

MAY 2007

METRO OPERATIONS MONTHLY PERFORMANCE REPORT



Table of Contents

	Page
San Fernando Valley Sector (SFV)	3
San Gabriel Valley Sector (SGV)	7
Gateway Cities Sector (GC)	11
South Bay Sector (SB)	15
Westside/Central Sector (WC)	19
Rail Performance	23
On-time Service	
In-Service On-Time Performance	
Schedule Revenue Service Hours Delivered	
Mean Miles Between Chargeable Mechanical Failures	
Bus Service Performance Systemwide	28
In-Service On-Time Performance	
Scheduled Revenue Service Hours Delivered	
Maintenance Performance	31
Mean Miles Between Chargeable Mechanical Failures	
Past Due Critical Preventive Maintenance Program	
Attendance	34
Maintenance Attendance	
Safety Performance	35
Bus Accidents per 100,000 Hub Miles	
Rail Accidents per 100,000 Revenue Train Miles	
Customer Satisfaction	39
Complaints per 100,000 Boardings	
New Workers' Compensation Claims	40
New Workers' Compensation Claims per 200,000 Exposure Hours	
"How You Doin'?" Incentive Program	41
Monthly Metro Bus & Metro Rail	

San Fernando Valley Sector Scorecard Overview (SFV)

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

This report gives a brief overview of sector operations':

- * Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- * In-Service On-Time Performance
- * Traffic Accidents per 100,000 Hub
- * Complaints per 100,000 Boardings
- * New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours

Measurement	FY03	FY04	FY05	FY06	FY07 Target	FY07 YTD	May Month	Status
Bus Systemwide								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,500	3,513	3,396	
No. of unaddressed road calls						1,006	41	
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	70%	63.71%	64.83%	
Bus Traffic Accidents Per 100,000 Miles						3.73	3.62	
No. of accidents not entered-prior month	3.86	3.65	3.50	3.45	3.40	113	9	
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	2.44	2.44	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.70	Apr YTD 11.26	Apr. 11.34	
<small>**Div 15 Nov. '05 data excluded & Dec. Data after shake-up</small>								
SFV Sector								
MMBMF				3,319	3,500	3,592	3,139	
No. of unaddressed road calls						357	31	
In-Service On-time Performance	67.30%	67.47%	68.54%	65.19%**	70%	65.47%	65.97%	
Bus Traffic Accidents Per 100,000 Miles						2.82	2.78	
No. of accidents not entered-prior month	2.91	2.99	2.67	3.03	2.93	4	0	
Complaints per 100,000 Boardings	6.32	5.45	4.39	3.24	4.13	2.96	3.43	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.72	15.15	13.71	11.75	10.02	Apr YTD 13.91	Apr. 13.54	
<small>**Div 15 Nov. '05 data excluded & Dec. Data after shake-up</small>								
Division 8								
MMBGMF				3,836	3,500	3,895	3,528	
No. of unaddressed road calls						185	29	
In-Service On-time Performance	70.09%	69.12%	69.78%	68.23%	70%	67.23%	67.46%	
Bus Traffic Accidents Per 100,000 Miles						2.52	2.52	
No. of accidents not entered-prior month	2.84	2.75	2.58	2.82	2.93	3	0	
Complaints per 100,000 Boardings	6.87	5.09	4.17	3.37	4.13	2.73	3.85	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.92	19.15	16.77	13.81	10.02	Apr YTD 12.61	Apr. 16.63	
Division 15								
MMBGMF				2,996	3,500	3,388	2,888	
No. of unaddressed road calls						172	2	
In-Service On-time Performance	66.13%	66.62%	67.84%	63.84%**	70%	64.35%	64.94%	
Bus Traffic Accidents Per 100,000 Miles						3.04	2.98	
No. of accidents not entered-prior month	2.96	3.17	2.74	3.21	2.93	1	0	
Complaints per 100,000 Boardings	6.01	5.70	4.55	3.14	4.13	3.12	3.19	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.23	13.14	12.46	10.41	10.02	Apr YTD 12.28	Apr. 15.20	

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

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

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

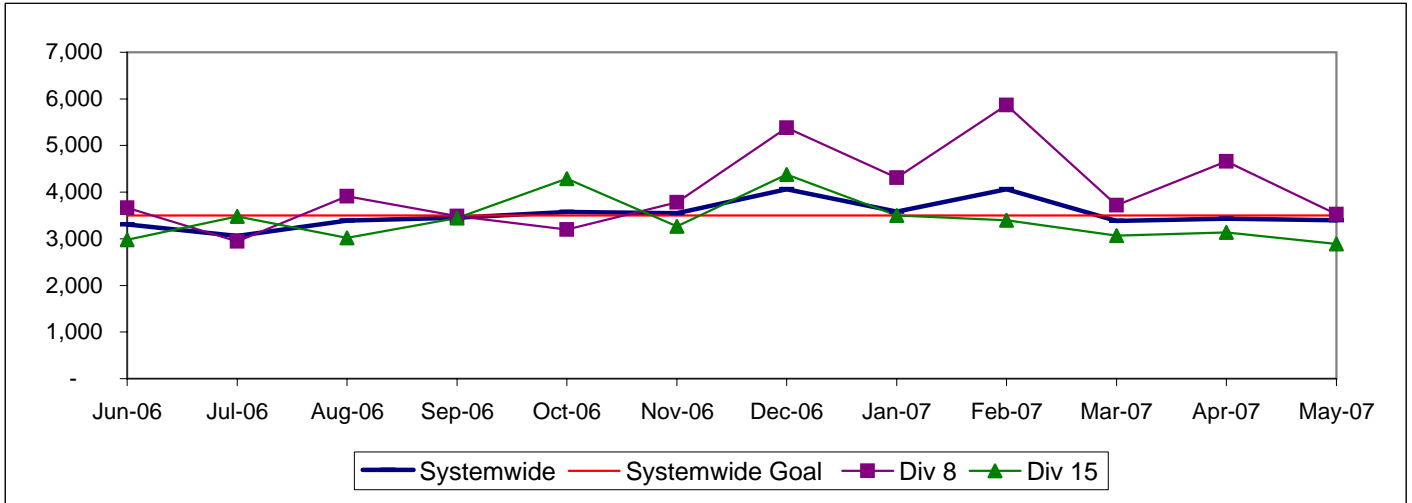
Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

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

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

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



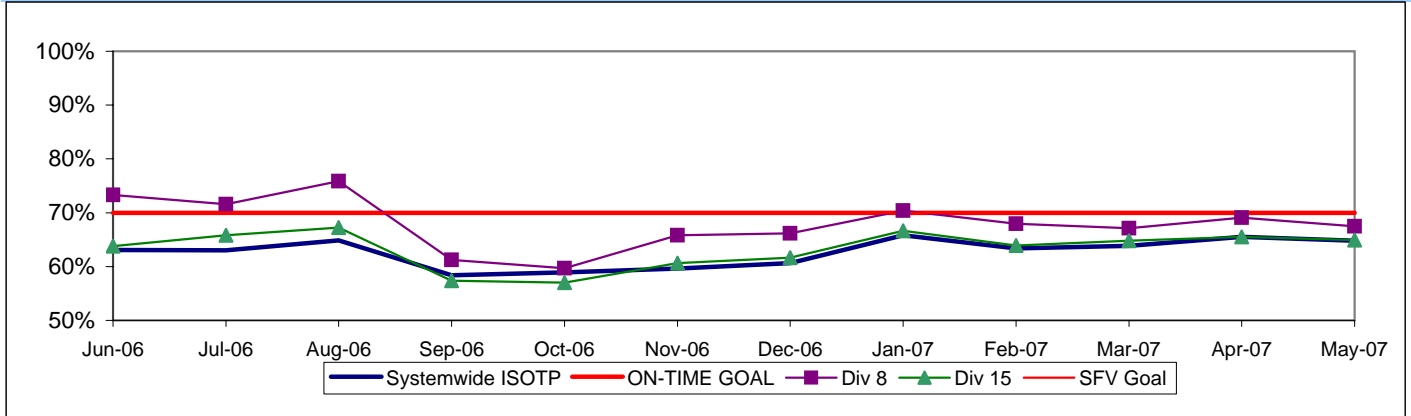
IN-SERVICE ON-TIME PERFORMANCE*

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

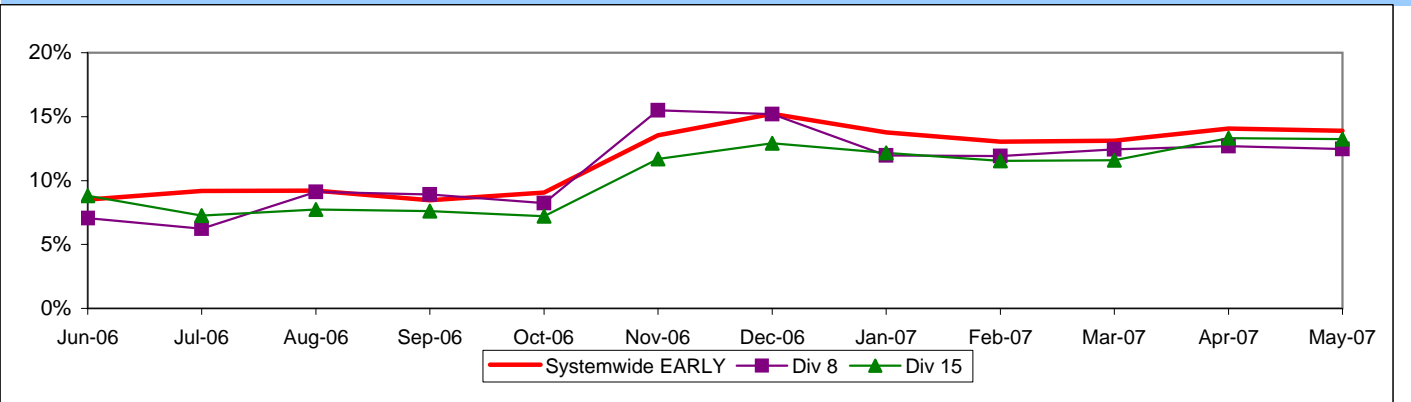
Calculation: $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes late}) / (\text{Total buses sampled}))$

* Division 15 November data not available.

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



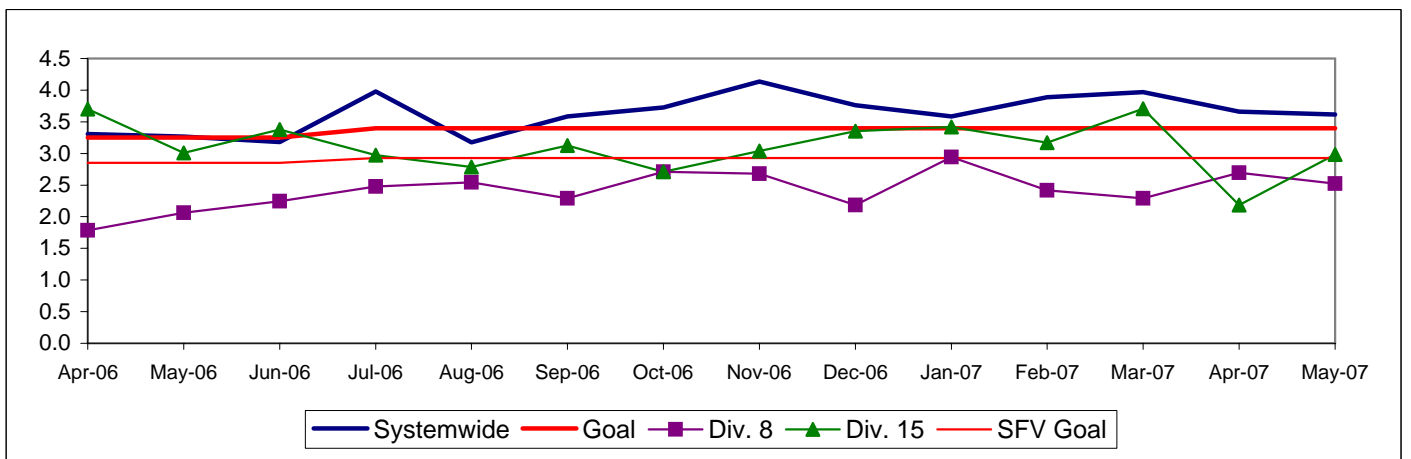
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



**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.

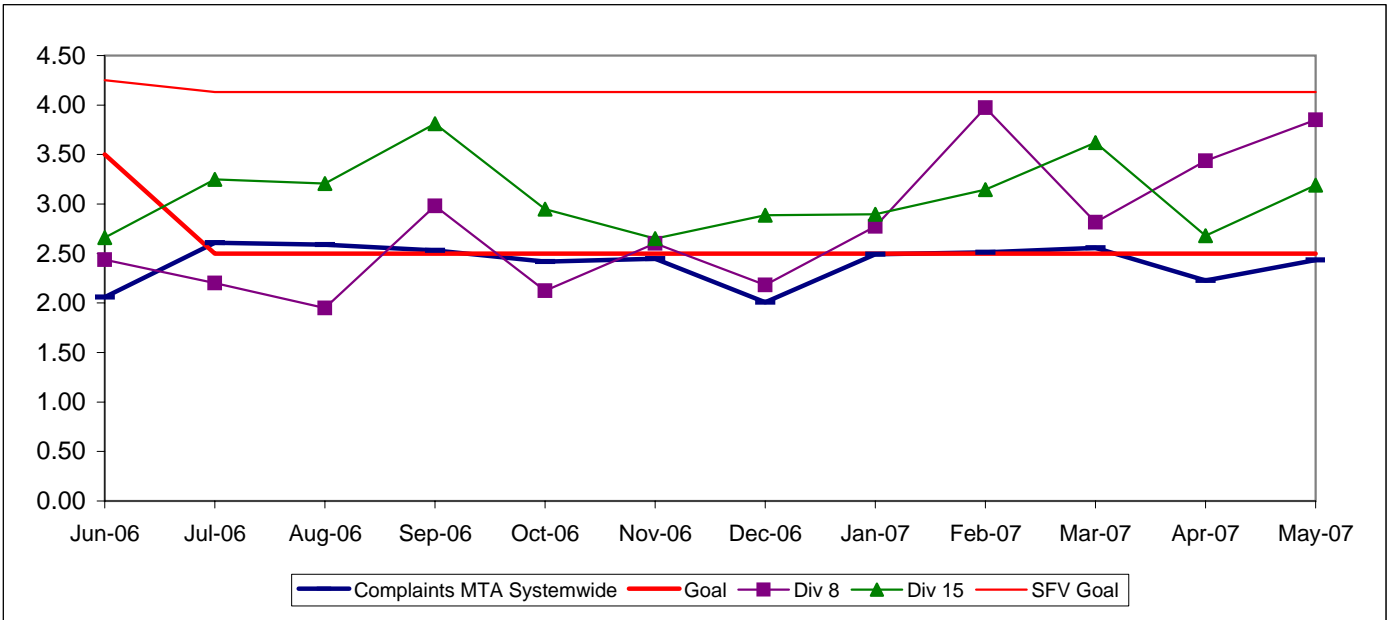
Calculation: $\text{Traffic Accidents Per 100,000 Hub Miles} = (\text{The number of Traffic Accidents} / \text{by (Hub Miles / by 100,000)})$



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

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

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

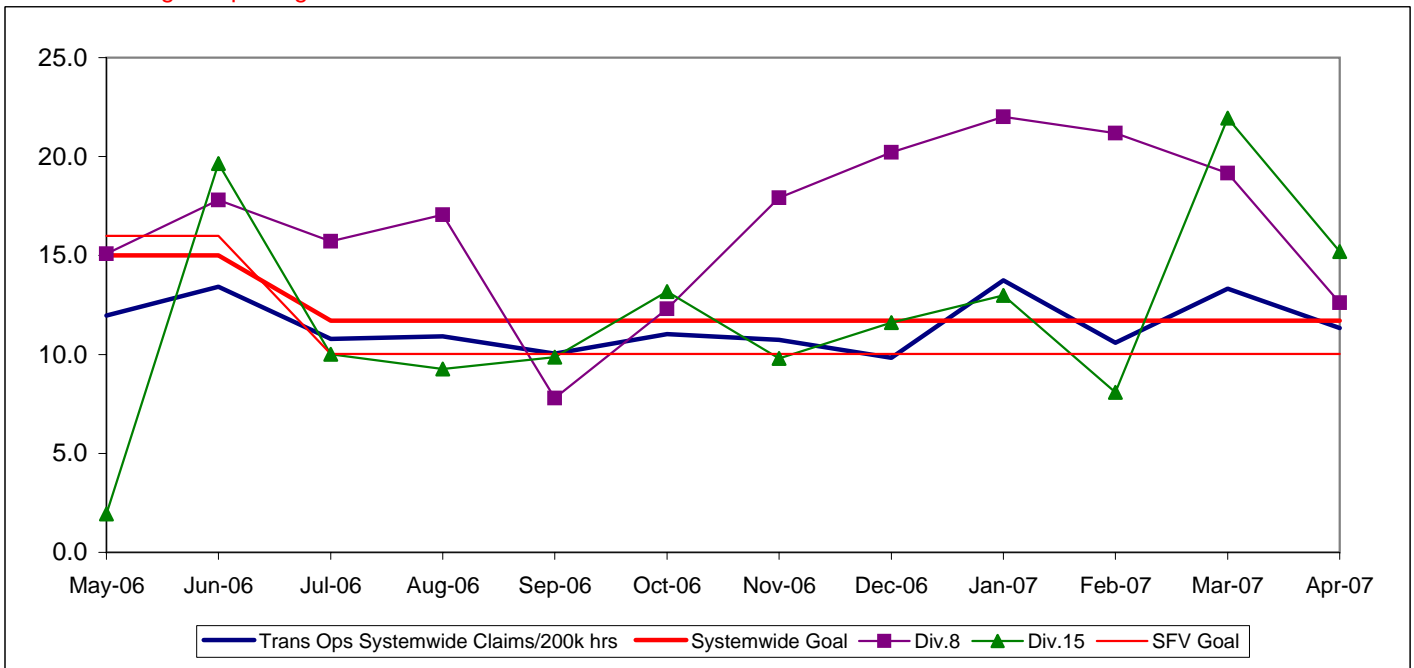


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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

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

One month lag in reporting.



San Gabriel Valley Sector Scorecard Overview (SGV)

This sector has two Metro operating divisions, Division 3 Cypress Park and Division 9 in El Monte. The sector is responsible for the operation of approximately 415 Metro buses and 28 Metro Bus lines carrying over 61.2 million boarding passengers each year.

This report gives a brief overview of sector operations':

- * Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- * In-Service On-Time Performance
- * Traffic Accidents per 100,000 Hub
- * Complaints per 100,000 Boardings
- * New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours

Measurement	FY03	FY04	FY05	FY06	FY07 Target	FY07 YTD	May Month	Status
Bus Systemwide								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls				3,274	3,500	3,513 1,006	3,396 41	●
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	70%	63.71%	64.83%	■
Bus Traffic Accidents Per 100,000 Miles No. of accidents not entered-prior month	3.86	3.65	3.50	3.45	3.40	3.73 113	3.62 9	■
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	2.44	2.44	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.70	Apr YTD 11.26	Apr. 11.34	●
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
SGV Sector								
MMBMF No. of unaddressed road calls				3,467	3,500	3,365 82	4,649 0	◇
In-Service On-time Performance	70.02%	69.98%	70.10%	68.59%	75%	65.75%	67.21%	■
Bus Traffic Accidents Per 100,000 Miles No. of accidents not entered-prior month	3.40	2.91	2.96	2.81	2.75	3.08 40	1.92 5	◇
Complaints per 100,000 Boardings	3.57	3.80	2.95	2.18	2.50	2.46	2.40	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.15	16.12	10.14	12.57	11.79	Apr YTD 13.38	Apr. 17.26	◇
Division 3								
MMBMF No. of unaddressed road calls				2,690	3,500	2,739 53	2,660 0	■
In-Service On-time Performance	71.08%	70.80%	71.06%	70.05%	75%	65.17%	66.90%	■
Bus Traffic Accidents Per 100,000 Miles No. of accidents not entered-prior month	4.22	3.59	3.57	3.64	2.75	4.02 26	2.16 2	■
Complaints per 100,000 Boardings	3.09	3.02	2.60	1.83	2.50	2.09	2.17	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.54	12.36	6.68	11.36	11.79	Apr YTD 7.25	Apr. 9.45	●
Division 9								
MMBMF No. of unaddressed road calls				4,585	3,500	4,059 29	4,868 0	●
In-Service On-time Performance	67.47%	68.16%	68.16%	67.01%	75%	66.18%	67.42%	■
Bus Traffic Accidents Per 100,000 Miles No. of accidents not entered-prior month	2.64	2.26	2.42	2.12	2.75	2.38 14	1.73 3	●
Complaints per 100,000 Boardings	4.31	5.09	5.09	2.61	2.50	2.82	2.61	■
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	28.54	20.75	14.66	14.34	11.79	Apr YTD 17.64	Apr. 27.52	■

● 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.

