

Los Angeles County  
Metropolitan Transportation Authority

FEB 2007

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 60.5 million boarding passengers each year. They operate the successful Orange Line.

This report gives a brief overview of sector operations':

- \* 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	FY07 Target	FY07 YTD	Feb. Month	Status
<b>Bus Systemwide</b>								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,500	3,557	4,065	●
No. of unaddressed road calls						845	108	
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	70%	62.87%	63.37%	◇
Bus Traffic Accidents Per 100,000 Miles				3.45	3.40	3.70	3.79	◇
No. of accidents not entered-prior month	3.86	3.65	3.50			89	-1	
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	2.45	2.51	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.70	Jan YTD 11.03	Jan. 13.74	●
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
<b>SFV Sector</b>								
MMBMF				3,319	3,500	3,692	4,166	●
No. of unaddressed road calls						243	0	
In-Service On-time Performance	67.30%	67.47%	68.54%	65.19%**	70%	64.81%	65.36%	◇
Bus Traffic Accidents Per 100,000 Miles				3.03	2.93	2.83	2.67	●
No. of accidents not entered-prior month	2.91	2.99	2.67			1	0	
Complaints per 100,000 Boardings	6.32	5.45	4.39	3.24	4.13	2.86	3.42	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.72	15.15	13.71	11.75	10.02	Jan YTD 12.81	Jan. 16.23	◇
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
<b>Division 8</b>								
MMBDMF				3,836	3,500	3,894	5,865	●
No. of unaddressed road calls						76	0	
In-Service On-time Performance	70.09%	69.12%	69.78%	68.23%	70%	66.58%	67.95%	◇
Bus Traffic Accidents Per 100,000 Miles				2.82	2.93	2.50	2.16	●
No. of accidents not entered-prior month	2.84	2.75	2.58			1	0	
Complaints per 100,000 Boardings	6.87	5.09	4.17	3.37	4.13	2.53	3.97	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.92	19.15	16.77	13.81	10.02	Jan YTD 16.20	Jan. 22.01	◇
<b>Division 15</b>								
MMBDMF				2,996	3,500	3,549	3,400	●
No. of unaddressed road calls						167	0	
In-Service On-time Performance	66.13%	66.62%	67.84%	63.84%**	70%	63.78%	63.89%	◇
Bus Traffic Accidents Per 100,000 Miles				3.21	2.93	3.06	3.07	◇
No. of accidents not entered-prior month	2.96	3.17	2.74			0	0	
Complaints per 100,000 Boardings	6.01	5.70	4.55	3.14	4.13	3.10	3.14	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.23	13.14	12.46	10.41	10.02	Jan YTD 10.98	Jan. 12.99	◇

\*\* Div 15 excluded (Nov. '05 data excluded --No schedules loaded for Orange Line Oct.31 shake-up & Dec. Data after shake-up used.)

● 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.

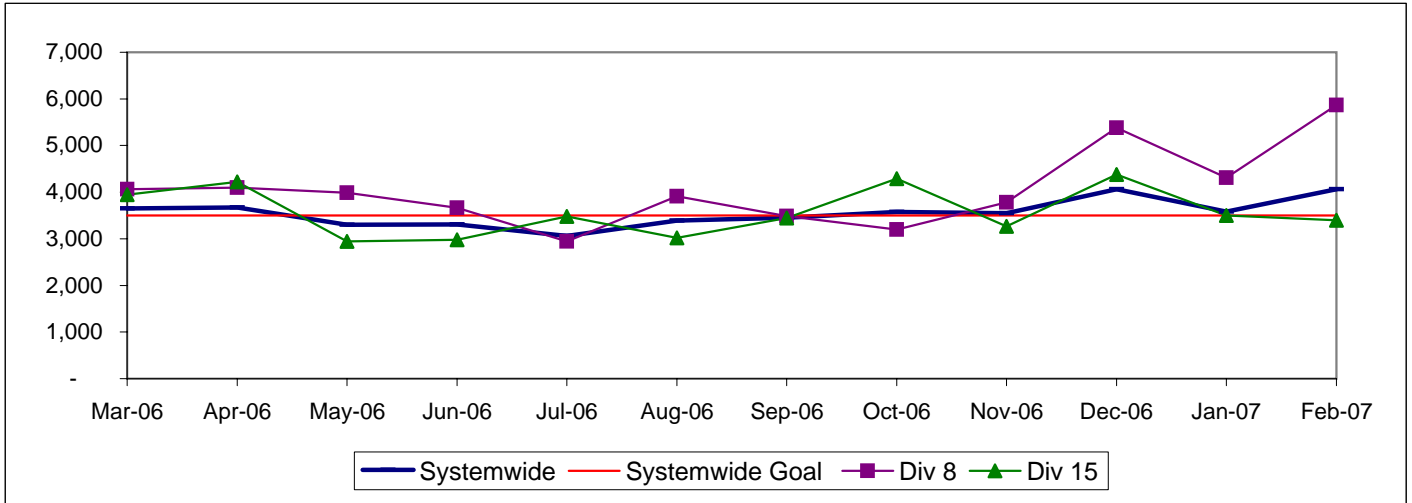
■ Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

# SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

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



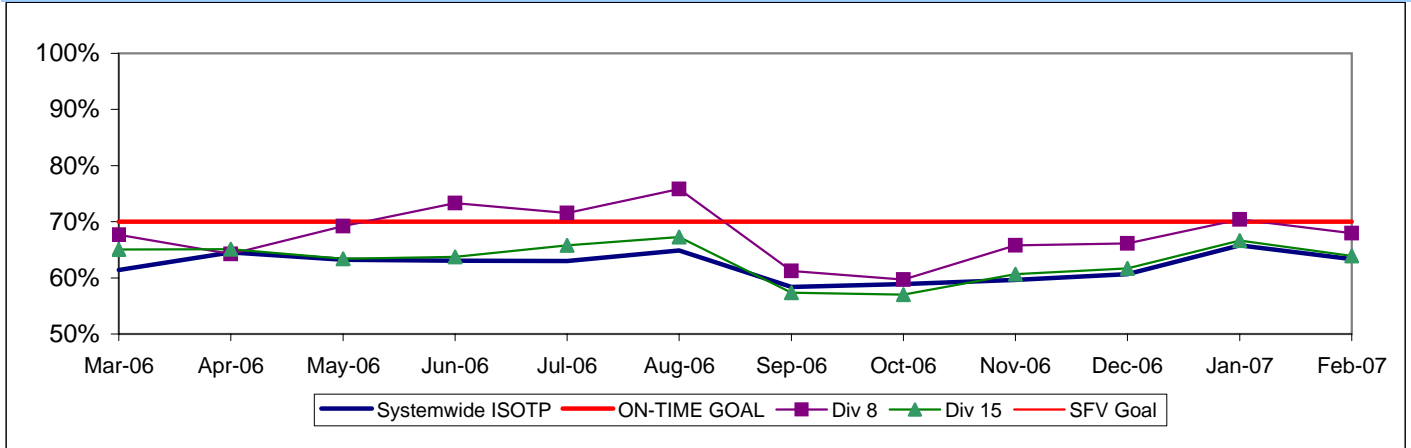
**IN-SERVICE ON-TIME PERFORMANCE\***

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

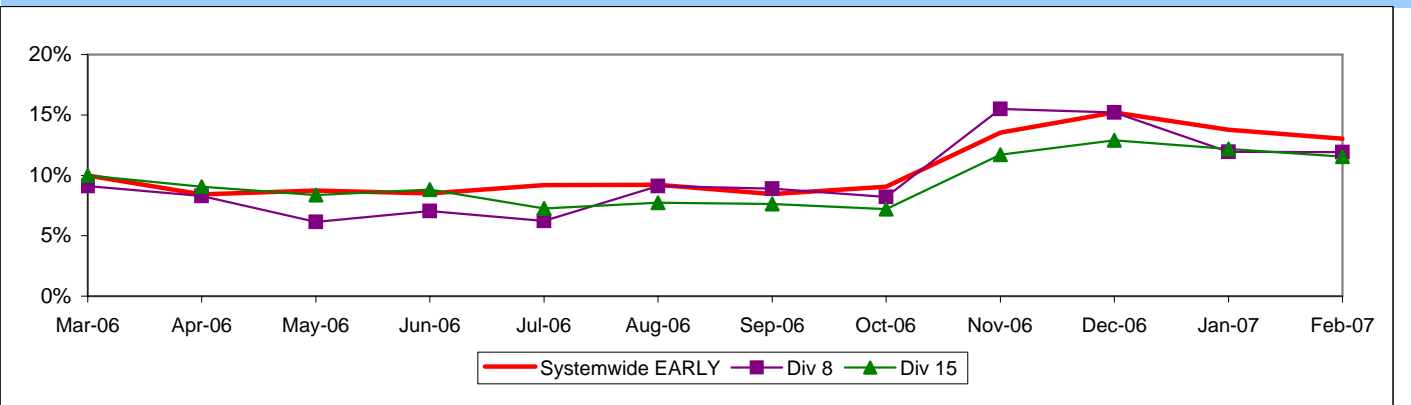
**Calculation:**  $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes late}) / (\text{Total buses sampled}))$

\* Division 15 November data not available.

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



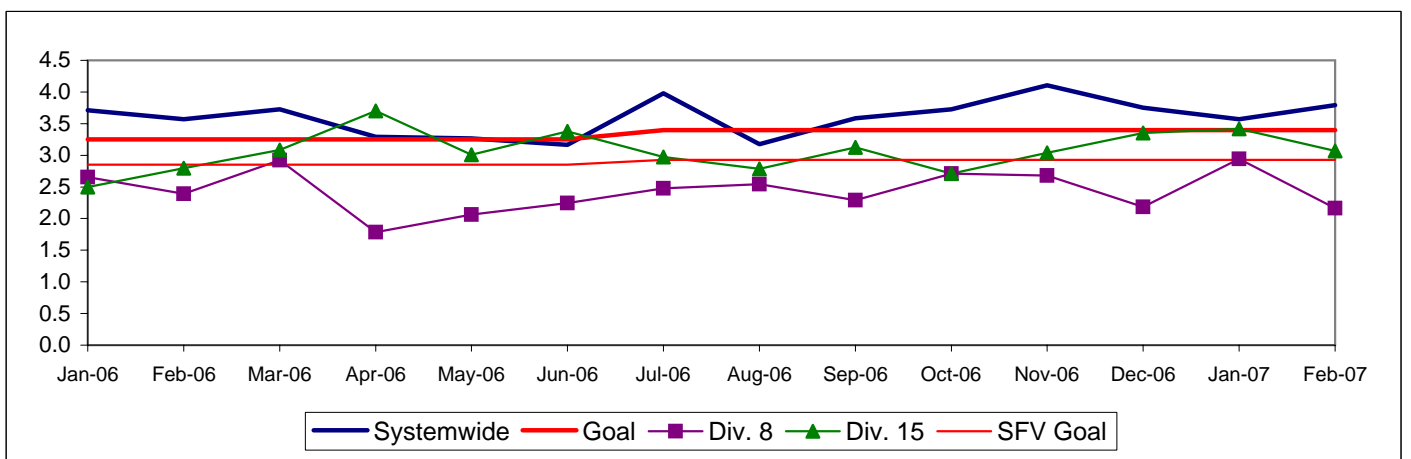
**Running Hot - Systemwide and Bus Operating Divisions 8 and 15**



**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.

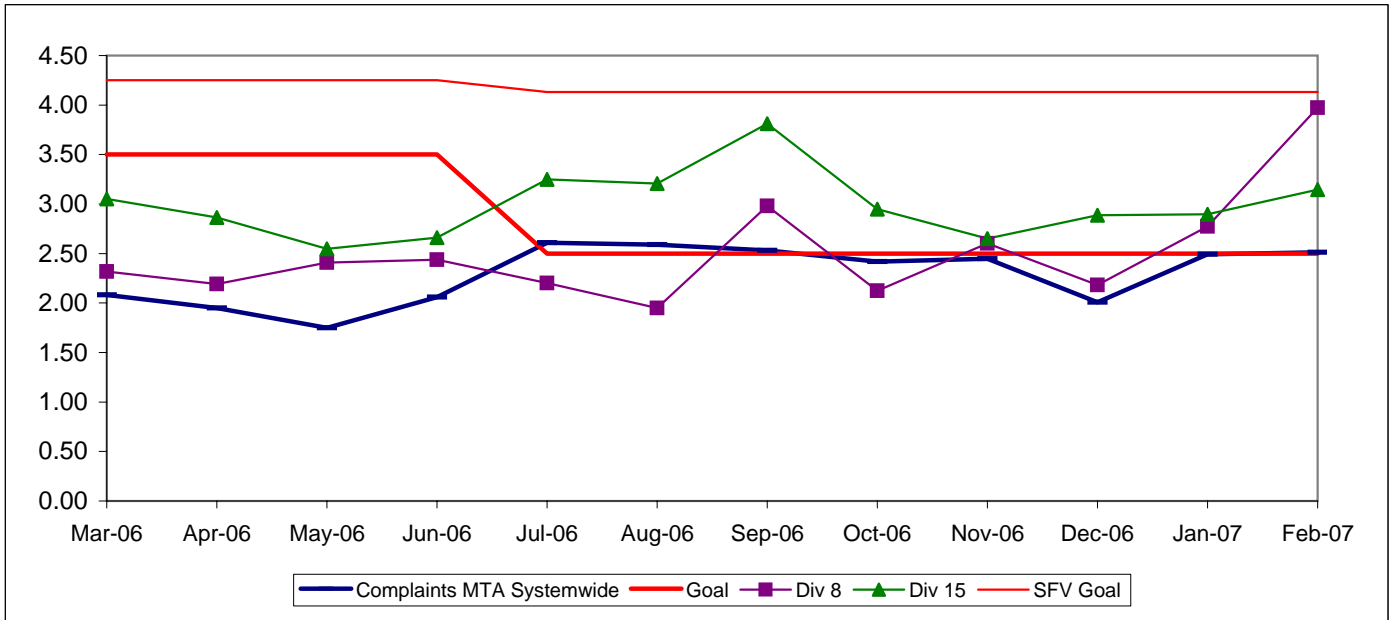
**Calculation:**  $\text{Traffic Accidents Per 100,000 Hub Miles} = (\text{The number of Traffic Accidents} / \text{by (Hub Miles / by 100,000)})$



**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 customer satisfaction.

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

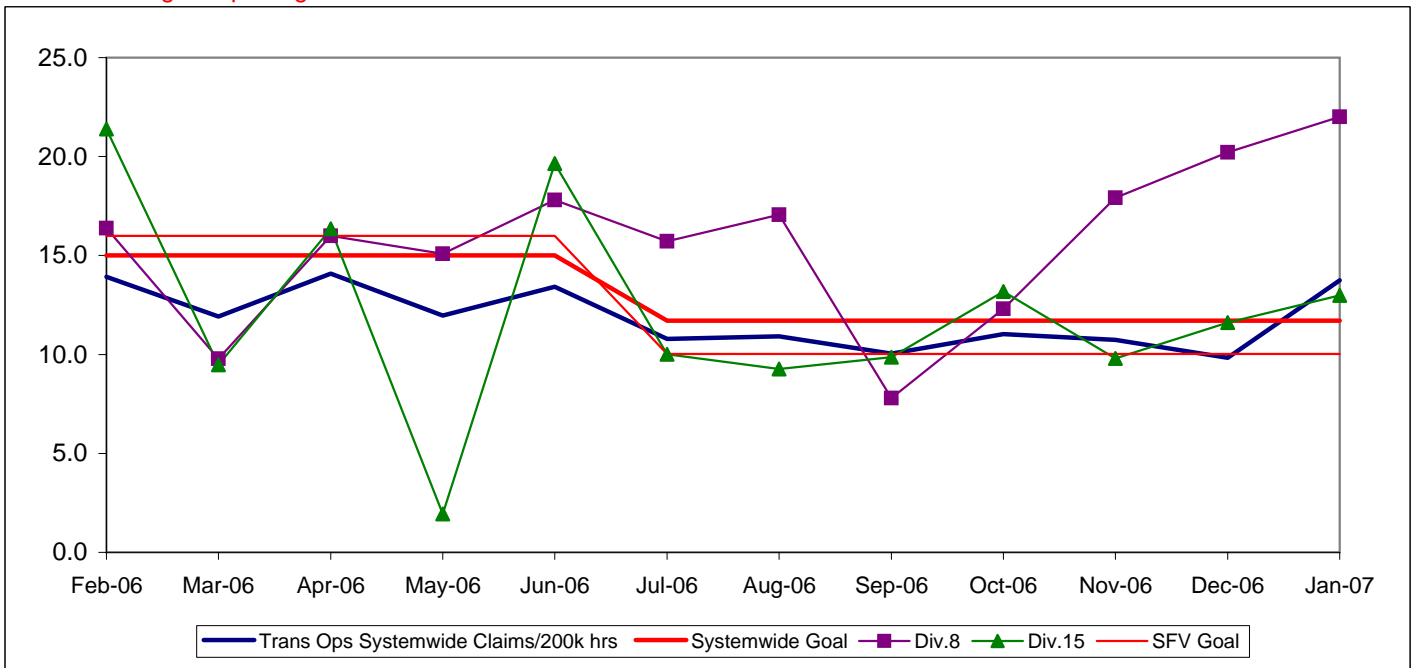


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 8 and 15**

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

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

One month lag in reporting.



## San Gabriel Valley Sector Scorecard Overview (SGV)

This sector has two Metro operating divisions, Division 3 Cypress Park and Division 9 in El Monte. The sector is responsible for the operation of approximately 415 Metro buses and 28 Metro Bus lines carrying over 61.2 million boarding passengers each year.

This report gives a brief overview of sector operations':

- \* 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	FY07 Target	FY07 YTD	Feb. Month	Status
<b>Bus Systemwide</b>								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls				3,274	3,500	3,557 845	4,065 108	●
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	70%	62.87%	63.37%	◇
Bus Traffic Accidents Per 100,000 Miles No. of accidents not entered-prior month	3.86	3.65	3.50	3.45	3.40	3.70 89	3.79 -1	◇
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	2.45	2.51	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.70	Jan YTD 11.03	Jan. 13.74	●
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
<b>SGV Sector</b>								
MMBMF No. of unaddressed road calls				3,467	3,500	3,365 73	3,911 8	◇
In-Service On-time Performance	70.02%	69.98%	70.10%	68.59%	75%	64.87%	65.21%	◇
Bus Traffic Accidents Per 100,000 Miles No. of accidents not entered-prior month	3.40	2.91	2.96	2.81	2.75	3.07 34	3.45 3	◇
Complaints per 100,000 Boardings	3.57	3.80	2.95	2.18	2.50	2.50	2.40	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.15	16.12	10.14	12.57	11.79	Jan YTD 13.09	Jan. 18.32	◇
<b>Division 3</b>								
MMBMF No. of unaddressed road calls				2,690	3,500	2,798 44	3,165 7	◇
In-Service On-time Performance	71.08%	70.80%	71.06%	70.05%	75%	64.40%	65.16%	◇
Bus Traffic Accidents Per 100,000 Miles No. of accidents not entered-prior month	4.22	3.59	3.57	3.64	2.75	4.05 23	4.17 0	◇
Complaints per 100,000 Boardings	3.09	3.02	2.60	1.83	2.50	2.10	2.33	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.54	12.36	6.68	11.36	11.79	Jan YTD 11.03	Jan. 11.21	●
<b>Division 9</b>								
MMBMF No. of unaddressed road calls				4,585	3,500	3,968 29	4,753 1	●
In-Service On-time Performance	67.47%	68.16%	68.16%	67.01%	75%	65.23%	65.24%	◇
Bus Traffic Accidents Per 100,000 Miles No. of accidents not entered-prior month	2.64	2.26	2.42	2.12	2.75	2.34 11	2.91 3	●
Complaints per 100,000 Boardings	4.31	5.09	5.09	2.61	2.50	2.89	2.48	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	28.54	20.75	14.66	14.34	11.79	Jan YTD 15.26	Jan. 26.35	◇

● 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.

