

DEC 2009

METRO OPERATIONS  
MONTHLY PERFORMANCE  
REPORT



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## San Fernando Valley Sector Scorecard Overview (SFV)

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

This report gives a brief overview of sector operations':

- \* Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- \* 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	Dec, Month	Status
<b>Bus Systemwide</b>										
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)			3,274	3,532	3,137	3,137	3,540	3,026	3,420	Yellow
No. of unaddressed road calls				1,116*	824	386		156	31	
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,290	1,556	1,442	1,627	Yellow
In-Service On-time Performance**	65.43%	66.50%	64.35%**	63.77%	64.05%	66.25%	70.80%	71.24%	72.37%	Green
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.47	3.06	3.28	3.10	3.25	Green
Number of "482 alleged accidents"	0	0	0	53	240	216				
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.76	2.58	2.61	2.37	Yellow
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	Nov YTD 10.15	Nov 10.77	Green
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up										
<b>SFV Sector</b>										
MMBMF			3,319	3,619	2,938	3,067	3,500	3,182	4,380	Yellow
No. of unaddressed road calls				432*	153	13		3	1	
MMBTRC				1,310	1,222	1,440	1,638	1,668	2,050	Green
In-Service On-time Performance	67.47%	68.54%	65.19%**	65.60%	67.48%	69.15%	72.00%	73.47%	74.44%	Green
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	2.55	2.20	2.24	2.56	2.84	Yellow
Number of "482 alleged accidents"	0	0	0	3	32	38				
Complaints per 100,000 Boardings	5.45	4.39	3.24	3.00	2.88	3.05	2.80	3.10	2.58	Yellow
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	Nov YTD 13.59	Nov 17.68	Yellow
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up										
<b>Division 8</b>										
MMBTRC			3,836	3,912	2,944	3,473	3,500	3,666	5,539	Green
No. of unaddressed road calls				258*	100			0	0	
MMBTRC				1,537	1,333	1,707	1,922	1,971	2,760	Green
In-Service On-time Performance	69.12%	69.78%	68.23%	67.48%	68.50%	69.29%	72.00%	72.96%	73.29%	Green
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	1.99	1.87	2.05	2.20	2.90	Yellow
Number of "482 alleged accidents"	0	0	0	1	18	12				
Complaints per 100,000 Boardings	5.09	4.17	3.37	2.75	2.64	3.01	2.75	2.96	2.54	Yellow
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	Nov YTD 10.91	Nov 8.44	Green
<b>Division 15</b>										
MMBTRC			2,996	3,420	2,933	3,003	3,500	2,921	3,845	Yellow
No. of unaddressed road calls				174*	53	1		3	1	
MMBTRC				1,175	1,151	1,291	1,469	1,511	1,751	Green
In-Service On-time Performance	66.62%	67.84%	63.84%**	64.41%	66.85%	69.06%	72.00%	73.76%	75.05%	Green
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	2.98	2.45	2.38	2.81	2.80	Yellow
Number of "482 alleged accidents"	0	0	0	2	14	26				
Complaints per 100,000 Boardings	5.70	4.55	3.14	3.16	3.05	3.08	2.85	3.19	2.61	Yellow
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	Nov YTD 15.47	Nov 23.53	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.

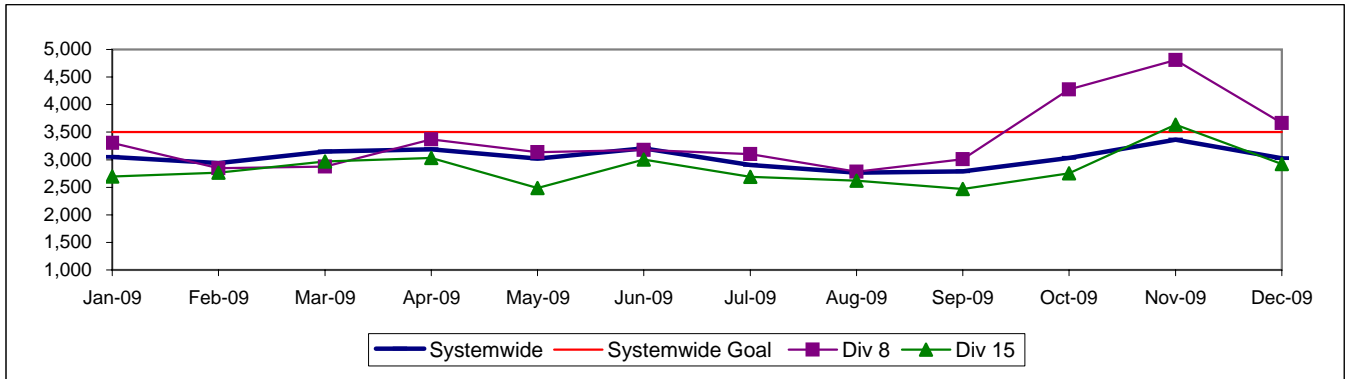
## SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

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

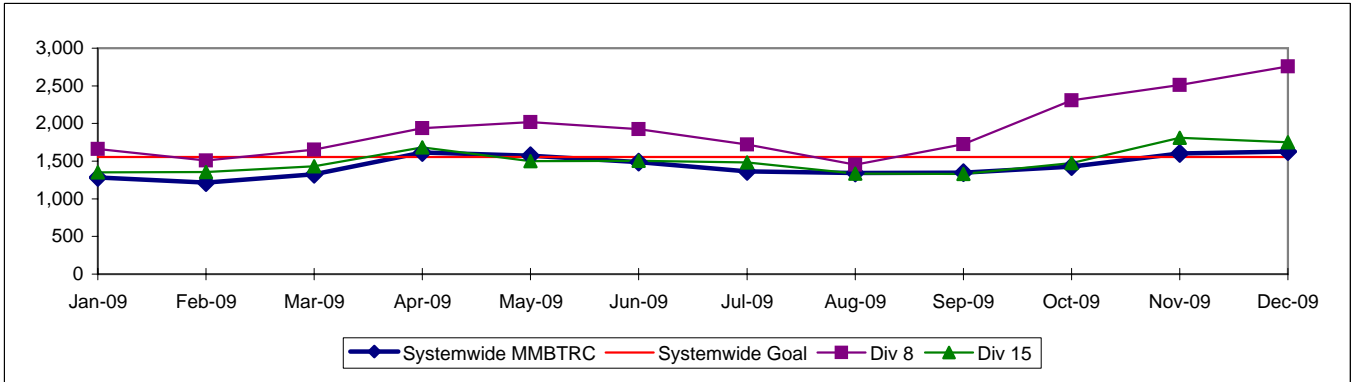


### MEAN MILES BETWEEN TOTAL ROADCALLS

#### 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\*

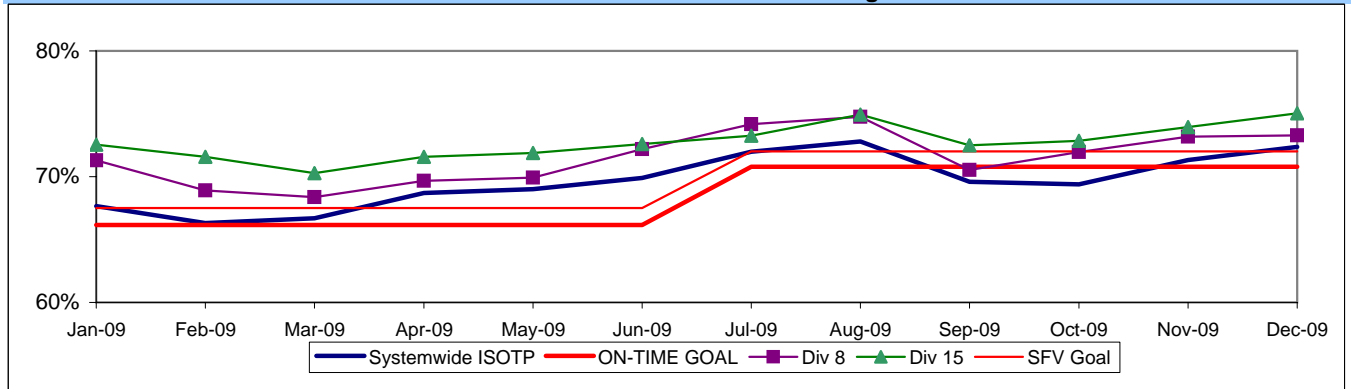
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

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

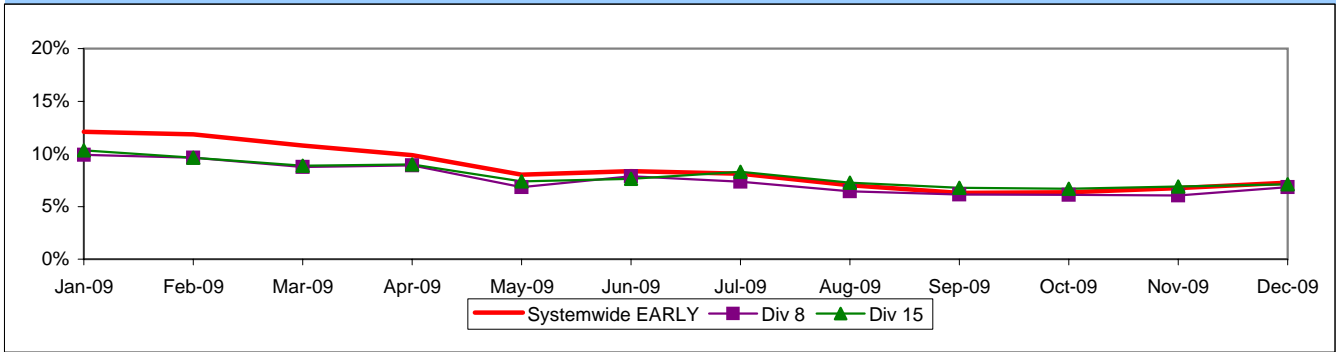
\* Division 15 November data not available.

#### Systemwide and Bus Operating Divisions 8 and 15

#### ISOTP - 1 Minute Tolerance for Running Hot



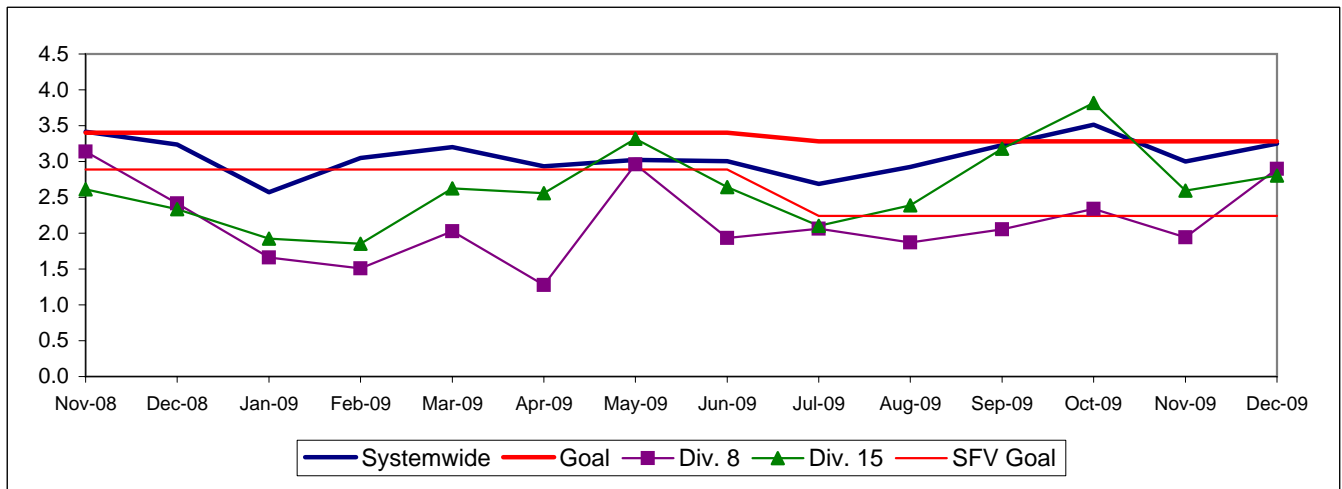
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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))

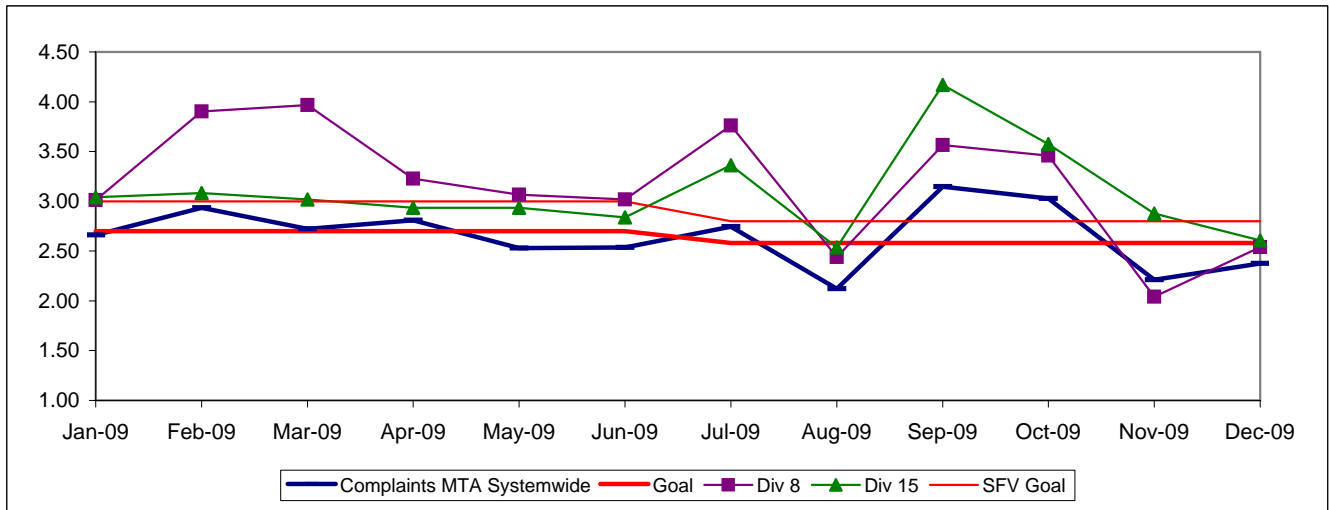


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)



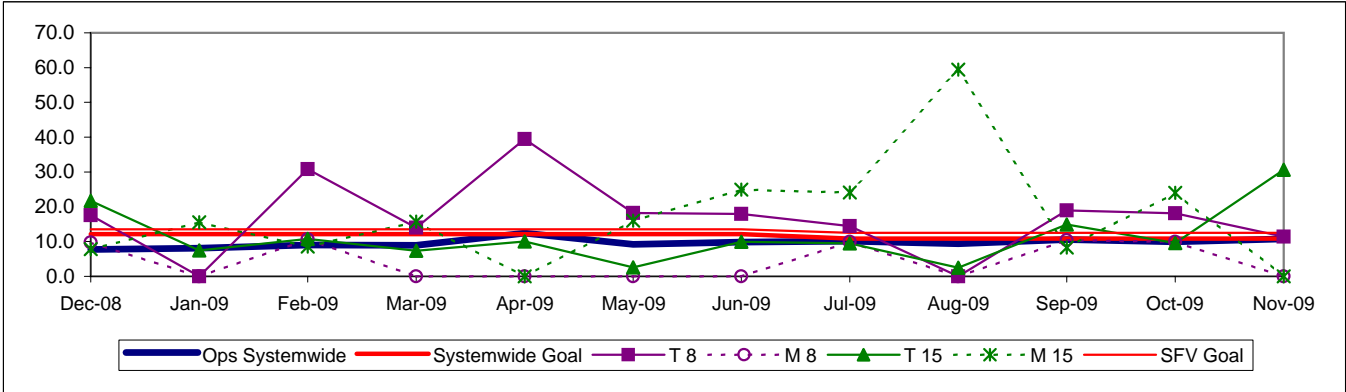


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 8 and 15**

**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.

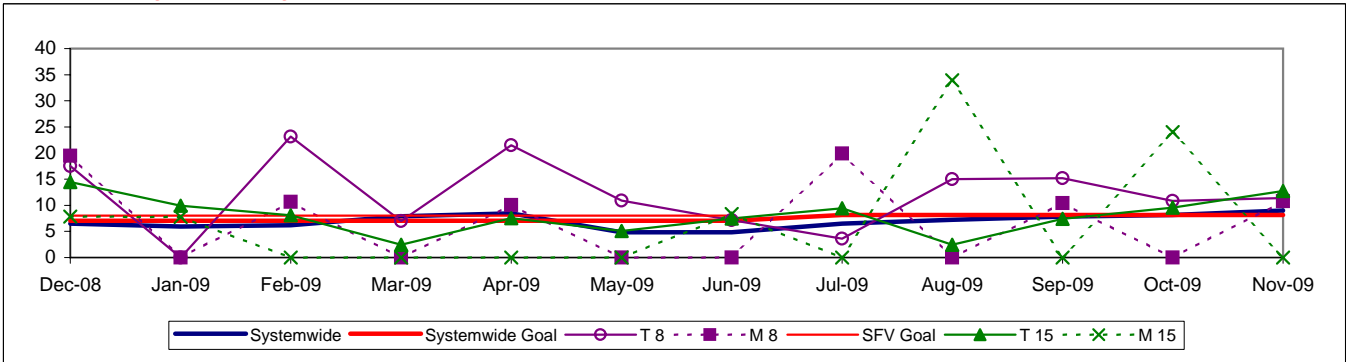


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 8 and 15**

**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.

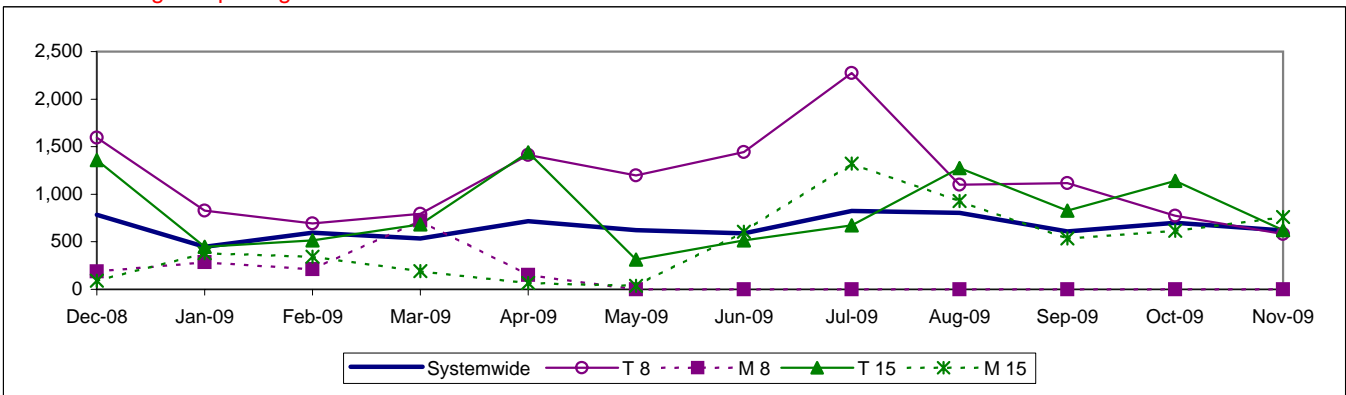


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 8 and 15**

**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	Dec, Month	Status
<b>Bus Systemwide</b>										
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls			3,274	3,532 1,116*	3,137 824	3,137 386	3,540	3,026 156	3,420 31	Yellow
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,290	1,556	1,442	1,627	Yellow
In-Service On-time Performance**	65.43%	66.50%	64.35%**	63.77%	64.05%	66.25%	70.80%	71.24%	72.37%	Green
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 53	3.47 240	3.06 216	3.28	3.10	3.25	Green
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.76	2.58	2.61	2.37	Yellow
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	Nov YTD 10.15	Nov 10.77	Green
<b>SGV Sector</b>										
MMBMF No. of unaddressed road calls			3,467	3,376 88*	3,300 133	3,345 85	3,500	3,462 58	3,807 15	Yellow
MMBTRC				1,618	1,516	1,793	2,023	2,050	2,079	Green
In-Service On-time Performance	69.98%	70.10%	68.59%	65.85%	66.83%	69.90%	74%	75.12%	76.45%	Green
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 7	3.20 29	2.70 14	2.85	2.54	3.04	Green
Complaints per 100,000 Boardings	3.80	2.95	2.18	2.49	2.58	2.94	2.62	2.88	3.10	Yellow
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	Nov YTD 7.14	Nov 4.41	Green
<b>Division 3</b>										
MMBMF No. of unaddressed road calls			2,690	2,838 58*	2,573 45	2,552 23	3,500	2,684 18	2,911 1	Yellow
MMBTRC				1,239	1,132	1,303	1,549	1,470	1,549	Yellow
In-Service On-time Performance	70.80%	71.06%	70.05%	16.54%	66.83%	69.78%	74%	74.83%	77.36%	Green
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 3	4.24 9	3.60 0	3.60	3.45	4.01	Green
Complaints per 100,000 Boardings	3.02	2.60	1.83	2.12	2.14	2.69	2.22	2.60	2.46	Yellow
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	Nov YTD 6.91	Nov 0	Green
<b>Division 9</b>										
MMBMF No. of unaddressed road calls			4,585	4,087 30*	4,119 88	4,267 62	3,500	4,311 40	4,835 14	Green
MMBTRC				2,099	1,989	2,425	2,623	2,801	2,724	Green
In-Service On-time Performance	68.16%	68.16%	67.01%	12.52%	66.84%	70.01%	74%	75.40%	75.61%	Green
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 4	2.46 20	2.07 14	2.40	1.30	2.37	Green
Complaints per 100,000 Boardings	5.09	5.09	2.61	2.24	2.98	3.18	3.02	3.14	3.71	Yellow
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	Nov YTD 7.40	Nov 8.50	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.

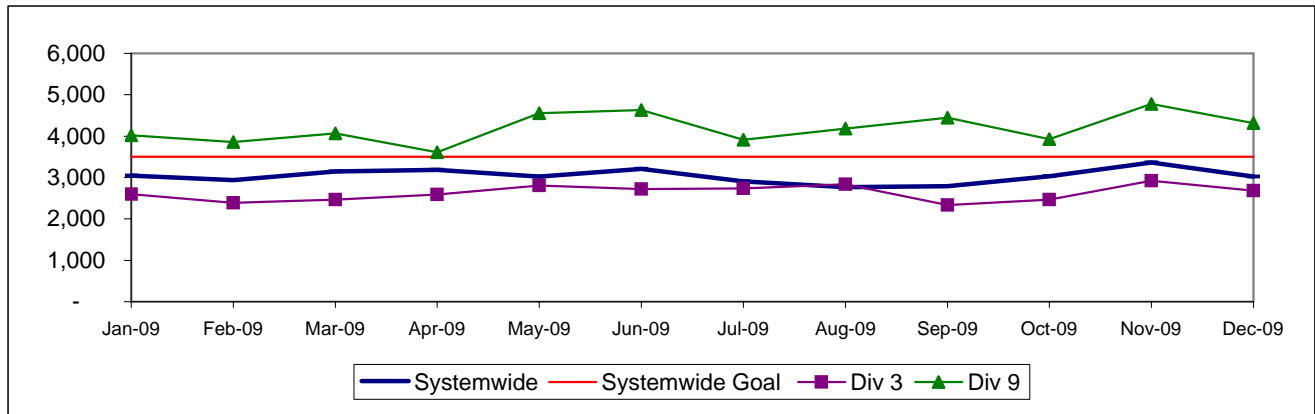
Red - High probability that the target will not be achieved -- significant problems and/or delays.

