

AUG 2007

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 490 Metro buses and 24 Metro Bus lines carrying nearly 64.9 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	FY08 Target	FY08 YTD	Aug. Month	Status
<b>Bus Systemwide</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls				3,274	3,532 1,116*	3,500	3,105 237	3,016 82	
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	63.77%	65.30%	65.20%	65.42%	
Bus Traffic Accidents Per 100,000 Miles						3.50	3.27	3.59	
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.46	2.75	2.92	2.83	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours ( 1 month lag)	17.80	17.64	13.61	12.27	11.11	12.13	Jul YTD 11.42	July 11.42	
<small>**Div 15 Nov. '05 data excluded &amp; Dec. Data after shake-up</small>									
<b>SFV Sector</b>									
MMBMF No. of unaddressed road calls				3,319	3,619 432*	3,500	3,024 123	2,826 28	
In-Service On-time Performance	67.30%	67.47%	68.54%	65.19%**	65.60%	67.50%	68.26%	68.52%	
Bus Traffic Accidents Per 100,000 Miles						2.90	2.65	2.97	
Complaints per 100,000 Boardings	6.32	5.45	4.39	3.24	3.00	3.00	4.01	3.71	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours ( 1 month lag)	16.72	15.15	13.71	11.75	13.74	12.00	Jul YTD 15.96	July 15.96	
<small>**Div 15 Nov. '05 data excluded &amp; Dec. Data after shake-up</small>									
<b>Division 8</b>									
MMBFCMF No. of unaddressed road calls				3,836	3,912 258*	3,500	3,292 93	2,902 2	
In-Service On-time Performance	70.09%	69.12%	69.78%	68.23%	67.48%	68.00%	69.67%	69.69%	
Bus Traffic Accidents Per 100,000 Miles						2.80	1.75	1.78	
Complaints per 100,000 Boardings	6.87	5.09	4.17	3.37	2.75	2.80	3.82	3.86	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours ( 1 month lag)	20.92	19.15	16.77	13.81	16.14	13.00	Jul YTD 20.93	July 20.93	
<b>Division 15</b>									
MMBFCMF No. of unaddressed road calls				2,996	3,420 174*	3,500	2,848 30	2,771 26	
In-Service On-time Performance	66.13%	66.62%	67.84%	63.84%**	64.41%	67.00%	67.42%	67.84%	
Bus Traffic Accidents Per 100,000 Miles						3.00	3.34	3.86	
Complaints per 100,000 Boardings	6.01	5.70	4.55	3.14	3.16	3.20	4.11	3.63	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours ( 1 month lag)	16.23	13.14	12.46	10.41	12.44	11.00	Jul YTD 13.41	July 13.41	

\*Jan-June '07 \*\* Div 15 excluded (Nov. '05 data excluded --No schedules loaded for Orange Line Oct.31 shake-up & Dec. Data after shake-up used.)

NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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.

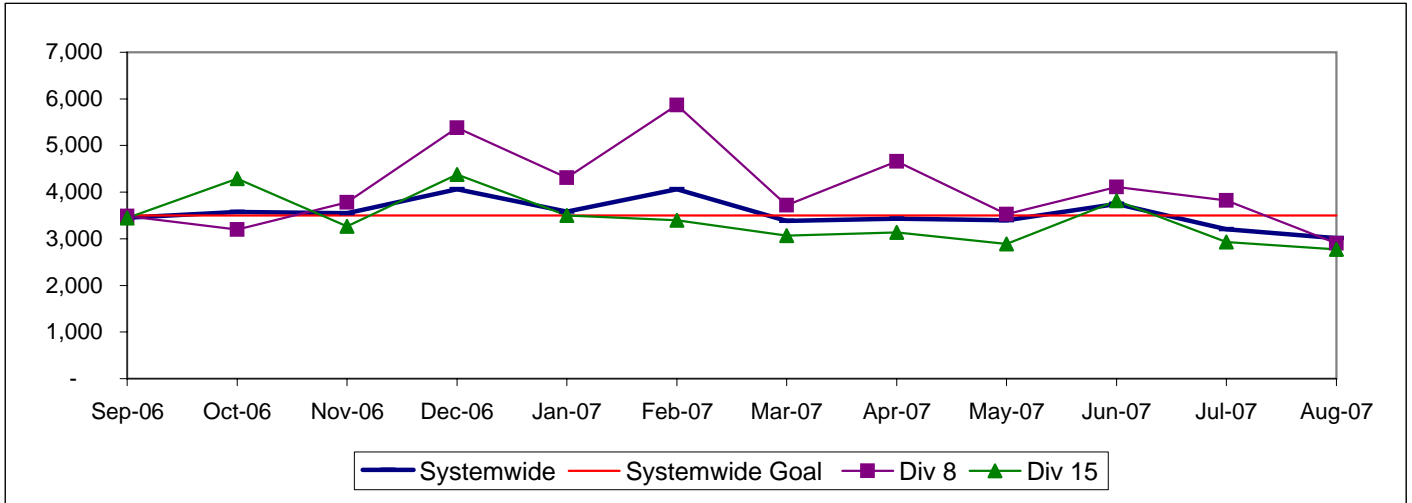
Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## 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)



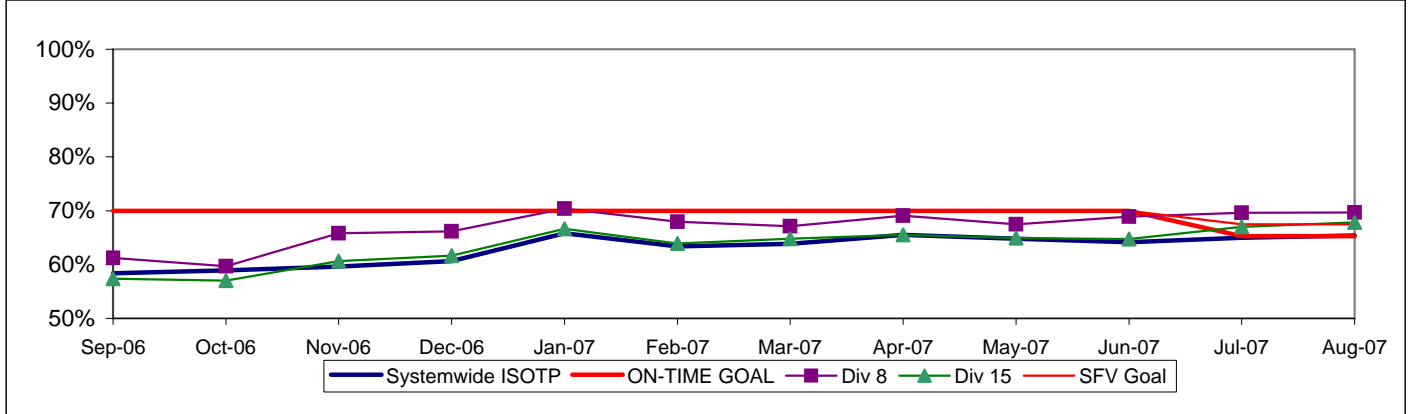
**IN-SERVICE ON-TIME PERFORMANCE\***

**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. (Excludes Rapid buses.)

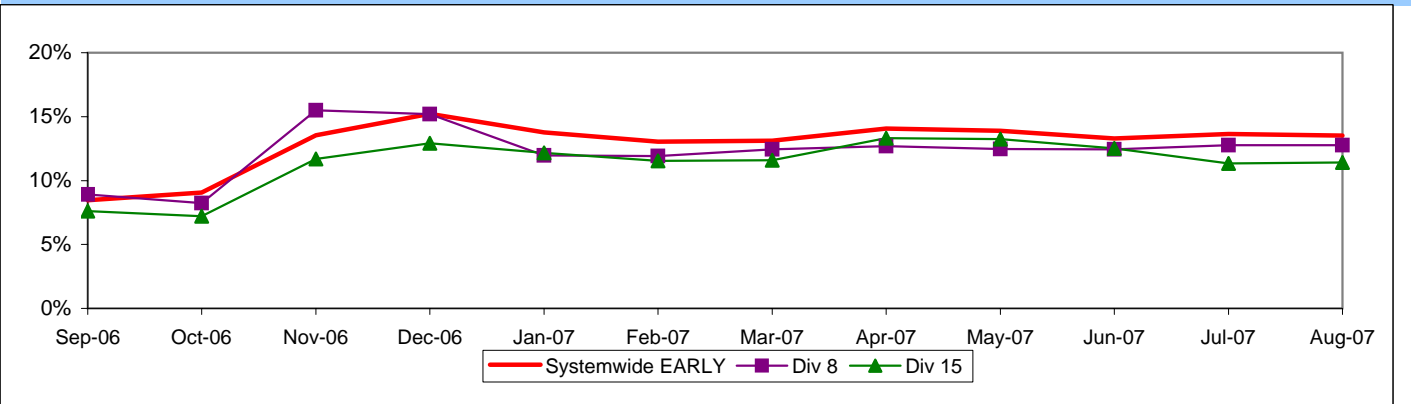
**Calculation:** ISOTP% = 1 - ((Number of buses departing early + Number of buses departing more than five minutes late) / (Total buses sampled))

\* Division 15 November data not available.

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



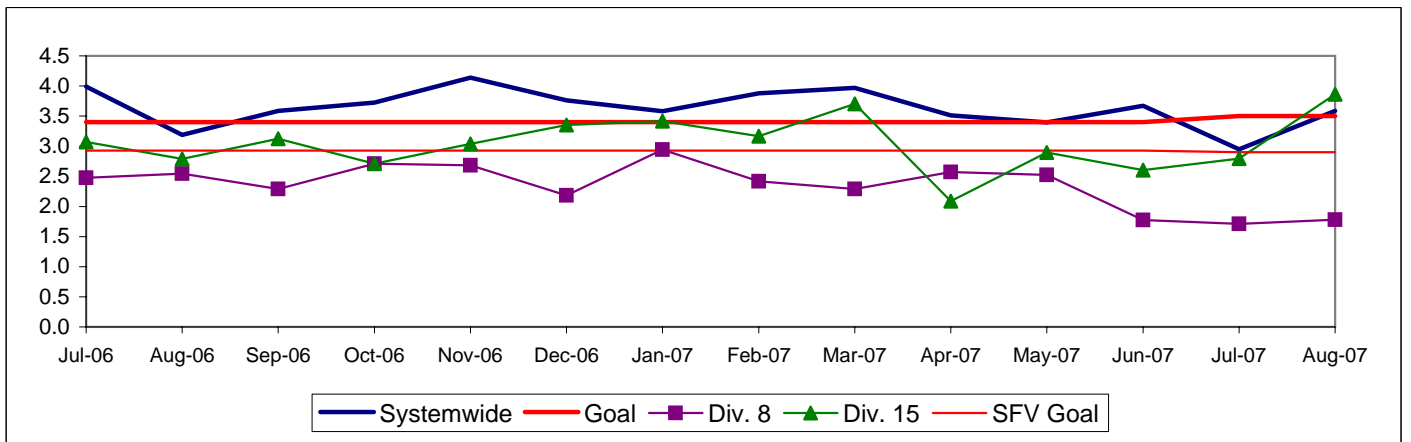
**Running Hot - Systemwide and Bus Operating Divisions 8 and 15**



**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))

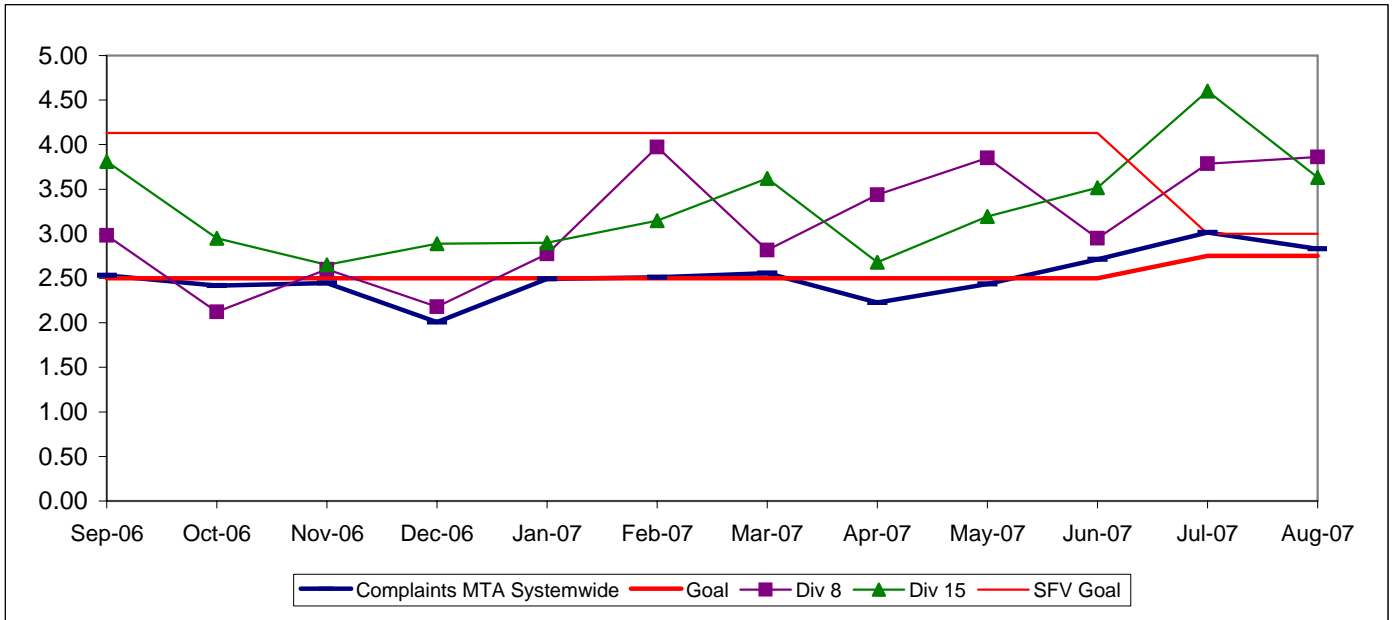


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

**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)

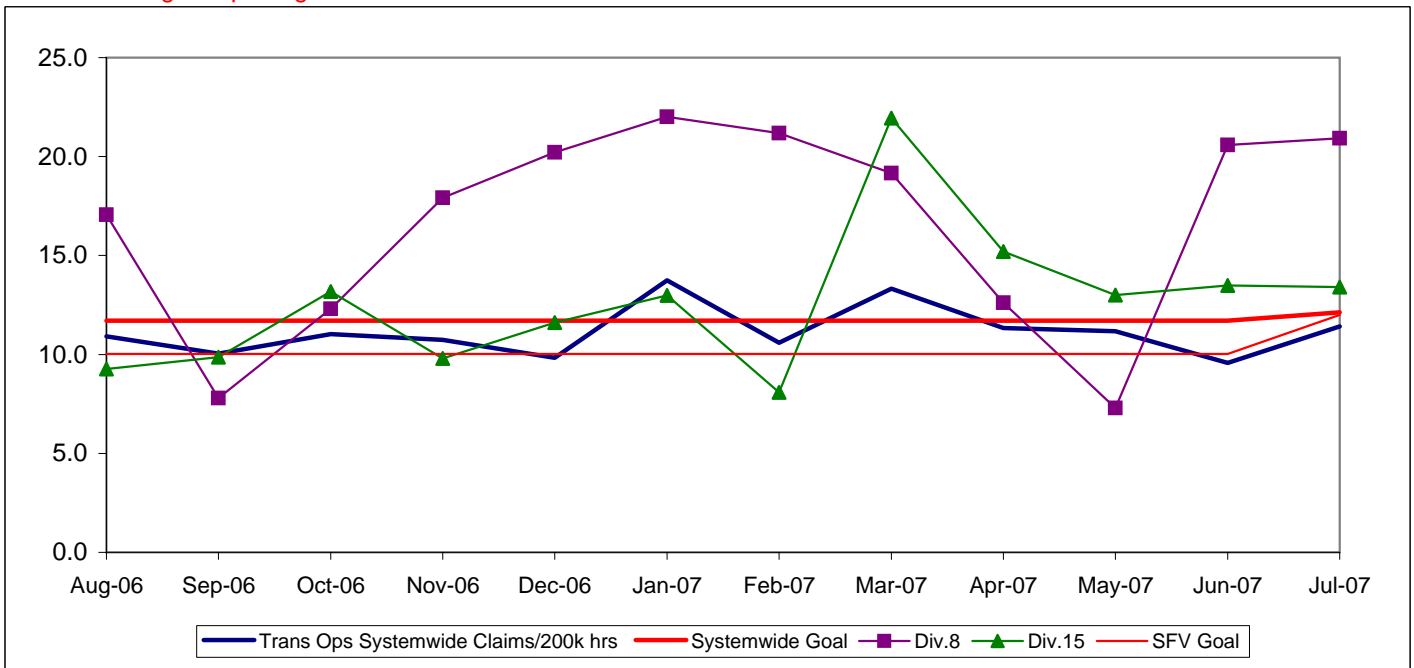


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 8 and 15**

**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 485 Metro buses and 28 Metro Bus lines carrying over 71.6 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	FY08 Target	FY08 YTD	Aug. Month	Status
<b>Bus Systemwide</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,532	3,500	3,105	3,016	Yellow Diamond
No. of unaddressed road calls					1,116*		237	82	
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	63.77%	65.30%	65.20%	65.42%	Yellow Diamond
Bus Traffic Accidents Per 100,000 Miles						3.50	3.27	3.59	Green Circle
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.46	2.75	2.92	2.83	Yellow Diamond
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.11	12.13	Jul YTD 11.42	July 11.42	Green Circle
<b>SGV Sector</b>									
MMBMF				3,467	3,376	3,500	3,206	3,331	Yellow Diamond
No. of unaddressed road calls					88*		8	5	
In-Service On-time Performance	70.02%	69.98%	70.10%	68.59%	65.85%	68%	68.63%	69.25%	Green Circle
Bus Traffic Accidents Per 100,000 Miles						2.90	2.92	2.95	Green Circle
Complaints per 100,000 Boardings	3.57	3.80	2.95	2.18	2.49	2.50	2.60	2.62	Yellow Diamond
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.15	16.12	10.14	12.57	13.35	11.56	Jul YTD 9.54	July 9.54	Green Circle
<b>Division 3</b>									
MMBMF				2,690	2,838	3,500	2,727	2,879	Yellow Diamond
No. of unaddressed road calls					58*		3	1	
In-Service On-time Performance	71.08%	70.80%	71.06%	70.05%	16.54%	68%	68.42%	68.74%	Green Circle
Bus Traffic Accidents Per 100,000 Miles						2.90	4.30	3.83	Yellow Diamond
Complaints per 100,000 Boardings	3.09	3.02	2.60	1.83	2.12	2.50	1.96	2.19	Green Circle
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.54	12.36	6.68	11.36	10.06	11.56	Jul YTD 16.23	July 16.23	Green Circle
<b>Division 9</b>									
MMBMF				4,585	4,087	3,500	3,699	3,778	Green Circle
No. of unaddressed road calls					30*		5	4	
In-Service On-time Performance	67.47%	68.16%	68.16%	67.01%	12.52%	68%	68.76%	69.63%	Green Circle
Bus Traffic Accidents Per 100,000 Miles						2.90	1.88	2.29	Green Circle
Complaints per 100,000 Boardings	4.31	5.09	5.09	2.61	2.24	2.50	3.20	3.03	Yellow Diamond
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	28.54	20.75	14.66	14.34	17.30	11.56	Jul YTD 0	July 0	Green Circle

\*Jan - June '07 \*\*Div 15 Nov. '05 data excluded & Dec. Data after shake-up used.

NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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.

