

OCT 2005

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':

- * On-Time Pullouts from Primary Terminal Point (OTP-PTP)
- * Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- * 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	FY03	FY04	FY05	FY06 Target	FY06 YTD	Oct. Month	Status
Bus Systemwide							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*, **				58%	28.92%	29.22%	
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	3,162	4,095	
In-Service On-time Performance	69.23%	65.43%	66.50%	70%	66.43%	65.19%	
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.49	3.28	
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	3.04	2.76	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	15.00	Sep 13.00	Sep 10.00	
SFV Sector							
OTP-PTP*				58%	27.78%	27.51%	
MMBMF*				3,500	3,051	4,264	
In-Service On-time Performance	67.30%	67.47%	68.54%	70%	66.14%	63.82%	
Bus Traffic Accidents Per 100,000 Miles	2.91	2.99	2.67	2.85	3.61	3.04	
Complaints per 100,000 Boardings	6.32	5.45	4.39	4.25	4.06	3.93	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.72	15.15	13.71	16.00	Sep 11.18	Sep 9.32	
Division 8							
OTP-PTP*				58%	24.28%	23.60%	
MMBDMF*				3,500	3,899	5,222	
In-Service On-time Performance	70.09%	69.12%	69.78%	70%	68.35%	64.35%	
Bus Traffic Accidents Per 100,000 Miles	2.84	2.75	2.58	2.85	3.58	3.23	
Complaints per 100,000 Boardings	6.87	5.09	4.17	4.25	4.75	4.55	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.92	19.15	16.77	16.00	Sep 13.19	Sep 8.55	
Division 15							
OTP-PTP*				58%	31.38%	31.24%	
MMBMF*				3,500	2,635	3,734	
In-Service On-time Performance	66.13%	66.62%	67.84%	70%	65.08%	58.68%	
Bus Traffic Accidents Per 100,000 Miles	2.96	3.17	2.74	2.85	3.63	2.89	
Complaints per 100,000 Boardings	6.01	5.70	4.55	4.25	3.65	3.56	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.23	13.14	12.46	16.00	Sep 9.54	Sep 10.34	

*New Indicator. **Beginning this month and going forward, this indicator will include all pullouts from the yard. Jul 05 and Aug 05 have been recalculated to conform to this definition.

Green - High probability of achieving the FY06 target (on track).

Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.

Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

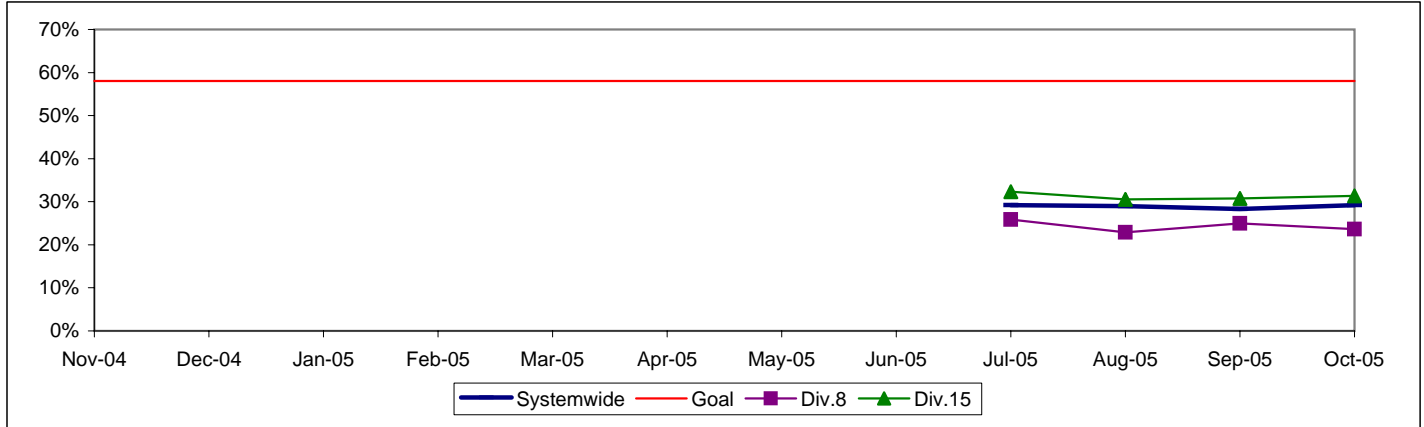
SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

ON-TIME PULLOUT FROM PRIMARY TERMINAL POINT (OTP-PTP) PERCENTAGE*

Definition: On-time Pullout From the Primary Terminal Point Performance measures the percentage of buses leaving the first stop of the route within one minute of the scheduled time. The higher the number, the more reliable the service.

Calculation: $OTP\% = [(100\% - ((\text{Total early and late pullout runs} / \text{by Total pullouts at first terminal}) \times 100)]$

OTP-PTP Systemwide and Divisions 8 and 15*



* New Indicator. On-Time Pullout from Primary Terminal Point (OTP-PTP) data from ATMS.

On-Time, Early and Late Pullouts From the Primary Terminal Point (OTP-PTP) by Sector Divisions'

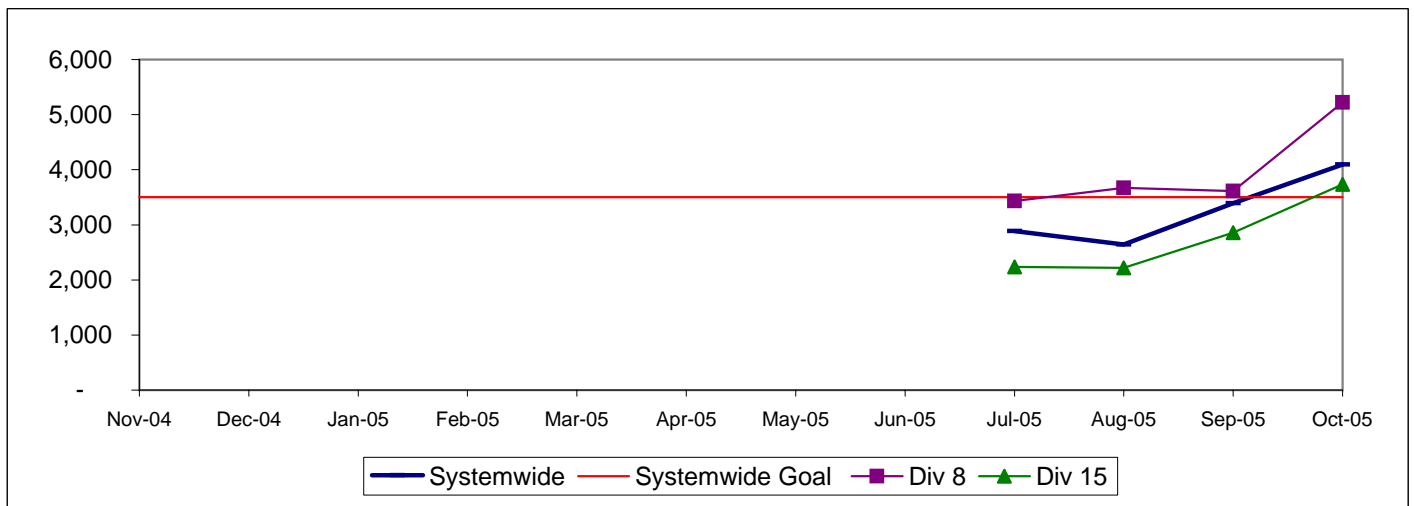
Div.	Pullouts from Primary Terminal Point				Percent		
	Early	Late	On-Time	Total Pullouts	Early Pullouts	On-Time Pullouts	Late Pullouts
San Fernando Valley (SFV)							
8	816	2027	1181	4024	20.28%	29.35%	50.37%
15	683	1900	0	2583	26.44%	0.00%	73.56%
Total Systemwide	9238	20052	12090	41380	22.32%	29.22%	48.46%

*New Indicator

MEAN MILES BETWEEN MECHANICAL FAILURES REQUIRING BUS EXCHANGE Systemwide and Divisions 8 and 15

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

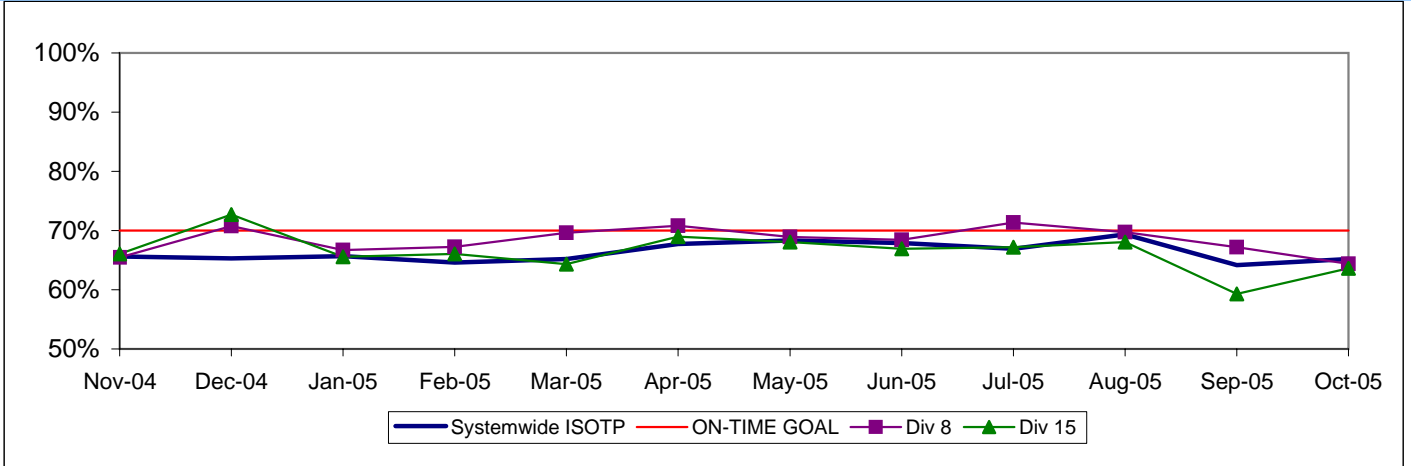
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



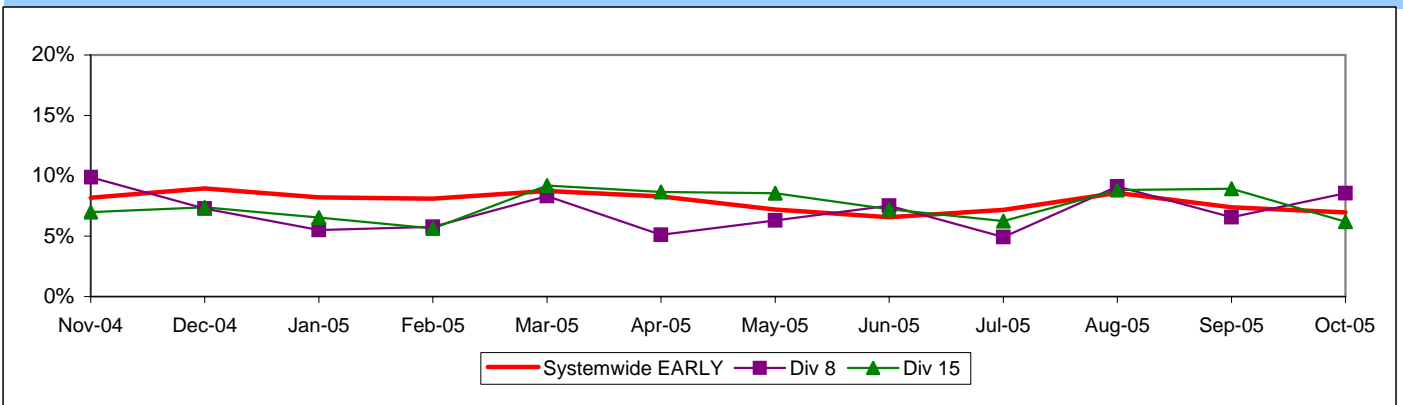
IN-SERVICE ON-TIME PERFORMANCE

Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no
Calculation: $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes}))$

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



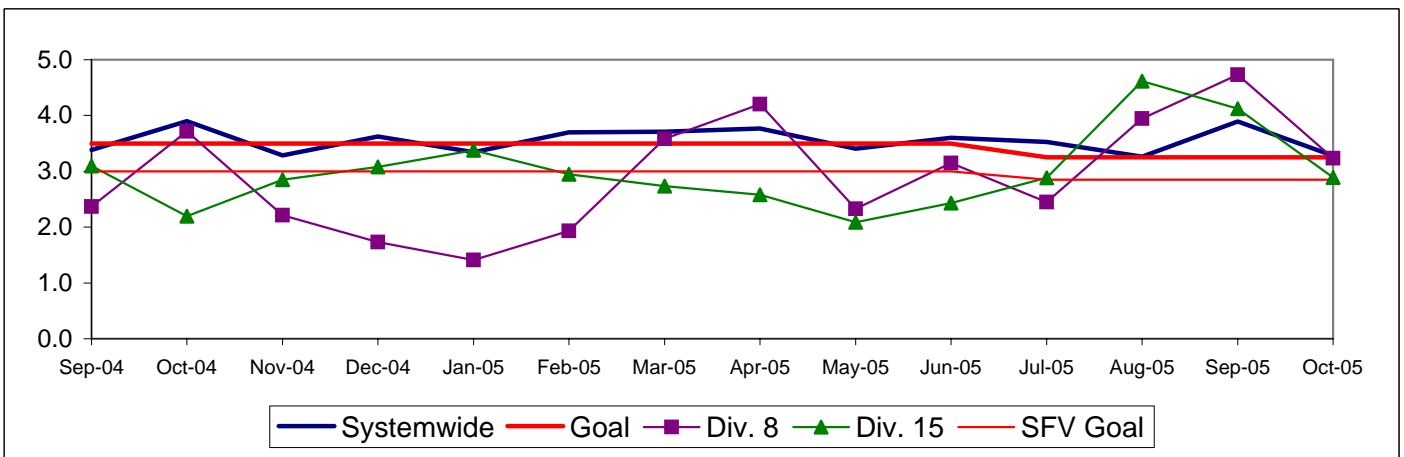
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



**BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
 Systemwide and Bus Operating Divisions 8 and 15**

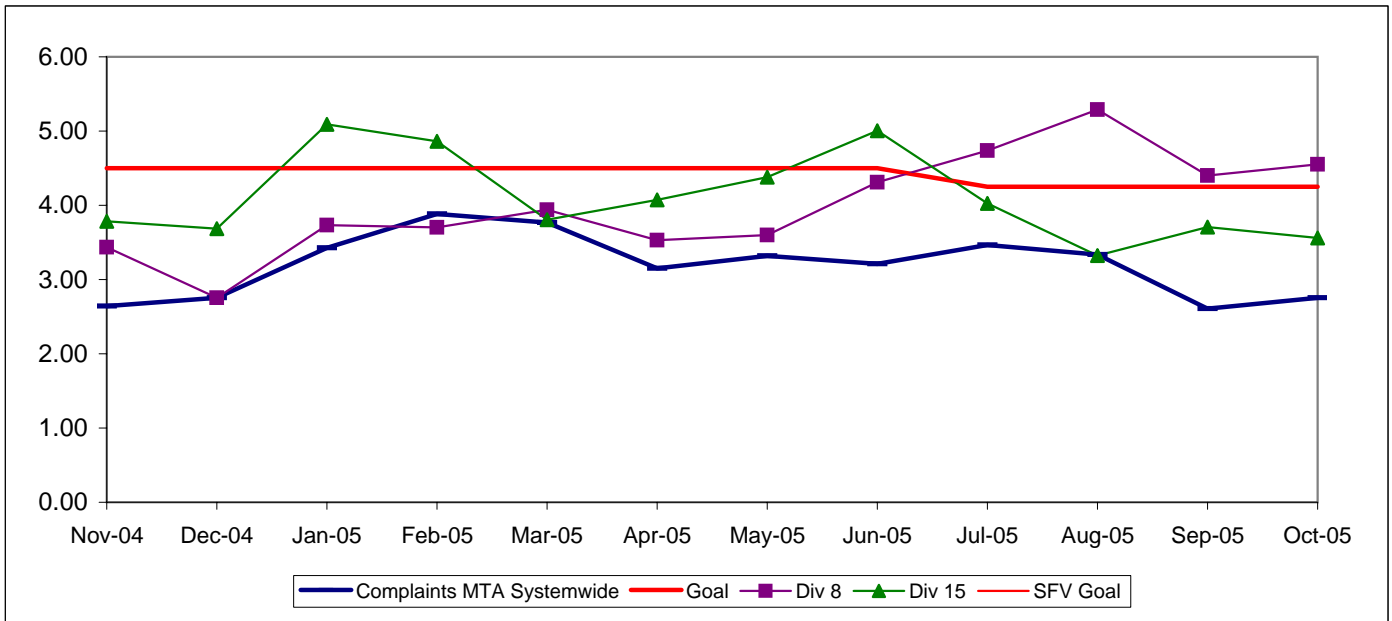
Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

Calculation: $\text{Traffic Accidents Per 100,000 Hub Miles} = (\text{The number of Traffic Accidents} / \text{by (Hub Miles / by 100,000)})$



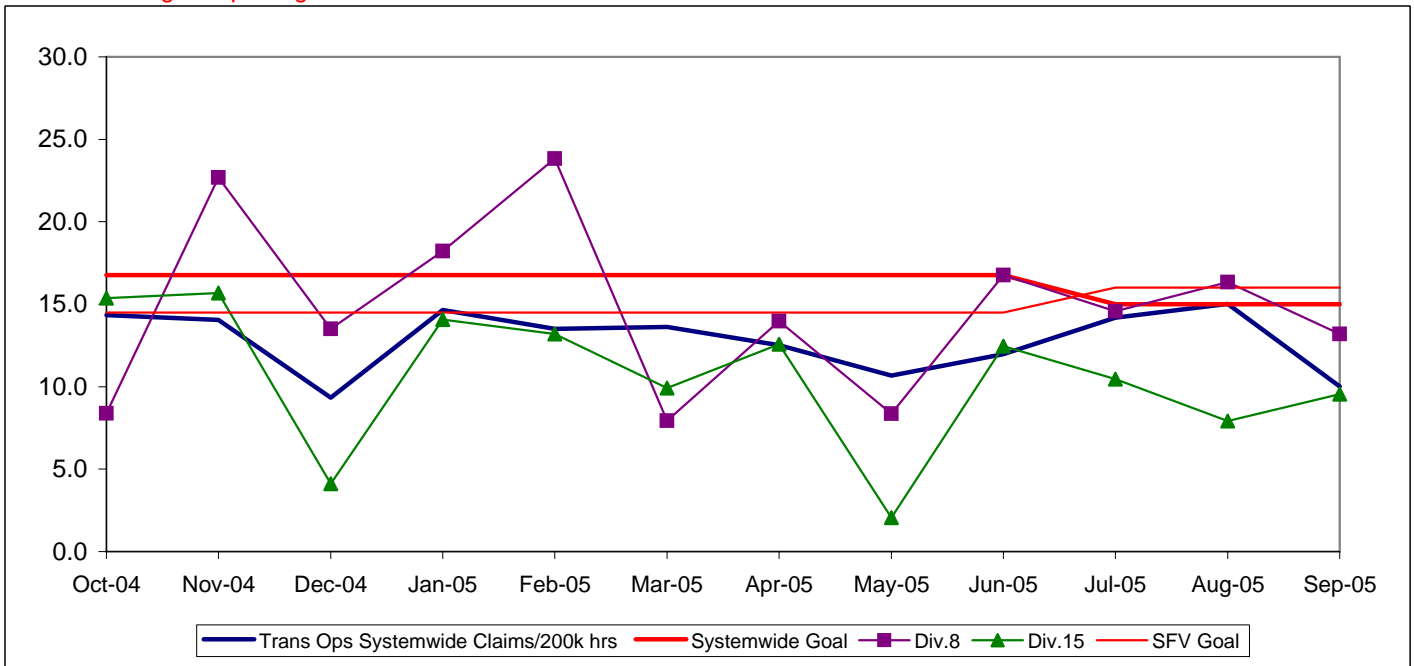
COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Bus Operating Divisions 8 and 15

Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and
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 –
Calculation: New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure
 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':

- * On-Time Pullouts from Primary Terminal Point (OTP-PTP)
- * Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- * 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	FY03	FY04	FY05	FY06 Target	FY06 YTD	Oct. Month	Status
Bus Systemwide							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*, **				58%	28.92%	29.22%	
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	3,162	4,095	
In-Service On-time Performance	69.23%	65.43%	66.50%	70%	66.43%	65.19%	
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.49	3.28	
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	3.04	2.76	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	15.00	Sep 13.00	Sep 10.00	
SGV Sector							
OTP-PTP*				58%	35.73%	36.00%	
MMBMF*				3,500	3,626	4,167	
In-Service On-time Performance	70.02%	69.98%	70.10%	75%	71.30%	69.05%	
Bus Traffic Accidents Per 100,000 Miles	3.40	2.91	2.96	2.75	2.97	3.32	
Complaints per 100,000 Boardings	3.57	3.80	2.95	3.00	2.68	2.39	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.15	16.12	10.14	11.00	Sep 13.86	Sep 13.53	
Division 3							
OTP-PTP*				58%	28.25%	27.25%	
MMBGMF*				3,500	2,638	3,013	
In-Service On-time Performance	71.08%	70.80%	71.06%	75%	73.72%	71.64%	
Bus Traffic Accidents Per 100,000 Miles	4.22	3.59	3.57	2.75	3.79	4.04	
Complaints per 100,000 Boardings	3.09	3.02	2.60	3.00	2.12	1.79	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.54	12.36	6.68	11.00	Sep 14.10	Sep 7.53	
Division 9							
OTP-PTP*				58%	42.70%	41.40%	
MMBMF*				3,500	5,413	6,264	
In-Service On-time Performance	67.47%	68.16%	68.16%	75%	67.89%	65.56%	
Bus Traffic Accidents Per 100,000 Miles	2.64	2.26	2.42	2.75	2.25	2.68	
Complaints per 100,000 Boardings	4.31	5.09	5.09	3.00	3.30	3.13	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	28.54	20.75	14.66	11.00	Sep 14.47	Sep 20.45	

*New Indicator. **Beginning this month and going forward, this indicator will include all pullouts from the yard. Jul 05 and Aug 05 have been recalculated to conform to this definition.

- Green - High probability of achieving the FY06 target (on track).
- Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

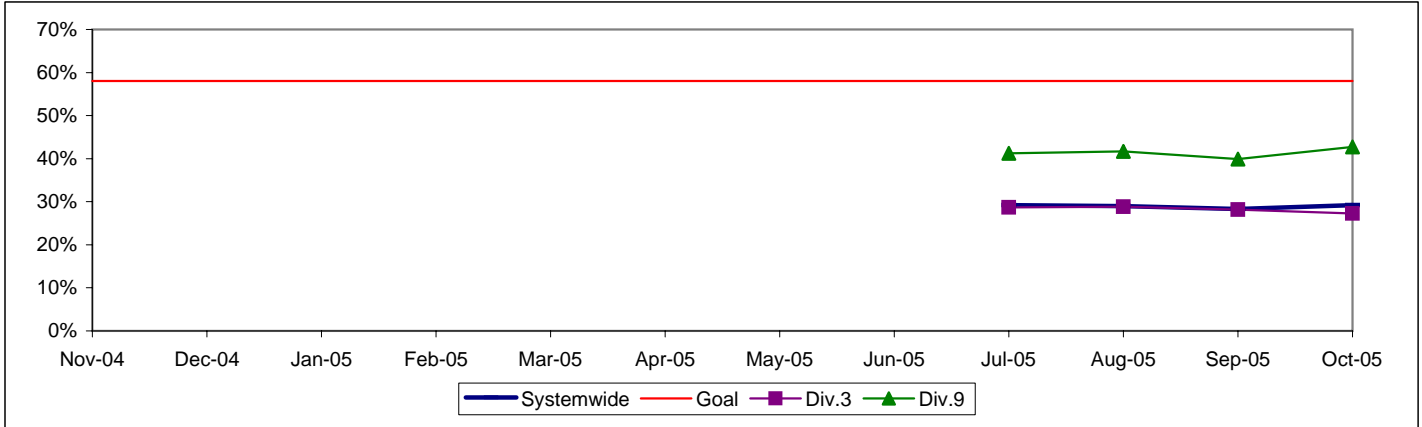
SAN GABRIEL VALLEY SECTOR BUS SERVICE PERFORMANCE

ON-TIME PULLOUT FROM PRIMARY TERMINAL POINT (OTP-PTP) PERCENTAGE*

Definition: On-time Pullout From the Primary Terminal Point Performance measures the percentage of buses leaving the first stop of the route within one minute of the scheduled time. The higher the number, the more reliable the service.

