

Los Angeles County
Metropolitan Transportation Authority

AUG 2009

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	FY10 Target	FY10 YTD	Aug. Month	Status
Bus Systemwide										
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)			3,274	3,532	3,137	3,137	3,540	2,835	2,766	Yellow Diamond
No. of unaddressed road calls				1,116*	824	386		43	28	
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,290	1,556	1,353	1,342	Yellow Diamond
In-Service On-time Performance**	65.43%	66.50%	64.35%**	63.77%	64.05%	66.25%	70.80%	72.39%	72.81%	Green Circle
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.47	3.06	3.28	2.81	2.93	Green Circle
Number of "482 alleged accidents"	0	0	0	53	240	216		15	1	
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.76	2.58	2.44	2.12	Green Circle
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.64	13.61	12.27	11.11	11.54	9.30	10.81	Jul YTD 10.12	July 10.12	Green Circle
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up										
SFV Sector										
MMBMF			3,319	3,619	2,938	3,067	3,500	2,762	2,683	Yellow Diamond
No. of unaddressed road calls				432*	153	13		1	0	
MMBTRC				1,310	1,222	1,440	1,638	1,472	1,381	Yellow Diamond
In-Service On-time Performance	67.47%	68.54%	65.19%**	65.60%	67.48%	69.15%	72.00%	74.22%	74.88%	Green Circle
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	2.55	2.20	2.24	2.08	2.07	Green Circle
Number of "482 alleged accidents"	0	0	0	3	32	38		2	1	
Complaints per 100,000 Boardings	5.45	4.39	3.24	3.00	2.88	3.05	2.80	3.01	2.50	Yellow Diamond
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	15.15	13.71	11.75	13.74	12.17	12.01	12.50	Jul YTD 13.43	July 13.43	Yellow Diamond
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up										
Division 8										
MMBCMF			3,836	3,912	2,944	3,473	3,500	2,938	2,784	Green Circle
No. of unaddressed road calls				258*	100			0	0	
MMBTRC				1,537	1,333	1,707	1,922	1,577	1,452	Yellow Diamond
In-Service On-time Performance	69.12%	69.78%	68.23%	67.48%	68.50%	69.29%	72.00%	74.46%	74.76%	Green Circle
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	1.99	1.87	2.05	1.97	1.87	Green Circle
Number of "482 alleged accidents"	0	0	0	1	18	12		1	1	
Complaints per 100,000 Boardings	5.09	4.17	3.37	2.75	2.64	3.01	2.75	3.11	2.44	Yellow Diamond
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	19.15	16.77	13.81	16.14	15.03	12.45	12.50	Jul YTD 13.22	July 13.22	Yellow Diamond
Division 15										
MMBCMF			2,996	3,420	2,933	3,003	3,500	2,654	2,618	Yellow Diamond
No. of unaddressed road calls				174*	53	1		1	0	
MMBTRC				1,175	1,151	1,291	1,469	1,407	1,336	Yellow Diamond
In-Service On-time Performance	66.62%	67.84%	63.84%**	64.41%	66.85%	69.06%	72.00%	74.10%	74.94%	Green Circle
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	2.98	2.45	2.38	2.15	2.20	Green Circle
Number of "482 alleged accidents"	0	0	0	2	14	26		1	0	
Complaints per 100,000 Boardings	5.70	4.55	3.14	3.16	3.05	3.08	2.85	2.95	2.54	Yellow Diamond
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	13.14	12.46	10.41	12.44	10.58	11.89	12.50	Jul YTD 12.78	July 12.78	Yellow Diamond

*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.) Aug '09 added timepoint filters to Div 6,10,18

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 Diamond - 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.

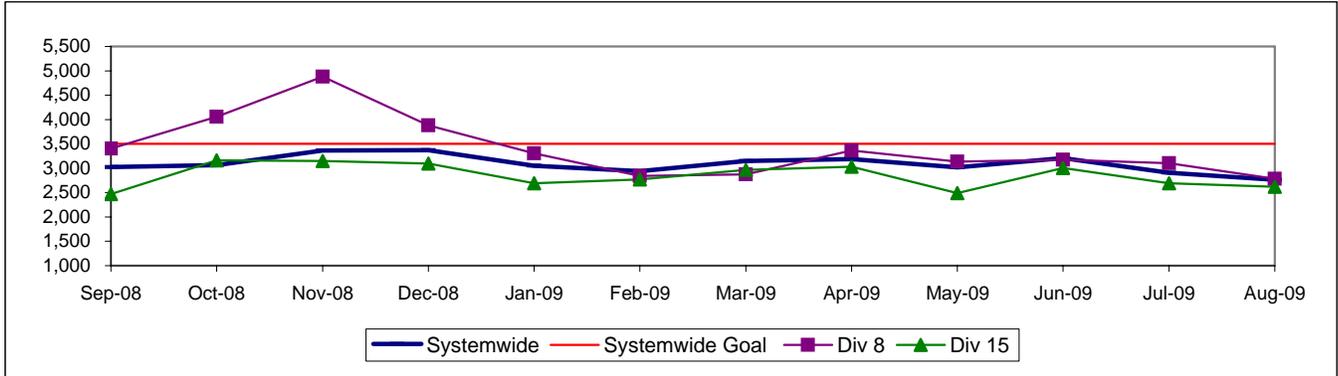
SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

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

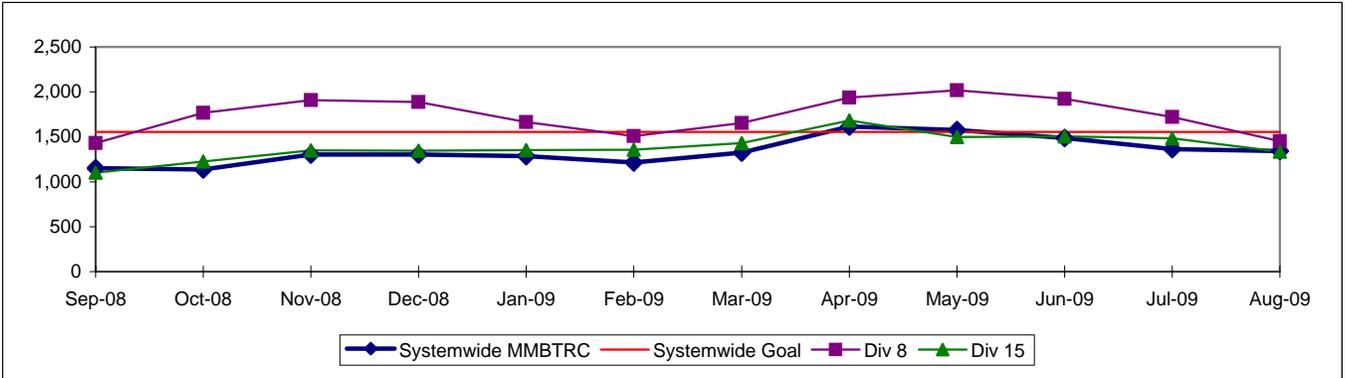


MEAN MILES BETWEEN TOTAL ROADCALLS

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*

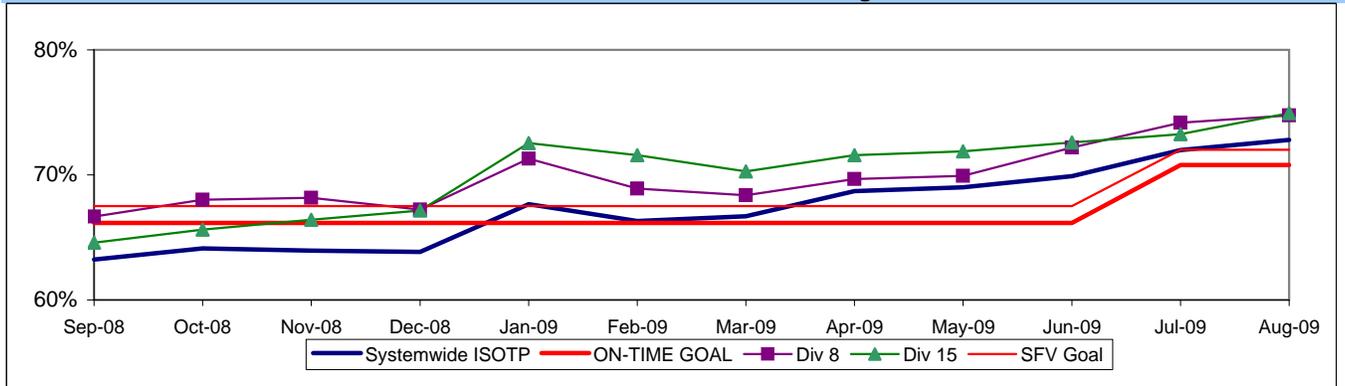
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

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

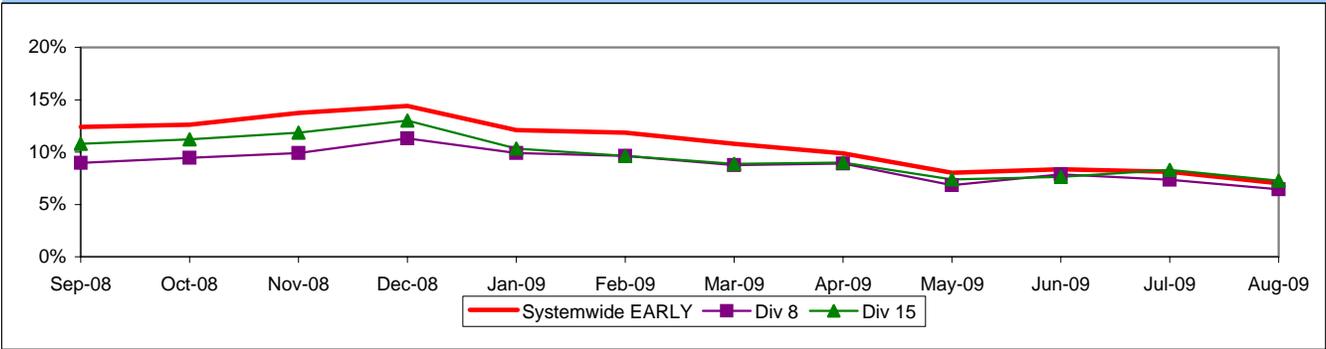
* Division 15 November data not available.

Systemwide and Bus Operating Divisions 8 and 15

ISOTP - 1 Minute Tolerance for Running Hot



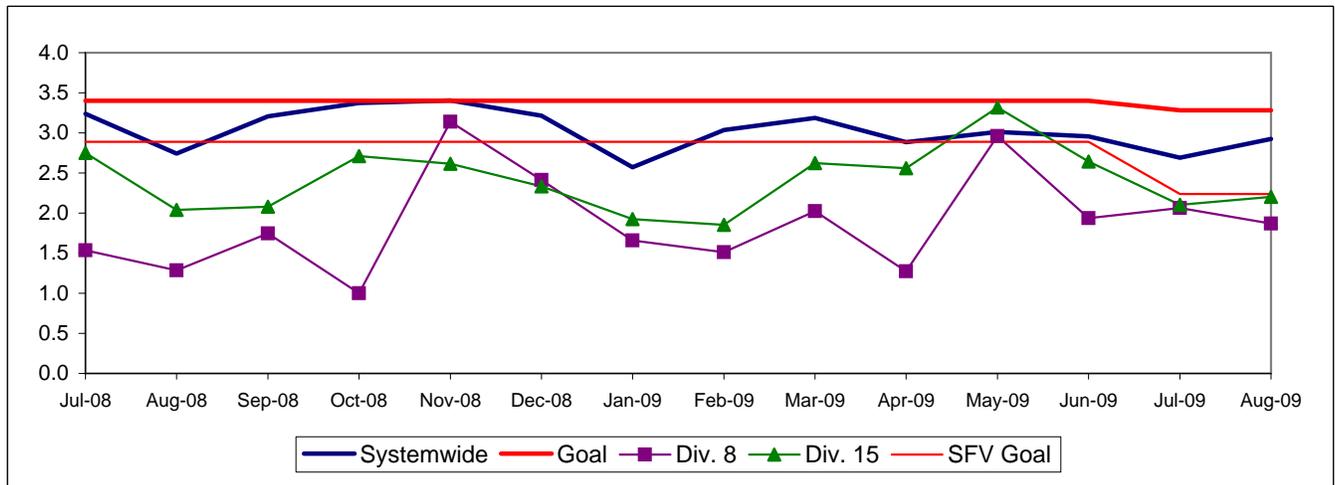
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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))

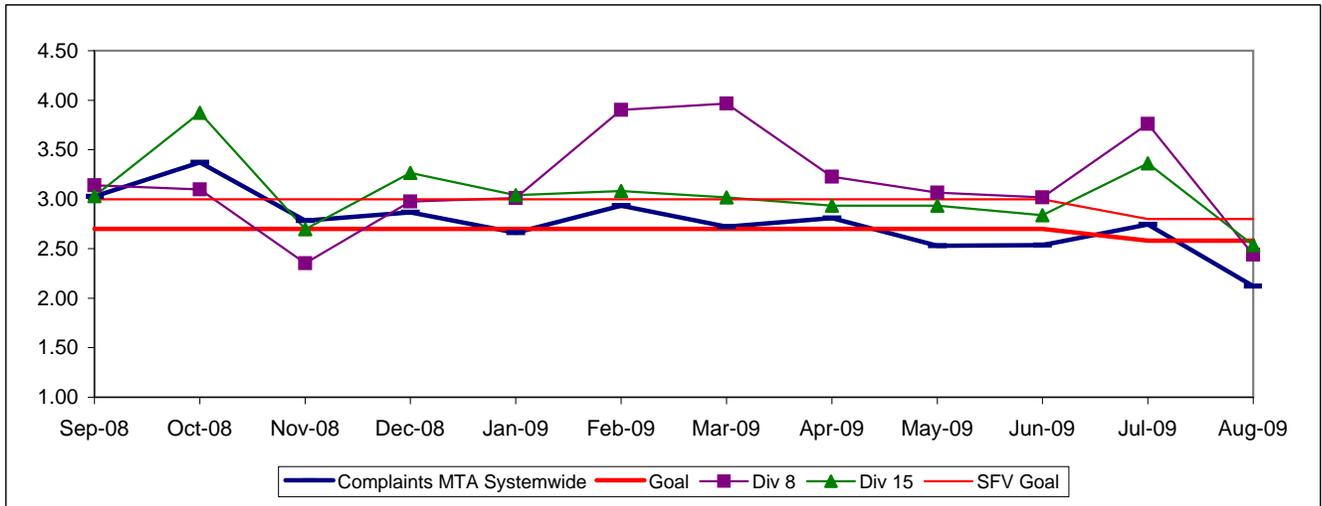


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

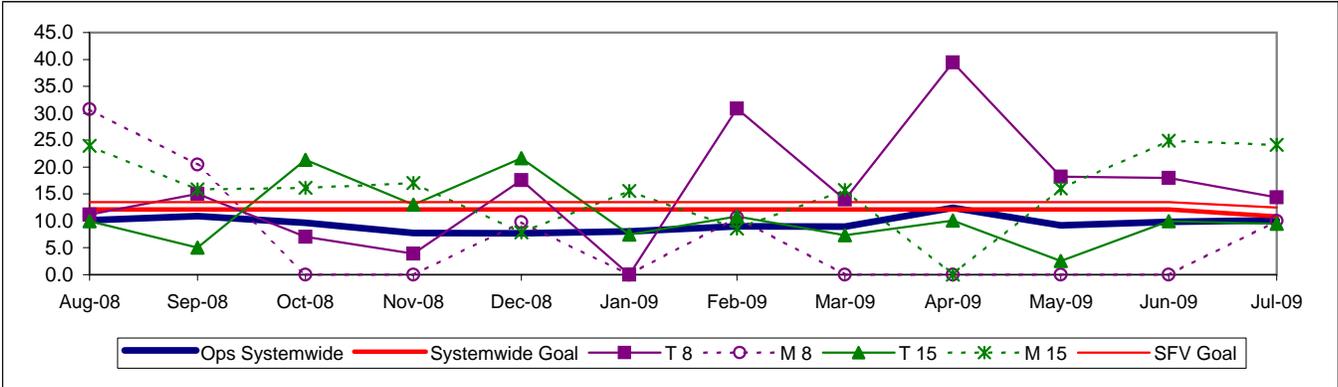


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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.

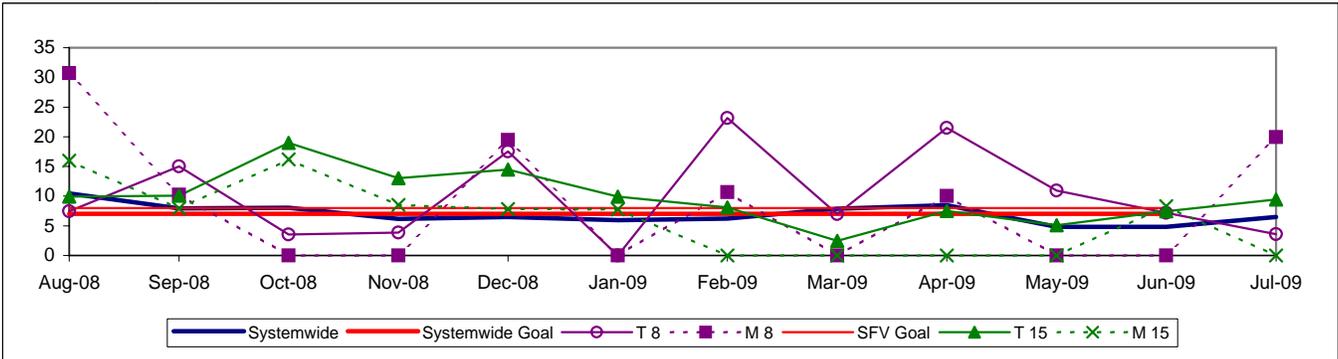


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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.

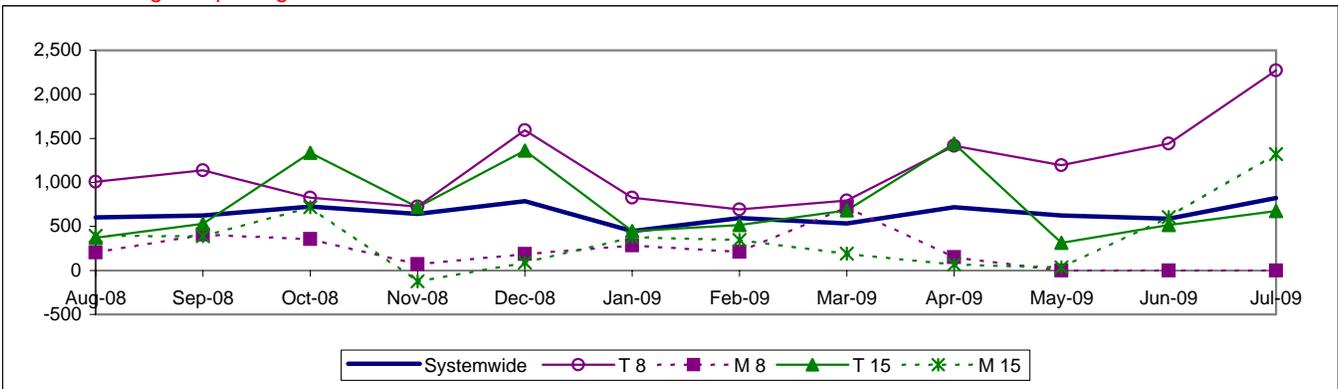


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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	FY10 Target	FY10 YTD	Aug. 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	3,137 386	3,540	2,835 43	2,766 28	🟡
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,290	1,556	1,353	1,342	🟡
In-Service On-time Performance**	65.43%	66.50%	64.35%**	63.77%	64.05%	66.25%	70.80%	72.39%	72.81%	🟢
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 53	3.47 240	3.06 216	3.28	2.81 15	2.93 1	🟢
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.76	2.58	2.44	2.12	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.64	13.61	12.27	11.11	11.54	9.30	10.81	Jul YTD 10.12	July 10.12	🟢
SGV Sector										
MMBMF No. of unaddressed road calls			3,467	3,376 88*	3,300 133	3,345 85	3,500	3,418 12	3,510 6	🟡
MMBTRC				1,618	1,516	1,793	2,023	2,025	2,095	🟢
In-Service On-time Performance	69.98%	70.10%	68.59%	65.85%	66.83%	69.90%	74%	76.80%	77.37%	🟢
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 7	3.20 29	2.70 14	2.85	2.20 0	2.39 0	🟢
Complaints per 100,000 Boardings	3.80	2.95	2.18	2.49	2.58	2.94	2.62	2.44	2.35	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.12	10.14	12.57	13.35	10.17	11.64	11.00	Jul YTD 5.16	July 5.16	🟢
Division 3										
MMBMF No. of unaddressed road calls			2,690	2,838 58*	2,573 45	2,552 23	3,500	2,785 6	2,835 0	🟡
MMBTRC				1,239	1,132	1,303	1,549	1,460	1,558	🟡
In-Service On-time Performance	70.80%	71.06%	70.05%	16.54%	66.83%	69.78%	74%	76.40%	76.61%	🟢
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 3	4.24 9	3.60 0	3.60	3.06 0	3.11 0	🟢
Complaints per 100,000 Boardings	3.02	2.60	1.83	2.12	2.14	2.69	2.22	2.39	2.74	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	12.36	6.68	11.36	10.06	12.81	9.50	8.75	Jul YTD 7.25	July 7.25	🟢
Division 9										
MMBMF No. of unaddressed road calls			4,585	4,087 30*	4,119 88	4,267 62	3,500	4,039 6	4,182 6	🟢
MMBTRC				2,099	1,989	2,425	2,623	2,742	2,731	🟢
In-Service On-time Performance	68.16%	68.16%	67.01%	12.52%	66.84%	70.01%	74%	77.20%	78.16%	🟢
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 4	2.46 20	2.07 14	2.40	1.62 0	1.90 0	🟢
Complaints per 100,000 Boardings	5.09	5.09	2.61	2.24	2.98	3.18	3.02	2.51	1.98	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.75	14.66	14.34	17.30	8.35	14.07	10.42	Jul YTD 2.01	July 2.01	🟢

*Jan - June '07 **Div 15 Nov. '05 data excluded & Dec. Data after shake-up used. Aug '09 added timepoint filters to Div 6,10,18

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.

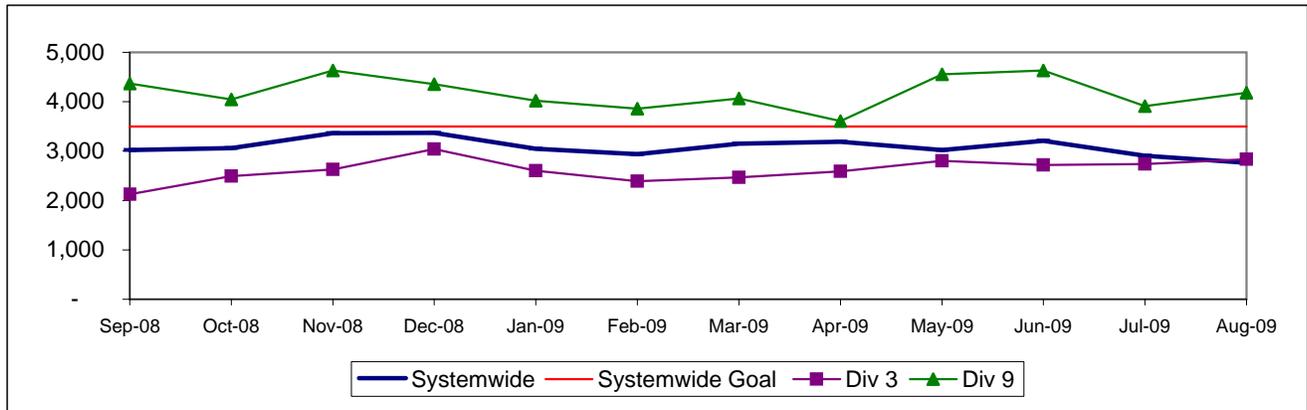
🔴 Red - High probability that the target will not be achieved -- significant problems and/or delays.

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.

