



Metro

Metropolitan Transportation Authority

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**OPERATIONS COMMITTEE
FEBRUARY 17, 2005**

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 DECEMBER
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 December 2004 performance indicators are estimates only of actual performance.

Bus Operations system-wide:

- Decreased complaint rate in December, although still above target.
- Decreased the New Workers' Compensation Claims filed per 200,000 Exposure Hours (1 month lag).
- Maintained the bus cleanliness rate of 7.4 (out of 10).

Rail Operations:

- Blue Line had the only Public Utilities Code reportable traffic accident.
- All lines exceeded the target for Mean Miles Between Chargeable Mechanical Failures.
- All lines achieved 100% of On-Time Roll-outs.
- The Blue Line had the only two Worker Compensation Claims filed.

Bus Operations San Fernando Valley Sector:

Trend analysis:

- Divisions 8 and 15 continue to focus on customer complaints. ATMS is now proving to be a valuable tool in identifying and analyzing what actually happened for schedule related complaints. Both divisions have decreased their turnaround time to 7 days or less for each complaint. As a result, overall complaints have been reduced for the sector. Both divisions also place a high priority on teamwork and have resolved major complaints jointly.
- Both divisions have shown an increase in the mean time between road calls, on-average 11,422 miles, which translates into fewer breakdowns while in service. This is accomplished at the same time when bus fleets are operating at a severely constrained spare ratio of 17%. Cooler weather is typically favorable for the efficient operation of buses.
- In service on-time performance has also improved to over 70% for both divisions with early runs being identified dropping to 7.28% for Division 8 and 7.39% for Division 15. With ATMS now providing better reports, this is expected to fall.
- Bus traffic accidents increased for Division 15 to the goal level while they reduced for Division 8 in the same period to 1.73 per 100,000 miles.
- Workers compensation claims increased during the month of November for both divisions. Division 8 approached September levels after an excellent October period while Division 15 remained steady at its October rate for November as well.

Areas of focus/improvement:

- The trio of items – complaints, bus accidents, and on-time performance – continues to be a primary focus of division management. More pressure has been placed on the divisions because the agency has a deficit of Operators as well as buses. Working with the vehicle operations staff supervisors, staff will continue its focus on improving service quality.
- The divisions have seen a significant reduction in on-time service complaints with the recent December shake-up additions as well as schedule changes and line enhancements provided by our Scheduling Department. Staff has increased its attention to on-time pullouts from the division and miss-outs to improve performance in this area.
- Maintenance staff continues to look for opportunities to minimize mechanical breakdowns. Focus is on repeat problems and problems that we are unable to duplicate.
- Continued emphasis will be placed on customer satisfaction related mechanical issues such as air conditioning system, heaters, and bus cleanliness.

Bus Operations San Gabriel Valley Sector:

Trend analysis:

- December Mean Miles Between Chargeable Mechanical Failures fell short of the 9,000 mile San Gabriel Valley Sector goal at 7,898. Both San Gabriel Valley Divisions have shown improvement over the past few months in this area with Division 9 closing in on the goal in December at 8,506 miles. Engine failures continue to be the highest cause of road-call failures. Improvements at Division 9 are due to the

implementation of a new diagnostic repair processes in early September that is planned for use at Division 3.

- In-Service On-Time Performance in December was below the target of 70% at 67.8%. Division 3 recorded a 68.7% rate while Division 9 recorded a 66.2% rate. Division 3 improved upon its November rate of 66.2% while Division 9 had a slight setback from its November rate of 69%. San Gabriel Valley Scheduling & Vehicle Operations staff continues to supervise problem lines and review schedules and running times to identify areas of concern.
- Bus Traffic Accident rates per 100,000 miles attained the Sector Goal of 3.00; at 2.70. The San Gabriel Valley Sector year-to-date goal continues to be attained at 2.78. Division 9 consistently meets the Sector goal while Division 3 continues to improve toward its goal with a December mark of 2.96 and a year-to-date mark of 3.44. Analysis of all accidents by type and location continue to be conducted by the San Gabriel Valley Accident Investigation Committees for mitigation through FY05.
- December Customer Complaints per 100,000 boardings continue to trend down with a Sector mark of 2.26. Each Division is well below the Sector goal of 3.25 with Division 3 recording a 2.08 rate and Division 9 recording a 2.54 rate. The San Gabriel Valley year-to-date mark of 2.83 continues to outperform the System year-to-date average of 3.63.
- New Workers Compensation Indemnity Claims for November met the Sector goal of 14.00 at 8.25, and met the year-to-date goal at 10.10. For November, Division 3 attained the goal at 2.46, but Division 9 was slightly above the goal at 15.7.

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. The expansion of the program to Division 3 is in process.
- 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 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.

Bus Operations Gateway Cities Sector:

Trend analysis:

- In December year-to-date performance, the Gateway Cities Sector continuously met 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 November 2004. Both divisions did not meet the FY05 target in Mean Miles Between Chargeable Mechanical Failures and the target in Bus Traffic Accidents Per 100,000 Miles in December 2004.
- Both bus divisions exceeded the system-wide average In-Service On-Time Performance in December 2004. This was the 6th consecutive month in FY05 that both divisions were able to accomplish the In-Service On-time Performance over 69% comparing the system-wide year-to-date performance in December at 65.30%.
- Both divisions showed significant improvement in Complaints per 100,000 boardings as they continuously met the FY05 target and favorably below the system-wide year-to-date performance at 2.75. Division 1 achieved the performance at 2.49 and Division 2 achieved the performance at 1.68 which is the lowest among all 11 bus divisions.
- The December system-wide average in Mean Miles Between Chargeable Mechanical Failures was 7,118 miles or the FY05 system-wide target at 7,500 miles. Both divisions fell short to meet the system-wide target and the system-wide average. Division 1 recorded at 3,762 miles and Division 2 recorded at 5,903 miles in December.
- Bus Traffic Accident rate was trending up in both Division 1 and Division 2 in December. Both Division 1 and Division 2 recorded the highest Bus Traffic Accidents per 100,000 Hub Miles in December at 5.96 and at 4.74 respectively in comparing to the past six months.
- In the New Workers Compensation Indemnity Claims per 200,00 Exposure Hours, both divisions met the FY05 Target and favorably below the system-wide average. Division 1 achieved at 10.10 and Division 2 achieved at 12.07 comparing to the system-wide average at 14.04 in December.

Areas of focus/improvements:

- In-Service On-Time Performance: This is the sixth consecutive month that the sector had exceeded the system-wide average in In-Service On-Time Performance. We are maintaining a high level of supervision to monitor lines and operators on

those lines where In-Service On-Time Performance can be further improved. We also fine-tuned the service in the December 2004 shake-up which will further reinforce the favorable performance of our divisions in this area.

- **Complaints per 100,000 Boardings:** Both divisions achieved a significant improvement in this area as they attained the lowest Complaints per 100,000 boardings among the 11 bus operating divisions. Especially, Division 2 is the only division that achieved at the measurement below 2.0. Division Managers continue to focus on high complaint categories such as No Show, Passed Up, 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. Operations Central Instruction Department is developing a customer complaints intermediate training program to offer operators a 2-hour interactive computer training course at the divisions.
- **Bus Traffic Accidents Per 100,000 miles:** Sector Staff and Division Managers have identified and are continuously monitoring high accident 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. In addition, new scheduling tactics are incorporated in the December 2004 Shake-up to encourage more experienced and skillful bus operators to bid on assignments of high accident lines, which may be helpful to reduce the bus traffic accidents especially in downtown Los Angeles highly congested areas. Division Managers are meeting with the General Manager and sector staff once a month to review the analysis of all accidents by bus line, location, accident type, operator type, and accident time. Continuous mitigation efforts are implemented to reduce the high bus traffic accident rates in the sector. Higher than normal accident rate experienced this month was also attributed to the extended raining season in December and new hires or transfers to both divisions at the December 2004 shake-up. Division Managers will implement more aggressive training programs with extra-board operators and discussion at the rap sessions with new employees.
- **New Workers Compensation Indemnity Claims:** Both Division 1 and Division 2 showed a trend down of new indemnity claim rates in November. This was the lowest for Division 1 in past five months. There was a significant improvement at Division 2 which reduced from 32.19 in October to only 12.07 in December. Division 2 Maintenance did not have any new claims filed in November and December.

Bus Operations South Bay Sector:

Trend analysis:

- Overall, the performance for the South Bay Service Sector as of December 2004 reflects the South Bay exceeded the target in three of the five key performance areas.

The target was exceeded in Mean Miles Between Chargeable Mechanical Failures for the second consecutive month which experienced a 15% increase; Bus Traffic Accidents per 100,000 Miles experienced a 9% decrease; and Complaints per 100,000 Boardings exceeded the target for the third consecutive month with a 9% decrease. In December, In Service On-Time Performance decreased by 6% and New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours increased by 9% as compared to the previous month.

- Mean Miles Between Chargeable Mechanical Failures target was exceeded for the second consecutive month for the Arthur Winston Division with a significant increase of 68% as compared to the previous month; the Carson Division also exceeded the target for the second consecutive month.
- The Arthur Winston Division experienced a decrease in In-Service On-Time Performance of 5% while the Carson Division experienced decrease of 6% compared to the previous month's performance.
- The Carson Division exceeded the target for Bus Traffic Accidents per 100,000 Miles for the fourth consecutive month with a December performance 32% below the targeted level, while the Arthur Winston Division experienced a 4% increase compared to the previous month's performance.
- Complaints per 100,000 Boardings target was exceeded for the fourth consecutive month for the Arthur Winston Division with a December performance well below the targeted level of 47%; the Carson Division exceeded the target for the second consecutive month with a 4% decrease compared to the previous month's performance.
- The Carson Division exceeded the target for New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours for the third consecutive month showing a 15% decrease as compared to the previous month; the Arthur Winston Division experienced a 46% increase compared to the previous month's performance.

Areas of focus/improvement:

- Mean Miles Between Chargeable Mechanical Failures – A meeting was held with the General Manager, Operations Deputy Executive Officer, and South Bay Maintenance Managers to discuss coding of road calls. It was determined that particular road call codings should be changed effective immediately. This adjusted coding will have an impact on the number of Division chargeable and non-chargeable road calls and monthly Mean Miles Between Chargeable Mechanical Failures. As a follow-up to last month's report, the repair campaign to relocate electrical wiring located by the bus engine has been completed which has resulted in a reduction of road calls for this problem.
- Complaints per 100,000 Boardings –During a meeting with the Los Angeles Sheriff's Department, both Arthur Winston and Carson Division unanimously expressed a desire to have increased LASD officer presence aboard South Bay buses. During the last two months, Sergeant Rifalato, who is assigned to the South Bay Sector, has augmented officer presence on identified Florence lines 111 and 711 and Manchester lines 315 and 115. The deputies received positive feedback from Operators and patrons who expressed gratitude to the officers for their efforts. Increased officer visibility will be maintained for the next month and will continue to have a positive effect on safety, as well as Customer Complaints. Supervisors are continuing to

conduct undercover rides to monitor Operator performance, courtesy, and schedule adherence. Operators with multiple complaints are monitored, receive additional training, and progressive discipline when required.

- In-Service On-Time Performance – Both the Arthur Winston and Carson Division experienced a decrease in In-Service On-Time Performance as compared to the previous month performance due to seasonal holiday traffic and inclement weather. In the aftermath of the holiday season and rainy weather, it is anticipated that the In-Service On-Time Performance indicator will improve.

Bus Operations Westside/Central Sector:

Trend analysis:

- Mean Miles Between Chargeable Mechanical Failures YTD December average is 7,569. The actual December performance is 7,864 slightly above the target of 7,500.
- In-Service On-time Performance improved to 63.10%, which is above the December YTD performance of 61.33% and below the FY05 target of 70.00%.
- The Bus Accident Rate increased to 3.94 per 100,000 miles in December, which is above the target of 3.67.
- The rate of Customer Complaints decreased to 3.31 per 100,000 Boardings, which is below the target of 3.75. All Divisions experienced a substantial decrease in the rate of customer complaints during the month of December.

Areas of focus/improvement:

- As mentioned in November, In-Service On-Time Performance will be improved through the consolidation of “On Street Supervision” at the Sector office and managed by an Assistant Transportation Manager. The actual change took place January 01, 2005. 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.

Rail Operations:

Trend Analysis:

- The rate of Rail customer complaints is trending down
- In-Service On-Time Performance is trending down for all lines except the Blue.
- The Percentage of Scheduled Rail Service Hours is trending down for all lines except the Blue.
- The Cleanliness Rating is trending up for the Blue and Red Lines and down for the Gold and Green Lines.

Areas of focus/improvement:

- There is continued emphasis on improving vehicle maintenance and failure management processes through monitoring, training and incident evaluation to improve In-Service On-Time Performance and percentage of Scheduled Rail Service Hours.

This is the last month this report will be distributed to the Board.

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

DEC 2004

METRO OPERATIONS
MONTHLY PERFORMANCE
REPORT



Metro

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San Fernando Valley Sector Scorecard Overview (SFV)

This sector has two Metro operating divisions, Division 8 in Chatsworth and Division 15 in Sun Valley. The sector is responsible for the operation of approximately 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	Dec. Month	Status
Bus Systemwide							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,178	7,118	◇
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.46%	65.30%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.42	3.63	●
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	3.63	2.75	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Nov. 15.46	Nov. 14.04	●
SFV Sector							
MMBCMF**	4,646	8,616	8,648	8,000	9,768	11,422	●
In-Service On-time Performance		67.30%	67.47%	70%	69.81%	72.03%	●
Bus Traffic Accidents Per 100,000 Miles	3.09	2.91	2.99	3.00	2.60	2.48	●
Complaints per 100,000 Boardings	3.43	6.32	5.45	4.50	4.57	3.28	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	22.8	16.72	15.15	14.50	Nov. 18.24	Nov. 17.97	◇
Division 8							
MMBCMF*	5,775	9,177	8,183	8,000	10,390	11,392	●
In-Service On-time Performance	67.88%	70.09%	69.12%	70%	70.95%	70.75%	●
Bus Traffic Accidents Per 100,000 Miles	3.22	2.84	2.75	3.00	2.38	1.73	●
Complaints per 100,000 Boardings	3.16	6.87	5.09	4.50	4.55	2.76	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.36**	20.92	19.15	14.50	Nov. 19.12	Nov. 22.68	■
Division 15							
MMBCMF*	4,514	8,260	9,013	8,000	9,313	11,447	●
In-Service On-time Performance	62.51%	66.13%	66.62%	70%	69.15%	72.68%	●
Bus Traffic Accidents Per 100,000 Miles	3.01	2.96	3.17	3.00	2.78	3.08	●
Complaints per 100,000 Boardings	3.58	6.01	5.70	4.50	4.59	3.68	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	19.15**	16.23	13.14	14.50	Nov. 18.13	Nov. 15.68	◇

* 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.

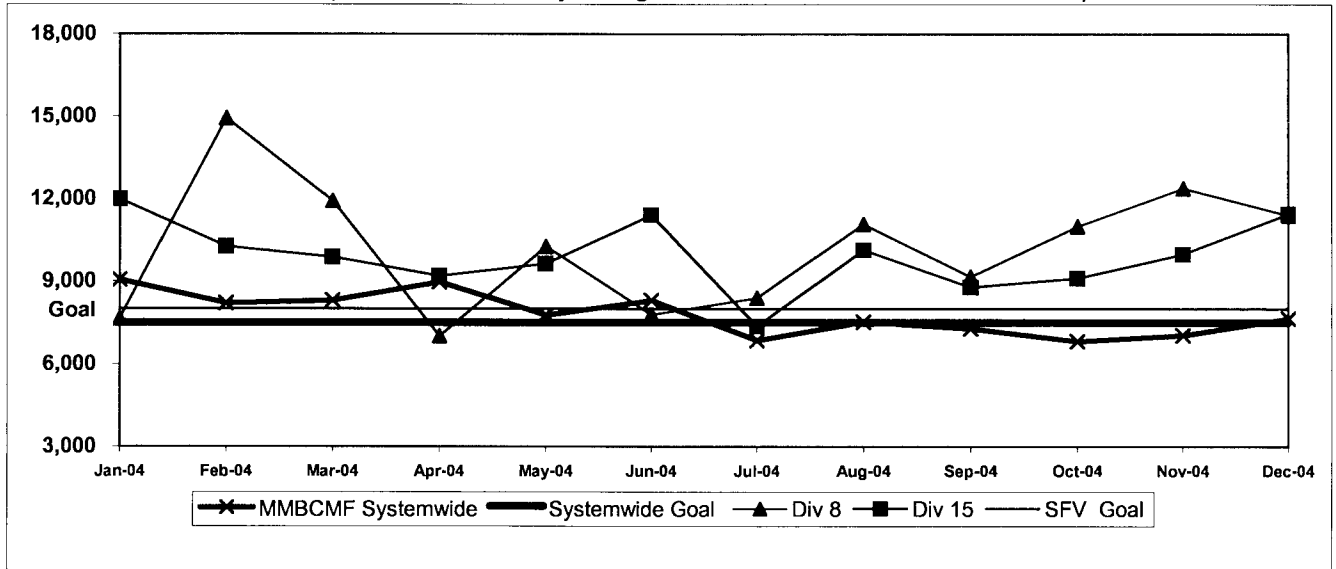
■ Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

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)



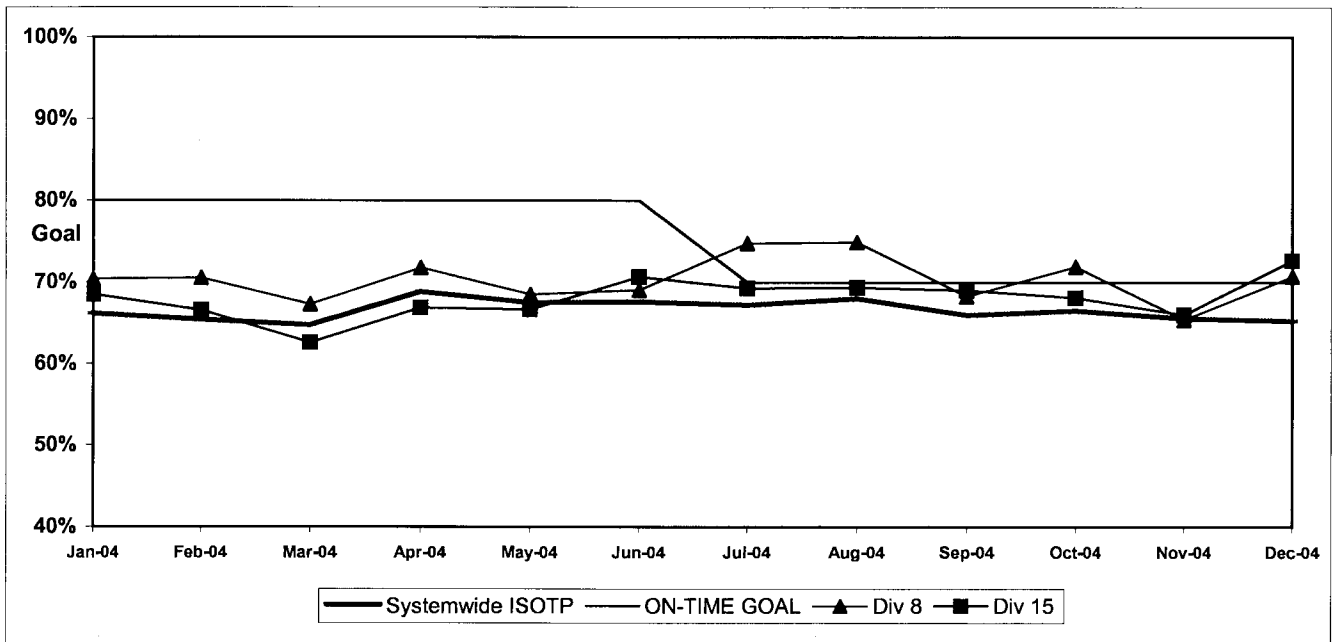
* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

IN-SERVICE ON-TIME PERFORMANCE

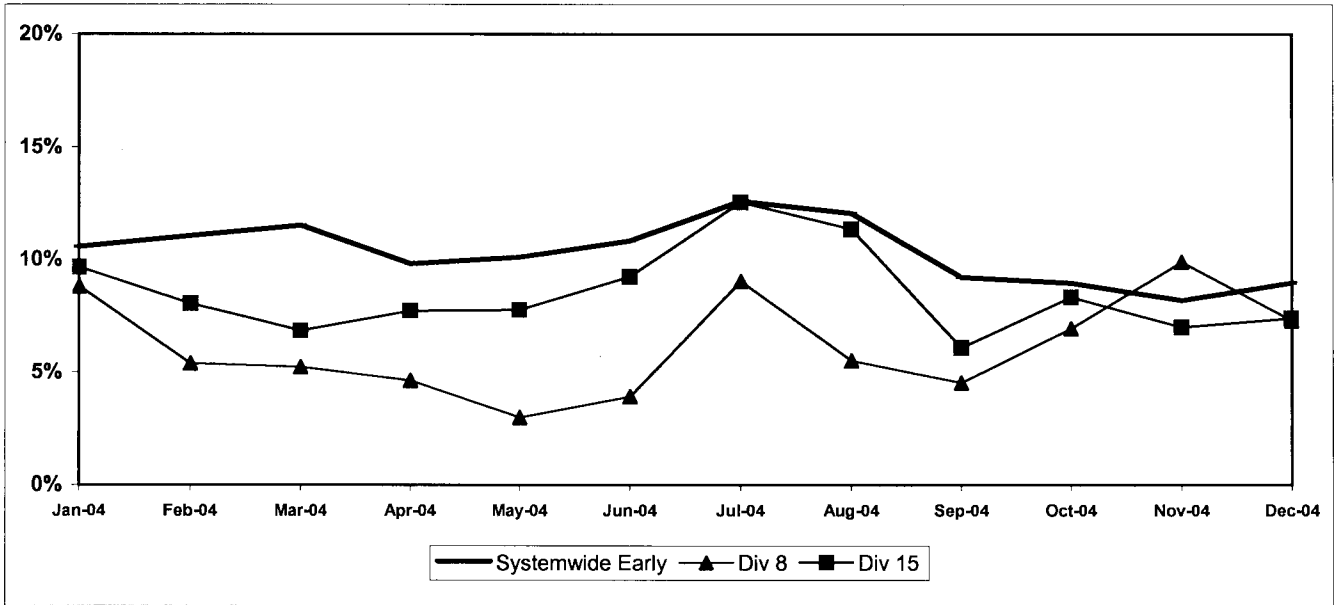
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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



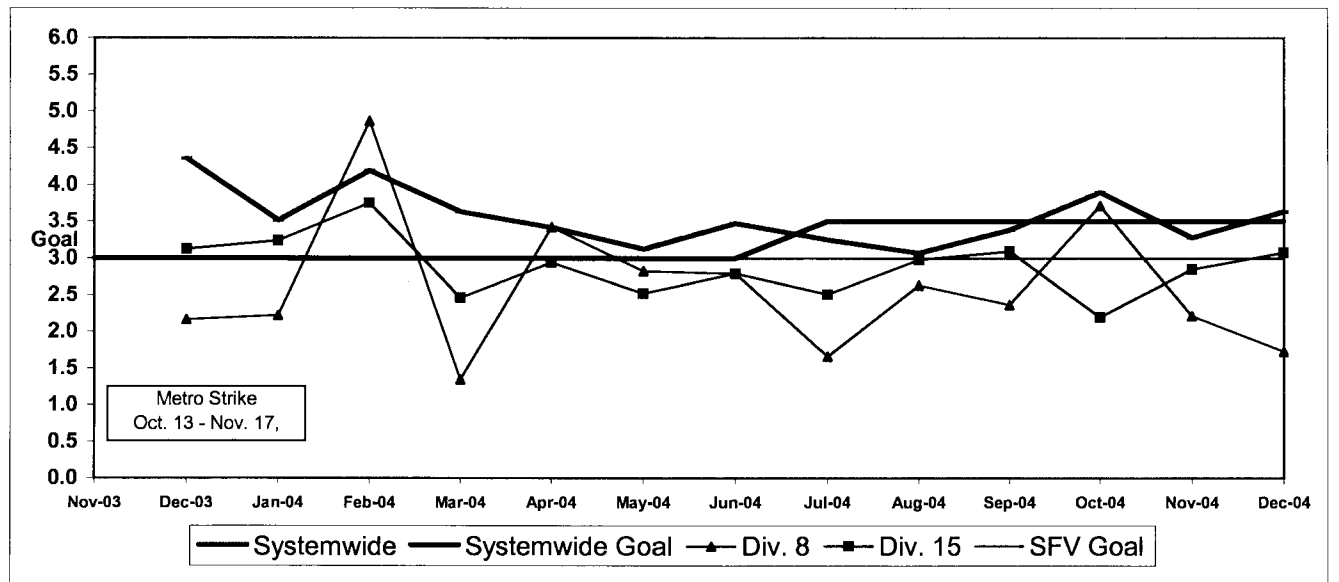
SFV Sector Bus Service Performance - Continued
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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))