## 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.

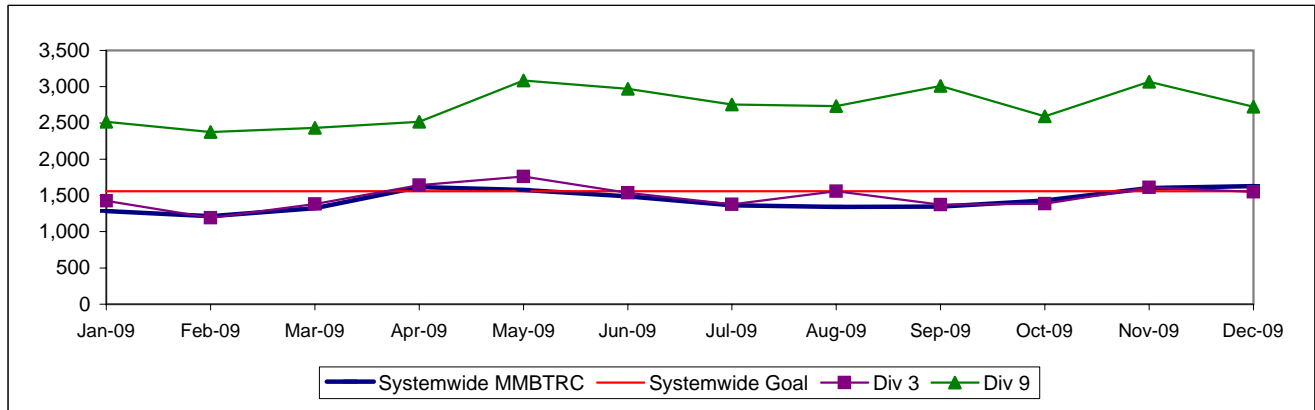
**Calculation:** MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



### 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)

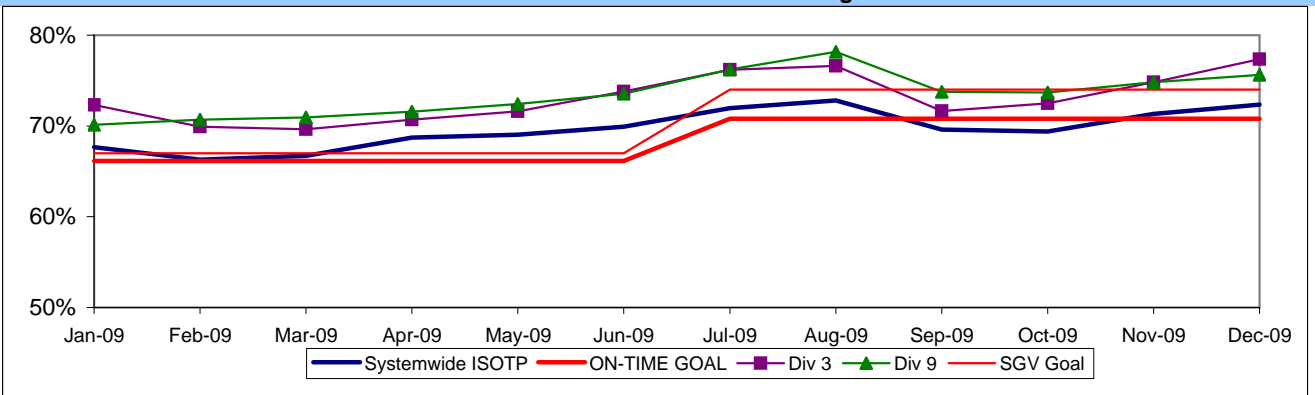


### IN-SERVICE ON-TIME PERFORMANCE

**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.)

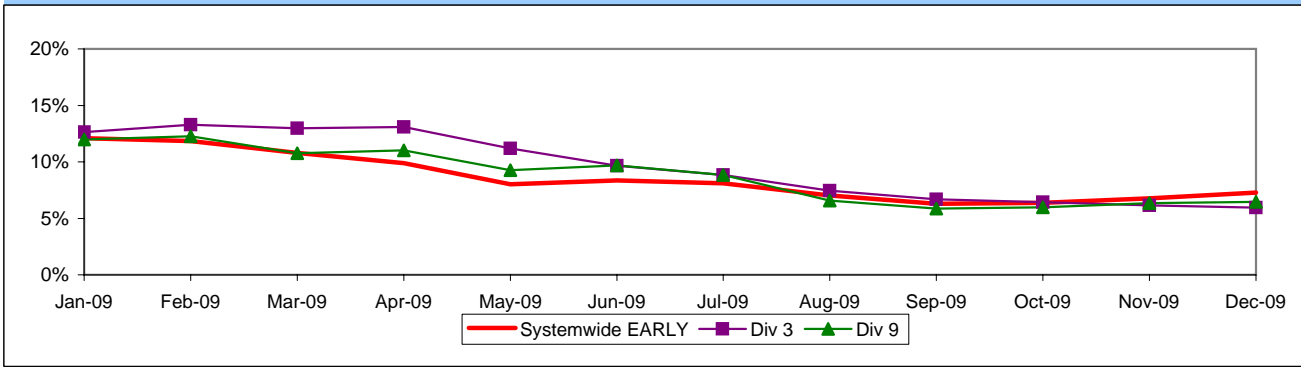
**Calculation:** ISOTP% = 1 - ((Number of buses departing early + Number of buses departing more than five minutes late) / (Total buses sampled))

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





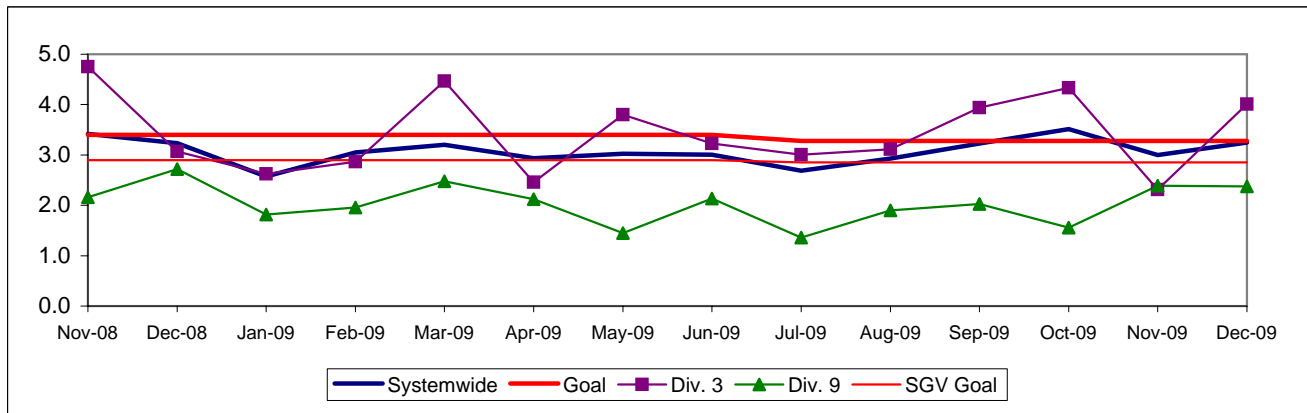
Running Hot - Systemwide and Bus Operating Divisions 3 and 9



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))

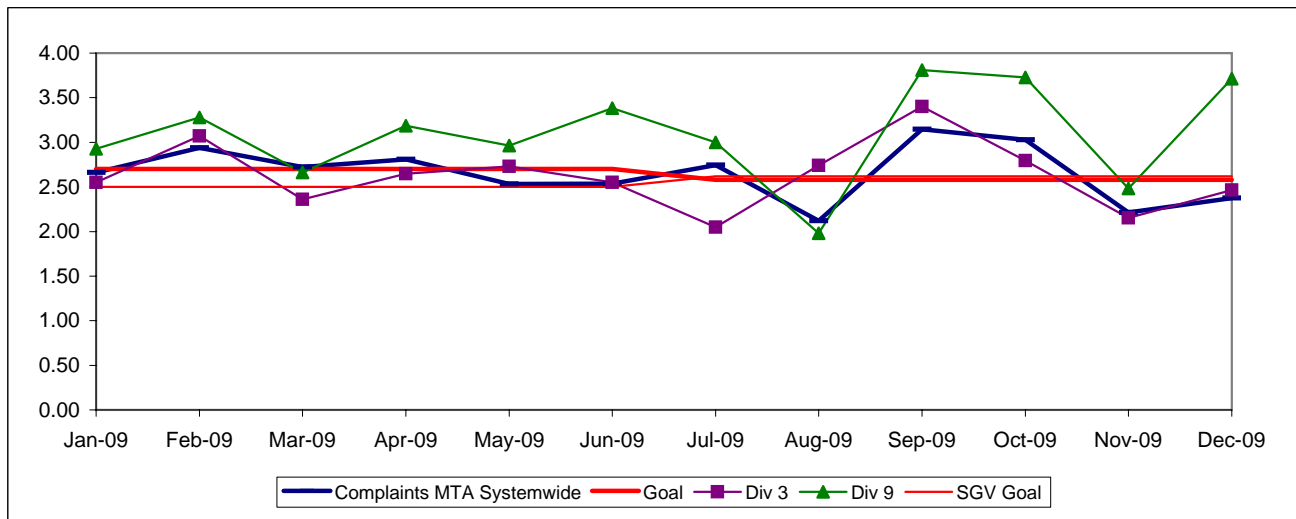


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Systemwide and Bus Operating Divisions 3 and 9

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

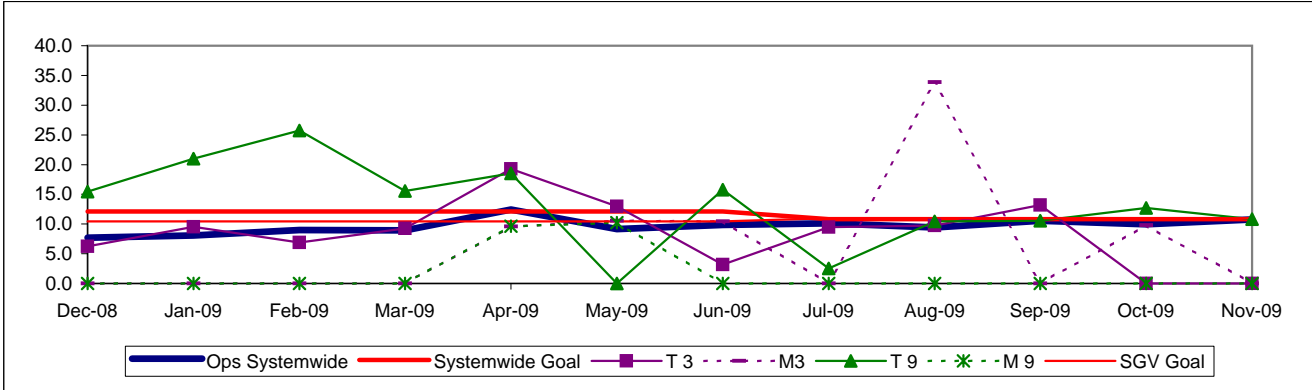


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 3 and 9**

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One month lag in reporting.

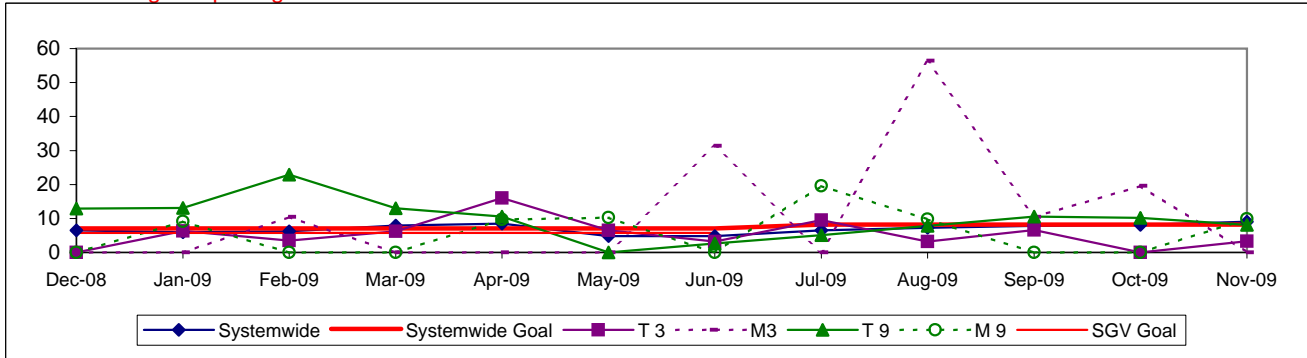


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 3 and 9**

**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.

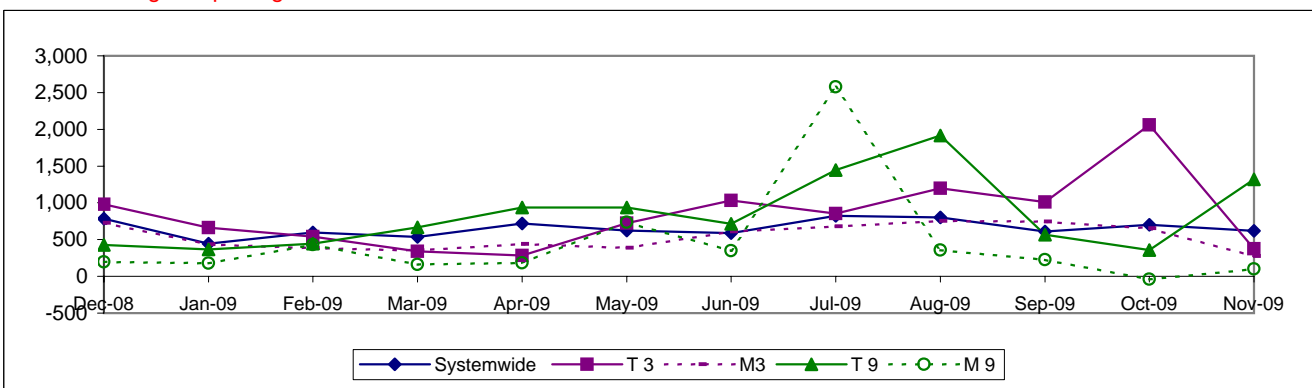


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 3 and 9**

**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
- \* 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	Dec, Month	Status
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Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)			3,274	3,532	3,137	3,137	3,540	3,026	3,420	Yellow Diamond
No. of unaddressed road calls				1,116*	824	386		156	31	
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,290	1,556	1,442	1,627	Yellow Diamond
In-Service On-time Performance	65.43%	66.50%	64.35%**	63.77%	64.05%	66.25%	70.80%	71.24%	72.37%	Green Circle
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.47	3.06	3.28	3.10	3.25	Green Circle
Number of "482 alleged accidents"	0	0	0	53	240	216	216	216	216	Green Circle
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.76	2.58	2.61	2.37	Yellow Diamond
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	Nov YTD 10.15	Nov 10.77	Green Circle
<b>GC Sector</b>										
MMBMF			2,506	3,163	2,845	2,626	3,500	2,708	2,720	Yellow Diamond
No. of unaddressed road calls				170*	322	106		36	2	
MMBTRC				995	960	1,203	1,244	1,338	1,460	Green Circle
In-Service On-time Performance	69.34%	71.20%	71.73%**	68.01%	68.09%	71.99%	74.00%	76.57%	76.97%	Green Circle
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.52	3.20	3.30	3.14	2.92	Green Circle
Number of "482 alleged accidents"	0	0	0	7	51	47	47	47	47	Green Circle
Complaints per 100,000 Boardings	3.08	2.58	1.69	1.78	1.91	1.94	2.00	1.81	1.52	Green Circle
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	Nov YTD 12.86	Nov 16.43	Yellow Diamond
<b>Division 1</b>										
MMBMF			2,409	3,757	2,960	2,640	3,500	2,703	2,630	Yellow Diamond
No. of unaddressed road calls				138*	311	62		33	1	
MMBTRC				932	908	1,166	1,165	1,265	1,424	Green Circle
In-Service On-time Performance	70.57%	71.62%	71.06%**	68.02%	67.55%	71.05%	73.50%	75.65%	76.25%	Green Circle
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.41	3.02	3.30	3.26	3.13	Green Circle
Number of "482 alleged accidents"	0	0	0	6	36	22	22	22	22	Green Circle
Complaints per 100,000 Boardings	3.32	2.92	1.92	1.89	1.90	1.85	2.00	1.83	1.51	Green Circle
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	Nov YTD 12.70	Nov 20.53	Yellow Diamond
<b>Division 2</b>										
MMBMF			2,660	2,598	2,707	2,608	3,500	2,715	2,843	Yellow Diamond
No. of unaddressed road calls				32*	11	44		3	1	
MMBTRC				1,097	1,039	1,255	1,371	1,446	1,510	Green Circle
In-Service On-time Performance	67.62%	70.42%	72.71%**	67.99%	68.60%	72.72%	74.50%	77.29%	77.53%	Green Circle
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.67	3.43	3.30	2.98	2.66	Green Circle
Number of "482 alleged accidents"	0	0	0	1	15	25	25	25	25	Green Circle
Complaints per 100,000 Boardings	2.84	2.15	1.42	1.64	1.93	2.03	2.00	1.78	1.53	Green Circle
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	Nov YTD 13.81	Nov 10.44	Yellow Diamond

\*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.

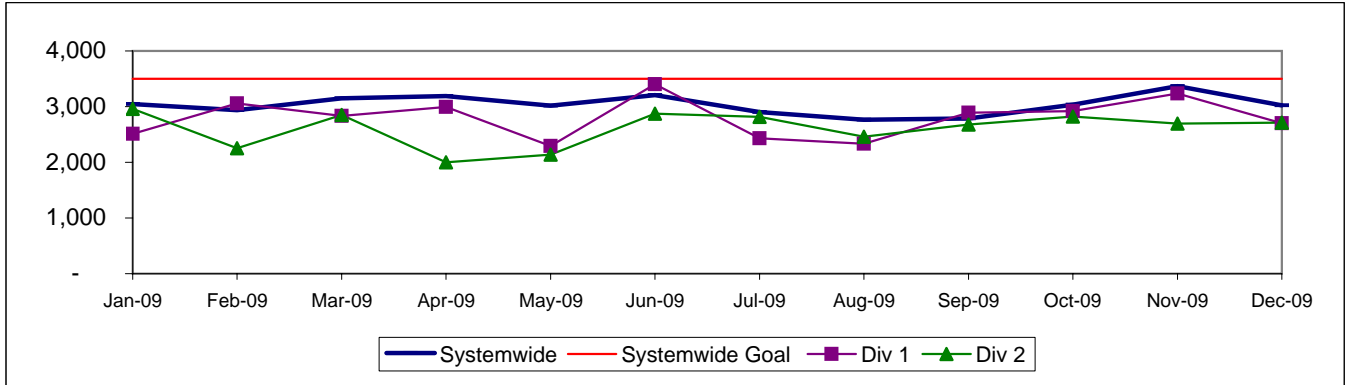
Red - High probability that the target will not be achieved -- significant problems and/or delays.

## 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.

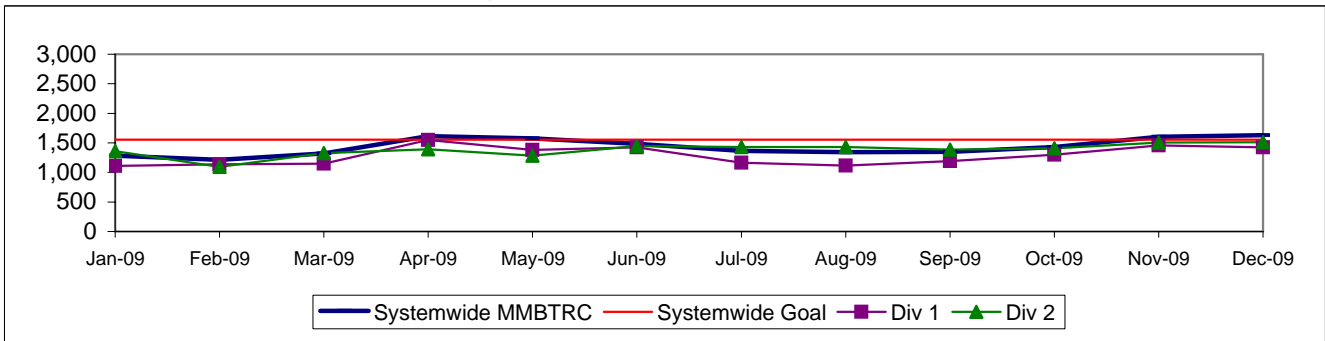
**Calculation:**  $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



### MEAN MILES BETWEEN TOTAL ROADCALLS Systemwide and Divisions 1 and 2

**Definition:** Average Hub Miles Between Total Roadcalls

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

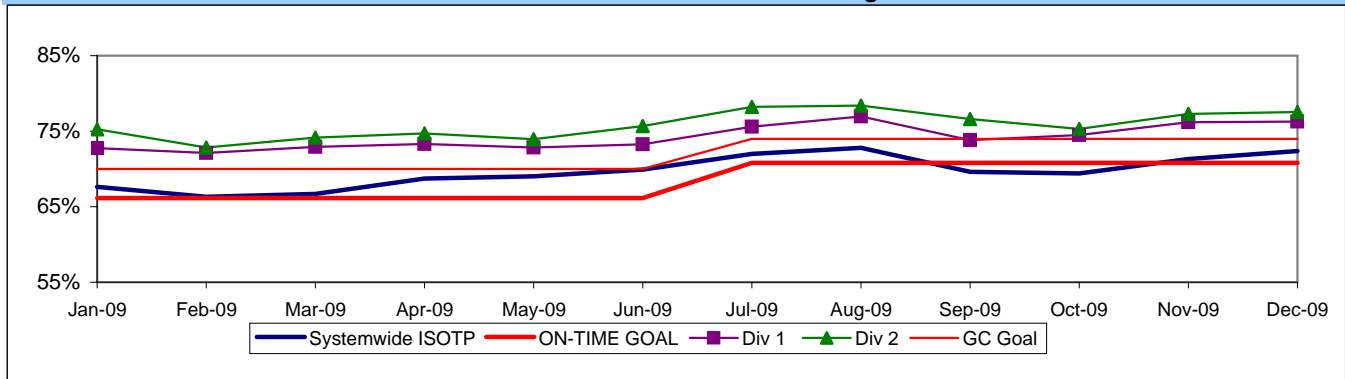


### IN-SERVICE ON-TIME PERFORMANCE

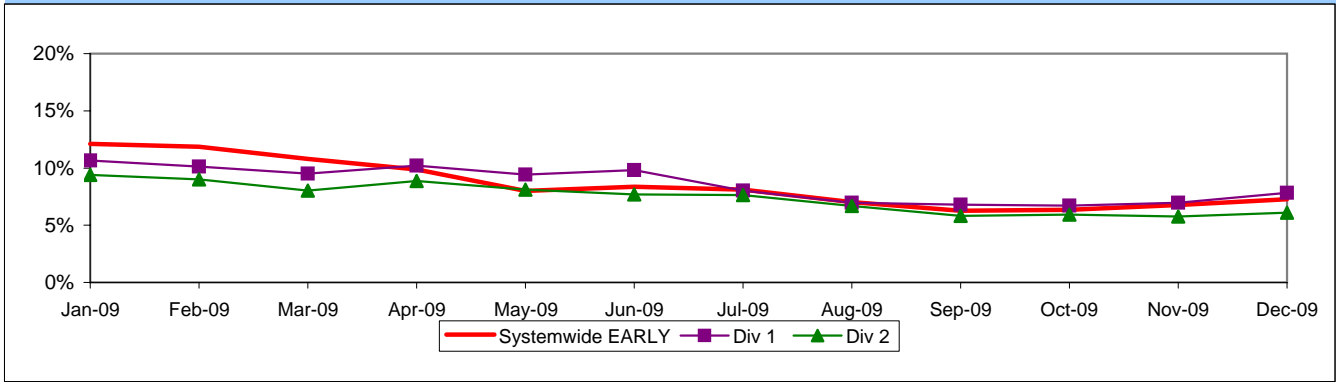
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

**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



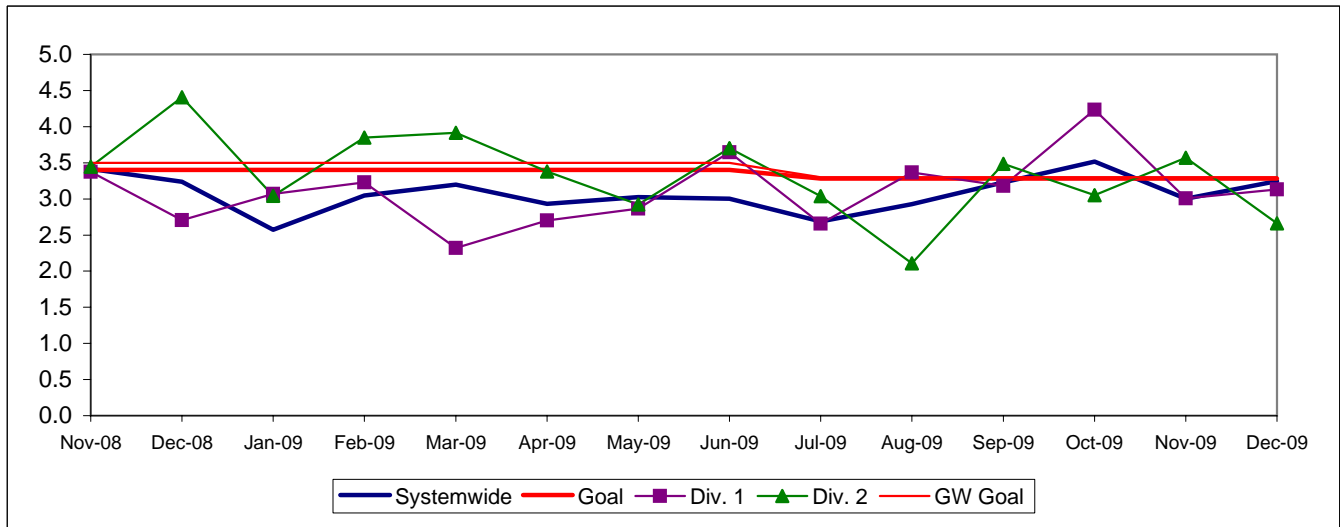
Running Hot - Systemwide and Bus Operating Divisions 1 and 2



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))

