

MAY 2008

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 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	May Month	Status
<b>Bus Systemwide</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,532	3,500	3,142	3,220	Yellow
No. of unaddressed road calls					1,116*		782	17	
Mean Miles Between Total Road Calls (MMBTRC)					1,245	1,556	1,140	1,230	Yellow
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	63.77%	65.30%	64.00%	64.63%	Yellow
Bus Traffic Accidents Per 100,000 Miles						3.50	3.49	3.64	Green
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.46	2.75	2.60	2.07	Green
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	Apr YTD 11.56	Apr. 11.35	Green
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up									
<b>SFV Sector</b>									
MMBMF				3,319	3,619	3,500	2,950	3,122	Yellow
No. of unaddressed road calls					432*		147	0	
MMBTRC					1,310	1,638	1,233	1,346	Yellow
In-Service On-time Performance	67.30%	67.47%	68.54%	65.19%**	65.60%	67.50%	67.39%	68.44%	Yellow
Bus Traffic Accidents Per 100,000 Miles						2.90	2.56	2.11	Green
Complaints per 100,000 Boardings	6.32	5.45	4.39	3.24	3.00	3.00	2.94	2.05	Green
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	Apr YTD 12.48	Apr. 12.41	Yellow
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up									
<b>Division 8</b>									
MMBTRC					1,537	1,922	1,344	1,472	Yellow
In-Service On-time Performance	70.09%	69.12%	69.78%	68.23%	67.48%	68.00%	68.33%	70.20%	Green
Bus Traffic Accidents Per 100,000 Miles						2.80	1.96	1.61	Green
Complaints per 100,000 Boardings	6.87	5.09	4.17	3.37	2.75	2.80	2.65	2.02	Green
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	Apr YTD 15.16	Apr. 15.52	Yellow
<b>Division 15</b>									
MMBTRC					1,175	1,469	1,161	1,265	Yellow
In-Service On-time Performance	66.13%	66.62%	67.84%	63.84%**	64.41%	67.00%	66.83%	67.34%	Yellow
Bus Traffic Accidents Per 100,000 Miles						3.00	3.01	2.49	Green
Complaints per 100,000 Boardings	6.01	5.70	4.55	3.14	3.16	3.20	3.14	2.08	Yellow
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	Apr YTD 10.98	Apr. 11.17	Green

\*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.

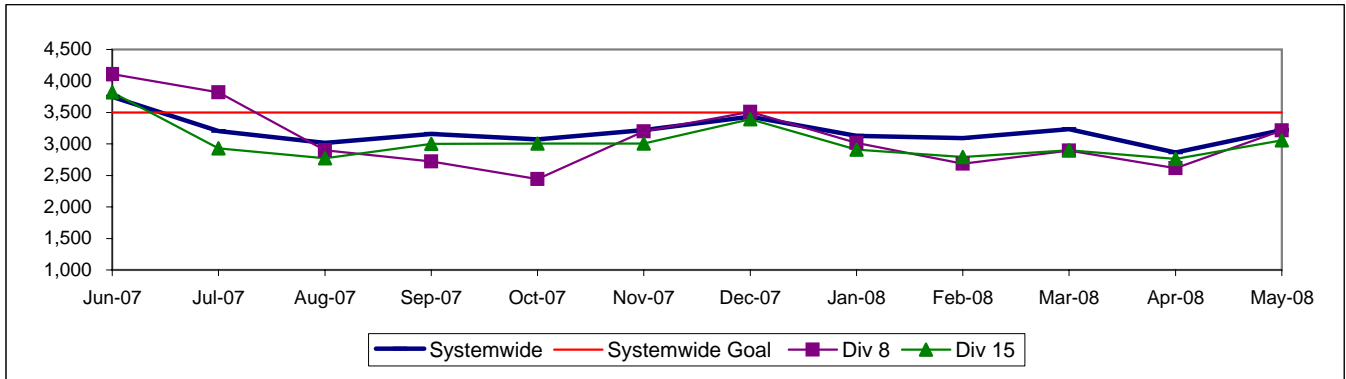
## SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

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

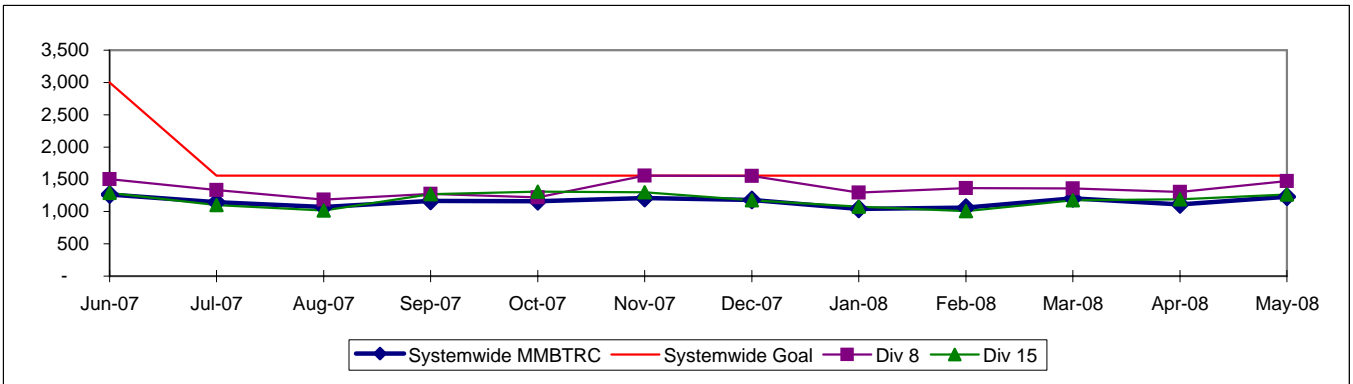


### MEAN MILES BETWEEN TOTAL ROAD CALLS

#### Systemwide and Divisions 8 and 15

**Definition:** Average Hub Miles traveled between total roadcalls.

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



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

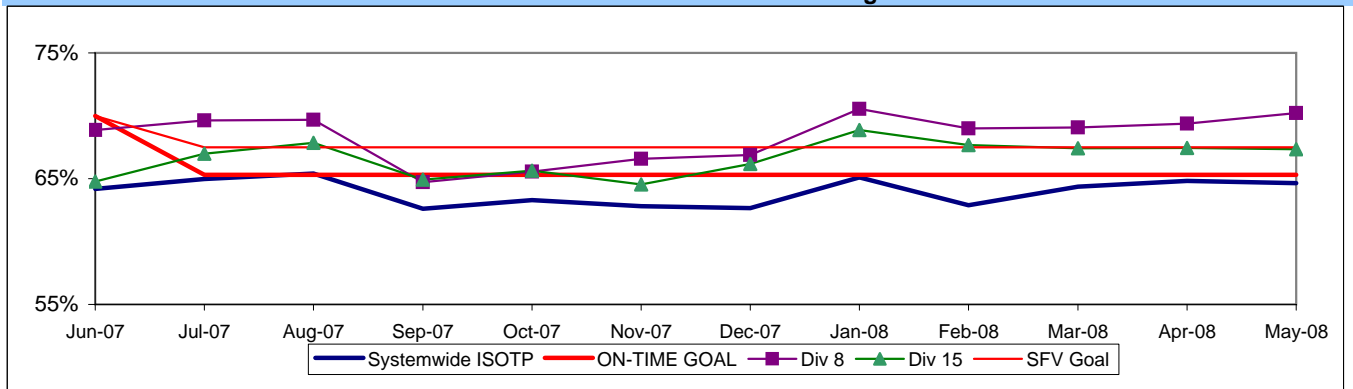
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

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

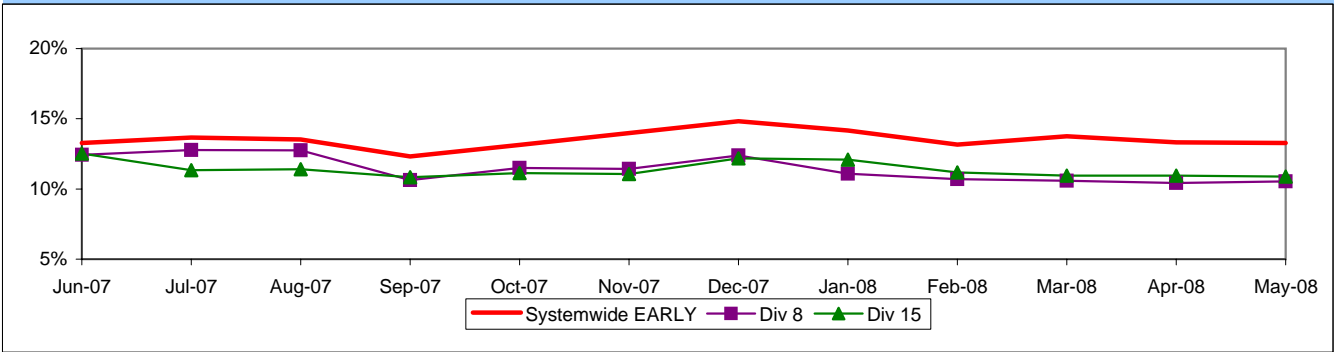
\* Division 15 November data not available.

### Systemwide and Bus Operating Divisions 8 and 15

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



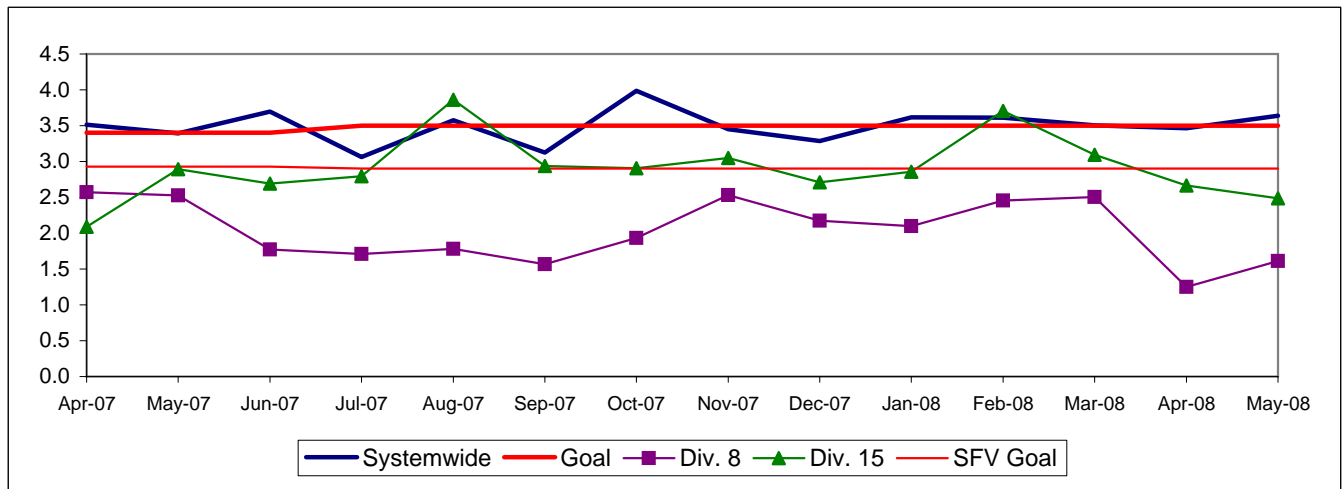
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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