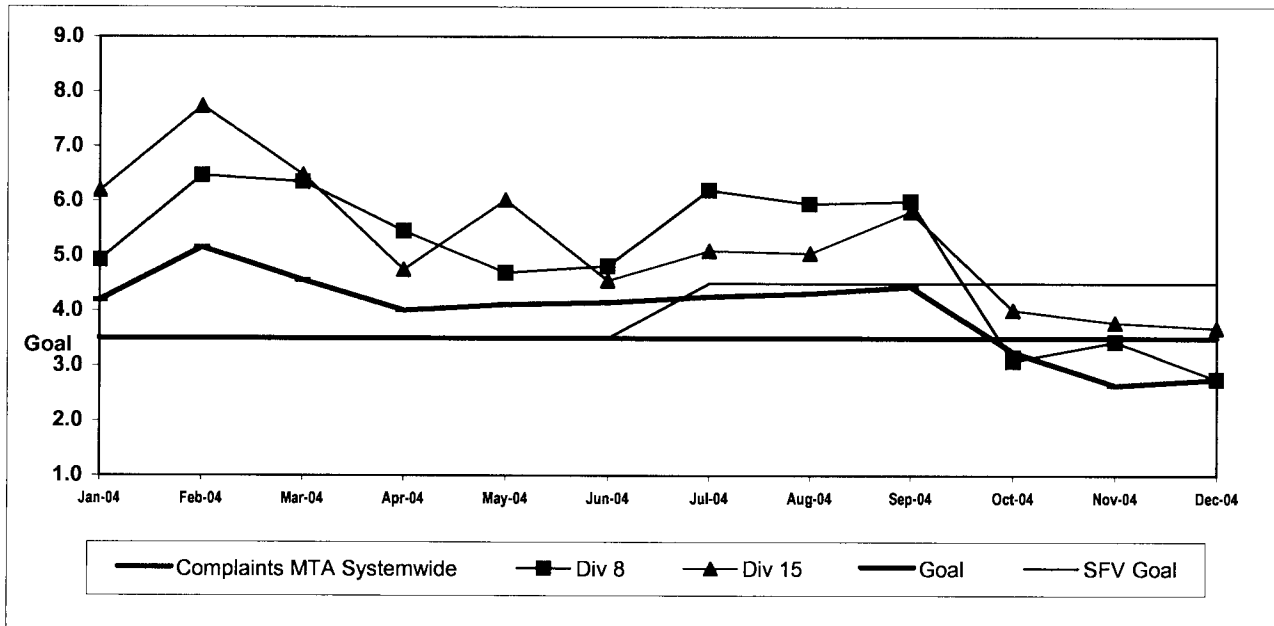


COMPLAINTS PER 100,000 BOARDINGS

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)

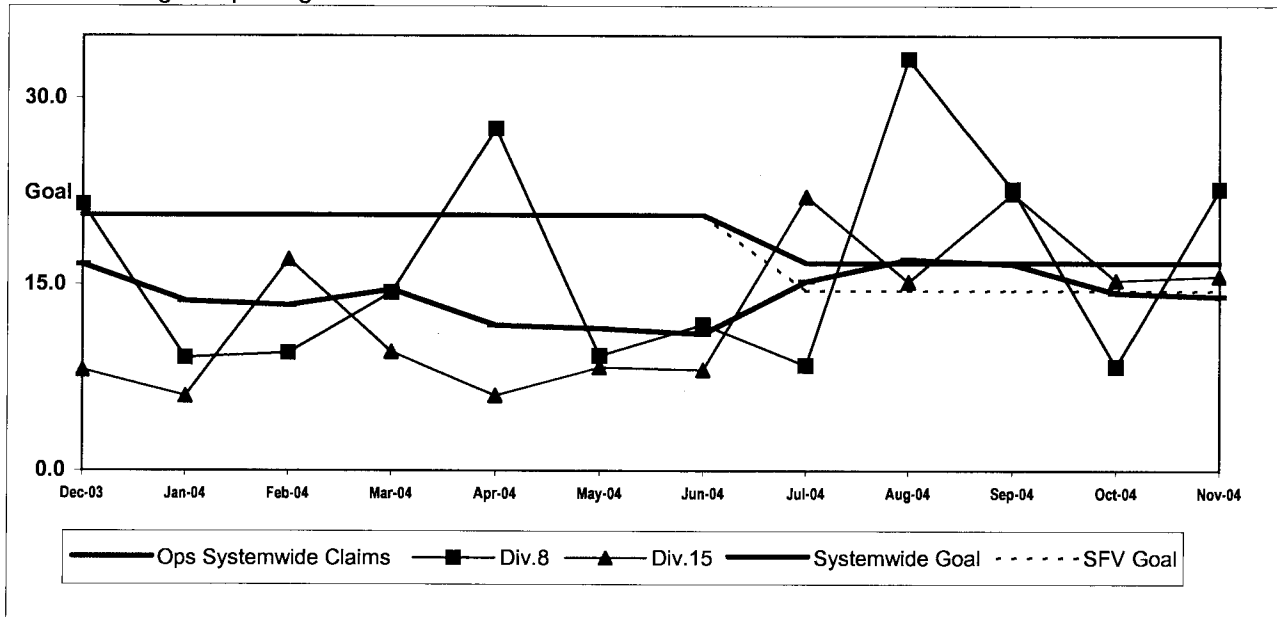


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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 operations¹:

- * 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	Dec. Month	Status
Bus Systemwide							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,178	7,118	◇
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.46%	65.30%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.42	3.63	●
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	3.63	2.75	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Nov. 15.46	Nov. 14.04	●
SGV Sector							
MMBCMF*	6,708	7,696	7,570	9,000	6,848	7,898	◇
In-Service On-time Performance		70.02%	69.98%	70%	70.22%	67.78%	●
Bus Traffic Accidents Per 100,000 Miles	3.23	3.40	2.91	3.00	2.78	2.70	●
Complaints per 100,000 Boardings	3.13	3.57	3.80	3.25	2.83	2.26	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	27.80	23.15	16.12	14.00	Nov. 10.10	Nov. 8.52	●
Division 3							
MMBCMF*	5,538	5,726	6,564	9,000	5,968	7,325	■
In-Service On-time Performance	68.70%	71.08%	70.80%	70%	70.37%	68.66%	●
Bus Traffic Accidents Per 100,000 Miles	3.96	4.22	3.59	3.00	3.44	2.96	◇
Complaints per 100,000 Boardings	2.61	3.09	3.02	3.25	2.55	2.08	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	38.36**	21.54	12.36	14.00	Nov. 3.42	Nov. 2.46	●
Division 9							
MMBCMF*	8,336	11,322	8,874	9,000	7,916	8,506	◇
In-Service On-time Performance	64.56%	67.47%	68.16%	70%	69.96%	66.15%	●
Bus Traffic Accidents Per 100,000 Miles	2.56	2.64	2.26	3.00	2.17	2.47	●
Complaints per 100,000 Boardings	3.90	4.31	5.09	3.25	3.20	2.54	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	33.14**	28.54	20.75	14.00	Nov. 18.09	Nov. 15.70	◇

* 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.

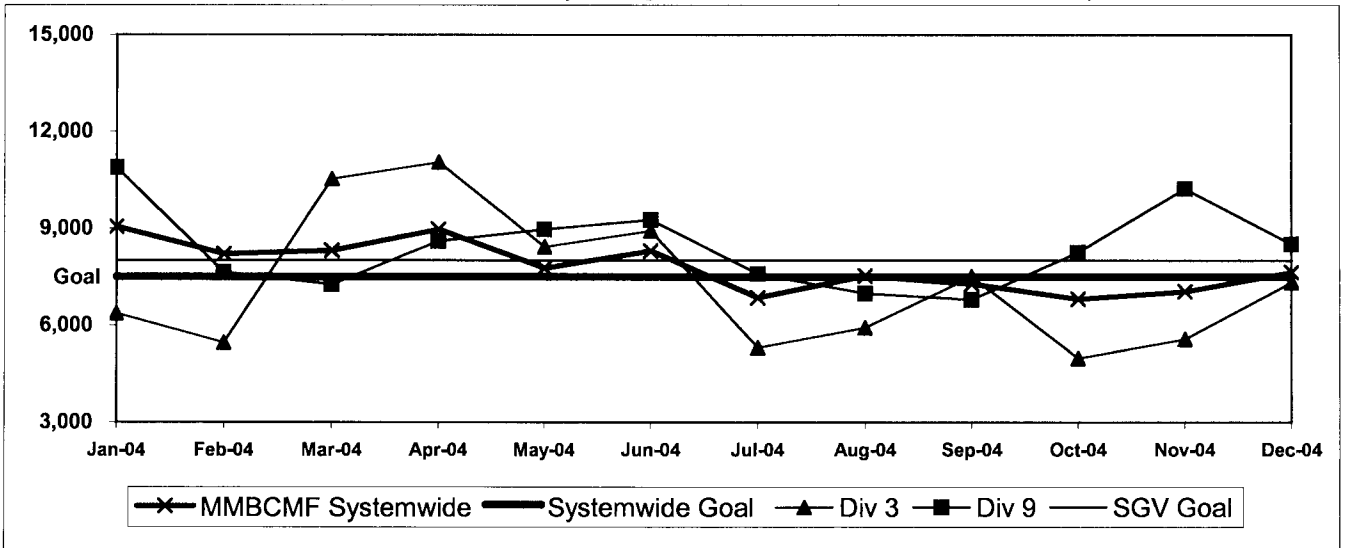
SAN GABRIEL VALLEY SECTOR (SGV) BUS SERVICE PERFORMANCE

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.

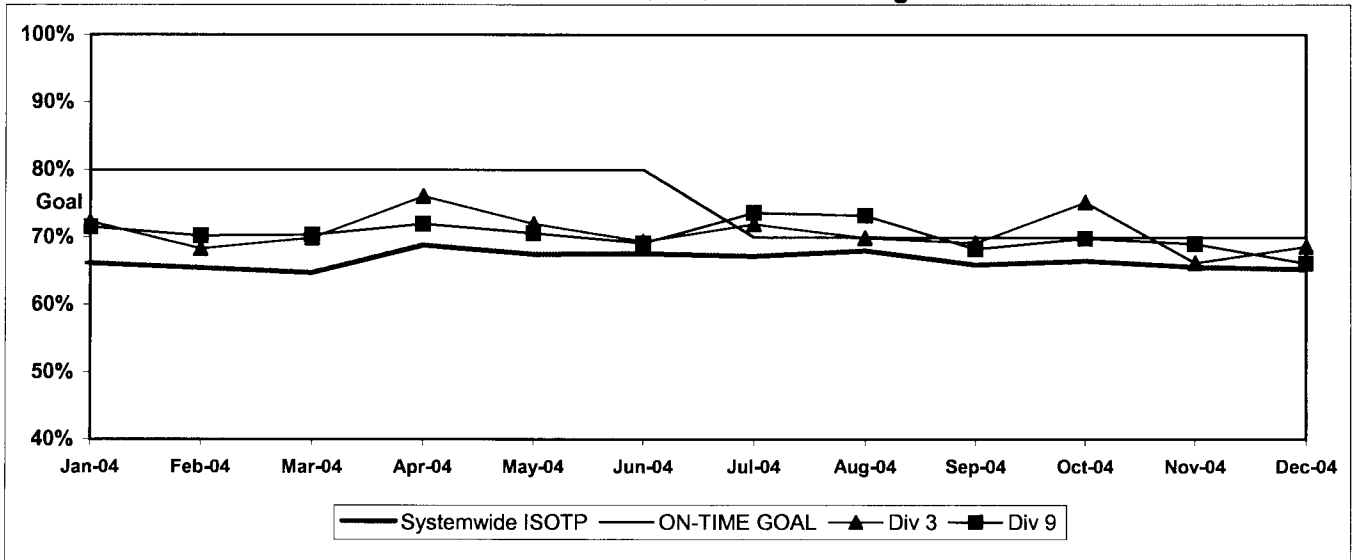
IN-SERVICE ON-TIME PERFORMANCE

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.

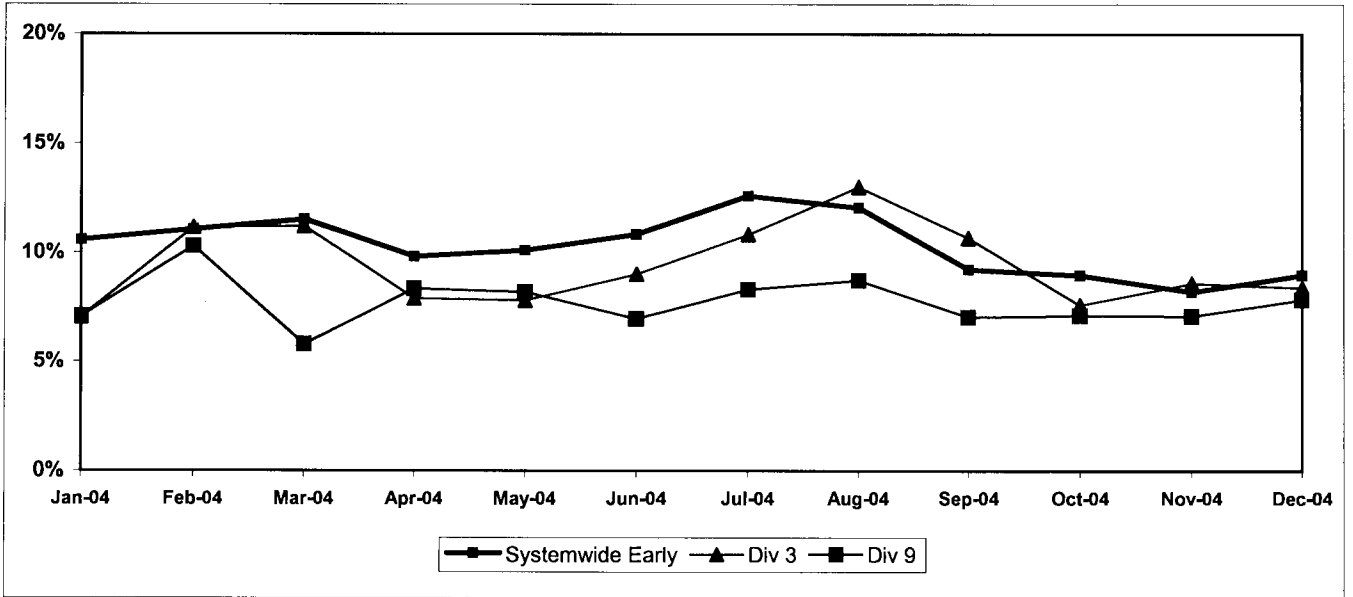
Calculation: ISOTP% = 1 - ((Number of buses departing early + Number of buses departing more than five minutes late) / (Total buses sampled))

Systemwide and Bus Operating Divisions 3 and 9

ISOTP - 1 Minute Tolerance for Running Hot



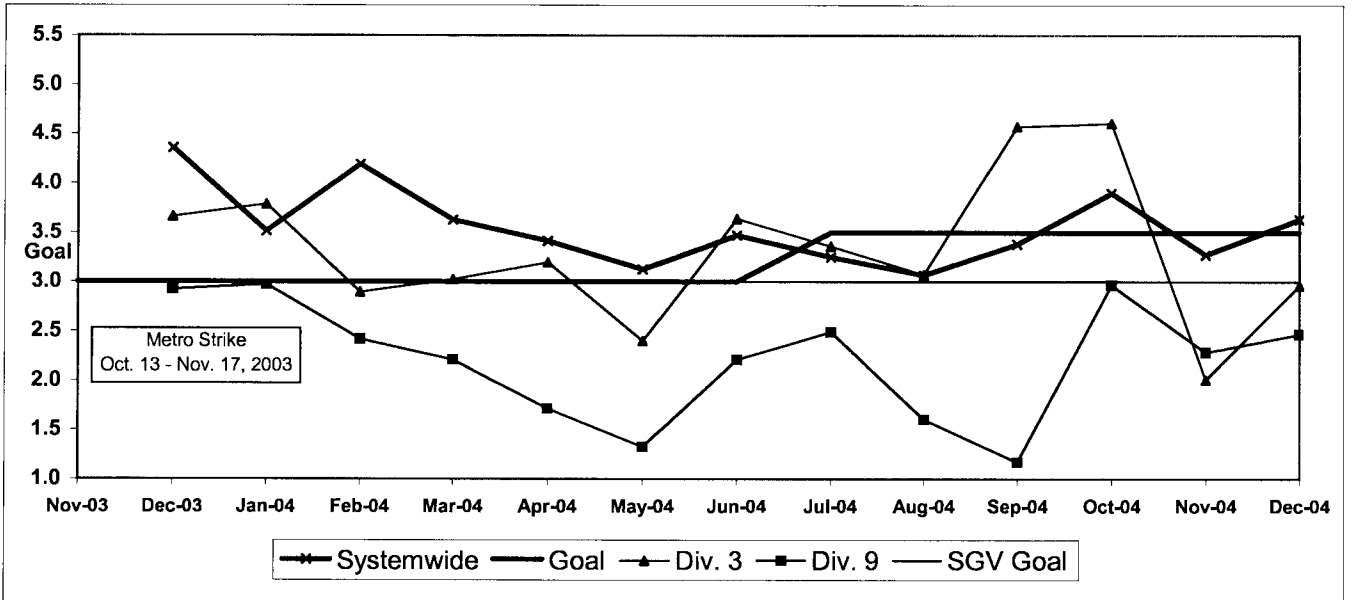
SGV SECTOR BUS SERVICE PERFORMANCE - Continued
Running Hot - Systemwide and Divisions 3 and 9



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.

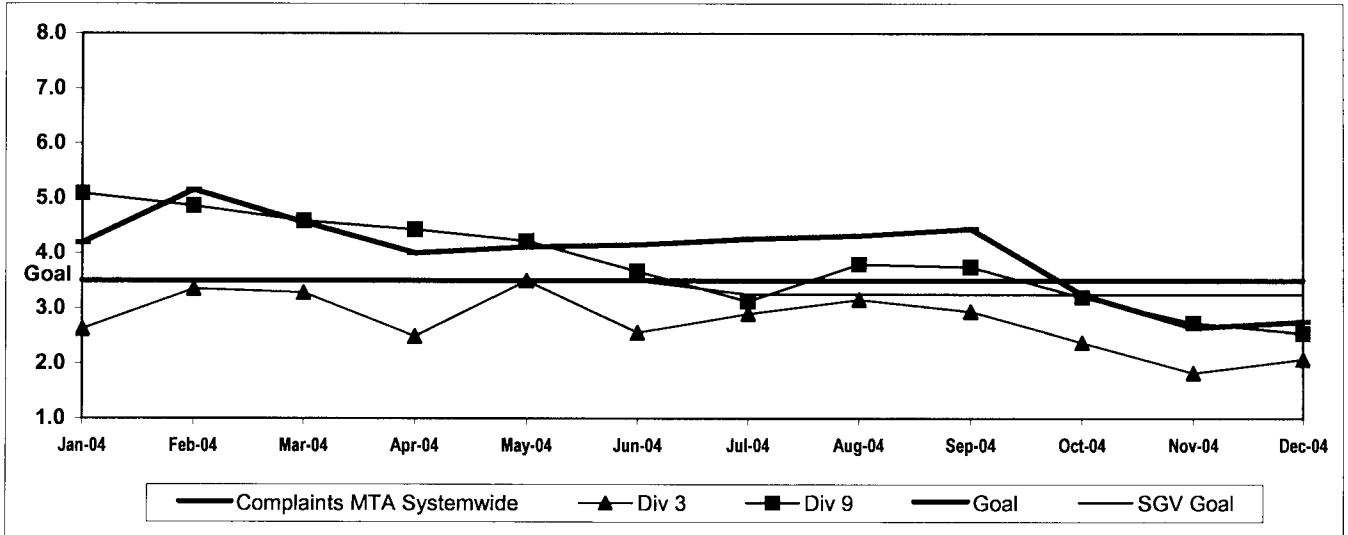
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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)

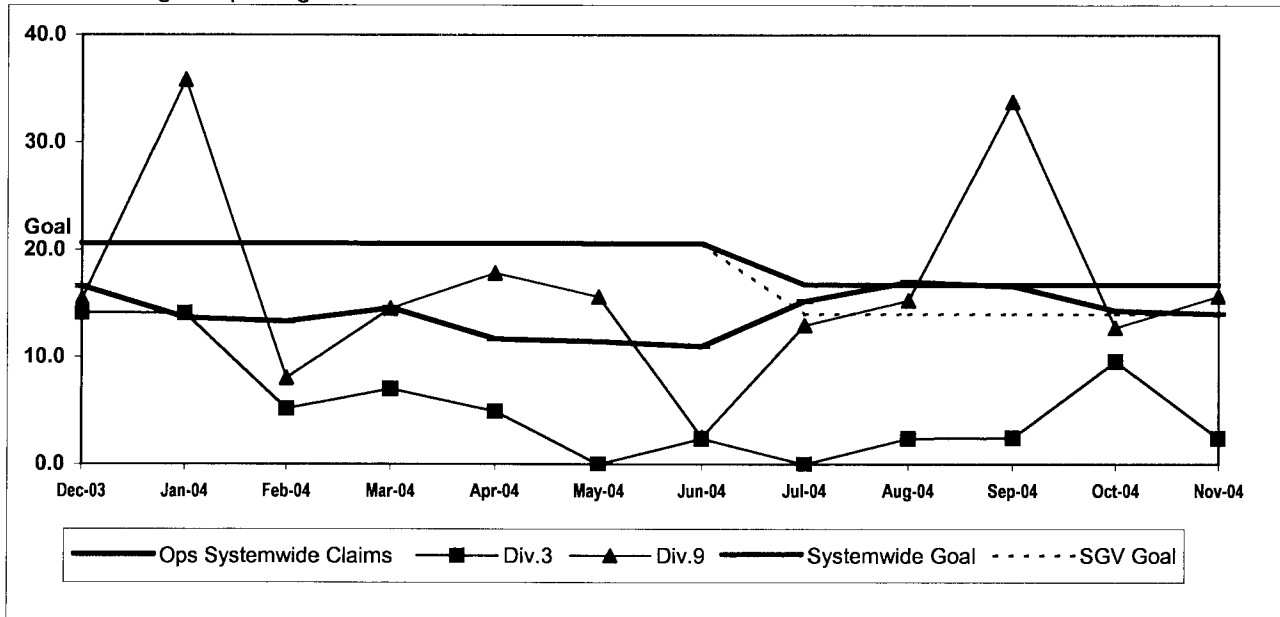


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 3 and 9

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	Dec. Month	Status
Bus Systemwide							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,178	7,118	◇
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.46%	65.30%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.42	3.63	●
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	3.63	2.75	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Nov. 15.46	Nov. 14.04	●
GC Sector							
MMBCMF*	6,726	7,800	8,781	8,250	5,534	4,444	■
In-Service On-time Performance		74.53%	69.34%	70%	71.07%	71.25%	●
Bus Traffic Accidents Per 100,000 Miles	4.49	4.07	3.86	3.50	4.21	5.45	◇
Complaints per 100,000 Boardings	2.07	2.63	3.08	3.00	2.45	2.13	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	43.20	25.30	20.19	19.18	Nov. 16.52	Nov. 10.64	●
Division 1							
MMBCMF*	8,510	9,863	8,232	8,250	4,956	3,762	■
In-Service On-time Performance	74.95%	78.22%	70.57%	70%	71.14%	71.22%	●
Bus Traffic Accidents Per 100,000 Miles	4.51	3.39	3.41	3.50	4.28	5.96	◇
Complaints per 100,000 Boardings	1.76	2.26	3.32	3.00	2.79	2.49	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	45.91**	20.42	16.82	19.18	Nov. 15.43	Nov. 10.10	●
Division 2							
MMBCMF*	5,514	6,398	9,496	8,250	6,508	5,903	◇
In-Service On-time Performance	63.01%	67.53%	67.62%	70%	70.97%	71.32%	●
Bus Traffic Accidents Per 100,000 Miles	4.48	4.78	4.36	3.50	4.11	4.74	◇
Complaints per 100,000 Boardings	2.38	3.07	2.84	3.00	2.06	1.68	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	48.72**	31.18	24.56	19.18	Nov. 18.37	Nov. 12.07	◇

* 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.