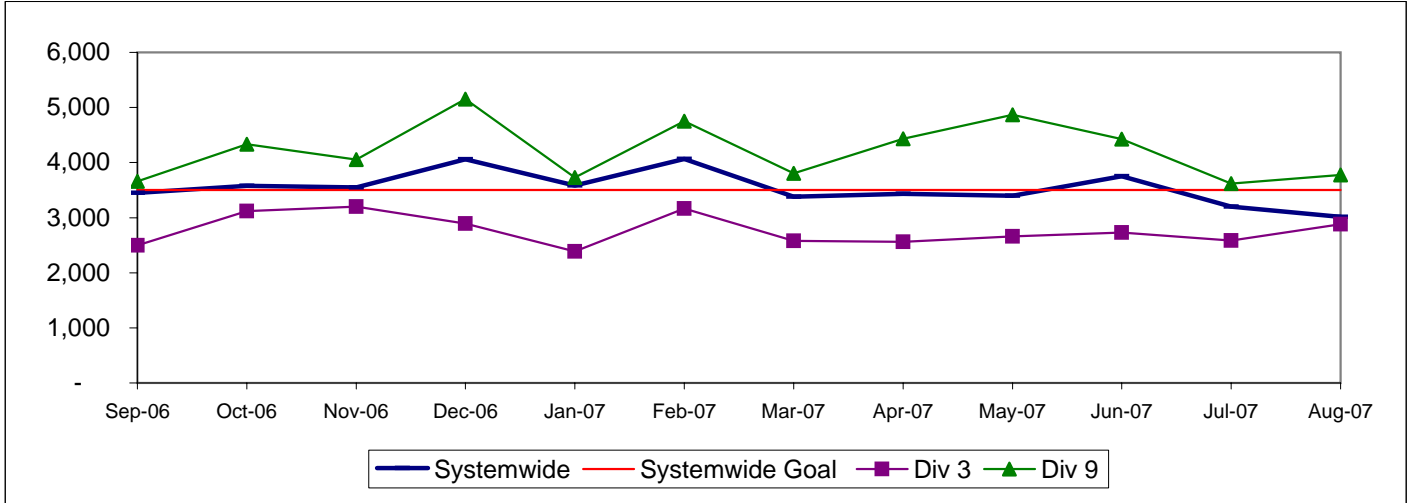
Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## 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)



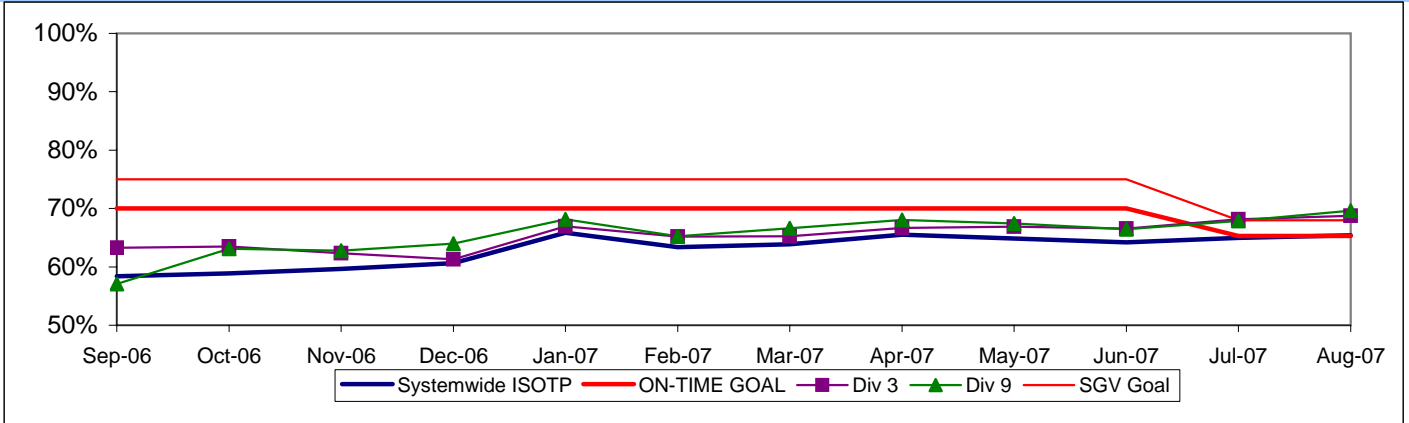


**IN-SERVICE ON-TIME PERFORMANCE**

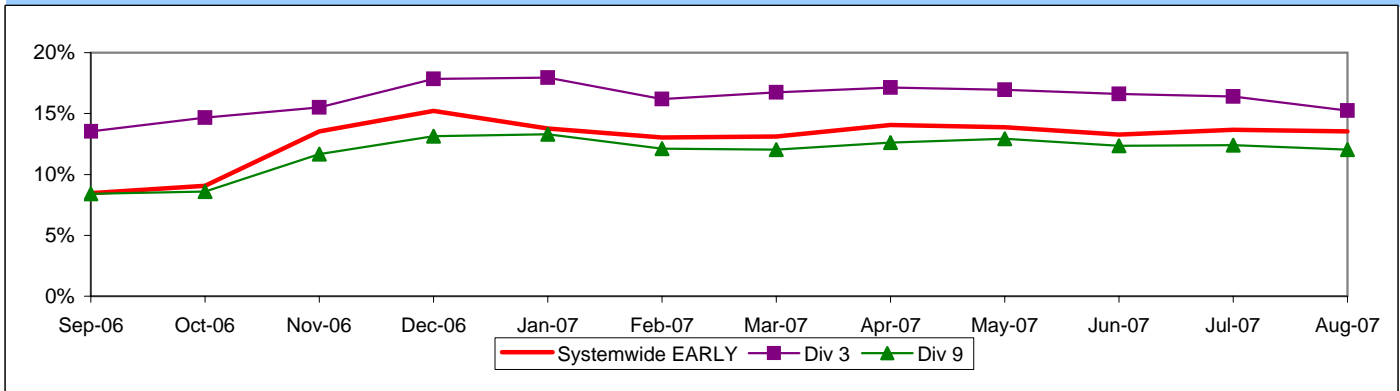
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

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

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



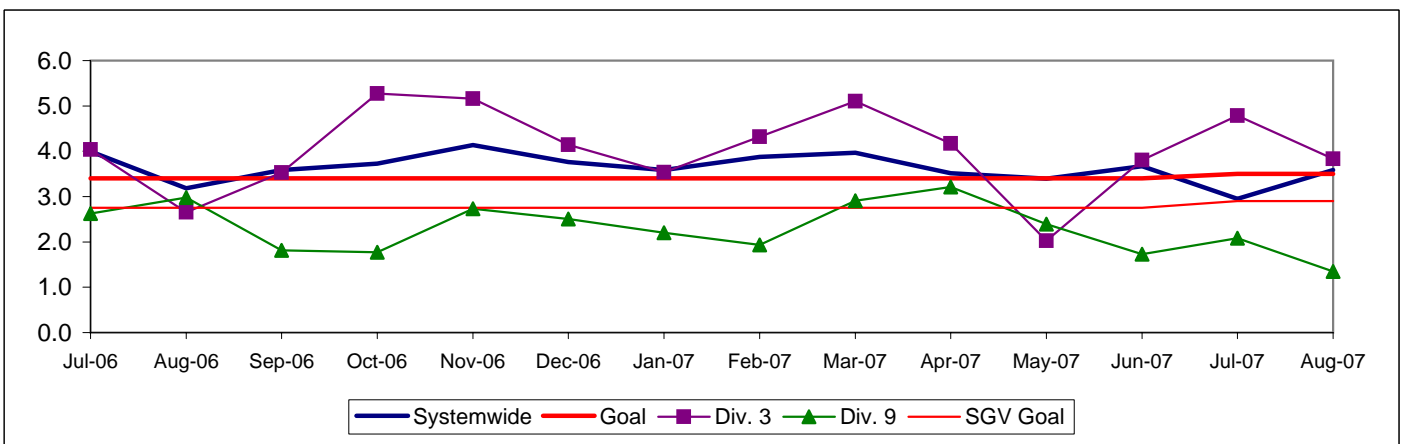
**Running Hot - Systemwide and Bus Operating Divisions 3 and 9**



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

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

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

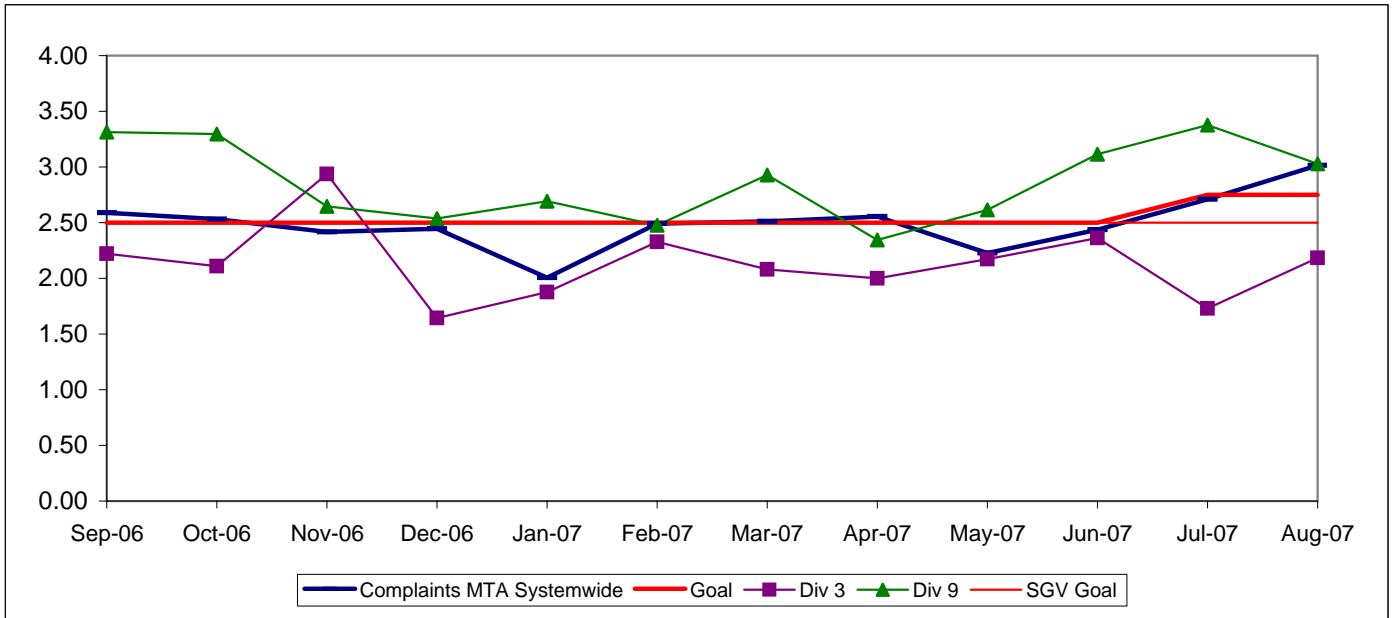


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

**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)

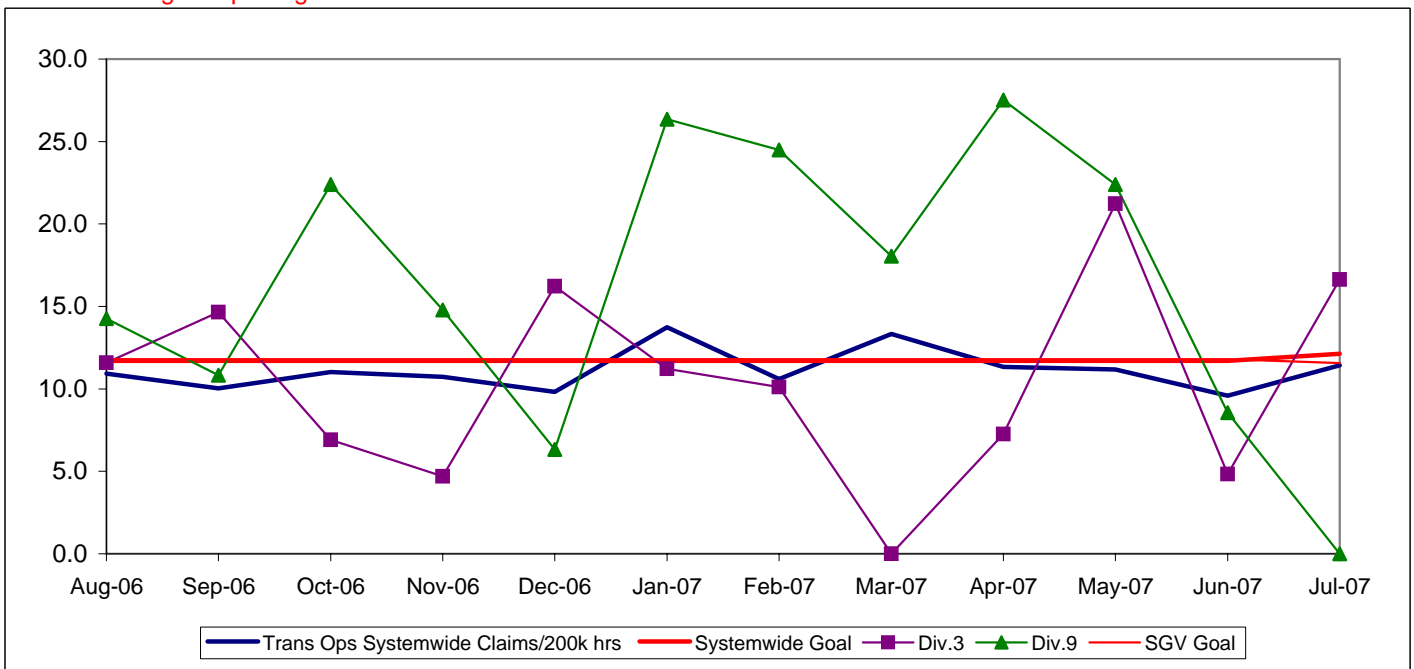


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 3 and 9**

**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 465 Metro buses and 22 Metro Bus lines carrying nearly 81.2 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	FY08 Target	FY08 YTD	Aug. Month	Status
<b>Bus Systemwide</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls				3,274	3,532 1,116*	3,500	3,105 237	3,016 82	Yellow Diamond
In-Service On-time Performance	69.23%	65.43%	66.50%	64.35%**	63.77%	65.30%	65.20%	65.42%	Yellow Diamond
Bus Traffic Accidents Per 100,000 Miles						3.50	3.27	3.59	Green Circle
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.46	2.75	2.92	2.83	Yellow Diamond
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.11	12.13	Jul YTD 11.42	July 11.42	Green Circle
<b>GC Sector</b>									
MMBMF No. of unaddressed road calls				2,506	3,163 170*	3,500	2,908 30	2,926 3	Yellow Diamond
In-Service On-time Performance	74.53%	69.34%	71.20%	71.73%	68.01%	71.00%	68.38%	68.38%	Yellow Diamond
Bus Traffic Accidents Per 100,000 Miles						3.65	3.11	4.09	Green Circle
Complaints per 100,000 Boardings	2.63	3.08	2.58	1.69	1.78	2.00	1.98	1.95	Green Circle
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	25.30	20.19	14.11	11.45	10.27	10.80	Jul YTD 9.08	July 9.08	Green Circle
<b>Division 1</b>									
MMBMF No. of unaddressed road calls				2,409	3,757 138*	3,500	3,624 27	3,515 2	Green Circle
In-Service On-time Performance	78.22%	70.57%	71.62%	71.06%	68.02%	71.00%	67.96%	67.72%	Yellow Diamond
Bus Traffic Accidents Per 100,000 Miles						3.65	3.25	4.23	Green Circle
Complaints per 100,000 Boardings	2.26	3.32	2.92	1.92	1.89	2.00	1.85	1.91	Green Circle
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.42	16.82	12.71	10.92	8.48	10.80	Jul YTD 2.12	July 2.12	Green Circle
<b>Division 2</b>									
MMBMF No. of unaddressed road calls				2,660	2,598 32*	3,500	2,308 3	2,397 1	Yellow Diamond
In-Service On-time Performance	67.53%	67.62%	70.42%	72.71%	67.99%	71.00%	68.76%	68.97%	Yellow Diamond
Bus Traffic Accidents Per 100,000 Miles						3.65	2.91	3.92	Green Circle
Complaints per 100,000 Boardings	3.07	2.84	2.15	1.42	1.64	2.00	2.14	1.99	Green Circle
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	31.18	24.56	16.69	12.97	13.36	10.80	Jul YTD 18.48	July 18.48	Yellow Diamond

\*Jan - June '07 \*\*Div 15 Nov. '05 data excluded & Dec. Data after shake-up used.

NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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.

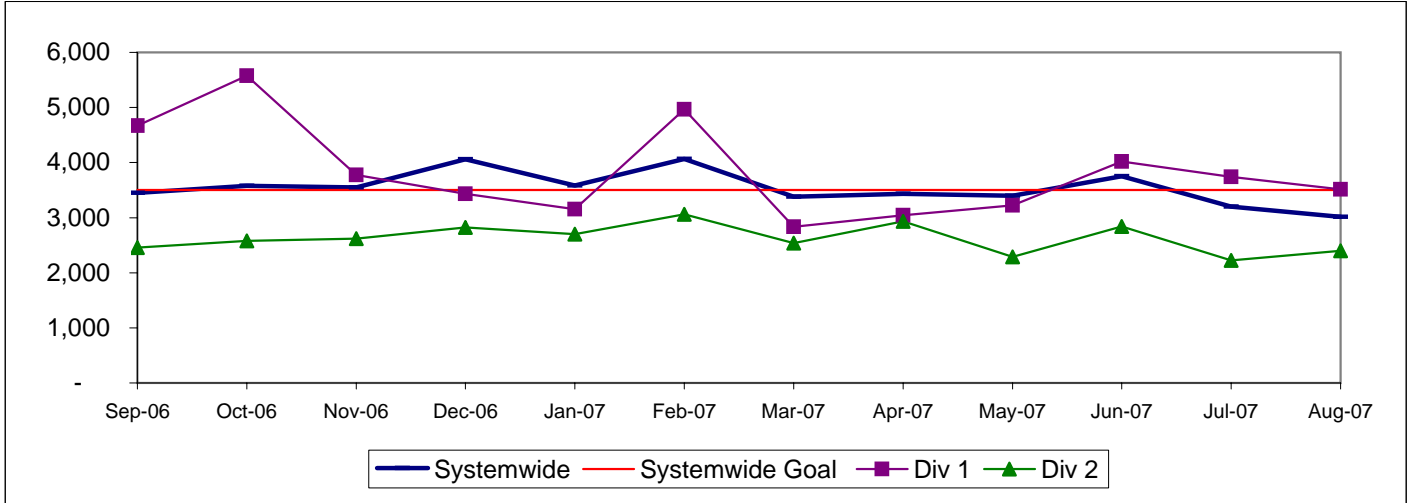
Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## 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)

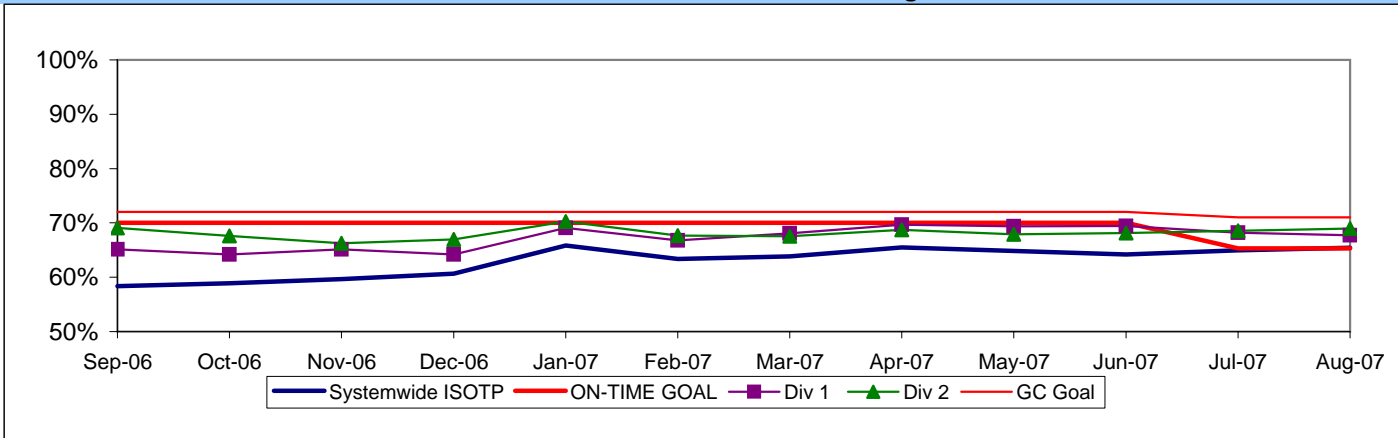


**IN-SERVICE ON-TIME PERFORMANCE**

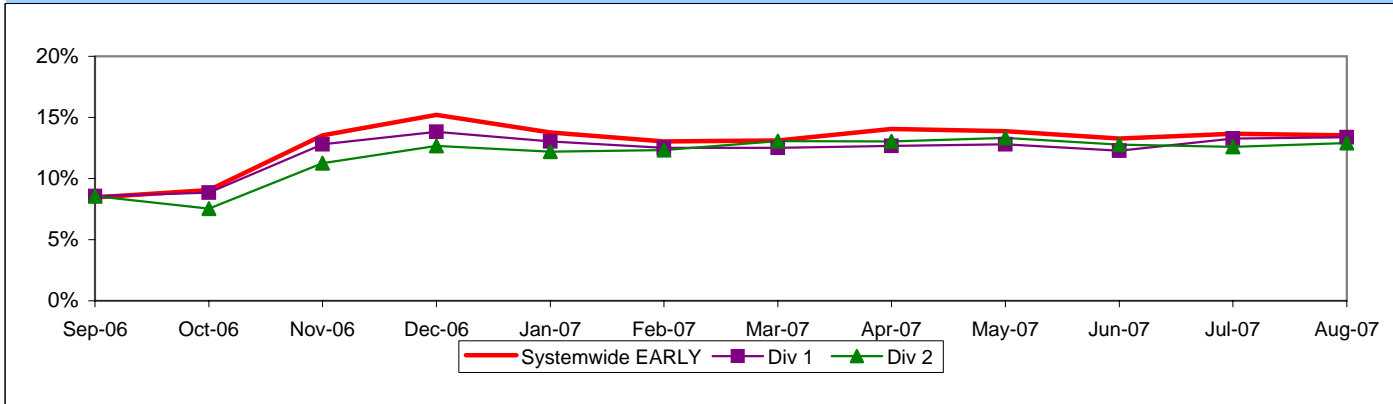
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