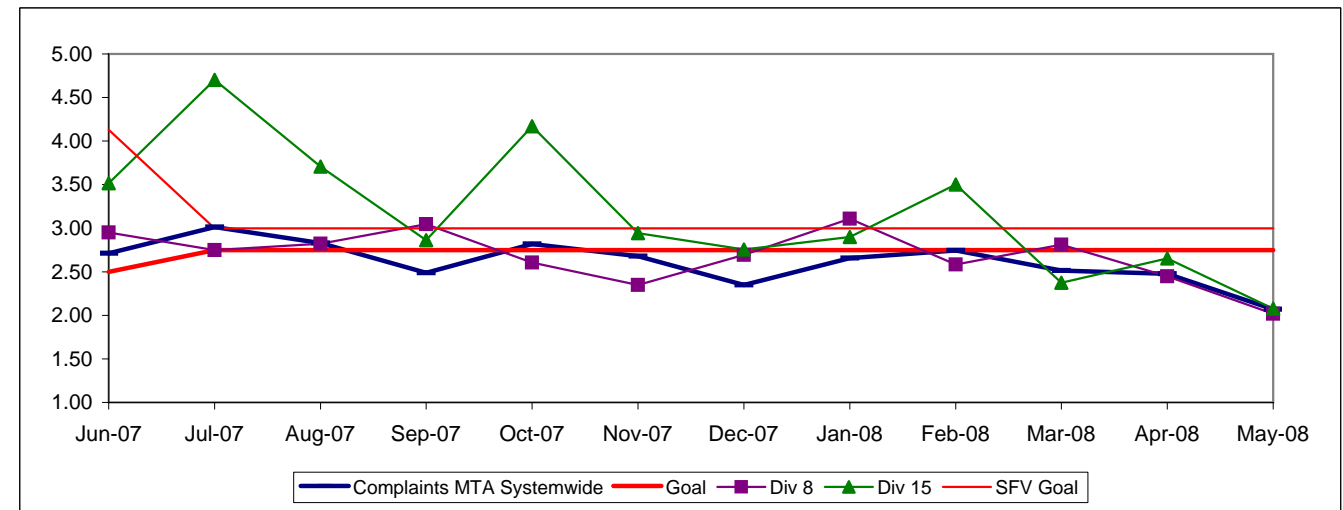


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

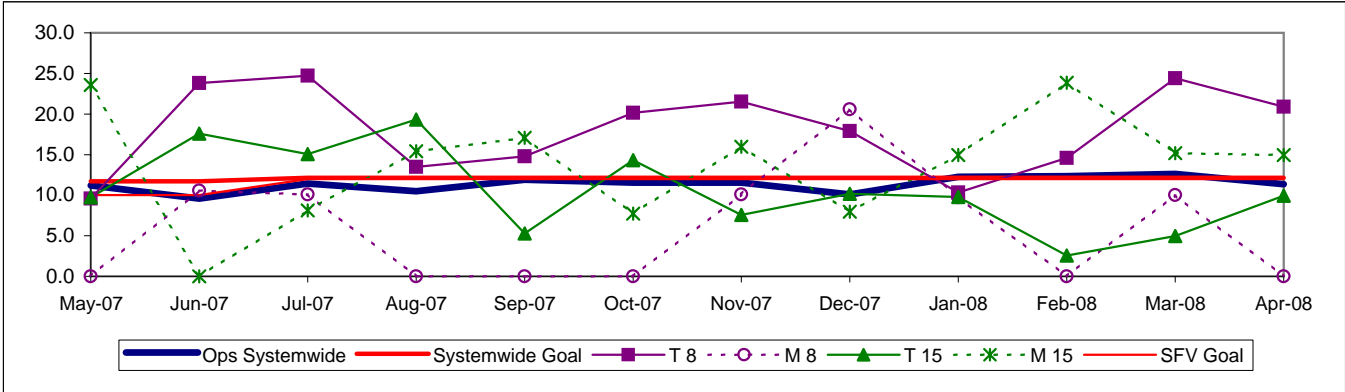


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 8 and 15**

**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.

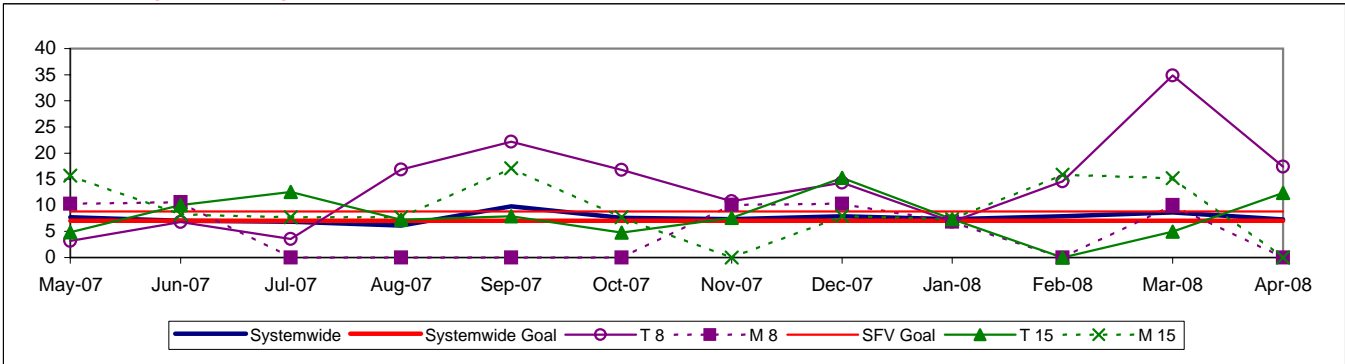


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 8 and 15**

**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.

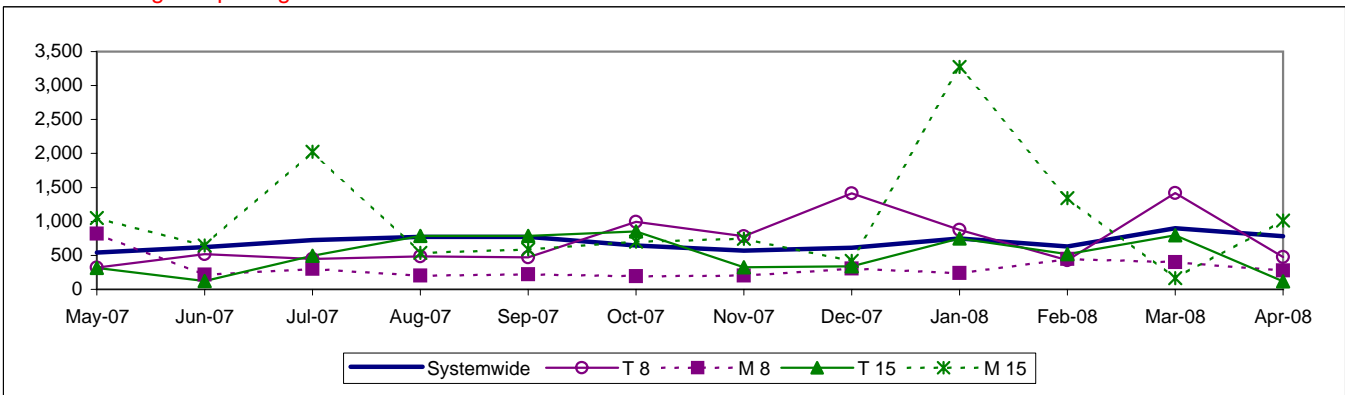


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 8 and 15**

**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	May Month	Status
<b>Bus Systemwide</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,532	3,500	3,142	3,220	Yellow Diamond
No. of unaddressed road calls					1,116*		782	17	
Mean Miles Between Total Road Calls (MMBTRC)					1,245	1,556	1,140	1,230	Yellow Diamond
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	63.77%	65.30%	64.00%	64.63%	Yellow Diamond
Bus Traffic Accidents Per 100,000 Miles						3.50	3.49	3.64	Green Circle
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.46	2.75	2.60	2.07	Green Circle
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	Apr YTD 11.56	Apr. 11.35	Green Circle
<b>SGV Sector</b>									
MMBMF				3,467	3,376	3,500	3,278	3,455	Yellow Diamond
No. of unaddressed road calls					88*		127	4	
MMBTRC					1,618	2,023	1,504	1,645	Yellow Diamond
In-Service On-time Performance	70.02%	69.98%	70.10%	68.59%	65.85%	68%	66.74%	68.21%	Yellow Diamond
Bus Traffic Accidents Per 100,000 Miles						2.90	3.18	3.15	Yellow Diamond
Complaints per 100,000 Boardings	3.57	3.80	2.95	2.18	2.49	2.50	2.64	2.10	Yellow Diamond
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	Apr YTD 9.62	Apr. 10.46	Green Circle
<b>Division 3</b>									
MMBMF				2,690	2,838	3,500	2,585	2,530	Yellow Diamond
No. of unaddressed road calls					58*		44	3	
MMBTRC					1,239	1,549	1,132	1,161	Yellow Diamond
In-Service On-time Performance	71.08%	70.80%	71.06%	70.05%	16.54%	68%	66.80%	67.95%	Yellow Diamond
Bus Traffic Accidents Per 100,000 Miles						2.90	4.21	4.85	Red Square
Complaints per 100,000 Boardings	3.09	3.02	2.60	1.83	2.12	2.50	2.16	1.51	Green Circle
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	Apr YTD 11.96	Apr. 14.67	Green Circle
<b>Division 9</b>									
MMBMF				4,585	4,087	3,500	4,043	4,552	Green Circle
No. of unaddressed road calls					30*		83	1	
MMBTRC					2,099	2,623	1,957	2,266	Yellow Diamond
In-Service On-time Performance	67.47%	68.16%	68.16%	67.01%	12.52%	68%	66.70%	68.39%	Yellow Diamond
Bus Traffic Accidents Per 100,000 Miles						2.90	2.45	2.03	Green Circle
Complaints per 100,000 Boardings	4.31	5.09	5.09	2.61	2.24	2.50	3.06	2.02	Yellow Diamond
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	28.54	20.75	14.66	14.34	17.30	11.56	Apr YTD 7.79	Apr. 7.91	Green Circle

\*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.

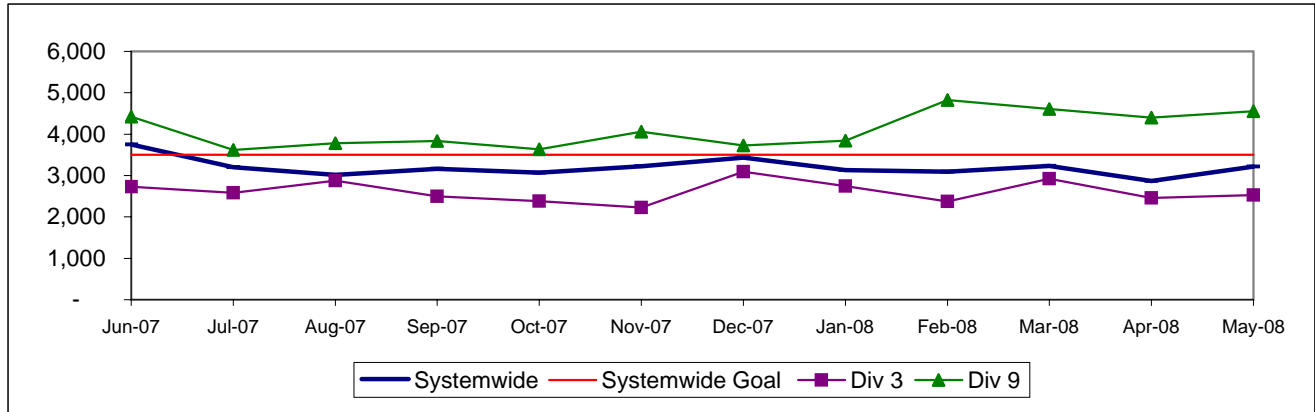
Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## 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.

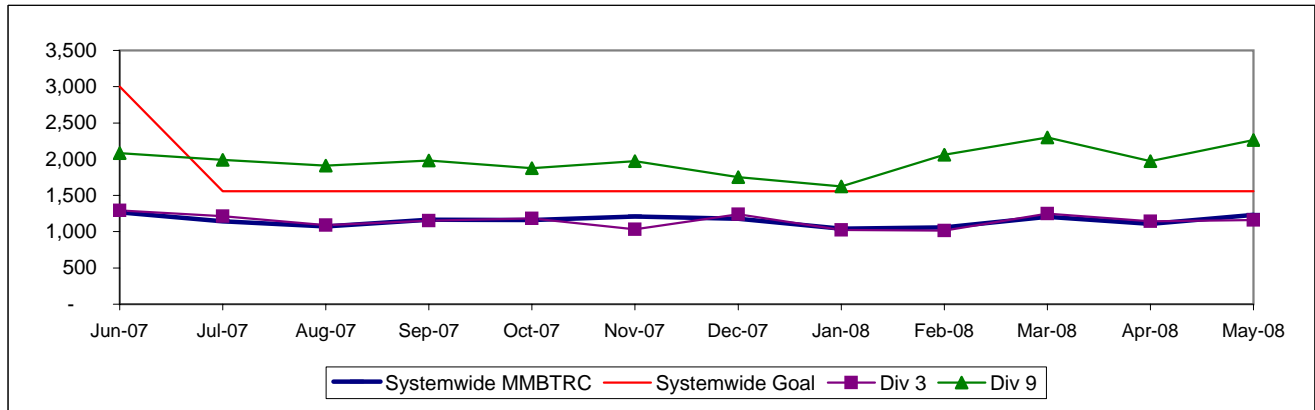
**Calculation:** MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



### MEAN MILES BETWEEN TOTAL ROADCALLS Systemwide and Divisions 3 and 9

**Definition:** Average Hub Miles traveled between total roadcalls

**Calculation:** MMBTRC = (Total Hub Miles / by Total Roadcalls)

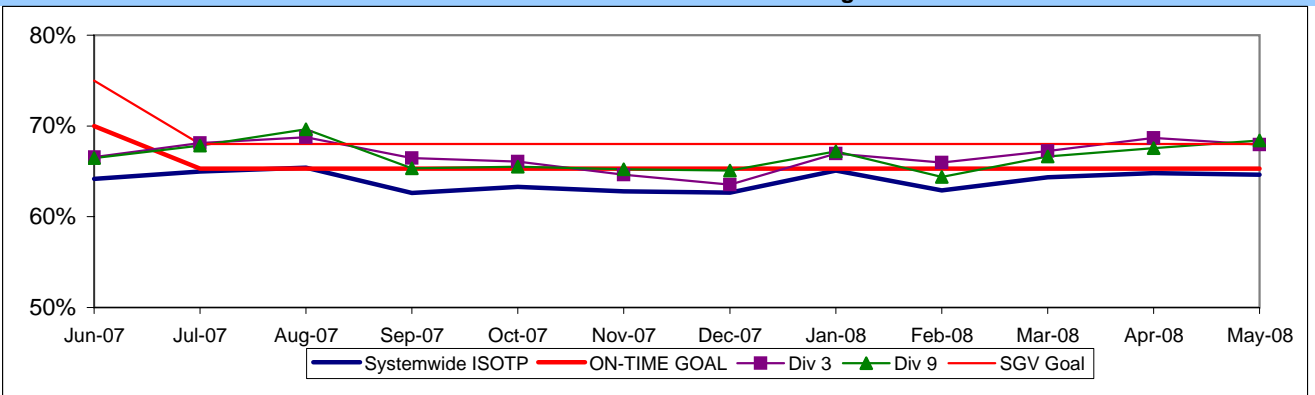


### IN-SERVICE ON-TIME PERFORMANCE

**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.)

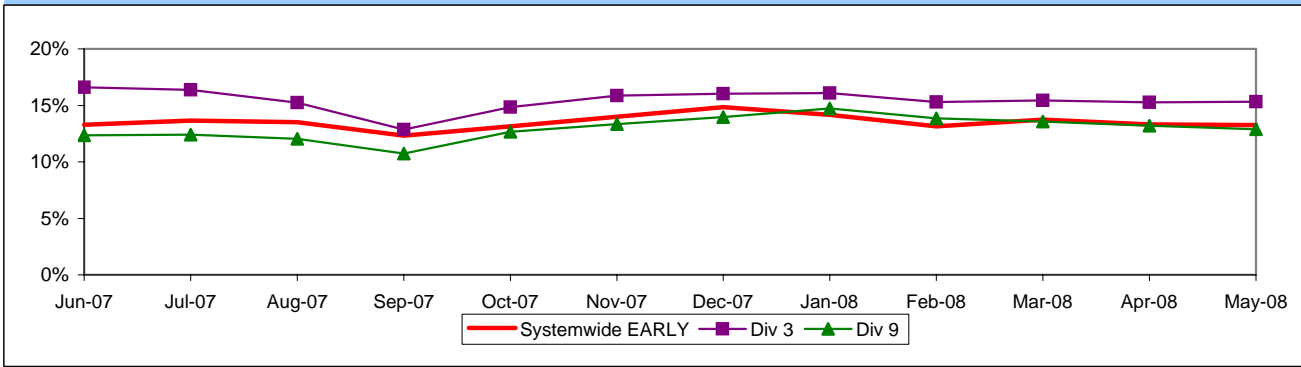
**Calculation:** ISOTP% = 1 - ((Number of buses departing early + Number of buses departing more than five minutes late) / (Total buses sampled))