Calculation: $OTP\% = [(100\% - ((\text{Total early and late pullout runs} / \text{by Total pullouts at first terminal}) \times 100)]$

OTP-PTP Systemwide and Divisions 3 and 9*



* New Indicator. On-Time Pullout from Primary Terminal Point (OTP-PTP) data from ATMS.

On-Time, Early and Late Pullouts From the Primary Terminal Point (OTP-PTP) by Sector Divisions'

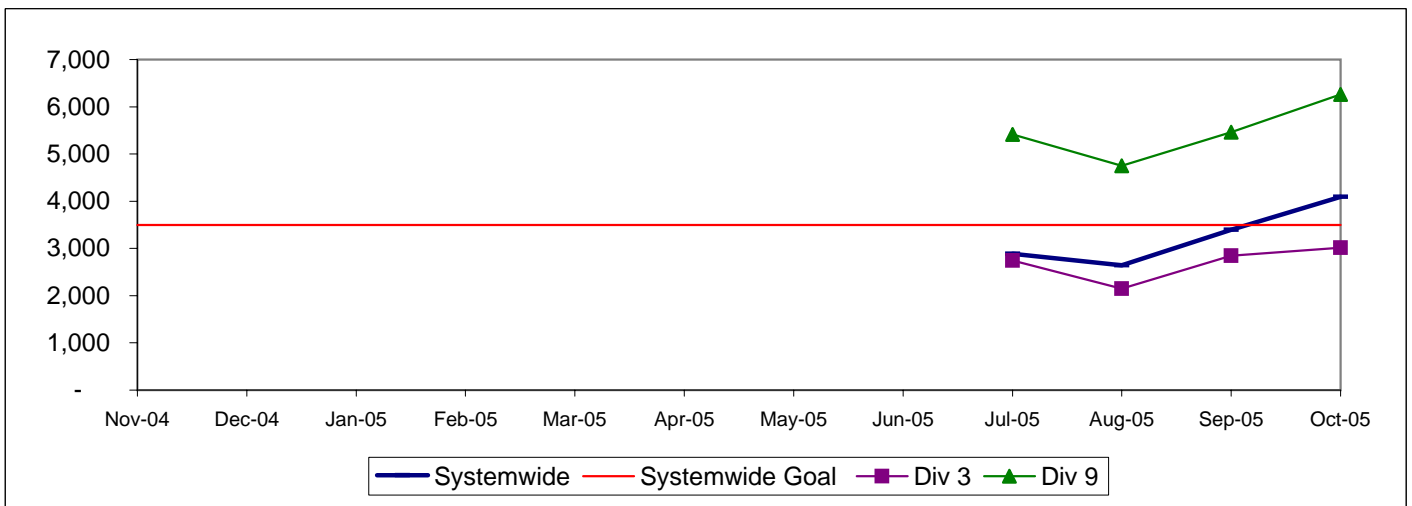
Div.	Pullouts from Primary Terminal Point				Percent		
	Early	Late	On-Time	Total Pullouts	Early Pullouts	On-Time Pullouts	Late Pullouts
San Gabriel Valley (SGV)							
3	454	1511	736	2701	16.81%	27.25%	55.94%
9	665	1354	1505	3524	18.87%	42.71%	38.42%
Total Systemwide	9238	20052	12090	41380	22.32%	29.22%	48.46%

*New Indicator

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

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

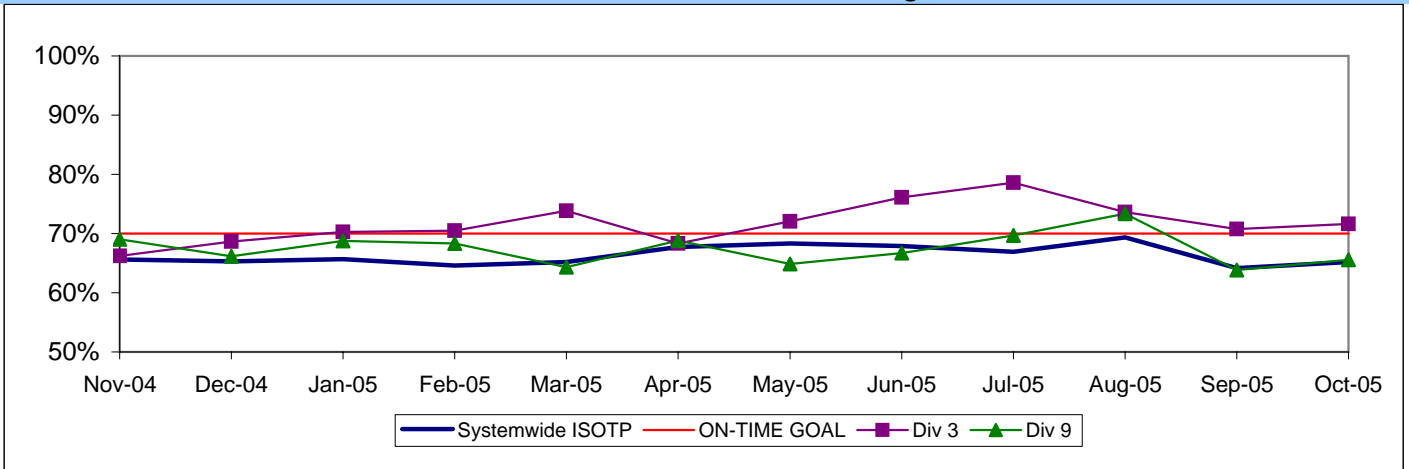
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



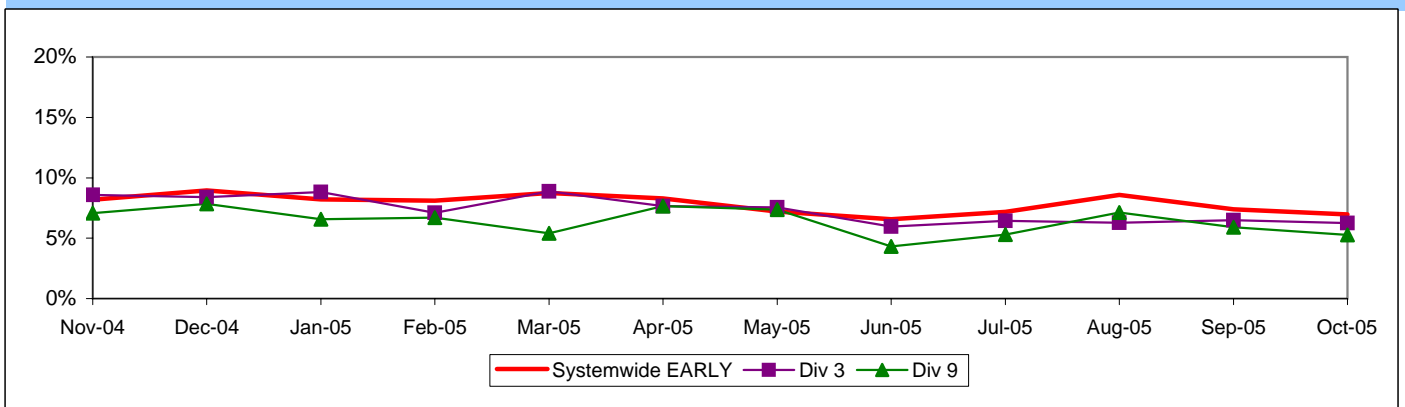
IN-SERVICE ON-TIME PERFORMANCE

Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no
Calculation: $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes}))$

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



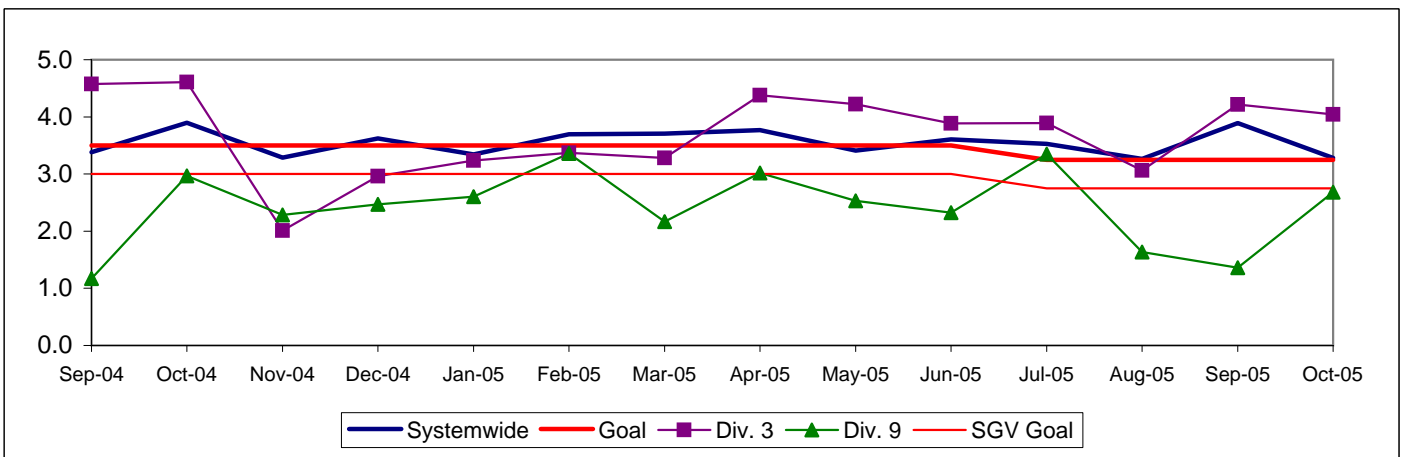
Running Hot - Systemwide and Bus Operating Divisions 3 and 9



**BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
 Systemwide and Bus Operating Divisions 3 and 9**

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

Calculation: $\text{Traffic Accidents Per 100,000 Hub Miles} = (\text{The number of Traffic Accidents} / \text{by (Hub Miles / by 100,000)})$

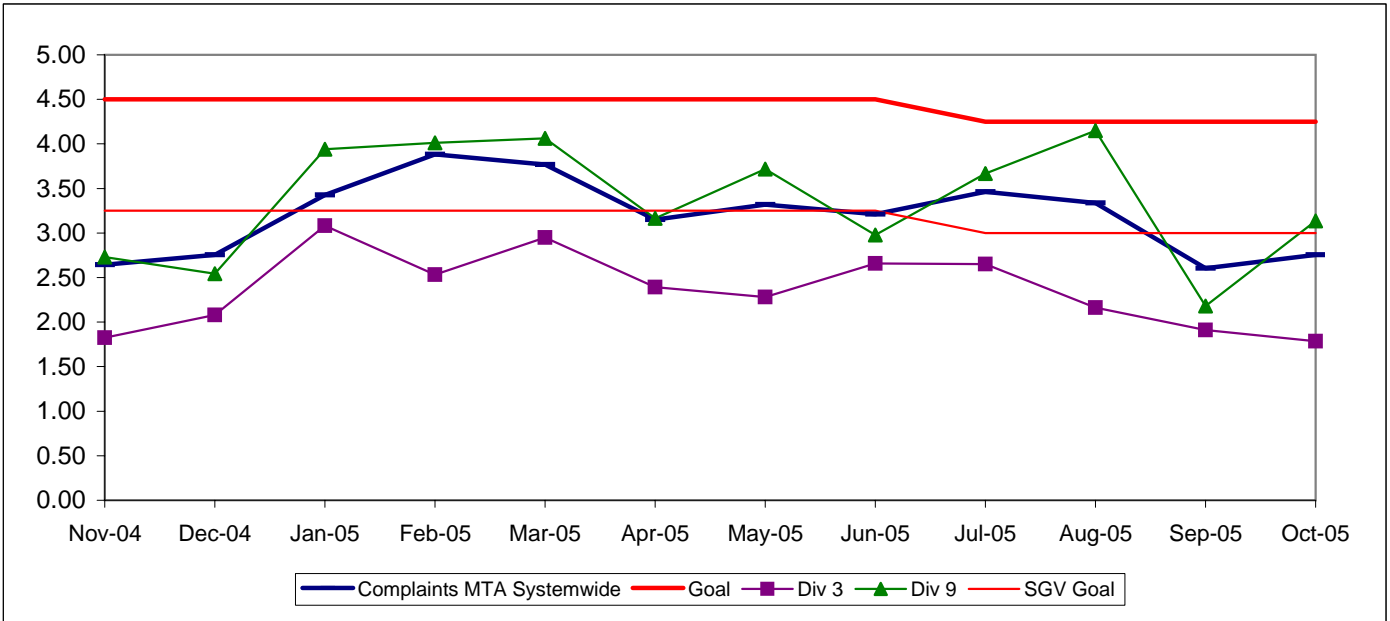


COMPLAINTS PER 100,000 BOARDINGS

Systemwide and Bus Operating Divisions 3 and 9

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

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

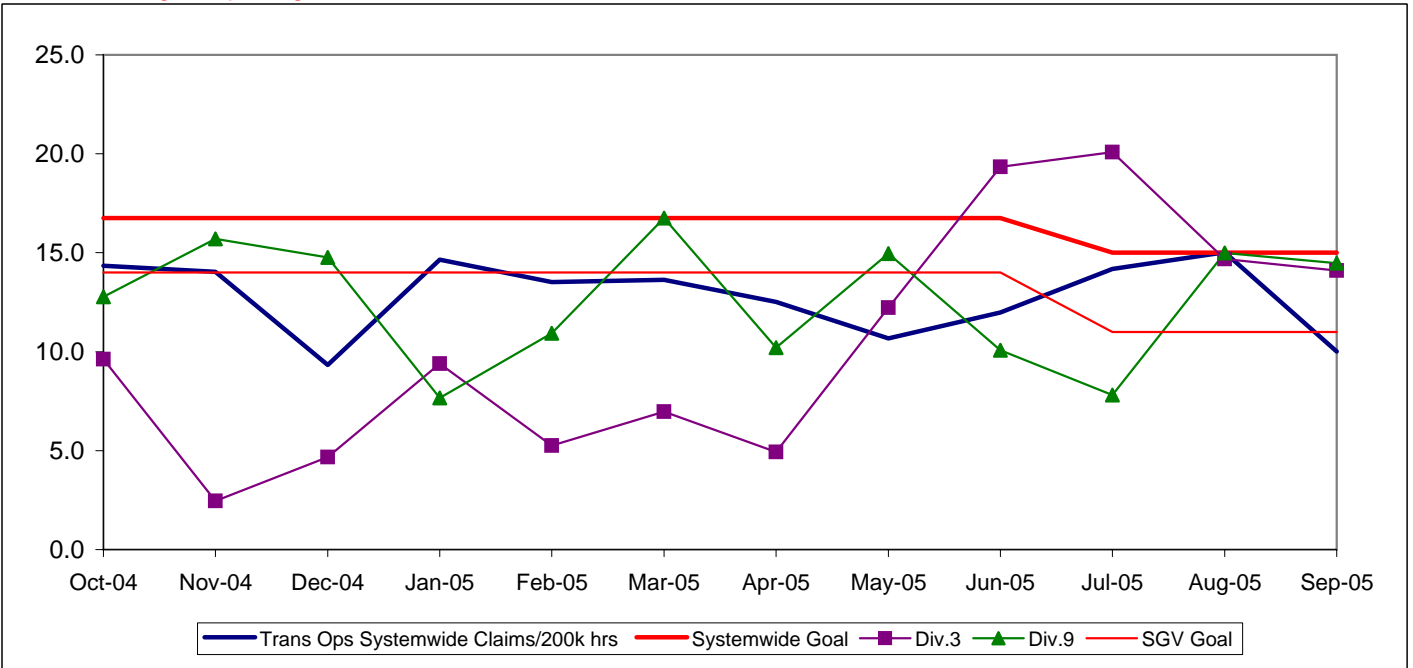


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

Systemwide and Bus Operating Divisions 3 and 9

Definition: Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity –

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

- * On-Time Pullouts from Primary Terminal Point (OTP-PTP)
- * Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- * 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	FY03	FY04	FY05	FY06 Target	FY06 YTD	Oct. Month	Status
Bus Systemwide							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*, **				58%	28.92%	29.22%	🟡
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	3,162	4,095	🟡
In-Service On-time Performance	69.23%	65.43%	66.50%	70%	66.43%	65.19%	🟡
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.49	3.28	🟡
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	3.04	2.76	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	15.00	Sep 13.00	Sep 10.00	🟢
GC Sector							
OTP-PTP*				58%	27.63%	27.35%	🟡
MMBMF*				3,500	2,578	4,256	🟡
In-Service On-time Performance	74.53%	69.34%	71.20%	70%	73.18%	72.29%	🟢
Bus Traffic Accidents Per 100,000 Miles	4.07	3.86	4.29	4.00	3.64	3.71	🟢
Complaints per 100,000 Boardings	2.63	3.08	2.58	2.75	2.24	1.95	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	25.30	20.19	14.11	16.50	Sep 9.42	Sep 8.35	🟢
Division 1							
OTP-PTP*				58%	29.52%	29.30%	🟡
MMBMF*				3,500	2,583	5,363	🟡
In-Service On-time Performance	78.22%	70.57%	71.62%	70%	72.95%	71.21%	🟢
Bus Traffic Accidents Per 100,000 Miles	3.39	3.41	4.35	4.00	3.31	2.62	🟢
Complaints per 100,000 Boardings	2.26	3.32	2.92	2.75	2.67	2.43	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.42	16.82	12.71	16.50	Sep 9.26	Sep 6.55	🟢
Division 2							
OTP-PTP*				58%	25.64%	25.32%	🟡
MMBMF*				3,500	2,570	3,263	🟡
In-Service On-time Performance	67.53%	67.62%	70.42%	70%	73.53%	73.94%	🟢
Bus Traffic Accidents Per 100,000 Miles	4.78	4.36	4.21	4.00	4.10	5.30	🟡
Complaints per 100,000 Boardings	3.07	2.84	2.15	2.75	1.71	1.34	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	31.18	24.56	16.69	16.50	Sep 10.15	Sep 11.15	🟢

*New Indicator. **Beginning this month and going forward, this indicator will include all pullouts from the yard. Jul 05 and Aug 05 have been recalculated to conform to this definition.

- 🟢 Green - High probability of achieving the FY06 target (on track).
- 🟡 Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.
- 🔴 Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

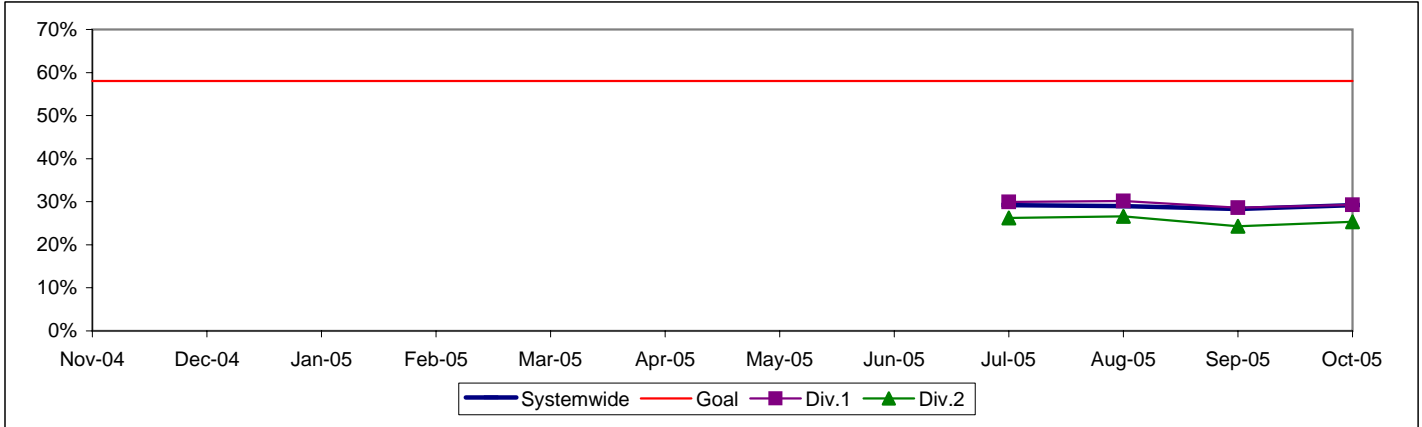
GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

ON-TIME PULLOUT FROM PRIMARY TERMINAL POINT (OTP-PTP) PERCENTAGE*

Definition: On-time Pullout From the Primary Terminal Point Performance measures the percentage of buses leaving the first stop of the route within one minute of the scheduled time. The higher the number, the more reliable the service.

Calculation: $OTP\% = [(100\% - ((\text{Total early and late pullout runs} / \text{by Total pullouts at first terminal}) \times 100)]$

OTP-PTP Systemwide and Divisions 1 and 2*



* New Indicator. On-Time Pullout from Primary Terminal Point (OTP-PTP) data from ATMS.

