

DEC 2007

# METRO OPERATIONS MONTHLY PERFORMANCE REPORT



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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	Dec. 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	3,176 444	3,434 73	Yellow
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	63.77%	65.30%	63.67%	62.67%	Yellow
Bus Traffic Accidents Per 100,000 Miles						3.50	3.42	3.25	Green
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.46	2.75	2.70	2.35	Green
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	Nov YTD 11.38	Nov. 11.56	Green
<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	3,014 135	3,440 3	Yellow
In-Service On-time Performance	67.30%	67.47%	68.54%	65.19%**	65.60%	67.50%	66.49%	66.44%	Yellow
Bus Traffic Accidents Per 100,000 Miles						2.90	2.58	2.48	Green
Complaints per 100,000 Boardings	6.32	5.45	4.39	3.24	3.00	3.00	3.20	2.73	Yellow
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	Nov YTD 13.42	Nov. 14.93	Yellow
<small>**Div 15 Nov. '05 data excluded &amp; Dec. Data after shake-up</small>									
<b>Division 8</b>									
MMBICMF No. of unaddressed road calls				3,836	3,912 258*	3,500	3,027 97	3,508 2	Yellow
In-Service On-time Performance	70.09%	69.12%	69.78%	68.23%	67.48%	68.00%	67.21%	66.89%	Yellow
Bus Traffic Accidents Per 100,000 Miles						2.80	1.95	2.17	Green
Complaints per 100,000 Boardings	6.87	5.09	4.17	3.37	2.75	2.80	2.71	2.69	Green
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	Nov YTD 15.15	Nov. 18.51	Yellow
<b>Division 15</b>									
MMBICMF No. of unaddressed road calls				2,996	3,420 174*	3,500	3,004 38	3,390 1	Yellow
In-Service On-time Performance	66.13%	66.62%	67.84%	63.84%**	64.41%	67.00%	66.05%	66.17%	Yellow
Bus Traffic Accidents Per 100,000 Miles						3.00	3.05	2.71	Yellow
Complaints per 100,000 Boardings	6.01	5.70	4.55	3.14	3.16	3.20	3.55	2.75	Yellow
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	Nov YTD 12.53	Nov. 9.59	Yellow

\*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: As of Aug. '07, 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.

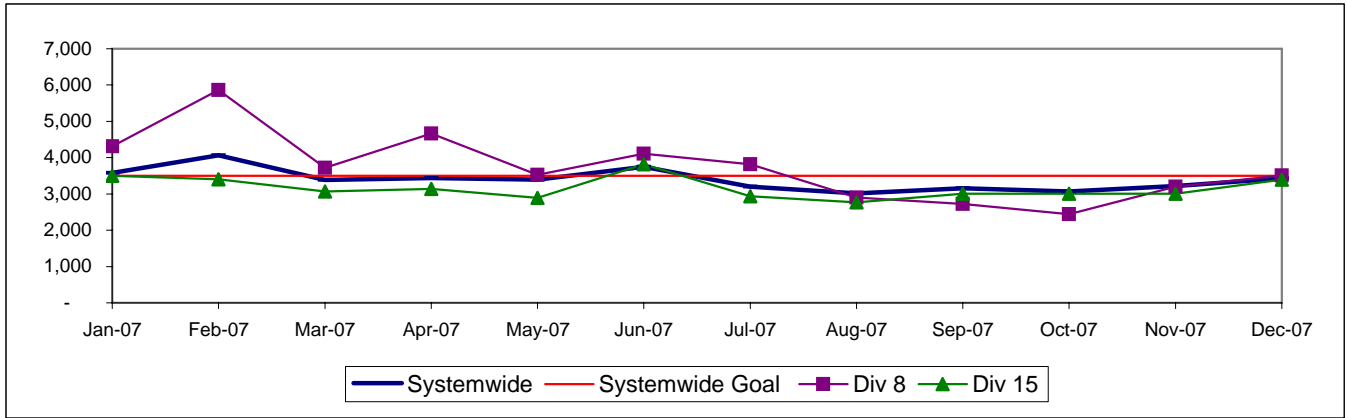
## SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

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



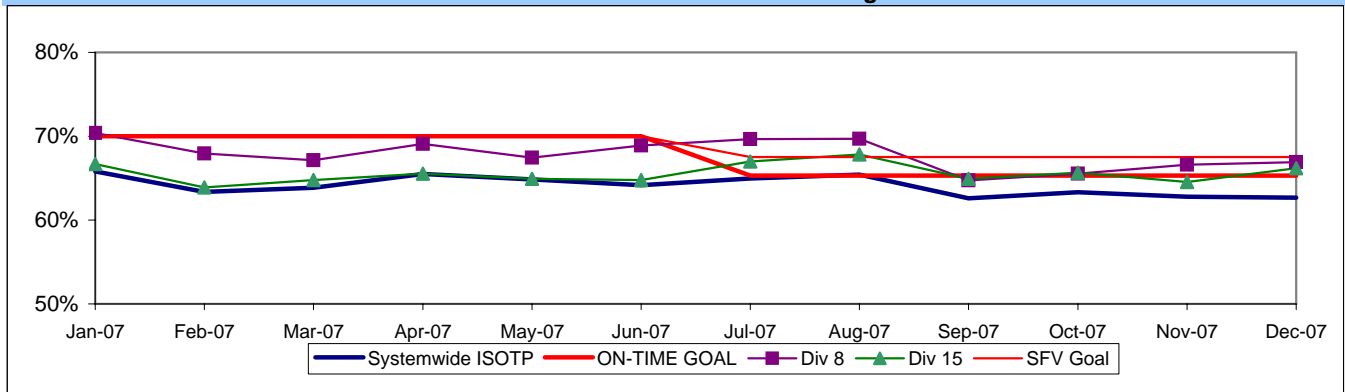
### IN-SERVICE ON-TIME PERFORMANCE\*

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

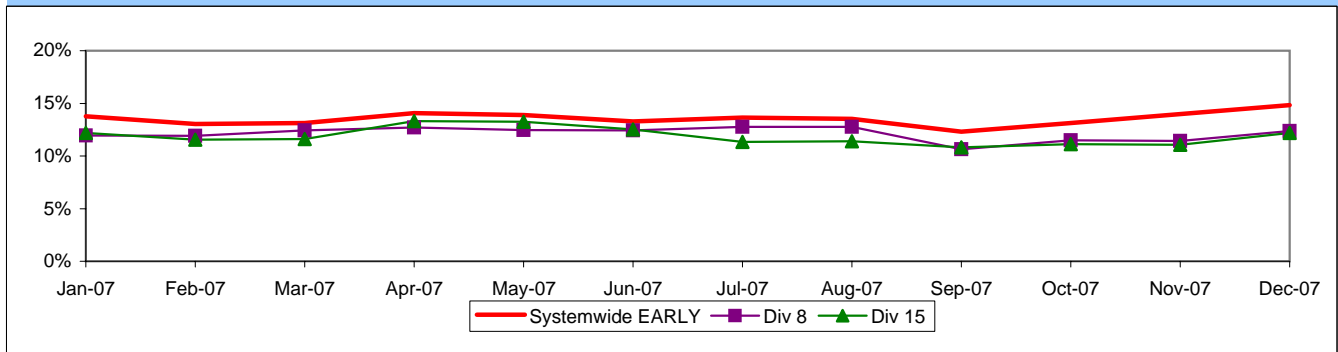
**Calculation:**  $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes late}) / (\text{Total buses sampled}))$

\* 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

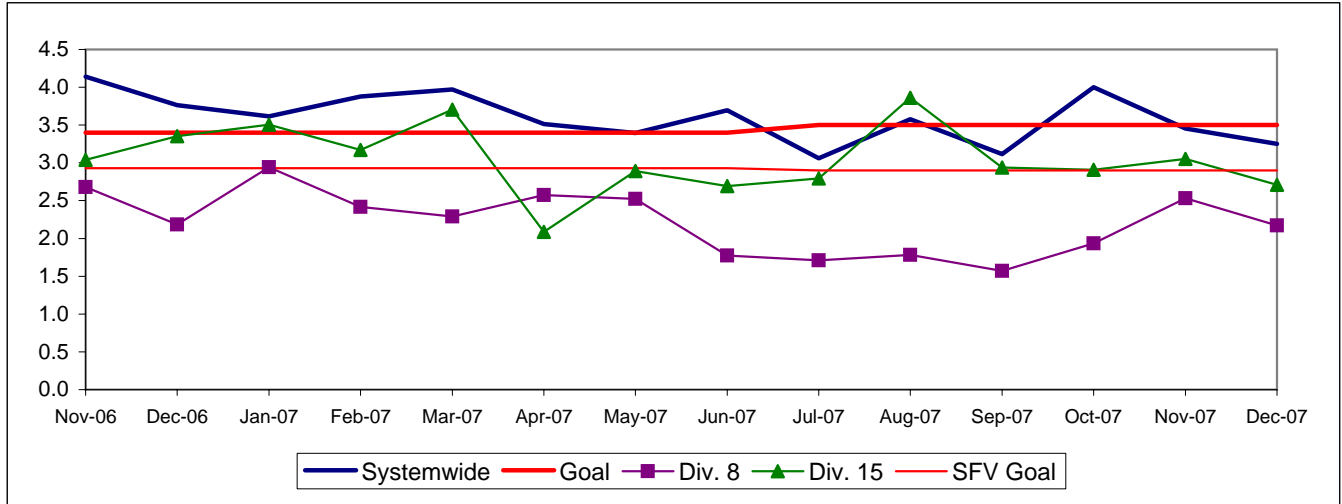




**BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES**  
**Systemwide and Bus Operating Divisions 8 and 15**

**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))

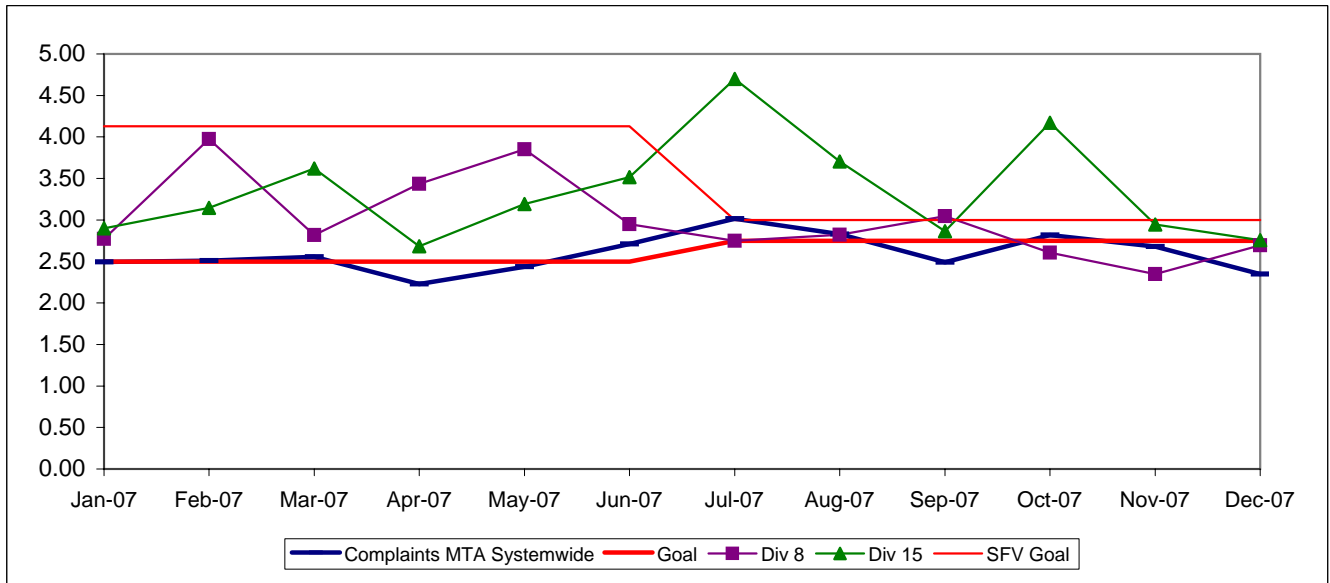


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

**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)

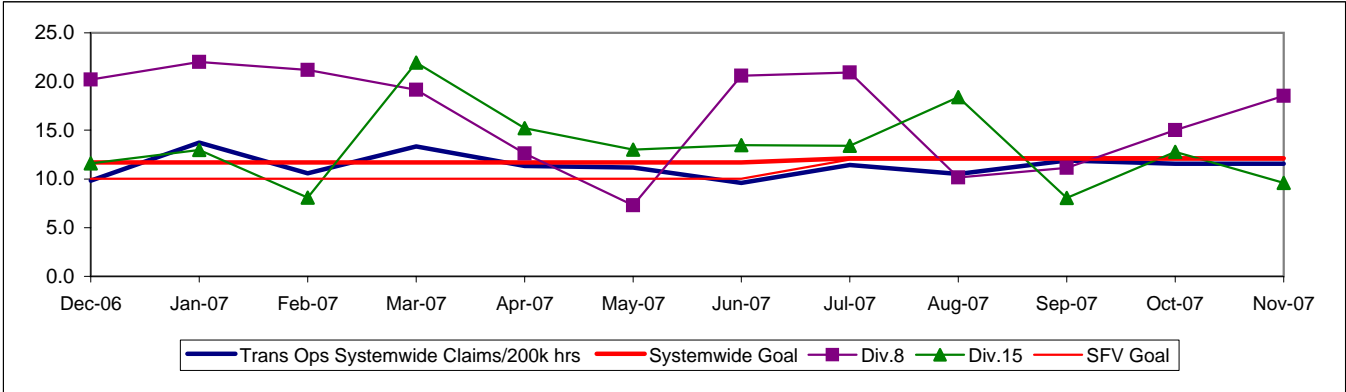


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 8 and 15**

**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.

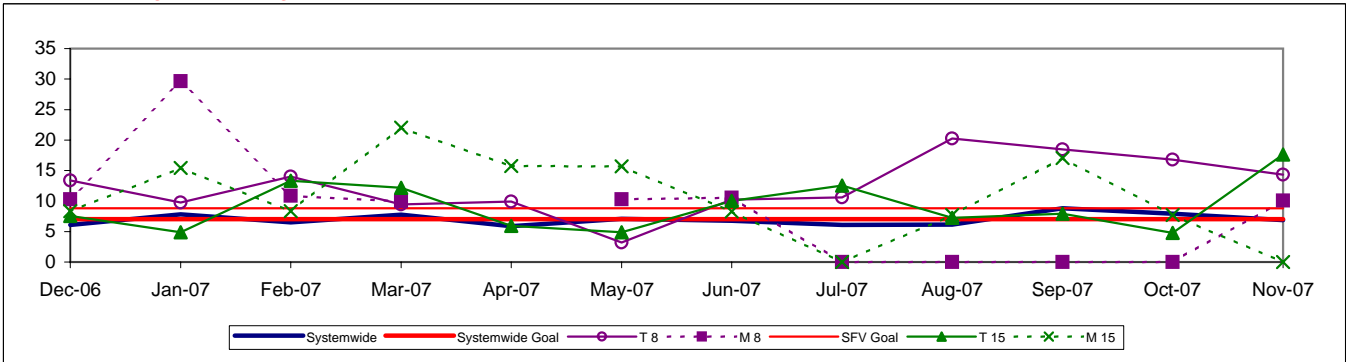


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 8 and 15**

**Definition:** Work-related injuries and illnesses that result in: death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid which are filed per 200,000 exposure hours.

**Calculation:** New OSHA Injuries filed per 200,000 Exposure Hours = New Injuries /(Exposure Hours/200,000)

One month lag in reporting.

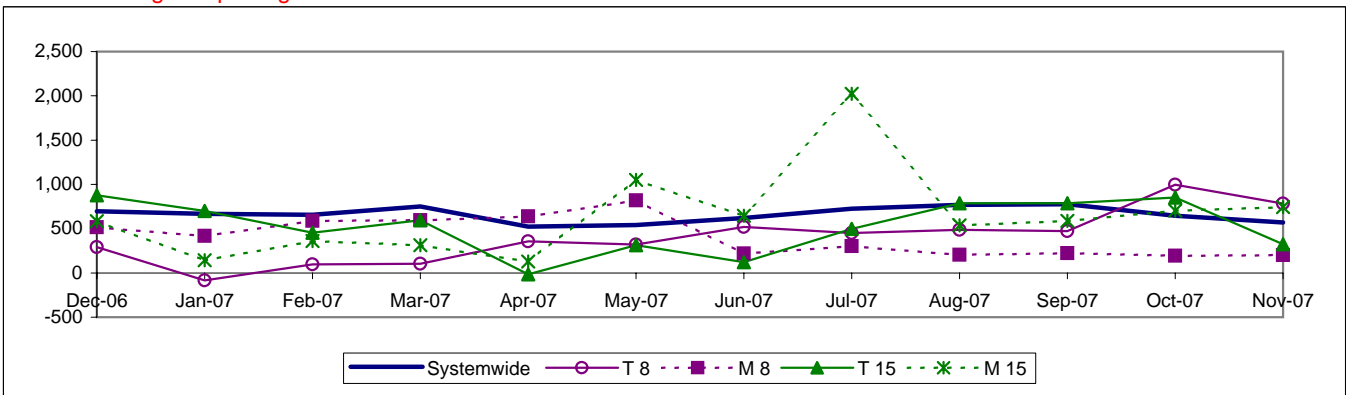


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 8 and 15**

**Definition:** Number of paid working days lost due to employees workers' compensation injuries each month per 200,000 exposure hours. This indicator measures use of Transitional Duty Program.

**Calculation:** : (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number of 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	Dec. Month	Status
<b>Bus Systemwide</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,532	3,500	3,176	3,434	Yellow Diamond
No. of unaddressed road calls					1,116*		444	73	
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	63.77%	65.30%	63.67%	62.67%	Yellow Diamond
Bus Traffic Accidents Per 100,000 Miles						3.50	3.42	3.25	Green Circle
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.46	2.75	2.70	2.35	Green Circle
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	Nov YTD 11.38	Nov. 11.56	Green Circle
<b>SGV Sector</b>									
MMBMF				3,467	3,376	3,500	3,144	3,432	Yellow Diamond
No. of unaddressed road calls					88*		44	26	
In-Service On-time Performance	70.02%	69.98%	70.10%	68.59%	65.85%	68%	66.45%	64.39%	Yellow Diamond
Bus Traffic Accidents Per 100,000 Miles						2.90	3.08	2.78	Yellow Diamond
Complaints per 100,000 Boardings	3.57	3.80	2.95	2.18	2.49	2.50	2.52	2.16	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	Nov YTD 10.05	Nov. 12.84	Green Circle
<b>Division 3</b>									
MMBMF				2,690	2,838	3,500	2,577	3,094	Yellow Diamond
No. of unaddressed road calls					58*		15	2	
In-Service On-time Performance	71.08%	70.80%	71.06%	70.05%	16.54%	68%	66.34%	63.52%	Yellow Diamond
Bus Traffic Accidents Per 100,000 Miles						2.90	4.13	3.75	Yellow Diamond
Complaints per 100,000 Boardings	3.09	3.02	2.60	1.83	2.12	2.50	2.13	2.15	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	Nov YTD 12.64	Nov. 14.14	Yellow Diamond
<b>Division 9</b>									
MMBMF				4,585	4,087	3,500	3,766	3,726	Green Circle
No. of unaddressed road calls					30*		29	24	
In-Service On-time Performance	67.47%	68.16%	68.16%	67.01%	12.52%	68%	66.53%	65.07%	Yellow Diamond
Bus Traffic Accidents Per 100,000 Miles						2.90	2.29	2.08	Green Circle
Complaints per 100,000 Boardings	4.31	5.09	5.09	2.61	2.24	2.50	2.89	2.18	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	Nov YTD 7.55	Nov. 12.76	Green Circle

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

NOTE: As of Aug. '07, 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.

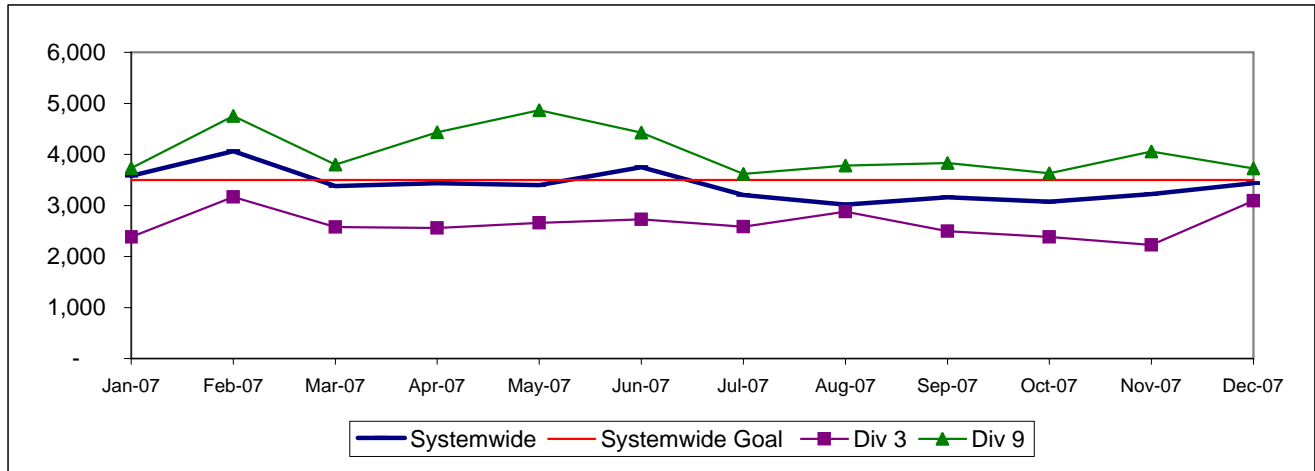
Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## 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)

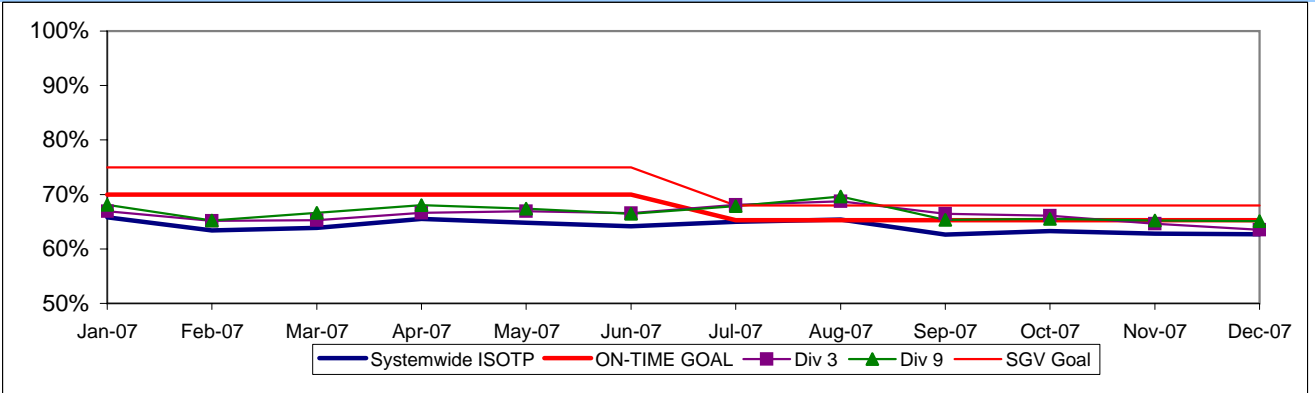


### IN-SERVICE ON-TIME PERFORMANCE

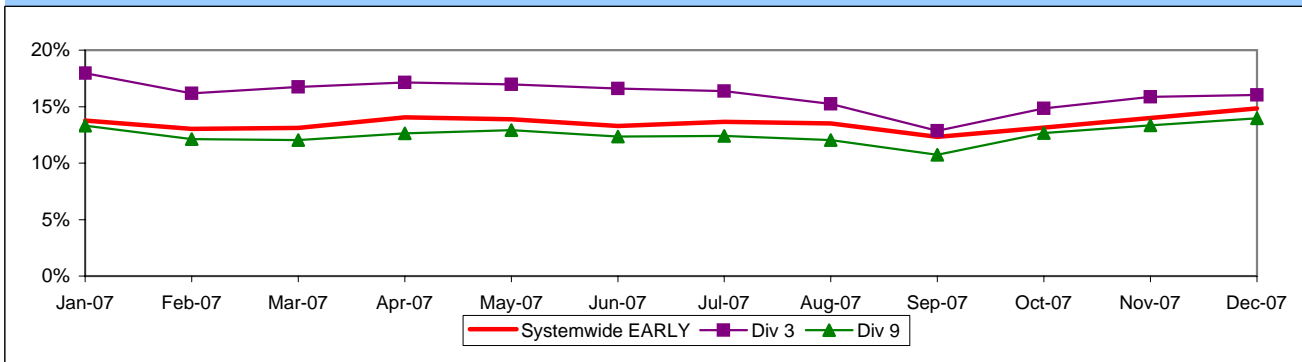
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

