

DEC 2008

METRO OPERATIONS
MONTHLY PERFORMANCE
REPORT



Metro

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San Fernando Valley Sector Scorecard Overview (SFV)

This sector has two Metro operating divisions, Division 8 in Chatsworth and Division 15 in Sun Valley. The sector is responsible for the operation of approximately 490 Metro buses and 24 Metro Bus lines carrying nearly 64.9 million boarding passengers each year. They operate the successful Orange Line.

This report gives a brief overview of sector operations':

- * Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- * Mean Miles Between Total Road Calls (MMBTRC)
- * 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	FY04	FY05	FY06	FY07	FY08	FY09 Target	FY09 YTD	Dec. Month	Status
Bus Systemwide									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)			3,274	3,532	3,137	3,500	3,184	3,369	Yellow
No. of unaddressed road calls				1,116*	824		209	23	
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,556	1,195	1,303	Yellow
In-Service On-time Performance**	65.43%	66.50%	64.35%**	63.77%	64.05%	66.15%	64.42%	63.84%	Yellow
Bus Traffic Accidents Per 100,000 Miles					3.47	3.40	3.19	3.21	Green
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.70	2.82	2.87	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.64	13.61	12.27	11.11	11.54	12.10	Nov YTD 9.30	Nov. 7.76	Green
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up									
SFV Sector									
MMBMF			3,319	3,619	2,938	3,500	3,217	3,394	Yellow
No. of unaddressed road calls				432*	153		6	1	
MMBTRC				1,310	1,222	1,638	1,323	1,538	Yellow
In-Service On-time Performance	67.47%	68.54%	65.19%**	65.60%	67.48%	67.50%	67.18%	67.17%	Yellow
Bus Traffic Accidents Per 100,000 Miles					2.55	2.89	2.18	2.31	Green
Complaints per 100,000 Boardings	5.45	4.39	3.24	3.00	2.88	3.00	2.97	3.14	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	15.15	13.71	11.75	13.74	12.17	13.50	Nov YTD 11.39	Nov. 8.92	Green
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up									
Division 8									
MMBTRC				1,537	1,333	1,922	1,651	1,888	Yellow
In-Service On-time Performance	69.12%	69.78%	68.23%	67.48%	68.50%	68.00%	68.48%	67.23%	Green
Bus Traffic Accidents Per 100,000 Miles					1.99	2.77	1.82	2.29	Green
Complaints per 100,000 Boardings	5.09	4.17	3.37	2.75	2.64	2.80	2.68	2.97	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	19.15	16.77	13.81	16.14	15.03	15.00	Nov YTD 8.65	Nov. 2.82	Green
Division 15									
MMBTRC				1,175	1,151	1,469	1,155	1,346	Yellow
In-Service On-time Performance	66.62%	67.84%	63.84%**	64.41%	66.85%	67.00%	66.42%	67.14%	Yellow
Bus Traffic Accidents Per 100,000 Miles					2.98	3.00	2.45	2.33	Yellow
Complaints per 100,000 Boardings	5.70	4.55	3.14	3.16	3.05	3.20	3.18	3.27	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	13.14	12.46	10.41	12.44	10.58	12.00	Nov YTD 13.60	Nov. 13.95	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 target (on track).

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

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

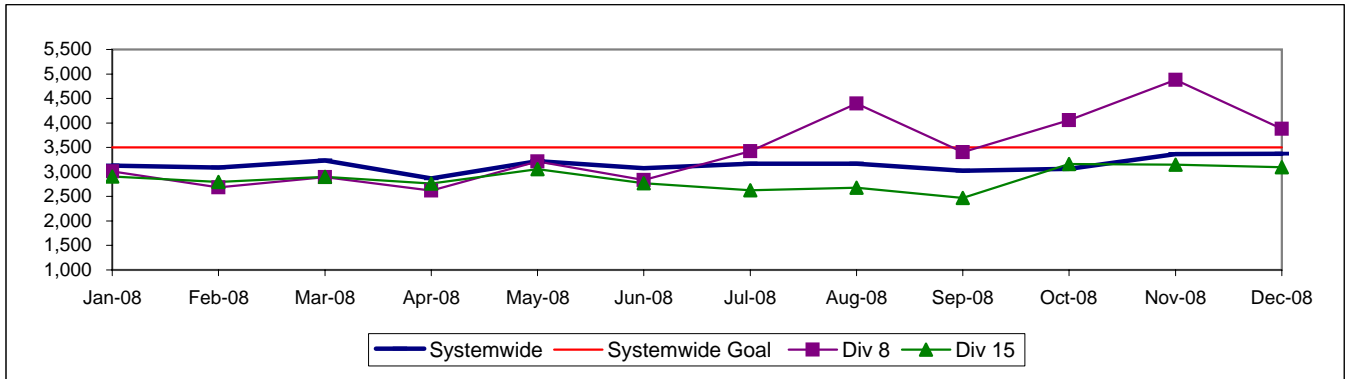
SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

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

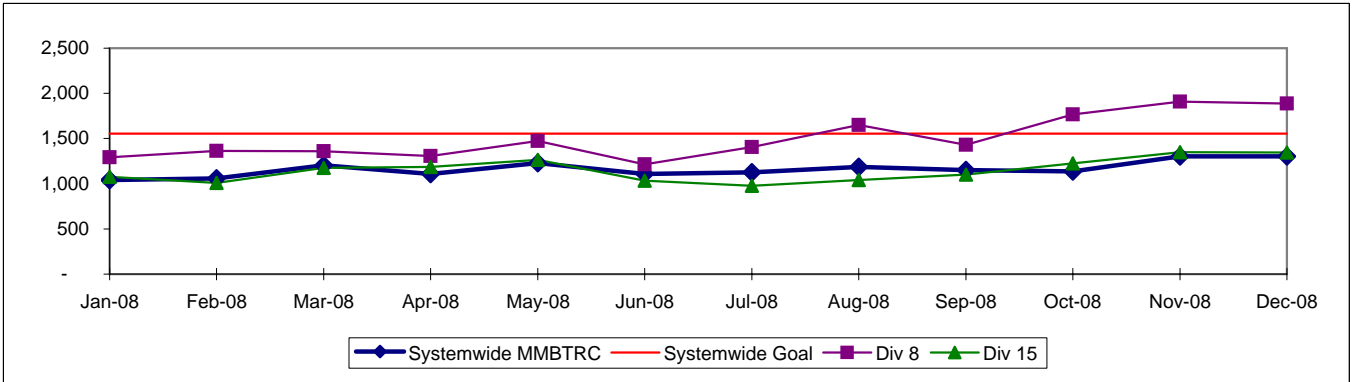


MEAN MILES BETWEEN TOTAL ROAD CALLS

Systemwide and Divisions 8 and 15

Definition: Average Hub Miles traveled between total roadcalls.

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



IN-SERVICE ON-TIME PERFORMANCE*

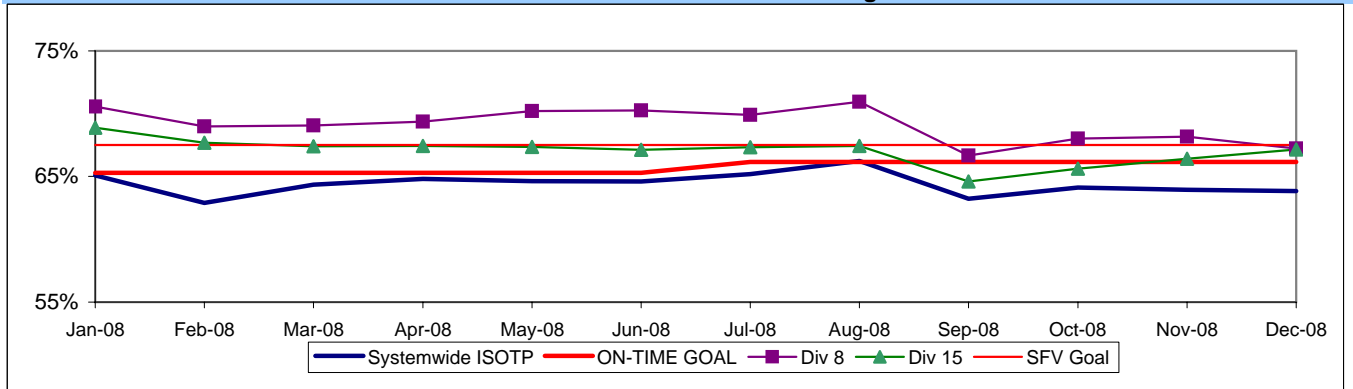
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

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

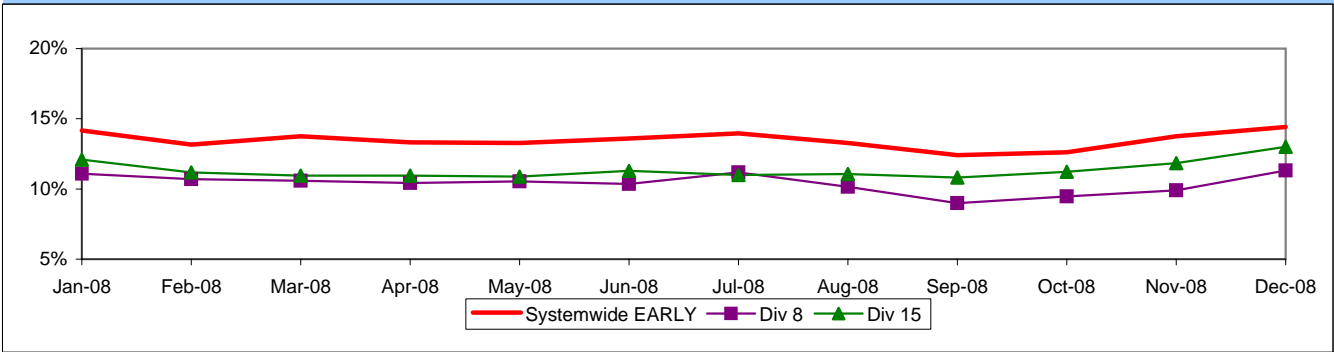
* Division 15 November data not available.

Systemwide and Bus Operating Divisions 8 and 15

ISOTP - 1 Minute Tolerance for Running Hot



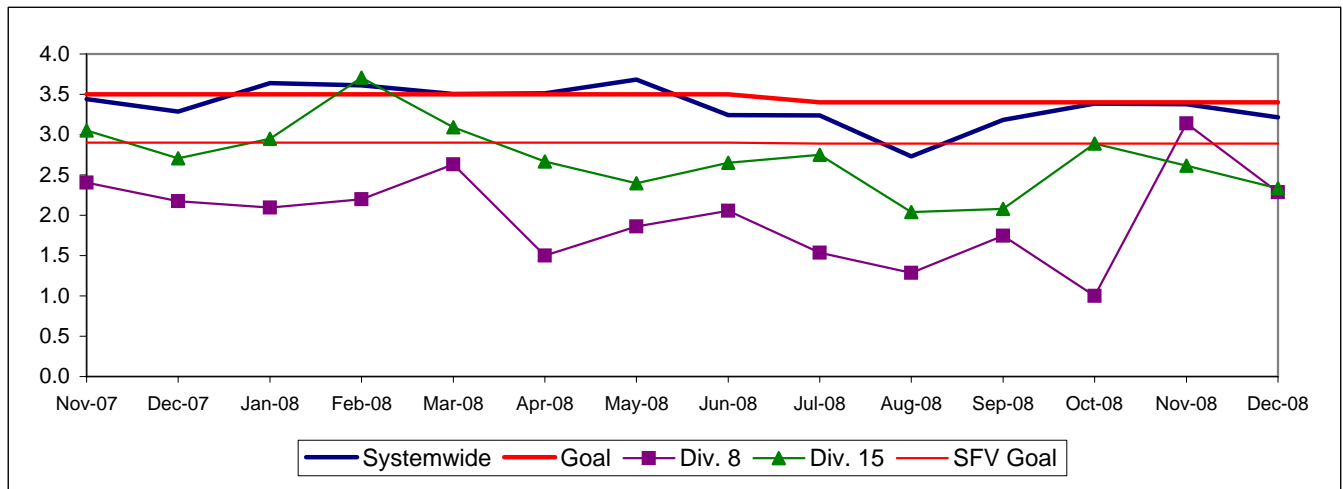
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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))

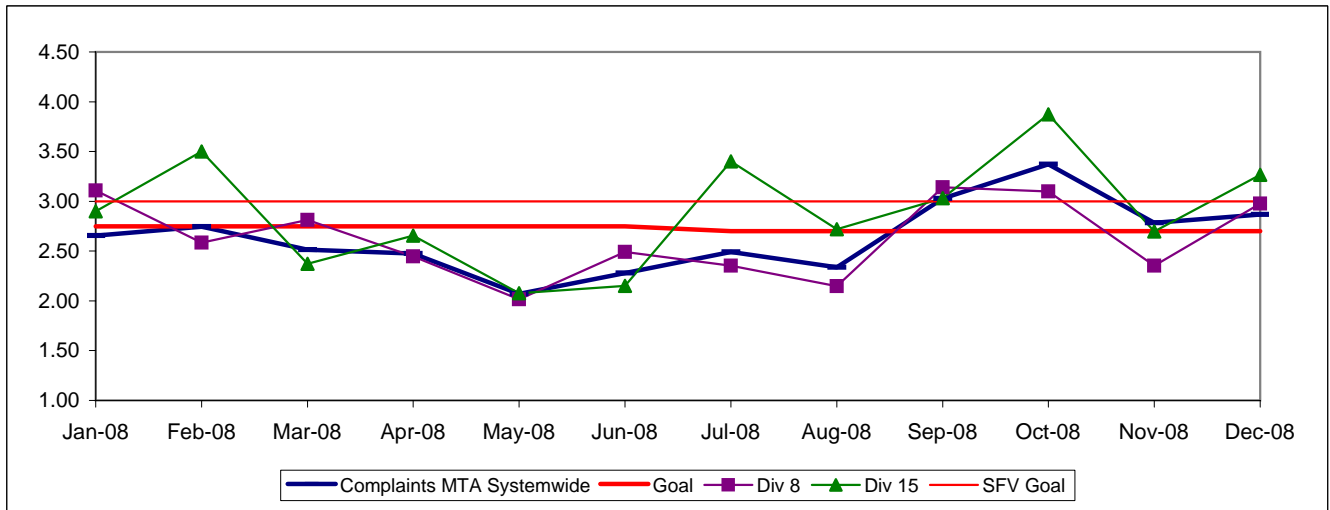


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

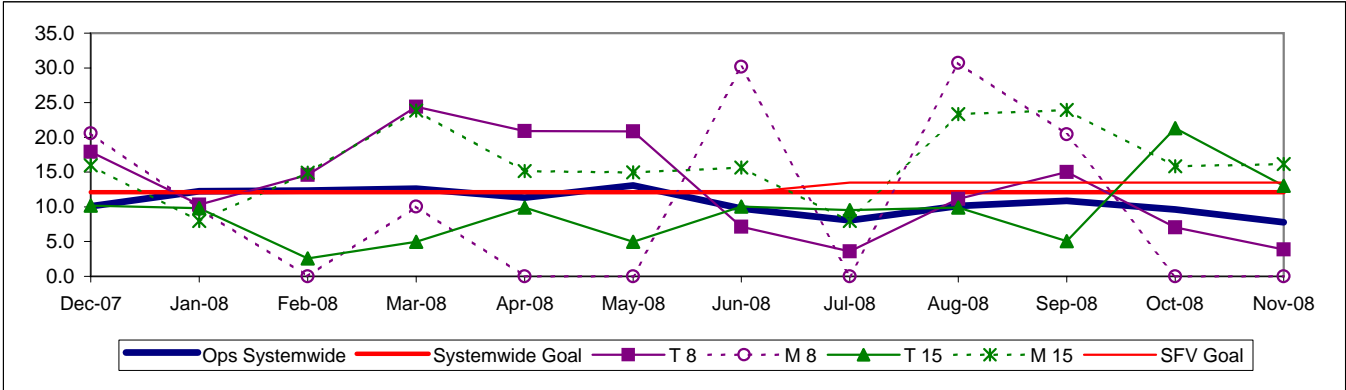


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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.

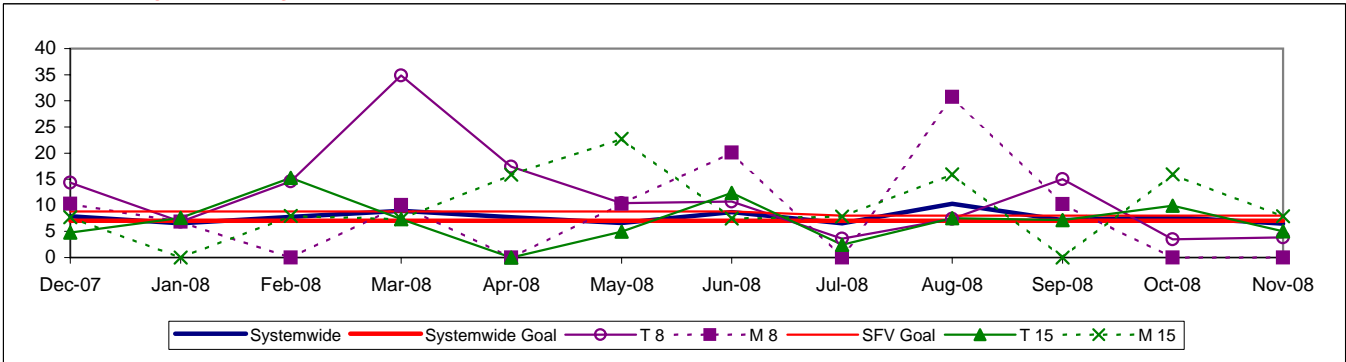


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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.

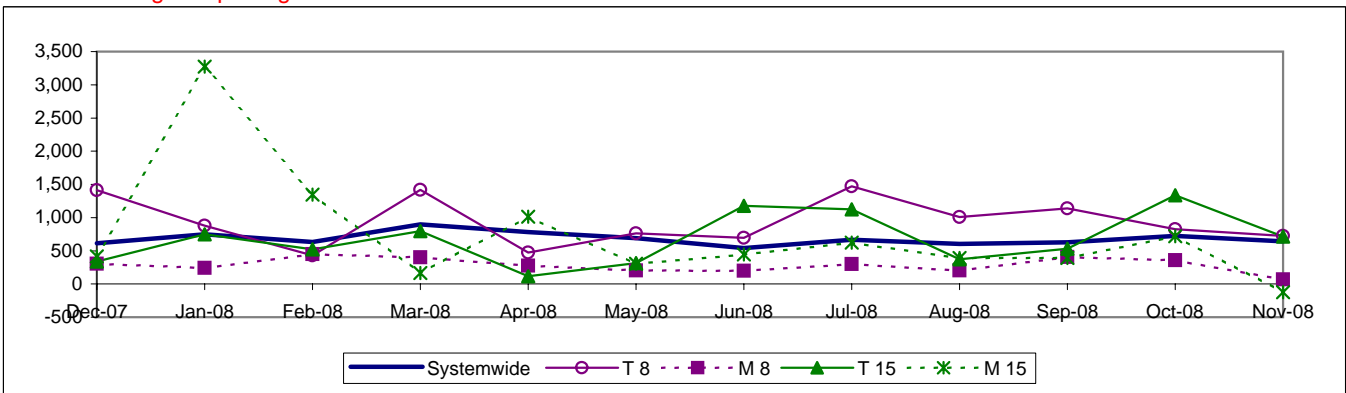


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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)
- * Mean Miles Between Total Road Calls (MMBTRC)
- * 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	FY04	FY05	FY06	FY07	FY08	FY09 Target	FY09 YTD	Dec. Month	Status
Bus Systemwide									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls			3,274	3,532 1,116*	3,137 824	3,500	3,184 209	3,369 23	Yellow
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,556	1,195	1,303	Yellow
In-Service On-time Performance**	65.43%	66.50%	64.35%**	63.77%	64.05%	66.15%	64.42%	63.84%	Yellow
Bus Traffic Accidents Per 100,000 Miles					3.47	3.40	3.19	3.21	Green
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.70	2.82	2.87	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.64	13.61	12.27	11.11	11.54	12.10	Nov YTD 9.30	Nov. 7.76	Green
SGV Sector									
MMBMF No. of unaddressed road calls			3,467	3,376 88*	3,300 133	3,500	3,384 53	3,703 4	Yellow
MMBTRC				1,618	1,516	2,023	1,636	1,855	Yellow
In-Service On-time Performance	69.98%	70.10%	68.59%	65.85%	66.83%	67%	68.37%	67.53%	Green
Bus Traffic Accidents Per 100,000 Miles					3.20	2.90	2.92	2.92	Yellow
Complaints per 100,000 Boardings	3.80	2.95	2.18	2.49	2.58	2.50	3.02	3.17	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.12	10.14	12.57	13.35	10.17	10.47	Nov YTD 13.21	Nov. 7.89	Yellow
Division 3									
MMBMF No. of unaddressed road calls			2,690	2,838 58*	2,573 45	3,500	2,515 14	3,039 3	Yellow
MMBTRC				1,239	1,132	1,549	1,172	1,365	Yellow
In-Service On-time Performance	70.80%	71.06%	70.05%	16.54%	66.83%	67%	68.08%	68.32%	Green
Bus Traffic Accidents Per 100,000 Miles					4.24	3.60	3.97	3.22	Yellow
Complaints per 100,000 Boardings	3.02	2.60	1.83	2.12	2.14	2.10	2.74	3.17	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	12.36	6.68	11.36	10.06	12.81	10.96	Nov YTD 11.16	Nov. 2.55	Yellow
Division 9									
MMBMF No. of unaddressed road calls			4,585	4,087 30*	4,119 88	3,500	4,454 39	4,358 1	Green
MMBTRC				2,099	1,989	2,623	2,258	2,466	Yellow
In-Service On-time Performance	68.16%	68.16%	67.01%	12.52%	66.84%	67%	68.61%	66.85%	Green
Bus Traffic Accidents Per 100,000 Miles					2.46	2.40	2.19	2.72	Green
Complaints per 100,000 Boardings	5.09	5.09	2.61	2.24	2.98	2.90	3.29	3.17	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.75	14.66	14.34	17.30	8.35	8.20	Nov YTD 15.49	Nov. 13.19	Yellow

*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 target (on track).

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

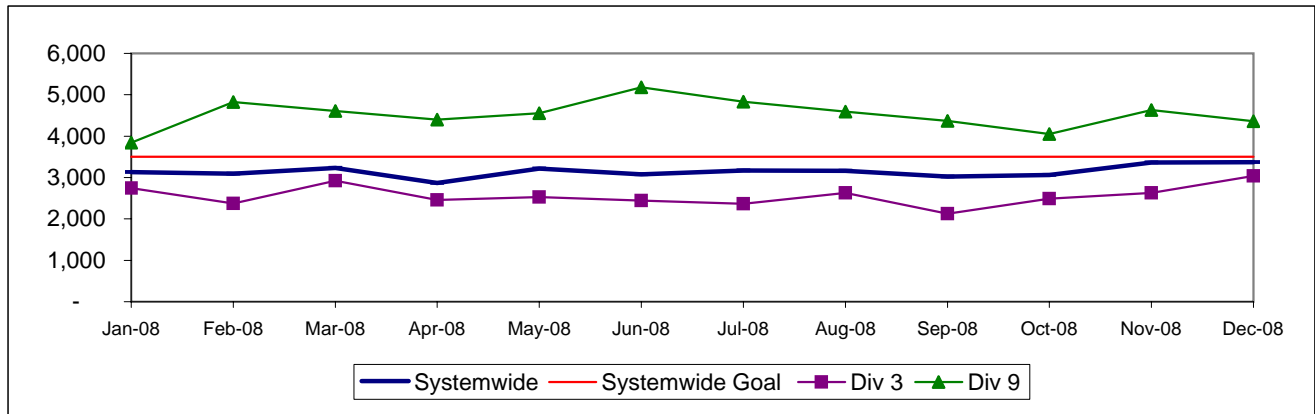
Red - High probability that the target will not be achieved -- significant problems and/or delays.

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.

