

MAR 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 Target	FY09 YTD	Mar. Month	Status
Bus Systemwide									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)			3,274	3,532	3,137	3,500	3,138	3,150	Yellow
No. of unaddressed road calls				1,116*	824		303	17	
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,556	1,220	1,324	Yellow
In-Service On-time Performance**	65.43%	66.50%	64.35%**	63.77%	64.05%	66.15%	65.23%	66.70%	Yellow
Bus Traffic Accidents Per 100,000 Miles					3.47	3.40	3.10	3.18	Green
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.70	2.80	2.72	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.64	13.61	12.27	11.11	11.54	12.10	Feb. YTD 8.90	Feb. 8.99	Green
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up									
SFV Sector									
MMBMF			3,319	3,619	2,938	3,500	3,099	2,925	Yellow
No. of unaddressed road calls				432*	153		11	0	
MMBTRC				1,310	1,222	1,638	1,368	1,518	Yellow
In-Service On-time Performance	67.47%	68.54%	65.19%**	65.60%	67.48%	67.50%	68.36%	69.58%	Green
Bus Traffic Accidents Per 100,000 Miles					2.55	2.89	2.09	2.37	Green
Complaints per 100,000 Boardings	5.45	4.39	3.24	3.00	2.88	3.00	3.07	3.40	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	15.15	13.71	11.75	13.74	12.17	13.50	Feb. YTD 11.79	Feb. 15.90	Green
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up									
Division 8									
MMBCMF			3,836	3,912	2,944	3,500	3,566	2,873	Green
No. of unaddressed road calls				258*	100		0	0	
MMBTRC				1,537	1,333	1,922	1,636	1,653	Yellow
In-Service On-time Performance	69.12%	69.78%	68.23%	67.48%	68.50%	68.00%	68.83%	68.37%	Green
Bus Traffic Accidents Per 100,000 Miles					1.99	2.77	1.79	2.02	Green
Complaints per 100,000 Boardings	5.09	4.17	3.37	2.75	2.64	2.80	2.98	3.97	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	19.15	16.77	13.81	16.14	15.03	15.00	Feb. YTD 10.41	Feb. 25.49	Green
Division 15									
MMBCMF			2,996	3,420	2,933	3,500	2,825	2,965	Yellow
No. of unaddressed road calls				174*	53		11	0	
MMBTRC				1,175	1,151	1,469	1,220	1,432	Yellow
In-Service On-time Performance	66.62%	67.84%	63.84%**	64.41%	66.85%	67.00%	68.08%	70.28%	Green
Bus Traffic Accidents Per 100,000 Miles					2.98	3.00	2.32	2.62	Green
Complaints per 100,000 Boardings	5.70	4.55	3.14	3.16	3.05	3.20	3.14	3.02	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	13.14	12.46	10.41	12.44	10.58	12.00	Feb. YTD 13.31	Feb. 10.27	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.

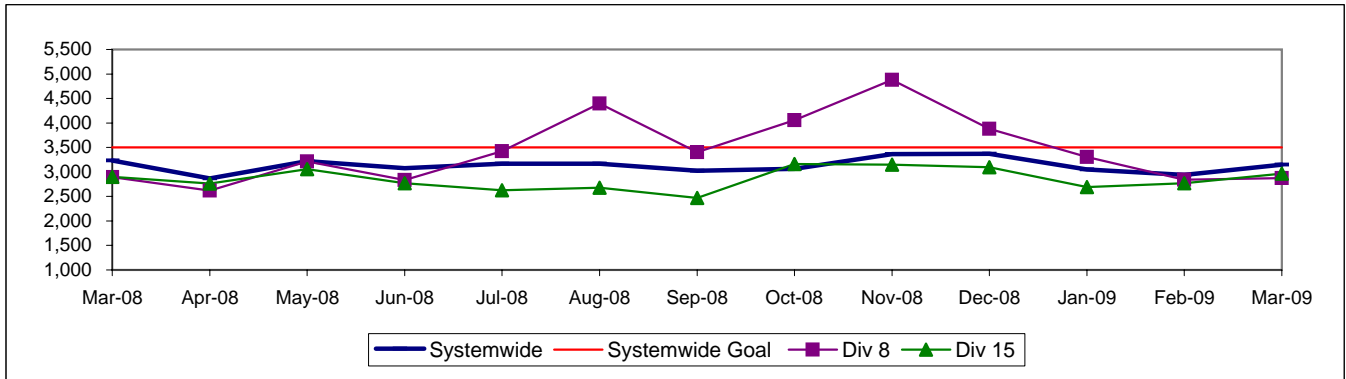
SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

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

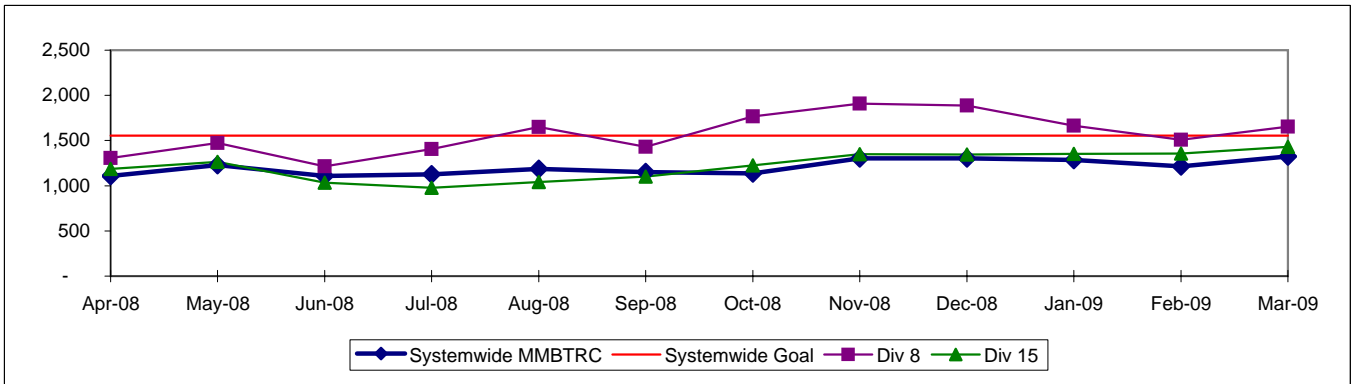


MEAN MILES BETWEEN TOTAL ROADCALLS

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*

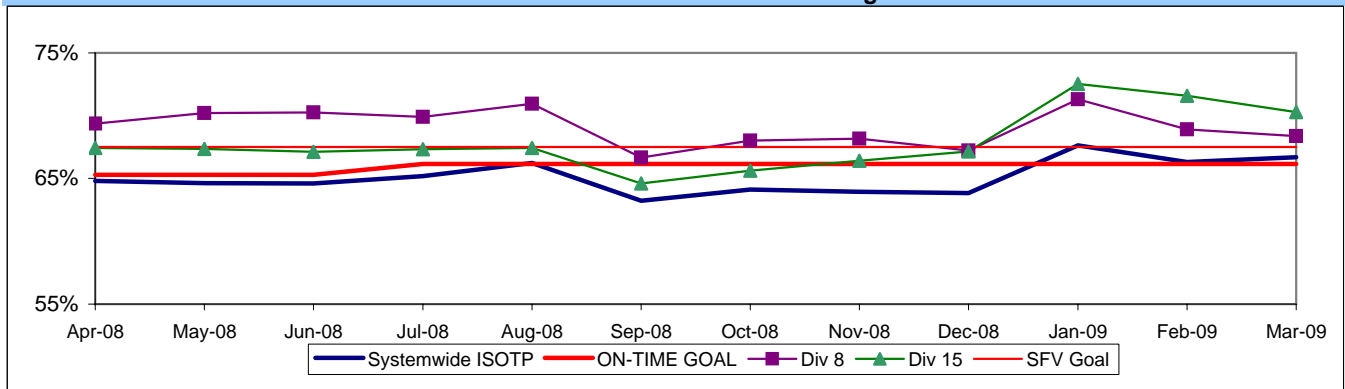
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

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

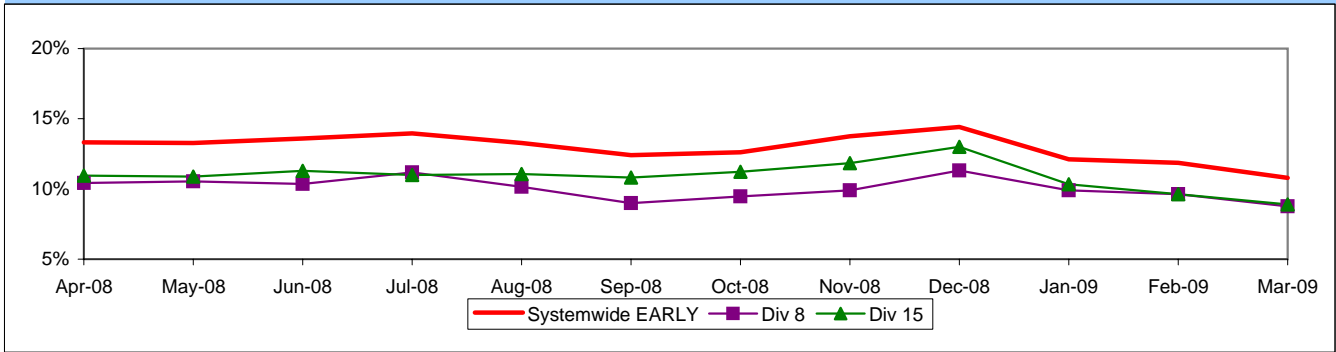
* Division 15 November data not available.

Systemwide and Bus Operating Divisions 8 and 15

ISOTP - 1 Minute Tolerance for Running Hot



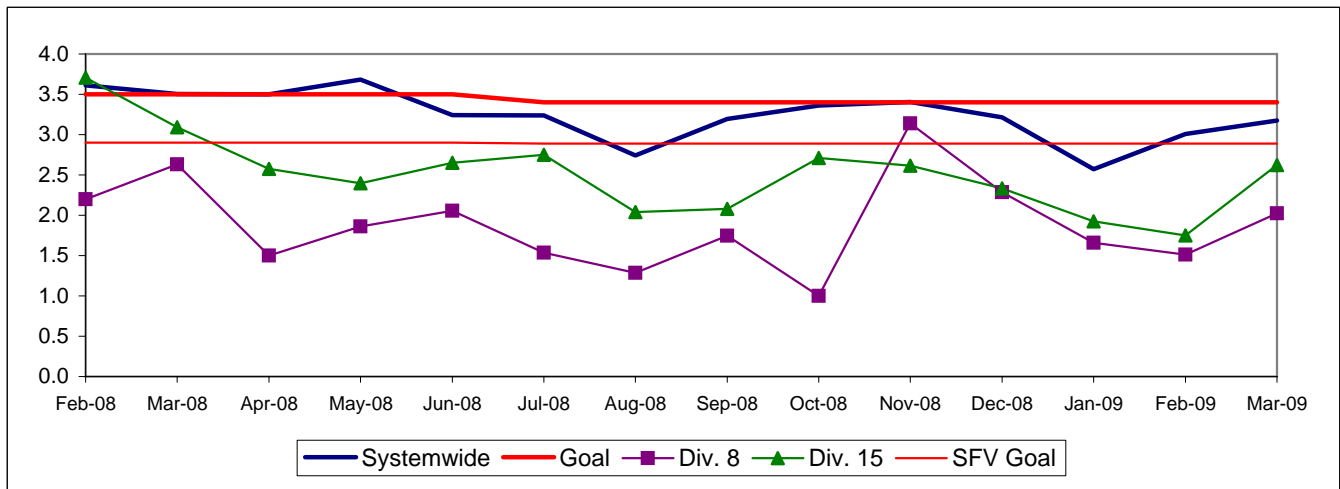
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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))

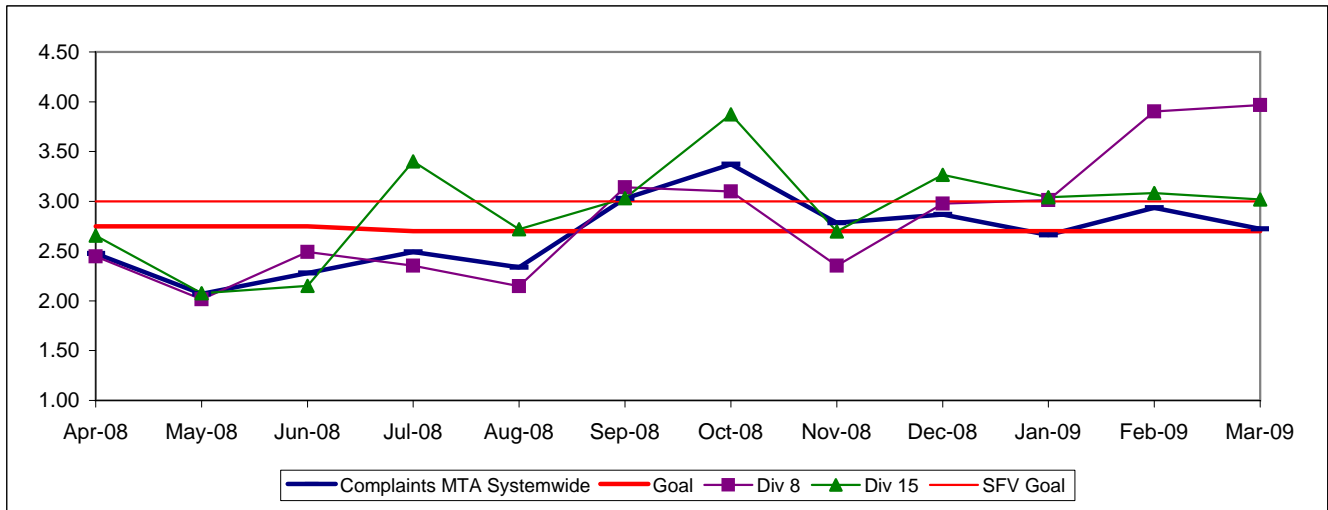


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

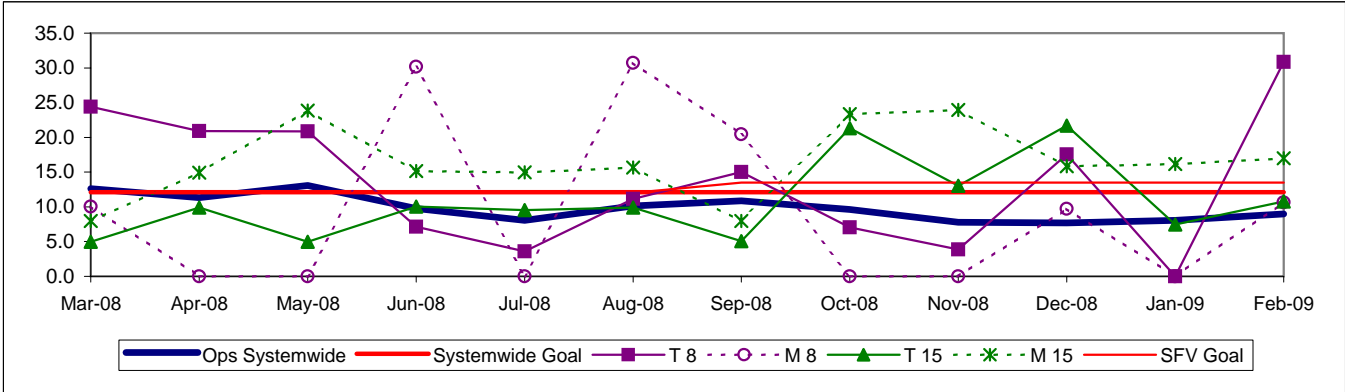


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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.

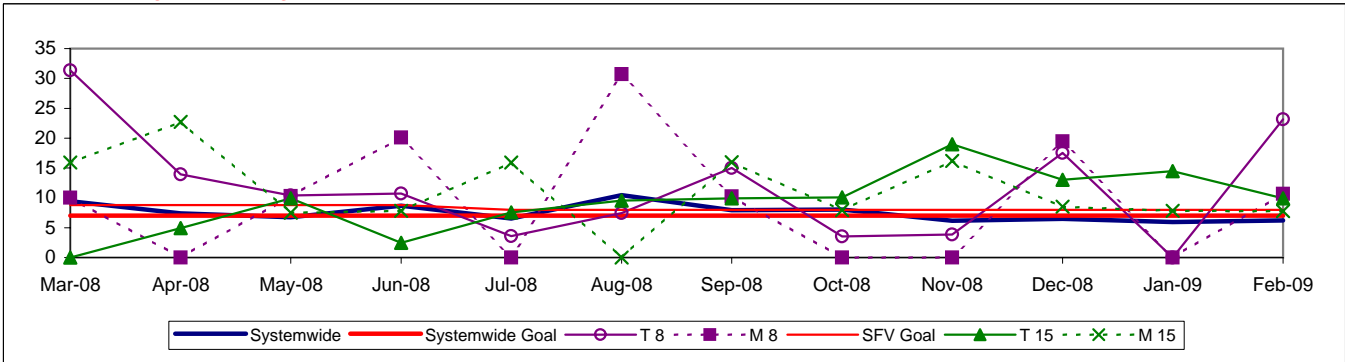


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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.

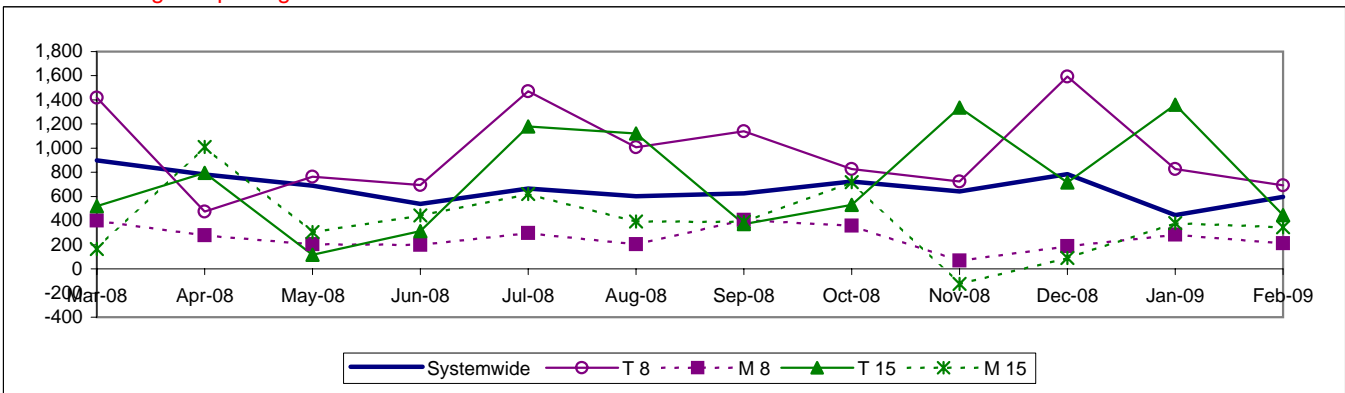


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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 Target	FY09 YTD	Mar. Month	Status
Bus Systemwide									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls			3,274	3,532 1,116*	3,137 824	3,500	3,138 303	3,150 17	Yellow Diamond
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,556	1,220	1,324	Yellow Diamond
In-Service On-time Performance**	65.43%	66.50%	64.35%**	63.77%	64.05%	66.15%	65.23%	66.70%	Yellow Diamond
Bus Traffic Accidents Per 100,000 Miles					3.47	3.40	3.10	3.18	Green Circle
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.70	2.80	2.72	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	12.10	Feb. YTD 8.90	Feb. 8.99	Green Circle
SGV Sector									
MMBMF No. of unaddressed road calls			3,467	3,376 88*	3,300 133	3,500	3,321 69	3,218 1	Yellow Diamond
MMBTRC				1,618	1,516	2,023	1,692	1,856	Yellow Diamond
In-Service On-time Performance	69.98%	70.10%	68.59%	65.85%	66.83%	67%	69.11%	70.32%	Green Circle
Bus Traffic Accidents Per 100,000 Miles					3.20	2.90	2.81	3.29	Green Circle
Complaints per 100,000 Boardings	3.80	2.95	2.18	2.49	2.58	2.50	2.94	2.51	Yellow Diamond
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.12	10.14	12.57	13.35	10.17	10.47	Feb. YTD 12.56	Feb. 12.54	Yellow Diamond
Division 3									
MMBMF No. of unaddressed road calls			2,690	2,838 58*	2,573 45	3,500	2,506 21	2470 0	Yellow Diamond
MMBTRC				1,239	1,132	1,549	1,219	1,382	Yellow Diamond
In-Service On-time Performance	70.80%	71.06%	70.05%	16.54%	66.83%	67%	68.96%	69.64%	Green Circle
Bus Traffic Accidents Per 100,000 Miles					4.24	3.60	3.74	4.47	Yellow Diamond
Complaints per 100,000 Boardings	3.02	2.60	1.83	2.12	2.14	2.10	2.71	2.36	Yellow Diamond
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	12.36	6.68	11.36	10.06	12.81	10.96	Feb. YTD 9.12	Feb. 5.18	Green Circle
Division 9									
MMBMF No. of unaddressed road calls			4,585	4,087 30*	4,119 88	3,500	4,288 48	4,066 1	Green Circle
MMBTRC				2,099	1,989	2,623	2,315	2,430	Yellow Diamond
In-Service On-time Performance	68.16%	68.16%	67.01%	12.52%	66.84%	67%	69.24%	70.94%	Green Circle
Bus Traffic Accidents Per 100,000 Miles					2.46	2.40	2.17	2.48	Green Circle
Complaints per 100,000 Boardings	5.09	5.09	2.61	2.24	2.98	2.90	3.18	2.66	Yellow Diamond
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.75	14.66	14.34	17.30	8.35	8.20	Feb. YTD 15.68	Feb. 19.89	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.

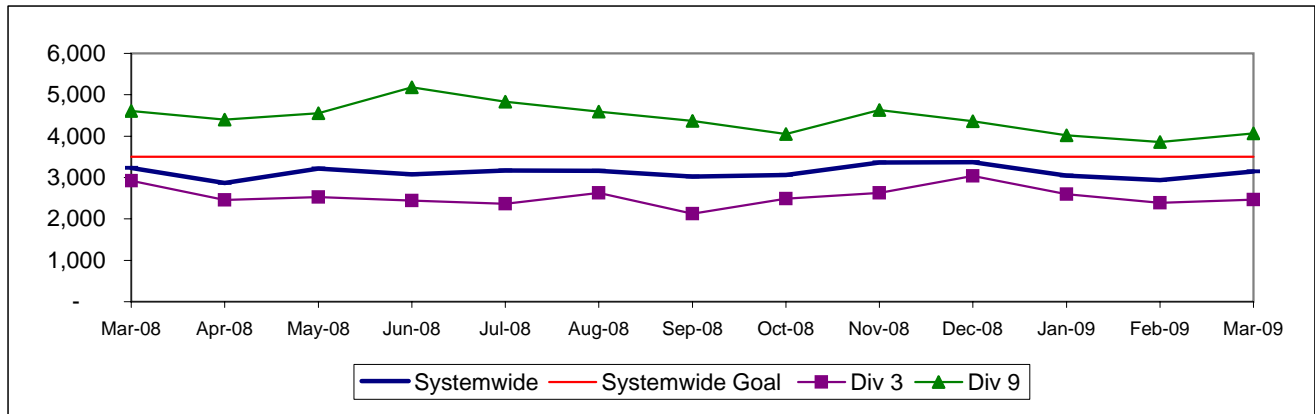
Red - High probability that the target will not be achieved -- significant problems and/or delays.

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.