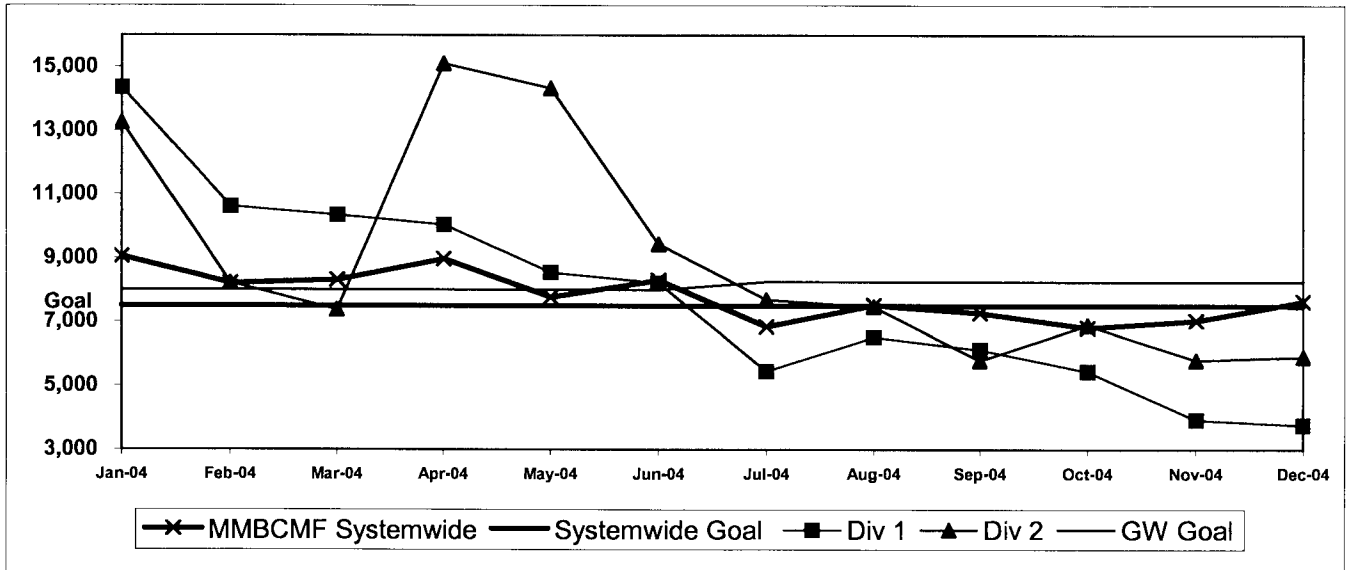
GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

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: $MMBCMF = (\text{Total Hub Miles} / \text{by Chargeable Mechanical Related Roadcalls})$



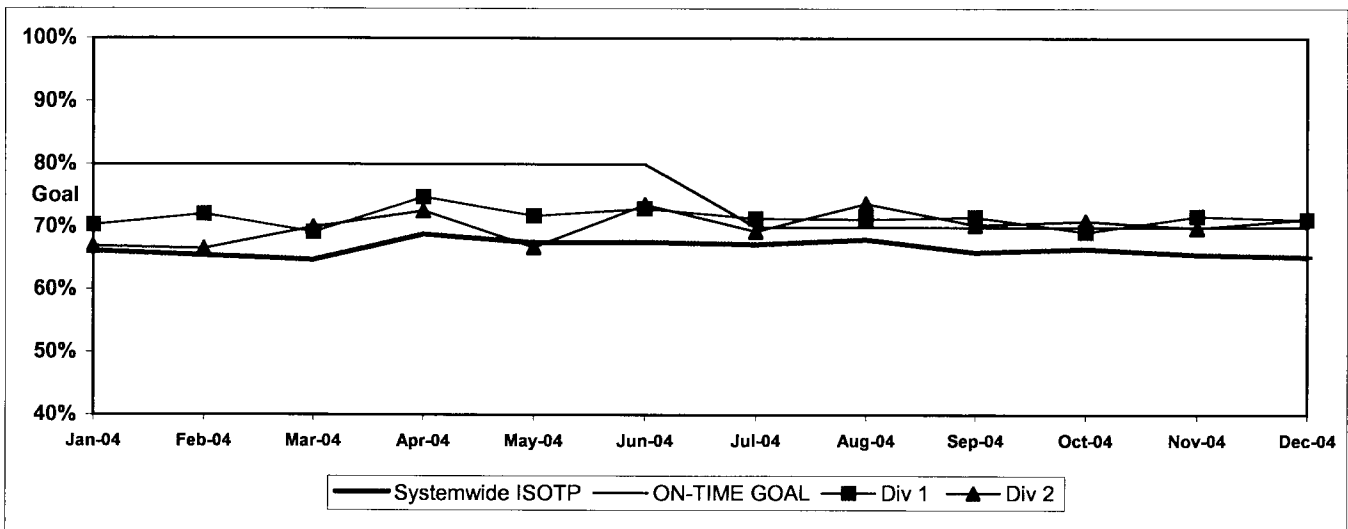
* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

IN-SERVICE ON-TIME PERFORMANCE

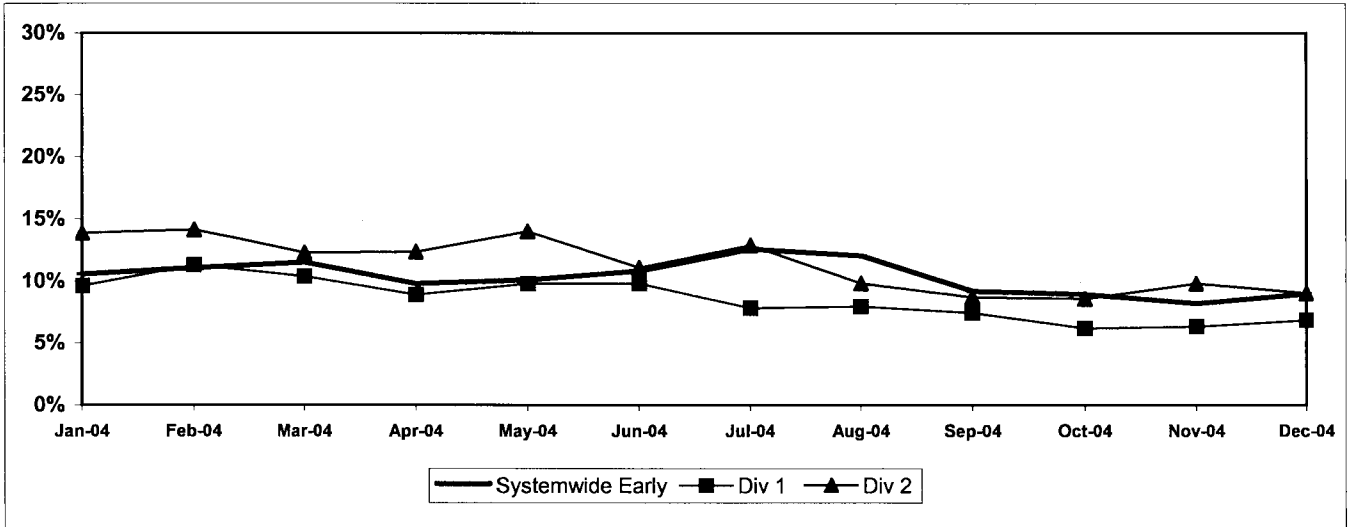
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



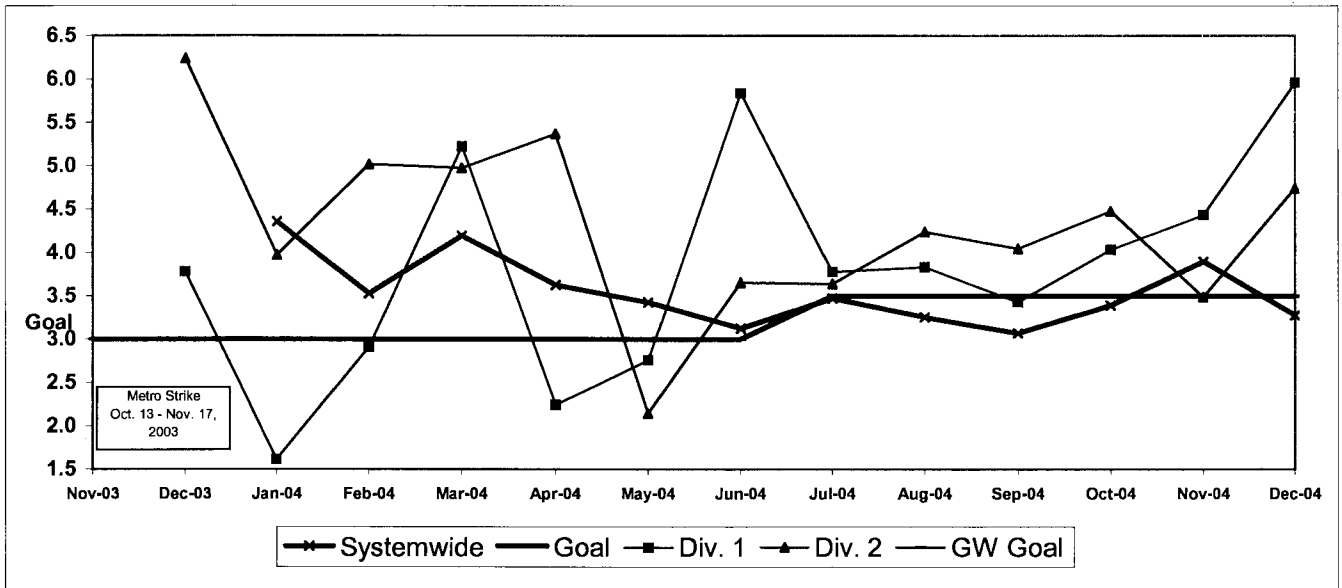
GC SECTOR BUS SERVICE PERFORMANCE - Continued
Running Hot - Systemwide and Divisions 1 and 2



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))

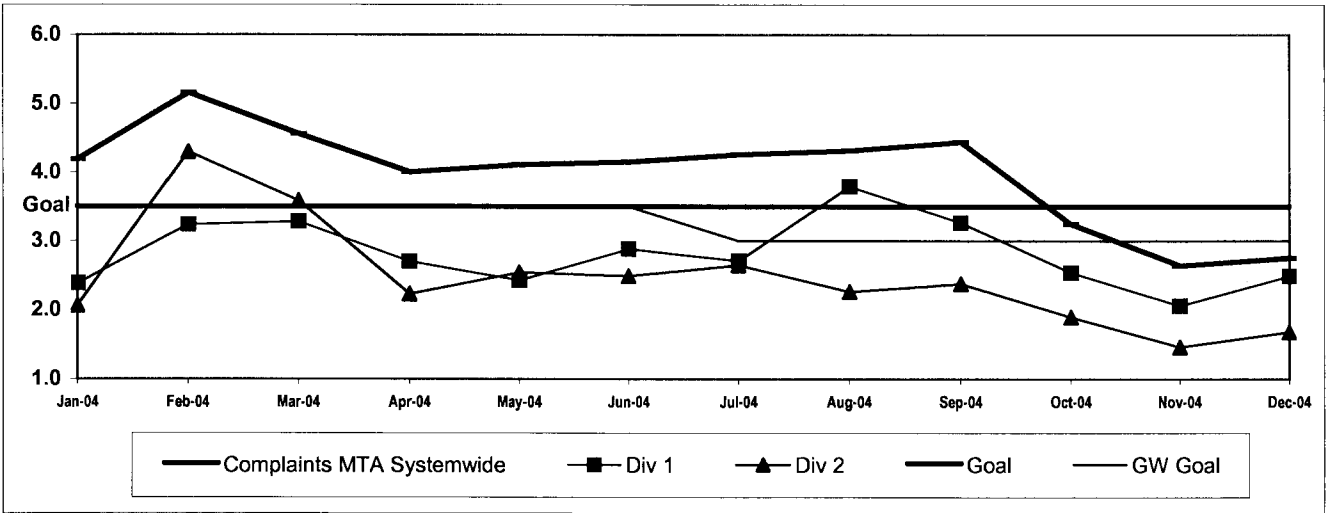


GC SECTOR BUS SERVICE PERFORMANCE - Continued
COMPLAINTS PER 100,000 BOARDINGS

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)

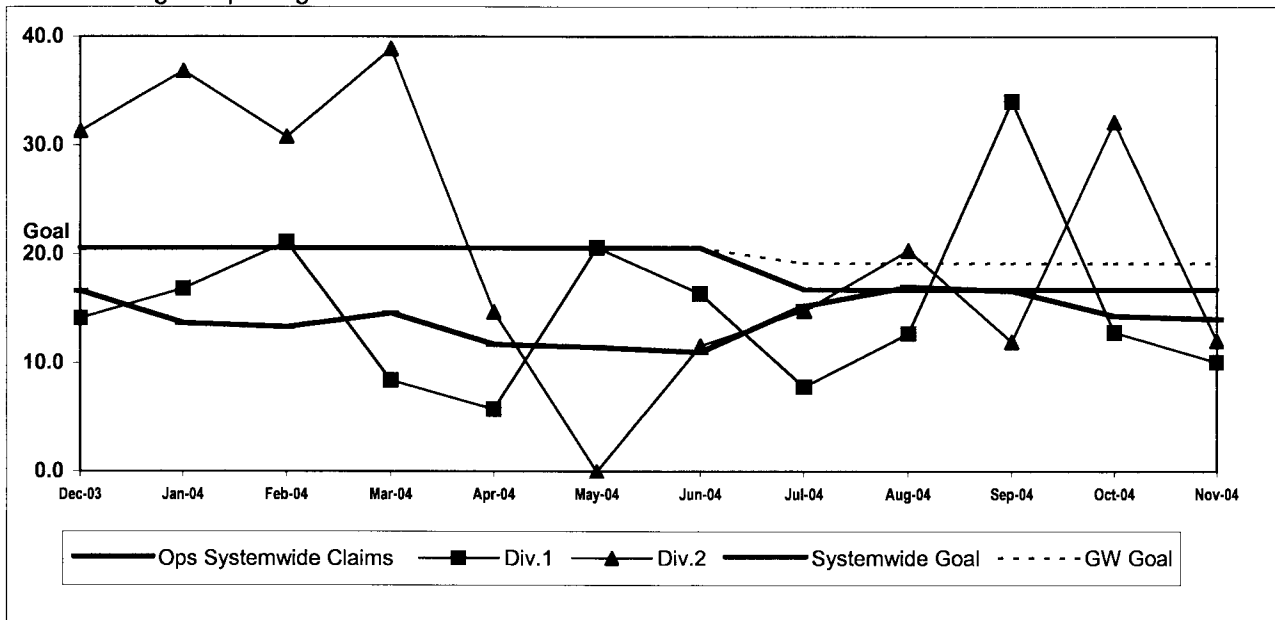


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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	Dec. Month	Status
Bus Systemwide							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,178	7,118	◇
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.46%	65.30%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.42	3.63	●
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	3.63	2.75	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Nov. 15.46	Nov. 14.04	●
SB Sector							
MMBCMF*	5,665	6,237	7,132	7,000	6,810	8,929	◇
In-Service On-time Performance		63.67%	61.74%	70%	65.01%	61.71%	◇
Bus Traffic Accidents Per 100,000 Miles	4.03	4.00	3.68	4.00	3.70	3.85	●
Complaints per 100,000 Boardings	3.42	4.02	4.63	4.00	4.02	2.73	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	30.5	17.28	14.84	14.10	Nov. 16.55	Nov. 14.20	◇
Division 5							
MMBCMF*	8,883	8,756	7,823	7,000	6,626	13,680	◇
In-Service On-time Performance	63.31%	66.30%	63.17%	70%	66.05%	63.44%	◇
Bus Traffic Accidents Per 100,000 Miles	4.35	4.58	3.90	4.00	4.56	5.39	◇
Complaints per 100,000 Boardings	2.47	2.86	3.45	4.00	3.11	2.14	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	43.97**	24.16	15.22	14.10	Nov. 16.68	Nov. 21.44	◇
Division 18							
MMBCMF*	4,514	5,144	6,689	7,000	6,954	7,118	◇
In-Service On-time Performance	60.19%	61.23%	60.78%	70%	64.21%	60.35%	◇
Bus Traffic Accidents Per 100,000 Miles	3.80	3.57	3.51	4.00	3.06	2.72	●
Complaints per 100,000 Boardings	4.39	5.26	5.74	4.00	4.84	3.26	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	25.56**	13.40	14.71	14.10	Nov. 16.49	Nov. 8.86	◇

* 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.

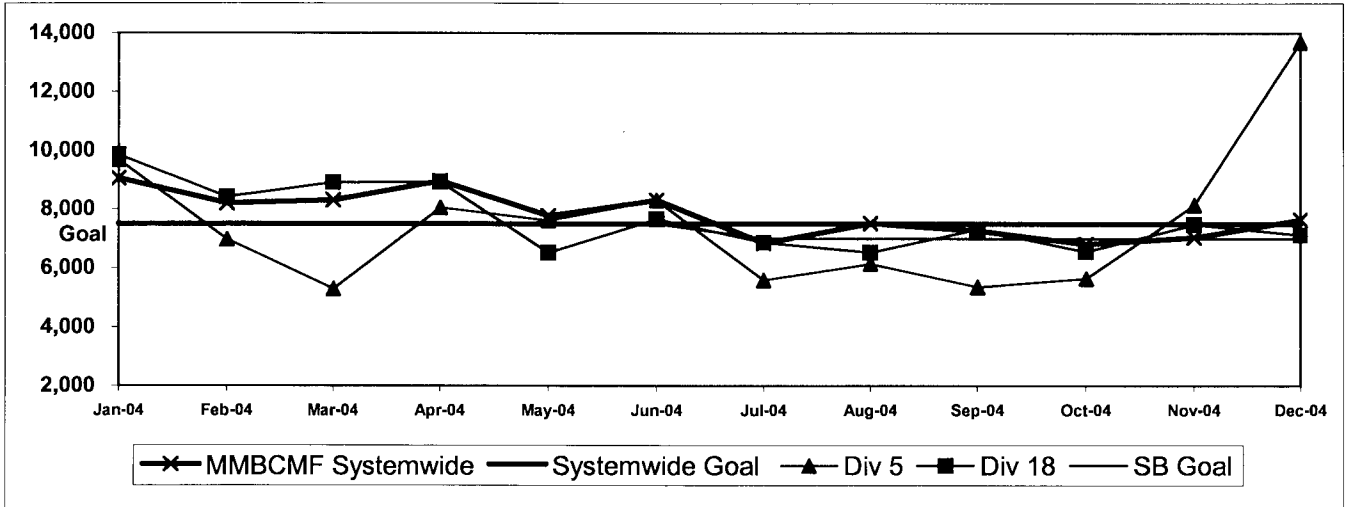
■ Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

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.

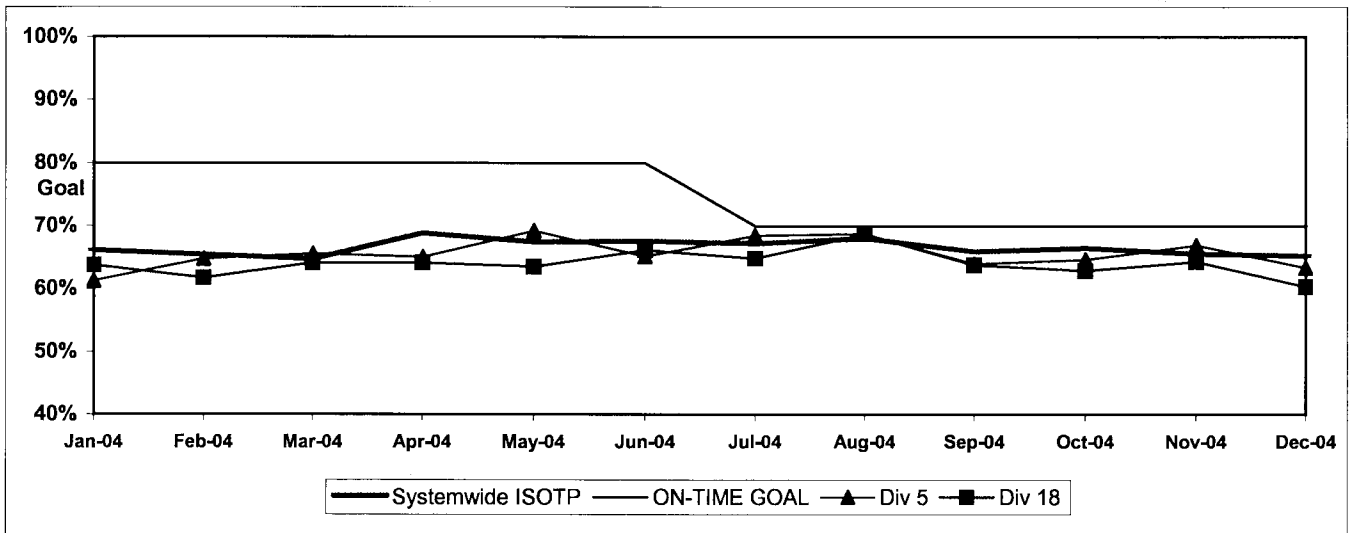
IN-SERVICE ON-TIME PERFORMANCE

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.

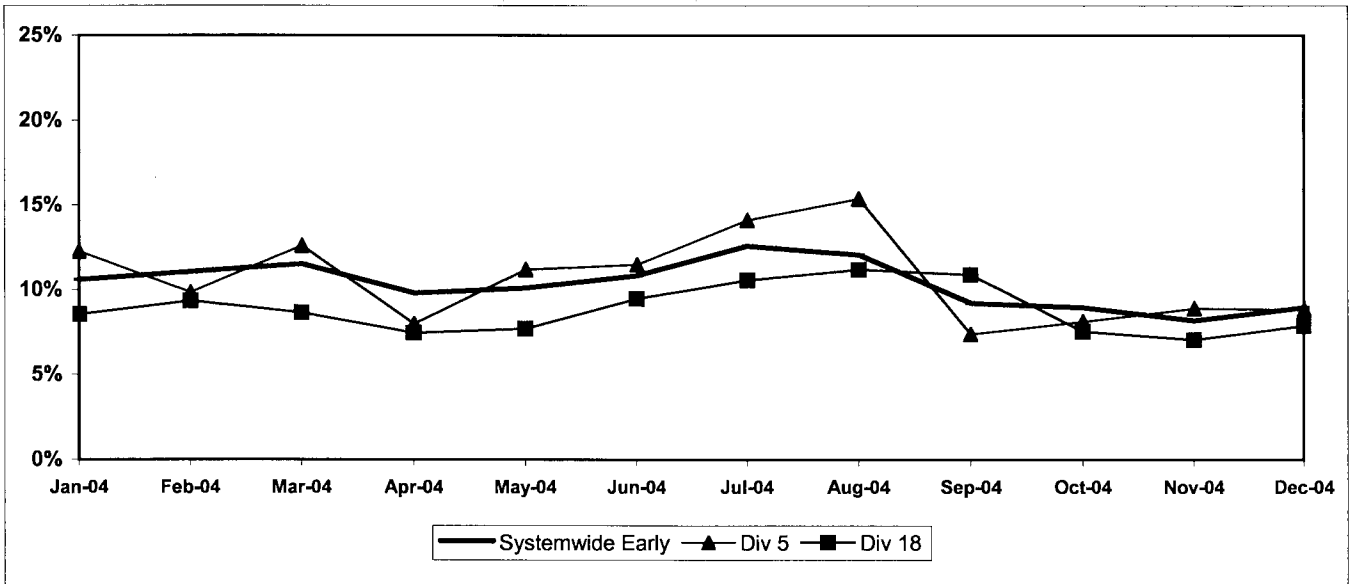
Calculation: ISOTP% = 1 - ((Number of buses departing early + Number of buses departing more than five minutes late) / (Total buses sampled))

Systemwide and Bus Operating Divisions 5 and 18

ISOTP - 1 Minute Tolerance for Running Hot



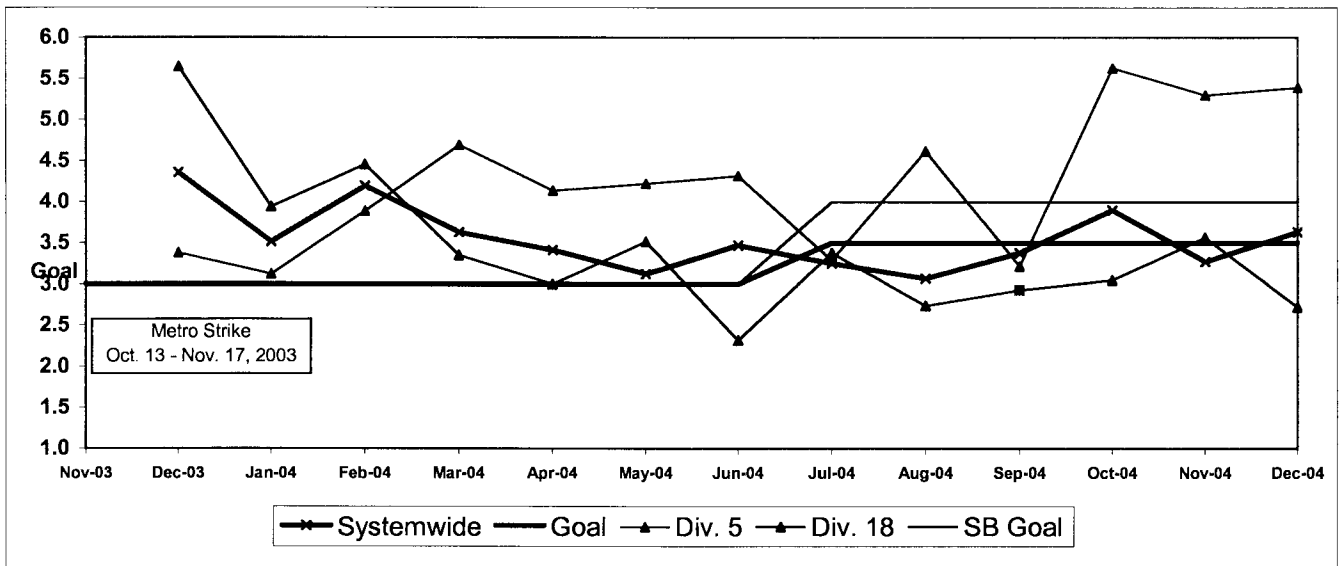
SB SECTOR BUS SERVICE PERFORMANCE - Continued
Running Hot
Systemwide and Divisions 5 and 18