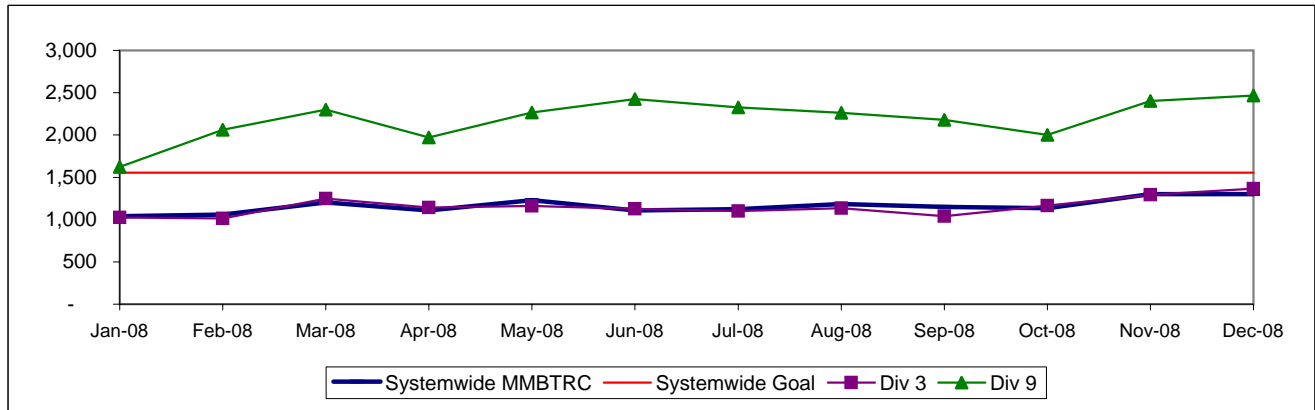
Calculation: MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



MEAN MILES BETWEEN TOTAL ROADCALLS Systemwide and Divisions 3 and 9

Definition: Average Hub Miles traveled between total roadcalls

Calculation: MMBTRC = (Total Hub Miles / by Total Roadcalls)

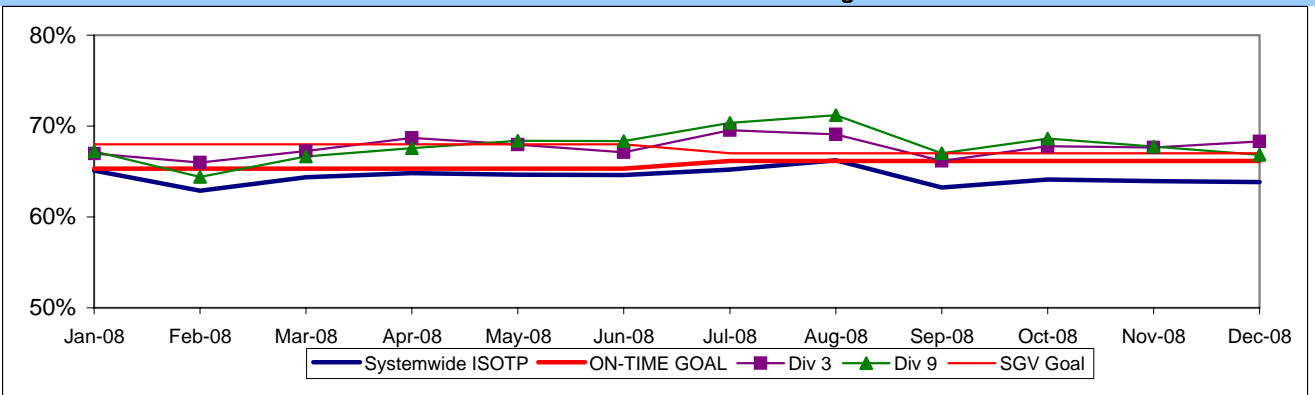


IN-SERVICE ON-TIME PERFORMANCE

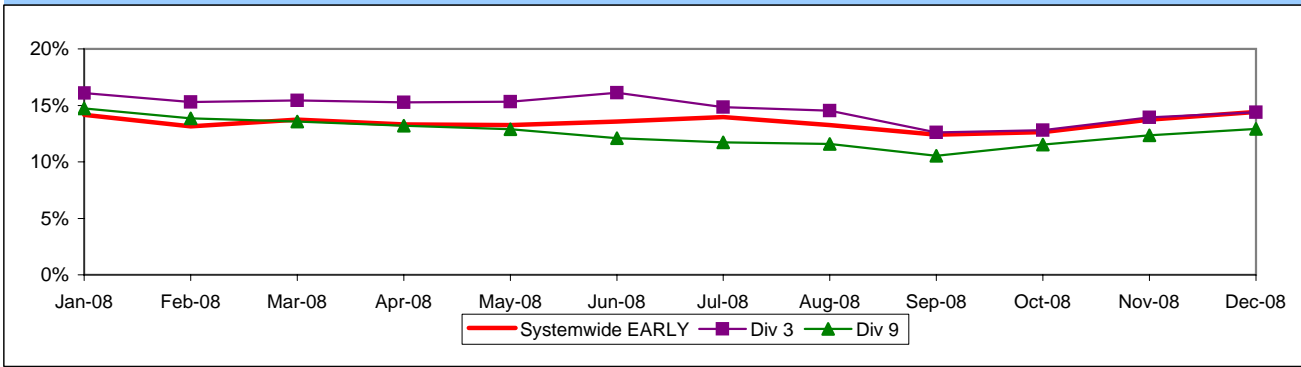
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

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

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



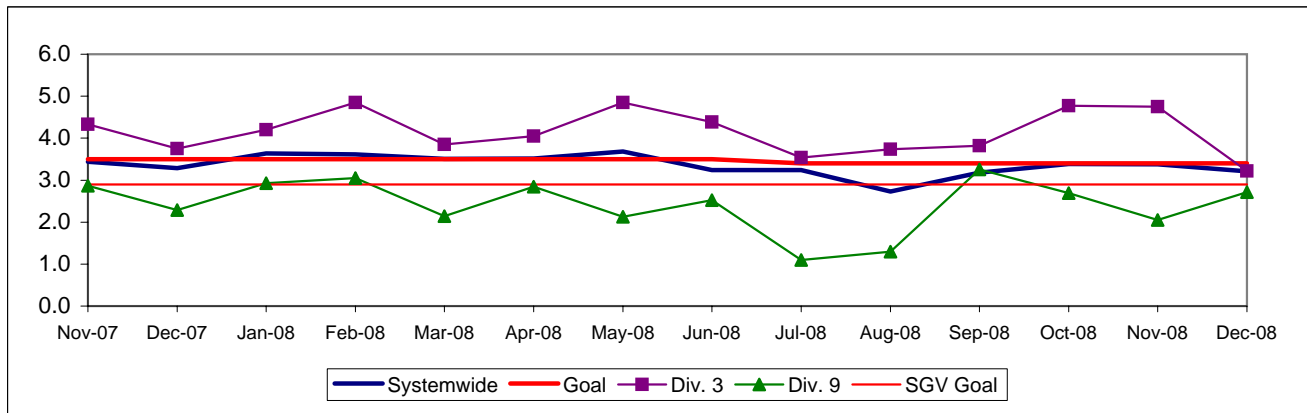
Running Hot - Systemwide and Bus Operating Divisions 3 and 9



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

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

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

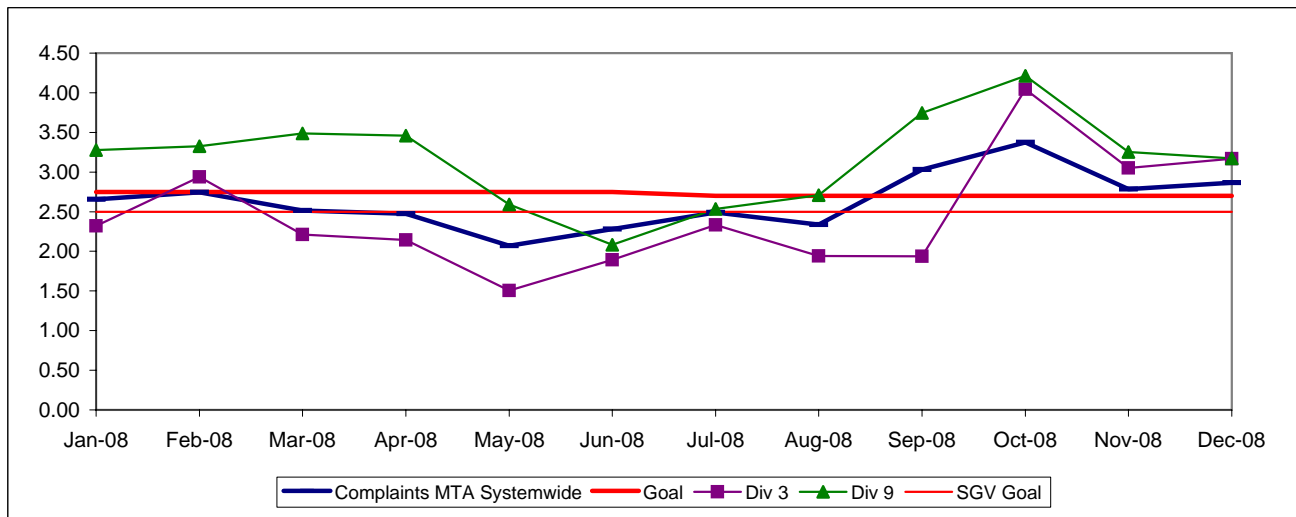


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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

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

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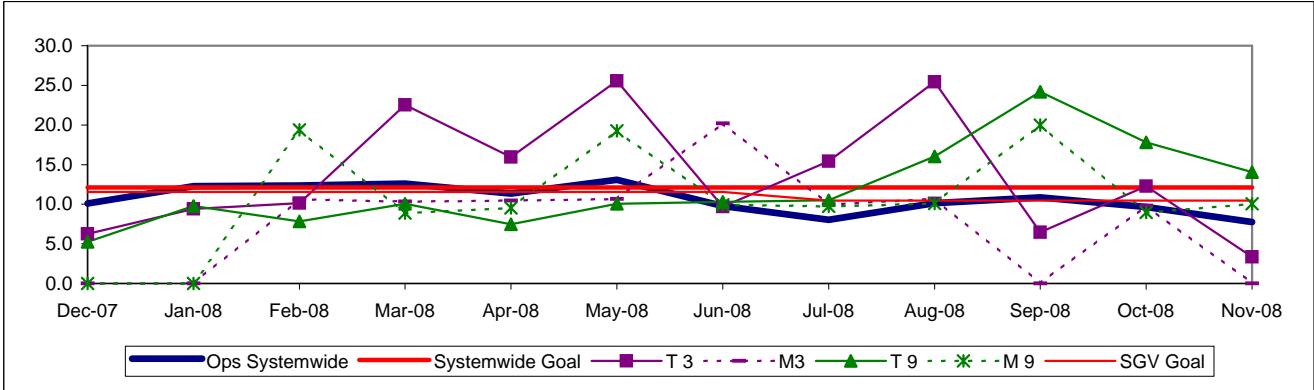


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 3 and 9

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.

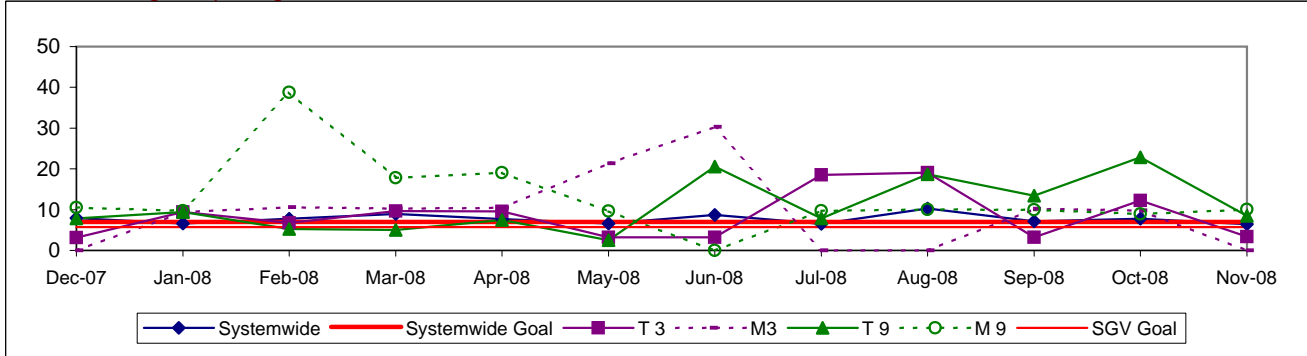


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 3 and 9

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.

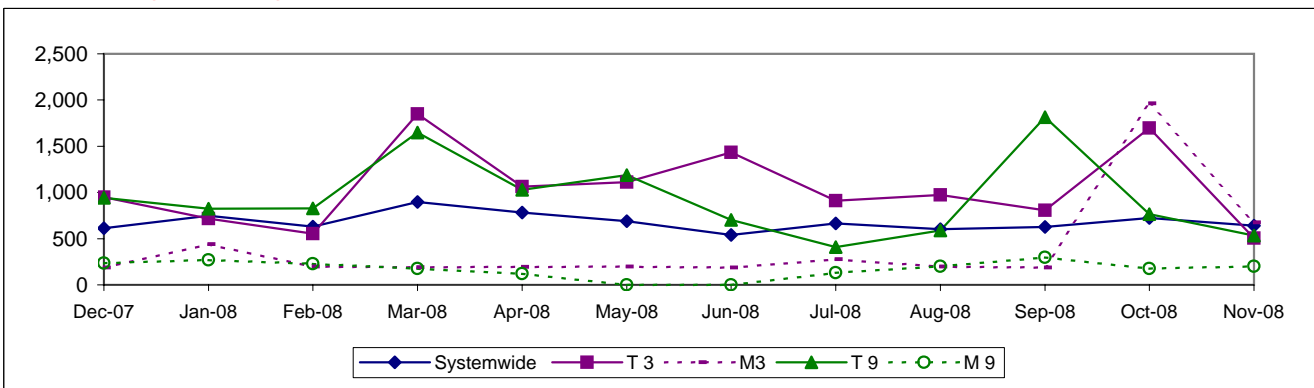


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 3 and 9

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)
- * Mean Miles Between Total Road Calls (MMBTRC)
- * In-Service On-Time Performance
- * Traffic Accidents per 100,000 Hub
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Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,556	1,195	1,303	Yellow
In-Service On-time Performance	65.43%	66.50%	64.35%**	63.77%	64.05%	66.15%	64.42%	63.84%	Yellow
Bus Traffic Accidents Per 100,000 Miles					3.47	3.40	3.19	3.21	Green
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.70	2.82	2.87	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.64	13.61	12.27	11.11	11.54	12.10	Nov. YTD 9.30	Nov. 7.76	Green
GC Sector									
MMBMF			2,506	3,163	2,845	3,500	2,615	2,628	Yellow
No. of unaddressed road calls				170*	322		60	2	
MMBTRC				995	960	1,244	1,130	1,177	Yellow
In-Service On-time Performance	69.34%	71.20%	71.73%	68.01%	68.09%	70.00%	70.31%	69.55%	Green
Bus Traffic Accidents Per 100,000 Miles					3.52	3.50	3.27	3.38	Green
Complaints per 100,000 Boardings	3.08	2.58	1.69	1.78	1.91	2.00	1.90	2.14	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.19	14.11	11.45	10.27	10.56	10.55	Nov. YTD 8.02	Nov. 10.60	Green
Division 1									
MMBMF			2,409	3,757	2,960	3,500	2,502	2,411	Yellow
No. of unaddressed road calls				138*	311		53	1	
MMBTRC				932	908	1,165	1,078	1,057	Yellow
In-Service On-time Performance	70.57%	71.62%	71.06%	68.02%	67.55%	70.00%	69.37%	68.37%	Yellow
Bus Traffic Accidents Per 100,000 Miles					3.41	3.50	3.09	2.71	Green
Complaints per 100,000 Boardings	3.32	2.92	1.92	1.89	1.90	2.00	1.76	2.03	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.82	12.71	10.92	8.48	7.59	10.55	Nov. YTD 7.42	Nov. 9.08	Green
Division 2									
MMBMF			2,660	2,598	2,707	3,500	2,775	2,969	Yellow
No. of unaddressed road calls				32*	11		7	1	
MMBTRC				1,097	1,039	1,371	1,205	1,378	Yellow
In-Service On-time Performance	67.62%	70.42%	72.71%	67.99%	68.60%	70.00%	71.06%	70.44%	Green
Bus Traffic Accidents Per 100,000 Miles					3.67	3.50	3.50	4.25	Green
Complaints per 100,000 Boardings	2.84	2.15	1.42	1.64	1.93	2.00	2.05	2.26	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.56	16.69	12.97	13.36	14.82	10.55	Nov. YTD 8.71	Nov. 10.76	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.

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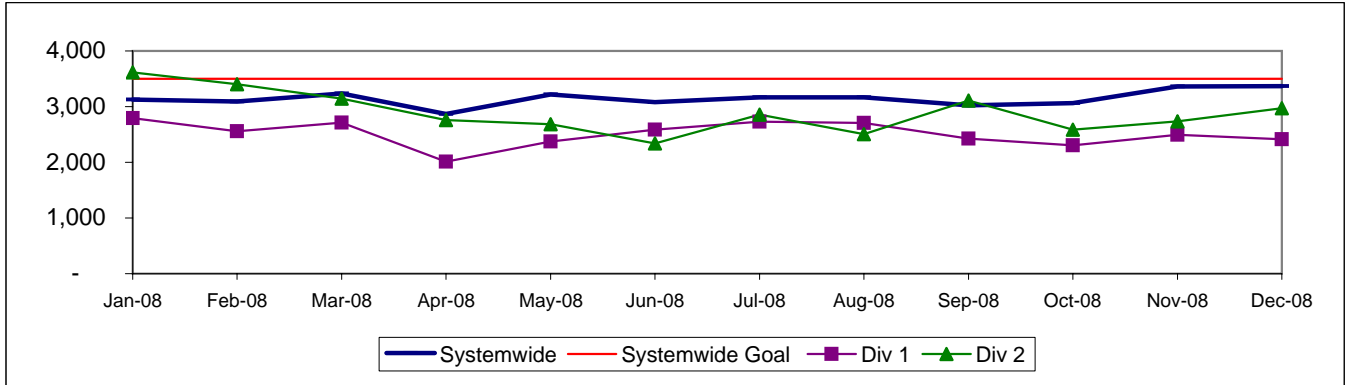
Red - High probability that the target will not be achieved -- significant problems and/or delays.

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.

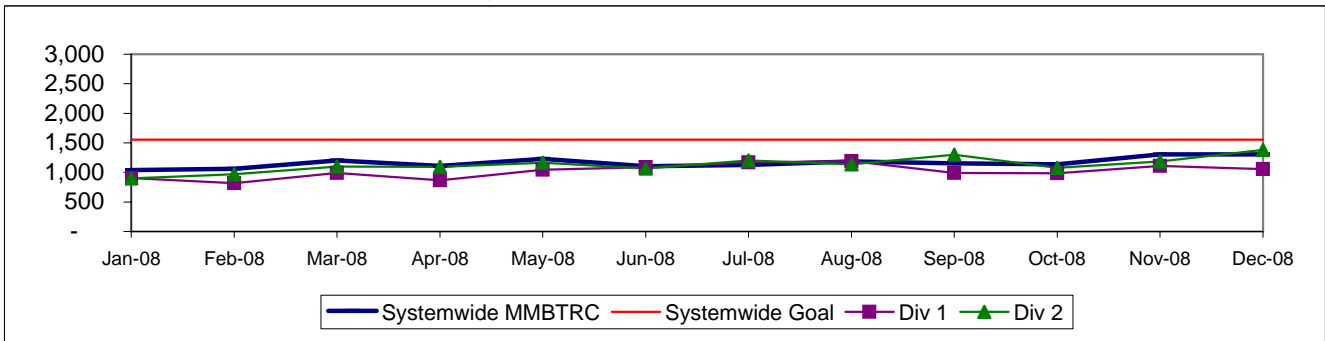
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



MEAN MILES BETWEEN TOTAL ROADCALLS Systemwide and Divisions 1 and 2

Definition: Average Hub Miles Between Total Roadcalls

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

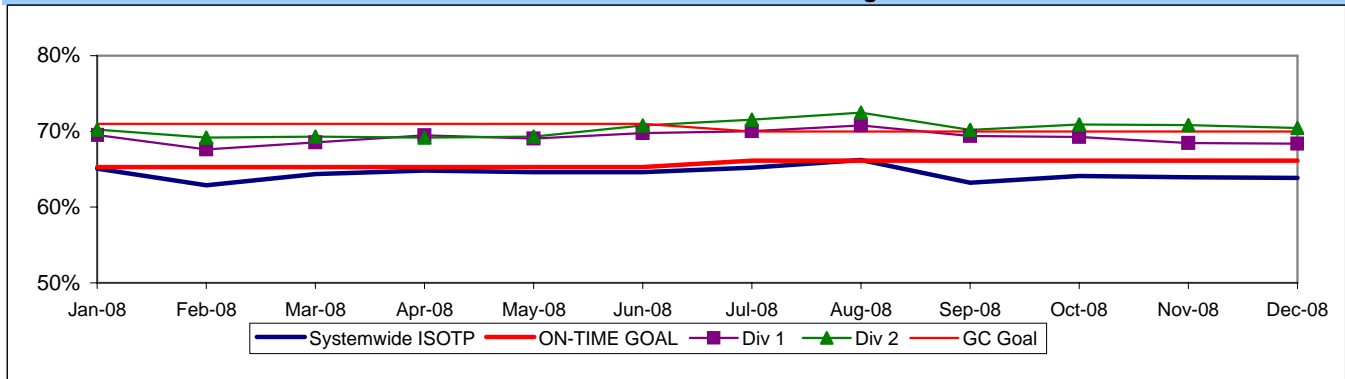


IN-SERVICE ON-TIME PERFORMANCE

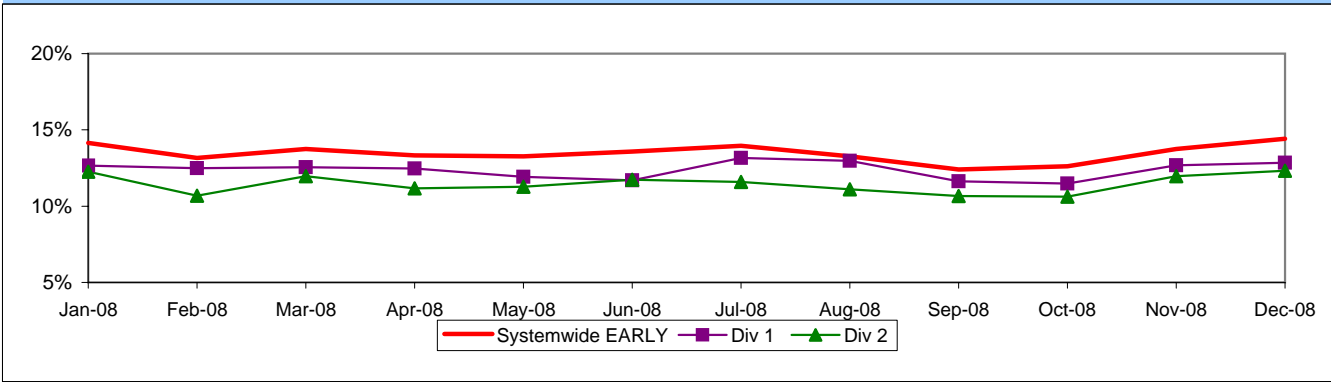
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

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



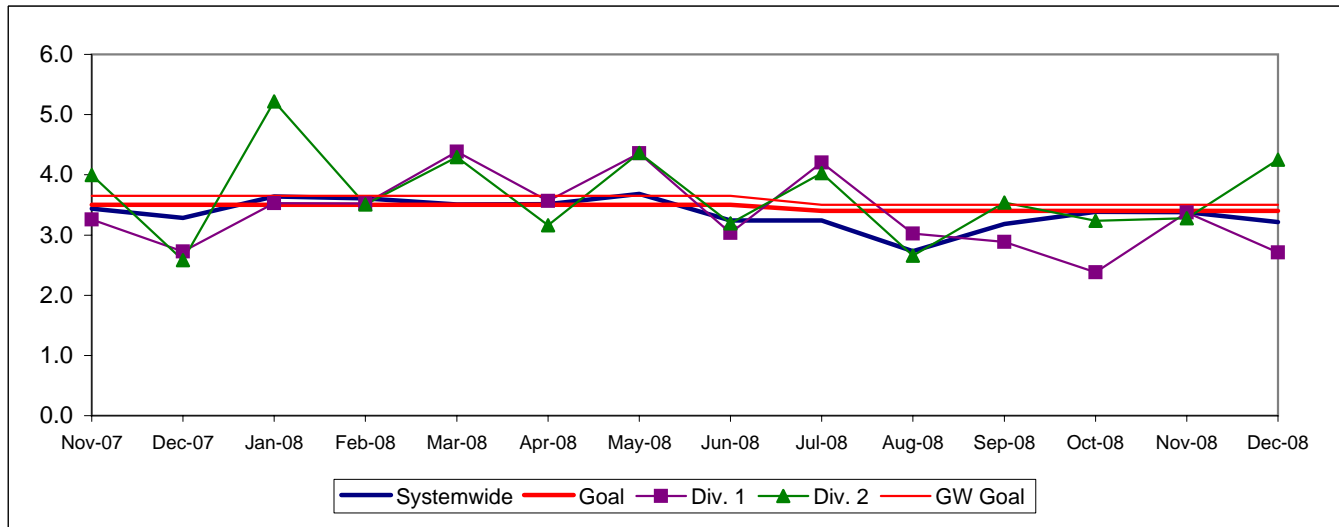
Running Hot - Systemwide and Bus Operating Divisions 1 and 2



