

Los Angeles County
Metropolitan Transportation Authority

SEPT 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	Sep Month	Status
Bus Systemwide							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*, **				58%	28.83%	28.30%	
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	2,938	3,395	
In-Service On-time Performance	69.23%	65.43%	66.50%	70%	66.84%	64.14%	
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.56	3.93	
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	3.13	2.61	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	15.00	August 15.21	August 16.41	
SFV Sector							
OTP-PTP*				58%	27.86%	27.84%	
MMBMF*				3,500	2,778	3,126	
In-Service On-time Performance	67.30%	67.47%	68.54%	70%	66.98%	62.08%	
Bus Traffic Accidents Per 100,000 Miles	2.91	2.99	2.67	2.85	3.81	4.37	
Complaints per 100,000 Boardings	6.32	5.45	4.39	4.25	4.11	3.96	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.72	15.15	13.71	16.00	August 12.17	August 11.46	
Division 8							
OTP-PTP*				58%	24.48%	24.94%	
MMBGMF*				3,500	3,571	3,611	
In-Service On-time Performance	70.09%	69.12%	69.78%	70%	69.58%	67.18%	
Bus Traffic Accidents Per 100,000 Miles	2.84	2.75	2.58	2.85	3.70	4.73	
Complaints per 100,000 Boardings	6.87	5.09	4.17	4.25	4.81	4.40	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.92	19.15	16.77	16.00	August 15.49	August 16.34	
Division 15							
OTP-PTP*				58%	31.20%	30.73%	
MMBMF*				3,500	2,401	2,856	
In-Service On-time Performance	66.13%	66.62%	67.84%	70%	65.65%	59.31%	
Bus Traffic Accidents Per 100,000 Miles	2.96	3.17	2.74	2.85	3.88	4.12	
Complaints per 100,000 Boardings	6.01	5.70	4.55	4.25	3.69	3.71	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.23	13.14	12.46	16.00	August 9.15	August 7.92	

*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.

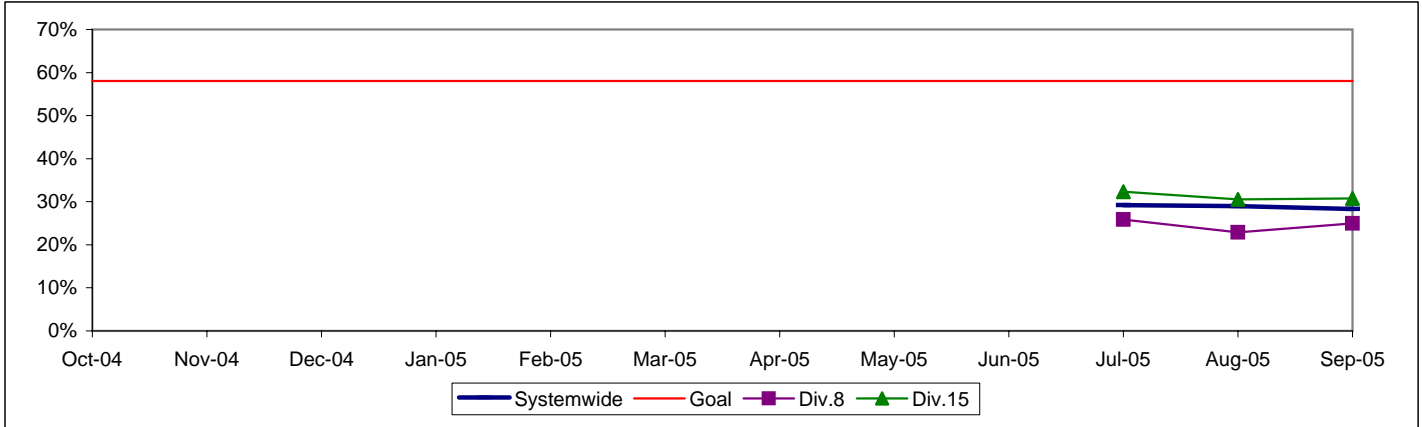
SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

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'

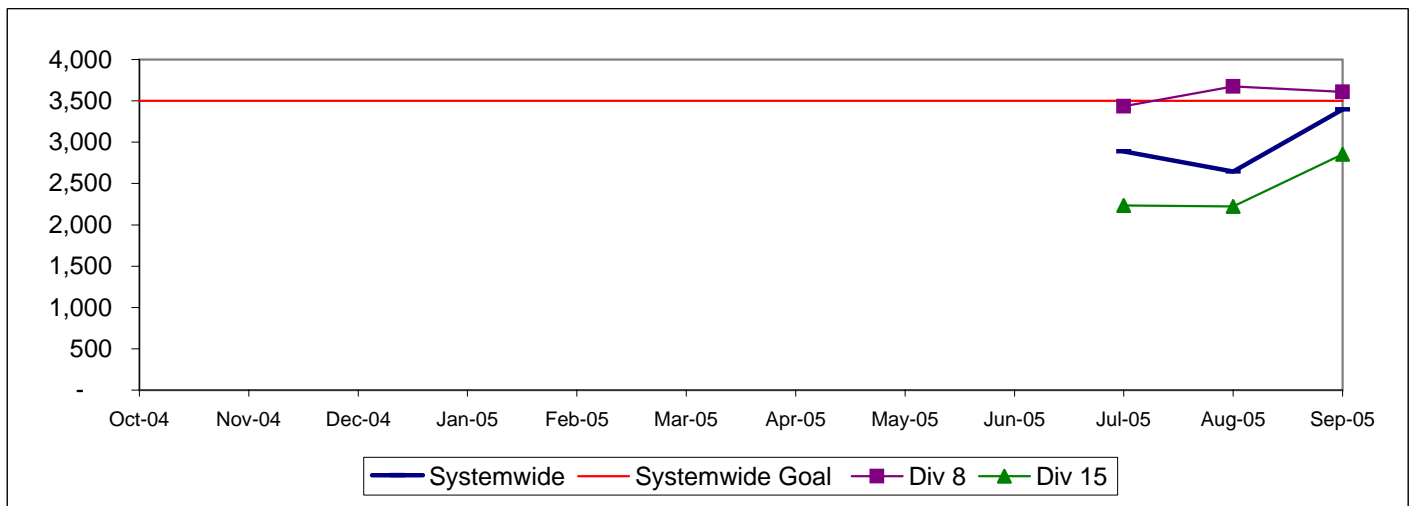
Div.	Pullouts from Primary Terminal Point				Percent		
	Early	Late	On-Time	Total Pullouts	Early Pullouts	On-Time Pullouts	Late Pullouts
San Fernando Valley (SFV)							
8	969	2167	1287	4423	21.91%	29.10%	48.99%
15	784	2117	0	2901	27.03%	0.00%	72.97%
Total Systemwide	9735	20910	12095	42740	22.78%	28.30%	48.92%

*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.

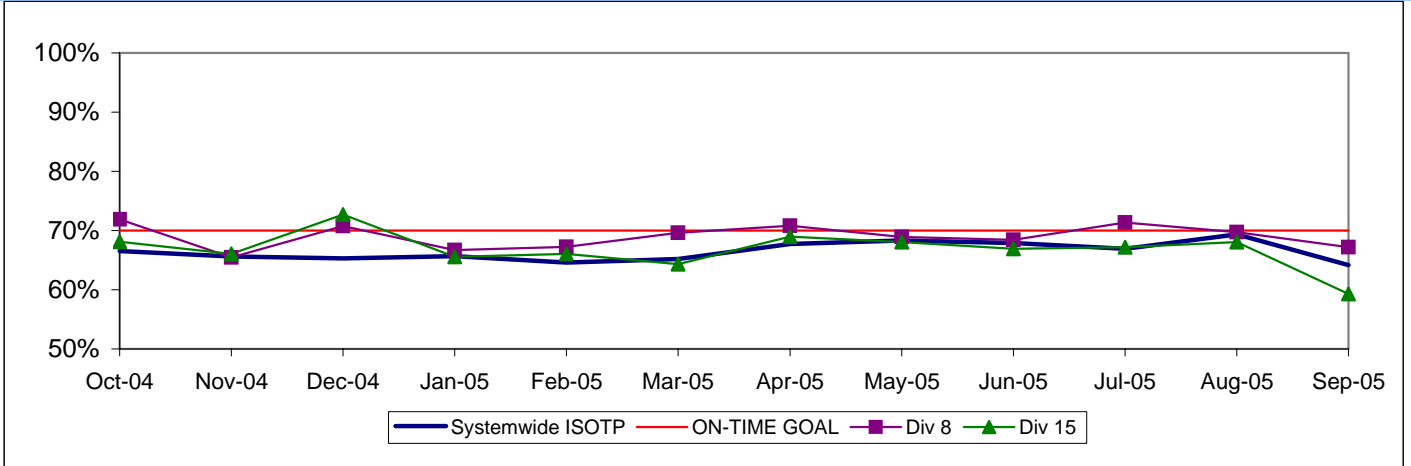
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



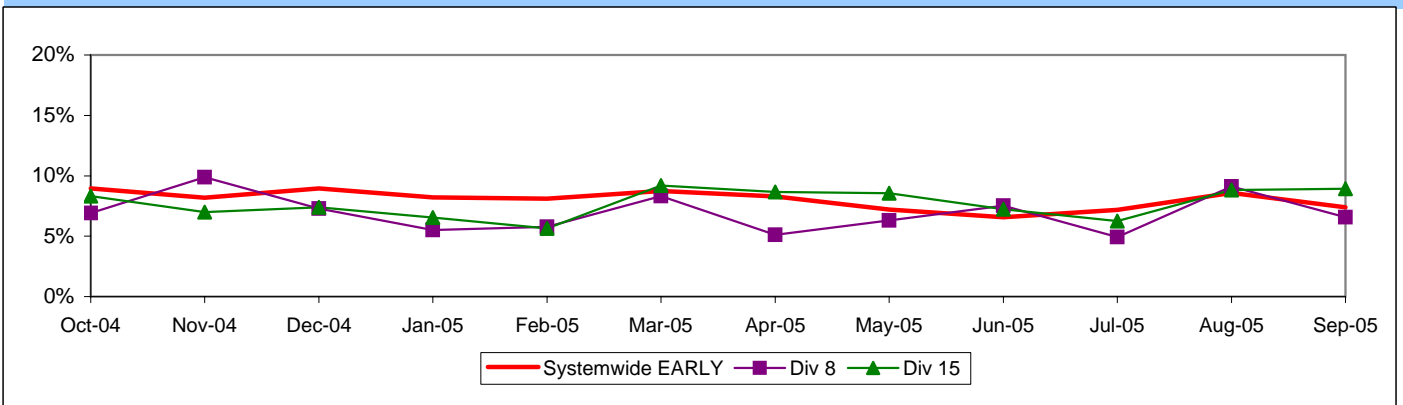
IN-SERVICE ON-TIME PERFORMANCE

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**



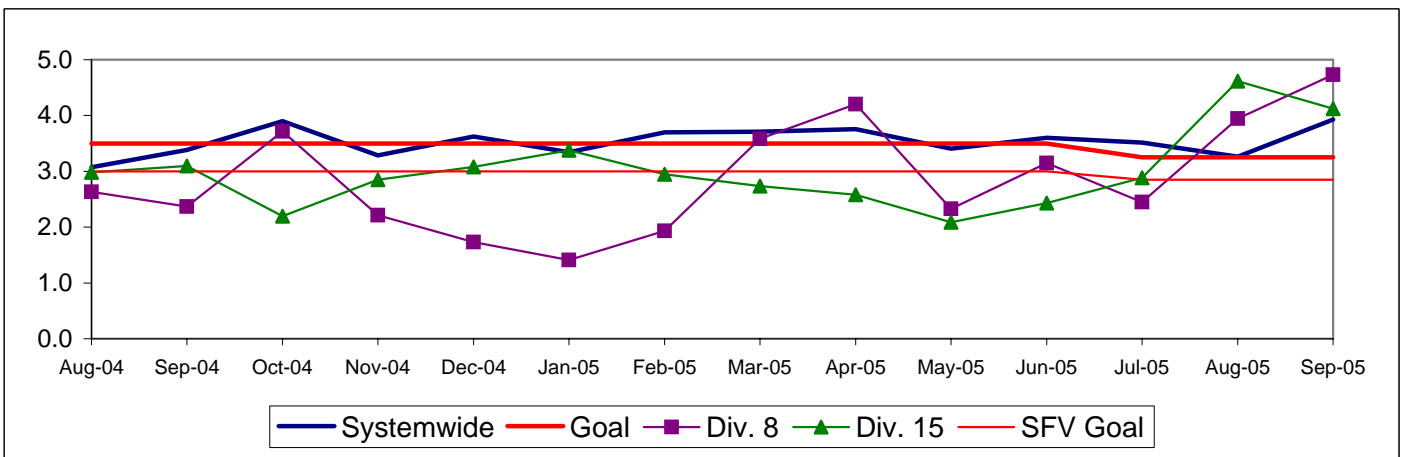
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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

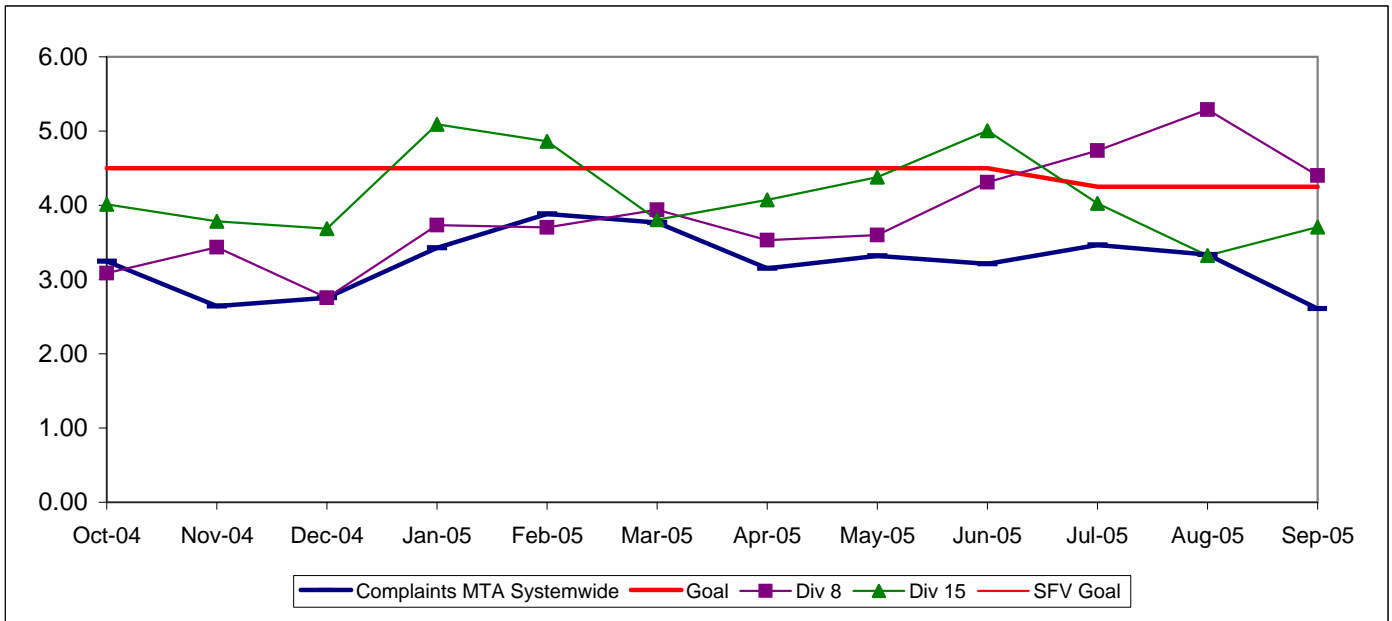
Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

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



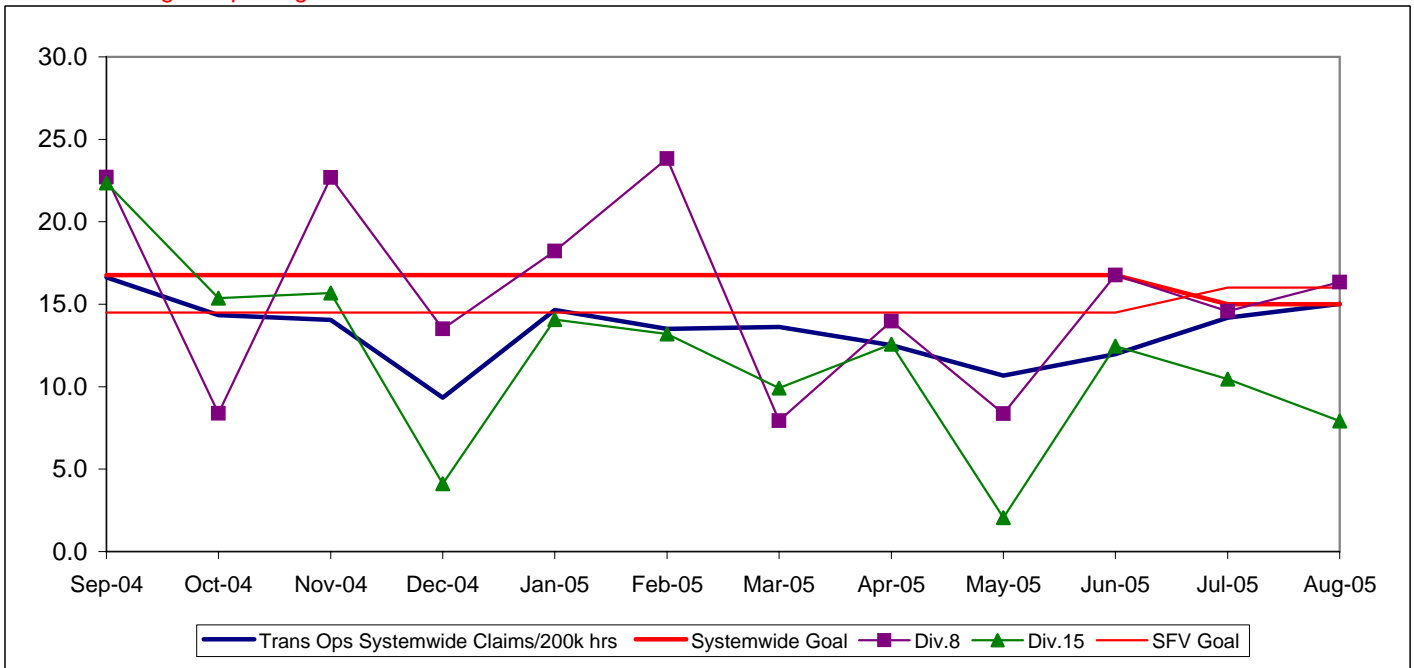
COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Bus Operating Divisions 8 and 15

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	Sep Month	Status
Bus Systemwide							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*, **				58%	28.83%	28.30%	
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	2,938	3,395	
In-Service On-time Performance	69.23%	65.43%	66.50%	70%	66.84%	64.14%	
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.56	3.93	
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	3.13	2.61	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	15.00	August 15.21	August 16.41	
SGV Sector							
OTP-PTP*				58%	35.64%	34.73%	
MMBMF*				3,500	3,477	3,818	
In-Service On-time Performance	70.02%	69.98%	70.10%	75%	72.07%	67.71%	
Bus Traffic Accidents Per 100,000 Miles	3.40	2.91	2.96	2.75	2.88	2.70	
Complaints per 100,000 Boardings	3.57	3.80	2.95	3.00	2.75	2.03	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.15	16.12	10.14	11.00	August 14.11	August 14.83	
Division 3							
OTP-PTP*				58%	28.58%	28.19%	
MMBGMF*				3,500	2,534	2,847	
In-Service On-time Performance	71.08%	70.80%	71.06%	75%	74.41%	70.77%	
Bus Traffic Accidents Per 100,000 Miles	4.22	3.59	3.57	2.75	3.71	4.22	
Complaints per 100,000 Boardings	3.09	3.02	2.60	3.00	2.24	1.91	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.54	12.36	6.68	11.00	August 17.34	August 14.68	
Division 9							
OTP-PTP*				58%	40.97%	39.89%	
MMBMF*				3,500	5,179	5,459	
In-Service On-time Performance	67.47%	68.16%	68.16%	75%	68.72%	63.83%	
Bus Traffic Accidents Per 100,000 Miles	2.64	2.26	2.42	2.75	2.15	1.36	
Complaints per 100,000 Boardings	4.31	5.09	5.09	3.00	3.35	2.18	
New Workers' Compensation Indemnity/Claims per 200,000 Exposure Hours (1 month lag)	28.54	20.75	14.66	11.00	August 11.48	August 14.99	

*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.

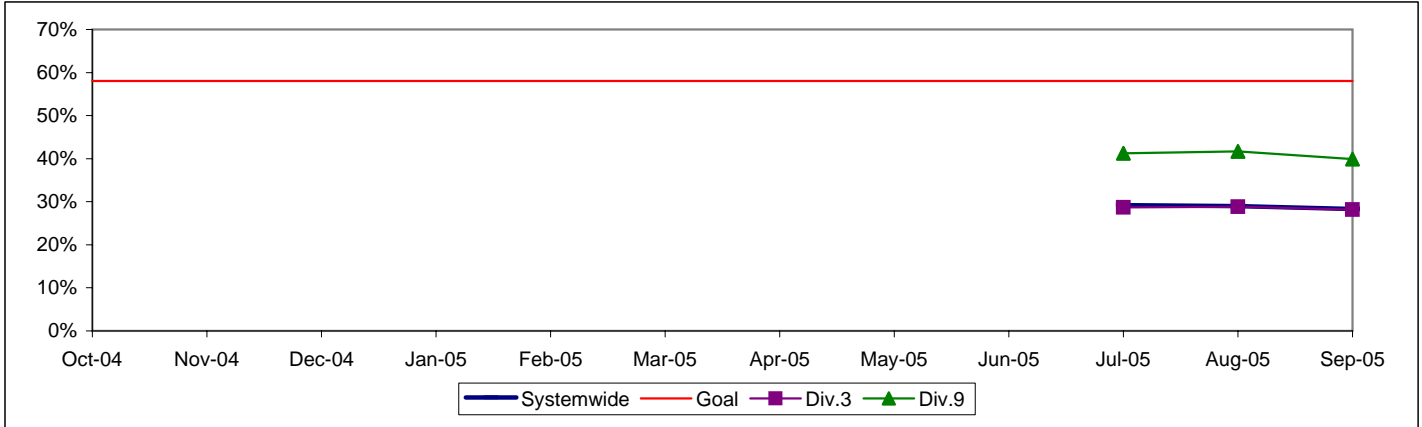
SAN GABRIEL VALLEY SECTOR BUS SERVICE PERFORMANCE

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'

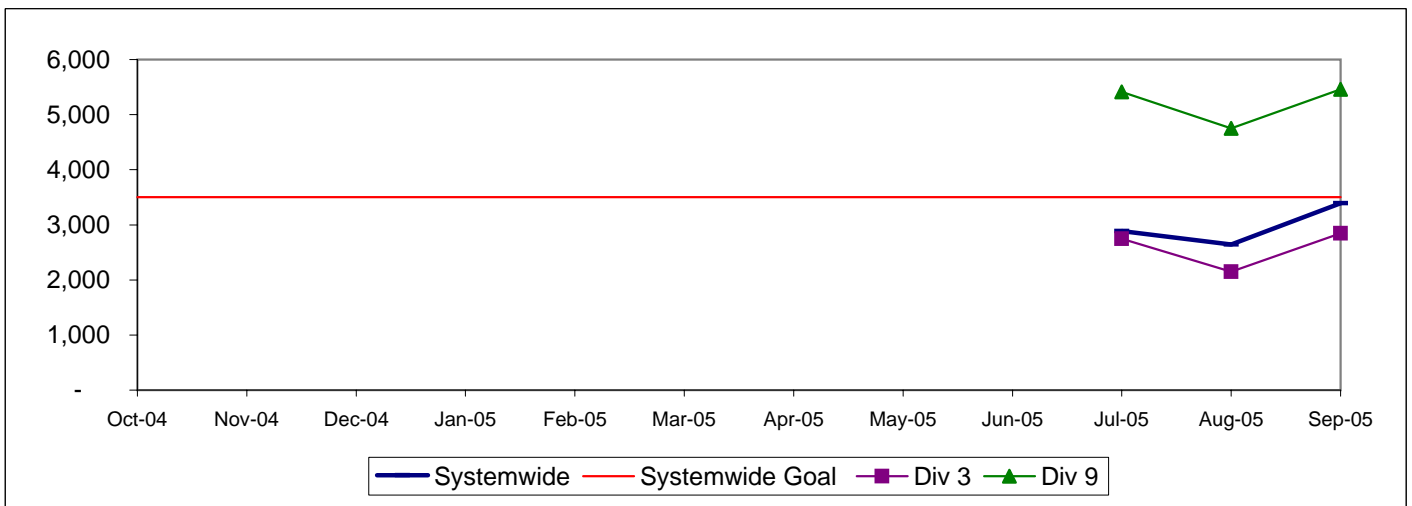
Div.	Pullouts from Primary Terminal Point				Percent		
	Early	Late	On-Time	Total Pullouts	Early Pullouts	On-Time Pullouts	Late Pullouts
San Gabriel Valley (SGV)							
3	507	1442	765	2714	18.68%	28.19%	53.13%
9	695	1377	1375	3447	20.16%	39.89%	39.95%
Total Systemwide	9735	20910	12095	42740	22.78%	28.30%	48.92%

*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.