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

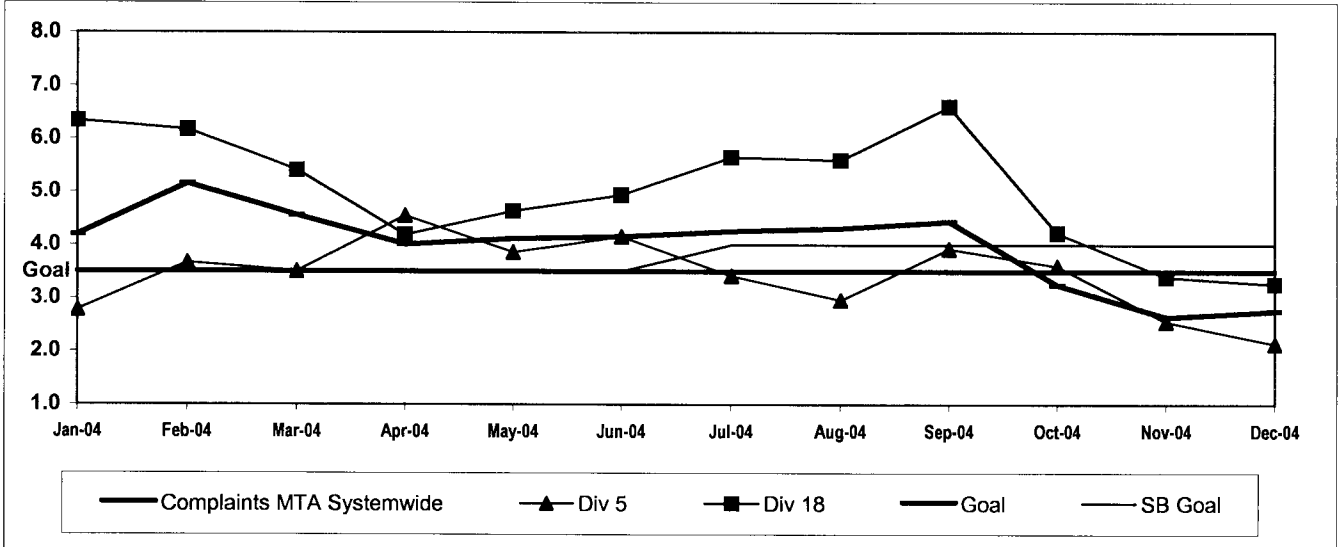
Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

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)

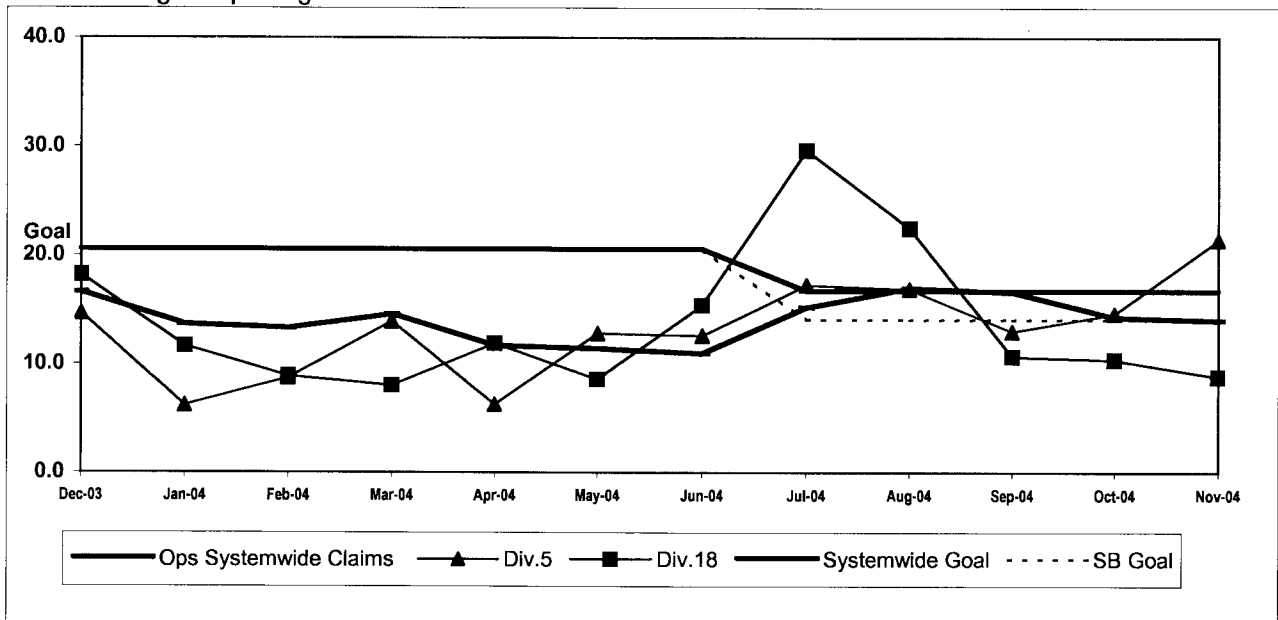


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

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	Dec. Month	Status
Bus Systemwide							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)**	5,796	6,883	7,417	7,500	7,178	7,118	◇
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.46%	65.30%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.42	3.63	●
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	3.63	2.75	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Nov. 15.46	Nov. 14.04	●
WC Sector							
MMBCMF*	6,099	5,720	6,254	7,500	7,569	7,864	●
In-Service On-time Performance		67.88%	63.31%	70%	63.10%	61.33%	◇
Bus Traffic Accidents Per 100,000 Miles	4.69	4.72	4.61	3.67	3.82	3.94	◇
Complaints per 100,000 Boardings	3.33	4.84	5.30	3.75	4.08	3.31	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	27.5	28.74	21.52	20.44	Nov. 19.75	Nov. 18.28	●
Division 6							
MMBCMF*	9,241	8,335	19,270	7,500	11,033	12,275	●
In-Service On-time Performance	64.64%	65.93%	60.11%	70%	55.13%	53.61%	■
Bus Traffic Accidents Per 100,000 Miles	4.18	4.52	4.10	3.67	4.13	4.58	◇
Complaints per 100,000 Boardings	4.51	6.10	6.15	3.75	4.35	2.12	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.75**	30.72	21.71	20.44	Nov. 22.17	Nov. 9.32	◇
Division 7							
MMBCMF*	6,942	5,389	5,230	7,500	6,833	7,089	◇
In-Service On-time Performance	67.96%	68.80%	64.59%	70%	64.96%	60.05%	◇
Bus Traffic Accidents Per 100,000 Miles	5.23	4.95	4.63	3.67	4.32	4.42	◇
Complaints per 100,000 Boardings	3.36	4.74	5.70	3.75	4.22	3.61	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	39.27**	24.52	21.05	20.44	Nov. 20.64	Nov. 25.90	●
Division 10							
MMBCMF*	5,121	5,734	6,701	7,500	7,765	8,020	●
In-Service On-time Performance	63.56%	67.34%	62.85%	70%	63.05%	64.52%	◇
Bus Traffic Accidents Per 100,000 Miles	4.23	4.55	4.68	3.67	3.40	3.44	●
Complaints per 100,000 Boardings	3.13	4.73	4.85	3.75	3.91	3.20	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.30**	35.38	22.90	20.44	Nov. 18.92	Nov. 14.63	●

* 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.

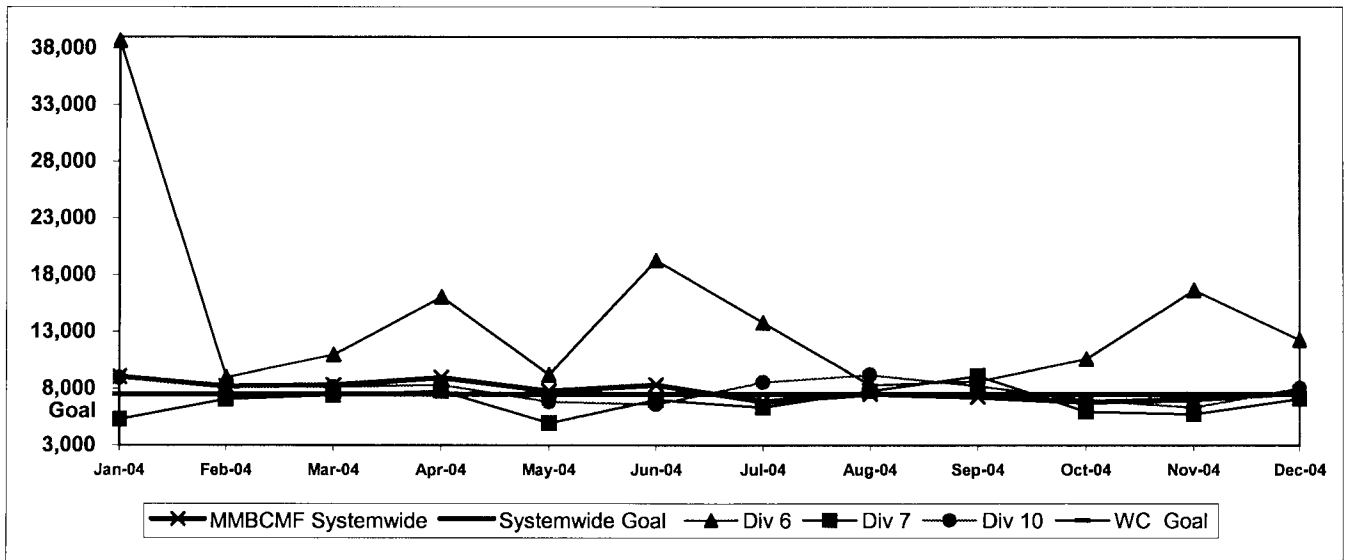
■ Red - High probability that the FY05 target will not be achieved - significant problems and/or delays.

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)



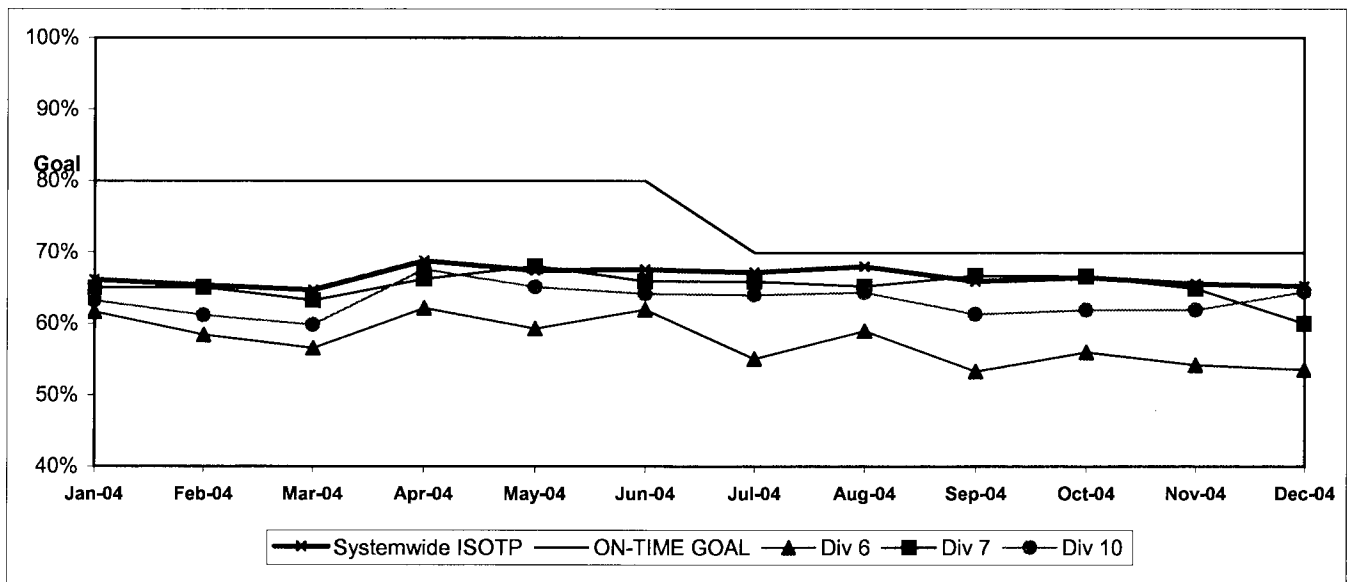
* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

IN-SERVICE ON-TIME PERFORMANCE

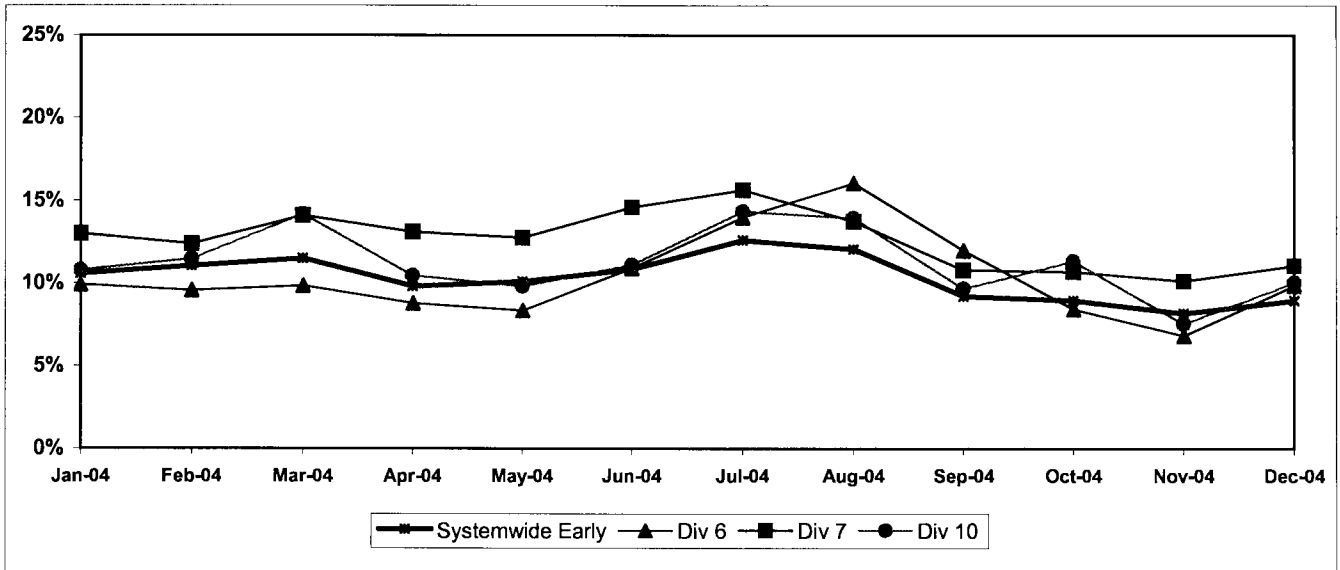
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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



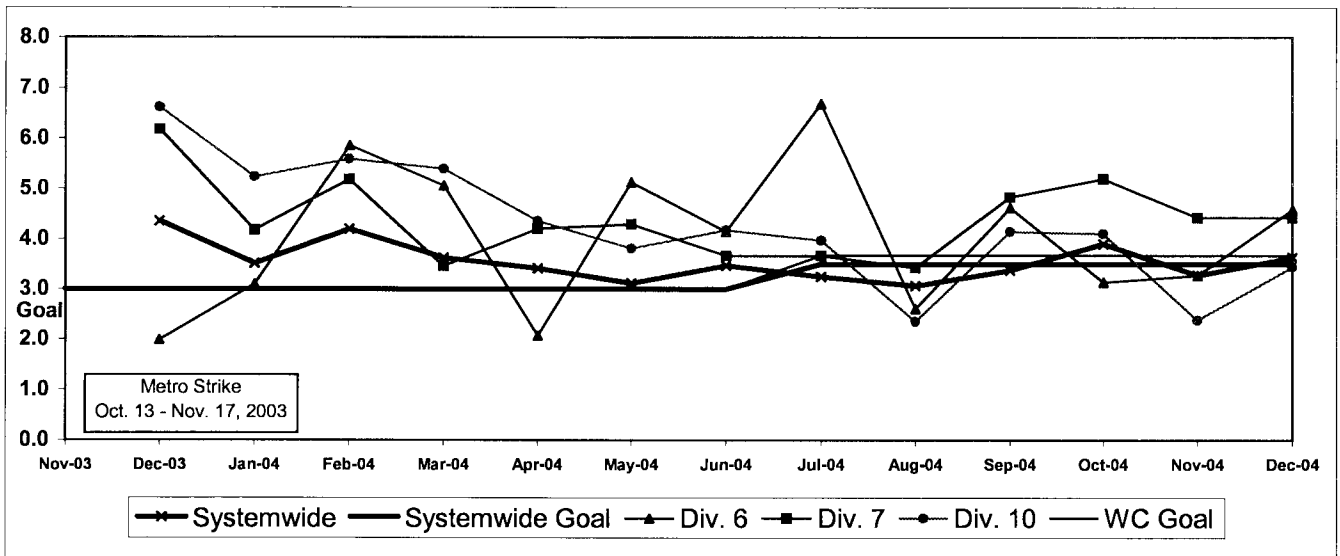
Running Hot - Systemwide and Divisions 6, 7 and 10



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.

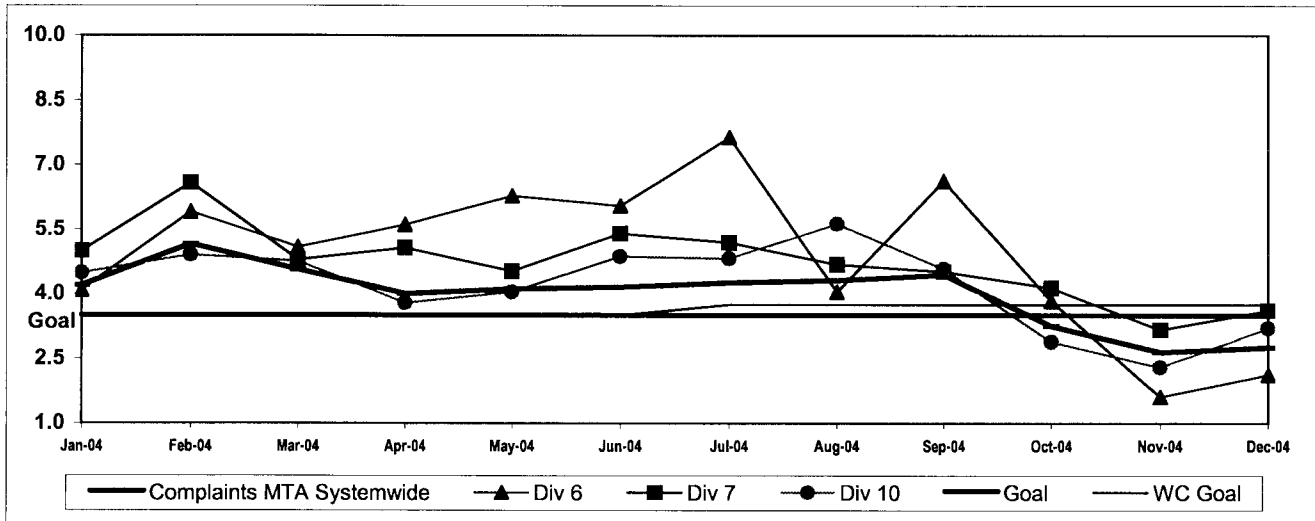
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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)

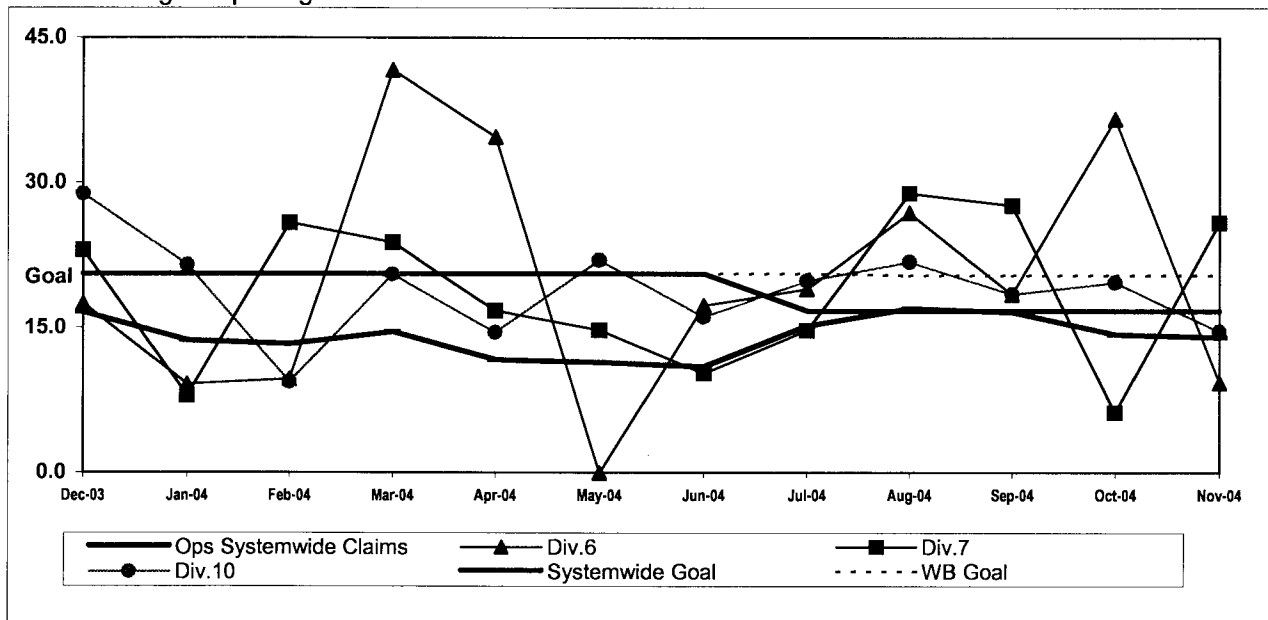


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10

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	Dec. Month	Status
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	14.27	11.25	11.59	11.01	Nov. 11.07	Nov. 10.26	◇
Metro Red Line (MRL)							
On-Time Pullouts	99.89%	99.36%	99.71%	99.00%	99.89%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures*	9,842	9,495	12,793	10,000	12,485	12,044	●
In-Service On-time Performance	99.60%	99.15%	99.04%	99.00%	98.54%	98.57%	◇
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	1.10	1.66	◇
Metro Blue Line (MBL)							
On-Time Pullouts	99.43%	99.07%	99.94%	99.00%	99.75%	100%	●
Mean Miles Between Chargeable Mechanical Failures	4,897	6,399	10,365	10,000	17,791	13,864	●
In-Service On-time Performance	98.70%	97.59%	98.74%	99.00%	98.58%	98.56%	◇
Traffic Accidents Per 100,000 Train Miles	0.97	0.82	1.36	0.40	0.70	0.68	◇
Complaints per 100,000 Boardings	0.97	1.30	0.97	0.66	0.78	0.41	◇
Metro Green Line (MGrL)							
On-Time Pullouts	99.62%	98.99%	99.78%	99.00%	99.86%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures	3,990	5,617	11,337	10,000	12,917	15,393	●
In-Service On-time Performance	99.16%	98.21%	98.99%	99.00%	98.40%	96.96%	◇
Traffic Accidents Per 100,000 Train Miles	0.00	0.14	0.08	0.40	0.00	0.00	●
Complaints per 100,000 Boardings	1.22	1.26	1.37	0.66	1.51	1.29	■
Metro Gold Line (MGoL)							
On-Time Pullouts			100%	99.00%	100%	100%	●
Mean Miles Between Chargeable Mechanical Failures			8,938	10,000	15,048	19,978	●
In-Service On-time Performance			98.52%	99.00%	98.98%	98.74%	◇
Traffic Accidents Per 100,000 Train Miles			0.25	0.40	0.21	0.00	●
Complaints per 100,000 Boardings			3.81	0.66	2.18	2.26	■

