

SEPT 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	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.

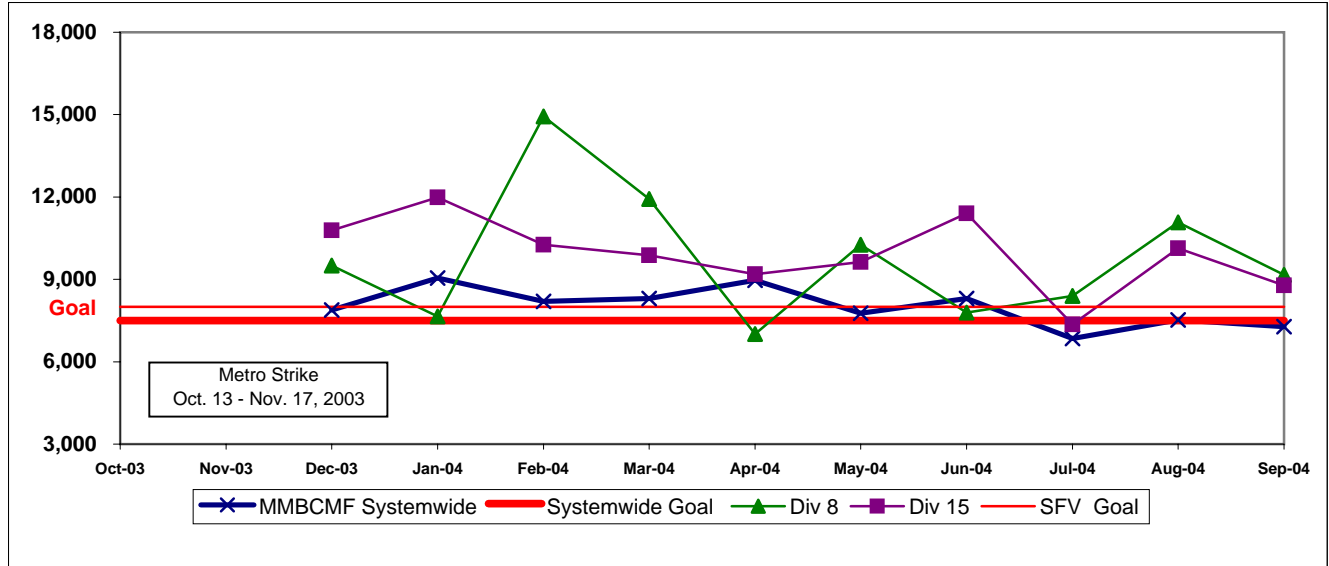
Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

## 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)



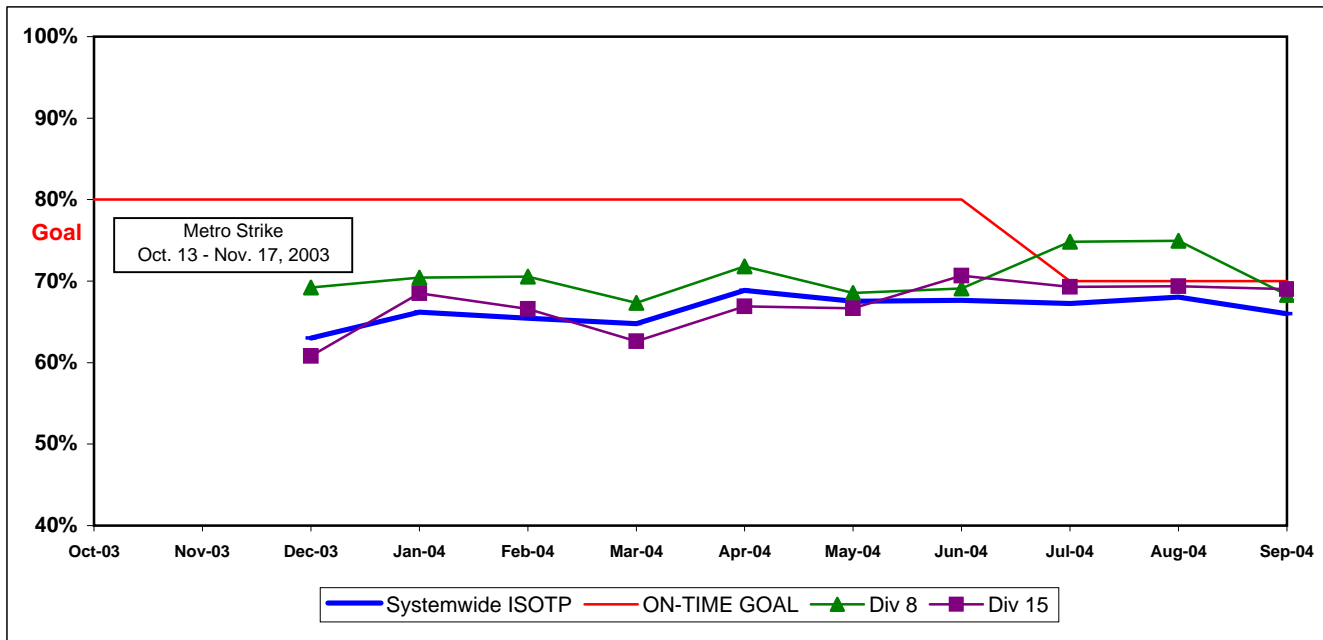
\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

### IN-SERVICE ON-TIME PERFORMANCE

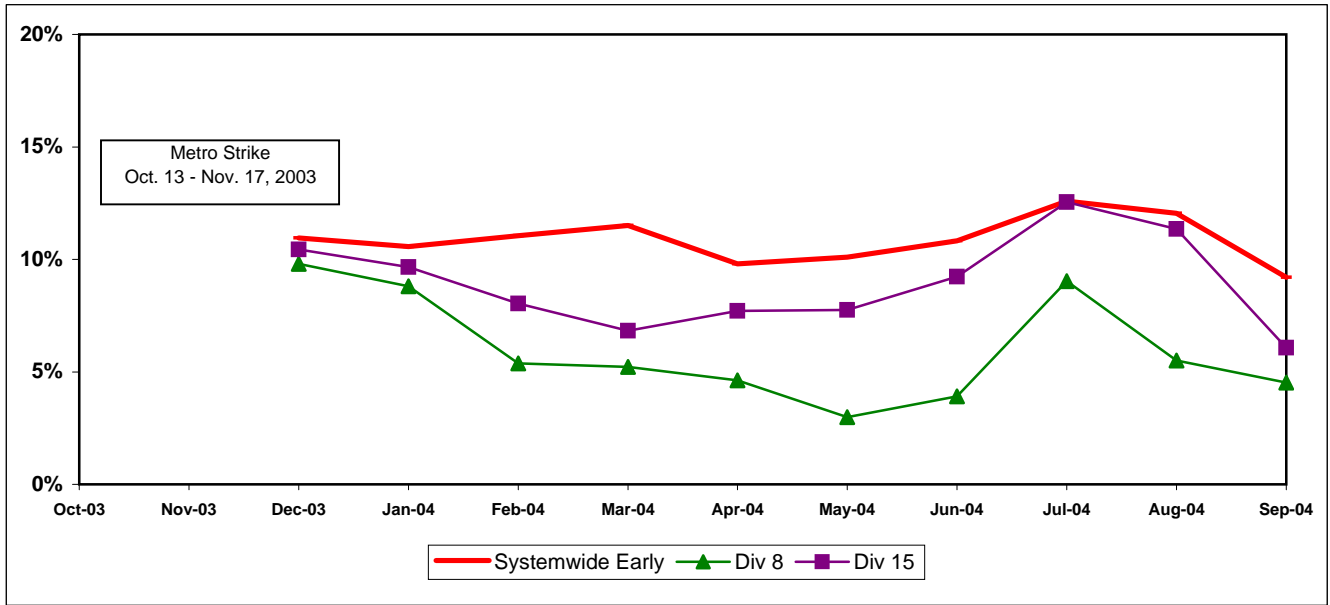
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

**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



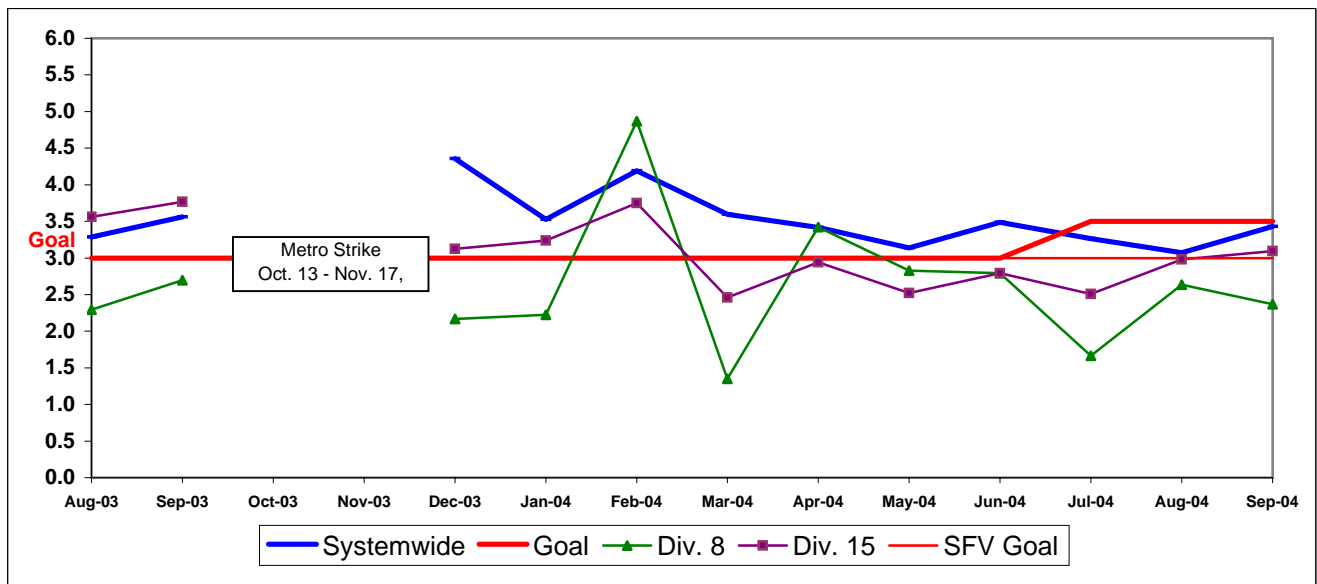
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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.

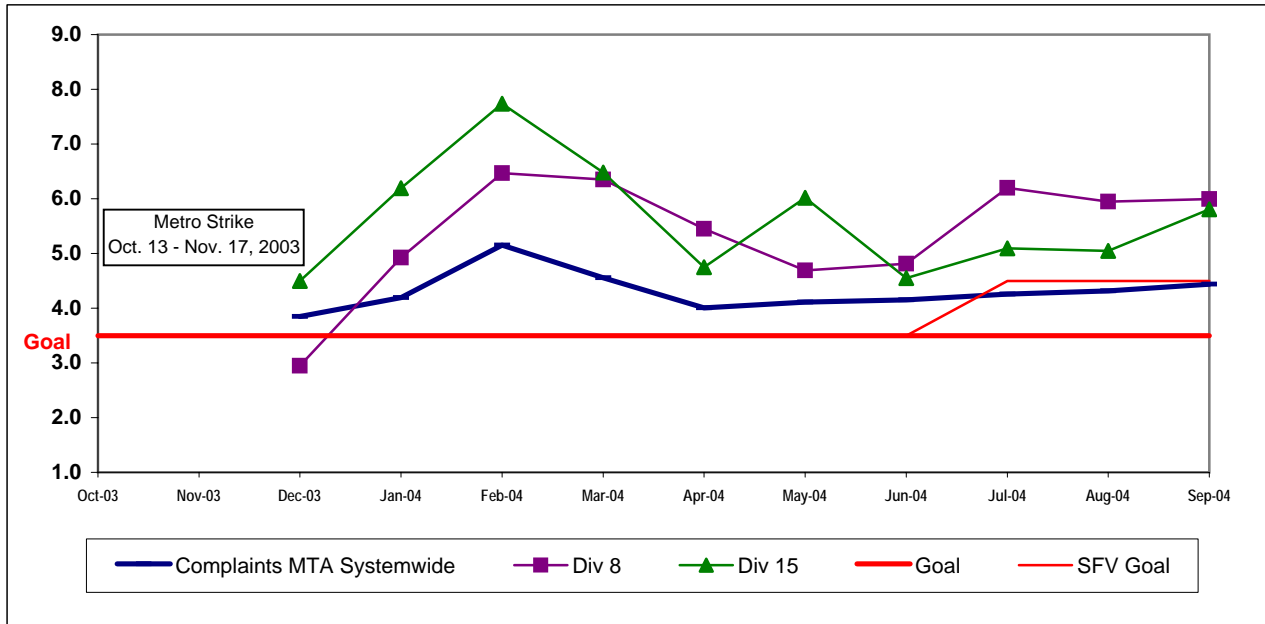
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



**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)

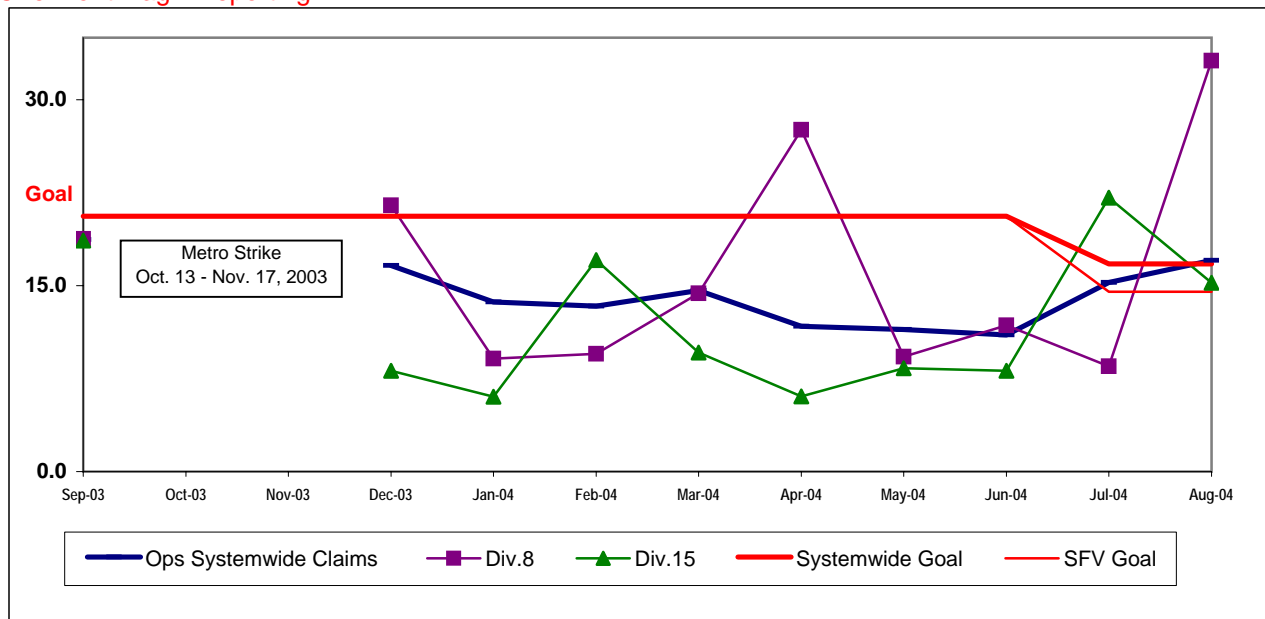


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 8 and 15**

**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	Yellow
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	67.11%	65.98%	Yellow
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.25	3.43	Green
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	4.34	4.44	Yellow
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	Green
<b>SGV Sector</b>							
MMBCMF*	6,708	7,696	7,570	9,000	6,590	7,123	Yellow
In-Service On-time Performance		70.02%	69.98%	70%	70.77%	68.89%	Green
Bus Traffic Accidents Per 100,000 Miles	3.23	3.40	2.91	3.00	2.76	3.02	Green
Complaints per 100,000 Boardings	3.13	3.57	3.80	3.25	3.23	3.28	Green
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	Green
<b>Division 3</b>							
MMBCMF*	5,538	5,726	6,564	9,000	6,109	7,510	Yellow
In-Service On-time Performance	68.70%	71.08%	70.80%	70%	70.33%	69.19%	Green
Bus Traffic Accidents Per 100,000 Miles	3.96	4.22	3.59	3.00	3.84	4.99	Yellow
Complaints per 100,000 Boardings	2.61	3.09	3.02	3.25	3.00	2.94	Green
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	Green
<b>Division 9</b>							
MMBCMF*	8,336	11,322	8,874	9,000	7,109	6,795	Yellow
In-Service On-time Performance	64.56%	67.47%	68.16%	70%	71.65%	68.30%	Green
Bus Traffic Accidents Per 100,000 Miles	2.56	2.64	2.26	3.00	1.76	1.17	Green
Complaints per 100,000 Boardings	3.90	4.31	5.09	3.25	3.55	3.75	Yellow
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	Green

\* 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.