**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

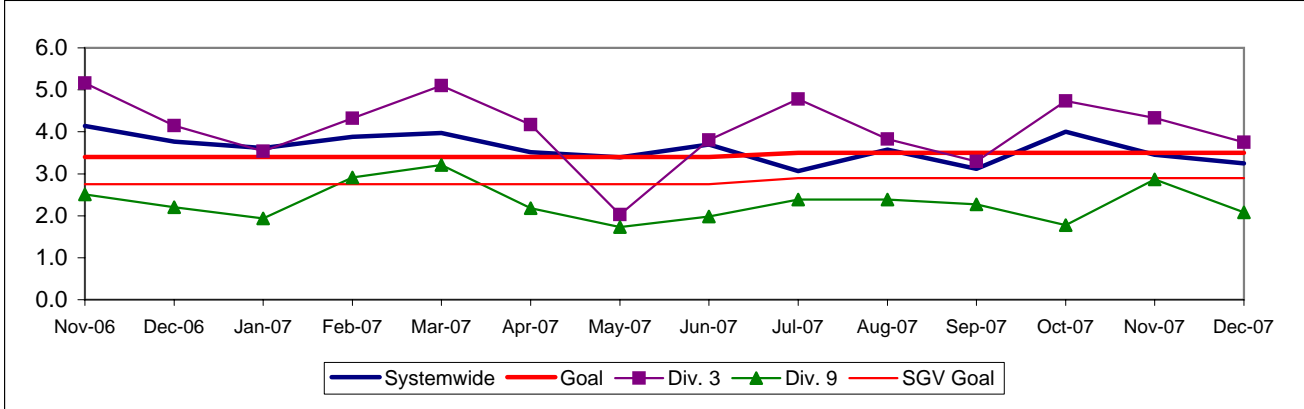




**BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES**  
**Systemwide and Bus Operating Divisions 3 and 9**

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

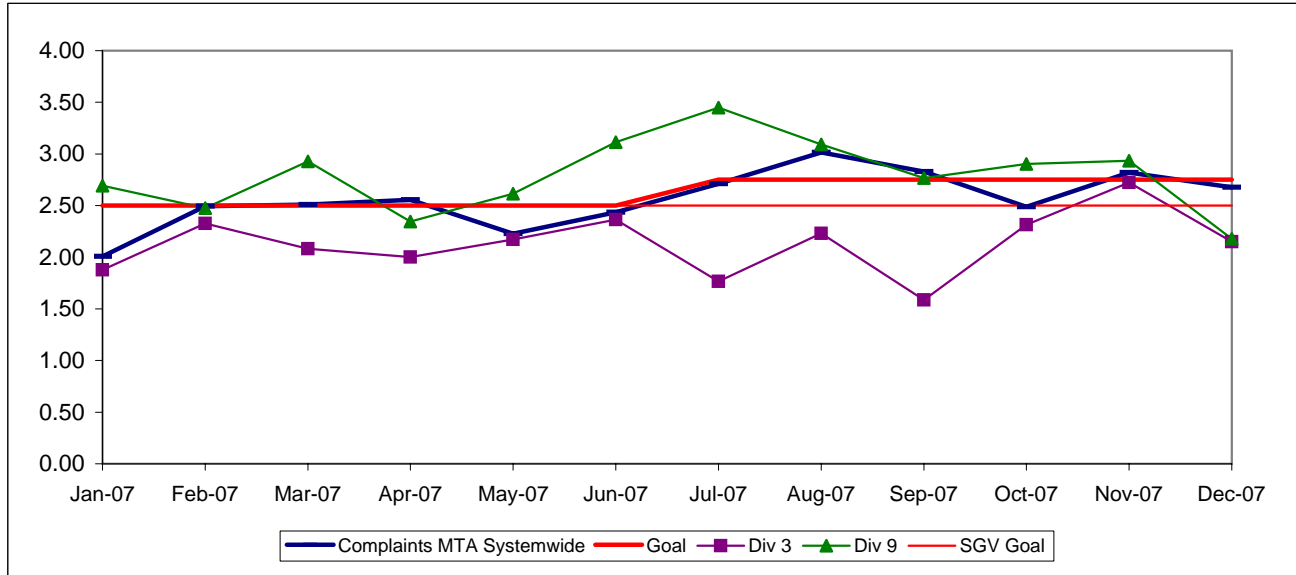


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**COMPLAINTS PER 100,000 BOARDINGS**  
**Systemwide and Bus Operating Divisions 3 and 9**

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

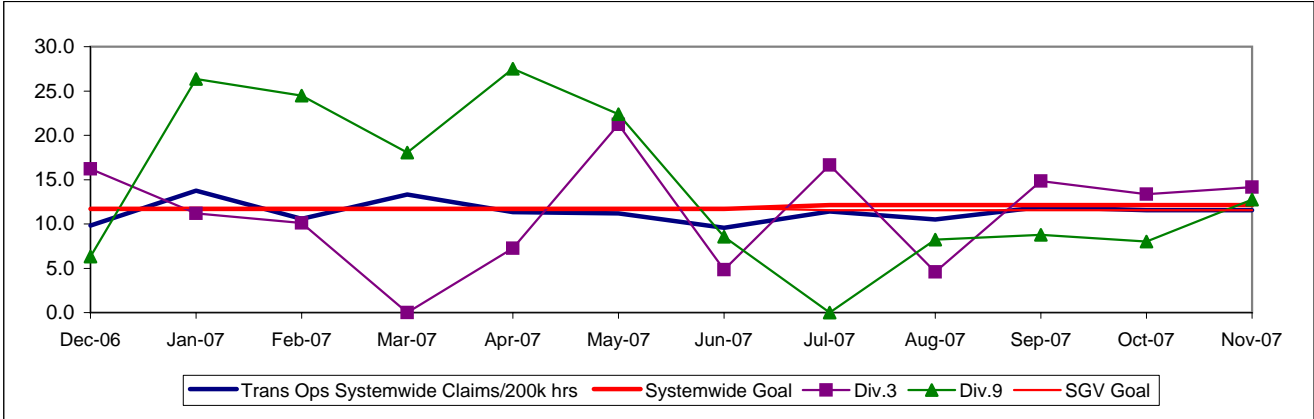


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 3 and 9**

**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.

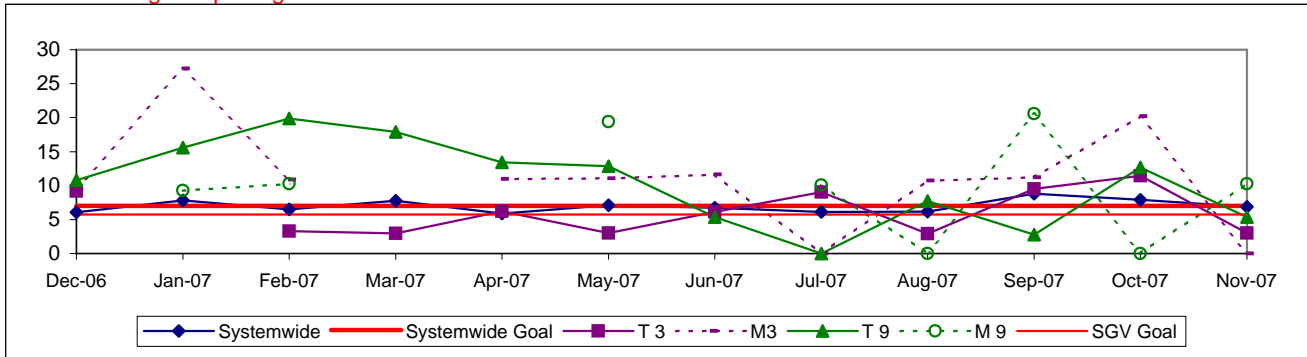


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 3 and 9**

**Definition:** Work-related injuries and illnesses that result in: death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid which are filed per 200,000 exposure hours.

**Calculation:** New OSHA Injuries filed per 200,000 Exposure Hours = New Injuries / (Exposure Hours / 200,000)

One month lag in reporting.

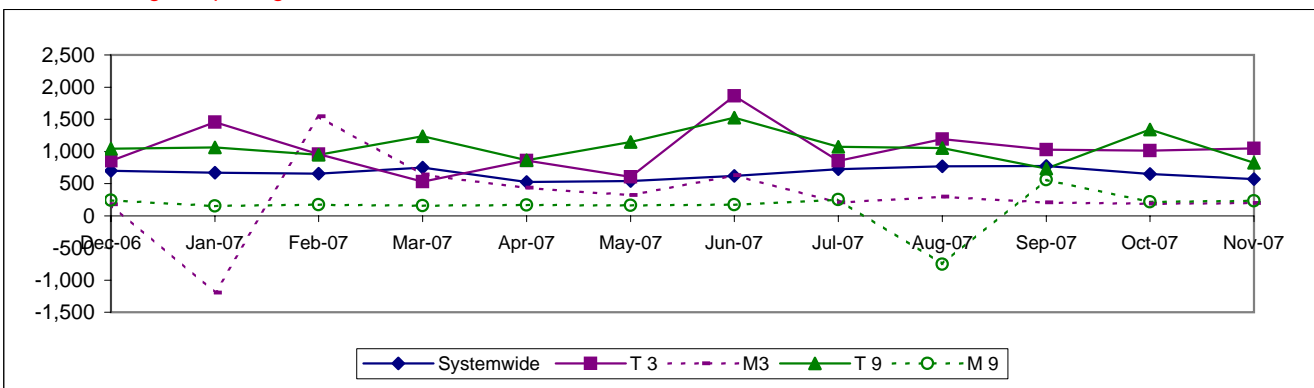


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 3 and 9**

**Definition:** Number of paid working days lost due to employees workers' compensation injuries each month per 200,000 exposure hours. This indicator measures use of Transitional Duty Program.

**Calculation:** : (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number of 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	Dec. 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	3,176 444	3,434 73	
In-Service On-time Performance	69.23%	65.43%	66.50%	64.35%**	63.77%	65.30%	63.67%	62.67%	
Bus Traffic Accidents Per 100,000 Miles						3.50	3.42	3.25	
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.46	2.75	2.70	2.35	
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	Nov YTD 11.38	Nov. 11.56	
<b>GC Sector</b>									
MMBMF No. of unaddressed road calls				2,506	3,163 170*	3,500	3,070 154	3,092 37	
In-Service On-time Performance	74.53%	69.34%	71.20%	71.73%	68.01%	71.00%	66.86%	65.49%	
Bus Traffic Accidents Per 100,000 Miles						3.65	3.22	2.59	
Complaints per 100,000 Boardings	2.63	3.08	2.58	1.69	1.78	2.00	1.97	1.99	
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	Nov YTD 10.59	Nov. 6.73	
<b>Division 1</b>									
MMBMF No. of unaddressed road calls				2,409	3,757 138*	3,500	3,671 150	3,151 37	
In-Service On-time Performance	78.22%	70.57%	71.62%	71.06%	68.02%	71.00%	66.11%	64.11%	
Bus Traffic Accidents Per 100,000 Miles						3.65	3.14	2.72	
Complaints per 100,000 Boardings	2.26	3.32	2.92	1.92	1.89	2.00	1.92	1.81	
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	Nov YTD 7.53	Nov. 4.28	
<b>Division 2</b>									
MMBMF No. of unaddressed road calls				2,660	2,598 32*	3,500	2,524 4	3,019 0	
In-Service On-time Performance	67.53%	67.62%	70.42%	72.71%	67.99%	71.00%	67.56%	66.91%	
Bus Traffic Accidents Per 100,000 Miles						3.65	3.33	2.42	
Complaints per 100,000 Boardings	3.07	2.84	2.15	1.42	1.64	2.00	2.03	2.21	
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	Nov YTD 14.44	Nov. 10.25	

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

NOTE: As of Aug. '07, 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.

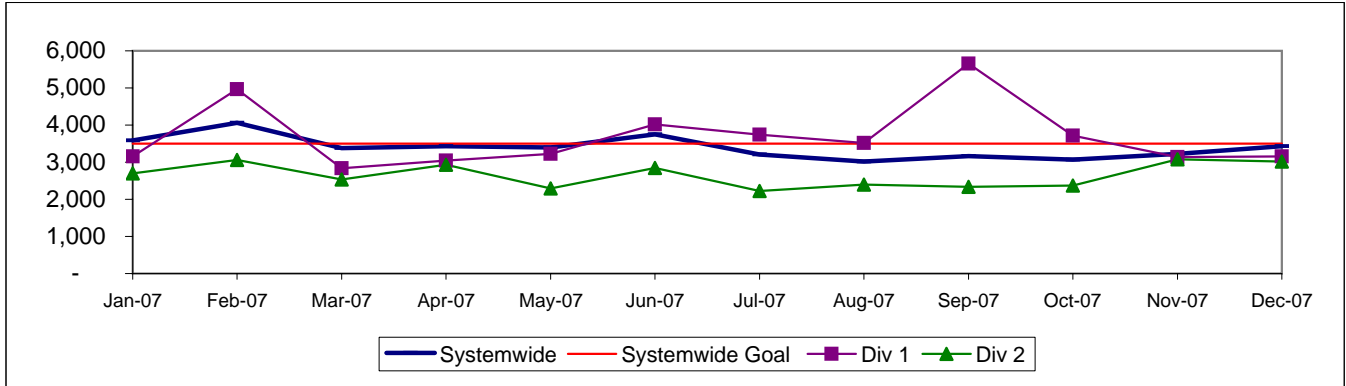
Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

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

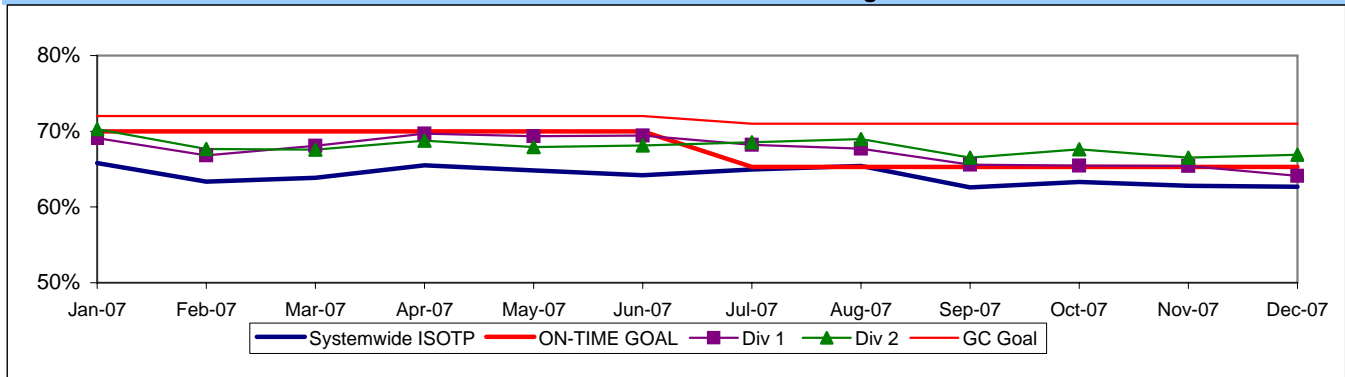


### IN-SERVICE ON-TIME PERFORMANCE

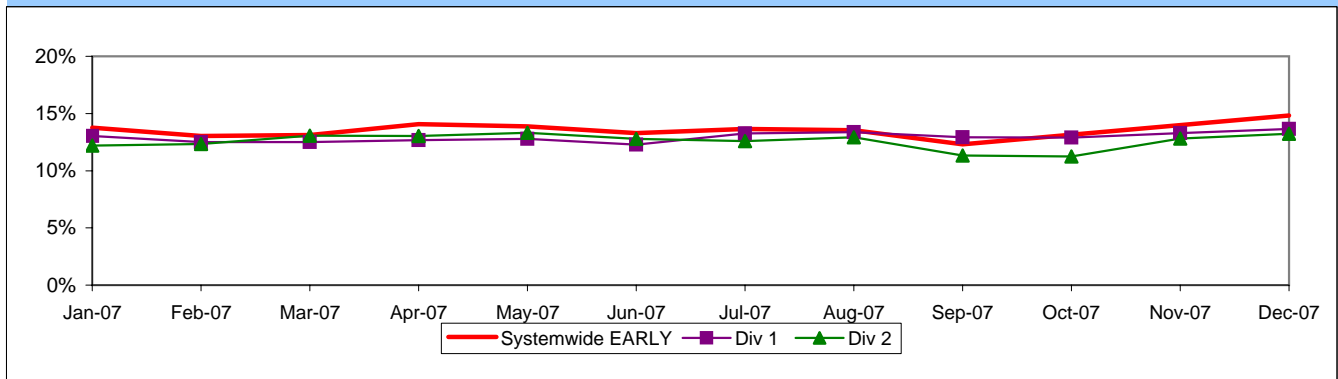
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

**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 1 and 2 ISOTP - 1 Minute Tolerance for Running Hot



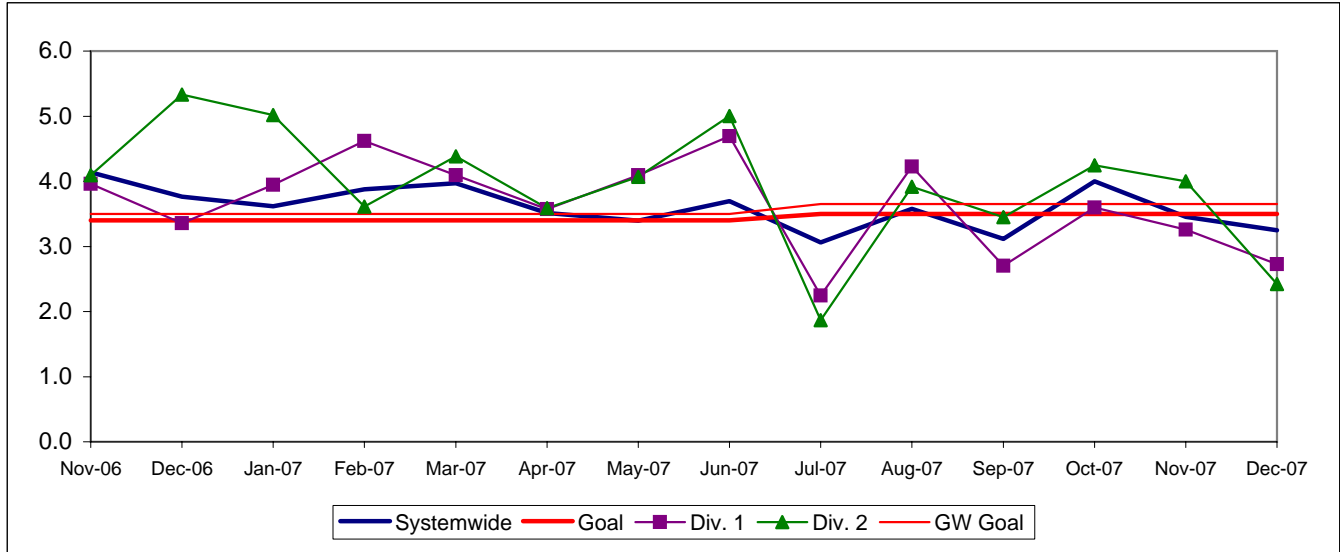
#### Running Hot - Systemwide and Bus Operating Divisions 1 and 2



**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))

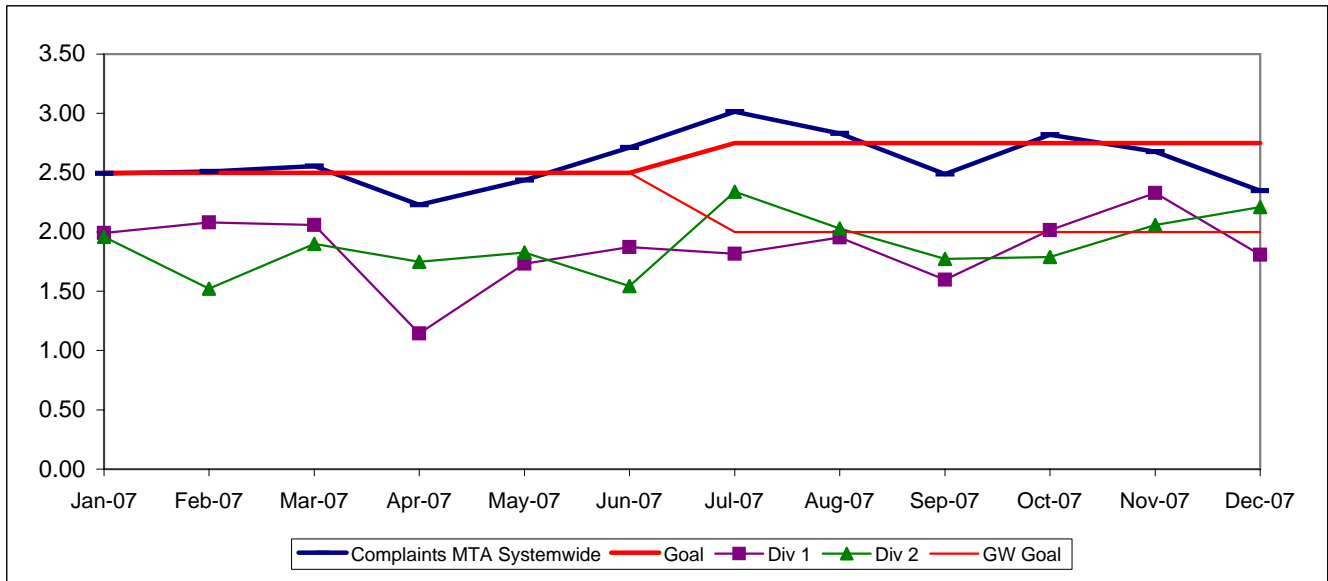


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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



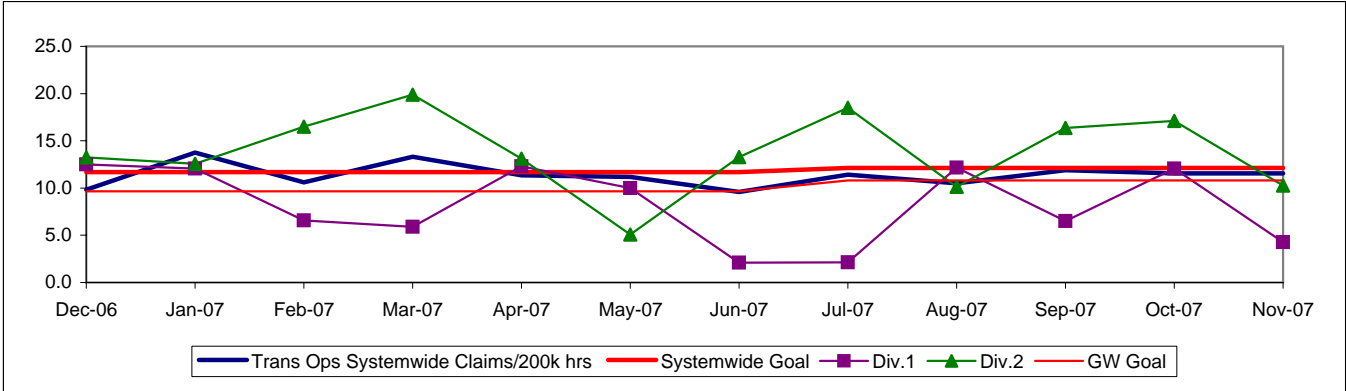


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 1 and 2**

**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.

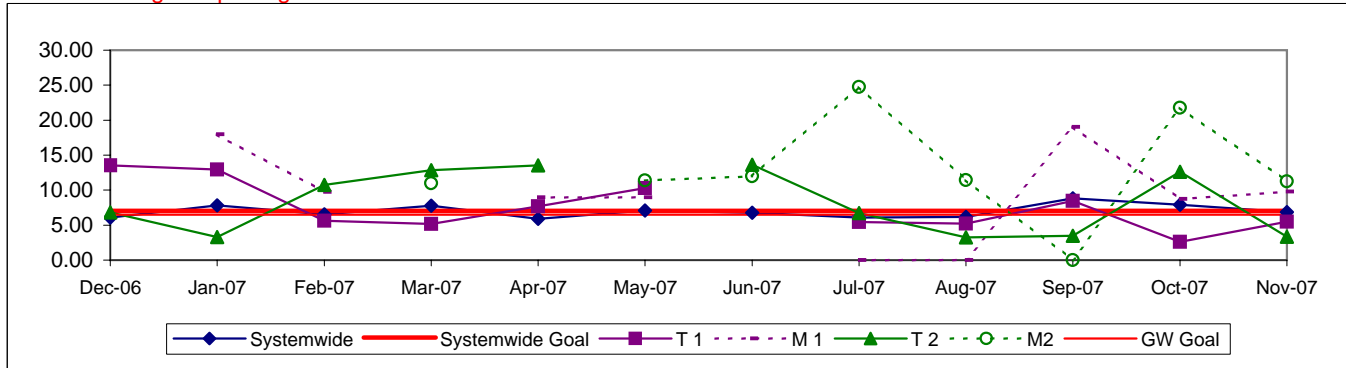


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 1 and 2**

**Definition:** Work-related injuries and illnesses that result in: death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid which are filed per 200,000 exposure hours.