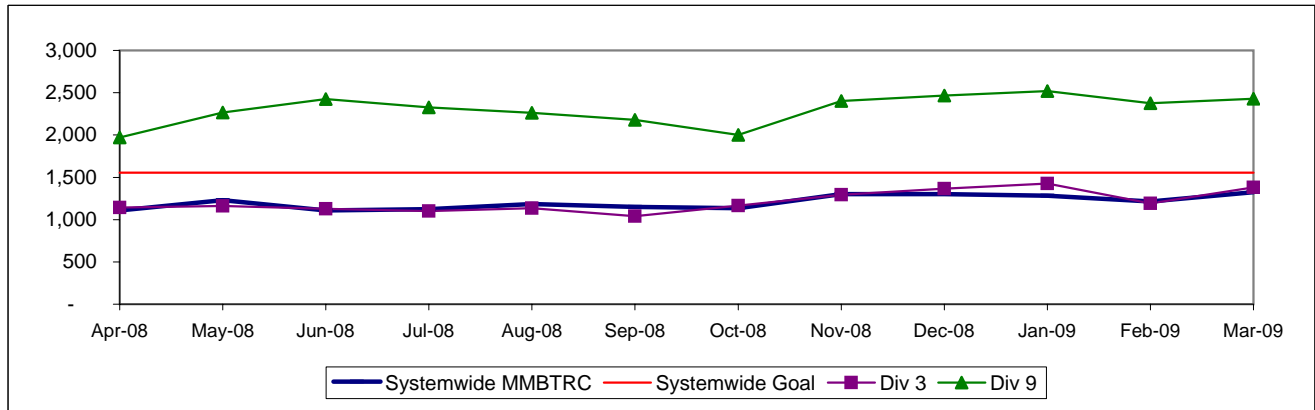
Calculation: MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



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)

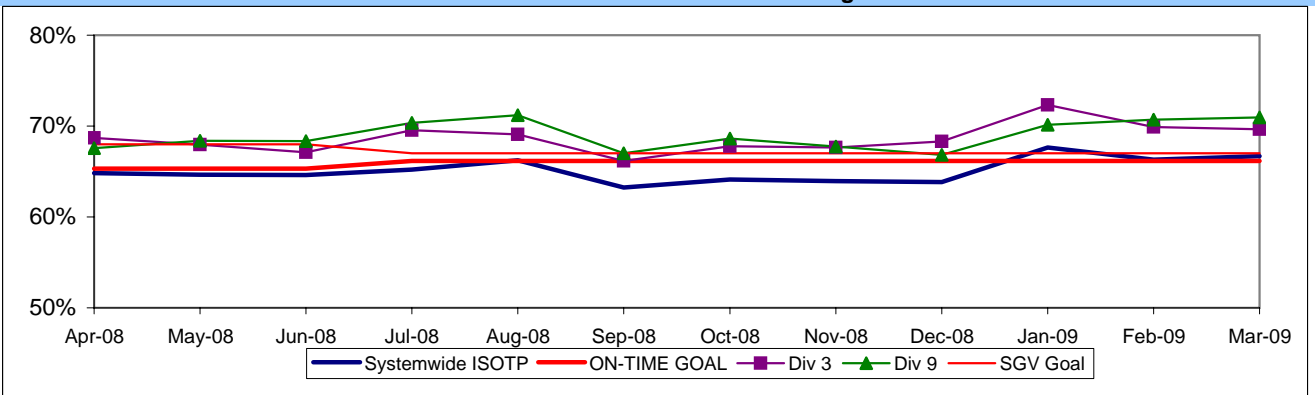


IN-SERVICE ON-TIME PERFORMANCE

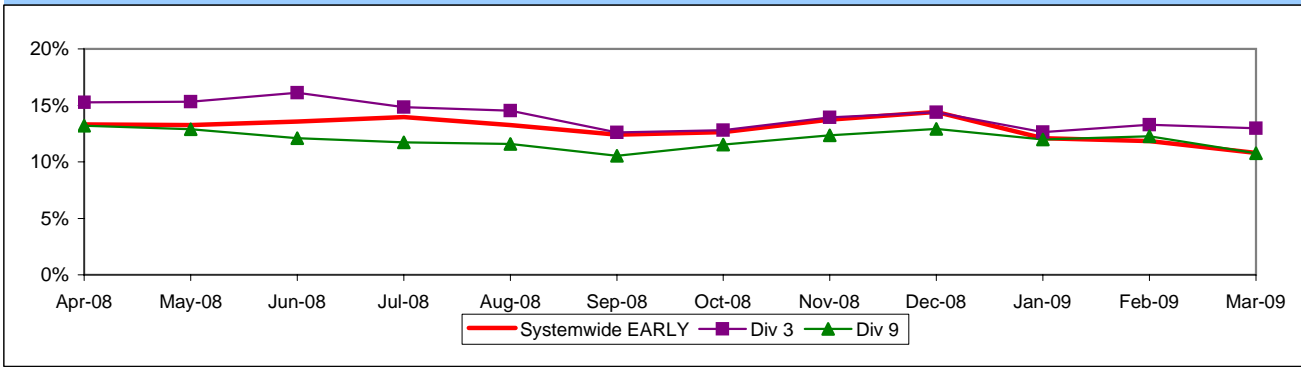
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Calculation: ISOTP% = 1 - ((Number of buses departing early + Number of buses departing more than five minutes late) / (Total buses sampled))

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



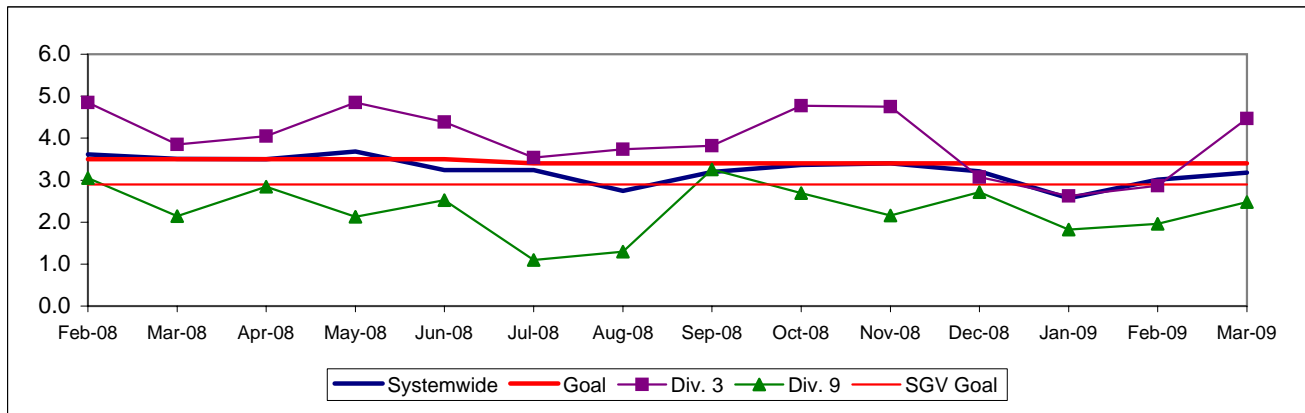
Running Hot - Systemwide and Bus Operating Divisions 3 and 9



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

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

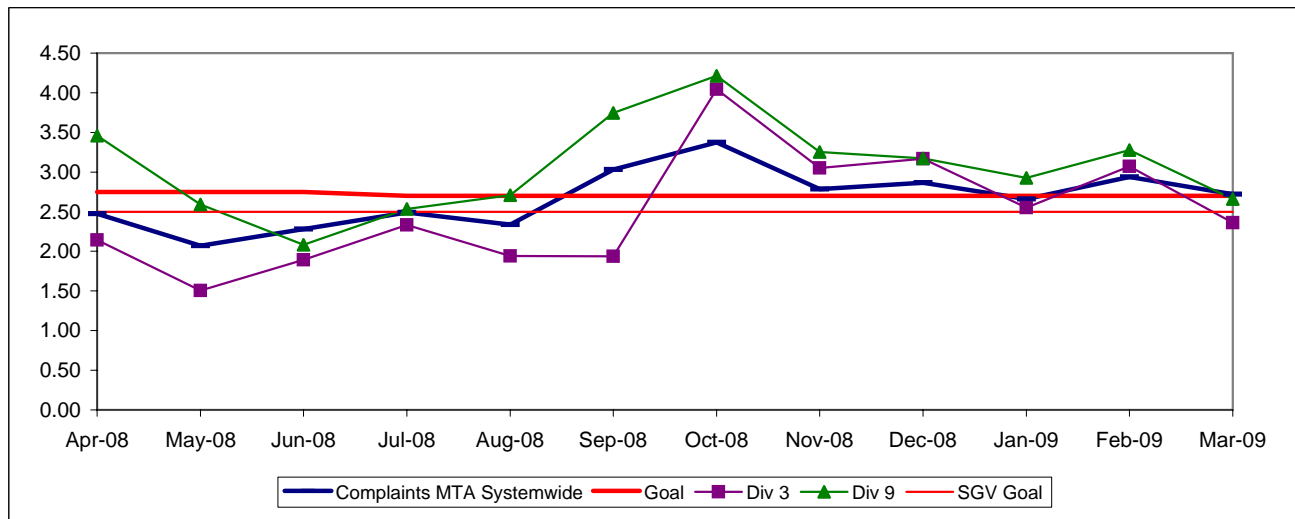


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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

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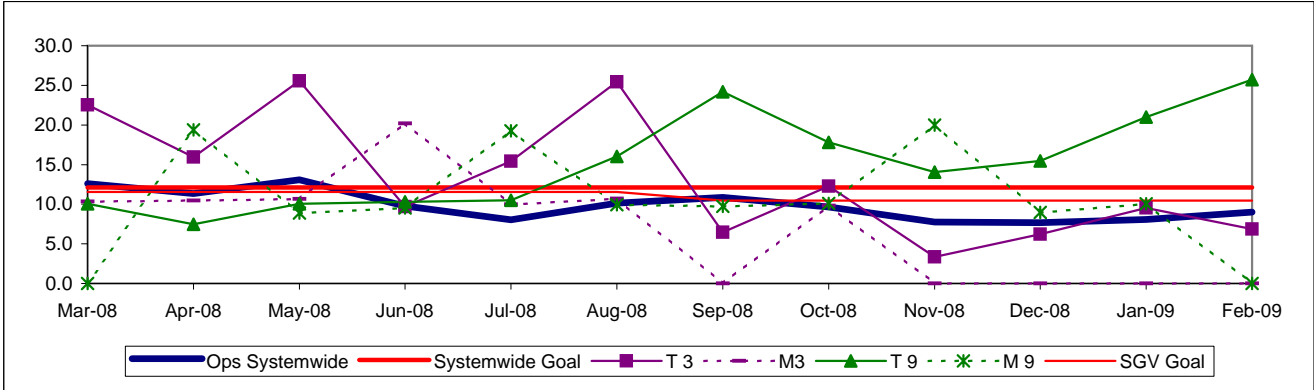


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Systemwide and Bus Operating Divisions 3 and 9

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

One month lag in reporting.

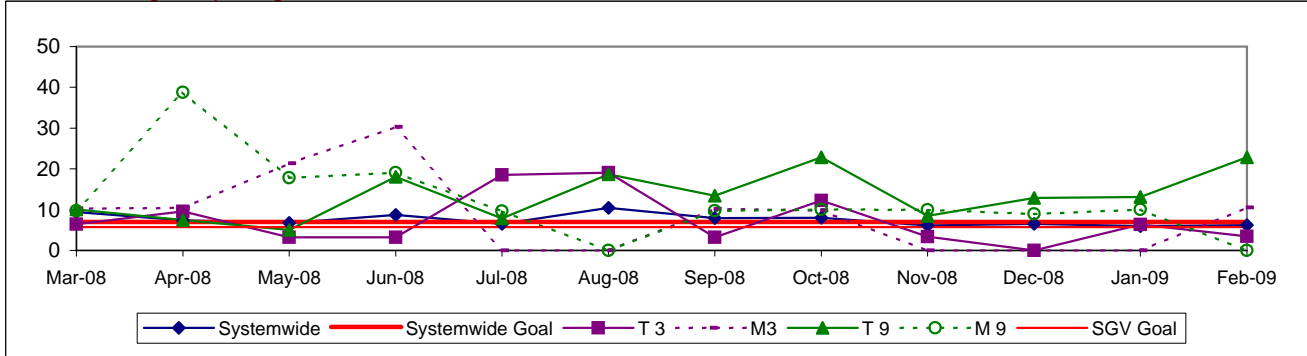


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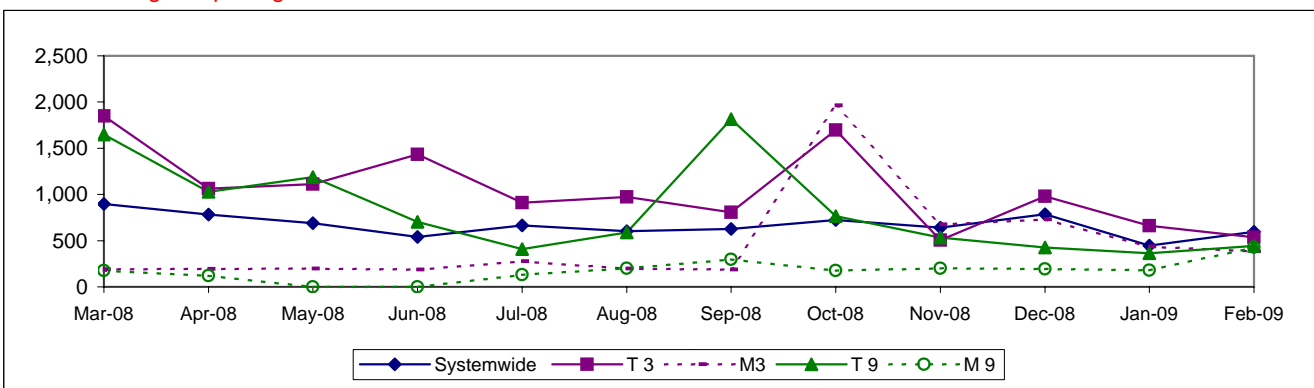


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Systemwide and Bus Operating Divisions 3 and 9

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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	1,556	1,220	1,324	Yellow
In-Service On-time Performance	65.43%	66.50%	64.35%**	63.77%	64.05%	66.15%	65.23%	66.70%	Yellow
Bus Traffic Accidents Per 100,000 Miles					3.47	3.40	3.10	3.18	Green
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.70	2.80	2.72	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.64	13.61	12.27	11.11	11.54	12.10	Feb. YTD 8.90	Feb. 8.99	Green
GC Sector									
MMBMF			2,506	3,163	2,845	3,500	2,650	2,841	Yellow
No. of unaddressed road calls				170*	322		79	9	
MMBTRC				995	960	1,244	1,146	1,220	Yellow
In-Service On-time Performance	69.34%	71.20%	71.73%	68.01%	68.09%	70.00%	71.31%	73.61%	Green
Bus Traffic Accidents Per 100,000 Miles					3.52	3.50	3.23	2.88	Green
Complaints per 100,000 Boardings	3.08	2.58	1.69	1.78	1.91	2.00	1.94	2.15	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.19	14.11	11.45	10.27	10.56	10.55	Feb. YTD 8.08	Feb. 7.24	Green
Division 1									
MMBMF			2,409	3,757	2,960	3,500	2,586	2,833	Yellow
No. of unaddressed road calls				138*	311		61	2	
MMBTRC				932	908	1,165	1,095	1,147	Yellow
In-Service On-time Performance	70.57%	71.62%	71.06%	68.02%	67.55%	70.00%	70.37%	72.91%	Green
Bus Traffic Accidents Per 100,000 Miles					3.41	3.50	3.00	2.20	Green
Complaints per 100,000 Boardings	3.32	2.92	1.92	1.89	1.90	2.00	1.88	2.25	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.82	12.71	10.92	8.48	7.59	10.55	Feb. YTD 7.64	Feb. 6.90	Green
Division 2									
MMBMF			2,660	2,598	2,707	3,500	2,738	2,851	Yellow
No. of unaddressed road calls				32*	11		18	7	
MMBTRC				1,097	1,039	1,371	1,221	1,328	Yellow
In-Service On-time Performance	67.62%	70.42%	72.71%	67.99%	68.60%	70.00%	72.04%	74.15%	Green
Bus Traffic Accidents Per 100,000 Miles					3.67	3.50	3.51	3.76	Green
Complaints per 100,000 Boardings	2.84	2.15	1.42	1.64	1.93	2.00	2.01	2.05	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.56	16.69	12.97	13.36	14.82	10.55	Feb. YTD 9.01	Feb. 8.34	Green

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

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

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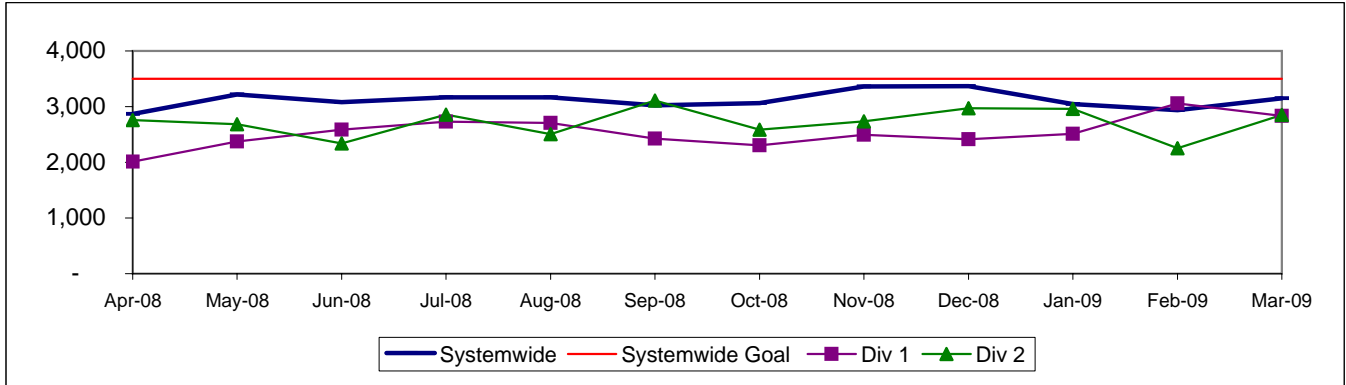
Red - High probability that the target will not be achieved -- significant problems and/or delays.

GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

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

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

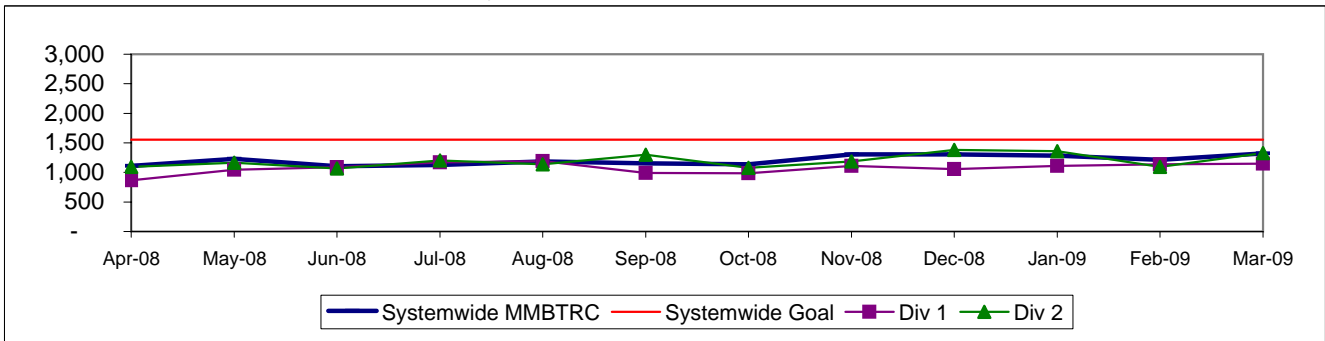
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



MEAN MILES BETWEEN TOTAL ROADCALLS Systemwide and Divisions 1 and 2

Definition: Average Hub Miles Between Total Roadcalls

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

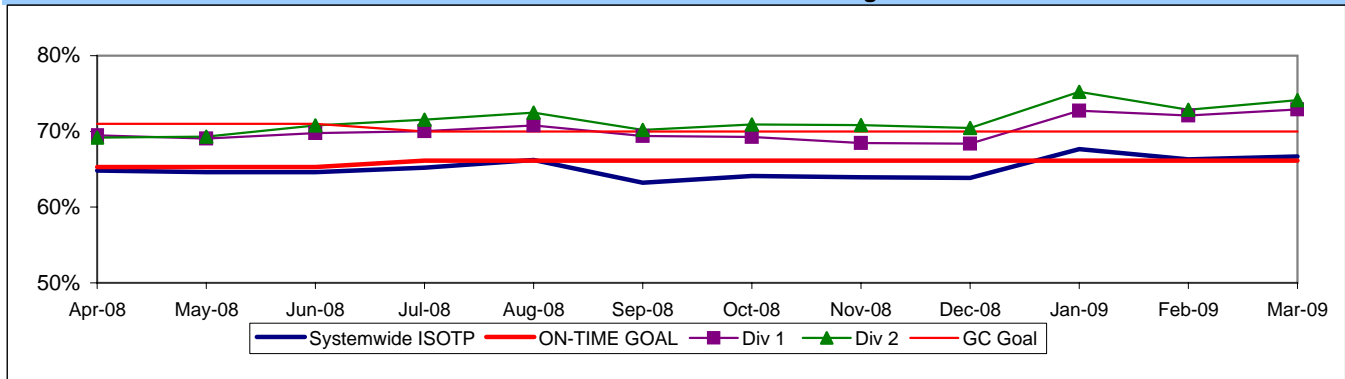


IN-SERVICE ON-TIME PERFORMANCE

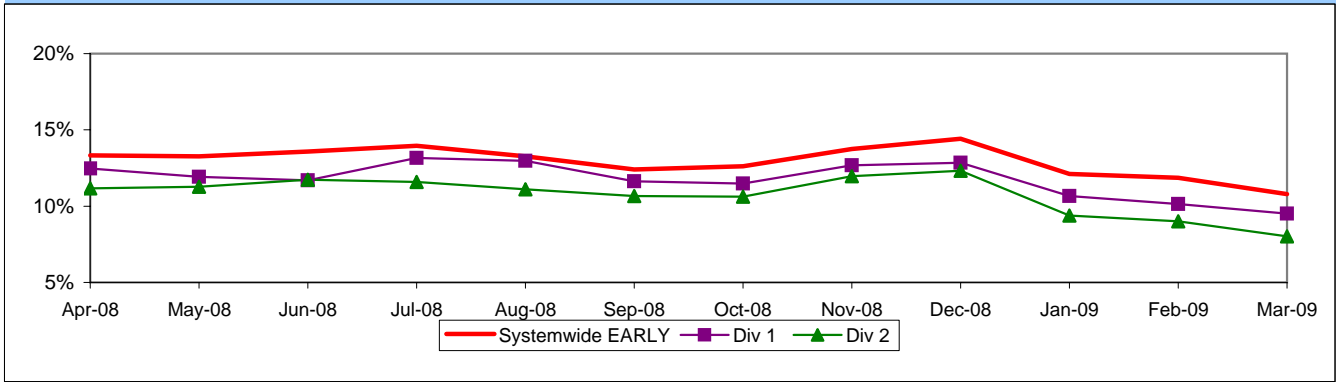
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

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

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



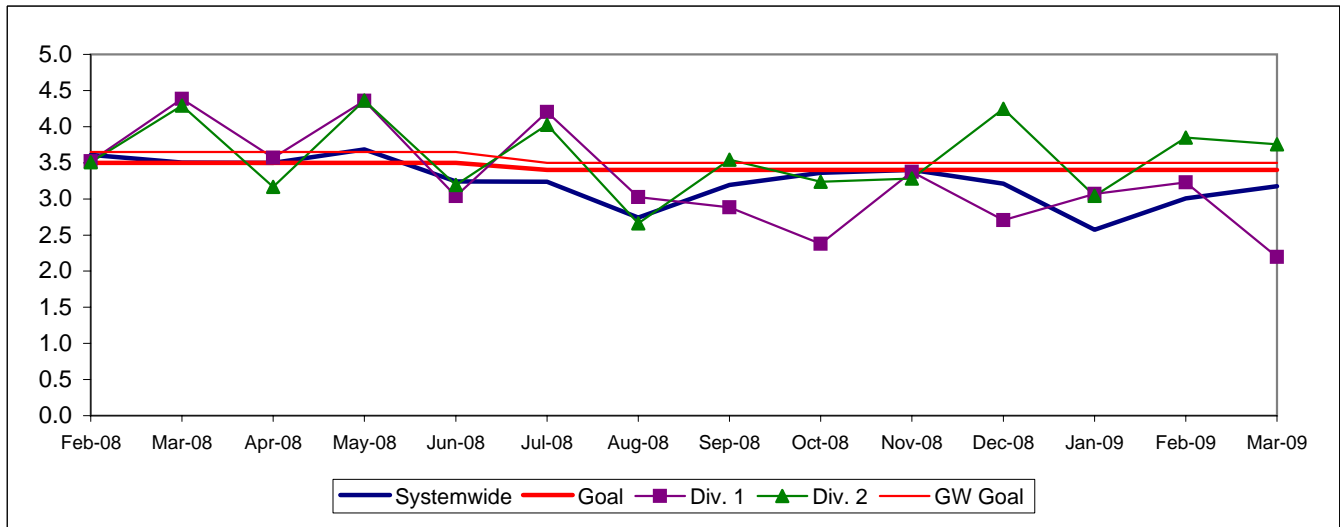
Running Hot - Systemwide and Bus Operating Divisions 1 and 2



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

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

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

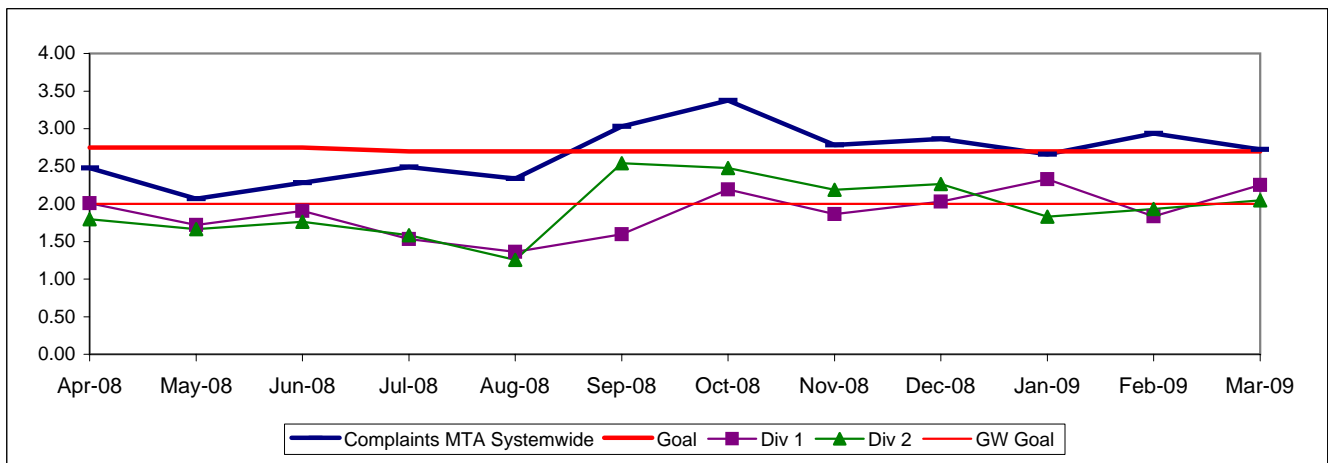


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Bus Operating Divisions 1 and 2

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

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

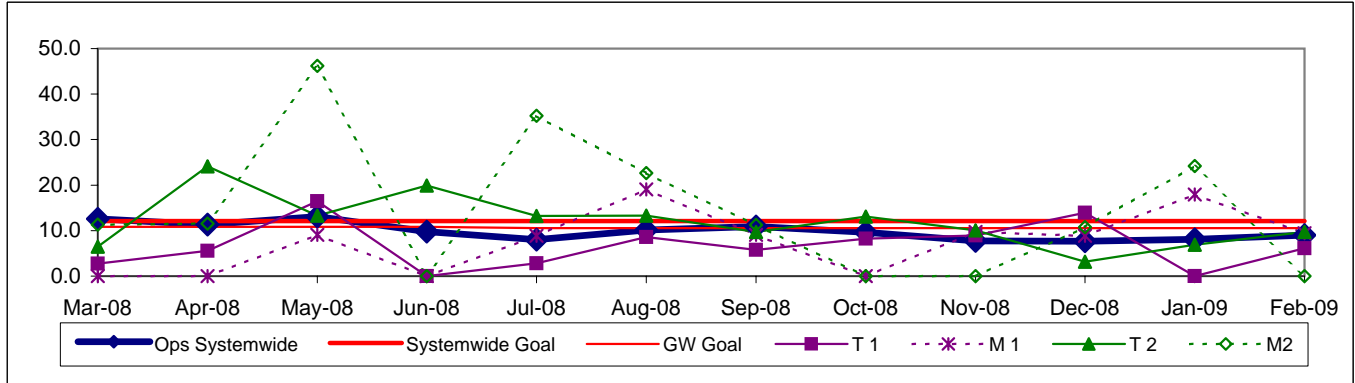


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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

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

One month lag in reporting.