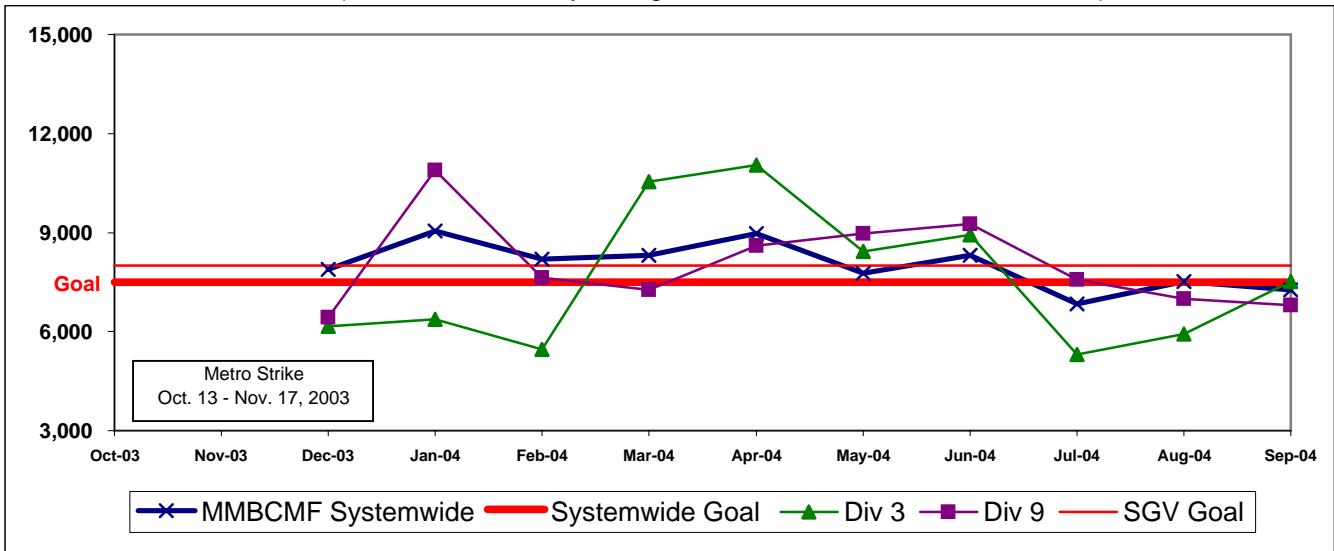
## SAN GABRIEL VALLEY SECTOR (SGV) BUS SERVICE PERFORMANCE

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



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

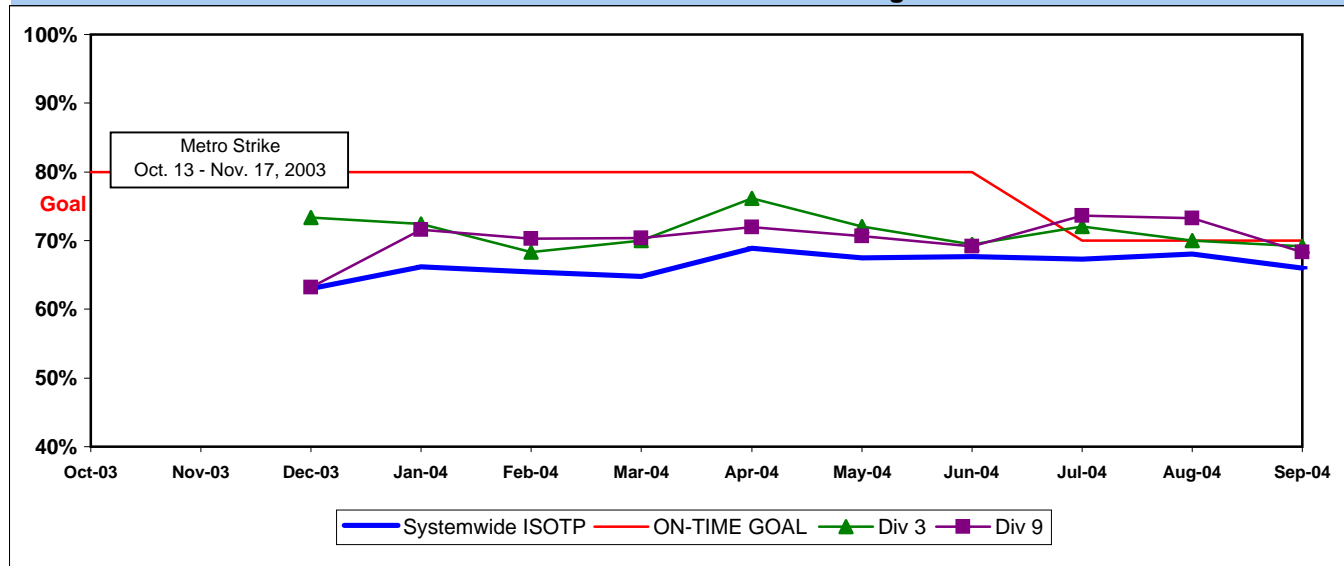
### IN-SERVICE ON-TIME PERFORMANCE

**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 3 and 9

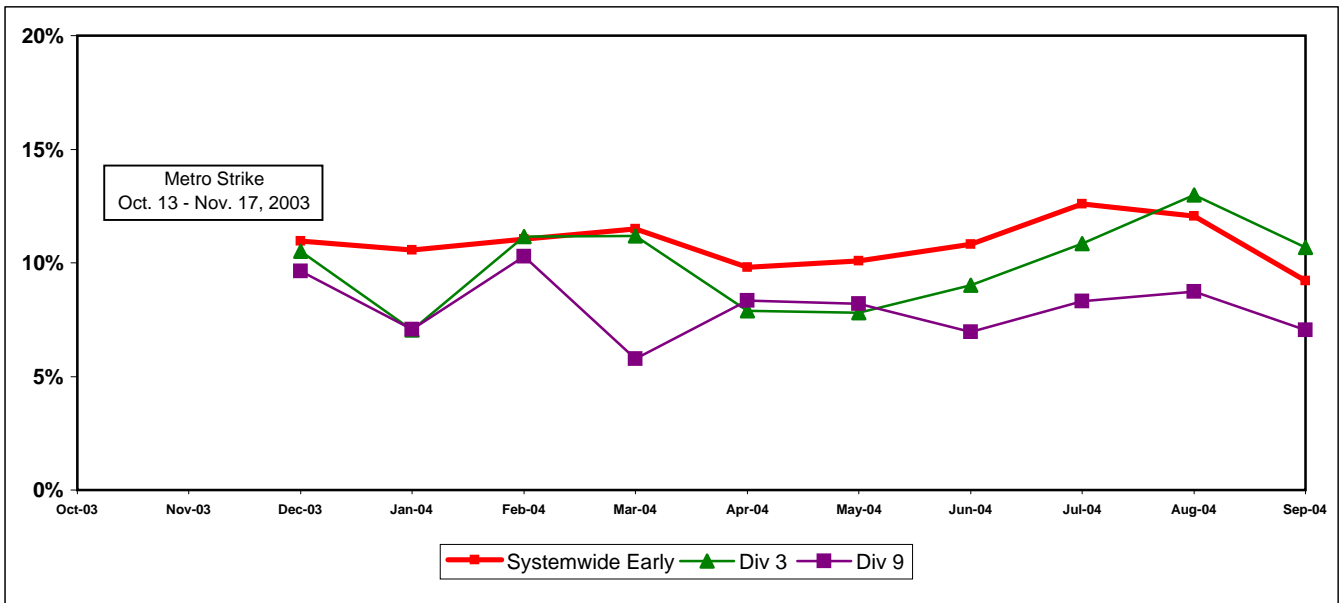
#### ISOTP - 1 Minute Tolerance for Running Hot





## SGV SECTOR BUS SERVICE PERFORMANCE - Continued

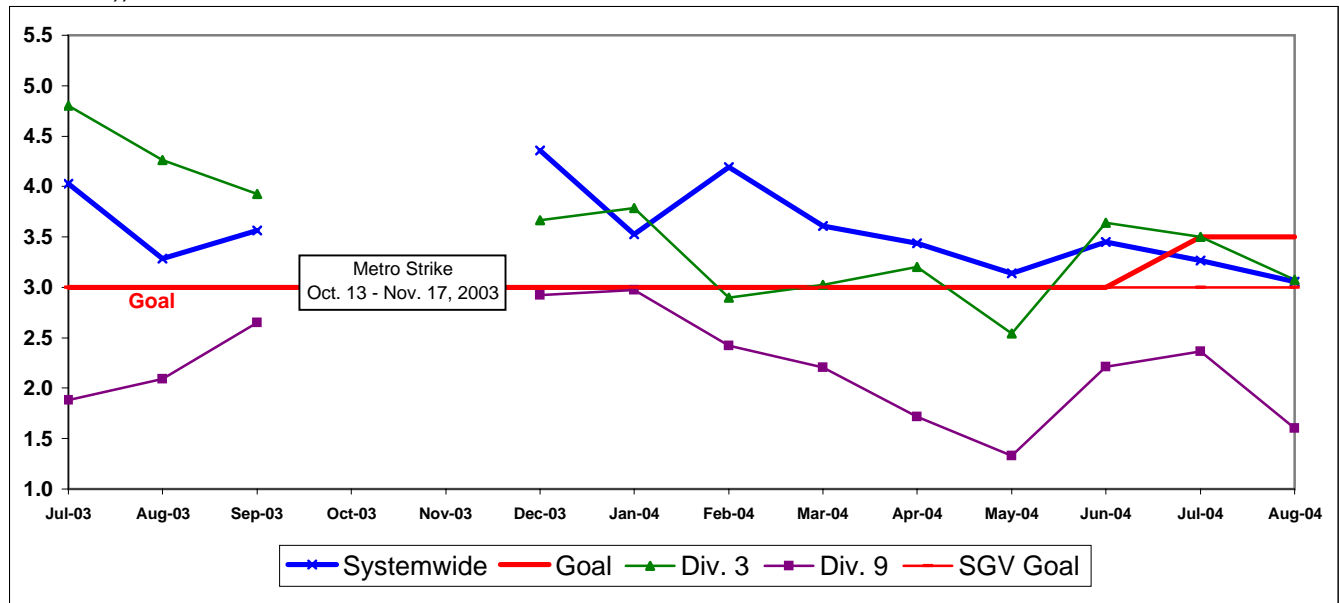
### Running Hot - Systemwide and Divisions 3 and 9



### 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))



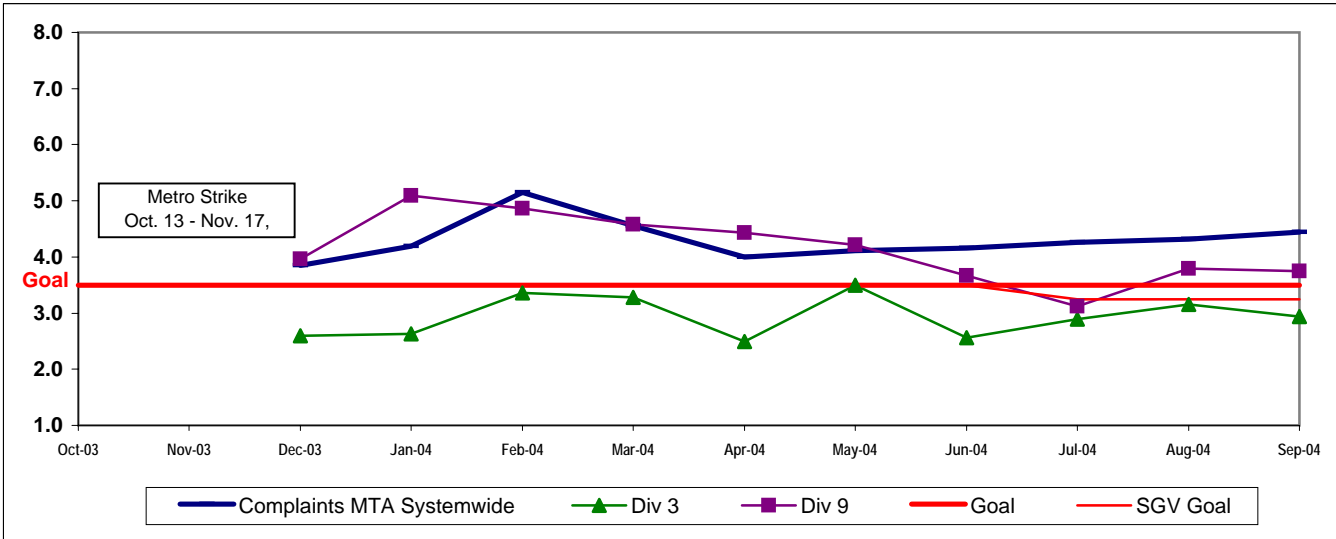
SGV SECTOR BUS SERVICE PERFORMANCE - Continued

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)



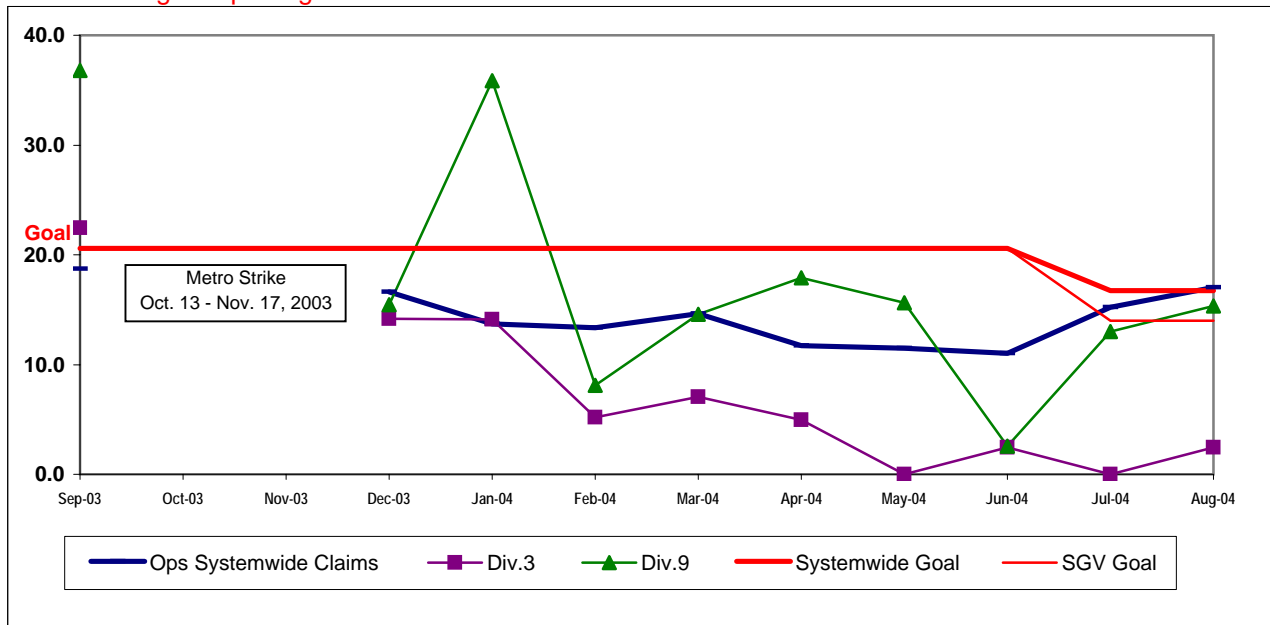
NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

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<sup>1</sup>:

- \* 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>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.

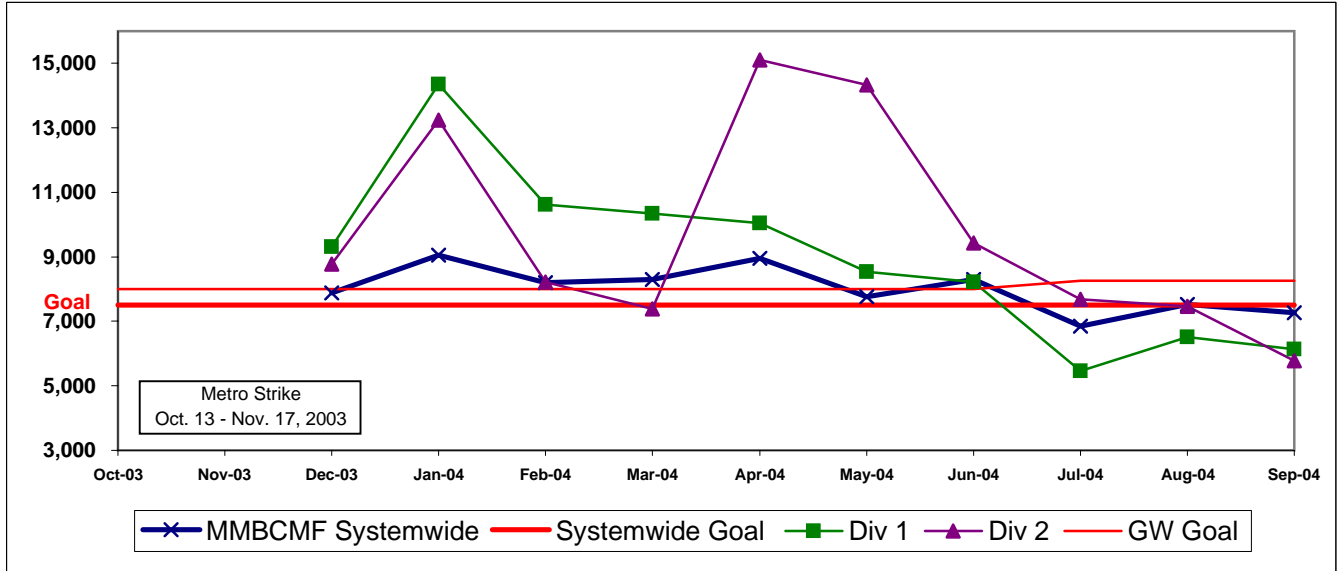
🔴 Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

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



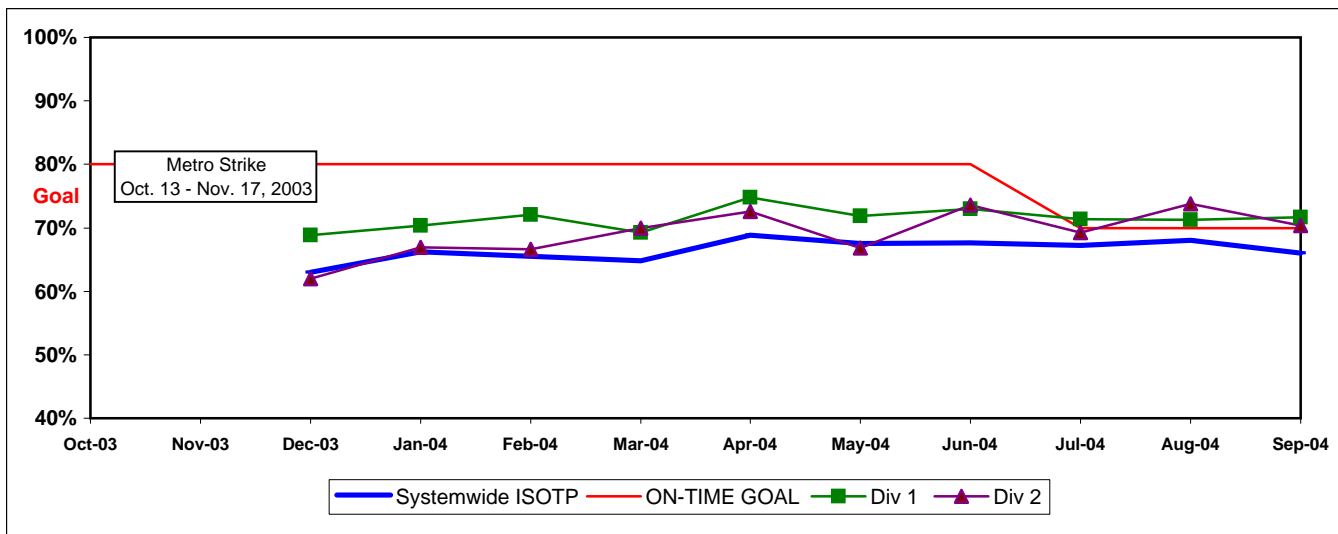
\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

## 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.

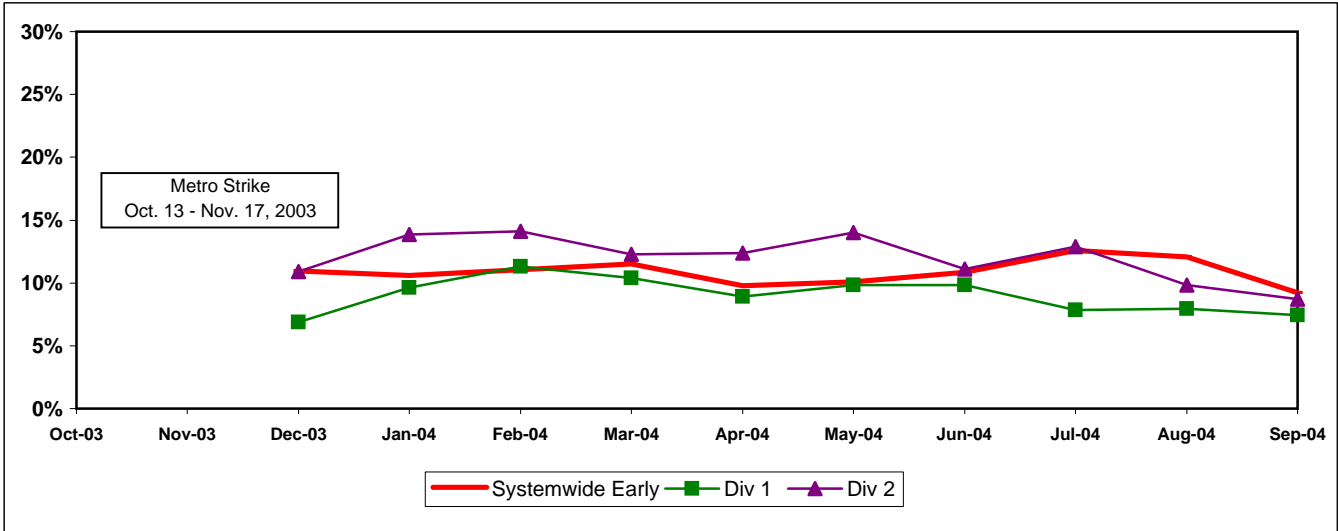
**Calculation:**  $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes late}) / (\text{Total buses sampled}))$

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



GC SECTOR BUS SERVICE PERFORMANCE - Continued

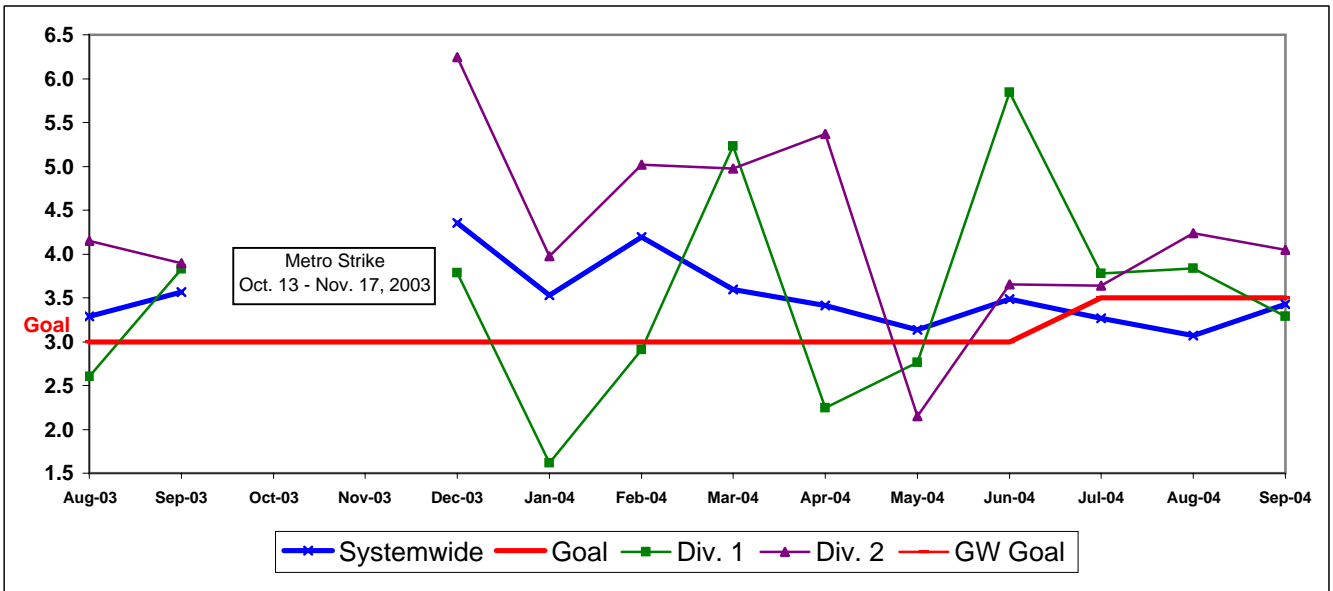
Running Hot - Systemwide and Divisions 1 and 2



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))