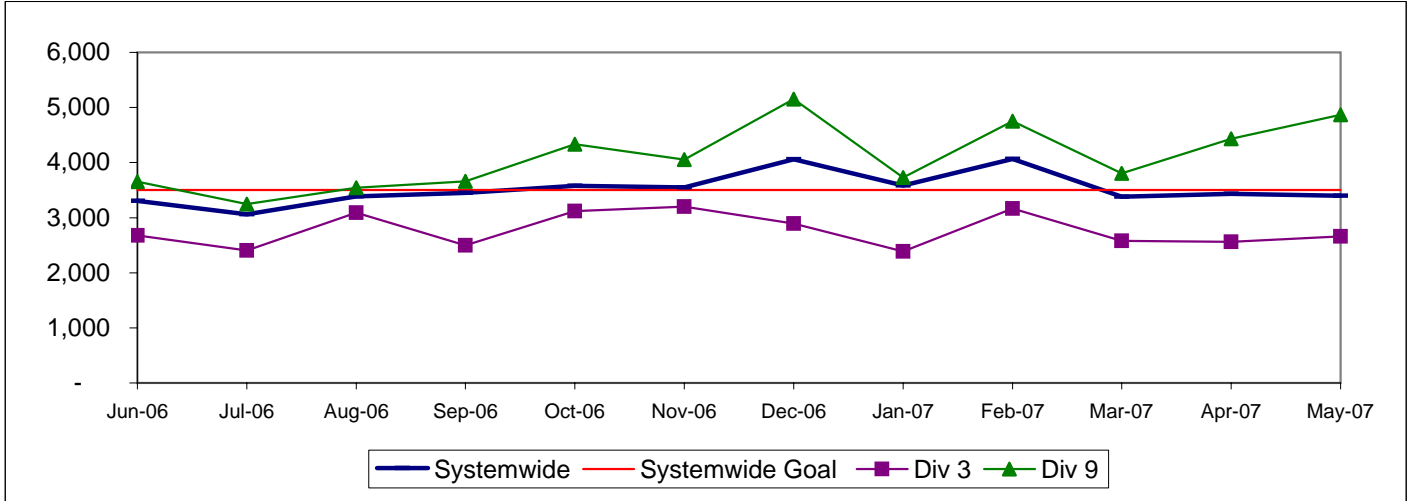
■ Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

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)

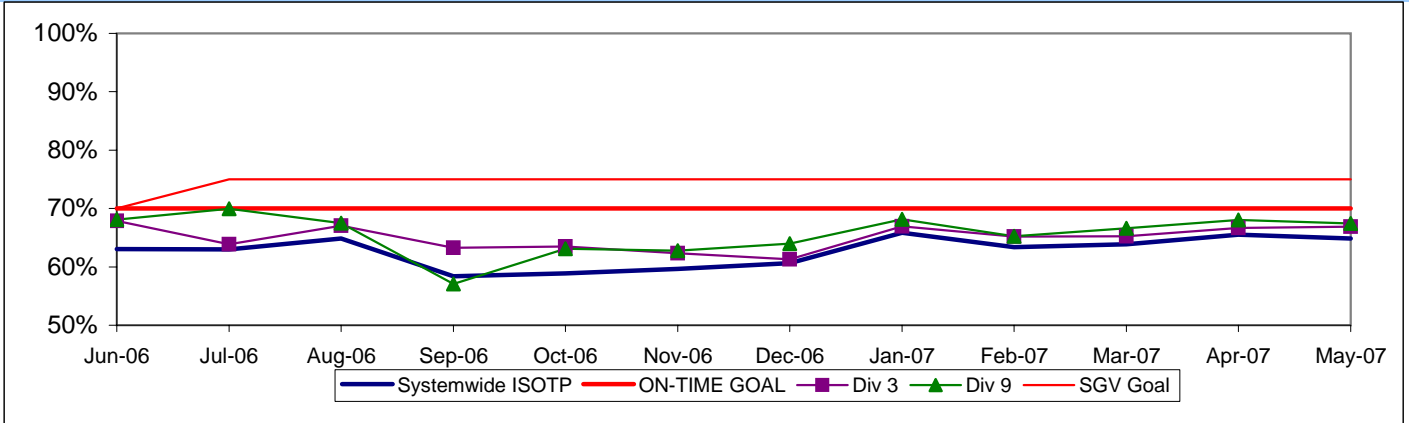


IN-SERVICE ON-TIME PERFORMANCE

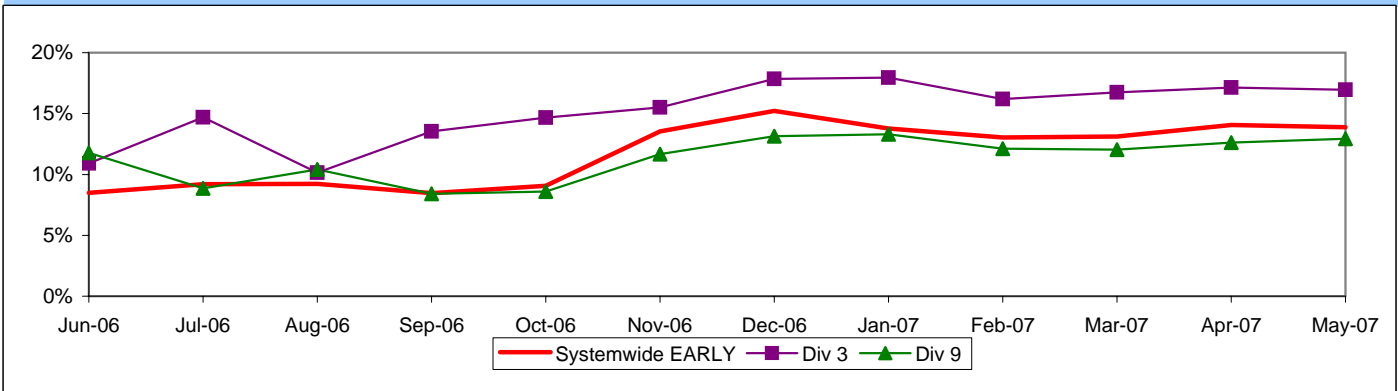
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

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

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



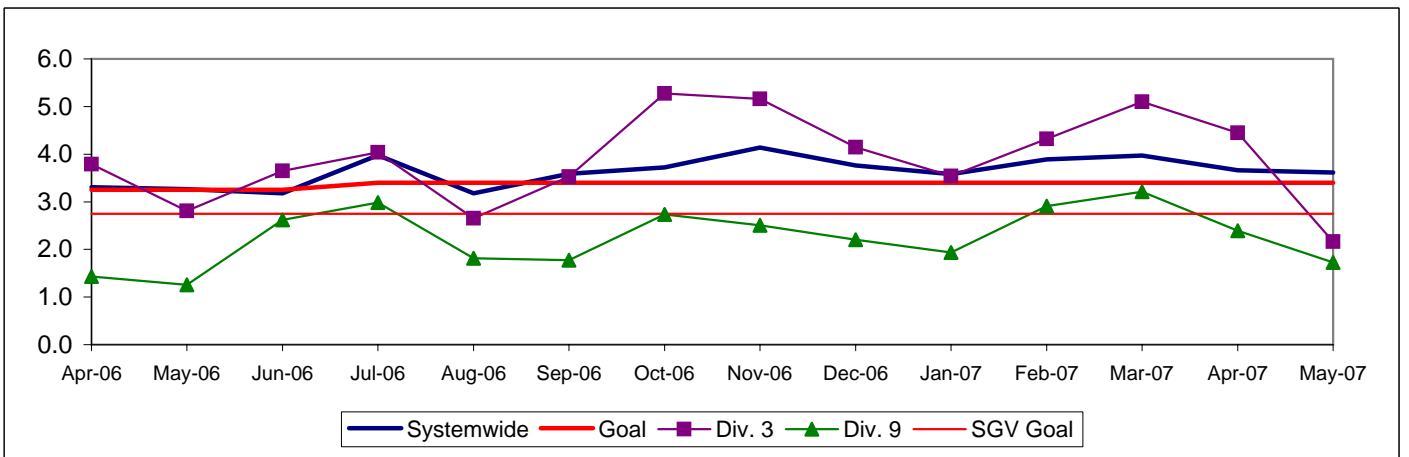
Running Hot - Systemwide and Bus Operating Divisions 3 and 9



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

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

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

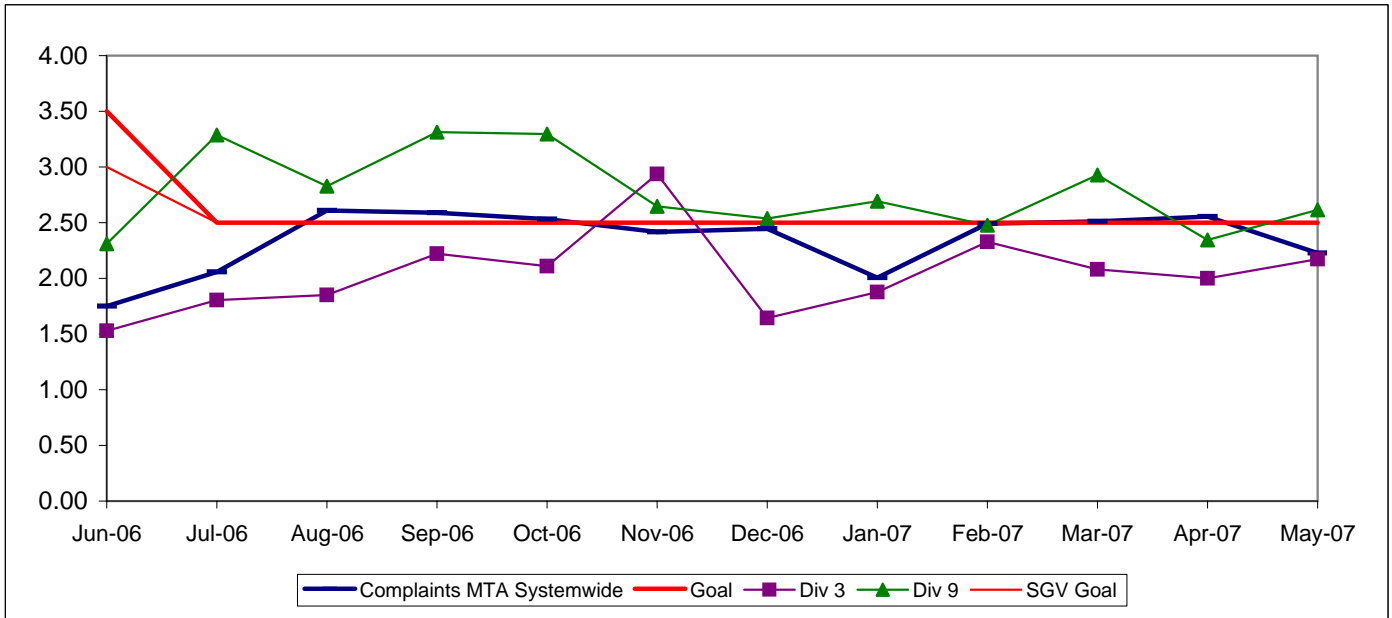


COMPLAINTS PER 100,000 BOARDINGS

Systemwide and Bus Operating Divisions 3 and 9

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

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



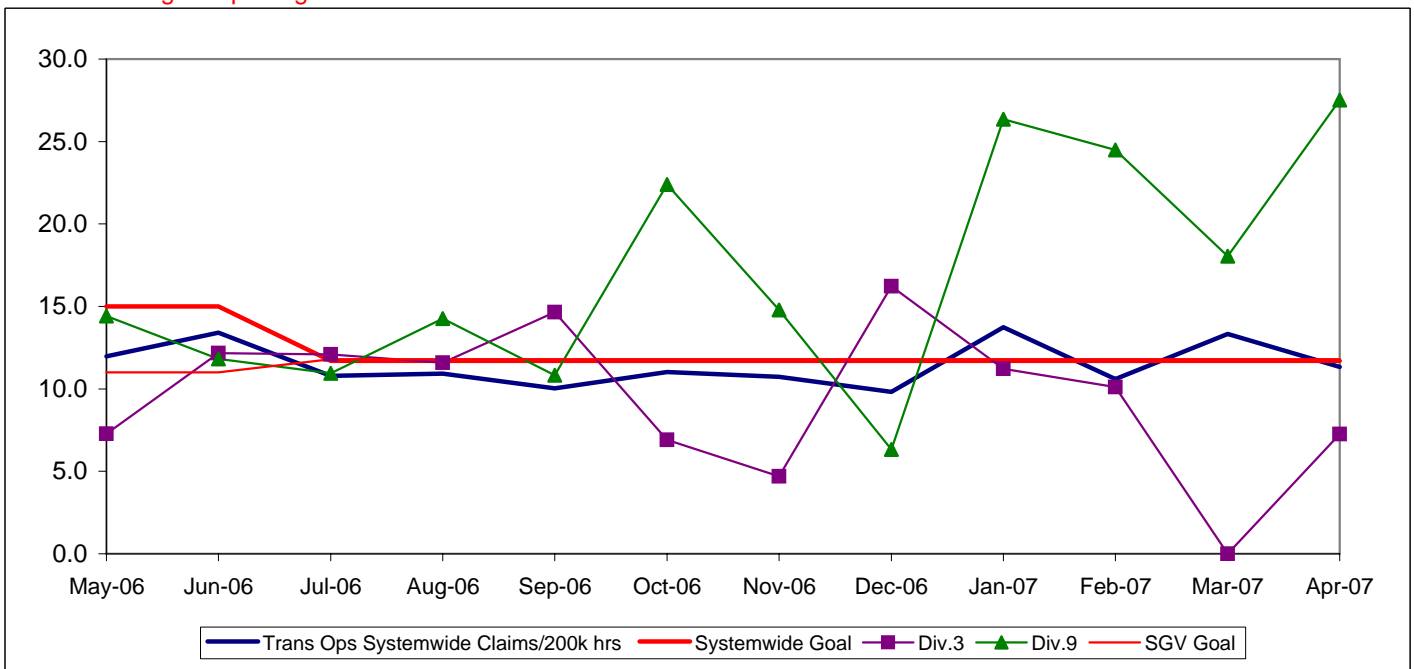
NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

Systemwide and Bus Operating Divisions 3 and 9

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

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

One month lag in reporting.



Gateway Cities Sector Scorecard Overview (GC)

This sector has two Metro operating divisions, Division 1 and 2, both operating out of the downtown Los Angeles area. The sector will be responsible for the operation of approximately 395 Metro buses and 22 Metro Bus lines carrying nearly 79.4 million boarding passengers each year.

This report gives a brief overview of sector operations':

- * Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- * In-Service On-Time Performance
- * Traffic Accidents per 100,000 Hub
- * Complaints per 100,000 Boardings
- * New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours

Measurement	FY03	FY04	FY05	FY06	FY07 Target	FY07 YTD	May Month	Status
Bus Systemwide								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)* No. of unaddressed road calls				3,274	3,500	3,513 1,006	3,396 41	●
In-Service On-time Performance	69.23%	65.43%	66.50%	64.35%**	70%	63.71%	64.83%	■
Bus Traffic Accidents Per 100,000 Miles No. of accidents not entered-prior month	3.86	3.65	3.50	3.45	3.40	3.73 113	3.62 9	■
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	2.44	2.44	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.70	Apr YTD 11.26	Apr. 11.34	●
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
GC Sector								
MMBMF No. of unaddressed road calls				2,506	3,500	3,141 154	2,752 4	■
In-Service On-time Performance	74.53%	69.34%	71.20%	71.73%	72.00%	67.87%	68.67%	■
Bus Traffic Accidents Per 100,000 Miles No. of accidents not entered-prior month	4.07	3.86	4.29	3.69	3.50	4.03 22	4.28 0	■
Complaints per 100,000 Boardings	2.63	3.08	2.58	1.69	2.50	1.78	1.77	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	25.30	20.19	14.11	11.45	9.64	Apr YTD 11.02	Apr. 12.21	■
Division 1								
MMBMF No. of unaddressed road calls				2,409	3,500	3,735 122	3,222 1	●
In-Service On-time Performance	78.22%	70.57%	71.62%	71.06%	72.00%	67.77%	69.37%	■
Bus Traffic Accidents Per 100,000 Miles No. of accidents not entered-prior month	3.39	3.41	4.35	3.52	3.50	3.89 -6	4.55 0	■
Complaints per 100,000 Boardings	2.26	3.32	2.92	1.92	2.50	1.90	1.73	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.42	16.82	12.71	10.92	9.64	Apr YTD 8.96	Apr. 12.29	●
Division 2								
MMBMF No. of unaddressed road calls				2,660	3,500	2,578 32	2,2941 3	■
In-Service On-time Performance	67.53%	67.62%	70.42%	72.71%	72.00%	67.97%	67.91%	■
Bus Traffic Accidents Per 100,000 Miles No. of accidents not entered-prior month	4.78	4.36	4.21	3.93	3.50	4.23 28	3.91 0	■
Complaints per 100,000 Boardings	3.07	2.84	2.15	1.42	2.50	1.64	1.83	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	31.18	24.56	16.69	12.97	9.64	Apr YTD 14.22	Apr. 13.11	■

*New Indicator.

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

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

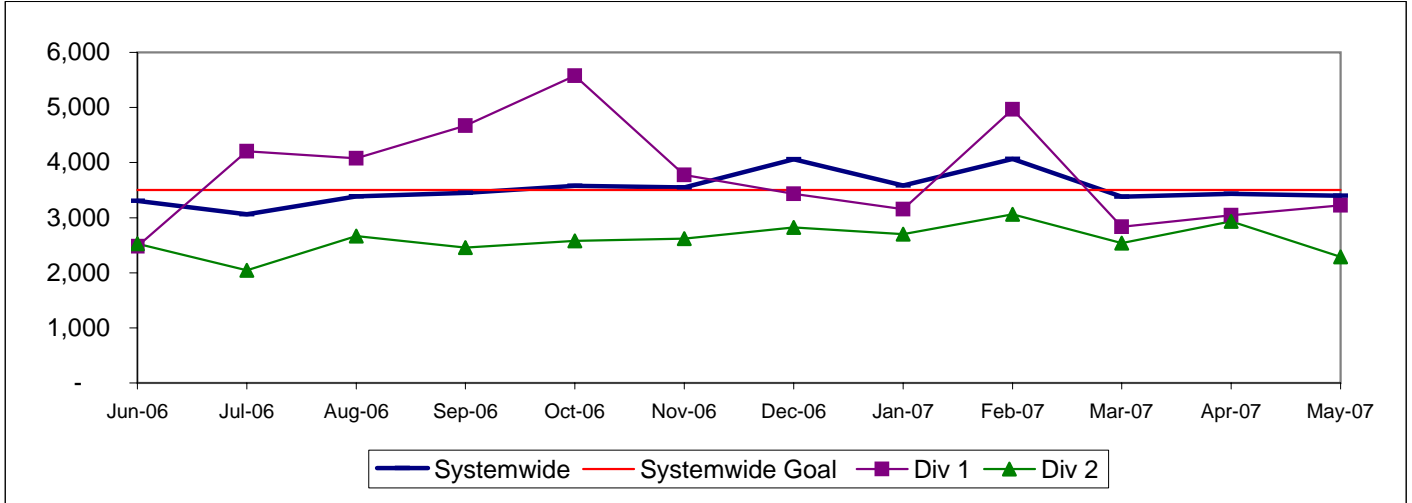
■ Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES REQUIRING BUS EXCHANGE Systemwide and Divisions 1 and 2

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

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

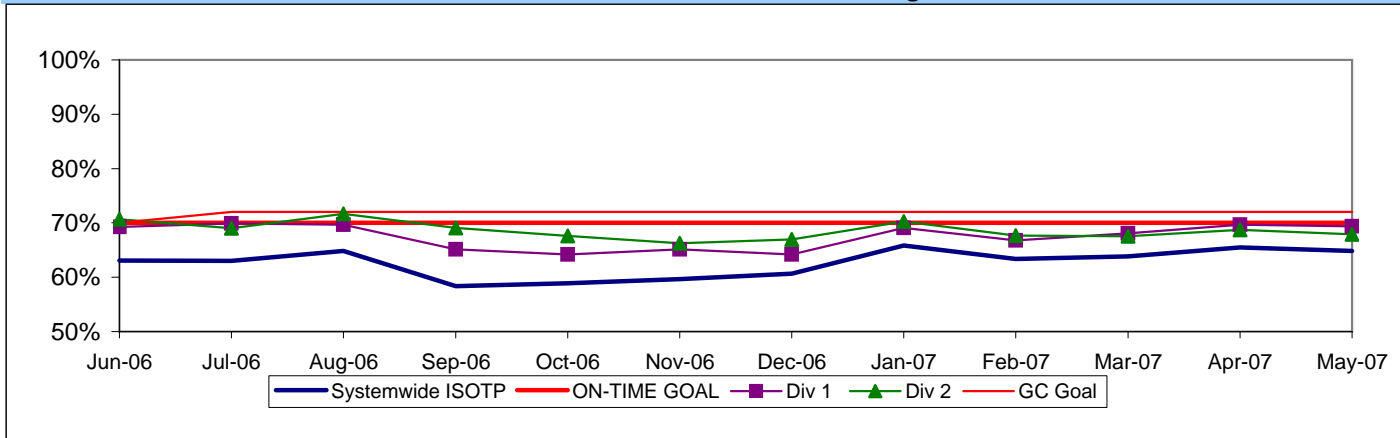


IN-SERVICE ON-TIME PERFORMANCE

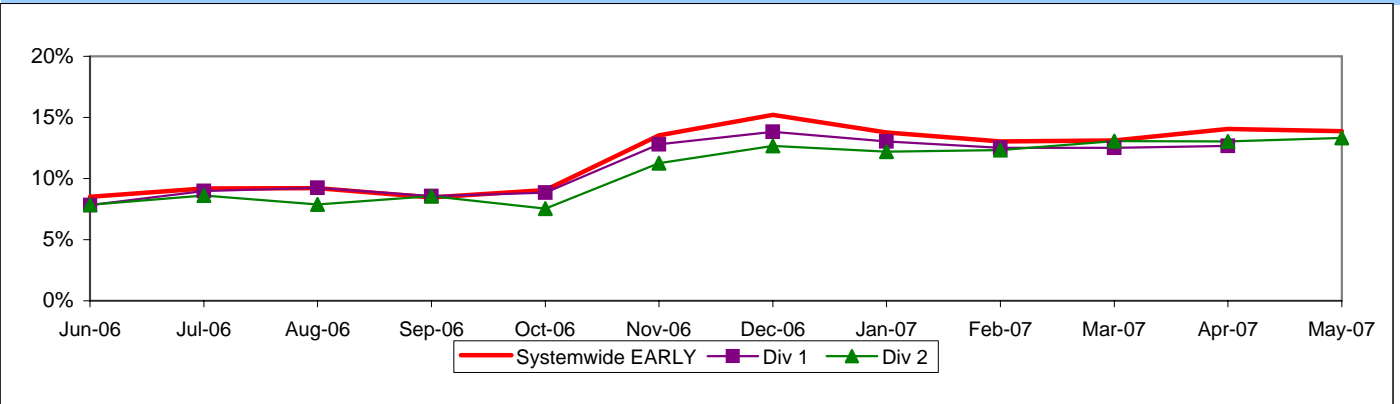
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Calculation: $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes late}) / (\text{Total buses sampled}))$