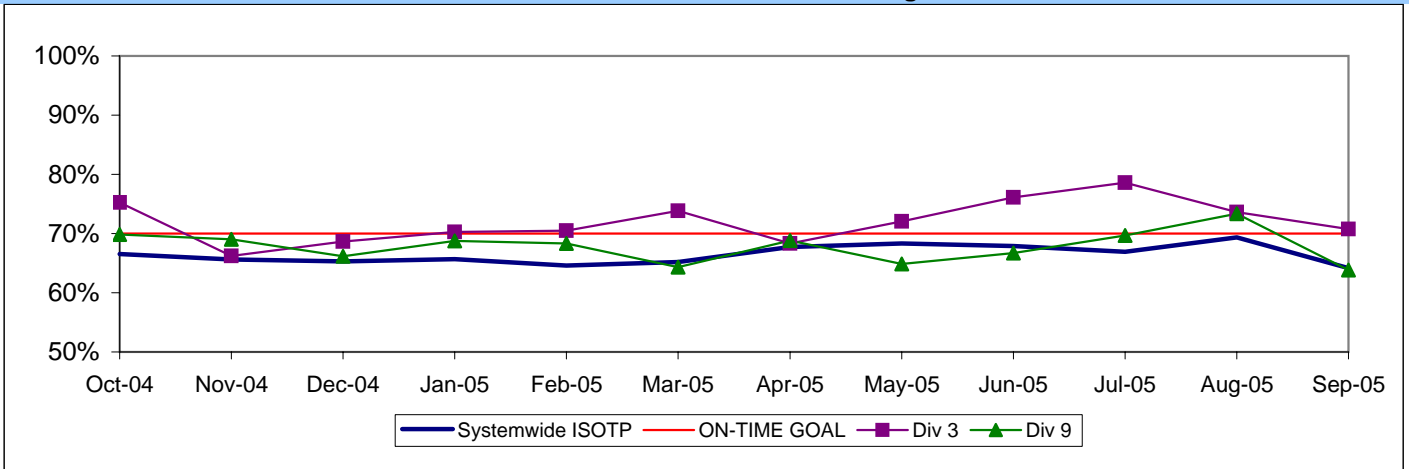
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



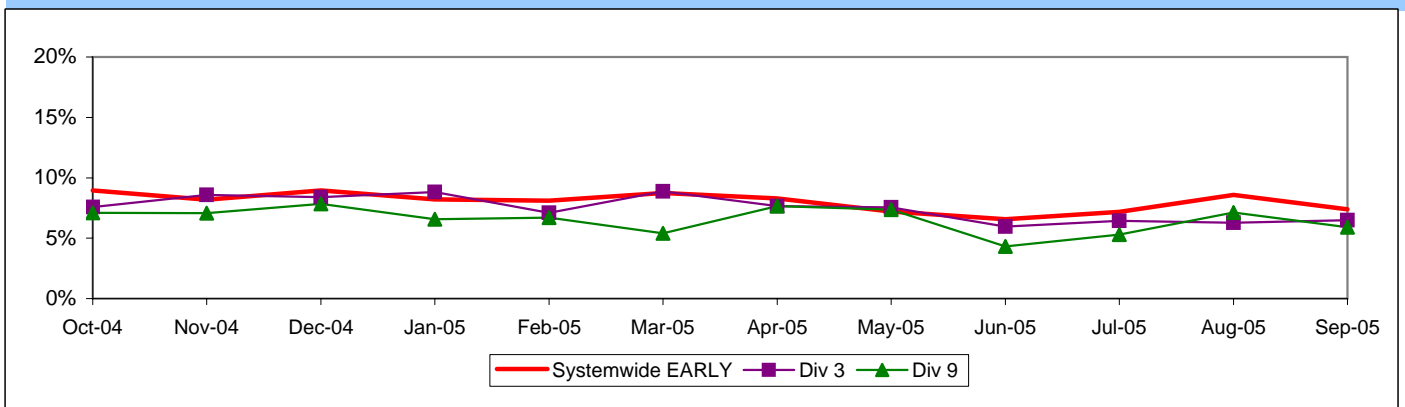
IN-SERVICE ON-TIME PERFORMANCE

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**



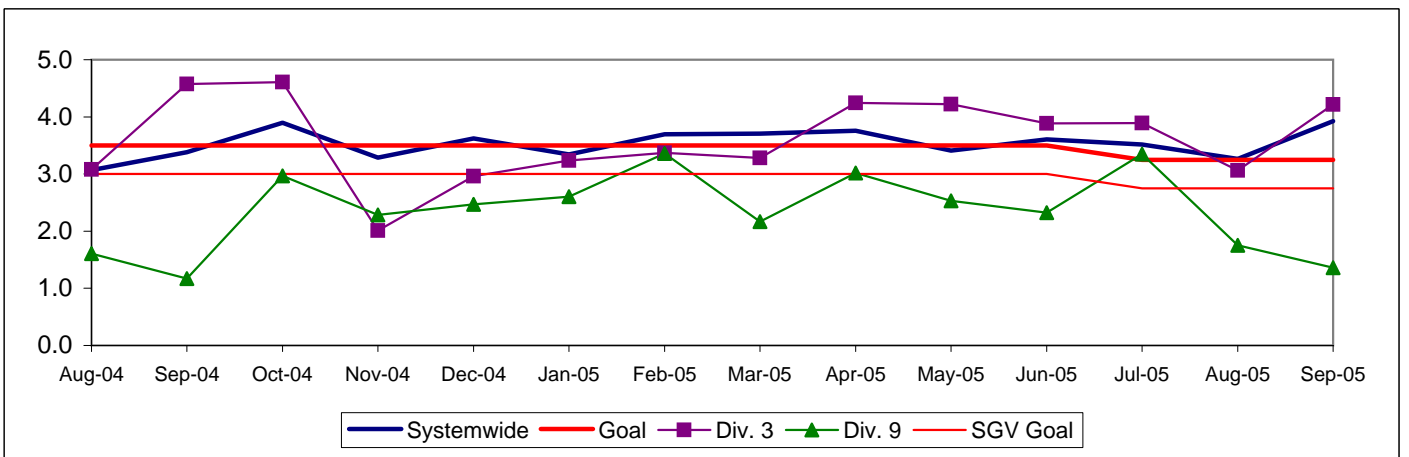
Running Hot - Systemwide and Bus Operating Divisions 3 and 9



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

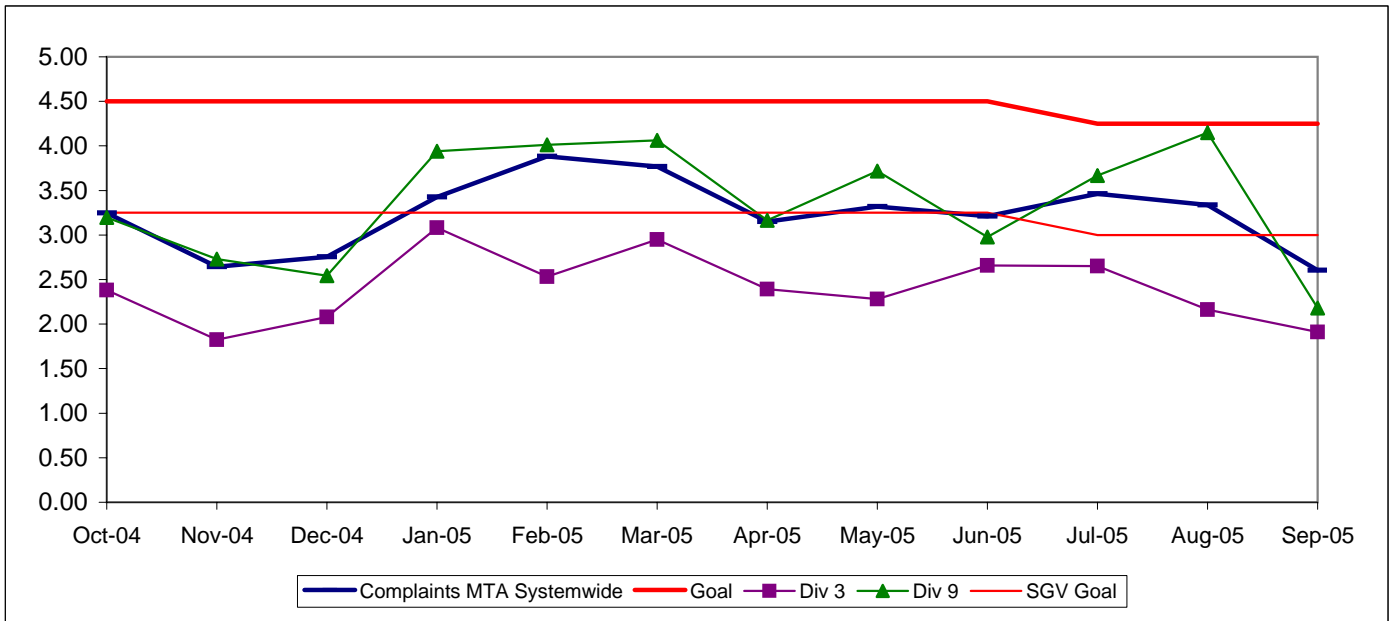


COMPLAINTS PER 100,000 BOARDINGS

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)

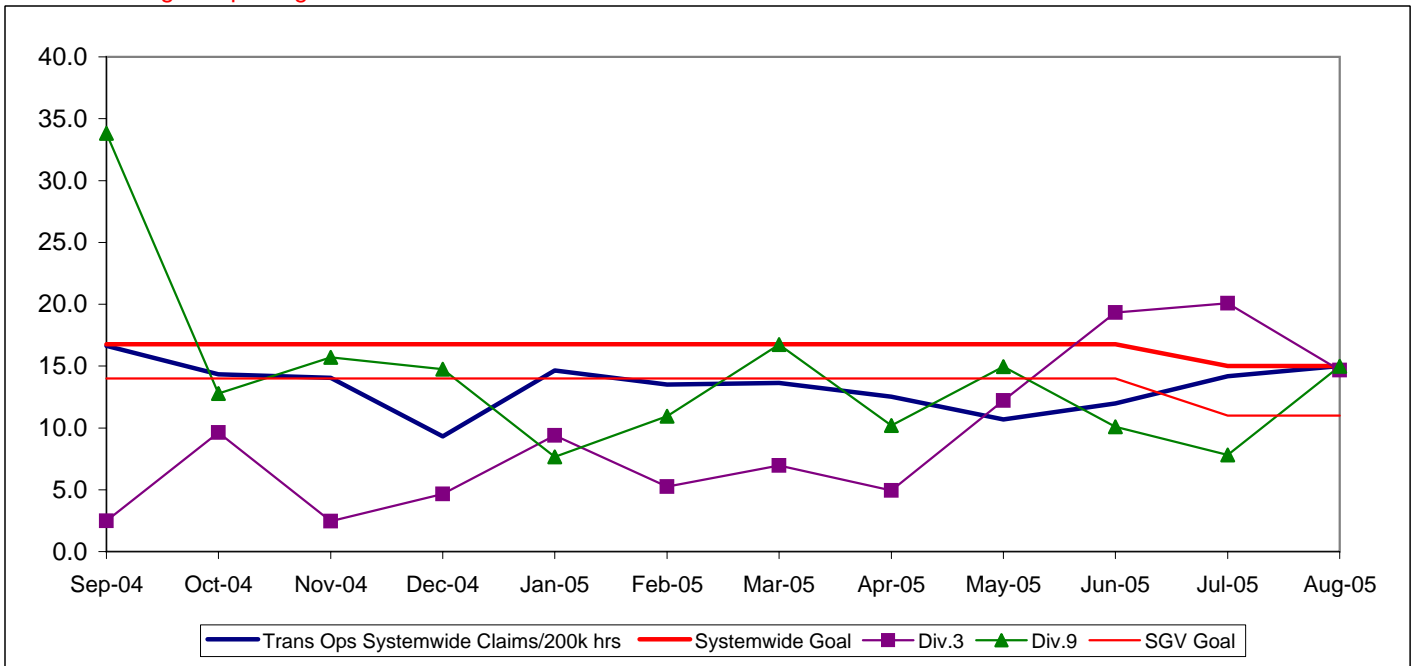


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

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	Sep Month	Status
Bus Systemwide							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*, **				58%	28.83%	28.30%	🟡
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	2,938	3,395	🟡
In-Service On-time Performance	69.23%	65.43%	66.50%	70%	66.84%	64.14%	🟡
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.56	3.93	🟡
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	3.13	2.61	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	15.00	August 15.21	August 16.41	🟢
GC Sector							
OTP-PTP*				58%	27.72%	26.52%	🟡
MMBMF*				3,500	2,279	2,916	🟡
In-Service On-time Performance	74.53%	69.34%	71.20%	70%	73.49%	70.18%	🟢
Bus Traffic Accidents Per 100,000 Miles	4.07	3.86	4.29	4.00	3.63	4.37	🟢
Complaints per 100,000 Boardings	2.63	3.08	2.58	2.75	2.34	2.04	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	25.30	20.19	14.11	16.50	August 10.00	August 9.36	🟢
Division 1							
OTP-PTP*				58%	29.59%	28.60%	🟡
MMBMF*				3,500	2,201	2,963	🟡
In-Service On-time Performance	78.22%	70.57%	71.62%	70%	73.54%	68.78%	🟢
Bus Traffic Accidents Per 100,000 Miles	3.39	3.41	4.35	4.00	3.62	4.00	🟢
Complaints per 100,000 Boardings	2.26	3.32	2.92	2.75	2.75	2.27	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.42	16.82	12.71	16.50	August 10.58	August 8.32	🟢
Division 2							
OTP-PTP*				58%	25.75%	24.33%	🟡
MMBMF*				3,500	2,402	2,851	🟡
In-Service On-time Performance	67.53%	67.62%	70.42%	70%	73.40%	72.34%	🟢
Bus Traffic Accidents Per 100,000 Miles	4.78	4.36	4.21	4.00	3.65	4.89	🟢
Complaints per 100,000 Boardings	3.07	2.84	2.15	2.75	1.83	1.74	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	31.18	24.56	16.69	16.50	August 9.66	August 10.70	🟢

*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.

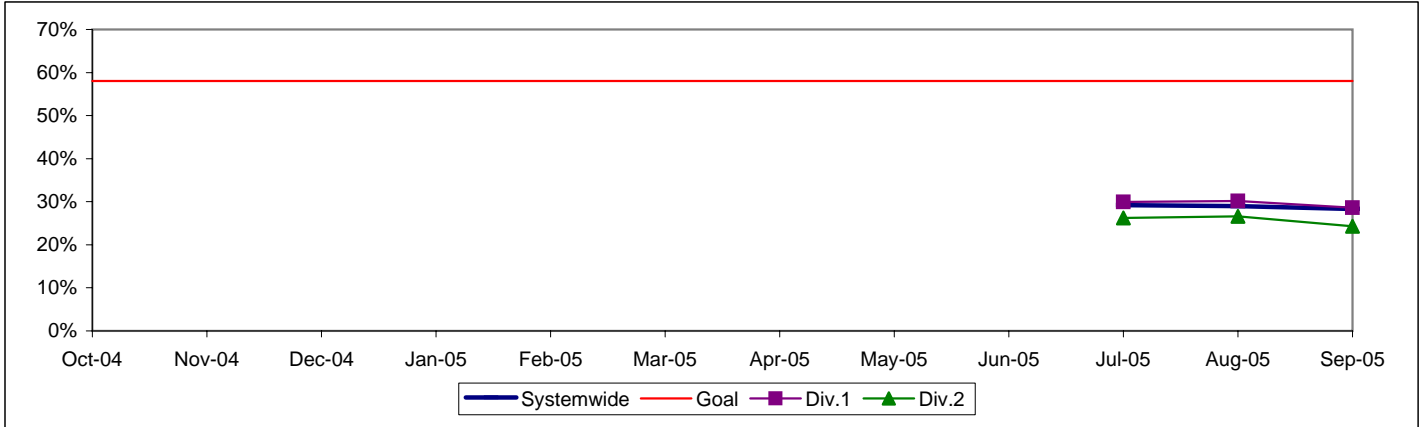
GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

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'

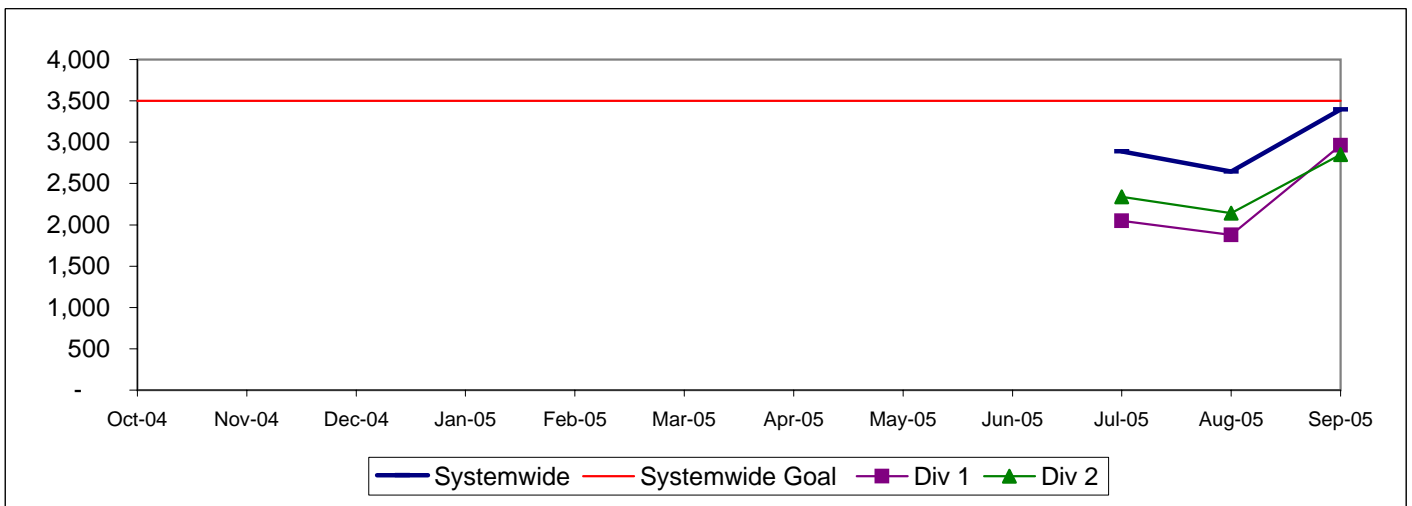
Div.	Pullouts from Primary Terminal Point				Percent		
	Early	Late	On-Time	Total Pullouts	Early Pullouts	On-Time Pullouts	Late Pullouts
Gateway Cities (GWC)							
1	718	2383	1242	4343	16.53%	28.60%	54.87%
2	1114	2012	1005	4131	26.97%	24.33%	48.70%
Total Systemwide	9735	20910	12095	42740	22.78%	28.30%	48.92%

*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.