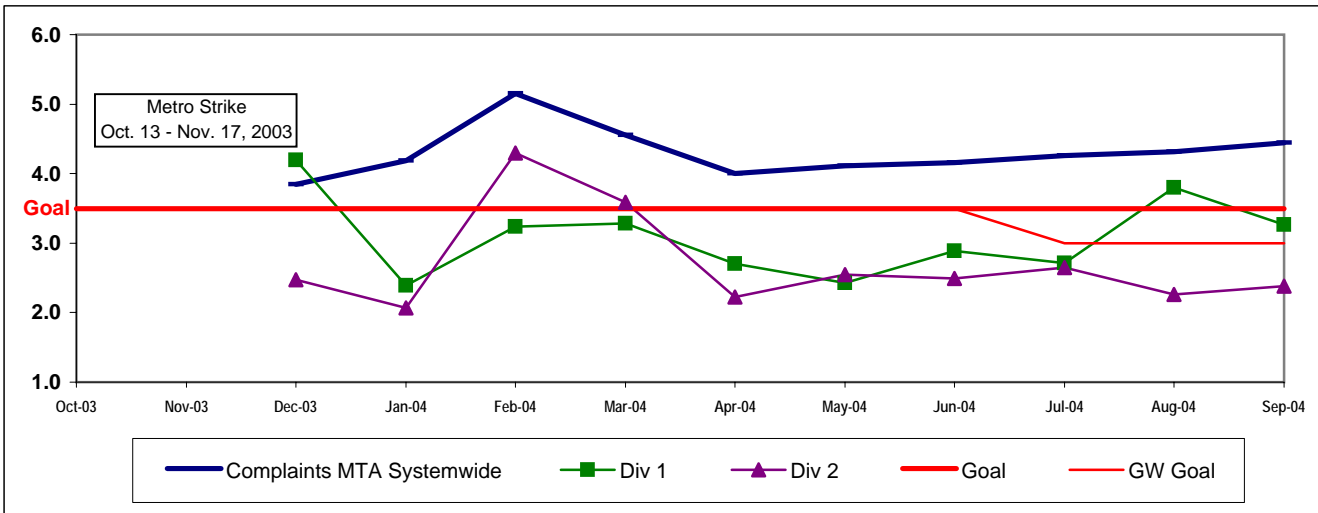
GC SECTOR BUS SERVICE PERFORMANCE - Continued

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)



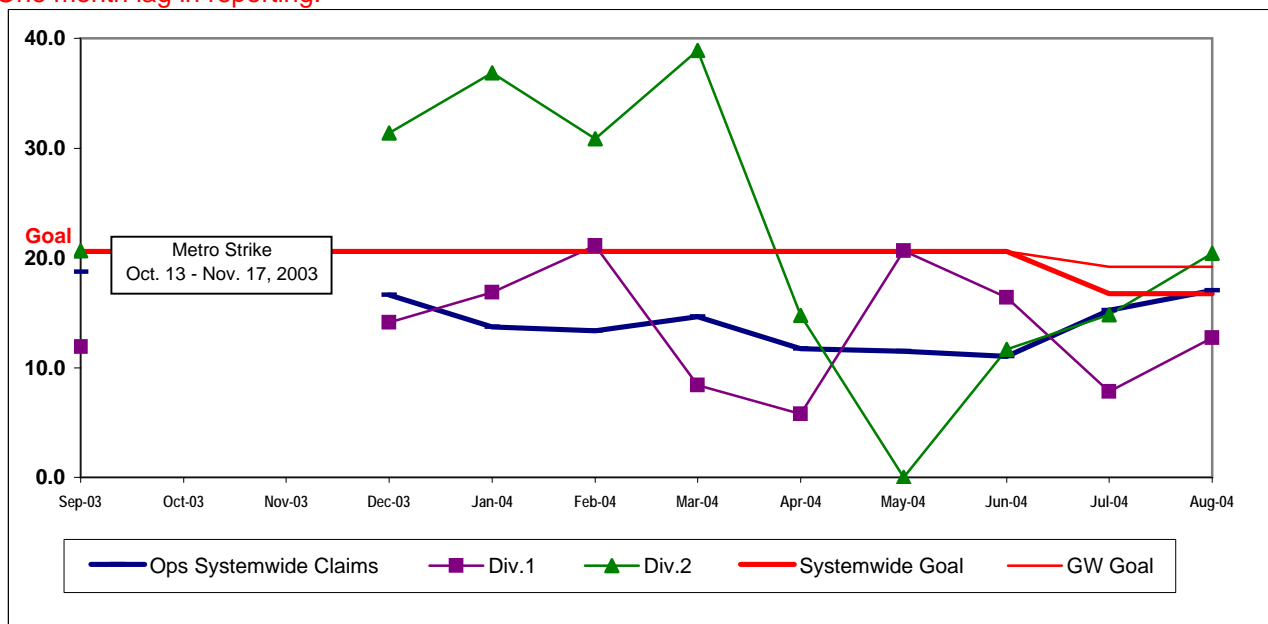
NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

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	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.

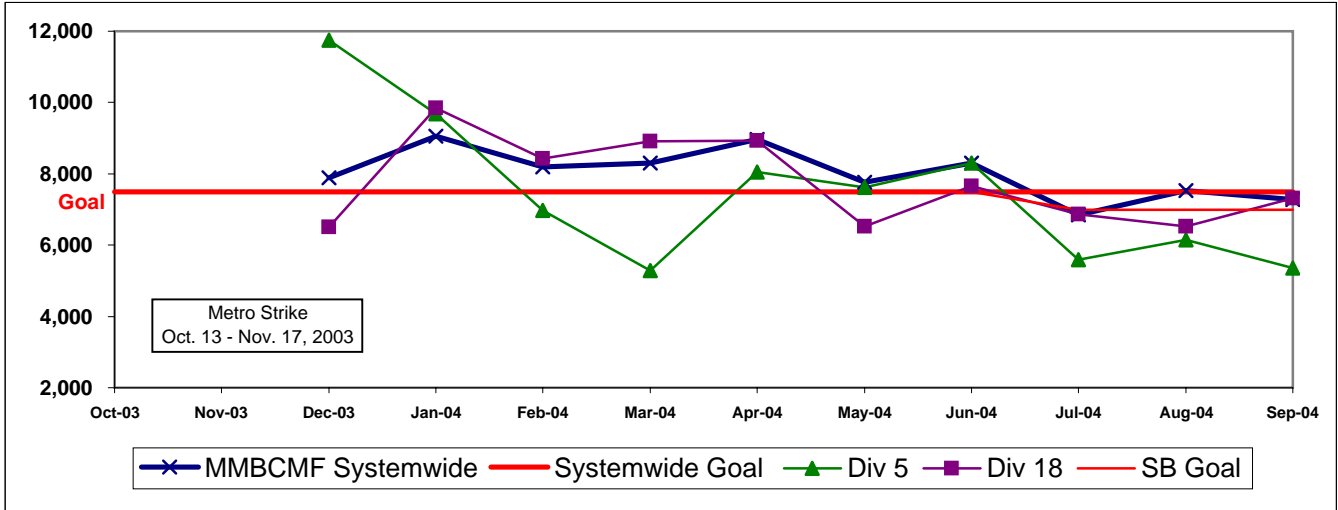
 Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

## 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)



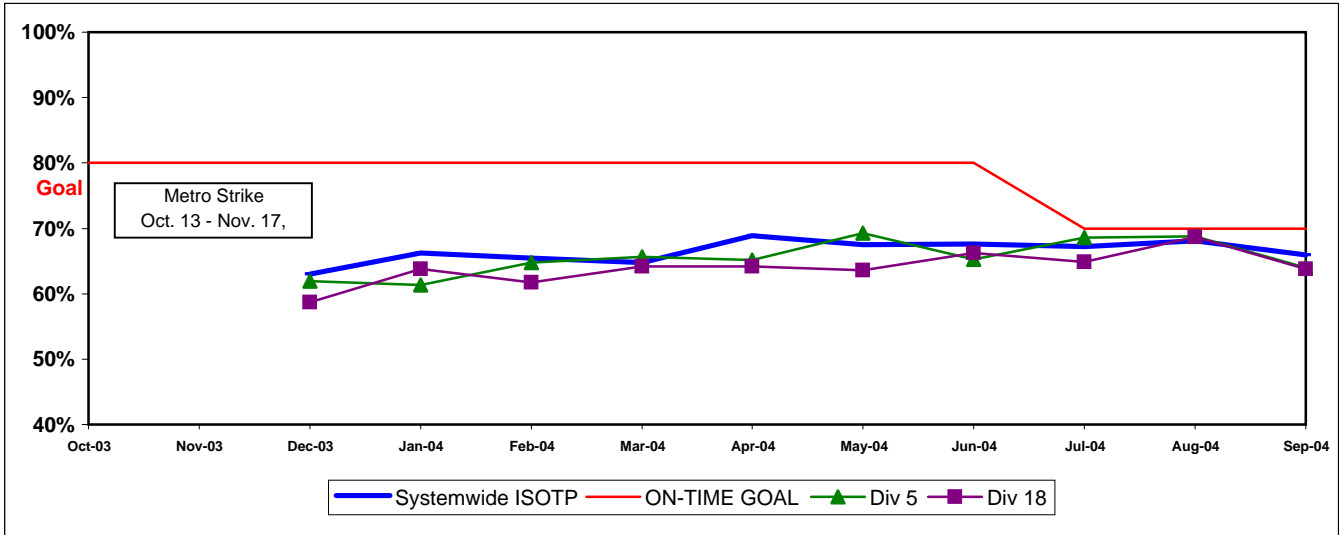
\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

### 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.

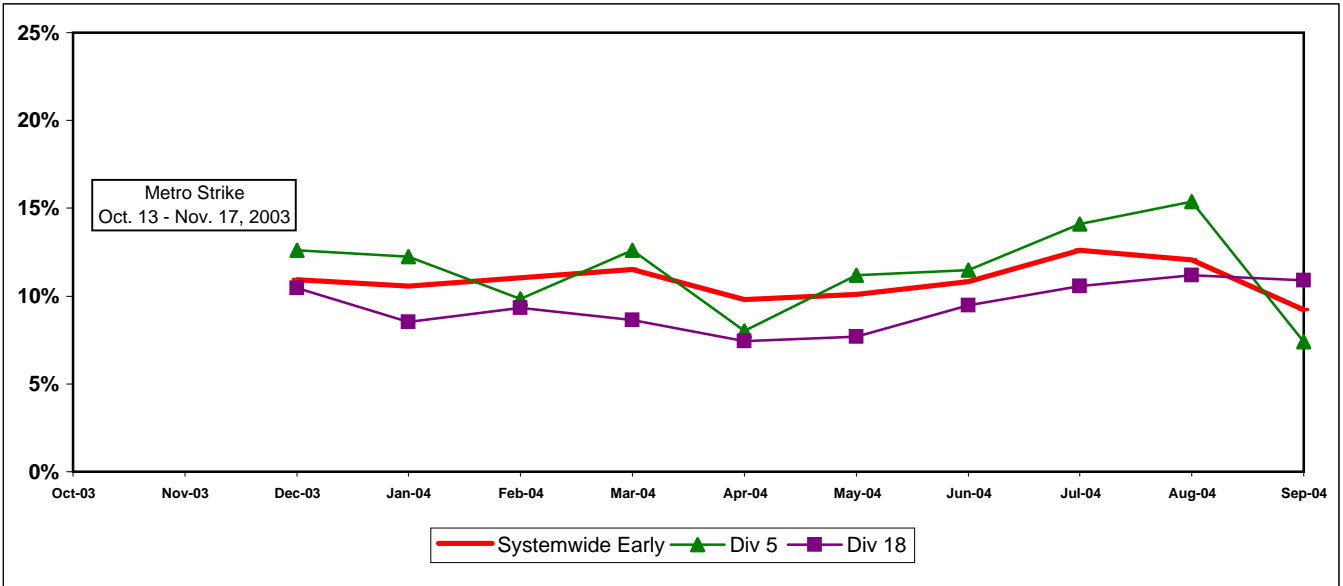
**Calculation:** ISOTP% = 1 - ((Number of buses departing early + Number of buses departing more than five minutes late) / (Total buses sampled))

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



SB SECTOR BUS SERVICE PERFORMANCE - Continued

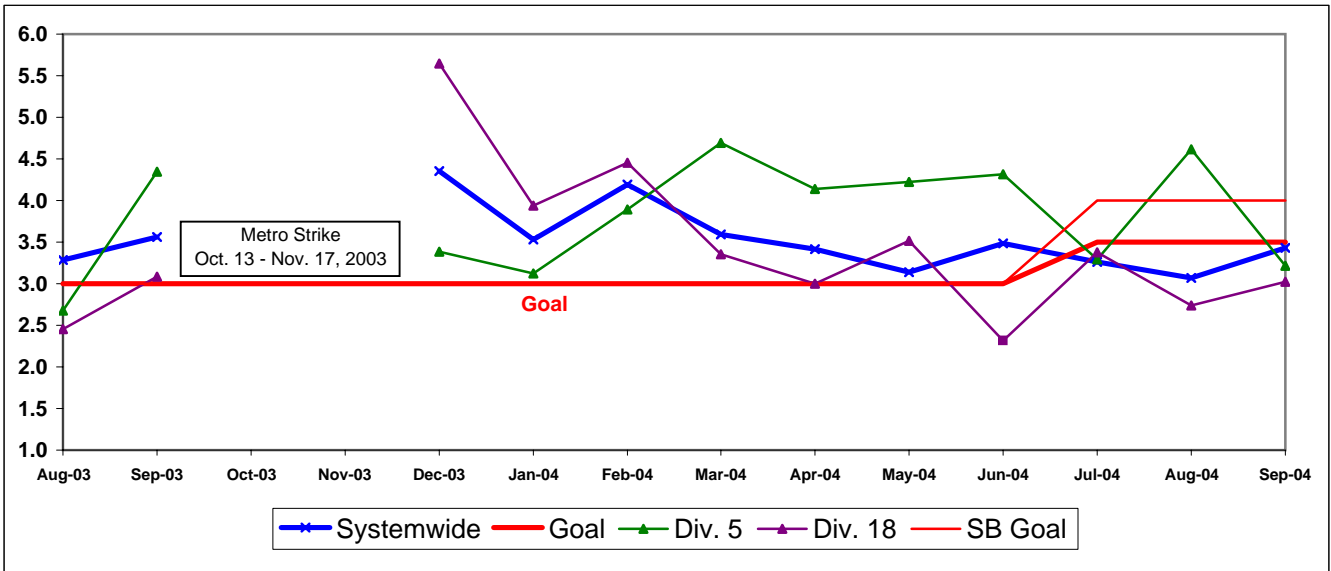
Running Hot  
Systemwide and Divisions 5 and 18



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))

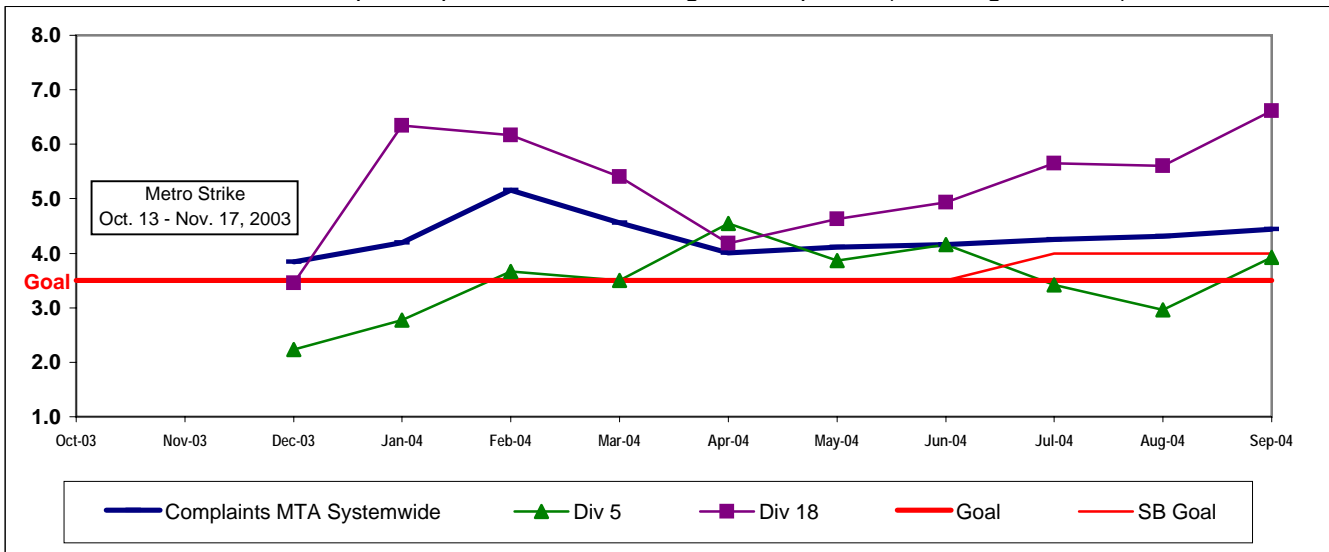


**SB SECTOR BUS SERVICE PERFORMANCE - Continued**

**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)

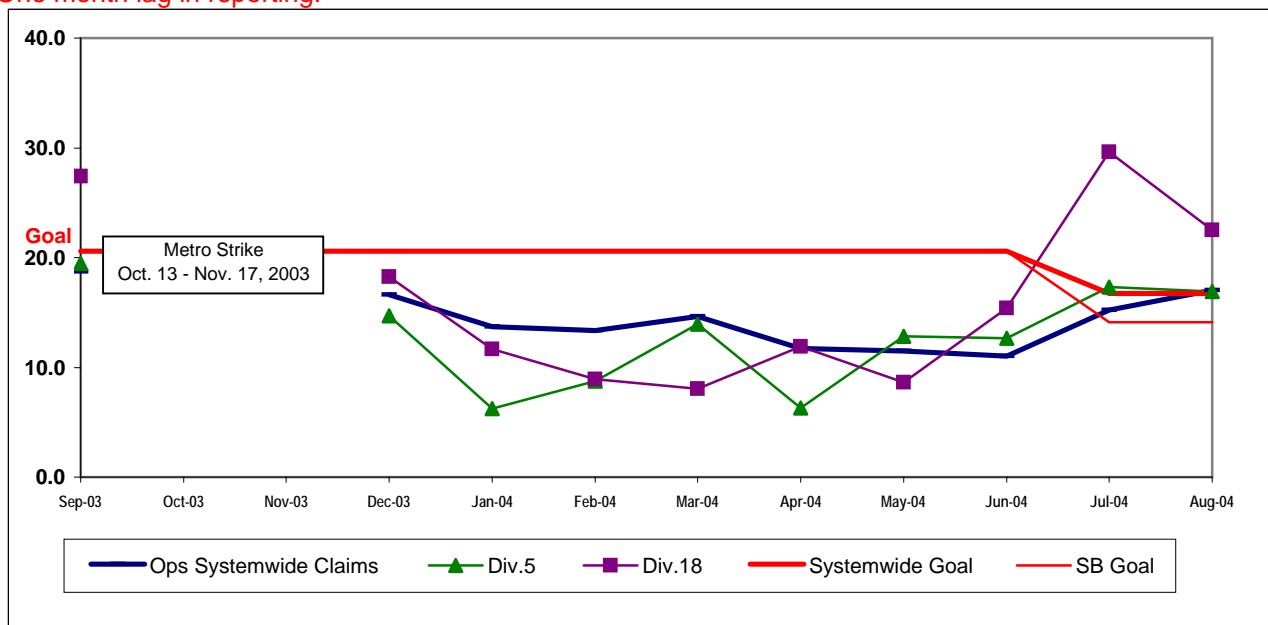


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS  
Systemwide and Bus Operating Divisions 5 and 18**

**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.

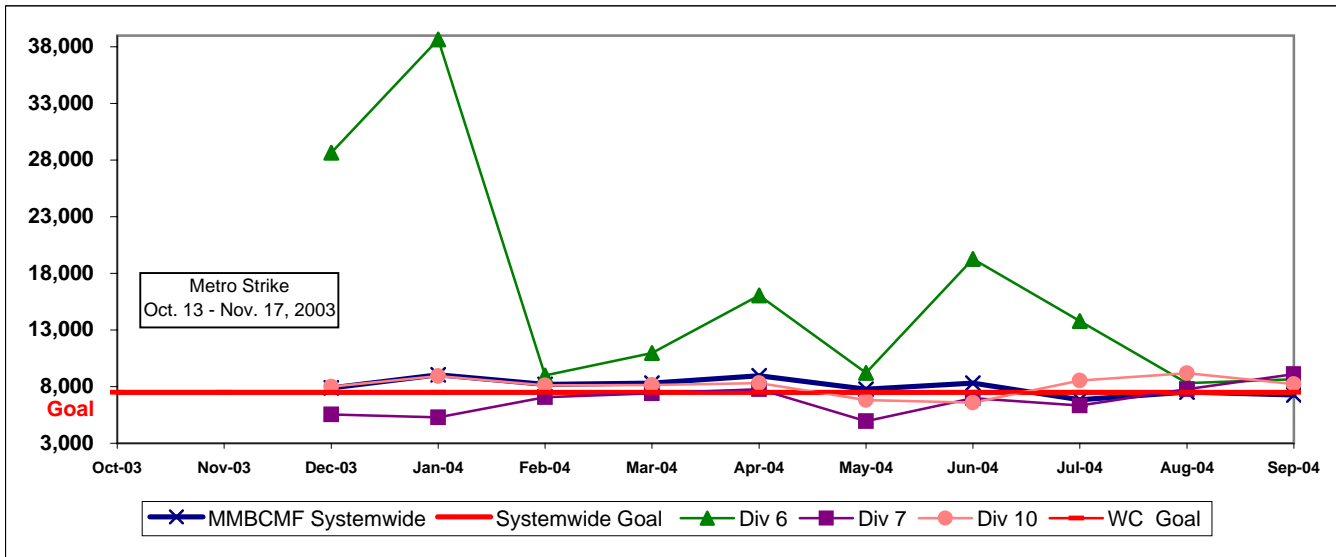
Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