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))

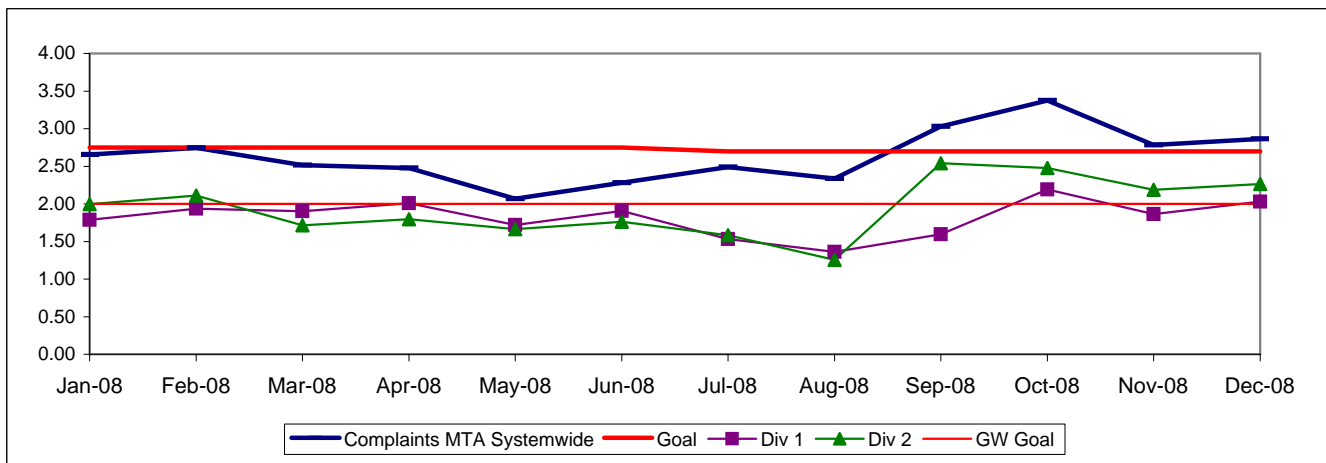


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

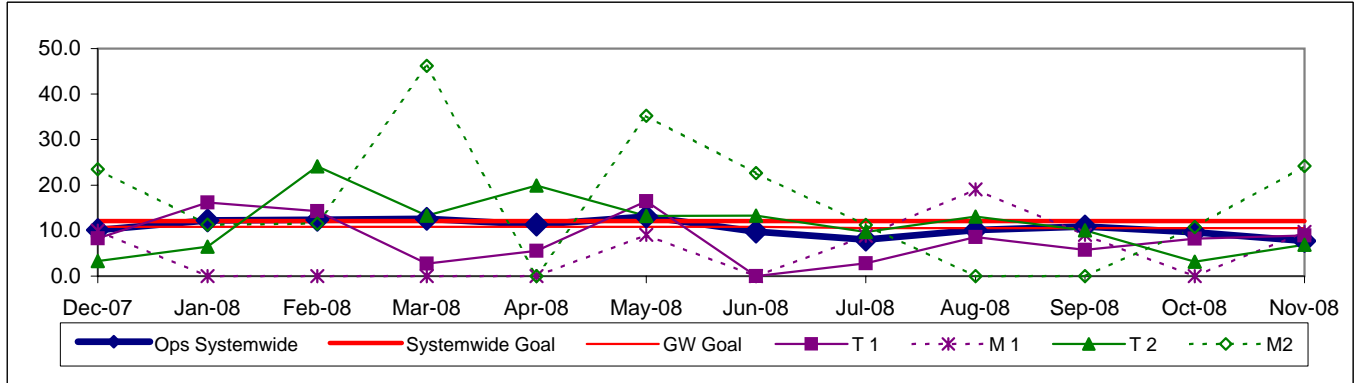


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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.

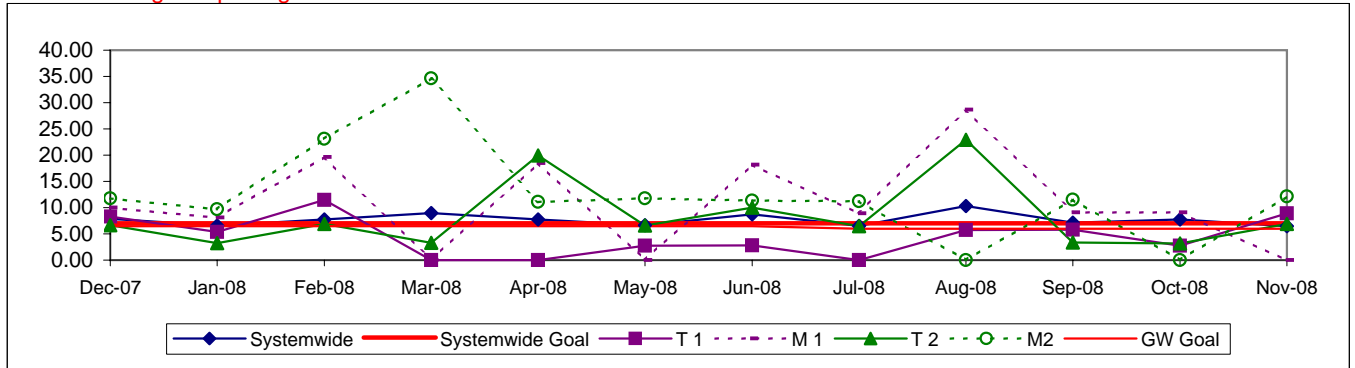


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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.

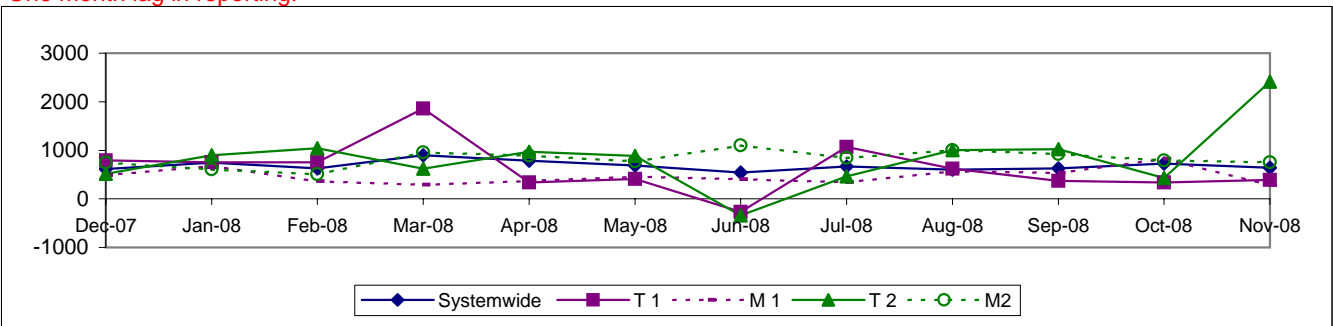


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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)
- * Mean Miles Between Total Road Calls (MMBTRC)
- * 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	FY04	FY05	FY06	FY07	FY08	FY09 Target	FY09 YTD	Dec. Month	Status
Bus Systemwide									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls			3,274	3,532 1,116*	3,137 824	3,500	3,184 209	3,369 23	Yellow
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,556	1,195	1,303	Yellow
In-Service On-time Performance**	65.43%	66.50%	64.35%**	63.77%	64.05%	66.15%	64.42%	63.84%	Yellow
Bus Traffic Accidents Per 100,000 Miles					3.47	3.40	3.19	3.21	Green
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.70	2.82	2.87	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.64	13.61	12.27	11.11	11.54	12.10	Nov YTD 9.30	Nov. 7.76	Green
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up									
SB Sector									
MMBMF No. of unaddressed road calls			3,688	3,826 231*	3,427 100	3,500	3,412 26	3,550 0	Yellow
MMBTRC				1,273	1,117	1,591	1,110	1,195	Yellow
In-Service On-time Performance	61.74%	64.13%	59.05%	62.39%	62.03%	62.00%	61.36%	60.26%	Yellow
Bus Traffic Accidents Per 100,000 Miles					3.86	4.00	3.57	4.18	Green
Complaints per 100,000 Boardings	4.63	3.61	2.49	2.51	2.56	3.00	3.00	3.15	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	14.84	14.65	13.85	10.81	15.18	13.50	Nov. YTD 9.29	Nov. 7.37	Green
Division 5									
MMBMF No. of unaddressed road calls			3,656	3,580 57*	3,227 26	3,500	3,226 11	3,783 0	Yellow
MMBTRC				1,459	1,130	1,824	1,267	1,408	Yellow
In-Service On-time Performance	63.17%	65.58%	61.85%	63.83%	63.35%	62.00%	63.62%	62.37%	Green
Bus Traffic Accidents Per 100,000 Miles					5.11	4.00	4.16	4.73	Yellow
Complaints per 100,000 Boardings	3.45	2.71	1.87	1.71	1.46	3.00	1.63	1.87	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	15.22	18.72	14.68	14.89	15.96	13.50	Nov YTD 11.23	Nov. 5.06	Green
Division 18									
MMBMF No. of unaddressed road calls			3,712	4,008 214*	3,563 74	3,500	3,544 15	3,416 0	Green
MMBTRC				1,174	1,109	1,468	1,028	1,091	Yellow
In-Service On-time Performance	60.78%	63.42%	57.31%	61.19%	60.88%	62.00%	59.28%	58.31%	Yellow
Bus Traffic Accidents Per 100,000 Miles					3.08	4.00	3.19	3.83	Green
Complaints per 100,000 Boardings	5.74	4.44	3.07	3.29	3.72	3.00	4.55	4.59	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	14.71	11.67	13.63	8.50	14.70	13.50	Nov. YTD 8.11	Nov. 9.61	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 target (on track).

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

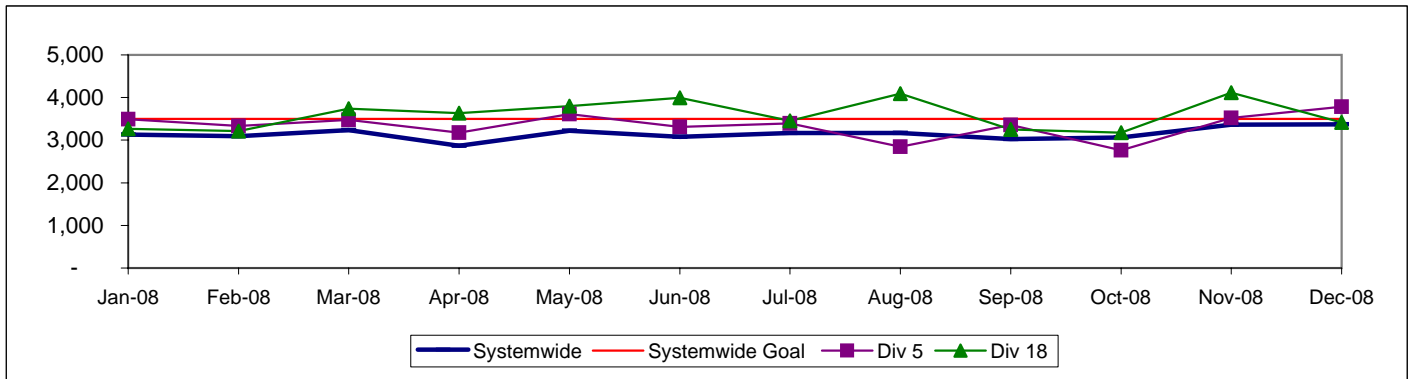
Red - High probability that the target will not be achieved -- significant problems and/or delays.

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.

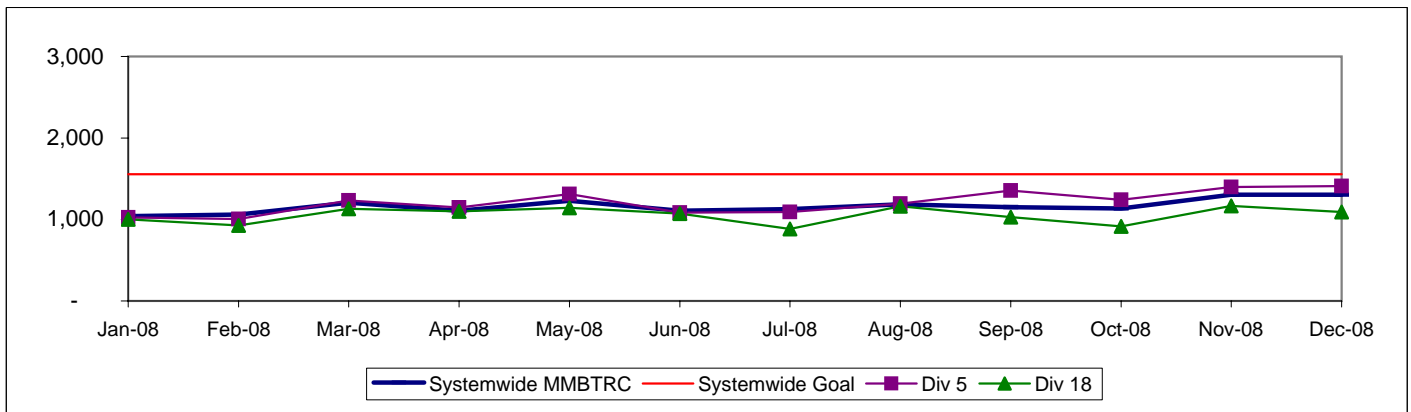
Calculation: MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



MEAN MILES BETWEEN TOTAL ROADCALLS Systemwide and Divisions 5 and 18

Definition: Average Hub Miles traveled between total roadcalls.

Calculation: MMBTRC = (Total Hub Miles / by Total Roadcalls)

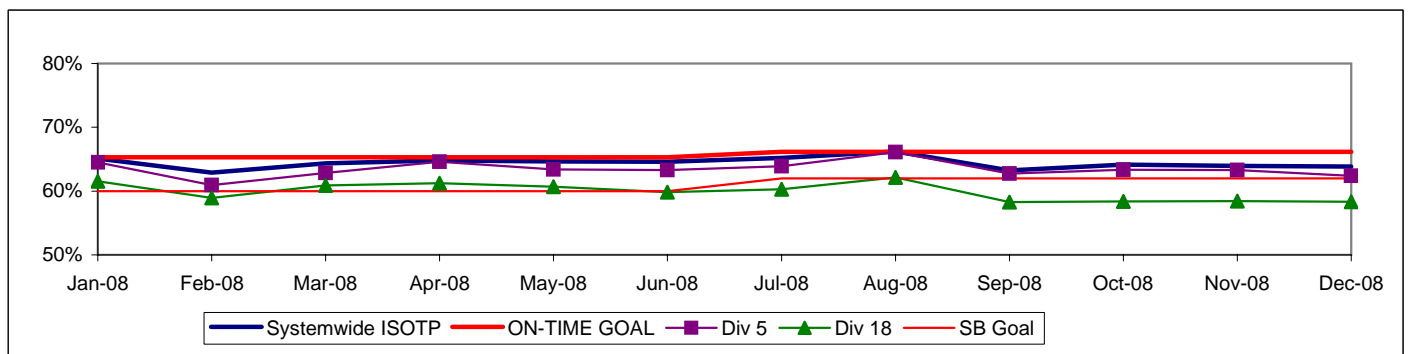


IN-SERVICE ON-TIME PERFORMANCE

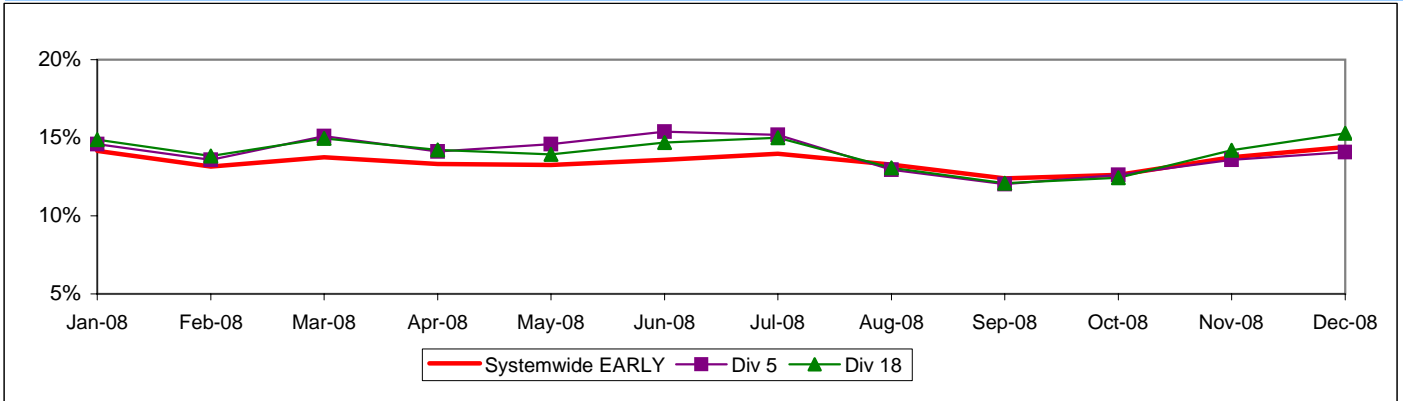
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

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



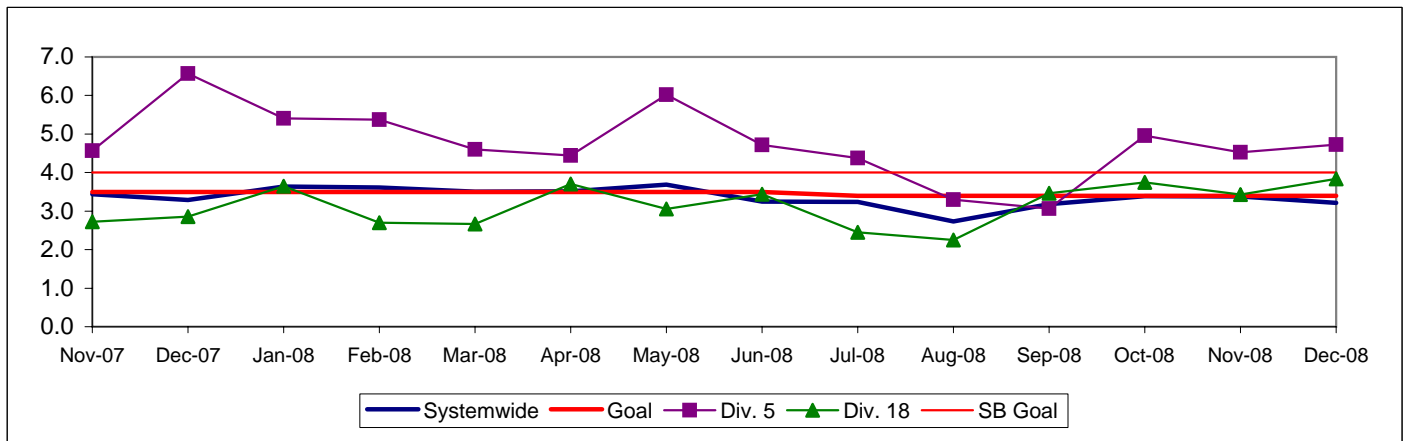
Running Hot - Systemwide and Bus Operating Divisions 5 and 18



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))

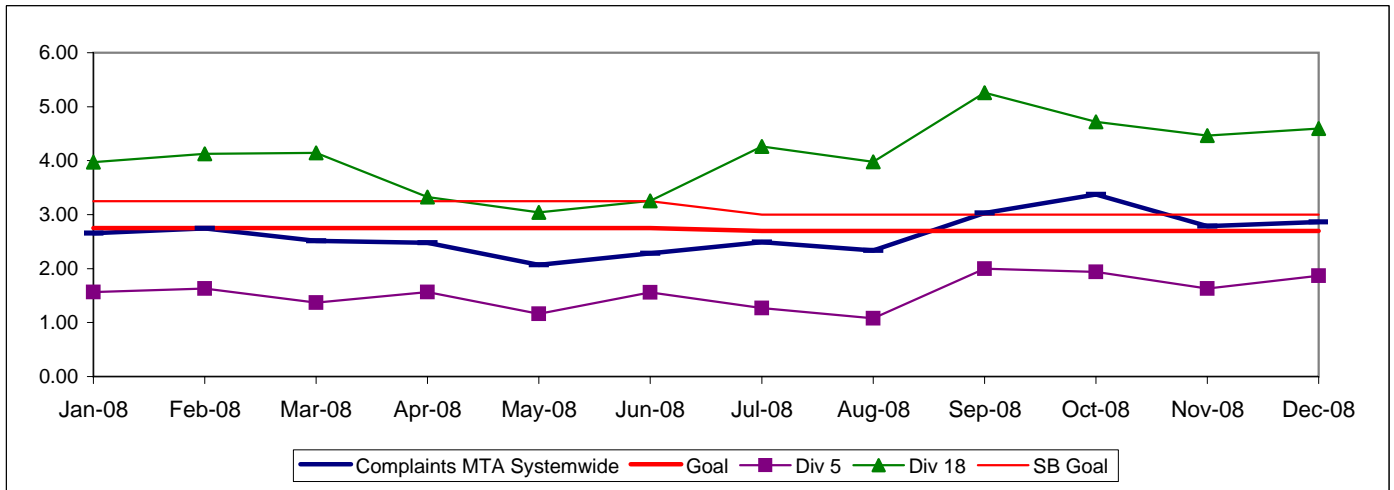


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

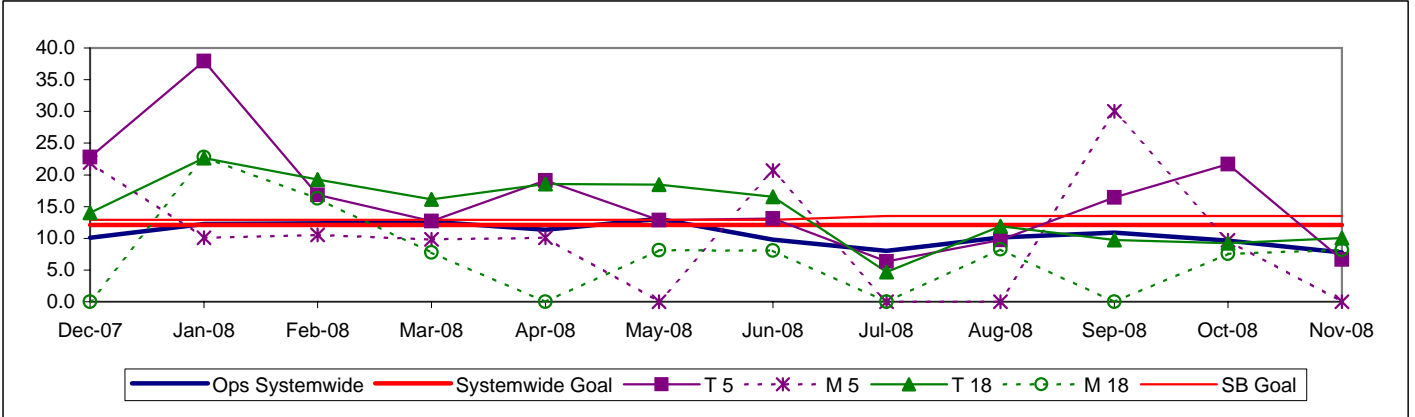


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18**

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.

