Los Angeles County
Metropolitan Transportation Authority

METRO OPERATIONS MONTHLY PERFORMANCE REPORT

SEPT 2009

Metro

Table of Contents

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	Sep. 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	2,820 84	2,790 41	◆
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,290	1,556	1,351	1,347	◆
In-Service On-time Performance**	65.43%	66.50%	64.35%**	63.77%	64.05%	66.25%	70.80%	71.49%	69.60%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 53	3.47 240	3.06 216	3.28	2.92 72	3.18 16	●
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.76	2.58	2.67	3.15	◆
New Workers' Compensation IndemnityClaims per 200,000 Exposure Hours (*1 month lag*)	17.64	13.61	12.27	11.11	11.54	9.30	10.81	*Aug YTD 9.77*	*Aug 9.40*	●
**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	2,730 2	2,665 1	◆
MMBTRC				1,310	1,222	1,440	1,638	1,470	1,467	◆
In-Service On-time Performance	67.47%	68.54%	65.19%**	65.60%	67.48%	69.15%	72.00%	73.42%	71.78%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 3	2.55 32	2.20 38	2.24	2.30 9	2.66 1	◆
Complaints per 100,000 Boardings	5.45	4.39	3.24	3.00	2.88	3.05	2.80	3.33	3.93	◆
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	*Aug YTD 11.05*	*Aug 8.59*	●
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up										
Division 8										
MMBCMF No. of unaddressed road calls			3,836	3,912 258*	2,944 100	3,473	3,500	2,960	3,008	◆
MMBTRC				1,537	1,333	1,707	1,922	1,622	1,724	◆
In-Service On-time Performance	69.12%	69.78%	68.23%	67.48%	68.50%	69.29%	72.00%	73.14%	70.53%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 1	1.99 18	1.87 12	2.05	1.99 3	2.05 0	●
Complaints per 100,000 Boardings	5.09	4.17	3.37	2.75	2.64	3.01	2.75	3.27	3.56	◆
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	*Aug YTD 6.74*	*Aug -0-*	●
Division 15										
MMBCMF No. of unaddressed road calls			2,996	3,420 174*	2,933 53	3,003 1	3,500	2,592 2	2,472 1	◆
MMBTRC				1,175	1,151	1,291	1,469	1,382	1,331	◆
In-Service On-time Performance	66.62%	67.84%	63.84%**	64.41%	66.85%	69.06%	72.00%	73.57%	72.48%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 2	2.98 14	2.45 26	2.38	2.52 6	3.08 1	◆
Complaints per 100,000 Boardings	5.70	4.55	3.14	3.16	3.05	3.08	2.85	3.36	4.17	◆
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	*Aug YTD 13.97*	*Aug 15.21*	◆

*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.

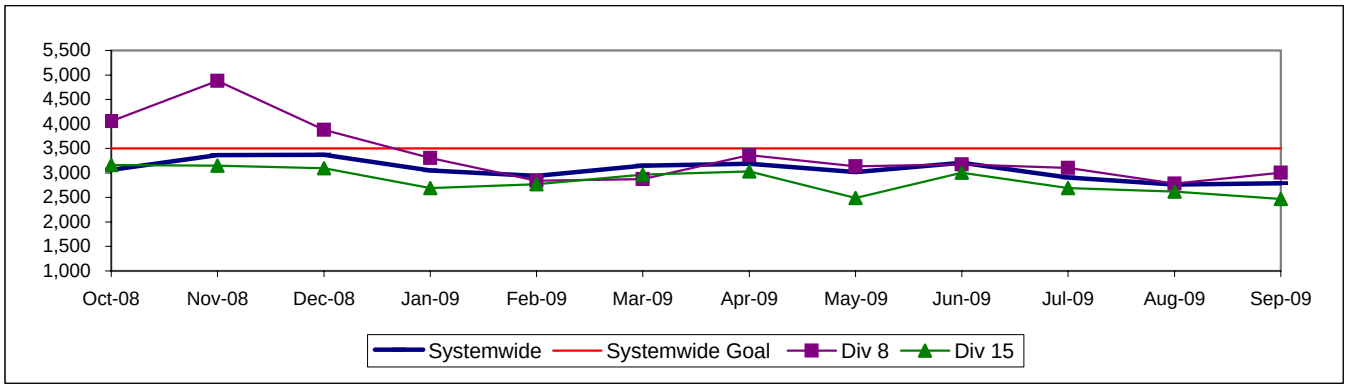
▬ Red - High probability that the target will not be achieved -- significant problems and/or delays.

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



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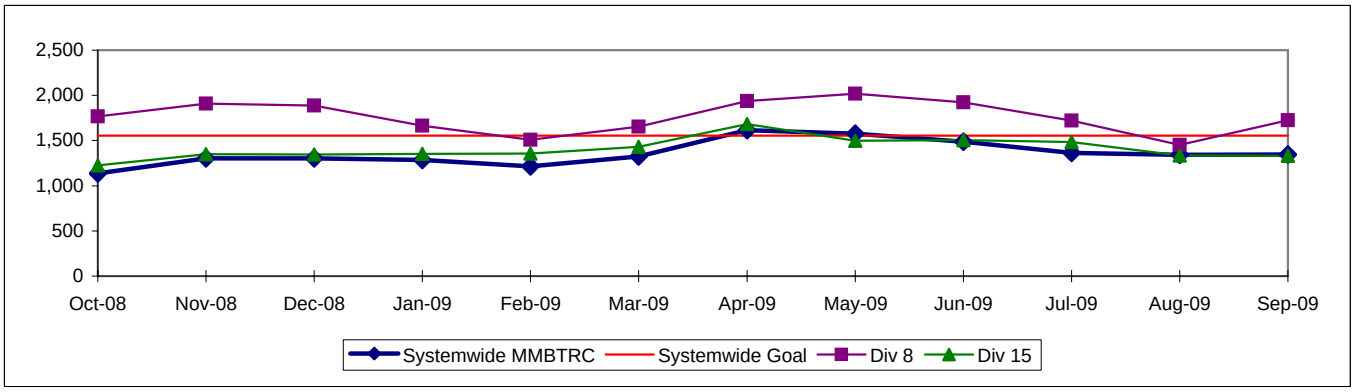


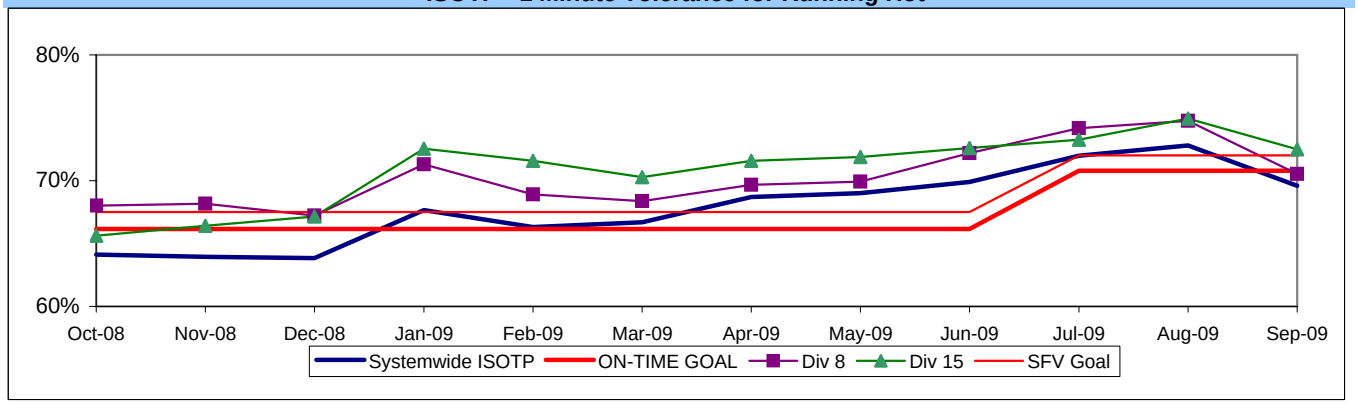
IN-SERVICE ON-TIME PERFORMANCE*

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.)

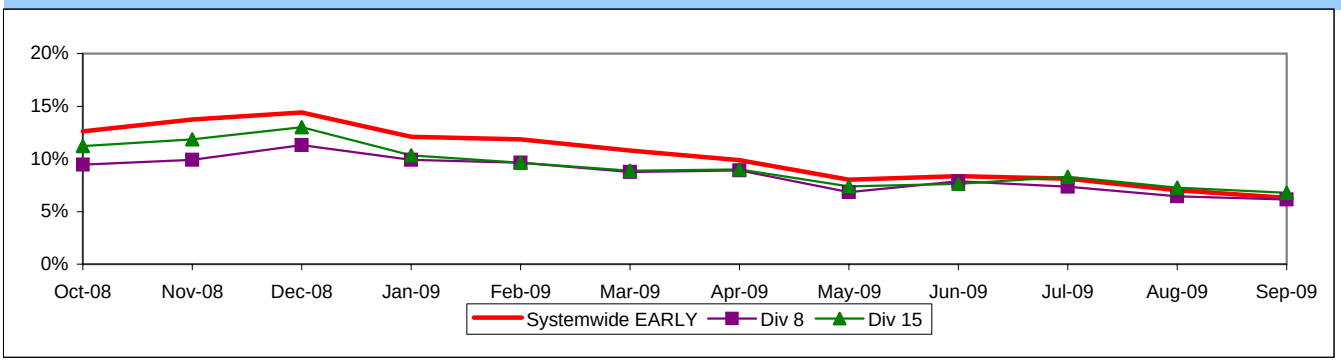
Calculation: ISOTP% =1-((Number of buses departing early + Number of buses departing more than five minutes late)/(Total buses sampled))

* Division 15 November data not available.

Systemwide and Bus Operating Divisions 8 and 15
ISOTP - 1 Minute Tolerance for Running Hot



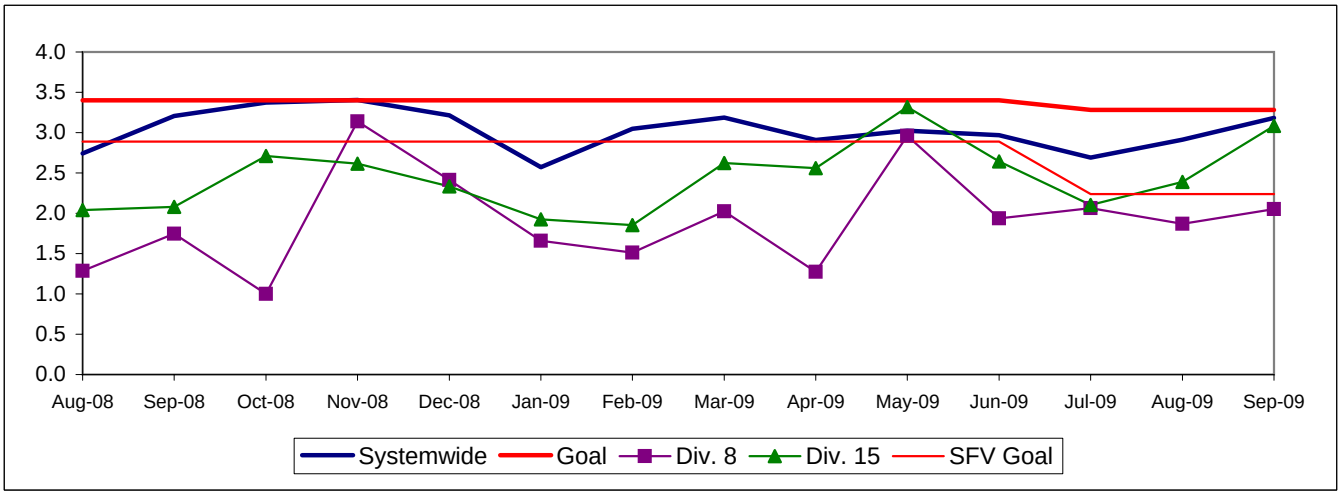
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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))

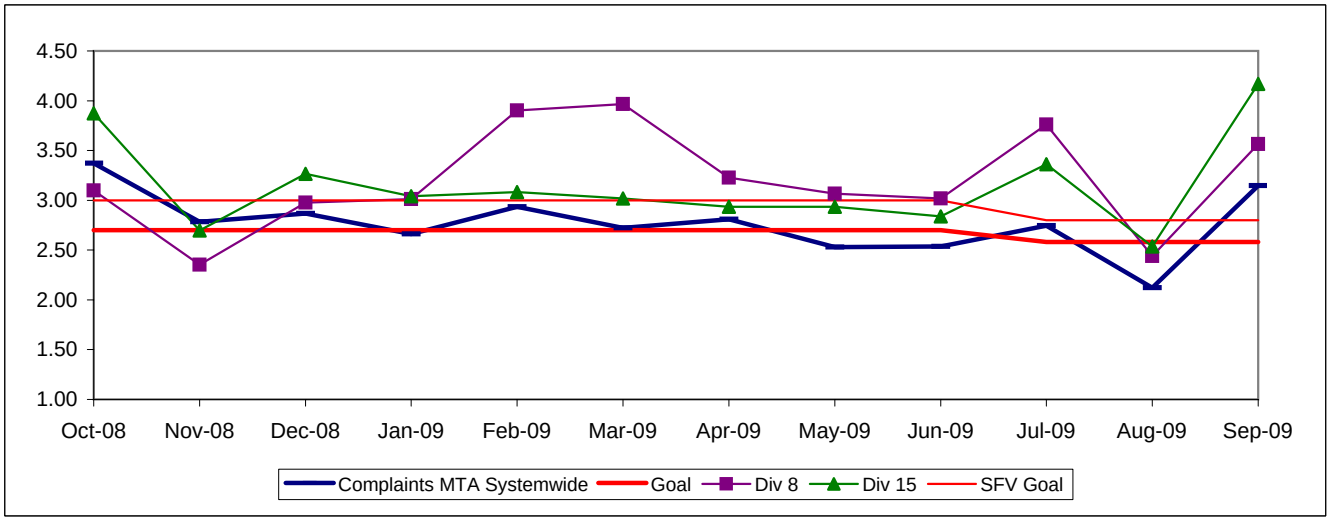


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

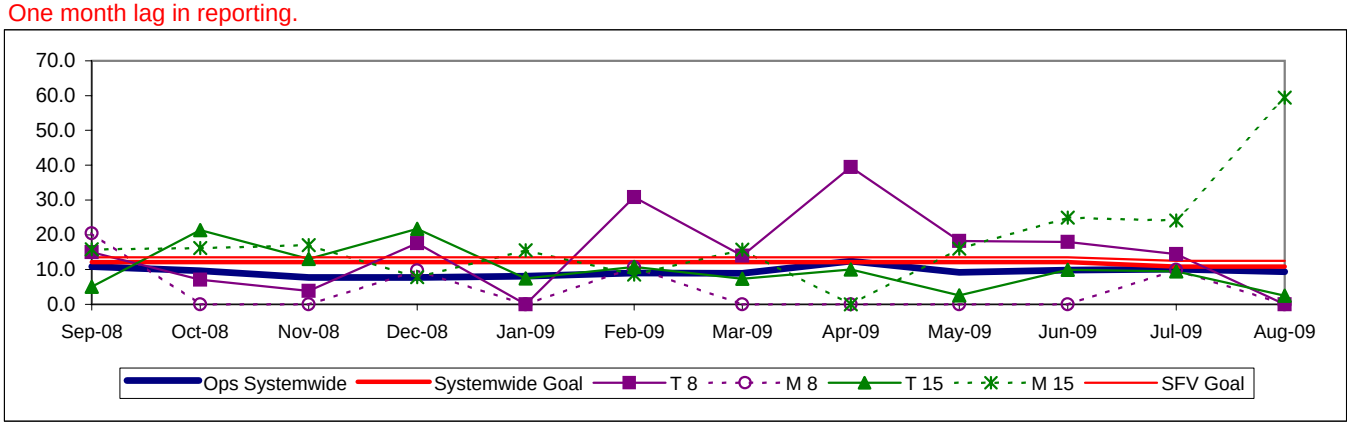


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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.

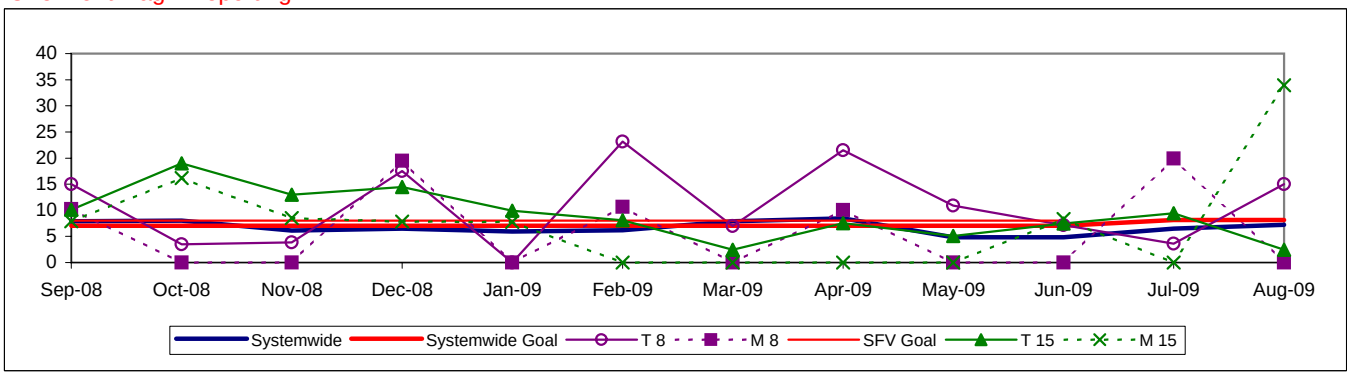


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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.

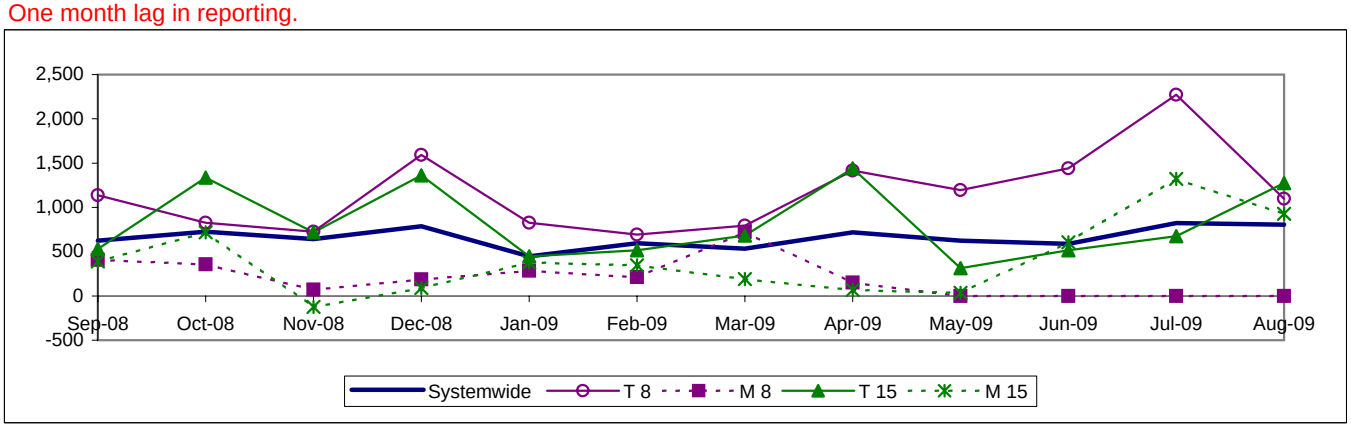


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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	Sep. 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	2,820 84	2,790 41	◆
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,290	1,556	1,351	1,347	◆
In-Service On-time Performance**	65.43%	66.50%	64.35%**	63.77%	64.05%	66.25%	70.80%	71.49%	69.60%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 53	3.47 240	3.06 216	3.28	2.92 72	3.18 16	●
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.76	2.58	2.67	3.15	◆
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	*Aug YTD 9.77*	*Aug 9.40*	●
SGV Sector										
MMBMF No. of unaddressed road calls			3,467	3,376 88*	3,300 133	3,345 85	3,500	3,365 21	3,261 9	◆
MMBTRC				1,618	1,516	1,793	2,023	2,029	2,038	●
In-Service On-time Performance	69.98%	70.10%	68.59%	65.85%	66.83%	69.90%	74%	75.49%	72.67%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 7	3.20 29	2.70 14	2.85	2.40 1	2.79 0	●
Complaints per 100,000 Boardings	3.80	2.95	2.18	2.49	2.58	2.94	2.62	2.84	3.61	●
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	*Aug YTD 7.93*	*Aug 10.83*	●
Division 3										
MMBMF No. of unaddressed road calls			2,690	2,838 58*	2,573 45	2,552 23	3,500	2,619 11	2,332 5	◆
MMBTRC				1,239	1,132	1,303	1,549	1,431	1,375	◆
In-Service On-time Performance	70.80%	71.06%	70.05%	16.54%	66.83%	69.78%	74%	74.86%	71.65%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 3	4.24 9	3.60 0	3.60	3.35 0	3.94 0	●
Complaints per 100,000 Boardings	3.02	2.60	1.83	2.12	2.14	2.69	2.22	2.73	3.40	◆
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	*Aug YTD 11.11*	*Aug 15.13*	◆
Division 9										
MMBMF No. of unaddressed road calls			4,585	4,087 30*	4,119 88	4,267 62	3,500	4,163 10	4,445 4	●
MMBTRC				2,099	1,989	2,425	2,623	2,824	3,009	●
In-Service On-time Performance	68.16%	68.16%	67.01%	12.52%	66.84%	70.01%	74%	76.14%	73.77%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 4	2.46 20	2.07 14	2.40	1.76 1	2.03 0	●
Complaints per 100,000 Boardings	5.09	5.09	2.61	2.24	2.98	3.18	3.02	2.94	3.81	●
New Workers' Compensation IndemnityClaims per 200,000 Exposure Hours (1 month lag)	20.75	14.66	14.34	17.30	8.35	14.07	10.42	*Aug YTD 5.09*	*Aug 8.25*	●

*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).