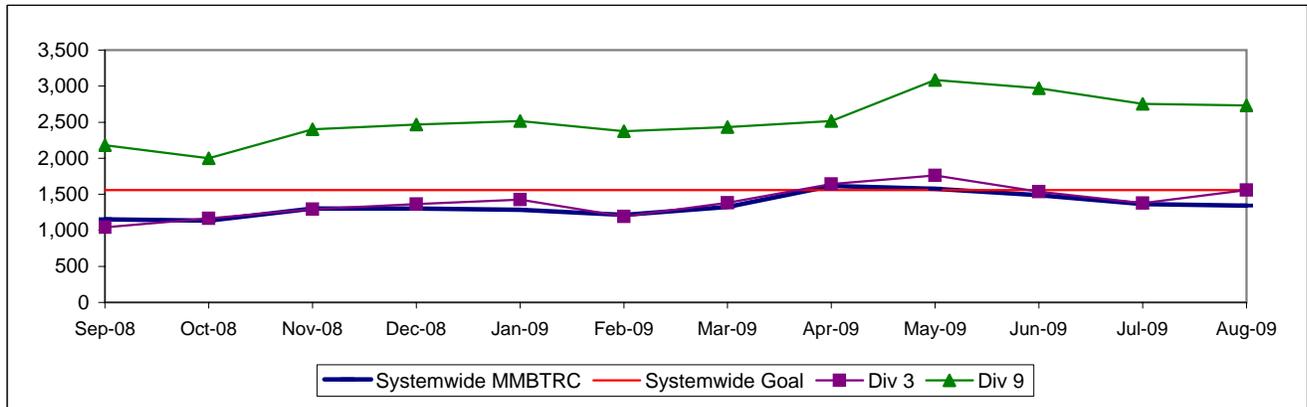
Calculation: MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



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)

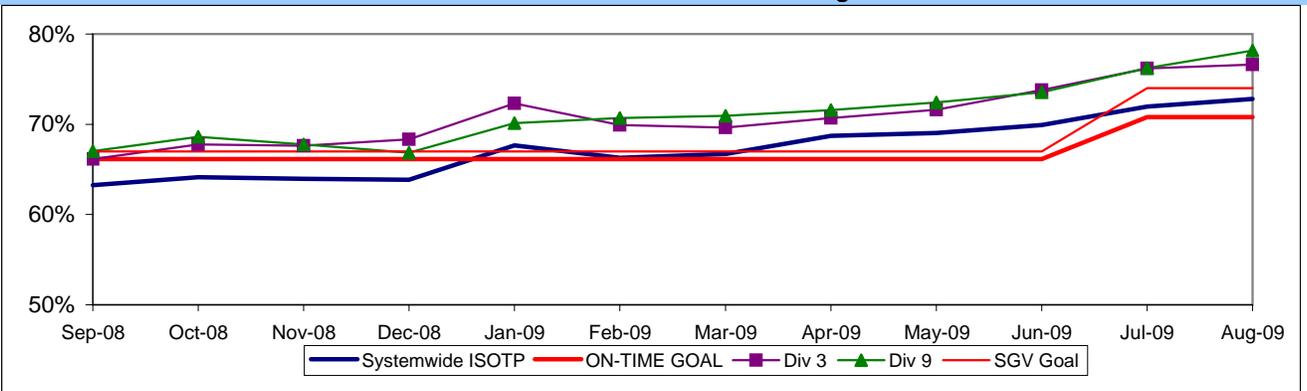


IN-SERVICE ON-TIME PERFORMANCE

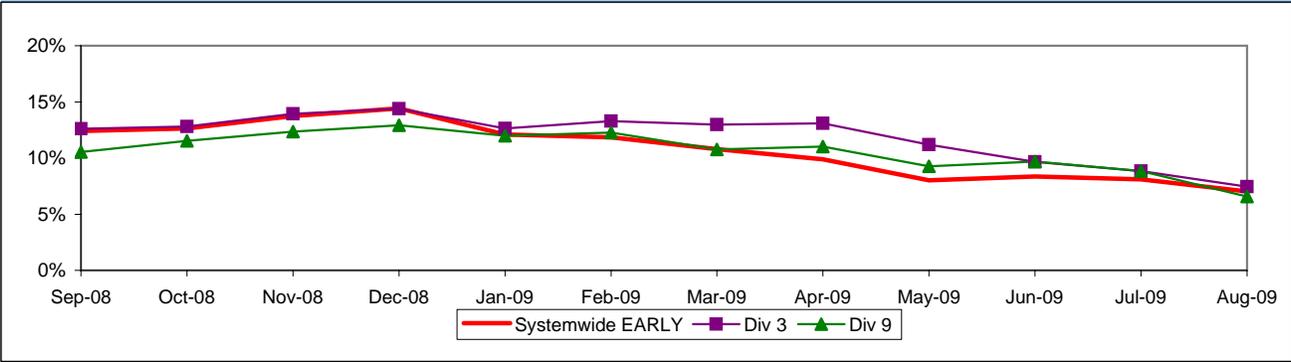
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

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



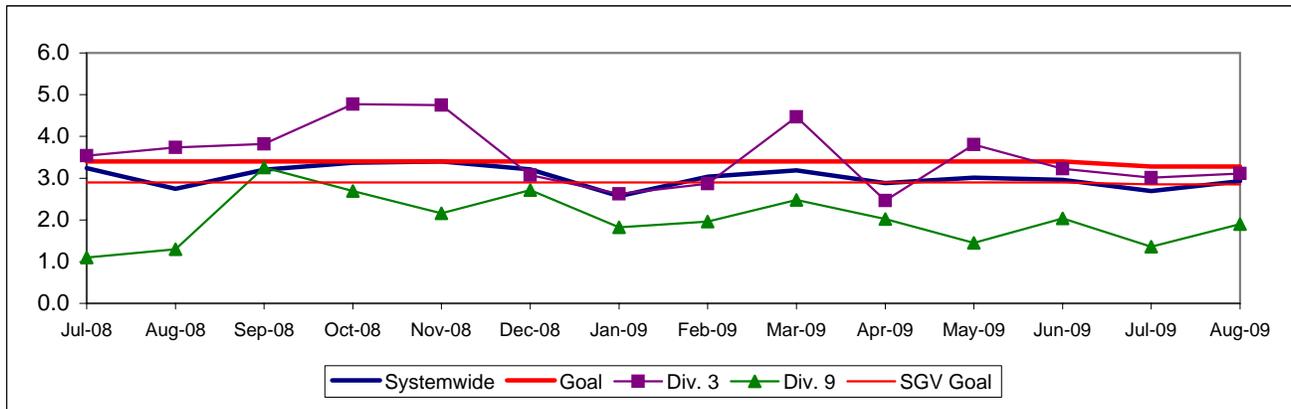
Running Hot - Systemwide and Bus Operating Divisions 3 and 9



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))

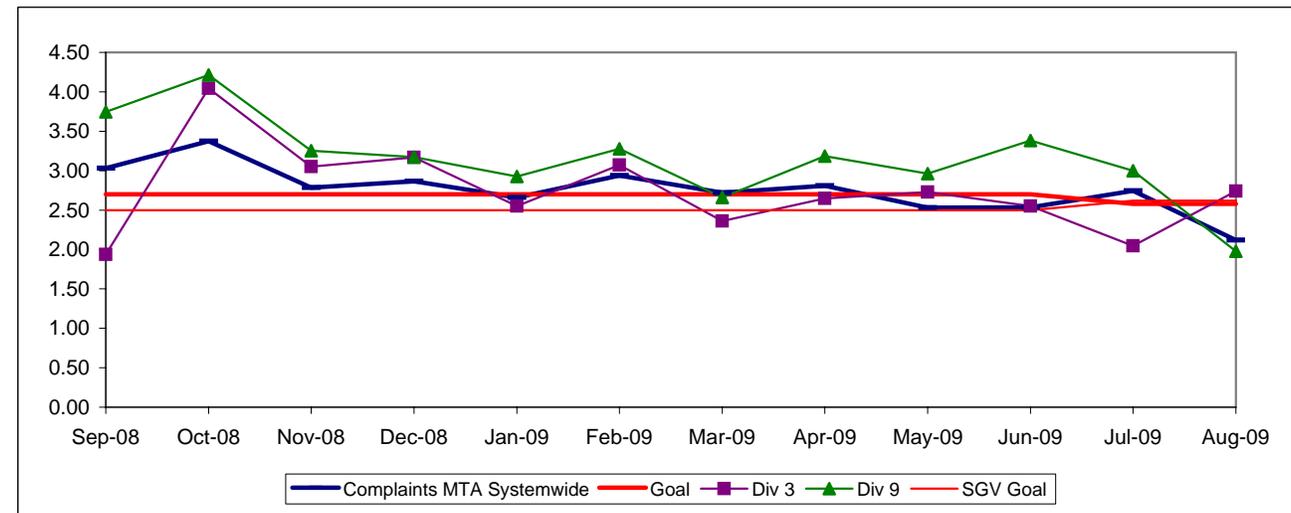


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Systemwide and Bus Operating Divisions 3 and 9

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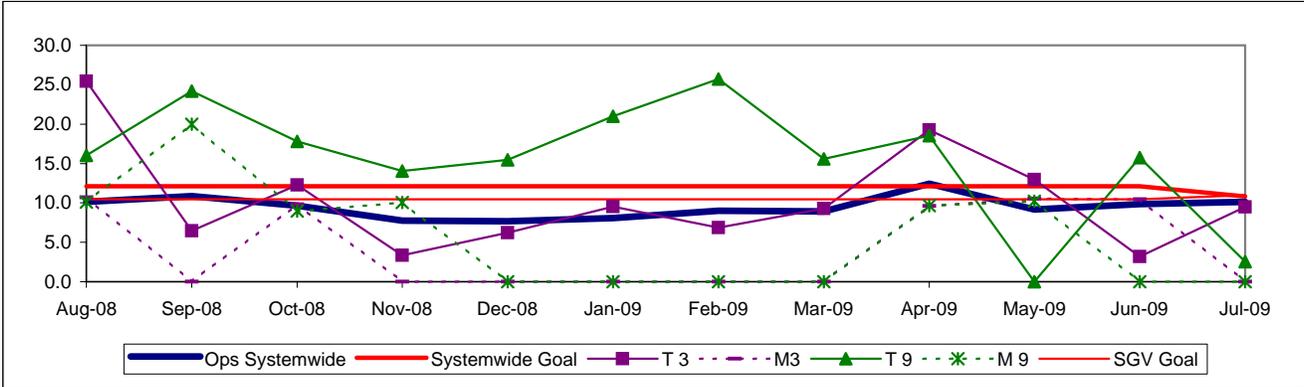


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 3 and 9

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.

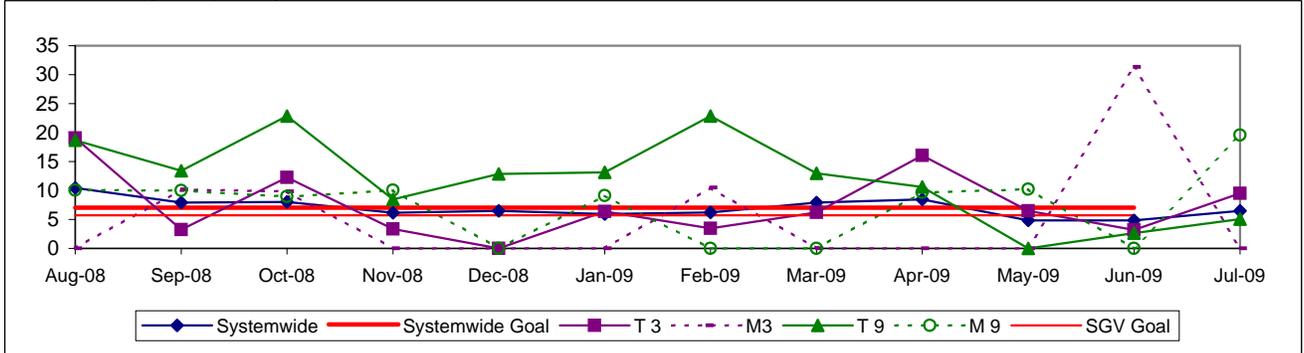


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 3 and 9

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.

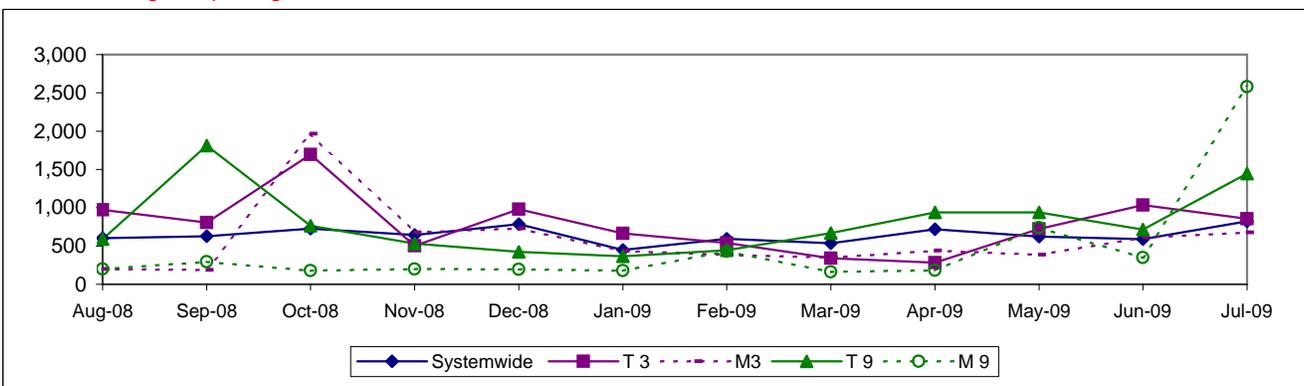


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 3 and 9

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':

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- * Mean Miles Between Total Road Calls (MMBTRC)
- * In-Service On-Time Performance
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Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,290	1,556	1,353	1,342	Yellow
In-Service On-time Performance	65.43%	66.50%	64.35%**	63.77%	64.05%	66.25%	70.80%	72.39%	72.81%	Green
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.47	3.06	3.28	2.81	2.93	Green
Number of "482 alleged accidents"	0	0	0	53	240	216	3.28	15	1	
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.76	2.58	2.44	2.12	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.64	13.61	12.27	11.11	11.54	9.30	10.81	Jul YTD 10.12	July 10.12	Green
GC Sector										
MMBMF			2,506	3,163	2,845	2,626	3,500	2,483	2,386	Yellow
No. of unaddressed road calls				170*	322	106		13	13	
MMBTRC				995	960	1,203	1,244	1,251	1,236	Green
In-Service On-time Performance	69.34%	71.20%	71.73%	68.01%	68.09%	71.99%	74.00%	77.40%	77.75%	Green
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.52	3.20	3.30	2.82	2.82	Green
Number of "482 alleged accidents"	0	0	0	7	51	47	3.30	3	0	
Complaints per 100,000 Boardings	3.08	2.58	1.69	1.78	1.91	1.94	2.00	1.66	1.23	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.19	14.11	11.45	10.27	10.56	10.24	9.55	Jul YTD 13.26	July 13.26	Yellow
Division 1										
MMBMF			2,409	3,757	2,960	2,640	3,500	2,383	2,333	Yellow
No. of unaddressed road calls				138*	311	62		13	13	
MMBTRC				932	908	1,166	1,165	1,142	1,118	Yellow
In-Service On-time Performance	70.57%	71.62%	71.06%	68.02%	67.55%	71.05%	73.50%	76.29%	76.96%	Green
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.41	3.02	3.30	3.00	3.36	Green
Number of "482 alleged accidents"	0	0	0	6	36	22	3.30	2	0	
Complaints per 100,000 Boardings	3.32	2.92	1.92	1.89	1.90	1.85	2.00	1.76	1.47	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.82	12.71	10.92	8.48	7.59	9.92	9.55	Jul YTD 8.40	July 8.40	Green
Division 2										
MMBMF			2,660	2,598	2,707	2,608	3,500	2,627	2,459	Yellow
No. of unaddressed road calls				32*	11	44		0	0	
MMBTRC				1,097	1,039	1,255	1,371	1,430	1,432	Green
In-Service On-time Performance	67.62%	70.42%	72.71%	67.99%	68.60%	72.72%	74.50%	78.32%	78.41%	Green
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.67	3.43	3.30	2.58	2.11	Green
Number of "482 alleged accidents"	0	0	0	1	15	25	3.30	1	0	
Complaints per 100,000 Boardings	2.84	2.15	1.42	1.64	1.93	2.03	2.00	1.55	0.96	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.56	16.69	12.97	13.36	14.82	11.14	9.55	Jul YTD 20.23	July 20.23	Yellow

*Jan - June '07 **Div 15 Nov. '05 data excluded & Dec. Data after shake-up used. Aug '09 added timepoint filters to Div 6,10,18

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.

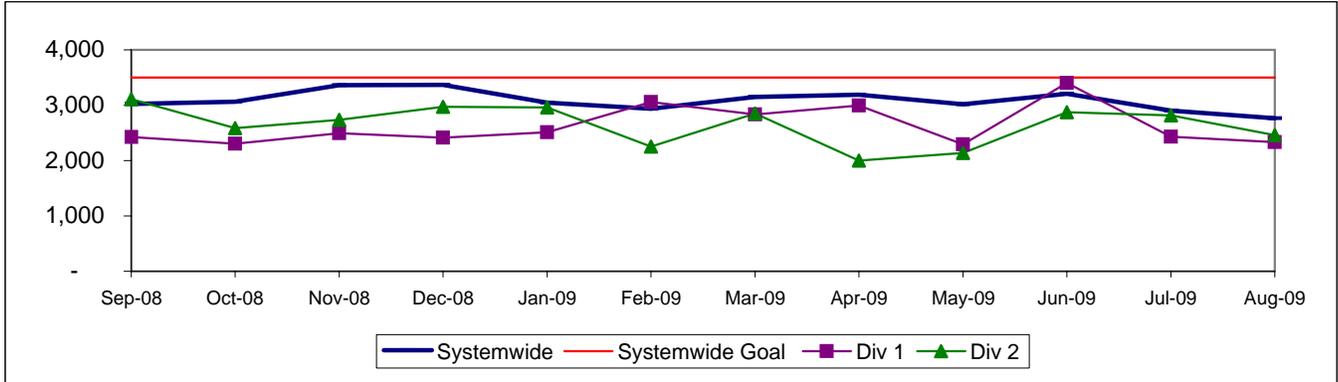
Red - High probability that the target will not be achieved -- significant problems and/or delays.

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.

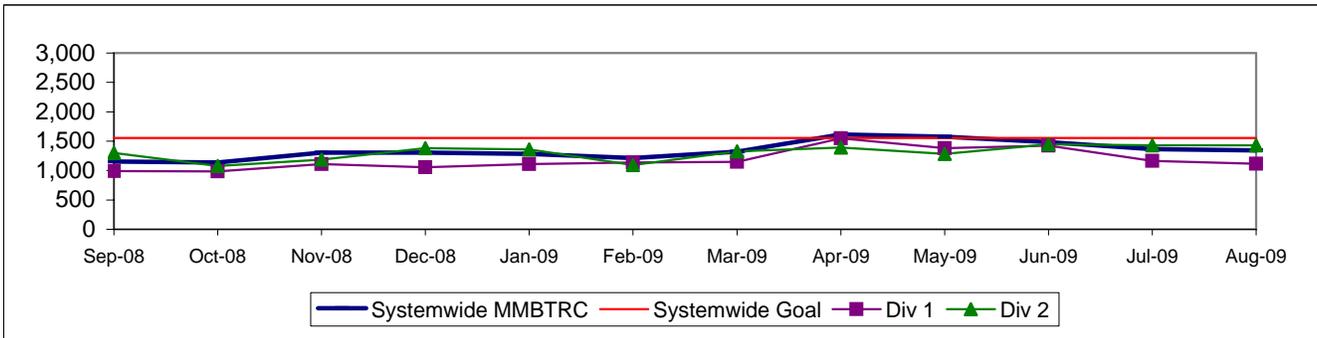
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



MEAN MILES BETWEEN TOTAL ROADCALLS Systemwide and Divisions 1 and 2

Definition: Average Hub Miles Between Total Roadcalls

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

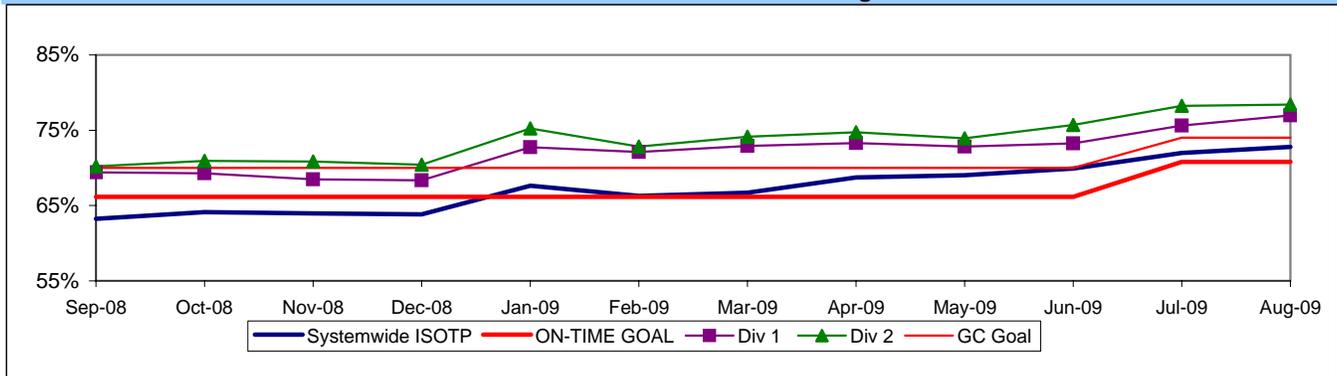


IN-SERVICE ON-TIME PERFORMANCE

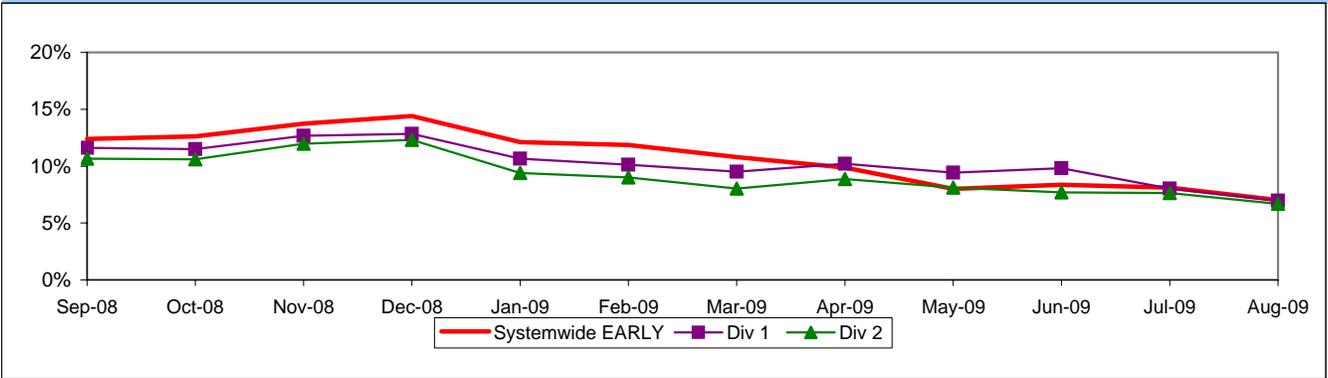
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

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



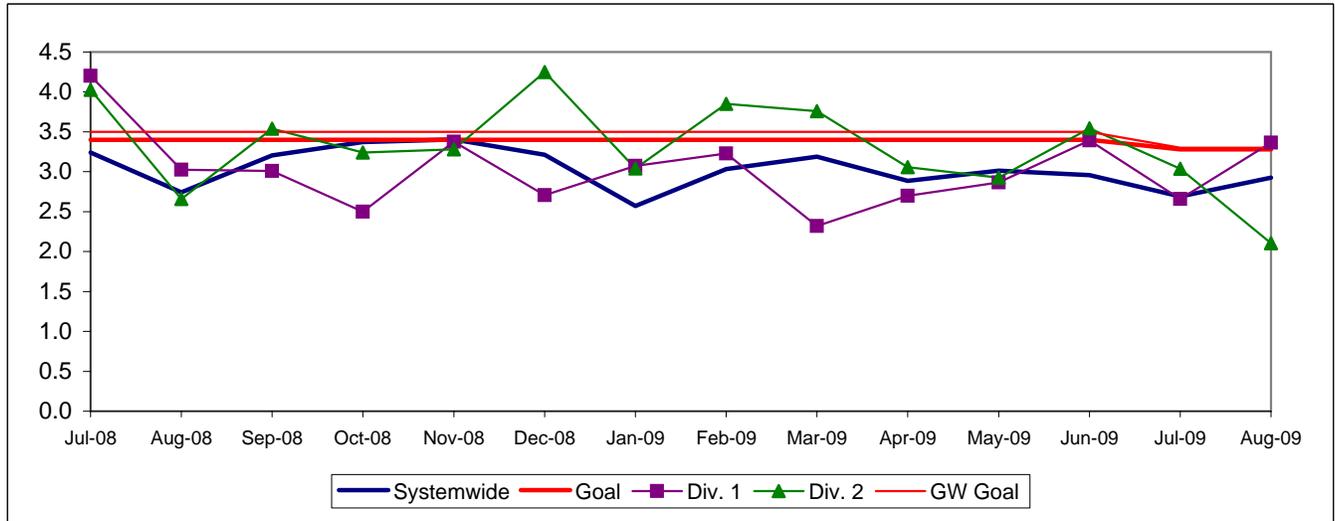
Running Hot - Systemwide and Bus Operating Divisions 1 and 2