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





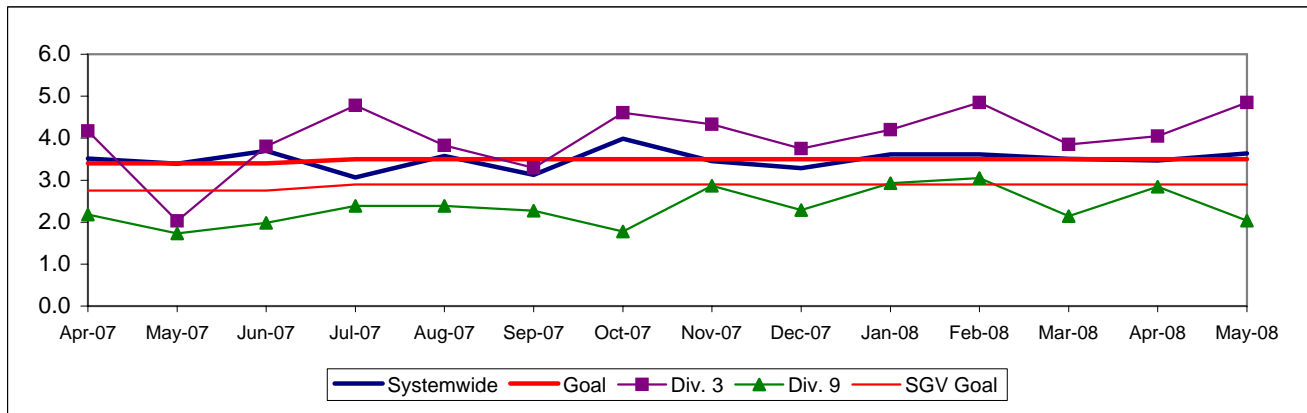
Running Hot - Systemwide and Bus Operating Divisions 3 and 9



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))

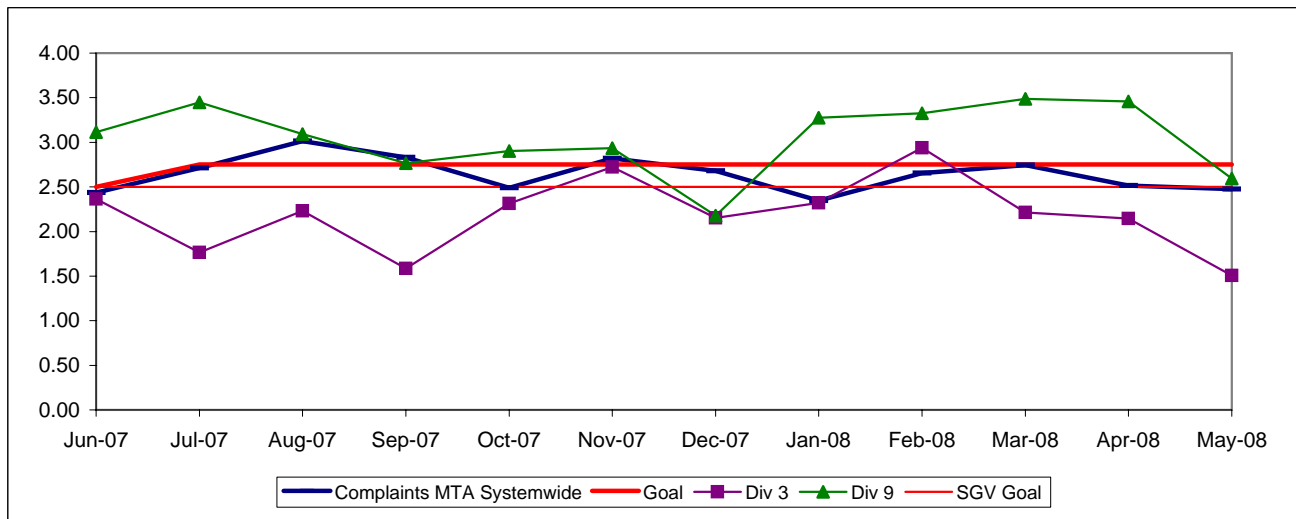


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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

**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)

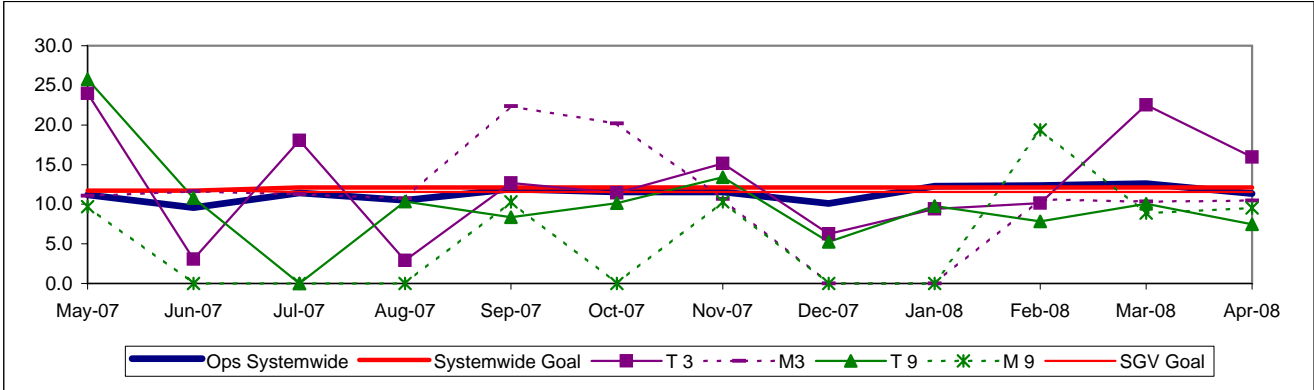


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 3 and 9**

**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.

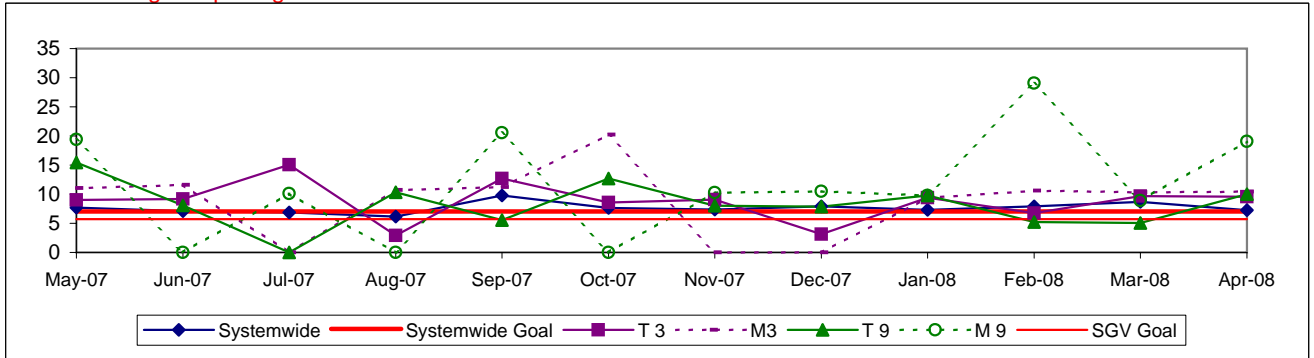


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 3 and 9**

**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.

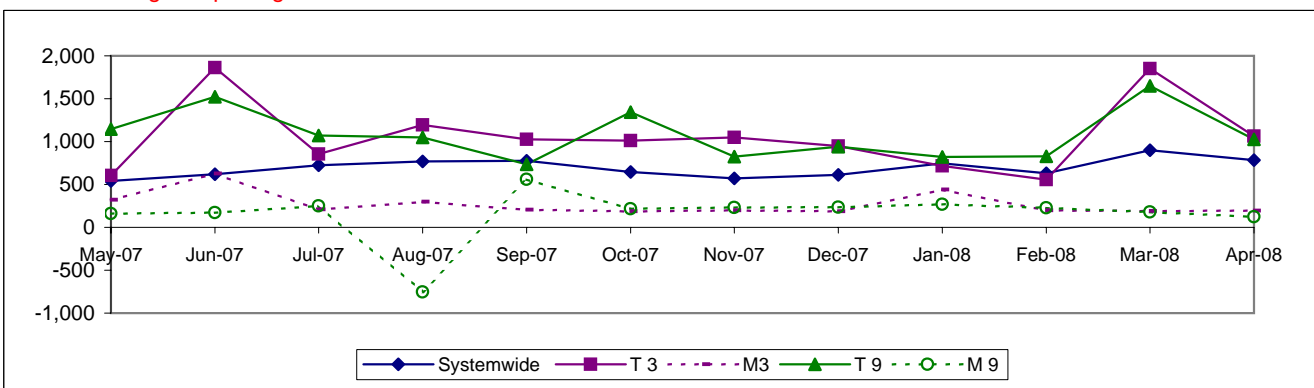


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 3 and 9**

**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	May Month	Status
<b>Bus Systemwide</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls				3,274	3,532 1,116*	3,500	3,142 782	3,220 17	Yellow
Mean Miles Between Total Road Calls (MMBTRC)					1,245	1,556	1,140	1,230	Yellow
In-Service On-time Performance	69.23%	65.43%	66.50%	64.35%**	63.77%	65.30%	64.00%	64.63%	Yellow
Bus Traffic Accidents Per 100,000 Miles						3.50	3.49	3.64	Green
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.46	2.75	2.60	2.07	Green
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	Apr YTD 11.56	Apr. 11.35	Green
<b>GC Sector</b>									
MMBMF No. of unaddressed road calls				2,506	3,163 170*	3,500	2,884 320	2,497 0	Yellow
MMBTRC					995	1,244	951	1,095	Yellow
In-Service On-time Performance	74.53%	69.34%	71.20%	71.73%	68.01%	71.00%	67.89%	69.17%	Yellow
Bus Traffic Accidents Per 100,000 Miles						3.65	3.56	4.23	Green
Complaints per 100,000 Boardings	2.63	3.08	2.58	1.69	1.78	2.00	1.92	1.70	Green
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	Apr YTD 10.55	Apr. 8.97	Green
<b>Division 1</b>									
MMBMF No. of unaddressed road calls				2,409	3,757 138*	3,500	2,999 311	2,373 0	Yellow
MMBTRC					932	1,165	895	1,047	Yellow
In-Service On-time Performance	78.22%	70.57%	71.62%	71.06%	68.02%	71.00%	67.35%	69.04%	Yellow
Bus Traffic Accidents Per 100,000 Miles						3.65	3.45	4.12	Green
Complaints per 100,000 Boardings	2.26	3.32	2.92	1.92	1.89	2.00	1.90	1.72	Green
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	Apr YTD 7.63	Apr. 4.27	Green
<b>Division 2</b>									
MMBMF No. of unaddressed road calls				2,660	2,598 32*	3,500	2,746 9	2,684 0	Yellow
MMBTRC					1,097	1,371	1,037	1,167	Yellow
In-Service On-time Performance	67.53%	67.62%	70.42%	72.71%	67.99%	71.00%	68.40%	69.30%	Yellow
Bus Traffic Accidents Per 100,000 Miles						3.65	3.70	4.36	Green
Complaints per 100,000 Boardings	3.07	2.84	2.15	1.42	1.64	2.00	1.95	1.67	Green
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	Apr YTD 14.44	Apr. 15.35	Yellow

\*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.

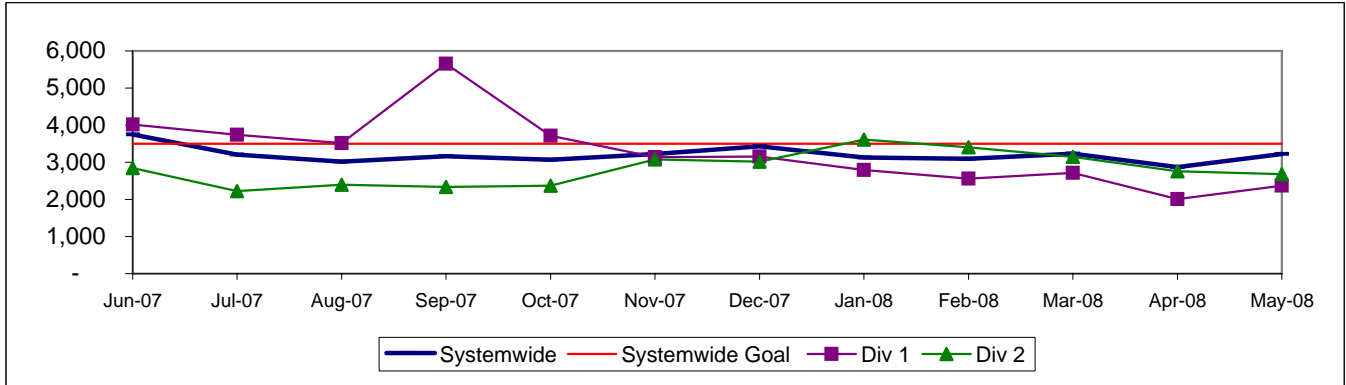
Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## 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.