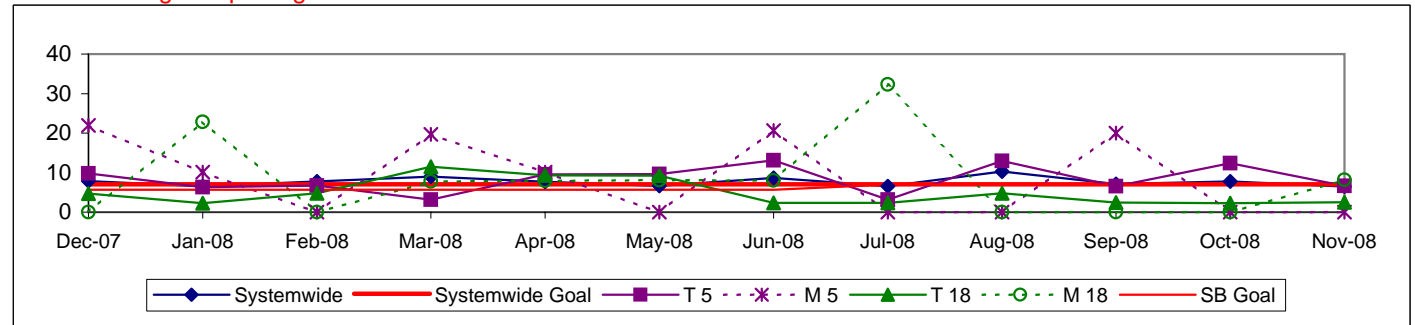


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18**

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.

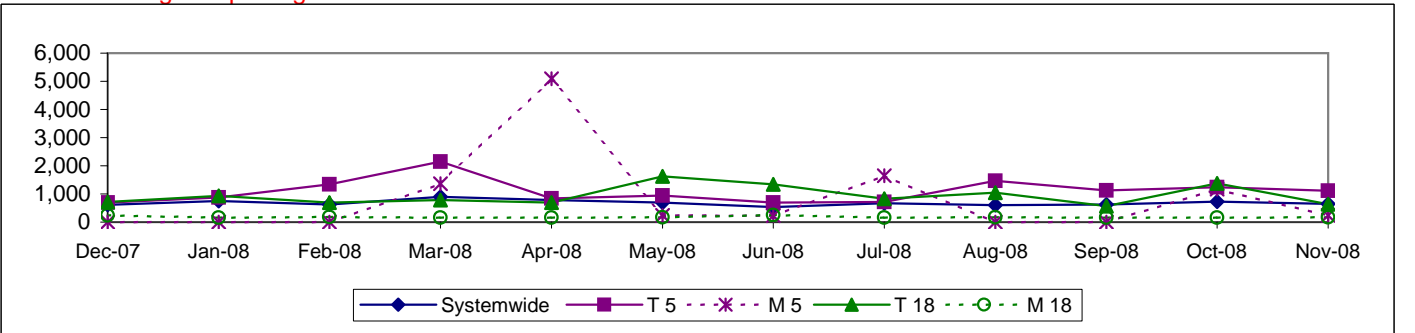


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18**

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*:

- * Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- * Mean Miles Between Total Road Calls (MMBTRC)
- * 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	FY04	FY05	FY06	FY07	FY08	FY09 Target	FY09 YTD	Dec. Month	Status
Bus Systemwide									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls			3,274	3,532 1,116*	3,137 824	3,500	3,184 209	3,369 23	🟡
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,556	1,195	1,303	🟡
In-Service On-time Performance	65.43%	66.50%	64.35%**	63.77%	64.05%	66.15%	64.42%	63.84%	🟡
Bus Traffic Accidents Per 100,000 Miles					3.47	3.40	3.19	3.21	🟢
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.70	2.82	2.87	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.64	13.61	12.27	11.11	11.54	12.10	Nov YTD 9.30	Nov. 7.76	🟢
WC Sector									
MMBMF No. of unaddressed road calls			3,499	3,651 155*	3,213 116	3,500	3,330 64	3,685 16	🟡
MMBTRC				1,152	1,001	1,439	974	1,037	🟡
In-Service On-time Performance	63.31%	63.39%	60.82%	57.59%	56.72%	60.00%	58.48%	58.45%	🟡
Bus Traffic Accidents Per 100,000 Miles					4.25	4.00	4.00	3.32	🟢
Complaints per 100,000 Boardings	5.30	4.10	2.53	2.66	2.97	3.00	3.13	2.77	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.52	18.80	14.61	12.99	13.41	13.00	Nov YTD 9.65	Nov. 7.19	🟢
Division 6									
MMBMF No. of unaddressed road calls			6,279	4,456 30*	3,756 32	3,500	5,425 4	13,624 1	🟢
MMBTRC				1,063	899	1,329	1,162	1,858	🟡
In-Service On-time Performance	60.11%	56.75%	57.20%	53.28%	53.12%	60.00%	54.35%	54.99%	🟡
Bus Traffic Accidents Per 100,000 Miles					3.86	4.00	3.81	3.06	🟡
Complaints per 100,000 Boardings	6.15	4.47	2.52	2.10	2.70	3.00	4.14	1.95	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.71	18.23	16.43	15.02	11.77	13.00	Nov YTD 10.18	Nov. 9.20	🟢
Division 7									
MMBMF No. of unaddressed road calls			2,947	3,468 64*	3,327 84	3,500	3,498 60	3,837 15	🟡
MMBTRC				1,118	981	1,397	981	1,002	🟡
In-Service On-time Performance	64.59%	64.22%	61.78%	58.01%	57.66%	60.00%	58.87%	58.44%	🟡
Bus Traffic Accidents Per 100,000 Miles					4.10	4.00	4.13	2.74	🟡
Complaints per 100,000 Boardings	5.70	4.24	2.87	2.98	3.00	3.00	3.12	2.89	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.05	19.44	15.76	12.09	13.42	13.00	Nov YTD 10.06	Nov. 13.15	🟢
Division 10									
MMBMF No. of unaddressed road calls			3,723	3,702 61*	3,028 0	3,500	2,968 0	3,149 0	🟡
MMBTRC				1,197	1,044	1,496	936	986	🟡
In-Service On-time Performance	62.85%	64.14%	60.73%	58.61%	56.63%	60.00%	58.95%	59.13%	🟡
Bus Traffic Accidents Per 100,000 Miles					4.47	4.00	3.92	3.87	🟢
Complaints per 100,000 Boardings	4.85	3.92	2.23	2.48	2.99	3.00	2.98	2.81	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	22.90	3.74 114	3.80 1	14.02	14.74	13.00	Nov. YTD 9.83	Nov. 2.02	🟢

*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 target (on track).

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

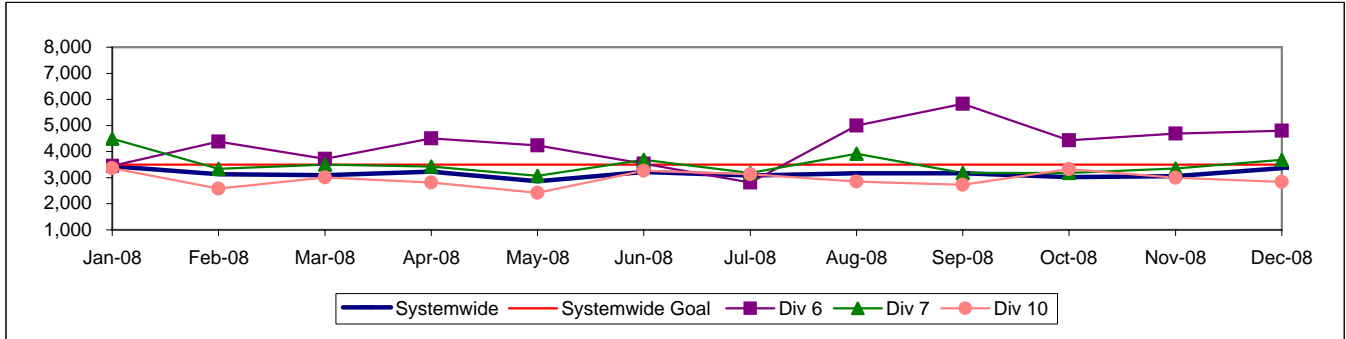
🔴 Red - High probability that the target will not be achieved -- significant problems and/or delays.

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.

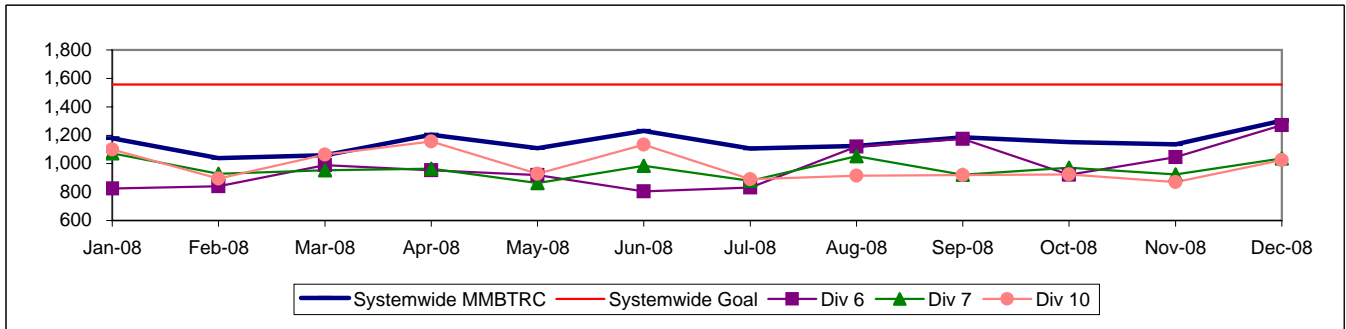
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



MEAN MILES BETWEEN TOTAL ROAD CALLS Systemwide and Divisions 6, 7 and 10

Definition: Average Hub Miles traveled between total road calls.

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

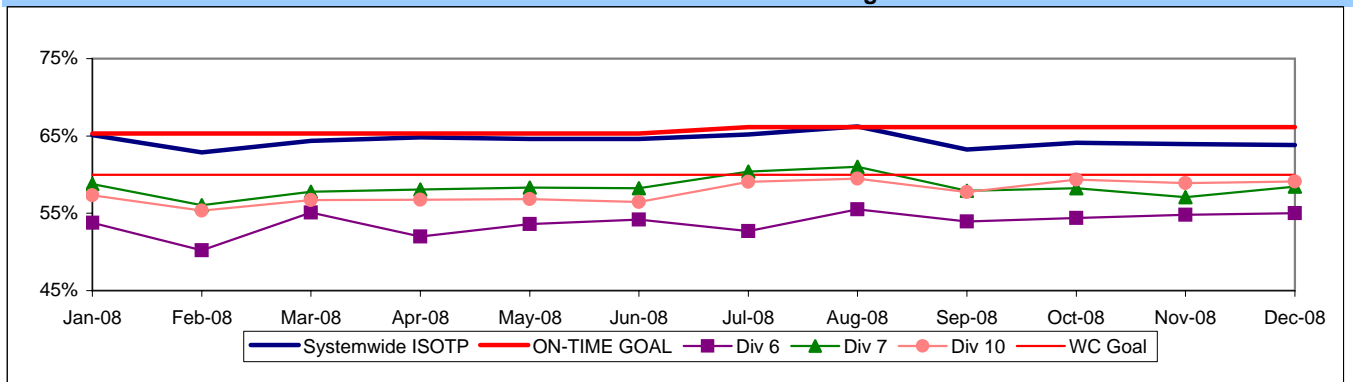


IN-SERVICE ON-TIME PERFORMANCE

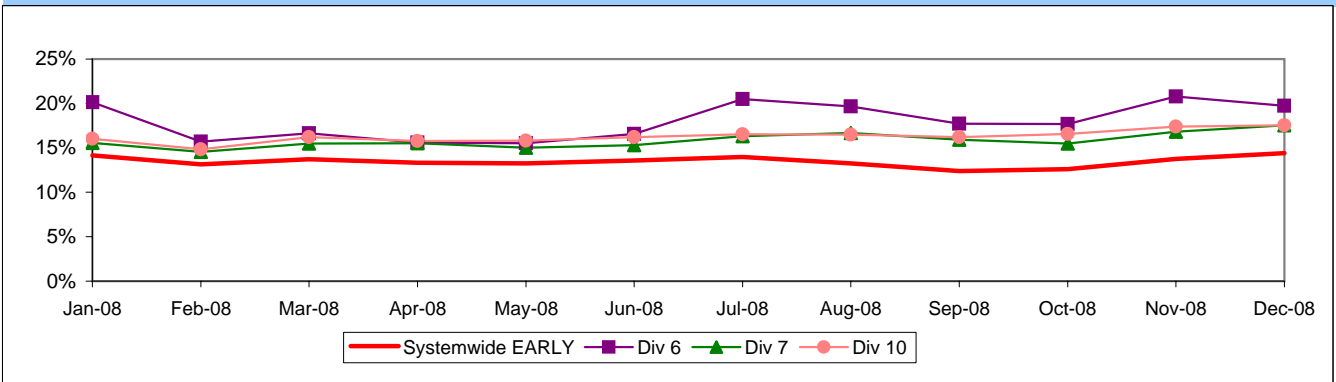
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

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



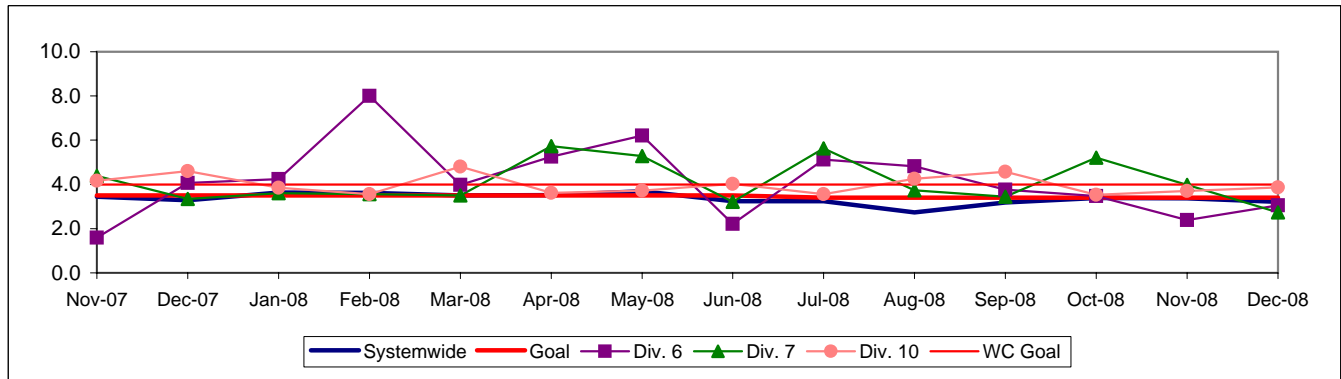
Running Hot - Systemwide and Bus Operating Divisions 6, 7 and 10



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

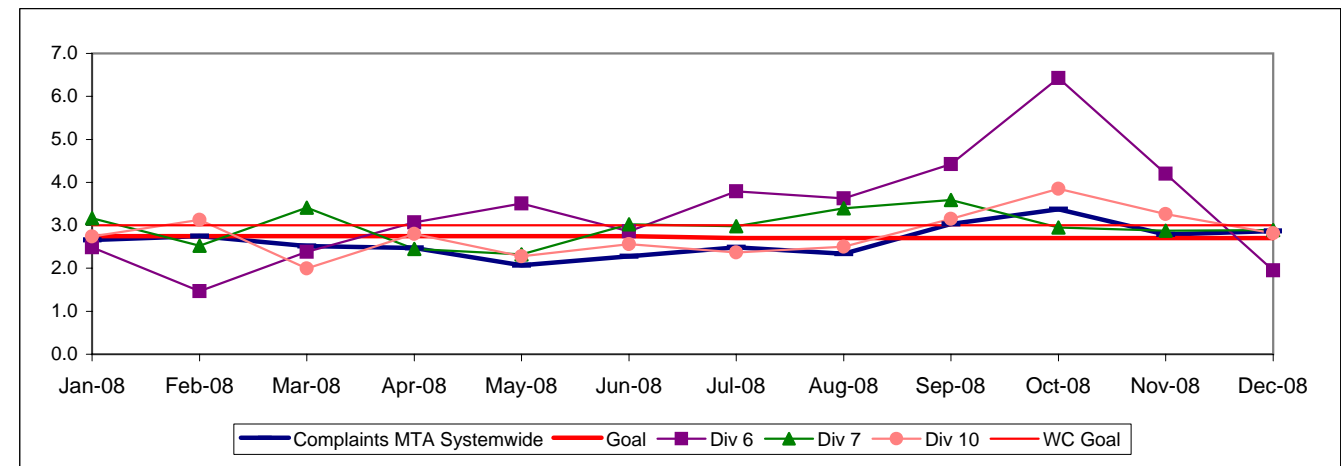


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

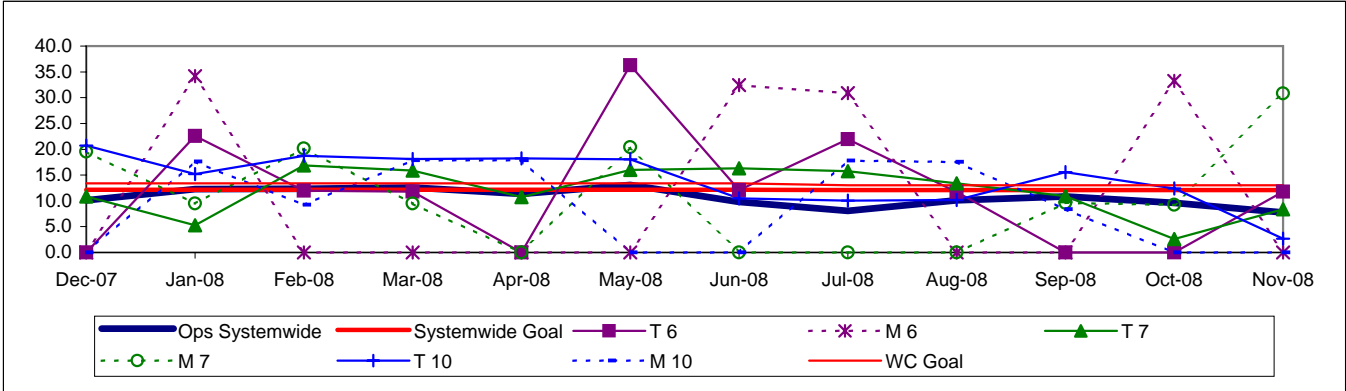


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10**

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.

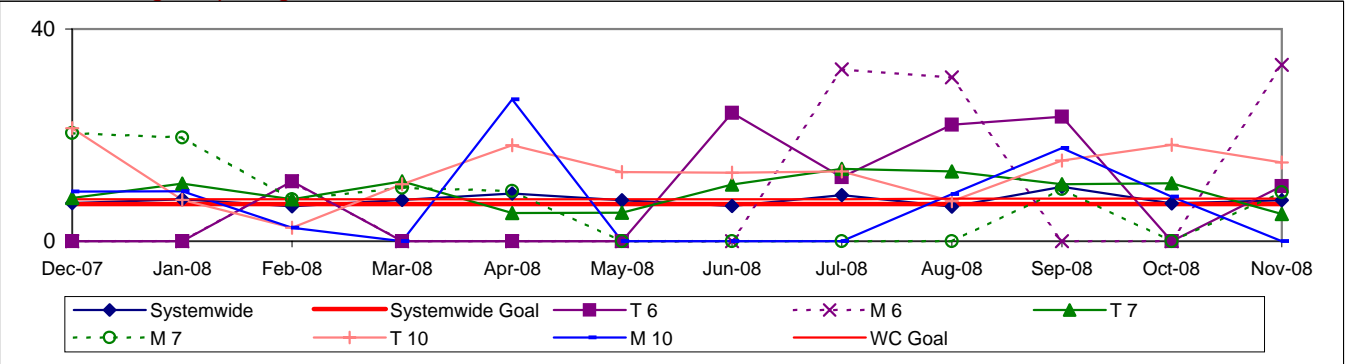


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10**

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.

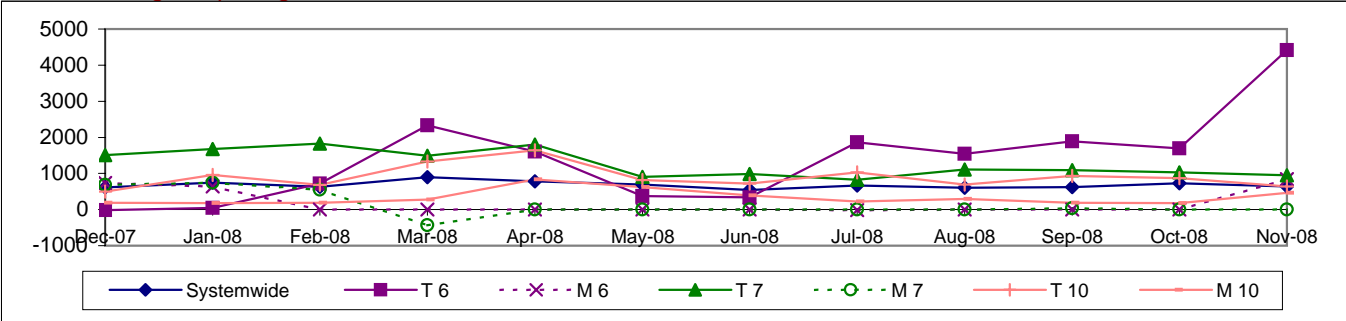


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10**

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	FY04	FY05	FY06	FY07	FY08	FY09 Target	FY09 YTD	Dec. Month	Status
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	11.59	9.32	11.56	8.08	11.24	10.00	Nov. YTD 5.63	Nov. 4.54	
Metro Red Line (MRL)									
On-Time Pullouts	99.71%	99.94%	99.61%	99.76%	99.79%	99.00%	99.93%	100%	
Mean Miles Between Chargeable Mechanical Failures	12,793	11,759	19,587	17,260	26,743	25,000	37,736	59,078	
In-Service On-time Performance*						99.13%	99.00%	99.29%	99.51%
Traffic Accidents Per 100,000 Train Miles	0	0.22	0.22	0	0.30	0.14	0.15	0.00	
Complaints per 100,000 Boardings	1.17	1.13	0.66	0.41	0.50	0.50	0.44	0.29	
Metro Blue Line (MBL)									
On-Time Pullouts	99.94%	99.73%	99.76%	99.72%	99.62%	99.00%	99.74%	100.00%	
Mean Miles Between Chargeable Mechanical Failures	10,365	16,273	26,774	35,125	31,278	25,000	27,049	36,893	
In-Service On-time Performance*						98.81%	99.00%	98.41%	98.85%
Traffic Accidents Per 100,000 Train Miles	1.36	0.64	0.96	1.35	1.65	0.50	1.43	0.69	
Complaints per 100,000 Boardings	0.97	0.98	0.78	0.53	0.64	0.73	0.54	0.69	
Metro Green Line (MGrL)									
On-Time Pullouts	99.78%	99.91%	99.97%	99.54%	99.80%	99.00%	100%	99%	
Mean Miles Between Chargeable Mechanical Failures	11,337	12,558	20,635	27,471	36,727	25,000	19,602	24,315	
In-Service On-time Performance*						99.07%	99.00%	98.72%	98.45%
Traffic Accidents Per 100,000 Train Miles	0.08	0.00	0	0	0.00	0.50	0	0	
Complaints per 100,000 Boardings	1.37	1.39	0.92	0.72	0.81	0.73	1.11	0.78	
Metro Gold Line (MGoL)									
On-Time Pullouts	100%	99.85%	99.97%	99.95%	99.95%	99.00%	99.95%	100%	
Mean Miles Between Chargeable Mechanical Failures	8,938	16,571	23,329	22,775	39,521	25,000	27,337	19,159	
In-Service On-time Performance*						98.86%	99.00%	99.43%	99.60%
Traffic Accidents Per 100,000 Train Miles	0.25	0.23	0.12	0.23	0.43	0.50	0.25	0.00	
Complaints per 100,000 Boardings	3.81	2.85	2.71	1.88	1.57	0.73	1.57	2.01	

*Effective December, ISOTP calculated differently.