## 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)



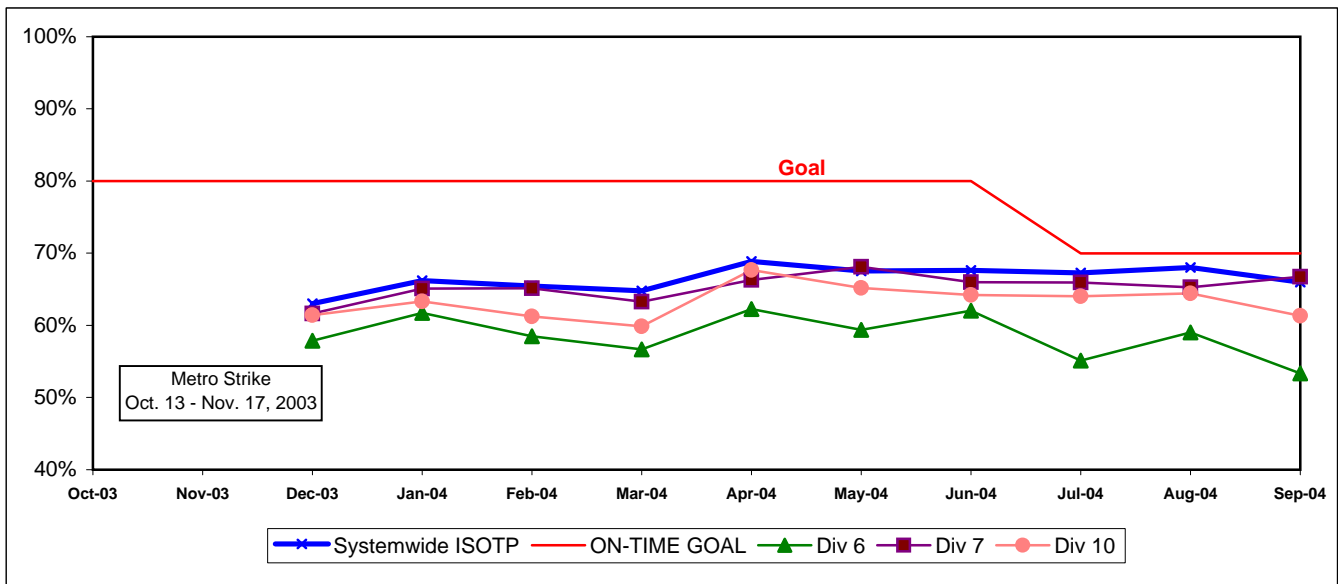
\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

### 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.

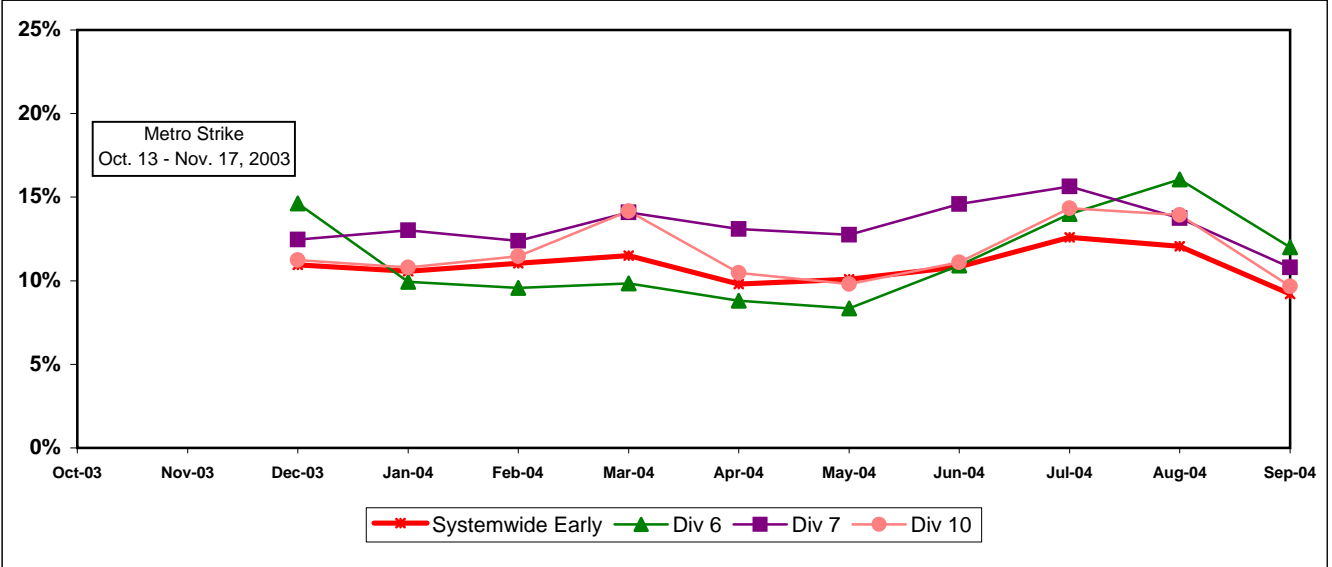
**Calculation:** ISOTP% = 1 - ((Number of buses departing early + Number of buses departing more than five minutes late) / (Total buses sampled))

#### Systemwide and Bus Operating Divisions 6, 7 and 10 ISOTP - 1 Minute Tolerance for Running Hot





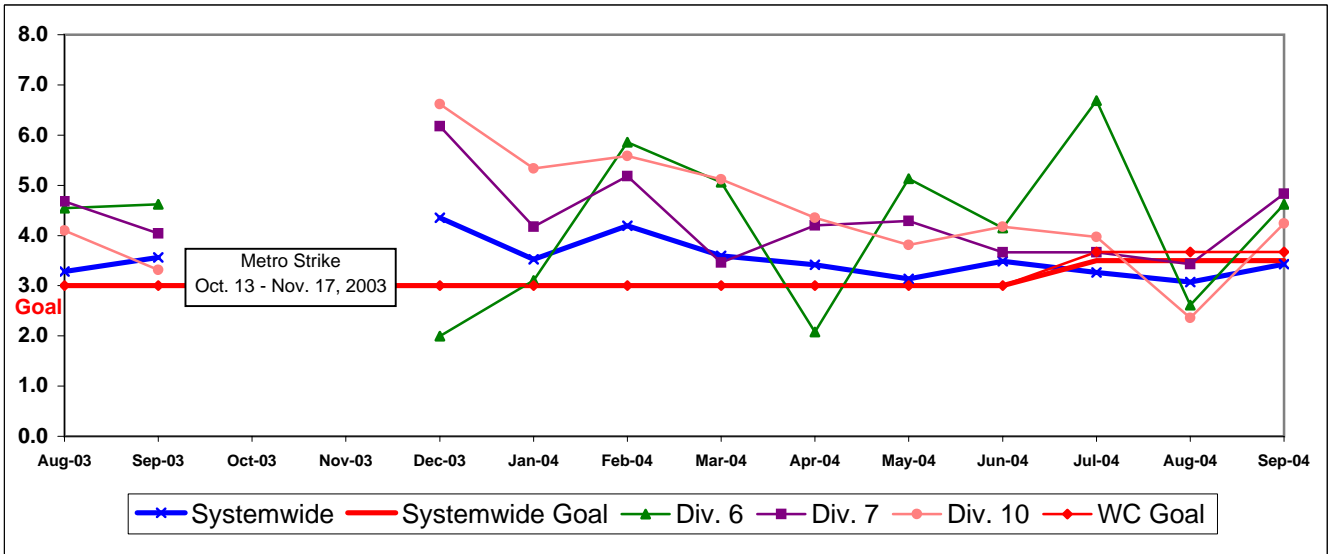
Running Hot - Systemwide and Divisions 6, 7 and 10



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))



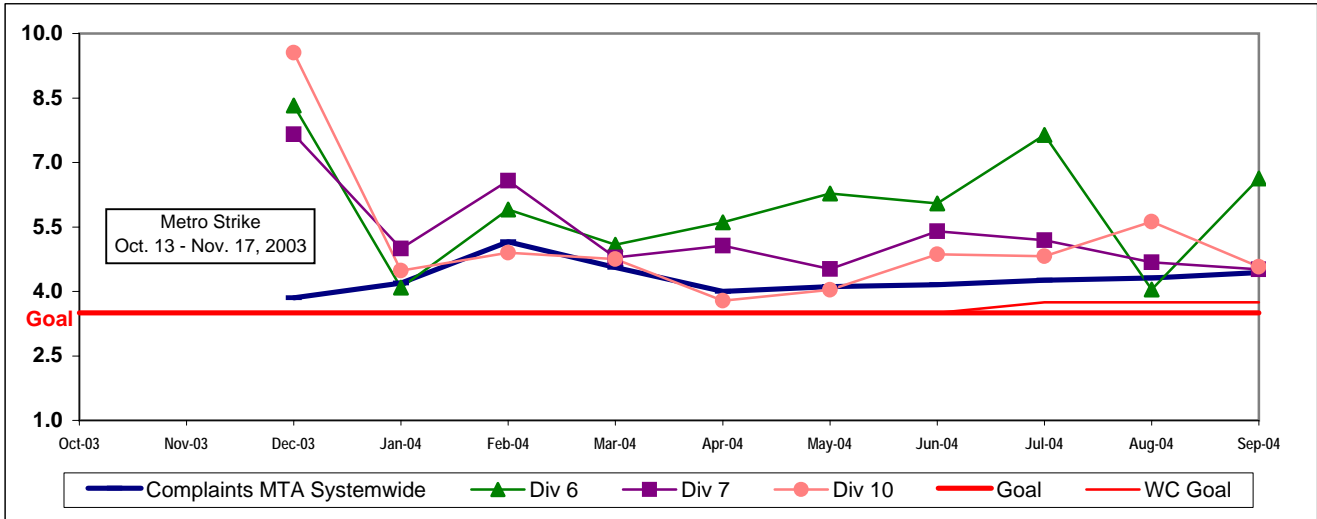
**WC SECTOR BUS SERVICE PERFORMANCE - Continued**

**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)



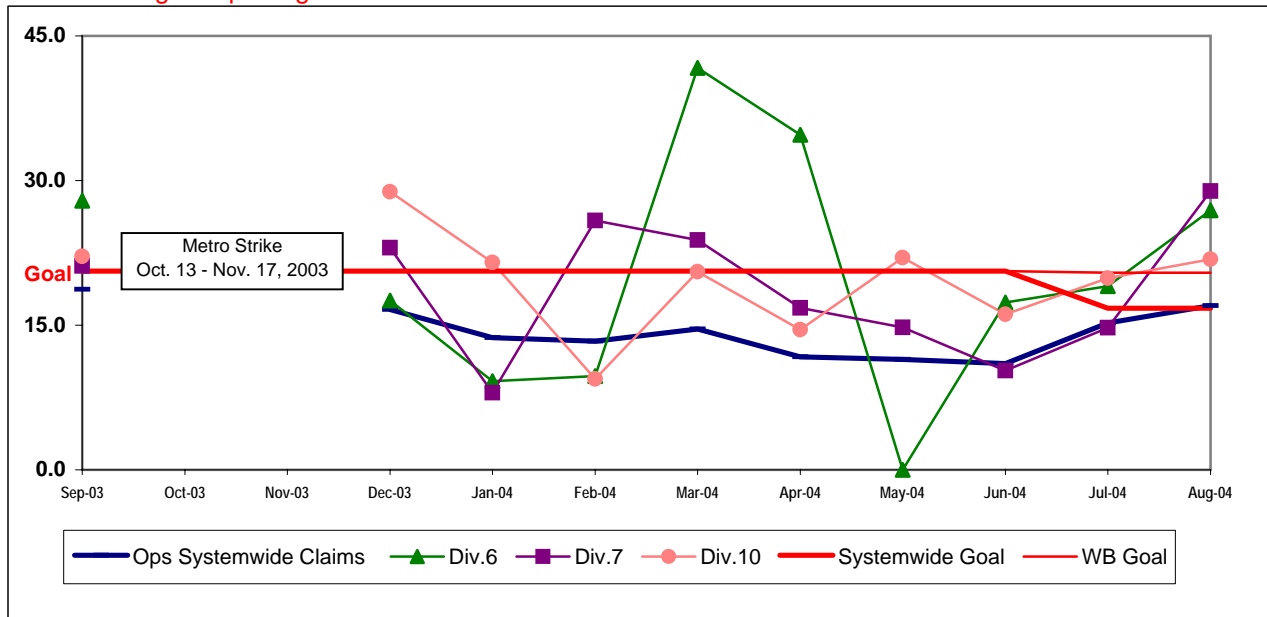
**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**

**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	●

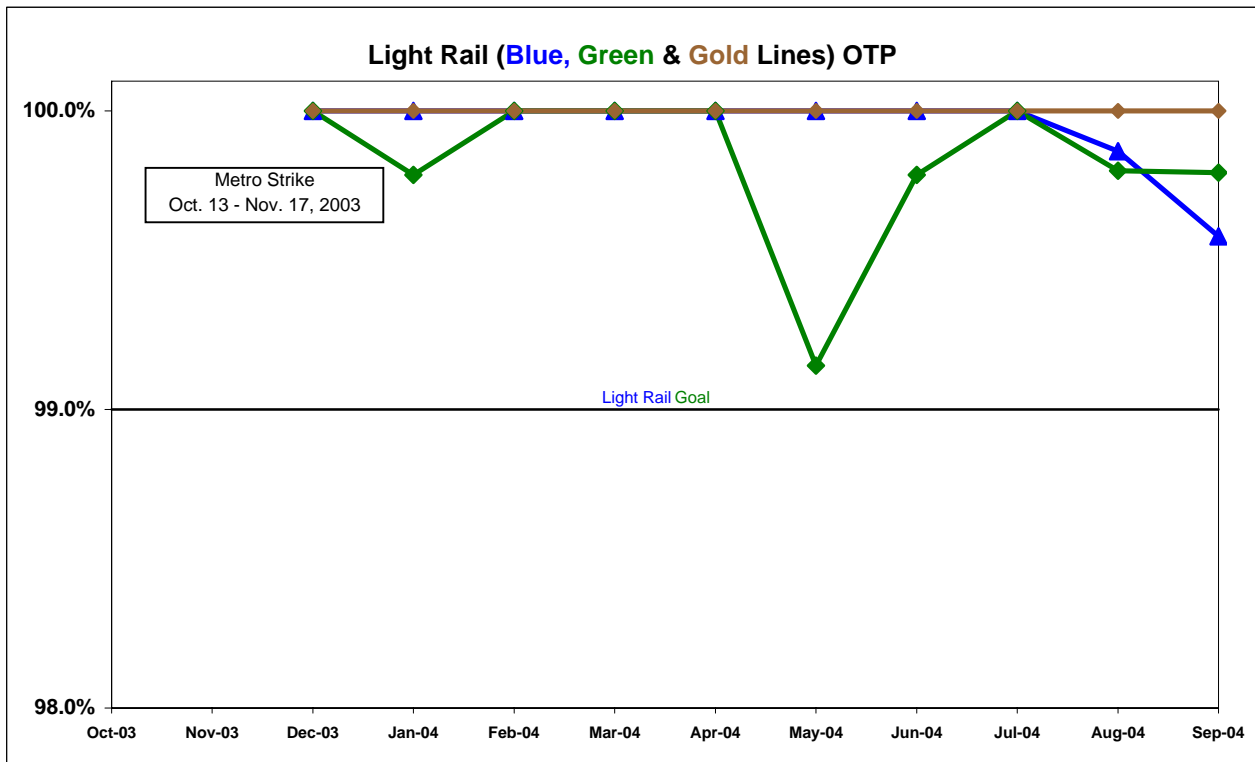
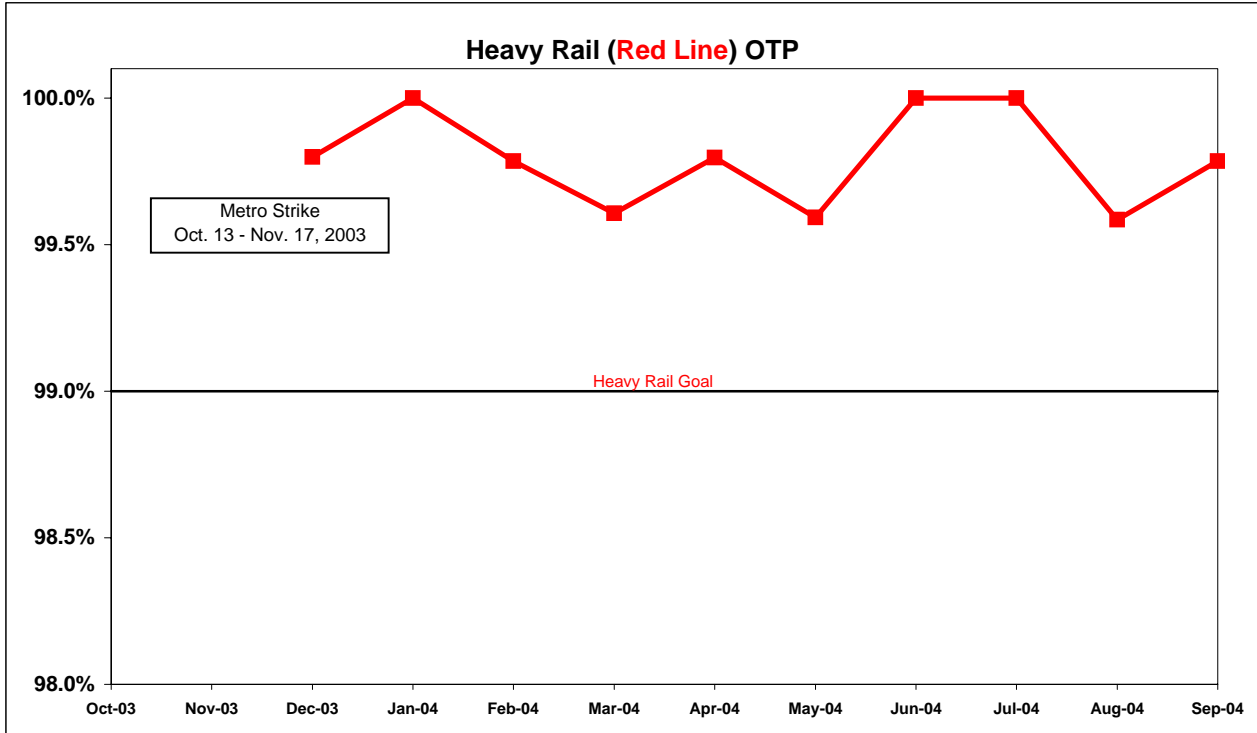
- Green - High probability of achieving the FY05 target (on track).
- ◊ Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