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



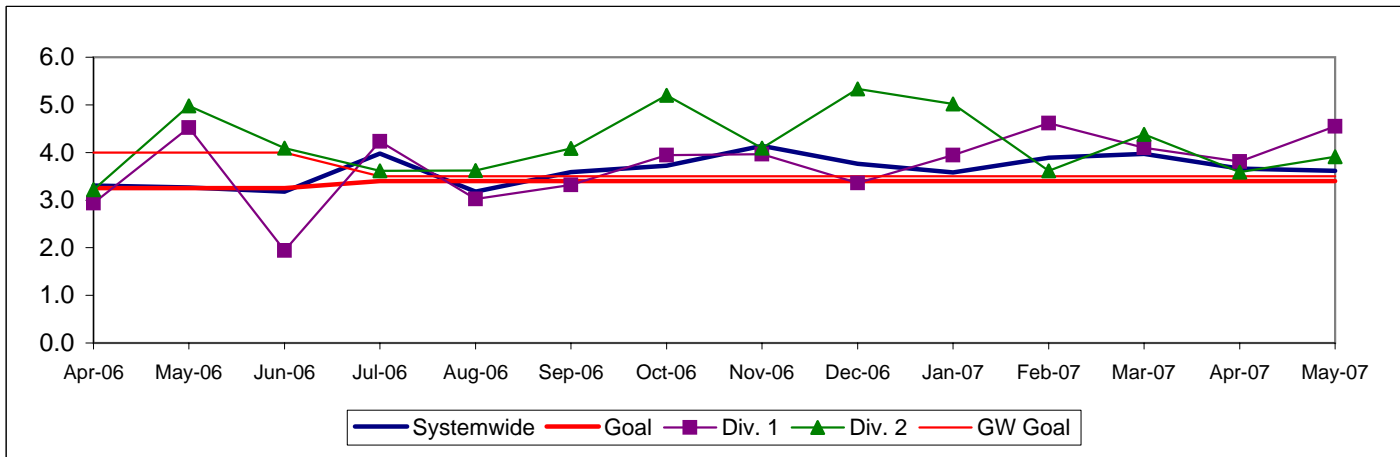
Running Hot - Systemwide and Bus Operating Divisions 1 and 2



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

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

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

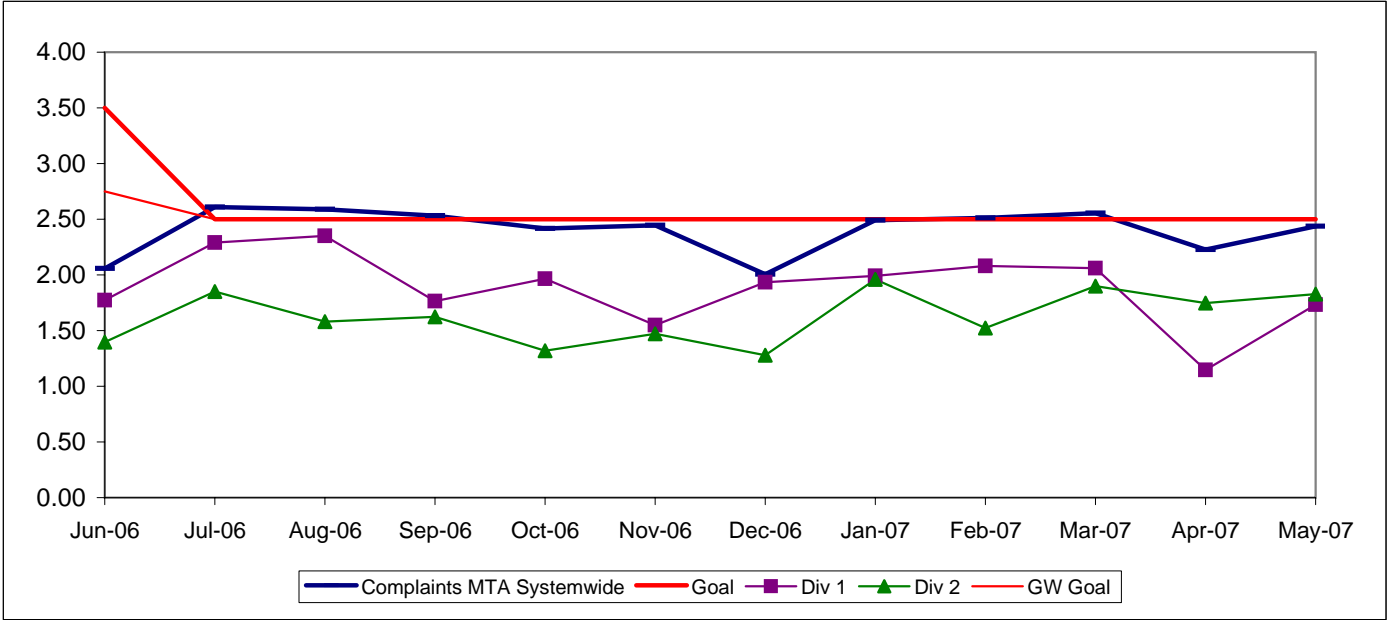


COMPLAINTS PER 100,000 BOARDINGS

Systemwide and Bus Operating Divisions 1 and 2

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

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



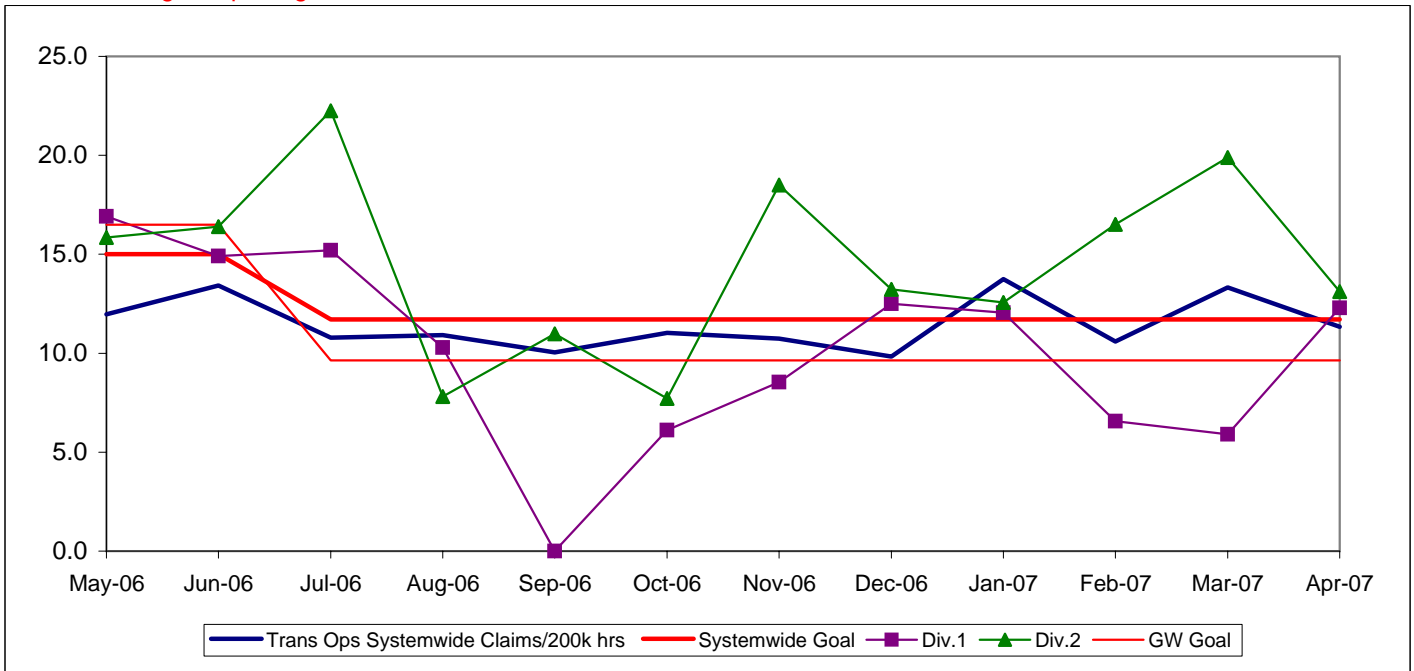
NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

Systemwide and Bus Operating Divisions 1 and 2

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

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

One month lag in reporting.



South Bay Sector Scorecard Overview (SB)

This sector has two Metro operating divisions, Arthur Winston Division (5) in South Los Angeles and Carson Division (18) in Carson. The sector will be responsible for the operation of approximately 550 Metro buses and 32 Metro Bus lines carrying over 91.2 million boarding passengers each year.

This report gives a brief overview of sector operations':

- * Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- * In-Service On-Time Performance
- * Traffic Accidents per 100,000 Hub
- * Complaints per 100,000 Boardings
- * New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours

Measurement	FY03	FY04	FY05	FY06	FY07 Target	FY07 YTD	May Month	Status
Bus Systemwide								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,500	3,513	3,396	●
No. of unaddressed road calls						1,006	41	
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	70%	63.71%	64.83%	■
Bus Traffic Accidents Per 100,000 Miles						3.73	3.62	■
No. of accidents not entered-prior month	3.86	3.65	3.50	3.45	3.40	113	9	
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	2.44	2.44	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.70	Apr YTD 11.26	Apr. 11.34	●
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
SB Sector								
MMBMF				3,688	3,500	3,847	3,627	●
No. of unaddressed road calls						229	2	
In-Service On-time Performance	63.67%	61.74%	64.13%	59.05%	70%	62.32%	63.96%	■
Bus Traffic Accidents Per 100,000 Miles						3.99	3.89	■
No. of accidents not entered-prior month	4.00	3.68	3.57	3.68	3.50	17	3	
Complaints per 100,000 Boardings	4.02	4.63	3.61	2.49	4.25	2.48	2.16	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.28	14.84	14.65	13.85	12.91	Apr YTD 11.08	Apr. 10.10	●
Division 5								
MMBMF				3,656	3,500	3,552	3,734	●
No. of unaddressed road calls						57	0	
In-Service On-time Performance	66.30%	63.17%	65.58%	61.85%	70%	63.85%	64.98%	■
Bus Traffic Accidents Per 100,000 Miles						4.40	3.83	■
No. of accidents not entered-prior month	4.58	3.90	4.31	4.01	3.50	13	2	
Complaints per 100,000 Boardings	2.86	3.45	2.71	1.87	4.25	1.71	1.47	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.16	15.22	18.72	14.68	12.91	Apr YTD 15.19	Apr. 14.97	◆
Division 18								
MMBMF				3,712	3,500	4,070	3,562	●
No. of unaddressed road calls						205	6	
In-Service On-time Performance	61.23%	60.78%	63.42%	57.31%	70%	61.04%	63.13%	■
Bus Traffic Accidents Per 100,000 Miles						3.72	3.94	■
No. of accidents not entered-prior month	3.57	3.51	3.02	3.45	3.50	4	1	
Complaints per 100,000 Boardings	5.26	5.74	4.44	3.07	4.25	3.22	2.85	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	13.40	14.71	11.67	13.63	12.91	Apr YTD 8.77	Apr. 7.23	●

*New Indicator.

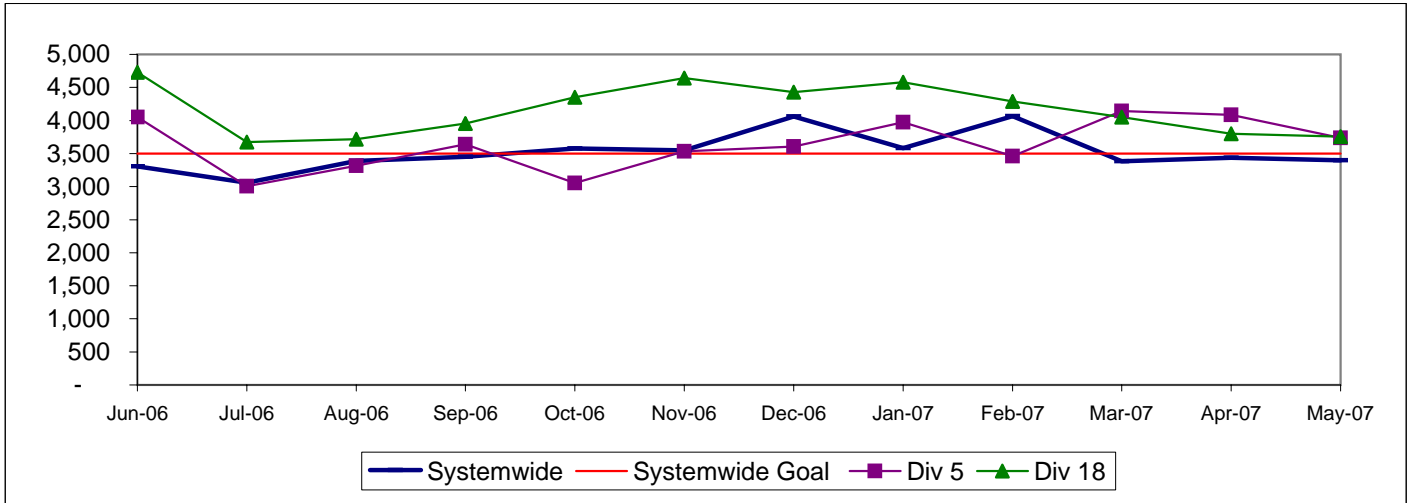
- Green - High probability of achieving the FY06 target (on track).
- ◆ Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

SOUTH BAY SECTOR BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES REQUIRING BUS EXCHANGE Systemwide and Divisions 5 and 18

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

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

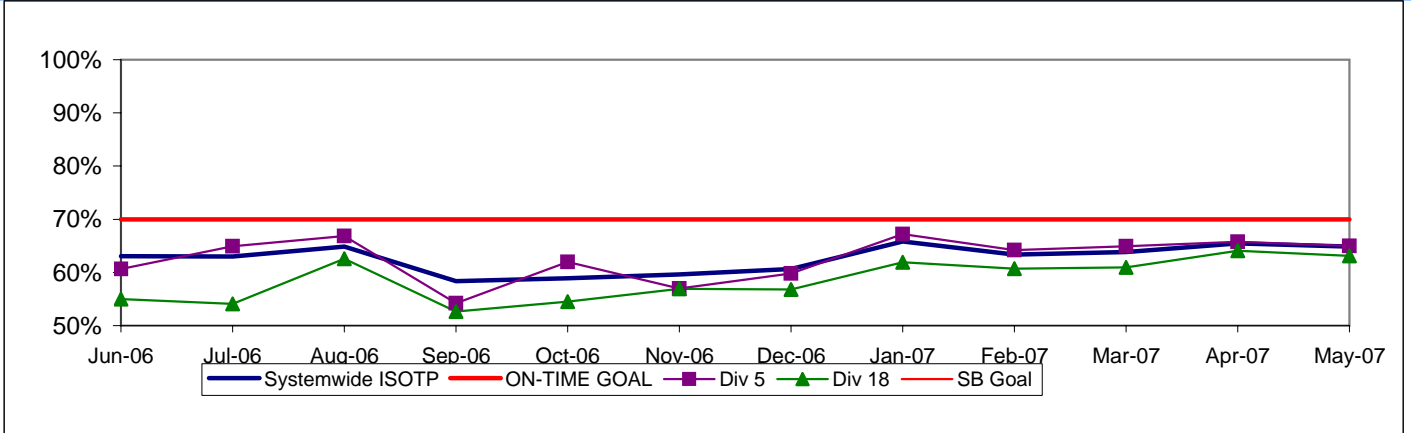


IN-SERVICE ON-TIME PERFORMANCE

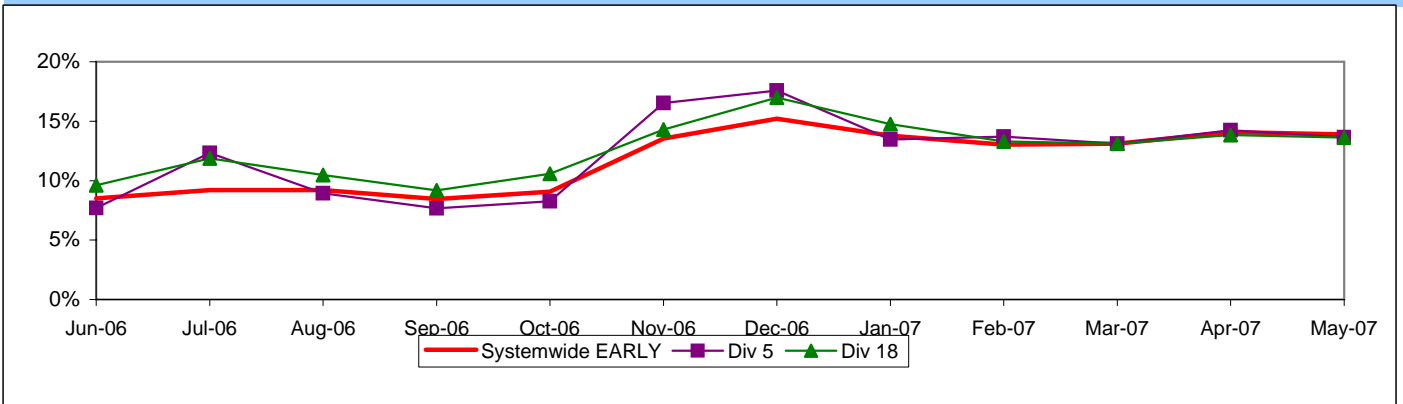
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

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**



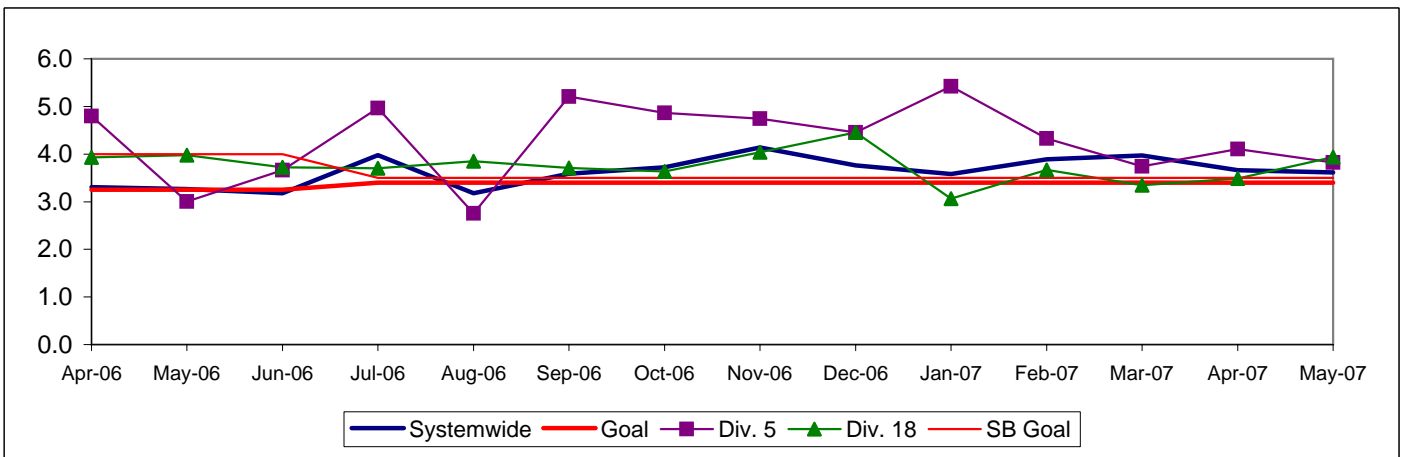
Running Hot - Systemwide and Bus Operating Divisions 5 and 18



**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.

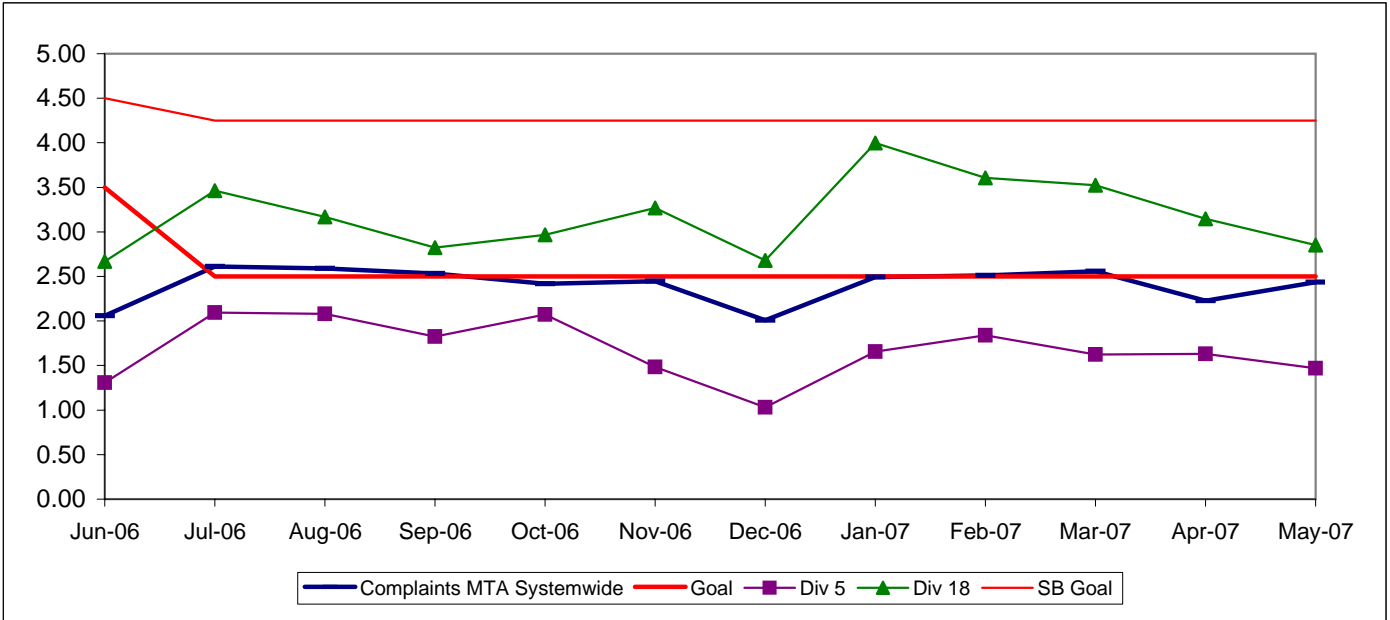
Calculation: $\text{Traffic Accidents Per 100,000 Hub Miles} = (\text{The number of Traffic Accidents} / \text{by (Hub Miles / by 100,000)})$