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

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

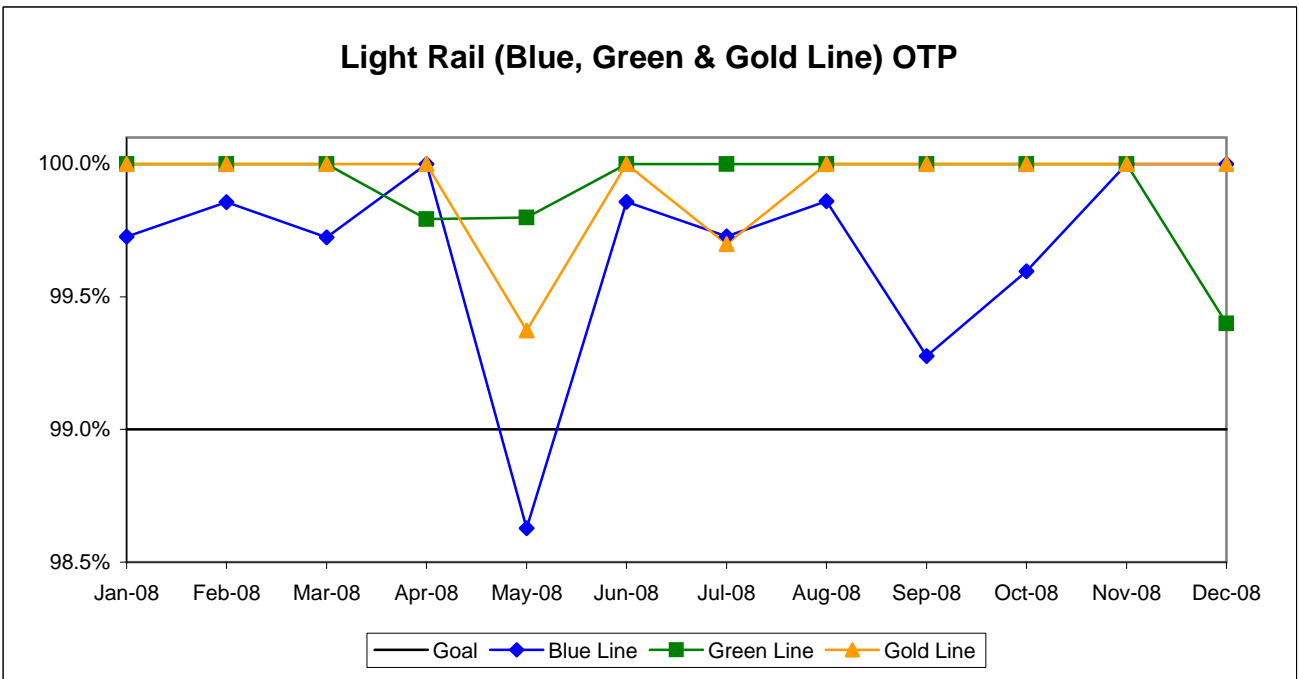
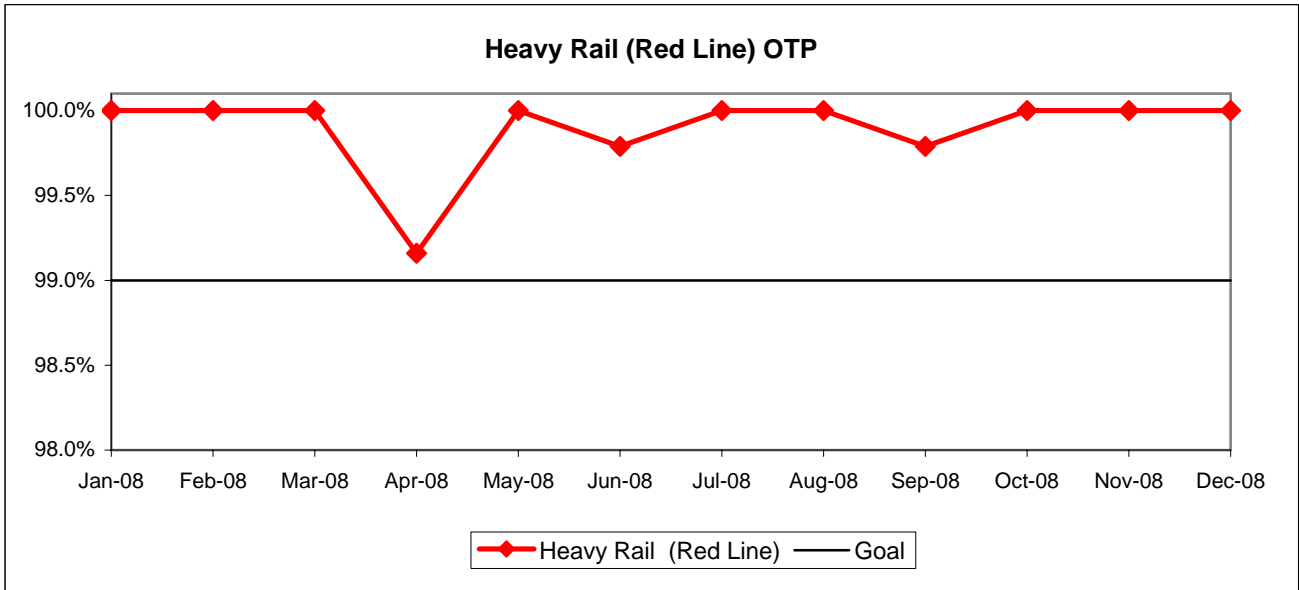
Red - High probability that the target will not be achieved -- significant problems and/or delays.

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.

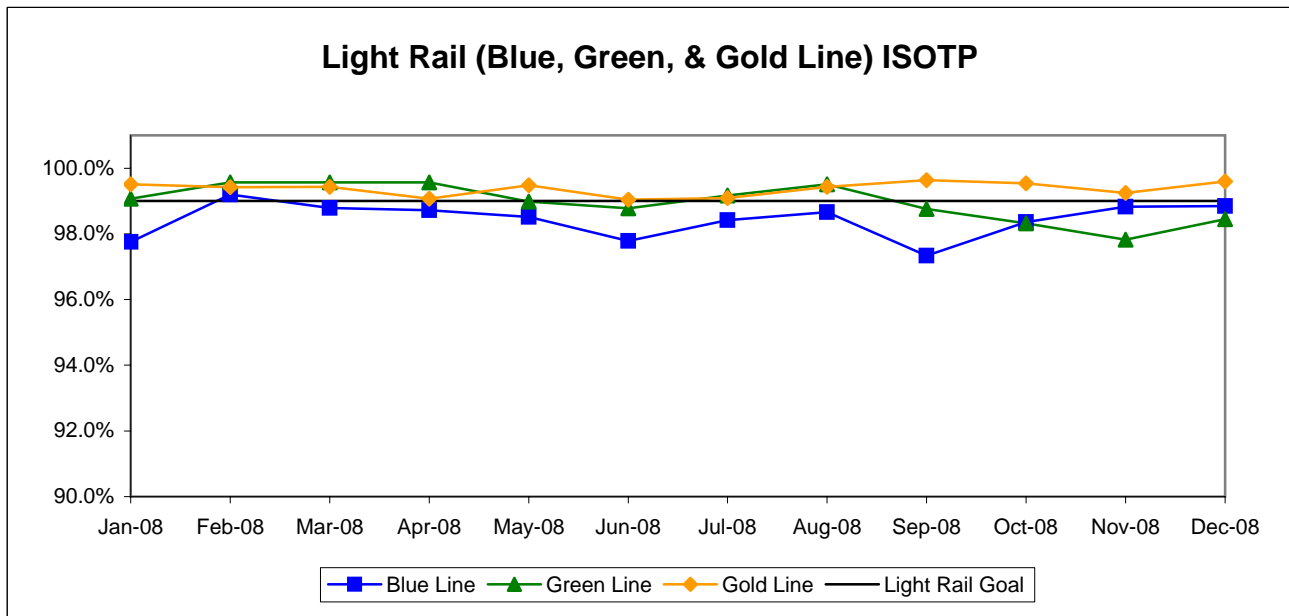
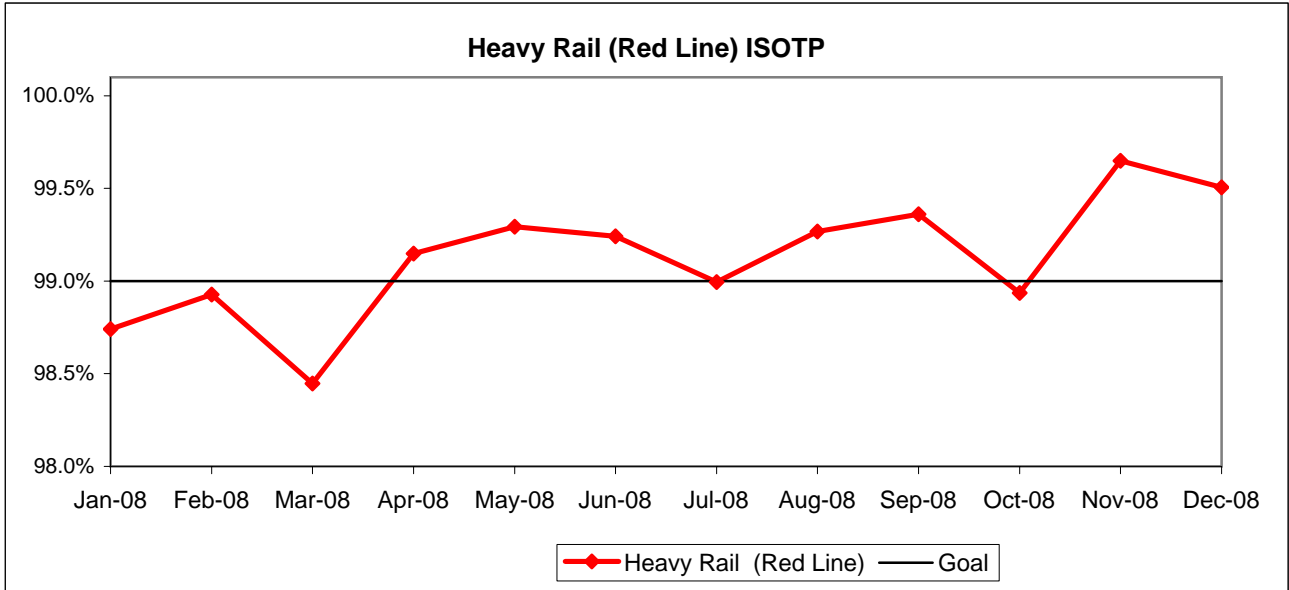
Calculation: $OTP\% = [(100\% - ((\text{Total cancelled pullouts plus late pullouts}) / \text{Total scheduled pullouts}) \times 100)]$



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.

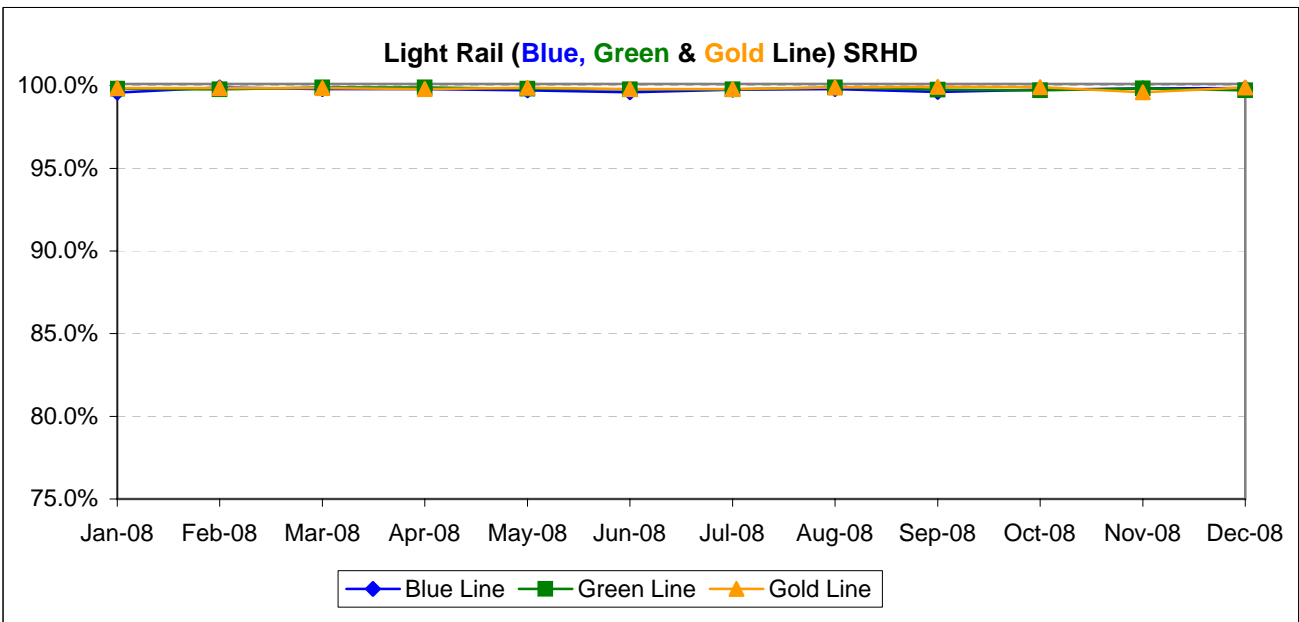
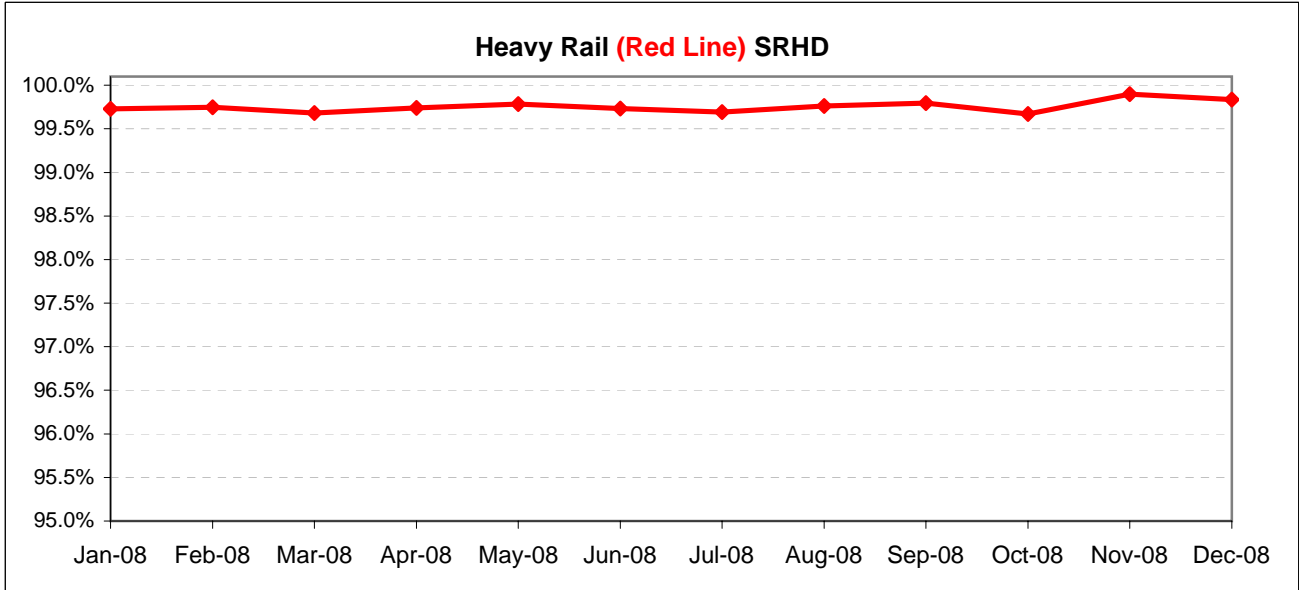
Calculation: ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]



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.

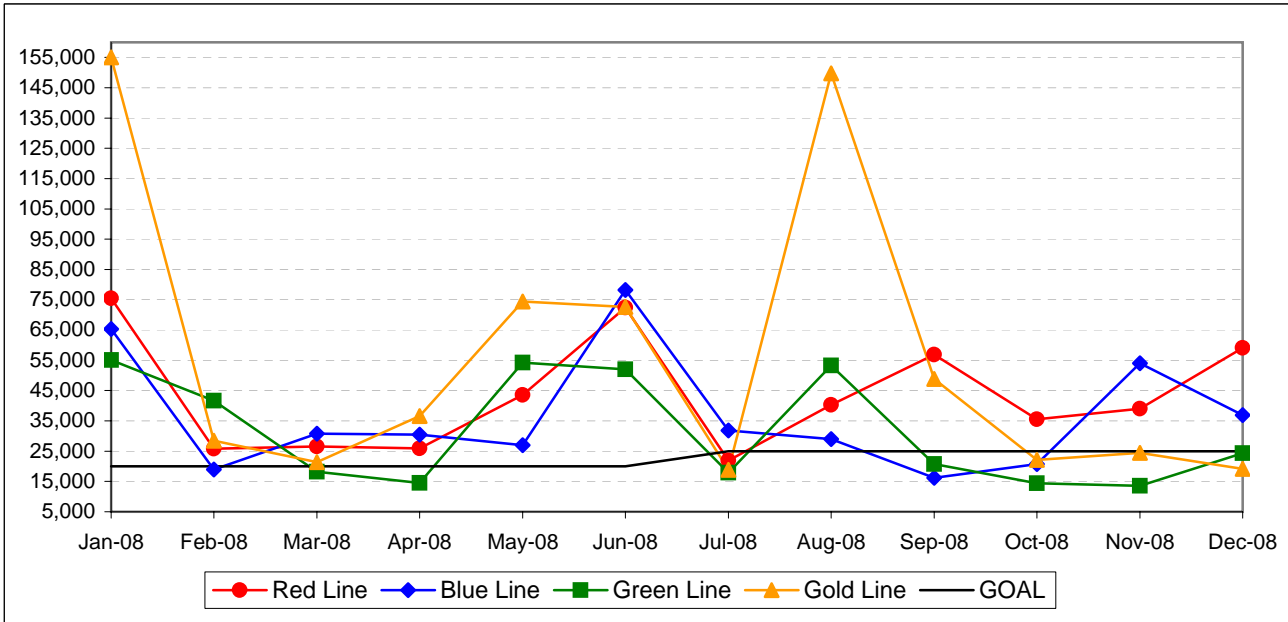
Calculation: $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



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

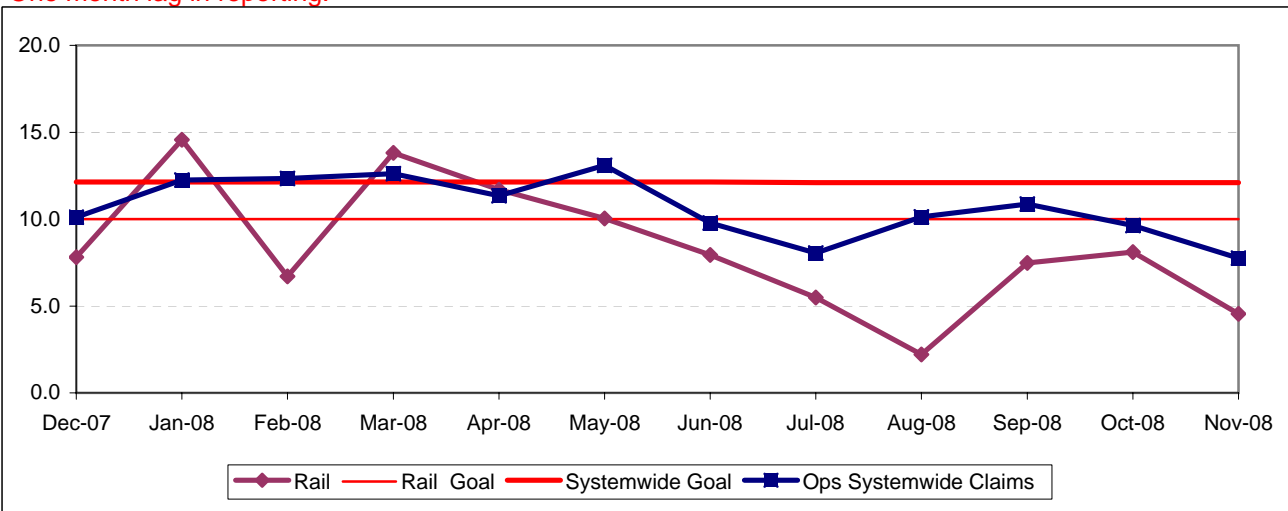


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

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.



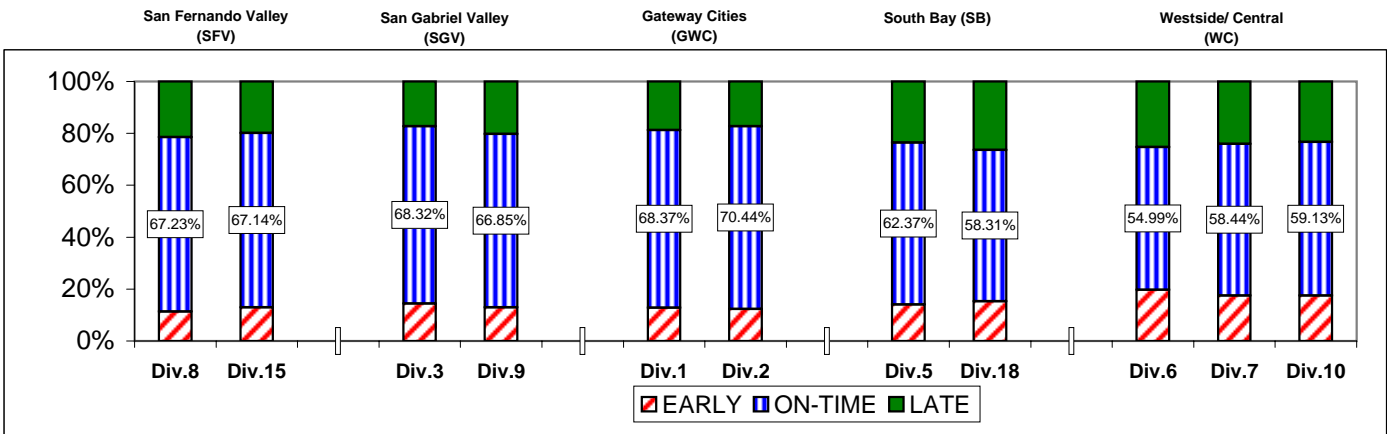
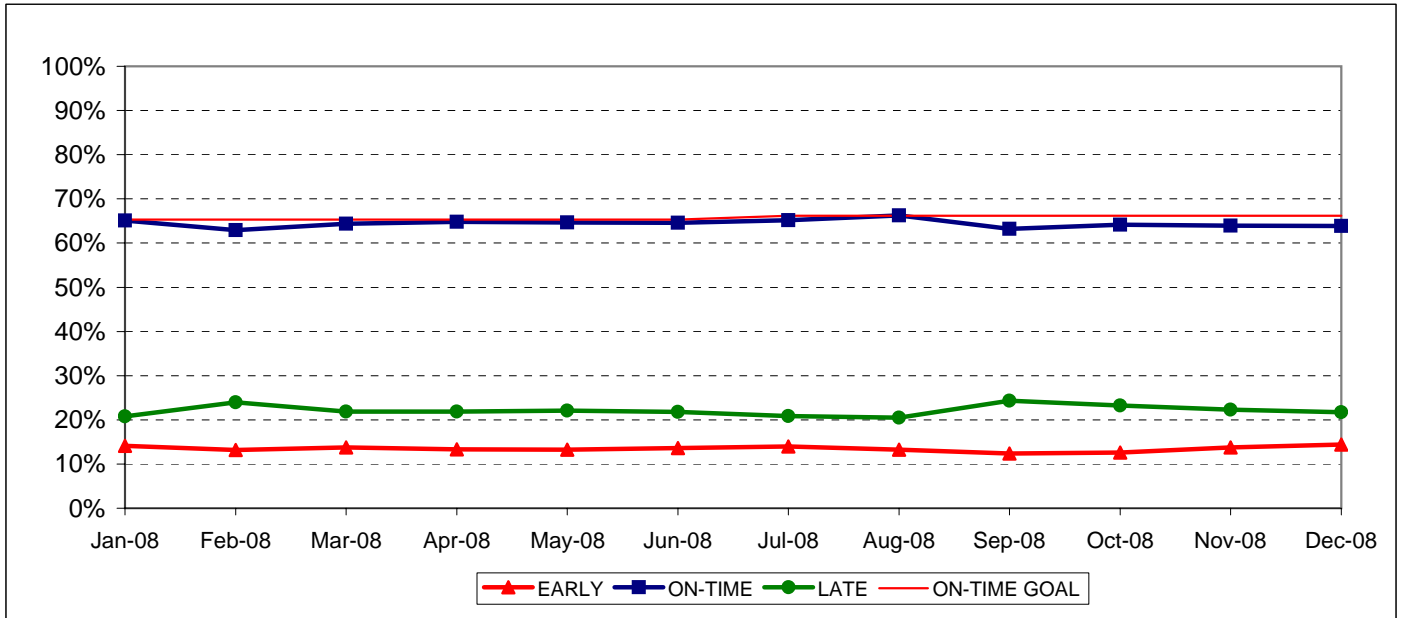
BUS SERVICE PERFORMANCE IN-SERVICE ON-TIME PERFORMANCE