On-Time, Early and Late Pullouts From the Primary Terminal Point (OTP-PTP) by Sector Divisions'

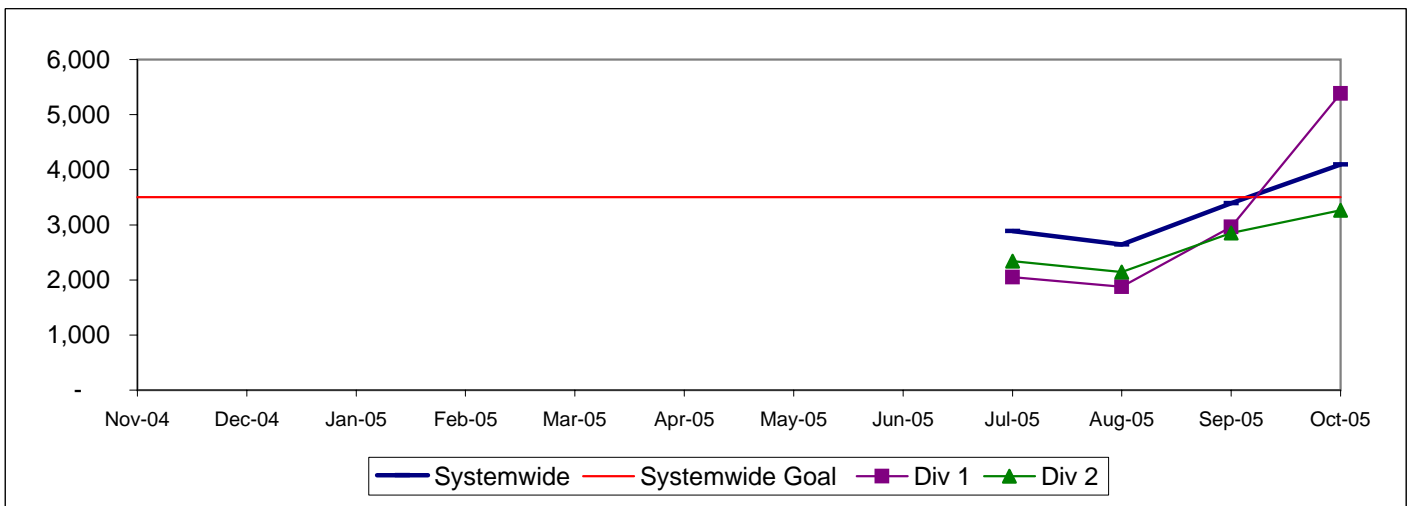
Div.	Pullouts from Primary Terminal Point				Percent		
	Early	Late	On-Time	Total Pullouts	Early Pullouts	On-Time Pullouts	Late Pullouts
Gateway Cities (GWC)							
1	679	2303	1236	4218	16.10%	29.30%	54.60%
2	1081	1960	1031	4072	26.55%	25.32%	48.13%
Total Systemwide	9238	20052	12090	41380	22.32%	29.22%	48.46%

*New Indicator

MEAN MILES BETWEEN MECHANICAL FAILURES REQUIRING BUS EXCHANGE Systemwide and Divisions 1 and 2

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

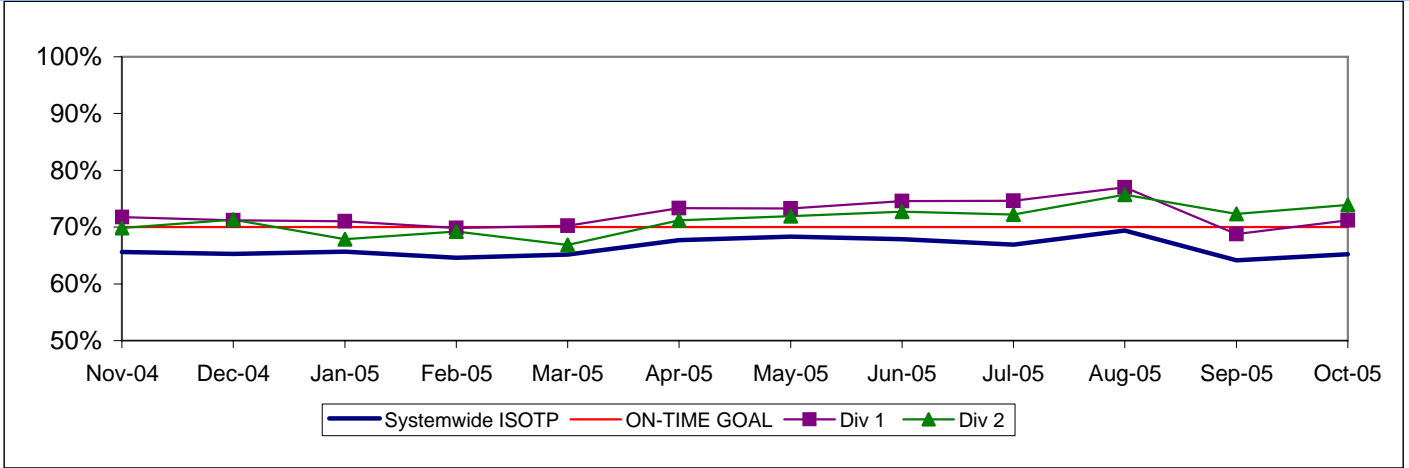
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



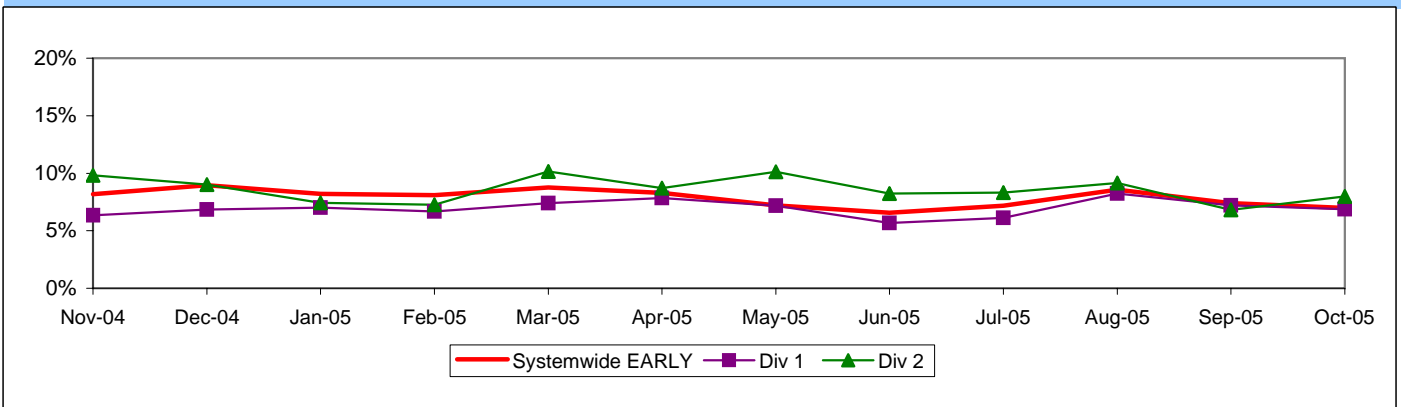
IN-SERVICE ON-TIME PERFORMANCE

Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no
Calculation: $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes}))$

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



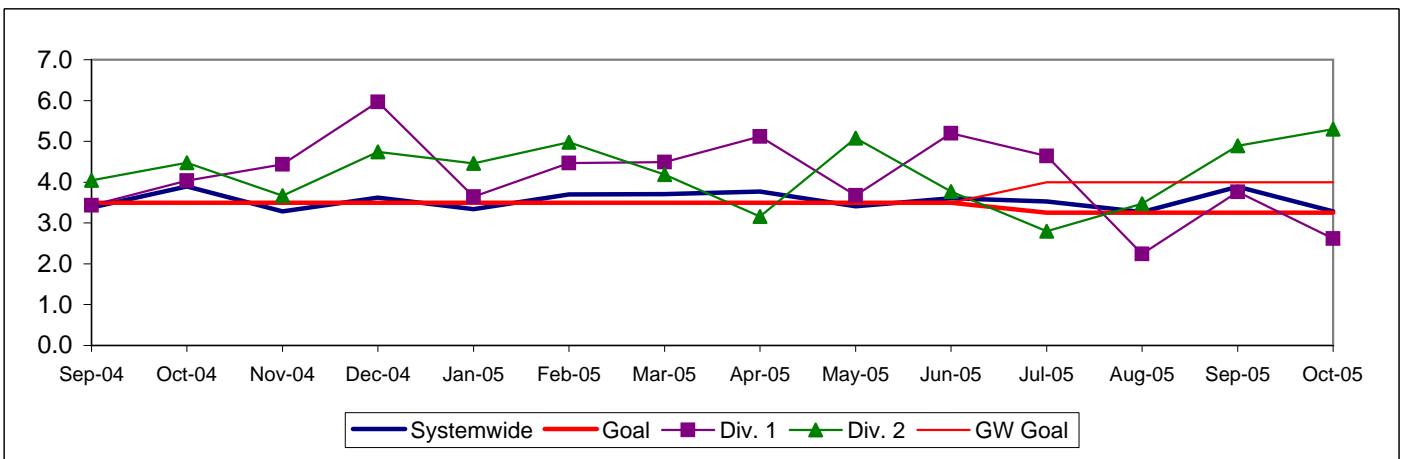
Running Hot - Systemwide and Bus Operating Divisions 1 and 2



**BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
 Systemwide and Bus Operating Divisions 1 and 2**

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

Calculation: $\text{Traffic Accidents Per 100,000 Hub Miles} = (\text{The number of Traffic Accidents} / \text{by (Hub Miles / by 100,000)})$

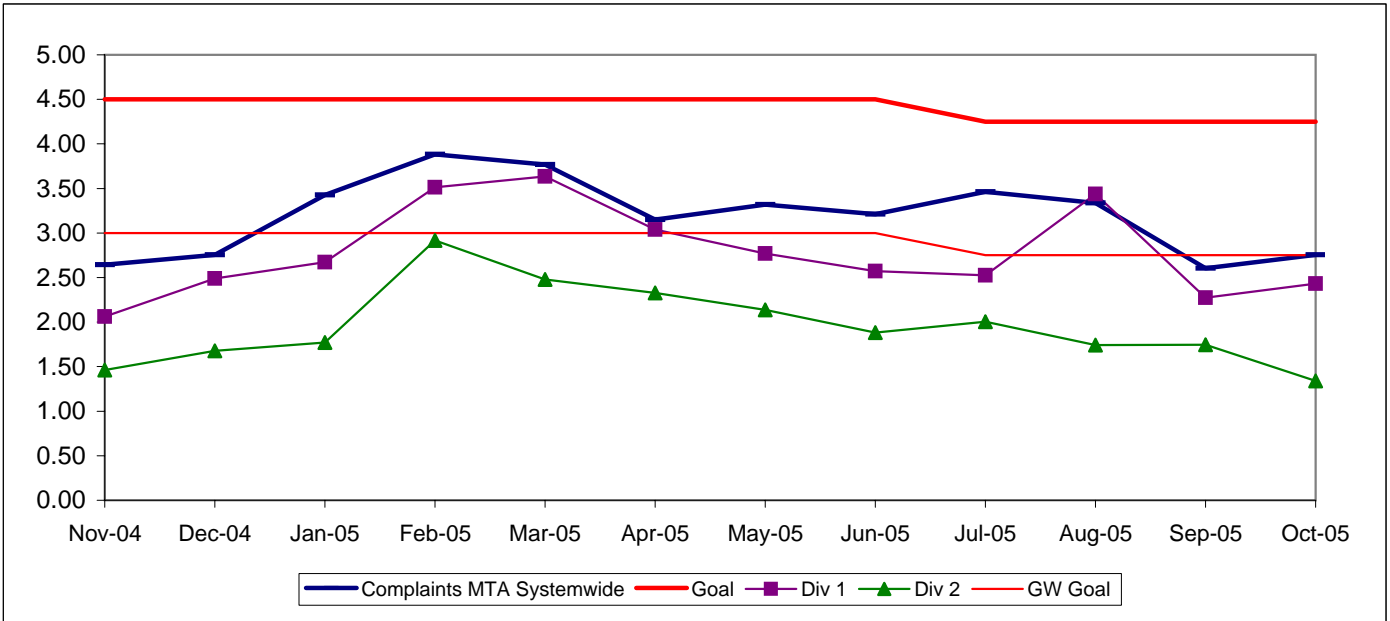


COMPLAINTS PER 100,000 BOARDINGS

Systemwide and Bus Operating Divisions 1 and 2

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

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



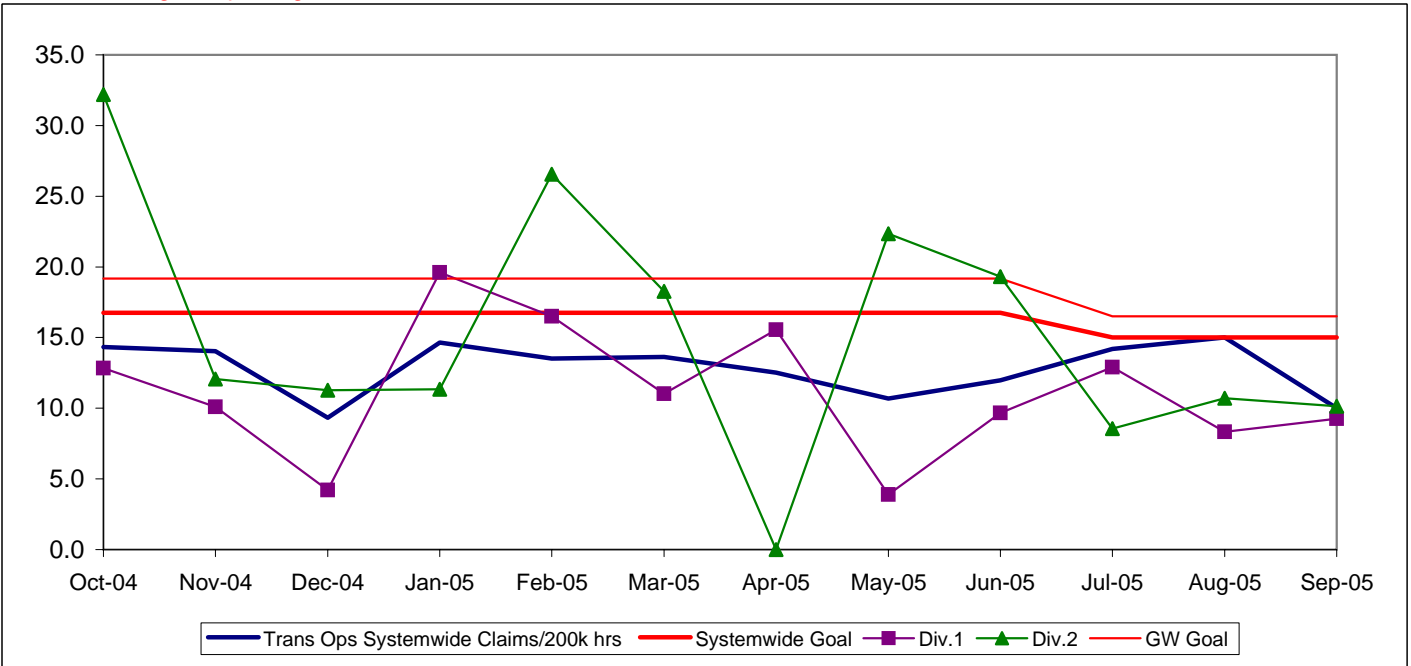
NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

Systemwide and Bus Operating Divisions 1 and 2

Definition: Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity –

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

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':

- * On-Time Pullouts from Primary Terminal Point (OTP-PTP)
- * Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- * 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	FY03	FY04	FY05	FY06 Target	FY06 YTD	Oct. Month	Status
Bus Systemwide							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*, **				58%	28.92%	29.22%	Yellow
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	3,162	4,095	Yellow
In-Service On-time Performance	69.23%	65.43%	66.50%	70%	66.43%	65.19%	Yellow
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.49	3.28	Yellow
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	3.04	2.76	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	15.00	Sep 13.00	Sep 10.00	Green
SB Sector							
OTP-PTP*				58%	29.44%	31.20%	Yellow
MMBMF*				3,500	3,238	3,754	Yellow
In-Service On-time Performance	63.67%	61.74%	64.13%	70%	62.41%	60.99%	Yellow
Bus Traffic Accidents Per 100,000 Miles	4.00	3.68	3.57	4.00	3.29	3.04	Green
Complaints per 100,000 Boardings	4.02	4.63	3.61	4.50	3.17	2.92	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.28	14.84	14.65	16.20	Sep 16.47	Sep 7.95	Yellow
Division 5							
OTP-PTP*				58%	34.49%	35.68%	Yellow
MMBMF*				3,500	3,126	3,818	Yellow
In-Service On-time Performance	66.30%	63.17%	65.58%	70%	64.63%	64.77%	Yellow
Bus Traffic Accidents Per 100,000 Miles	4.58	3.90	4.31	4.00	3.49	3.04	Green
Complaints per 100,000 Boardings	2.86	3.45	2.71	4.50	2.24	2.05	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.16	15.22	18.72	16.20	Sep 16.19	Sep 4.51	Green
Division 18							
OTP-PTP*				58%	24.68%	27.06%	Yellow
MMBMF*				3,500	3,331	3,704	Yellow
In-Service On-time Performance	61.23%	60.78%	63.42%	70%	61.10%	58.68%	Yellow
Bus Traffic Accidents Per 100,000 Miles	3.57	3.51	3.02	4.00	3.14	3.03	Green
Complaints per 100,000 Boardings	5.26	5.74	4.44	4.50	4.13	3.78	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	13.40	14.71	11.67	16.20	Sep 17.19	Sep 11.14	Yellow

*New Indicator. **Beginning this month and going forward, this indicator will include all pullouts from the yard. Jul 05 and Aug 05 have been recalculated to conform to this definition.

- Green - High probability of achieving the FY06 target (on track).
- ◆ Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

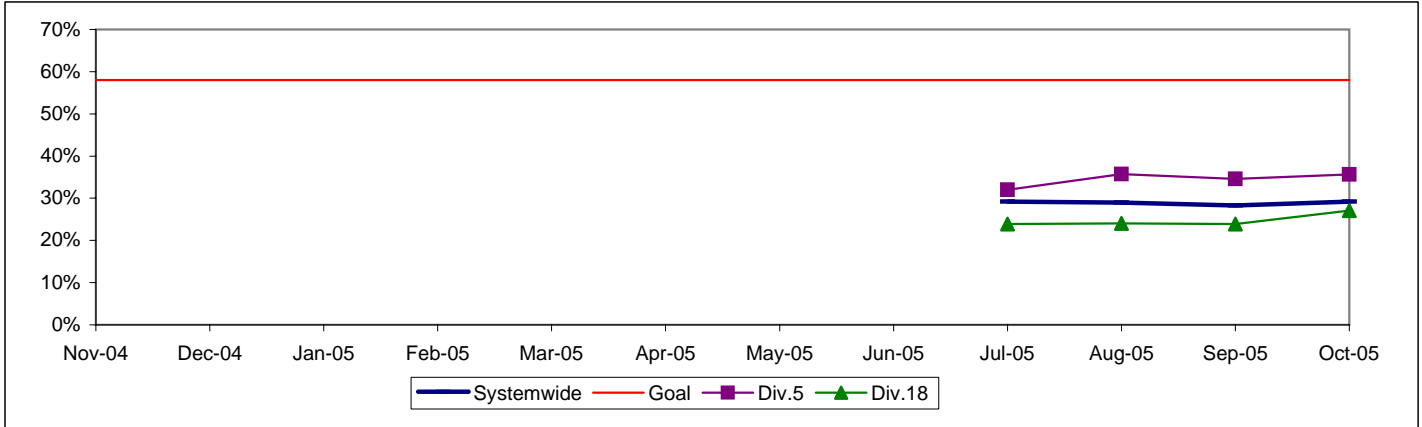
SOUTH BAY SECTOR BUS SERVICE PERFORMANCE

ON-TIME PULLOUT FROM PRIMARY TERMINAL POINT (OTP-PTP) PERCENTAGE*

Definition: On-time Pullout From the Primary Terminal Point Performance measures the percentage of buses leaving the first stop of the route within one minute of the scheduled time. The higher the number, the more reliable the service.

Calculation: $OTP\% = [(100\% - ((\text{Total early and late pullout runs} / \text{by Total pullouts at first terminal}) \times 100)]$

OTP-PTP Systemwide and Divisions 5 and 18*



* New Indicator. On-Time Pullout from Primary Terminal Point (OTP-PTP) data from ATMS.

On-Time, Early and Late Pullouts From the Primary Terminal Point (OTP-PTP) by Sector Divisions'

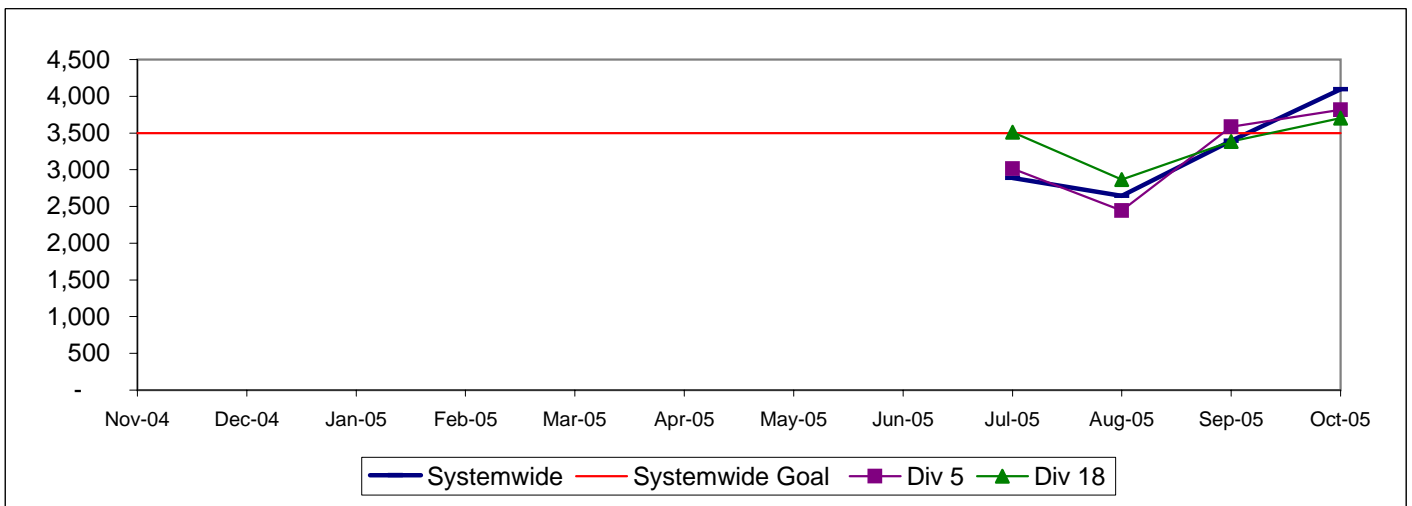
Div.	Pullouts from Primary Terminal Point				Percent		
	Early	Late	On-Time	Total Pullouts	Early Pullouts	On-Time Pullouts	Late Pullouts
South Bay (SB)							
5	1255	1574	1569	4398	28.54%	35.68%	35.79%
18	1438	2029	1286	4753	30.25%	27.06%	42.69%
Total Systemwide	9238	20052	12090	41380	22.32%	29.22%	48.46%

*New Indicator

MEAN MILES BETWEEN MECHANICAL FAILURES REQUIRING BUS EXCHANGE Systemwide and Divisions 5 and 18

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

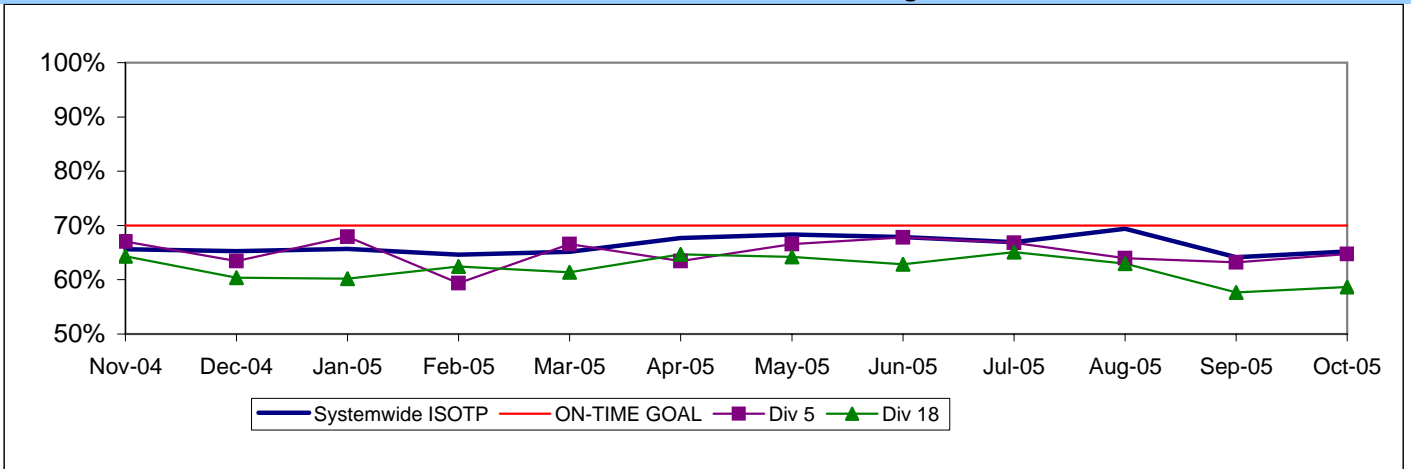
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



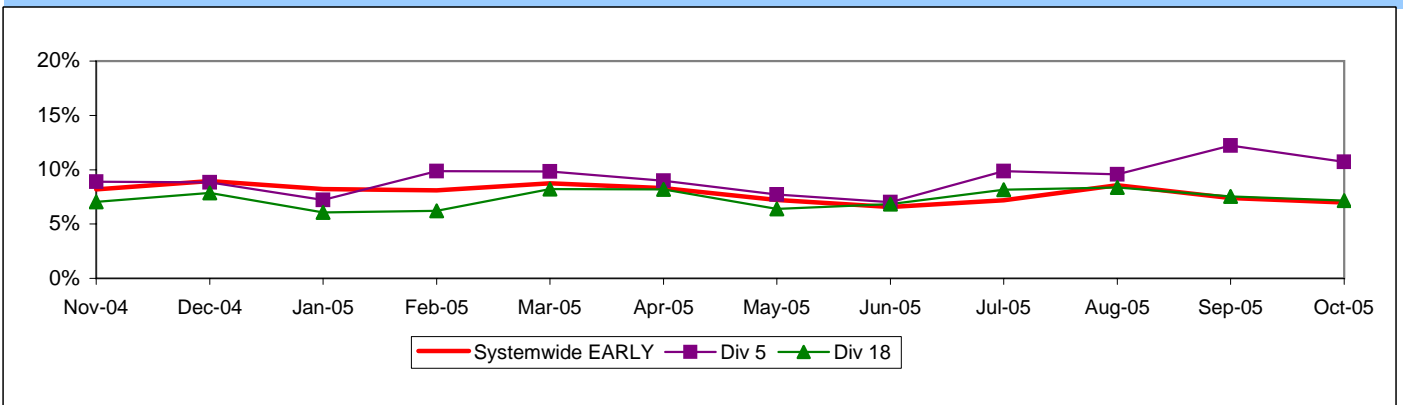
IN-SERVICE ON-TIME PERFORMANCE

Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no
Calculation: $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes}))$