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))

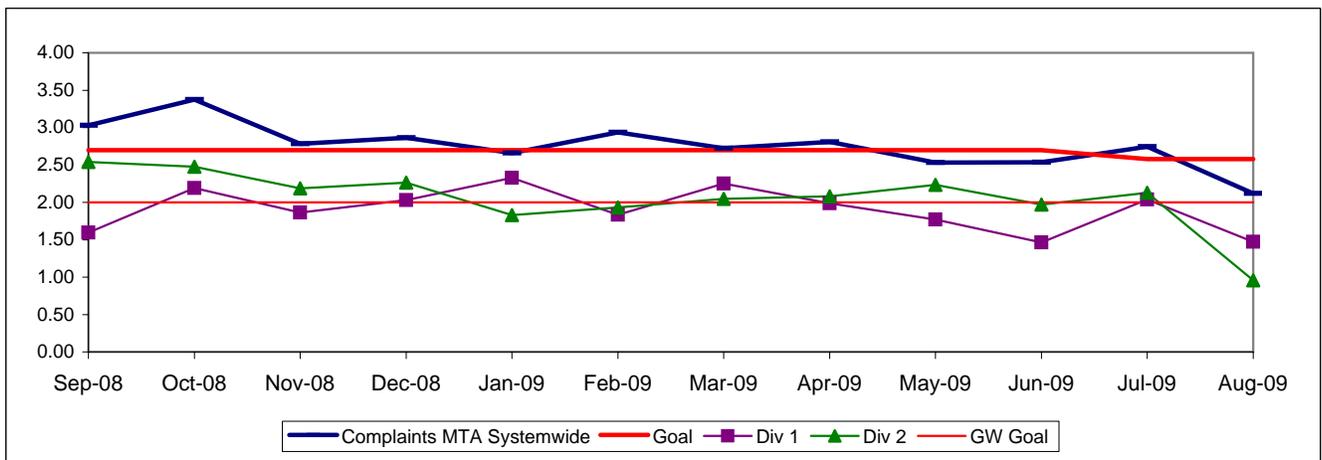


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

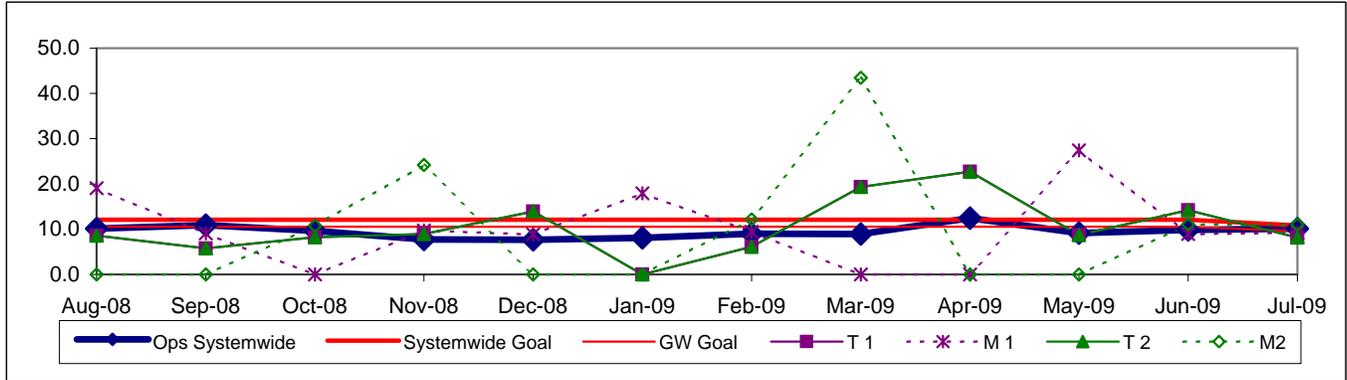


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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.

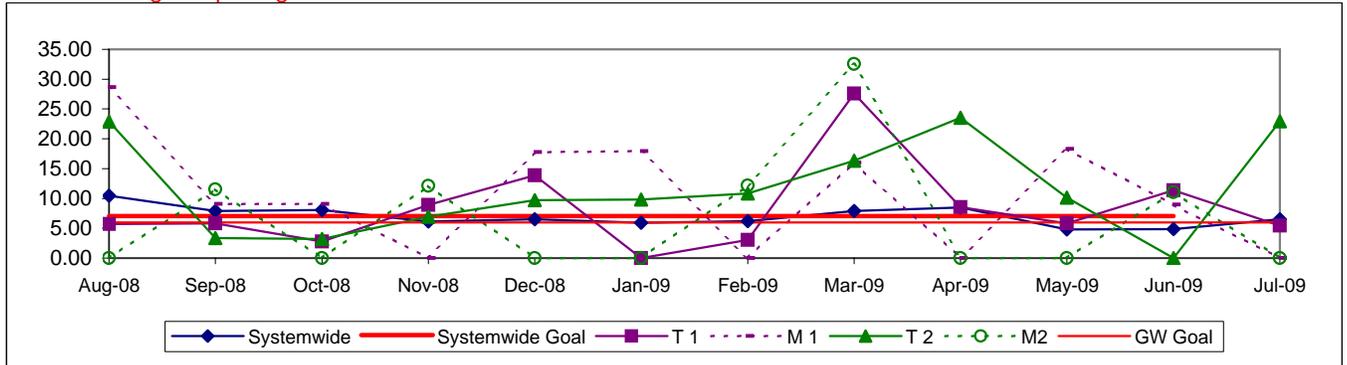


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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.

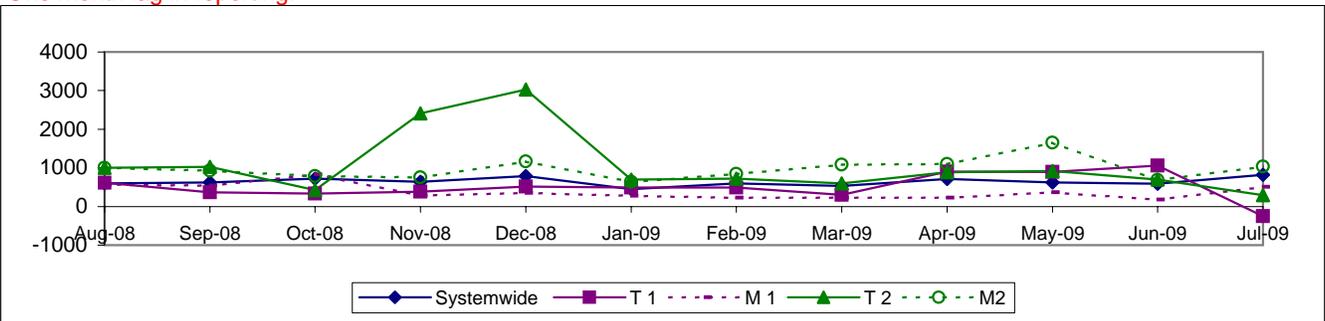


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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	FY10 Target	FY10 YTD	Aug. Month	Status
Bus Systemwide										
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)			3,274	3,532	3,137	3,137	3,540	2,835	2,766	Yellow
No. of unaddressed road calls				1,116*	824	386		43	28	
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,290	1,556	1,353	1,342	Yellow
In-Service On-time Performance**	65.43%	66.50%	64.35%**	63.77%	64.05%	66.25%	70.80%	72.39%	72.81%	Green
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.47	3.06	3.28	2.81	2.93	Green
Number of "482 alleged accidents"	0	0	0	53	240	216		15	1	
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.76	2.58	2.44	2.12	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.64	13.61	12.27	11.11	11.54	9.30	10.81	Jul YTD 10.12	July 10.12	Green
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up										
SB Sector										
MMBMF			3,688	3,826	3,427	3,378	3,500	2,857	2,801	Yellow
No. of unaddressed road calls				231*	100	71		3	3	
MMBTRC				1,273	1,117	1,198	1,591	1,287	1,326	Yellow
In-Service On-time Performance	61.74%	64.13%	59.05%	62.39%	62.03%	62.46%	67.00%	68.09%	68.24%	Green
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.86	3.34	4.00	3.43	3.42	Green
Number of "482 alleged accidents"	0	0	0					2	0	
Complaints per 100,000 Boardings	4.63	3.61	2.49	2.51	2.56	3.09	2.75	2.84	2.43	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	14.84	14.65	13.85	10.81	15.18	10.61	10.50	Jul YTD 11.81	July 11.81	Yellow
Division 5										
MMBMF			3,656	3,580	3,227	3,314	3,500	3,022	3,510	Yellow
No. of unaddressed road calls				57*	26	16		0	6	
MMBTRC				1,459	1,130	1,420	1,824	1,623	1,560	Yellow
In-Service On-time Performance	63.17%	65.58%	61.85%	63.83%	63.35%	64.43%	67.00%	69.87%	69.22%	Green
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	5.11	4.32	4.00	4.43	4.33	Yellow
Number of "482 alleged accidents"	0	0	0	13	35	29		2	0	
Complaints per 100,000 Boardings	3.45	2.71	1.87	1.71	1.46	1.88	2.00	1.86	1.61	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	15.22	18.72	14.68	14.89	15.96	12.75	11.50	Jul YTD 21.22	July 21.22	Yellow
Division 18										
MMBMF			3,712	4,008	3,563	3,421	3,500	2,764	2,710	Yellow
No. of unaddressed road calls				214*	74	55		3	3	
MMBTRC				1,174	1,109	1,090	1,468	1,142	1,214	Yellow
In-Service On-time Performance	60.78%	63.42%	57.31%	61.19%	60.88%	60.66%	67.00%	66.54%	67.38%	Yellow
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.08	2.72	4.00	2.81	2.86	Green
Number of "482 alleged accidents"	0	0	0	5	14	27		0	0	
Complaints per 100,000 Boardings	5.74	4.44	3.07	3.29	3.72	4.46	3.50	3.92	3.35	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	14.71	11.67	13.63	8.50	14.70	8.95	9.50	Jul YTD 5.40	July 5.40	Green

*Jan - June '07 **Div 15 Nov. '05 data excluded & Dec. Data after shake-up used. Aug '09 added timepoint filters to Div 6,10,18

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.

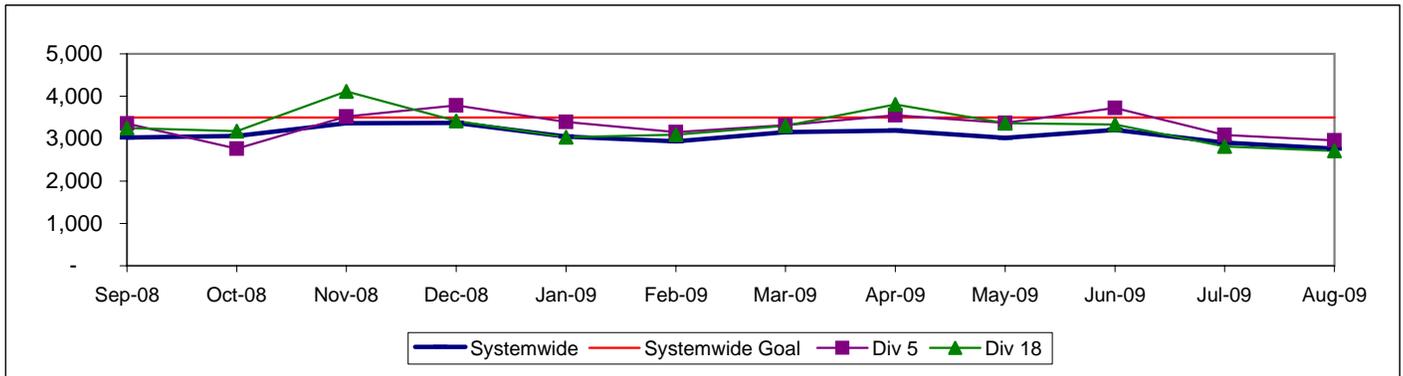
Red - High probability that the target will not be achieved -- significant problems and/or delays.

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.

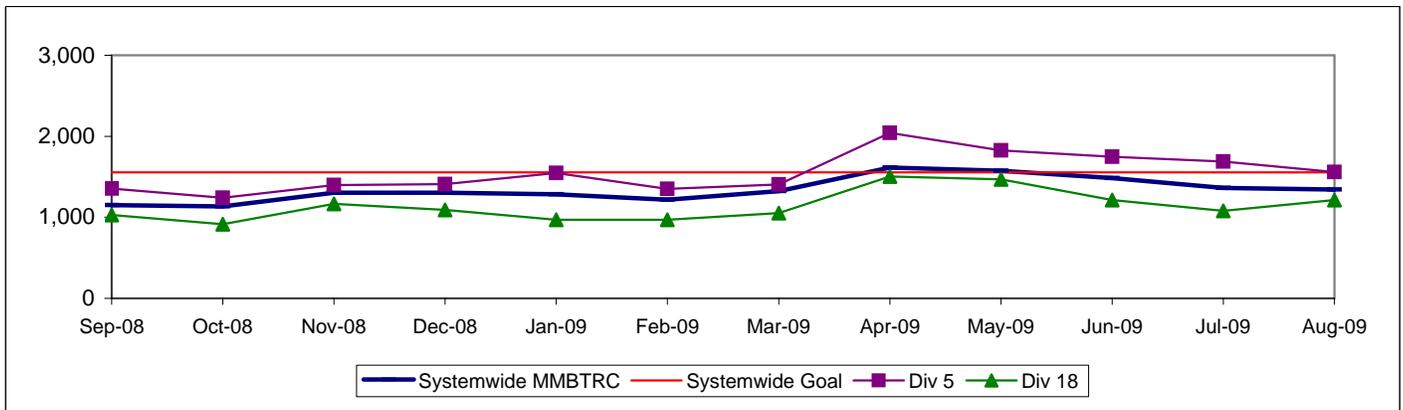
Calculation: MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



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)

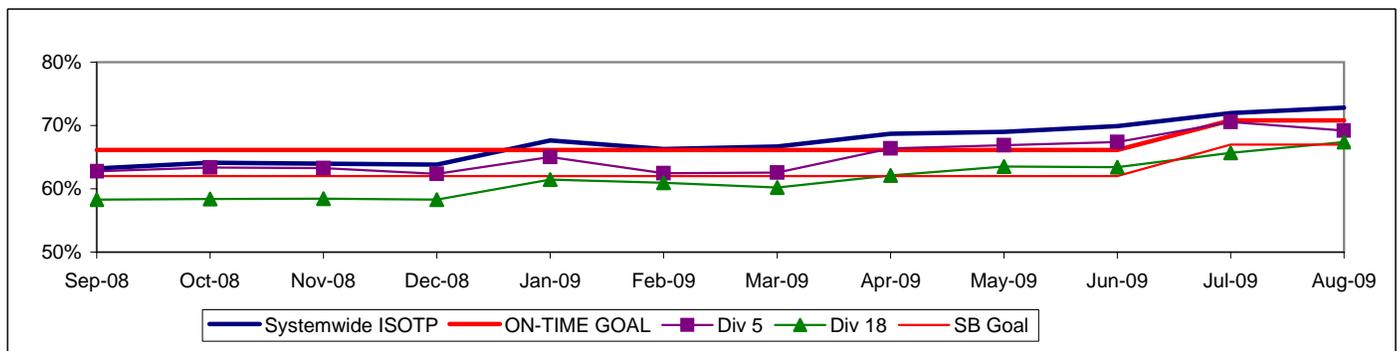


IN-SERVICE ON-TIME PERFORMANCE

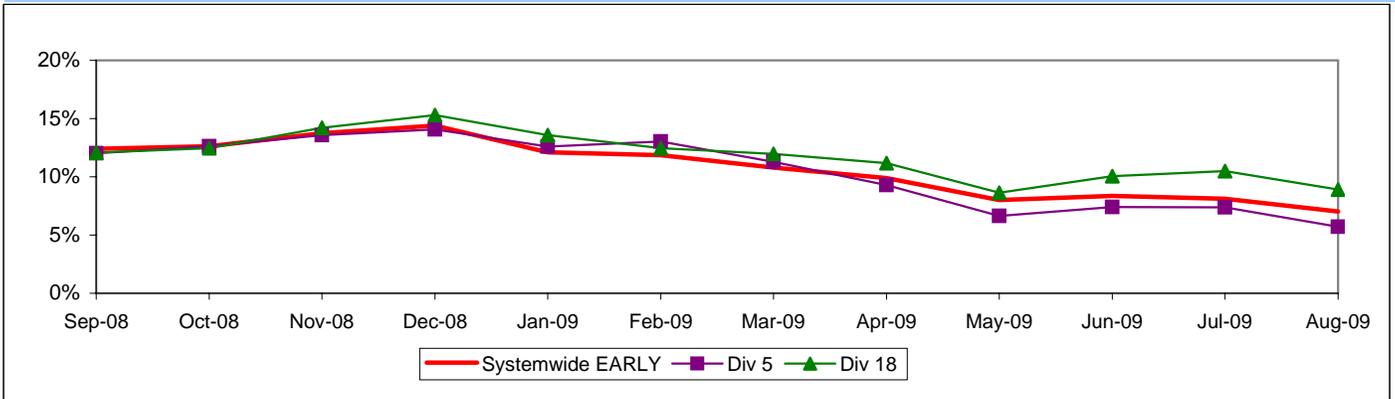
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

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



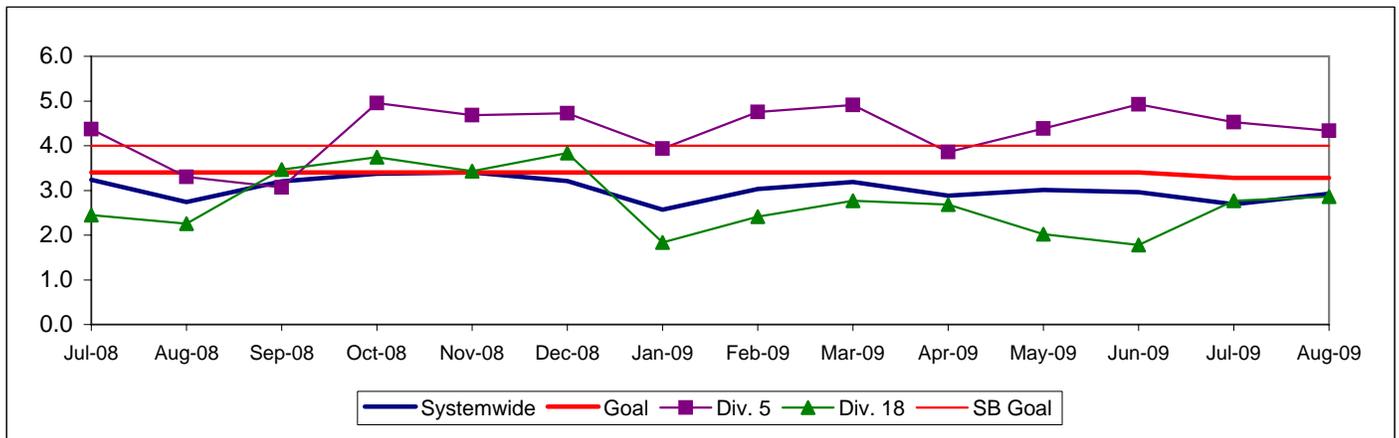
Running Hot - Systemwide and Bus Operating Divisions 5 and 18



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))

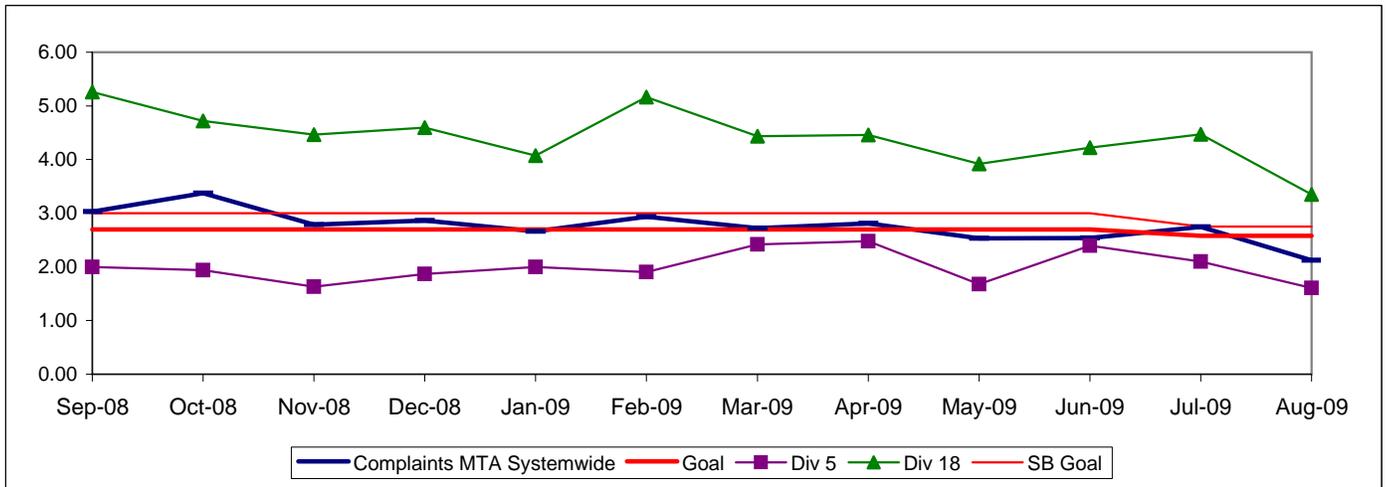


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

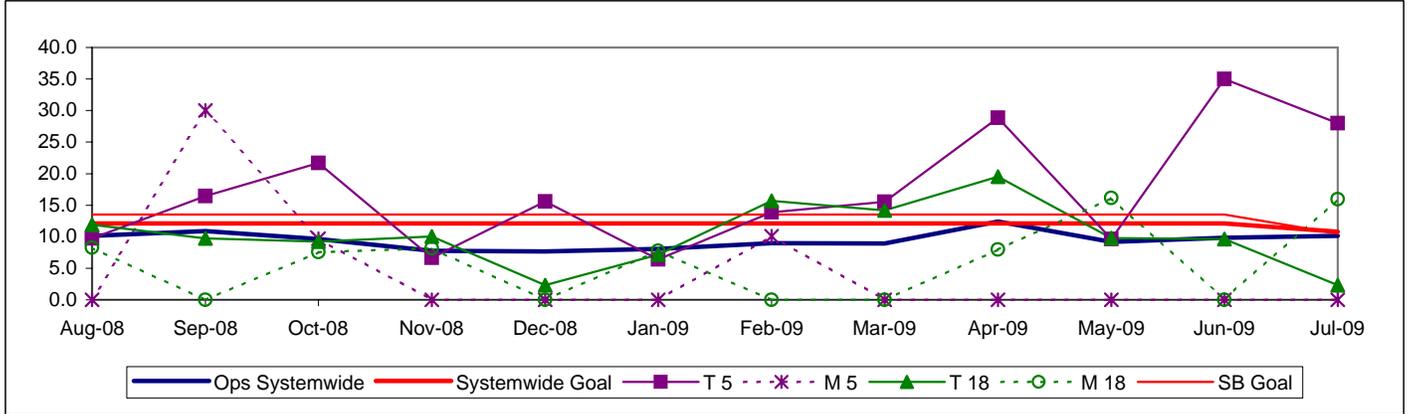


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

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.