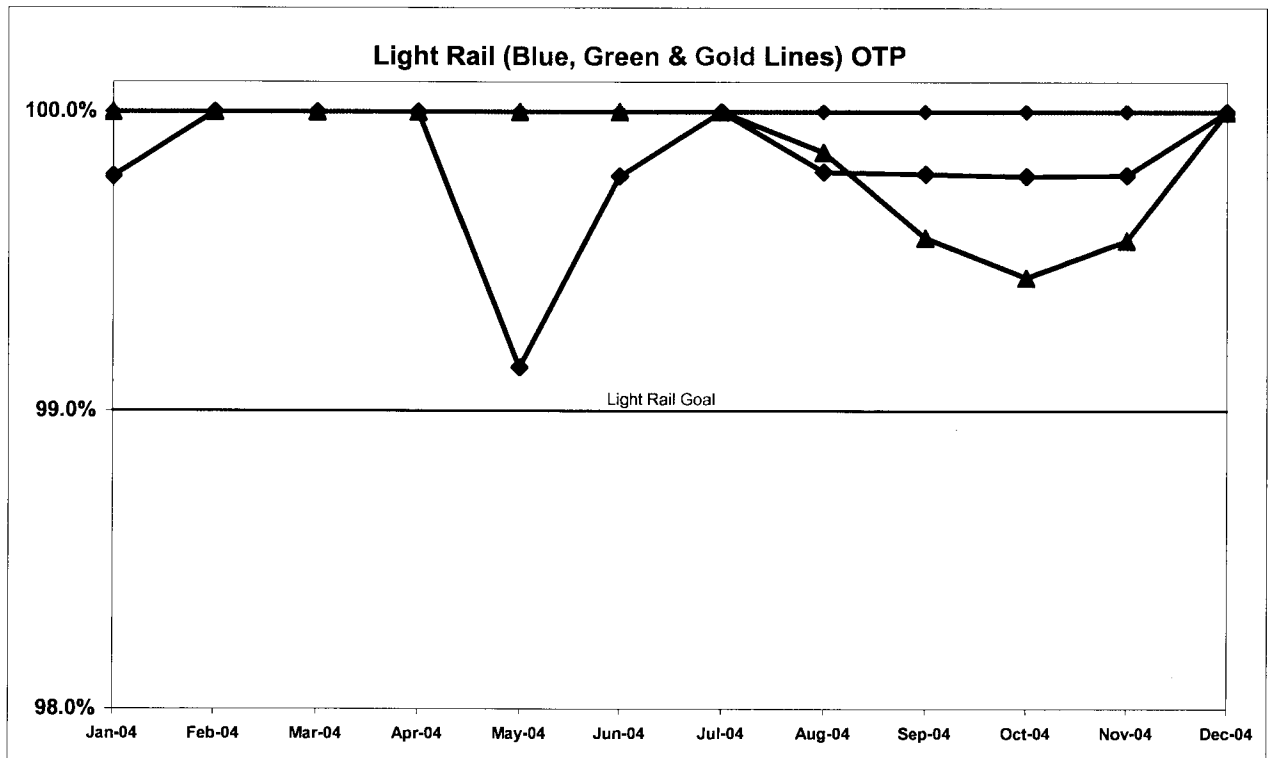
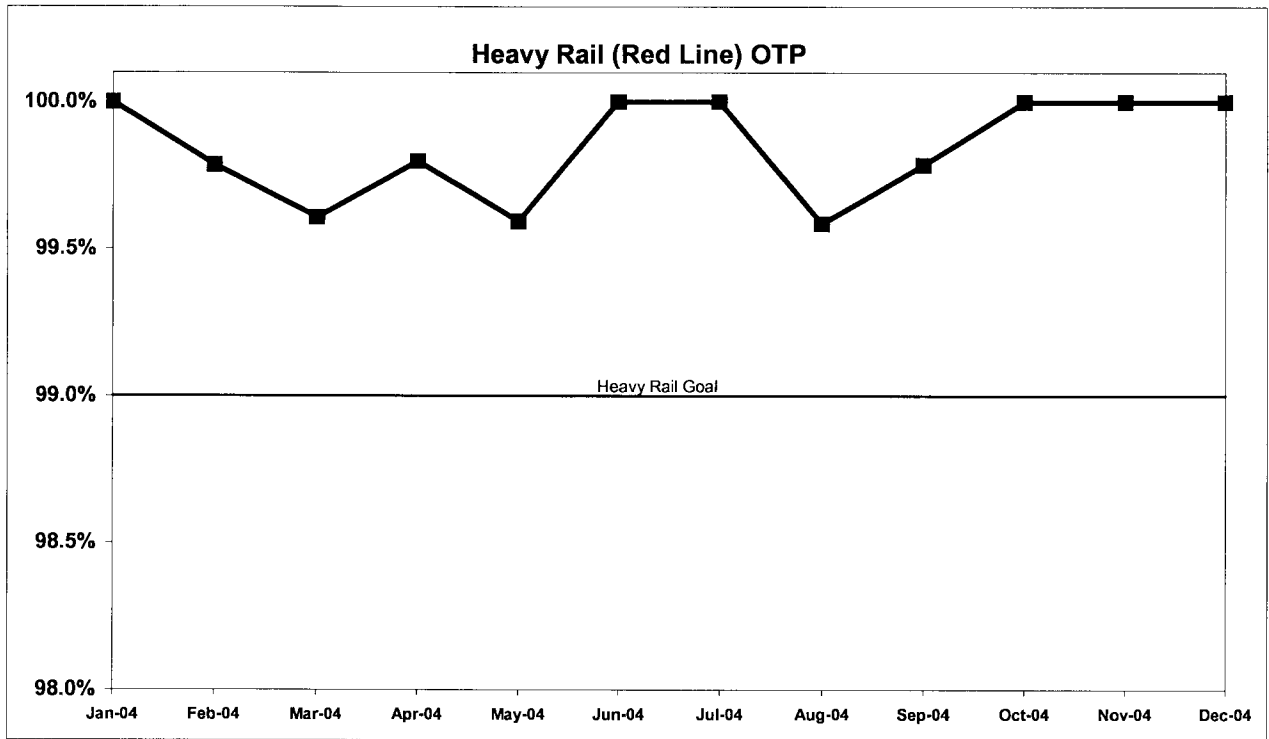
- Green - High probability of achieving the FY05 target (on track).
- ◇ Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

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

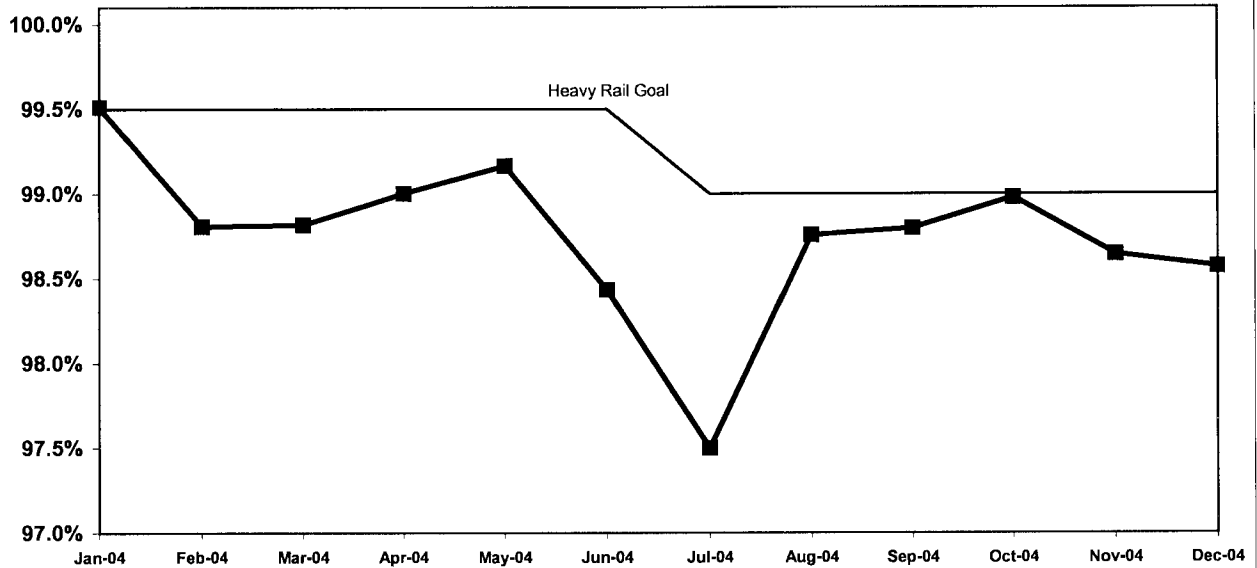


IN-SERVICE ON-TIME PERFORMANCE

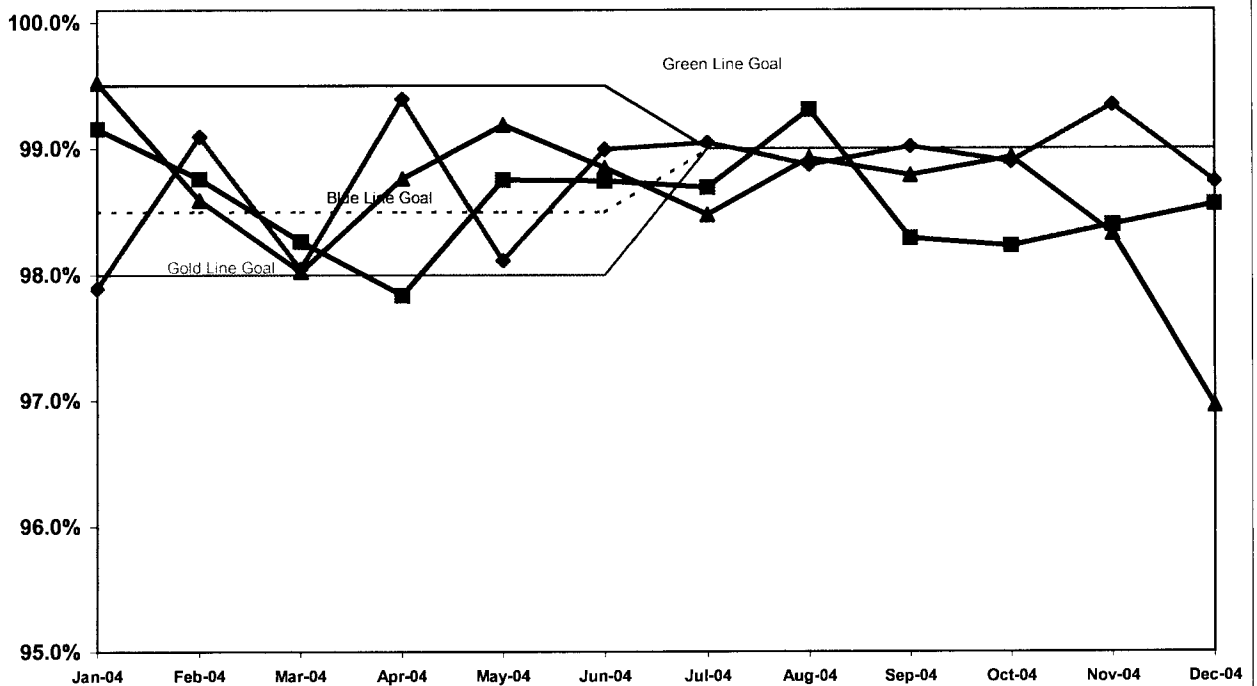
Definition: In-Service On-Time Performance measures the percentage of trains leaving all timecheck points on any run no earlier than thirty seconds, nor later than 5 minutes of the scheduled time. The higher the number, the more reliable the service.

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]]

Heavy Rail (Red Line) ISOTP



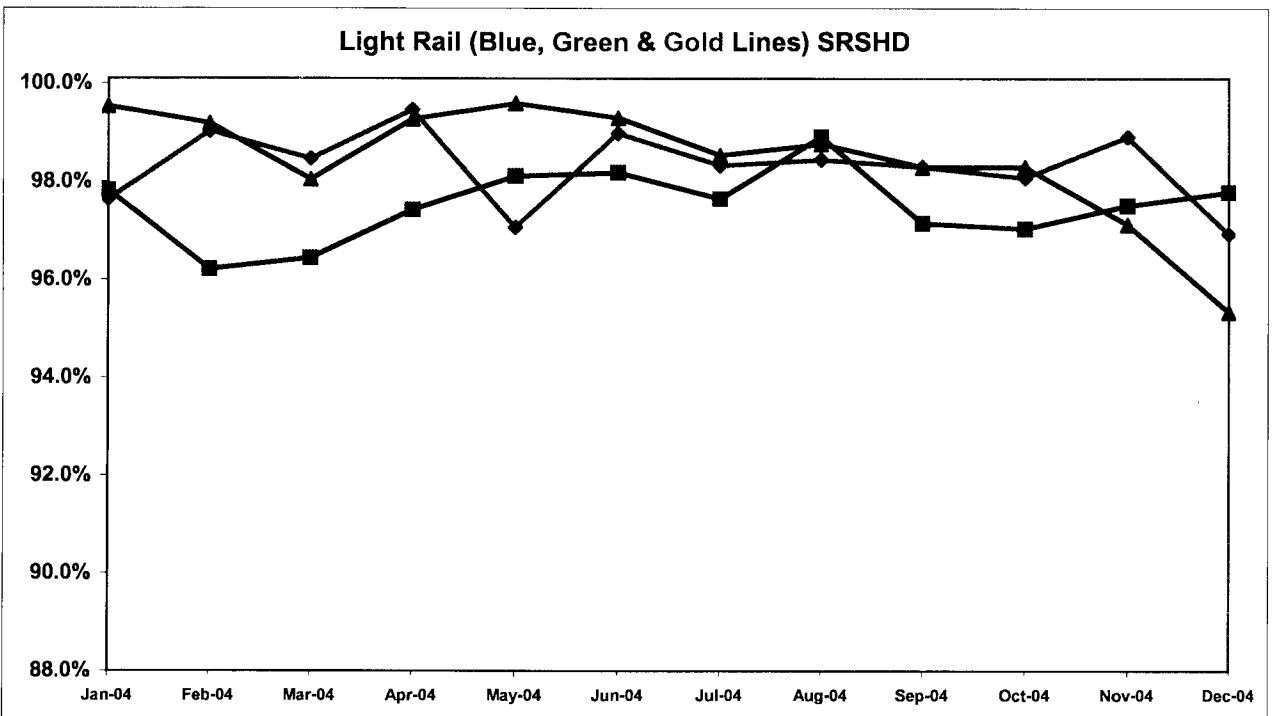
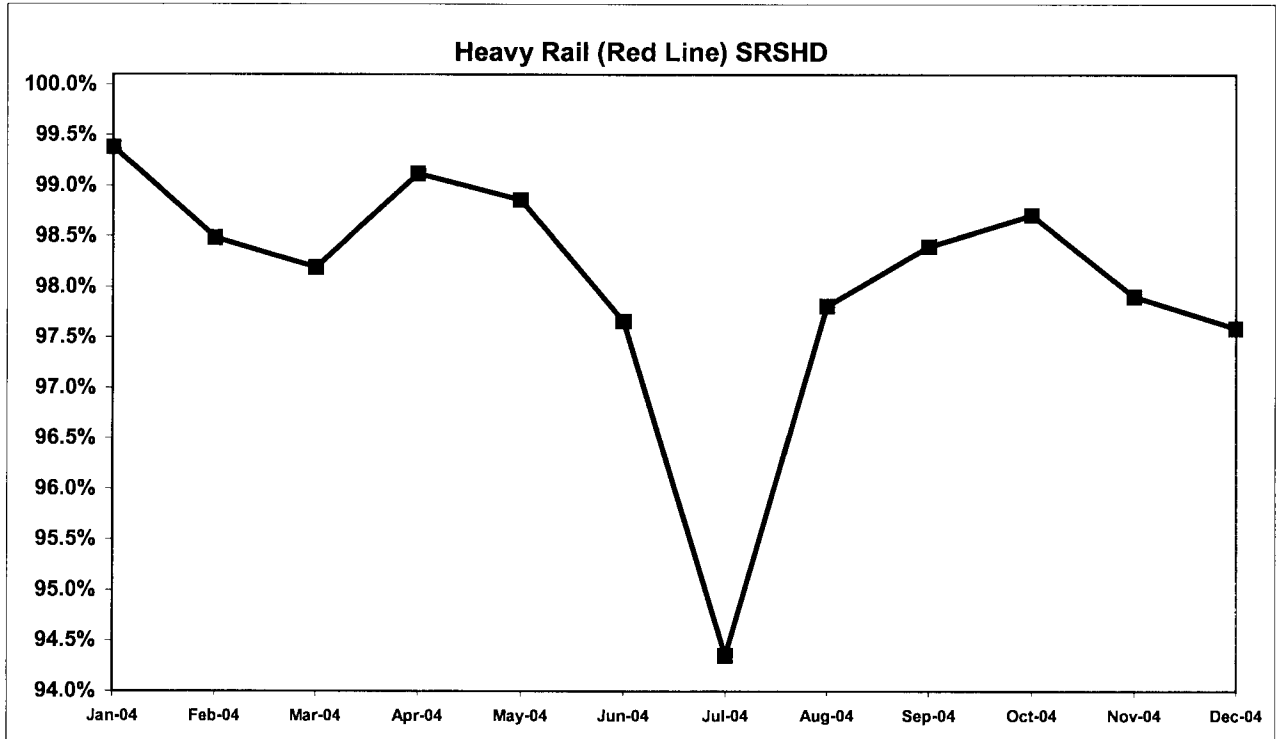
Light Rail (Blue, Green & Gold Lines) ISOTP



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.

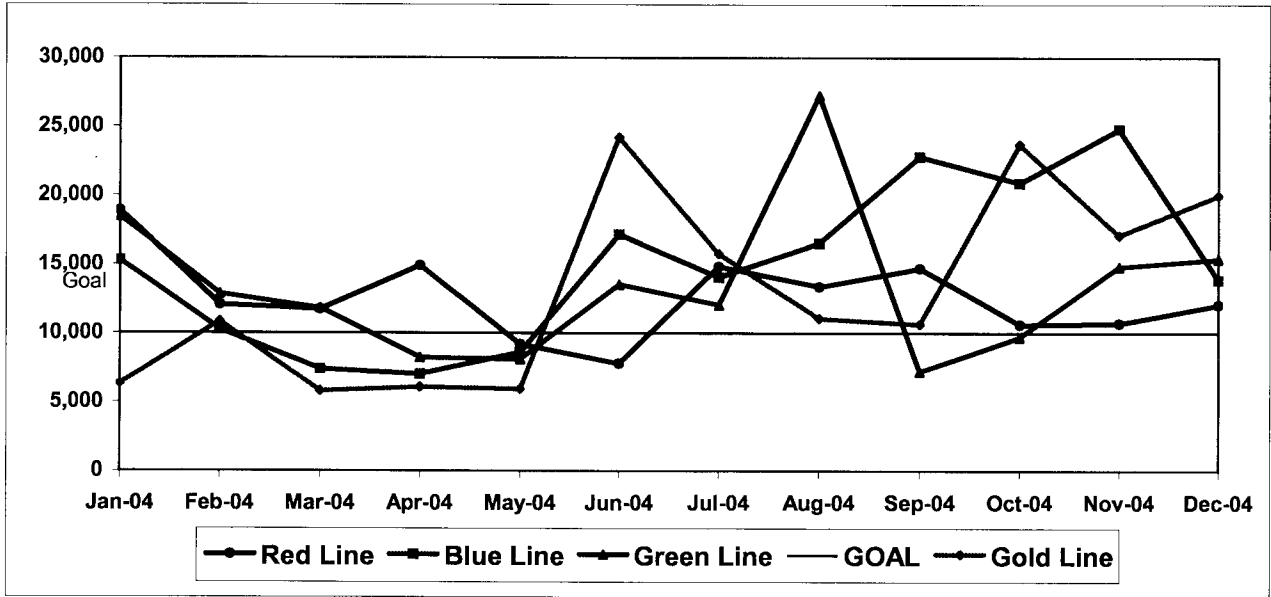
Calculation: $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



Mean Miles Between Chargeable Mechanical Failures

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

Calculation: MVMBRVF = Total Vehicle Miles / Revenue Vehicle Systems Failures

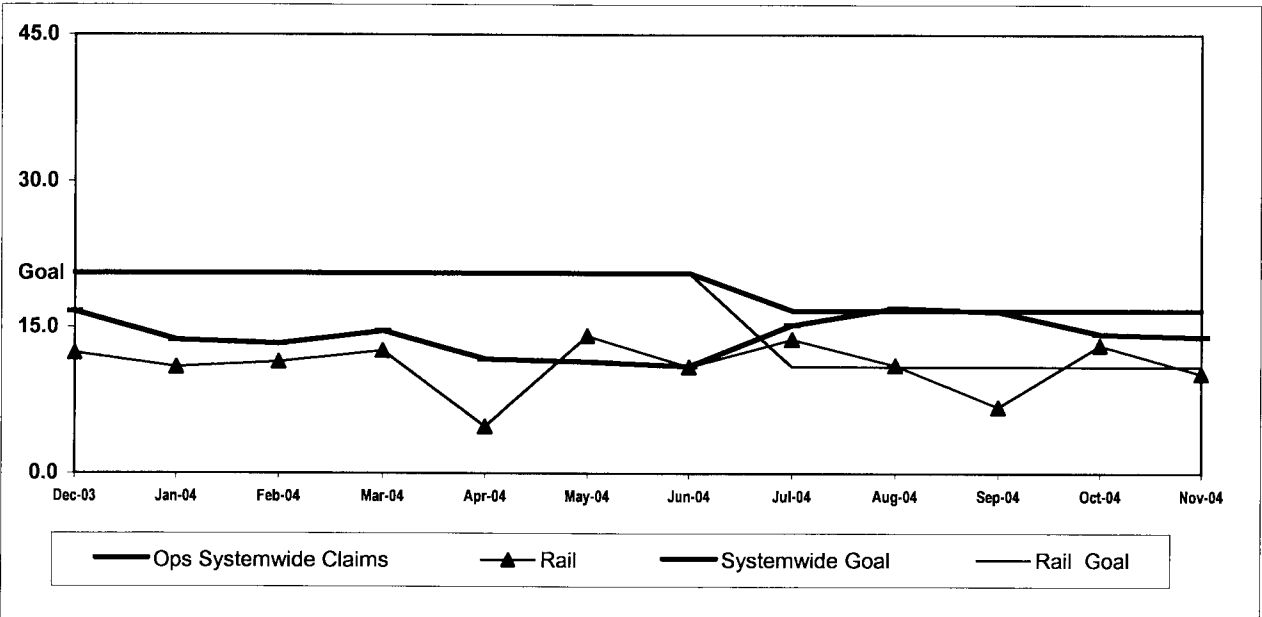


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

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

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

One month lag in reporting.

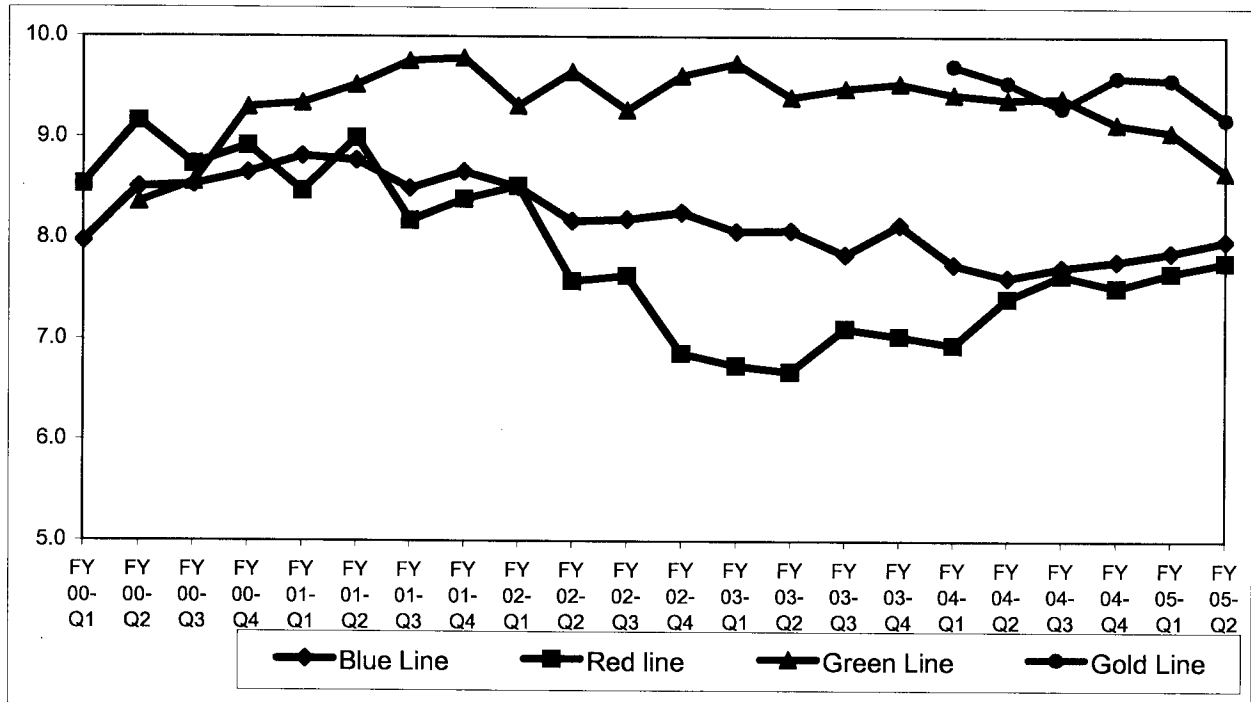


RAIL CLEANLINESS

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 and 20 remained consistent with the first quarter of FY05. Divisions 21 and 22 overall rating dropped less than half a point. Divisions 11, 21 and 22 received overall ratings above the 8.0 mark.