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SAN GABRIEL VALLEY SECTOR BUS SERVICE PERFORMANCE

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

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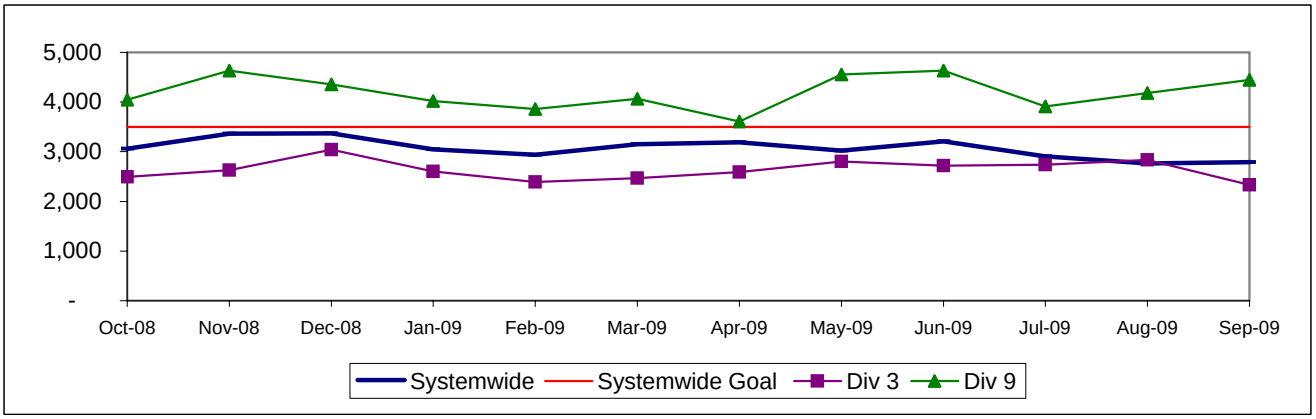

MEAN MILES BETWEEN TOTAL ROADCALLS
Systemwide and Divisions 3 and 9

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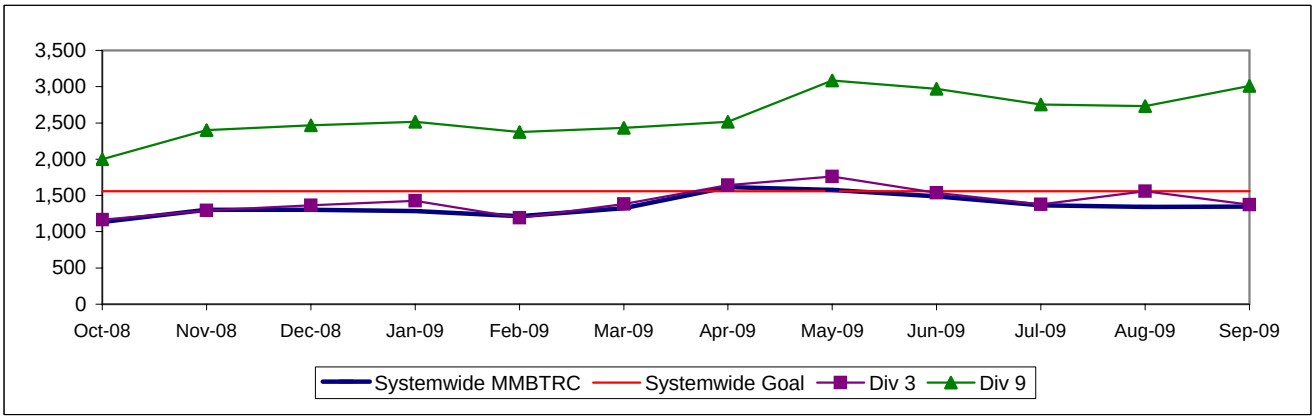
Calculation: MMBMF = (Total Hub Miles / by Total Roadcalls)



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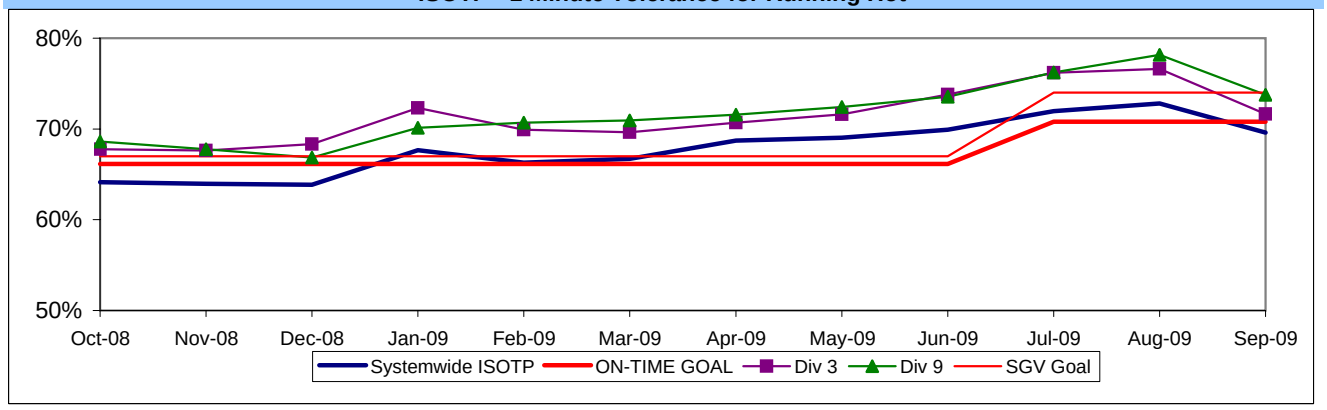
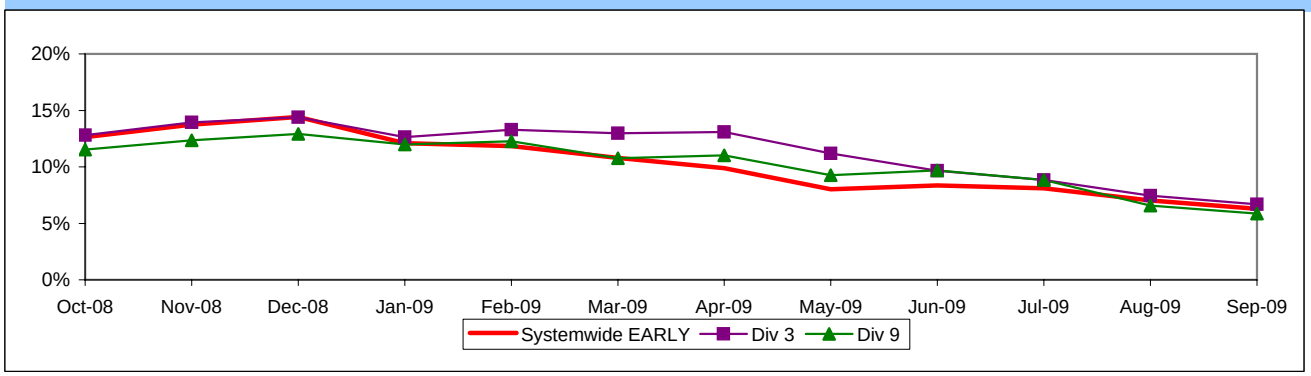
Systemwide and Bus Operating Divisions 3 and 9
ISOTP - 1 Minute Tolerance for Running Hot



Running Hot - Systemwide and Bus Operating Divisions 3 and 9



BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
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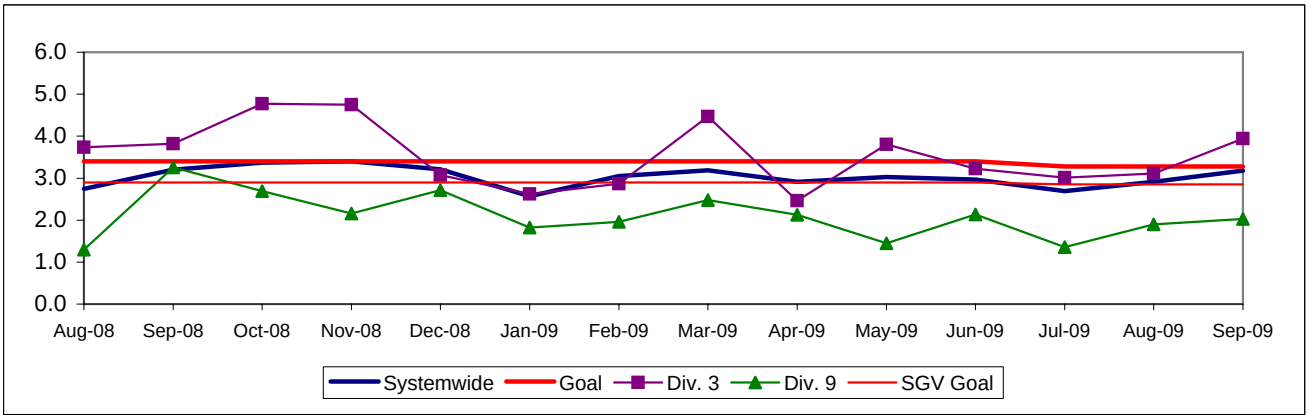

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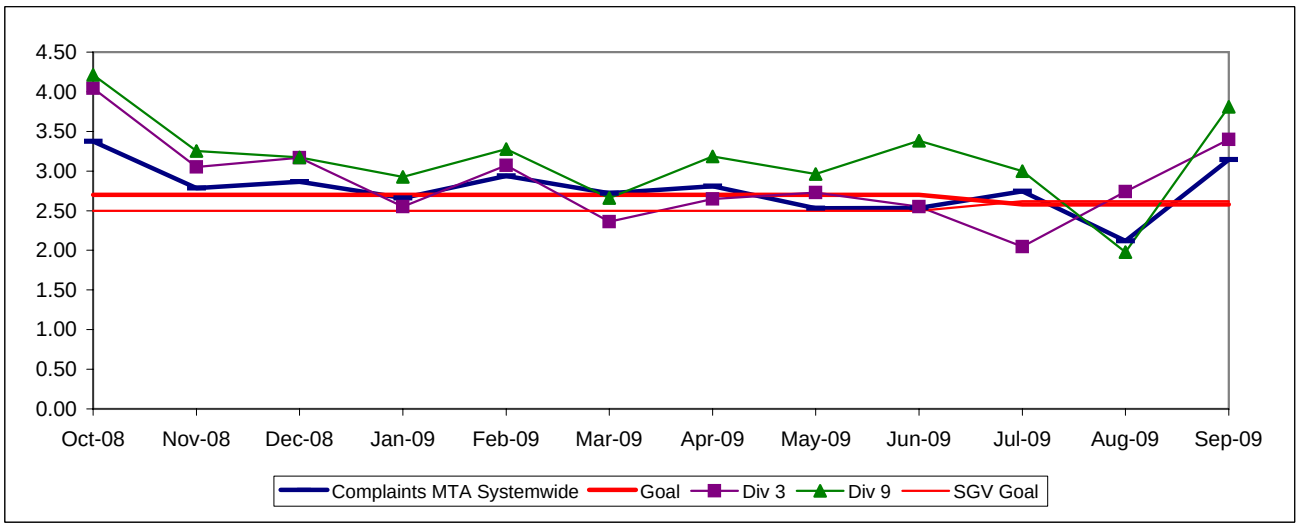

NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
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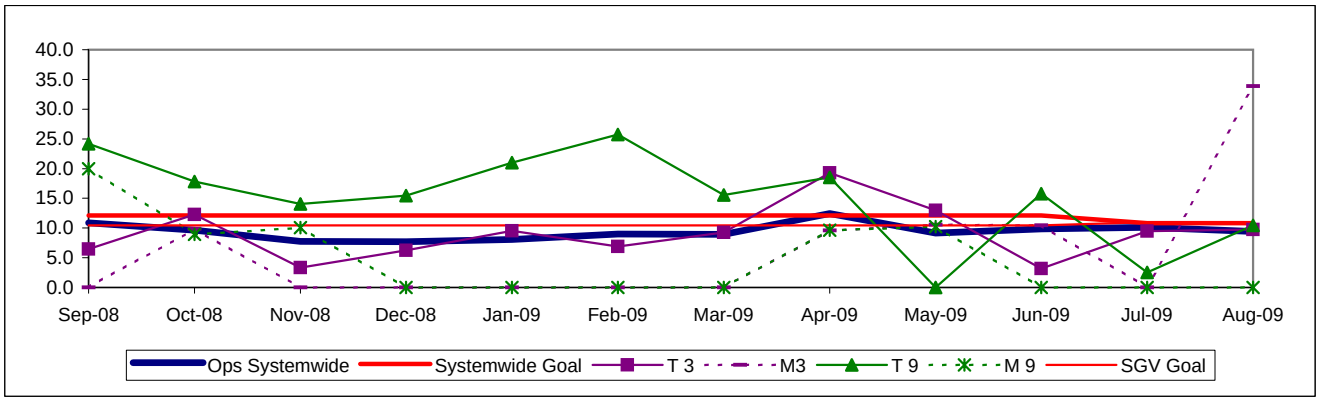

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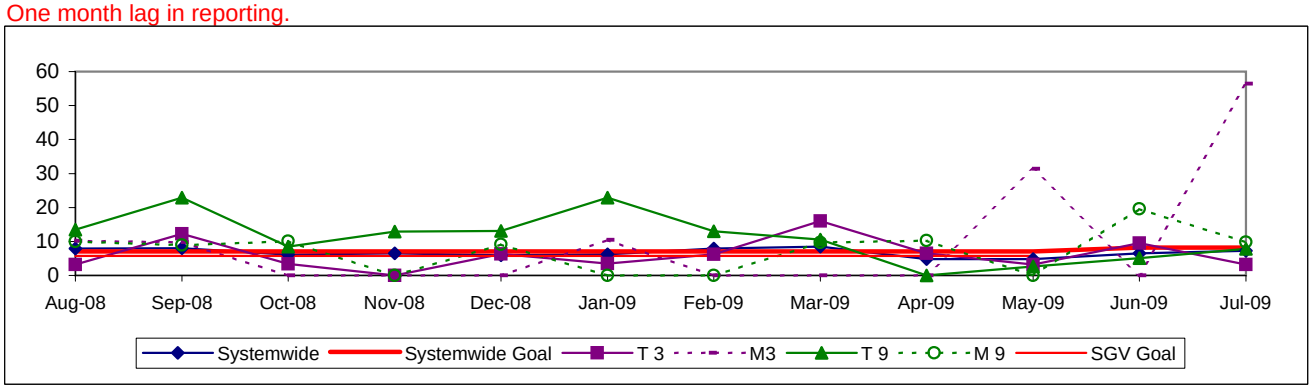

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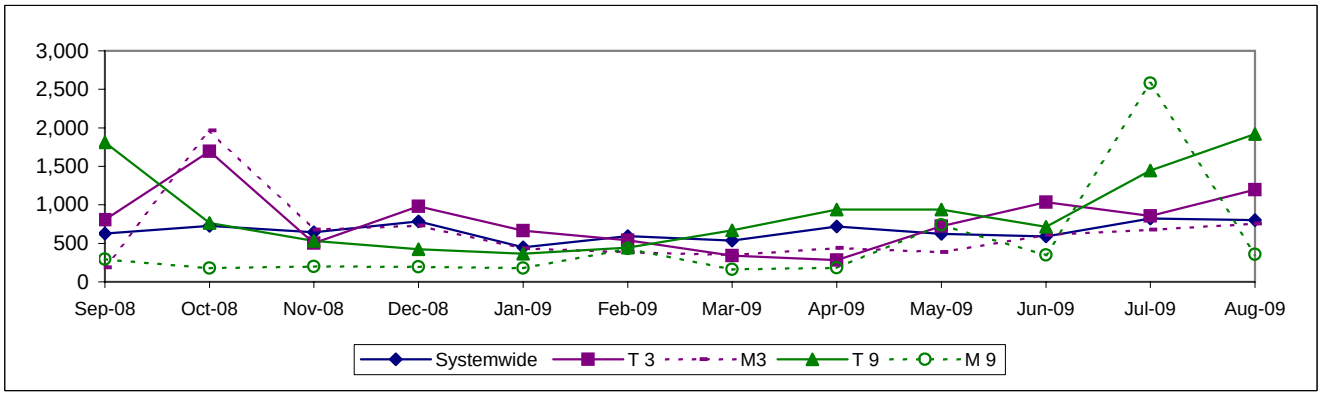

Gateway Cities Sector Scorecard Overview (GC)

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.

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GC Sector										
MMBMF No. of unaddressed road calls			2,506	3,163 170*	2,845 322	2626 106	3,500	2,576 32	2,794 19	◇
MMBTRC				995	960	1,203	1,244	1,257	1,271	●
In-Service On-time Performance	69.34%	71.20%	71.73%	68.01%	68.09%	71.99%	74.00%	76.82%	75.39%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 7	3.52 51	3.20 47	3.30	2.91 16	3.17 3	●
Complaints per 100,000 Boardings	3.08	2.58	1.69	1.78	1.91	1.94	2.00	1.80	2.09	●
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	*Aug YTD* *13.43*	*Aug* *13.61*	◇
Division 1										
MMBMF No. of unaddressed road calls			2,409	3,757 138*	2,960 311	2,640 62	3,500	2,527 31	2,890 18	◇
MMBTRC				932	908	1,166	1,165	1,158	1,193	◇
In-Service On-time Performance	70.57%	71.62%	71.06%	68.02%	67.55%	71.05%	73.50%	75.59%	73.80%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 6	3.41 36	3.02 22	3.30	2.98 12	3.05 3	●
Complaints per 100,000 Boardings	3.32	2.92	1.92	1.89	1.90	1.85	2.00	1.88	2.14	●
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	*Aug YTD* *9.65*	*Aug* *10.94*	●
Division 2										
MMBMF No. of unaddressed road calls			2,660	2,598 32*	2,707 11	2,608 44	3,500	2,644 1	2,679 1	◇
MMBTRC				1,097	1,039	1,255	1,371	1,416	1,389	●
In-Service On-time Performance	67.62%	70.42%	72.71%	67.99%	68.60%	72.72%	74.50%	77.81%	76.60%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 1	3.67 15	3.43 25	3.30	2.82 4	3.32 0	●
Complaints per 100,000 Boardings	2.84	2.15	1.42	1.64	1.93	2.03	2.00	1.71	2.03	●
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	*Aug YTD* *19.09*	*Aug* *17.93*	◇

*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.

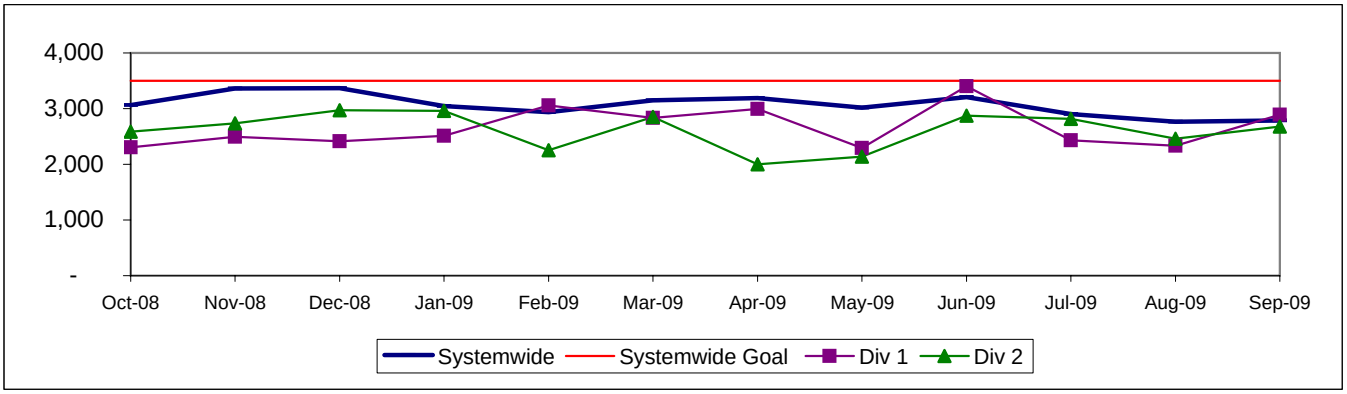
Red - High probability that the target will not be achieved -- significant problems and/or delays.

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.

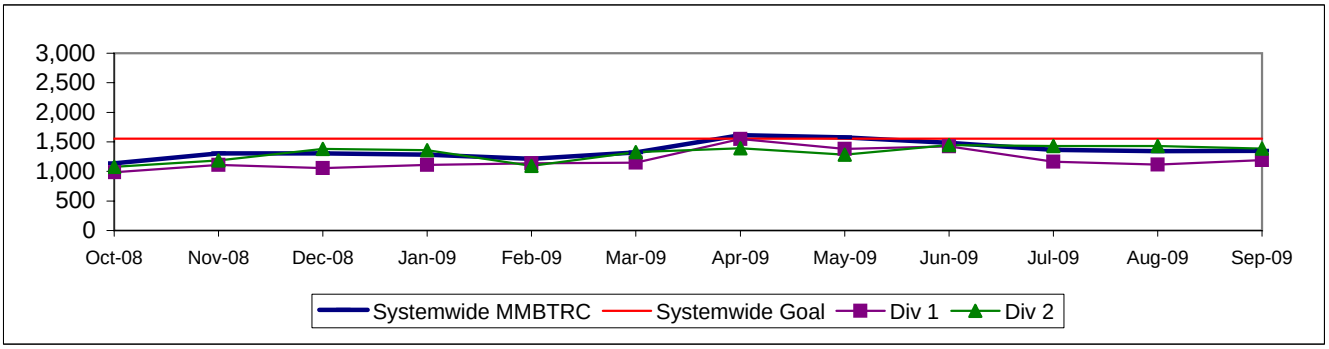
Calculation: MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



MEAN MILES BETWEEN TOTAL ROADCALLS
Systemwide and Divisions 1 and 2

Definition: Average Hub Miles Between Total Roadcalls

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

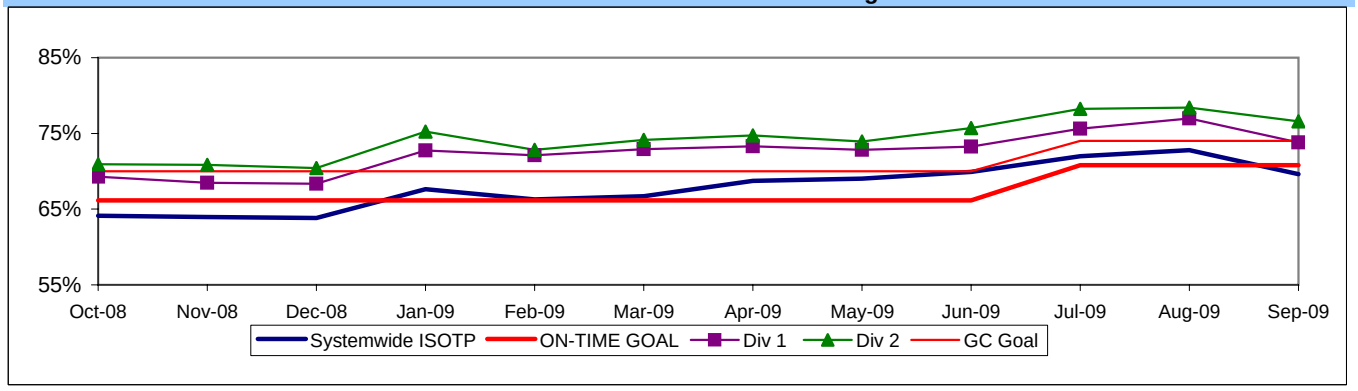


IN-SERVICE ON-TIME PERFORMANCE

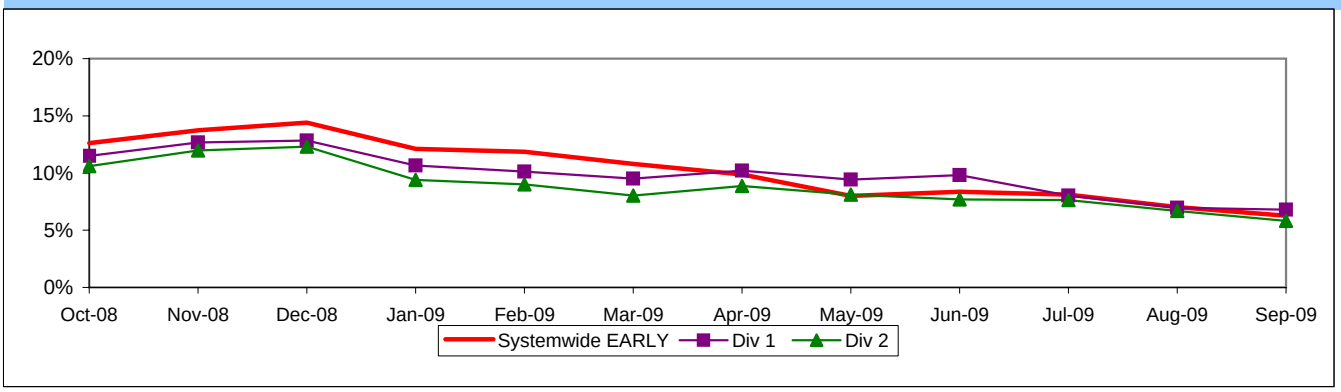
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

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 1 and 2
ISOTP - 1 Minute Tolerance for Running Hot



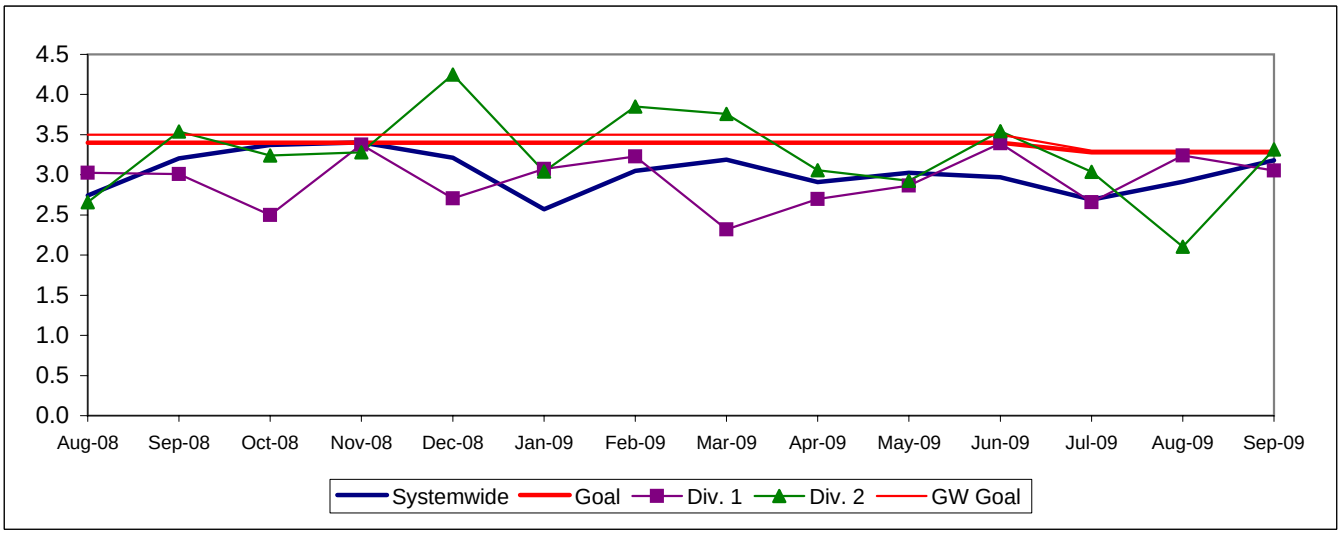
Running Hot - Systemwide and Bus Operating Divisions 1 and 2



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))

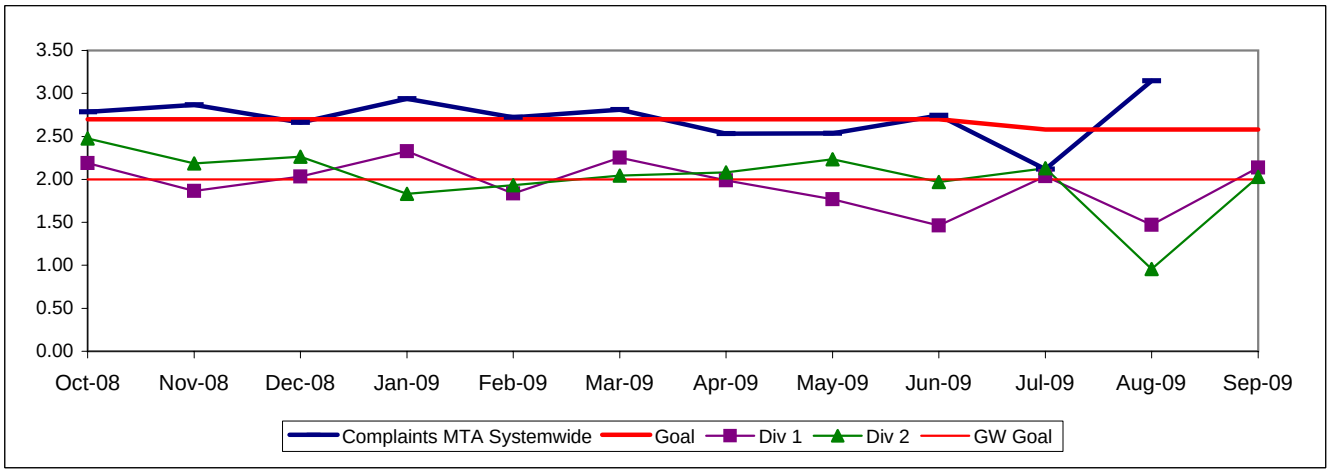


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

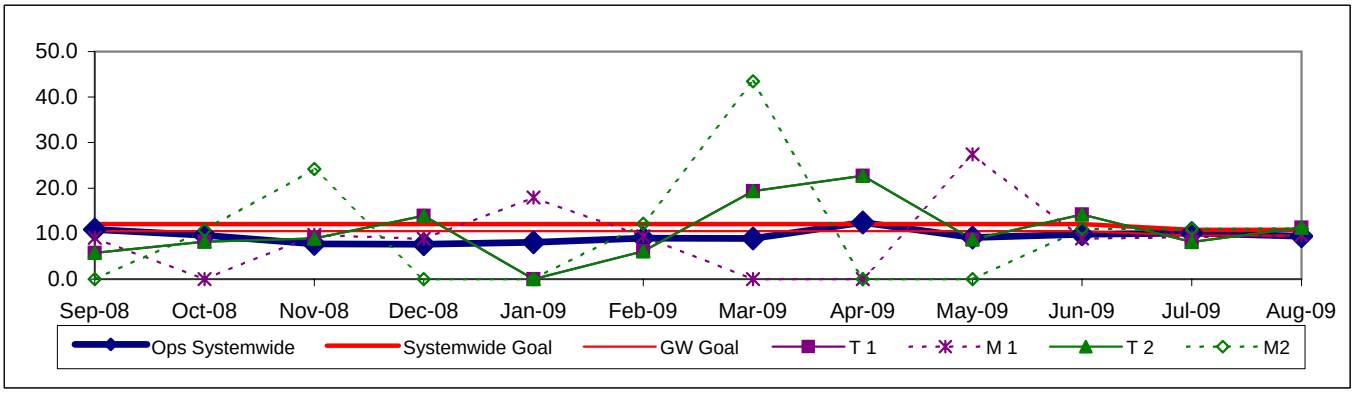


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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.