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

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

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

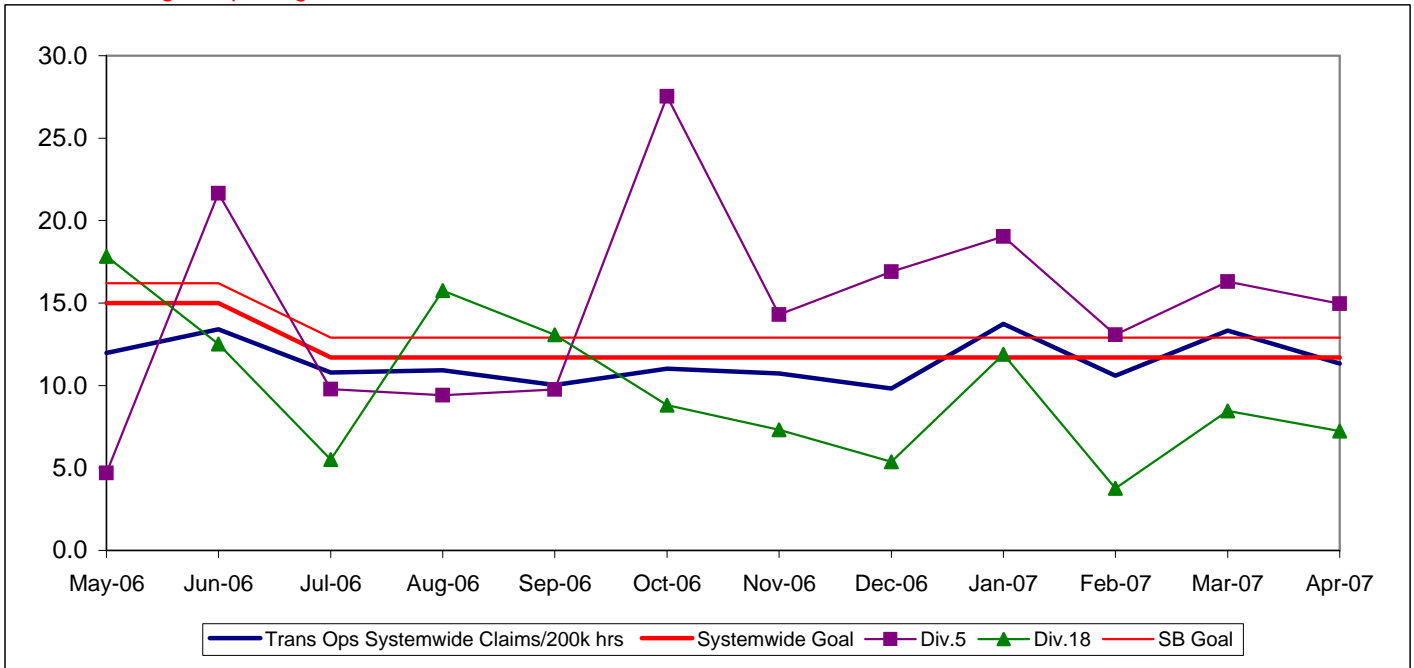


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

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

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

One month lag in reporting.



Westside/Central Sector Scorecard Overview (WC)

This sector has three Metro operating divisions, Division 6 in Venice, Division 7 in West Hollywood, and Division 10 in Los Angeles, near the Gateway building. The sector will be responsible for the operation of approximately 620 Metro buses and 21 Metro Bus lines carrying nearly 95.3 million boarding passengers each year.

This report gives a brief overview of sector operations':

- * Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- * In-Service On-Time Performance
- * Traffic Accidents per 100,000 Hub
- * Complaints per 100,000 Boardings
- * New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours

Measurement	FY03	FY04	FY05	FY06	FY07 Target	FY07 YTD	May Month	Status
Bus Systemwide								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,500	3,513 1,006	3,396 41	●
No. of unaddressed road calls								
In-Service On-time Performance	69.23%	65.43%	66.50%	64.35%**	70%	63.71%	64.83%	■
Bus Traffic Accidents Per 100,000 Miles						3.73	3.62	■
No. of accidents not entered-prior month	3.86	3.65	3.50	3.45	3.40	113	9	
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	2.44	2.44	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.70	Apr YTD 11.26	Apr. 11.34	●
<small>**Div 15 Nov. '05 data excluded & Dec. Data after shake-up</small>								
WC Sector								
MMBMF				3,499	3,500	3,604 151	4,038 0	●
No. of unaddressed road calls								
In-Service On-time Performance	67.88%	63.31%	63.39%	60.82%	65%	57.76%	58.32%	■
Bus Traffic Accidents Per 100,000 Miles						4.74	5.20	■
No. of accidents not entered-prior month	4.72	4.61	4.03	3.95	3.65	30	1	
Complaints per 100,000 Boardings	4.84	5.30	4.10	2.53	3.25	2.62	2.70	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	28.74	21.52	18.80	14.61	13.40	Apr YTD 12.85	Apr. 9.85	●
Division 6								
MMBMF				6,279	3,500	4,308 26	4,649 0	●
No. of unaddressed road calls								
In-Service On-time Performance	65.93%	60.11%	56.75%	57.20%	65%	53.43%	55.55%	■
Bus Traffic Accidents Per 100,000 Miles						5.44	2.46	■
No. of accidents not entered-prior month	4.52	4.10	3.91	4.13	3.65	3	1	
Complaints per 100,000 Boardings	6.10	6.15	4.47	2.52	3.25	2.03	3.18	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	30.72	21.71	18.23	16.43	13.40	Apr YTD 17.26	Apr. 18.43	■
Division 7								
MMBMF				2,947	3,500	3,452 64	3,955 0	◆
No. of unaddressed road calls								
In-Service On-time Performance	68.80%	64.59%	64.22%	61.78%	65%	58.19%	58.32%	■
Bus Traffic Accidents Per 100,000 Miles						4.56	3.94	■
No. of accidents not entered-prior month	4.95	4.63	4.62	4.36	3.65	1	0	
Complaints per 100,000 Boardings	4.74	5.70	4.24	2.87	3.25	3.00	2.68	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.52	21.05	19.44	15.76	13.40	Apr YTD 10.58	Apr. 8.96	●
Division 10								
MMBMF				3,723	3,500	3,638 61	4,017 0	●
No. of unaddressed road calls								
In-Service On-time Performance	67.34%	62.85%	64.14%	60.73%	65%	58.79%	64.94%	■
Bus Traffic Accidents Per 100,000 Miles						4.76	6.69	■
No. of accidents not entered-prior month	4.55	4.68	3.50	3.63	3.65	26	0	
Complaints per 100,000 Boardings	4.73	4.85	3.92	2.23	3.25	2.40	2.64	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.38	22.90	19.19	13.03	13.40	Apr YTD 14.49	Apr. 9.78	◆

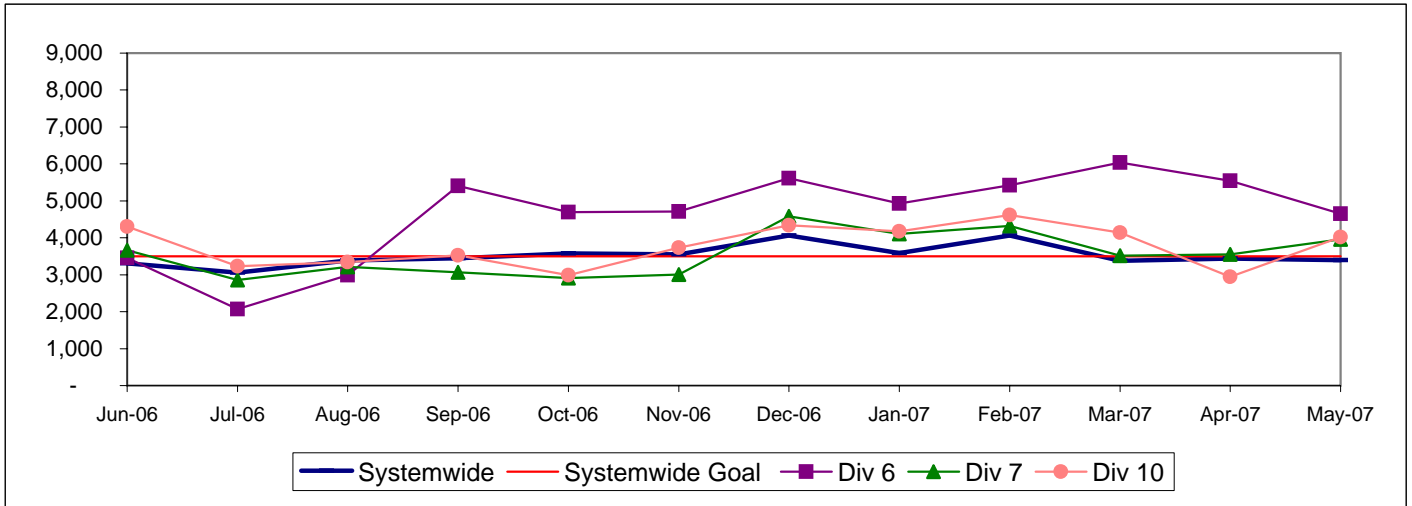
- Green - High probability of achieving the FY06 target (on track).
- ◆ Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

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)

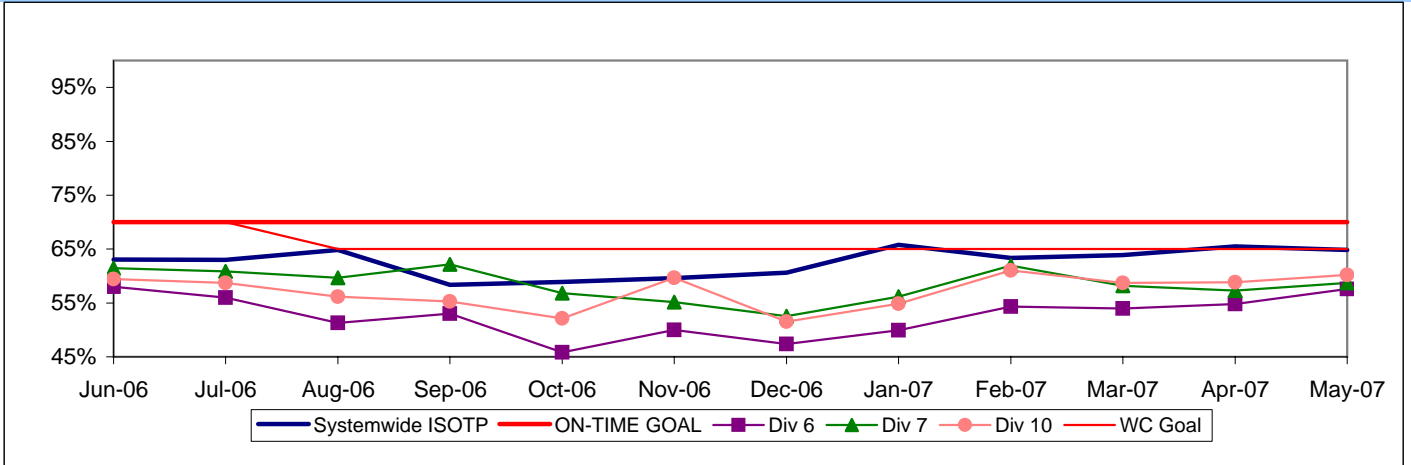


IN-SERVICE ON-TIME PERFORMANCE

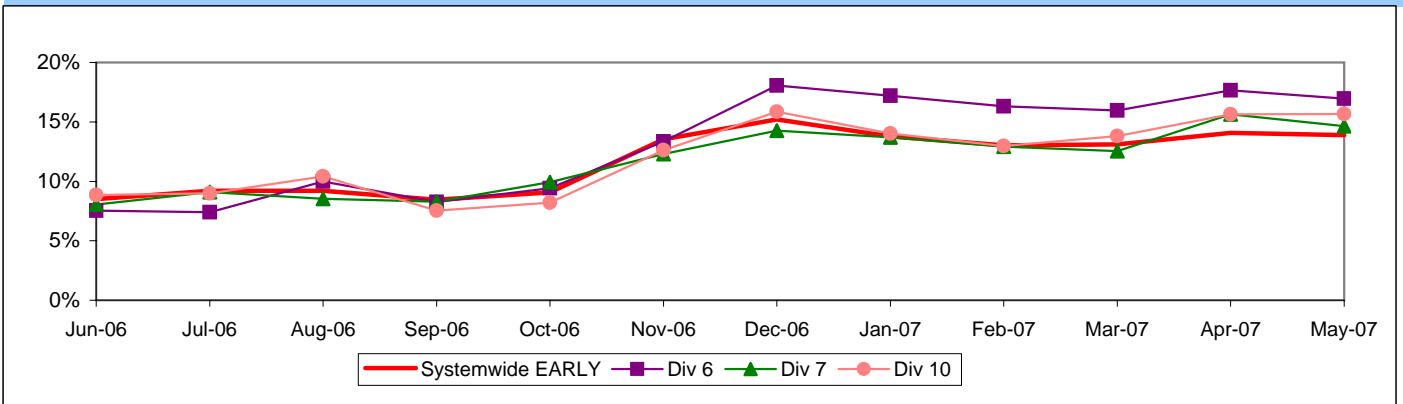
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

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**



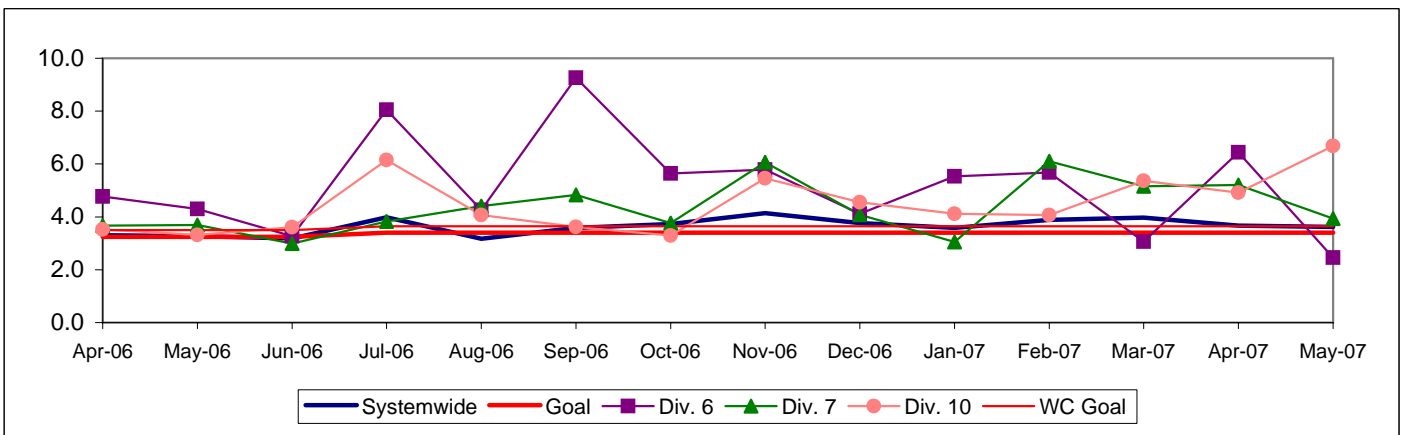
Running Hot - Systemwide and Bus Operating Divisions 6, 7 and 10



**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.

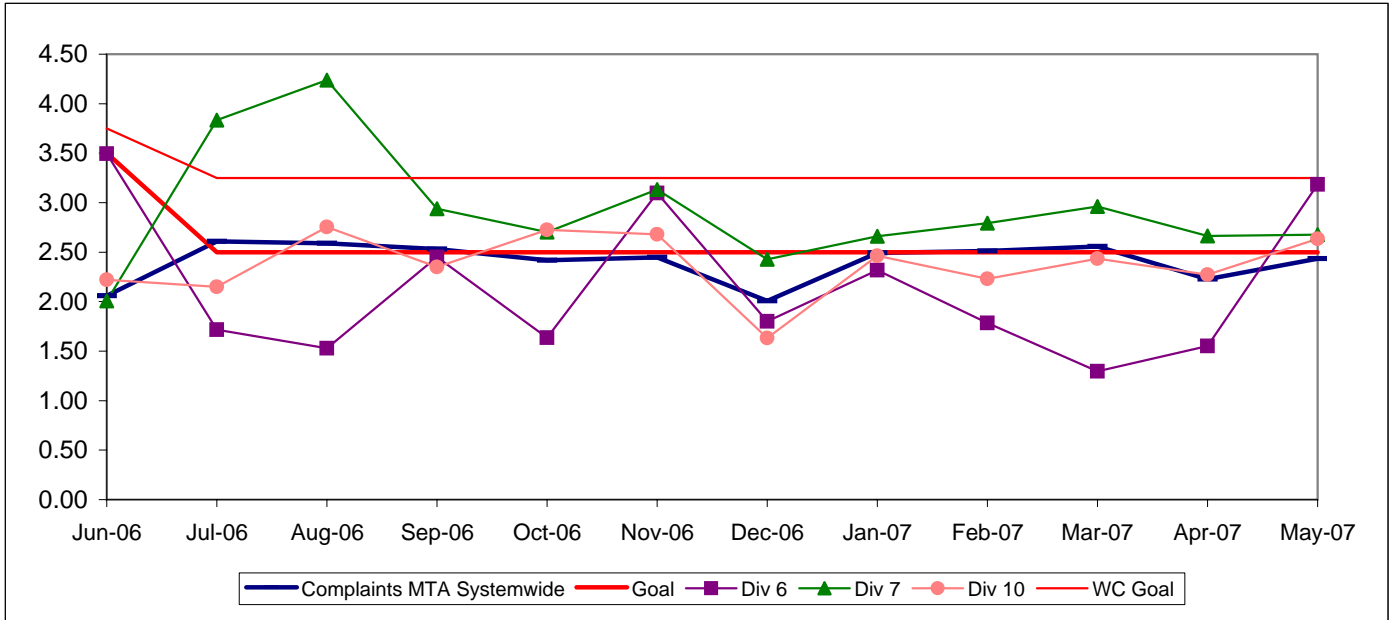
Calculation: $\text{Traffic Accidents Per 100,000 Hub Miles} = (\text{The number of Traffic Accidents} / \text{by (Hub Miles / by 100,000)})$



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

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

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

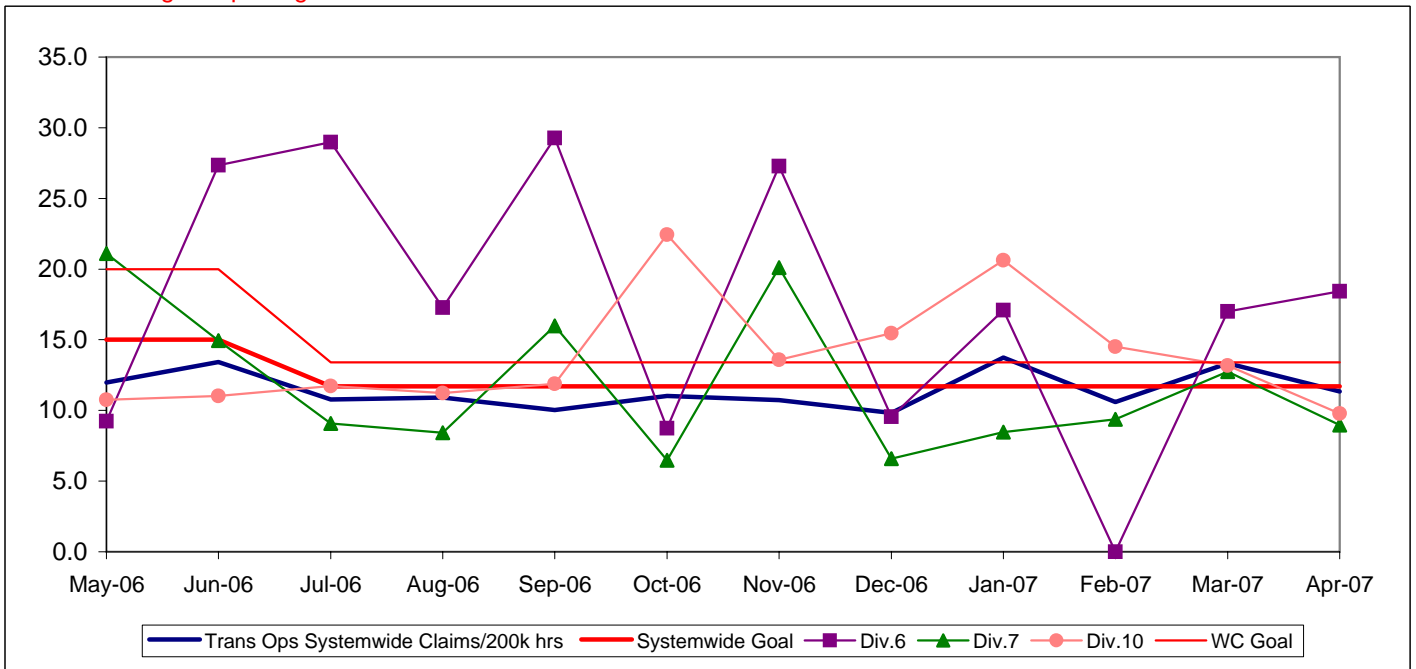


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10

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

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

One month lag in reporting.



