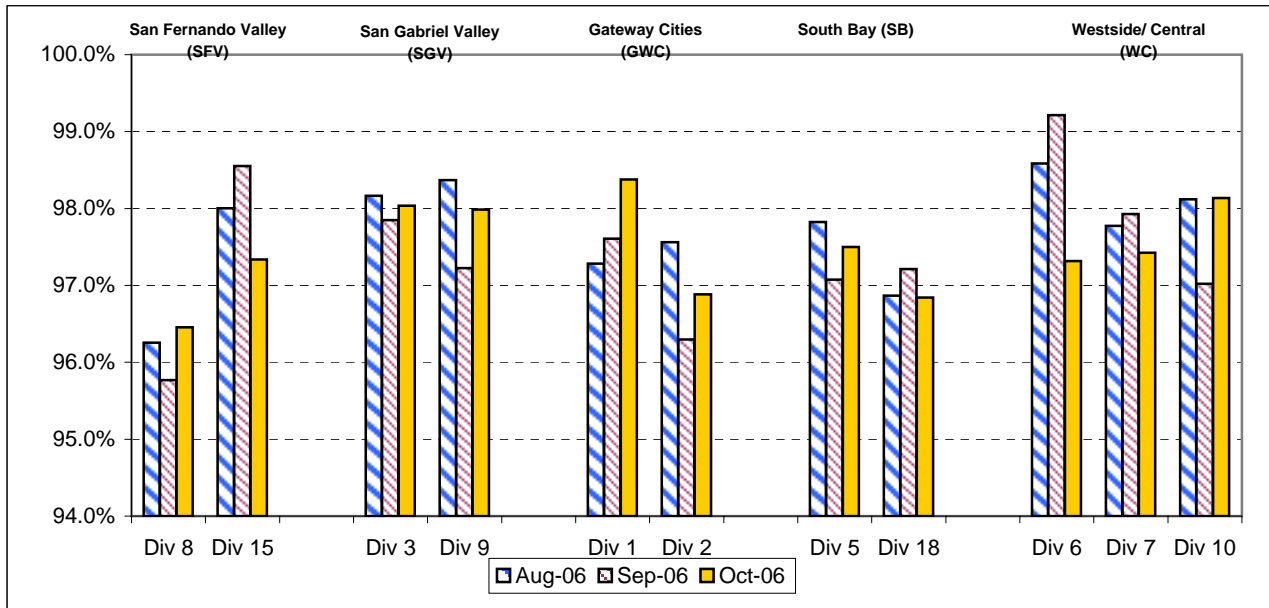
**Definition:** Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