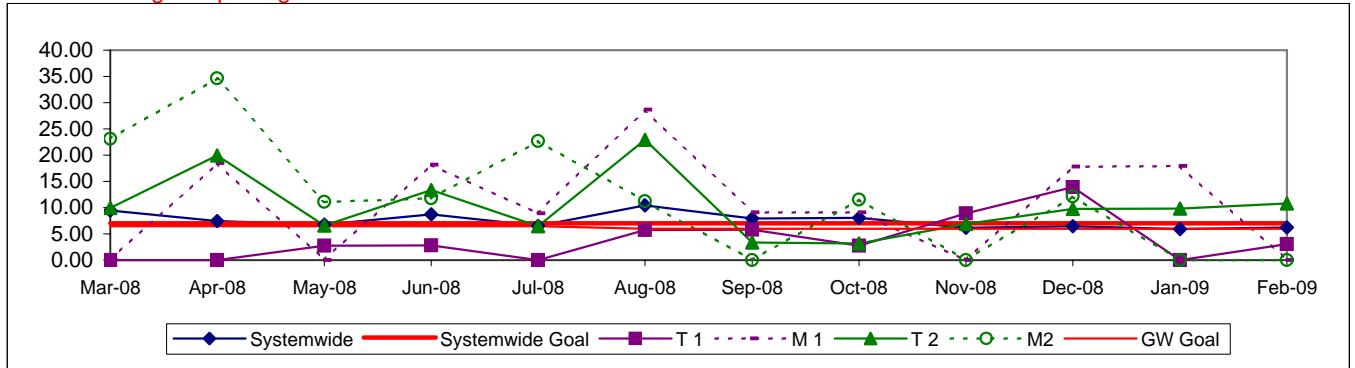


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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

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

One month lag in reporting.

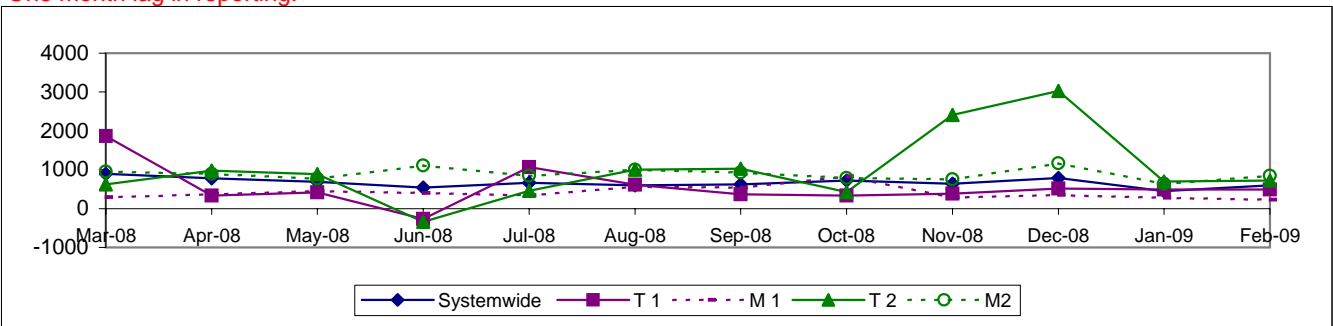


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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

Calculation: (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number of Exposure Hours / 200,000)

One month lag in reporting.



South Bay Sector Scorecard Overview (SB)

This sector has two Metro operating divisions, Arthur Winston Division (5) in South Los Angeles and Carson Division (18) in Carson. The sector will be responsible for the operation of approximately 530 Metro buses and 32 Metro Bus lines carrying over 90.2 million boarding passengers each year.

This report gives a brief overview of sector operations':

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

Measurement	FY04	FY05	FY06	FY07	FY08	FY09 Target	FY09 YTD	Mar. Month	Status
Bus Systemwide									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)			3,274	3,532	3,137	3,500	3,138	3,150	Yellow Diamond
No. of unaddressed road calls				1,116*	824		303	17	
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,556	1,220	1,324	Yellow Diamond
In-Service On-time Performance**	65.43%	66.50%	64.35%**	63.77%	64.05%	66.15%	65.23%	66.70%	Yellow Diamond
Bus Traffic Accidents Per 100,000 Miles					3.47	3.40	3.10	3.18	Green Circle
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.70	2.80	2.72	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	12.10	Feb. YTD 8.90	Feb. 8.99	Green Circle
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up									
SB Sector									
MMBMF			3,688	3,826	3,427	3,500	3,337	3,309	Yellow Diamond
No. of unaddressed road calls				231*	100		56	3	
MMBTRC				1,273	1,117	1,591	1,116	1,166	Yellow Diamond
In-Service On-time Performance	61.74%	64.13%	59.05%	62.39%	62.03%	62.00%	61.60%	61.31%	Yellow Diamond
Bus Traffic Accidents Per 100,000 Miles					3.86	4.00	3.45	3.60	Green Circle
Complaints per 100,000 Boardings	4.63	3.61	2.49	2.51	2.56	3.00	3.08	3.36	Yellow Diamond
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	14.84	14.65	13.85	10.81	15.18	13.50	Feb. YTD 9.00	Feb. 11.92	Green Circle
Division 5									
MMBMF			3,656	3,580	3,227	3,500	3,246	3,315	Yellow Diamond
No. of unaddressed road calls				57*	26		16	2	
MMBTRC				1,459	1,130	1,824	1,316	1,405	Yellow Diamond
In-Service On-time Performance	63.17%	65.58%	61.85%	63.83%	63.35%	62.00%	63.55%	62.59%	Green Circle
Bus Traffic Accidents Per 100,000 Miles					5.11	4.00	4.30	4.91	Yellow Diamond
Complaints per 100,000 Boardings	3.45	2.71	1.87	1.71	1.46	3.00	1.78	2.42	Green Circle
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	15.22	18.72	14.68	14.89	15.96	13.50	Feb. YTD 10.69	Feb. 12.91	Green Circle
Division 18									
MMBMF			3,712	4,008	3,563	3,500	3,399	3,305	Yellow Diamond
No. of unaddressed road calls				214*	74		40	1	
MMBTRC				1,174	1,109	1,468	1,017	1,052	Yellow Diamond
In-Service On-time Performance	60.78%	63.42%	57.31%	61.19%	60.88%	62.00%	59.82%	60.20%	Yellow Diamond
Bus Traffic Accidents Per 100,000 Miles					3.08	4.00	2.91	2.77	Green Circle
Complaints per 100,000 Boardings	5.74	4.44	3.07	3.29	3.72	3.00	4.55	4.43	Yellow Diamond
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	14.71	11.67	13.63	8.50	14.70	13.50	Feb. YTD 7.65	Feb. 11.99	Green Circle

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

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

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

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

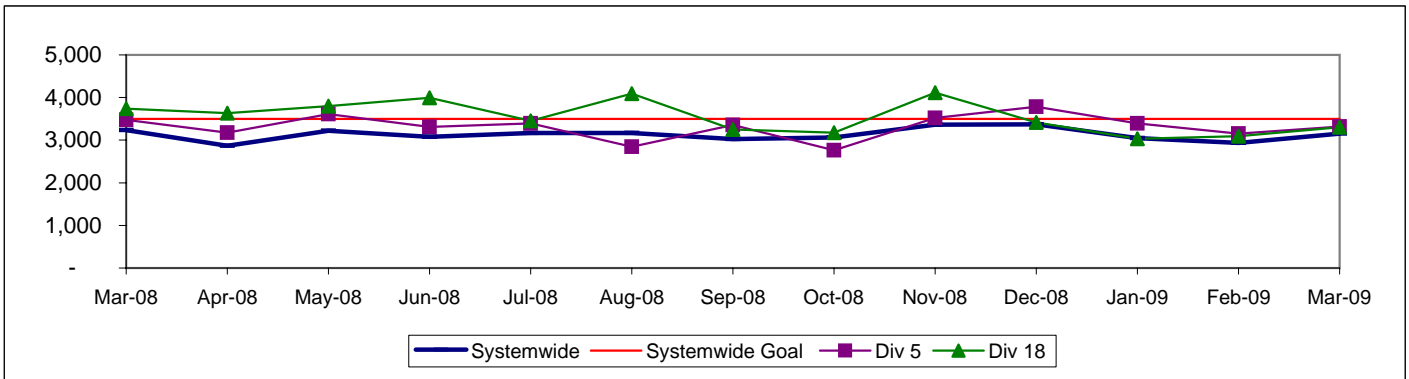
Red - High probability that the target will not be achieved -- significant problems and/or delays.

SOUTH BAY SECTOR BUS SERVICE PERFORMANCE

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

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

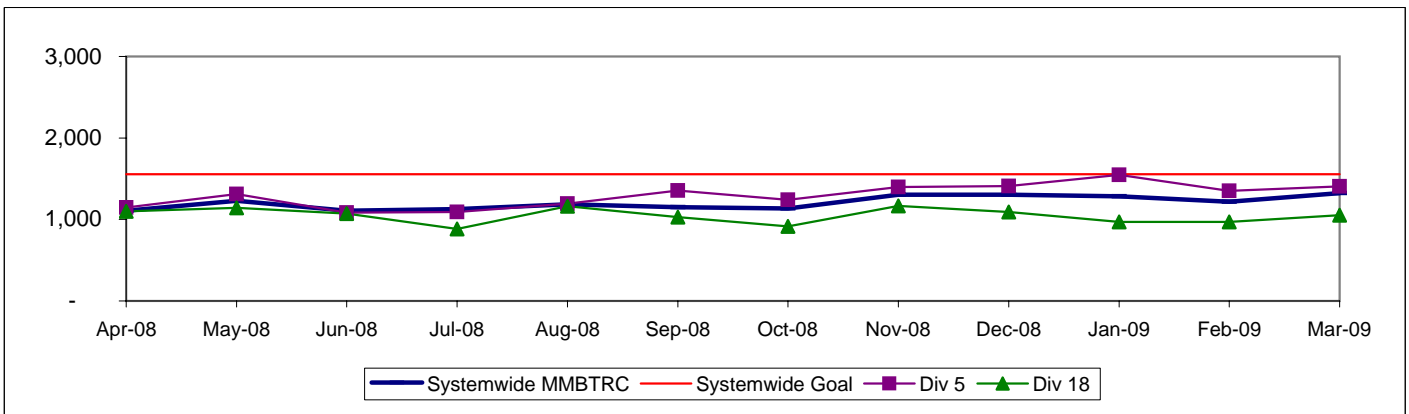
Calculation: MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



MEAN MILES BETWEEN TOTAL ROADCALLS Systemwide and Divisions 5 and 18

Definition: Average Hub Miles traveled between total roadcalls.

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

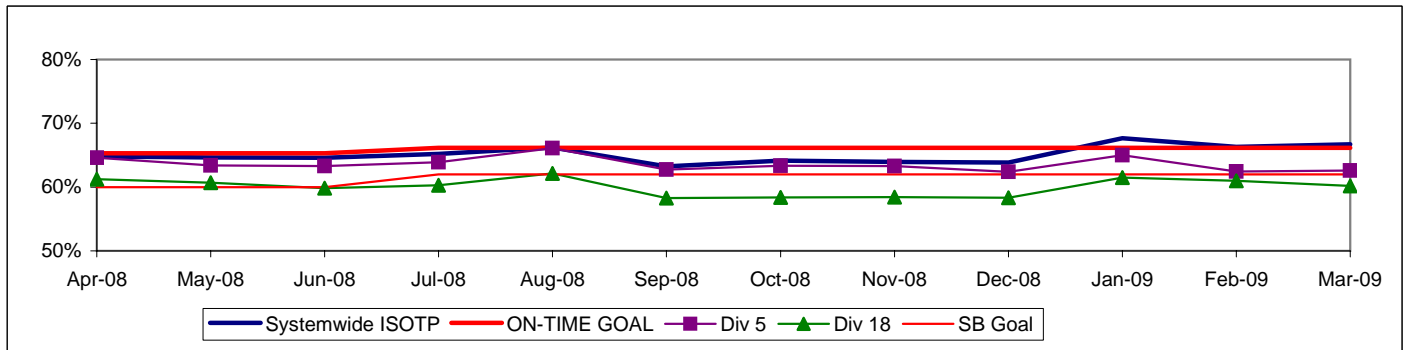


IN-SERVICE ON-TIME PERFORMANCE

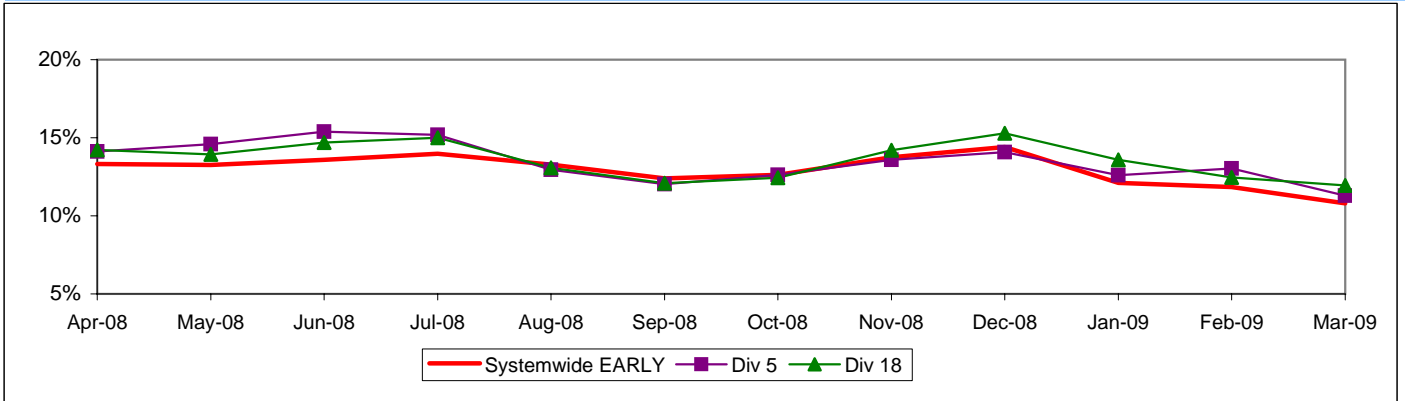
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

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

Systemwide and Bus Operating Divisions 5 and 18 ISOTP - 1 Minute Tolerance for Running Hot



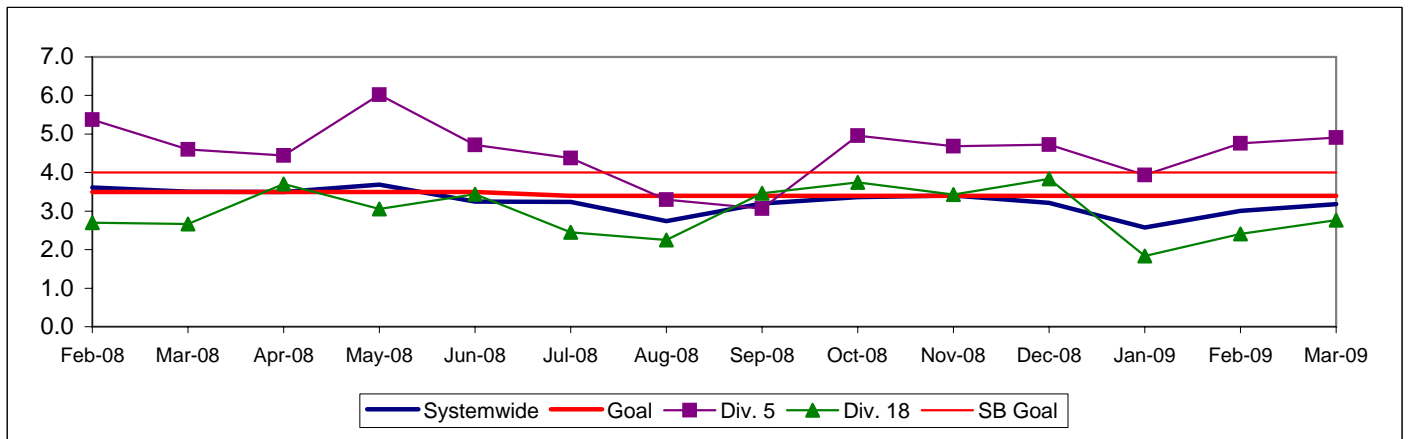
Running Hot - Systemwide and Bus Operating Divisions 5 and 18



BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
Systemwide and Bus Operating Divisions 5 and 18

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

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

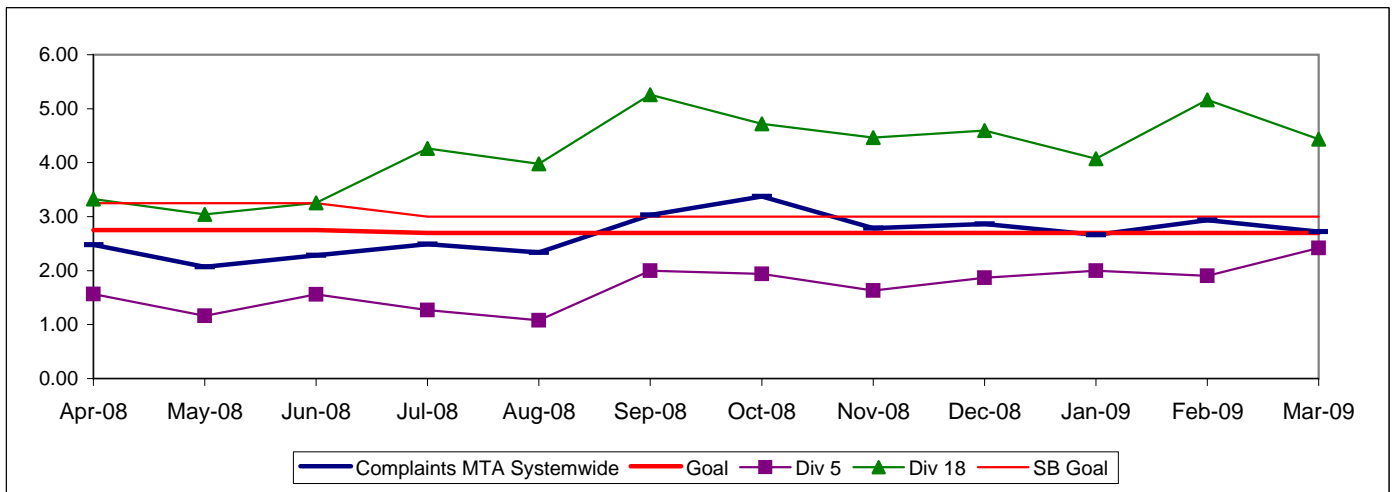


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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

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

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

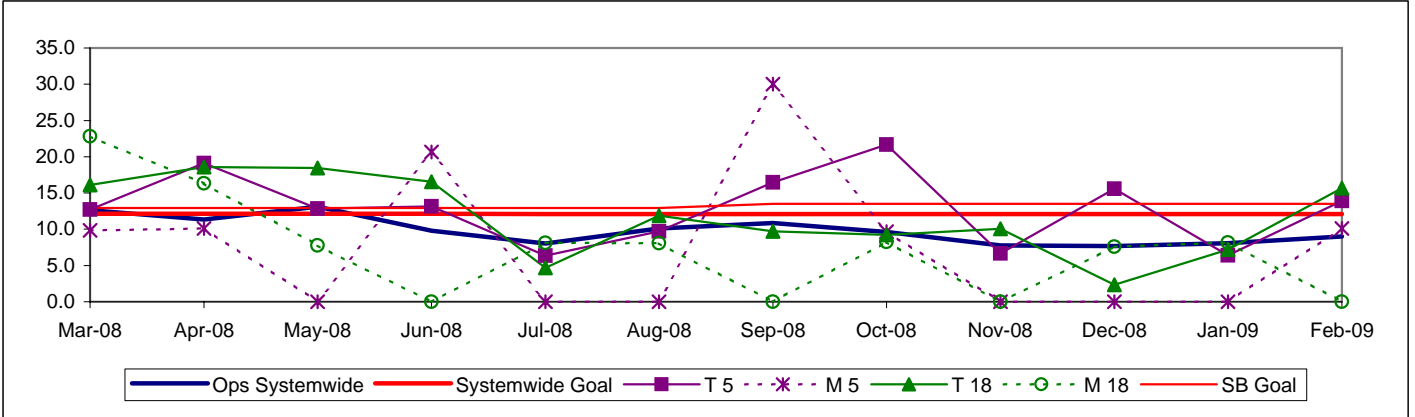


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

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

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

One month lag in reporting.