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

Corrective Action: The categories of operator cab area, transom/ledges, windows, doors, floors and exterior roof cleanliness scored a 7.9 or lower and require improvement.

BUS SERVICE PERFORMANCE

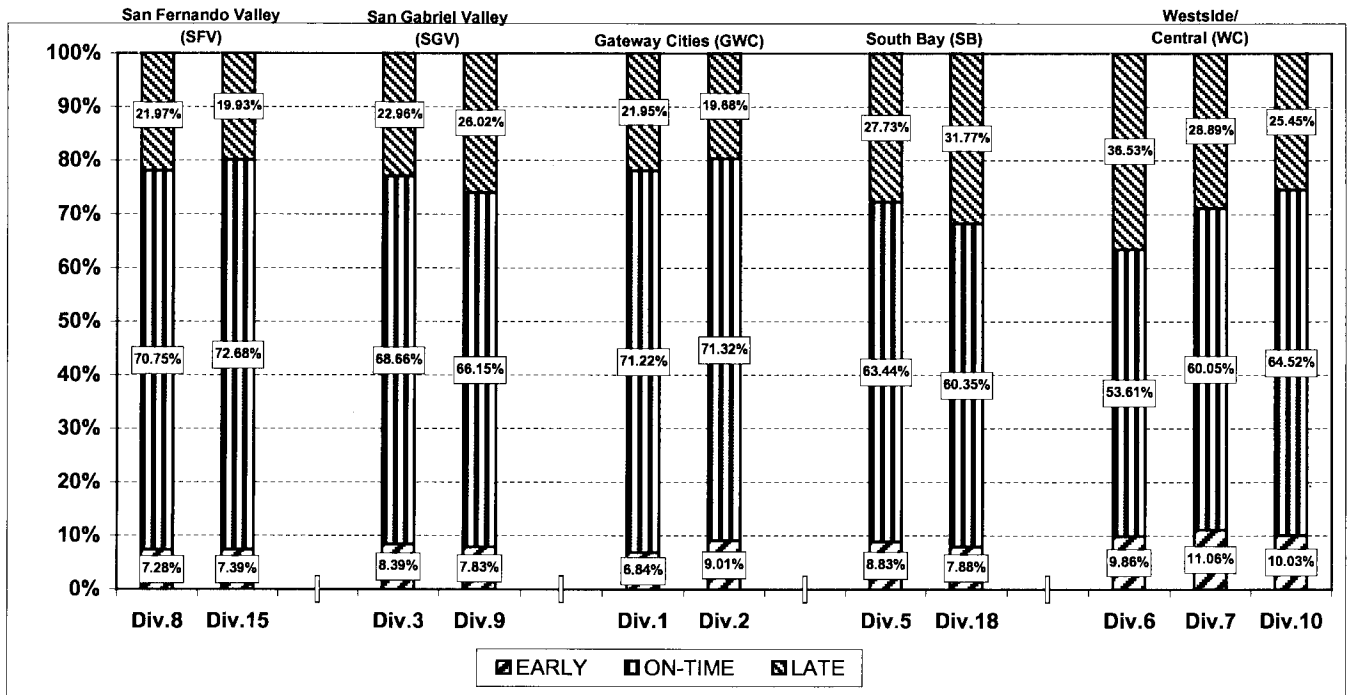
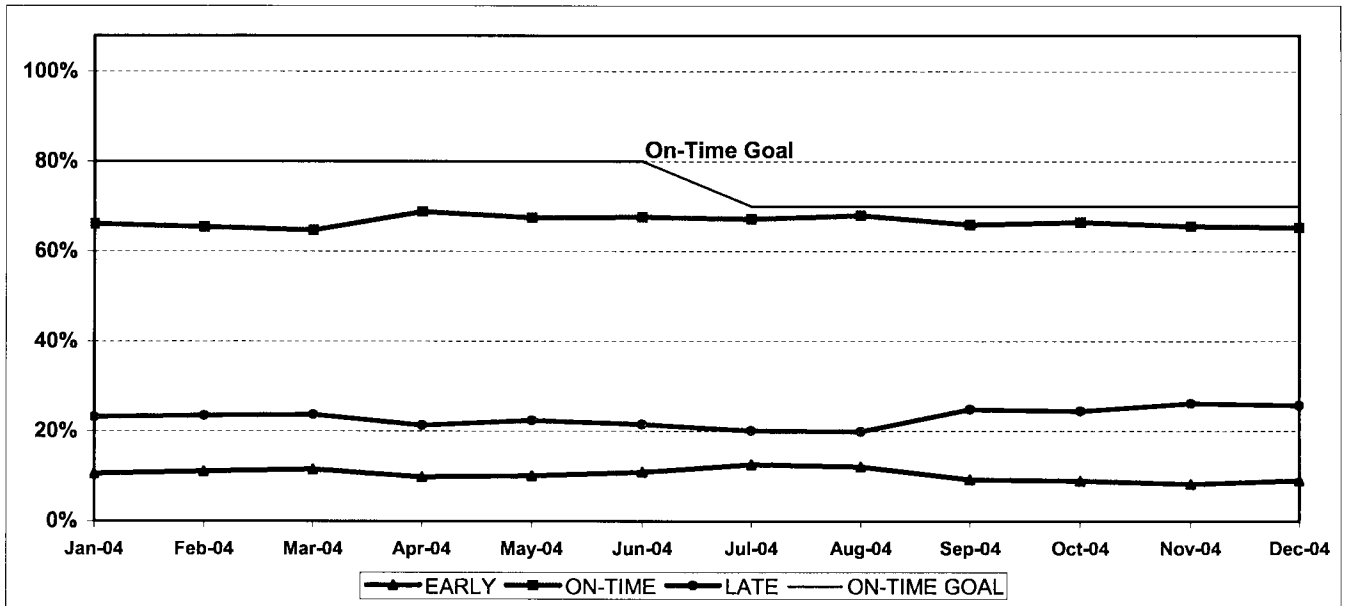
IN-SERVICE ON-TIME PERFORMANCE

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
San Fernando Valley Sector (SFV)			
Division 8			
Early	5.97%	7.22%	1.25%
On-Time	69.12%	70.95%	1.83%
Late	24.91%	21.83%	-3.08%
Division 15			
Early	8.33%	8.71%	0.39%
On-Time	66.62%	69.15%	2.54%
Late	25.06%	22.13%	-2.93%
Gateway Cities Sector (GWC)			
Division 1			
Early	9.30%	7.09%	-2.20%
On-Time	70.57%	71.14%	0.57%
Late	20.13%	21.77%	1.64%
Division 2			
Early	13.05%	9.68%	-3.37%
On-Time	67.62%	70.97%	3.36%
Late	19.33%	19.34%	0.01%
South Bay Sector (SB)			
Division 5			
Early	12.50%	10.46%	-2.04%
On-Time	63.17%	66.05%	2.88%
Late	24.32%	23.49%	-0.84%
Division 18			
Early	9.69%	9.22%	-0.47%
On-Time	60.78%	64.21%	3.43%
Late	29.53%	26.57%	-2.96%

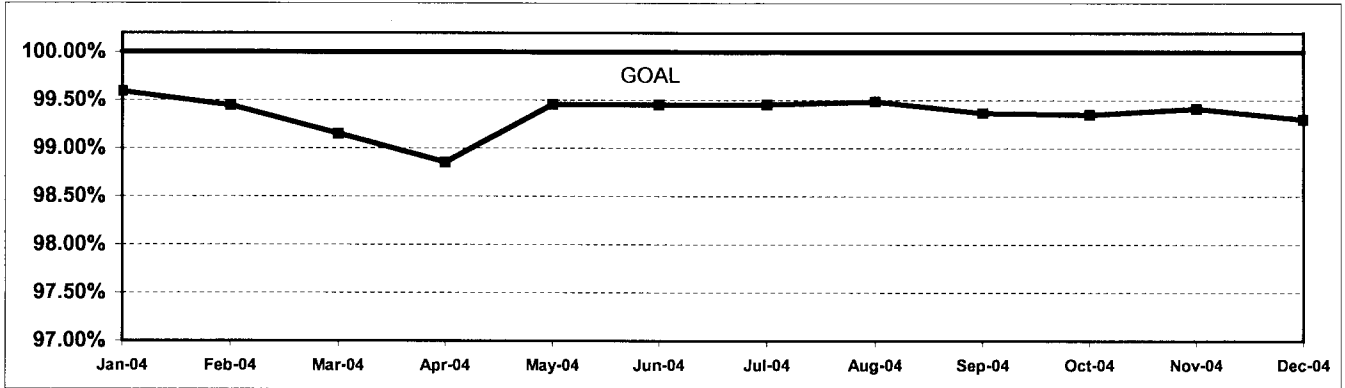
	FY04	FY05-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3			
Early	9.24%	10.05%	0.81%
On-Time	70.80%	70.37%	-0.43%
Late	19.96%	19.58%	-0.38%
Division 9			
Early	8.80%	7.66%	-1.14%
On-Time	68.16%	69.96%	1.80%
Late	23.04%	22.38%	-0.66%
Westside/Central Sector (WC)			
Division 6			
Early	11.52%	11.13%	-0.39%
On-Time	60.11%	55.13%	-4.98%
Late	28.37%	33.74%	5.37%
Division 7			
Early	13.63%	12.00%	-1.63%
On-Time	64.59%	64.96%	0.37%
Late	21.78%	23.05%	1.27%
Division 10			
Early	11.48%	11.09%	-0.39%
On-Time	62.85%	63.05%	0.20%
Late	25.68%	25.87%	0.19%
SYSTEMWIDE			
Early	11.07%	9.98%	-1.10%
On-Time	65.43%	66.46%	1.03%
Late	23.50%	23.57%	0.07%

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
San Fernando Valley Sector (SFV)			
Division 8	89.74%	99.53%	9.79%
Division 15	89.48%	99.29%	9.81%

SRSHD	FY04	FY05-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3	89.55%	99.43%	9.87%
Division 9	90.00%	99.55%	9.55%

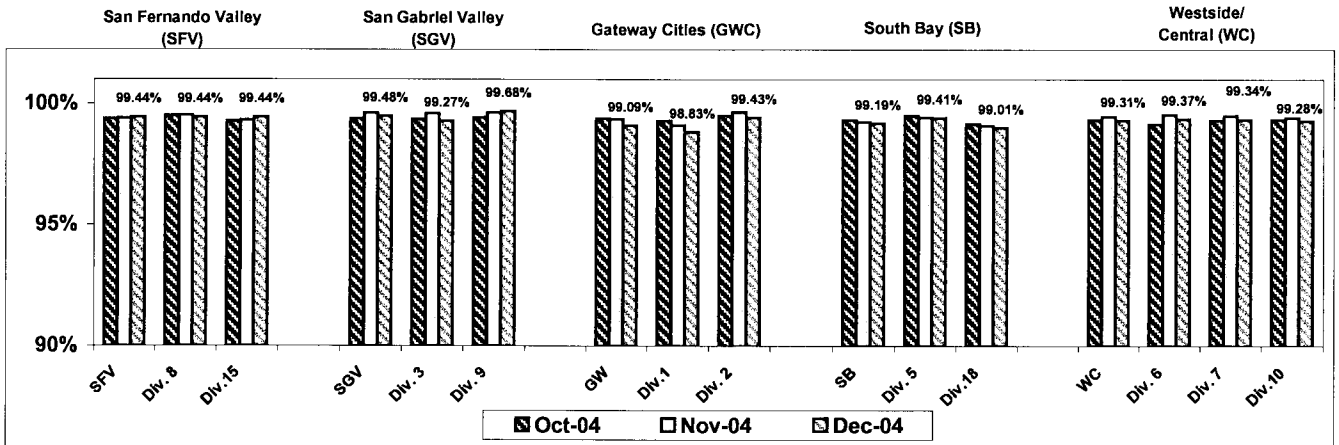
Gateway Cities Sector (GWC)			
Division 1	89.68%	99.24%	9.56%
Division 2	89.56%	99.56%	10.00%

Westside/Central Sector (WC)			
Division 6	88.63%	98.85%	10.23%
Division 7	89.40%	99.32%	9.92%
Division 10	89.39%	99.36%	9.97%

South Bay Sector (SB)			
Division 5	89.81%	99.52%	9.70%
Division 18	89.33%	99.27%	9.94%

Systemwide	89.55%	99.38%	9.84%
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*Metro Strike Oct. 13 - Nov. 17, 2003 in FY04



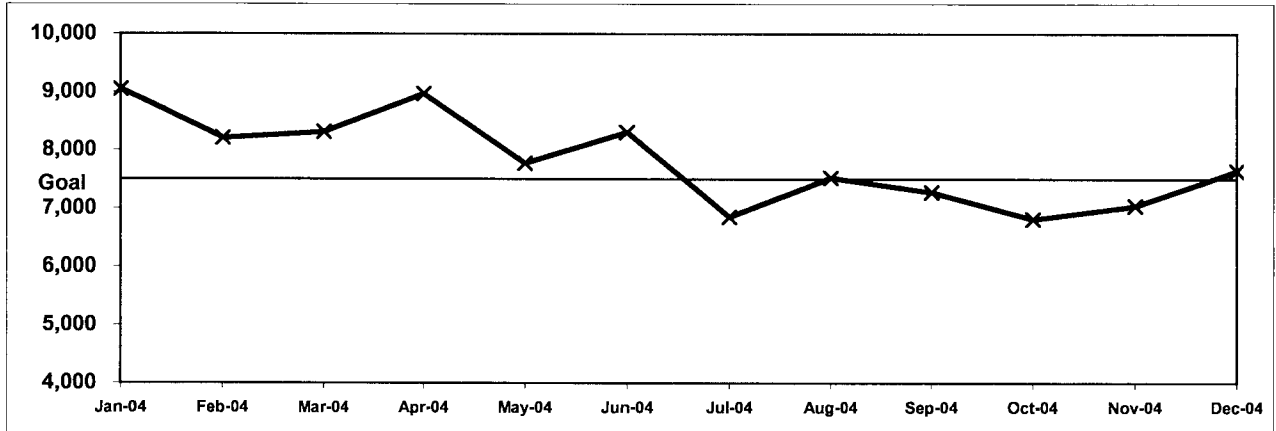
MAINTENANCE PERFORMANCE

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.

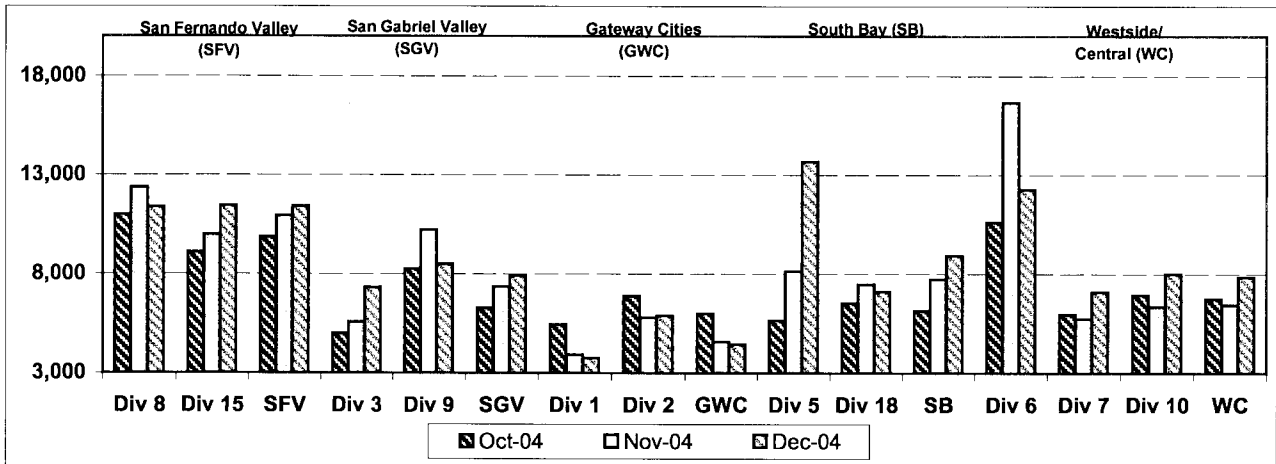
Calculation: Mean Miles Between Chargeable Mechanical Failures (MMBCMF) =
 (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)

Systemwide Trend

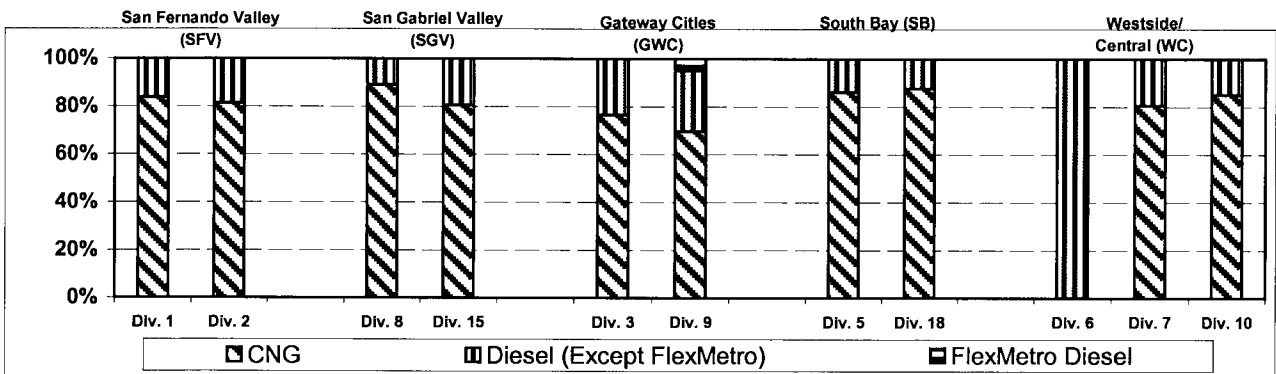


* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

Bus Operating Sector Divisions October - December 2004



Fleet Mix by Fuel Type



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

	Number of Buses	Percent of Buses
CNG	1,975	74.90%
Diesel (Except FlexMetro)	558	21.16%
FlexMetro Diesel	10	0.38%
Gasoline	60	2.28%
Propane	34	1.29%
Total	2,637	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
7.7	7.3	7.9	6.4	5.1	5.0	4.9	7.3

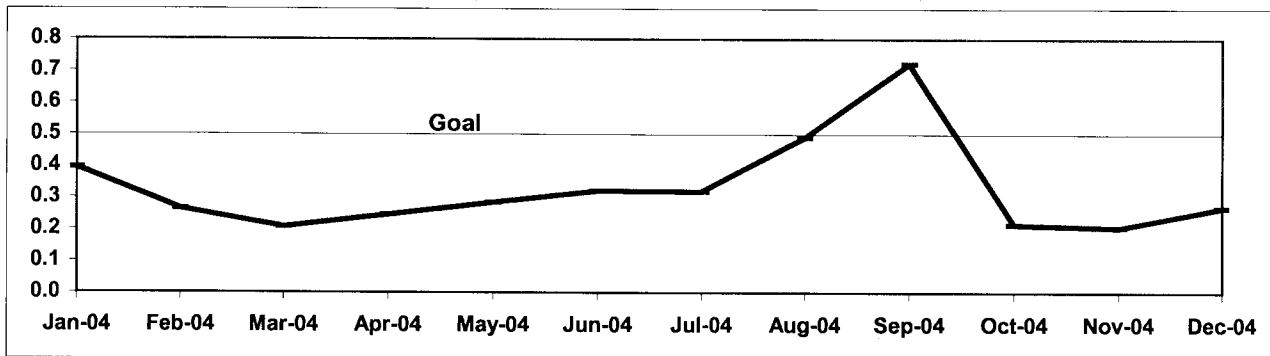
WC		
Div 6	Div 7	Div 10
10.8	5.9	6.9

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.

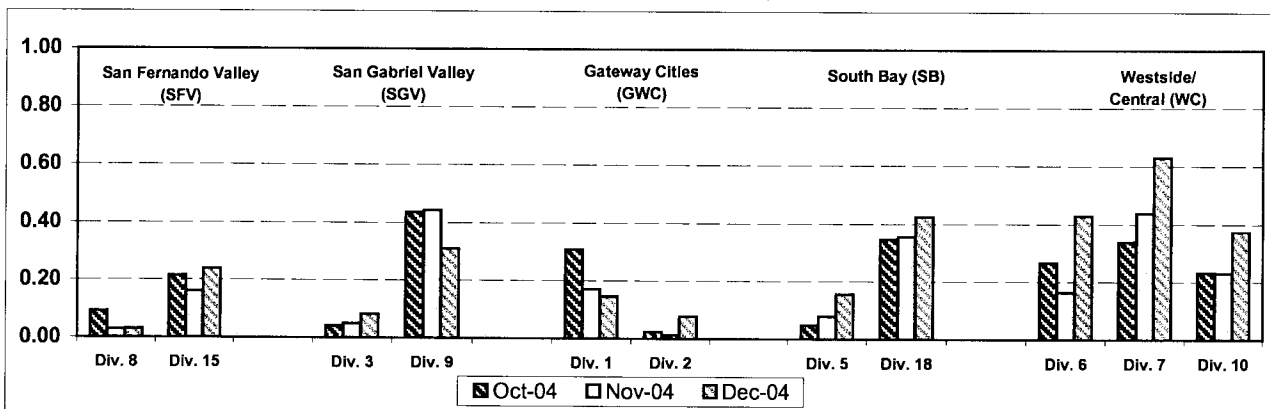
Calculation: Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

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
October - December 2004

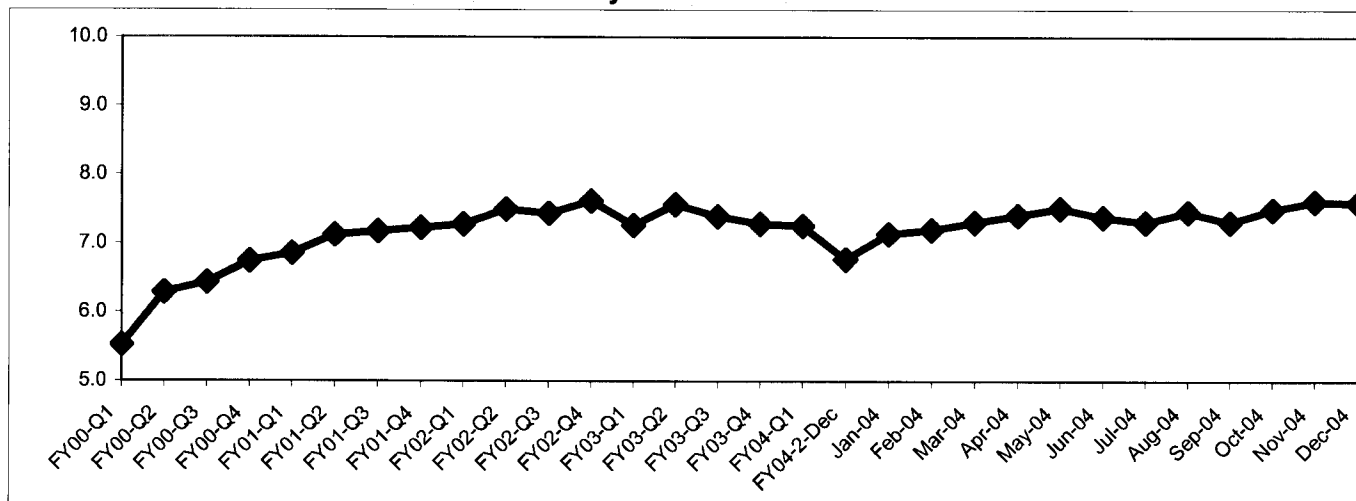


BUS CLEANLINESS

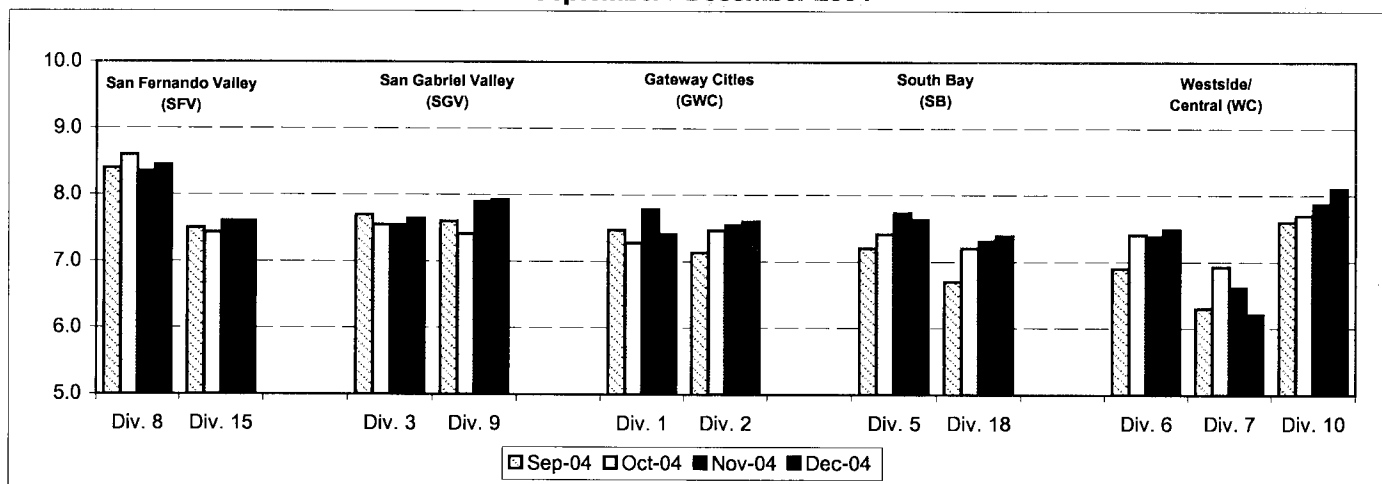
Definition: A team of three Quality Assurance Supervisors rates twenty percent of the fleet at each division and contractor per quarter. Beginning January 2004, they rate the divisions each month. Each of sixteen categories is examined and assigned a point value as follows: 1-3= Unsatisfactory; 4-7=Conditional; 8-10=Satisfactory. The individual item scores are averaged, unweighted, to produce an overall cleanliness rating.