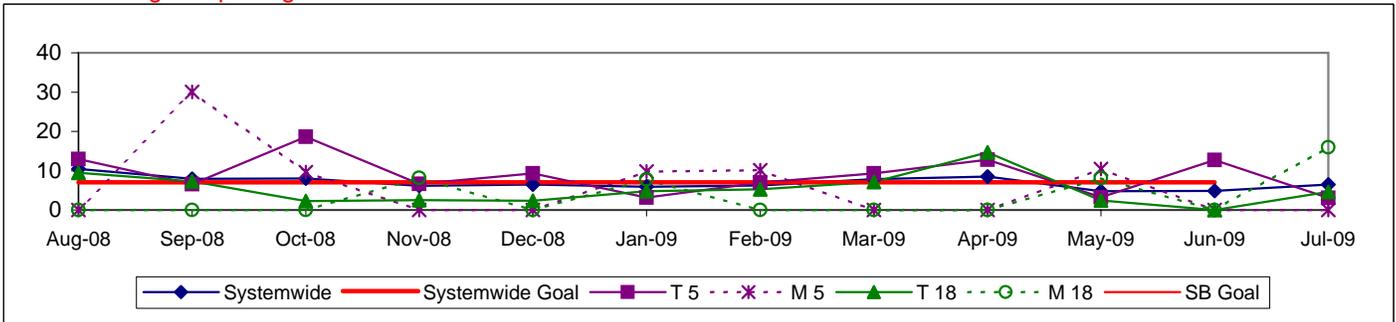


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

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.

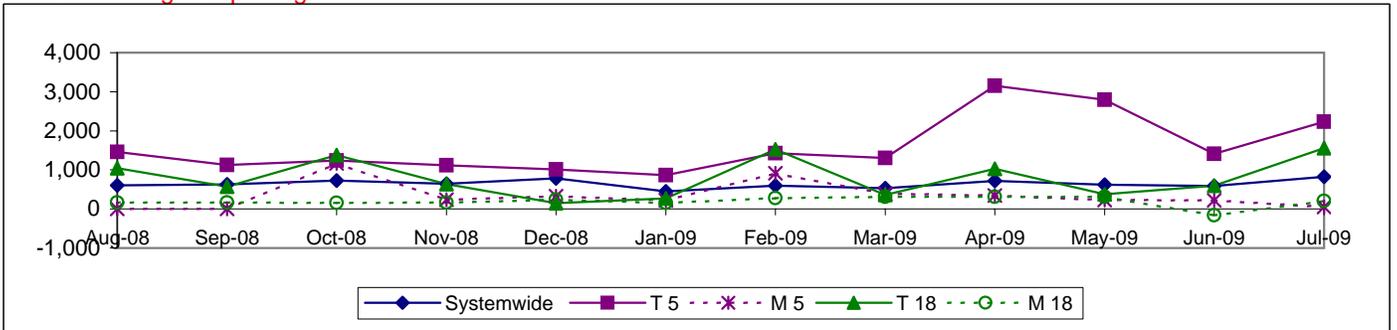


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

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	FY10 Target	FY10 YTD	Aug. Month	Status
Bus Systemwide										
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)			3,274	3,532	3,137	3,137	3,540	2,835	2,766	🟡
No. of unaddressed road calls				1,116*	824	386		43	28	
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,290	1,556	1,353	1,342	🟡
In-Service On-time Performance	65.43%	66.50%	64.35%**	63.77%	64.05%	66.25%	70.80%	72.39%	72.81%	🟢
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.47	3.06	3.28	2.81	2.93	🟢
Number of "482 alleged accidents"	0	0	0	53	240	216	4.00	15	1	
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.76	2.58	2.44	2.12	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.64	13.61	12.27	11.11	11.54	9.30	10.81	Jul YTD 10.12	July 10.12	🟢
WC Sector										
MMBMF			3,499	3,651	3,213	3,305	3,600	2,757	2,629	🟡
No. of unaddressed road calls				155*	116	111		14	6	
MMBTRC				1,152	1,001	1,046	1,439	1,059	1,044	🟡
In-Service On-time Performance	63.31%	63.39%	60.82%	57.59%	56.72%	61.65%	67.00%	69.42%	69.97%	🟢
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	4.25	3.88	4.00	3.49	3.91	🟢
Number of "482 alleged accidents"	0	0	0	16	70	61	4.00	8	0	
Complaints per 100,000 Boardings	5.30	4.10	2.53	2.66	2.97	2.78	2.75	2.29	2.13	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.52	18.80	14.61	12.99	13.41	7.50	10.50	Jul YTD 6.69	July 6.69	🟢
Division 6										
MMBMF			6,279	4,456	3,756	7,186	3,600	7,888	7,289	🟢
No. of unaddressed road calls				30*	32	11		2	1	
MMBTRC				1,063	899	1,307	1,329	1,791	1,669	🟢
In-Service On-time Performance	60.11%	56.75%	57.20%	53.28%	53.12%	56.98%	66.00%	69.77%	71.59%	🟢
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.86	4.13	4.00	5.82	7.22	🟡
Number of "482 alleged accidents"	0	0	0	1	3	1	4.00	0	0	
Complaints per 100,000 Boardings	6.15	4.47	2.52	2.10	2.70	3.55	2.85	1.81	1.63	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.71	18.23	16.43	15.02	11.77	7.86	10.50	Jul YTD 9.14	July 9.14	🟢
Division 7										
MMBMF			2,947	3,468	3,327	3,399	3,600	2,684	2,523	🟡
No. of unaddressed road calls				64*	84	99		12	5	
MMBTRC				1,118	981	1,039	1,397	1,071	1,026	🟡
In-Service On-time Performance	64.59%	64.22%	61.78%	58.01%	57.66%	62.15%	67.50%	69.34%	69.72%	🟢
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	4.10	3.83	4.00	2.96	3.48	🟢
Number of "482 alleged accidents"	0	0	0	5	36	28	4.00	5	0	
Complaints per 100,000 Boardings	5.70	4.24	2.87	2.98	3.00	2.88	2.70	2.44	2.11	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.05	19.44	15.76	12.09	13.42	7.80	10.50	Jul YTD 8.17	July 8.17	🟢
Division 10										
MMBMF			3,723	3,702	3,028	2,947	3,600	2,553	2,474	🟡
No. of unaddressed road calls				61*	0	1		0	0	
MMBTRC				1,197	1,044	1,015	1,496	986	1,001	🟡
In-Service On-time Performance	62.85%	64.14%	60.73%	58.61%	56.63%	61.90%	67.50%	69.47%	69.99%	🟢
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	4.47	3.87	4.00	3.56	3.76	🟢
Number of "482 accidents"	0	0	0	8	31	32	4.00	3	0	
Complaints per 100,000 Boardings	4.85	3.92	2.23	2.48	2.99	2.59	2.70	2.20	2.20	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	22.90	3.74	3.80	14.02	14.74	7.49	10.50	Jul YTD 5.58	July 5.58	🟢

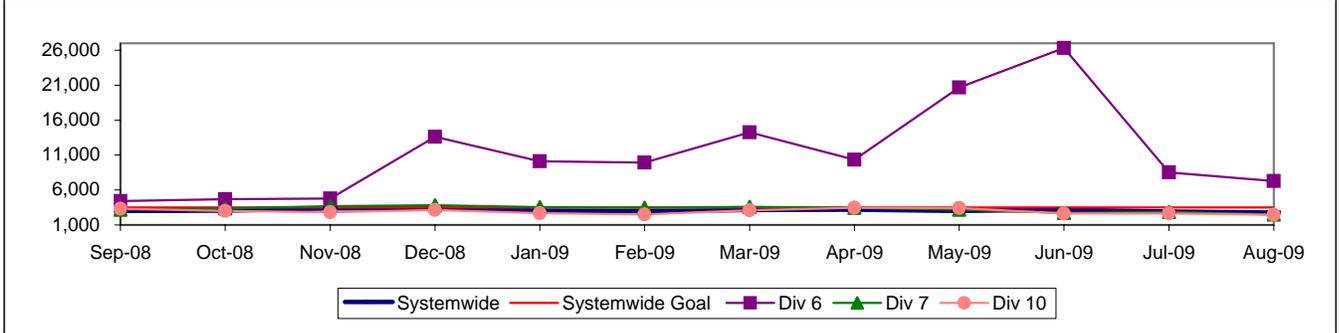
*Jan - June '07 **Div 15 Nov '05 data excluded & Dec. Data after shake-up used. Aug '09 added timepoint filters to Div 6,10,18
 NOTE: As of Aug. '07, Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.
 🟢 Green - High probability 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.

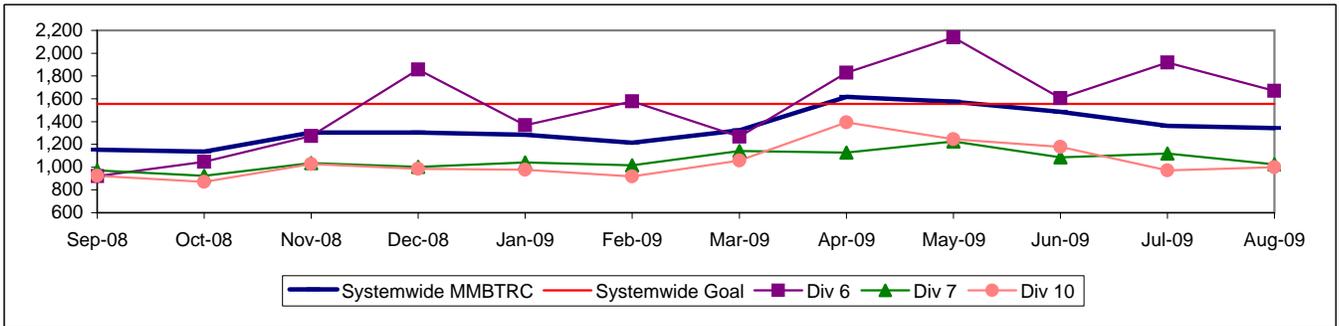
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



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

Definition: Average Hub Miles traveled between total road calls.

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

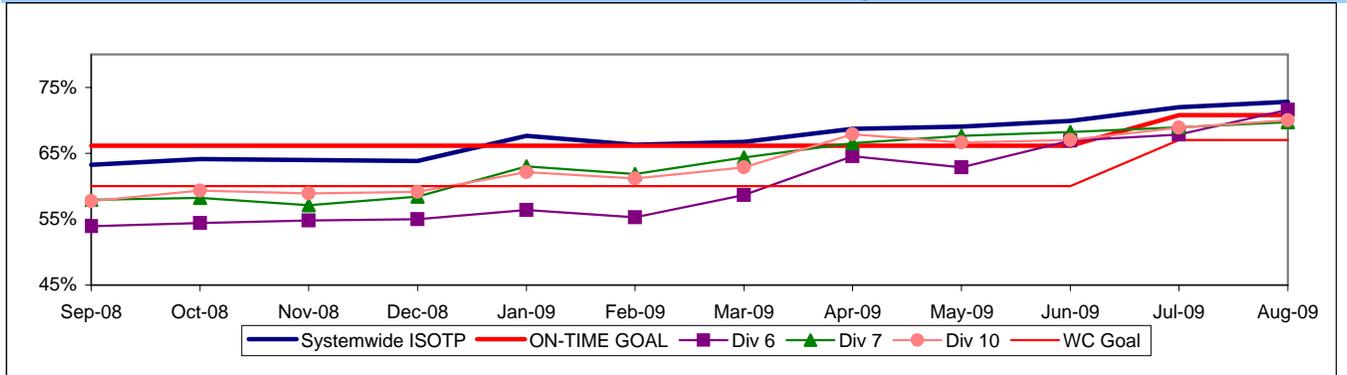


IN-SERVICE ON-TIME PERFORMANCE

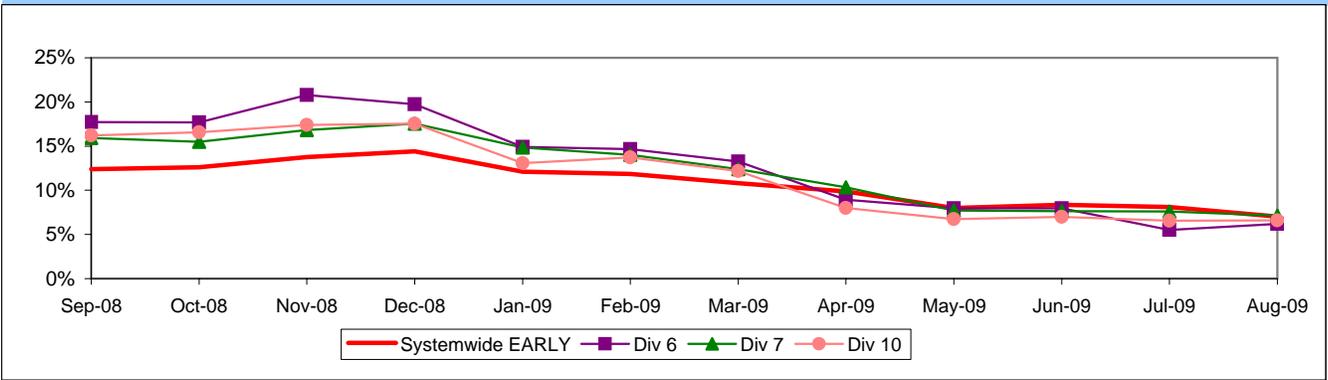
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

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



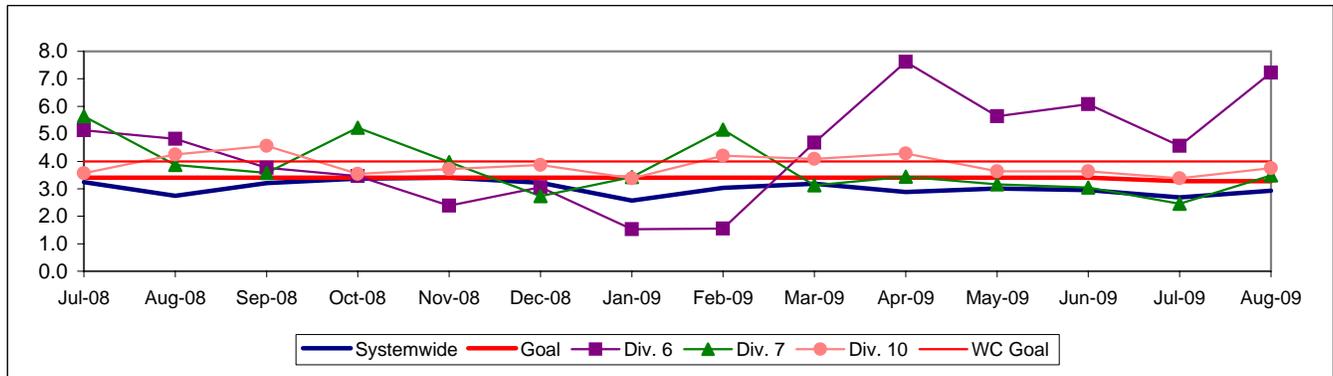
Running Hot - Systemwide and Bus Operating Divisions 6, 7 and 10



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))

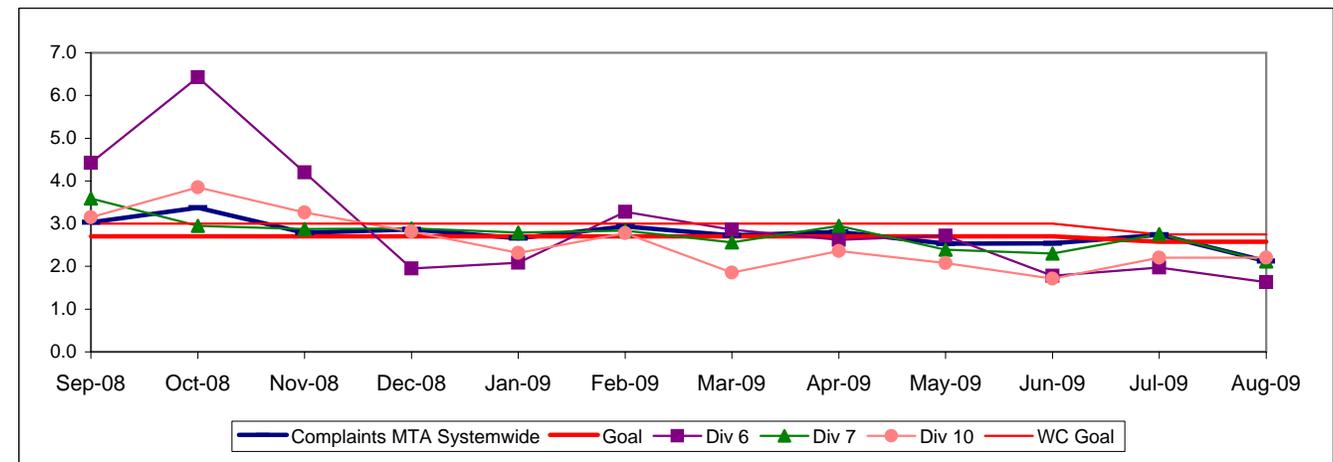


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

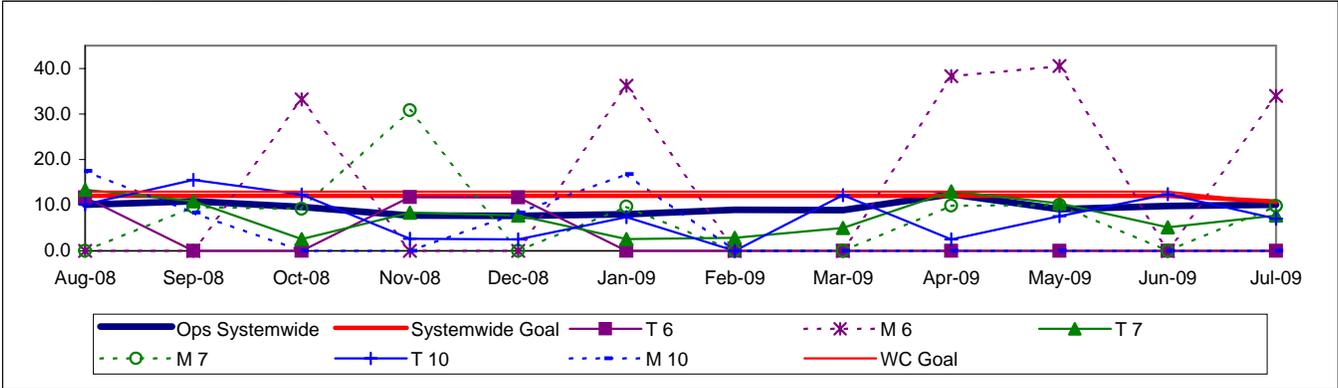


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10**

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.

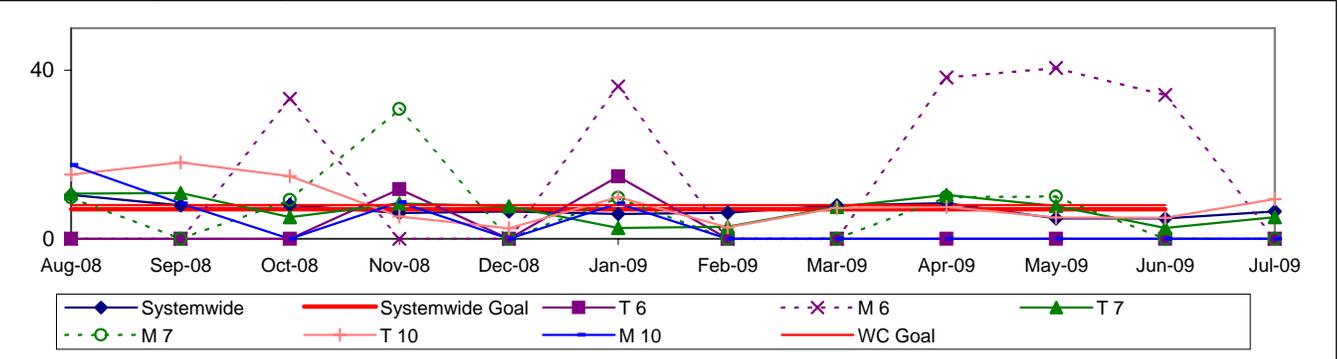


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10**

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.

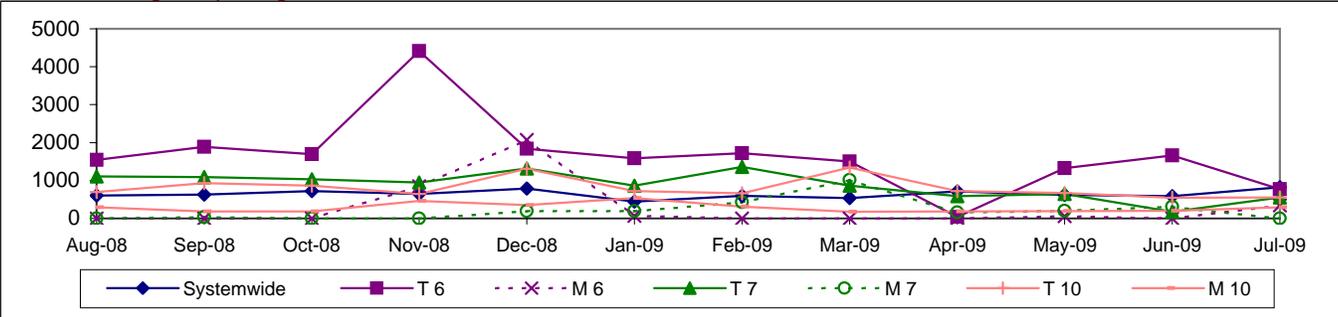


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10**

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	FY10 Target	FY10 YTD	Aug. 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	6.03	10.00	Jul YTD 13.17	July 13.17	◊
Metro Red Line (MRL)										
On-Time Pullouts	99.71%	99.94%	99.61%	99.76%	99.79%	99.97%	99.00%	100%	100%	●
Mean Miles Between Chargeable Mechanical Failures	12,793	11,759	19,587	17,260	26,743	41,482	30,000	78,963	72,551	●
In-Service On-time Performance*					99.13%	99.38%	99.10%	99.44%	99.61%	●
Traffic Accidents Per 100,000 Train Miles	0	0.22	0.22	0	0.30	0.07	0.02	0	0	●
Complaints per 100,000 Boardings	1.17	1.13	0.66	0.41	0.50	0.37	0.50	0.43	0.31	●
Metro Blue Line (MBL)										
On-Time Pullouts	99.94%	99.73%	99.76%	99.72%	99.62%	99.74%	99.00%	99.48%	99.67%	●
Mean Miles Between Chargeable Mechanical Failures	10,365	16,273	26,774	35,125	31,278	27,051	24,000	21,982	23,611	◊
In-Service On-time Performance*					98.81%	98.24%	99.00%	98.40%	99.01%	◊
Traffic Accidents Per 100,000 Train Miles	1.36	0.64	0.96	1.35	1.65	1.26	0.05	1.07	0	◊
Complaints per 100,000 Boardings	0.97	0.98	0.78	0.53	0.64	0.58	0.90	0.46	0.40	●
Metro Green Line (MGrL)										
On-Time Pullouts	99.78%	99.91%	99.97%	99.54%	99.80%	99.95%	99.00%	99.60%	100%	●
Mean Miles Between Chargeable Mechanical Failures	11,337	12,558	20,635	27,471	36,727	19,195	24,000	22,904	21,442	◊
In-Service On-time Performance*					99.07%	98.90%	99.00%	98.98%	98.89%	◊
Traffic Accidents Per 100,000 Train Miles	0.08	0.00	0	0	0.00	0.07	0.05	0	0	●
Complaints per 100,000 Boardings	1.37	1.39	0.92	0.72	0.81	0.82	0.90	0.71	0.59	●
Metro Gold Line (MGoL)										
On-Time Pullouts	100%	99.85%	99.97%	99.95%	99.95%	99.95%	99.00%	100%	99.35%	●
Mean Miles Between Chargeable Mechanical Failures	8,938	16,571	23,329	22,775	39,521	24,250	24,000	11,851	9,749	◊
In-Service On-time Performance*					98.86%	99.38%	99.00%	98.78%	98.20%	◊
Traffic Accidents Per 100,000 Train Miles	0.25	0.23	0.12	0.23	0.43	0.21	0.05	0	0	●
Complaints per 100,000 Boardings	3.81	2.85	2.71	1.88	1.57	1.50	0.90	1.74	2.17	◊

*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.