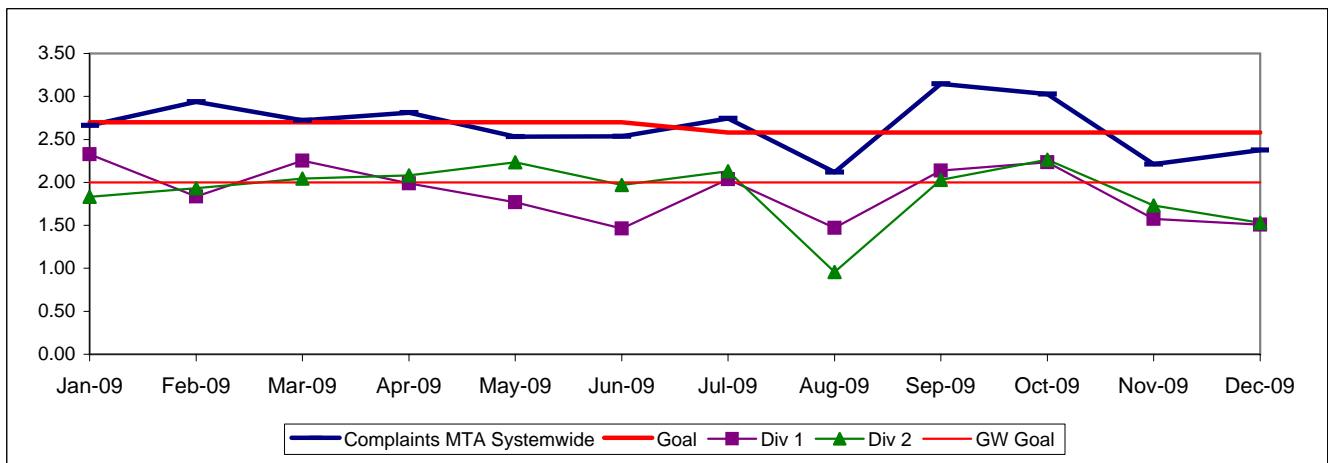


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

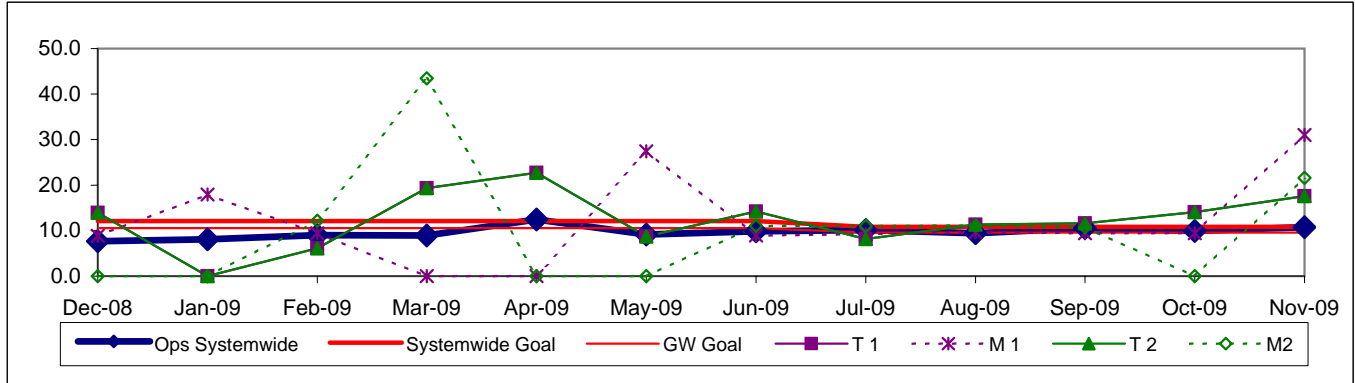


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 1 and 2**

**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.

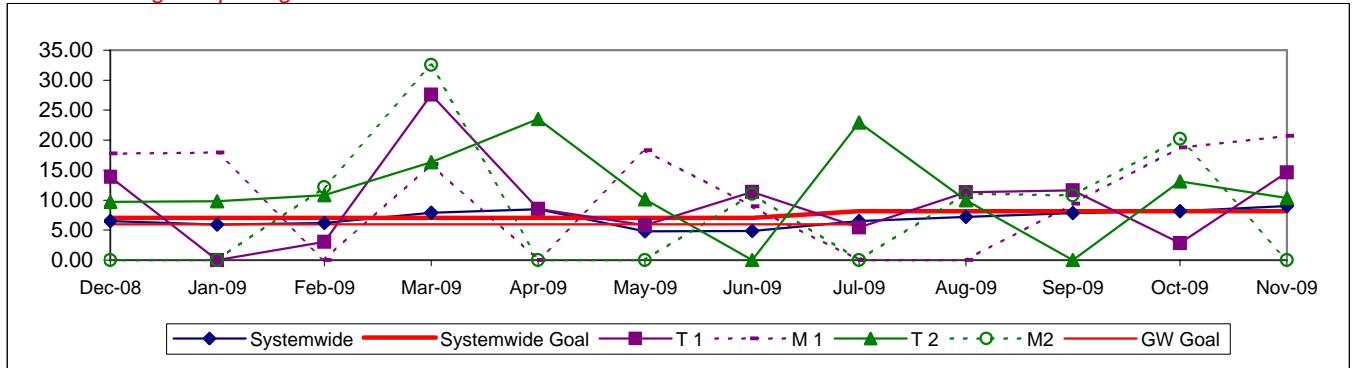


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 1 and 2**

**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.

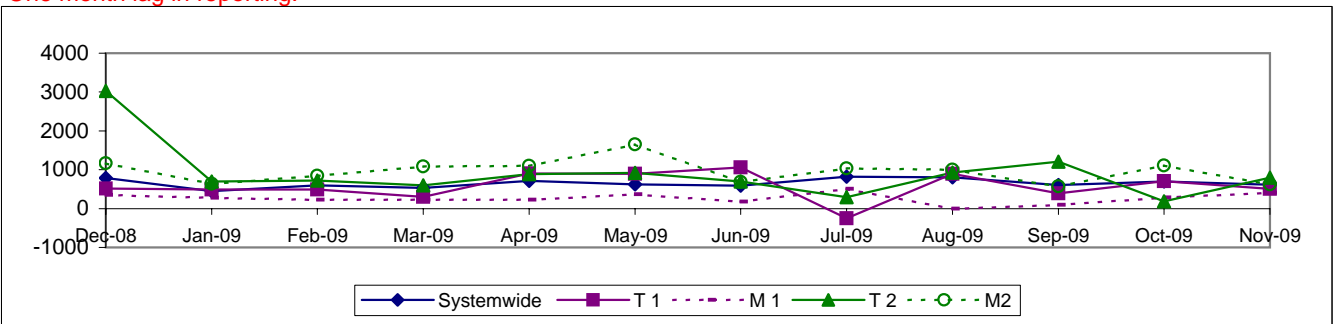


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 1 and 2**

**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	Dec, Month	Status
<b>Bus Systemwide</b>										
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)			3,274	3,532	3,137	3,137	3,540	3,026	3,420	Yellow
No. of unaddressed road calls				1,116*	824	386		156	31	
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,290	1,556	1,442	1,627	Yellow
In-Service On-time Performance**	65.43%	66.50%	64.35%**	63.77%	64.05%	66.25%	70.80%	71.24%	72.37%	Green
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.47	3.06	3.28	3.10	3.25	Green
Number of "482 alleged accidents"	0	0	0	53	240	216				
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.76	2.58	2.61	2.37	Yellow
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	Nov YTD 10.15	Nov 10.77	Green
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up										
<b>SB Sector</b>										
MMBMF			3,688	3,826	3,427	3,378	3,500	2,998	3,206	Yellow
No. of unaddressed road calls				231*	100	71		6	0	
MMBTRC				1,273	1,117	1,198	1,591	1,353	1,443	Yellow
In-Service On-time Performance	61.74%	64.13%	59.05%	62.39%	62.03%	62.46%	67.00%	66.51%	66.02%	Yellow
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.86	3.34	4.00	3.31	3.26	Green
Number of "482 alleged accidents"	0	0	0							
Complaints per 100,000 Boardings	4.63	3.61	2.49	2.51	2.56	3.09	2.75	3.02	2.79	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	Nov YTD 11.86	Nov 10.40	Yellow
<b>Division 5</b>										
MMBMF			3,656	3,580	3,227	3,314	3,500	3,293	3,765	Yellow
No. of unaddressed road calls				57*	26	16		2	0	
MMBTRC				1,459	1,130	1,420	1,824	1,649	1,848	Yellow
In-Service On-time Performance	63.17%	65.58%	61.85%	63.83%	63.35%	64.43%	67.00%	67.34%	67.02%	Green
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	5.11	4.32	4.00	4.25	5.01	Yellow
Number of "482 alleged accidents"	0	0	0	13	35	29				
Complaints per 100,000 Boardings	3.45	2.71	1.87	1.71	1.46	1.88	2.00	1.94	1.60	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	Nov YTD 14.07	Nov 12.53	Yellow
<b>Division 18</b>										
MMBMF			3,712	4,008	3,563	3,421	3,500	2,839	2,923	Yellow
No. of unaddressed road calls				214*	74	55		4	0	
MMBTRC				1,174	1,109	1,090	1,468	1,217	1,261	Yellow
In-Service On-time Performance	60.78%	63.42%	57.31%	61.19%	60.88%	60.66%	67.00%	65.78%	65.17%	Yellow
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.08	2.72	4.00	2.72	2.10	Green
Number of "482 alleged accidents"	0	0	0	5	14	27				
Complaints per 100,000 Boardings	5.74	4.44	3.07	3.29	3.72	4.46	3.50	4.21	4.06	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	Nov YTD 10.31	Nov 7.61	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.

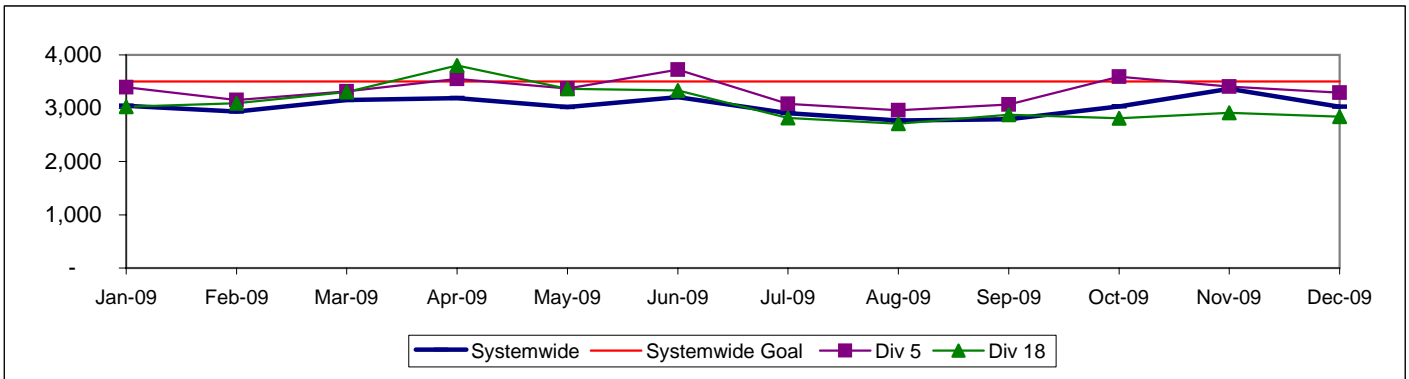
Red - High probability that the target will not be achieved -- significant problems and/or delays.

## 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.

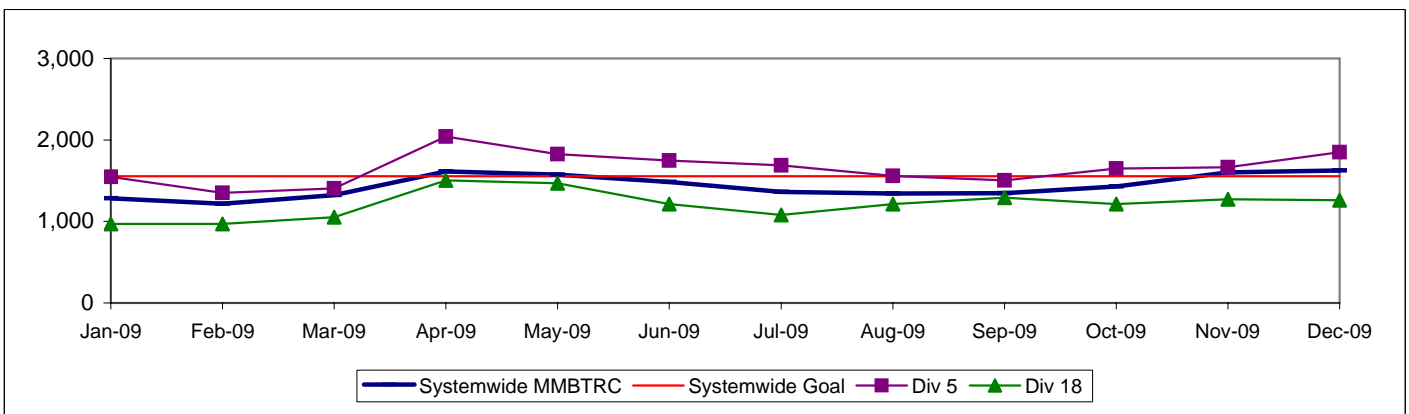
**Calculation:** MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



### 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)

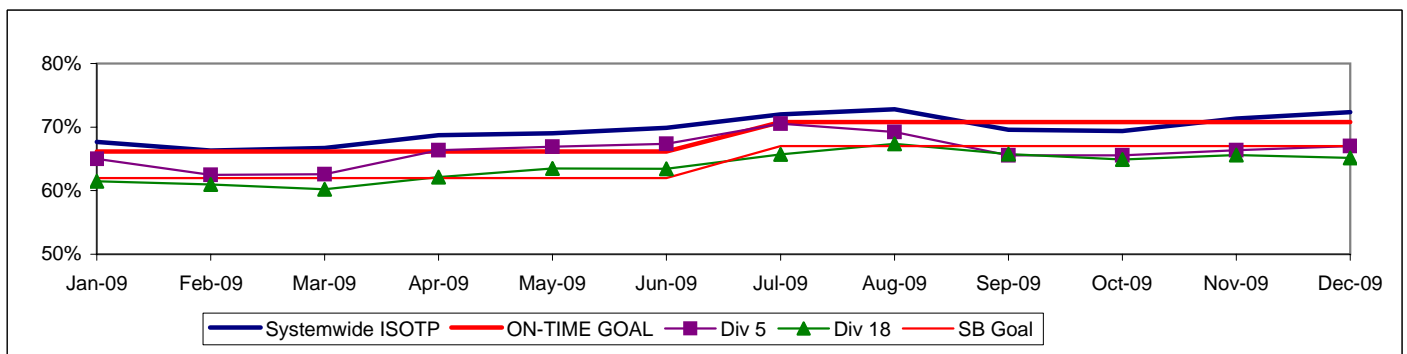


### IN-SERVICE ON-TIME PERFORMANCE

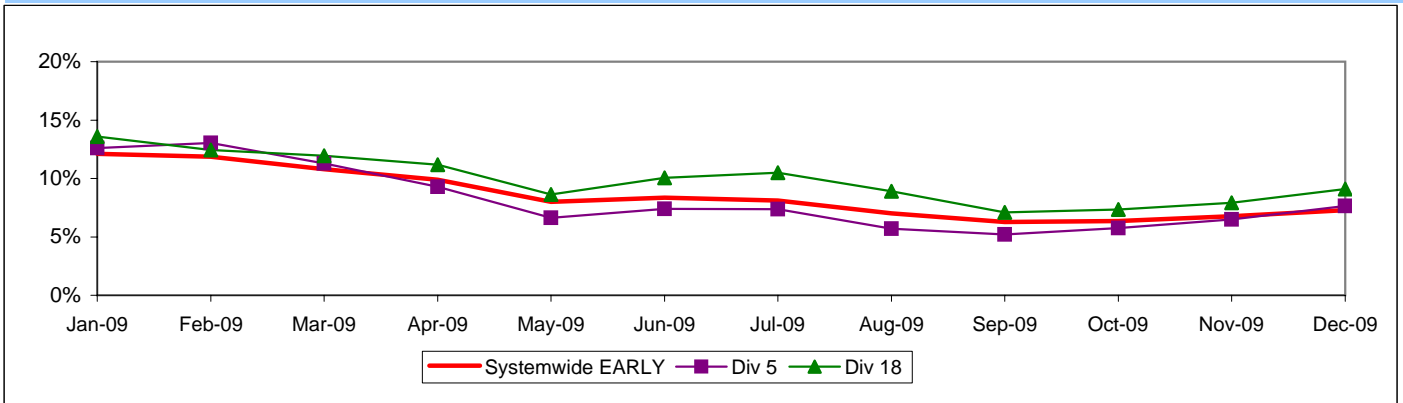
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

**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



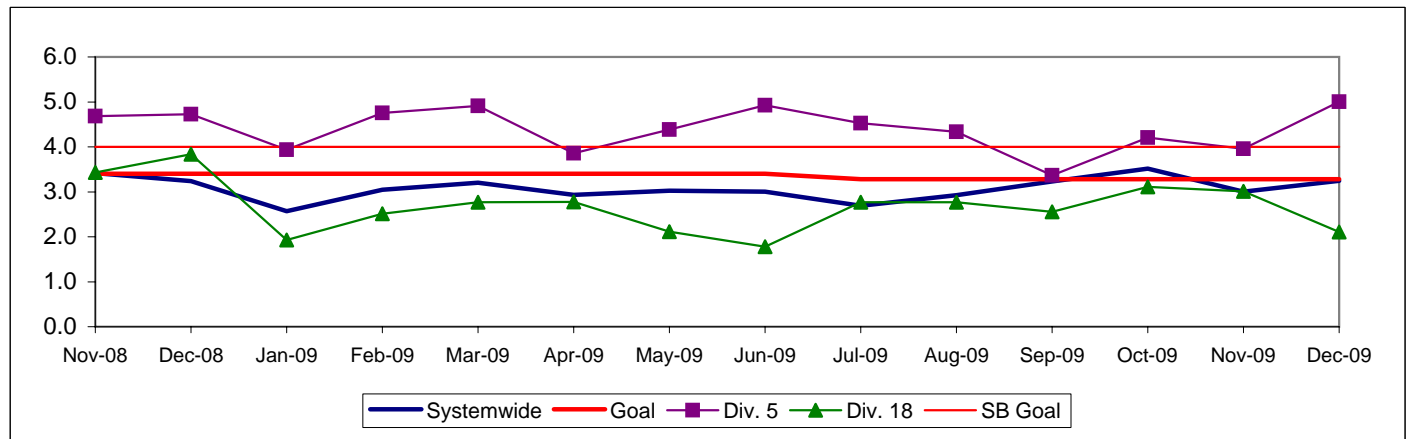
Running Hot - Systemwide and Bus Operating Divisions 5 and 18



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))

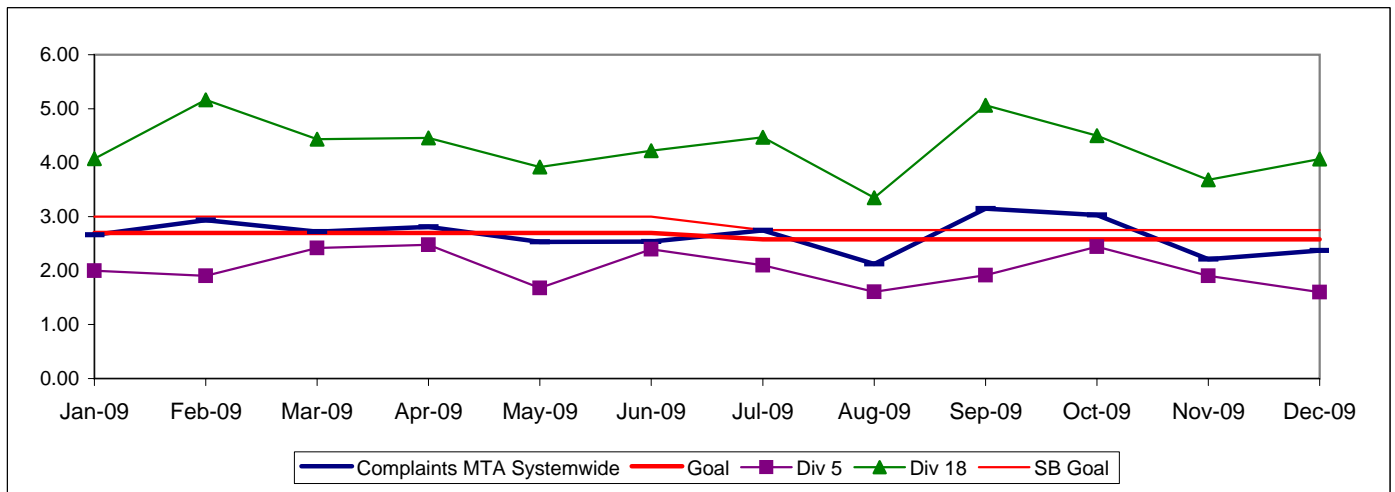


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

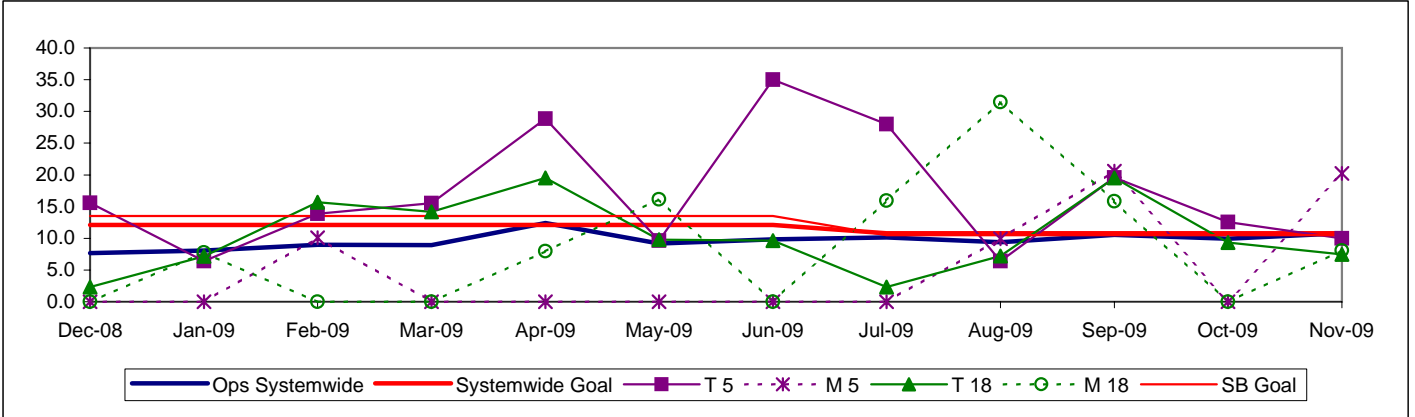


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 5 and 18**

**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.

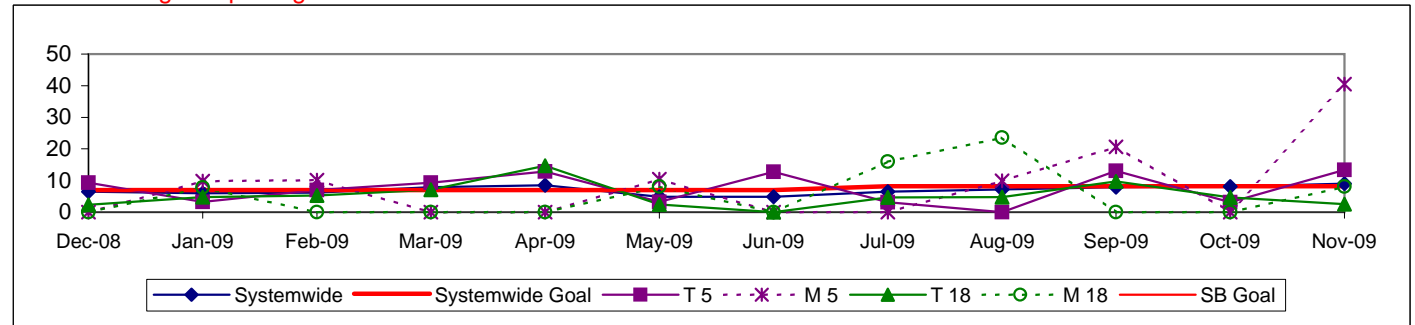


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 5 and 18**

**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.

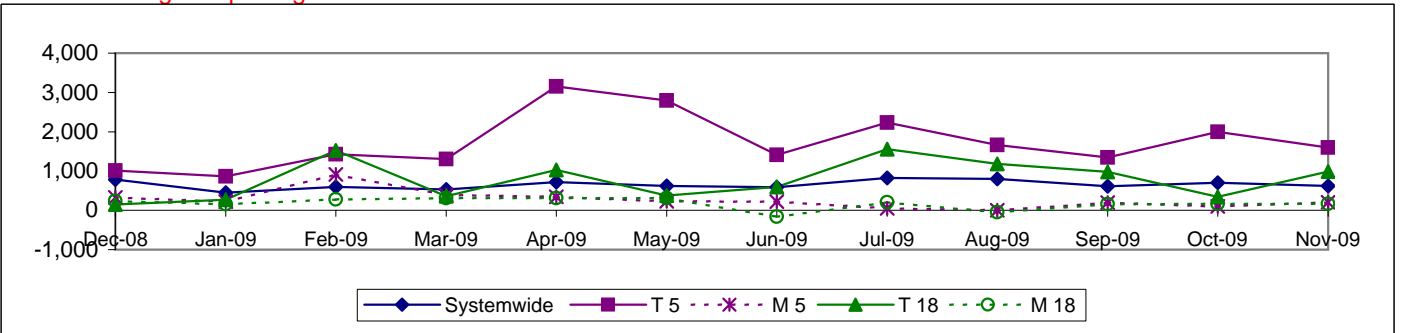


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 5 and 18**

**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	Dec, Month	Status
<b>Bus Systemwide</b>										
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)			3,274	3,532	3,137	3,137	3,540	3,026	3,420	Yellow
No. of unaddressed road calls				1,116*	824	386		156	31	
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,290	1,556	1,442	1,627	Yellow
In-Service On-time Performance	65.43%	66.50%	64.35%**	63.77%	64.05%	66.25%	70.80%	71.24%	72.37%	Green
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.47	3.06	3.28	3.10	3.25	Green
Number of "482 alleged accidents"	0	0	0	53	240	216				
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.76	2.58	2.61	2.37	Yellow
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	Nov YTD 10.15	Nov 10.77	Green
<b>WC Sector</b>										
MMBMF			3,499	3,651	3,213	3,305	3,600	2,836	3,278	Yellow
No. of unaddressed road calls				155*	116	111		53	13	
MMBTRC				1,152	1,001	1,046	1,439	1,113	1,349	Yellow
In-Service On-time Performance	63.31%	63.39%	60.82%	57.59%	56.72%	61.65%	67.00%	68.56%	70.03%	Green
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	4.25	3.88	4.00	3.96	4.18	Green
Number of "482 alleged accidents"	0	0	0	16	70	61				
Complaints per 100,000 Boardings	5.30	4.10	2.53	2.66	2.97	2.78	2.75	2.35	2.04	Green
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	Nov YTD 8.71	Nov 7.09	Green
<b>Division 6</b>										
MMBMF			6,279	4,456	3,756	7,186	3,600	7,848	10,748	Green
No. of unaddressed road calls				30*	32	11		6	2	
MMBTRC				1,063	899	1,307	1,329	1,853	1,888	Green
In-Service On-time Performance	60.11%	56.75%	57.20%	53.28%	53.12%	56.98%	66.00%	68.22%	70.57%	Green
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.86	4.13	4.00	6.85	7.16	Yellow
Number of "482 alleged accidents"	0	0	0	1	3	1				
Complaints per 100,000 Boardings	6.15	4.47	2.52	2.10	2.70	3.55	2.85	2.70	2.45	Green
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	Nov YTD 3.97	Nov 0	Green
<b>Division 7</b>										
MMBMF			2,947	3,468	3,327	3,399	3,600	2,987	3,414	Yellow
No. of unaddressed road calls				64*	84	99		47	11	
MMBTRC				1,118	981	1,039	1,397	1,164	1,420	Yellow
In-Service On-time Performance	64.59%	64.22%	61.78%	58.01%	57.66%	62.15%	67.50%	68.15%	69.39%	Green
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	4.10	3.83	4.00	3.63	3.23	Green
Number of "482 alleged accidents"	0	0	0	5	36	28				
Complaints per 100,000 Boardings	5.70	4.24	2.87	2.98	3.00	2.88	2.70	2.59	2.41	Green
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	Nov YTD 9.18	Nov 8.62	Green
<b>Division 10</b>										
MMBMF			3,723	3,702	3,028	2,947	3,600	2,482	2,847	Yellow
No. of unaddressed road calls				61*	0	1		0	0	
MMBTRC				1,197	1,044	1,015	1,496	1,012	1,234	Yellow
In-Service On-time Performance	62.85%	64.14%	60.73%	58.61%	56.63%	61.90%	67.50%	69.04%	70.61%	Green
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	4.47	3.87	4.00	3.78	4.54	Green
Number of "482 accidents"	0	0	0	8	31	32				
Complaints per 100,000 Boardings	4.85	3.92	2.23	2.48	2.99	2.59	2.70	2.11	1.66	Green
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	Nov YTD 9.43	Nov 7.76	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.