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



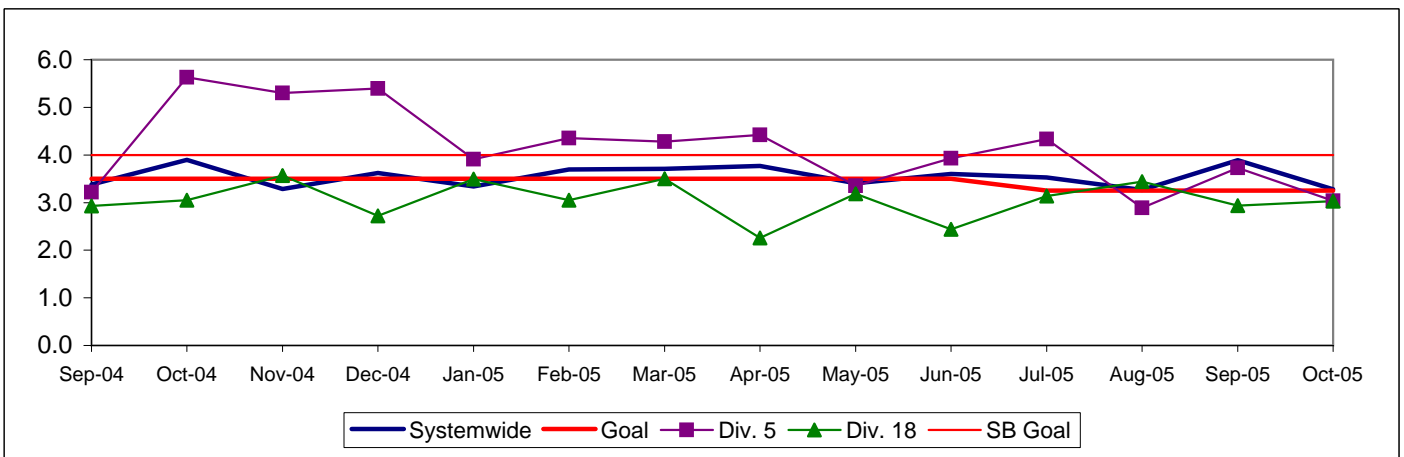
Running Hot - Systemwide and Bus Operating Divisions 5 and 18



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

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

Calculation: $\text{Traffic Accidents Per 100,000 Hub Miles} = (\text{The number of Traffic Accidents} / \text{by (Hub Miles / by 100,000)})$

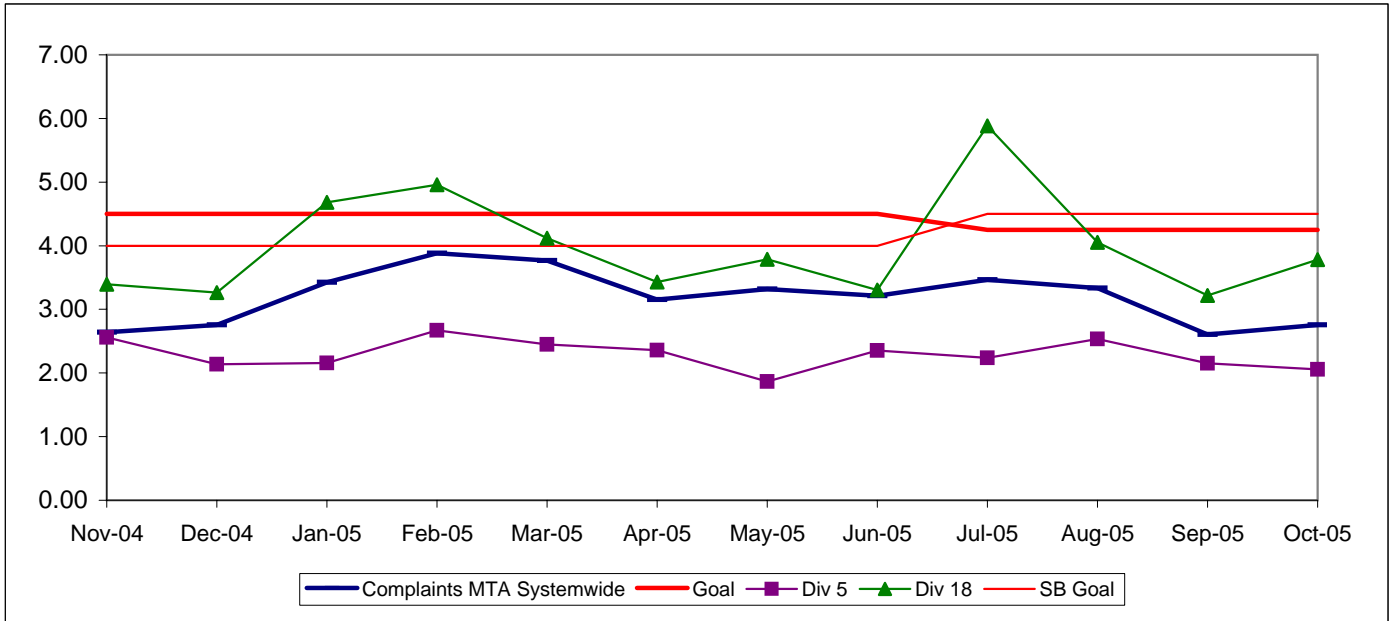


COMPLAINTS PER 100,000 BOARDINGS

Systemwide and Bus Operating Divisions 5 and 18

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

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



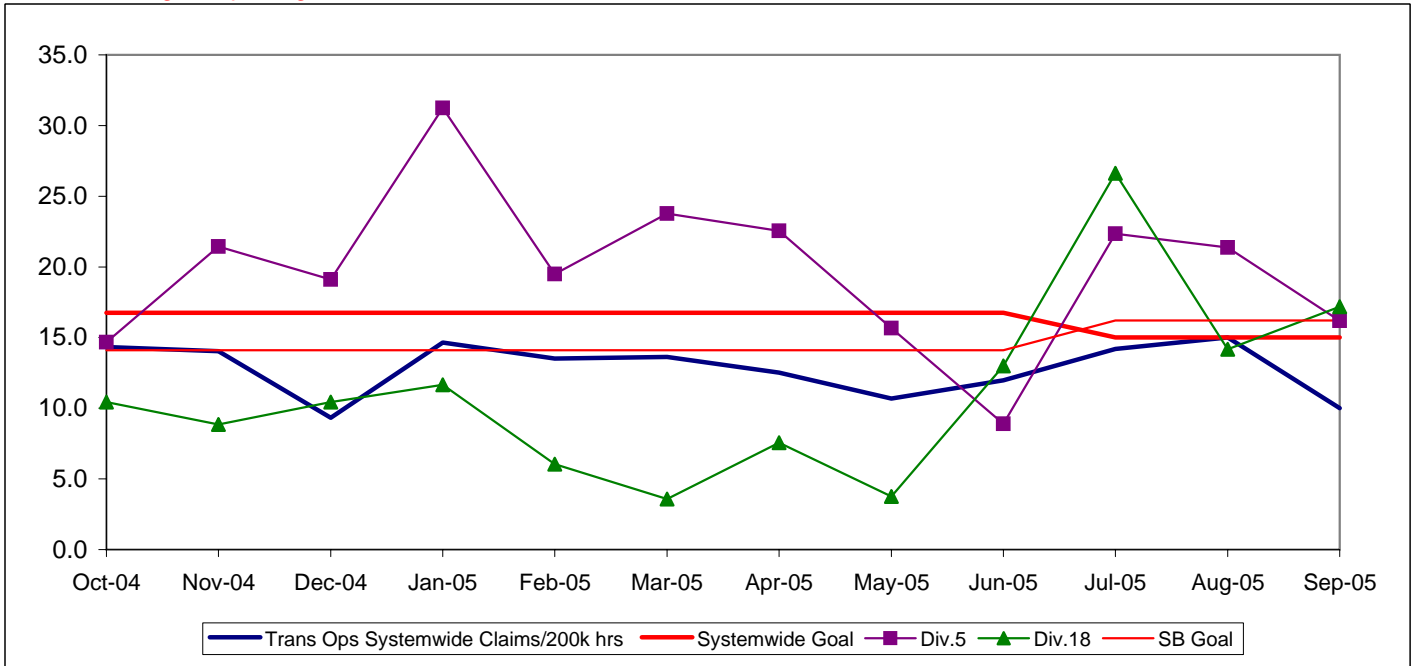
NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

Systemwide and Bus Operating Divisions 5 and 18

Definition: Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity –

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

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:

- * On-Time Pullouts from Primary Terminal Point (OTP-PTP)
- * Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- * 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	FY03	FY04	FY05	FY06 Target	FY06 YTD	Oct. Month	Status
Bus Systemwide							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*, **				58%	28.92%	29.22%	🟡
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	3,162	4,095	🟡
In-Service On-time Performance	69.23%	65.43%	66.50%	70%	66.43%	65.19%	🟡
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.49	3.28	🟡
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	3.04	2.76	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	15.00	Sep 13.00	Sep 10.00	🟢
WC Sector							
OTP-PTP*				58%	26.33%	26.08%	🟡
MMBMF*				3,500	3,432	4,132	🟡
In-Service On-time Performance	67.88%	63.31%	63.39%	70%	63.01%	61.88%	🟡
Bus Traffic Accidents Per 100,000 Miles	4.72	4.61	4.03	3.50	3.85	3.39	🟡
Complaints per 100,000 Boardings	4.84	5.30	4.10	3.75	3.15	2.75	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	28.74	21.52	18.80	20.00	Sep 14.79	Sep 12.33	🟢
Division 6							
OTP-PTP*				58%	24.66%	25.60%	🟡
MMBMF*				3,500	6,858	5,414	🟢
In-Service On-time Performance	65.93%	60.11%	56.75%	70%	57.21%	54.72%	🟡
Bus Traffic Accidents Per 100,000 Miles	4.52	4.10	3.91	3.50	3.61	2.80	🟡
Complaints per 100,000 Boardings	6.10	6.15	4.47	3.75	2.48	3.20	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	30.72	21.71	18.23	20.00	Sep 9.41	Sep 0	🟢
Division 7							
OTP-PTP*				58%	25.63%	25.61%	🟡
MMBMF*				3,500	2,595	3,410	🟡
In-Service On-time Performance	68.80%	64.59%	64.22%	70%	64.24%	63.82%	🟡
Bus Traffic Accidents Per 100,000 Miles	4.95	4.63	4.62	3.50	4.83	4.53	🟡
Complaints per 100,000 Boardings	4.74	5.70	4.24	3.75	3.73	3.33	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.52	21.05	19.44	20.00	Sep 15.21	Sep 15.35	🟢
Division 10							
OTP-PTP*				58%	27.18%	26.52%	🟡
MMBMF*				3,500	4,002	4,635	🟢
In-Service On-time Performance	67.34%	62.85%	64.14%	70%	63.13%	61.42%	🟡
Bus Traffic Accidents Per 100,000 Miles	4.55	4.68	3.50	3.50	3.21	2.70	🟢
Complaints per 100,000 Boardings	4.73	4.85	3.92	3.75	2.79	2.20	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.38	22.90	19.19	20.00	Sep 16.29	Sep 12.84	🟢

*New Indicator. **Beginning this month and going forward, this indicator will include all pullouts from the yard. Jul 05 and Aug 05 have been recalculated to conform to this definition.

- 🟢 Green - High probability of achieving the FY06 target (on track).
- 🟡 Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.
- 🔴 Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

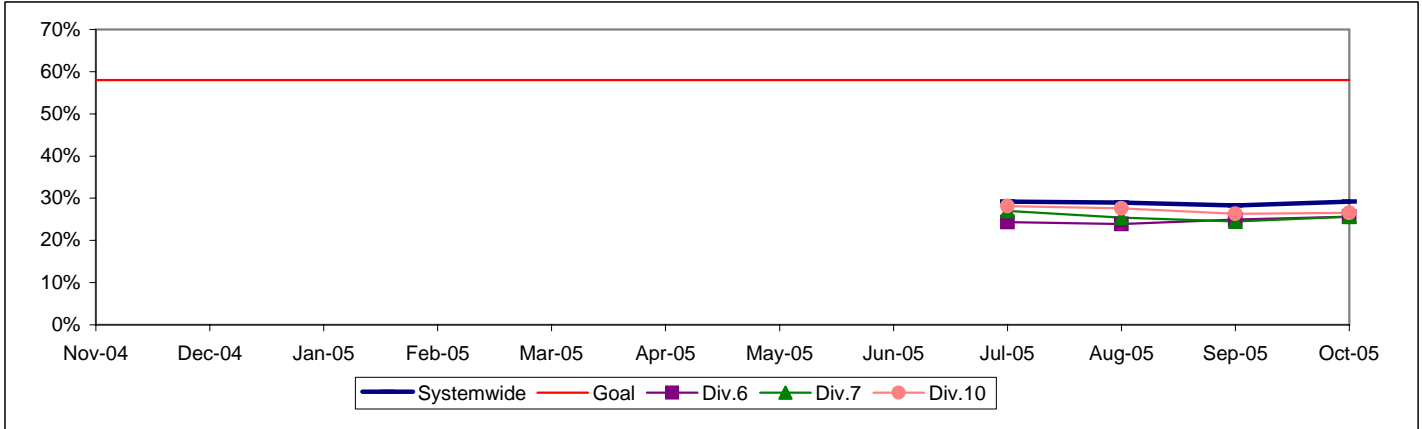
WESTSIDE / CENTRAL SECTOR BUS SERVICE PERFORMANCE

ON-TIME PULLOUT FROM PRIMARY TERMINAL POINT (OTP-PTP) PERCENTAGE*

Definition: On-time Pullout From the Primary Terminal Point Performance measures the percentage of buses leaving the first stop of the route within one minute of the scheduled time. The higher the number, the more reliable the service.

Calculation: $OTP\% = [(100\% - ((\text{Total early and late pullout runs} / \text{by Total pullouts at first terminal}) \times 100)]$

OTP-PTP Systemwide and Divisions 6, 7 and 10*



* New Indicator. On-Time Pullout from Primary Terminal Point (OTP-PTP) data from ATMS.

On-Time, Early and Late Pullouts From the Primary Terminal Point (OTP-PTP) by Sector Divisions'

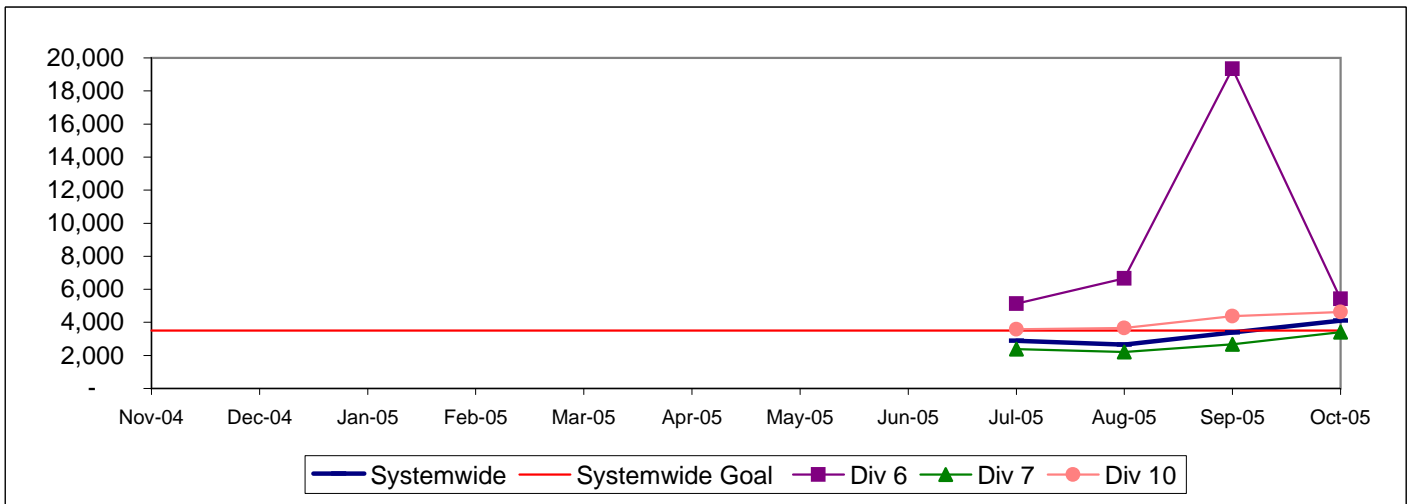
Div.	Pullouts from Primary Terminal Point				Percent		
	Early	Late	On-Time	Total Pullouts	Early Pullouts	On-Time Pullouts	Late Pullouts
Westside/Central (WC)							
6	214	472	236	922	23.21%	25.60%	51.19%
7	922	2047	1022	3991	23.10%	25.61%	51.29%
10	1031	2875	1410	5316	19.39%	26.52%	54.08%
Total Systemwide	9238	20052	12090	41380	22.32%	29.22%	48.46%

*New Indicator

MEAN MILES BETWEEN MECHANICAL FAILURES REQUIRING BUS EXCHANGE Systemwide and Divisions 6, 7 and 10

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

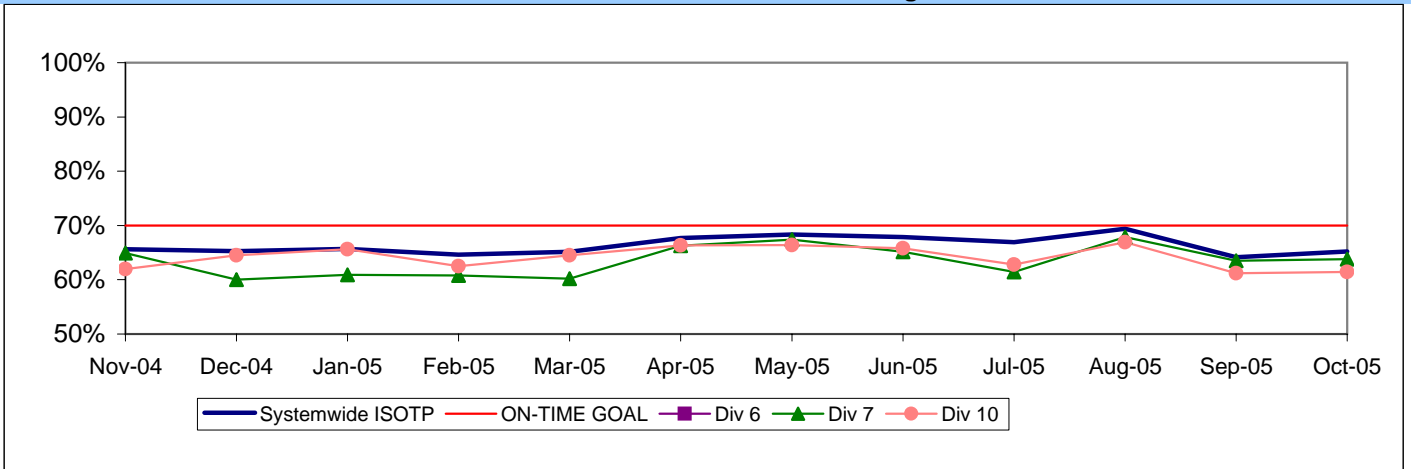
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



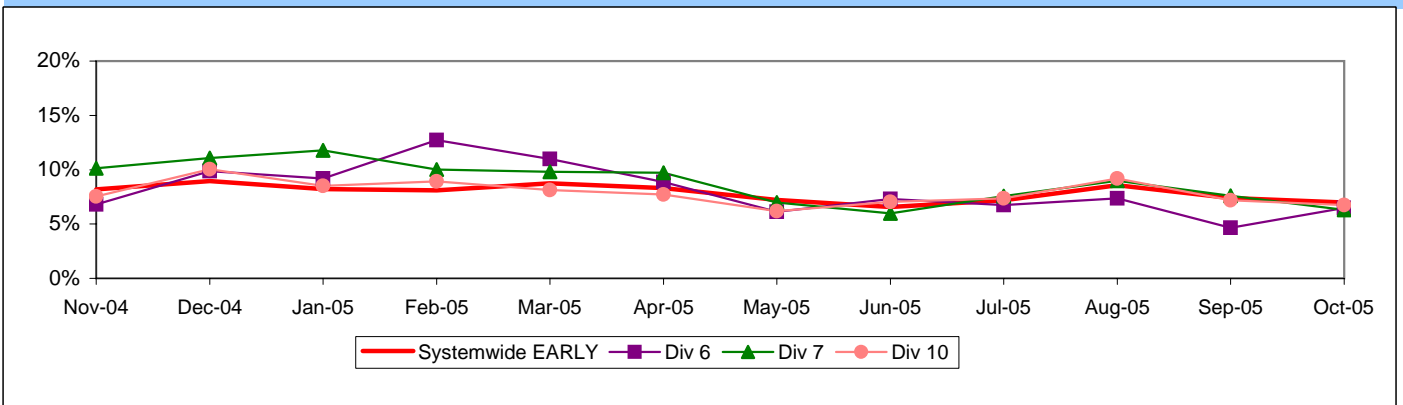
IN-SERVICE ON-TIME PERFORMANCE

Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no
Calculation: $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes}))$

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



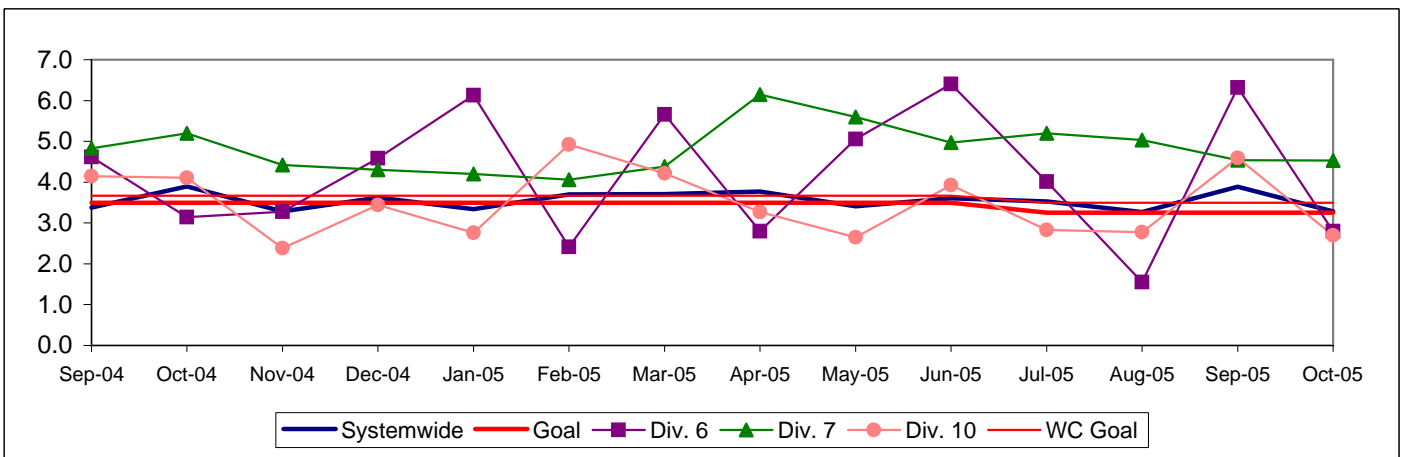
Running Hot - Systemwide and Bus Operating Divisions 6, 7 and 10