**Calculation:** New OSHA Injuries filed per 200,000 Exposure Hours = New Injuries / (Exposure Hours/200,000)

One month lag in reporting.

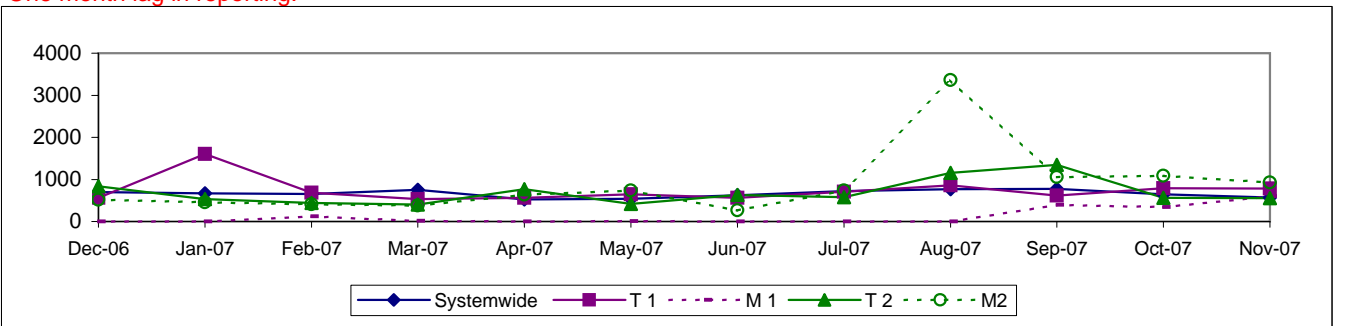


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 1 and 2**

**Definition:** Number of paid working days lost due to employees workers' compensation injuries each month per 200,000 exposure hours. This indicator measures use of Transitional Duty Program.

**Calculation:** (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number of 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
- \* New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours

Measurement	FY03	FY04	FY05	FY06	FY07	FY08 Target	FY08 YTD	Dec. Month	Status
<b>Bus Systemwide</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,532	3,500	3,176	3,434	Yellow
No. of unaddressed road calls					1,116*		444	73	
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	63.77%	65.30%	63.67%	62.67%	Yellow
Bus Traffic Accidents Per 100,000 Miles						3.50	3.42	3.25	Green
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.46	2.75	2.70	2.35	Green
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	Nov YTD 11.38	Nov. 11.56	Green
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up									
<b>SB Sector</b>									
MMBMF				3,688	3,826	3,500	3,350	3,409	Yellow
No. of unaddressed road calls					231*		43	1	
In-Service On-time Performance	63.67%	61.74%	64.13%	59.05%	62.39%	60.00%	62.25%	61.22%	Green
Bus Traffic Accidents Per 100,000 Miles						4.00	3.79	4.26	Green
Complaints per 100,000 Boardings	4.02	4.63	3.61	2.49	2.51	3.25	2.60	2.25	Green
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	Nov YTD 12.97	Nov. 20.17	Green
<b>Division 5</b>									
MMBMF				3,656	3,580	3,500	3,075	3,538	Yellow
No. of unaddressed road calls					57*		5	0	
In-Service On-time Performance	66.30%	63.17%	65.58%	61.85%	63.83%	60.00%	63.42%	62.79%	Green
Bus Traffic Accidents Per 100,000 Miles						4.00	5.12	6.57	Yellow
Complaints per 100,000 Boardings	2.86	3.45	2.71	1.87	1.71	3.25	1.46	1.36	Green
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	Nov YTD 13.69	Nov. 14.96	Yellow
<b>Division 18</b>									
MMBMF				3,712	4,008	3,500	3,542	3,336	Green
No. of unaddressed road calls					214*		57	0	
In-Service On-time Performance	61.23%	60.78%	63.42%	57.31%	61.19%	60.00%	61.25%	59.74%	Green
Bus Traffic Accidents Per 100,000 Miles						4.00	2.98	2.56	Green
Complaints per 100,000 Boardings	5.26	5.74	4.44	3.07	3.29	3.25	2.81	3.19	Green
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	Nov YTD 12.97	Nov. 23.44	Green

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

NOTE: As of Aug. '07, 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.

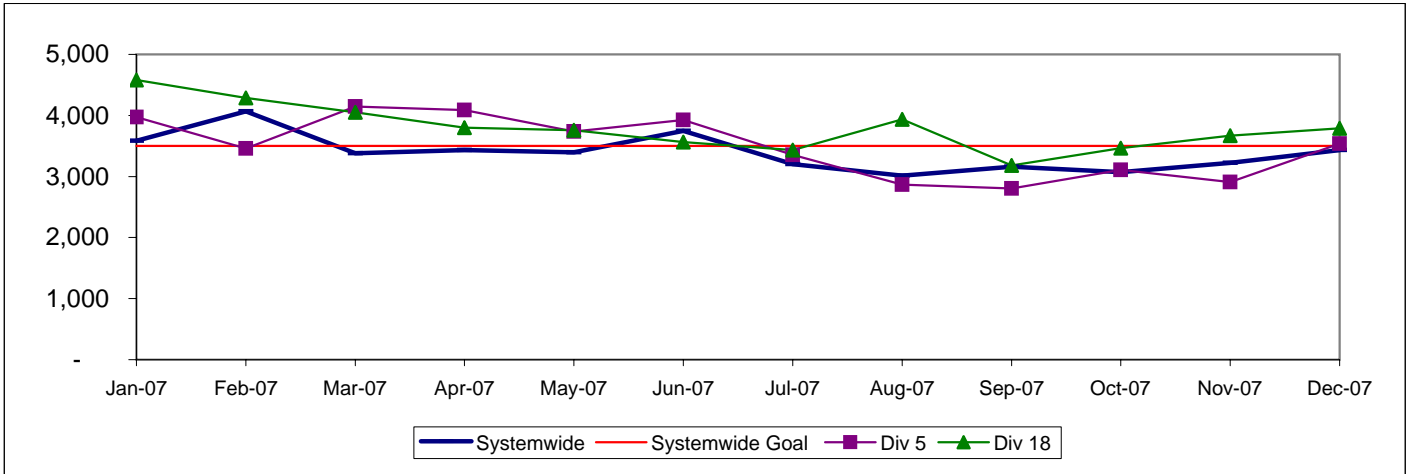
Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## 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)

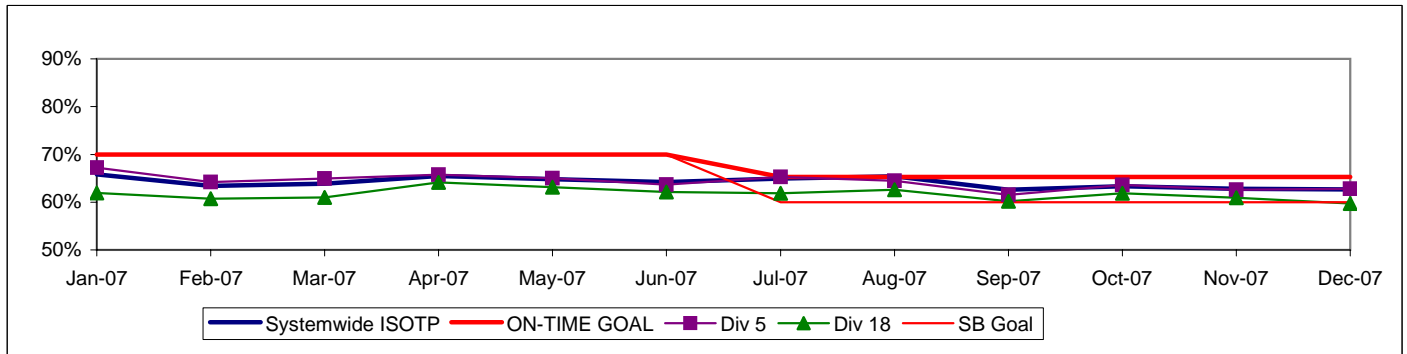


### IN-SERVICE ON-TIME PERFORMANCE

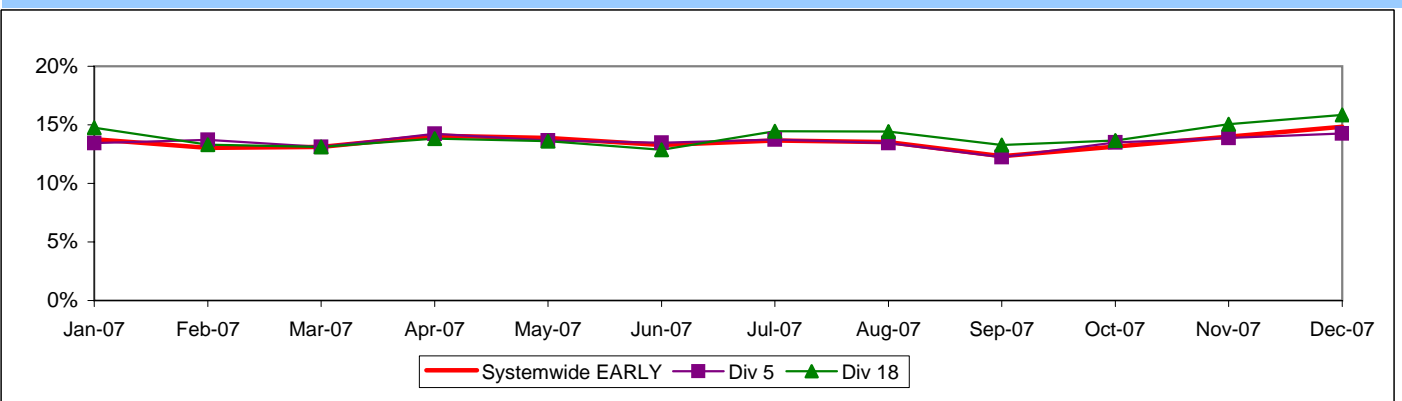
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

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



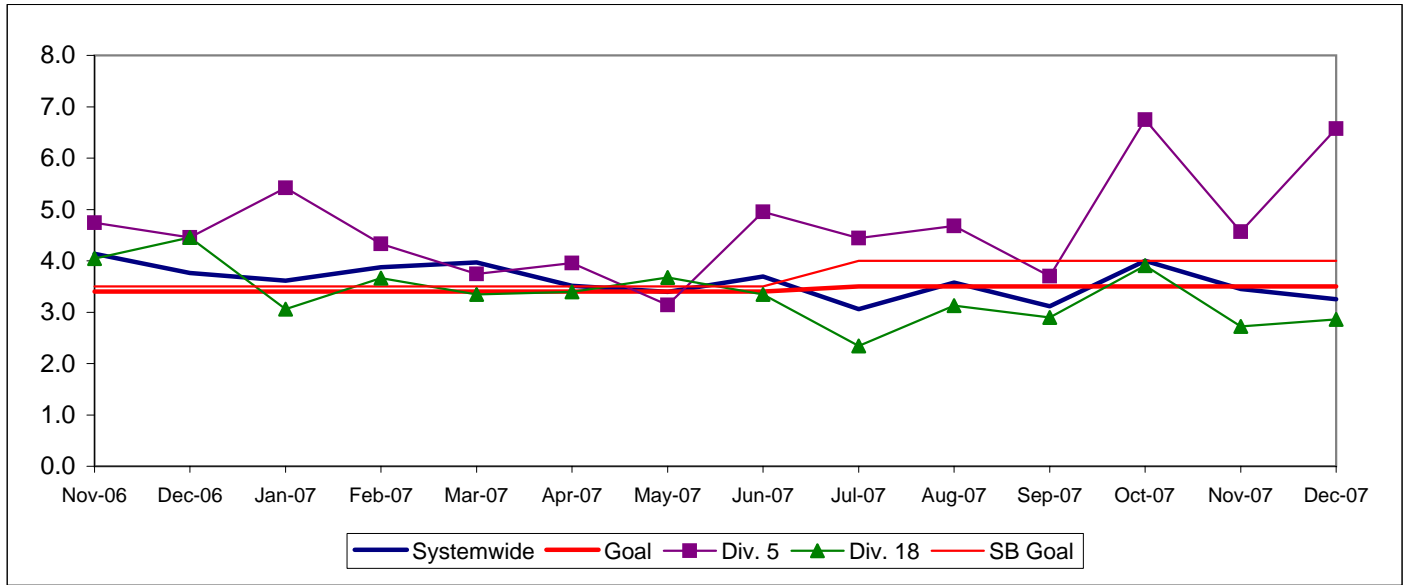
#### Running Hot - Systemwide and Bus Operating Divisions 5 and 18



**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))

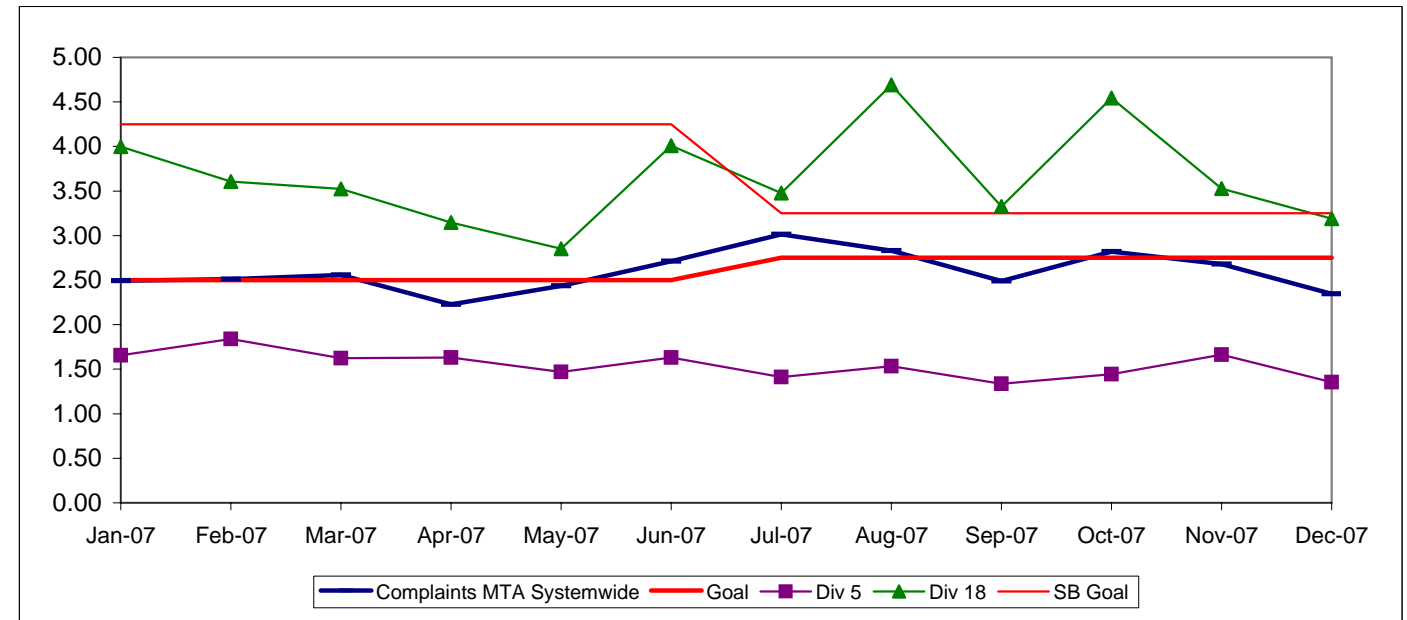


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

**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)

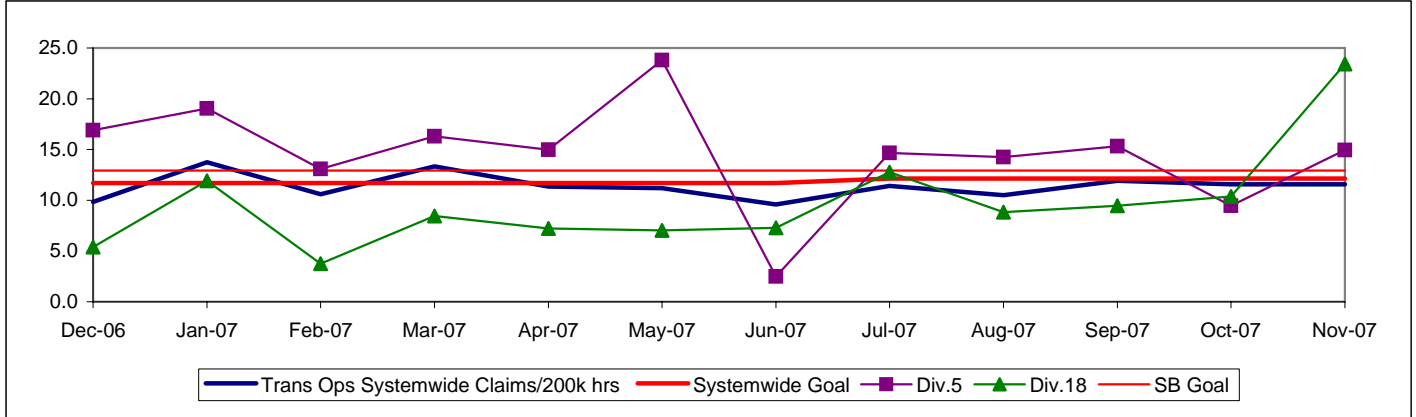


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 5 and 18**

**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.

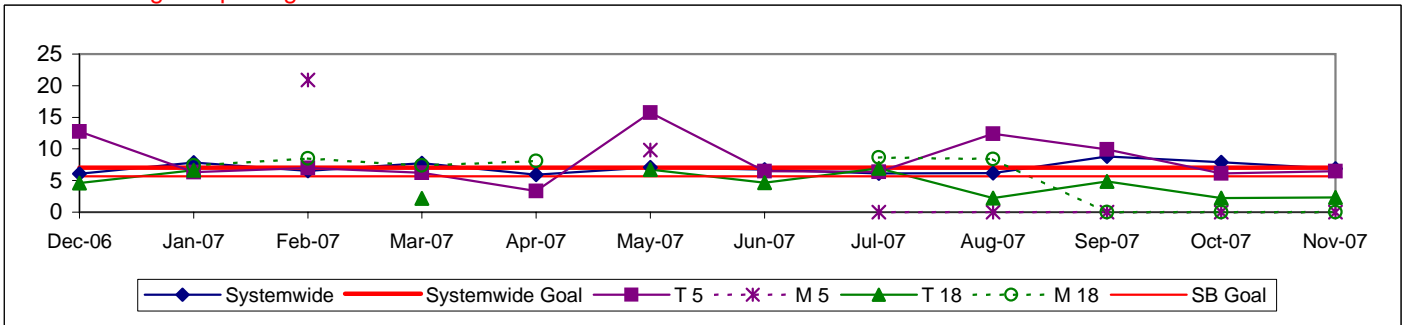


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 5 and 18**

**Definition:** Work-related injuries and illnesses that result in: death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid which are filed per 200,000 exposure hours.

**Calculation:** New OSHA Injuries filed per 200,000 Exposure Hours = New Injuries / (Exposure Hours/200,000)

One month lag in reporting.

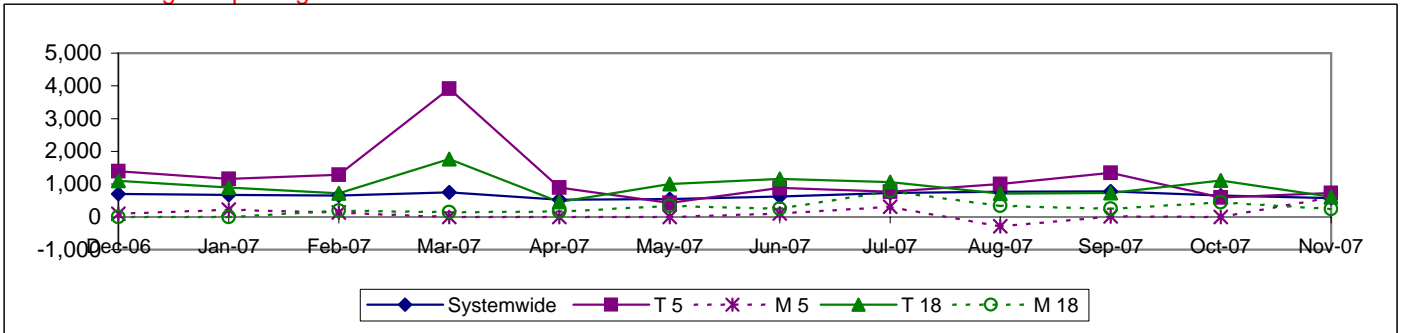


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 5 and 18**

**Definition:** Number of paid working days lost due to employees workers' compensation injuries each month per 200,000 exposure hours. This indicator measures use of Transitional Duty Program.