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

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

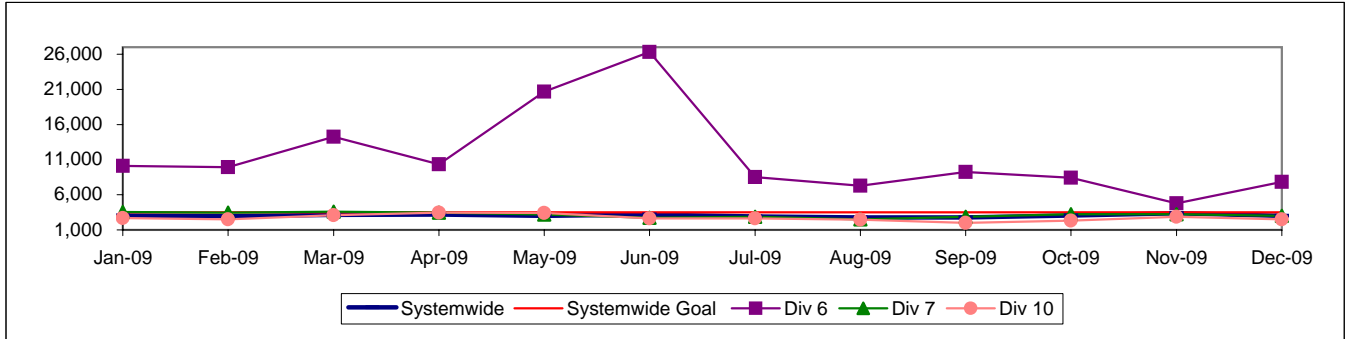
Red - High probability that the target will not be achieved -- significant problems and/or delays.

## 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.

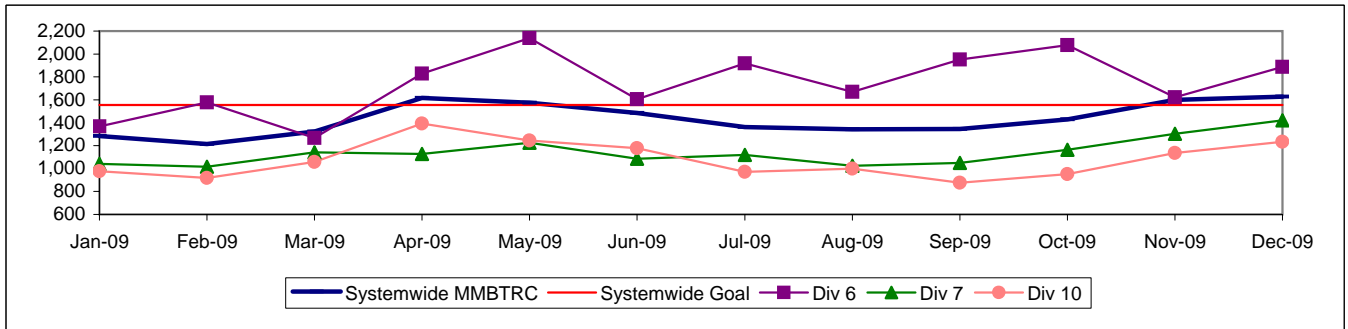
**Calculation:**  $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



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

**Definition:** Average Hub Miles traveled between total road calls.

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

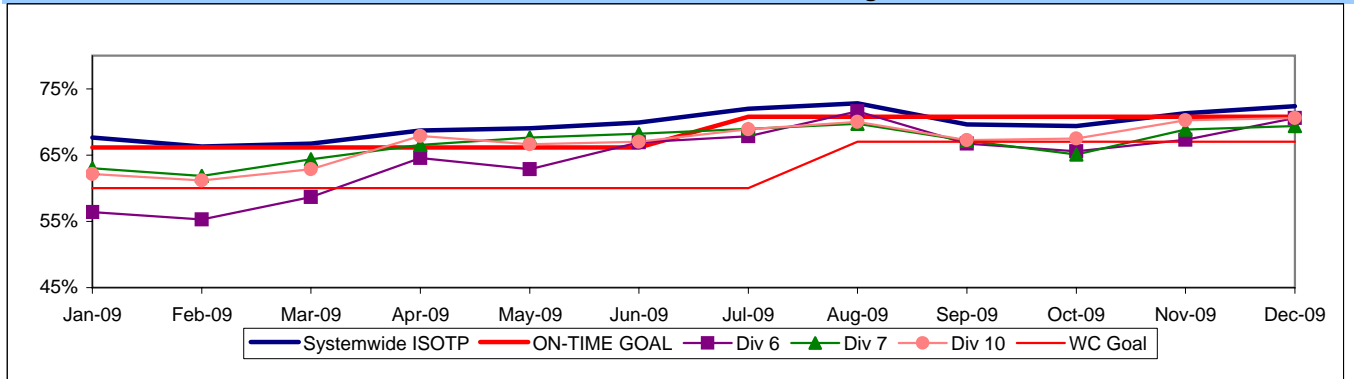


### IN-SERVICE ON-TIME PERFORMANCE

**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)

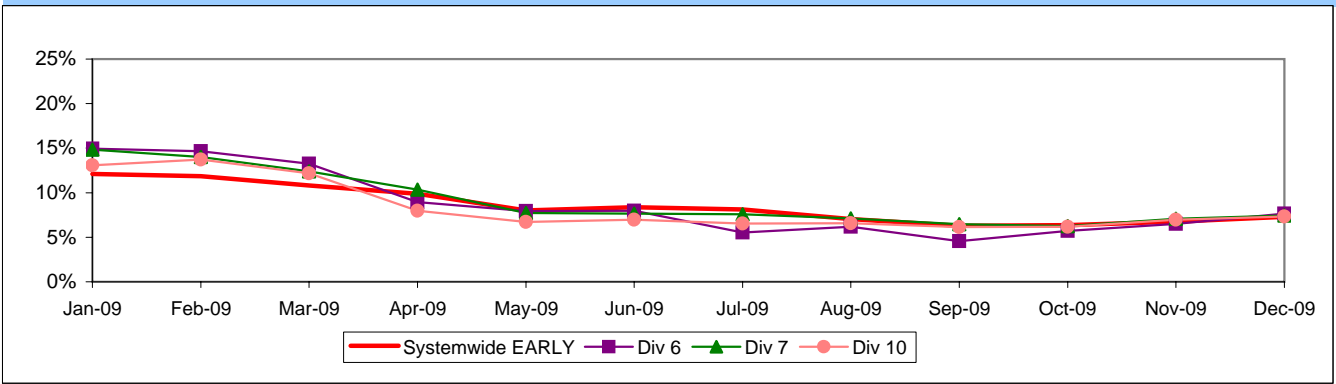
**Calculation:**  $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes late}) / (\text{Total buses sampled}))$

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





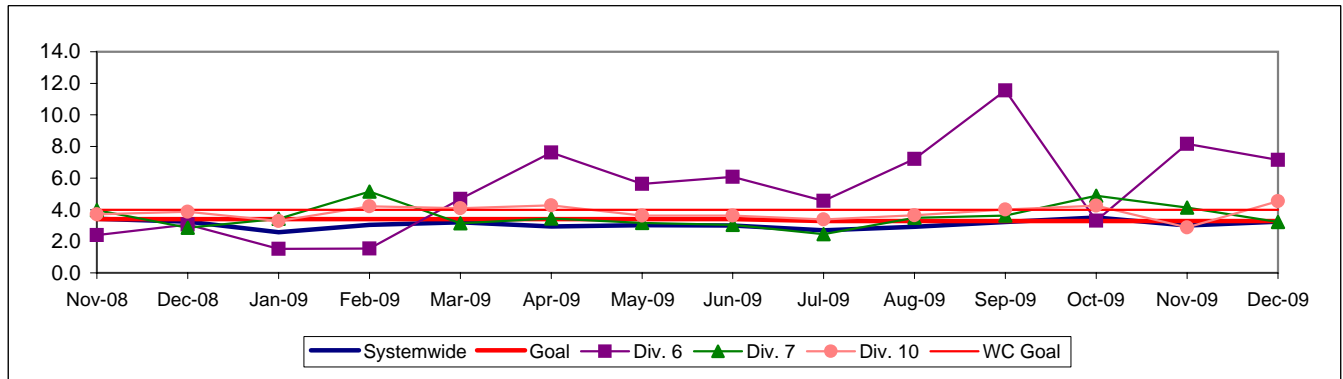
Running Hot - Systemwide and Bus Operating Divisions 6, 7 and 10



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))

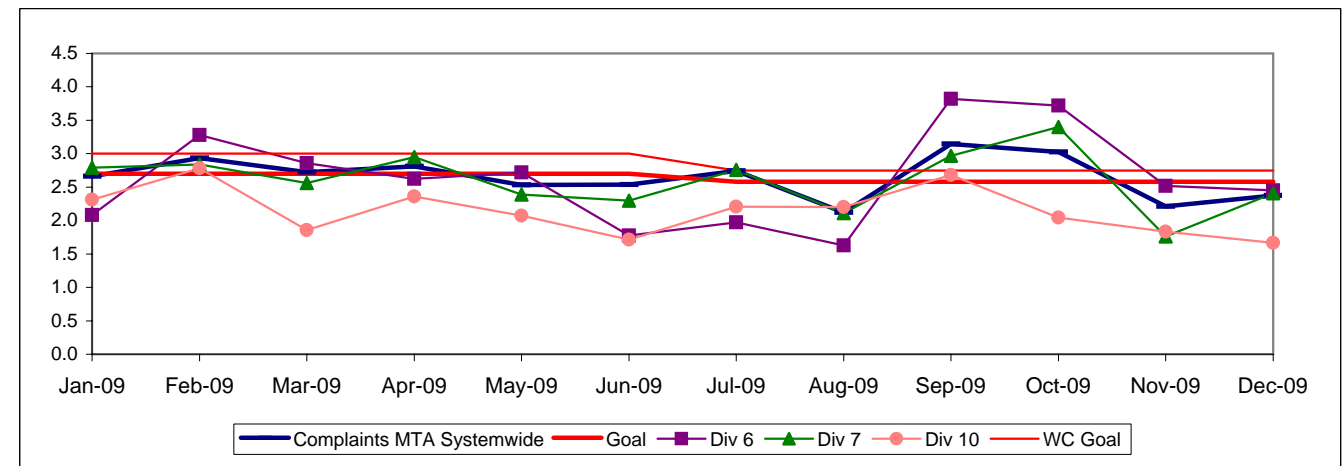


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

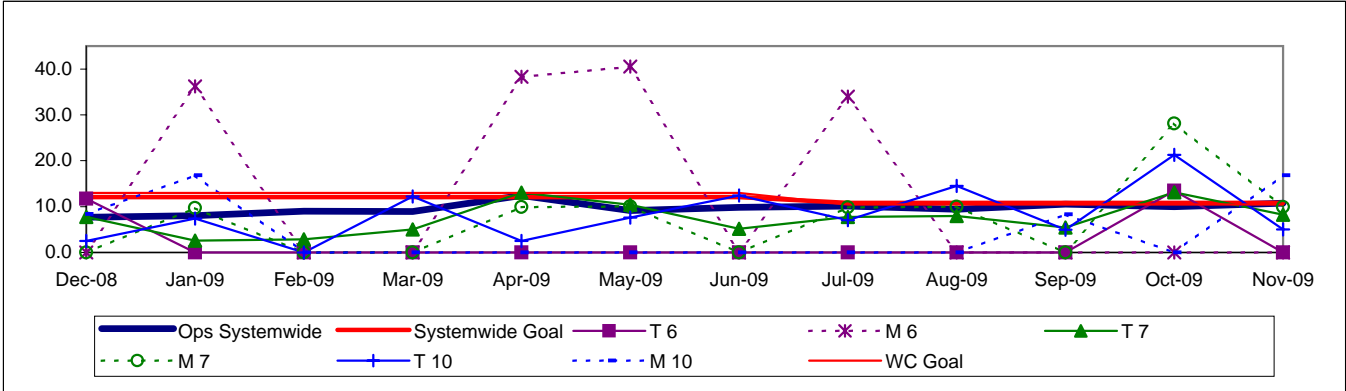


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS  
Systemwide and Bus Operating Divisions 6, 7 and 10**

**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.

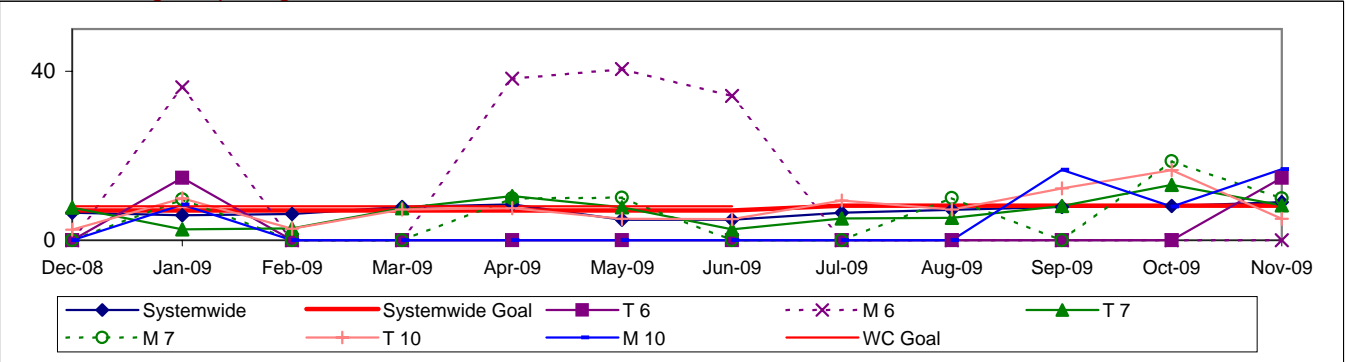


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS  
Systemwide and Bus Operating Divisions 6, 7 and 10**

**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.

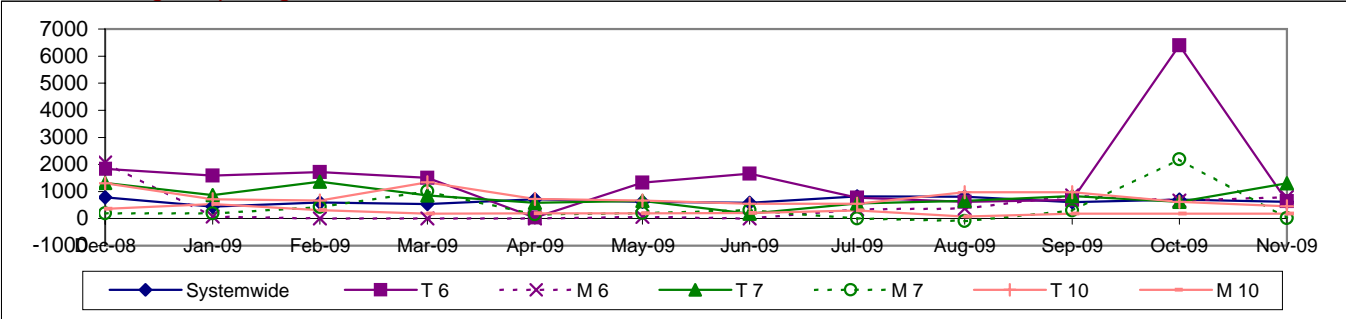


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS  
Systemwide and Bus Operating Divisions 6, 7 and 10**

**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	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	6.03	10.00	Nov YTD 9.50	Nov 10.50	
<b>Metro Red Line (MRL)</b>										
On-Time Pullouts	99.71%	99.94%	99.61%	99.76%	99.79%	99.97%	99.00%	99.66%	100.00%	
Mean Miles Between Chargeable Mechanical Failures	12,793	11,759	19,587	17,260	26,743	41,482	30,000	46,381	26,201	
In-Service On-time Performance*					99.13%	99.38%	99.10%	99.56%	99.62%	
Traffic Accidents Per 100,000 Train Miles	0	0.22	0.22	0	0.30	0.07	0.02	0.00	0.00	
Complaints per 100,000 Boardings	1.17	1.13	0.66	0.41	0.50	0.37	0.50	0.40	0.49	
<b>Metro Blue Line (MBL)</b>										
On-Time Pullouts	99.94%	99.73%	99.76%	99.72%	99.62%	99.74%	99.00%	99.53%	100.00%	
Mean Miles Between Chargeable Mechanical Failures	10,365	16,273	26,774	35,125	31,278	27,051	24,000	23,450	20,322	
In-Service On-time Performance*					98.81%	98.24%	99.00%	98.71%	98.15%	
Traffic Accidents Per 100,000 Train Miles	1.36	0.64	0.96	1.35	1.65	1.26	0.05	1.21	0.71	
Complaints per 100,000 Boardings	0.97	0.98	0.78	0.53	0.64	0.58	0.90	0.78	0.92	
<b>Metro Green Line (MGrL)</b>										
On-Time Pullouts	99.78%	99.91%	99.97%	99.54%	99.80%	99.95%	99.00%	99.76%	99.80%	
Mean Miles Between Chargeable Mechanical Failures	11,337	12,558	20,635	27,471	36,727	19,195	24,000	12,109	7,330	
In-Service On-time Performance*					99.07%	98.90%	99.00%	99.00%	98.85%	
Traffic Accidents Per 100,000 Train Miles	0.08	0.00	0	0	0.00	0.07	0.05	0.00	0.00	
Complaints per 100,000 Boardings	1.37	1.39	0.92	0.72	0.81	0.82	0.90	0.75	0.78	
<b>Metro Gold Line (MGOL)</b>										
On-Time Pullouts	100%	99.85%	99.97%	99.95%	99.95%	99.95%	99.00%	99.77%	99.83%	
Mean Miles Between Chargeable Mechanical Failures	8,938	16,571	23,329	22,775	39,521	24,250	24,000	13,890	9,155	
In-Service On-time Performance*					98.86%	99.38%	99.00%	99.01%	98.98%	
Traffic Accidents Per 100,000 Train Miles	0.25	0.23	0.12	0.23	0.43	0.21	0.05	0.17	0.00	
Complaints per 100,000 Boardings	3.81	2.85	2.71	1.88	1.57	1.50	0.90	1.60	1.36	

\*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.

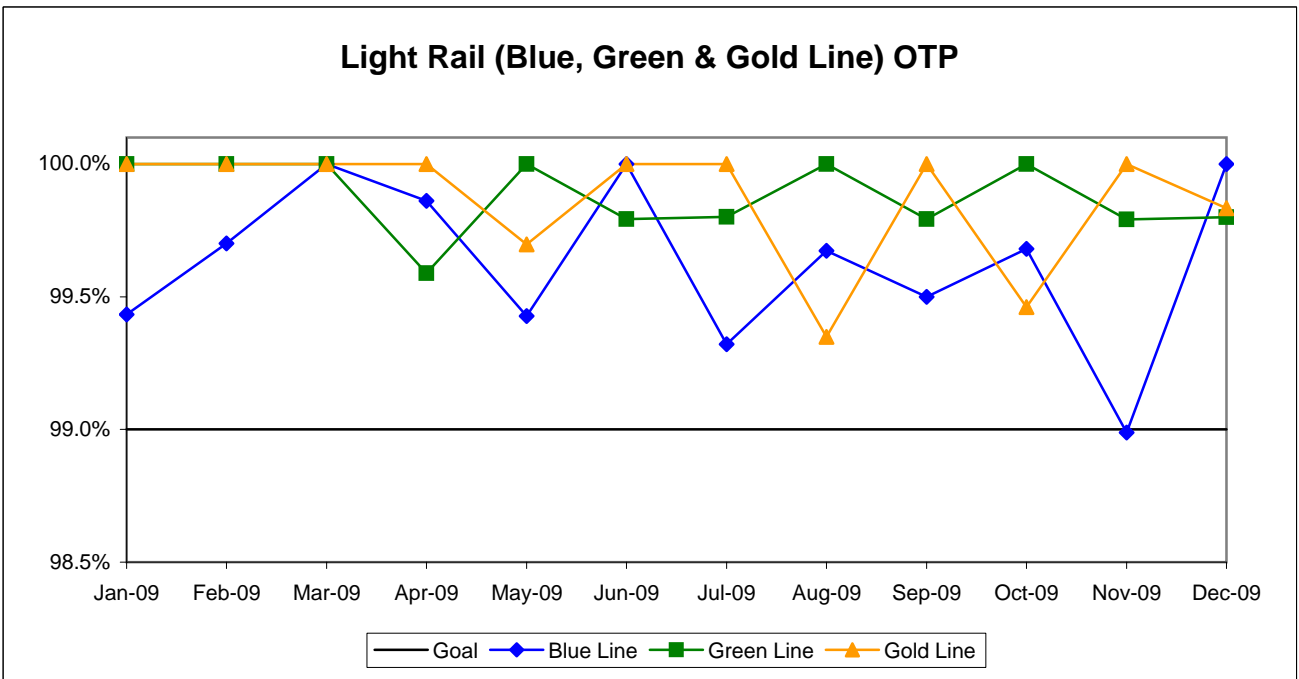
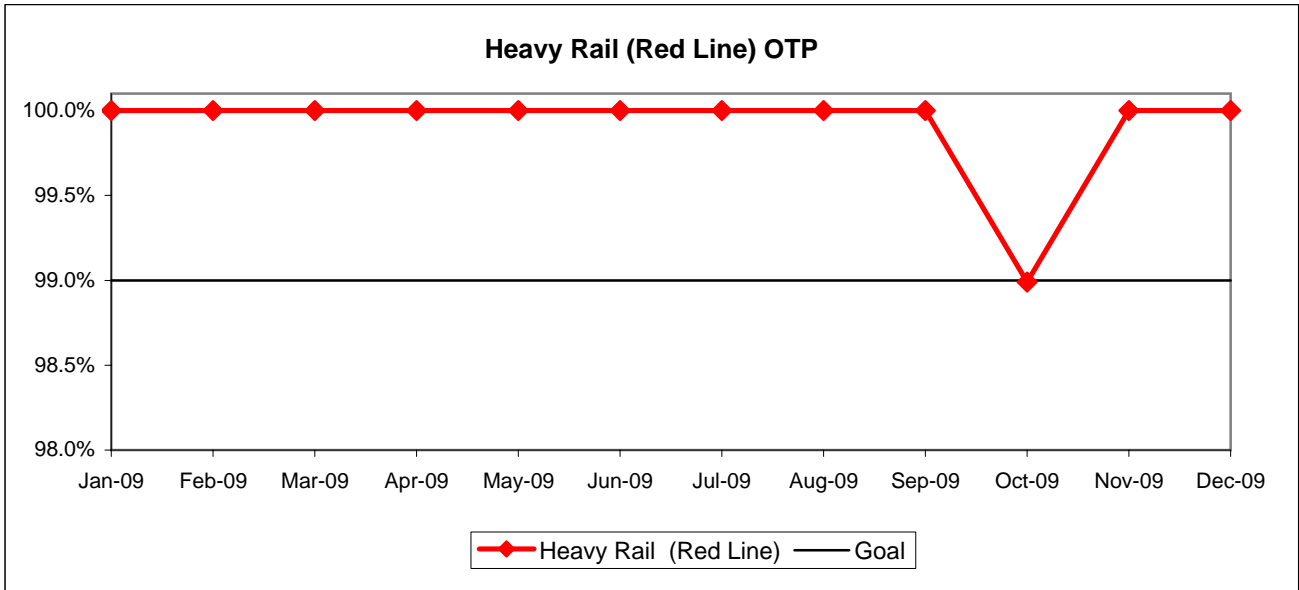
Red - High probability that the target will not be achieved -- significant problems and/or delays.