**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**



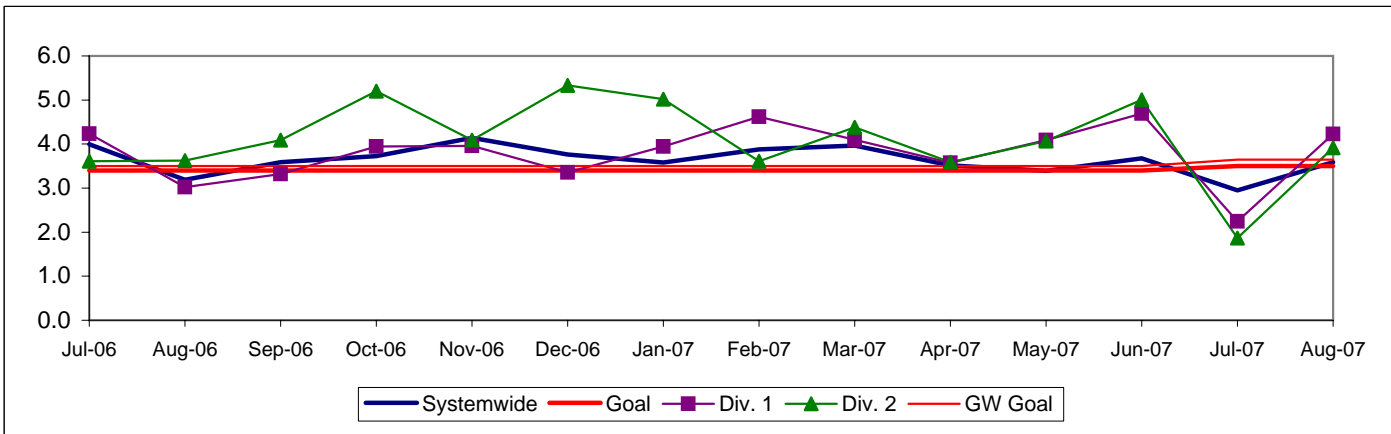
**Running Hot - Systemwide and Bus Operating Divisions 1 and 2**



**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))

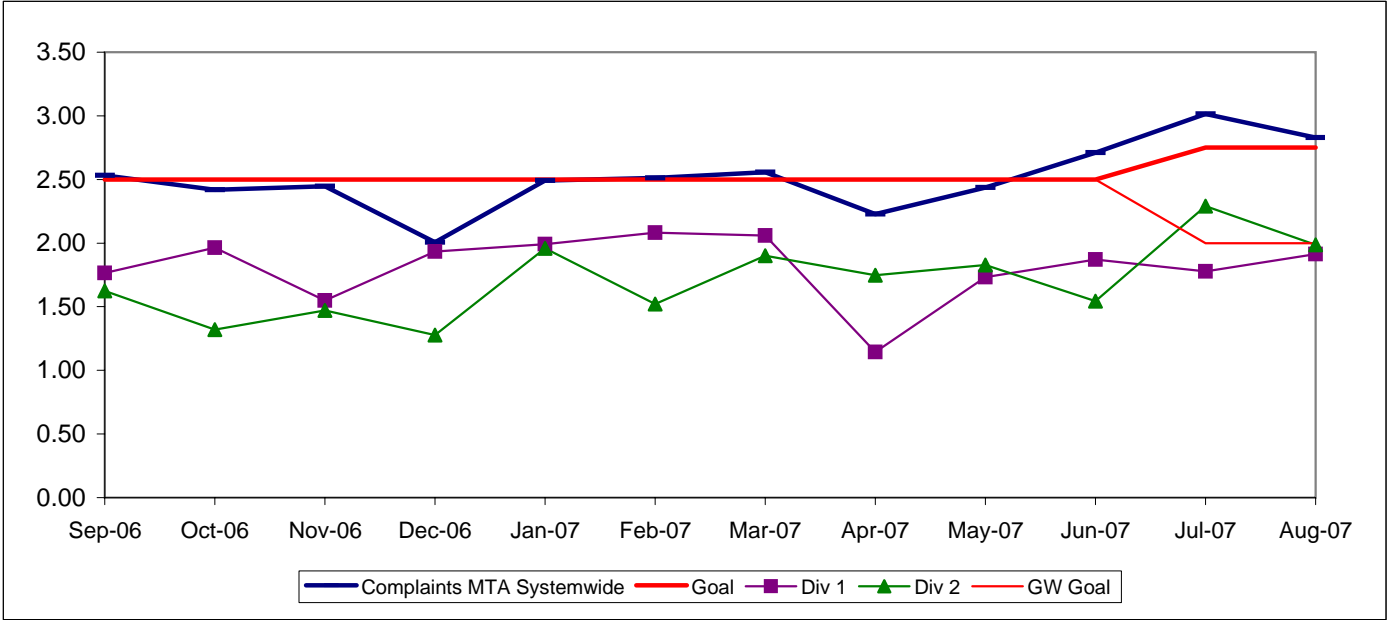


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**COMPLAINTS PER 100,000 BOARDINGS**  
**Systemwide and Bus Operating Divisions 1 and 2**

**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)

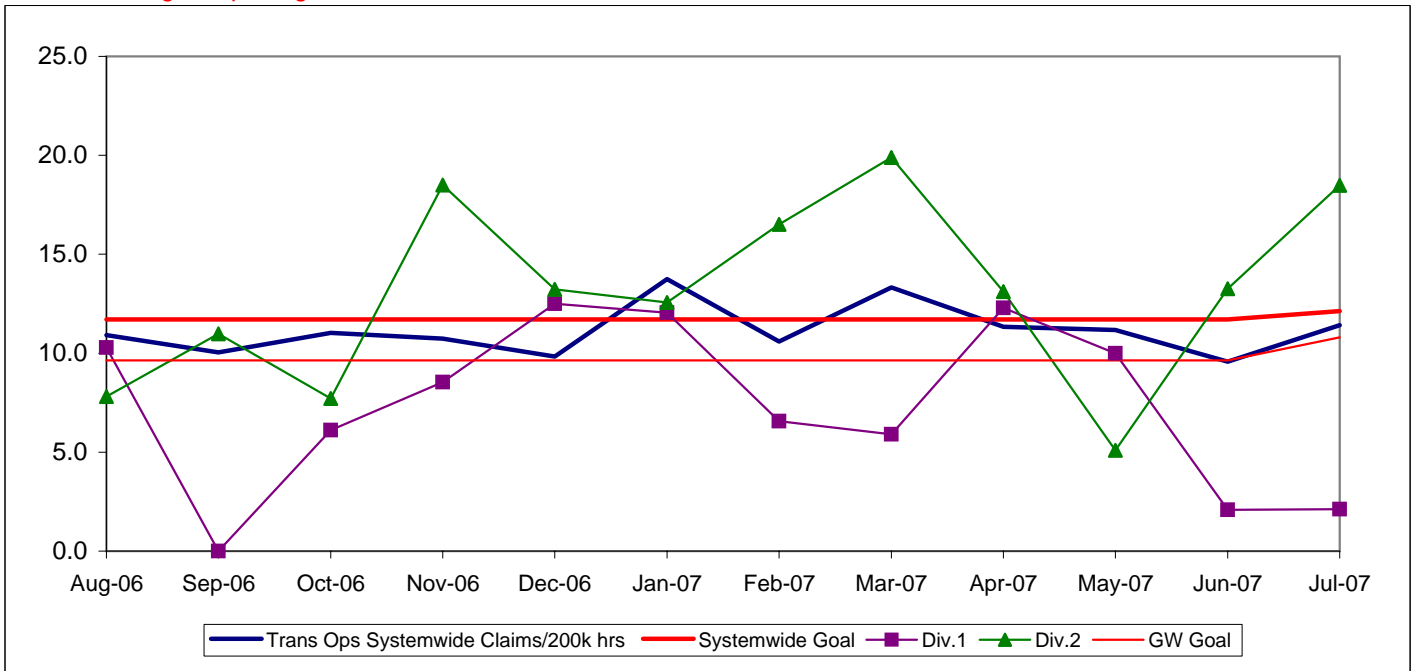


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 1 and 2**

**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 530 Metro buses and 32 Metro Bus lines carrying over 90.2 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
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In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	63.77%	65.30%	65.20%	65.42%	
Bus Traffic Accidents Per 100,000 Miles						3.50	3.27	3.59	
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.46	2.75	2.92	2.83	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.11	12.13	Jul YTD 11.42	July 11.42	
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up									
<b>SB Sector</b>									
MMBMF				3,688	3,826	3,500	3,336	3,052	
No. of unaddressed road calls					231*		31	27	
In-Service On-time Performance	63.67%	61.74%	64.13%	59.05%	62.39%	60.00%	63.41%	63.41%	
Bus Traffic Accidents Per 100,000 Miles						4.00	3.47	3.77	
Complaints per 100,000 Boardings	4.02	4.63	3.61	2.49	2.51	3.25	2.69	3.00	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.28	14.84	14.65	13.85	10.81	13.40	Jul YTD 13.13	July 13.13	
<b>Division 5</b>									
MMBMF				3,656	3,580	3,500	3,089	2,866	
No. of unaddressed road calls					57*		1	1	
In-Service On-time Performance	66.30%	63.17%	65.58%	61.85%	63.83%	60.00%	64.87%	64.45%	
Bus Traffic Accidents Per 100,000 Miles						4.00	4.64	4.82	
Complaints per 100,000 Boardings	2.86	3.45	2.71	1.87	1.71	3.25	1.44	1.50	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.16	15.22	18.72	14.68	14.89	13.40	Jul YTD 14.66	July 14.66	
<b>Division 18</b>									
MMBMF				3,712	4,008	3,500	3,510	3,179	
No. of unaddressed road calls					214*		44	32	
In-Service On-time Performance	61.23%	60.78%	63.42%	57.31%	61.19%	60.00%	62.22%	62.57%	
Bus Traffic Accidents Per 100,000 Miles						4.00	2.74	3.13	
Complaints per 100,000 Boardings	5.26	5.74	4.44	3.07	3.29	3.25	4.01	4.59	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	13.40	14.71	11.67	13.63	8.50	13.40	Jul YTD 12.78	July 12.87	

\*Jan - June '07 \*\*Div 15 Nov. '05 data excluded & Dec. Data after shake-up used.

NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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.

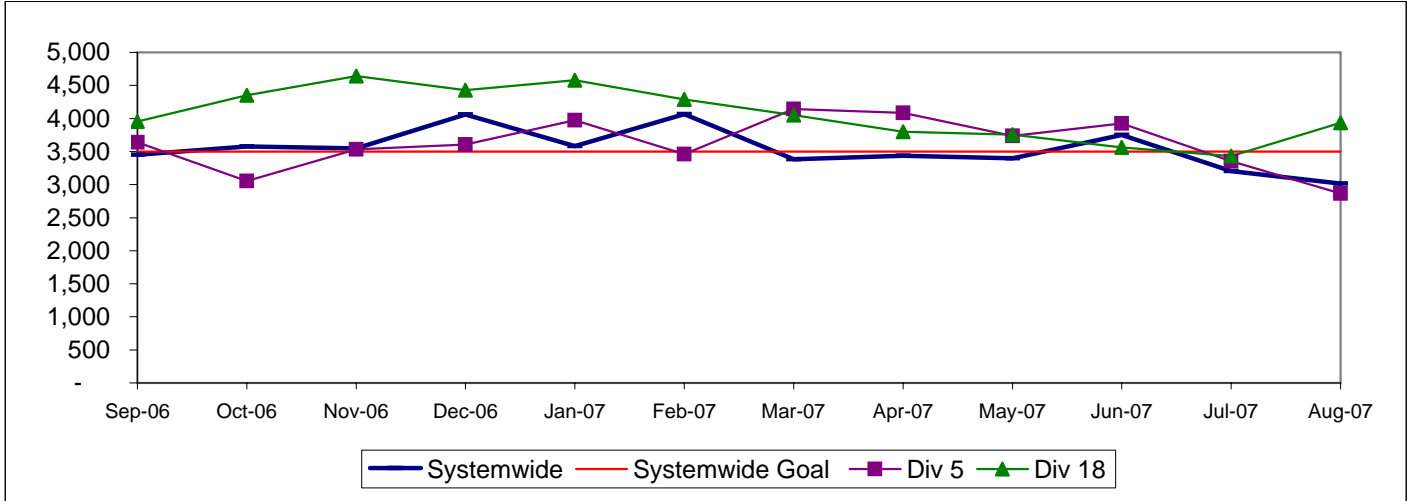
Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## 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)

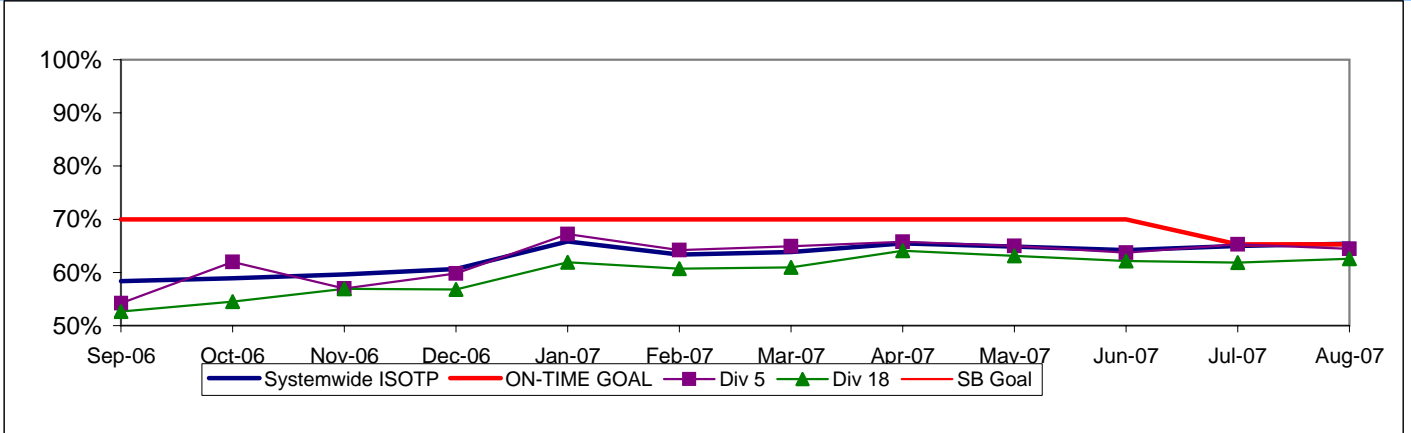


**IN-SERVICE ON-TIME PERFORMANCE**

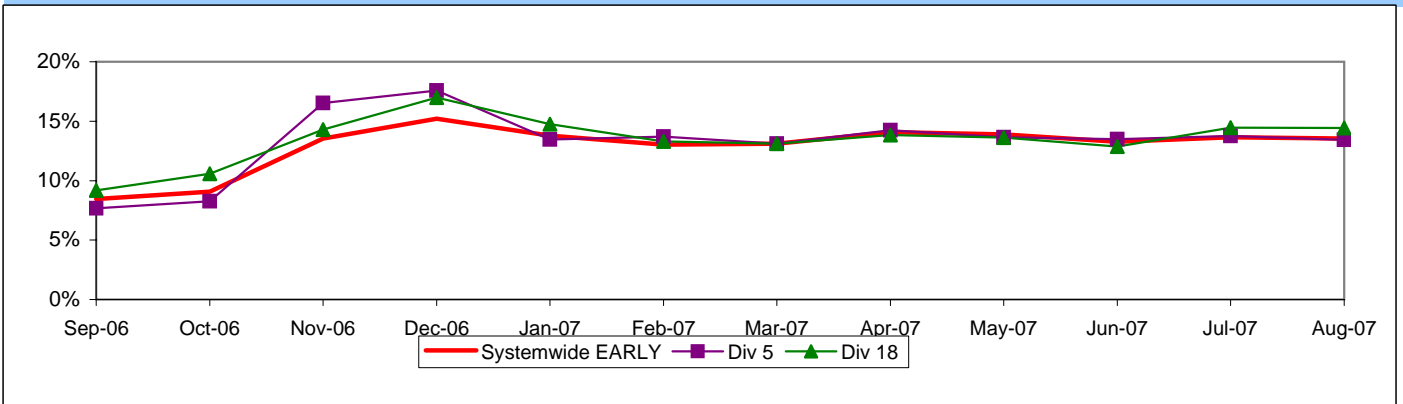
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

**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**



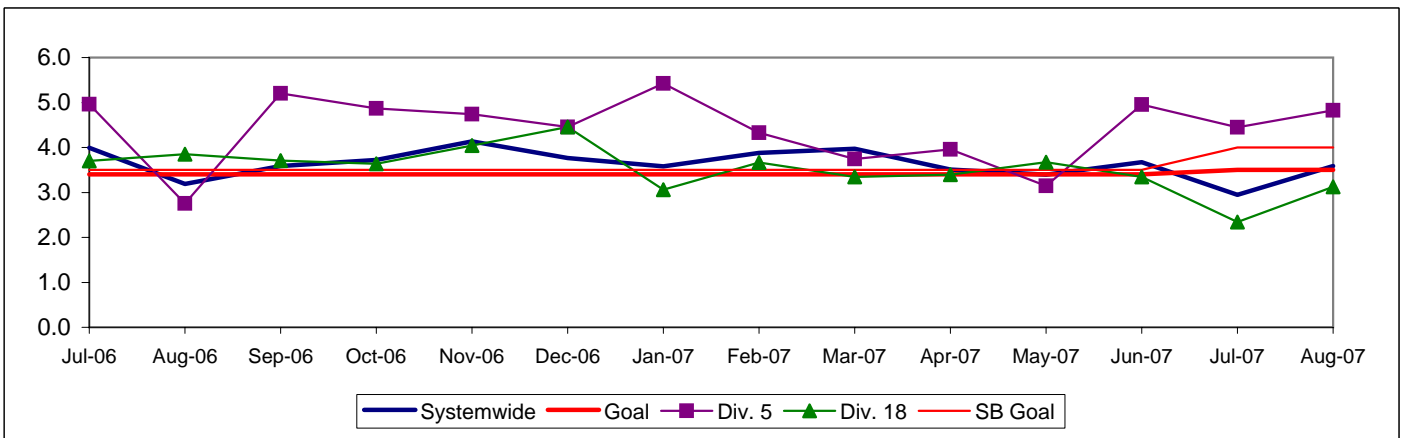
**Running Hot - Systemwide and Bus Operating Divisions 5 and 18**



