

NOV 2009

METRO OPERATIONS
MONTHLY PERFORMANCE
REPORT



Metro™

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San Fernando Valley Sector Scorecard Overview (SFV)

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

This report gives a brief overview of sector operations':

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

Measurement	FY04	FY05	FY06	FY07	FY08	FY09	FY10 Target	FY10 YTD	Nov. Month	Status
Bus Systemwide										
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls			3,274	3,532 1,116*	3,137 824	3,137 386	3,540	2,956 125	3,366 19	Yellow Diamond
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,290	1,556	1,410	1,600	Yellow Diamond
In-Service On-time Performance**	65.43%	66.50%	64.35%**	63.77%	64.05%	66.25%	70.80%	71.03%	71.32%	Green Circle
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 53	3.47 240	3.06 216	3.28	3.06	3.00	Green Circle
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.76	2.58	2.66	2.21	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	Oct YTD 10.00	Oct 9.95	Green Circle
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up										
SFV Sector										
MMBMF No. of unaddressed road calls			3,319	3,619 432*	2,938 153	3,067 13	3,500	3,013 2	4028 0	Yellow Diamond
MMBTRC				1,310	1,222	1,440	1,638	1,607	2,039	Yellow Diamond
In-Service On-time Performance	67.47%	68.54%	65.19%**	65.60%	67.48%	69.15%	72.00%	73.28%	73.67%	Green Circle
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 3	2.55 32	2.20 38	2.24	2.50	2.33	Yellow Diamond
Complaints per 100,000 Boardings	5.45	4.39	3.24	3.00	2.88	3.05	2.80	3.20	2.55	Yellow Diamond
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	15.15	13.71	11.75	13.74	12.17	12.01	12.50	Oct YTD 12.40	Oct 13.47	Yellow Diamond
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up										
Division 8										
MMBTRC No. of unaddressed road calls			3,836	3,912 258*	2,944 100	3,473	3,500	3,431 0	4809 0	Yellow Diamond
MMBTRC				1,537	1,333	1,707	1,922	1,863	2,513	Yellow Diamond
In-Service On-time Performance	69.12%	69.78%	68.23%	67.48%	68.50%	69.29%	72.00%	72.89%	73.17%	Green Circle
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 1	1.99 18	1.87 12	2.05	2.06	1.94	Yellow Diamond
Complaints per 100,000 Boardings	5.09	4.17	3.37	2.75	2.64	3.01	2.75	3.04	2.04	Yellow Diamond
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	19.15	16.77	13.81	16.14	15.03	12.45	12.50	Oct YTD 11.50	Oct 15.92	Green Circle
Division 15										
MMBTRC No. of unaddressed road calls			2,996	3,420 174*	2,933 53	3,003 1	3,500	2,782 2	3,634 0	Yellow Diamond
MMBTRC				1,175	1,151	1,291	1,469	1,469	1,811	Green Circle
In-Service On-time Performance	66.62%	67.84%	63.84%**	64.41%	66.85%	69.06%	72.00%	73.50%	73.94%	Green Circle
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 2	2.98 14	2.45 26	2.38	2.80	2.59	Yellow Diamond
Complaints per 100,000 Boardings	5.70	4.55	3.14	3.16	3.05	3.08	2.85	3.29	2.88	Yellow Diamond
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	13.14	12.46	10.41	12.44	10.58	11.89	12.50	Oct YTD 13.55	Oct 12.88	Yellow Diamond

*Jan-June '07 ** Div 15 excluded (Nov. '05 data excluded --No schedules loaded for Orange Line Oct.31 shake-up & Dec. Data after shake-up used.)

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.

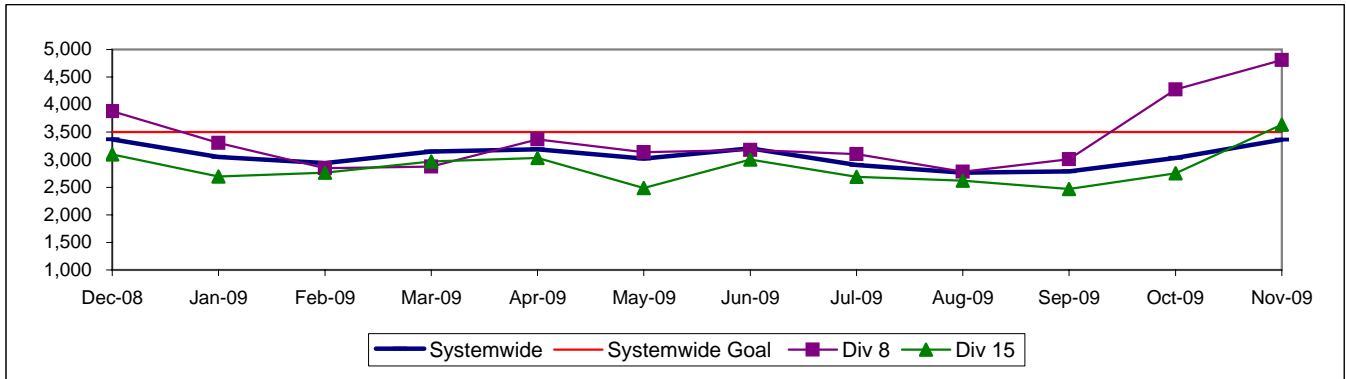
SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

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

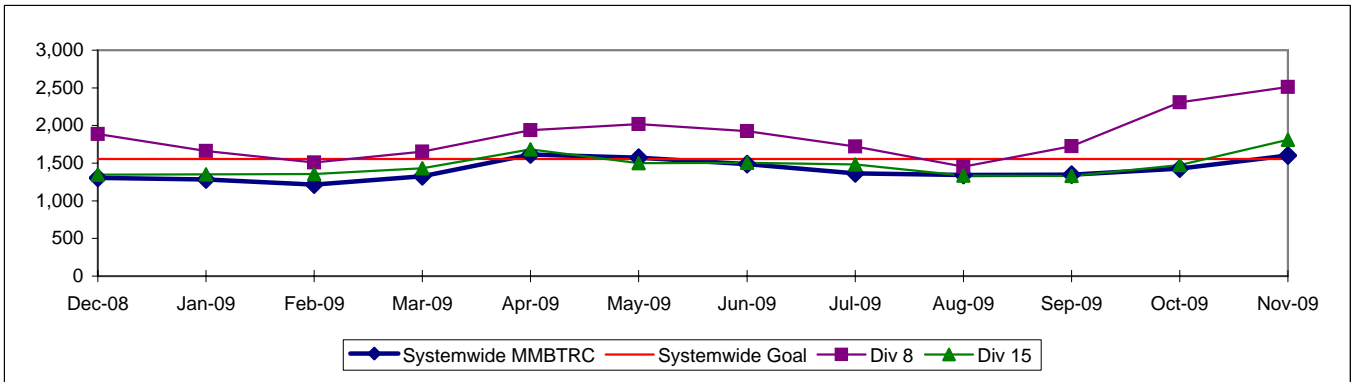


MEAN MILES BETWEEN TOTAL ROADCALLS

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*

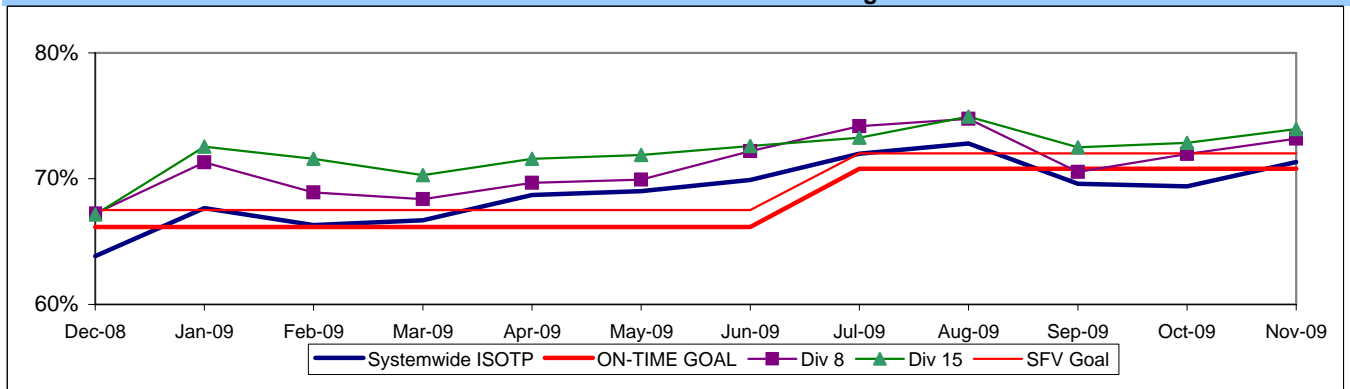
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

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

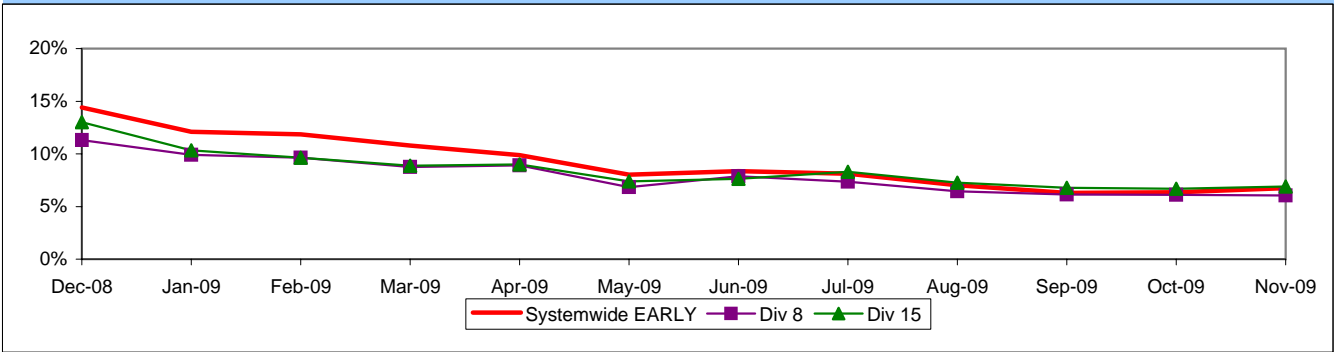
* Division 15 November data not available.

Systemwide and Bus Operating Divisions 8 and 15

ISOTP - 1 Minute Tolerance for Running Hot



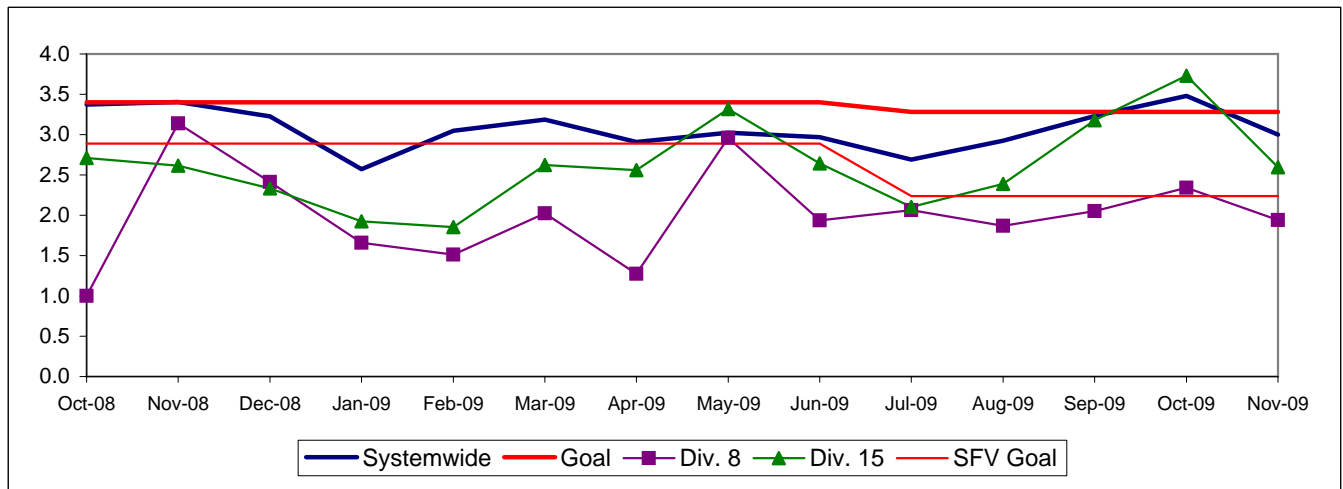
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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))

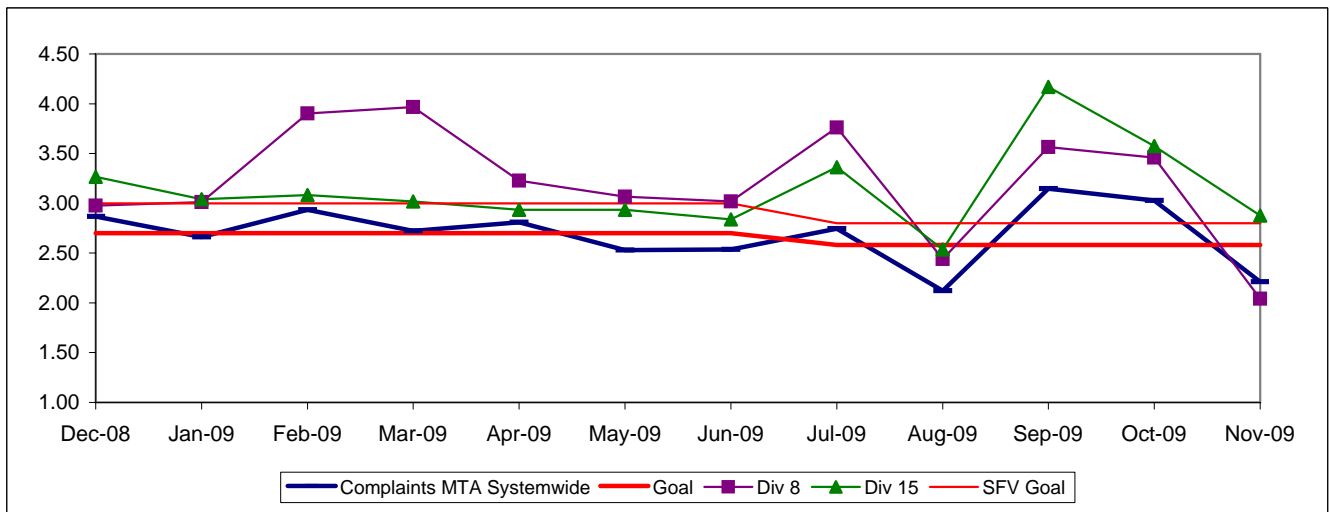


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

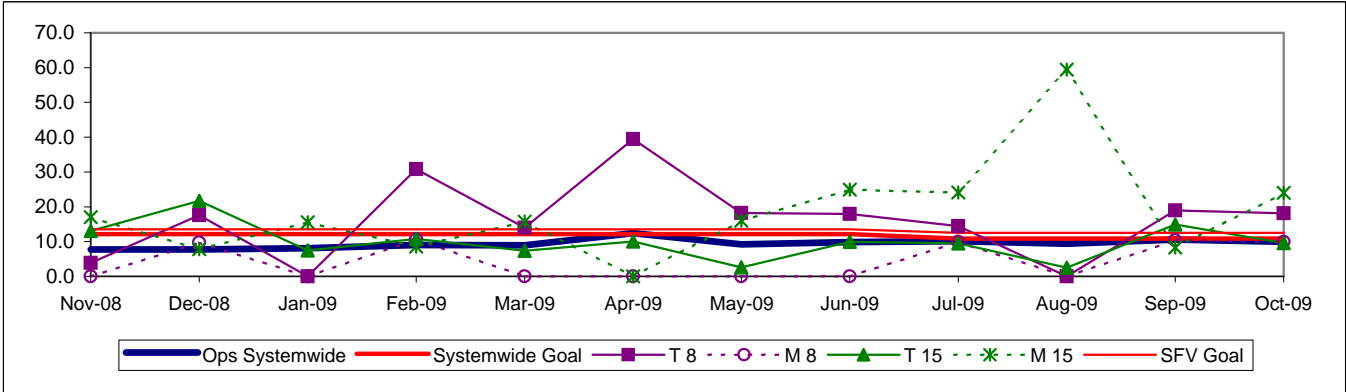


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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.

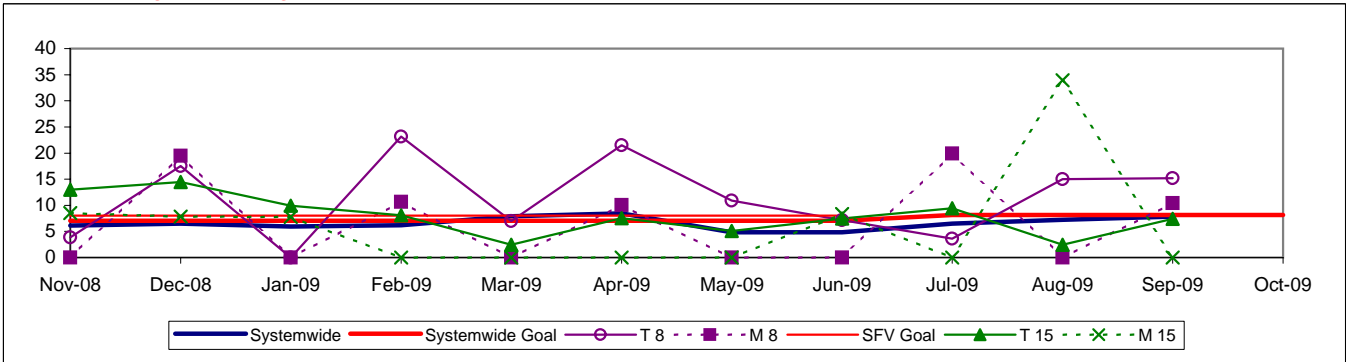


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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.

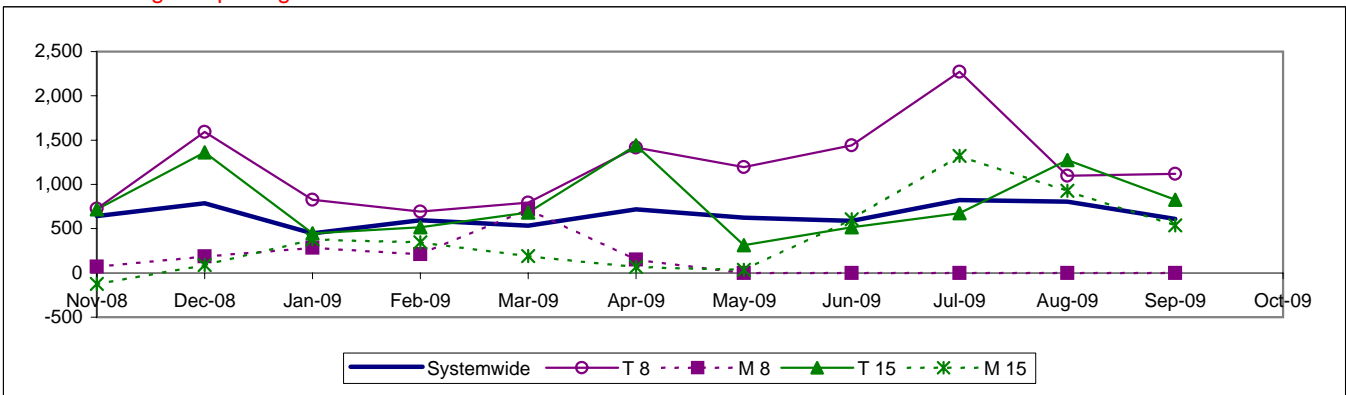


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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	Nov. Month	Status
Bus Systemwide										
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls			3,274	3,532 1,116*	3,137 824	3,137 386	3,540	2,956 125	3,366 19	🟡
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,290	1,556	1,410	1,600	🟡
In-Service On-time Performance**	65.43%	66.50%	64.35%**	63.77%	64.05%	66.25%	70.80%	71.03%	71.32%	🟢
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 53	3.47 240	3.06 216	3.28	3.06	3.00	🟢
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.76	2.58	2.66	2.21	🟡
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	Oct YTD 10.00	Oct 9.95	🟢
SGV Sector										
MMBMF No. of unaddressed road calls			3,467	3,376 88*	3,300 133	3,345 85	3,500	3,400 43	3,795 6	🟡
MMBTRC				1,618	1,516	1,793	2,023	2,044	2,241	🟢
In-Service On-time Performance	69.98%	70.10%	68.59%	65.85%	66.83%	69.90%	74%	74.87%	74.81%	🟢
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 7	3.20 29	2.70 14	2.85	2.44	2.36	🟢
Complaints per 100,000 Boardings	3.80	2.95	2.18	2.49	2.58	2.94	2.62	2.84	2.33	🟡
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	Oct YTD 7.68	Oct 6.24	🟢
Division 3										
MMBMF No. of unaddressed road calls			2,690	2,838 58*	2,573 45	2,552 23	3,500	2,641 17	2,923 1	🟡
MMBTRC				1,239	1,132	1,303	1,549	1,454	1,611	🟡
In-Service On-time Performance	70.80%	71.06%	70.05%	16.54%	66.83%	69.78%	74%	74.38%	74.81%	🟢
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 3	4.24 9	3.60 0	3.60	3.34	2.31	🟢
Complaints per 100,000 Boardings	3.02	2.60	1.83	2.12	2.14	2.69	2.22	2.63	2.15	🟡
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	Oct YTD 8.60	Oct 2.38	🟢
Division 9										
MMBMF No. of unaddressed road calls			4,585	4,087 30*	4,119 88	4,267 62	3,500	4,220 26	4,780 5	🟢
MMBTRC				2,099	1,989	2,425	2,623	2,817	3,070	🟢
In-Service On-time Performance	68.16%	68.16%	67.01%	12.52%	66.84%	70.01%	74%	75.36%	74.81%	🟢
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 4	2.46 20	2.07 14	2.40	1.84	2.39	🟢
Complaints per 100,000 Boardings	5.09	5.09	2.61	2.24	2.98	3.18	3.02	3.03	2.48	🟢
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	Oct YTD 7.13	Oct 10.04	🟢

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

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

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

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

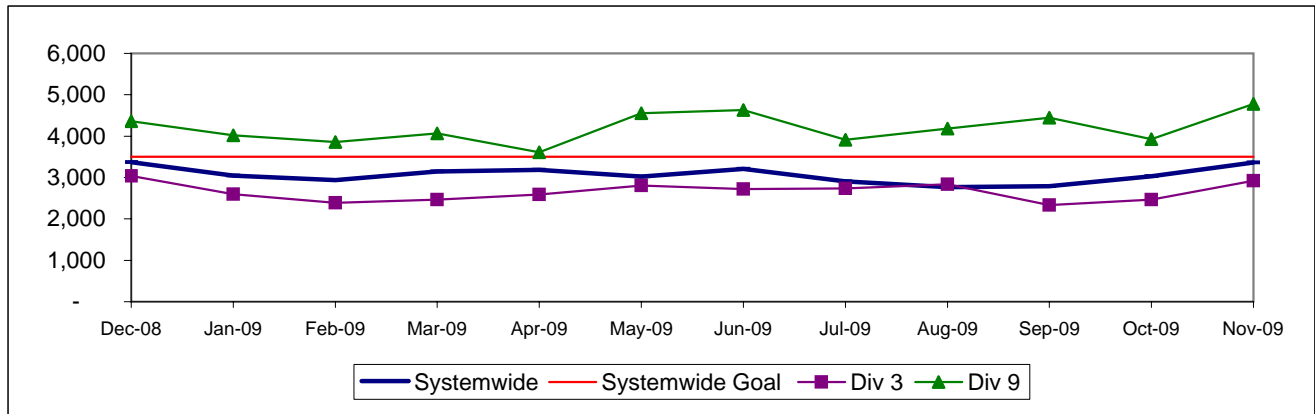
🔴 Red - High probability that the target will not be achieved -- significant problems and/or delays.