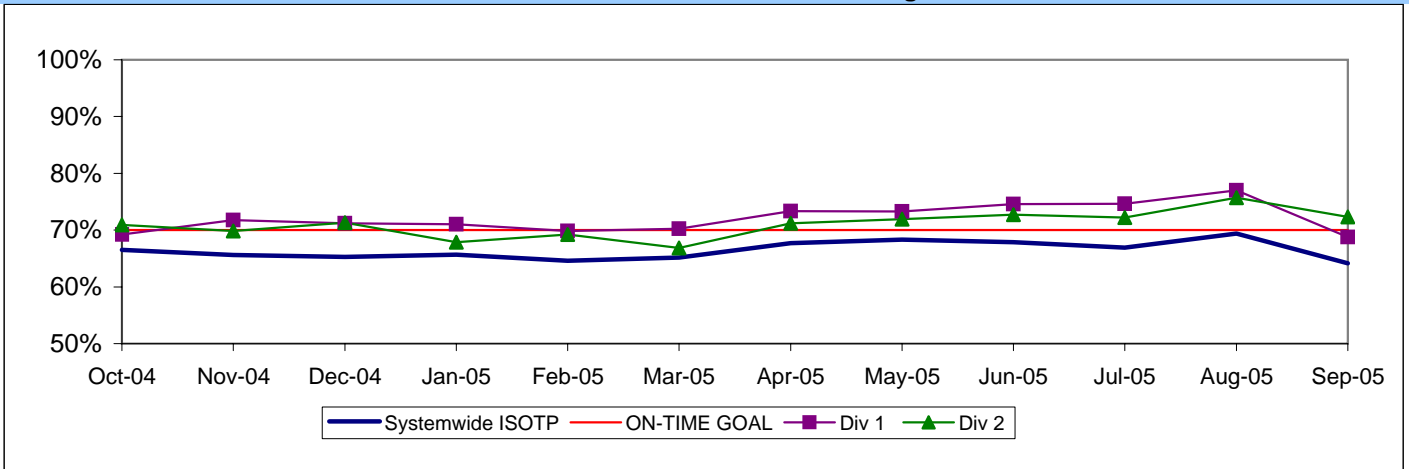
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



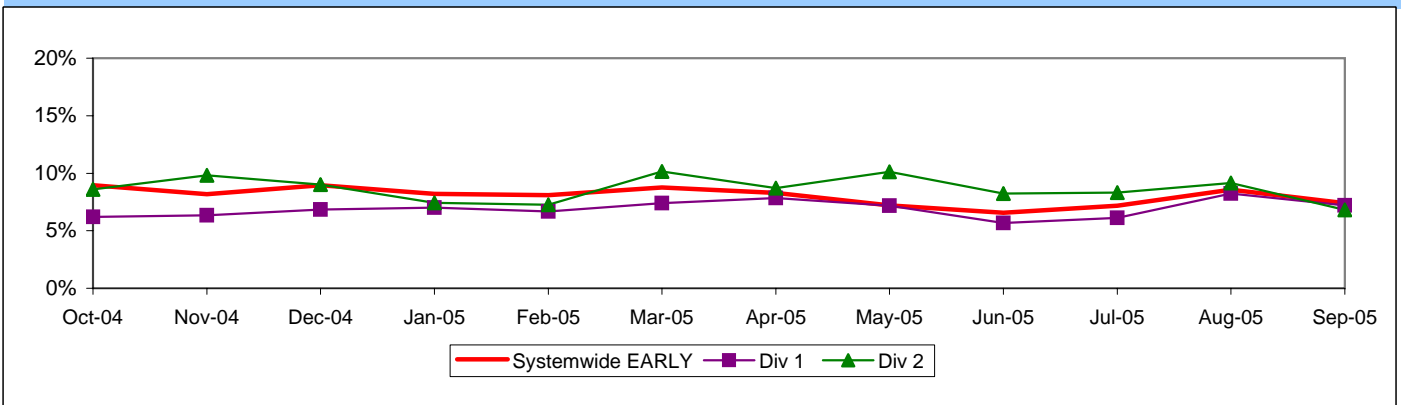
IN-SERVICE ON-TIME PERFORMANCE

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**

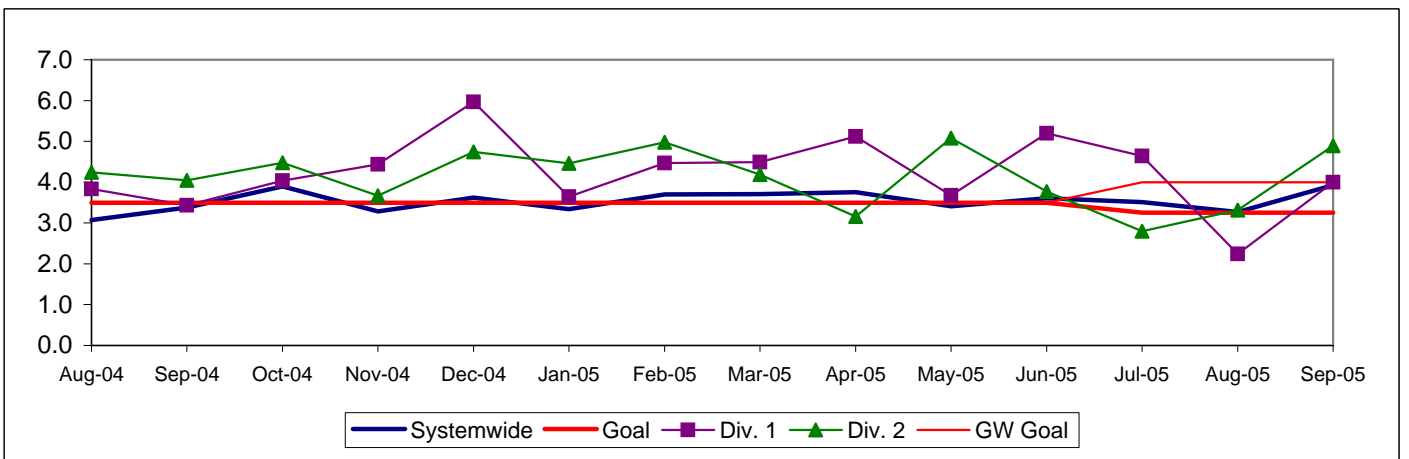


Running Hot - Systemwide and Bus Operating Divisions 1 and 2



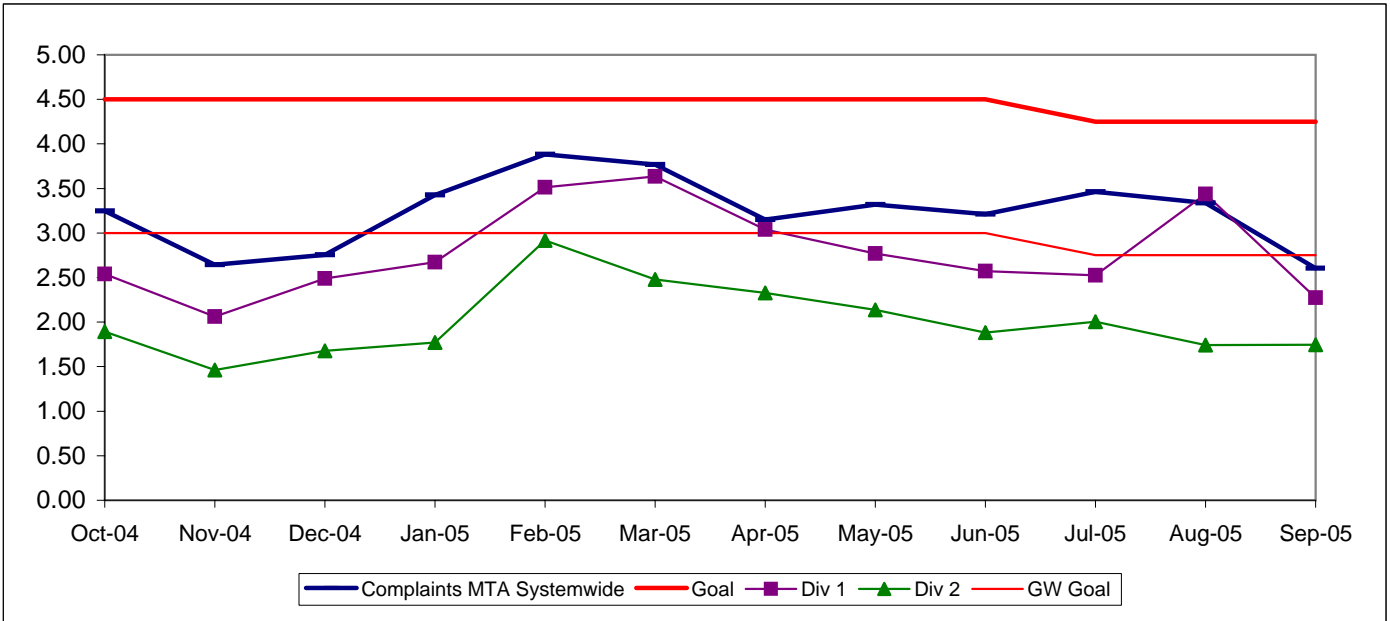
**BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
 Systemwide and Bus Operating Divisions 1 and 2**

Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.
Calculation: $\text{Traffic Accidents Per 100,000 Hub Miles} = (\text{The number of Traffic Accidents} / \text{by (Hub Miles / by 100,000)})$



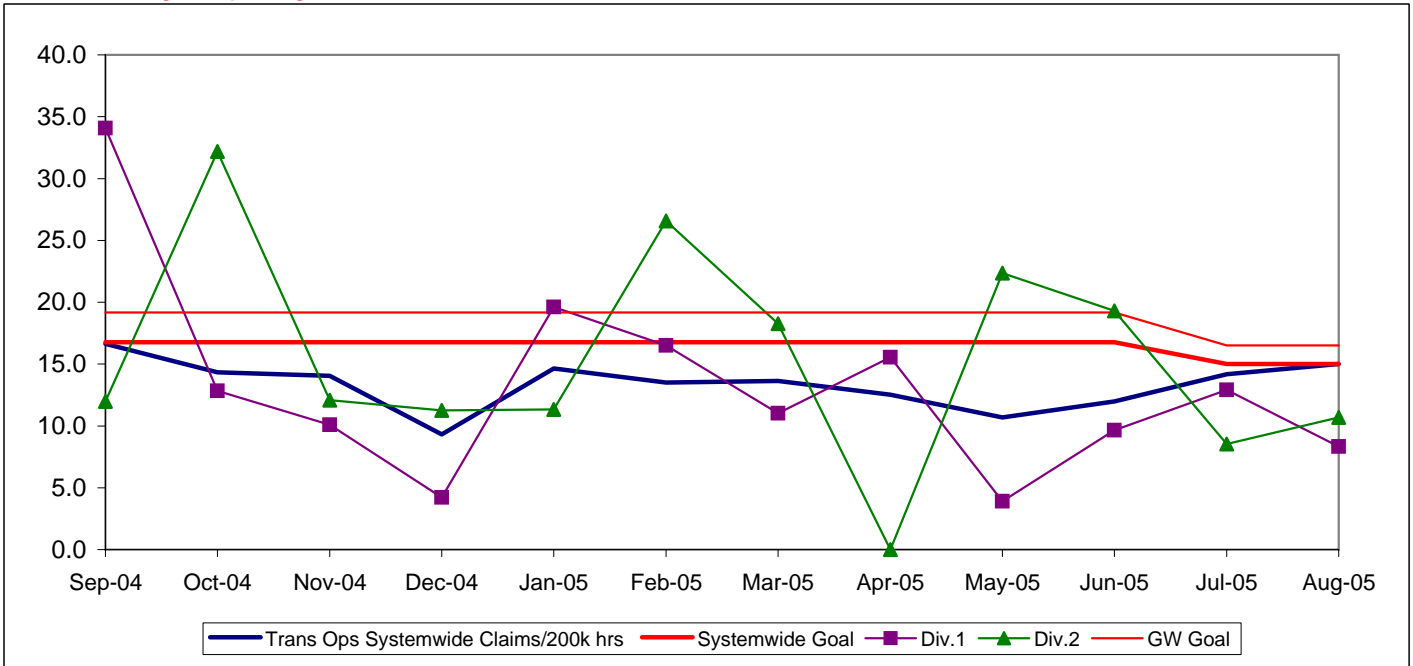
COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Bus Operating Divisions 1 and 2

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	Sep Month	Status
Bus Systemwide							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*, **				58%	28.83%	28.30%	
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	2,938	3,395	
In-Service On-time Performance	69.23%	65.43%	66.50%	70%	66.84%	64.14%	
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.56	3.93	
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	3.13	2.61	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	15.00	August 15.21	August 16.41	
SB Sector							
OTP-PTP*				58%	28.91%	29.07%	
MMBMF*				3,500	3,096	3,470	
In-Service On-time Performance	63.67%	61.74%	64.13%	70%	62.97%	59.91%	
Bus Traffic Accidents Per 100,000 Miles	4.00	3.68	3.57	4.00	3.38	3.29	
Complaints per 100,000 Boardings	4.02	4.63	3.61	4.50	3.25	2.69	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.28	14.84	14.65	16.20	August 20.70	August 17.44	
Division 5							
OTP-PTP*				58%	34.14%	34.61%	
MMBMF*				3,500	2,941	3,586	
In-Service On-time Performance	66.30%	63.17%	65.58%	70%	64.57%	63.22%	
Bus Traffic Accidents Per 100,000 Miles	4.58	3.90	4.31	4.00	3.64	3.73	
Complaints per 100,000 Boardings	2.86	3.45	2.71	4.50	2.31	2.15	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.16	15.22	18.72	16.20	August 21.85	August 21.38	
Division 18							
OTP-PTP*				58%	23.95%	23.90%	
MMBMF*				3,500	3,225	3,384	
In-Service On-time Performance	61.23%	60.78%	63.42%	70%	62.02%	57.68%	
Bus Traffic Accidents Per 100,000 Miles	3.57	3.51	3.02	4.00	3.17	2.94	
Complaints per 100,000 Boardings	5.26	5.74	4.44	4.50	4.26	3.22	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	13.40	14.71	11.67	16.20	August 20.18	August 14.18	

*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.

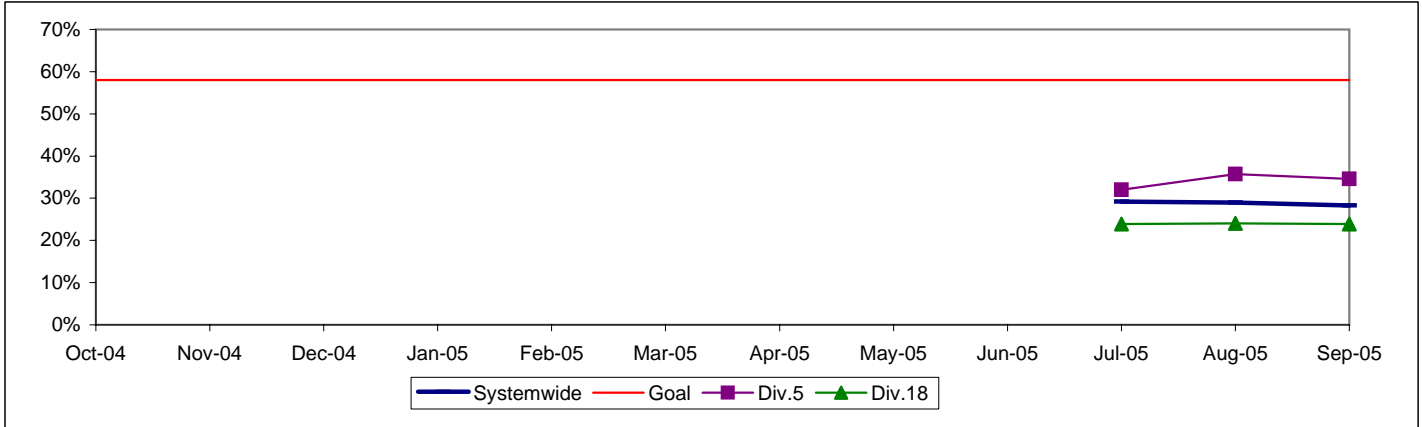
SOUTH BAY SECTOR BUS SERVICE PERFORMANCE

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'

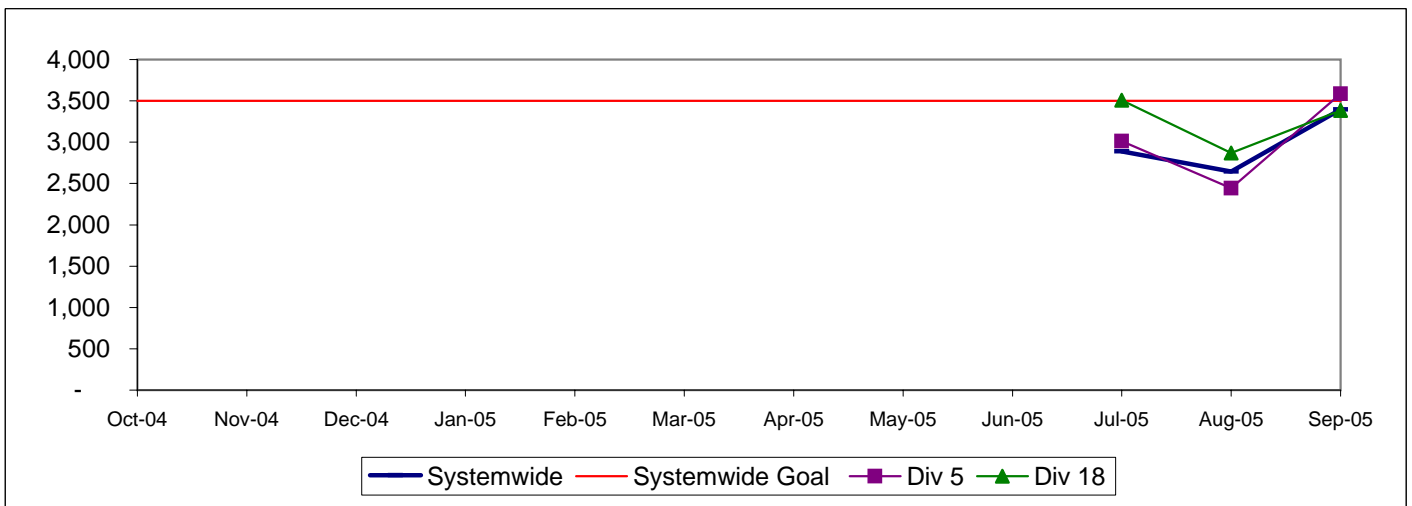
Div.	Pullouts from Primary Terminal Point				Percent		
	Early	Late	On-Time	Total Pullouts	Early Pullouts	On-Time Pullouts	Late Pullouts
South Bay (SB)							
5	1321	1763	1632	4716	28.01%	34.61%	37.38%
18	1540	2300	1206	5046	30.52%	23.90%	45.58%
Total Systemwide	9735	20910	12095	42740	22.78%	28.30%	48.92%

*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.

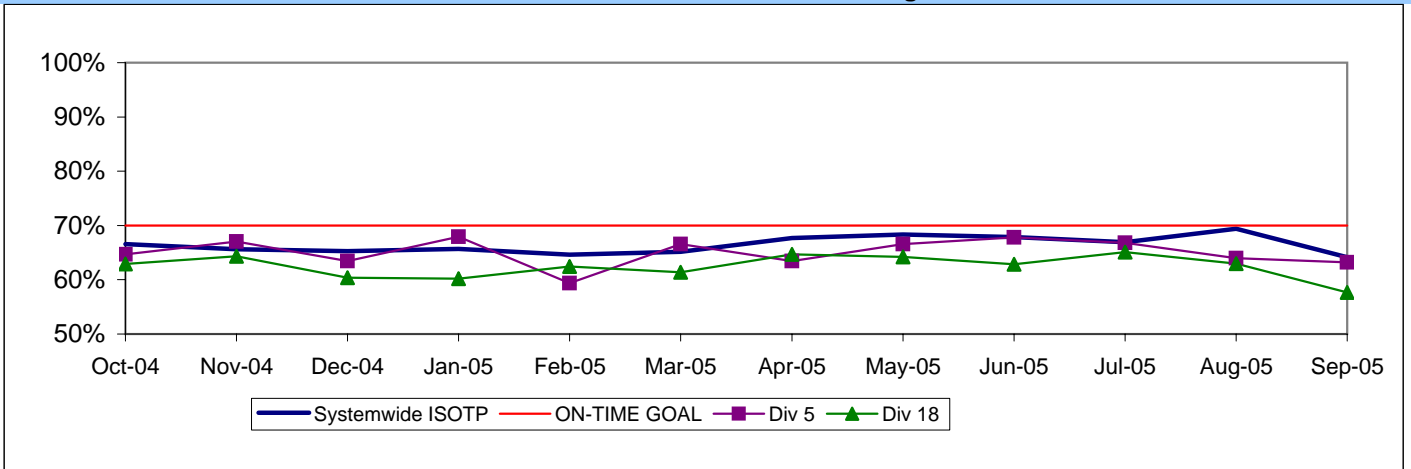
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



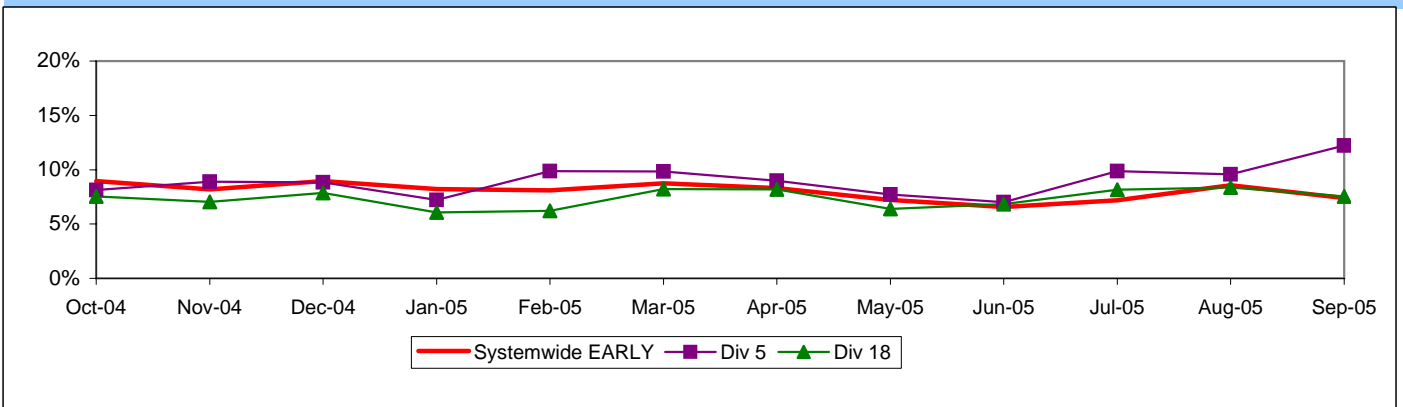
IN-SERVICE ON-TIME PERFORMANCE

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**



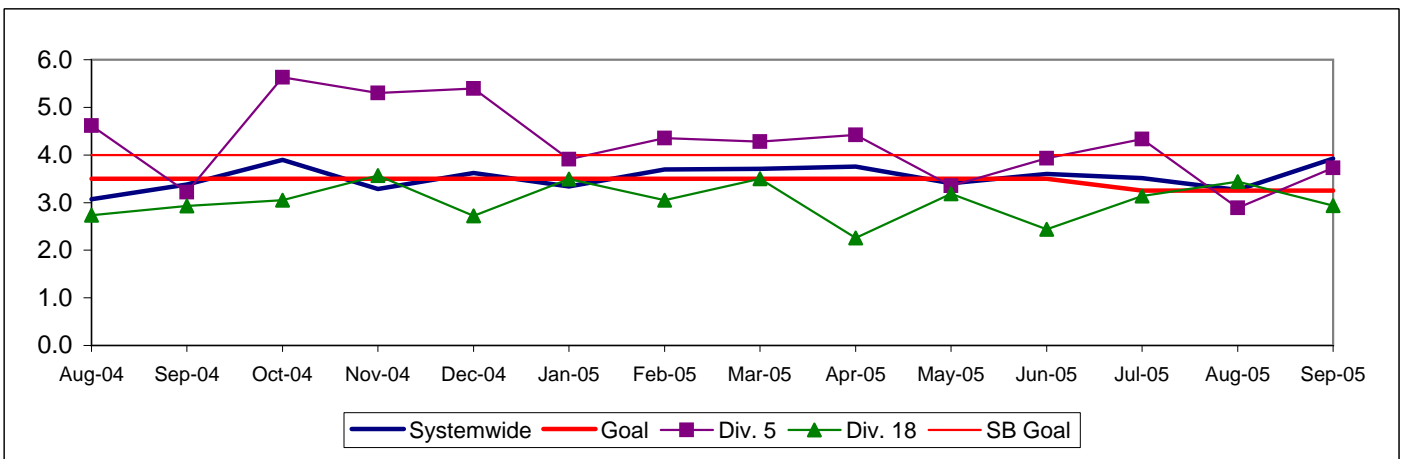
Running Hot - Systemwide and Bus Operating Divisions 5 and 18



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

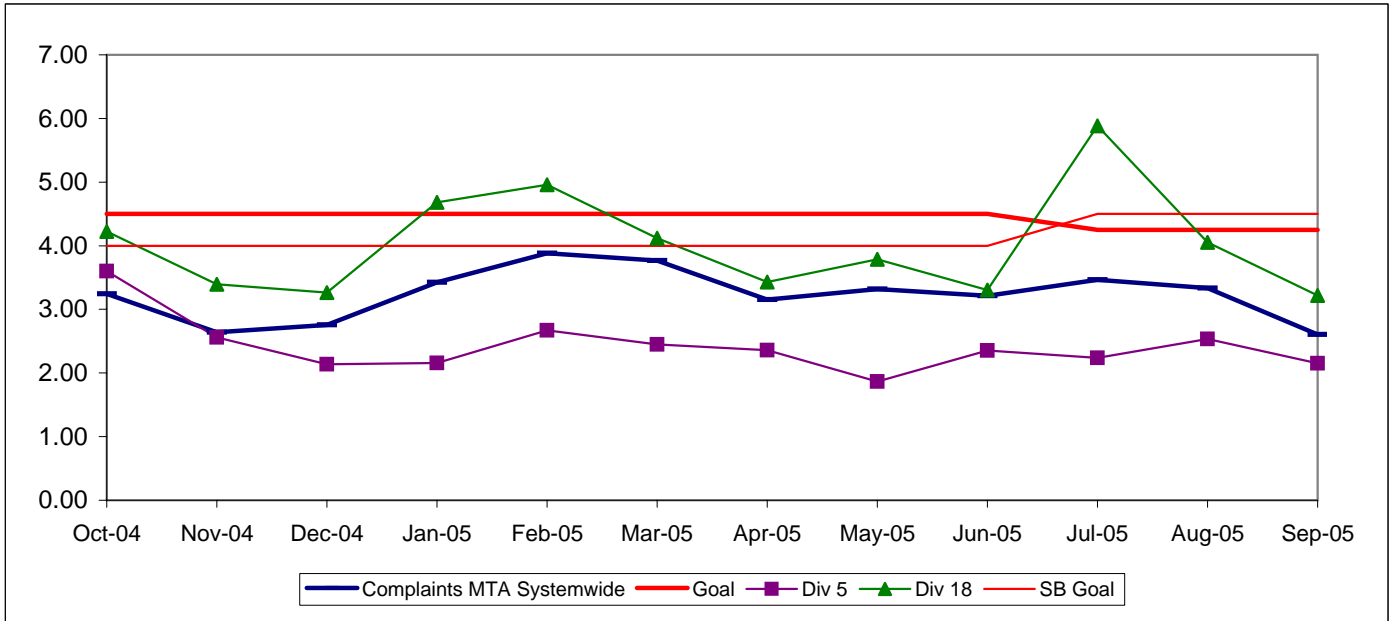
Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