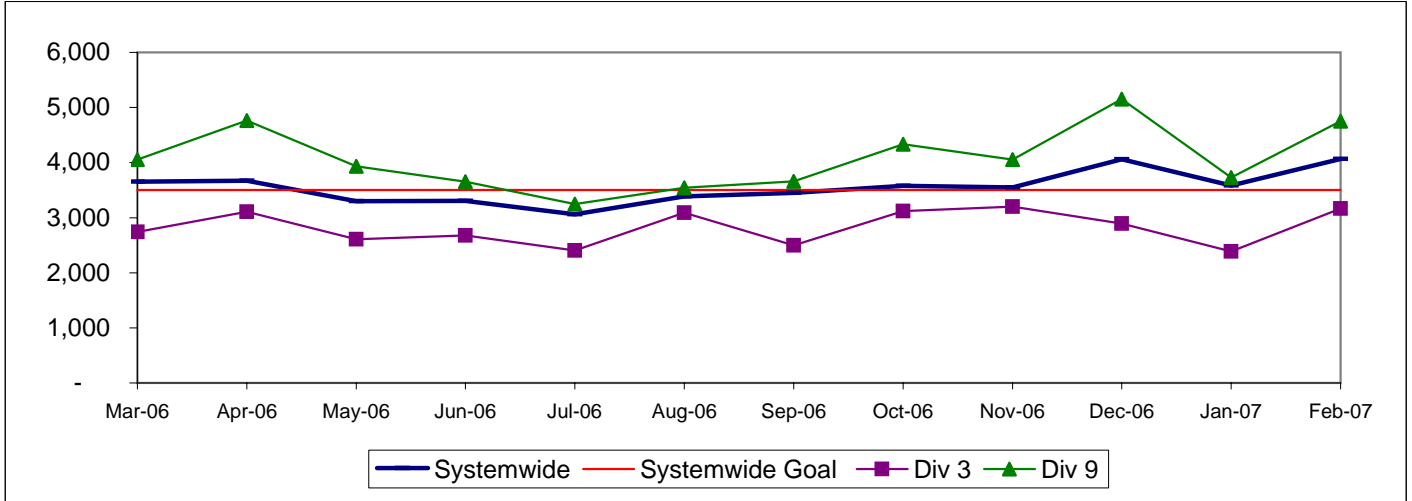
■ Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## SAN GABRIEL VALLEY SECTOR BUS SERVICE PERFORMANCE

### 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 = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



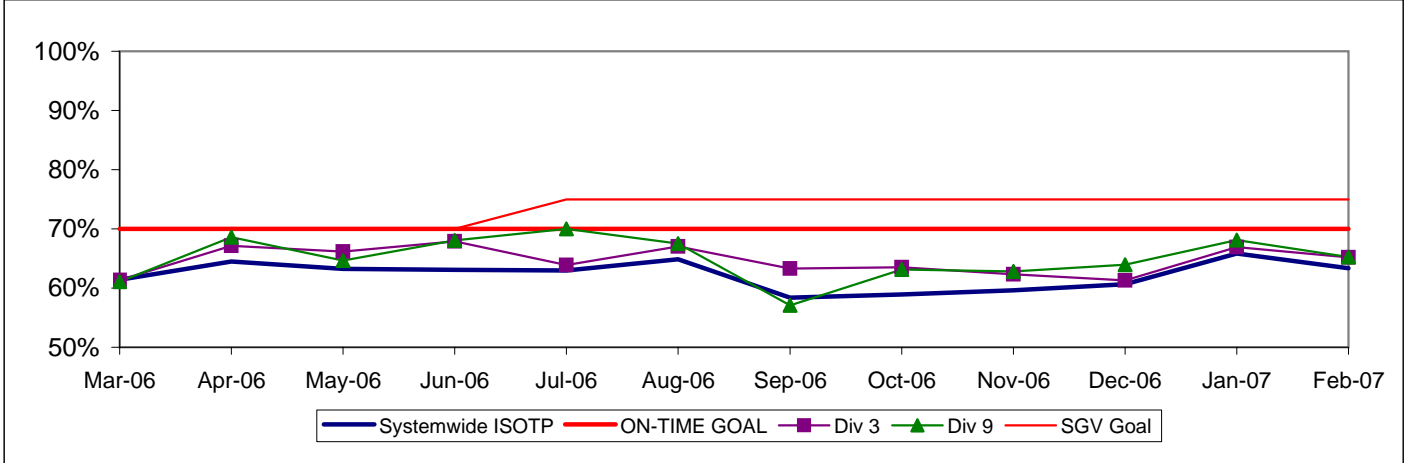


**IN-SERVICE ON-TIME PERFORMANCE**

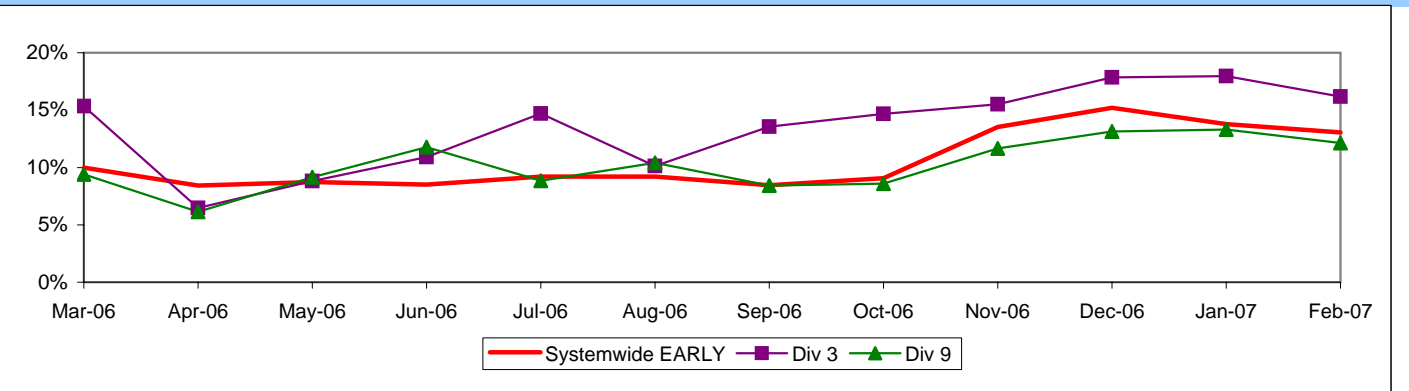
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



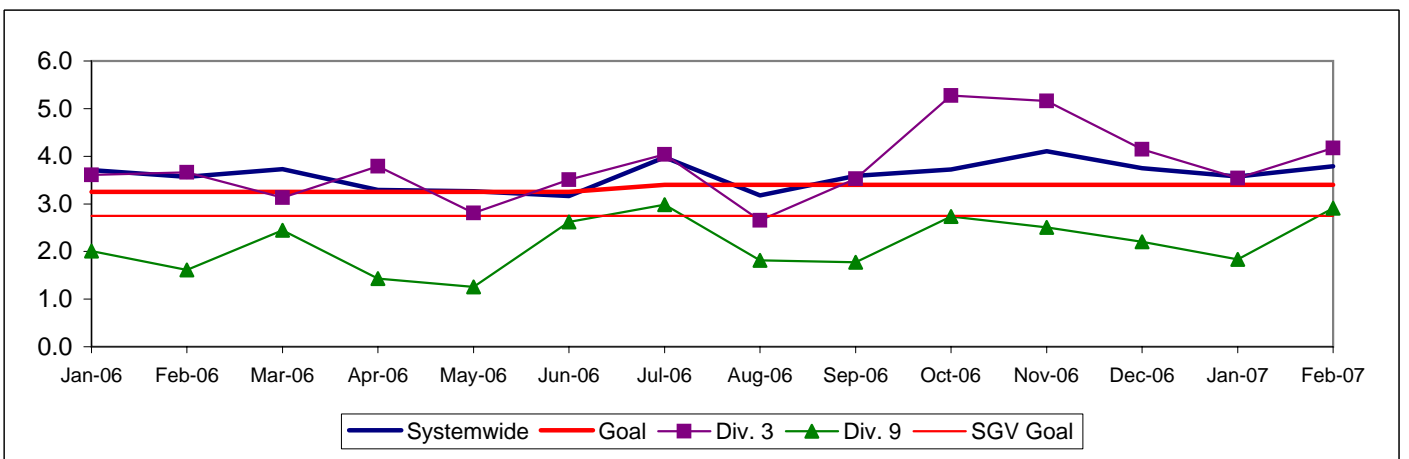
**Running Hot - Systemwide and Bus Operating Divisions 3 and 9**



**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.

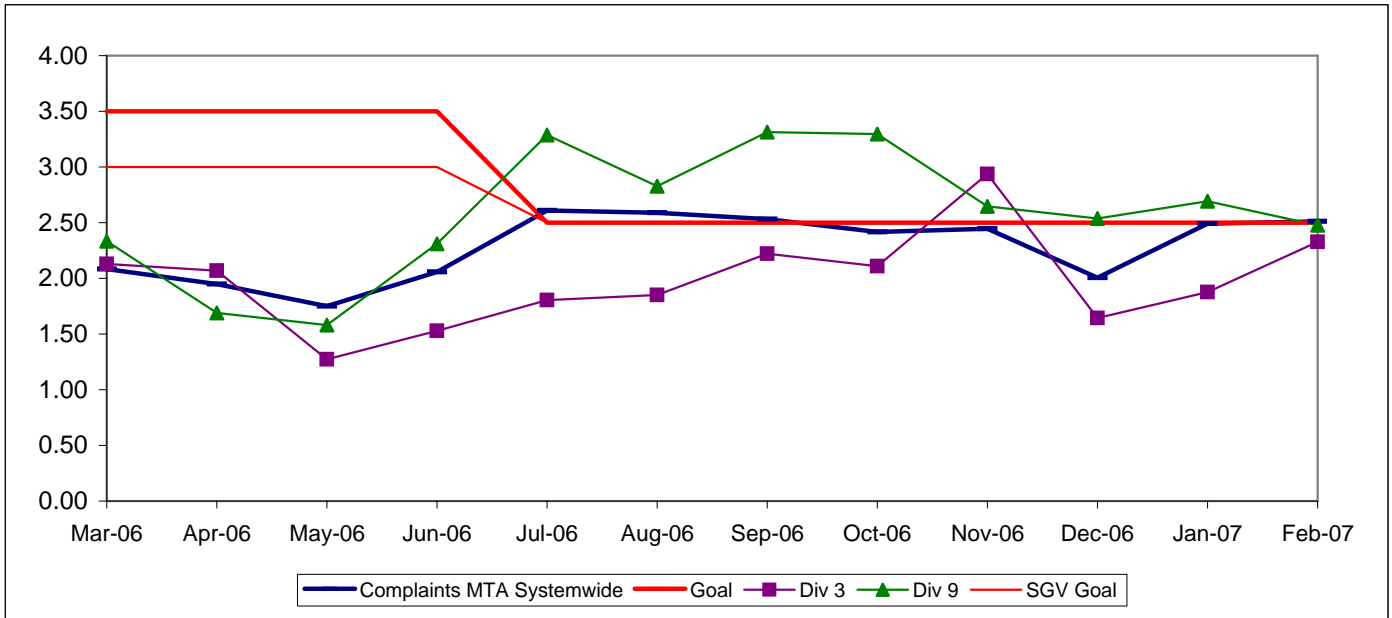
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



**COMPLAINTS PER 100,000 BOARDINGS**  
**Systemwide and Bus Operating Divisions 3 and 9**

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

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

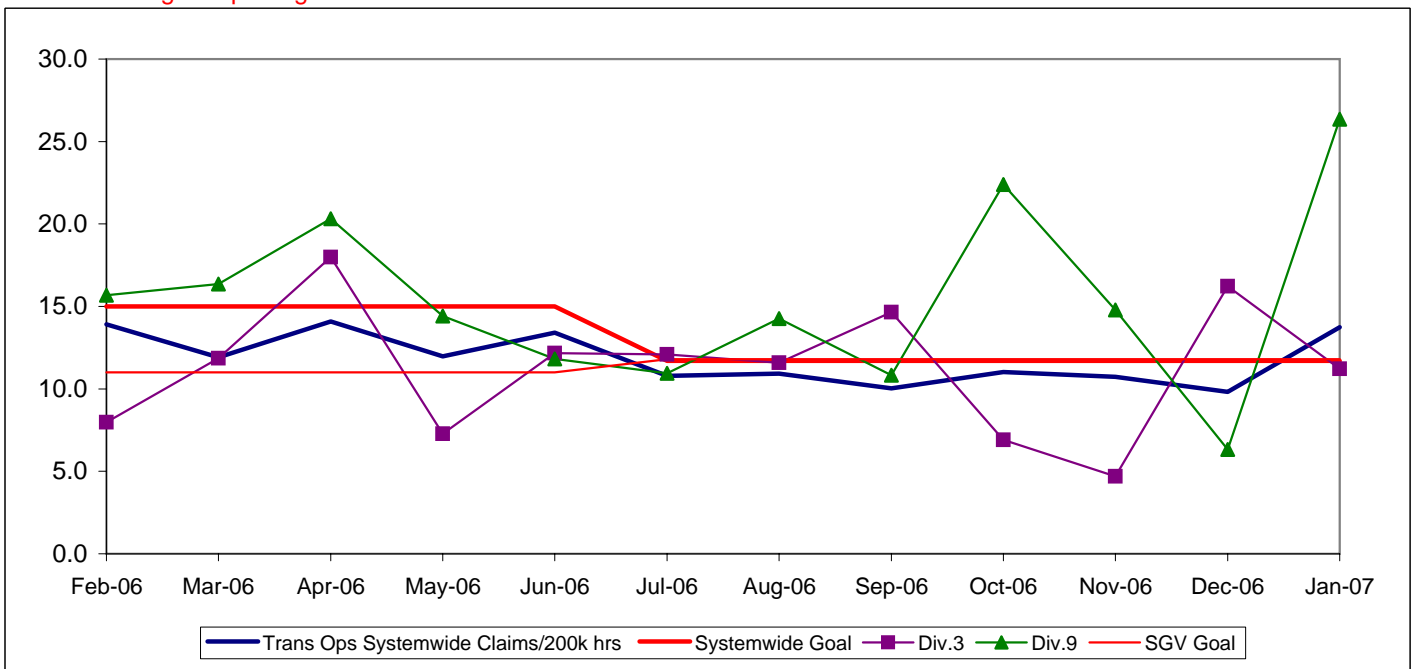


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 3 and 9**

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

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

One month lag in reporting.



## Gateway Cities Sector Scorecard Overview (GC)

This sector has two Metro operating divisions, Division 1 and 2, both operating out of the downtown Los Angeles area. The sector will be responsible for the operation of approximately 395 Metro buses and 22 Metro Bus lines carrying nearly 79.4 million boarding passengers each year.

This report gives a brief overview of sector operations':

- \* 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	FY07 Target	FY07 YTD	Feb. Month	Status
<b>Bus Systemwide</b>								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,274	3,500	3,557	4,065	●
No. of unaddressed road calls						845	108	
In-Service On-time Performance	69.23%	65.43%	66.50%	64.35%**	70%	62.87%	63.37%	◇
Bus Traffic Accidents Per 100,000 Miles						3.70	3.79	◇
No. of accidents not entered-prior month	3.86	3.65	3.50	3.45	3.40	89	-1	
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	2.45	2.51	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.70	Jan YTD 11.03	Jan. 13.74	●
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
<b>GC Sector</b>								
MMBMF						3,290	3,921	◇
No. of unaddressed road calls				2,506	3,500	132	86	
In-Service On-time Performance	74.53%	69.34%	71.20%	71.73%	72.00%	67.26%	67.26%	◇
Bus Traffic Accidents Per 100,000 Miles						3.97	4.12	◇
No. of accidents not entered-prior month	4.07	3.86	4.29	3.69	3.50	16	-6	
Complaints per 100,000 Boardings	2.63	3.08	2.58	1.69	2.50	1.80	1.83	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	25.30	20.19	14.11	11.45	9.64	Jan YTD 10.97	Jan. 13.08	◇
Revised 4/3/07								
<b>Division 1</b>								
MMBMF						4,103	4,965	●
No. of unaddressed road calls				2,409	3,500	103	86	
In-Service On-time Performance	78.22%	70.57%	71.62%	71.06%	72.00%	66.59%	66.80%	◇
Bus Traffic Accidents Per 100,000 Miles						3.76	4.49	◇
No. of accidents not entered-prior month	3.39	3.41	4.35	3.52	3.50	-7	-7	
Complaints per 100,000 Boardings	2.26	3.32	2.92	1.92	2.50	1.99	2.08	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.42	16.82	12.71	10.92	9.64	Jan YTD 9.27	Jan. 12.04	●
<b>Division 2</b>								
MMBMF						2,586	3,059	◇
No. of unaddressed road calls				2,660	3,500	29	0	
In-Service On-time Performance	67.53%	67.62%	70.42%	72.71%	72.00%	67.87%	67.67%	◇
Bus Traffic Accidents Per 100,000 Miles						4.27	3.61	◇
No. of accidents not entered-prior month	4.78	4.36	4.21	3.93	3.50	23	1	
Complaints per 100,000 Boardings	3.07	2.84	2.15	1.42	2.50	1.57	1.52	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	31.18	24.56	16.69	12.97	9.64	Jan YTD 13.21	Jan. 12.56	◇

Revised 4/3/07

\*New Indicator.

● 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.

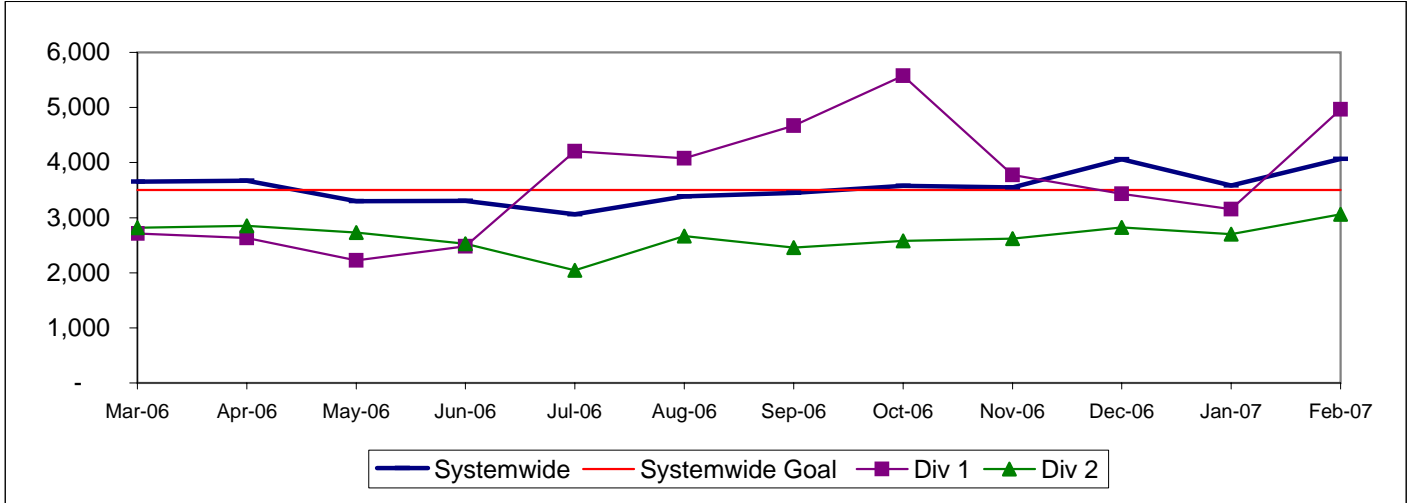
■ Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

### 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 = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)

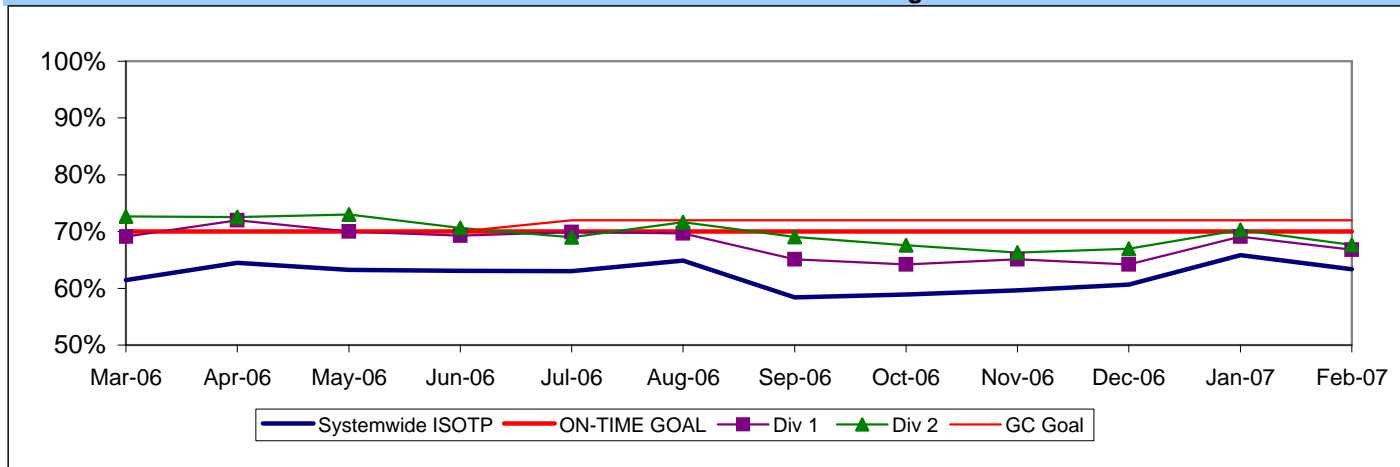


**IN-SERVICE ON-TIME PERFORMANCE**

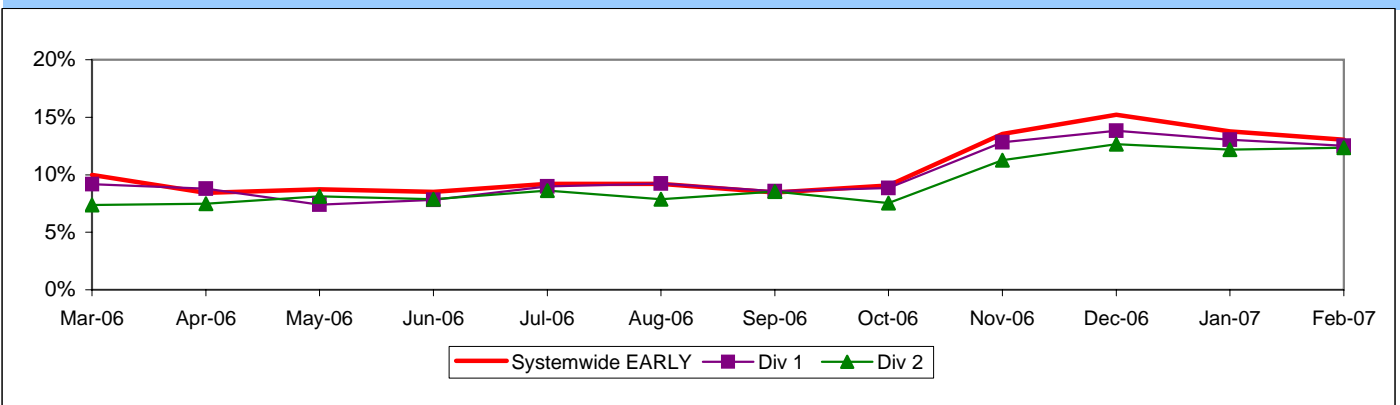
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



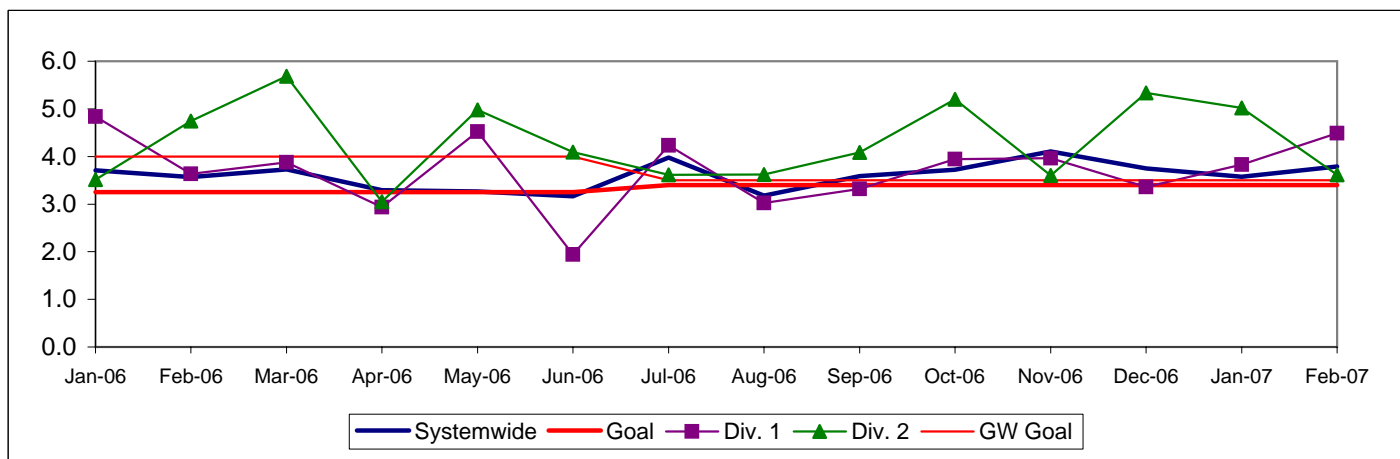
**Running Hot - Systemwide and Bus Operating Divisions 1 and 2**



