Metro Operations Monthly Performance Report
for
June 2003

Prepared by:

Los Angeles County
Metropolitan Transportation Authority
Metro Operations, Service Performance Analysis

Table of Contents

San Fernando Valley Sector Scorecard Overview (SFV)

This sector has two MTA operating divisions, Division 8 in Chatsworth and Division 15 in Sun Valley. The sector is responsible for the operation of approximately 430 Metro buses and 23 Metro Bus lines carrying nearly 68.4 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 (MMBCMF)
* Traffic Accidents per 100,000 Hub
* Complaints per 100,000 Boardings

Measurement	FY01	FY02	FY03 Target	FY03 YTD	June Month	Status
Bus Systemwide						
On-Time Pullouts (system)*	99.36%	99.61%	100%	99.64%	99.66%	
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	4,808	5,415	6,500	6,883	6,331	
In-Service On-time Performance	63.71%	64.88%	70.00%	69.23%	70.06%	
Bus Traffic Accidents Per 100,000 Miles	3.99	3.91	2.70	3.86	3.71	
Complaints per 100,000 Boardings	3.11	3.54	3.00	4.23	4.39	
SFV Sector						
On-Time Pullouts *	N.A.	99.45%	100%	99.75%	99.69%	
Mean Miles Between Chargeable Mechanical Failures	N.A.	4,646	6,500	8,616	7,768	
In-Service On-time Performance	N.A.		70.00%	67.30%	69.39%	
Bus Traffic Accidents Per 100,000 Miles	N.A.	3.09	2.70	2.91	2.61	
Complaints per 100,000 Boardings	N.A.	3.43	3.00	6.32	6.15	
Division 8						
On-Time Pullouts *	99.40%	99.57%	100%	99.81%	99.78%	
Mean Miles Between Chargeable Mechanical Failures	6,637	5,775	6,500	9,177	7,699	
In-Service On-time Performance	65.59%	67.88%	70.00%	70.09%	71.43%	
Bus Traffic Accidents Per 100,000 Miles	3.02	3.22	2.70	2.84	2.38	
Complaints per 100,000 Boardings	3.26	3.16	3.00	6.87	6.23	
Division 15						
On-Time Pullouts *	98.97%	99.37%	100%	99.72%	99.63%	
Mean Miles Between Chargeable Mechanical Failures	2,871	4,514	6,500	8,260	7,816	
In-Service On-time Performance	65.32%	62.51%	70.00%	66.13%	68.63%	
Bus Traffic Accidents Per 100,000 Miles	3.25	3.01	2.70	2.96	2.77	
Complaints per 100,000 Boardings	4.05	3.58	3.00	6.01	6.11	

* A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS.

Green - High probability of achieving the FY03 target (on track).

Yellow - Uncertain if the FY03 target will be achieved -- slight problems, delays or management issues.

Red - High probability that the FY03 target will not be achieved -- significant problems and/or delays.

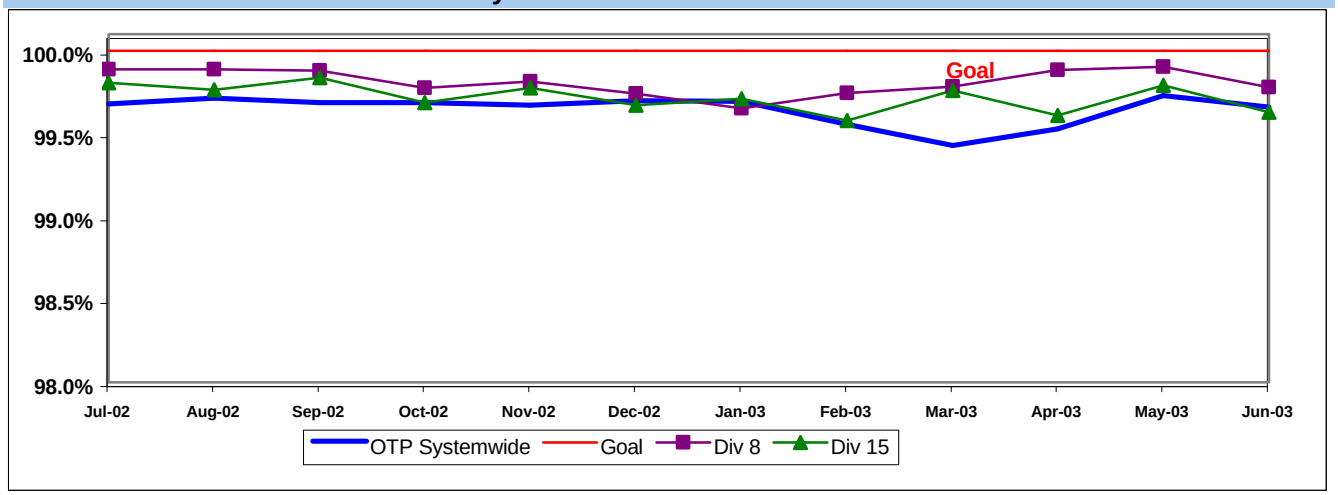
SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

Definition: On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

Calculation: OTP% = [(100% - [(Total late and cancelled runs / by Total scheduled pullouts) X 100)]

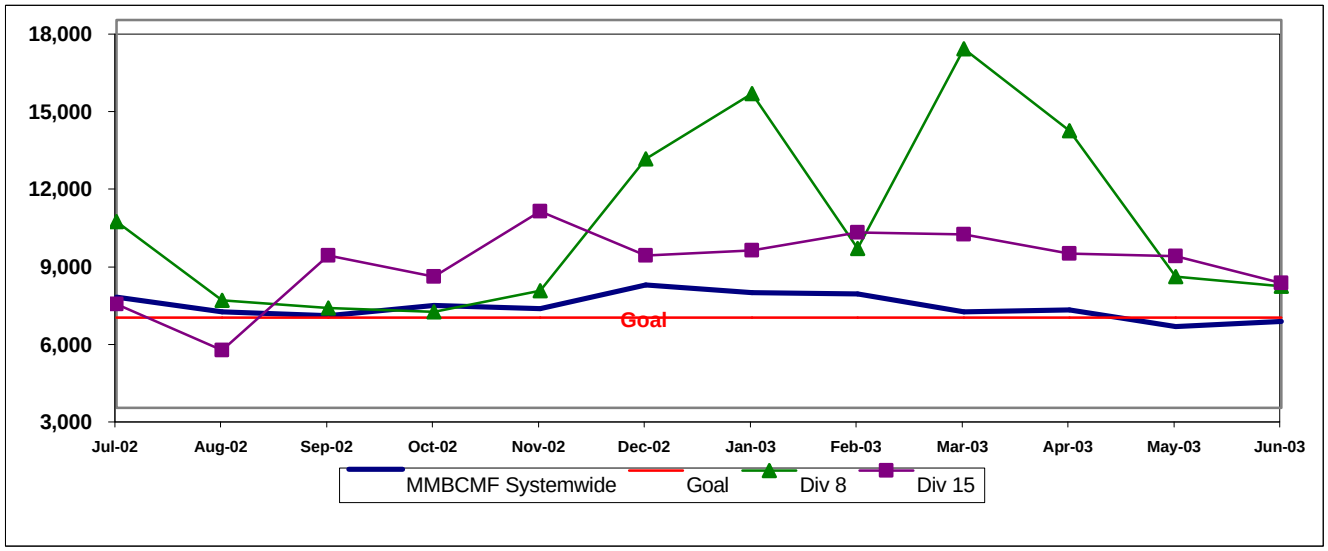
OTP Systemwide and Divisions 8 and 15



MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES
Systemwide and Divisions 8 and 15

Definition: Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

Calculation: MMBCMF = (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)



Outlates & Cancellations by Sector's Divisions

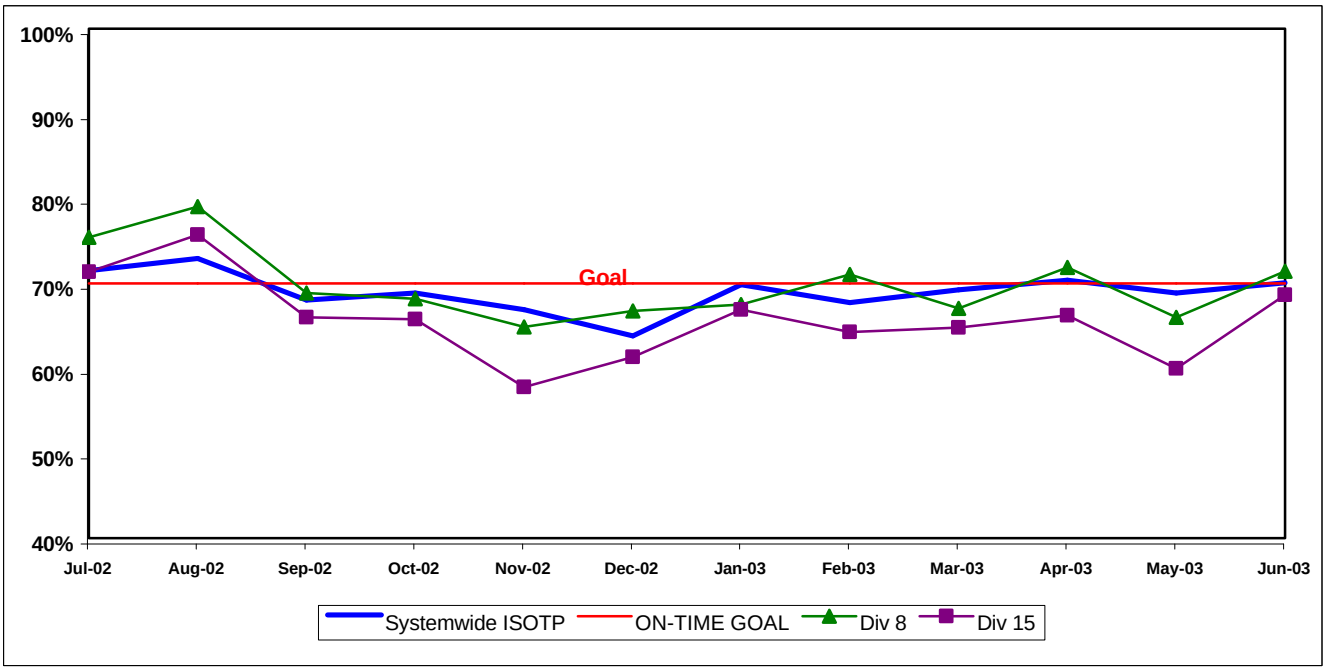
Div.	Sched. Pull-Outs	CANCELLATIONS Number	CANCELLATIONS % of Pull-outs	OUTLATES Number	OUTLATES % of Pull-outs	% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available	Bus Mechanical Failure	Other
San Fernando Valley (SFV)							**99.69%**			
8	5031	0	0.00%	11	0.22%	4.60%	99.78%	1	7	3
15	7002	0	0.00%	26	0.37%	10.88%	99.63%	1	20	5
SYS. TOTAL	70127	9	0.01%	229	0.33%	100.00%	99.66%	30	148	60

IN-SERVICE ON-TIME PERFORMANCE

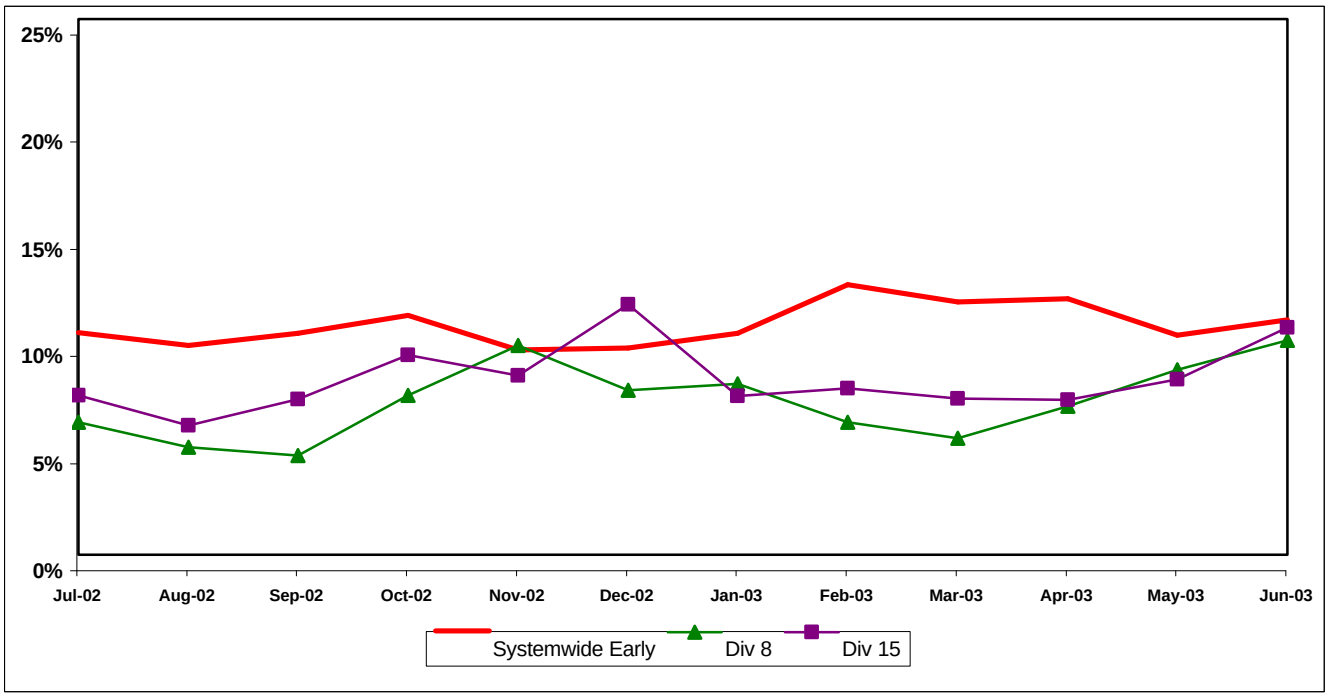
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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 8 and 15
ISOTP - 1 Minute Tolerance for Running Hot



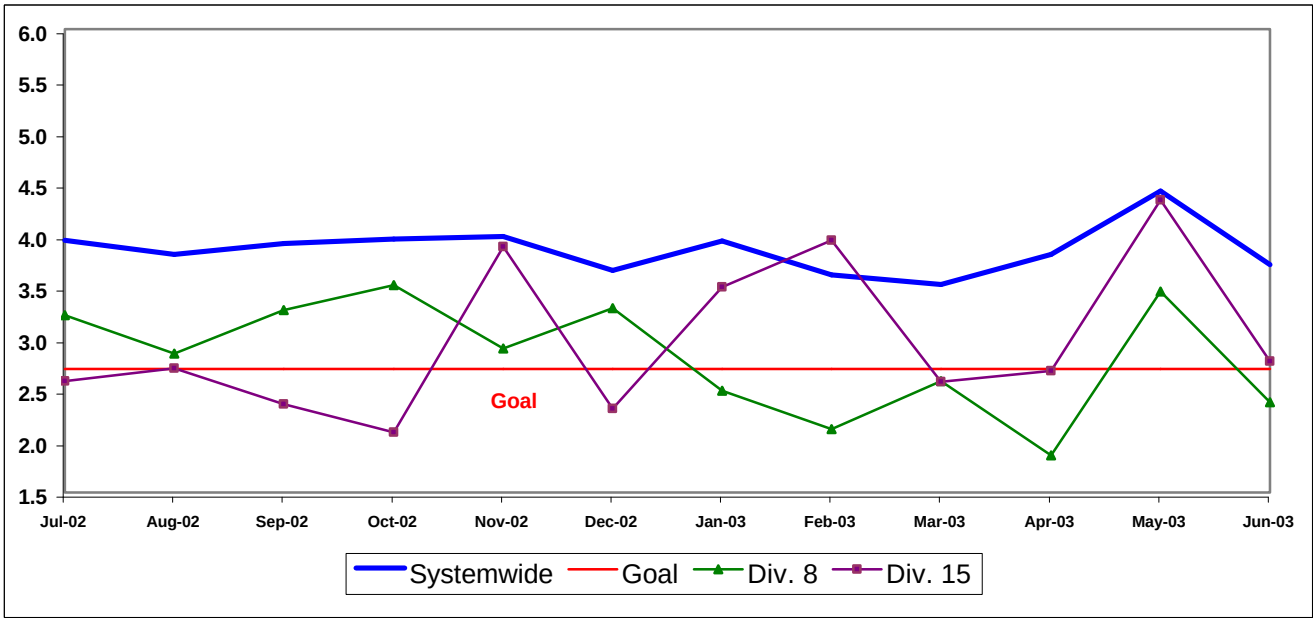
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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.

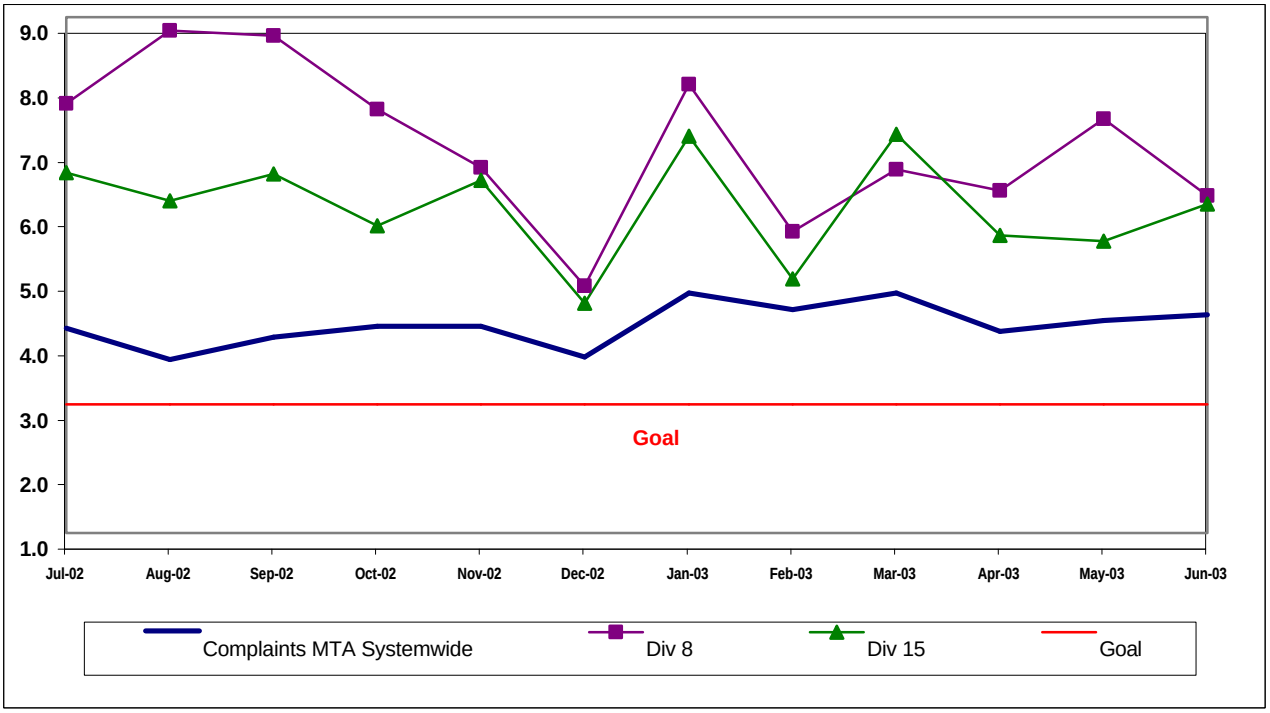
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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)



San Gabriel Valley Sector Scorecard Overview (SGV)

This sector has two MTA operating divisions, Division 3 Cypress Park and Division 9 in El Monte. The sector is responsible for the operation of approximately 440 Metro buses and 28 Metro Bus lines carrying over 60.4 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 (MMBCMF)
* Traffic Accidents per 100,000 Hub
* Complaints per 100,000 Boardings

Measurement	FY01	FY02	FY03 Target	FY03 YTD	June Month	Status
Bus Systemwide						
On-Time Pullouts (system)*	99.36%	99.61%	100%	99.64%	99.66%	
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	4,808	5,415	6,500	6,883	6,331	
In-Service On-time Performance	63.71%	64.88%	70.00%	69.23%	70.06%	
Bus Traffic Accidents Per 100,000 Miles	3.99	3.91	2.70	3.86	3.71	
Complaints per 100,000 Boardings	3.11	3.54	3.00	4.23	4.39	
SGV Sector						
On-Time Pullouts*	N.A.	99.71%	100%	99.77%	99.74%	
MMBCMF	N.A.	6,708	6,500	7,696	7,561	
In-Service On-time Performance	N.A.		70%	70.02%	68.57%	
Bus Traffic Accidents Per 100,000 Miles	N.A.	3.23	2.70	3.40	2.62	
Complaints per 100,000 Boardings	N.A.	3.13	3.00	3.57	3.65	
Division 3						
On-Time Pullouts*	99.60%	99.69%	100%	99.72%	99.75%	
MMBCMF	4,505	5,538	6,500	5,726	5,633	
In-Service On-time Performance	67.86%	68.70%	70%	71.08%	71.84%	
Bus Traffic Accidents Per 100,000 Miles	4.63	3.96	2.70	4.22	3.46	
Complaints per 100,000 Boardings	2.35	2.61	3.00	3.09	3.32	
Division 9						
On-Time Pullouts*	99.53%	99.72%	100%	99.83%	99.73%	
Mean Miles Between Chargeable Mechanical Failures	6,181	8,336	6,500	11,322	10,999	
In-Service On-time Performance	68.22%	64.56%	70.00%	67.47%	64.06%	
Bus Traffic Accidents Per 100,000 Miles	2.31	2.56	2.70	2.64	1.84	
Complaints per 100,000 Boardings	3.82	3.90	3.00	4.31	4.12	

* A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS.

Green - High probability of achieving the FY03 target (on track).

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Red - High probability that the FY03 target will not be achieved -- significant problems and/or delays.

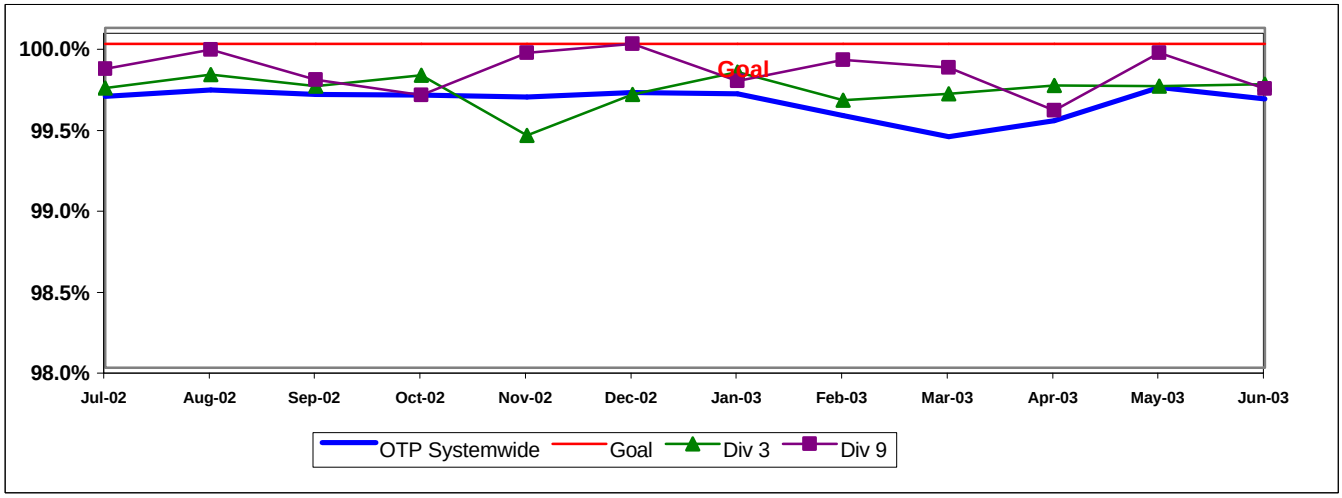
SAN GABRIEL VALLEY SECTOR (SGV) BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

Definition: On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

Calculation: OTP% = [(100% - [(Total late and cancelled runs / by Total scheduled pullouts) X 100)]

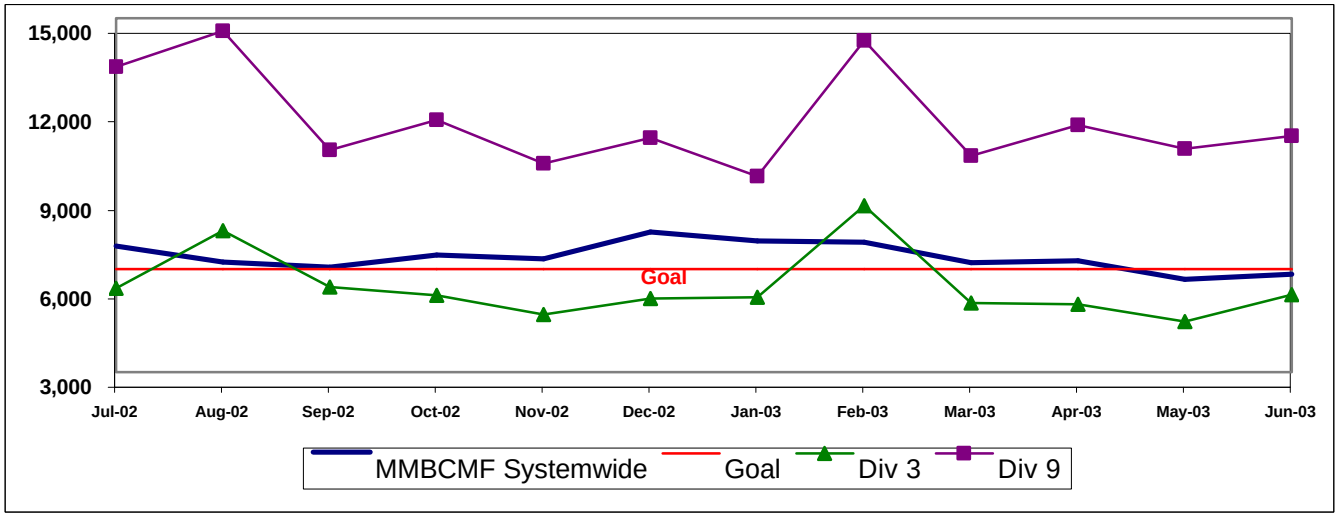
OTP - Systemwide and Divisions 3 and 9



MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES
Systemwide and Divisions 3 and 9

Definition: Average Hub Miles traveled between chargeable mechanical problems that result in a service

Calculation: MMBCMF = (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)



Outlates & Cancellations by Sector Division

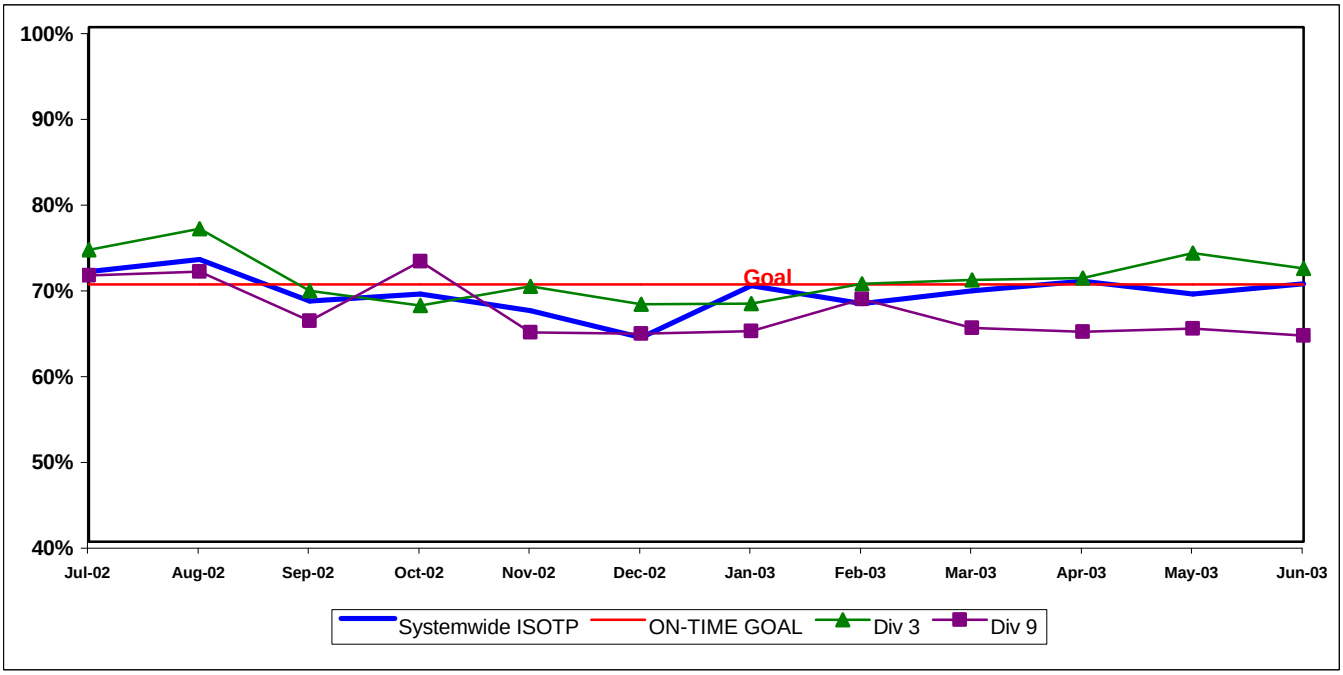
Div.	Sched. Pull-Outs	CANCELLATIONS Number	CANCELLATIONS % of Pull-outs	OUTLATES Number	OUTLATES % of Pull-outs	% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available	Bus Mechanical Failure	Other
San Gabriel Valley (SGV)							**99.74%**			
3	6051	4	0.07%	11	0.18%	6.28%	99.75%	5	8	2
9	5462	2	0.04%	13	0.24%	6.28%	99.73%	7	5	3
SYS. TOTAL	70127	9	0.01%	229	0.33%	100.00%	99.66%	30	148	60

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.