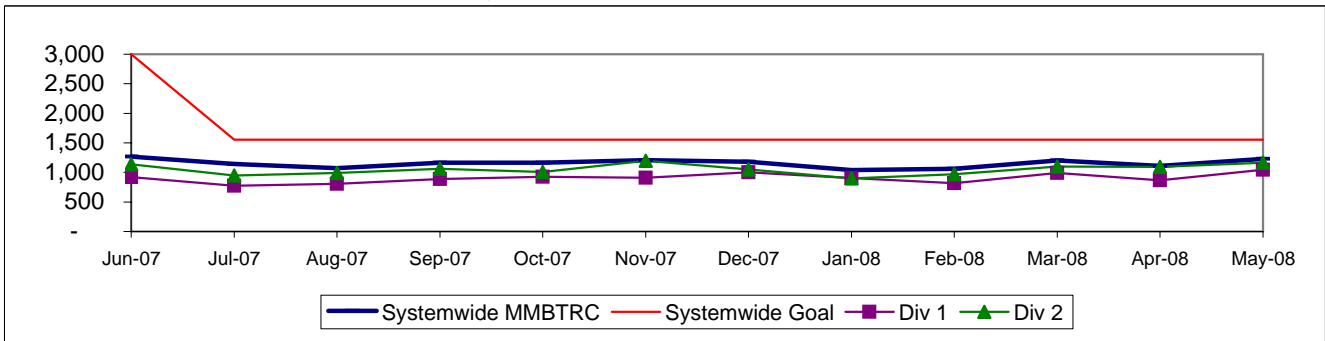
**Calculation:**  $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



### MEAN MILES BETWEEN TOTAL ROADCALLS Systemwide and Divisions 1 and 2

**Definition:** Average Hub Miles Between Total Roadcalls

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

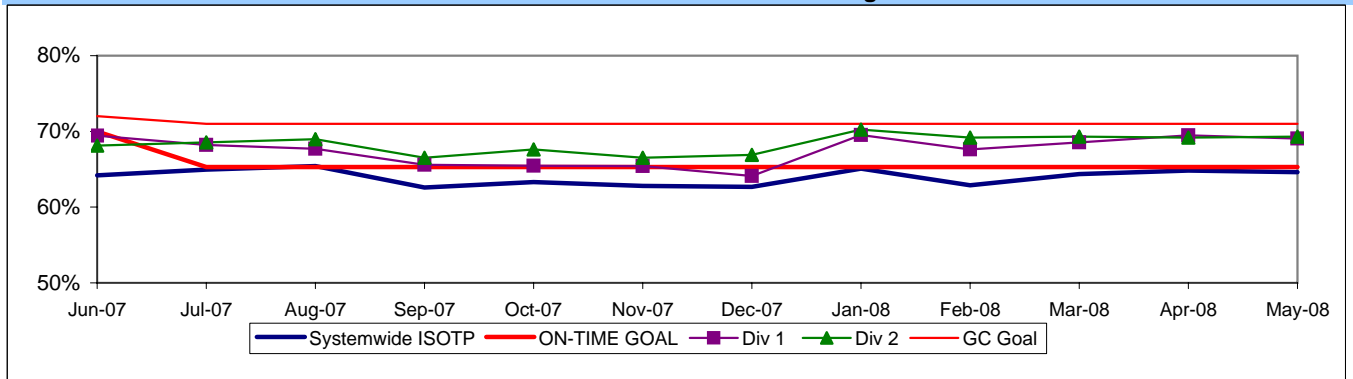


### IN-SERVICE ON-TIME PERFORMANCE

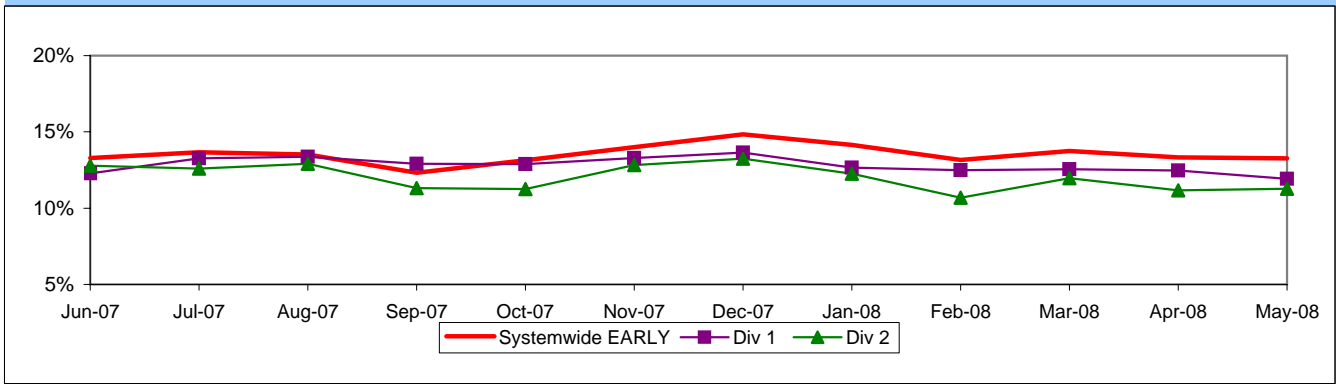
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

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

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



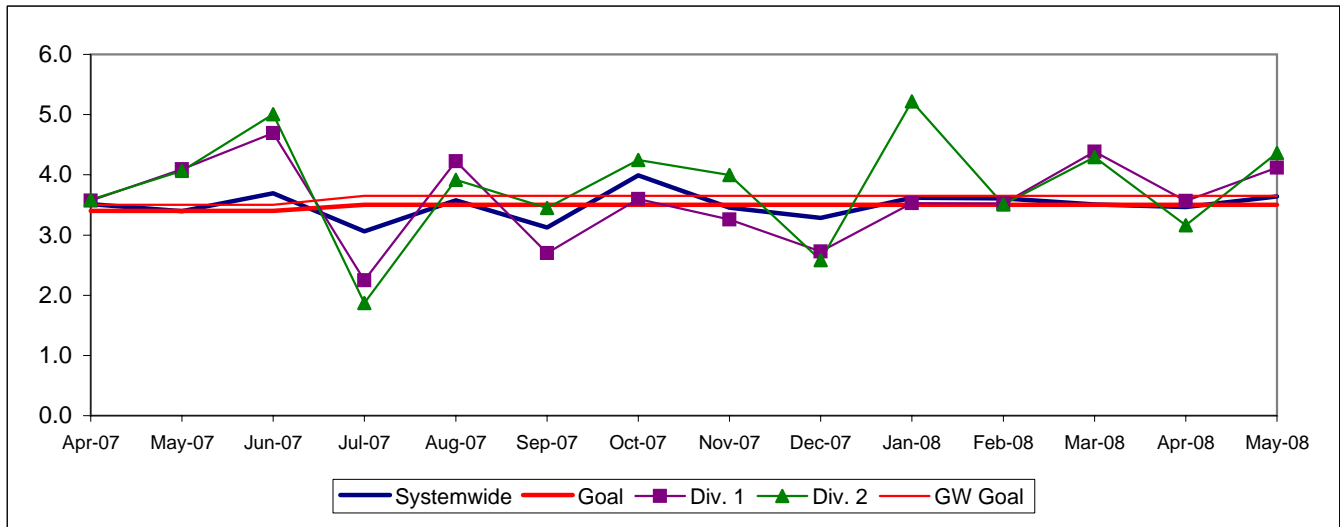
Running Hot - Systemwide and Bus Operating Divisions 1 and 2



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))