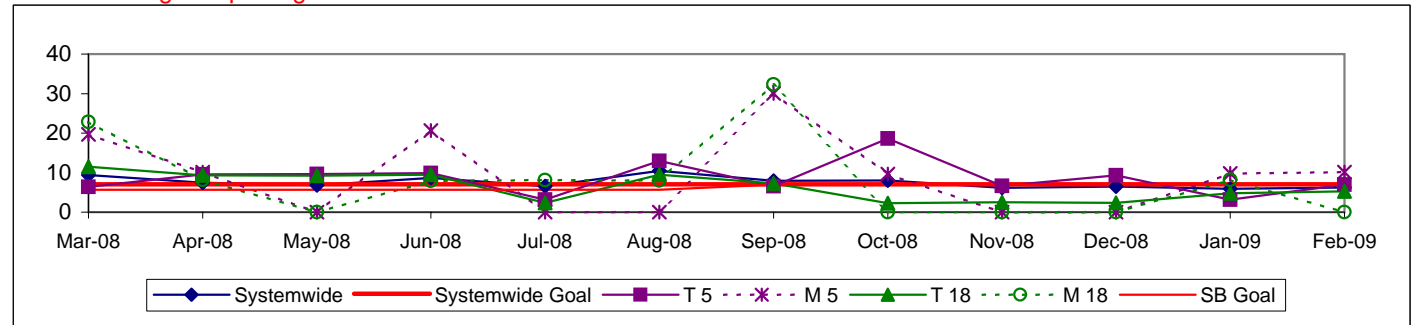


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

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

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

One month lag in reporting.

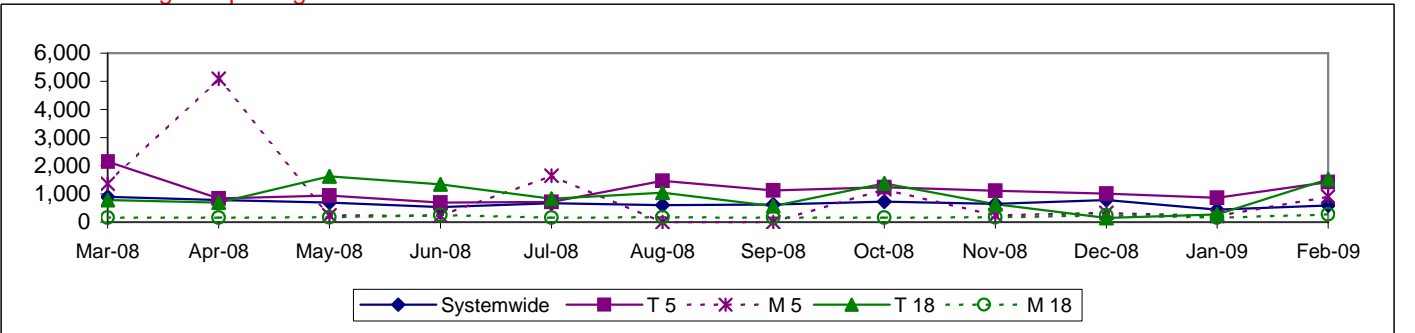


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

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

Calculation: : (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number of Exposure Hours / 200,000)

One month lag in reporting.



Westside/Central Sector Scorecard Overview (WC)

This sector has three Metro operating divisions, Division 6 in Venice, Division 7 in West Hollywood, and Division 10 in Los Angeles, near the Gateway building. The sector will be responsible for the operation of approximately 575 Metro buses and 21 Metro Bus lines carrying nearly 88.8 million boarding passengers each year.

This report gives a brief overview of sector operations*:

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

Measurement	FY04	FY05	FY06	FY07	FY08	FY09 Target	FY09 YTD	Mar. Month	Status
Bus Systemwide									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls			3,274	3,532 1,116*	3,137 824	3,500	3,138 303	3,150 17	🟡
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,556	1,220	1,324	🟡
In-Service On-time Performance	65.43%	66.50%	64.35%**	63.77%	64.05%	66.15%	65.23%	66.70%	🟡
Bus Traffic Accidents Per 100,000 Miles					3.47	3.40	3.10	3.18	🟢
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.70	2.80	2.72	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.64	13.61	12.27	11.11	11.54	12.10	Feb. YTD 8.90	Feb. 8.99	🟢
WC Sector									
MMBMF No. of unaddressed road calls			3,499	3,651 155*	3,213 116	3,500	3,301 88	3,497 4	🟡
MMBTRC				1,152	1,001	1,439	995	1,106	🟡
In-Service On-time Performance	63.31%	63.39%	60.82%	57.59%	56.72%	60.00%	59.75%	63.35%	🟡
Bus Traffic Accidents Per 100,000 Miles					4.25	4.00	3.94	3.71	🟢
Complaints per 100,000 Boardings	5.30	4.10	2.53	2.66	2.97	3.00	2.94	2.23	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.52	18.80	14.61	12.99	13.41	13.00	Feb. YTD 7.71	Feb. 0.93	🟢
Division 6									
MMBMF No. of unaddressed road calls			6,279	4,456 30*	3,756 32	3,500	6,260 9	14,237 1	🟢
MMBTRC				1,063	899	1,329	1,214	1,269	🟡
In-Service On-time Performance	60.11%	56.75%	57.20%	53.28%	53.12%	60.00%	54.95%	58.65%	🟡
Bus Traffic Accidents Per 100,000 Miles					3.86	4.00	3.49	4.68	🟢
Complaints per 100,000 Boardings	6.15	4.47	2.52	2.10	2.70	3.00	3.83	2.86	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.71	18.23	16.43	15.02	11.77	13.00	Feb. YTD 9.04	Feb. 0	🟢
Division 7									
MMBMF No. of unaddressed road calls			2,947	3,468 64*	3,327 84	3,500	3,512 78	3,597 3	🟢
MMBTRC				1,118	981	1,397	1,008	1,141	🟡
In-Service On-time Performance	64.59%	64.22%	61.78%	58.01%	57.66%	60.00%	60.30%	64.35%	🟢
Bus Traffic Accidents Per 100,000 Miles					4.10	4.00	4.07	3.13	🟡
Complaints per 100,000 Boardings	5.70	4.24	2.87	2.98	3.00	3.00	2.99	2.56	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.05	19.44	15.76	12.09	13.42	13.00	Feb. YTD 7.87	Feb. 2.25	🟢
Division 10									
MMBMF No. of unaddressed road calls			3,723	3,702 61*	3,028 0	3,500	2,892 1	3,090 0	🟡
MMBTRC				1,197	1,044	1,496	951	1,059	🟡
In-Service On-time Performance	62.85%	64.14%	60.73%	58.61%	56.63%	60.00%	60.04%	62.88%	🟢
Bus Traffic Accidents Per 100,000 Miles					4.47	4.00	3.91	4.09	🟢
Complaints per 100,000 Boardings	4.85	3.92	2.23	2.48	2.99	3.00	2.76	1.86	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	22.90	3.74 114	3.80 1	14.02	14.74	13.00	Feb. YTD 7.86	Feb. 0	🟢

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

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

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

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

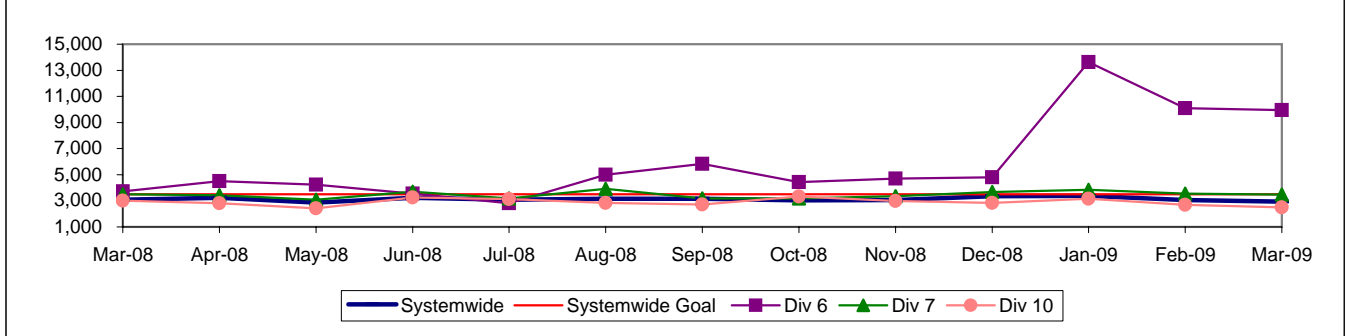
🔴 Red - High probability that the target will not be achieved -- significant problems and/or delays.

WESTSIDE / CENTRAL SECTOR BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES REQUIRING BUS EXCHANGE Systemwide and Divisions 6, 7 and 10

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

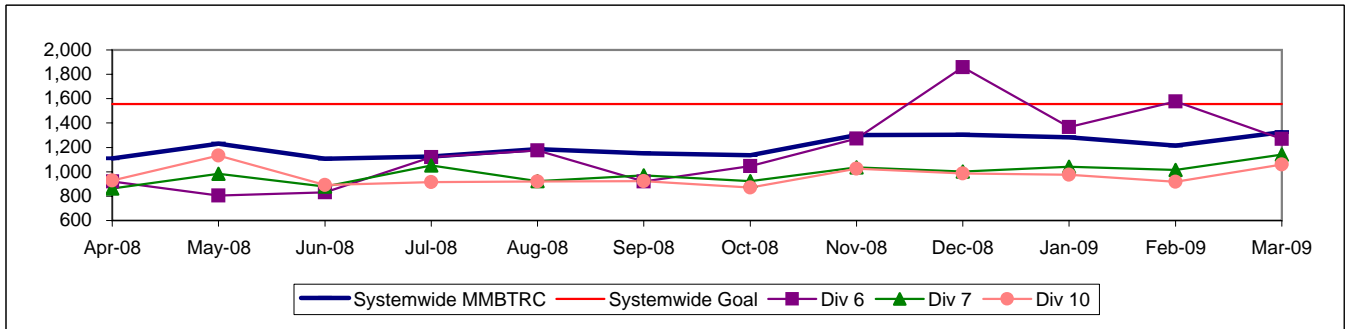
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



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

Definition: Average Hub Miles traveled between total road calls.

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

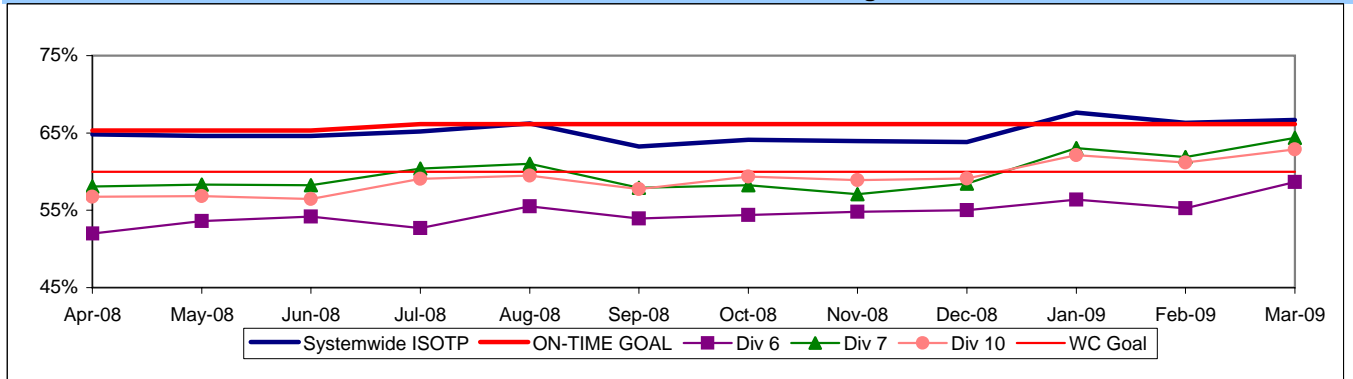


IN-SERVICE ON-TIME PERFORMANCE

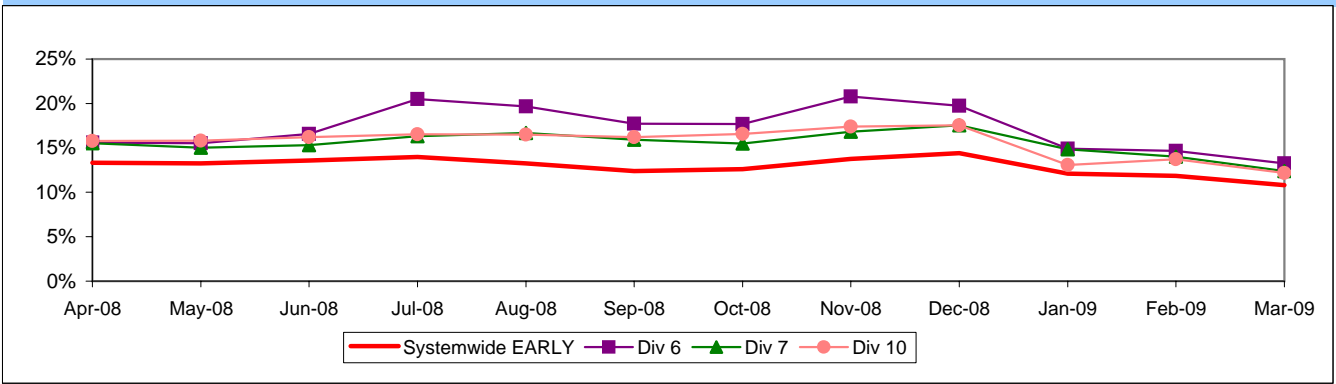
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

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

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



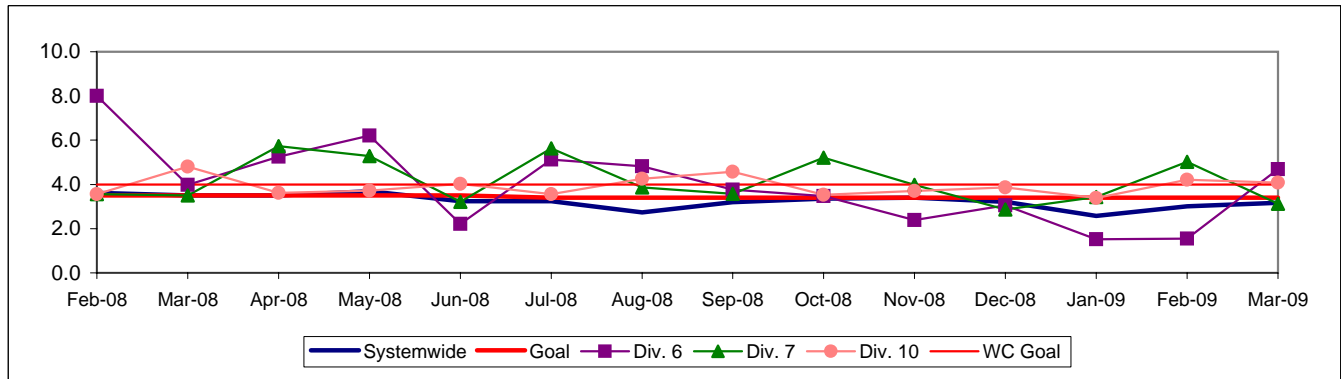
Running Hot - Systemwide and Bus Operating Divisions 6, 7 and 10



BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
Systemwide and Bus Operating Divisions 6, 7 and 10

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

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

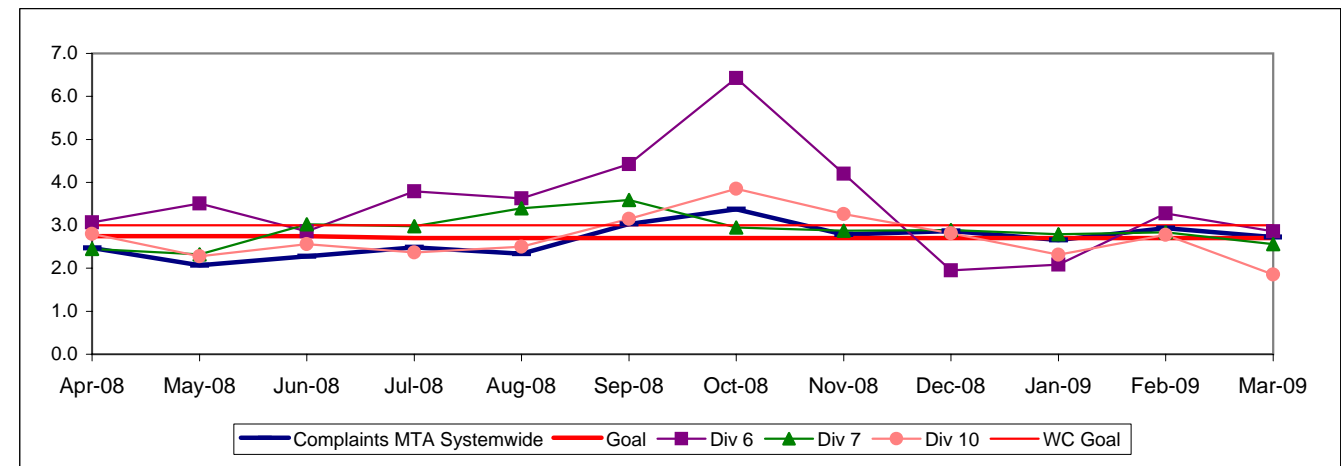


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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

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

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

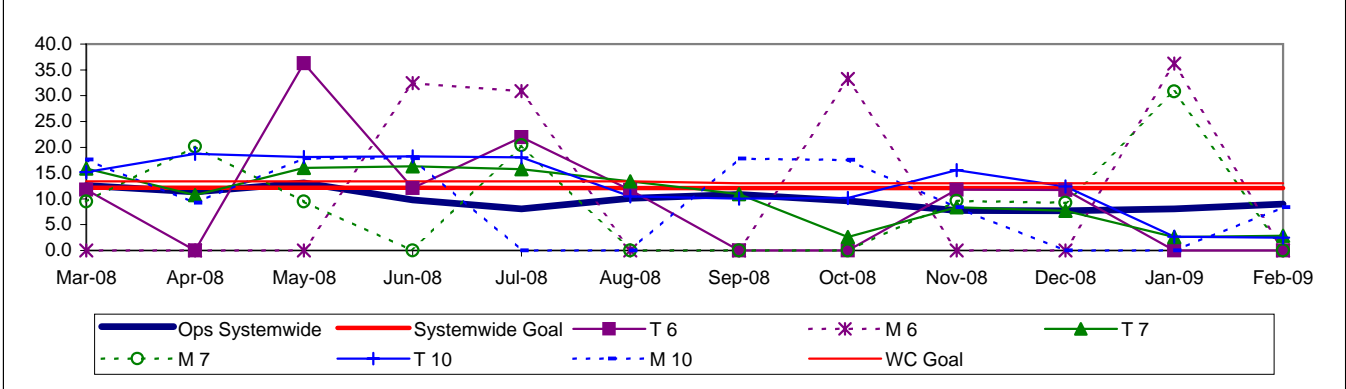


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10**

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

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

One month lag in reporting.

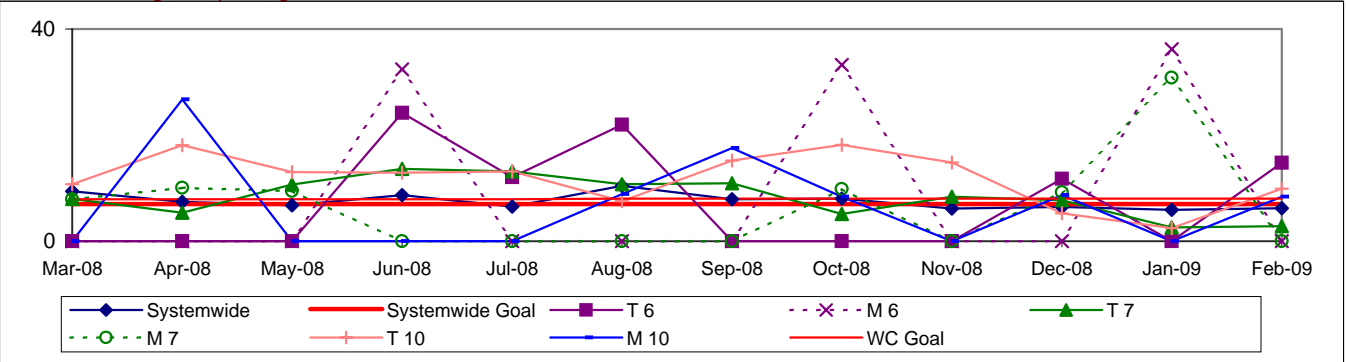


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10**

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

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

One month lag in reporting.

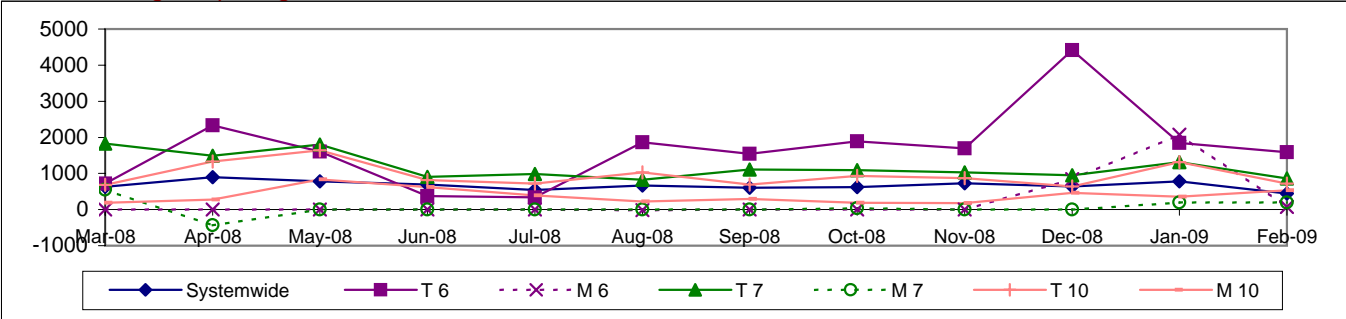


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10**

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

Calculation: (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number of Exposure Hours / 200,000)

One month lag in reporting.



Metro Rail Scorecard Overview

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

This report gives a brief overview of sector operations':

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

Measurement	FY04	FY05	FY06	FY07	FY08	FY09 Target	FY09 YTD	Mar. Month	Status
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	11.59	9.32	11.56	8.08	11.24	10.00	Feb. YTD 5.68	Feb. 5.62	
Metro Red Line (MRL)									
On-Time Pullouts	99.71%	99.94%	99.61%	99.76%	99.79%	99.00%	99.95%	100%	
Mean Miles Between Chargeable Mechanical Failures	12,793	11,759	19,587	17,260	26,743	25,000	38,847	66,329	
In-Service On-time Performance*						99.13%	99.00%	99.35%	
Traffic Accidents Per 100,000 Train Miles	0	0.22	0.22	0	0.30	0.14	0.10	0.00	
Complaints per 100,000 Boardings	1.17	1.13	0.66	0.41	0.50	0.50	0.40	0.29	
Metro Blue Line (MBL)									
On-Time Pullouts	99.94%	99.73%	99.76%	99.72%	99.62%	99.00%	99.73%	100.0%	
Mean Miles Between Chargeable Mechanical Failures	10,365	16,273	26,774	35,125	31,278	25,000	30,480	99,096	
In-Service On-time Performance*						98.81%	99.00%	98.41%	
Traffic Accidents Per 100,000 Train Miles	1.36	0.64	0.96	1.35	1.65	0.50	1.36	1.44	
Complaints per 100,000 Boardings	0.97	0.98	0.78	0.53	0.64	0.73	0.56	0.30	
Metro Green Line (MGrL)									
On-Time Pullouts	99.78%	99.91%	99.97%	99.54%	99.80%	99.00%	99.93%	100%	
Mean Miles Between Chargeable Mechanical Failures	11,337	12,558	20,635	27,471	36,727	25,000	18,937	36,728	
In-Service On-time Performance*						99.07%	99.00%	98.89%	
Traffic Accidents Per 100,000 Train Miles	0.08	0.00	0	0	0.00	0.50	0.00	0.00	
Complaints per 100,000 Boardings	1.37	1.39	0.92	0.72	0.81	0.73	0.95	0.58	
Metro Gold Line (MGoL)									
On-Time Pullouts	100%	99.85%	99.97%	99.95%	99.95%	99.00%	99.97%	100%	
Mean Miles Between Chargeable Mechanical Failures	8,938	16,571	23,329	22,775	39,521	25,000	24,609	30,433	
In-Service On-time Performance*						98.86%	99.00%	99.44%	
Traffic Accidents Per 100,000 Train Miles	0.25	0.23	0.12	0.23	0.43	0.50	0.14	0.00	
Complaints per 100,000 Boardings	3.81	2.85	2.71	1.88	1.57	0.73	1.52	0.30	

*Effective December, ISOTP calculated differently.

