Los Angeles County
Metropolitan Transportation Authority

METRO OPERATIONS MONTHLY PERFORMANCE REPORT

FEB 2008

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 490 Metro buses and 24 Metro Bus lines carrying nearly 64.9 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	FY08 Target	FY08 YTD	Feb. Month	Status
Bus Systemwide									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls				3,274	3,532 1,116*	3,500	3,160 694	3,093 125	◆
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	63.77%	65.30%	63.75%	62.89%	◆
Bus Traffic Accidents Per 100,000 Miles						3.50	3.45	3.56	●
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.46	2.75	2.70	2.74	●
New Workers' Compensation IndemnityClaims per 200,000 Exposure Hours (*1 month lag*)	17.80	17.64	13.61	12.27	11.11	12.13	*Jan YTD 11.33*	*Jan. 12.26*	●
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up									
SFV Sector									
MMBMF No. of unaddressed road calls				3,319	3,619 432*	3,500	2,971 144	2,747 2	◆
In-Service On-time Performance	67.30%	67.47%	68.54%	65.19%**	65.60%	67.50%	67.05%	68.19%	◆
Bus Traffic Accidents Per 100,000 Miles						2.90	2.64	3.17	●
Complaints per 100,000 Boardings	6.32	5.45	4.39	3.24	3.00	3.00	3.15	3.12	◆
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	16.72	15.15	13.71	11.75	13.74	12.00	*Jan YTD 13.03*	*Jan. 10.23*	◆
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up									
Division 8									
MMBCMF No. of unaddressed road calls				3,836	3,912 258*	3,500	2,980 100	2,686 0	◆
In-Service On-time Performance	70.09%	69.12%	69.78%	68.23%	67.48%	68.00%	67.81%	69.00%	◆
Bus Traffic Accidents Per 100,000 Miles						2.80	2.03	2.46	●
Complaints per 100,000 Boardings	6.87	5.09	4.17	3.37	2.75	2.80	2.74	2.58	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	20.92	19.15	16.77	13.81	16.14	13.00	*Jan YTD 14.90*	*Jan. 10.16*	◆
Division 15									
MMBCMF No. of unaddressed road calls				2,996	3,420 174*	3,500	2,965 44	2,795 2	◆
In-Service On-time Performance	66.13%	66.62%	67.84%	63.84%**	64.41%	67.00%	66.59%	67.68%	◆
Bus Traffic Accidents Per 100,000 Miles						3.00	3.10	3.70	◆
Complaints per 100,000 Boardings	6.01	5.70	4.55	3.14	3.16	3.20	3.45	3.50	◆
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	16.23	13.14	12.46	10.41	12.44	11.00	*Jan YTD 11.91*	*Jan. 11.06*	◆

*Jan-June '07 ** Div 15 excluded (Nov. '05 data excluded --No schedules loaded for Orange Line Oct.31 shake-up & Dec. Data after shake-up used.)

NOTE: As of Aug. '07, Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

● 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.

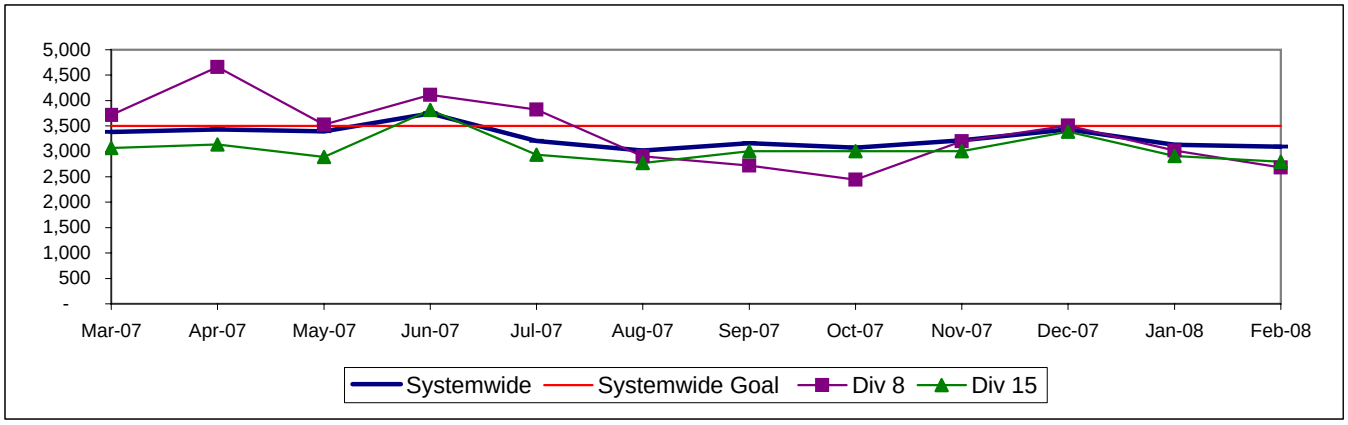
▬ Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

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



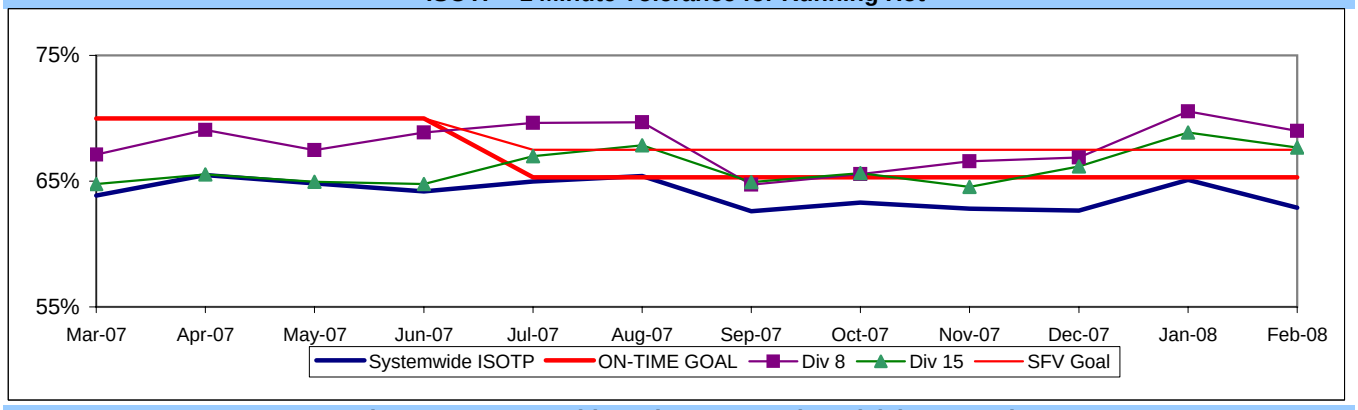
IN-SERVICE ON-TIME PERFORMANCE*

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. (Excludes Rapid buses.)

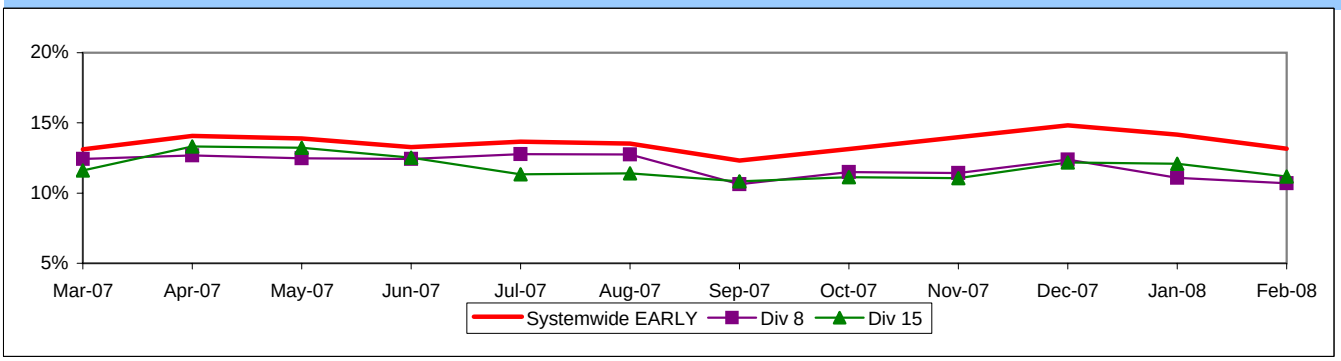
Calculation: ISOTP% =1-((Number of buses departing early + Number of buses departing more than five minutes late)/(Total buses sampled))

* Division 15 November data not available.

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



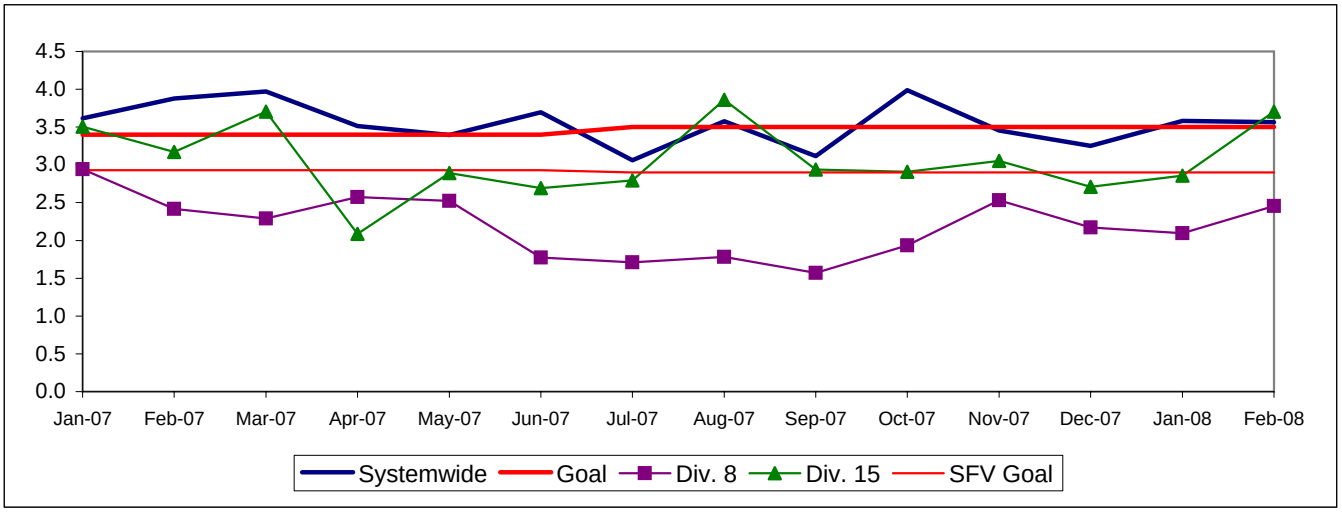
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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

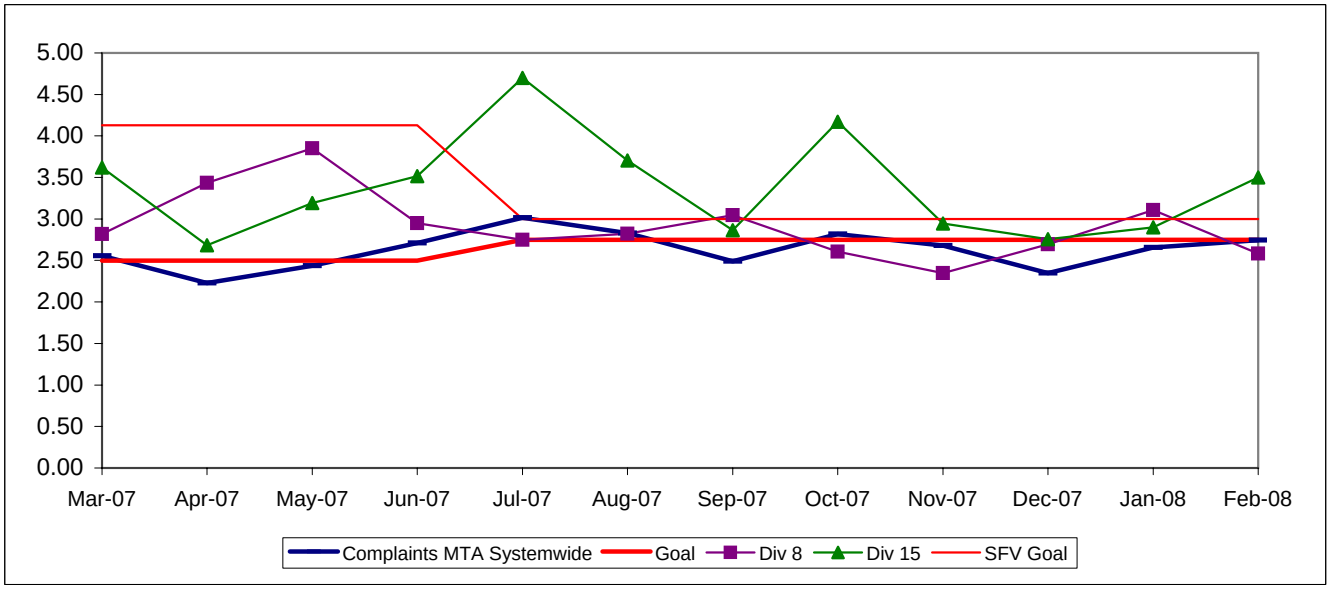


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

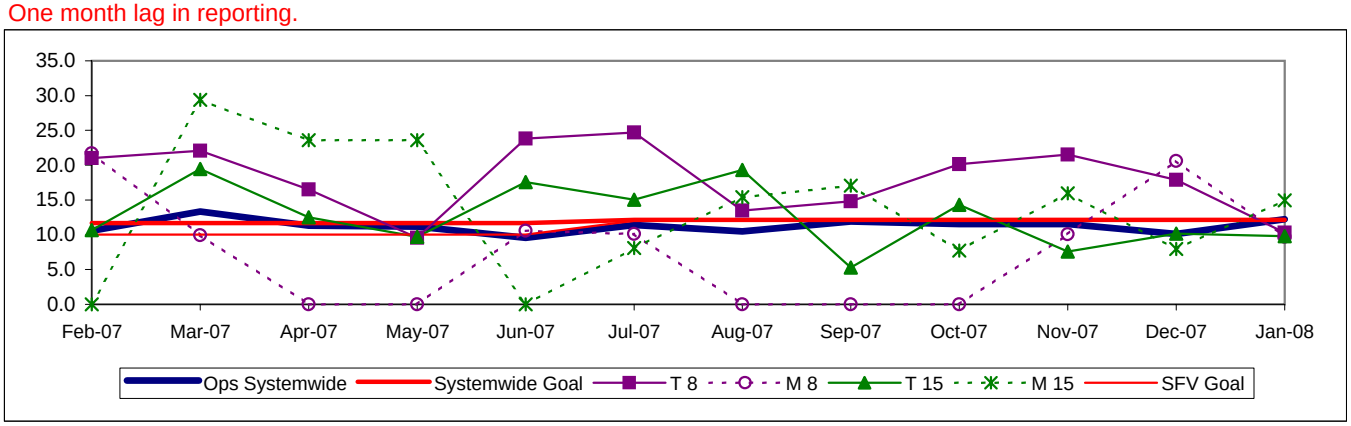


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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.

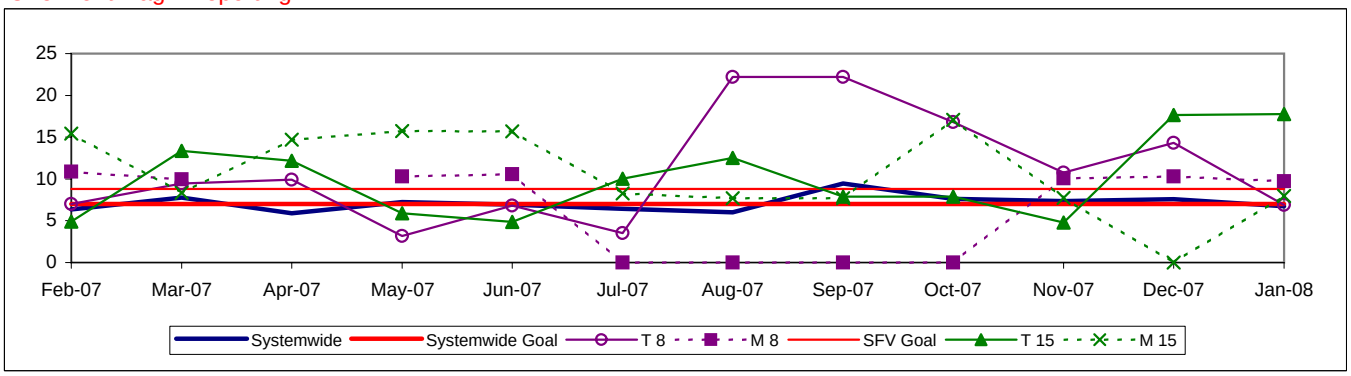


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

Definition: Work-related injuries and illnesses that result in: death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid which are filed per 200,000 exposure hours.

Calculation: New OSHA Injuries filed per 200,000 Exposure Hours = New Injuries /(Exposure Hours/200,000)

One month lag in reporting.

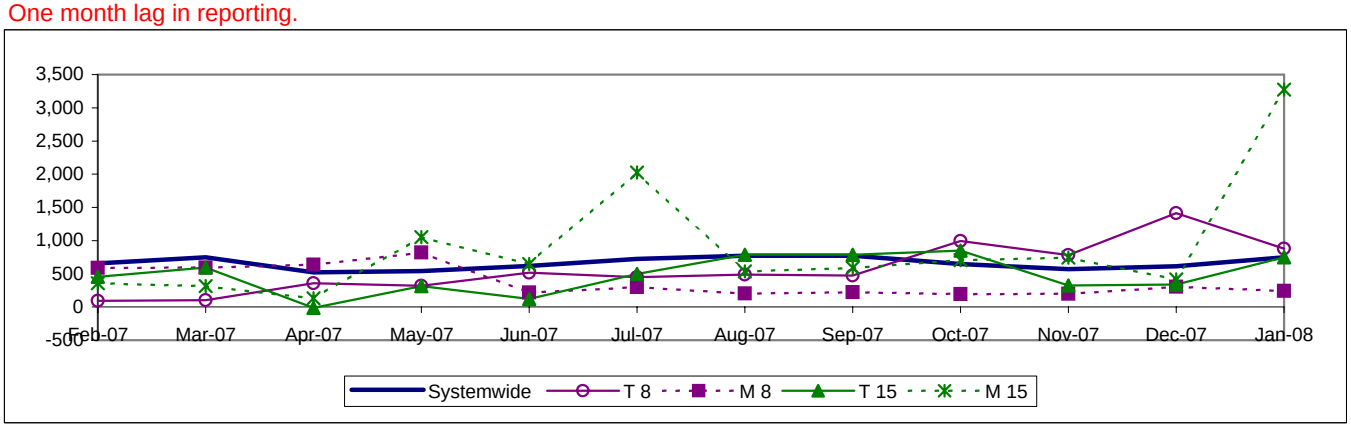


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

Definition: Number of paid working days lost due to employees workers' compensation injuries each month per 200,000 exposure hours. This indicator measures use of Transitional Duty Program.

Calculation: : (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number of 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 485 Metro buses and 28 Metro Bus lines carrying over 71.6 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	FY08 Target	FY08 YTD	Feb. Month	Status
Bus Systemwide									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls				3,274	3,532 1,116*	3,500	3,160 694	3,093 125	
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	63.77%	65.30%	63.75%	62.89%	
Bus Traffic Accidents Per 100,000 Miles						3.50	3.45	3.56	
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.46	2.75	2.70	2.74	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	17.80	17.64	13.61	12.27	11.11	12.13	*Jan YTD 11.33*	*Jan. 12.26*	
SGV Sector									
MMBMF No. of unaddressed road calls				3,467	3,376 88*	3,500	3,197 89	3,432 13	
In-Service On-time Performance	70.02%	69.98%	70.10%	68.59%	65.85%	68%	66.37%	65.03%	
Bus Traffic Accidents Per 100,000 Miles						2.90	3.16	3.57	
Complaints per 100,000 Boardings	3.57	3.80	2.95	2.18	2.49	2.50	2.65	3.15	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.15	16.12	10.14	12.57	13.35	11.56	*Jan YTD 8.80*	*Jan. 7.17*	
Division 3									
MMBMF No. of unaddressed road calls				2,690	2,838 58*	3,500	2,571 37	2,377 9	
In-Service On-time Performance	71.08%	70.80%	71.06%	70.05%	16.54%	68%	66.37%	65.97%	
Bus Traffic Accidents Per 100,000 Miles						2.90	4.20	4.85	
Complaints per 100,000 Boardings	3.09	3.02	2.60	1.83	2.12	2.50	2.24	2.94	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.54	12.36	6.68	11.36	10.06	11.56	*Jan YTD 10.76*	*Jan. 7.15*	
Division 9									
MMBMF No. of unaddressed road calls				4,585	4,087 30*	3,500	3,883 52	4,824 4	
In-Service On-time Performance	67.47%	68.16%	68.16%	67.01%	12.52%	68%	66.37%	64.39%	
Bus Traffic Accidents Per 100,000 Miles						2.90	2.41	2.74	
Complaints per 100,000 Boardings	4.31	5.09	5.09	2.61	2.24	2.50	3.02	3.33	
New Workers' Compensation IndemnityClaims per 200,000 Exposure Hours (1 month lag)	28.54	20.75	14.66	14.34	17.30	11.56	*Jan YTD 7.11*	*Jan. 7.78*	

*Jan - June '07 **Div 15 Nov. '05 data excluded & Dec. Data after shake-up used.

NOTE: As of Aug. '07, Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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.