### Systemwide Trend



### Maintenance Attendance - By Sectors' Divisions (By Current Month) August - October 2006



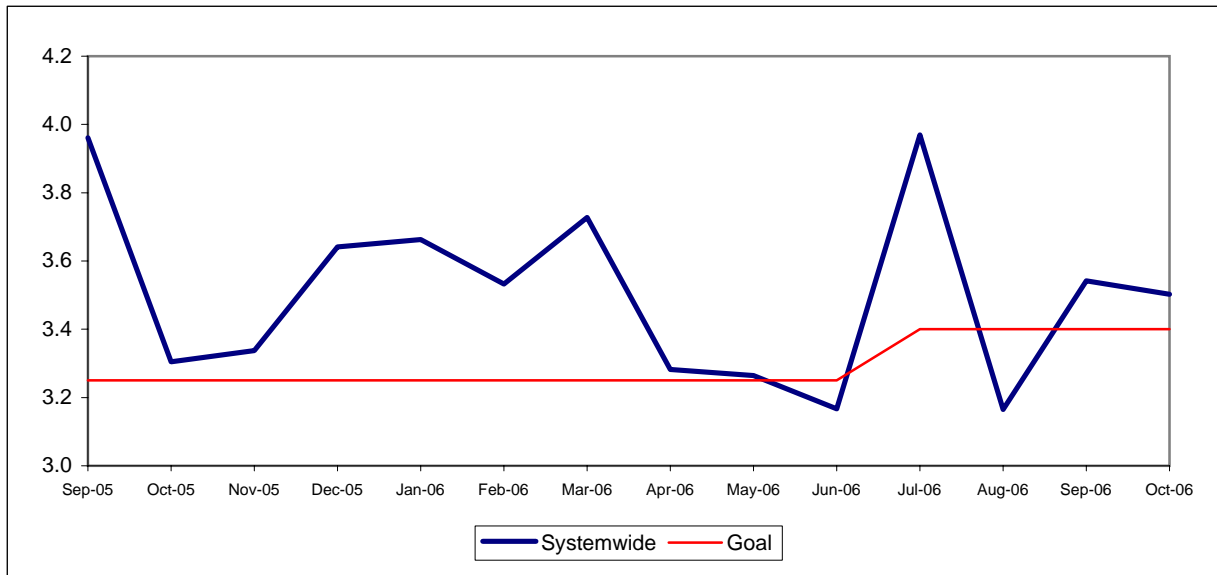
## SAFETY PERFORMANCE

### 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.

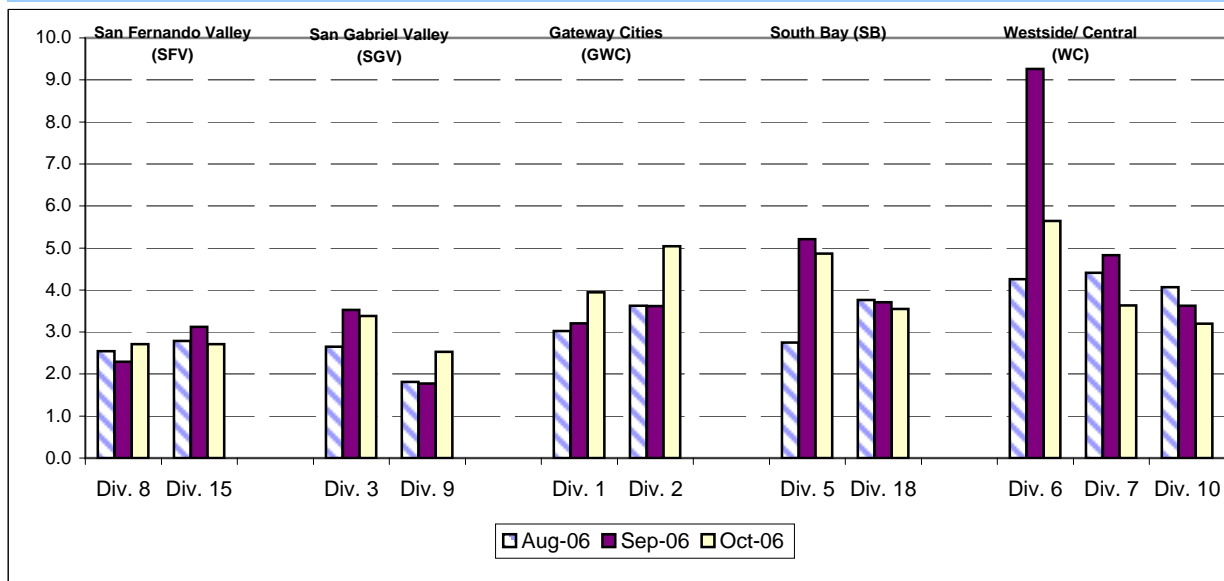
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

#### 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.

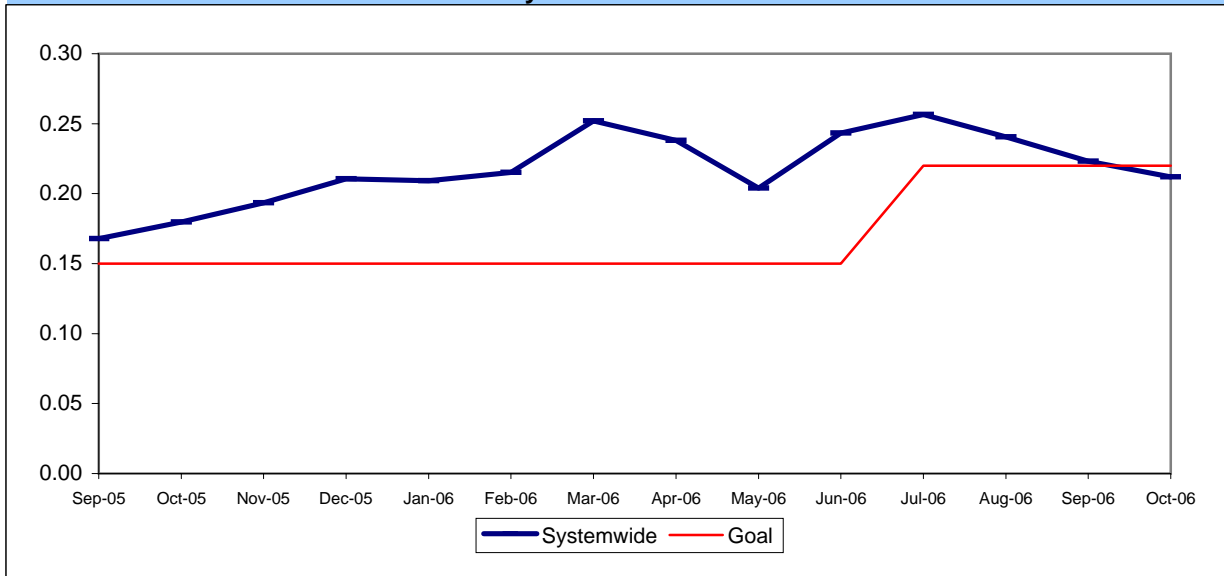
#### Bus Operating Divisions - by Sectors' Divisions August - October 2006