SAN GABRIEL VALLEY SECTOR BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES REQUIRING BUS EXCHANGE Systemwide and Divisions 3 and 9

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

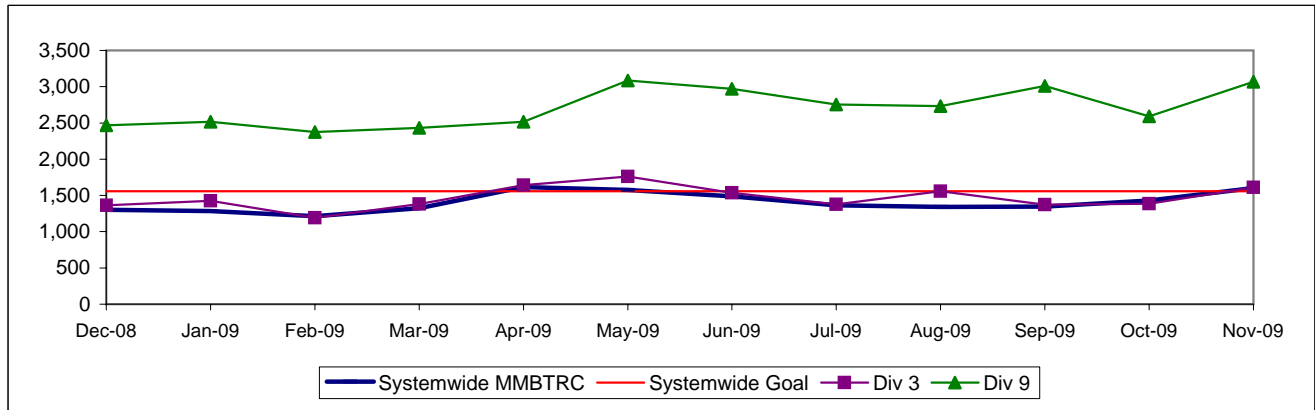
Calculation: MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



MEAN MILES BETWEEN TOTAL ROADCALLS Systemwide and Divisions 3 and 9

Definition: Average Hub Miles traveled between total roadcalls

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

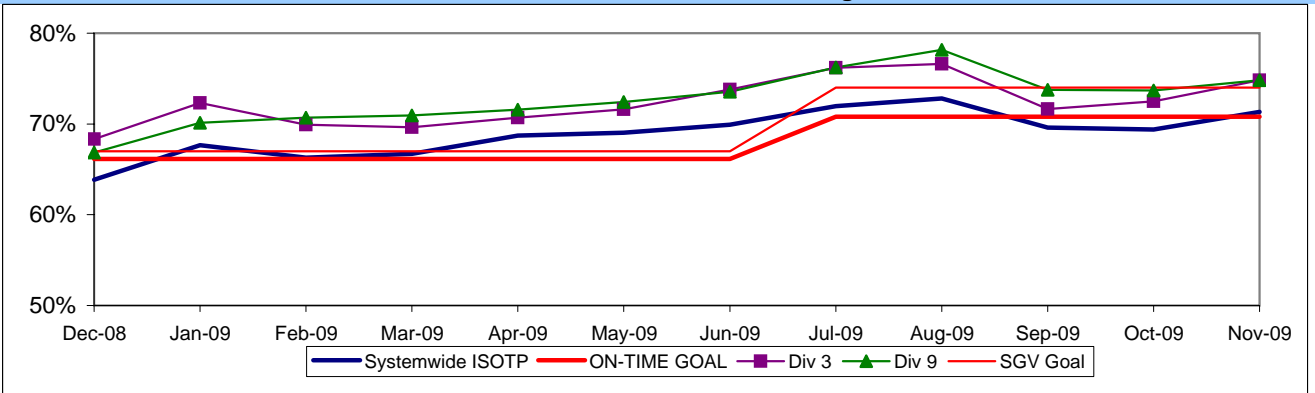


IN-SERVICE ON-TIME PERFORMANCE

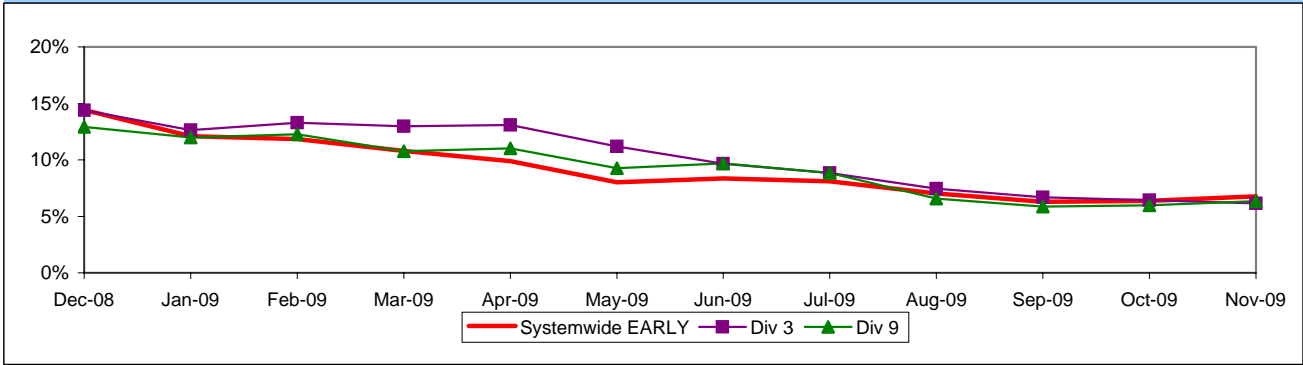
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

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

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



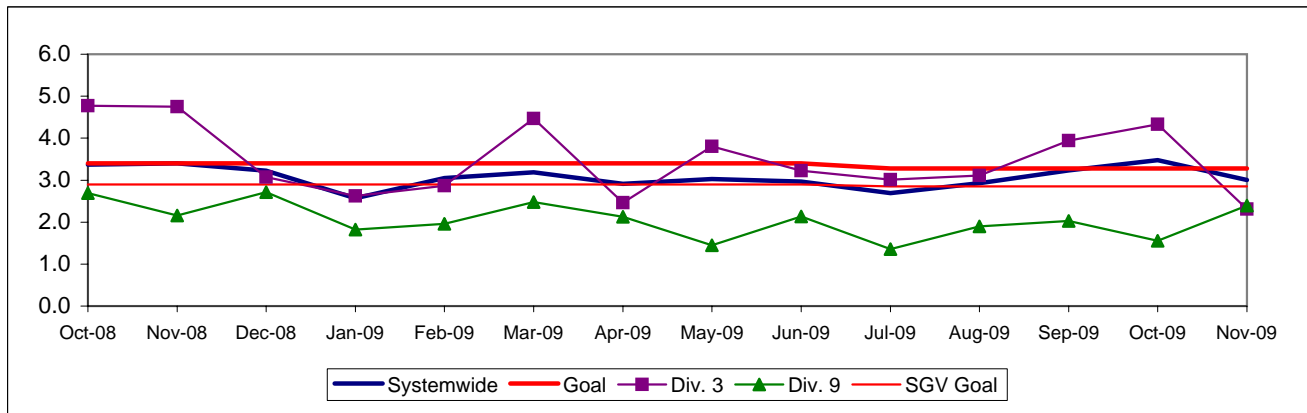
Running Hot - Systemwide and Bus Operating Divisions 3 and 9



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

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

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

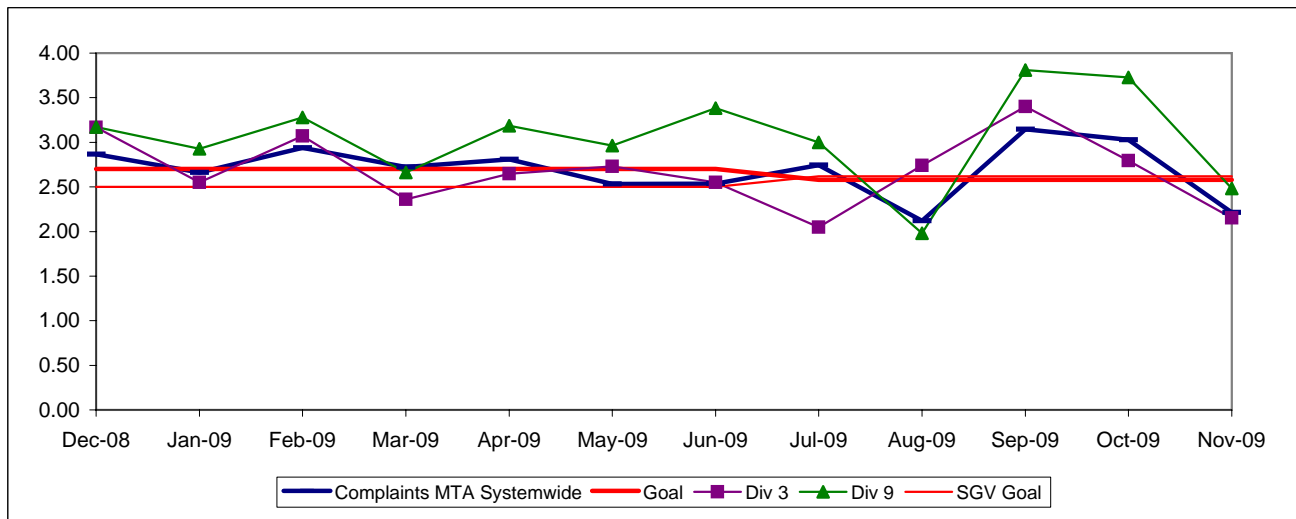


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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

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

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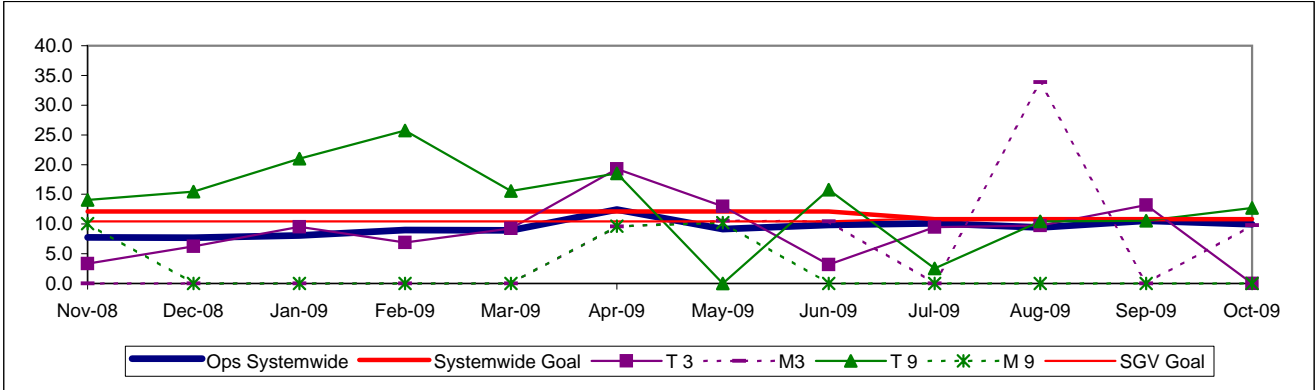


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 3 and 9

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

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

One month lag in reporting.

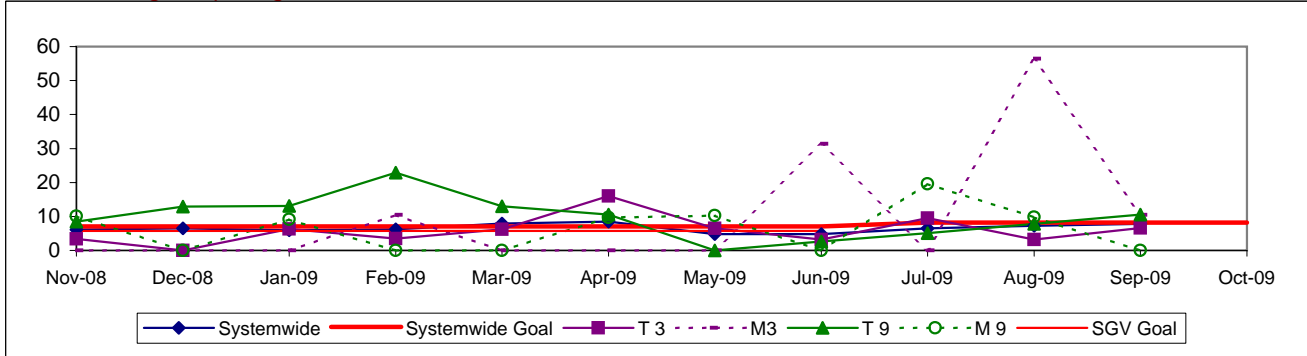


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 3 and 9

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

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

One month lag in reporting.

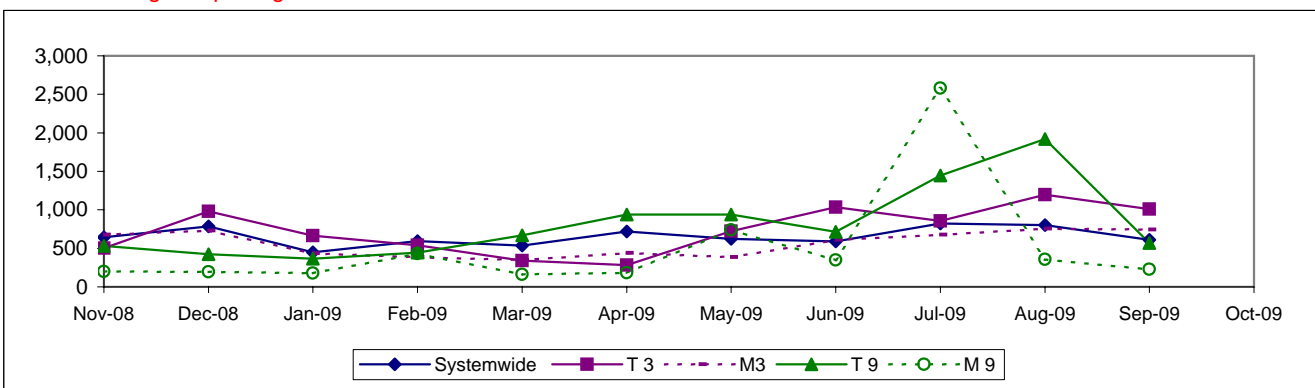


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 3 and 9

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

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

One month lag in reporting.



Gateway Cities Sector Scorecard Overview (GC)

This sector has two Metro operating divisions, Division 1 and 2, both operating out of the downtown Los Angeles area. The sector will be responsible for the operation of approximately 465 Metro buses and 22 Metro Bus lines carrying nearly 81.2 million boarding passengers each year.

This report gives a brief overview of sector operations':

- * Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- * Mean Miles Between Total Road Calls (MMBTRC)
- * In-Service On-Time Performance
- * Traffic Accidents per 100,000 Hub
- * 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	Nov. Month	Status
Bus Systemwide										
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)			3,274	3,532	3,137	3,137	3,540	2,956	3,366	Yellow Diamond
No. of unaddressed road calls				1,116*	824	386		125	19	
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,290	1,556	1,410	1,600	Yellow Diamond
In-Service On-time Performance	65.43%	66.50%	64.35%**	63.77%	64.05%	66.25%	70.80%	71.03%	71.32%	Green Circle
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.47	3.06	3.28	3.06	3.00	Green Circle
Number of "482 alleged accidents"	0	0	0	53	240	216	3.28	3.06	3.00	Green Circle
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.76	2.58	2.66	2.21	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	Oct YTD 10.00	Oct 9.95	Green Circle
GC Sector										
MMBMF			2,506	3,163	2,845	2,626	3,500	2,706	2,969	Yellow Diamond
No. of unaddressed road calls				170*	322	106		34	1	
MMBTRC				995	960	1,203	1,244	1,314	1,479	Yellow Diamond
In-Service On-time Performance	69.34%	71.20%	71.73%**	68.01%	68.09%	71.99%	74.00%	76.49%	76.80%	Green Circle
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.52	3.20	3.30	3.13	3.19	Green Circle
Number of "482 alleged accidents"	0	0	0	7	51	47	3.30	3.13	3.19	Green Circle
Complaints per 100,000 Boardings	3.08	2.58	1.69	1.78	1.91	1.94	2.00	1.87	1.65	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	Oct YTD 12.38	Oct 9.99	Yellow Diamond
Division 1										
MMBMF			2,409	3,757	2,960	2,640	3,500	2,719	3,234	Yellow Diamond
No. of unaddressed road calls				138*	311	62		32	0	
MMBTRC				932	908	1,166	1,165	1,235	1,457	Green Circle
In-Service On-time Performance	70.57%	71.62%	71.06%**	68.02%	67.55%	71.05%	73.50%	75.52%	76.18%	Green Circle
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.41	3.02	3.30	3.19	2.88	Green Circle
Number of "482 alleged accidents"	0	0	0	6	36	22	3.30	3.19	2.88	Green Circle
Complaints per 100,000 Boardings	3.32	2.92	1.92	1.89	1.90	1.85	2.00	1.90	1.57	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	Oct YTD 10.84	Oct 12.98	Yellow Diamond
Division 2										
MMBMF			2,660	2,598	2,707	2,608	3,500	2,688	2,697	Yellow Diamond
No. of unaddressed road calls				32*	11	44		2	1	
MMBTRC				1,097	1,039	1,255	1,371	1,433	1,506	Green Circle
In-Service On-time Performance	67.62%	70.42%	72.71%**	67.99%	68.60%	72.72%	74.50%	77.23%	77.28%	Green Circle
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.67	3.43	3.30	3.05	3.57	Green Circle
Number of "482 alleged accidents"	0	0	0	1	15	25	3.30	3.05	3.57	Green Circle
Complaints per 100,000 Boardings	2.84	2.15	1.42	1.64	1.93	2.03	2.00	1.83	1.73	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	Oct YTD 14.63	Oct 7.43	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.

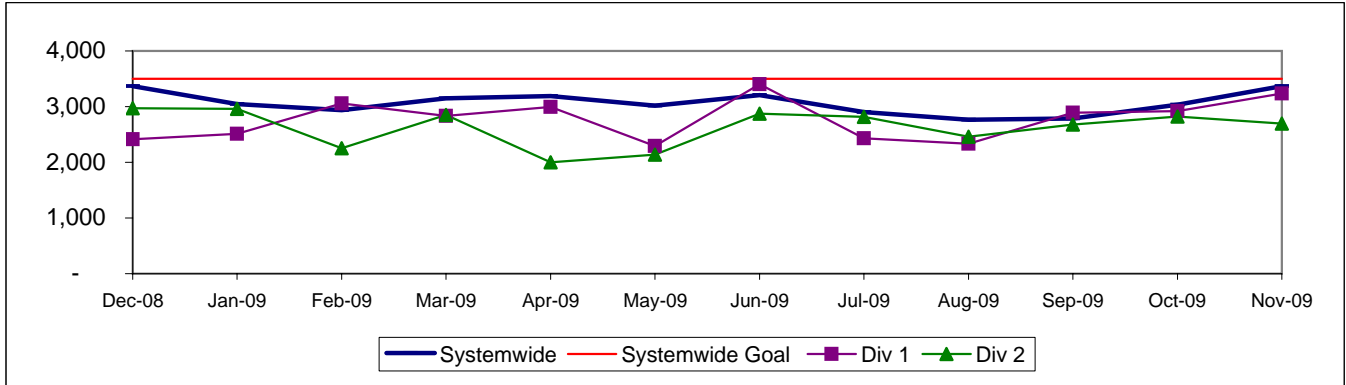
Red - High probability that the target will not be achieved -- significant problems and/or delays.

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.

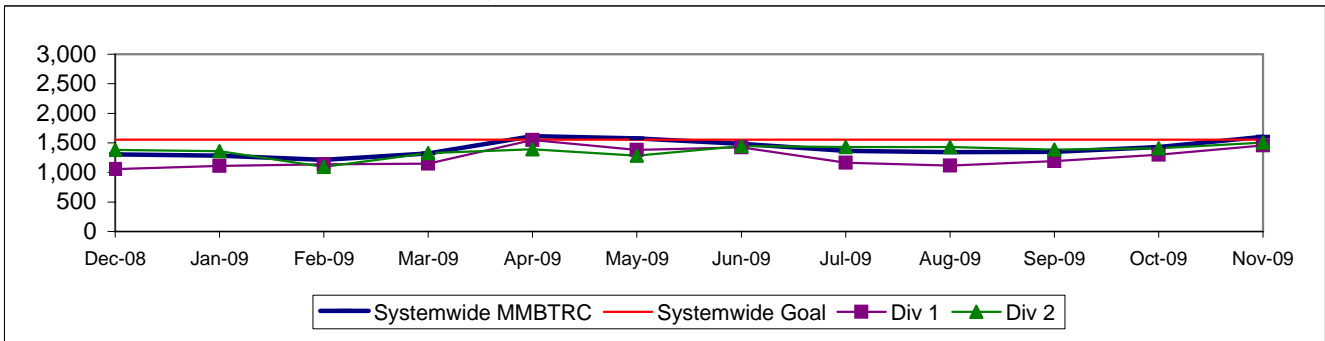
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



MEAN MILES BETWEEN TOTAL ROADCALLS Systemwide and Divisions 1 and 2

Definition: Average Hub Miles Between Total Roadcalls

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

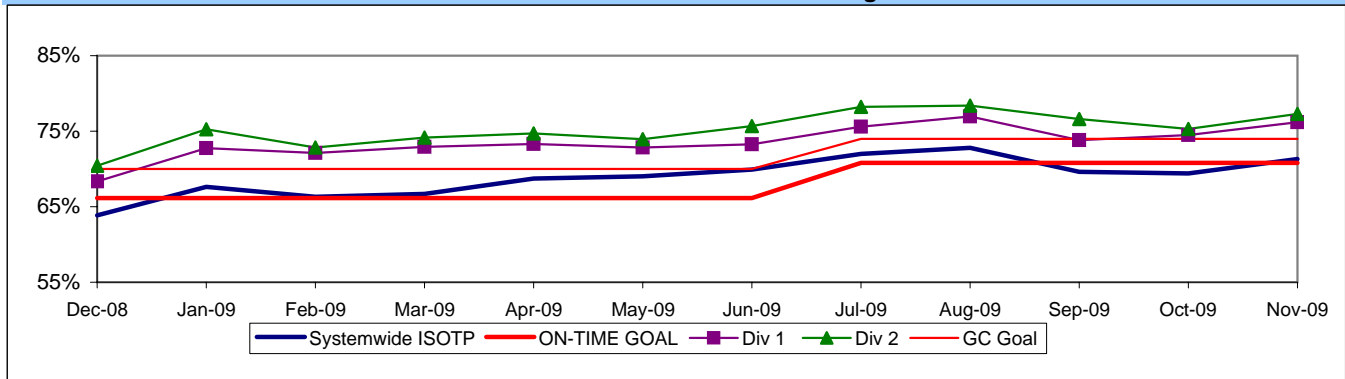


IN-SERVICE ON-TIME PERFORMANCE

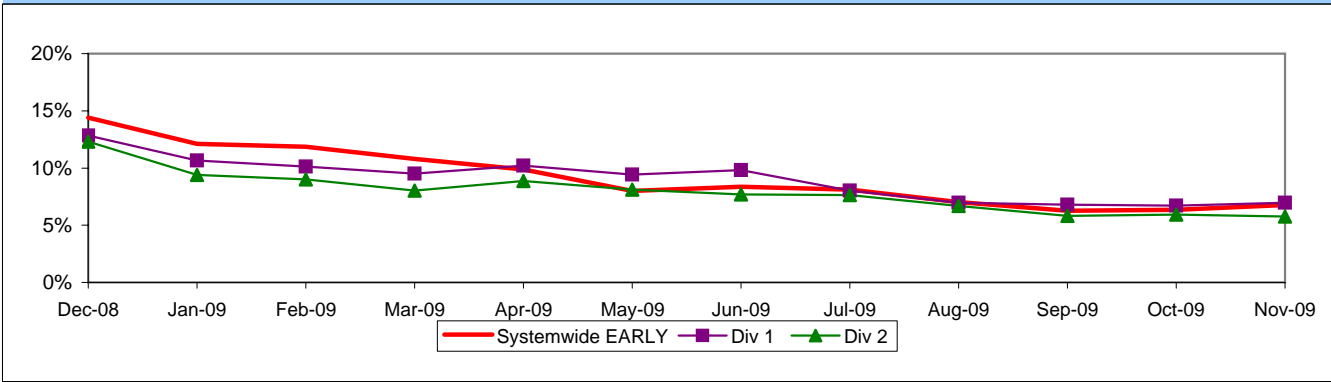
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

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



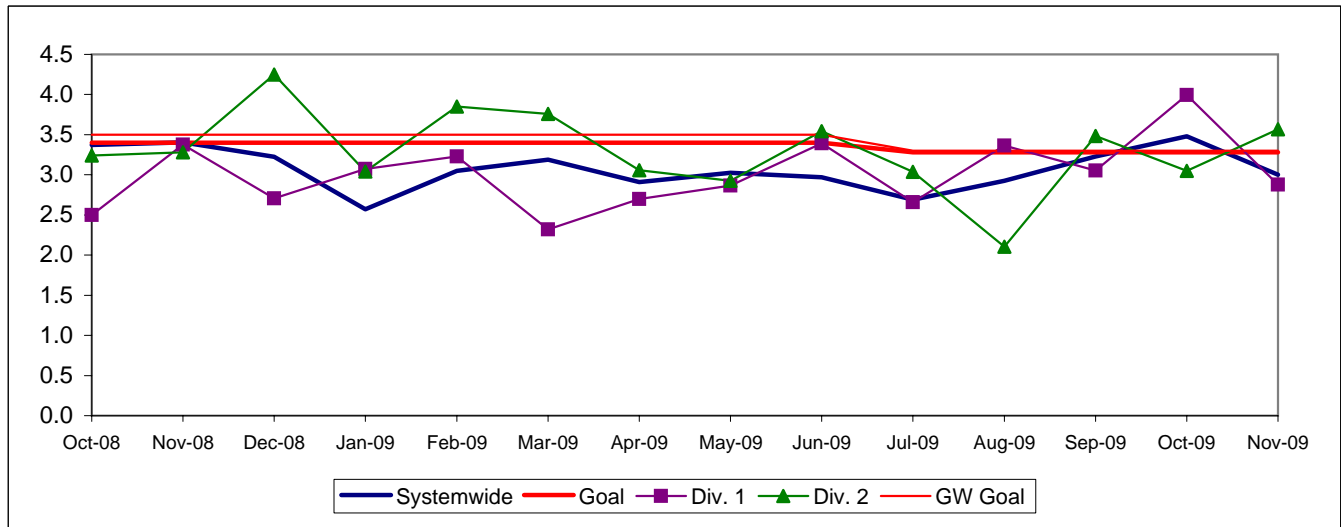
Running Hot - Systemwide and Bus Operating Divisions 1 and 2



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))

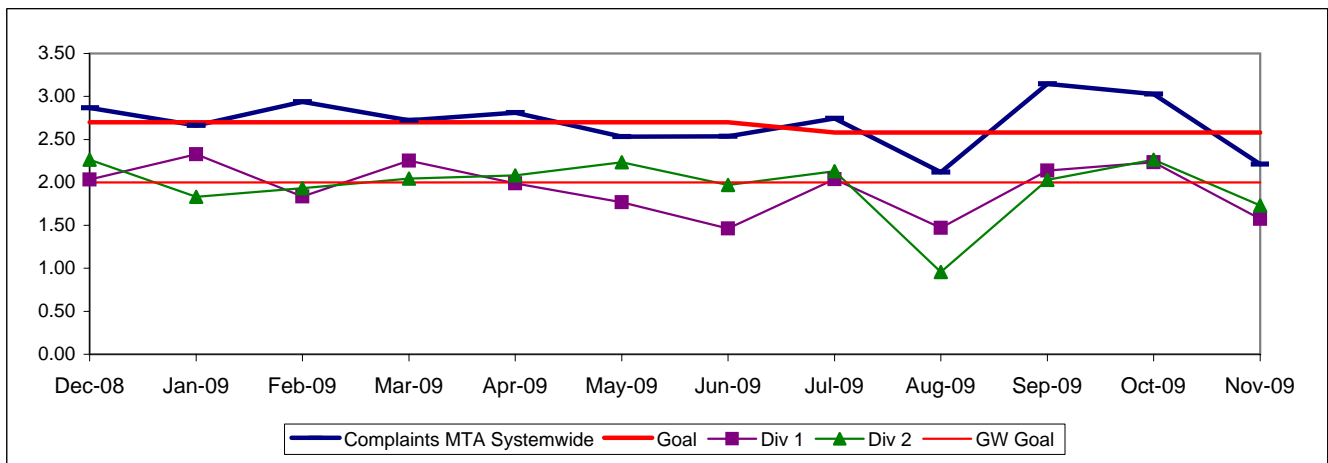


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

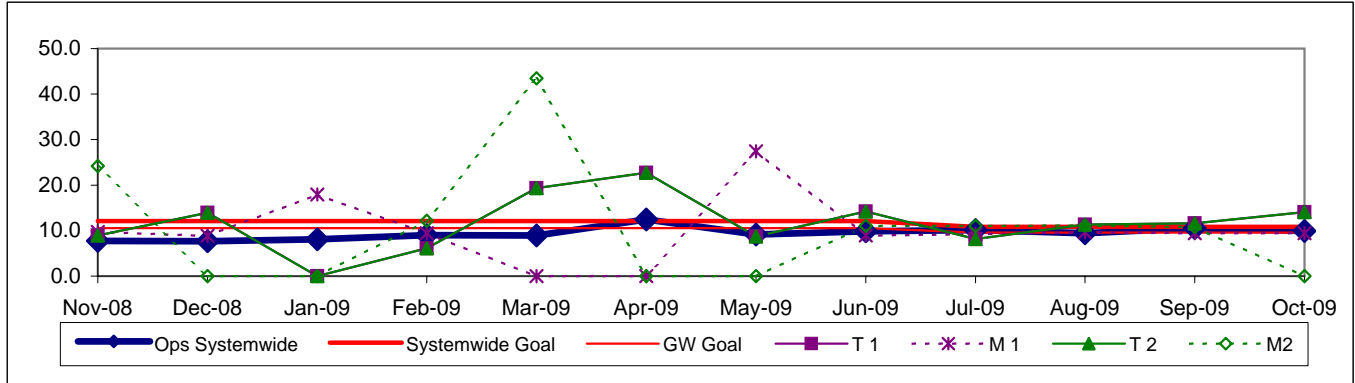


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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.