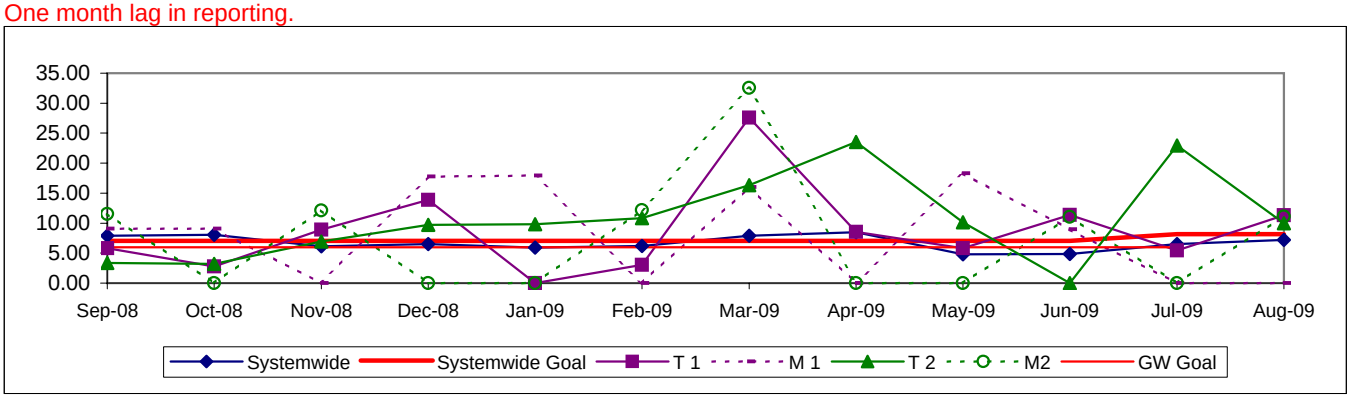


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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.

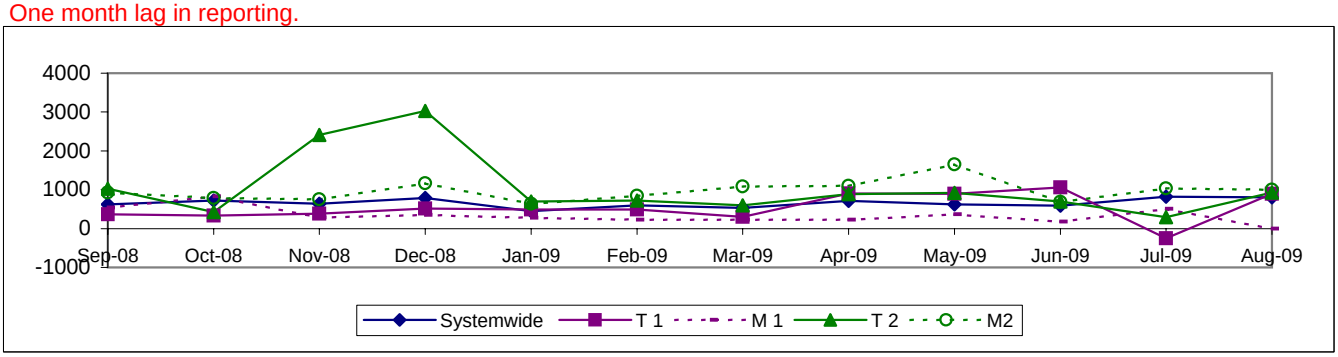


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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	Sep. 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	2,820 84	2,790 41	◆
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,290	1,556	1,351	1,347	◆
In-Service On-time Performance**	65.43%	66.50%	64.35%**	63.77%	64.05%	66.25%	70.80%	71.49%	69.60%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 53	3.47 240	3.06 216	3.28	2.92 72	3.18 16	●
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.76	2.58	2.67	3.15	◆
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	*Aug YTD 9.77*	*Aug 9.40*	●
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up										
SB Sector										
MMBMF No. of unaddressed road calls			3,688	3,826 231*	3,427 100	3,378 71	3,500	2,885 5	2,945 2	◆
MMBTRC				1,273	1,117	1,198	1,591	1,312	1,367	◆
In-Service On-time Performance	61.74%	64.13%	59.05%	62.39%	62.03%	62.46%	67.00%	67.27%	65.66%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0		3.86	3.34	4.00	3.23 17	2.86 5	●
Complaints per 100,000 Boardings	4.63	3.61	2.49	2.51	2.56	3.09	2.75	3.02	3.40	◆
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	*Aug YTD 10.95*	*Aug 11.04*	◆
Division 5										
MMBMF No. of unaddressed road calls			3,656	3,580 57*	3,227 26	3,314 16	3,500	3,037 2	3,068 2	◆
MMBTRC				1,459	1,130	1,420	1,824	1,583	1,506	◆
In-Service On-time Performance	63.17%	65.58%	61.85%	63.83%	63.35%	64.43%	67.00%	68.38%	65.56%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 13	5.11 35	4.32 29	4.00	4.09 13	3.37 2	◆
Complaints per 100,000 Boardings	3.45	2.71	1.87	1.71	1.46	1.88	2.00	1.88	1.91	●
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	*Aug YTD 14.34*	*Aug 7.27*	◆
Division 18										
MMBMF No. of unaddressed road calls			3,712	4,008 214*	3,563 74	3,421 55	3,500	2,799 3	2,874	◆
MMBTRC				1,174	1,109	1,090	1,468	1,187	1,293	◆
In-Service On-time Performance	60.78%	63.42%	57.31%	61.19%	60.88%	60.66%	67.00%	66.28%	65.75%	◆
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 5	3.08 14	2.72 27	4.00	2.70 4	2.55 3	●
Complaints per 100,000 Boardings	5.74	4.44	3.07	3.29	3.72	4.46	3.50	4.30	5.06	◆
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	*Aug YTD 9.09*	*Aug 12.86*	●

*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.

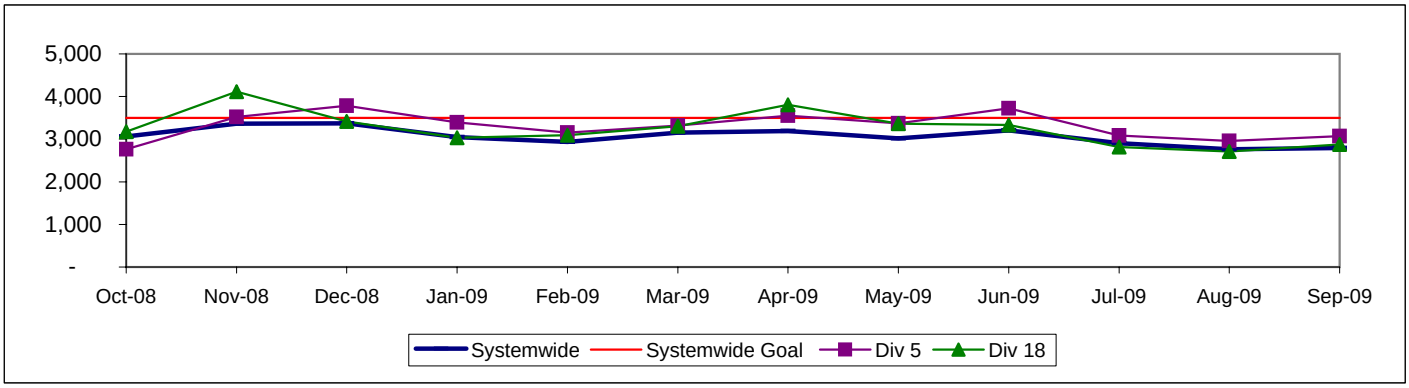
▬ Red - High probability that the target will not be achieved -- significant problems and/or delays.

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.

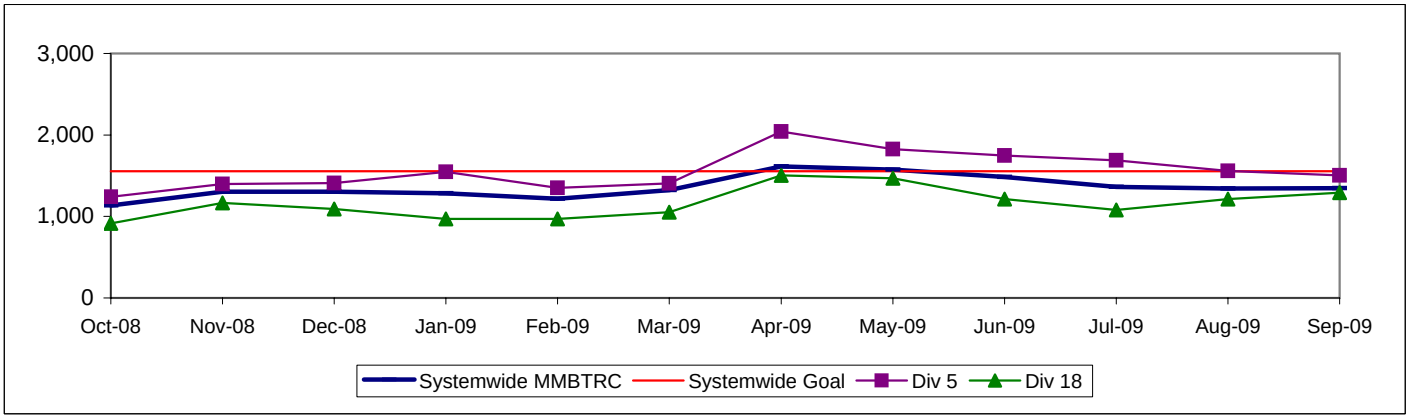
Calculation: MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



MEAN MILES BETWEEN TOTAL ROADCALLS
Systemwide and Divisions 5 and 18

Definition: Average Hub Miles traveled between total roadcalls.

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

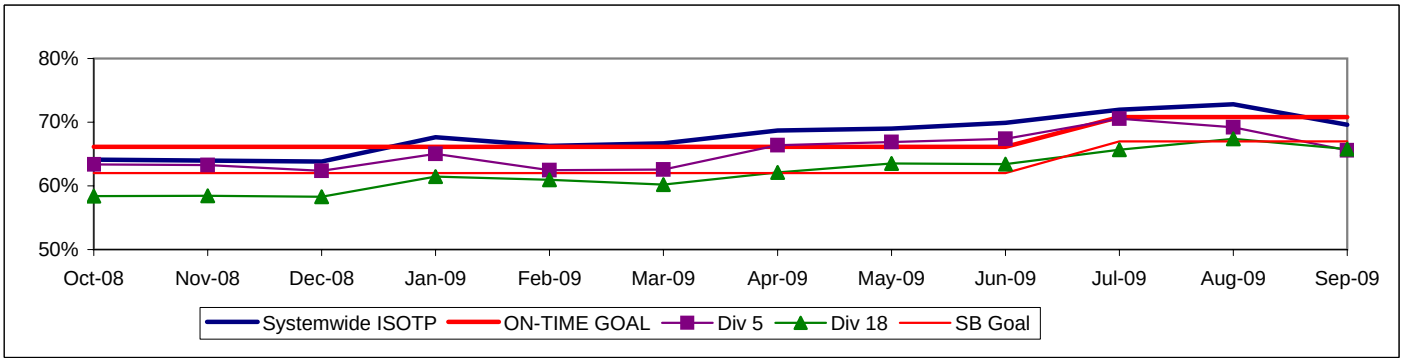


IN-SERVICE ON-TIME PERFORMANCE

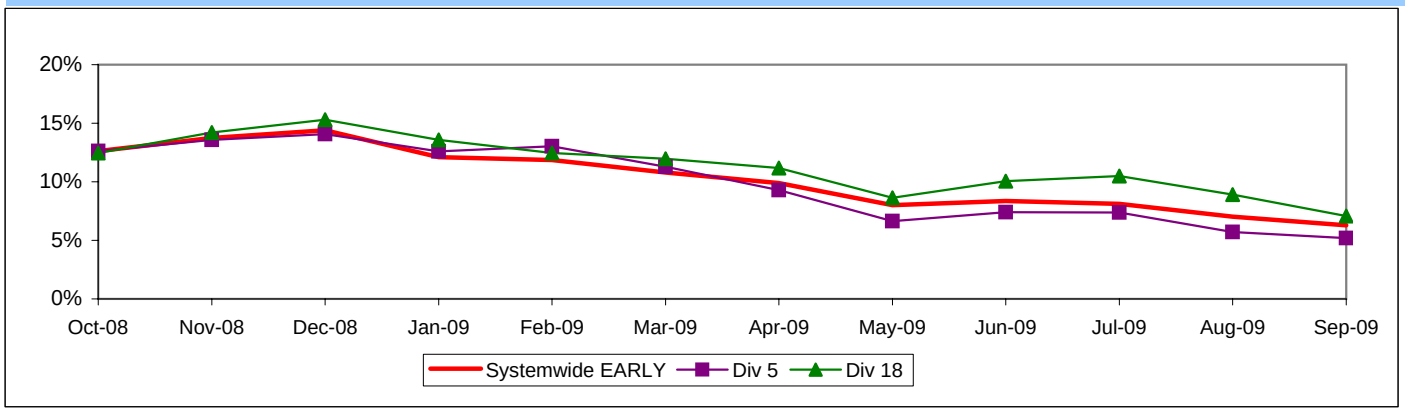
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

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



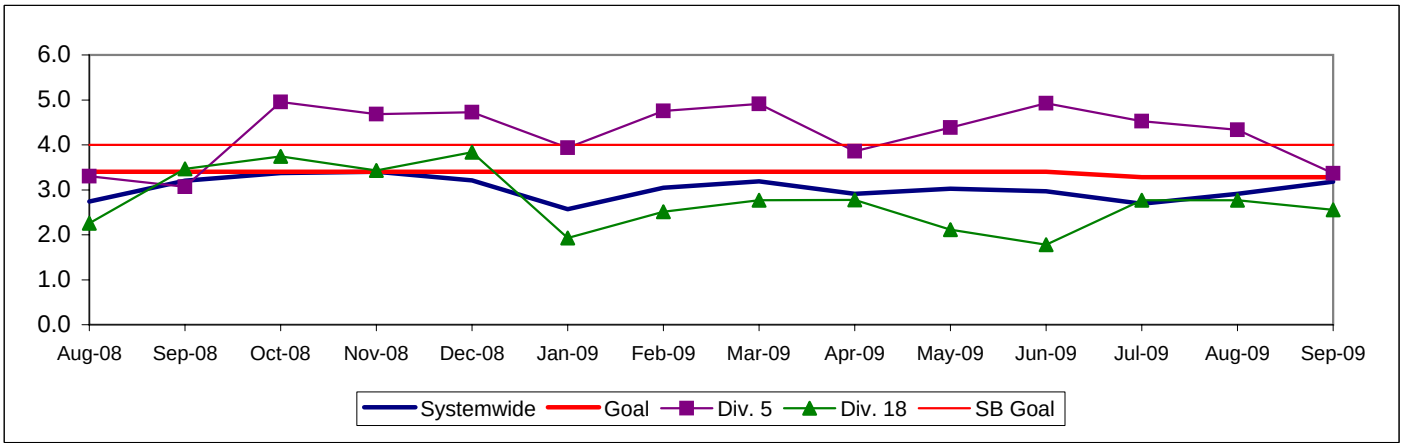
Running Hot - Systemwide and Bus Operating Divisions 5 and 18



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))

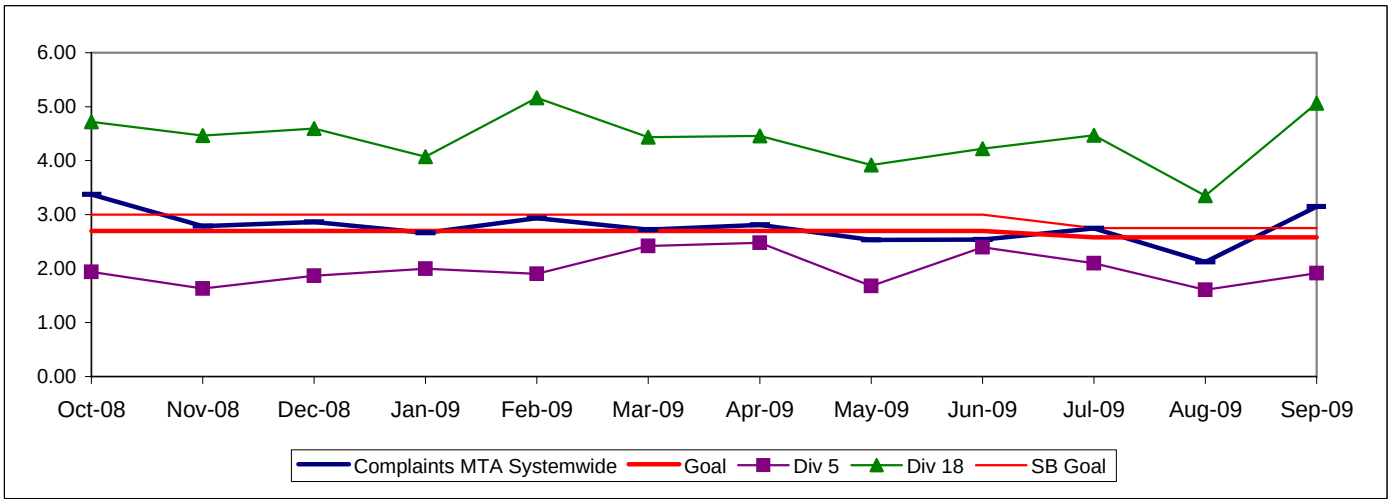


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

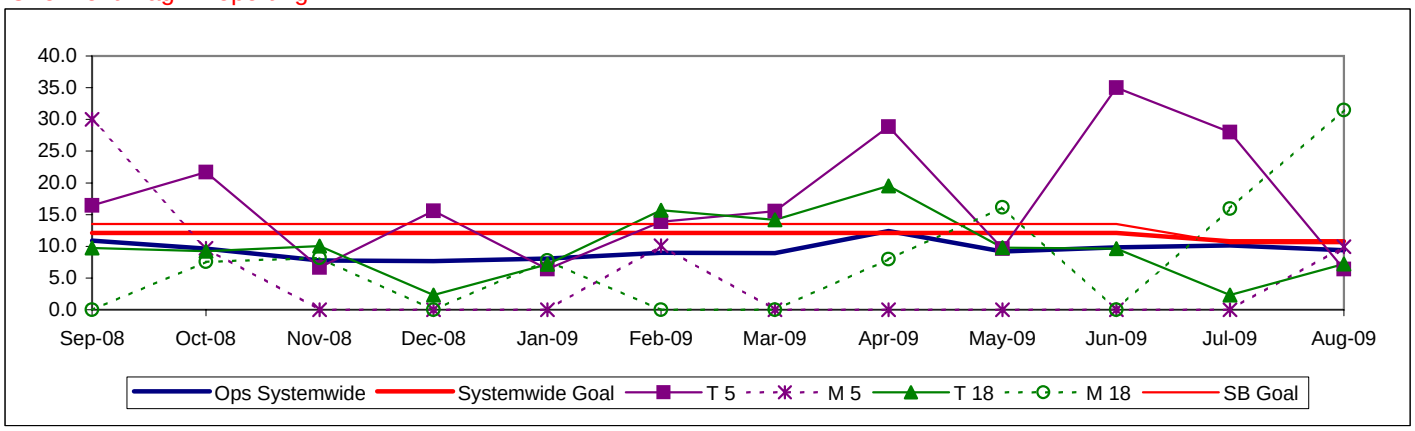


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

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.

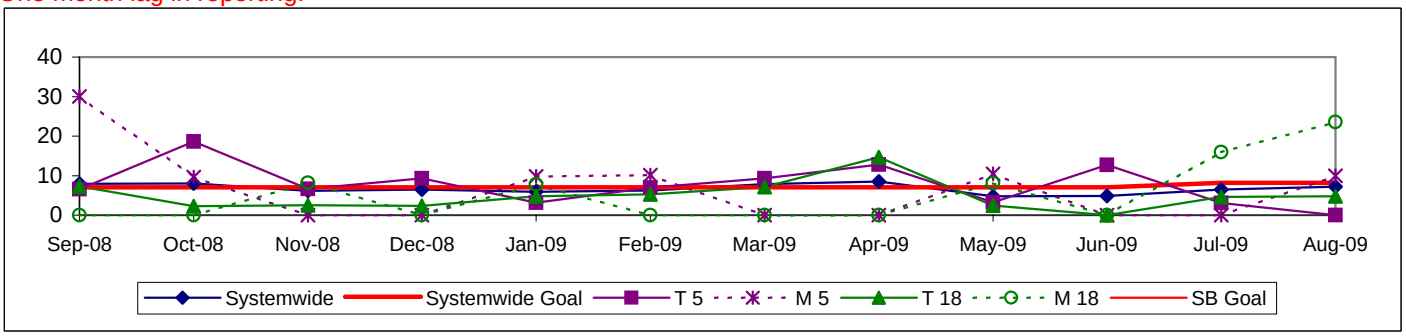


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

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.