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

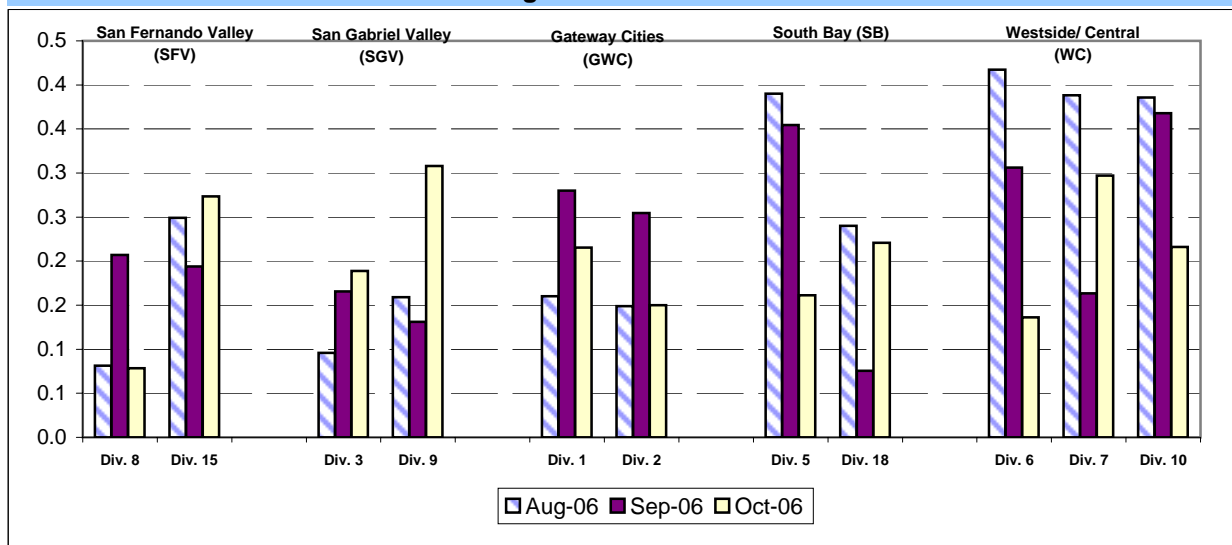
**Definition:** Average number of Passenger Accidents for every 100,000 Boardings. This indicator  
**Calculation:** Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by

### 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.

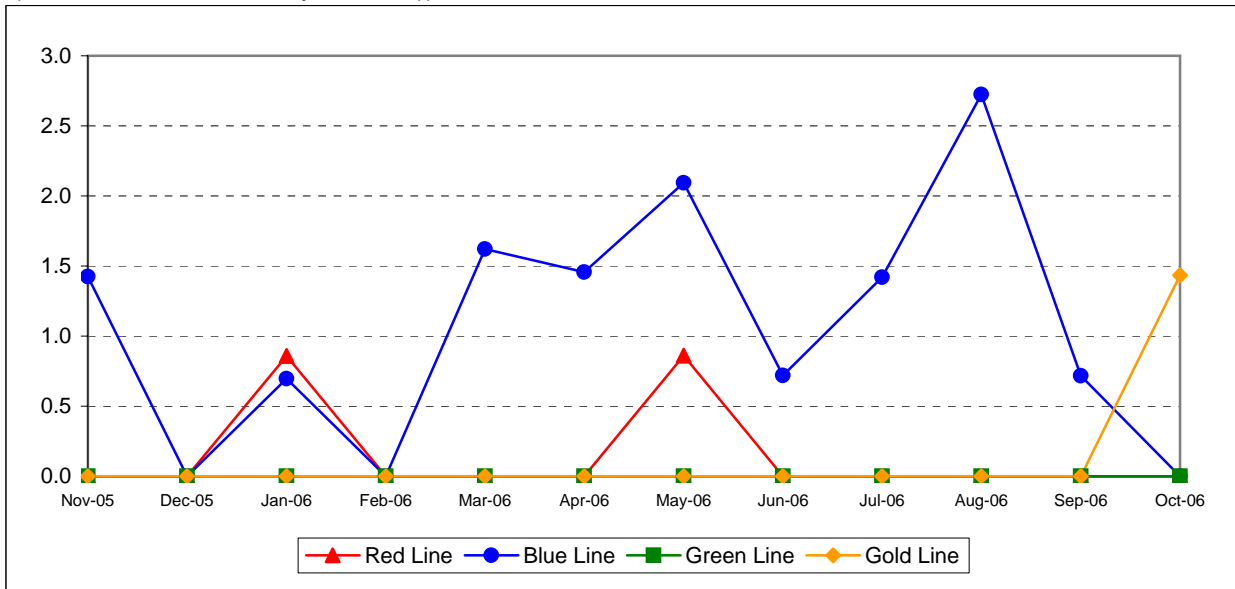
### Bus Operating Divisions - by Sectors' Divisions August - October 2006