**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.

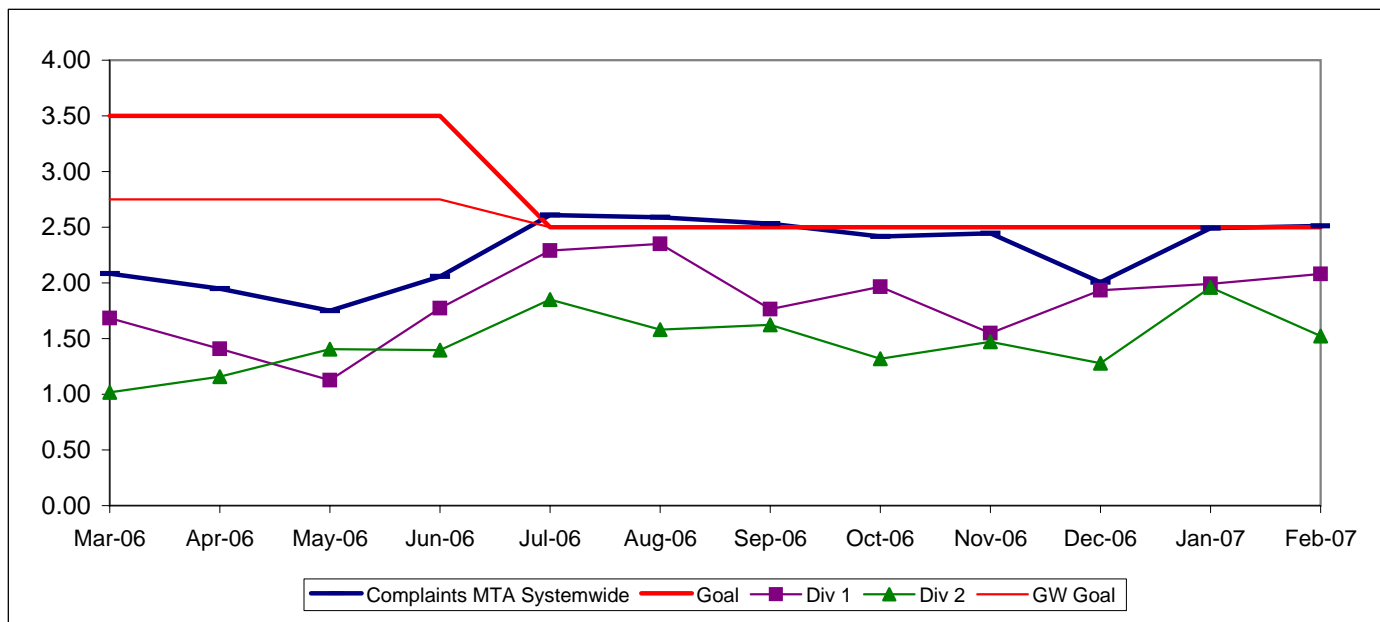
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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

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

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

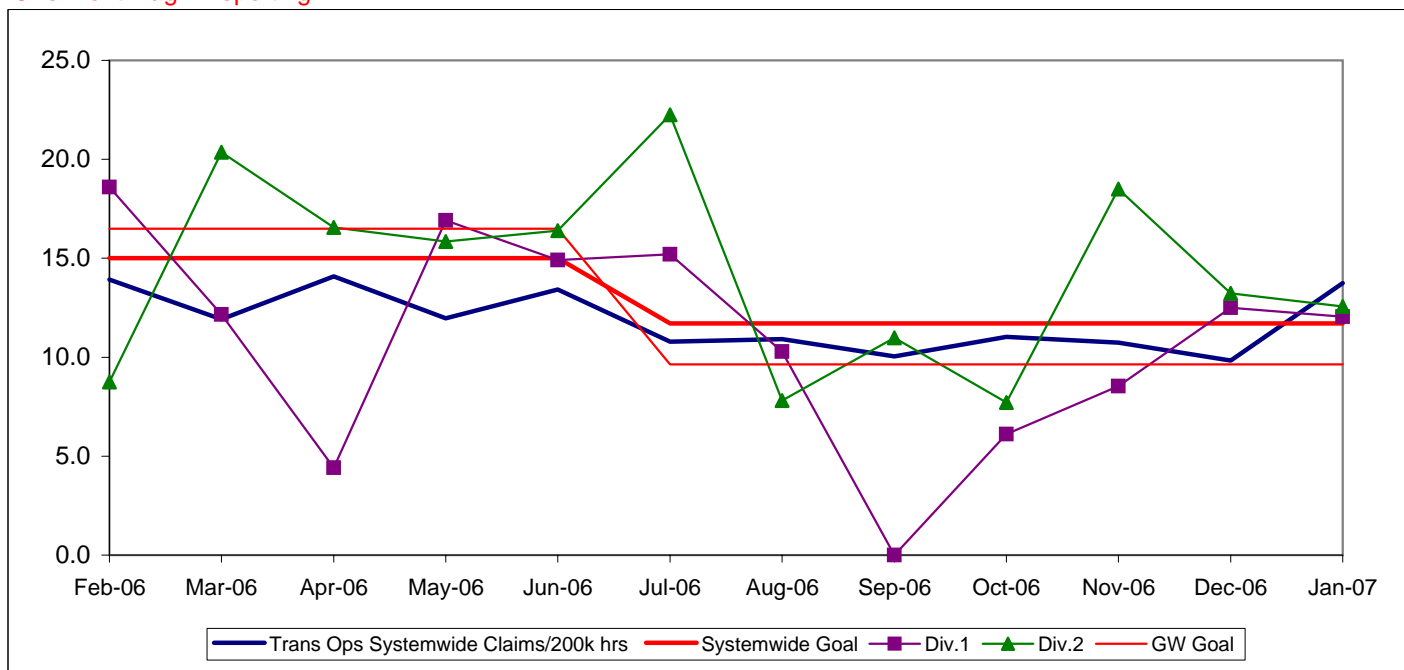


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 1 and 2**

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

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

One month lag in reporting.



## South Bay Sector Scorecard Overview (SB)

This sector has two Metro operating divisions, Arthur Winston Division (5) in South Los Angeles and Carson Division (18) in Carson. The sector will be responsible for the operation of approximately 550 Metro buses and 32 Metro Bus lines carrying over 91.2 million boarding passengers each year.

This report gives a brief overview of sector operations':

- \* 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

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<b>Bus Systemwide</b>								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,500	3,557	4,065	●
No. of unaddressed road calls						845	108	
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	70%	62.87%	63.37%	◇
Bus Traffic Accidents Per 100,000 Miles						3.70	3.79	◇
No. of accidents not entered-prior month	3.86	3.65	3.50	3.45	3.40	89	-1	
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	2.45	2.51	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.70	Jan YTD 11.03	Jan. 13.74	●
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
<b>SB Sector</b>								
MMBMF				3,688	3,500	3,863	3,798	●
No. of unaddressed road calls						224	0	
In-Service On-time Performance	63.67%	61.74%	64.13%	59.05%	70%	61.08%	62.31%	◇
Bus Traffic Accidents Per 100,000 Miles						4.10	3.93	◇
No. of accidents not entered-prior month	4.00	3.68	3.57	3.68	3.50	13	0	
Complaints per 100,000 Boardings	4.02	4.63	3.61	2.49	4.25	2.53	2.73	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.28	14.84	14.65	13.85	12.91	Jan YTD 11.67	Jan. 14.37	●
Revised 4/3/07								
<b>Division 5</b>								
MMBMF				3,656	3,500	3,418	3,459	◇
No. of unaddressed road calls						57	0	
In-Service On-time Performance	66.30%	63.17%	65.58%	61.85%	70%	62.80%	64.18%	◇
Bus Traffic Accidents Per 100,000 Miles						4.61	4.33	◇
No. of accidents not entered-prior month	4.58	3.90	4.31	4.01	3.50	12	1	
Complaints per 100,000 Boardings	2.86	3.45	2.71	1.87	4.25	1.77	1.84	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.16	15.22	18.72	14.68	12.91	Jan YTD 15.34	Jan. 19.03	◇
Revised 4/3/07								
<b>Division 18</b>								
MMBMF				3,712	3,500	4,230	4,053	●
No. of unaddressed road calls						199	2	
In-Service On-time Performance	61.23%	60.78%	63.42%	57.31%	70%	59.60%	60.69%	◇
Bus Traffic Accidents Per 100,000 Miles						3.76	3.67	◇
No. of accidents not entered-prior month	3.57	3.51	3.02	3.45	3.50	1	-1	
Complaints per 100,000 Boardings	5.26	5.74	4.44	3.07	4.25	3.24	3.61	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	13.40	14.71	11.67	13.63	12.91	Jan YTD 9.72	Jan. 11.90	●

\*New Indicator.

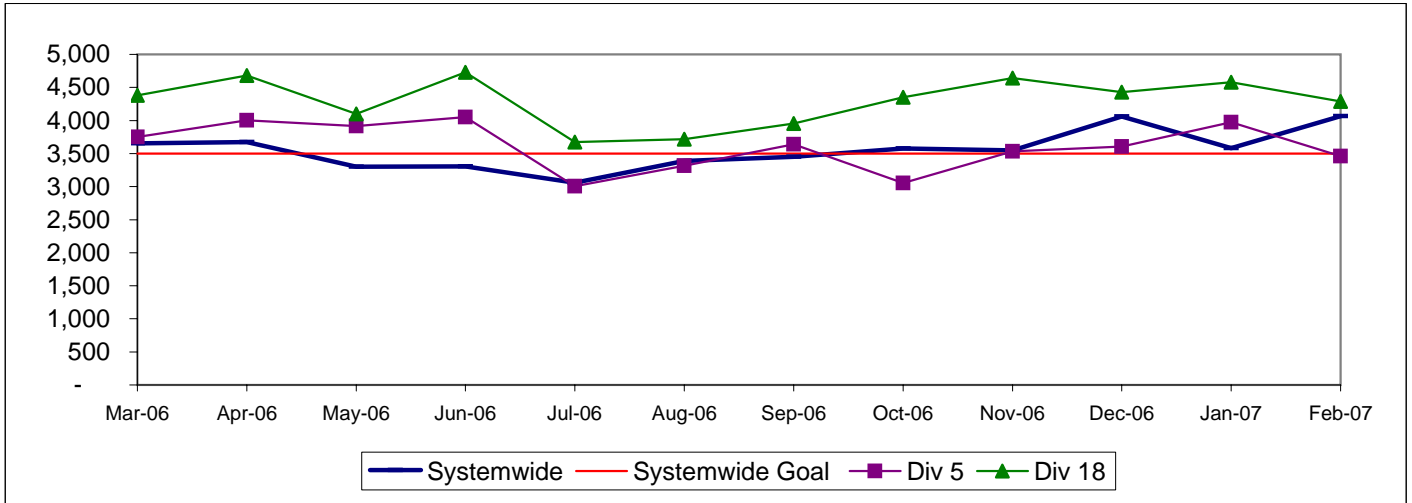
- Green - High probability of achieving the FY06 target (on track).
- ◇ Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## SOUTH BAY SECTOR BUS SERVICE PERFORMANCE

### 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 = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



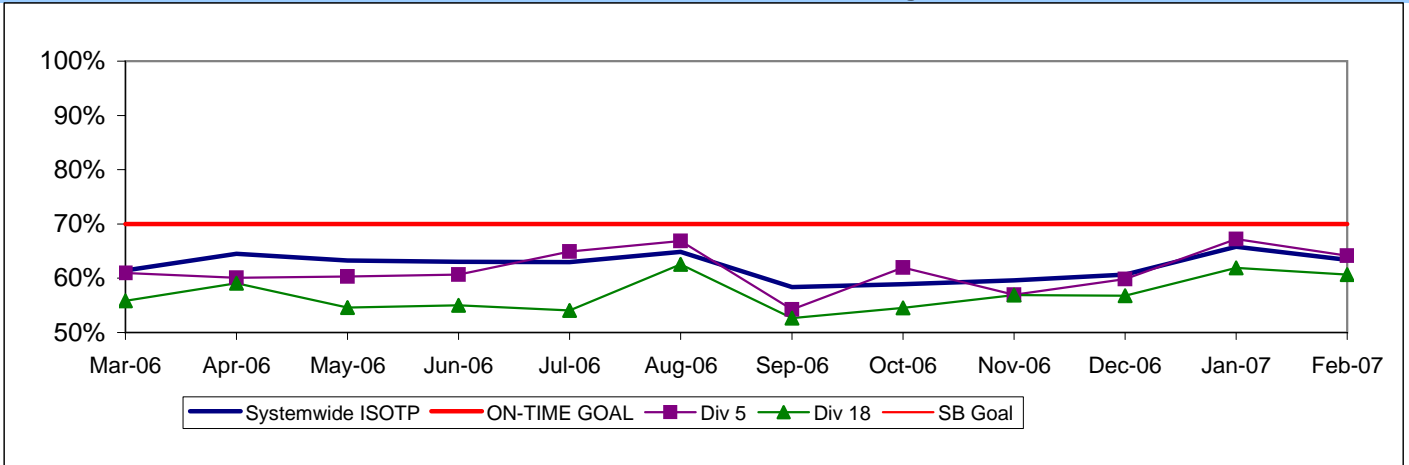


**IN-SERVICE ON-TIME PERFORMANCE**

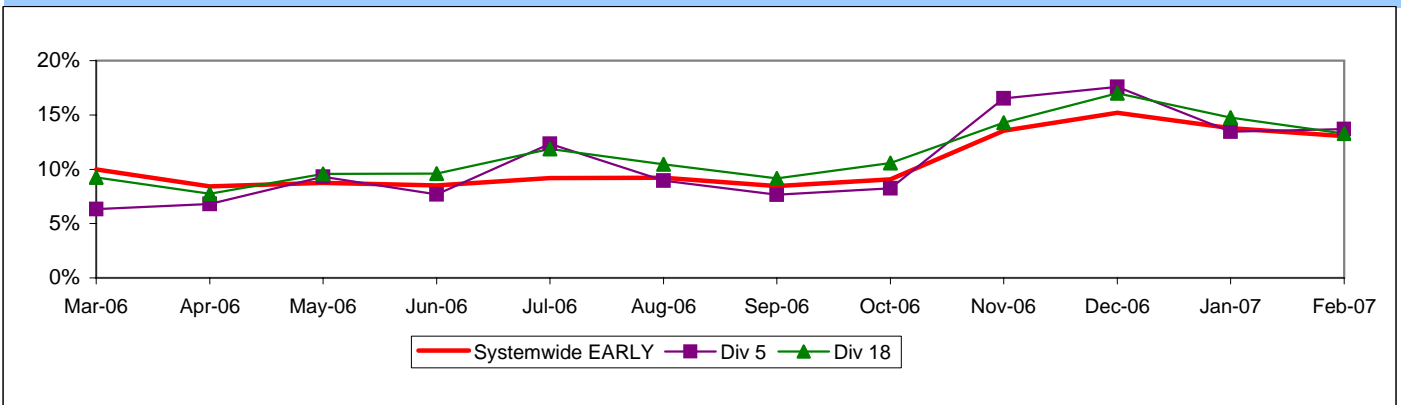
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



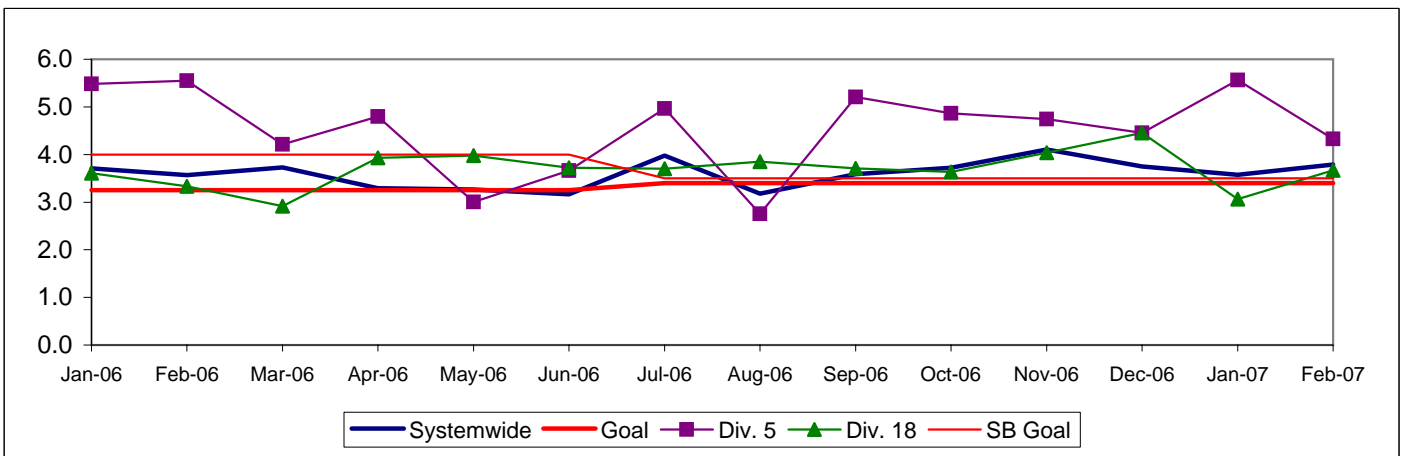
**Running Hot - Systemwide and Bus Operating Divisions 5 and 18**



**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.

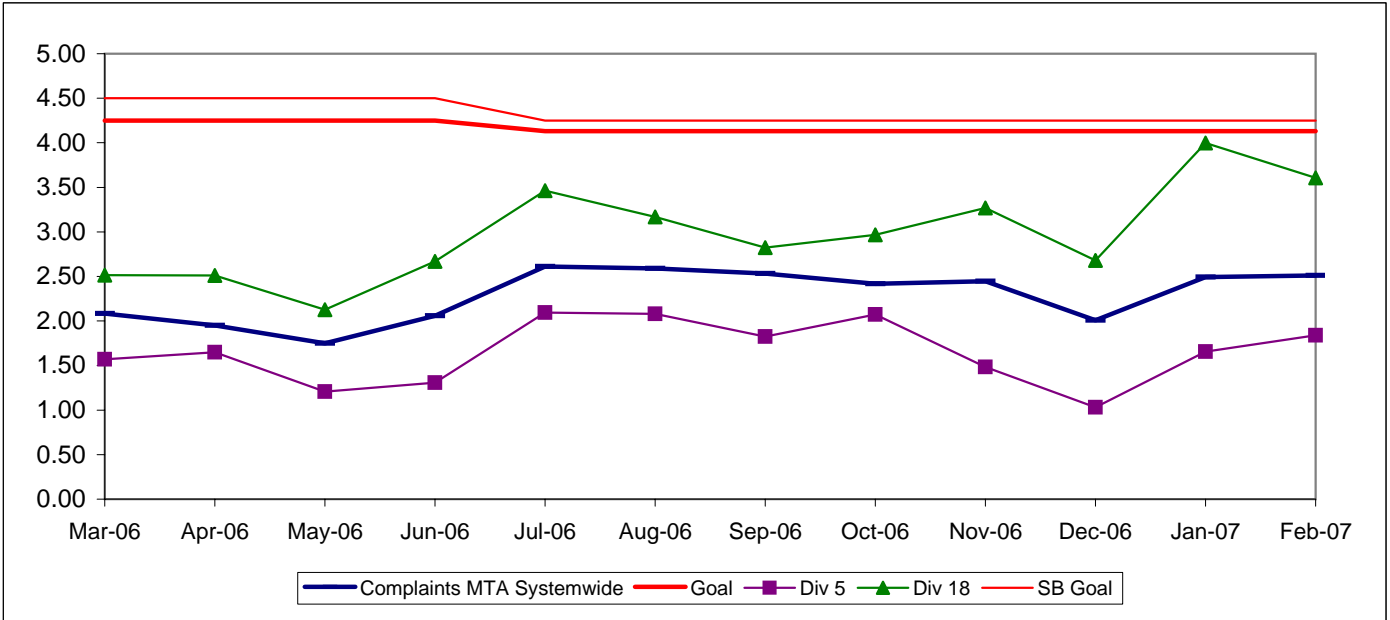
**Calculation:**  $\text{Traffic Accidents Per 100,000 Hub Miles} = (\text{The number of Traffic Accidents} / \text{by (Hub Miles / by 100,000)})$



**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 customer satisfaction.

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

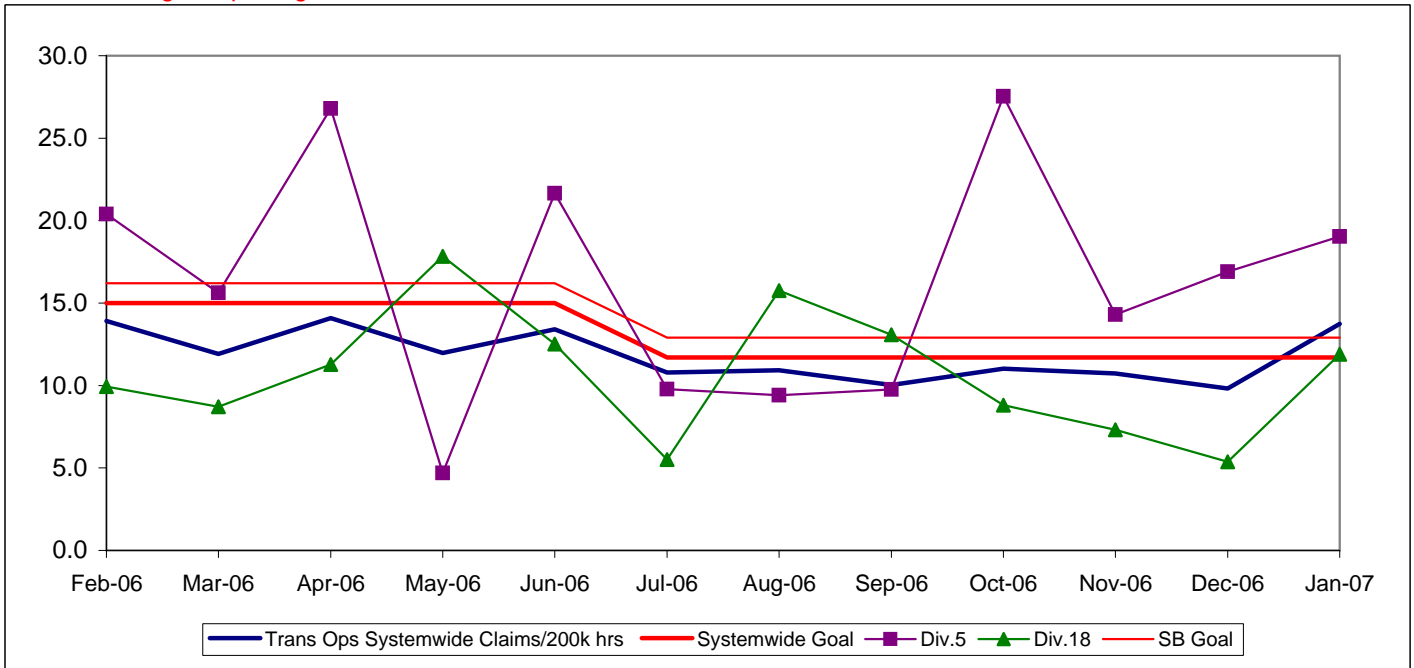


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 5 and 18**

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

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

One month lag in reporting.