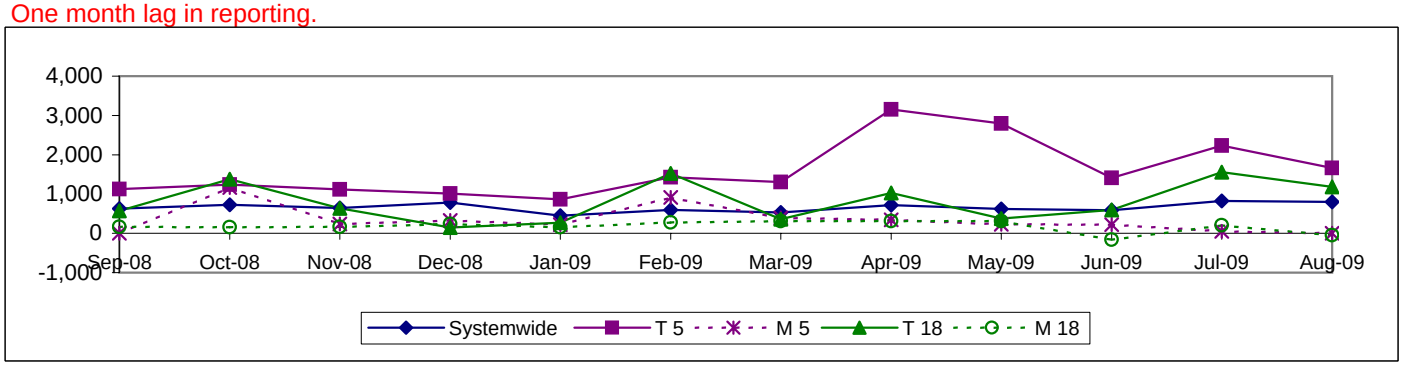


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

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	Sep. 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	2,820 84	2,790 41	◆
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,290	1,556	1,351	1,347	◆
In-Service On-time Performance	65.43%	66.50%	64.35%**	63.77%	64.05%	66.25%	70.80%	71.49%	69.60%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 53	3.47 240	3.06 216	3.28	2.92 72	3.18 16	●
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.76	2.58	2.67	3.15	◆
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	*Aug YTD 9.77*	*Aug 9.40*	●
WC Sector										
MMBMF No. of unaddressed road calls			3,499	3,651 155*	3,213 116	3,305 111	3,600	2,649 24	2,452 10	◆
MMBTRC				1,152	1,001	1,046	1,439	1,034	988	◆
In-Service On-time Performance	63.31%	63.39%	60.82%	57.59%	56.72%	61.65%	67.00%	68.68%	67.15%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 16	4.25 70	3.88 61	4.00	3.76 29	4.38 7	●
Complaints per 100,000 Boardings	5.30	4.10	2.53	2.66	2.97	2.78	2.75	2.48	2.87	●
New Workers' Compensation IndemnityClaims per 200,000 Exposure Hours (1 month lag)	21.52	18.80	14.61	12.99	13.41	7.50	10.50	*Aug YTD 7.62*	*Aug 8.61*	●
Division 6										
MMBMF No. of unaddressed road calls			6,279	4,456 30*	3,756 32	7,186 11	3,600	8,276 3	9,232 1	●
MMBTRC				1,063	899	1,307	1,329	1,839	1,950	●
In-Service On-time Performance	60.11%	56.75%	57.20%	53.28%	53.12%	56.98%	66.00%	68.72%	66.73%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 1	3.86 3	4.13 1	4.00	7.67 1	11.55 0	◆
Complaints per 100,000 Boardings	6.15	4.47	2.52	2.10	2.70	3.55	2.85	2.48	3.82	●
New Workers' Compensation IndemnityClaims per 200,000 Exposure Hours (1 month lag)	21.71	18.23	16.43	15.02	11.77	7.86	10.50	*Aug YTD 4.79*	*Aug -0-*	●
Division 7										
MMBMF No. of unaddressed road calls			2,947	3,468 64*	3,327 84	3,399 99	3,600	2,739 21	2,856 9	◆
MMBTRC				1,118	981	1,039	1,397	1,064	1,050	◆
In-Service On-time Performance	64.59%	64.22%	61.78%	58.01%	57.66%	62.15%	67.50%	68.61%	67.14%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 5	4.10 36	3.83 28	4.00	3.13 19	3.49 4	●
Complaints per 100,000 Boardings	5.70	4.24	2.87	2.98	3.00	2.88	2.70	2.62	2.97	●
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	*Aug YTD 8.27*	*Aug 8.37*	●
Division 10										
MMBMF No. of unaddressed road calls			3,723	3,702 61*	3,028 0	2,947 1	3,600	2,338	1,993	◆
MMBTRC				1,197	1,044	1,015	1,496	948	878	◆
In-Service On-time Performance	62.85%	64.14%	60.73%	58.61%	56.63%	61.90%	67.50%	68.74%	67.24%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 accidents"	- 0	- 0	- 0	- 8	4.47 31	3.87 32	4.00	3.67 9	4.01 3	●
Complaints per 100,000 Boardings	4.85	3.92	2.23	2.48	2.99	2.59	2.70	2.36	2.68	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	22.90	3.74 114	3.80 1	14.02	14.74	7.49	10.50	*Aug YTD 8.47*	*Aug 11.42*	●

*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.

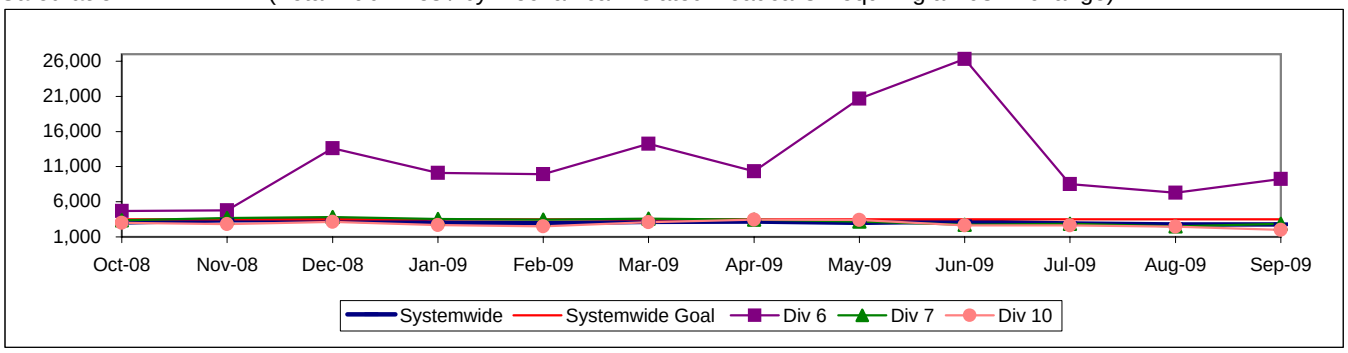
▬ Red - High probability that the target will not be achieved -- significant problems and/or delays.

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.

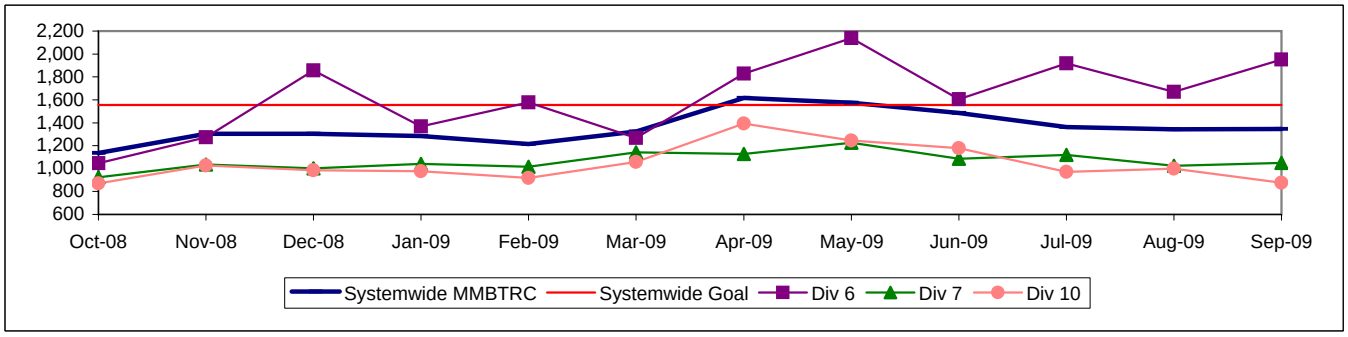
Calculation: MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



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

Definition: Average Hub Miles traveled between total road calls.

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

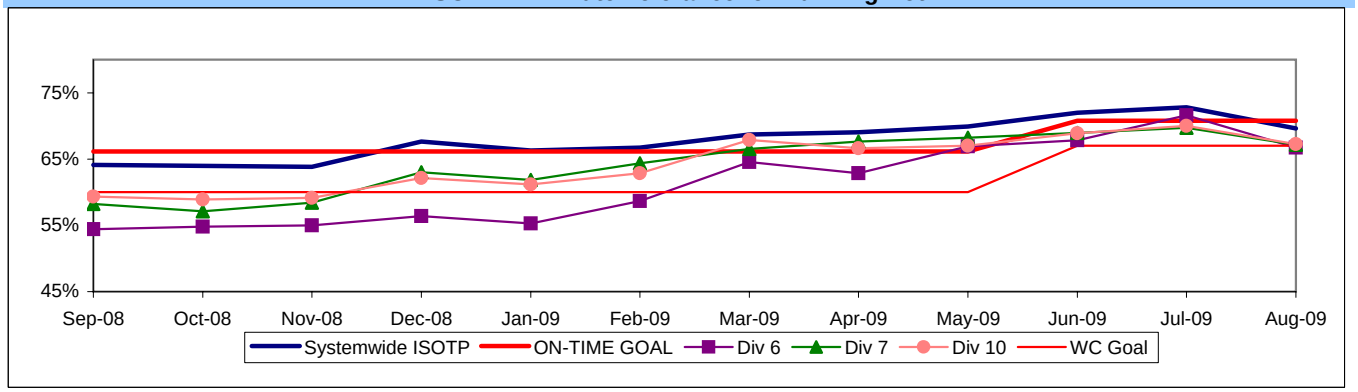


IN-SERVICE ON-TIME PERFORMANCE

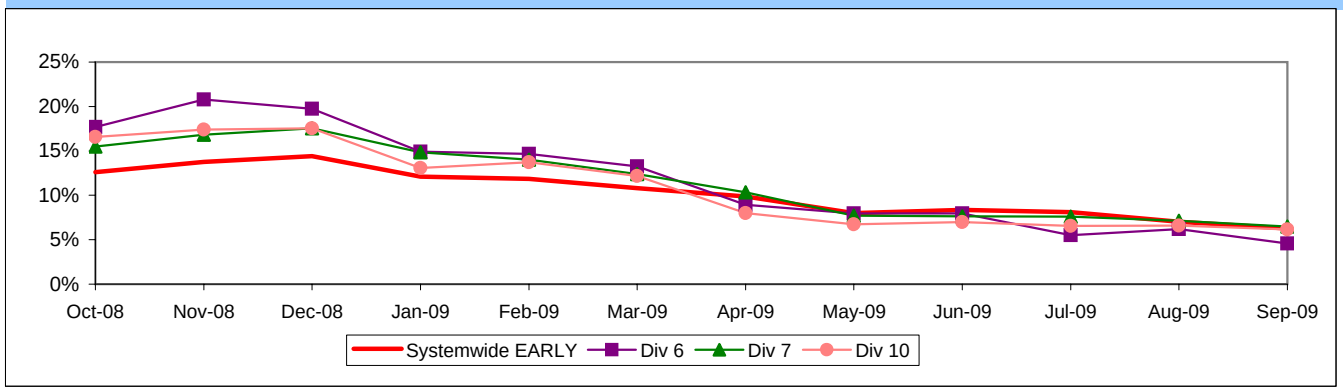
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

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

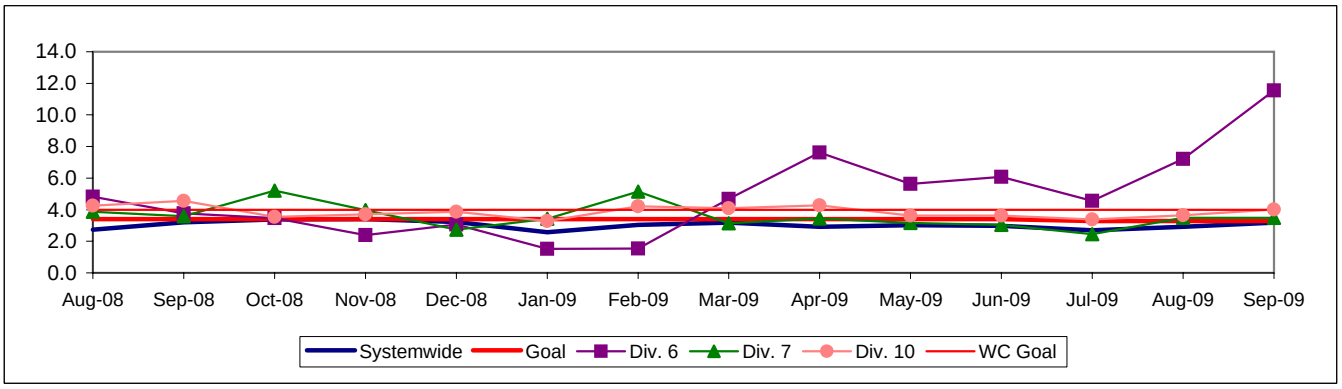


Running Hot - Systemwide and Bus Operating Divisions 6, 7 and 10



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

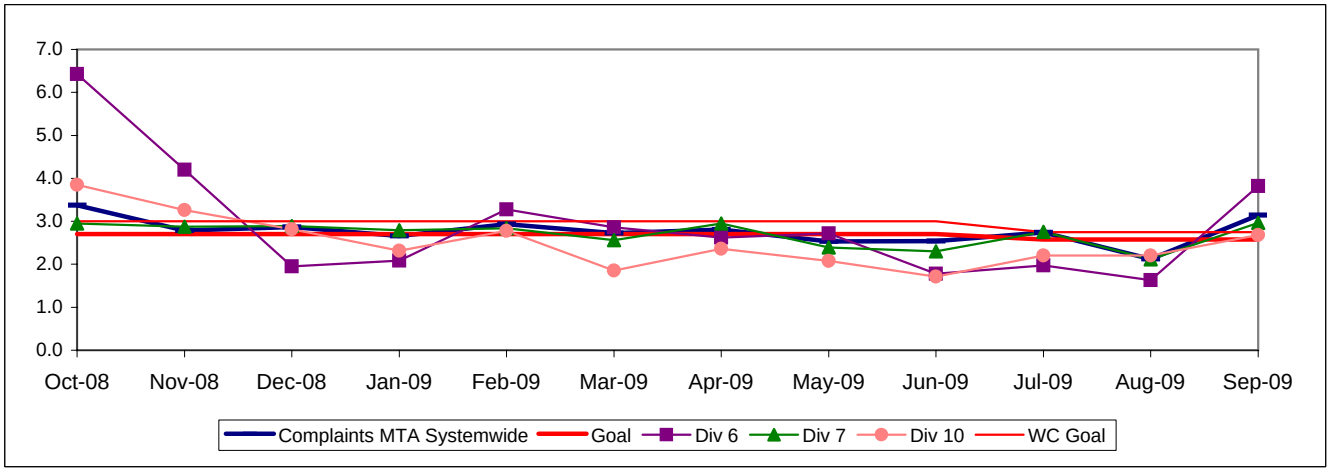
Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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)

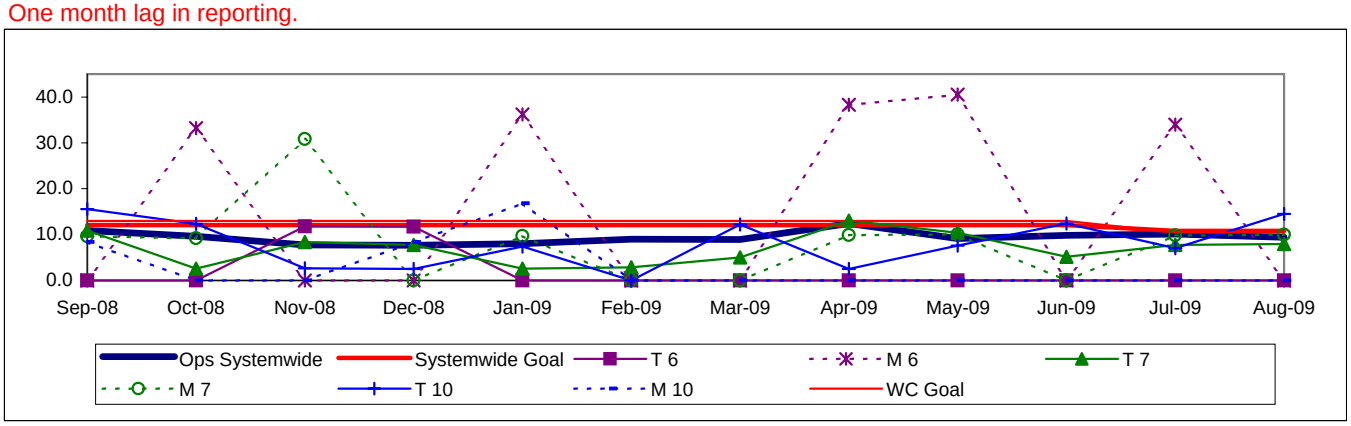


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10

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.

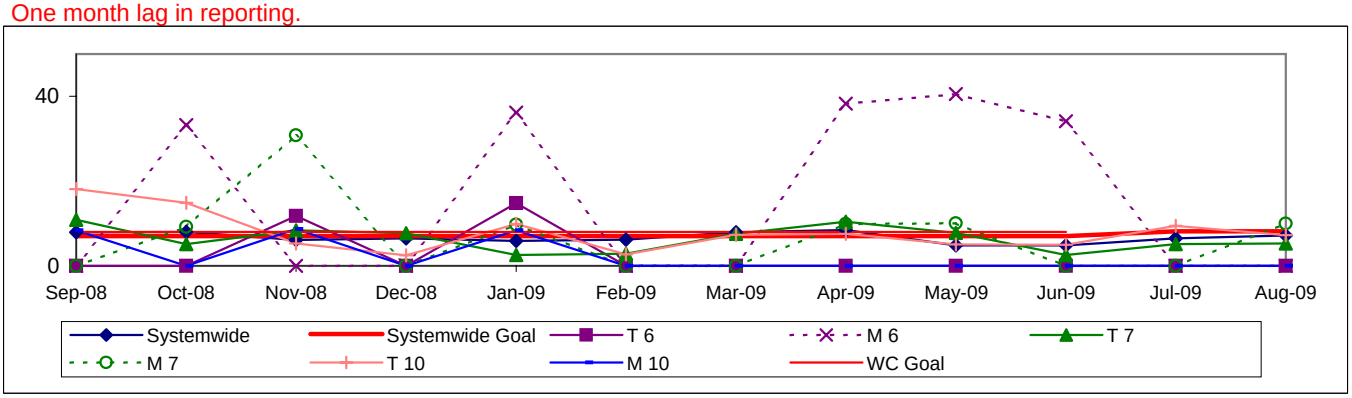


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10

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.

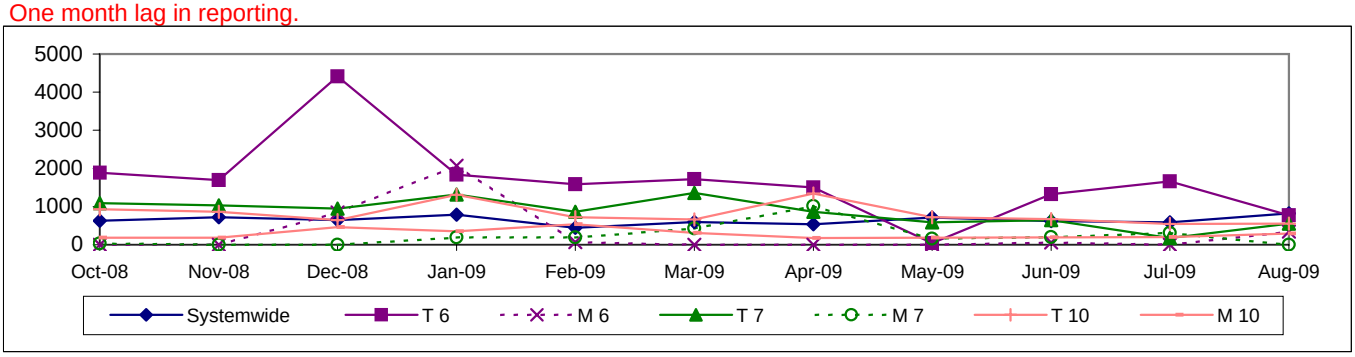


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10

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	Sep. 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	*Aug YTD 10.80*	*Aug 8.36*	◆
Metro Red Line (MRL)										
On-Time Pullouts	99.71%	99.94%	99.61%	99.76%	99.79%	99.97%	99.00%	100%	100%	●
Mean Miles Between Chargeable Mechanical Failures	12,793	11,759	19,587	17,260	26,743	41,482	30,000	63,397	46,001	●
In-Service On-time Performance*					99.13%	99.38%	99.10%	99.45%	99.48%	●
Traffic Accidents Per 100,000 Train Miles	0	0.22	0.22	0	0.30	0.07	0.02	0.03	0	◆
Complaints per 100,000 Boardings	1.17	1.13	0.66	0.41	0.50	0.37	0.50	0.40	0.33	●
Metro Blue Line (MBL)										
On-Time Pullouts	99.94%	99.73%	99.76%	99.72%	99.62%	99.74%	99.00%	99.49%	99.50%	●
Mean Miles Between Chargeable Mechanical Failures	10,365	16,273	26,774	35,125	31,278	27,051	24,000	24,584	32,608	●
In-Service On-time Performance*					98.81%	98.24%	99.00%	98.58%	98.94%	◆
Traffic Accidents Per 100,000 Train Miles	1.36	0.64	0.96	1.35	1.65	1.26	0.05	0.05	1.47	●
Complaints per 100,000 Boardings	0.97	0.98	0.78	0.53	0.64	0.58	0.90	0.49	0.56	●
Metro Green Line (MGrL)										
On-Time Pullouts	99.78%	99.91%	99.97%	99.54%	99.80%	99.95%	99.00%	99.66%	100%	●
Mean Miles Between Chargeable Mechanical Failures	11,337	12,558	20,635	27,471	36,727	19,195	24,000	17,509	11,814	◆
In-Service On-time Performance*					99.07%	98.90%	99.00%	99.04%	99.18%	●
Traffic Accidents Per 100,000 Train Miles	0.08	0.00	0	0	0.00	0.07	0.05	0	0	●
Complaints per 100,000 Boardings	1.37	1.39	0.92	0.72	0.81	0.82	0.90	0.68	0.61	●
Metro Gold Line (MGoL)										
On-Time Pullouts	100%	99.85%	99.97%	99.95%	99.95%	99.95%	99.00%	100%	100%	●
Mean Miles Between Chargeable Mechanical Failures	8,938	16,571	23,329	22,775	39,521	24,250	24,000	13,214	17,479	◆
In-Service On-time Performance*					98.86%	99.38%	99.00%	98.81%	98.87%	◆
Traffic Accidents Per 100,000 Train Miles	0.25	0.23	0.12	0.23	0.43	0.21	0.05	0	0	●
Complaints per 100,000 Boardings	3.81	2.85	2.71	1.88	1.57	1.50	0.90	1.89	2.20	◆

*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.

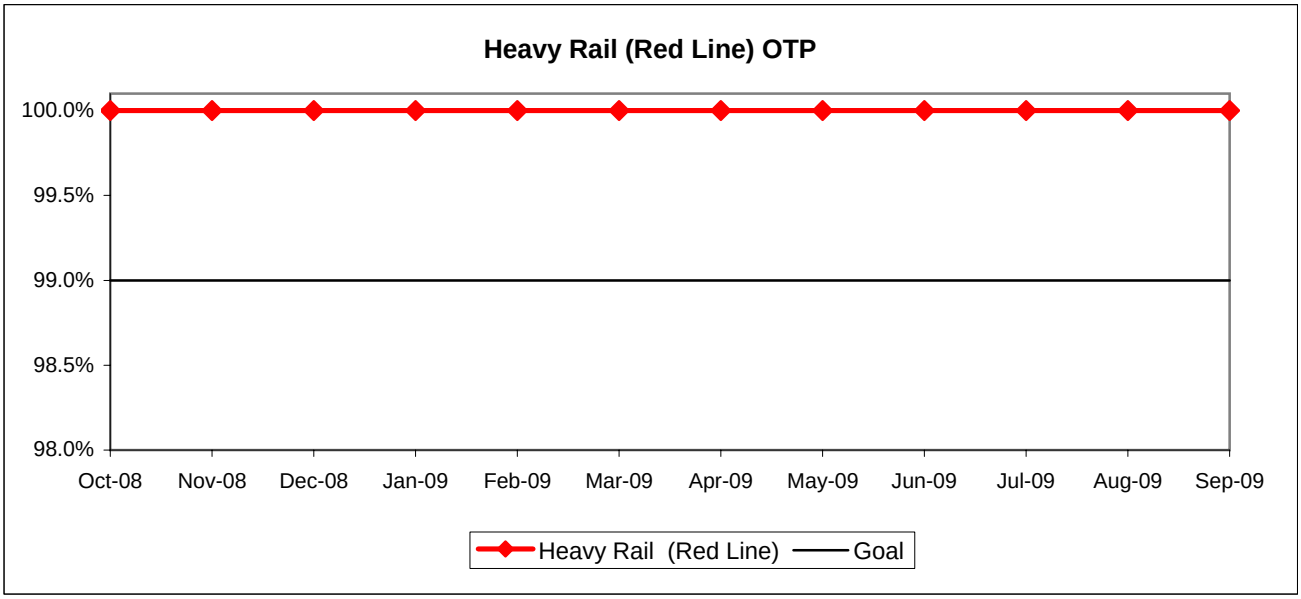
▬ Red - High probability that the target will not be achieved -- significant problems and/or delays.