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



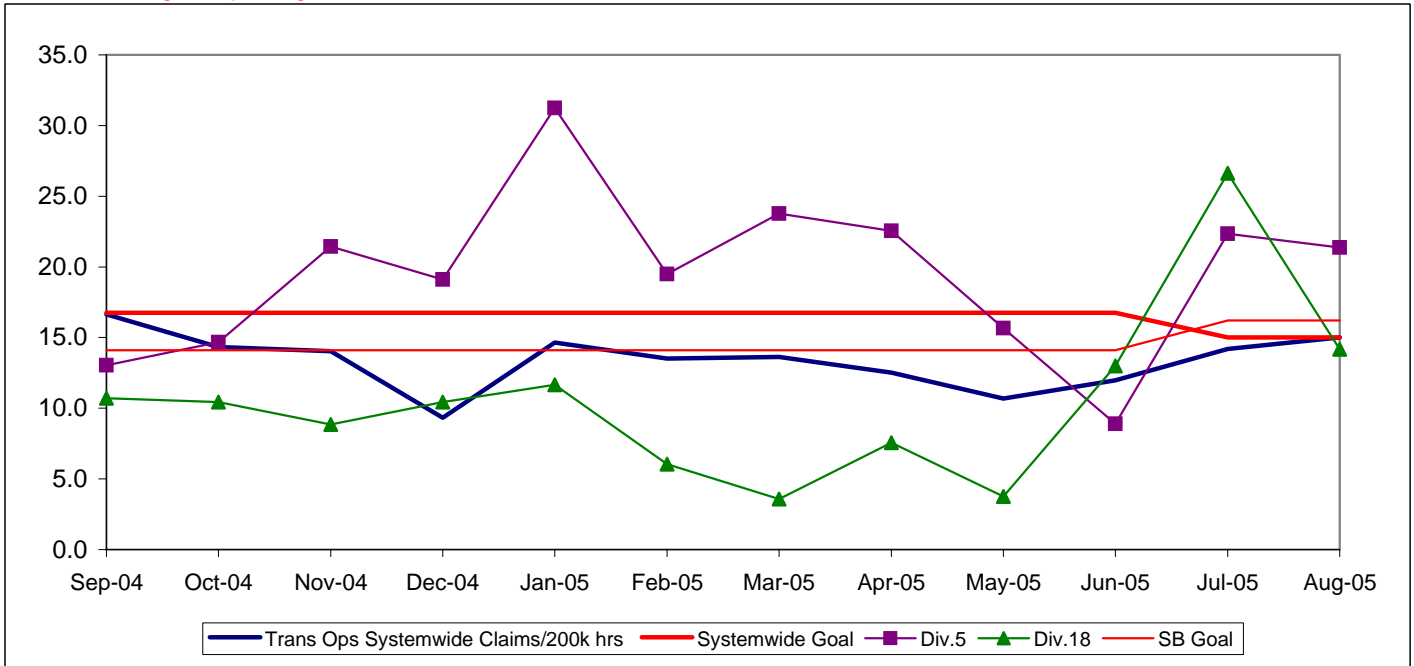
COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Bus Operating Divisions 5 and 18

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	Sep Month	Status
Bus Systemwide							
On-Time Pullouts from Primary Terminal Point (OTP-PTP)*, **				58%	28.83%	28.30%	🟡
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,500	2,938	3,395	🟡
In-Service On-time Performance	69.23%	65.43%	66.50%	70%	66.84%	64.14%	🟡
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.25	3.56	3.93	🟡
Complaints per 100,000 Boardings	4.23	4.51	3.54	3.50	3.13	2.61	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	15.00	August 15.21	August 16.41	🟢
WC Sector							
OTP-PTP*				58%	26.41%	25.47%	🟡
MMBMF*				3,500	3,250	3,730	🟡
In-Service On-time Performance	67.88%	63.31%	63.39%	70%	63.35%	61.85%	🟡
Bus Traffic Accidents Per 100,000 Miles	4.72	4.61	4.03	3.50	4.00	4.77	🟡
Complaints per 100,000 Boardings	4.84	5.30	4.10	3.75	3.28	2.47	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	28.74	21.52	18.80	20.00	August 16.12	August 18.14	🟢
Division 6							
OTP-PTP*				58%	24.37%	24.97%	🟡
MMBMF*				3,500	7,520	19,346	🟢
In-Service On-time Performance	65.93%	60.11%	56.75%	70%	57.93%	56.63%	🟡
Bus Traffic Accidents Per 100,000 Miles	4.52	4.10	3.91	3.50	3.88	6.32	🟡
Complaints per 100,000 Boardings	6.10	6.15	4.47	3.75	2.33	2.13	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	30.72	21.71	18.23	20.00	August 13.98	August 8.76	🟢
Division 7							
OTP-PTP*				58%	25.63%	24.52%	🟡
MMBMF*				3,500	2,405	2,677	🟡
In-Service On-time Performance	68.80%	64.59%	64.22%	70%	64.38%	63.52%	🟡
Bus Traffic Accidents Per 100,000 Miles	4.95	4.63	4.62	3.50	4.92	4.70	🟡
Complaints per 100,000 Boardings	4.74	5.70	4.24	3.75	3.88	3.04	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.52	21.05	19.44	20.00	August 15.15	August 12.62	🟢
Division 10							
OTP-PTP*				58%	27.39%	26.34%	🟡
MMBMF*				3,500	3,829	4,375	🟢
In-Service On-time Performance	67.34%	62.85%	64.14%	70%	63.62%	61.22%	🟡
Bus Traffic Accidents Per 100,000 Miles	4.55	4.68	3.50	3.50	3.38	4.59	🟢
Complaints per 100,000 Boardings	4.73	4.85	3.92	3.75	2.99	2.05	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.38	22.90	19.19	20.00	August 17.97	August 24.65	🟢

*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.

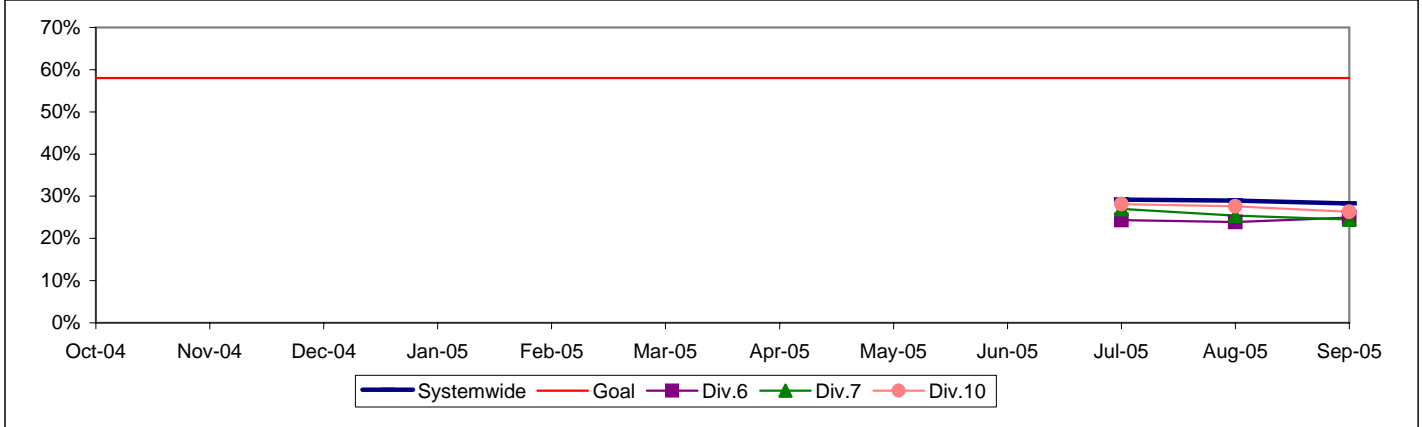
WESTSIDE / CENTRAL SECTOR BUS SERVICE PERFORMANCE

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'

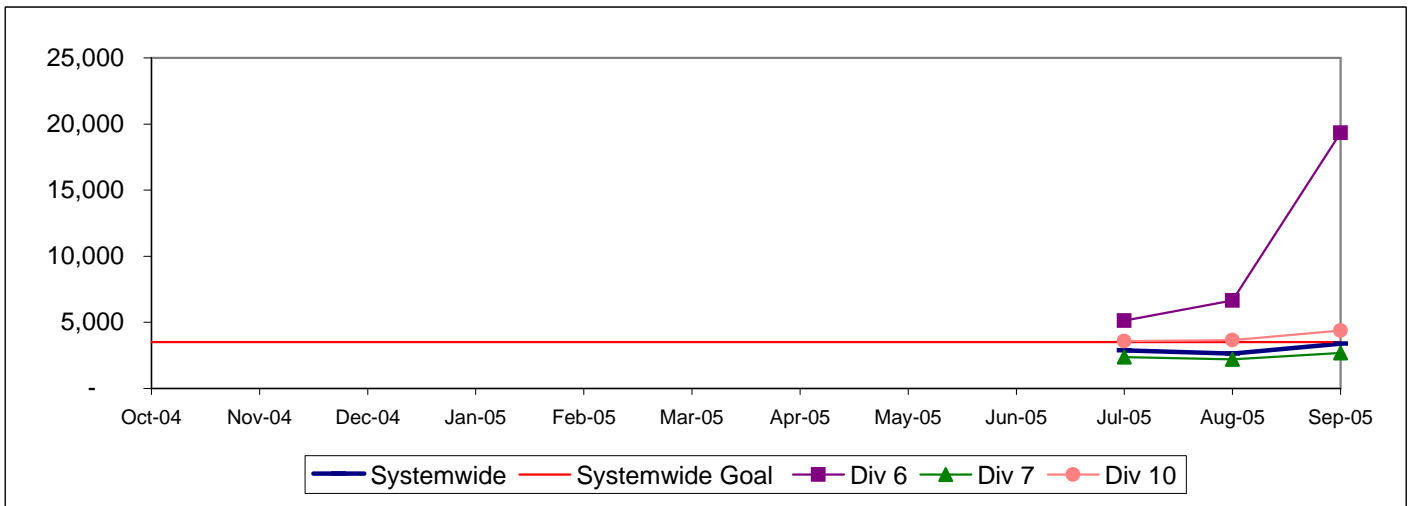
Div.	Pullouts from Primary Terminal Point				Percent		
	Early	Late	On-Time	Total Pullouts	Early Pullouts	On-Time Pullouts	Late Pullouts
Westside/Central (WC)							
6	175	498	224	897	19.51%	24.97%	55.52%
7	954	2143	1006	4103	23.25%	24.52%	52.23%
10	958	2708	1311	4977	19.25%	26.34%	54.41%
Total Systemwide	9735	20910	12095	42740	22.78%	28.30%	48.92%

*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.

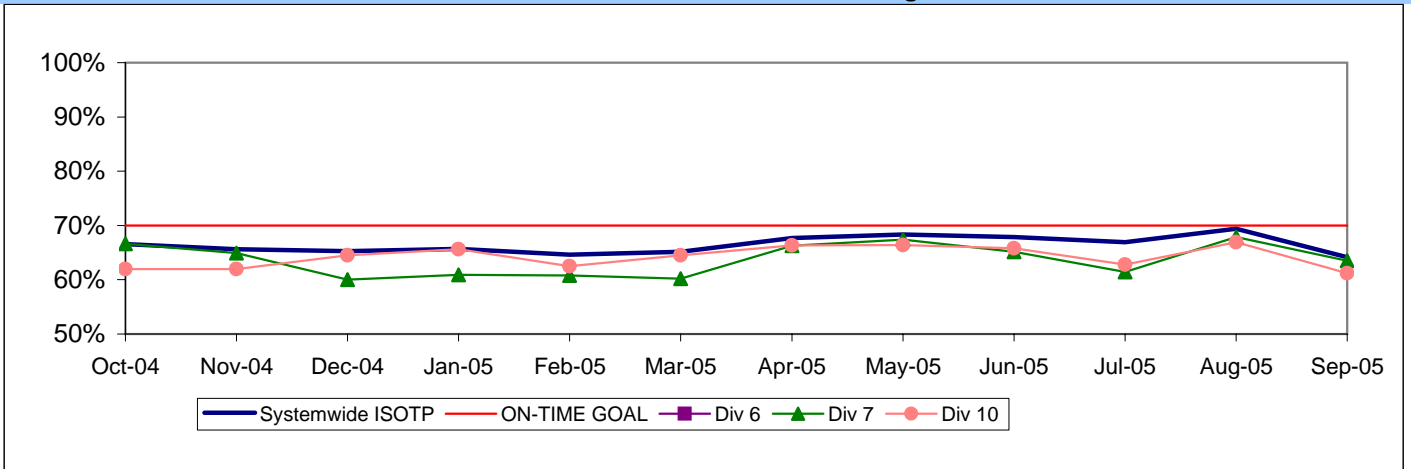
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



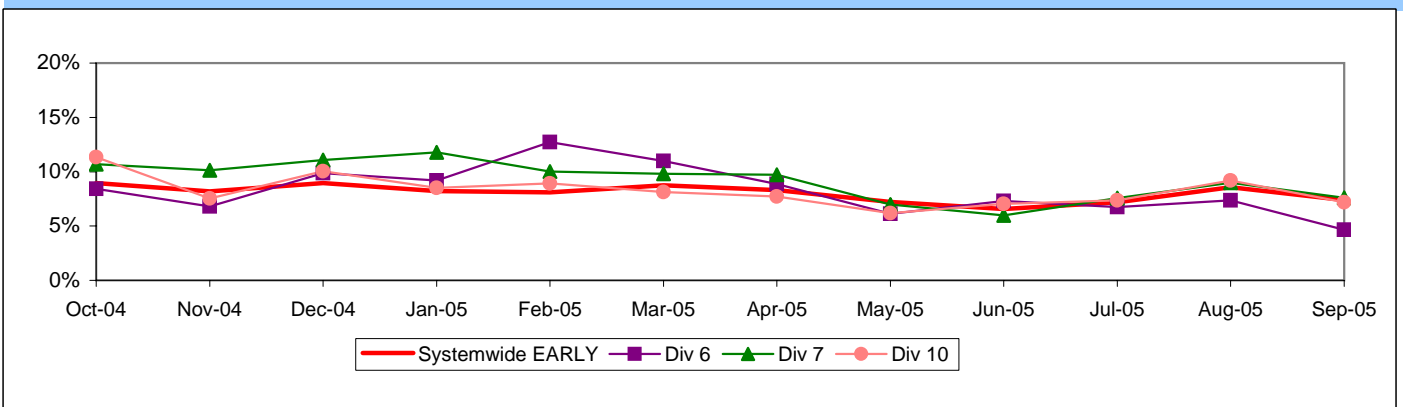
IN-SERVICE ON-TIME PERFORMANCE

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**



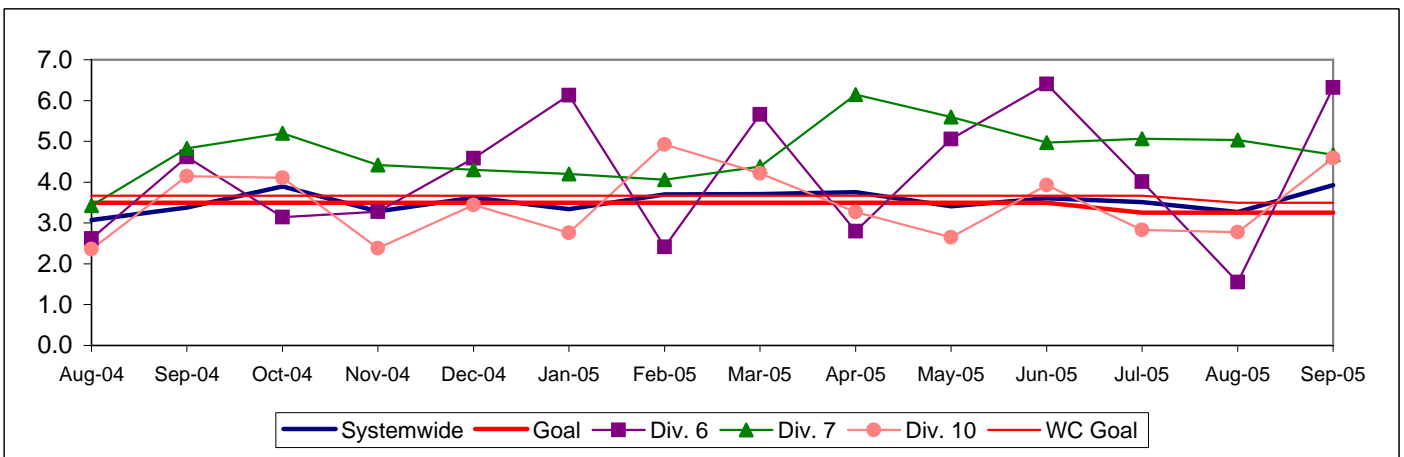
Running Hot - Systemwide and Bus Operating Divisions 6, 7 and 10



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

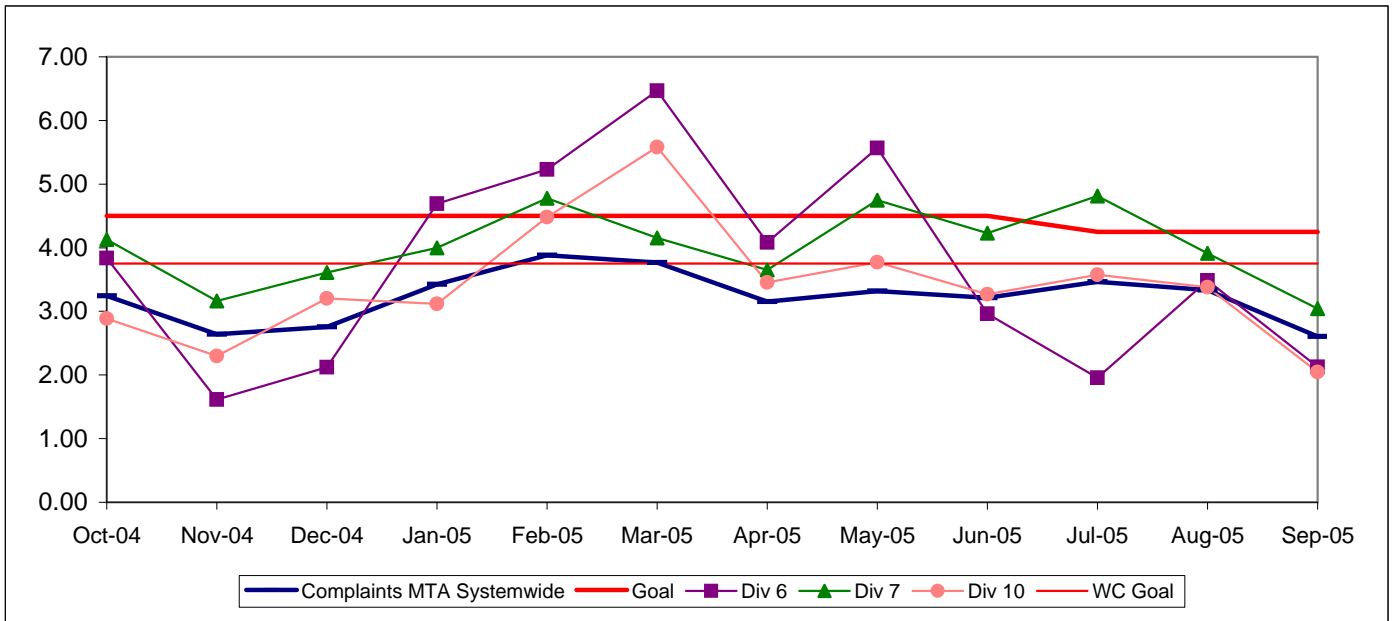
Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

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



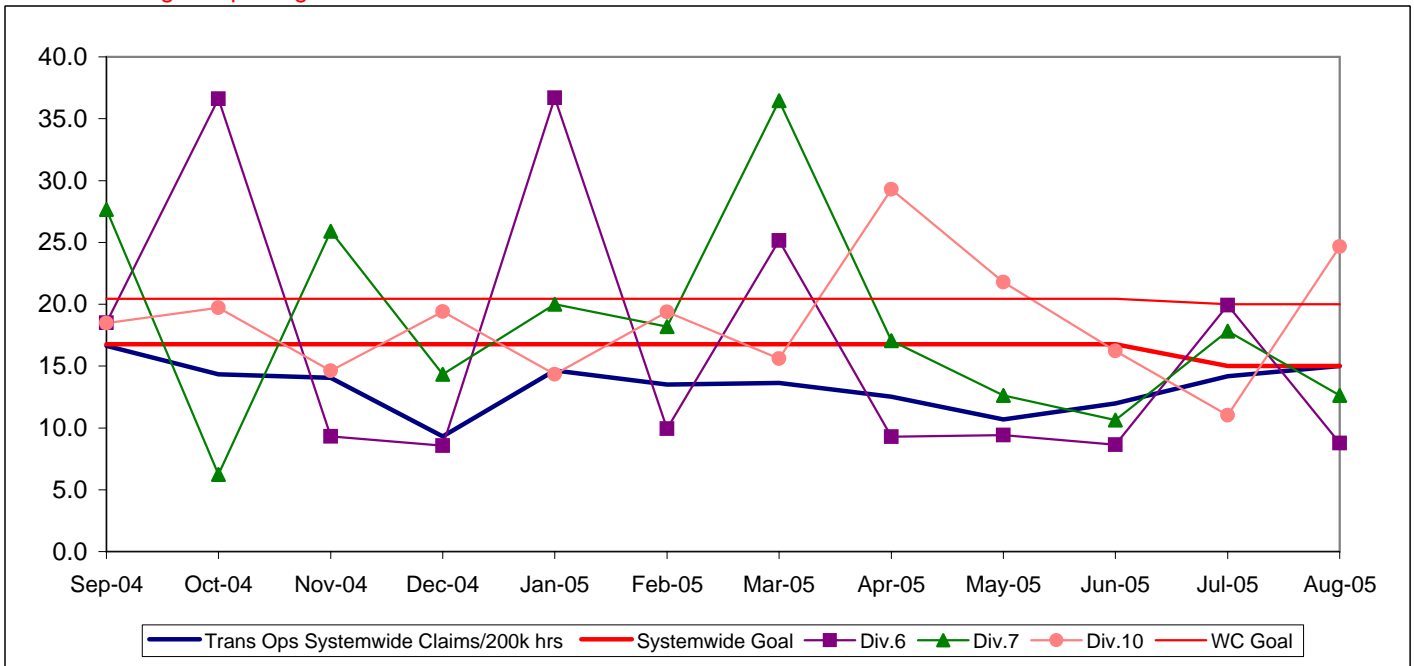
COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Bus Operating Divisions 6, 7 and 10

