



**Metro**

Metropolitan Transportation Authority

One Gateway Plaza  
Los Angeles, CA 90012-2952

213.922.2000 Tel  
metro.net

**32**

**OPERATIONS COMMITTEE  
NOVEMBER 18, 2004**

**TO: BOARD OF DIRECTORS**

**THROUGH: ROGER SNOBLE  
CHIEF EXECUTIVE OFFICER**

**FROM: JOHN B. CATOE, JR.  
DEPUTY CHIEF EXECUTIVE OFFICER**

**SUBJECT: METRO OPERATIONS PERFORMANCE REPORT FOR SEPTEMBER  
2004**

**ISSUE**

In April 2003, the Operations Committee requested receipt of the monthly *Metro Operations Monthly Performance Report* on an ongoing basis.

**DISCUSSION**

Metro Operations produces a monthly management report on performance indicators relevant to optimal bus and rail transportation services (see attachment).

Some September 2004 performance indicators are estimates only of actual performance.

Metro Bus Operations system-wide:

- September 2004 bus accident rate continued below the FY05 target.
- In-service On-time Performance is higher than FY04 performance and nearing the FY05 target.

Metro Rail Operations:

- On-Time Pullouts exceeded goal for all lines.
- In-Service On-Time performance failed to achieve target for all Lines except the Gold Line.
- There were no light rail Traffic Accidents on the Green and Gold Lines.
- The rate of Complaints exceeded target for the Red, Blue and Green lines
- The rate of Workers' Compensation Indemnity Claims declined for all lines but continued to exceed target through August 2004.
- Mean Miles between Chargeable Mechanical Failures exceeded goal for all Lines except the Green Line.

## **Metro Bus Operations San Fernando Valley Sector:**

### Trend analysis:

- Even with a slight decline from August, on-time performance hovers just above the FY05 target. Late buses decreased pushing our year-to-date figure to 70.45% compared to 67.47% YTD for FY04. Early buses in September increased slightly over this time last year.
- The accident rate of 2.57 remains below the 3.0 accidents per 100,00 miles goal and is a direct result of continued focus on individualized training and review of operators that have accidents/incidents.
- Customer complaints have increased slightly for the month; however, staff has redoubled efforts to review and close complaints in less than seven days.
- Worker's Compensation Indemnity Claims per 200,000 exposure hours increased because several claims were filed as a result of alleged unprovoked attacks on operators and for several continuous trauma claims. The claims for August appear to be an anomaly since the trend in claims reduction has continued during the month of September.

### Areas of focus/improvement:

- Our focus has and continues to be to improve the service on the street. This means focus on customer service, reduction of complaints, reduction of accidents, and a continued dedication to good safety practices and follow-up actions.
- In the next period, we will complete our emergency services plan and hold drills at the division to insure that everyone understands their role in an emergency.
- Continuing efforts on safe work practices to bring work injuries down.
- Bus cleanliness continues to be a focus as we strive to reach an 8.0 rating.

## **Metro Bus Operations San Gabriel Valley Sector:**

### Trend analysis:

- September Mean Miles Between Chargeable Mechanical Failures fell short of the 9,000 mile Sector goal at 7,123 miles, but shows improvement over the year-to-date average of 6,590 miles. For September, Division 3 recorded 7,510 miles while Division 9 recorded 6,795 miles. Engine failures continue to constitute approximately half of all road-call failures. Improvements are expected at Division 9 with the implementation of a new diagnostic repair processes in early September.
- In-Service On-Time Performance declined in September from August levels going from 71.0% to 68.9%. However, In-Service On-Time Performance is above the year-to-date system average of 67.1%. For September, Division 3 recorded a 69.2% rate while Division 9 recorded a 68.3% rate. Both Divisions improved in the running early component of the measure; however, these improvements were more than offset with increases in the running late component. San Gabriel Valley Scheduling & Vehicle Operations staff continues to supervise problem lines and review schedules and running times to identify problem lines.
- September Bus Traffic Accident rates increased in September over August from 2.31 to 3.02, just shy of the Sector Goal of 3.00. Division 3 had a significant increase from 3.08 in August to 4.99 in September, while Division 9 rates improved from 1.60 to

- 1.17. Analysis of all accidents by type and location continue to be conducted by the San Gabriel Valley Accident Investigation Committees for mitigation through FY05.
- Customer Complaints improved in September to August from 3.42 to 3.28, slightly above the Sector goal of 3.25. Both Divisions showed improvement with Division 3 lowering its rate from 3.16 to 2.94 and Division 9 improving from 3.80 to 3.75. The San Gabriel Valley year-to-date mark of 3.23 is 25% better than the System year-to-date average of 4.34.
  - New Workers Compensation Indemnity Claims for August continue to be well below the Sector target of 14.00 at 8.33 with Division 3 attaining the goal at 2.43 and Division 9 slightly above the target at 15.33.

Areas of focus/improvement:

- **Road-calls:** Sector staff has developed a comprehensive analysis and repair program for road-call failures. Road-call data has been analyzed to isolate and identify the causal factors associated with high frequency mechanical failures by failure and bus type. This program is expected to have a positive impact on the Road-call measure as well as In-Service On-Time Performance and Customer Complaints levels.
- **On-Time Performance:** The San Gabriel Valley Sector has increased field supervision and in-service operator field support in order to improve In-Service On-Time Performance and decrease schedule related complaints. Line sweeps are being conducted on problem lines with supervisor support being provided at certain time points to support schedule adherence and provide operator assistance. Other programs include implementing a bus operator audit program, checking watches at the window; continuing to conduct investigations on “pass-ups” and “no show” complaints; and continuing running time and “dead head” time improvements.
- **Bus Traffic Accidents:** The San Gabriel Valley continues to hold bi-weekly Accident Investigation Committee meetings to identify accident locations and circumstances in order to mitigate accident causes. Efforts include, comprehensive accident investigation training for supervisory staff, bus operator road hazard awareness on specific line, and bus positioning awareness at bus stops to avoid bus vs. car accidents. These committees have also recommended bus pad and bus zone changes for implementation.
- **Customer Complaints:** The San Gabriel Valley is implementing rigorous initiatives to monitor, investigate, correct, resolve and respond to customer input including: management interviews with high complaint operators, undercover bus rides with high complaint operators, assignment of high complaint operators to Metro Customer Service Classes, Supervisory line sweeps to address scheduling problems, and Digital Video Recorder (DVR) download investigations on customer complaints.
- **Workers Compensation Claims:** The San Gabriel Valley continues to hold monthly Local Safety Committee meetings to discuss salient safety issues and programs at their respective locations with an emphasis on accident prevention. These issues and programs include: Emergency Preparedness, Safety Observations and Feedback, Incident Investigations, Return to Work Program and a new “Safety Buck” awards program. These programs are focused on safety awareness and accident prevention.

## Metro Bus Operations Gateway Cities Sector:

### Trend analysis:

- In September year-to-date, the Sector met the FY05 target and exceeded the system-wide performance in In-Service-On-Time Performance and Complaints per 100,000 Boardings. The Sector also met the target in New Workers Compensation Indemnity Claims per 200,000 Exposure Hours in August 2004. However, both divisions did not meet the FY05 target in Mean Miles Between Chargeable Mechanical Failures. Only Division 1 met the target in Bus Traffic Accidents Per 100,000 Miles.
- Both bus divisions exceeded the system-wide average In-Service On-Time Performance at 65.98%. Division 1 at 71.62% and Division 2 at 70.326%.
- Division 2 achieved the performance at 2.38 in Complaints per 100,000 Boardings which is favorably below the system-wide average at 4.44 and sector target at 3.0. Division 1 finished the month of September at 3.27 which is favorably below the system-wide average. Improvement had been made at Division 1 from last month at 3.80.
- The system-wide average in Mean Miles Between Chargeable Mechanical Failures was 7,273 or the FY05 system-wide target at 7,500. Division 1 came in at 6,132 and Division 2 came in at 5,783, both were below the system-wide average and the F05 target. However, it was a significant improvement at Division 1 comparing its performance at 5,453 in July 2004.
- The system-wide average in Bus Traffic Accidents Per 100,000 Miles and FY05 target was 3.43 and 3.5 respectively. Division 1 met the target and favorably below the system-wide average by achieving at 3.29. Division 2 came in at 4.05 which was unfavorably above both the system-wide average and the FY05 target.

### Areas of focus/improvements:

- **In-Service On-Time Performance:** This is the third consecutive month that the sector has achieved above 70% In-Service-On-Time Performance. We are continuing to adjust schedules, as appropriate, on lines that are experiencing significant In-Service On-Time Performance problems. Also, we are continuing to maintain increased supervision to monitor problem lines and operators on those lines where In-Service On-Time Performance is below the standard as well as to continue to discuss In-Service On-Time Performance in division rap sessions. Gateway Cities' staff adjusted schedules on lines 16, 26, 45, 60, 66, 105, 265, 362, 460 and 576 to improve In-Service On-Time Performance for the June 2004 service changes and will continue monitor the service and further fine tune in December 2004 shake-up.
- **Complaints per 100,000 Boardings:** Sector staff is working with Division Managers to focus on high complaint categories such as No Show, Pass Ups, Unsafe Operation, and Operator Discourtesy. Managers are reviewing employees' records of past complaints and providing counseling in areas needing improvement. Meanwhile, we continue our efforts to retrain operators with excessive customer complaints and provide refresher courses on customer service for all operators via computer assisted learning modules, discuss complaints in division rap sessions, and deploy more under-cover investigations at peak service times.
- **Bus Traffic Accidents Per 100,000 miles:** Sector Staff and Division Managers are continuously monitoring high accidents lines including Line no. 18 and no. 45 at Division 1 and Line no. 26 and no. 200 at Division 2. Detailed information on these

high accident lines were forwarded to the Sheriff to increase visibility and parking enforcement. Action Plans have been implemented since early September including use of line captain, line saturation, line sweep, ride-alongs and increase line supervision. Sector staff will continue to focus on accident investigation to identify root causes and performing line sweeps on high accident bus lines to reduce bus traffic accidents. Each month, the locations of the accidents are being identified by Line, posted (with photos) and communicated to the operators for higher awareness. Pictures are posted on the safety board and discussed in the next safety rap session, especially about the solutions to avoid hitting right side objects. Driving safety videotapes are played continuously in the training room so as to remind the operators of the safety on the Line.

- **Mean Miles Between Chargeable Mechanical Failures:** Both divisions experienced a significant drop in this measurement in comparison to FY04. The decrease in Mean Miles Between Chargeable Mechanical Failures in July, August and September revealed the same trend in FY04, higher engine failures occurred during hot weather. Sector staff is working with Division Managers to identify particular bus types that are experiencing frequent mechanical failures and working with operators to ensure that they do not inadvertently report non-mechanical failure.

#### **Metro Bus Operations South Bay Sector:**

##### Trend analysis:

- Overall, the year-to-date performance for the Metro South Bay as of September 2004 reflects the sector exceeded the target in one of the five key performance areas. The target was exceeded in Bus Traffic Accidents per 100,000 Miles. Bus Traffic Accidents per 100,000 Miles decreased by 11% for the South Bay Sector.
- Mean Miles Between Chargeable Mechanical Failures decreased by 12% for the Arthur Winston due to engine-related problems, and the Carson Division experienced a 12% increase.
- The Arthur Winston Division is on track exceeding the target for Bus Traffic Accidents per 100,000 Miles with a performance 20% below the targeted level, as well as the Carson Division with a performance 25% below the targeted level of 4.00.
- Both the Arthur Winston and Carson Division experienced an increase in Complaints per 100,000 Boardings for September; Arthur Winston with a 33% increase and Carson Division with an 18% increase.
- The Arthur Winston experienced a 2% decrease in New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours while the Carson Division experienced a significant decrease of 24% for September.

##### Areas of focus/improvement:

- Mean Miles Between Chargeable Mechanical Failures – The Arthur Winston Division experienced an increase in engine-related problems and is requesting assistance from the Instruction Department to determine the cause of the increased breakdowns. The Division is in the process of retraining junior mechanics in diagnosing and troubleshooting mechanical problems.
- Complaints per 100,000 Boardings – The N.E.A.R. (Non-Emergency Assistance Request) pilot program was rolled out at both the Arthur Winston and Carson Division. The program involves a phone line set up for South Bay employees to

report various incidents of a “non-emergency” nature. Information memos were distributed with Operator payroll checks for employees who were unable to attend the program information session. During the program rollout, both Arthur Winston and Carson Division Operators unanimously expressed a desire to have increased Los Angeles Sheriff Department officer presence aboard South Bay buses. Operator comments were well received by Sergeant Rifalato who is assigned to the South Bay Sector, and he will look into increasing law enforcement visibility. The new program, as well as more sheriff visibility out on the lines, will have a positive effect on safety, as well as Customer Complaints. Management staff is focusing on reducing customer complaints in the areas of Lates, No Shows and Operator Discourtesy. Investigations and Operator interviews are being conducted promptly with complaints of an egregious nature being handled with thorough follow-ups and disciplinary action if required. The Divisions are continuing to conduct Line Sweeps to observe schedule adherence on routes with high volumes of customer complaints. A meeting has been scheduled with Customer Relations to exchange information regarding procedures for charging the Sector with invalid complaints involving detour notices and pink letters that show temporary service changes which may increase customer complaints.

- New Workers’ Compensation Indemnity Claims per 200,000 Exposure Hours – The Return-To-Work Coordinator is continuing to immediately place eligible employees in the Transitional Duty Program. The Divisions are conducting Line Sweeps to identify hazards (potholes, rough pavement, broken gutter/curb, etc.) and verify stop signs are in place. In addition, field observation meetings are being held to identify hazards on the line.

#### **Metro Bus Operations Westside/Central Sector:**

##### Trend analysis:

- Mean Miles Between Chargeable Mechanical Failures increased from 8,508 in August to 8,594 in September. During September mean miles increased at Divisions 6 and 7 while declining at Division 10.
- In-Service On-time Performance decreased from 64.31% in August to 62.87% in September. During September on-time performance decreased at Divisions 6 and 10 while increasing at Division 7.
- The Bus Accident Rate increased from 2.80 in August to 4.50 in September. All Divisions within the Sector experienced an increased accident rate during the month of September.
- The rate of Customer Complaints decreased from 5.10 in August to 4.69 in September. Complaints increased during September at Division 6 but decreased at Divisions 7 and 10.

##### Areas of focus/improvement:

- In-Service On-Time Performance will be improved by a new Service Reliability Program instituted in mid-July. Line checks will be conducted regularly on problem lines/areas. Service development adjustments will continue to be made to better increase the flow of headways in problem areas.
- Supervisors have been assigned specific lines to zero in on areas requiring improvement. Also, line rides are being increased and conducted daily to spot

potential operational problems that may lead to further bus accidents. Accident reviews are conducted in a timely manner and re-training is given to operators to avoid future accidents.

- Supervisor rides and undercover investigations will be increased on problem operators to reduce customer complaints. In addition, stronger coaching, counseling and discipline sessions are being conducted to reduce complaints. Operators identified as multiple offenders are receiving additional training in operator/passenger relations.

### **Metro Rail Operations:**

#### **Trend Analysis:**

- The In-Service On-Time Performance for the Blue Line has declined significantly from the previous month.
- The rate of Complaints is sloping up for the Red, Blue and Green Lines.

#### **Areas of focus/improvement:**

- The In-Service On-Time Performance decline reflects negative service variance due to a combination of Vehicle failures and Accidents that are being addressed with improved maintenance and training, incident response management and accident evaluations.
- The majority of Complaints continue to reflect Ticket Vending Machine (TVM) issues and a close program of monitoring TVM availability continues in place.

Attachment 1: *Metro Operations Monthly Performance Report for August 2004*

SEPT 2004

METRO OPERATIONS  
MONTHLY PERFORMANCE  
REPORT



Metro



## Table of Contents

	Page
<b>San Fernando Valley Sector (SFV)</b>	<b>3</b>
<b>San Gabriel Valley Sector (SGV)</b>	<b>7</b>
<b>Gateway Cities Sector (GC)</b>	<b>11</b>
<b>South Bay Sector (SB)</b>	<b>15</b>
<b>Westside/Central Sector (WC)</b>	<b>19</b>
<b>Rail Performance</b>	<b>23</b>
On-time Service	
In-Service On-Time Performance	
Schedule Revenue Service Hours Delivered	
Mean Miles Between Chargeable Mechanical Failures	
Rail Cleanliness	
<b>Bus Service Performance Systemwide</b>	<b>29</b>
On-Time Pullout Percentage	
Outlates and Cancellations by Division	
In-Service On-Time Performance	
Scheduled Revenue Service Hours Delivered	
<b>Maintenance Performance</b>	<b>32</b>
Mean Miles Between Chargeable Mechanical Failures	
Past Due Critical Preventive Maintenance Program	
Bus Cleanliness	
<b>Attendance</b>	<b>35</b>
Maintenance Attendance	
<b>Safety Performance</b>	<b>36</b>
Bus Accidents per 100,000 Hub Miles	
Rail Accidents per 100,000 Revenue Train Miles	
<b>Customer Satisfaction</b>	<b>39</b>
Complaints per 100,000 Boardings	
<b>New Workers' Compensation Claims</b>	<b>40</b>
New Workers' Compensation Claims per 200,000 Exposure Hours	
<b>"How You Doin'?" Incentive Program</b>	<b>41</b>
Monthly Metro Bus & Metro Rail	
Quarterly Metro Bus & Metro Rail	

## 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 430 Metro buses and 24 Metro Bus lines carrying nearly 54 million boarding passengers each year.

This report gives a brief overview of sector operations':

- \* Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- \* 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	FY02	FY03	FY04	FY05 Target	FY05 YTD	Sep. Month	Status
<b>Bus Systemwide</b>							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,205	7,273	◇
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	67.11%	65.98%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.25	3.43	●
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	4.34	4.44	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Aug. 16.14	Aug. 17.03	●
<b>SFV Sector</b>							
MMBCMF**	4,646	8,616	8,648	8,000	8,966	8,954	●
In-Service On-time Performance		67.30%	67.47%	70%	70.45%	68.75%	●
Bus Traffic Accidents Per 100,000 Miles	3.09	2.91	2.99	3.00	2.57	2.76	●
Complaints per 100,000 Boardings	3.43	6.32	5.45	4.50	5.62	5.89	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	22.8	16.72	15.15	14.50	Aug. 18.82	Aug. 22.12	◇
<b>Division 8</b>							
MMBCMF*	5,775	9,177	8,183	8,000	9,432	9,164	●
In-Service On-time Performance	67.88%	70.09%	69.12%	70%	72.60%	68.30%	●
Bus Traffic Accidents Per 100,000 Miles	3.22	2.84	2.75	3.00	2.22	2.37	●
Complaints per 100,000 Boardings	3.16	6.87	5.09	4.50	6.05	5.99	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.36**	20.92	19.15	14.50	Aug. 20.97	Aug. 33.15	◇
<b>Division 15</b>							
MMBCMF*	4,514	8,260	9,013	8,000	8,616	8,785	●
In-Service On-time Performance	62.51%	66.13%	66.62%	70%	69.21%	69.01%	●
Bus Traffic Accidents Per 100,000 Miles	3.01	2.96	3.17	3.00	2.86	3.09	●
Complaints per 100,000 Boardings	3.58	6.01	5.70	4.50	5.31	5.81	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	19.15**	16.23	13.14	14.50	Aug. 18.63	Aug. 15.23	◇

\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

\*\* Jan - June, 2002

● Green - High probability of achieving the FY05 target (on track).

◇ Yellow - Uncertain if the FY05 target will be achieved - slight problems, delays or management issues.

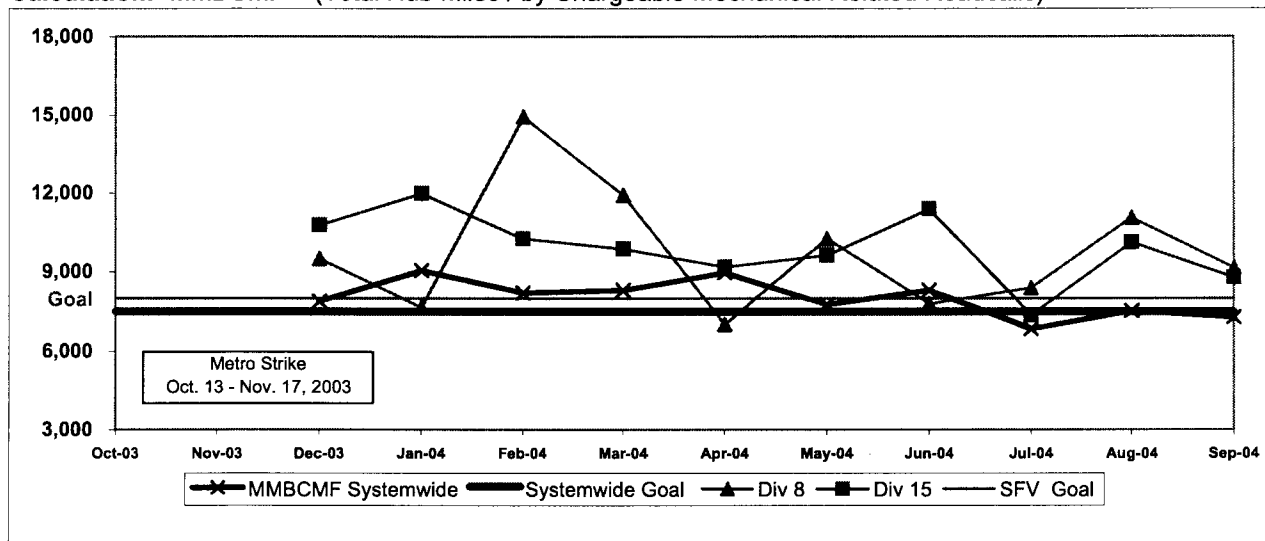
● Red - High probability that the FY05 target will not be achieved - significant problems and/or delays.

## SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

### 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)



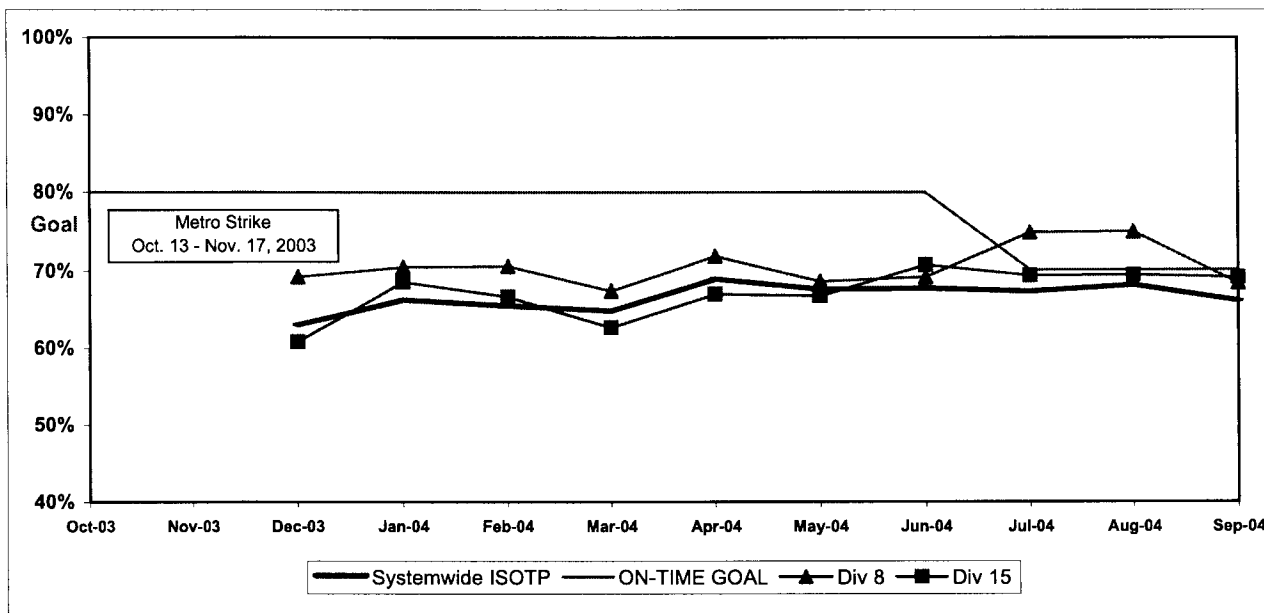
\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

### IN-SERVICE ON-TIME PERFORMANCE

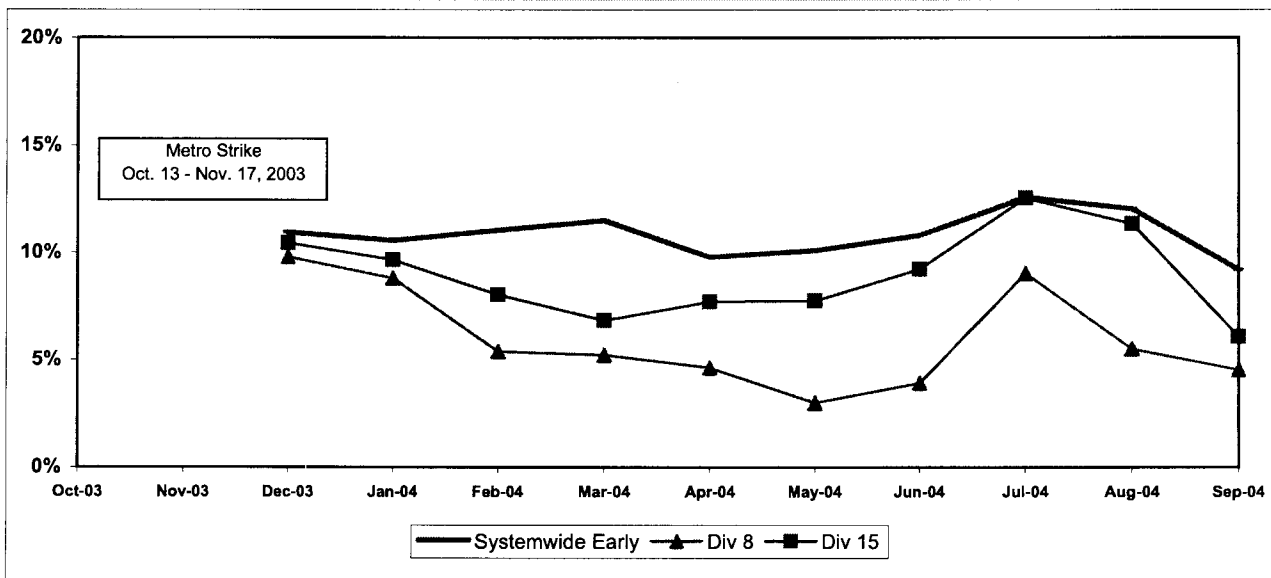
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

**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



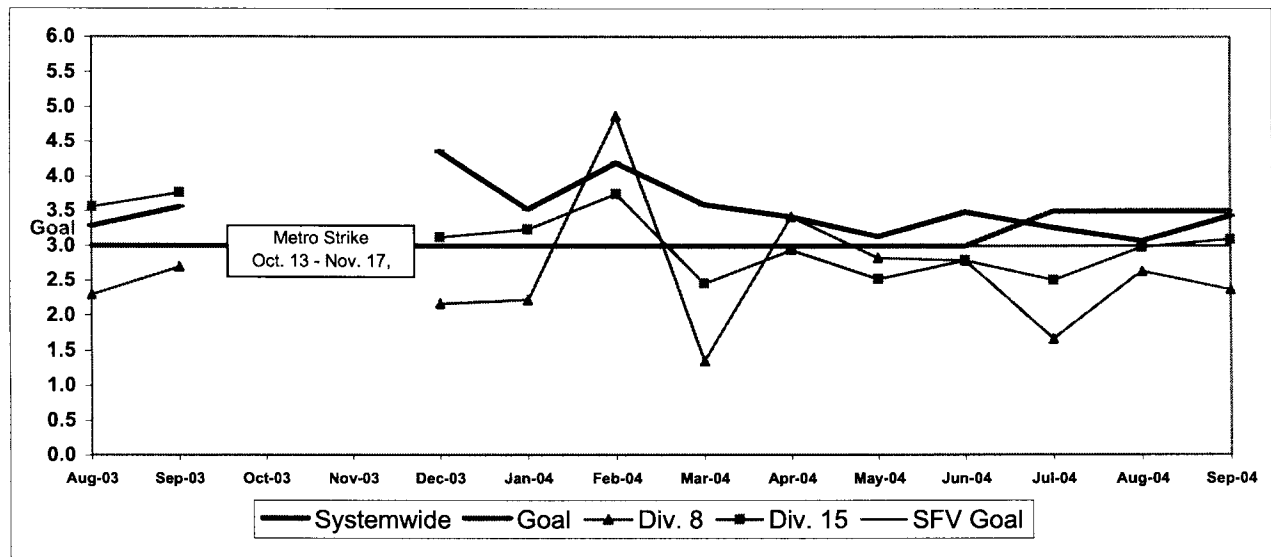
**Running Hot - Systemwide and Bus Operating Divisions 8 and 15**



**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.

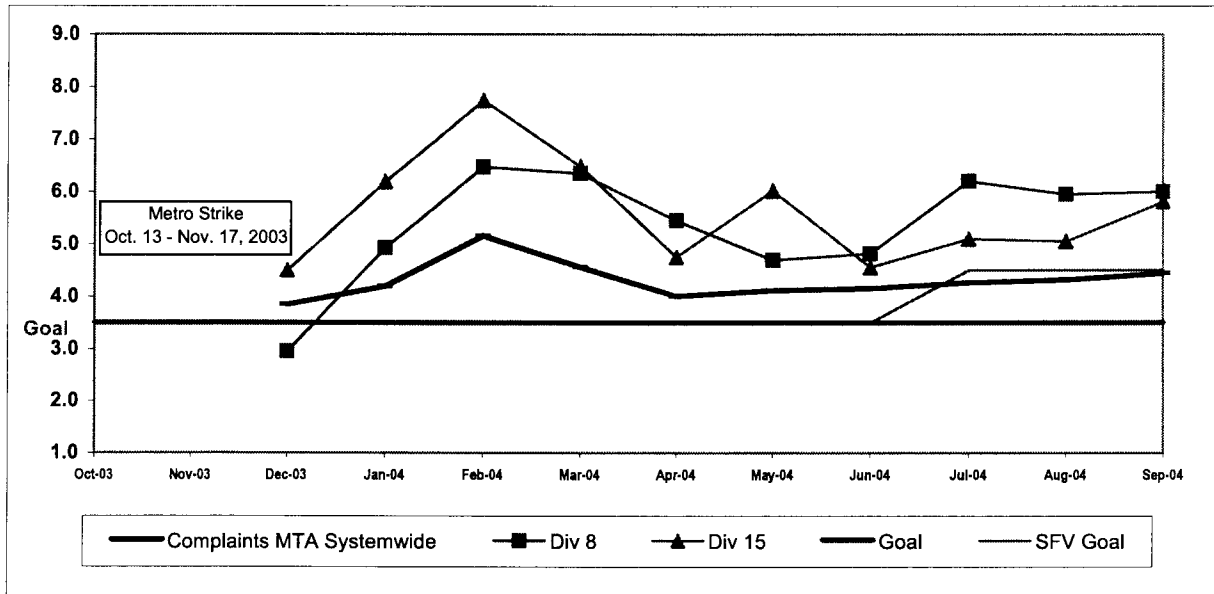
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



**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)

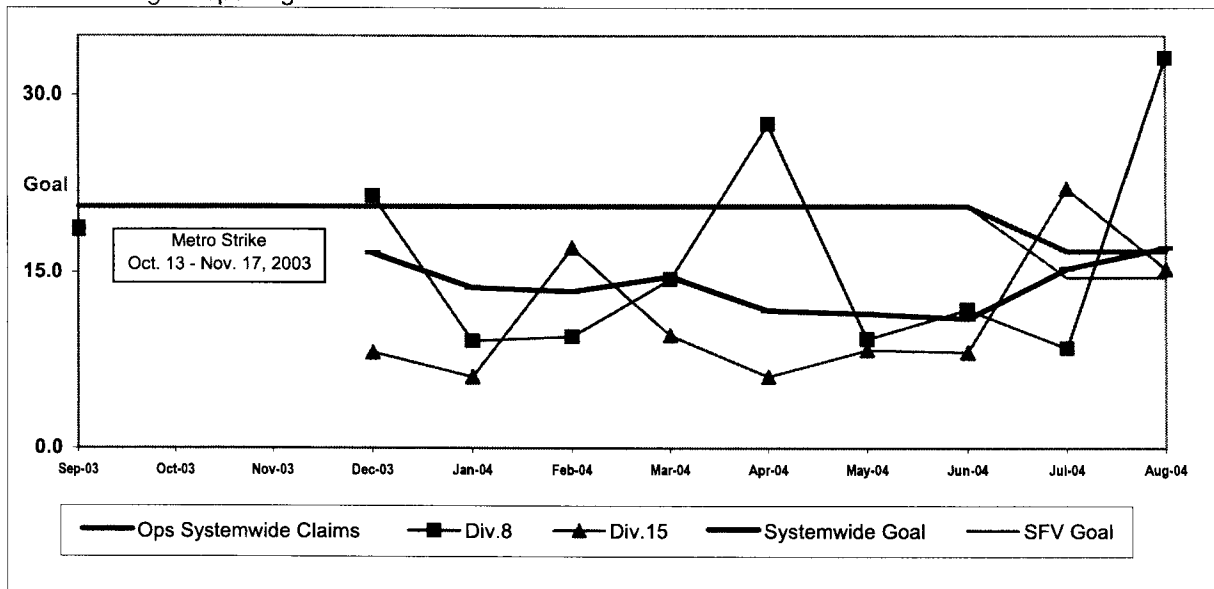


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 8 and 15**

**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.



## 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 415 Metro buses and 28 Metro Bus lines carrying over 64.5 million boarding passengers each year.

This report gives a brief overview of sector operations':

- \* Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- \* 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	FY02	FY03	FY04	FY05 Target	FY05 YTD	Sep. Month	Status
<b>Bus Systemwide</b>							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,205	7,273	◇
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	67.11%	65.98%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.25	3.43	●
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	4.34	4.44	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Aug. 16.14	Aug. 17.03	●
<b>SGV Sector</b>							
MMBCMF*	6,708	7,696	7,570	9,000	6,590	7,123	◇
In-Service On-time Performance		70.02%	69.98%	70%	70.77%	68.89%	●
Bus Traffic Accidents Per 100,000 Miles	3.23	3.40	2.91	3.00	2.76	3.02	●
Complaints per 100,000 Boardings	3.13	3.57	3.80	3.25	3.23	3.28	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	27.80	23.15	16.12	14.00	Aug. 7.18	Aug. 8.33	●
<b>Division 3</b>							
MMBCMF*	5,538	5,726	6,564	9,000	6,109	7,510	◇
In-Service On-time Performance	68.70%	71.08%	70.80%	70%	70.33%	69.19%	●
Bus Traffic Accidents Per 100,000 Miles	3.96	4.22	3.59	3.00	3.84	4.99	◇
Complaints per 100,000 Boardings	2.61	3.09	3.02	3.25	3.00	2.94	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	38.36**	21.54	12.36	14.00	Aug. 1.21	Aug. 2.43	●
<b>Division 9</b>							
MMBCMF*	8,336	11,322	8,874	9,000	7,109	6,795	◇
In-Service On-time Performance	64.56%	67.47%	68.16%	70%	71.65%	68.30%	●
Bus Traffic Accidents Per 100,000 Miles	2.56	2.64	2.26	3.00	1.76	1.17	●
Complaints per 100,000 Boardings	3.90	4.31	5.09	3.25	3.55	3.75	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	33.14**	28.54	20.75	14.00	Aug. 14.16	Aug. 15.33	●

\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

\*\*Jan - June, 2002

● Green - High probability of achieving the FY05 target (on track).

◇ Yellow - Uncertain if the FY05 target will be achieved - slight problems, delays or management issues.

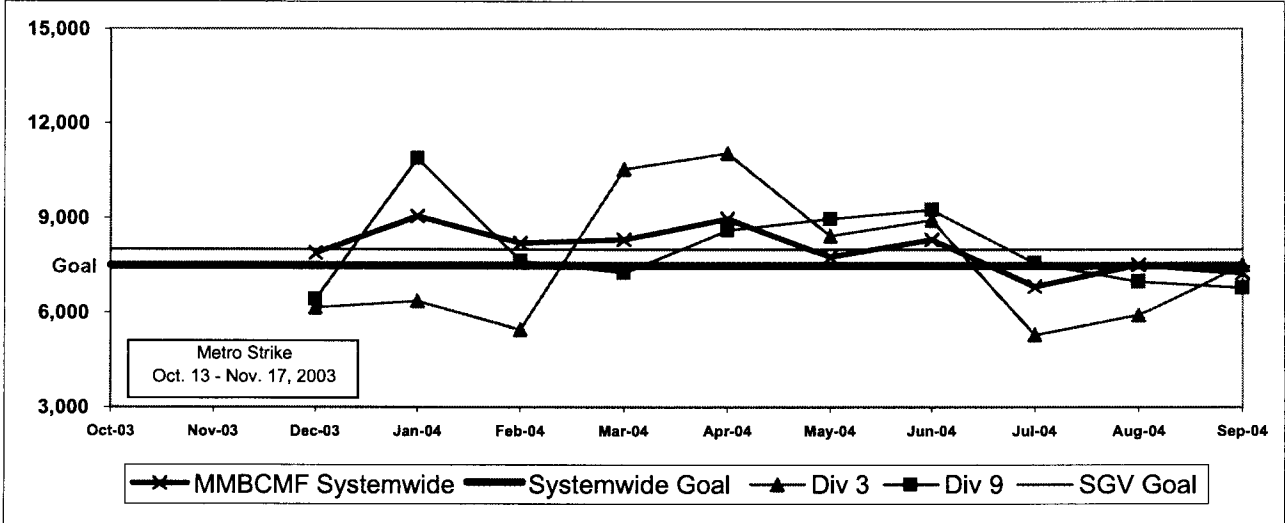
● Red - High probability that the FY05 target will not be achieved - significant problems and/or delays.

## SAN GABRIEL VALLEY SECTOR (SGV) BUS SERVICE PERFORMANCE

### 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)



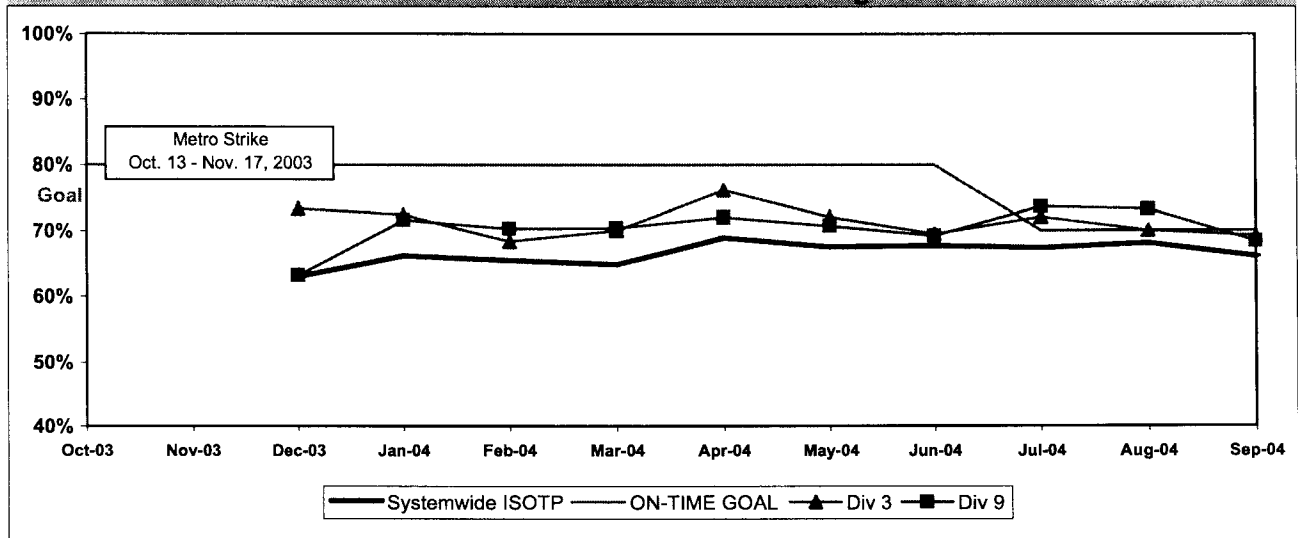
\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

### 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.

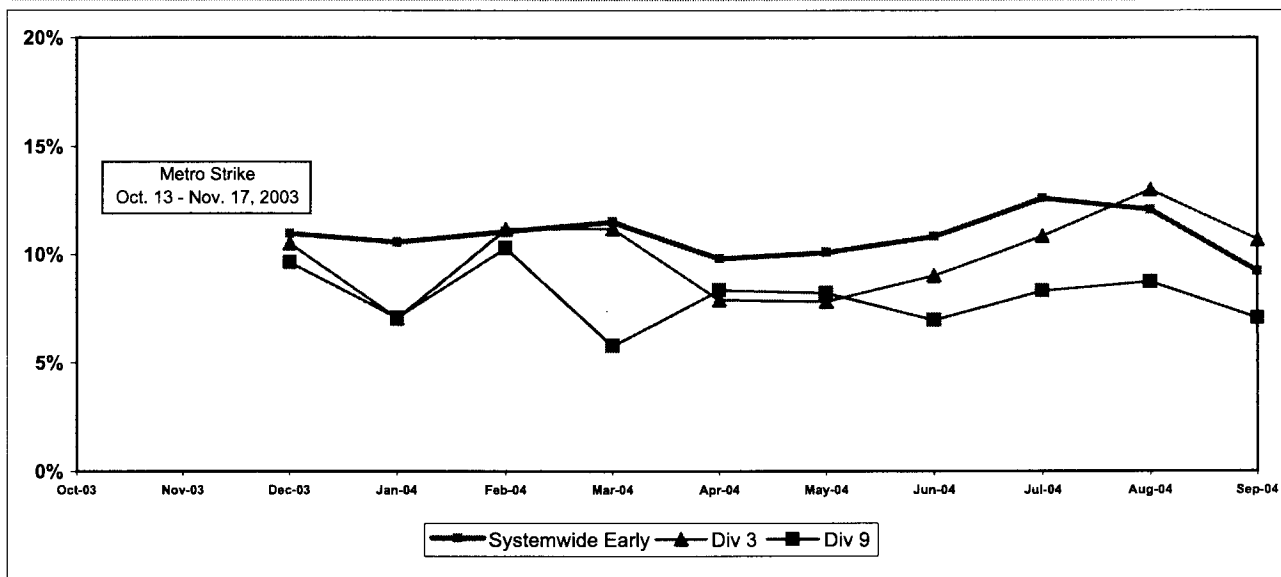
**Calculation:** ISOTP% = 1 - ((Number of buses departing early + Number of buses departing more than five minutes late) / (Total buses sampled))

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



## SGV SECTOR BUS SERVICE PERFORMANCE - Continued

### Running Hot - Systemwide and Divisions 3 and 9

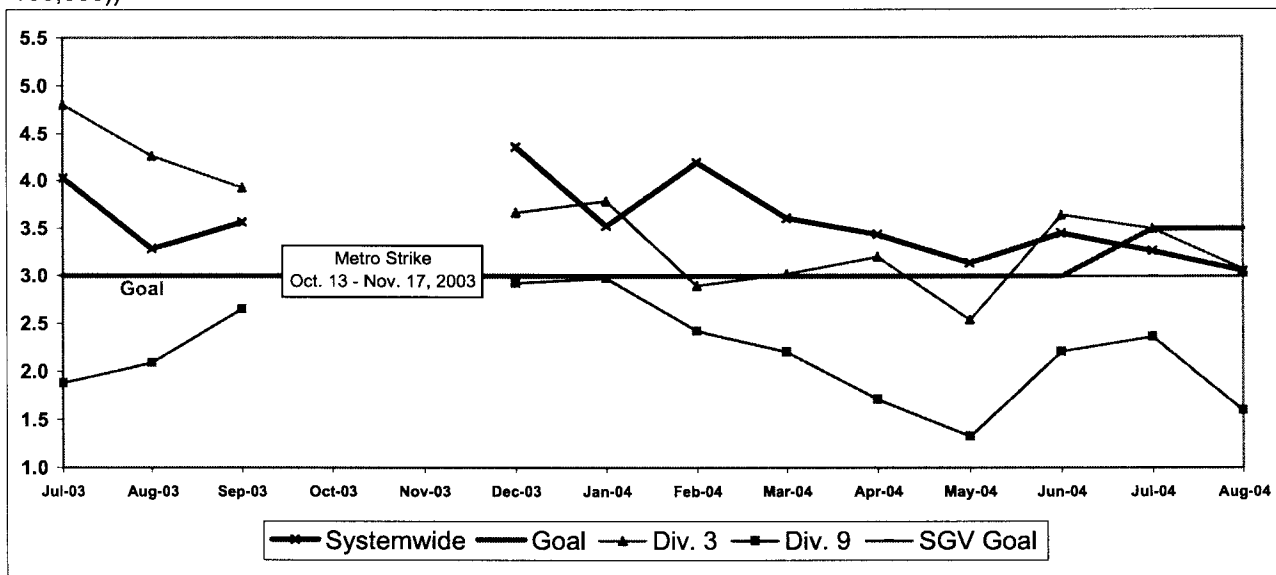


### BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

#### Systemwide and Divisions 3 and 9

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

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





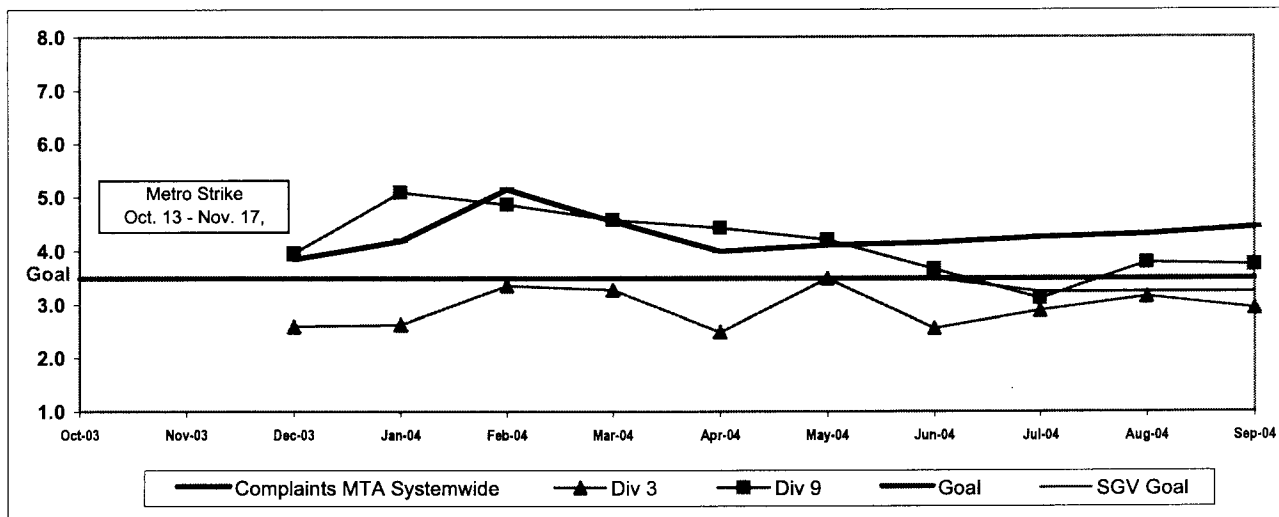
**SGV SECTOR BUS SERVICE PERFORMANCE - Continued**

**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)



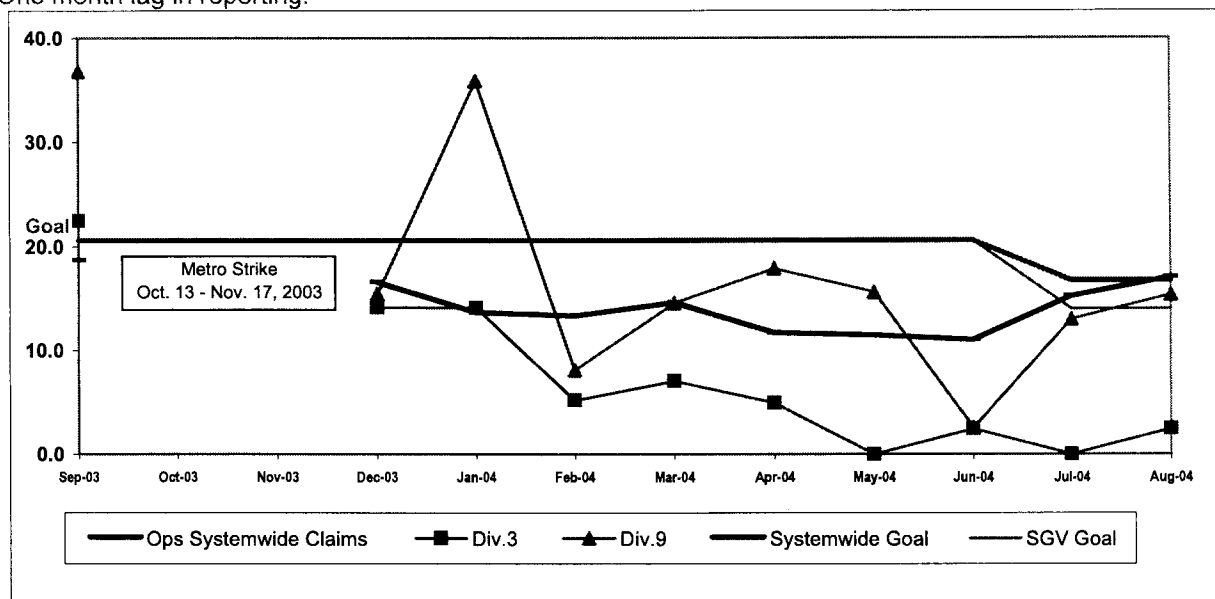
**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**

**Systemwide and Bus Operating Divisions 3 and 9**

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

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

One month lag in reporting.