### 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.

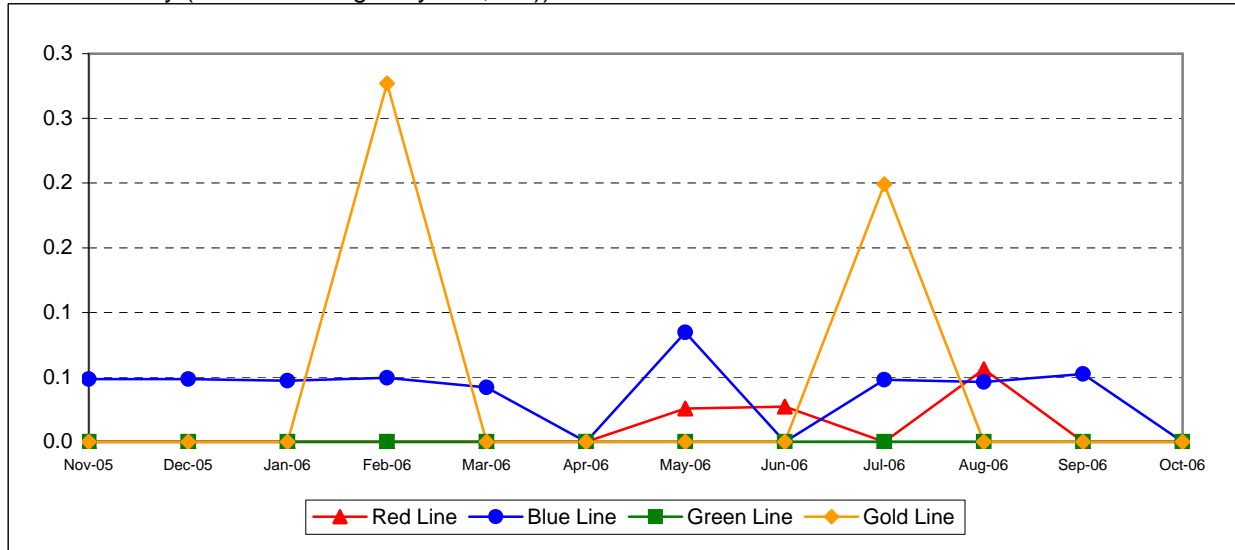
**Calculation:** Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