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

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

Calculation: $\text{Traffic Accidents Per 100,000 Hub Miles} = (\text{The number of Traffic Accidents} / \text{by (Hub Miles / by 100,000)})$

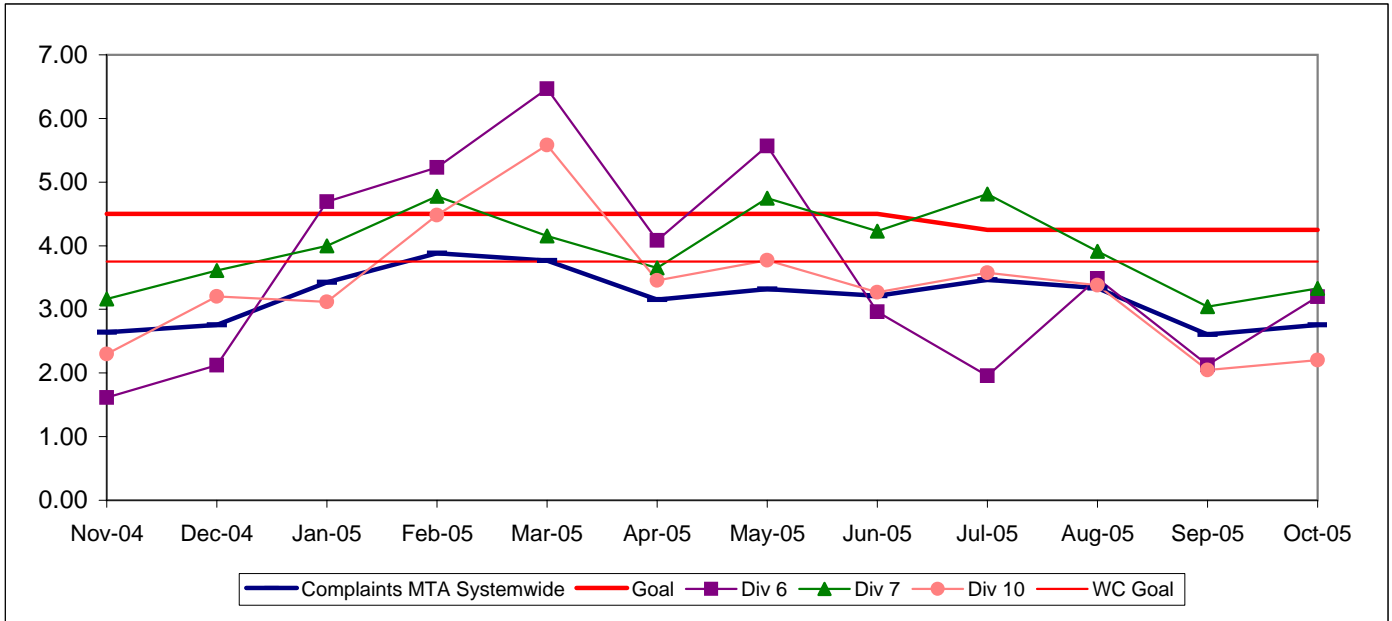


COMPLAINTS PER 100,000 BOARDINGS

Systemwide and Bus Operating Divisions 6, 7 and 10

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

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



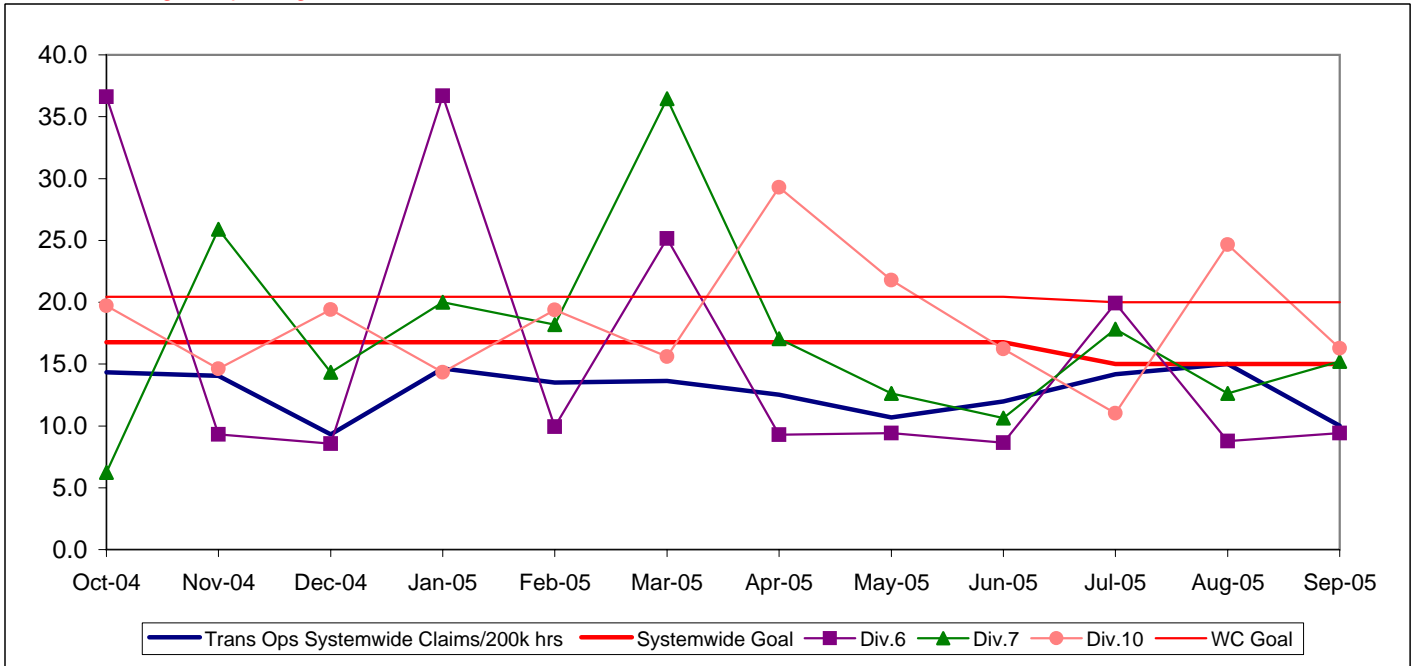
NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

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 –

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

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	FY03	FY04	FY05	FY06 Target	FY06 YTD	Oct. Month	Status
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	11.25	11.59	9.32	10.00	Sep 11.18	Sep 10.09	Yellow
Metro Red Line (MRL)							
On-Time Pullouts	99.36%	99.71%	99.94%	99.00%	98.86%	98.30%	Yellow
Mean Miles Between Chargeable Mechanical Failures*	9,495	12,793	11,759	15,000	18,595	23,840	Green
In-Service On-time Performance	99.15%	99.04%	98.66%	99.20%	98.56%	98.45%	Yellow
Traffic Accidents Per 100,000 Train Miles	0.07	0	0.22	0.14	0.22	0.87	Yellow
Complaints per 100,000 Boardings	1.20	1.17	1.13	1.00	0.93	0.69	Yellow
Metro Blue Line (MBL)							
On-Time Pullouts	99.07%	99.94%	99.73%	99.00%	99.79%	99.59%	Green
Mean Miles Between Chargeable Mechanical Failures	6,399	10,365	16,273	15,000	20,881	23,571	Green
In-Service On-time Performance	97.59%	98.74%	98.16%	99.00%	98.19%	98.39%	Yellow
Traffic Accidents Per 100,000 Train Miles	0.82	1.36	0.64	0.40	0.88	0.70	Yellow
Complaints per 100,000 Boardings	1.30	0.97	0.98	1.00	1.09	0.59	Yellow
Metro Green Line (MGrL)							
On-Time Pullouts	98.99%	99.78%	99.91%	99.00%	99.95%	100.00%	Green
Mean Miles Between Chargeable Mechanical Failures	5,617	11,337	12,558	15,000	21,048	21,021	Green
In-Service On-time Performance	98.21%	98.99%	98.22%	99.00%	98.89%	98.81%	Yellow
Traffic Accidents Per 100,000 Train Miles	0.14	0.08	0.00	0.40	0	0	Green
Complaints per 100,000 Boardings	1.26	1.37	1.39	1.00	1.14	1.06	Yellow
Metro Gold Line (MGoL)							
On-Time Pullouts		100%	99.85%	99.00%	100%	100%	Green
Mean Miles Between Chargeable Mechanical Failures		8,938	16,571	15,000	17,601	30,649	Green
In-Service On-time Performance		98.52%	97.97%	99.00%	98.34%	98.55%	Yellow
Traffic Accidents Per 100,000 Train Miles		0.25	0.23	0.40	0.36	0.00	Green
Complaints per 100,000 Boardings		3.81	2.85	1.00	2.32	2.45	Yellow

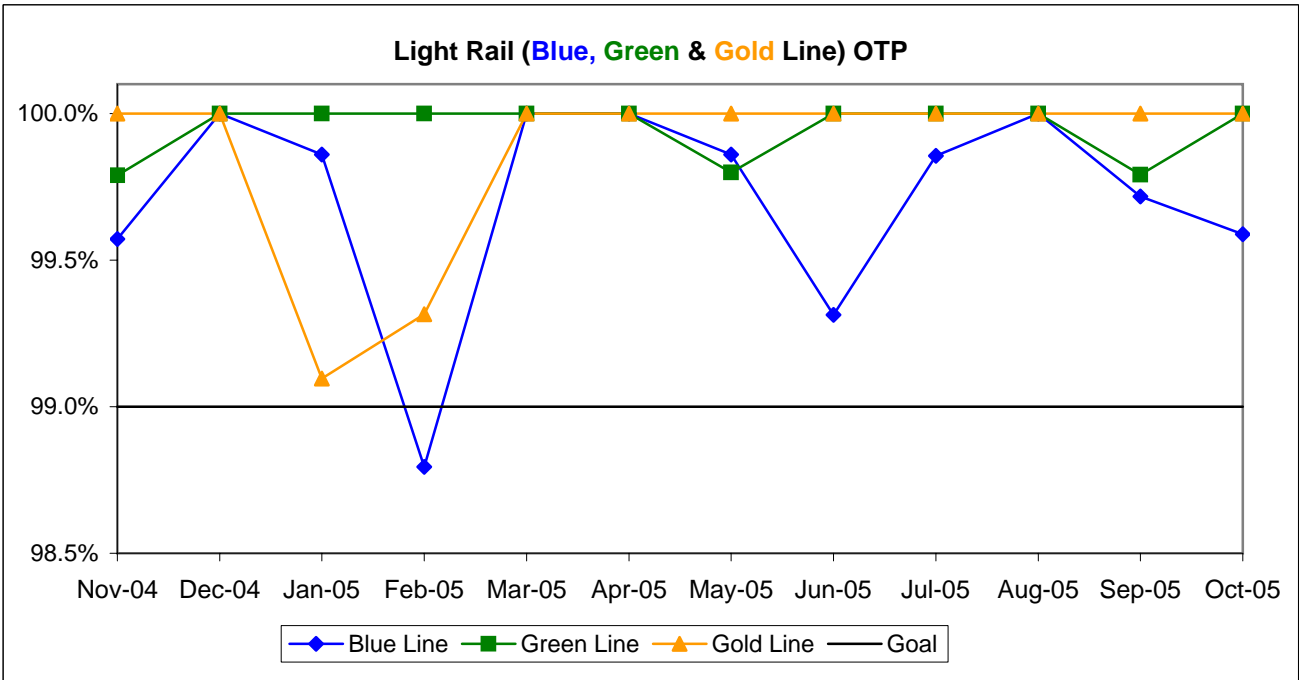
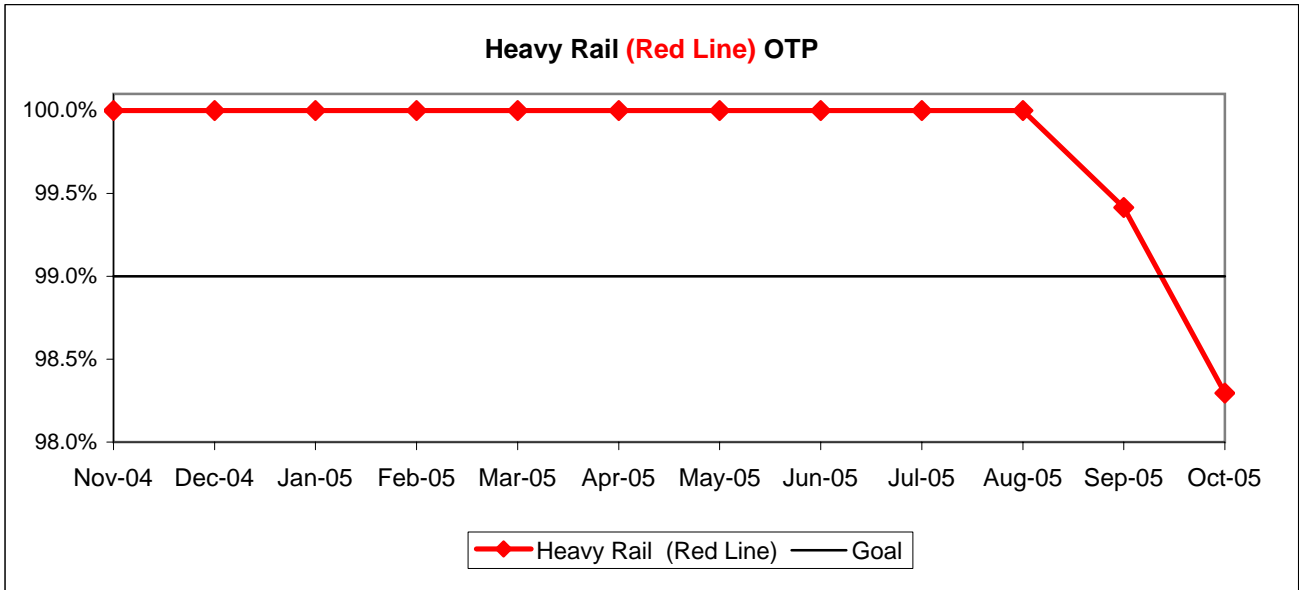
- Green - High probability of achieving the FY06 target (on track).
- ◇ Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

RAIL SERVICE PERFORMANCE

ON-TIME PULLOUTS (OTP)

Definition: On-time Pullouts measures the percentage of trains leaving the yard within ninety seconds of the scheduled pullout time. The higher the number, the more reliable the service.

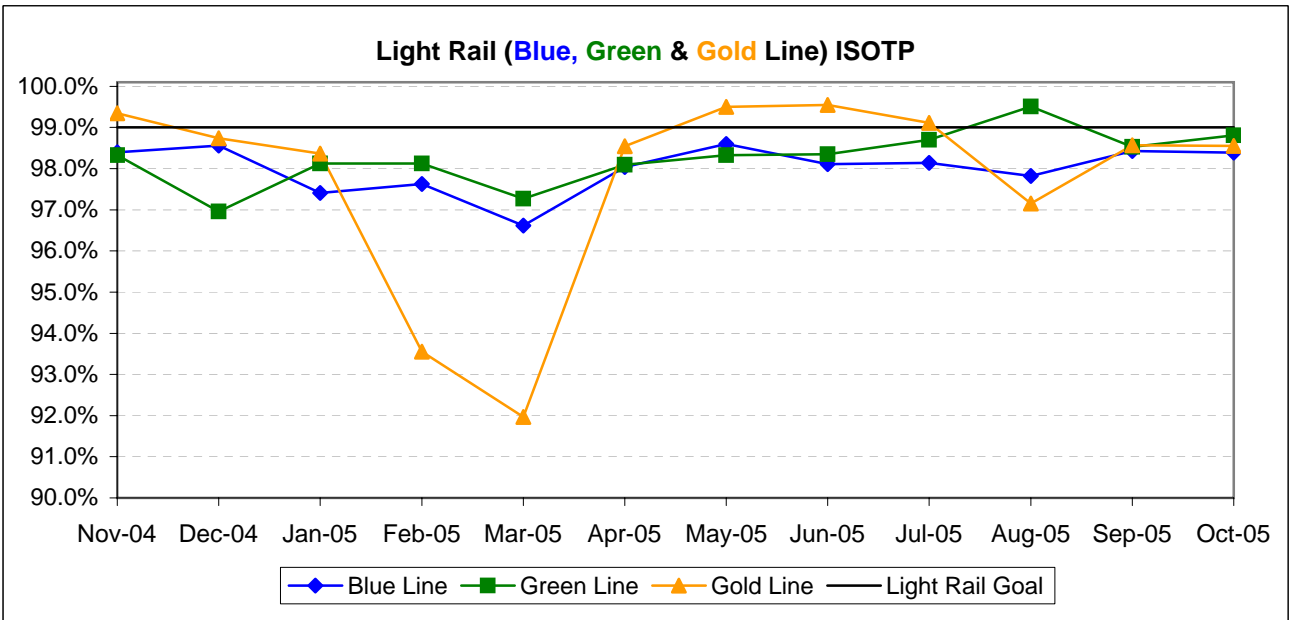
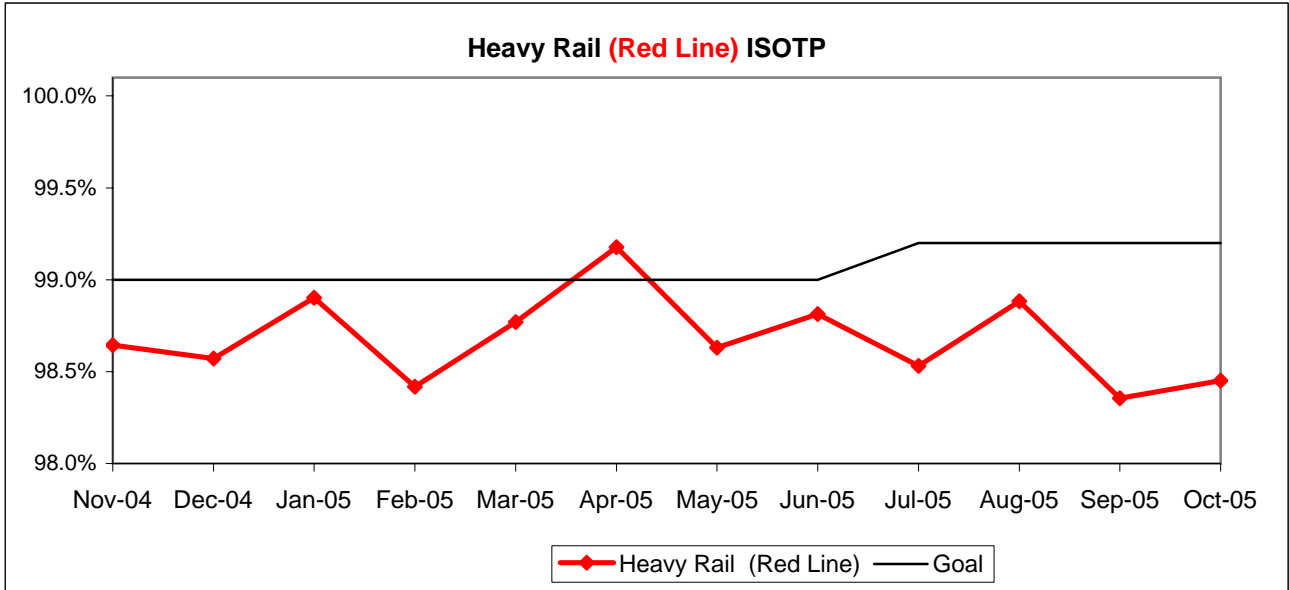
Calculation: $OTP\% = [(100\% - ((\text{Total cancelled pullouts plus late pullouts}) / \text{by Total scheduled pullouts}) \times 100]$



IN-SERVICE ON-TIME PERFORMANCE (ISOTP)

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

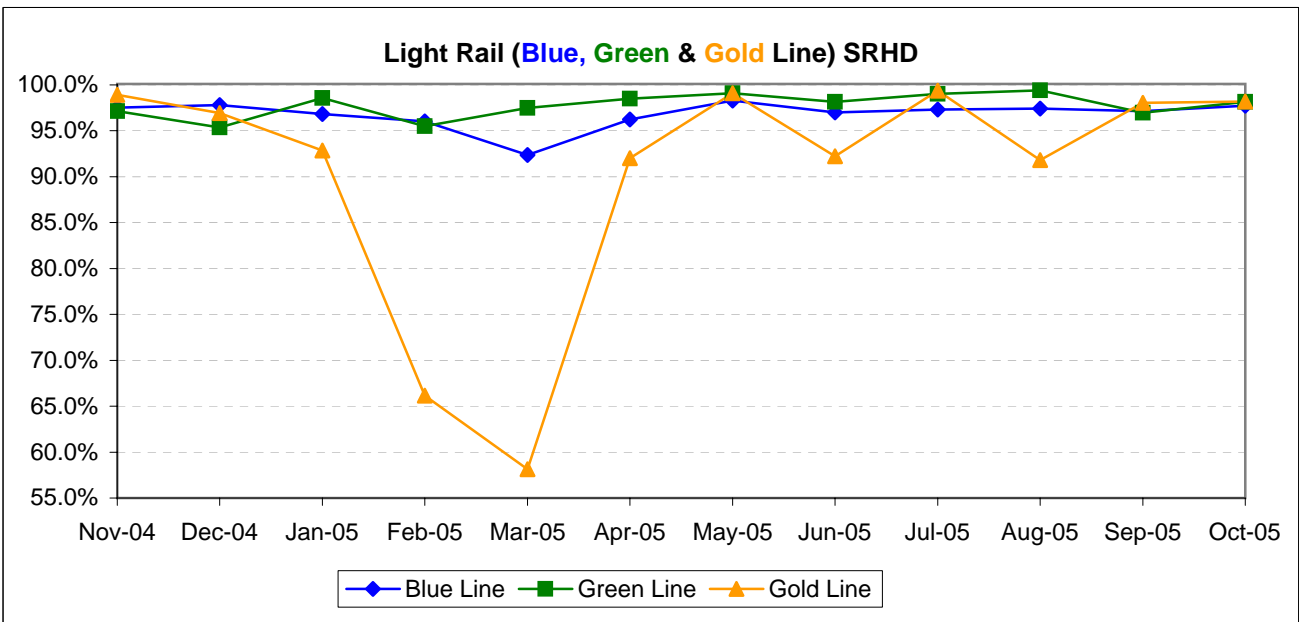
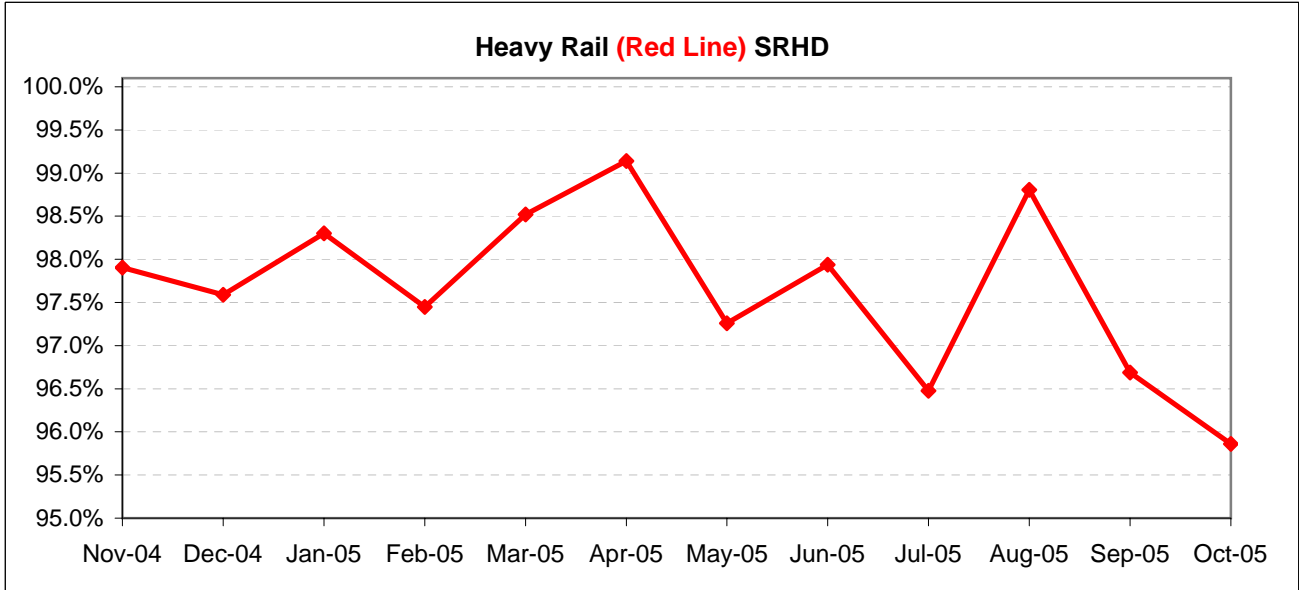
Calculation: ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]]