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	Sep Month	Status
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	11.25	11.59	9.32	10.00	August 11.73	August 10.69	◊
Metro Red Line (MRL)							
On-Time Pullouts	99.36%	99.71%	99.94%	99.00%	100%	99%	●
Mean Miles Between Chargeable Mechanical Failures*	9,495	12,793	11,759	15,000	17,298	18,629	●
In-Service On-time Performance	99.15%	99.04%	98.66%	99.20%	98.59%	98.36%	◊
Traffic Accidents Per 100,000 Train Miles	0.07	0	0.22	0.14	0.00	0.00	●
Complaints per 100,000 Boardings	1.20	1.17	1.13	1.00	1.01	0.68	◊
Metro Blue Line (MBL)							
On-Time Pullouts	99.07%	99.94%	99.73%	99.00%	99.86%	99.72%	●
Mean Miles Between Chargeable Mechanical Failures	6,399	10,365	16,273	15,000	20,112	22,957	●
In-Service On-time Performance	97.59%	98.74%	98.16%	99.00%	98.13%	98.43%	◊
Traffic Accidents Per 100,000 Train Miles	0.82	1.36	0.64	0.40	0.94	0.72	◊
Complaints per 100,000 Boardings	1.30	0.97	0.98	1.00	1.25	1.38	●
Metro Green Line (MGrL)							
On-Time Pullouts	98.99%	99.78%	99.91%	99.00%	99.93%	99.79%	●
Mean Miles Between Chargeable Mechanical Failures	5,617	11,337	12,558	15,000	21,057	41,282	●
In-Service On-time Performance	98.21%	98.99%	98.22%	99.00%	98.92%	98.53%	●
Traffic Accidents Per 100,000 Train Miles	0.14	0.08	0.00	0.40	0.00	0.00	●
Complaints per 100,000 Boardings	1.26	1.37	1.39	1.00	1.17	1.58	●
Metro Gold Line (MGoL)							
On-Time Pullouts		100%	99.85%	99.00%	100%	100%	●
Mean Miles Between Chargeable Mechanical Failures		8,938	16,571	15,000	15,332	12,740	●
In-Service On-time Performance		98.52%	97.97%	99.00%	98.27%	98.56%	◊
Traffic Accidents Per 100,000 Train Miles		0.25	0.23	0.40	0.49	1.47	●
Complaints per 100,000 Boardings		3.81	2.85	1.00	2.28	2.34	◊

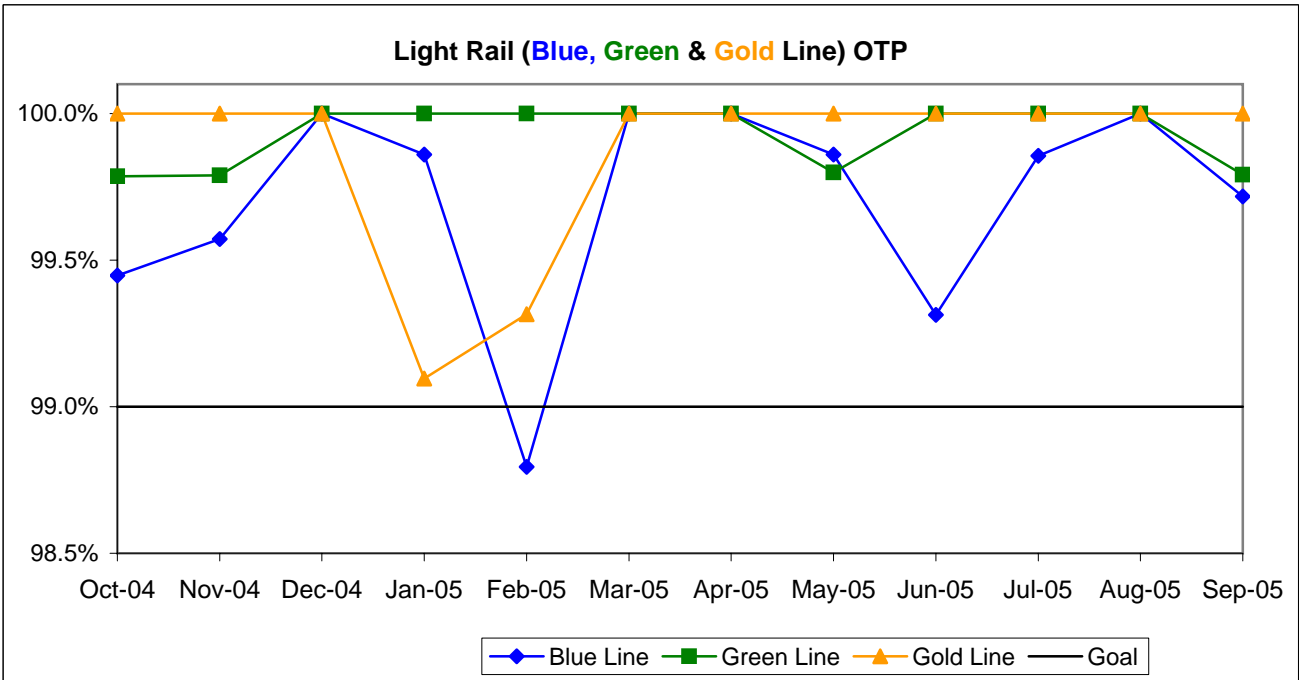
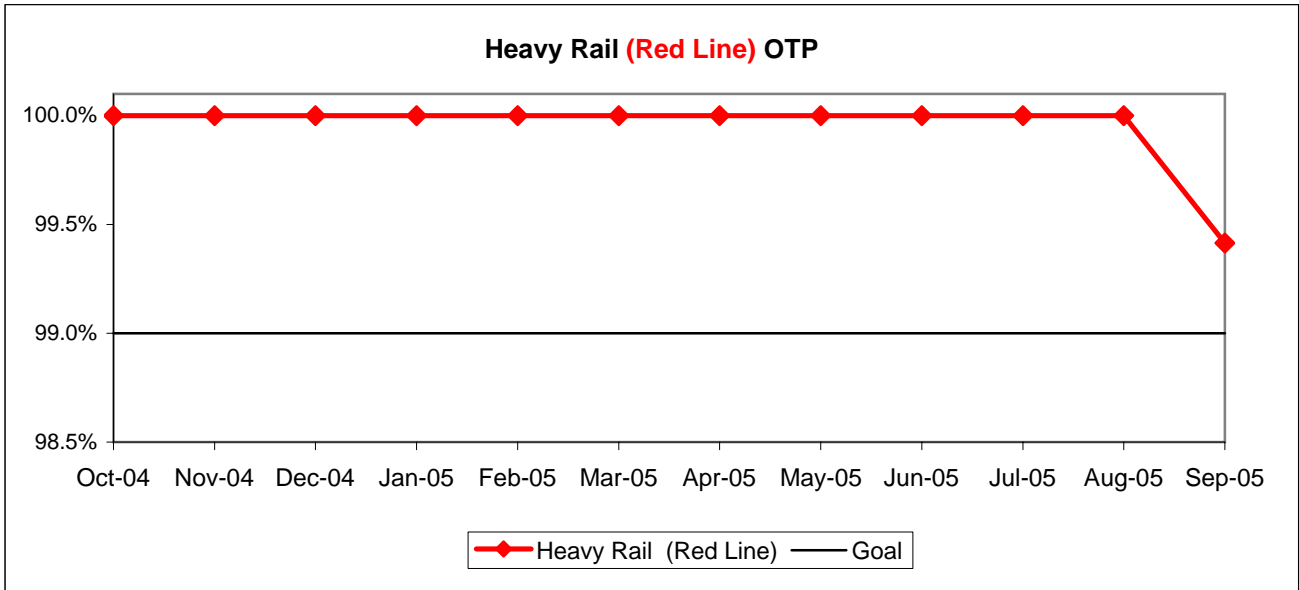
- Green - High probability of achieving the FY06 target (on track).
- ◊ Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

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.

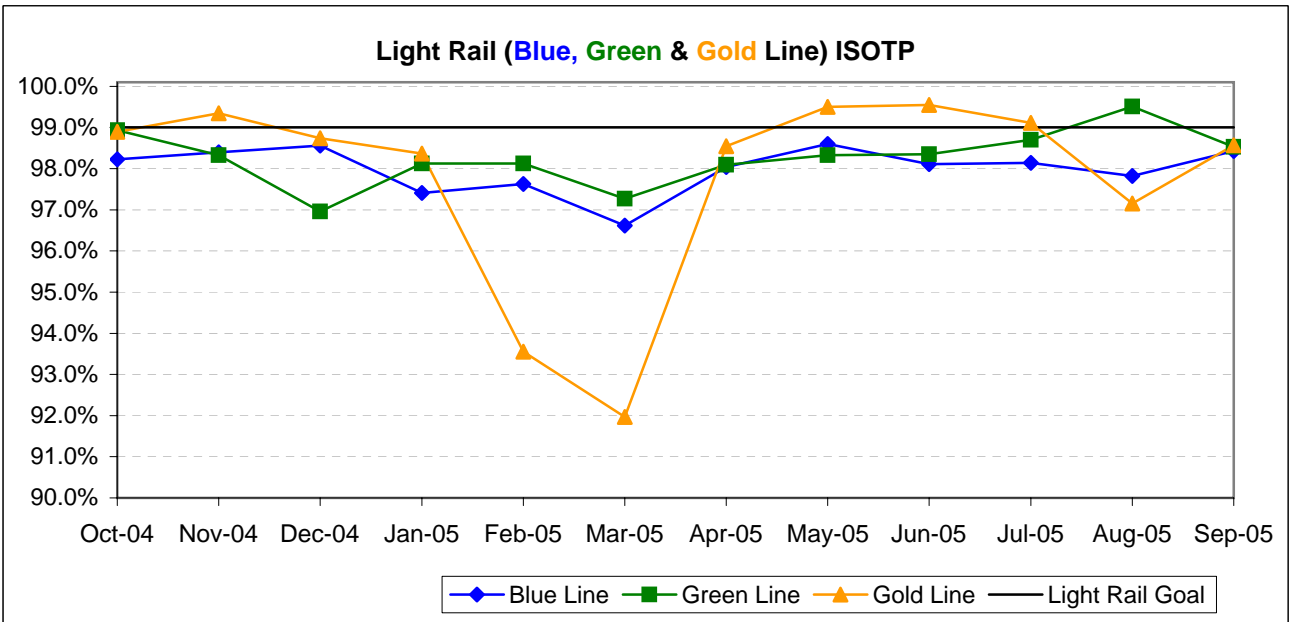
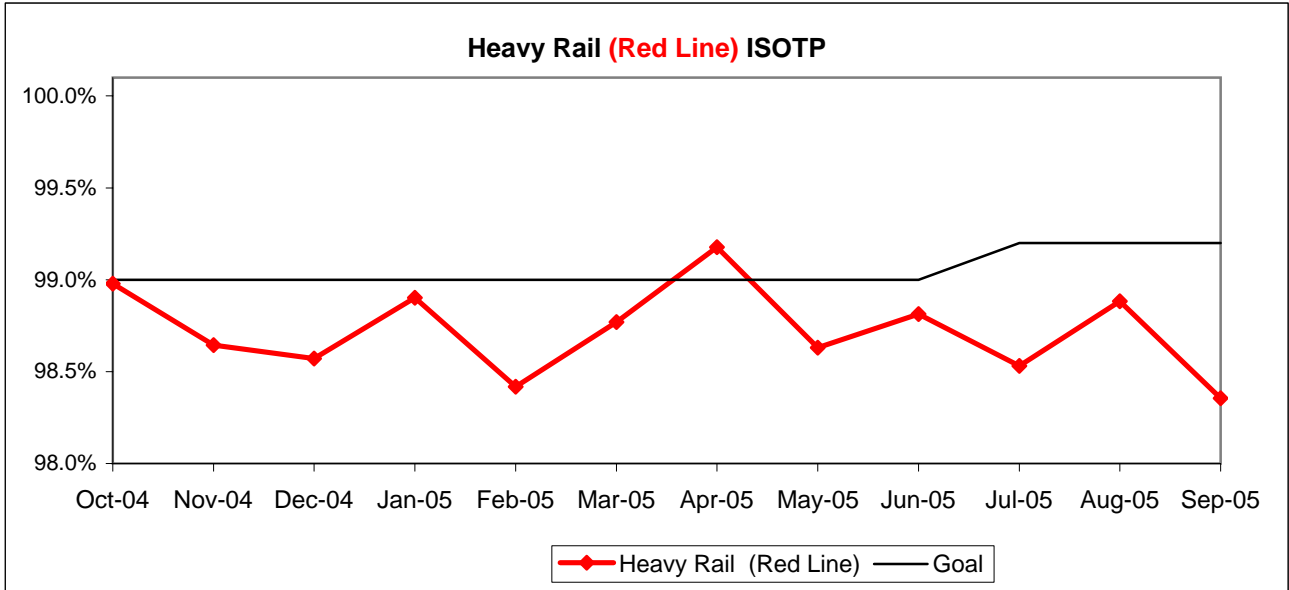
Calculation: $OTP\% = [(100\% - ((\text{Total cancelled pullouts plus late pullouts}) / \text{by Total scheduled pullouts}) \times 100)]$



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.

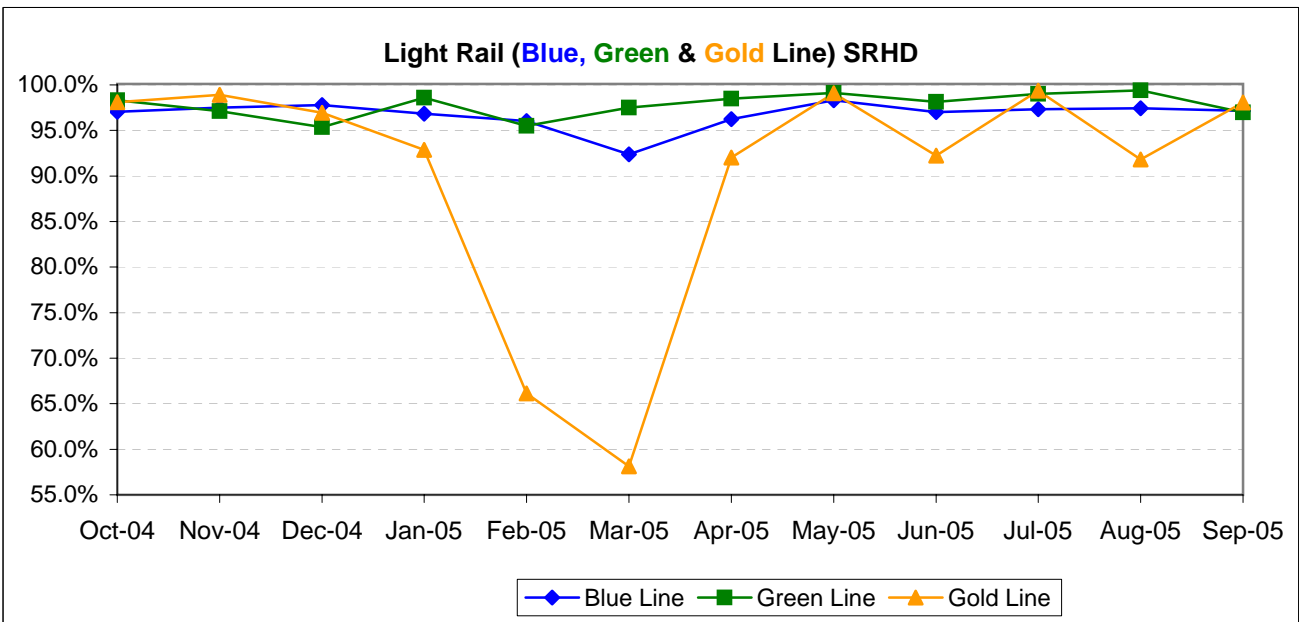
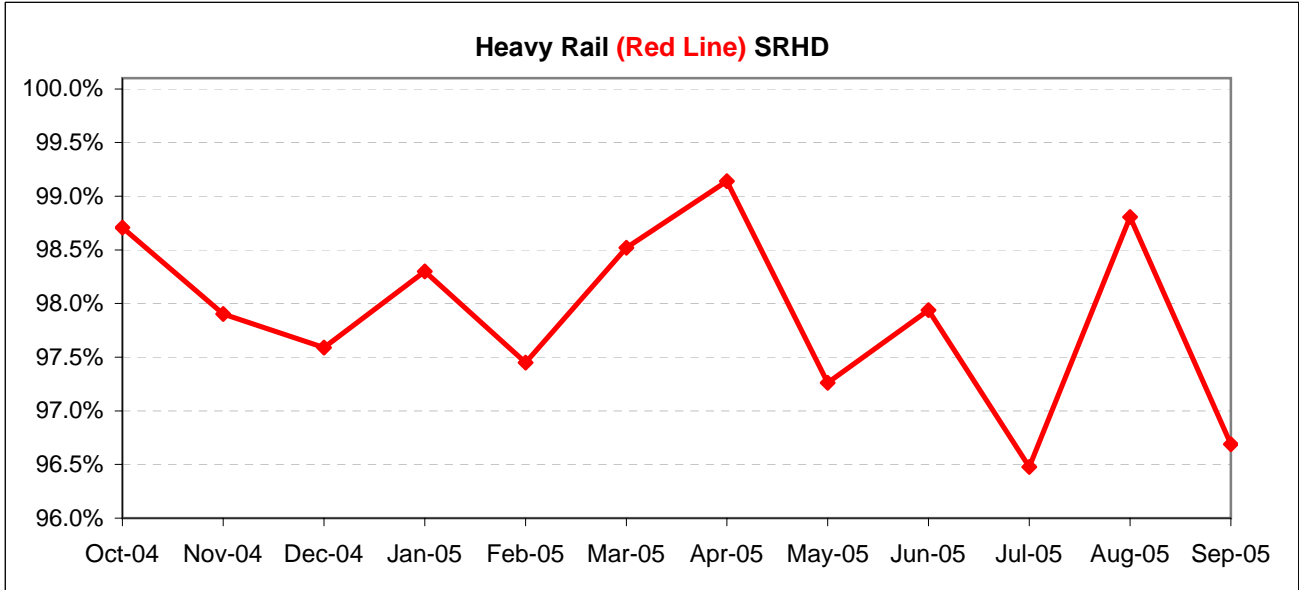
Calculation: ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]]



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.

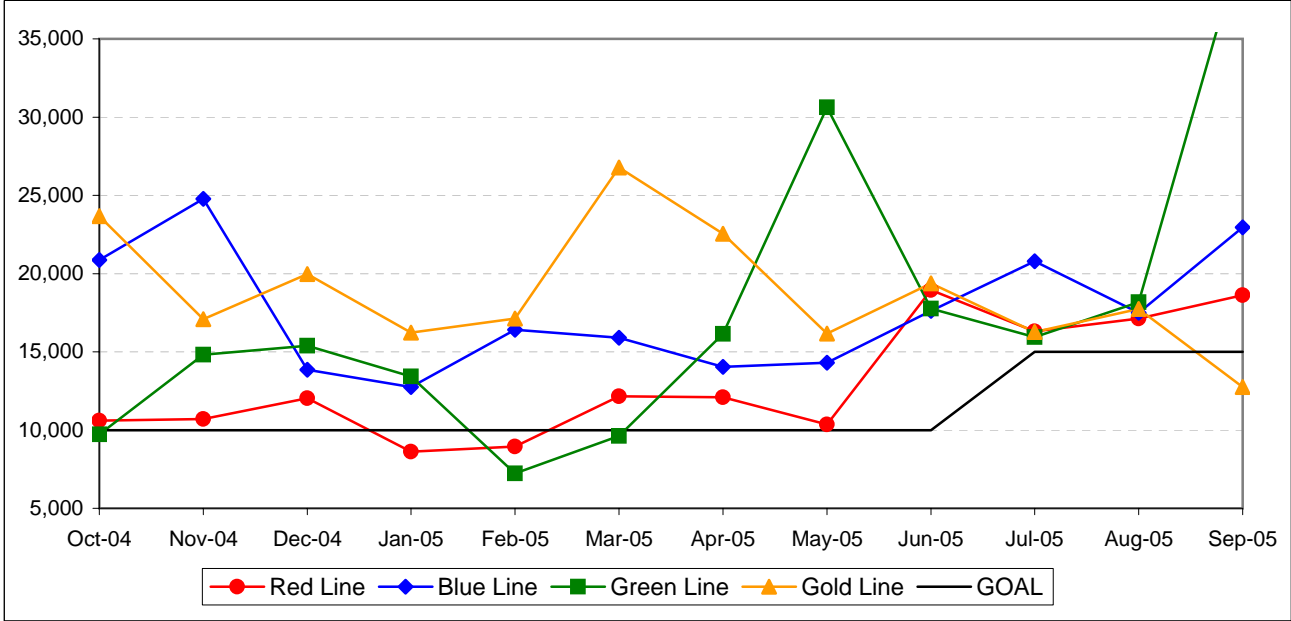
Calculation: $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



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 = Total Vehicle Miles / Revenue Vehicle Systems Failures

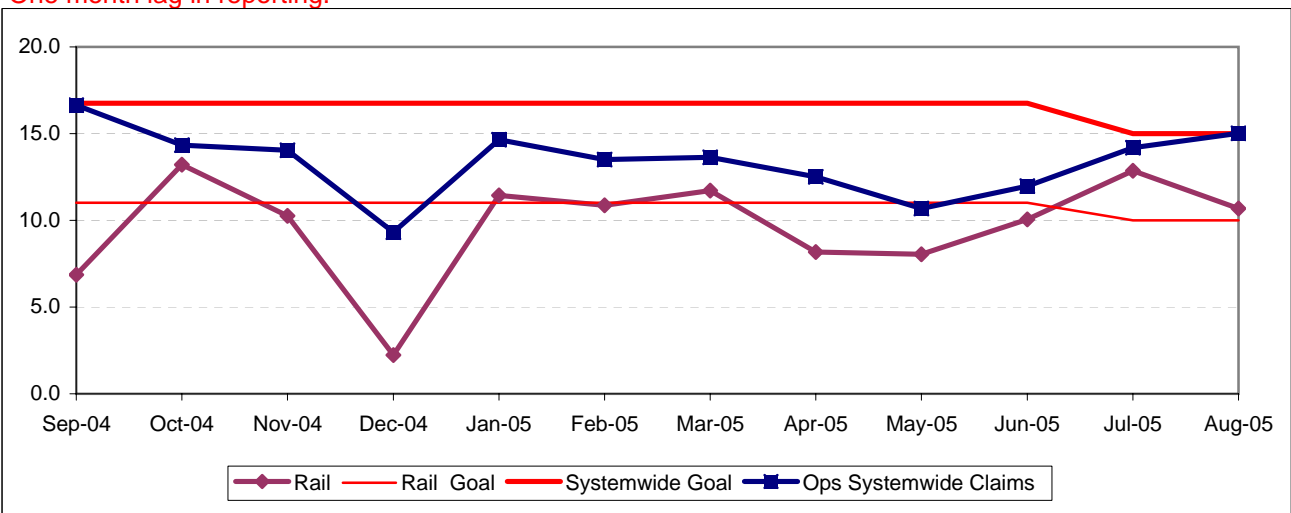


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

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.