# 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.

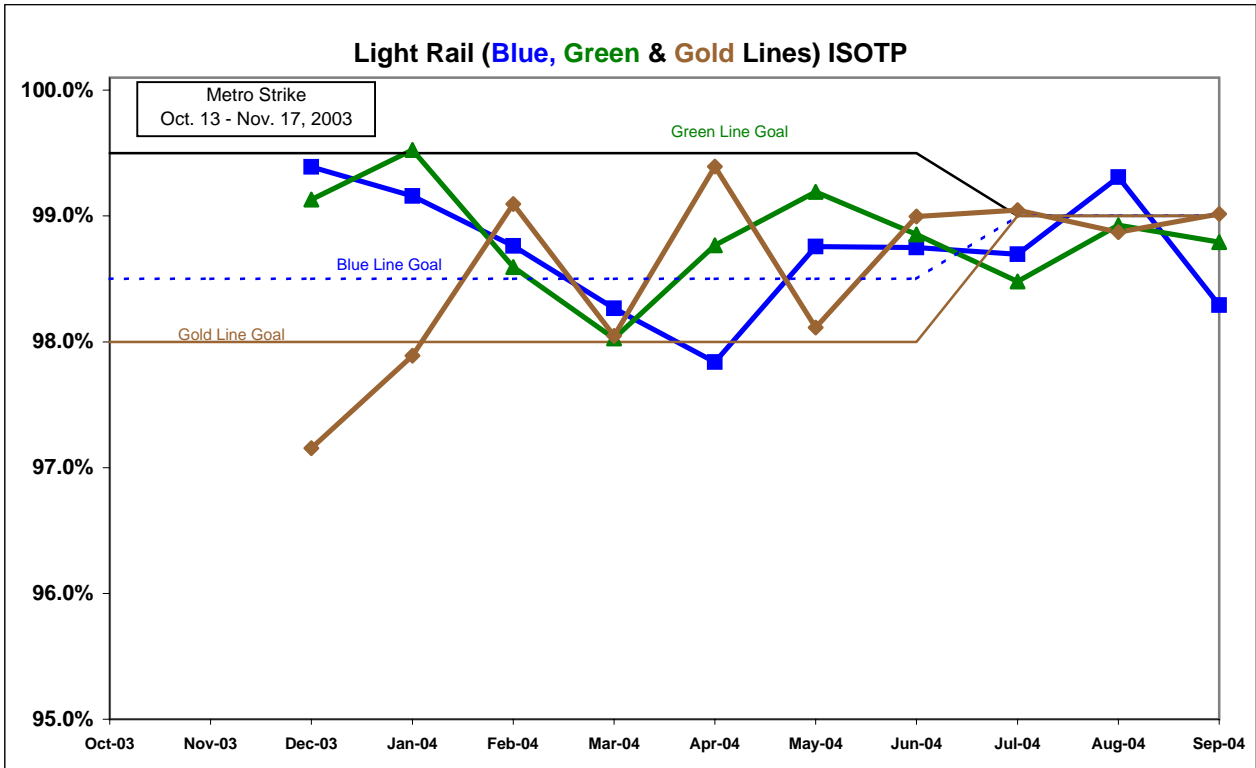
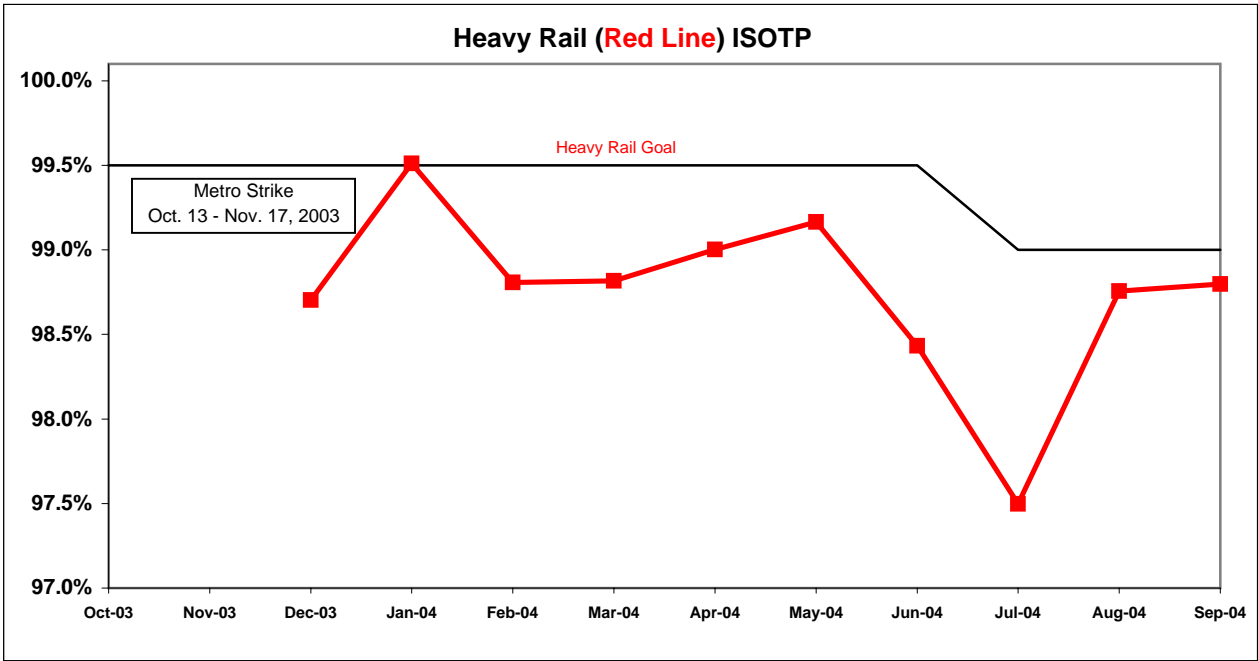
**Calculation:**  $OTP\% = [(100\% - ((\text{Total cancelled pullouts plus late pullouts}) / \text{by Total scheduled pullouts}) \times 100)]$



**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]

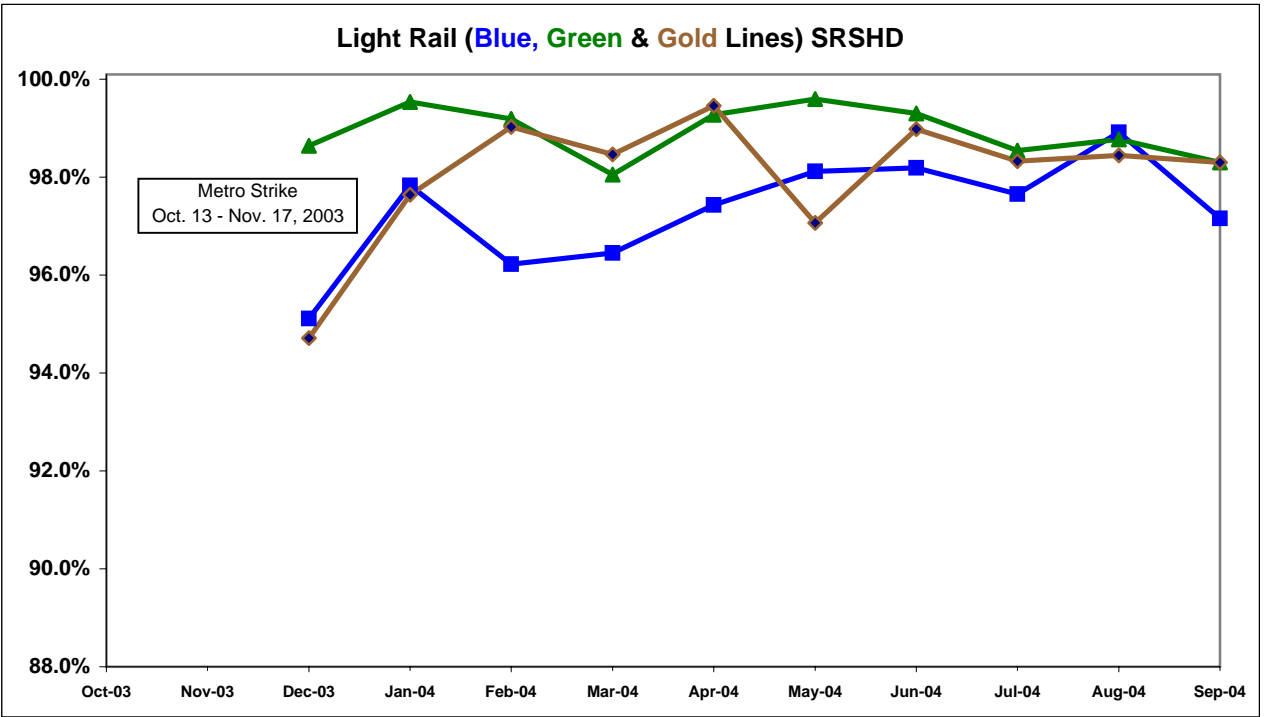
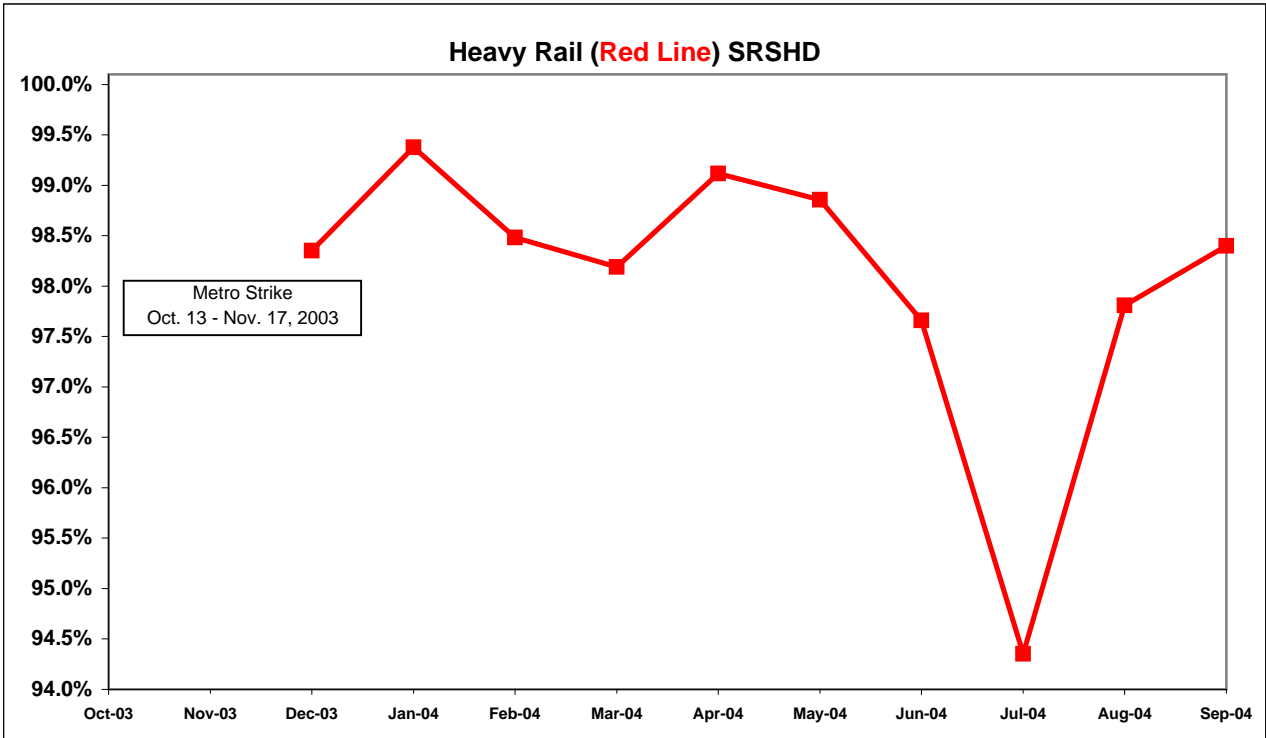


RAIL SERVICE PERFORMANCE - Continued

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

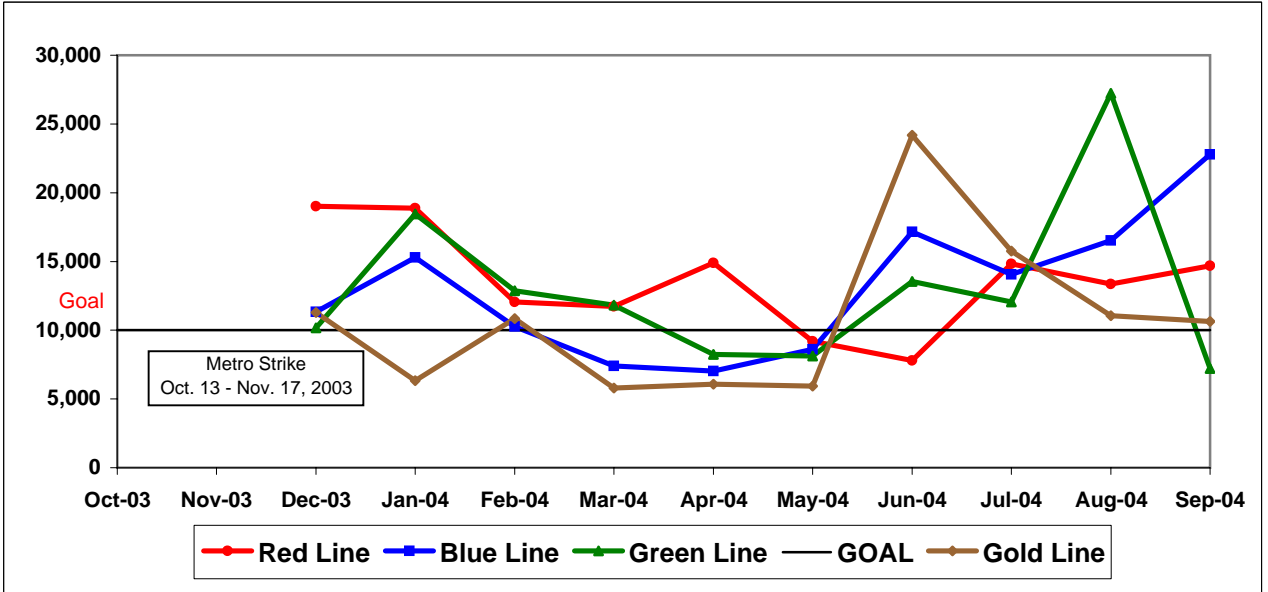




**Mean Miles Between Chargeable Mechanical Failures**

**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

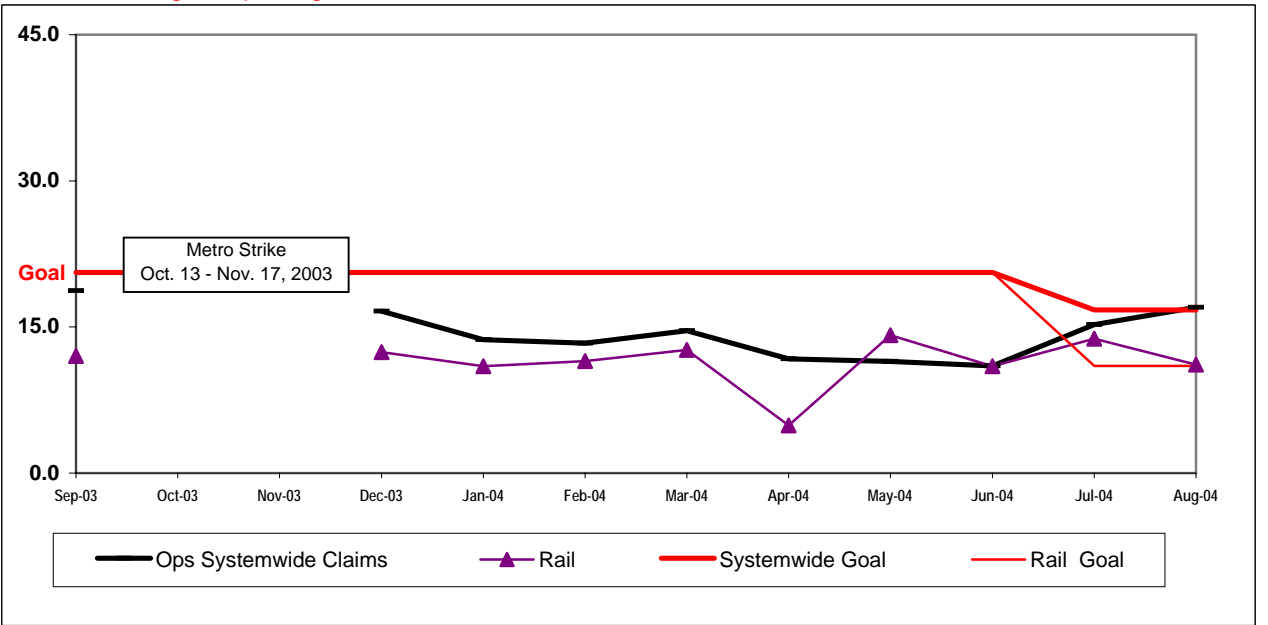


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**

**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.

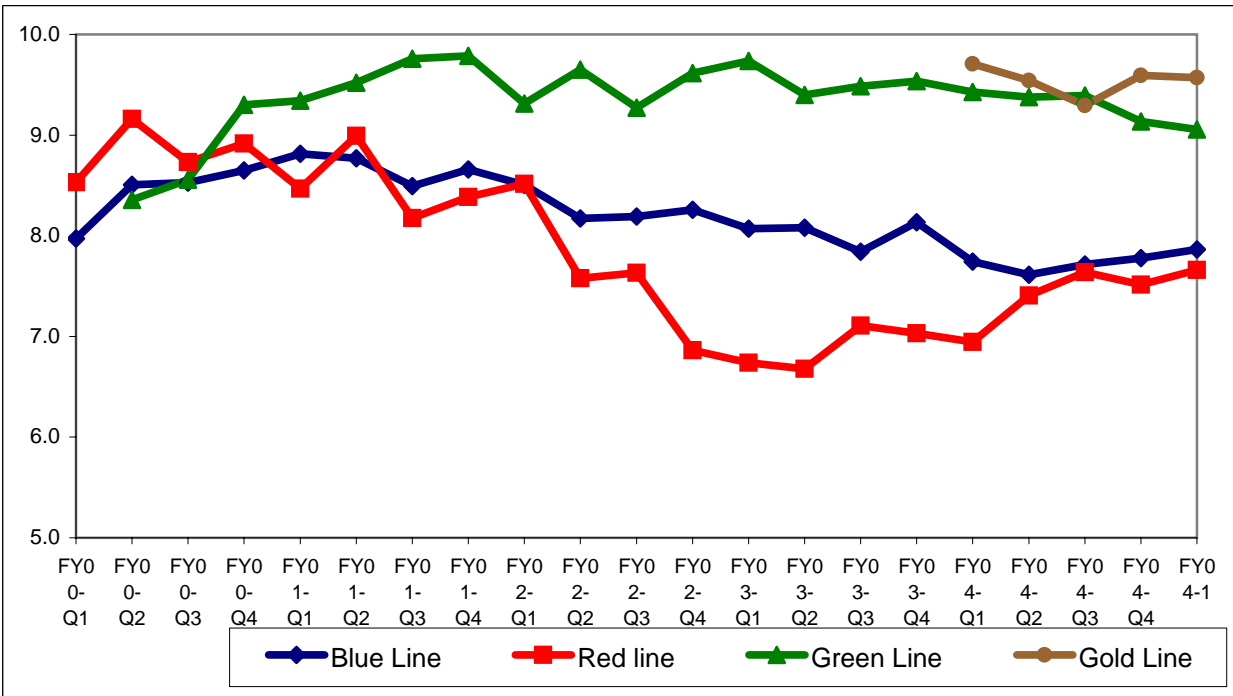


## RAIL CLEANLINESS

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:** 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

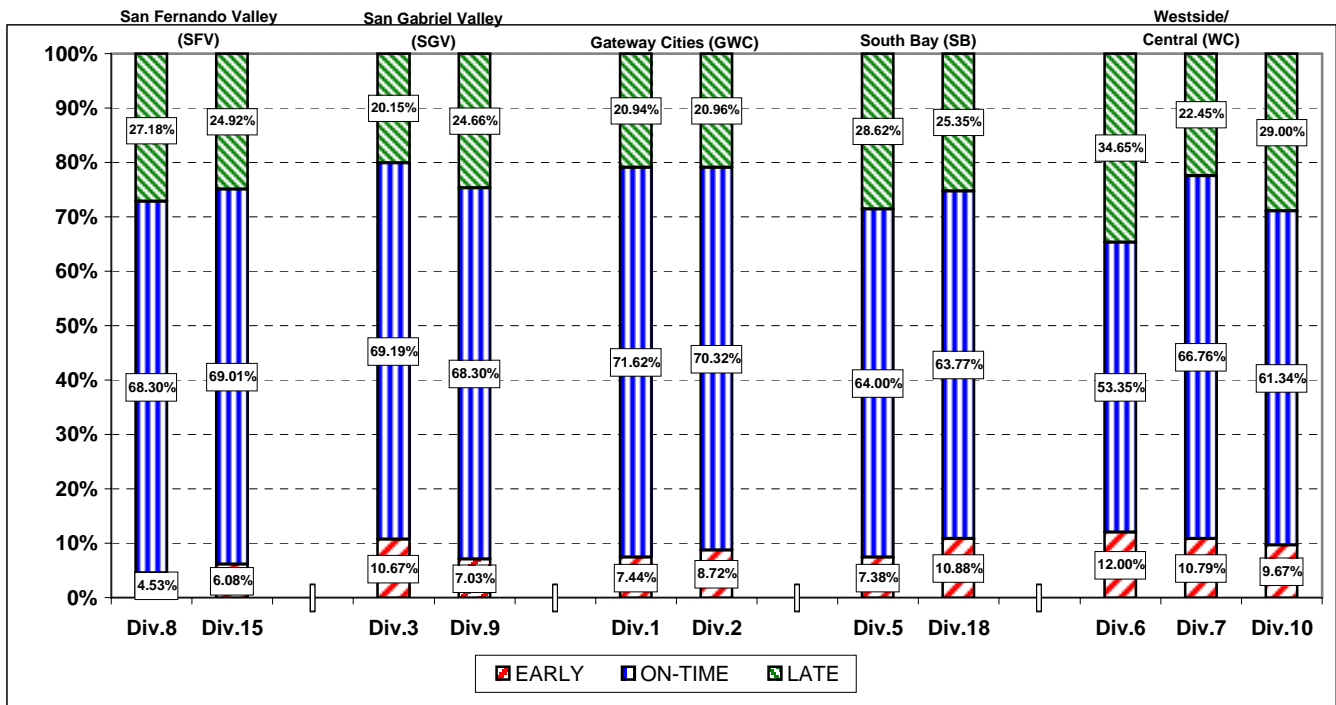
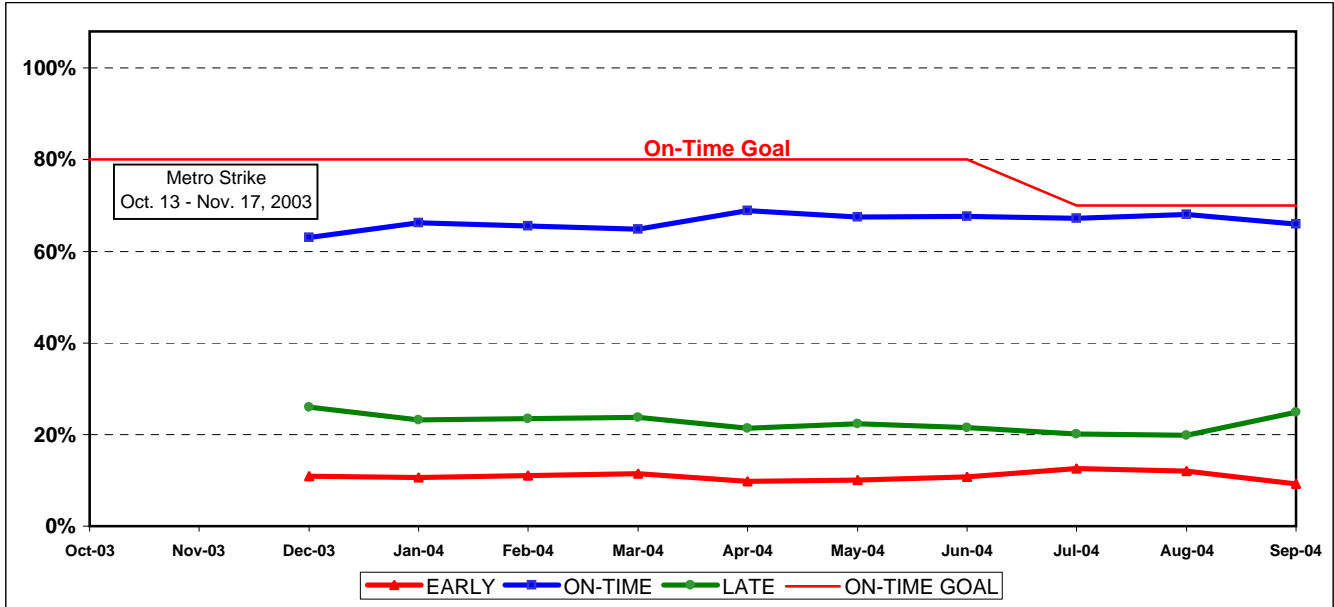
## IN-SERVICE ON-TIME PERFORMANCE