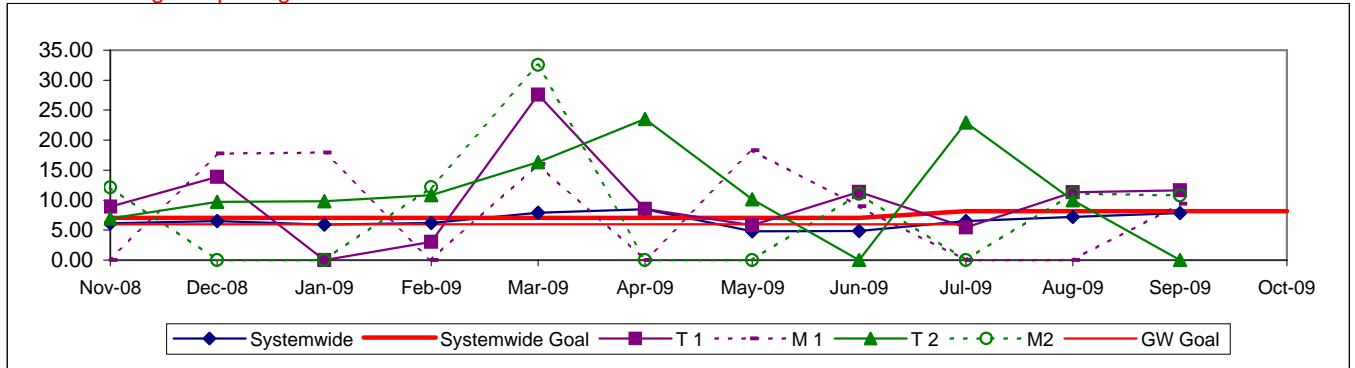


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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.

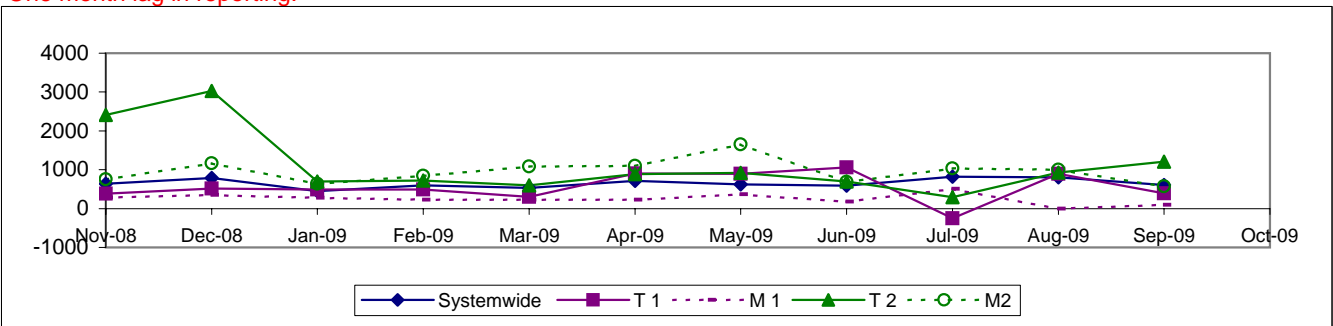


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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	Nov. Month	Status
Bus Systemwide										
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)			3,274	3,532	3,137	3,137	3,540	2,956	3,366	Yellow
No. of unaddressed road calls				1,116*	824	386		125	19	
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,290	1,556	1,410	1,600	Yellow
In-Service On-time Performance**	65.43%	66.50%	64.35%**	63.77%	64.05%	66.25%	70.80%	71.03%	71.32%	Green
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.47	3.06	3.28	3.06	3.00	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	2.66	2.21	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	Oct YTD 10.00	Oct 9.95	Green
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up										
SB Sector										
MMBMF			3,688	3,826	3,427	3,378	3,500	2,958	3,083	Yellow
No. of unaddressed road calls				231*	100	71		6	1	
MMBTRC				1,273	1,117	1,198	1,591	1,336	1,399	Yellow
In-Service On-time Performance	61.74%	64.13%	59.05%	62.39%	62.03%	62.46%	67.00%	66.59%	65.95%	Yellow
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.86	3.34	4.00	3.33	3.37	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	3.06	2.75	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	Oct YTD 12.46	Oct 8.83	Yellow
Division 5										
MMBMF			3,656	3,580	3,227	3,314	3,500	3,206	3,406	Yellow
No. of unaddressed road calls				57*	26	16		2	0	
MMBTRC				1,459	1,130	1,420	1,824	1,612	1,664	Yellow
In-Service On-time Performance	63.17%	65.58%	61.85%	63.83%	63.35%	64.43%	67.00%	67.39%	66.34%	Green
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	5.11	4.32	4.00	4.08	3.96	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	2.00	1.90	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	Oct YTD 14.44	Oct 9.49	Yellow
Division 18										
MMBMF			3,712	4,008	3,563	3,421	3,500	2,822	2,912	Yellow
No. of unaddressed road calls				214*	74	55		4	1	
MMBTRC				1,174	1,109	1,090	1,468	1,208	1,273	Yellow
In-Service On-time Performance	60.78%	63.42%	57.31%	61.19%	60.88%	60.66%	67.00%	65.87%	65.61%	Yellow
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.08	2.72	4.00	2.86	3.01	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	4.24	3.68	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	Oct YTD 10.95	Oct 7.20	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.

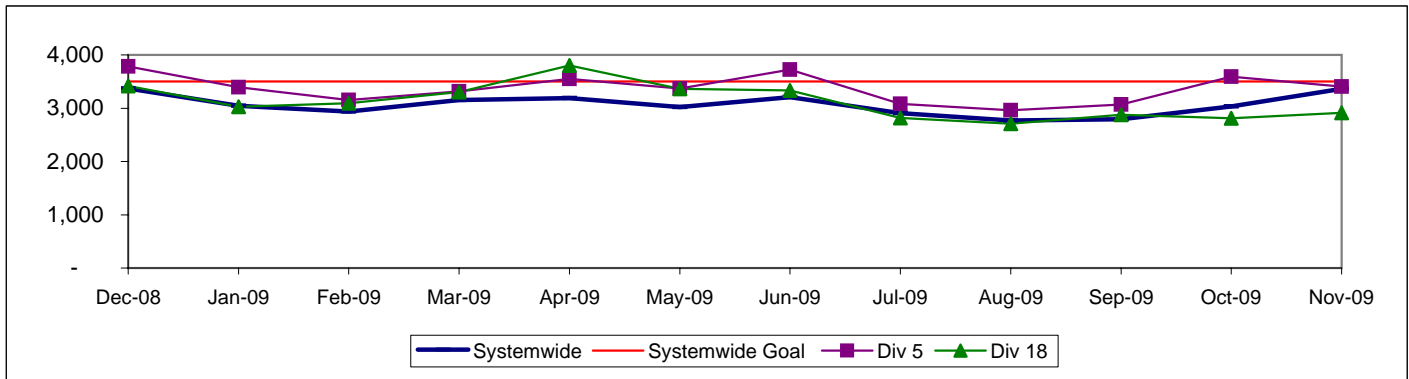
Red - High probability that the target will not be achieved -- significant problems and/or delays.

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.

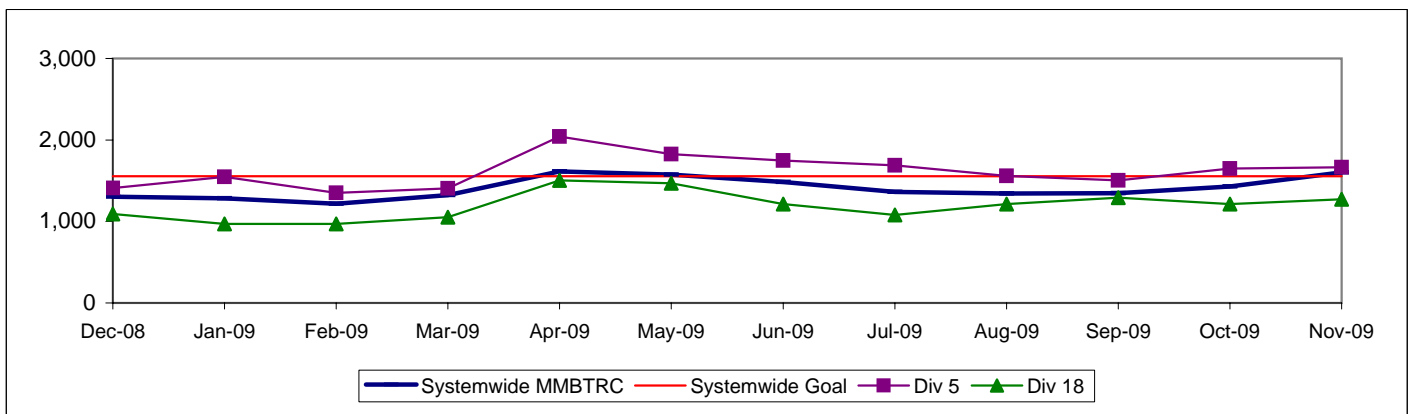
Calculation: MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



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)

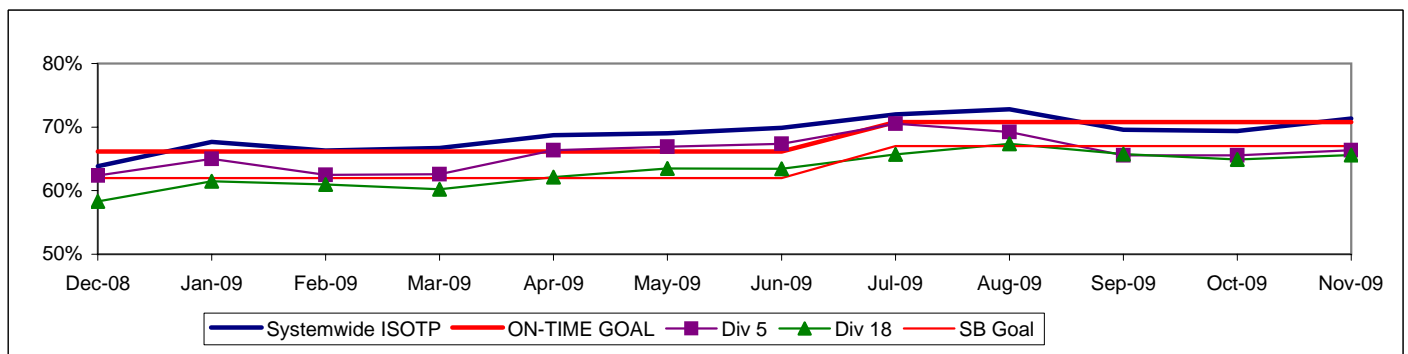


IN-SERVICE ON-TIME PERFORMANCE

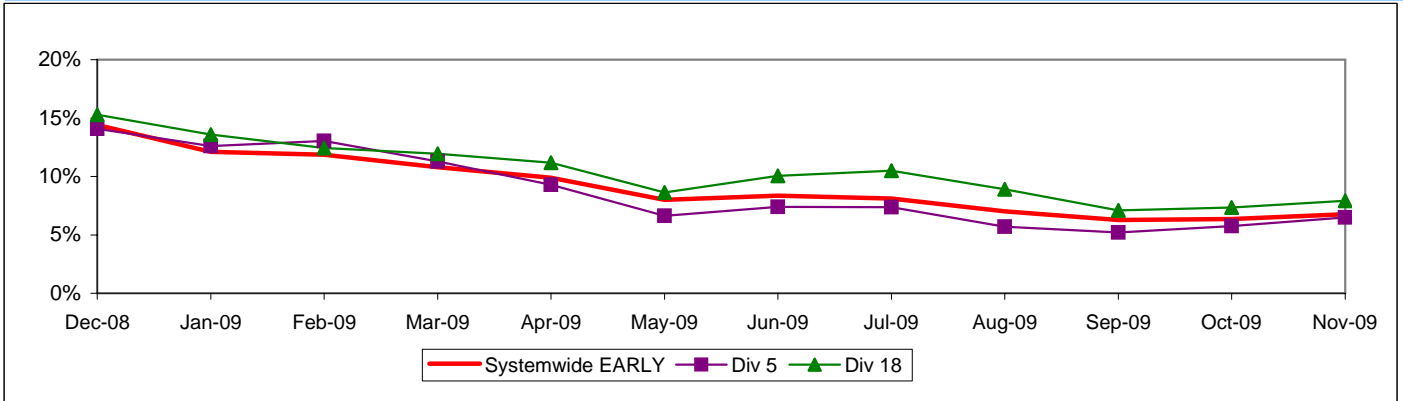
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

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



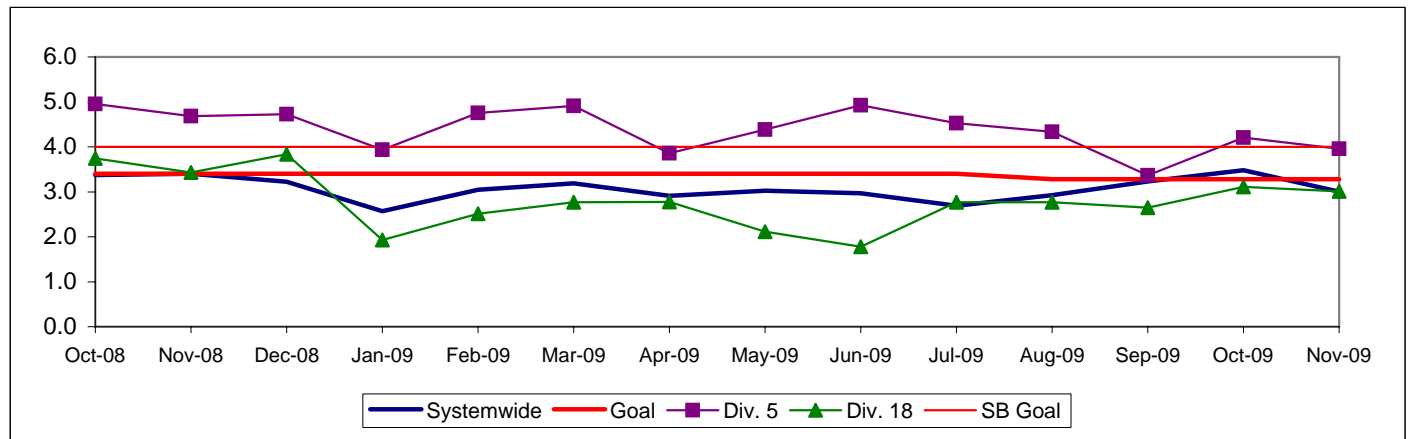
Running Hot - Systemwide and Bus Operating Divisions 5 and 18



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))

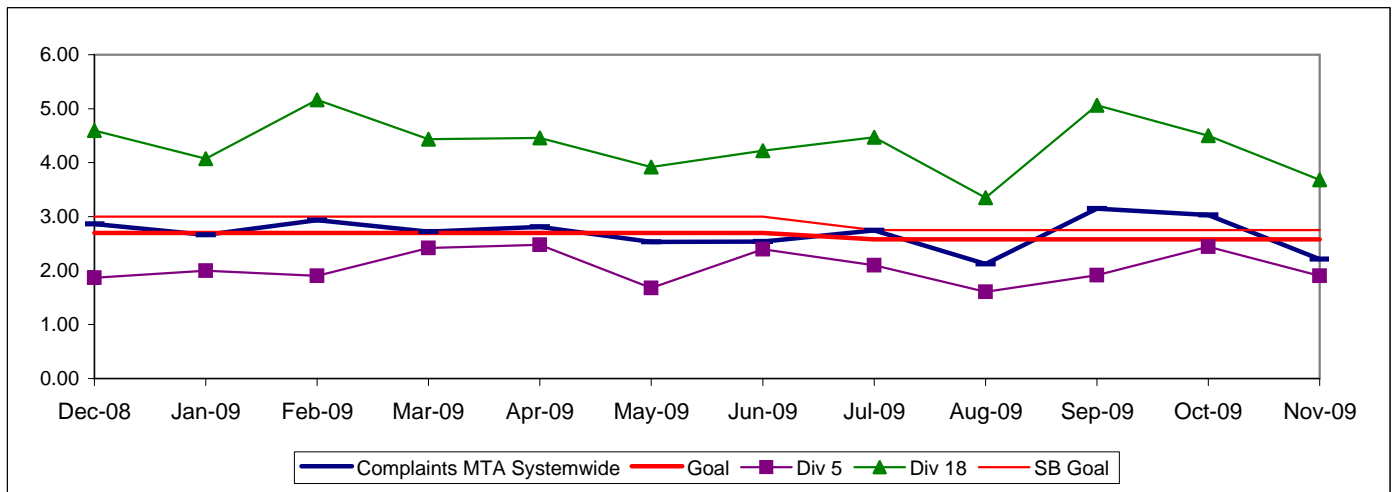


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

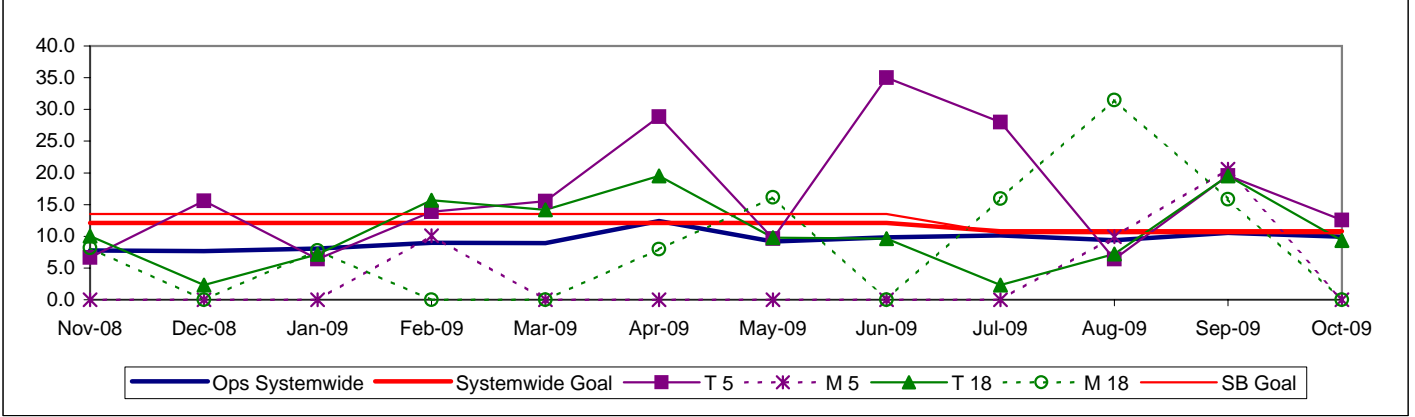


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

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.

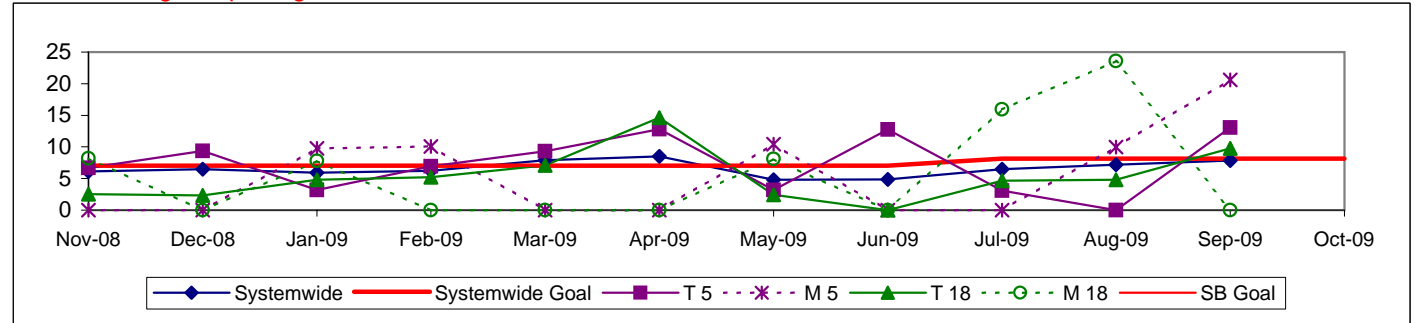


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

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.

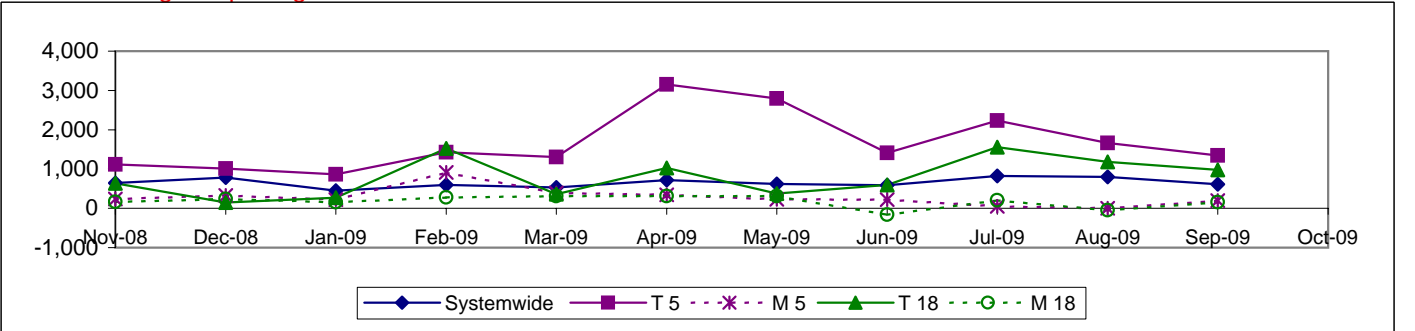


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

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	Nov. Month	Status
Bus Systemwide										
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)			3,274	3,532	3,137	3,137	3,540	2,956	3,366	🟡
No. of unaddressed road calls				1,116*	824	386		125	19	
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,290	1,556	1,410	1,600	🟡
In-Service On-time Performance	65.43%	66.50%	64.35%**	63.77%	64.05%	66.25%	70.80%	71.03%	71.32%	🟢
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.47	3.06	3.28	3.06	3.00	🟢
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	2.66	2.21	🟡
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	Oct YTD 10.00	Oct 9.95	🟢
WC Sector										
MMBMF			3,499	3,651	3,213	3,305	3,600	2,764	3,109	🟡
No. of unaddressed road calls				155*	116	111		40	11	
MMBTRC				1,152	1,001	1,046	1,439	1,076	1,228	🟡
In-Service On-time Performance	63.31%	63.39%	60.82%	57.59%	56.72%	61.65%	67.00%	68.31%	69.38%	🟢
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	4.25	3.88	4.00	3.92	3.83	🟢
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	2.41	1.84	🟢
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	Oct YTD 8.89	Oct 14.95	🟢
Division 6										
MMBMF			6,279	4,456	3,756	7,186	3,600	7,442	4,792	🟢
No. of unaddressed road calls				30*	32	11		4	1	
MMBTRC				1,063	899	1,307	1,329	1,846	1,621	🟢
In-Service On-time Performance	60.11%	56.75%	57.20%	53.28%	53.12%	56.98%	66.00%	67.78%	67.30%	🟢
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.86	4.13	4.00	6.79	8.17	🟡
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	2.75	2.52	🟢
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	Oct YTD 4.87	Oct 9.52	🟢
Division 7										
MMBMF			2,947	3,468	3,327	3,399	3,600	2,914	3,236	🟡
No. of unaddressed road calls				64*	84	99		36	10	
MMBTRC				1,118	981	1,039	1,397	1,123	1,304	🟡
In-Service On-time Performance	64.59%	64.22%	61.78%	58.01%	57.66%	62.15%	67.50%	67.95%	68.87%	🟢
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	4.10	3.83	4.00	3.74	4.28	🟢
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	2.62	1.76	🟢
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	Oct YTD 9.32	Oct 16.38	🟢
Division 10										
MMBMF			3,723	3,702	3,028	2,947	3,600	2424	2877	🟡
No. of unaddressed road calls				61*	0	1		0	0	
MMBTRC				1,197	1,044	1,015	1,496	979	1,135	🟡
In-Service On-time Performance	62.85%	64.14%	60.73%	58.61%	56.63%	61.90%	67.50%	68.77%	70.24%	🟢
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	4.47	3.87	4.00	3.64	2.88	🟢
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	2.20	1.84	🟢
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	Oct YTD 9.83	Oct 16.43	🟢

*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.

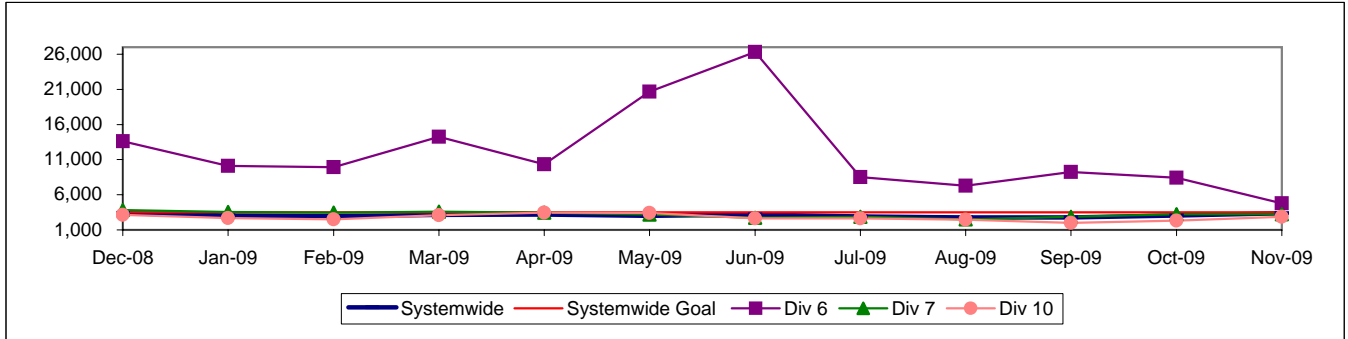
🔴 Red - High probability that the target will not be achieved -- significant problems and/or delays.