## 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 395 Metro buses and 22 Metro Bus lines carrying nearly 59.8 million boarding passengers each year.

This report gives a brief overview of sector operations':

- \* Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- \* 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	FY02	FY03	FY04	FY05 Target	FY05 YTD	Sep. Month	Status
<b>Bus Systemwide</b>							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,205	7,273	◊
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	67.11%	65.98%	◊
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.25	3.43	●
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	4.34	4.44	◊
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours († month lag)	23.99	17.80	17.64	16.76	Aug. 16.14	Aug. 17.03	●
<b>GC Sector</b>							
MMBCMF*	6,726	7,800	8,781	8,250	6,369	5,974	◊
In-Service On-time Performance		74.53%	69.34%	70%	71.36%	71.05%	●
Bus Traffic Accidents Per 100,000 Miles	4.49	4.07	3.86	3.50	3.79	3.62	◊
Complaints per 100,000 Boardings	2.07	2.63	3.08	3.00	2.86	2.85	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	43.20	25.30	20.19	19.18	Aug. 13.29	Aug. 15.78	●
<b>Division 1</b>							
MMBCMF*	8,510	9,863	8,232	8,250	6,004	6,132	■
In-Service On-time Performance	74.95%	78.22%	70.57%	70%	71.40%	71.62%	●
Bus Traffic Accidents Per 100,000 Miles	4.51	3.39	3.41	3.50	3.64	3.29	◊
Complaints per 100,000 Boardings	1.76	2.26	3.32	3.00	3.24	3.27	◊
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	45.91**	20.42	16.82	19.18	Aug. 10.29	Aug. 12.72	●
<b>Division 2</b>							
MMBCMF*	5,514	6,398	9,496	8,250	6,896	5,783	◊
In-Service On-time Performance	63.01%	67.53%	67.62%	70%	71.30%	70.32%	●
Bus Traffic Accidents Per 100,000 Miles	4.48	4.78	4.36	3.50	3.96	4.05	◊
Complaints per 100,000 Boardings	2.38	3.07	2.84	3.00	2.43	2.38	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	48.72**	31.18	24.56	19.18	Aug. 17.64	Aug. 20.40	●

\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

\*\* Jan - June, 2002

● Green - High probability of achieving the FY05 target (on track).

◊ Yellow - Uncertain if the FY05 target will be achieved – slight problems, delays or management issues.

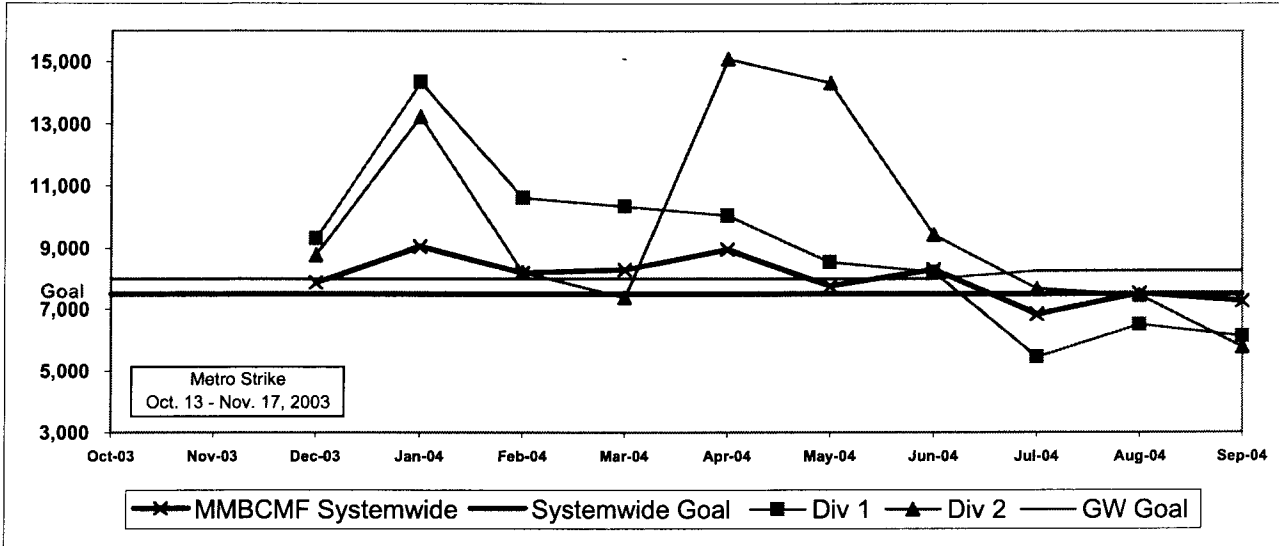
■ Red - High probability that the FY05 target will not be achieved – significant problems and/or delays.

## GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

### MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES\* Systemwide and Divisions 1 and 2

**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)



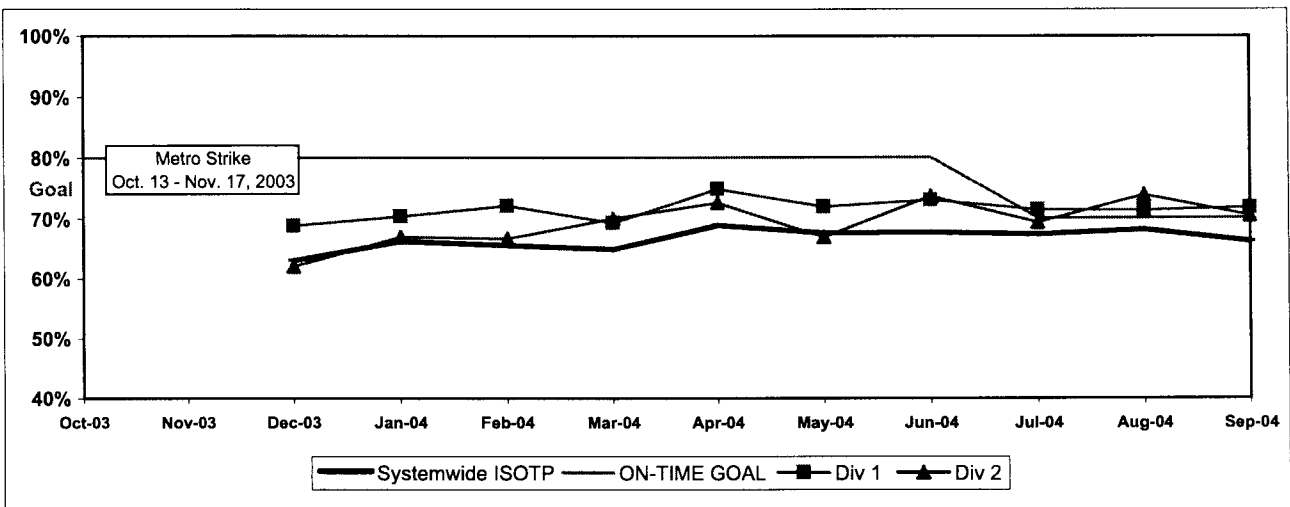
\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

### 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.

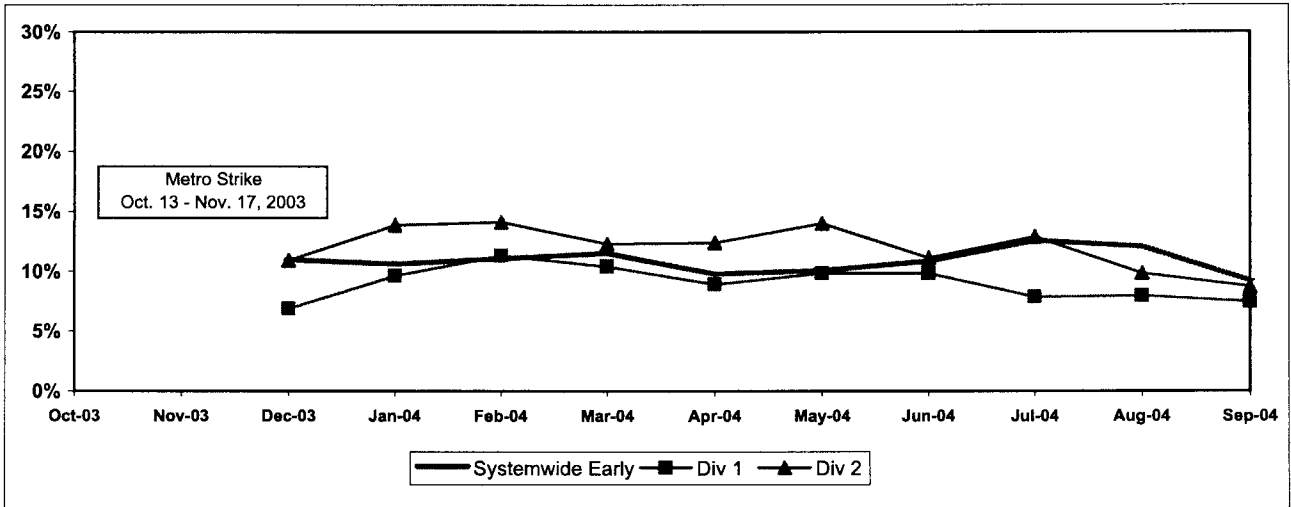
**Calculation:** ISOTP% = 1 - ((Number of buses departing early + Number of buses departing more than five minutes late) / (Total buses sampled))

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



**GC SECTOR BUS SERVICE PERFORMANCE - Continued**

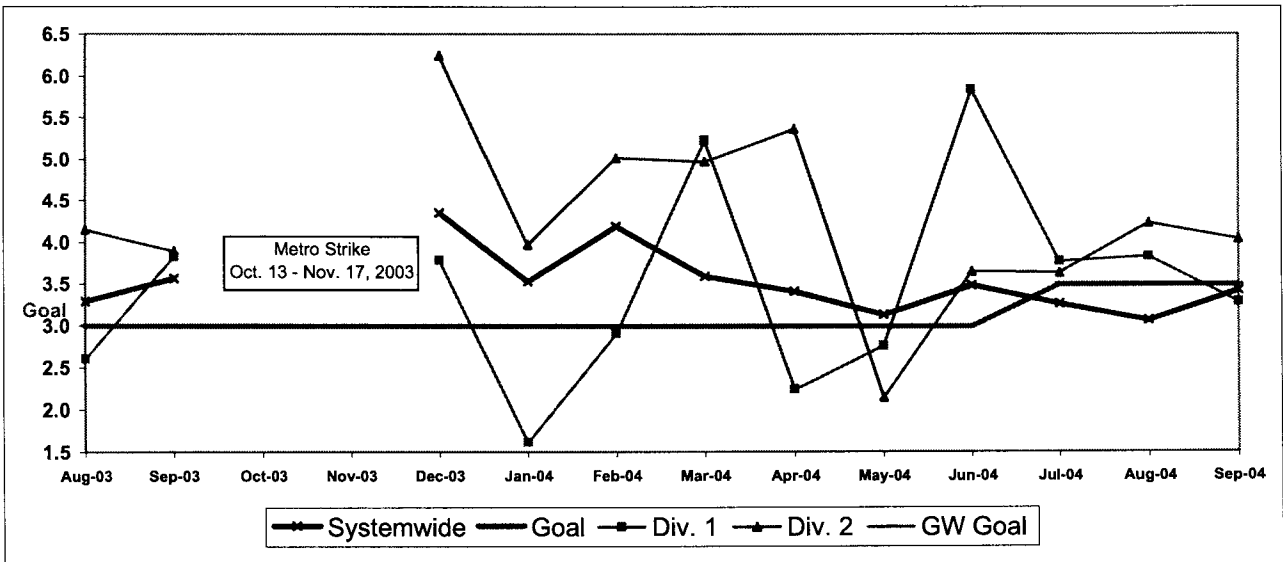
**Running Hot - Systemwide and Divisions 1 and 2**



**BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES  
Systemwide and 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))

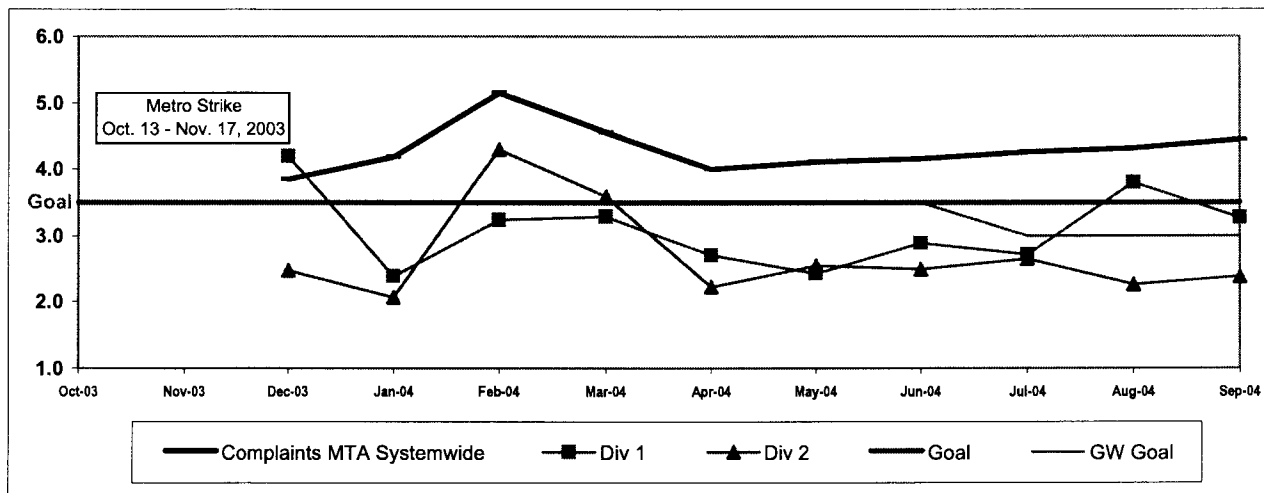


GC SECTOR BUS SERVICE PERFORMANCE - Continued

**COMPLAINTS PER 100,000 BOARDINGS**  
Systemwide and 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)

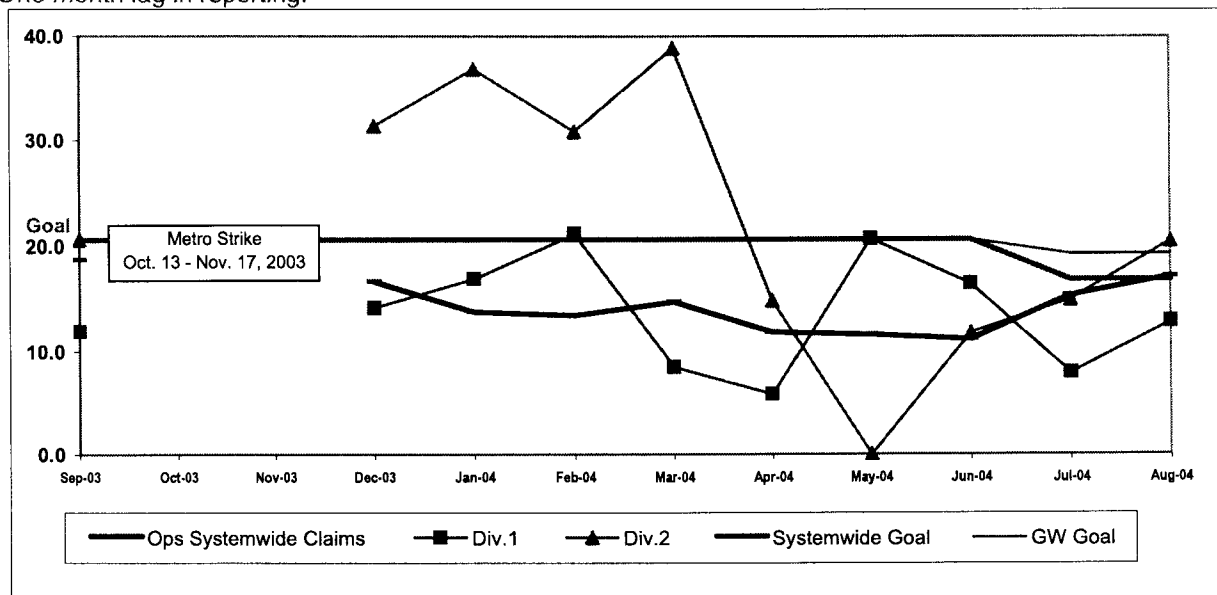


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
Systemwide and Bus Operating Divisions 1 and 2

**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.



## 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 550 Metro buses and 32 Metro Bus lines carrying over 93.5 million boarding passengers each year.

This report gives a brief overview of sector operations:

- \* Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- \* 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	FY02	FY03	FY04	FY05 Target	FY05 YTD	Sep. Month	Status
<b>Bus Systemwide</b>							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,205	7,273	◇
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	67.11%	65.98%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.25	3.43	●
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	4.34	4.44	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Aug. 16.14	Aug. 17.03	●
<b>SB Sector</b>							
MMBCMF*	5,665	6,237	7,132	7,000	6,306	6,295	◇
In-Service On-time Performance		63.67%	61.74%	70%	66.39%	63.87%	◇
Bus Traffic Accidents Per 100,000 Miles	4.03	4.00	3.68	4.00	3.33	3.11	●
Complaints per 100,000 Boardings	3.42	4.02	4.63	4.00	4.73	5.35	■
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	30.5	17.28	14.84	14.10	Aug. 22.00	Aug. 20.44	◇
<b>Division 5</b>							
MMBCMF*	8,883	8,756	7,823	7,000	5,678	5,365	■
In-Service On-time Performance	63.31%	66.30%	63.17%	70%	67.05%	64.00%	◇
Bus Traffic Accidents Per 100,000 Miles	4.35	4.58	3.90	4.00	3.71	3.22	●
Complaints per 100,000 Boardings	2.47	2.86	3.45	4.00	3.41	3.93	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	43.97**	24.16	15.22	14.10	Aug. 17.12	Aug. 16.94	◇
<b>Division 18</b>							
MMBCMF*	4,514	5,144	6,689	7,000	6,884	7,310	◇
In-Service On-time Performance	60.19%	61.23%	60.78%	70%	65.89%	63.77%	◇
Bus Traffic Accidents Per 100,000 Miles	3.80	3.57	3.51	4.00	3.04	3.02	●
Complaints per 100,000 Boardings	4.39	5.26	5.74	4.00	5.93	6.61	■
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	25.56**	13.40	14.71	14.10	Aug. 26.06	Aug. 22.50	◇

\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

\*\*Jan - June, 2002

● Green - High probability of achieving the FY05 target (on track).

◇ Yellow - Uncertain if the FY05 target will be achieved - slight problems, delays or management issues.

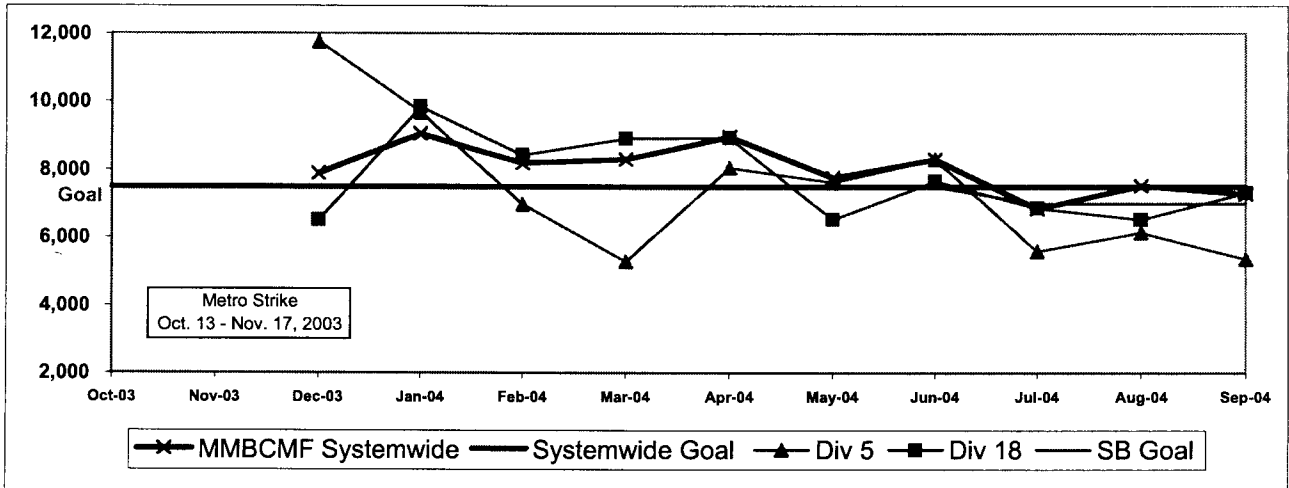
■ Red - High probability that the FY05 target will not be achieved - significant problems and/or delays.

## SOUTH BAY SECTOR (SB) BUS SERVICE PERFORMANCE

### 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)



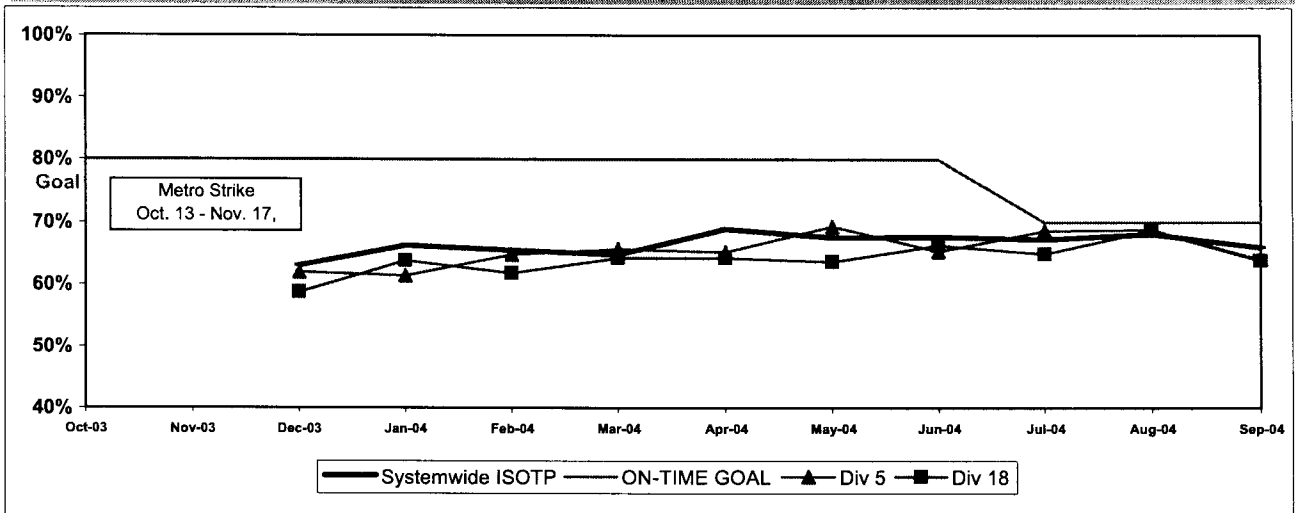
\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

### 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.

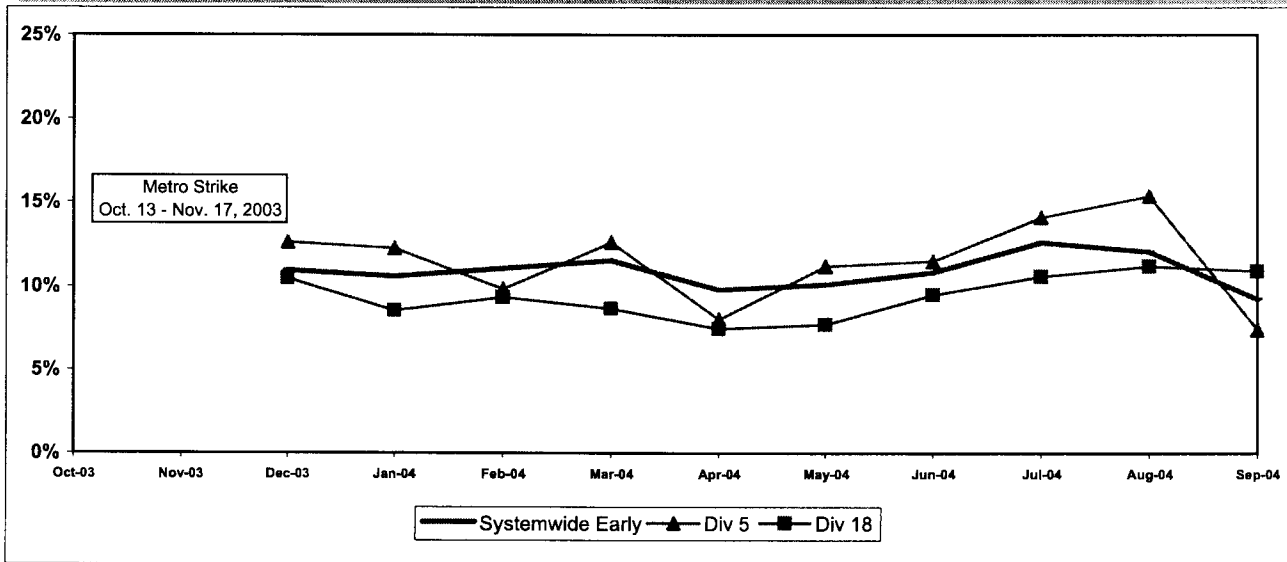
**Calculation:** ISOTP% = 1 - ((Number of buses departing early + Number of buses departing more than five minutes late) / (Total buses sampled))