**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%
On-Time	69.12%	72.60%	3.48%
Late	24.91%	21.02%	-3.89%
<b>Division 15</b>			
Early	8.33%	9.87%	1.54%
On-Time	66.62%	69.21%	2.60%
Late	25.06%	20.92%	-4.14%
<b>Gateway Cities Sector (GWC)</b>			
<b>Division 1</b>			
Early	9.30%	7.76%	-1.54%
On-Time	70.57%	71.40%	0.83%
Late	20.13%	20.84%	0.71%
<b>Division 2</b>			
Early	13.05%	10.21%	-2.84%
On-Time	67.62%	71.30%	3.68%
Late	19.33%	18.49%	-0.84%
<b>South Bay Sector (SB)</b>			
<b>Division 5</b>			
Early	12.50%	12.22%	-0.28%
On-Time	63.17%	67.05%	3.88%
Late	24.32%	20.73%	-3.60%
<b>Division 18</b>			
Early	9.69%	10.89%	1.20%
On-Time	60.78%	65.89%	5.11%
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%
On-Time	70.80%	70.33%	-0.47%
Late	19.96%	18.12%	-1.84%
<b>Division 9</b>			
Early	8.80%	8.00%	-0.80%
On-Time	68.16%	71.65%	3.50%
Late	23.04%	20.34%	-2.70%
<b>Westside/Central Sector (WC)</b>			
<b>Division 6</b>			
Early	11.52%	13.91%	2.39%
On-Time	60.11%	55.70%	-4.41%
Late	28.37%	30.39%	2.02%
<b>Division 7</b>			
Early	13.63%	13.37%	-0.26%
On-Time	64.59%	65.96%	1.37%
Late	21.78%	20.67%	-1.11%
<b>Division 10</b>			
Early	11.48%	12.66%	1.19%
On-Time	62.85%	63.29%	0.45%
Late	25.68%	24.04%	-1.63%

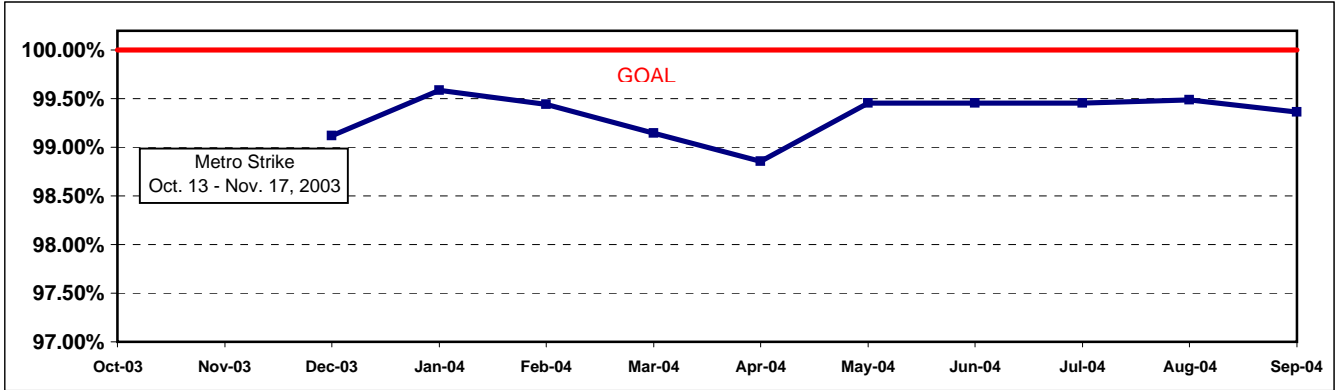
<b>SYSTEMWIDE</b>			
Early	11.07%	11.26%	0.18%
On-Time	65.43%	67.11%	1.68%
Late	23.50%	21.64%	-1.87%

**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%

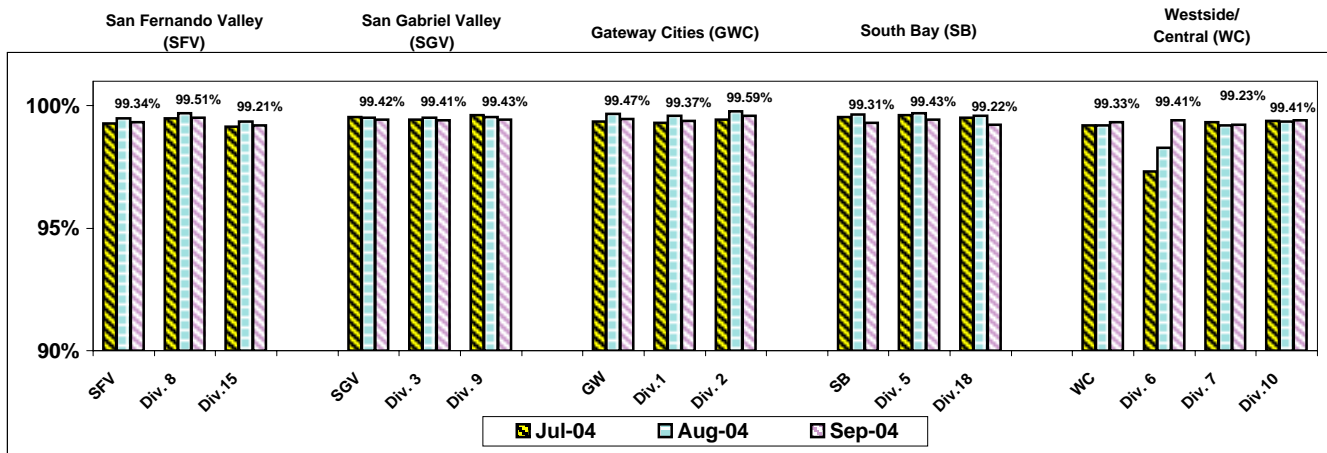
<b>Gateway Cities Sector (GWC)</b>			
Division 1	89.68%	99.42%	9.74%
Division 2	89.56%	99.60%	10.04%

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



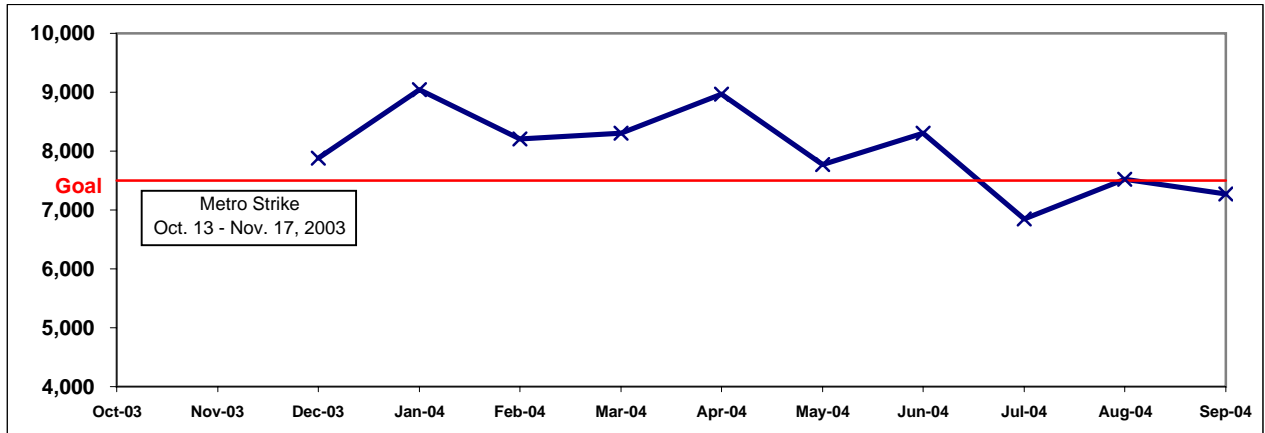
# MAINTENANCE PERFORMANCE

## 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.

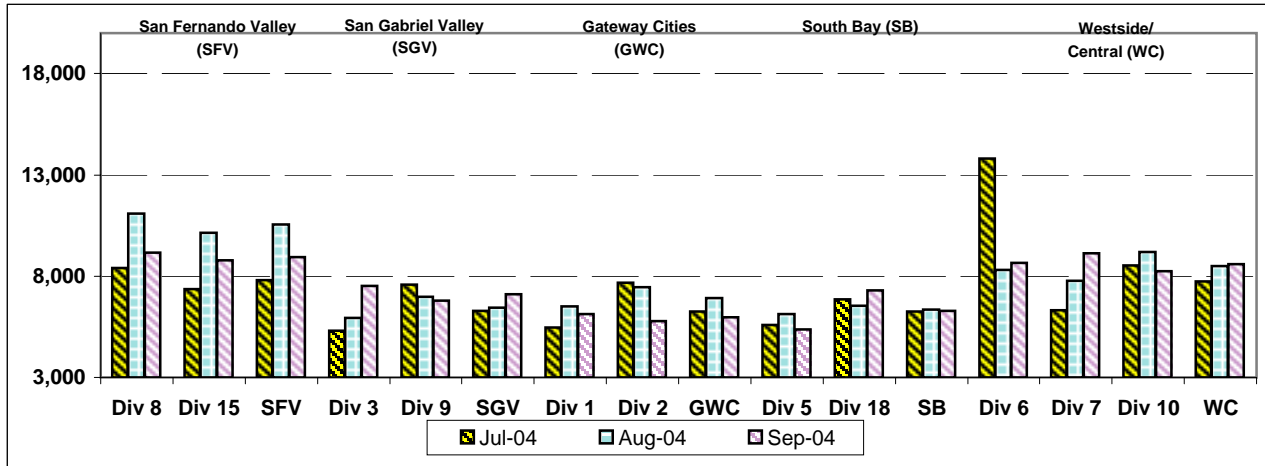
**Calculation:** Mean Miles Between Chargeable Mechanical Failures (MMBCMF) =  
(Total Hub Miles / by Chargeable Mechanical Related Roadcalls)

### Systemwide Trend

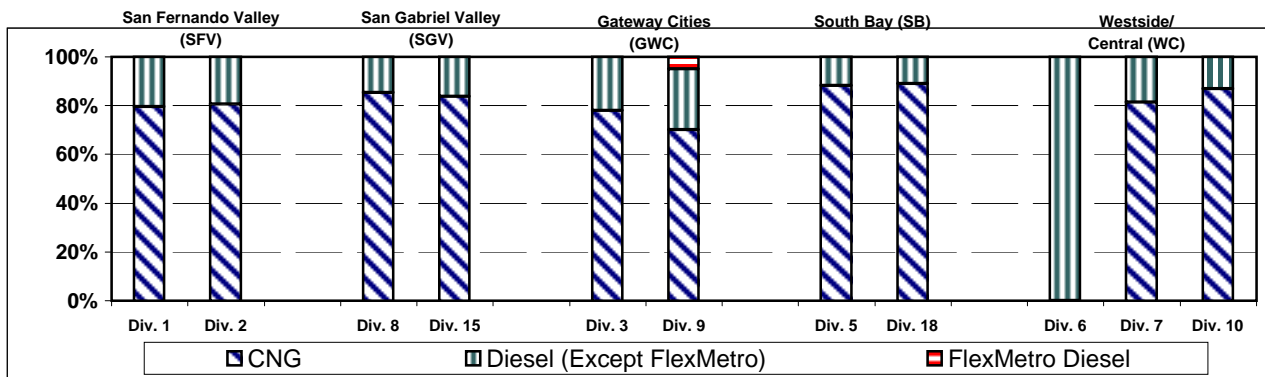


\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

### Bus Operating Sector Divisions July - September 2004



### Fleet Mix by Fuel Type



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

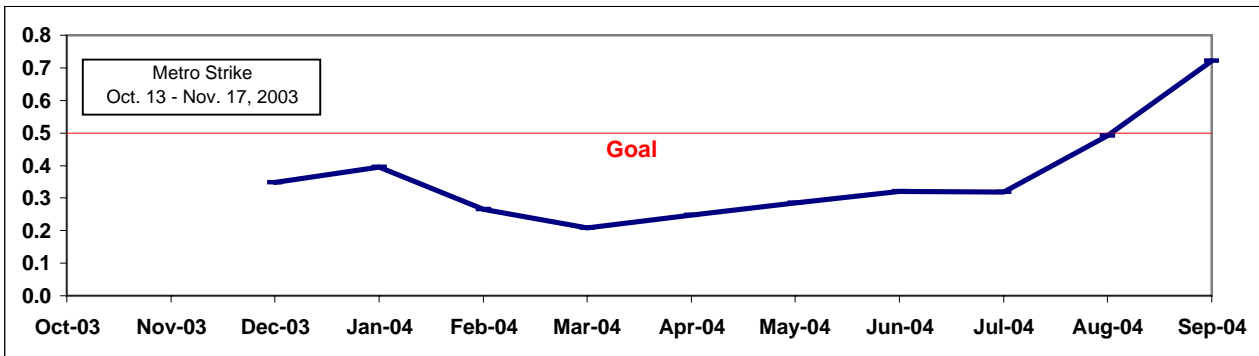
WC		
Div 6	Div 7	Div 10
10.6	5.6	6.8

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.

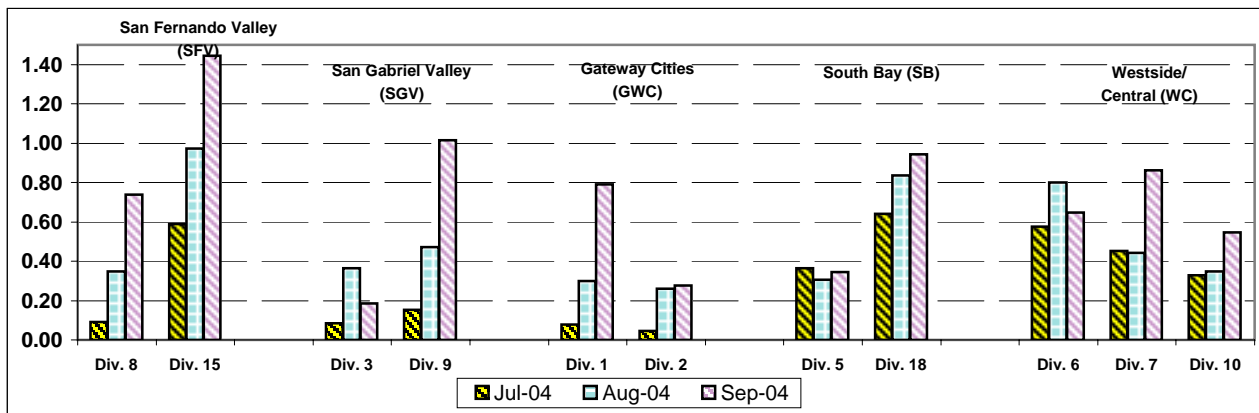
**Calculation:** Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

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

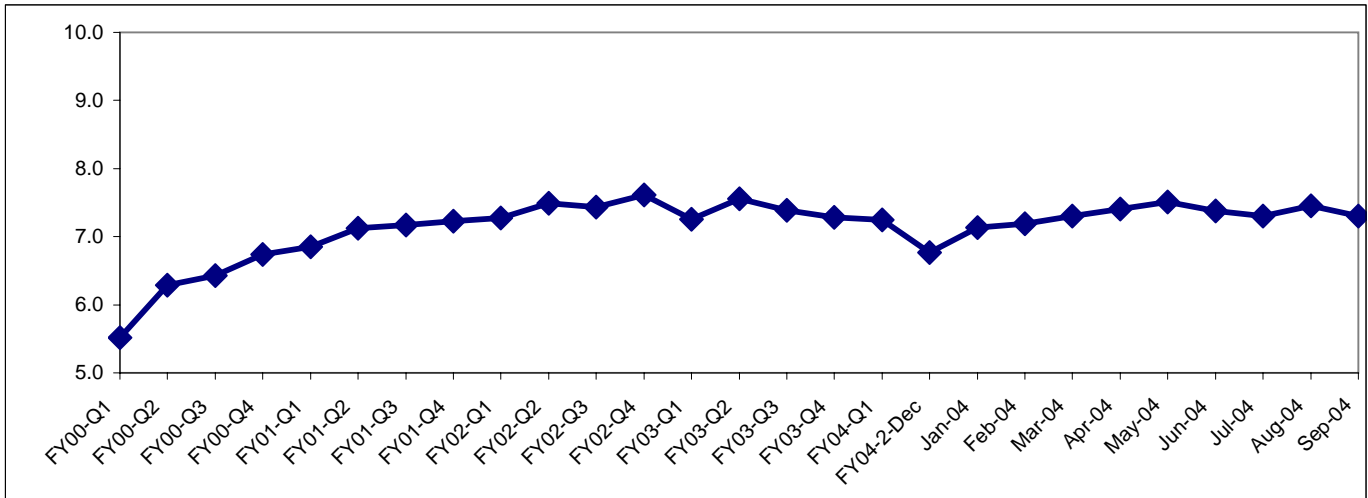


## BUS CLEANLINESS

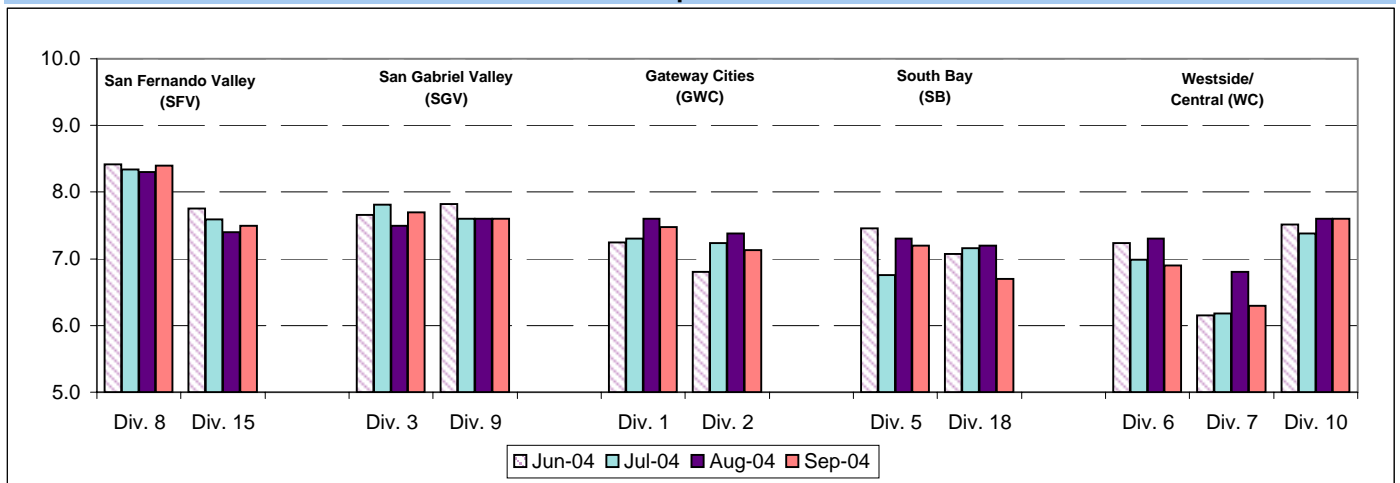
Definition: A team of three Quality Assurance Supervisors rates twenty percent of the fleet at each division and contract per quarter. Beginning January 2004, they rate the divisions each month. Each of sixteen categories is examined and assigned a point value as follows: 1-3= Unsatisfactory; 4-7=Conditional;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