Metro Rail Scorecard Overview

Metro Rail operates one heavy rail line, Metro Red Line from Union Station to North Hollywood and three light rail lines, Metro Blue Line from downtown to Long Beach, Metro Green Line along the 105 freeway and Metro Gold Line to Pasadena. Metro Rail is responsible for the operation of approximately 104 heavy rail cars and 121 light rail cars carrying nearly 5.8 million boarding passengers each year.

This report gives a brief overview of sector operations':

- * On-Time Pullout Percentage
- * In-Service On-Time Performance
- * Mean Miles Between Chargeable Mechanical Failures (MMBMF)
- * Traffic Accidents per 100,000 Train Miles
- * Complaints per 100,000 Boardings

Measurement	FY03	FY04	FY05	FY06	FY07 Target	FY07 YTD	May Month	Status
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	11.25	11.59	9.32	11.56	9.88	Apr YTD 8.26	Apr. 7.79	●
Metro Red Line (MRL)								
On-Time Pullouts	99.36%	99.71%	99.94%	99.61%	99.00%	99.74%	100%	●
Mean Miles Between Chargeable Mechanical Failures*	9,495	12,793	11,759	19,587	15,000	17,261	15,782	●
In-Service On-time Performance	99.15%	99.04%	98.66%	99.05%	99.20%	99.06%	99.14%	◊
Traffic Accidents Per 100,000 Train Miles	0.07	0	0.22	0.22	0.14	0	0	●
Complaints per 100,000 Boardings	1.20	1.17	1.13	0.66	0.80	0.41	0.37	●
Metro Blue Line (MBL)								
On-Time Pullouts	99.07%	99.94%	99.73%	99.76%	99.00%	99.70%	100%	●
Mean Miles Between Chargeable Mechanical Failures	6,399	10,365	16,273	26,774	15,000	35,657	40,979	●
In-Service On-time Performance	97.59%	98.74%	98.16%	96.95%	99.00%	98.79%	99.36%	◊
Traffic Accidents Per 100,000 Train Miles	0.82	1.36	0.64	0.96	0.37	1.28	0.68	◊
Complaints per 100,000 Boardings	1.30	0.97	0.98	0.78	1.00	0.53	0.67	●
Metro Green Line (MGrL)								
On-Time Pullouts	98.99%	99.78%	99.91%	99.97%	99.00%	99.52%	99%	●
Mean Miles Between Chargeable Mechanical Failures	5,617	11,337	12,558	20,635	15,000	27,229	31,409	●
In-Service On-time Performance	98.21%	98.99%	98.22%	99.36%	99.00%	99.02%	99.11%	●
Traffic Accidents Per 100,000 Train Miles	0.14	0.08	0.00	0	0.37	0	0	●
Complaints per 100,000 Boardings	1.26	1.37	1.39	0.92	1.00	0.73	0.57	●
Metro Gold Line (MGoL)								
On-Time Pullouts		100%	99.85%	99.97%	99.00%	99.94%	100%	●
Mean Miles Between Chargeable Mechanical Failures		8,938	16,571	23,329	15,000	22,241	21,853	●
In-Service On-time Performance		98.52%	97.97%	98.90%	99.00%	99.30%	99.67%	●
Traffic Accidents Per 100,000 Train Miles		0.25	0.23	0.12	0.37	0.25	0.00	●
Complaints per 100,000 Boardings		3.81	2.85	2.71	1.00	1.94	0.94	◊

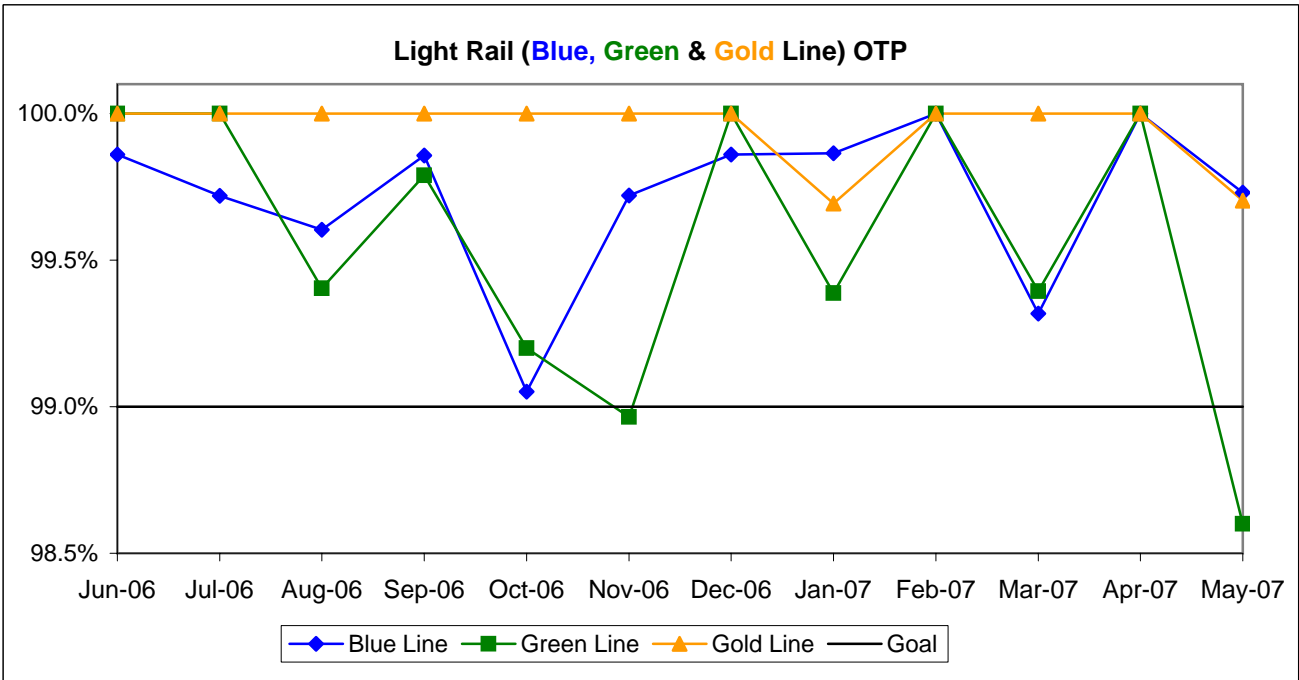
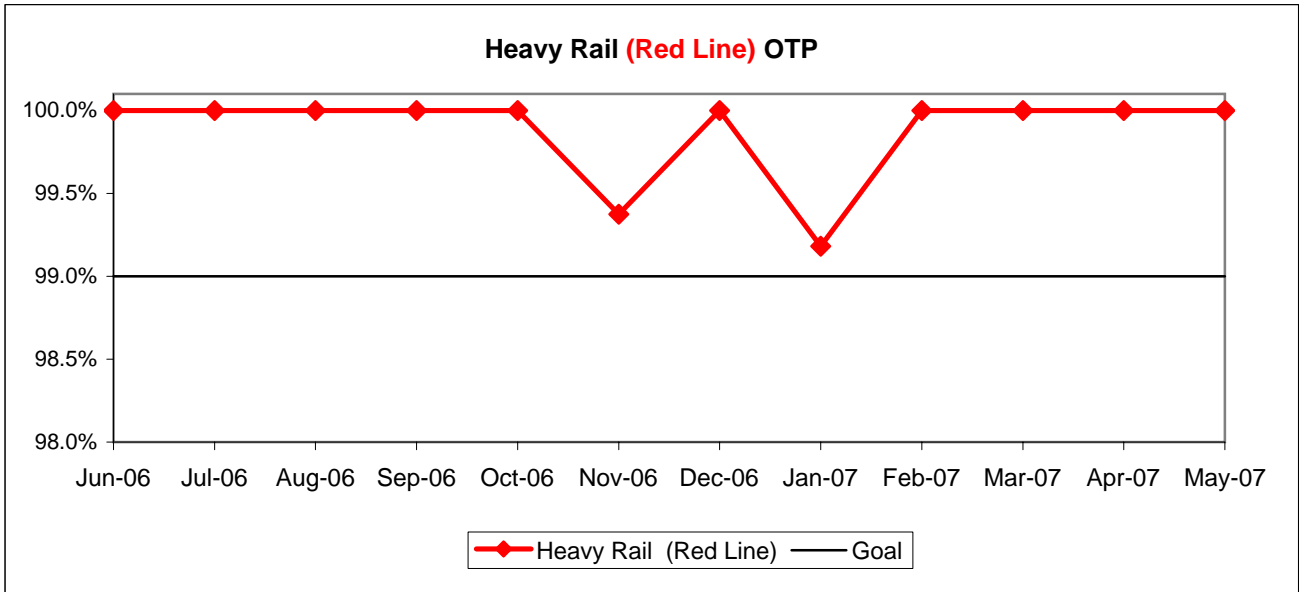
- Green - High probability of achieving the FY06 target (on track).
- ◊ Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

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.

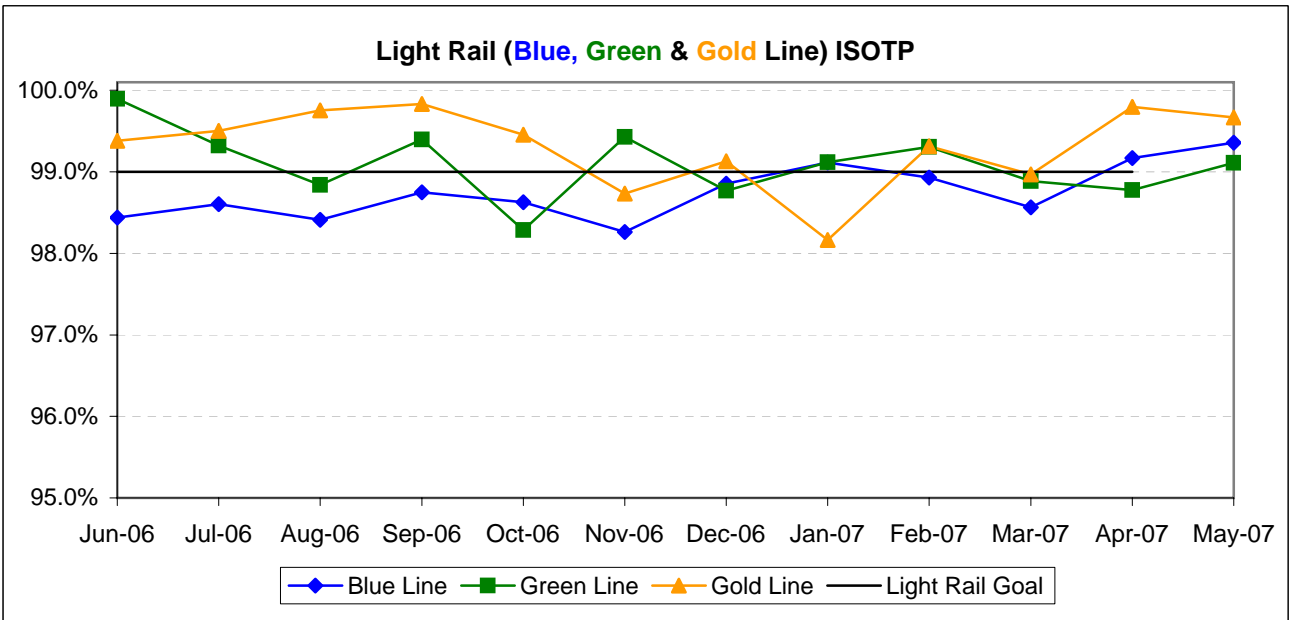
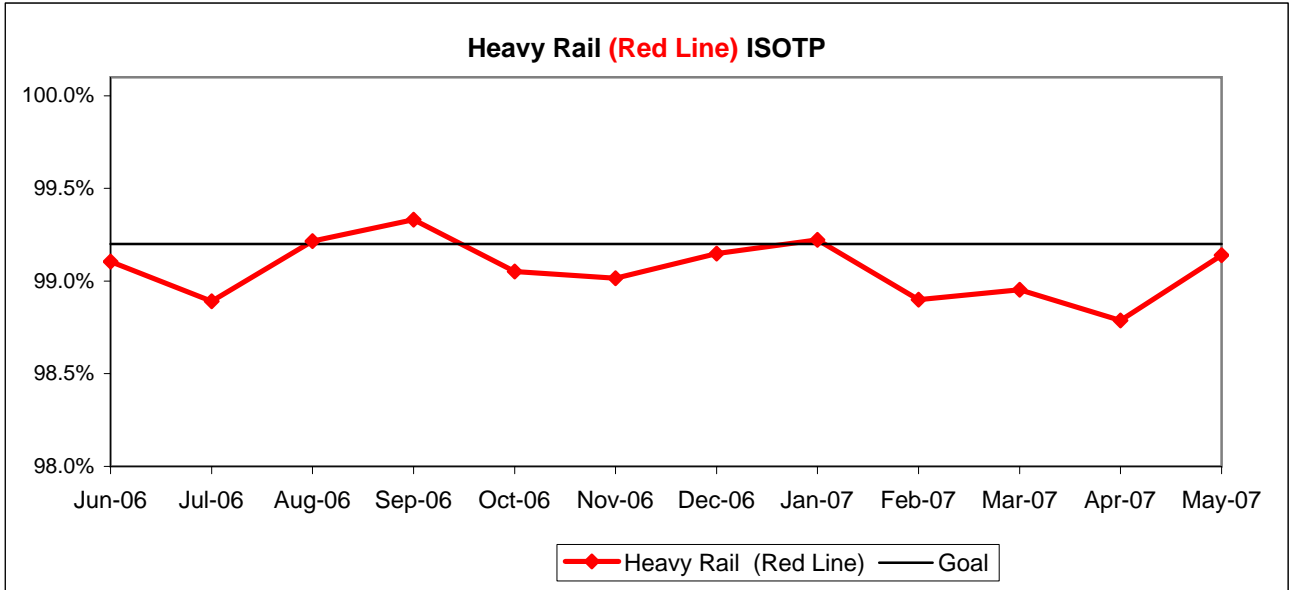
Calculation: $OTP\% = [(100\% - ((\text{Total cancelled pullouts plus late pullouts}) / \text{Total scheduled pullouts}) \times 100)]$



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.

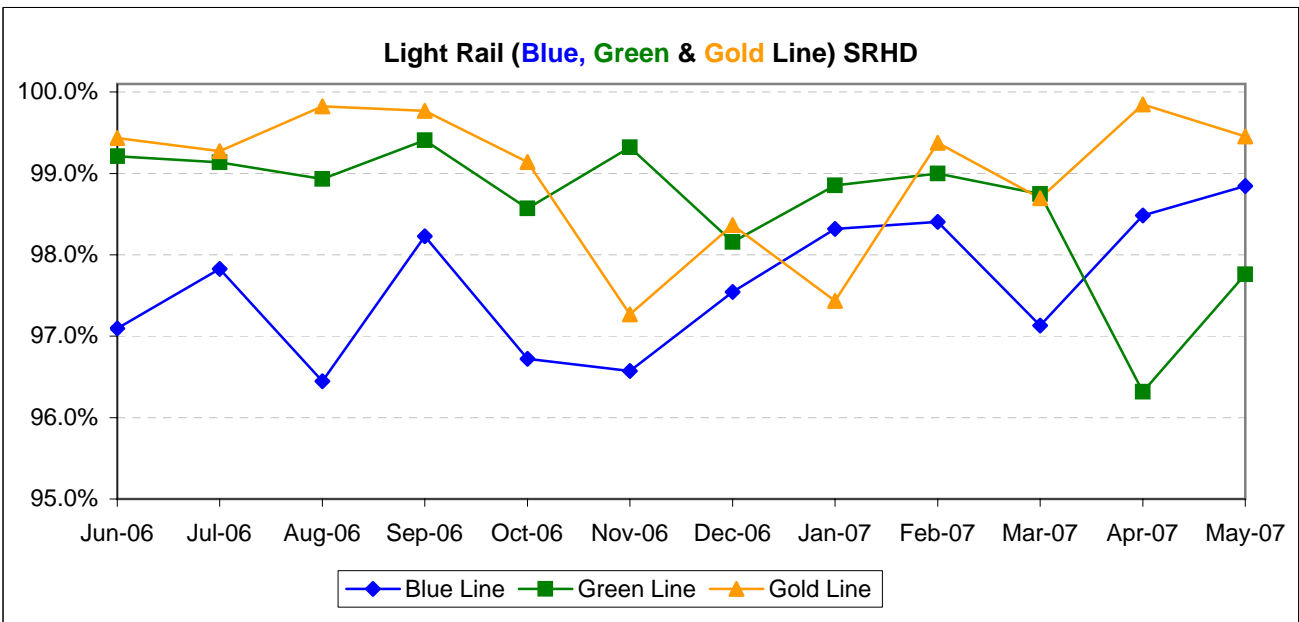
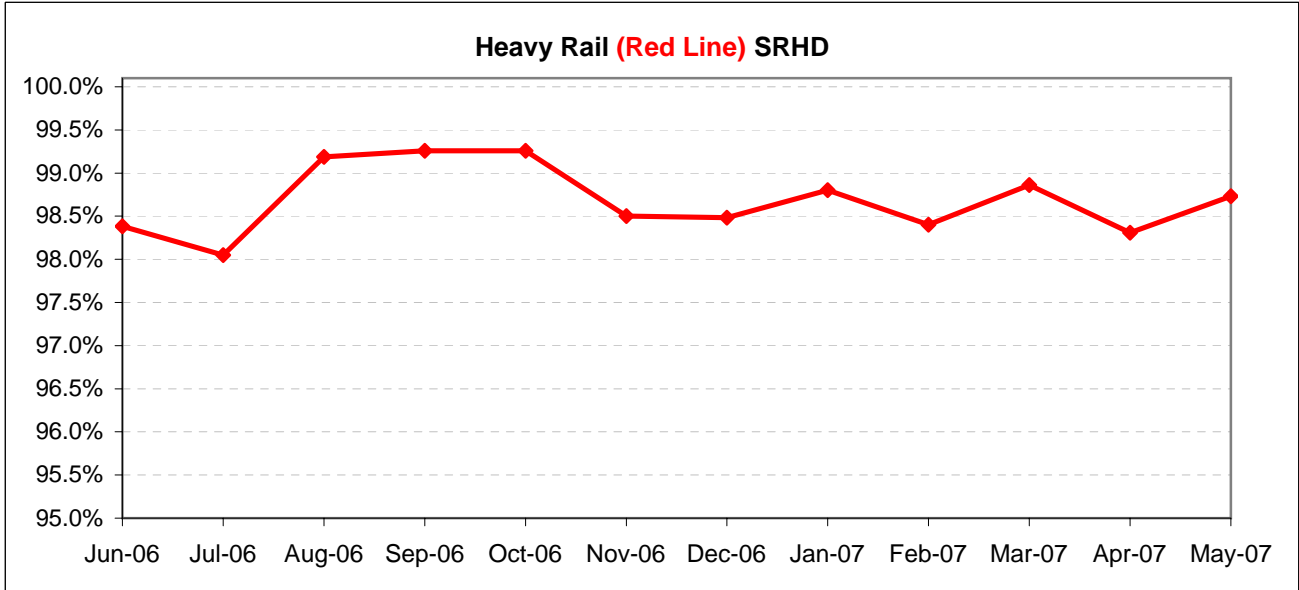
Calculation: ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]



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.

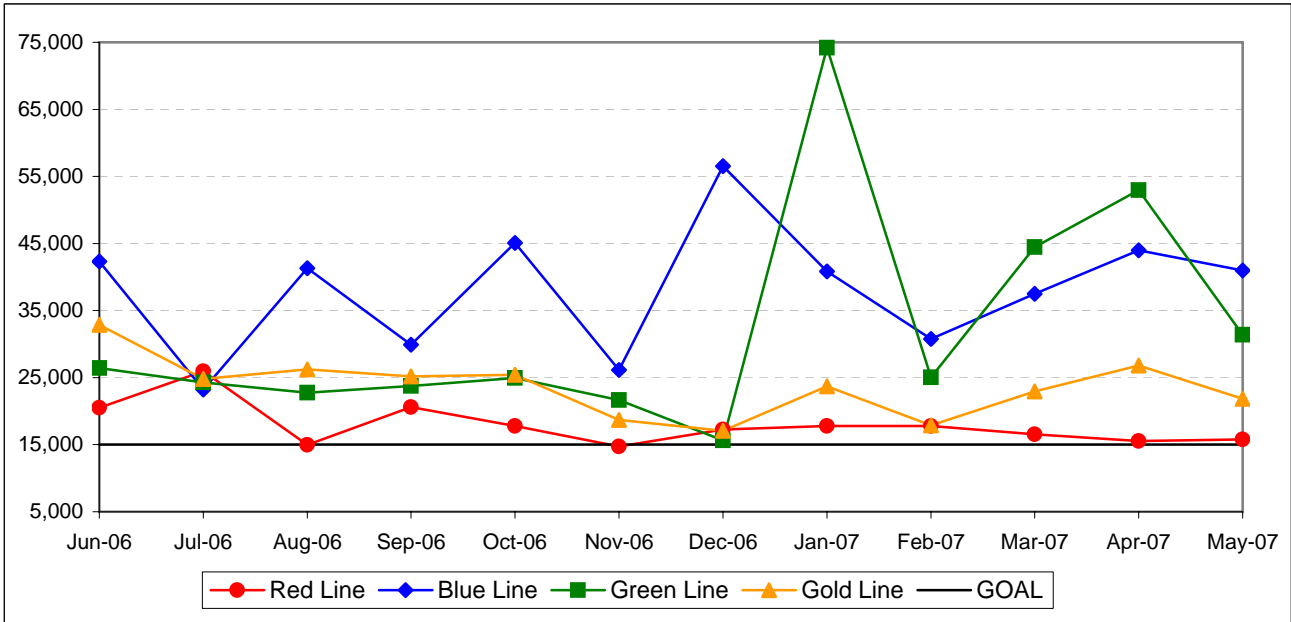
Calculation: $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



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

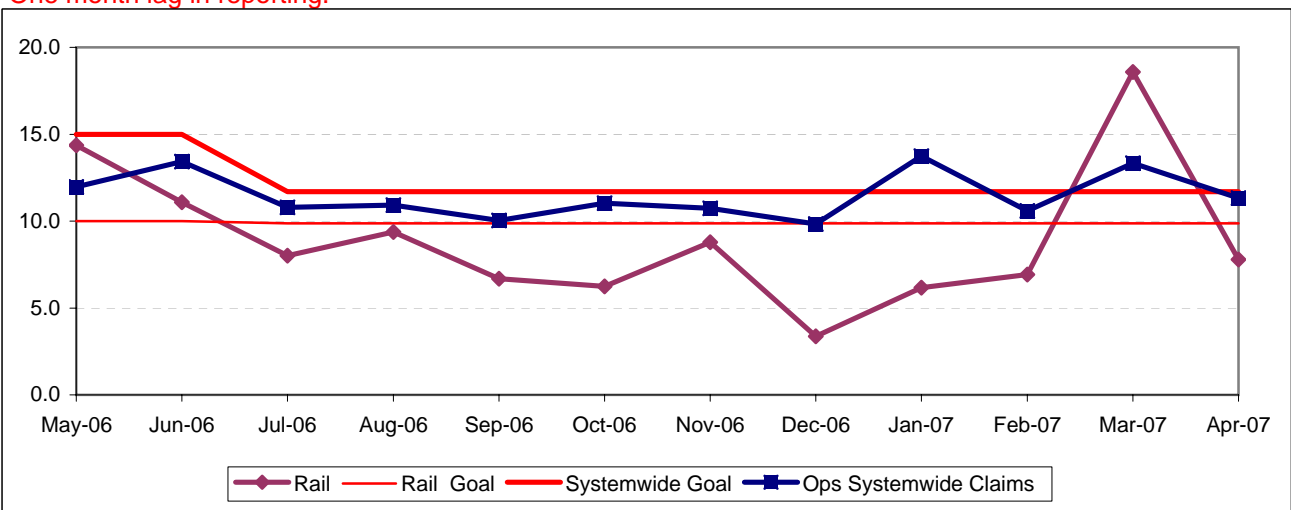


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

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.