BUS SERVICE PERFORMANCE

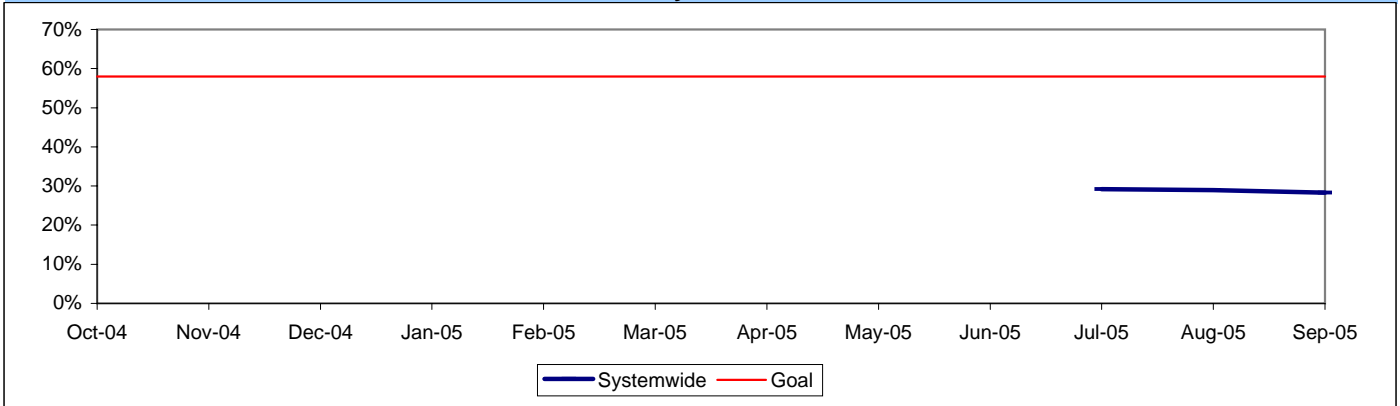
ON-TIME PULLOUT FROM PRIMARY TERMINAL POINT (OTP-PTP) PERCENTAGE *

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.

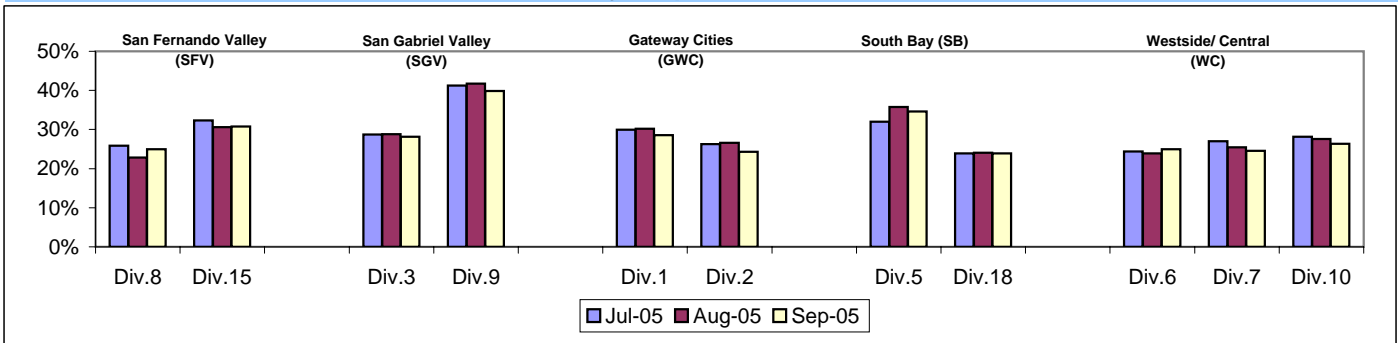
Calculation: $OTP\% = [(100\% - ((\text{Total late and cancelled runs} / \text{by Total scheduled pullouts}) \times 100)]$

* 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 July - September 2005



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

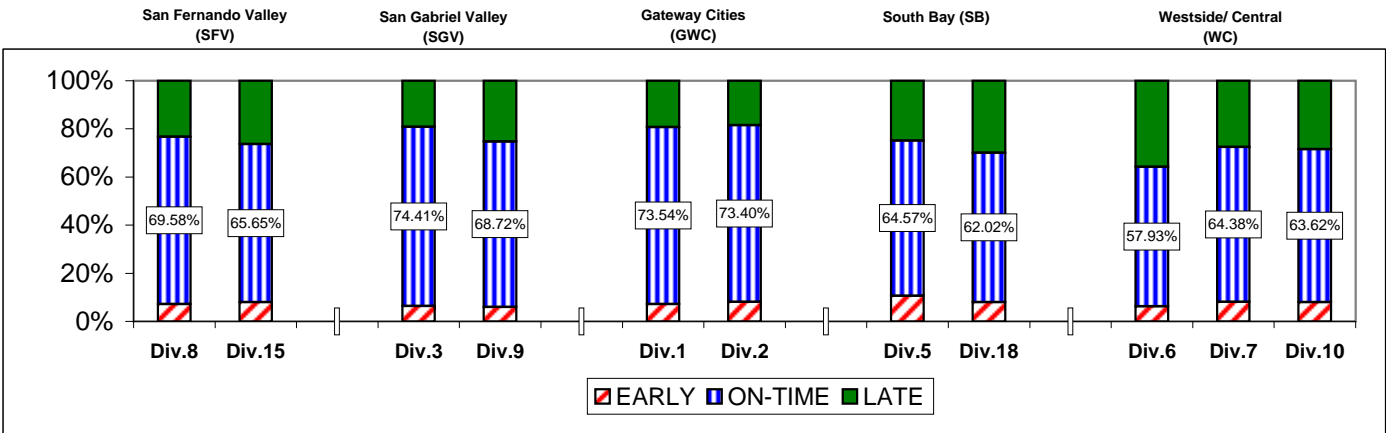
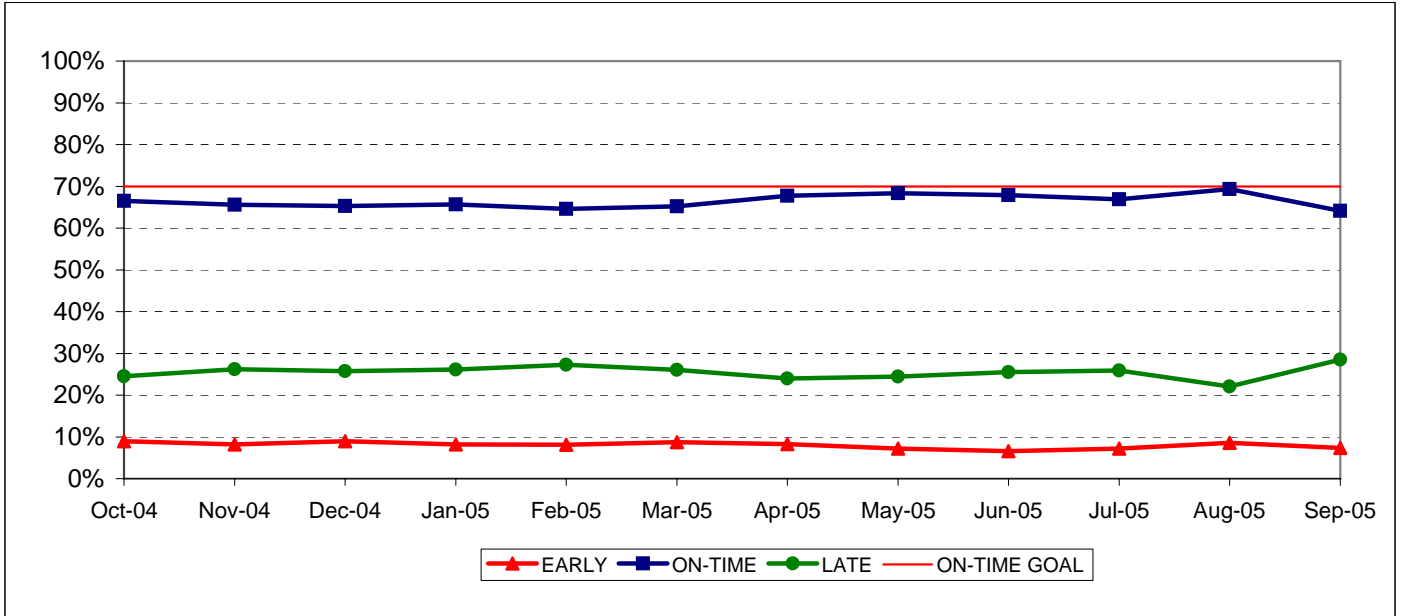
Div.	Pullouts from Primary Terminal Point					Percent		
	Early	Late	On-Time	Total Pullouts		Early Pullouts	On-Time Pullouts	Late Pullouts
San Fernando Valley (SFV)								
8	969	2167	1042	4178		23.19%	24.94%	51.87%
15	784	2117	1287	4188		18.72%	30.73%	50.55%
San Gabriel Valley (SGV)								
3	507	1442	765	2714		18.68%	28.19%	53.13%
9	695	1377	1375	3447		20.16%	39.89%	39.95%
Gateway Cities (GWC)								
1	718	2383	1242	4343		16.53%	28.60%	54.87%
2	1114	2012	1005	4131		26.97%	24.33%	48.70%
South Bay (SB)								
5	1321	1763	1632	4716		28.01%	34.61%	37.38%
18	1540	2300	1206	5046		30.52%	23.90%	45.58%
Westside/Central (WC)								
6	175	498	224	897		19.51%	24.97%	55.52%
7	954	2143	1006	4103		23.25%	24.52%	52.23%
10	958	2708	1311	4977		19.25%	26.34%	54.41%
TOTAL	9735	20910	12095	42740		22.78%	28.30%	48.92%

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%	7.98%	-0.17%
On-Time	67.84%	65.65%	-2.19%
Late	24.01%	26.36%	2.35%
Gateway Cities Sector (GWC)			
Division 1			
Early	7.05%	7.22%	0.17%
On-Time	71.62%	73.54%	1.92%
Late	21.33%	19.23%	-2.10%
Division 2			
Early	9.23%	8.07%	-1.16%
On-Time	70.42%	73.40%	2.98%
Late	20.35%	18.53%	-1.82%
South Bay Sector (SB)			
Division 5			
Early	9.62%	10.62%	1.00%
On-Time	65.58%	64.57%	-1.01%
Late	24.80%	24.82%	0.02%
Division 18			
Early	8.14%	8.04%	-0.10%
On-Time	63.42%	62.02%	-1.40%
Late	28.44%	29.94%	1.50%

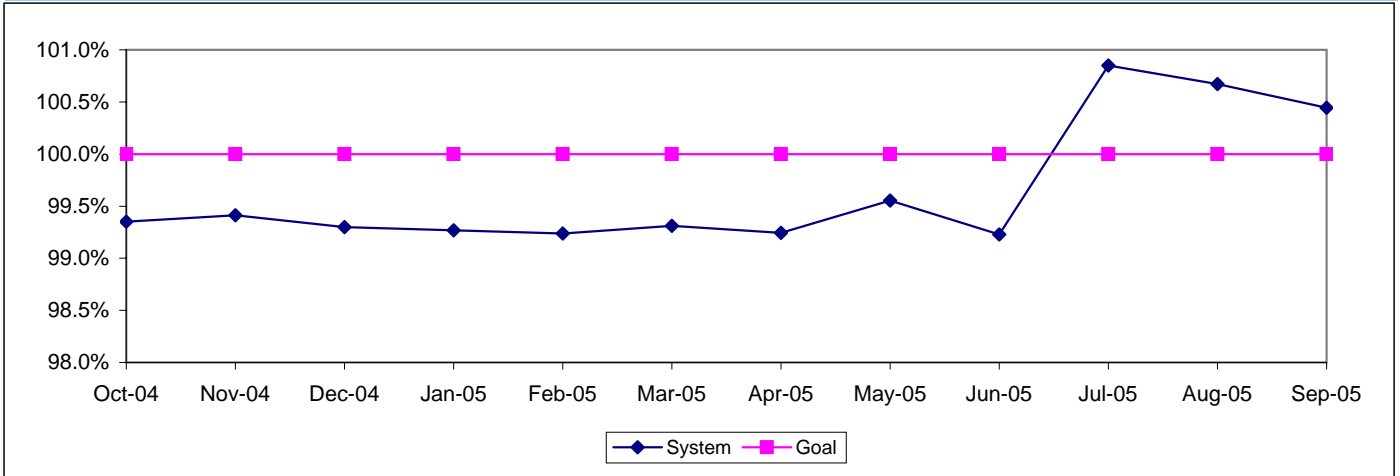
	FY05	FY06-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3			
Early	8.92%	6.39%	-2.53%
On-Time	71.06%	74.41%	3.35%
Late	20.03%	19.20%	-0.83%
Division 9			
Early	7.04%	6.03%	-1.01%
On-Time	68.49%	68.72%	0.23%
Late	24.47%	25.25%	0.78%
Westside/Central Sector (WC)			
Division 6			
Early	10.18%	6.25%	-3.93%
On-Time	56.75%	57.93%	1.18%
Late	33.07%	35.82%	2.75%
Division 7			
Early	10.52%	8.07%	-2.45%
On-Time	64.22%	64.38%	0.16%
Late	25.27%	27.56%	2.29%
Division 10			
Early	9.41%	7.91%	-1.50%
On-Time	64.14%	63.62%	-0.52%
Late	26.45%	28.46%	2.01%
SYSTEMWIDE			
Early	8.92%	7.73%	-1.19%
On-Time	66.50%	66.84%	0.34%
Late	24.58%	25.43%	0.85%

ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED*

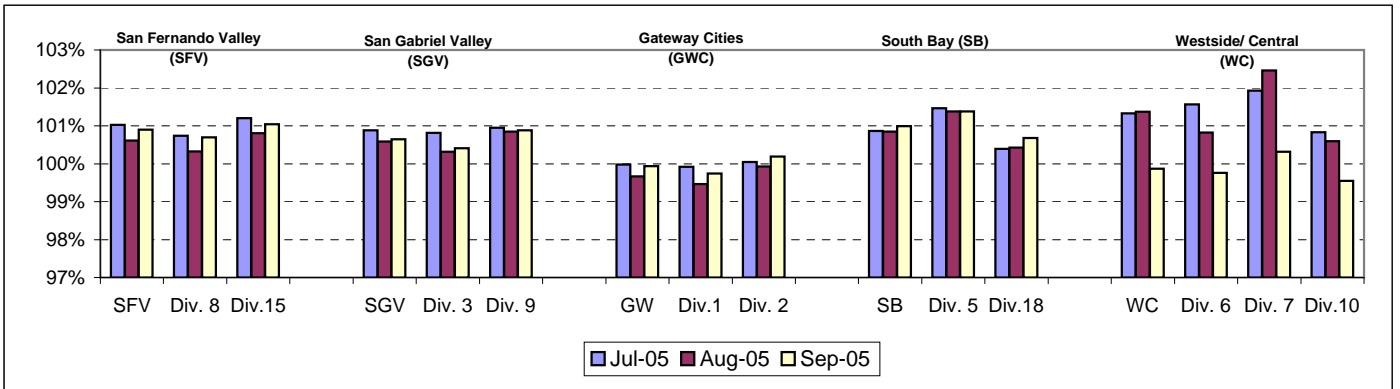
Definition: This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures. FY06: This performance indicator measures the percentage of scheduled Revenue Hours delivered after adding in temporary 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.



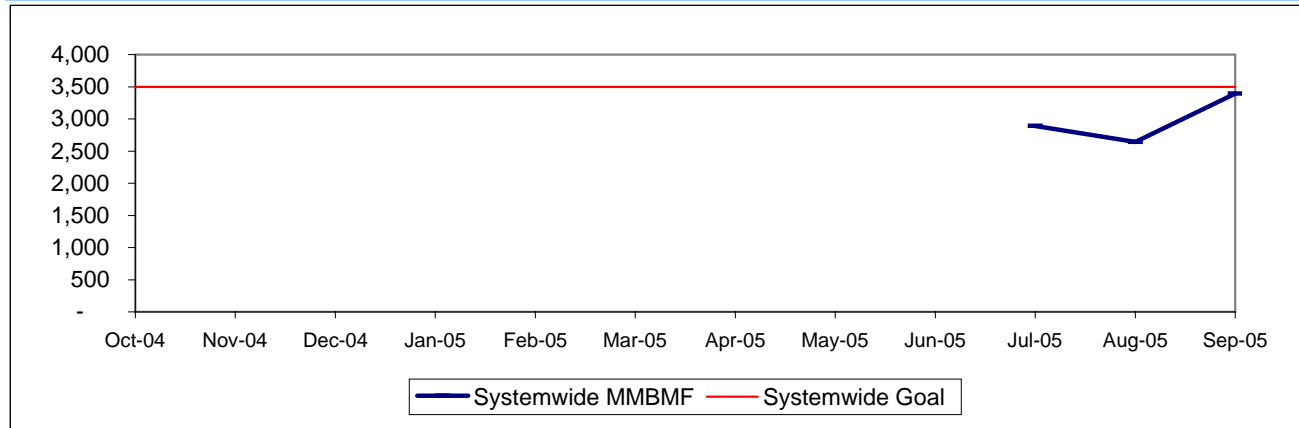
MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)*

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

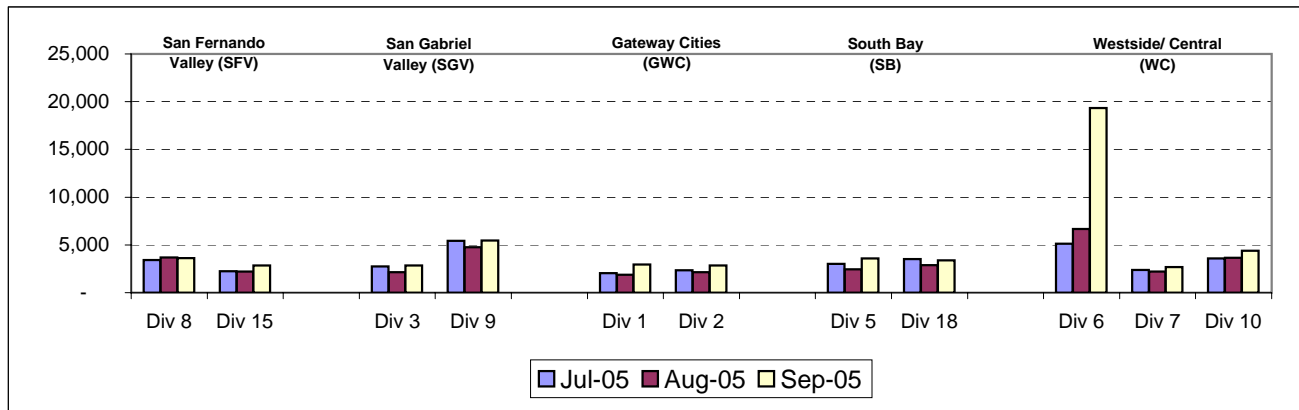
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

Systemwide Trend



* New Indicator.

MMBMF -- Bus Operating Sector Divisions July - September 2005

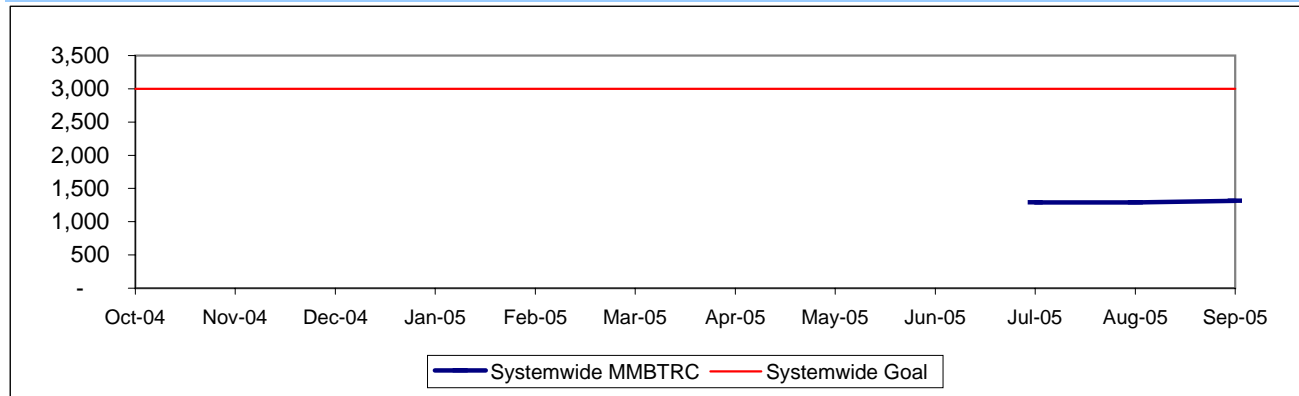


MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)*

Definition: Average Hub Miles traveled between road call problems.