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



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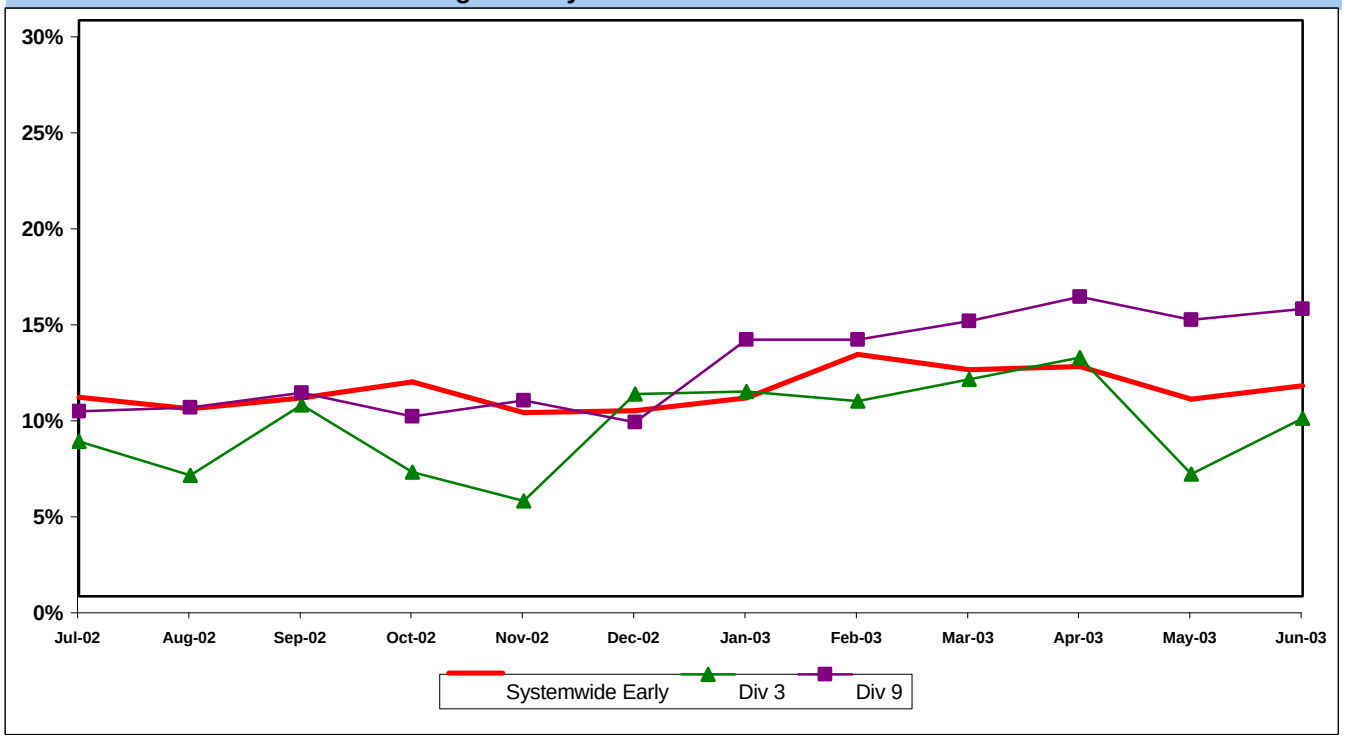

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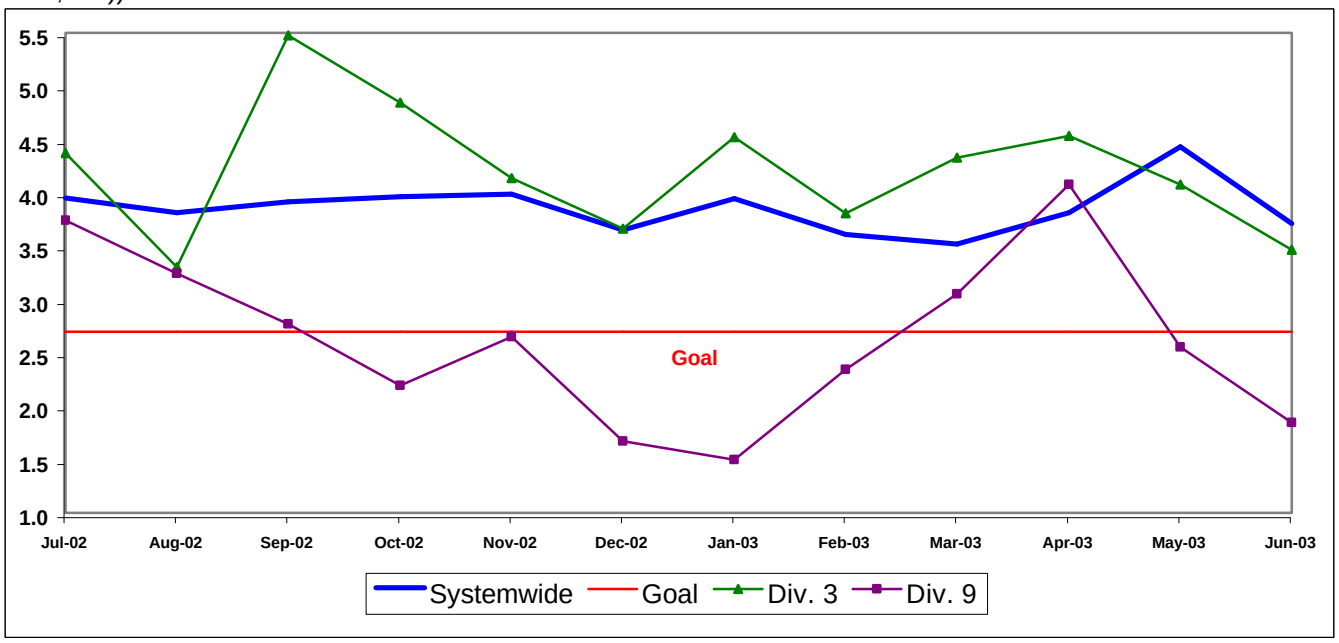
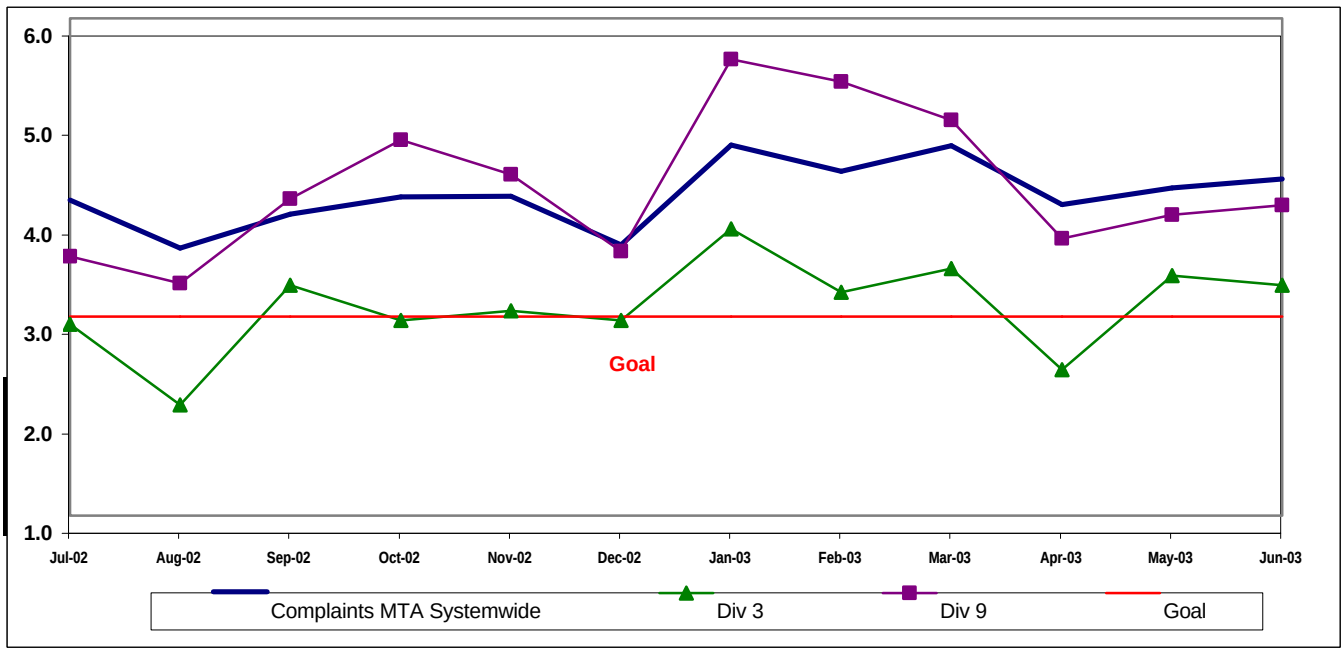


COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Divisions 3 and 9

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)



Gateway Cities Sector Scorecard Overview (GC)

This sector has two MTA 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 365 Metro buses and 16 Metro Bus lines carrying nearly 63.4 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 (MMBCMF)
* Traffic Accidents per 100,000 Hub
* Complaints per 100,000 Boardings

Measurement	FY01	FY02	FY03 Target	FY03 YTD	June Month	Status
Bus Systemwide						
On-Time Pullouts (system) *	99.36%	99.61%	100.00%	99.64%	99.66%	
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	4,808	5,415	6,500	6,883	6,331	
In-Service On-time Performance	63.71%	64.88%	70.00%	69.23%	70.06%	
Bus Traffic Accidents Per 100,000 Miles	3.99	3.91	2.70	3.86	3.71	
Complaints per 100,000 Boardings	3.11	3.54	3.00	4.23	4.39	
GC Sector						
On-Time Pullouts *	N.A.	99.64%	100%	99.78%	99.85%	
MMBCMF	N.A.	6,726	6,500	7,800	8,172	
In-Service On-time Performance	N.A.		70%	74.53%	75.20%	
Bus Traffic Accidents Per 100,000 Miles	N.A.	4.49	2.70	4.07	3.43	
Complaints per 100,000 Boardings	N.A.	2.07	3.00	2.63	2.70	
Division 1						
On-Time Pullouts *	99.69%	99.84%	100%	99.81%	99.83%	
MMBCMF	2,036	8,510	6,500	9,863	7,665	
In-Service On-time Performance	70.78%	74.95%	70%	78.22%	76.42%	
Bus Traffic Accidents Per 100,000 Miles	4.50	4.51	2.70	3.39	2.97	
Complaints per 100,000 Boardings	1.72	1.76	3.00	2.26	2.56	
Division 2						
On-Time Pullouts *	99.18%	99.44%	100%	99.75%	99.88%	
MMBCMF	2,301	5,514	6,500	6,398	8,739	
In-Service On-time Performance	61.26%	63.01%	70%	67.53%	72.78%	
Bus Traffic Accidents Per 100,000 Miles	5.34	4.48	2.70	4.78	3.88	
Complaints per 100,000 Boardings	2.43	2.38	3.00	3.07	2.86	

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GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

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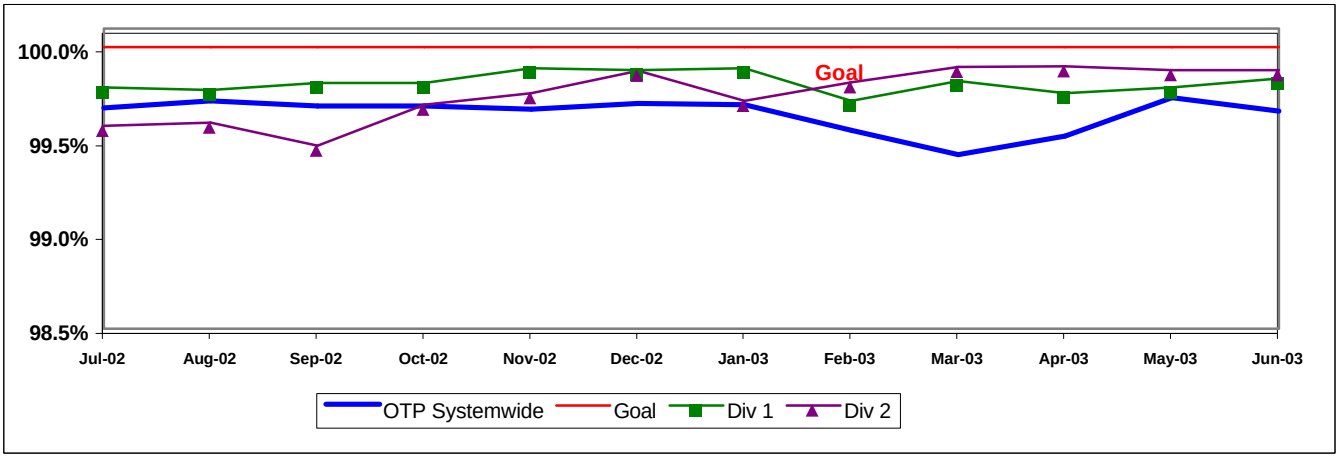
Calculation: OTP% = [(100% - [(Total late and cancelled runs / by Total scheduled pullouts) X 100)]

OTP - Systemwide and Divisons 1 and 2



MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES
Systemwide and Divisons 1 and 2

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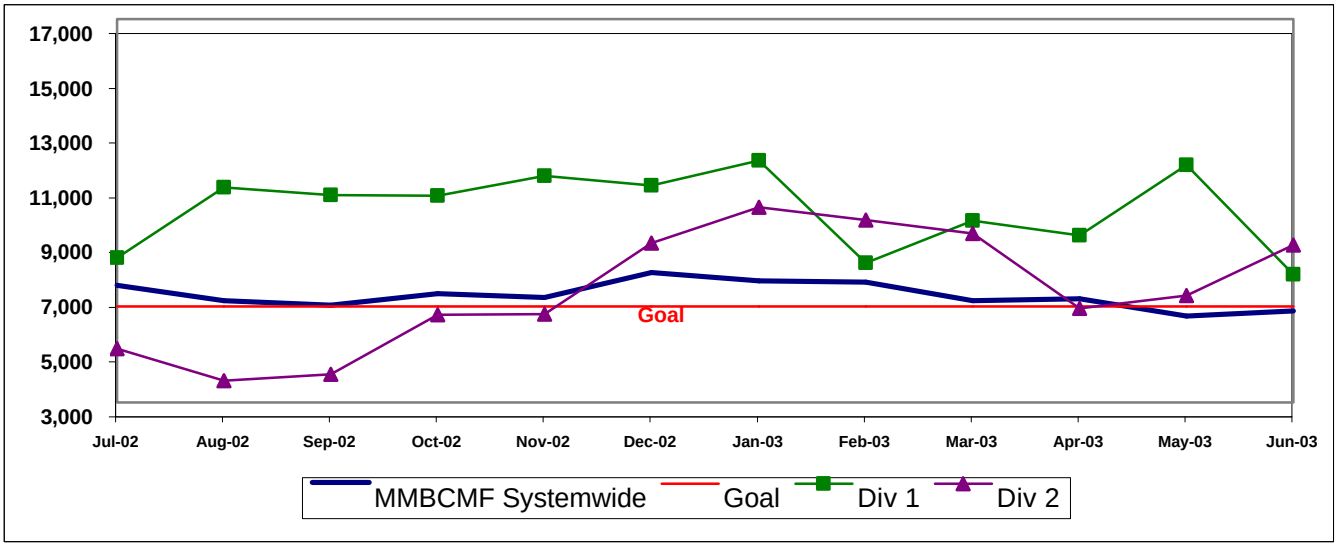

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Div.	Sched. Pull-Outs	CANCELLATIONS Number	CANCELLATIONS % of Pull-outs	OUTLATES Number	OUTLATES % of Pull-outs	% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS No Operator Available	Bus Mechanical Failure	Other
Gateway Cities (GWC)							**99.85%**			
1	5967	0	0.00%	10	0.17%	4.18%	99.83%	0	8	2
2	5705	0	0.00%	7	0.12%	2.93%	99.88%	0	5	2
SYS. TOTAL	70127	9	0.01%	229	0.33%	100.00%	99.66%	30	148	60

IN-SERVICE ON-TIME PERFORMANCE

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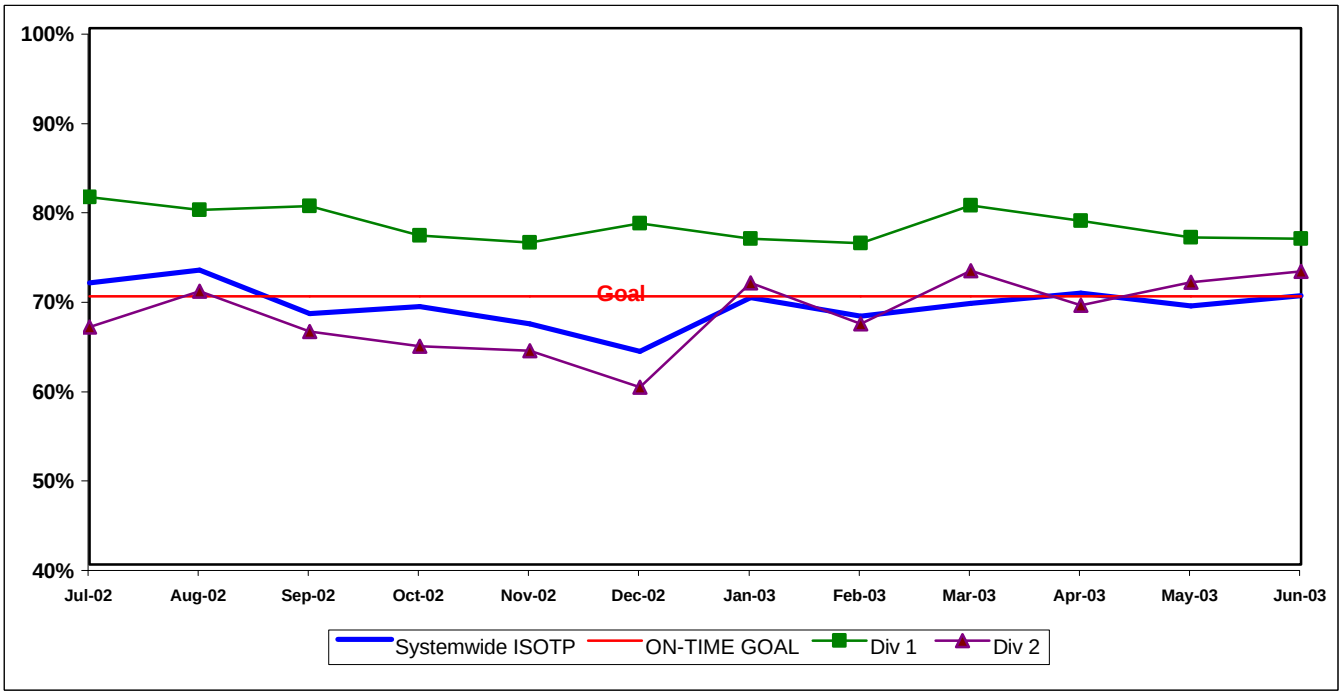
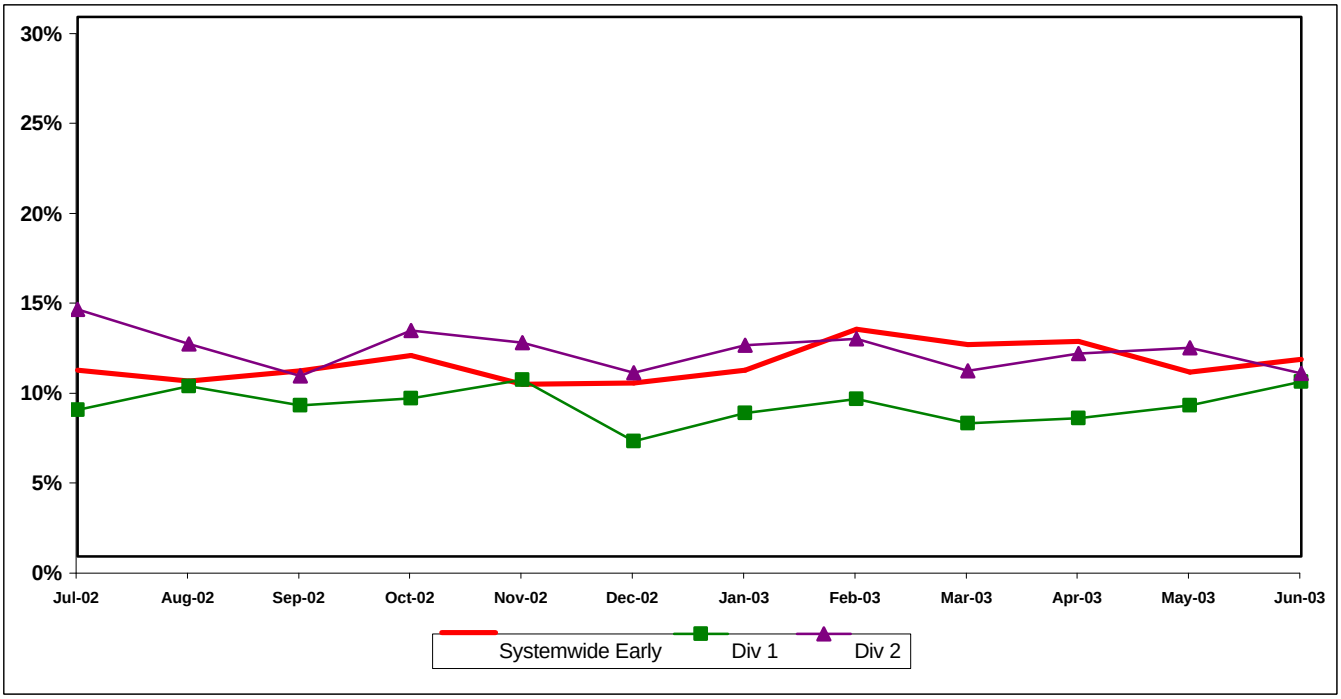
Systemwide and Bus Operating Divisions 1 and 2
ISOTP - 1 Minute Tolerance for Running Hot



Running Hot - Systemwide and Divisions 1 and 2



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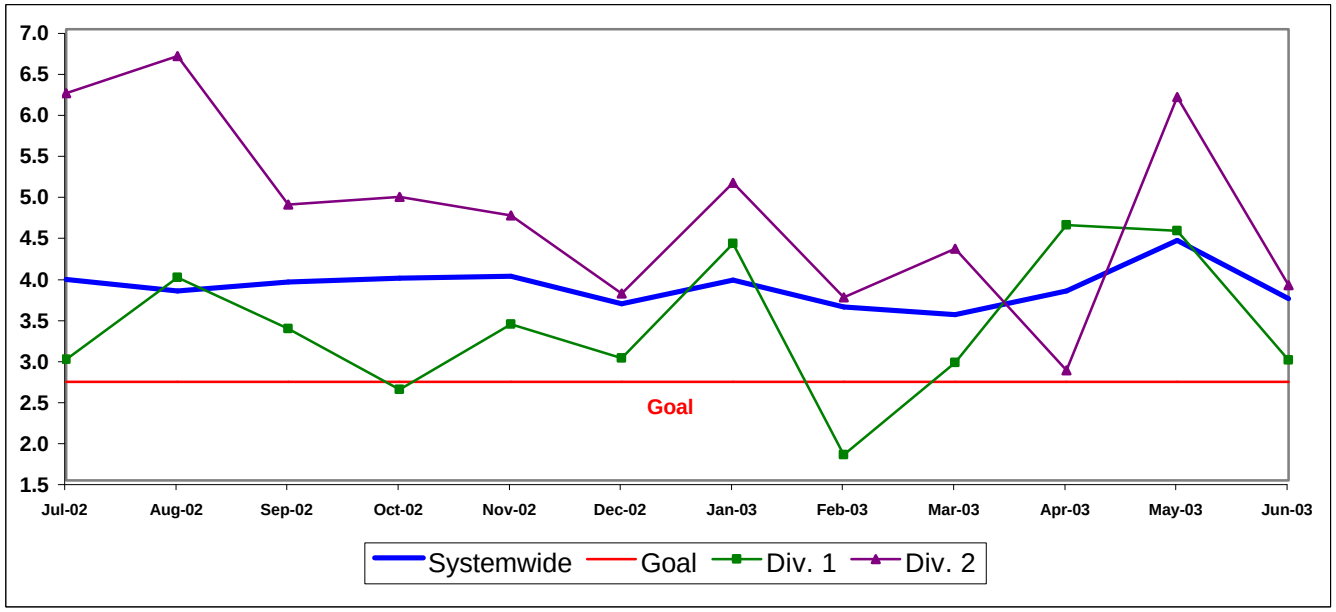

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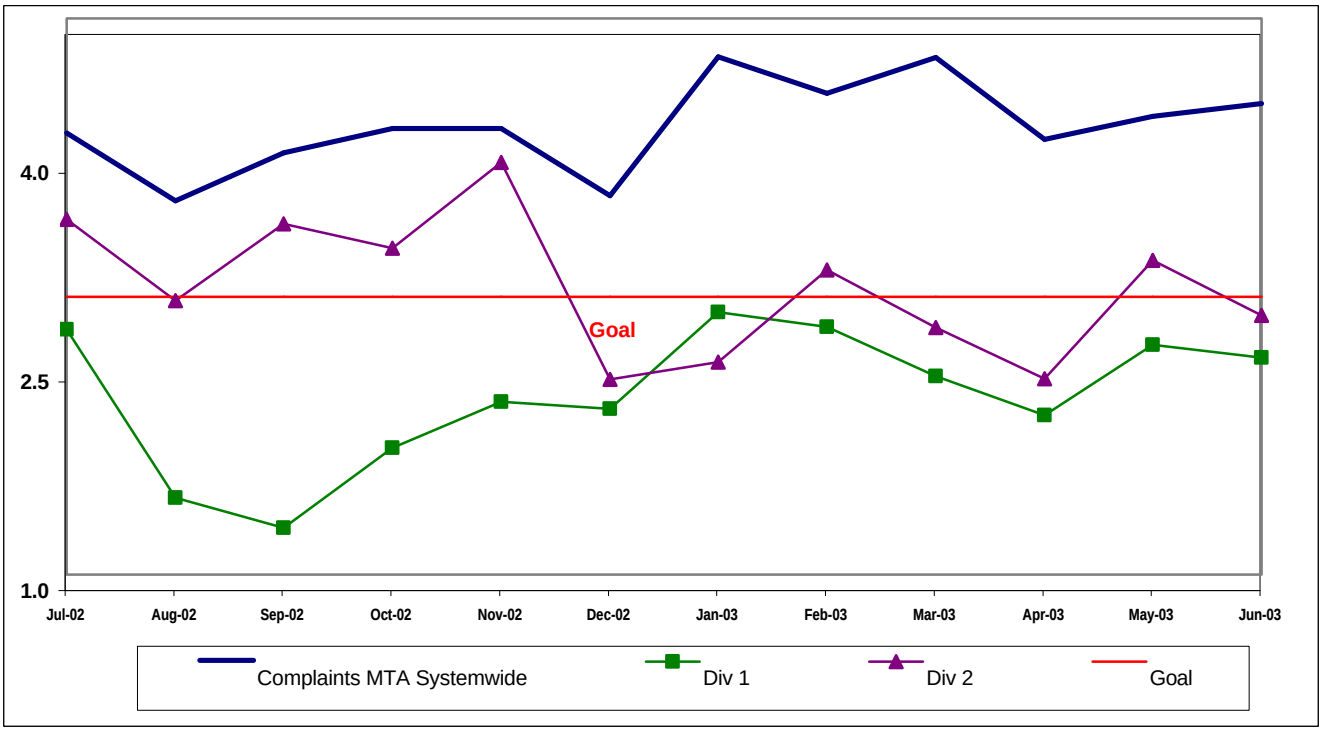

South Bay Sector Scorecard Overview (SB)

This sector has two MTA operating divisions, Division 5 in Inglewood and Division 18 in Carson. The sector will be responsible for the operation of approximately 530 Metro buses and 32 Metro Bus lines carrying over 85.6 million boarding passengers each year.

This report gives a brief overview of sector operations':

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Complaints per 100,000 Boardings	3.11	3.54	3.00	4.23	4.39	
SB Sector						
On-Time Pullouts *	N.A.	99.75%	100%	99.68%	99.65%	
MMBCMF	N.A.	5,665	6,500	6,237	5,584	
In-Service On-time Performance	N.A.		70%	63.67%	66.88%	
Bus Traffic Accidents Per 100,000 Miles	N.A.	4.03	2.70	4.00	3.89	
Complaints per 100,000 Boardings	N.A.	3.42	3.00	4.02	3.76	
Division 5						
On-Time Pullouts *	99.57%	99.74%	100%	99.70%	99.68%	
MMBCMF	3,047	8,883	6,500	8,756	7,292	
In-Service On-time Performance	64.94%	63.31%	70%	66.30%	71.89%	
Bus Traffic Accidents Per 100,000 Miles	4.45	4.35	2.70	4.58	4.01	
Complaints per 100,000 Boardings	2.45	2.47	3.00	2.86	2.58	
Division 18						
On-Time Pullouts *	99.24%	99.76%	100%	99.68%	99.63%	
MMBCMF	3,938	4,514	6,500	5,144	4,694	
In-Service On-time Performance	59.98%	60.19%	70%	61.23%	63.42%	
Bus Traffic Accidents Per 100,000 Miles	3.57	3.80	2.70	3.57	3.79	
Complaints per 100,000 Boardings	4.75	4.39	3.00	5.26	5.12	

* A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS.

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Yellow - Uncertain if the FY03 target will be achieved -- slight problems, delays or management issues.

Red - High probability that the FY03 target will not be achieved -- significant problems and/or delays.