## Westside/Central Sector Scorecard Overview (WC)

This sector has three Metro operating divisions, Division 6 in Venice, Division 7 in West Hollywood, and Division 10 in Los Angeles, near the Gateway building. The sector will be responsible for the operation of approximately 620 Metro buses and 21 Metro Bus lines carrying nearly 95.3 million boarding passengers each year.

This report gives a brief overview of sector operations':

- \* 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	FY07 Target	FY07 YTD	Feb. Month	Status
<b>Bus Systemwide</b>								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,500	3,557	4,065	●
No. of unaddressed road calls						845	108	
In-Service On-time Performance	69.23%	65.43%	66.50%	64.35%**	70%	62.87%	63.37%	◇
Bus Traffic Accidents Per 100,000 Miles						3.70	3.79	◇
No. of accidents not entered-prior month	3.86	3.65	3.50	3.45	3.40	89	-1	
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	2.45	2.51	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.70	Jan YTD 11.03	Jan. 13.74	●
<small>**Div 15 Nov. '05 data excluded &amp; Dec. Data after shake-up</small>								
<b>WC Sector</b>								
MMBMF				3,499	3,500	3,556	4,541	●
No. of unaddressed road calls						141	12	
In-Service On-time Performance	67.88%	63.31%	63.39%	60.82%	65%	57.28%	57.82%	◇
Bus Traffic Accidents Per 100,000 Miles						4.56	4.86	◇
No. of accidents not entered-prior month	4.72	4.61	4.03	3.95	3.65	25	2	
Complaints per 100,000 Boardings	4.84	5.30	4.10	2.53	3.25	2.65	2.43	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	28.74	21.52	18.80	14.61	13.40	Jan YTD 13.54	Jan. 14.45	◇
<b>Division 6</b>								
MMBMF				6,279	3,500	4,004	5,420	●
No. of unaddressed road calls						22	4	
In-Service On-time Performance	65.93%	60.11%	56.75%	57.20%	65%	51.53%	53.97%	◇
Bus Traffic Accidents Per 100,000 Miles						6.02	5.68	■
No. of accidents not entered-prior month	4.52	4.10	3.91	4.13	3.65	2	1	
Complaints per 100,000 Boardings	6.10	6.15	4.47	2.52	3.25	2.04	1.79	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	30.72	21.71	18.23	16.43	13.40	Jan YTD 19.53	Jan. 17.08	◇
<b>Division 7</b>								
MMBMF				2,947	3,500	3,380	4,320	◇
No. of unaddressed road calls						58	8	
In-Service On-time Performance	68.80%	64.59%	64.22%	61.78%	65%	58.24%	58.16%	◇
Bus Traffic Accidents Per 100,000 Miles						4.49	6.10	◇
No. of accidents not entered-prior month	4.95	4.63	4.62	4.36	3.65	1	0	
Complaints per 100,000 Boardings	4.74	5.70	4.24	2.87	3.25	3.09	2.79	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.52	21.05	19.44	15.76	13.40	Jan YTD 10.65	Jan. 8.48	●
<b>Division 10</b>								
MMBMF				3,723	3,500	3,645	4,615	●
No. of unaddressed road calls						61	0	
In-Service On-time Performance	67.34%	62.85%	64.14%	60.73%	65%	58.32%	58.72%	◇
Bus Traffic Accidents Per 100,000 Miles						4.39	3.72	◇
No. of accidents not entered-prior month	4.55	4.68	3.50	3.63	3.65	22	1	
Complaints per 100,000 Boardings	4.73	4.85	3.92	2.23	3.25	2.38	2.23	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.38	22.90	19.19	13.03	13.40	Jan YTD 15.33	Jan. 20.61	◇

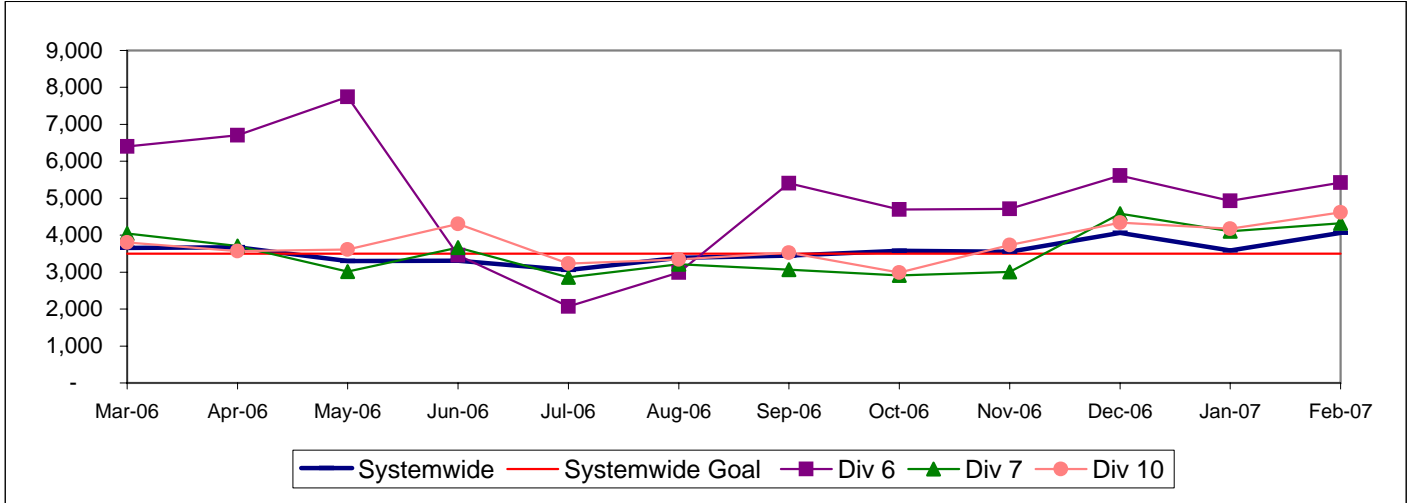
- Green - High probability of achieving the FY06 target (on track).
- ◇ Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## WESTSIDE / CENTRAL SECTOR BUS SERVICE PERFORMANCE

### 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.

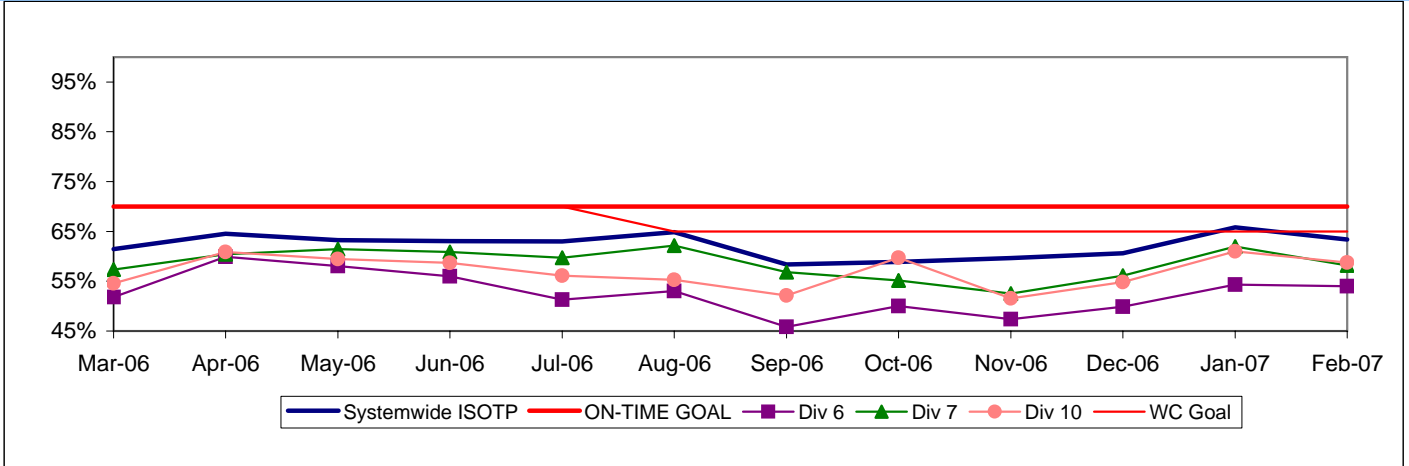
**Calculation:** MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



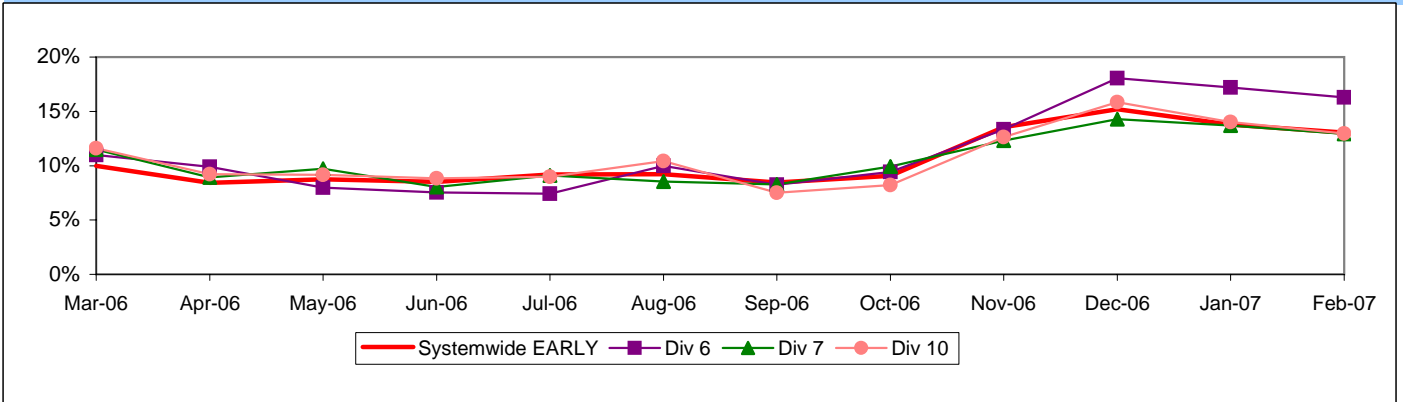
**IN-SERVICE ON-TIME PERFORMANCE**

**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**



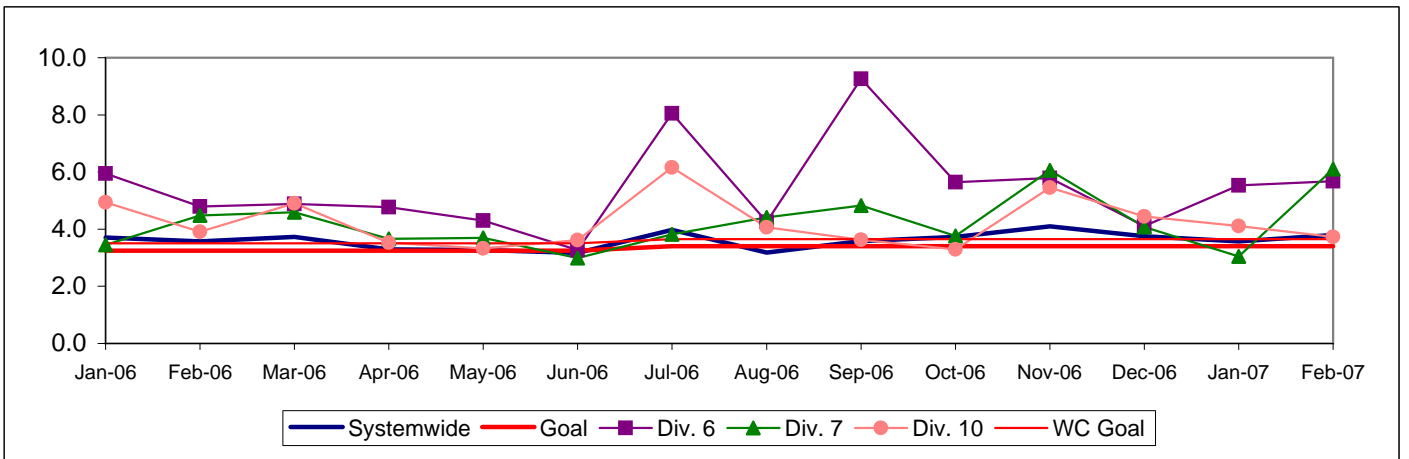
**Running Hot - Systemwide and Bus Operating Divisions 6, 7 and 10**



**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.

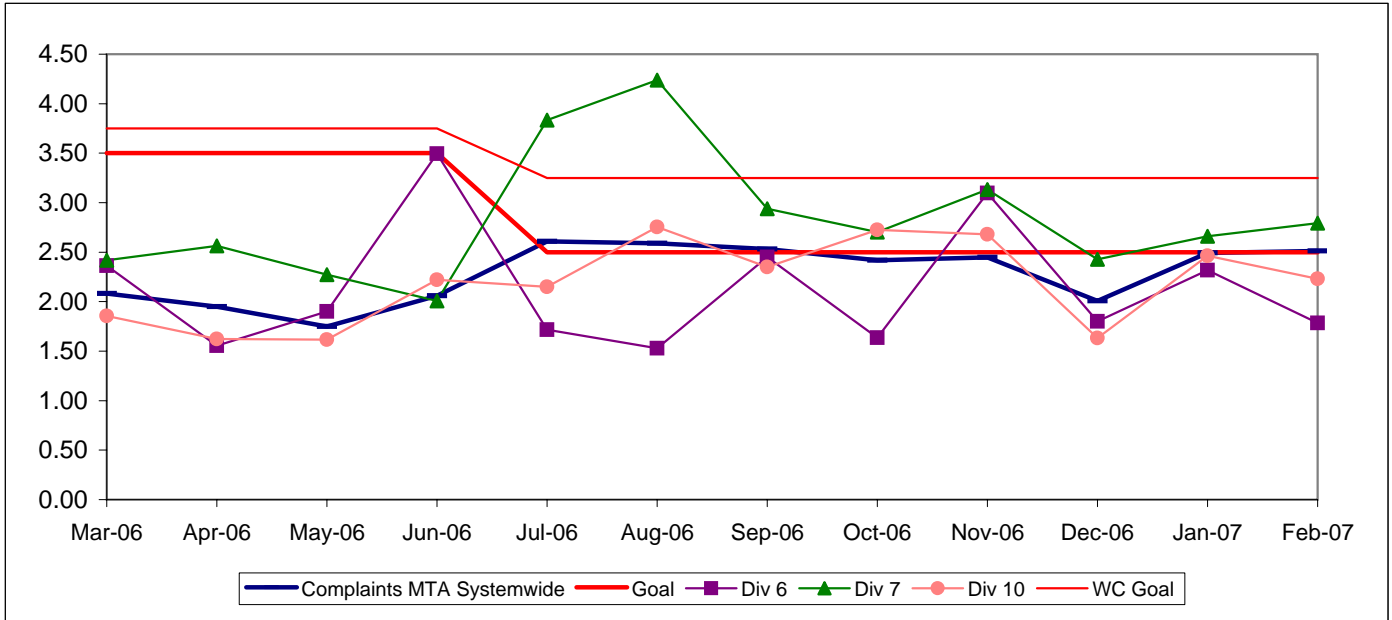
**Calculation:**  $\text{Traffic Accidents Per 100,000 Hub Miles} = (\text{The number of Traffic Accidents} / \text{by (Hub Miles / by 100,000)})$



**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 customer satisfaction.

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

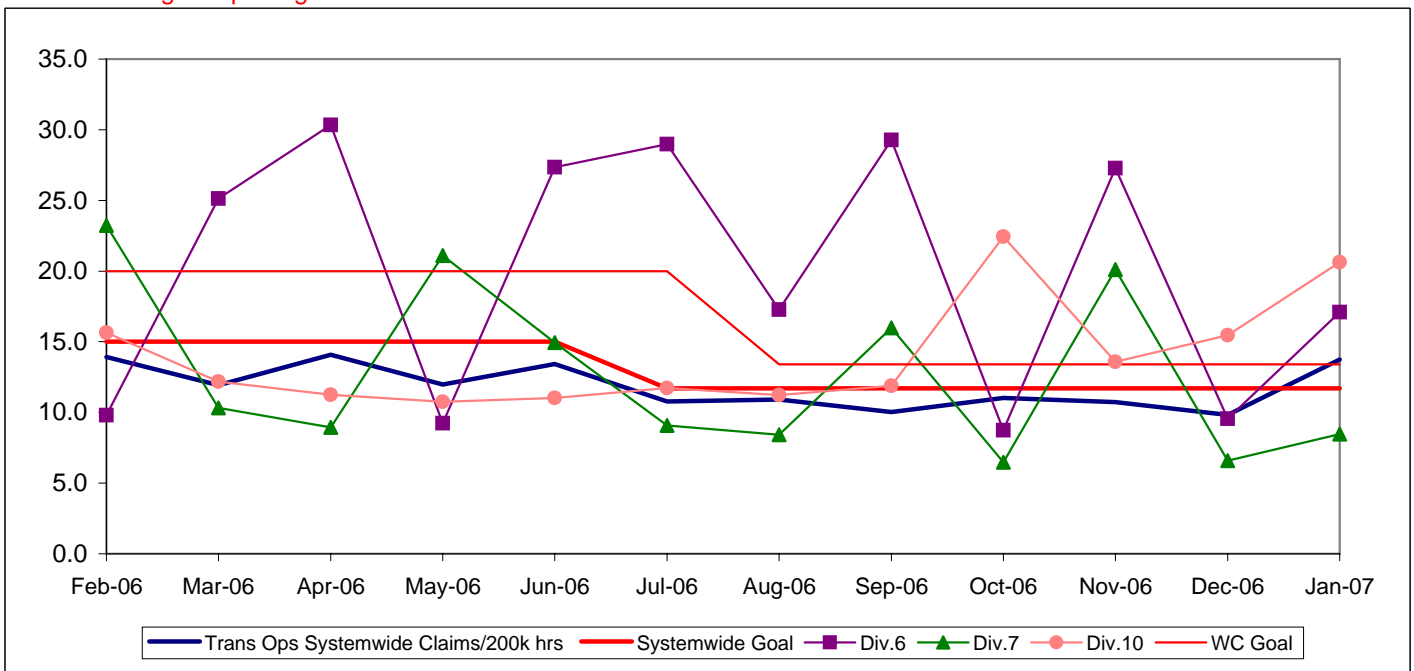


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 6, 7 and 10**

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

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

One month lag in reporting.



## Metro Rail Scorecard Overview

Metro Rail operates one heavy rail line, Metro Red Line from Union Station to North Hollywood and three light rail lines, Metro Blue Line from downtown to Long Beach, Metro Green Line along the 105 freeway and Metro Gold Line to Pasadena. Metro Rail is responsible for the operation of approximately 104 heavy rail cars and 121 light rail cars carrying nearly 5.8 million boarding passengers each year.