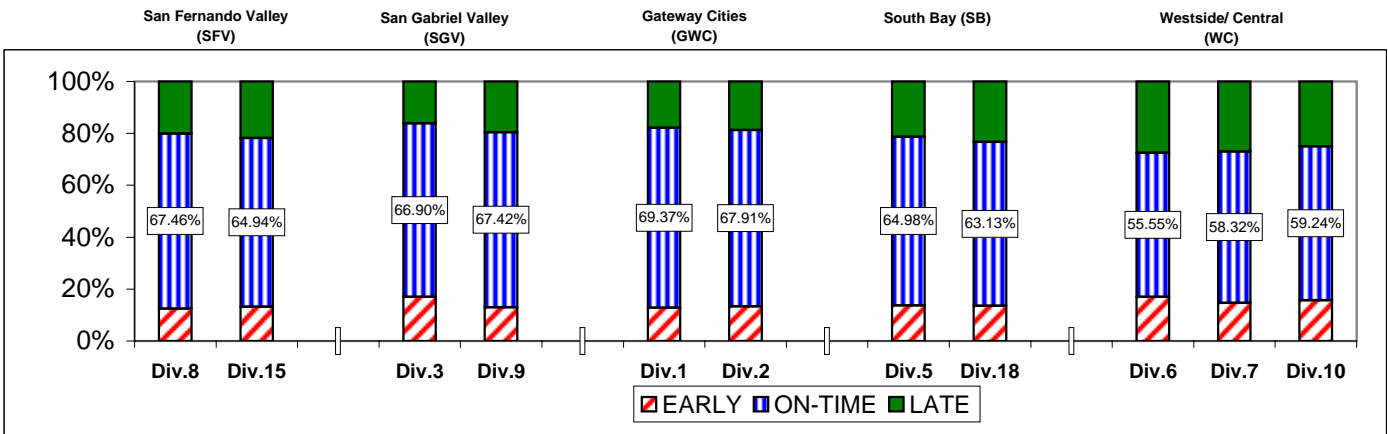
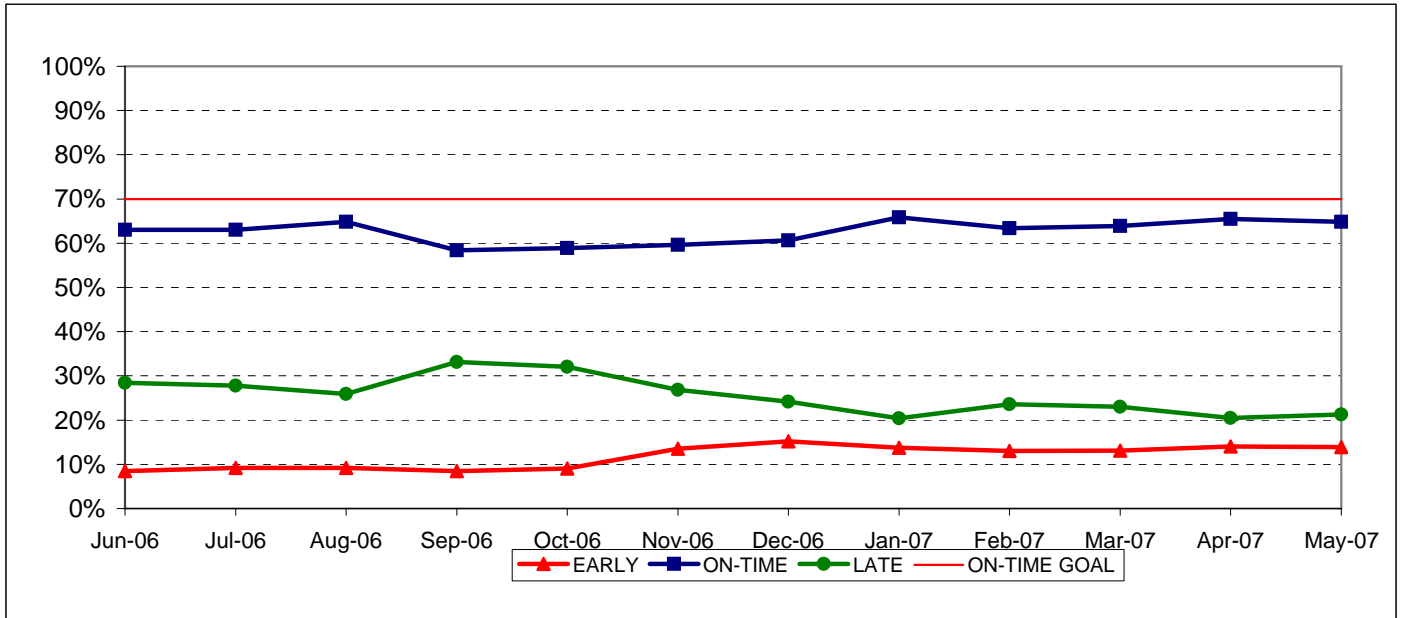
BUS SERVICE PERFORMANCE IN-SERVICE ON-TIME PERFORMANCE

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

	FY06	FY07-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8			
Early	7.13%	12.32%	5.19%
On-Time	68.23%	67.23%	-1.00%
Late	24.64%	20.45%	-4.19%
Division 15			
Early	8.30%	12.18%	3.88%
On-Time	63.84%	64.35%	0.52%
Late	27.87%	23.47%	-4.40%
Gateway Cities Sector (GWC)			
Division 1			
Early	7.39%	12.70%	5.31%
On-Time	71.06%	67.77%	-3.29%
Late	21.55%	19.53%	-2.02%
Division 2			
Early	7.80%	12.53%	4.73%
On-Time	72.71%	67.97%	-4.74%
Late	19.49%	19.50%	0.01%
South Bay Sector (SB)			
Division 5			
Early	8.44%	13.72%	5.28%
On-Time	61.85%	63.85%	2.00%
Late	29.71%	22.43%	-7.28%
Division 18			
Early	8.47%	13.84%	5.37%
On-Time	57.31%	61.04%	3.73%
Late	34.22%	25.12%	-9.10%

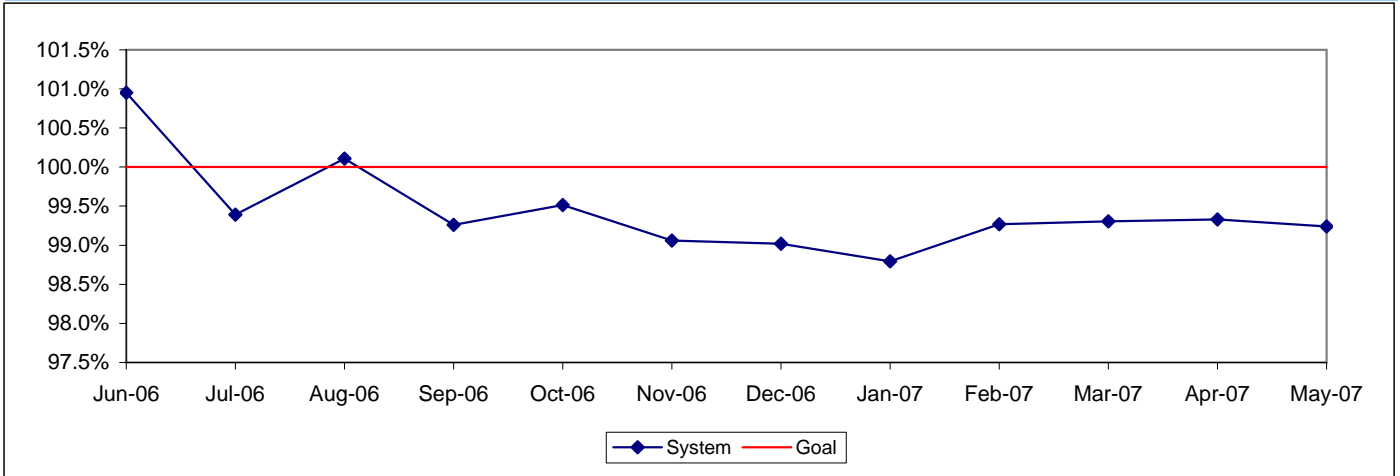
	FY06	FY07-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3			
Early	8.50%	16.53%	8.03%
On-Time	70.05%	65.17%	-4.88%
Late	21.45%	18.30%	-3.15%
Division 9			
Early	8.00%	12.55%	4.55%
On-Time	67.01%	66.18%	-0.83%
Late	24.99%	21.27%	-3.72%
Westside/Central Sector (WC)			
Division 6			
Early	7.57%	16.34%	8.76%
On-Time	57.20%	53.43%	-3.77%
Late	35.23%	30.23%	-5.00%
Division 7			
Early	8.27%	13.58%	5.31%
On-Time	61.78%	58.19%	-3.59%
Late	29.95%	28.23%	-1.72%
Division 10			
Early	8.51%	14.21%	5.71%
On-Time	60.73%	58.79%	-1.93%
Late	30.77%	26.99%	-3.77%
SYSTEMWIDE			
Early	8.09%	13.47%	5.38%
On-Time	64.35%	63.71%	-0.64%
Late	27.56%	22.82%	-4.74%

ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED*

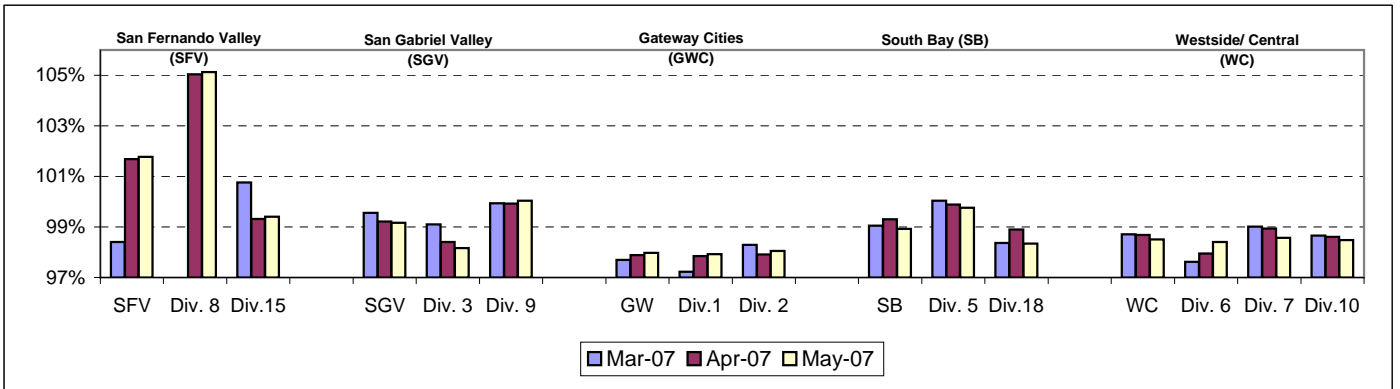
Definition: This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures. FY06: This performance indicator measures the percentage of scheduled Revenue Hours delivered after adding in temporary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

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



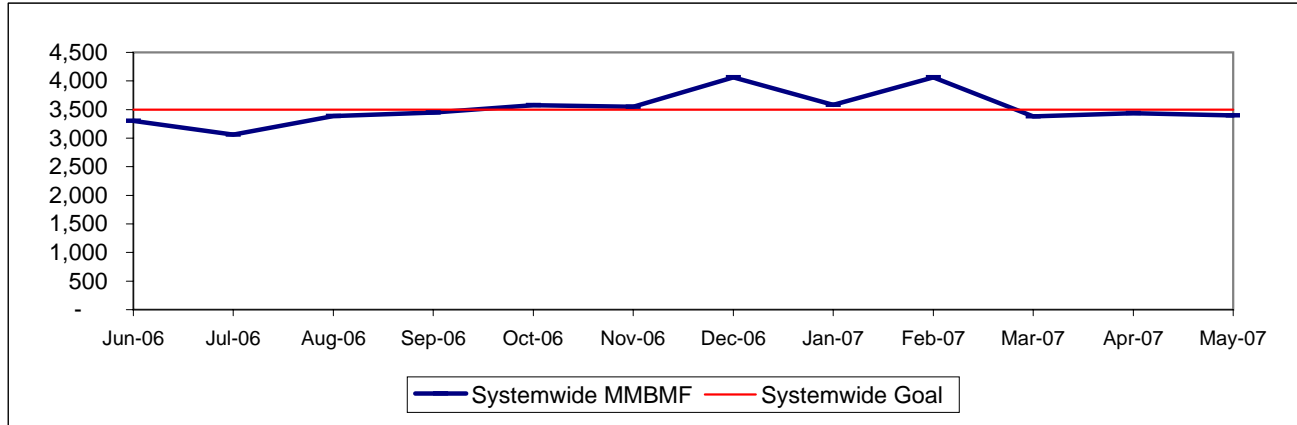
MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)*

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

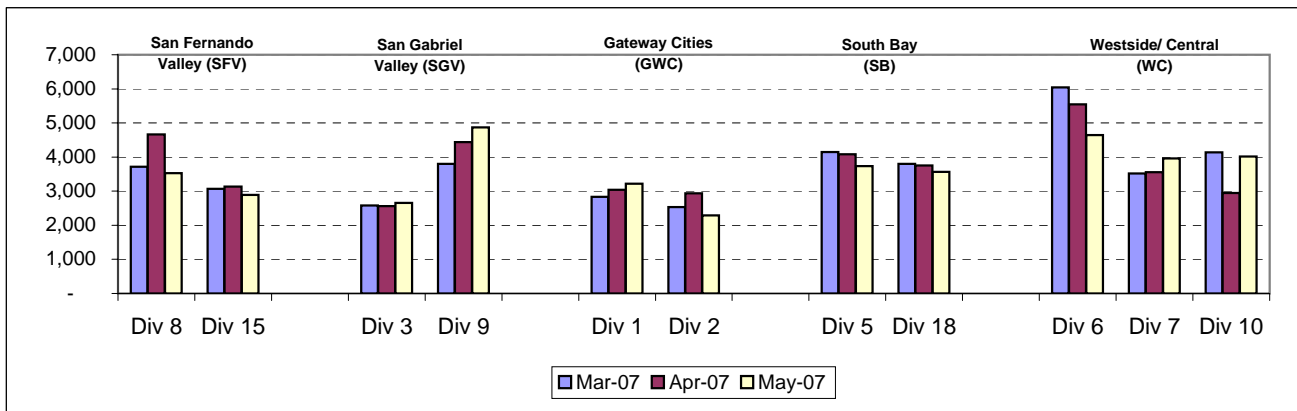
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

Systemwide Trend



* New Indicator.

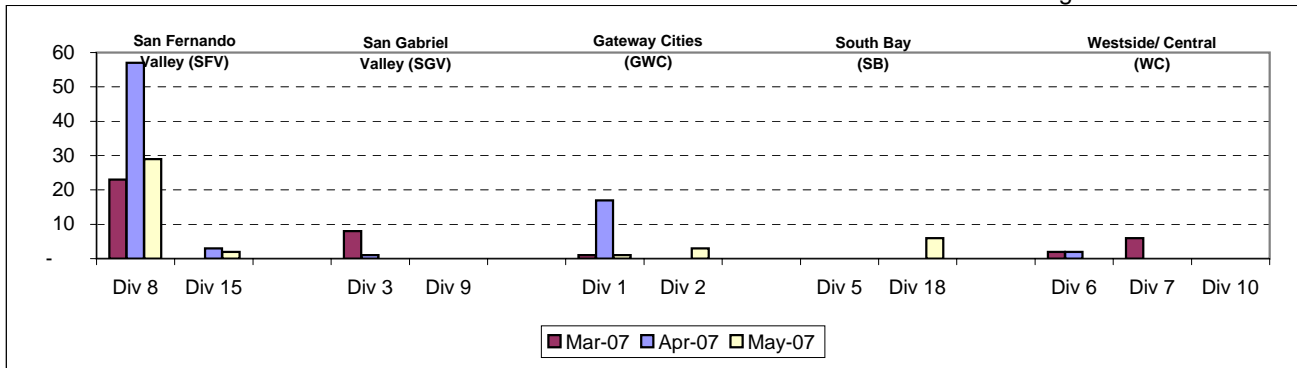
MMBMF -- Bus Operating Sector Divisions February - May 2007



Unaddressed Road Calls -- Bus Operating Sector Divisions* March - May 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.



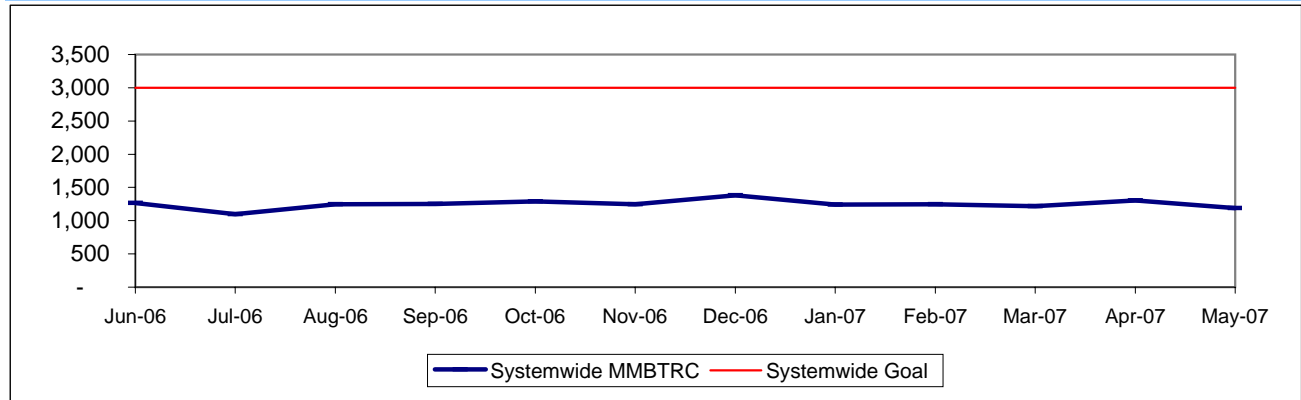
* New Indicator.

MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)*

Definition: Average Hub Miles traveled between road call problems.

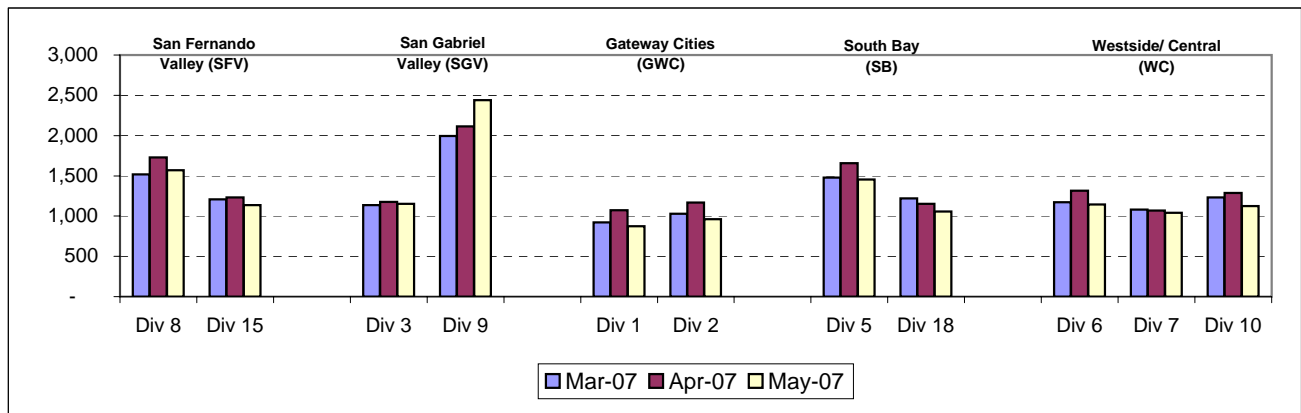
Calculation: MMBTRC = (Total Hub Miles / Total Road Calls)

MMBTRC Systemwide Trend



* New Indicator.