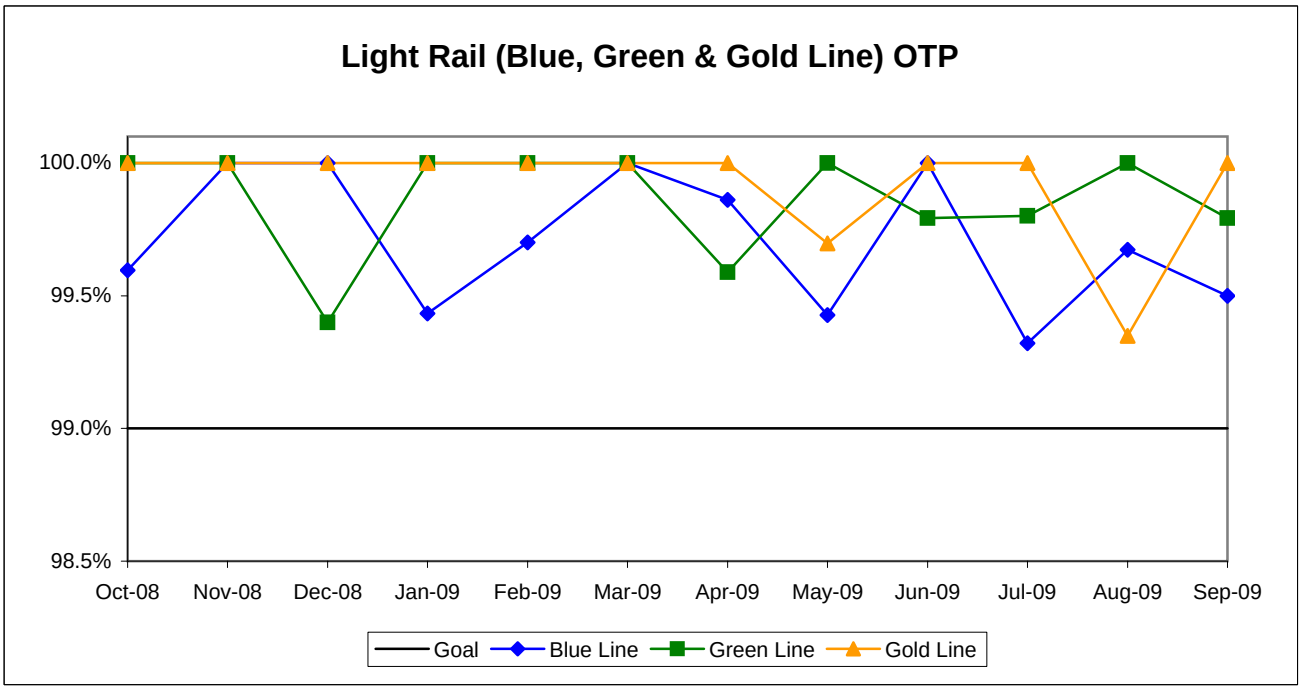
RAIL SERVICE PERFORMANCE

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% - [(Total cancelled pullouts plus late pullouts) / by Total scheduled pullouts) X by 100)]

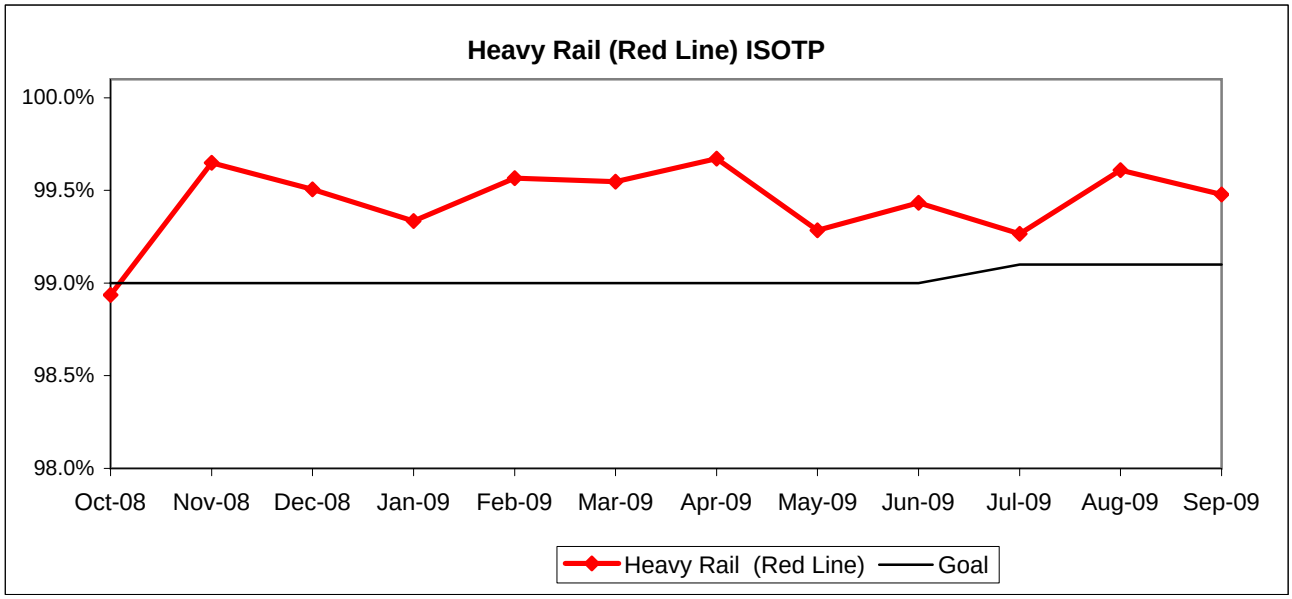


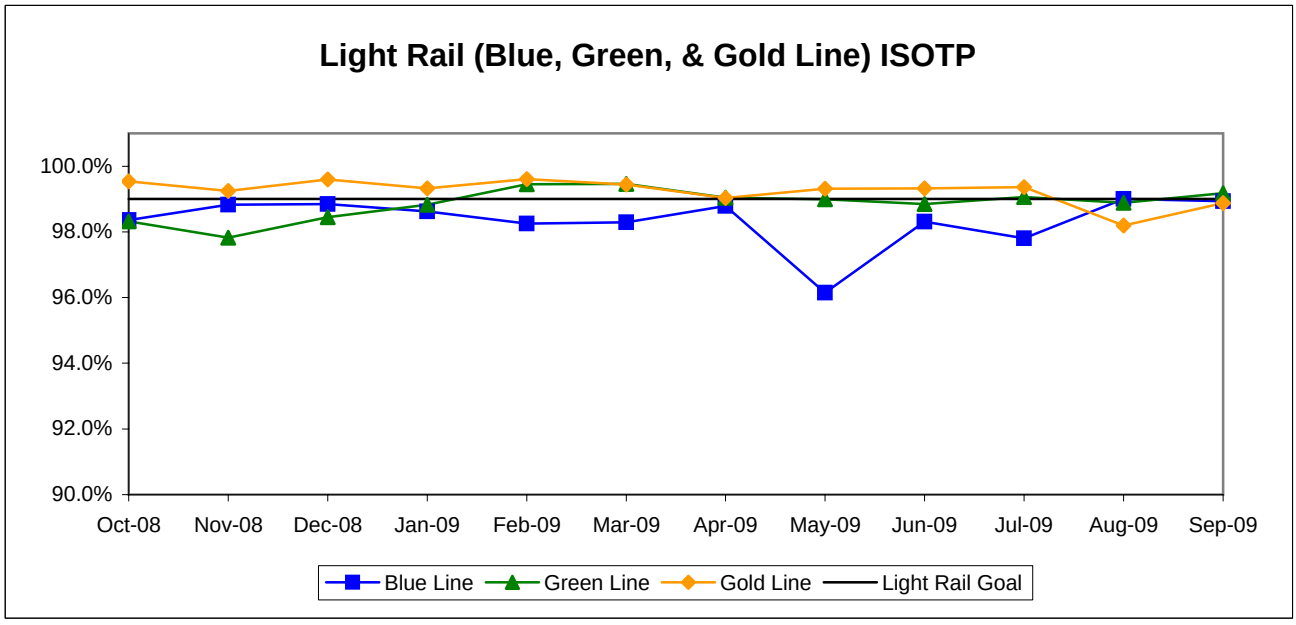


IN-SERVICE ON-TIME PERFORMANCE (ISOTP)

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)]

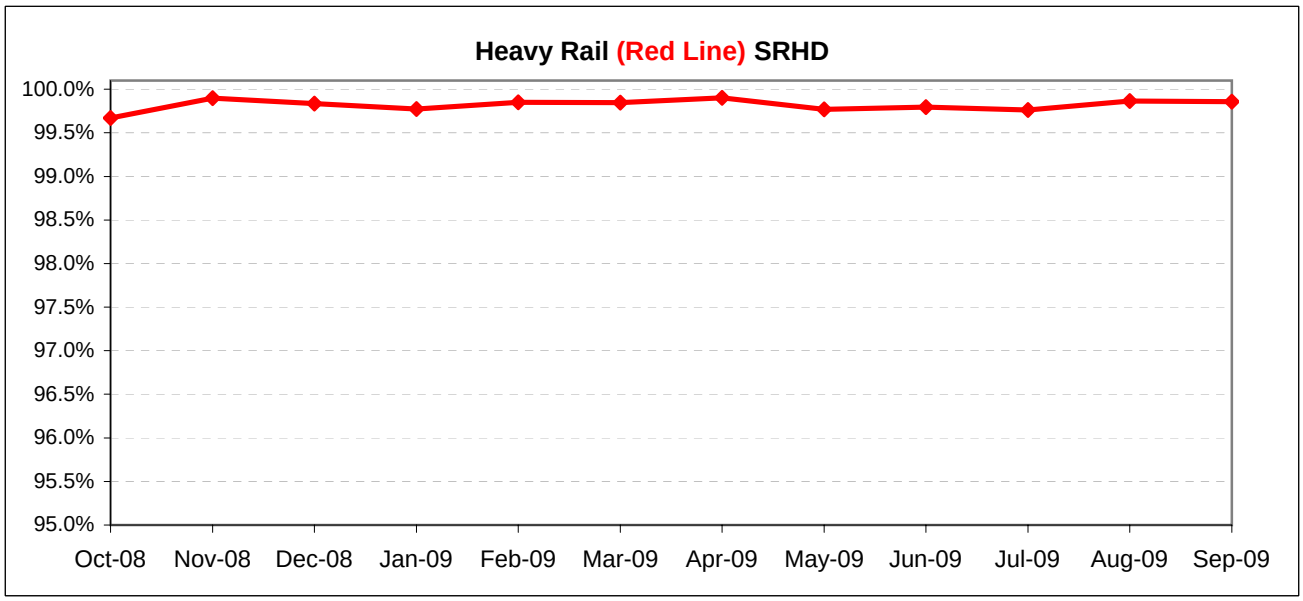


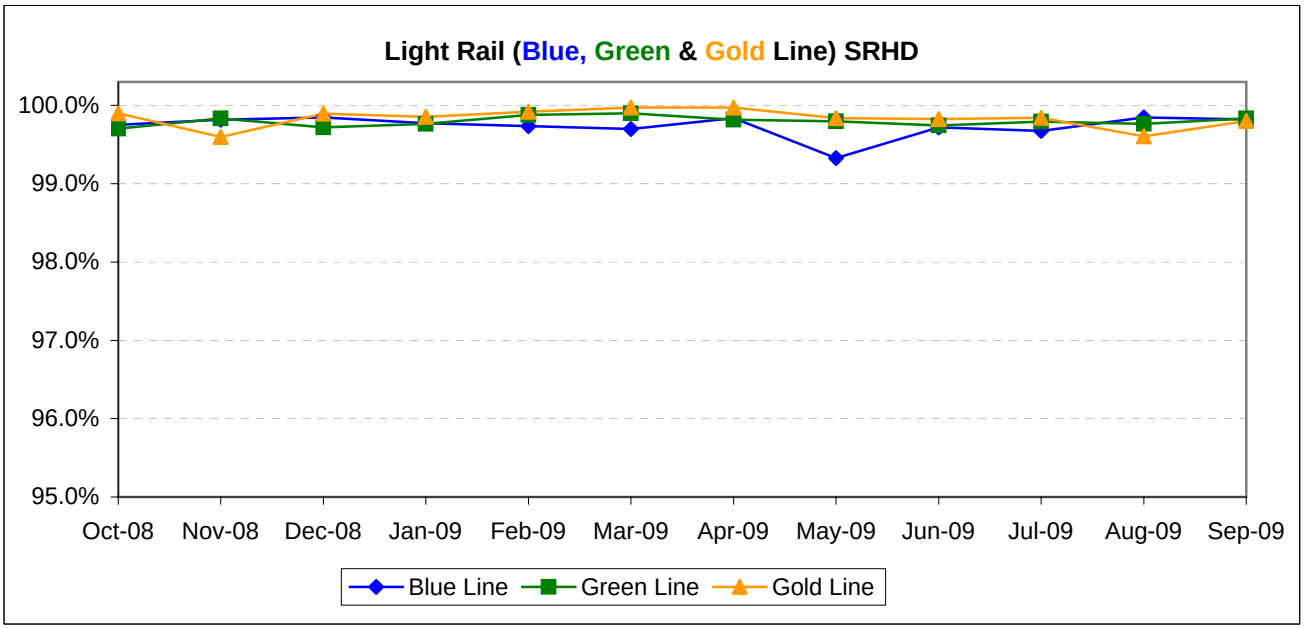


Scheduled Revenue Hours Delivered (SRHD) by Rail Line

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

Calculation: SRSHD% = (1-(Total Service Hours Lost / by Total Scheduled Service Hours))

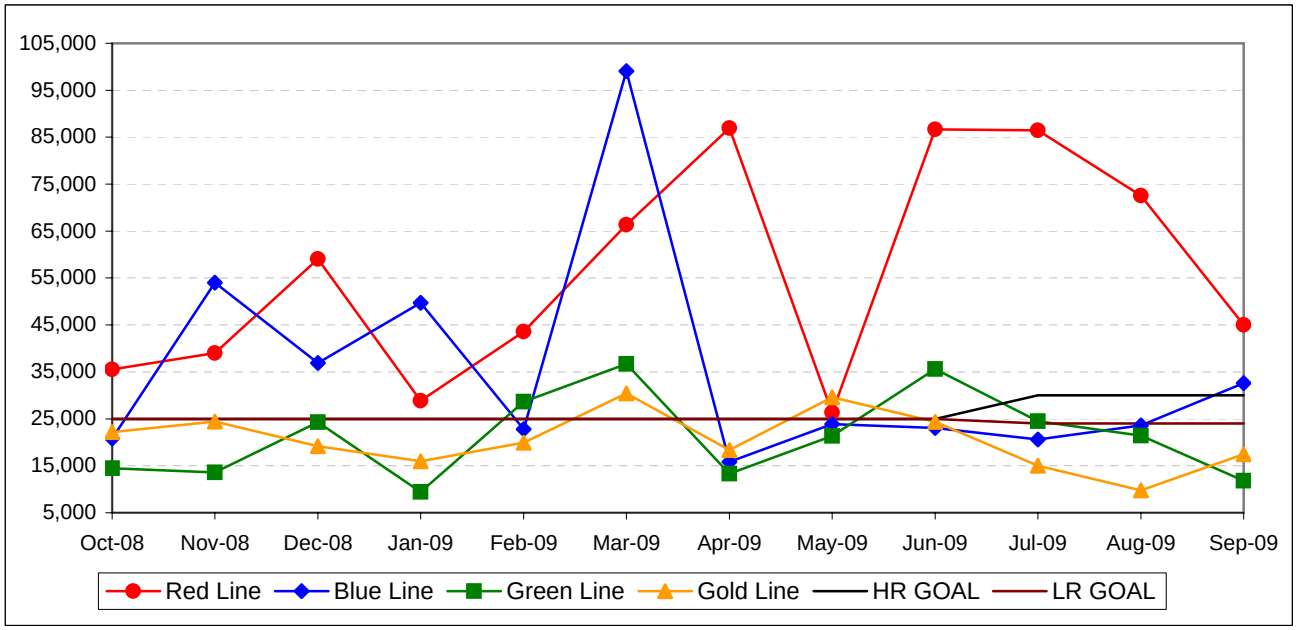




Mean Miles Between Chargeable Mechanical Failures

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 = Total Vehicle Miles / Revenue Vehicle Systems Failures

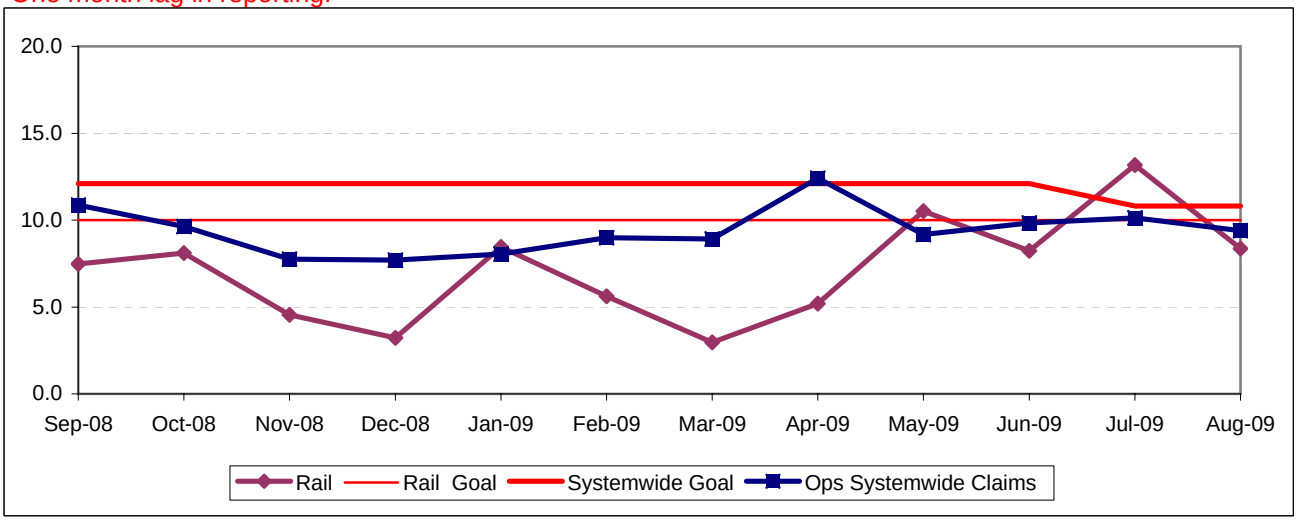


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

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

One month lag in reporting.



BUS SERVICE PERFORMANCE

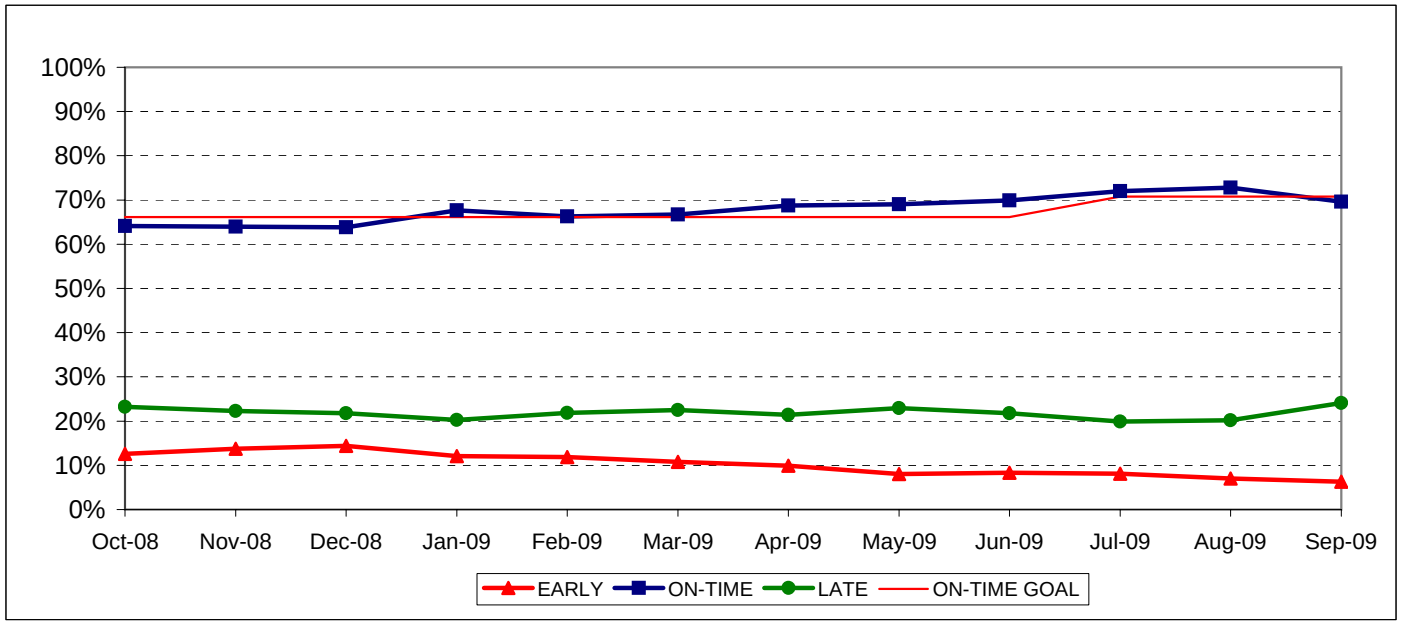
IN-SERVICE ON-TIME PERFORMANCE

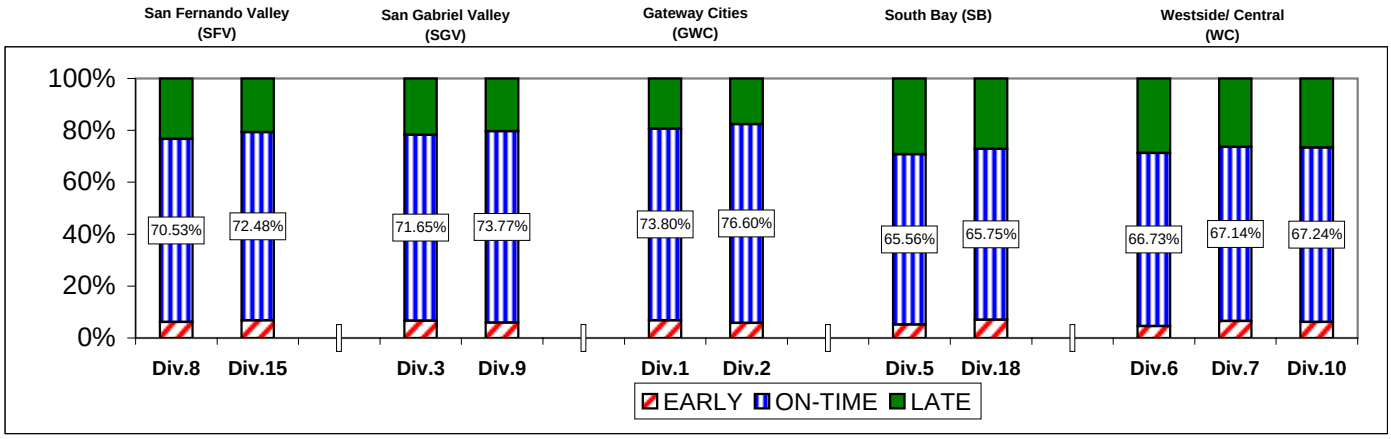
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

Calculation: ISOTP% =1-((Number of buses departing early + Number of buses departing more than five minutes late)/(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%	6.65%	-2.73%
On-Time	69.29%	73.14%	3.85%
Late	21.33%	20.20%	-1.12%
Division 15			
Early	10.16%	7.44%	-2.71%
On-Time	69.06%	73.57%	4.50%
Late	20.78%	18.99%	-1.79%
Gateway Cities Sector (GWC)			
Division 1			
Early	11.25%	7.31%	-3.94%
On-Time	71.05%	75.59%	4.54%
Late	17.70%	17.10%	-0.60%
Division 2			
Early	9.97%	6.76%	-3.21%
On-Time	72.72%	77.81%	5.09%
Late	17.31%	15.43%	-1.88%
South Bay Sector (SB)			
Division 5			
Early	11.65%	6.07%	-5.58%
On-Time	64.43%	68.38%	3.95%
Late	23.92%	25.55%	1.63%
Division 18			
Early	12.44%	8.82%	-3.62%
On-Time	60.66%	66.28%	5.61%
Late	26.89%	24.90%	-2.00%

	FY09	FY10-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3			
Early	12.94%	7.66%	-5.28%
On-Time	69.78%	74.86%	5.09%
Late	17.28%	17.47%	0.19%
Division 9			
Early	11.32%	7.13%	-4.19%
On-Time	70.01%	76.14%	6.13%
Late	18.67%	16.73%	-1.95%
Westside/Central Sector (WC)			
Division 6			
Early	16.07%	5.42%	-10.65%
On-Time	56.98%	68.72%	11.74%
Late	26.95%	25.86%	-1.09%
Division 7			
Early	13.74%	7.06%	-6.68%
On-Time	62.15%	68.61%	6.47%
Late	24.12%	24.32%	0.21%
Division 10			
Early	13.31%	6.44%	-6.88%
On-Time	61.90%	68.74%	6.84%
Late	24.78%	24.82%	0.04%