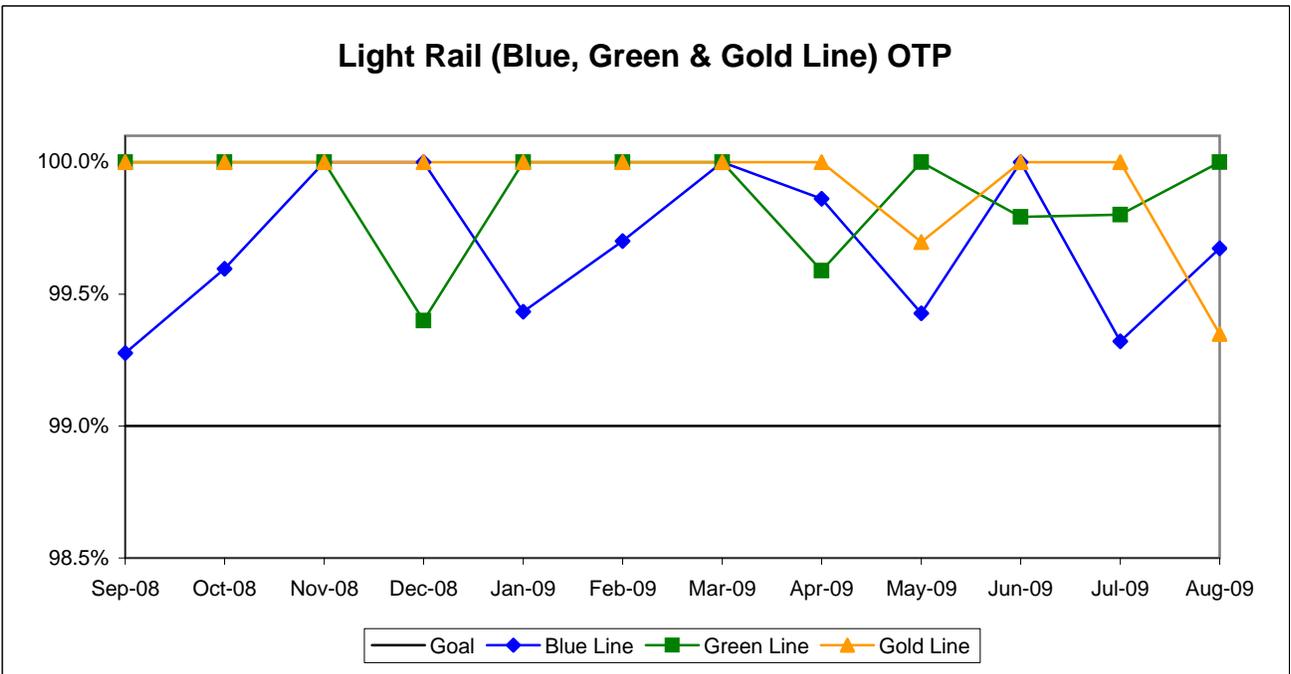
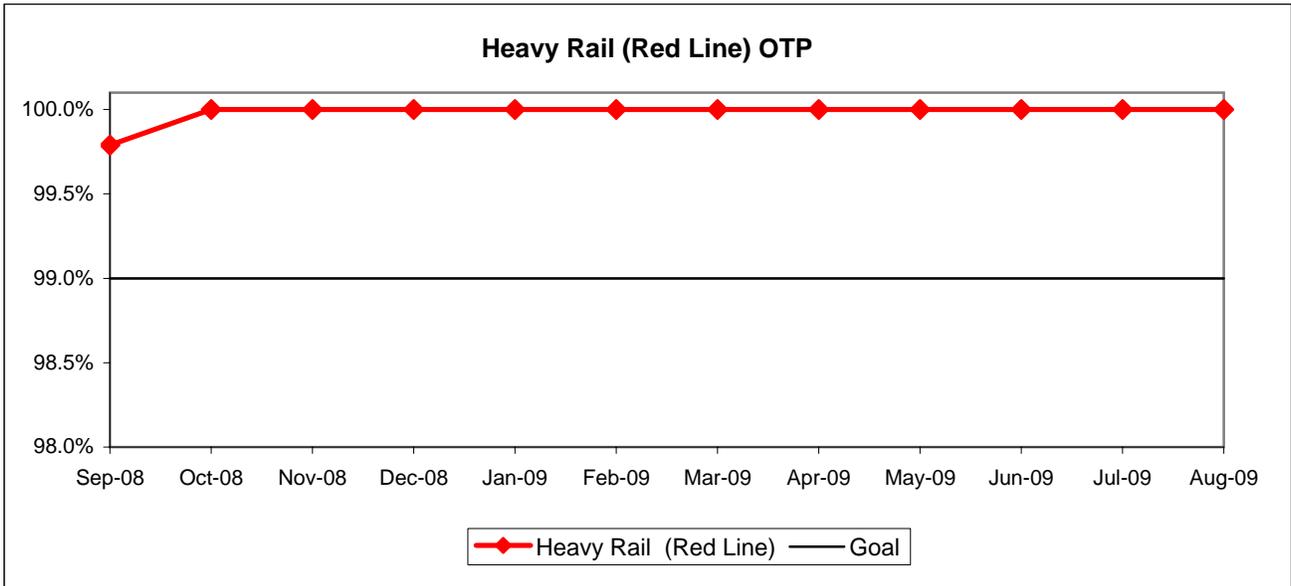
■ Red - High probability that the target will not be achieved -- significant problems and/or delays.

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.

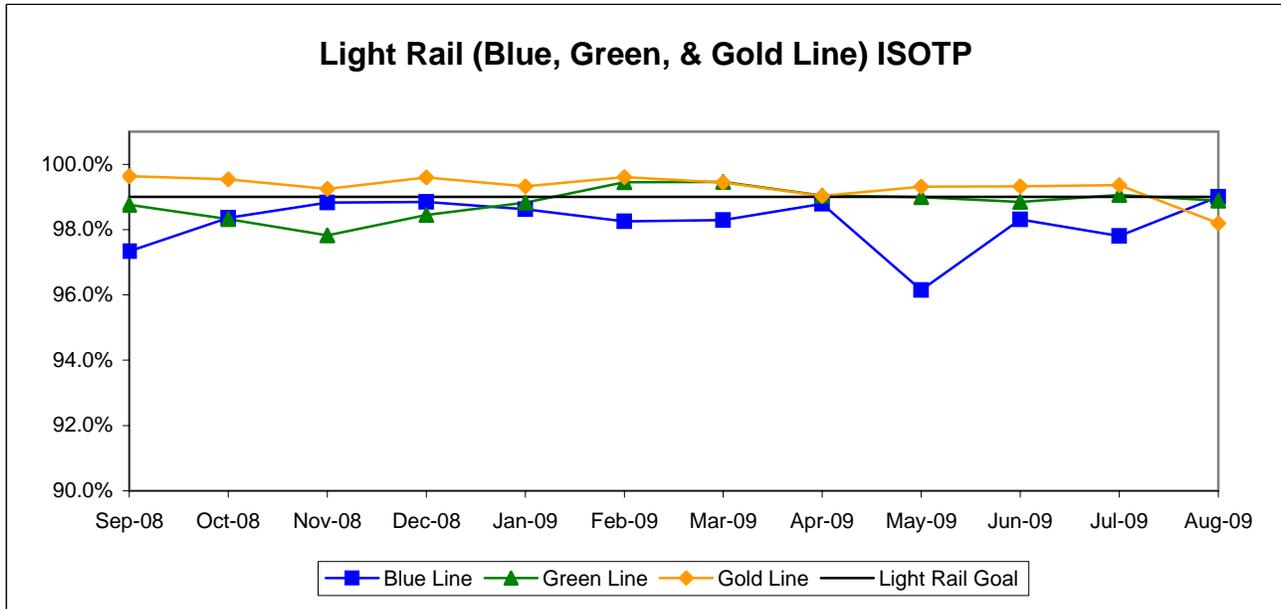
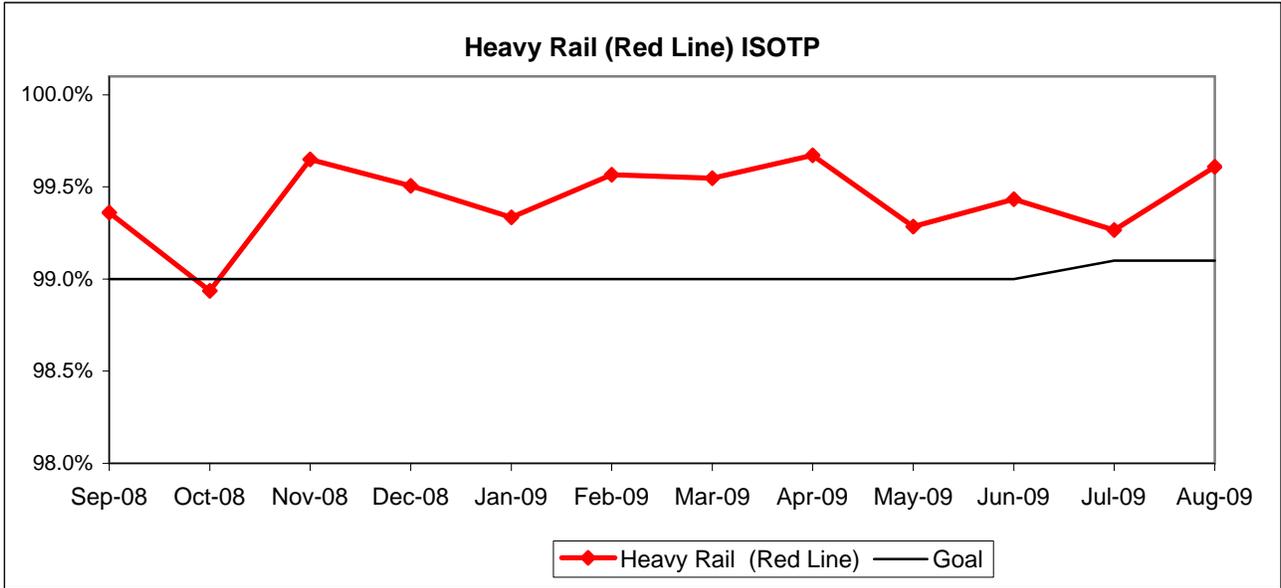
Calculation: $OTP\% = [(100\% - ((\text{Total cancelled pullouts plus late pullouts}) / \text{Total scheduled pullouts}) \times 100)]$



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.

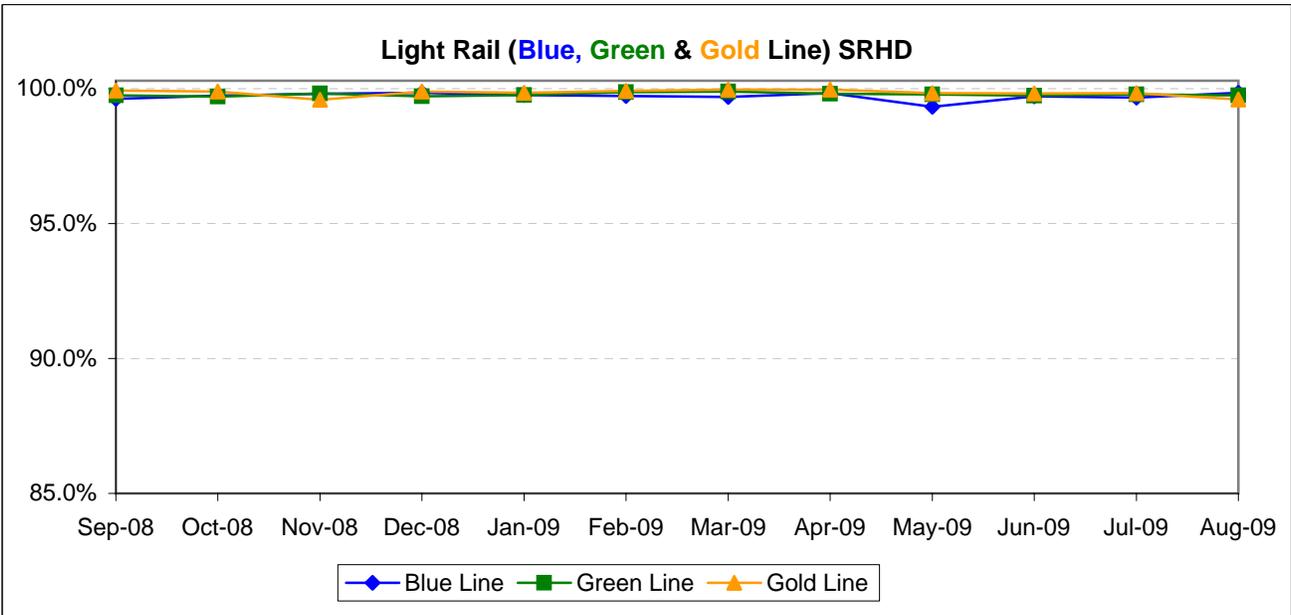
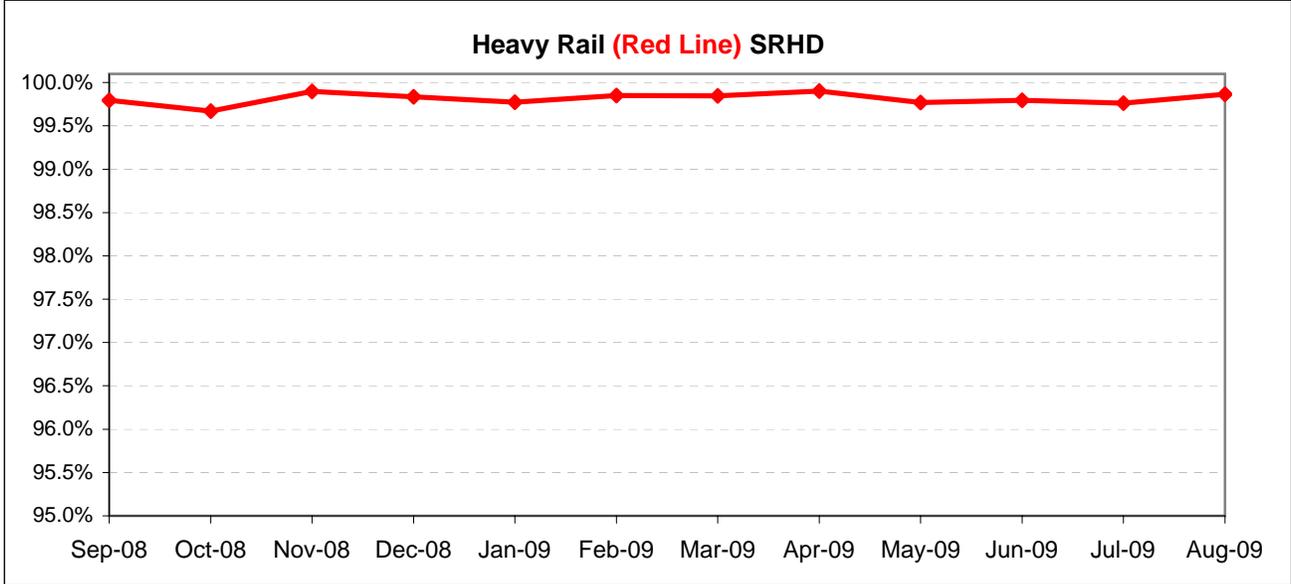
Calculation: ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]



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.

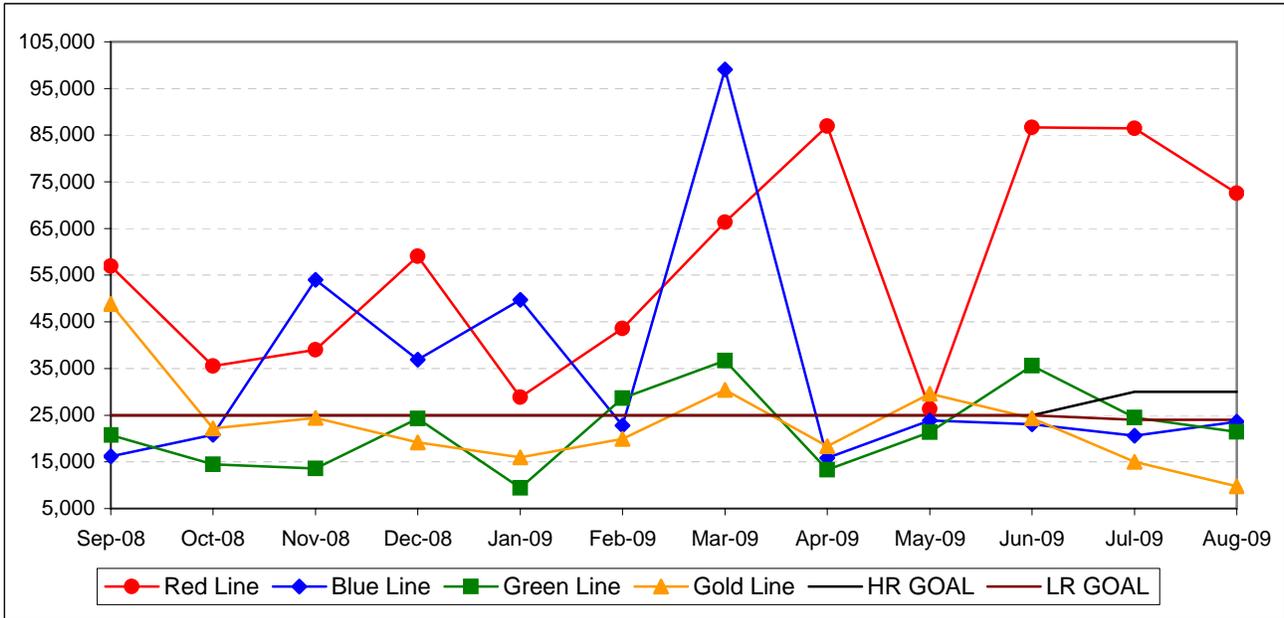
Calculation: $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



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

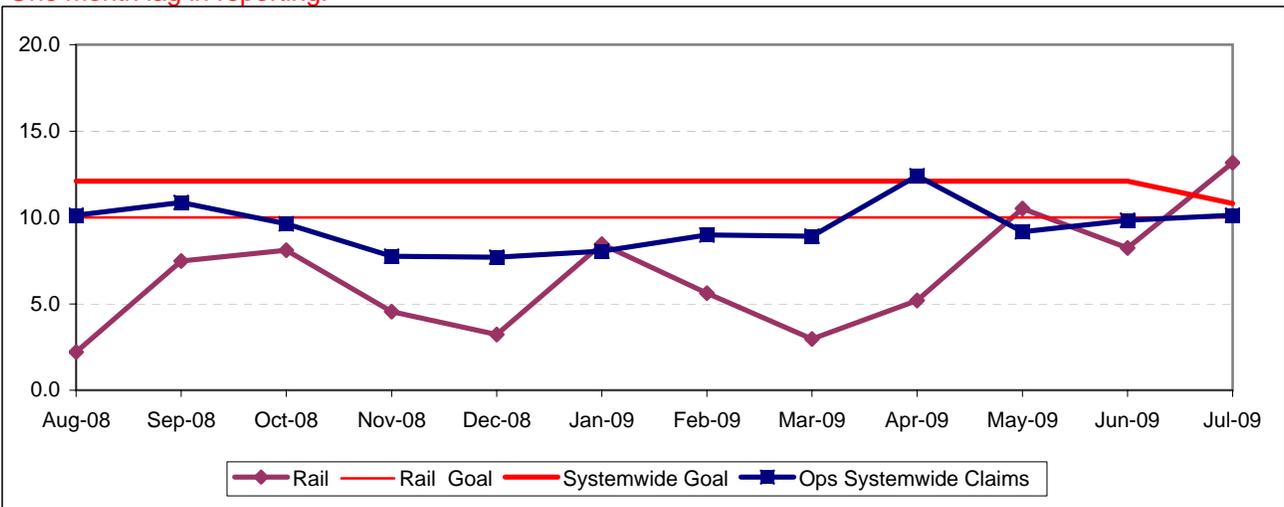


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

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.



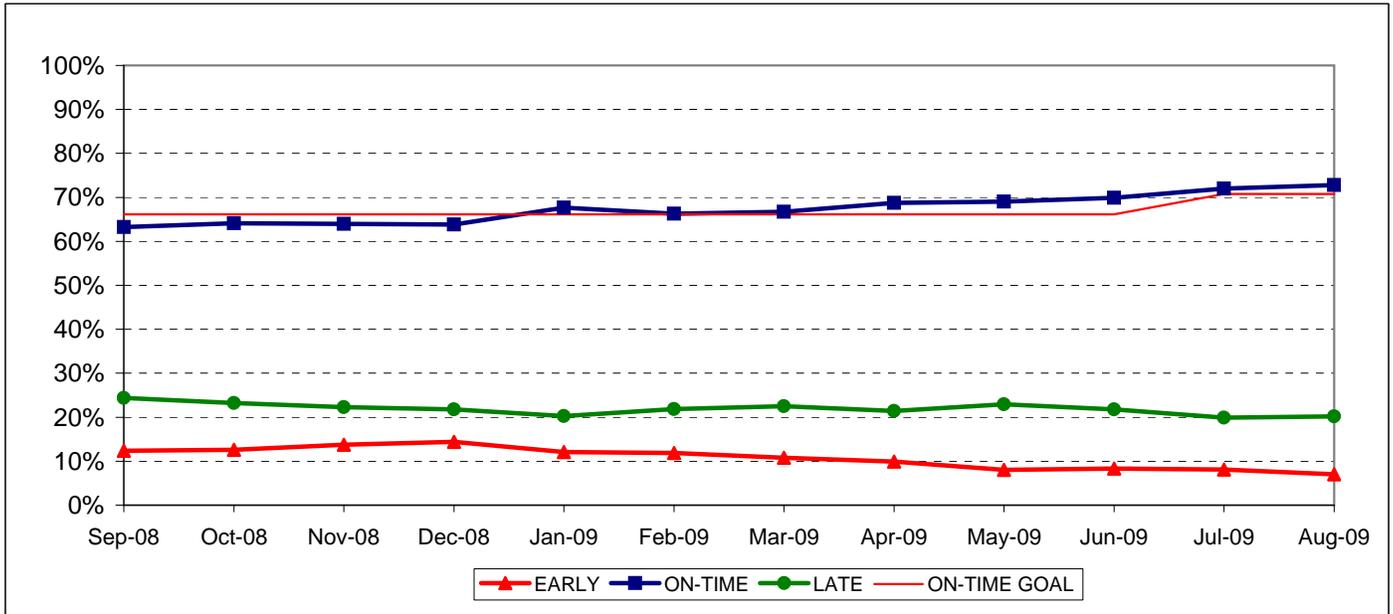
BUS SERVICE PERFORMANCE IN-SERVICE ON-TIME PERFORMANCE

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)

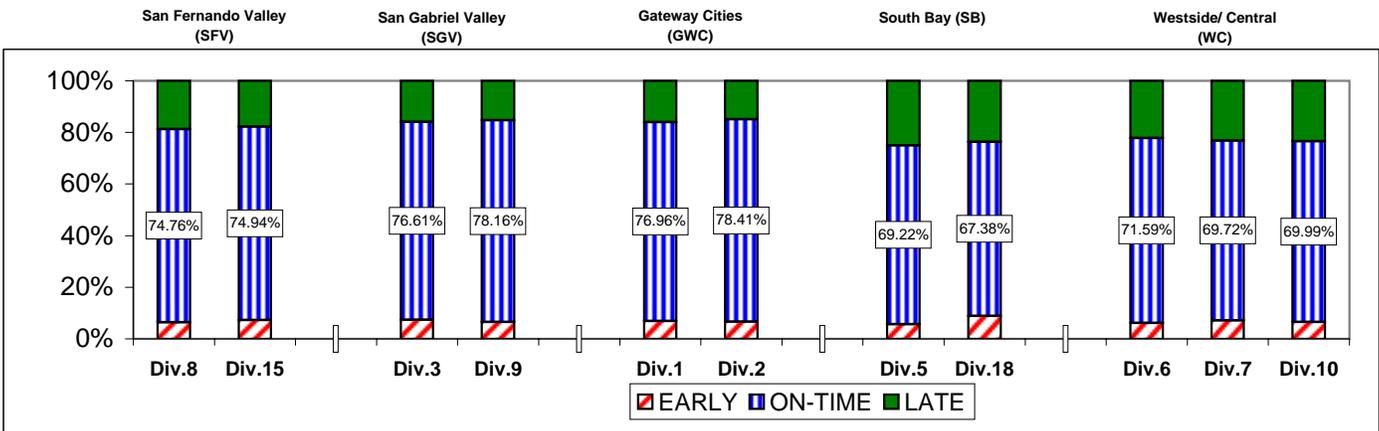
Calculation: $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes late}) / (\text{Total buses sampled}))$

Systemwide Trend

Bus Operating Divisions ISOTP - 1 Minute Tolerance for Running Hot



Revised 8/26/09 to filter additional timepoints in Div 6, 10 & 18.