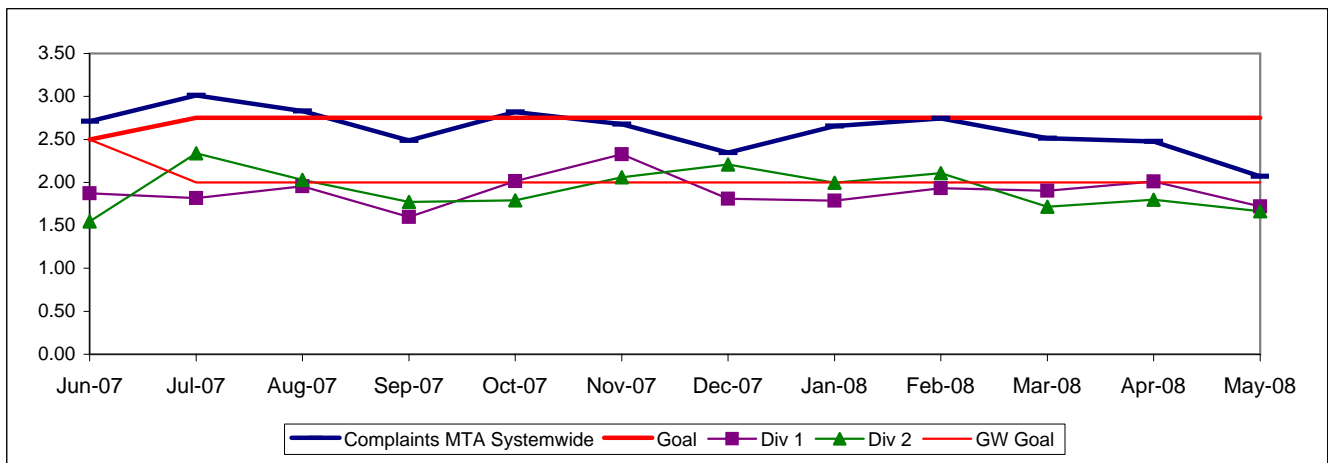


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

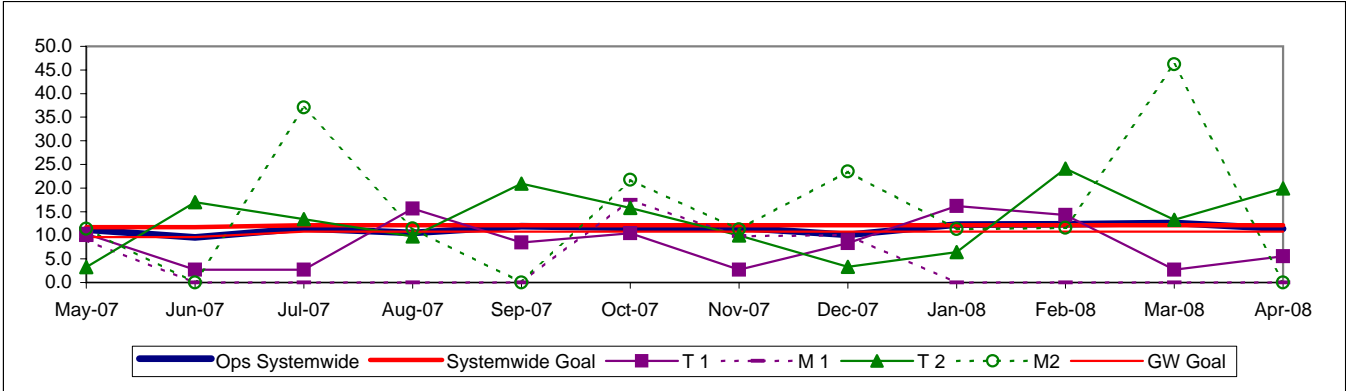


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 1 and 2**

**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.

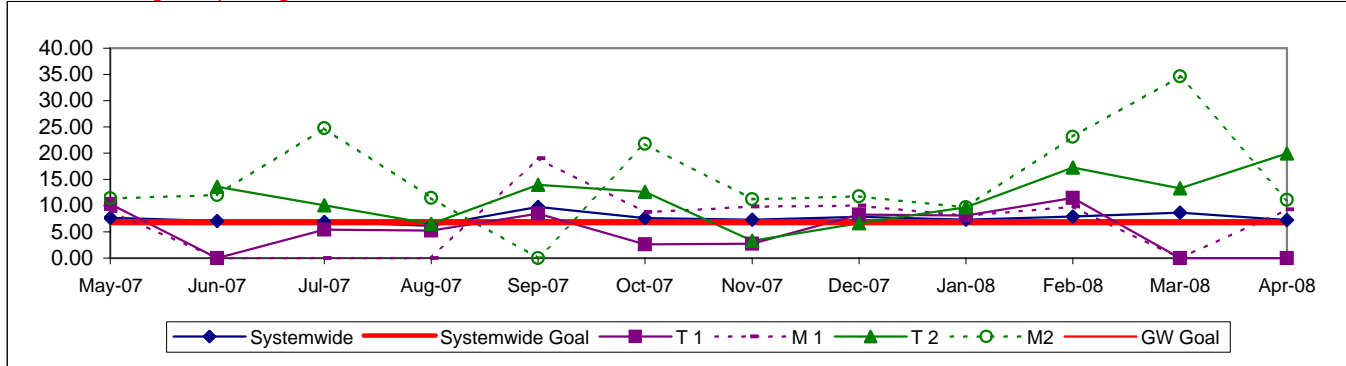


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 1 and 2**

**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.

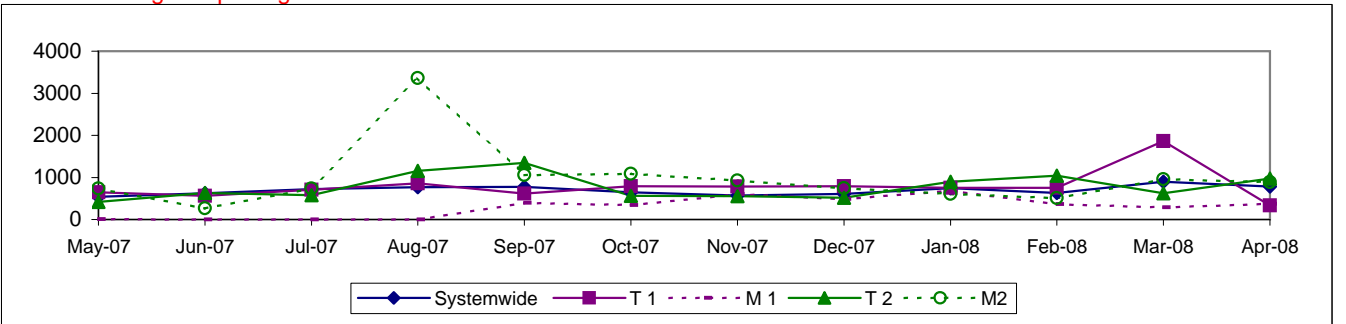


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 1 and 2**

**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	May Month	Status
<b>Bus Systemwide</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,532	3,500	3,142	3,220	
No. of unaddressed road calls					1,116*		782	17	
Mean Miles Between Total Road Calls (MMBTRC)					1,245	1,556	1,140	1,230	
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	63.77%	65.30%	64.00%	64.63%	
Bus Traffic Accidents Per 100,000 Miles						3.50	3.49	3.64	
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.46	2.75	2.60	2.07	
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	Apr YTD 11.56	Apr. 11.35	
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up									
<b>SB Sector</b>									
MMBMF				3,688	3,826	3,500	3,406	3,724	
No. of unaddressed road calls					231*		99	0	
MMBTRC					1,273	1,591	1,121	1,203	
In-Service On-time Performance	63.67%	61.74%	64.13%	59.05%	62.39%	60.00%	62.08%	61.96%	
Bus Traffic Accidents Per 100,000 Miles						4.00	3.83	4.20	
Complaints per 100,000 Boardings	4.02	4.63	3.61	2.49	2.51	3.25	2.57	2.07	
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	Apr YTD 15.19	Apr. 15.86	
<b>Division 5</b>									
MMBMF				3,656	3,580	3,500	3,219	3,613	
No. of unaddressed road calls					57*		26	0	
MMBTRC					1,459	1,824	1,134	1,313	
In-Service On-time Performance	66.30%	63.17%	65.58%	61.85%	63.83%	60.00%	63.35%	63.41%	
Bus Traffic Accidents Per 100,000 Miles						4.00	5.11	6.02	
Complaints per 100,000 Boardings	2.86	3.45	2.71	1.87	1.71	3.25	1.46	1.16	
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	Apr YTD 16.67	Apr. 16.96	
<b>Division 18</b>									
MMBMF				3,712	4,008	3,500	3,531	3,797	
No. of unaddressed road calls					214*		73	0	
MMBTRC					1,174	1,468	1,113	1,144	
In-Service On-time Performance	61.23%	60.78%	63.42%	57.31%	61.19%	60.00%	60.98%	60.71%	
Bus Traffic Accidents Per 100,000 Miles						4.00	3.04	3.06	
Complaints per 100,000 Boardings	5.26	5.74	4.44	3.07	3.29	3.25	3.76	3.04	
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	Apr YTD 14.57	Apr. 14.37	

\*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.

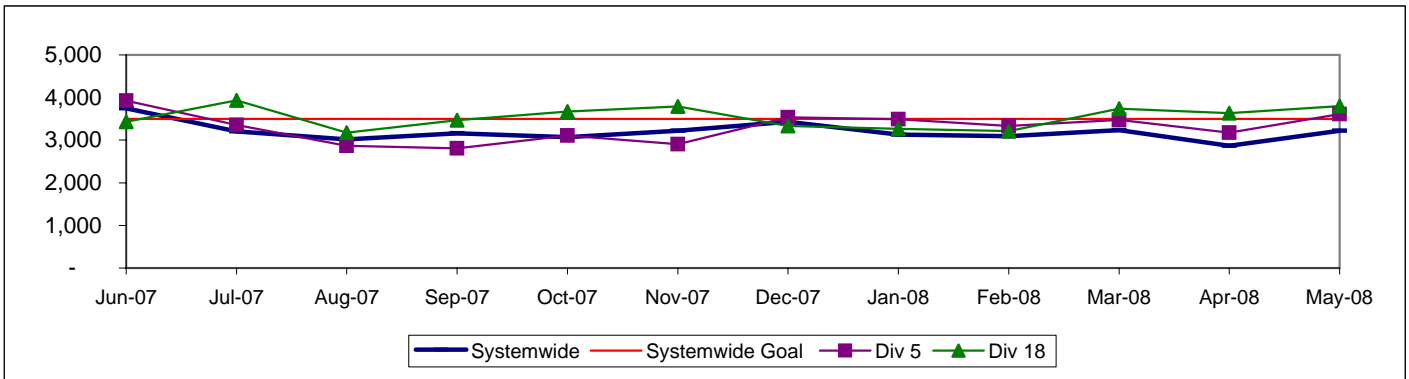
Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## 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.

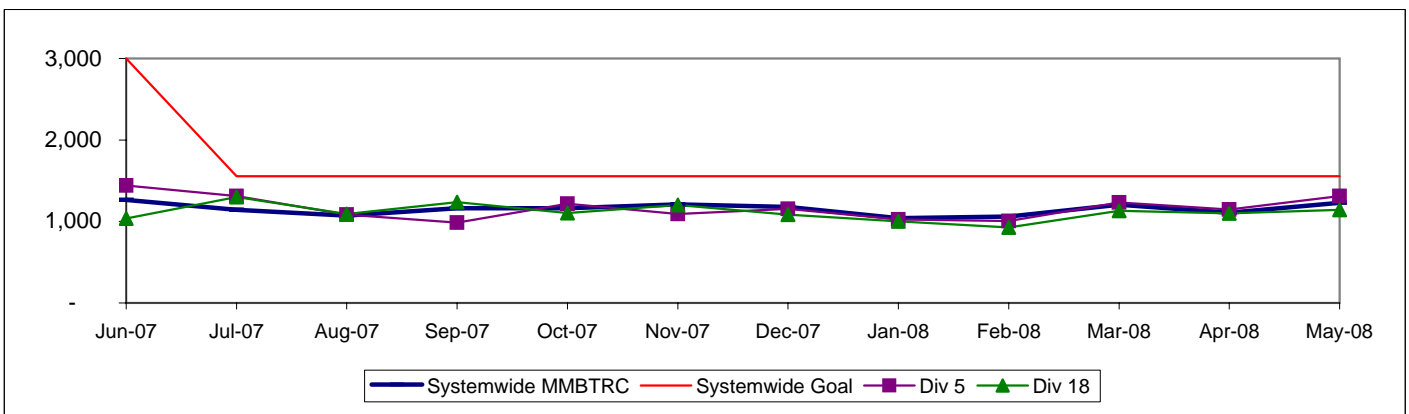
**Calculation:** MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



### MEAN MILES BETWEEN TOTAL ROADCALLS Systemwide and Divisions 5 and 18

**Definition:** Average Hub Miles traveled between total roadcalls.

**Calculation:** MMBTRC = (Total Hub Miles / by Total Roadcalls)

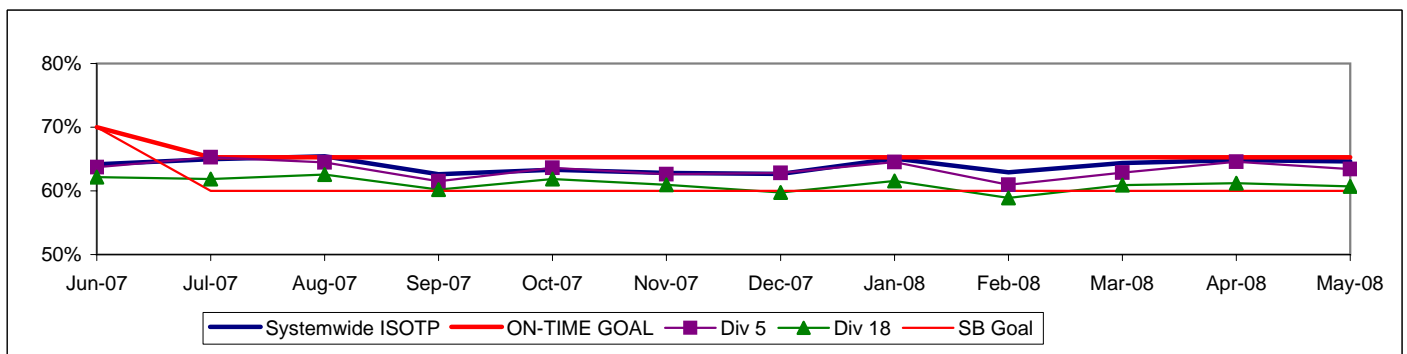


### IN-SERVICE ON-TIME PERFORMANCE

**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)

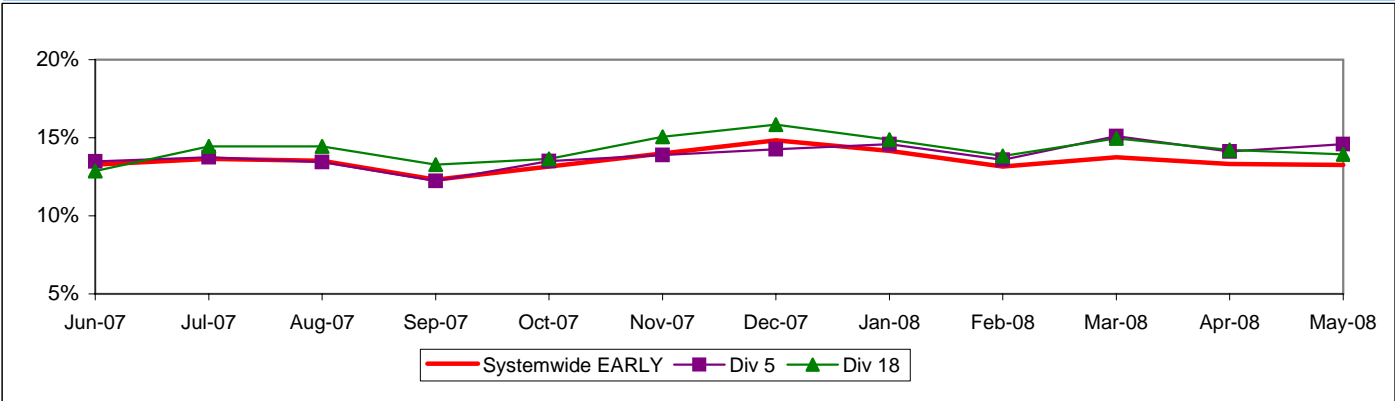
**Calculation:** ISOTP% = 1 - ((Number of buses departing early + Number of buses departing more than five minutes late) / (Total buses sampled))

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





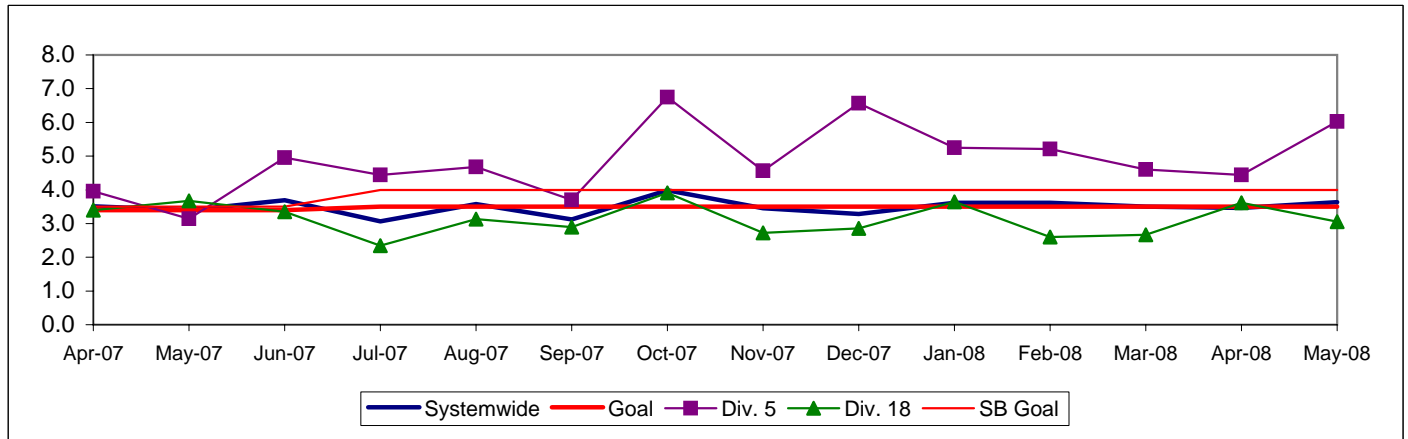
Running Hot - Systemwide and Bus Operating Divisions 5 and 18



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))