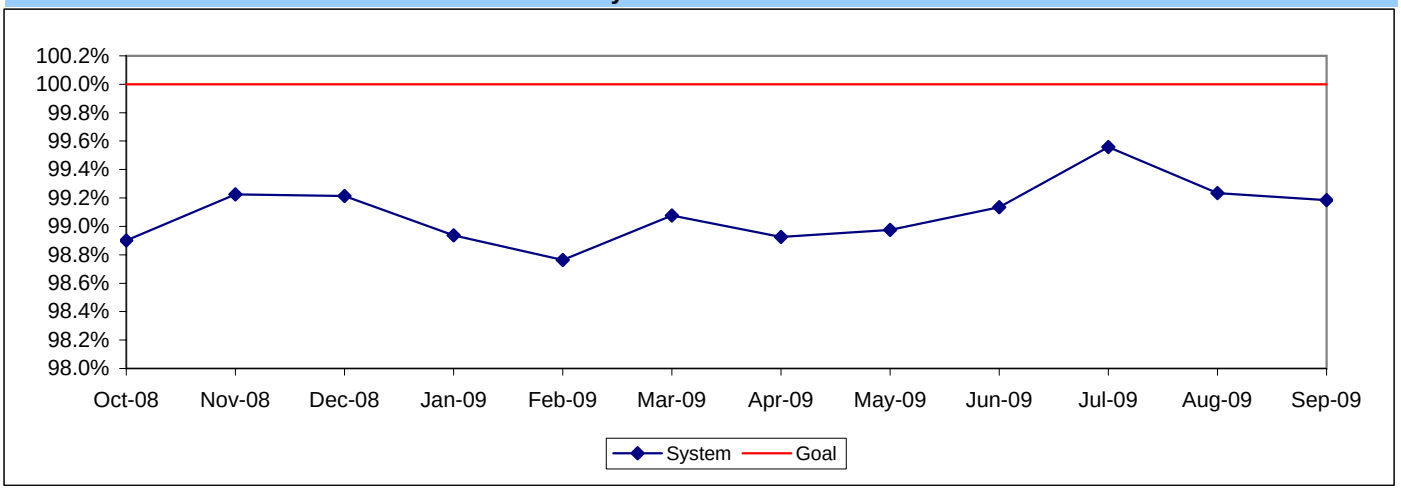
SYSTEMWIDE			
Early	11.77%	7.15%	-4.62%
On-Time	66.25%	71.49%	5.24%
Late	21.99%	21.36%	-0.63%

ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED*

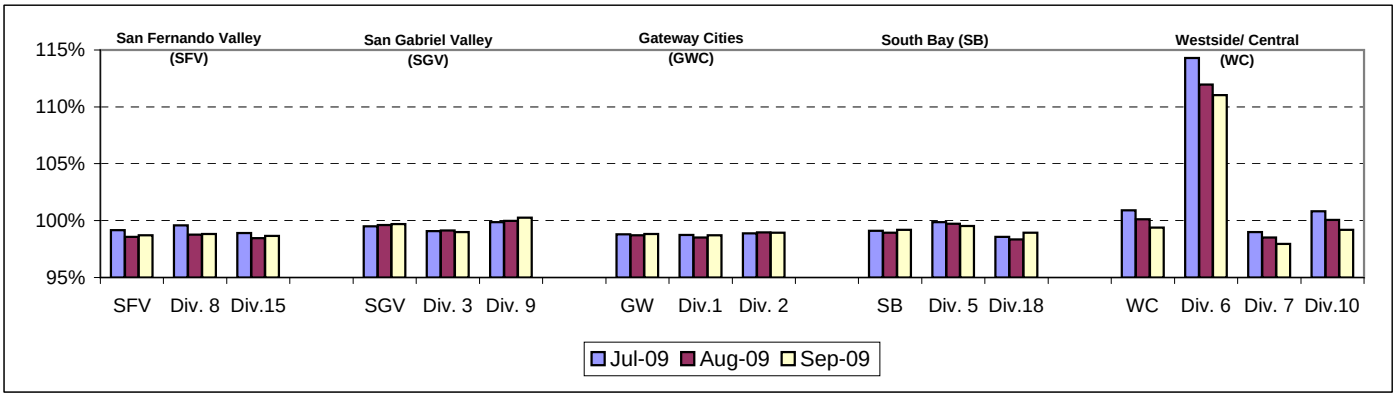
Definition: This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures. FY06: This performance indicator measures the percentage of scheduled Revenue Hours delivered after adding in temporary 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- ((In-Service Delay Revenue Hours plus Cancelled Revenue Hours) divided by (Total Scheduled Service Hours + Temporary Revenue Hours + Hollywood Bowl and Race Track Revenue Hours + 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.**



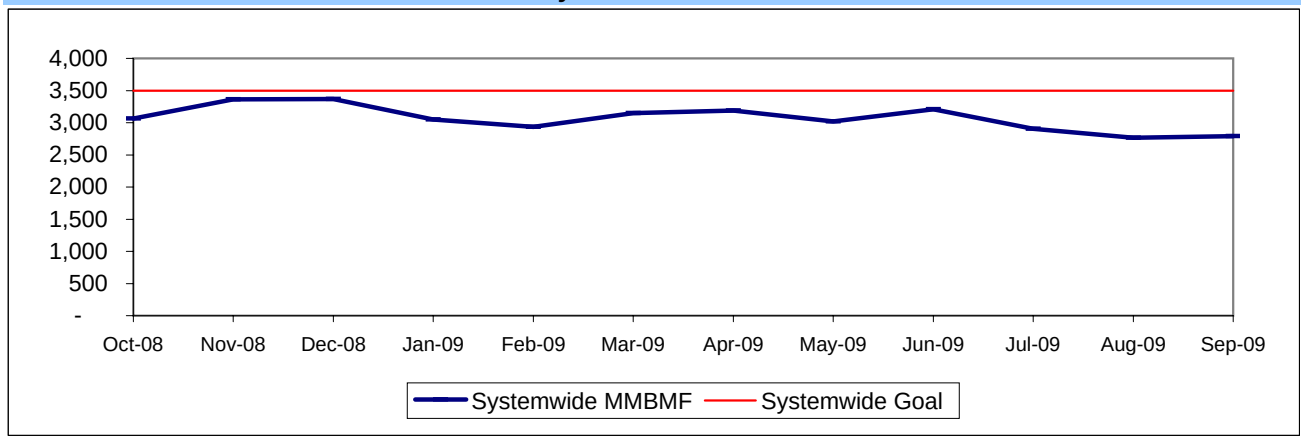
BUS MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)*

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

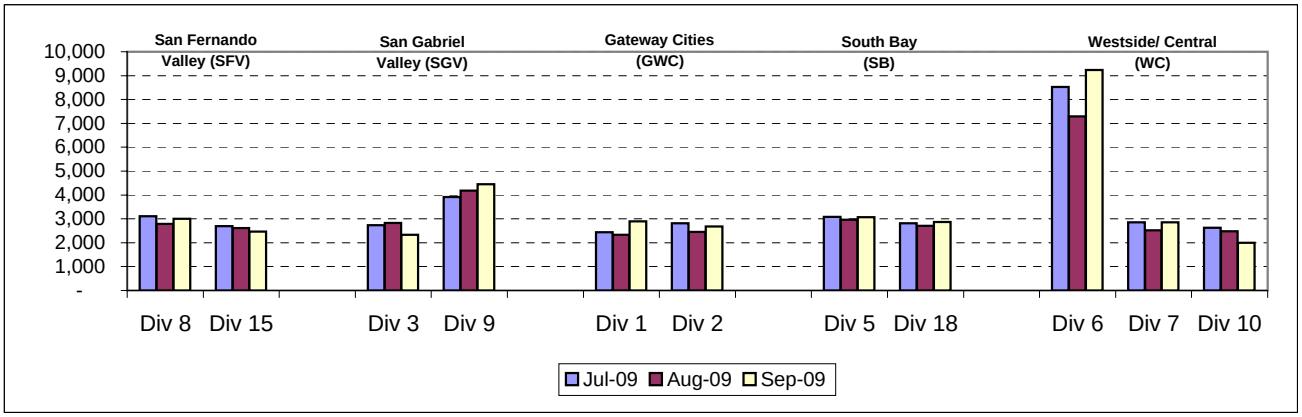
Calculation: MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)

Systemwide Trend



* New Indicator.

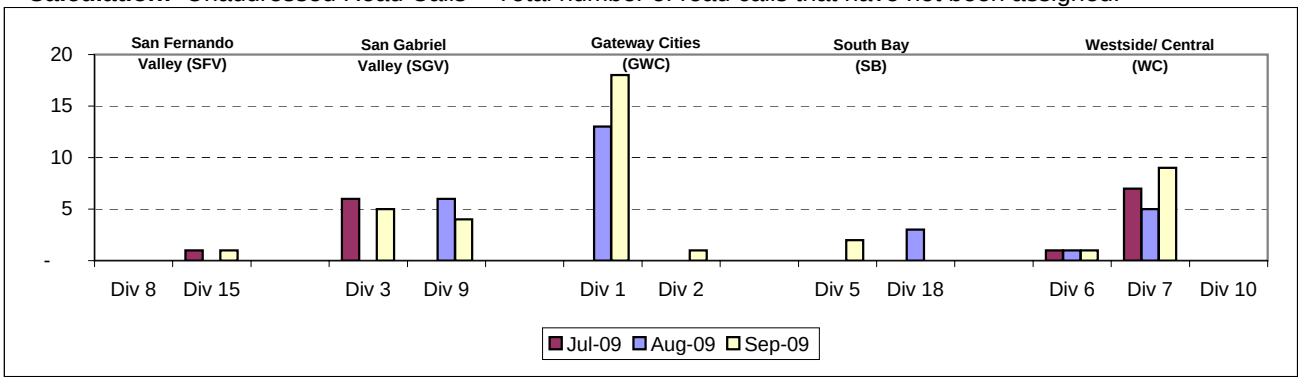
MMBMBF -- Bus Operating Sector Divisions
July - September 2009



Unaddressed Road Calls -- Bus Operating Sector Divisions*
July - September 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.

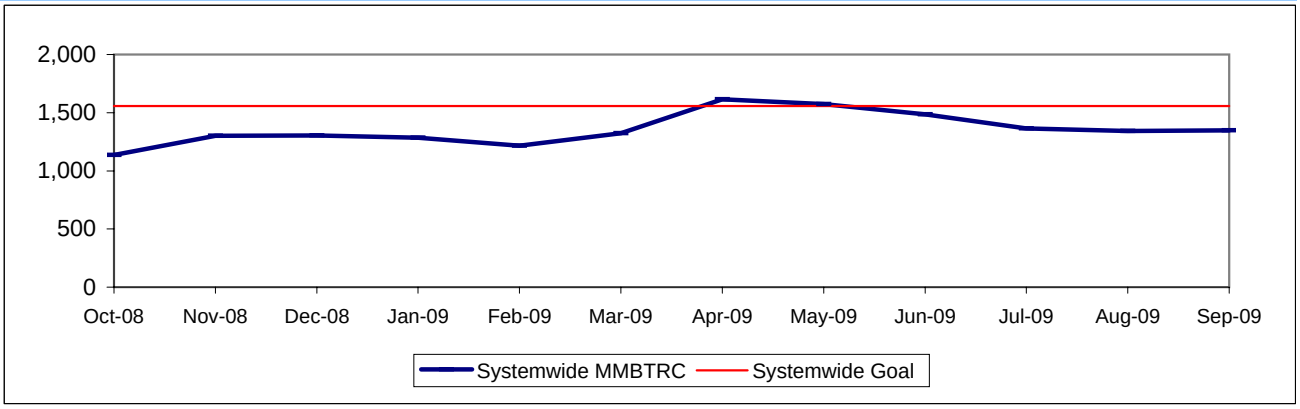


* New Indicator.

MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)*

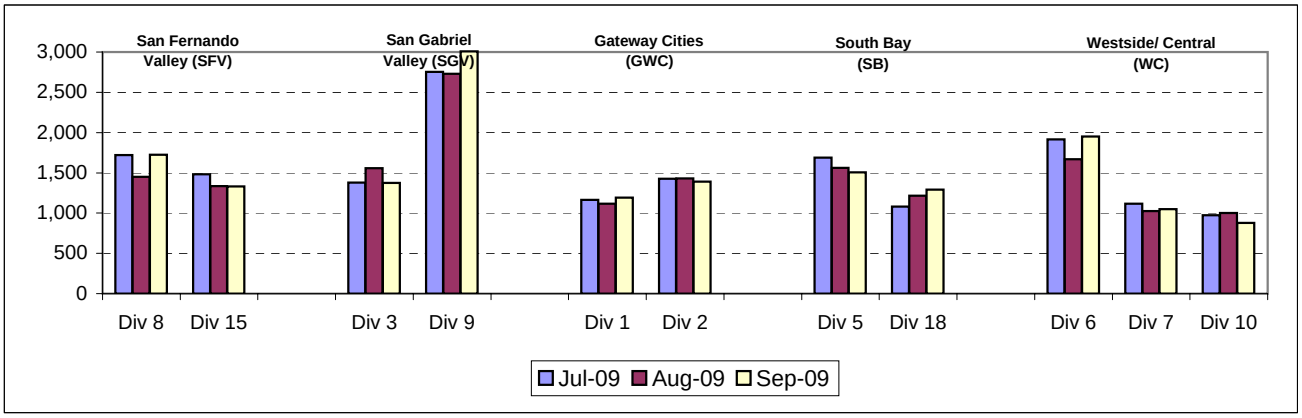
Definition: Average Hub Miles traveled between road call problems.
Calculation: MMBTRC = (Total Hub Miles / by Total Road Calls)

MMBTRC Systemwide Trend



* New Indicator.

MMBTRC --Bus Operating Sector Divisions
July - September 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	8.4	7.6	7.5	7.7	7.4	8.7

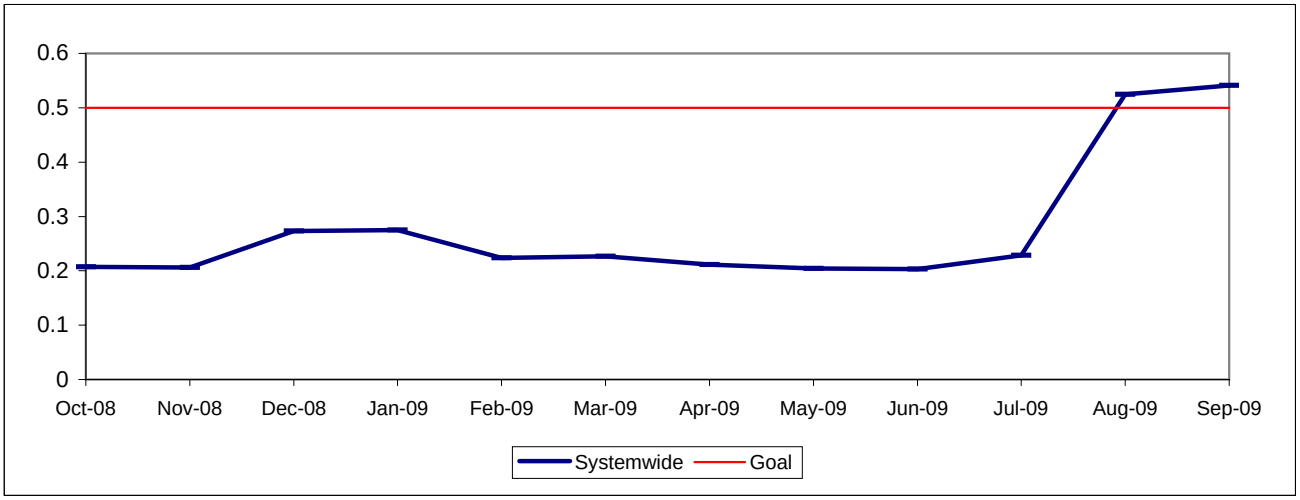
WC		
Div 6	**Div 7**	**Div 10**
2.7	8.1	7.6

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.

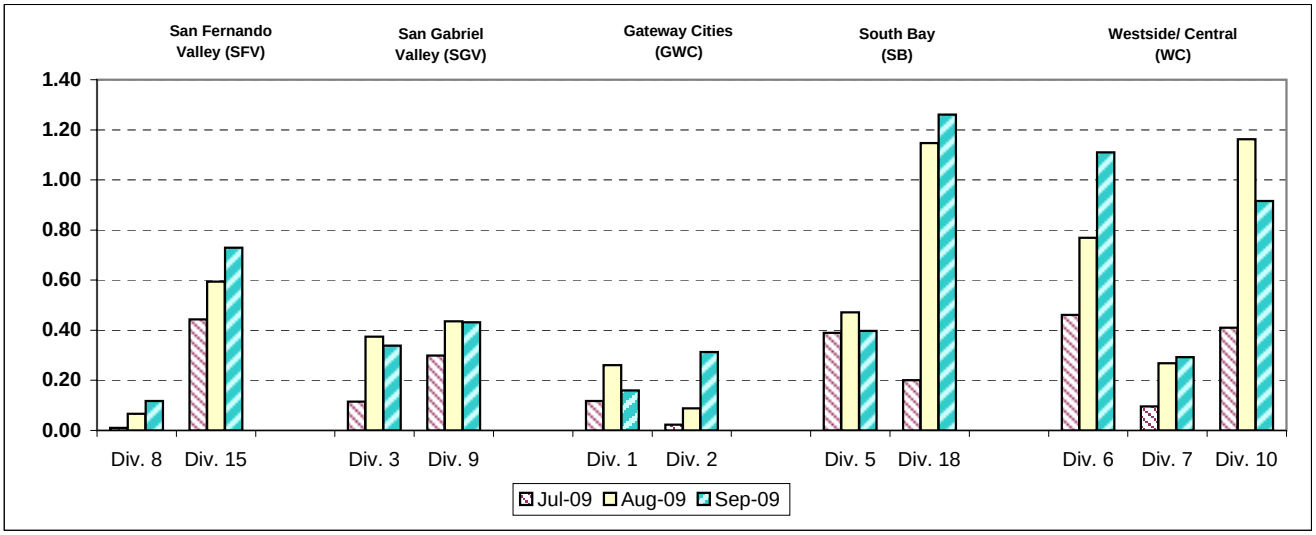
Calculation: Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

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
July - September 2009



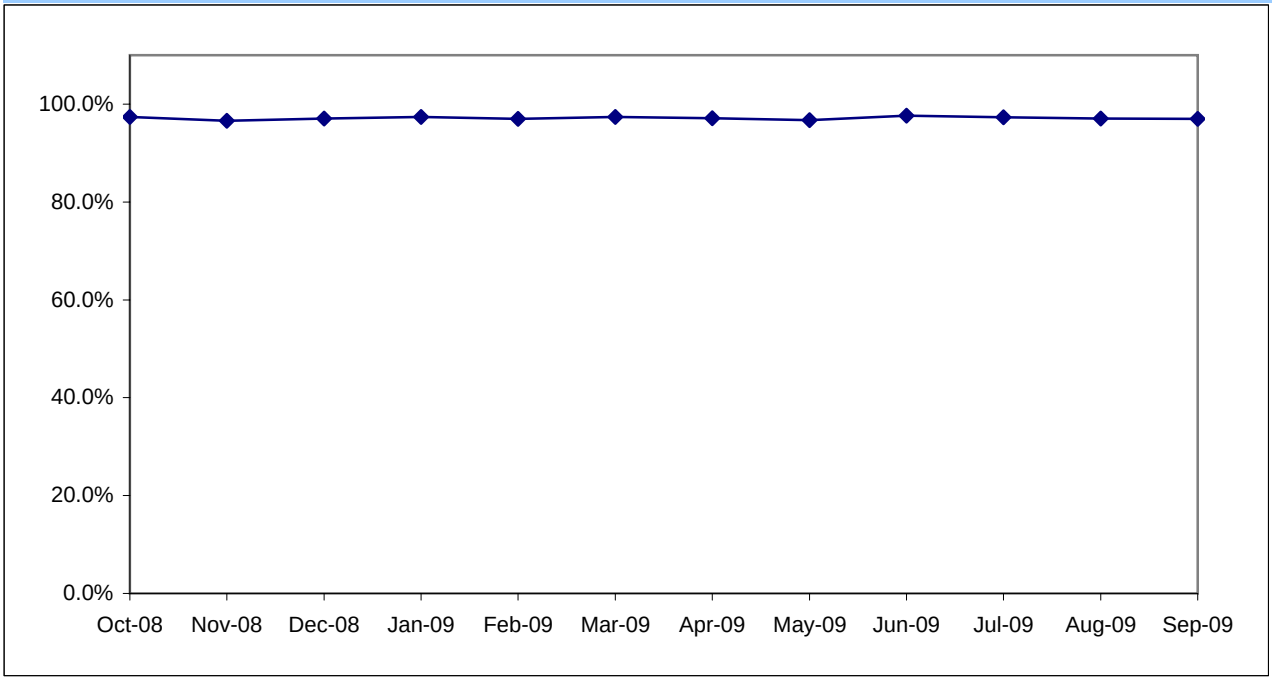
ATTENDANCE

MAINTENANCE ATTENDANCE

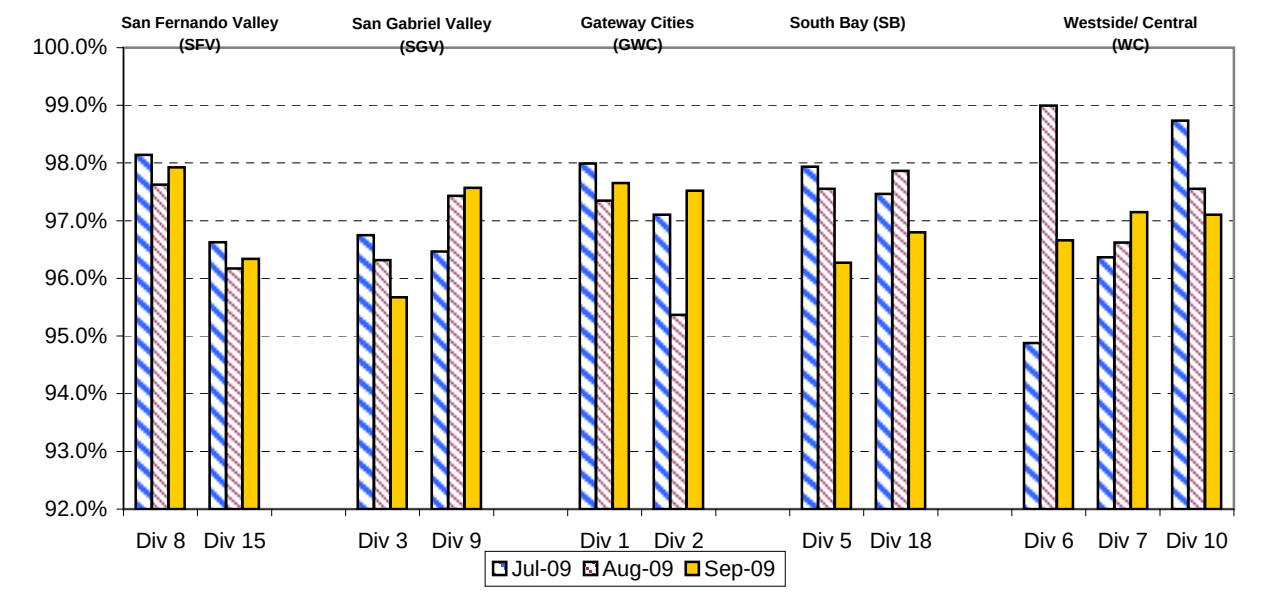
Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

Systemwide Trend



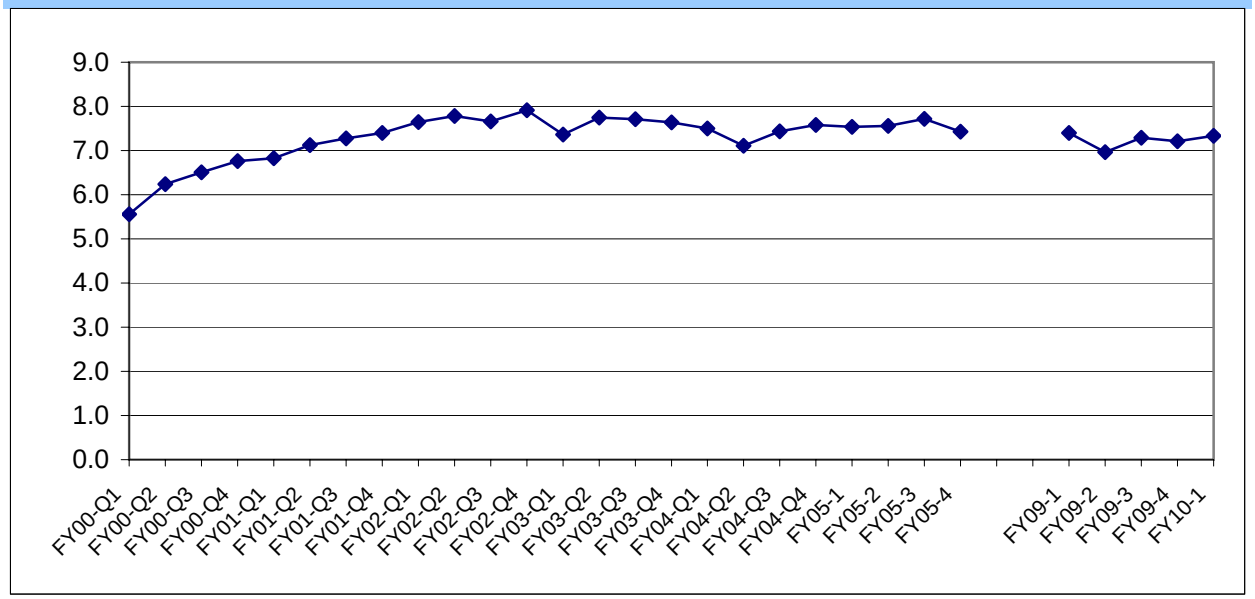
Maintenance Attendance - By Sectors' Divisions (By Current Month) July - September 2009