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

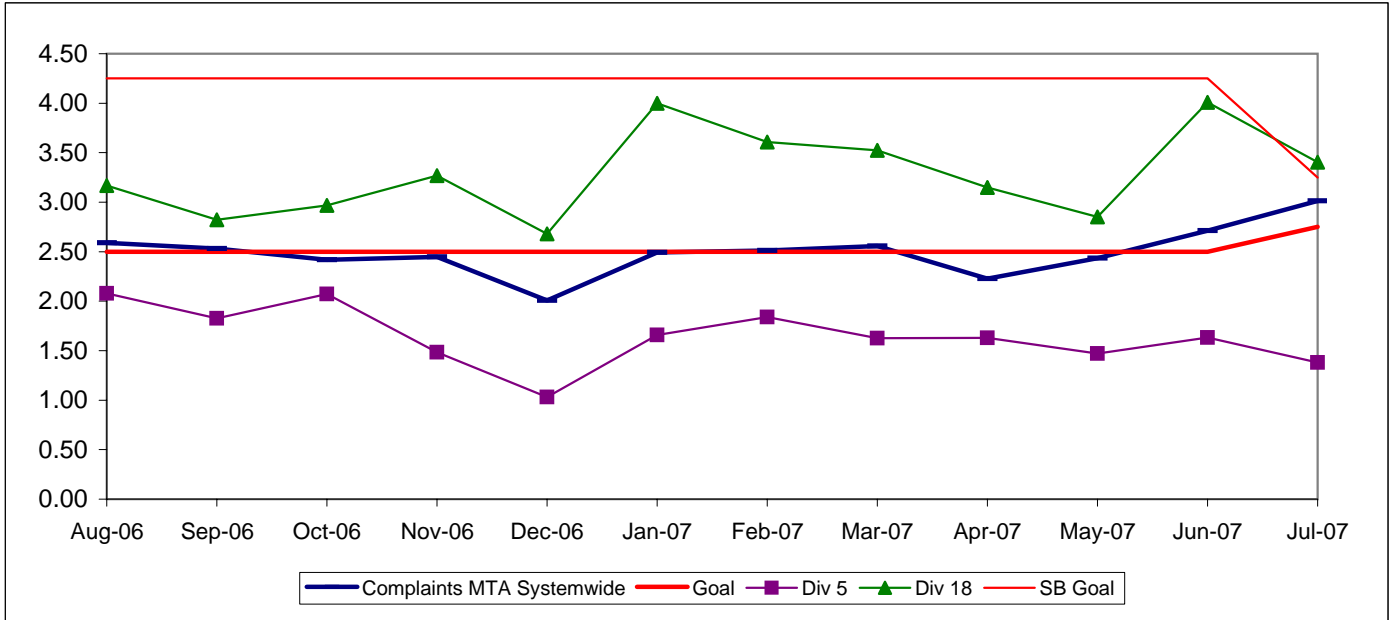


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

**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)

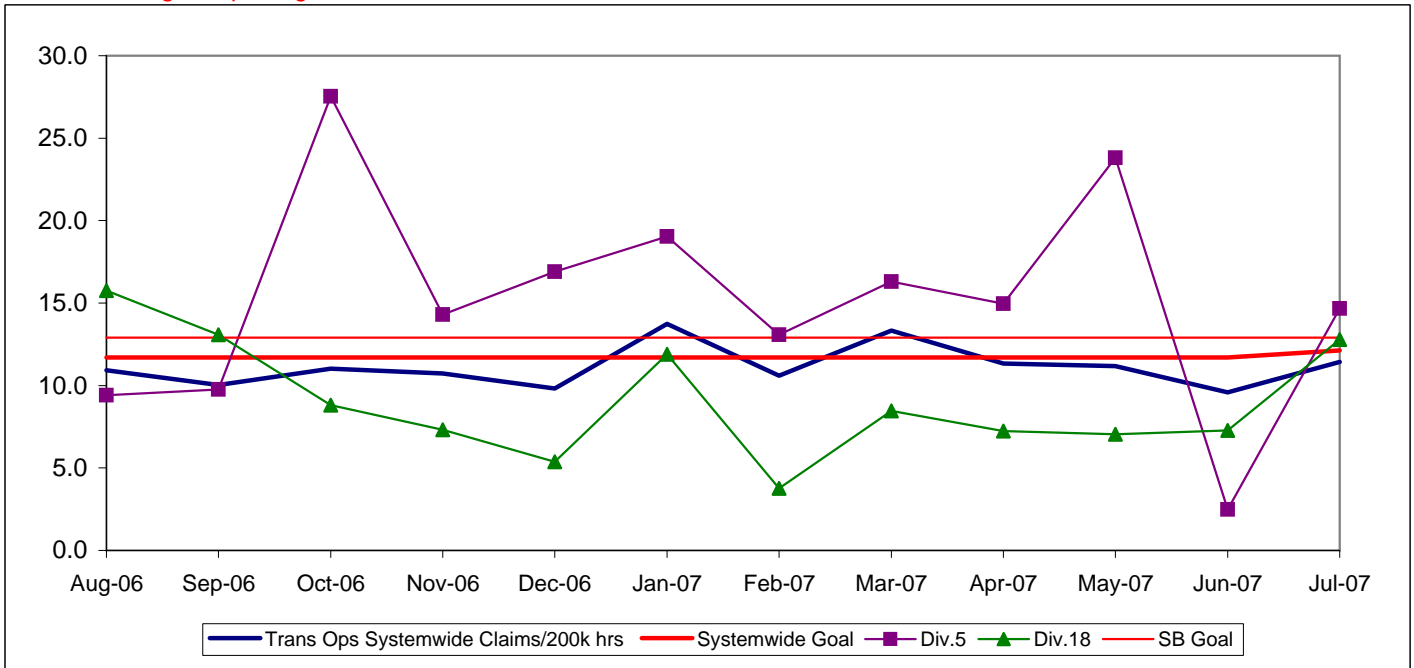


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 5 and 18**

**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 575 Metro buses and 21 Metro Bus lines carrying nearly 88.8 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	FY08 Target	FY08 YTD	Aug. Month	Status
<b>Bus Systemwide</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,532	3,500	3,105	3,016	🟡
No. of unaddressed road calls					1,116*		237	82	
In-Service On-time Performance	69.23%	65.43%	66.50%	64.35%**	63.77%	65.30%	65.20%	65.42%	🟡
Bus Traffic Accidents Per 100,000 Miles						3.50	3.27	3.59	🟢
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.46	2.75	2.92	2.83	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.11	12.13	Jul YTD 11.42	July 11.42	🟢
<b>WC Sector</b>									
MMBMF				3,499	3,651	3,500	3,061	2,999	🟡
No. of unaddressed road calls					155*		31	13	
In-Service On-time Performance	67.88%	63.31%	63.39%	60.82%	57.59%	60.00%	57.73%	58.03%	🟡
Bus Traffic Accidents Per 100,000 Miles						4.00	4.16	4.23	🟡
Complaints per 100,000 Boardings	4.84	5.30	4.10	2.53	2.66	3.00	3.56	3.04	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	28.74	21.52	18.80	14.61	12.99	13.40	Jul YTD 9.91	July 9.91	🟢
<b>Division 6</b>									
MMBMF				6,279	4,456	3,500	3,359	2,556	🟡
No. of unaddressed road calls					30*		18	8	
In-Service On-time Performance	65.93%	60.11%	56.75%	57.20%	53.28%	60.00%	54.55%	56.57%	🟡
Bus Traffic Accidents Per 100,000 Miles						4.00	2.61	2.03	🟢
Complaints per 100,000 Boardings	6.10	6.15	4.47	2.52	2.10	3.00	2.53	3.05	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	30.72	21.71	18.23	16.43	15.02	13.40	Jul YTD 9.08	July 9.08	🟢
<b>Division 7</b>									
MMBMF				2,947	3,468	3,500	2,925	2,832	🟡
No. of unaddressed road calls					64*		13	5	
In-Service On-time Performance	68.80%	64.59%	64.22%	61.78%	58.01%	60.00%	58.63%	58.57%	🟡
Bus Traffic Accidents Per 100,000 Miles						4.00	4.19	3.87	🟡
Complaints per 100,000 Boardings	4.74	5.70	4.24	2.87	2.98	3.00	3.64	2.72	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.52	21.05	19.44	15.76	12.09	13.40	Jul YTD 4.27	July 4.27	🟢
<b>Division 10</b>									
MMBMF				3,723	3,702	3,500	3,133	3,297	🟡
No. of unaddressed road calls					61*		0	0	
In-Service On-time Performance	67.34%	62.85%	64.14%	60.73%	58.61%	60.00%	57.52%	57.79%	🟡
Bus Traffic Accidents Per 100,000 Miles						4.00	4.47	5.00	🟡
Complaints per 100,000 Boardings	4.73	4.85	3.92	2.23	2.48	3.00	3.68	3.30	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.38	22.90	3.74	3.80	14.02	13.40	Jul YTD 14.62	July 14.62	🟡

\*Jan - June '07 \*\*Div 15 Nov. '05 data excluded & Dec. Data after shake-up used.

NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

🟢 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.

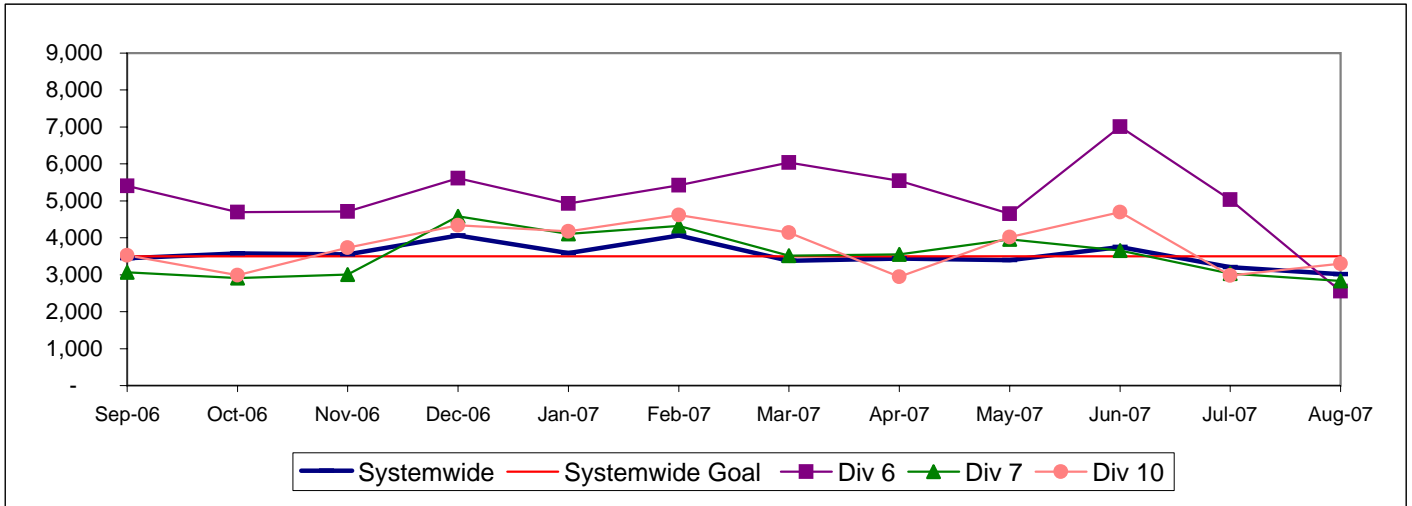
🔴 Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## 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)



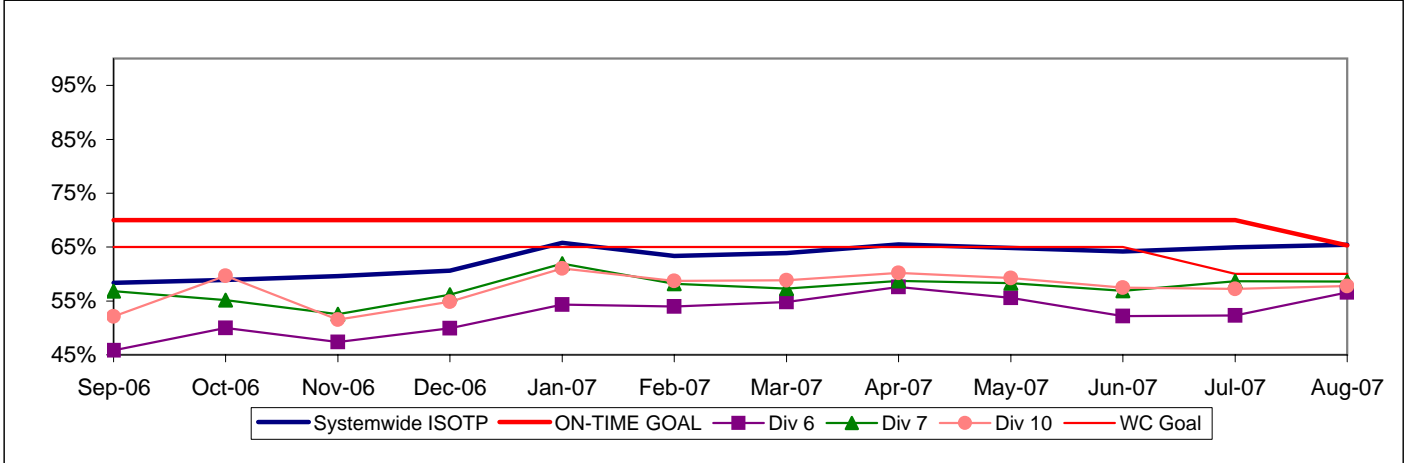


**IN-SERVICE ON-TIME PERFORMANCE**

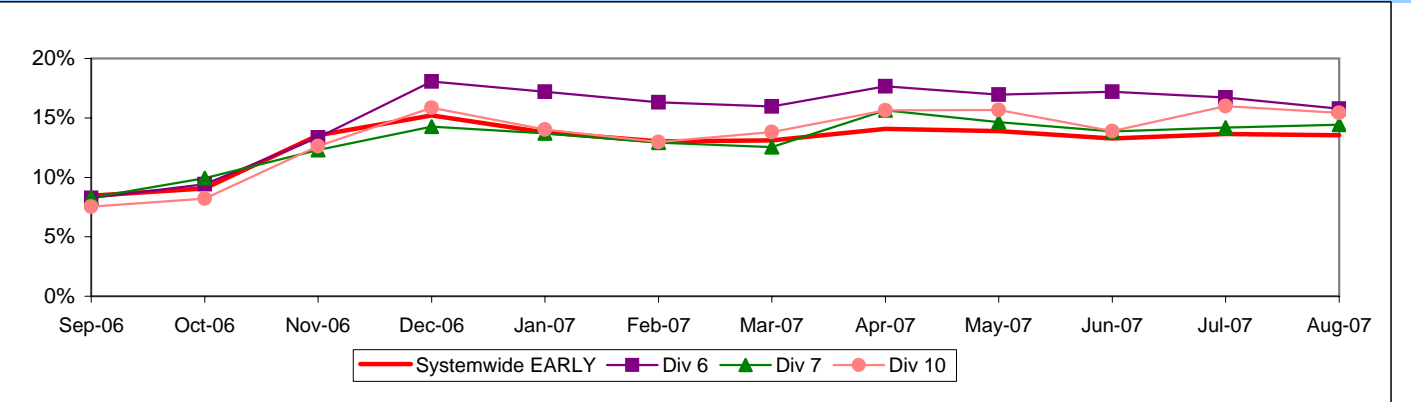
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

**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 6, 7 and 10  
ISOTP - 1 Minute Tolerance for Running Hot**



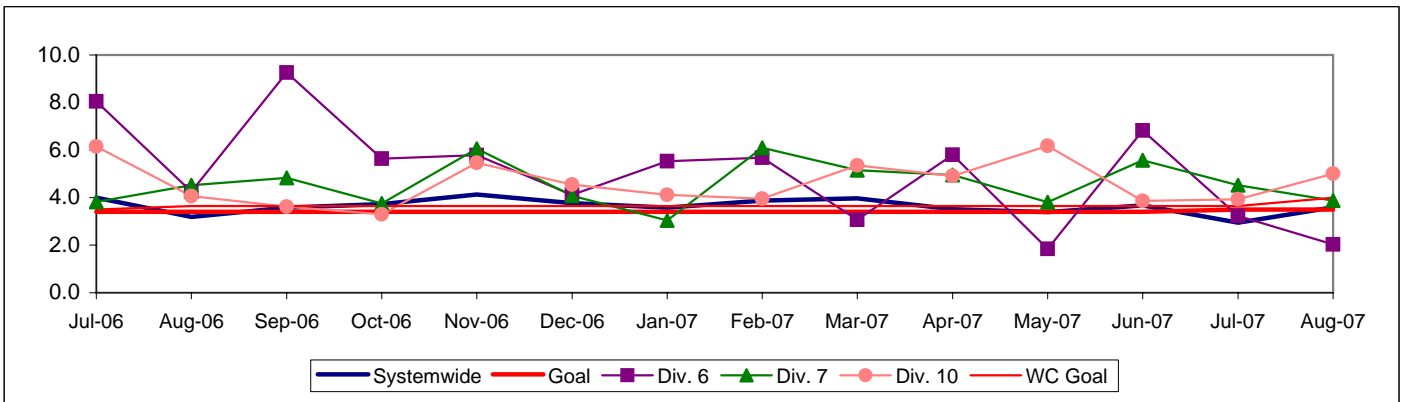
**Running Hot - Systemwide and Bus Operating Divisions 6, 7 and 10**



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

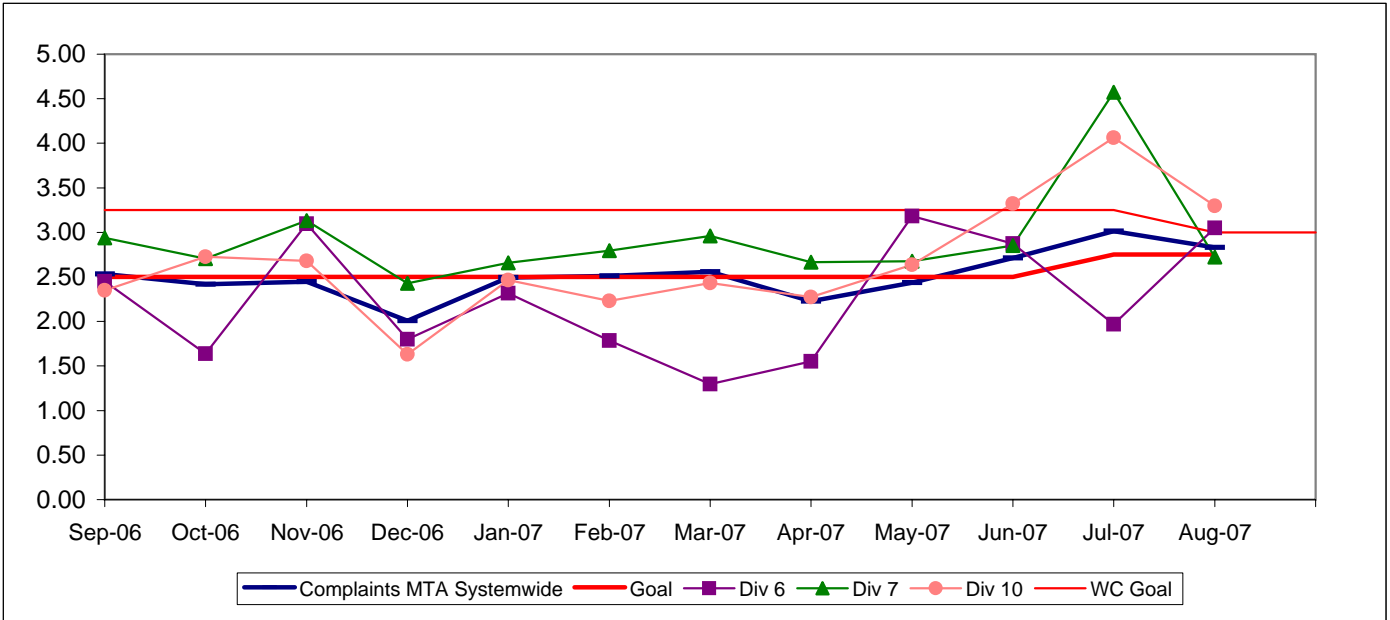


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

**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)

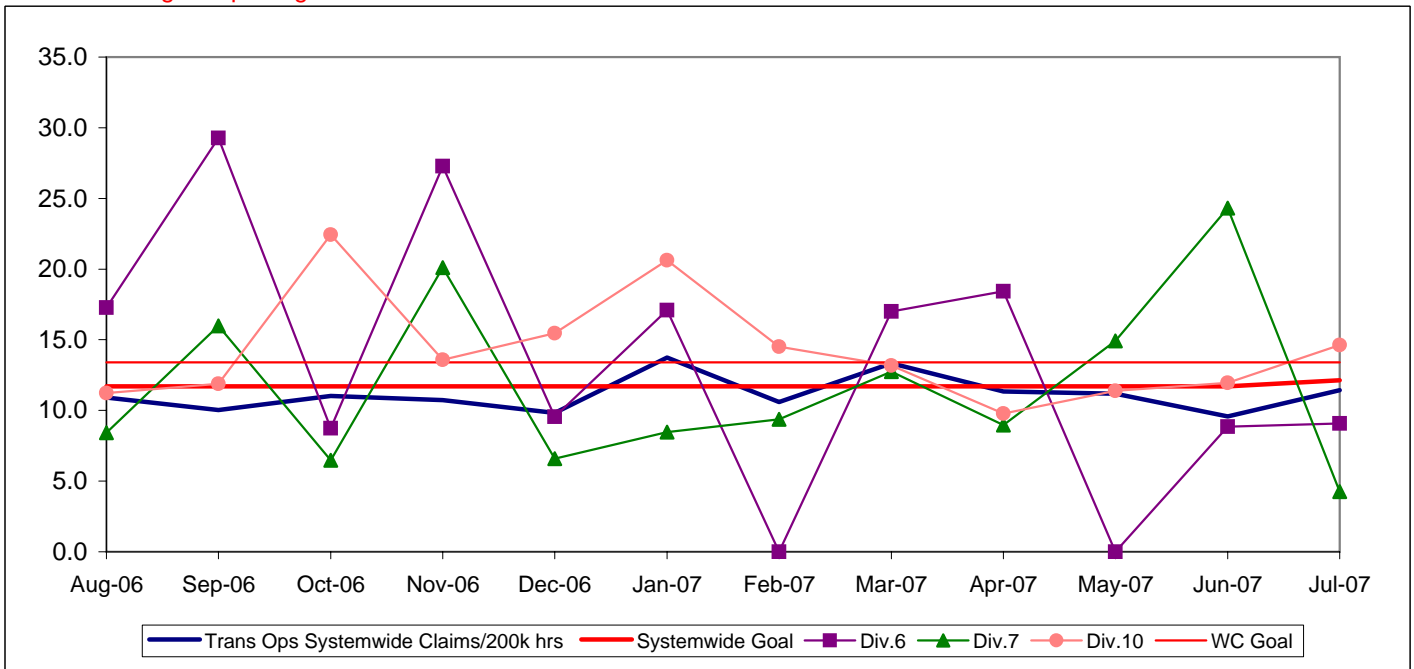


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 6, 7 and 10**

**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	FY08 Target	FY08 YTD	Aug Month	Status
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	11.25	11.59	9.32	11.56	8.08	10.00	Jul YTD 17.73	July 17.73	Yellow Diamond
<b>Metro Red Line (MRL)</b>									
On-Time Pullouts	99.36%	99.71%	99.94%	99.61%	99.76%	99.00%	99.79%	100.00%	Green Circle
Mean Miles Between Chargeable Mechanical Failures*	9,495	12,793	11,759	19,587	17,260	20,000	15,486	14,021	Yellow Diamond
In-Service On-time Performance	99.15%	99.04%	98.66%	99.05%	99.07%	99.00%	99.10%	99.40%	Green Circle
Traffic Accidents Per 100,000 Train Miles	0.07	0	0.22	0.22	0	0.14	0	0.00	Yellow Diamond
Complaints per 100,000 Boardings	1.20	1.17	1.13	0.66	0.41	0.50	0.41	0.40	Green Circle
<b>Metro Blue Line (MBL)</b>									
On-Time Pullouts	99.07%	99.94%	99.73%	99.76%	99.72%	99.00%	99.52%	100.00%	Green Circle
Mean Miles Between Chargeable Mechanical Failures	6,399	10,365	16,273	26,774	35,125	20,000	24,913	20,933	Green Circle
In-Service On-time Performance	97.59%	98.74%	98.16%	96.95%	98.81%	99.00%	98.80%	98.42%	Green Circle
Traffic Accidents Per 100,000 Train Miles	0.82	1.36	0.64	0.96	1.35	0.40	1.03	1.36	Yellow Diamond
Complaints per 100,000 Boardings	1.30	0.97	0.98	0.78	0.53	0.73	0.90	0.74	Green Circle
<b>Metro Green Line (MGrL)</b>									
On-Time Pullouts	98.99%	99.78%	99.91%	99.97%	99.54%	99.00%	99.60%	99.20%	Green Circle
Mean Miles Between Chargeable Mechanical Failures	5,617	11,337	12,558	20,635	27,471	20,000	47,498	42,739	Green Circle
In-Service On-time Performance	98.21%	98.99%	98.22%	99.36%	99.04%	99.00%	99.08%	99.61%	Green Circle
Traffic Accidents Per 100,000 Train Miles	0.14	0.08	0.00	0	0	0.40	0	0.00	Green Circle
Complaints per 100,000 Boardings	1.26	1.37	1.39	0.92	0.72	0.73	0.19	0.43	Green Circle
<b>Metro Gold Line (MGoL)</b>									
On-Time Pullouts		100%	99.85%	99.97%	99.95%	99.00%	100.00%	100.00%	Green Circle
Mean Miles Between Chargeable Mechanical Failures		8,938	16,571	23,329	22,775	20,000	29,326	25,764	Green Circle
In-Service On-time Performance		98.52%	97.97%	98.90%	99.32%	99.00%	98.74%	91.40%	Green Circle
Traffic Accidents Per 100,000 Train Miles		0.25	0.23	0.12	0.23	0.40	0	0.00	Green Circle
Complaints per 100,000 Boardings		3.81	2.85	2.71	1.88	0.73	1.69	1.31	Yellow Diamond