This report gives a brief overview of sector operations':

- \* On-Time Pullout Percentage
- \* In-Service On-Time Performance
- \* Mean Miles Between Chargeable Mechanical Failures (MMBMF)
- \* Traffic Accidents per 100,000 Train Miles
- \* Complaints per 100,000 Boardings

Measurement	FY03	FY04	FY05	FY06	FY07 Target	FY07 YTD	Feb. Month	Status
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	11.25	11.59	9.32	11.56	9.88	Jan YTD 6.96	Jan. 6.17	●
<b>Metro Red Line (MRL)</b>								
On-Time Pullouts	99.36%	99.71%	99.94%	99.61%	99.00%	99.63%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures*	9,495	12,793	11,759	19,587	15,000	17,825	17,805	●
In-Service On-time Performance	99.15%	99.04%	98.66%	99.05%	99.20%	99.10%	98.90%	◊
Traffic Accidents Per 100,000 Train Miles	0.07	0	0.22	0.22	0.14	0	0	●
Complaints per 100,000 Boardings	1.20	1.17	1.13	0.66	0.80	0.38	0.16	●
<b>Metro Blue Line (MBL)</b>								
On-Time Pullouts	99.07%	99.94%	99.73%	99.76%	99.00%	99.70%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures	6,399	10,365	16,273	26,774	15,000	34,063	30,750	●
In-Service On-time Performance	97.59%	98.74%	98.16%	96.95%	99.00%	98.69%	98.93%	◊
Traffic Accidents Per 100,000 Train Miles	0.82	1.36	0.64	0.96	0.37	1.24	1.51	◊
Complaints per 100,000 Boardings	1.30	0.97	0.98	0.78	1.00	0.51	0.16	●
<b>Metro Green Line (MGrL)</b>								
On-Time Pullouts	98.99%	99.78%	99.91%	99.97%	99.00%	99.59%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures	5,617	11,337	12,558	20,635	15,000	24,196	25,035	●
In-Service On-time Performance	98.21%	98.99%	98.22%	99.36%	99.00%	99.05%	99.31%	●
Traffic Accidents Per 100,000 Train Miles	0.14	0.08	0.00	0	0.37	0	0	●
Complaints per 100,000 Boardings	1.26	1.37	1.39	0.92	1.00	0.79	0.58	◊
<b>Metro Gold Line (MGoL)</b>								
On-Time Pullouts		100%	99.85%	99.97%	99.00%	99.96%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures		8,938	16,571	23,329	15,000	21,728	17,893	●
In-Service On-time Performance		98.52%	97.97%	98.90%	99.00%	99.24%	99.31%	◊
Traffic Accidents Per 100,000 Train Miles		0.25	0.23	0.12	0.37	0.35	0.00	◊
Complaints per 100,000 Boardings		3.81	2.85	2.71	1.00	2.30	2.49	◊

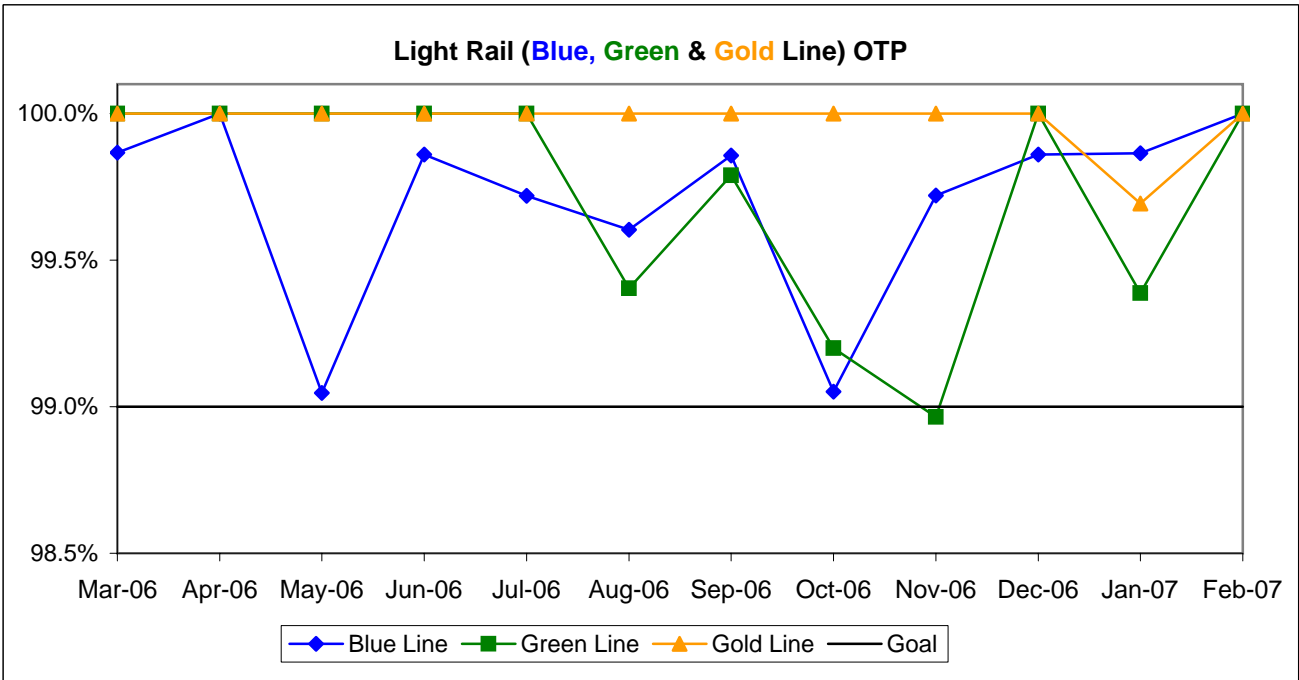
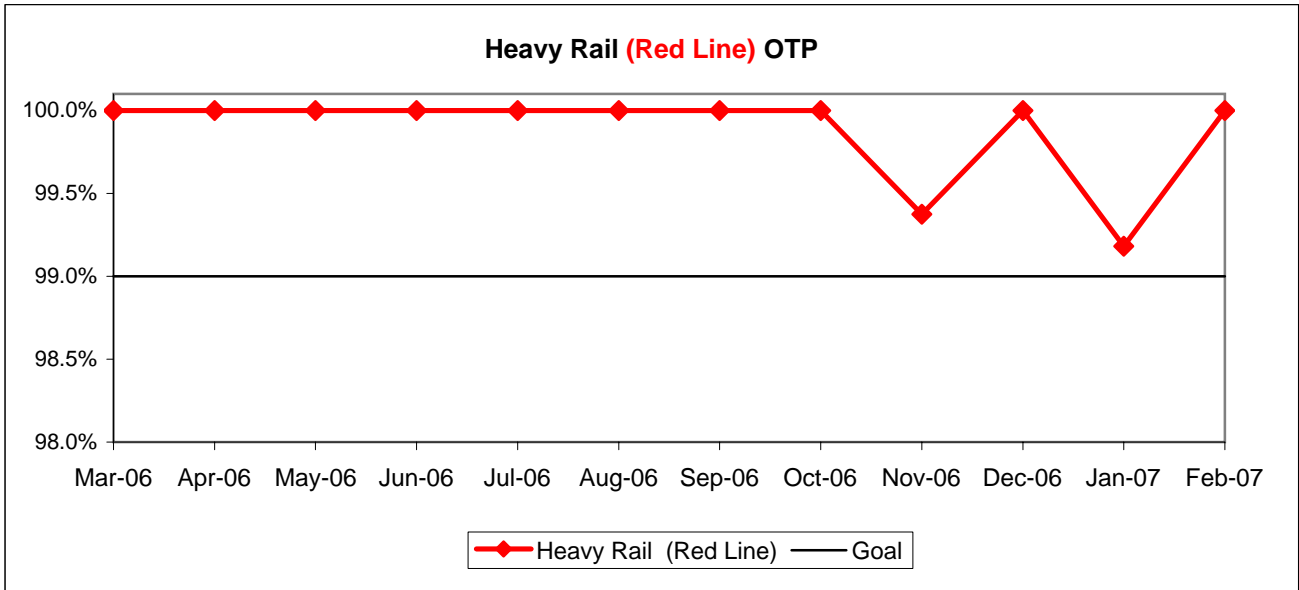
- Green - High probability of achieving the FY06 target (on track).
- ◊ Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

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

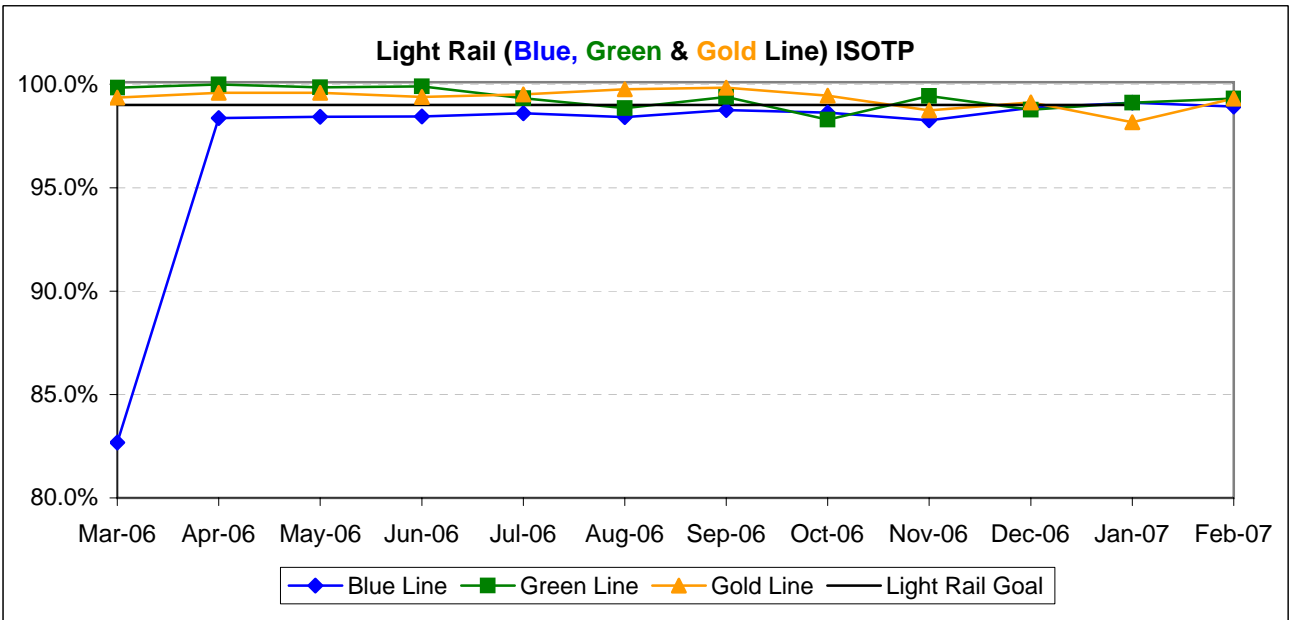
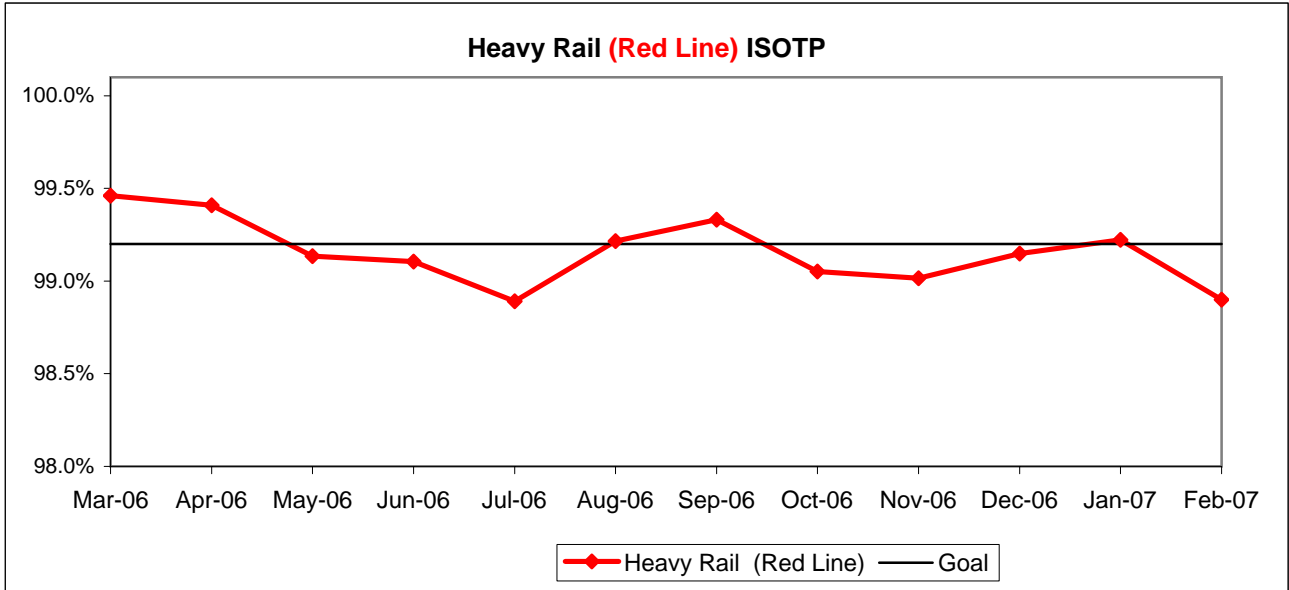




**IN-SERVICE ON-TIME PERFORMANCE (ISOTP)**

**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.

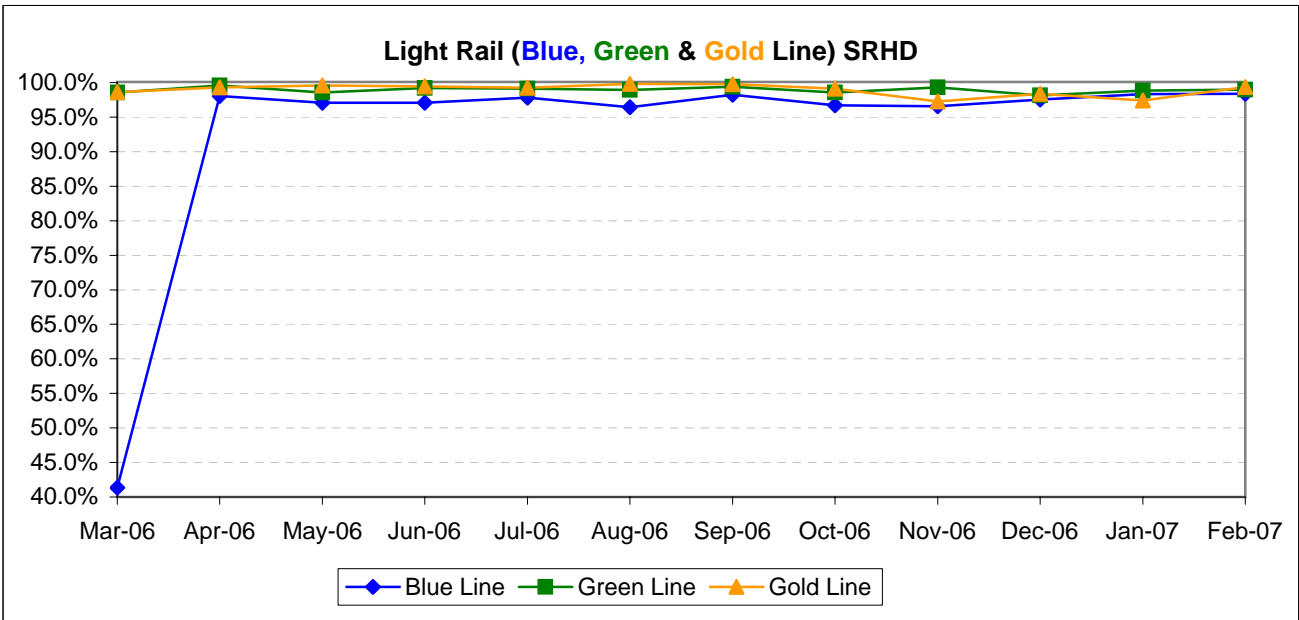
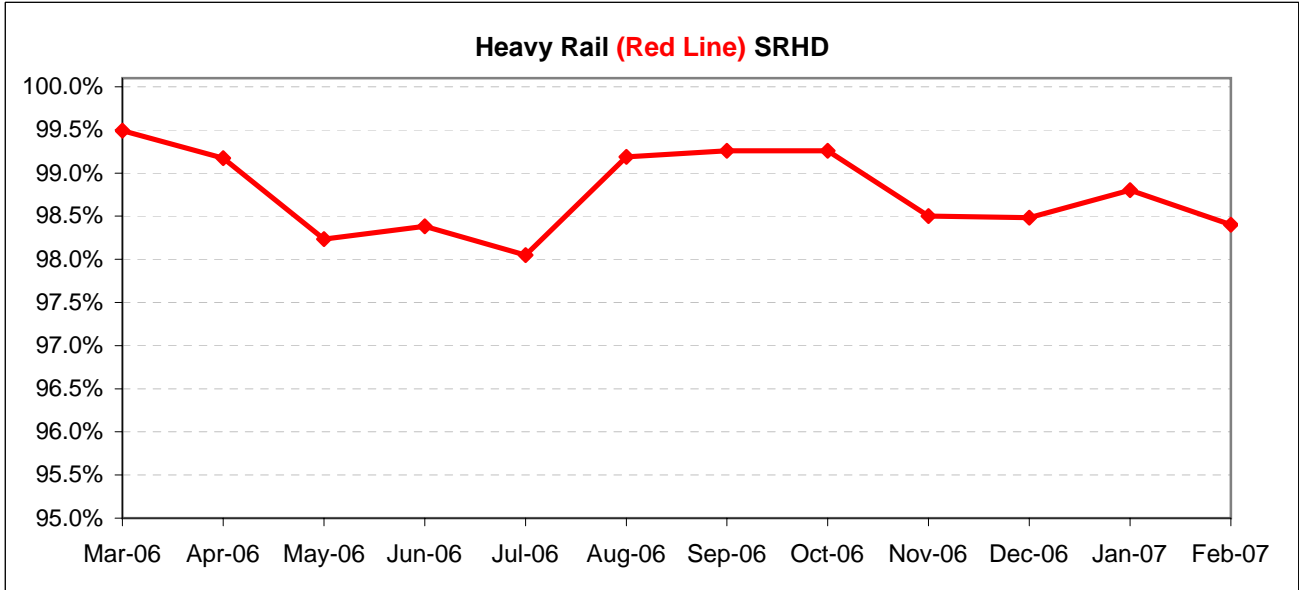
**Calculation:** ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]



**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.

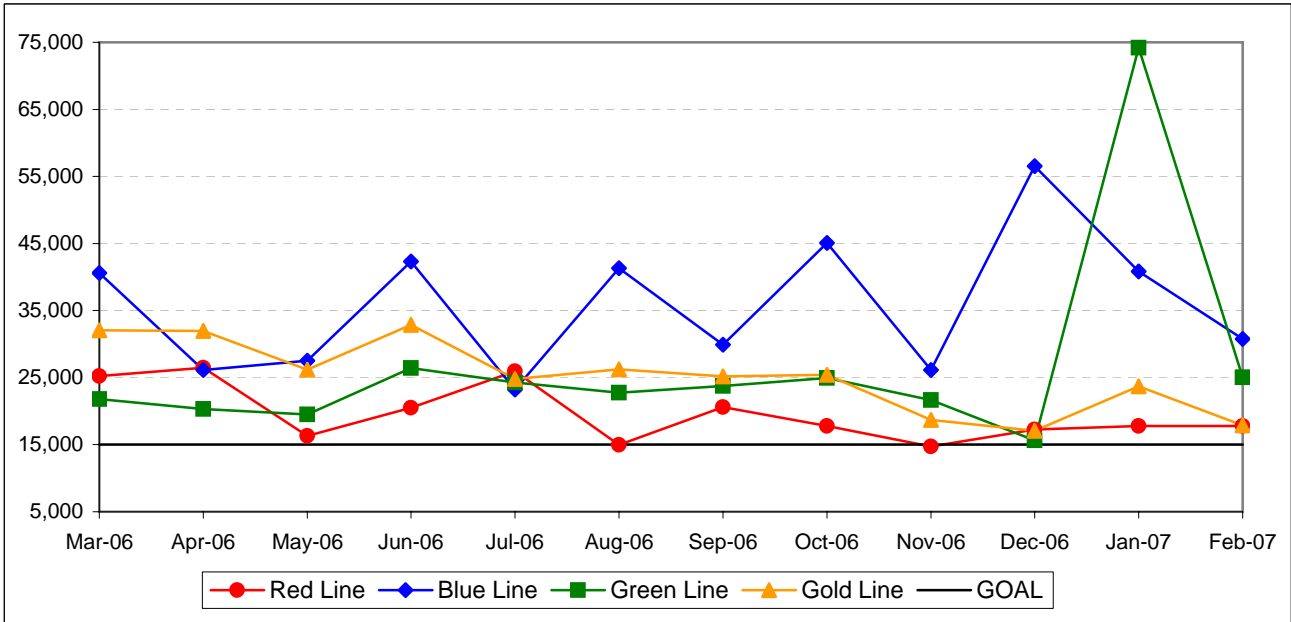
**Calculation:**  $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



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

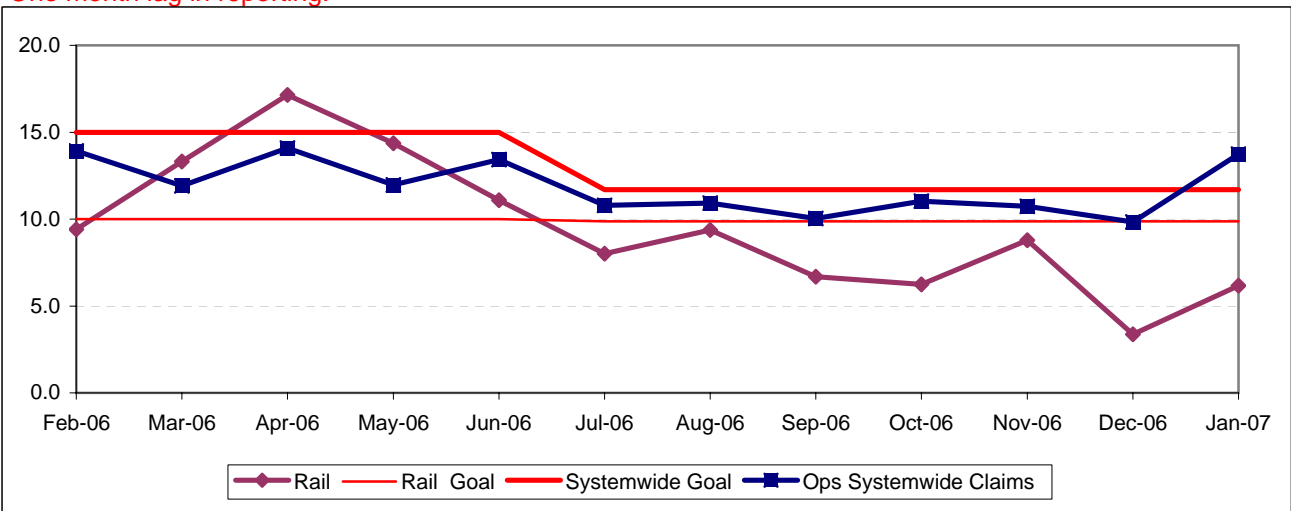


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**

**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 \*

Reporting of the OTP-PTP indicator has been suspended pending investigation of issues related to the geo-coding of terminal locations.