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

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

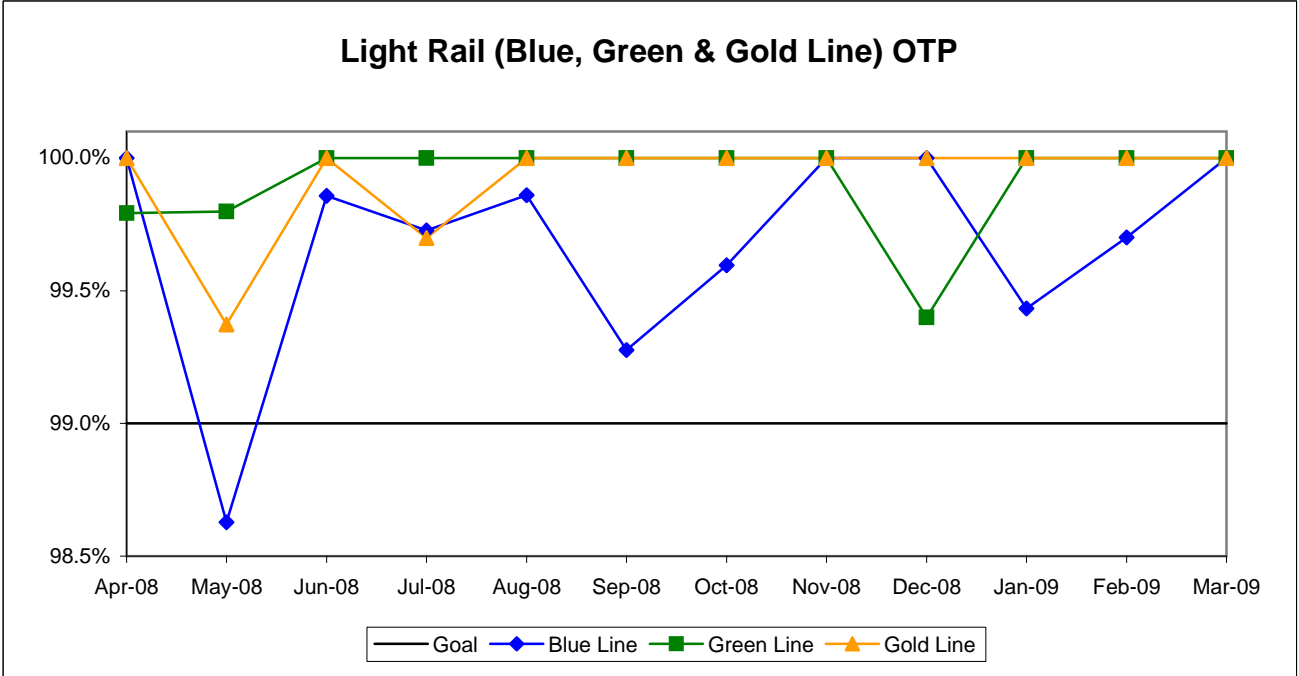
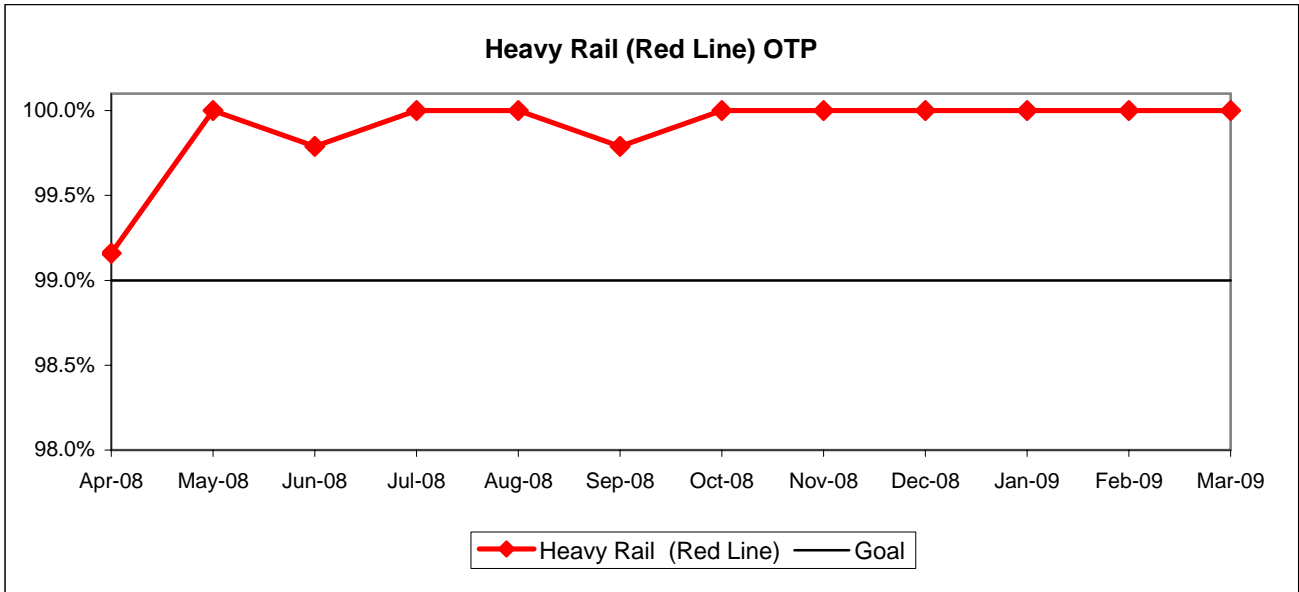
Red - High probability that the target will not be achieved -- significant problems and/or delays.

RAIL SERVICE PERFORMANCE

ON-TIME PULLOUTS (OTP)

Definition: On-time Pullouts measures the percentage of trains leaving the yard within ninety seconds of the scheduled pullout time. The higher the number, the more reliable the service.

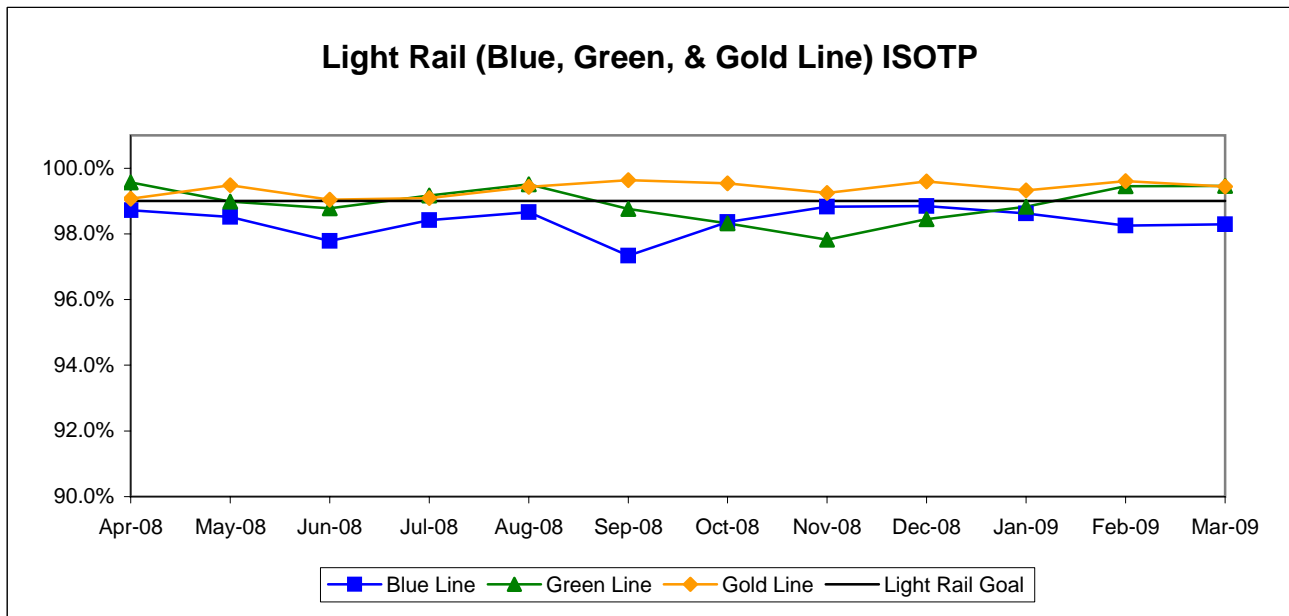
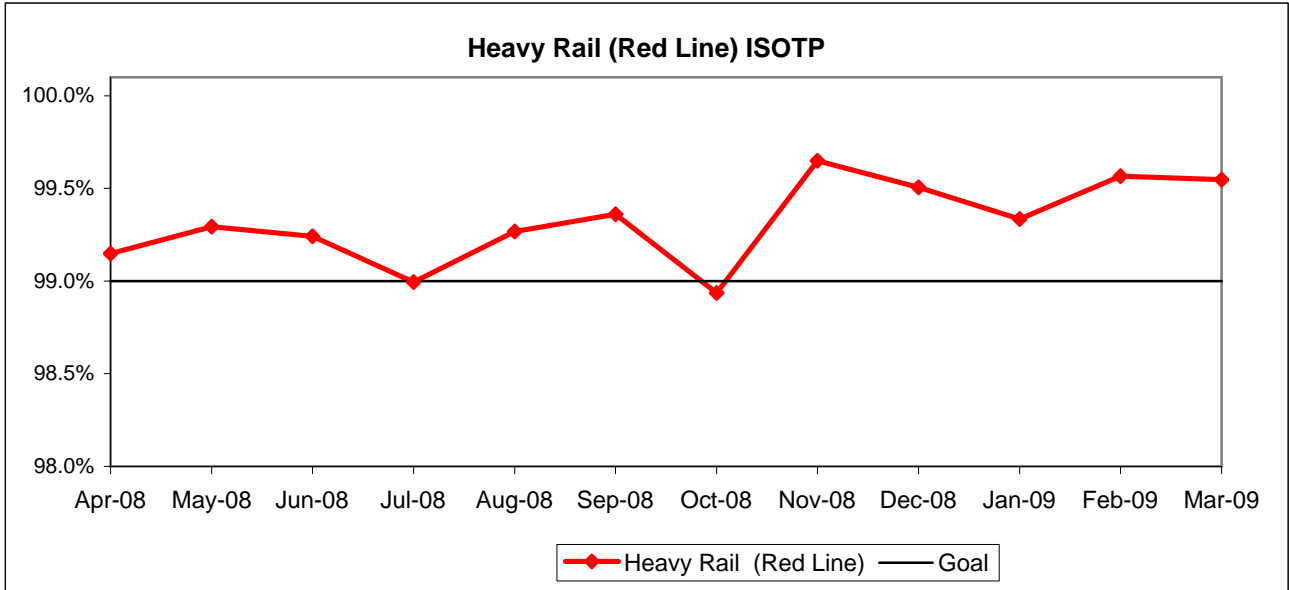
Calculation: $OTP\% = [(100\% - ((\text{Total cancelled pullouts plus late pullouts}) / \text{Total scheduled pullouts}) \times 100]$



IN-SERVICE ON-TIME PERFORMANCE (ISOTP)

Definition: In-Service On-Time Performance measures the percentage of trains leaving all timecheck points on any run no earlier than thirty seconds, nor later than 5 minutes of the scheduled time. The higher the number, the more reliable the service.

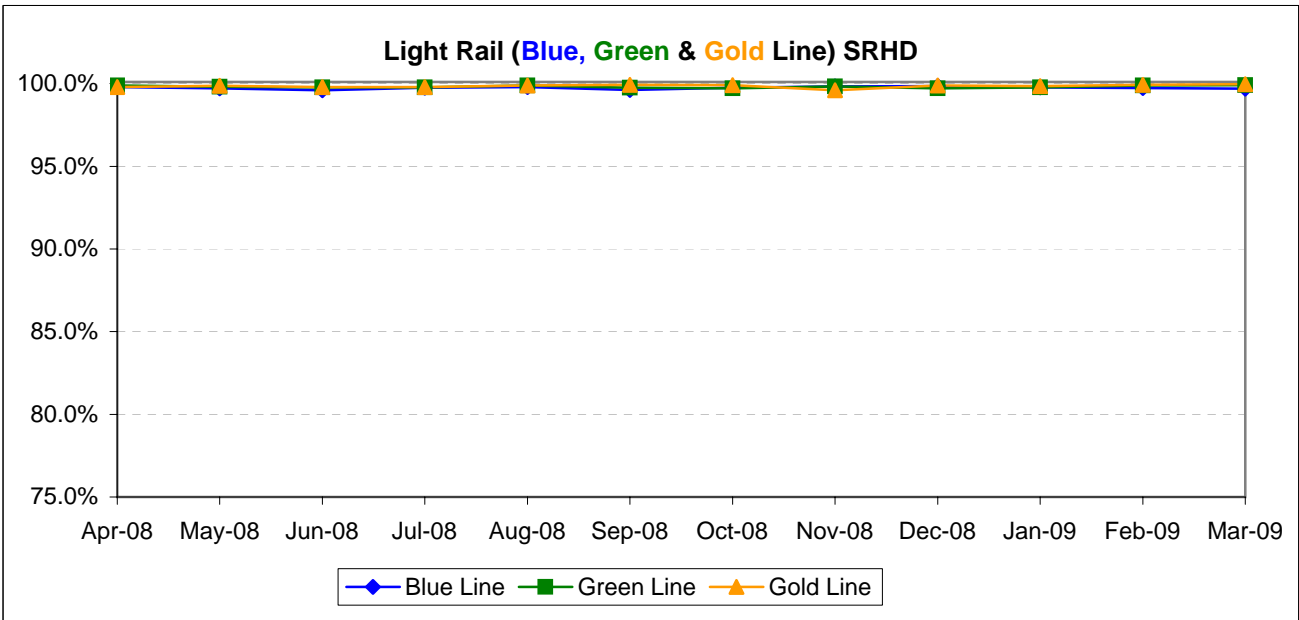
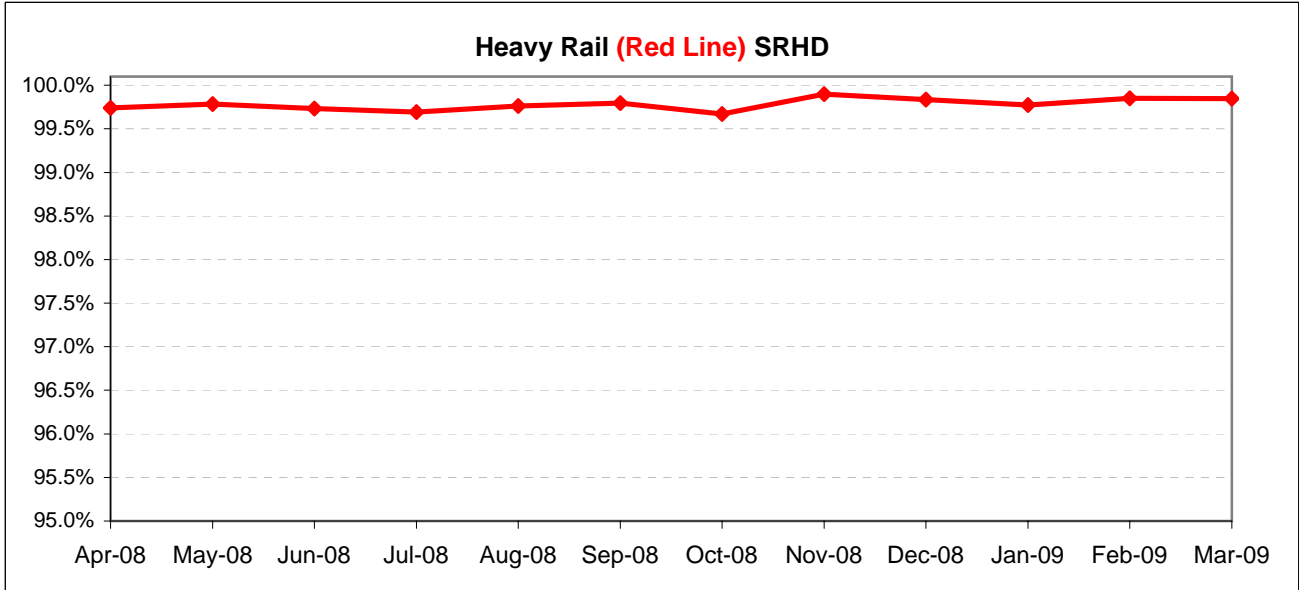
Calculation: ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]



Scheduled Revenue Hours Delivered (SRHD) by Rail Line

Definition: This performance indicator measures the percentage of scheduled Revenue Service Hours delivered after subtracting cancellations, outlates and in-service delays.

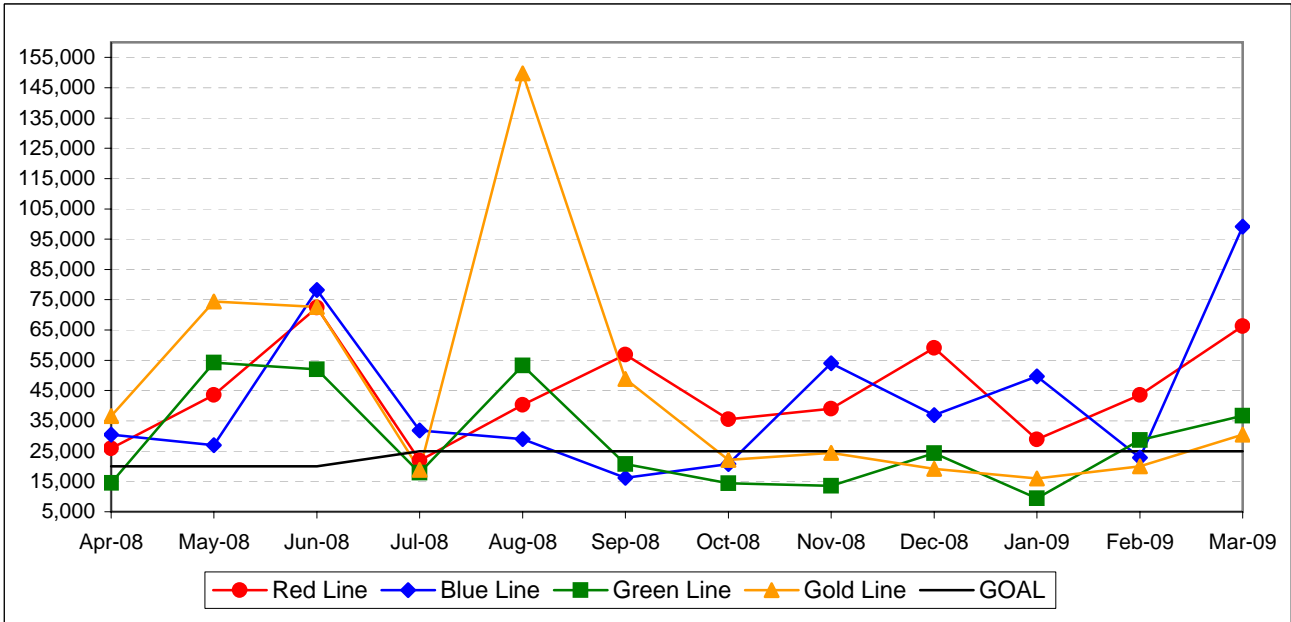
Calculation: $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



Mean Miles Between Chargeable Mechanical Failures

Definition: Mean vehicle miles between Revenue Vehicle Failures. NTD defined Revenue Vehicle Failures are vehicle systems failures that occur in revenue service and during deadhead miles in which the vehicle did not complete its scheduled revenue trip or in which the vehicle did not start its next scheduled revenue trip.

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

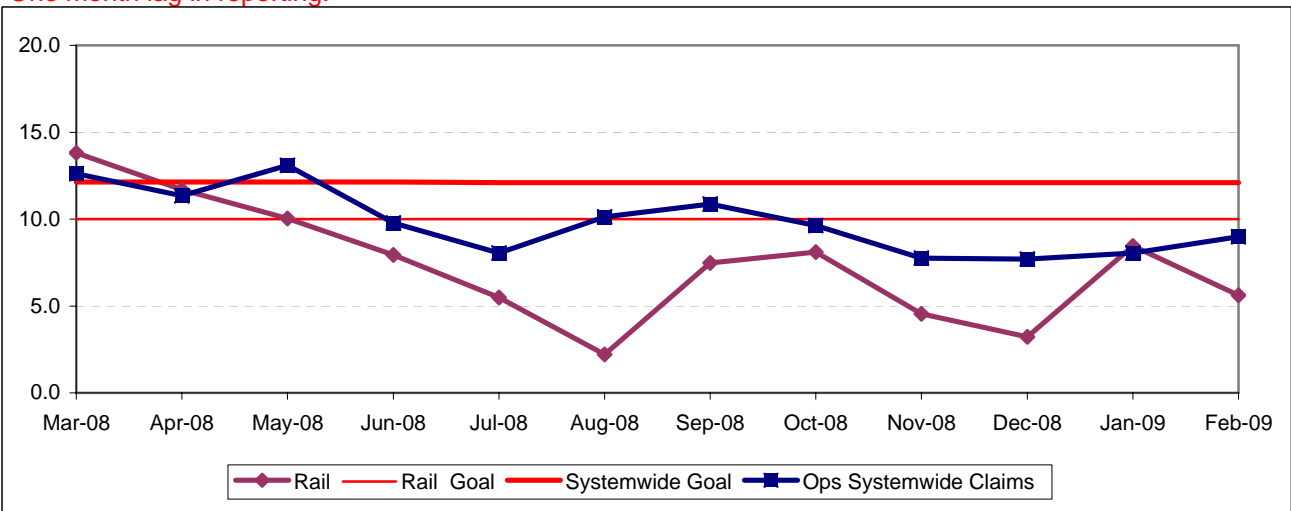


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

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

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

One month lag in reporting.