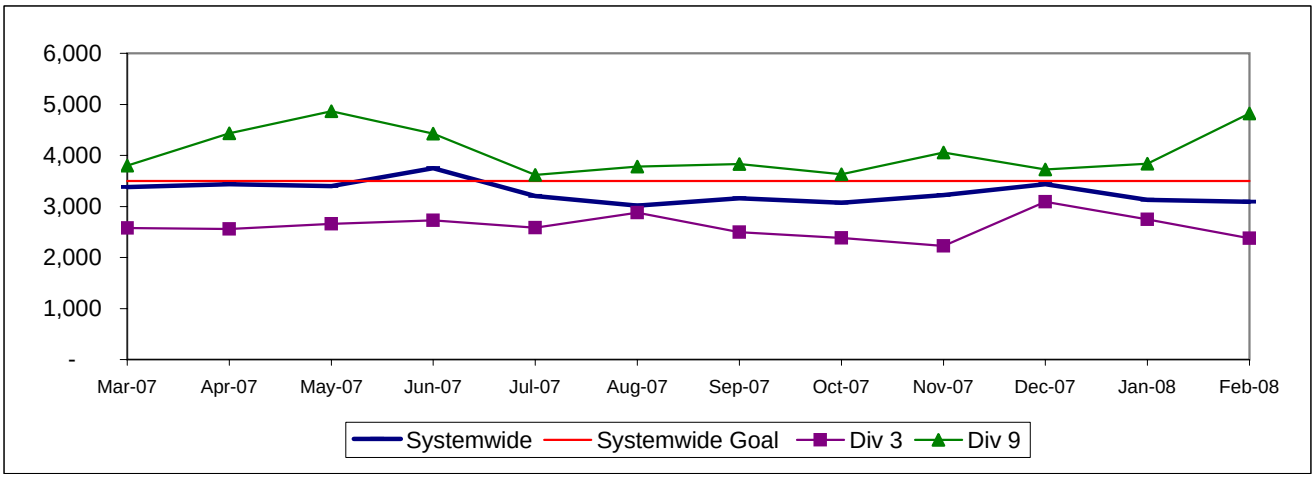
Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

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

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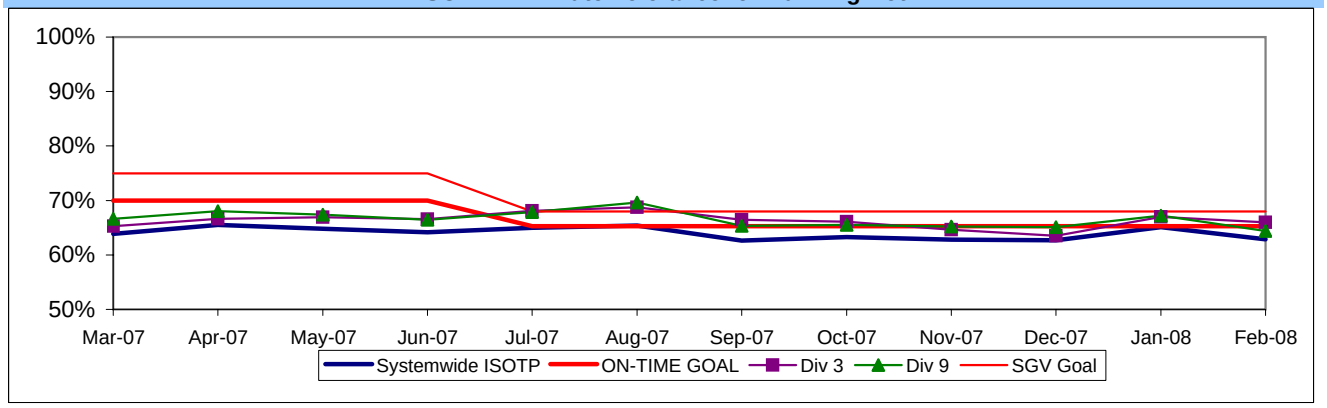
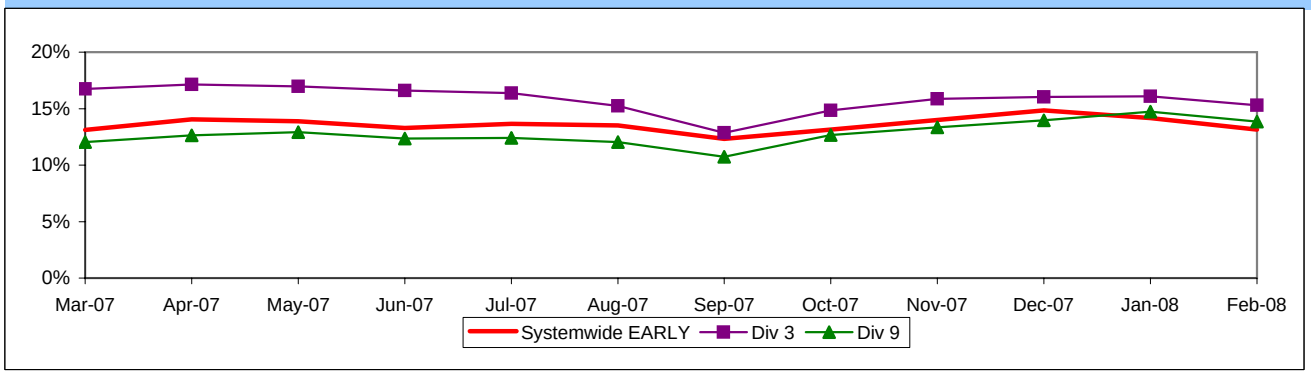
Calculation: ISOTP% =1-((Number of buses departing early + Number of buses departing more than five minutes late)/(Total buses sampled))

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



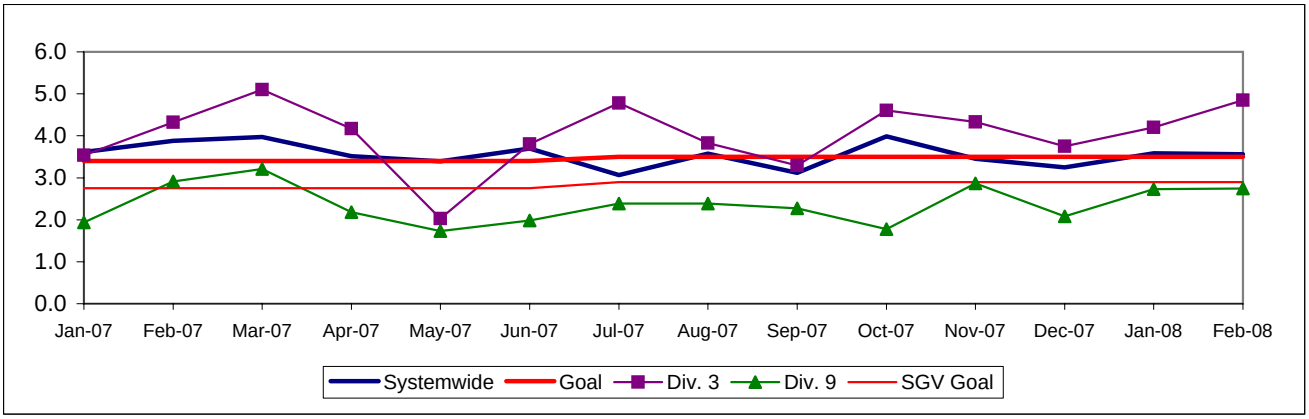
Running Hot - Systemwide and Bus Operating Divisions 3 and 9



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))



NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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

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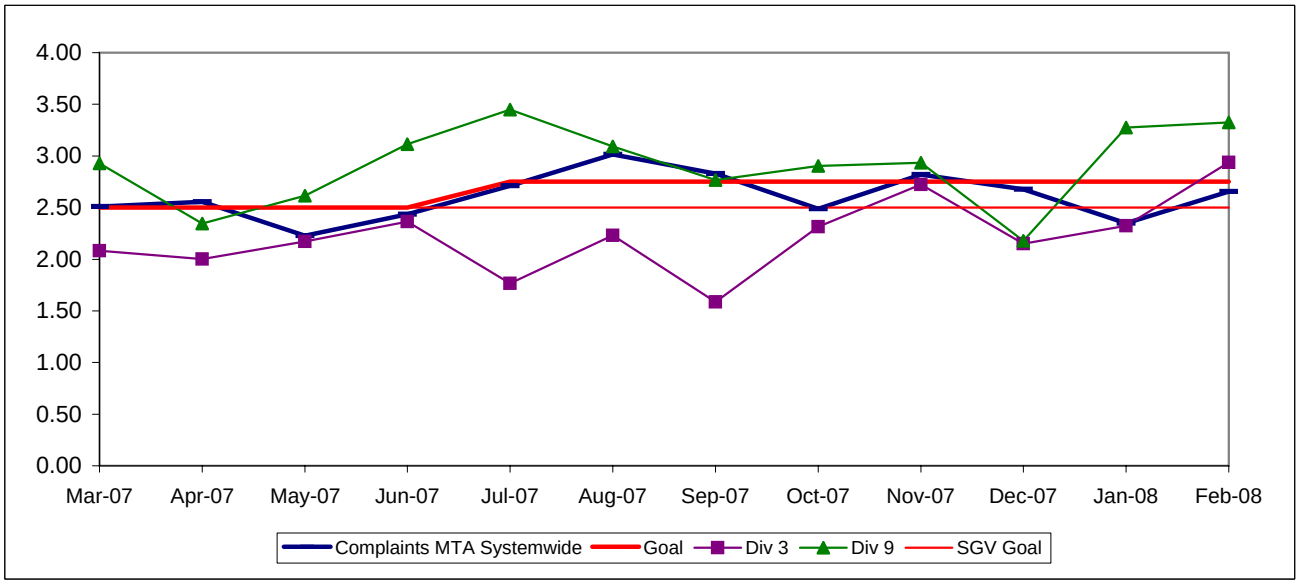
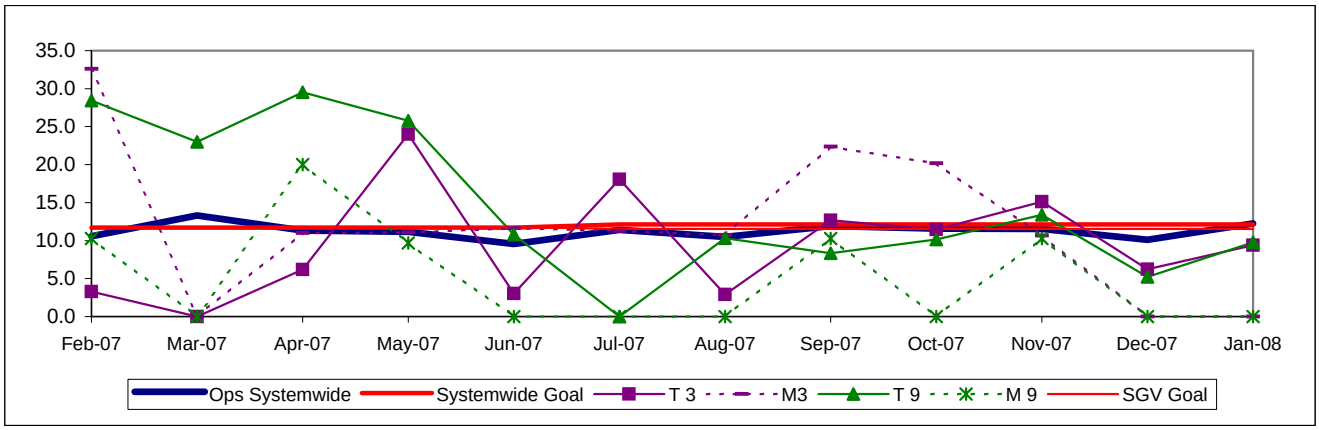


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 3 and 9

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.

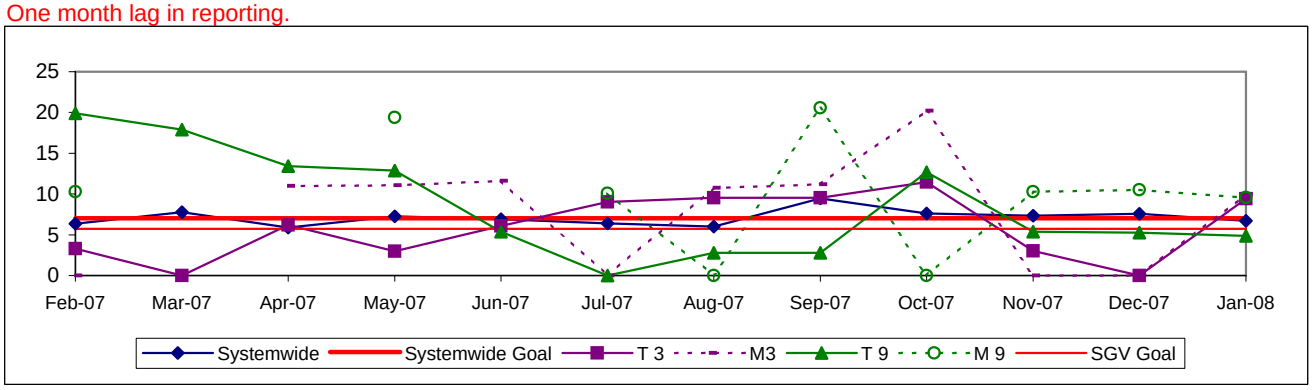


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 3 and 9

Definition: Work-related injuries and illnesses that result in: death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid which are filed per 200,000 exposure hours.

Calculation: New OSHA Injuries filed per 200,000 Exposure Hours = New Injuries /(Exposure Hours/200,000)

One month lag in reporting.

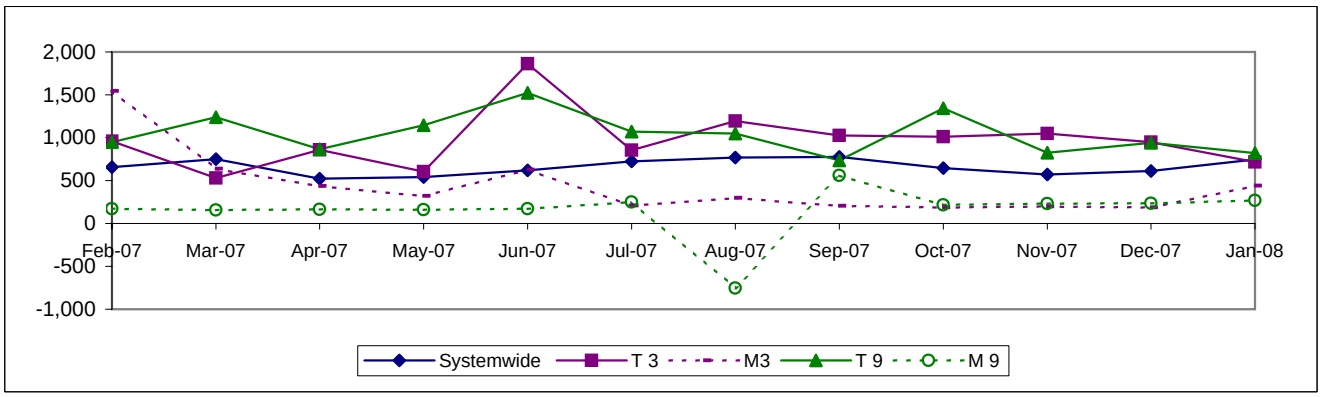


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 3 and 9

Definition: Number of paid working days lost due to employees workers' compensation injuries each month per 200,000 exposure hours. This indicator measures use of Transitional Duty Program.

Calculation: : (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number of 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 465 Metro buses and 22 Metro Bus lines carrying nearly 81.2 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	FY08 Target	FY08 YTD	Feb. Month	Status
Bus Systemwide									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls				3,274	3,532 1,116*	3,500	3,160 694	3,093 125	◇
In-Service On-time Performance	69.23%	65.43%	66.50%	64.35%**	63.77%	65.30%	63.75%	62.89%	◇
Bus Traffic Accidents Per 100,000 Miles						3.50	3.45	3.56	●
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.46	2.75	2.70	2.74	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	17.80	17.64	13.61	12.27	11.11	12.13	*Jan YTD 11.33*	*Jan. 12.26*	●
GC Sector									
MMBMF No. of unaddressed road calls				2,506	3,163 170*	3,500	3,047 309	2,862 87	◇
In-Service On-time Performance	74.53%	69.34%	71.20%	71.73%	68.01%	71.00%	67.41%	68.41%	◇
Bus Traffic Accidents Per 100,000 Miles						3.65	3.37	3.37	●
Complaints per 100,000 Boardings	2.63	3.08	2.58	1.69	1.78	2.00	1.97	2.01	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	25.30	20.19	14.11	11.45	10.27	10.80	*Jan YTD 10.05*	*Jan. 10.02*	●
Division 1									
MMBMF No. of unaddressed road calls				2,409	3,757 138*	3,500	3,366 304	2,557 87	◇
In-Service On-time Performance	78.22%	70.57%	71.62%	71.06%	68.02%	71.00%	66.71%	67.61%	◇
Bus Traffic Accidents Per 100,000 Miles						3.65	3.22	3.40	●
Complaints per 100,000 Boardings	2.26	3.32	2.92	1.92	1.89	2.00	1.91	1.93	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.42	16.82	12.71	10.92	8.48	10.80	*Jan YTD 8.41*	*Jan. 12.56*	●
Division 2									
MMBMF No. of unaddressed road calls				2,660	2,598 32*	3,500	2,709 5	3,402 0	◇
In-Service On-time Performance	67.53%	67.62%	70.42%	72.71%	67.99%	71.00%	68.07%	69.18%	◇
Bus Traffic Accidents Per 100,000 Miles						3.65	3.56	3.34	●
Complaints per 100,000 Boardings	3.07	2.84	2.15	1.42	1.64	2.00	2.04	2.11	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	31.18	24.56	16.69	12.97	13.36	10.80	*Jan YTD 12.48*	*Jan. 7.54*	◇

*Jan - June '07 **Div 15 Nov. '05 data excluded & Dec. Data after shake-up used.

NOTE: As of Aug. '07, Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

● 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.

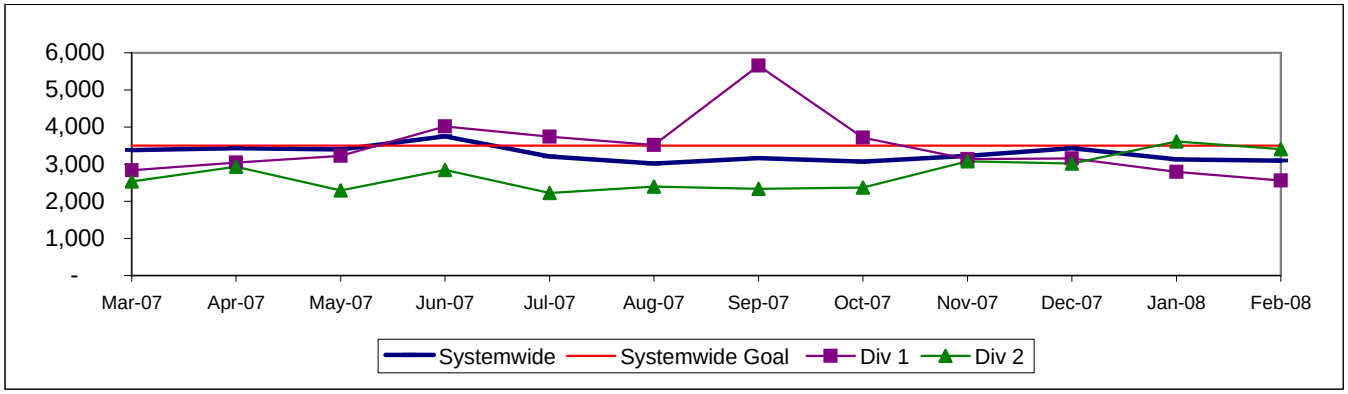
▬ Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

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)

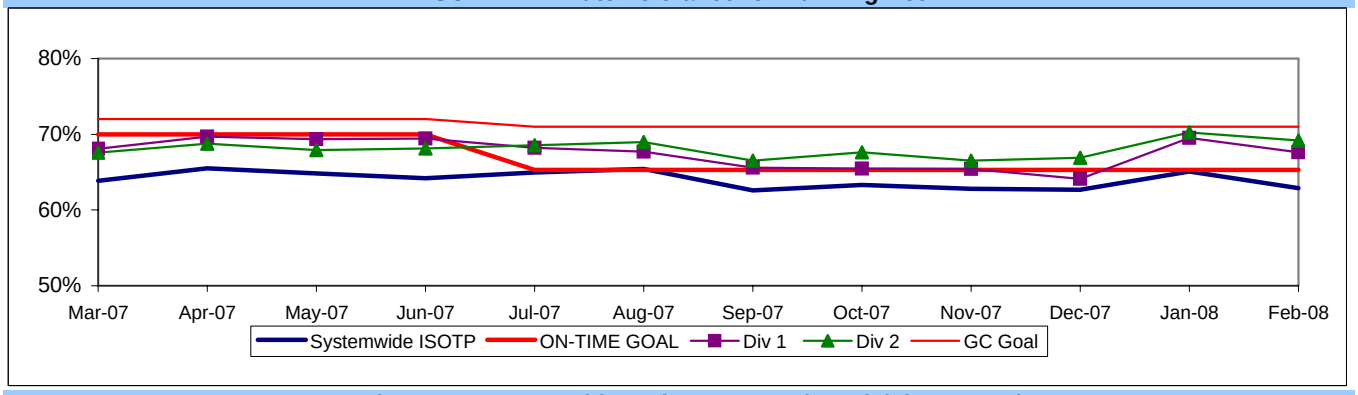


IN-SERVICE ON-TIME PERFORMANCE

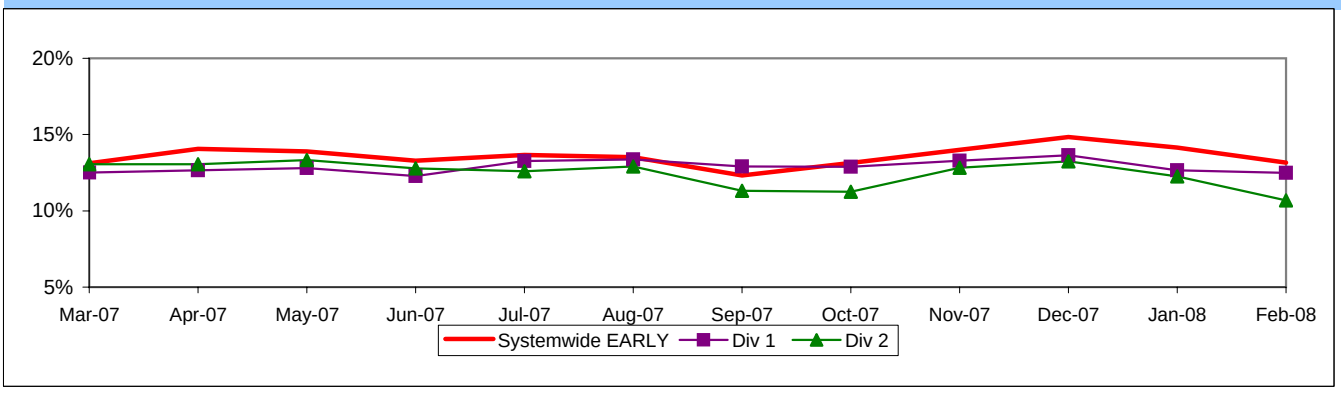
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