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

Systemwide Trend



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



Analysis: Division 8's overall rating improved to an 8.5. Overall cleanliness score for Divisions 5, 6, 10 and 18 improved in the second quarter. Overall cleanliness scores for Divisions 1, 2, 3, 7, 8, 9 and 15 remained consistent with the first quarter of FY05.

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.

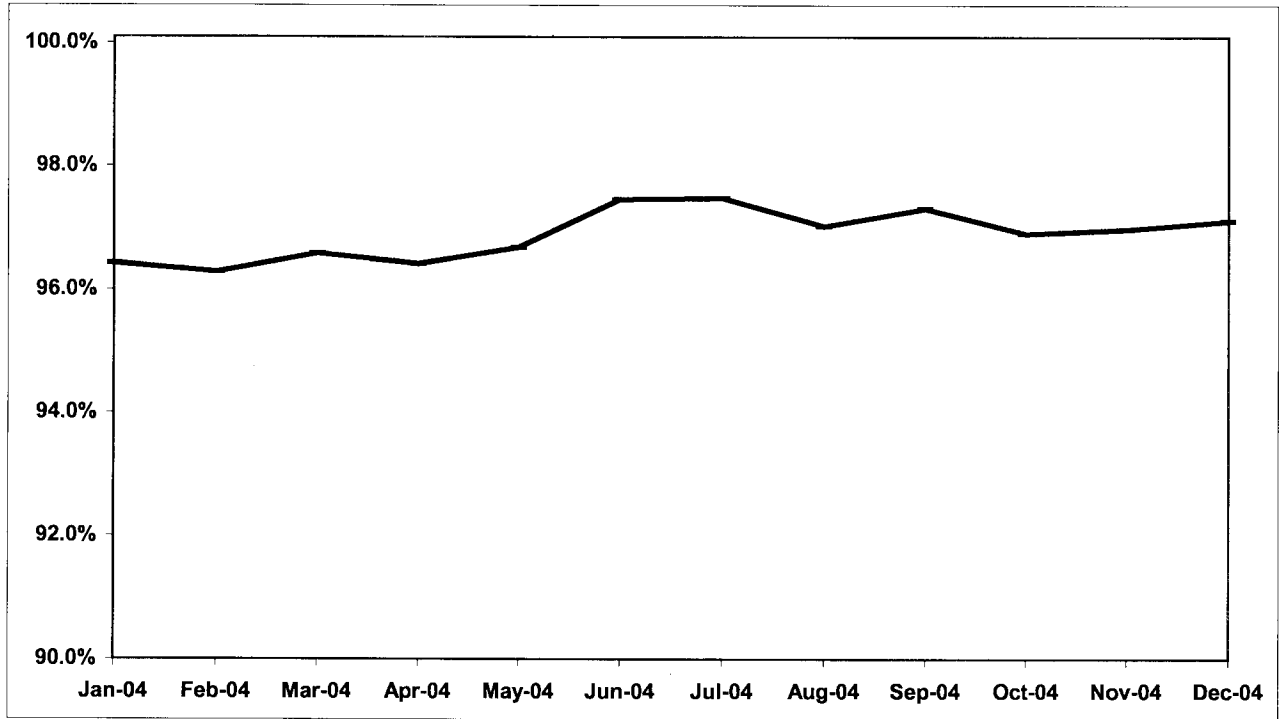
ATTENDANCE

MAINTENANCE ATTENDANCE

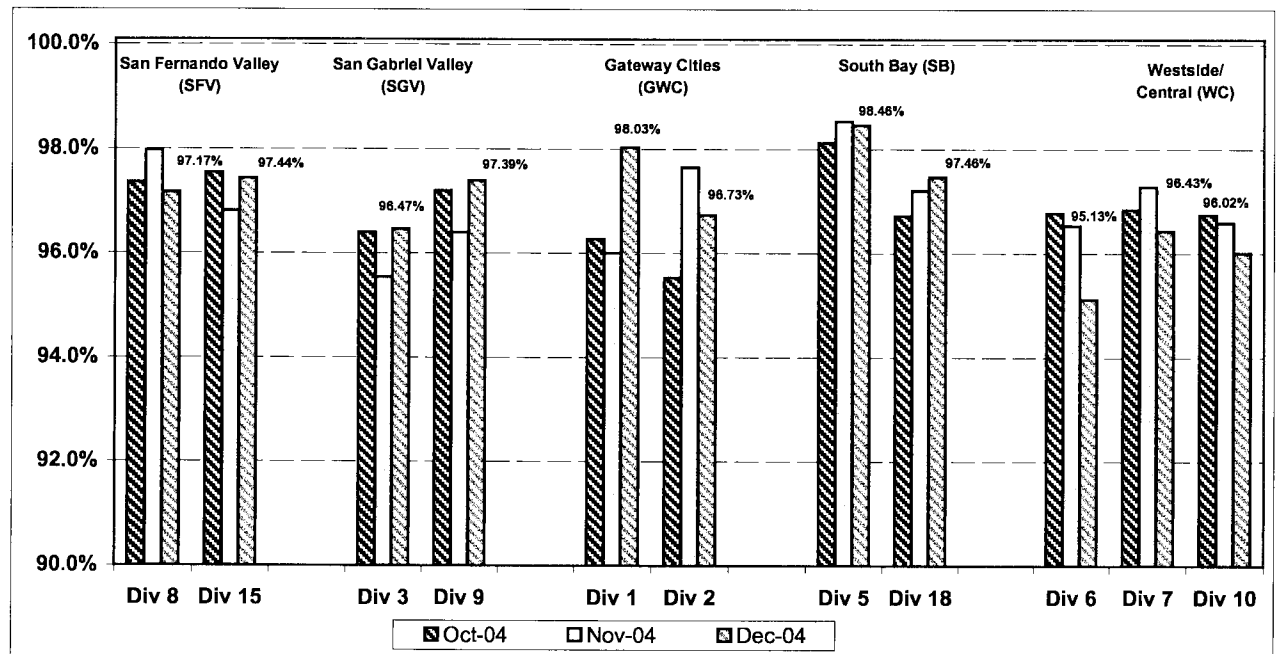
Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

Systemwide Trend



Maintenance Attendance - By Sectors' Divisions (By Current Month) October - December 2004



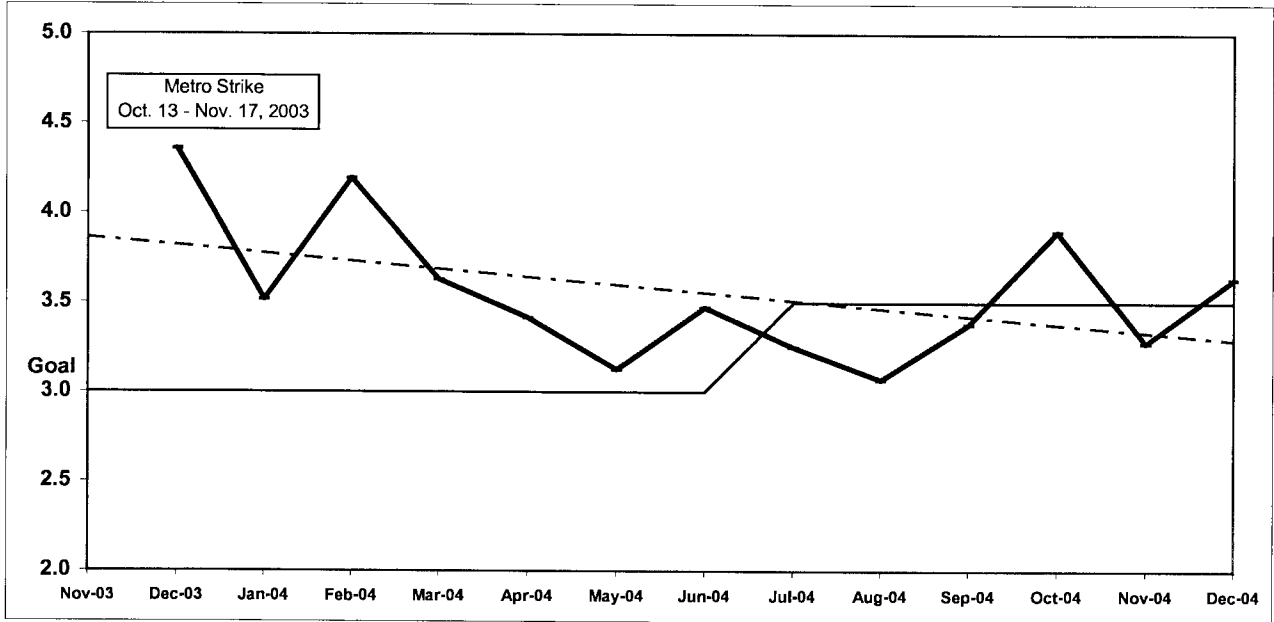
SAFETY PERFORMANCE

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.

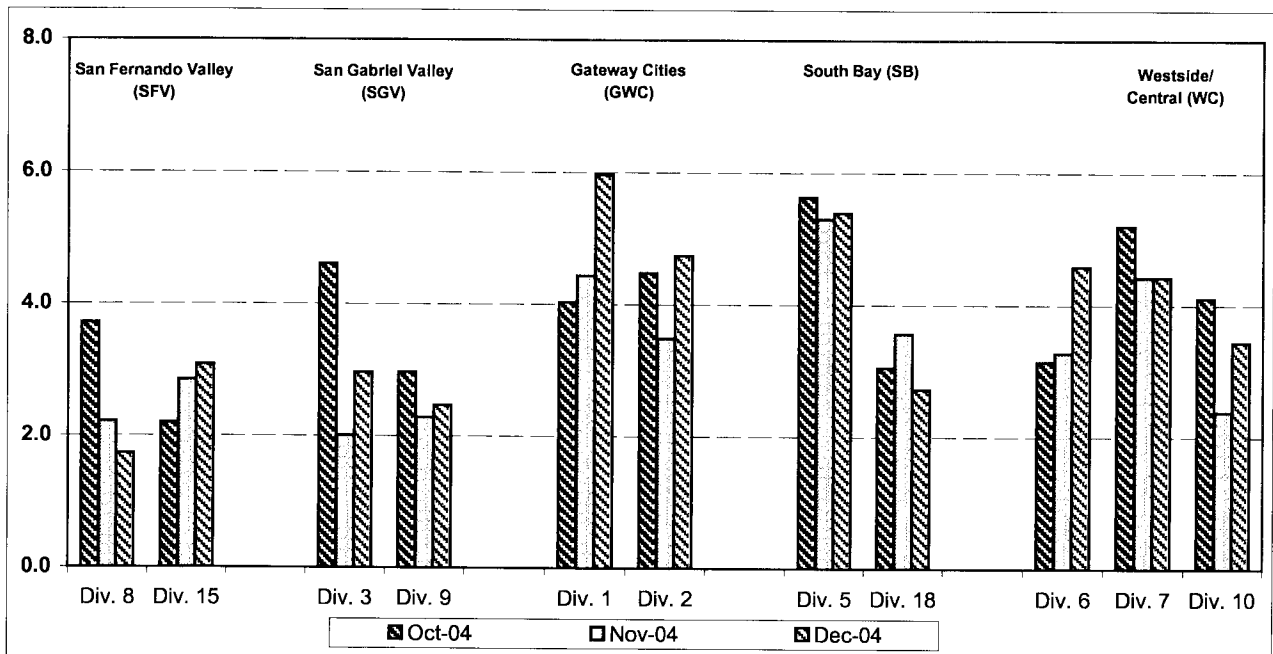
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

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 October - December 2004

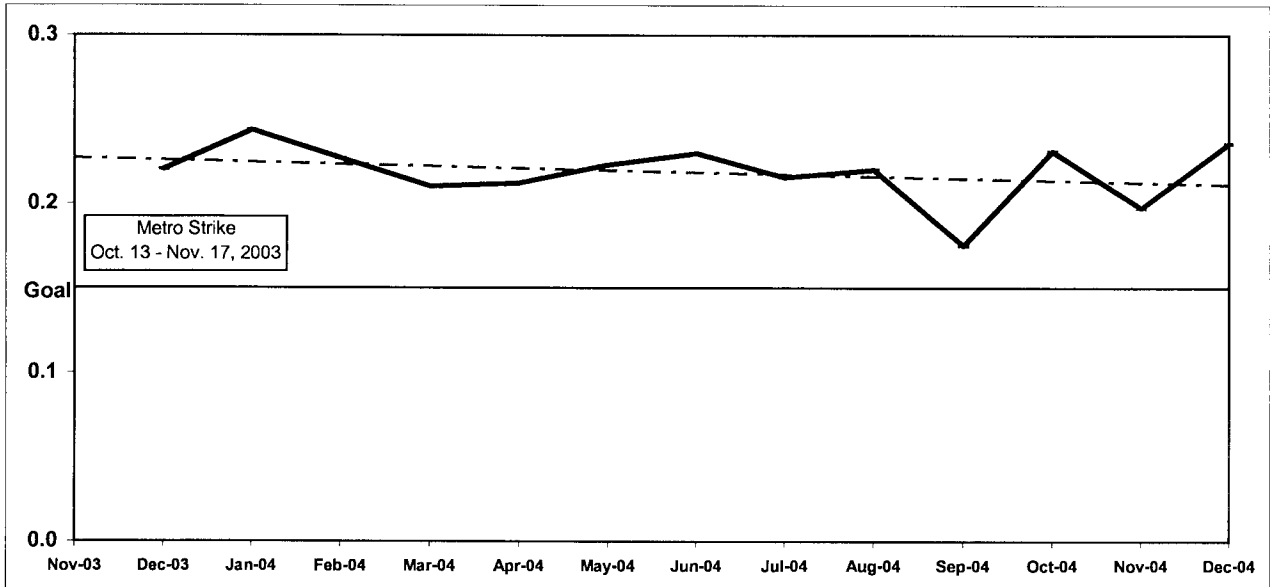


BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

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

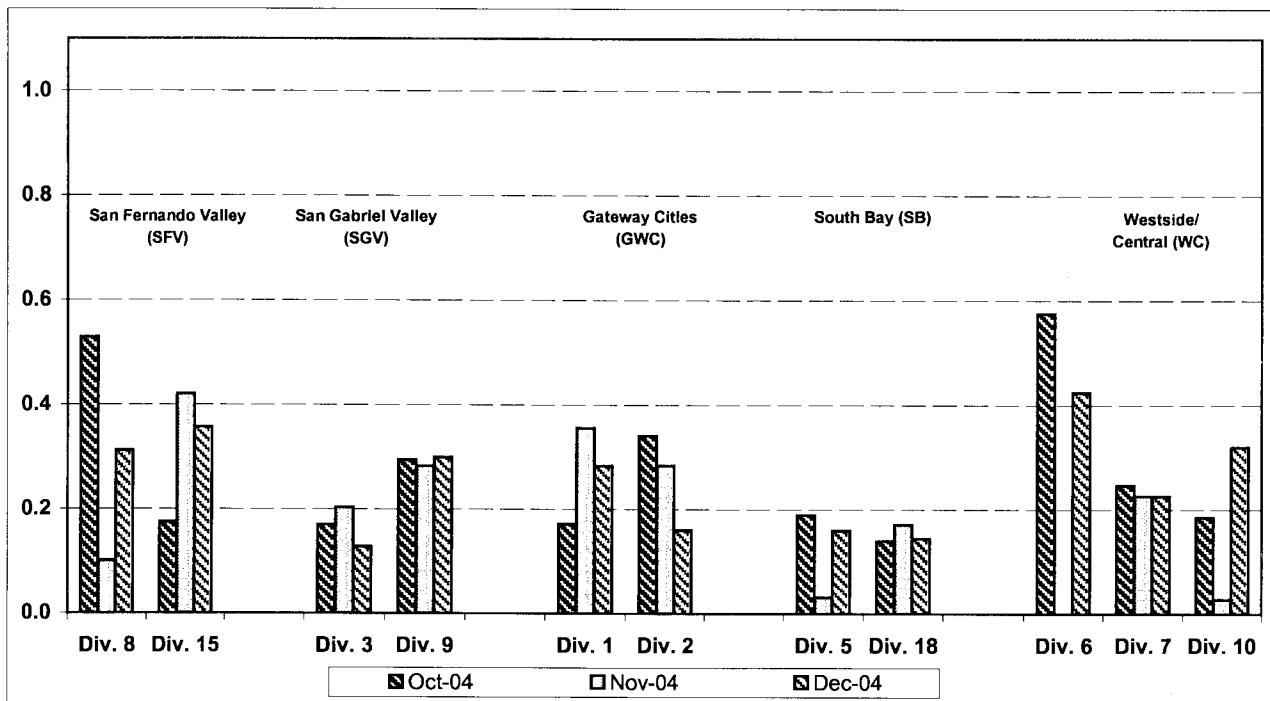
Calculation: Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by (Boardings / by 100,000))

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.

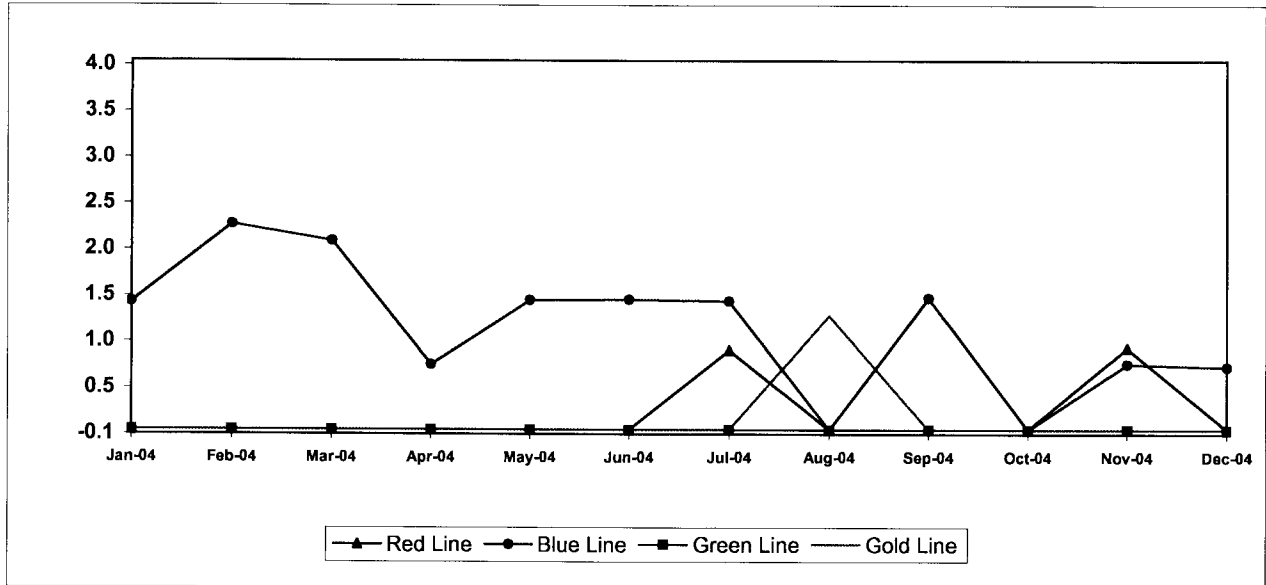
Bus Operating Divisions - by Sectors' Divisions October - December 2004



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.

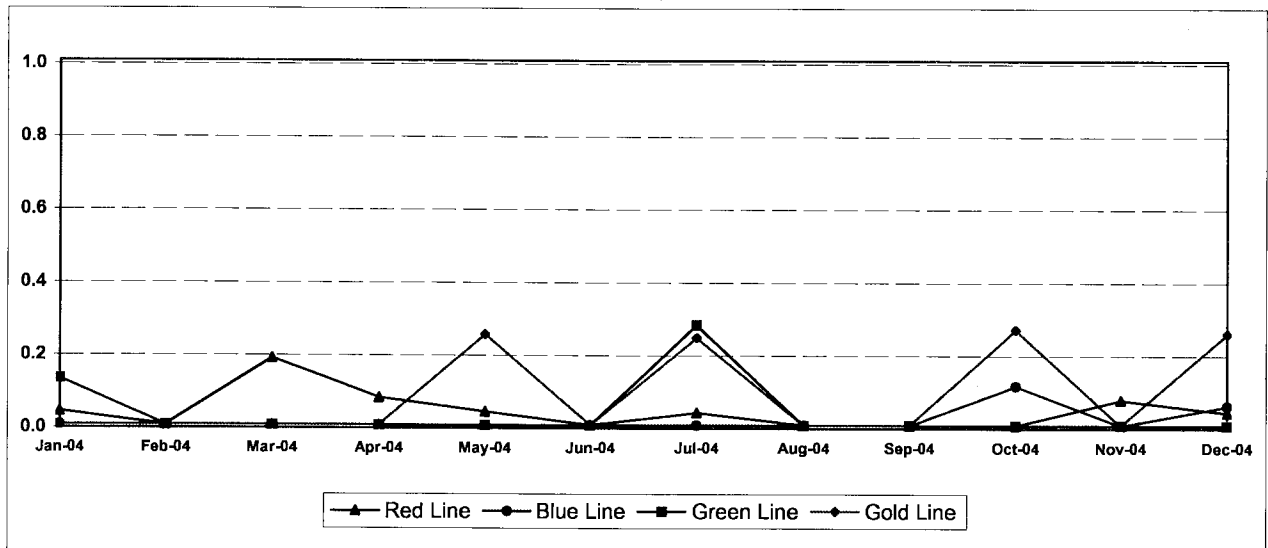
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



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))



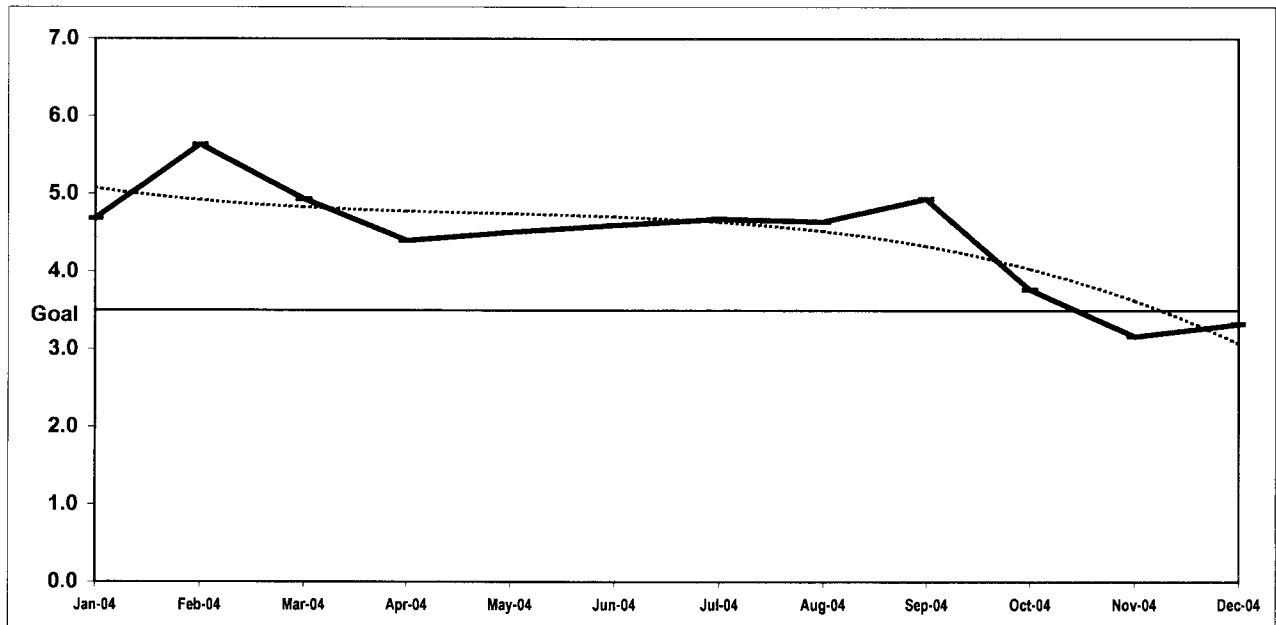
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