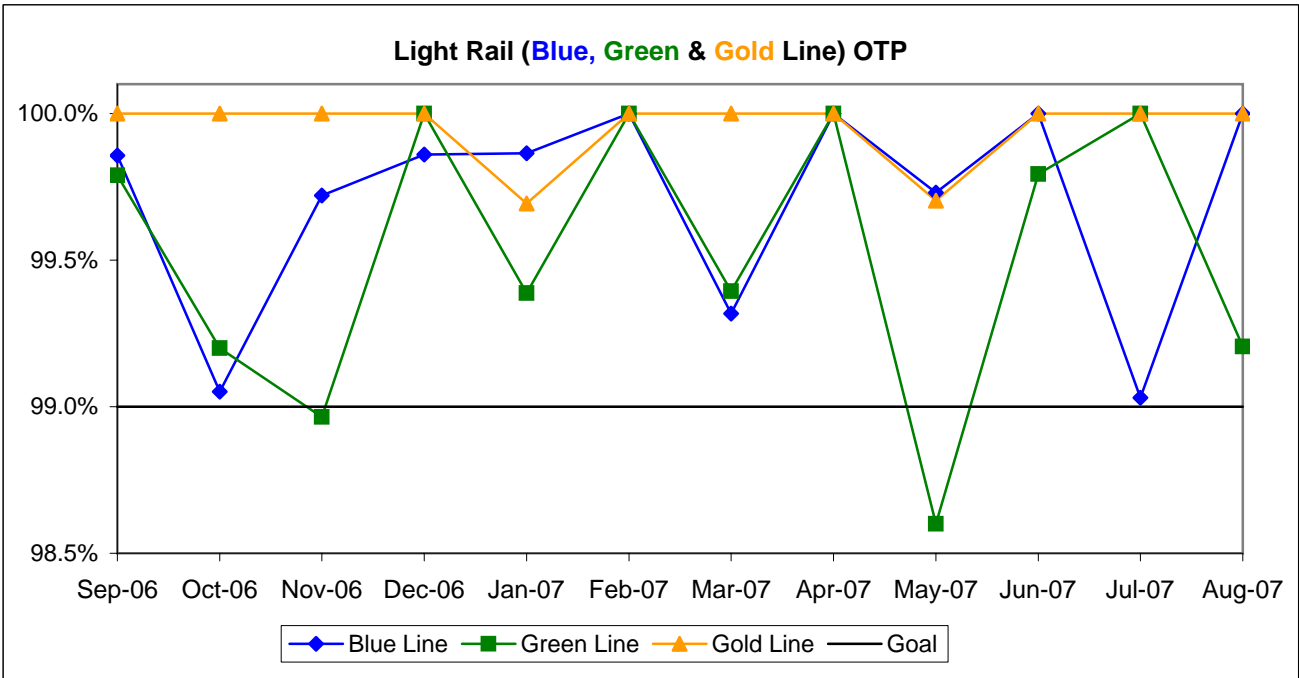
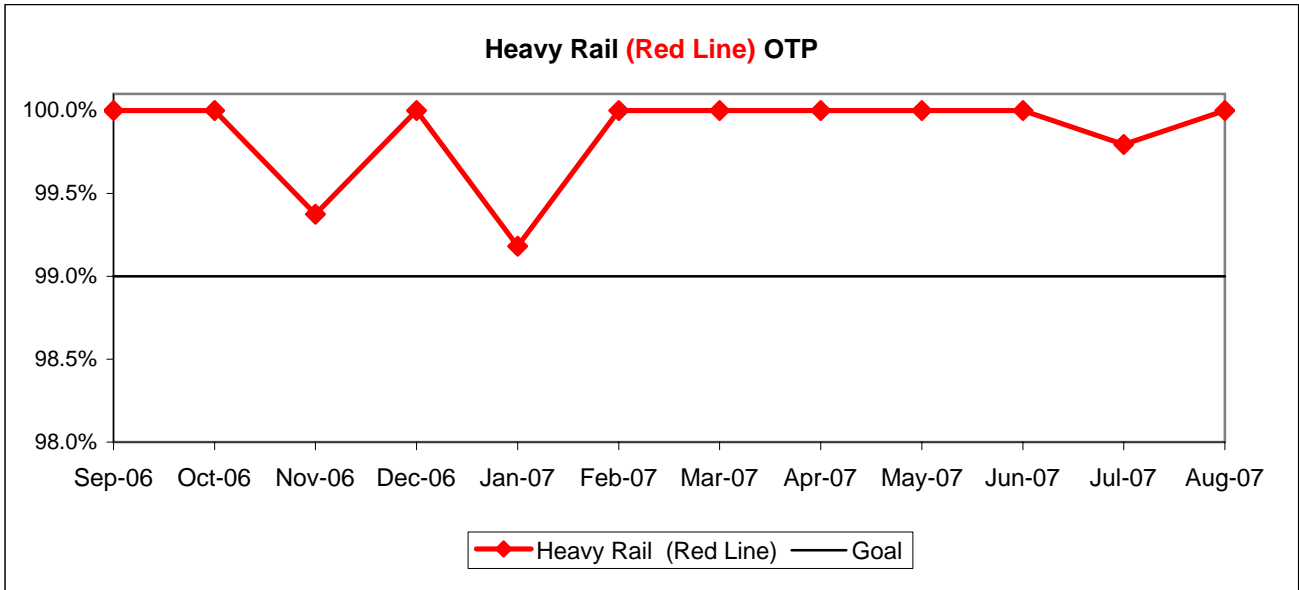
- Green - High probability of achieving the FY06 target (on track).
- ◆ Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## 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.

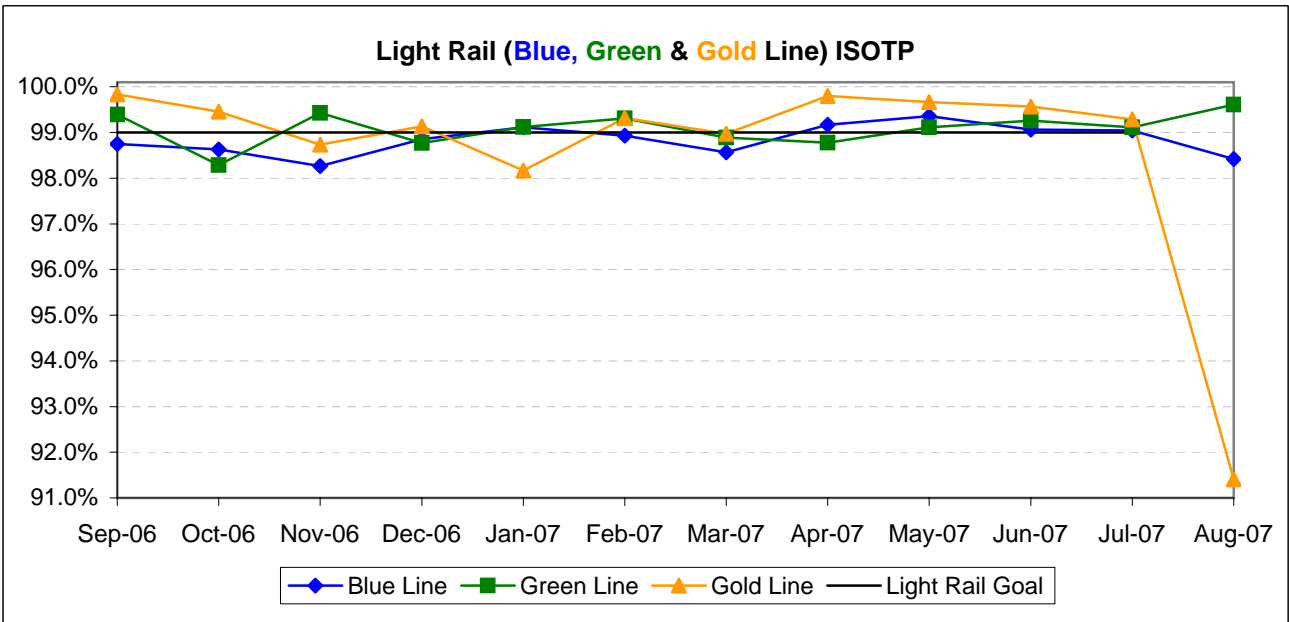
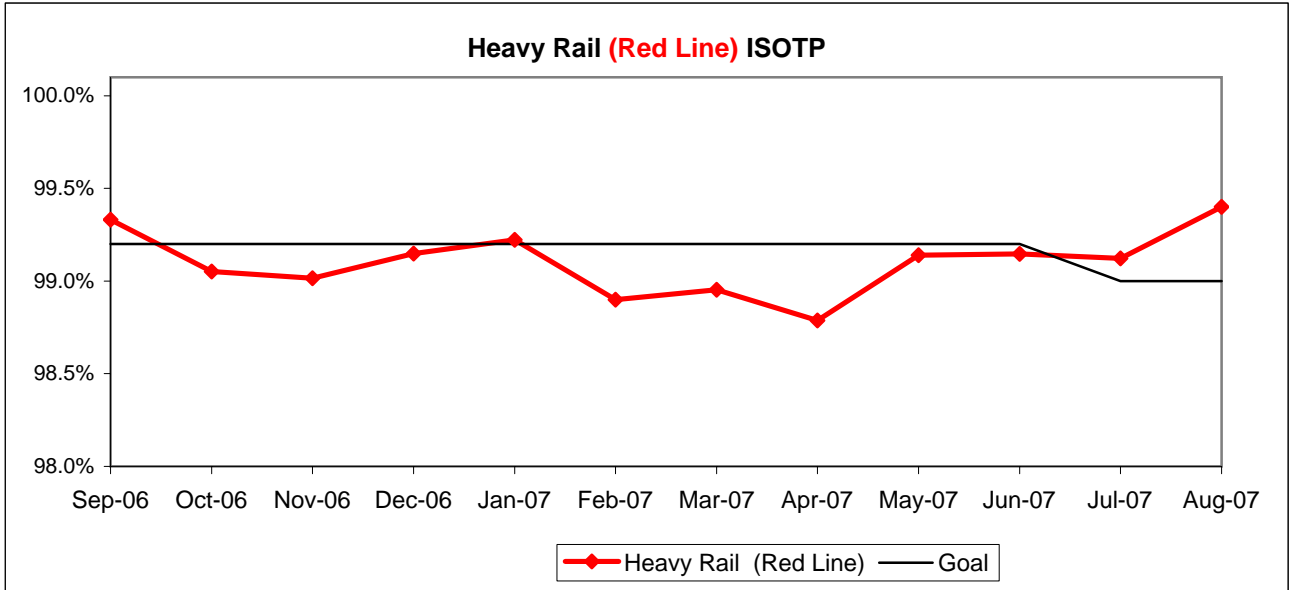
**Calculation:**  $OTP\% = [(100\% - ((\text{Total cancelled pullouts plus late pullouts}) / \text{Total scheduled pullouts}) \times 100)]$



**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.

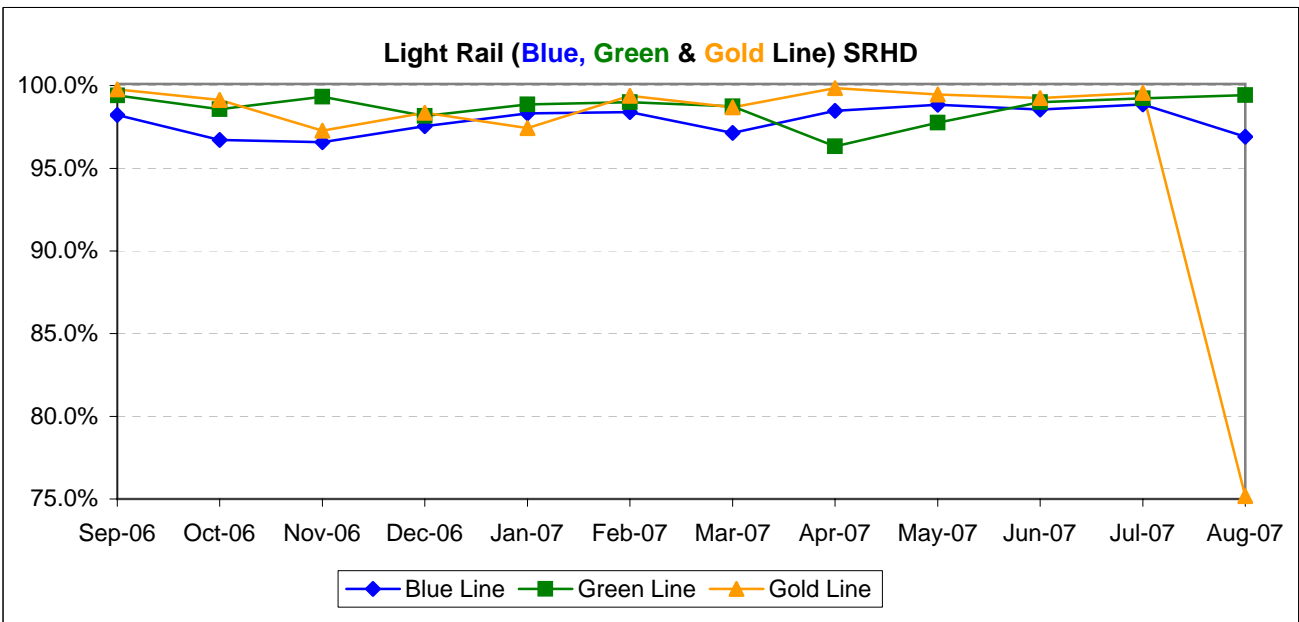
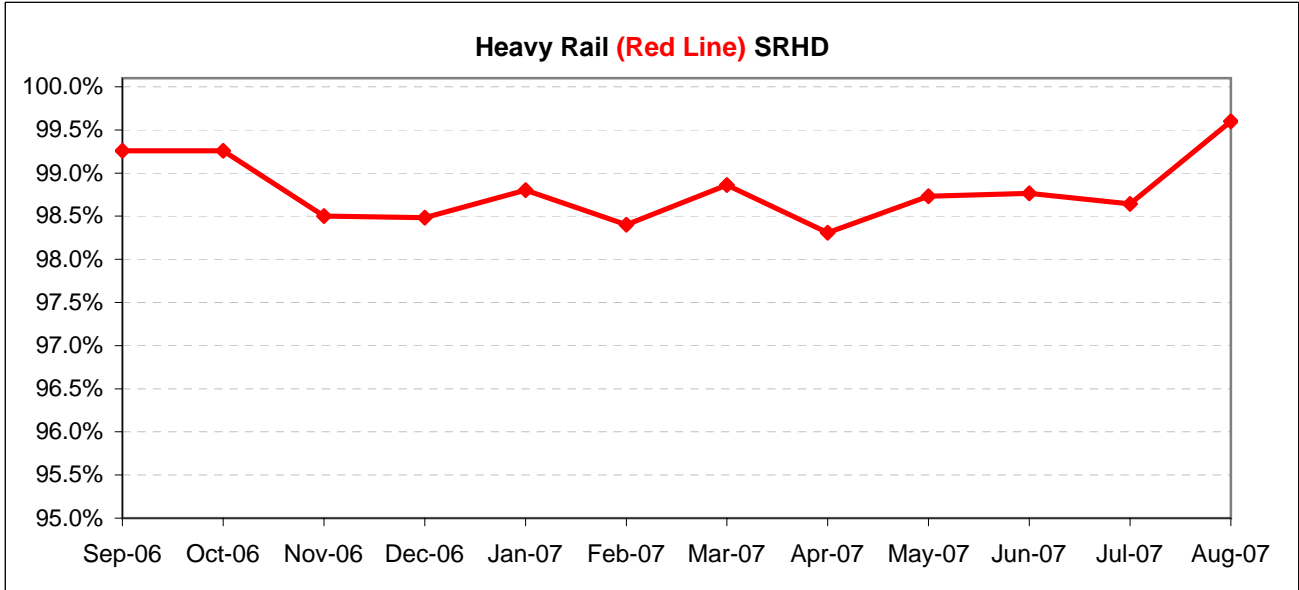
**Calculation:** ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]