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

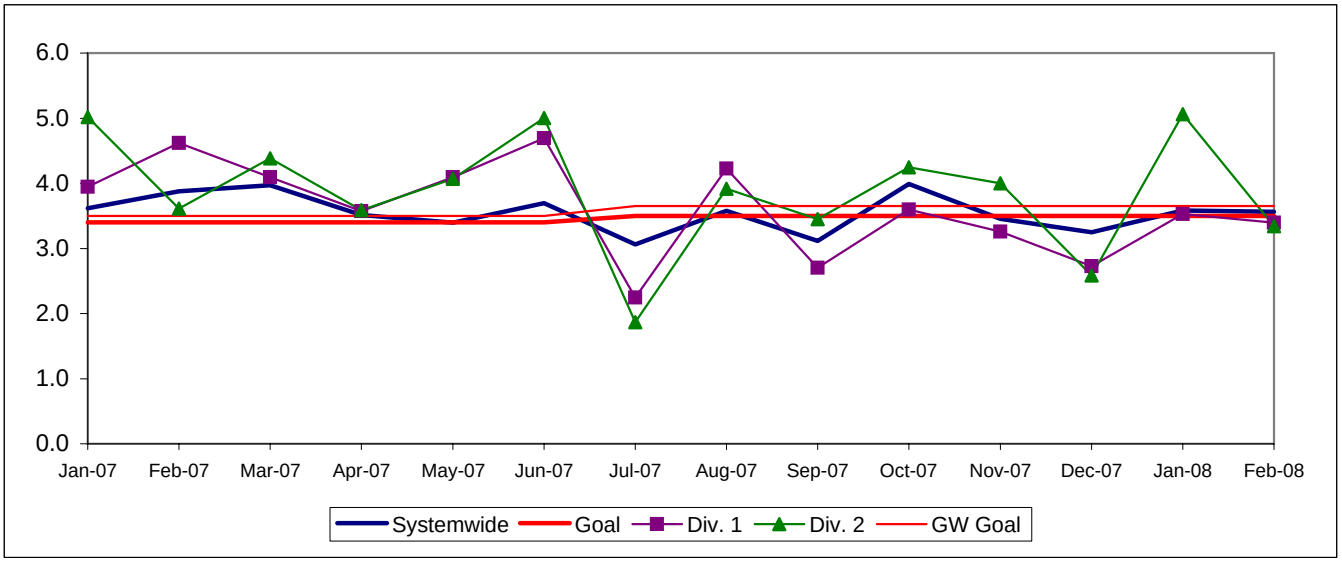


Running Hot - Systemwide and Bus Operating Divisions 1 and 2



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

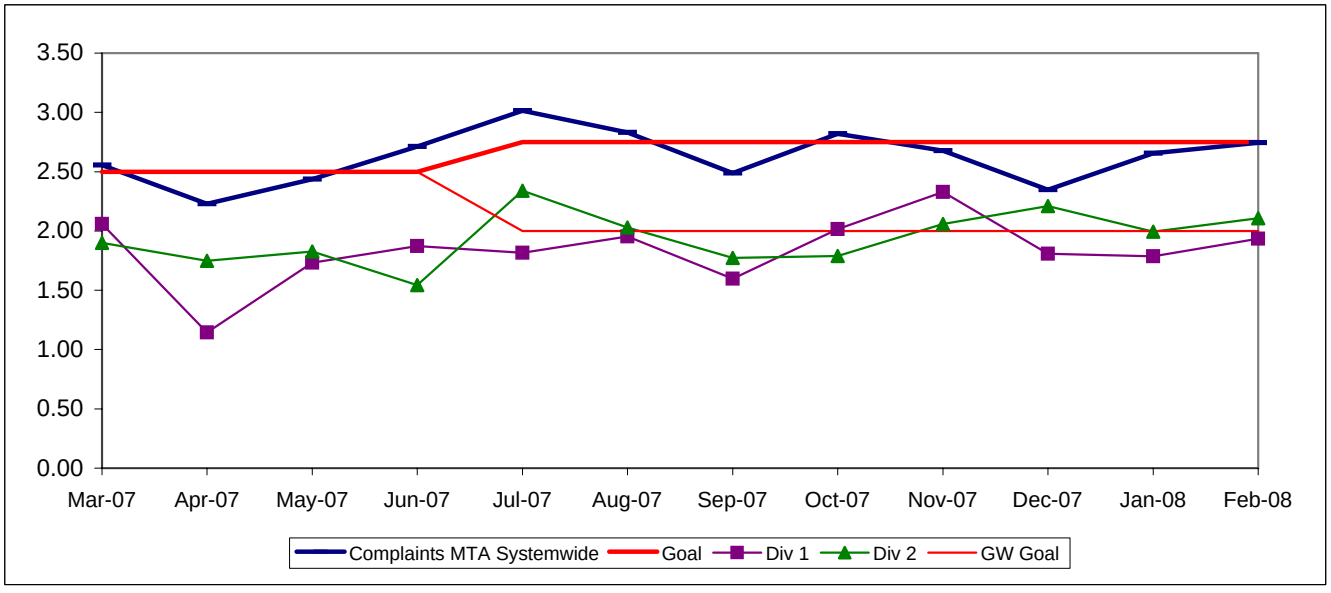
Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

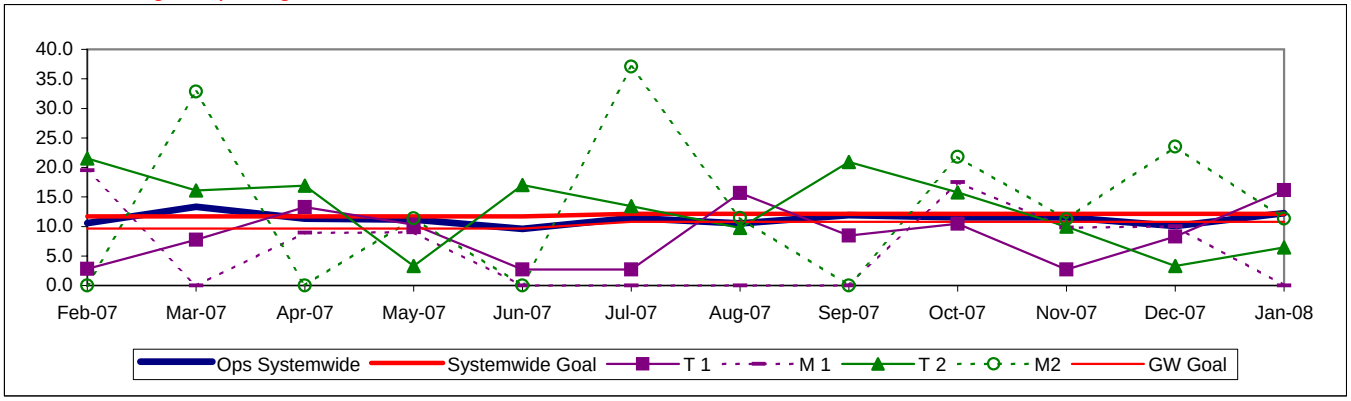


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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.

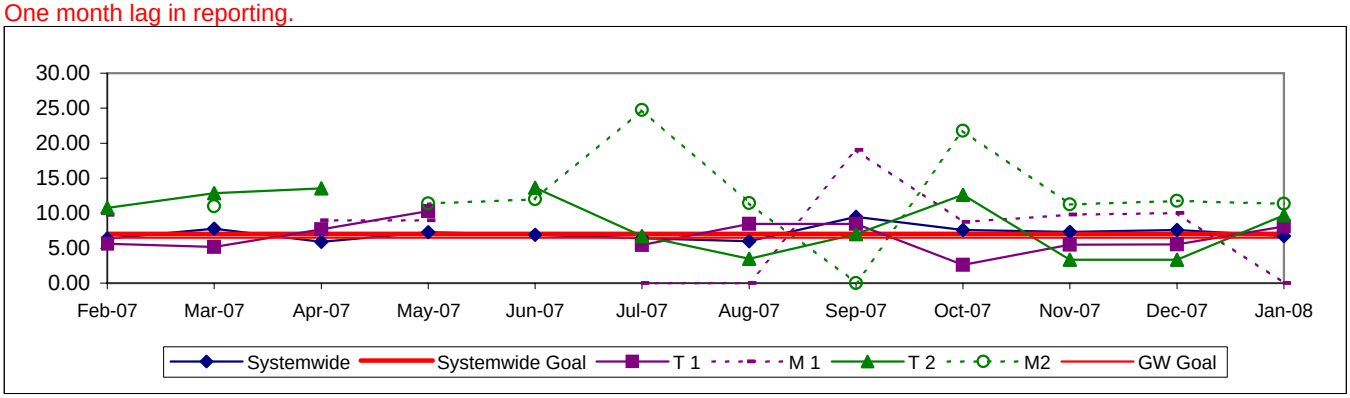


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

Definition: Work-related injuries and illnesses that result in: death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid which are filed per 200,000 exposure hours.

Calculation: New OSHA Injuries filed per 200,000 Exposure Hours = New Injuries /(Exposure Hours/200,000)

One month lag in reporting.

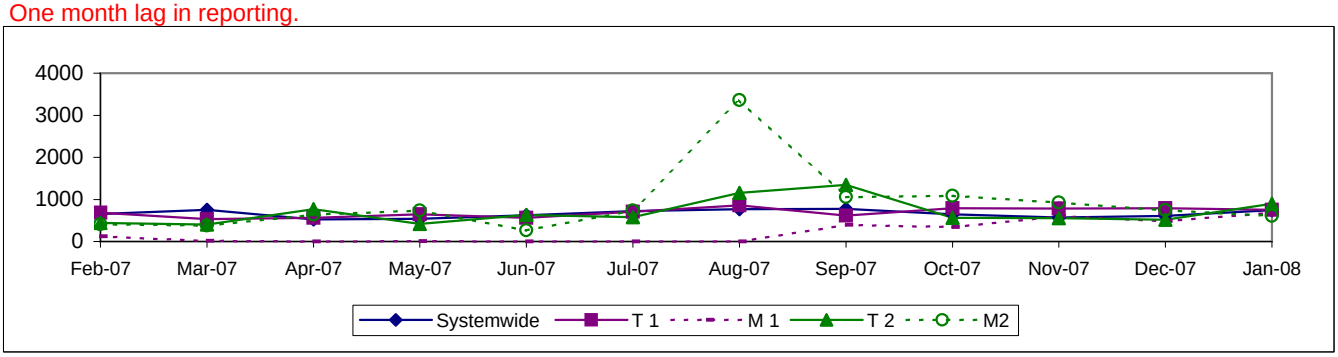


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

Definition: Number of paid working days lost due to employees workers' compensation injuries each month per 200,000 exposure hours. This indicator measures use of Transitional Duty Program.

Calculation: : (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number of 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 530 Metro buses and 32 Metro Bus lines carrying over 90.2 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	FY08 Target	FY08 YTD	Feb. Month	Status
Bus Systemwide									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls				3,274	3,532 1,116*	3,500	3,160 694	3,093 125	
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	63.77%	65.30%	63.75%	62.89%	
Bus Traffic Accidents Per 100,000 Miles						3.50	3.45	3.56	
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.46	2.75	2.70	2.74	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	17.80	17.64	13.61	12.27	11.11	12.13	*Jan YTD 11.33*	*Jan. 12.26*	
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up									
SB Sector									
MMBMF No. of unaddressed road calls				3,688	3,826 231*	3,500	3,338 56	3,256 7	
In-Service On-time Performance	63.67%	61.74%	64.13%	59.05%	62.39%	60.00%	62.03%	59.85%	
Bus Traffic Accidents Per 100,000 Miles						4.00	3.84	3.73	
Complaints per 100,000 Boardings	4.02	4.63	3.61	2.49	2.51	3.25	2.64	2.84	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	17.28	14.84	14.65	13.85	10.81	13.40	*Jan YTD 15.53*	*Jan. 25.33*	
Division 5									
MMBMF No. of unaddressed road calls				3,656	3,580 57*	3,500	3,150 12	3,333 5	
In-Service On-time Performance	66.30%	63.17%	65.58%	61.85%	63.83%	60.00%	63.25%	60.94%	
Bus Traffic Accidents Per 100,000 Miles						4.00	5.17	5.37	
Complaints per 100,000 Boardings	2.86	3.45	2.71	1.87	1.71	3.25	1.49	1.63	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	24.16	15.22	18.72	14.68	14.89	13.40	*Jan YTD 17.48*	*Jan. 31.28*	
Division 18									
MMBMF No. of unaddressed road calls				3,712	4,008 214*	3,500	3,464 73	3,210 3	
In-Service On-time Performance	61.23%	60.78%	63.42%	57.31%	61.19%	60.00%	60.99%	58.91%	
Bus Traffic Accidents Per 100,000 Miles						4.00	3.03	2.70	
Complaints per 100,000 Boardings	5.26	5.74	4.44	3.07	3.29	3.25	3.87	4.13	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	13.40	14.71	11.67	13.63	8.50	13.40	*Jan YTD 14.09*	*Jan. 22.67*	

*Jan - June '07 **Div 15 Nov. '05 data excluded & Dec. Data after shake-up used.

NOTE: As of Aug. '07, Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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.

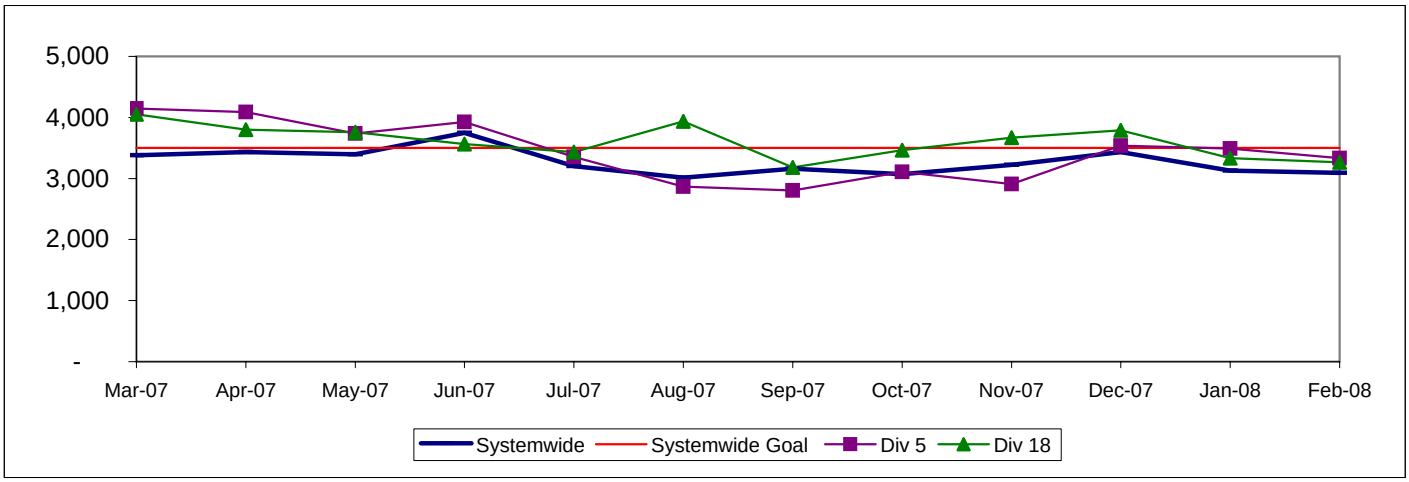
Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

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)

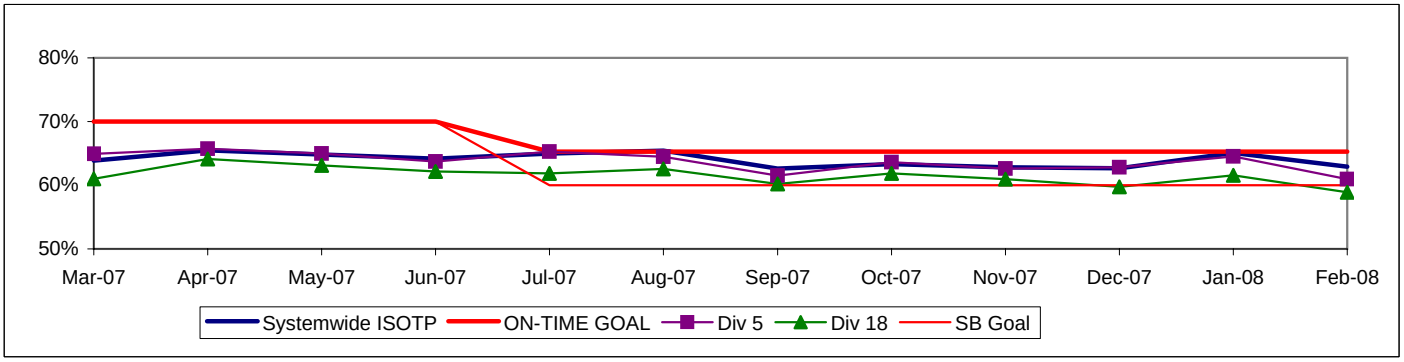


IN-SERVICE ON-TIME PERFORMANCE

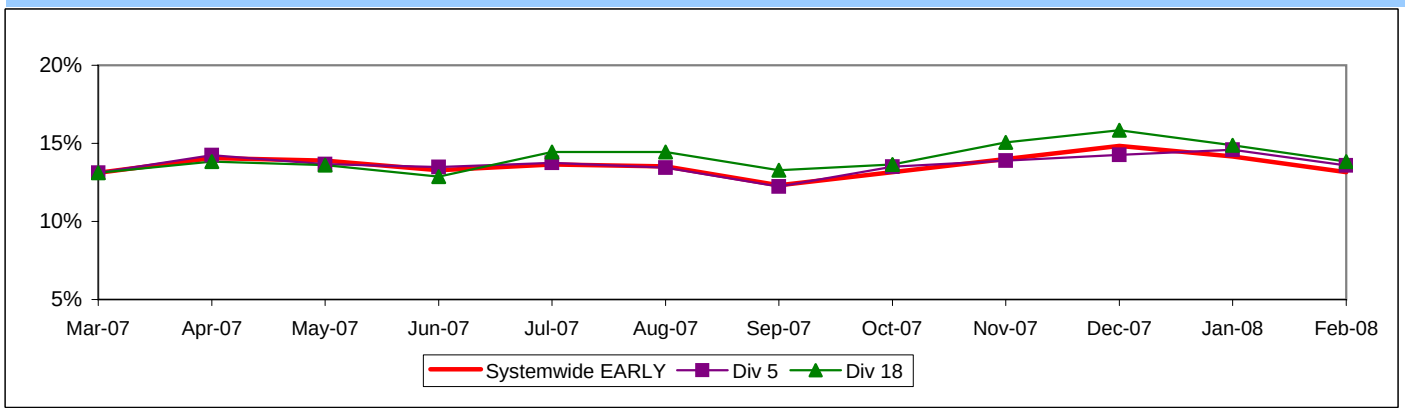
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

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

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



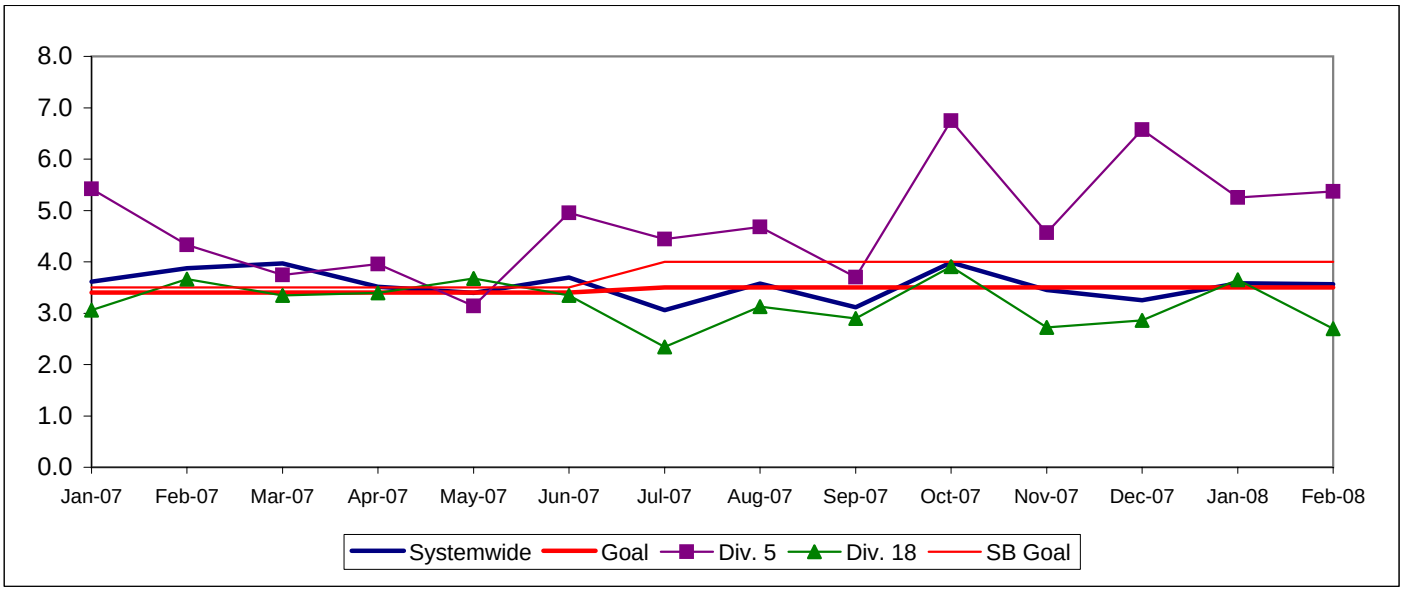
Running Hot - Systemwide and Bus Operating Divisions 5 and 18



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

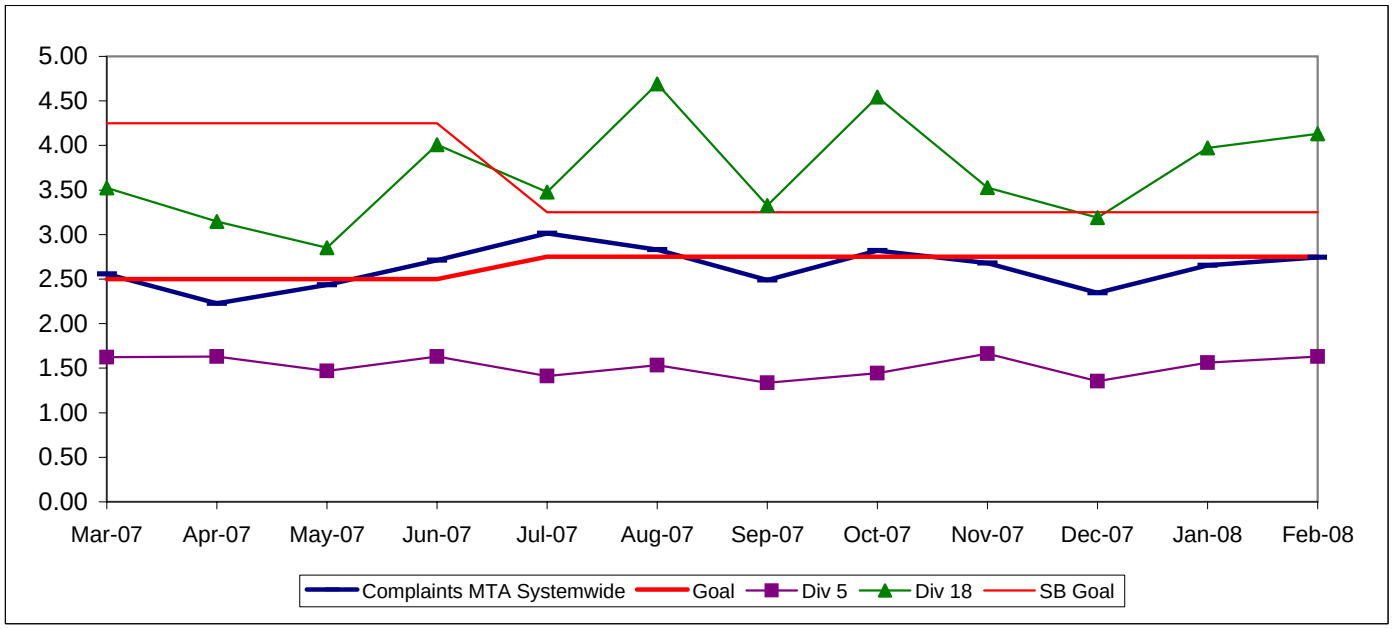


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

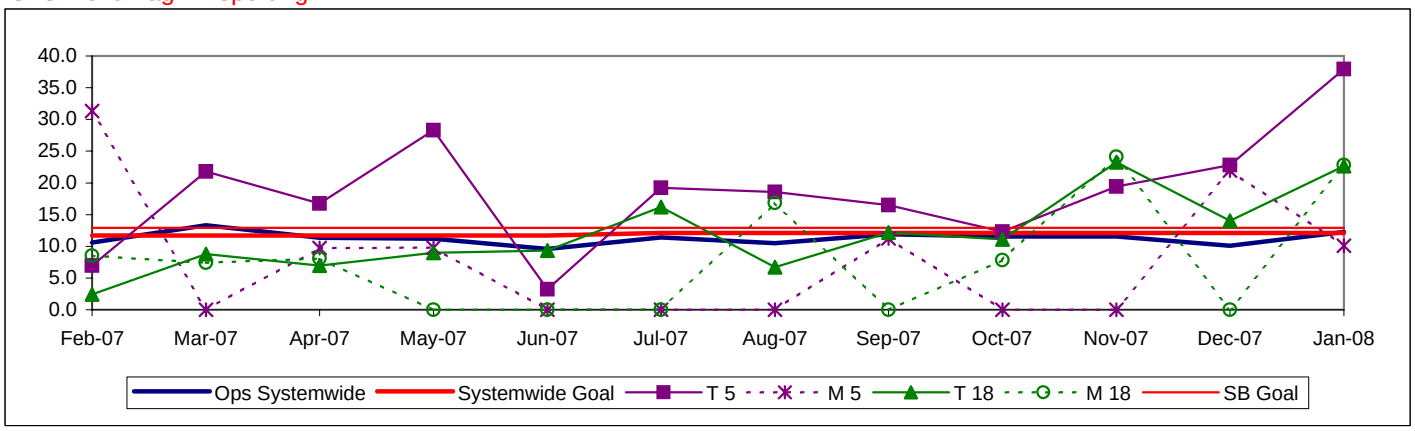


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

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.