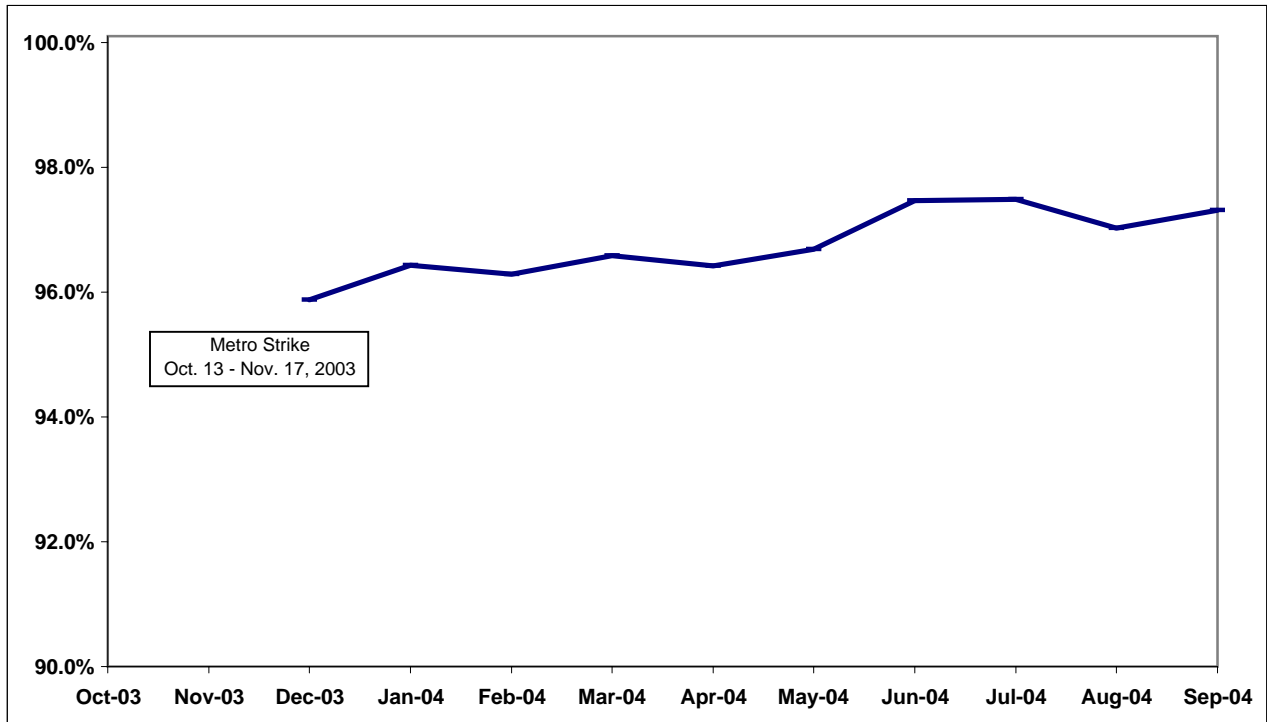
# ATTENDANCE

## MAINTENANCE ATTENDANCE

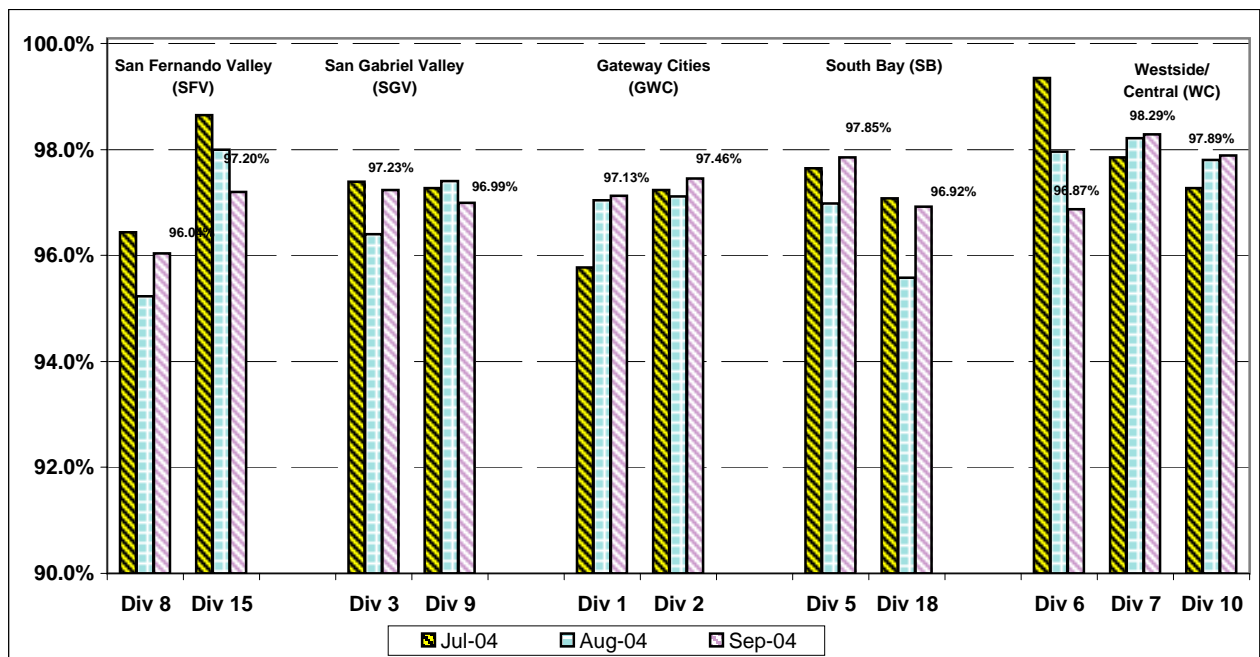
**Definition:** Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

### Systemwide Trend



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



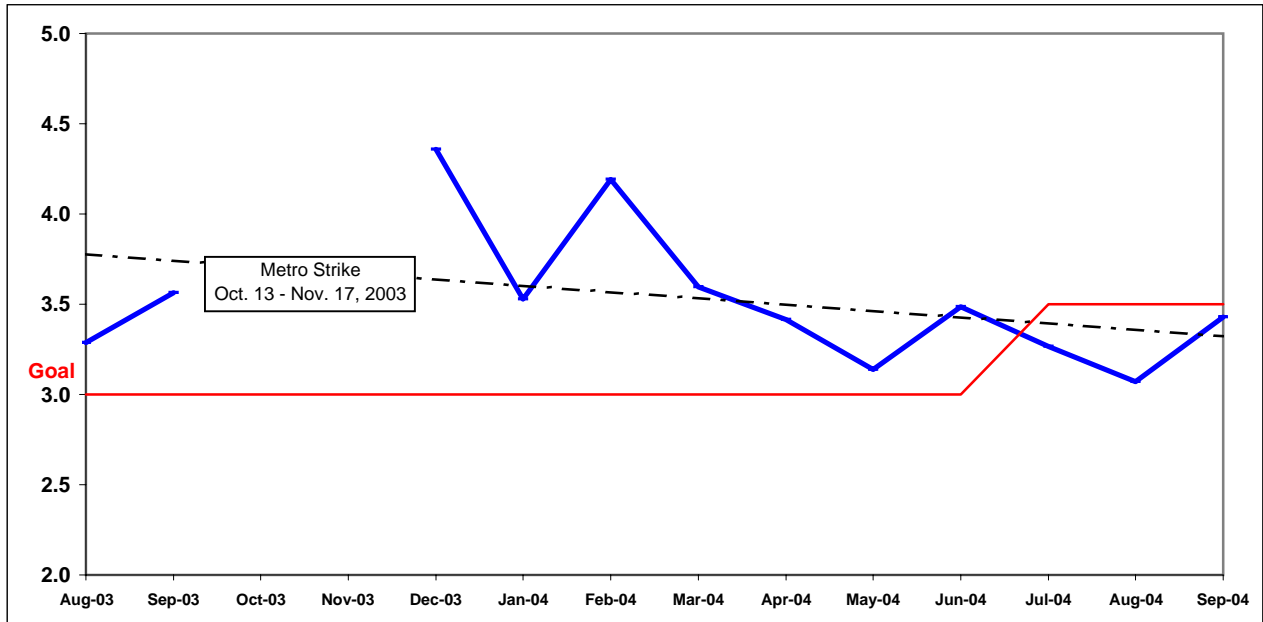
## SAFETY PERFORMANCE

### 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.

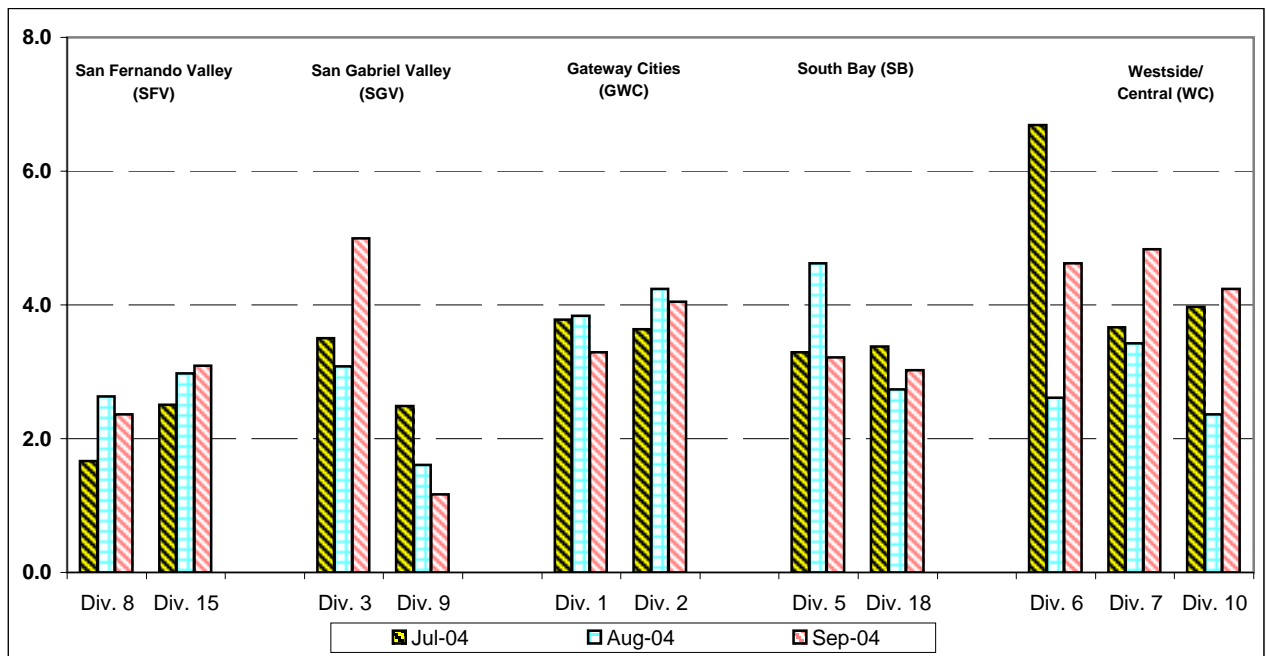
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

#### 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

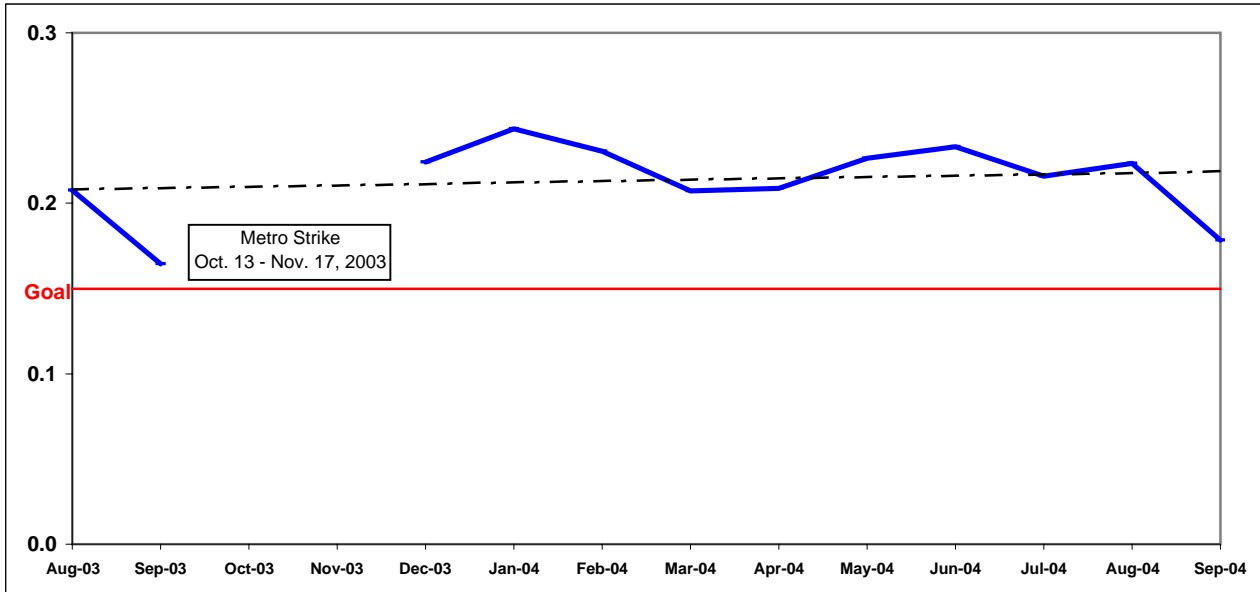


## BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS\*

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

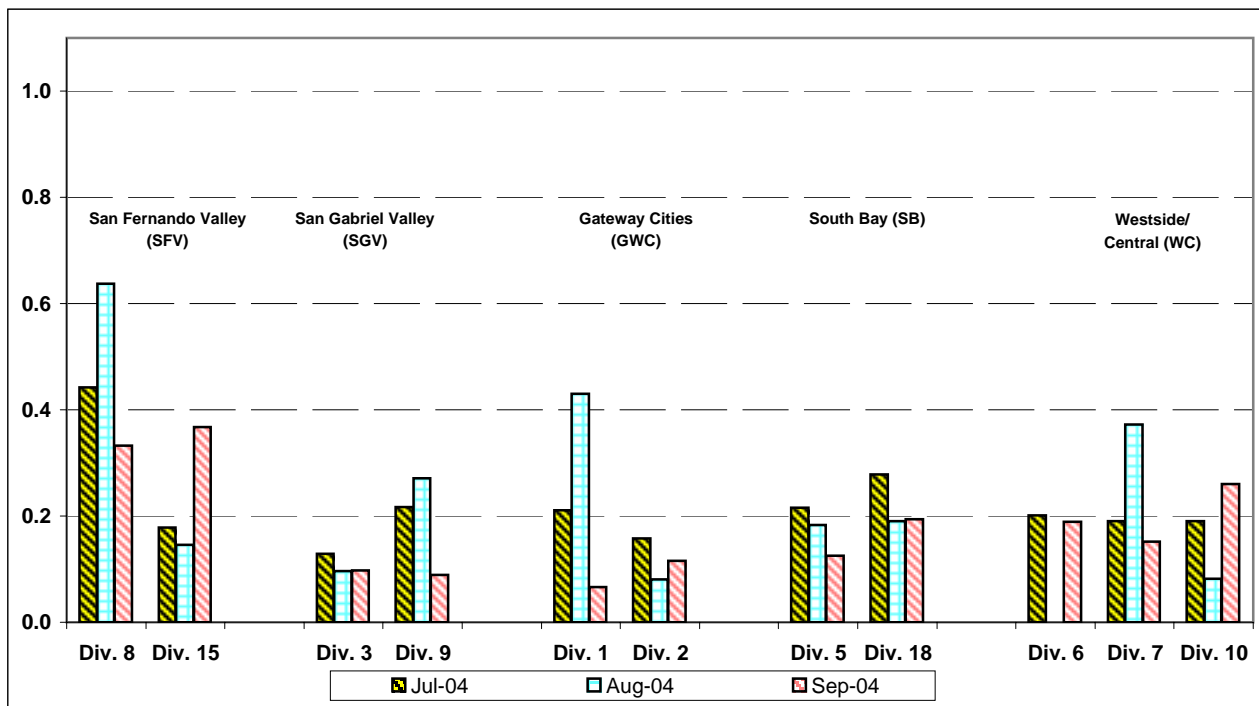
**Calculation:** Passenger Accidents Per 100,000 Boardings = (The number of Passenger Accidents / by (Boardings / by 100,000))

### Systemwide Trend



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

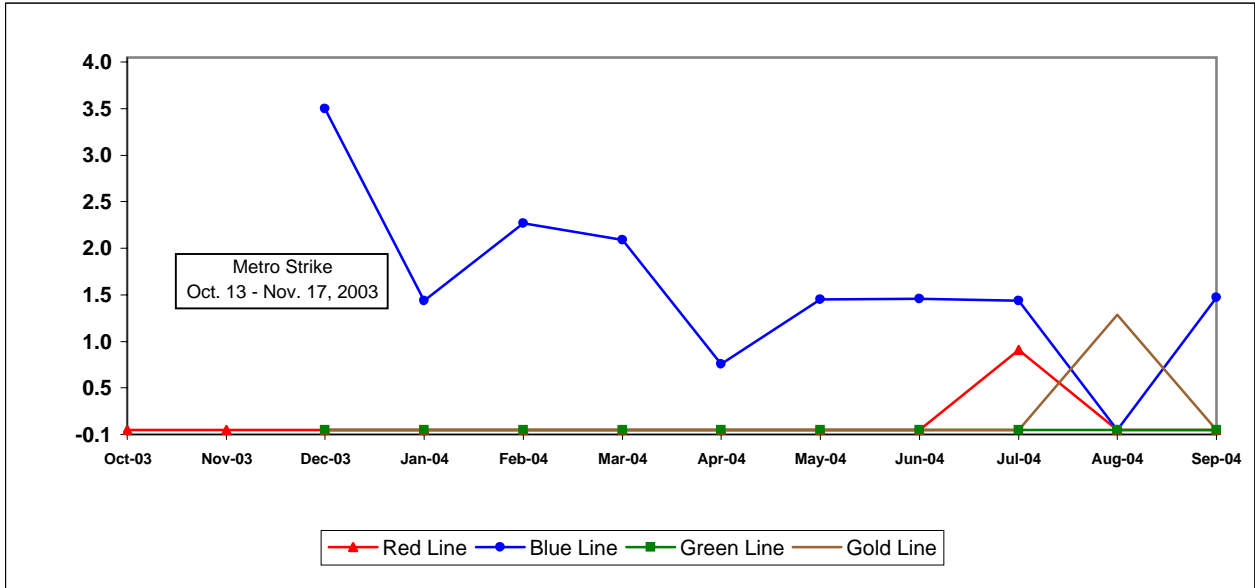
### Bus Operating Divisions - by Sectors' Divisions July - September 2004



### 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.

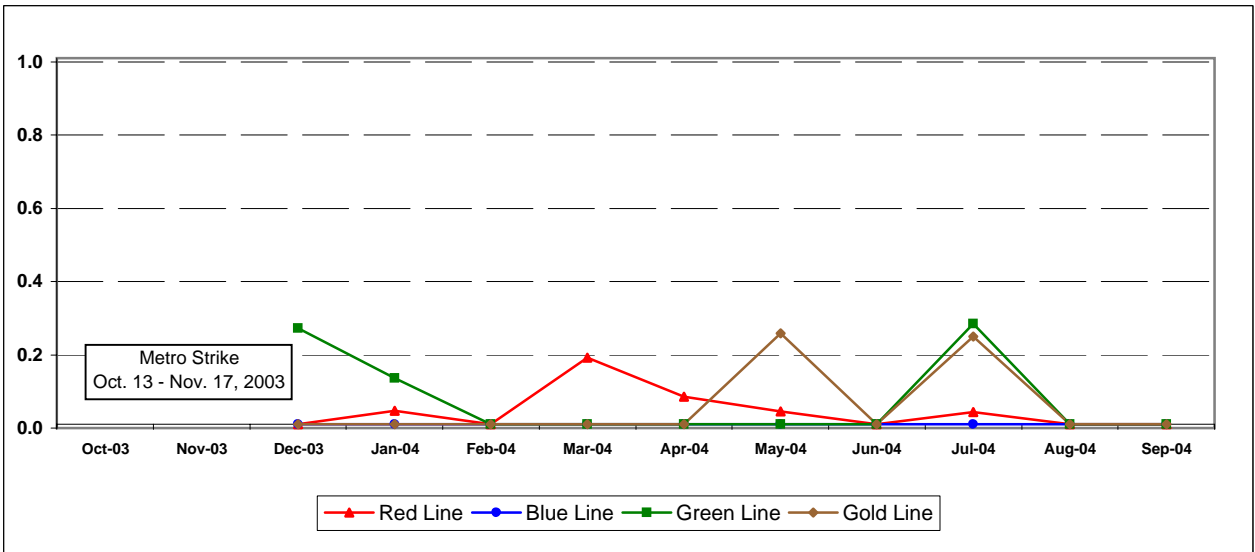
**Calculation:** Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