### 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))

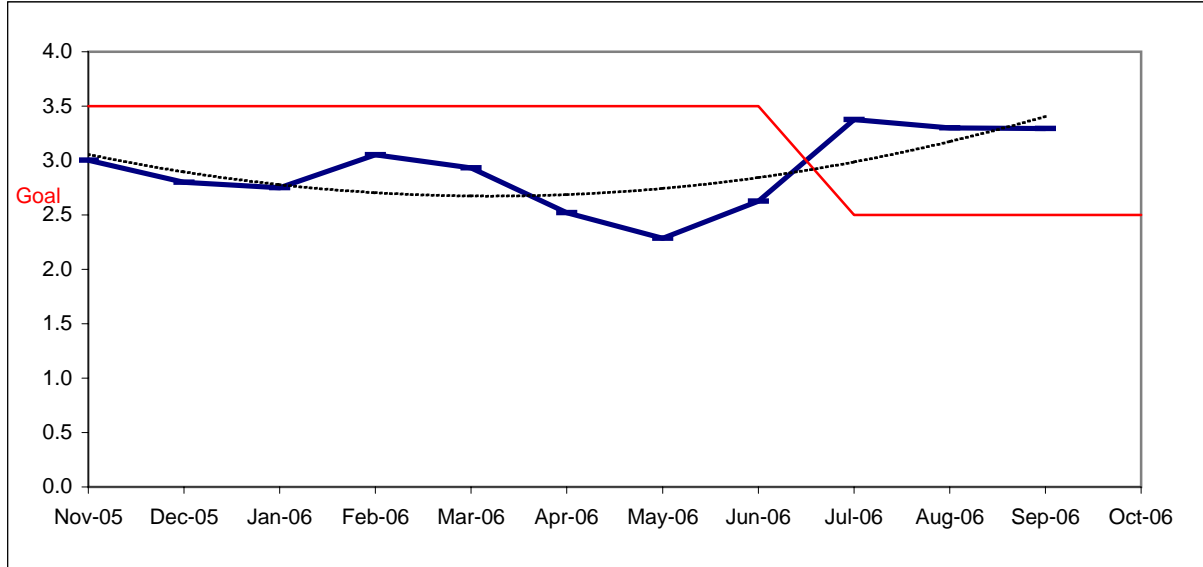


# CUSTOMER SATISFACTION

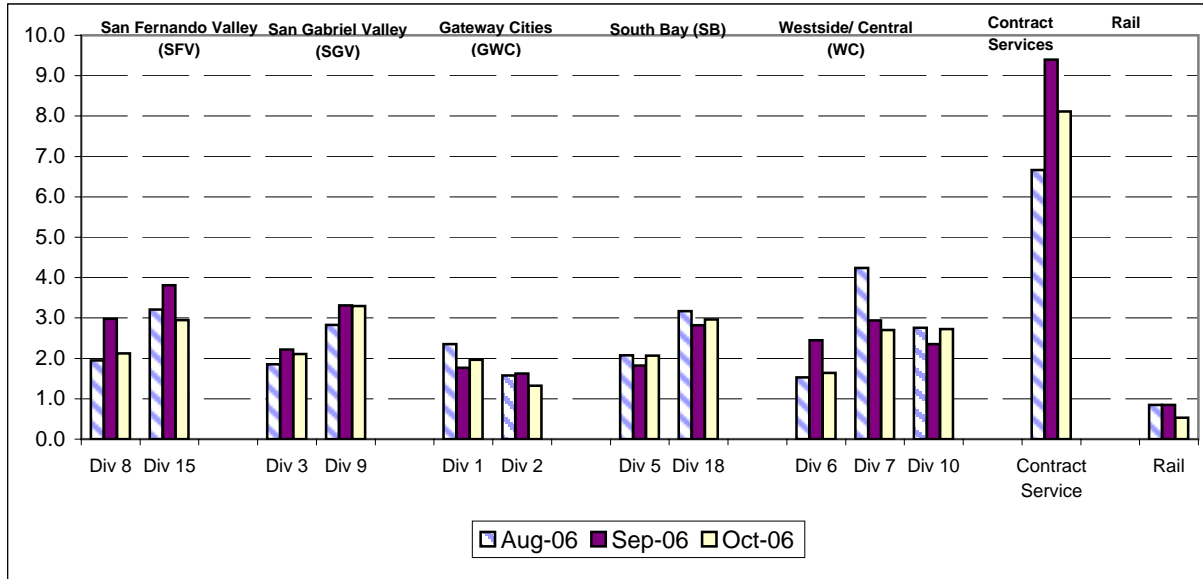
## COMPLAINTS PER 100,000 BOARDINGS

**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 