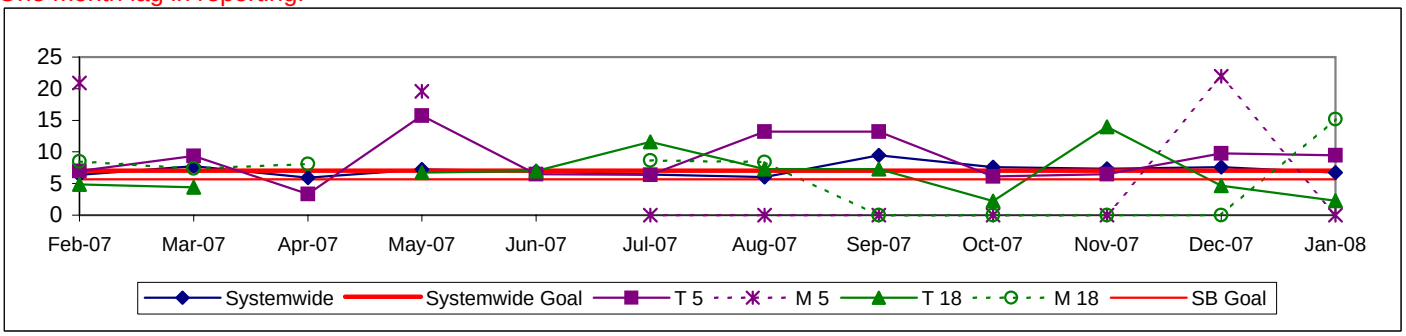


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

Definition: Work-related injuries and illnesses that result in: death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid which are filed per 200,000 exposure hours.

Calculation: New OSHA Injuries filed per 200,000 Exposure Hours = New Injuries /(Exposure Hours/200,000)

One month lag in reporting.

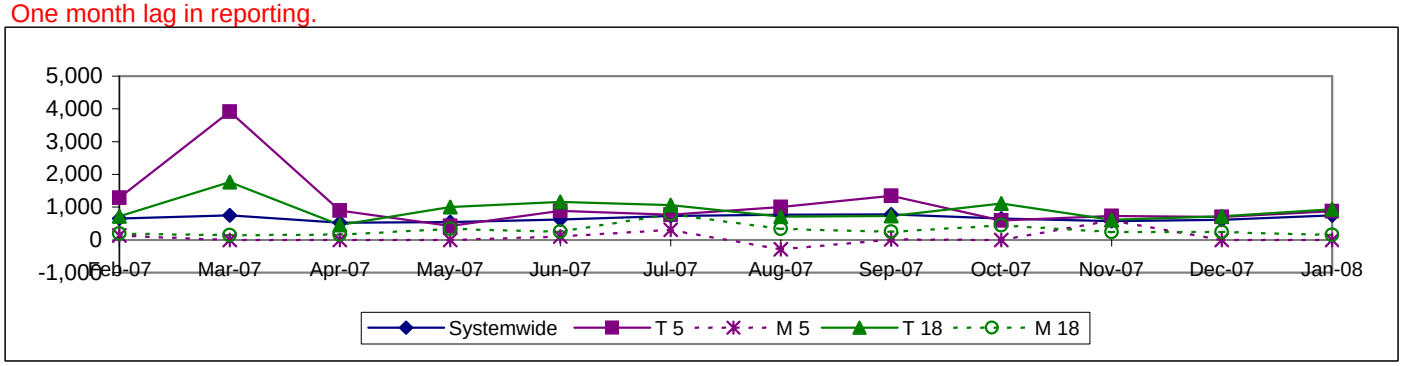


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

Definition: Number of paid working days lost due to employees workers' compensation injuries each month per 200,000 exposure hours. This indicator measures use of Transitional Duty Program.

Calculation: : (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number of 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 575 Metro buses and 21 Metro Bus lines carrying nearly 88.8 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	FY08 Target	FY08 YTD	Feb. Month	Status
Bus Systemwide									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls				3,274	3,532 1,116*	3,500	3,160 694	3,093 125	◇
In-Service On-time Performance	69.23%	65.43%	66.50%	64.35%**	63.77%	65.30%	63.75%	62.89%	◇
Bus Traffic Accidents Per 100,000 Miles						3.50	3.45	3.56	●
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.46	2.75	2.70	2.74	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*)	17.80	17.64	13.61	12.27	11.11	12.13	*Jan YTD 11.33*	*Jan. 12.26*	●
WC Sector									
MMBMF No. of unaddressed road calls				3,499	3,651 155*	3,500	3,264 67	3,272 15	◇
In-Service On-time Performance	67.88%	63.31%	63.39%	60.82%	57.59%	60.00%	56.57%	55.09%	◇
Bus Traffic Accidents Per 100,000 Miles						4.00	4.23	3.95	◇
Complaints per 100,000 Boardings	4.84	5.30	4.10	2.53	2.66	3.00	3.16	2.72	◇
New Workers' Compensation IndemnityClaims per 200,000 Exposure Hours (1 month lag)	28.74	21.52	18.80	14.61	12.99	13.40	*Jan YTD 13.01*	*Jan. 12.01*	●
Division 6									
MMBMF No. of unaddressed road calls				6,279	4,456 30*	3,500	3,807 27	3,722 1	●
In-Service On-time Performance	65.93%	60.11%	56.75%	57.20%	53.28%	60.00%	52.83%	50.23%	◇
Bus Traffic Accidents Per 100,000 Miles						4.00	3.51	8.00	●
Complaints per 100,000 Boardings	6.10	6.15	4.47	2.52	2.10	3.00	2.56	1.47	●
New Workers' Compensation IndemnityClaims per 200,000 Exposure Hours (1 month lag)	30.72	21.71	18.23	16.43	15.02	13.40	*Jan YTD 11.46*	*Jan. 25.48*	●
Division 7									
MMBMF No. of unaddressed road calls				2,947	3,468 64*	3,500	3,326 40	3,506 14	◇
In-Service On-time Performance	68.80%	64.59%	64.22%	61.78%	58.01%	60.00%	57.43%	56.07%	◇
Bus Traffic Accidents Per 100,000 Miles						4.00	3.91	3.57	●
Complaints per 100,000 Boardings	4.74	5.70	4.24	2.87	2.98	3.00	3.11	2.52	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.52	21.05	19.44	15.76	12.09	13.40	*Jan YTD 12.99*	*Jan. 6.20*	◇
Division 10									
MMBMF No. of unaddressed road calls				3,723	3,702 61*	3,500	3,115 0	3,015 0	◇
In-Service On-time Performance	67.34%	62.85%	64.14%	60.73%	58.61%	60.00%	56.59%	55.36%	◇
Bus Traffic Accidents Per 100,000 Miles						4.00	4.68	3.45	◇
Complaints per 100,000 Boardings	4.73	4.85	3.92	2.23	2.48	3.00	3.31	3.13	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.38	22.90	3.74 114	3.80 1	14.02	13.40	*Jan YTD 14.54*	*Jan. 15.71*	◇

*Jan - June '07 **Div 15 Nov. '05 data excluded & Dec. Data after shake-up used.

NOTE: As of Aug. '07, Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

● 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.

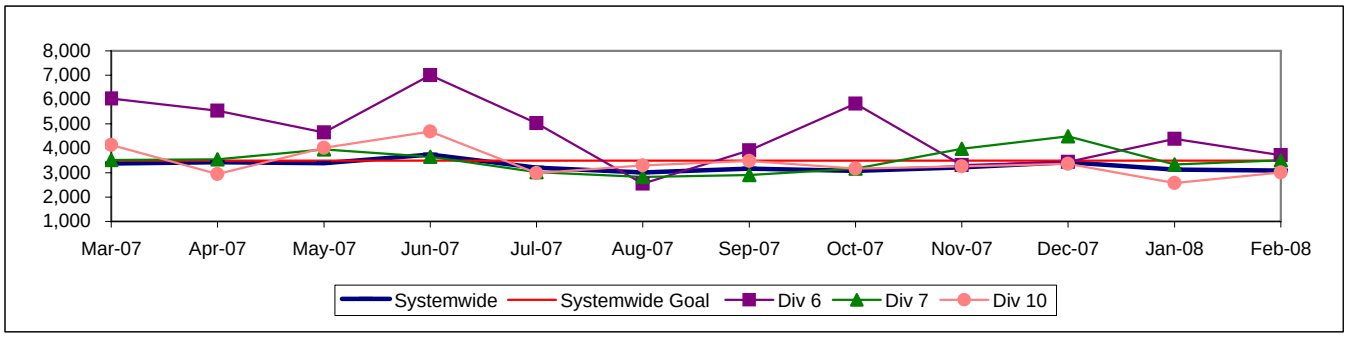
▬ Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

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)

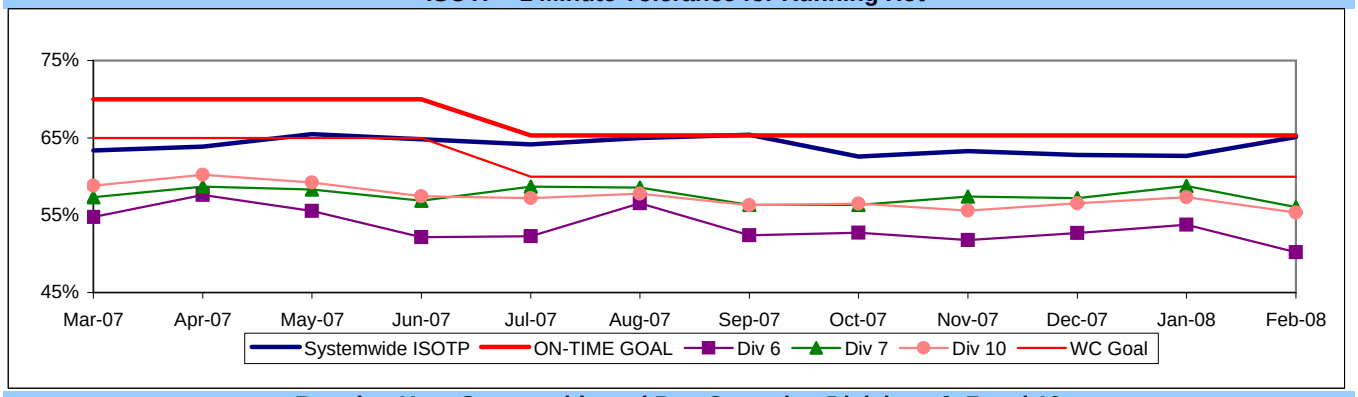


IN-SERVICE ON-TIME PERFORMANCE

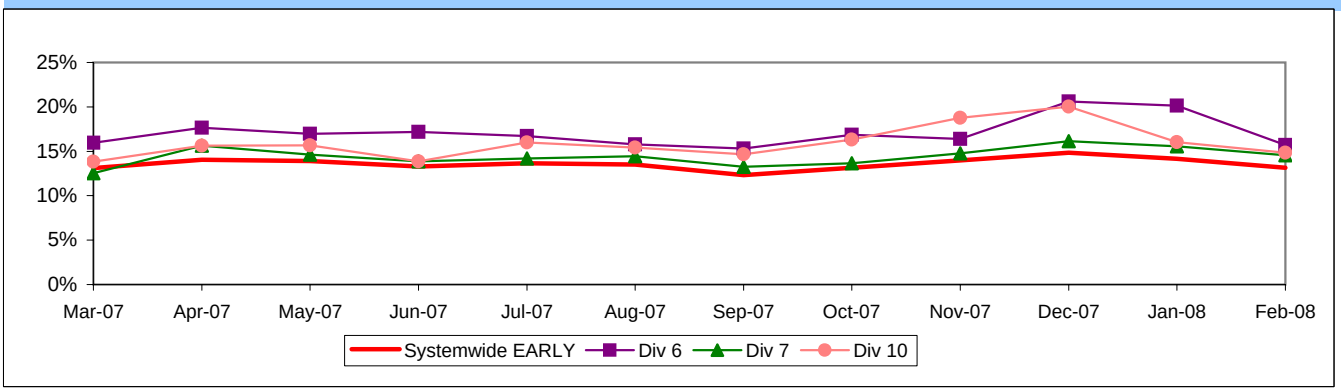
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

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

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

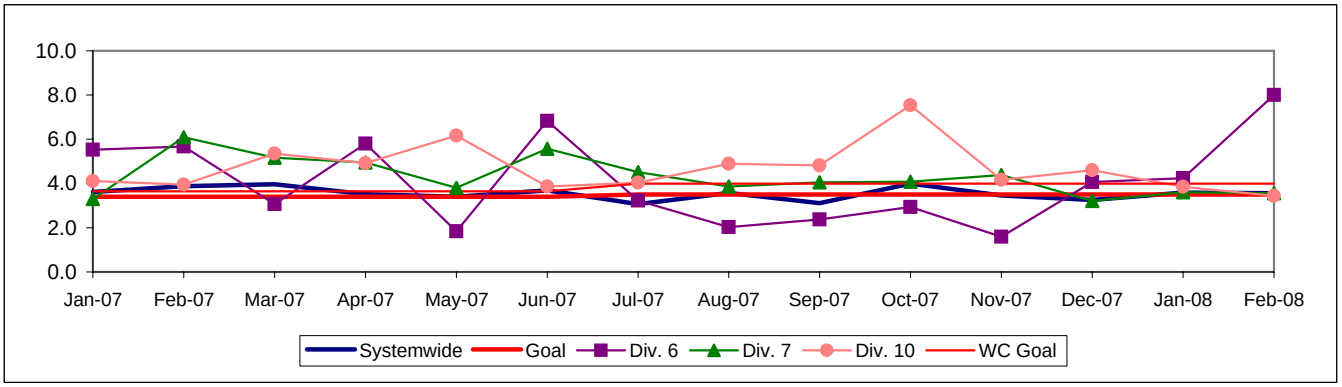


Running Hot - Systemwide and Bus Operating Divisions 6, 7 and 10



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

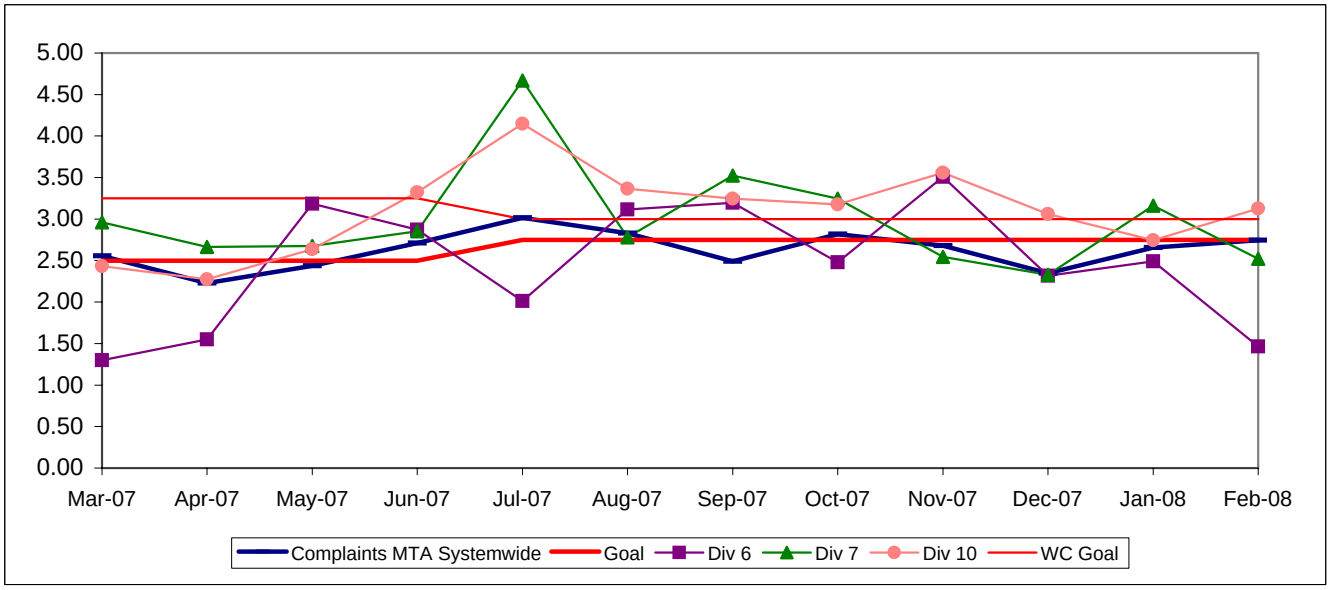
Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

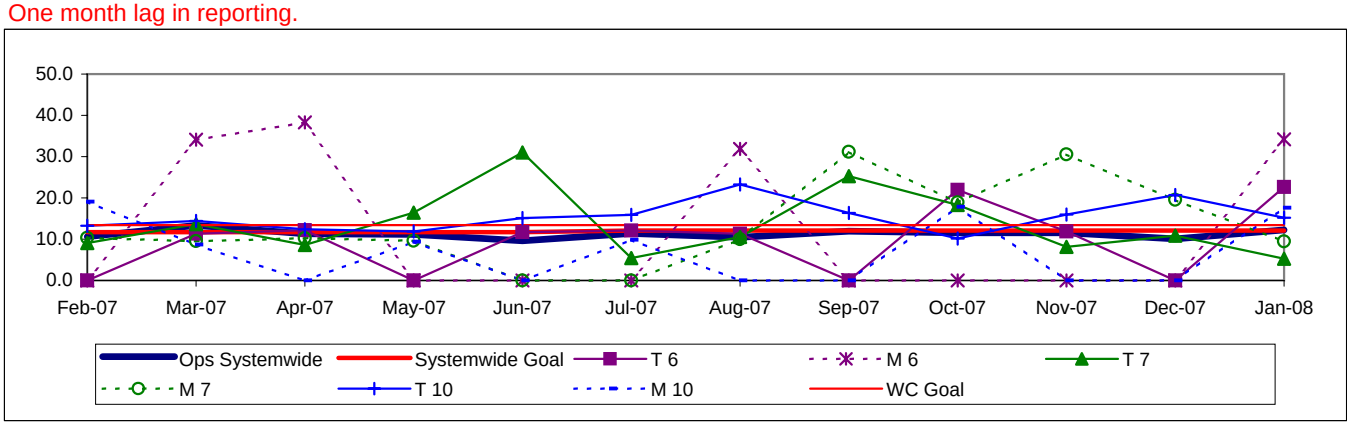


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10

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.

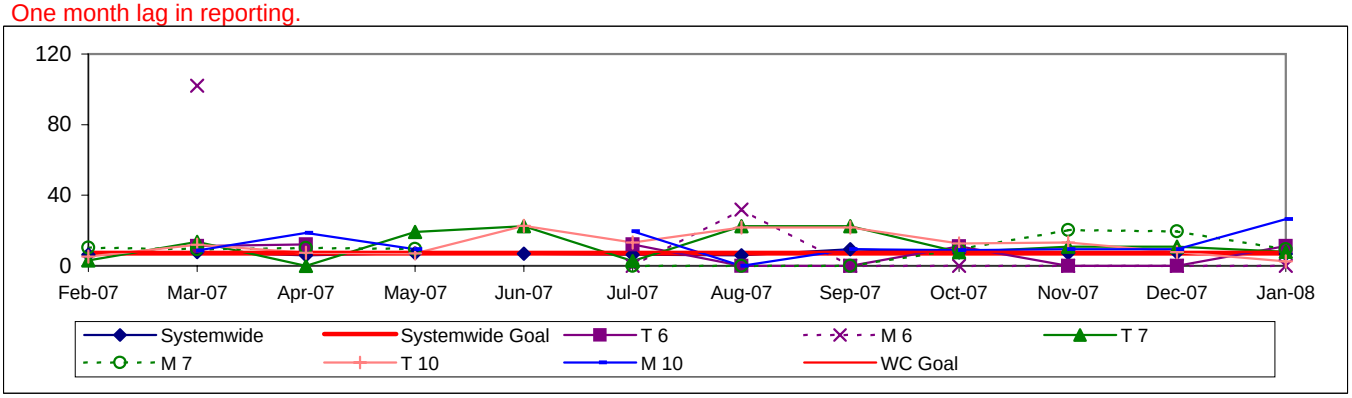


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10

Definition: Work-related injuries and illnesses that result in: death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid which are filed per 200,000 exposure hours.

Calculation: New OSHA Injuries filed per 200,000 Exposure Hours = New Injuries /(Exposure Hours/200,000)

One month lag in reporting.

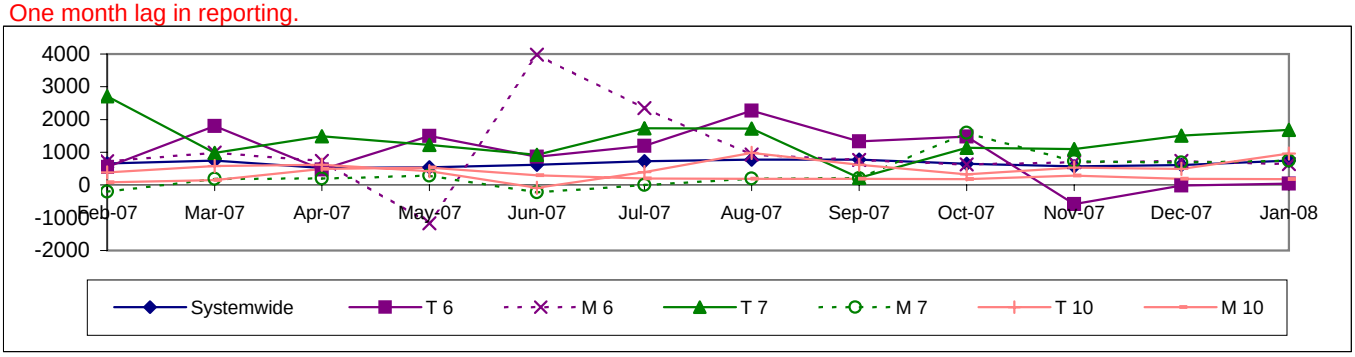


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10

Definition: Number of paid working days lost due to employees workers' compensation injuries each month per 200,000 exposure hours. This indicator measures use of Transitional Duty Program.

Calculation: : (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number of 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	FY08 Target	FY08 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	8.08	10.00	*Jan YTD 12.04*	*Jan. 14.56*	◆
Metro Red Line (MRL)									
On-Time Pullouts	99.36%	99.71%	99.94%	99.61%	99.76%	99.00%	99.95%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures	9,495	12,793	11,759	19,587	17,260	20,000	23,784	25,856	●
In-Service On-time Performance*						99.00%	99.13%	98.93%	●
Traffic Accidents Per 100,000 Train Miles	0.07	0	0.22	0.22	0	0.14	0.22	0.00	◆
Complaints per 100,000 Boardings	1.20	1.17	1.13	0.66	0.41	0.50	0.44	0.59	●
Metro Blue Line (MBL)									
On-Time Pullouts	99.07%	99.94%	99.73%	99.76%	99.72%	99.00%	99.65%	99.86%	●
Mean Miles Between Chargeable Mechanical Failures	6,399	10,365	16,273	26,774	35,125	20,000	29,849	18,959	●
In-Service On-time Performance*						99.00%	98.81%	99.20%	◆
Traffic Accidents Per 100,000 Train Miles	0.82	1.36	0.64	0.96	1.35	0.40	1.59	0.74	◆
Complaints per 100,000 Boardings	1.30	0.97	0.98	0.78	0.53	0.73	0.64	0.84	●
Metro Green Line (MGrL)									
On-Time Pullouts	98.99%	99.78%	99.91%	99.97%	99.54%	99.00%	99.74%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures	5,617	11,337	12,558	20,635	27,471	20,000	48,862	41,694	●
In-Service On-time Performance*						99.00%	99.07%	99.56%	●
Traffic Accidents Per 100,000 Train Miles	0.14	0.08	0.00	0	0	0.40	0	0.00	●
Complaints per 100,000 Boardings	1.26	1.37	1.39	0.92	0.72	0.73	0.60	0.33	●
Metro Gold Line (MGoL)									
On-Time Pullouts		100%	99.85%	99.97%	99.95%	99.00%	100.00%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures		8,938	16,571	23,329	22,775	20,000	39,604	28,434	●
In-Service On-time Performance*						99.00%	98.85%	99.42%	◆
Traffic Accidents Per 100,000 Train Miles		0.25	0.23	0.12	0.23	0.40	0.66	1.31	◆
Complaints per 100,000 Boardings		3.81	2.85	2.71	1.88	0.73	1.60	1.00	◆

*Effective December, ISOTP calculated differently.