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

	FY08	FY09-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8			
Early	11.24%	10.15%	-1.09%
On-Time	68.50%	68.48%	-0.02%
Late	20.26%	21.37%	1.11%
Division 15			
Early	11.26%	11.49%	0.22%
On-Time	66.85%	66.42%	-0.44%
Late	21.88%	22.10%	0.21%
Gateway Cities Sector (GWC)			
Division 1			
Early	12.77%	12.44%	-0.32%
On-Time	67.55%	69.37%	1.83%
Late	19.69%	18.19%	-1.50%
Division 2			
Early	11.94%	11.38%	-0.56%
On-Time	68.60%	71.06%	2.46%
Late	19.47%	17.56%	-1.90%
South Bay Sector (SB)			
Division 5			
Early	14.08%	13.40%	-0.68%
On-Time	63.35%	63.62%	0.27%
Late	22.57%	22.98%	0.41%
Division 18			
Early	14.42%	13.67%	-0.75%
On-Time	60.88%	59.28%	-1.60%
Late	24.70%	27.05%	2.35%

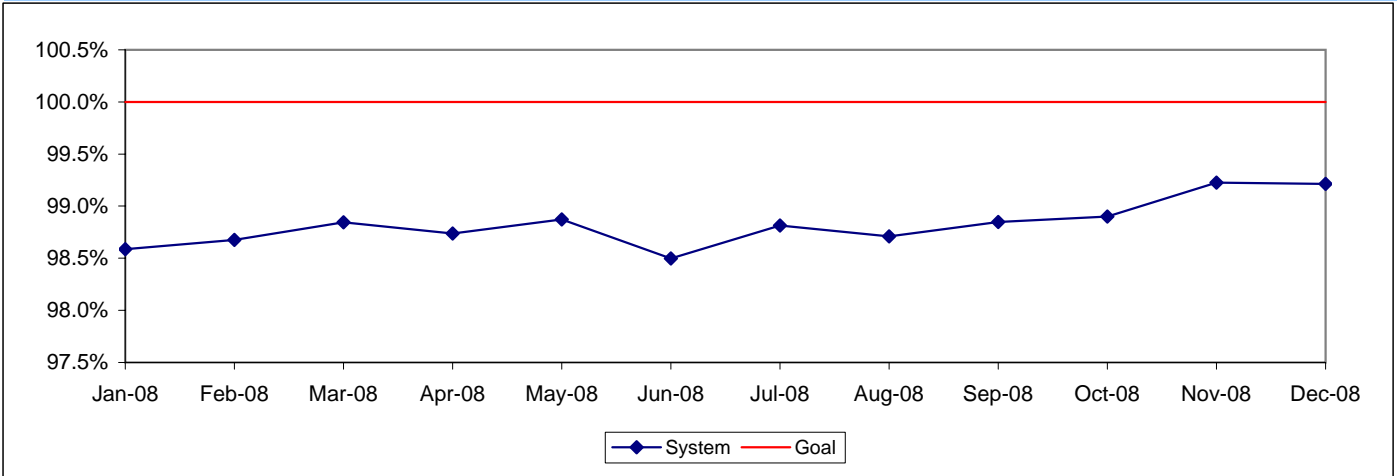
	FY08	FY09-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3			
Early	15.37%	13.84%	-1.53%
On-Time	66.83%	68.08%	1.25%
Late	17.81%	18.09%	0.28%
Division 9			
Early	12.92%	11.76%	-1.17%
On-Time	66.84%	68.61%	1.77%
Late	20.24%	19.63%	-0.61%
Westside/Central Sector (WC)			
Division 6			
Early	16.78%	19.29%	2.51%
On-Time	53.12%	54.35%	1.23%
Late	30.10%	26.36%	-3.74%
Division 7			
Early	14.80%	16.45%	1.64%
On-Time	57.66%	58.87%	1.21%
Late	27.54%	24.68%	-2.85%
Division 10			
Early	16.30%	16.80%	0.50%
On-Time	56.63%	58.95%	2.32%
Late	27.07%	24.26%	-2.82%
SYSTEMWIDE			
Early	13.55%	13.39%	-0.15%
On-Time	64.05%	64.42%	0.37%
Late	22.40%	22.19%	-0.22%

ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED*

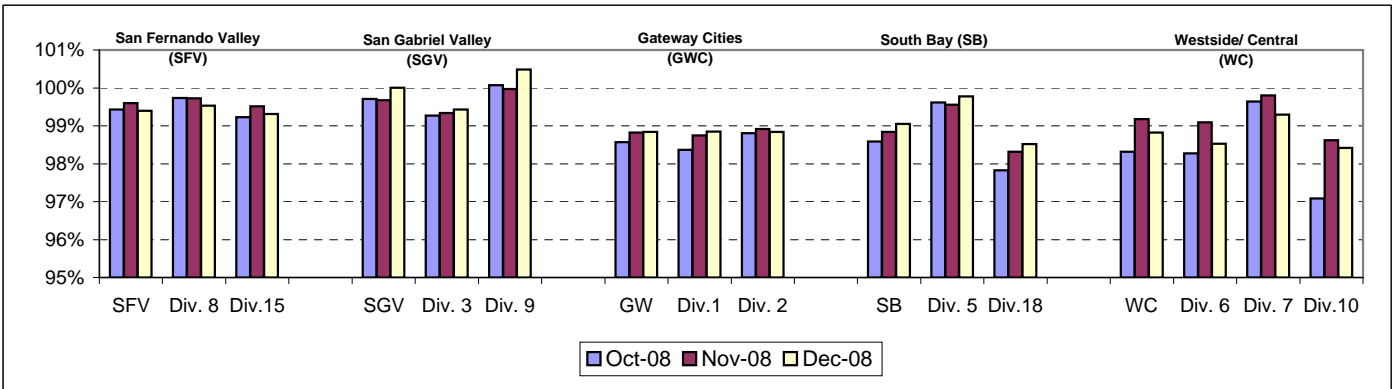
Definition: This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures. FY06: This performance indicator measures the percentage of scheduled Revenue Hours delivered after adding in temporary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

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

Systemwide Trend



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



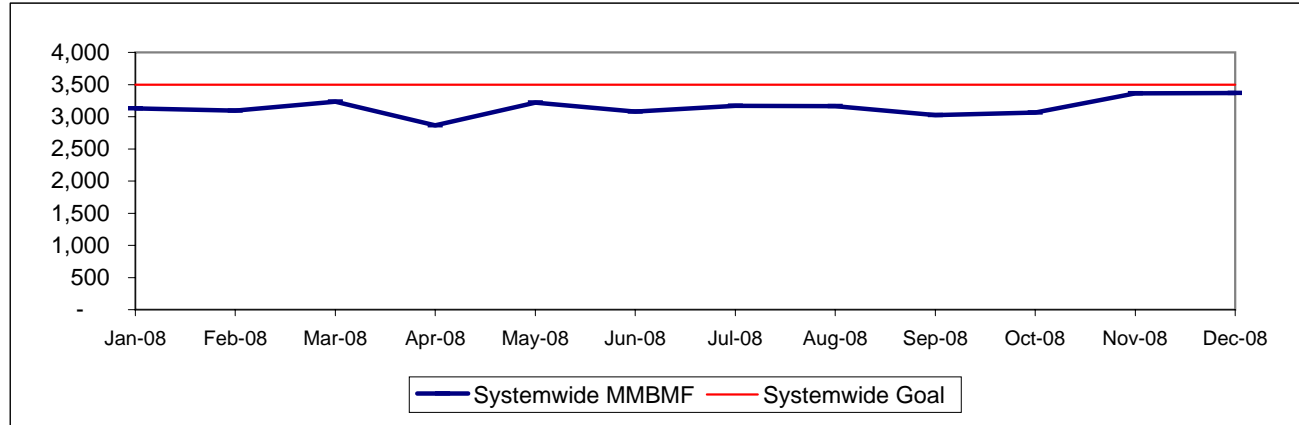
BUS MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)*

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

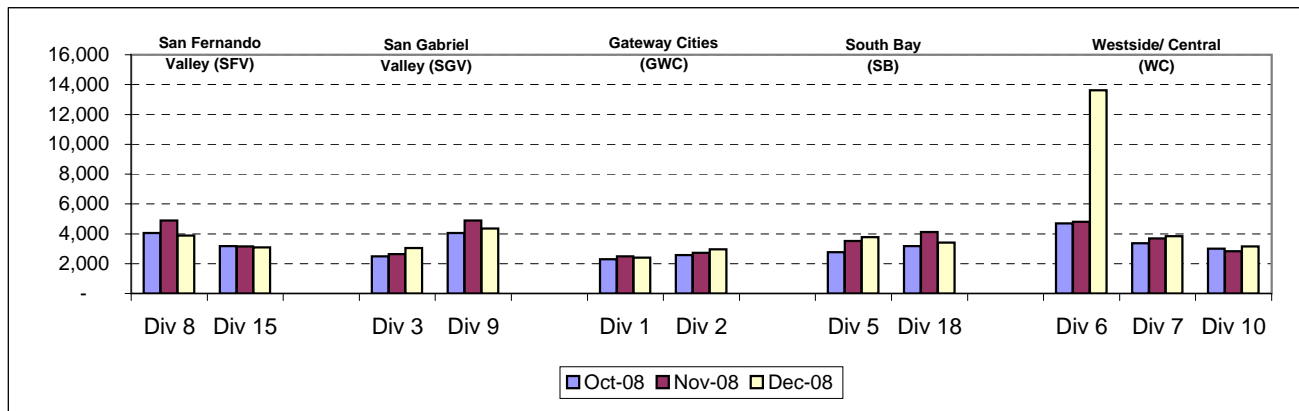
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

Systemwide Trend



* New Indicator.

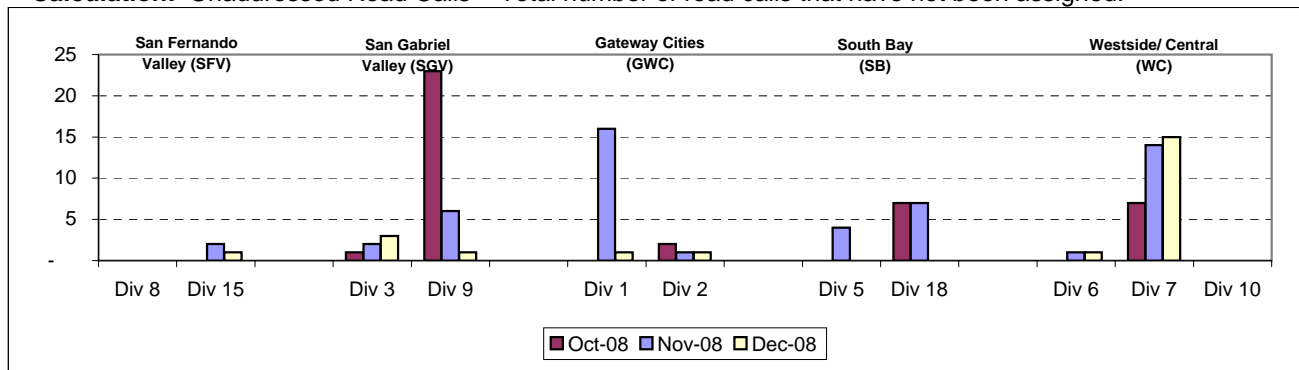
MMBMF -- Bus Operating Sector Divisions October - December 2008



Unaddressed Road Calls -- Bus Operating Sector Divisions* October - December 2008

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.



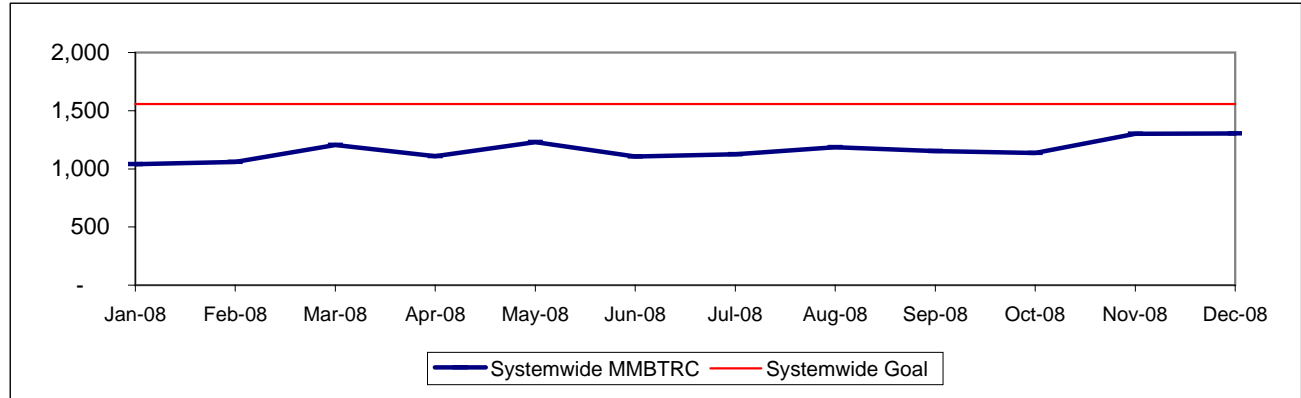
* New Indicator.

MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)*

Definition: Average Hub Miles traveled between road call problems.

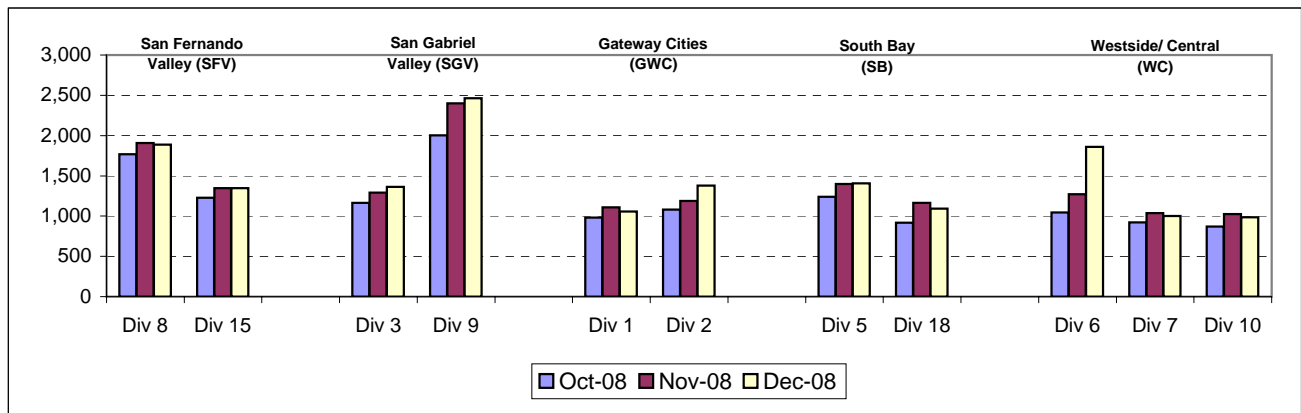
Calculation: MMBTRC = (Total Hub Miles / Total Road Calls)

MMBTRC Systemwide Trend



* New Indicator.

**MMBTRC --Bus Operating Sector Divisions
October - December 2008**



Fleet Mix by Fuel Type Systemwide (Metro Divisions only)

	Number of Buses	Percent of Buses
CNG	2,437	91.17%
Hybrid	2	0.07%
Diesel	141	5.27%
Gasoline	59	2.21%
Propane	34	1.27%
Total	2,673	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
9.9	7.8	7.6	6.9	6.8	7.0	6.6	8.0

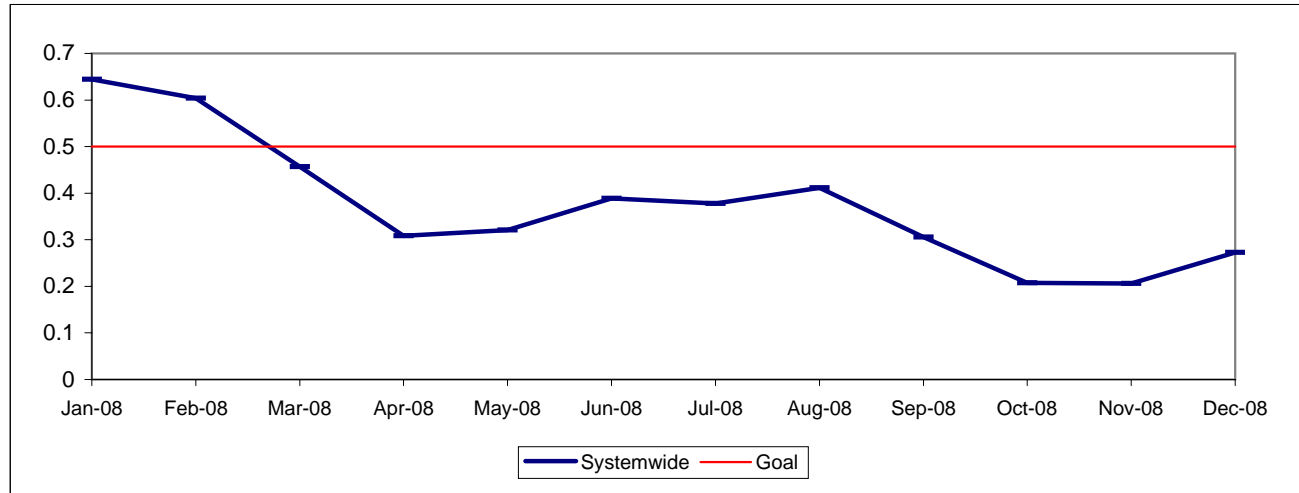
WC		
Div 6	Div 7	Div 10
14.1	7.4	6.8

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.

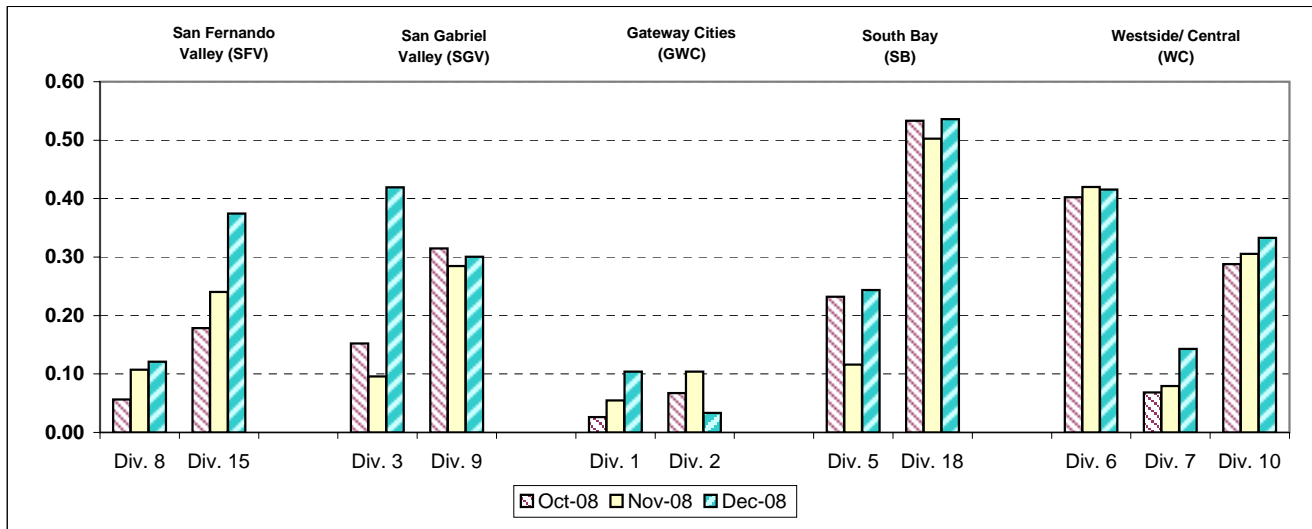
Calculation: Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

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 2008**



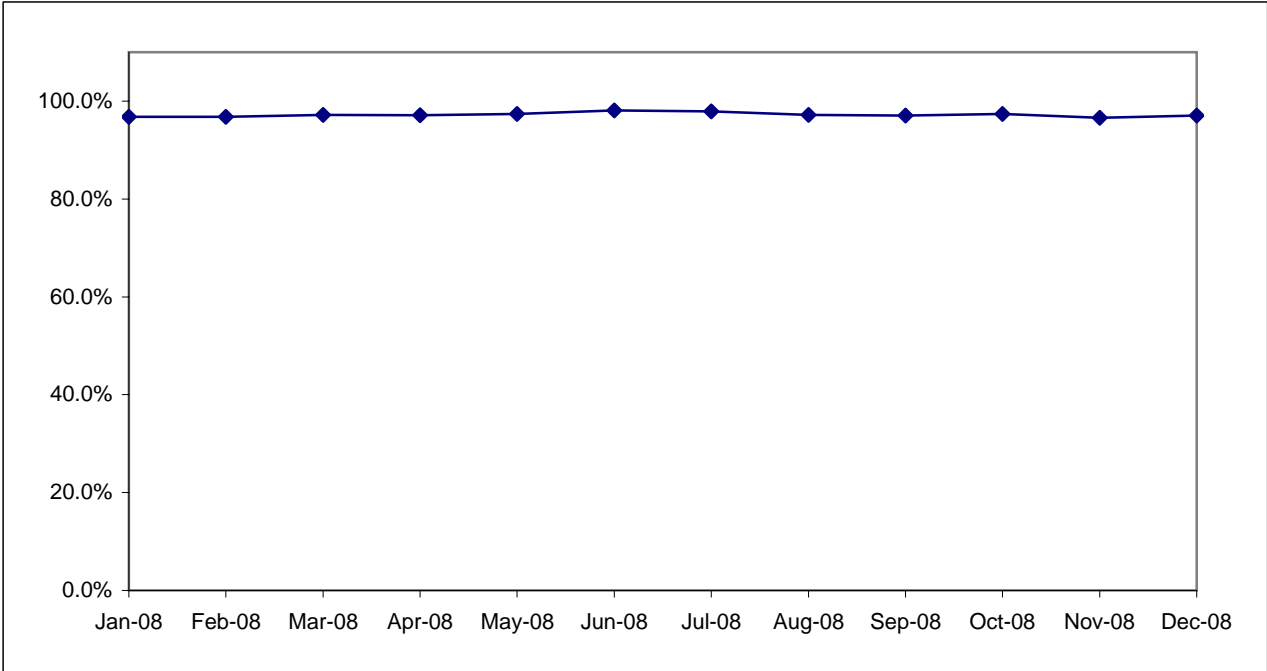
ATTENDANCE

MAINTENANCE ATTENDANCE

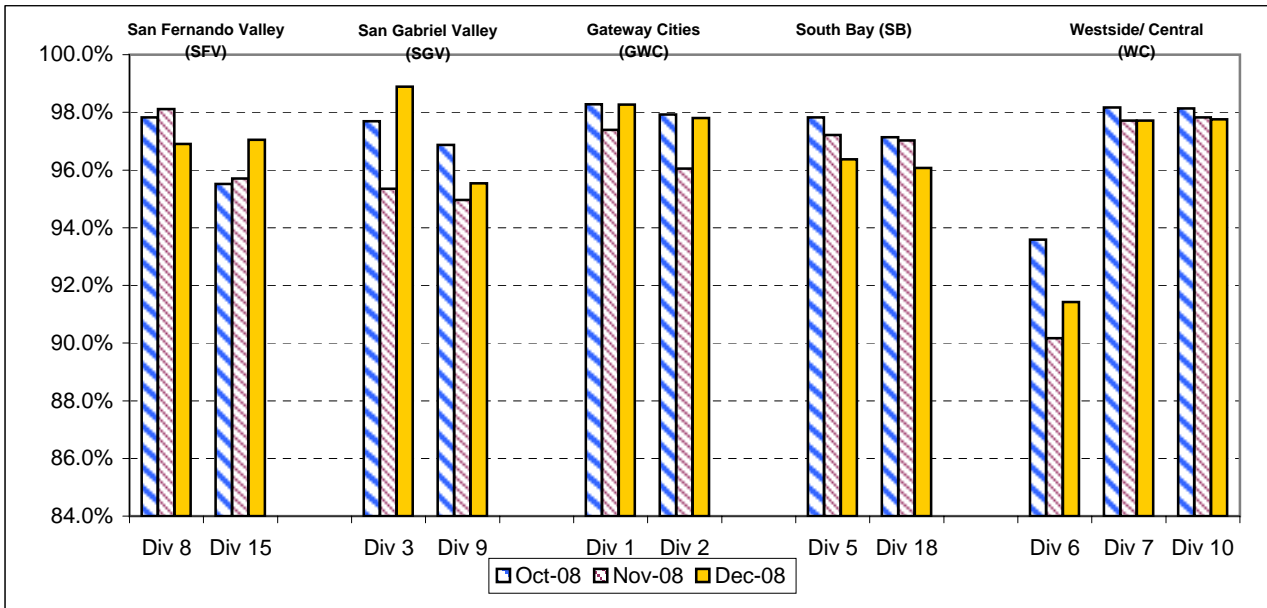
Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