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

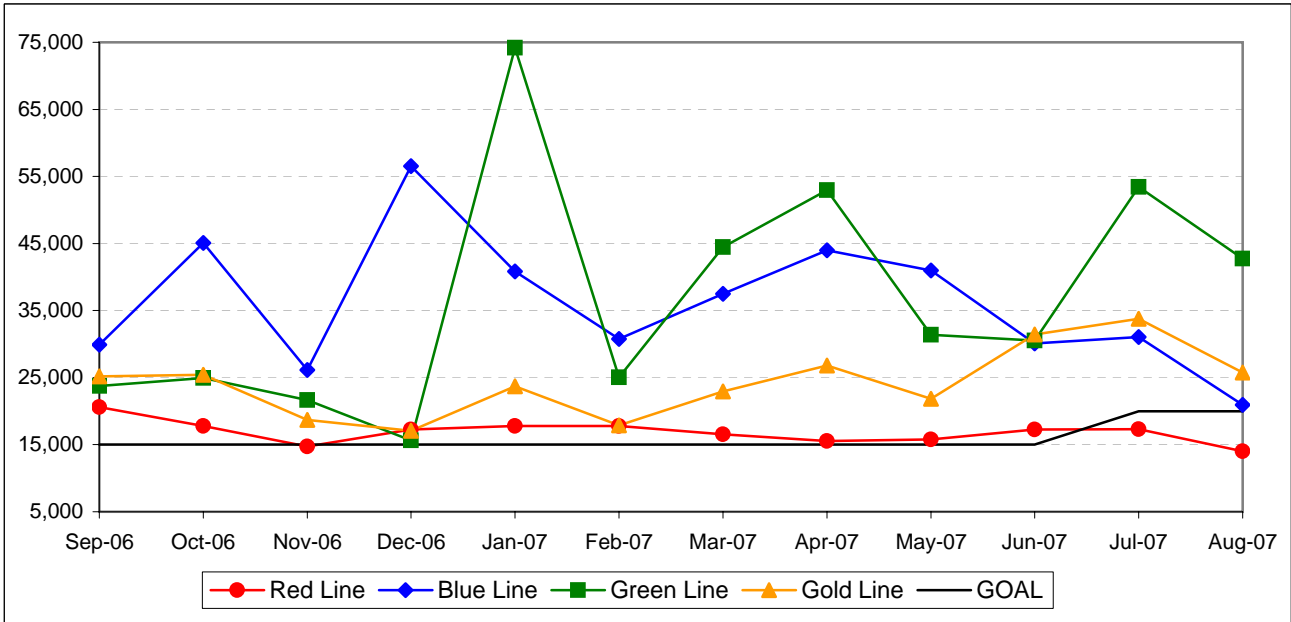




**Mean Miles Between Chargeable Mechanical Failures**

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

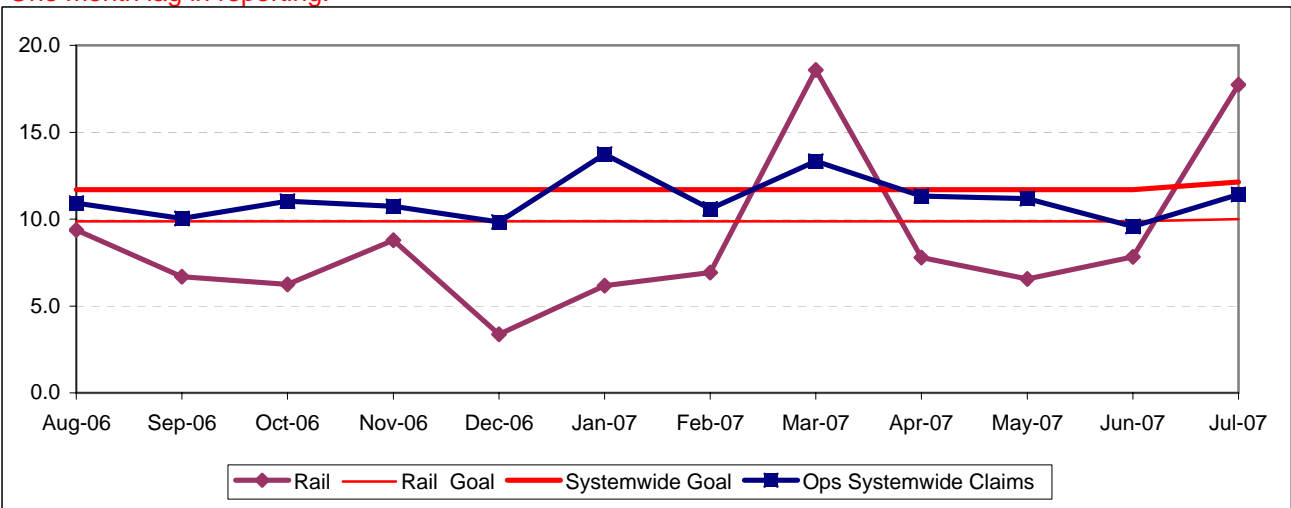


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**

**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.



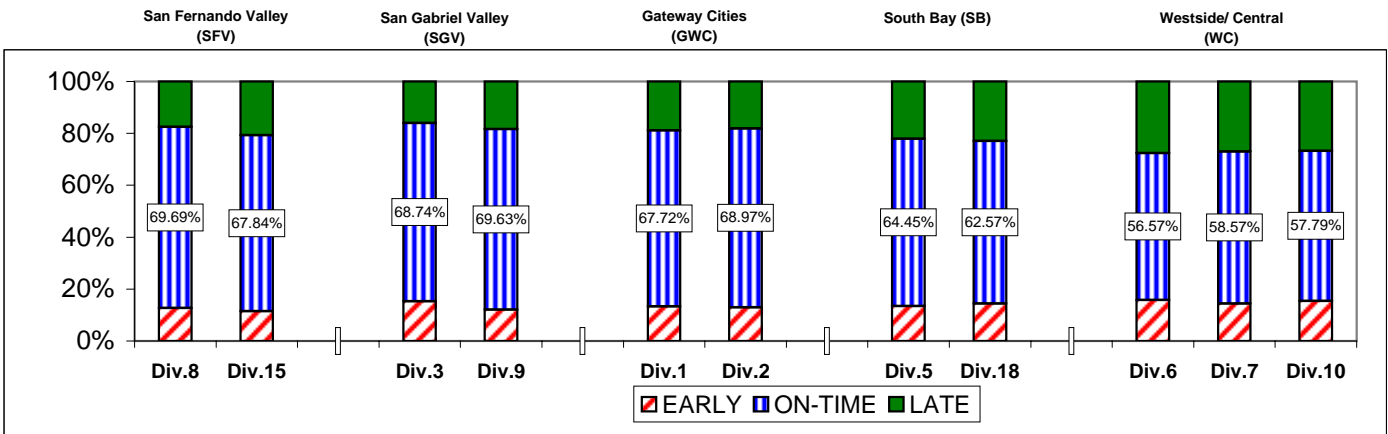
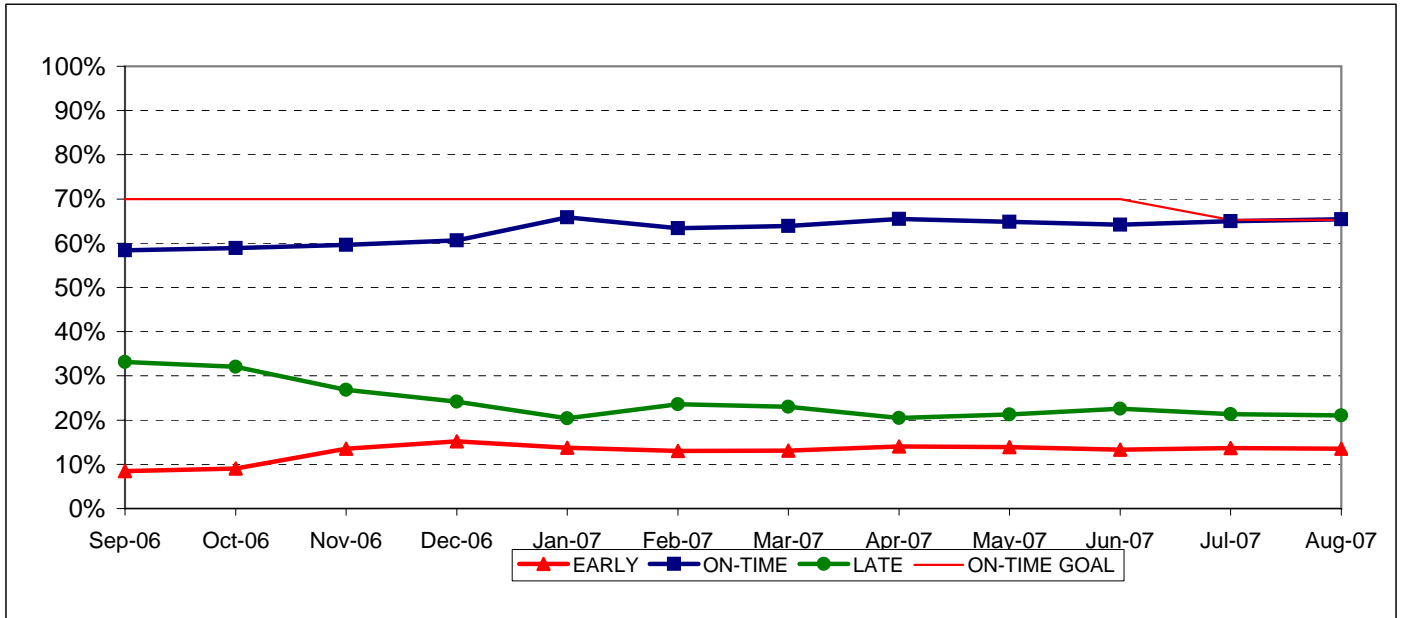
## BUS SERVICE PERFORMANCE IN-SERVICE ON-TIME PERFORMANCE

**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. (Excludes Rapid buses)

**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

	FY07	FY08-YTD	Variance
<b>San Fernando Valley Sector (SFV)</b>			
<b>Division 8</b>			
Early	12.33%	12.76%	0.43%
On-Time	67.48%	69.67%	2.19%
Late	20.19%	17.57%	-2.62%
<b>Division 15</b>			
Early	12.23%	11.37%	-0.85%
On-Time	64.41%	67.42%	3.00%
Late	23.36%	21.21%	-2.15%
<b>Gateway Cities Sector (GWC)</b>			
<b>Division 1</b>			
Early	12.63%	13.31%	0.68%
On-Time	68.02%	67.96%	-0.06%
Late	19.34%	18.73%	-0.62%
<b>Division 2</b>			
Early	12.57%	12.76%	0.19%
On-Time	67.99%	68.76%	0.77%
Late	19.44%	18.48%	-0.96%
<b>South Bay Sector (SB)</b>			
<b>Division 5</b>			
Early	13.69%	13.60%	-0.10%
On-Time	63.83%	64.87%	1.04%
Late	22.48%	21.54%	-0.94%
<b>Division 18</b>			
Early	13.70%	14.45%	0.74%
On-Time	61.19%	62.22%	1.03%
Late	25.10%	23.33%	-1.77%

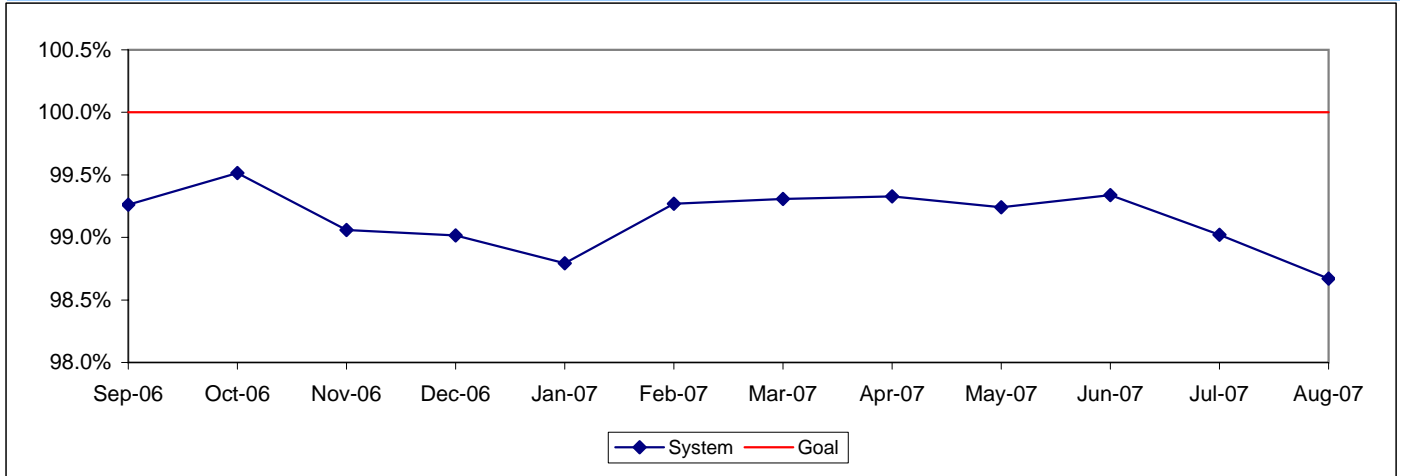
	FY07	FY08-YTD	Variance
<b>San Gabriel Valley Sector (SGV)</b>			
<b>Division 3</b>			
Early	16.54%	15.77%	-0.76%
On-Time	65.35%	68.45%	3.11%
Late	18.12%	15.77%	-2.35%
<b>Division 9</b>			
Early	12.52%	12.21%	-0.31%
On-Time	66.22%	68.76%	2.54%
Late	21.26%	19.03%	-2.23%
<b>Westside/Central Sector (WC)</b>			
<b>Division 6</b>			
Early	16.44%	16.22%	-0.22%
On-Time	53.28%	54.55%	1.27%
Late	30.28%	29.23%	-1.05%
<b>Division 7</b>			
Early	13.62%	14.32%	0.70%
On-Time	58.01%	58.63%	0.61%
Late	28.37%	27.05%	-1.31%
<b>Division 10</b>			
Early	14.17%	15.71%	1.54%
On-Time	58.61%	57.52%	-1.09%
Late	27.23%	26.78%	-0.45%
<b>SYSTEMWIDE</b>			
Early	13.44%	13.59%	0.15%
On-Time	63.77%	65.20%	1.43%
Late	22.78%	21.21%	-1.57%

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

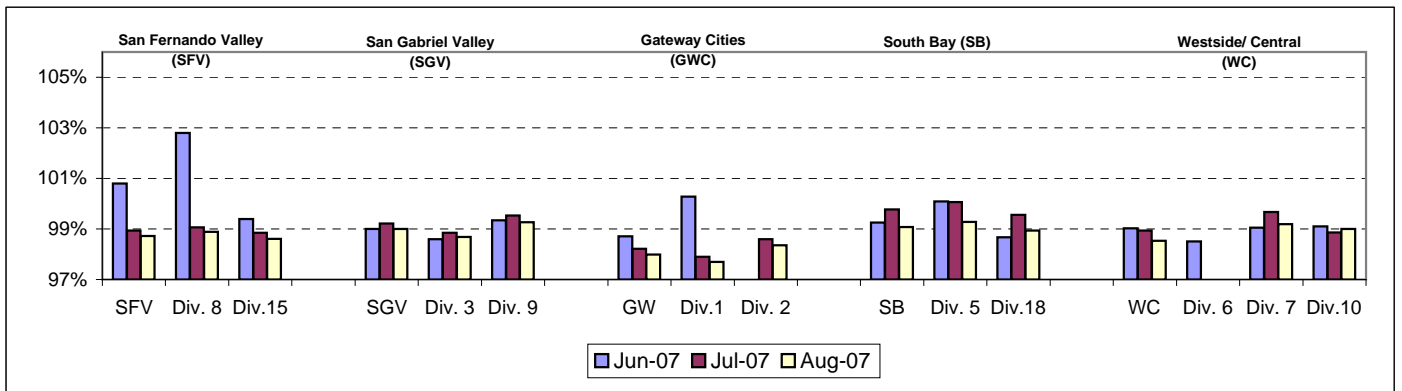
**Definition:** This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures. FY06: This performance indicator measures the percentage of scheduled Revenue Hours delivered after adding in temporary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



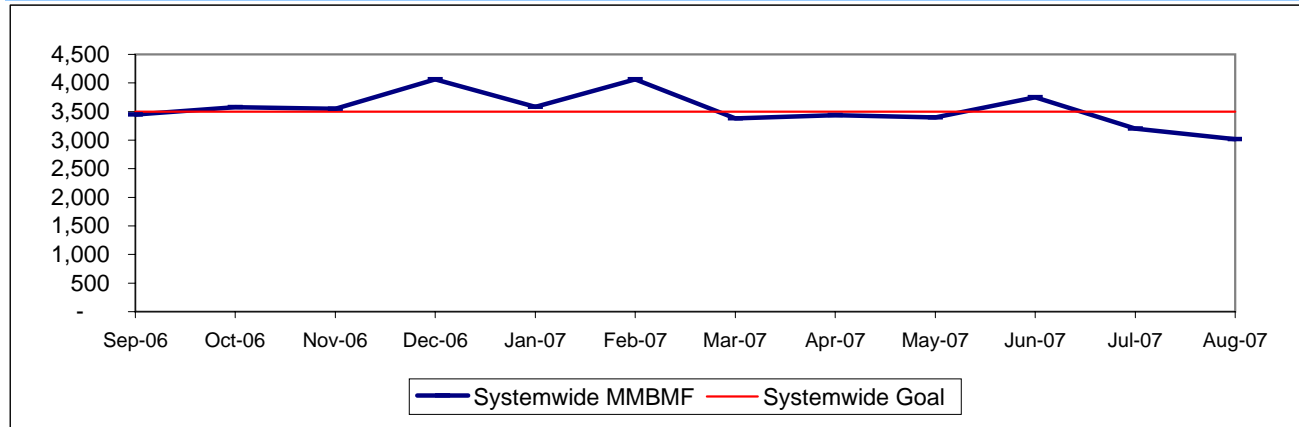
## MAINTENANCE PERFORMANCE

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

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

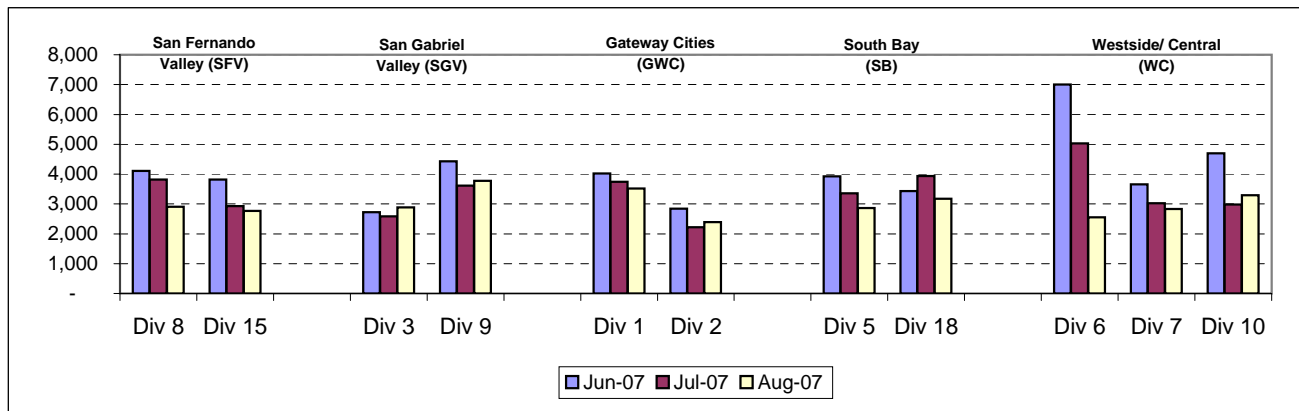
**Calculation:**  $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

#### Systemwide Trend



\* New Indicator.

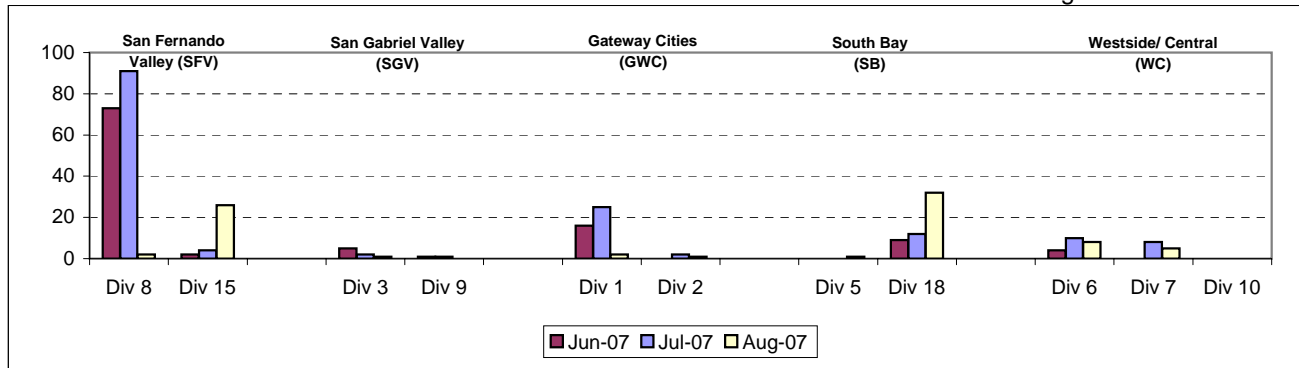
#### MMBMF -- Bus Operating Sector Divisions June - August 2007



#### Unaddressed Road Calls -- Bus Operating Sector Divisions\* June - August 2007

**Definition:** Road calls cannot be counted, per FTA definition, if no one has jobbed on to assign a job code. (Source: M3)

**Calculation:** Unaddressed Road Calls = Total number of road calls that have not been assigned.



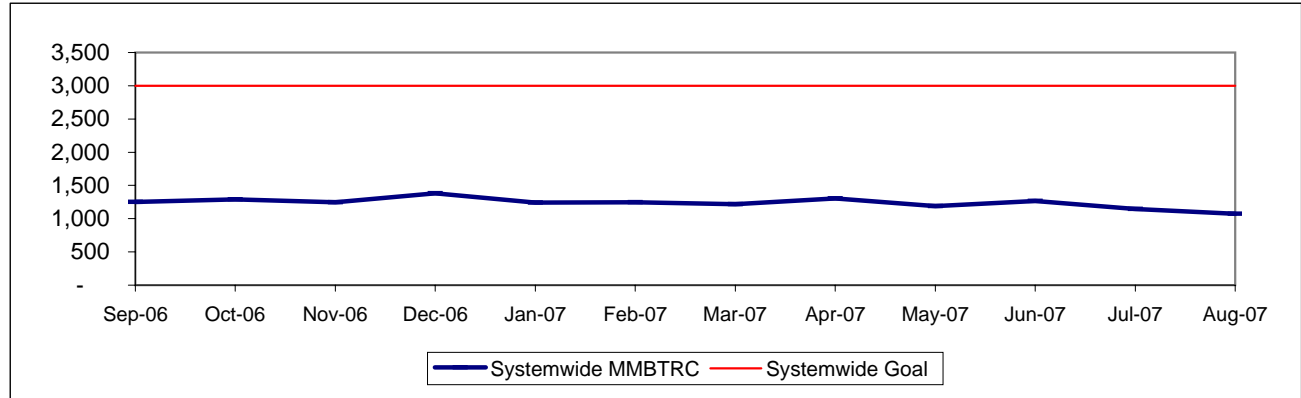
\* New Indicator.

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

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

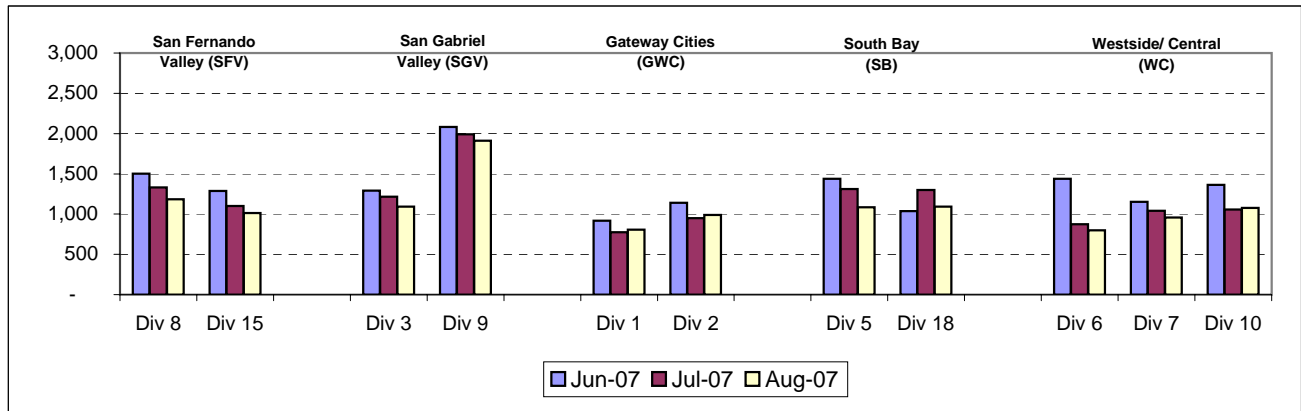
**Calculation:** MMBTRC = (Total Hub Miles / by Total Road Calls)

**MMBTRC Systemwide Trend**



\* New Indicator.