ISOTP By Sectors' Divisions

Year-to-Date Compared To Last Year

	FY09	FY10-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8			
Early	9.38%	6.91%	-2.48%
On-Time	69.29%	74.46%	5.17%
Late	21.33%	18.64%	-2.69%
Division 15			
Early	10.16%	7.77%	-2.38%
On-Time	69.06%	74.10%	5.03%
Late	20.78%	18.13%	-2.65%
Gateway Cities Sector (GWC)			
Division 1			
Early	11.25%	7.50%	-3.75%
On-Time	71.05%	76.29%	5.24%
Late	17.70%	16.21%	-1.49%
Division 2			
Early	9.97%	7.15%	-2.82%
On-Time	72.72%	78.32%	5.60%
Late	17.31%	14.53%	-2.78%
South Bay Sector (SB)			
Division 5			
Early	11.65%	6.53%	-5.12%
On-Time	64.43%	69.87%	5.44%
Late	23.92%	23.60%	-0.32%
Division 18			
Early	12.44%	9.69%	-2.75%
On-Time	60.66%	66.54%	5.87%
Late	26.89%	23.77%	-3.12%

Revised 8/26/09 to filter additional timepoints in Div 6, 10 & 18.

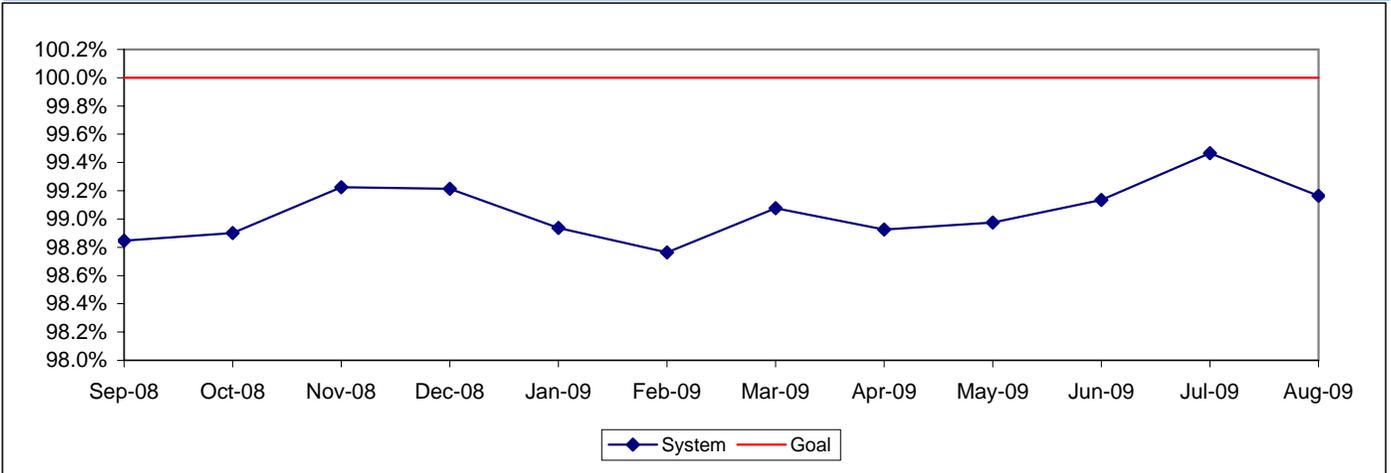
	FY09	FY10-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3			
Early	12.94%	8.13%	-4.81%
On-Time	69.78%	76.40%	6.62%
Late	17.28%	15.47%	-1.81%
Division 9			
Early	11.32%	7.70%	-3.62%
On-Time	70.01%	77.20%	7.19%
Late	18.67%	15.10%	-3.57%
Westside/Central Sector (WC)			
Division 6			
Early	16.07%	5.86%	-10.21%
On-Time	56.98%	69.77%	12.79%
Late	26.95%	24.37%	-2.58%
Division 7			
Early	13.74%	7.35%	-6.39%
On-Time	62.15%	69.34%	7.19%
Late	24.12%	23.31%	-0.81%
Division 10			
Early	13.31%	6.57%	-6.74%
On-Time	61.90%	69.47%	7.56%
Late	24.78%	23.96%	-0.82%
SYSTEMWIDE			
Early	11.77%	7.56%	-4.20%
On-Time	66.25%	72.39%	6.14%
Late	21.99%	20.04%	-1.94%

ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED*

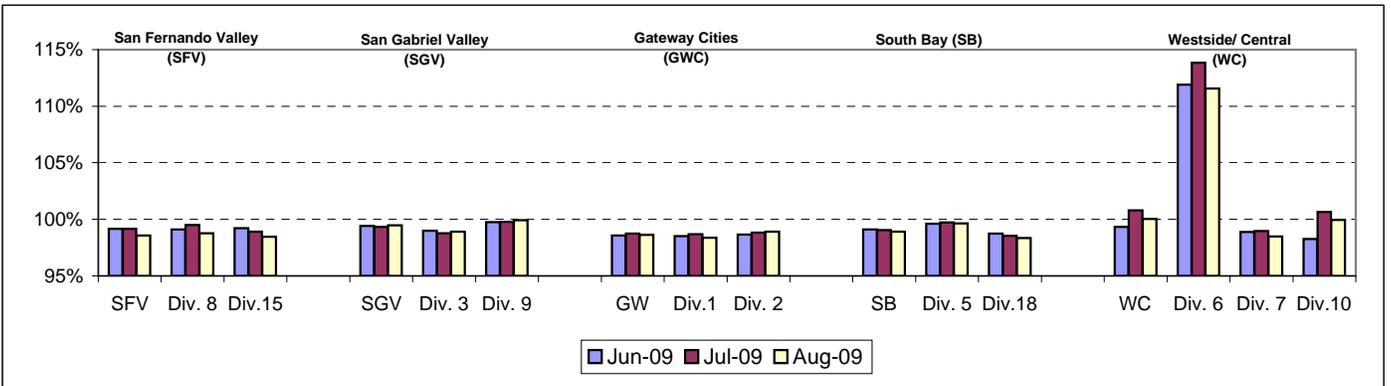
Definition: This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures. FY06: This performance indicator measures the percentage of scheduled Revenue Hours delivered after adding in temporary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

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

Systemwide Trend



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



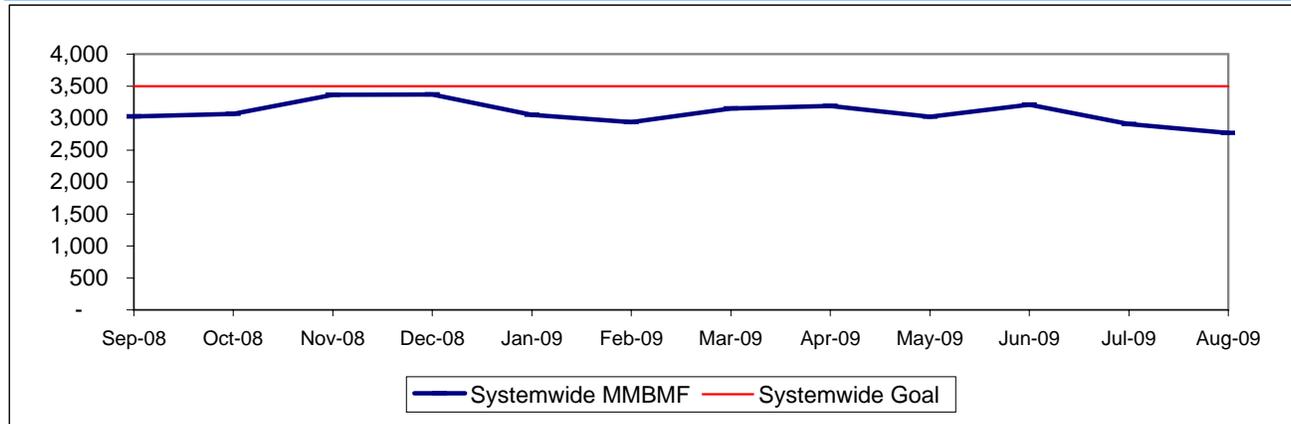
BUS MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)*

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

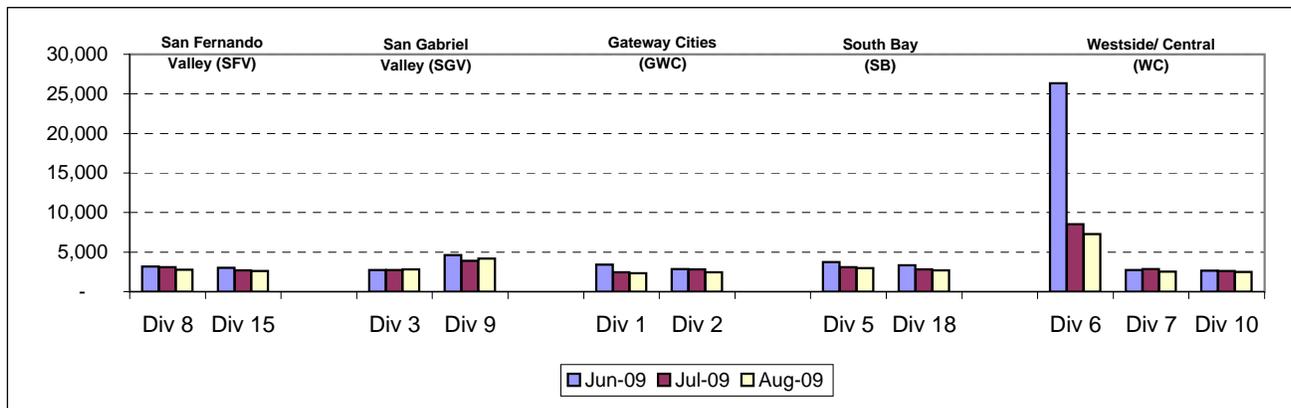
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

Systemwide Trend



* New Indicator.

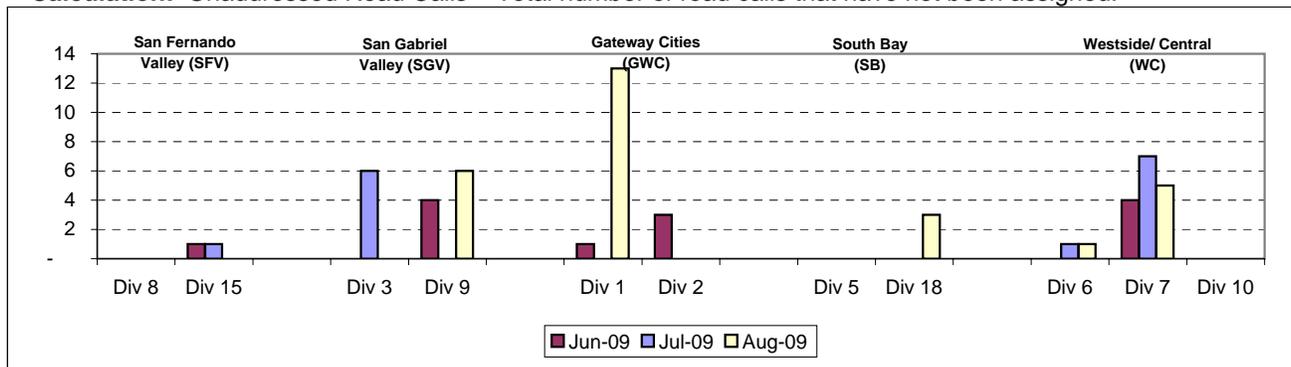
MMBMF -- Bus Operating Sector Divisions June - August 2009



Unaddressed Road Calls -- Bus Operating Sector Divisions* June - August 2009

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

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



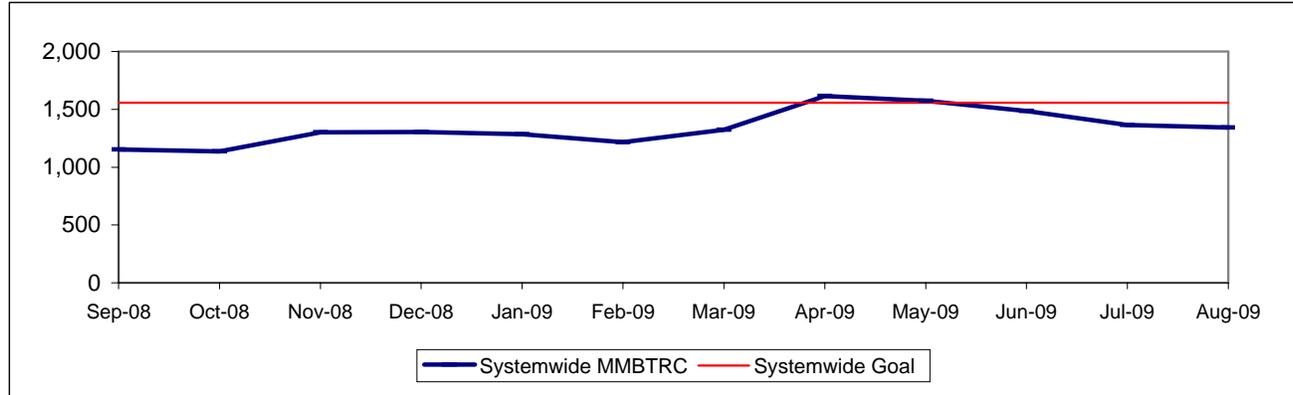
* New Indicator.

MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)*

Definition: Average Hub Miles traveled between road call problems.

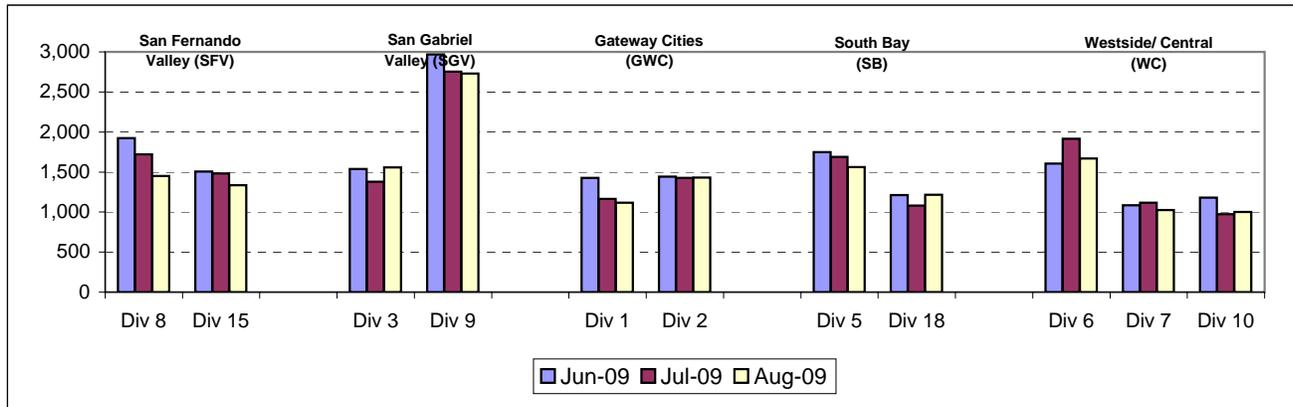
Calculation: MMBTRC = (Total Hub Miles / by Total Road Calls)

MMBTRC Systemwide Trend



* New Indicator.

**MMBTRC --Bus Operating Sector Divisions
June - August 2009**



Fleet Mix by Fuel Type Systemwide (Metro Divisions only)

	Number of Buses	Percent of Buses
CNG	2,521	93.20%
Hybrid	6	0.22%
Diesel	85	3.14%
Gasoline	59	2.18%
Propane	34	1.26%
Total	2,705	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
9.0	7.3	8.3	7.5	7.4	7.6	7.3	8.6

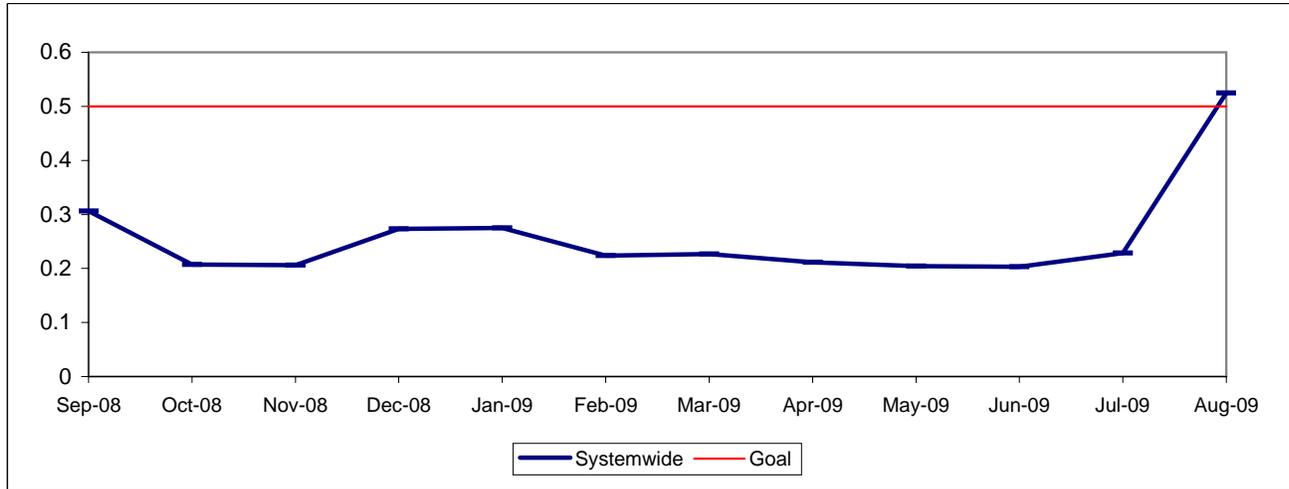
WC		
Div 6	Div 7	Div 10
2.6	8.0	7.5

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

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

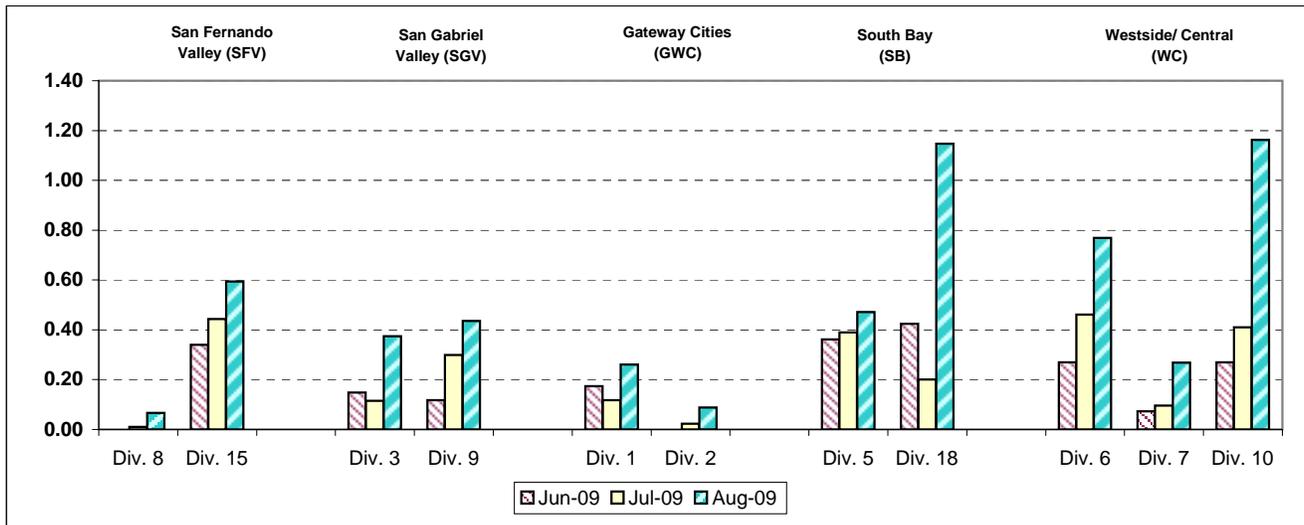
Calculation: Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

Systemwide Trend



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

**Past Due Critical PMs - by Sectors' Divisions
June - August 2009**



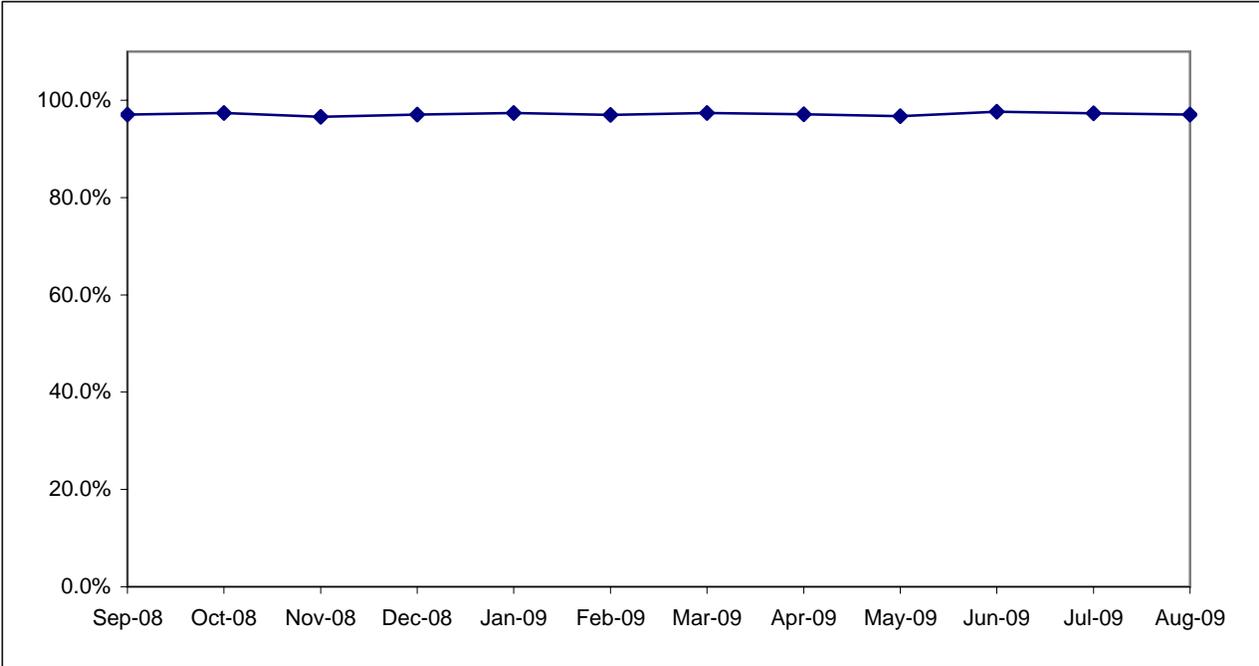
ATTENDANCE

MAINTENANCE ATTENDANCE

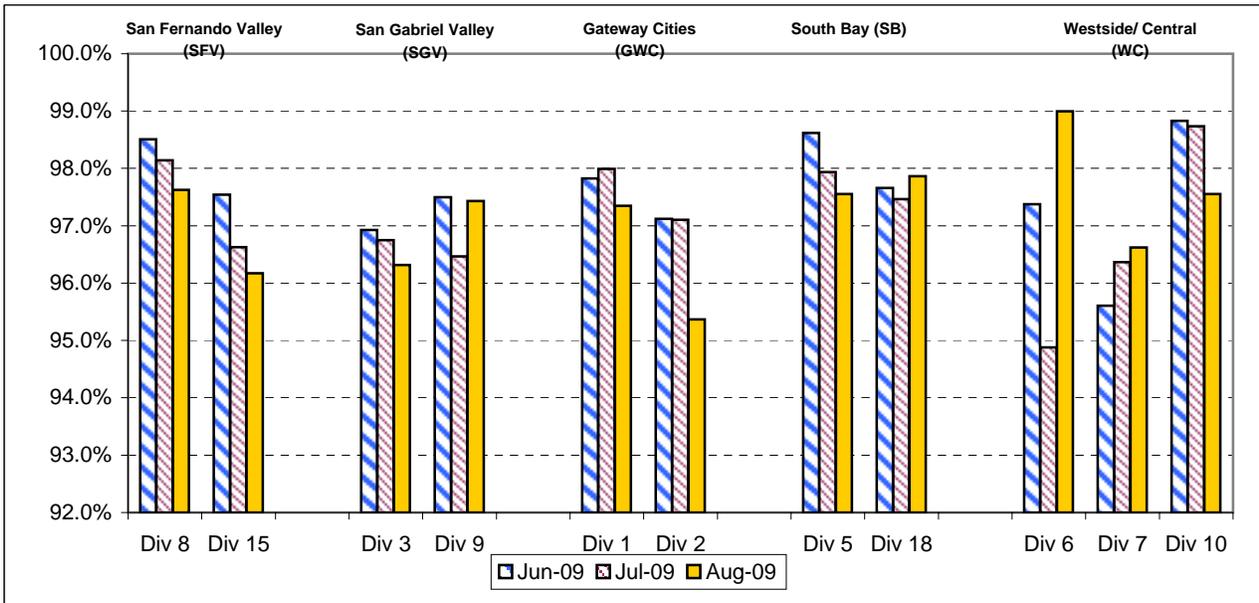
Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