● 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.

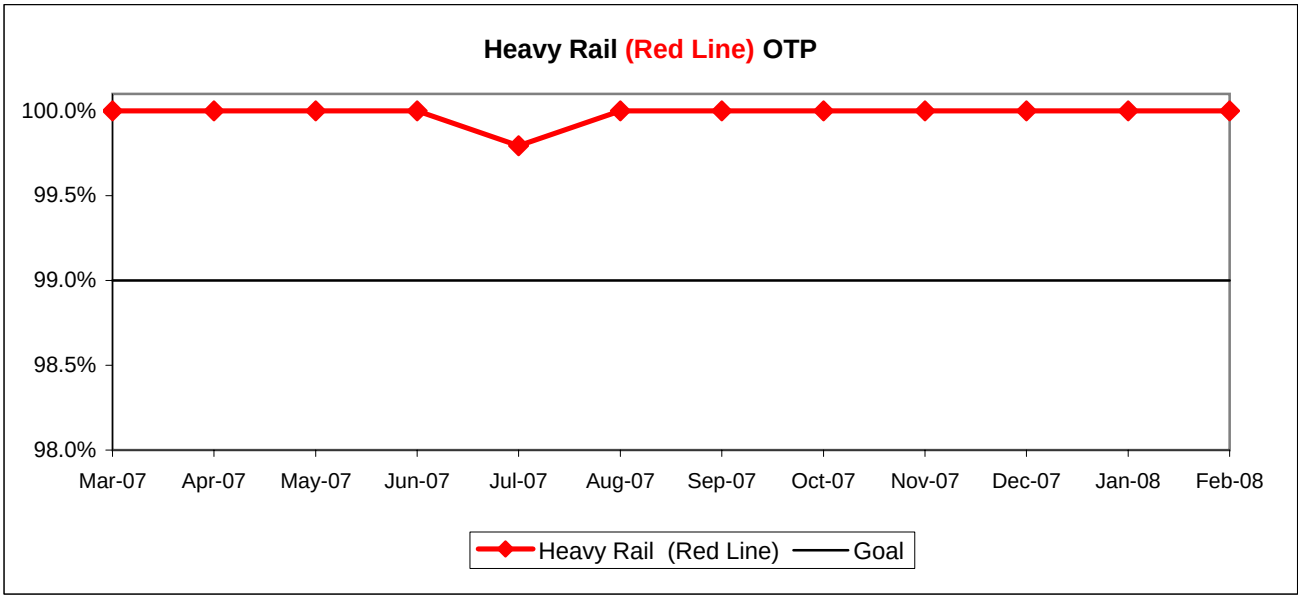
▬ Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

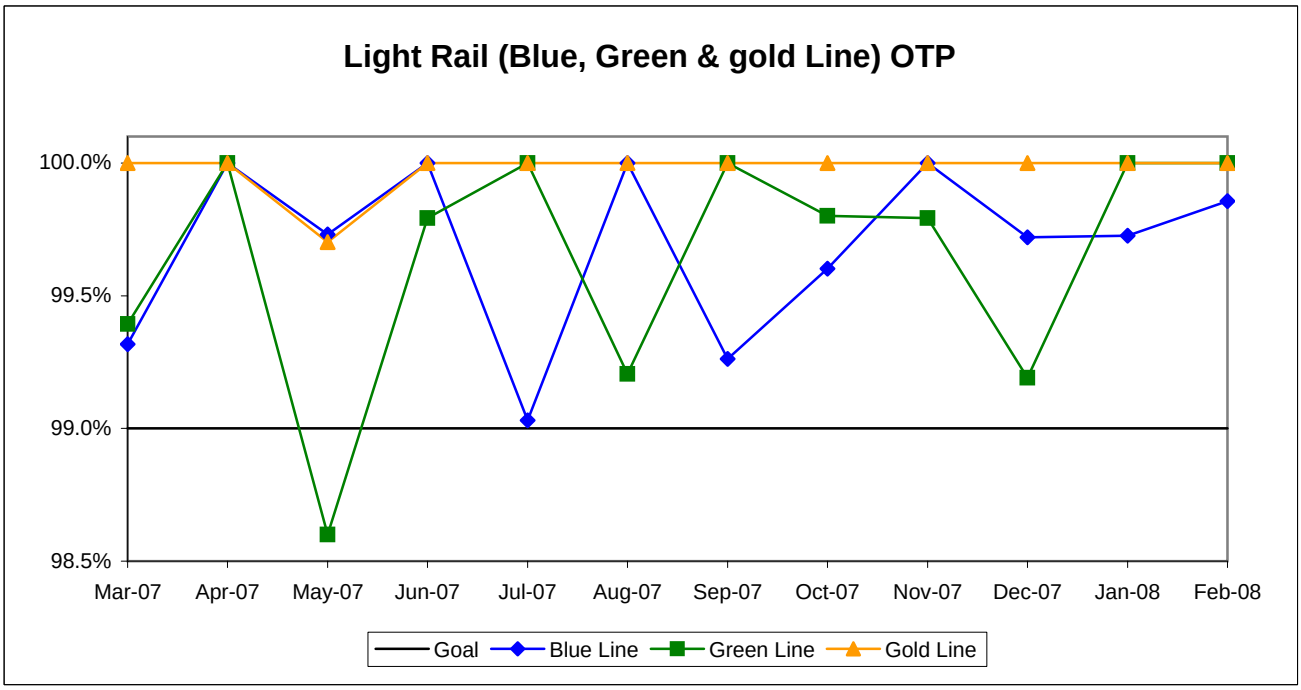
RAIL SERVICE PERFORMANCE

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% - [(Total cancelled pullouts plus late pullouts) / by Total scheduled pullouts) X by 100)]

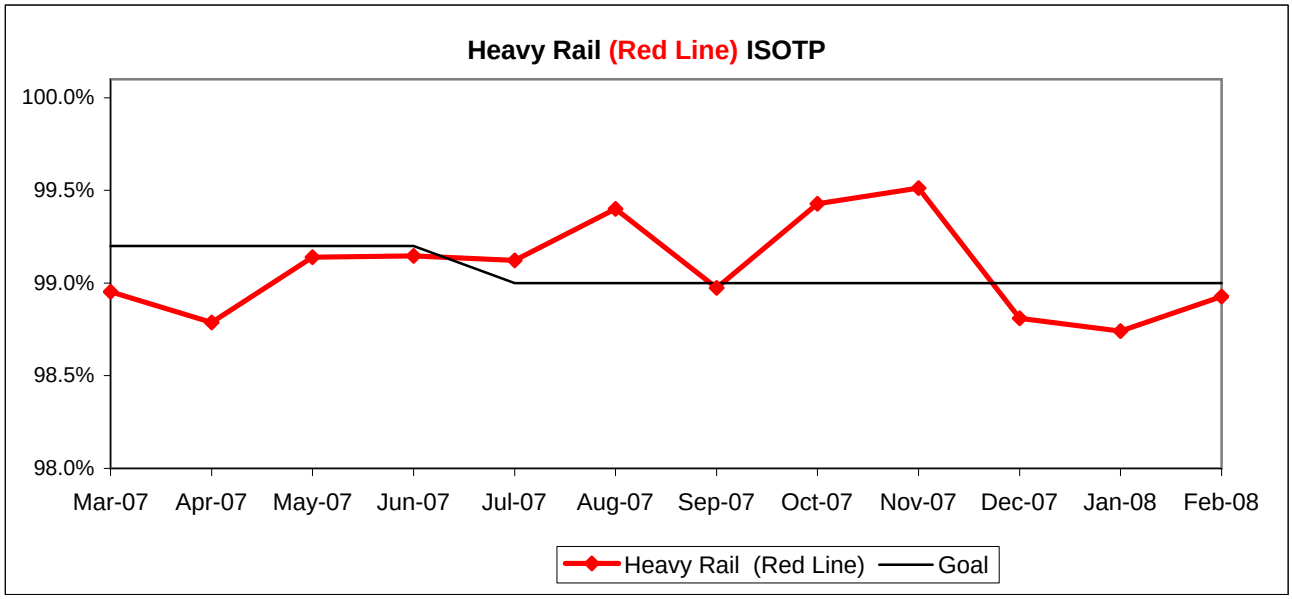


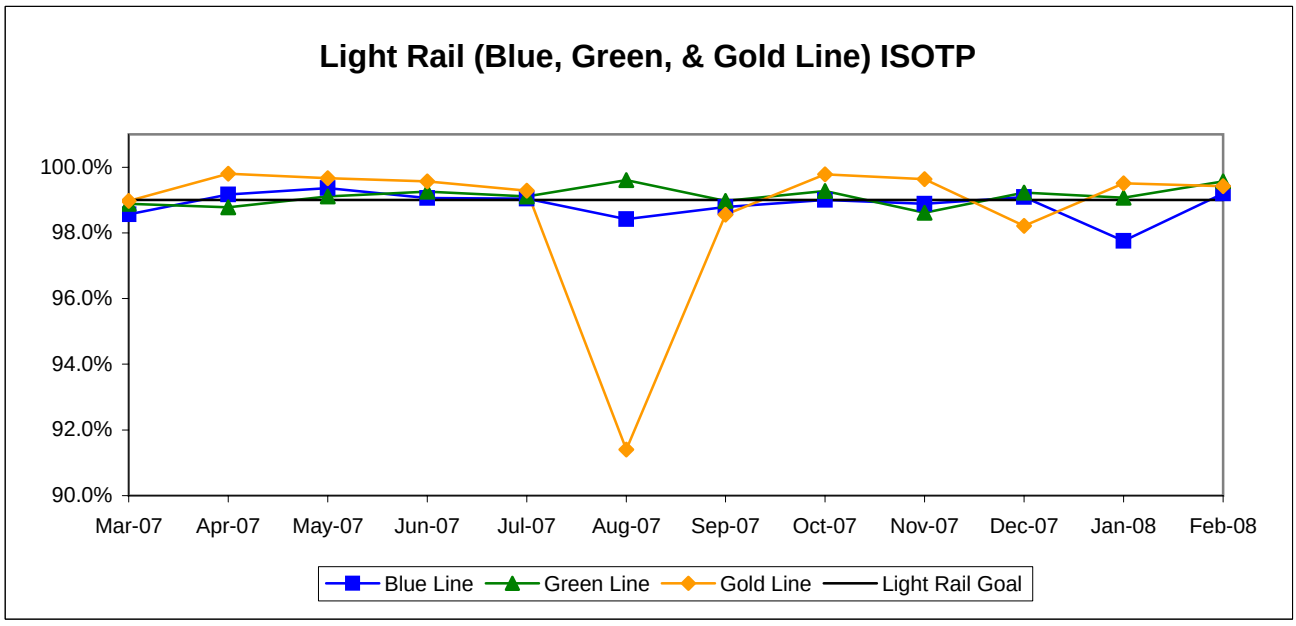


IN-SERVICE ON-TIME PERFORMANCE (ISOTP)

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)]

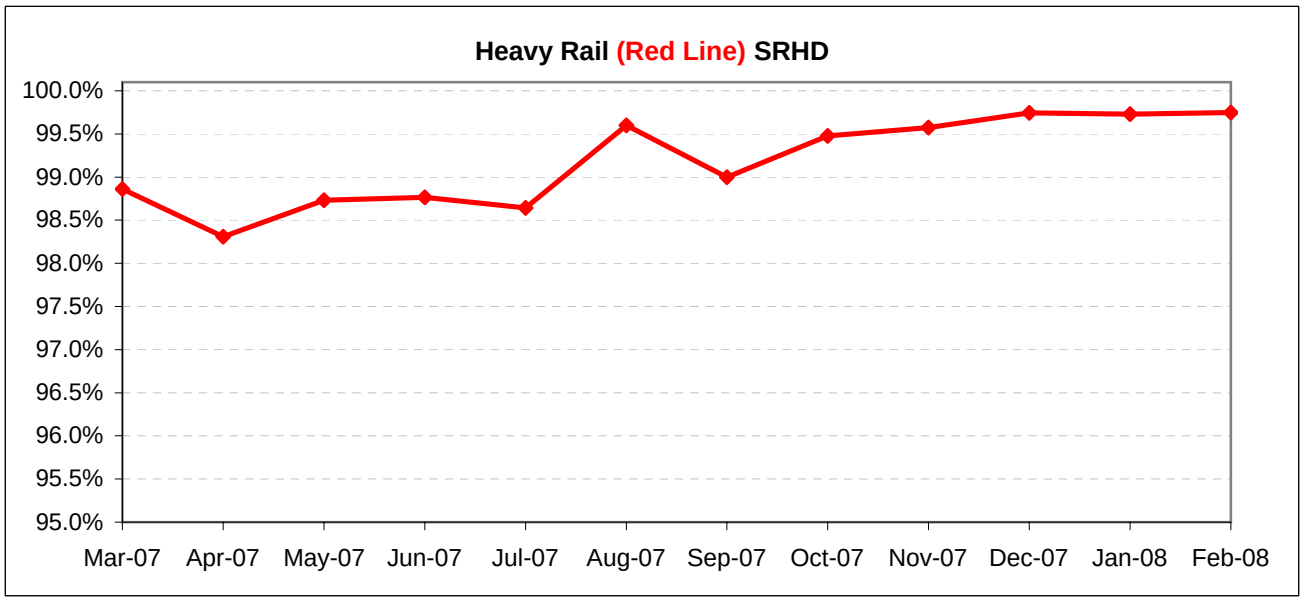


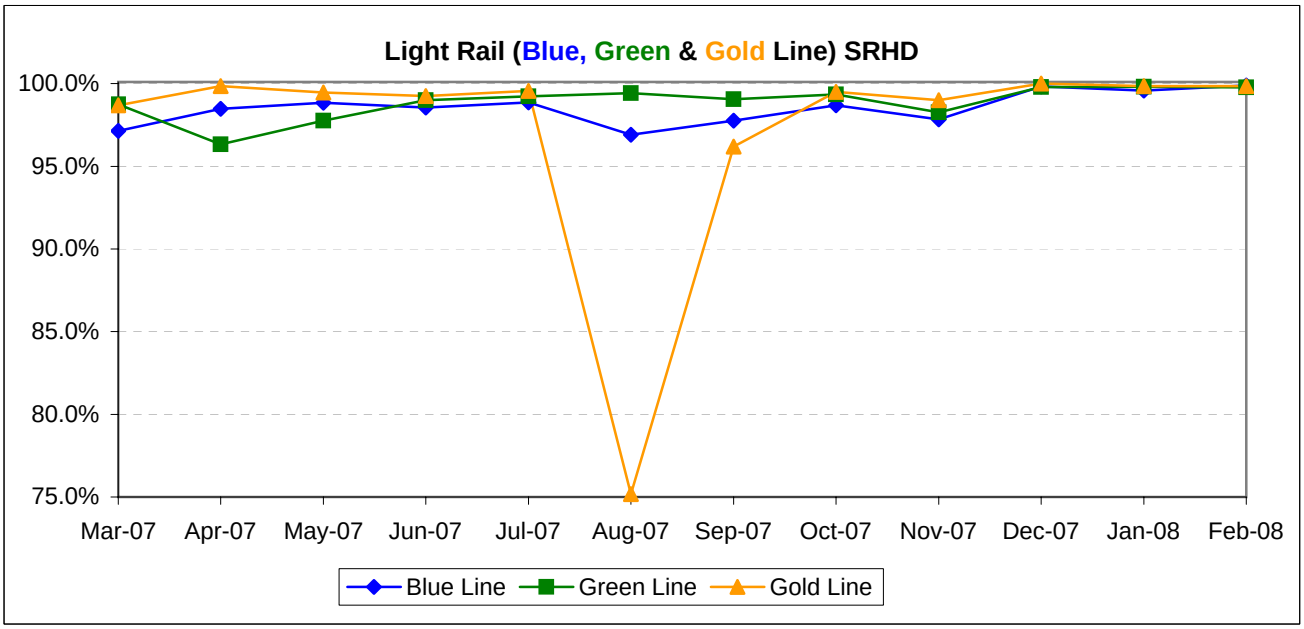


Scheduled Revenue Hours Delivered (SRHD) by Rail Line

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

Calculation: SRSHD% = (1-(Total Service Hours Lost / by Total Scheduled Service Hours))

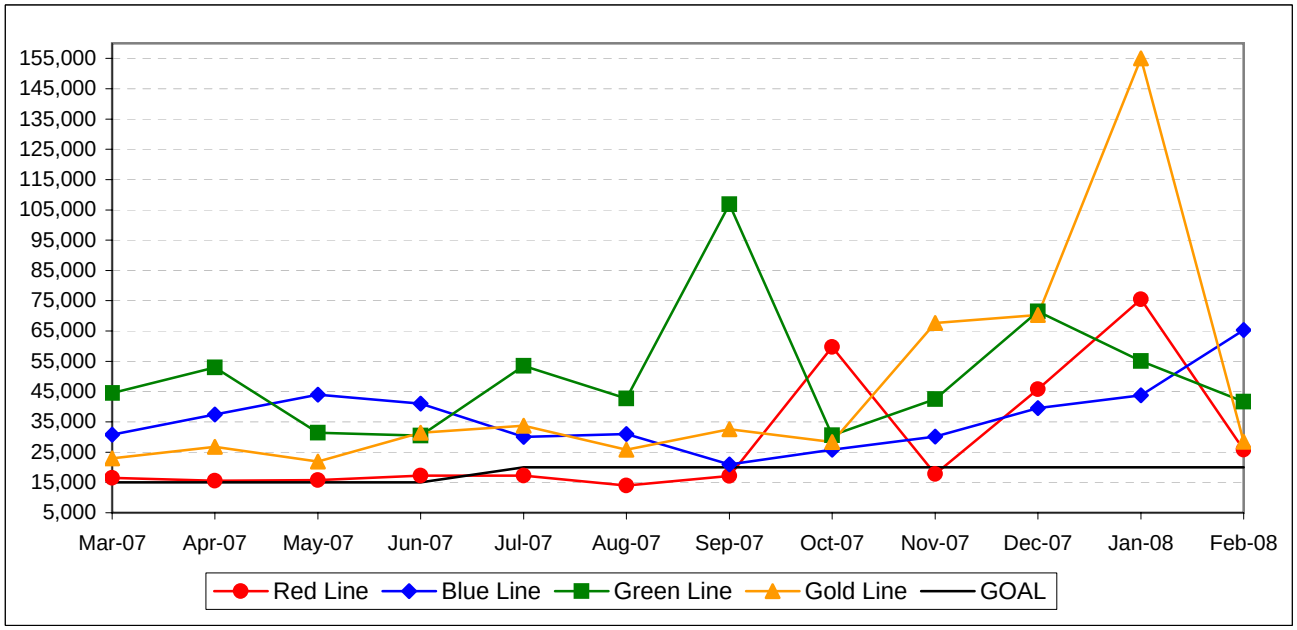




Mean Miles Between Chargeable Mechanical Failures

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

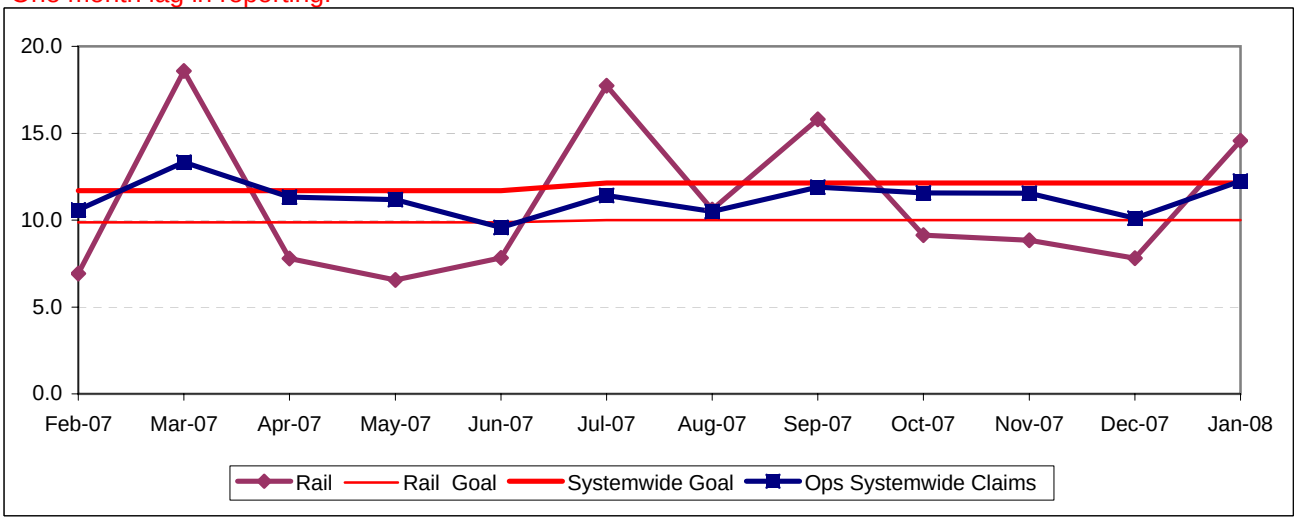


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

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

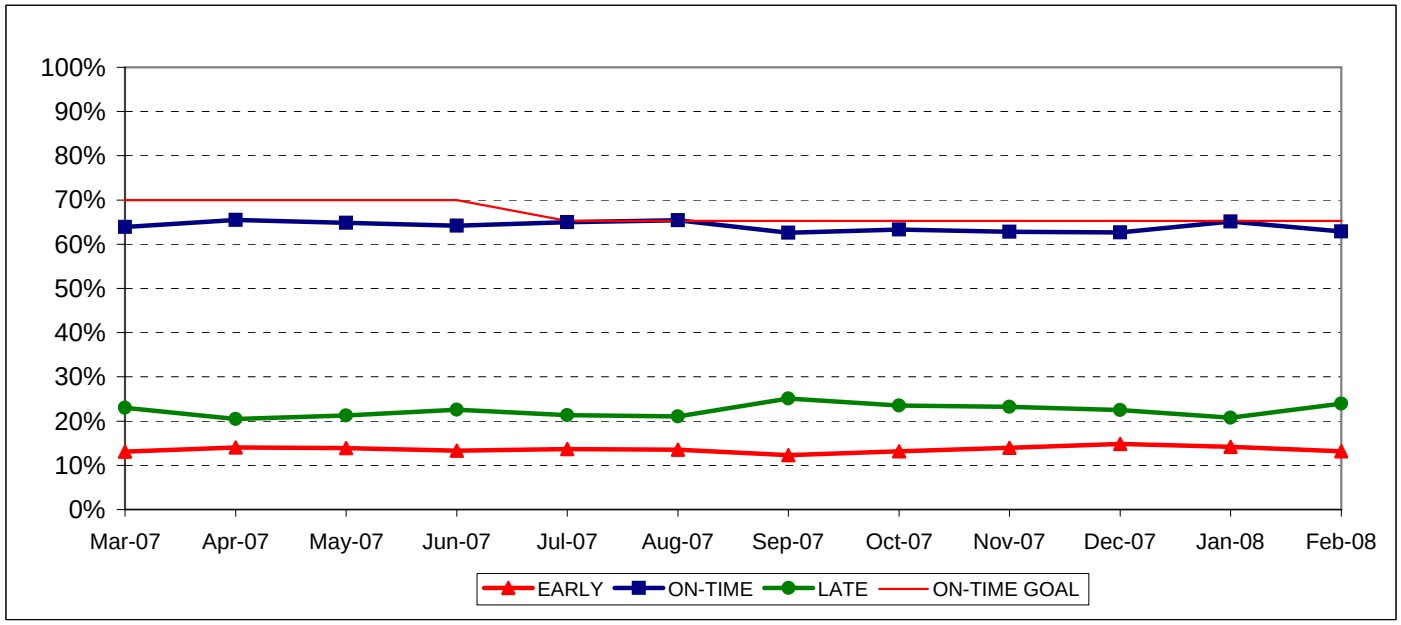
IN-SERVICE ON-TIME PERFORMANCE

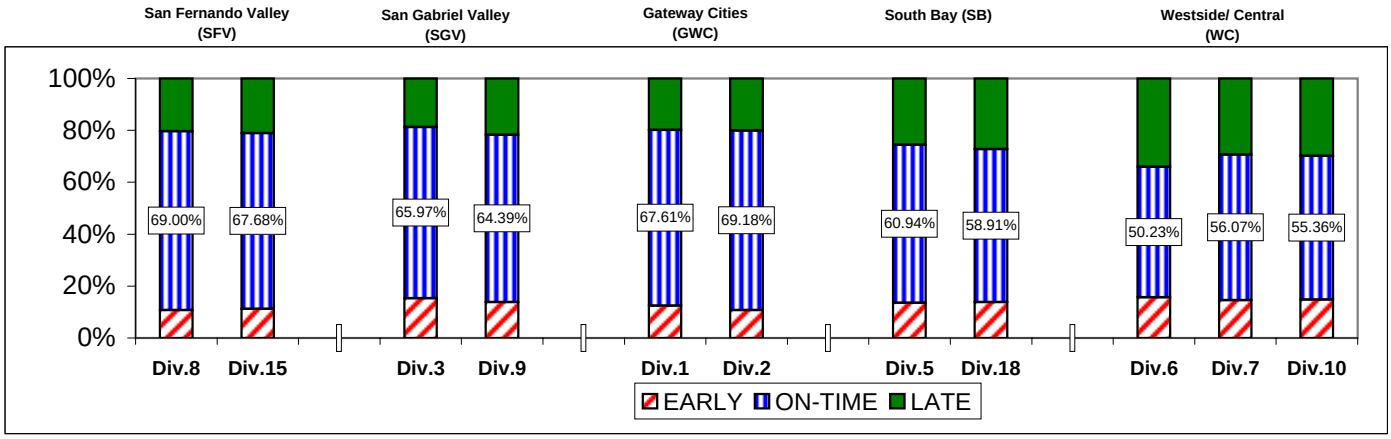
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