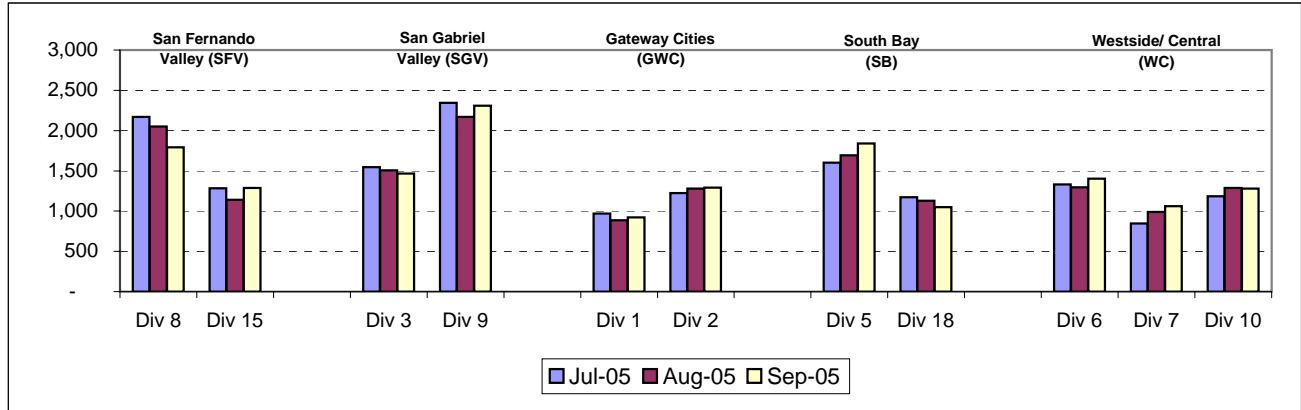
Calculation: $MMBTRC = (\text{Total Hub Miles} / \text{by Total Road Calls})$

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	2,067	77.91%
Diesel (Except FlexMetro)	483	18.21%
FlexMetro Diesel	0	0.00%
Gasoline	69	2.60%
Propane	34	1.28%
Total	2,653	100.00%

Average Age of Fleet by Sectors' Divisions

SFV		SGV		GWC		SB	
Div 8	Div 15	Div 3	Div 9	Div 1	Div 2	Div 5	Div 18
7.6	7.2	7.8	5.4	5.2	5.2	5.7	7.9

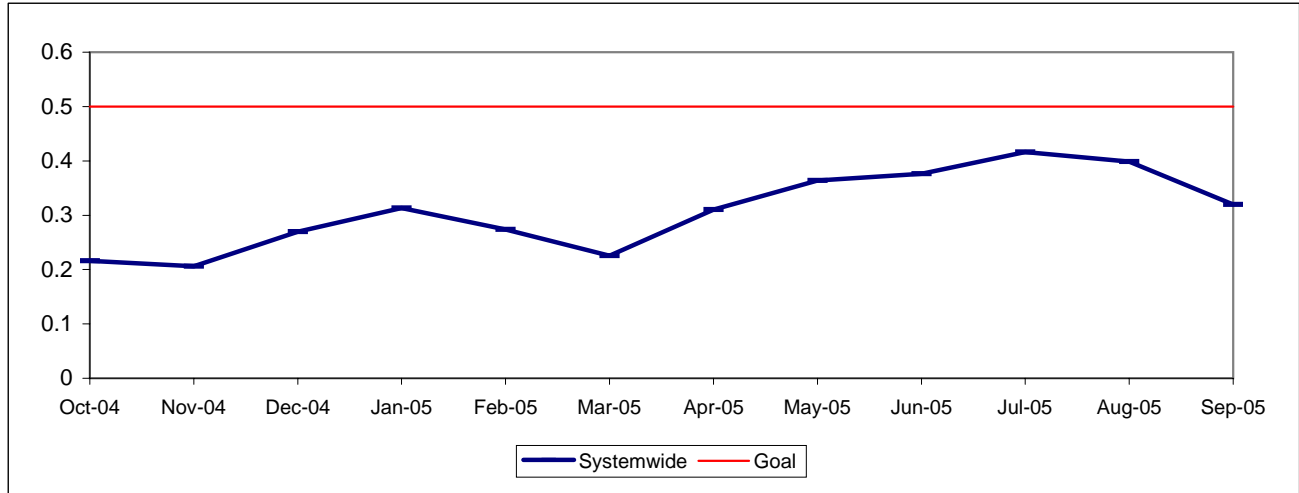
WC		
Div 6	Div 7	Div 10
11.6	5.8	6.7

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

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

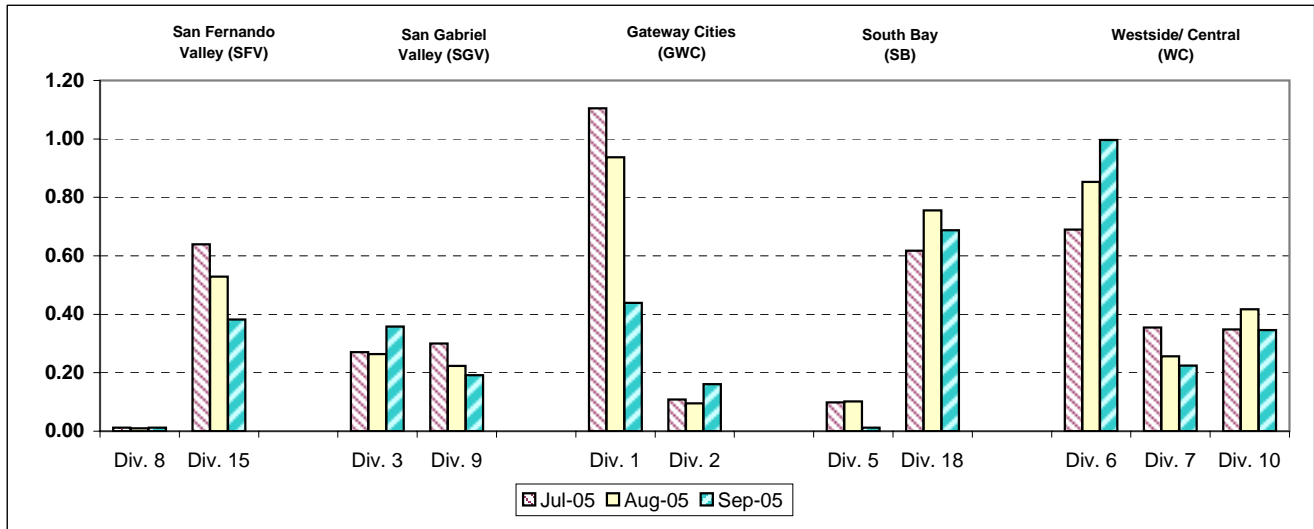
Calculation: Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

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
July - September 2005**



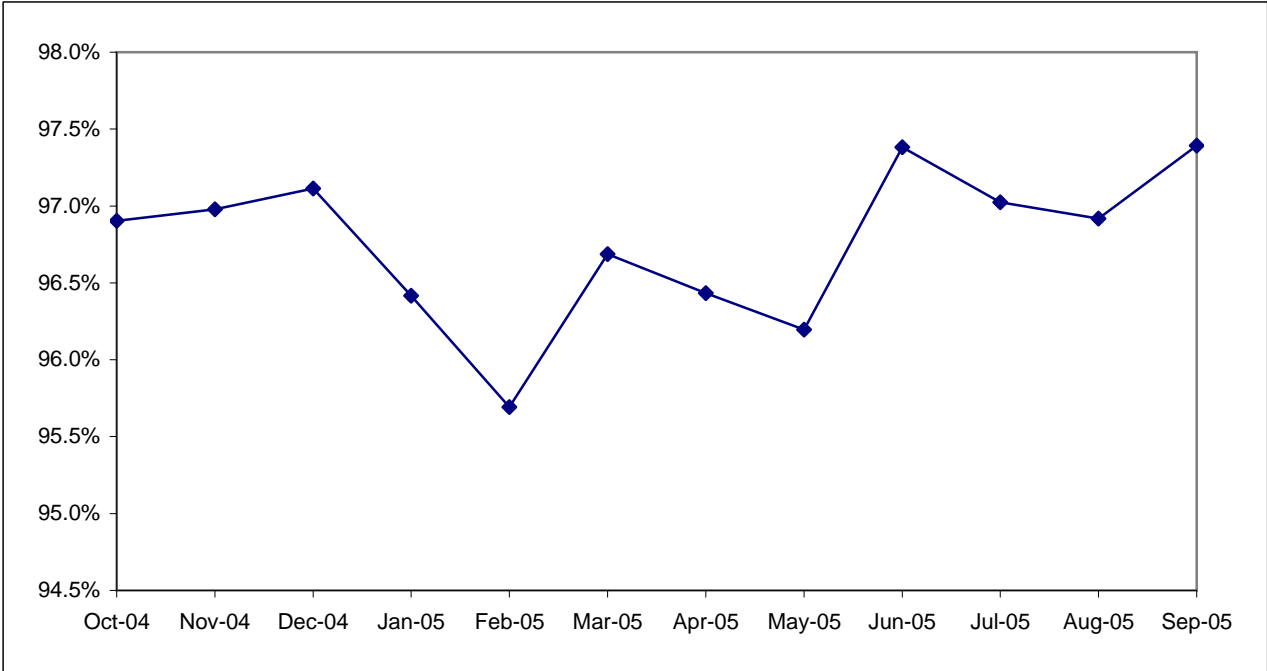
ATTENDANCE

MAINTENANCE ATTENDANCE

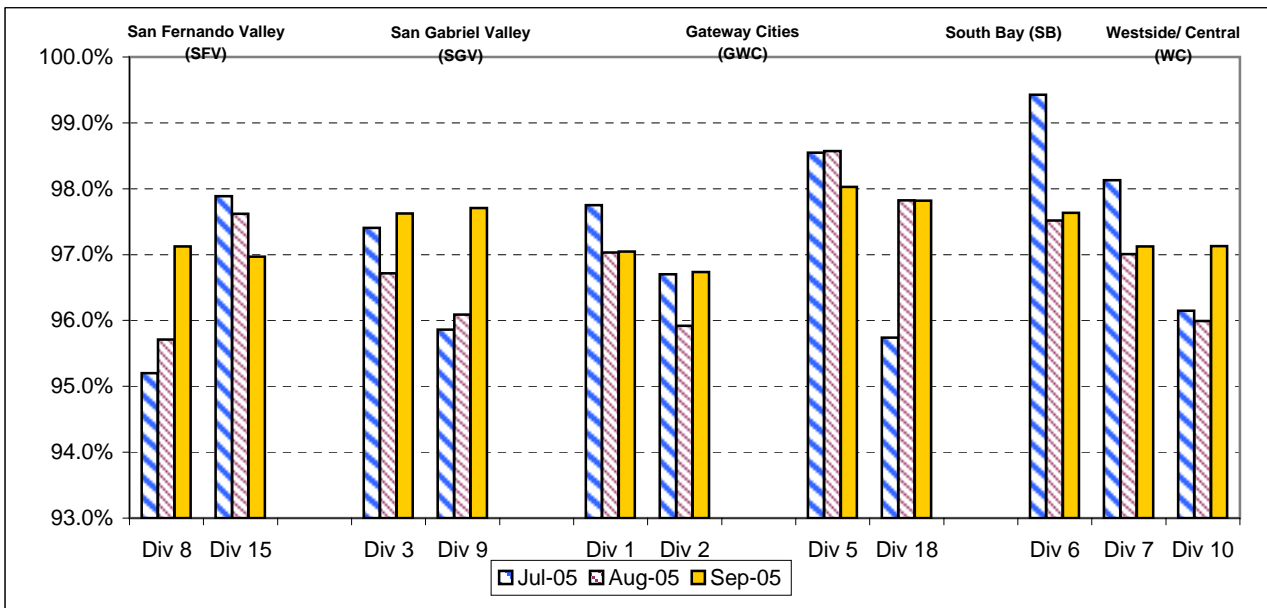
Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

Systemwide Trend



Maintenance Attendance - By Sectors' Divisions (By Current Month) July - September 2005



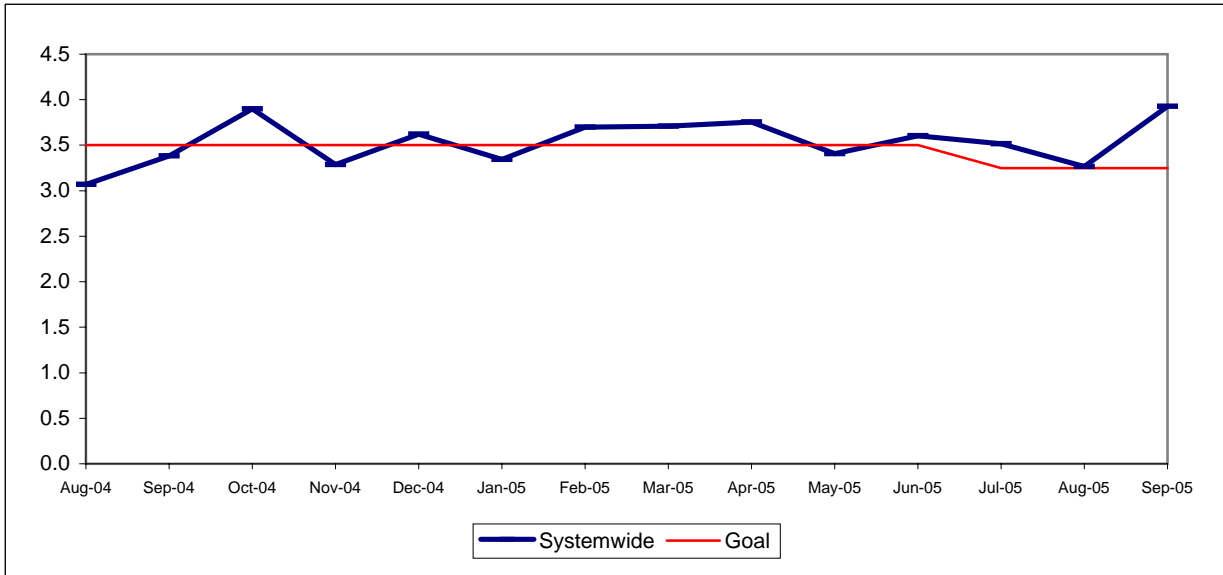
SAFETY PERFORMANCE

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.

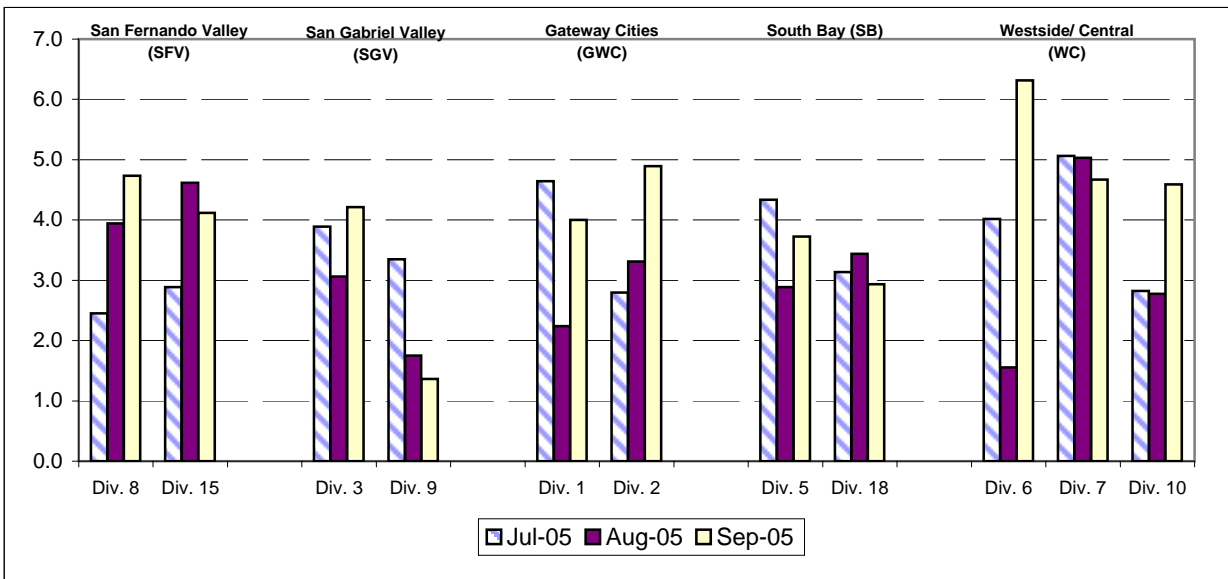
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

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.

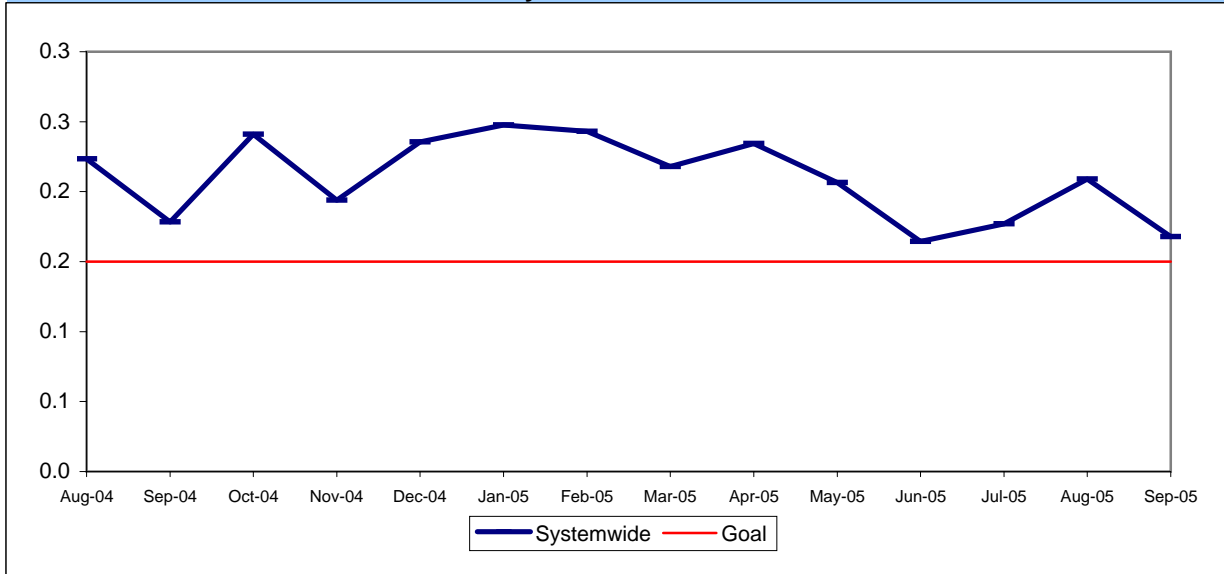
Bus Operating Divisions - by Sectors' Divisions July - September 2005



BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

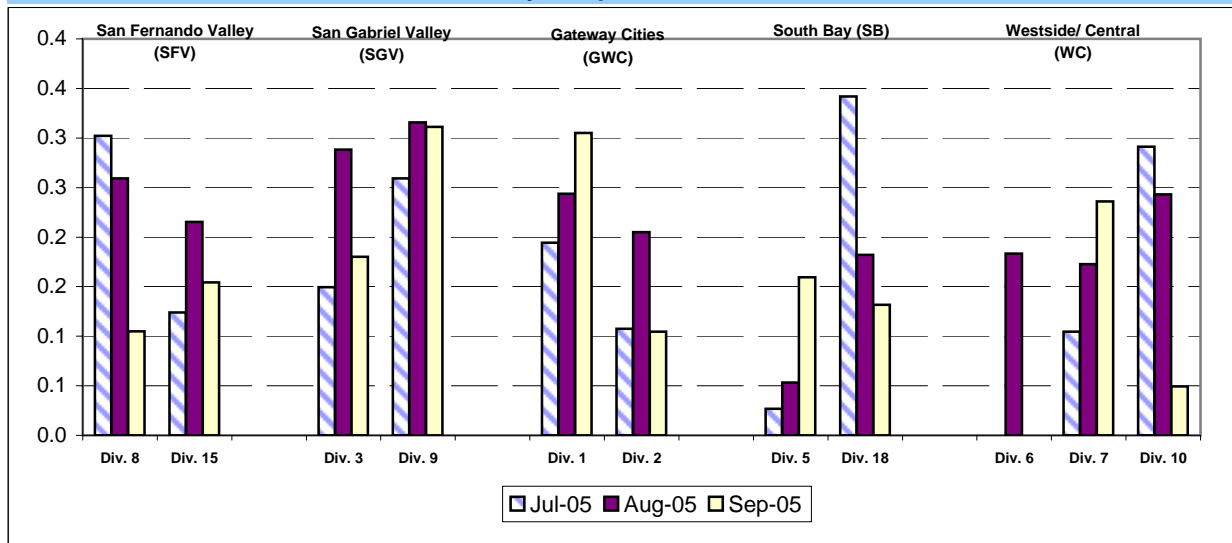
Definition: Average number of Passenger Accidents for every 100,000 Boardings. This indicator
Calculation: Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by

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.

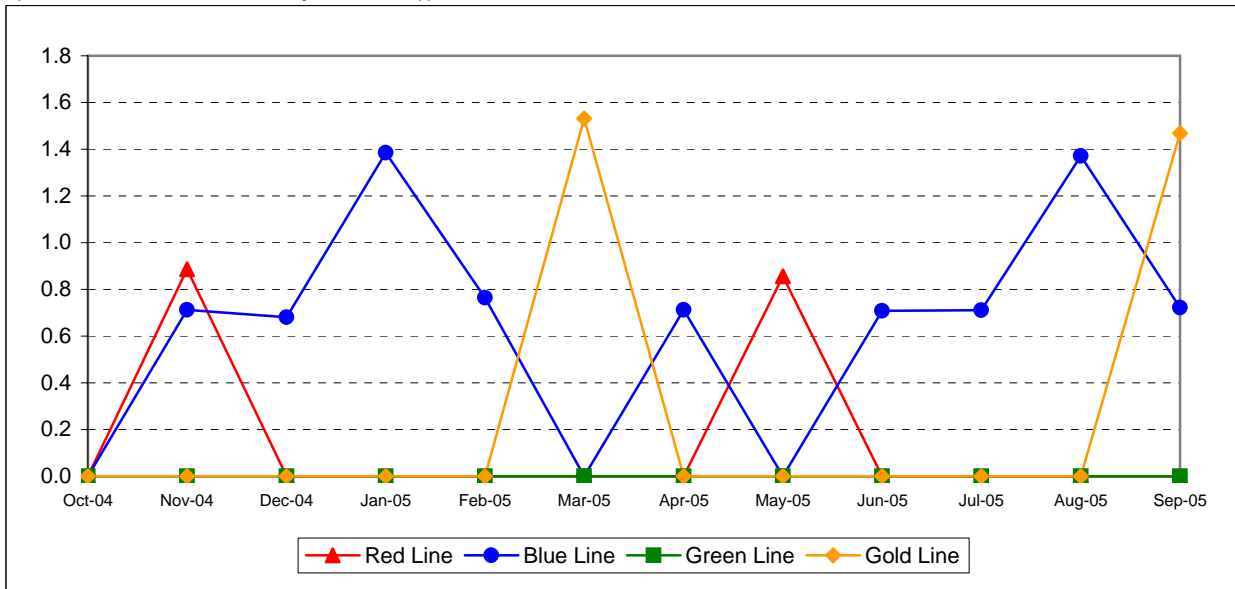
Bus Operating Divisions - by Sectors' Divisions July - September 2005



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.