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



SB SECTOR BUS SERVICE PERFORMANCE - Continued

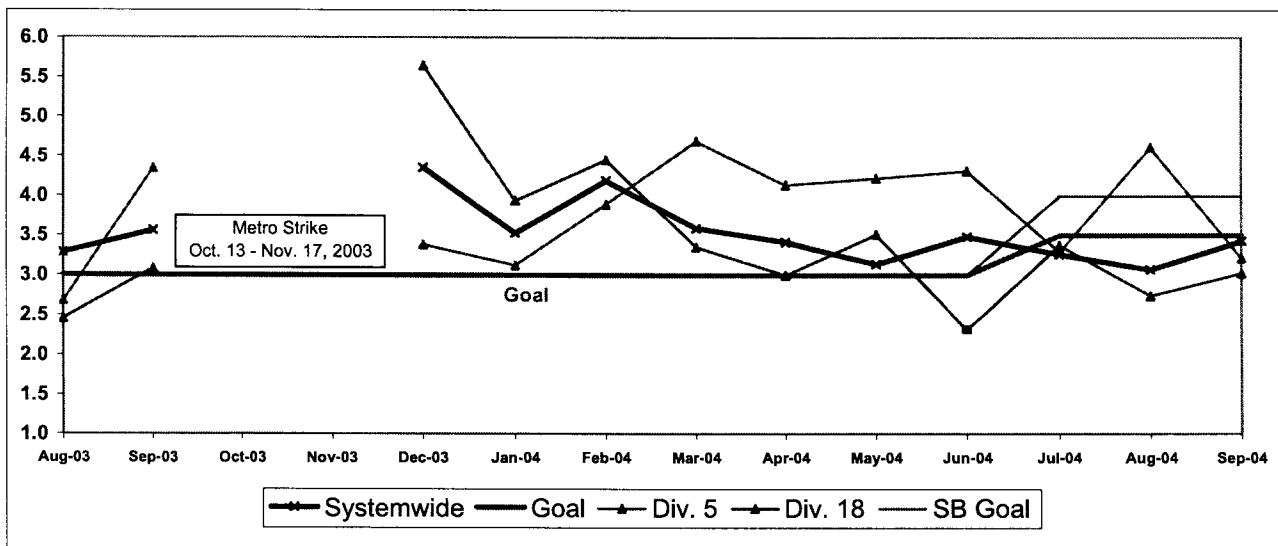
Running Hot  
Systemwide and Divisions 5 and 18



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))

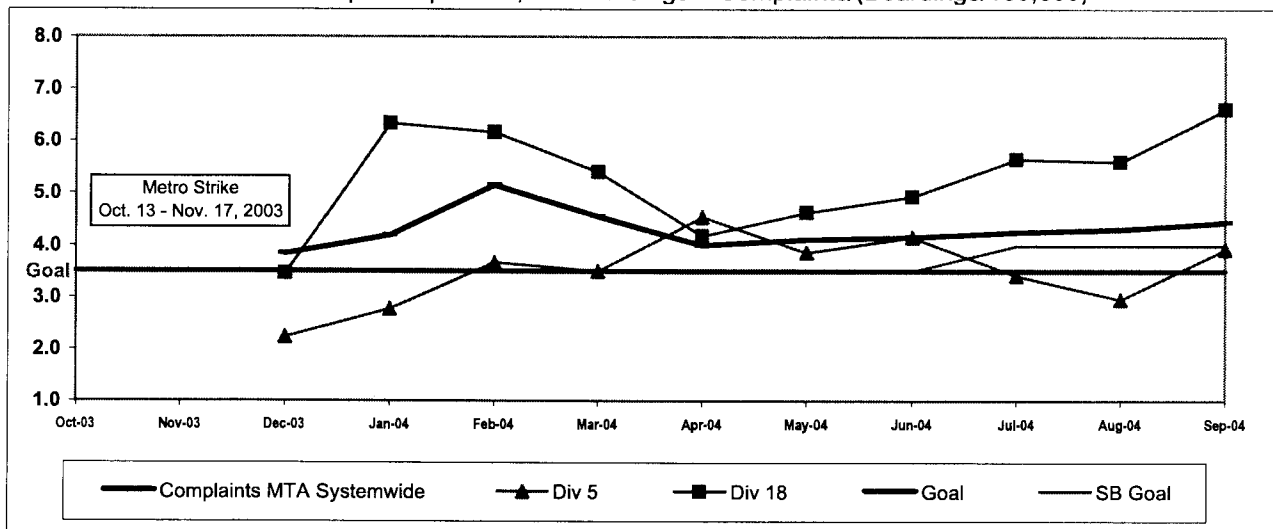




**SB SECTOR BUS SERVICE PERFORMANCE - Continued**

**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)

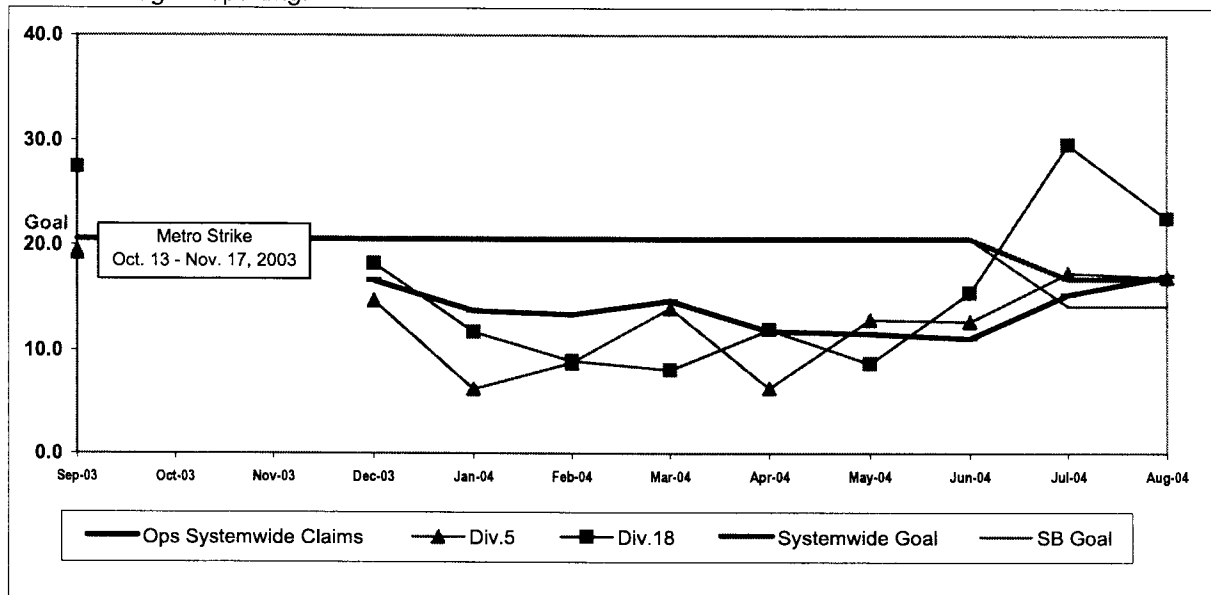


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
Systemwide and Bus Operating Divisions 5 and 18

**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.



## 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 620 Metro buses and 21 Metro Bus lines carrying nearly 86.1 million boarding passengers each year.

This report gives a brief overview of sector operations:

- \* Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- \* 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	FY02	FY03	FY04	FY05 Target	FY05 YTD	Sep. Month	Status
<b>Bus Systemwide</b>							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)**	5,796	6,883	7,417	7,500	7,205	7,273	◇
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	67.11%	65.98%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.25	3.43	●
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	4.34	4.44	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Aug. 16.14	Aug. 17.03	●
<b>WC Sector</b>							
MMBCMF*	6,099	5,720	6,254	7,500	8,262	8,594	●
In-Service On-time Performance		67.88%	63.31%	70%	63.72%	62.87%	■
Bus Traffic Accidents Per 100,000 Miles	4.69	4.72	4.61	3.67	3.78	4.50	◇
Complaints per 100,000 Boardings	3.33	4.84	5.30	3.75	4.98	4.69	■
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	27.5	28.74	21.52	20.44	Aug. 21.33	Aug. 25.49	◇
<b>Division 6</b>							
MMBCMF*	9,241	8,335	19,270	7,500	9,709	8,660	●
In-Service On-time Performance	64.64%	65.93%	60.11%	70%	55.70%	53.35%	■
Bus Traffic Accidents Per 100,000 Miles	4.18	4.52	4.10	3.67	4.60	4.62	◇
Complaints per 100,000 Boardings	4.51	6.10	6.15	3.75	6.05	6.63	■
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.75**	30.72	21.71	20.44	Aug. 23.10	Aug. 26.92	◇
<b>Division 7</b>							
MMBCMF*	6,942	5,389	5,230	7,500	7,560	9,116	◇
In-Service On-time Performance	67.96%	68.80%	64.59%	70%	65.96%	66.76%	◇
Bus Traffic Accidents Per 100,000 Miles	5.23	4.95	4.63	3.67	3.96	4.83	◇
Complaints per 100,000 Boardings	3.36	4.74	5.70	3.75	4.79	4.51	■
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	39.27**	24.52	21.05	20.44	Aug. 21.88	Aug. 28.89	◇
<b>Division 10</b>							
MMBCMF*	5,121	5,734	6,701	7,500	8,640	8,236	●
In-Service On-time Performance	63.56%	67.34%	62.85%	70%	63.29%	61.34%	■
Bus Traffic Accidents Per 100,000 Miles	4.23	4.55	4.68	3.67	3.50	4.24	●
Complaints per 100,000 Boardings	3.13	4.73	4.85	3.75	5.00	4.58	■
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.30**	35.38	22.90	20.44	Aug. 21.83	Aug. 20.85	◇

\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

\*\*Jan - June, 2002

● Green - High probability of achieving the FY05 target (on track).

◇ Yellow - Uncertain if the FY05 target will be achieved - slight problems, delays or management issues.

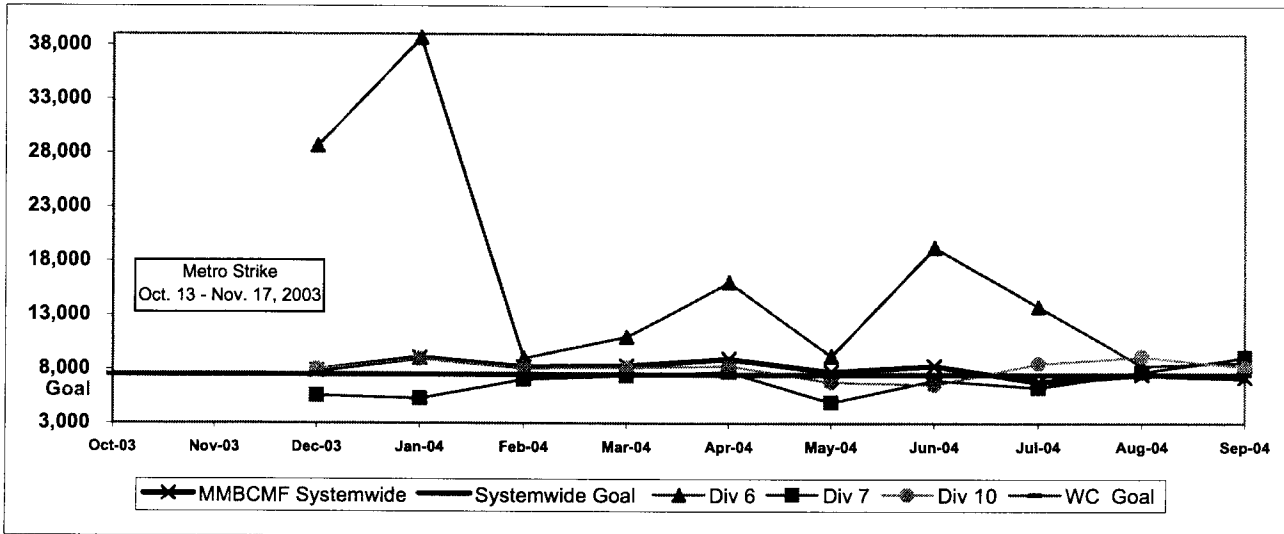
■ Red - High probability that the FY05 target will not be achieved - significant problems and/or delays.

## WESTSIDE/CENTRAL SECTOR (WC) BUS SERVICE 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)



\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

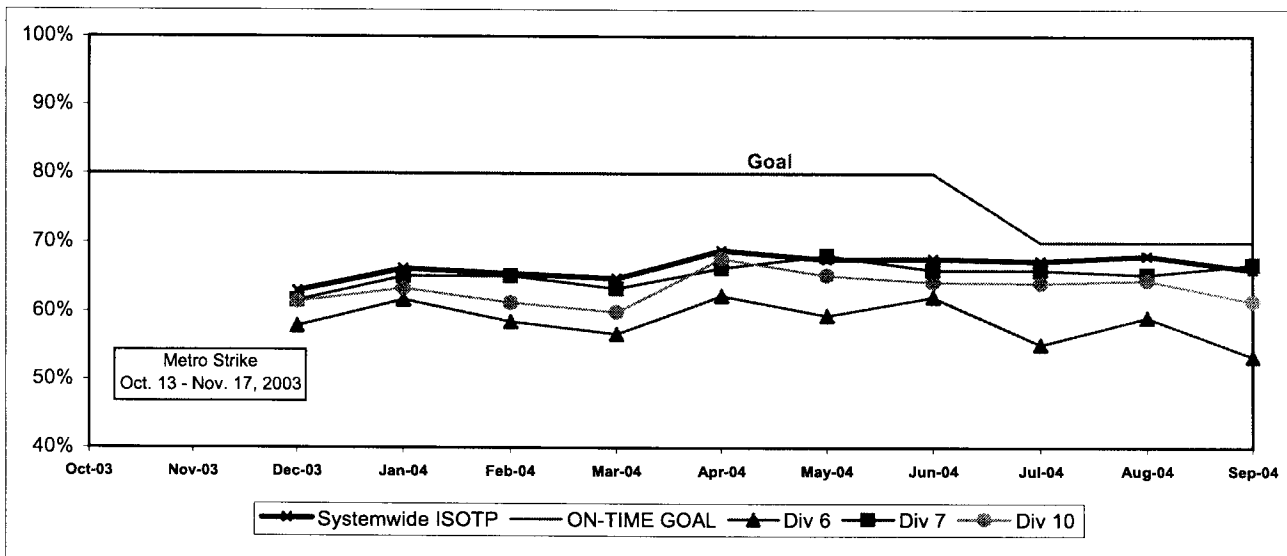
### IN-SERVICE ON-TIME PERFORMANCE

**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))

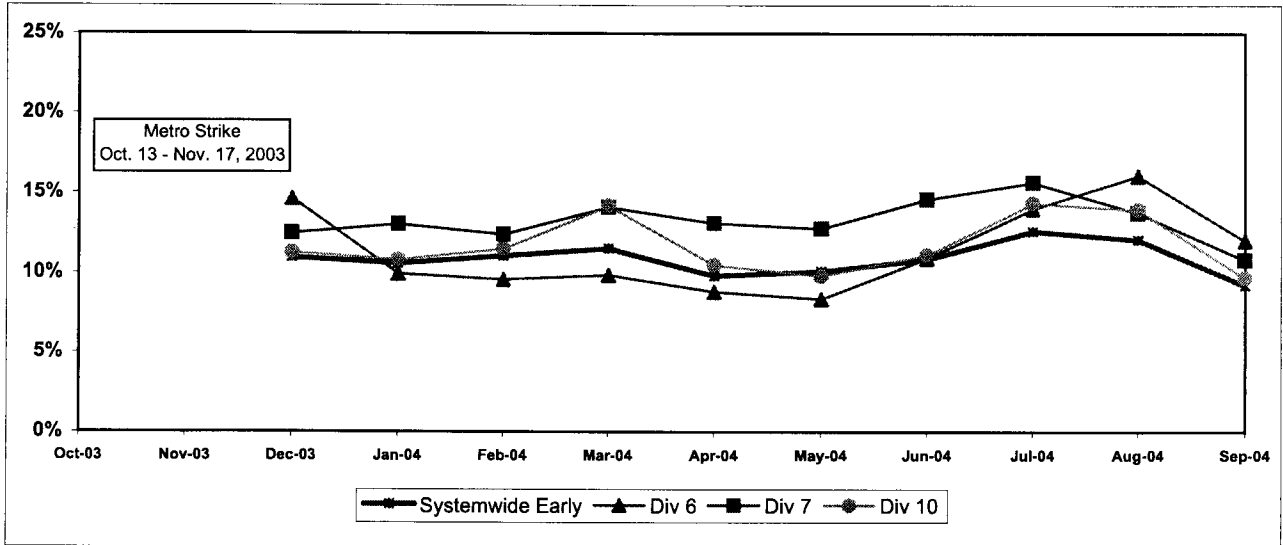
#### Systemwide and Bus Operating Divisions 6, 7 and 10

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



WC SECTOR BUS SERVICE PERFORMANCE - Continued

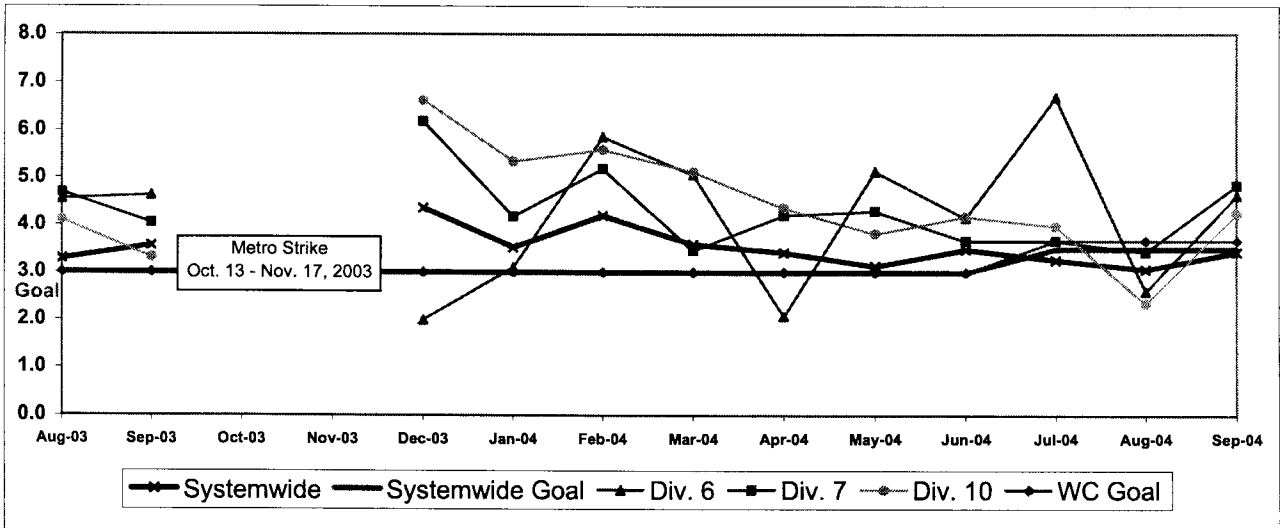
Running Hot - Systemwide and Divisions 6, 7 and 10



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))

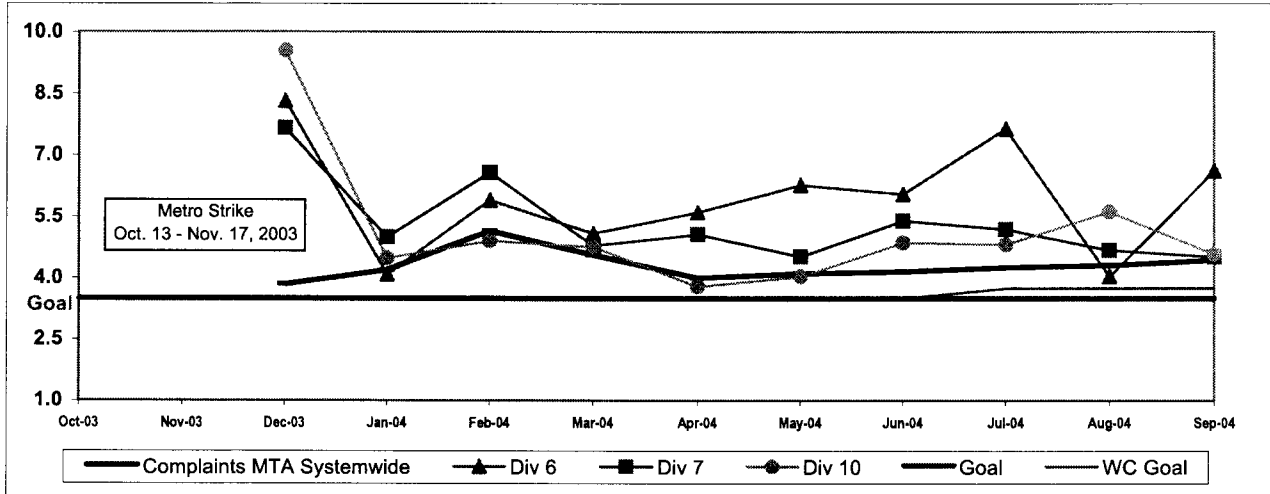


**WC SECTOR BUS SERVICE PERFORMANCE - Continued**

**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)

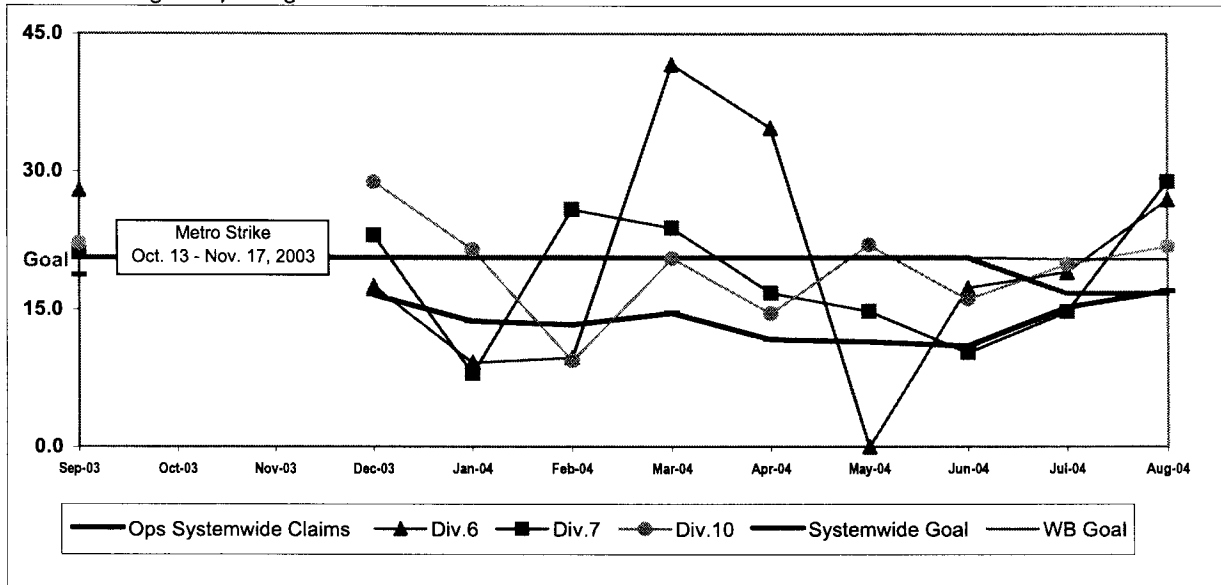


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 6, 7 and 10**

**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.



## 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	FY02	FY03	FY04	FY05 Target	FY05 YTD	Sep. Month	Status
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	14.27	11.25	11.59	11.01	Aug. 12.46	Aug. 11.15	◇
<b>Metro Red Line (MRL)</b>							
On-Time Pullouts	99.89%	99.36%	99.71%	99.00%	99.79%	99.78%	●
Mean Miles Between Chargeable Mechanical Failures*	9,842	9,495	12,793	10,000	14,261	14,681	●
In-Service On-time Performance	99.60%	99.15%	99.04%	99.00%	98.38%	98.80%	◇
Traffic Accidents Per 100,000 Train Miles	0.22	0.07	0	0.05	0.29	0.00	◇
Complaints per 100,000 Boardings	0.73	1.20	1.17	0.60	1.28	1.16	◇
<b>Metro Blue Line (MBL)</b>							
On-Time Pullouts	99.43%	99.07%	99.94%	99.00%	99.82%	100%	●
Mean Miles Between Chargeable Mechanical Failures	4,897	6,399	10,365	10,000	17,030	22,796	●
In-Service On-time Performance	98.70%	97.59%	98.74%	99.00%	98.77%	98.29%	◇
Traffic Accidents Per 100,000 Train Miles	0.97	0.82	1.36	0.40	0.93	1.42	◇
Complaints per 100,000 Boardings	0.97	1.30	0.97	0.66	0.96	0.92	◇
<b>Metro Green Line (MGrL)</b>							
On-Time Pullouts	99.62%	98.99%	99.78%	99.00%	99.86%	99.79%	●
Mean Miles Between Chargeable Mechanical Failures	3,990	5,617	11,337	10,000	11,708	7,215	●
In-Service On-time Performance	99.16%	98.21%	98.99%	99.00%	98.73%	98.79%	◇
Traffic Accidents Per 100,000 Train Miles	0.00	0.14	0.08	0.40	0.00	0	●
Complaints per 100,000 Boardings	1.22	1.26	1.37	0.66	2.03	1.36	■
<b>Metro Gold Line (MGoL)</b>							
On-Time Pullouts			100%	99.00%	100%	100%	●
Mean Miles Between Chargeable Mechanical Failures			8,938	10,000	12,116	10,646	●
In-Service On-time Performance			98.52%	99.00%	98.98%	99.02%	●
Traffic Accidents Per 100,000 Train Miles			0.25	0.40	0.42	0.00	◇
Complaints per 100,000 Boardings			3.81	0.66	0.59	1.88	●