Systemwide Trend



Maintenance Attendance - By Sectors' Divisions (By Current Month) October - December 2008



SAFETY PERFORMANCE

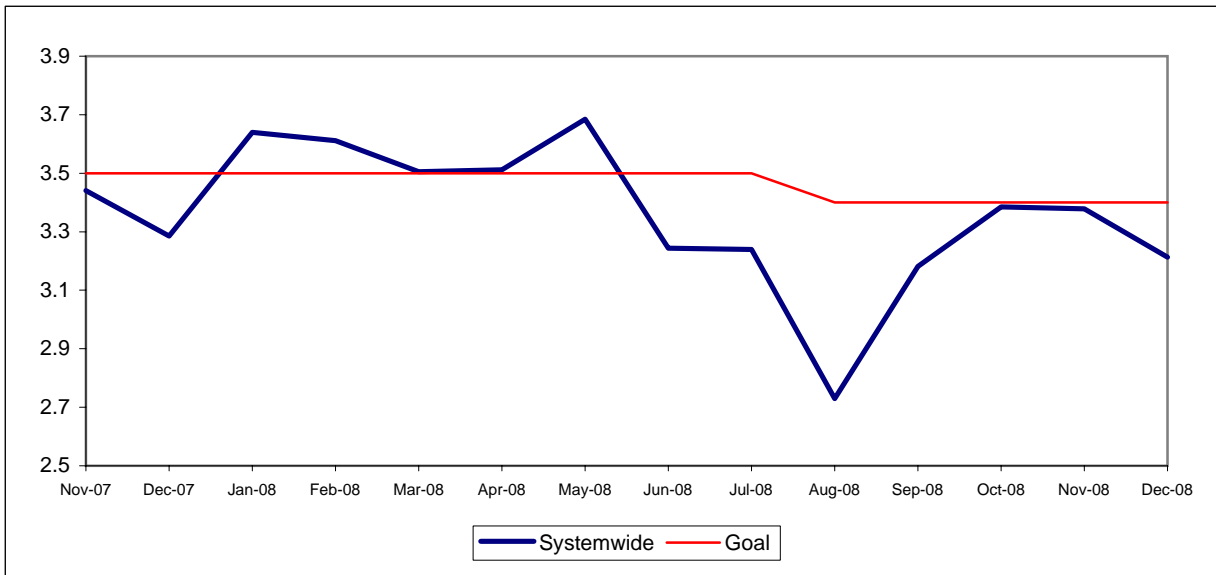
BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

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.

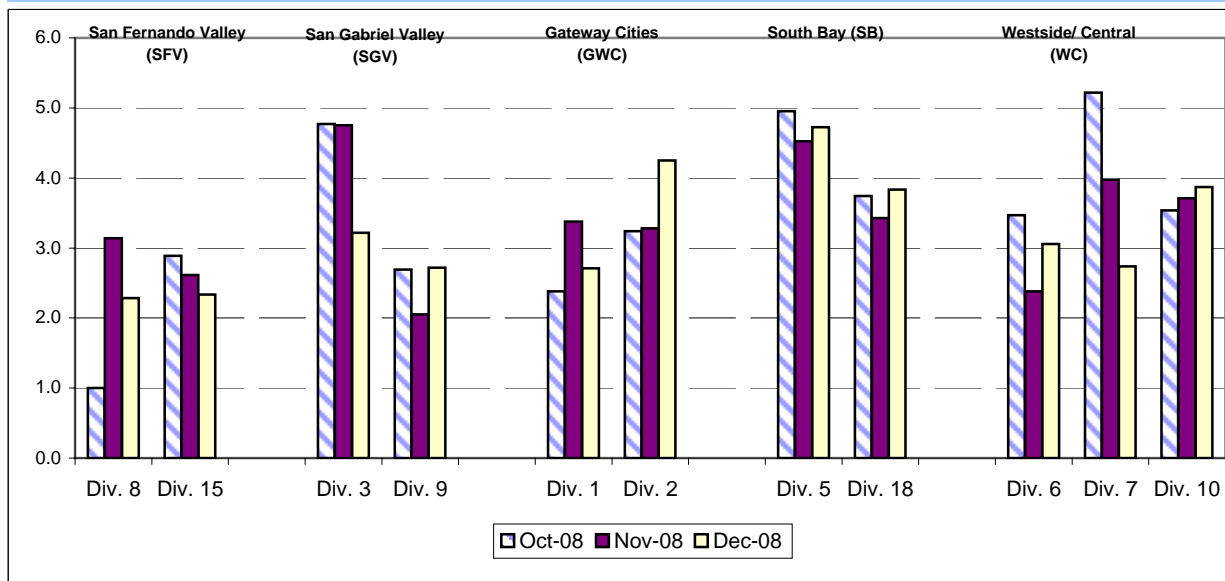
Systemwide Trend



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 2008

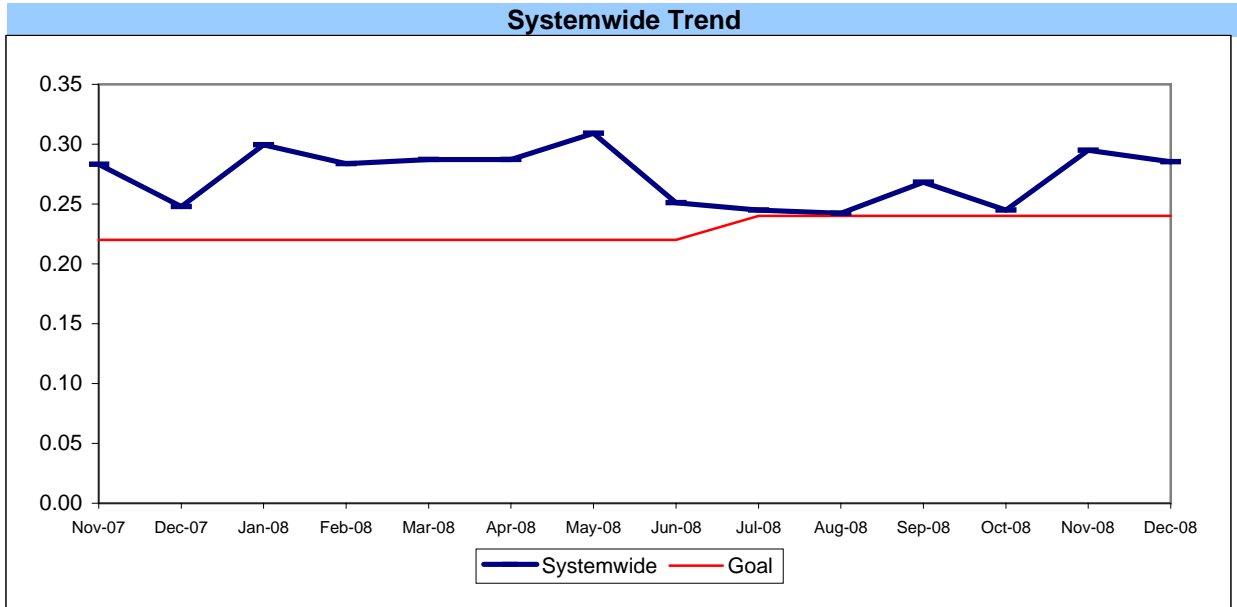


Safety Performance Continued

BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS

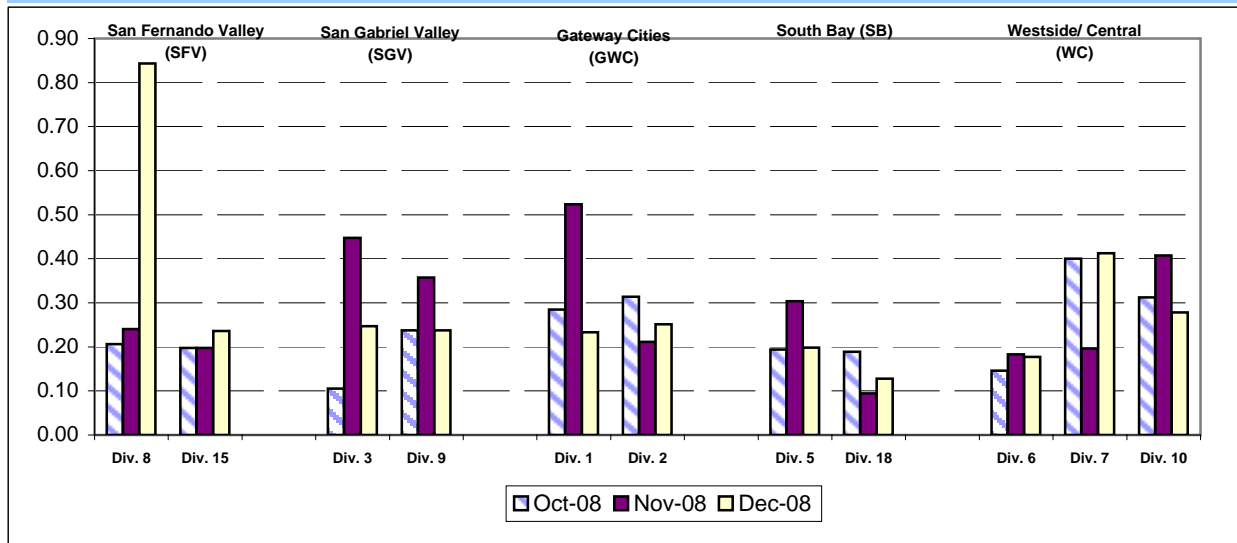
Definition: Average number of Passenger Accidents for every 100,000 Boardings. This indicator measures system safety.

Calculation: Passenger Accidents Per 100,000 Boardings = (The number of 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 2008**



Safety Performance Continued

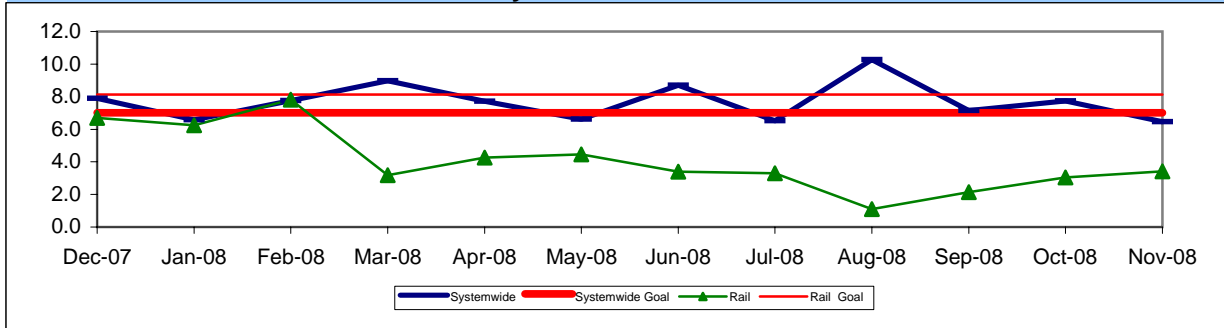
OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA) RECORDABLE INJURIES PER 200,000 EXPOSURE HOURS

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)

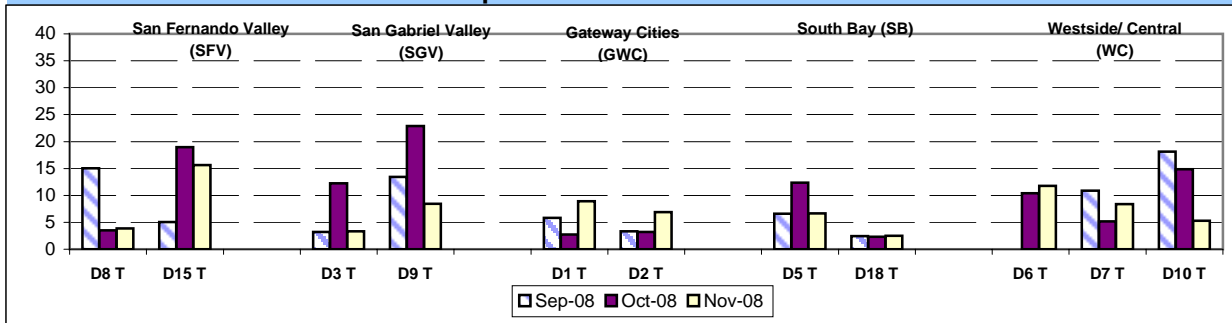
One month lag from current month

OSHA Systemwide Trend and Rail

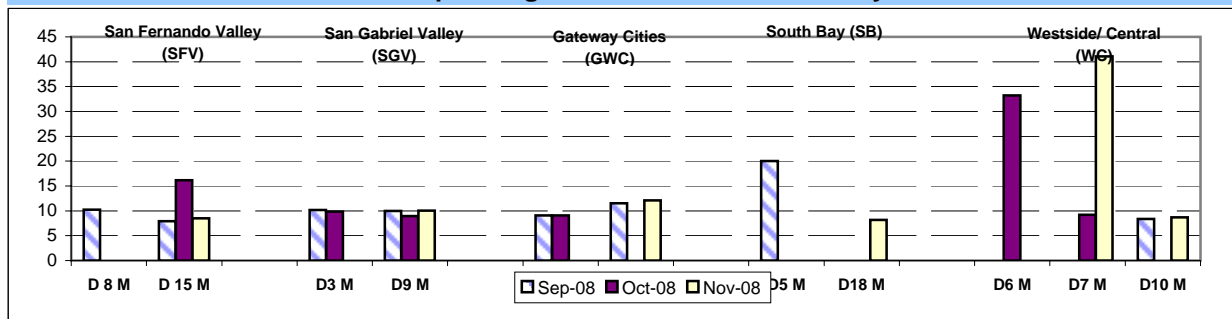


Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of injuries and late filing of reports.

OSHA: Bus Operating Transportation Divisions - by Sectors' September - November 2008



OSHA: Bus Operating Maintenance Divisions - by Sectors'



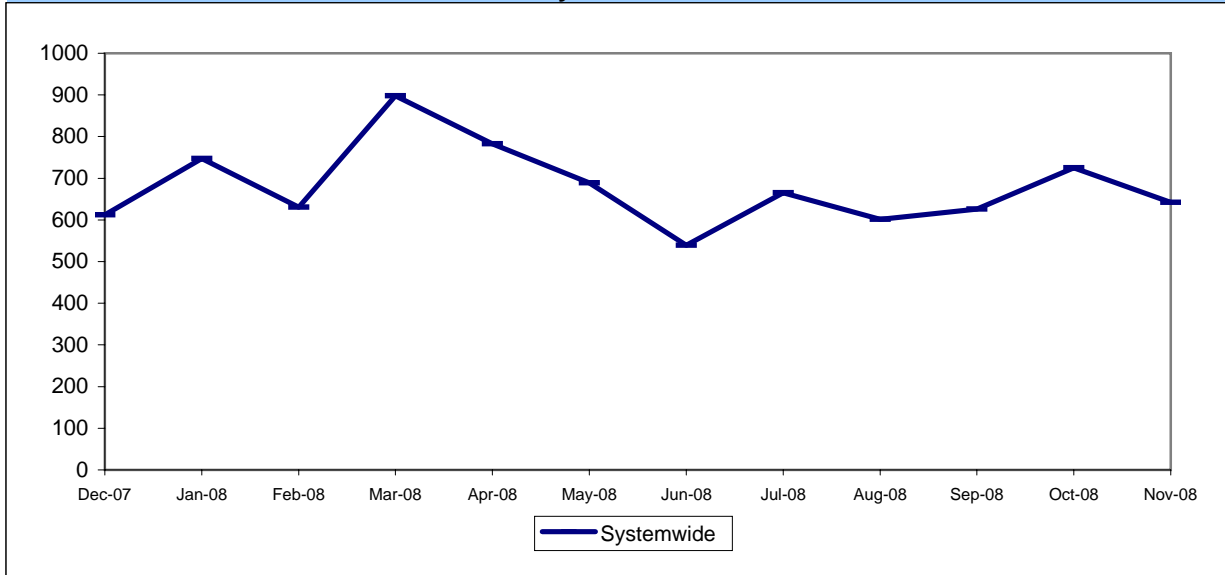
LOST WORK DAYS (LWD) PAID PER 200,000 EXPOSURE HOURS

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

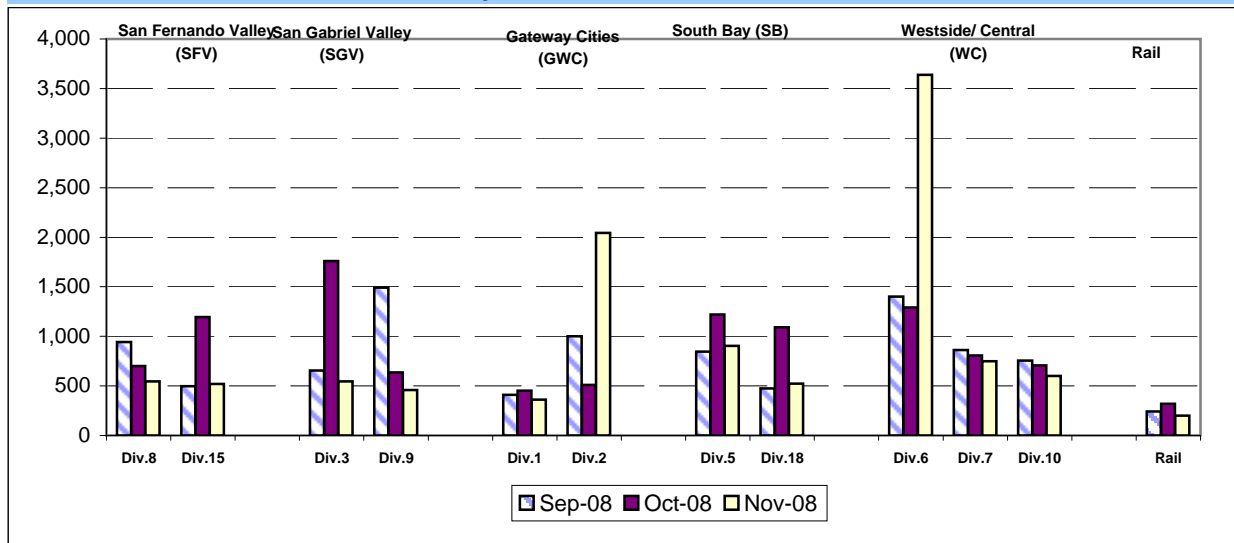
Calculation: (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number

One month lag from current month

LWD Systemwide Trend



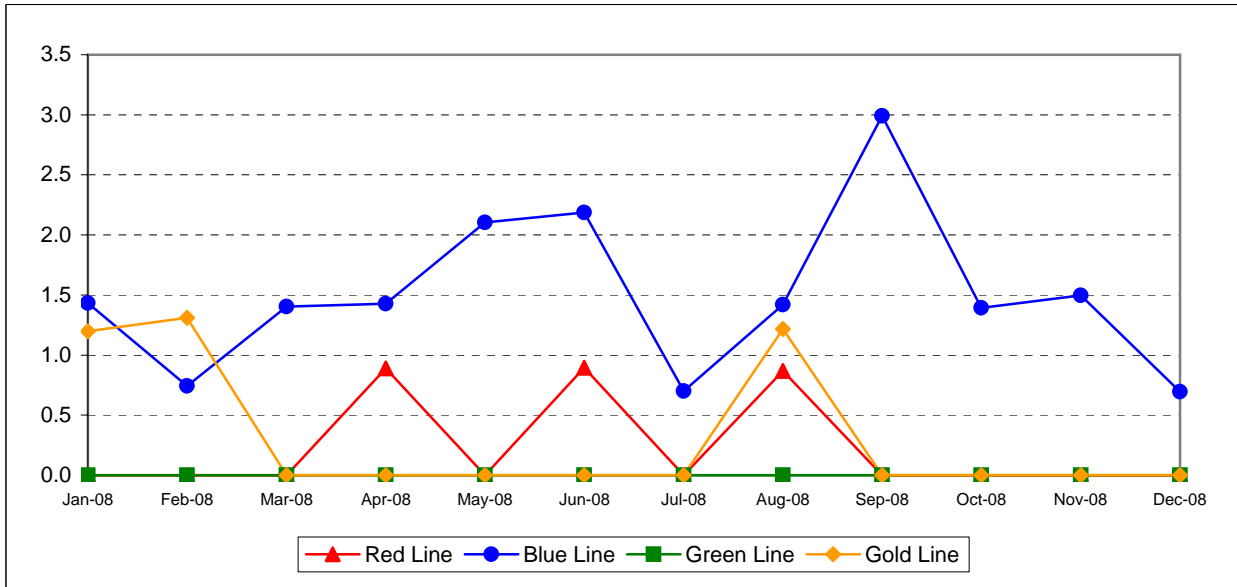
**LWD/200,000 Exposure Hours per Operating Divisions - by Sectors' Divisions
September - November 2008**



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.