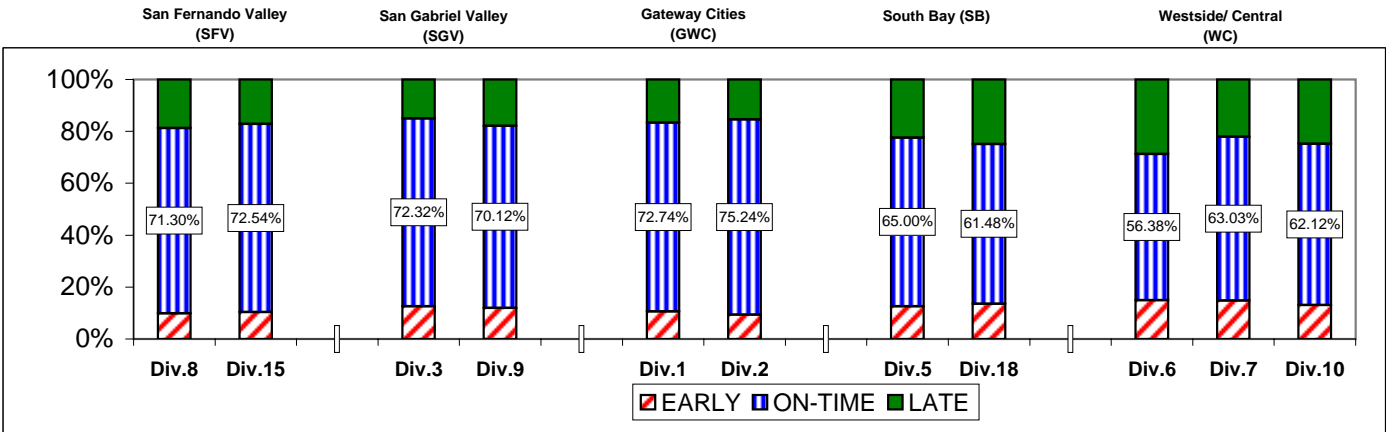
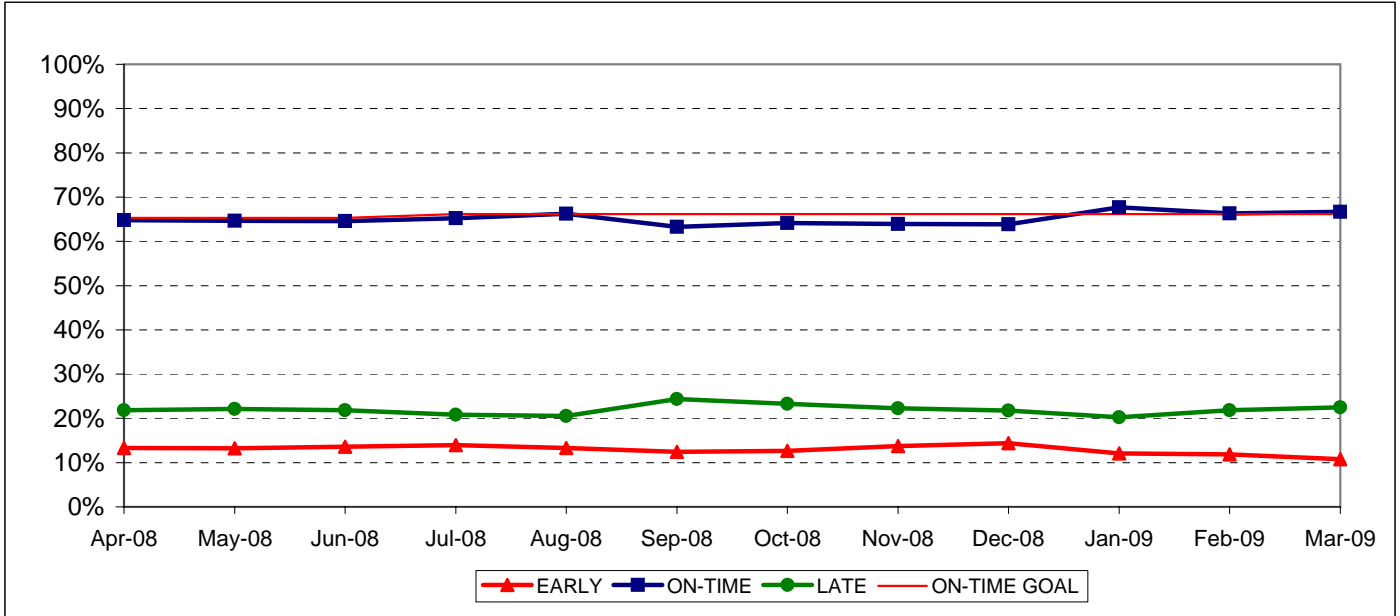
BUS SERVICE PERFORMANCE IN-SERVICE ON-TIME PERFORMANCE

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

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

Systemwide Trend

Bus Operating Divisions ISOTP - 1 Minute Tolerance for Running Hot



ISOTP By Sectors' Divisions

Year-to-Date Compared To Last Year

	FY08	FY09-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8			
Early	11.24%	10.06%	-1.18%
On-Time	68.50%	68.89%	0.39%
Late	20.26%	21.05%	0.79%
Division 15			
Early	11.26%	11.12%	-0.14%
On-Time	66.85%	67.80%	0.95%
Late	21.88%	21.08%	-0.81%
Gateway Cities Sector (GWC)			
Division 1			
Early	12.77%	11.98%	-0.79%
On-Time	67.55%	70.07%	2.52%
Late	19.69%	17.95%	-1.74%
Division 2			
Early	11.94%	10.86%	-1.07%
On-Time	68.60%	71.78%	3.18%
Late	19.47%	17.36%	-2.11%
South Bay Sector (SB)			
Division 5			
Early	14.08%	13.26%	-0.82%
On-Time	63.35%	63.67%	0.32%
Late	22.57%	23.08%	0.50%
Division 18			
Early	14.42%	13.51%	-0.91%
On-Time	60.88%	59.77%	-1.11%
Late	24.70%	26.72%	2.02%

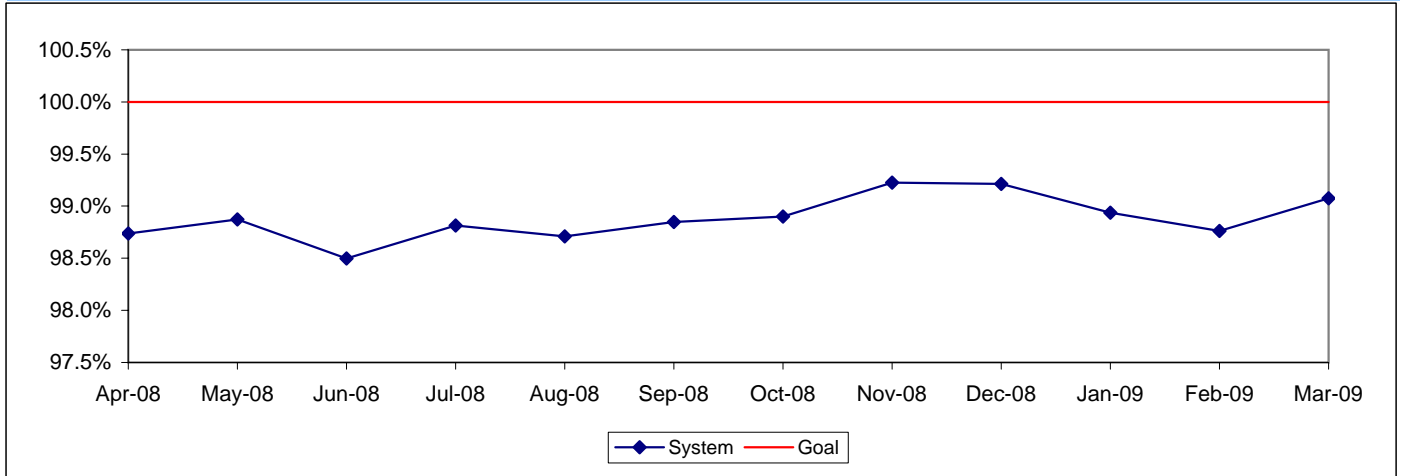
	FY08	FY09-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3			
Early	15.37%	13.61%	-1.75%
On-Time	66.83%	68.86%	2.04%
Late	17.81%	17.52%	-0.28%
Division 9			
Early	12.92%	11.84%	-1.08%
On-Time	66.84%	69.03%	2.19%
Late	20.24%	19.13%	-1.11%
Westside/Central Sector (WC)			
Division 6			
Early	16.78%	18.53%	1.75%
On-Time	53.12%	54.60%	1.48%
Late	30.10%	26.87%	-3.23%
Division 7			
Early	14.80%	15.95%	1.15%
On-Time	57.66%	59.76%	2.10%
Late	27.54%	24.29%	-3.25%
Division 10			
Early	16.30%	15.92%	-0.38%
On-Time	56.63%	59.65%	3.02%
Late	27.07%	24.43%	-2.64%
SYSTEMWIDE			
Early	13.55%	13.05%	-0.50%
On-Time	64.05%	65.05%	1.00%
Late	22.40%	21.90%	-0.50%

ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED*

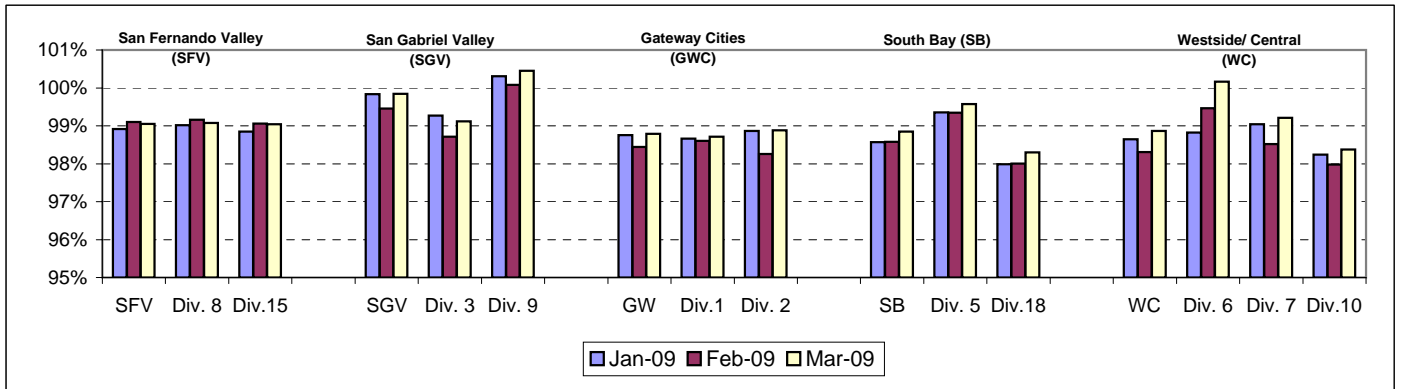
Definition: This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures. FY06: This performance indicator measures the percentage of scheduled Revenue Hours delivered after adding in temporary 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.



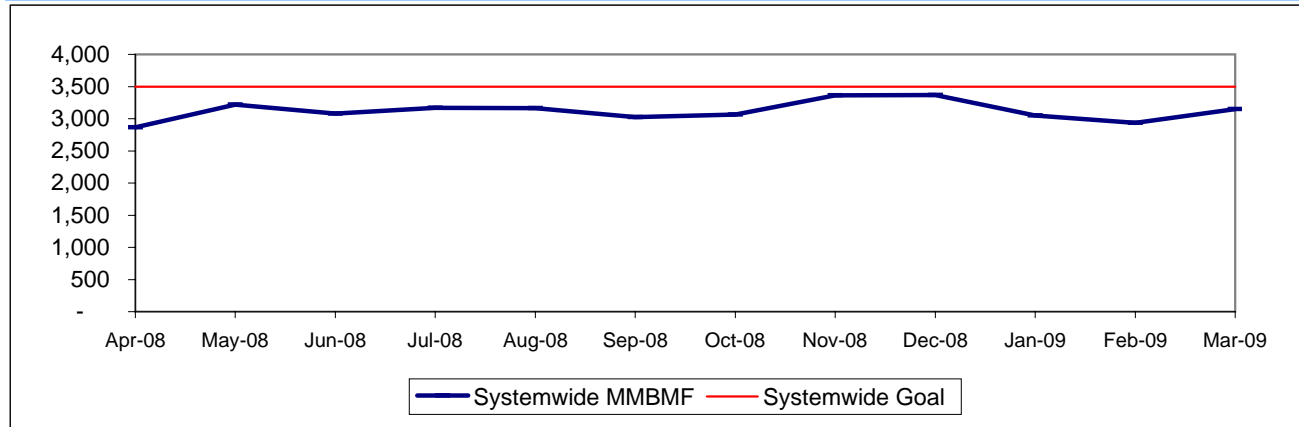
BUS MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)*

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

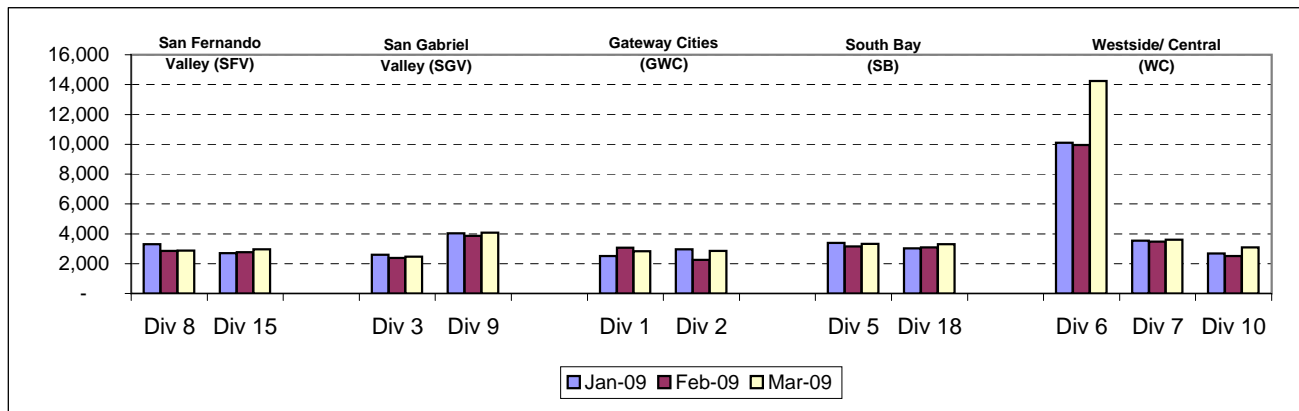
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

Systemwide Trend



* New Indicator.

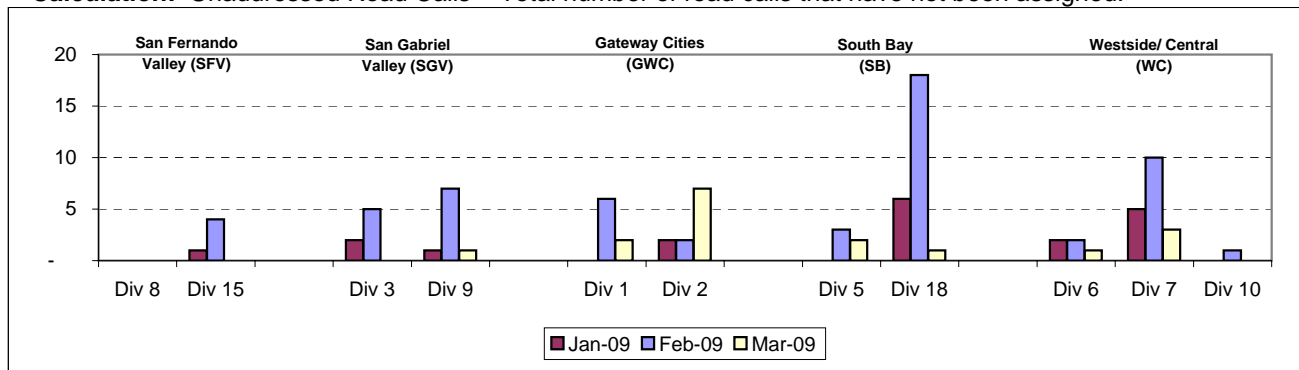
MMBMF -- Bus Operating Sector Divisions January - March 2009



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



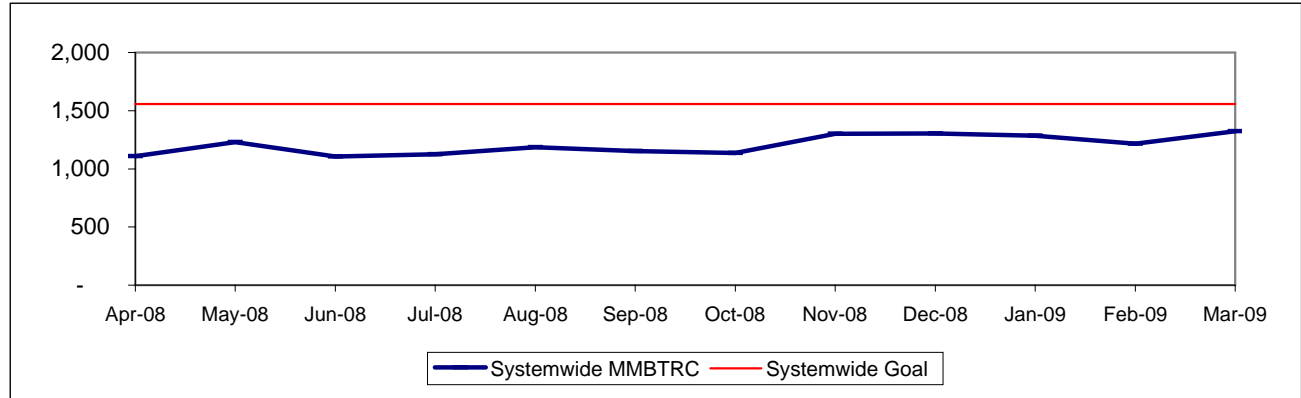
* New Indicator.

MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)*

Definition: Average Hub Miles traveled between road call problems.

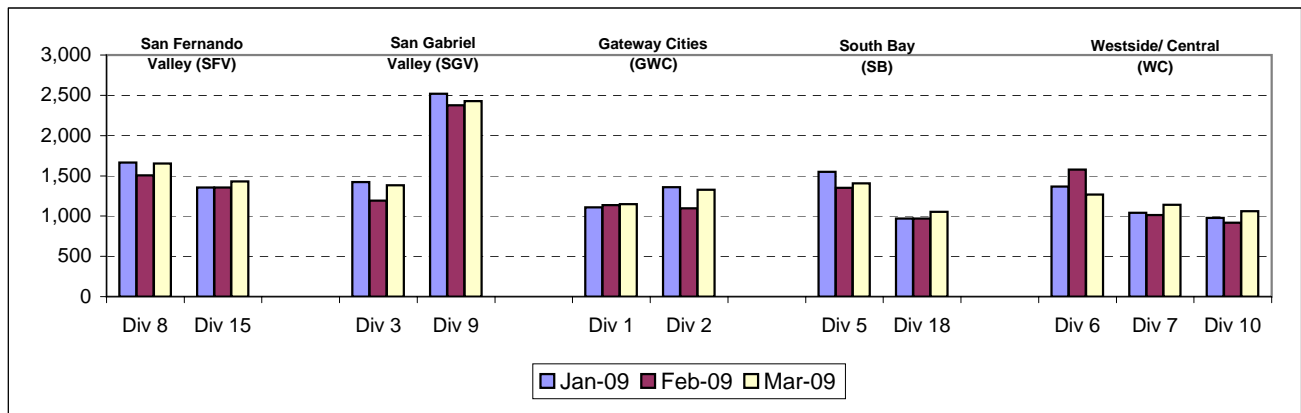
Calculation: MMBTRC = (Total Hub Miles / Total Road Calls)

MMBTRC Systemwide Trend



* New Indicator.

**MMBTRC --Bus Operating Sector Divisions
January - March 2009**



Fleet Mix by Fuel Type Systemwide (Metro Divisions only)

	Number of Buses	Percent of Buses
CNG	2,480	91.95%
Hybrid	6	0.22%
Diesel	118	4.38%
Gasoline	59	2.19%
Propane	34	1.26%
Total	2,697	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
10.0	7.9	7.9	7.1	7.0	7.2	6.9	8.2

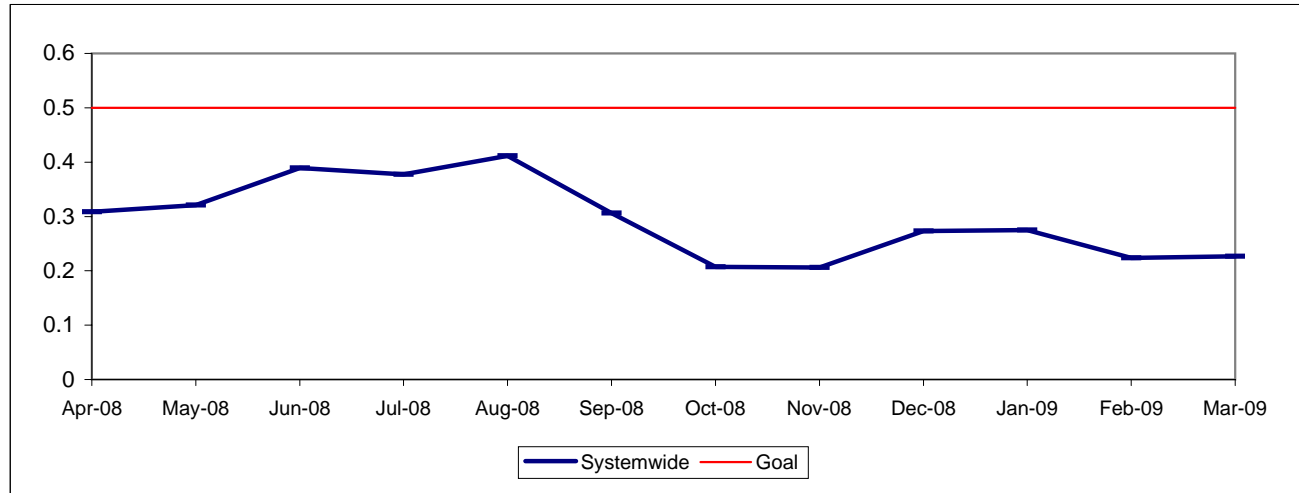
WC		
Div 6	Div 7	Div 10
9.6	7.6	6.7

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.

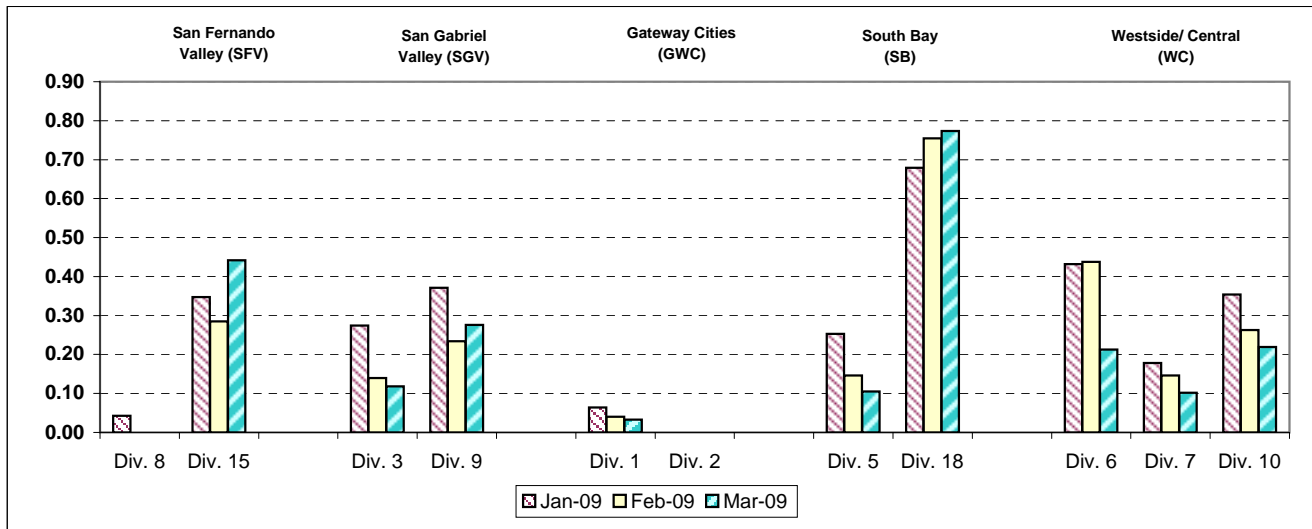
Calculation: Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

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
January - March 2009**



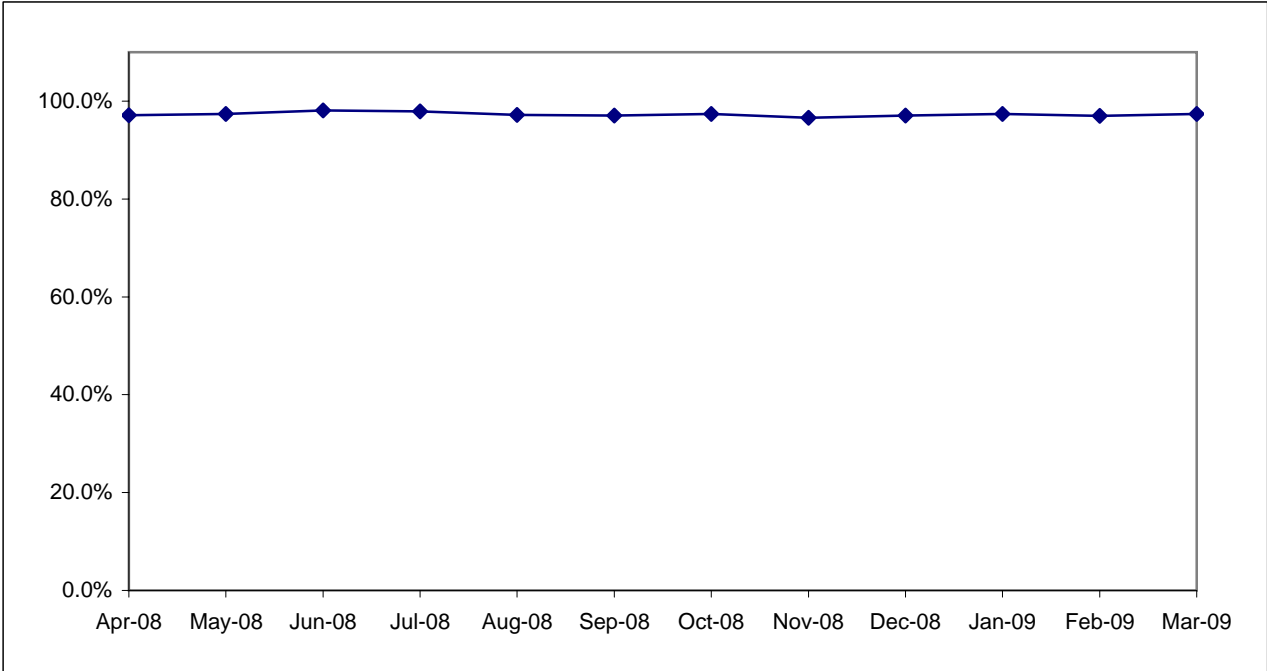
ATTENDANCE

MAINTENANCE ATTENDANCE

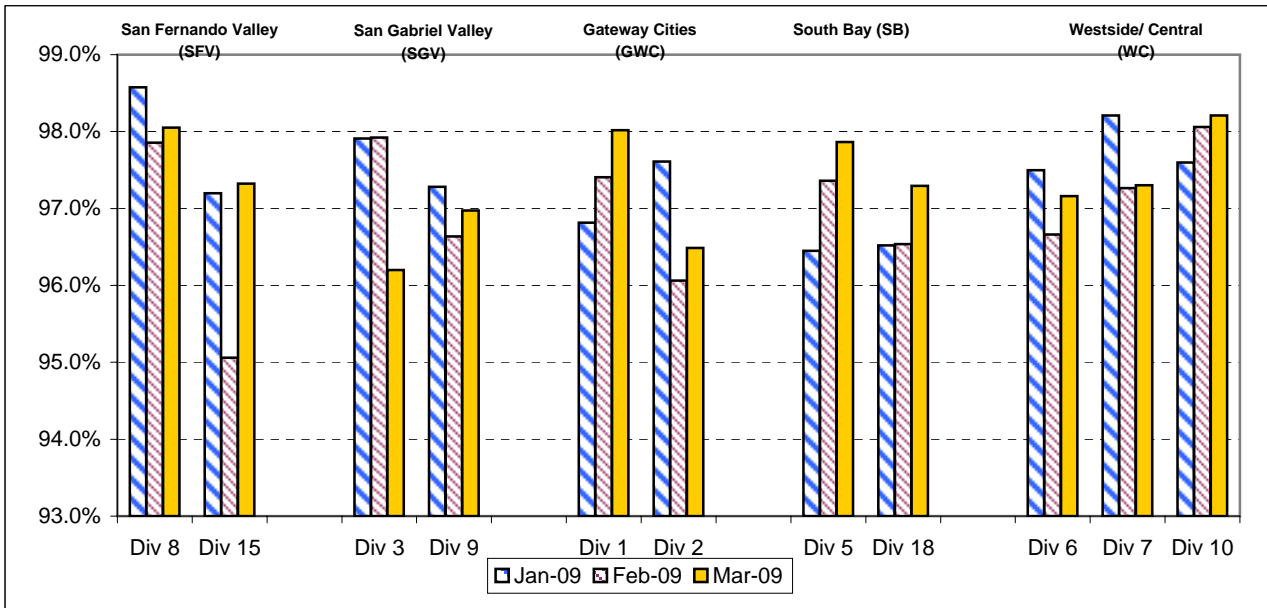
Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