# 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.

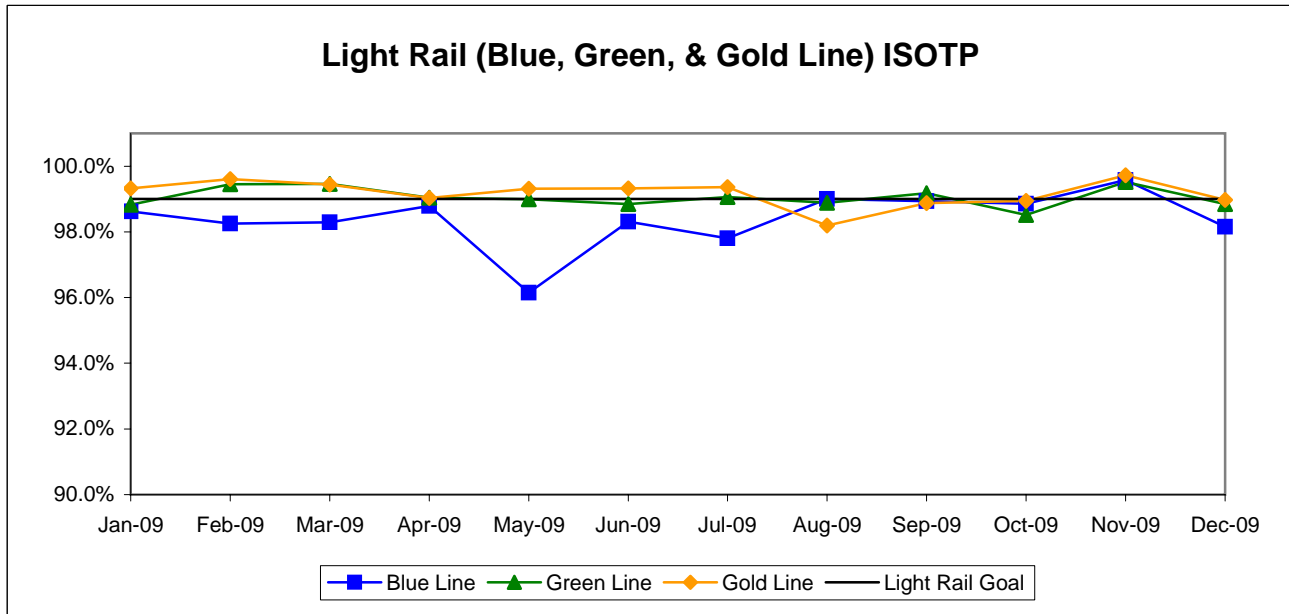
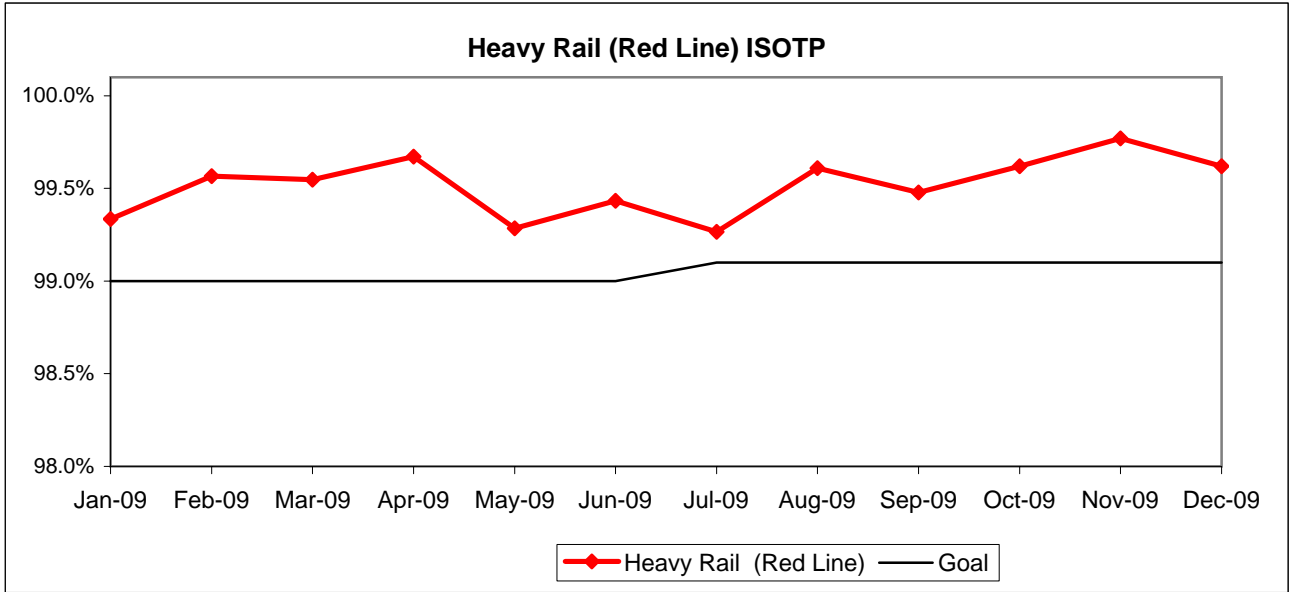
**Calculation:**  $OTP\% = [(100\% - ((\text{Total cancelled pullouts plus late pullouts}) / \text{Total scheduled pullouts}) \times 100)]$



**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.

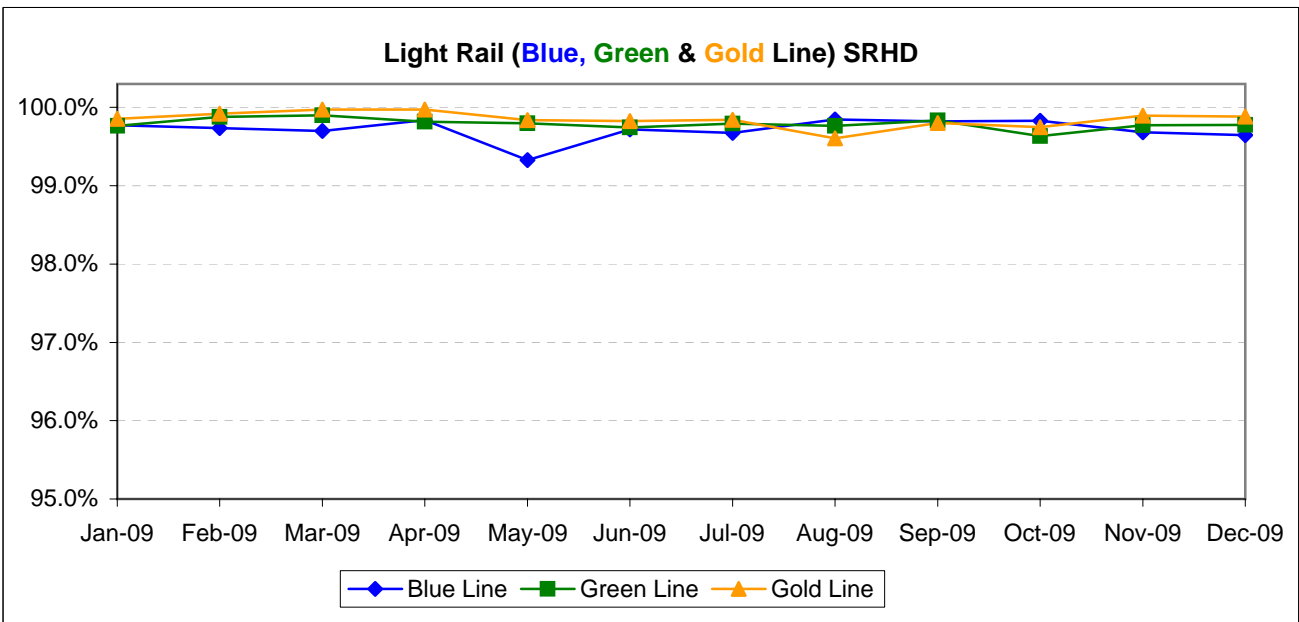
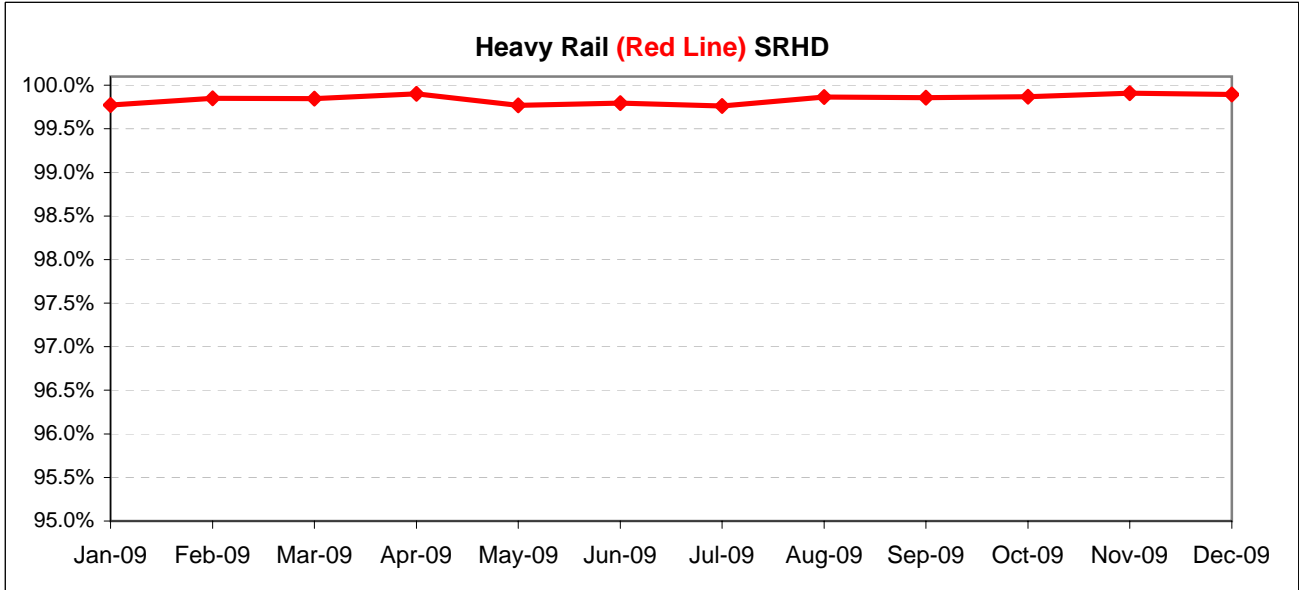
**Calculation:** ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]]



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

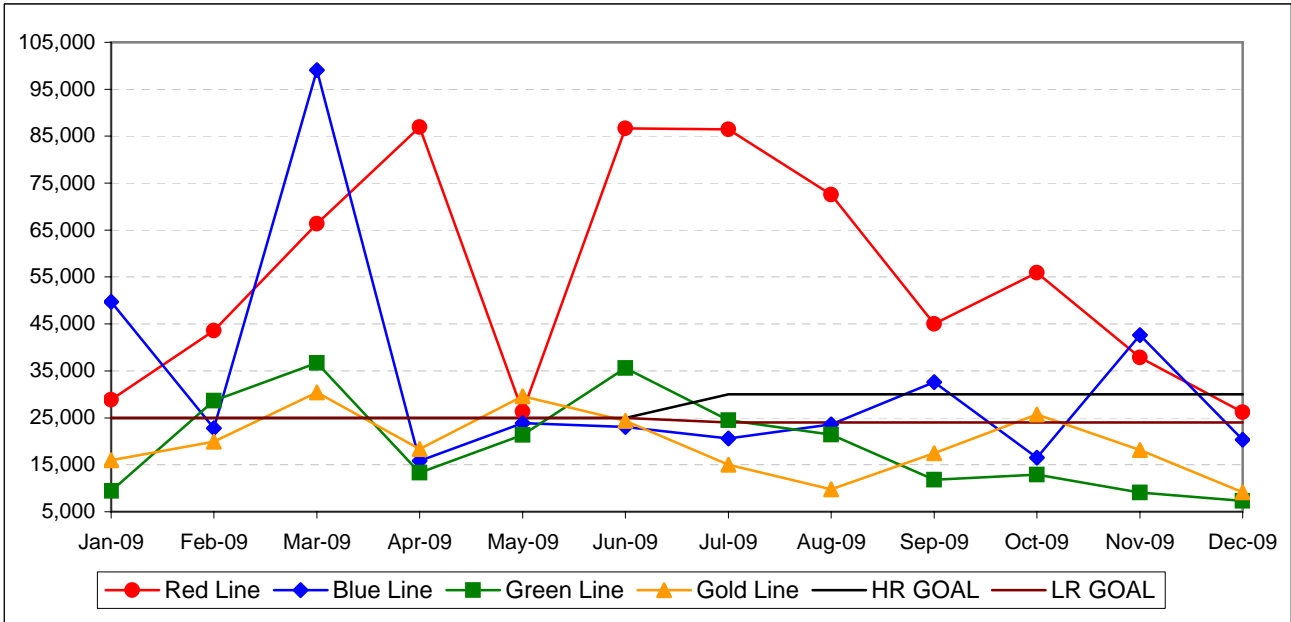




**Mean Miles Between Chargeable Mechanical Failures**

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

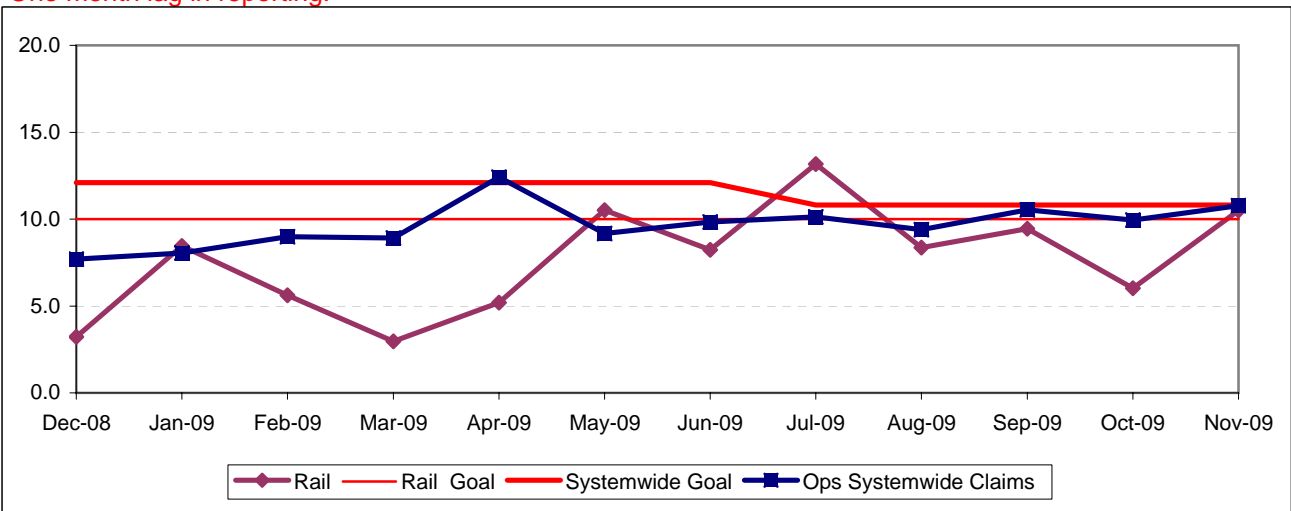


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**

**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.



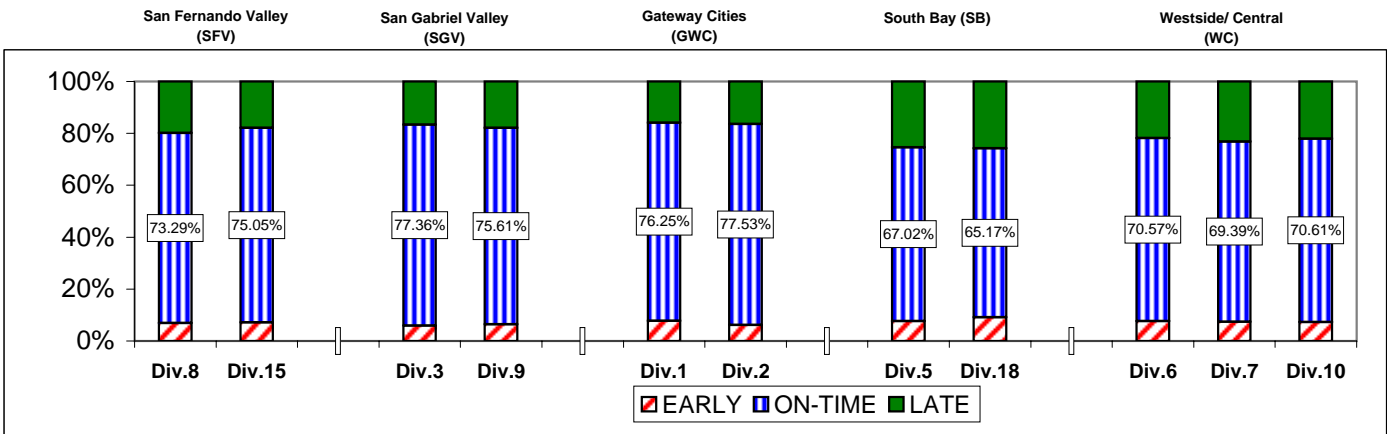
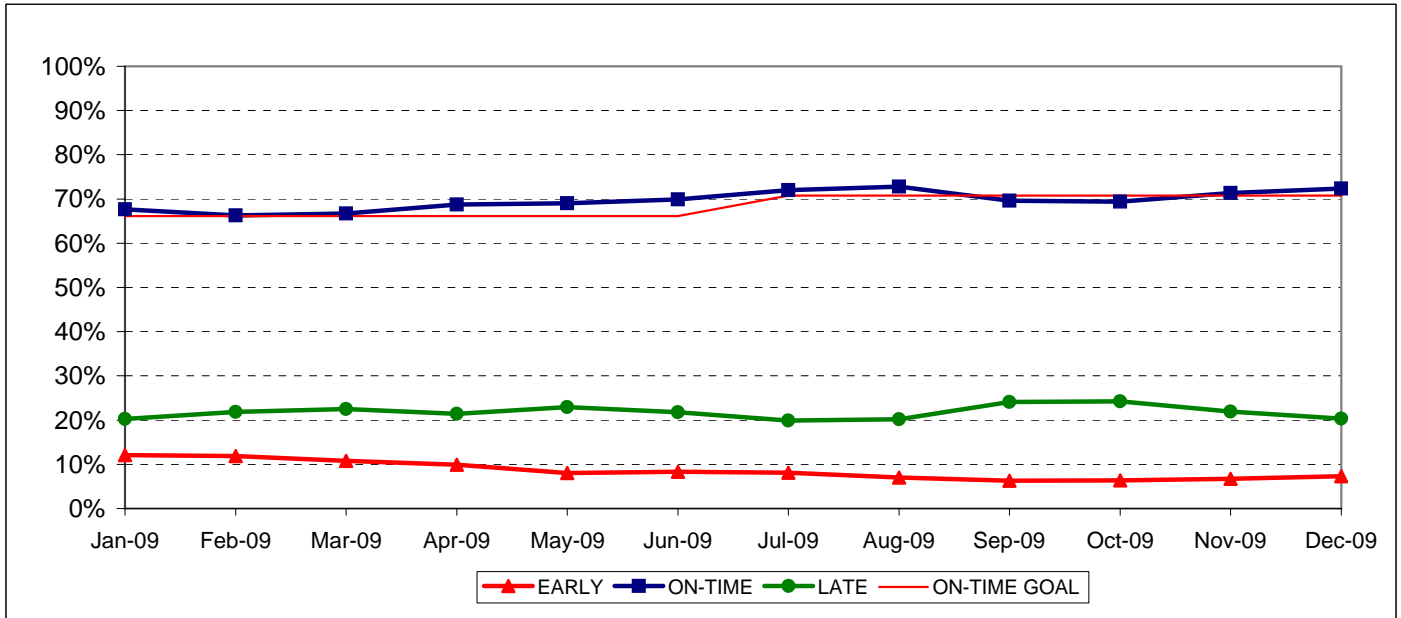
## BUS SERVICE PERFORMANCE IN-SERVICE ON-TIME PERFORMANCE

**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

	FY09	FY10-YTD	Variance
<b>San Fernando Valley Sector (SFV)</b>			
<b>Division 8</b>			
Early	9.38%	6.49%	-2.89%
On-Time	69.29%	72.96%	3.67%
Late	21.33%	20.56%	-0.77%
<b>Division 15</b>			
Early	10.16%	7.16%	-2.99%
On-Time	69.06%	73.76%	4.69%
Late	20.78%	19.08%	-1.70%
<b>Gateway Cities Sector (GWC)</b>			
<b>Division 1</b>			
Early	11.25%	7.26%	-4.00%
On-Time	71.05%	75.65%	4.61%
Late	17.70%	17.09%	-0.61%
<b>Division 2</b>			
Early	9.97%	6.34%	-3.63%
On-Time	72.72%	77.29%	4.56%
Late	17.31%	16.37%	-0.94%
<b>South Bay Sector (SB)</b>			
<b>Division 5</b>			
Early	11.65%	6.27%	-5.38%
On-Time	64.43%	67.34%	2.92%
Late	23.92%	26.38%	2.46%
<b>Division 18</b>			
Early	12.44%	8.44%	-4.00%
On-Time	60.66%	65.78%	5.11%
Late	26.89%	25.78%	-1.11%

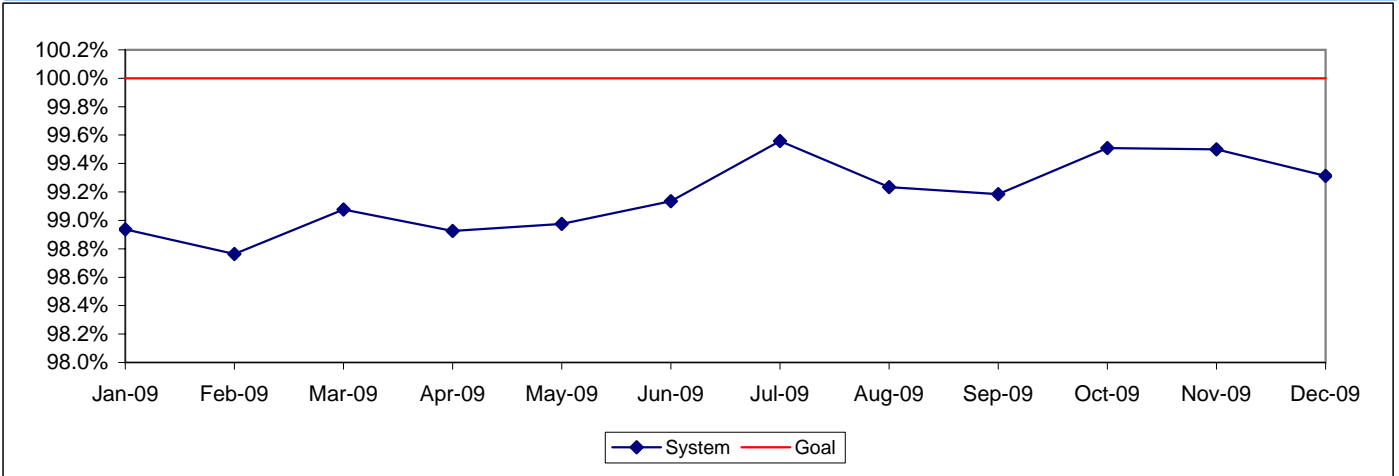
	FY09	FY10-YTD	Variance
<b>San Gabriel Valley Sector (SGV)</b>			
<b>Division 3</b>			
Early	12.94%	6.95%	-5.99%
On-Time	69.78%	74.83%	5.05%
Late	17.28%	18.22%	0.94%
<b>Division 9</b>			
Early	11.32%	6.69%	-4.63%
On-Time	70.01%	75.40%	5.40%
Late	18.67%	17.91%	-0.77%
<b>Westside/Central Sector (WC)</b>			
<b>Division 6</b>			
Early	16.07%	6.00%	-10.07%
On-Time	56.98%	68.22%	11.24%
Late	26.95%	25.78%	-1.17%
<b>Division 7</b>			
Early	13.74%	6.98%	-6.76%
On-Time	62.15%	68.15%	6.01%
Late	24.12%	24.87%	0.75%
<b>Division 10</b>			
Early	13.31%	6.60%	-6.71%
On-Time	61.90%	69.04%	7.13%
Late	24.78%	24.36%	-0.42%
<b>SYSTEMWIDE</b>			
Early	11.77%	6.97%	-4.80%
On-Time	66.25%	71.24%	4.99%
Late	21.99%	21.80%	-0.19%