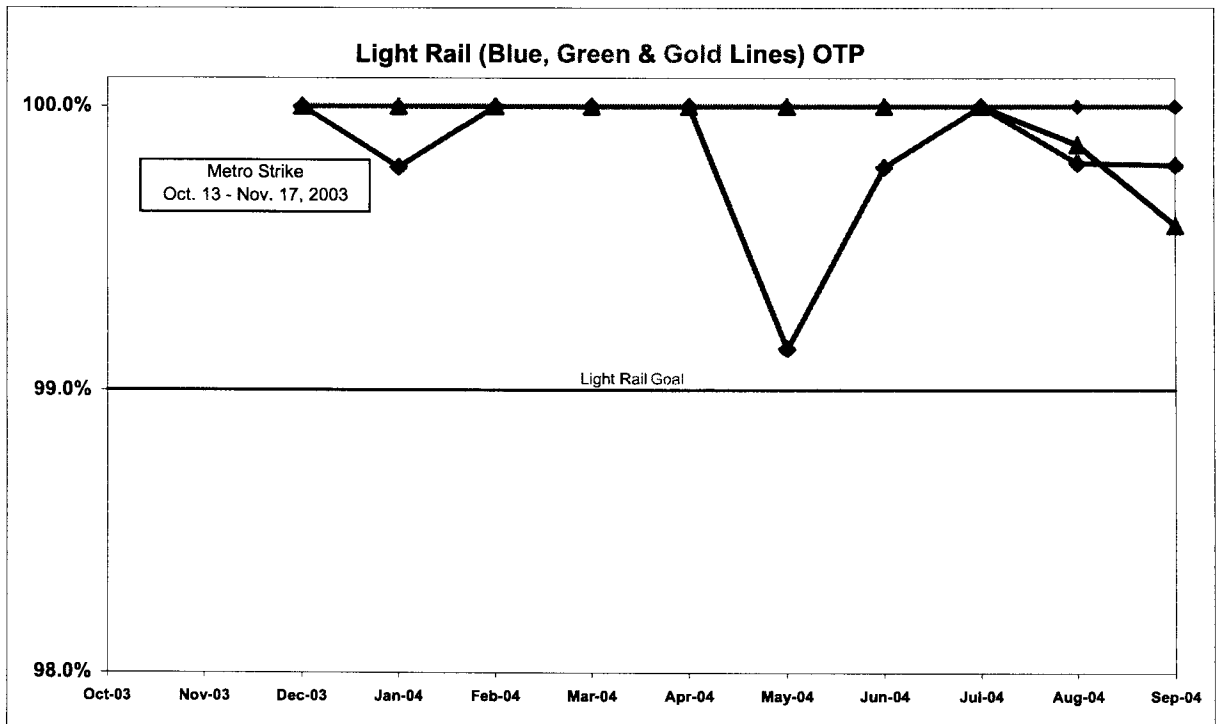
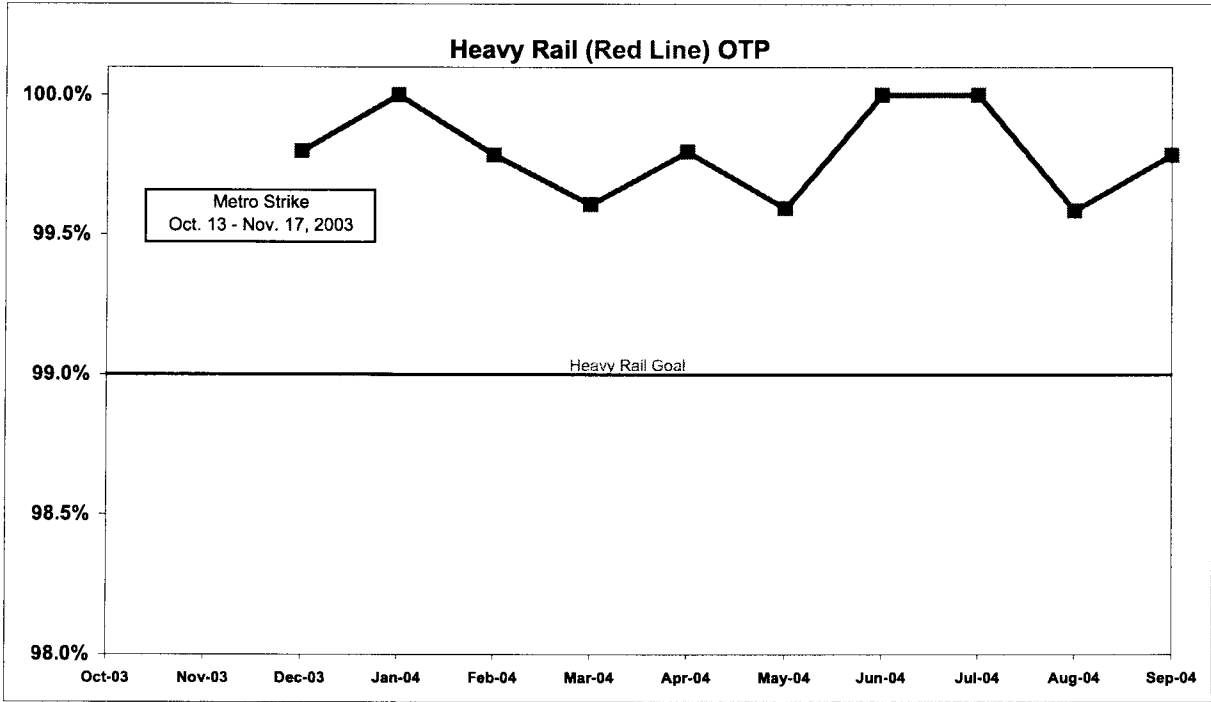
- Green - High probability of achieving the FY05 target (on track).
- ◇ Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

# 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.

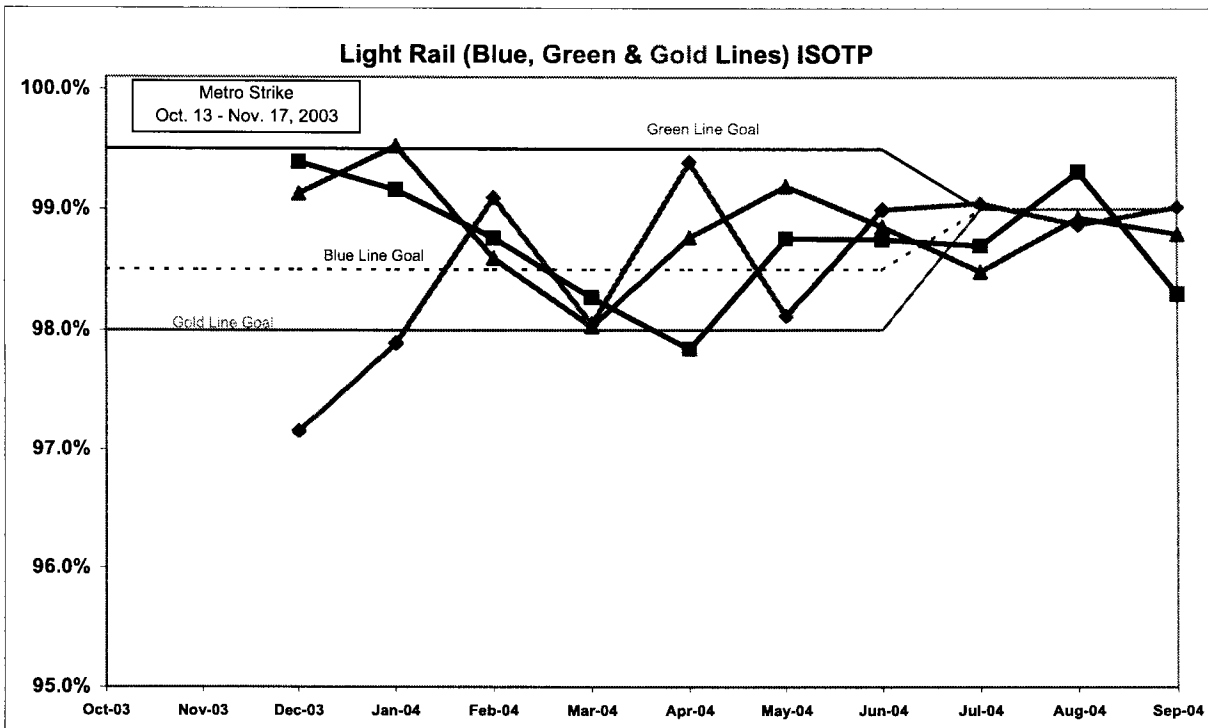
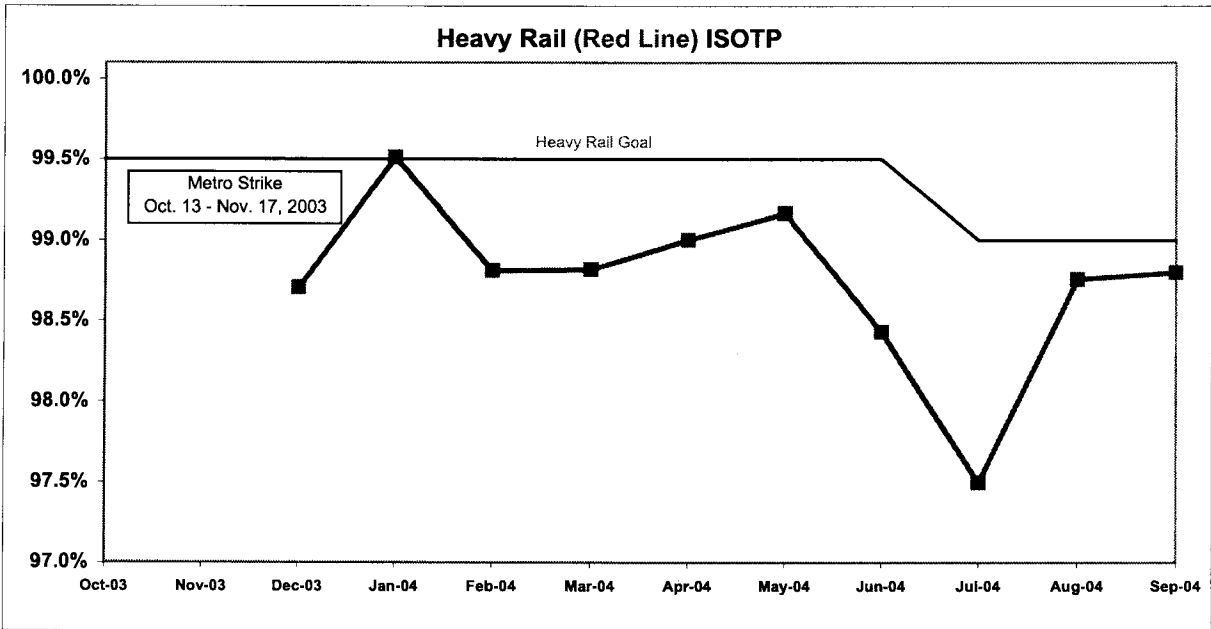
**Calculation:**  $OTP\% = [(100\% - ((\text{Total cancelled pullouts plus late pullouts}) / \text{Total scheduled pullouts}) \times 100)]$



**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]



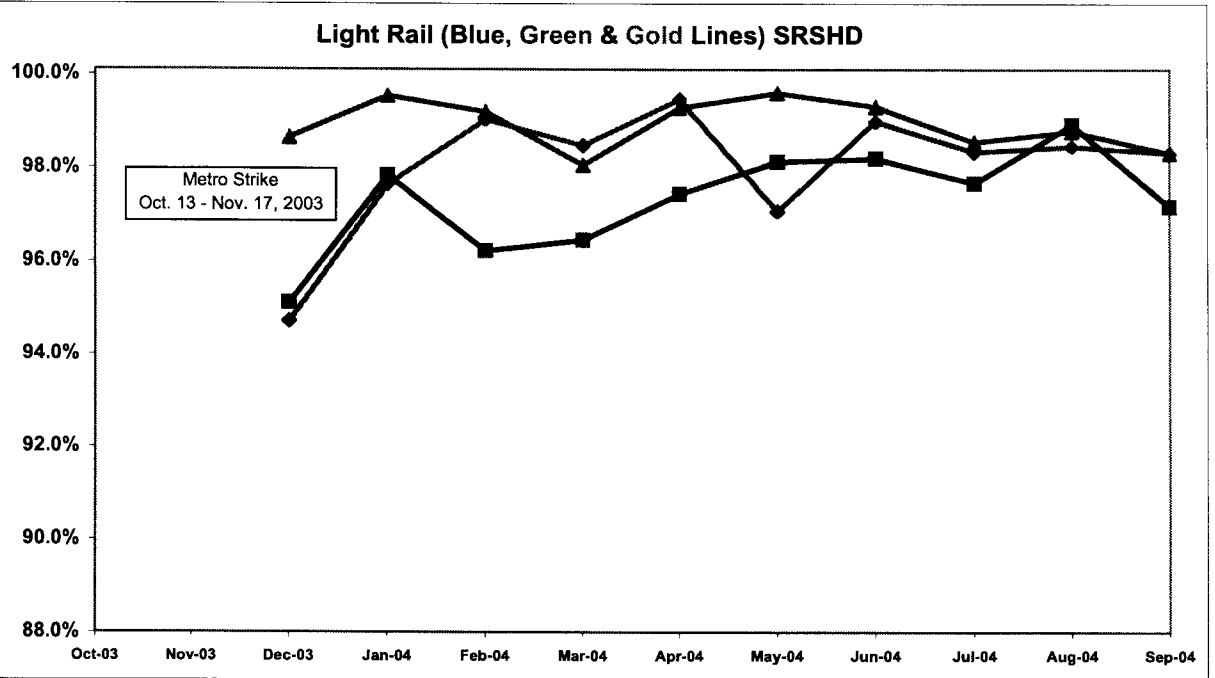
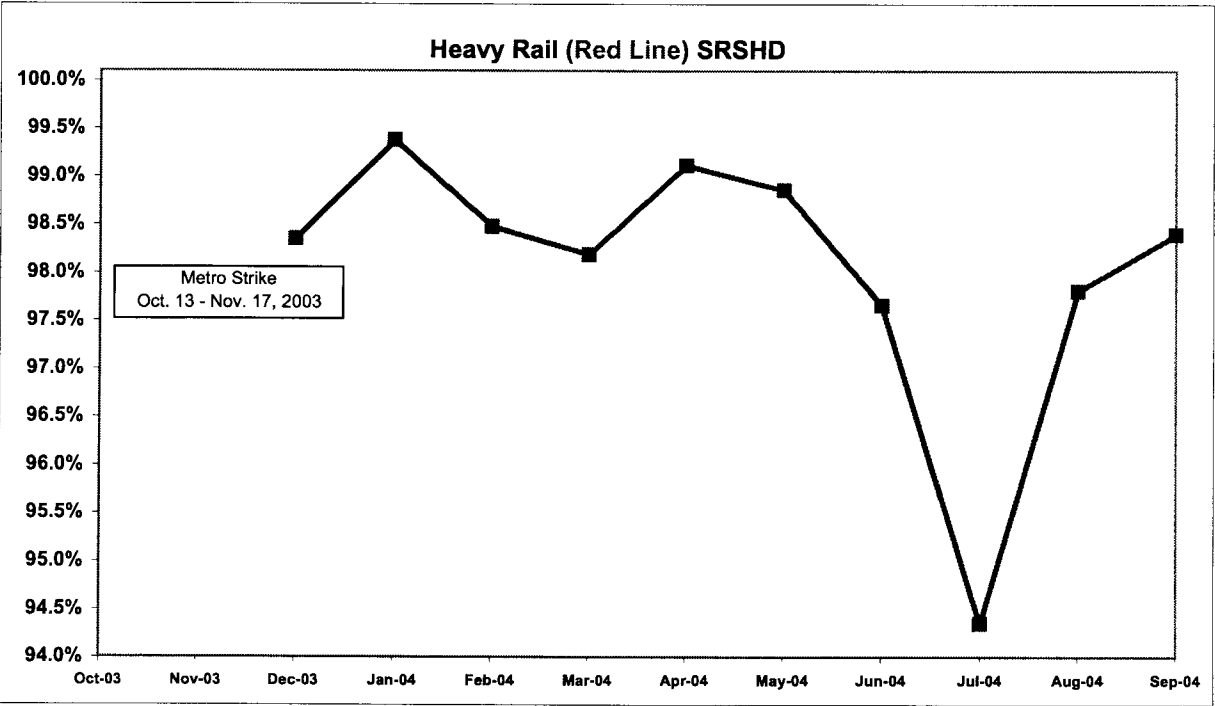


RAIL SERVICE PERFORMANCE - Continued

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

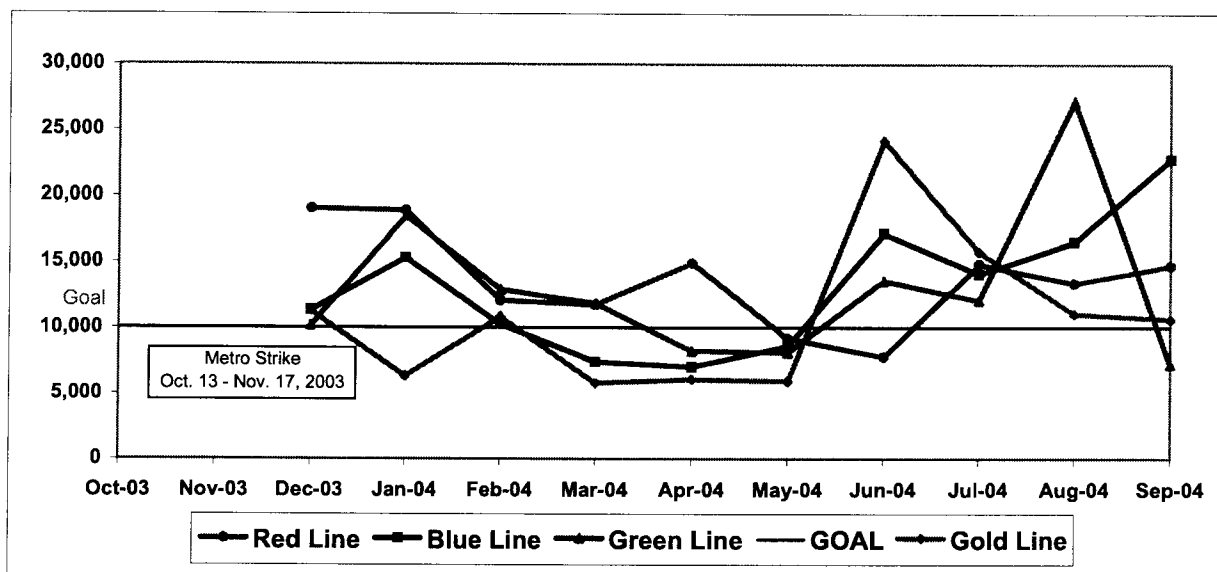


## RAIL SERVICE PERFORMANCE - Continued

### Mean Miles Between Chargeable Mechanical Failures

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

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

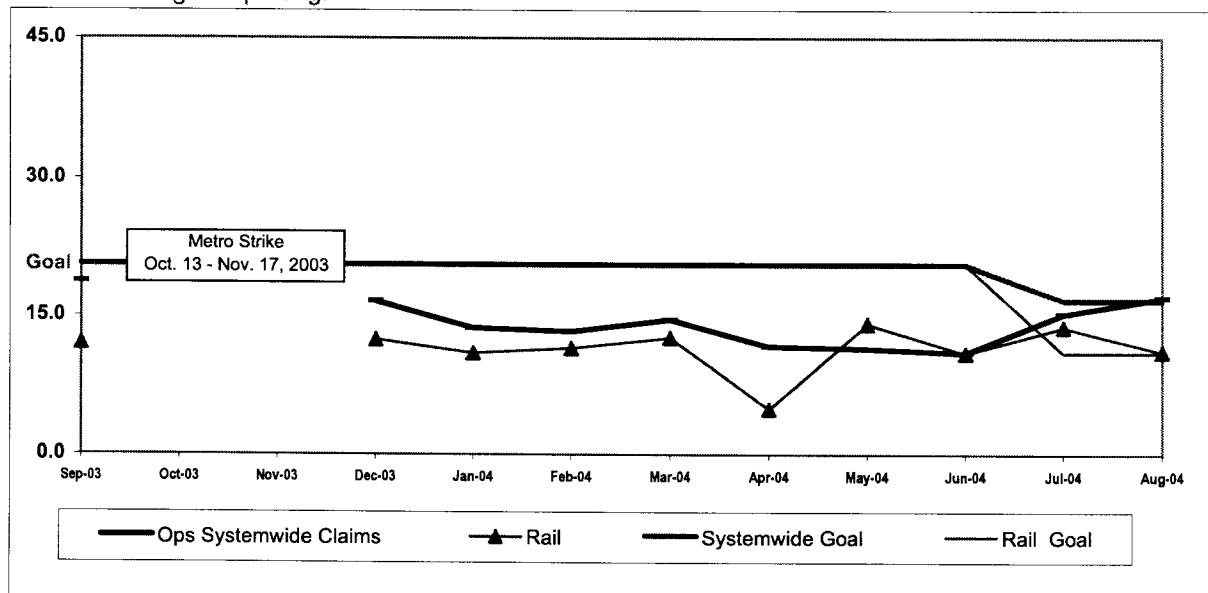


### NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

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

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

One month lag in reporting.

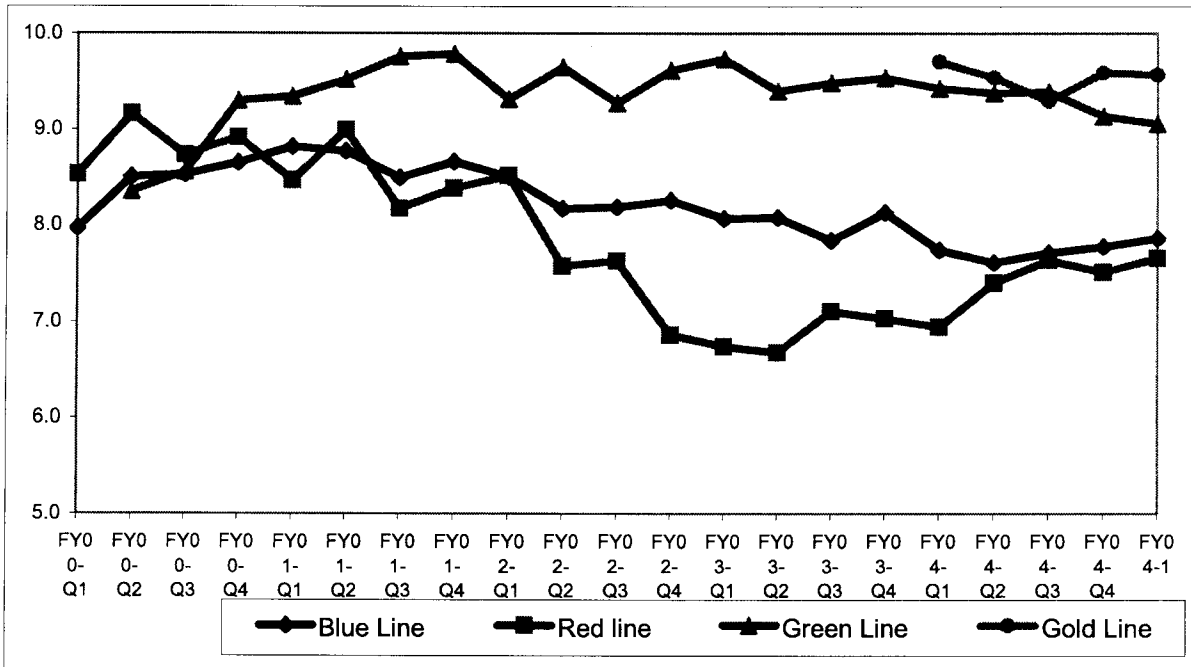


## RAIL CLEANLINESS

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:** Division 8's overall rating remained at 8.3. Overall cleanliness scores for Divisions 1, 2, 3, 6, 7, 8, 9, 10, 15 and 18 remained consistent with the fourth quarter of FY04. However, Division 5's overall ratings dropped nearly half a point or more.