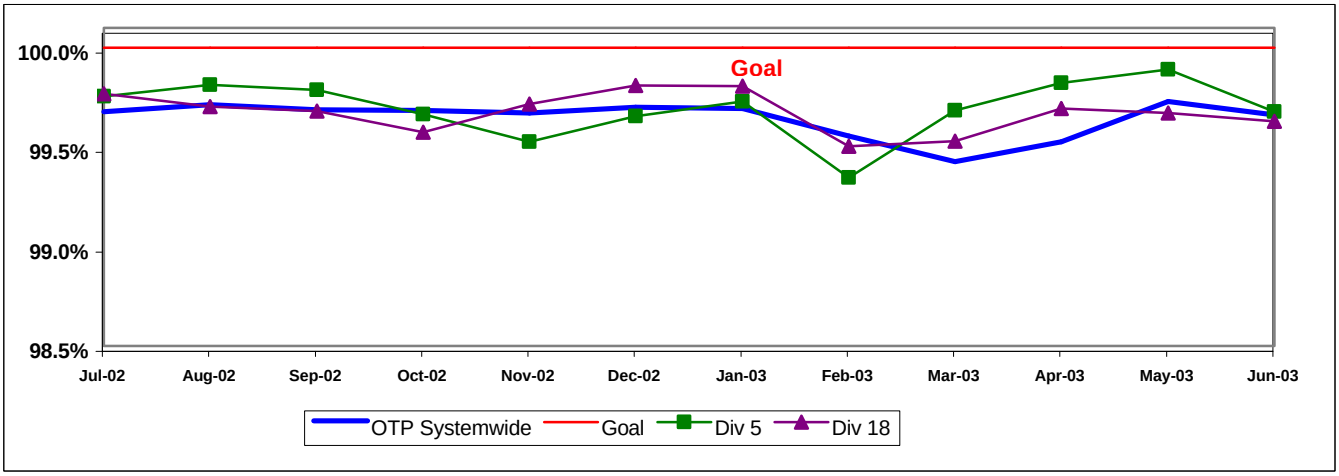
SOUTH BAY SECTOR (SB) BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

Definition: On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

Calculation: OTP% = [(100% - [(Total late and cancelled runs / by Total scheduled pullouts) X 100)]

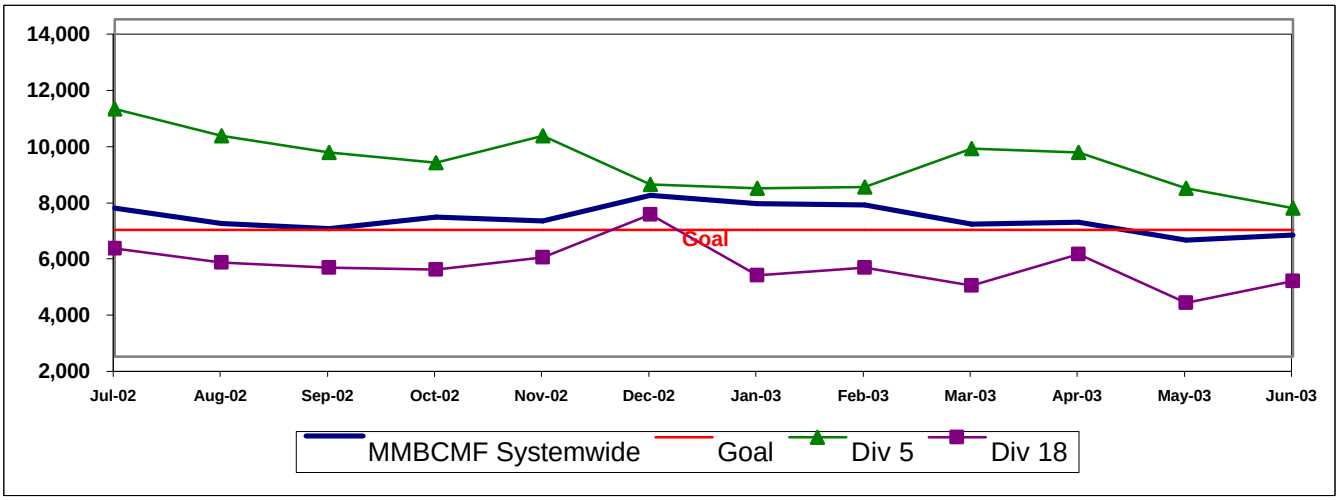
OTP - Systemwide Trend and Division 5 and 18



MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES
Systemwide and Divisions 5 and 18

Definition: Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

Calculation: MMBCMF = (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)



Outlates & Cancellations by Sector's Divisions

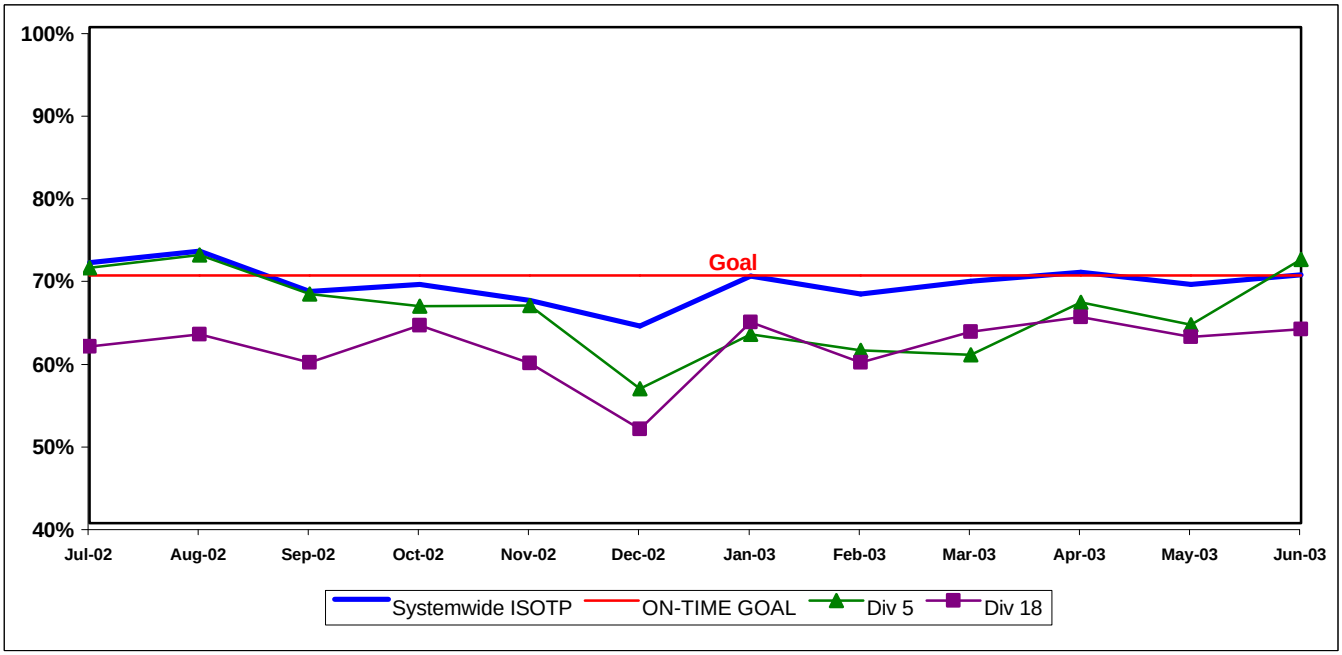
Div.	Sched. Pull-Outs	CANCELLATIONS Number	CANCELLATIONS % of Pull-outs	OUTLATES Number	OUTLATES % of Pull-outs	% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available	Bus Mechanical Failure	Other
South Bay (SB)							**99.65%**			
5	7126	0	0.00%	23	0.32%	9.62%	99.68%	0	14	9
18	8943	0	0.00%	33	0.37%	13.81%	99.63%	7	19	7
SYS. TOTAL	70127	9	0.01%	229	0.33%	100.00%	99.66%	30	148	60

IN-SERVICE ON-TIME PERFORMANCE

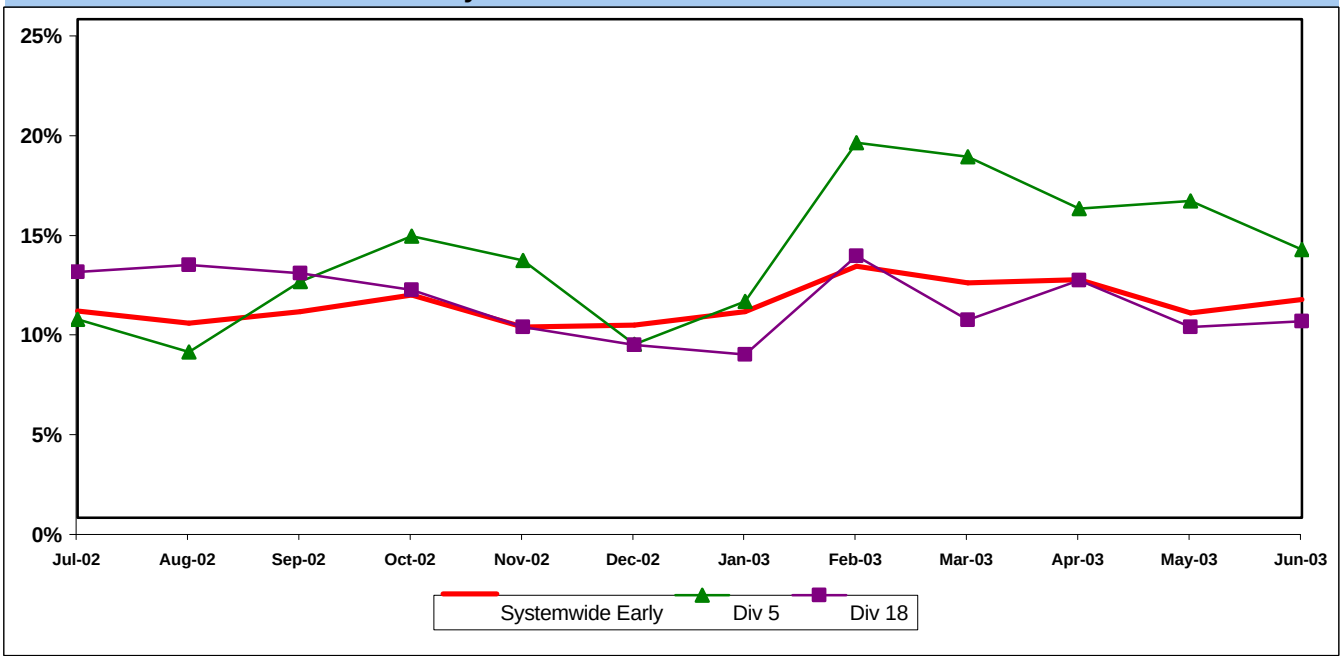
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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



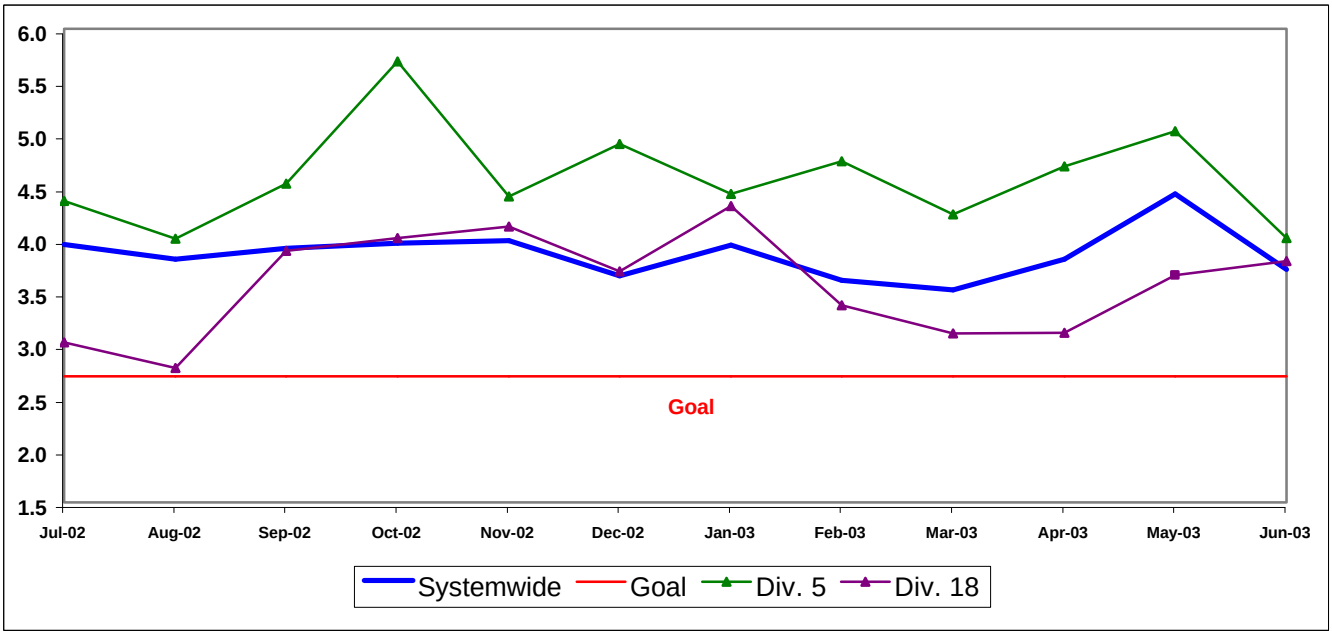
Running Hot
Systemwide and Divisions 5 and 18



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

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

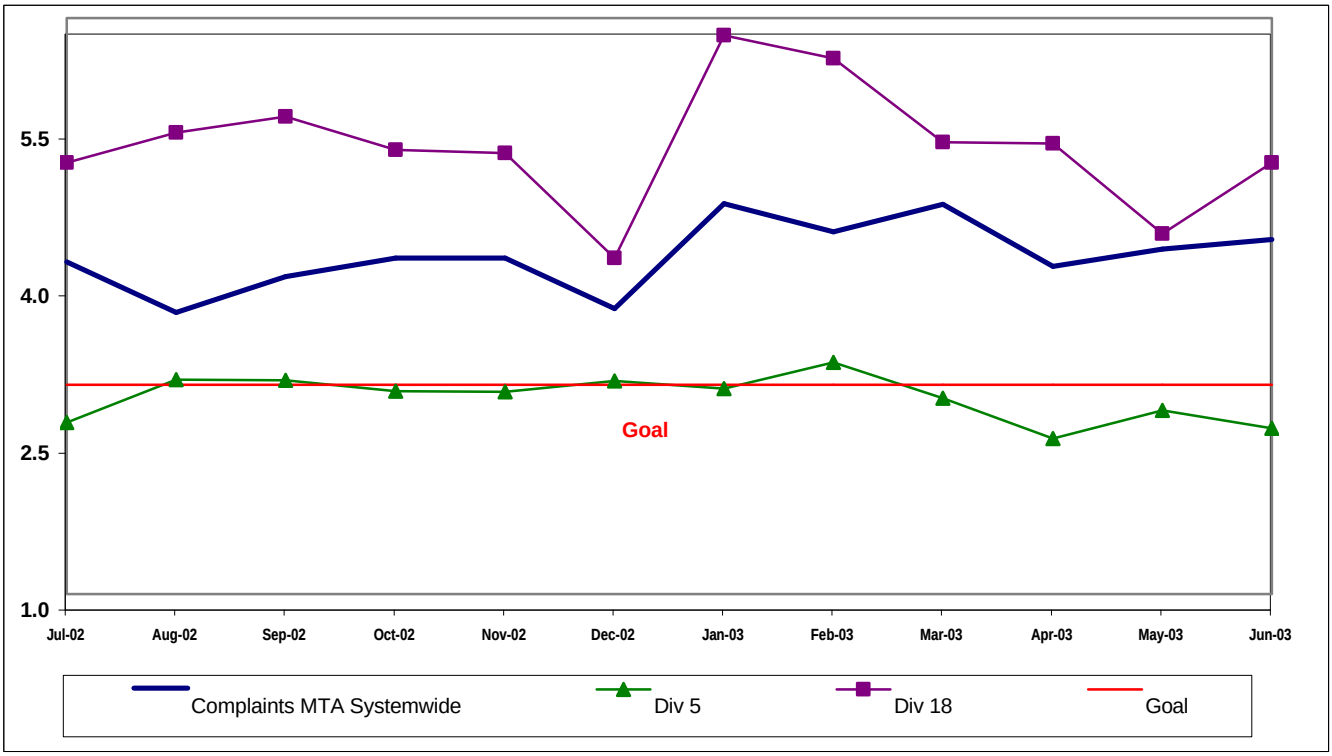
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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

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

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



Westside/Central Sector Scorecard Overview (WC)

This sector has three MTA 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 605 Metro buses and 25 Metro Bus lines carrying nearly 89.3 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 (MMBCMF)
* Traffic Accidents per 100,000 Hub
* Complaints per 100,000 Boardings

Measurement	FY01	FY02	FY03 Target	FY03 YTD	June Month	Status
Bus Systemwide						
On-Time Pullouts (system) *	99.36%	99.61%	100.00%	99.64%	99.66%	
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	4,808	5,415	6,500	6,883	6,331	
In-Service On-time Performance	63.71%	64.88%	70.00%	69.23%	70.06%	
Bus Traffic Accidents Per 100,000 Miles	3.99	3.91	2.70	3.86	3.71	
Complaints per 100,000 Boardings	3.11	3.54	3.00	4.23	4.39	
WC Sector						
On-Time Pullouts *	N.A.	99.59%	100%	99.37%	99.48%	
MMBCMF	N.A.	6,099	6,500	5,720	5,049	
In-Service On-time Performance	N.A.		70%	67.88%	68.86%	
Bus Traffic Accidents Per 100,000 Miles	N.A.	4.69	2.70	4.72	5.41	
Complaints per 100,000 Boardings	N.A.	3.33	3.00	4.84	5.72	
Division 6						
On-Time Pullouts *	99.21%	99.73%	100%	99.85%	99.85%	
MMBCMF	9,868	9,241	6,500	8,335	13,323	
In-Service On-time Performance	59.23%	64.64%	70%	65.93%	63.90%	
Bus Traffic Accidents Per 100,000 Miles	4.70	4.18	2.70	4.52	4.62	
Complaints per 100,000 Boardings	4.73	4.51	3.00	6.10	8.53	
Division 7						
On-Time Pullouts *	99.38%	99.59%	100%	99.38%	99.48%	
MMBCMF	5,847	6,942	6,500	5,389	4,678	
In-Service On-time Performance	57.80%	67.96%	70%	68.80%	69.08%	
Bus Traffic Accidents Per 100,000 Miles	5.53	5.23	2.70	4.95	6.73	
Complaints per 100,000 Boardings	3.07	3.36	3.00	4.74	5.92	
Division 10						
On-Time Pullouts *	99.27%	99.56%	100%	99.26%	99.39%	
MMBCMF	3,787	5,121	6,500	5,734	4,832	
In-Service On-time Performance	63.76%	63.56%	70%	67.34%	69.47%	
Bus Traffic Accidents Per 100,000 Miles	3.88	4.23	2.70	4.55	4.32	
Complaints per 100,000 Boardings	2.73	3.13	3.00	4.73	5.09	

* A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS.

Green - High probability of achieving the FY03 target (on track).

Yellow - Uncertain if the FY03 target will be achieved -- slight problems, delays or management issues.

Red - High probability that the FY03 target will not be achieved -- significant problems and/or delays.

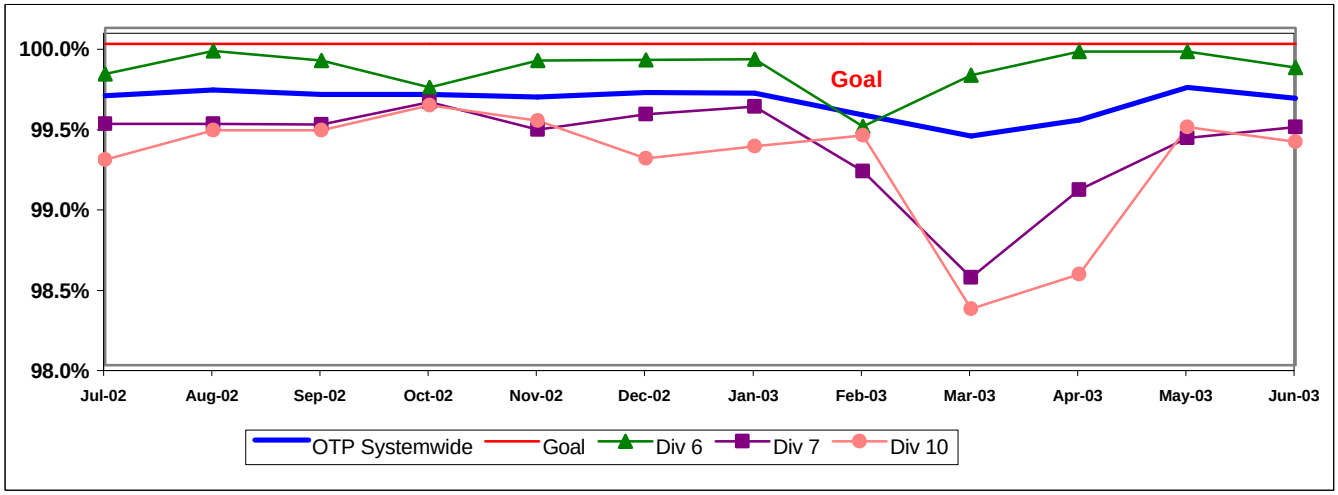
WESTSIDE/CENTRAL SECTOR (WC) BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

Definition: On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

Calculation: OTP% = [(100% - [(Total late and cancelled runs / by Total scheduled pullouts) X 100)]

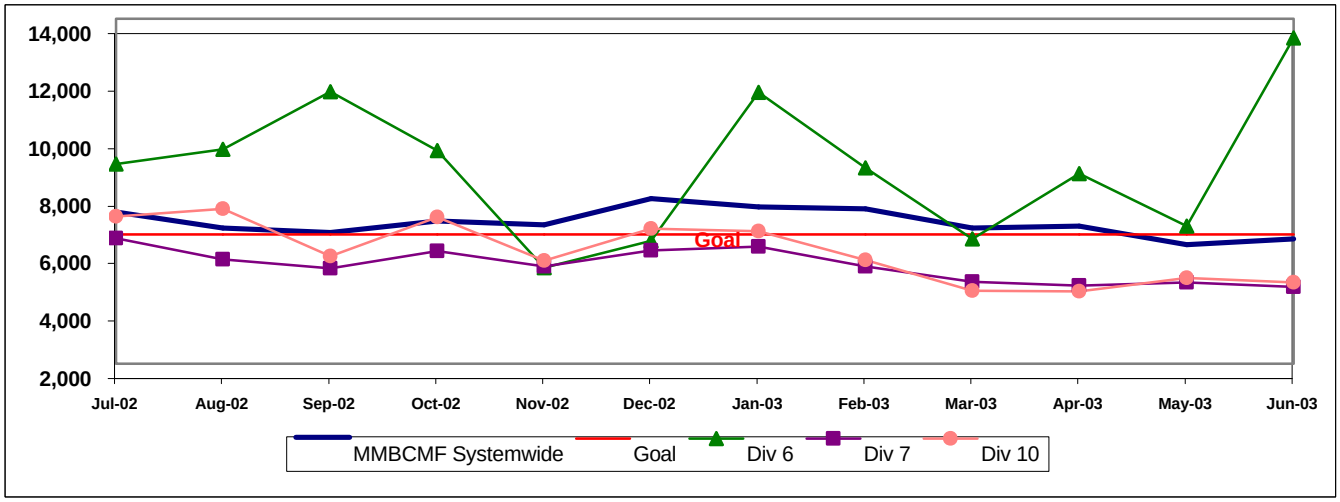
OTP - Systemwide Trend and Divisions 6, 7 and 10



MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES

Definition: Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

Calculation: MMBCMF = (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)



Outlates & Cancellations by Sector Division

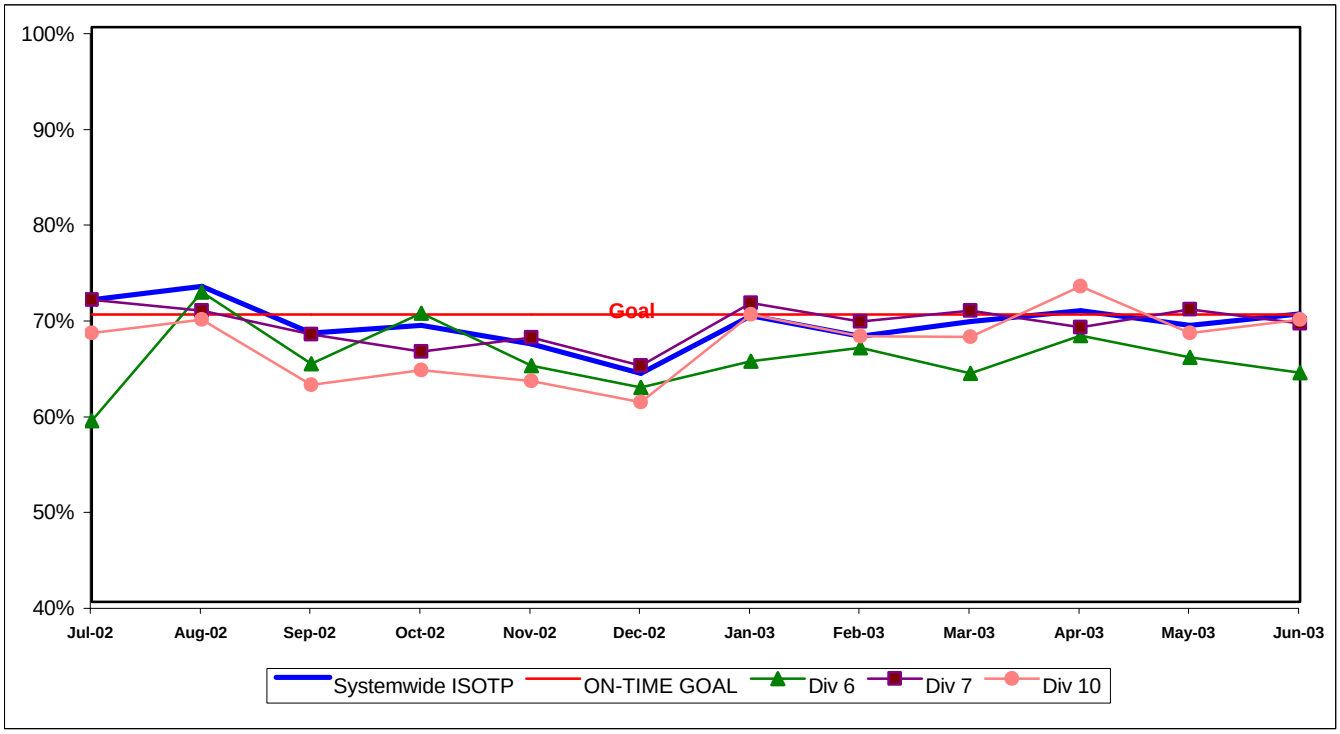
Div.	Sched. Pull-Outs	CANCELLATIONS Number	CANCELLATIONS % of Pull-outs	OUTLATES Number	OUTLATES % of Pull-outs	% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available	Bus Mechanical Failure	Other
Westside/Central (WC)							**99.47%**			
6	2046	0	0.00%	3	0.15%	1.26%	99.85%	0	2	1
7	7903	3	0.05%	38	0.48%	17.57%	99.47%	7	25	9
10	8891	0	0.00%	54	0.61%	22.59%	99.39%	2	35	17
SYS. TOTAL	70127	9	0.01%	229	0.33%	100.00%	99.66%	30	148	60

IN-SERVICE ON-TIME PERFORMANCE

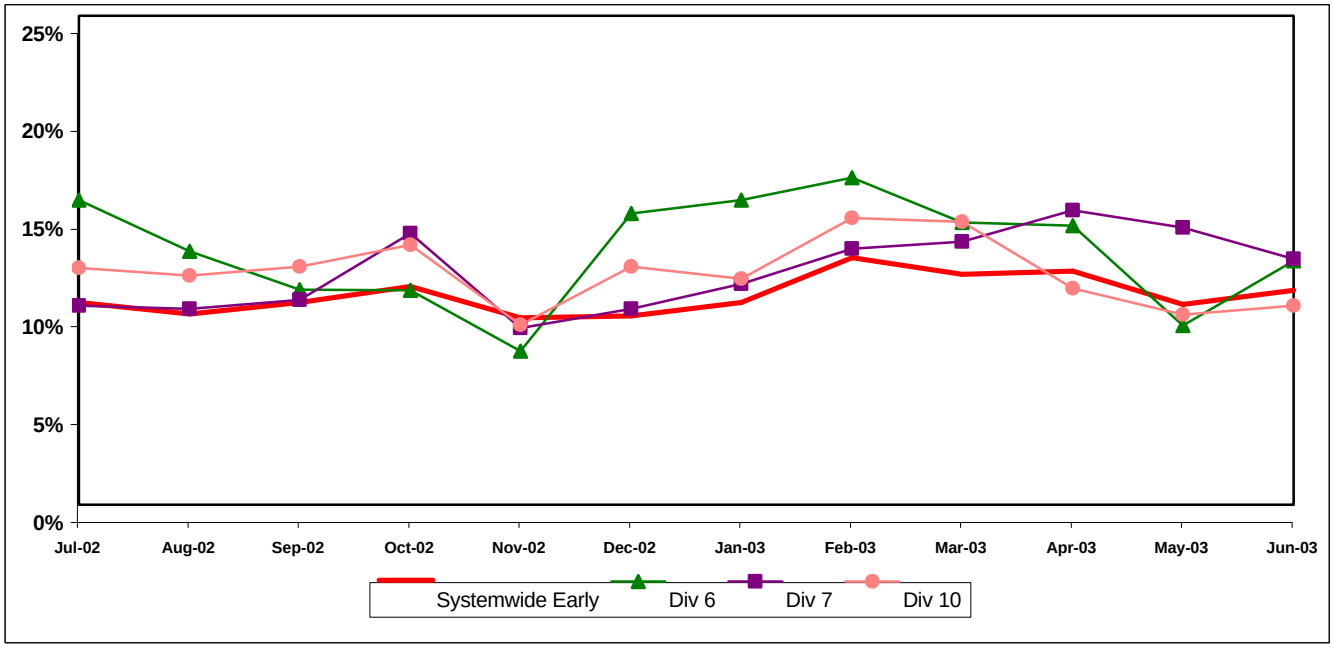
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