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.

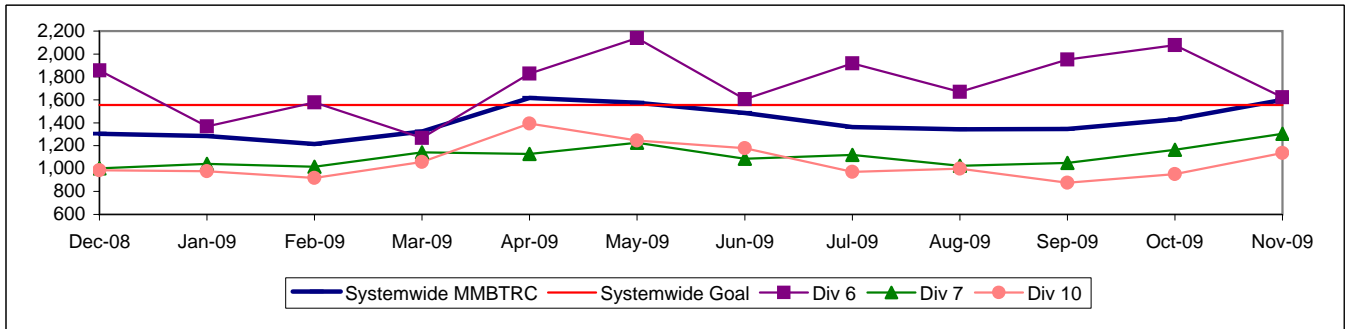
Calculation: MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



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

Definition: Average Hub Miles traveled between total road calls.

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

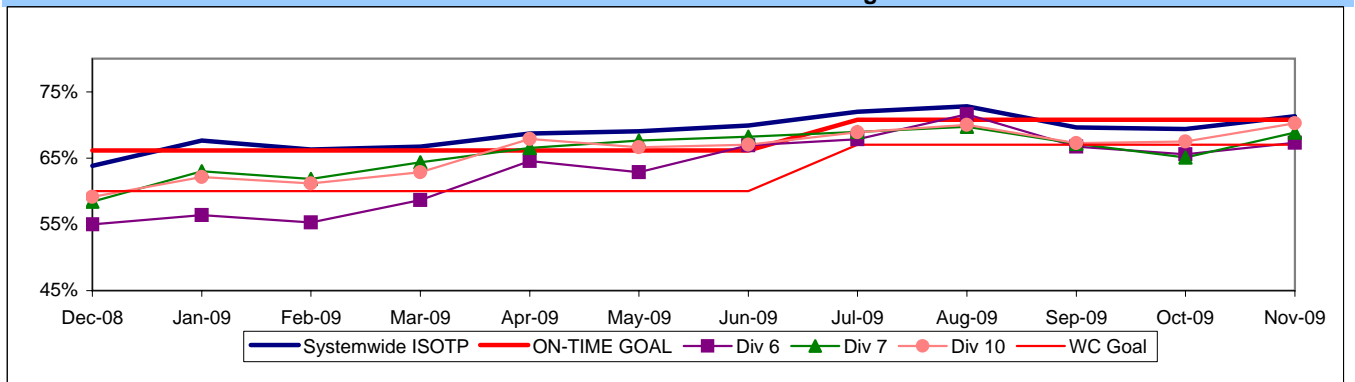


IN-SERVICE ON-TIME PERFORMANCE

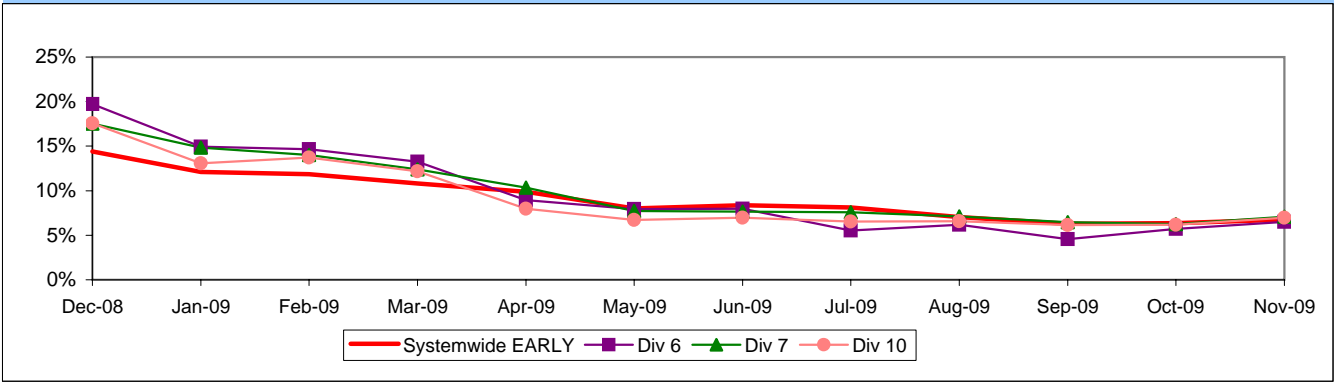
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

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 6, 7 and 10 ISOTP - 1 Minute Tolerance for Running Hot



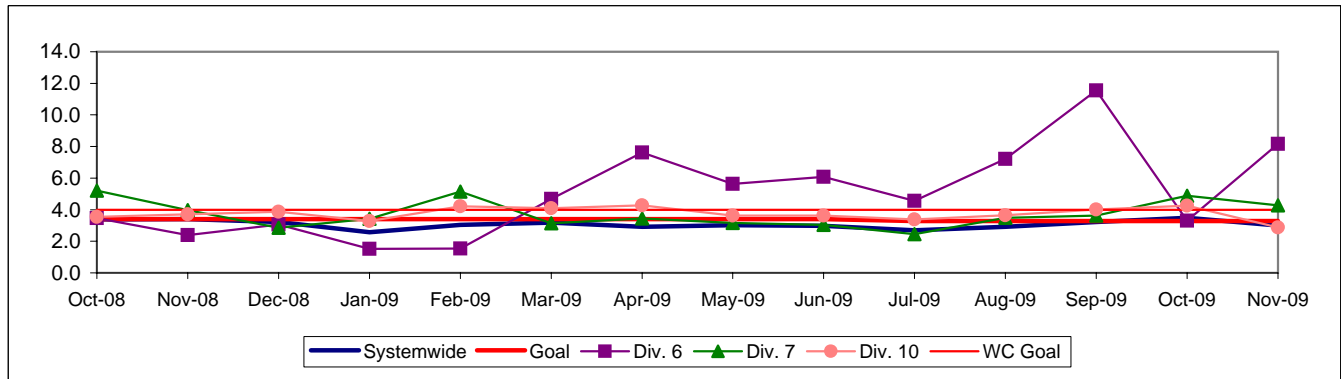
Running Hot - Systemwide and Bus Operating Divisions 6, 7 and 10



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))

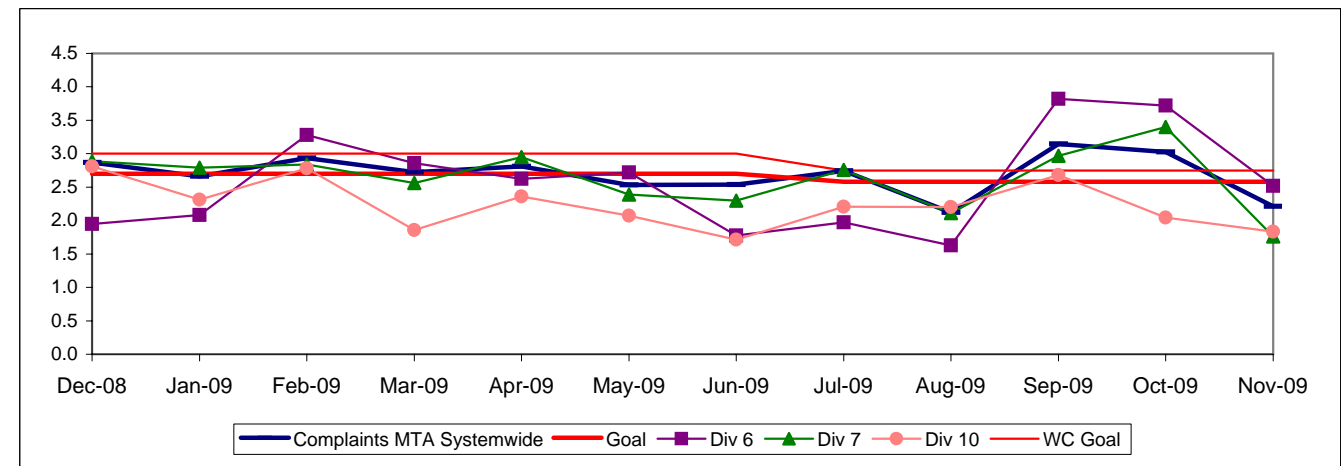


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

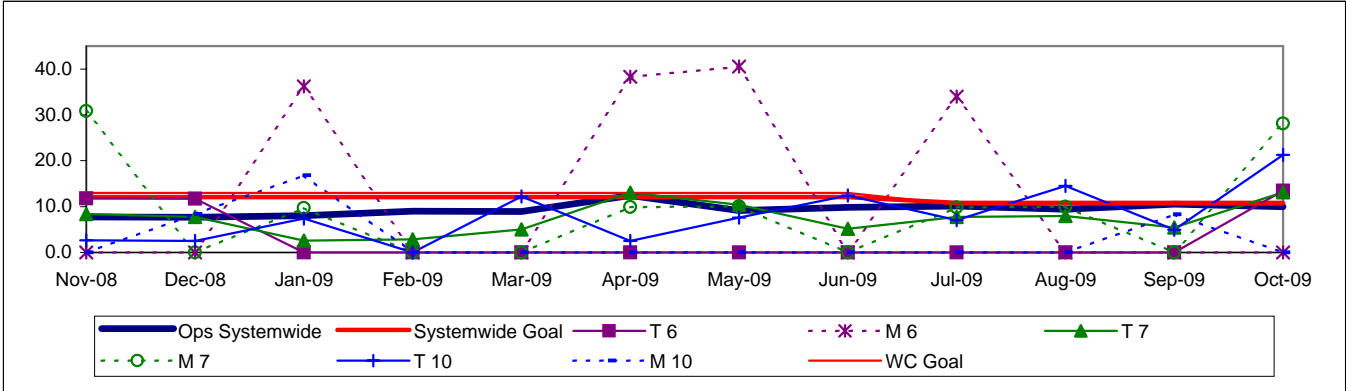


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10**

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.

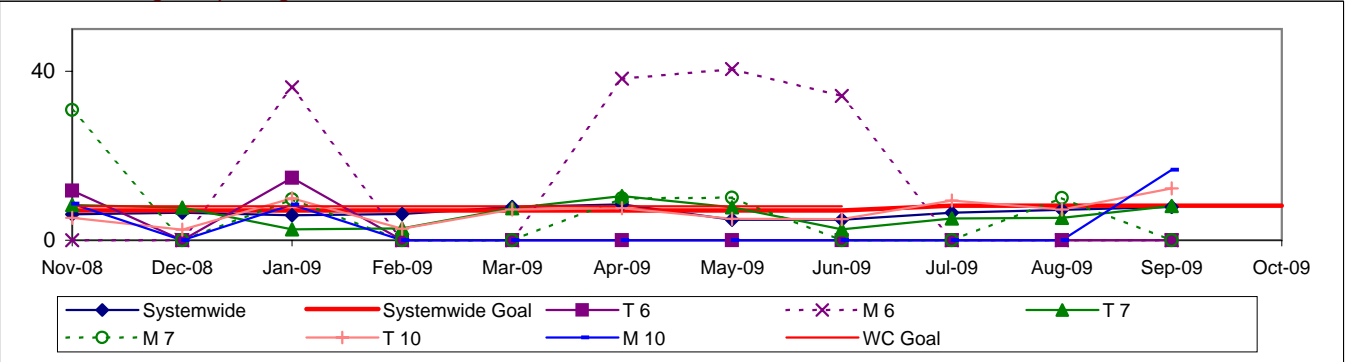


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10**

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.

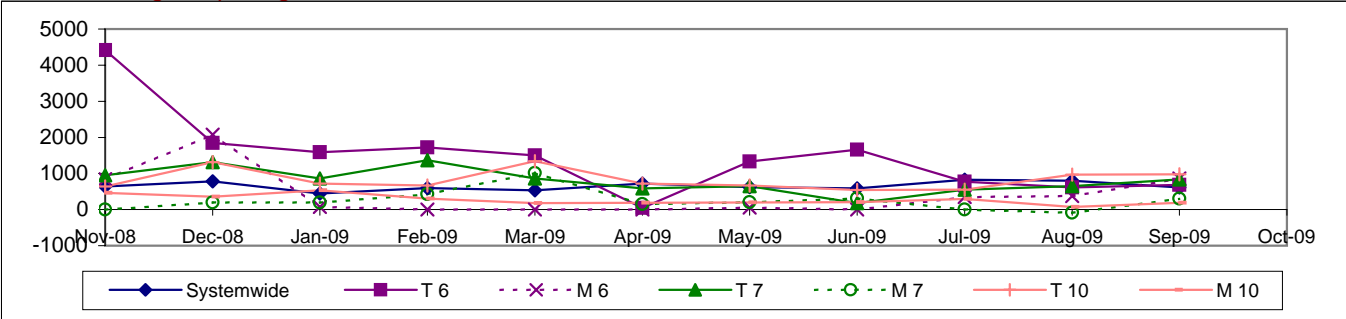


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10**

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	Nov. 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	Oct YTD 9.25	Oct 6.02	●
Metro Red Line (MRL)										
On-Time Pullouts	99.71%	99.94%	99.61%	99.76%	99.79%	99.97%	99.00%	99.58%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures	12,793	11,759	19,587	17,260	26,743	41,482	30,000	54,716	37,843	●
In-Service On-time Performance*					99.13%	99.38%	99.10%	99.55%	99.77%	●
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	0.38	0.36	●
Metro Blue Line (MBL)										
On-Time Pullouts	99.94%	99.73%	99.76%	99.72%	99.62%	99.74%	99.00%	99.43%	98.99%	●
Mean Miles Between Chargeable Mechanical Failures	10,365	16,273	26,774	35,125	31,278	27,051	24,000	24,213	42,659	◇
In-Service On-time Performance*					98.81%	98.24%	99.00%	98.82%	99.57%	◇
Traffic Accidents Per 100,000 Train Miles	1.36	0.64	0.96	1.35	1.65	1.26	0.05	1.31	3.00	◇
Complaints per 100,000 Boardings	0.97	0.98	0.78	0.53	0.64	0.58	0.90	0.75	1.56	◇
Metro Green Line (MGrL)										
On-Time Pullouts	99.78%	99.91%	99.97%	99.54%	99.80%	99.95%	99.00%	99.76%	99.79%	●
Mean Miles Between Chargeable Mechanical Failures	11,337	12,558	20,635	27,471	36,727	19,195	24,000	13,971	9,079	◇
In-Service On-time Performance*					99.07%	98.90%	99.00%	99.03%	99.52%	◇
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	1.12	◇
Metro Gold Line (MGoL)										
On-Time Pullouts	100%	99.85%	99.97%	99.95%	99.95%	99.95%	99.00%	99.75%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures	8,938	16,571	23,329	22,775	39,521	24,250	24,000	16,212	18,135	◇
In-Service On-time Performance*					98.86%	99.38%	99.00%	99.01%	99.72%	●
Traffic Accidents Per 100,000 Train Miles	0.25	0.23	0.12	0.23	0.43	0.21	0.05	0.22	0.89	◇
Complaints per 100,000 Boardings	3.81	2.85	2.71	1.88	1.57	1.50	0.90	1.66	0.73	●

*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.

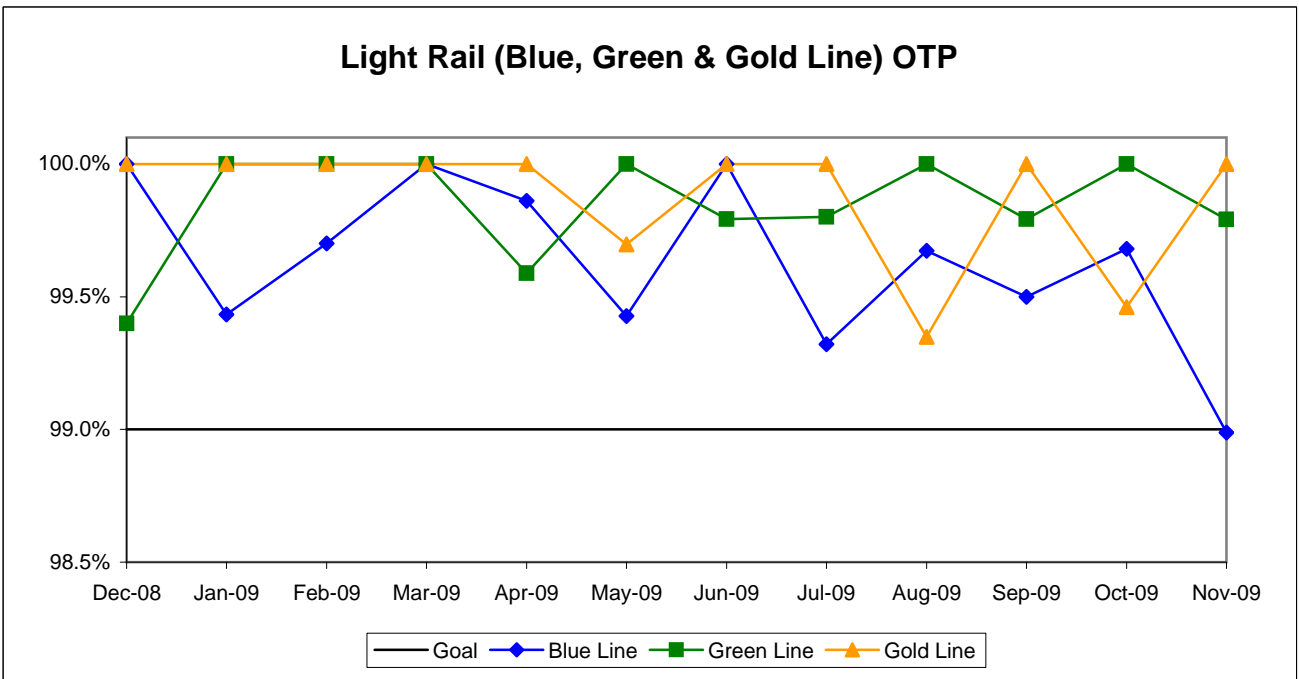
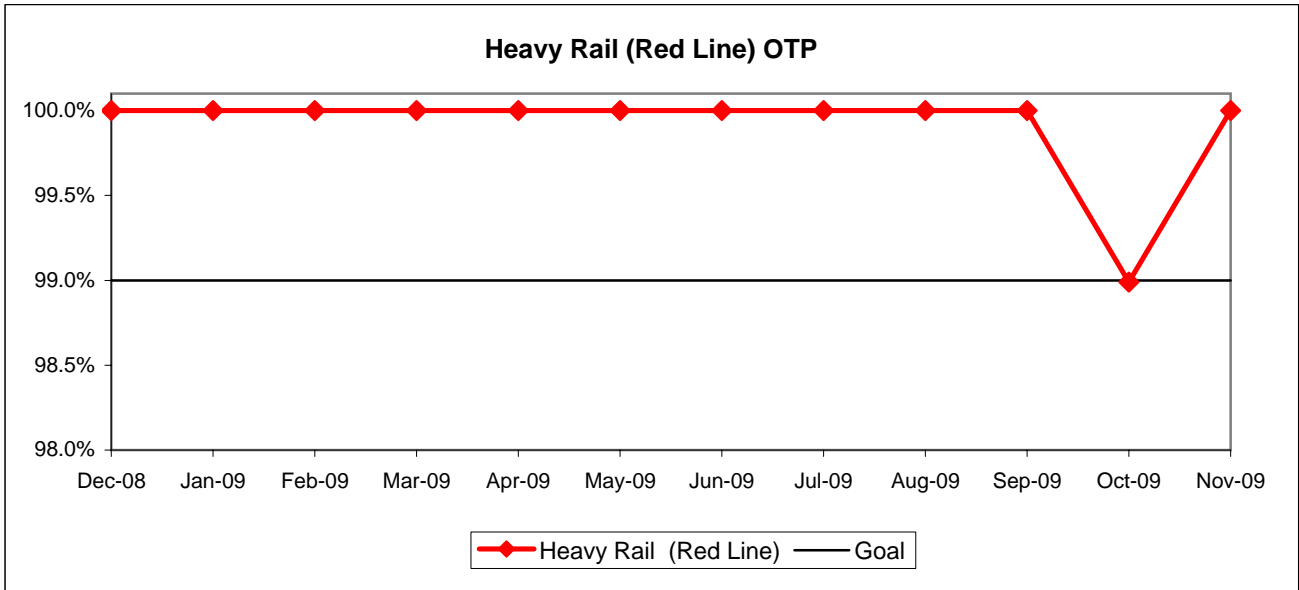
■ Red - High probability that the target will not be achieved -- significant problems and/or delays.

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.

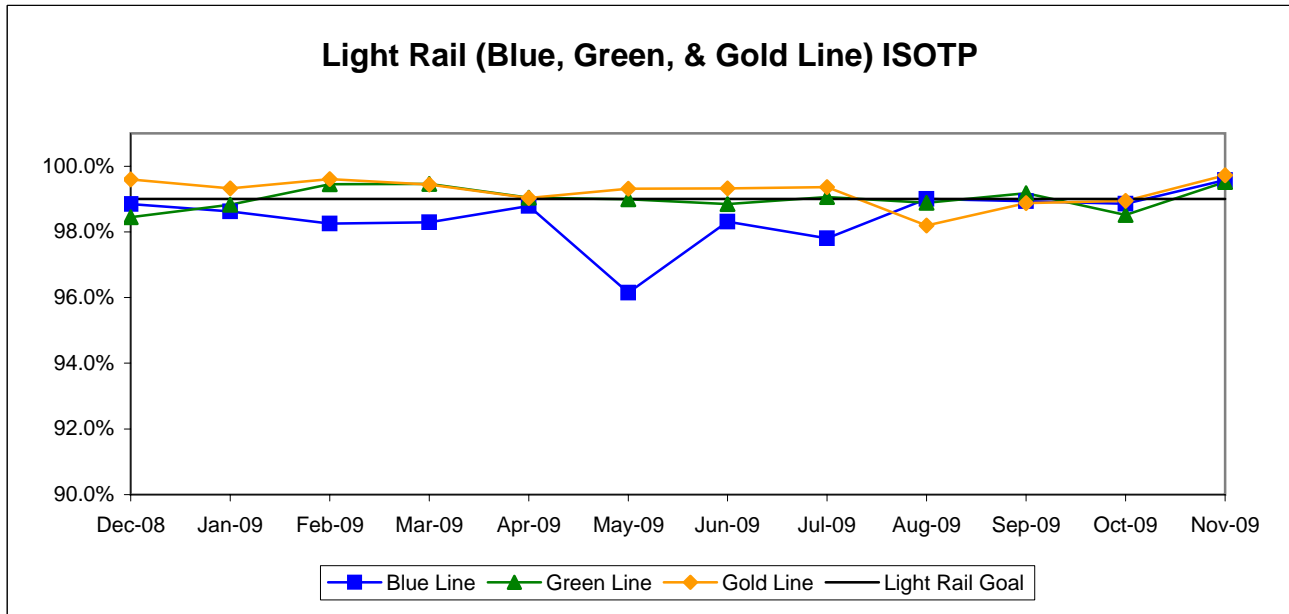
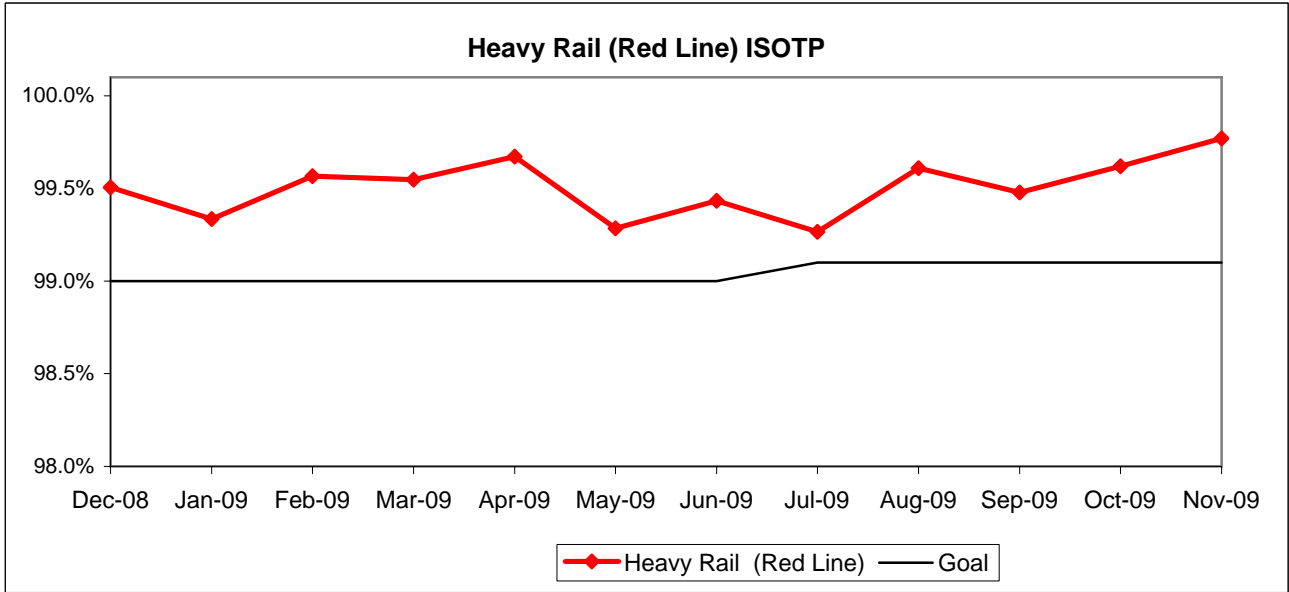
Calculation: $OTP\% = [(100\% - ((\text{Total cancelled pullouts plus late pullouts}) / \text{Total scheduled pullouts}) \times 100)]$



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.