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

	FY07	FY08-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8			
Early	12.33%	11.67%	-0.66%
On-Time	67.48%	67.81%	0.33%
Late	20.19%	20.52%	0.32%
Division 15			
Early	12.23%	11.40%	-0.83%
On-Time	64.41%	66.59%	2.17%
Late	23.36%	22.01%	-1.34%
Gateway Cities Sector (GWC)			
Division 1			
Early	12.63%	13.07%	0.44%
On-Time	68.02%	66.71%	-1.31%
Late	19.34%	20.22%	0.88%
Division 2			
Early	12.57%	12.14%	-0.42%
On-Time	67.99%	68.07%	0.08%
Late	19.44%	19.79%	0.35%
South Bay Sector (SB)			
Division 5			
Early	13.69%	13.68%	-0.01%
On-Time	63.83%	63.25%	-0.58%
Late	22.48%	23.07%	0.59%
Division 18			
Early	13.70%	14.41%	0.71%
On-Time	61.19%	60.99%	-0.21%
Late	25.10%	24.60%	-0.50%

	FY07	FY08-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3			
Early	16.54%	15.29%	-1.25%
On-Time	65.35%	66.37%	1.02%
Late	18.12%	18.34%	0.22%
Division 9			
Early	12.52%	12.91%	0.38%
On-Time	66.22%	66.37%	0.15%
Late	21.26%	20.73%	-0.53%
Westside/Central Sector (WC)			
Division 6			
Early	16.44%	17.16%	0.72%
On-Time	53.28%	52.83%	-0.44%
Late	30.28%	30.01%	-0.27%
Division 7			
Early	13.62%	14.52%	0.90%
On-Time	58.01%	57.43%	-0.58%
Late	28.37%	28.05%	-0.32%
Division 10			
Early	14.17%	16.48%	2.31%
On-Time	58.61%	56.59%	-2.01%
Late	27.23%	26.93%	-0.30%

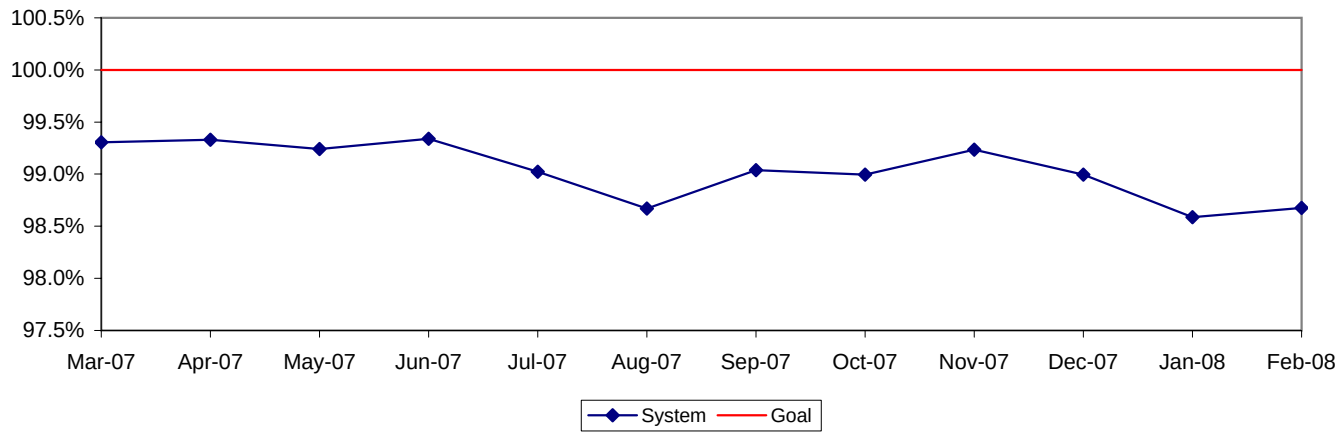
SYSTEMWIDE			
Early	13.44%	13.59%	0.14%
On-Time	63.77%	63.75%	-0.02%
Late	22.78%	22.66%	-0.12%

ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED*

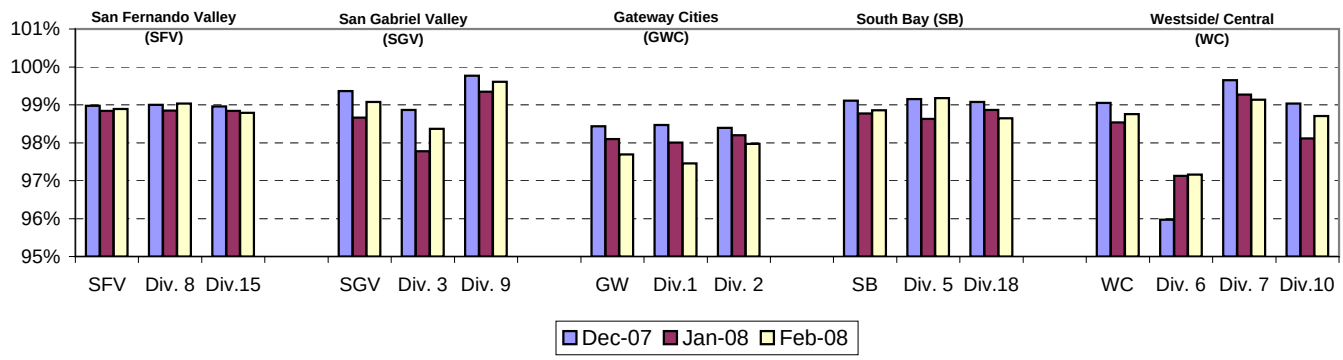
Definition: This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures. FY06: This performance indicator measures the percentage of scheduled Revenue Hours delivered after adding in temporary 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- ((In-Service Delay Revenue Hours plus Cancelled Revenue Hours) divided by (Total Scheduled Service Hours + Temporary Revenue Hours + Hollywood Bowl and Race Track Revenue Hours + In Addition Revenue Hours)) 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.**



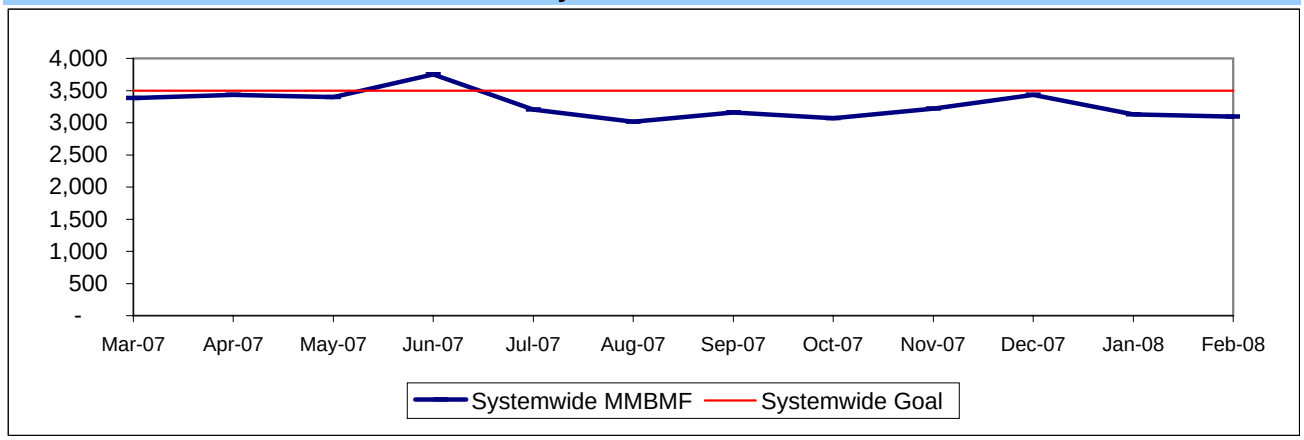
MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)*

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

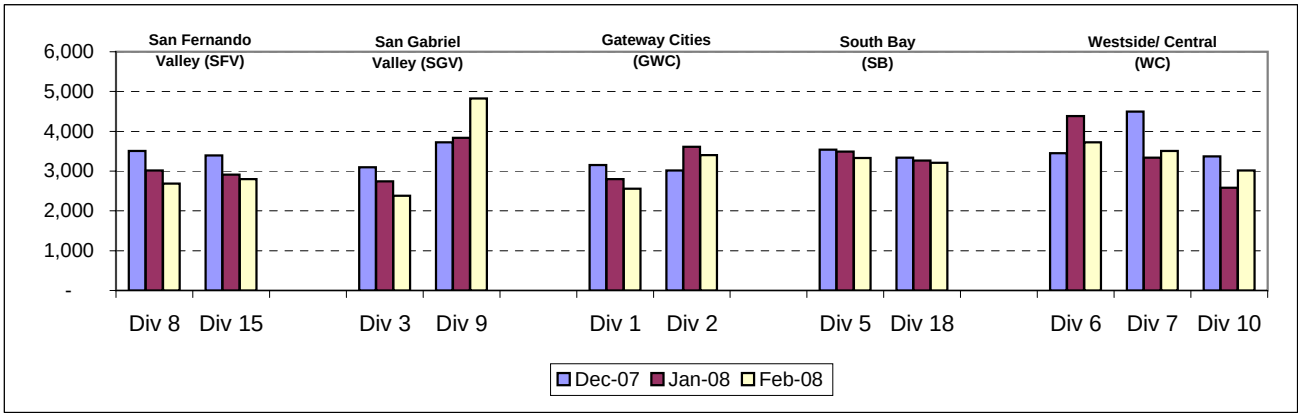
Calculation: MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)

Systemwide Trend



* New Indicator.

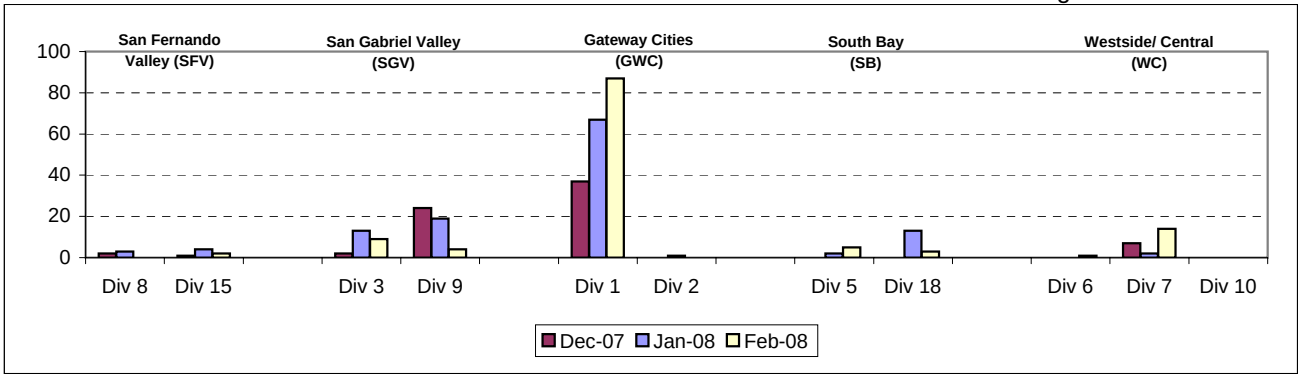
MMBMBF -- Bus Operating Sector Divisions
December 2007 - February 2008



Unaddressed Road Calls -- Bus Operating Sector Divisions*
December 2007 - February 2008

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.

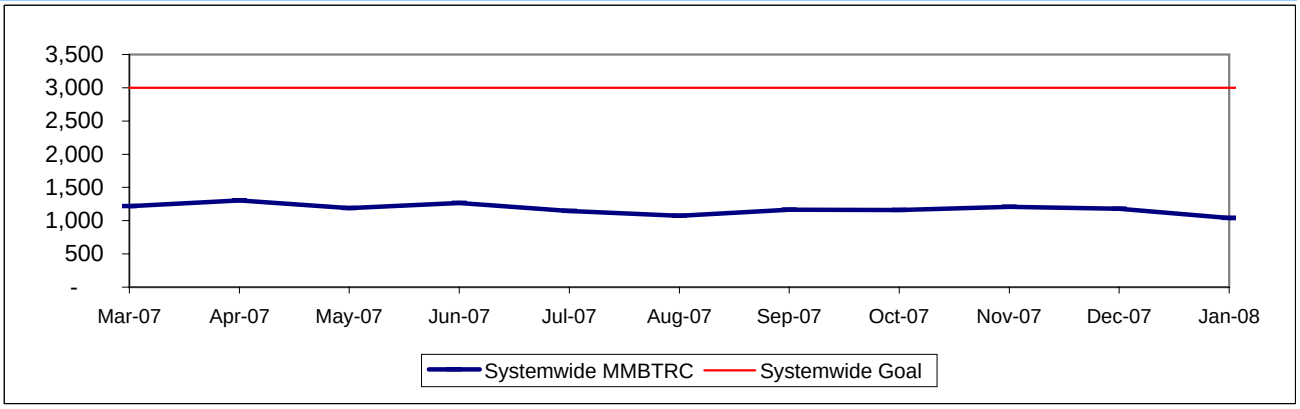


* New Indicator.

MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)*

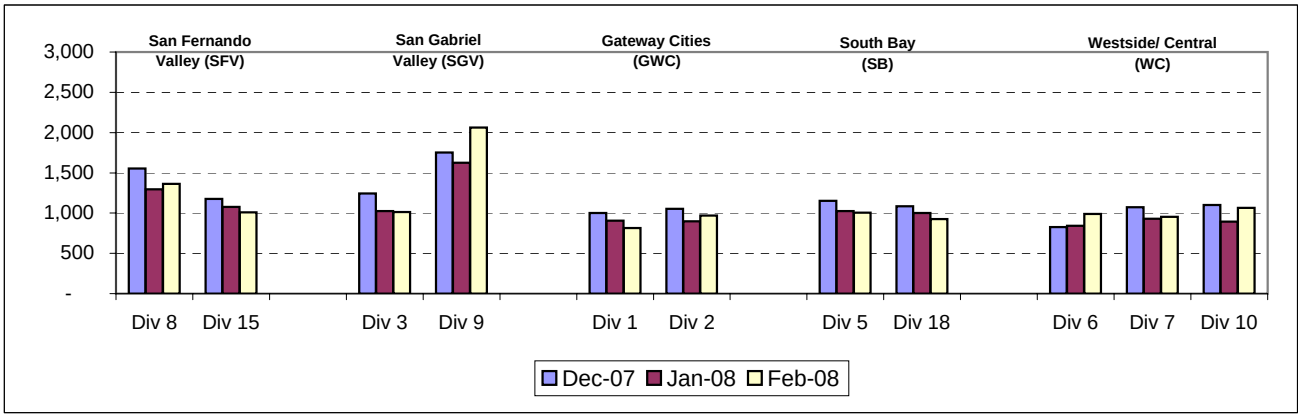
Definition: Average Hub Miles traveled between road call problems.
Calculation: MMBTRC = (Total Hub Miles / by Total Road Calls)

MMBTRC Systemwide Trend



* New Indicator.

MMBTRC --Bus Operating Sector Divisions
December 2007 - February 2008



Fleet Mix by Fuel Type Systemwide (Metro Divisions only)

	Number of Buses	Percent of Buses
CNG	2,439	88.85%
Diesel	213	7.76%
Gasoline	59	2.15%
Propane	34	1.24%
Total	2,745	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**
9.1	7.5	6.6	6.1	5.8	6.2	5.8	7.9

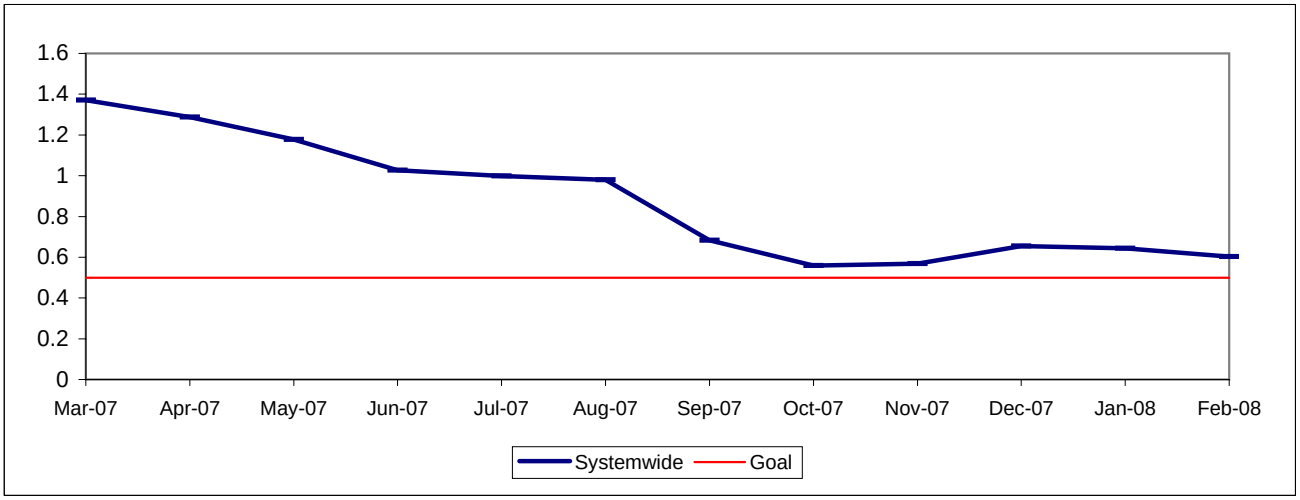
WC		
Div 6	**Div 7**	**Div 10**
13.7	6.4	5.3

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.