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

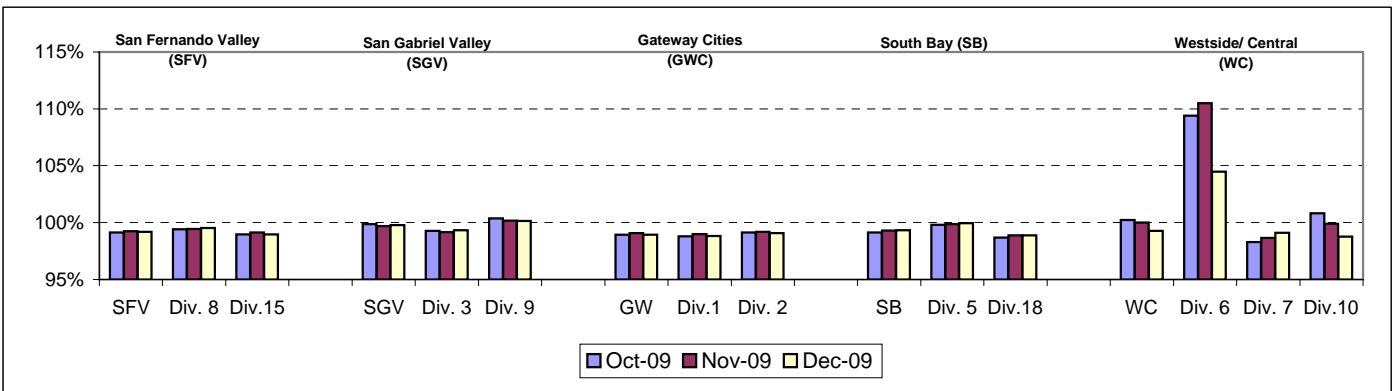
**Definition:** This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures. FY06: This performance indicator measures the percentage of scheduled Revenue Hours delivered after adding in temporary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

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

**Systemwide Trend**



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



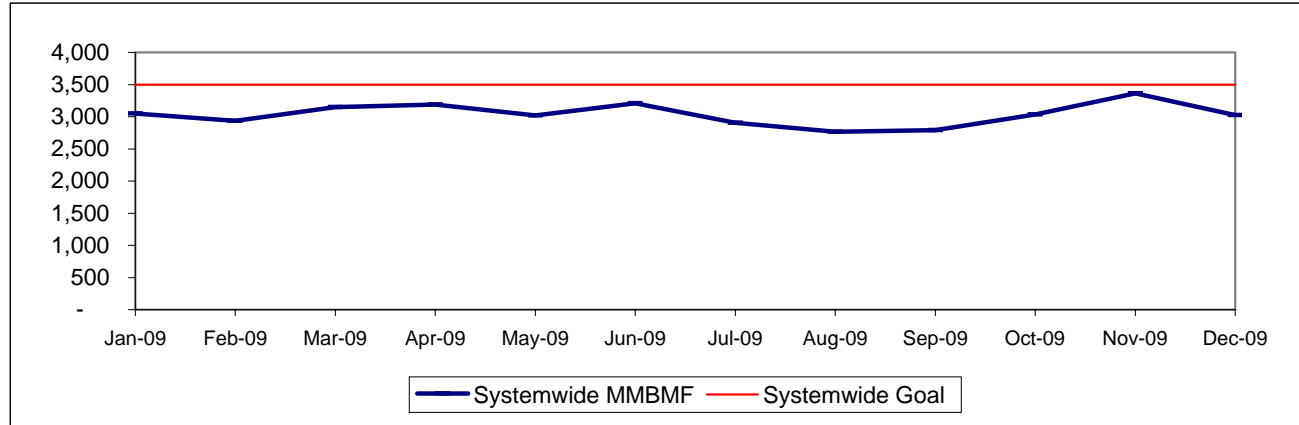
## BUS MAINTENANCE PERFORMANCE

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

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

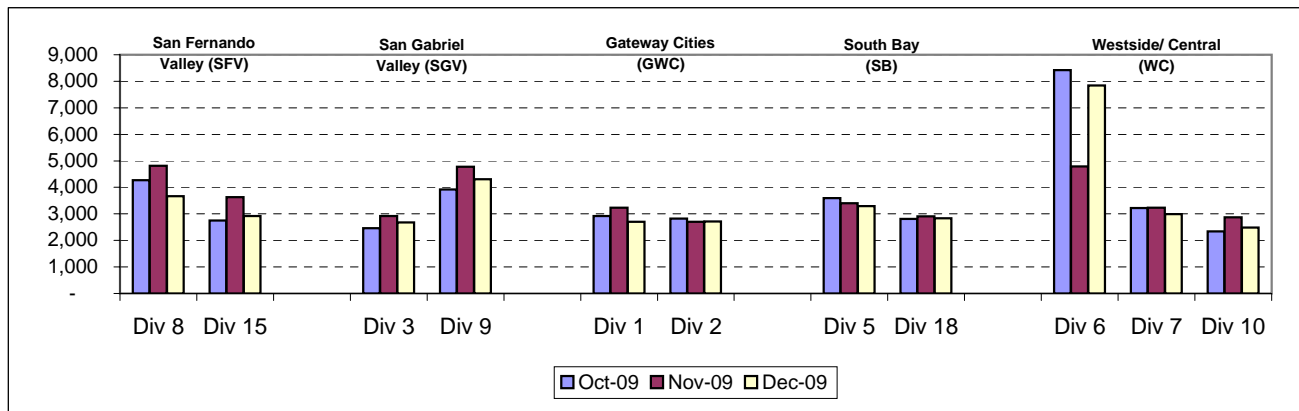
**Calculation:**  $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

#### Systemwide Trend



\* New Indicator.

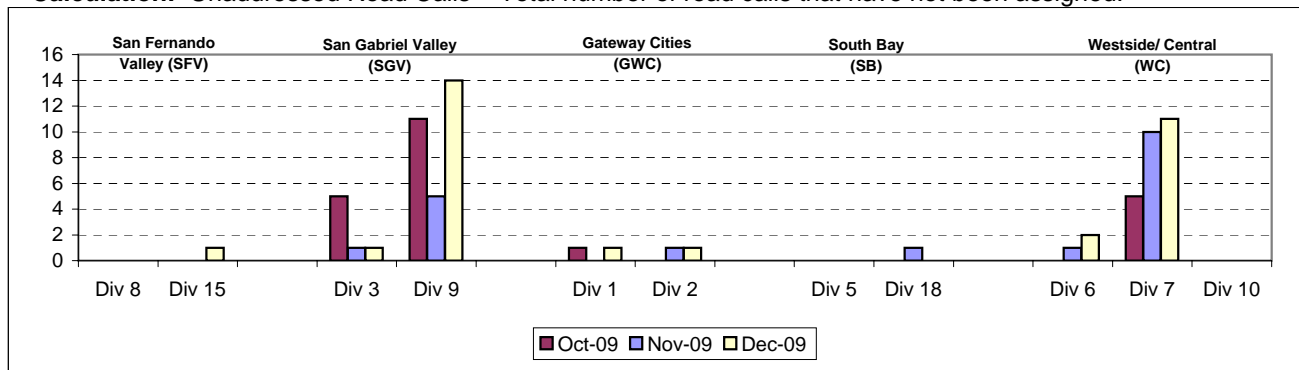
#### MMBMF -- Bus Operating Sector Divisions October - December 2009



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



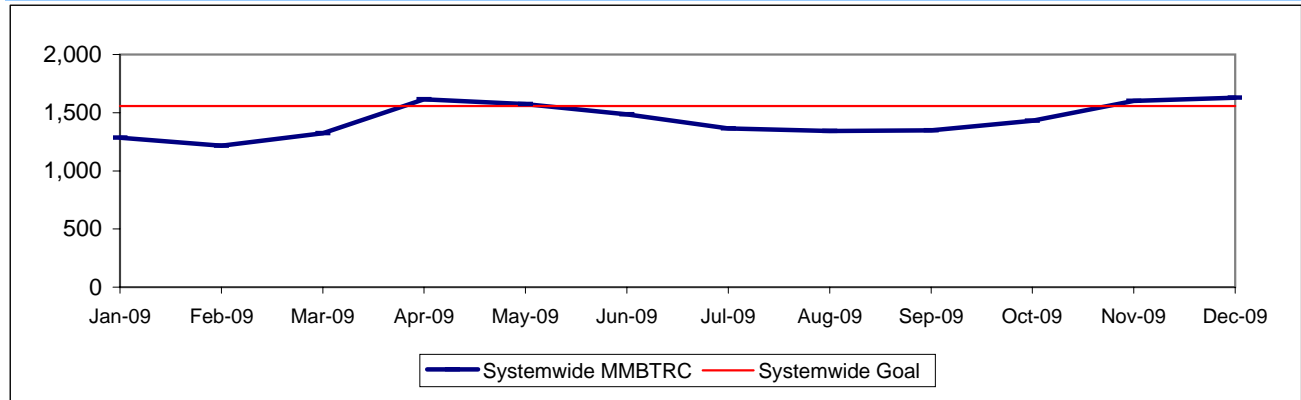
\* New Indicator.

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

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

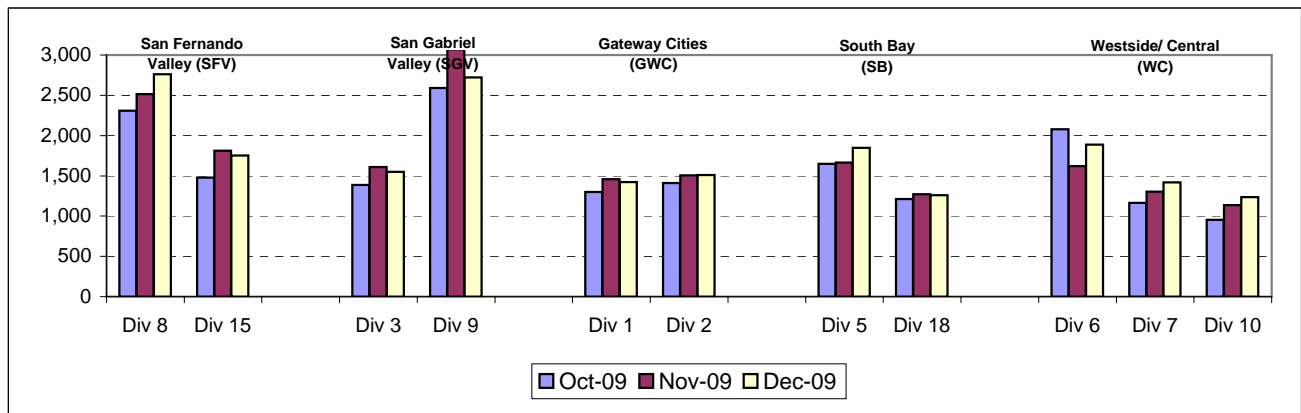
**Calculation:** MMBTRC = (Total Hub Miles / Total Road Calls)

**MMBTRC Systemwide Trend**



\* New Indicator.

**MMBTRC --Bus Operating Sector Divisions  
October - December 2009**



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

	Number of Buses	Percent of Buses
CNG	2,488	93.11%
Hybrid	6	0.22%
Diesel	85	3.18%
Gasoline	59	2.21%
Propane	34	1.27%
<b>Total</b>	<b>2,672</b>	<b>100.00%</b>

**Average Age of Fleet by Sectors' Divisions**

SFV		SGV		GWC		SB	
Div 8	Div 15	Div 3	Div 9	Div 1	Div 2	Div 5	Div 18
8.9	6.9	8.7	7.1	7.6	8.0	7.6	9.1

WC		
Div 6	Div 7	Div 10
2.9	8.6	6.9

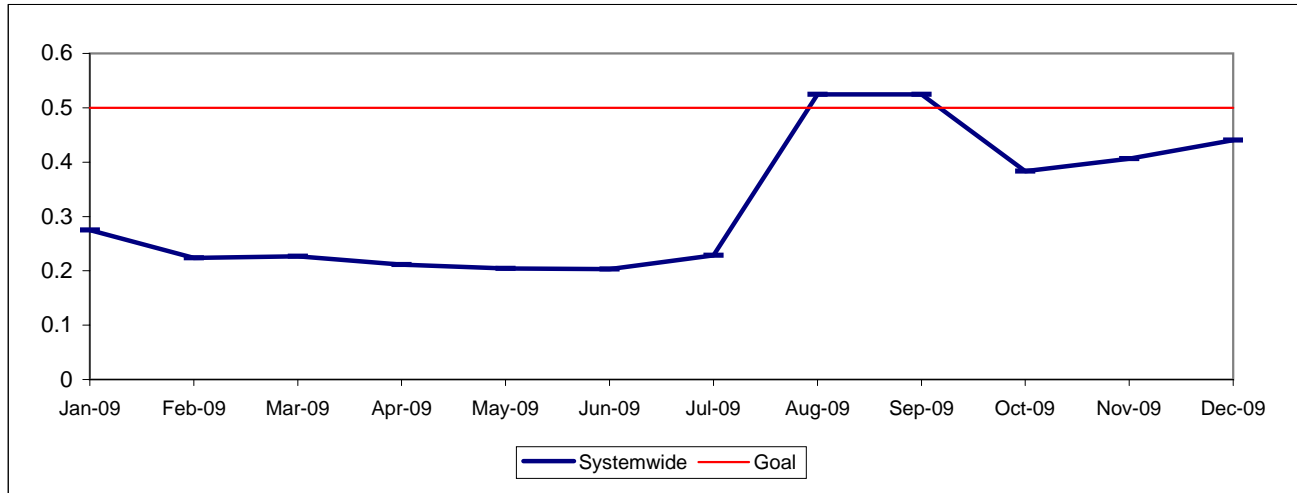


**PAST DUE CRITICAL PREVENTIVE MAINTENANCE PROGRAM JOBS (PMP's)**

**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.

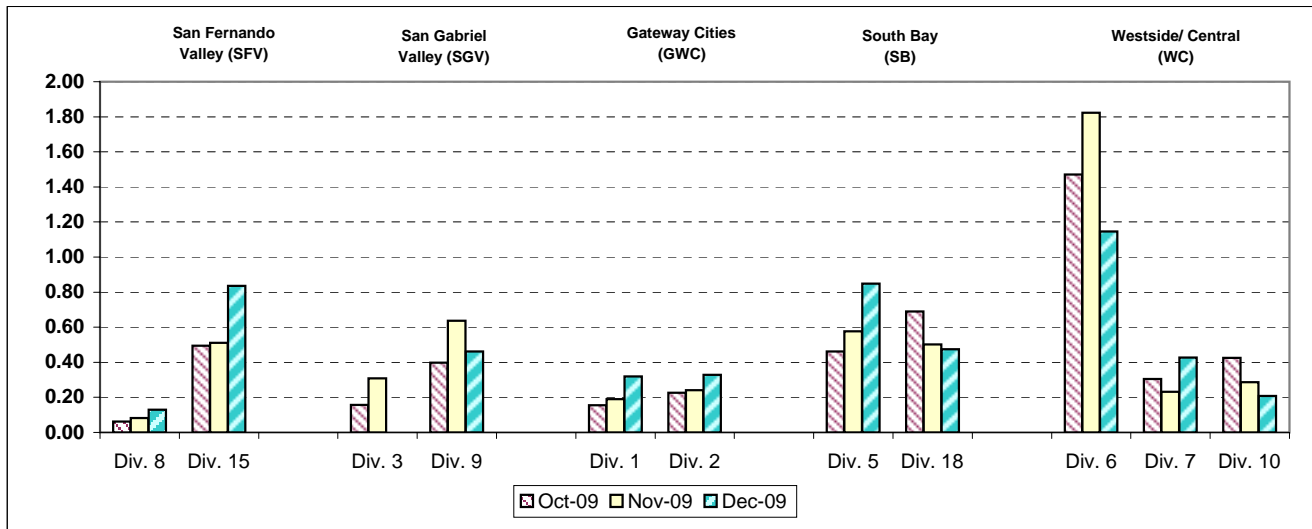
**Calculation:** Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

**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 2009**



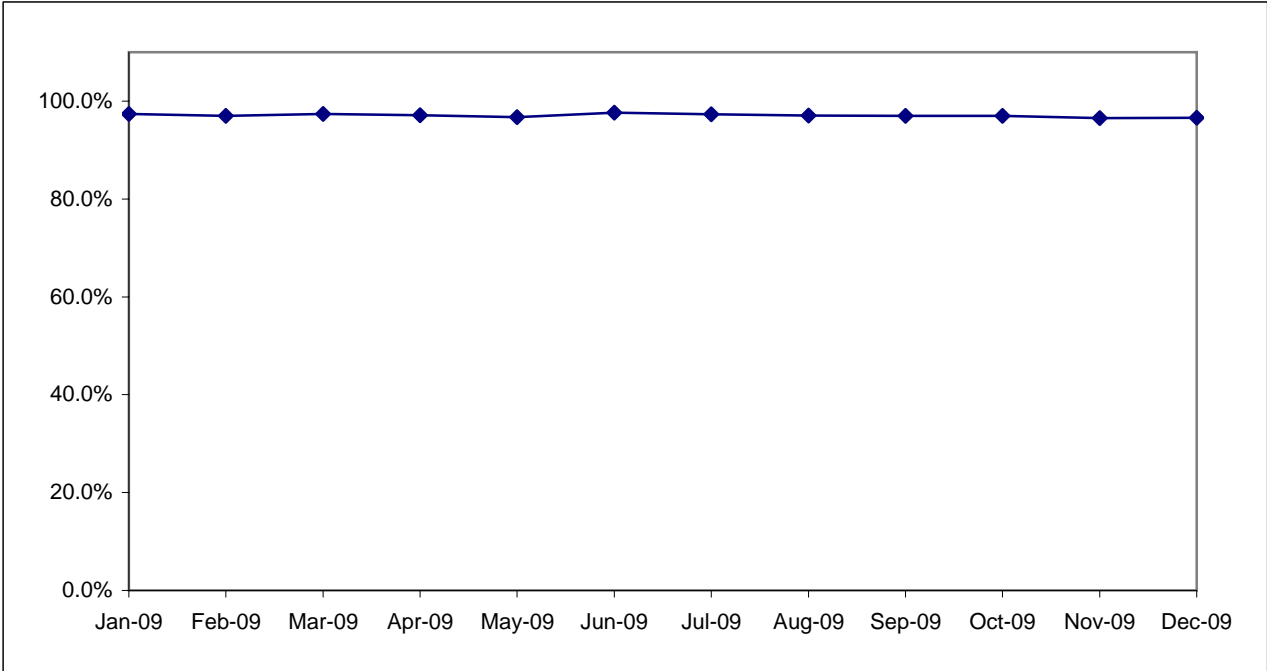
# ATTENDANCE

## MAINTENANCE ATTENDANCE

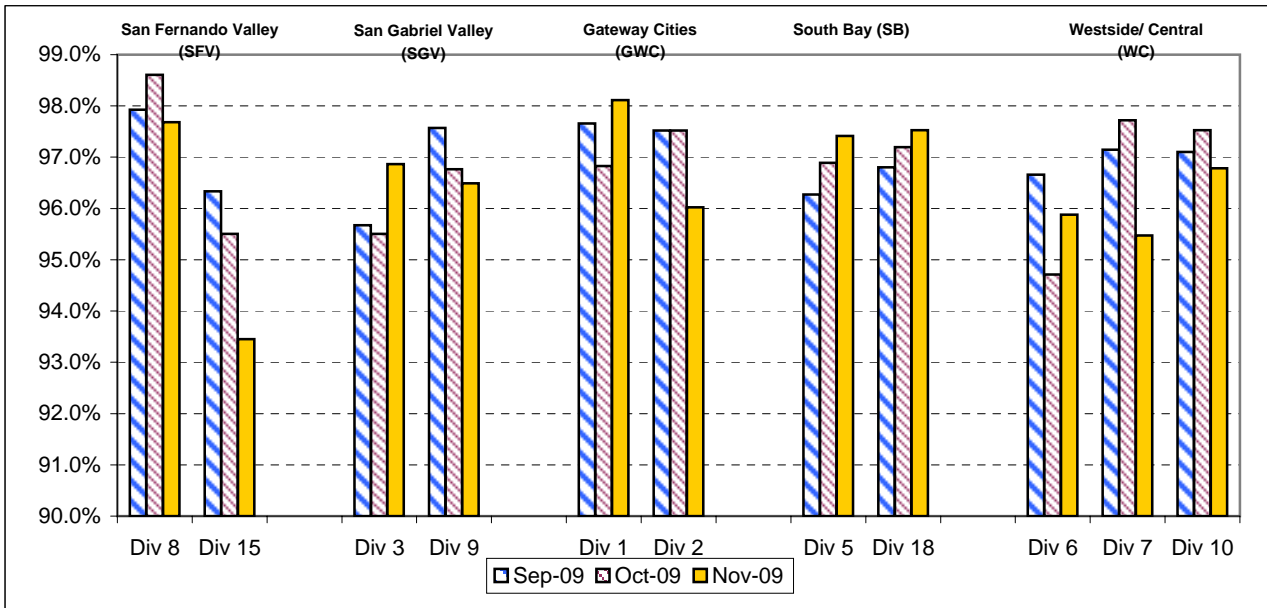
**Definition:** Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

### Systemwide Trend



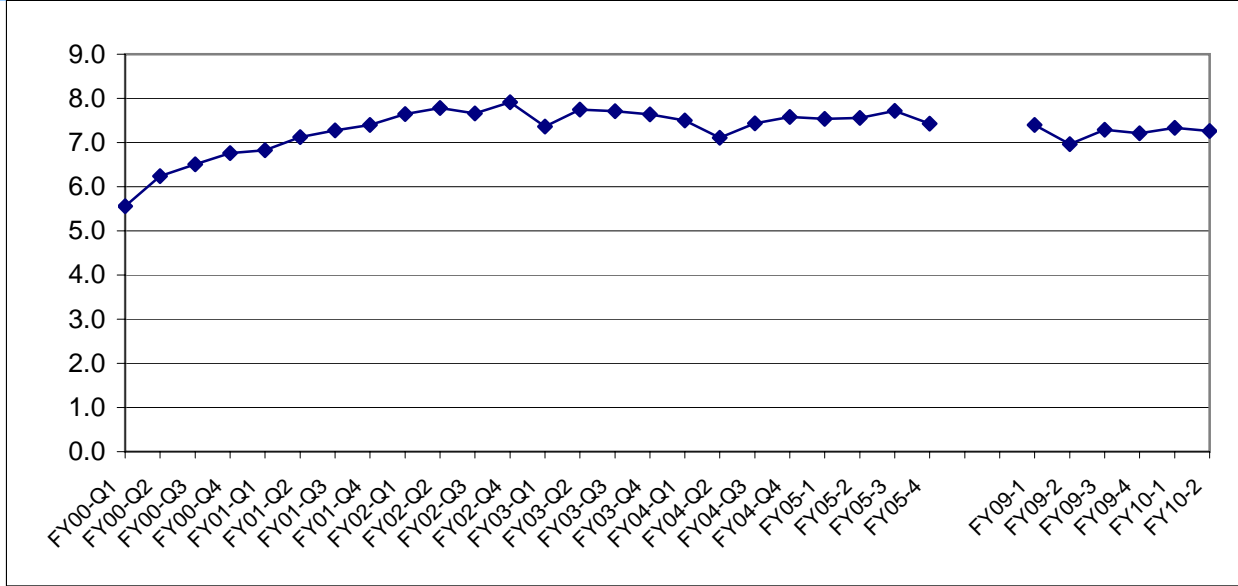
### Maintenance Attendance - By Sectors' Divisions (By Current Month) October - December 2009



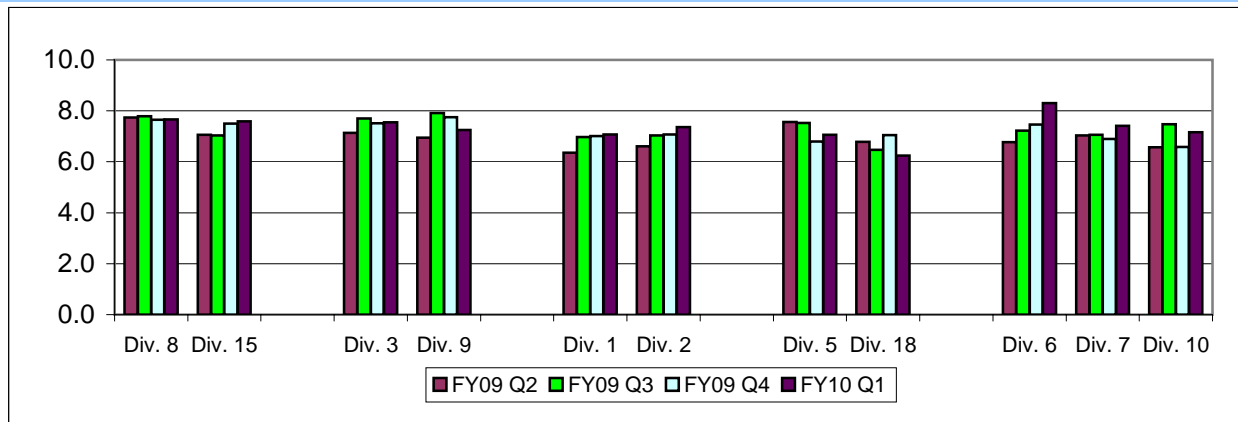
## BUS CLEANLINESS

**Definition:** A team of three Quality Assurance Warranty Equipment Mechanics 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 FY09 Q2 - FY10 Q1