August - October 2006



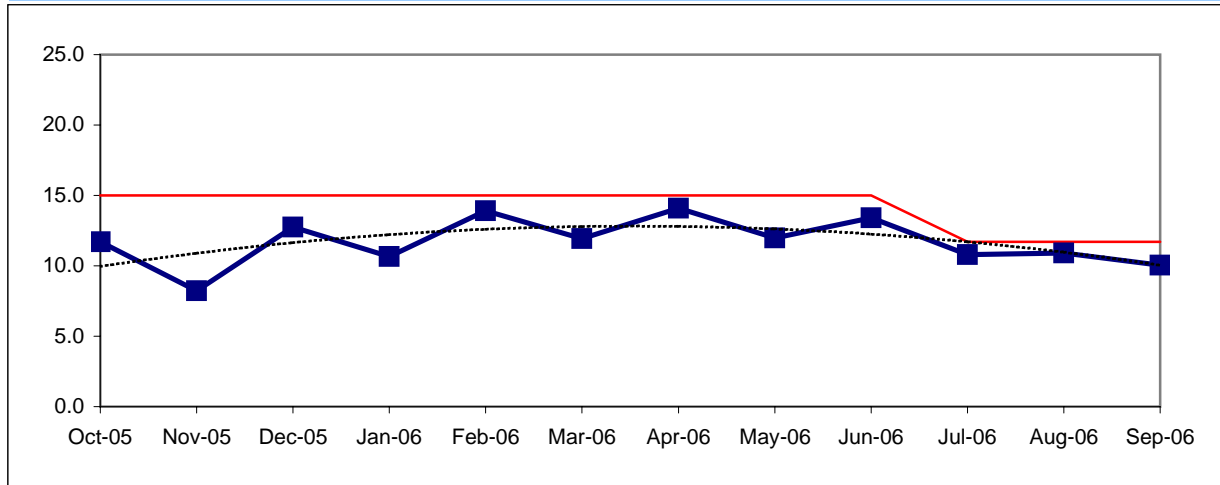
## WORKERS COMPENSATION CLAIMS

### 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

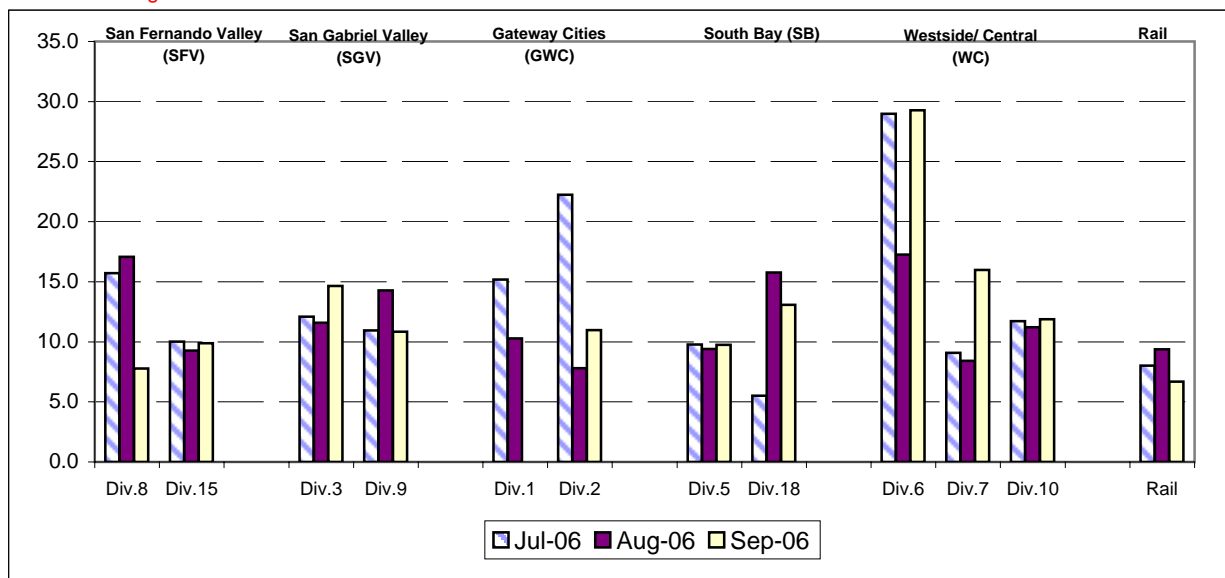
### NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