Systemwide Trend



Maintenance Attendance - By Sectors' Divisions (By Current Month) January - March 2009



SAFETY PERFORMANCE

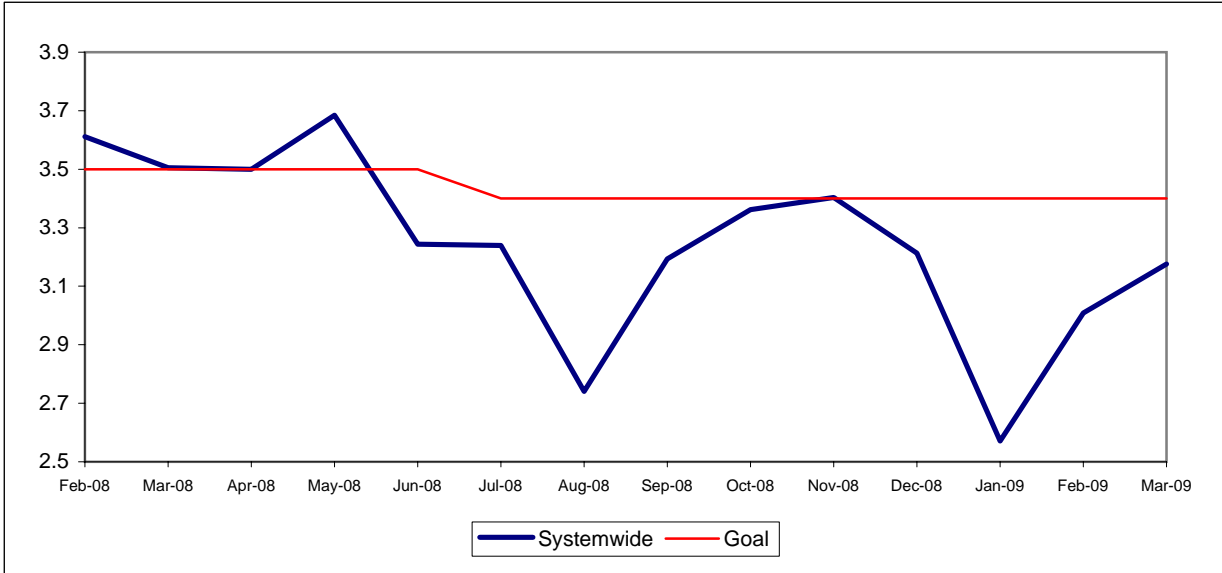
BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

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.

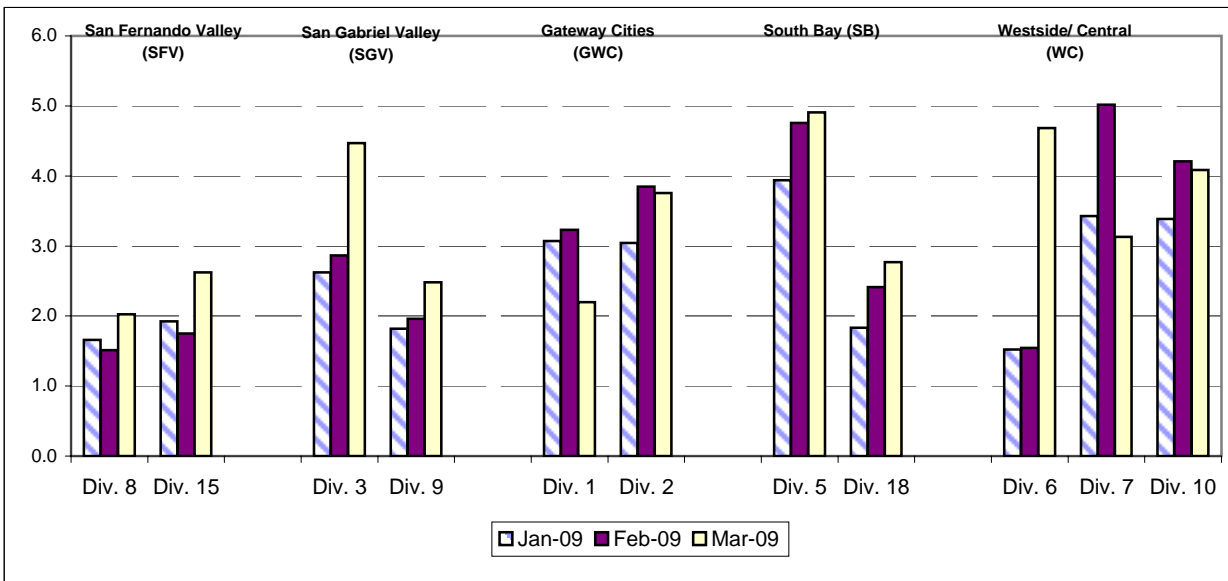
Systemwide Trend



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 January - March 2009

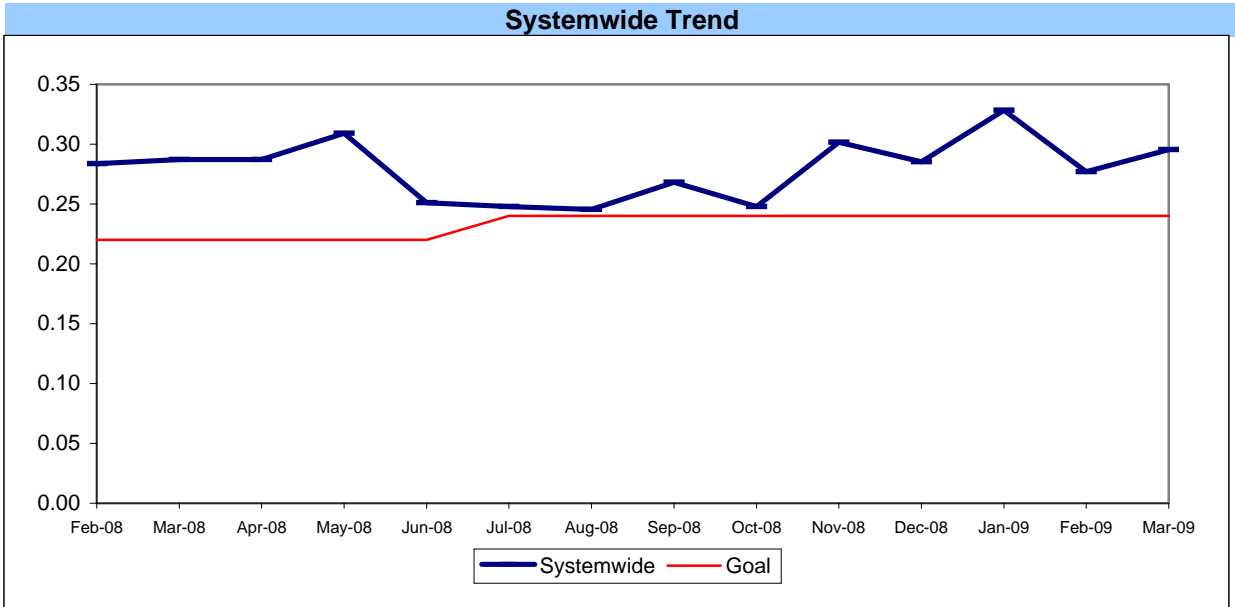


Safety Performance Continued

BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS

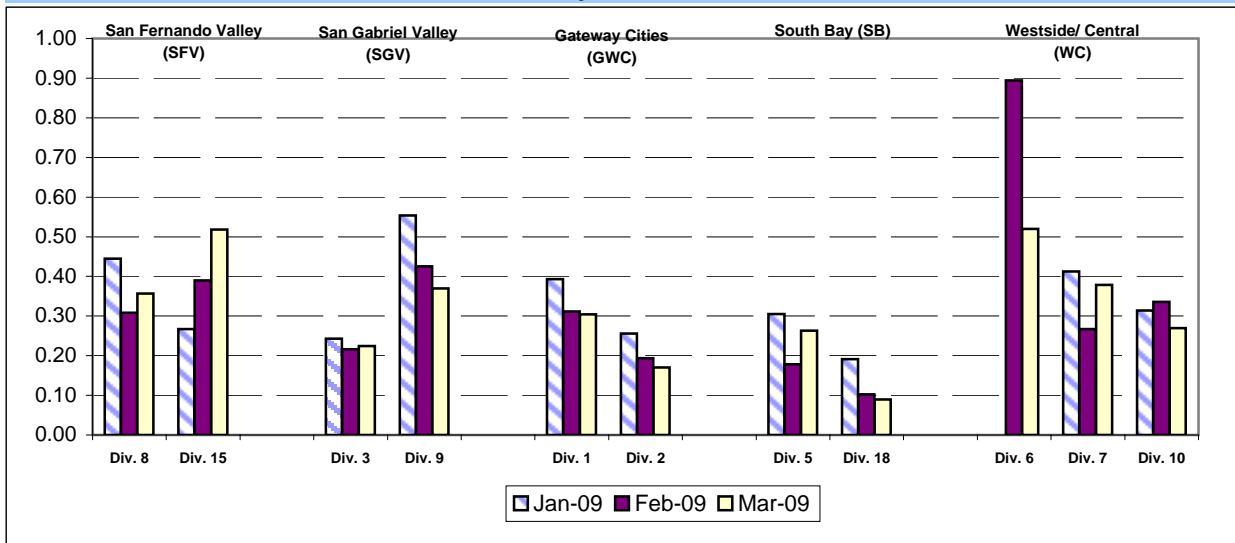
Definition: Average number of Passenger Accidents for every 100,000 Boardings. This indicator measures system safety.

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



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

**Bus Operating Divisions - by Sectors' Divisions
January - March 2009**



Safety Performance Continued

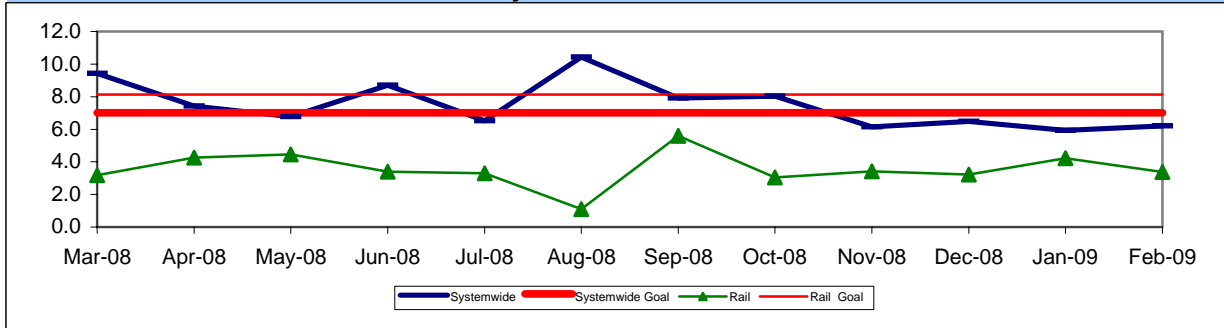
OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA) RECORDABLE INJURIES PER 200,000 EXPOSURE HOURS

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)

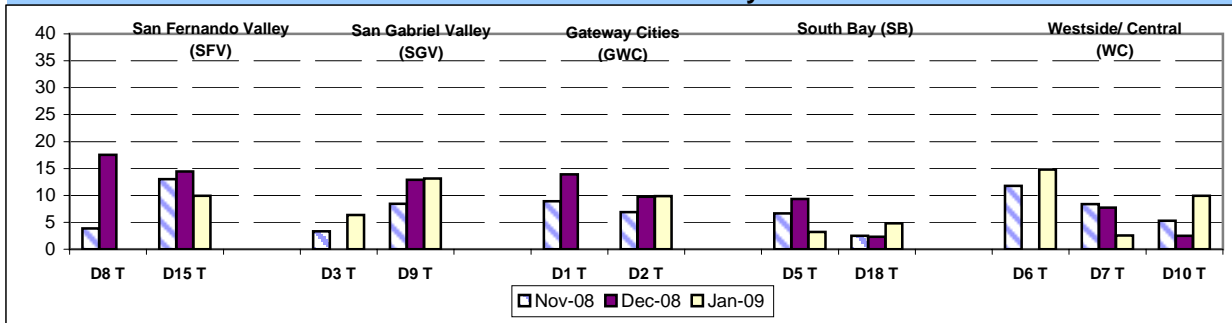
One month lag from current month

OSHA Systemwide Trend and Rail

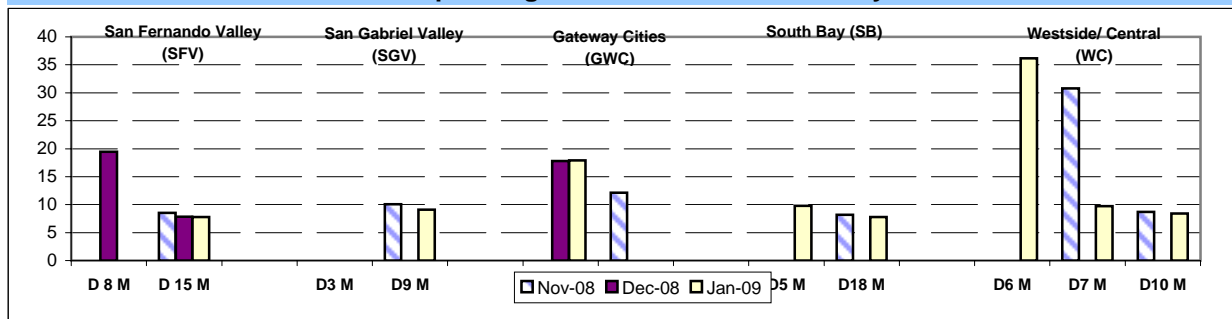


Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of injuries and late filing of reports.

OSHA: Bus Operating Transportation Divisions - by Sectors'
December 2008 - February 2009



OSHA: Bus Operating Maintenance Divisions - by Sectors'



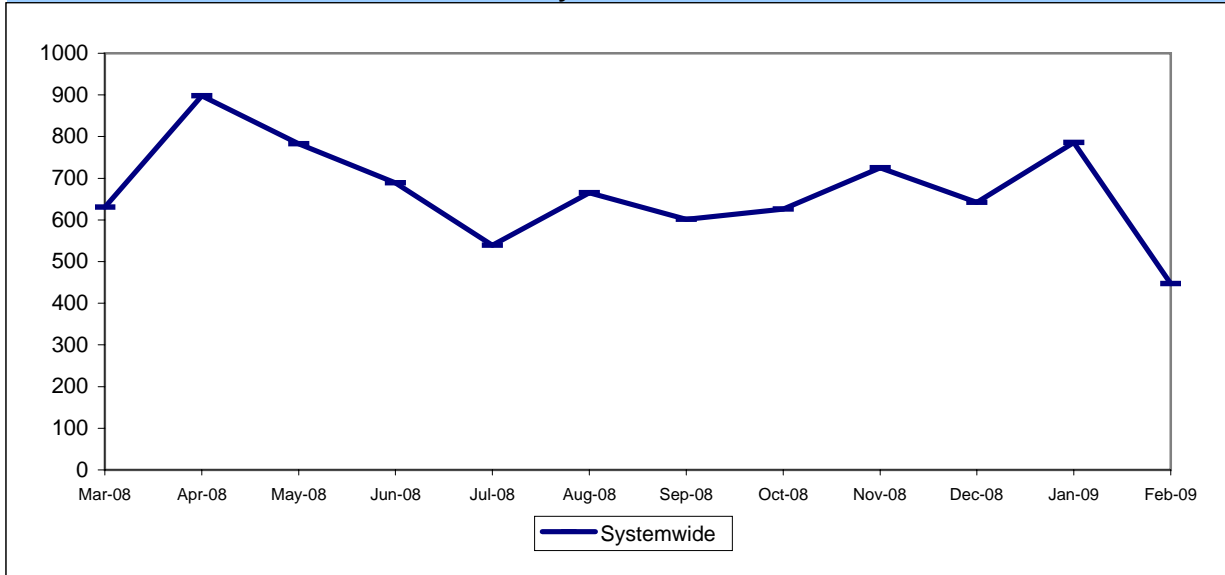
LOST WORK DAYS (LWD) PAID PER 200,000 EXPOSURE HOURS

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

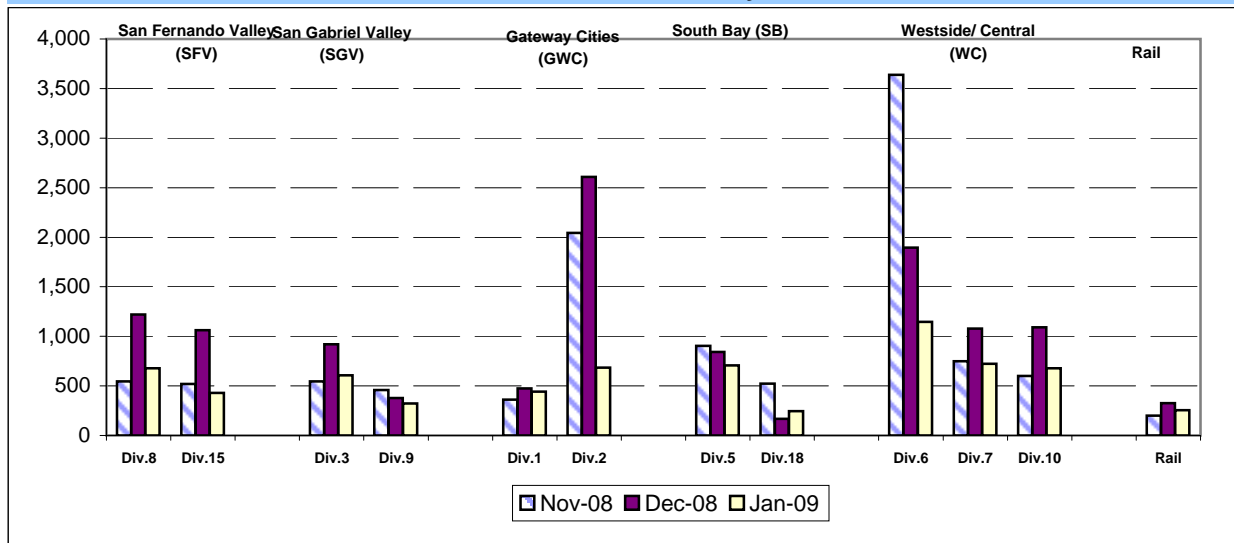
Calculation: (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number

One month lag from current month

LWD Systemwide Trend



**LWD/200,000 Exposure Hours per Operating Divisions - by Sectors' Divisions
December 2008 - February 2009**

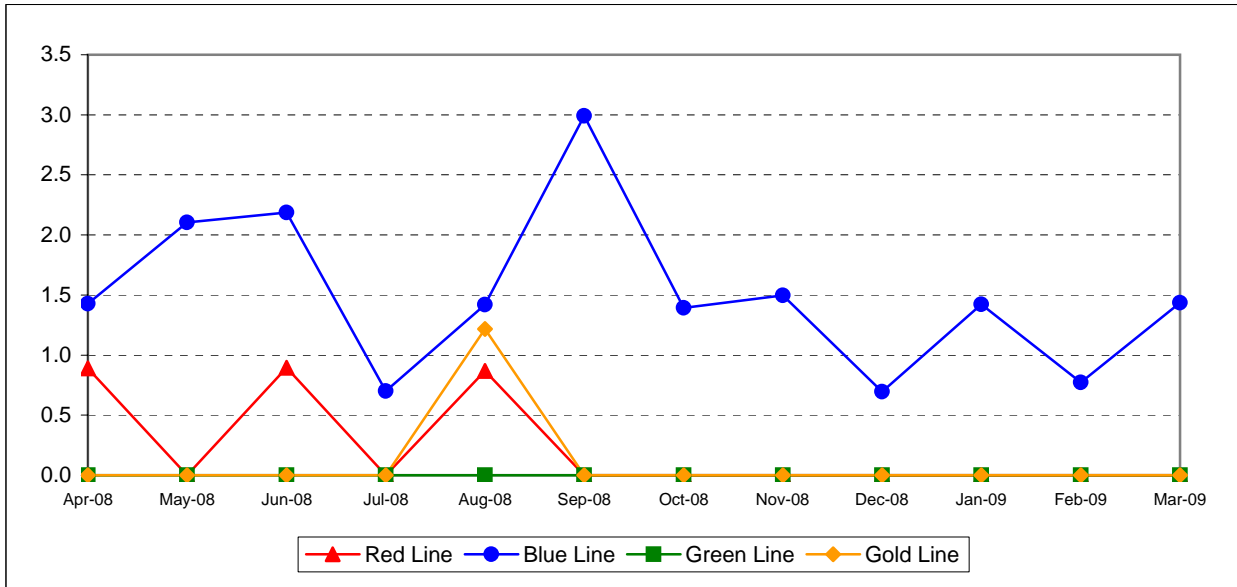


Safety Performance Continued

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.