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 SERVICE PERFORMANCE

## IN-SERVICE ON-TIME PERFORMANCE

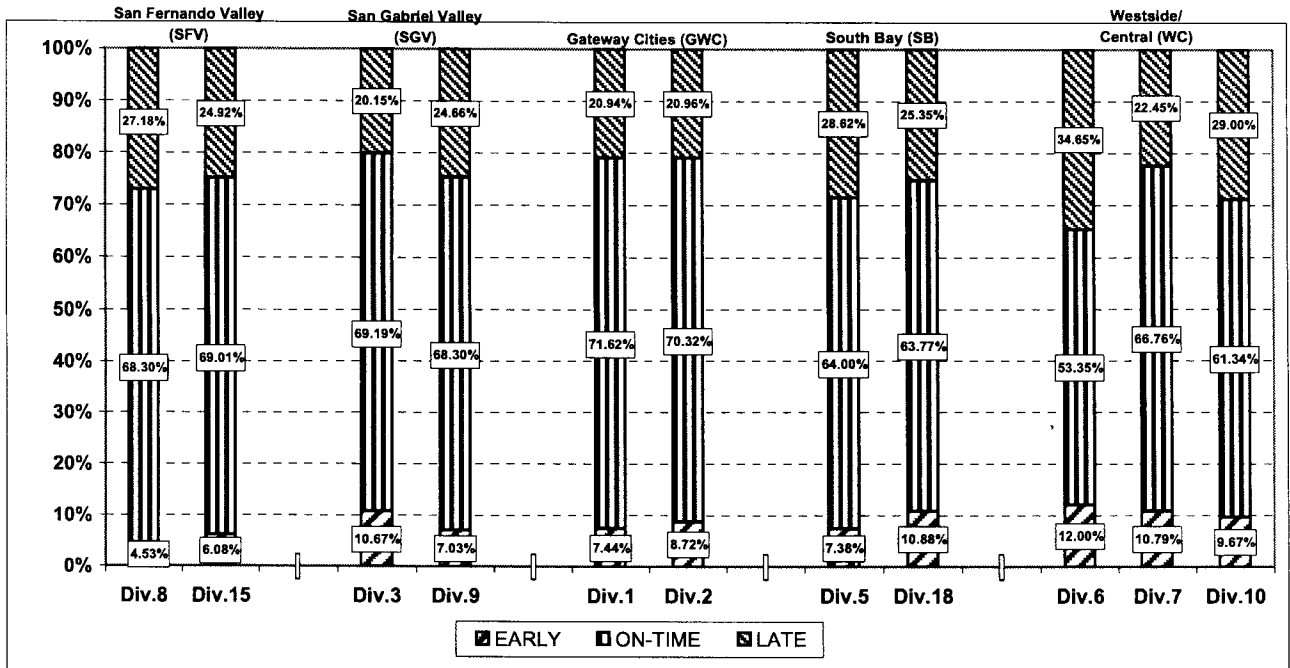
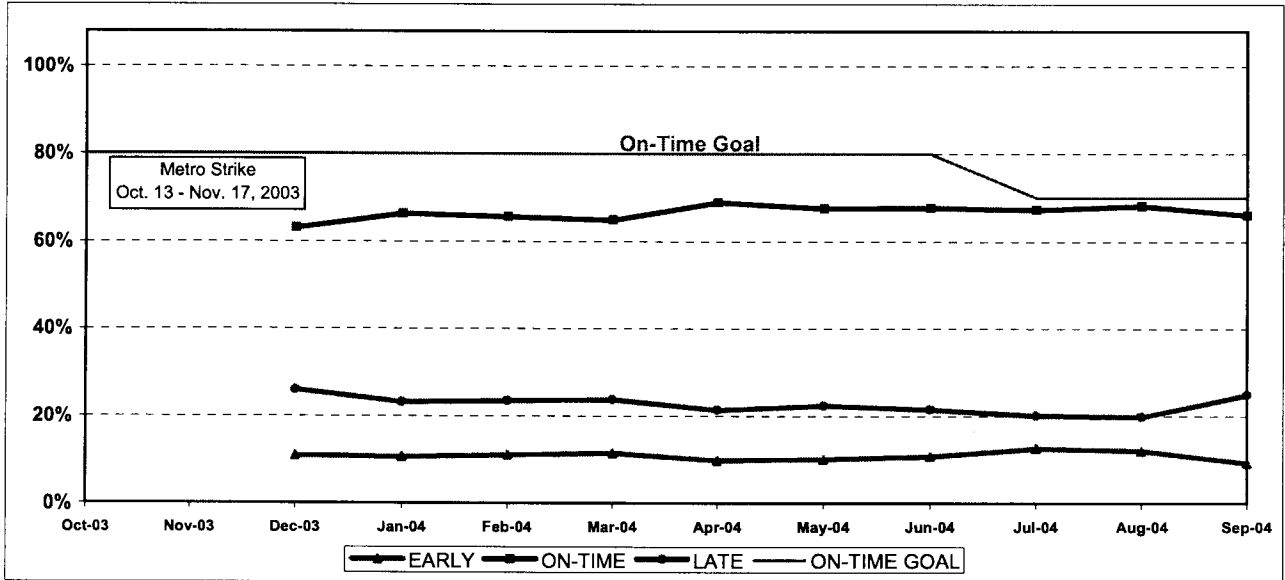
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

### Systemwide Trend

#### Bus Operating Divisions

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



**ISOTP By Sectors' Divisions**

**Year-to-Date Compared To Last Year**

	FY04	FY05-YTD	Variance
<b>San Fernando Valley Sector (SFV)</b>			
<b>Division 8</b>			
Early	5.97%	6.38%	0.40%
<b>On-Time</b>	<b>69.12%</b>	<b>72.60%</b>	<b>3.48%</b>
Late	24.91%	21.02%	-3.89%
<b>Division 15</b>			
Early	8.33%	9.87%	1.54%
<b>On-Time</b>	<b>66.62%</b>	<b>69.21%</b>	<b>2.60%</b>
Late	25.06%	20.92%	-4.14%
<b>Gateway Cities Sector (GWC)</b>			
<b>Division 1</b>			
Early	9.30%	7.76%	-1.54%
<b>On-Time</b>	<b>70.57%</b>	<b>71.40%</b>	<b>0.83%</b>
Late	20.13%	20.84%	0.71%
<b>Division 2</b>			
Early	13.05%	10.21%	-2.84%
<b>On-Time</b>	<b>67.62%</b>	<b>71.30%</b>	<b>3.68%</b>
Late	19.33%	18.49%	-0.84%
<b>South Bay Sector (SB)</b>			
<b>Division 5</b>			
Early	12.50%	12.22%	-0.28%
<b>On-Time</b>	<b>63.17%</b>	<b>67.05%</b>	<b>3.88%</b>
Late	24.32%	20.73%	-3.60%
<b>Division 18</b>			
Early	9.69%	10.89%	1.20%
<b>On-Time</b>	<b>60.78%</b>	<b>65.89%</b>	<b>5.11%</b>
Late	29.53%	23.22%	-6.31%

	FY04	FY05-YTD	Variance
<b>San Gabriel Valley Sector (SGV)</b>			
<b>Division 3</b>			
Early	9.24%	11.55%	2.31%
<b>On-Time</b>	<b>70.80%</b>	<b>70.33%</b>	<b>-0.47%</b>
Late	19.96%	18.12%	-1.84%
<b>Division 9</b>			
Early	8.80%	8.00%	-0.80%
<b>On-Time</b>	<b>68.16%</b>	<b>71.65%</b>	<b>3.50%</b>
Late	23.04%	20.34%	-2.70%
<b>Westside/Central Sector (WC)</b>			
<b>Division 6</b>			
Early	11.52%	13.91%	2.39%
<b>On-Time</b>	<b>60.11%</b>	<b>55.70%</b>	<b>-4.41%</b>
Late	28.37%	30.39%	2.02%
<b>Division 7</b>			
Early	13.63%	13.37%	-0.26%
<b>On-Time</b>	<b>64.59%</b>	<b>65.96%</b>	<b>1.37%</b>
Late	21.78%	20.67%	-1.11%
<b>Division 10</b>			
Early	11.48%	12.66%	1.19%
<b>On-Time</b>	<b>62.85%</b>	<b>63.29%</b>	<b>0.45%</b>
Late	25.68%	24.04%	-1.63%
<b>SYSTEMWIDE</b>			
Early	11.07%	11.26%	0.18%
<b>On-Time</b>	<b>65.43%</b>	<b>67.11%</b>	<b>1.68%</b>
Late	23.50%	21.64%	-1.87%

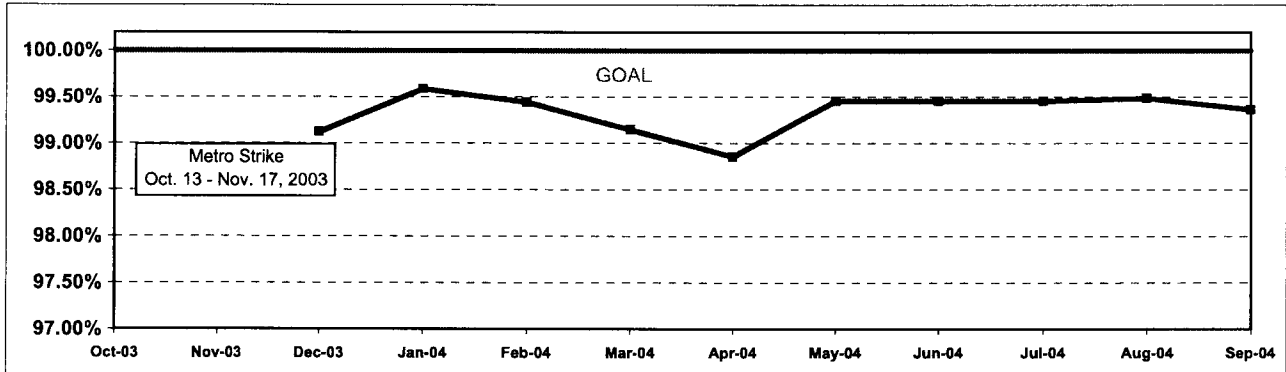
**BUS SERVICE PERFORMANCE - Continued**

**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.

**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))

**Systemwide Trend**



**Performance Year-to-Date Compared To Last Year\***

SRSHD	FY04	FY05-YTD	Variance
<b>San Fernando Valley Sector (SFV)</b>			
Division 8	89.74%	99.57%	9.83%
Division 15	89.48%	99.23%	9.75%

SRSHD	FY04	FY05-YTD	Variance
<b>San Gabriel Valley Sector (SGV)</b>			
Division 3	89.55%	99.45%	9.90%
Division 9	90.00%	99.53%	9.53%

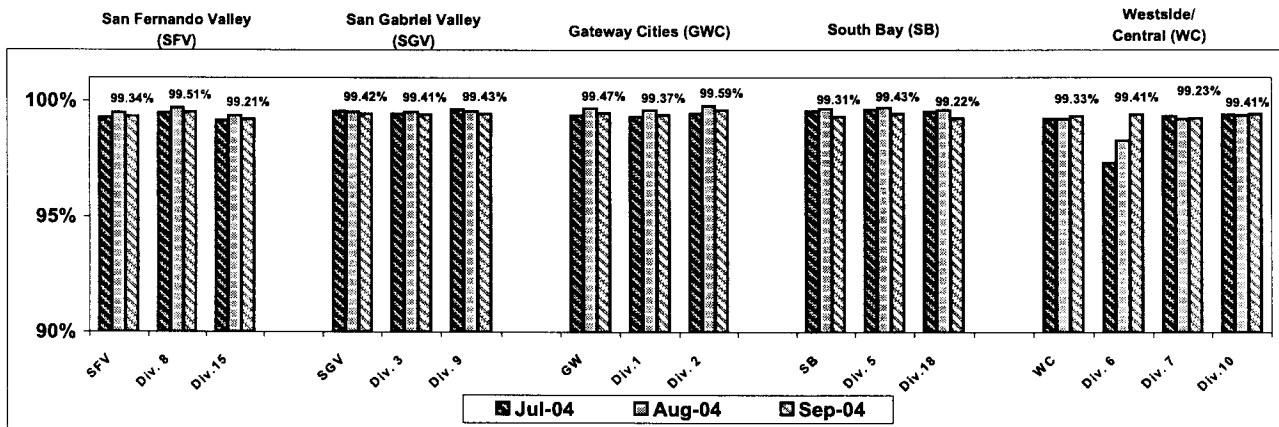
<b>Gateway Cities Sector (GWC)</b>			
Division 1	89.68%	99.42%	9.74%
Division 2	89.56%	99.60%	10.04%

<b>Westside/Central Sector (WC)</b>			
Division 6	88.63%	99.41%	10.78%
Division 7	89.40%	99.23%	9.84%
Division 10	89.39%	99.41%	10.02%

<b>South Bay Sector (SB)</b>			
Division 5	89.81%	99.58%	9.77%
Division 18	89.33%	99.44%	10.11%

<b>Systemwide</b>	<b>89.55%</b>	<b>99.41%</b>	<b>9.86%</b>
-------------------	---------------	---------------	--------------

\*Metro Strike Oct. 13 - Nov. 17, 2003 in FY04



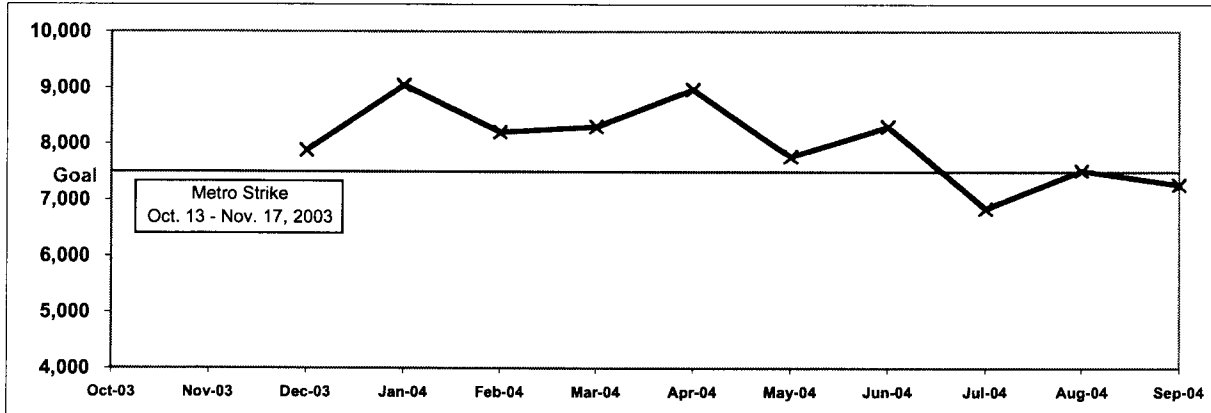
## MAINTENANCE PERFORMANCE

### 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.

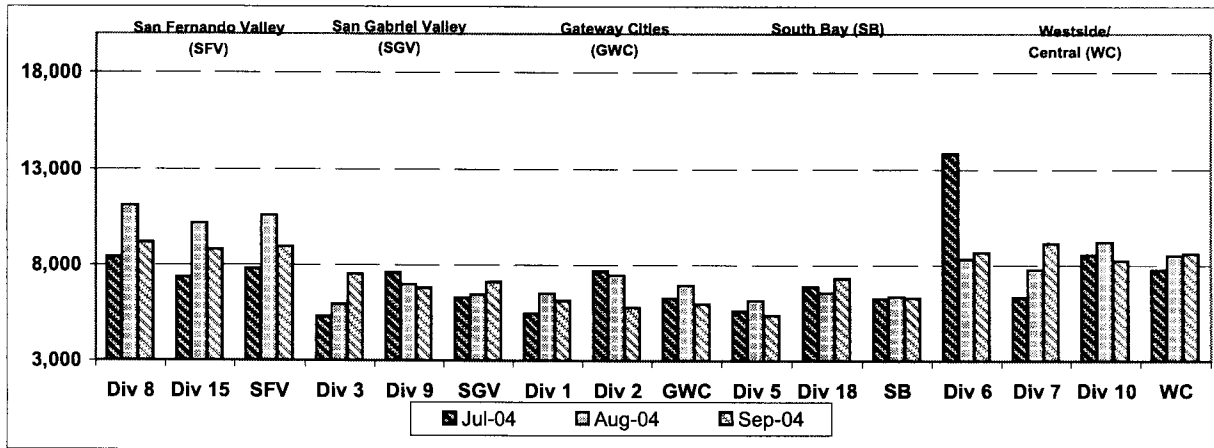
**Calculation:** Mean Miles Between Chargeable Mechanical Failures (MMBCMF) =  
 (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)

#### Systemwide Trend

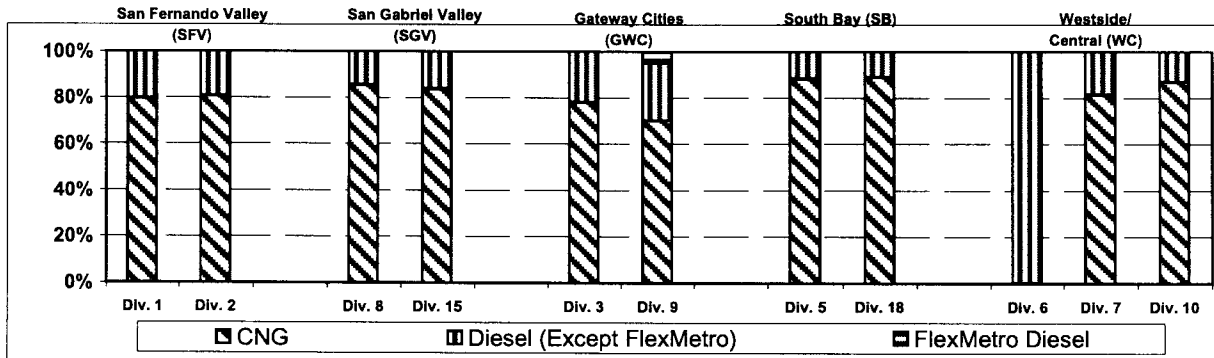


\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

#### Bus Operating Sector Divisions July - September 2004



#### Fleet Mix by Fuel Type



MAINTENANCE PERFORMANCE - Continued

**Fleet Mix by Fuel Type Systemwide (Metro and Contract Services)**

	Number of Buses	Percent of Buses
CNG	1,943	75.11%
Diesel (Except FlexMetro)	540	20.87%
FlexMetro Diesel	10	0.39%
Gasoline	60	2.32%
Propane	34	1.31%
<b>Total</b>	<b>2,587</b>	<b>100.00%</b>

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

SFV		SGV		GWC		SB	
Div 8	Div 15	Div 3	Div 9	Div 1	Div 2	Div 5	Div 18
7.4	6.8	7.5	6.1	5.2	4.8	4.6	7.0

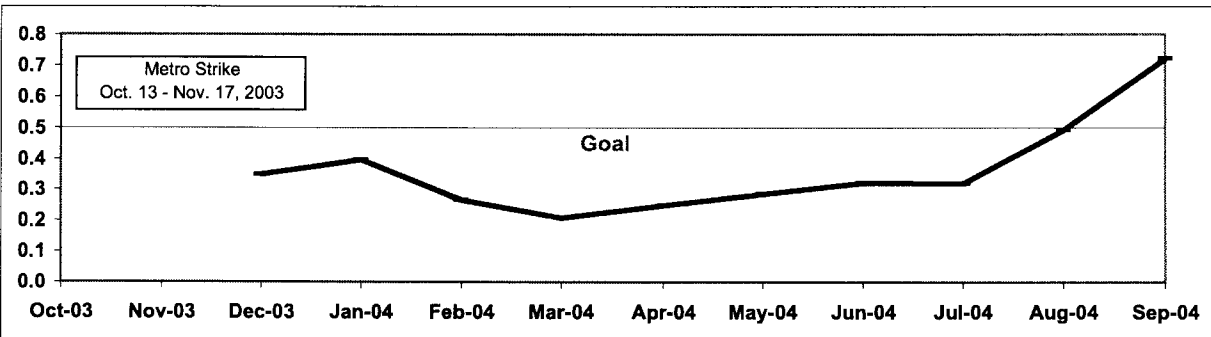
WC		
Div 6	Div 7	Div 10
10.6	5.6	6.8

**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.

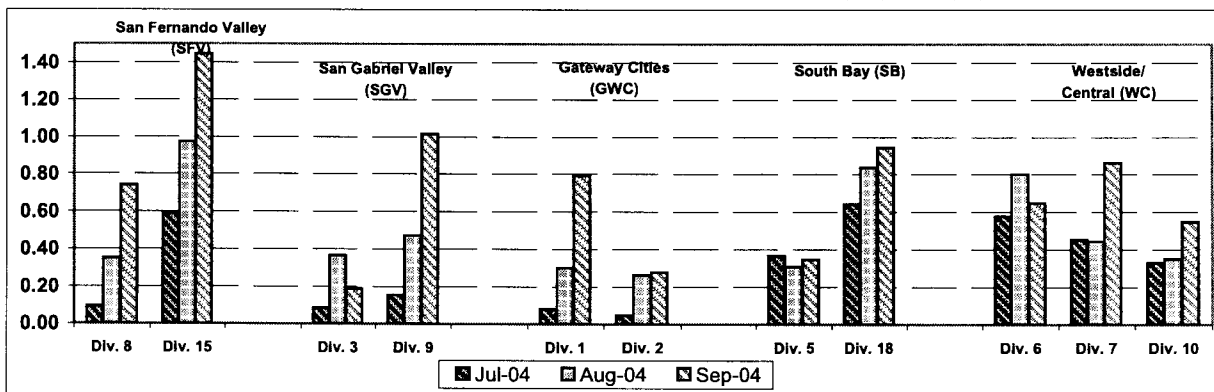
**Calculation:** Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

**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 PMPs - by Sectors' Divisions  
July - September 2004**



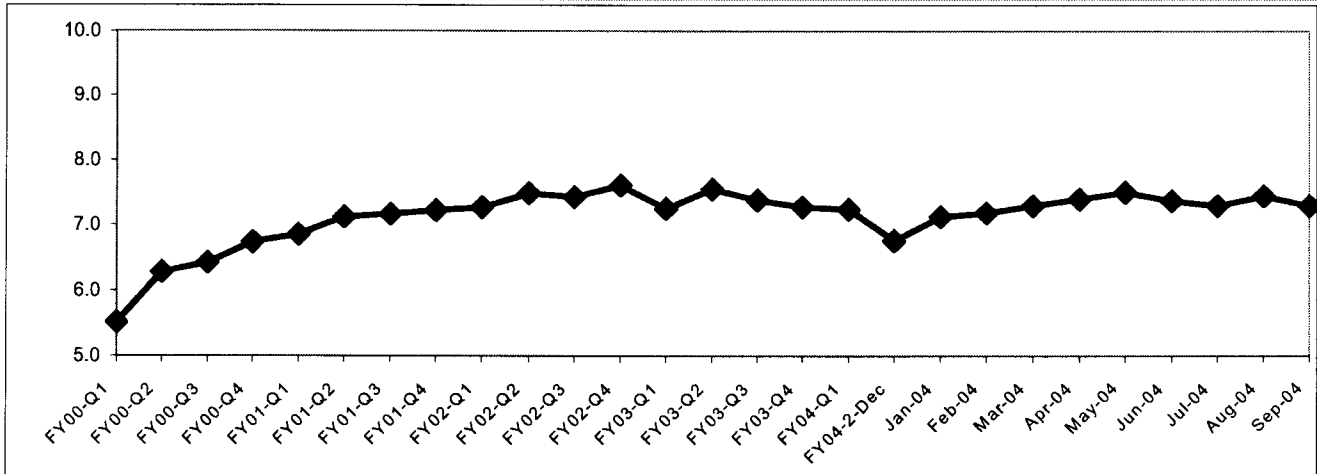


## BUS CLEANLINESS

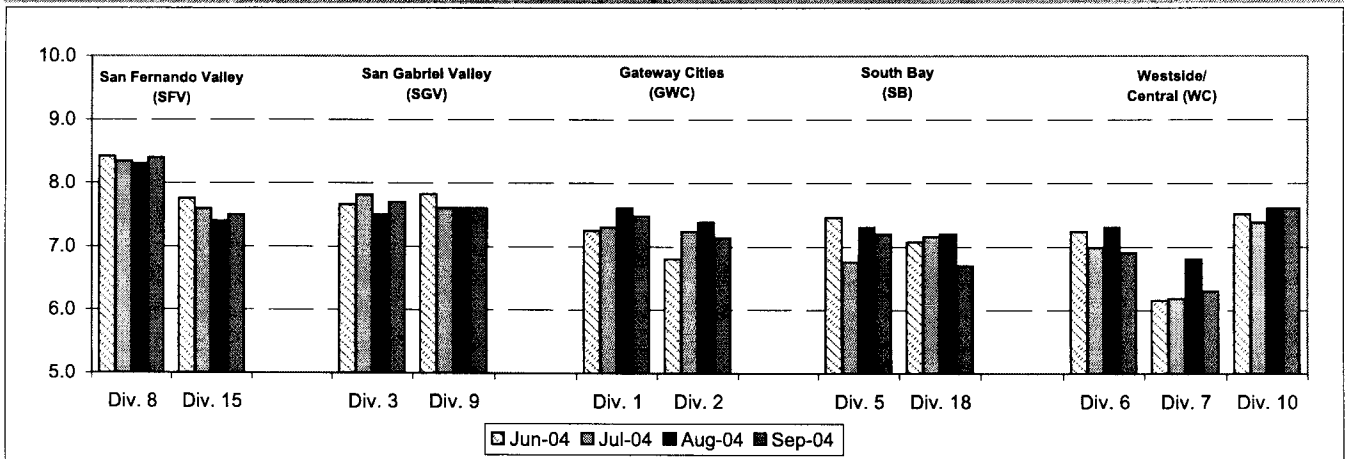
Definition: A team of three Quality Assurance Supervisors rates twenty percent of the fleet at each division and contract per quarter. Beginning January 2004, they rate the divisions each month. Each of sixteen categories is examined and assigned a point value as follows: 1-3=Unsatisfactory; 4-7=Conditional; 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)

**Systemwide Trend**



**Bus Operating Divisions by Sector  
June - September 2004**



**Analysis:** Overall cleanliness scores for Divisions 11, 20, 21 and 22 remained consistent with the fourth quarter of FY04. Divisions 21 and 22 received overall ratings above the 8.0 mark.