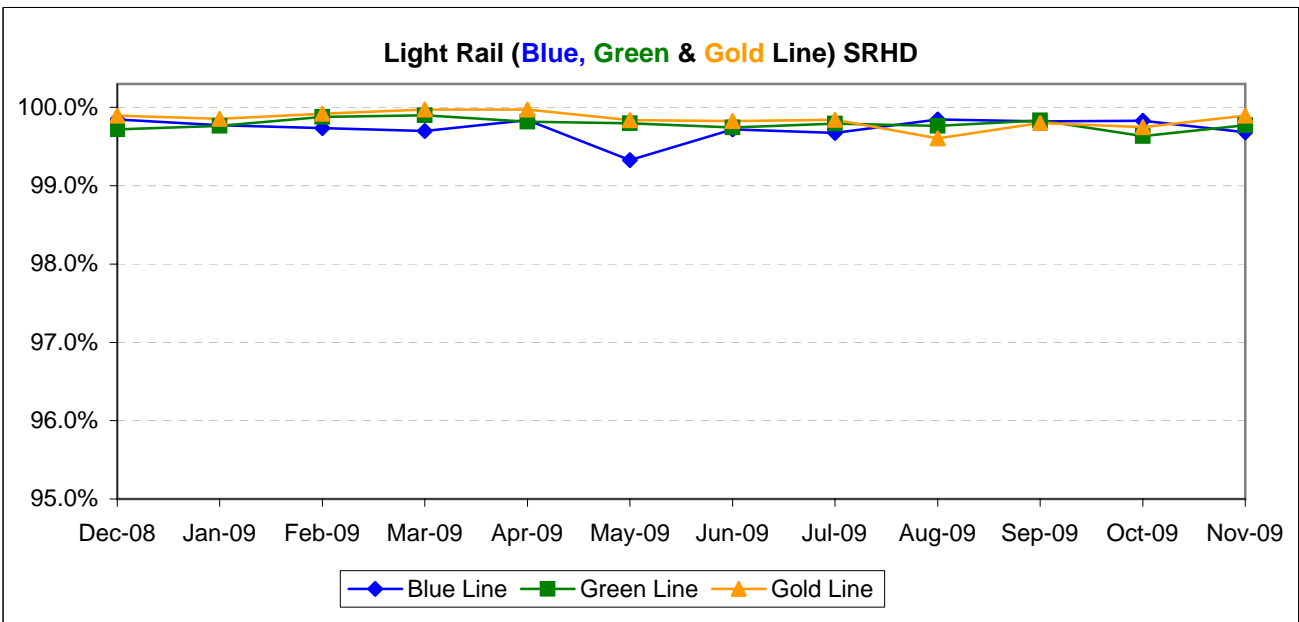
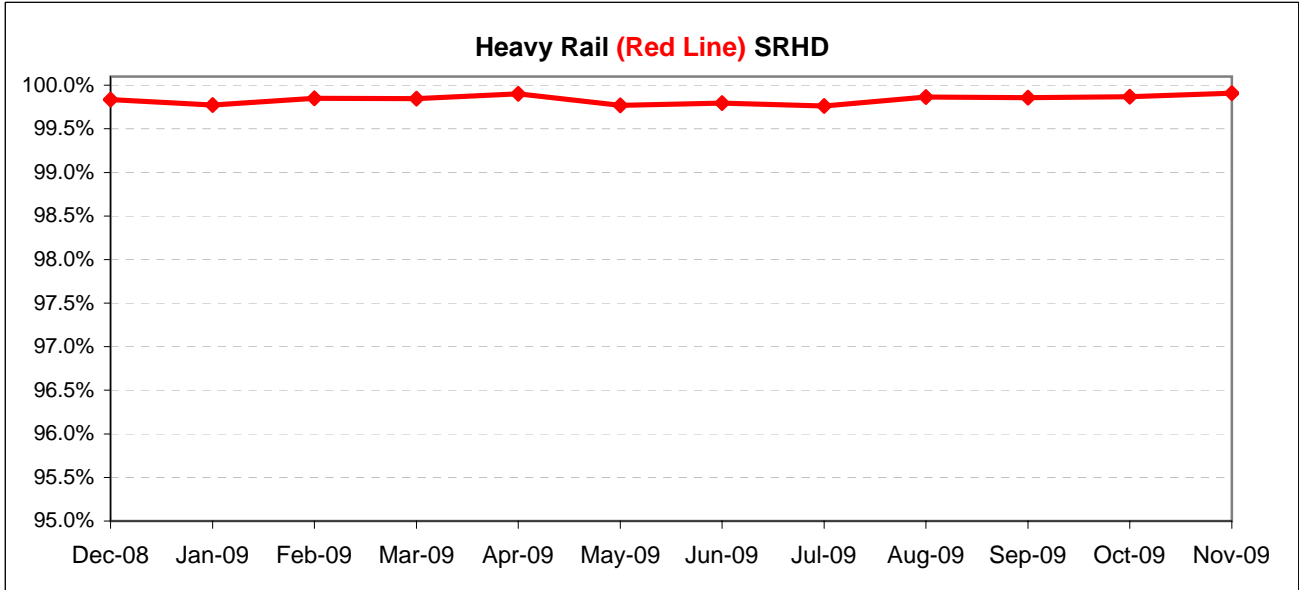
Calculation: ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]



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.

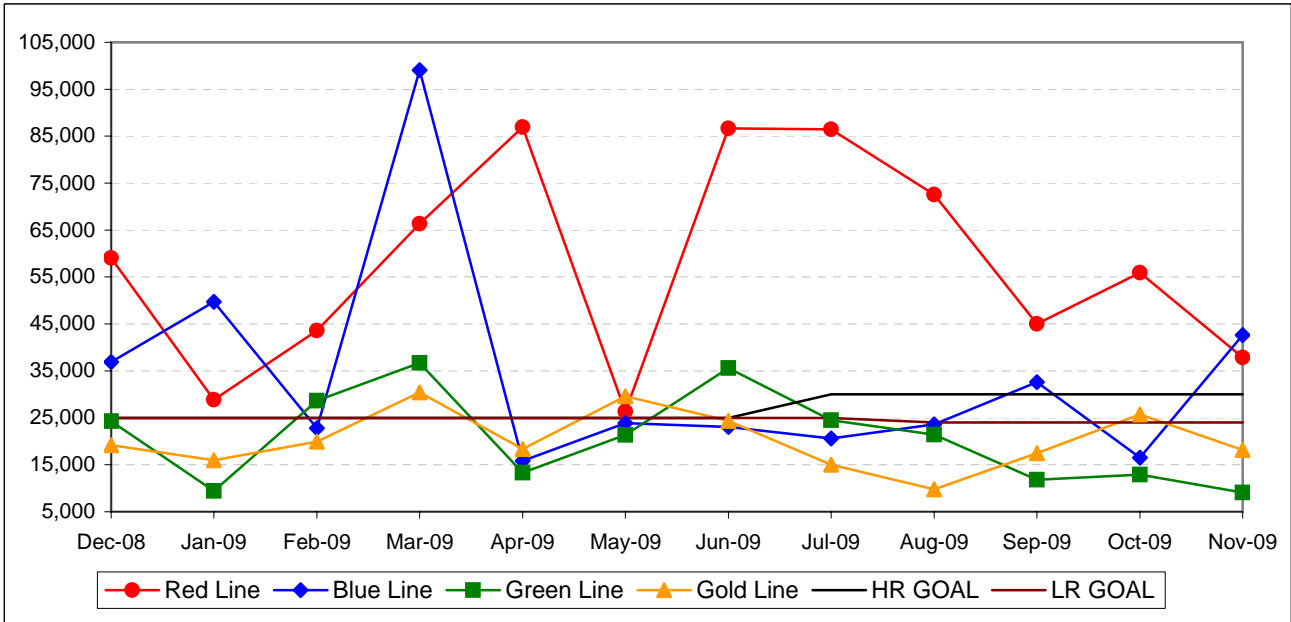
Calculation: $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



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

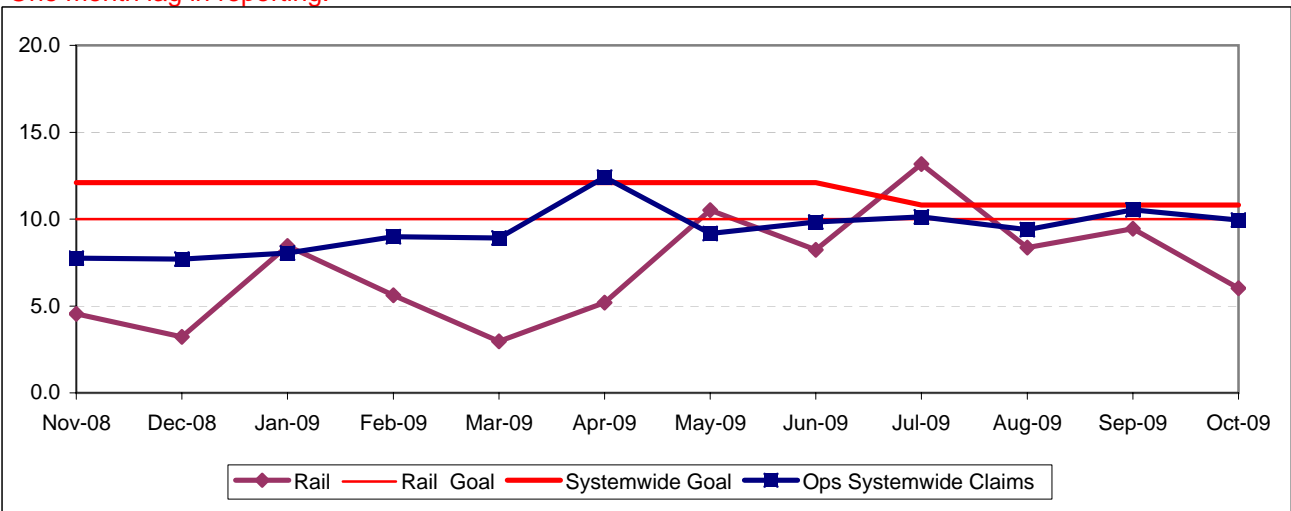


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

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.



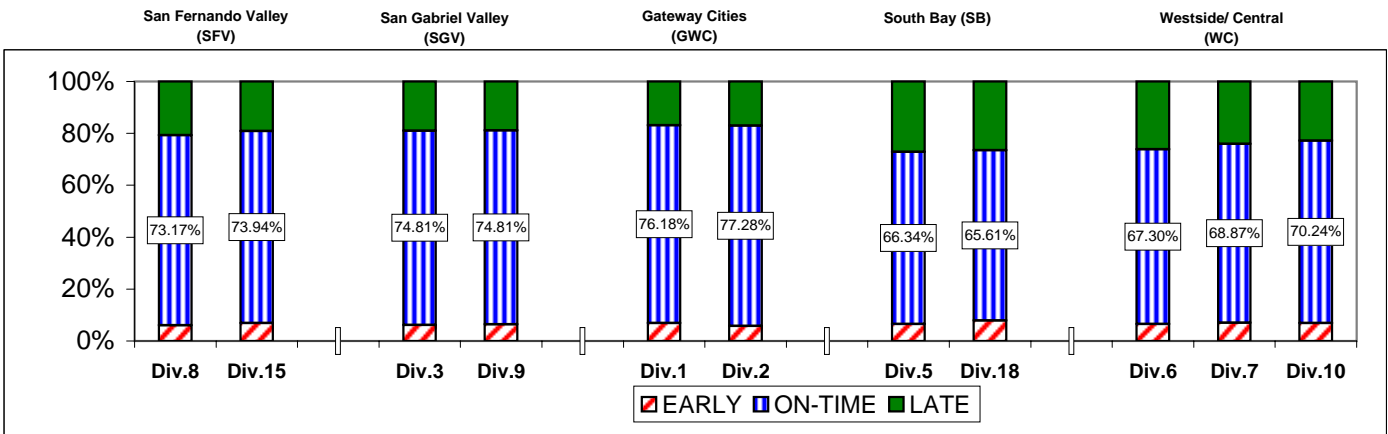
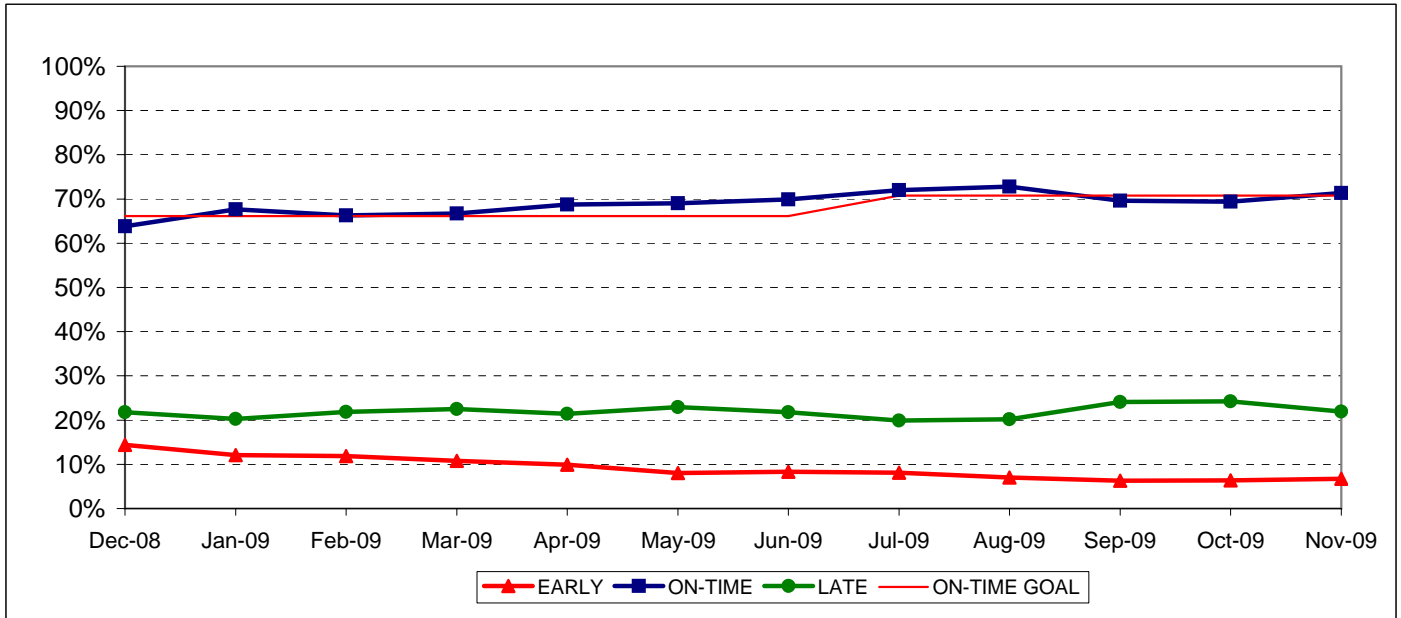
BUS SERVICE PERFORMANCE IN-SERVICE ON-TIME PERFORMANCE

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
San Fernando Valley Sector (SFV)			
Division 8			
Early	9.38%		-9.38%
On-Time	69.29%		-69.29%
Late	21.33%		-21.33%
Division 15			
Early	10.16%		-10.16%
On-Time	69.06%		-69.06%
Late	20.78%		-20.78%
Gateway Cities Sector (GWC)			
Division 1			
Early	11.25%		-11.25%
On-Time	71.05%		-71.05%
Late	17.70%		-17.70%
Division 2			
Early	9.97%		-9.97%
On-Time	72.72%		-72.72%
Late	17.31%		-17.31%
South Bay Sector (SB)			
Division 5			
Early	11.65%		-11.65%
On-Time	64.43%		-64.43%
Late	23.92%		-23.92%
Division 18			
Early	12.44%		-12.44%
On-Time	60.66%		-60.66%
Late	26.89%		-26.89%

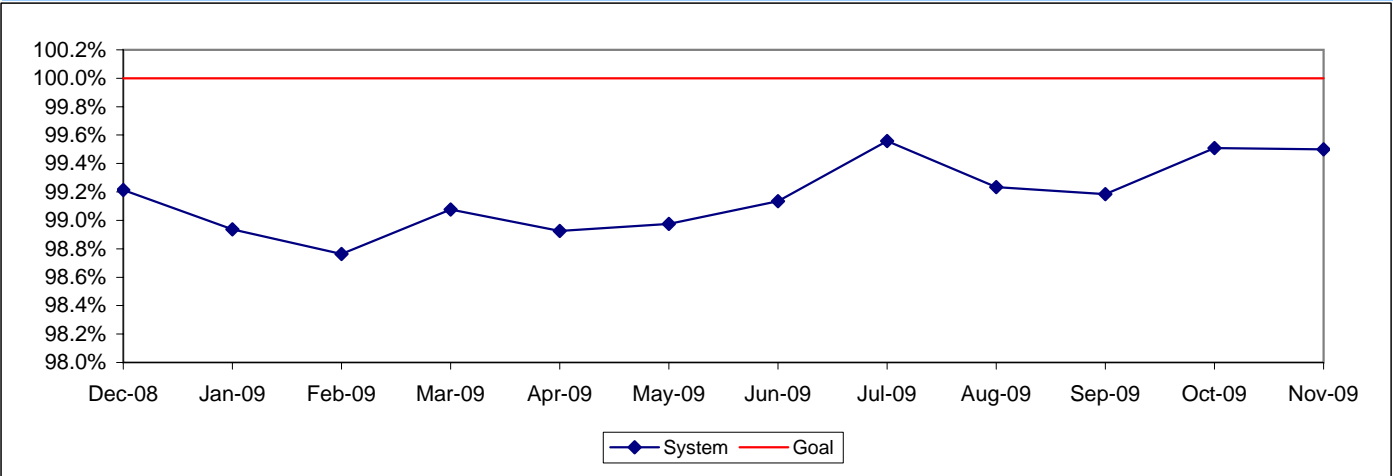
	FY09	FY10-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3			
Early	12.94%		-12.94%
On-Time	69.78%		-69.78%
Late	17.28%		-17.28%
Division 9			
Early	11.32%		-11.32%
On-Time	70.01%		-70.01%
Late	18.67%		-18.67%
Westside/Central Sector (WC)			
Division 6			
Early	16.07%		-16.07%
On-Time	56.98%		-56.98%
Late	26.95%		-26.95%
Division 7			
Early	13.74%		-13.74%
On-Time	62.15%		-62.15%
Late	24.12%		-24.12%
Division 10			
Early	13.31%		-13.31%
On-Time	61.90%		-61.90%
Late	24.78%		-24.78%
SYSTEMWIDE			
Early	11.77%		-11.77%
On-Time	66.25%		-66.25%
Late	21.99%		-21.99%

ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED*

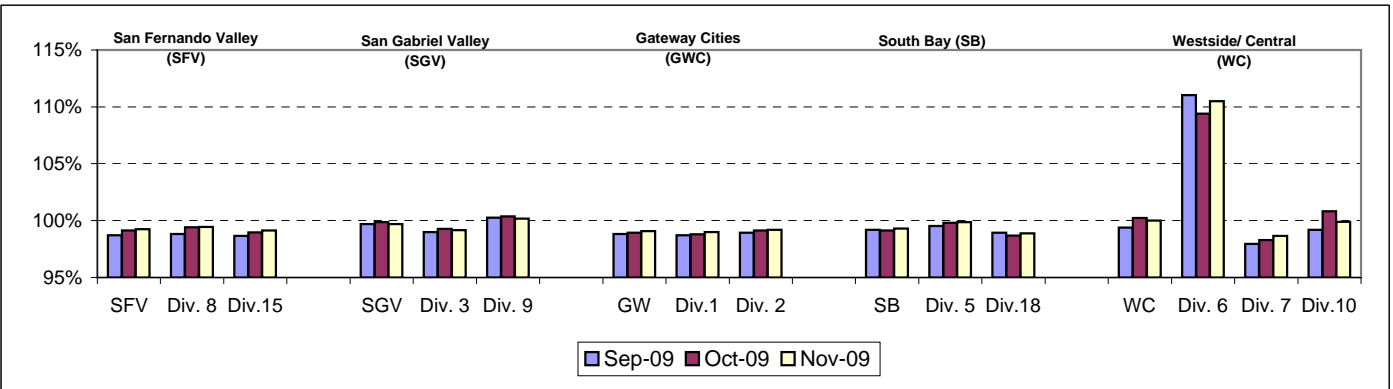
Definition: This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures. FY06: This performance indicator measures the percentage of scheduled Revenue Hours delivered after adding in temporary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



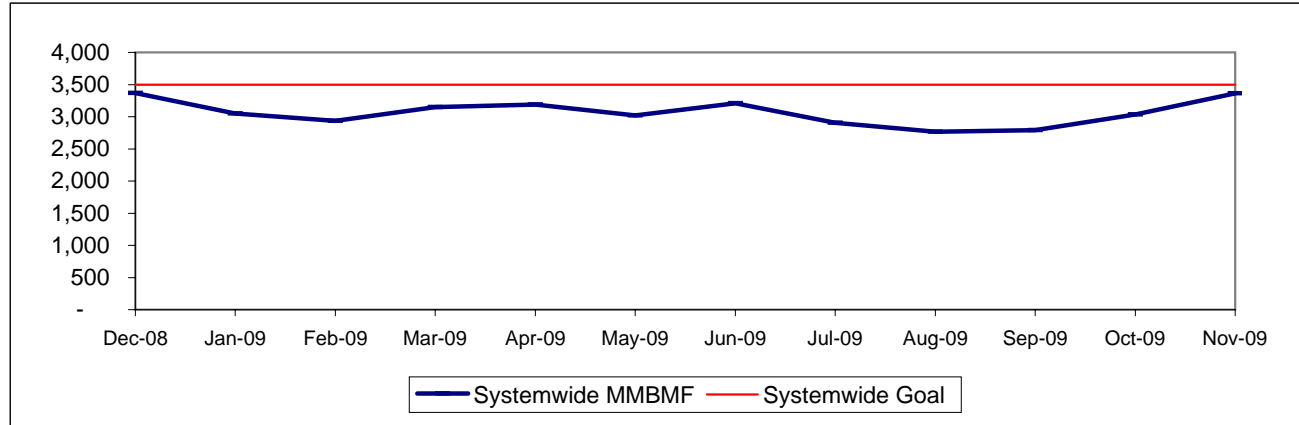
BUS MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)*

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

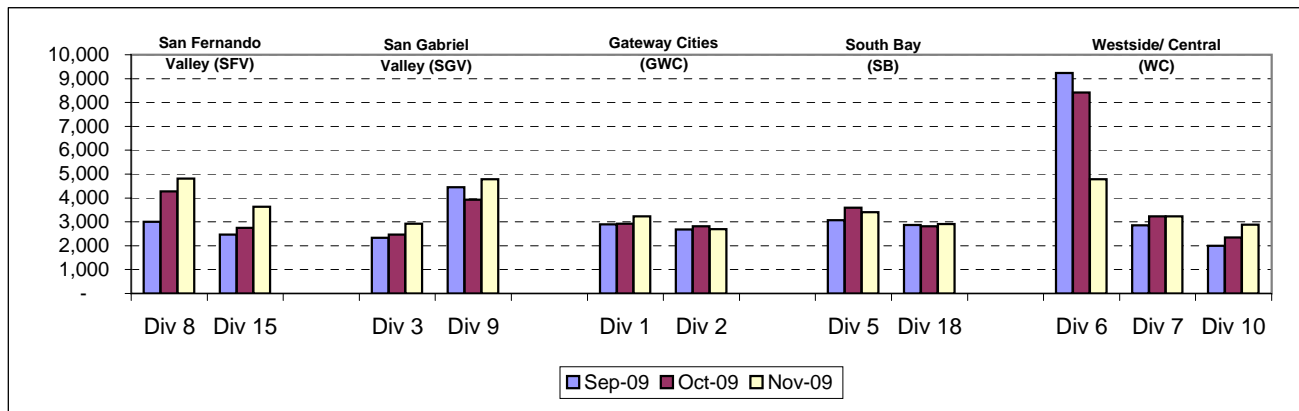
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

Systemwide Trend



* New Indicator.

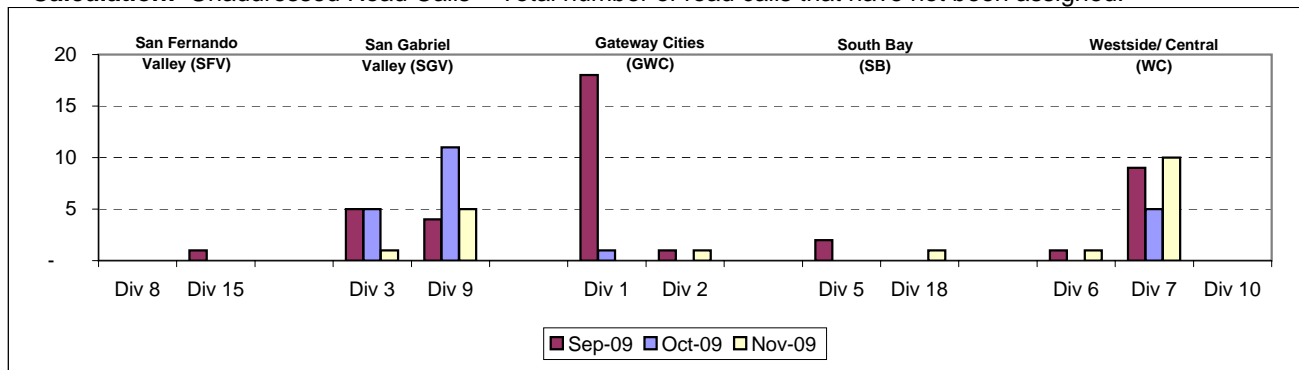
MMBMF -- Bus Operating Sector Divisions September - November 2009



Unaddressed Road Calls -- Bus Operating Sector Divisions* September - November 2009

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

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



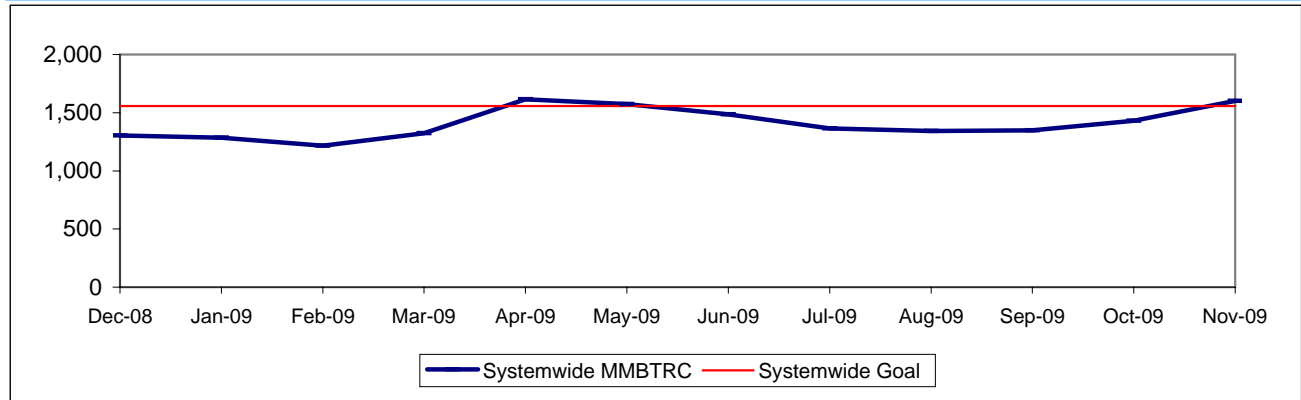
* New Indicator.

MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)*

Definition: Average Hub Miles traveled between road call problems.

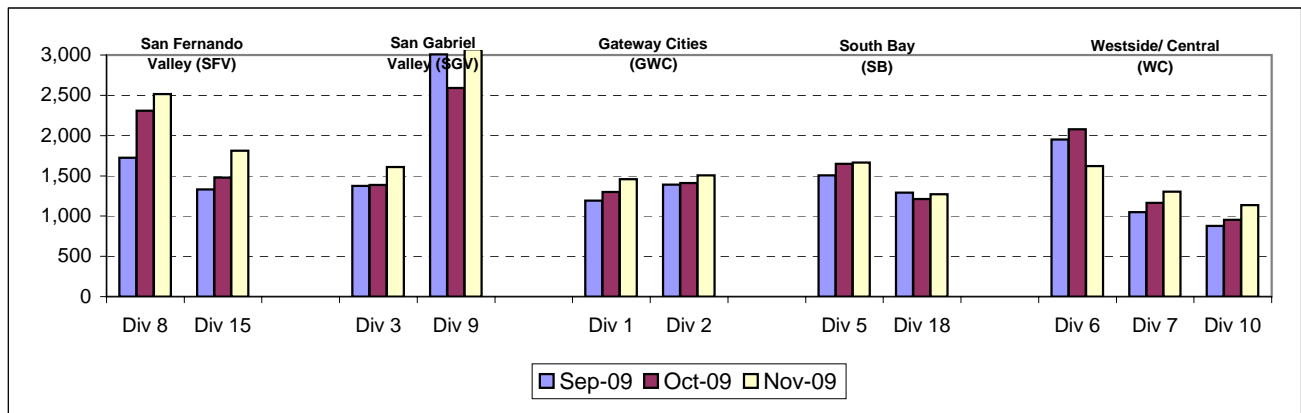
Calculation: MMBTRC = (Total Hub Miles / by Total Road Calls)

MMBTRC Systemwide Trend



* New Indicator.

**MMBTRC --Bus Operating Sector Divisions
September - November 2009**



Fleet Mix by Fuel Type Systemwide (Metro Divisions only)

	Number of Buses	Percent of Buses
CNG	2,521	93.20%
Hybrid	6	0.22%
Diesel	85	3.14%
Gasoline	59	2.18%
Propane	34	1.26%
Total	2,705	100.00%

Average Age of Fleet by Sectors' Divisions

SFV		SGV		GWC		SB	
Div 8	Div 15	Div 3	Div 9	Div 1	Div 2	Div 5	Div 18
8.9	7.2	8.5	7.7	7.6	7.8	7.5	8.8

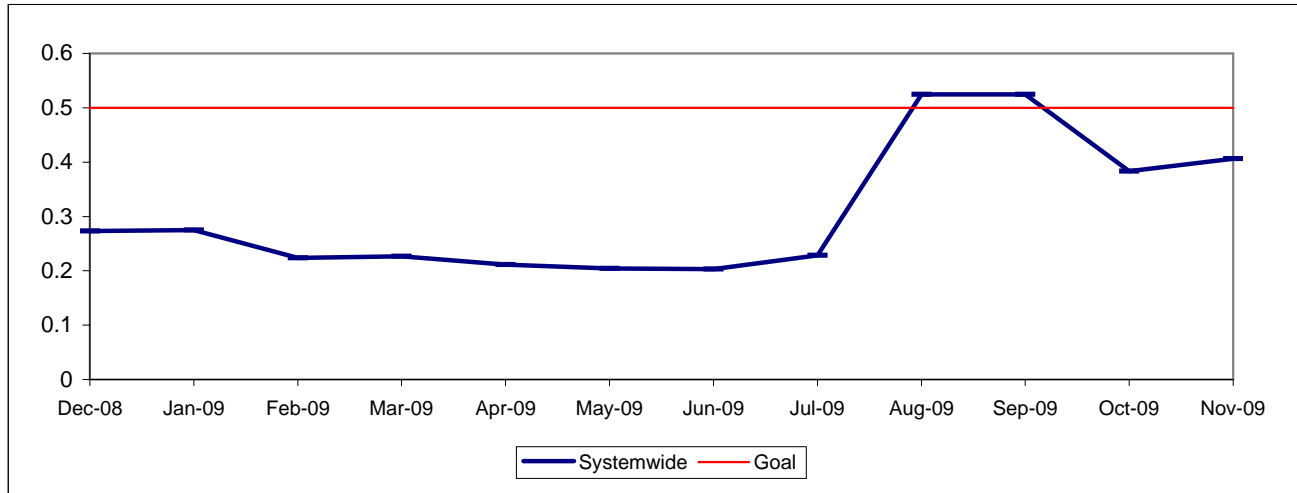
WC		
Div 6	Div 7	Div 10
2.8	8.2	7.6

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

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

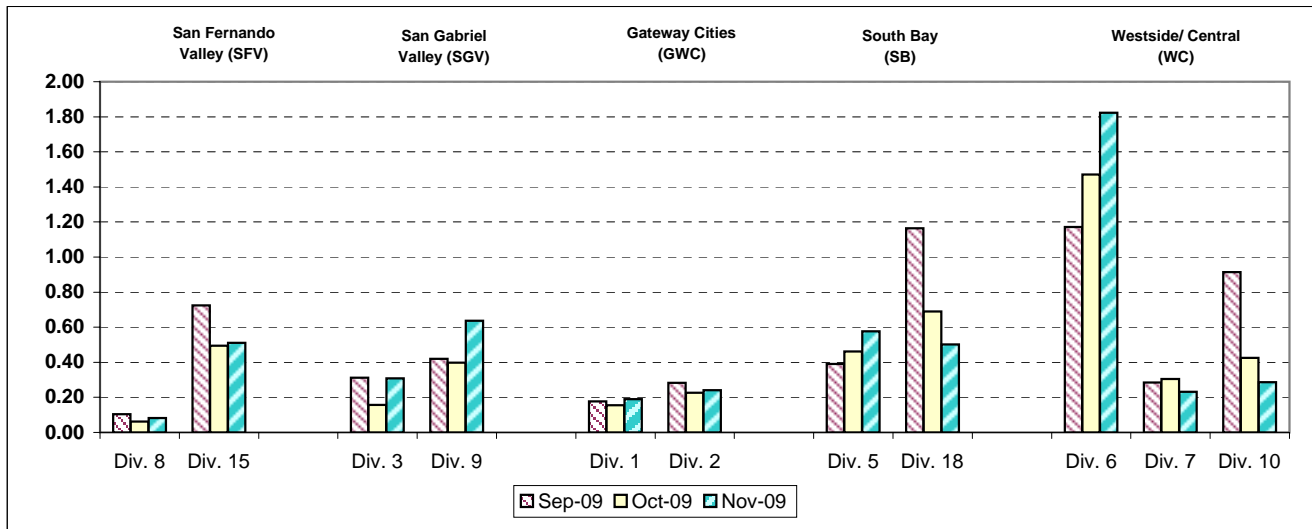
Calculation: Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

Systemwide Trend



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

**Past Due Critical PMs - by Sectors' Divisions
September - November 2009**



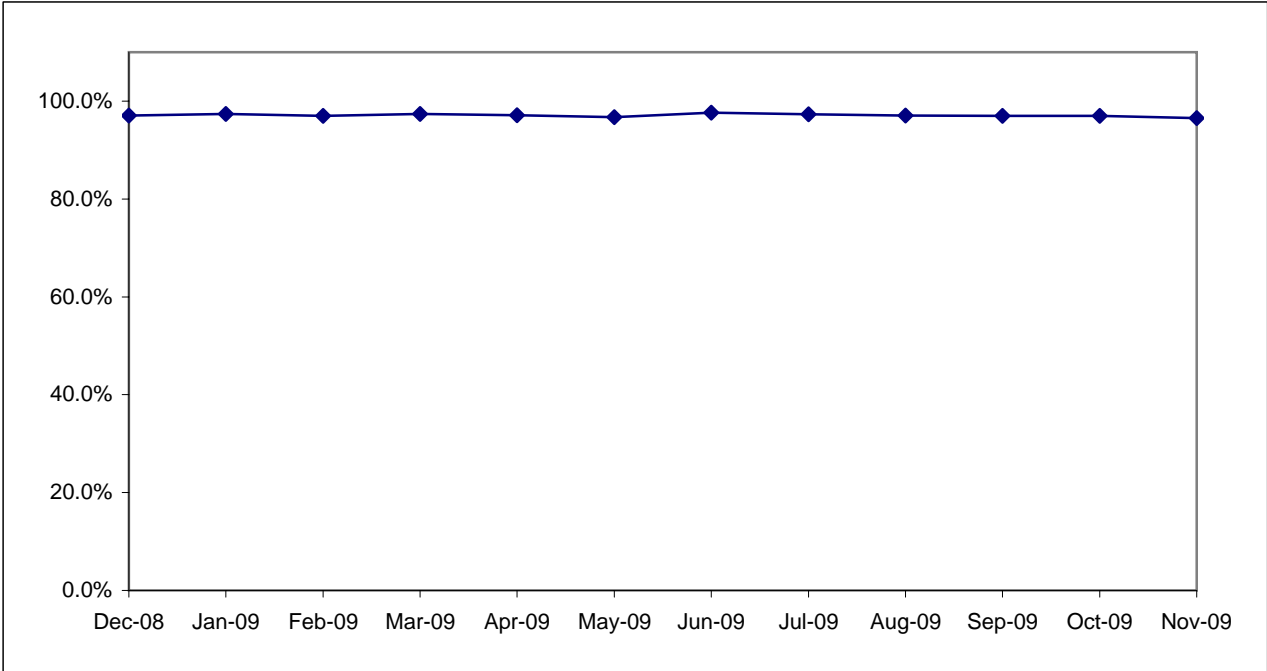
ATTENDANCE

MAINTENANCE ATTENDANCE

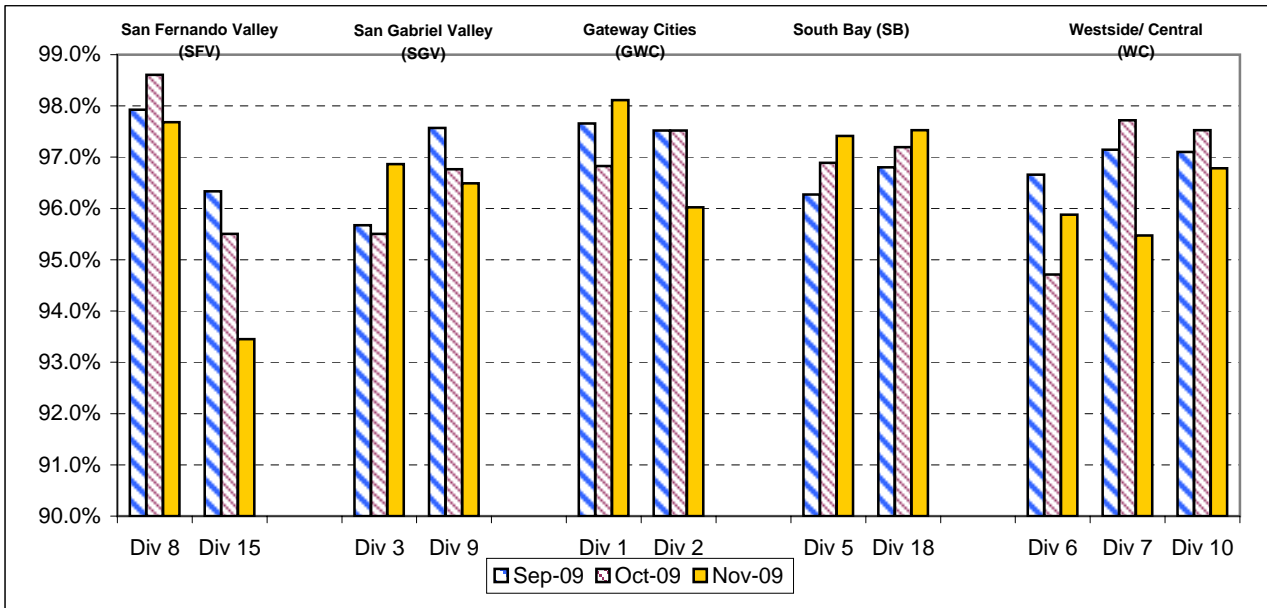
Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

Systemwide Trend



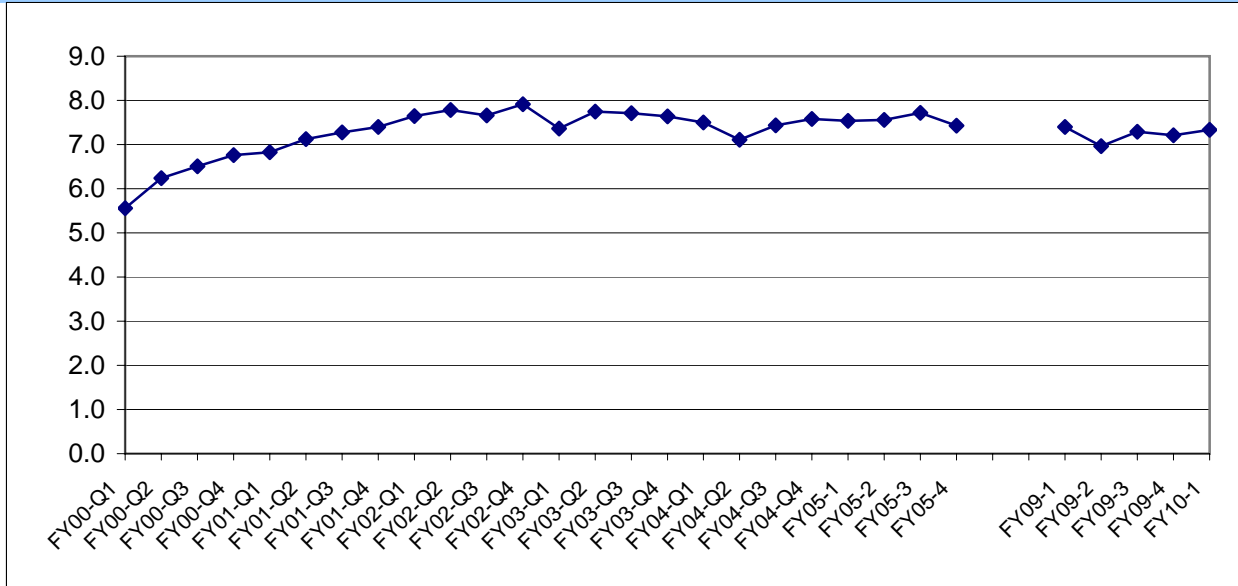
Maintenance Attendance - By Sectors' Divisions (By Current Month) September - November 2009



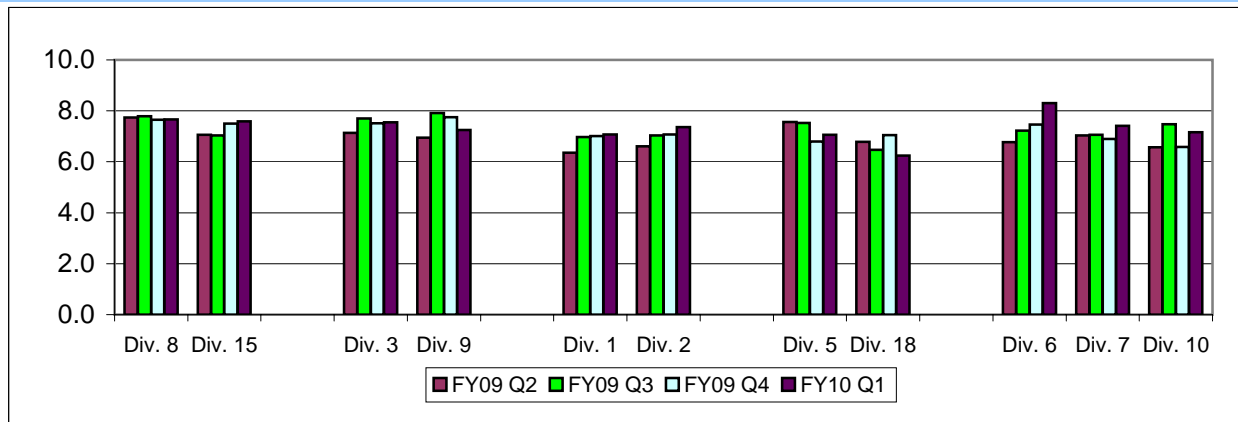
BUS CLEANLINESS

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



Analysis: Divisions 6 received an overall cleanliness scores above 8.0. Overall cleanliness scores for Divisions 1, 2, 3, 5, 6, 7, 10, and 15 improved and Division 8 remained consistent with the fourth quarter of FY09. However, Divisions 9 and 18 overall cleanliness scores dropped nearly half a point and point respectively.

Scores for the category of exterior graffiti was above the 8.0 mark.

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

SAFETY PERFORMANCE

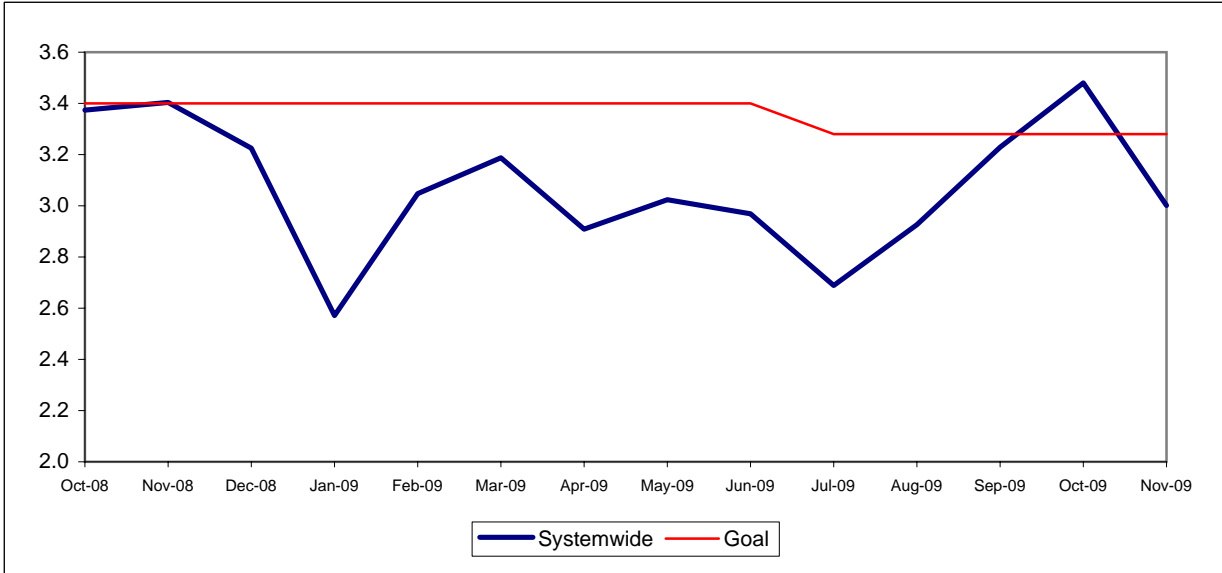
BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

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

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

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

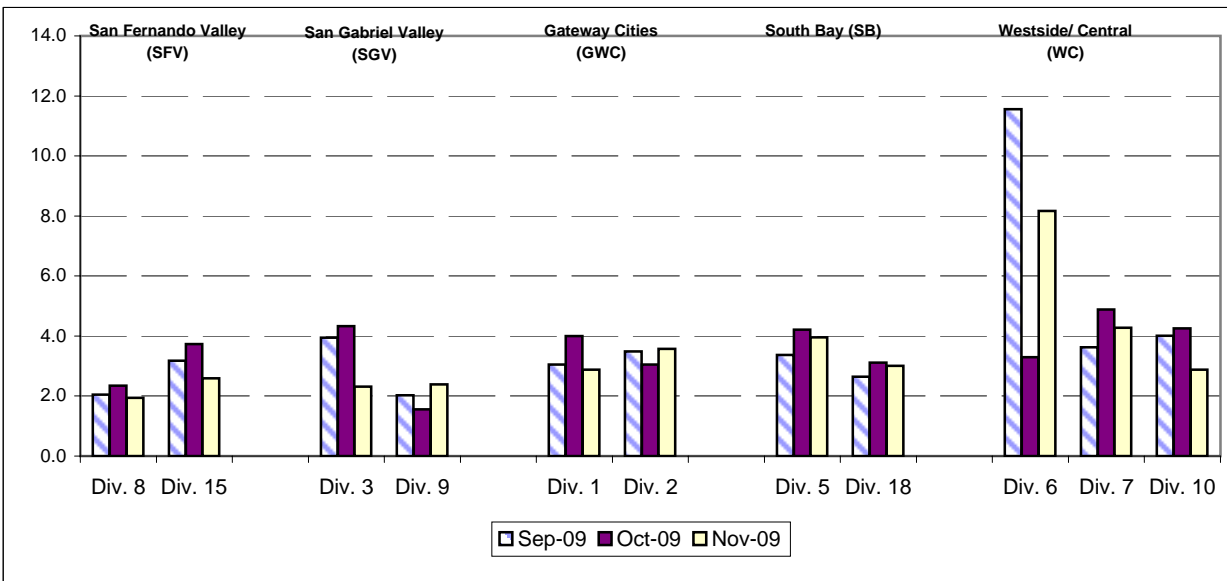
Systemwide Trend



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

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

Bus Operating Divisions - by Sectors' Divisions September - November 2009

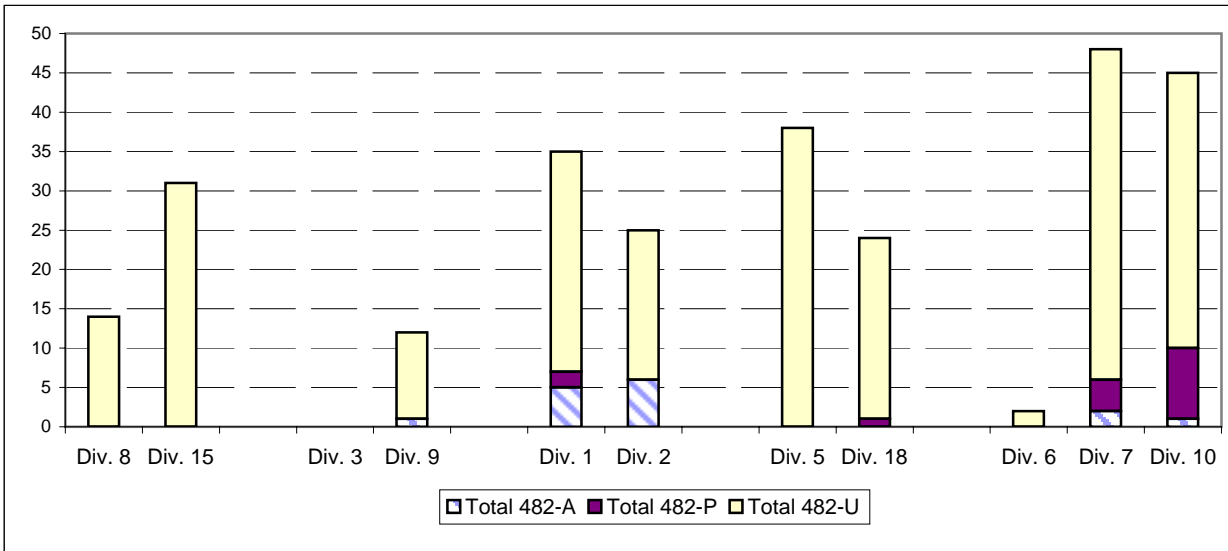


Number of 482 Accidents in Vehicle Accident Management System (VAMS) Download by Avoidable (A), Pending (P) or Unavoidable (U) Bus Operating Divisions - by Sectors' Divisions

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.