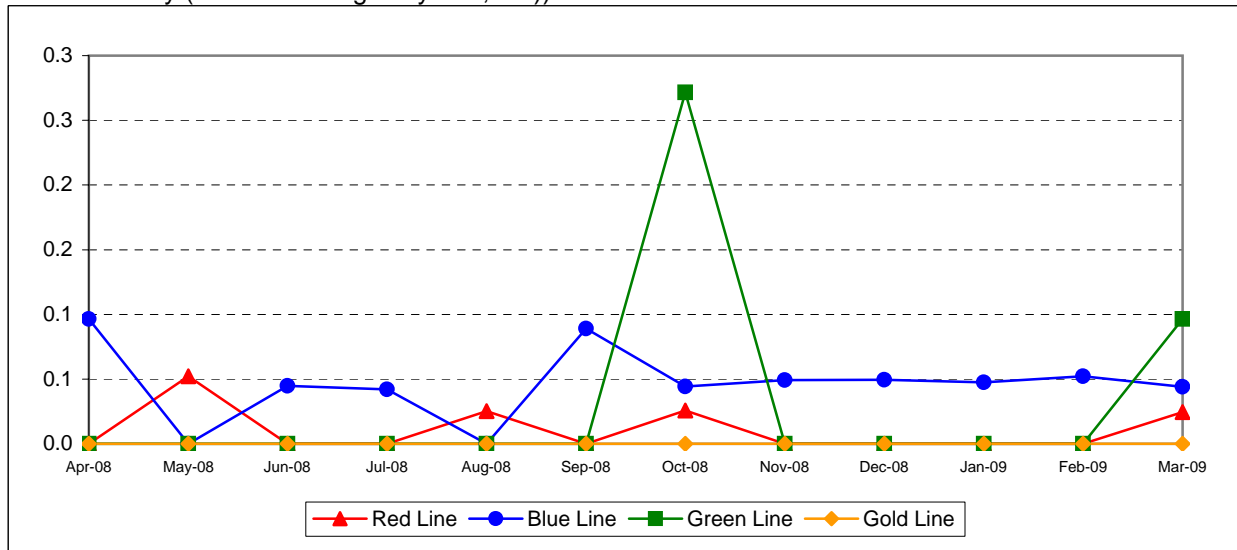
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



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))



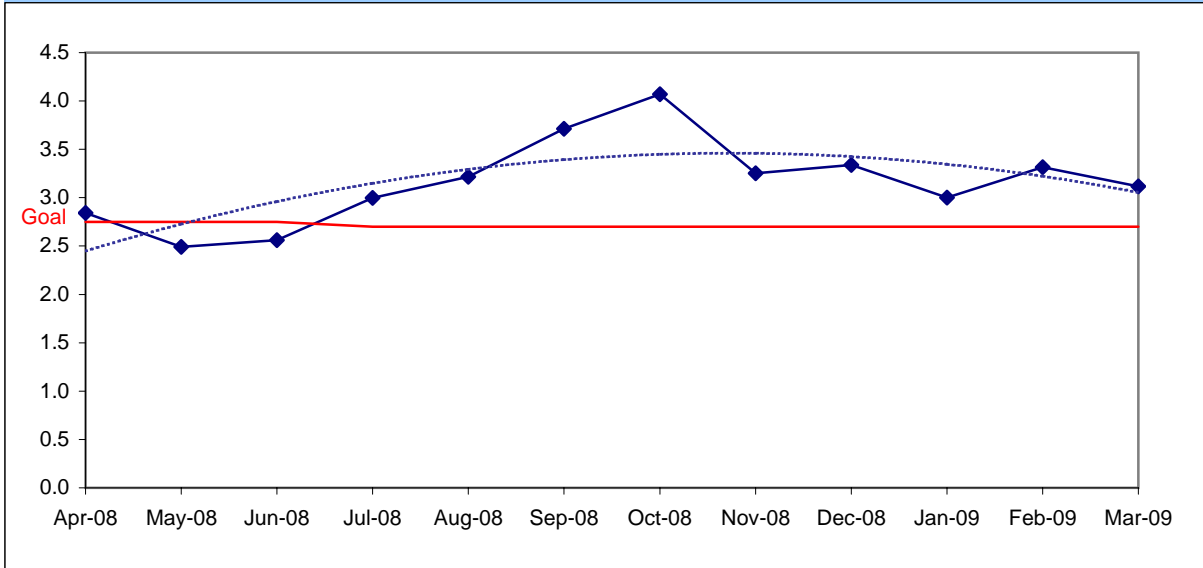
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

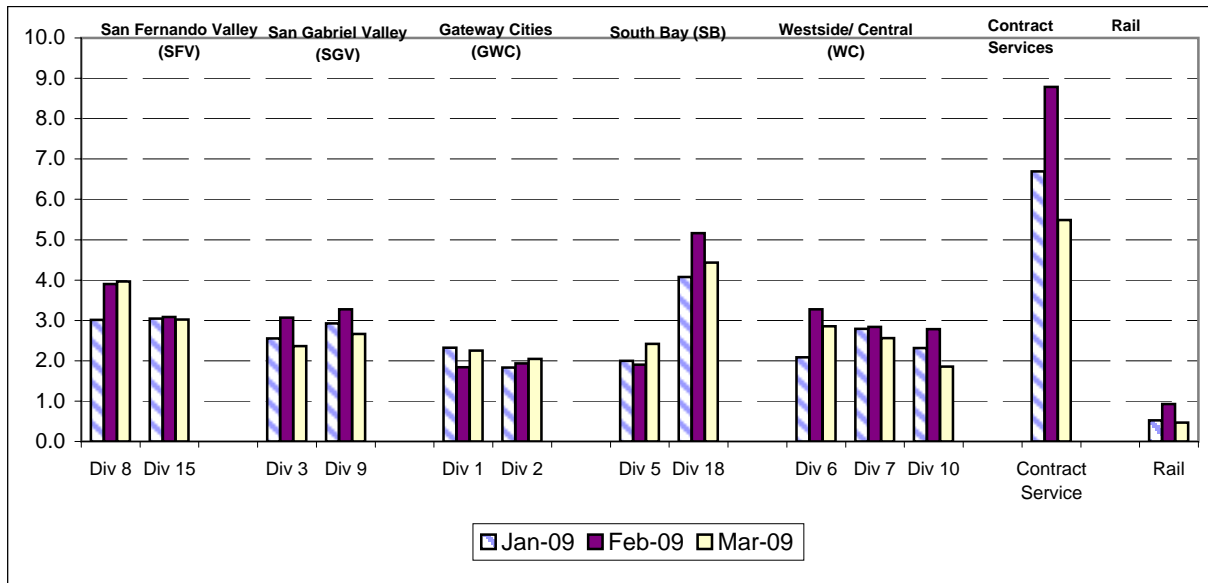
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

Systemwide Trend



Bus Operating Divisions - by Sectors' Divisions January - March 2009



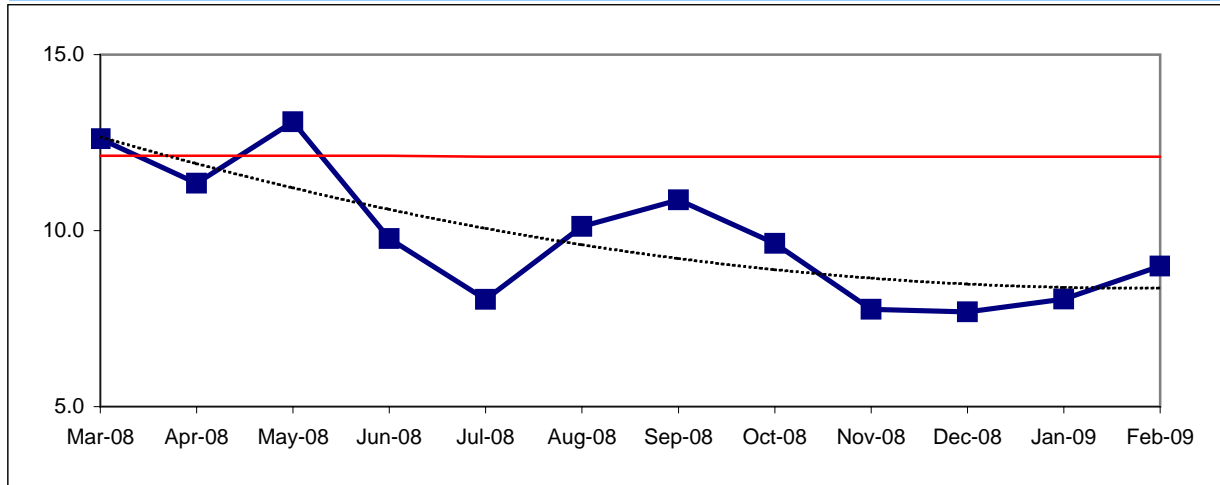
WORKERS COMPENSATION CLAIMS

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

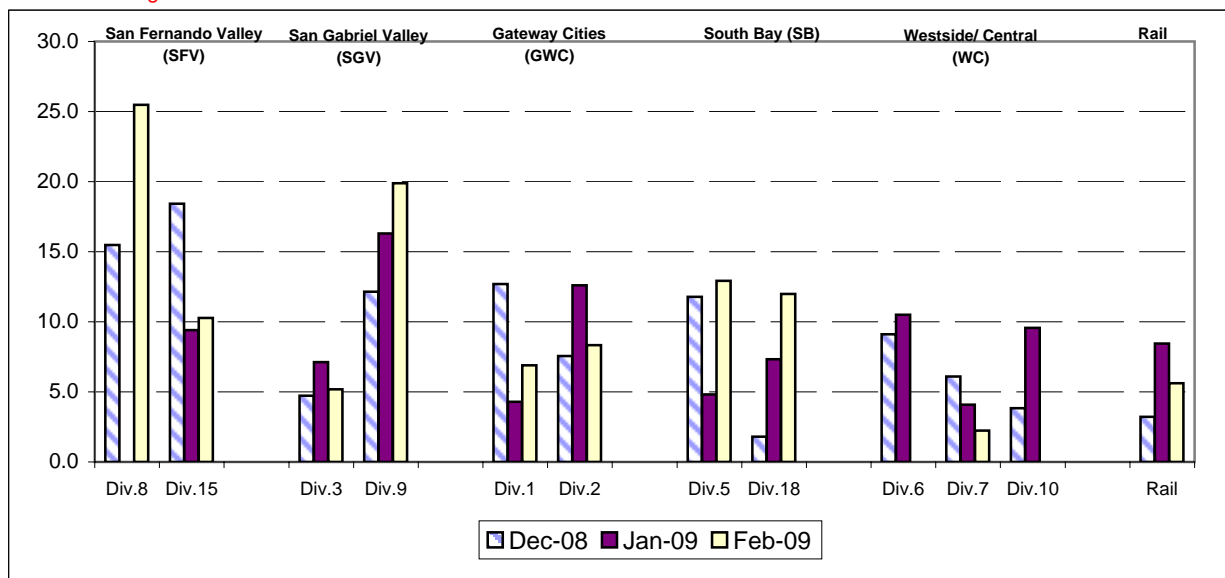
NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

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 December 2008 - February 2009

One month lag from current month



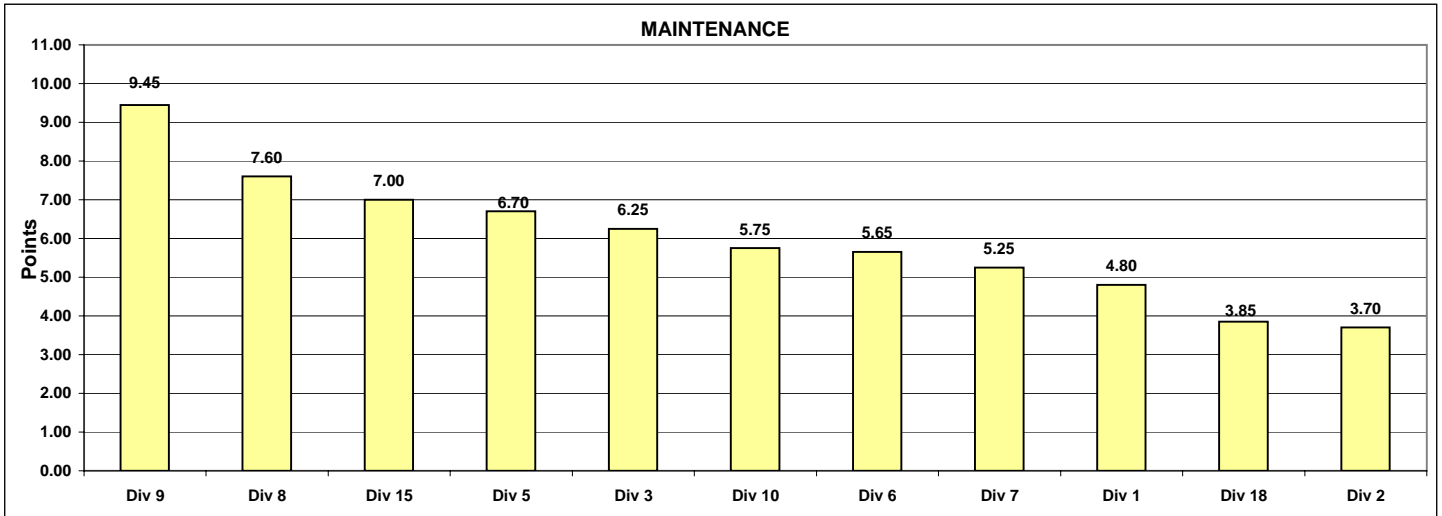
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

**Monthly Calculations - March 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%	1146.8	1327.9	1382.4	1405.3	1268.7	1140.9	1653.0	2429.7	1059.0	1431.0	1051.5
Points		4	6	7	8	5	3	10	11	2	9	1
Attendance	20%	0.98323	0.96943	0.96779	0.98499	0.97324	0.97563	0.98623	0.97914	0.98688	0.97469	0.97368
Points		8	2	1	9	3	6	10	7	11	5	4
New WC Claims /200,000 Exp Hrs*	30%	9.4327	12.1846	0.0000	10.0954	0.0000	0.0000	10.6552	0.0000	0.0000	8.5973	0.0000
Points		4	1	8.5	3	8.5	8.5	2	8.5	8.5	5	8.5
*One month lag												
Totals		4.80	3.70	6.25	6.70	5.65	5.25	7.60	9.45	5.75	7.00	3.85
FINAL RANKING Maintenance Division Ranking (Sorted)												
DIV.		Div 9	Div 8	Div 15	Div 5	Div 3	Div 10	Div 6	Div 7	Div 1	Div 18	Div 2
Score		9.45	7.60	7.00	6.70	6.25	5.75	5.65	5.25	4.80	3.85	3.70
Rank		1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th

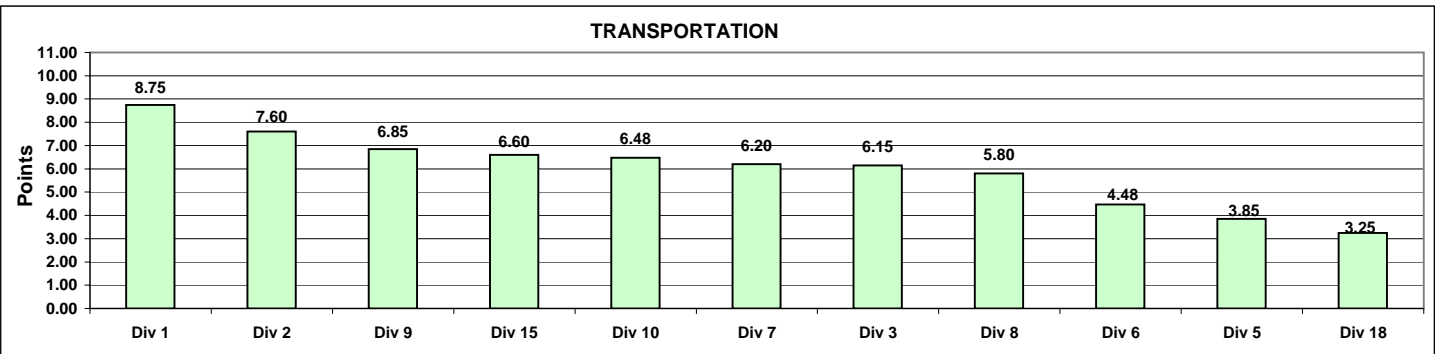


Monthly Calculations - March 2009
Metro Bus - Transportation

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%	0.7291	0.7415	0.6964	0.6259	0.5865	0.6435	0.6837	0.7094	0.6288	0.7028	0.6020
Points		10	11	7	3	1	5	6	9	4	8	2
Miles Between Total Road Calls	10%	1146.8375	1327.8734	1382.4492	1405.2986	1268.6723	1140.8926	1653.0140	2429.7060	1059.0439	1431.0032	1051.5034
Points		4	6	7	8	5	3	10	11	2	9	1
Accident Rate	25%	2.1982	3.7576	4.4669	4.9075	4.6825	3.1304	2.0250	2.4794	4.0862	2.6229	2.7673
Points		10	5	3	1	2	6	11	9	4	8	7
Complaints/100K Boardings	15%	2.2529	2.0454	2.3598	2.4199	2.8585	2.5609	3.9655	2.6610	1.8577	3.0181	4.4323
Points		9	10	8	7	4	6	2	5	11	3	1
New WC Claims /200,000 Exp Hrs*	25%	6.0854	7.2083	6.8772	13.8817	0.0000	2.8408	30.8588	25.7239	0.0000	10.7974	15.6798
Points		8	6	7	4	11	9	1	2	11	5	3
*One month lag												
Totals		8.75	7.60	6.15	3.85	4.48	6.20	5.80	6.85	6.48	6.60	3.25
FINAL RANKING Transportation Division Ranking (Sorted)												
DIV.		Div 1	Div 2	Div 9	Div 15	Div 10	Div 7	Div 3	Div 8	Div 6	Div 5	Div 18
Score		8.75	7.60	6.85	6.60	6.48	6.20	6.15	5.80	4.48	3.85	3.25
Rank		1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



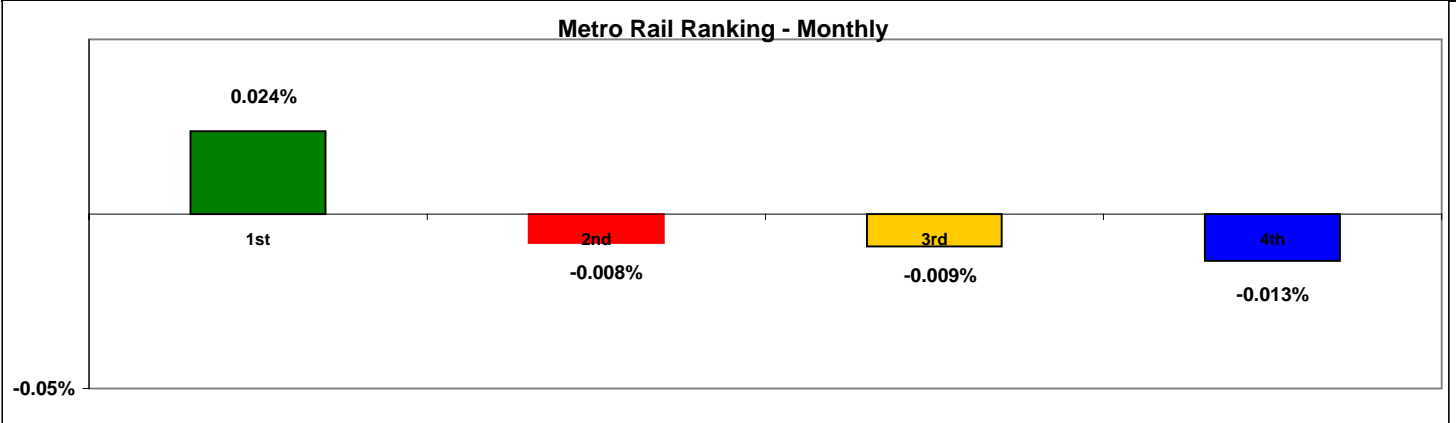
**Monthly Calculations
Metro Rail**

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

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

	Metro Blue Line			Metro Red Line			Metro Green Line			Metro Gold Line		
	Mar-08	Mar-09	Yearly Improvement	Mar-08	Mar-09	Yearly Improvement	Mar-08	Mar-09	Yearly Improvement	Mar-08	Mar-09	Yearly Improvement
Wayside Availability												
Track	100.00%	100.00%	0.00%	99.98%	100.00%	0.02%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Signals	100.00%	99.92%	-0.08%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	99.97%	100.00%	0.03%
Power	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	99.99%	-0.01%	99.96%	99.90%	-0.06%
Wayside Performance	100.00%	99.97%	-0.03%	99.99%	100.00%	0.01%	100.00%	100.00%	0.00%	99.98%	99.97%	-0.01%
Vehicle Availability												
Vehicle Performance	99.87%	99.93%	0.06%	99.79%	99.91%	0.12%	99.91%	99.92%	0.01%	99.93%	99.95%	0.02%
Operator Availability												
Operators	99.99%	99.99%	0.00%	99.97%	99.99%	0.02%	99.98%	100.00%	0.02%	99.99%	100.00%	0.01%
In-Service Performance												
Rev. Hr. Delivered - Rail	99.99%	99.92%	-0.07%	99.95%	99.90%	-0.05%	99.98%	99.91%	-0.06%	99.92%	99.85%	-0.07%
Total Rail Line Performance	99.96%	99.95%	-0.008%	99.93%	99.95%	0.024%	99.97%	99.96%	-0.01%	99.95%	99.94%	-0.01%

Metro Rail Final Ranking (Sorted)				
Rail Line	RED	BLUE	GREEN	GOLD
Score	0.024%	-0.008%	-0.009%	-0.013%
Rank	1st	2nd	3rd	4th



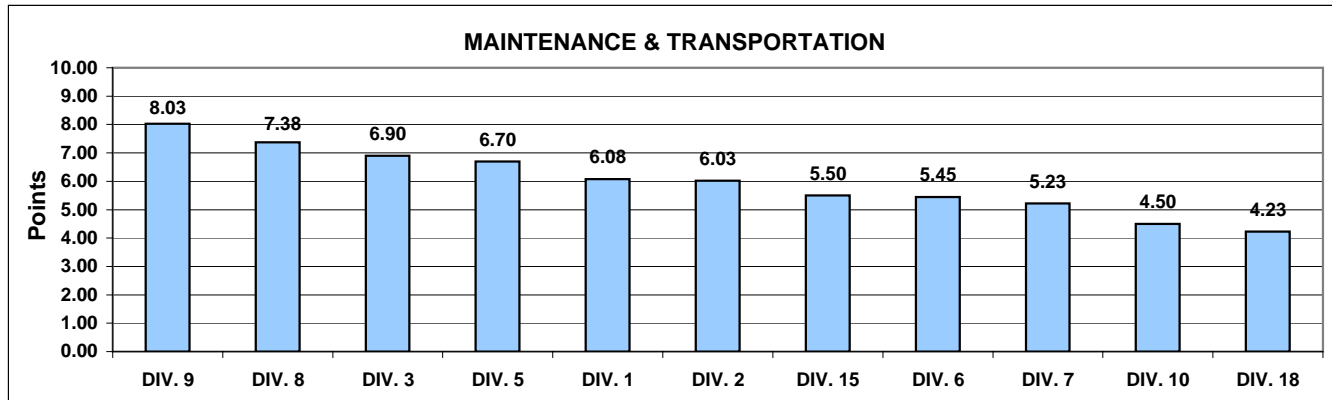
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Quarterly Calculations: FY09-Q3 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												
Points	25.0%	1130	1255	1330	1432	1393	1065	1607	2441	983	1380	996
Points		4	5	6	9	8	3	10	11	1	7	2
Attendance												
Points	10.0%	0.9800	0.9715	0.9773	0.9792	0.9745	0.9786	0.9844	0.9776	0.9831	0.9684	0.9703
Points		9	3	5	8	4	7	11	6	10	1	2
Claims /200000												
Exp.Hrs	15.0%	12.1167	3.8019	0.0000	3.2855	12.5968	3.3323	6.6261	0.0000	8.5550	10.7385	2.6826
Points		2	6	10.5	8	1	7	5	10.5	4	3	9
<i>*One month Lag: Dec 08 - Feb 09</i>												
Transportation												
In-Service On-Time Performance												
Points	12.5%	0.7260	0.7411	0.7065	0.6341	0.5685	0.6313	0.6956	0.7058	0.6209	0.7148	0.6088
Points		10	11	8	5	1	4	6	7	3	9	2
Miles Between Total Road Calls												
Points	5.0%	1130.4	1255.0	1329.5	1432.1	1393.4	1065.0	1607.3	2440.8	983.3	1380.4	996.0
Points		4	5	6	9	8	3	10	11	1	7	2
Accidents/100k Hub Miles												
Points	12.5%	2.8199	3.5427	3.3351	4.5289	2.5724	3.8200	1.7379	2.0914	3.8849	2.1116	2.3342
Points		6	4	5	1	7	3	11	10	2	9	8
Complaints/100K Boardings												
Points	7.5%	2.1466	1.9390	2.6434	2.1181	2.7451	2.7238	3.6353	2.9404	2.2975	3.0463	4.5405
Points		9	11	7	10	5	6	2	4	8	3	1
<i>*One month Lag: Dec 08 - Feb 09</i>												
Claims /200000												
Points	12.5%	6.7077	11.2297	7.5508	11.9206	9.2435	10.6353	16.9656	12.5093	6.7957	15.1500	3.2583
Points		10	5	8	4	7	6	1	3	9	2	11
Totals		6.08	6.15	6.90	6.70	5.45	5.23	7.38	8.03	4.50	5.50	4.23
Maintenance and Transportation Division Ranking (Sorted)												
FINAL RANKING	DIV.	DIV. 9	DIV. 8	DIV. 3	DIV. 5	DIV. 1	DIV. 2	DIV. 15	DIV. 6	DIV. 7	DIV. 10	DIV. 18
	Score	8.03	7.38	6.90	6.70	6.08	6.03	5.50	5.45	5.23	4.50	4.23
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



**Quarterly Calculations: FY09-Q3
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>
Jan-09	0.05%	-0.04%	-0.06%	-0.04%
Feb-09	-0.04%	0.00%	0.01%	-0.01%
Mar-09	<u>-0.01%</u>	<u>-0.02%</u>	<u>-0.01%</u>	<u>-0.01%</u>
Quarter Average	0.00%	-0.01%	-0.02%	-0.02%

Metro Rail Final Ranking (Sorted)

Rail Line	BLUE	RED	GOLD	GREEN
Score	0.00%	-0.01%	-0.02%	-0.02%
Rank	1st	2nd	3rd	3rd