**Calculation:** : (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number of 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<sup>1</sup>:

- \* 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	Dec. Month	Status
<b>Bus Systemwide</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,532	3,500	3,176	3,434	Yellow
No. of unaddressed road calls					1,116*		444	73	
In-Service On-time Performance	69.23%	65.43%	66.50%	64.35%**	63.77%	65.30%	63.67%	62.67%	Yellow
Bus Traffic Accidents Per 100,000 Miles						3.50	3.42	3.25	Green
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.46	2.75	2.70	2.35	Green
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	Nov YTD 11.38	Nov. 11.56	Green
<b>WC Sector</b>									
MMBMF				3,499	3,651	3,500	3,313	3,785	Yellow
No. of unaddressed road calls					155*		49	7	
In-Service On-time Performance	67.88%	63.31%	63.39%	60.82%	57.59%	60.00%	56.65%	56.41%	Yellow
Bus Traffic Accidents Per 100,000 Miles						4.00	4.37	4.00	Yellow
Complaints per 100,000 Boardings	4.84	5.30	4.10	2.53	2.66	3.00	3.28	2.67	Yellow
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	Nov YTD 13.40	Nov. 11.72	Green
<b>Division 6</b>									
MMBMF				6,279	4,456	3,500	3,737	3,449	Green
No. of unaddressed road calls					30*		26	0	
In-Service On-time Performance	65.93%	60.11%	56.75%	57.20%	53.28%	60.00%	53.13%	52.71%	Yellow
Bus Traffic Accidents Per 100,000 Miles						4.00	2.86	5.22	Green
Complaints per 100,000 Boardings	6.10	6.15	4.47	2.52	2.10	3.00	2.77	2.32	Green
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	Nov YTD 10.65	Nov. 8.90	Green
<b>Division 7</b>									
MMBMF				2,947	3,468	3,500	3,297	4,493	Yellow
No. of unaddressed road calls					64*		23	7	
In-Service On-time Performance	68.80%	64.59%	64.22%	61.78%	58.01%	60.00%	57.44%	57.21%	Yellow
Bus Traffic Accidents Per 100,000 Miles						4.00	4.02	3.22	Yellow
Complaints per 100,000 Boardings	4.74	5.70	4.24	2.87	2.98	3.00	3.20	2.33	Yellow
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	Nov YTD 14.43	Nov. 12.90	Yellow
<b>Division 10</b>									
MMBMF				3,723	3,702	3,500	3,247	3,366	Yellow
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%	56.68%	56.54%	Yellow
Bus Traffic Accidents Per 100,000 Miles						4.00	5.00	4.48	Yellow
Complaints per 100,000 Boardings	4.73	4.85	3.92	2.23	2.48	3.00	3.44	3.06	Yellow
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	Nov YTD 13.95	Nov. 12.44	Yellow

<sup>1</sup>Jan - June '07 \*\*Div 15 Nov. '05 data excluded & Dec. Data after shake-up used.

NOTE: As of Aug. '07, 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.

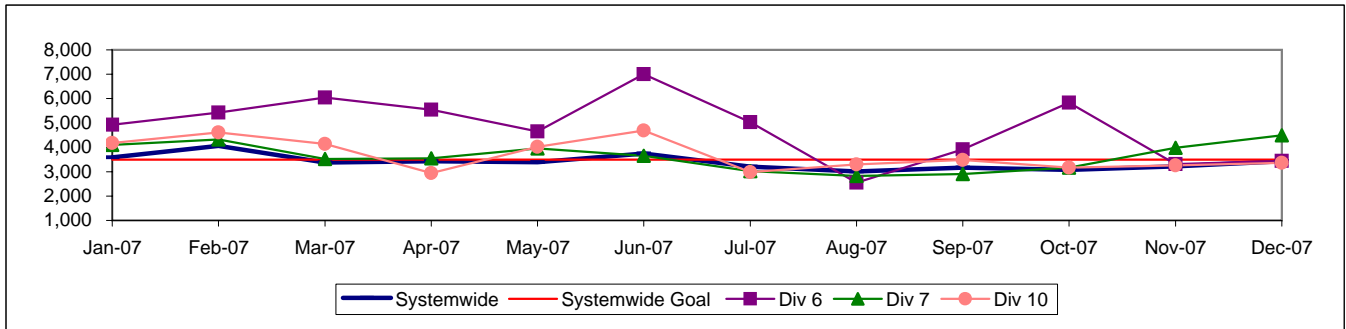
Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## 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)

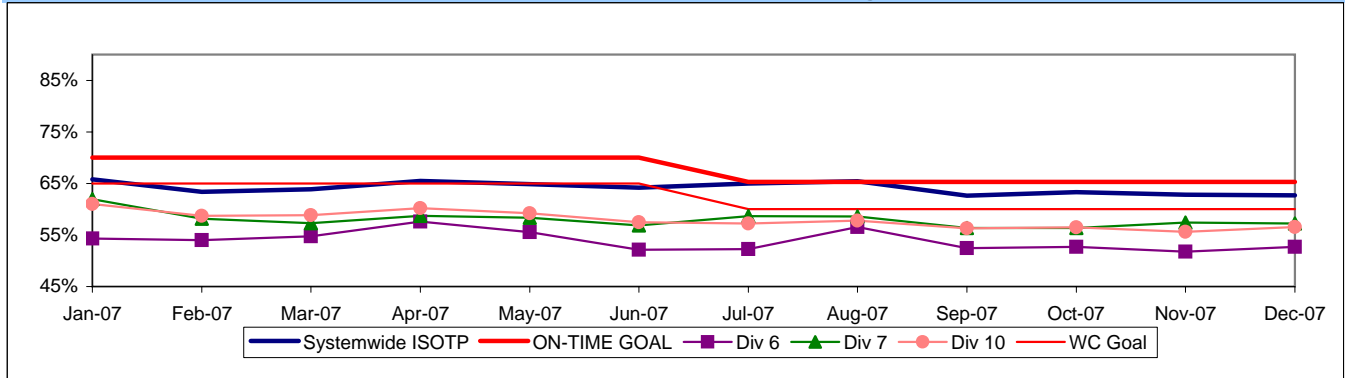


### IN-SERVICE ON-TIME PERFORMANCE

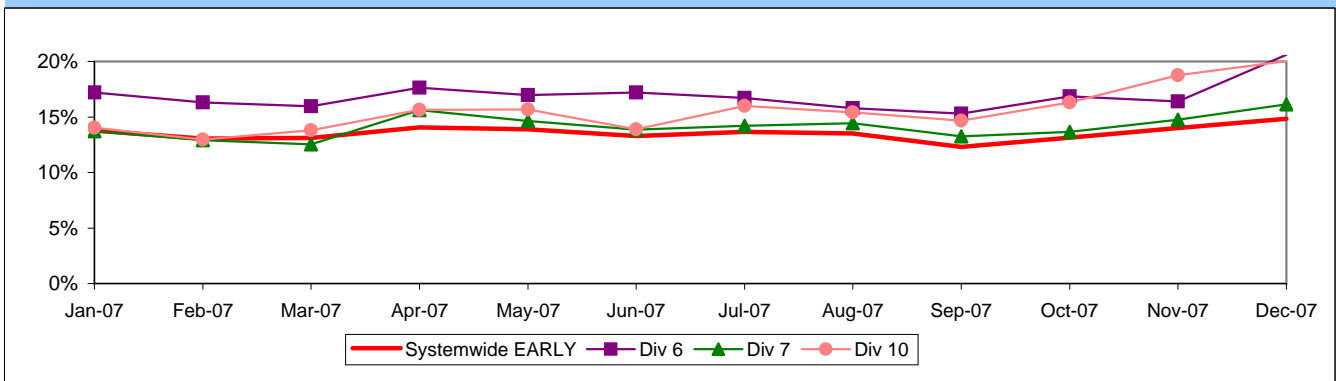
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

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

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



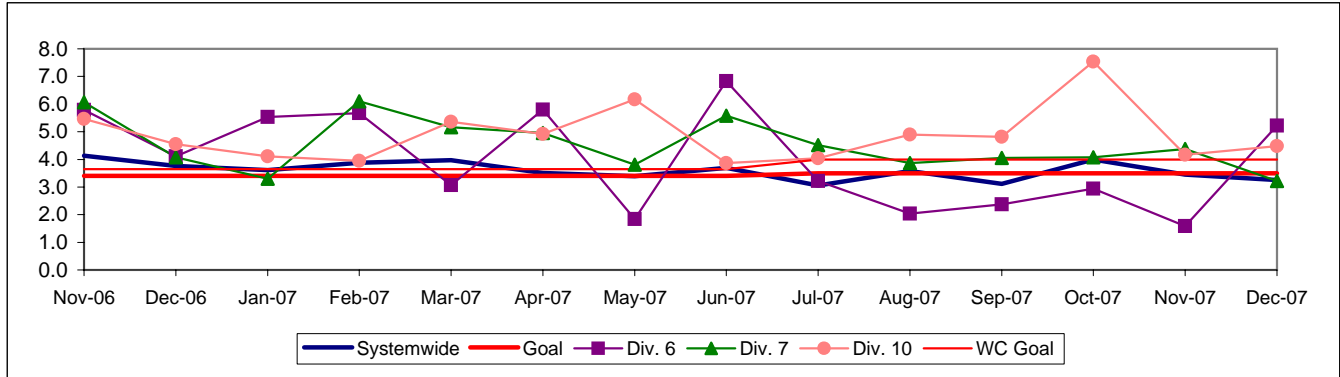
#### Running Hot - Systemwide and Bus Operating Divisions 6, 7 and 10



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

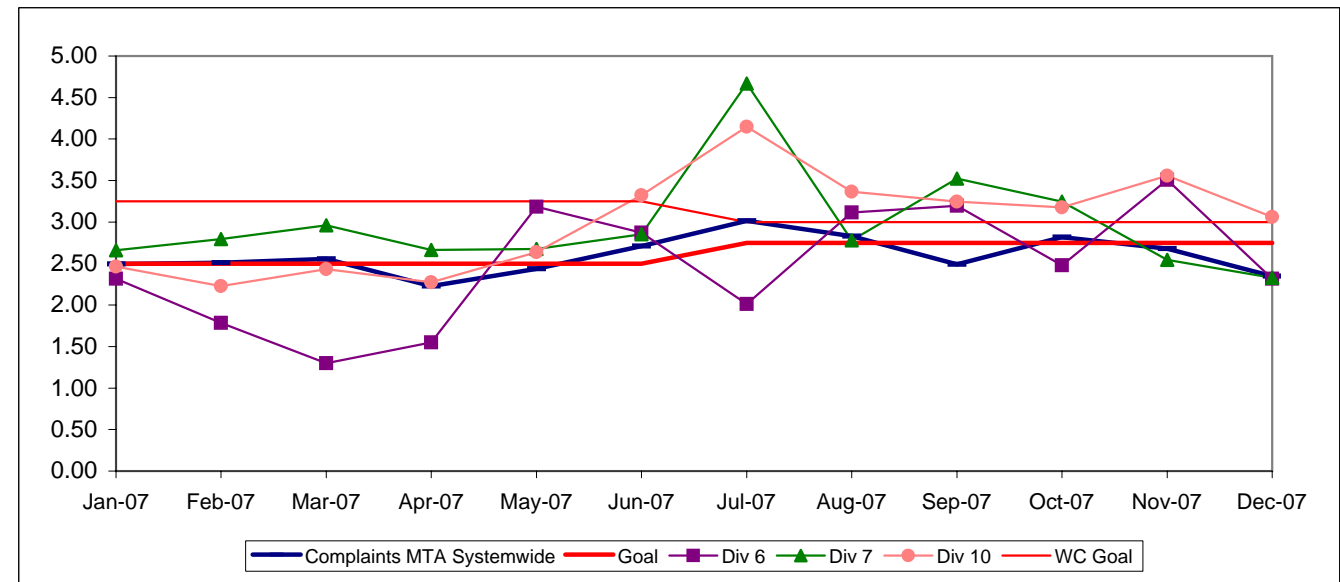


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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

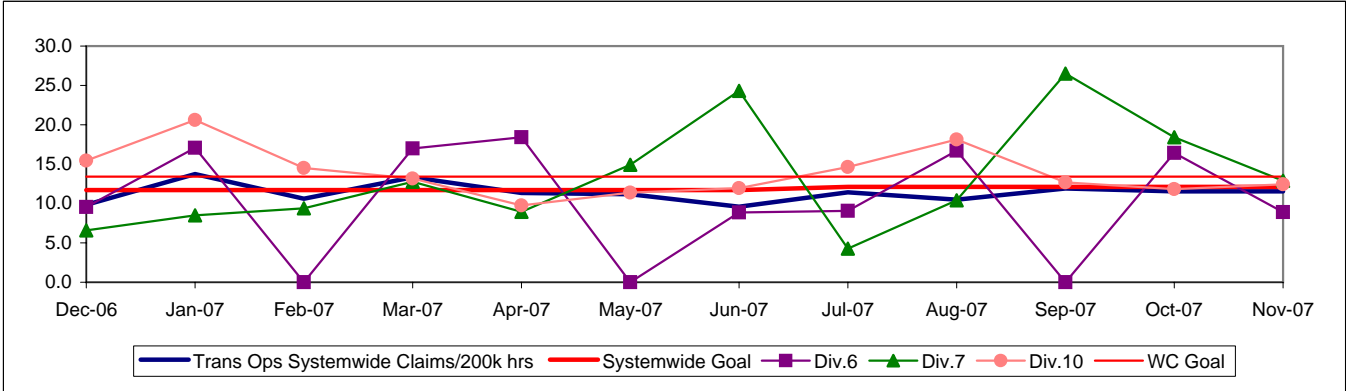


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS  
Systemwide and Bus Operating Divisions 6, 7 and 10**

**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.

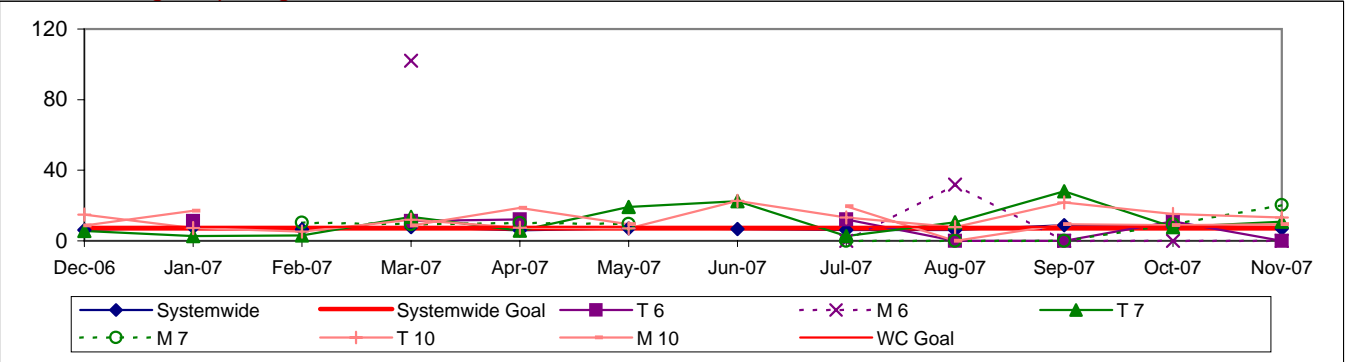


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS  
Systemwide and Bus Operating Divisions 6, 7 and 10**

**Definition:** Work-related injuries and illnesses that result in: death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid which are filed per 200,000 exposure hours.

**Calculation:** New OSHA Injuries filed per 200,000 Exposure Hours = New Injuries /(Exposure Hours/200,000)

One month lag in reporting.

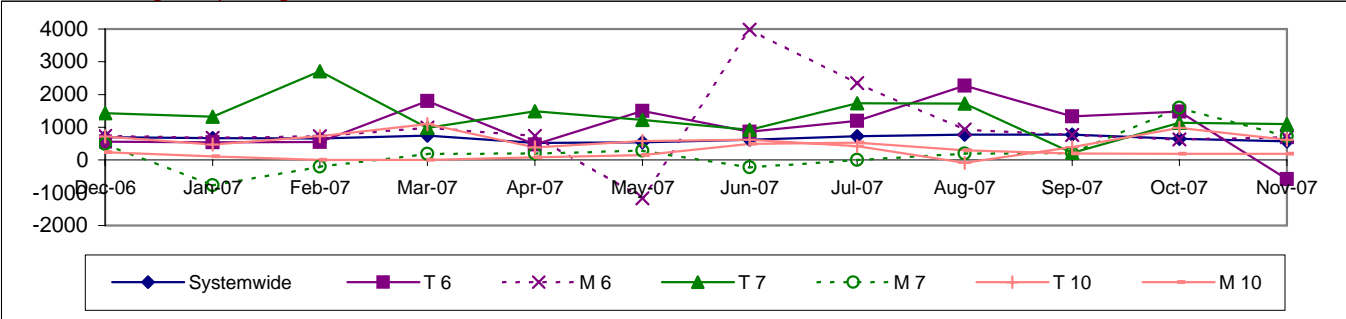


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS  
Systemwide and Bus Operating Divisions 6, 7 and 10**

**Definition:** Number of paid working days lost due to employees workers' compensation injuries each month per 200,000 exposure hours. This indicator measures use of Transitional Duty Program.

**Calculation:** : (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number of 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	Dec. 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	Nov YTD 12.33	Nov. 8.83	◊
<b>Metro Red Line (MRL)</b>									
On-Time Pullouts	99.36%	99.71%	99.94%	99.61%	99.76%	99.00%	99.93%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures	9,495	12,793	11,759	19,587	17,260	20,000	20,979	45,775	●
In-Service On-time Performance*						99.00%	99.13%	98.81%	●
Traffic Accidents Per 100,000 Train Miles	0.07	0	0.22	0.22	0	0.14	0.30	1.09	◊
Complaints per 100,000 Boardings	1.20	1.17	1.13	0.66	0.41	0.50	0.42	0.41	●
<b>Metro Blue Line (MBL)</b>									
On-Time Pullouts	99.07%	99.94%	99.73%	99.76%	99.72%	99.00%	99.61%	99.72%	●
Mean Miles Between Chargeable Mechanical Failures	6,399	10,365	16,273	26,774	35,125	20,000	29,907	43,784	●
In-Service On-time Performance*						99.00%	98.81%	99.09%	◊
Traffic Accidents Per 100,000 Train Miles	0.82	1.36	0.64	0.96	1.35	0.40	1.75	2.11	■
Complaints per 100,000 Boardings	1.30	0.97	0.98	0.78	0.53	0.73	0.61	0.75	●
<b>Metro Green Line (MGrL)</b>									
On-Time Pullouts	98.99%	99.78%	99.91%	99.97%	99.54%	99.00%	99.66%	99.19%	●
Mean Miles Between Chargeable Mechanical Failures	5,617	11,337	12,558	20,635	27,471	20,000	49,281	71,424	●
In-Service On-time Performance*						99.00%	99.06%	99.22%	●
Traffic Accidents Per 100,000 Train Miles	0.14	0.08	0.00	0	0	0.40	0	0.00	●
Complaints per 100,000 Boardings	1.26	1.37	1.39	0.92	0.72	0.73	0.49	0.23	●
<b>Metro Gold Line (MGoL)</b>									
On-Time Pullouts		100%	99.85%	99.97%	99.95%	99.00%	100.00%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures		8,938	16,571	23,329	22,775	20,000	36,897	70,566	●
In-Service On-time Performance*						99.00%	98.84%	98.21%	◊
Traffic Accidents Per 100,000 Train Miles		0.25	0.23	0.12	0.23	0.40	0.45	0.00	◊
Complaints per 100,000 Boardings		3.81	2.85	2.71	1.88	0.73	1.80	1.05	◊

\*Effective December, ISOTP calculated differently.

● 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.

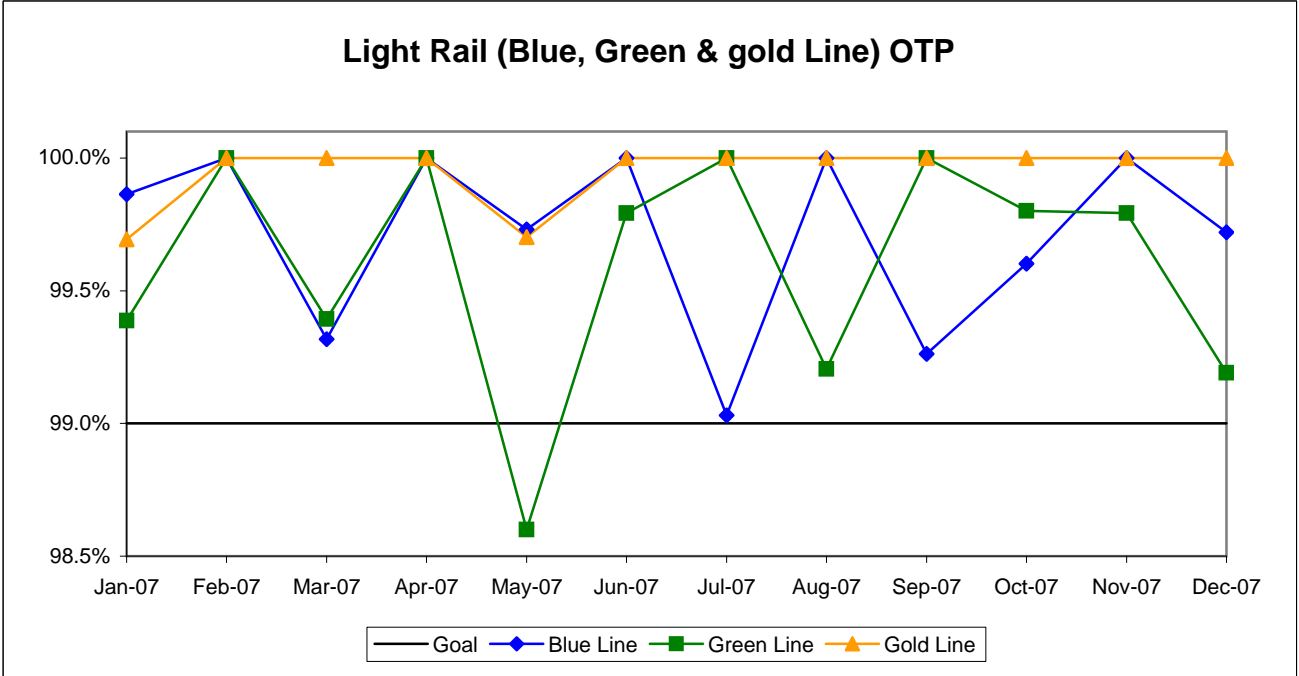
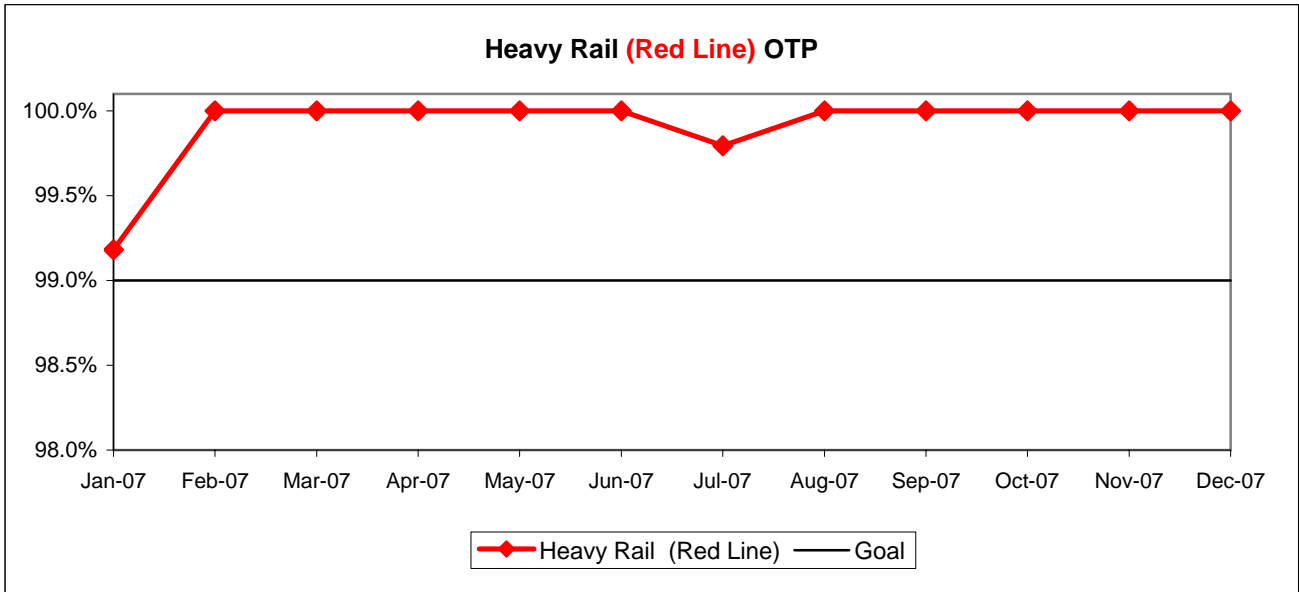