**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



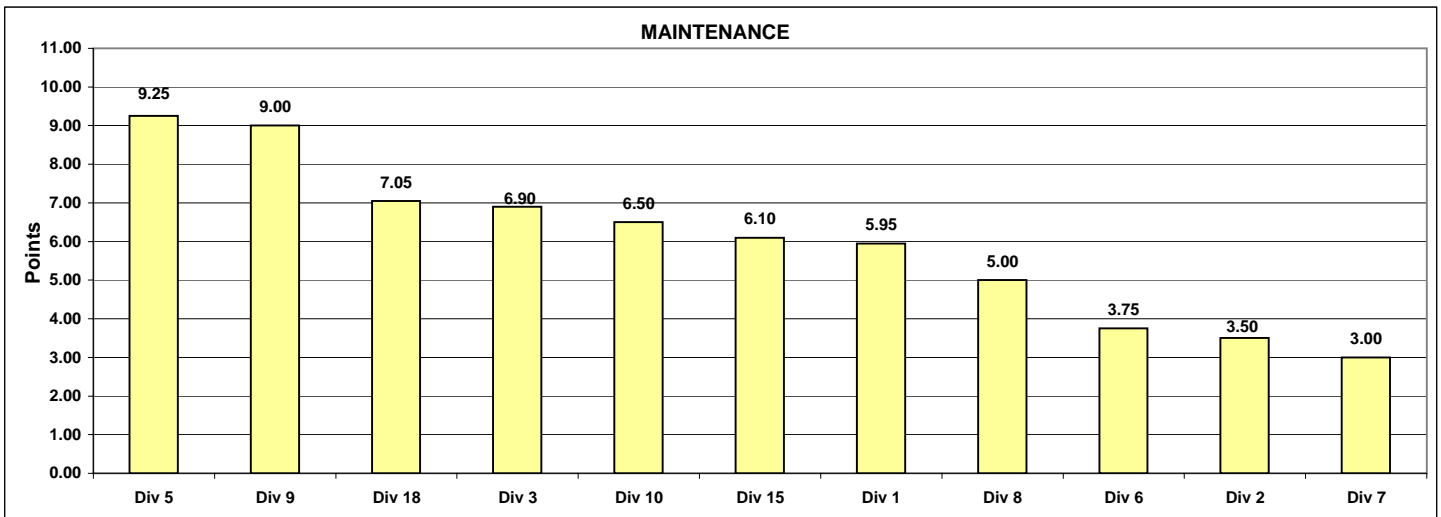
**"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM**

**Monthly Calculations - October 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>	1080.4	1103.2	1385.1	1415.8	985.1	1025.1	1359.4	2553.8	1133.3	1254.9	1361.3
Points		3	4	9	10	1	2	7	11	5	6	8
Attendance	<b>20%</b>	0.98375	0.98042	0.98397	0.98296	0.97318	0.97425	0.97365	0.98433	0.98742	0.97833	0.96904
Points		8	6	9	7	2	4	3	10	11	5	1
New WC Claims /200,000												
Exp Hrs*	<b>36%</b>	0.0000	12.7200	10.6308	0.0000	0.0000	10.2119	10.5908	9.8519	8.9249	8.1409	0.0000
Points		9.5	1	2	9.5	9.5	4	3	5	6	7	9.5
*One month lag												
<b>Totals</b>		<b>5.95</b>	<b>3.50</b>	<b>6.90</b>	<b>9.25</b>	<b>3.75</b>	<b>3.00</b>	<b>5.00</b>	<b>9.00</b>	<b>6.50</b>	<b>6.10</b>	<b>7.05</b>
<b>FINAL RANKING</b>		<b>Maintenance Division Ranking (Sorted)</b>										
	<b>DIV.</b>	Div 5	Div 9	Div 18	Div 3	Div 10	Div 15	Div 1	Div 8	Div 6	Div 2	Div 7
	<b>Score</b>	9.25	9.00	7.05	6.90	6.50	6.10	5.95	5.00	3.75	3.50	3.00
	<b>Rank</b>	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