Systemwide Trend



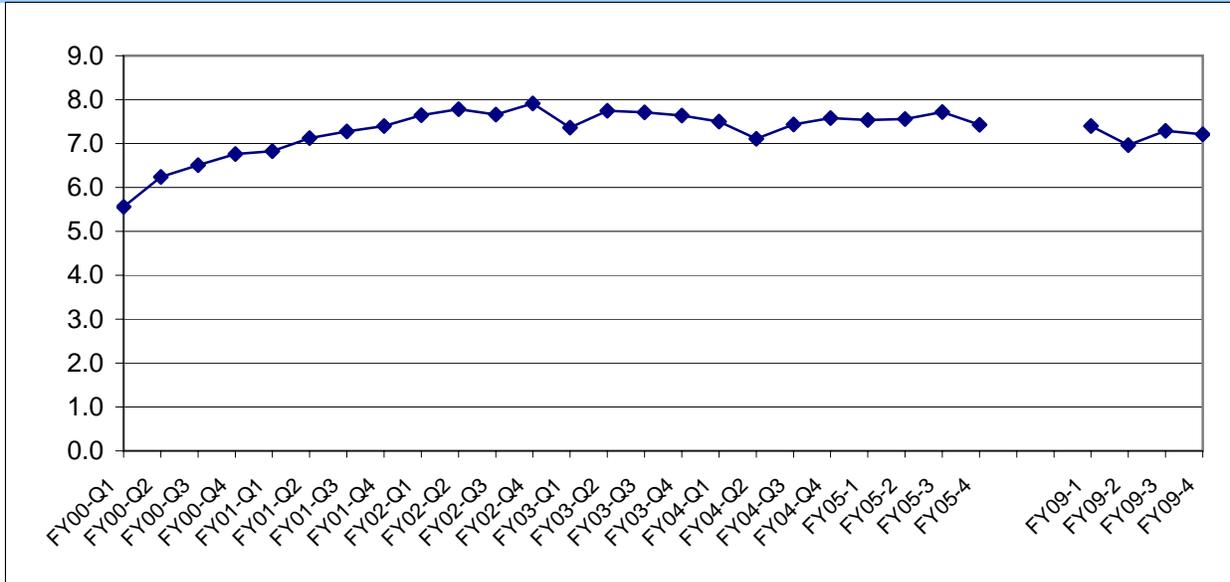
Maintenance Attendance - By Sectors' Divisions (By Current Month) June - August 2009



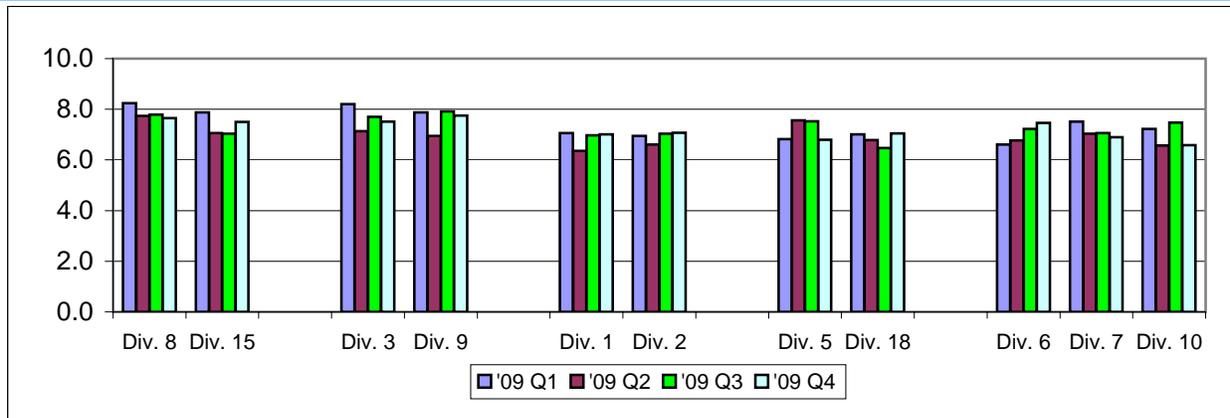
BUS CLEANLINESS

Definition: A team of three Quality Assurance Supervisors rates twenty percent of the fleet at each division and contractor per quarter. Beginning January 2004, they rate the divisions each month. Each of sixteen categories is examined and assigned a point value as follows: 1-3= Unsatisfactory; 4-7=Conditional; 8-10=Satisfactory. The individual item scores are averaged, unweighted, to produce an overall cleanliness rating.

Calculation: Overall Cleanliness Rating = (Total Point Accumulated divided by 16)



Bus Operating Sector Divisions April - June 2009



Analysis: Divisions 8, 9 and 10 received overall cleanliness scores at or above 8.0. Overall cleanliness scores for Divisions 1, 2, 5, 7, 15 and 18 remained consistent with the third quarter of FY05. However, Divisions 3 and 6 overall cleanliness scores dropped nearly half a point.

Scores for the categories of window etching, interior graffiti, exterior graffiti, exterior cleanliness, exterior body condition and front and rear bumper condition were above the 8.0 mark.

Corrective Action: Overall improvement is needed in the areas of dashboards, drivers area, transom/ledges, ceilings/vents, seats, windows, sacrificial windows, doors, floors and stepwells.

SAFETY PERFORMANCE

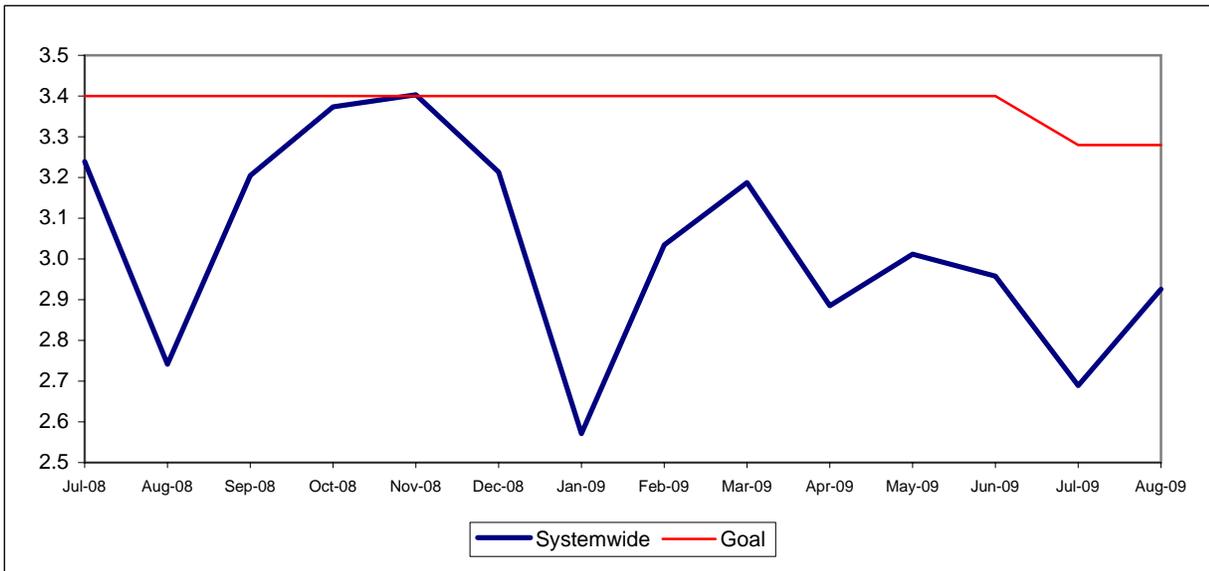
BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

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.

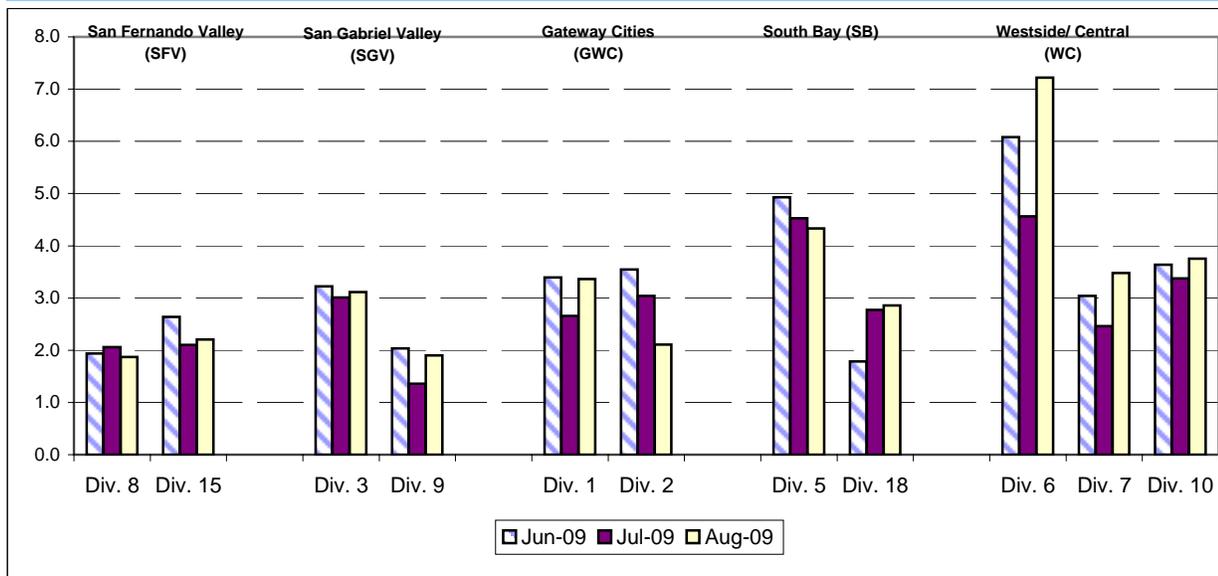
Systemwide Trend



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 June - August 2009

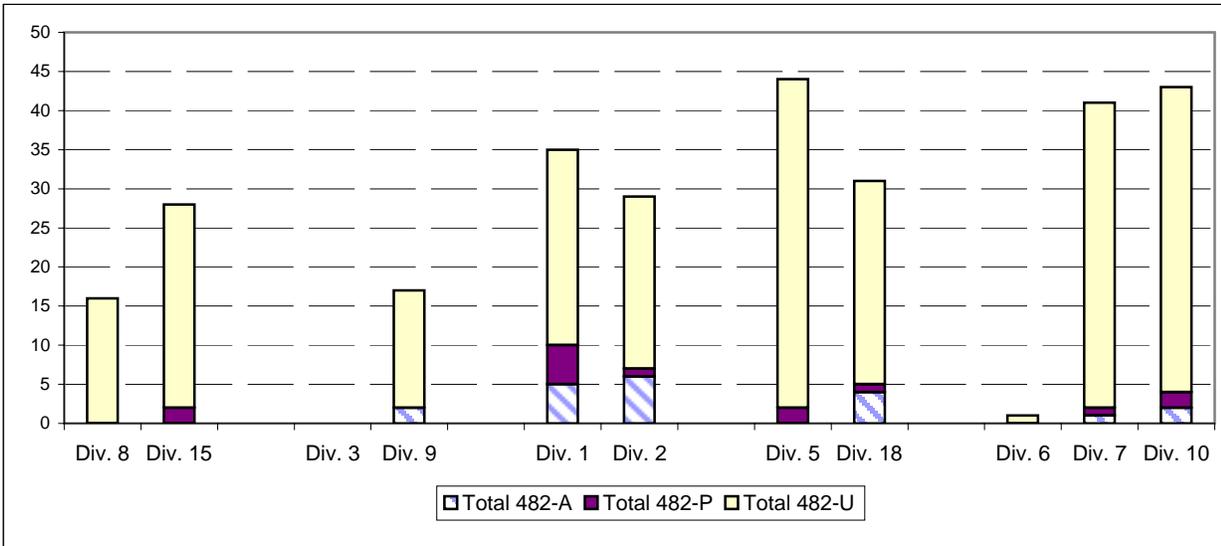


Number of 482 Accidents in Vehicle Accident Management System (VAMS) Download by Avoidable (A), Pending (P) or Unavoidable (U) Bus Operating Divisions - by Sectors' Divisions

Definition: Number of accidents that are coded 482 "alleged" accidents in prior 13 months and the accident determination as avoidable (A), pending investigation (P) or unavoidable (U).

Calculation: Number of accidents in prior 13 months coded 482 "alleged" in the categories of A, P or U.

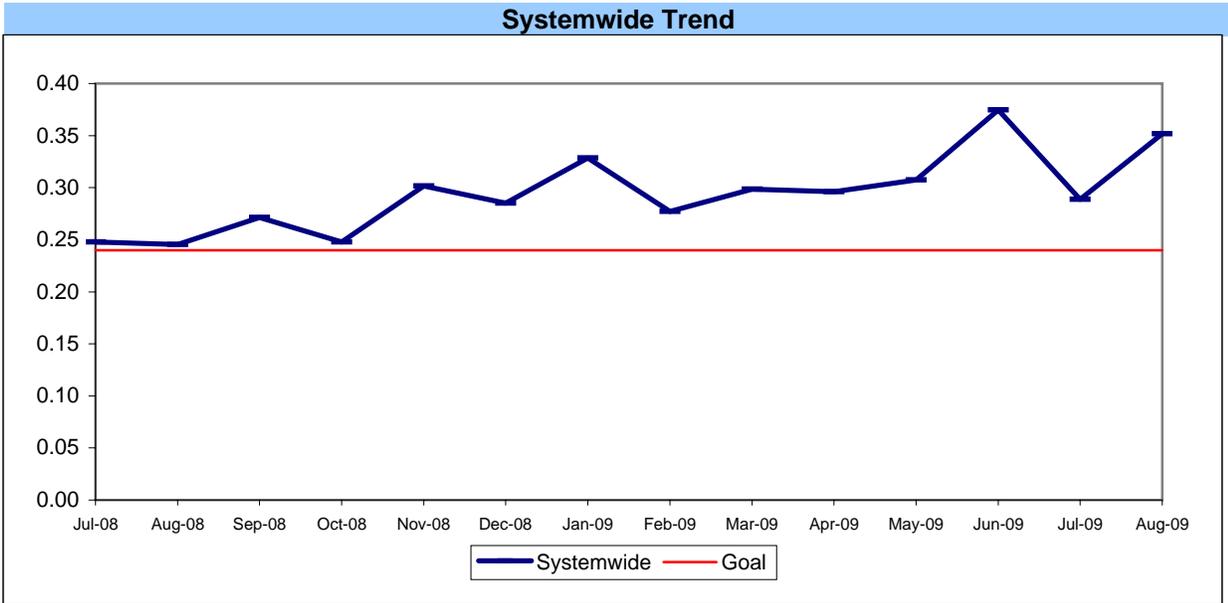
NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.



BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS

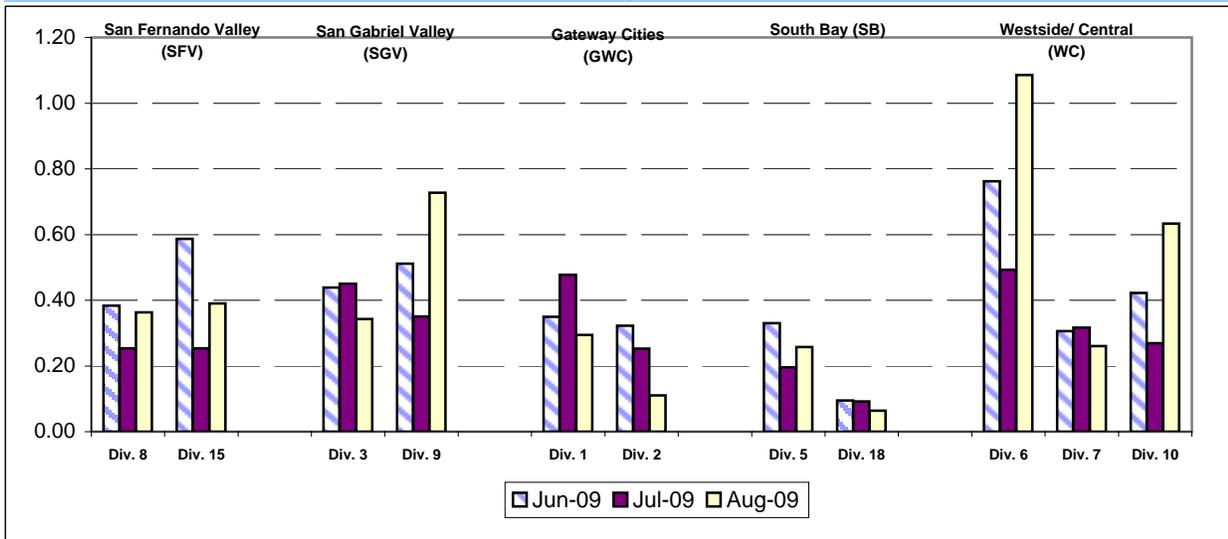
Definition: Average number of Passenger Accidents for every 100,000 Boardings. This indicator measures system safety.

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
June - August 2009**



Safety Performance Continued

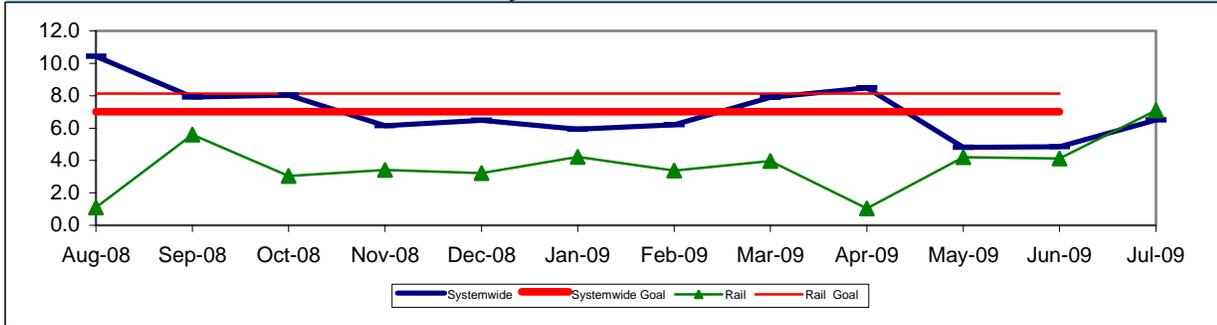
OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA) RECORDABLE INJURIES PER 200,000 EXPOSURE HOURS

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)

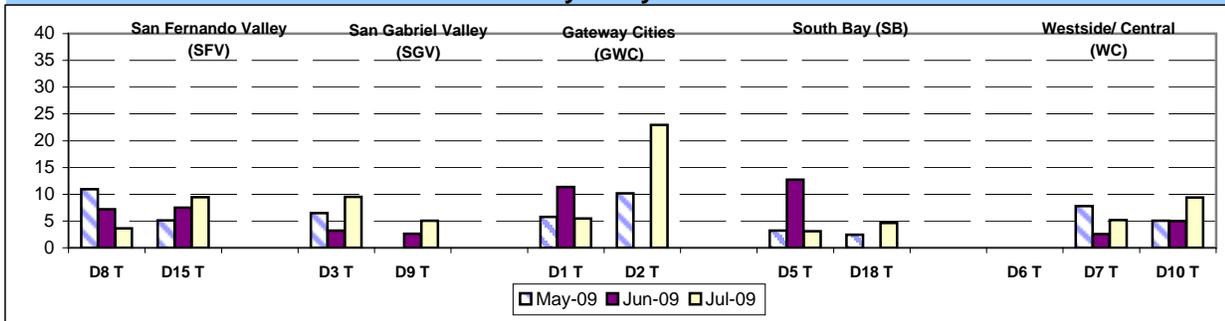
One month lag from current month

OSHA Systemwide Trend and Rail

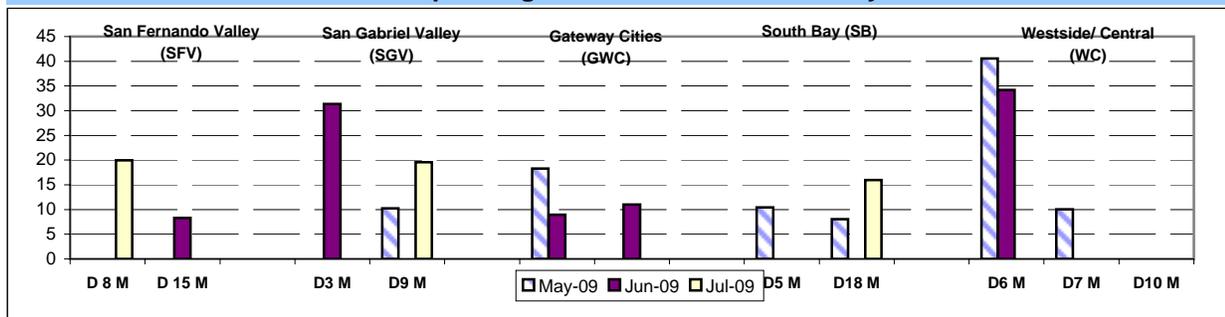


Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of injuries and late filing of reports.