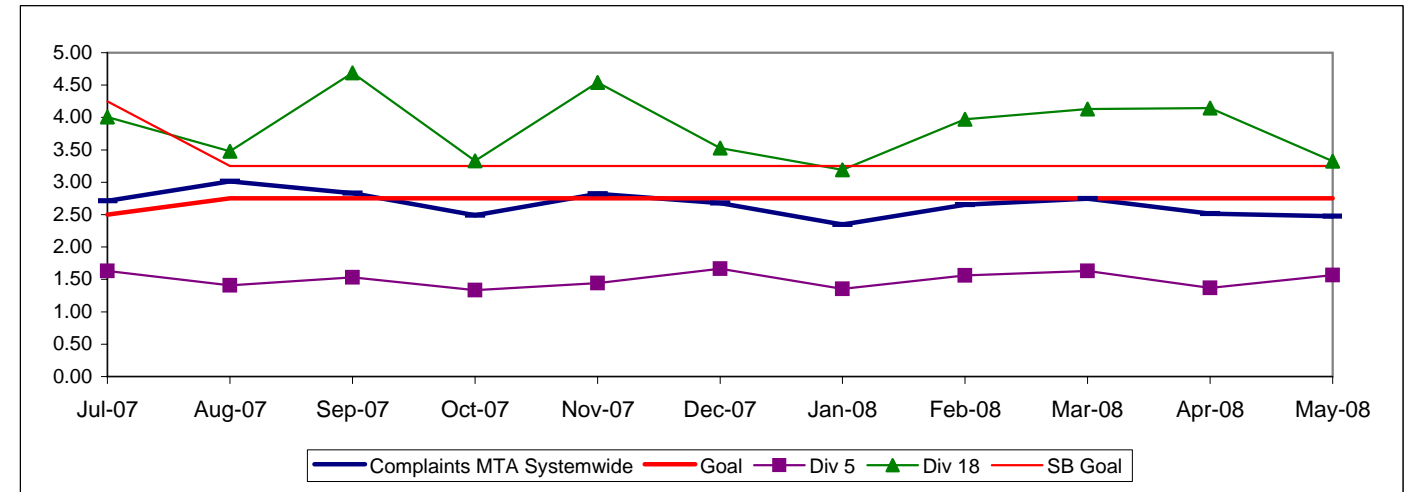


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

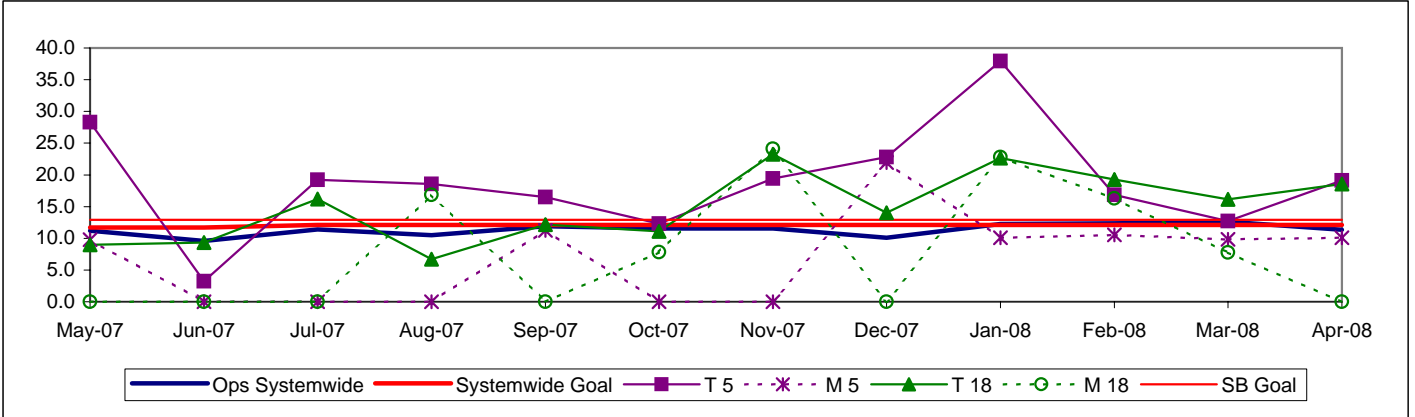


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 5 and 18**

**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.

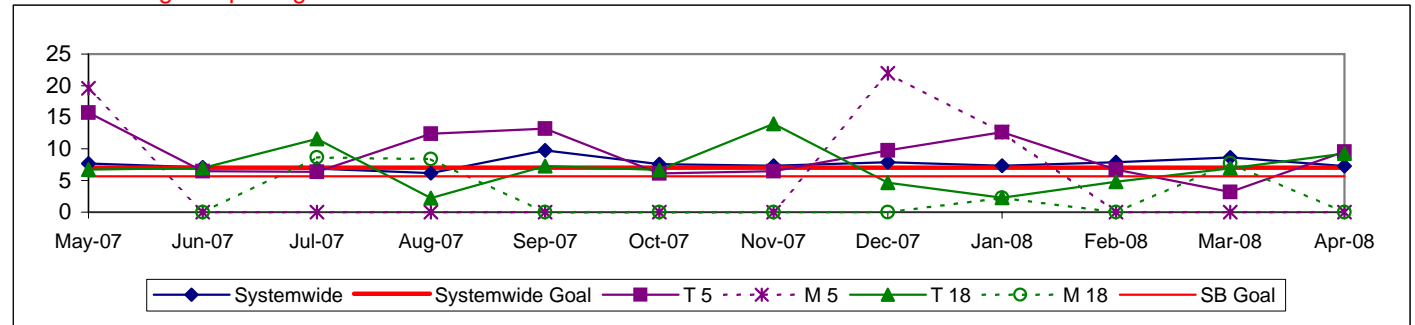


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 5 and 18**

**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.

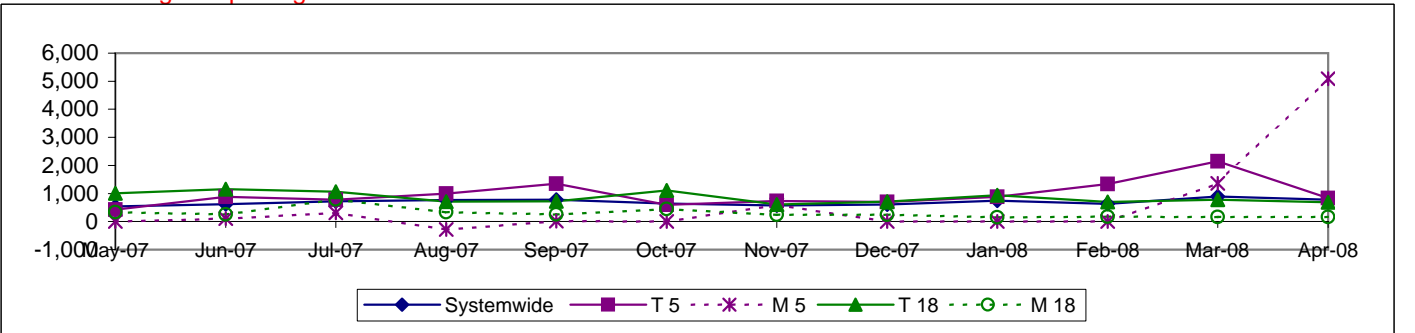


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 5 and 18**

**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	May Month	Status
<b>Bus Systemwide</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls				3,274	3,532 1,116*	3,500	3,142 782	3,220 17	🟡
Mean Miles Between Total Road Calls (MMBTRC)					1,245	1,556	1,140	1,230	🟡
In-Service On-time Performance	69.23%	65.43%	66.50%	64.35%**	63.77%	65.30%	64.00%	64.63%	🟡
Bus Traffic Accidents Per 100,000 Miles						3.50	3.49	3.64	🟢
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.46	2.75	2.60	2.07	🟢
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	Apr YTD 11.56	Apr. 11.35	🟢
<b>WC Sector</b>									
MMBMF No. of unaddressed road calls				3,499	3,651 155*	3,500	3,222 89	3,457 13	🟡
MMBTRC					1,152	1,439	1,013	1,028	🟡
In-Service On-time Performance	67.88%	63.31%	63.39%	60.82%	57.59%	60.00%	56.69%	57.12%	🟡
Bus Traffic Accidents Per 100,000 Miles						4.00	4.32	4.61	🟡
Complaints per 100,000 Boardings	4.84	5.30	4.10	2.53	2.66	3.00	2.98	2.40	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	28.74	21.52	18.80	14.61	12.99	13.40	Apr YTD 13.41	Apr. 11.35	🟢
<b>Division 6</b>									
MMBMF No. of unaddressed road calls				6,279	4,456 30*	3,500	3,870 29	3,543 2	🟢
MMBTRC					1,063	1,329	906	984	🟡
In-Service On-time Performance	65.93%	60.11%	56.75%	57.20%	53.28%	60.00%	53.03%	53.60%	🟡
Bus Traffic Accidents Per 100,000 Miles						4.00	3.95	6.21	🟢
Complaints per 100,000 Boardings	6.10	6.15	4.47	2.52	2.10	3.00	2.69	3.51	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	30.72	21.71	18.23	16.43	15.02	13.40	Apr YTD 9.71	Apr. 0	🟢
<b>Division 7</b>									
MMBMF No. of unaddressed road calls				2,947	3,468 64*	3,500	3,340 60	3,685 11	🟡
MMBTRC					1,118	1,397	991	984	🟡
In-Service On-time Performance	68.80%	64.59%	64.22%	61.78%	58.01%	60.00%	57.60%	58.31%	🟡
Bus Traffic Accidents Per 100,000 Miles						4.00	4.19	5.28	🟡
Complaints per 100,000 Boardings	4.74	5.70	4.24	2.87	2.98	3.00	3.00	2.32	🟢
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	Apr YTD 13.13	Apr. 8.45	🟢
<b>Division 10</b>									
MMBMF No. of unaddressed road calls				3,723	3,702 61*	3,500	3,020 0	3,265 0	🟡
MMBTRC					1,197	1,496	1,061	1,133	🟡
In-Service On-time Performance	67.34%	62.85%	64.14%	60.73%	58.61%	60.00%	56.65%	56.83%	🟡
Bus Traffic Accidents Per 100,000 Miles						4.00	4.51	3.72	🟡
Complaints per 100,000 Boardings	4.73	4.85	3.92	2.23	2.48	3.00	3.03	2.28	🟡
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	Apr YTD 15.46	Apr. 18.14	🟡

\*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.

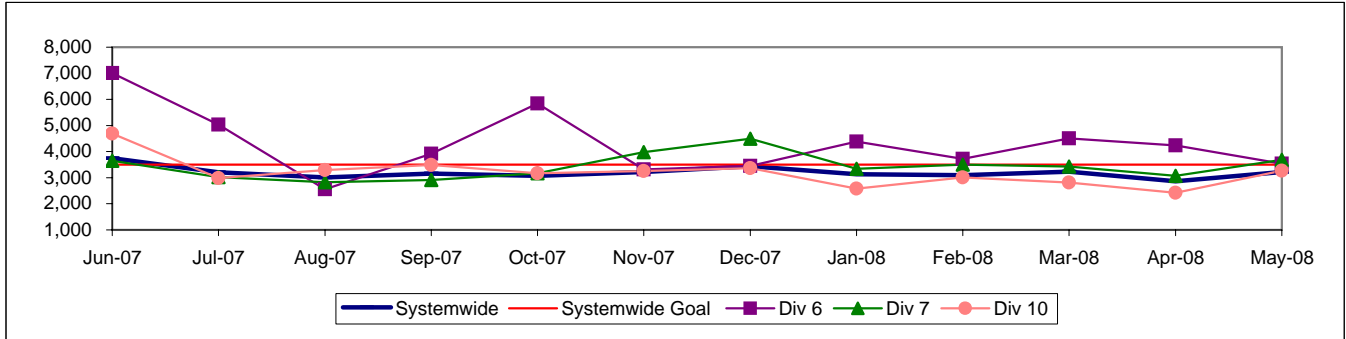
🔴 Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## 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.

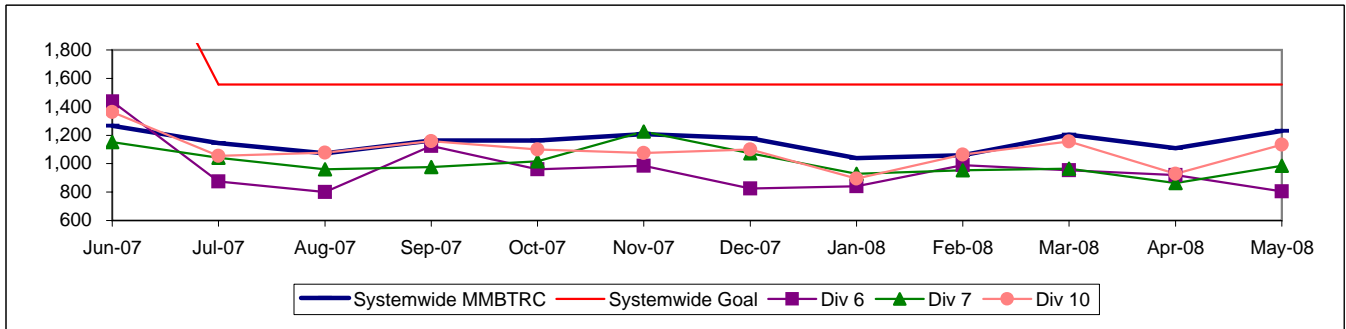
**Calculation:** MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