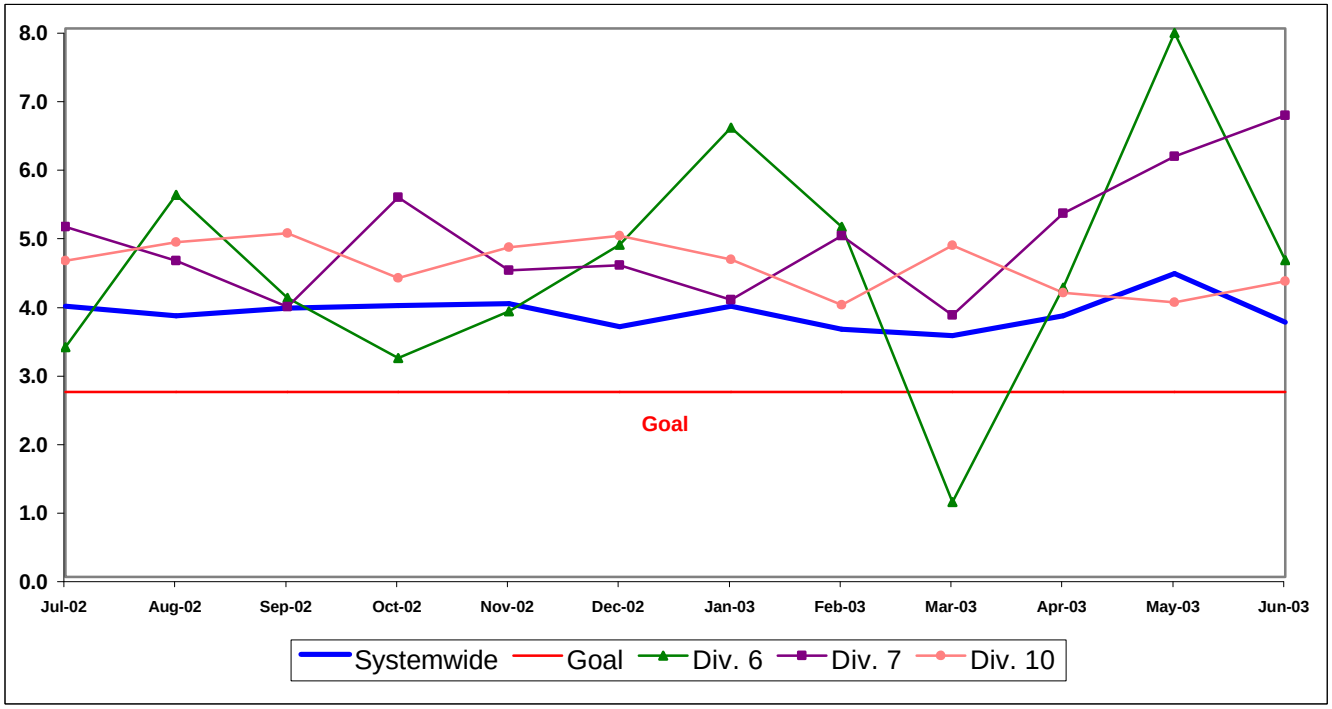


Running Hot - Systemwide and Divisions 6, 7 and 10



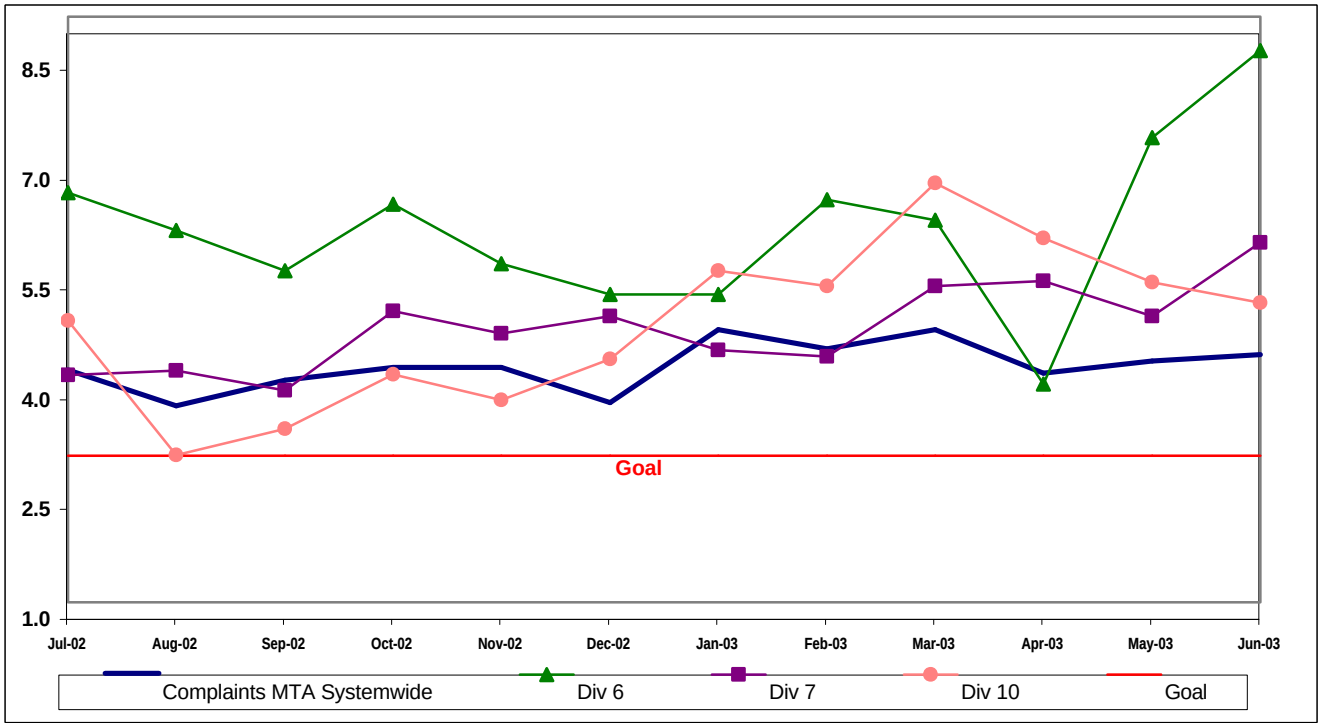
BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
Systemwide and Bus Operating Divisions 6, 7 and 10

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))



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)



Metro Rail Scorecard Overview

Metro Rail operates one heavy rail line, Metro Red Line from Union Station to North Hollywood and two light rail lines, Metro Blue Line from downtown to Long Beach and Metro Green Line along the 105 freeway. Metro Rail is responsible for the operation of approximately 74 heavy rail cars and 66 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	FY01	FY02	FY03 Target	FY03 YTD	June Month	Status
Metro Red Line (MRL)						
On-Time Pullouts	99.53%	99.89%	99.40%	99.36%	99.50%	
Mean Miles Between Chargeable Mechanical Failures	1,644	9,842	10,000	9,495	12,106	
In-Service On-time Performance	99.13%	99.60%	99.00%	99.15%	99.33%	
Traffic Accidents Per 100,000 Train Miles	0.08	0.22	0.10	0.07	0.00	
Complaints per 100,000 Boardings	0.83	0.73	0.85	1.20	1.45	
Metro Blue Line (MBL)						
On-Time Pullouts	99.09%	99.43%	99.00%	99.07%	98.88%	
Mean Miles Between Chargeable Mechanical Failures	4,221	4,897	10,000	6,399	10,713	
In-Service On-time Performance	98.00%	98.70%	98.00%	97.59%	99.41%	
Traffic Accidents Per 100,000 Train Miles	1.75	0.97	0.55	0.82	0.71	
Complaints per 100,000 Boardings	0.76	0.97	0.88	1.30	1.39	
Metro Green Line (MGrL)						
On-Time Pullouts	99.29%	99.62%	99.00%	98.99%	99.58%	
Mean Miles Between Chargeable Mechanical Failures	5,891	3,990	10,000	5,617	8,349	
In-Service On-time Performance	99.09%	99.16%	98.00%	98.21%	99.03%	
Traffic Accidents Per 100,000 Train Miles	0.07	0.00	0.55	0.14	0.00	
Complaints per 100,000 Boardings	1.15	1.22	0.88	1.26	0.97	

Green - High probability of achieving the FY03 target (on track).

Yellow - Uncertain if the FY03 target will be achieved -- slight problems, delays or management issues.

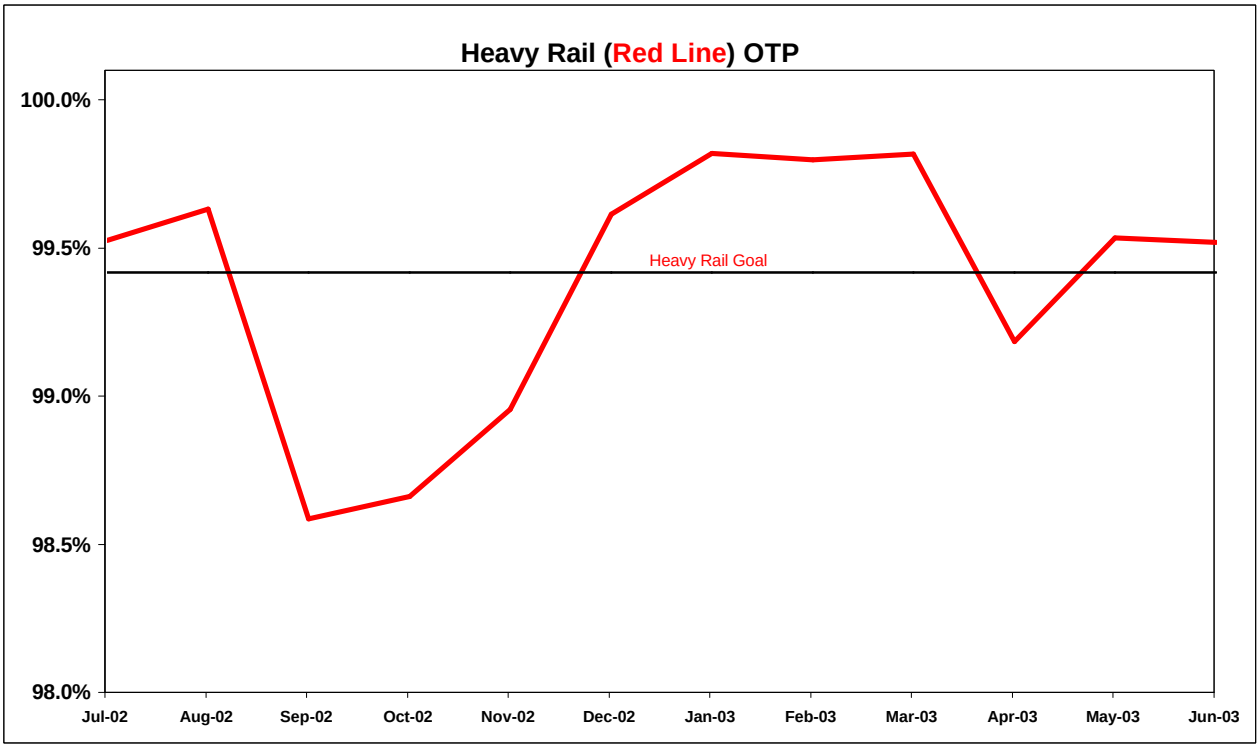
Red - High probability that the FY03 target will not be achieved -- significant problems and/or delays.

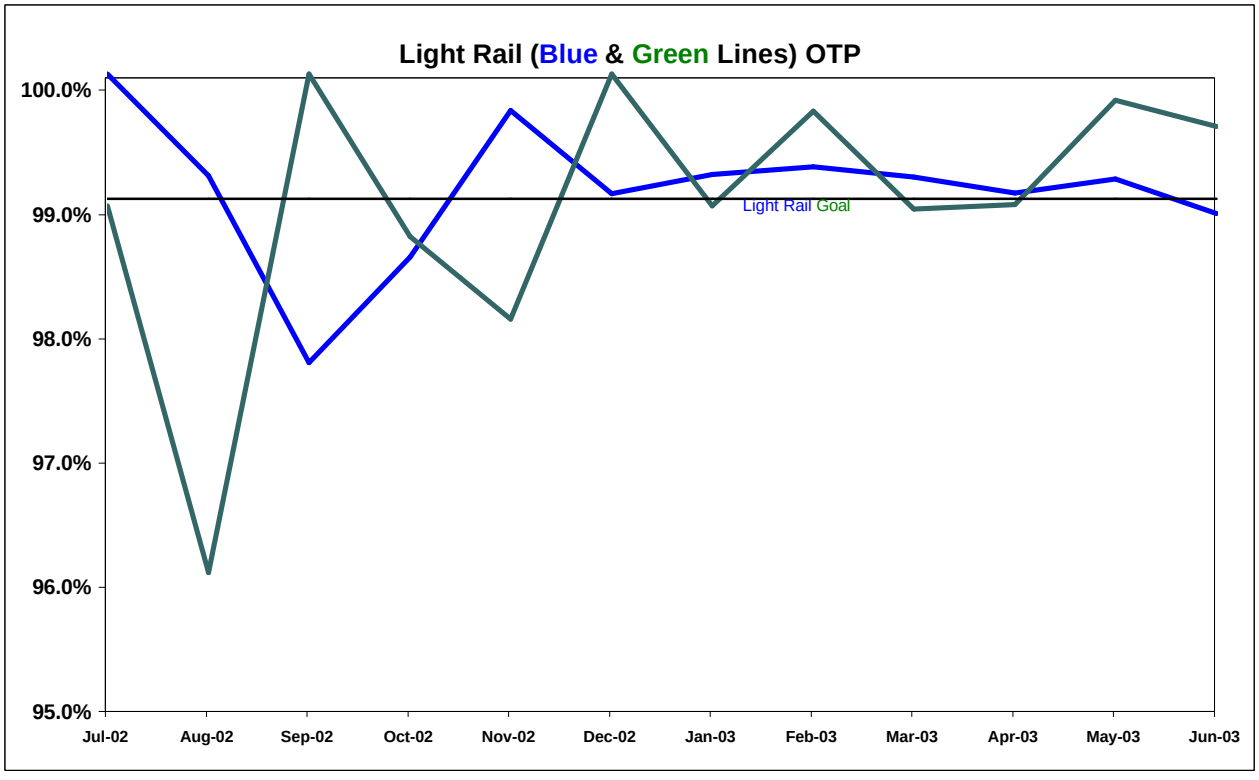
RAIL SERVICE PERFORMANCE

ON-TIME PULLOUTS

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)]

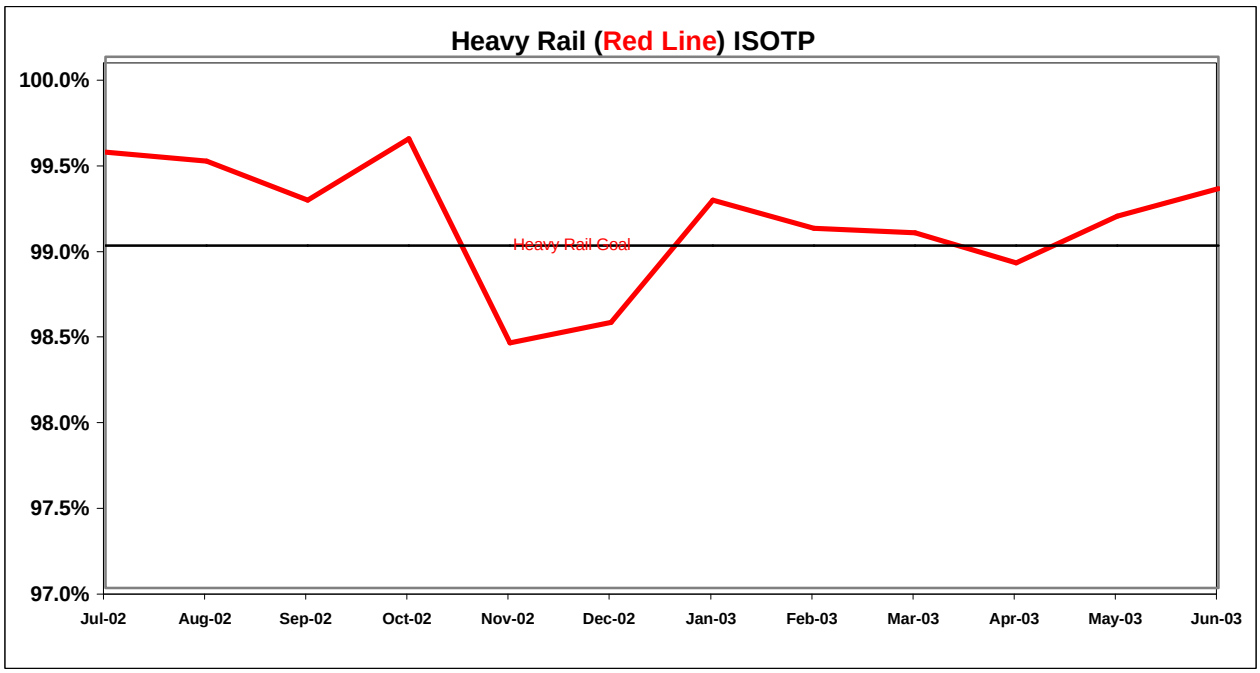


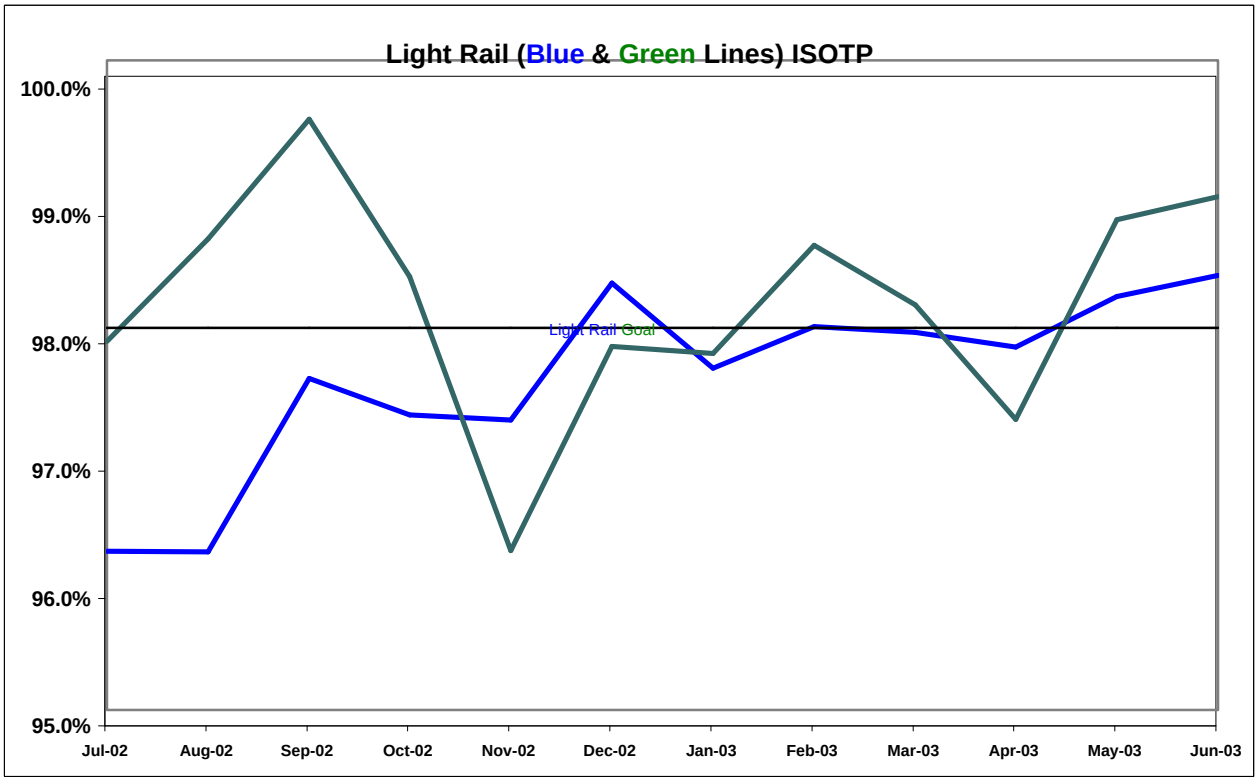


IN-SERVICE ON-TIME PERFORMANCE

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)]

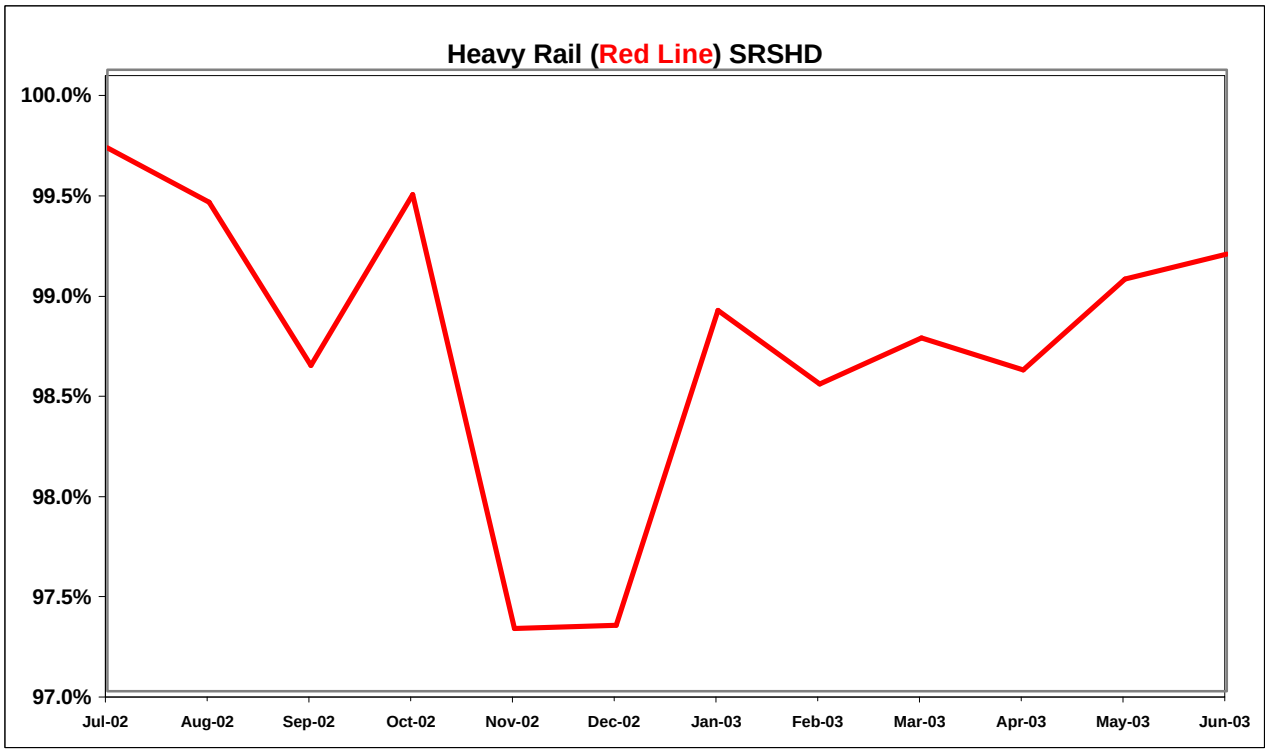


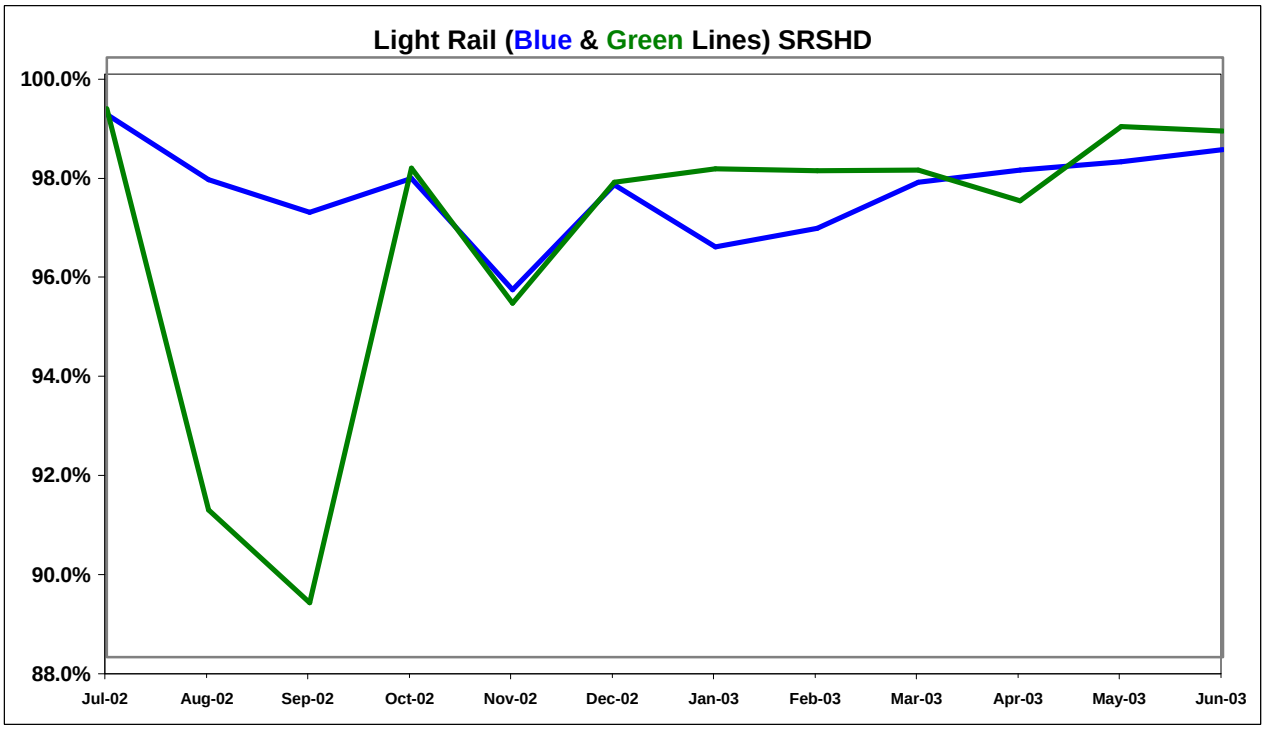


Scheduled Revenue Service Hours Delivered by Rail Line

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))

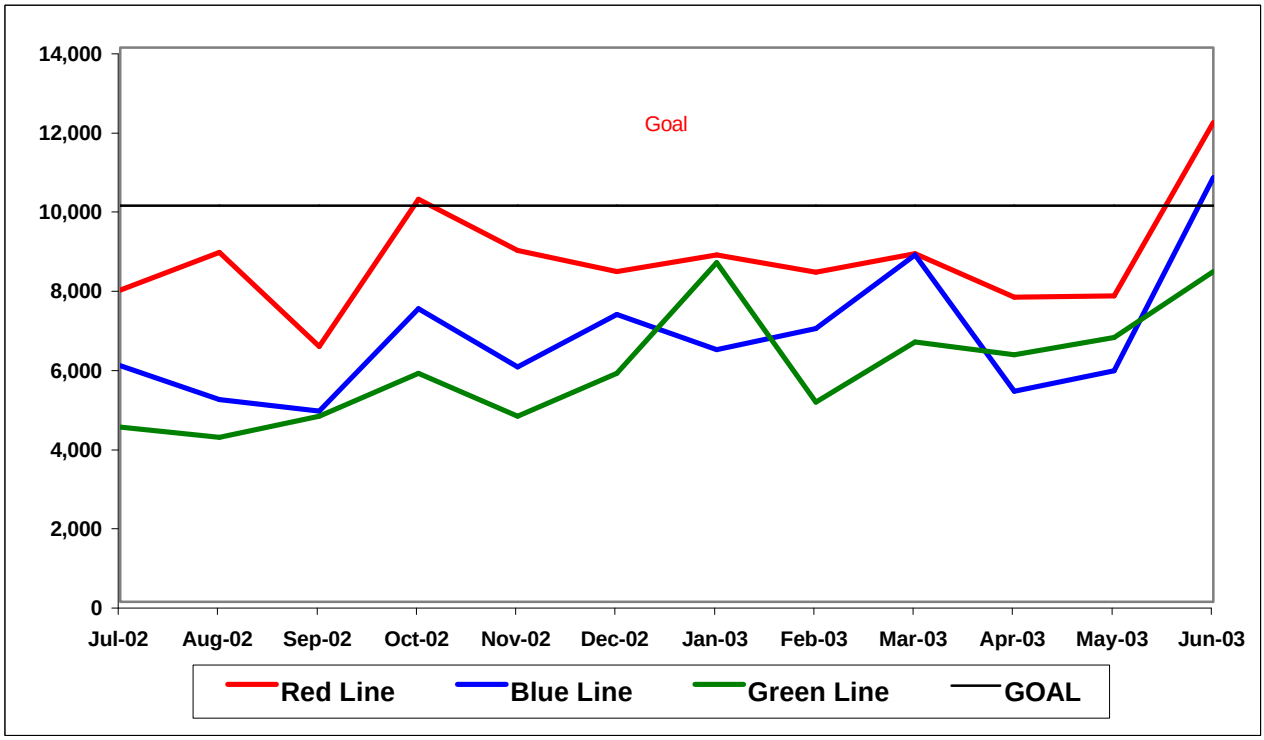




Mean Miles Between Chargeable Mechanical Failures

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

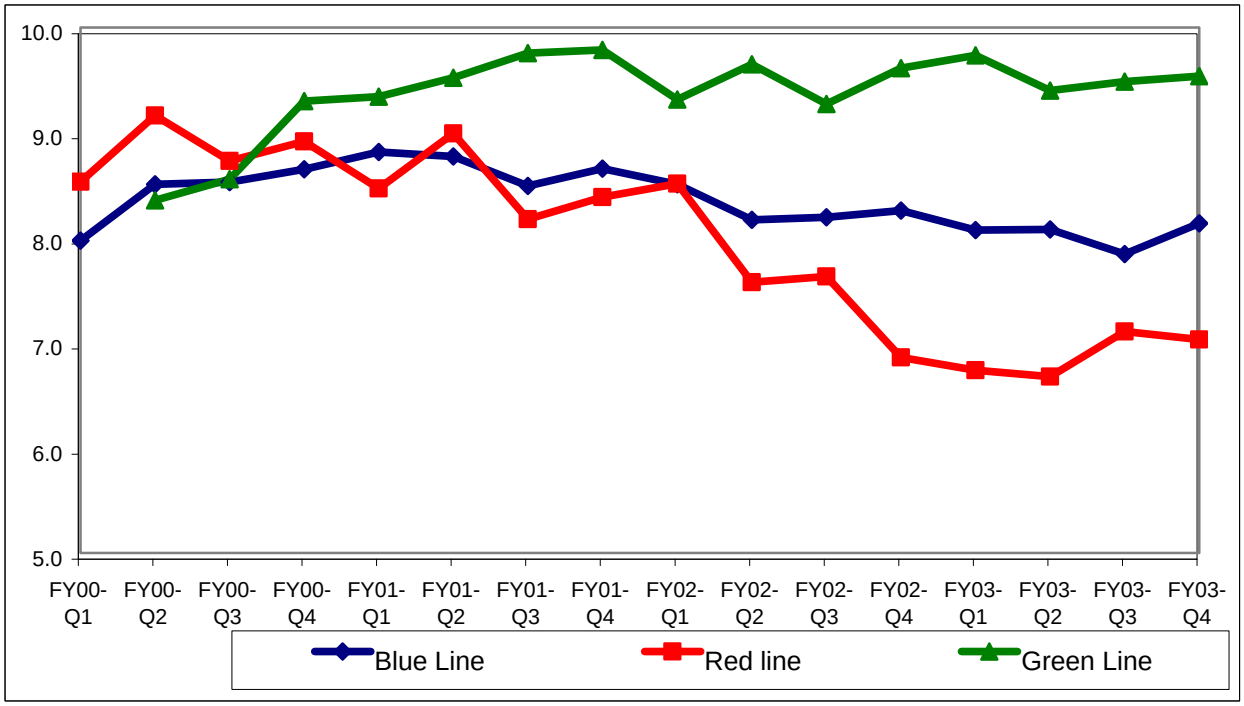


RAIL CLEANLINESS

Definition: A team of three Quality Assurance Supervisors rates twenty percent of each line per Quarter. The number of cleanliness categories is 14 for the Blue and Green Lines and 13 for the Red Line. Each category is 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 # of categories).