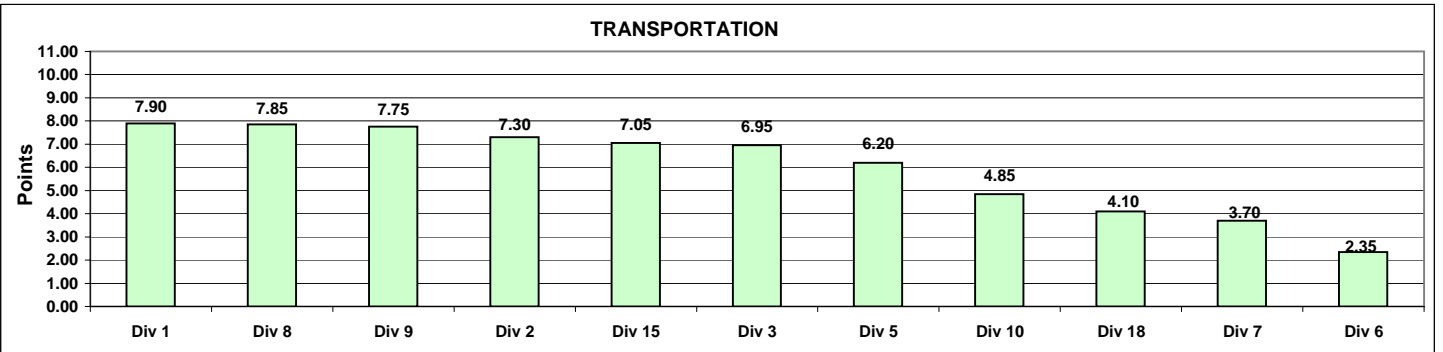


**Monthly Calculations - October 2006**  
**Metro Bus - Transportation**

**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%	0.6422	0.6760	0.6351	0.6195	0.5000	0.5515	0.5968	0.6313	0.5373	0.5699	0.5452
Points		10	11	9	7	1	4	6	8	2	5	3
Miles Between Total Road Calls	10%	1080.3901	1103.2049	1385.0934	1415.7615	985.0500	1025.0915	1359.3689	2553.7659	1133.3234	1254.8905	1361.2517
Points		3	4	9	10	1	2	7	11	5	6	8
Accident Rate	25%	3.9459	5.0446	3.3800	4.8667	5.6399	3.6363	2.7115	2.5296	3.1977	2.7105	3.5458
Points		4	2	7	3	1	5	9	11	8	10	6
Complaints/100K Boardings	15%	1.9648	1.3198	2.1091	2.0713	1.6363	2.7034	2.1226	3.2970	2.7263	2.9475	2.9667
Points		9	11	7	8	10	5	6	1	4	3	2
New WC Claims /200,000 Exp Hrs*	25%	0.0000	10.4991	15.8513	12.7034	39.2366	17.6441	6.8783	11.1034	12.7335	10.4238	16.7845
Points		11	8	4	6	1	2	10	7	5	9	3
*One month lag												
<b>Totals</b>		<b>7.90</b>	<b>7.30</b>	<b>6.95</b>	<b>6.20</b>	<b>2.35</b>	<b>3.70</b>	<b>7.85</b>	<b>7.75</b>	<b>4.85</b>	<b>7.05</b>	<b>4.10</b>
FINAL RANKING												
Transportation Division Ranking (Sorted)												
DIV.	Div 1	Div 8	Div 9	Div 2	Div 15	Div 3	Div 5	Div 10	Div 18	Div 7	Div 6	
Score	7.90	7.85	7.75	7.30	7.05	6.95	6.20	4.85	4.10	3.70	2.35	
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		
	Oct-05	Oct-06	Yearly Improvement	Oct-05	Oct-06	Yearly Improvement	Oct-05	Oct-06	Yearly Improvement	Oct-05	Oct-06	Yearly Improvement
<b>Wayside Availability</b>												
Track	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Signals	99.87%	99.57%	-0.30%	99.90%	99.92%	0.02%	99.82%	99.33%	-0.48%	99.98%	99.98%	0.00%
Power	100.00%	99.71%	-0.29%	99.96%	99.98%	0.02%	99.72%	99.69%	-0.03%	98.63%	100.00%	1.37%
<b>Wayside Performance</b>	<b>99.96%</b>	<b>99.76%</b>	<b>-0.20%</b>	<b>99.96%</b>	<b>99.97%</b>	<b>0.01%</b>	<b>99.84%</b>	<b>99.67%</b>	<b>-0.17%</b>	<b>99.53%</b>	<b>99.99%</b>	<b>0.46%</b>
<b>Vehicle Availability</b>												
Vehicle Performance	99.25%	98.61%	-0.64%	99.41%	99.17%	-0.23%	99.09%	99.64%	0.55%	99.72%	99.74%	0.01%
<b>Operator Availability</b>												
Operators	99.87%	99.48%	-0.39%	99.90%	99.75%	-0.15%	99.95%	99.97%	0.02%	99.90%	99.88%	-0.02%
<b>In-Service Performance</b>												
Rev. Hr. Delivered - Rail	98.99%	97.11%	-1.88%	99.01%	98.83%	-0.17%	98.58%	98.63%	0.05%	98.23%	99.60%	1.37%
<b>total Rail Line Performance</b>	<b>99.52%</b>	<b>98.74%</b>	<b>-0.78%</b>	<b>99.57%</b>	<b>99.43%</b>	<b>-0.14%</b>	<b>99.37%</b>	<b>99.48%</b>	<b>0.11%</b>	<b>99.35%</b>	<b>99.80%</b>	<b>0.46%</b>

Metro Rail Final Ranking (Sorted)				
Rail Line	GOLD	GREEN	RED	BLUE
Score	0.458%	0.111%	-0.136%	-0.777%
Rank	1st	2nd	3rd	4th