Scheduled Revenue Hours Delivered (SRHD) by Rail Line

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

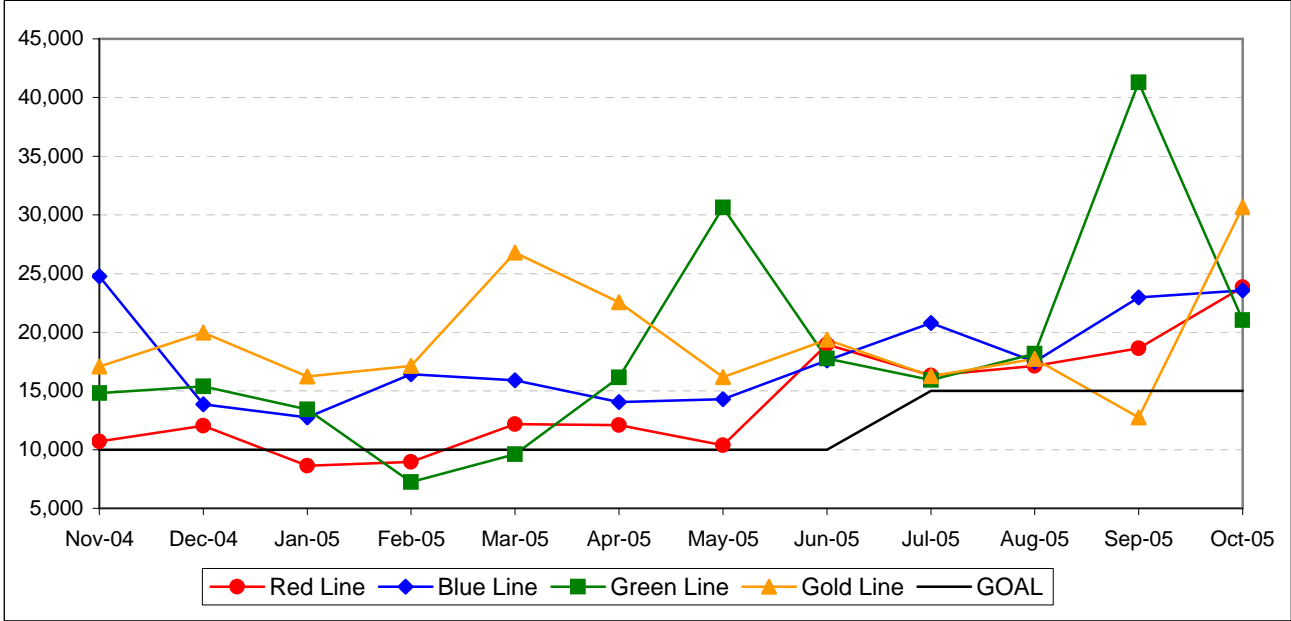
Calculation: $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



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

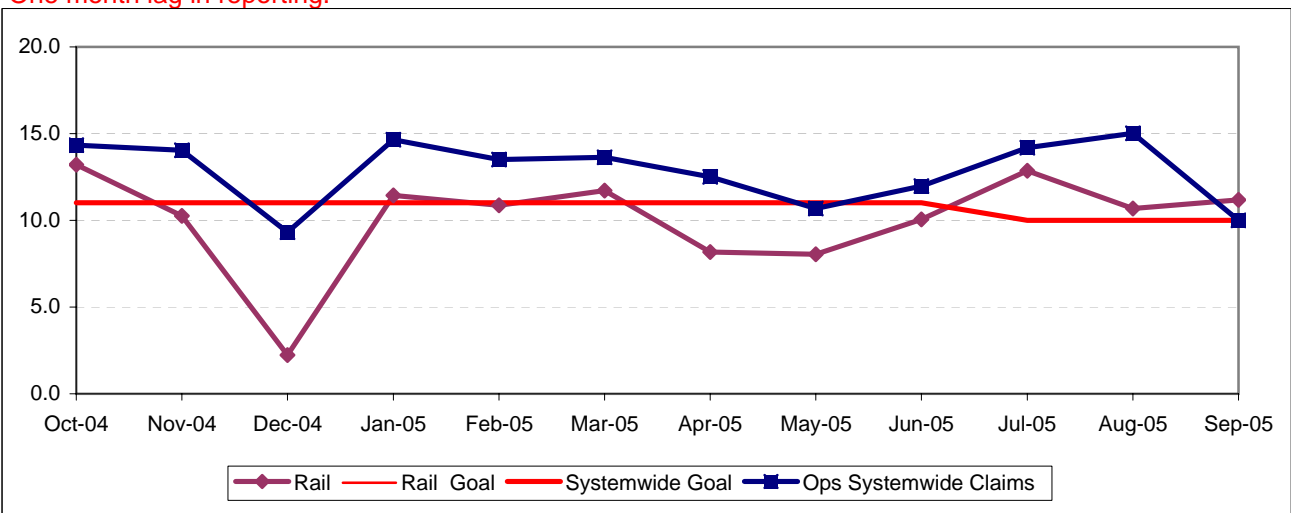


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

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

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

One month lag in reporting.



BUS SERVICE PERFORMANCE

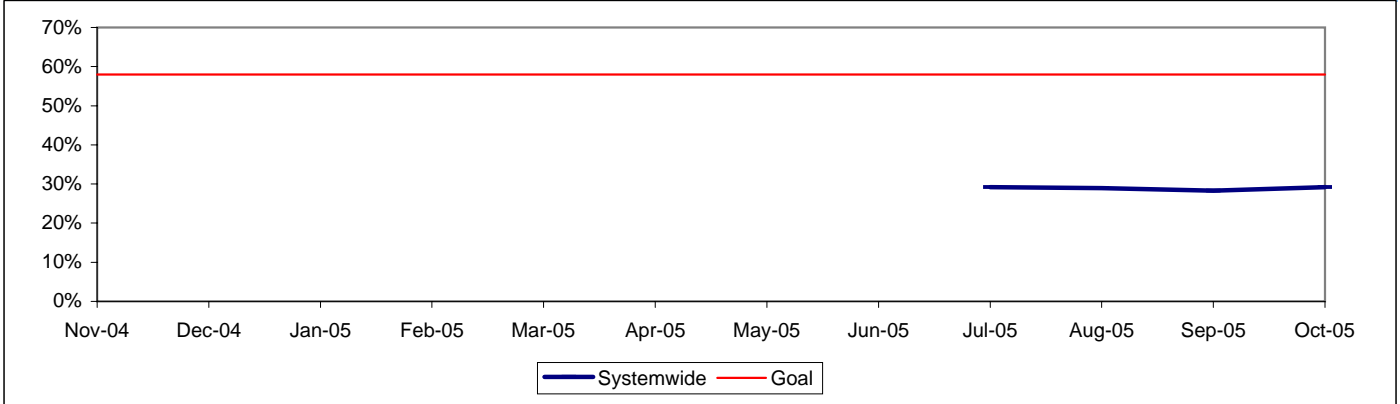
ON-TIME PULLOUT FROM PRIMARY TERMINAL POINT (OTP-PTP) PERCENTAGE *

Definition: On-time Pullout From Primary Terminal Point (OTP-PTP) Performance measures the percentage of buses leaving the first terminal point in the AM peak (first scheduled stop) within one minute of the scheduled time. The higher the number, the more reliable the service.

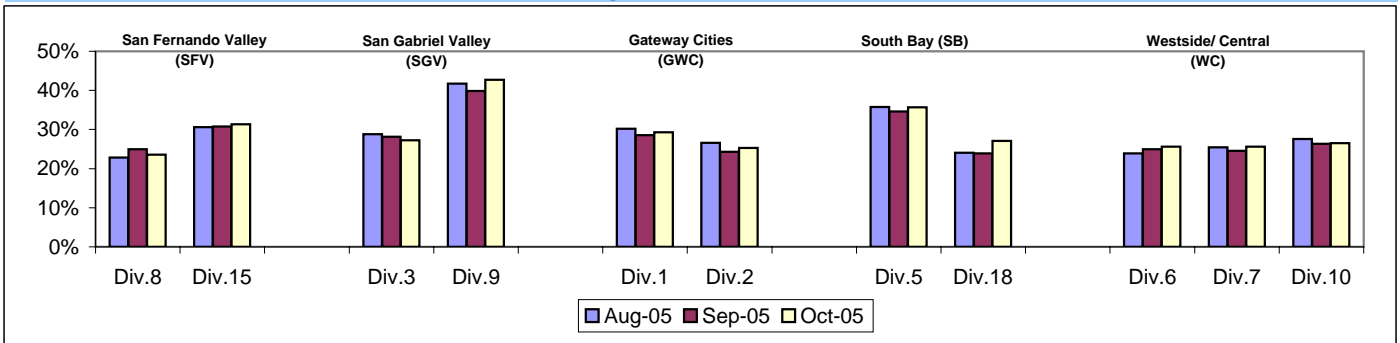
Calculation: $OTP\% = [(100\% - ((\text{Total late and cancelled runs} / \text{Total scheduled pullouts}) \times 100)]$

* New Indicator. The On-Time Pullout from Primary Terminal Point (OTP-PTP) data is from the Advanced Transportation Management System (ATMS).

OTP-PTP - Systemwide Trend



OTP-PTP by Sector Bus Operating Divisions August - October 2005



OTP-PTP, Early and Late Pullout Percentage by Sector Divisions*

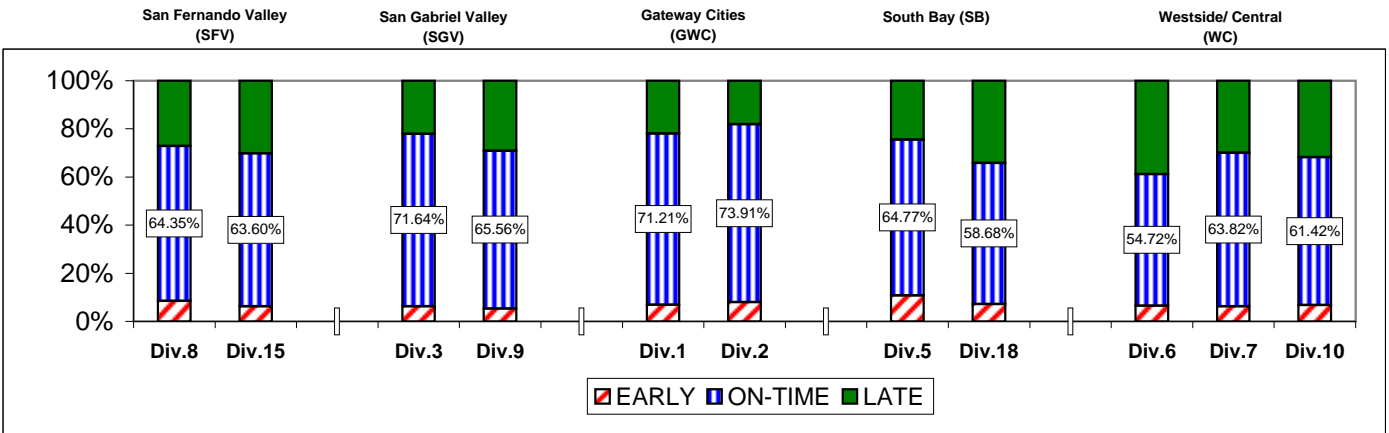
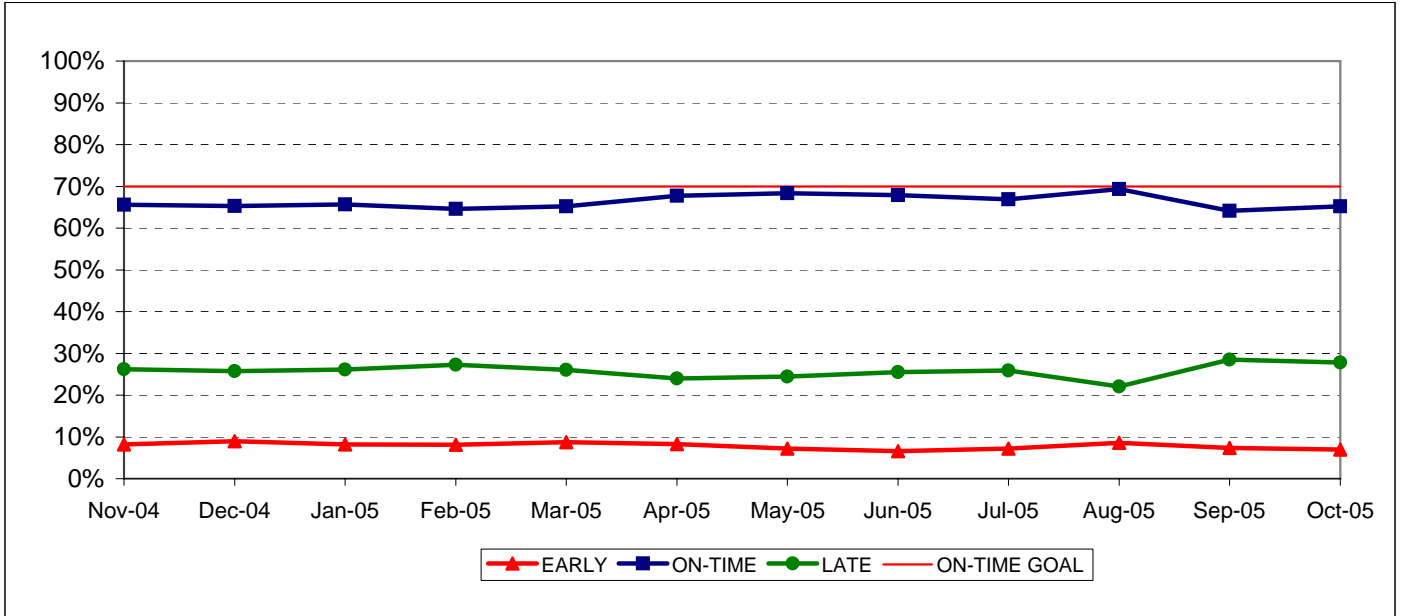
Div.	Pullouts from Primary Terminal Point				Percent		
	Early	Late	On-Time	Total Pullouts	Early Pullouts	On-Time Pullouts	Late Pullouts
San Fernando Valley (SFV)							
8	816	2027	878	3721	21.93%	23.60%	54.47%
15	683	1900	1181	3764	18.15%	31.38%	50.48%
San Gabriel Valley (SGV)							
3	454	1511	736	2701	16.81%	27.25%	55.94%
9	665	1354	1505	3524	18.87%	42.71%	38.42%
Gateway Cities (GWC)							
1	679	2303	1236	4218	16.10%	29.30%	54.60%
2	1081	1960	1031	4072	26.55%	25.32%	48.13%
South Bay (SB)							
5	1255	1574	1569	4398	28.54%	35.68%	35.79%
18	1438	2029	1286	4753	30.25%	27.06%	42.69%
Westside/Central (WC)							
6	214	472	236	922	23.21%	25.60%	51.19%
7	922	2047	1022	3991	23.10%	25.61%	51.29%
10	1031	2875	1410	5316	19.39%	26.52%	54.08%
TOTAL	9238	20052	12090	41380	22.32%	29.22%	48.46%

IN-SERVICE ON-TIME PERFORMANCE

Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more
Calculation: ISOTP% = 1 - ((Number of buses departing early + Number of buses departing more than five minutes late) / (Total

Systemwide Trend

**Bus Operating Divisions
ISOTP - 1 Minute Tolerance for Running Hot**



ISOTP By Sectors' Divisions

Year-to-Date Compared To Last Year

	FY05	FY06-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8			
Early	6.82%	7.16%	0.34%
On-Time	69.78%	69.58%	-0.20%
Late	23.40%	23.26%	-0.14%
Division 15			
Early	8.15%	7.48%	-0.66%
On-Time	67.84%	65.08%	-2.76%
Late	24.01%	27.44%	3.43%
Gateway Cities Sector (GWC)			
Division 1			
Early	7.05%	7.13%	0.08%
On-Time	71.62%	72.95%	1.34%
Late	21.33%	19.91%	-1.42%
Division 2			
Early	9.23%	8.05%	-1.18%
On-Time	70.42%	73.53%	3.11%
Late	20.35%	18.42%	-1.93%
South Bay Sector (SB)			
Division 5			
Early	9.62%	10.64%	1.03%
On-Time	65.58%	64.63%	-0.96%
Late	24.80%	24.73%	-0.07%
Division 18			
Early	8.14%	7.80%	-0.34%
On-Time	63.42%	61.10%	-2.32%
Late	28.44%	31.10%	2.66%

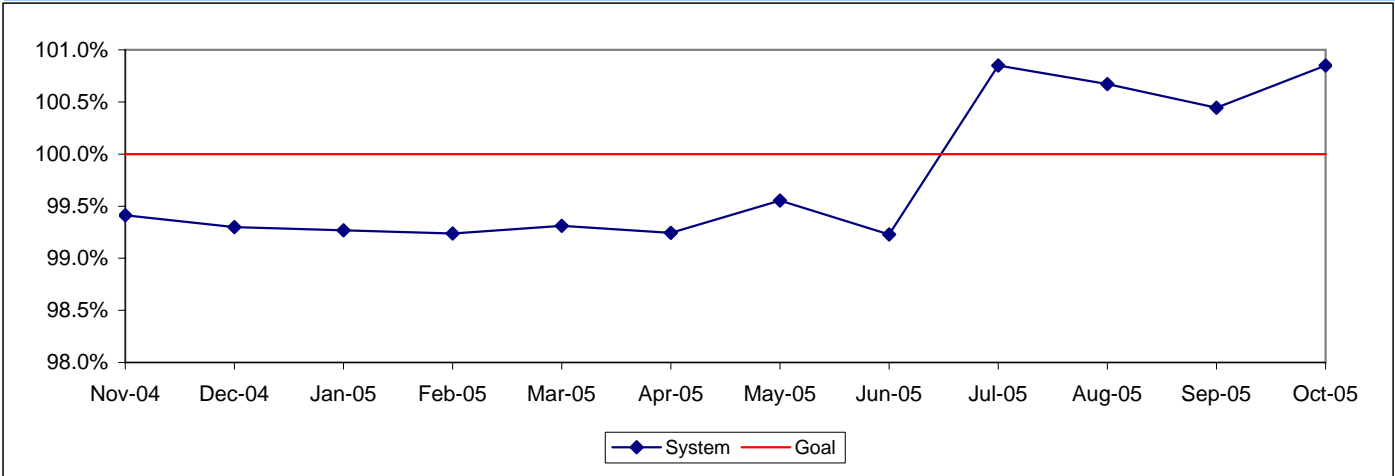
	FY05	FY06-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3			
Early	8.92%	6.36%	-2.56%
On-Time	71.06%	73.72%	2.66%
Late	20.03%	19.92%	-0.10%
Division 9			
Early	7.04%	5.84%	-1.20%
On-Time	68.49%	67.89%	-0.60%
Late	24.47%	26.27%	1.80%
Westside/Central Sector (WC)			
Division 6			
Early	10.18%	6.30%	-3.88%
On-Time	56.75%	57.21%	0.46%
Late	33.07%	36.49%	3.42%
Division 7			
Early	10.52%	7.64%	-2.88%
On-Time	64.22%	64.24%	0.03%
Late	25.27%	28.11%	2.85%
Division 10			
Early	9.41%	7.65%	-1.75%
On-Time	64.14%	63.13%	-1.01%
Late	26.45%	29.21%	2.76%
SYSTEMWIDE			
Early	8.92%	7.54%	-1.38%
On-Time	66.50%	66.43%	-0.07%
Late	24.58%	26.03%	1.45%

ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED*

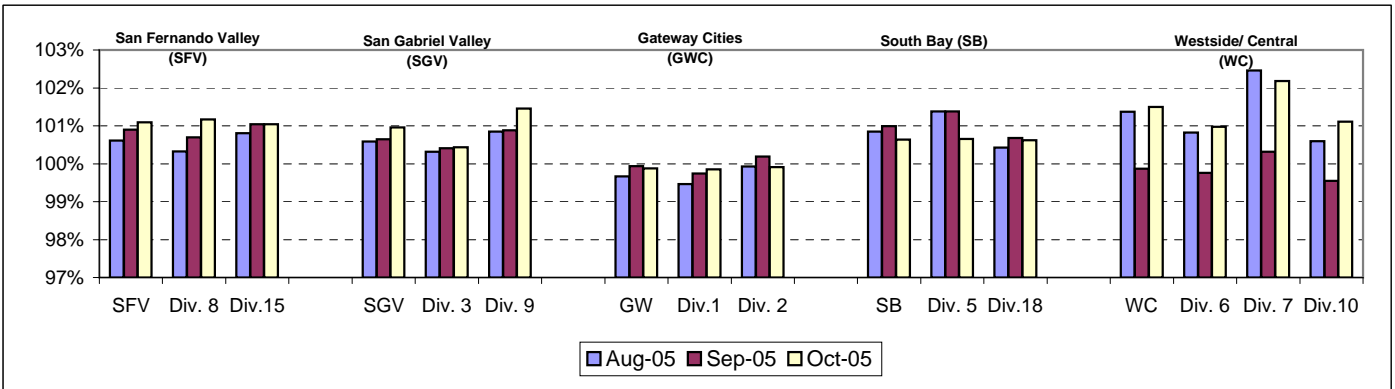
Definition: This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures. FY06: This performance indicator measures the percentage of scheduled Revenue Hours delivered after adding in temporary RH service added, Hollywood Bowl and Race Track RH, in addition RH due to overtime offset by cancellations and in-service delays.

Calculation: $SRHD\% = 1 - ((\text{In-Service Delay Revenue Hours plus Cancelled Revenue Hours}) \div (\text{Total Scheduled Service Hours} + \text{Temporary Revenue Hours} + \text{Hollywood Bowl and Race Track Revenue Hours} + \text{In Addition Revenue Hours}))$
 FY06: Actual Revenue Hours Delivered divided by Scheduled Revenue Hours.

Systemwide Trend



* Used Scheduled Hours delivered in FY05. Beginning July 2005, calculating the Actual RH to Scheduled Revenue Hours.