Scores for the categories of transom/ledges, seats, windows, window etching, sacrificial windows, floors, interior graffiti, exterior graffiti, exterior cleanliness, exterior body condition and exterior roof cleanliness were above the 8.0 mark.

**Corrective Action:** The categories of operator cab area, ceiling/vents and doors scored a 7.9 or lower and require improvement.

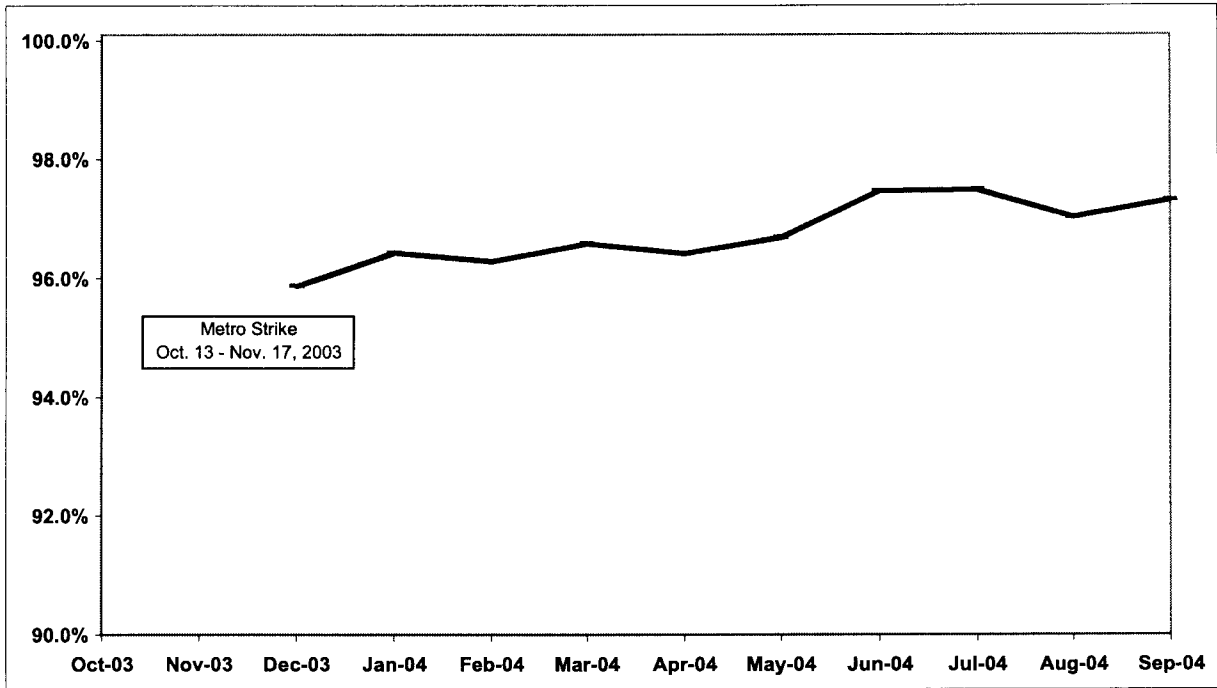
# ATTENDANCE

## MAINTENANCE ATTENDANCE

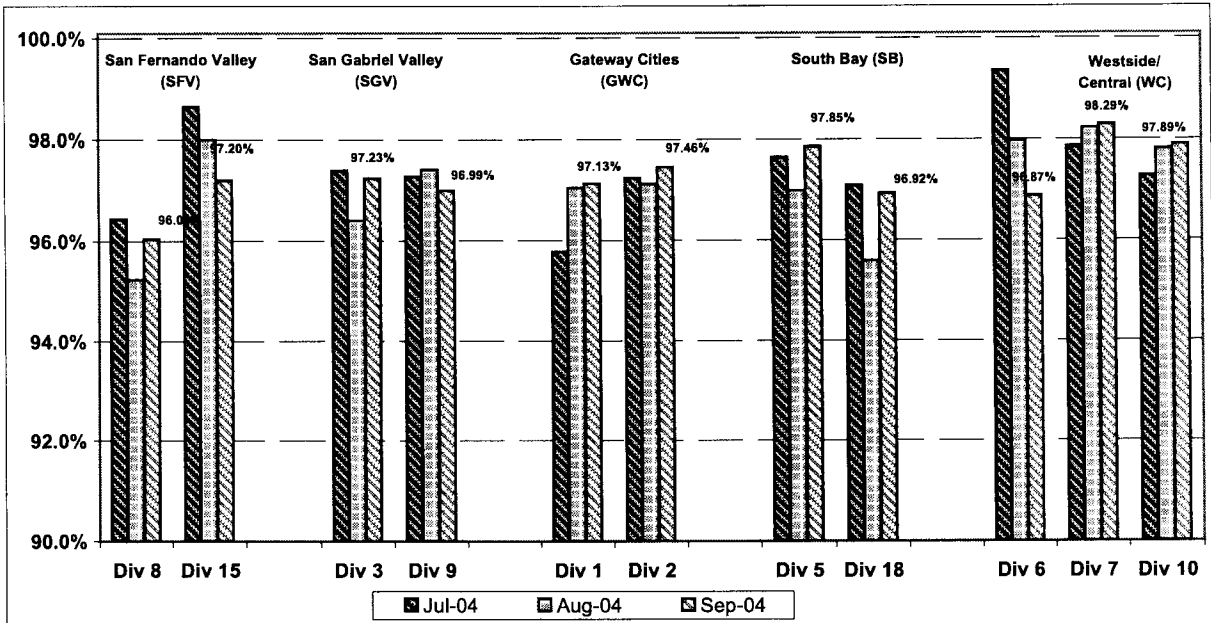
**Definition:** Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

### Systemwide Trend



### Maintenance Attendance - By Sectors' Divisions (By Current Month) July - September 2004



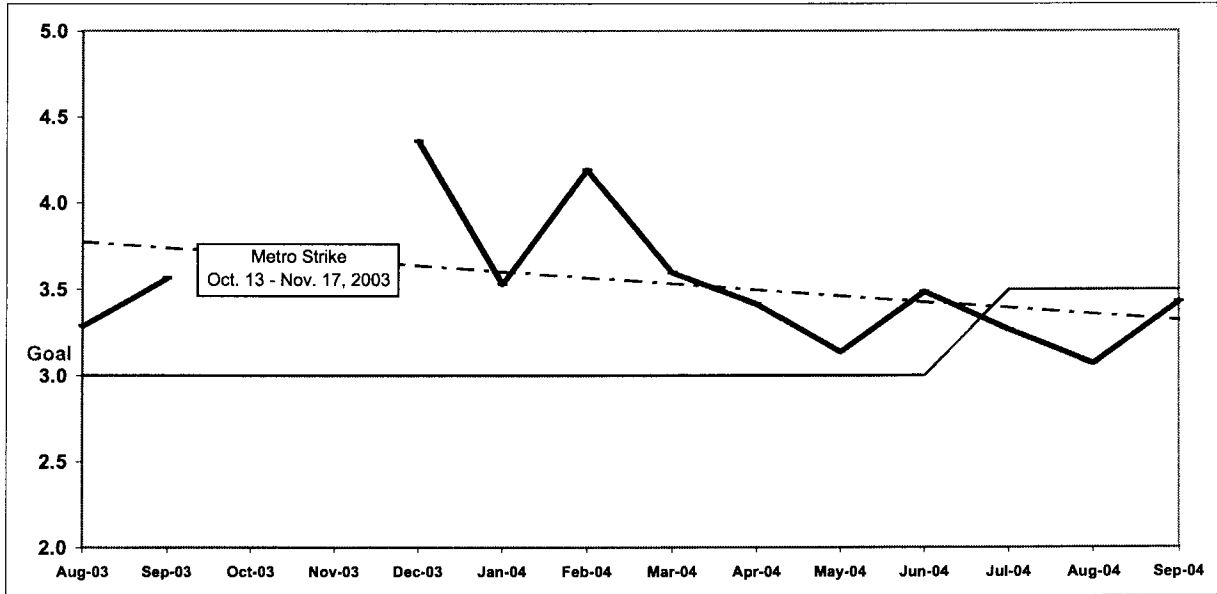
## SAFETY PERFORMANCE

### 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.

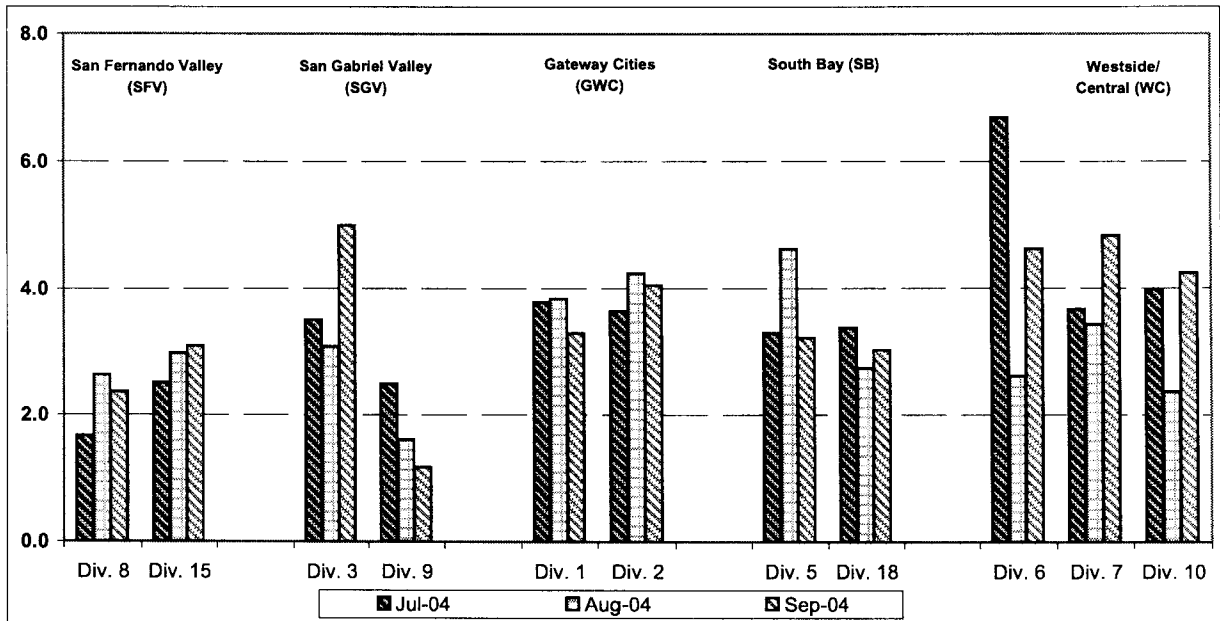
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

#### 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 July - September 2004

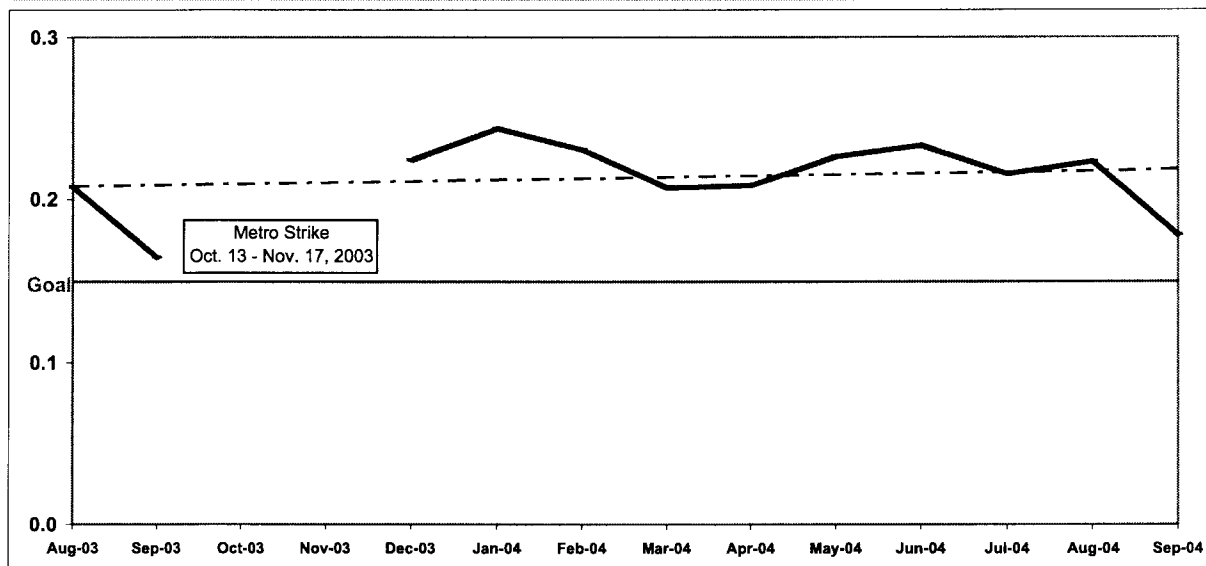


## BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS\*

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

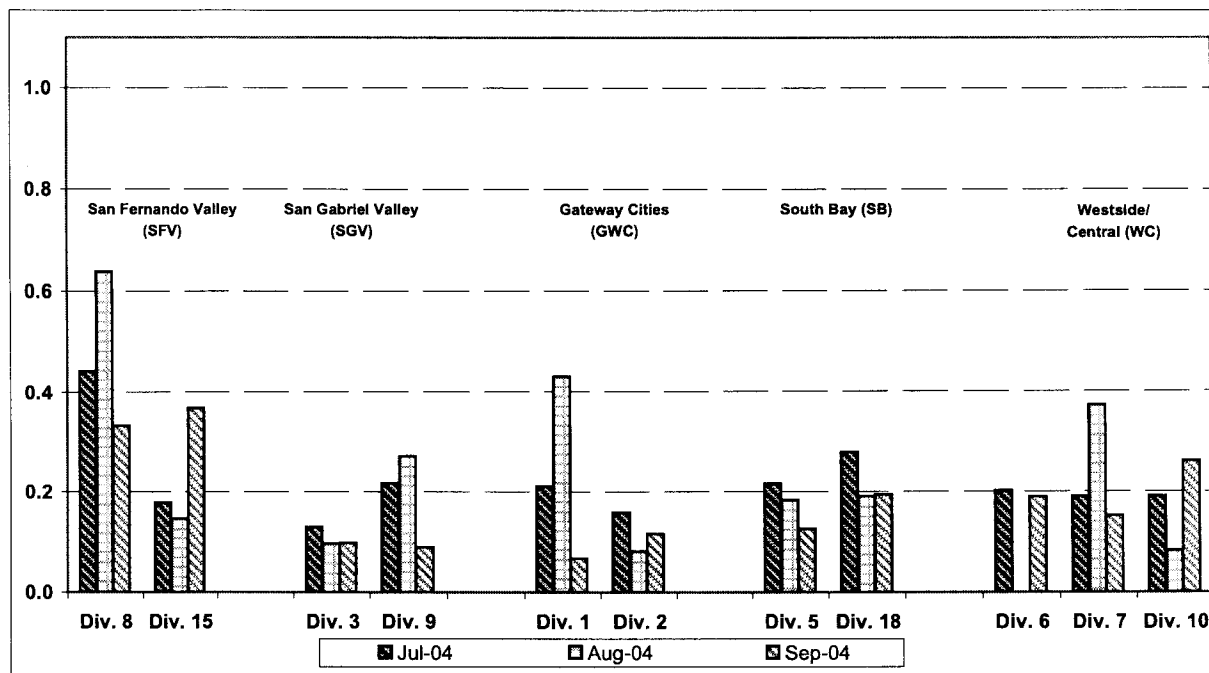
**Calculation:** Passenger Accidents Per 100,000 Boardings = (The number of Passenger Accidents / (Boardings / by 100,000))

### 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.

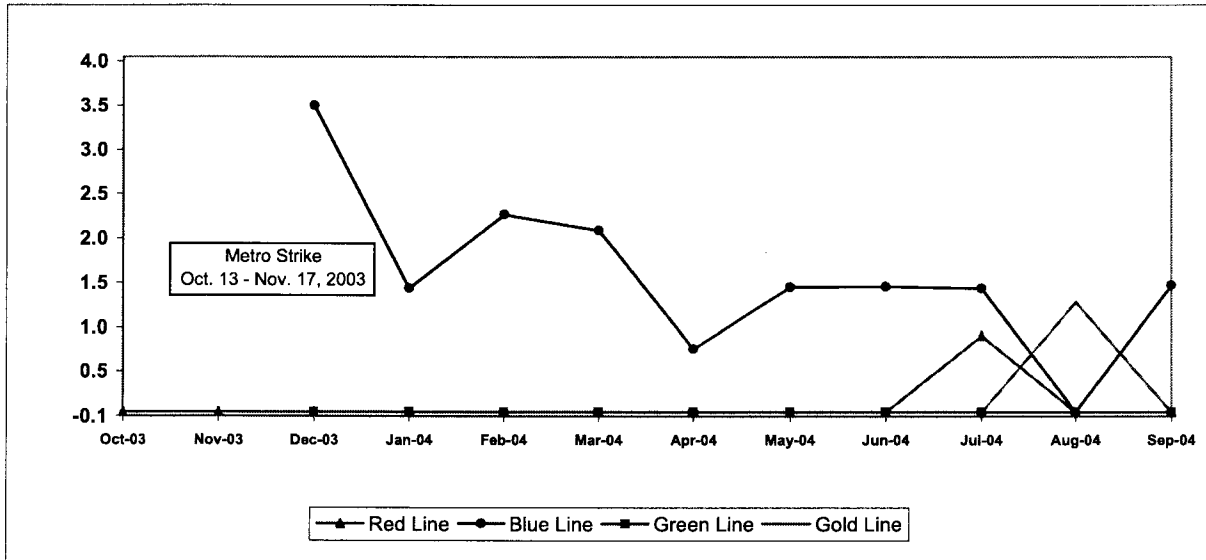
### Bus Operating Divisions - by Sectors' Divisions July - September 2004



### 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.

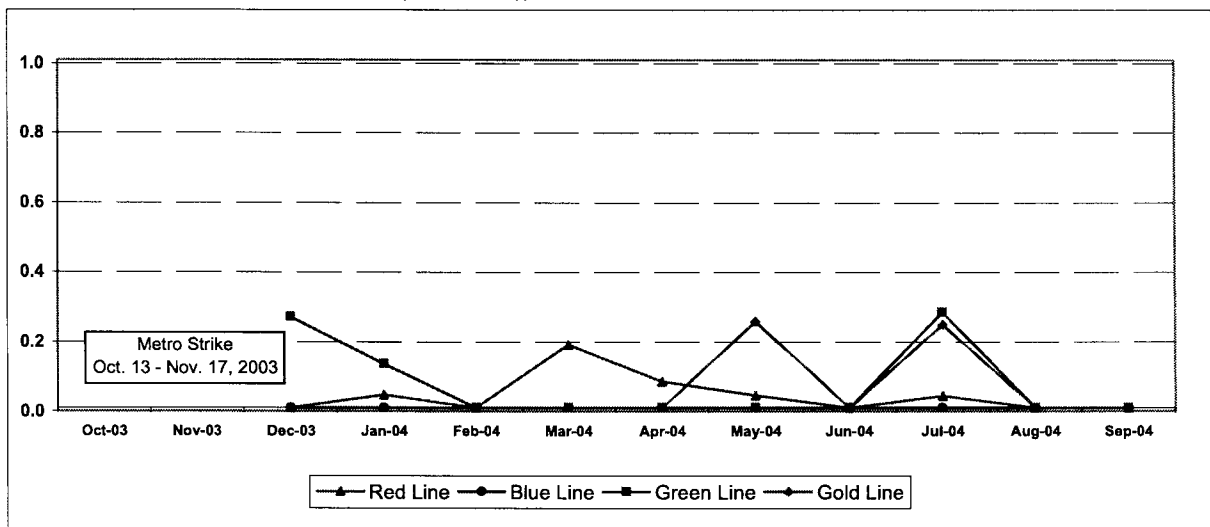
**Calculation:** Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



### 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))



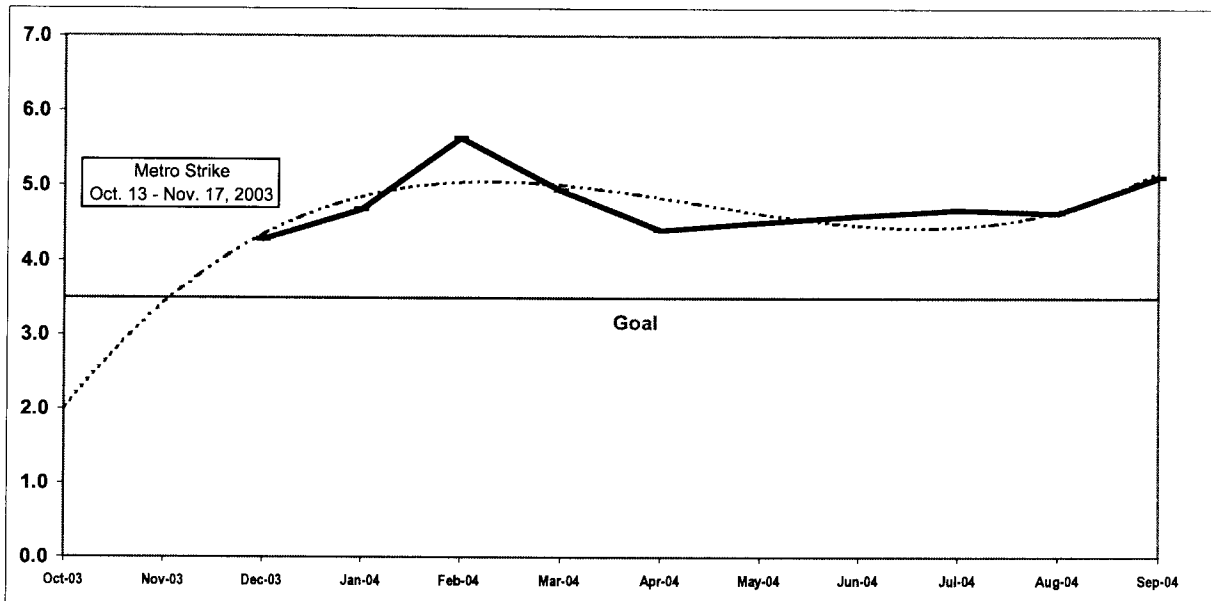
# CUSTOMER SATISFACTION

## COMPLAINTS PER 100,000 BOARDINGS

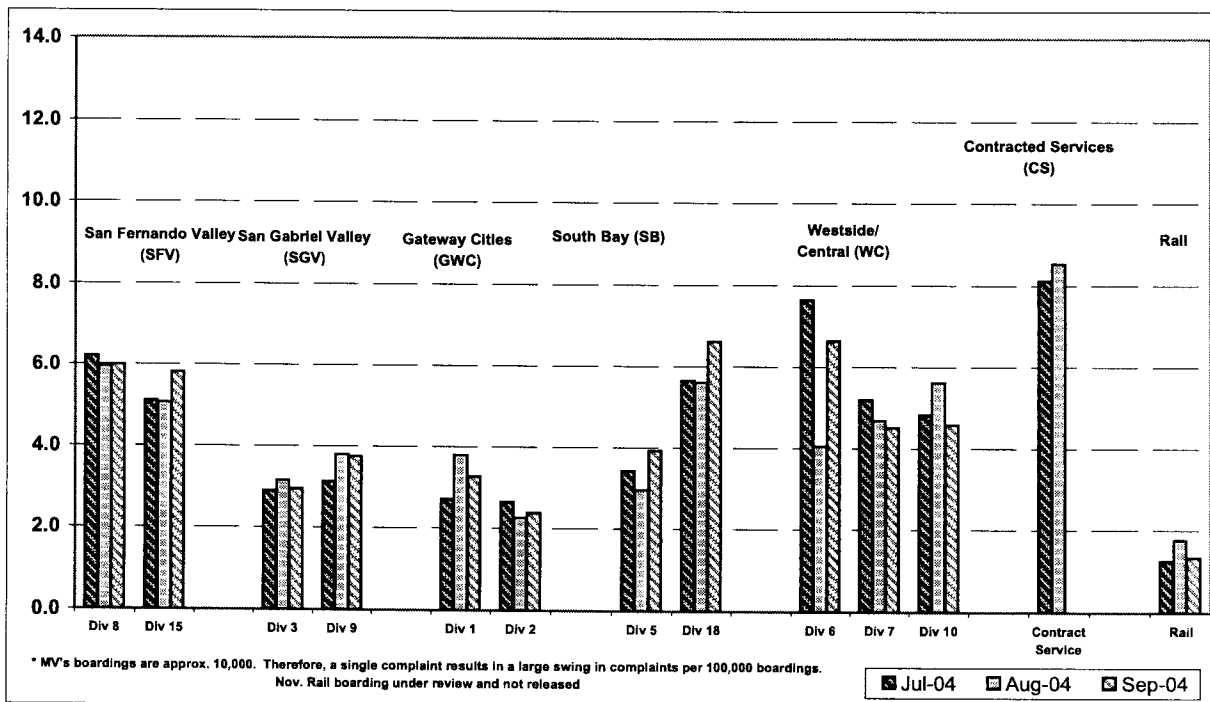
**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