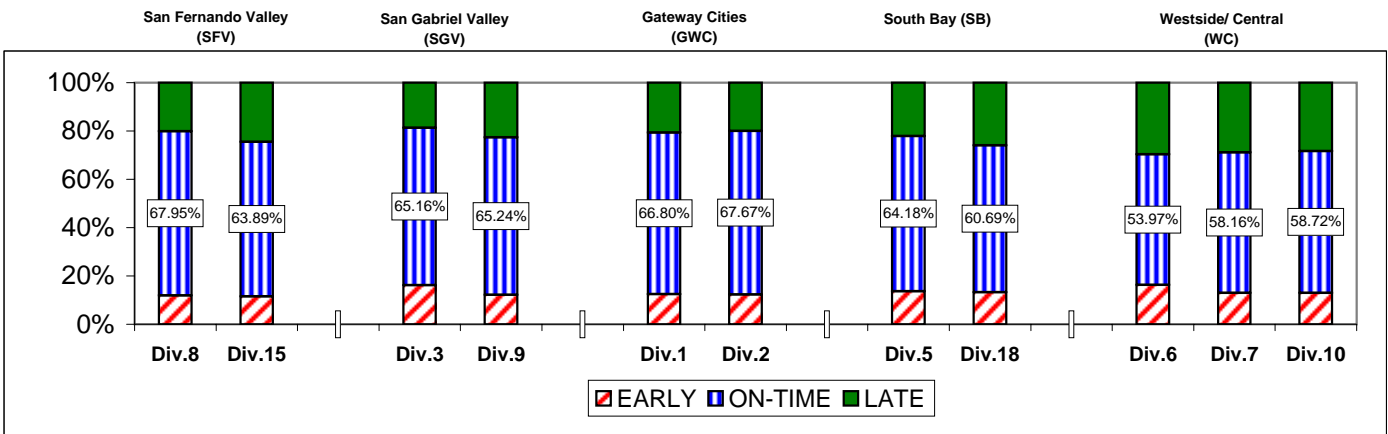
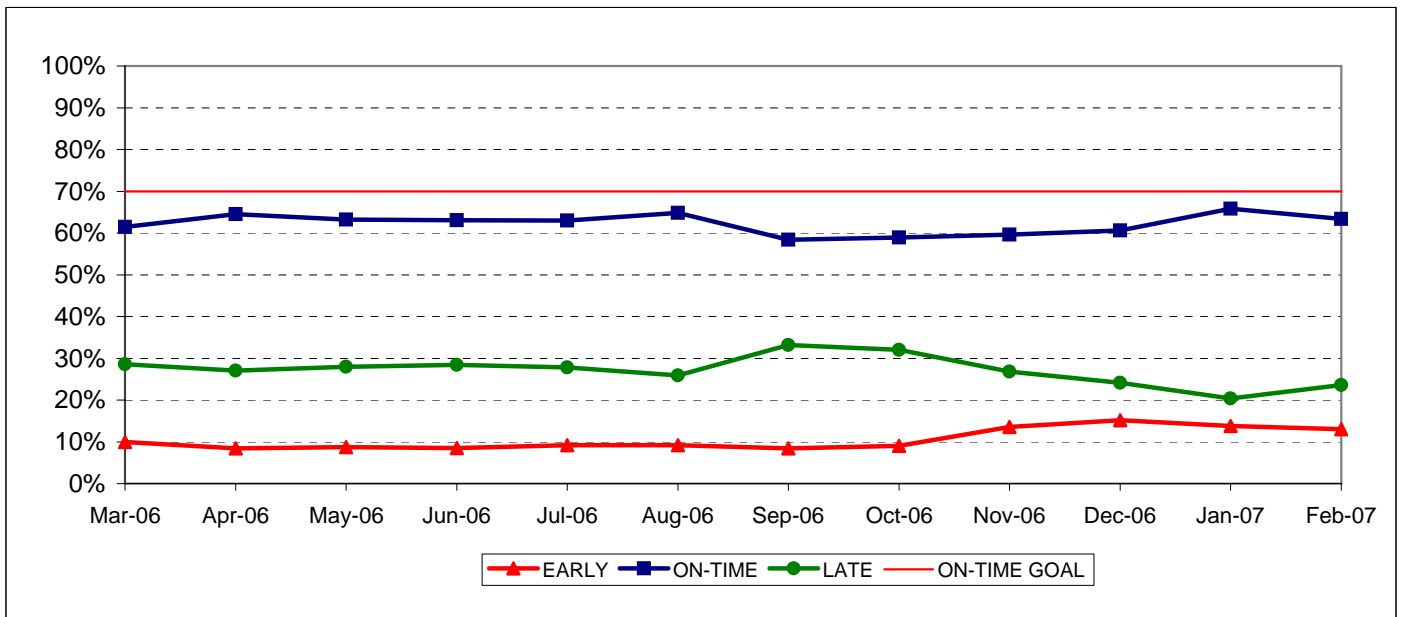
### IN-SERVICE ON-TIME PERFORMANCE

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

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

#### Systemwide Trend

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



ISOTP By Sectors' Divisions

Year-to-Date Compared To Last Year

	FY06	FY07-YTD	Variance
<b>San Fernando Valley Sector (SFV)</b>			
<b>Division 8</b>			
Early	7.13%	12.11%	4.98%
On-Time	68.23%	66.58%	-1.65%
Late	24.64%	21.31%	-3.34%
<b>Division 15</b>			
Early	8.30%	11.73%	3.44%
On-Time	63.84%	63.78%	-0.05%
Late	27.87%	24.48%	-3.39%
<b>Gateway Cities Sector (GWC)</b>			
<b>Division 1</b>			
Early	7.39%	12.72%	5.33%
On-Time	71.06%	66.59%	-4.46%
Late	21.55%	20.68%	-0.87%
<b>Division 2</b>			
Early	7.80%	12.04%	4.24%
On-Time	72.71%	67.87%	-4.83%
Late	19.49%	20.09%	0.60%
<b>South Bay Sector (SB)</b>			
<b>Division 5</b>			
Early	8.44%	13.75%	5.30%
On-Time	61.85%	62.80%	0.95%
Late	29.71%	23.45%	-6.26%
<b>Division 18</b>			
Early	8.47%	14.09%	5.62%
On-Time	57.31%	59.60%	2.29%
Late	34.22%	26.31%	-7.91%

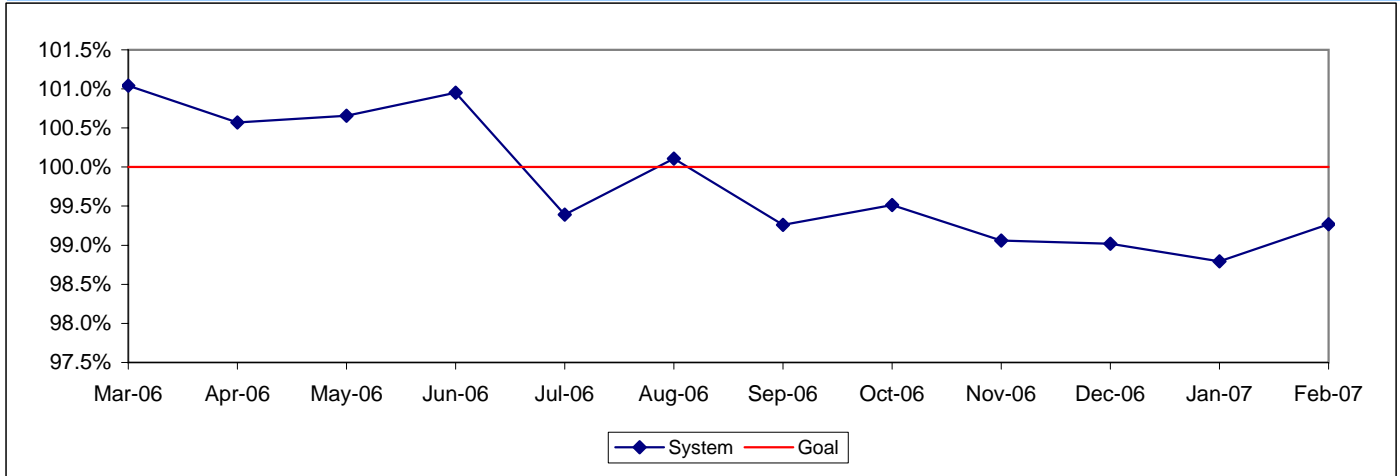
	FY06	FY07-YTD	Variance
<b>San Gabriel Valley Sector (SGV)</b>			
<b>Division 3</b>			
Early	8.50%	16.23%	7.73%
On-Time	70.05%	64.40%	-5.65%
Late	21.45%	19.37%	-2.08%
<b>Division 9</b>			
Early	8.00%	12.58%	4.58%
On-Time	67.01%	65.23%	-1.78%
Late	24.99%	22.19%	-2.80%
<b>Westside/Central Sector (WC)</b>			
<b>Division 6</b>			
Early	7.57%	15.95%	8.37%
On-Time	57.20%	51.53%	-5.67%
Late	35.23%	32.52%	-2.71%
<b>Division 7</b>			
Early	8.27%	12.99%	4.71%
On-Time	61.78%	58.24%	-3.54%
Late	29.95%	28.78%	-1.17%
<b>Division 10</b>			
Early	8.51%	13.59%	5.09%
On-Time	60.73%	58.32%	-2.41%
Late	30.77%	28.09%	-2.68%
<b>SYSTEMWIDE</b>			
Early	8.09%	13.28%	5.19%
On-Time	64.35%	62.87%	-1.47%
Late	27.56%	23.84%	-3.72%

**ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED\***

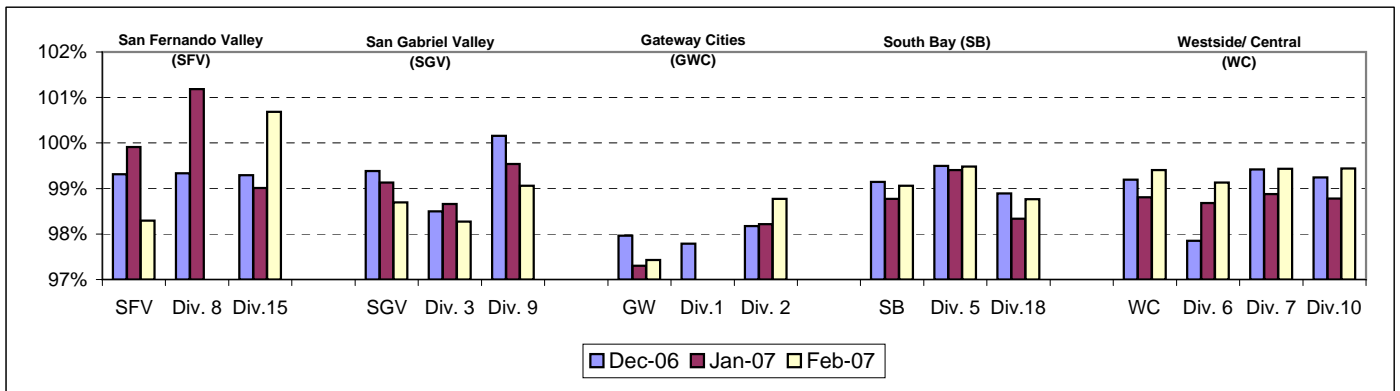
**Definition:** This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures. FY06: This performance indicator measures the percentage of scheduled Revenue Hours delivered after adding in temporary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



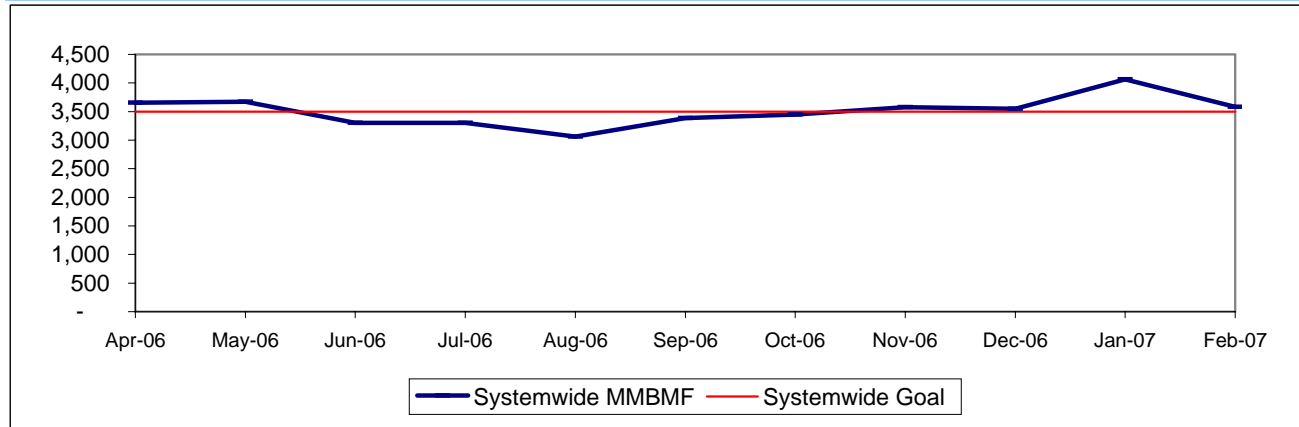
## MAINTENANCE PERFORMANCE

### MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)\*

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

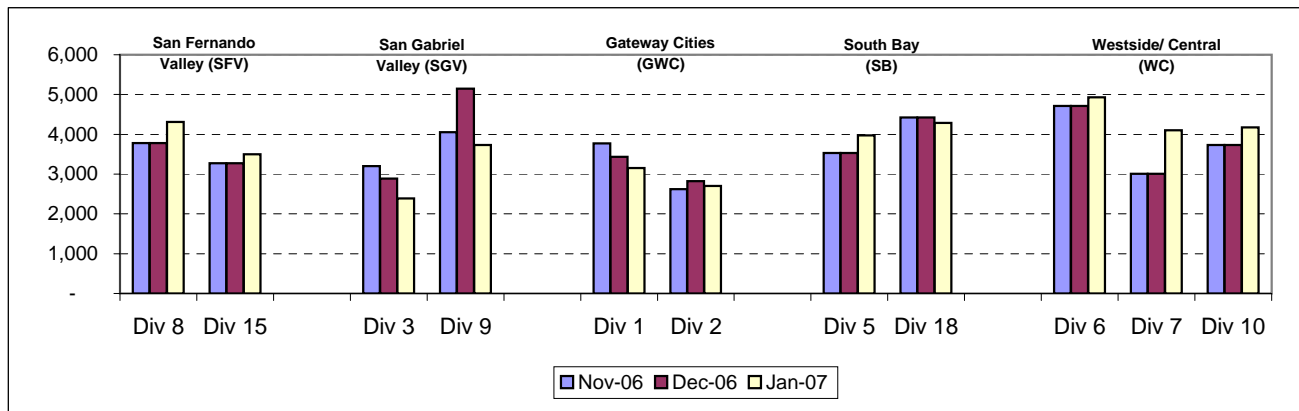
**Calculation:**  $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

#### Systemwide Trend



\* New Indicator.

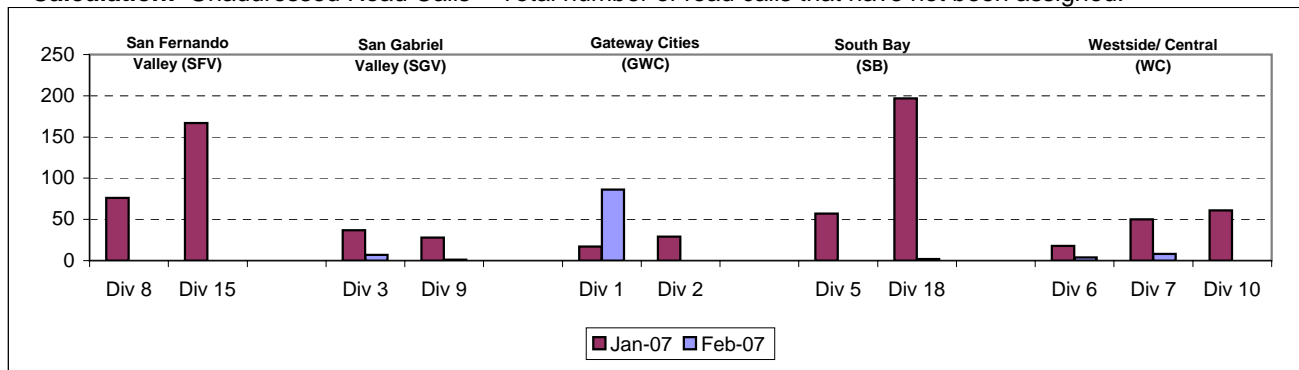
#### MMBMF -- Bus Operating Sector Divisions December 2006 - February 2007



#### Unaddressed Road Calls -- Bus Operating Sector Divisions\* January and February 2007

**Definition:** Road calls cannot be counted, per FTA definition, if no one has jobbed on to assign a job code. (Source: M3)

**Calculation:** Unaddressed Road Calls = Total number of road calls that have not been assigned.



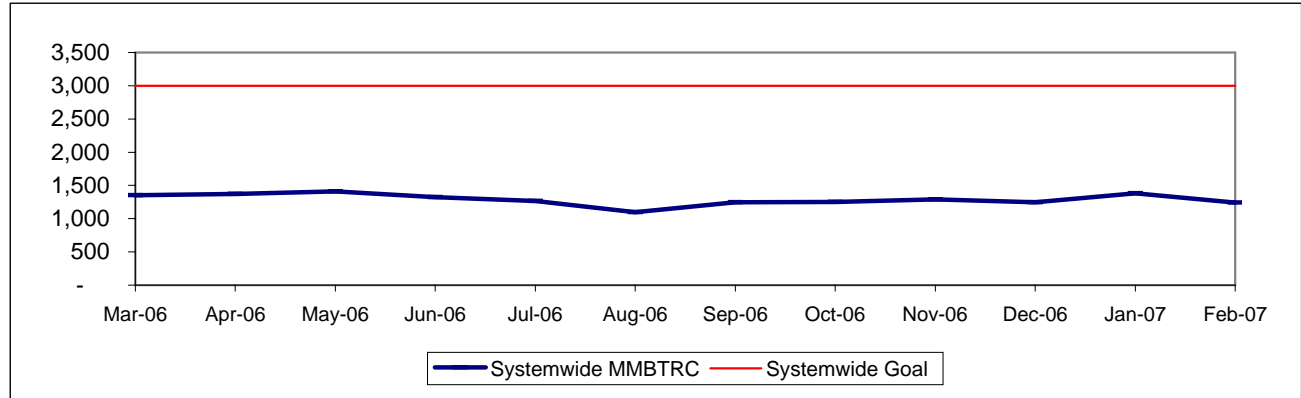
\* New Indicator.

**MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)\***

**Definition:** Average Hub Miles traveled between road call problems.

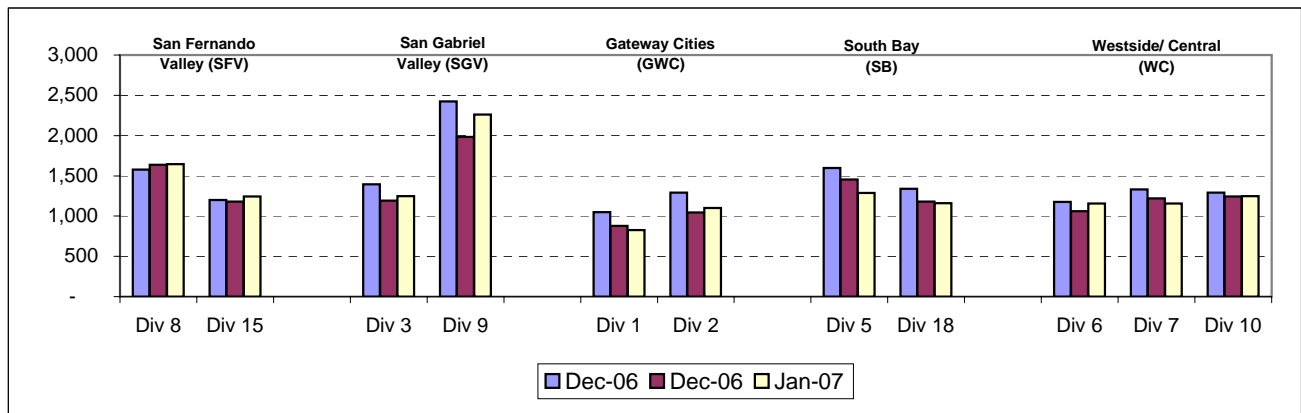
**Calculation:** MMBTRC = (Total Hub Miles / Total Road Calls)

**MMBTRC Systemwide Trend**



\* New Indicator.

**MMBTRC --Bus Operating Sector Divisions  
December 2006 - February 2007**



**Fleet Mix by Fuel Type Systemwide (Metro Divisions only)**

	Number of Buses	Percent of Buses
CNG	2,316	84.25%
Diesel (Except FlexMetro)	340	12.37%
FlexMetro Diesel	0	0.00%
Gasoline	59	2.15%
Propane	34	1.24%
<b>Total</b>	<b>2,749</b>	<b>100.00%</b>

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

SFV		SGV		GWC		SB	
Div 8	Div 15	Div 3	Div 9	Div 1	Div 2	Div 5	Div 18
8.0	6.7	7.9	6.1	5.9	6.5	5.4	7.2

WC		
Div 6	Div 7	Div 10
12.7	5.7	6.4

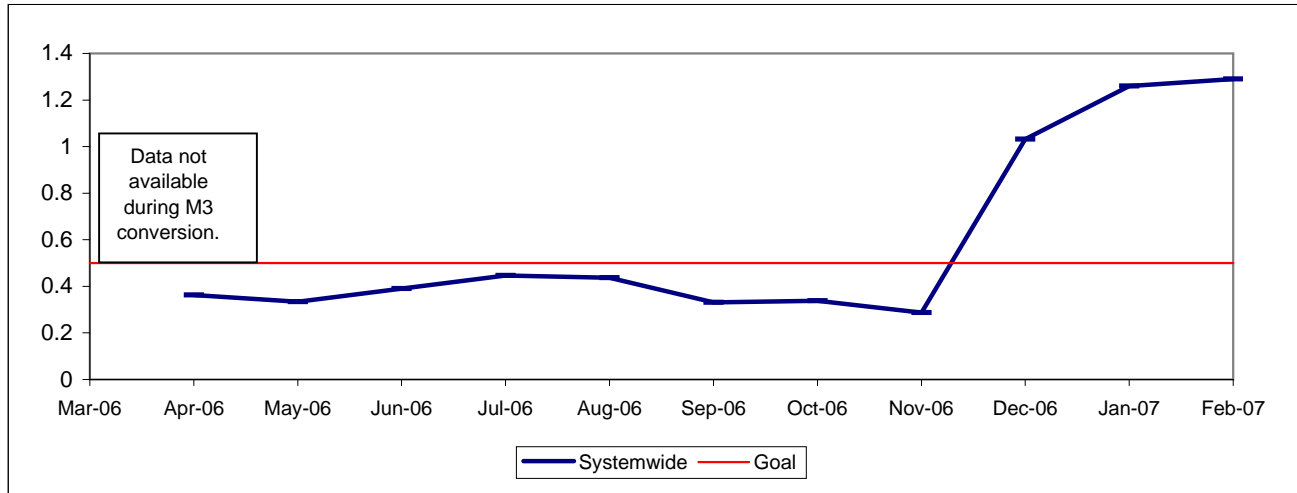


**PAST DUE CRITICAL PREVENTIVE MAINTENANCE PROGRAM JOBS (PMP's)**

**Definition:** Average past due critical scheduled preventive maintenance jobs per bus. This indicator measures maintenance management's ability to prioritize and perform critical repairs and indicates the general maintenance condition of the fleet.