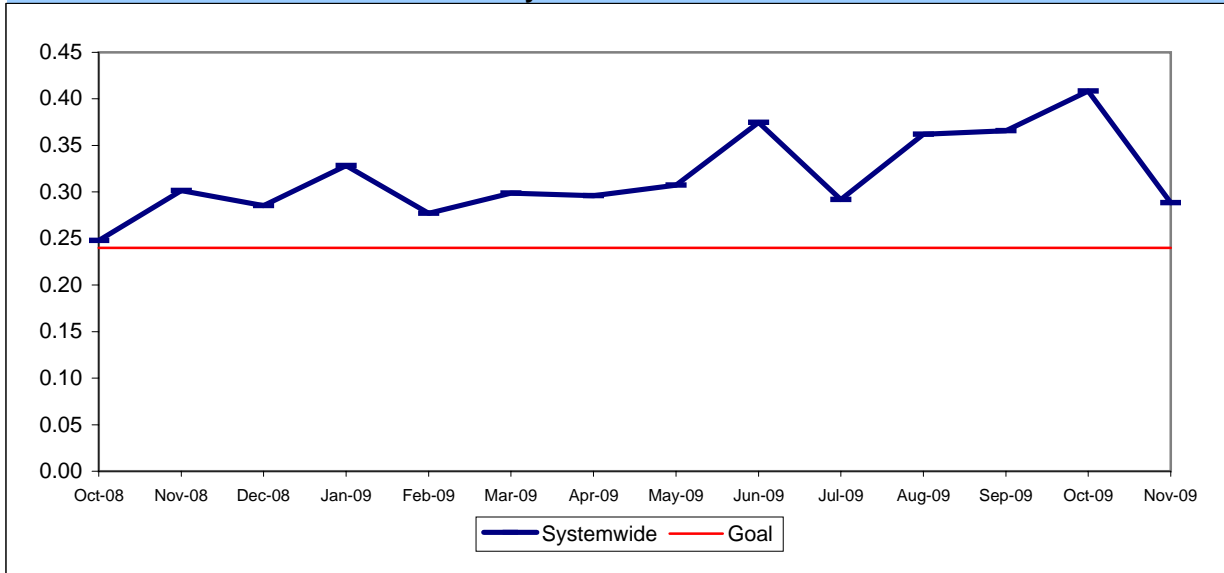


BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS

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

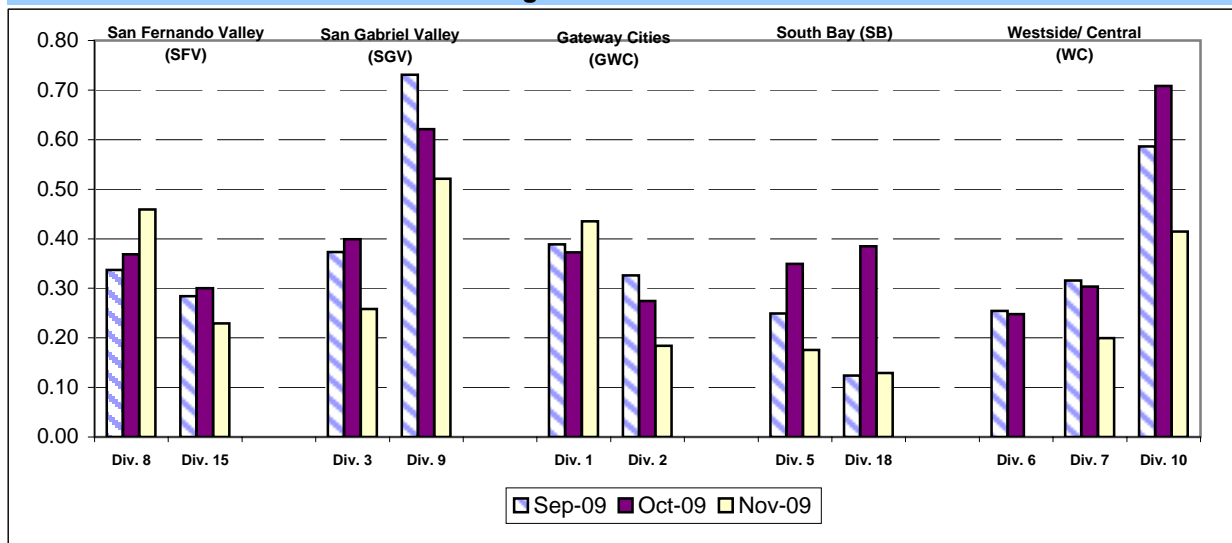
Calculation: Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by (Boardings / by 100,000))

Systemwide Trend



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

**Bus Operating Divisions - by Sectors' Divisions
August - October 2009**



Safety Performance Continued

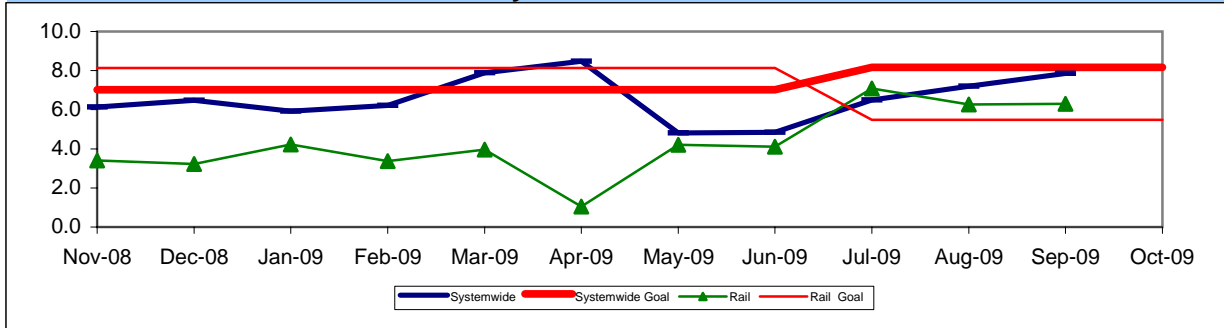
OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA) RECORDABLE INJURIES PER 200,000 EXPOSURE HOURS

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)

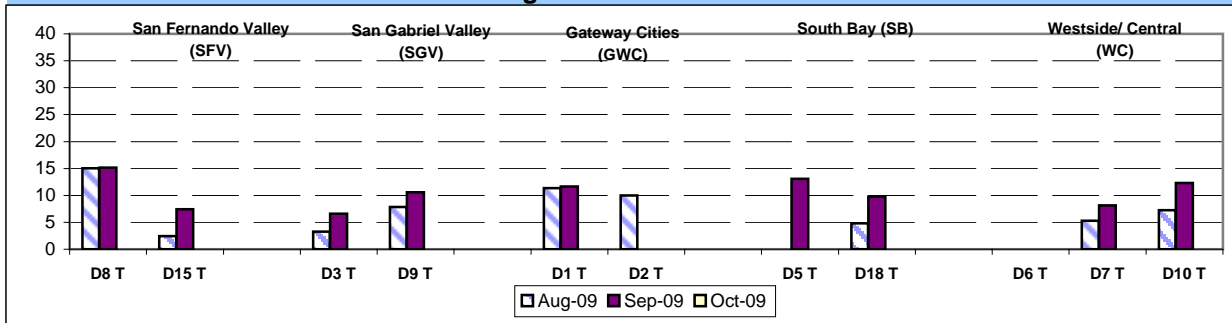
One month lag from current month

OSHA Systemwide Trend and Rail

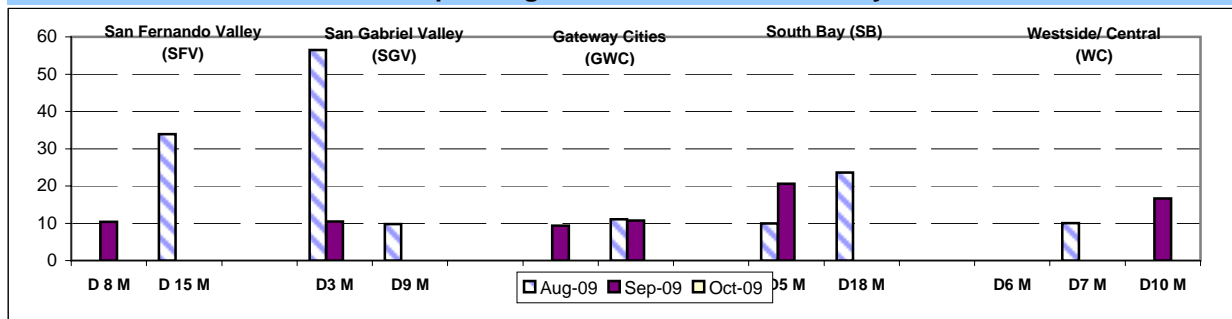


Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of injuries and late filing of reports.

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



OSHA: Bus Operating Maintenance Divisions - by Sectors'



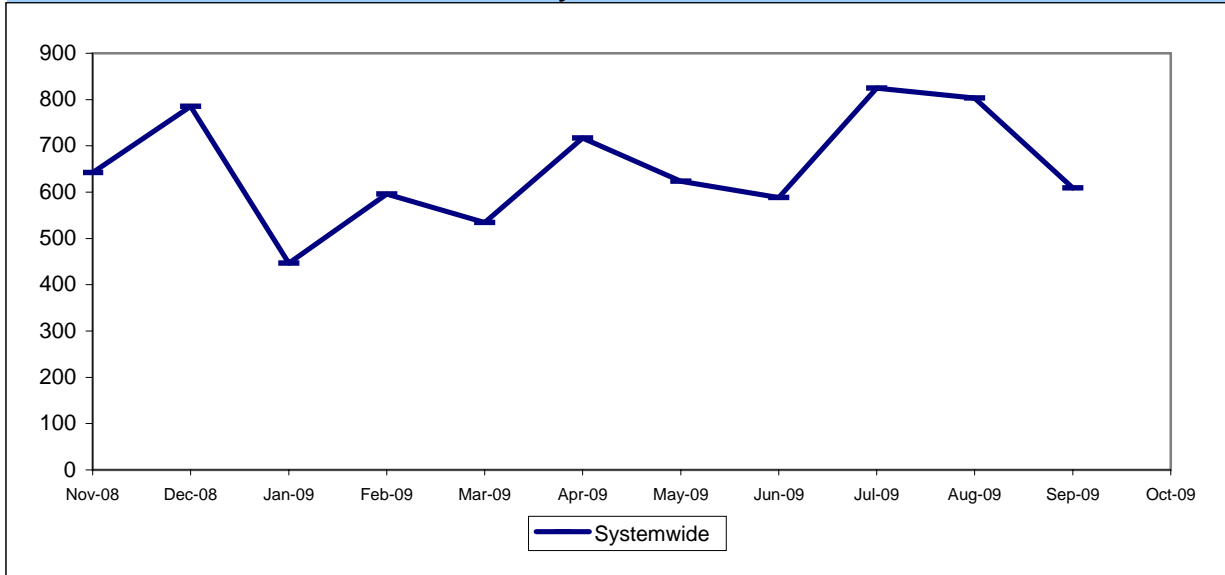
LOST WORK DAYS (LWD) PAID PER 200,000 EXPOSURE HOURS

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

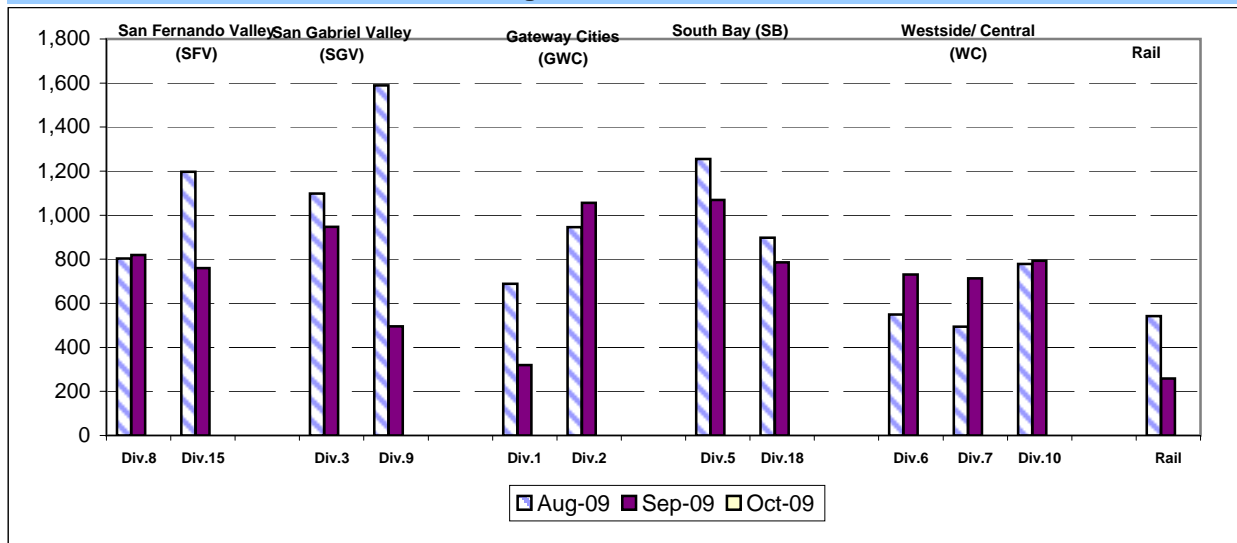
Calculation: (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number

One month lag from current month

LWD Systemwide Trend



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

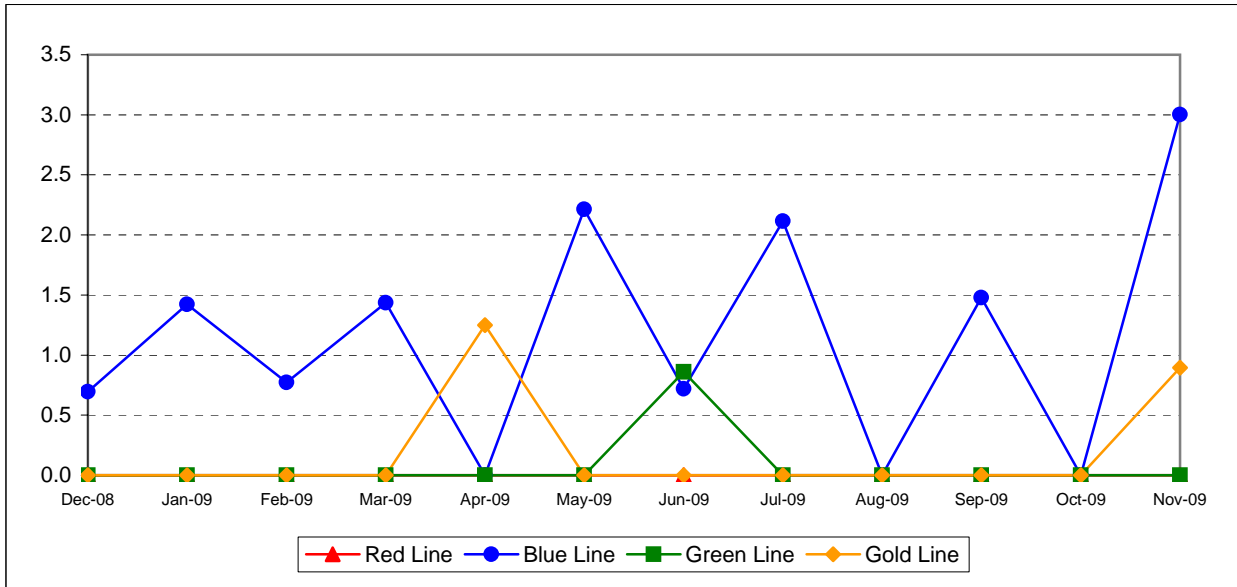


Safety Performance Continued

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.

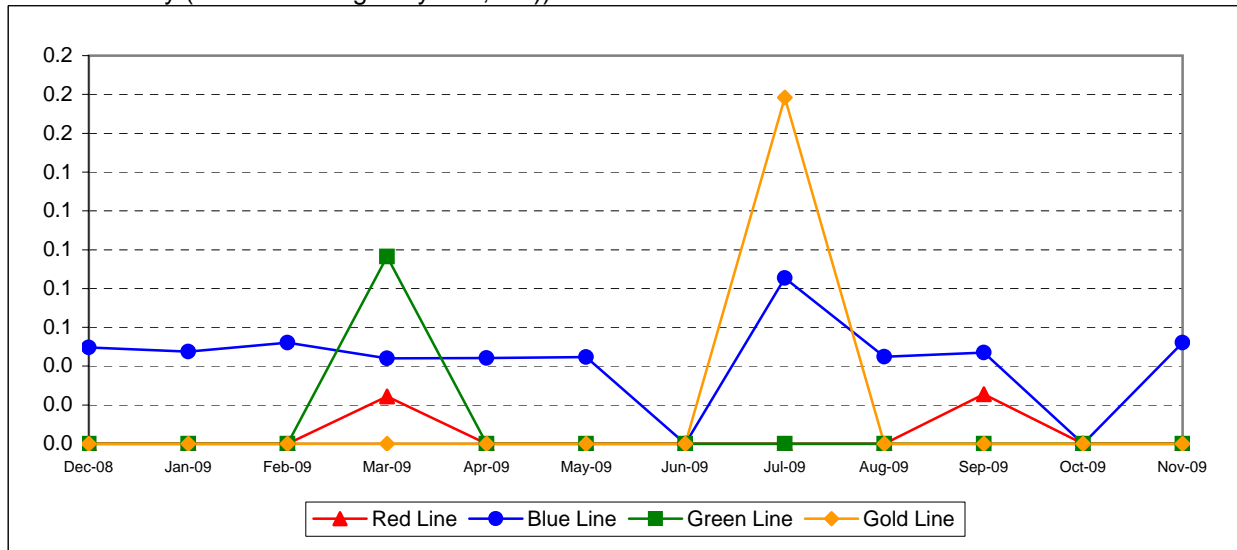
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



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))



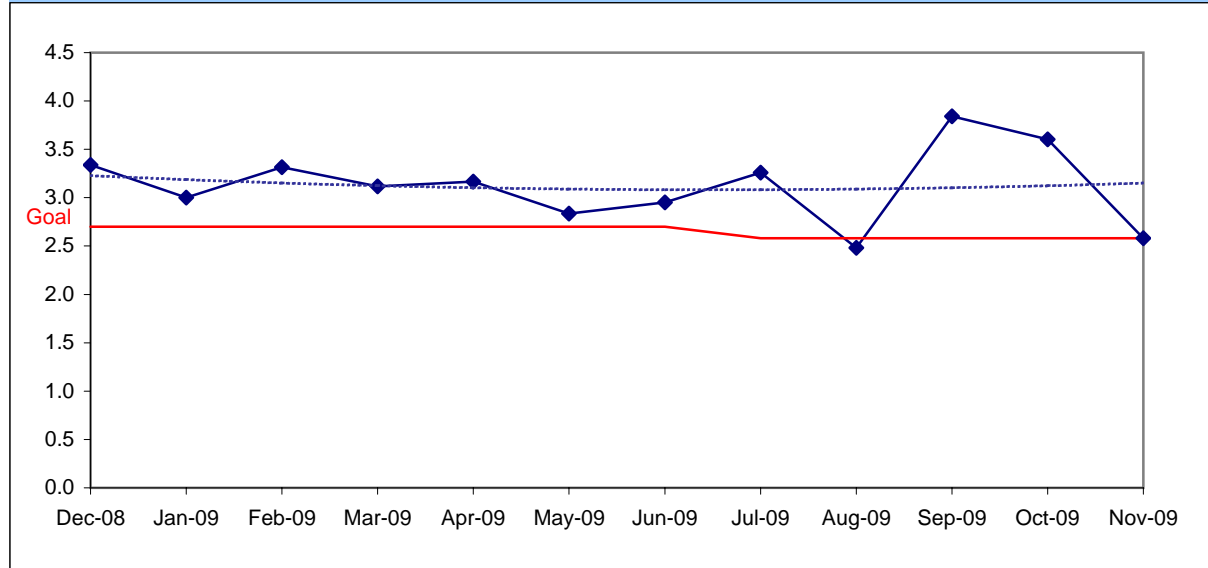
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

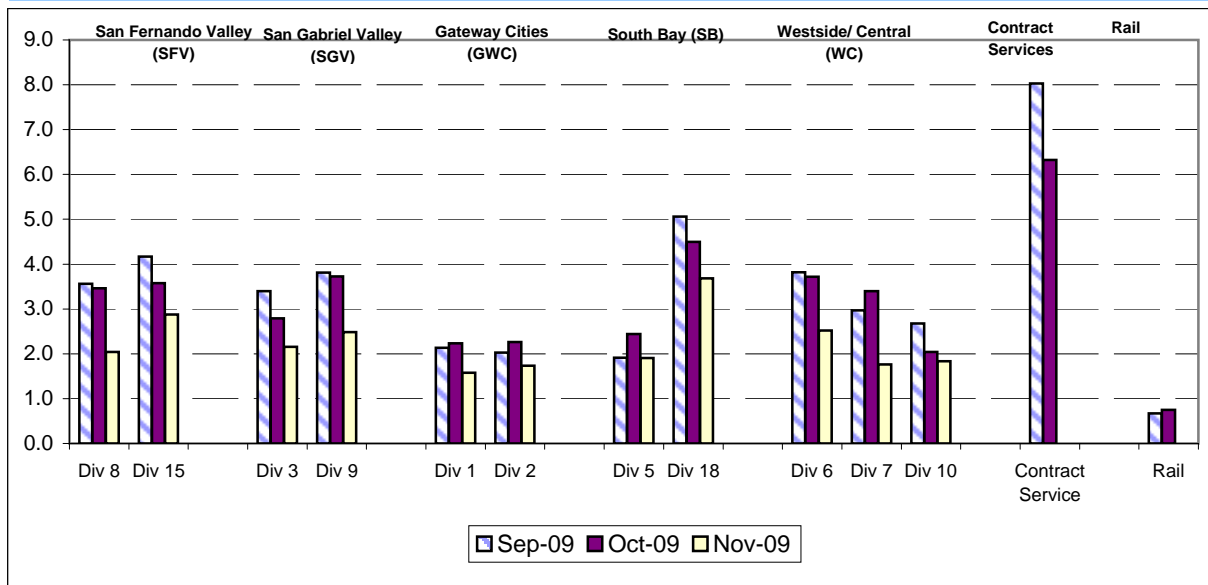
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

Systemwide Trend



Bus Operating Divisions - by Sectors' Divisions September - November 2009



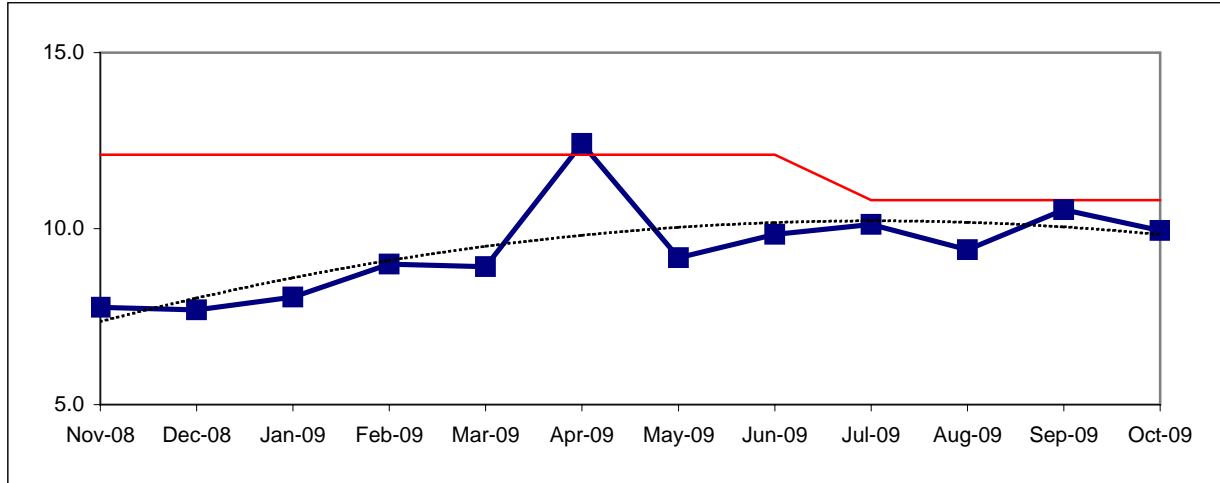
WORKERS COMPENSATION CLAIMS

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

Metro Operations Trend



One month lag from current month

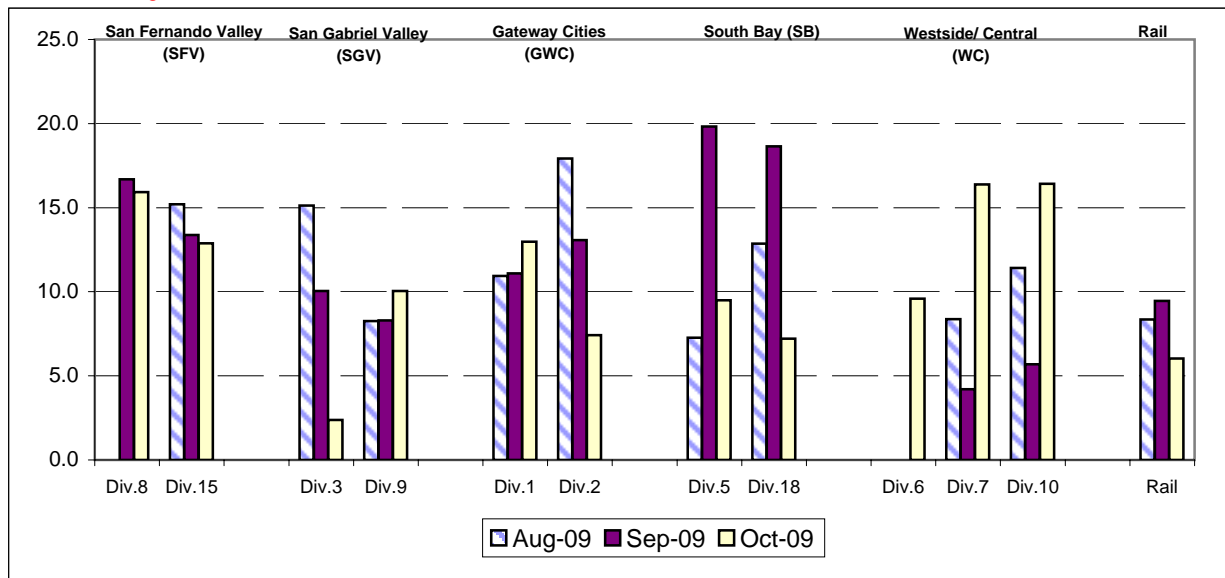
NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

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

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

Bus & Rail - by Bus Sectors' Divisions and Rail August - October 2009

One month lag from current month



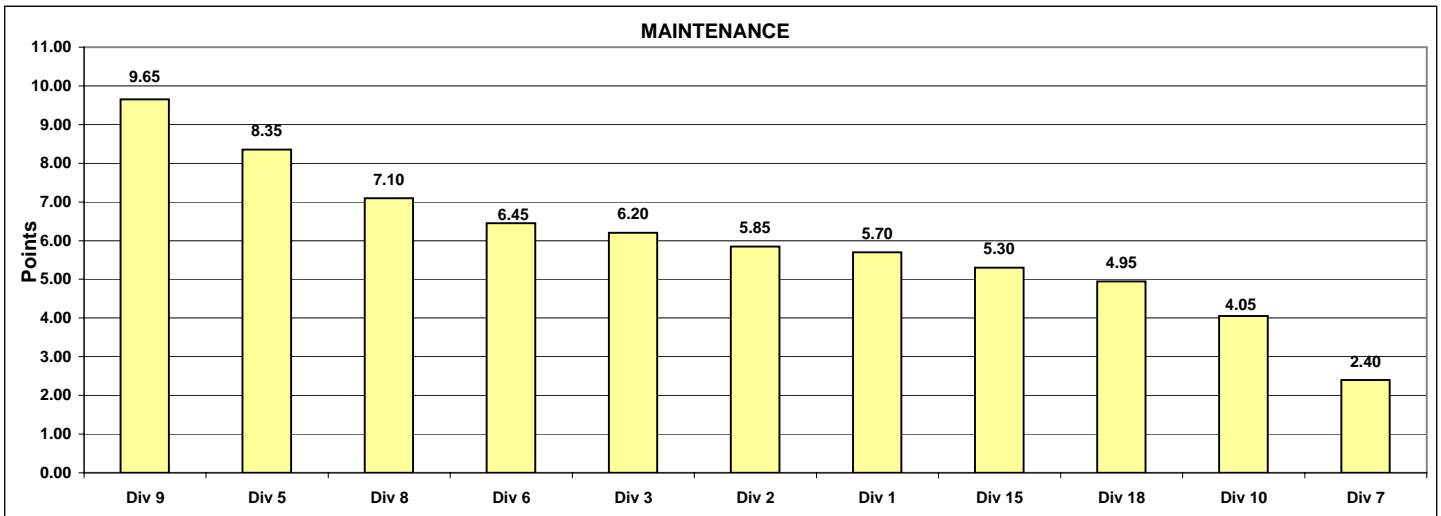
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