Systemwide Trend



Analysis: Overall cleanliness scores for Divisions 11, 20 and 22 remained consistent with the third quarter. Divisions 11 and 22 received overall ratings above the 8.0 mark.

Scores for the categories of ceilings/vents, seats, window etching, interior graffiti, exterior graffiti, exterior body condition and exterior roof cleanliness were above the 8.0 mark.

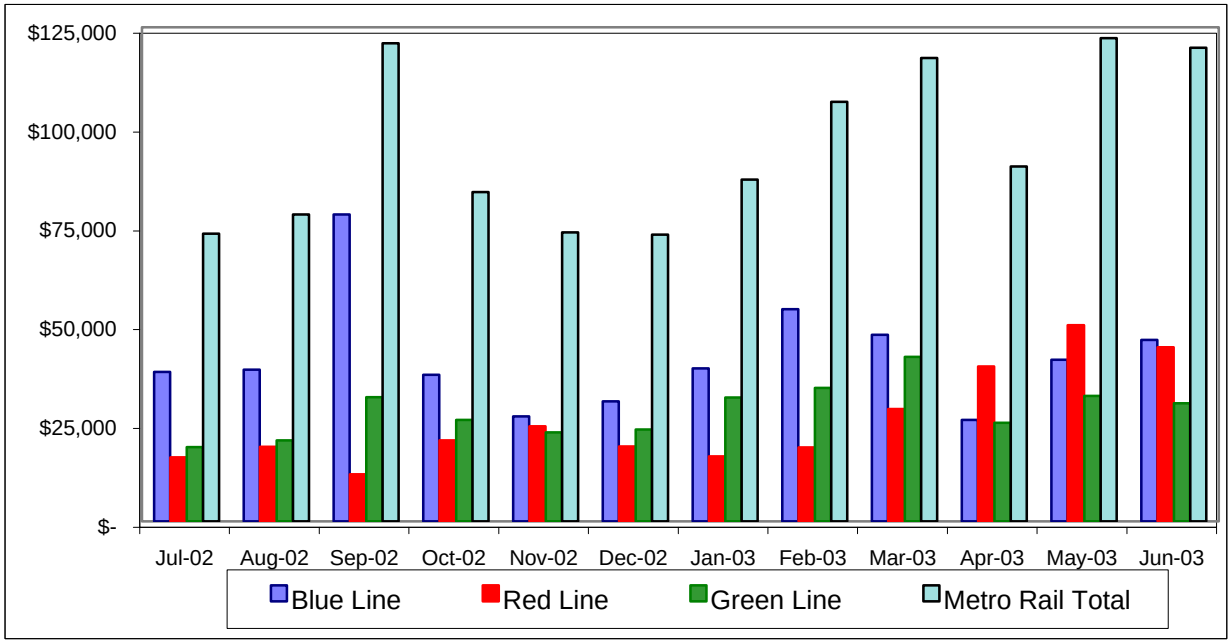
Corrective Action: Operator cab area, transom/ledges, windows, sacrificial windows, doors, floors and exterior cleanliness received an overall score of 7.9 or lower. Overall improvement is needed in these areas.

RAIL ZERO TOLERANCE COST

Definition: The Zero Tolerance Program was developed to maintain graffiti free stations and rail cars. The rail cleanliness rating measures the performance of this program in one of its categories. The chart below indicates the total cost for parts and labor associated with graffiti and vandalism abatement.

Calculation: Total Rail Cleanliness Cost = [Sum of (Part cost * Quantity)] + [Sum of (Average Labor Time to Install Part * Quantity) * Average Fully Burdened Mechanic Labor Salary]

Note: Part and labor costs are calculated at time of purchase.



Total FY03 Metro Rail Year-to-Date Cost: $1,142,053

BUS SERVICE PERFORMANCE

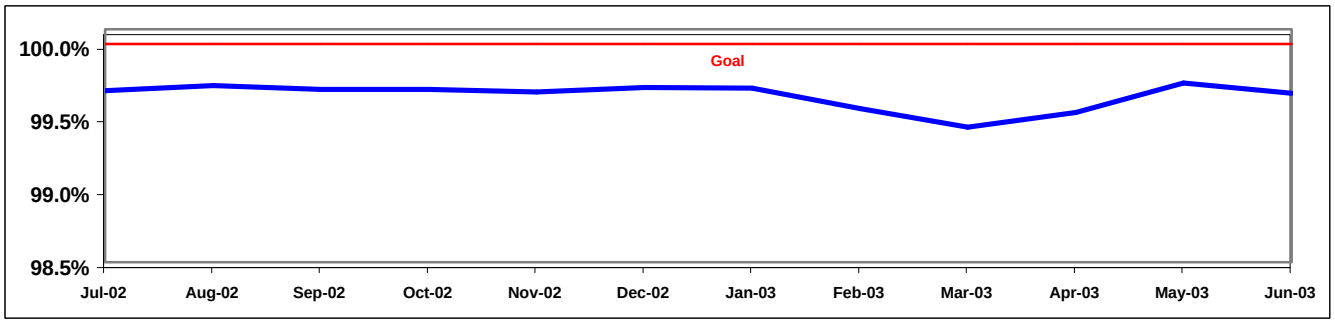
ON-TIME PULLOUT PERCENTAGE *

Definition: On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

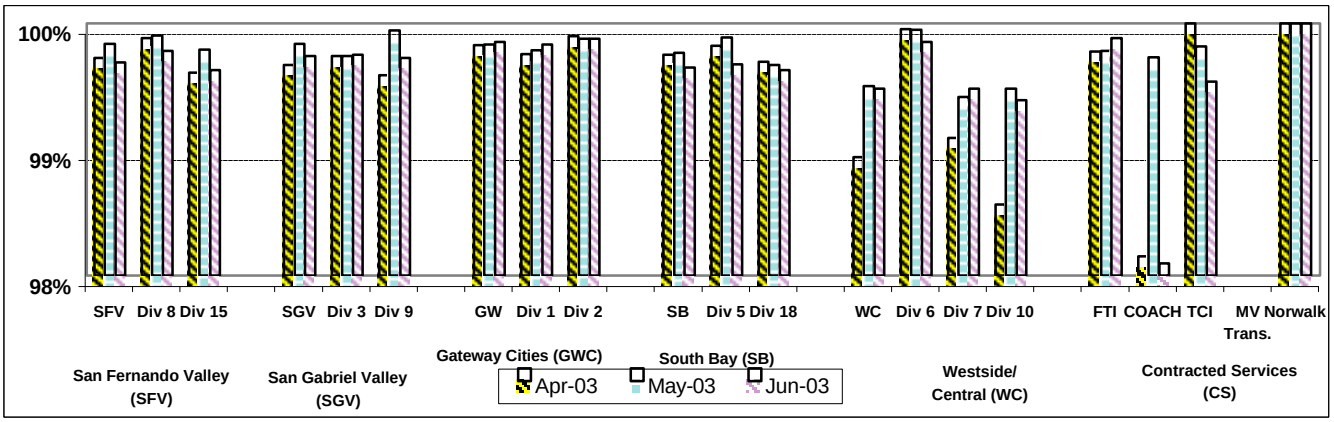
Calculation: OTP% = [(100% - [(Total late and cancelled runs / by Total scheduled pullouts) X 100)]

* A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS.

OTP - Systemwide Trend



OTP by Sector Bus Operating Divisions
April - June 2003



Outlates & Cancellations by Sector Divisions

Div.	Sched. Pull-Outs	CANCELLATIONS Number	CANCELLATIONS % of Pull-outs	OUTLATES Number	OUTLATES % of Pull-outs	% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available	Bus Mechanical Failure	Other
San Fernando Valley (SFV)							**99.69%**			
8	5031	0	0.00%	11	0.22%	4.60%	99.78%	1	7	3
15	7002	0	0.00%	26	0.37%	10.88%	99.63%	1	20	5
San Gabriel Valley (SGV)							**99.74%**			
3	6051	4	0.07%	11	0.18%	6.28%	99.75%	5	8	2
9	5462	2	0.04%	13	0.24%	6.28%	99.73%	7	5	3
Gateway Cities (GWC)							**99.85%**			
1	5967	0	0.00%	10	0.17%	4.18%	99.83%	0	8	2
2	5705	0	0.00%	7	0.12%	2.93%	99.88%	0	5	2
South Bay (SB)							**99.65%**			
5	7126	0	0.00%	23	0.32%	9.62%	99.68%	0	14	9
18	8943	0	0.00%	33	0.37%	13.81%	99.63%	7	19	7
Westside/Central (WC)							**99.47%**			
6	2046	0	0.00%	3	0.15%	1.26%	99.85%	0	2	1
7	7903	3	0.05%	38	0.48%	17.57%	99.47%	7	25	9
10	8891	0	0.00%	54	0.61%	22.59%	99.39%	2	35	17
TOTAL	70127	9	0.01%	229	0.33%	100.00%	**99.66%**	30	148	60

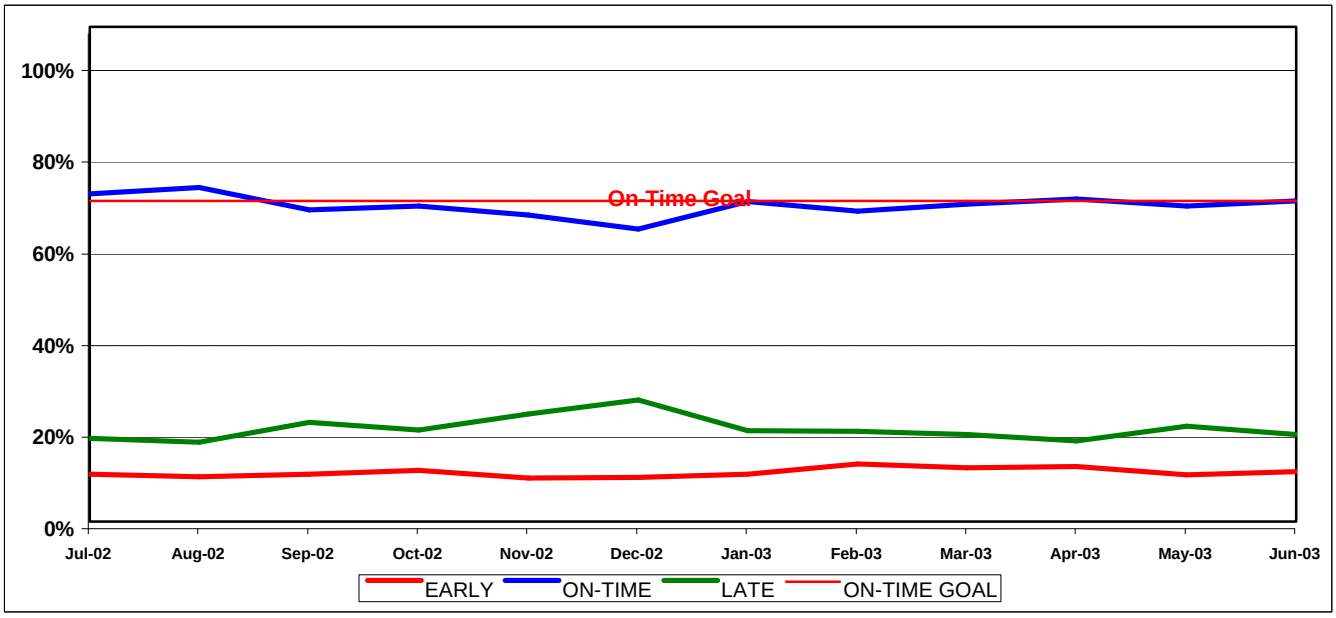
IN-SERVICE ON-TIME PERFORMANCE

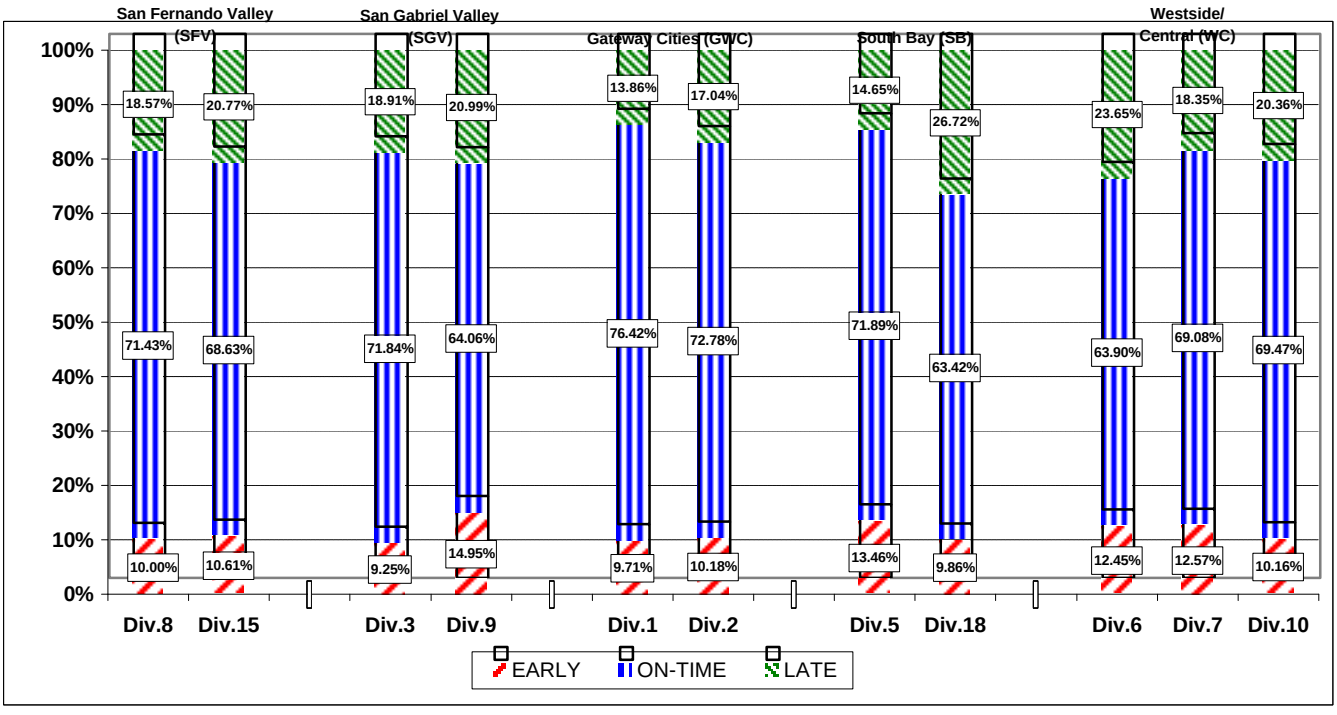
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

	FY02	FY03-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8			
Early	8.05%	7.09%	-0.96%
On-Time	67.88%	70.09%	2.21%
Late	24.06%	22.82%	-1.24%
Division 15			
Early	9.44%	8.08%	-1.36%
On-Time	62.51%	66.13%	3.62%
Late	28.05%	25.78%	-2.27%
Gateway Cities Sector (GWC)			
Division 1			
Early	11.69%	8.49%	-3.20%
On-Time	74.95%	78.22%	3.27%
Late	13.35%	13.29%	-0.06%
Division 2			
Early	15.63%	11.75%	-3.88%
On-Time	63.01%	67.53%	4.52%
Late	21.35%	20.73%	-0.62%
South Bay Sector (SB)			
Division 5			
Early	12.52%	12.57%	0.05%
On-Time	63.31%	66.30%	2.99%
Late	24.18%	21.13%	-3.05%
Division 18			
Early	12.27%	10.97%	-1.30%
On-Time	60.19%	61.23%	1.04%
Late	27.55%	27.80%	0.25%

	FY02	FY03-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3			
Early	10.02%	8.47%	-1.55%
On-Time	68.70%	71.08%	2.38%
Late	21.28%	20.45%	-0.83%
Division 9			
Early	12.63%	11.47%	-1.16%
On-Time	64.56%	67.47%	2.91%
Late	22.81%	21.06%	-1.75%
Westside/Central Sector (WC)			
Division 6			
Early	15.45%	12.83%	-2.62%
On-Time	64.64%	65.93%	1.29%
Late	19.91%	21.25%	1.34%
Division 7			
Early	12.46%	12.03%	-0.43%
On-Time	67.96%	68.80%	0.84%
Late	19.58%	19.16%	-0.42%
Division 10			
Early	14.48%	11.91%	-2.57%
On-Time	63.56%	67.34%	3.78%
Late	21.96%	20.75%	-1.21%

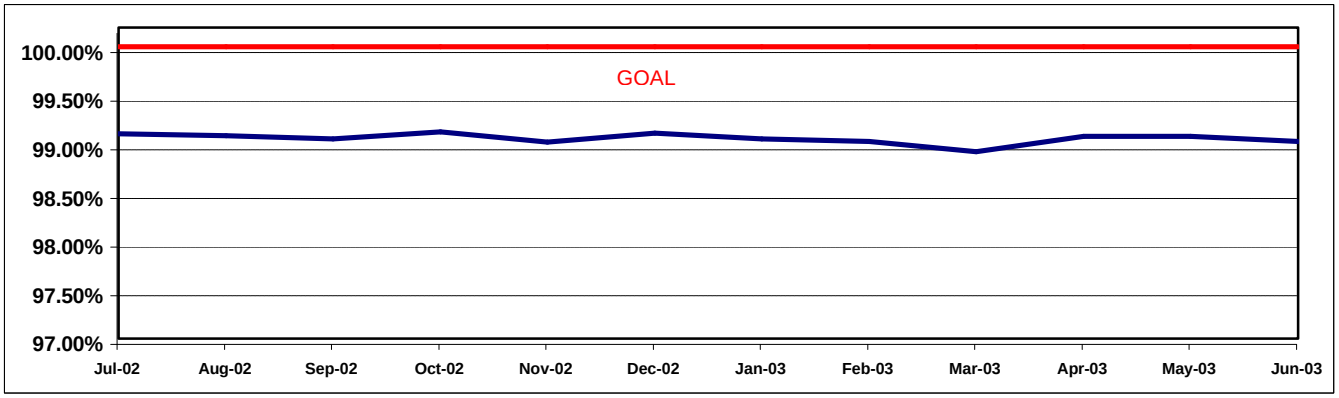
SYSTEMWIDE			
Early	12.45%	10.70%	-1.74%
On-Time	66.42%	69.23%	2.82%
Late	21.14%	20.06%	-1.07%

SCHEDULED REVENUE SERVICE HOURS DELIVERED

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

Calculation: SRSHD% = (Lost Revenue Service Hours minus Recovered Service Hours divided by Total Scheduled Service Hours)

Systemwide Trend



Performance Year-to-Date Compared To Last Year

SRSHD	FY02	FY03-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8	99.22%	99.25%	0.03%
Division 15	98.59%	98.99%	0.39%

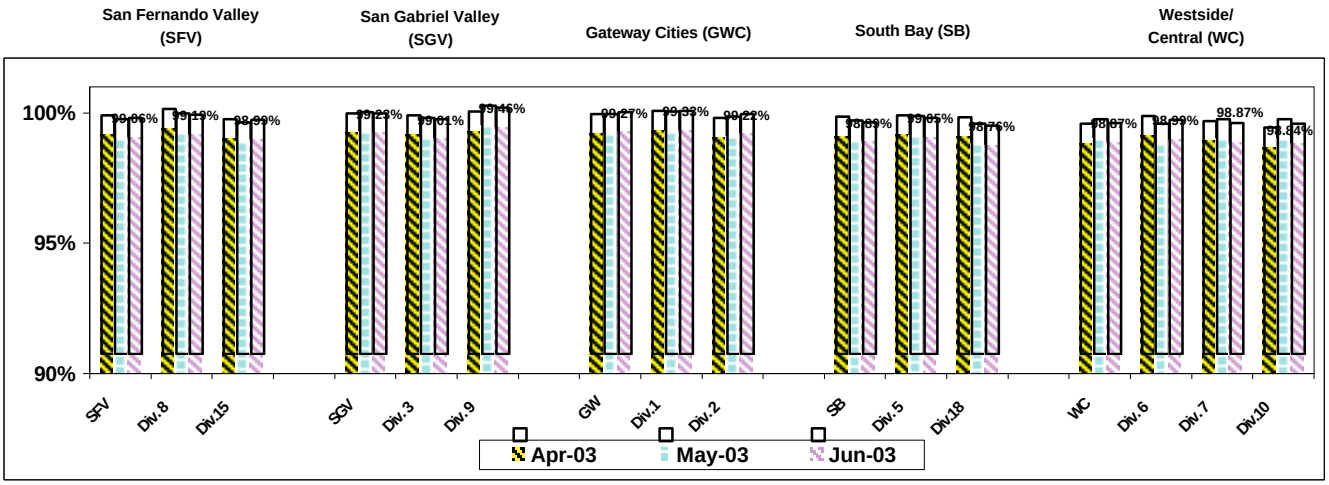
SRSHD	FY02	FY03-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3	98.95%	99.03%	0.08%
Division 9	99.14%	99.44%	0.30%

Gateway Cities Sector (GWC)			
Division 1	99.27%	99.34%	0.07%
Division 2	98.80%	99.06%	0.26%

Westside/Central Sector (WC)			
Division 6	99.11%	98.97%	-0.14%
Division 7	99.12%	99.00%	-0.12%
Division 10	99.17%	98.92%	-0.25%

South Bay Sector (SB)			
Division 5	99.08%	99.12%	0.04%
Division 18	98.89%	98.85%	-0.04%

Systemwide	99.01%	99.07%	0.06%



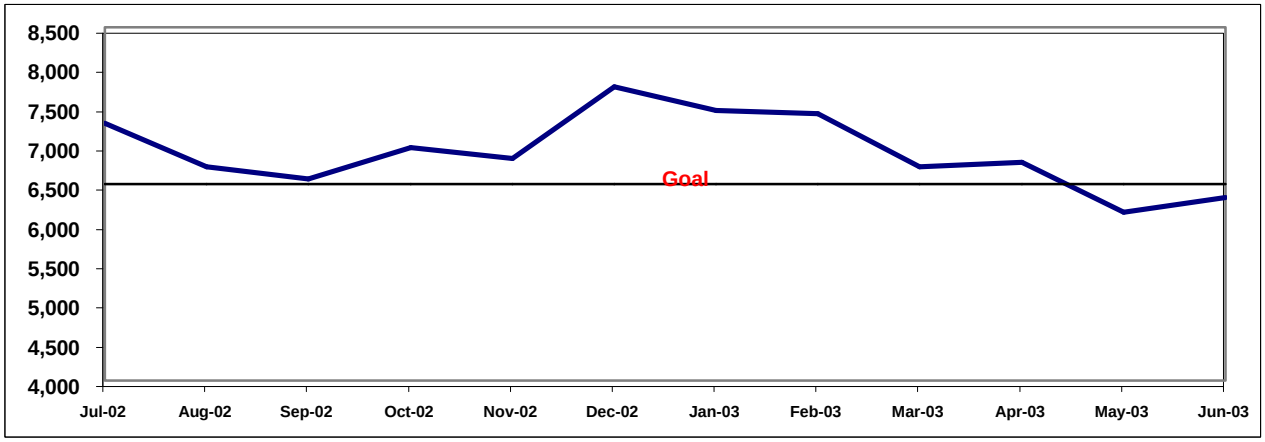
MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES

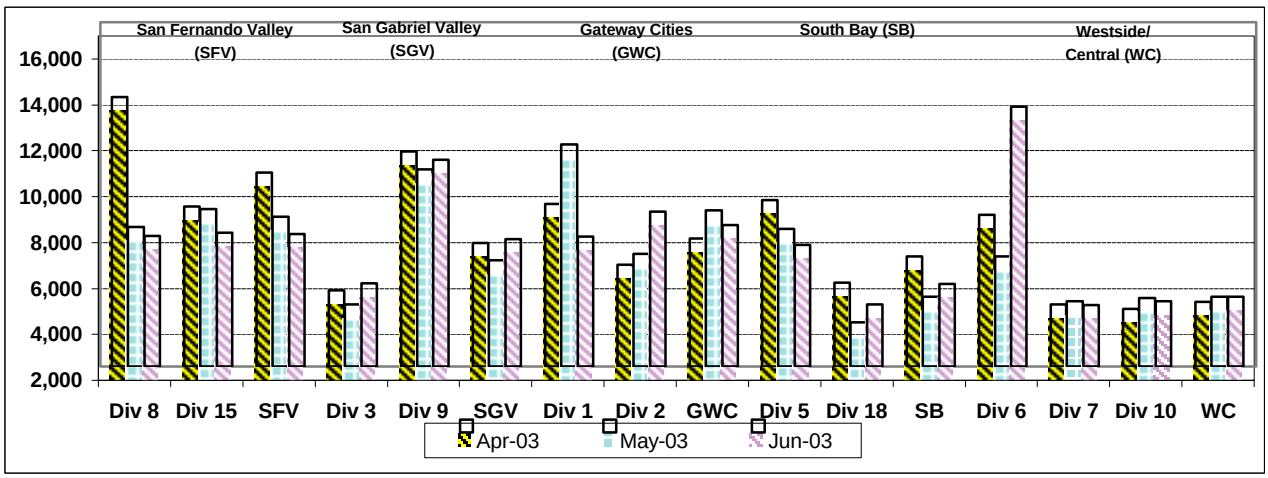
Definition: Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

Calculation: MMBCMF = (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)

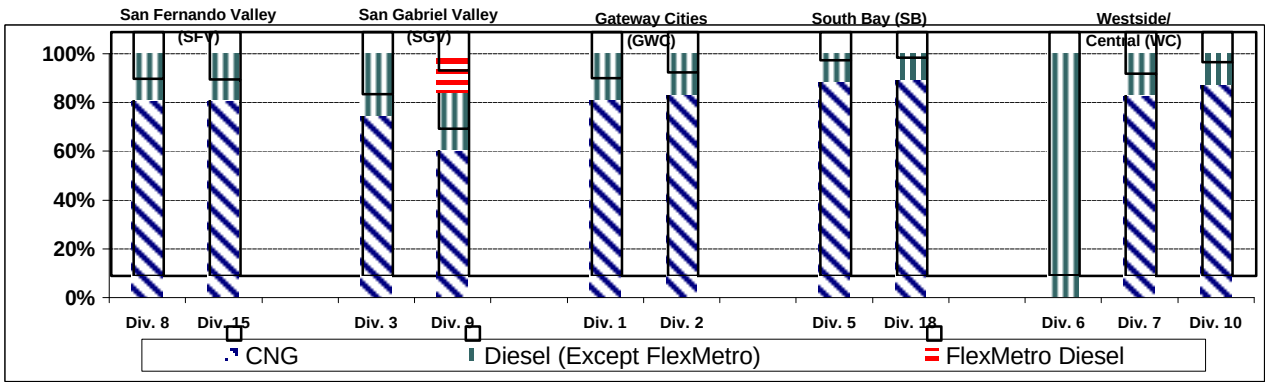
Systemwide Trend



Bus Operating Sector Divisions
April - June 2003



Fleet Mix by Fuel Type



Fleet Mix by Fuel Type Systemwide (MTA and Contract Services)

	Number of Buses	Percent of Buses
CNG	1,910	71.99%
Diesel (Except FlexMetro)	617	23.26%
FlexMetro Diesel	31	1.17%
Gasoline	61	2.30%
Propane	34	1.28%
Total	2,653	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**
6.4	5.9	6.6	5.5	3.8	3.3	3.7	5.7

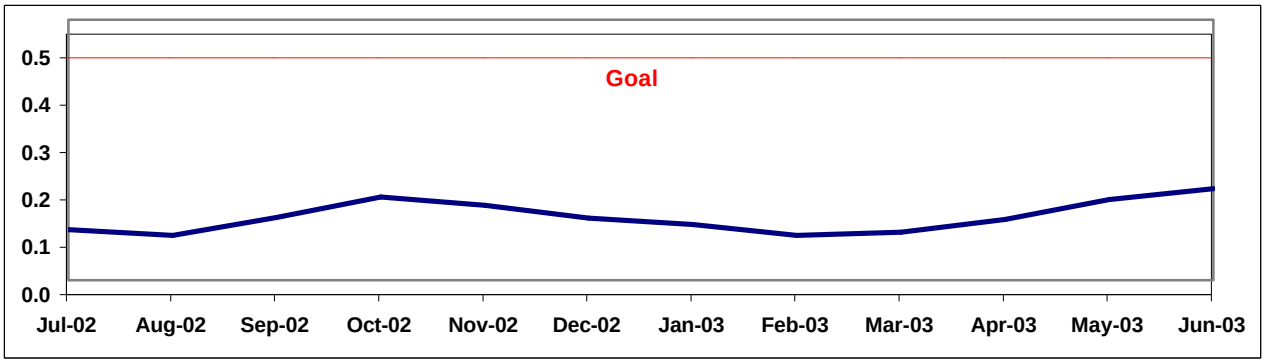
WC		
Div 6	**Div 7**	**Div 10**
9.3	4.3	5.4

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

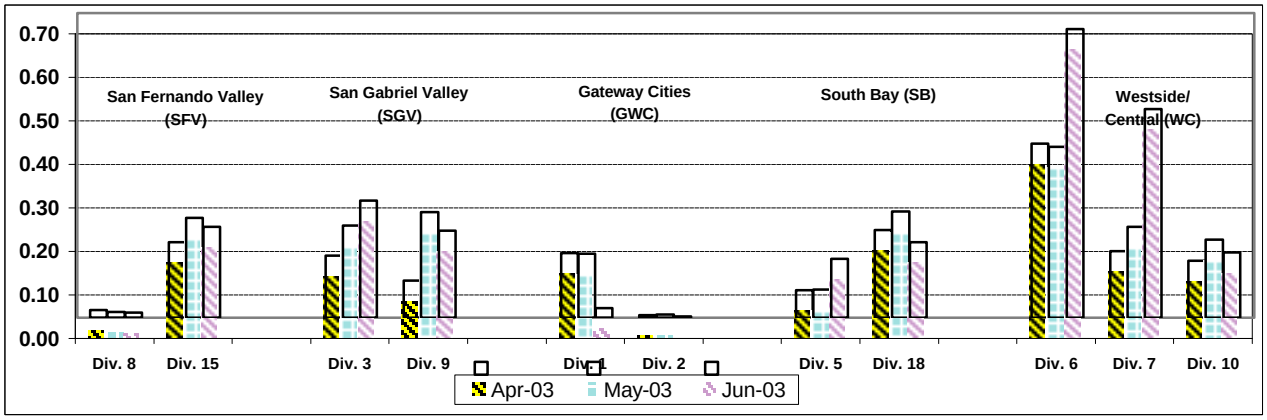
Definition: Average past due critical scheduled preventive maintenance jobs per bus. This indicator measures maintenance management's ability to prioritize and perform critical repairs and indicates the general maintenance condition of the fleet.