**MMBTRC --Bus Operating Sector Divisions
March - May 2007**



Fleet Mix by Fuel Type Systemwide (Metro Divisions only)

	Number of Buses	Percent of Buses
CNG	2,308	84.79%
Diesel	321	11.79%
Gasoline	59	2.17%
Propane	34	1.25%
Total	2,722	100.00%

Average Age of Fleet by Sectors' Divisions

SFV		SGV		GWC		SB	
Div 8	Div 15	Div 3	Div 9	Div 1	Div 2	Div 5	Div 18
8.1	6.9	8.0	6.3	6.1	6.7	5.3	7.3

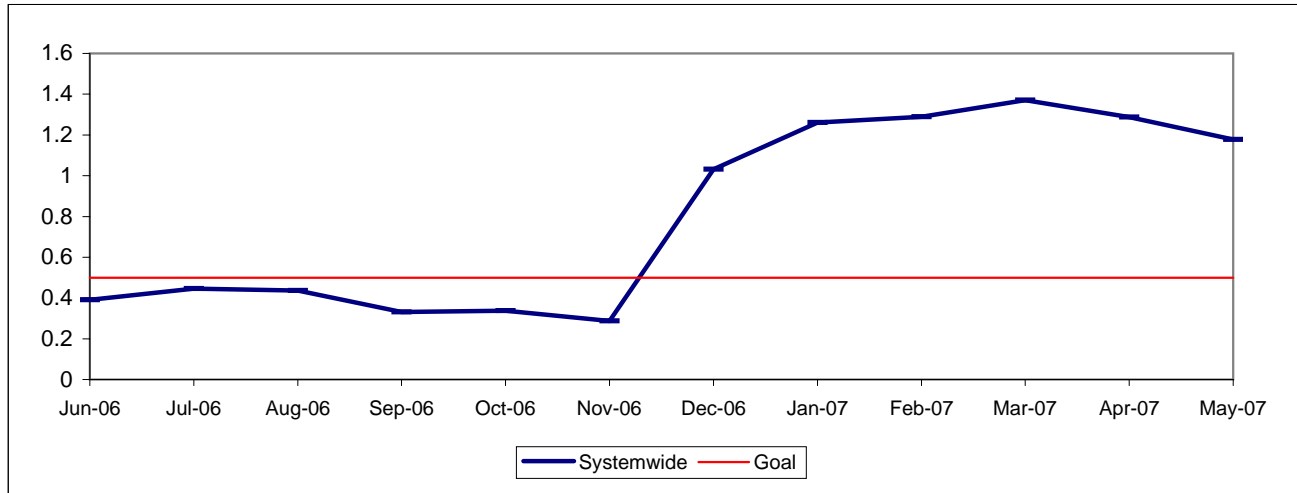
WC		
Div 6	Div 7	Div 10
12.8	5.8	6.6

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

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

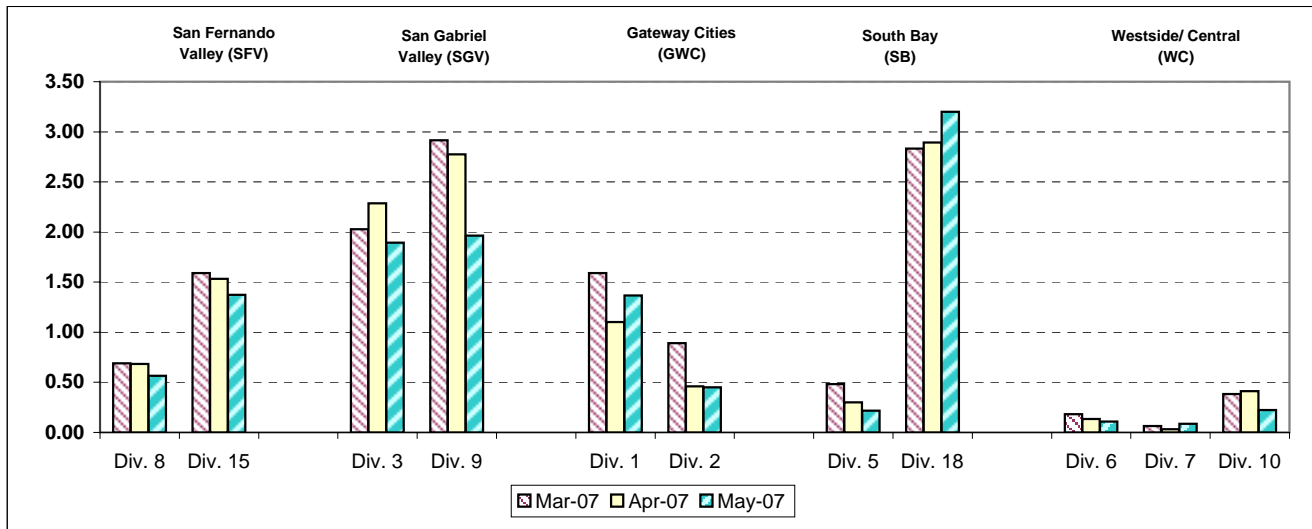
Calculation: Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

Systemwide Trend



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

**Past Due Critical PMs - by Sectors' Divisions
March - May 2007**



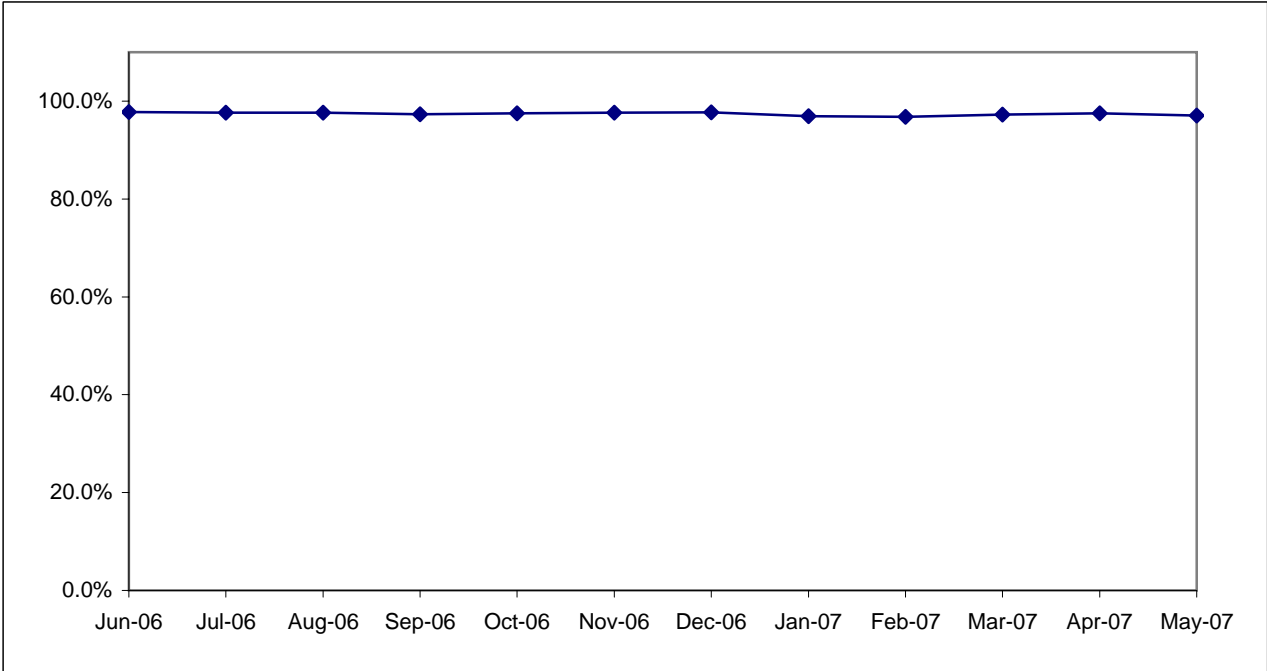
ATTENDANCE

MAINTENANCE ATTENDANCE

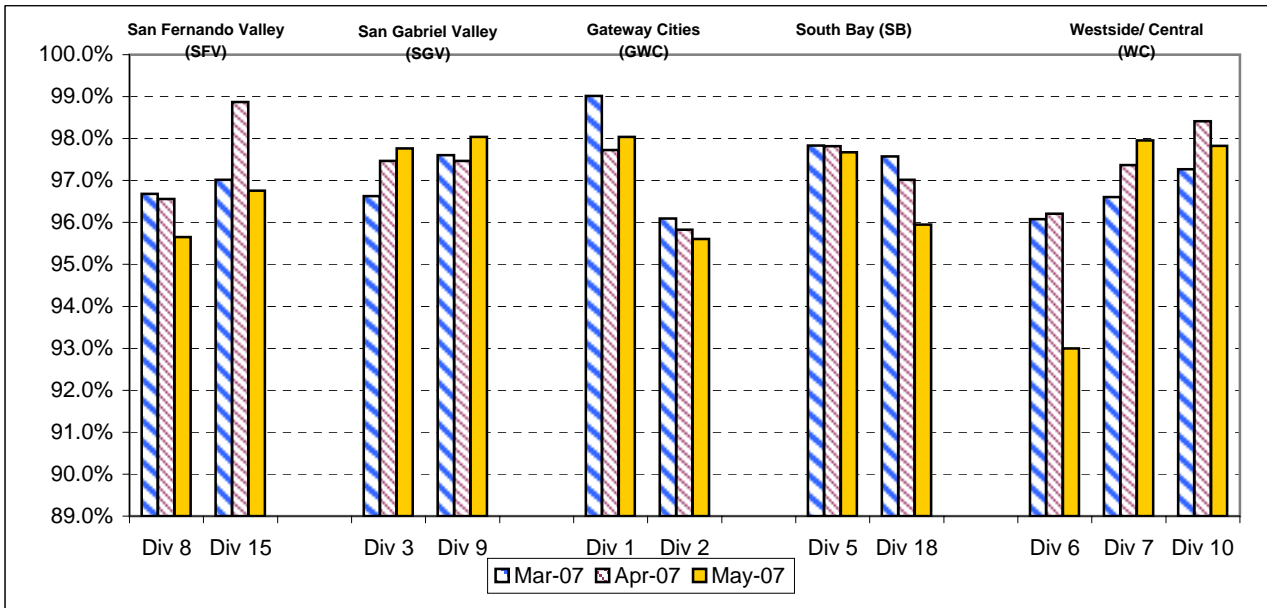
Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

Systemwide Trend



Maintenance Attendance - By Sectors' Divisions (By Current Month) March - May 2007



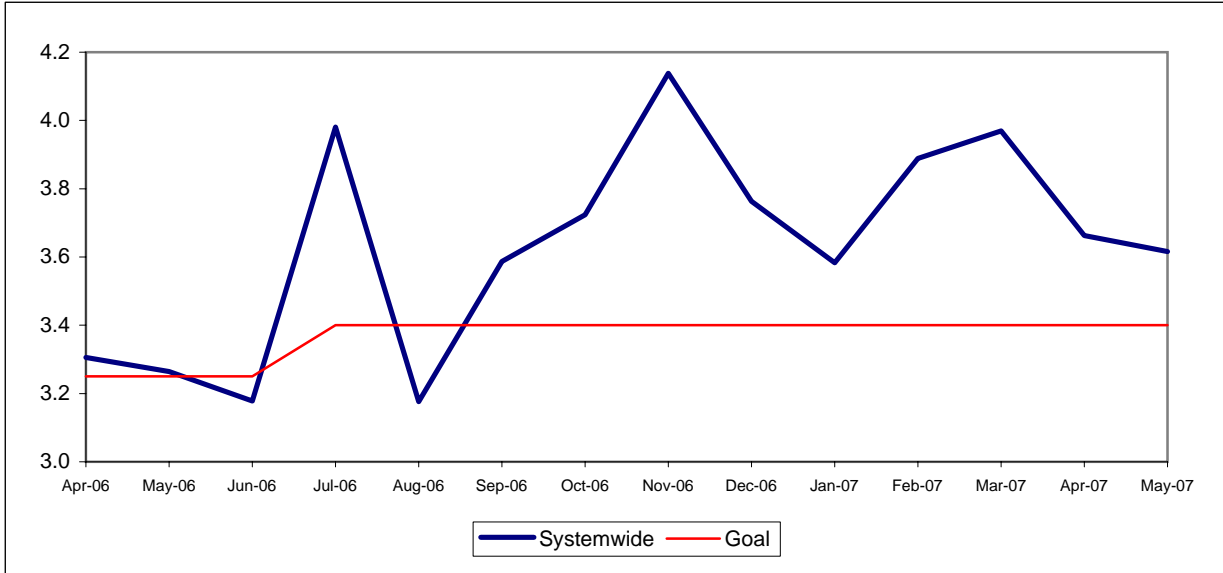
SAFETY PERFORMANCE

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.

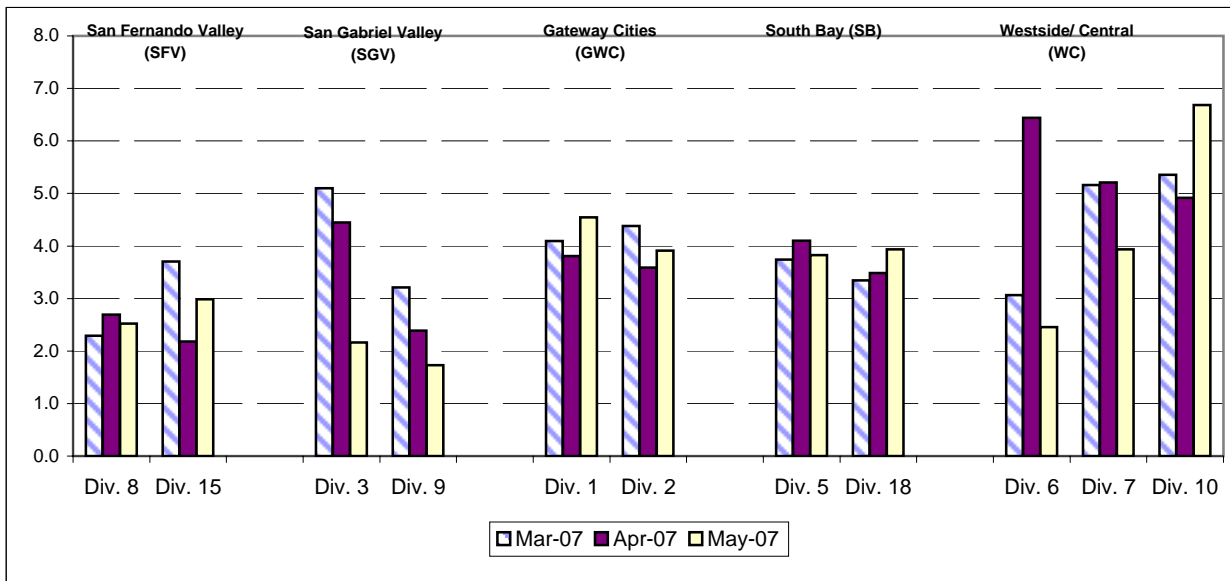
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

Systemwide Trend



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

Bus Operating Divisions - by Sectors' Divisions March - May 2007

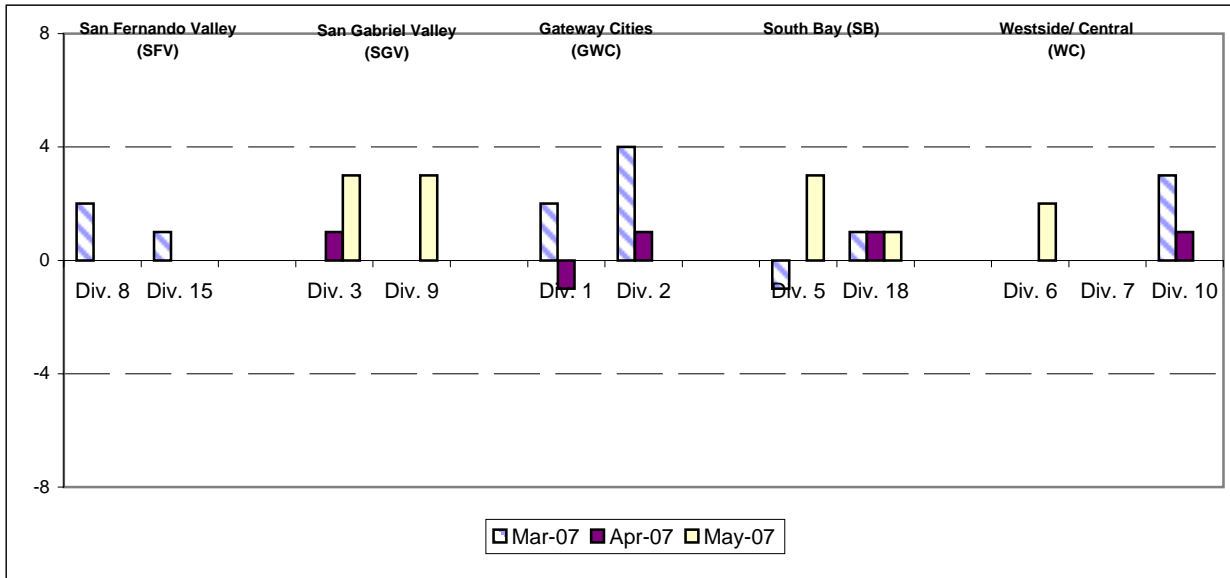


**Accidents not Reported in Prior Months' Vehicle Accident Management System (VAMS)
Download**

**Bus Operating Divisions - by Sectors' Divisions
March - May 2007**

Definition: The number of accidents that are being held, unreported, or reclassified, in a given month, and then entered into the system the following month.

Calculation: Number of accidents reported in prior month's report minus the current month's number of accidents reported.



Safety Performance Continued

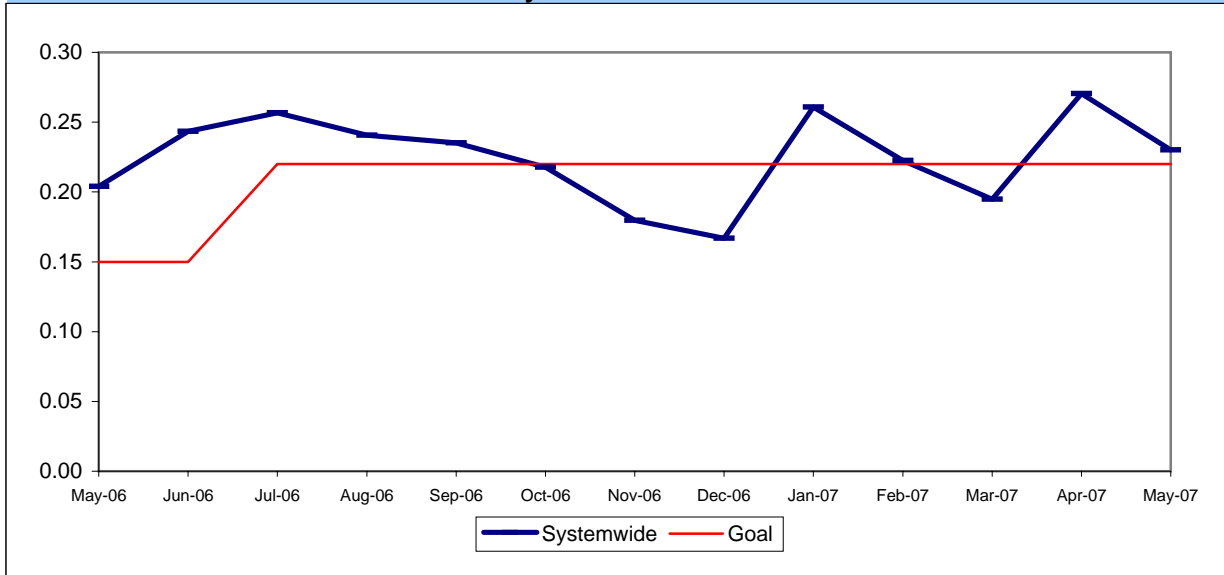
BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

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))

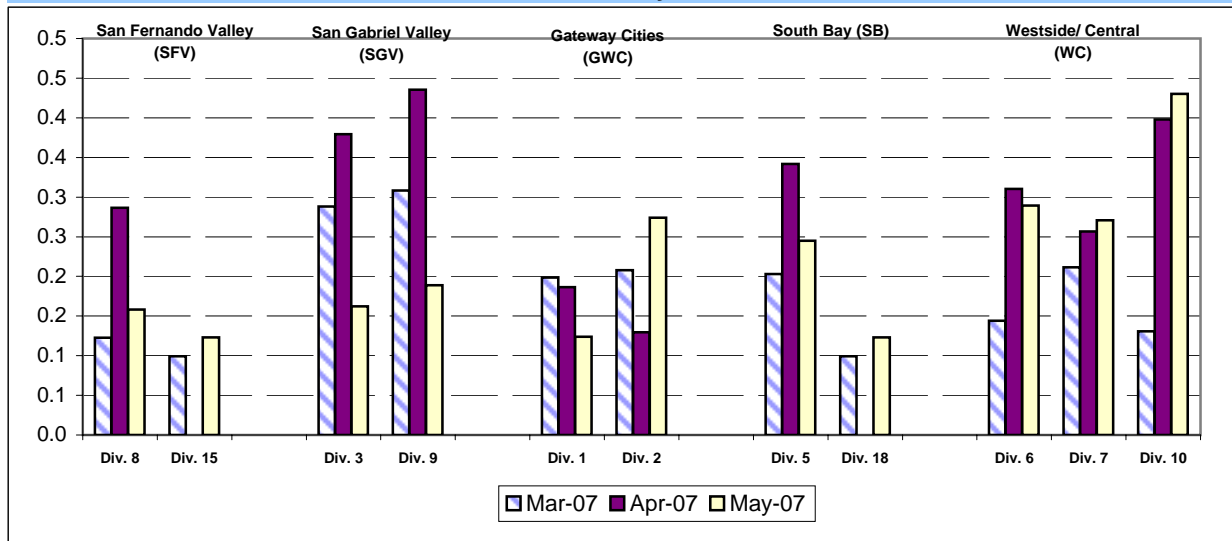
*April boarding data unavailable due to ATMS system upgrade.