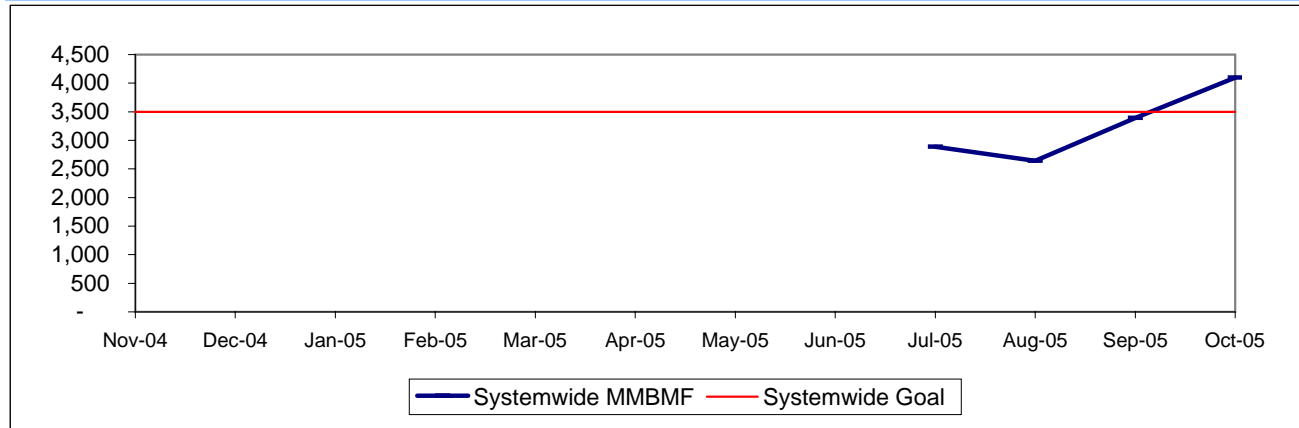
MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)*

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

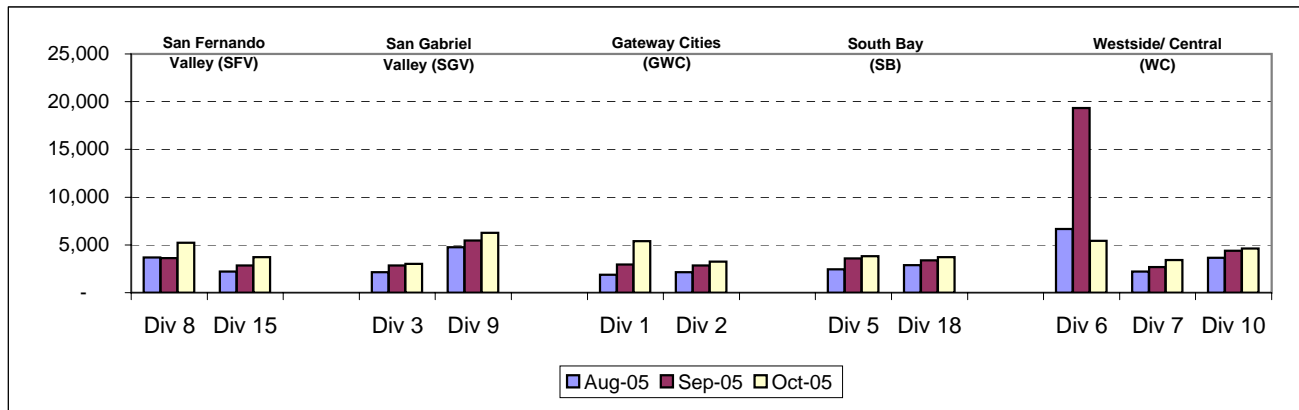
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

Systemwide Trend



* New Indicator.

MMBMF -- Bus Operating Sector Divisions August - October 2005

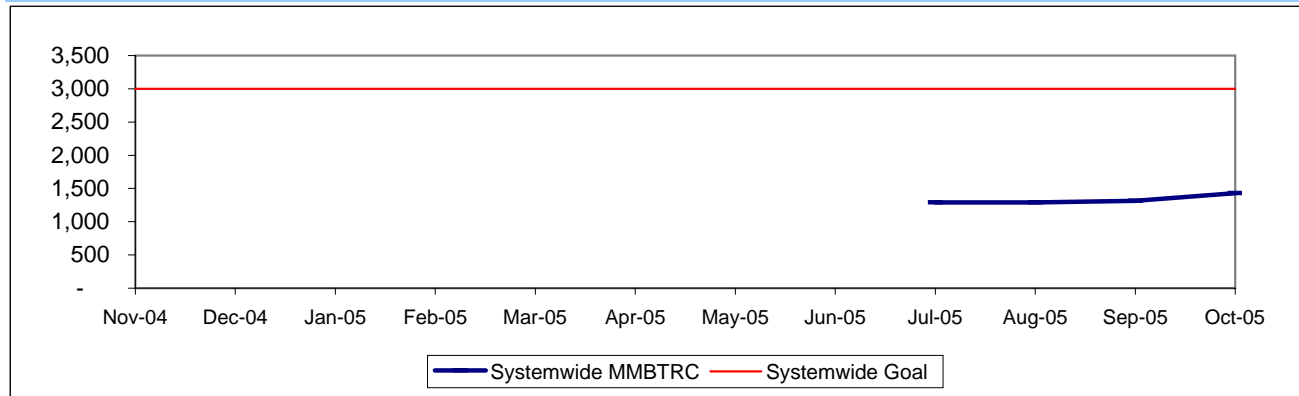


MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)*

Definition: Average Hub Miles traveled between road call problems.

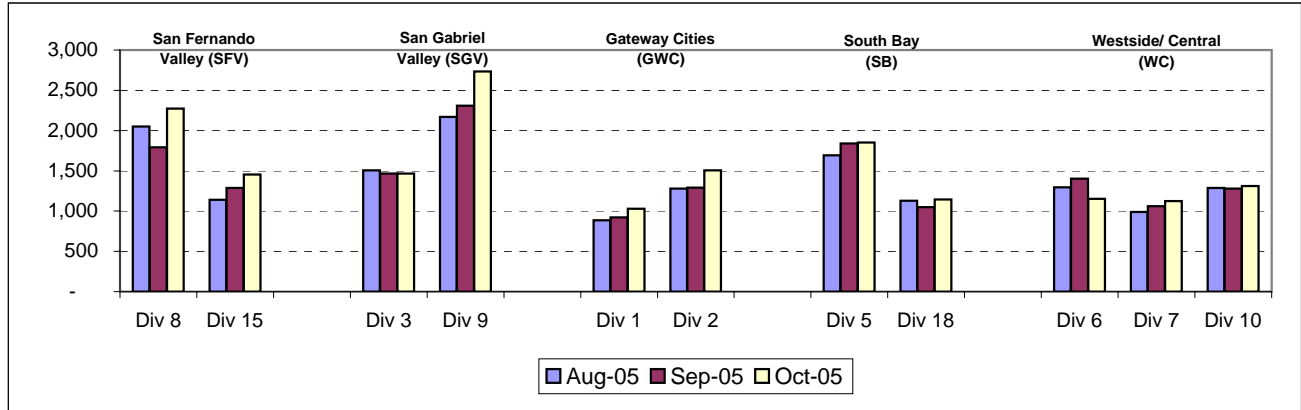
Calculation: $MMBTRC = (\text{Total Hub Miles} / \text{by Total Road Calls})$

MMBTRC Systemwide Trend



* New Indicator.

**MMBTRC --Bus Operating Sector Divisions
August - September 2005**



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

	Number of Buses	Percent of Buses
CNG	2,075	77.77%
Diesel (Except FlexMetro)	500	18.74%
FlexMetro Diesel	0	0.00%
Gasoline	59	2.21%
Propane	34	1.27%
Total	<u>2,668</u>	<u>100.00%</u>

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	5.4	5.4	5.2	5.8	7.9

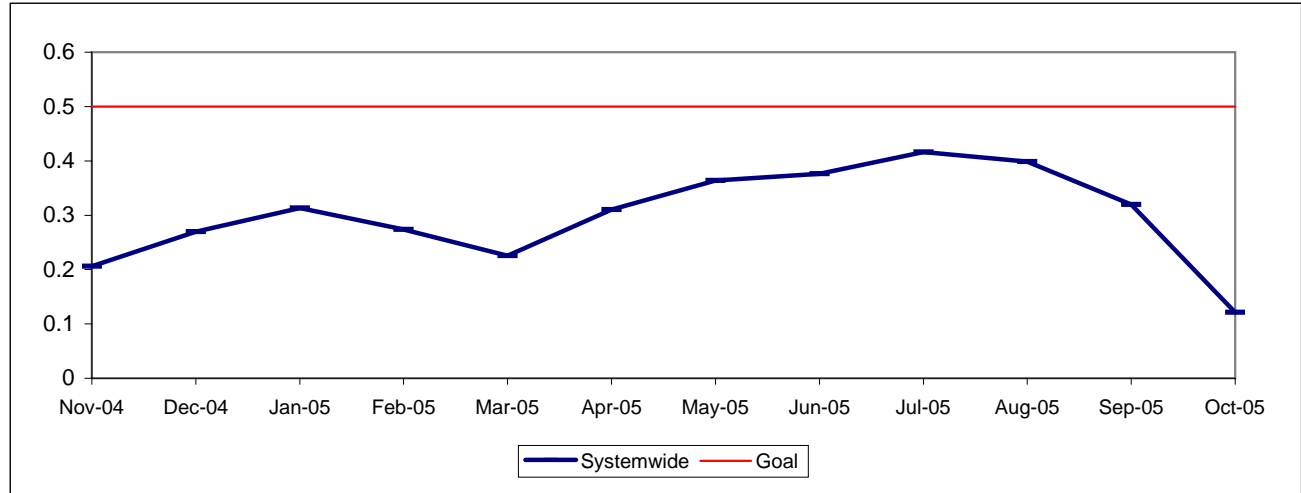
WC		
Div 6	Div 7	Div 10
11.7	5.9	6.8

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

Definition: Average past due critical scheduled preventive maintenance jobs per bus. This indicator measures

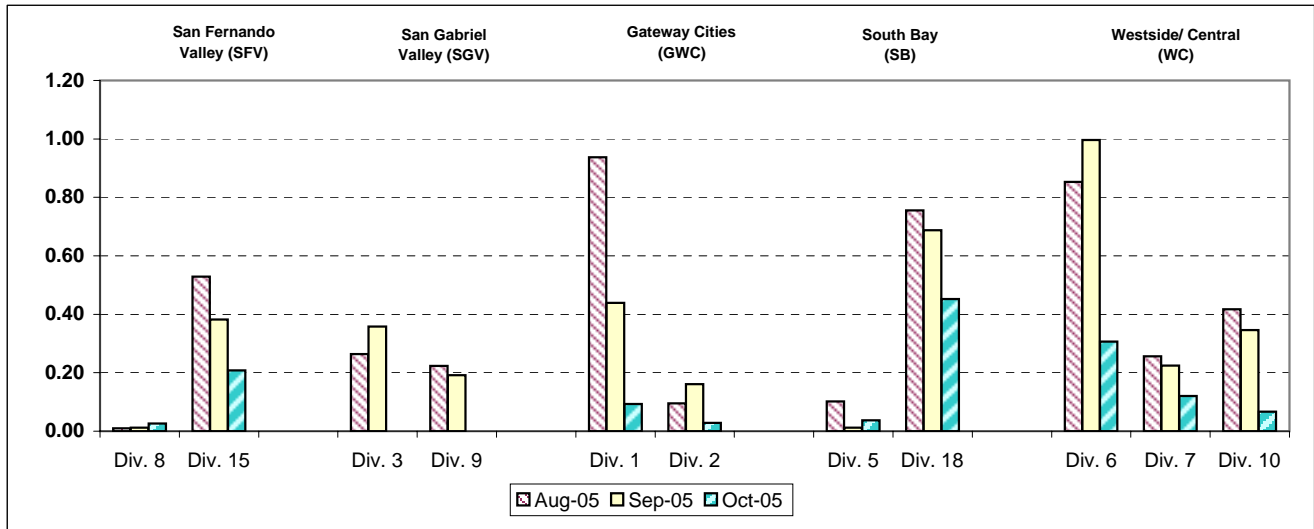
Calculation: Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

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
August - October 2005**



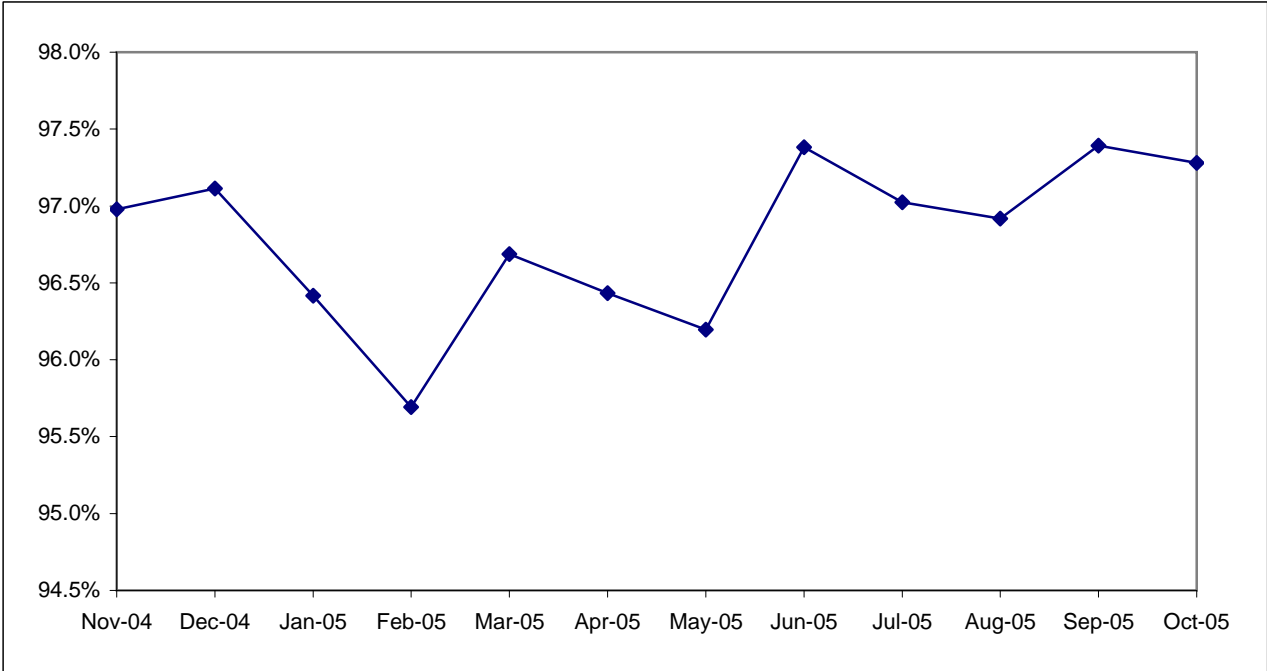
ATTENDANCE

MAINTENANCE ATTENDANCE

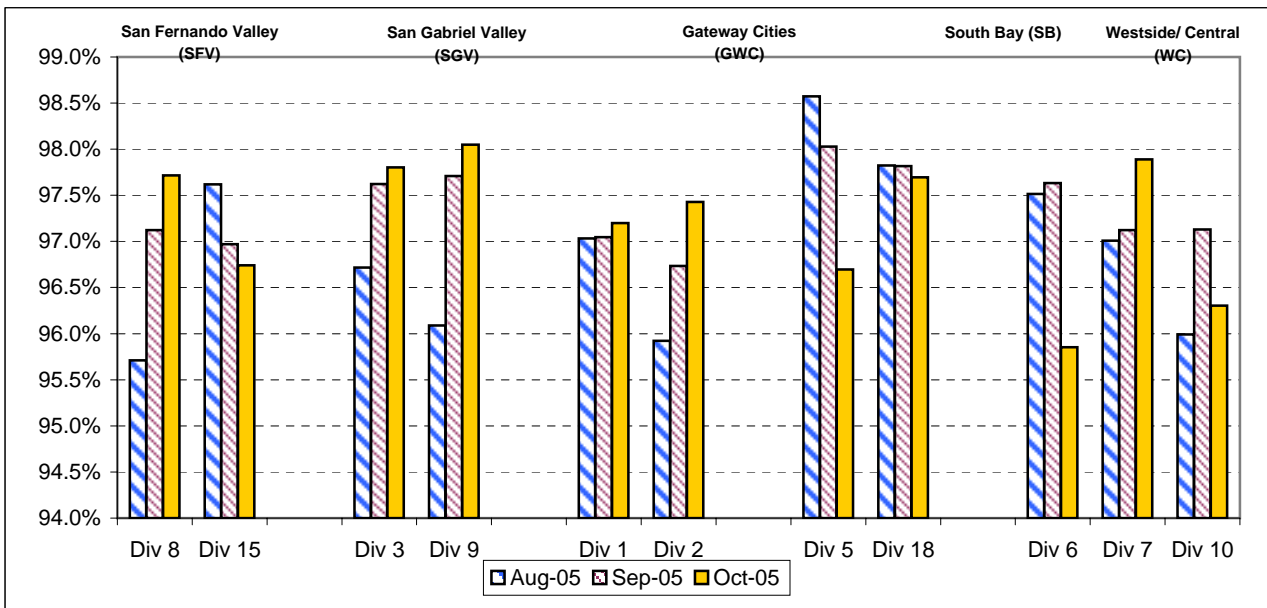
Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

Systemwide Trend



Maintenance Attendance - By Sectors' Divisions (By Current Month) August - October 2005



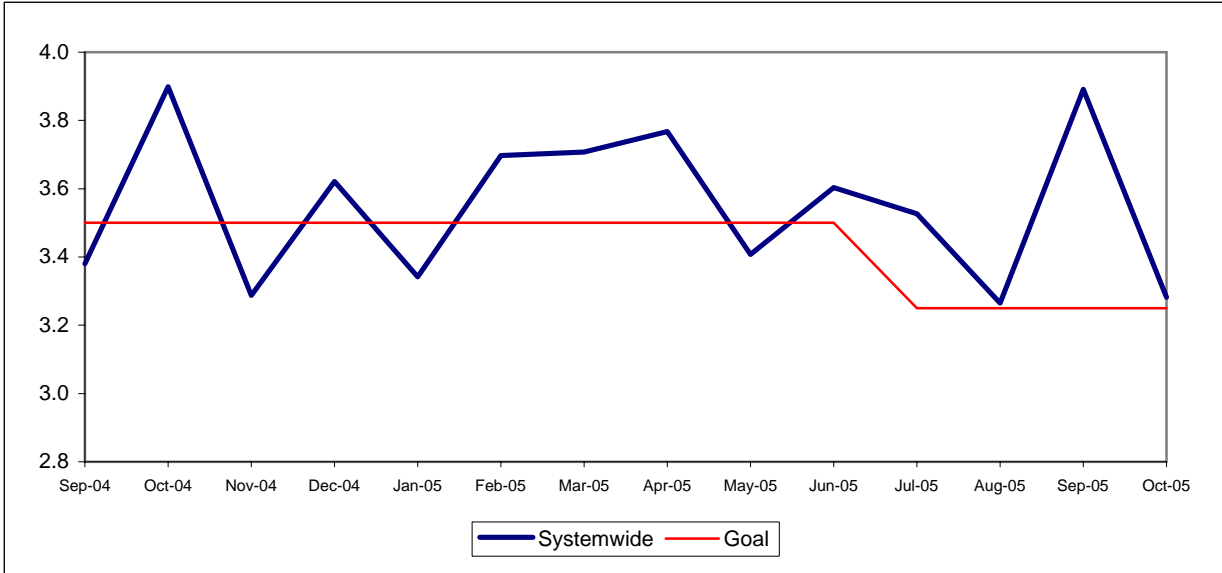
SAFETY PERFORMANCE

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.

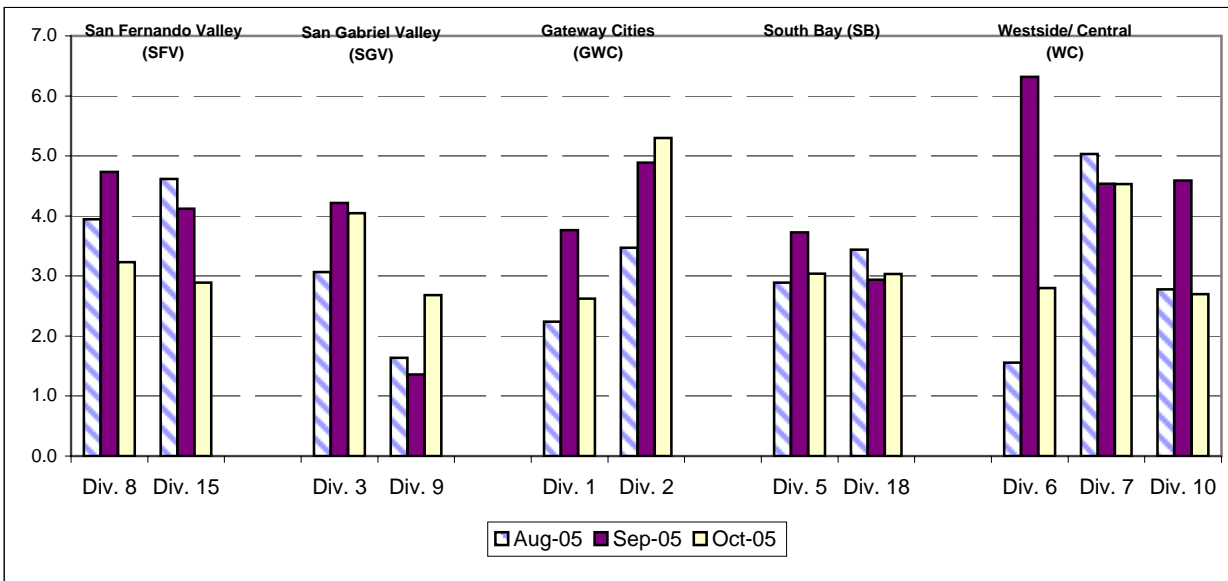
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

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.

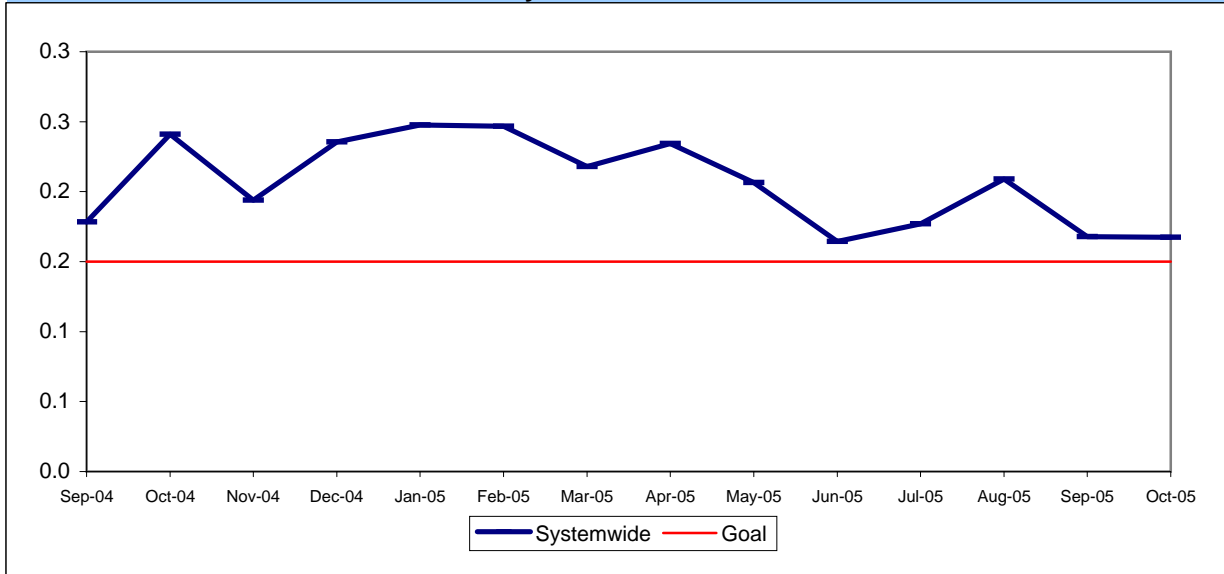
Bus Operating Divisions - by Sectors' Divisions August - October 2005



BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

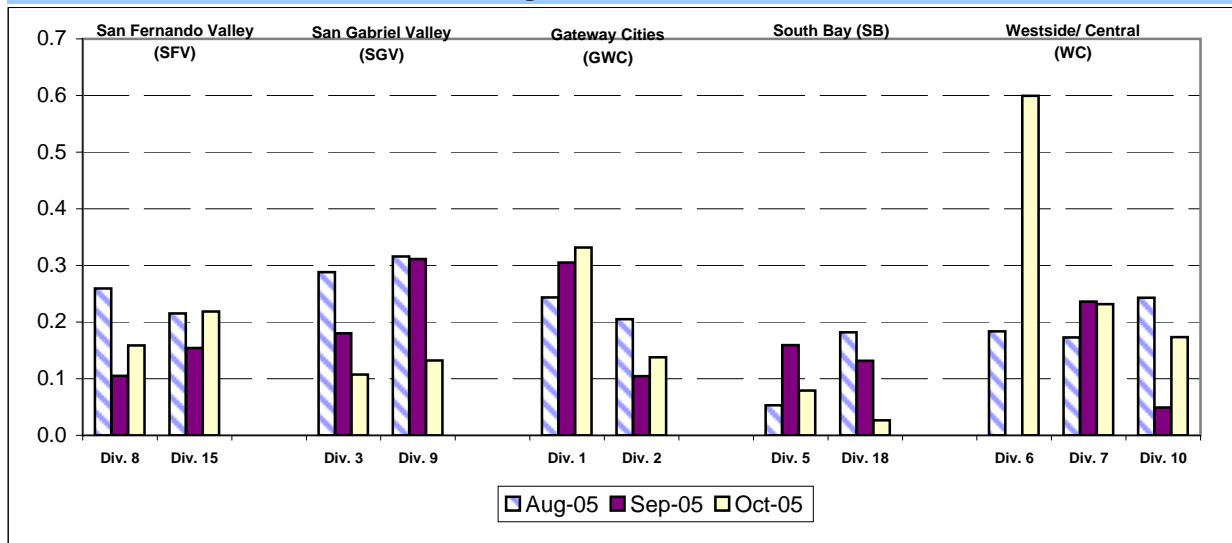
Definition: Average number of Passenger Accidents for every 100,000 Boardings. This indicator
Calculation: Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by

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.