**MMBTRC --Bus Operating Sector Divisions  
June - August 2007**



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

	Number of Buses	Percent of Buses
CNG	2,358	86.75%
Diesel	267	9.82%
Gasoline	59	2.17%
Propane	34	1.25%
<b>Total</b>	<b>2,718</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
8.4	7.3	7.6	6.2	6.1	6.3	5.2	7.7

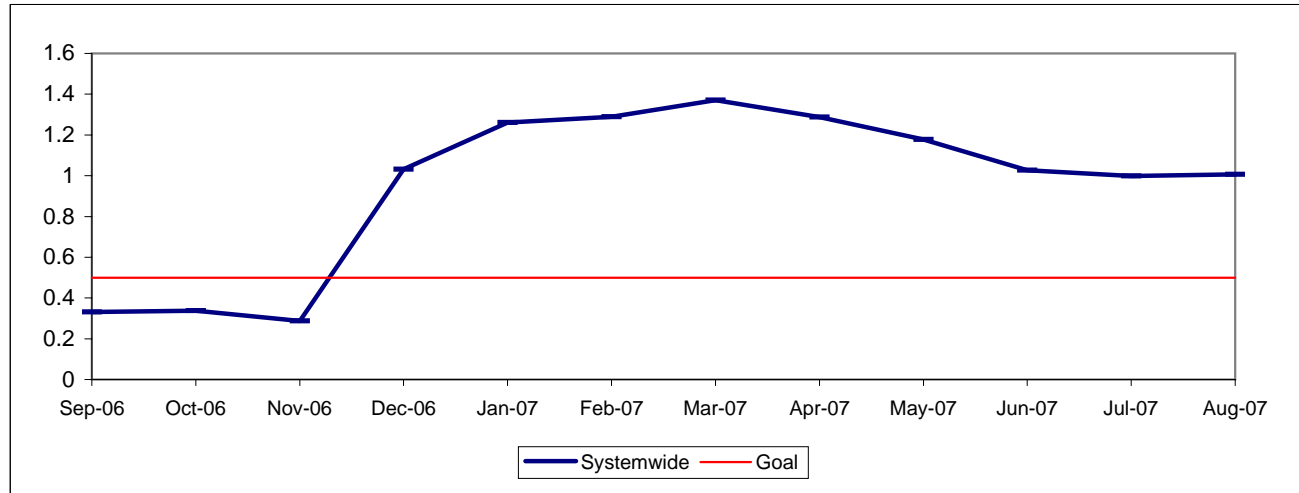
WC		
Div 6	Div 7	Div 10
13.1	5.7	5.1

**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.

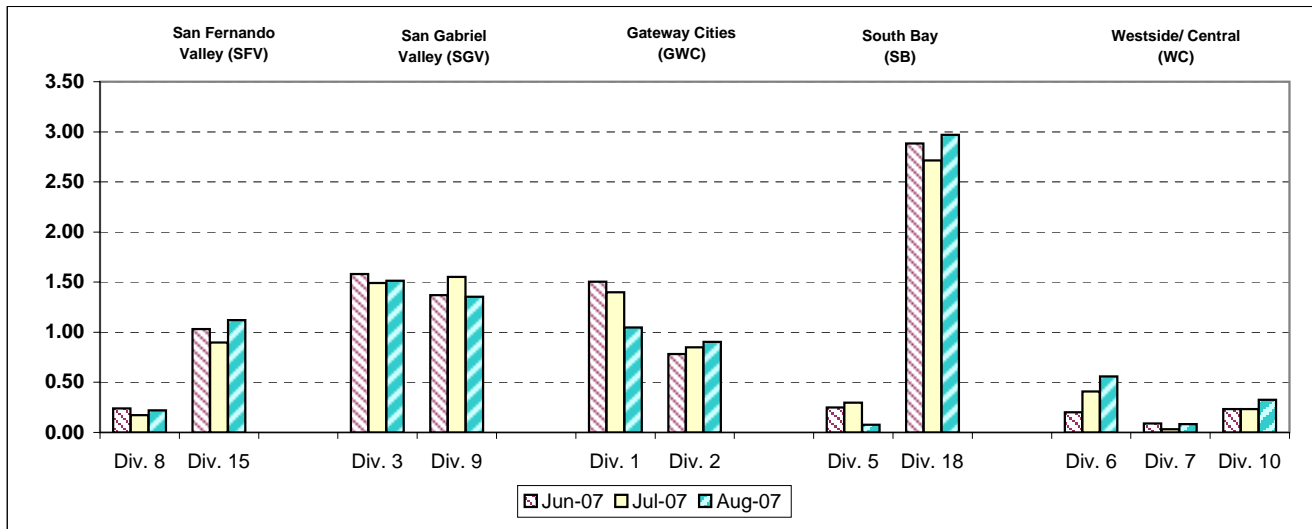
**Calculation:** Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

**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  
June - August 2007**



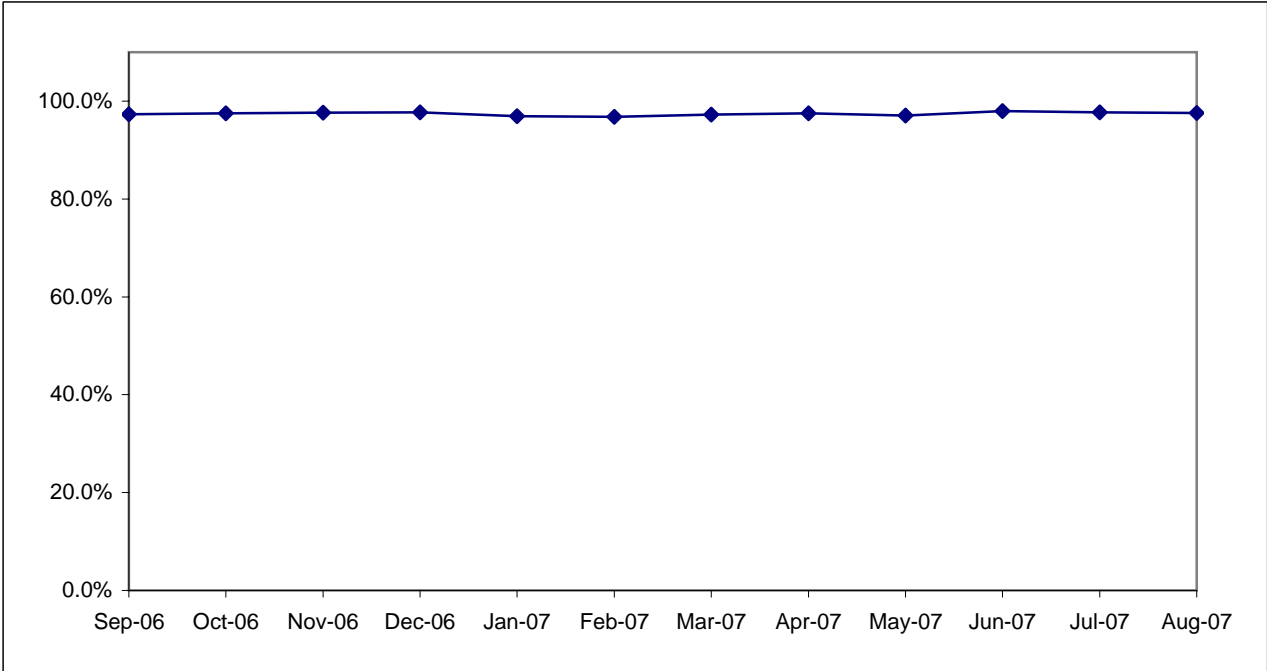
# ATTENDANCE

## MAINTENANCE ATTENDANCE

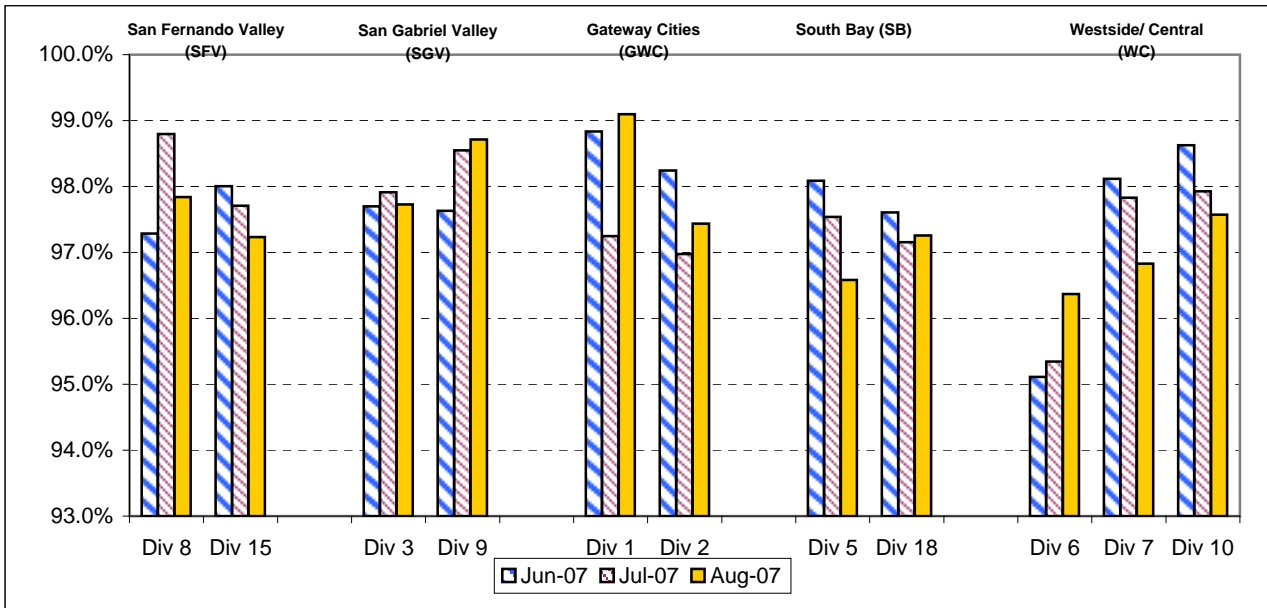
**Definition:** Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

### Systemwide Trend



### Maintenance Attendance - By Sectors' Divisions (By Current Month) June - August 2007





# SAFETY PERFORMANCE

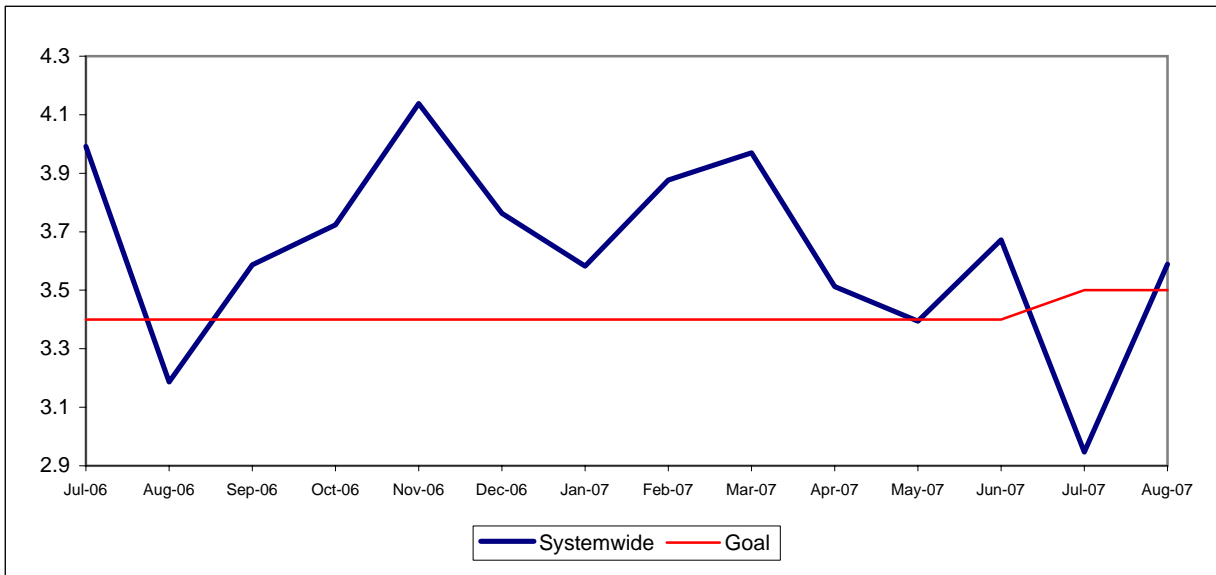
## BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

**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))

NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

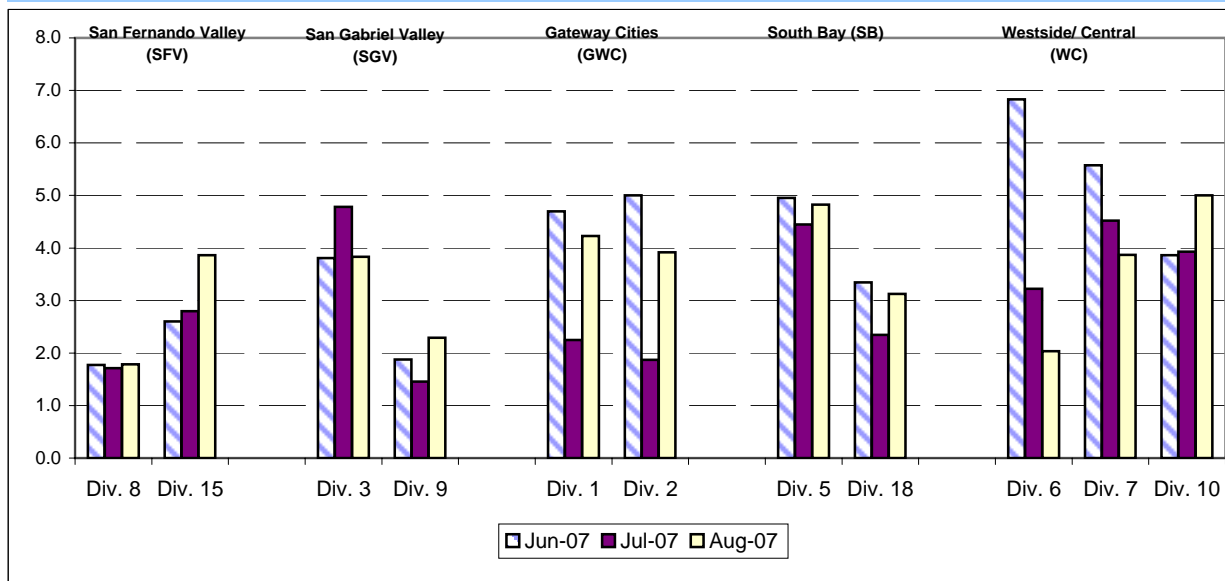
### Systemwide Trend



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.

NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

### Bus Operating Divisions - by Sectors' Divisions June - August 2007



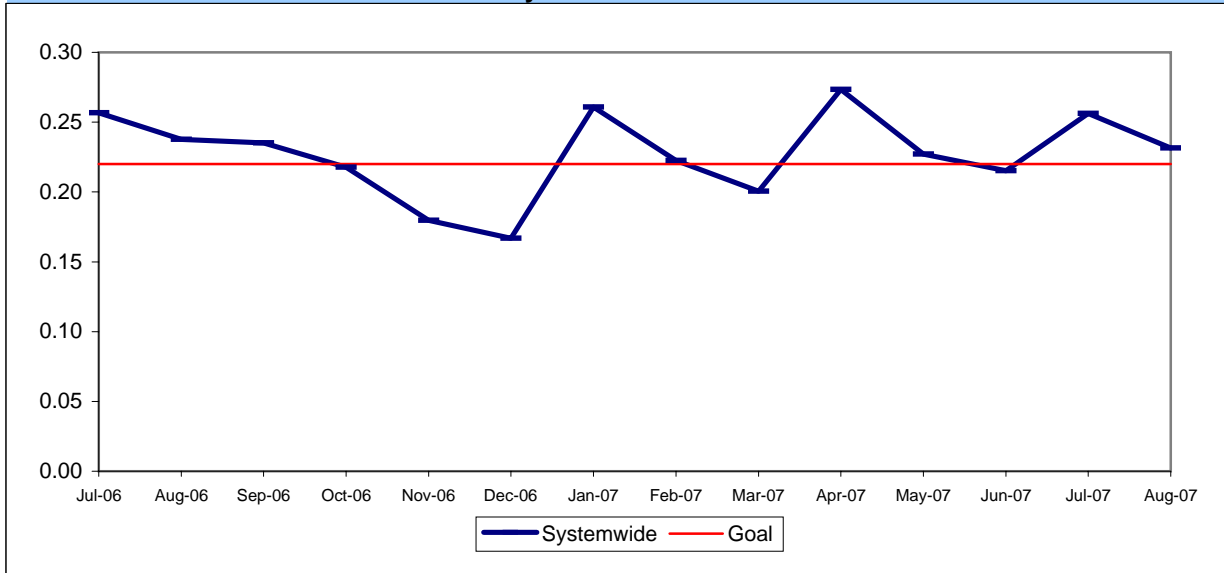
**BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS\***

**Definition:** Average number of Passenger Accidents for every 100,000 Boardings. This indicator measures system safety.

**Calculation:** Passenger Accidents Per 100,000 Boardings = (The number of Passenger Accidents / by (Boardings / by 100,000))

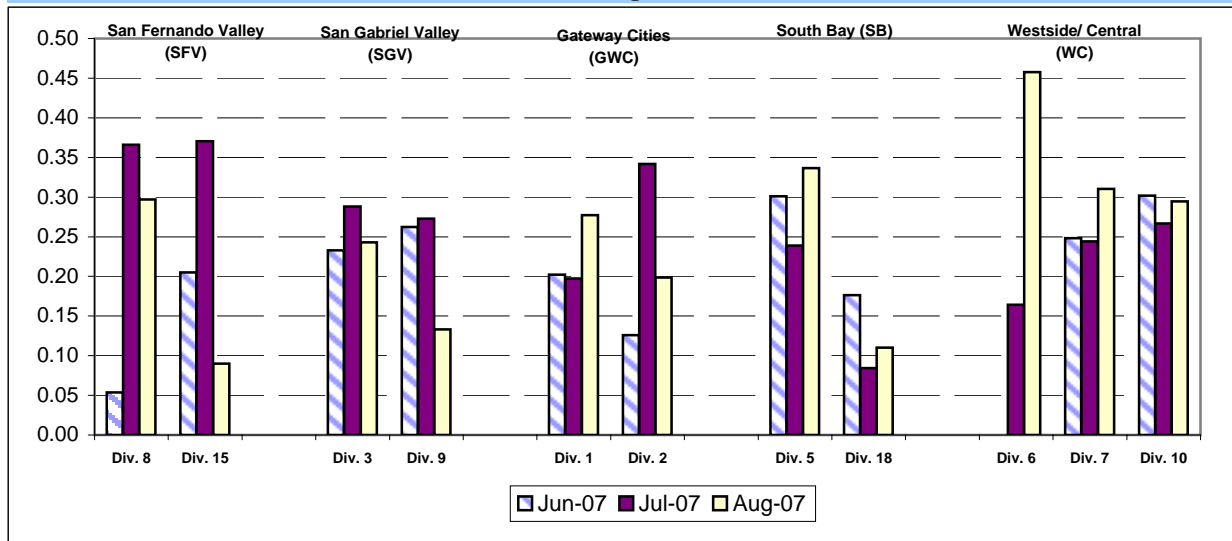
\*April boarding data unavailable due to ATMS system upgrade.