### 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))



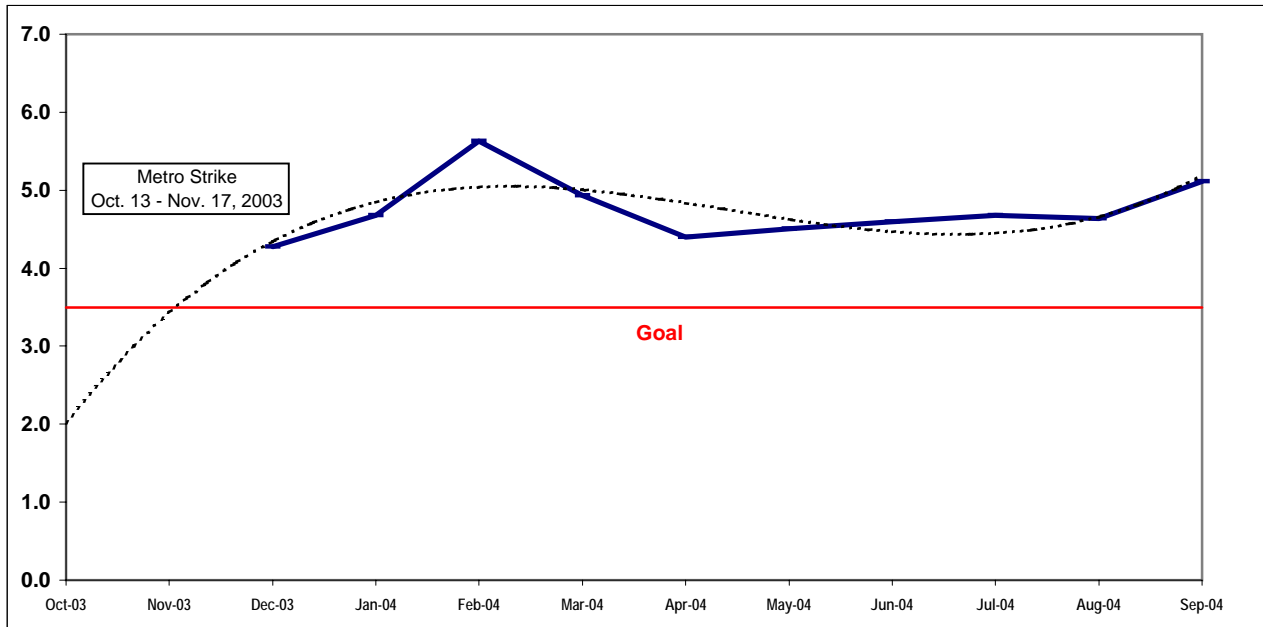
# CUSTOMER SATISFACTION

## COMPLAINTS PER 100,000 BOARDINGS

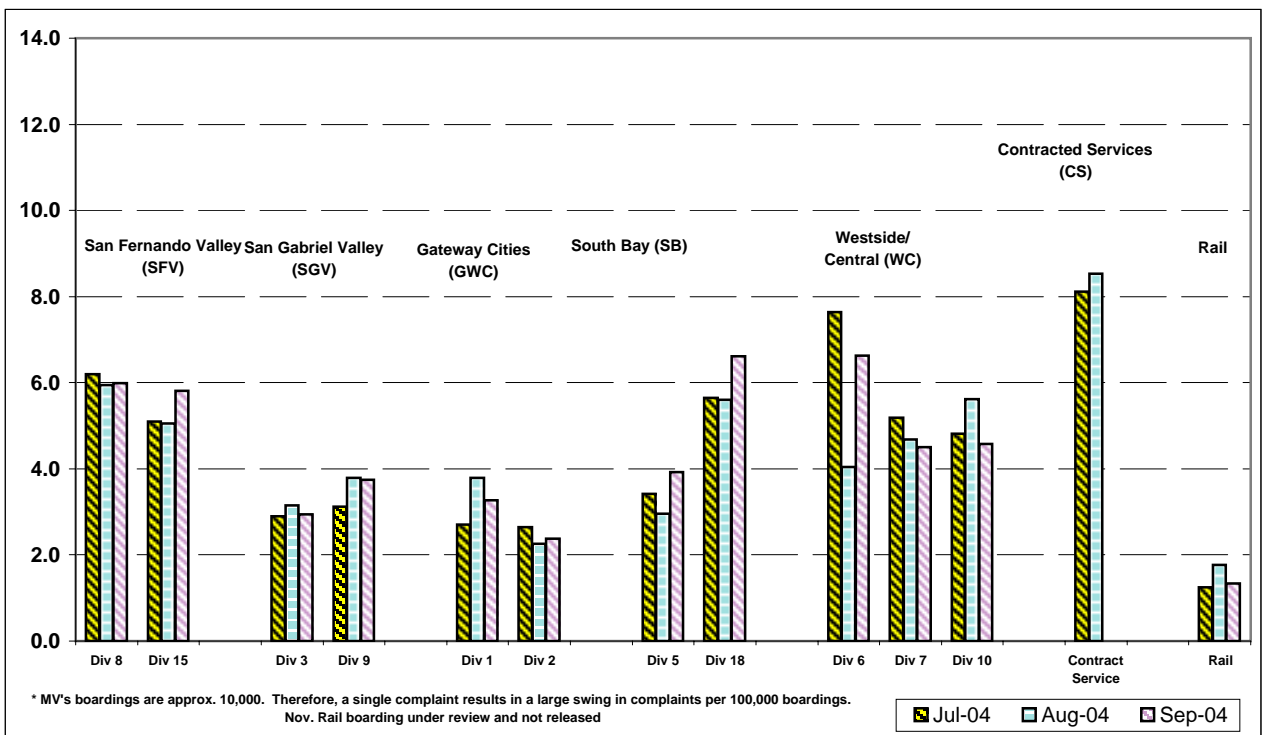
**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

### Systemwide Trend



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



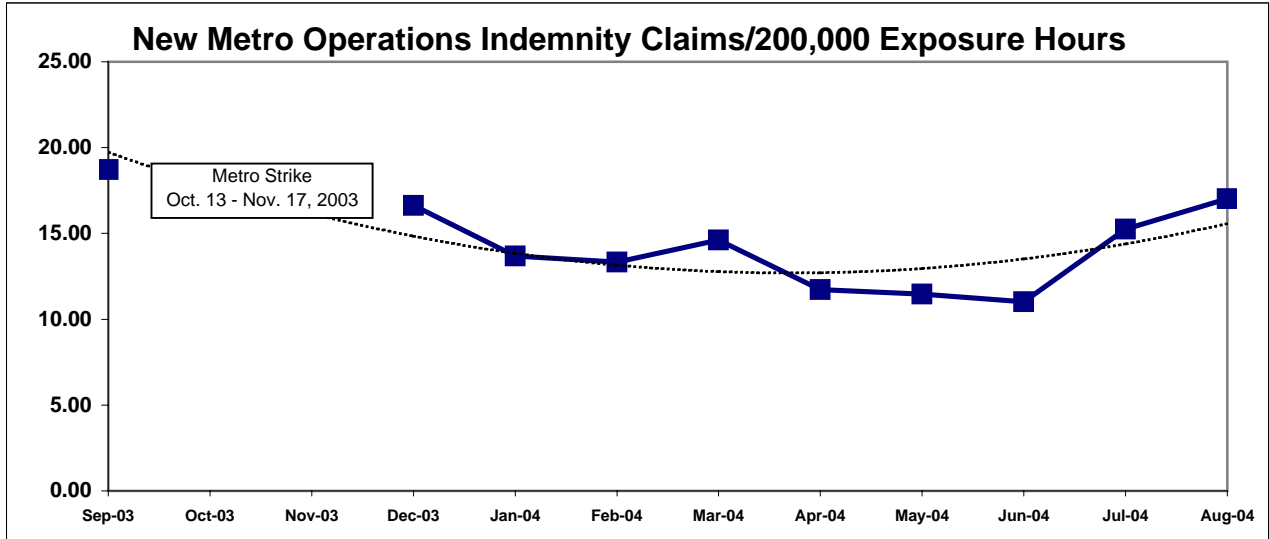
## WORKERS COMPENSATION CLAIMS

### 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

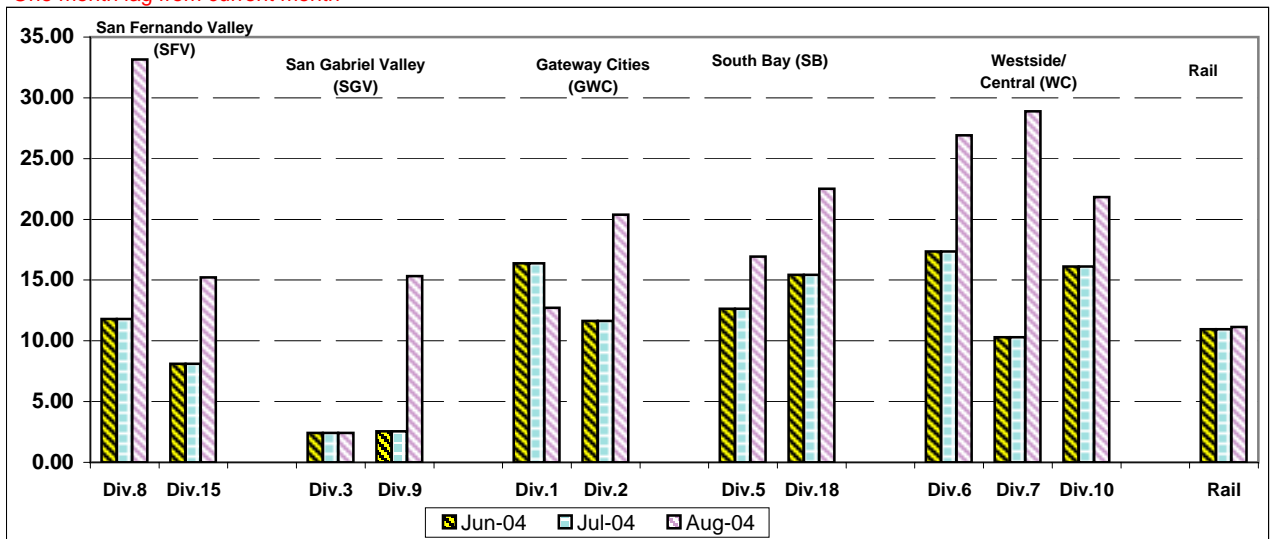
### NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

**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



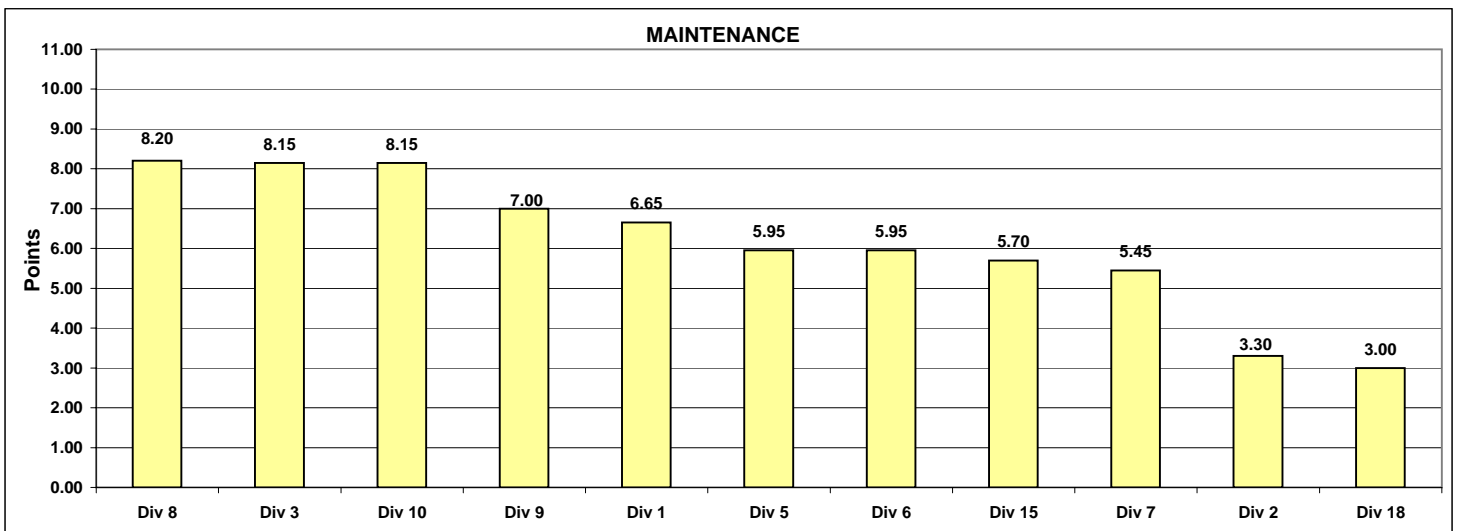
## "HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

### 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%	6131.6	5783.0	7510.4	5364.9	8660.0	9115.5	9163.9	6794.7	8235.7	8784.5	7310.4
Points		3	2	6	1	8	10	11	4	7	9	5
Attendance	15%	0.97935	0.97834	0.98726	0.98079	0.96871	0.98439	0.97374	0.97316	0.98559	0.97382	0.97051
Points		7	6	11	8	1	9	4	3	10	5	2
New WC Claims /200,000 Exp Hrs*	25%	0.0000	25.1748	10.6867	0.0000	0.0000	19.7839	23.4177	0.0000	9.0862	47.9096	24.9135
Points		11	2	6	11	11	5	4	11	7	1	3
*One month lag												
Bus Cleanliness	35%	7.473	7.133	7.656	7.200	6.875	6.306	8.375	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>Maintenance Division Ranking (Sorted)</b>												
<b>FINAL RANKING</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

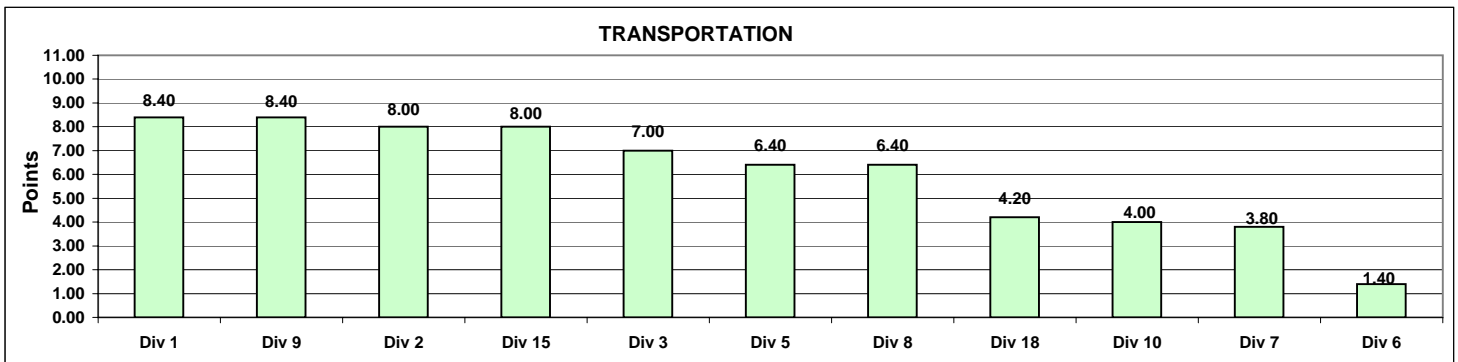


**Monthly Calculations - September 2004  
Metro Bus - Transportation**

**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
In-Service On-Time Performance Points	20%	0.7162 11	0.7032 10	0.6919 9	0.6400 4	0.5335 1	0.6676 5	0.6830 6	0.6830 7	0.6134 2	0.6901 8	0.6377 3
Running Hot Points	20%	0.0744 7	0.0872 6	0.1067 4	0.0738 8	0.1200 1	0.1079 3	0.0453 11	0.0703 9	0.0967 5	0.0608 10	0.1088 2
Accident Rate Points	20%	3.2904 6	4.0471 5	4.9931 1	3.2176 7	4.6189 3	4.8322 2	2.3666 10	1.1722 11	4.2401 4	3.0946 8	3.0201 9
Complaints/100K Boardings Points	20%	3.2653 9	2.3787 11	2.9425 10	3.9285 7	6.6259 1	4.5104 6	5.9919 3	3.7457 8	4.5762 5	5.8089 4	6.6086 2
New WC Claims /200,000 Exp Hrs* Points	20%	16.2038 9	18.9566 8	0.0000 11	21.5803 6	37.0982 1	31.2971 3	36.1566 2	19.8287 7	25.0243 4	5.6288 10	21.8702 5
*One month lag												
<b>Totals</b>		<b>8.40</b>	<b>8.00</b>	<b>7.00</b>	<b>6.40</b>	<b>1.40</b>	<b>3.80</b>	<b>6.40</b>	<b>8.40</b>	<b>4.00</b>	<b>8.00</b>	<b>4.20</b>
<b>FINAL RANKING</b>												
	<b>DIV.</b>	Div 1	Div 9	Div 2	Div 15	Div 3	Div 5	Div 8	Div 18	Div 10	Div 7	Div 6
	<b>Score</b>	8.40	8.40	8.00	8.00	7.00	6.40	6.40	4.20	4.00	3.80	1.40
	<b>Rank</b>	1st	1st	3rd	3rd	5th	6th	6th	8th	9th	10th	11th





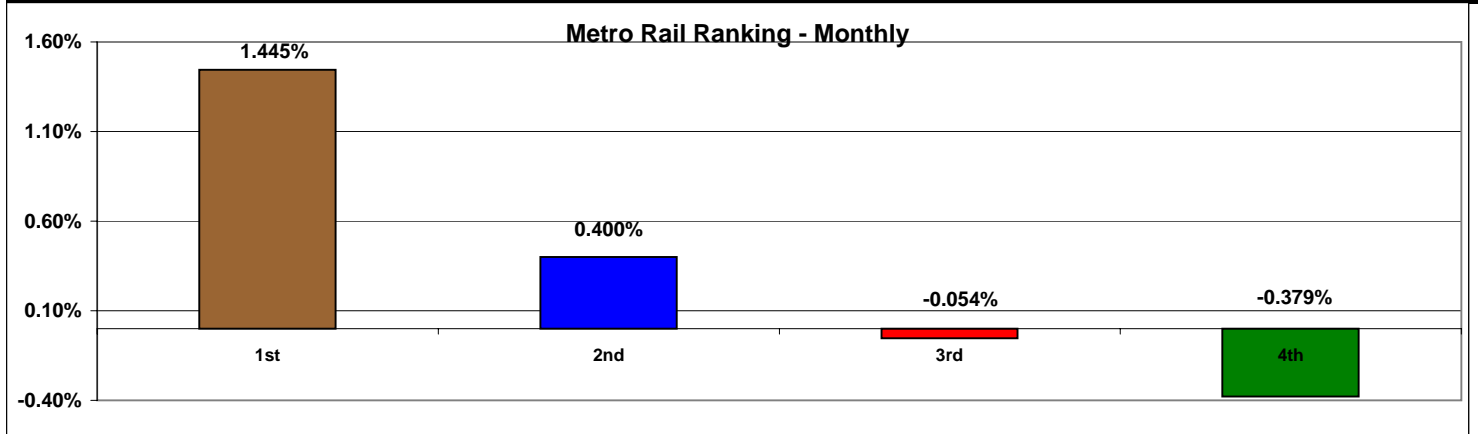
**Monthly Calculations - September 2004  
Metro Rail**

**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



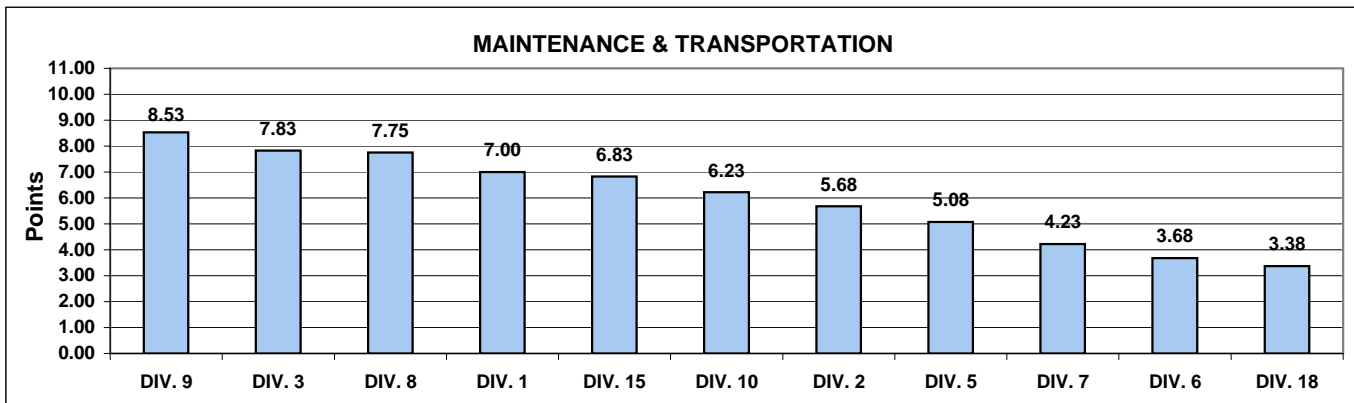
## "HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

### 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	6896	6109	5678	9709	7560	9431	7109	8639	8616	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	0.9835	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	3.4557	6.7142	10.9613	13.4107	11.6160	0.0000	8.8663	20.9925	19.4993
Points		9	3	10	8	6	4	5	11	7	1	2
<i>*One month Lag: June 04 - Aug 04</i>												
Bus Cleanliness	17.5%	7.4578	7.2511	7.6708	7.0771	7.0438	6.4438	8.3208	7.5667	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	0.7033	0.6705	0.5570	0.6596	0.7260	0.7165	0.6329	0.6921	0.6589
Points		9	8	7	5	1	4	11	10	2	6	3
Running Hot	10%	0.0776	0.1021	0.1155	0.1222	0.1391	0.1337	0.0638	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	3.8434	3.7060	4.5981	3.9599	2.2232	1.7635	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	3.5482	4.9964	5.3143	5.9271
Points		9	11	10	8	1	6	2	7	5	4	3
<i>*One month Lag: June 04 - Aug 04</i>												
New WC Claims /200,000 Exp Hrs*	10%	14.5713	15.1373	1.0565	18.0071	24.9457	19.1712	20.0996	13.3428	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>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
Score	0.12%	-0.263%	-0.310%	N.A.
Rank	1st	2nd	3rd	