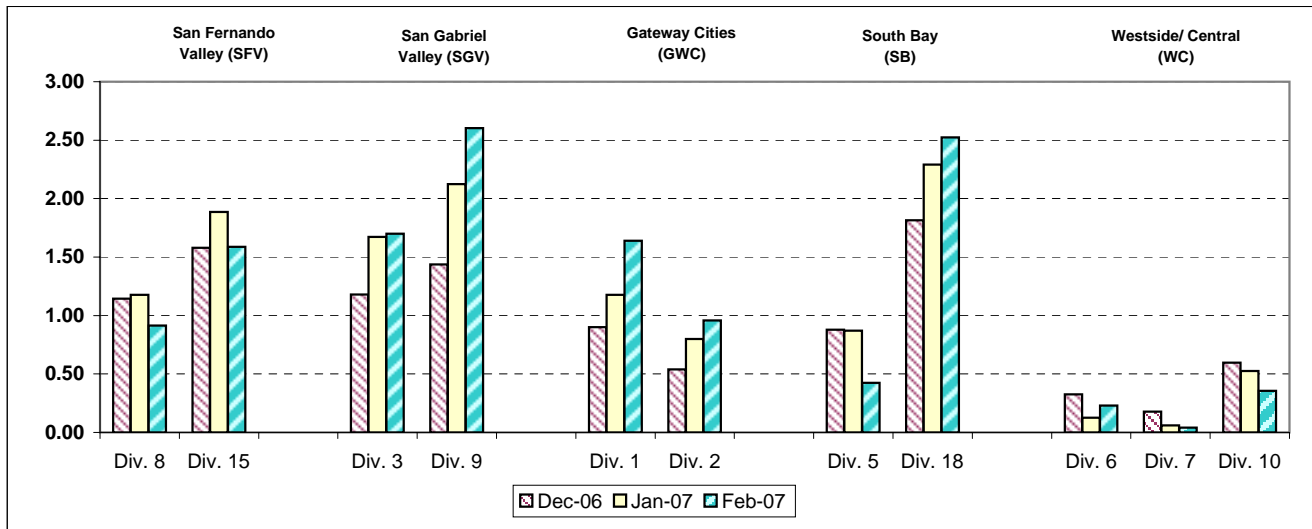
**Calculation:** Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

**Systemwide Trend**



Note: Since July 2004, three sectors, San Fernando Valley, San Gabriel Valley and Gateway Cities, have had their six divisions (Divisions 8, 15, 3, 9, 1 and 2) involved in a pilot project to test extending maintenance critical PMP mileage periodicities. These "extended" mileages have not been officially implemented at this time; therefore, these divisions will appear not to have completed their critical PMP's in current monthly and weekly reports until the program is officially modified systemwide accordingly.

**Past Due Critical PMs - by Sectors' Divisions  
December 2006 - February 2007**



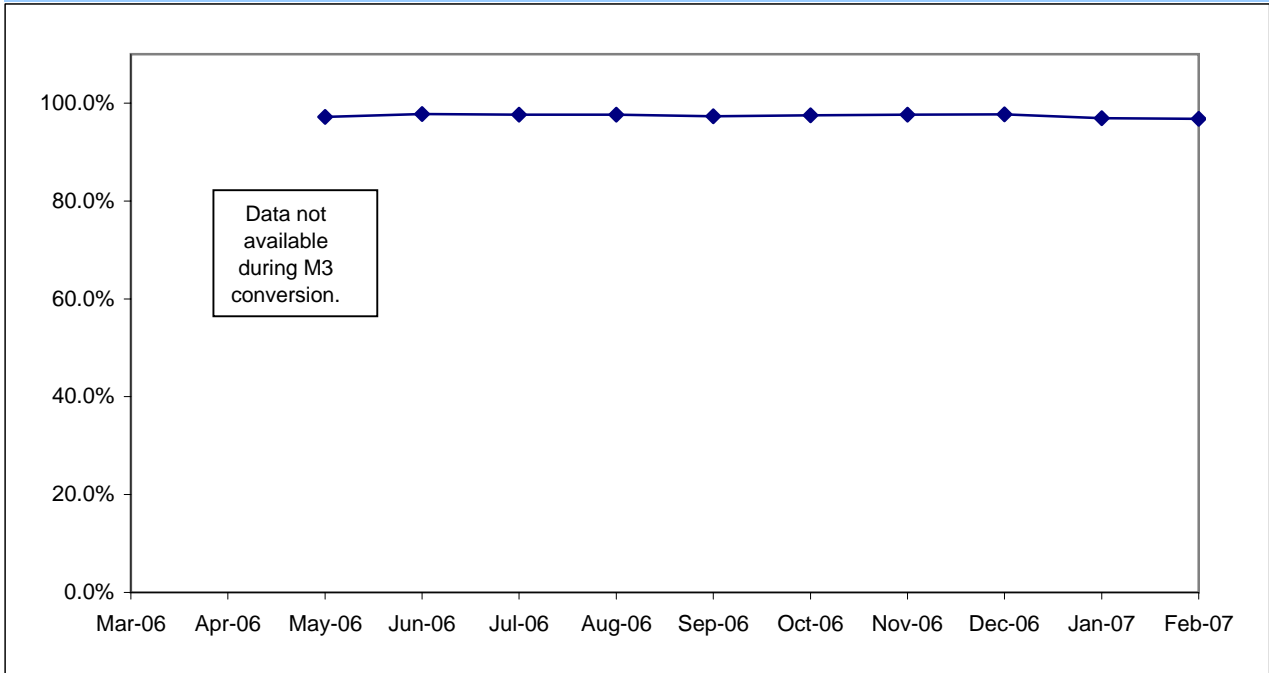
# ATTENDANCE

## MAINTENANCE ATTENDANCE

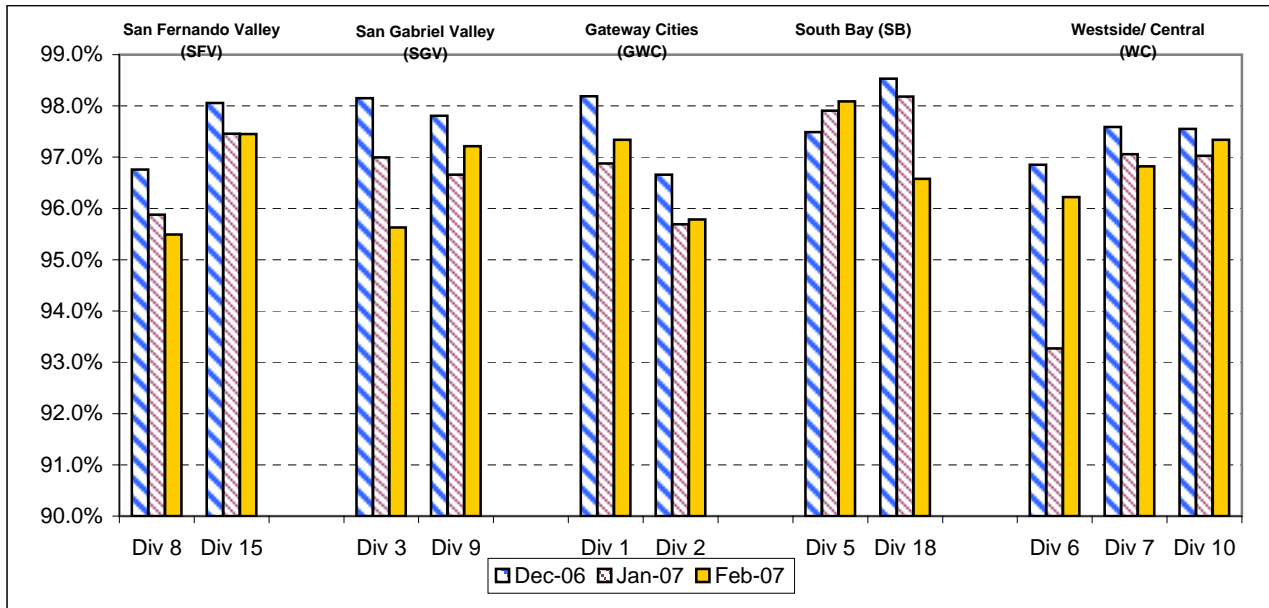
**Definition:** Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

### Systemwide Trend



### Maintenance Attendance - By Sectors' Divisions (By Current Month) December 2006 - February 2007



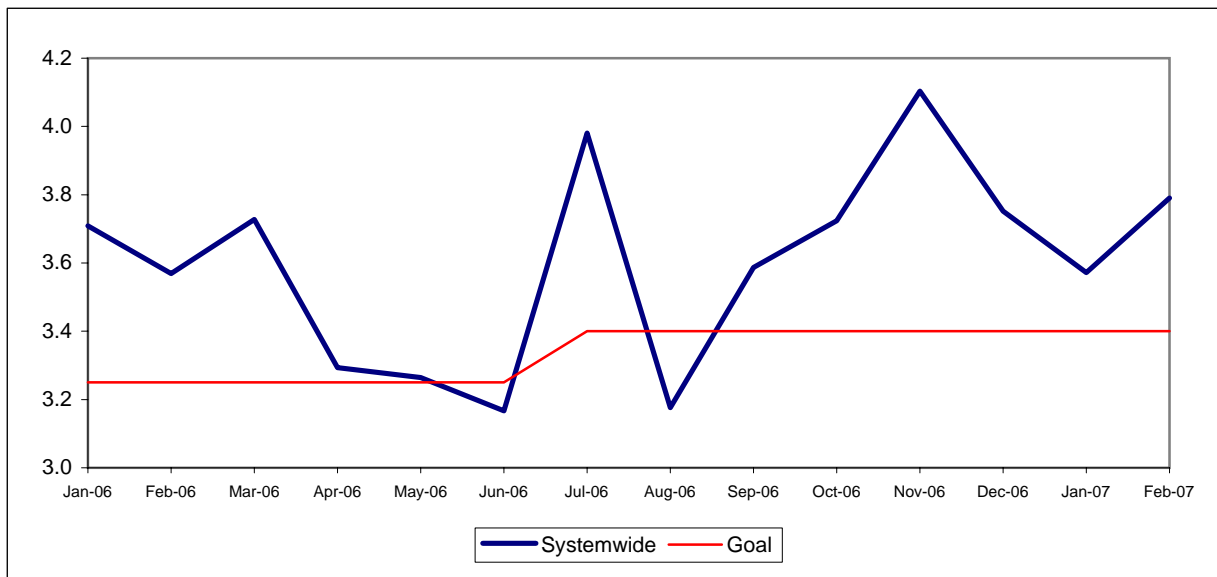
## SAFETY PERFORMANCE

### 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.

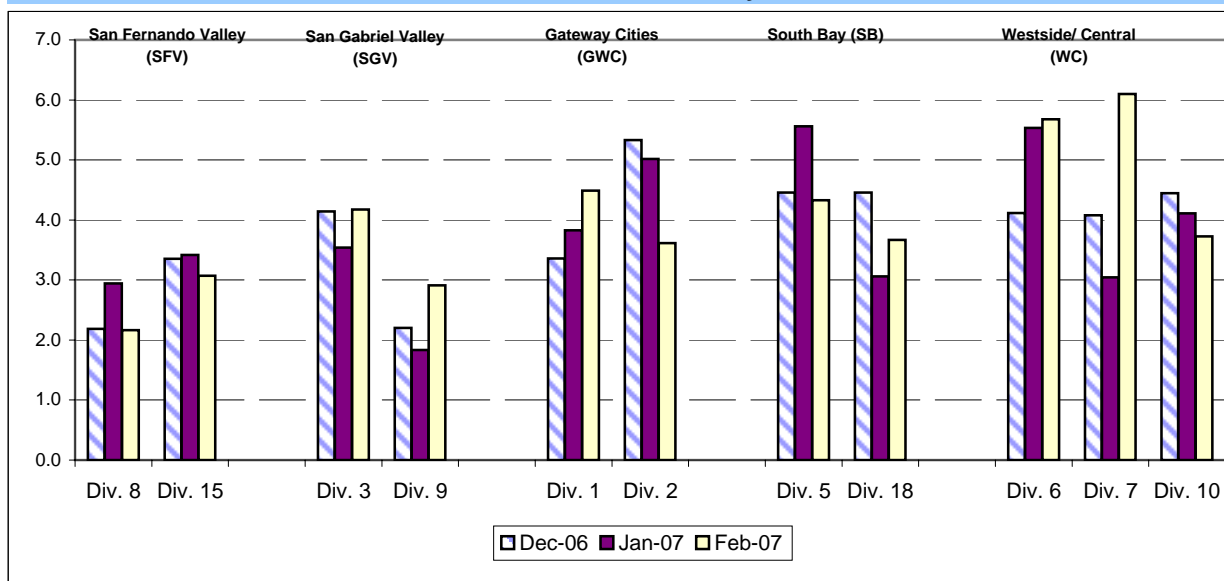
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

#### 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 December 2006 - February 2007

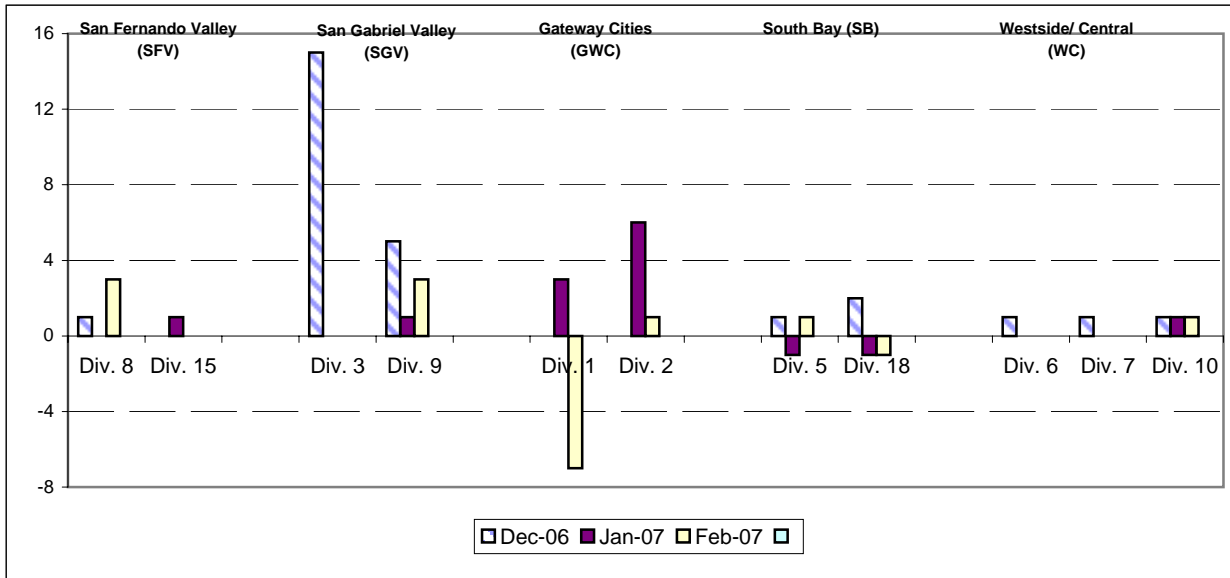


**Accidents not Reported in Prior Months' Vehicle Accident Management System (VAMS)  
Download**

**Bus Operating Divisions - by Sectors' Divisions  
January and February 2007**

**Definition:** The number of accidents that are being held, unreported, or reclassified, in a given month, and then entered into the system the following month.

**Calculation:** Number of accidents reported in prior month's report minus the current month's number of accidents reported.

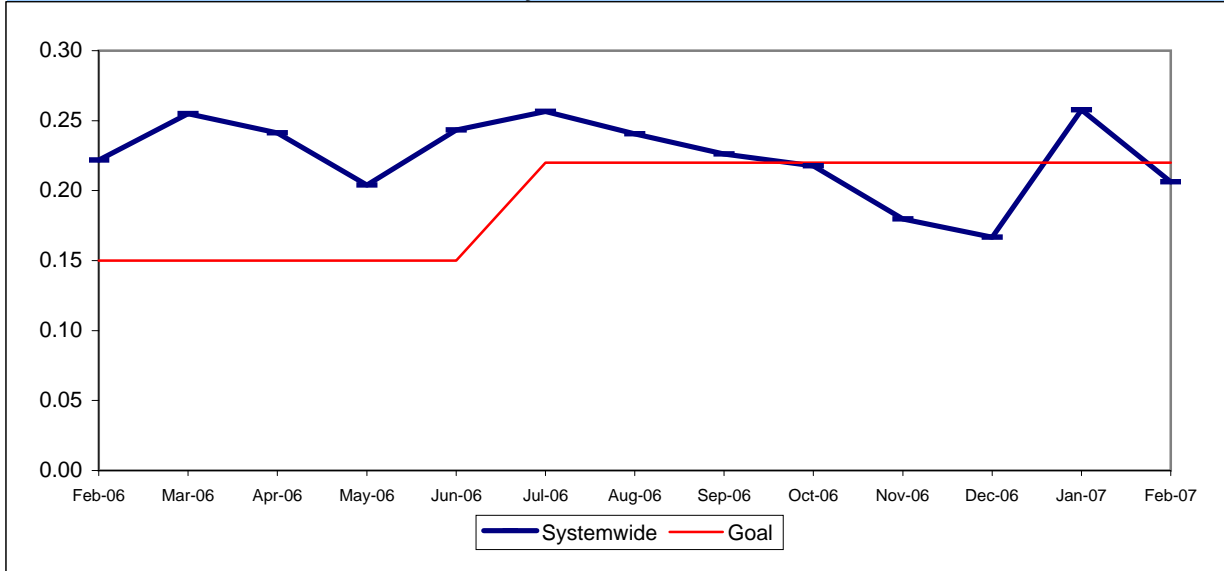


**Safety Performance Continued**

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

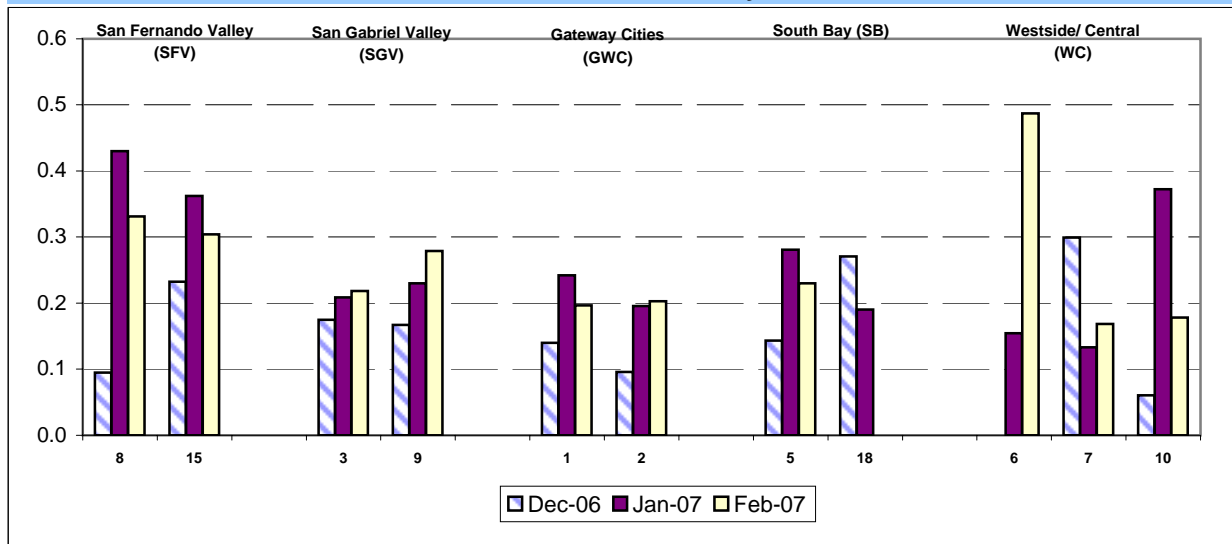
**Definition:** Average number of Passenger Accidents for every 100,000 Boardings. This indicator  
**Calculation:** Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by