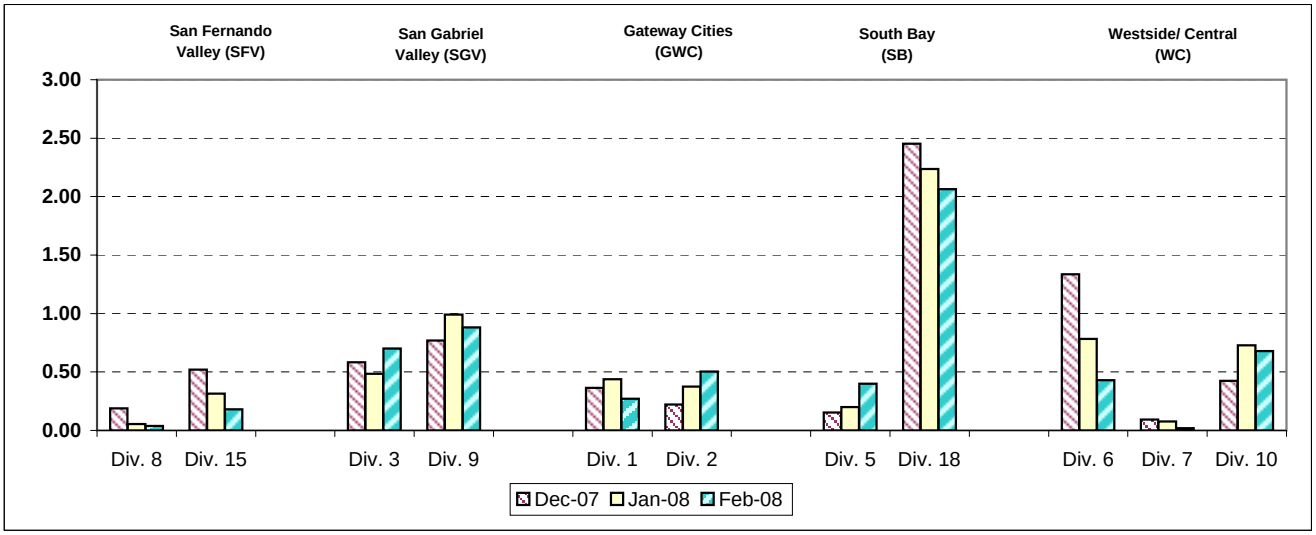
Calculation: Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

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 2007 - February 2008



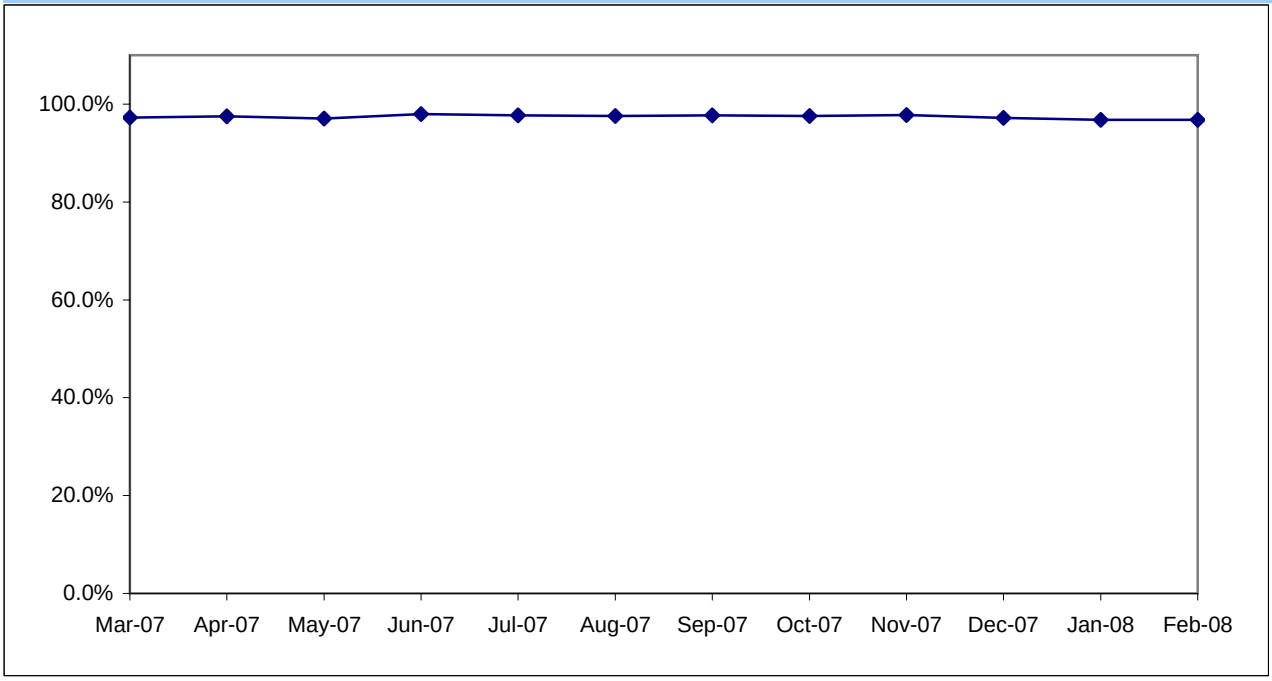
ATTENDANCE

MAINTENANCE ATTENDANCE

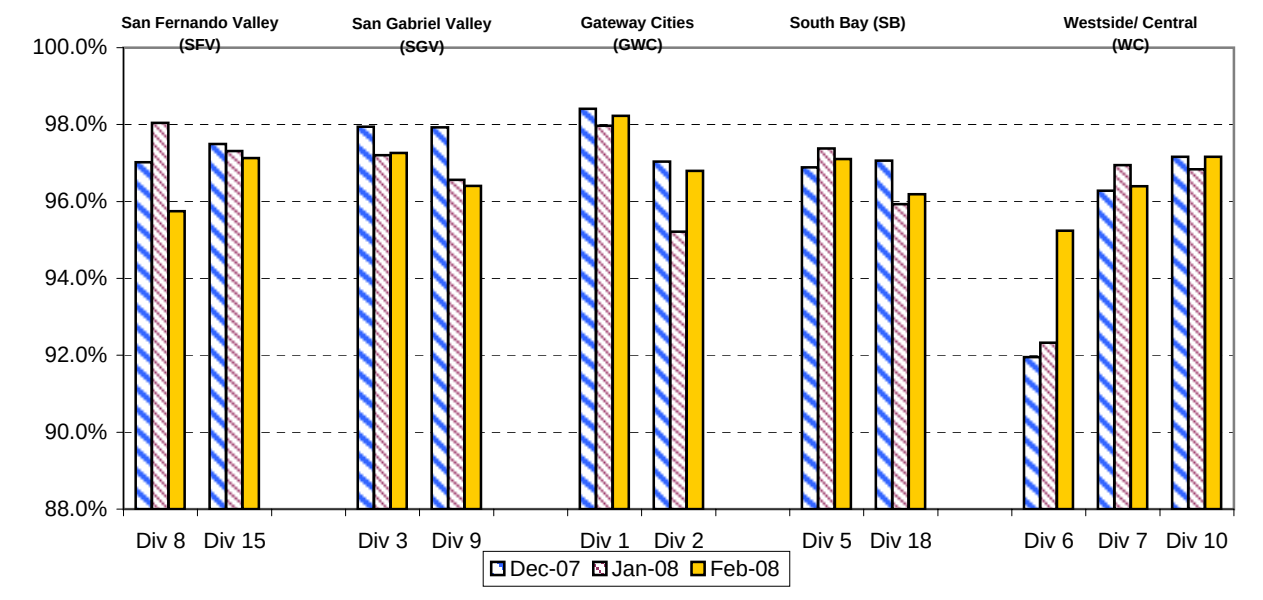
Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

Systemwide Trend



Maintenance Attendance - By Sectors' Divisions (By Current Month)
December 2007 - February 2008



SAFETY PERFORMANCE

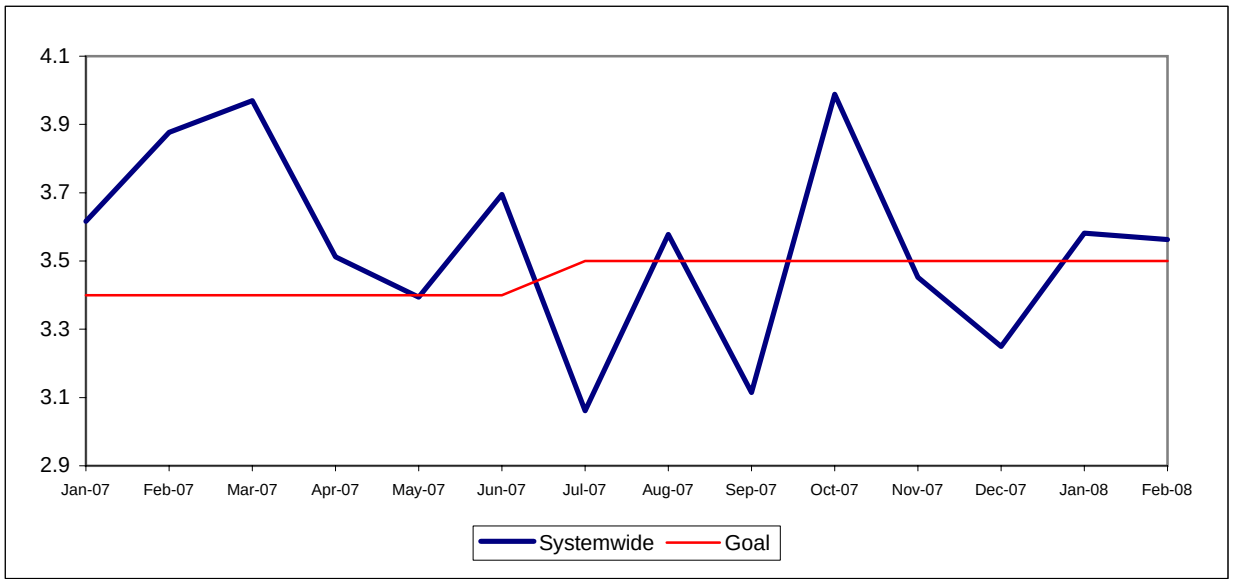
BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

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))

NOTE: As of Aug. '07, Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

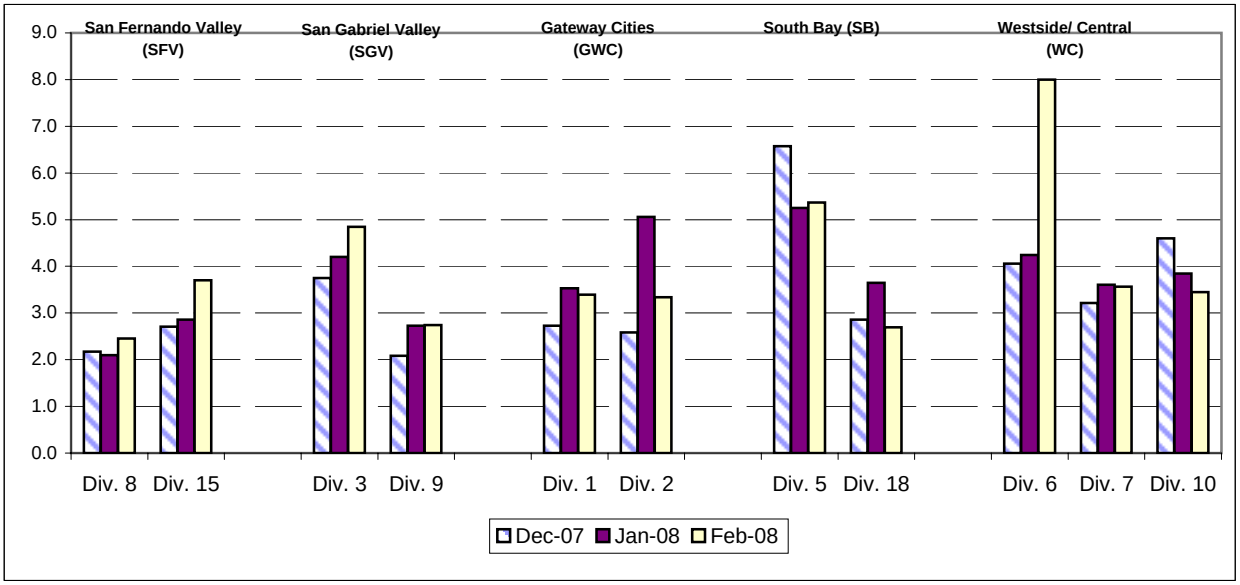
Systemwide Trend



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.

NOTE: As of Aug. '07, Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

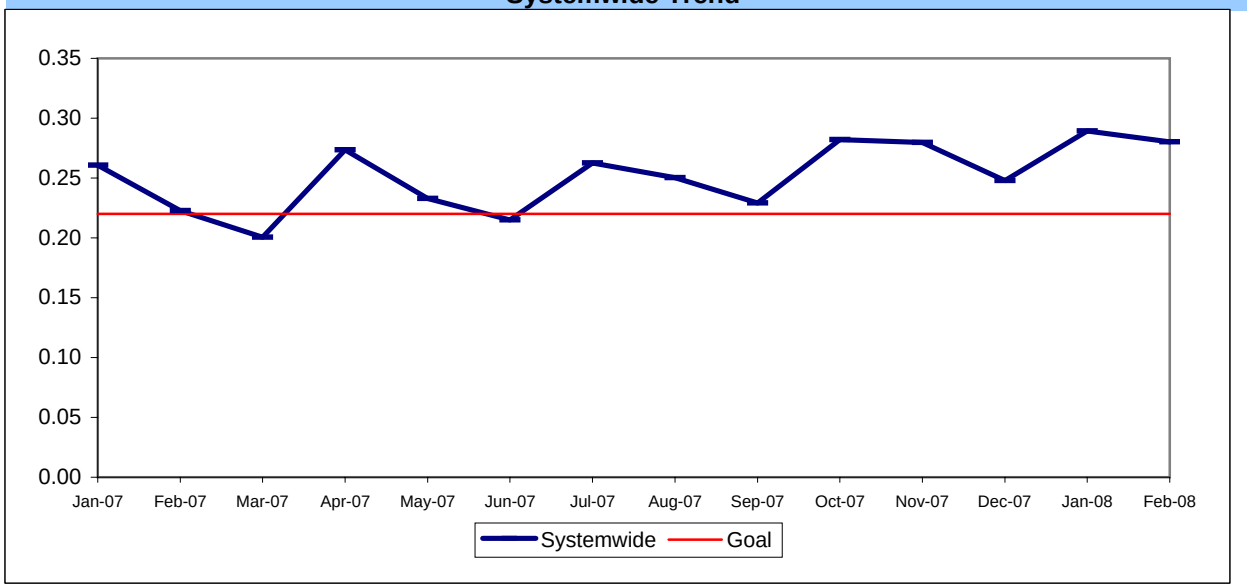
Bus Operating Divisions - by Sectors' Divisions
December 2007 - February 2008



BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS

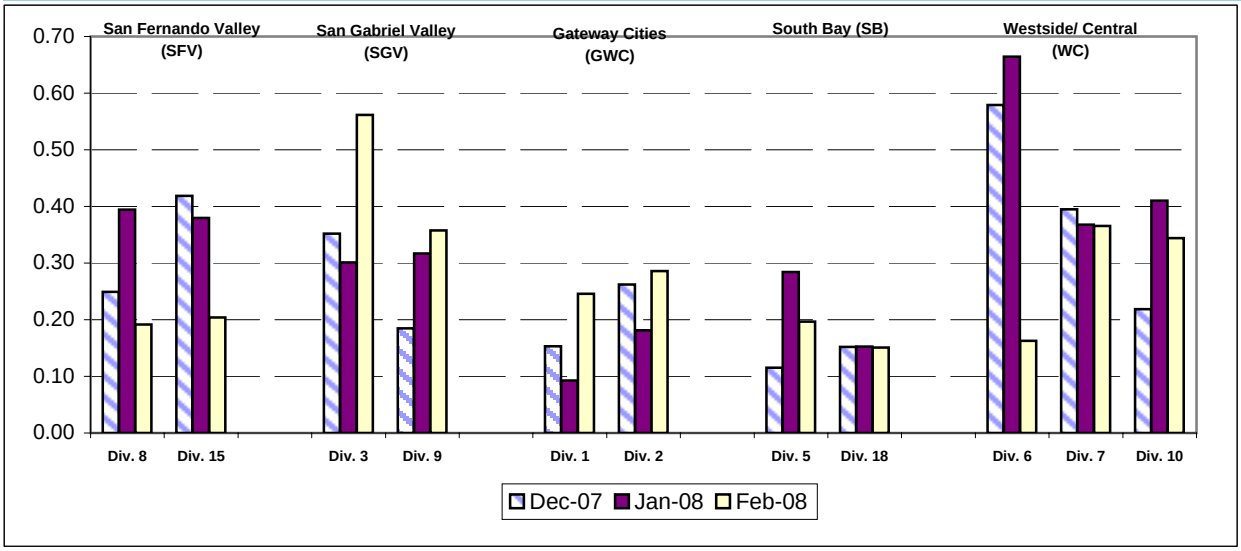
Definition: Average number of Passenger Accidents for every 100,000 Boardings. This indicator measures system safety.
Calculation: Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by (Boardings / by 100,000))

Systemwide Trend



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

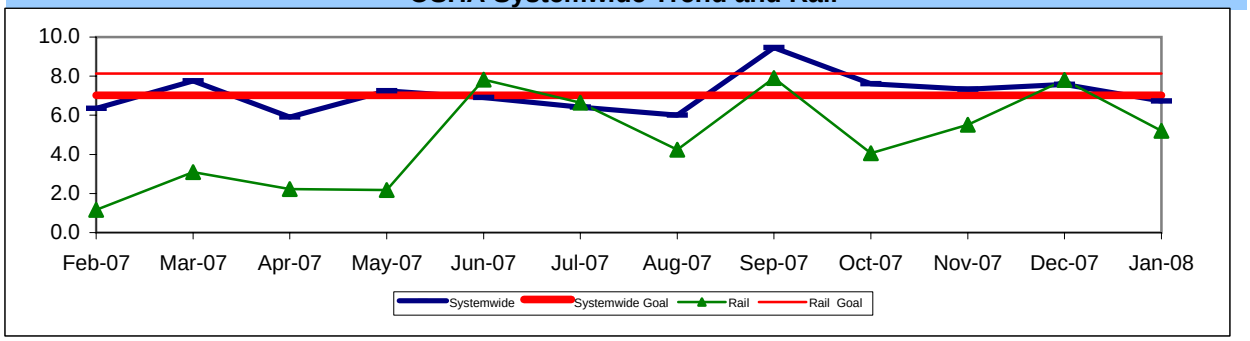
Bus Operating Divisions - by Sectors' Divisions
December 2007 - February 2008



OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA) RECORDABLE INJURIES PER 200,000 EXPOSURE HOURS

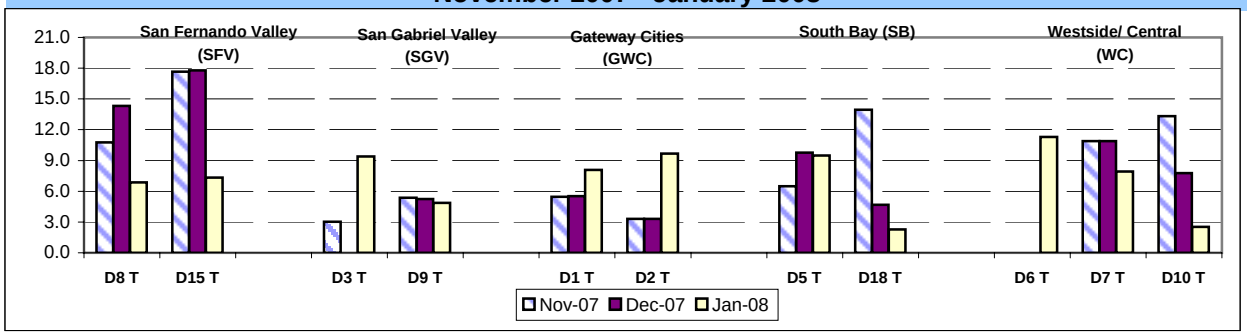
Definition: Work-related injuries and illnesses that result in: death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid.
Calculation: Number of OSHA Injuries/Illnesses Filed / (Exposure Hours / 200,000)

OSHA Systemwide Trend and Rail

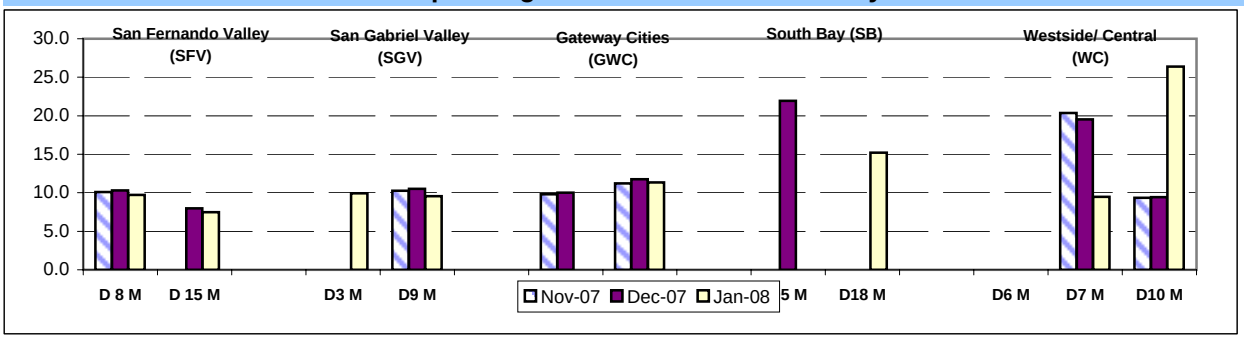


Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of injuries and late filing of reports.

OSHA: Bus Operating Transportation Divisions - by Sectors' November 2007 - January 2008



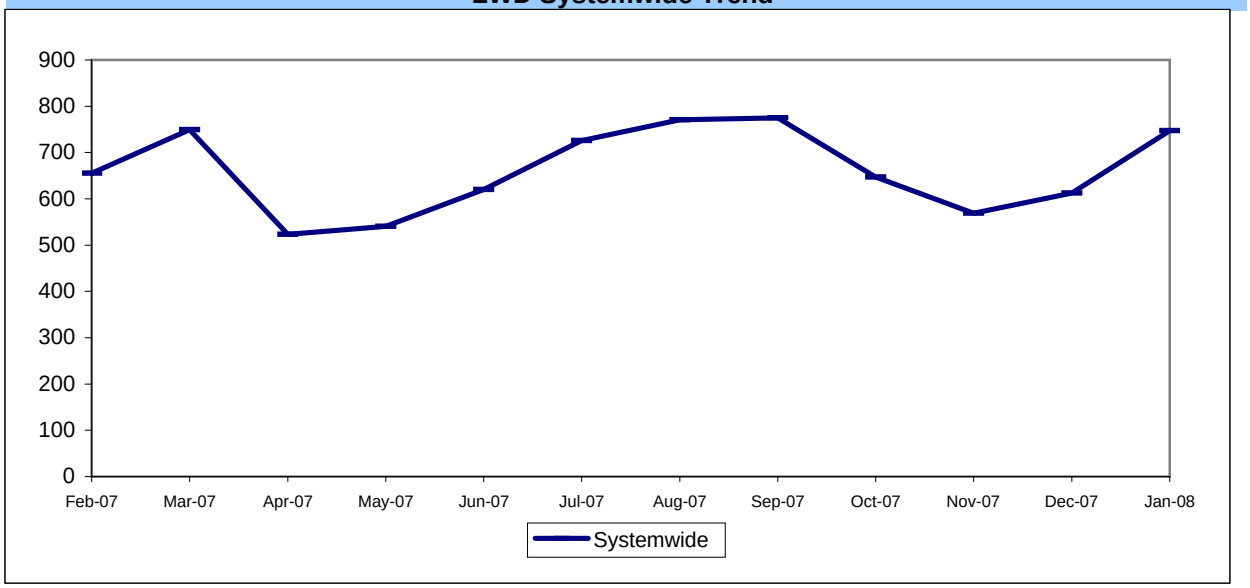
OSHA: Bus Operating Maintenance Divisions - by Sectors'



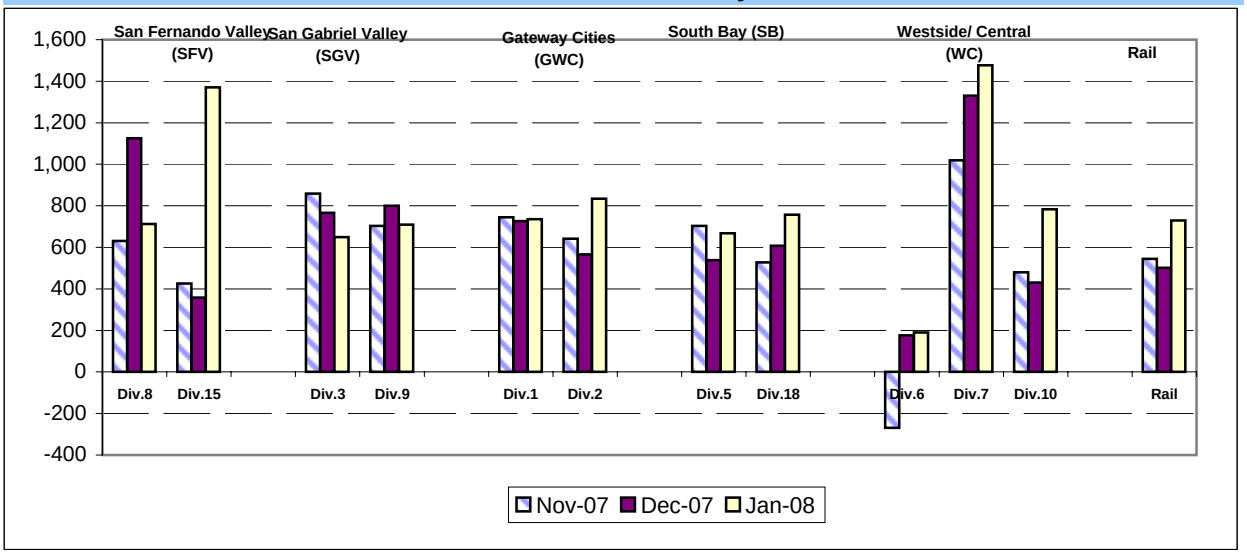
LOST WORK DAYS (LWD) PAID PER 200,000 EXPOSURE HOURS

Definition: Number of paid working days lost due to employees workers' compensation injuries each month per 200,000 exposure hours..
Calculation: (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number

LWD Systemwide Trend



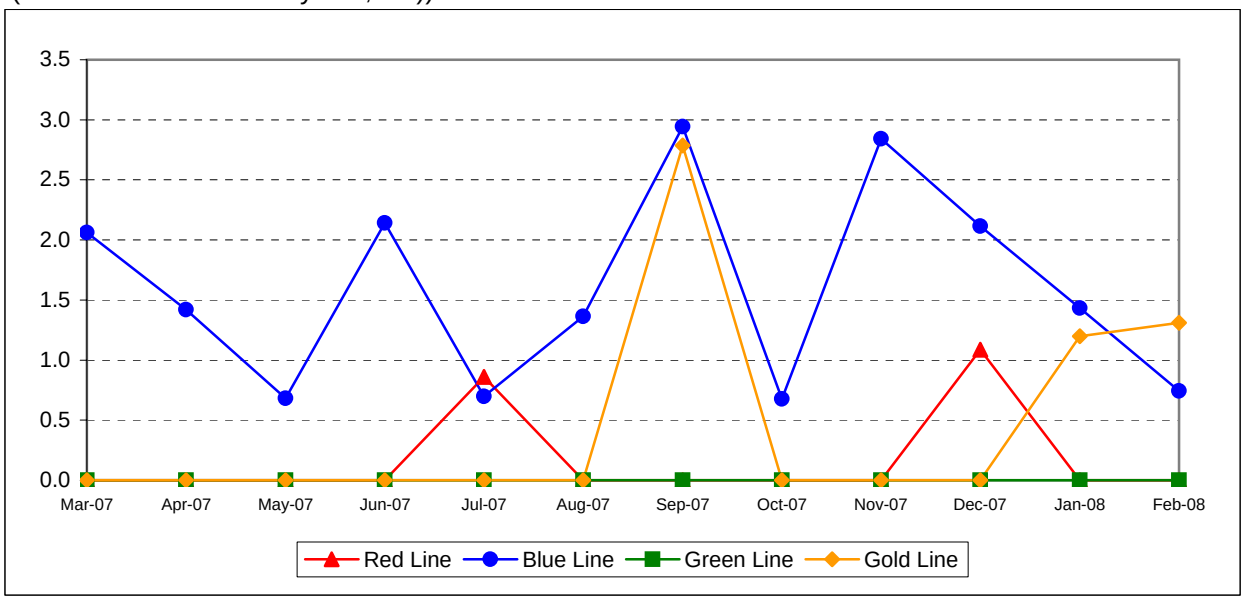
LWD/200,000 Exposure Hours per Operating Divisions - by Sectors' Divisions November 2007 - January 2008



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.