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

Systemwide Trend



Past Due Critical PMPs - by Sectors' Divisions
April - June 2003

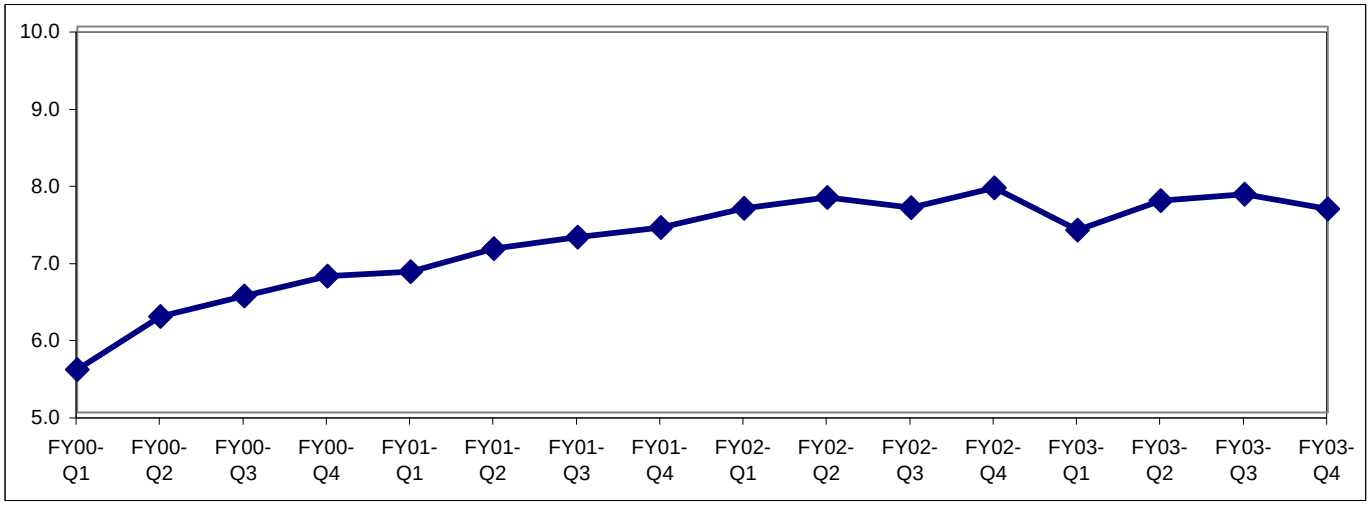


BUS CLEANLINESS

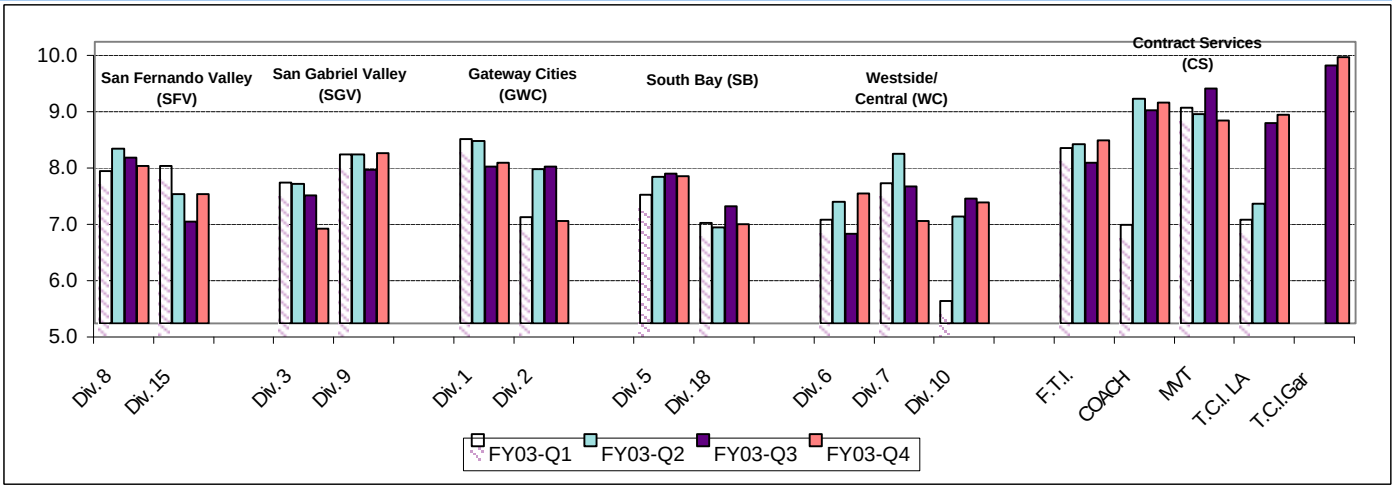
Definition: A team of three Quality Assurance Supervisors rates twenty percent of the fleet at each division and contractor per Quarter. Each of sixteen categories is examined and assigned a point value as follows: 1-3= Unsatisfactory; 4-7=Conditional; 8-10=Satisfactory. The individual item scores are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

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

Systemwide Trend



Bus Operating Divisions by Sector
First Quarter - Fourth Quarter FY03



Analysis: Division 9's overall rating improved and received an 8.0. Overall cleanliness score for Divisions 6 and 15 improved half a point in the fourth quarter. Overall cleanliness scores for Divisions 1, 5, 8, 10 and 18 remained consistent with the third quarter. However, Divisions 2, 3 and 7 overall ratings dropped slightly over half a point.

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

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

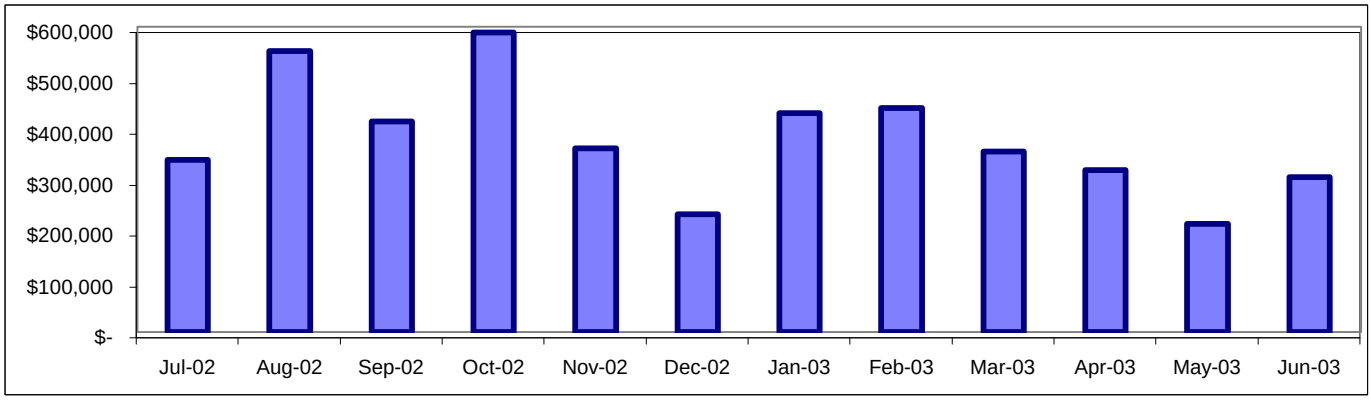
BUS ZERO TOLERANCE COST

Definition: The Zero Tolerance Program was developed to maintain a graffiti free bus fleet. The bus cleanliness rating measures the performance of this program in one of its categories. The chart below indicates the total cost for parts and labor associated with graffitti and vandalism abatement.

Calculation: Bus Cleanliness Cost = [Sum of (Part cost * Quantity)] + [Sum of (Average Labor Time to Install Part * Quantity) * Average Fully Burdened Mechanic Labor Salary]

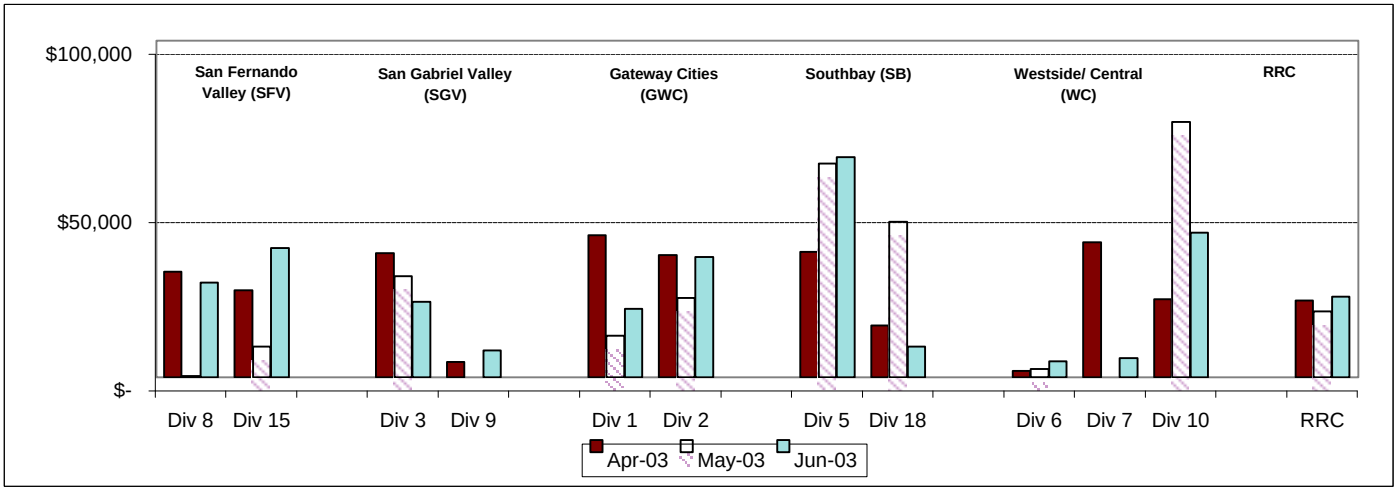
Note: Part and labor costs are calculated at time of purchase.

Metro Bus Systemwide Cost



Total FY03 Metro Bus Year-to-Date Cost: $4,546,435

Bus Operating Divisions by Sector and Regional Rebuild Center (RRC)
April - June 2003

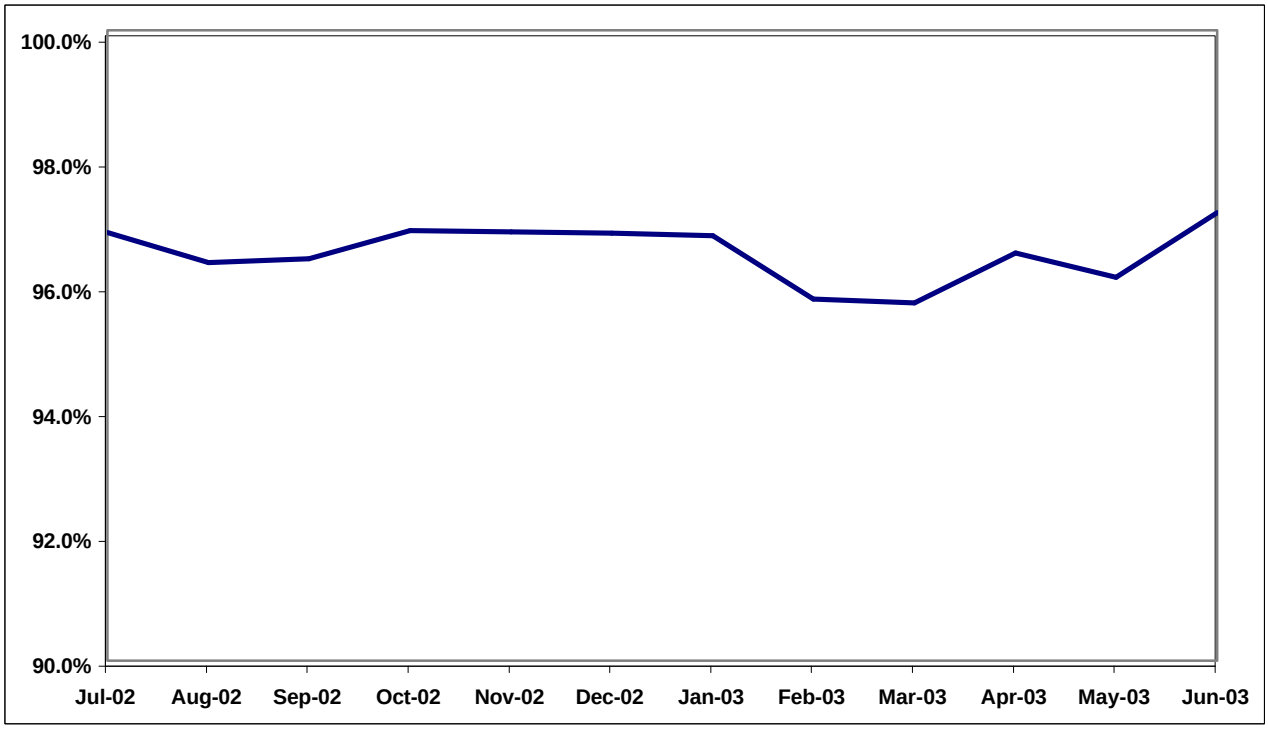


ATTENDANCE

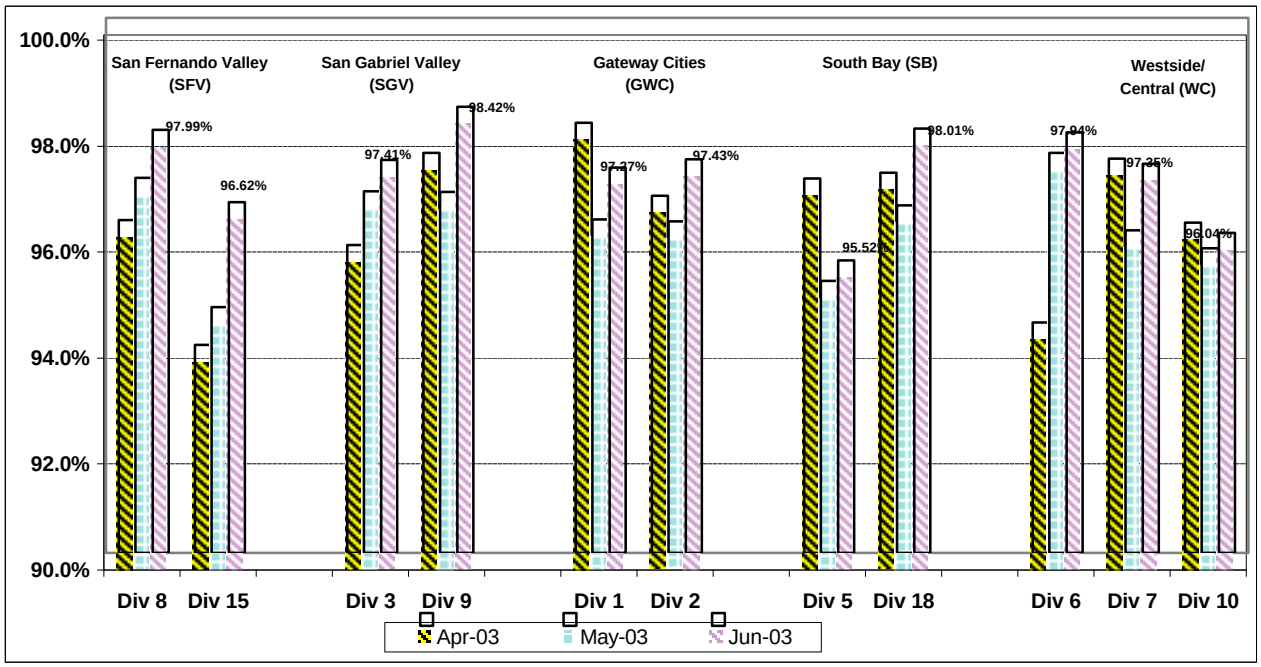
MAINTENANCE ATTENDANCE

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) April - June 2003



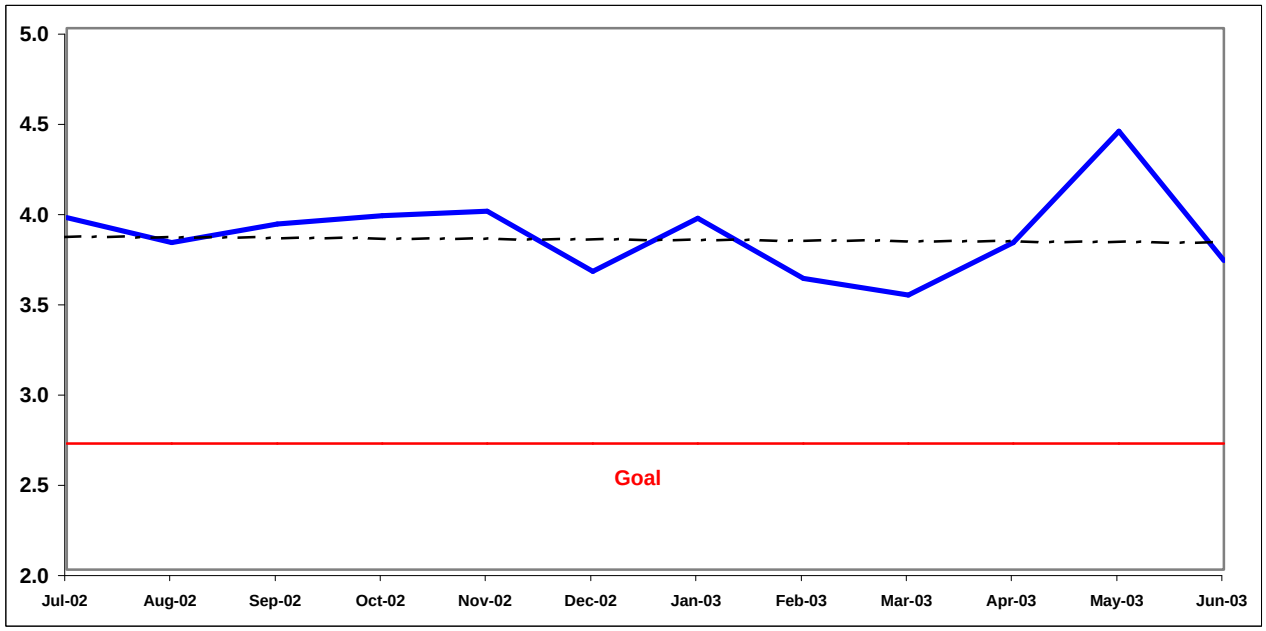
SAFETY PERFORMANCE

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.

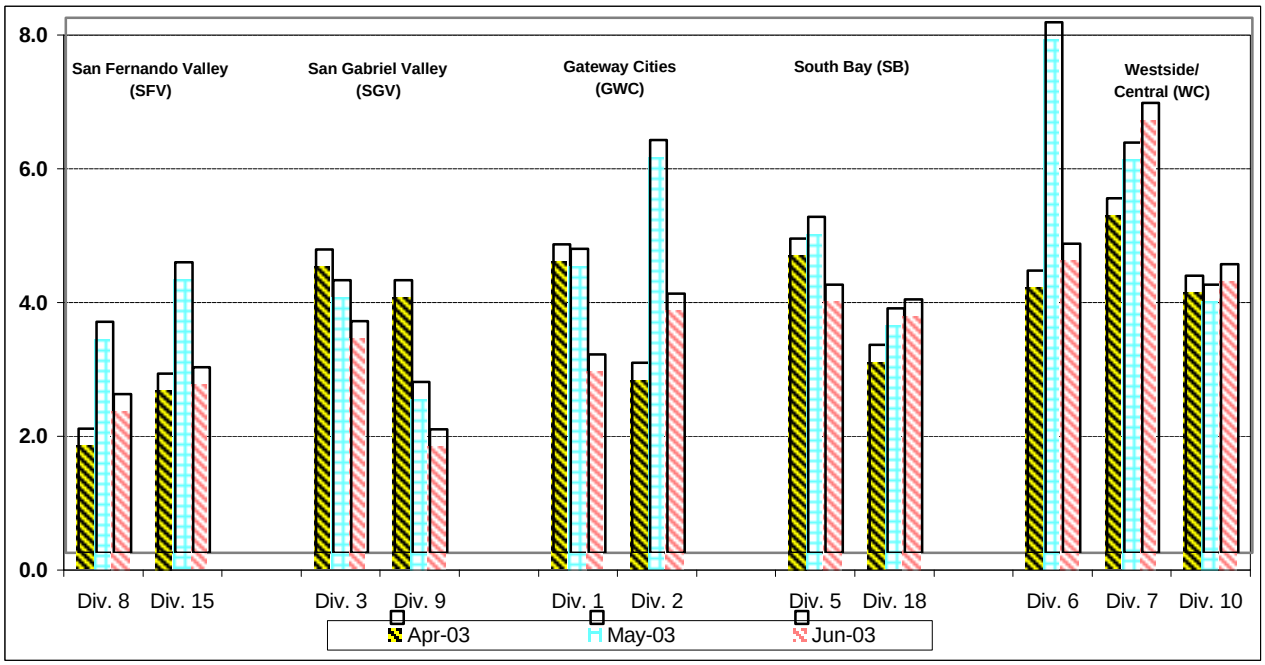
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

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
April - June 2003

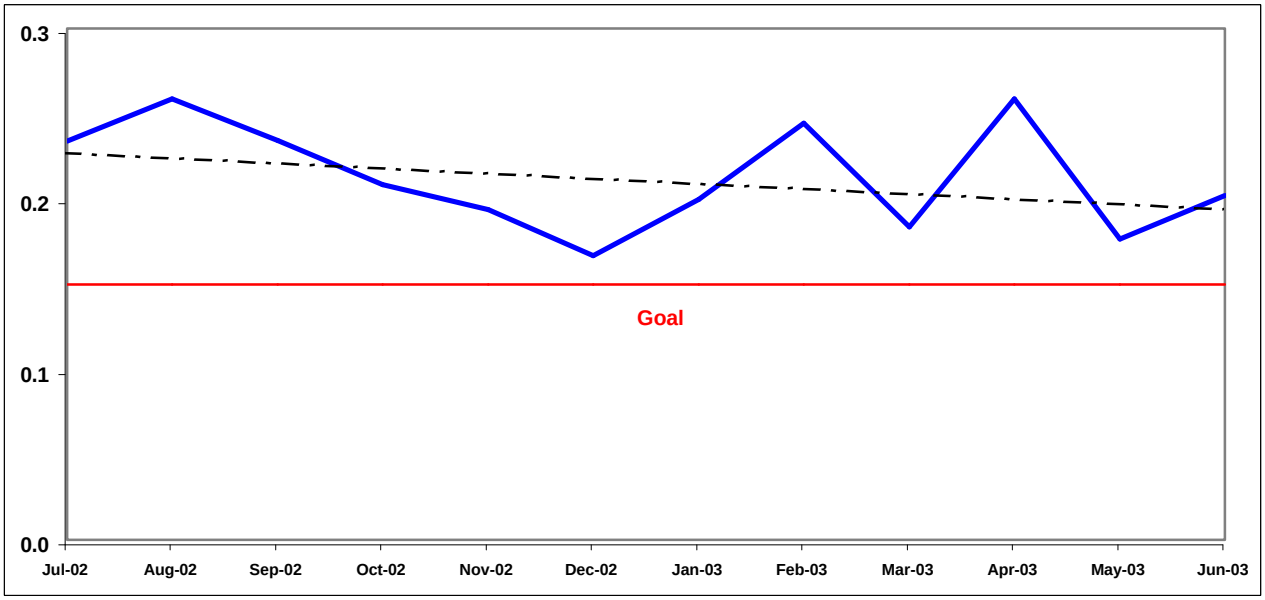


BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

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

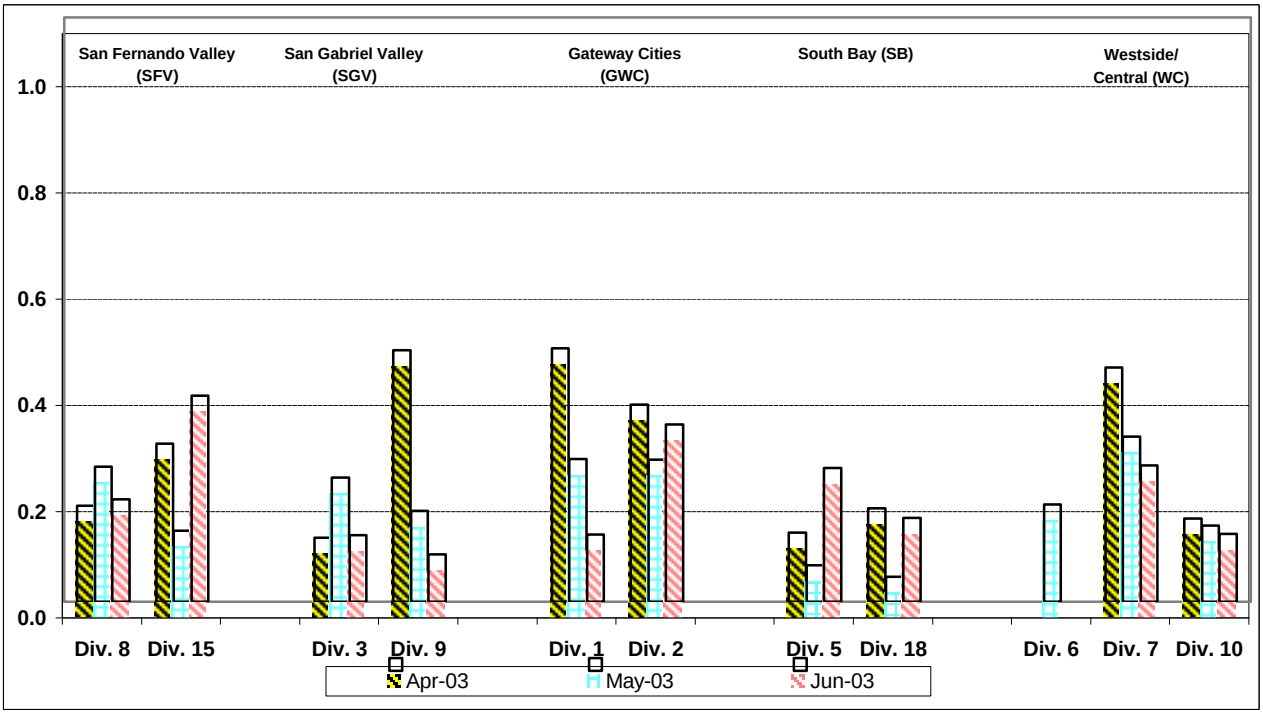
Calculation: Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by (Boardings / by 100,000))

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.