### Systemwide Trend



### Bus Operating Divisions - by Sectors' Divisions July - September 2004



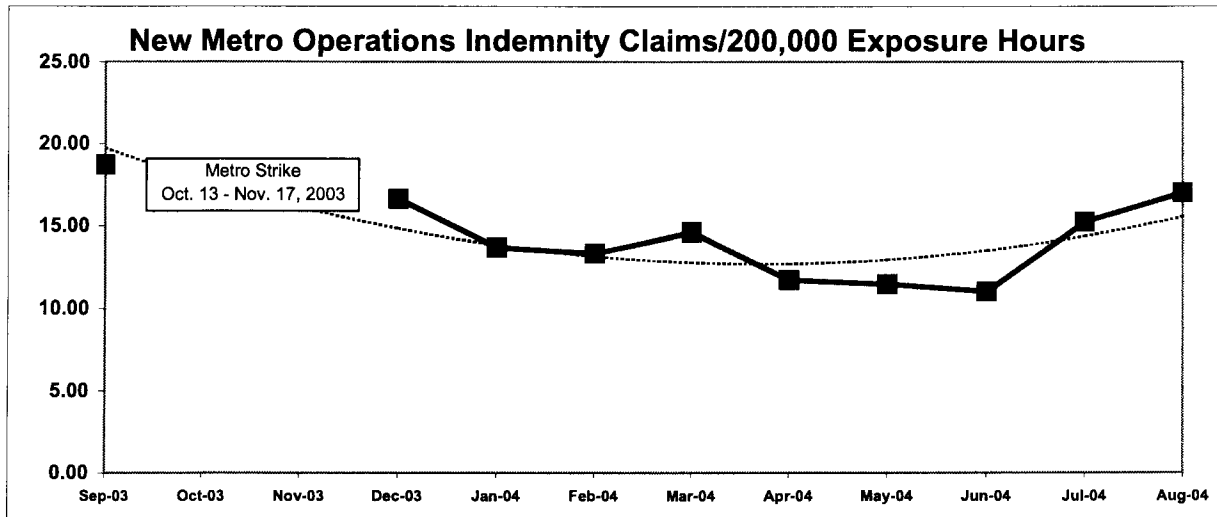
## WORKERS COMPENSATION CLAIMS

### New Workers Compensation Claims per 200,000 Exposure Hours

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

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

### Metro Operations Trend



One month lag from current month

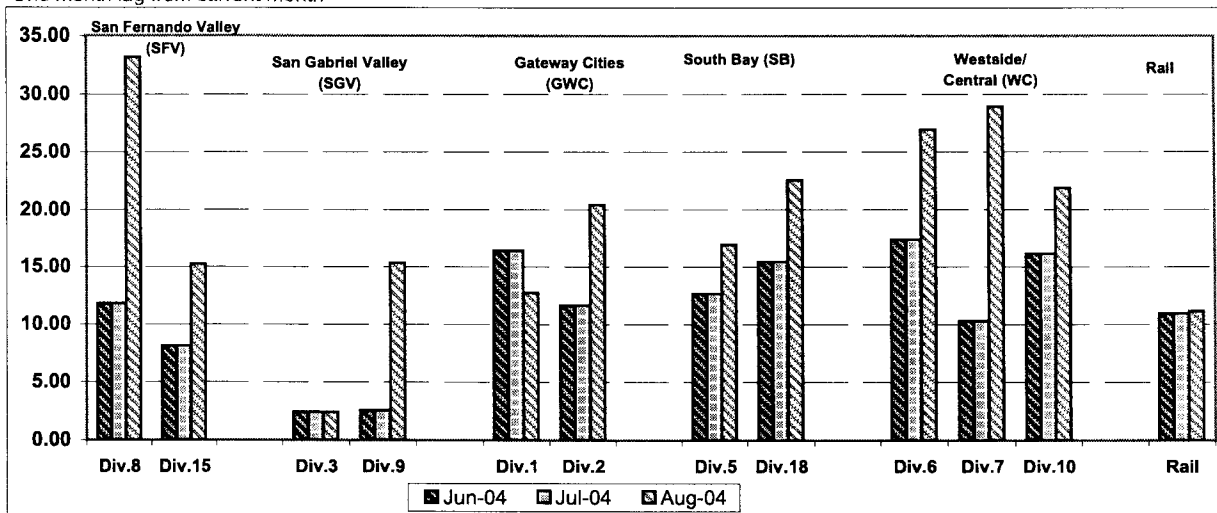
### NEW CLAIMS PER 200,000 EXPOSURE HOURS - MONTH BY BUS SECTORS' DIVISION & RAIL

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

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

### Bus & Rail - by Bus Sectors' Divisions and Rail June - August 2004

One month lag from current month



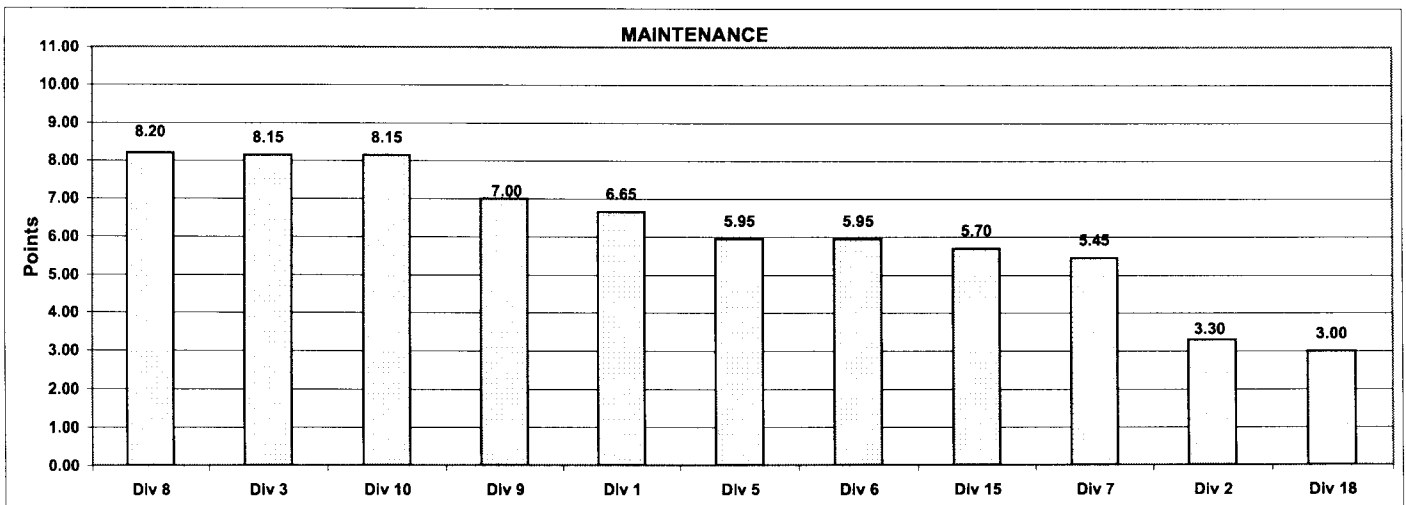
## "HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

### Monthly Calculations - September 2004 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 Mechanical Failures	25%	8101.6	8783.0	7510.4	5324.9	8900.0	9115.9	3102.9	6794.7	6235.7	8784.5	7310.4
Points		3	2	6	1	8	10	11	4	7	9	5
Attendance	15%	0.97330	0.97330	0.98725	0.98879	0.98833	0.98438	0.97334	0.97319	0.98569	0.97382	0.97081
Points		7	6	11	8	1	9	4	3	10	5	2
New WC Claims /200,000 Exp Hrs*	25%	0.0000	25.5749	10.0897	0.0000	0.0000	19.7838	25.4377	0.0000	0.0862	47.9086	24.9136
Points		11	2	6	11	11	5	4	11	7	1	3
*One month lag												
Bus Cleanliness	35%	7.473	7.134	8.058	7.200	6.875	8.308	6.375	7.550	7.631	7.475	6.669
Points		6	4	10	5	3	1	11	8	9	7	2
<b>Totals</b>		<b>6.65</b>	<b>3.30</b>	<b>8.15</b>	<b>5.95</b>	<b>5.95</b>	<b>5.45</b>	<b>8.20</b>	<b>7.00</b>	<b>8.15</b>	<b>5.70</b>	<b>3.00</b>
<b>FINAL RANKING</b>		<b>Maintenance Division Ranking (Sorted)</b>										
	<b>DIV.</b>	Div 8	Div 3	Div 10	Div 9	Div 1	Div 5	Div 6	Div 15	Div 7	Div 2	Div 18
	<b>Score</b>	8.20	8.15	8.15	7.00	6.65	5.95	5.95	5.70	5.45	3.30	3.00
	<b>Rank</b>	1st	2nd	2nd	4th	5th	6th	6th	8th	9th	10th	11th



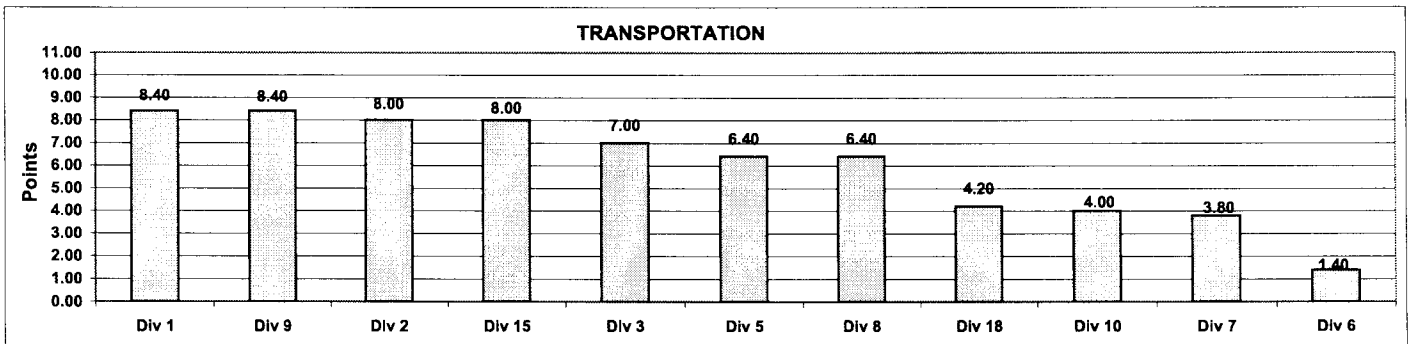


**Monthly Calculations - September 2004**  
**Metro Bus - Transportation**

**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	
<b>In-Service On-Time Performance</b>	20%	0.7162	0.7002	0.6949	0.6960	0.6336	0.6970	0.6930	0.6830	0.6134	0.6901	0.6377
Points		11	10	9	4	1	5	6	7	2	8	3
<b>Running Hot</b>	20%	0.0744	0.0672	0.1067	0.0738	0.1200	0.1079	0.0453	0.0703	0.0967	0.0808	0.1088
Points		7	6	4	8	1	3	11	9	5	10	2
<b>Accident Rate</b>	20%	1.2904	1.0421	1.0931	3.2178	4.0189	4.8322	2.3568	1.1722	4.2401	3.0946	3.0201
Points		6	5	1	7	3	2	10	11	4	8	9
<b>Complaints/100K Boardings</b>	20%	3.2553	2.3737	2.6425	3.9285	6.6259	4.0104	6.9919	3.7457	4.5762	5.8089	6.6086
Points		9	11	10	7	1	6	3	8	5	4	2
<b>New WC Claims /200,000 Exp Hrs*</b>	20%	16.2038	19.3692	6.6008	21.8933	37.0982	21.2021	36.1286	19.8287	26.0943	6.8288	21.8702
Points		9	8	11	6	1	3	2	7	4	10	5
*One month lag												
<b>Totals</b>		8.40	8.00	7.00	6.40	1.40	3.80	6.40	8.40	4.00	8.00	4.20
<b>FINAL RANKING</b>												
	DIV.	Div 1	Div 9	Div 2	Div 15	Div 3	Div 5	Div 8	Div 18	Div 10	Div 7	Div 6
	Score	8.40	8.40	6.99	6.99	7.00	6.40	6.40	4.20	4.00	3.80	1.40
	Rank	1st	1st	3rd	3rd	5th	6th	6th	8th	9th	10th	11th



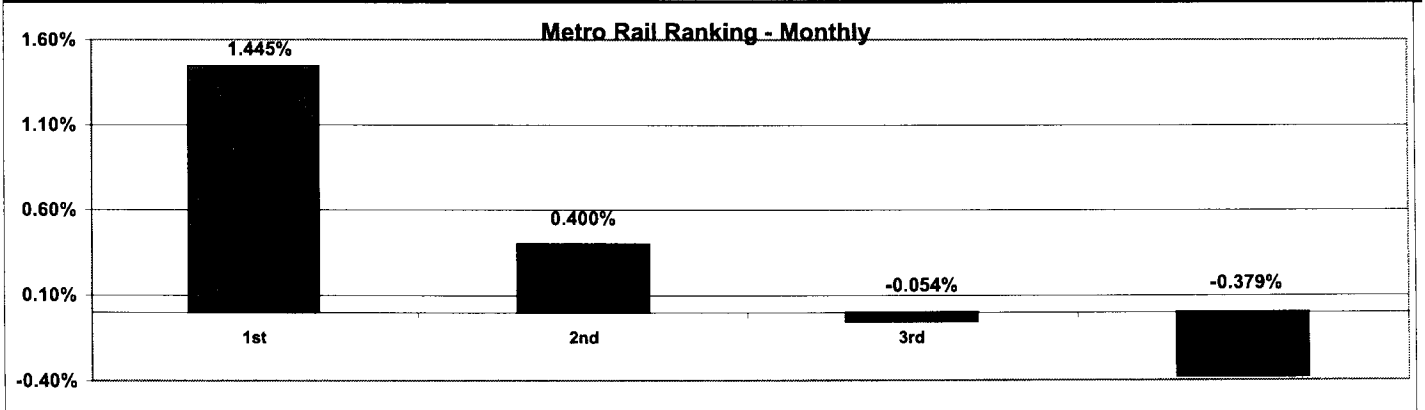
**Monthly Calculations - September 2004  
Metro Rail**

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

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

	Metro Blue Line			Metro Red Line			Metro Green Line			Metro Gold Line		
	Sep-03	Sep-04	Yearly Improvement	Sep-03	Sep-04	Yearly Improvement	Sep-03	Sep-04	Yearly Improvement	Sep-03	Sep-04	Yearly Improvement
<b>Wayside Availability</b>												
Track	100.00%	100.00%	0.00%	100.00%	99.85%	-0.15%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Signals	99.93%	100.00%	0.06%	99.95%	99.94%	-0.01%	99.98%	100.00%	0.02%	97.37%	99.99%	2.62%
Power	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	99.93%	100.00%	0.07%	100.00%	99.95%	-0.05%
<b>Wayside Performance</b>	<b>99.98%</b>	<b>100.00%</b>	<b>0.02%</b>	<b>99.98%</b>	<b>99.93%</b>	<b>-0.05%</b>	<b>99.97%</b>	<b>100.00%</b>	<b>0.03%</b>	<b>99.12%</b>	<b>99.98%</b>	<b>0.86%</b>
<b>Vehicle Availability</b>												
Vehicle Performance	98.51%	99.28%	0.77%	99.18%	99.17%	-0.01%	99.33%	98.37%	-0.96%	97.80%	99.41%	1.62%
<b>Operator Availability</b>												
Operators	99.96%	99.95%	-0.01%	99.99%	100.00%	0.01%	99.85%	99.99%	0.15%	99.88%	99.63%	-0.24%
<b>In-Service Performance</b>												
ISOTP - Rail	98.40%	99.22%	0.82%	99.11%	98.95%	-0.16%	99.09%	98.37%	-0.73%	95.04%	98.59%	3.55%
<b>total Rail Line Performance</b>	<b>99.21%</b>	<b>99.61%</b>	<b>0.40%</b>	<b>99.56%</b>	<b>99.51%</b>	<b>-0.05%</b>	<b>99.56%</b>	<b>99.18%</b>	<b>-0.38%</b>	<b>97.96%</b>	<b>99.41%</b>	<b>1.44%</b>

Metro Rail Final Ranking (Sorted)				
Rail Line	GOLD	BLUE	RED	GREEN
Score	1.445%	0.400%	-0.054%	-0.379%
Rank	1st	2nd	3rd	4th



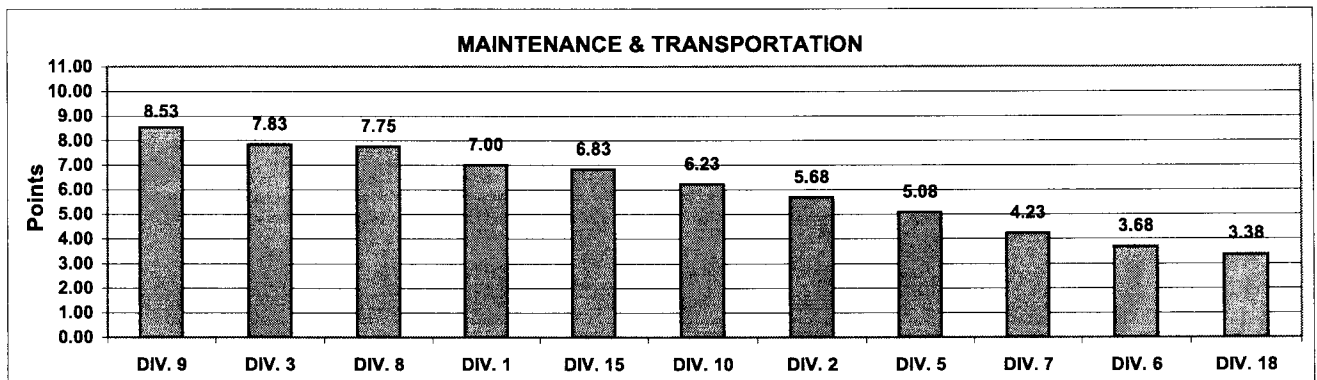
## "HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

### Quarterly Calculations: FY05-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 Mechanical Failures	12.5%	6004	5895	6105	5678	6709	7580	9493	7109	8639	8619	6884
Points		2	5	3	1	11	7	10	6	9	8	4
Attendance	7.5%	0.9770	0.9756	0.9837	0.9776	0.9806	0.9435	0.9711	0.9745	0.9850	0.9808	0.9682
Points		5	4	10	6	7	9	2	3	11	8	1
New WC Claims /200,000 Exp Hrs*	12.5%	3.9793	17.2936	3.4537	3.7142	10.9813	13.4107	11.2180	0.0000	6.8663	20.9925	19.4993
Points		9	3	10	8	6	4	5	11	7	1	2
*One month Lag: June 04 - Aug 04												
Bus Cleanliness	17.5%	7.4578	7.2511	7.8708	7.0771	7.0436	6.4438	8.3208	7.5687	7.5250	7.5250	6.9958
Points		6	5	10	4	3	1	11	9	8	8	2
Transportation												
In-Service On-Time Performance	10%	0.7140	0.7130	0.7093	0.6765	0.6670	0.6386	0.7260	0.7165	0.6323	0.6921	0.6589
Points		9	8	7	5	1	4	11	10	2	6	3
Running Hot	10%	0.0776	0.1021	0.1055	0.1222	0.1361	0.1337	0.0639	0.0800	0.1266	0.0987	0.1089
Points		10	7	5	4	1	2	11	9	3	8	6
Accident Rate	10%	3.6392	3.9764	3.0434	3.7060	4.5991	3.9599	2.2232	1.7638	3.5037	2.8576	3.0446
Points		6	2	4	5	1	3	10	11	7	9	8
Complaints/100K Boardings	10%	3.2395	2.4309	2.9987	3.4095	6.0512	4.7872	6.0478	3.5462	4.9964	5.3143	5.9271
Points		9	11	10	8	1	6	2	7	5	4	3
*One month Lag: June 04 - Aug 04												
New WC Claims /200,000 Exp Hrs*	10%	14.5713	15.1973	1.0565	18.0071	24.9457	19.1712	20.9986	13.3426	21.9223	13.0649	23.2600
Points		8	7	11	6	1	5	4	9	3	10	2
<b>Totals</b>		<b>7.00</b>	<b>5.68</b>	<b>7.83</b>	<b>5.08</b>	<b>3.68</b>	<b>4.23</b>	<b>7.75</b>	<b>8.53</b>	<b>6.23</b>	<b>6.83</b>	<b>3.38</b>
<b>FINAL RANKING Maintenance and Transportation Division Ranking (Sorted)</b>												
<b>FINAL RANKING</b>	<b>DIV.</b>	<b>DIV. 9</b>	<b>DIV. 3</b>	<b>DIV. 8</b>	<b>DIV. 1</b>	<b>DIV. 15</b>	<b>DIV. 10</b>	<b>DIV. 2</b>	<b>DIV. 5</b>	<b>DIV. 7</b>	<b>DIV. 6</b>	<b>DIV. 18</b>
	<b>Score</b>	<b>8.53</b>	<b>7.83</b>	<b>7.75</b>	<b>7.00</b>	<b>6.83</b>	<b>6.23</b>	<b>5.68</b>	<b>5.08</b>	<b>4.23</b>	<b>3.68</b>	<b>3.38</b>
	<b>Rank</b>	<b>1st</b>	<b>2nd</b>	<b>3rd</b>	<b>4th</b>	<b>5th</b>	<b>6th</b>	<b>7th</b>	<b>8th</b>	<b>9th</b>	<b>10th</b>	<b>11th</b>



**Quarterly Calculations: FY05-Q1  
Metro Rail**

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

**Calculation:** Performance indicator uses Revenue Service Hours Lost due to the associated Rail Operating Problems not including the Revenue Service Hours Lost due to accidents, police, or health problems. Performance percentages for various indicators are averaged and outcomes are sorted from high to low. The rail line competes with itself on its own improvement over prior year performance. The percentage score showing best improvement (or least decline) wins the program award for the quarter.

**Improvement from Previous Year**

Overall Rail Line Performance	<u>Metro Blue Line</u>	<u>Metro Red Line</u>	<u>Metro Green Line</u>	<u>Metro Gold Line</u>
Jul-04	-0.32%	-0.58%	-0.65%	N.A.
Aug-04	0.29%	-0.16%	0.10%	N.A.
Sep-04	<u>0.40%</u>	<u>-0.05%</u>	<u>-0.38%</u>	<u>N.A.</u>
<b>First Quarter Average</b>	<b>0.12%</b>	<b>-0.26%</b>	<b>-0.31%</b>	<b>N.A.</b>

**Metro Rail Final Ranking (Sorted)**

Rail Line	BLUE	RED	GREEN	GOLD
<b>Score</b>	<b>0.12%</b>	<b>-0.263%</b>	<b>-0.310%</b>	<b>N.A.</b>
<b>Rank</b>	<b>1st</b>	<b>2nd</b>	<b>3rd</b>	