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
March - May 2007**

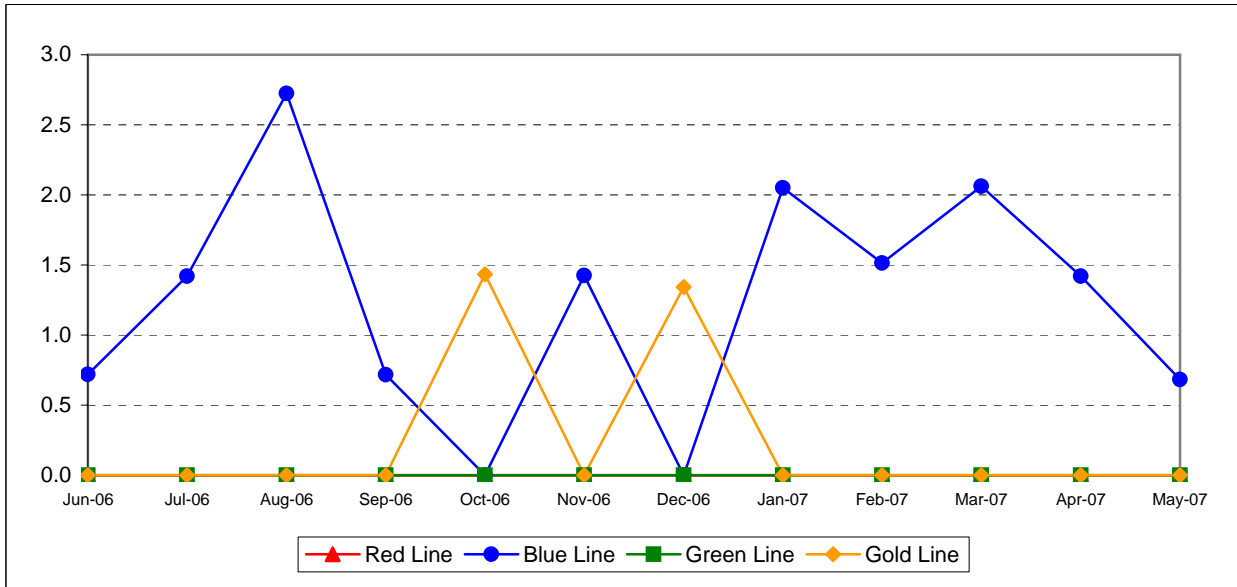


Safety Performance Continued

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.

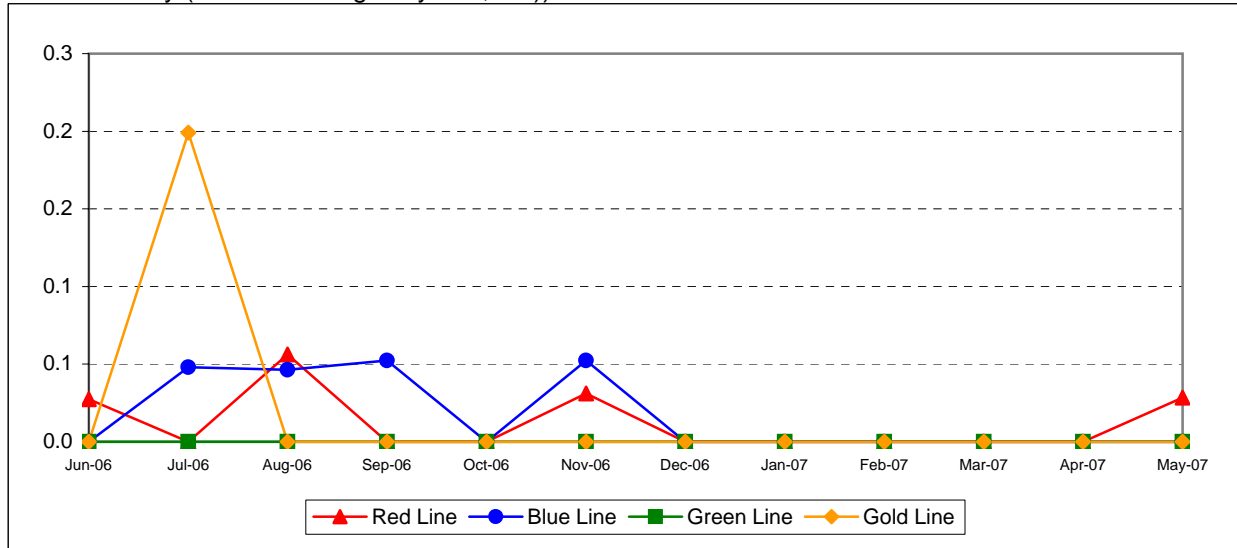
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



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))



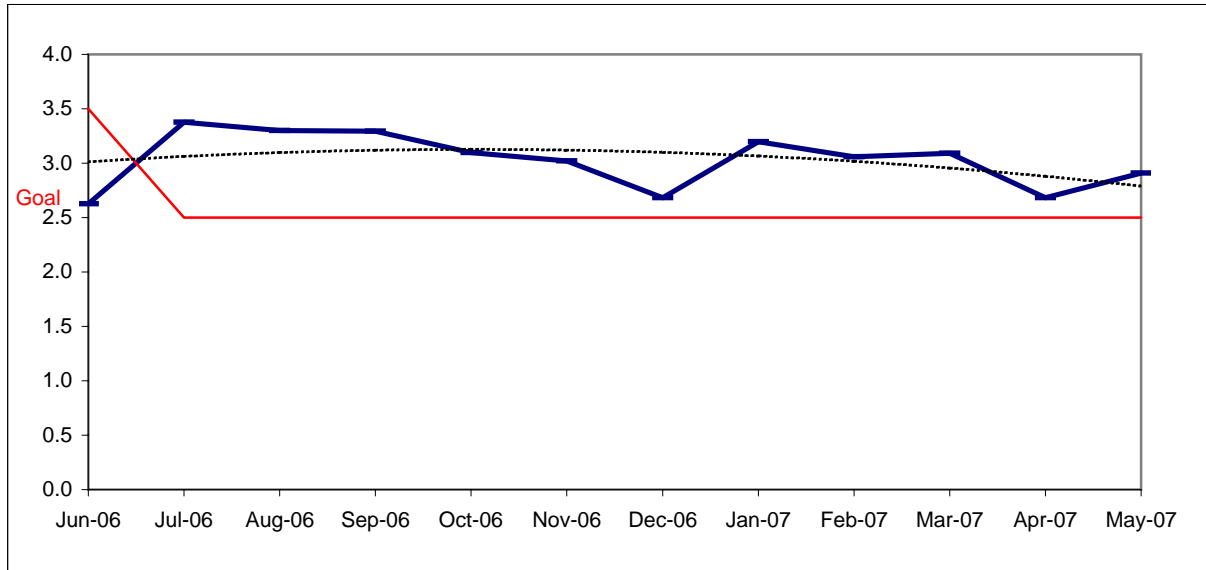
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

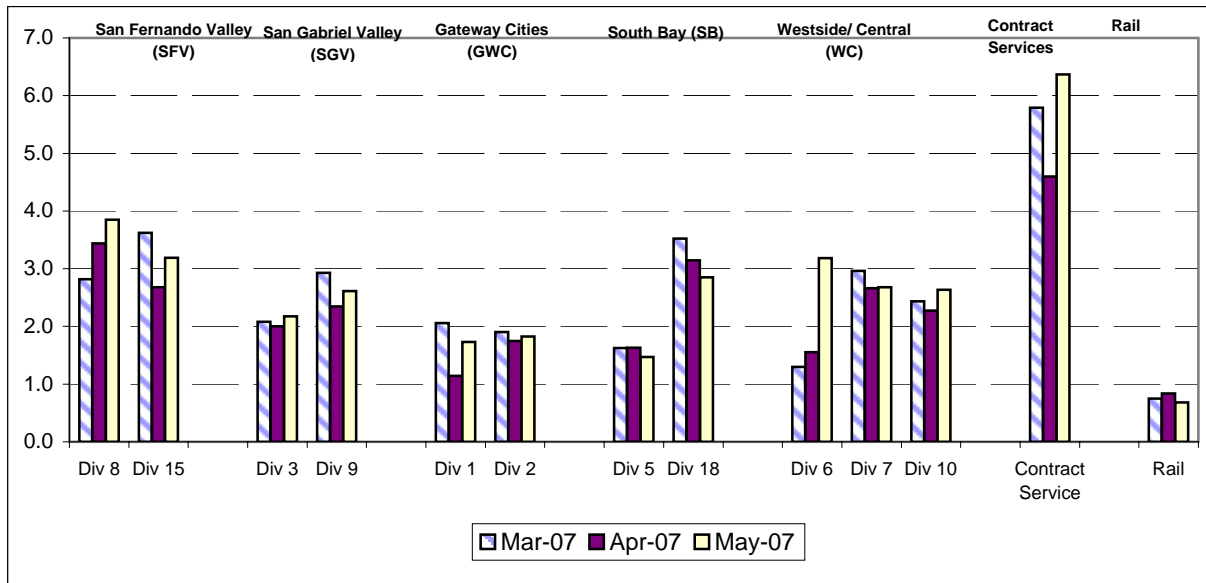
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

Systemwide Trend



Bus Operating Divisions - by Sectors' Divisions March - May 2007



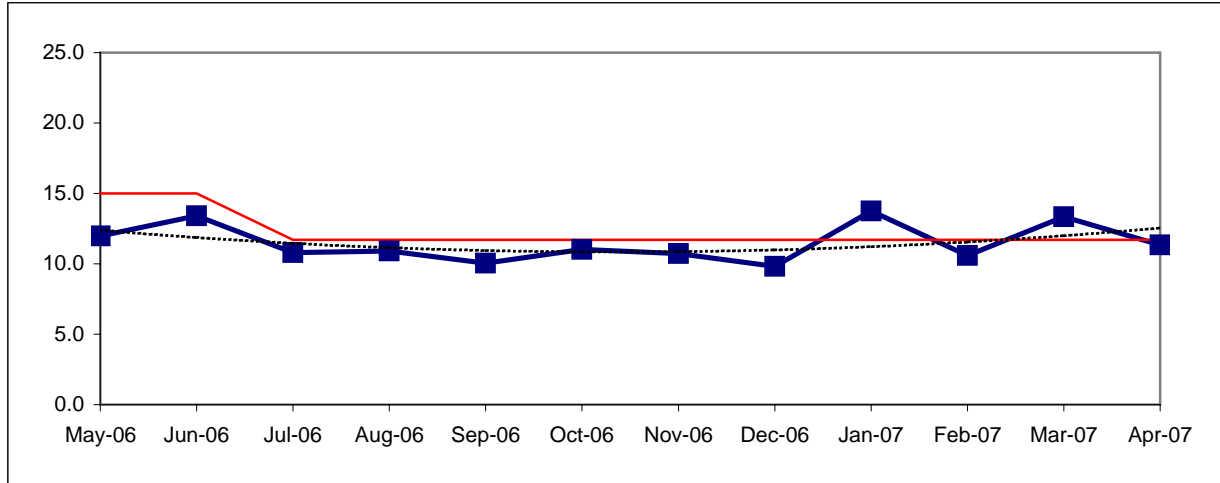
WORKERS COMPENSATION CLAIMS

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

Metro Operations Trend



One month lag from current month

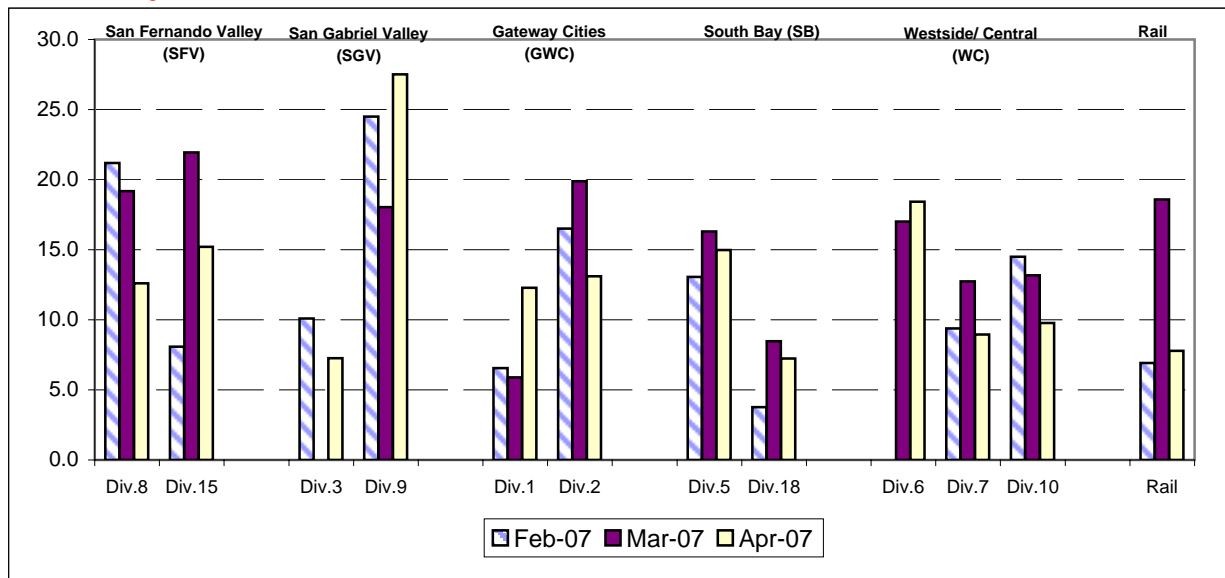
NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

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

Calculation: New workers' compensation indemnity claims filed per 200,000 Exposure Hours = $\frac{\text{New Claims}}{(\text{Exposure Hours}/200,000)}$

Bus & Rail - by Bus Sectors' Divisions and Rail January - March 2007

One month lag from current month



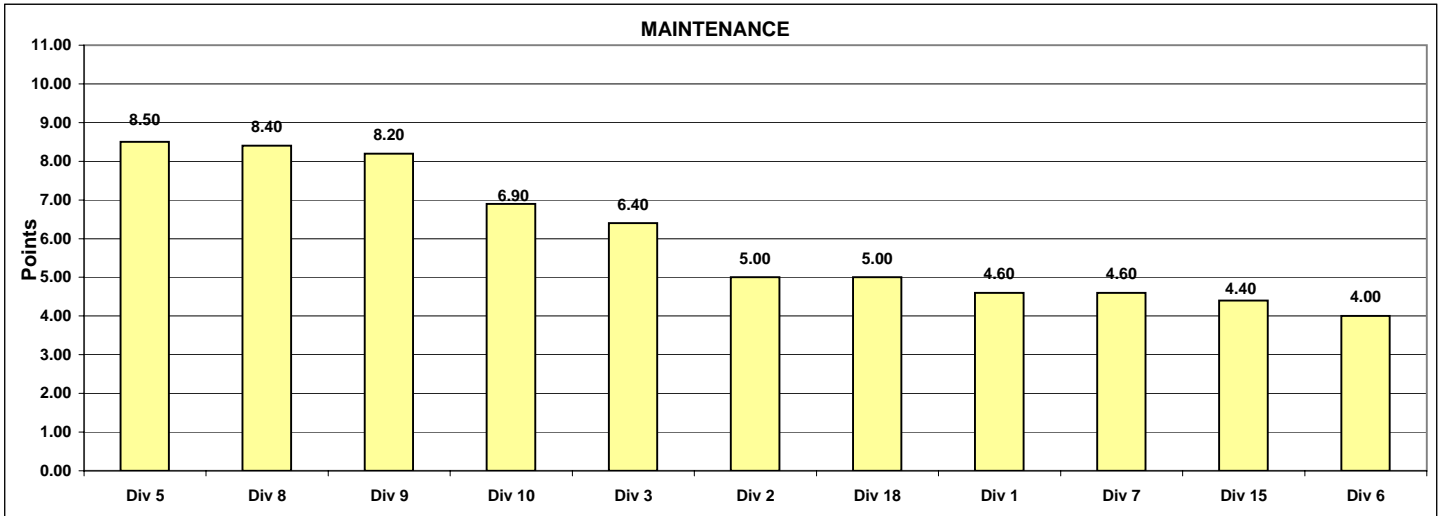
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

**Monthly Calculations - May 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%	873.6	962.6	1151.9	1455.1	1145.8	1042.5	1569.9	2439.8	1125.2	1137.9	1055.8
Points		1	2	8	9	7	3	10	11	5	6	4
Attendance	20%	0.98432	0.96887	0.97888	0.98618	0.93129	0.98070	0.95888	0.98340	0.97961	0.96886	0.96663
Points		10	5	6	11	1	8	2	9	7	4	3
New WC Claims /200,000 Exp Hrs*	36%	8.9680	0.0000	10.9725	9.7557	38.2573	10.2077	0.0000	20.0036	0.0000	23.6083	8.0816
Points		7	10	4	6	1	5	10	3	10	2	8
*One month lag												
Totals		4.60	5.00	6.40	8.50	4.00	4.60	8.40	8.20	6.90	4.40	5.00
FINAL RANKING Maintenance Division Ranking (Sorted)												
RANKING	DIV.	Div 5	Div 8	Div 9	Div 10	Div 3	Div 2	Div 18	Div 1	Div 7	Div 15	Div 6
	Score	8.50	8.40	8.20	6.90	6.40	5.00	5.00	4.60	4.60	4.40	4.00
	Rank	1st	2nd	3rd	4th	5th	6th	6th	8th	8th	10th	11th



"HOW YOU DOIN'?" PROGRAM - Continued

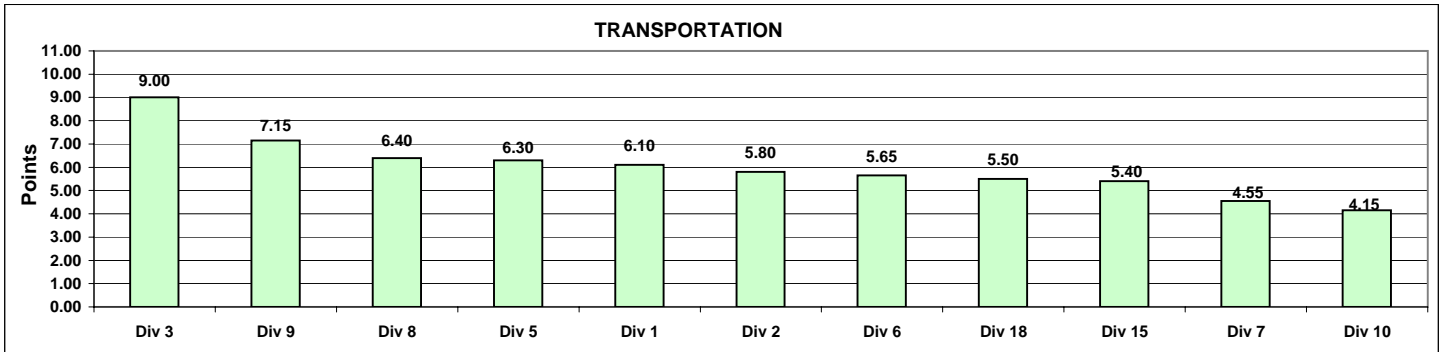
**Monthly Calculations - May 2007
Metro Bus - Transportation**

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%	0.6937	0.6791	0.6690	0.6498	0.5555	0.5832	0.6746	0.6742	0.5924	0.6494	0.6313
Points		11	10	7	6	1	2	9	8	3	5	4
Miles Between Total Road Calls	10%	873.6103	962.5590	1151.8664	1455.1276	1145.7965	1042.5358	1569.9254	2439.7764	1125.2356	1137.9422	1055.7905
Points		1	2	8	9	7	3	10	11	5	6	4

Accident Rate	25%	4.5469	3.9115	2.1636	3.8255	2.4585	3.9384	2.5249	1.7290	6.6858	2.9835	3.9356
Points		2	5	10	6	9	3	8	11	1	7	4
Complaints/100K												
Boardings	15%	1.7329	1.8267	2.1722	1.4702	3.1835	2.6766	3.8494	2.6140	2.6358	3.1916	2.8523
Points		10	9	8	11	3	5	1	7	6	2	4
New WC Claims /200,000												
Exp Hrs*	25%	13.2741	16.9184	6.2000	16.7557	12.1356	8.6041	16.5242	29.5418	12.3804	12.5270	6.9840
Points		5	2	11	3	8	9	4	1	7	6	10
*One month lag												
Totals		6.10	5.80	9.00	6.30	5.65	4.55	6.40	7.15	4.15	5.40	5.50
FINAL RANKING												
		Transportation Division Ranking (Sorted)										
DIV.		Div 3	Div 9	Div 8	Div 5	Div 1	Div 2	Div 6	Div 18	Div 15	Div 7	Div 10
Score		9.00	7.15	6.40	6.30	6.10	5.80	5.65	5.50	5.40	4.55	4.15
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		
	May-06	May-07	Yearly Improvement	May-06	May-07	Yearly Improvement	May-06	May-07	Yearly Improvement	May-06	May-07	Yearly Improvement
Wayside Availability												
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%	100.00%	0.06%	100.00%	99.96%	-0.04%	99.99%	99.93%	-0.05%	99.89%	99.95%	0.06%
Power	99.43%	99.81%	0.38%	100.00%	100.00%	0.00%	99.99%	98.99%	-0.99%	100.00%	100.00%	0.00%
Wayside Performance	99.79%	99.94%	0.15%	100.00%	99.99%	-0.01%	99.99%	99.64%	-0.35%	99.96%	99.98%	0.02%
Vehicle Availability												
Vehicle Performance	99.39%	99.42%	0.03%	99.55%	99.49%	-0.07%	99.68%	99.04%	-0.64%	99.74%	99.66%	-0.07%
Operator Availability												
Operators	99.84%	99.99%	0.14%	100.00%	100.00%	0.00%	99.59%	99.99%	0.40%	99.93%	100.00%	0.06%
In-Service Performance												
Rev. Hr. Delivered - Rail	98.60%	99.21%	0.61%	99.48%	99.45%	-0.03%	99.24%	97.95%	-1.29%	99.56%	99.61%	0.05%
Total Rail Line Performance	99.40%	99.64%	0.23%	99.76%	99.73%	-0.03%	99.63%	99.16%	-0.47%	99.80%	99.81%	0.01%

Metro Rail Final Ranking (Sorted)				
Rail Line	BLUE	GOLD	RED	GREEN
Score	0.234%	0.015%	-0.027%	-0.471%
Rank	1st	2nd	3rd	4th