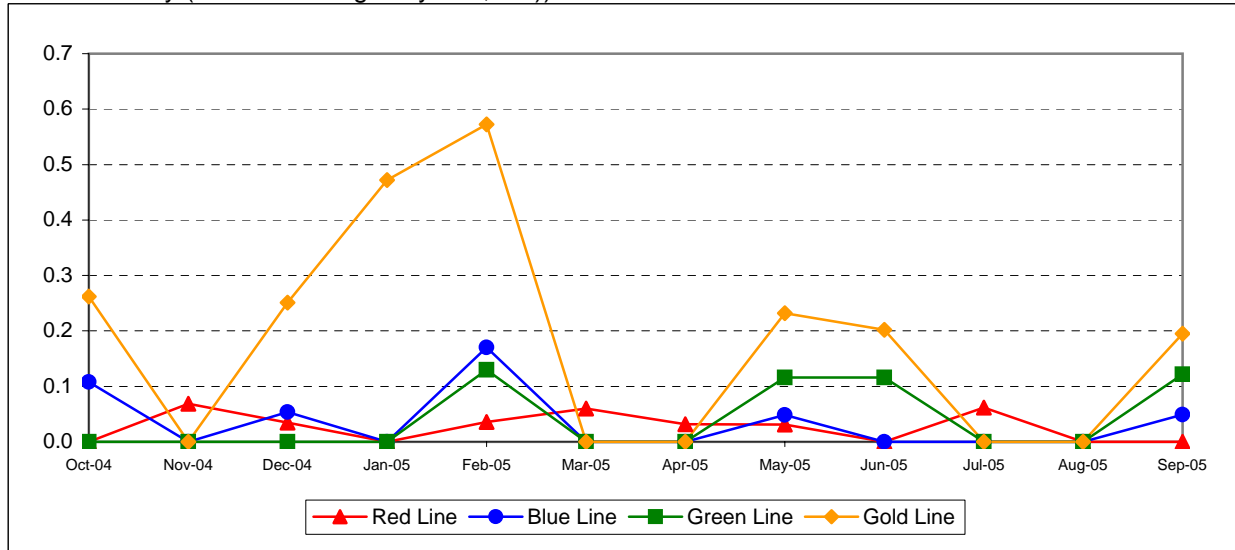
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



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))

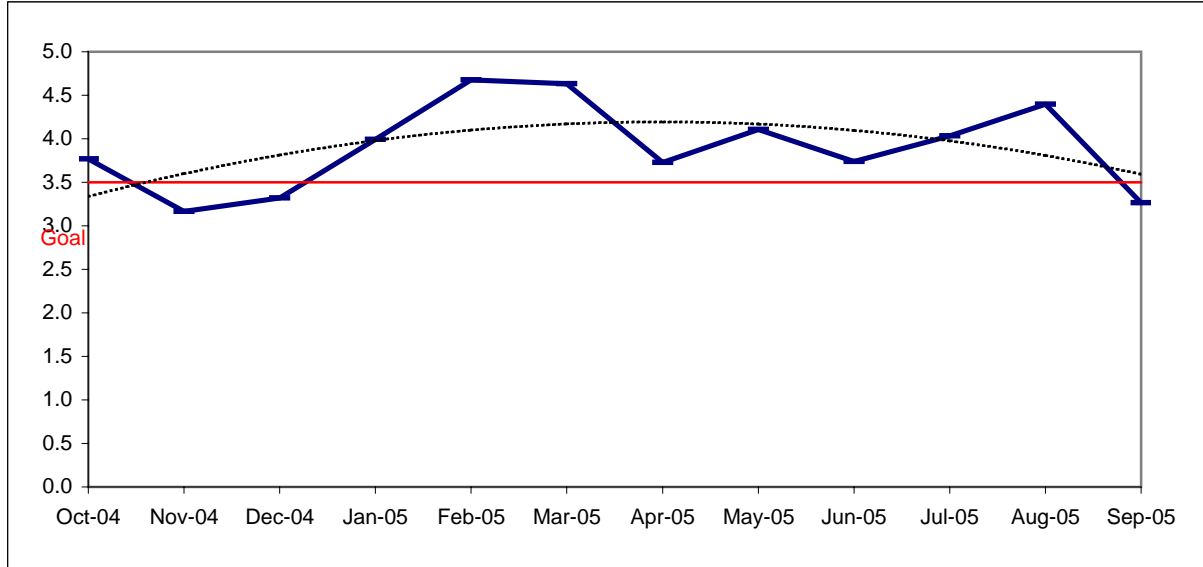


CUSTOMER SATISFACTION

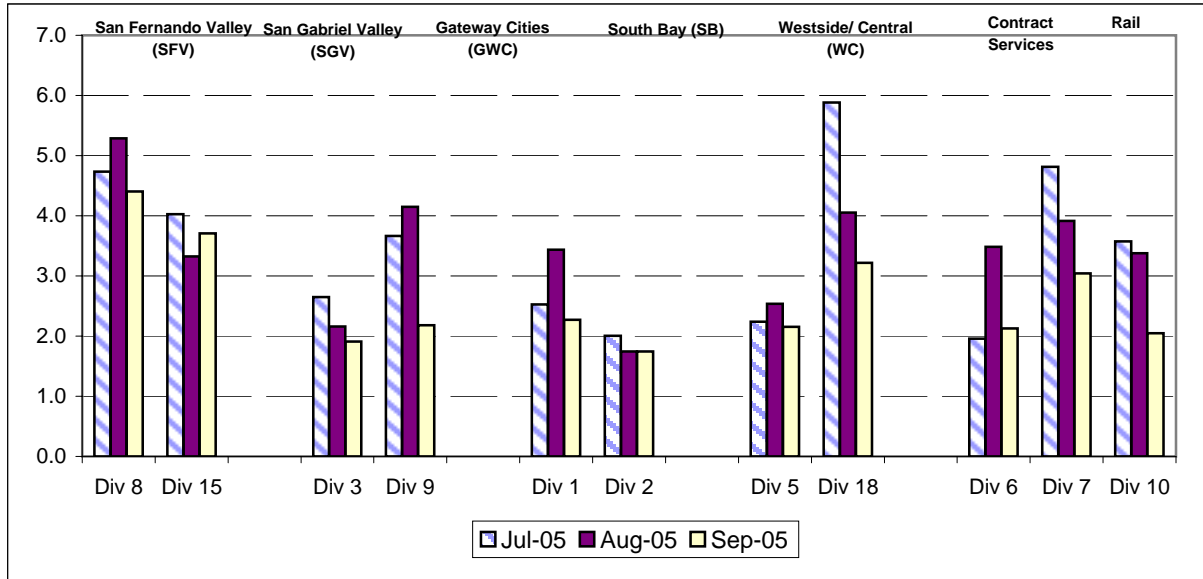
COMPLAINTS PER 100,000 BOARDINGS

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 July - September 2005



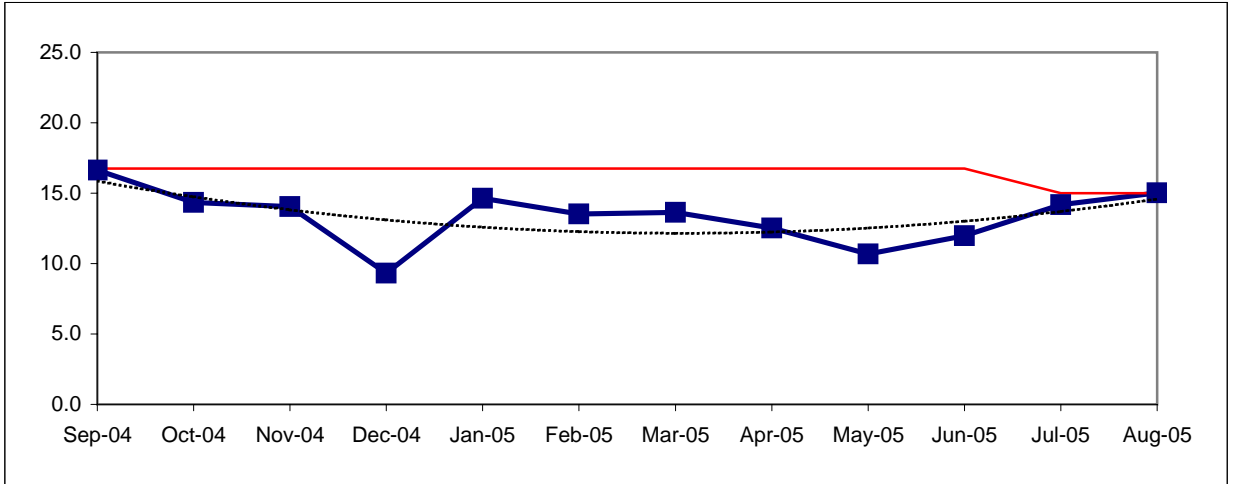
WORKERS COMPENSATION CLAIMS

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

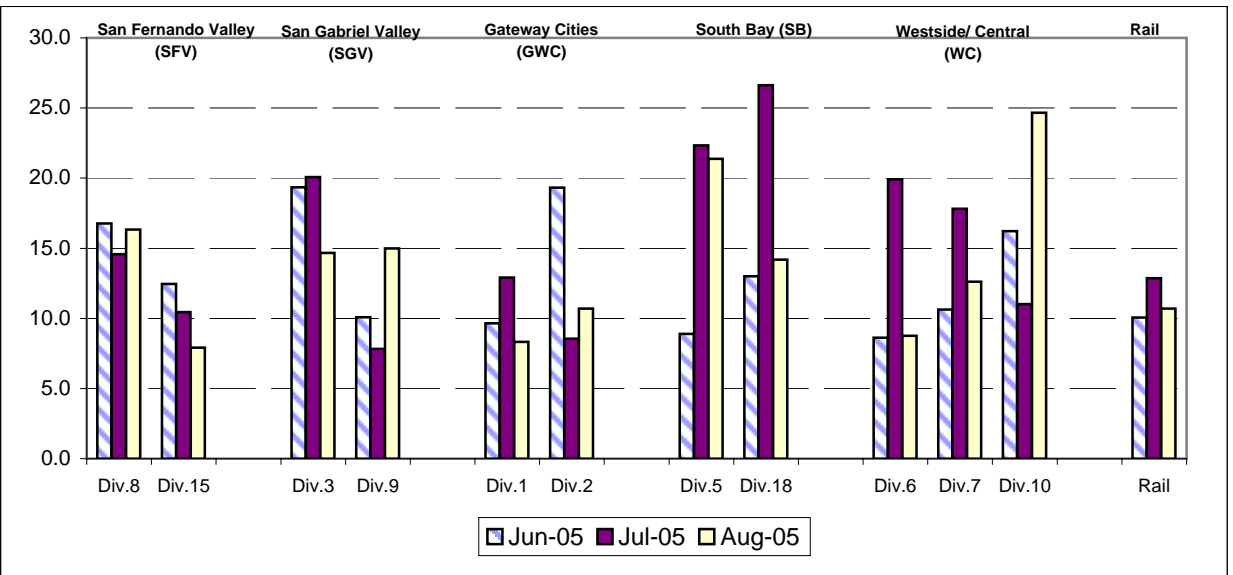
NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

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 June -August 2005

One month lag from current month



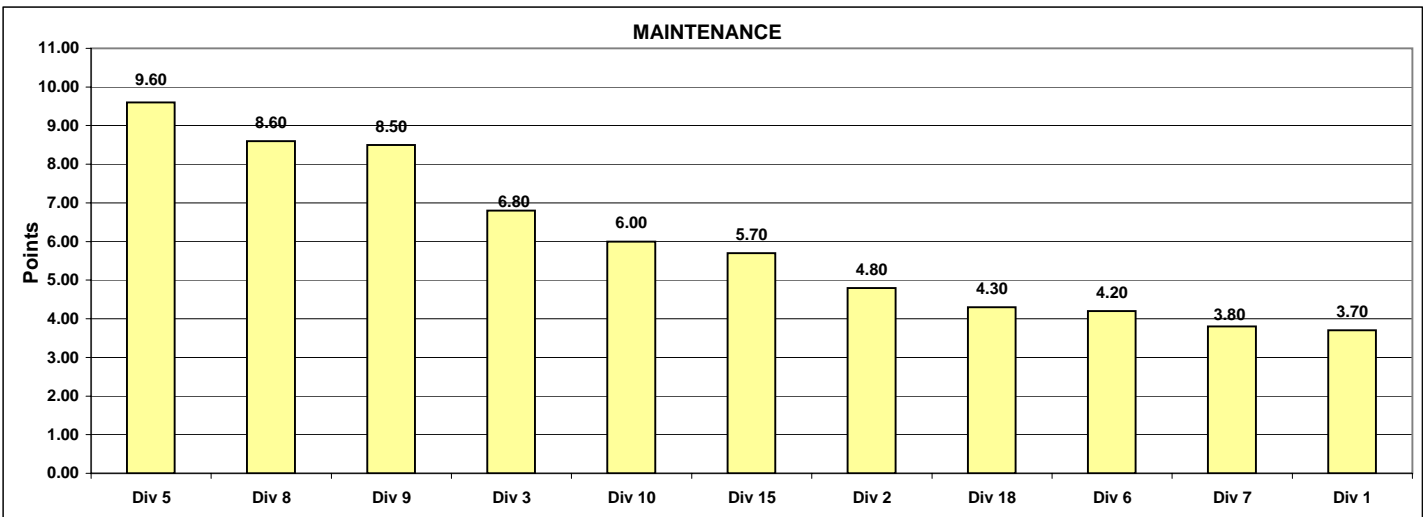
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

**Monthly Calculations - September 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%	920.2	1291.9	1467.4	1840.5	1404.2	1061.7	1791.8	2308.4	1278.2	1288.8	1050.5
Points		1	6	8	10	7	3	9	11	4	5	2
Attendance	20%	0.97423	0.97687	0.98532	0.98067	0.97470	0.97937	0.98326	0.97752	0.97746	0.97701	0.98115
Points		1	3	11	8	2	7	10	6	5	4	9
New WC Claims /200,000 Exp Hrs*	30%	0.0000	24.1674	33.0811	0.0000	33.4545	29.2160	10.9993	11.2453	0.0000	9.0867	17.3298
Points		10	4	2	10	1	3	7	6	10	8	5
*One month lag												
Totals		3.70	4.80	6.80	9.60	4.20	3.80	8.60	8.50	6.00	5.70	4.30
Maintenance Division Ranking (Sorted)												
FINAL RANKING	DIV.	Div 5	Div 8	Div 9	Div 3	Div 10	Div 15	Div 2	Div 18	Div 6	Div 7	Div 1
	Score	9.60	8.60	8.50	6.80	6.00	5.70	4.80	4.30	4.20	3.80	3.70
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th

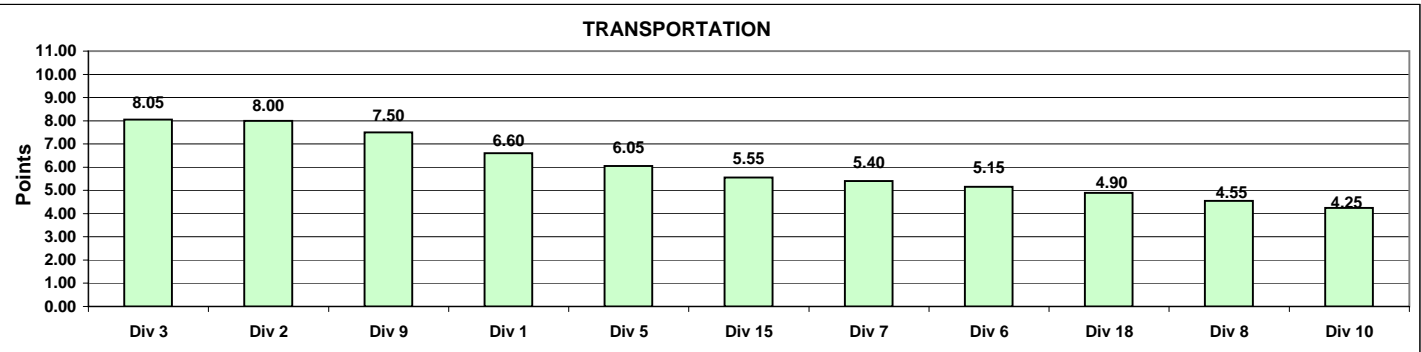


Monthly Calculations - September 2005
Metro Bus - Transportation

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%	0.6878	0.7234	0.7077	0.6322	0.5663	0.6352	0.6718	0.6383	0.6122	0.5931	0.5768
Points		9	11	10	5	1	6	8	7	4	3	2
Miles Between Total Road Calls	10%	920.1614	1291.9107	1467.3590	1840.5467	1404.1734	1061.7228	1791.8461	2308.4146	1278.1960	1288.7674	1050.4639
Points		1	6	8	10	7	3	9	11	4	5	2
Accident Rate	25%	3.9989	4.8905	4.2154	3.7263	6.3176	4.6693	4.7319	1.3615	4.5908	4.1200	2.9364
Points		8	2	6	9	1	4	3	11	5	7	10
Complaints/100K Boardings	15%	2.2737	1.7442	1.9107	2.1517	2.1271	3.0405	4.4020	2.1790	2.0459	3.7073	3.2171
Points		5	11	10	7	8	4	1	6	9	2	3
New WC Claims /200,000 Exp Hrs*	25%	10.5446	6.8690	9.4295	27.6316	0.0000	8.0493	18.0961	16.0635	30.5290	7.5894	13.3734
Points		6	10	7	2	11	8	3	4	1	9	5
*One month lag												
Totals		6.60	8.00	8.05	6.05	5.15	5.40	4.55	7.50	4.25	5.55	4.90
FINAL RANKING												
	DIV.	Div 3	Div 2	Div 9	Div 1	Div 5	Div 15	Div 7	Div 6	Div 18	Div 8	Div 10
	Score	8.05	8.00	7.50	6.60	6.05	5.55	5.40	5.15	4.90	4.55	4.25
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



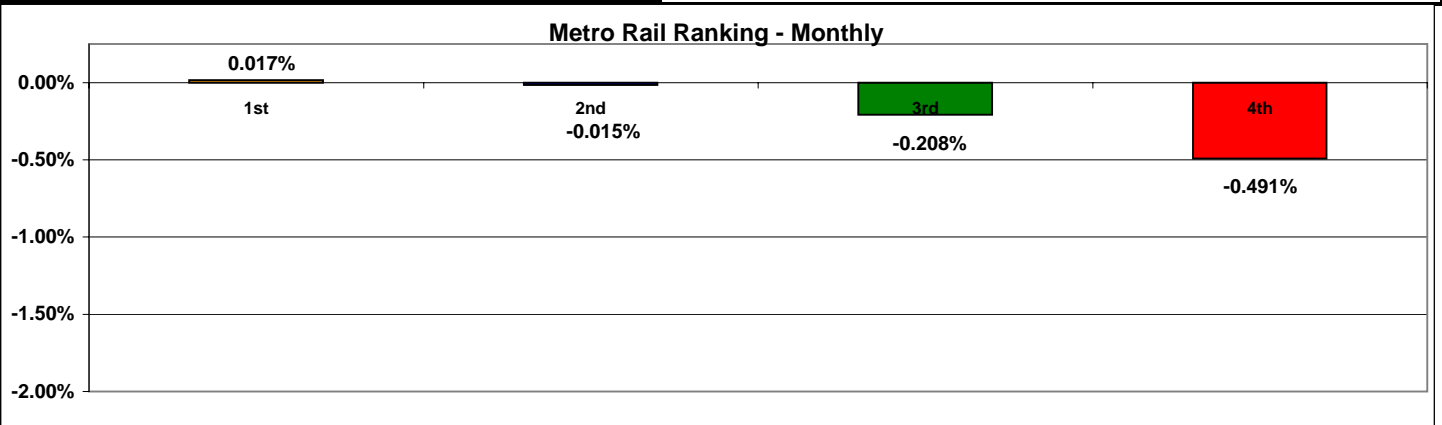
**Monthly Calculations - August 2005
Metro Rail**

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		
	Sep-04	Sep-05	Yearly Improvement	Sep-04	Sep-05	Yearly Improvement	Sep-04	Sep-05	Yearly Improvement	Sep-04	Sep-05	Yearly Improvement
Wayside Availability												
Track	100.00%	100.00%	0.00%	99.85%	99.97%	0.12%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Signals	100.00%	99.63%	-0.37%	99.94%	99.91%	-0.03%	100.00%	99.52%	-0.48%	99.99%	99.98%	-0.01%
Power	99.99%	99.99%	0.00%	100.00%	99.96%	-0.04%	100.00%	98.19%	-1.81%	99.95%	99.54%	-0.41%
Wayside Performance	100.00%	99.87%	-0.12%	99.93%	99.95%	0.02%	100.00%	99.24%	-0.76%	99.98%	99.84%	-0.14%
Vehicle Availability												
Vehicle Performance	99.28%	99.60%	0.32%	99.17%	98.61%	-0.56%	98.37%	99.54%	1.17%	99.41%	99.44%	0.03%
Operator Availability												
Operators	99.95%	99.91%	-0.04%	100.00%	100.00%	0.00%	99.99%	99.94%	-0.05%	99.63%	99.72%	0.09%
In-Service Performance												
Rev. Hr. Delivered - Rail	99.22%	99.00%	-0.22%	98.95%	97.53%	-1.42%	98.37%	97.18%	-1.19%	98.59%	98.69%	0.10%
total Rail Line Performance	99.61%	99.60%	-0.02%	99.51%	99.02%	-0.49%	99.18%	98.97%	-0.21%	99.41%	99.42%	0.02%

Metro Rail Final Ranking (Sorted)				
Rail Line	GOLD	BLUE	GREEN	RED
Score	0.017%	-0.015%	-0.208%	-0.491%
Rank	1st	2nd	3rd	4th



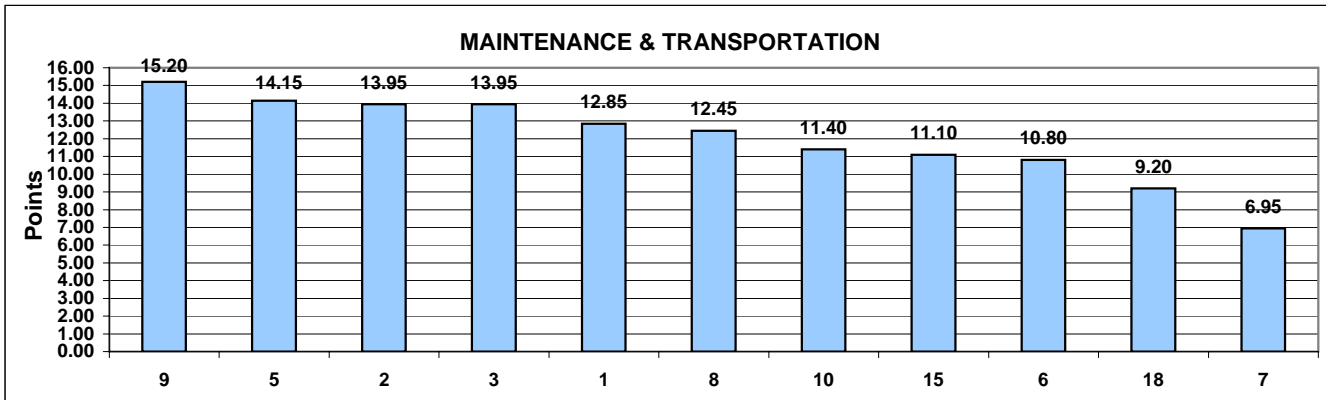
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Quarterly Calculations: FY06-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 Total												
Road Calls	50.0%	924	1264	1506	1707	1340	958	1993	2271	1248	1233	1116
Points		1	6	8	9	7	2	10	11	5	4	3
Attendance	20.0%	0.9799	0.9732	0.9801	0.9862	0.9854	0.9791	0.9717	0.9702	0.9718	0.9822	0.9750
Points		7	4	8	11	10	6	2	1	3	9	5
Claims /200000												
Exp.Hrs	30.0%	6.4105	16.9886	18.0616	0.0000	23.0961	19.8321	3.7636	7.4564	3.0577	19.2558	18.0698
Points		8	6	5	11	1	2	9	7	10	3	4
<i>*One month Lag: Mar 05 - May 05</i>												
Transportation												
In-Service On-Time												
Performance	25%	0.7354	0.7340	0.7441	0.6457	0.5793	0.6438	0.6958	0.6872	0.6362	0.6565	0.6202
Points		10	9	11	5	1	4	8	7	3	6	2
Miles Between Total												
Road Calls	10%	945.8890	483.7220	482.8447	481.0775	134.3459	784.7985	368.4014	361.9364	868.9832	840.2183	967.2241
Points		10	6	5	4	1	7	3	2	9	8	11
Accidents/100k Hub												
Miles	25%	3.6182	3.4877	3.6662	3.6431	3.8787	4.9670	3.7041	2.1454	3.3759	3.8454	3.1746
Points		7	8	5	6	2	1	4	11	9	3	10
Complaints/100K												
Boardings	15%	2.9125	1.8273	1.8296	3.4190	1.2945	4.3072	4.5029	2.7826	3.1884	3.5479	6.0025
Points		7	10	9	5	11	3	2	8	6	4	1
<i>*One month Lag: Mar 05 - May 05</i>												
Claims /200000												
Exp.Hrs	25%	11.2944	11.7386	18.0049	22.6828	8.2043	11.9062	19.9411	12.0541	20.8917	7.8043	17.7433
Points		9	8	4	1	10	7	3	6	2	11	5
Totals		12.85	13.95	13.95	14.15	10.80	6.95	12.45	15.20	11.40	11.10	9.20
FINAL RANKING Maintenance and Transportation Division Ranking (Sorted)												
DIV.		9	5	2	3	1	8	10	15	6	18	7
Score		15.20	14.15	13.95	13.95	12.85	12.45	11.40	11.10	10.80	9.20	6.95
Rank		1st	2nd	3rd	3rd	5th	6th	7th	8th	9th	10th	11th



**Quarterly Calculations: FY05-Q4
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-05	0.46%	0.49%	0.64%	0.32%
Aug-05	-0.17%	0.06%	0.20%	-1.77%
Sep-05	<u>-0.02%</u>	<u>-0.49%</u>	<u>-0.21%</u>	<u>-0.02%</u>
Second Quarter Average	0.09%	0.02%	0.21%	-0.49%

Metro Rail Final Ranking (Sorted)

Rail Line	GREEN	BLUE	RED	GOLD
Score	0.21%	0.09%	0.02%	-0.49%
Rank	1st	2nd	3rd	4th