### MEAN MILES BETWEEN TOTAL ROAD CALLS Systemwide and Divisions 6, 7 and 10

**Definition:** Average Hub Miles traveled between total road calls.

**Calculation:** MMBTRC = (Total Hub Miles / by Total Roadcalls)

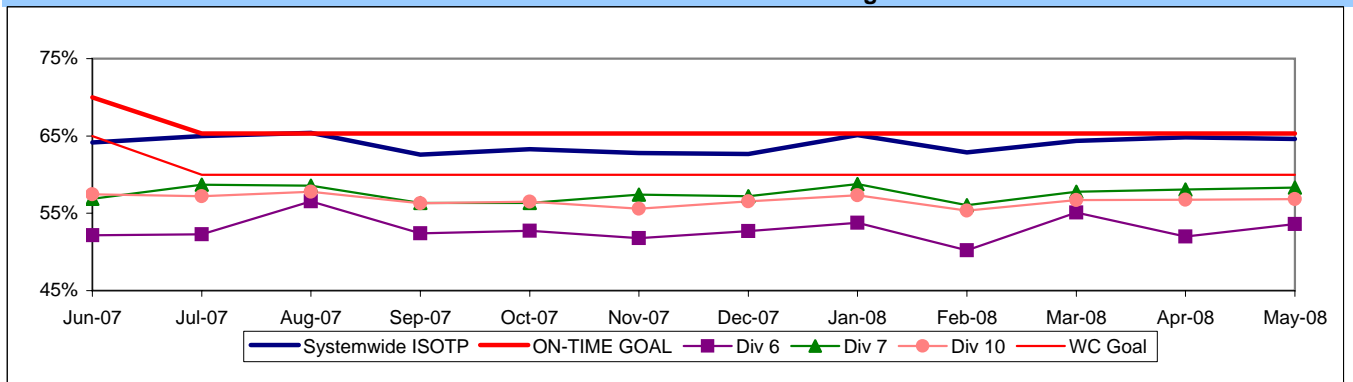


### IN-SERVICE ON-TIME PERFORMANCE

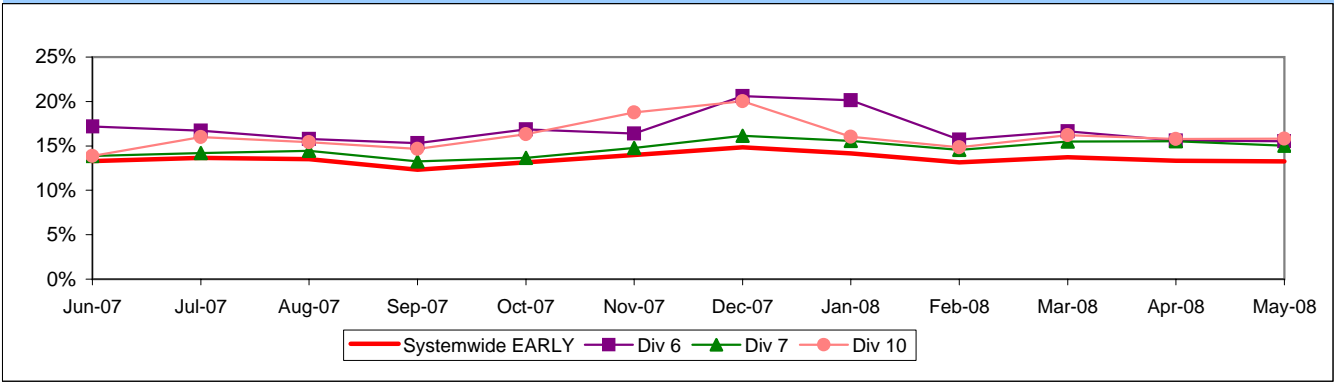
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

**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



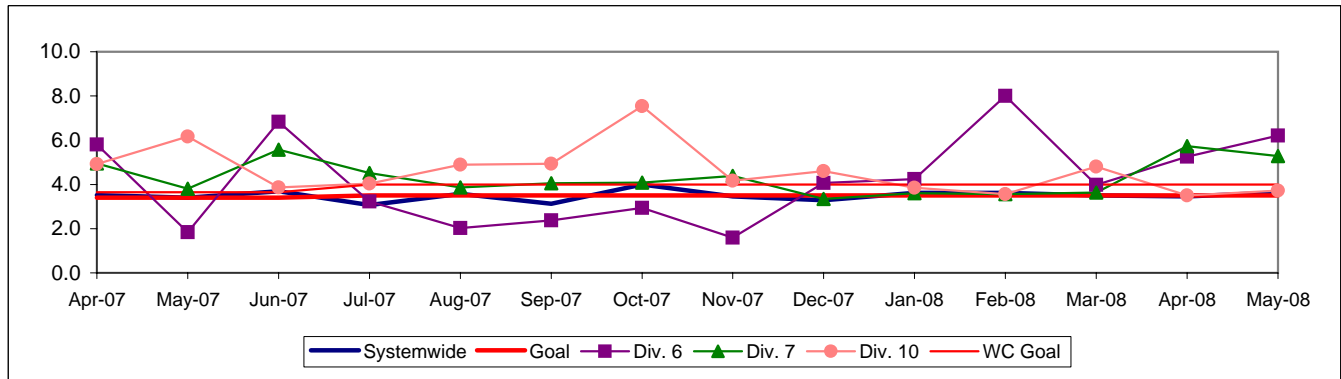
Running Hot - Systemwide and Bus Operating Divisions 6, 7 and 10



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))

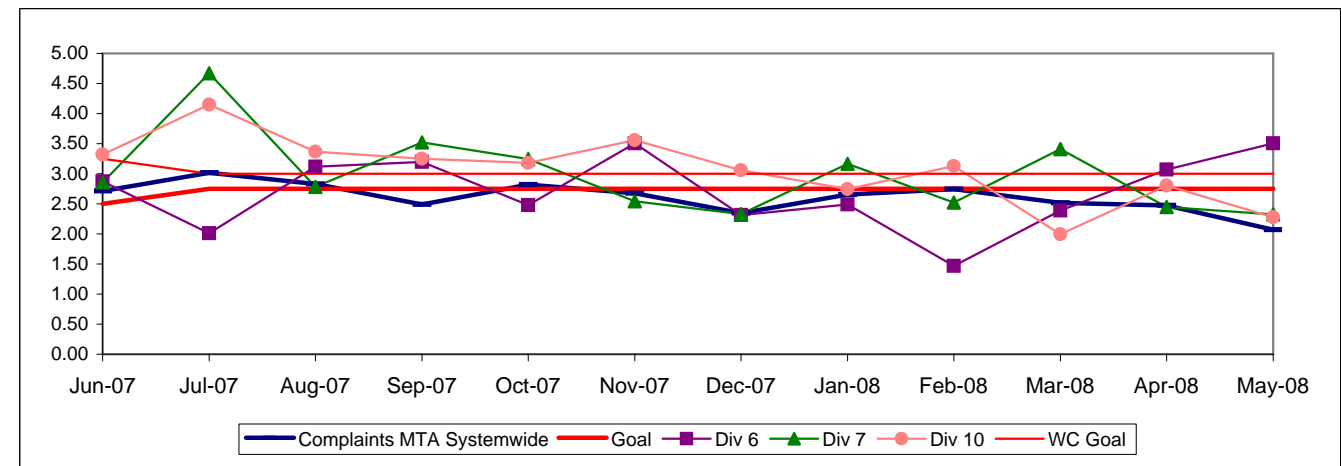


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

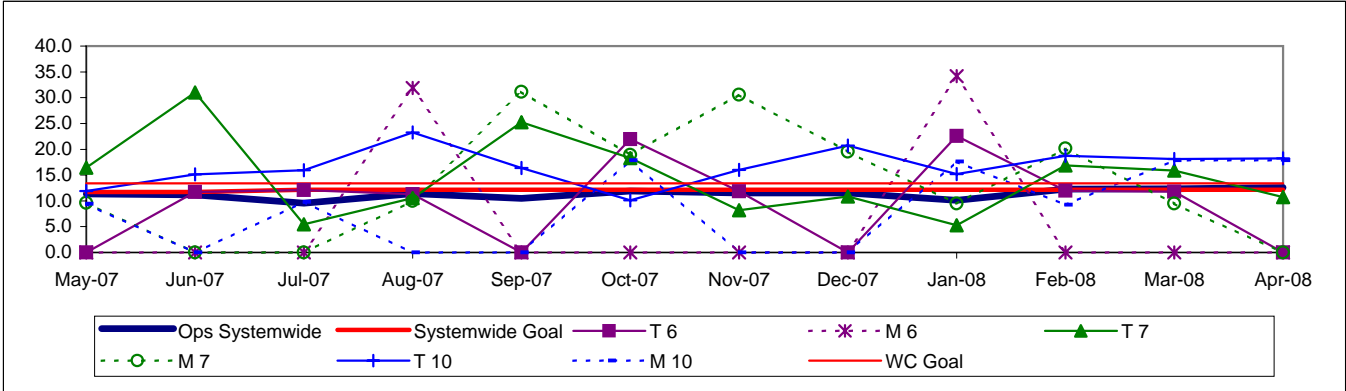


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS  
Systemwide and Bus Operating Divisions 6, 7 and 10**

**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.

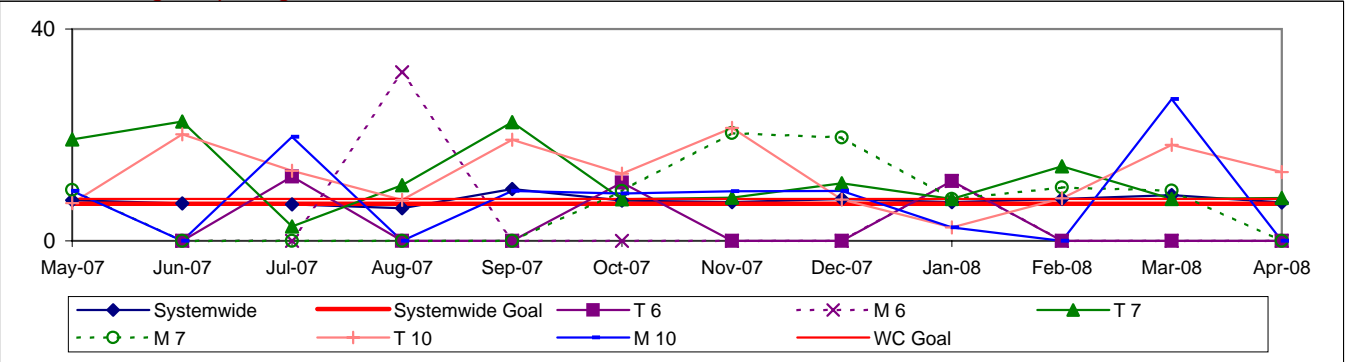


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS  
Systemwide and Bus Operating Divisions 6, 7 and 10**

**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.

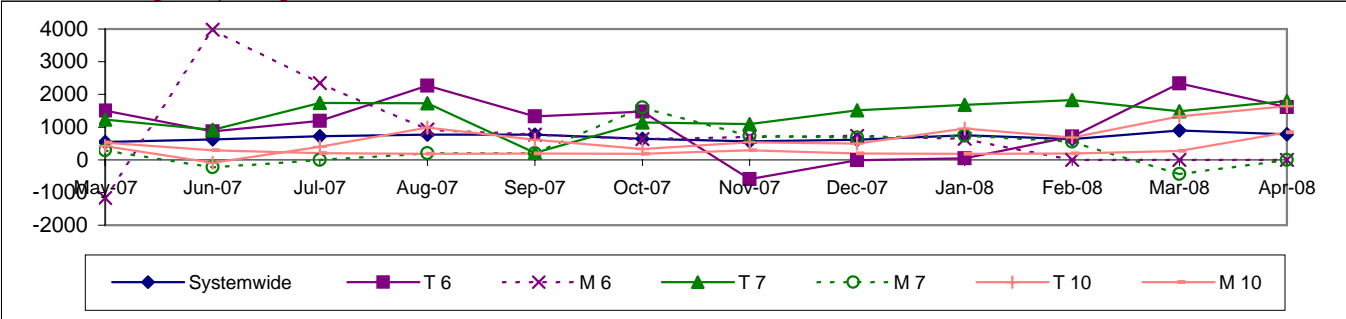


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS  
Systemwide and Bus Operating Divisions 6, 7 and 10**

**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	May 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	Apr YTD 11.67	Apr. 11.70	Yellow Diamond
<b>Metro Red Line (MRL)</b>									
On-Time Pullouts	99.36%	99.71%	99.94%	99.61%	99.76%	99.00%	99.81%	100.00%	Green Circle
Mean Miles Between Chargeable Mechanical Failures	9,495	12,793	11,759	19,587	17,260	20,000	25,297	43,544	Green Circle
In-Service On-time Performance*						99.00%	99.13%	99.29%	Green Circle
Traffic Accidents Per 100,000 Train Miles	0.07	0	0.22	0.22	0	0.14	0.24	0.00	Yellow Diamond
Complaints per 100,000 Boardings	1.20	1.17	1.13	0.66	0.41	0.50	0.45	0.24	Green Circle
<b>Metro Blue Line (MBL)</b>									
On-Time Pullouts	99.07%	99.94%	99.73%	99.76%	99.72%	99.00%	99.60%	98.63%	Green Circle
Mean Miles Between Chargeable Mechanical Failures	6,399	10,365	16,273	26,774	35,125	20,000	29,693	26,941	Green Circle
In-Service On-time Performance*						99.00%	98.81%	98.51%	Yellow Diamond
Traffic Accidents Per 100,000 Train Miles	0.82	1.36	0.64	0.96	1.35	0.40	1.61	2.10	Yellow Diamond
Complaints per 100,000 Boardings	1.30	0.97	0.98	0.78	0.53	0.73	0.65	0.47	Green Circle
<b>Metro Green Line (MGrL)</b>									
On-Time Pullouts	98.99%	99.78%	99.91%	99.97%	99.54%	99.00%	99.78%	99.80%	Green Circle
Mean Miles Between Chargeable Mechanical Failures	5,617	11,337	12,558	20,635	27,471	20,000	34,608	54,251	Green Circle
In-Service On-time Performance*						99.00%	99.07%	98.98%	Green Circle
Traffic Accidents Per 100,000 Train Miles	0.14	0.08	0.00	0	0	0.40	0.00	0.00	Green Circle
Complaints per 100,000 Boardings	1.26	1.37	1.39	0.92	0.72	0.73	0.76	1.75	Yellow Diamond
<b>Metro Gold Line (MGOL)</b>									
On-Time Pullouts		100%	99.85%	99.97%	99.95%	99.00%	99.94%	99.37%	Green Circle
Mean Miles Between Chargeable Mechanical Failures		8,938	16,571	23,329	22,775	20,000	36,034	74,432	Green Circle
In-Service On-time Performance*						99.00%	98.86%	99.48%	Yellow Diamond
Traffic Accidents Per 100,000 Train Miles		0.25	0.23	0.12	0.23	0.40	0.47	0.00	Yellow Diamond
Complaints per 100,000 Boardings		3.81	2.85	2.71	1.88	0.73	1.50	1.75	Yellow Diamond

\*Effective December, ISOTP calculated differently.