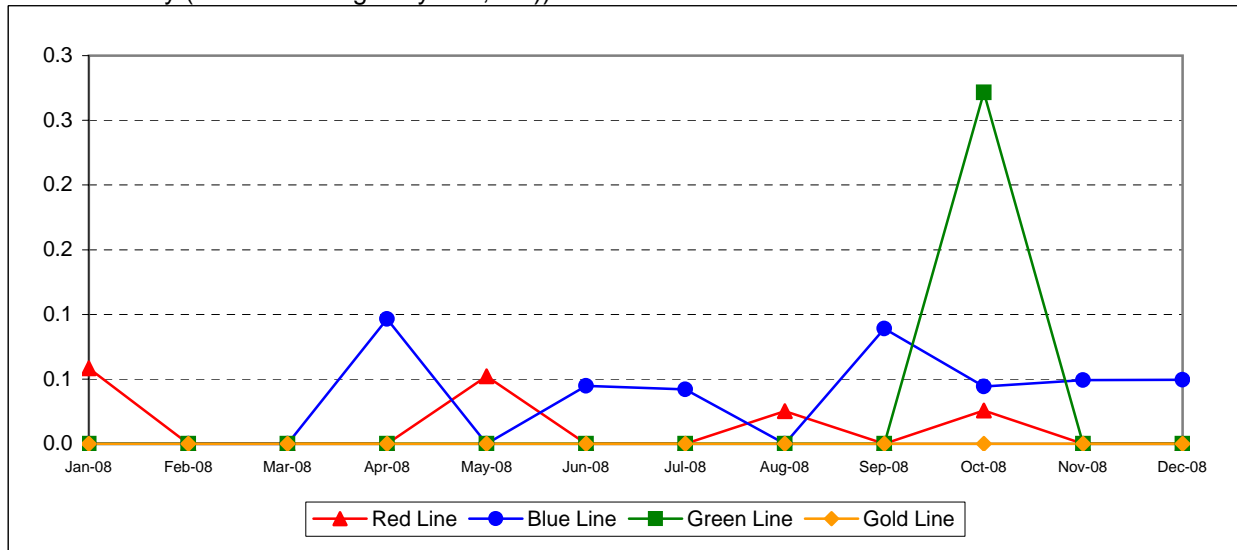
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



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))



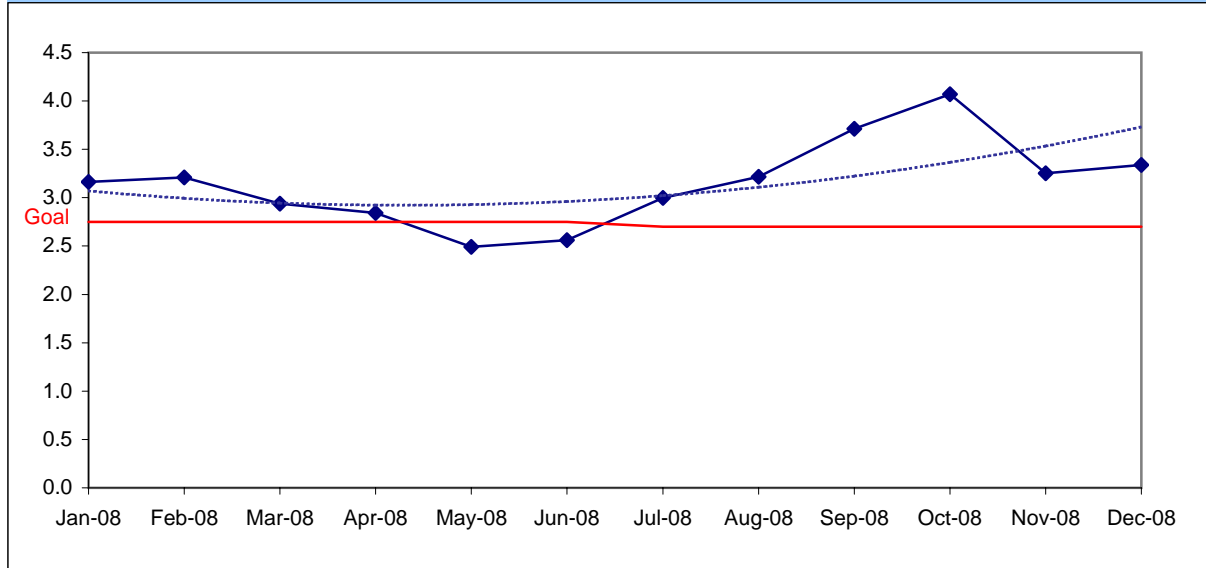
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

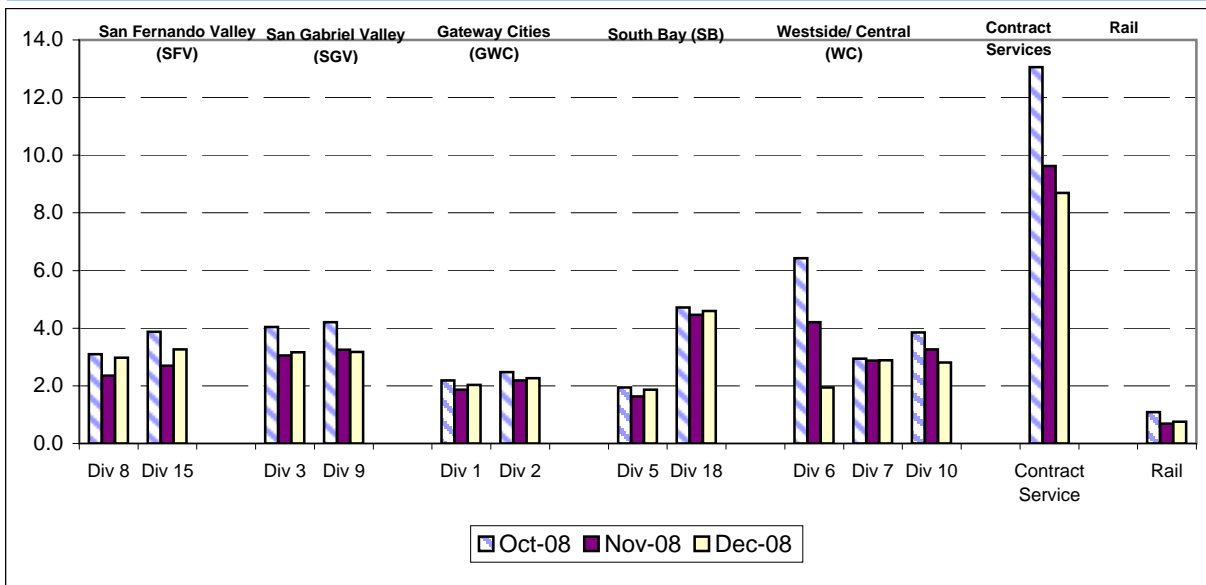
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

Systemwide Trend



Bus Operating Divisions - by Sectors' Divisions September - November 2008



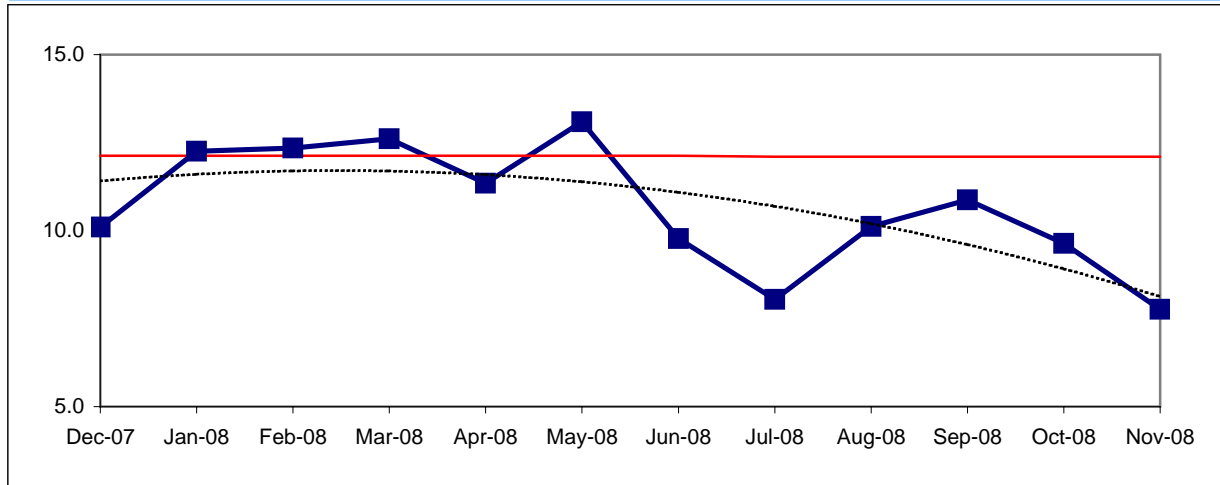
WORKERS COMPENSATION CLAIMS

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

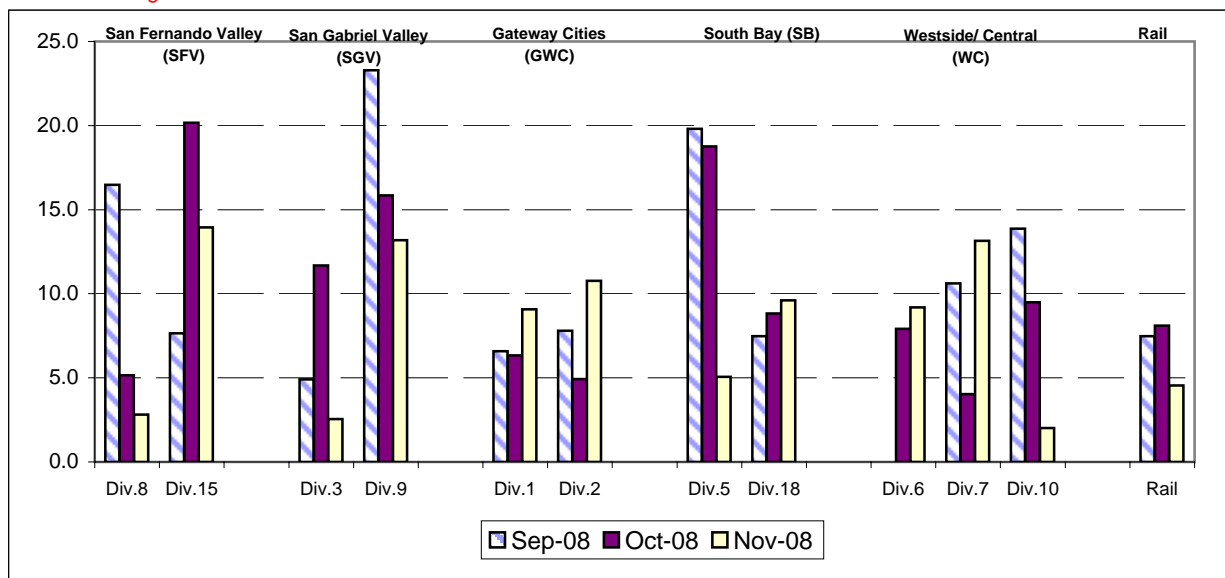
NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

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 2008

One month lag from current month



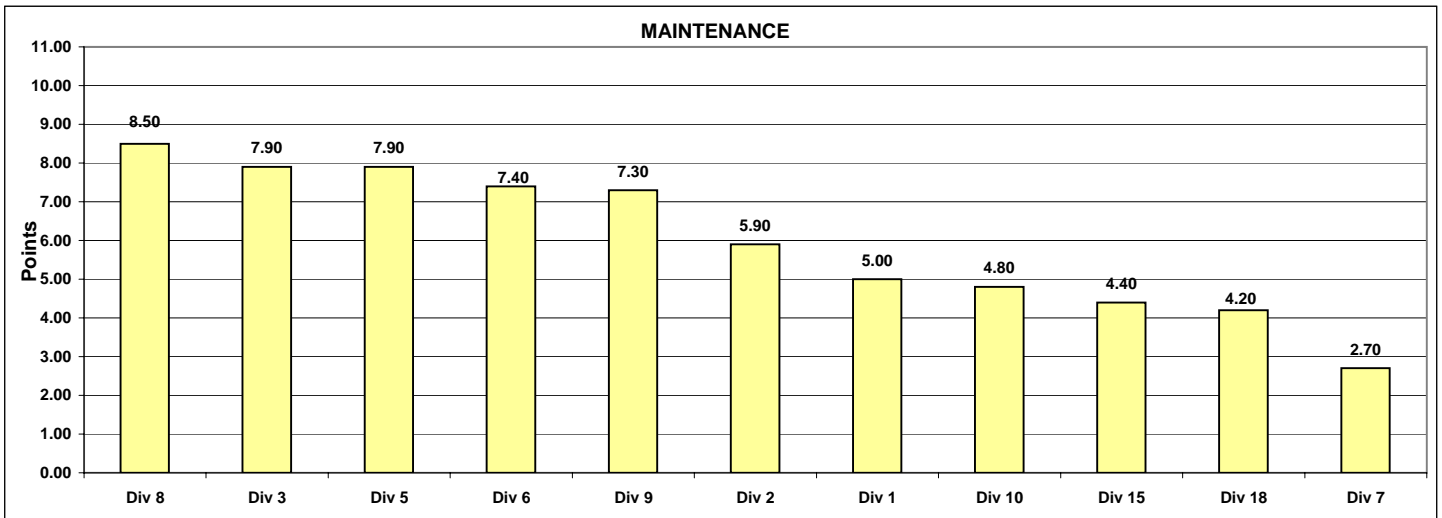
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

**Monthly Calculations - December 2008
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	50%	1056.5	1378.3	1364.7	1407.9	1857.8	1001.9	1888.1	2465.5	985.9	1346.2	1091.1
Points		3	7	6	8	9	2	10	11	1	5	4
Attendance	20%	0.98677	0.98000	0.99028	0.97716	0.92121	0.97759	0.96905	0.96486	0.97906	0.97412	0.96405
Points		10	9	11	6	1	7	4	3	8	5	2
New WC Claims /200,000 Exp Hrs*	30%	9.6766	24.2228	0.0000	0.0000	0.0000	30.8075	0.0000	10.0686	0.0000	17.0104	8.1767
Points		5	2	9	9	9	1	9	4	9	3	6
*One month lag												
Totals		5.00	5.90	7.90	7.90	7.40	2.70	8.50	7.30	4.80	4.40	4.20
FINAL Maintenance Division Ranking (Sorted)												
RANKING	DIV.	Div 8	Div 3	Div 5	Div 6	Div 9	Div 2	Div 1	Div 10	Div 15	Div 18	Div 7
	Score	8.50	7.90	7.90	7.40	7.30	5.90	5.00	4.80	4.40	4.20	2.70
	Rank	1st	2nd	2nd	4th	5th	6th	7th	8th	9th	10th	11th

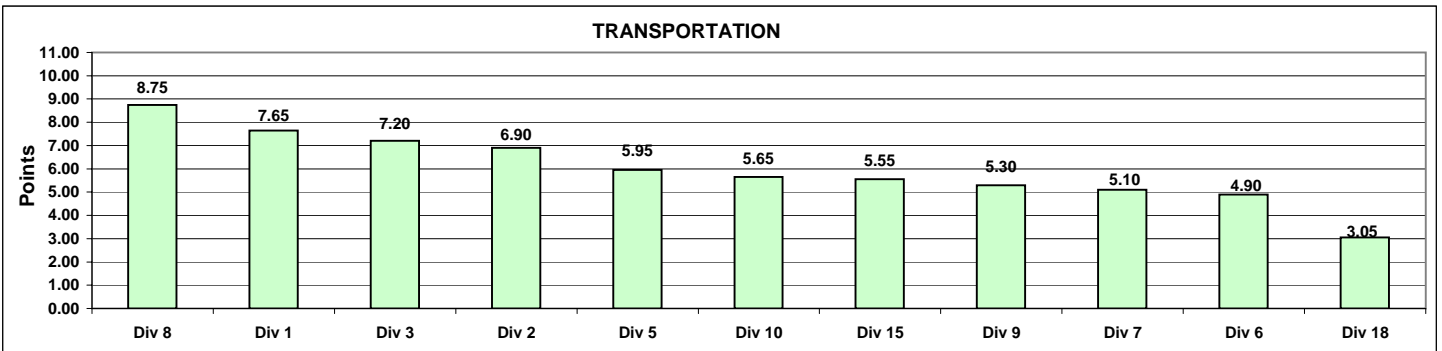


Monthly Calculations - December 2008
Metro Bus - Transportation

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%	0.6837	0.7044	0.6832	0.6237	0.5499	0.5844	0.6723	0.6685	0.5913	0.6714	0.5831
Points		10	11	9	5	1	3	8	6	4	7	2
Miles Between Total Road Calls	10%	1056.5499	1378.3295	1364.7144	1407.9316	1857.8227	1001.8977	1888.0736	2465.4759	985.9377	1346.1846	1091.0840
Points		3	7	6	8	9	2	10	11	1	5	4
Accident Rate	25%	2.7077	4.2492	3.2177	4.7252	3.0583	2.7363	2.2862	2.7174	3.8704	2.3335	3.8344
Points		9	2	5	1	6	7	11	8	3	10	4
Complaints/100K Boardings	15%	2.0313	2.2643	3.1679	1.8671	1.9483	2.8884	2.9760	3.1709	2.8118	3.2673	4.5939
Points		9	8	4	11	10	6	5	3	7	2	1
New WC Claims /200,000 Exp Hrs*	25%	8.9012	6.9175	3.3449	6.6731	11.7571	8.3589	3.8743	14.0660	2.6376	13.0158	10.0490
Points		5	7	10	8	3	6	9	1	11	2	4
*One month lag												
Totals		7.65	6.90	7.20	5.95	4.90	5.10	8.75	5.30	5.65	5.55	3.05
FINAL RANKING Transportation Division Ranking (Sorted)												
	DIV.	Div 8	Div 1	Div 3	Div 2	Div 5	Div 10	Div 15	Div 9	Div 7	Div 6	Div 18
	Score	8.75	7.65	7.20	6.90	5.95	5.65	5.55	5.30	5.10	4.90	3.05
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



**Monthly Calculations
Metro Rail**

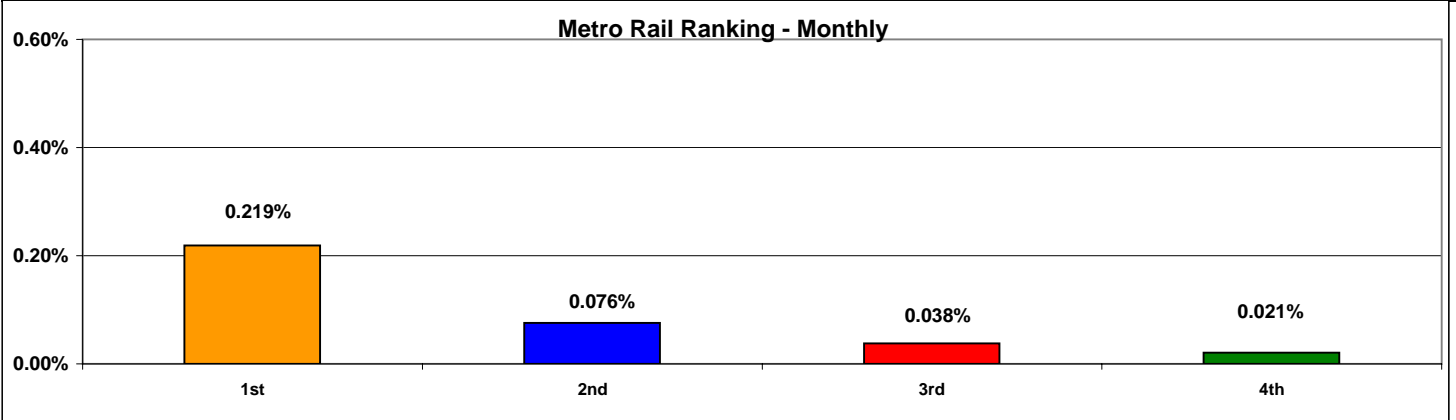
Definition: A performance awareness program designed to increase productivity and efficiency.

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-07	Dec-08	Yearly Improvement	Dec-07	Dec-08	Yearly Improvement	Dec-07	Dec-08	Yearly Improvement	Dec-07	Dec-08	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	99.97%	100.00%	0.03%	100.00%	99.99%	-0.01%	100.00%	99.94%	-0.06%	100.00%	100.00%	0.00%
Power	100.00%	99.98%	-0.02%	100.00%	100.00%	0.00%	99.99%	99.99%	0.01%	99.51%	100.00%	0.49%
Wayside Performance	99.99%	99.99%	0.00%	100.00%	100.00%	0.00%	100.00%	99.98%	-0.02%	99.84%	100.00%	0.16%
Vehicle Availability												
Vehicle Performance	99.62%	99.91%	0.29%	99.89%	99.92%	0.03%	99.83%	99.85%	0.02%	99.89%	99.93%	0.05%
Operator Availability												
Operators	99.96%	99.99%	0.03%	99.89%	99.99%	0.10%	99.82%	99.95%	0.14%	99.87%	99.99%	0.12%
In-Service Performance												
Rev. Hr. Delivered - Rail	99.93%	99.90%	-0.03%	99.89%	99.90%	0.02%	99.80%	99.74%	-0.06%	99.37%	99.92%	0.55%

Total Rail Line Performance	99.88%	99.95%	0.076%	99.92%	99.95%	0.038%	99.86%	99.88%	0.02%	99.74%	99.96%	0.22%
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Metro Rail Final Ranking (Sorted)				
Rail Line	GOLD	BLUE	RED	GREEN
Score	0.219%	0.076%	0.038%	0.021%
Rank	1st	2nd	3rd	4th



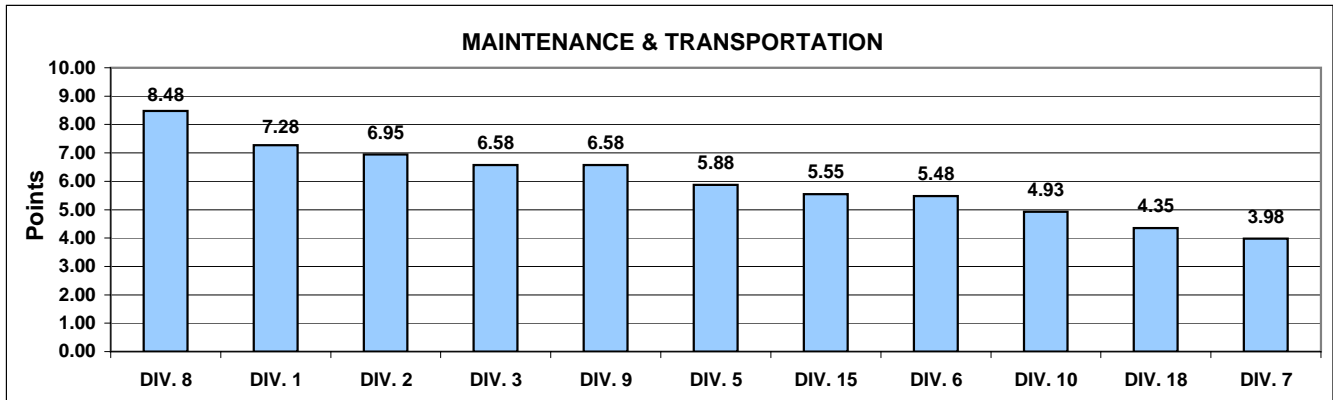
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Quarterly Calculations: FY09-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												
	25.0%	1045	1202	1266	1341	1291	984	1851	2262	954	1302	1044
Points		4	5	6	9	7	2	10	11	1	8	3
Attendance												
	10.0%	0.9833	0.9748	0.9748	0.9823	0.9196	0.9810	0.9761	0.9648	0.9833	0.9651	0.9693
Points		10	5	6	9	1	8	7	2	11	3	4
Claims /200000												
Exp.Hrs	15.0%	6.1756	11.4293	3.4045	13.3780	11.9823	16.1427	6.7169	12.8586	2.8035	16.3197	5.2896
Points		8	6	10	3	5	2	7	4	11	1	9
*One month Lag: Sep - Nov 08												
Transportation												
In-Service On-Time Performance												
	12.5%	0.6871	0.7074	0.6792	0.6300	0.5471	0.5796	0.6781	0.6778	0.5913	0.6639	0.5838
Points		10	11	9	5	1	2	8	7	4	6	3
Miles Between Total Road Calls												
	5.0%	1045.4	1202.2	1266.3	1340.9	1291.2	983.5	1850.8	2261.7	954.2	1301.8	1043.9
Points		4	5	6	9	7	2	10	11	1	8	3
Accidents/100k Hub Miles												
	12.5%	2.8061	3.5913	4.2461	4.7435	3.0004	3.9865	2.1130	2.4995	3.7047	2.6190	3.6737
Points		8	6	2	1	7	3	11	10	4	9	5
Complaints/100K Boardings												
	7.5%	2.0366	2.3163	3.4526	1.8177	4.3425	2.9050	2.7768	3.6439	3.3199	3.3093	4.5993
Points		10	9	4	11	2	7	8	3	5	6	1
*One month Lag: Sep - Nov 08												
Claims /200000												
Exp.Hrs	12.5%	7.6547	6.6643	7.4946	15.1107	3.7488	7.1811	8.6568	18.7321	10.2664	13.3095	9.6482
Points		7	10	8	2	11	9	6	1	4	3	5
Totals		7.28	6.95	6.58	5.88	5.48	3.98	8.48	6.58	4.93	5.55	4.35
Maintenance and Transportation Division Ranking (Sorted)												
FINAL RANKING	DIV.	Div. 8	Div. 1	Div. 2	Div. 3	Div. 9	Div. 5	Div. 15	Div. 6	Div. 10	Div. 18	Div. 7
	Score	8.48	7.28	6.95	6.58	6.58	5.88	5.55	5.48	4.93	4.35	3.98
	Rank	1st	2nd	3rd	4th	4th	6th	7th	8th	9th	10th	11th



**Quarterly Calculations: FY09-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>
Oct-08	0.31%	0.03%	0.15%	0.01%
Nov-08	0.30%	0.12%	0.44%	0.03%
Dec-08	<u>0.08%</u>	<u>0.04%</u>	<u>0.02%</u>	<u>0.22%</u>
Quarter Average	0.23%	0.06%	0.21%	0.09%

Metro Rail Final Ranking (Sorted)

Rail Line	BLUE	GREEN	GOLD	RED
Score	0.23%	0.21%	0.09%	0.06%
Rank	1st	2nd	3rd	4th