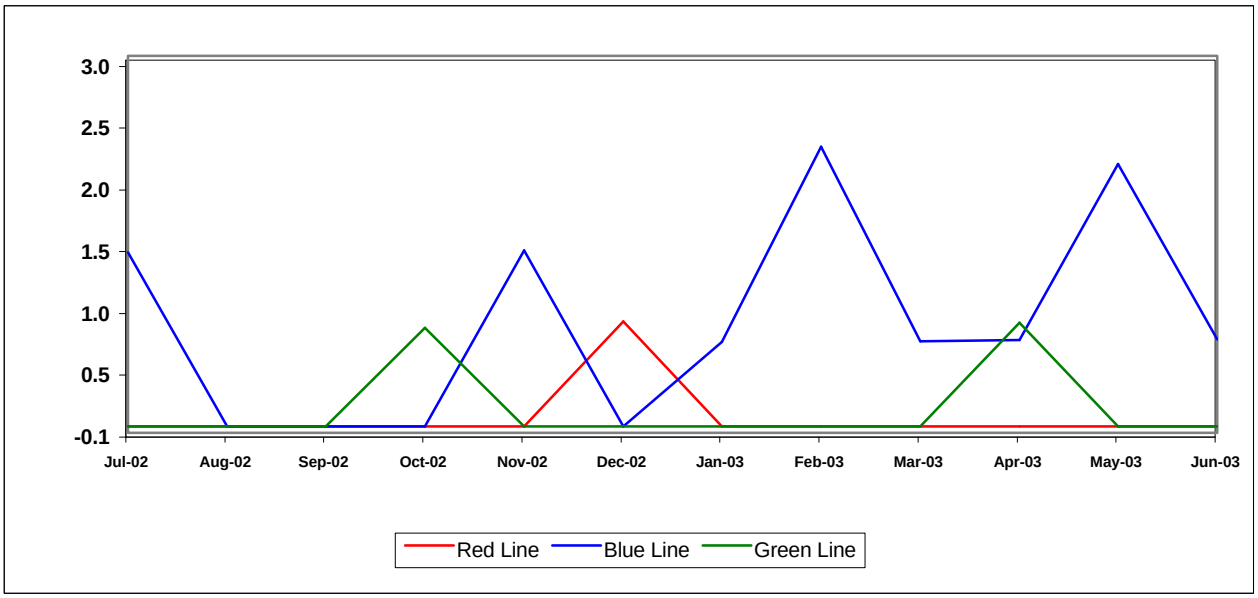
Bus Operating Divisions - by Sectors' Divisions
April - June 2003



RAIL ACCIDENTS PER 100,000 REVENUE TRAIN MILES

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

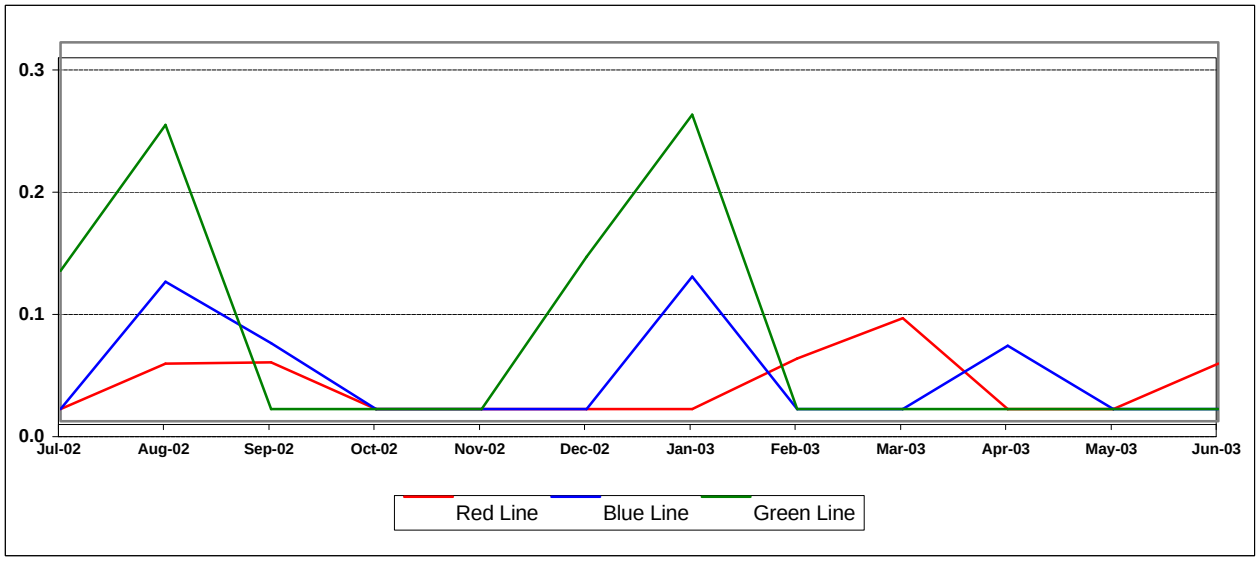
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



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))



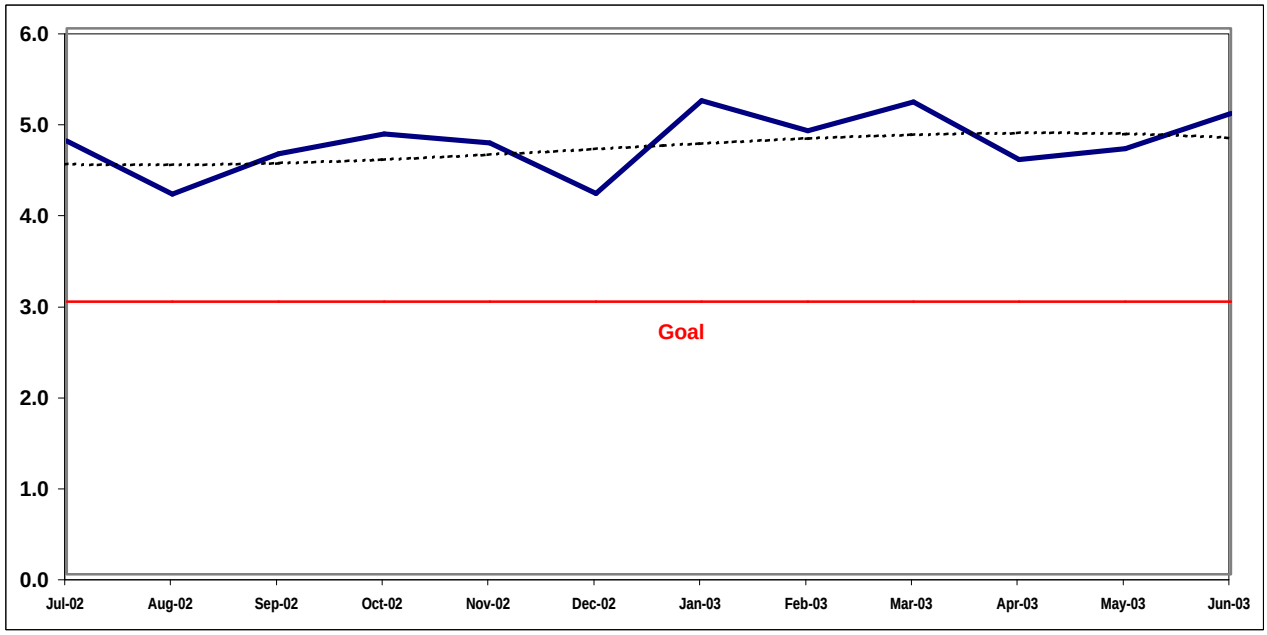
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

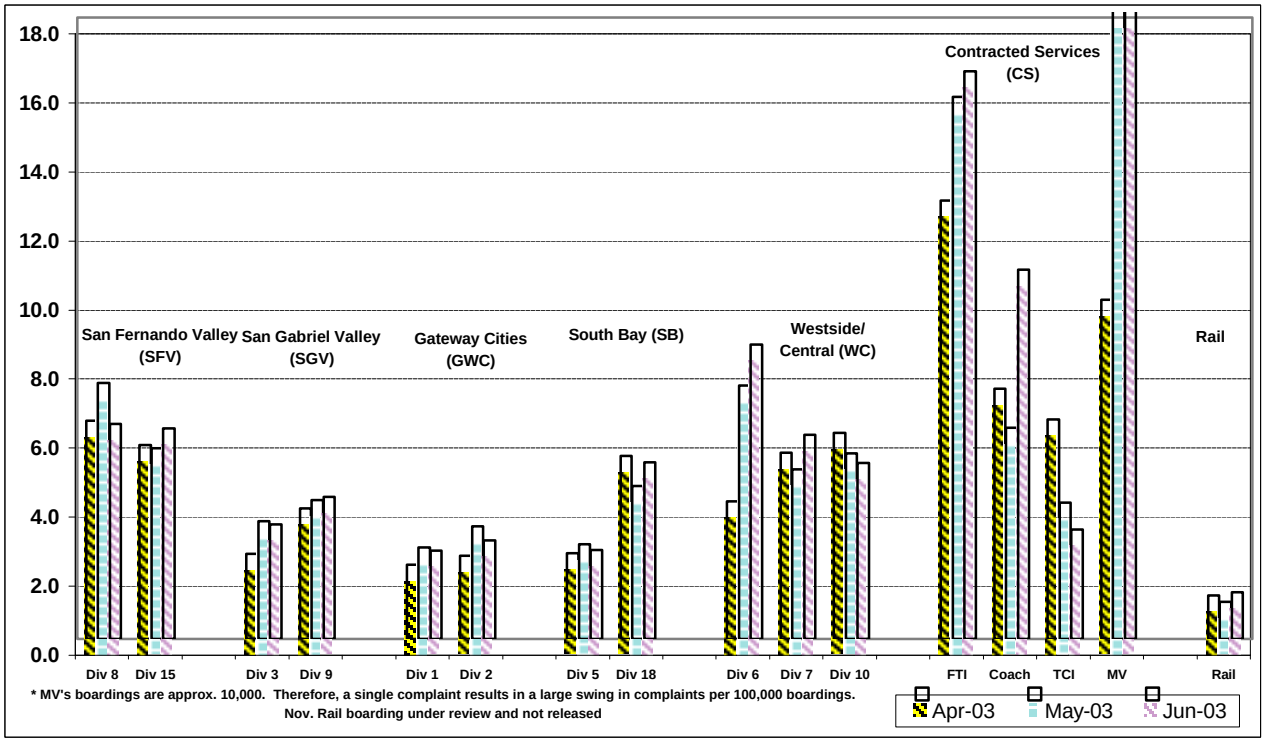
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

Systemwide Trend



Bus Operating Divisions - by Sectors' Divisions
April - June 2003



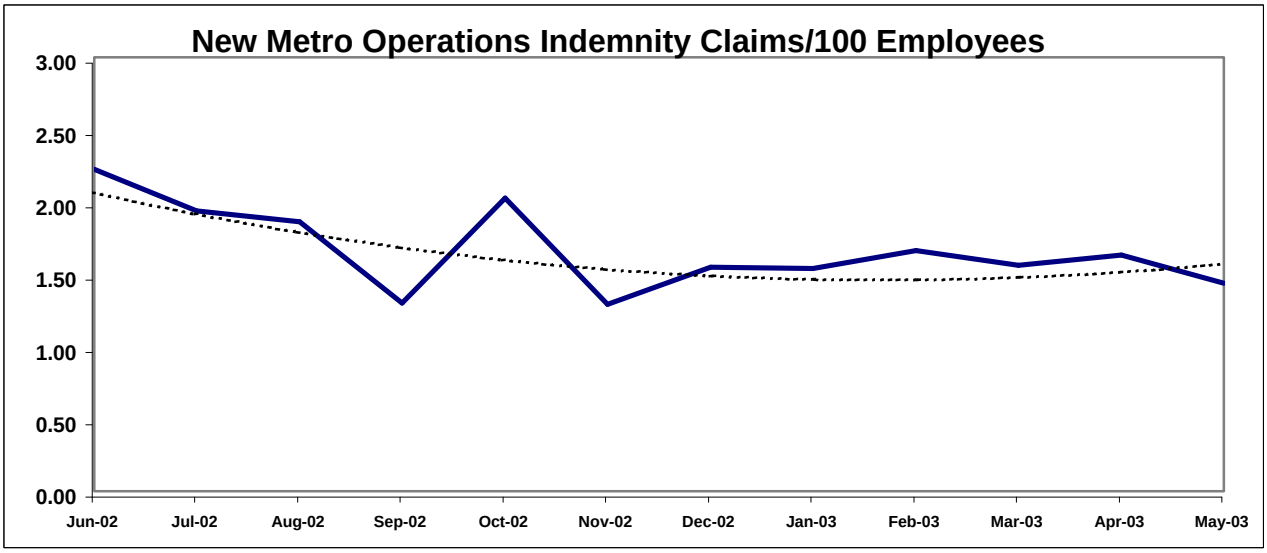
WORKERS COMPENSATION CLAIMS

New Workers Compensation Claims per 100 Employees

Definition: This indicator measures the total new indemnity claims per 100 Transit Operations employees filed each month (Includes: Transportation, Maintenance, Rail and all Administration).

Calculation: Workers Compensation Claims per 100 Employee-Month = Total New Workers Compensation Claims filed by Transit Operations Employees/(Total Transit Operations positions in which there is an incumbent during the month/100).

Metro Operations Trend

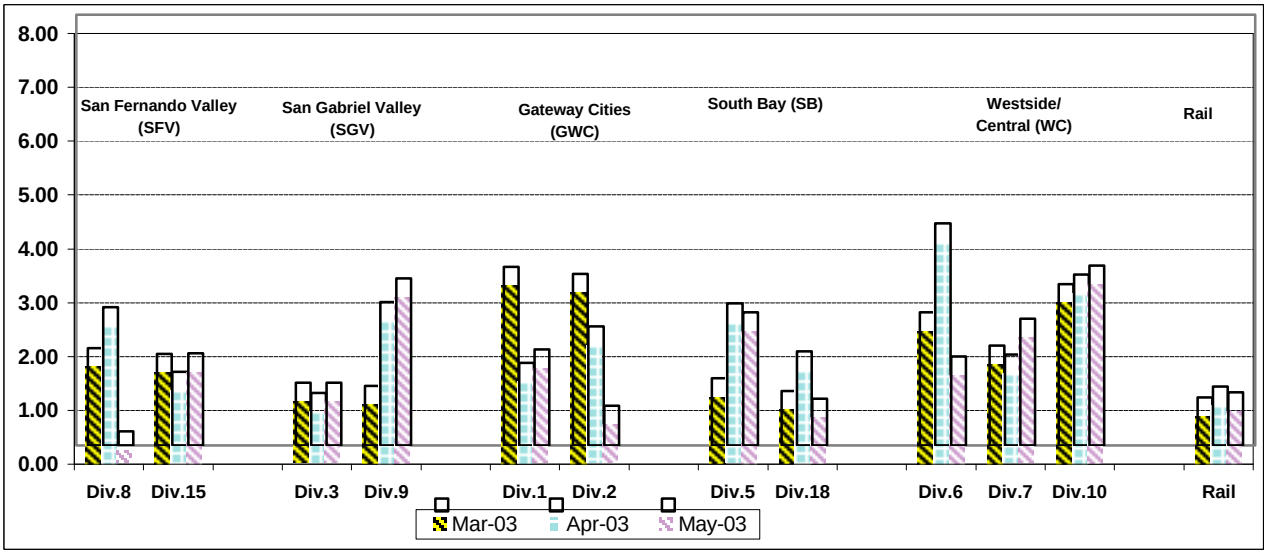


NEW CLAIMS PER 100 EMPLOYEE-MONTH BY BUS SECTORS' DIVISION & RAIL

Definition: This indicator reflects a three-month view of Bus & Rail new indemnity claims per 100 employees in which there is an incumbent each month.

Calculation: New workers compensation claims per 100 employees by Division & Rail for three months = Total new workers compensation claims filed by Division & Rail employees/(total positions occupied in the Division & Rail during the month/100).

Bus & Rail - by Bus Sectors' Divisions and Rail
April - June 2003



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Monthly Calculations - June 2003
Metro Bus - Maintenance

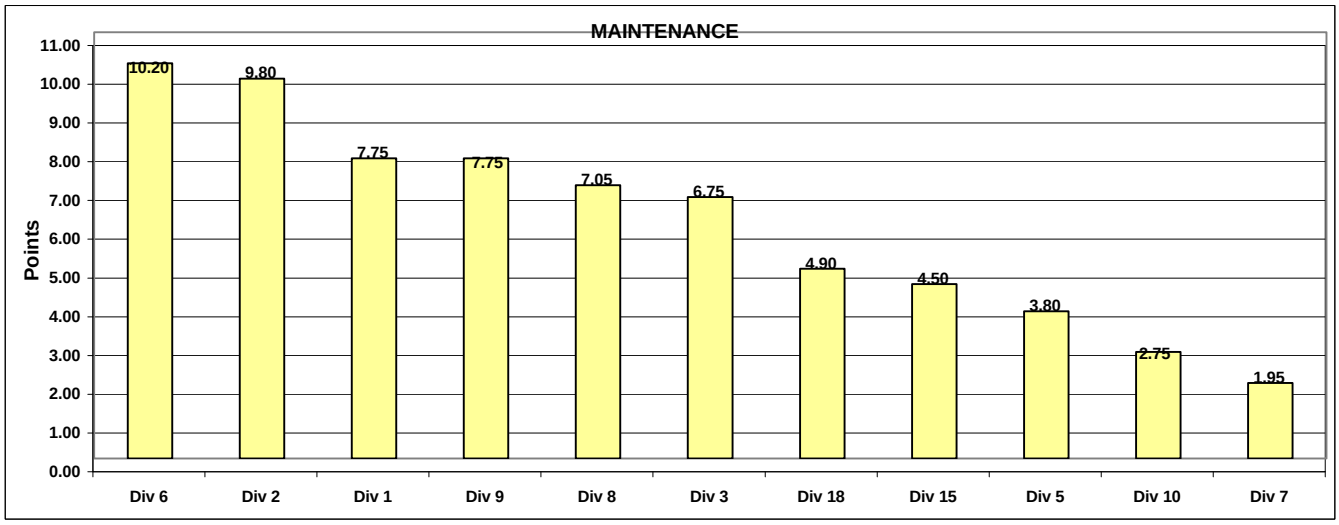
Definition: A performance awareness program designed to increase productivity and efficiency.

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
On-Time Pullouts	35%	0.99832	0.99877	0.99752	0.99677	0.99853	0.99481	0.99781	0.99725	0.99393	0.99629	0.99631
Points		9	11	7	5	10	2	8	6	1	3	4
Miles Between Mechanical Failures	30%	7665	8739	5633	7292	13323	4678	7699	10999	4832	7816	4694
Points		6	9	4	5	11	1	7	10	3	8	2
Attendance	15%	0.9727	0.9743	0.9741	0.9552	0.9794	0.9735	0.9799	0.9842	0.9604	0.9662	0.9801
Points		4	7	6	1	8	5	9	11	2	3	10
New WC Claims /100 Emp	20%	0.0000	0.0000	0.0000	1.4815	0.0000	2.9412	0.9709	0.9174	0.7042	1.4493	0.6623
Points		11	11	11	2	11	1	4	5	6	3	7
Totals		**7.75**	**9.80**	**6.75**	**3.80**	**10.20**	**1.95**	**7.05**	**7.75**	**2.75**	**4.50**	**4.90**

FINAL RANKING		Maintenance Division Ranking (Sorted)										
	DIV.	Div 6	Div 2	Div 1	Div 9	Div 8	Div 3	Div 18	Div 15	Div 5	Div 10	Div 7
	Score	10.20	9.80	7.75	7.75	7.05	6.75	4.90	4.50	3.80	2.75	1.95
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



Monthly Calculations - June 2003
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.

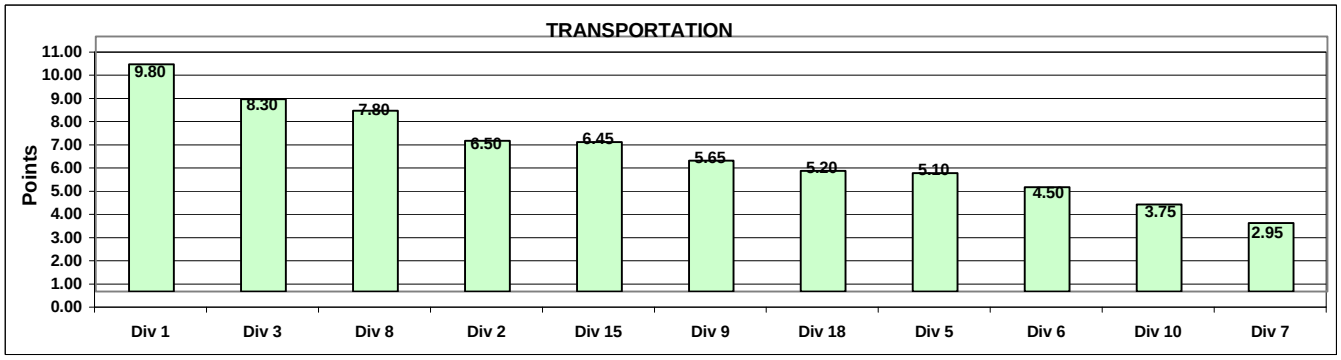
Transportation

	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts	15%	0.99832	0.99877	0.99752	0.99677	0.99853	0.99481	0.99781	0.99725	0.99393	0.99629	0.99631
Points		9	11	7	5	10	2	8	6	1	3	4
In-Service On-Time Performance	15%	0.7642	0.7278	0.7184	0.7189	0.6390	0.6908	0.7143	0.6406	0.6947	0.6863	0.6342
Points		11	10	8	9	2	5	7	3	6	4	1
Running Hot	20%	0.0971	0.1018	0.0925	0.1346	0.1245	0.1257	0.1000	0.1495	0.1016	0.1061	0.0986
Points		10	6	11	2	4	3	8	1	7	5	9
Accident Rate	15%	2.9650	3.8790	3.4642	4.0138	4.6189	6.7320	2.3760	1.8448	4.3161	2.7722	3.7913
Points		8	5	7	4	2	1	10	11	3	9	6
Complaints/100K Boardings	10%	2.5605	2.8640	3.3189	2.5826	8.5340	5.9151	6.2325	4.1238	5.0933	6.1053	5.1197
Points		11	9	8	10	1	4	2	7	6	3	5
New WC Claims /100 Emp	25%	1.7100	2.9798	2.0420	2.7765	2.3753	2.8252	1.7385	2.3552	3.9912	1.5579	2.6087
Points		10	2	8	4	6	3	9	7	1	11	5
Totals		**9.80**	**6.50**	**8.30**	**5.10**	**4.50**	**2.95**	**7.80**	**5.65**	**3.75**	**6.45**	**5.20**

FINAL RANKING

Transportation Division Ranking (Sorted)

DIV.	Div 1	Div 3	Div 8	Div 2	Div 15	Div 9	Div 18	Div 5	Div 6	Div 10	Div 7
Score	9.80	8.30	7.80	6.50	6.45	5.65	5.20	5.10	4.50	3.75	2.95
Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	9th	11th



Monthly Calculations - June 2003
Metro Rail

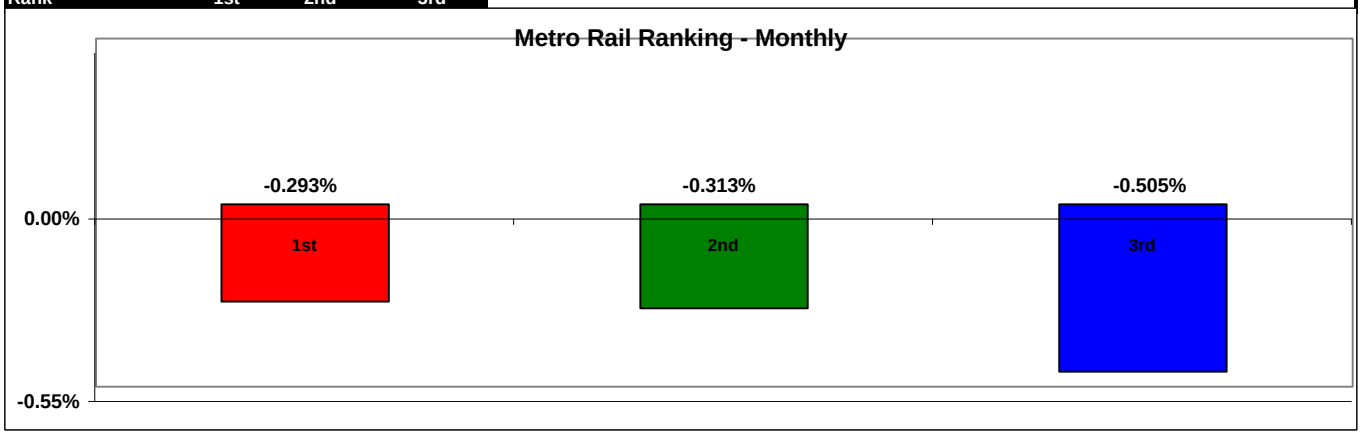
Definition: A performance awareness program designed to increase productivity and efficiency.

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		
Wayside Availability	**Jun-02**	**Jun-03**	**Yearly Improvement**	**Jun-02**	**Jun-03**	**Yearly Improvement**	**Jun-02**	**Jun-03**	**Yearly Improvement**
Track	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	99.98%	100.00%	0.02%
Signals	100.00%	99.76%	-0.24%	99.99%	99.98%	-0.01%	100.00%	99.92%	-0.08%
Power	100.00%	100.00%	0.00%	99.97%	100.00%	0.03%	99.82%	99.51%	-0.31%
Wayside Performance	**100.00%**	**99.92%**	-0.08%	**99.99%**	**99.99%**	**0.01%**	**99.93%**	**99.81%**	**-0.12%**
Vehicle Availability									
Vehicle Performance	**99.81%**	**99.08%**	**-0.73%**	**99.87%**	**99.42%**	**-0.45%**	**99.68%**	**99.36%**	**-0.32%**
Operator Availability									
Operators	**99.99%**	**99.87%**	**-0.12%**	**99.99%**	**99.83%**	**-0.16%**	**100.00%**	**99.94%**	**-0.06%**
In-Service Performance									
ISOTP - Rail	**99.80%**	**98.71%**	**-1.09%**	**99.81%**	**99.24%**	**-0.57%**	**99.48%**	**98.73%**	**-0.75%**
Total Rail Line Performance	**99.90%**	**99.40%**	**-0.51%**	**99.91%**	**99.62%**	**-0.29%**	**99.77%**	**99.46%**	**-0.31%**

Metro Rail Final Ranking (Sorted)

Rail Line	RED	GREEN	BLUE
Score	-0.293%	-0.313%	-0.505%
Rank	1st	2nd	3rd



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Quarterly Calculations: FY03-Q4
Metro Bus - Maintenance

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.

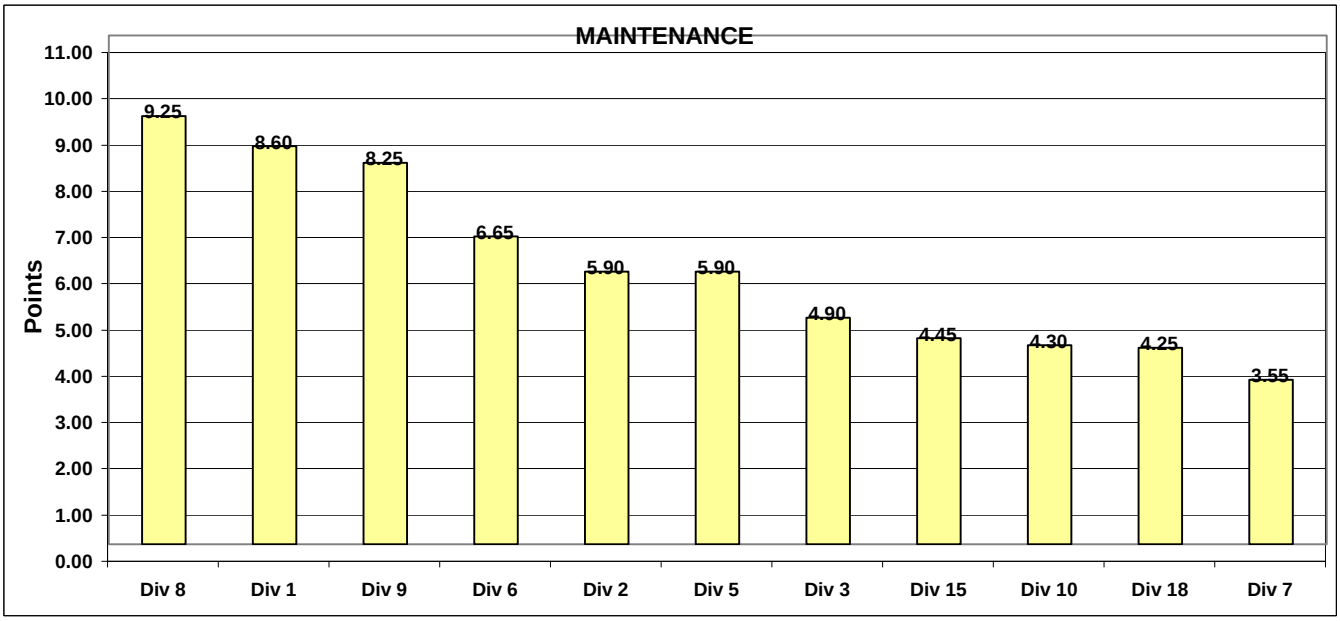
Maintenance

	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts	15%	0.9979	0.9988	0.997452	0.9980	0.9992	0.9933	0.998559	0.9975	0.9914	0.9968	0.9967
Points		7	10	5	8	11	2	9	6	1	4	3
Miles Between Mechanical Failures	30%	9274	7226	5184	8088	8838	4744	9201	10976	4769	8508	4651
Points		10	5	4	6	8	2	9	11	3	7	1
Attendance	15%	0.9723	0.9681	0.9668	0.9590	0.9661	0.9696	0.9712	0.9759	0.9600	0.9507	0.9725
Points		9	6	5	2	4	7	8	11	3	1	10
New WC Claims /100 Emp	20%	1.0135	0.9585	0.5510	1.2346	1.8018	1.7327	0.3268	2.1084	0.7042	1.9608	0.8772
Points		6	7	10	5	3	4	11	1	9	2	8
Bus Cleanliness	20%	7.8467	6.8133	6.6813	7.6188	7.3063	6.8200	7.8000	8.0267	7.1500	7.3000	6.7563
Points		10	3	1	8	7	4	9	11	5	6	2
Totals		**8.60**	**5.90**	**4.90**	**5.90**	**6.65**	**3.55**	**9.25**	**8.25**	**4.30**	**4.45**	**4.25**

FINAL RANKING

Maintenance Division Ranking (Sorted)

DIV.	Div 8	Div 1	Div 9	Div 6	Div 2	Div 5	Div 3	Div 15	Div 10	Div 18	Div 7
Score	9.25	8.60	8.25	6.65	5.90	5.90	4.90	4.45	4.30	4.25	3.55
Rank	1st	2nd	3rd	4th	5th	5th	7th	8th	9th	10th	11th



Quarterly Calculations: FY03-Q4
Metro Bus - Transportation

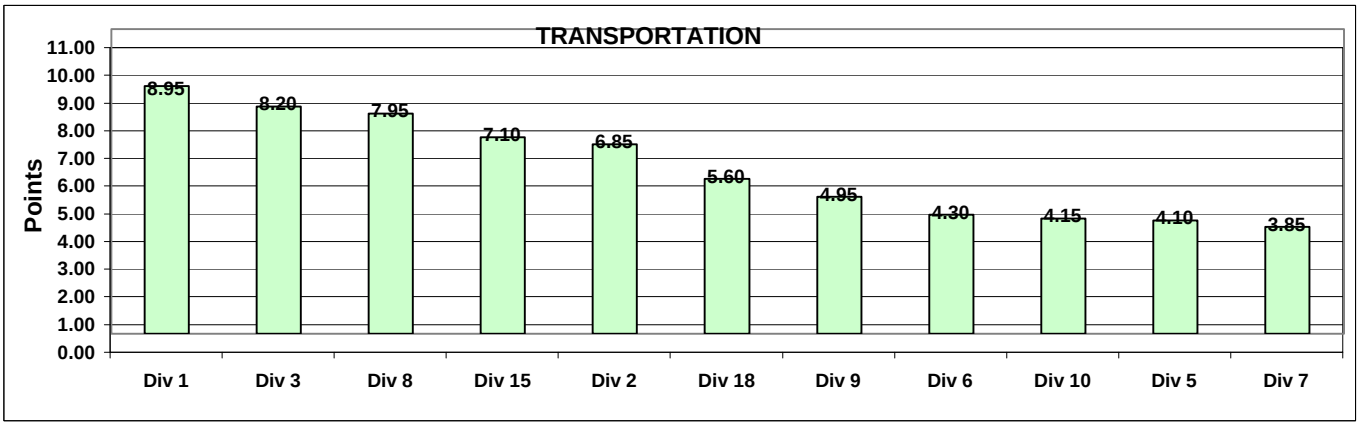
Definition: A performance awareness program designed to increase productivity and efficiency.