**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  
December 2006 - February 2007**

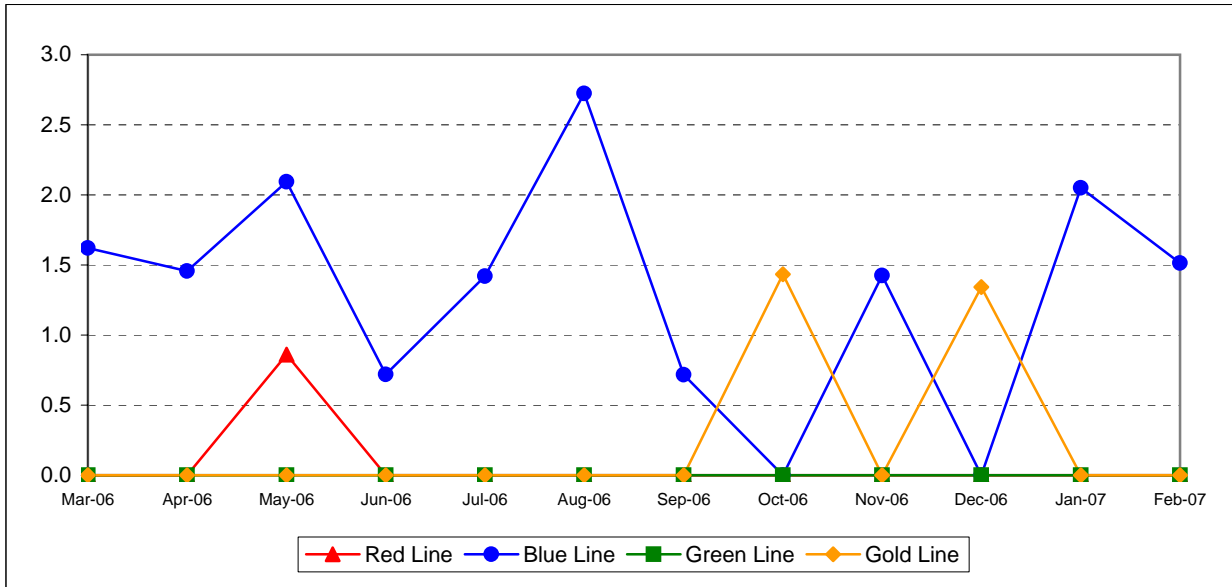


Safety Performance Continued

**RAIL ACCIDENTS PER 100,000 REVENUE TRAIN MILES (PUC Reportable)**

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

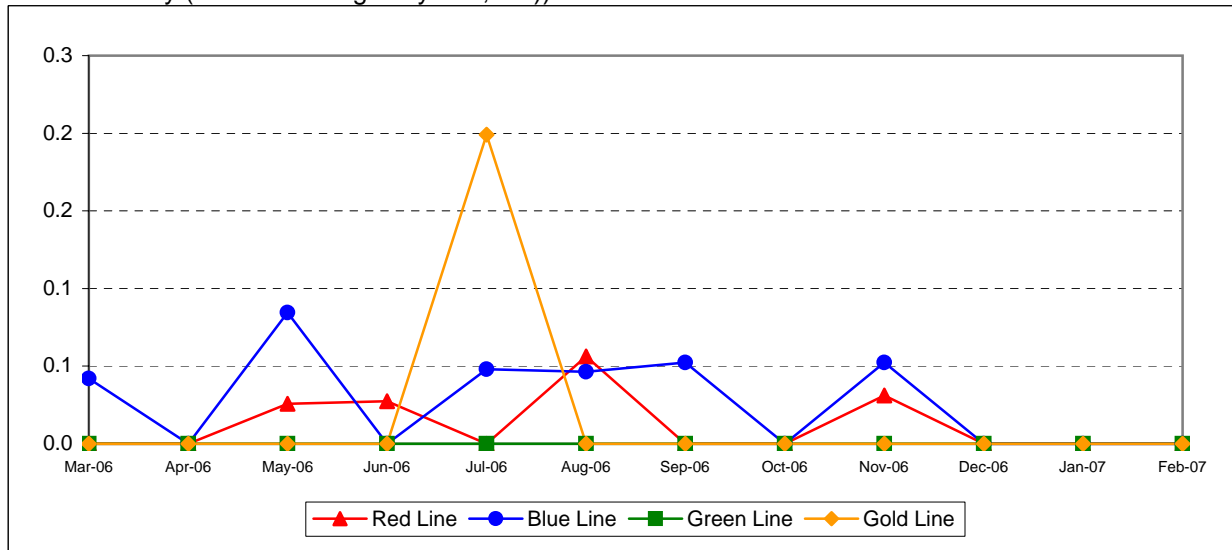
**Calculation:** Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



**RAIL PASSENGER ACCIDENTS PER 100,000 BOARDINGS\***

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

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



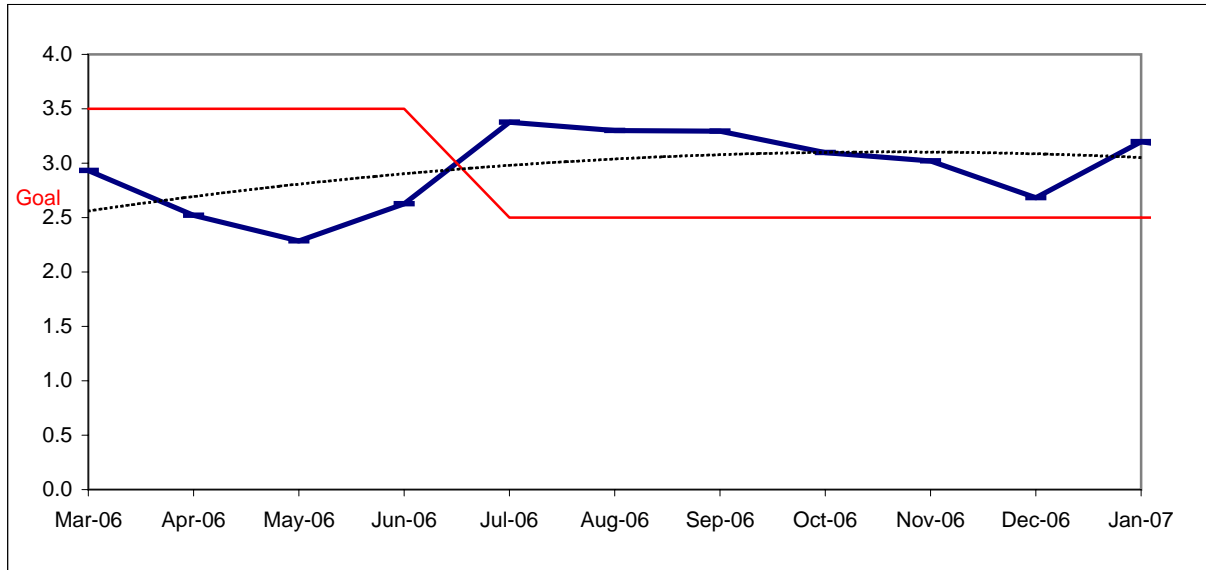
## CUSTOMER SATISFACTION

### COMPLAINTS PER 100,000 BOARDINGS

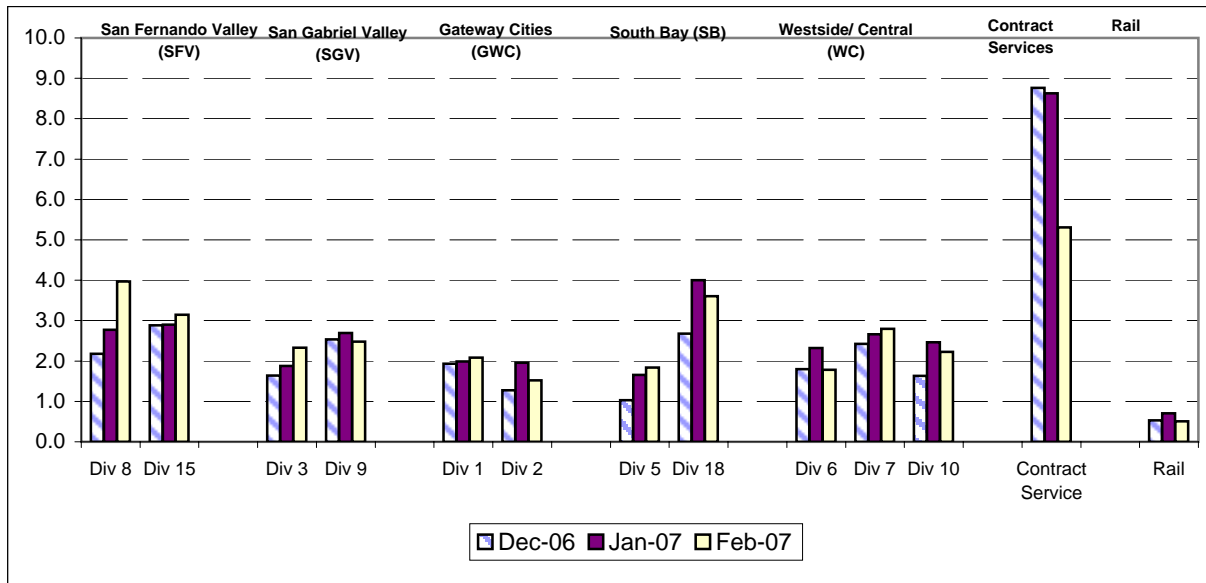
**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

#### Systemwide Trend



#### Bus Operating Divisions - by Sectors' Divisions December 2006 - February 2007



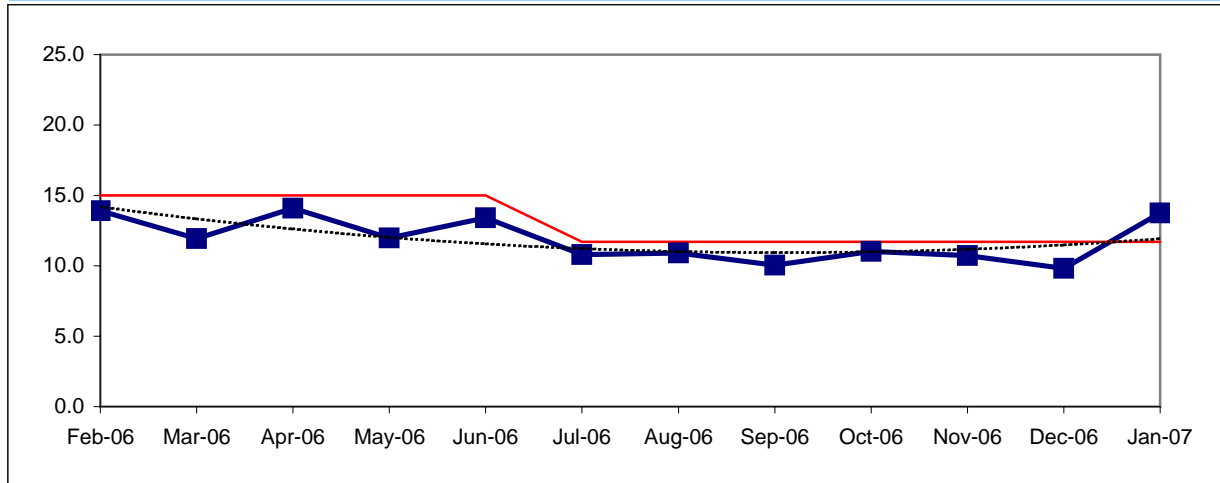
## WORKERS COMPENSATION CLAIMS

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

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

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

#### Metro Operations Trend



One month lag from current month

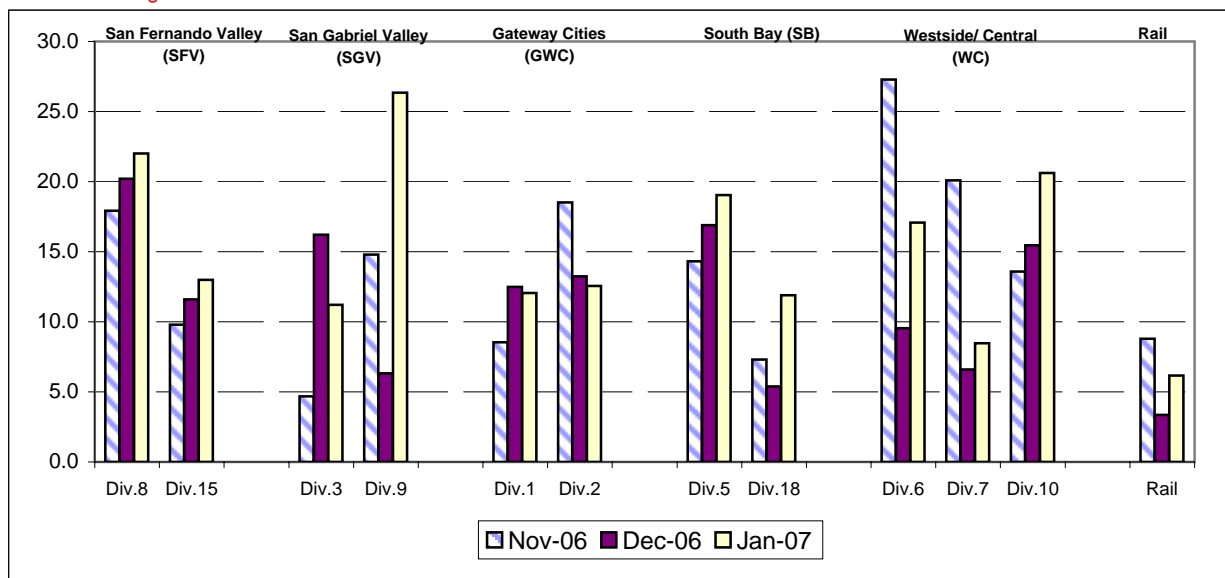
### NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

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

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

#### Bus & Rail - by Bus Sectors' Divisions and Rail November 2006 - January 2007

One month lag from current month





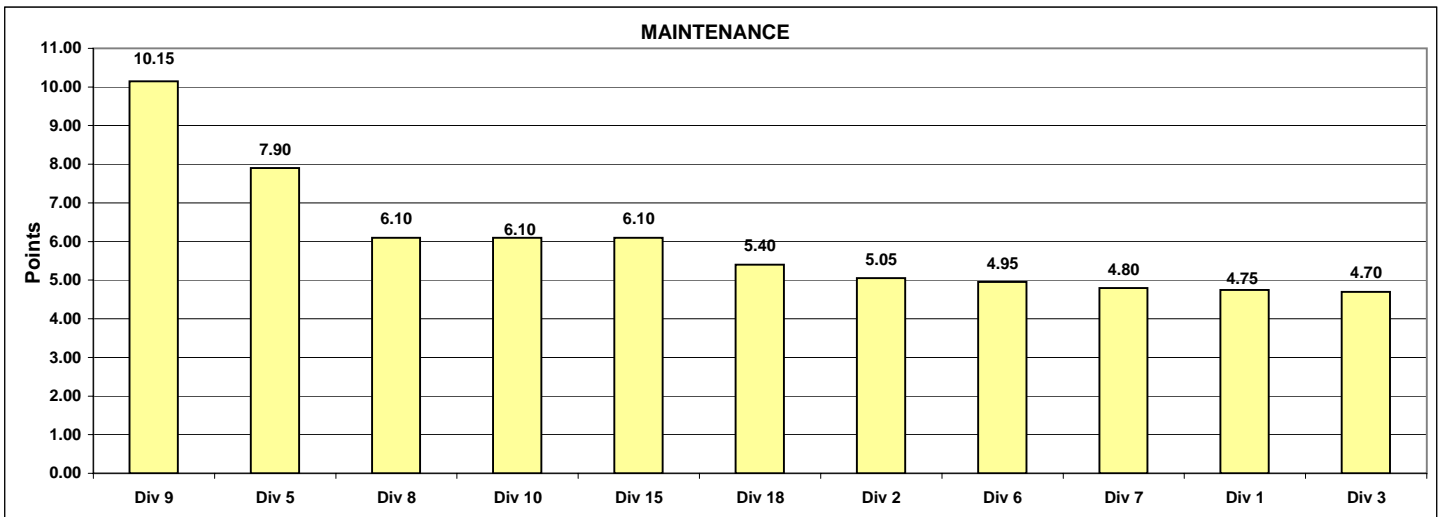
**"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM**

**Monthly Calculations - February 2007  
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	<b>64%</b>	828.4	1098.8	1247.1	1288.4	1155.0	1158.0	1644.2	2262.0	1246.1	1243.6	1161.3
Points		1	2	8	9	3	4	10	11	7	6	5
Attendance	<b>20%</b>	0.97496	0.97356	0.96032	0.98752	0.96225	0.97025	0.95662	0.97777	0.97890	0.97739	0.96718
Points		7	6	2	11	3	5	1	9	10	8	4
New WC Claims /200,000												
Exp Hrs*	<b>36%</b>	0.0000	0.0000	27.1992	19.0038	0.0000	9.3580	19.7738	0.0000	25.5131	15.4342	7.3845
Points		9.5	9.5	1	4	9.5	6	3	9.5	2	5	7
*One month lag												
<b>Totals</b>		<b>4.75</b>	<b>5.05</b>	<b>4.70</b>	<b>7.90</b>	<b>4.95</b>	<b>4.80</b>	<b>6.10</b>	<b>10.15</b>	<b>6.10</b>	<b>6.10</b>	<b>5.40</b>
<b>FINAL RANKING Maintenance Division Ranking (Sorted)</b>												
<b>DIV.</b>		Div 9	Div 5	Div 8	Div 10	Div 15	Div 18	Div 2	Div 6	Div 7	Div 1	Div 3
<b>Score</b>		10.15	7.90	6.10	6.10	6.10	5.40	5.05	4.95	4.80	4.75	4.70
<b>Rank</b>		1st	2nd	3rd	3rd	3rd	6th	7th	8th	9th	10th	11th

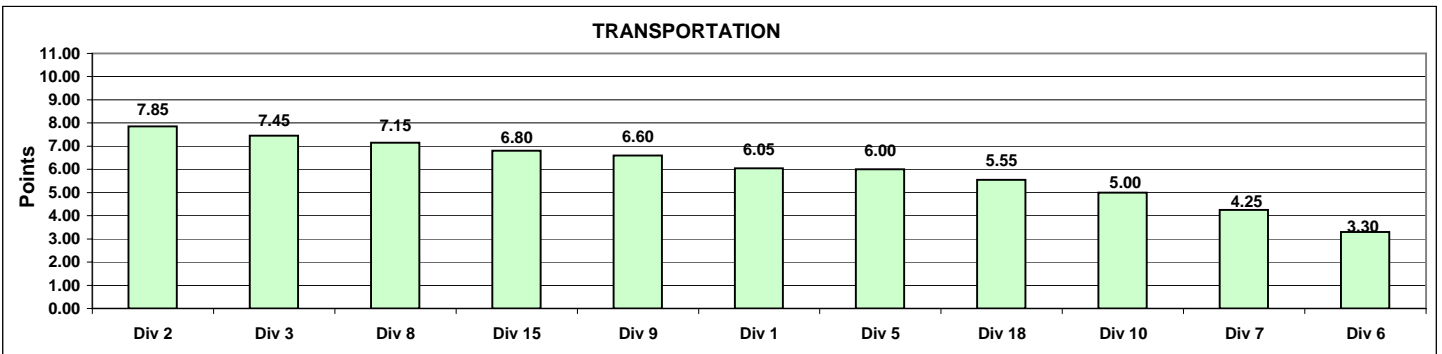


**Monthly Calculations - February 2007  
Metro Bus - Transportation**

**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%	0.6680	0.6767	0.6516	0.6418	0.5397	0.5816	0.6795	0.6524	0.5872	0.6389	0.6069
Points		9	10	7	6	1	2	11	8	3	5	4
Miles Between Total Road Calls	10%	828.3779	1098.7701	1247.0515	1288.3823	1155.0418	1158.0122	1644.1546	2261.9575	1246.1058	1243.6139	1161.3077
Points		1	2	8	9	3	4	10	11	7	6	5
Accident Rate	25%	4.4900	3.6129	4.1734	4.3292	5.6772	6.0989	2.1631	2.9100	3.7247	3.0699	3.6664
Points		3	8	5	4	2	1	11	10	6	9	7
Complaints/100K Boardings	15%	2.0809	1.5217	2.3271	1.8401	1.7861	2.7935	3.9734	2.4767	2.2296	3.1450	3.6073
Points		8	11	6	9	10	4	1	5	7	3	2
New WC Claims /200,000 Exp Hrs*	25%	15.5076	16.4954	5.9565	19.0469	22.5940	8.2202	22.7512	33.7309	19.2281	12.2165	13.2558
Points		7	6	11	5	3	10	2	1	4	9	8
*One month lag												
<b>Totals</b>		<b>6.05</b>	<b>7.85</b>	<b>7.45</b>	<b>6.00</b>	<b>3.30</b>	<b>4.25</b>	<b>7.15</b>	<b>6.60</b>	<b>5.00</b>	<b>6.80</b>	<b>5.55</b>
FINAL RANKING												
Transportation Division Ranking (Sorted)												
DIV.		Div 2	Div 3	Div 8	Div 15	Div 9	Div 1	Div 5	Div 18	Div 10	Div 7	Div 6
Score		7.85	7.45	7.15	6.80	6.60	6.05	6.00	5.55	5.00	4.25	3.30
Rank		1st	2nd	3rd	4th	5th	6th	7th	8th	8th	10th	11th



**Monthly Calculations  
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		
	Feb-06	Feb-07	Yearly Improvement	Feb-06	Feb-07	Yearly Improvement	Feb-06	Feb-07	Yearly Improvement	Feb-06	Feb-07	Yearly Improvement
<b>Wayside Availability</b>												
Track	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Signals	100.00%	100.00%	0.00%	100.00%	99.87%	-0.13%	99.62%	99.66%	0.04%	99.92%	99.82%	-0.10%
Power	100.00%	100.00%	0.00%	100.00%	99.94%	-0.06%	99.82%	100.00%	0.18%	99.98%	100.00%	0.02%
<b>Wayside Performance</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0.00%</b>	<b>100.00%</b>	<b>99.94%</b>	<b>-0.06%</b>	<b>99.81%</b>	<b>99.89%</b>	<b>0.07%</b>	<b>99.97%</b>	<b>99.94%</b>	<b>-0.03%</b>
<b>Vehicle Availability</b>												
Vehicle Performance	99.45%	99.54%	0.09%	99.49%	99.55%	0.06%	99.48%	99.42%	-0.06%	99.53%	99.63%	0.10%
<b>Operator Availability</b>												
Operators	98.65%	99.99%	1.33%	100.00%	99.93%	-0.07%	99.58%	99.98%	0.41%	99.98%	99.94%	-0.03%
<b>In-Service Performance</b>												
Rev. Hr. Delivered - Rail	98.11%	99.53%	1.42%	99.49%	99.21%	-0.28%	98.50%	99.07%	0.57%	99.40%	99.39%	-0.02%
<b>total Rail Line Performance</b>	<b>99.05%</b>	<b>99.76%</b>	<b>0.71%</b>	<b>99.74%</b>	<b>99.66%</b>	<b>-0.09%</b>	<b>99.34%</b>	<b>99.59%</b>	<b>0.25%</b>	<b>99.72%</b>	<b>99.72%</b>	<b>0.01%</b>

Metro Rail Final Ranking (Sorted)				
Rail Line	BLUE	GREEN	GOLD	RED
Score	0.710%	0.248%	0.006%	-0.087%
Rank	1st	2nd	3rd	4th