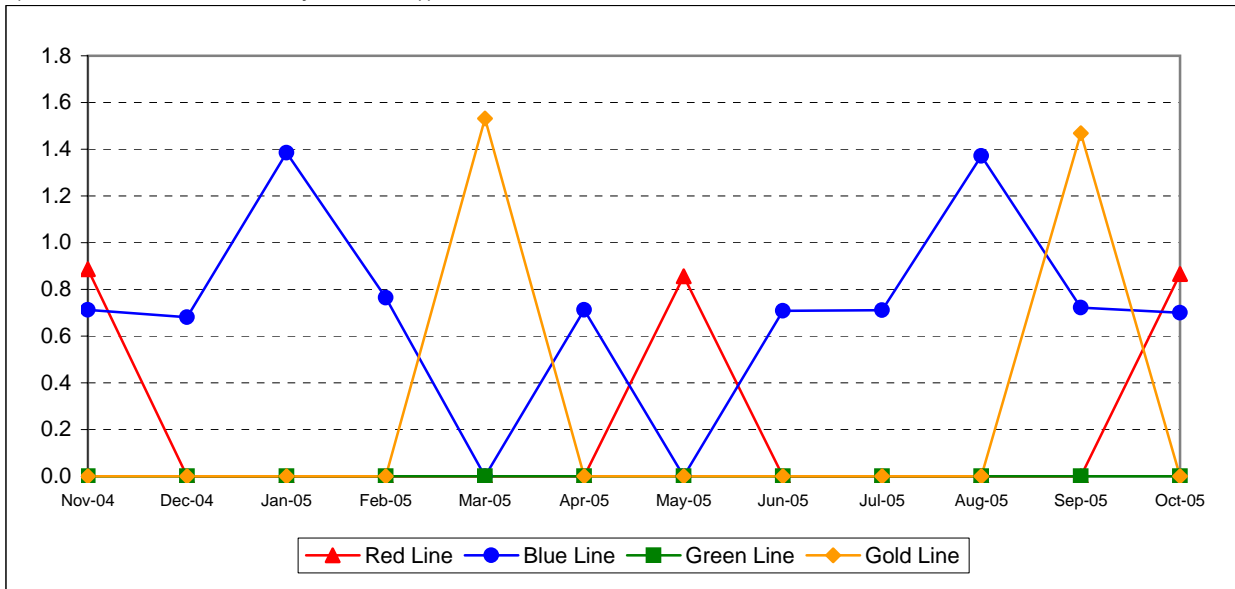
Bus Operating Divisions - by Sectors' Divisions August - October 2005



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.

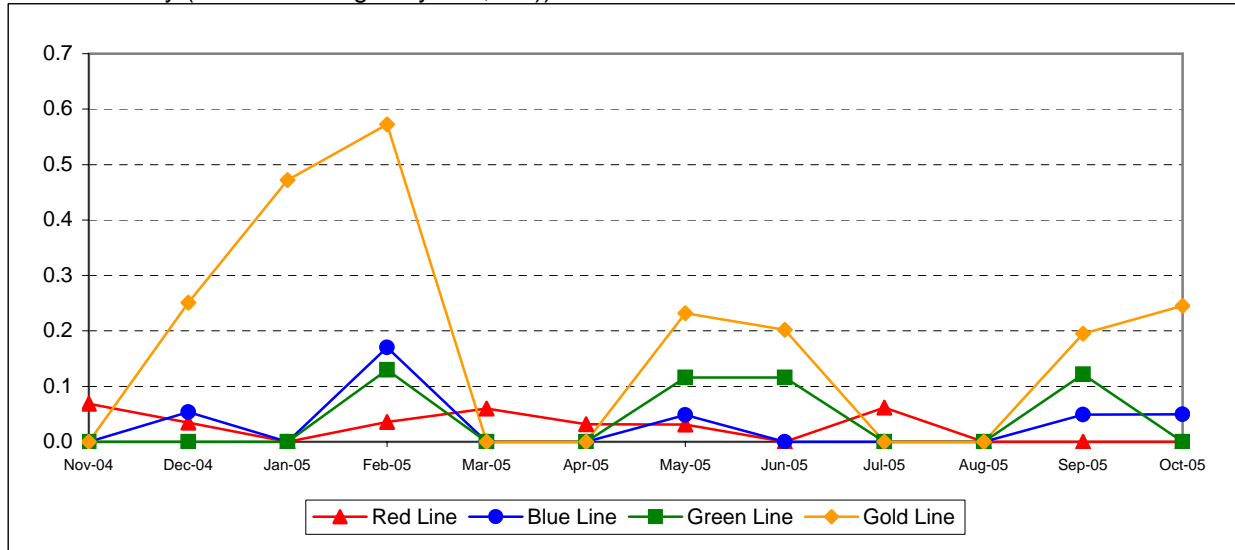
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



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))

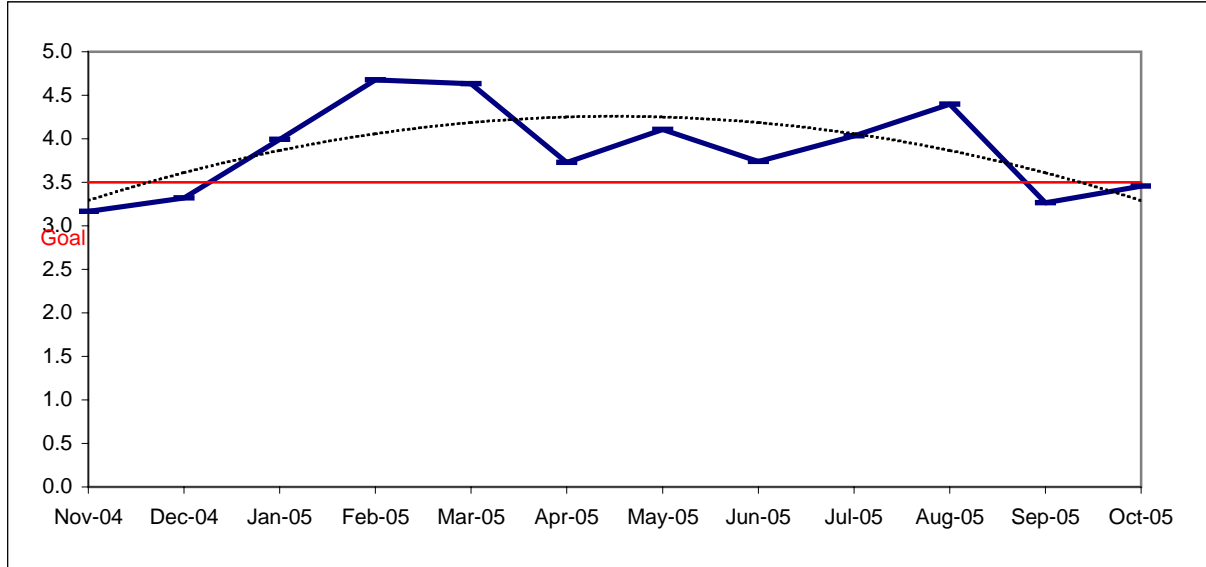


CUSTOMER SATISFACTION

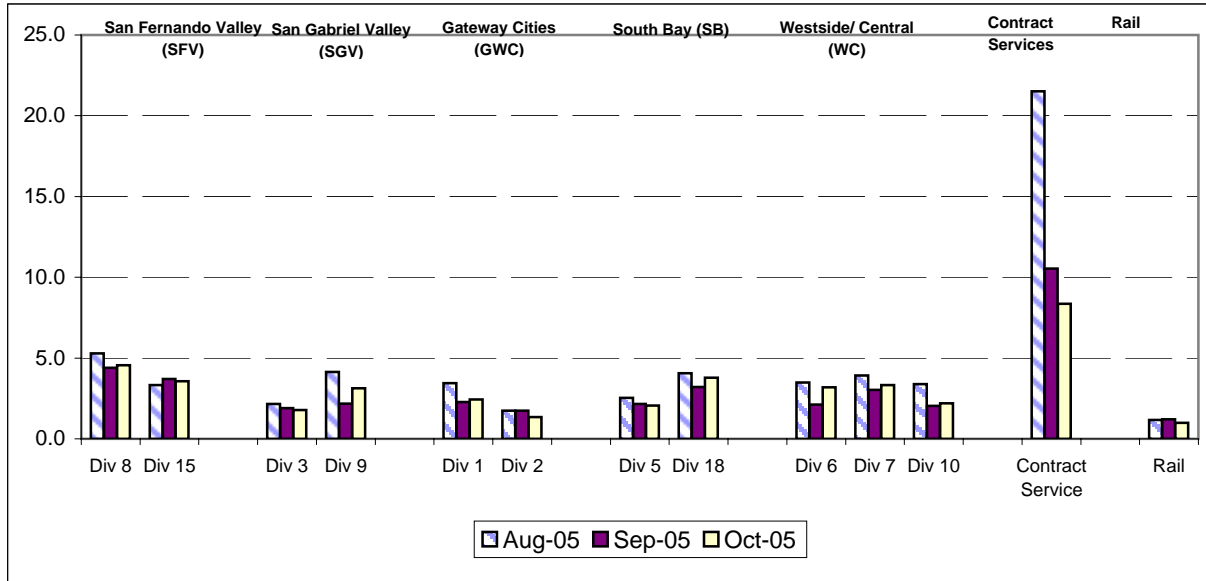
COMPLAINTS PER 100,000 BOARDINGS

Definition: Average number of customer complaints per 100,000 boardings. This indicator
Calculation: Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)

Systemwide Trend



Bus Operating Divisions - by Sectors' Divisions August - October 2005



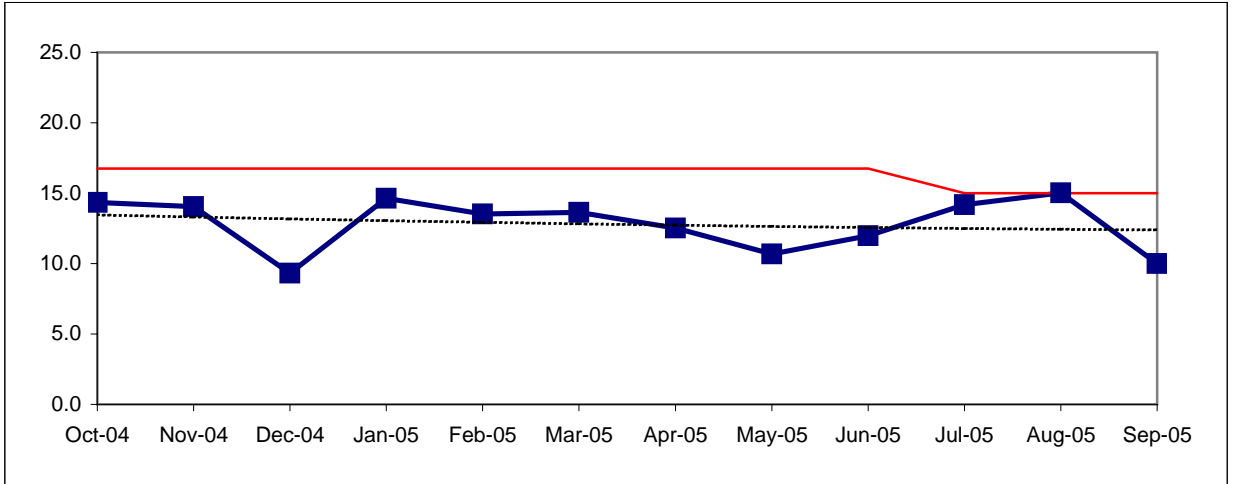
WORKERS COMPENSATION CLAIMS

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

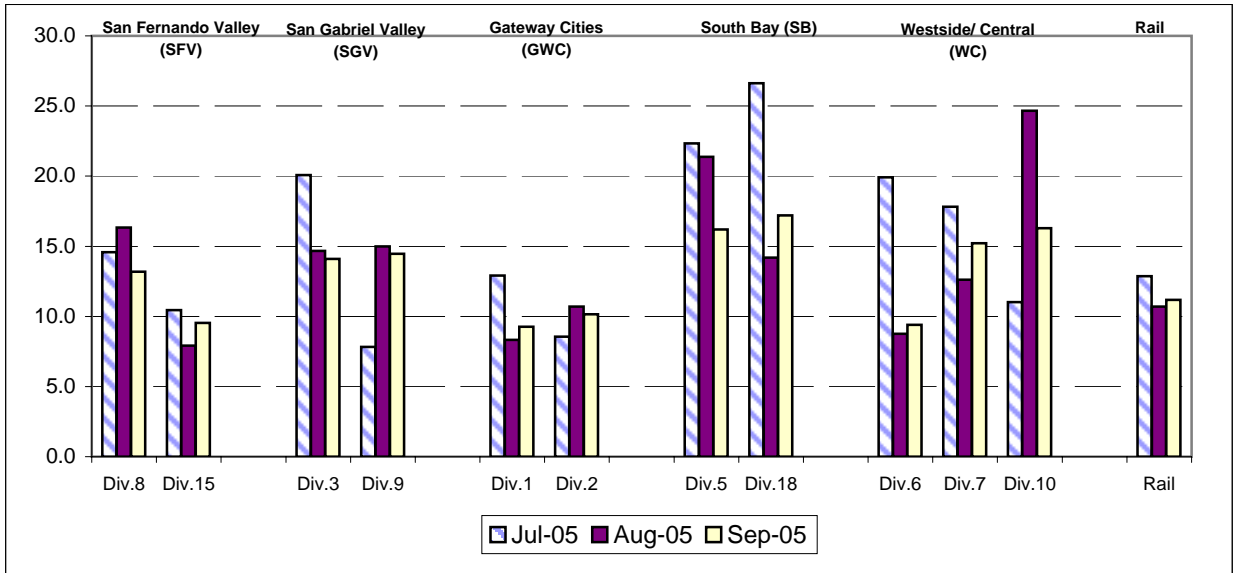
NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

Definition: Average number of new workers compensation indemnity claims filed per 200,000

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

Bus & Rail - by Bus Sectors' Divisions and Rail July - September 2005

One month lag from current month



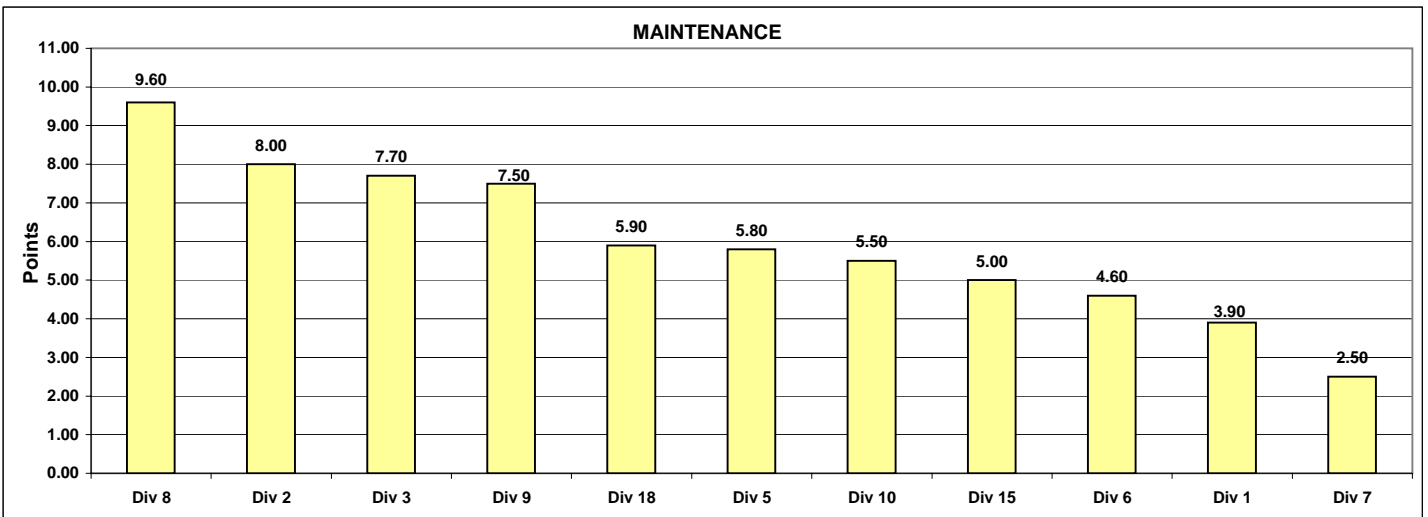
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

**Monthly Calculations - October 2005
Metro Bus - Maintenance**

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

Calculation: Performance by Division are ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each performance indicator is then multiplied by the weight assigned to the particular performance indicator and then summed. Summed values are sorted from high to low and the Division with the highest score wins the program award for the month.

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Total Road Calls	50%	1029.8	1505.4	1466.5	1851.1	1152.7	1124.7	2271.7	2735.3	1309.7	1455.8	1146.3
Points		1	8	7	9	4	2	10	11	5	6	3
Attendance	20%	0.97650	0.98108	0.98189	0.97103	0.96298	0.98043	0.98661	0.98092	0.97131	0.97395	0.98228
Points		5	8	9	2	1	6	11	7	3	4	10
New WC Claims /200,000 Exp Hrs*	30%	0.0000	0.0000	0.0000	10.0038	0.0000	19.7709	0.0000	10.7767	0.0000	9.5404	0.0000
Points		8	8	8	3	8	1	8	2	8	4	8
*One month lag												
Totals		3.90	8.00	7.70	5.80	4.60	2.50	9.60	7.50	5.50	5.00	5.90
Maintenance Division Ranking (Sorted)												
FINAL RANKING	DIV.	Div 8	Div 2	Div 3	Div 9	Div 18	Div 5	Div 10	Div 15	Div 6	Div 1	Div 7
	Score	9.60	8.00	7.70	7.50	5.90	5.80	5.50	5.00	4.60	3.90	2.50
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th

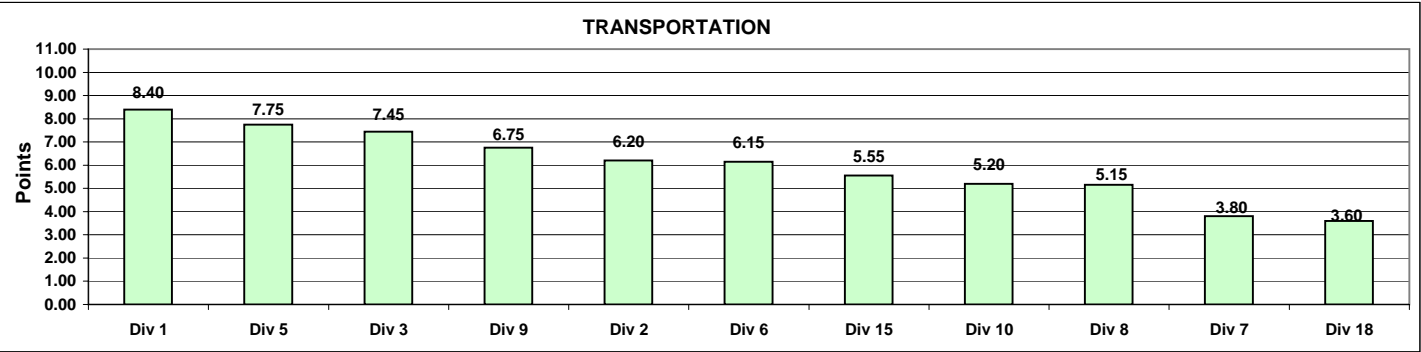


**Monthly Calculations - October 2005
Metro Bus - Transportation**

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

Calculation: Performance by Division are ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each performance indicator is then multiplied by the weight assigned to the particular performance indicator and then summed. Summed values are sorted from high to low and the Division with the highest score wins the program award for the month.

Transportation												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
In-Service On-Time Performance	25%	0.7121	0.7391	0.7164	0.6477	0.5472	0.6382	0.6435	0.6556	0.6142	0.6360	0.5868
Points		9	11	10	7	1	5	6	8	3	4	2
Miles Between Total Road Calls	10%	1029.8165	1505.4476	1466.4765	1851.1117	1152.7019	1124.6975	2271.7311	2735.3103	1309.7200	1455.8212	1146.3153
Points		1	8	7	9	4	2	10	11	5	6	3
Accident Rate	25%	2.6214	5.3008	4.0440	3.0402	2.7985	4.5323	3.2331	2.6810	2.6970	2.8902	3.0310
Points		11	1	3	5	8	2	4	10	9	7	6
Complaints/100K Boardings	15%	2.4308	1.3415	1.7855	2.0545	3.1984	3.3288	4.5538	3.1350	2.2043	3.5584	3.7805
Points		7	11	10	9	5	4	1	6	8	3	2
New WC Claims /200,000 Exp Hrs*	25%	8.3579	14.4566	9.9054	2.9130	0.0000	14.0872	11.4872	23.4596	16.0323	10.5645	14.0972
Points		9	3	8	10	11	5	6	1	2	7	4
*One month lag												
Totals		8.40	6.20	7.45	7.75	6.15	3.80	5.15	6.75	5.20	5.55	3.60
FINAL RANKING												
	DIV.	Div 1	Div 5	Div 3	Div 9	Div 2	Div 6	Div 15	Div 10	Div 8	Div 7	Div 18
	Score	8.40	7.75	7.45	6.75	6.20	6.15	5.55	5.20	5.15	3.80	3.60
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



**Monthly Calculations - October 2005
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		
	Oct-04	Oct-04	Yearly Improvement	Oct-04	Oct-04	Yearly Improvement	Oct-04	Oct-04	Yearly Improvement	Oct-04	Oct-04	Yearly Improvement
Wayside Availability												
Track	100.00%	100.00%	0.00%	99.73%	100.00%	0.27%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Signals	99.85%	99.87%	0.02%	100.00%	99.90%	-0.10%	99.49%	99.82%	0.33%	99.99%	99.98%	-0.01%
Power	99.97%	100.00%	0.03%	99.94%	99.96%	0.02%	99.95%	99.72%	-0.23%	100.00%	98.63%	-1.37%
Wayside Performance	99.94%	99.96%	0.02%	99.89%	99.96%	0.06%	99.81%	99.84%	0.03%	100.00%	99.53%	-0.46%
Vehicle Availability												
Vehicle Performance	99.10%	99.25%	0.15%	99.18%	99.41%	0.23%	99.09%	99.09%	0.01%	99.12%	99.72%	0.61%
Operator Availability												
Operators	99.93%	99.87%	-0.07%	100.00%	99.90%	-0.09%	99.86%	99.95%	0.09%	99.90%	99.90%	0.00%
In-Service Performance												
Rev. Hr. Delivered - Rail	97.62%	98.99%	1.37%	98.83%	99.01%	0.18%	98.38%	98.58%	0.20%	99.00%	98.23%	-0.78%
total Rail Line Performance	99.15%	99.52%	0.37%	99.47%	99.57%	0.09%	99.28%	99.37%	0.08%	99.50%	99.35%	-0.16%

Metro Rail Final Ranking (Sorted)				
Rail Line	BLUE	RED	GREEN	GOLD
Score	0.368%	0.094%	0.082%	-0.159%
Rank	1st	2nd	3rd	4th