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.

Transportation

	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts	**15%**	0.9979	0.9988	0.997452	0.9980	0.9992	0.9933	0.998559	0.9975	0.9914	0.9968	0.9967
Points		7	10	5	8	11	2	9	6	1	4	3
In-Service On-Time Performance	**15%**	0.7723	0.7105	0.7240	0.6739	0.6594	0.6930	0.6900	0.6453	0.7006	0.6443	0.6356
Points		11	9	10	5	4	7	6	3	8	2	1
Running Hot	**20%**	0.0858	0.1108	0.0882	0.1504	0.1200	0.1397	0.0849	0.1488	0.1028	0.0860	0.1039
Points		10	5	8	1	4	3	11	2	7	9	6
Accident Rate	**15%**	4.0816	4.2924	4.0288	4.5695	5.5648	6.0446	2.5604	2.8364	4.1559	3.2611	3.5191
Points		6	4	7	3	2	1	11	10	5	9	8
Complaints/100K Boardings	**10%**	2.4542	2.8490	3.0492	2.6036	6.5553	5.3991	6.6511	3.9771	5.4803	5.7407	4.9410
Points		11	9	8	10	2	5	1	7	4	3	6
New WC Claims /Emp	**25%**	1.7100	1.9866	1.4464	2.9307	2.7712	2.4630	1.8544	2.7478	4.0694	1.4096	1.8013
Points		9	6	10	2	3	5	7	4	1	11	8
Totals		**8.95**	**6.85**	**8.20**	**4.10**	**4.30**	**3.85**	**7.95**	**4.95**	**4.15**	**7.10**	**5.60**

FINAL RANKING	**Transportation Division Ranking (Sorted)**											
	DIV.	**Div 1**	**Div 3**	**Div 8**	**Div 15**	**Div 2**	**Div 18**	**Div 9**	**Div 6**	**Div 10**	**Div 5**	**Div 7**
	Score	**8.95**	**8.20**	**7.95**	**7.10**	**6.85**	**5.60**	**4.95**	**4.30**	**4.15**	**4.10**	**3.85**
	Rank	**1st**	**2nd**	**3rd**	**4th**	**5th**	**6th**	**7th**	**8th**	**9th**	**10th**	**11th**



Quarterly Calculations: FY03-Q2
Metro Rail

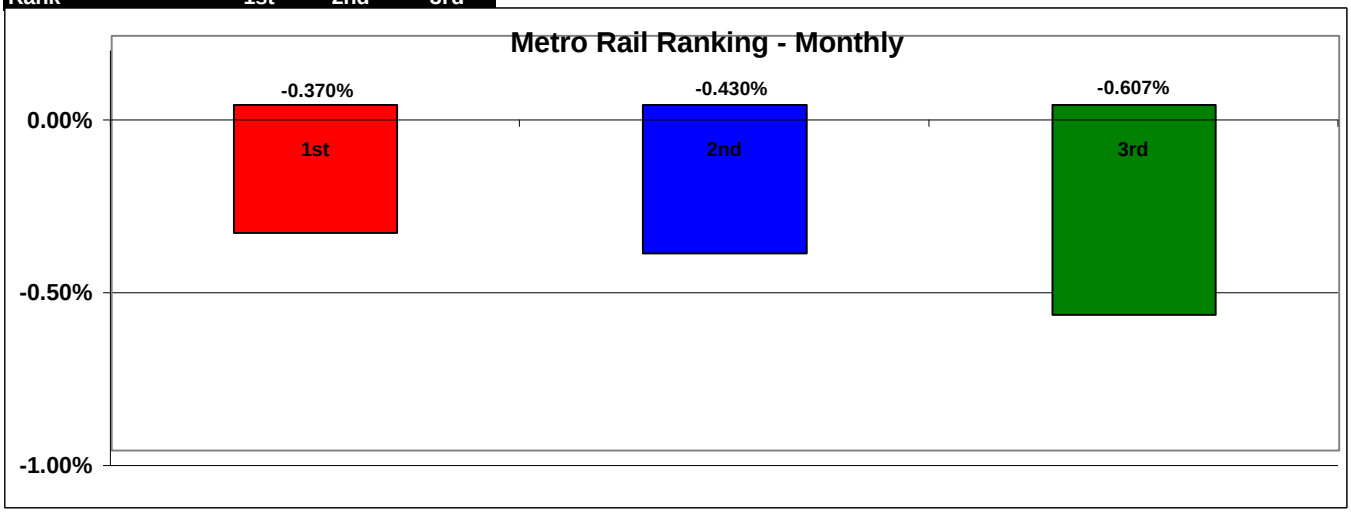
Definition: A performance awareness program designed to increase productivity and efficiency. Based on monthly "IN-SERVICE" Performance as reported by RAIL OPERATIONS CONTROL.

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

	Metro Blue Line	Metro Red Line	Metro Green Line
	Improvement from Previous Year	Improvement from Previous Year	Improvement from Previous Year
Overall Rail Line			
Apr-03	-0.46%	-0.50%	-1.08%
May-03	-0.33%	-0.32%	-0.43%
Jun-03	-0.50%	-0.29%	-0.31%
First Quarter Average	**-0.43%**	**-0.37%**	**-0.61%**

Metro Rail Final Ranking (Sorted)

Rail Line	RED	BLUE	GREEN
Score	-0.370%	-0.430%	-0.607%
Rank	1st	2nd	3rd



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

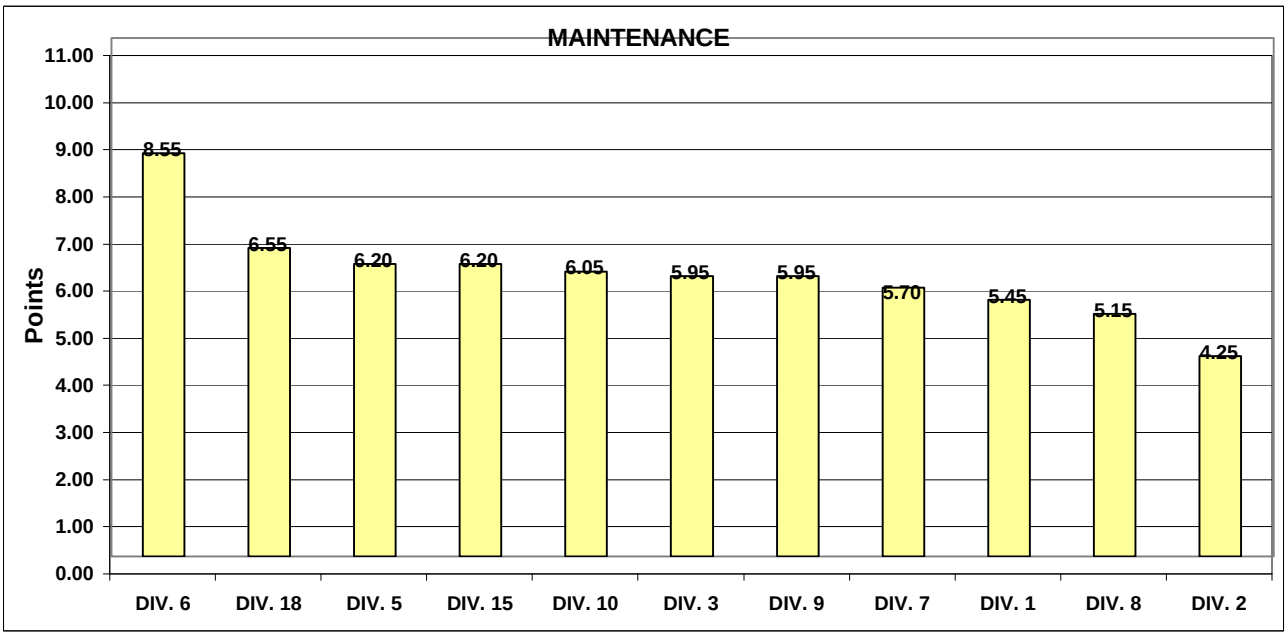
Most Improved Quarter Calculations: FY03-Q3 to FY03-Q4
Metro Bus - Maintenance

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

Calculation: Data reflects a positve or negative difference in performance between the two most recent consecutive quarters. 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
On-Time Pullouts	15%	-0.0002	0.0008	0.0002	0.0021	0.0018	0.0021	0.0013	-0.0009	0.0011	-0.0001	0.0005
Points		2	6	4	11	9	10	8	1	7	3	5
Miles Between Mechanical Failures	30%	-401	-2405	-965	-357	478	-650	-3748	-34	-686	-997	-191
Points		7	2	4	8	11	6	1	10	5	3	9
Attendance	15%	0.0016	0.0040	0.0126	-0.0055	0.0128	0.0090	0.0081	0.0021	-0.0026	0.0143	0.0056
Points		3	5	9	1	10	8	7	4	2	11	6
New WC Claims /100 Emp	20%	0.6835	-1.5573	-2.4793	0.7371	0.9168	0.7276	-0.0032	0.9072	-2.0930	0.4720	0.0000
Points		5	9	11	3	1	4	8	2	10	6	7
Bus Cleanliness	20%	0.0667	-0.9667	-0.5875	-0.0437	0.7188	-0.6133	-0.1438	0.2954	-0.0625	0.4875	-0.3250
Points		8	1	3	7	11	2	5	9	6	10	4
Totals		**5.45**	**4.25**	**5.95**	**6.20**	**8.55**	**5.70**	**5.15**	**5.95**	**6.05**	**6.20**	**6.55**

FINAL RANKING	Maintenance Division Ranking (Sorted)											
	DIV.	DIV. 6	DIV. 18	DIV. 5	DIV. 15	DIV. 10	DIV. 3	DIV. 9	DIV. 7	DIV. 1	DIV. 8	DIV. 2
	Score	8.55	6.55	6.20	6.20	6.05	5.95	5.95	5.70	5.45	5.15	4.25
	Rank	1st	2nd	3rd	3rd	5th	6th	6th	8th	9th	10th	11th



Most Improved Quarter Calculations: FY03-Q3 to FY03-Q4
Metro Bus - Transportation

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

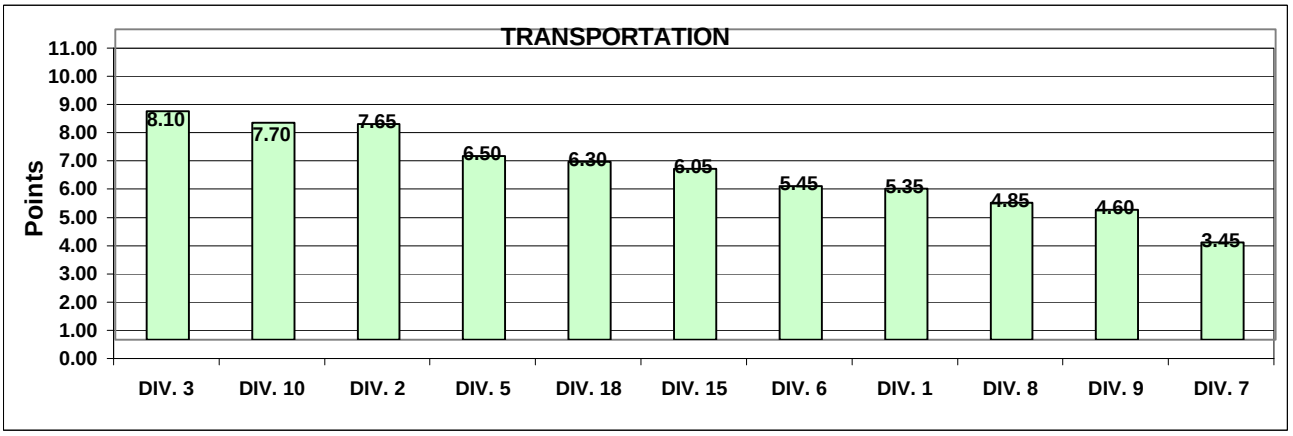
Calculation: Data reflects a positve or negative difference in performance between the two most recent consecutive quarters. Performance indicators by Division are sorted from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each performance 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.

Transportation

	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts	15%	-0.0002	0.0008	0.0002	0.0021	0.0018	0.0021	0.0013	-0.0009	0.0011	-0.0001	0.0005
Points		2	6	4	11	9	10	8	1	7	3	5
In-Service On-Time Performance	15%	-0.0012	0.0089	0.0290	0.0602	0.0075	-0.0101	0.0066	-0.0131	0.0168	-0.0098	0.0170
Points		4	7	10	11	6	2	5	1	8	3	9
Running Hot	20%	0.0052	-0.0040	-0.0183	-0.0090	-0.0358	0.0143	0.0196	0.0119	-0.0337	0.0115	-0.0042
Points		5	6	9	8	11	2	1	3	10	4	7
Accident Rate	15%	1.0040	-0.0554	-0.2510	0.1881	1.3322	1.7913	0.1566	0.5441	-0.2259	-0.0538	-0.0310
Points		3	9	11	5	2	1	6	4	10	8	7
Complaints/100K Boardings	10%	-0.2467	0.0185	-0.5024	-0.3941	0.5743	0.6872	0.0762	-1.3069	-0.3951	-0.5735	-0.9463
Points		5	4	8	6	2	1	3	11	7	9	10
New WC Claims /Emp	25%	-1.3680	-2.2073	-0.0851	1.0026	0.7918	0.2898	0.0000	-0.1963	0.1565	-0.2968	0.5590
Points		10	11	7	1	2	4	6	8	5	9	3
Totals		**5.35**	**7.65**	**8.10**	**6.50**	**5.45**	**3.45**	**4.85**	**4.60**	**7.70**	**6.05**	**6.30**

FINAL RANKING — **Transportation Division Ranking (Sorted)**

DIV.	DIV. 3	DIV. 10	DIV. 2	DIV. 5	DIV. 18	DIV. 15	DIV. 6	DIV. 1	DIV. 8	DIV. 9	DIV. 7
Score	8.10	7.70	7.65	6.50	6.30	6.05	5.45	5.35	4.85	4.60	3.45
Rank	1st	1st	3rd	4th	5th	6th	7th	8th	9th	10th	11th



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Yearly Calculations - FY03
Metro Bus - Maintenance

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

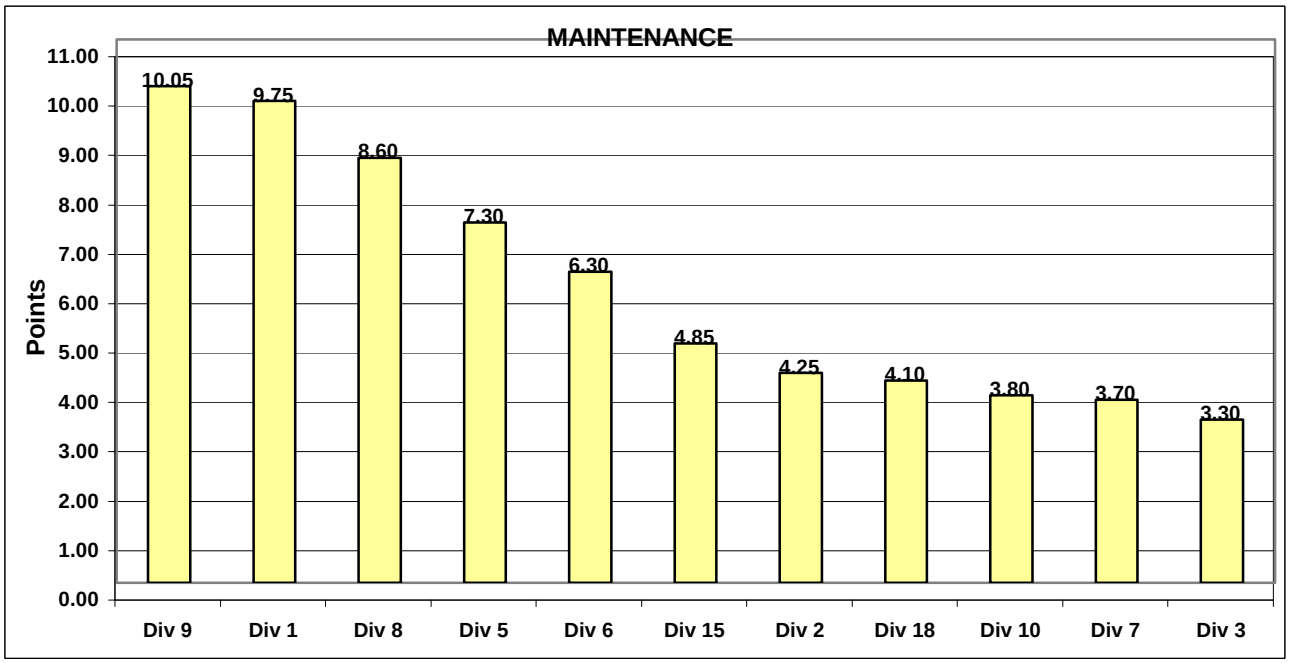
Calculation: Data reflects a cumulative total of performance data for each performance indicator for the first six months in the current calendar year. Performance by Division is ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each 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
On-Time Pullouts	15%	0.9981	0.9975	0.9972	0.9970	0.9985	0.9938	0.9981	0.9983	0.9926	0.9972	0.9968
Points		9	7	5	4	11	2	8	10	1	6	3
Miles Between Mechanical Failures	30%	9863	6398	5726	8756	8335	5389	9177	11322	5734	8260	5144
Points		10	5	3	8	7	2	9	11	4	6	1
Attendance	15%	0.9675	0.9650	0.9651	0.9667	0.9691	0.9652	0.9705	0.9770	0.9669	0.9465	0.9661
Points		8	2	3	6	9	4	10	11	7	1	5
New WC Claims /100 Emp	20%	0.9852	2.6793	2.2634	1.2531	1.8476	1.5538	1.4766	1.3453	1.5099	1.5216	0.8772
Points		10	1	2	9	3	4	7	8	6	5	11
Bus Cleanliness	20%	8.0333	7.3052	7.2203	7.5297	6.9750	7.4400	7.8734	7.9395	6.6656	7.2984	6.8281
Points		11	6	4	8	3	7	9	10	1	5	2
Totals		**9.75**	**4.25**	**3.30**	**7.30**	**6.30**	**3.70**	**8.60**	**10.05**	**3.80**	**4.85**	**4.10**

FINAL RANKING — **Maintenance Division Ranking (Sorted)**

DIV.	Div 9	Div 1	Div 8	Div 5	Div 6	Div 15	Div 2	Div 18	Div 10	Div 7	Div 3
Score	10.05	9.75	8.60	7.30	6.30	4.85	4.25	4.10	3.80	3.70	3.30
Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



Yearly Calculations - FY03
Metro Bus - Transportation

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

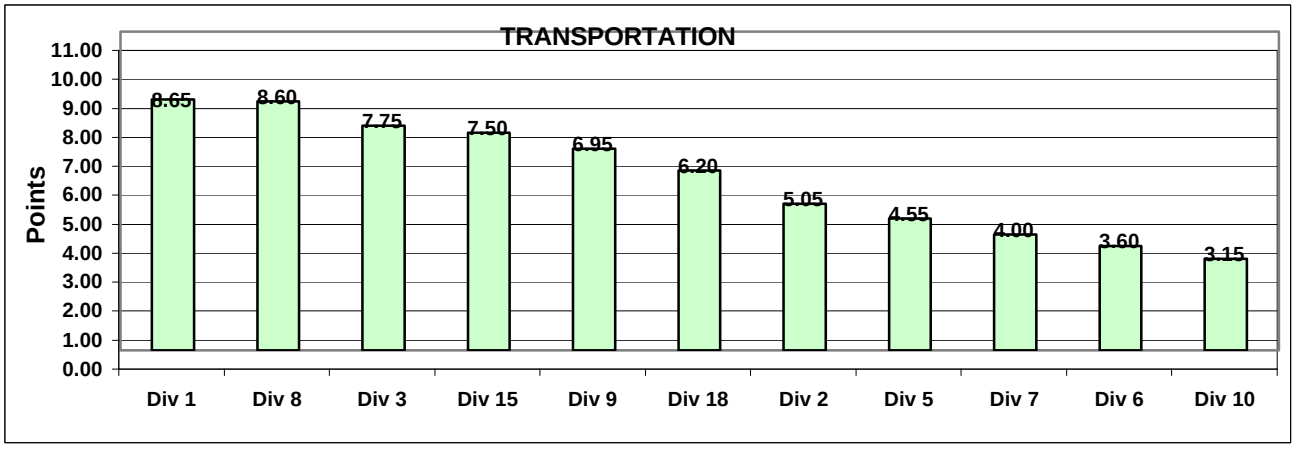
Calculation: Data reflects a cumulative total of performance data for each performance indicator for the twelve months in the current calendar year. Performance by Division are ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each 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.

Transportation

	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts	15%	0.9981	0.9975	0.9972	0.9970	0.9985	0.9938	0.9981	0.9983	0.9926	0.9972	0.9968
Points		9	7	5	4	11	2	8	10	1	6	3
In-Service On-Time Performance	15%	0.7822	0.6753	0.7108	0.6630	0.6593	0.6880	0.7009	0.6747	0.6734	0.6613	0.6123
Points		11	7	10	4	2	8	9	6	5	3	1
Running Hot	20%	0.0849	0.1175	0.0847	0.1257	0.1283	0.1203	0.0709	0.1147	0.1191	0.0808	0.1097
Points		8	5	9	2	1	3	11	6	4	10	7
Accident Rate	15%	3.3947	4.7813	4.2164	4.5805	4.5232	4.9163	2.8399	2.6412	4.5502	2.9582	3.5711
Points		8	2	6	3	5	1	10	11	4	9	7
Complaints/100K Boardings	10%	2.2605	3.0736	3.0853	2.8566	6.1021	4.7359	6.8739	4.3084	4.7338	6.0127	5.2612
Points		11	9	8	10	2	5	1	7	6	3	4
New WC Claims /Emp	25%	2.2516	2.8695	1.7867	2.4873	3.6619	2.5173	1.7096	2.7968	4.0694	1.4096	1.2733
Points		7	3	8	6	2	5	9	4	1	10	11
Totals		**8.65**	**5.05**	**7.75**	**4.55**	**3.60**	**4.00**	**8.60**	**6.95**	**3.15**	**7.50**	**6.20**

FINAL RANKING — **Transportation Division Ranking (Sorted)**

DIV.	Div 1	Div 8	Div 3	Div 15	Div 9	Div 18	Div 2	Div 5	Div 7	Div 6	Div 10
Score	8.65	8.60	7.75	7.50	6.95	6.20	5.05	4.55	4.00	3.60	3.15
Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Most Improved Yearly Calculations: FY02 to FY03
Metro Bus - Maintenance

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

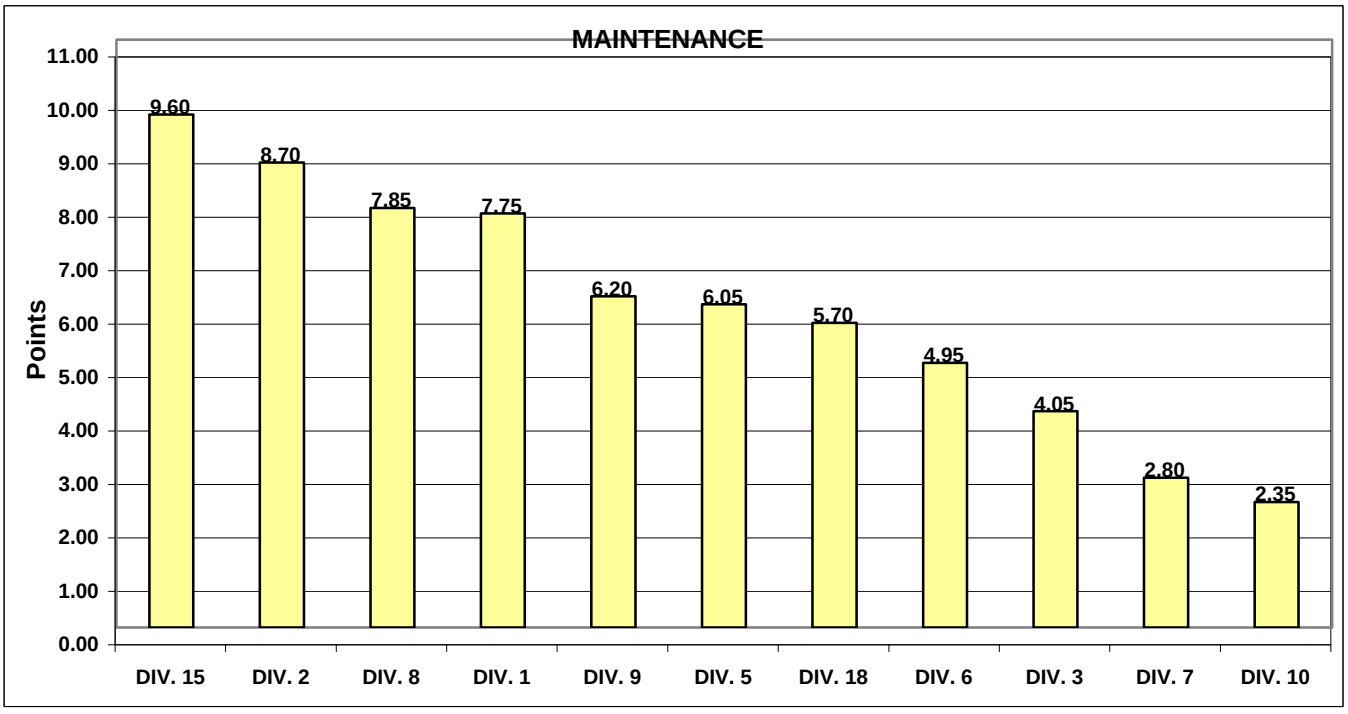
Calculation: Data reflects a positve or negative difference in performance between the first and last quarters of the current calendar year. Performance indicators by Division are sorted from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each 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
On-Time Pullouts	15%	-0.0003	0.0031	0.0003	-0.0005	0.0011	-0.0022	0.0024	0.0011	-0.0030	0.0035	-0.0008
Points		5	10	6	4	8	2	9	7	1	11	3
Miles Between Mechanical Failures	30%	1354	883	188	-127	-907	-1552	3401	2986	612	4128	629
Points		8	7	4	3	2	1	10	9	5	11	6
Attendance	15%	0.0070	0.0146	-0.0046	0.0023	0.0092	0.0012	0.0028	0.0008	-0.0018	0.0147	0.0045
Points		8	10	1	5	9	4	6	3	2	11	7
New WC Claims /100 Emp	20%	-1.3998	-0.4555	0.0580	-1.2185	0.3170	-0.0125	0.3412	0.6706	0.7282	-0.4784	-0.4834
Points		11	7	5	10	4	6	3	2	1	8	9
Bus Cleanliness	20%	0.0955	0.4740	-0.2594	0.1469	-0.0406	-0.6467	0.1609	0.1317	-0.6609	0.1078	-0.3906
Points		6	11	4	9	5	2	10	8	1	7	3
Totals		**7.75**	**8.70**	**4.05**	**6.05**	**4.95**	**2.80**	**7.85**	**6.20**	**2.35**	**9.60**	**5.70**

FINAL RANKING — **Maintenance Division Ranking (Sorted)**

DIV.	DIV. 15	DIV. 2	DIV. 8	DIV. 1	DIV. 9	DIV. 5	DIV. 18	DIV. 6	DIV. 3	DIV. 7	DIV. 10
Score	9.60	8.70	7.85	7.75	6.20	6.05	5.70	4.95	4.05	2.80	2.35
Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



Most Improved Yearly Calculations: FY02 to FY03
Metro Bus - Transportation

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

Calculation: Data reflects a positve 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.

Transportation

	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts	15%	-0.0003	0.0031	0.0003	-0.0005	0.0011	-0.0022	0.0024	0.0011	-0.0030	0.0035	-0.0008
Points		5	10	6	4	8	2	9	7	1	11	3
In-Service On-Time Performance	15%	0.0327	0.0451	0.0238	0.0299	0.0129	0.0085	0.0221	0.0291	0.0378	0.0362	0.0104
Points		8	11	5	7	3	1	4	6	10	9	2
Running Hot	20%	-0.0321	-0.0389	-0.0155	0.0005	-0.0262	-0.0043	-0.0097	-0.0116	-0.0257	-0.0136	-0.0129
Points		10	11	7	1	9	2	3	4	8	6	5
Accident Rate	15%	-1.1115	0.3017	0.2603	0.2333	0.3458	-0.3098	-0.3835	0.0772	0.3202	-0.0489	-0.2276
Points		11	3	4	5	1	9	10	6	2	7	8
Complaints/100K Boardings	10%	0.4955	0.6903	0.4713	0.3906	1.5883	1.3739	3.7153	0.4125	1.5996	2.4317	0.8691
Points		8	7	9	11	4	5	1	10	3	2	6
New WC Claims /Emp	25%	-1.1368	-1.0939	-0.5292	-0.7846	1.4160	0.1769	0.0645	-0.1824	1.0937	-0.1849	-0.7960
Points		11	10	7	8	1	3	4	5	2	6	9
Totals		**9.15**	**9.00**	**6.30**	**5.70**	**4.25**	**3.45**	**5.15**	**5.90**	**4.35**	**6.95**	**5.80**

FINAL RANKING — **Transportation Division Ranking (Sorted)**

DIV.	DIV. 1	DIV. 2	DIV. 15	DIV. 3	DIV. 9	DIV. 18	DIV. 5	DIV. 8	DIV. 10	DIV. 6	DIV. 7
Score	9.15	9.00	6.95	6.30	5.90	5.80	5.70	5.15	4.35	4.25	3.45
Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th