# RAIL SERVICE PERFORMANCE

## 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.

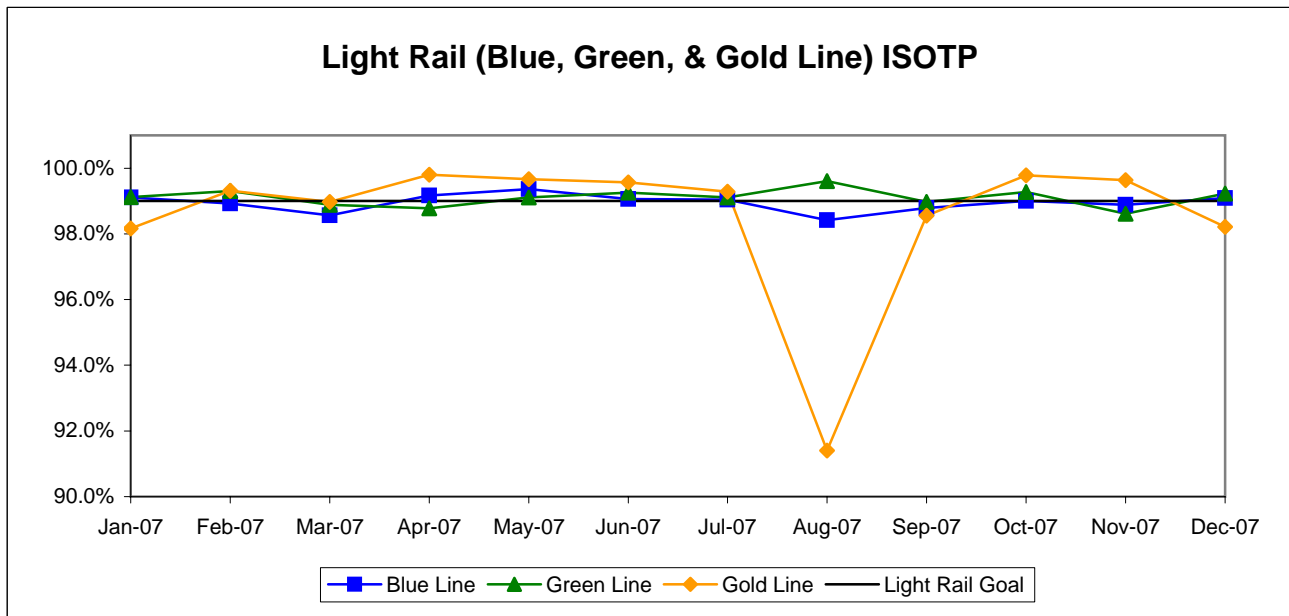
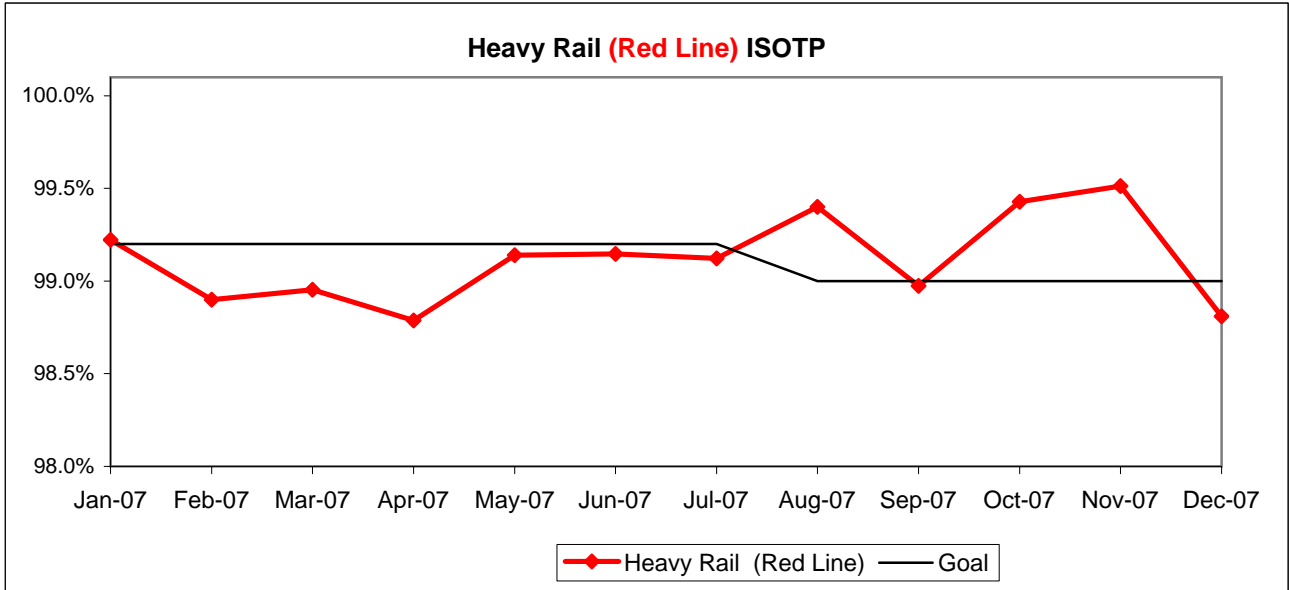
**Calculation:**  $OTP\% = [(100\% - ((\text{Total cancelled pullouts plus late pullouts}) / \text{Total scheduled pullouts}) \times 100)]$



**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.

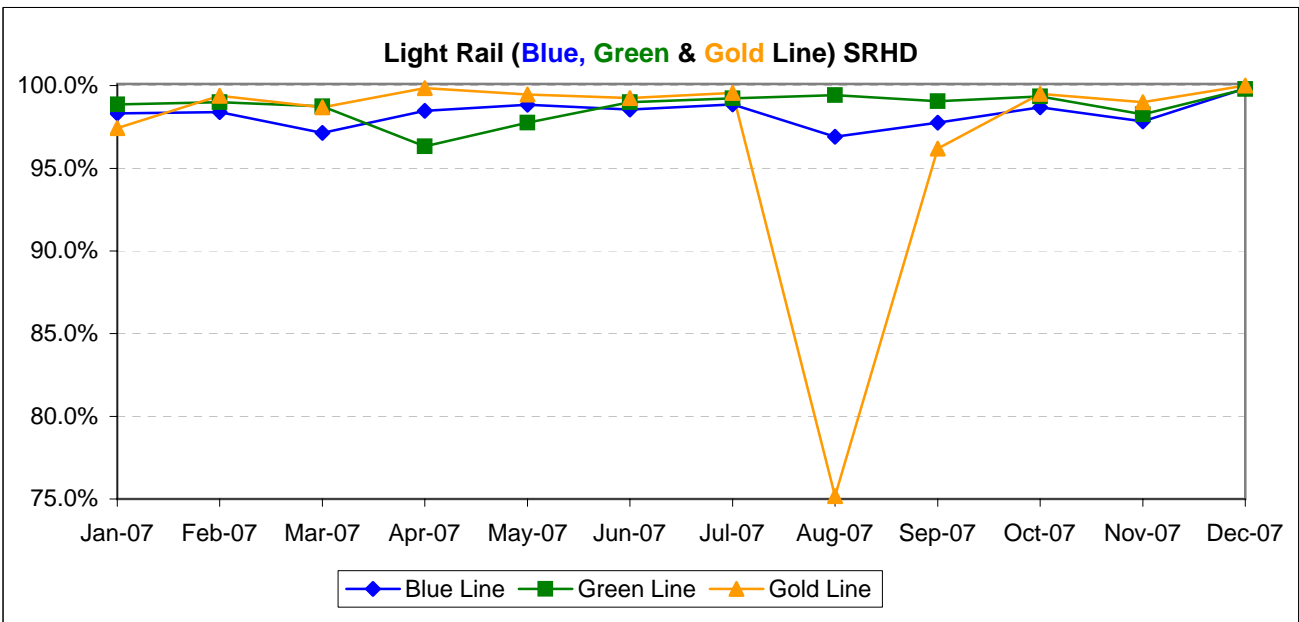
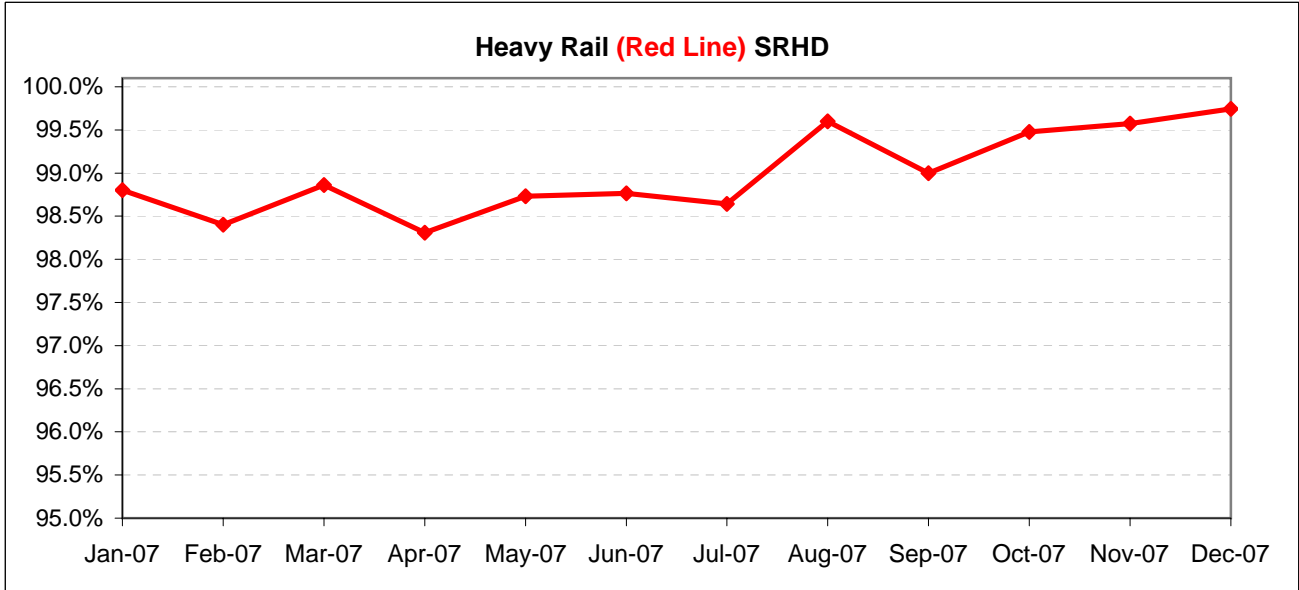
**Calculation:** ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]



**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.

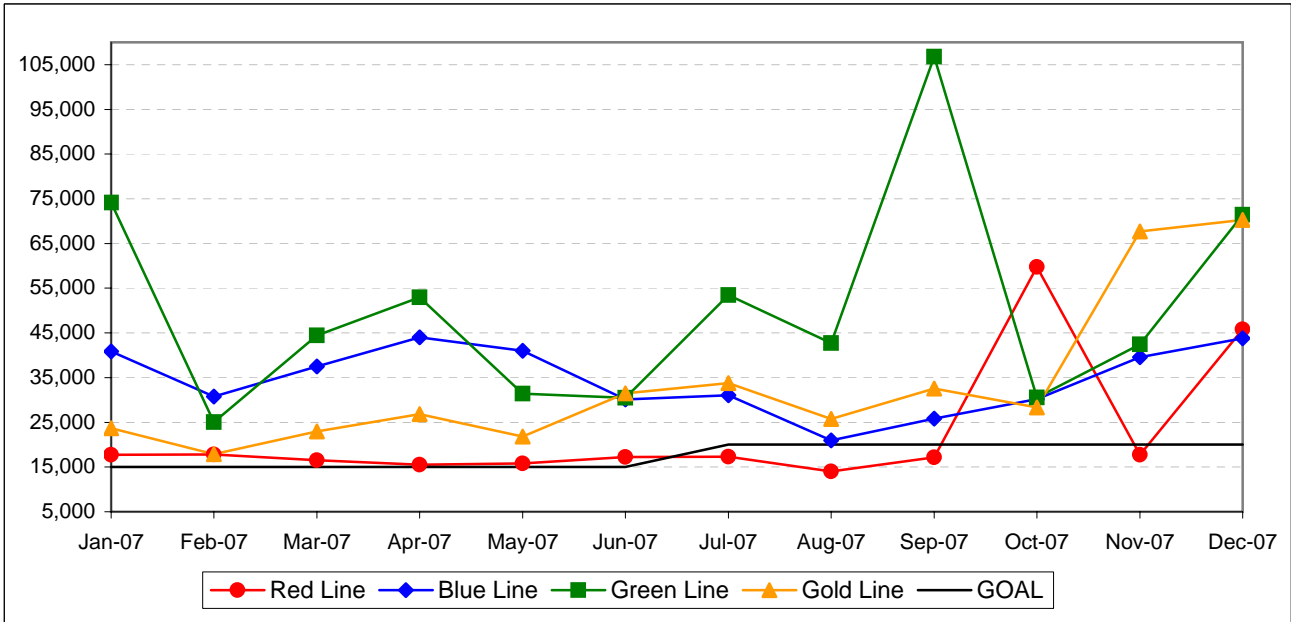
**Calculation:**  $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



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

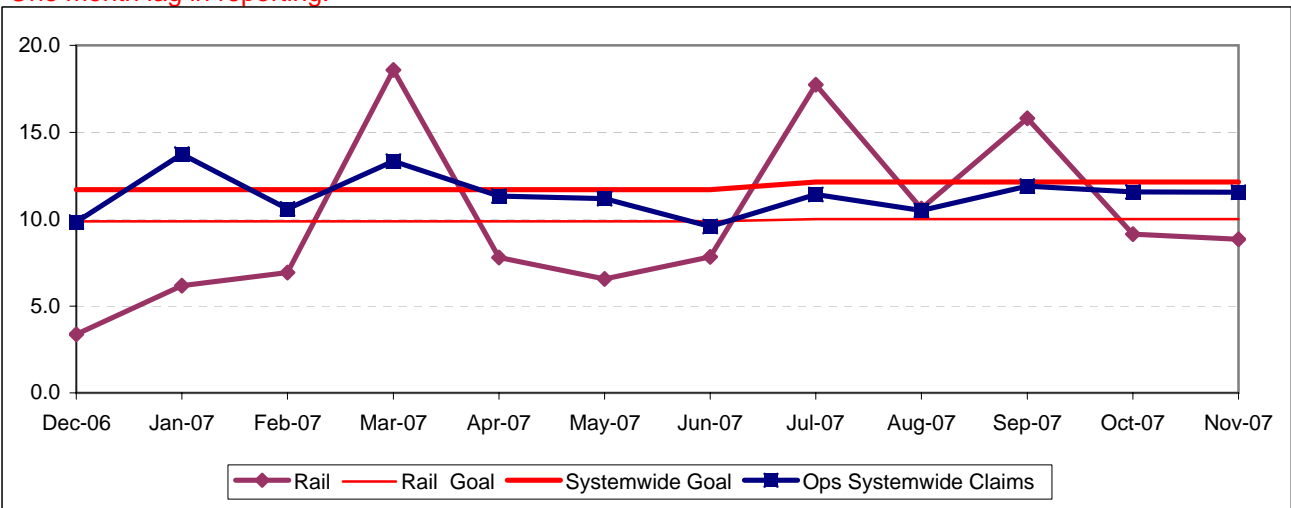


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**

**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.



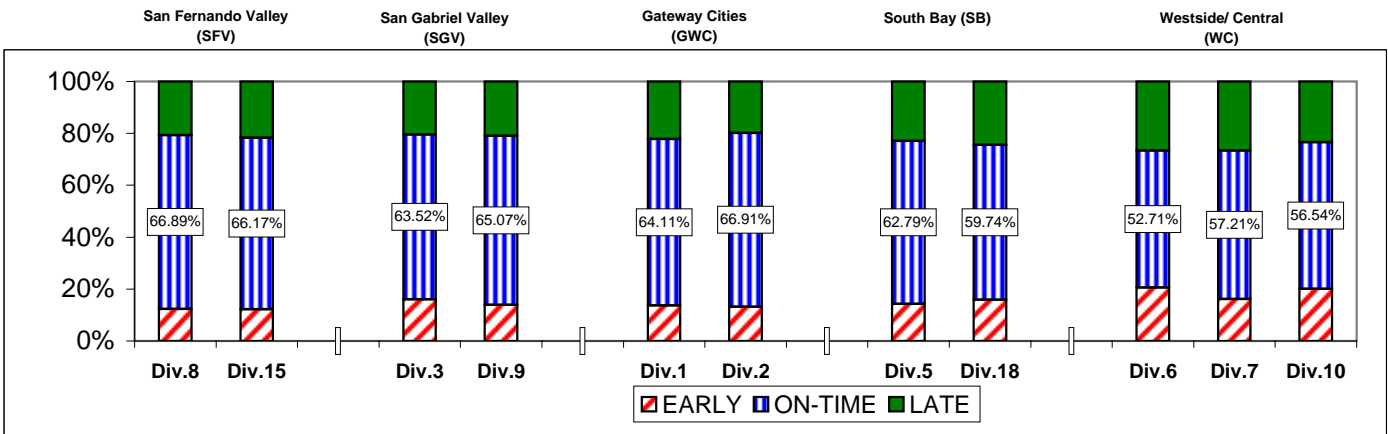
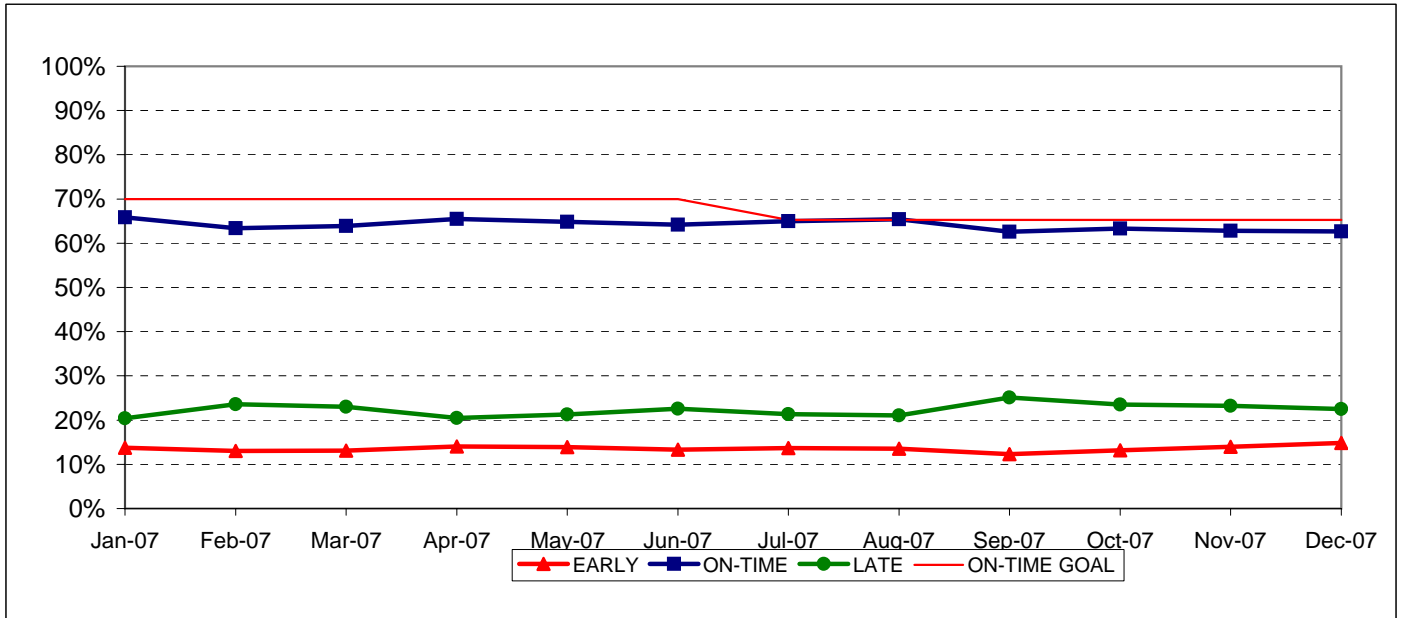
## BUS SERVICE PERFORMANCE IN-SERVICE ON-TIME PERFORMANCE

**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%	11.92%	-0.42%
On-Time	67.48%	67.21%	-0.27%
Late	20.19%	20.87%	0.68%
<b>Division 15</b>			
Early	12.23%	11.32%	-0.91%
On-Time	64.41%	66.05%	1.63%
Late	23.36%	22.63%	-0.72%
<b>Gateway Cities Sector (GWC)</b>			
<b>Division 1</b>			
Early	12.63%	13.23%	0.60%
On-Time	68.02%	66.11%	-1.91%
Late	19.34%	20.66%	1.32%
<b>Division 2</b>			
Early	12.57%	12.35%	-0.22%
On-Time	67.99%	67.56%	-0.43%
Late	19.44%	20.09%	0.65%
<b>South Bay Sector (SB)</b>			
<b>Division 5</b>			
Early	13.69%	13.53%	-0.16%
On-Time	63.83%	63.42%	-0.41%
Late	22.48%	23.05%	0.57%
<b>Division 18</b>			
Early	13.70%	14.43%	0.72%
On-Time	61.19%	61.25%	0.06%
Late	25.10%	24.32%	-0.78%

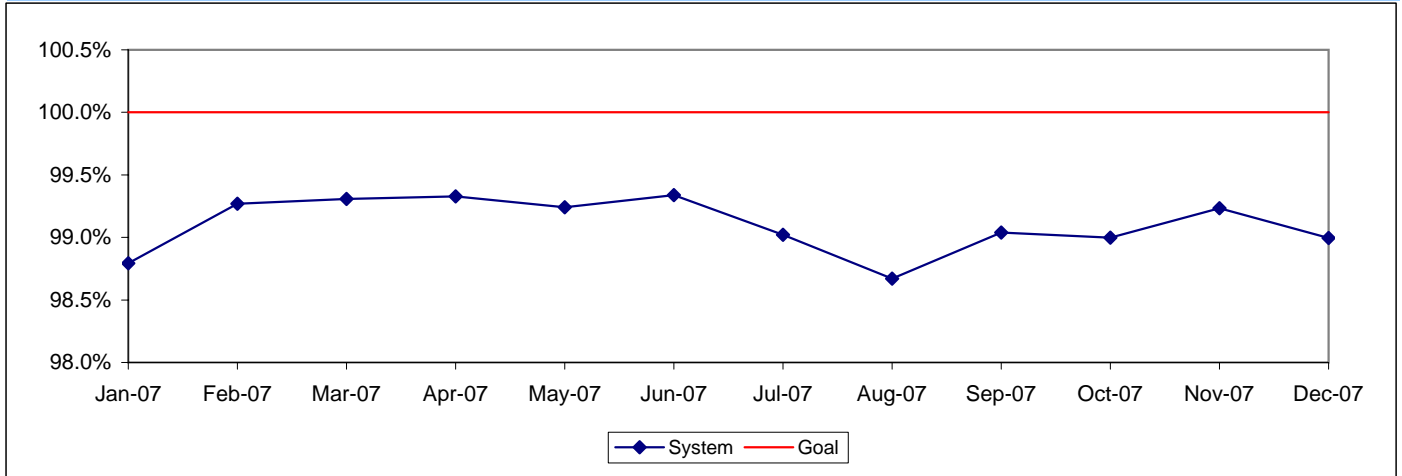
	FY07	FY08-YTD	Variance
<b>San Gabriel Valley Sector (SGV)</b>			
<b>Division 3</b>			
Early	16.54%	15.18%	-1.36%
On-Time	65.35%	66.34%	1.00%
Late	18.12%	18.48%	0.36%
<b>Division 9</b>			
Early	12.52%	12.49%	-0.03%
On-Time	66.22%	66.53%	0.31%
Late	21.26%	20.98%	-0.27%
<b>Westside/Central Sector (WC)</b>			
<b>Division 6</b>			
Early	16.44%	16.93%	0.49%
On-Time	53.28%	53.13%	-0.15%
Late	30.28%	29.94%	-0.34%
<b>Division 7</b>			
Early	13.62%	14.36%	0.74%
On-Time	58.01%	57.44%	-0.58%
Late	28.37%	28.21%	-0.16%
<b>Division 10</b>			
Early	14.17%	16.86%	2.70%
On-Time	58.61%	56.68%	-1.93%
Late	27.23%	26.46%	-0.77%
<b>SYSTEMWIDE</b>			
Early	13.44%	13.56%	0.12%
On-Time	63.77%	63.67%	-0.10%
Late	22.78%	22.77%	-0.02%