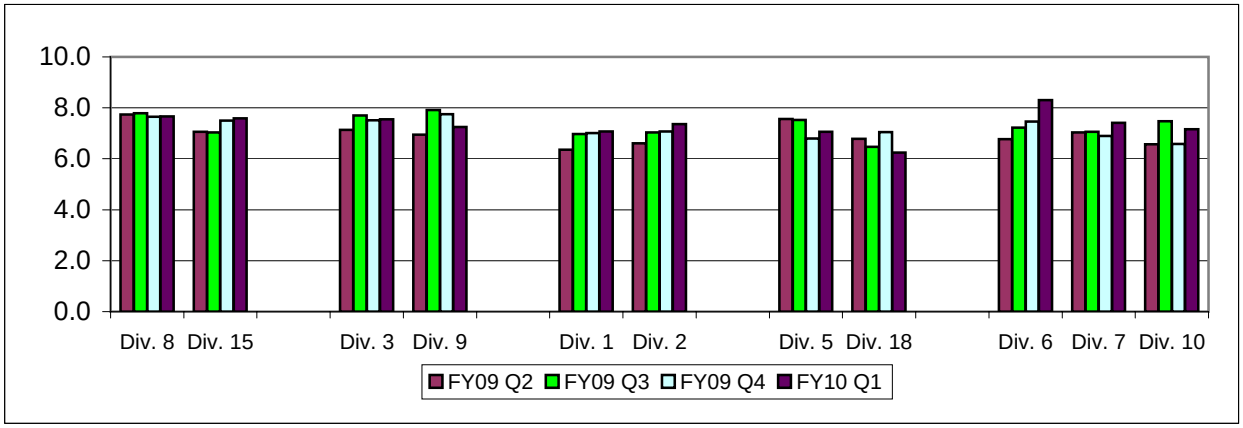
BUS CLEANLINESS

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

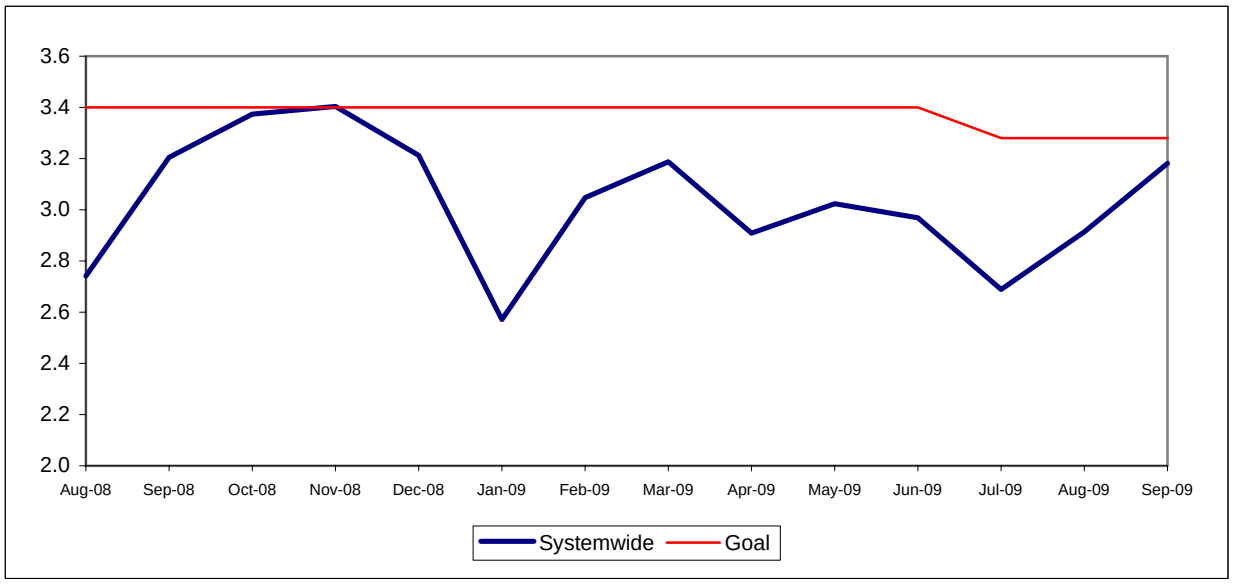
BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

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.

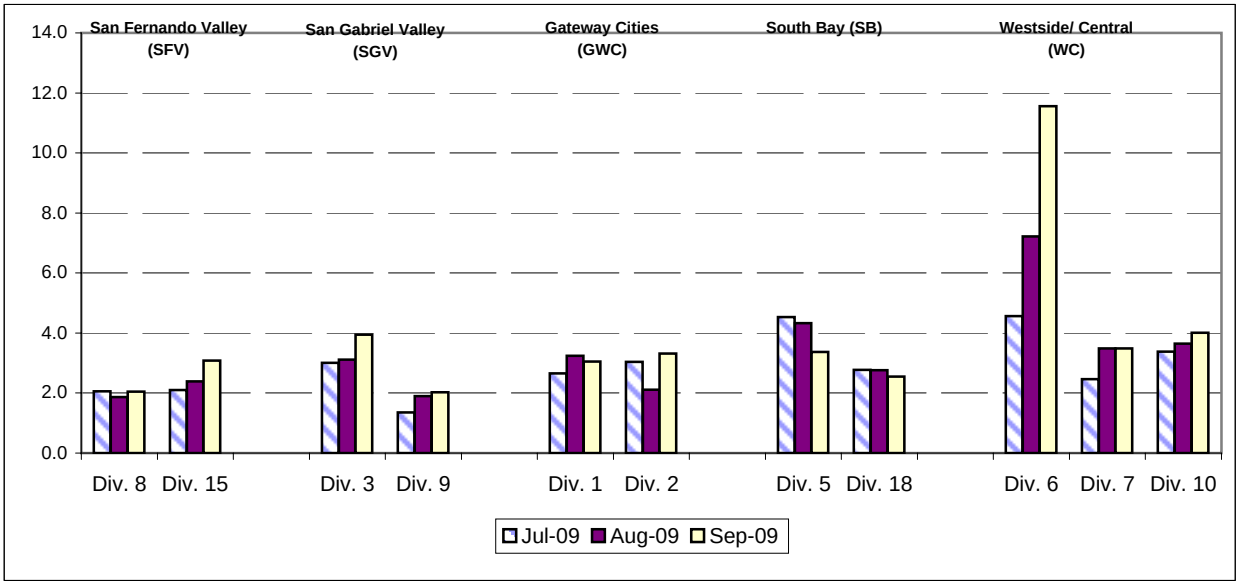
Systemwide Trend



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
July - September 2009



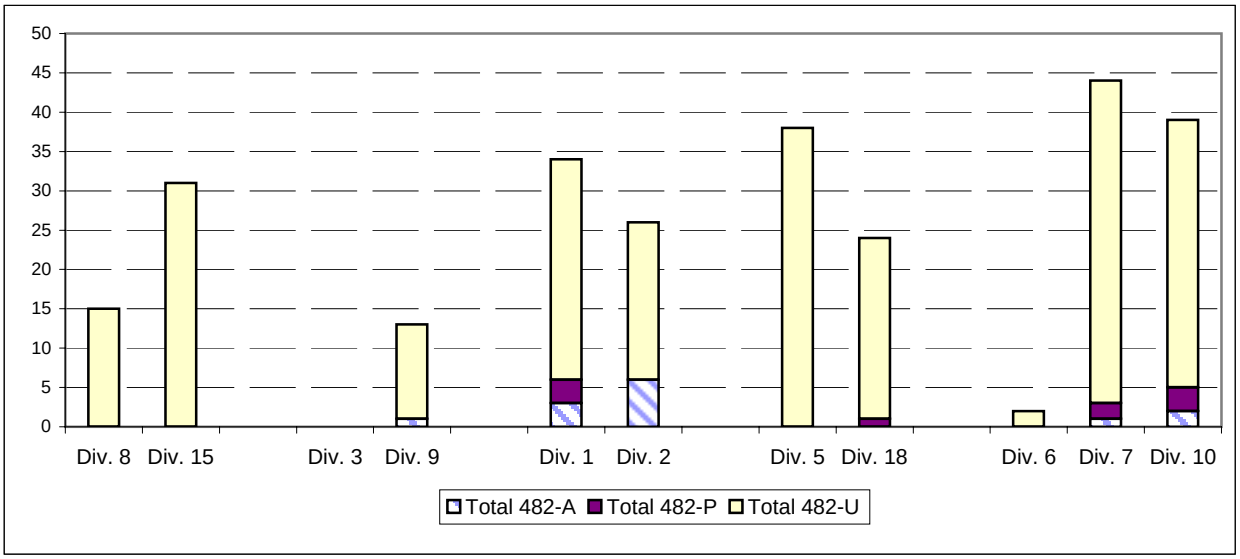
Number of 482 Accidents in Vehicle Accident Management System (VAMS) Download by Avoidable (A), Pending (P) or Unavoidable (U)

Bus Operating Divisions - by Sectors' Divisions

Definition: Number of accidents that are coded 482 "alledged" 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 "alledged" in the categories of A, P or U.

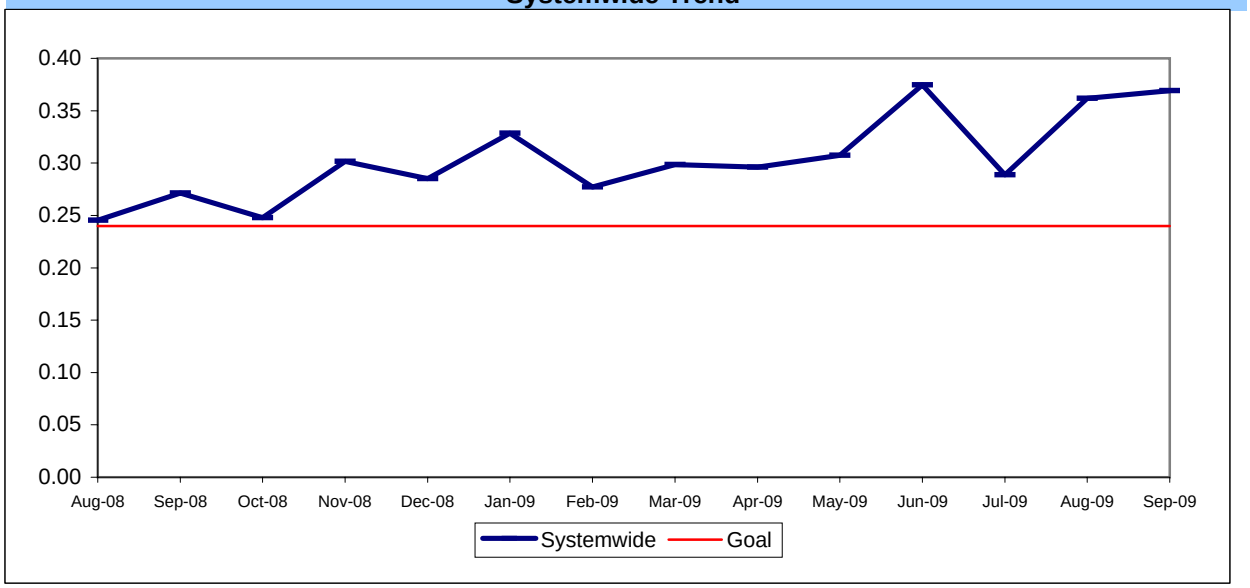
NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.



BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS

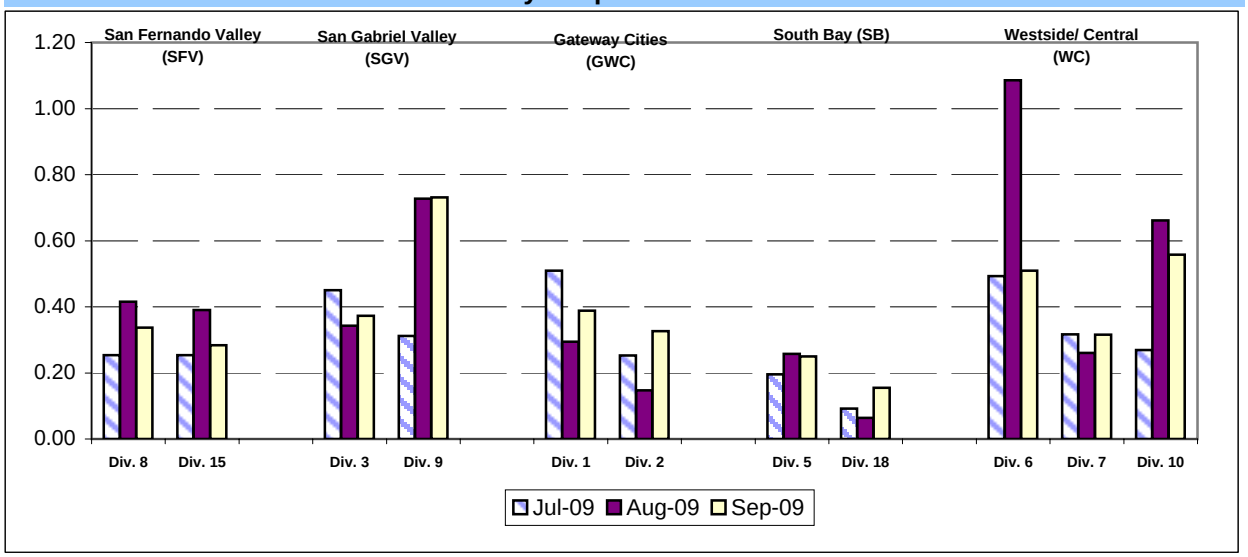
Definition: Average number of Passenger Accidents for every 100,000 Boardings. This indicator measures system safety.
Calculation: Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by (Boardings / by 100,000))

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
July - September 2009



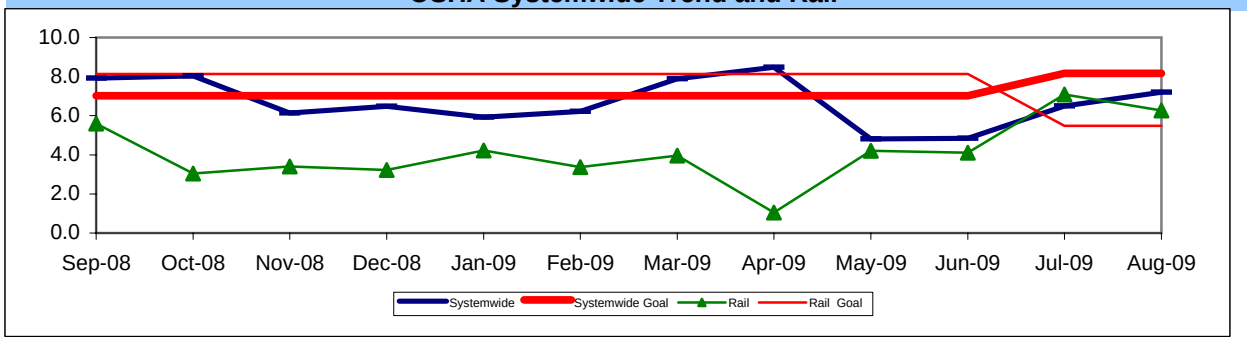
OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA) RECORDABLE INJURIES PER 200,000 EXPOSURE HOURS

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)

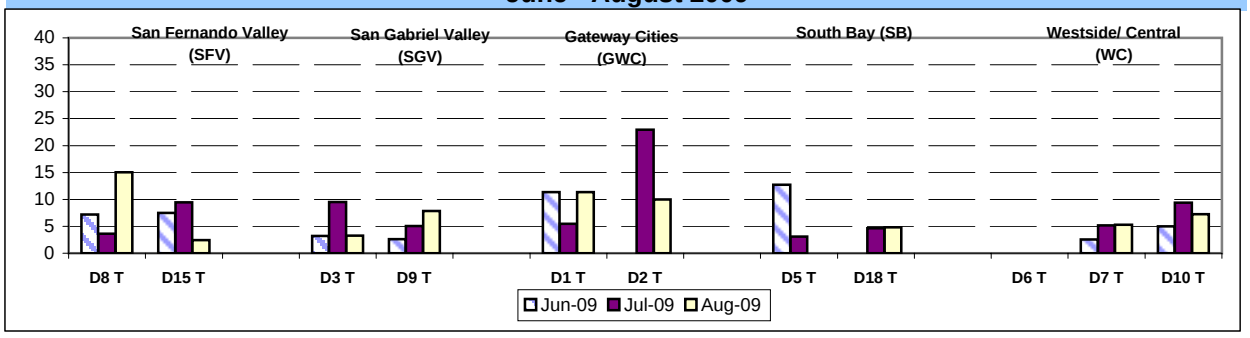
One month lag from current month

OSHA Systemwide Trend and Rail

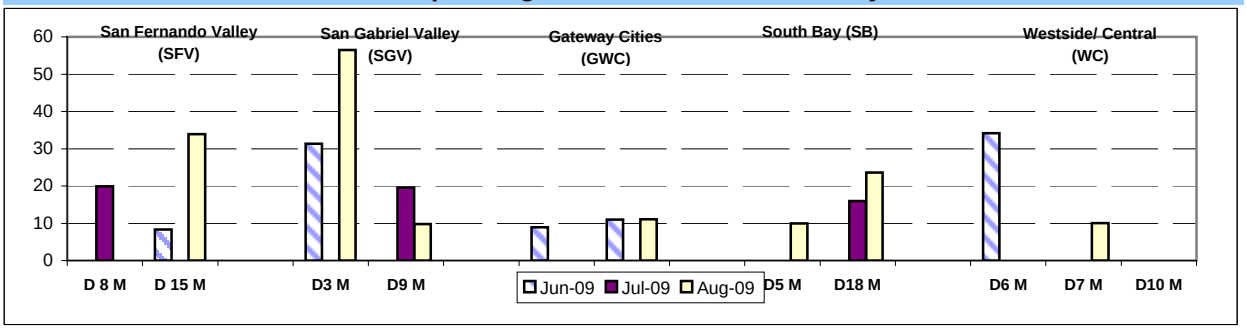


Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of injuries and late filing of reports.

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



OSHA: Bus Operating Maintenance Divisions - by Sectors'



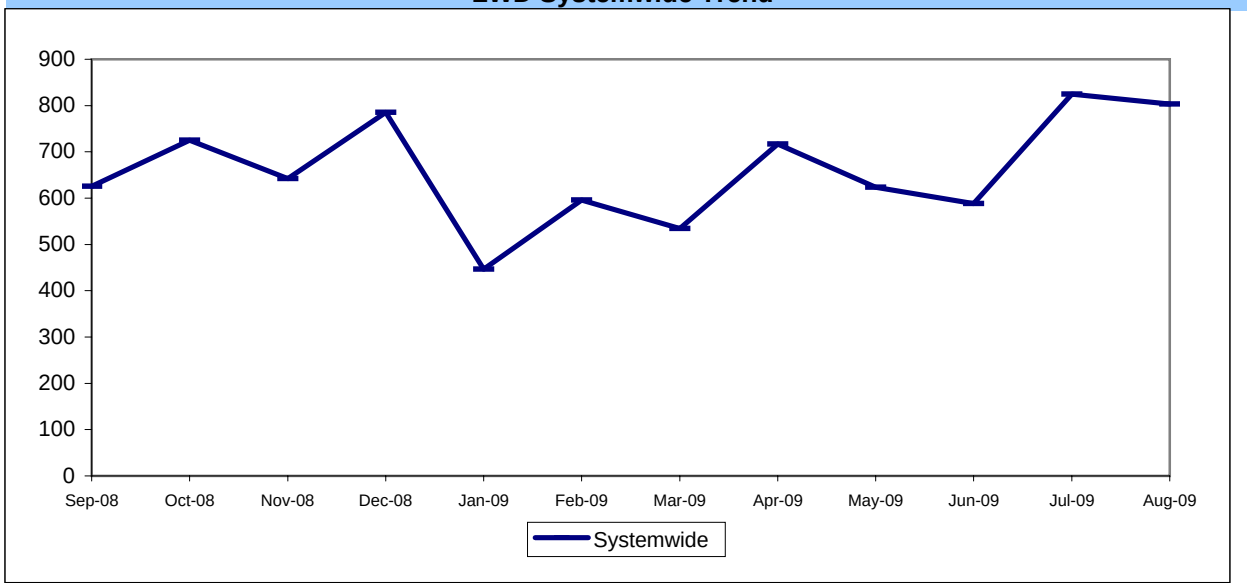
LOST WORK DAYS (LWD) PAID PER 200,000 EXPOSURE HOURS

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

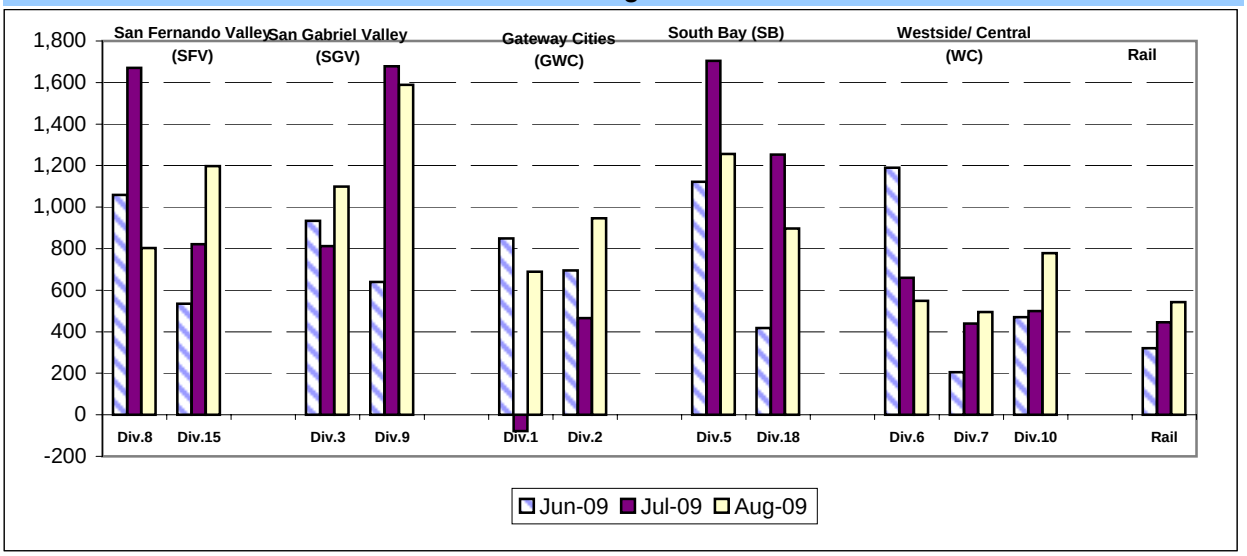
Calculation: (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number

One month lag from current month

LWD Systemwide Trend



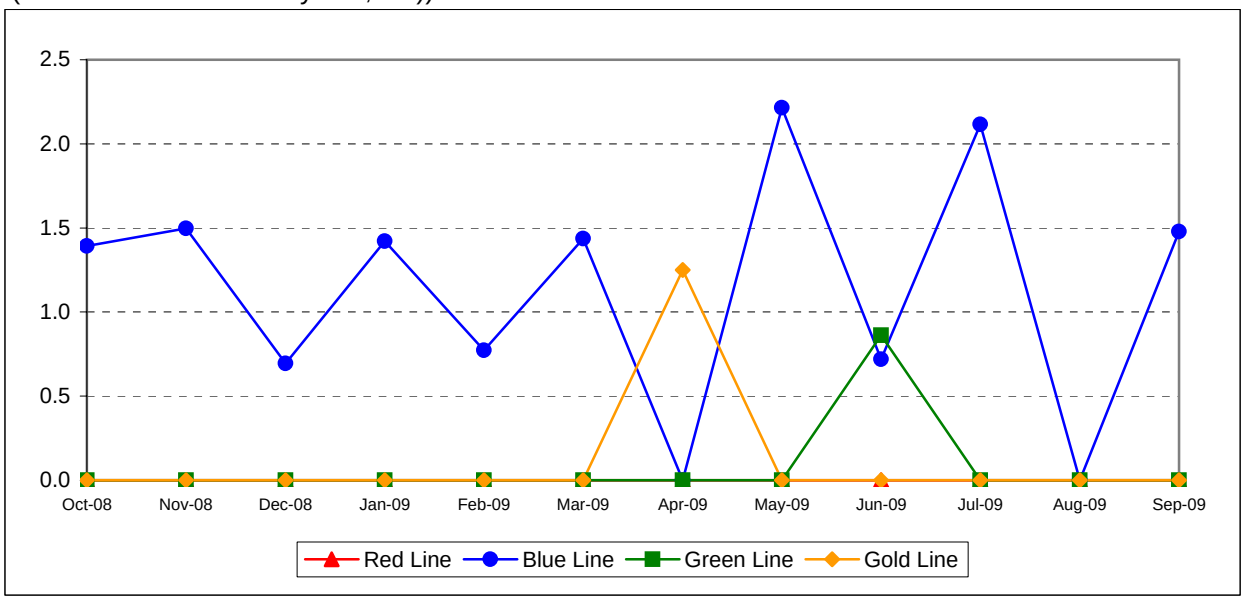
LWD/200,000 Exposure Hours per Operating Divisions - by Sectors' Divisions
June - August 2009



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.