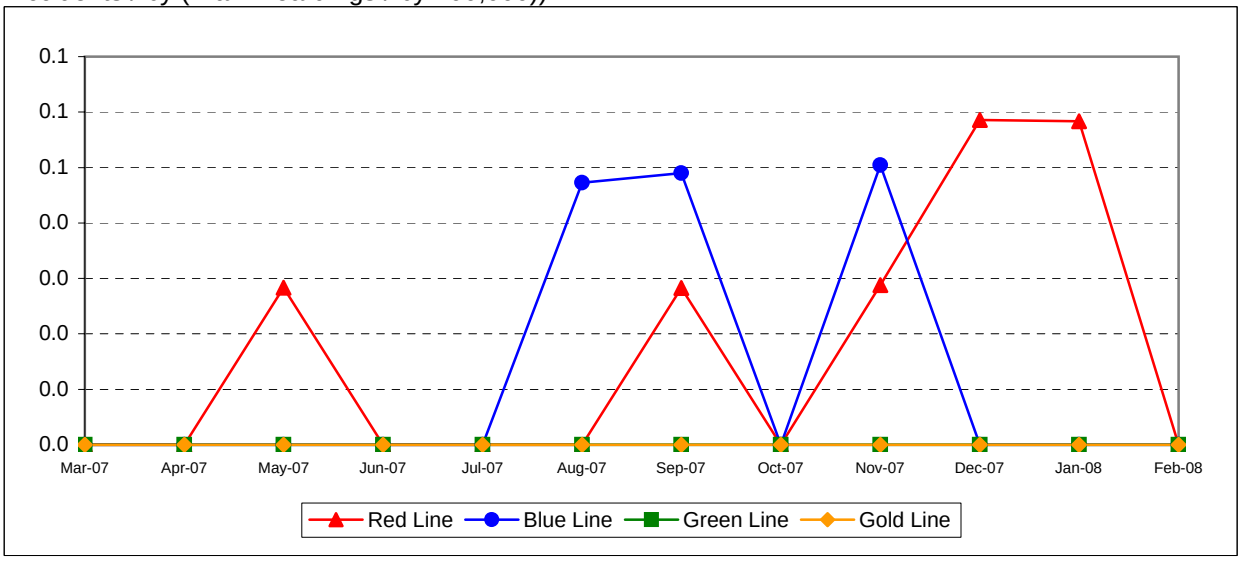
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



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))



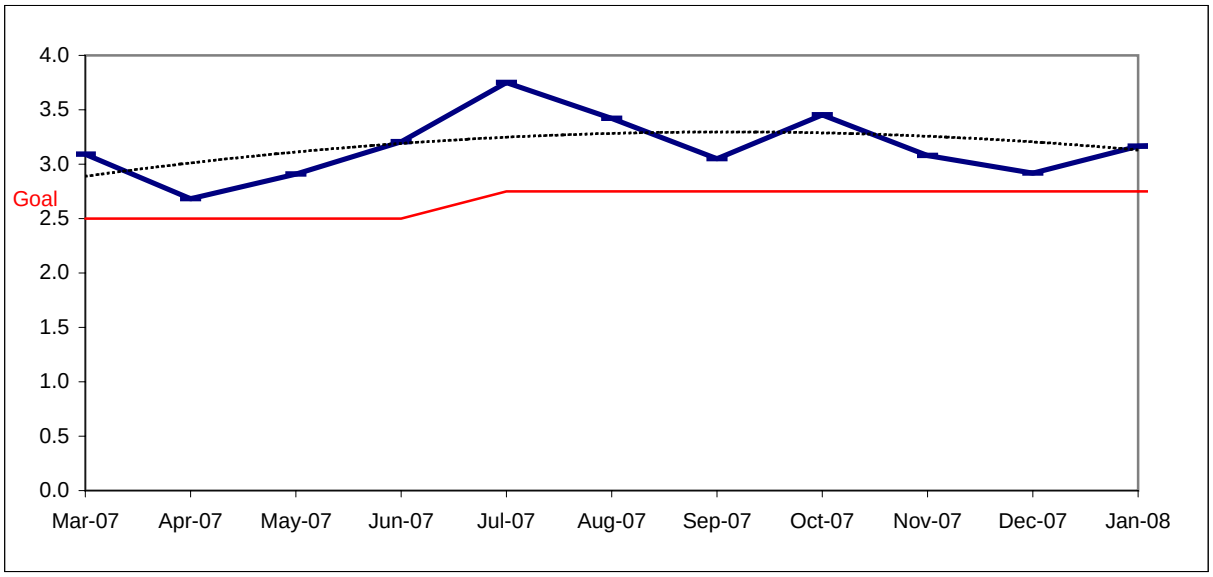
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

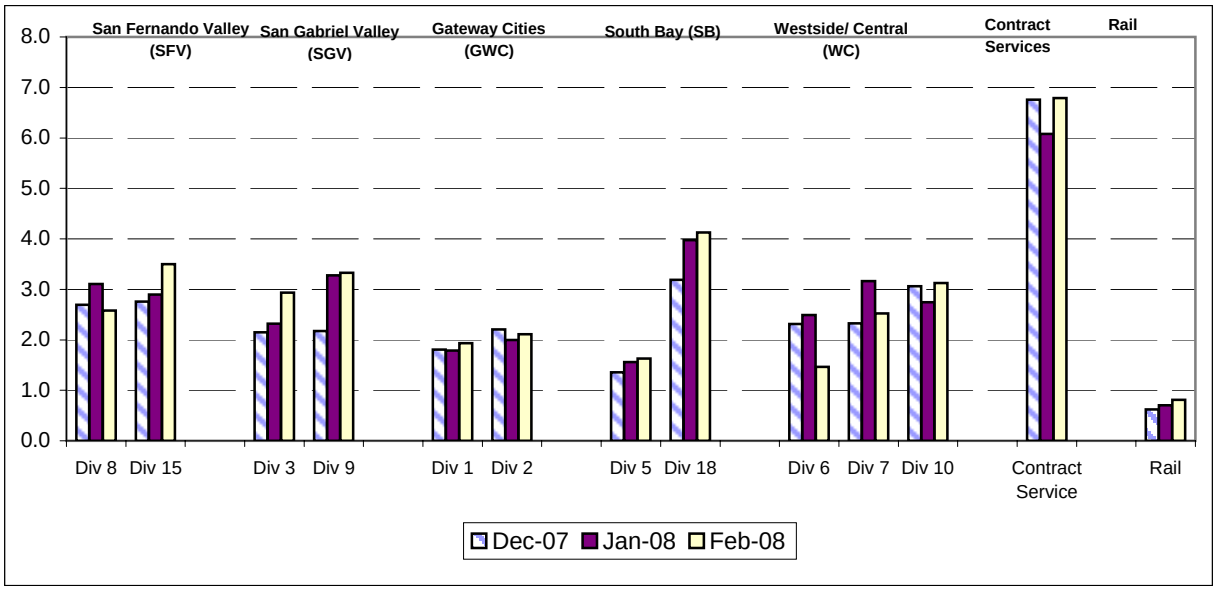
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

Systemwide Trend



Bus Operating Divisions - by Sectors' Divisions
December 2007 - February 2008



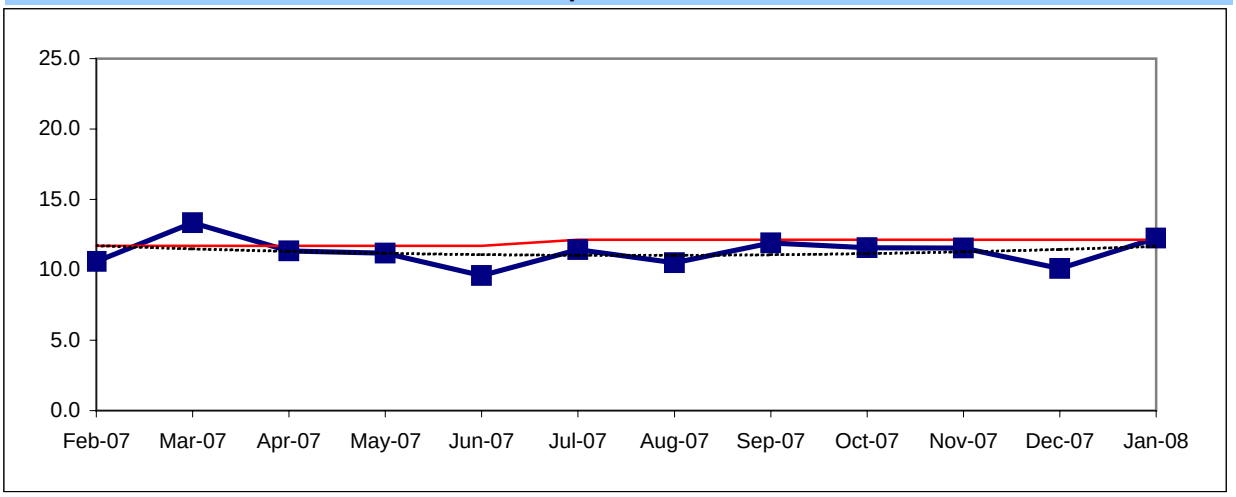
WORKERS COMPENSATION CLAIMS

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 = New Claims/(Exposure Hours/200,000)

Metro Operations Trend



One month lag from current month

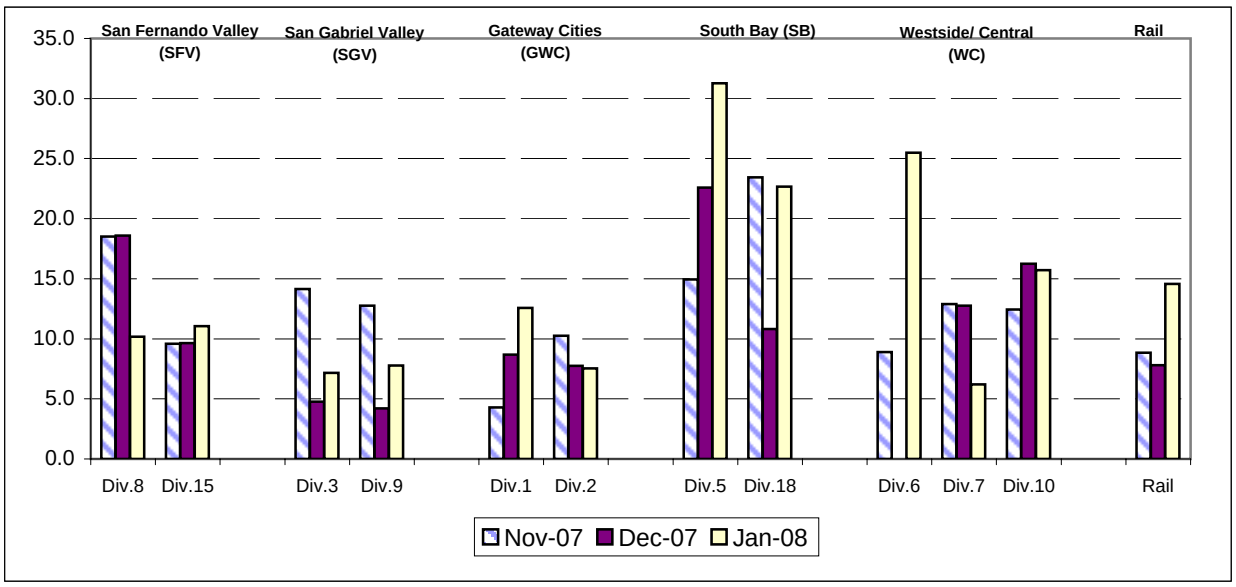
NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

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 = New Claims/(Exposure Hours/200,000)

Bus & Rail - by Bus Sectors' Divisions and Rail
November 2007- January 2008

One month lag from current month



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

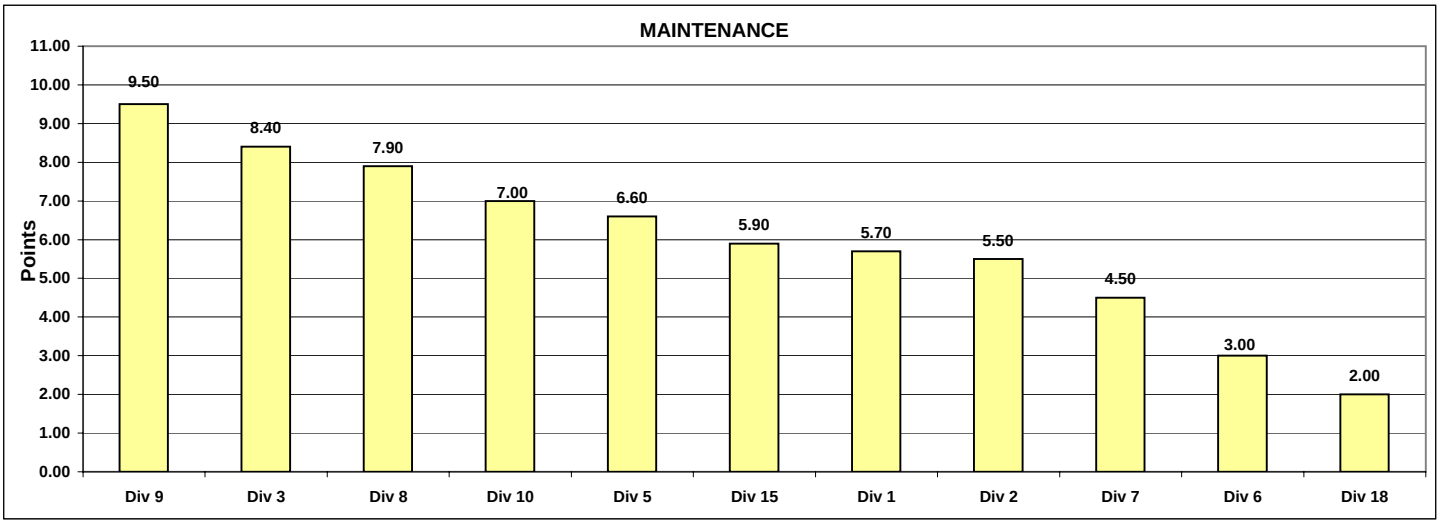
Monthly Calculations - February 2008
Metro Bus - Maintenance

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	64%	815.6	968.8	1013.3	1003.6	988.4	953.8	1364.1	2062.9	1064.6	1008.6	927.3
Points		1	4	8	6	5	3	10	11	9	7	2
Attendance	20%	0.98265	0.97875	0.97575	0.97768	0.95375	0.96701	0.96707	0.97273	0.97716	0.97501	0.96628
Points		11	10	7	9	1	3	4	5	8	6	2
New WC Claims /200,000 Exp Hrs*	36%	0.0000	11.3467	0.0000	10.0858	34.2001	9.4842	9.7202	0.0000	17.5974	14.9413	22.8029
Points		10	5	10	6	1	8	7	10	3	4	2
*One month lag												
Totals		**5.70**	**5.50**	**8.40**	**6.60**	**3.00**	**4.50**	**7.90**	**9.50**	**7.00**	**5.90**	**2.00**

FINAL RANKING	Maintenance Division Ranking (Sorted)											
	DIV.	Div 9	Div 3	Div 8	Div 10	Div 5	Div 15	Div 1	Div 2	Div 7	Div 6	Div 18
	Score	9.50	8.40	7.90	7.00	6.60	5.90	5.70	5.50	4.50	3.00	2.00
	Rank	1st	2nd	3rd	3rd	5th	6th	7th	8th	9th	10th	11th



Monthly Calculations - February 2008
Metro Bus - Transportation

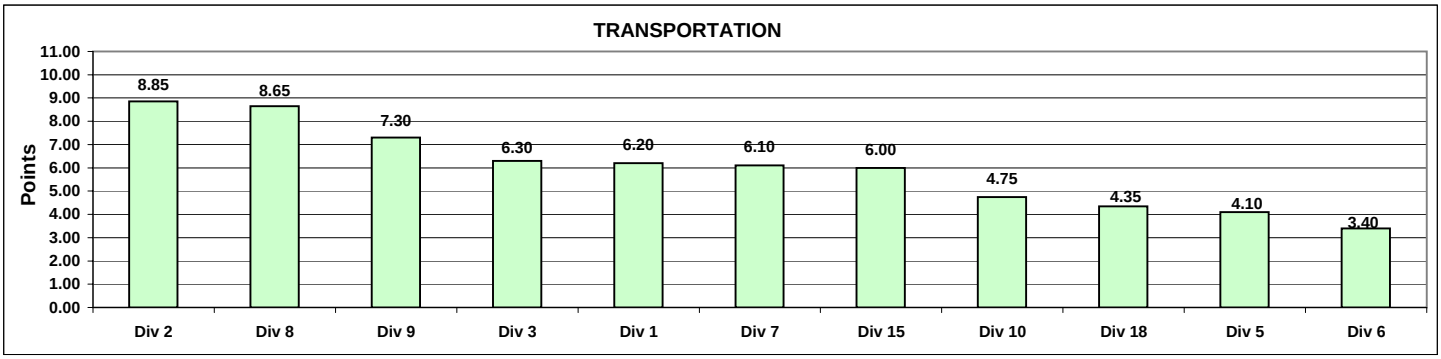
Definition: A performance awareness program designed to increase productivity and efficiency.

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%**	0.6761	0.6918	0.6597	0.6094	0.5023	0.5607	0.6900	0.6439	0.5536	0.6768	0.5891
Points		8	11	7	5	1	3	10	6	2	9	4
Miles Between Total Road Calls	**10%**	815.5931	968.7600	1013.2945	1003.6192	988.4395	953.7832	1364.1210	2062.9189	1064.6028	1008.6231	927.2541
Points		1	4	8	6	5	3	10	11	9	7	2
Accident Rate	**25%**	3.3954	3.3406	4.8484	5.3688	8.0021	3.5653	2.4565	2.7439	3.4481	3.7045	2.6961
Points		7	8	3	2	1	5	11	9	6	4	10
Complaints/100K Boardings	**15%**	1.9342	2.1086	2.9380	1.6307	1.4655	2.5221	2.5832	3.3257	3.1263	3.5016	4.1290
Points		9	8	5	10	11	7	6	3	4	2	1
New WC Claims /200,000 Exp Hrs*	**25%**	16.1585	6.4524	9.4051	37.9158	22.6037	5.2815	10.3199	9.7609	15.1727	9.7867	22.6256
Points		4	10	9	1	3	11	6	8	5	7	2
*One month lag												
Totals		**6.20**	**8.85**	**6.30**	**4.10**	**3.40**	**6.10**	**8.65**	**7.30**	**4.75**	**6.00**	**4.35**

FINAL RANKING	**Transportation Division Ranking (Sorted)**											
	DIV.	**Div 2**	**Div 8**	**Div 9**	**Div 3**	**Div 1**	**Div 7**	**Div 15**	**Div 10**	**Div 18**	**Div 5**	**Div 6**
	Score	**8.85**	**8.65**	**7.30**	**6.30**	**6.20**	**6.10**	**6.00**	**4.75**	**4.35**	**4.10**	**3.40**
	Rank	**1st**	**2nd**	**3rd**	**4th**	**5th**	**6th**	**7th**	**8th**	**9th**	**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 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		
Wayside Availability	**Feb-07**	**Feb-08**	**Yearly Improvement**	**Feb-07**	**Feb-08**	**Yearly Improvement**	**Feb-07**	**Feb-08**	**Yearly Improvement**	**Feb-07**	**Feb-08**	**Yearly Improvement**
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%	99.87%	99.94%	0.07%	99.66%	99.99%	0.33%	99.82%	100.00%	0.18%
Power	100.00%	100.00%	0.00%	99.94%	100.00%	0.06%	100.00%	99.84%	-0.16%	100.00%	100.00%	0.00%
Wayside Performance	**100.00%**	**100.00%**	0.00%	**99.94%**	**99.98%**	**0.05%**	**99.89%**	**99.94%**	**0.06%**	**99.94%**	**100.00%**	**0.06%**
Vehicle Availability												
Vehicle Performance	**99.54%**	**99.95%**	**0.41%**	**99.55%**	**99.84%**	**0.29%**	**99.42%**	**99.97%**	**0.55%**	**99.63%**	**99.89%**	**0.26%**
Operator Availability												
Operators	**99.99%**	**99.99%**	**0.01%**	**99.93%**	**100.00%**	**0.06%**	**99.98%**	**99.99%**	**0.01%**	**99.94%**	**100.00%**	**0.06%**
In-Service Performance												
Rev. Hr. Delivered - Rail	**99.53%**	**99.99%**	**0.46%**	**99.21%**	**99.94%**	**0.73%**	**99.07%**	**99.83%**	**0.76%**	**99.39%**	**100.00%**	**0.61%**
otal Rail Line Performance	**99.76%**	**99.98%**	**0.22%**	**99.66%**	**99.94%**	**0.28%**	**99.59%**	**99.93%**	**0.34%**	**99.72%**	**99.97%**	**0.25%**

Metro Rail Final Ranking (Sorted)

Rail Line	GREEN	RED	GOLD	BLUE
Score	0.343%	0.282%	0.249%	0.219%
Rank	1st	2nd	3rd	4th