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

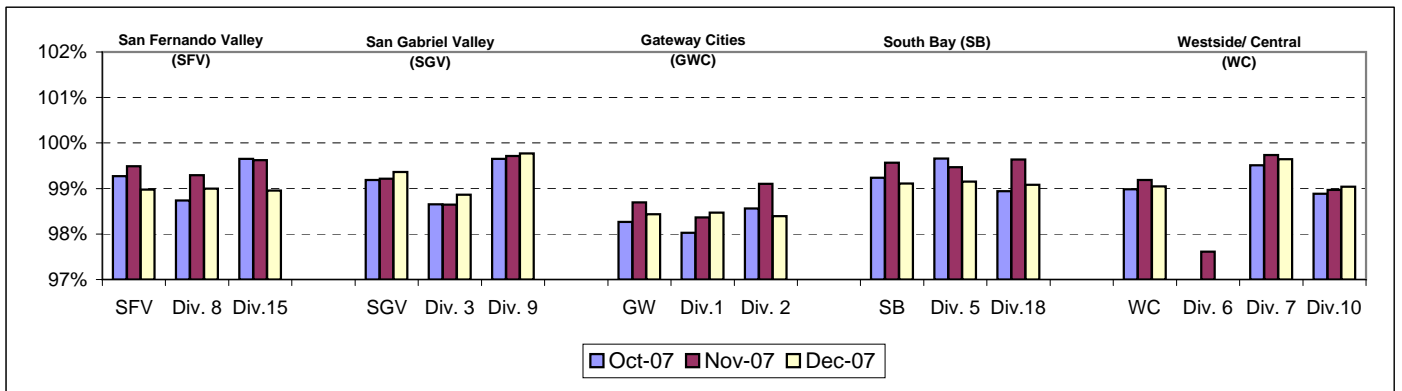
**Definition:** This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures. FY06: This performance indicator measures the percentage of scheduled Revenue Hours delivered after adding in temporary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

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

**Systemwide Trend**



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



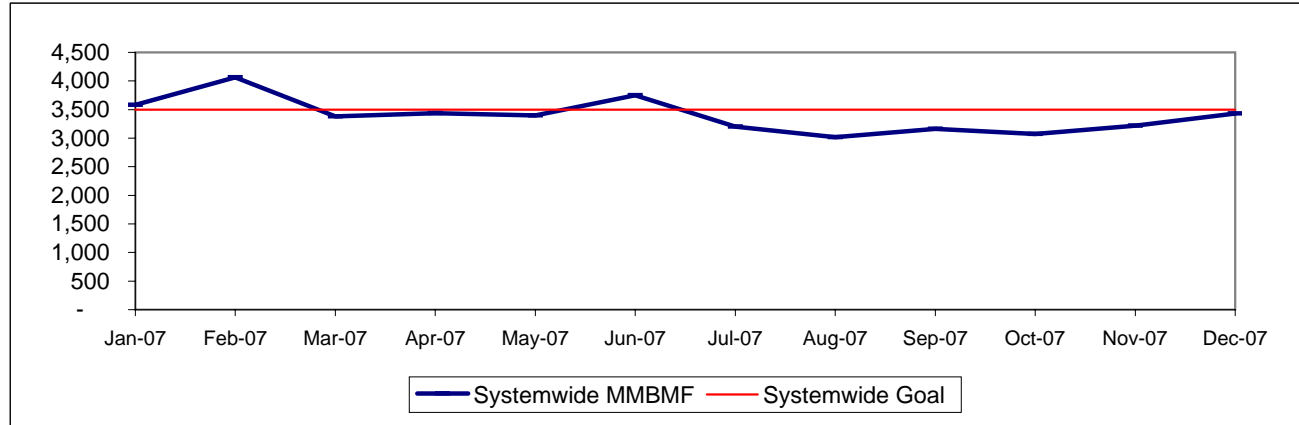
## MAINTENANCE PERFORMANCE

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

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

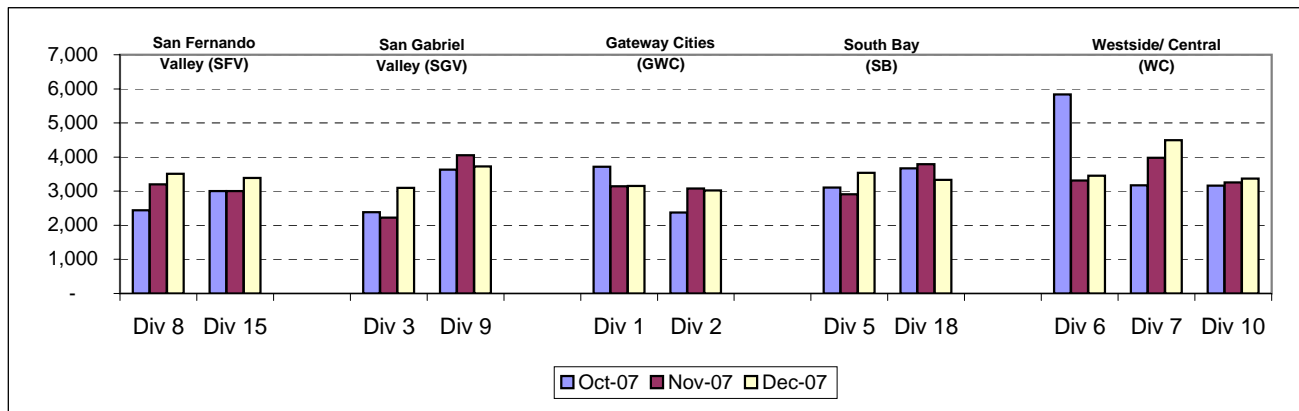
**Calculation:**  $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

#### Systemwide Trend



\* New Indicator.

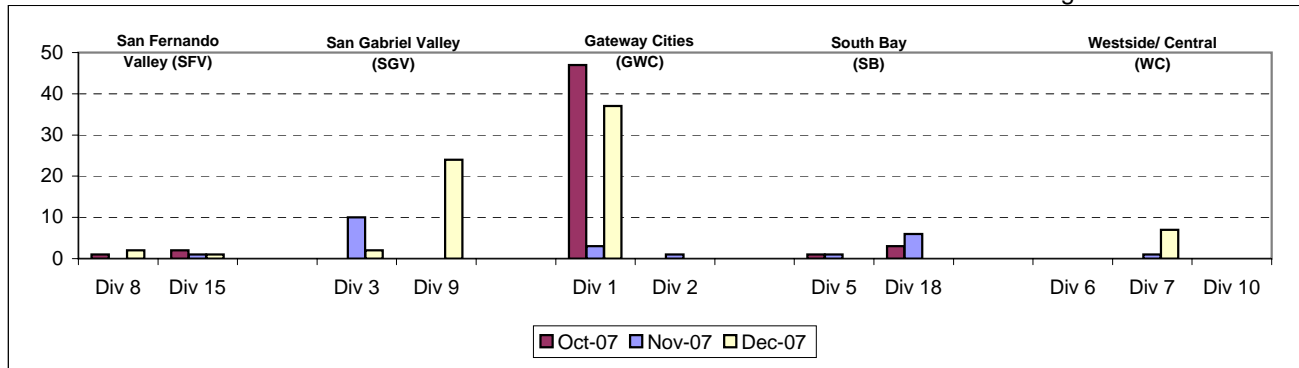
#### MMBMF -- Bus Operating Sector Divisions October - December 2007



#### Unaddressed Road Calls -- Bus Operating Sector Divisions\* October - December 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.



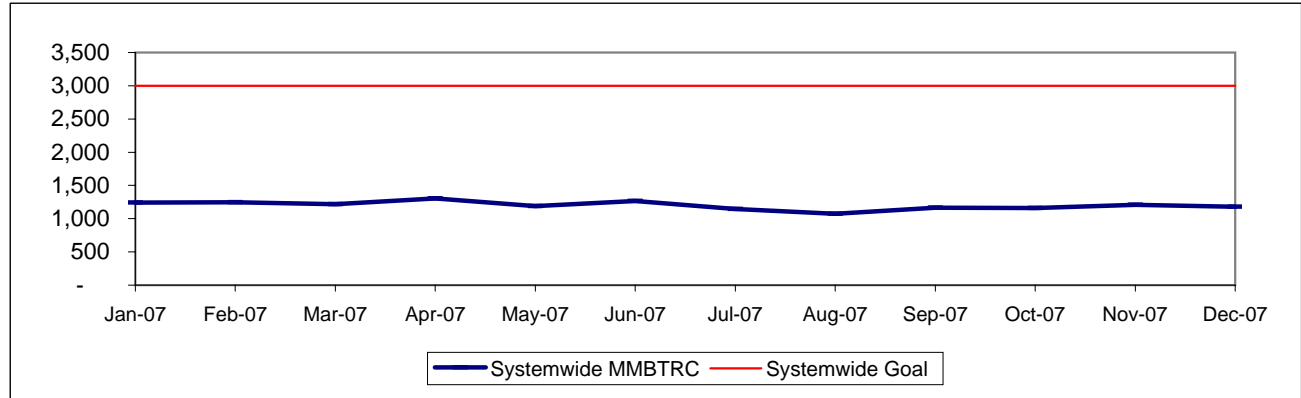
\* New Indicator.

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

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

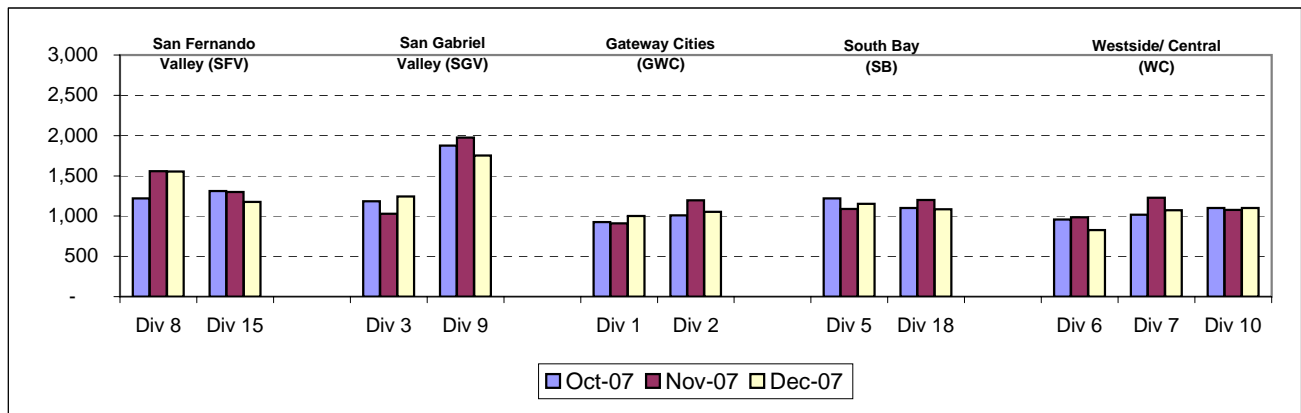
**Calculation:** MMBTRC = (Total Hub Miles / Total Road Calls)

**MMBTRC Systemwide Trend**



\* New Indicator.

**MMBTRC --Bus Operating Sector Divisions  
October - December 2007**



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

	Number of Buses	Percent of Buses
CNG	2,360	86.70%
Diesel	269	9.88%
Gasoline	59	2.17%
Propane	34	1.25%
<b>Total</b>	<b>2,722</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
8.7	7.6	8.0	6.6	6.5	6.6	5.6	8.0

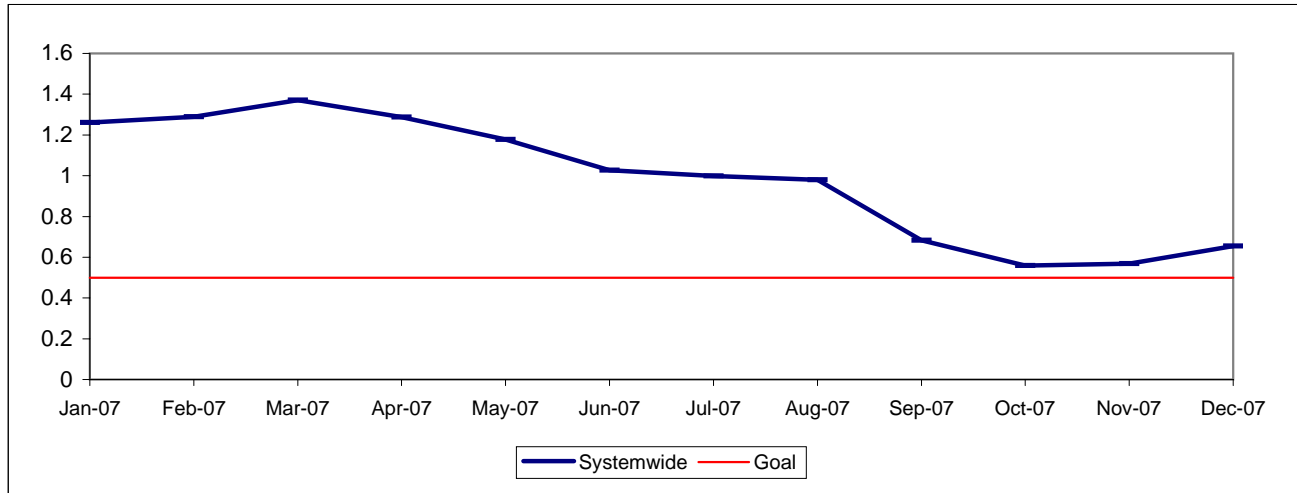
WC		
Div 6	Div 7	Div 10
13.4	6.1	5.4

**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.

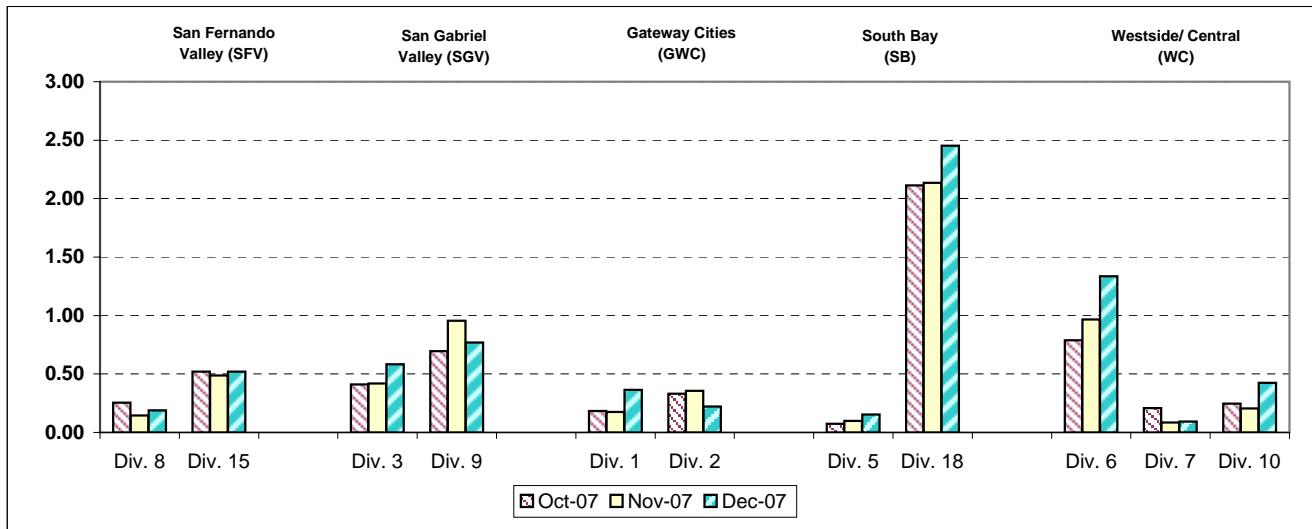
**Calculation:** Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

**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  
October - December 2007**



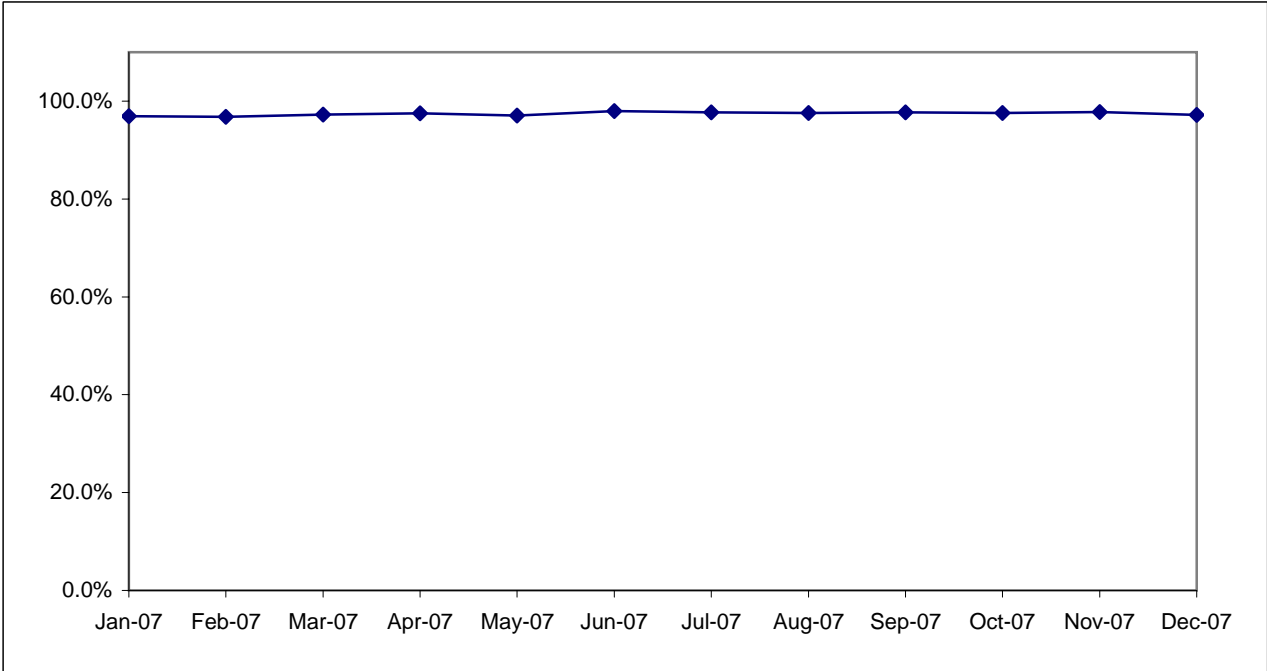
# ATTENDANCE

## MAINTENANCE ATTENDANCE

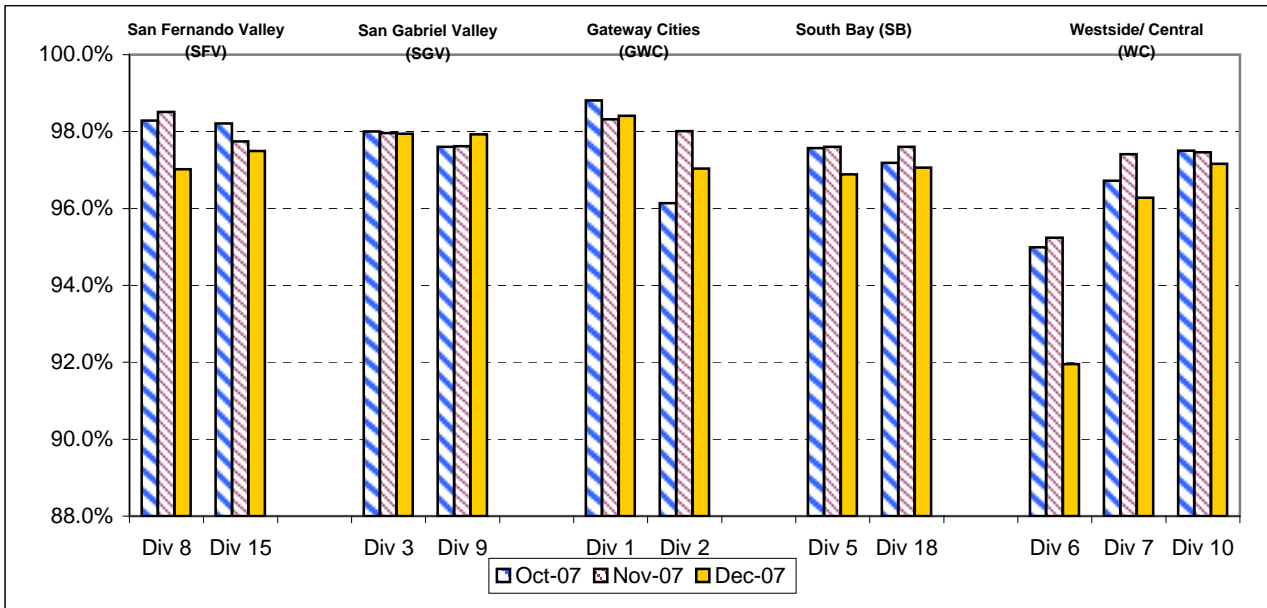
**Definition:** Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

### Systemwide Trend



### Maintenance Attendance - By Sectors' Divisions (By Current Month) October - December 2007





# SAFETY PERFORMANCE

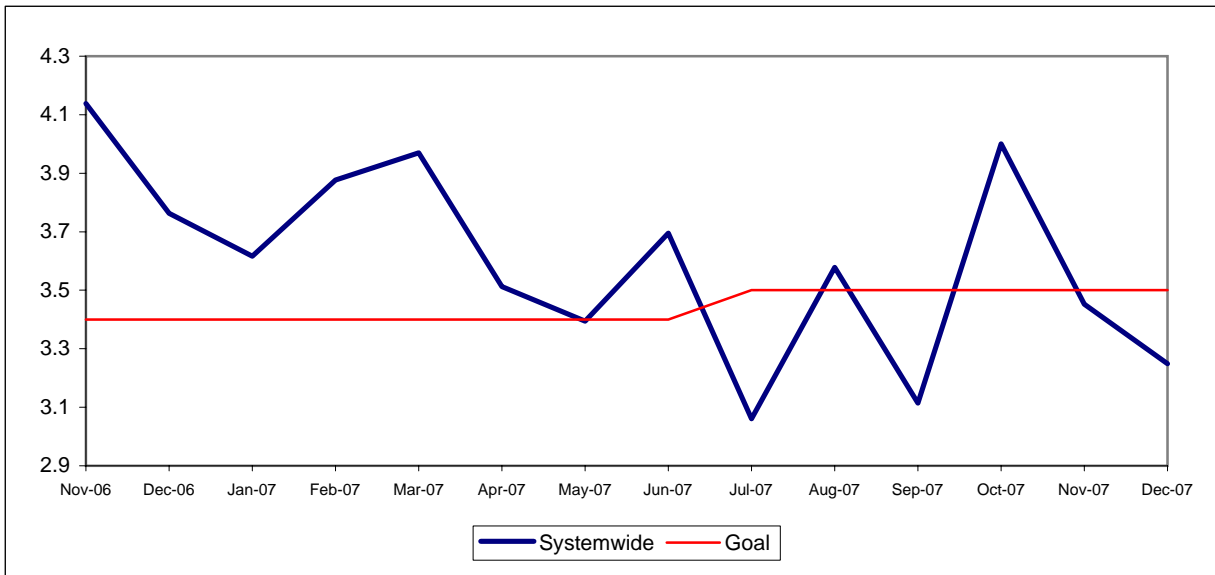
## BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