**Systemwide Trend**



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

**Bus Operating Divisions - by Sectors' Divisions  
June - August 2007**

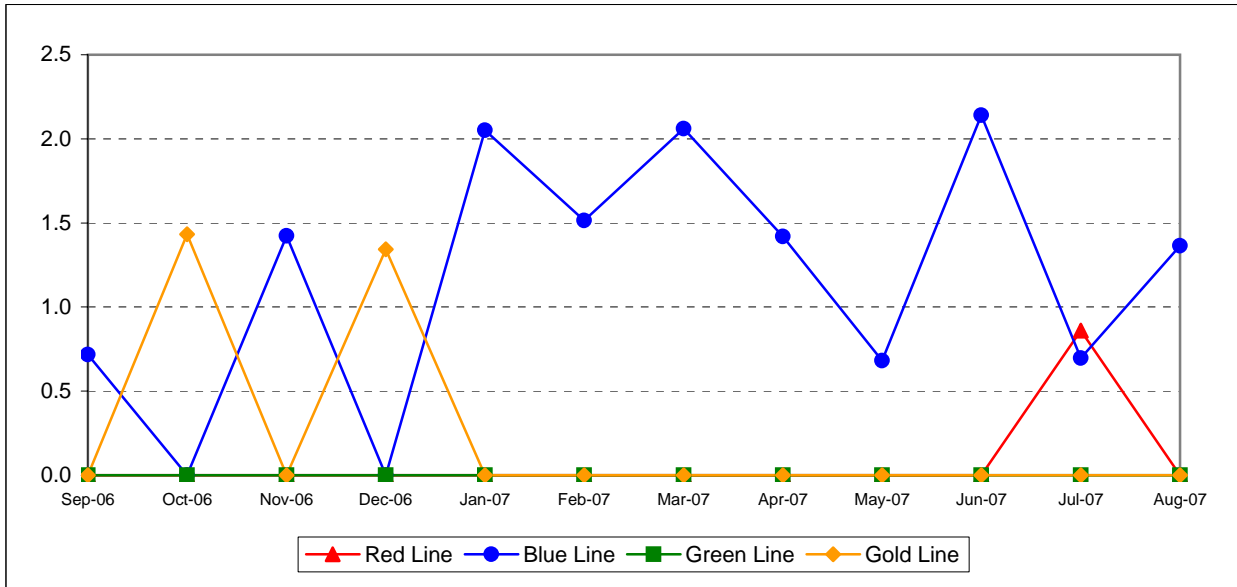


Safety Performance Continued

**RAIL ACCIDENTS PER 100,000 REVENUE TRAIN MILES (PUC Reportable)**

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

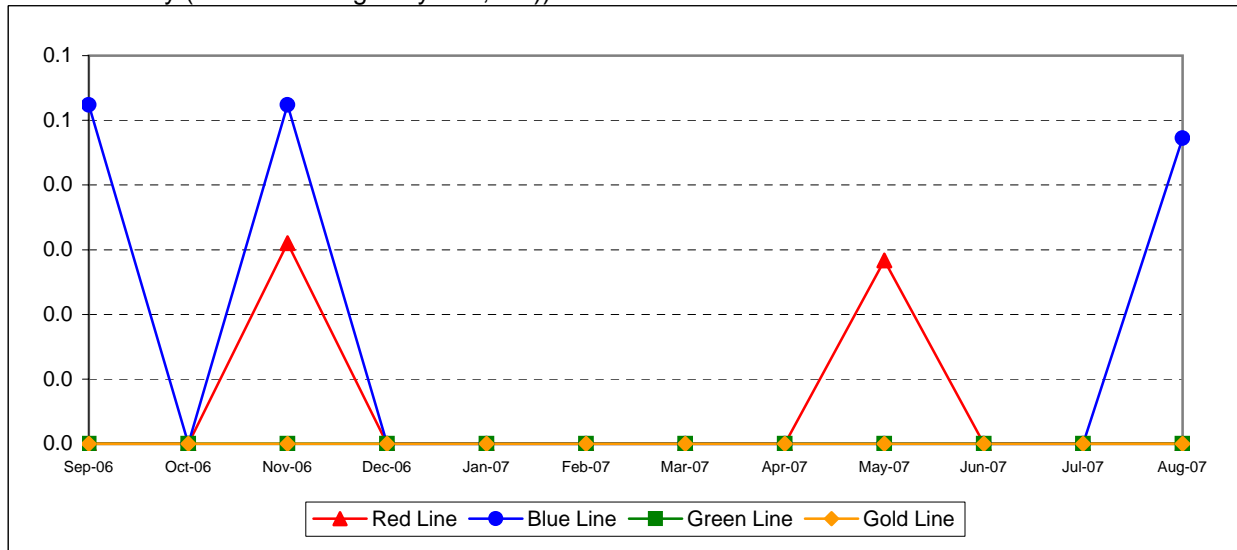
**Calculation:** Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



**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))



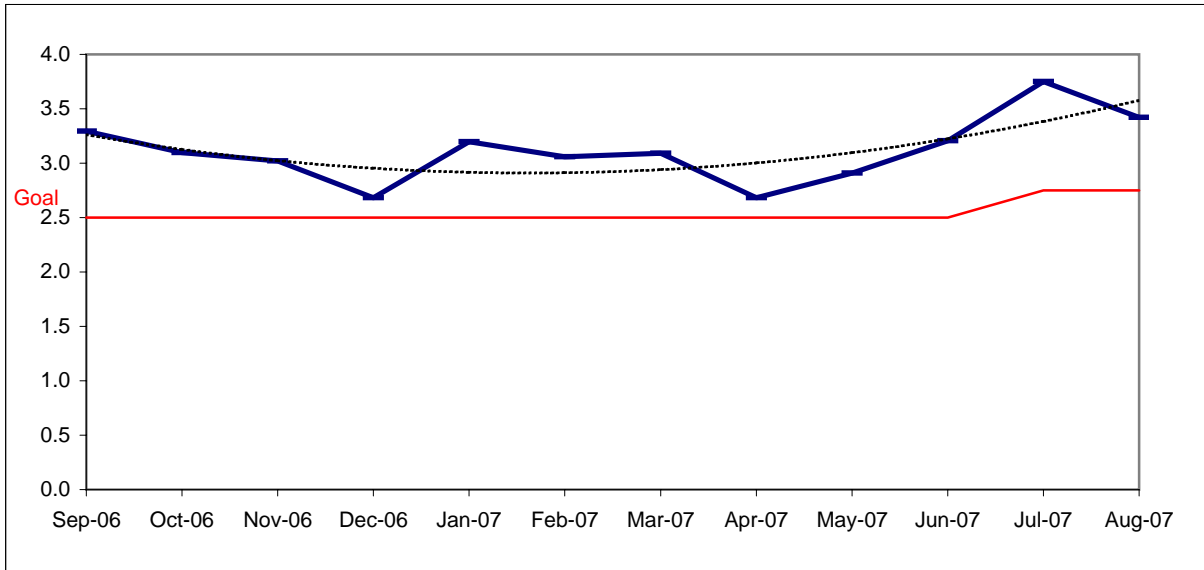
## CUSTOMER SATISFACTION

### COMPLAINTS PER 100,000 BOARDINGS

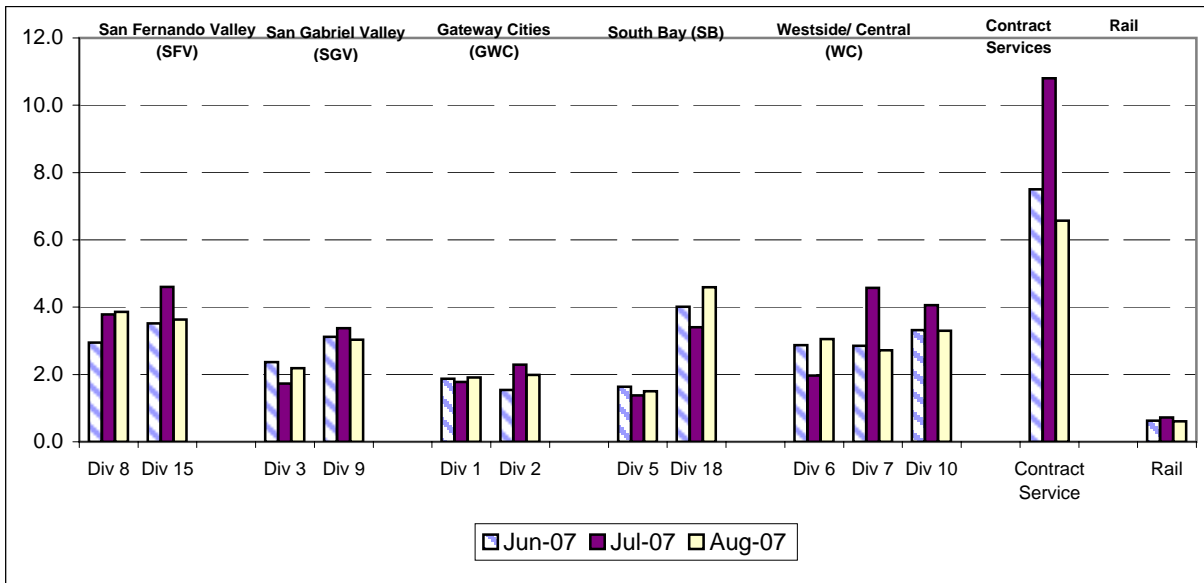
**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

#### Systemwide Trend



#### Bus Operating Divisions - by Sectors' Divisions June - August 2007



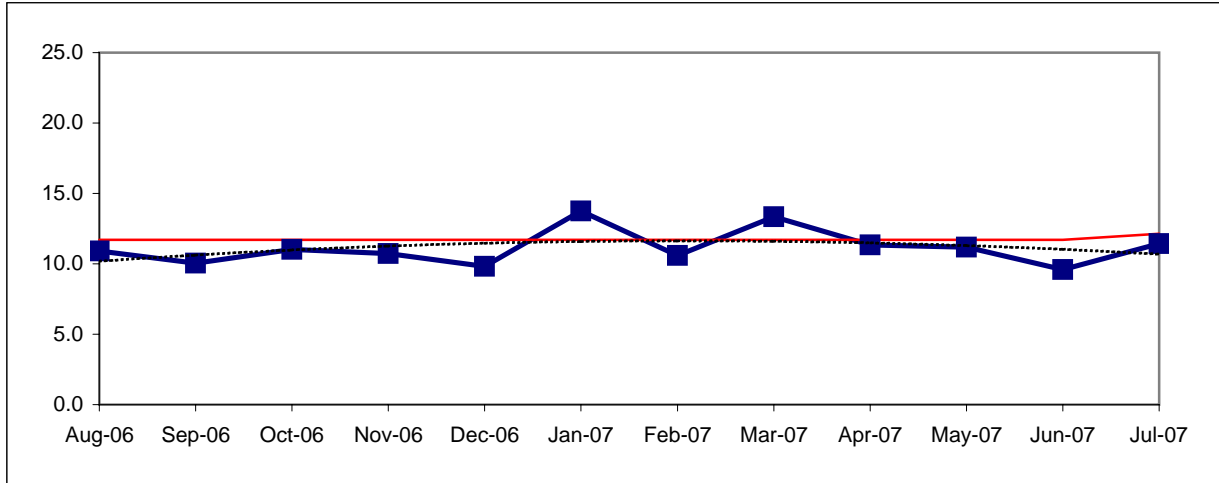
## WORKERS COMPENSATION CLAIMS

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

#### Metro Operations Trend



One month lag from current month

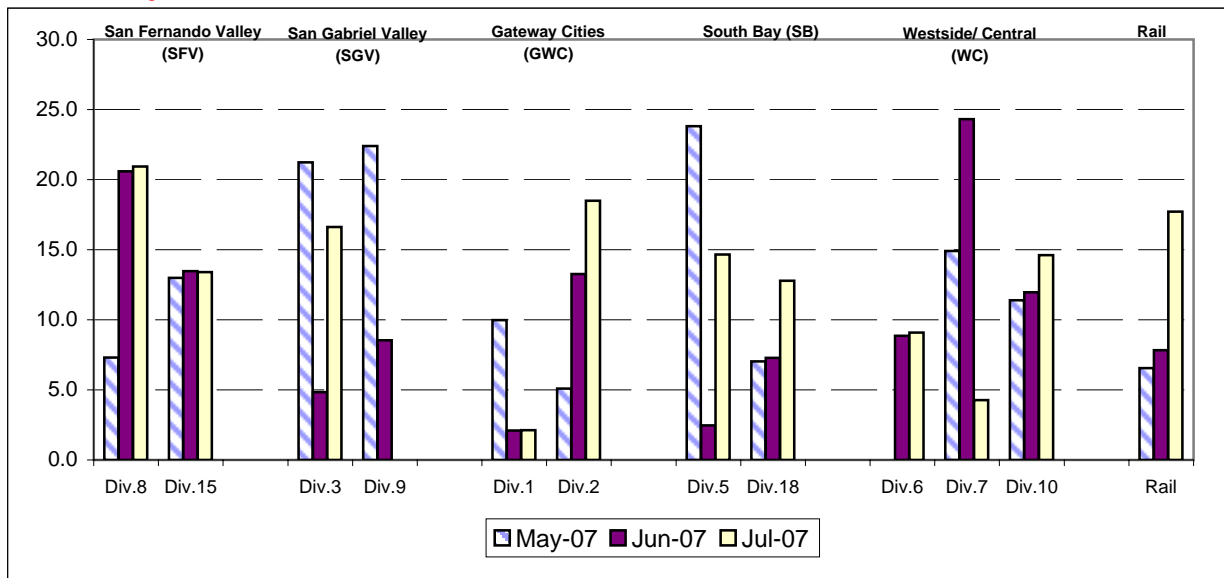
### NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

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

#### Bus & Rail - by Bus Sectors' Divisions and Rail May - July 2007

One month lag from current month



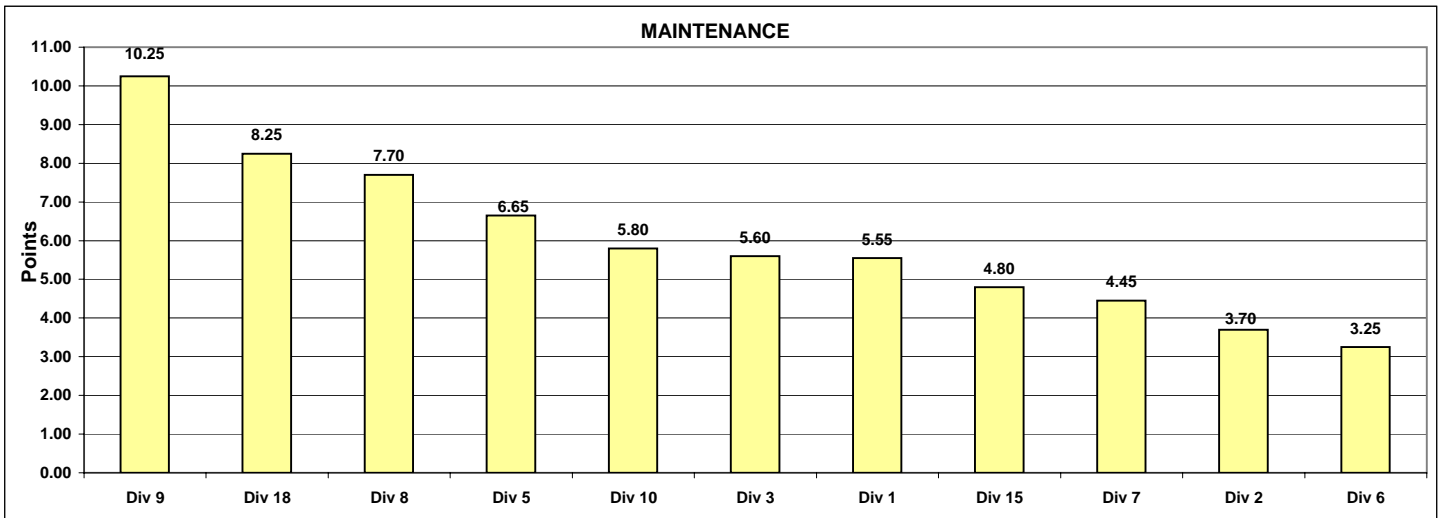
**"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM**

**Monthly Calculations - August 2007  
Metro Bus - Maintenance**

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

**Calculation:** Performance by Division are ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each performance indicator is then multiplied by the weight assigned to the particular performance indicator and then summed. Summed values are sorted from high to low and the Division with the highest score wins the program award for the month.

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Total Road Calls	64%	806.8	990.8	1091.2	1082.8	800.1	959.2	1185.3	1910.7	1078.3	1014.4	1093.0
Points		2	4	8	7	1	3	10	11	6	5	9
Attendance	20%	0.99168	0.98263	0.97805	0.97367	0.96368	0.96869	0.98493	0.99263	0.98369	0.97749	0.97883
Points		10	7	5	3	1	2	9	11	8	4	6
New WC Claims /200,000 Exp Hrs*	36%	0.0000	37.0904	11.2842	0.0000	0.0000	0.0000	10.1077	0.0000	9.8249	8.1062	0.0000
Points		8.5	1	2	8.5	8.5	8.5	3	8.5	4	5	8.5
*One month lag												
<b>Totals</b>		<b>5.55</b>	<b>3.70</b>	<b>5.60</b>	<b>6.65</b>	<b>3.25</b>	<b>4.45</b>	<b>7.70</b>	<b>10.25</b>	<b>5.80</b>	<b>4.80</b>	<b>8.25</b>
<b>FINAL RANKING Maintenance Division Ranking (Sorted)</b>												
<b>DIV.</b>		Div 9	Div 18	Div 8	Div 5	Div 10	Div 3	Div 1	Div 15	Div 7	Div 2	Div 6
<b>Score</b>		10.25	8.25	7.70	6.65	5.80	5.60	5.55	4.80	4.45	3.70	3.25
<b>Rank</b>		1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th

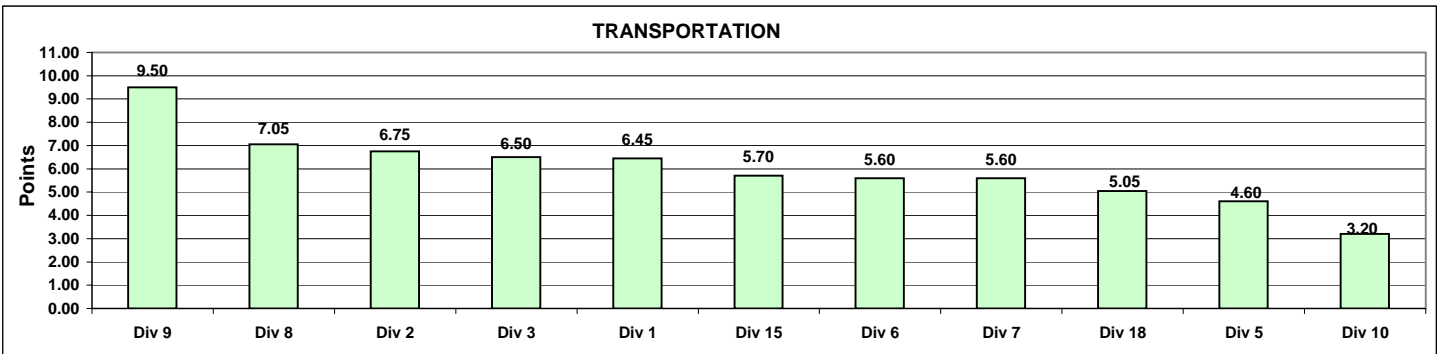


**Monthly Calculations - August 2007  
Metro Bus - Transportation**

**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%	0.6772	0.6897	0.6874	0.6445	0.5657	0.5857	0.6969	0.6963	0.5779	0.6784	0.6257
Points		6	9	8	5	1	3	11	10	2	7	4
Miles Between Total Road Calls	10%	806.7612	990.7979	1091.1849	1082.8129	800.0533	959.2030	1185.2861	1910.6892	1078.2971	1014.3557	1093.0099
Points		2	4	8	7	1	3	10	11	6	5	9
Accident Rate	25%	4.2269	3.9166	3.8295	4.8233	2.0324	3.8702	1.7824	2.2885	5.0012	3.8608	3.1279
Points		3	4	7	2	10	5	11	9	1	6	8
Complaints/100K Boardings	15%	1.9133	1.9866	2.1852	1.5007	3.0512	2.7241	3.8598	3.0291	3.2975	3.6299	4.5948
Points		10	9	8	11	5	7	2	6	4	3	1
New WC Claims /200,000 Exp Hrs*	25%	2.7163	13.4306	18.0540	19.2020	12.1227	5.4375	24.7070	0.0000	15.9135	15.0444	16.2066
Points		10	7	3	2	8	9	1	11	5	6	4
*One month lag												
<b>Totals</b>		<b>6.45</b>	<b>6.75</b>	<b>6.50</b>	<b>4.60</b>	<b>5.60</b>	<b>5.60</b>	<b>7.05</b>	<b>9.50</b>	<b>3.20</b>	<b>5.70</b>	<b>5.05</b>
<b>FINAL RANKING</b>												
	<b>DIV.</b>	<b>Div 9</b>	<b>Div 8</b>	<b>Div 2</b>	<b>Div 3</b>	<b>Div 1</b>	<b>Div 15</b>	<b>Div 6</b>	<b>Div 7</b>	<b>Div 18</b>	<b>Div 5</b>	<b>Div 10</b>
	<b>Score</b>	<b>9.50</b>	<b>7.05</b>	<b>6.75</b>	<b>6.50</b>	<b>6.45</b>	<b>5.70</b>	<b>5.60</b>	<b>5.60</b>	<b>5.05</b>	<b>4.60</b>	<b>3.20</b>
	<b>Rank</b>	<b>1st</b>	<b>2nd</b>	<b>3rd</b>	<b>4th</b>	<b>5th</b>	<b>6th</b>	<b>7th</b>	<b>7th</b>	<b>9th</b>	<b>10th</b>	<b>11th</b>



**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		
	Aug-06	Aug-07	Yearly Improvement	Aug-06	Aug-07	Yearly Improvement	Aug-06	Aug-07	Yearly Improvement	Aug-06	Aug-07	Yearly Improvement
<b>Wayside Availability</b>												
Track	100.00%	100.00%	0.00%	100.00%	99.98%	-0.02%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Signals	99.99%	99.98%	-0.01%	99.93%	100.00%	0.07%	99.77%	100.00%	0.23%	99.95%	99.69%	-0.26%
Power	99.83%	98.54%	-1.29%	99.98%	100.00%	0.02%	100.00%	100.00%	0.00%	100.00%	77.94%	-22.06%
<b>Wayside Performance</b>	<b>99.94%</b>	<b>99.51%</b>	<b>-0.43%</b>	<b>99.97%</b>	<b>99.99%</b>	<b>0.02%</b>	<b>99.92%</b>	<b>100.00%</b>	<b>0.08%</b>	<b>99.98%</b>	<b>92.54%</b>	<b>-7.44%</b>
<b>Vehicle Availability</b>												
Vehicle Performance	99.49%	99.05%	-0.44%	99.65%	99.70%	0.05%	99.47%	99.53%	0.07%	99.91%	99.60%	-0.30%
<b>Operator Availability</b>												
Operators	99.95%	99.96%	0.01%	99.71%	99.97%	0.25%	99.76%	99.97%	0.21%	99.98%	97.02%	-2.96%
<b>In-Service Performance</b>												
Rev. Hr. Delivered - Rail	99.25%	97.53%	-1.73%	99.25%	99.65%	0.40%	99.00%	99.50%	0.50%	99.84%	74.25%	-25.59%
<b>Total Rail Line Performance</b>	<b>99.66%</b>	<b>99.01%</b>	<b>-0.65%</b>	<b>99.65%</b>	<b>99.83%</b>	<b>0.18%</b>	<b>99.54%</b>	<b>99.75%</b>	<b>0.21%</b>	<b>99.93%</b>	<b>90.85%</b>	<b>-9.07%</b>

Metro Rail Final Ranking (Sorted)				
Rail Line	GREEN	RED	BLUE	GOLD
Score	0.212%	0.181%	-0.646%	-9.075%
Rank	1st	2nd	3rd	4th