# SAFETY PERFORMANCE

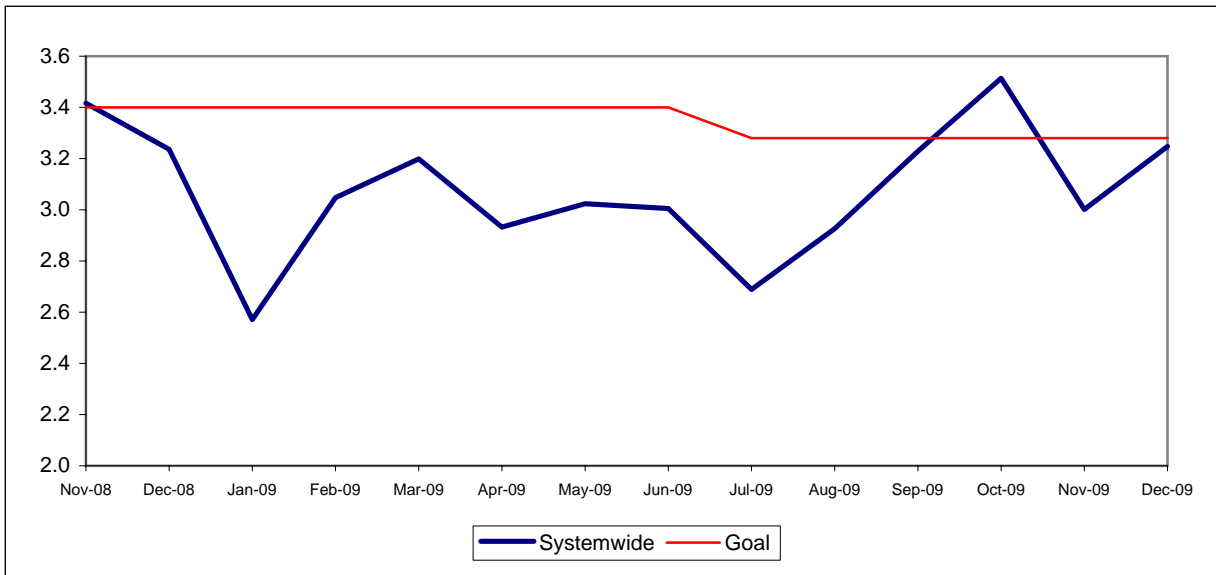
## BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

**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.

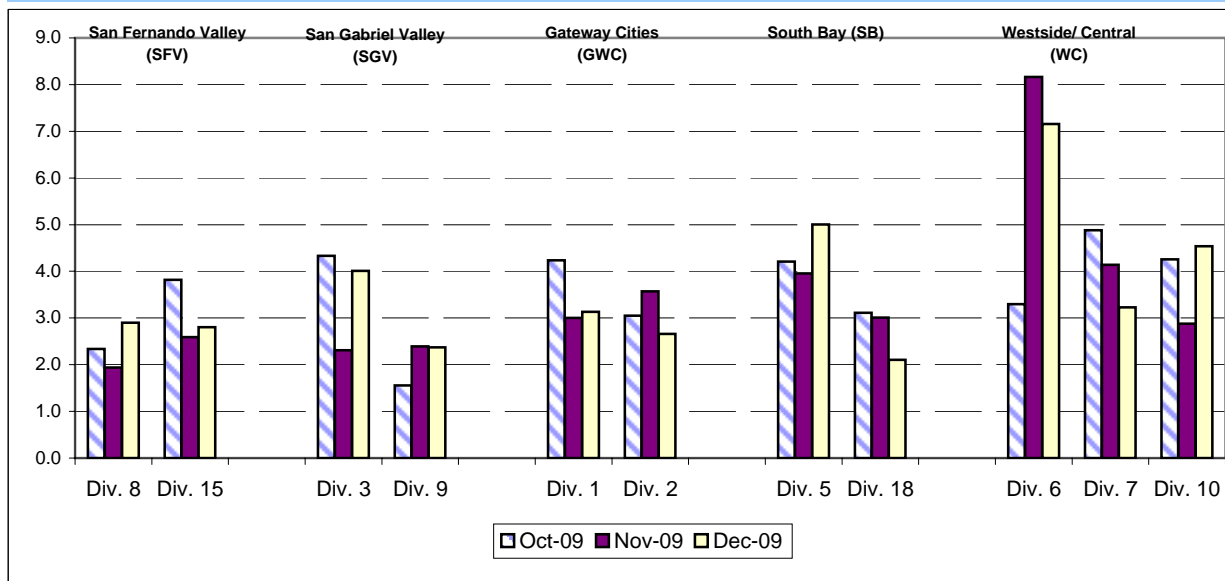
### Systemwide Trend



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 2009

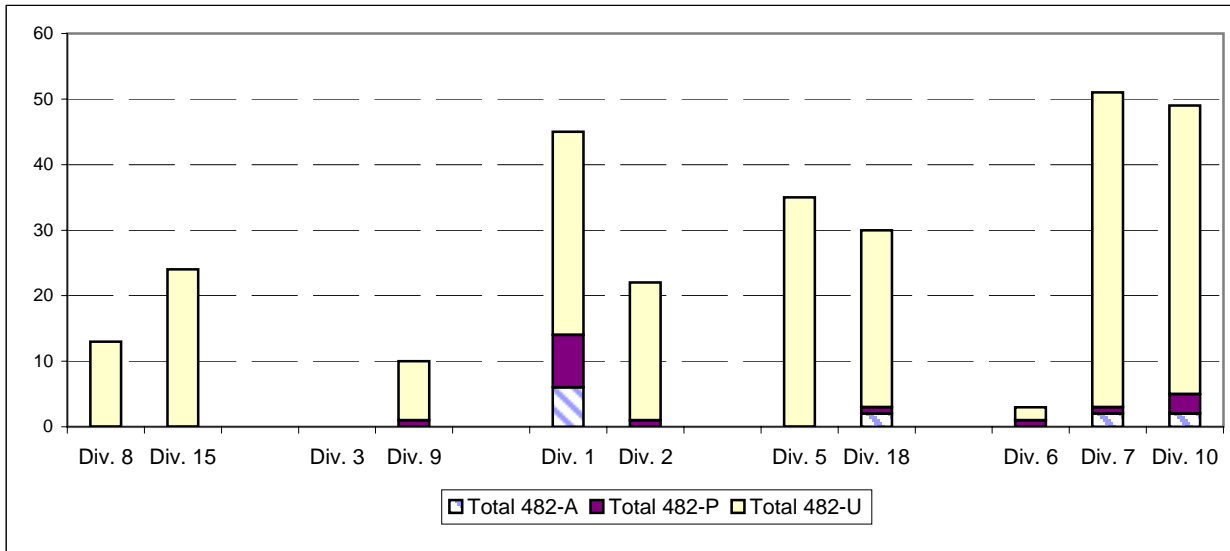


**Number of 482 Accidents in Vehicle Accident Management System (VAMS) Download by Avoidable (A), Pending (P) or Unavoidable (U) Bus Operating Divisions - by Sectors' Divisions**

**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.

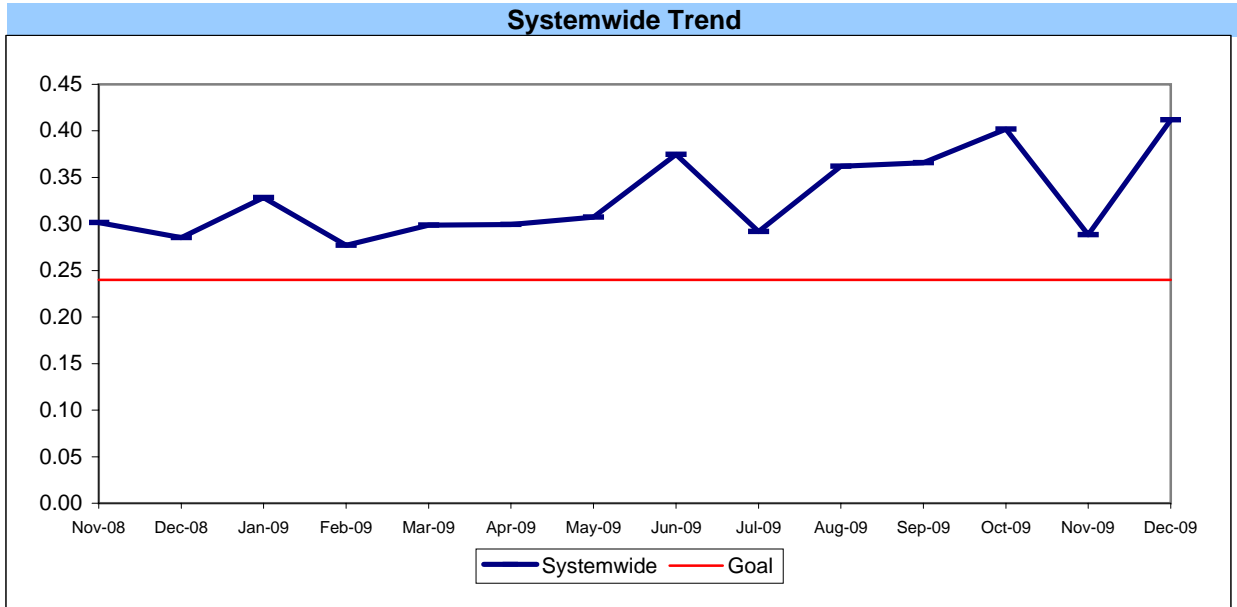
NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.



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

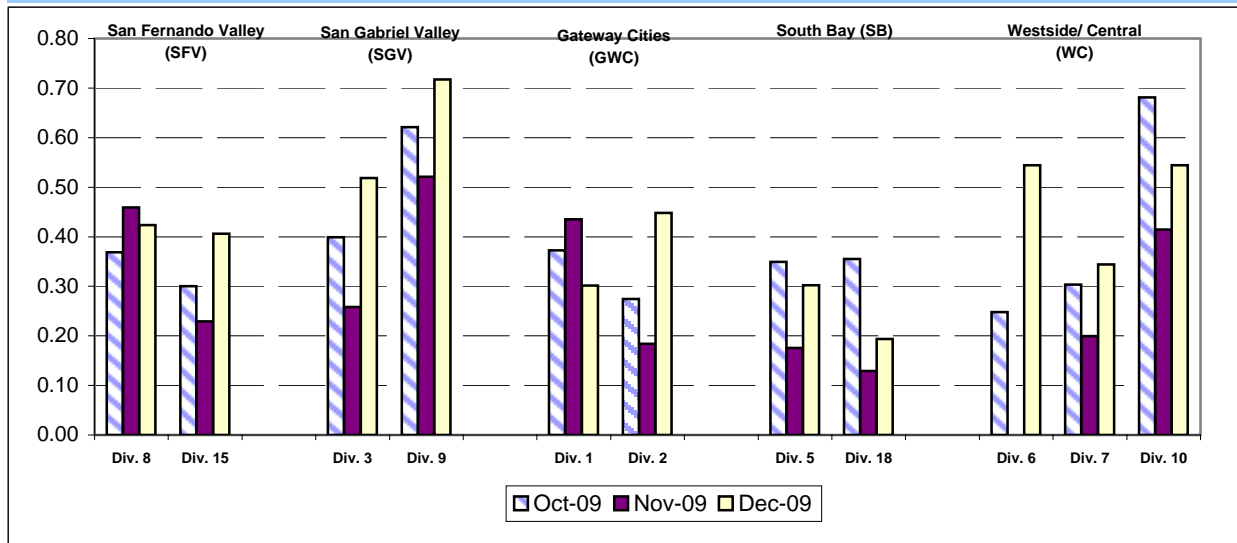
**Definition:** Average number of Passenger Accidents for every 100,000 Boardings. This indicator measures system safety.

**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  
October - December 2009**



**Safety Performance Continued**

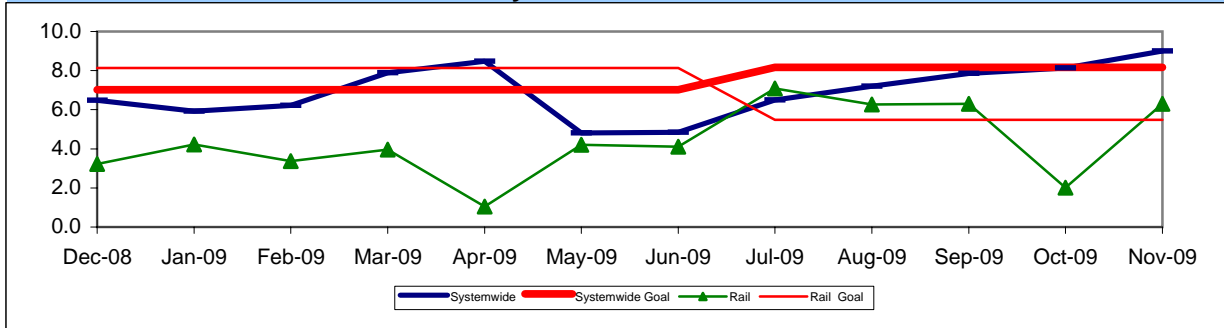
**OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA) RECORDABLE INJURIES PER 200,000 EXPOSURE HOURS**

**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)

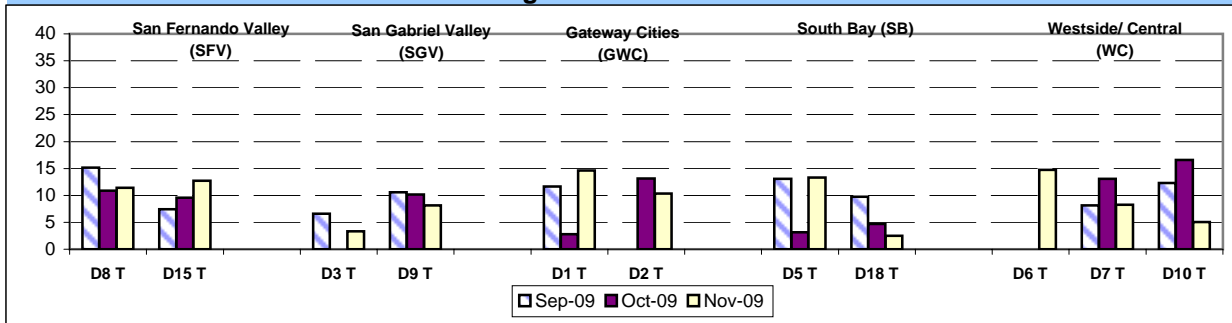
One month lag from current month

**OSHA Systemwide Trend and Rail**

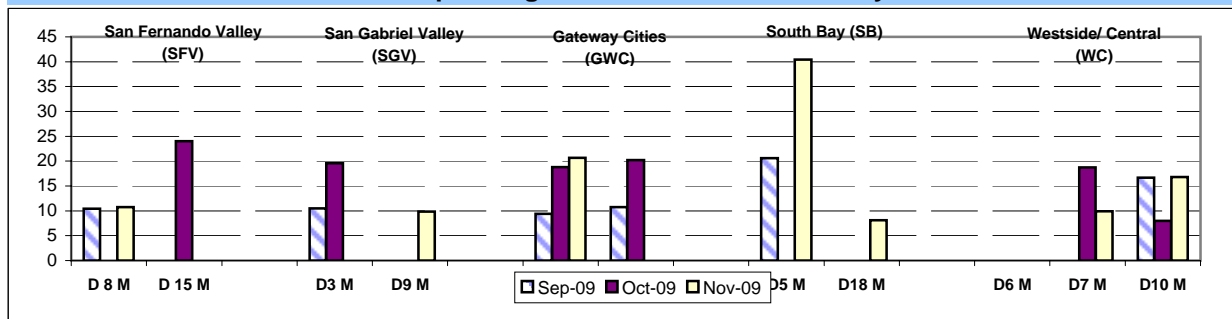


Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of injuries and late filing of reports.

**OSHA: Bus Operating Transportation Divisions - by Sectors' August - October 2009**



**OSHA: Bus Operating Maintenance Divisions - by Sectors'**





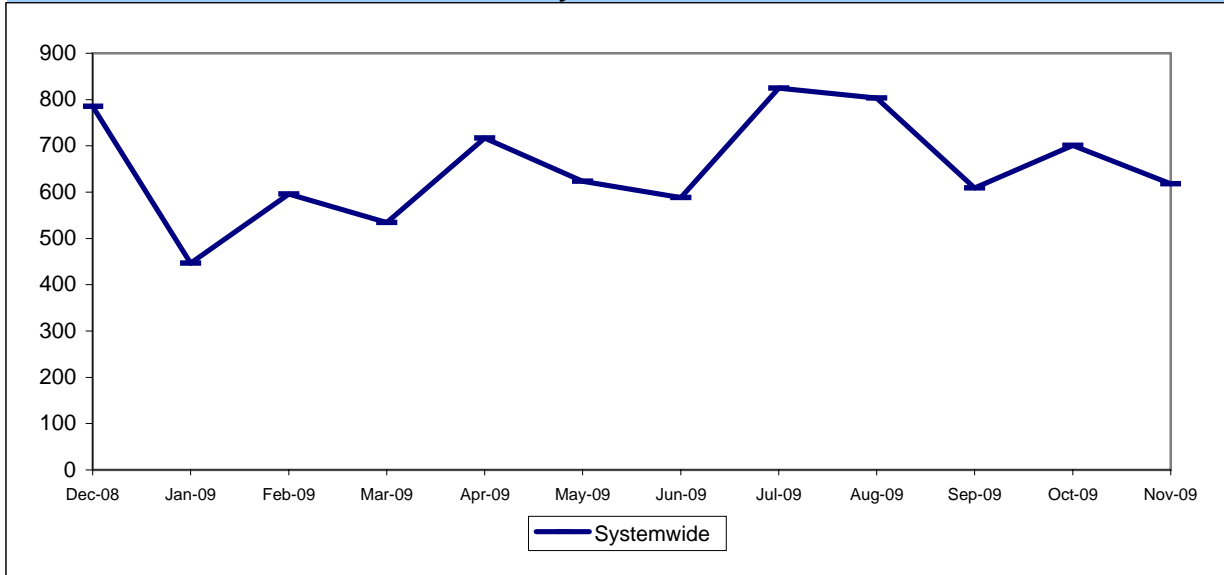
**LOST WORK DAYS (LWD) PAID PER 200,000 EXPOSURE HOURS**

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

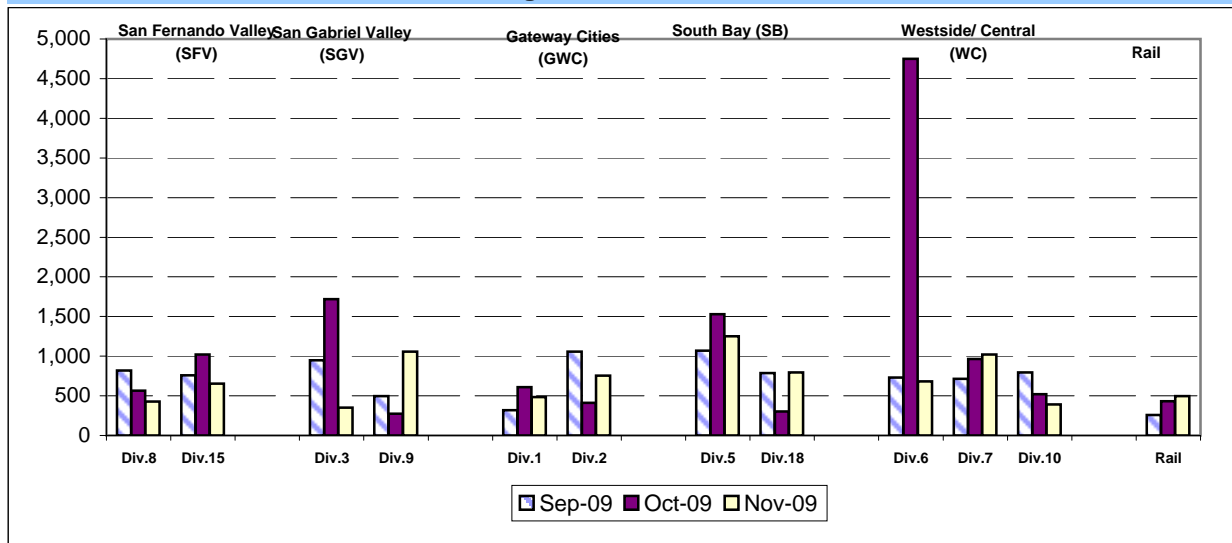
**Calculation:** (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number

One month lag from current month

**LWD Systemwide Trend**



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

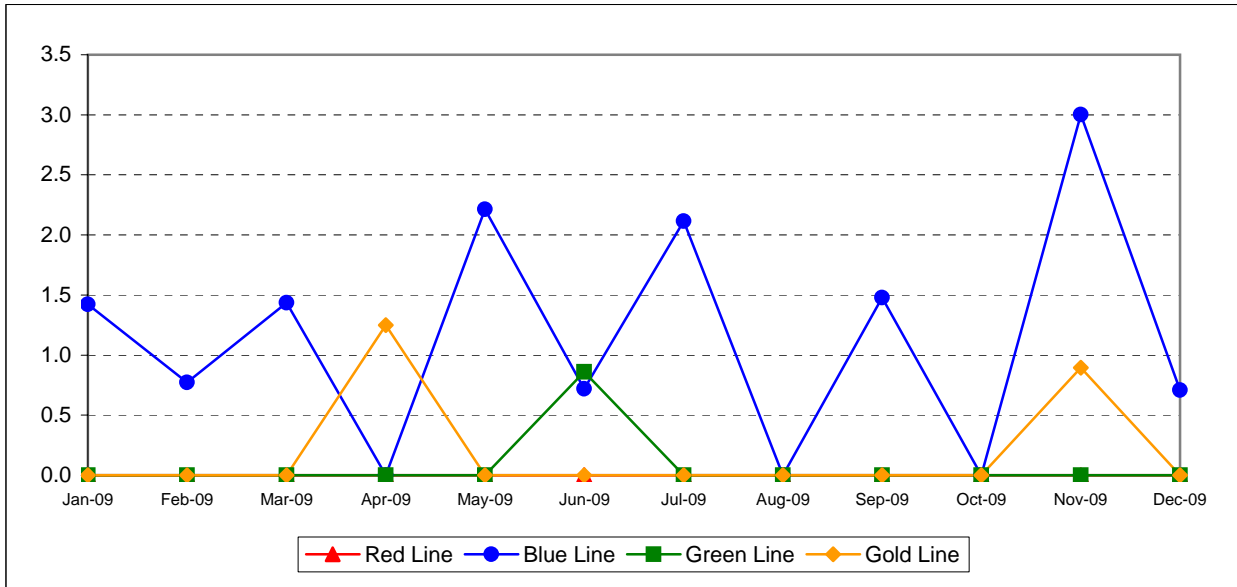


Safety Performance Continued

**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.

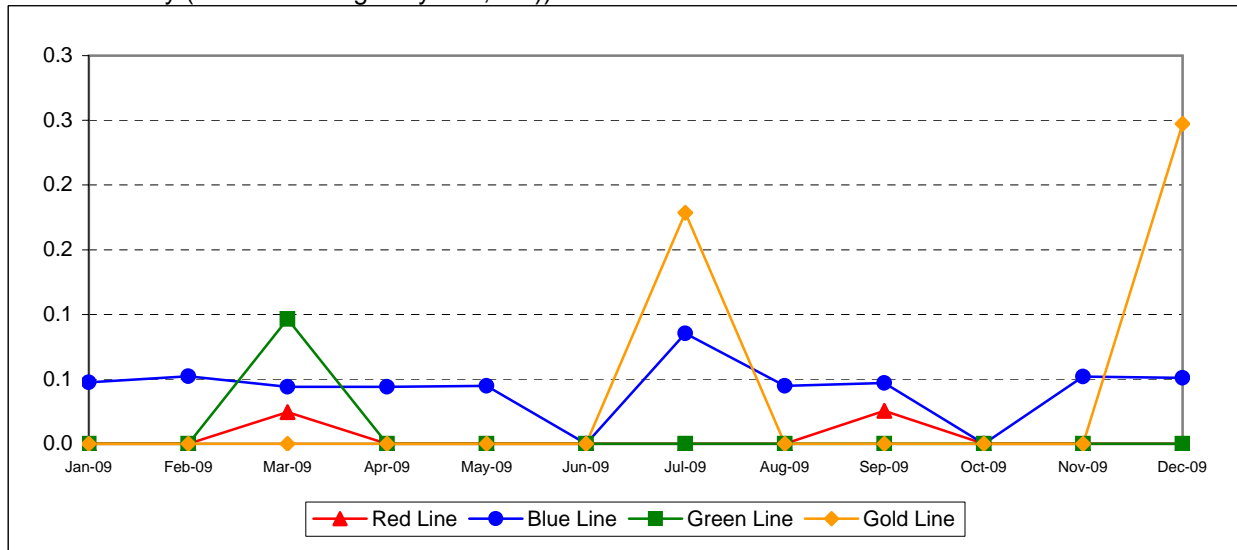
**Calculation:** Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