**Monthly Calculations - November 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%	1457.4	1505.8	1611.0	1664.2	1620.8	1303.7	2513.4	3069.6	1135.0	1811.0	1273.0
Points		4	5	6	8	7	3	10	11	1	9	2
Attendance	20%	0.98216	0.96088	0.98038	0.97966	0.95876	0.96012	0.97784	0.97920	0.96992	0.94064	0.97864
Points		11	4	10	9	2	3	6	8	5	1	7
New WC Claims /200,000 Exp Hrs*	30%	9.3904	0.0000	9.7975	0.0000	0.0000	28.0991	9.9349	0.0000	0.0000	24.0423	0.0000
Points		5	8.5	4	8.5	8.5	1	3	8.5	8.5	2	8.5
*One month lag												
Totals		5.70	5.85	6.20	8.35	6.45	2.40	7.10	9.65	4.05	5.30	4.95
FINAL RANKING Maintenance Division Ranking (Sorted)												
	DIV.	Div 9	Div 5	Div 8	Div 6	Div 3	Div 2	Div 1	Div 15	Div 18	Div 10	Div 7
	Score	9.65	8.35	7.10	6.45	6.20	5.85	5.70	5.30	4.95	4.05	2.40
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th

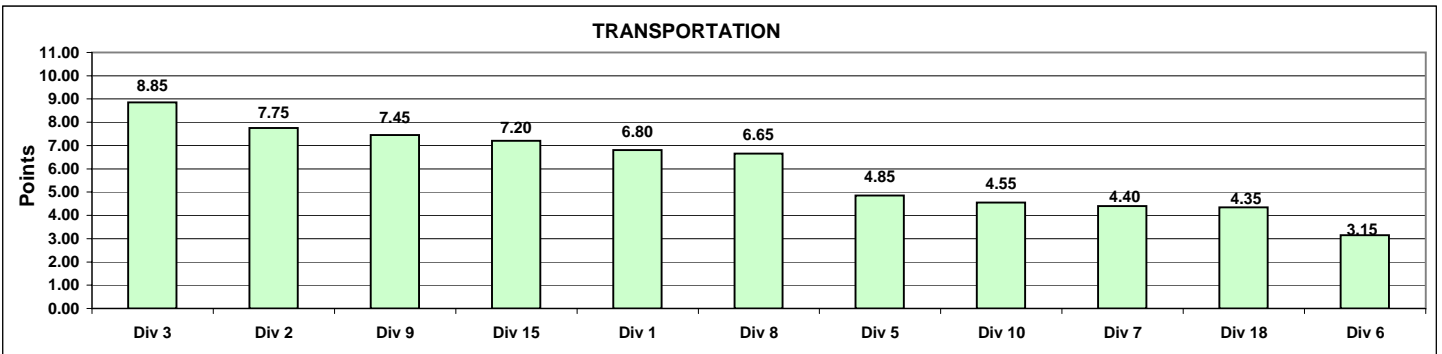


Monthly Calculations - November 2009
Metro Bus - Transportation

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%	0.7618	0.7728	0.7481	0.6634	0.6730	0.6887	0.7317	0.7481	0.7024	0.7394	0.6561
Points		10	11	9	2	3	4	6	8	5	7	1
Miles Between Total Road Calls	10%	1457.4471	1505.8047	1611.0072	1664.2299	1620.8191	1303.6838	2513.4157	3069.5862	1134.9810	1811.0337	1273.0412
Points		4	5	6	8	7	3	10	11	1	9	2
Accident Rate	25%	2.8797	3.5687	2.3097	3.9551	8.1658	4.2768	1.9408	2.3910	2.8770	2.5941	3.0104
Points		6	4	10	3	1	2	11	9	7	8	5
Complaints/100K Boardings	15%	1.5744	1.7316	2.1542	1.9048	2.5193	1.7634	2.0401	2.4841	1.8353	2.8776	3.6836
Points		11	10	5	7	3	9	6	4	8	2	1
New WC Claims /200,000 Exp Hrs*	25%	14.0560	9.8349	0.0000	12.5715	13.4519	13.0990	18.1019	12.6902	21.3071	9.5555	9.3552
Points		3	8	11	7	4	5	2	6	1	9	10
*One month lag												
Totals		6.80	7.75	8.85	4.85	3.15	4.40	6.65	7.45	4.55	7.20	4.35
FINAL RANKING Transportation Division Ranking (Sorted)												
	DIV.	Div 3	Div 2	Div 9	Div 15	Div 1	Div 8	Div 5	Div 10	Div 7	Div 18	Div 6
	Score	8.85	7.75	7.45	7.20	6.80	6.65	4.85	4.55	4.40	4.35	3.15
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



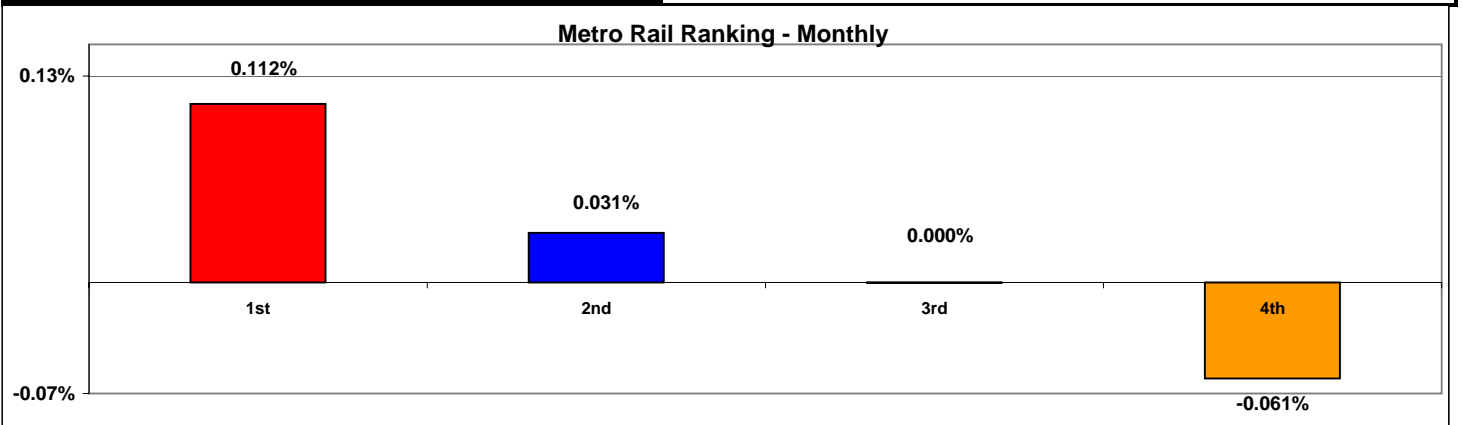
Monthly Calculations - November 2009
Metro Rail

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		
	Nov-08	Nov-09	Yearly Improvement	Nov-08	Nov-09	Yearly Improvement	Nov-08	Nov-09	Yearly Improvement	Nov-08	Nov-09	Yearly Improvement
Wayside Availability												
Track	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Signals	100.00%	99.99%	-0.01%	99.98%	100.00%	0.02%	100.00%	99.95%	-0.05%	100.00%	99.99%	-0.01%
Power	100.00%	100.00%	0.00%	99.97%	100.00%	0.03%	99.99%	99.83%	-0.15%	100.00%	99.87%	-0.13%
Wayside Performance	100.00%	100.00%	0.00%	99.98%	100.00%	0.02%	100.00%	99.93%	-0.07%	100.00%	99.95%	-0.05%
Vehicle Availability												
Vehicle Performance	99.82%	99.88%	0.05%	99.84%	99.94%	0.10%	99.74%	99.86%	0.12%	99.90%	99.88%	-0.02%
Operator Availability												
Operators	99.98%	99.99%	0.01%	99.90%	99.99%	0.09%	99.98%	100.00%	0.02%	100.00%	99.99%	-0.01%
In-Service Performance												
Rev. Hr. Delivered - Rail	99.80%	99.87%	0.06%	99.69%	99.93%	0.24%	99.71%	99.64%	-0.07%	99.90%	99.73%	-0.17%
Total Rail Line Performance	99.90%	99.93%	0.031%	99.85%	99.97%	0.112%	99.86%	99.86%	0.00%	99.95%	99.89%	-0.061%

Metro Rail Final Ranking (Sorted)				
Rail Line	RED	BLUE	GREEN	GOLD
Score	0.112%	0.031%	0.000%	-0.061%
Rank	1st	2nd	3rd	4th



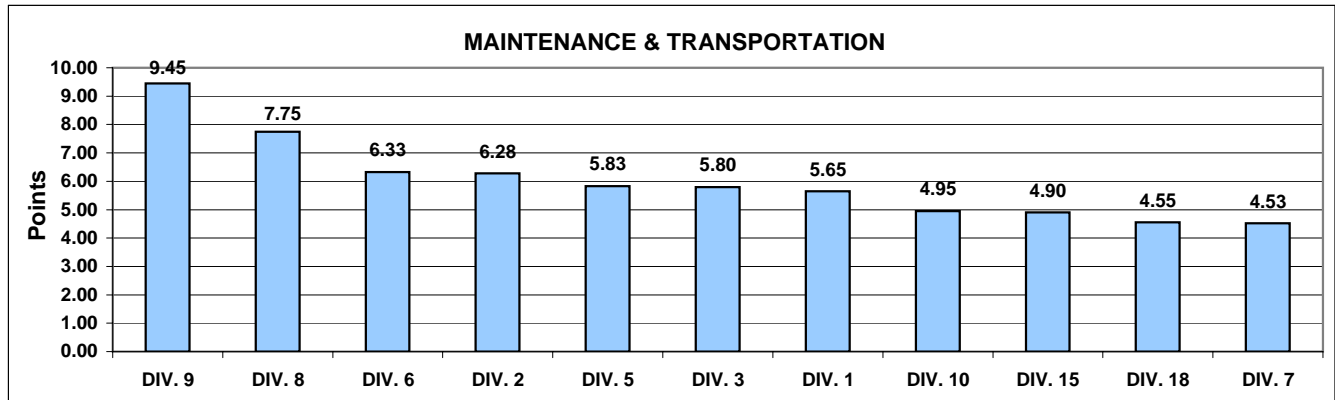
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Quarterly Calculations: FY10-Q1 Metro Bus - Maintenance and Transportation

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

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

Maintenance and Transportation												
Maintenance	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Total Road Calls	25.0%	1158	1416	1431	1583	1839	1064	1622	2824	948	1382	1187
Points		3	6	7	8	10	2	9	11	1	5	4
Attendance	10.0%	0.9790	0.9729	0.9736	0.9774	0.9693	0.9697	0.9812	0.9800	0.9842	0.9656	0.9771
Points		8	4	5	7	2	3	10	9	11	1	6
Claims /200000	15.0%	9.2609	11.0516	14.1924	3.2913	11.6801	6.6824	3.3475	0.0000	0.0000	35.8575	15.8903
Points		6	5	3	9	4	7	8	10.5	10.5	1	2
<i>*One month Lag: Jun - Aug 09</i>												
Transportation												
In-Service On-Time Performance	12.5%	0.7559	0.7781	0.7486	0.6838	0.6872	0.6861	0.7314	0.7614	0.6874	0.7357	0.6628
Points		9	11	8	2	4	3	6	10	5	7	1
Miles Between Total Road Calls	5.0%	1157.7	1416.2	1431.4	1583.0	1839.0	1063.8	1621.8	2823.7	947.7	1381.7	1186.9
Points		3	6	7	8	10	2	9	11	1	5	4
Accidents/100k Hub Miles	12.5%	2.9800	2.8179	3.3454	4.0852	7.6686	3.1350	1.9948	1.7558	3.6698	2.5156	2.6990
Points		6	7	4	2	1	5	10	11	3	9	8
Complaints/100K Boardings	7.5%	1.8843	1.7090	2.7260	1.8752	2.4845	2.6173	3.2664	2.9432	2.3602	3.3633	4.3015
Points		9	11	5	10	7	6	3	4	8	2	1
<i>*One month Lag: Jun - Aug 09</i>												
Claims /200000	12.5%	11.1937	18.8069	7.4595	23.2123	0.0000	6.9361	10.9465	9.4915	11.3002	7.2960	6.3390
Points		4	2	7	1	11	9	5	6	3	8	10
Totals		5.65	6.28	5.80	5.83	6.33	4.53	7.75	9.45	4.95	4.90	4.55
Maintenance and Transportation Division Ranking (Sorted)												
FINAL RANKING	DIV.	DIV. 9	DIV. 8	DIV. 6	DIV. 2	DIV. 5	DIV. 3	DIV. 1	DIV. 10	DIV. 15	DIV. 18	DIV. 7
	Score	9.45	7.75	6.33	6.28	5.83	5.80	5.65	4.95	4.90	4.55	4.53
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



**Quarterly Calculations: FY10-Q1
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.

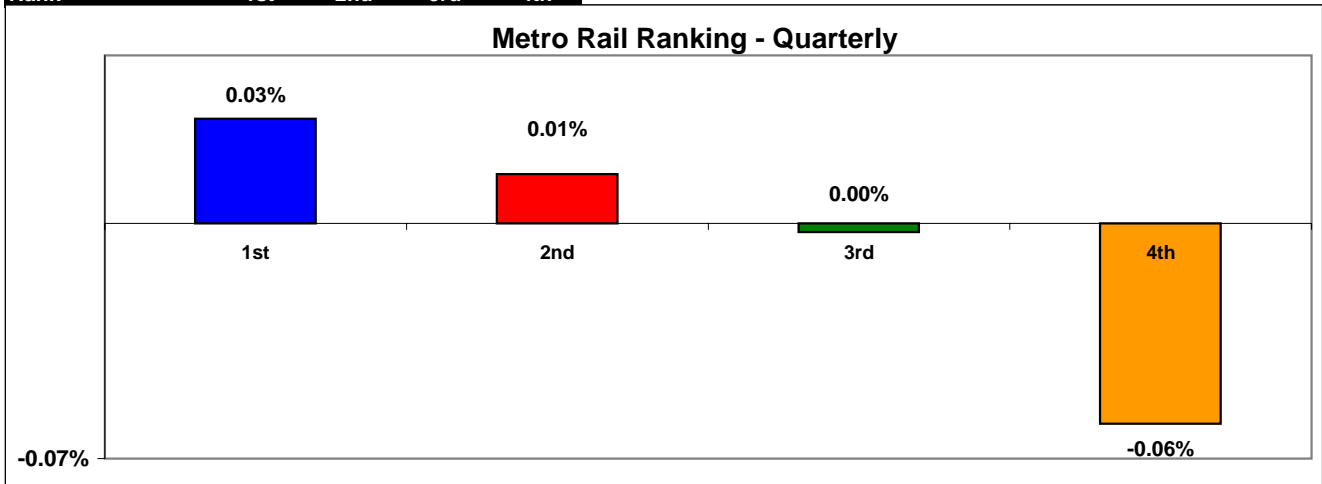
Calculation: Performance indicator uses Revenue Service Hours Lost due to the associated Rail Operating Problems not including the Revenue Service Hours Lost due to accidents, police, or health problems. Performance percentages for various indicators are averaged and outcomes are sorted from high to 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

	<u>Metro Blue Line</u>	<u>Metro Red Line</u>	<u>Metro Green Line</u>	<u>Metro Gold Line</u>
Overall Rail Line Performance				
Jul-09	0.01%	0.00%	0.01%	0.00%
Aug-09	0.01%	0.04%	-0.04%	-0.14%
Sep-09	<u>0.07%</u>	<u>0.00%</u>	<u>0.02%</u>	<u>-0.04%</u>
Quarter Average	0.03%	0.01%	0.00%	-0.06%

Metro Rail Final Ranking (Sorted)

Rail Line	BLUE	RED	GREEN	GOLD
Score	0.03%	0.01%	0.00%	-0.06%
Rank	1st	2nd	3rd	4th



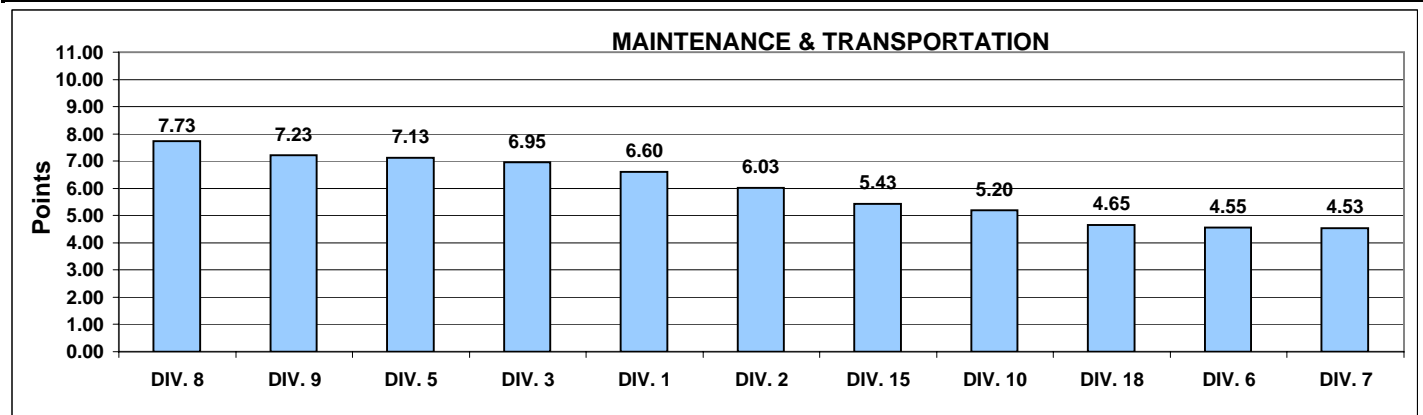
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Yearly Calculations - FY09 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 first six months in the current calendar year. Performance by Division is 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												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Total Road Calls	25.0%	1166	1255	1303	1420	1307	1039	1707	2425	1015	1291	1090
Points		4	5	7	9	8	2	10	11	1	6	3
Attendance	10.0%	0.9842	0.9759	0.9778	0.9809	0.9493	0.9778	0.9809	0.9712	0.9843	0.9717	0.9700
Points		10	5	7	9	1	6	8	3	11	4	2
New WC Claims /100 Emp	15.0%	9.7747	9.2232	4.5663	4.5122	16.34	7.12	6.3807	6.9629	6.1982	14.5853	5.0680
Points		3	4	10	11	1	5	7	6	8	2	9
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	12.5%	0.7105	0.7272	0.6978	0.6443	0.5698	0.6215	0.6929	0.7001	0.6190	0.6906	0.6066
Points		10	11	8	5	1	4	7	9	3	6	2
Miles Between Total Road Calls	5%	1165.53	1254.8	1303.3	1420.0	1307.1	1039.1	1706.9	2425.3	1014.7	1291.0	1089.9
Points		4	5	7	9	8	2	10	11	1	6	3
Accident Rate	12.5%	3.0203	3.4302	3.5981	4.3189	4.1269	3.8300	1.8679	2.0680	3.8729	2.4495	2.7187
Points		7	6	5	1	2	4	11	10	3	9	8
Complaints/100K Boardings	7.5%	1.8470	2.0343	2.6933	1.8808	3.5508	2.8776	3.0130	3.1763	2.5880	3.0793	4.4620
Points		11	9	7	10	2	6	5	3	8	4	1
New WC Claims /Emp	12.5%	9.5998	11.4994	11.6157	13.7454	5.798	8.417	14.5680	16.2316	7.6025	10.8779	10.3085
Points		8	5	4	3	11	9	2	1	10	6	7
Totals		6.60	6.03	6.95	7.13	4.55	4.53	7.73	7.23	5.20	5.43	4.65
Maintenance and Transportation Division Ranking (Sorted)												
FINAL RANKING	DIV.	DIV. 8	DIV. 9	DIV. 5	DIV. 3	DIV. 1	DIV. 2	DIV. 15	DIV. 10	DIV. 18	DIV. 6	DIV. 7
	Score	7.73	7.23	7.13	6.95	6.60	6.03	5.43	5.20	4.65	4.55	4.53
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



**Yearly Calculations - FY09
Metro Rail**

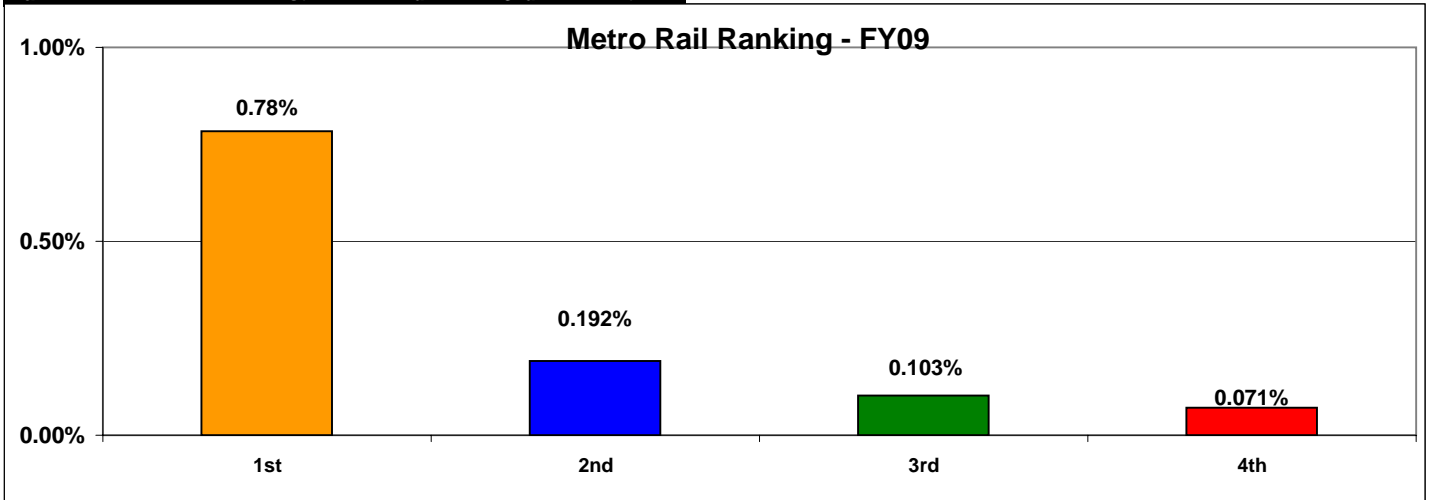
Definition: A performance awareness program designed to increase productivity and efficiency. Based on monthly "IN-SERVICE" Performance as reported by RAIL OPERATIONS CONTROL.

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.

Overall Rail Line Performance	Improvement from Previous Year			
	<u>Metro Blue Line</u>	<u>Metro Red Line</u>	<u>Metro Green Line</u>	<u>Metro Gold Line</u>
Q1	0.57%	0.24%	0.26%	3.10%
Q2	0.23%	0.06%	0.21%	0.09%
Q3	0.00%	-0.01%	-0.02%	-0.02%
Q4	-0.03%	-0.02%	-0.04%	-0.03%
First Quarter Average	0.192%	0.071%	0.10%	0.78%

Metro Rail Final Ranking (Sorted)

Rail Line	GOLD	BLUE	GREEN	RED
Score	0.78%	0.192%	0.103%	0.071%
Rank	1st	2nd	3rd	4th



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Most Improved Yearly Calculations: FY08 to FY09 Metro Bus - Maintenance and Transportation

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

Calculation: Data reflects a positive or negative difference in performance between the first and last quarters of the current calendar year. Performance indicators by Division are sorted 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												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Total Road Calls	25.0%	257	215	171	290	408	58	374	437	-30	141	-19
Points		7	6	5	8	10	3	9	11	1	4	2
Attendance	10.0%	-0.0013	-0.0014	-0.0026	-0.0004	-0.0015	0.0042	-0.0022	-0.0114	0.0025	-0.0078	-0.0032
Points		8	7	4	9	6	11	5	1	10	2	3
New WC Claims /100 Emp	15.0%	5.4835	-9.7202	-5.9637	-2.1335	10.0549	-8.1479	0.8133	-0.1802	-2.1410	0.3333	-4.4709
Points		2	11	9	6	1	10	3	5	7	4	8
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	12.5%	0.0350	0.0412	0.0295	0.0108	0.0386	0.0448	0.0079	0.0317	0.0528	0.0221	-0.0022
Points		7	9	5	3	8	10	2	6	11	4	1
Miles Between Total Road Calls	5.0%	257	215	171	290	408	58	374	437	-30	141	-19
Points		7	6	5	8	10	3	9	11	1	4	2
Accident Rate	12.5%	-0.3870	-0.2379	-0.6423	-0.7868	0.2712	-0.2696	-0.1233	-0.3969	-0.5999	-0.5290	-0.3658
Points		6	3	10	11	1	4	2	7	9	8	5
Complaints/100K Boardings	7.5%	-0.0521	0.1037	0.5510	0.4165	0.8495	-0.1204	0.3774	0.2002	-0.3974	0.0271	0.7439
Points		9	7	3	4	1	10	5	6	11	8	2
New WC Claims /Emp	12.5%	0.1628	-2.0689	-1.9301	-5.1920	-7.1388	-4.5693	-3.9487	7.7772	-9.7198	1.3523	-5.8842
Points		3	5	4	8	10	7	6	1	11	2	9
Totals		5.88	6.80	5.85	7.25	6.20	6.88	5.28	6.35	7.05	4.35	4.13
FINAL RANKING Maintenance and Transportation Division Ranking (Sorted)												
	DIV.	DIV. 5	DIV. 10	DIV. 7	DIV. 2	DIV. 9	DIV. 6	DIV. 1	DIV. 3	DIV. 8	DIV. 15	DIV. 18
Score		7.25	7.05	6.88	6.80	6.35	6.20	5.88	5.85	5.28	4.35	4.13
Rank		1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th