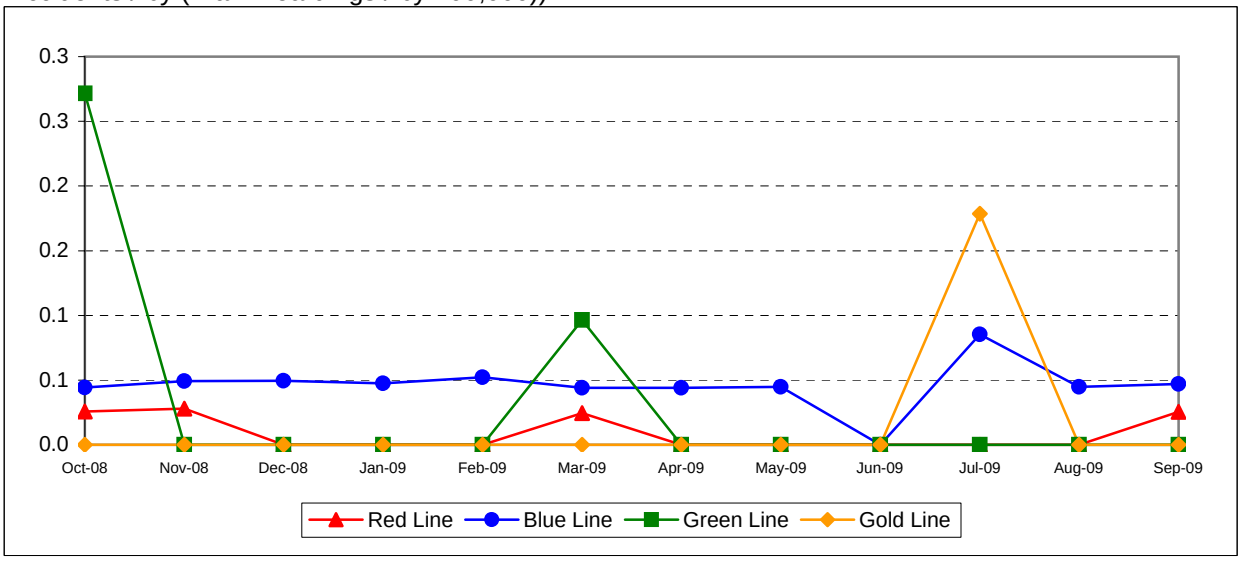
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



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))



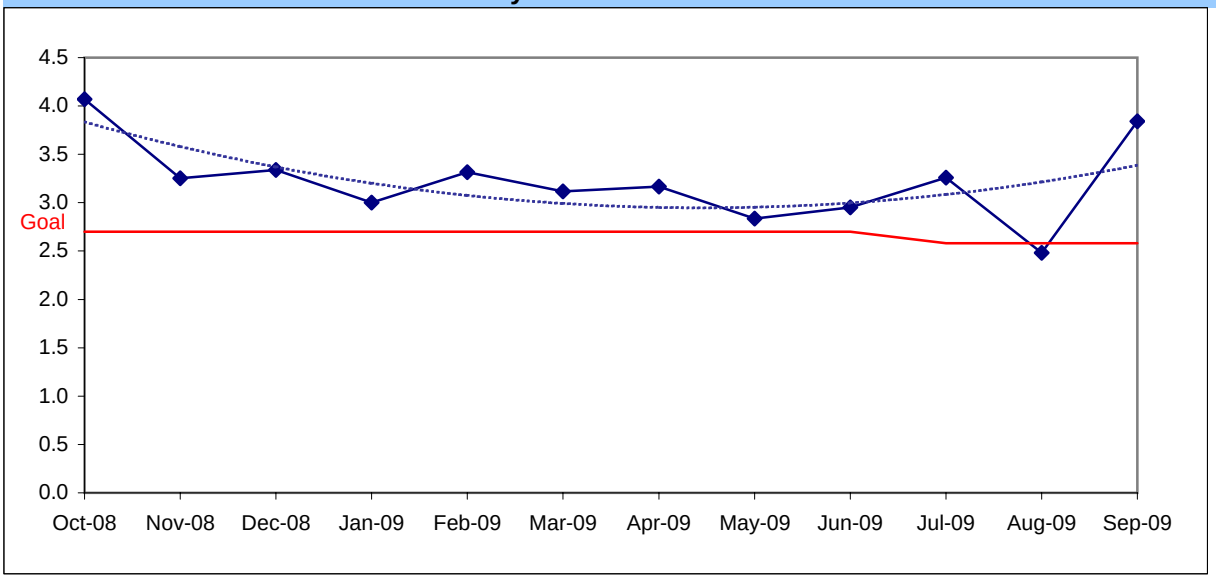
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

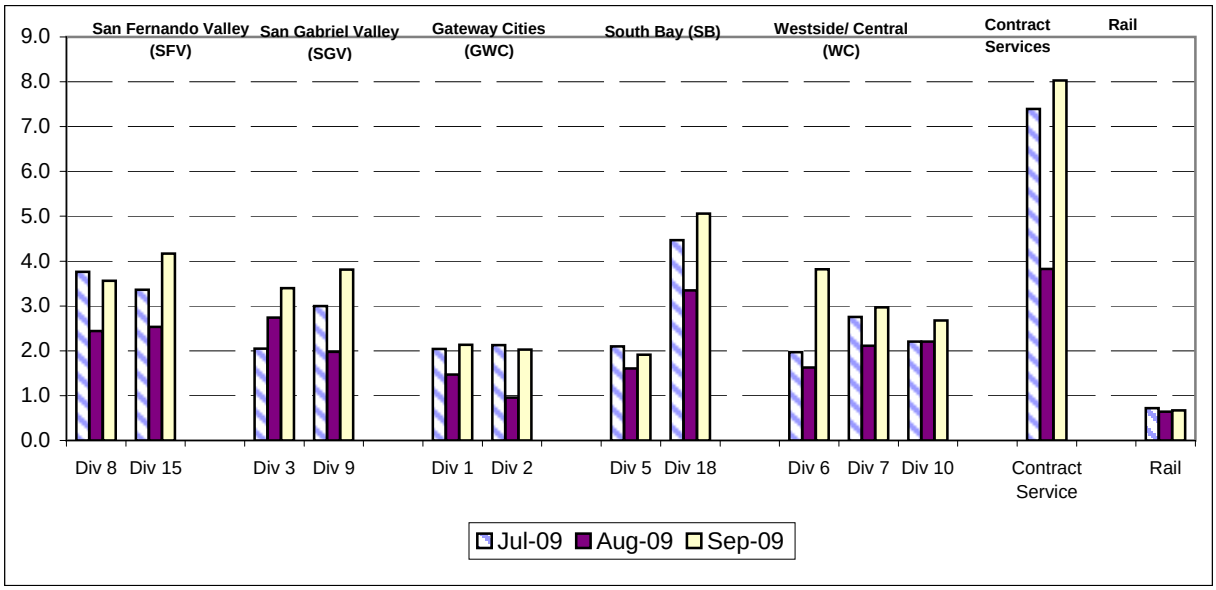
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

Systemwide Trend



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



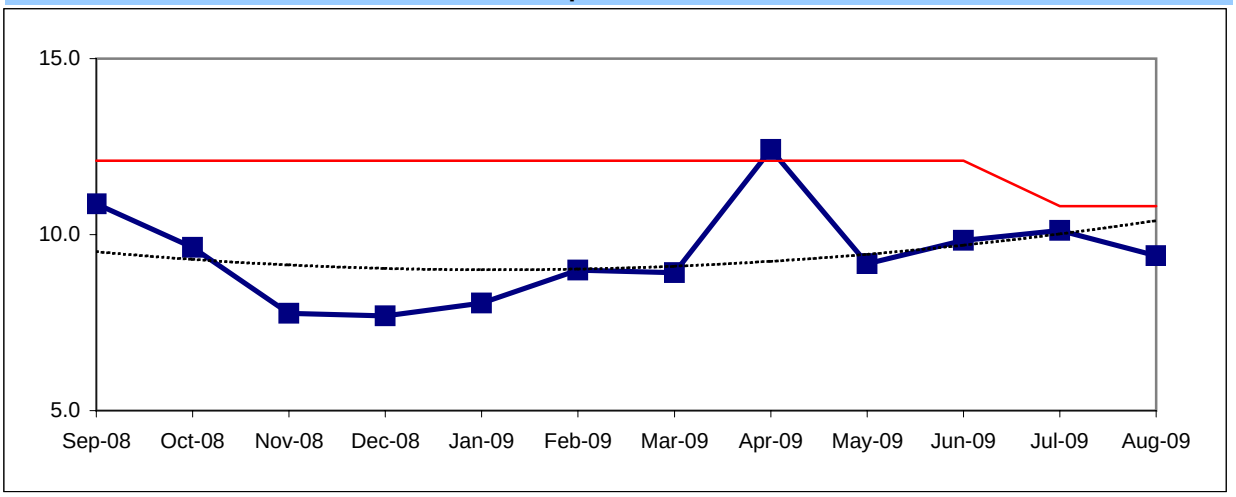
WORKERS COMPENSATION CLAIMS

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 = New Claims/(Exposure Hours/200,000)

Metro Operations Trend



One month lag from current month

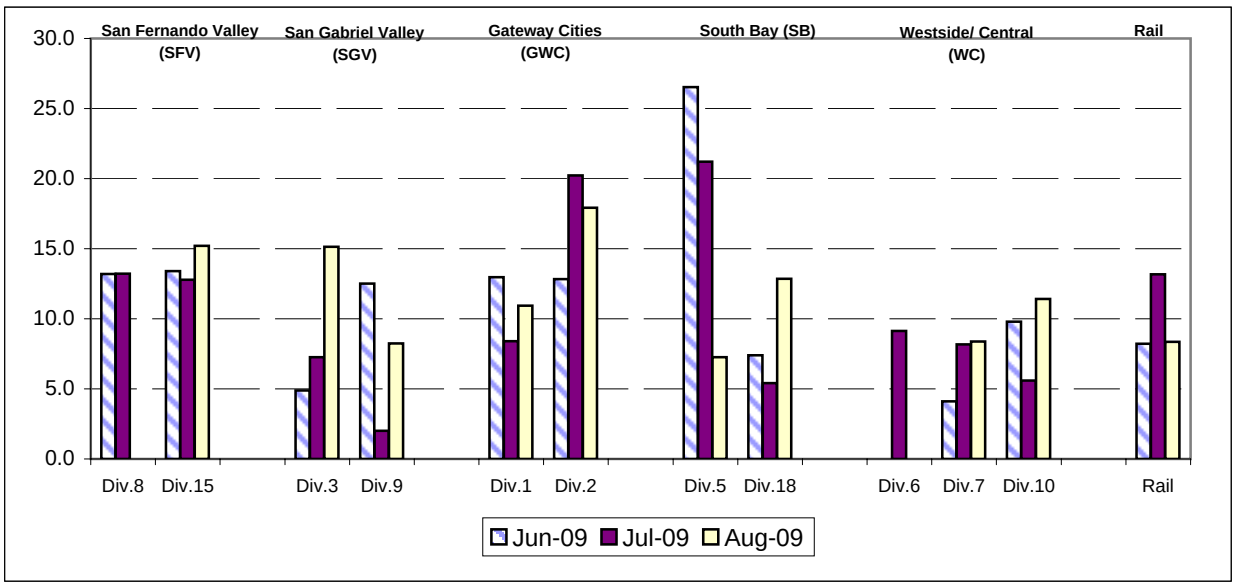
NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

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 = New Claims/(Exposure Hours/200,000)

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

One month lag from current month



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

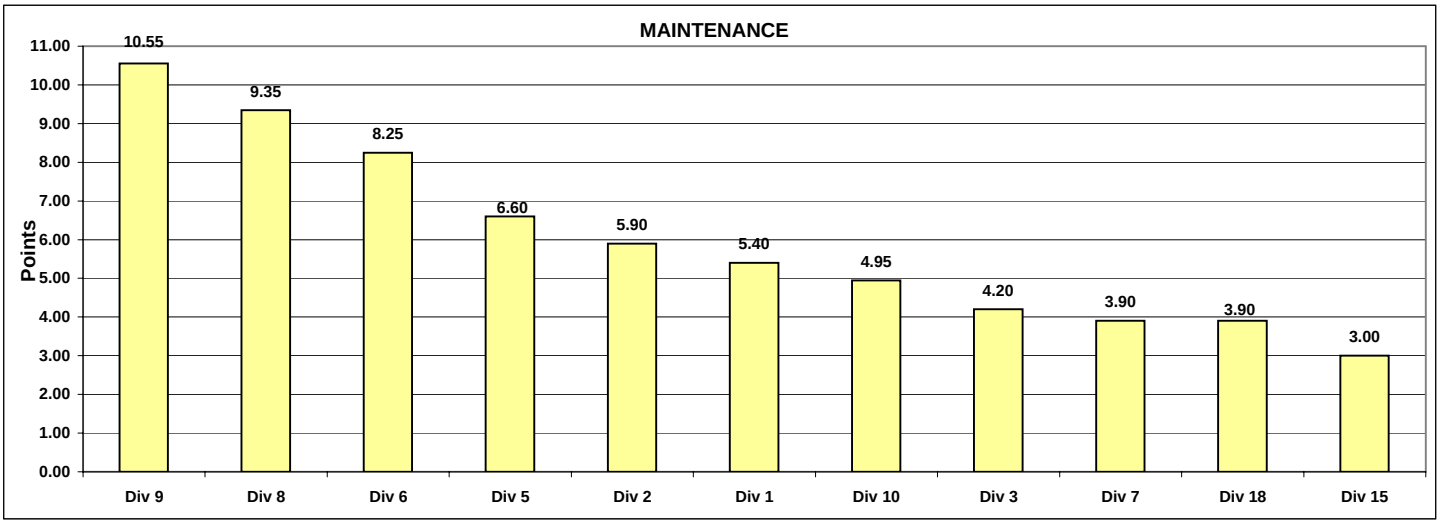
Monthly Calculations - September 2009
Metro Bus - Maintenance

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%	1192.8	1388.9	1374.7	1505.6	1950.3	1050.0	1724.1	3008.8	877.6	1331.1	1293.1
Points		3	7	6	8	10	2	9	11	1	5	4
Attendance	20%	0.97822	0.97678	0.96846	0.97221	0.96658	0.97700	0.98059	0.98208	0.97732	0.96336	0.97370
Points		9	6	3	4	2	7	10	11	8	1	5
New WC Claims /200,000 Exp Hrs*	30%	9.6225	11.1127	33.8748	9.9448	0.0000	10.0066	0.0000	0.0000	0.0000	59.3949	31.4663
Points		7	4	2	6	9.5	5	9.5	9.5	9.5	1	3
*One month lag												
Totals		**5.40**	**5.90**	**4.20**	**6.60**	**8.25**	**3.90**	**9.35**	**10.55**	**4.95**	**3.00**	**3.90**

FINAL RANKING	Maintenance Division Ranking (Sorted)											
	DIV.	Div 9	Div 8	Div 6	Div 5	Div 2	Div 1	Div 10	Div 3	Div 7	Div 18	Div 15
	Score	10.55	9.35	8.25	6.60	5.90	5.40	4.95	4.20	3.90	3.90	3.00
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	9th	11th



Monthly Calculations - September 2009
Metro Bus - Transportation

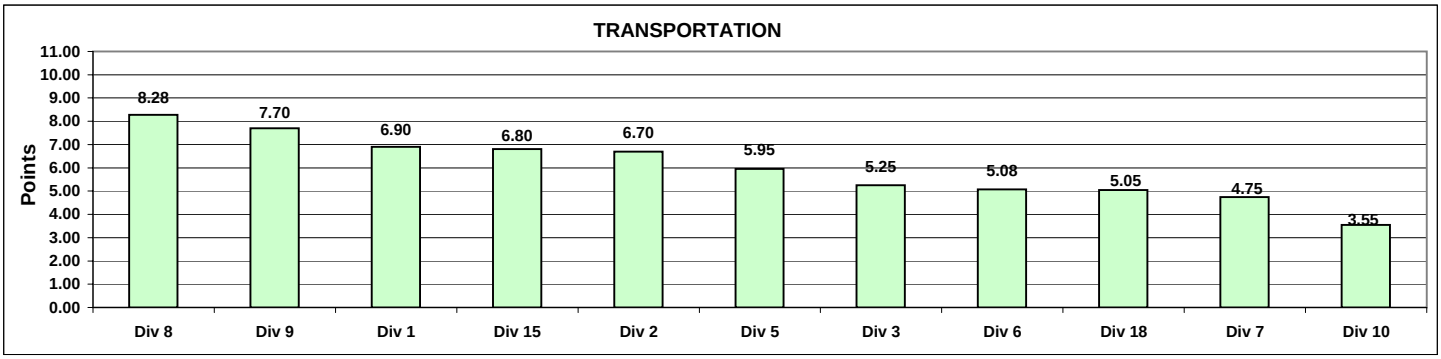
Definition: A performance awareness program designed to increase productivity and efficiency.

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%**	0.7380	0.7660	0.7165	0.6556	0.6673	0.6714	0.7053	0.7377	0.6724	0.7248	0.6575
Points		10	11	7	1	3	4	6	9	5	8	2
Miles Between Total Road Calls	**10%**	1192.8225	1388.8970	1374.6873	1505.6406	1950.3070	1050.0142	1724.1189	3008.7890	877.6380	1331.0985	1293.0769
Points		3	7	6	8	10	2	9	11	1	5	4
Accident Rate	**25%**	3.0532	3.3180	3.9403	3.3668	11.5547	3.4875	2.0519	2.0266	4.0058	3.0835	2.5526
Points		8	6	3	5	1	4	10	11	2	7	9
Complaints/100K Boardings	**15%**	2.1372	2.0285	3.3996	1.9129	3.8188	2.9667	3.5647	3.8082	2.6796	4.1688	5.0604
Points		9	10	6	11	3	7	5	4	8	2	1
New WC Claims /200,000 Exp Hrs*	**25%**	11.3273	19.9721	9.7387	6.4046	0.0000	7.9384	0.0000	10.4418	14.5458	2.4499	7.1907
Points		3	1	5	8	11	6	11	4	2	9	7
*One month lag												
Totals		**6.90**	**6.70**	**5.25**	**5.95**	**5.08**	**4.75**	**8.28**	**7.70**	**3.55**	**6.80**	**5.05**

FINAL RANKING	**Transportation Division Ranking (Sorted)**											
	DIV.	**Div 8**	**Div 9**	**Div 1**	**Div 15**	**Div 2**	**Div 5**	**Div 3**	**Div 6**	**Div 18**	**Div 7**	**Div 10**
	Score	**8.28**	**7.70**	**6.90**	**6.80**	**6.70**	**5.95**	**5.25**	**5.08**	**5.05**	**4.75**	**3.55**
	Rank	**1st**	**2nd**	**3rd**	**4th**	**5th**	**6th**	**7th**	**8th**	**9th**	**10th**	**11th**



Monthly Calculations - September 2009
Metro Rail

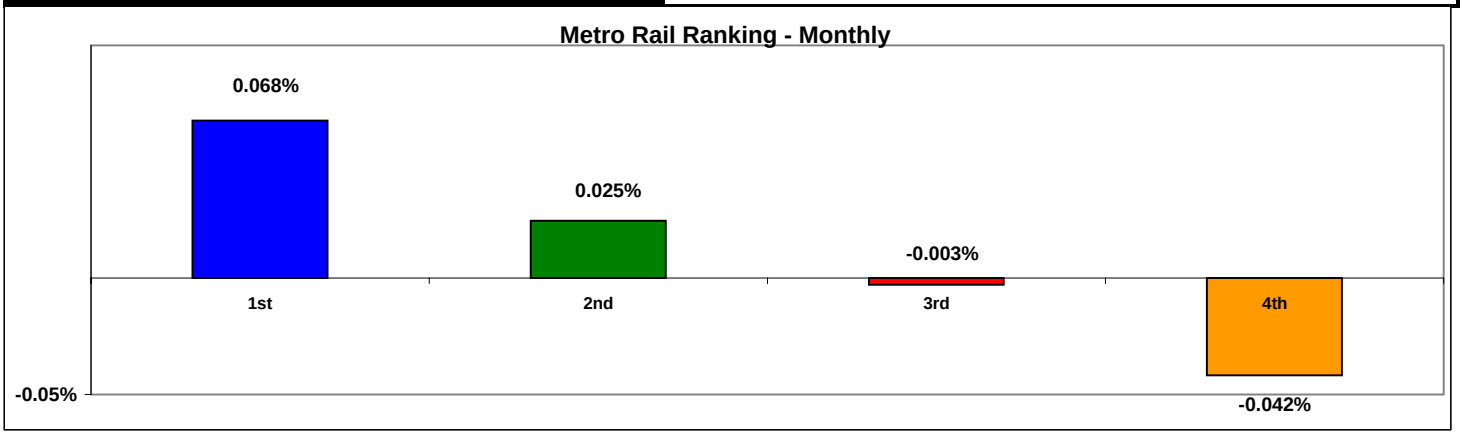
Definition: A performance awareness program designed to increase productivity and efficiency.

Calculation: Performance indicators are ranked from best to worst. Performance percentages for various indicators are averaged and outcomes are 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		
Wayside Availability	**Sep-08**	**Sep-09**	**Yearly Improvement**	**Sep-08**	**Sep-09**	**Yearly Improvement**	**Sep-08**	**Sep-09**	**Yearly Improvement**	**Sep-08**	**Sep-09**	**Yearly Improvement**
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%	99.98%	-0.02%	99.95%	100.00%	0.05%	100.00%	99.99%	-0.01%	100.00%	99.88%	-0.12%
Power	99.98%	100.00%	0.02%	99.98%	100.00%	0.02%	99.92%	100.00%	0.08%	100.00%	100.00%	0.00%
Wayside Performance	**99.99%**	**99.99%**	0.00%	**99.98%**	**100.00%**	**0.02%**	**99.97%**	**100.00%**	**0.02%**	**100.00%**	**99.96%**	**-0.04%**
Vehicle Availability												
Vehicle Performance	**99.82%**	**99.95%**	**0.13%**	**99.94%**	**99.87%**	**-0.07%**	**99.85%**	**99.85%**	**0.00%**	**99.96%**	**99.93%**	**-0.03%**
Operator Availability												
Operators	**99.99%**	**99.99%**	**0.00%**	**99.98%**	**99.99%**	**0.01%**	**99.99%**	**100.00%**	**0.01%**	**99.97%**	**100.00%**	**0.03%**
In-Service Performance												
Rev. Hr. Delivered - Rail	**99.81%**	**99.94%**	**0.14%**	**99.84%**	**99.86%**	**0.02%**	**99.76%**	**99.83%**	**0.07%**	**99.93%**	**99.80%**	**-0.13%**
otal Rail Line Performance	**99.90%**	**99.97%**	**0.068%**	**99.93%**	**99.93%**	**-0.003%**	**99.89%**	**99.92%**	**0.02%**	**99.96%**	**99.92%**	**-0.042%**

Metro Rail Final Ranking (Sorted)

Rail Line	BLUE	GREEN	RED	GOLD
Score	0.068%	0.025%	-0.003%	-0.042%
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.

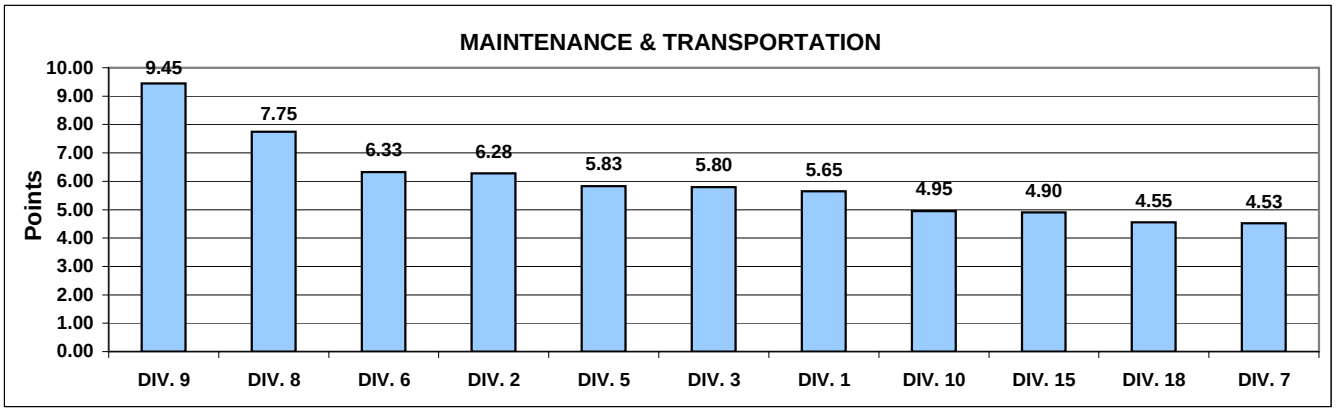
Maintenance and Transportation

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 Exp.Hrs	**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
*One month Lag: Jun - Aug 09												
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
*One month Lag: Jun - Aug 09												
Claims /200000 Exp.Hrs	**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**

FINAL RANKING

Maintenance and Transportation Division Ranking (Sorted)

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 are sorted from high to low. The rail line competes with itself on its own improvement over prior year performance. The percentage score showing best improvement (or least decline) wins the program award for the quarter.

Improvement from Previous Year

Overall Rail Line Performance	Metro Blue Line	Metro Red Line	Metro Green Line	Metro Gold Line
Jul-09	0.01%	0.00%	0.01%	0.00%
Aug-09	0.01%	0.04%	-0.04%	-0.14%
Sep-09	0.07%	0.00%	0.02%	-0.04%
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