OSHA: Bus Operating Transportation Divisions - by Sectors' May - July 2009



OSHA: Bus Operating Maintenance Divisions - by Sectors'



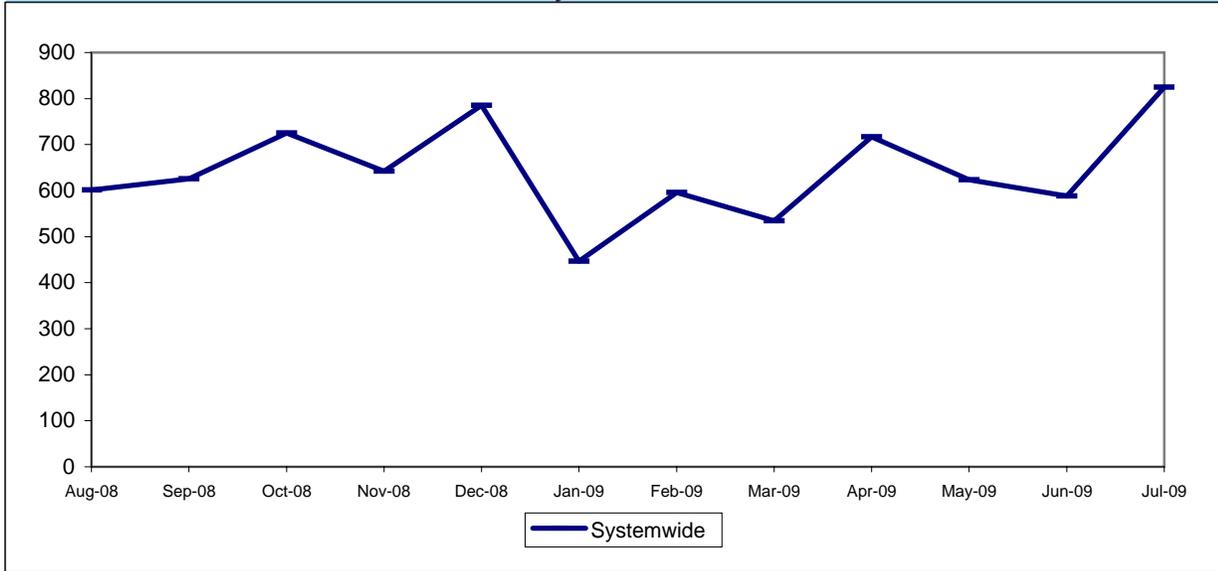
LOST WORK DAYS (LWD) PAID PER 200,000 EXPOSURE HOURS

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

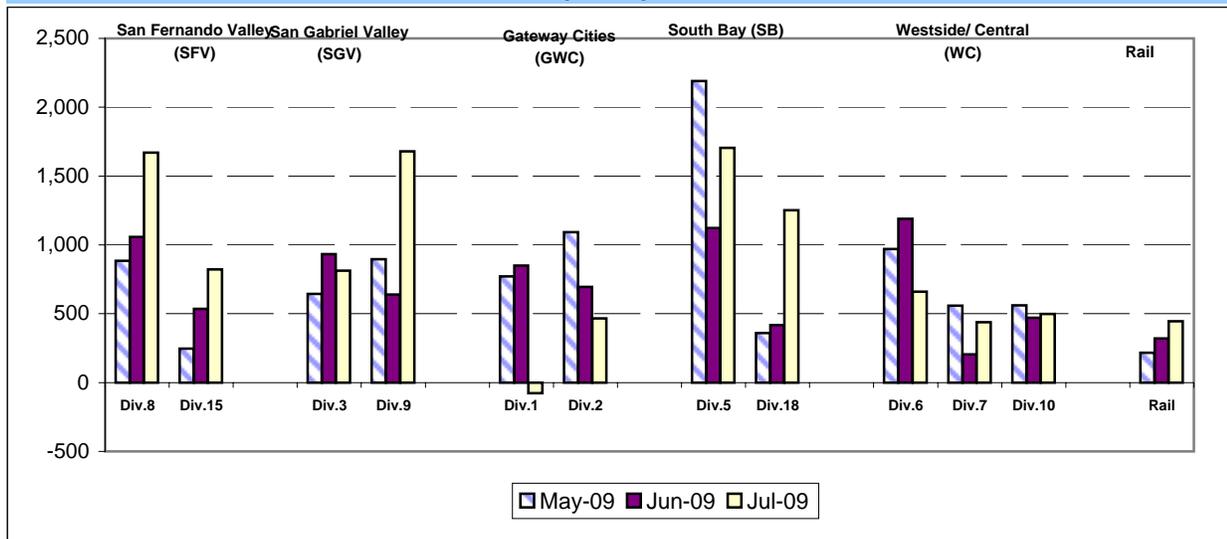
Calculation: (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number

One month lag from current month

LWD Systemwide Trend



**LWD/200,000 Exposure Hours per Operating Divisions - by Sectors' Divisions
May - July 2009**

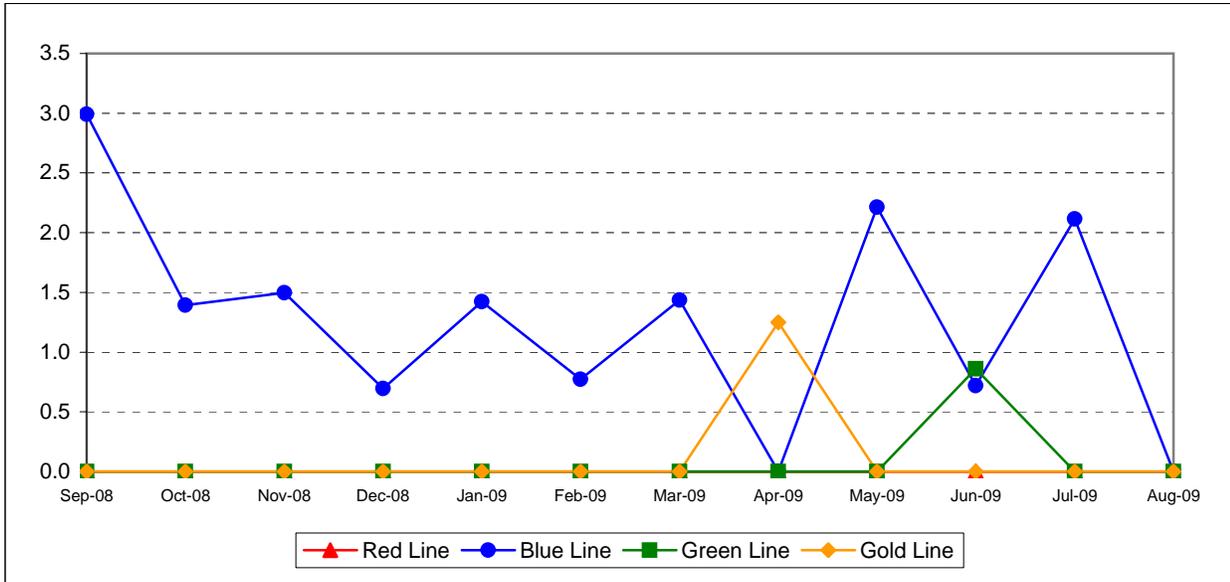


Safety Performance Continued

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

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

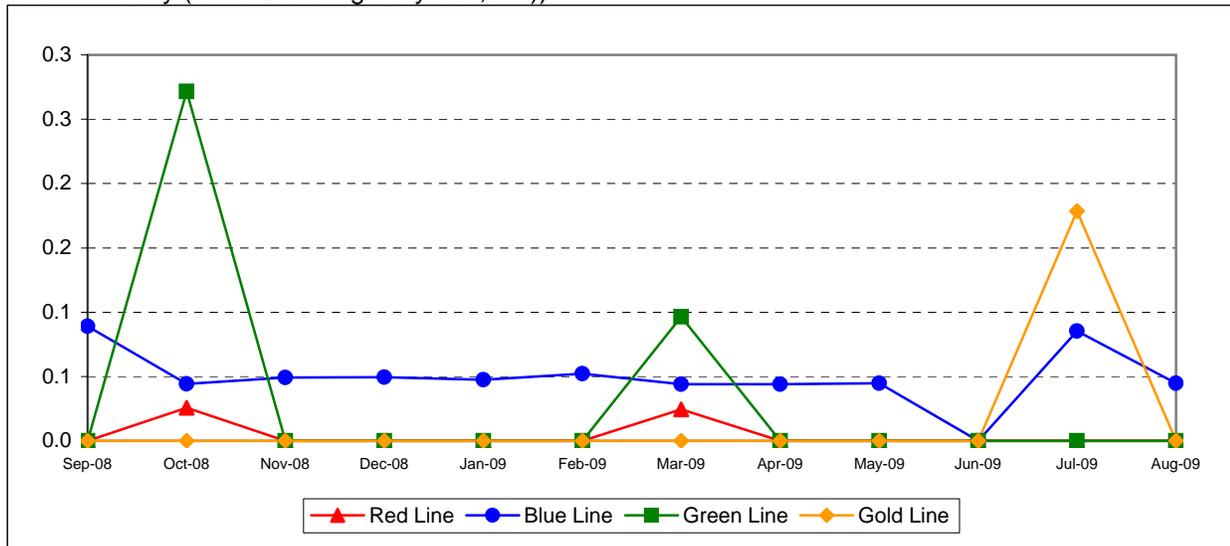
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



RAIL PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

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

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



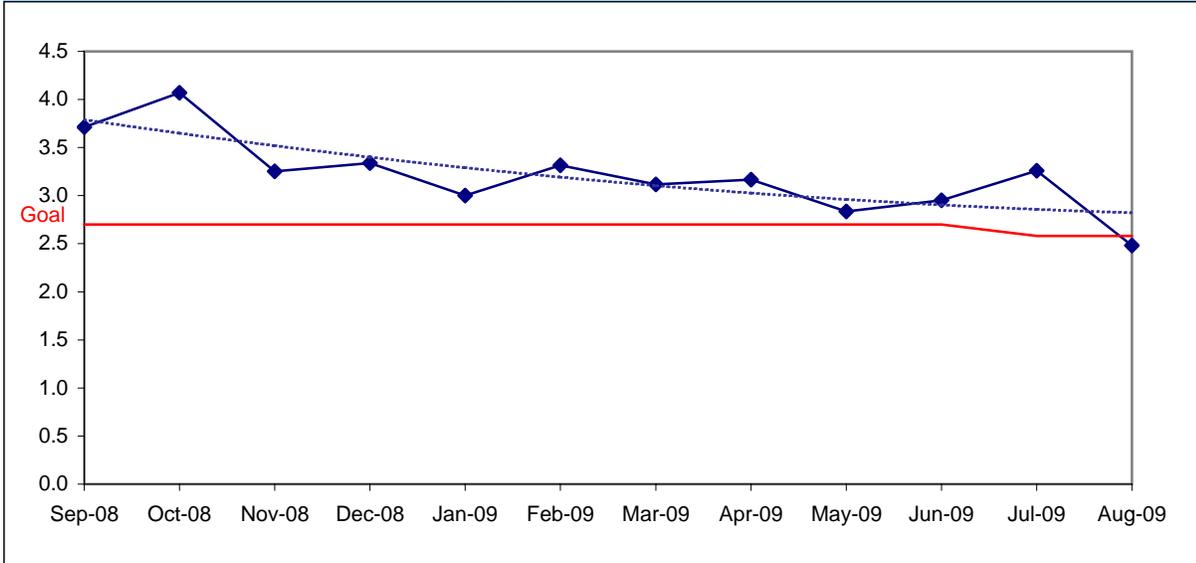
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

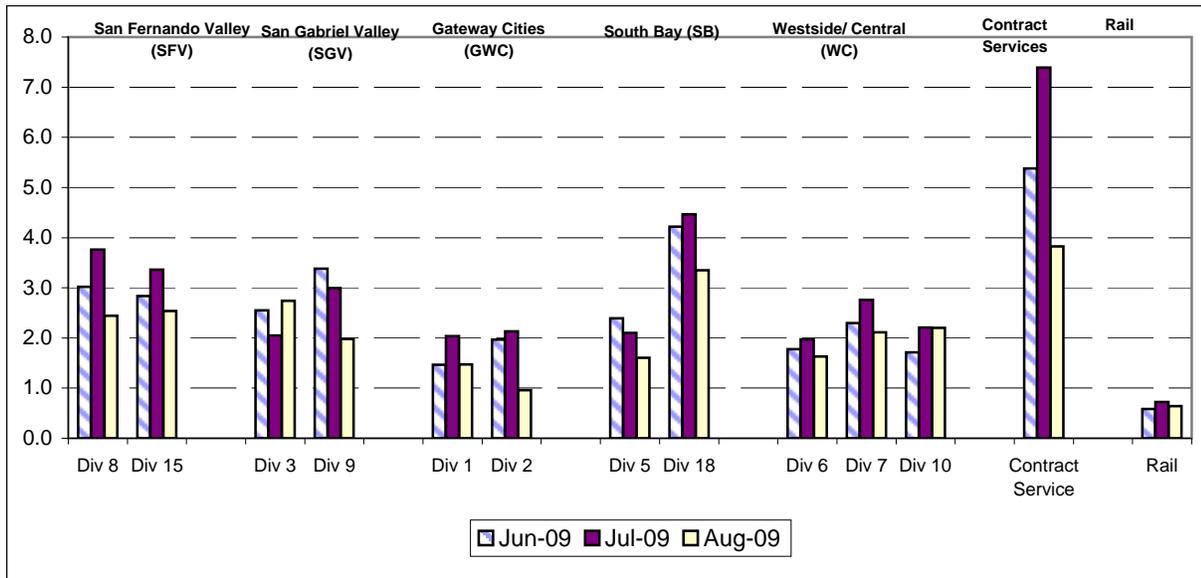
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

Systemwide Trend



Bus Operating Divisions - by Sectors' Divisions June - August 2009



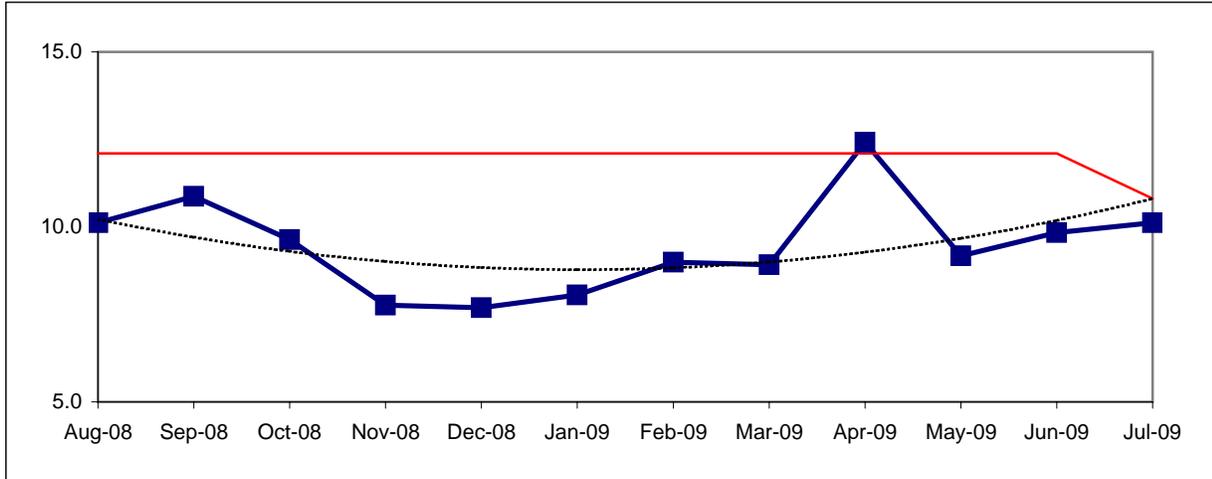
WORKERS COMPENSATION CLAIMS

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

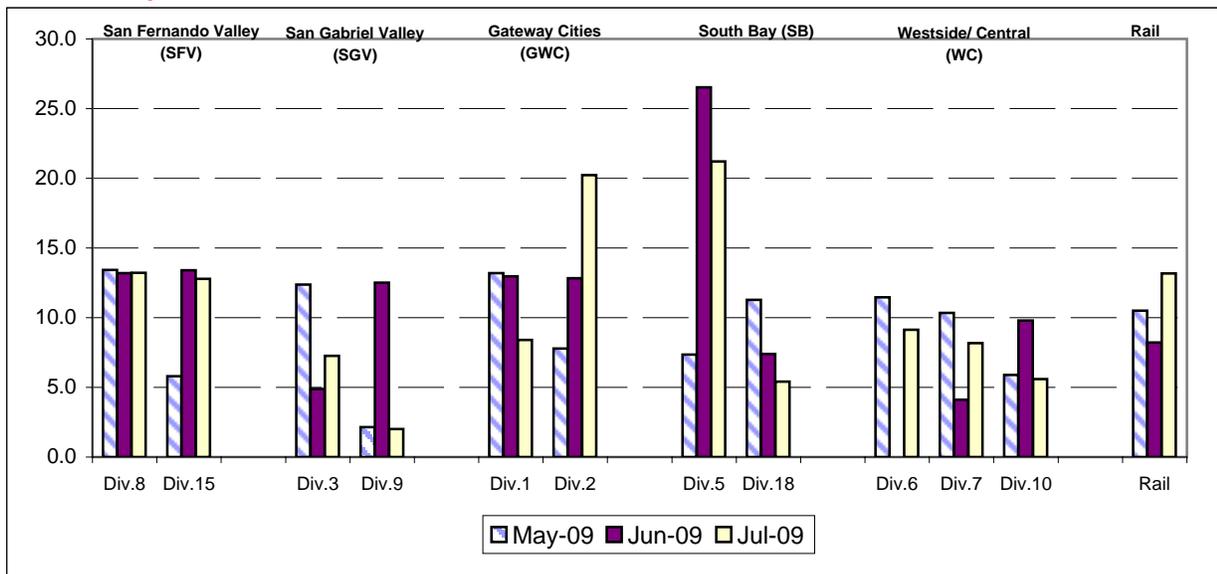
NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

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 May - July 2009

One month lag from current month



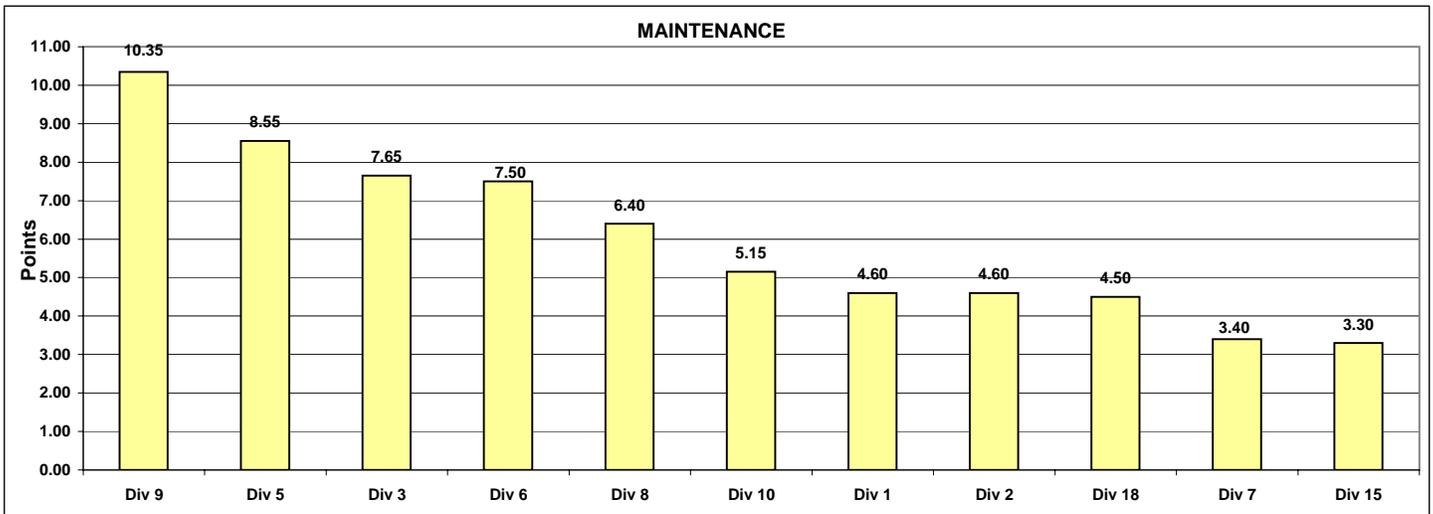
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

**Monthly Calculations - August 2009
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%	1117.8	1432.0	1558.0	1560.1	1668.5	1025.7	1451.5	2731.1	1000.5	1336.3	1214.2
Points		3	6	8	9	10	2	7	11	1	5	4
Attendance	20%	0.97522	0.96529	0.96944	0.97794	0.98997	0.96805	0.97899	0.98439	0.98327	0.96290	0.97905
Points		5	2	4	6	11	3	7	10	9	1	8
New WC Claims /200,000 Exp Hrs*	30%	9.2174	11.0215	0.0000	0.0000	33.9788	9.8383	9.9685	0.0000	0.0000	24.1375	15.9587
Points		7	4	9.5	9.5	1	6	5	9.5	9.5	2	3
*One month lag												
Totals		4.60	4.60	7.65	8.55	7.50	3.40	6.40	10.35	5.15	3.30	4.50
FINAL RANKING Maintenance Division Ranking (Sorted)												
	DIV.	Div 9	Div 5	Div 3	Div 6	Div 8	Div 10	Div 1	Div 2	Div 18	Div 7	Div 15
	Score	10.35	8.55	7.65	7.50	6.40	5.15	4.60	4.60	4.50	3.40	3.30
	Rank	1st	2nd	3rd	4th	5th	6th	7th	7th	9th	10th	11th

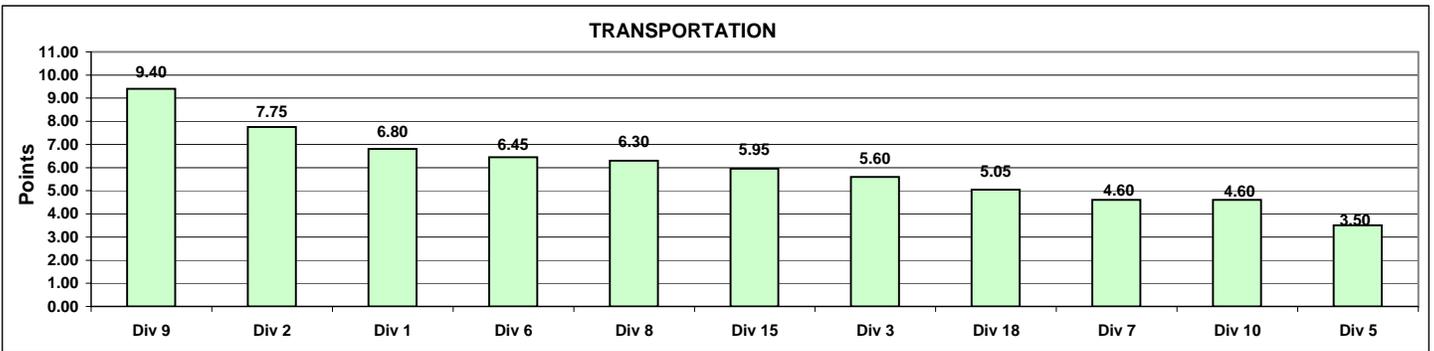


**Monthly Calculations - August 2009
Metro Bus - Transportation**

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%	0.7696	0.7841	0.7661	0.6922	0.7159	0.6972	0.7476	0.7816	0.6999	0.7494	0.6738
Points		9	11	8	2	5	3	6	10	4	7	1
Miles Between Total Road Calls	10%	1117.8315	1432.0362	1557.9910	1560.0960	1668.4602	1025.7093	1451.4822	2731.0697	1000.4978	1336.2526	1214.1589
Points		3	6	8	9	10	2	7	11	1	5	4
Accident Rate	25%	3.3641	2.1063	3.1129	4.3330	7.2211	3.4819	1.8692	1.9008	3.7550	2.2038	2.8591
Points		5	9	6	2	1	4	11	10	3	8	7
Complaints/100K Boardings	15%	1.4712	0.9561	2.7403	1.6059	1.6280	2.1134	2.4400	1.9788	2.2041	2.5352	3.3496
Points		10	11	2	9	8	6	4	7	5	3	1
New WC Claims /200,000 Exp Hrs*	25%	8.1647	22.9669	9.4864	28.0103	0.0000	7.7354	14.3965	2.5311	7.0610	9.4503	2.3255
Points		6	2	4	1	11	7	3	9	8	5	10
*One month lag												
Totals		6.80	7.75	5.60	3.50	6.45	4.60	6.30	9.40	4.60	5.95	5.05
FINAL RANKING												
	DIV.	Div 9	Div 2	Div 1	Div 6	Div 8	Div 15	Div 3	Div 18	Div 7	Div 10	Div 5
	Score	9.40	7.75	6.80	6.45	6.30	5.95	5.60	5.05	4.60	4.60	3.50
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	9th	11th



**Monthly Calculations - July 2009
Metro Rail**

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

Calculation: Performance indicators are ranked from best to worst. Performance percentages for various indicators are averaged and outcomes are sorted from high to low. The rail line competes with itself on its own improvement over prior year performance. The percentage score showing best improvement (or least decline) wins the program award for the month.

	Metro Blue Line			Metro Red Line			Metro Green Line			Metro Gold Line		
	Aug-08	Aug-09	Yearly Improvement	Aug-08	Aug-09	Yearly Improvement	Aug-08	Aug-09	Yearly Improvement	Aug-08	Aug-09	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	99.99%	100.00%	0.01%	100.00%	99.96%	-0.04%	99.98%	99.94%	-0.04%	100.00%	99.92%	-0.08%
Power	100.00%	99.97%	-0.03%	100.00%	99.99%	-0.01%	100.00%	99.92%	-0.08%	99.98%	99.89%	-0.09%
Wayside Performance	100.00%	99.99%	-0.01%	100.00%	99.98%	-0.02%	99.99%	99.95%	-0.04%	99.99%	99.94%	-0.06%
Vehicle Availability												
Vehicle Performance	99.88%	99.92%	0.04%	99.84%	99.93%	0.09%	99.92%	99.91%	-0.01%	99.97%	99.79%	-0.18%
Operator Availability												
Operators	99.99%	99.98%	-0.01%	99.97%	100.00%	0.02%	99.99%	100.00%	0.01%	99.98%	100.00%	0.02%
In-Service Performance												
Rev. Hr. Delivered - Rail	99.87%	99.91%	0.03%	99.81%	99.88%	0.07%	99.88%	99.76%	-0.12%	99.93%	99.59%	-0.34%

Total Rail Line Performance 99.94% 99.95% 0.014% 99.91% 99.95% 0.042% 99.94% 99.91% -0.04% 99.97% 99.83% -0.140%

Metro Rail Final Ranking (Sorted)				
Rail Line	RED	BLUE	GREEN	GOLD
Score	0.042%	0.014%	-0.039%	-0.140%
Rank	1st	2nd	3rd	4th