**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))



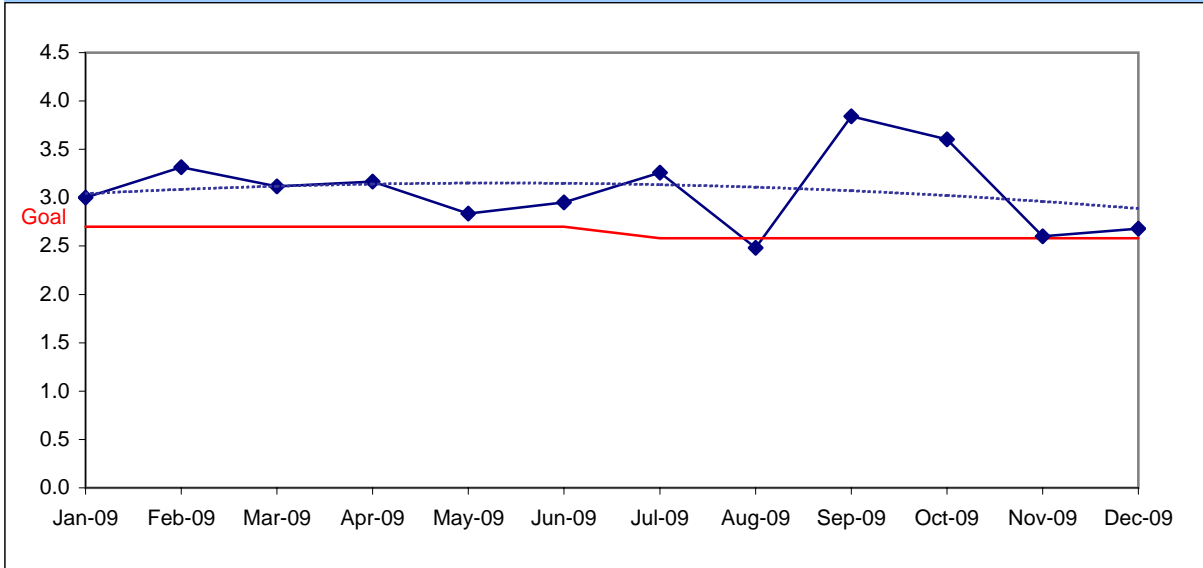
## CUSTOMER SATISFACTION

### COMPLAINTS PER 100,000 BOARDINGS

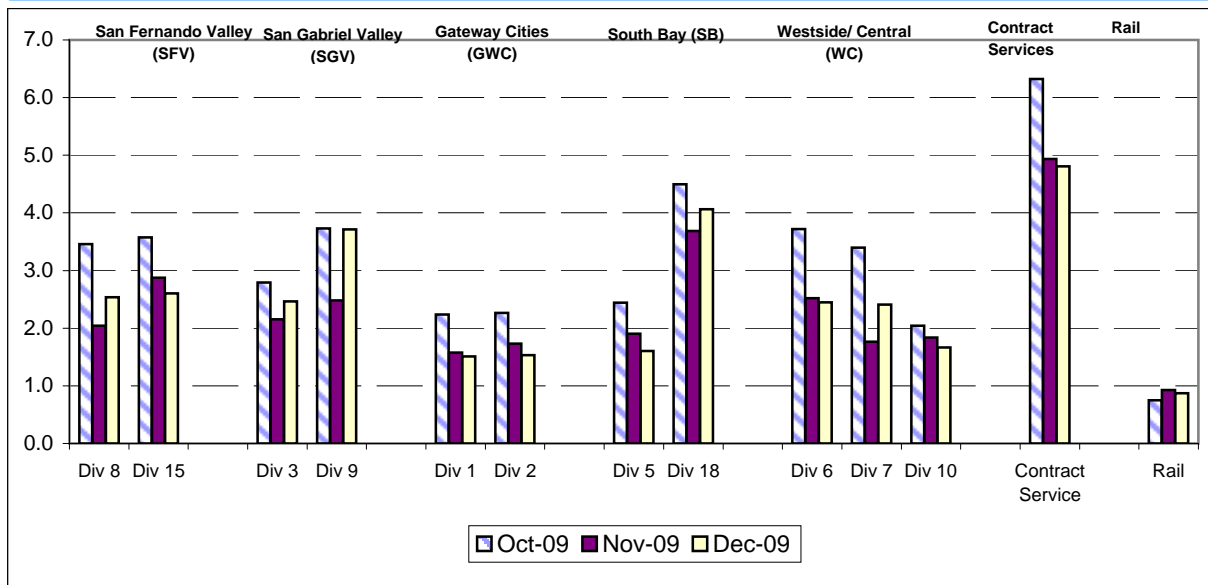
**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

#### Systemwide Trend



#### Bus Operating Divisions - by Sectors' Divisions October - December 2009



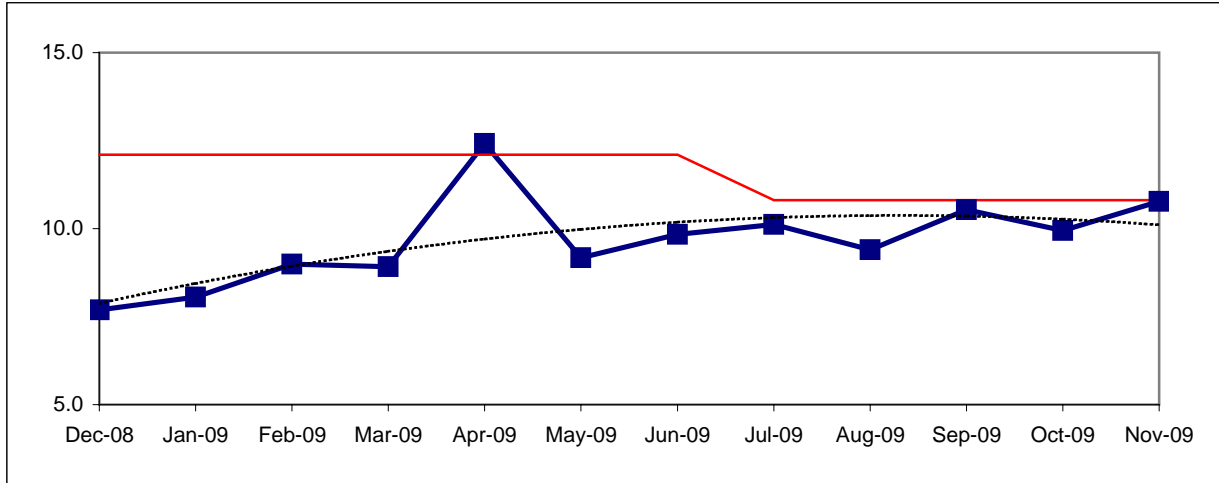
## WORKERS COMPENSATION CLAIMS

### 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

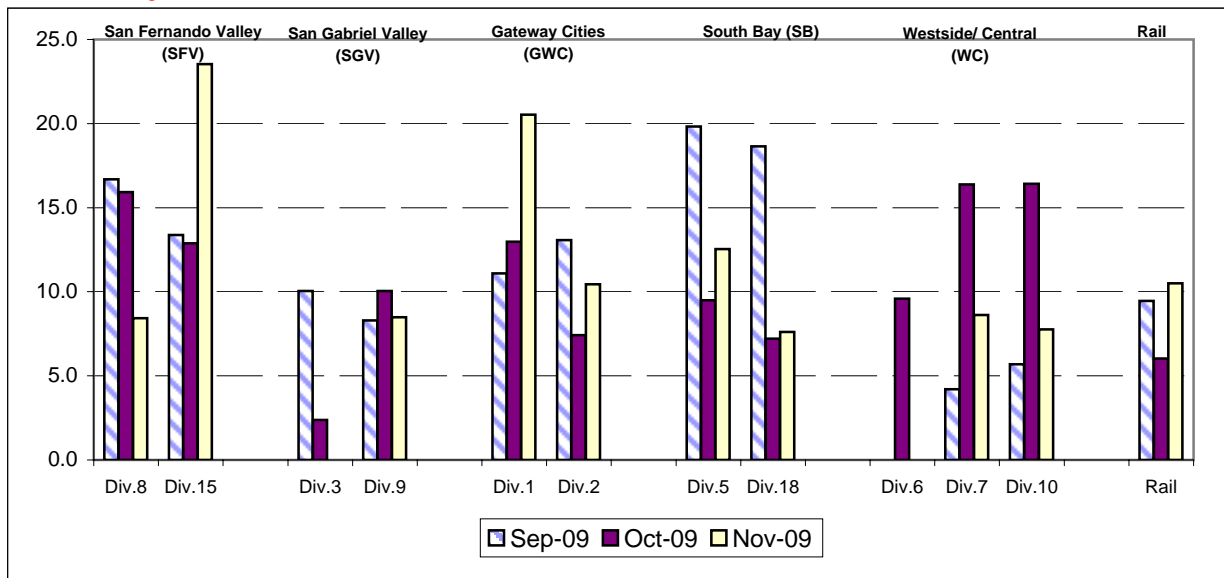
#### NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

**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 September - November 2009

One month lag from current month



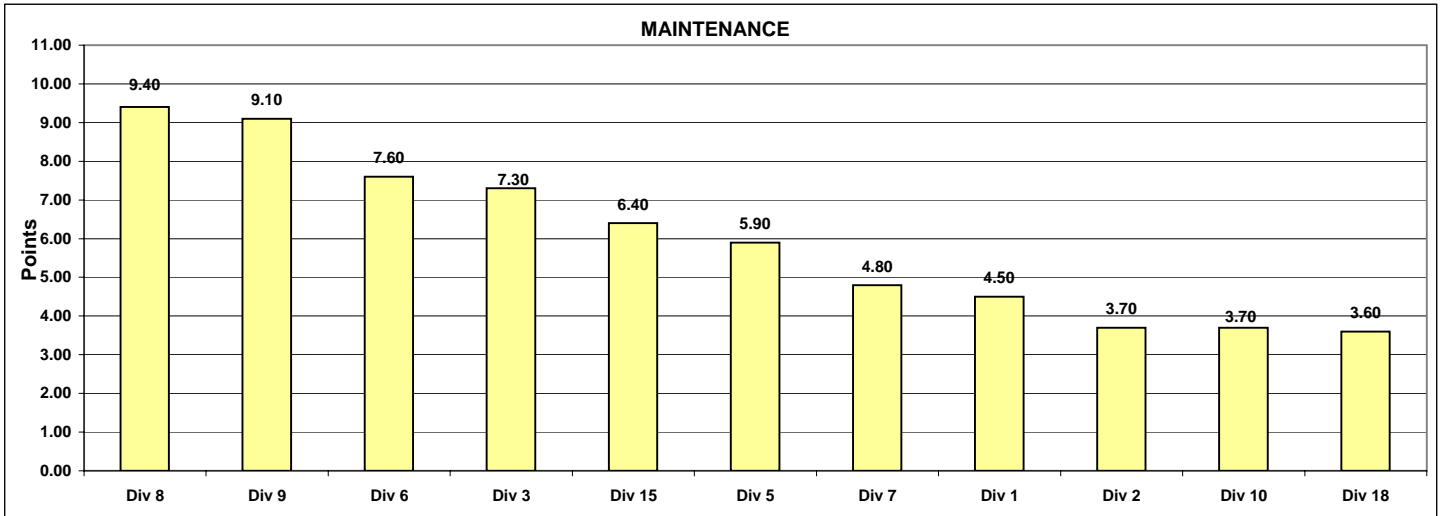
**"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM**

**Monthly Calculations - December 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%	1423.7	1510.2	1549.1	1848.4	1888.2	1420.2	2759.6	2723.8	1234.3	1751.3	1261.0
Points		4	5	6	8	9	3	11	10	1	7	2
Attendance	20%	0.98909	0.95754	0.98038	0.96663	0.95490	0.98303	0.96679	0.97619	0.98555	0.94752	0.96555
Points		11	3	8	5	2	9	6	7	10	1	4
New WC Claims /200,000 Exp Hrs*	30%	31.0325	21.6003	0.0000	20.2190	0.0000	9.9356	0.0000	0.0000	16.8062	0.0000	8.0881
Points		1	2	9	3	9	5	9	9	4	9	6
*One month lag												
<b>Totals</b>		<b>4.50</b>	<b>3.70</b>	<b>7.30</b>	<b>5.90</b>	<b>7.60</b>	<b>4.80</b>	<b>9.40</b>	<b>9.10</b>	<b>3.70</b>	<b>6.40</b>	<b>3.60</b>
<b>FINAL RANKING Maintenance Division Ranking (Sorted)</b>												
	DIV.	Div 8	Div 9	Div 6	Div 3	Div 15	Div 5	Div 7	Div 1	Div 2	Div 10	Div 18
	Score	9.40	9.10	7.60	7.30	6.40	5.90	4.80	4.50	3.70	3.70	3.60
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th

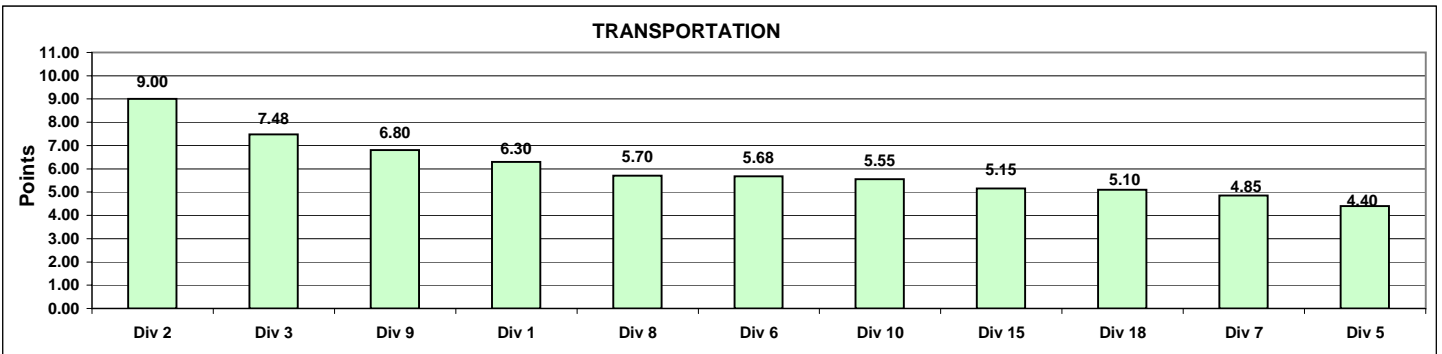


**Monthly Calculations - December 2009**  
**Metro Bus - Transportation**

**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%	0.7625	0.7753	0.7736	0.6702	0.7057	0.6939	0.7329	0.7561	0.7061	0.7505	0.6517
Points		9	11	10	2	4	3	6	8	5	7	1
Miles Between Total Road Calls	10%	1423.6891	1510.1725	1549.1337	1848.4144	1888.1865	1420.1670	2759.6404	2723.8164	1234.3156	1751.2517	1260.9764
Points		4	5	6	8	9	3	11	10	1	7	2
Accident Rate	25%	3.1295	2.6605	4.0077	5.0067	7.1569	3.2251	2.8989	2.3750	4.5408	2.8026	2.1038
Points		6	9	4	2	1	5	7	10	3	8	11
Complaints/100K Boardings	15%	1.5088	1.5309	2.4642	1.6027	2.4501	2.4078	2.5395	3.7138	1.6636	2.6058	4.0644
Points		11	10	5	9	6	7	4	2	8	3	1
New WC Claims /200,000 Exp Hrs*	25%	17.5615	6.8871	0.0000	9.9959	0.0000	8.2520	11.4145	10.8296	5.0465	30.5972	7.4615
Points		2	8	11	5	11	6	3	4	9	1	7
*One month lag												
<b>Totals</b>		<b>6.30</b>	<b>9.00</b>	<b>7.48</b>	<b>4.40</b>	<b>5.68</b>	<b>4.85</b>	<b>5.70</b>	<b>6.80</b>	<b>5.55</b>	<b>5.15</b>	<b>5.10</b>
<b>FINAL RANKING</b>												
	DIV.	Div 2	Div 3	Div 9	Div 1	Div 8	Div 6	Div 10	Div 15	Div 18	Div 7	Div 5
	Score	9.00	7.48	6.80	6.30	5.70	5.68	5.55	5.15	5.10	4.85	4.40
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



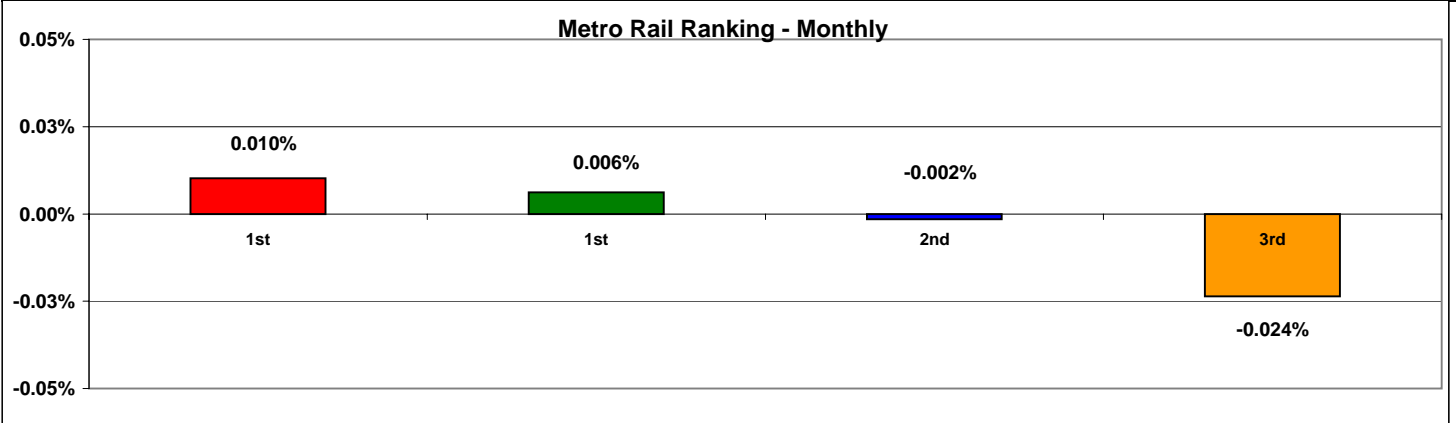
**Monthly Calculations - December 2009**  
**Metro Rail**

**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		
	Dec-08	Dec-09	Yearly Improvement	Dec-08	Dec-09	Yearly Improvement	Dec-08	Dec-09	Yearly Improvement	Dec-08	Dec-09	Yearly Improvement
<b>Wayside Availability</b>												
Track	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Signals	100.00%	100.00%	0.00%	99.99%	100.00%	0.01%	99.94%	99.99%	0.05%	100.00%	99.99%	-0.01%
Power	99.98%	99.90%	-0.08%	100.00%	100.00%	0.00%	99.99%	100.00%	0.01%	100.00%	100.00%	0.00%
<b>Wayside Performance</b>	<b>99.99%</b>	<b>99.97%</b>	<b>-0.03%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0.00%</b>	<b>99.98%</b>	<b>100.00%</b>	<b>0.02%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0.00%</b>
<b>Vehicle Availability</b>												
Vehicle Performance	99.91%	99.92%	0.01%	99.92%	99.93%	0.01%	99.85%	99.80%	-0.06%	99.93%	99.89%	-0.05%
<b>Operator Availability</b>												
Operators	99.99%	99.99%	0.00%	99.99%	100.00%	0.01%	99.95%	99.98%	0.03%	99.99%	99.99%	0.00%
<b>In-Service Performance</b>												
Rev. Hr. Delivered - Rail	99.90%	99.92%	0.01%	99.90%	99.92%	0.02%	99.74%	99.77%	0.03%	99.92%	99.87%	-0.05%
<b>Total Rail Line Performance</b>	<b>99.95%</b>	<b>99.95%</b>	<b>-0.002%</b>	<b>99.95%</b>	<b>99.96%</b>	<b>0.010%</b>	<b>99.88%</b>	<b>99.89%</b>	<b>0.01%</b>	<b>99.96%</b>	<b>99.94%</b>	<b>-0.024%</b>

Metro Rail Final Ranking (Sorted)				
Rail Line	RED	GREEN	BLUE	GOLD
Score	0.010%	0.006%	-0.002%	-0.024%
Rank	1st	1st	2nd	3rd





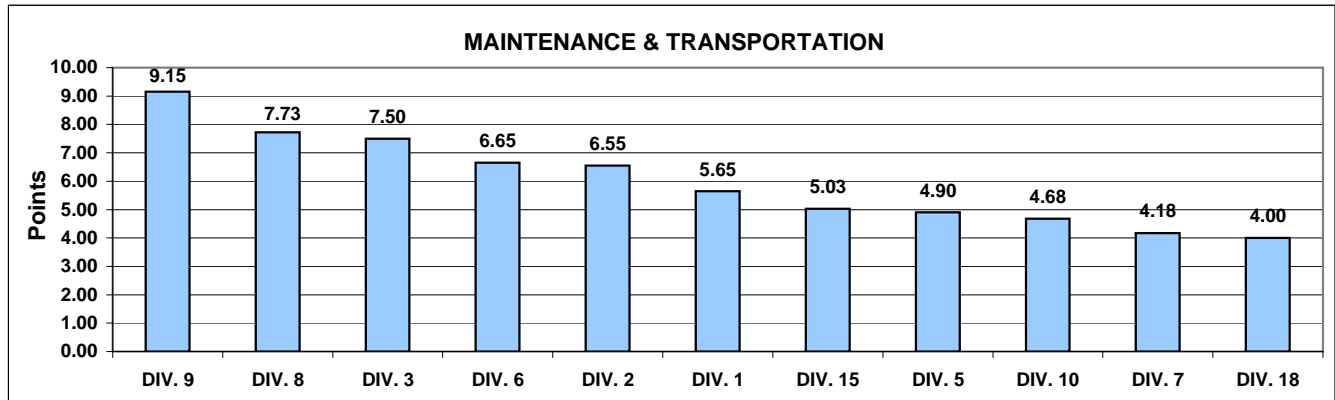
## "HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

### Quarterly Calculations: FY10-Q2 Metro Bus - Maintenance and Transportation

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

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

Maintenance and Transportation												
Maintenance	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Total												
Road Calls	<b>25.0%</b>	1390	1475	1509	1719	1867	1287	2513	2779	1091	1665	1248
Points		4	5	6	8	9	3	10	11	1	7	2
Attendance												
	<b>10.0%</b>	0.9800	0.9658	0.9746	0.9741	0.9543	0.9738	0.9778	0.9782	0.9775	0.9484	0.9721
Points		11	3	7	6	2	5	9	10	8	1	4
Claims /200000												
Exp.Hrs	<b>15.0%</b>	16.1480	10.5472	3.4204	13.3596	0.0000	12.7568	6.9091	0.0000	8.2294	11.0266	7.9470
Points		1	5	9	2	10.5	3	8	10.5	6	4	7
*One month Lag: Sep - Nov 09												
Transportation												
In-Service On-Time												
Performance	<b>12.5%</b>	0.7572	0.7677	0.7479	0.6621	0.6771	0.6766	0.7277	0.7466	0.6935	0.7394	0.6523
Points		10	11	9	2	4	3	6	8	5	7	1
Miles Between Total												
Road Calls	<b>5.0%</b>	1389.8	1475.1	1509.0	1718.5	1867.5	1286.5	2513.2	2779.1	1090.5	1664.7	1248.2
Points		4	5	6	8	9	3	10	11	1	7	2
Accidents/100k Hub												
Miles	<b>12.5%</b>	3.4570	3.0862	3.5511	4.4054	5.9775	4.0862	2.4008	2.1031	3.9004	3.0768	2.7392
Points		6	7	5	2	1	3	10	11	4	8	9
Complaints/100K												
Boardings	<b>7.5%</b>	1.7846	1.8540	2.4789	2.0011	2.9257	2.5523	2.7081	3.3153	1.8542	3.0399	4.0942
Points		11	10	7	8	4	6	5	2	9	3	1
Claims /200000												
Exp.Hrs	<b>12.5%</b>	14.4027	10.1672	4.3372	14.0594	4.6815	8.9724	16.1970	11.3856	10.6099	18.1198	12.0990
Points		3	8	11	4	10	9	2	6	7	1	5
*One month Lag: Sep - Nov 09												
<b>Totals</b>		<b>5.65</b>	<b>6.55</b>	<b>7.50</b>	<b>4.90</b>	<b>6.65</b>	<b>4.18</b>	<b>7.73</b>	<b>9.15</b>	<b>4.68</b>	<b>5.03</b>	<b>4.00</b>
<b>FINAL RANKING Maintenance and Transportation Division Ranking (Sorted)</b>												
	<b>DIV.</b>	<b>DIV. 9</b>	<b>DIV. 8</b>	<b>DIV. 3</b>	<b>DIV. 6</b>	<b>DIV. 2</b>	<b>DIV. 1</b>	<b>DIV. 15</b>	<b>DIV. 5</b>	<b>DIV. 10</b>	<b>DIV. 7</b>	<b>DIV. 18</b>
	<b>Score</b>	<b>9.15</b>	<b>7.73</b>	<b>7.50</b>	<b>6.65</b>	<b>6.55</b>	<b>5.65</b>	<b>5.03</b>	<b>4.90</b>	<b>4.68</b>	<b>4.18</b>	<b>4.00</b>
	<b>Rank</b>	<b>1st</b>	<b>2nd</b>	<b>3rd</b>	<b>4th</b>	<b>5th</b>	<b>6th</b>	<b>7th</b>	<b>8th</b>	<b>9th</b>	<b>10th</b>	<b>11th</b>



**Quarterly Calculations: FY10-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-09	0.03%	0.11%	0.00%	-0.06%
Nov-09	-0.03%	-0.01%	0.07%	0.04%
Dec-09	<u>0.00%</u>	<u>0.01%</u>	<u>0.01%</u>	<u>-0.02%</u>
<b>Quarter Average</b>	<b>0.00%</b>	<b>0.04%</b>	<b>0.02%</b>	<b>-0.02%</b>

**Metro Rail Final Ranking (Sorted)**

Rail Line	RED	GREEN	BLUE	GOLD
Score	0.04%	0.02%	0.00%	-0.02%
Rank	1st	2nd	3rd	4th