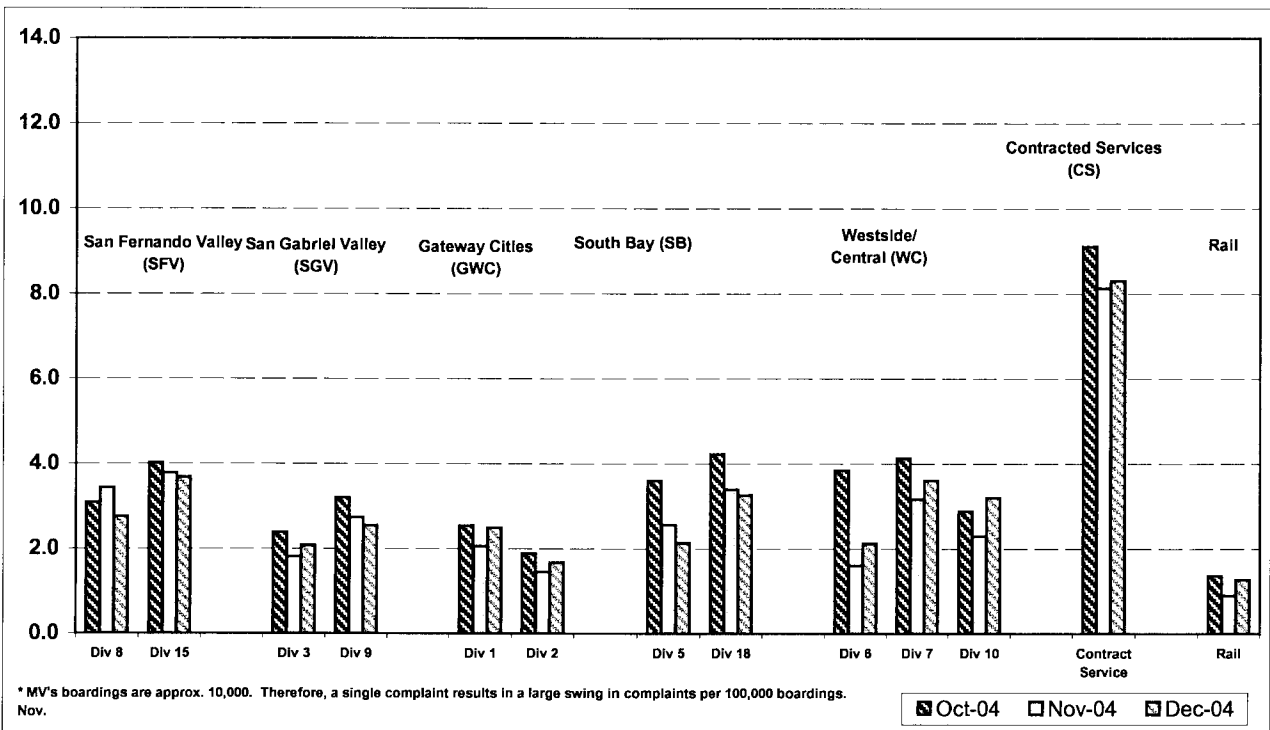
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

Systemwide Trend



Bus Operating Divisions - by Sectors' Divisions October - December 2004



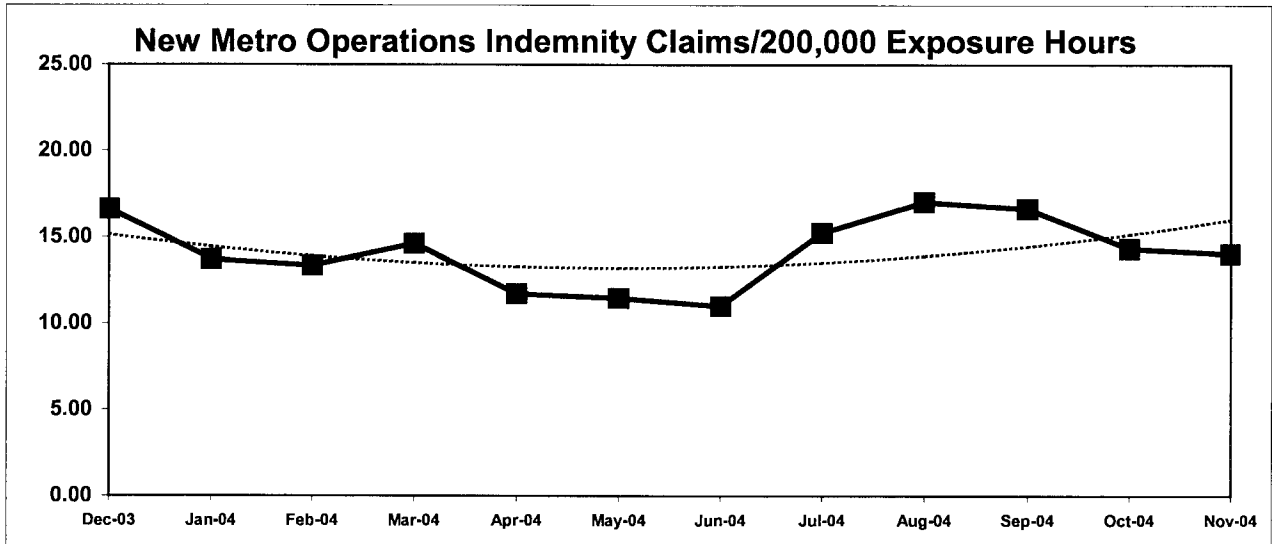
WORKERS COMPENSATION CLAIMS

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

Metro Operations Trend



One month lag from current month

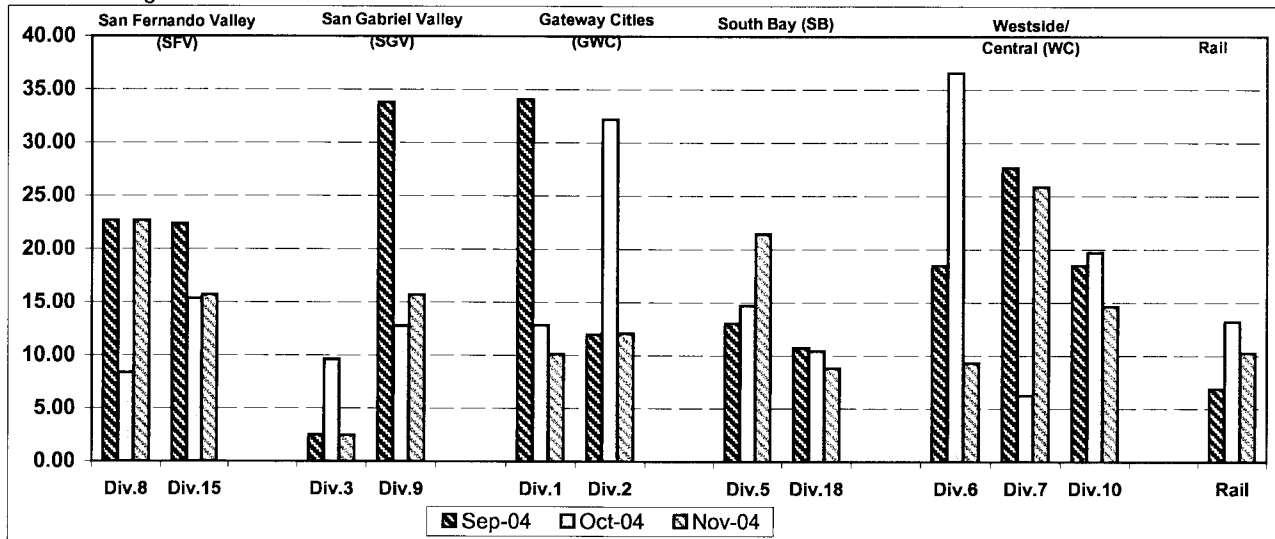
NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

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

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

Bus & Rail - by Bus Sectors' Divisions and Rail October - December 2004

One month lag from current month



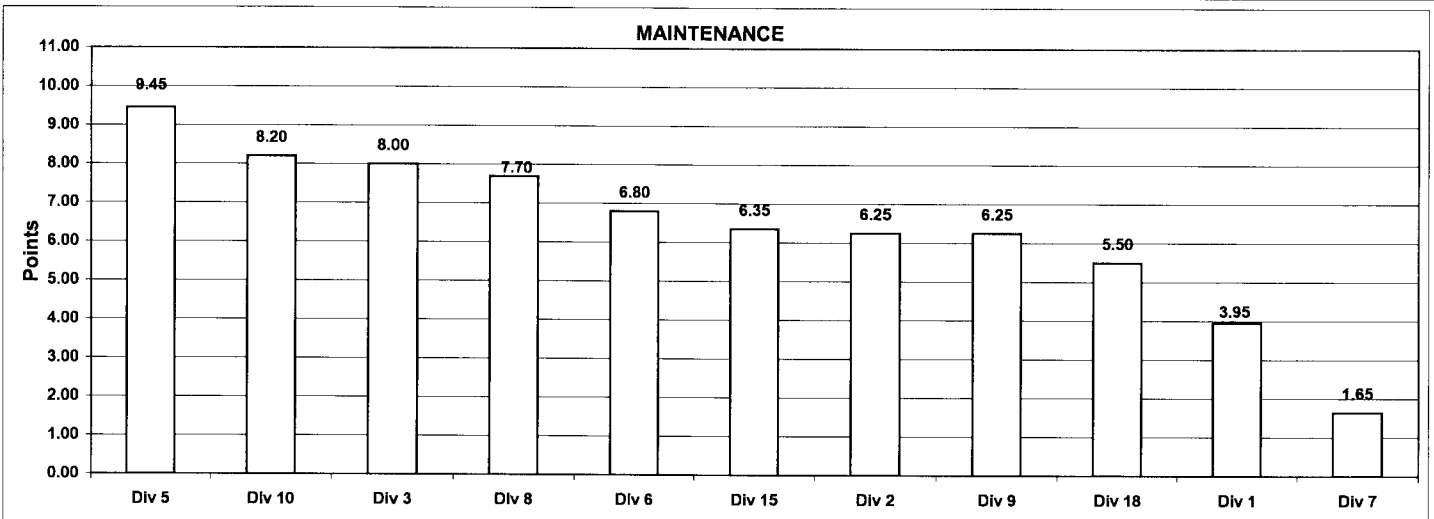
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Monthly Calculations - December 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 Points	25%	3761.7 1	5903.0 2	7324.5 5	13680.3 11	12275.0 10	7089.1 3	11391.5 8	8506.0 7	8020.1 6	11446.6 9	7118.1 4
Attendance Points	15%	0.98986 11	0.97777 6	0.98287 8	0.98778 10	0.95125 1	0.96577 2	0.98334 9	0.97430 4	0.96880 3	0.97714 5	0.98138 7
New WC Claims /200,000 Exp Hrs* Points	25%	10.3724 4	0.0000 11	0.0000 11	0.0000 11	0.0000 11	51.9836 1	11.4659 2	11.1151 3	0.0000 11	9.9026 5	0.0000 11
Bus Cleanliness Points	35%	7.407 3	7.600 6	7.644 8	7.638 7	7.488 4	6.206 1	8.444 11	7.925 9	8.100 10	7.600 6	7.388 2
Totals		3.95	6.25	8.00	9.45	6.80	1.65	7.70	6.25	8.20	6.35	5.50
FINAL RANKING	DIV. Score Rank	Div 5	Div 10	Div 3	Div 8	Div 6	Div 15	Div 2	Div 9	Div 18	Div 1	Div 7
		9.45 1st	8.20 2nd	8.00 3rd	7.70 4th	6.80 5th	6.35 6th	6.25 7th	6.25 7th	5.50 9th	3.95 10th	1.65 11th

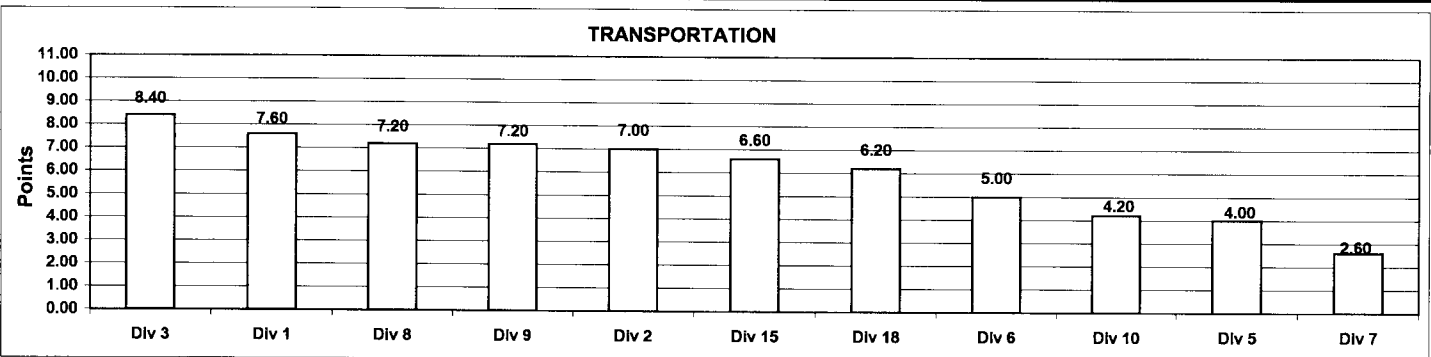


**Monthly Calculations - December 2004
Metro Bus - Transportation**

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
In-Service On-Time Performance Points	20%	0.7122 9	0.7132 10	0.6866 7	0.6344 4	0.5361 1	0.6005 2	0.7075 8	0.6615 6	0.6452 5	0.7268 11	0.6035 3
Running Hot Points	20%	0.0684 11	0.0901 4	0.0839 6	0.0883 5	0.0986 3	0.1106 1	0.0728 10	0.0783 8	0.1003 2	0.0739 9	0.0788 7
Accident Rate Points	20%	5.9627 1	4.7434 3	2.9624 8	5.3925 2	4.5825 4	4.4231 5	1.7310 11	2.4688 10	3.4428 6	3.0775 7	2.7219 9
Complaints/100K Boardings Points	20%	2.4891 7	1.8776 11	2.0795 10	2.1383 8	2.1208 9	3.6093 2	2.7551 5	2.5425 6	3.2009 4	3.6846 1	3.2639 3
New WC Claims /200,000 Exp Hrs* Points	20%	10.0124 10	15.6890 7	3.2293 11	27.4557 1	12.5793 8	19.0652 3	26.3575 2	17.1173 6	18.6016 4	17.3730 5	11.1988 9
*One month lag												
Totals		7.60	7.00	8.40	4.00	5.00	2.60	7.20	7.20	4.20	6.60	6.20
FINAL RANKING	DIV. Score Rank	Div 3 8.40 1st	Div 1 7.60 2nd	Div 8 7.20 3rd	Div 9 7.20 3rd	Div 2 7.00 4th	Div 15 6.60 4th	Div 18 6.20 7th	Div 6 5.00 8th	Div 10 4.20 9th	Div 5 4.00 10th	Div 7 2.60 11th



Monthly Calculations - December 2004
Metro Rail

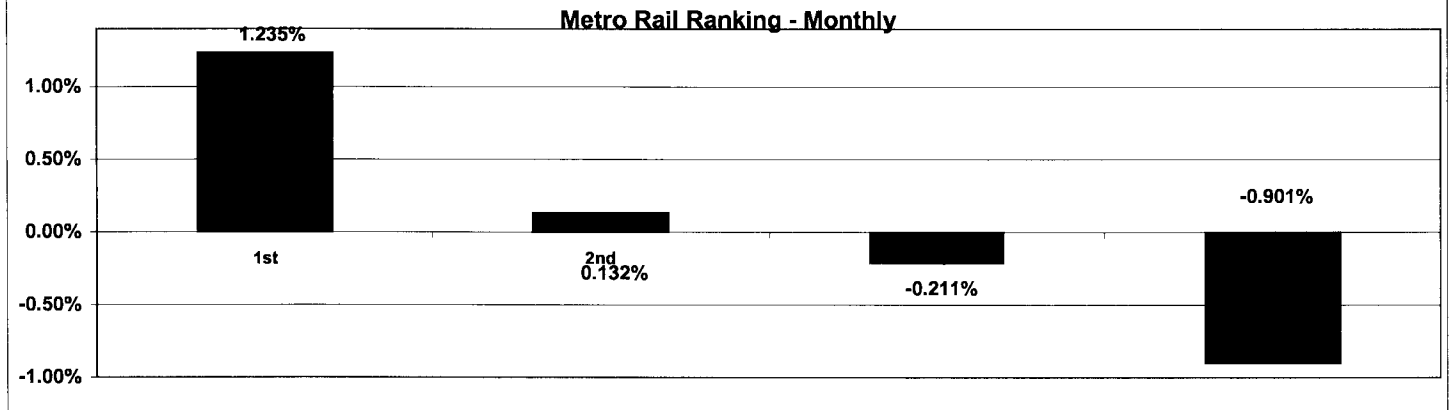
Definition: A performance awareness program designed to increase productivity and efficiency.

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		
	Dec-03	Dec-04	Yearly Improvement	Dec-03	Dec-04	Yearly Improvement	Dec-03	Dec-04	Yearly Improvement	Dec-03	Dec-04	Yearly Improvement
Wayside Availability												
Track	100.00%	100.00%	0.00%	100.00%	98.49%	-1.51%	100.00%	100.00%	0.00%	99.32%	99.98%	0.65%
Signals	99.94%	99.95%	0.01%	99.90%	99.93%	0.02%	100.00%	99.99%	-0.01%	99.55%	99.87%	0.32%
Power	99.94%	99.96%	0.01%	99.98%	100.00%	0.02%	99.86%	96.15%	-3.71%	99.85%	99.97%	0.12%
Wayside Performance	99.96%	99.97%	0.01%	99.96%	99.47%	-0.49%	99.95%	98.71%	-1.24%	99.57%	99.94%	0.37%
Vehicle Availability												
Vehicle Performance	98.90%	98.75%	-0.15%	97.93%	99.48%	1.55%	98.73%	99.27%	0.53%	97.12%	98.96%	1.84%
Operator Availability												
Operators	99.81%	99.93%	0.12%	99.62%	99.97%	0.35%	99.54%	99.98%	0.44%	99.47%	99.84%	0.37%
In-Service Performance												
ISOTP - Rail	98.90%	98.07%	-0.83%	98.75%	97.87%	-0.89%	98.72%	95.38%	-3.33%	95.13%	97.49%	2.36%
Overall Rail Line Performance	99.39%	99.18%	-0.21%	99.07%	99.20%	0.13%	99.24%	98.33%	-0.90%	97.82%	99.06%	1.23%

Metro Rail Final Ranking (Sorted)

Rail Line	GOLD	RED	BLUE	GREEN
Score	1.235%	0.132%	-0.211%	-0.901%
Rank	1st	2nd	3rd	4th



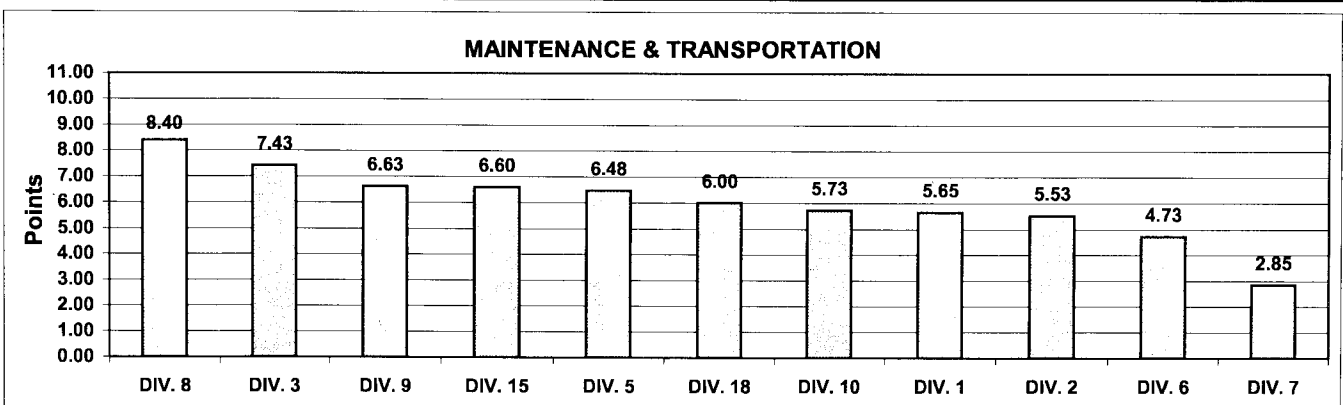
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Quarterly Calculations: FY05-Q2 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												
Points	12.5%	4242	6157	5834	8018	12680	6234	11556	8899	7050	10109	7026
		1	3	2	7	11	4	10	8	6	9	5
Attendance												
Points	7.5%	0.9797	0.9716	0.9757	0.9865	0.9815	0.9694	0.9867	0.9739	0.9715	0.9757	0.9756
		9	4	7	10	1	2	11	5	3	8	6
New WC Claims /200,000 Exp Hrs*												
Points	12.5%	14.9007	8.4995	3.4448	3.2463	11.5528	27.0248	7.8413	14.6623	14.3386	13.0307	2.7872
		2	7	9	10	6	1	8	3	4	5	11
*One month Lag: Sep 04 - Nov 04												
Bus Cleanliness												
Points	17.5%	7.4889	7.5378	7.5813	7.5938	7.4250	6.5833	8.4646	7.7438	7.8896	7.5458	7.3021
		4	5	7	8	3	1	11	9	10	6	2
Transportation												
In-Service On-Time Performance												
Points	10%	0.7090	0.7066	0.7043	0.6502	0.5454	0.6394	0.6929	0.6834	0.6280	0.6910	0.6248
		11	10	9	5	1	4	8	6	3	7	2
Running Hot												
Points	10%	0.0649	0.0917	0.0815	0.0863	0.0827	0.1061	0.0807	0.0733	0.0953	0.0755	0.0751
		11	3	6	4	5	1	7	10	2	8	9
Accident Rate												
Points	10%	4.8142	4.3111	3.1660	5.4015	3.6803	4.6731	2.5452	2.5745	3.3503	2.7135	3.1398
		2	4	7	1	5	3	11	10	6	9	8
Complaints/100K Boardings												
Points	10%	2.3705	1.6825	2.0949	2.7667	2.5526	3.6422	3.0950	2.8432	2.7895	3.8345	3.6322
		9	11	10	7	8	2	4	5	6	1	3
*One month Lag: Sep 04 - Nov 04												
New WC Claims /200,000 Exp Hrs*												
Points	10%	20.0259	22.0270	5.3553	20.0825	25.1890	17.8854	21.0376	22.5937	18.4995	19.1866	11.9308
		6	3	11	5	1	9	4	2	8	7	10
Totals		5.65	5.53	7.43	6.48	4.73	2.85	8.40	6.63	5.73	6.60	6.00
FINAL RANKING												
		Maintenance and Transportation Division Ranking (Sorted)										
DIV.	Score	DIV. 8	DIV. 3	DIV. 9	DIV. 15	DIV. 5	DIV. 18	DIV. 10	DIV. 1	DIV. 2	DIV. 6	DIV. 7
Rank		8.40	7.43	6.63	6.60	6.48	6.00	5.73	5.65	5.53	4.73	2.85
		1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



**Quarterly Calculations: FY05-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 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>
Oct-04	-0.42%	0.23%	0.02%	-0.14%
Nov-04	-0.02%	0.73%	-0.36%	-0.36%
Dec-04	<u>-0.21%</u>	<u>0.13%</u>	<u>-0.90%</u>	<u>1.24%</u>
Second Quarter Average	-0.22%	0.36%	-0.41%	0.24%

Metro Rail Final Ranking (Sorted)

Rail Line	RED	GOLD	BLUE	GREEN
Score	0.36%	0.245%	-0.217%	-0.414%
Rank	1st	2nd	3rd	4th