**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: As of Aug. '07, Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

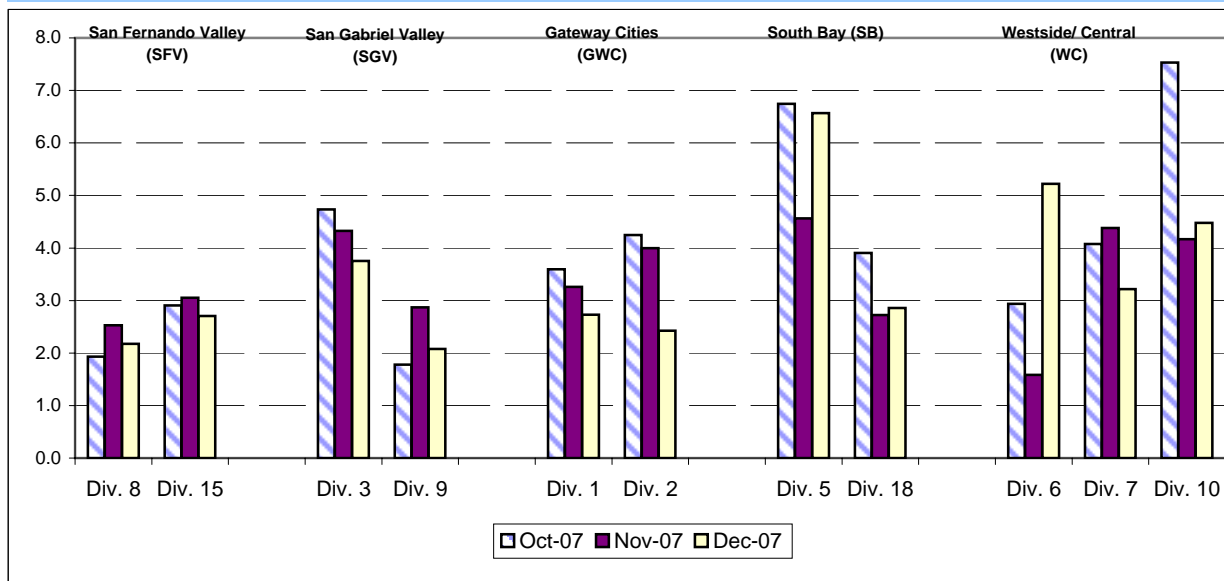
### Systemwide Trend



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: As of Aug. '07, Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

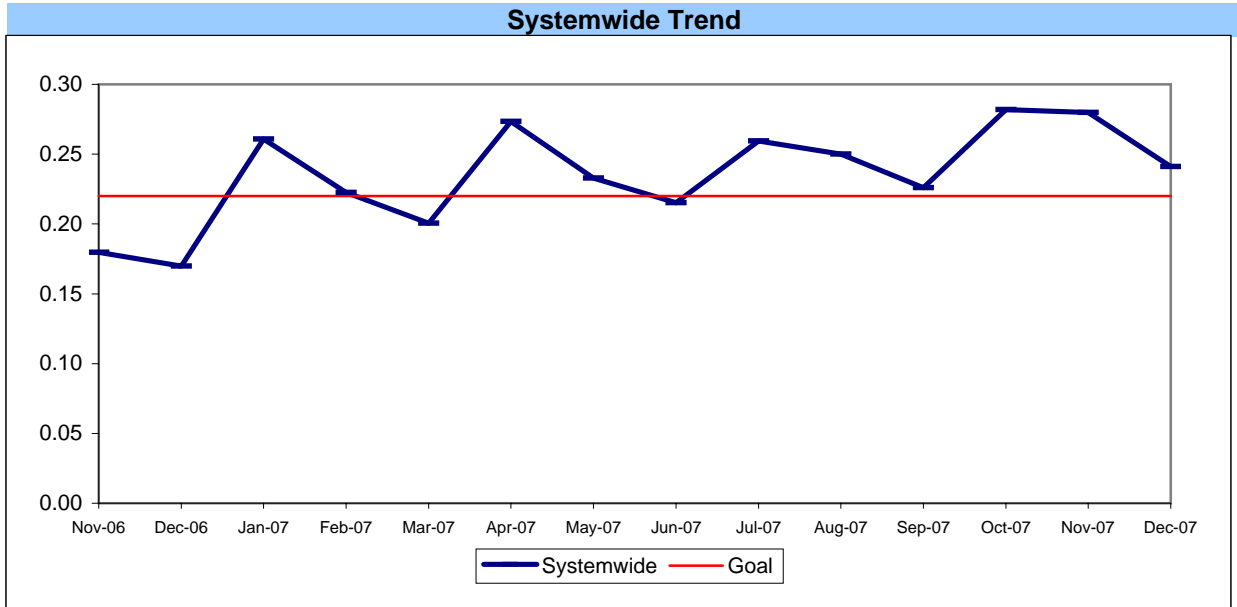
### Bus Operating Divisions - by Sectors' Divisions October - December 2007



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

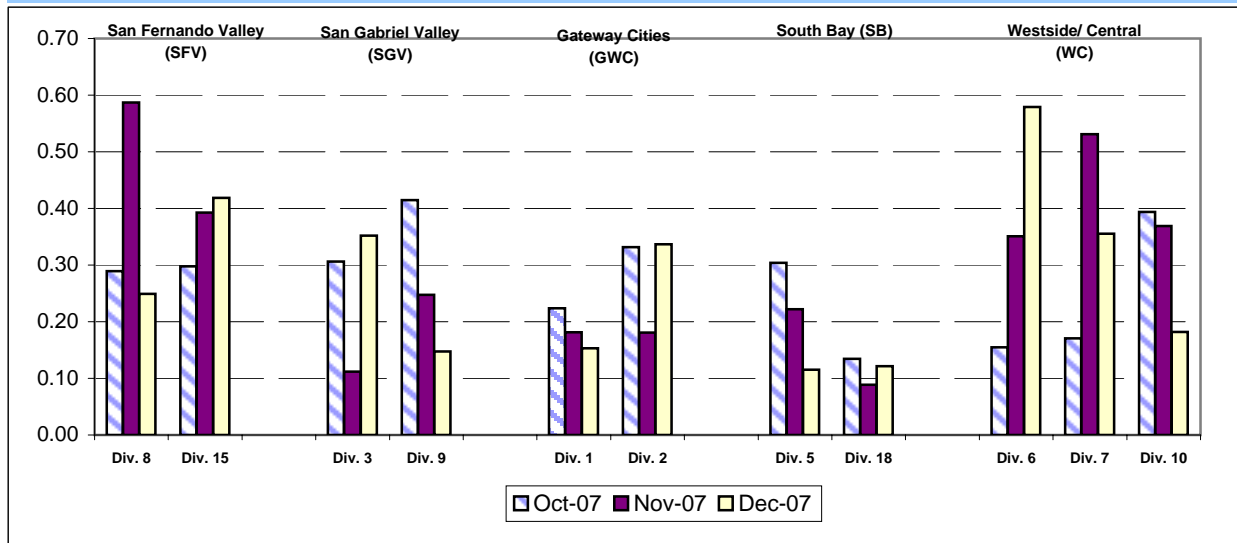
**Definition:** Average number of Passenger Accidents for every 100,000 Boardings. This indicator measures system safety.

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



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

**Bus Operating Divisions - by Sectors' Divisions  
October - December 2007**

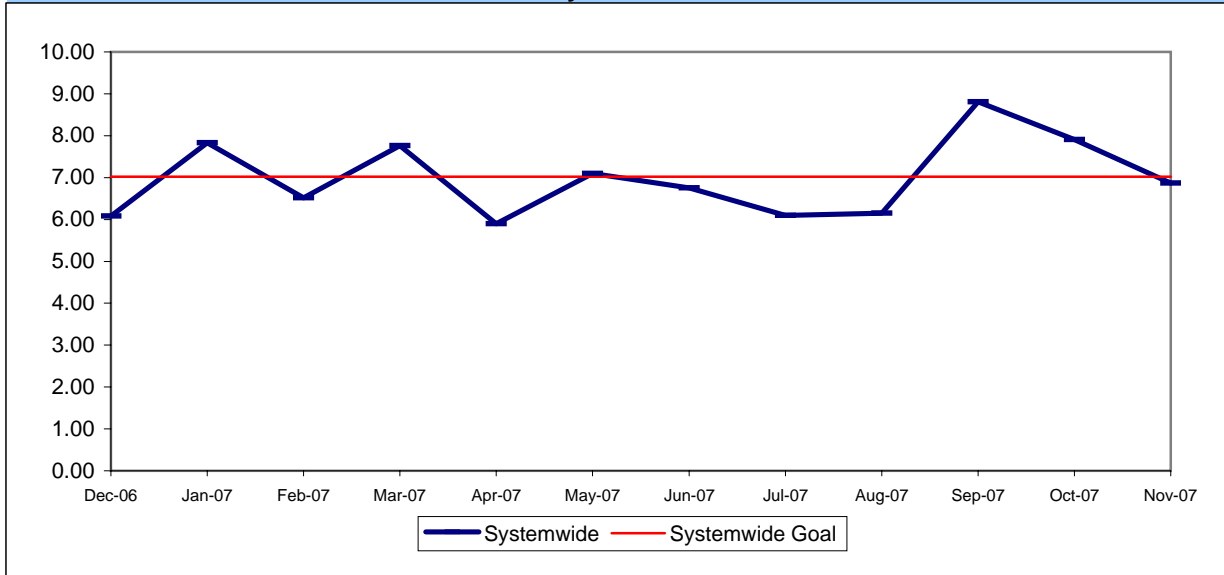


## OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA) RECORDABLE INJURIES PER 200,000 EXPOSURE HOURS

**Definition:** Work-related injuries and illnesses that result in: death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid.

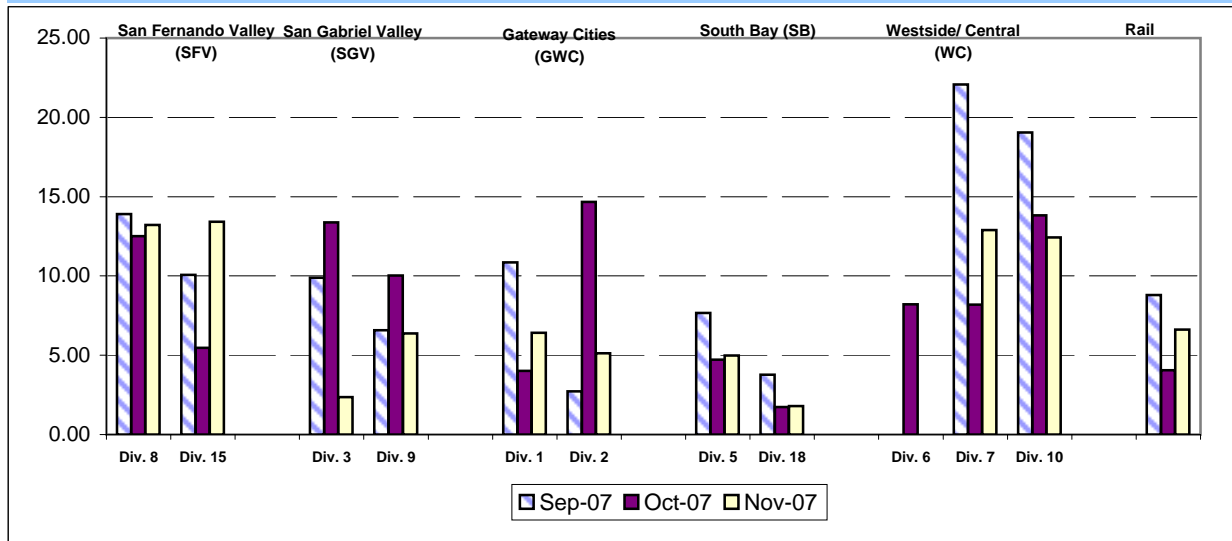
**Calculation:** Number of OSHA Injuries/Illnesses Filed / (Exposure Hours / 200,000)

### OSHA Systemwide Trend



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

### OSHA: Operating Divisions - by Sectors' Divisions September - November 2007

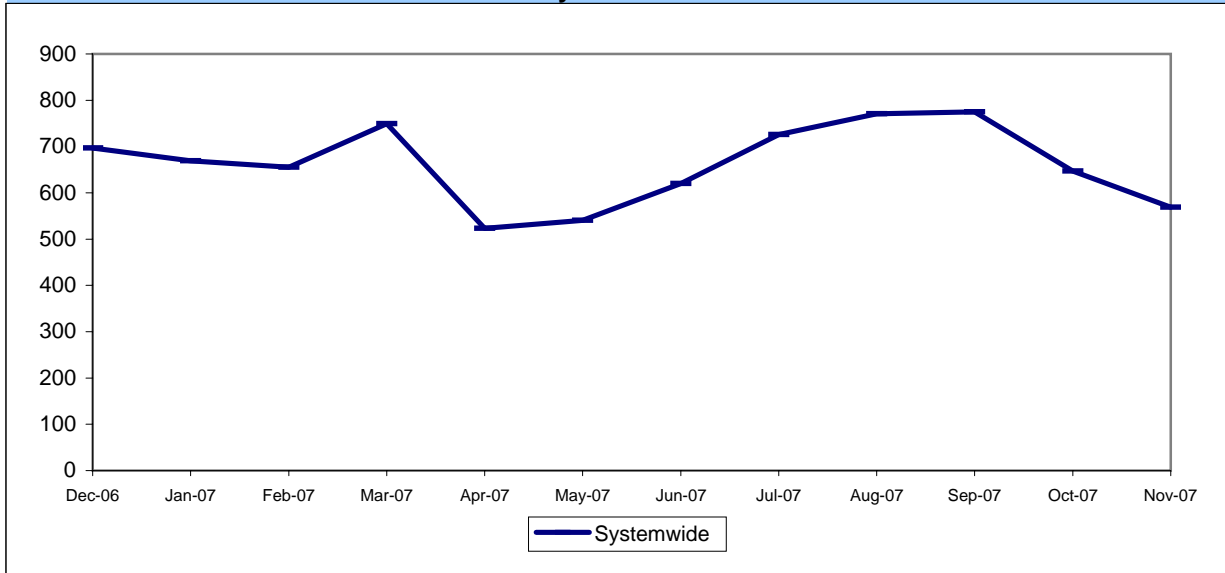


**LOST WORK DAYS (LWD) PAID PER 200,000 EXPOSURE HOURS**

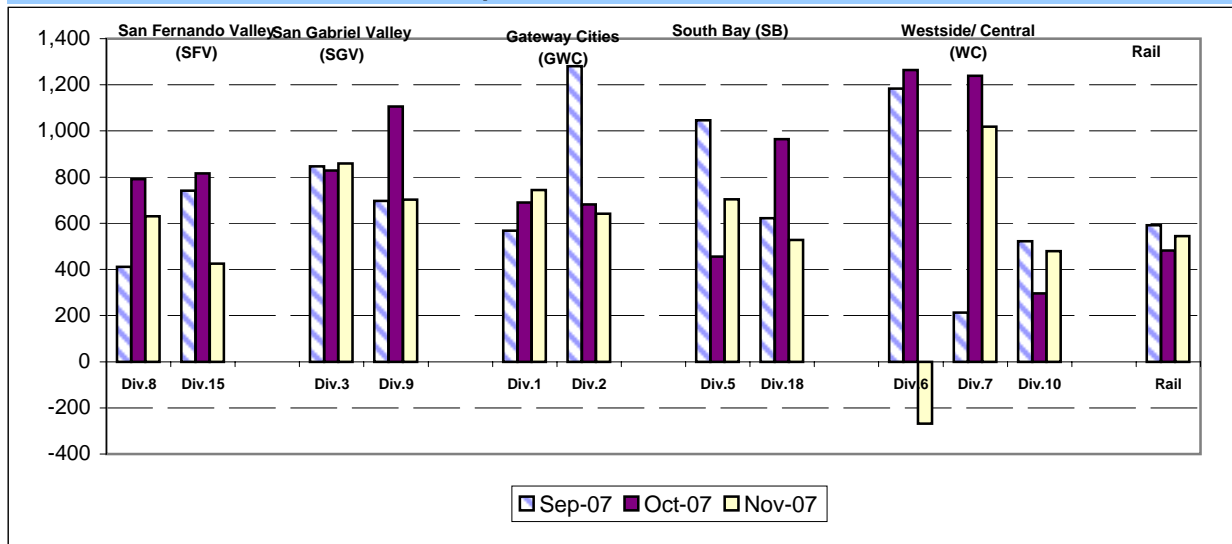
**Definition:** Number of paid working days lost due to employees workers' compensation injuries each month per 200,000 exposure hours..

**Calculation:** (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number

**LWD Systemwide Trend**



**LWD/200,000 Exposure Hours per Operating Divisions - by Sectors' Divisions  
September - November 2007**

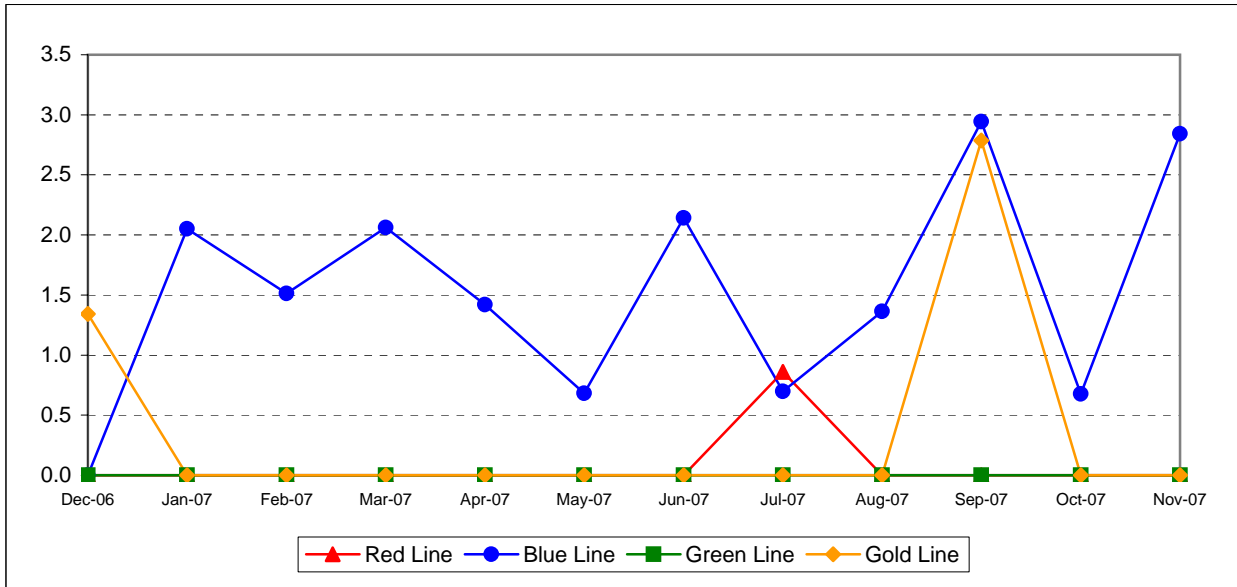


Safety Performance Continued

**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.

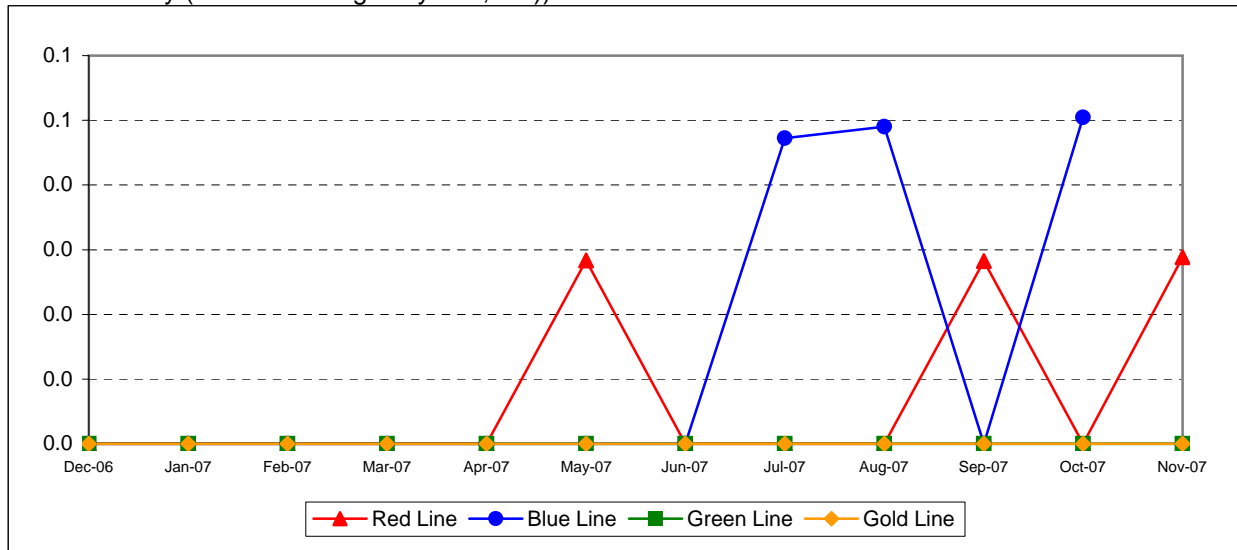
**Calculation:** Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



**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))



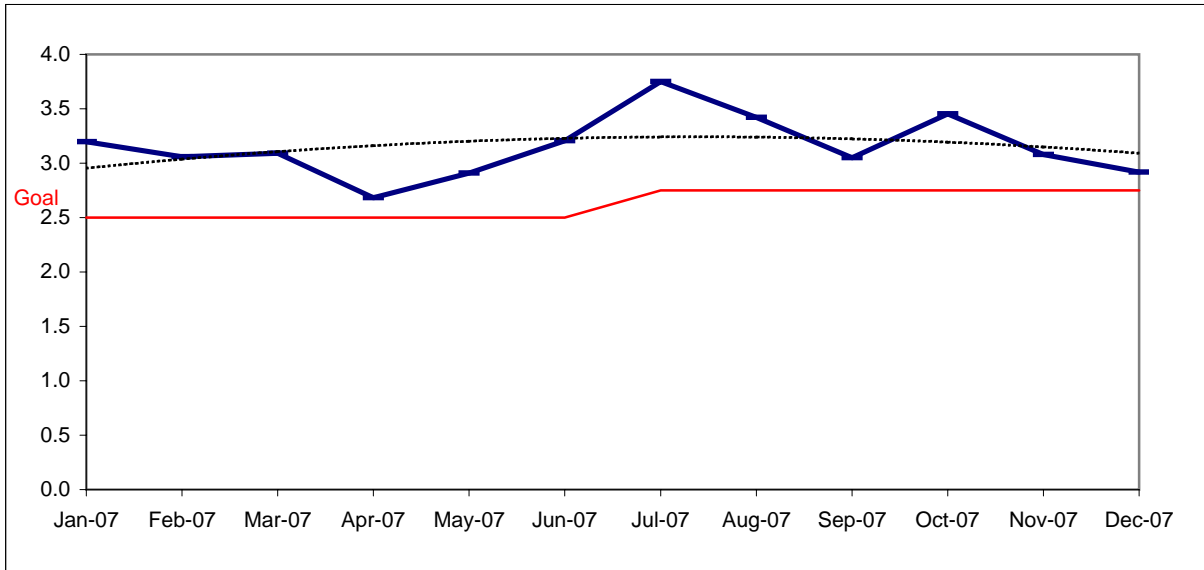
## CUSTOMER SATISFACTION

### COMPLAINTS PER 100,000 BOARDINGS

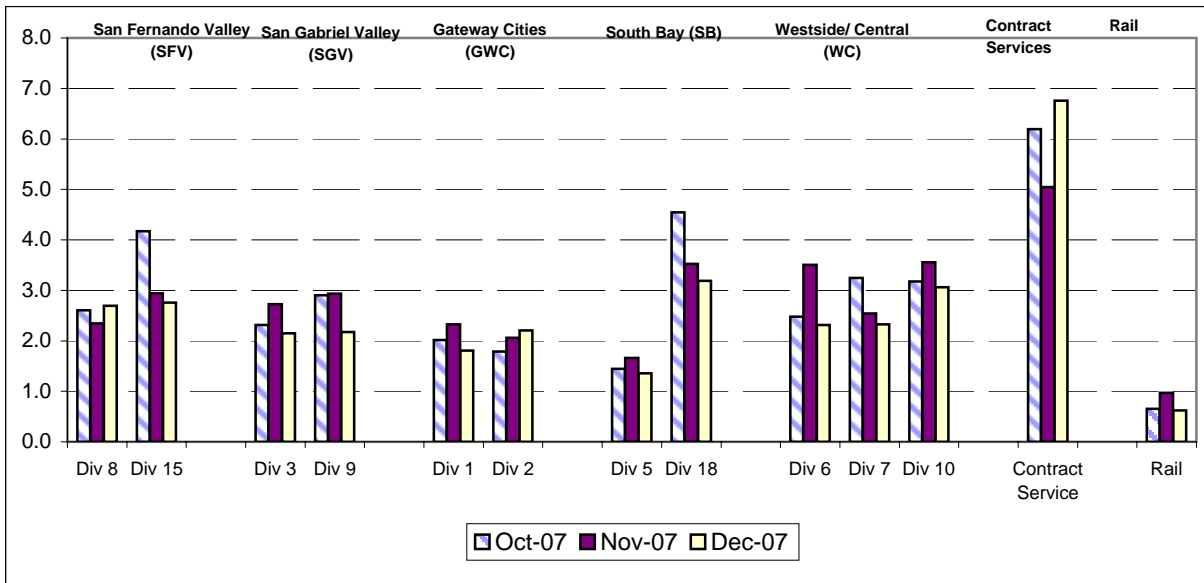
**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

#### Systemwide Trend



#### Bus Operating Divisions - by Sectors' Divisions October - December 2007



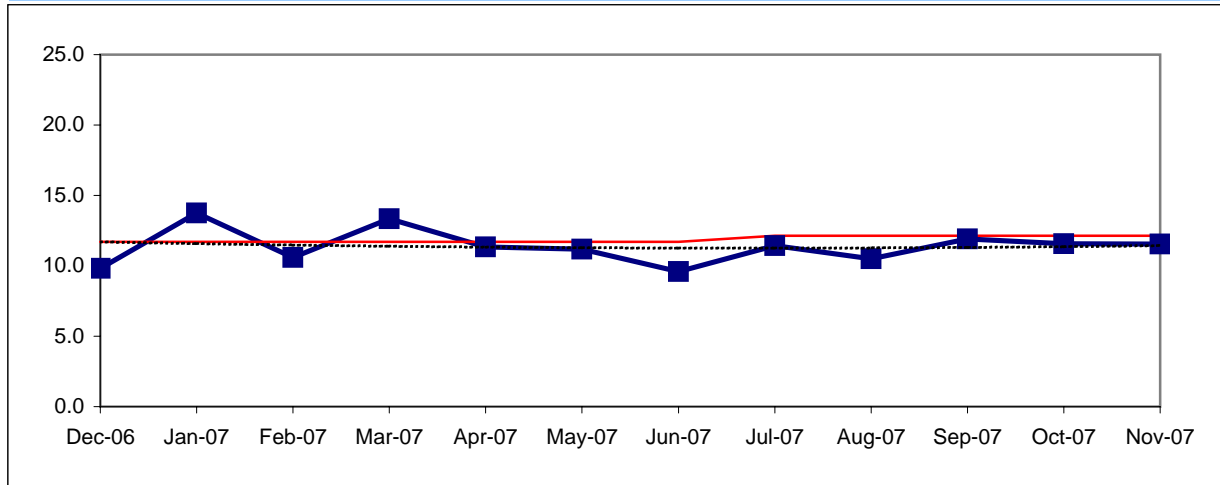
## WORKERS COMPENSATION CLAIMS

### 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

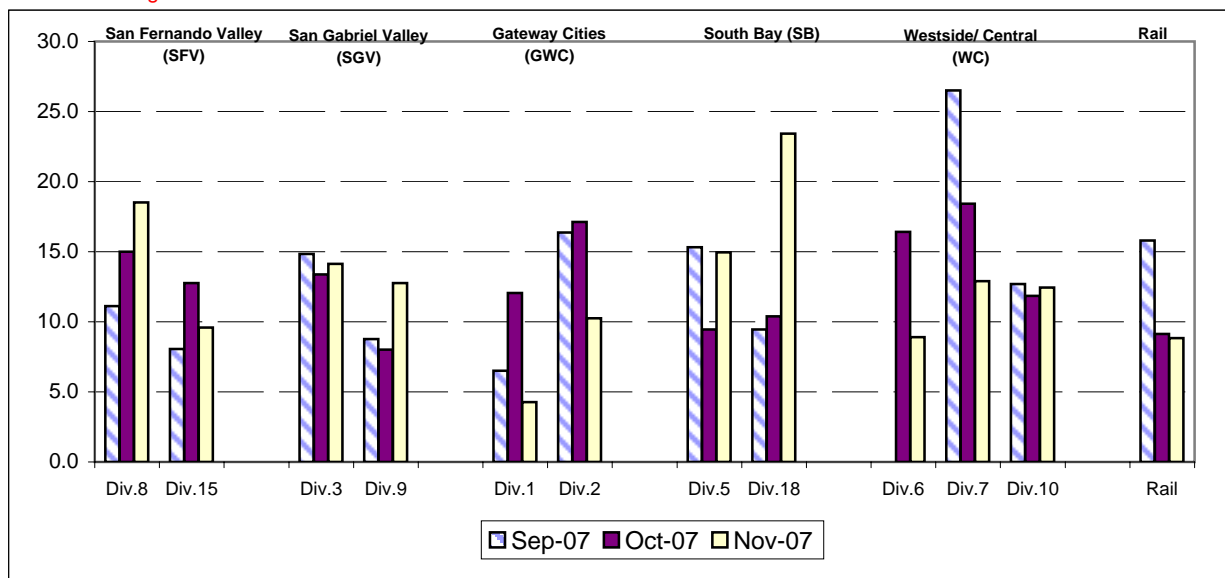
#### NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

**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 September - November 2007

One month lag from current month





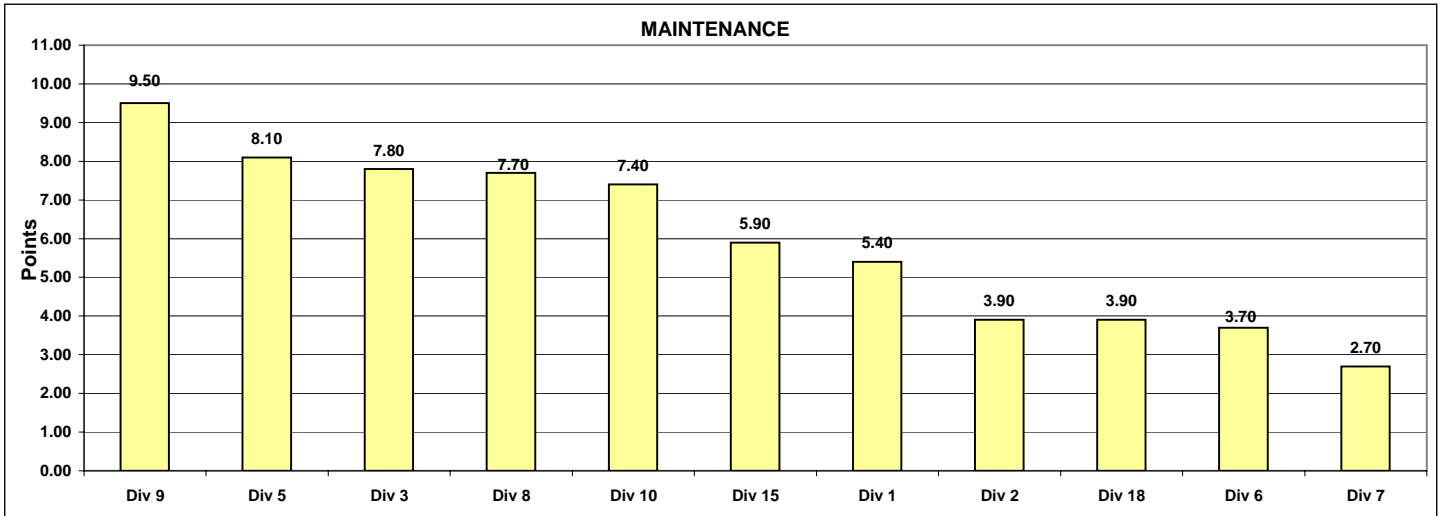
**"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM**

**Monthly Calculations - December 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%	1000.8	1052.6	1241.8	1154.3	825.0	1072.0	1552.1	1754.1	1098.9	1176.4	1084.1
Points		2	3	9	7	1	4	10	11	6	8	5
Attendance	20%	0.98447	0.97857	0.98122	0.98062	0.92098	0.96844	0.97323	0.99172	0.97954	0.97815	0.97348
Points		10	6	9	8	1	2	3	11	7	5	4
New WC Claims /200,000 Exp Hrs*	36%	9.8049	11.2356	10.6593	0.0000	0.0000	30.5452	10.0777	10.2833	0.0000	15.9779	24.1146
Points		8	4	5	10	10	1	7	6	10	3	2
*One month lag												
<b>Totals</b>		<b>5.40</b>	<b>3.90</b>	<b>7.80</b>	<b>8.10</b>	<b>3.70</b>	<b>2.70</b>	<b>7.70</b>	<b>9.50</b>	<b>7.40</b>	<b>5.90</b>	<b>3.90</b>
<b>FINAL RANKING Maintenance Division Ranking (Sorted)</b>												
	DIV.	Div 9	Div 5	Div 3	Div 8	Div 10	Div 15	Div 1	Div 2	Div 18	Div 6	Div 7
	Score	9.50	8.10	7.80	7.70	7.40	5.90	5.40	3.90	3.90	3.70	2.70
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	8th	10th	11th

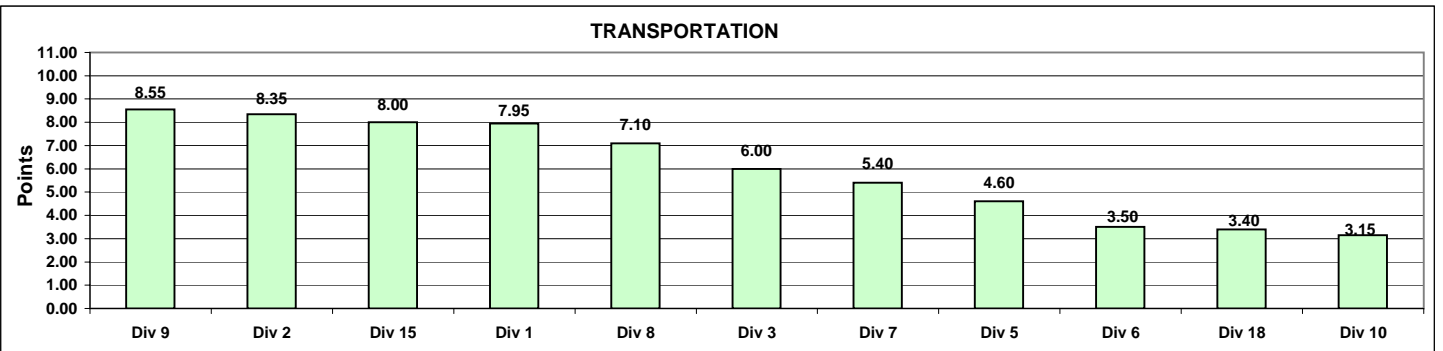


**Monthly Calculations - December 2007**  
**Metro Bus - Transportation**

**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%	0.6411	0.6691	0.6352	0.6279	0.5271	0.5721	0.6689	0.6507	0.5654	0.6617	0.5974
Points		7	11	6	5	1	3	10	8	2	9	4
Miles Between Total Road Calls	10%	1000.8252	1052.6447	1241.8418	1154.2695	825.0316	1072.0069	1552.1335	1754.0945	1098.8736	1176.4146	1084.1093
Points		2	3	9	7	1	4	10	11	6	8	5
Accident Rate	25%	2.7273	2.4234	3.7521	6.5702	5.2195	3.2167	2.1731	2.0806	4.4794	2.7078	2.8595
Points		7	9	4	1	2	5	10	11	3	8	6
Complaints/100K Boardings	15%	1.8082	2.2091	2.1510	1.3552	2.3155	2.3291	2.6929	2.1773	3.0592	2.7549	3.1896
Points		10	7	9	11	6	5	4	8	2	3	1
New WC Claims /200,000 Exp Hrs*	25%	2.7355	9.9647	15.1221	19.4327	11.8241	8.1734	21.5128	13.4053	15.9787	7.5674	23.2393
Points		11	8	5	3	7	9	2	6	4	10	1
*One month lag												
<b>Totals</b>		<b>7.95</b>	<b>8.35</b>	<b>6.00</b>	<b>4.60</b>	<b>3.50</b>	<b>5.40</b>	<b>7.10</b>	<b>8.55</b>	<b>3.15</b>	<b>8.00</b>	<b>3.40</b>
FINAL RANKING Transportation Division Ranking (Sorted)												
DIV.	Div 9	Div 2	Div 15	Div 1	Div 8	Div 3	Div 7	Div 5	Div 6	Div 18	Div 10	
Score	8.55	8.35	8.00	7.95	7.10	6.00	5.40	4.60	3.50	3.40	3.15	
Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	



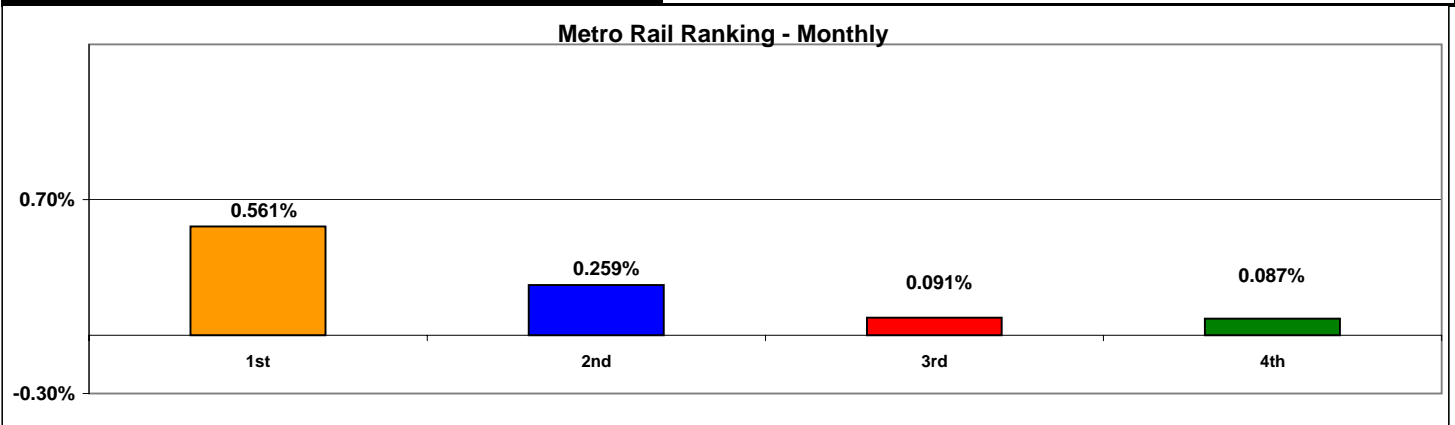
**Monthly Calculations  
Metro Rail**

**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		
	Dec-06	Dec-07	Yearly Improvement	Dec-06	Dec-07	Yearly Improvement	Dec-06	Dec-07	Yearly Improvement	Dec-06	Dec-07	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	99.94%	99.97%	0.03%	99.93%	100.00%	0.07%	98.74%	100.00%	1.26%	99.98%	100.00%	0.02%
Power	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	99.51%	-0.49%
<b>Wayside Performance</b>	<b>99.98%</b>	<b>99.99%</b>	<b>0.01%</b>	<b>99.98%</b>	<b>100.00%</b>	<b>0.02%</b>	<b>99.58%</b>	<b>100.00%</b>	<b>0.42%</b>	<b>99.99%</b>	<b>99.84%</b>	<b>-0.16%</b>
<b>Vehicle Availability</b>												
Vehicle Performance	99.75%	99.62%	-0.14%	99.60%	99.89%	0.29%	99.45%	99.83%	0.38%	99.32%	99.89%	0.57%
<b>Operator Availability</b>												
Operators	99.86%	99.96%	0.10%	99.76%	99.89%	0.13%	99.99%	99.82%	-0.17%	100.00%	99.87%	-0.13%
<b>In-Service Performance</b>												
Rev. Hr. Delivered - Rail	99.56%	99.93%	0.37%	99.29%	99.89%	0.60%	98.18%	99.80%	1.62%	99.29%	99.37%	0.08%
<b>Total Rail Line Performance</b>	<b>99.79%</b>	<b>99.88%</b>	<b>0.09%</b>	<b>99.66%</b>	<b>99.92%</b>	<b>0.26%</b>	<b>99.30%</b>	<b>99.86%</b>	<b>0.56%</b>	<b>99.65%</b>	<b>99.74%</b>	<b>0.09%</b>

Metro Rail Final Ranking (Sorted)				
Rail Line	GREEN	RED	GOLD	BLUE
Score	0.561%	0.259%	0.091%	0.087%
Rank	1st	2nd	3rd	4th



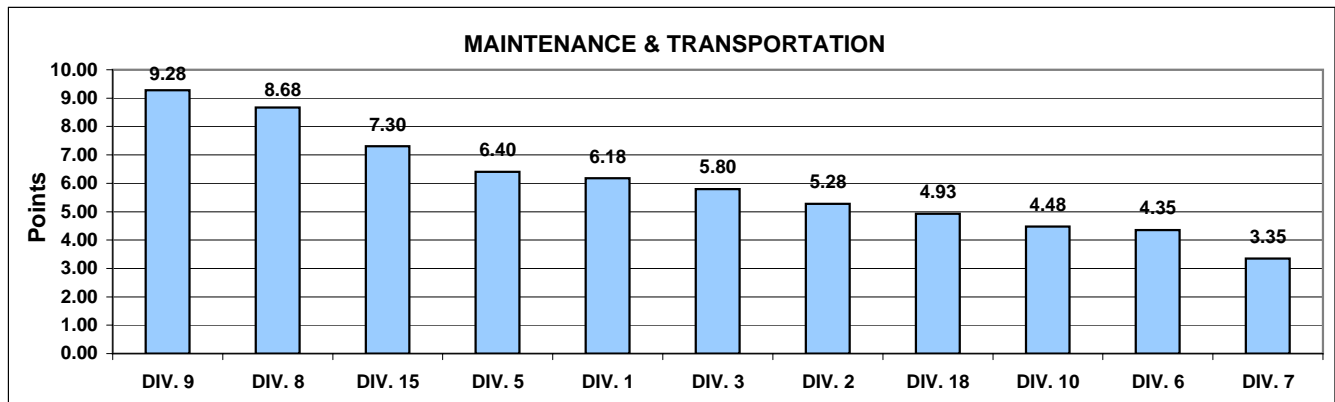
## "HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

### Quarterly Calculations: FY08-Q2 Metro Bus - Maintenance and Transportation

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

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

Maintenance and Transportation												
Maintenance	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Total												
Road Calls	<b>25.0%</b>	943	1079	1145	1153	922	1097	1420	1863	1091	1260	1126
Points		2	3	7	8	1	5	10	11	4	9	6
Attendance												
	<b>10.0%</b>	0.9862	0.9798	0.9837	0.9834	0.9453	0.9710	0.9838	0.9869	0.9825	0.9799	0.9772
Points		10	4	8	7	1	2	9	11	6	5	3
Claims /200000												
Exp.Hrs	<b>15.0%</b>	9.3338	11.5088	17.7157	3.5898	0.0000	26.6315	3.4402	6.6903	6.1577	13.4539	10.8106
Points		6	4	2	9	11	1	10	7	8	3	5
*One month Lag: Sep - Nov 07												
Transportation												
In-Service On-Time												
Performance	<b>12.5%</b>	0.6501	0.6703	0.6484	0.6302	0.5241	0.5695	0.6631	0.6530	0.5622	0.6545	0.6089
Points		7	11	6	5	1	3	10	8	2	9	4
Miles Between Total												
Road Calls	<b>5.0%</b>	942.5	1079.3	1144.9	1152.8	921.6	1096.8	1420.4	1862.9	1091.2	1259.8	1126.1
Points		2	3	7	8	1	5	10	11	4	9	6
Accidents/100k Hub												
Miles	<b>12.5%</b>	3.2030	3.5716	4.2865	5.9755	3.1809	3.8940	2.2079	2.2296	5.4316	2.8898	3.1747
Points		6	5	3	1	7	4	11	10	2	9	8
Complaints/100K												
Boardings	<b>7.5%</b>	2.0503	2.0109	2.3977	1.4883	2.7687	2.7303	2.5458	2.6860	3.2673	3.3290	3.7834
Points		9	10	8	11	4	5	7	6	3	2	1
*One month Lag: Sep - Nov 07												
Claims /200000												
Exp.Hrs	<b>12.5%</b>	7.2474	15.4763	13.0628	16.0085	12.0164	17.1789	18.8900	10.6482	14.0744	9.2031	15.4787
Points		11	5	7	3	8	2	1	9	6	10	4
<b>Totals</b>		<b>6.18</b>	<b>5.28</b>	<b>5.80</b>	<b>6.40</b>	<b>4.35</b>	<b>3.35</b>	<b>8.68</b>	<b>9.28</b>	<b>4.48</b>	<b>7.30</b>	<b>4.93</b>
<b>FINAL RANKING Maintenance and Transportation Division Ranking (Sorted)</b>												
	<b>DIV.</b>	<b>DIV. 9</b>	<b>DIV. 8</b>	<b>DIV. 15</b>	<b>DIV. 5</b>	<b>DIV. 1</b>	<b>DIV. 3</b>	<b>DIV. 2</b>	<b>DIV. 18</b>	<b>DIV. 10</b>	<b>DIV. 6</b>	<b>DIV. 7</b>
	<b>Score</b>	<b>9.28</b>	<b>8.68</b>	<b>7.30</b>	<b>6.40</b>	<b>6.18</b>	<b>5.80</b>	<b>5.28</b>	<b>4.93</b>	<b>4.48</b>	<b>4.35</b>	<b>3.35</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>8th</b>	<b>9th</b>	<b>10th</b>	<b>11th</b>



**Quarterly Calculations: FY08-Q2  
Metro Rail**

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

**Calculation:** Performance indicator uses Revenue Service Hours Lost due to the associated Rail Operating Problems not including the Revenue Service Hours Lost due to accidents, police, or health problems. Performance percentages for various indicators are averaged and outcomes are sorted from high to low. The rail line competes with itself on its own improvement over prior year performance. The percentage score showing best improvement (or least decline) wins the program award for the quarter.

**Improvement from Previous Year**

Overall Rail Line Performance	<u>Metro Blue Line</u>	<u>Metro Red Line</u>	<u>Metro Green Line</u>	<u>Metro Gold Line</u>
Jul-07	0.85%	0.39%	-0.10%	0.13%
Aug-07	0.43%	0.12%	0.21%	1.45%
Sep-07	<u>0.09%</u>	<u>0.26%</u>	<u>-0.18%</u>	<u>0.09%</u>
<b>Quarter Average</b>	<b>0.46%</b>	<b>0.26%</b>	<b>-0.02%</b>	<b>0.56%</b>

**Metro Rail Final Ranking (Sorted)**

Rail Line	GOLD	BLUE	RED	GREEN
Score	0.56%	0.46%	0.26%	-0.02%
Rank	1st	2nd	3rd	4th