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

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

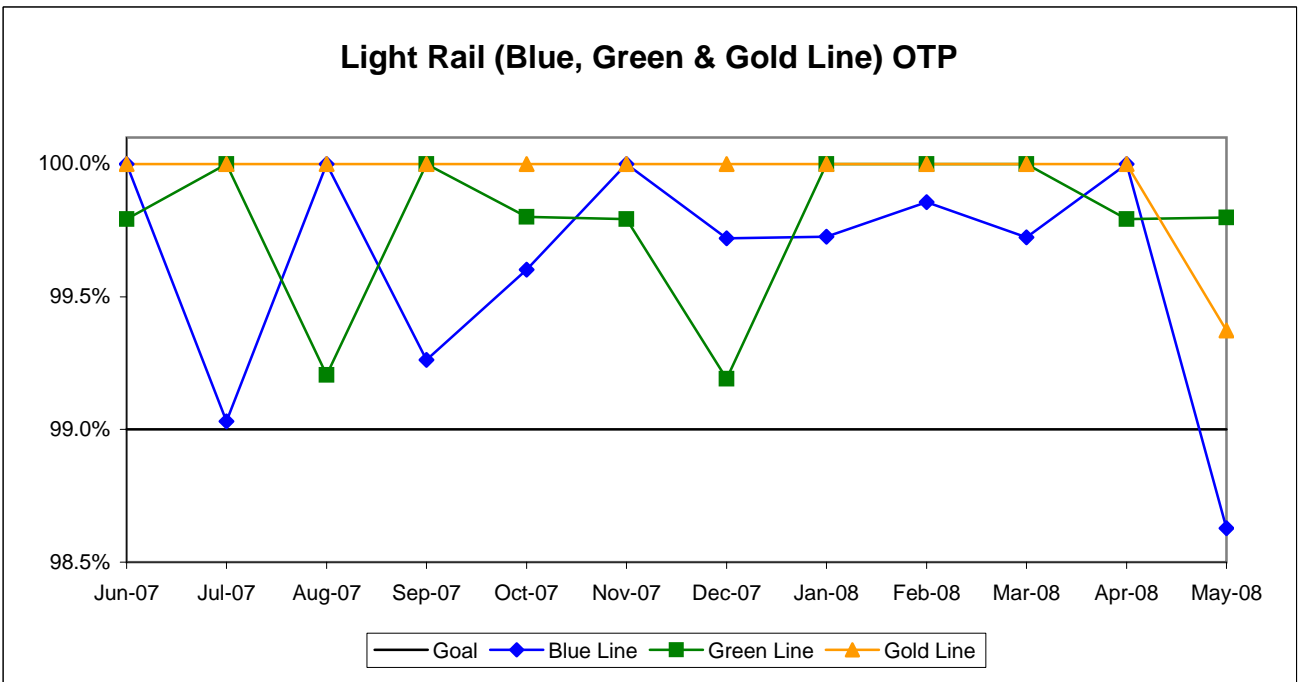
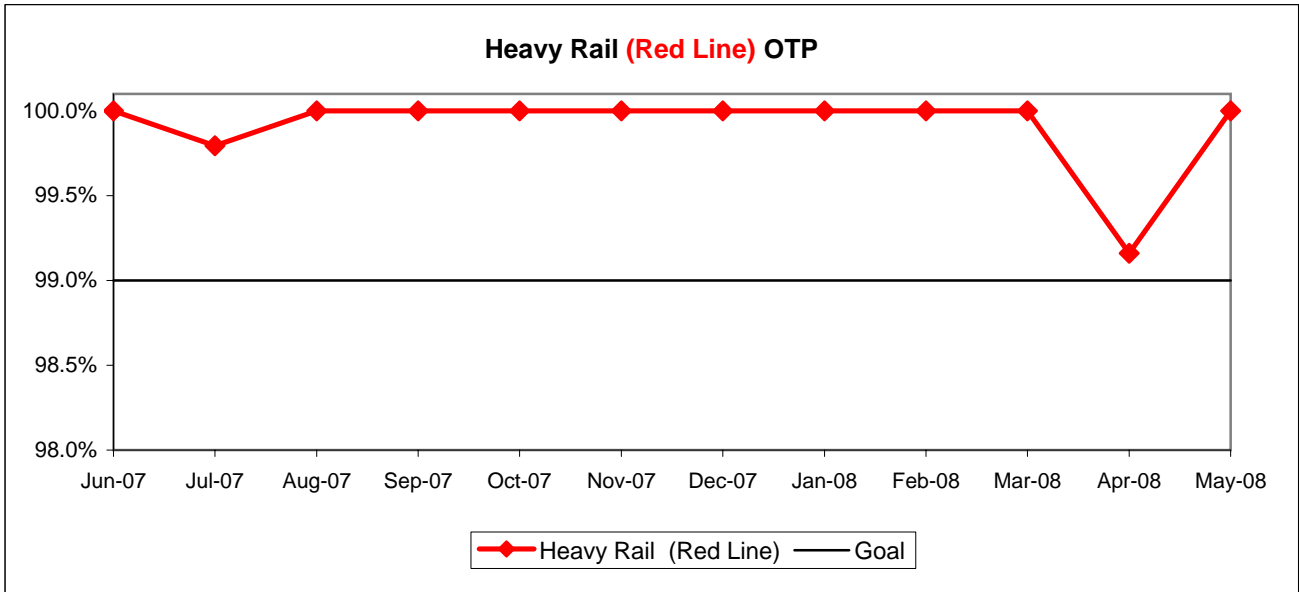
Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

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

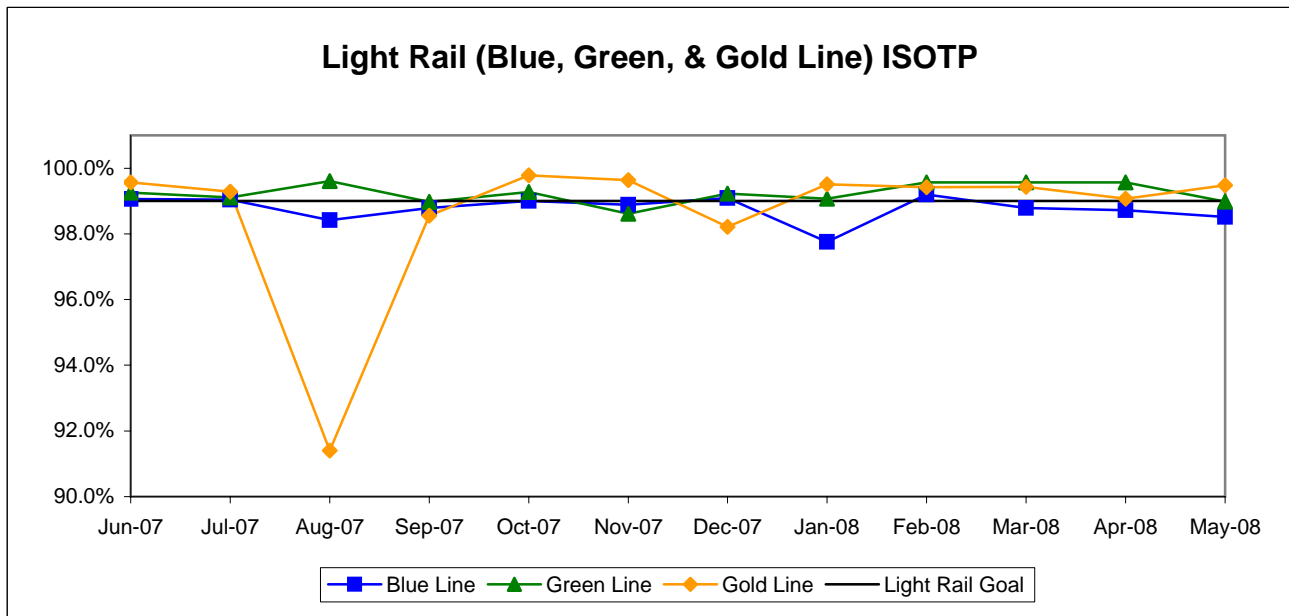
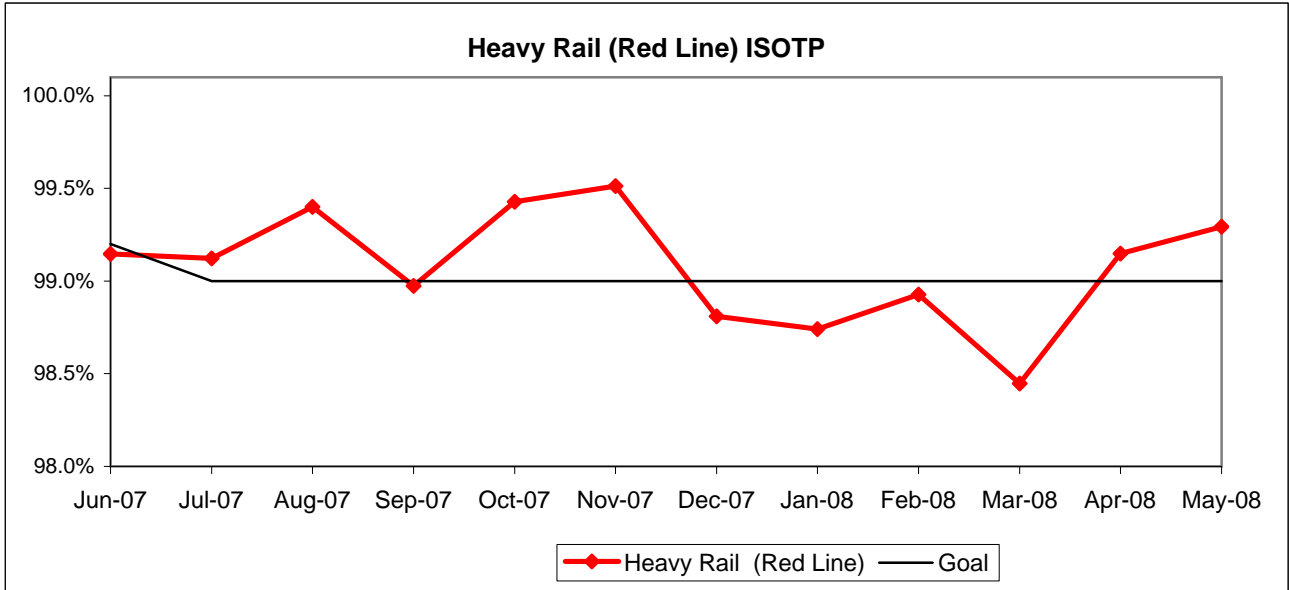




**IN-SERVICE ON-TIME PERFORMANCE (ISOTP)**

**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.

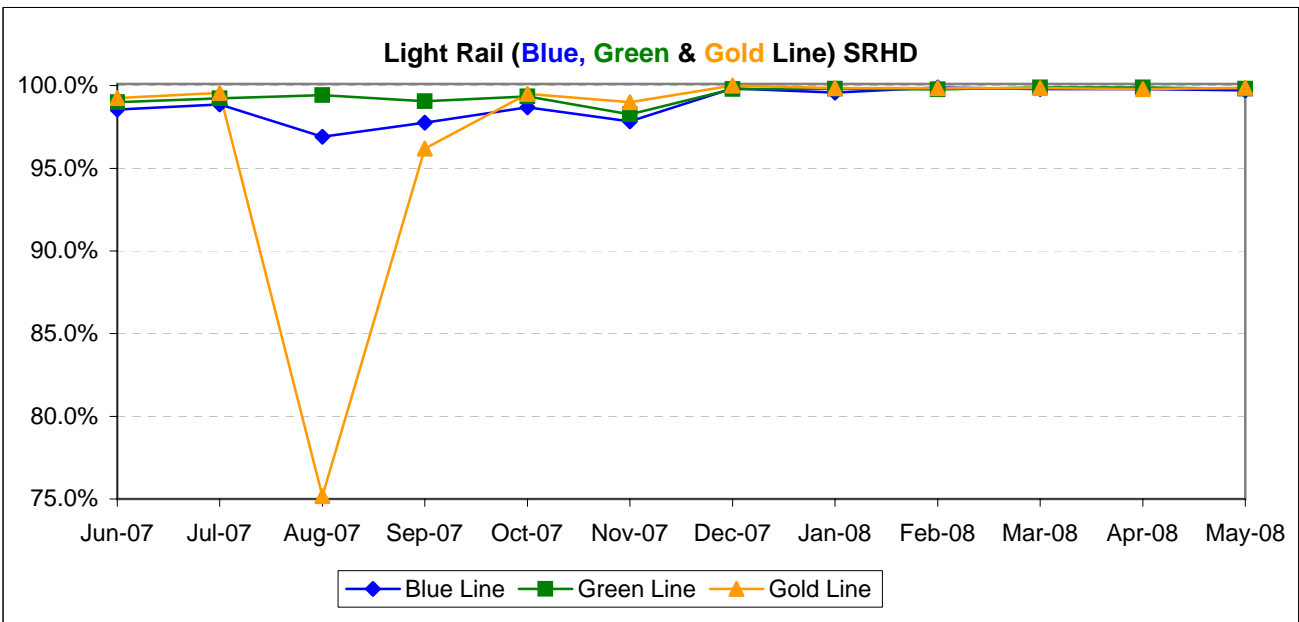
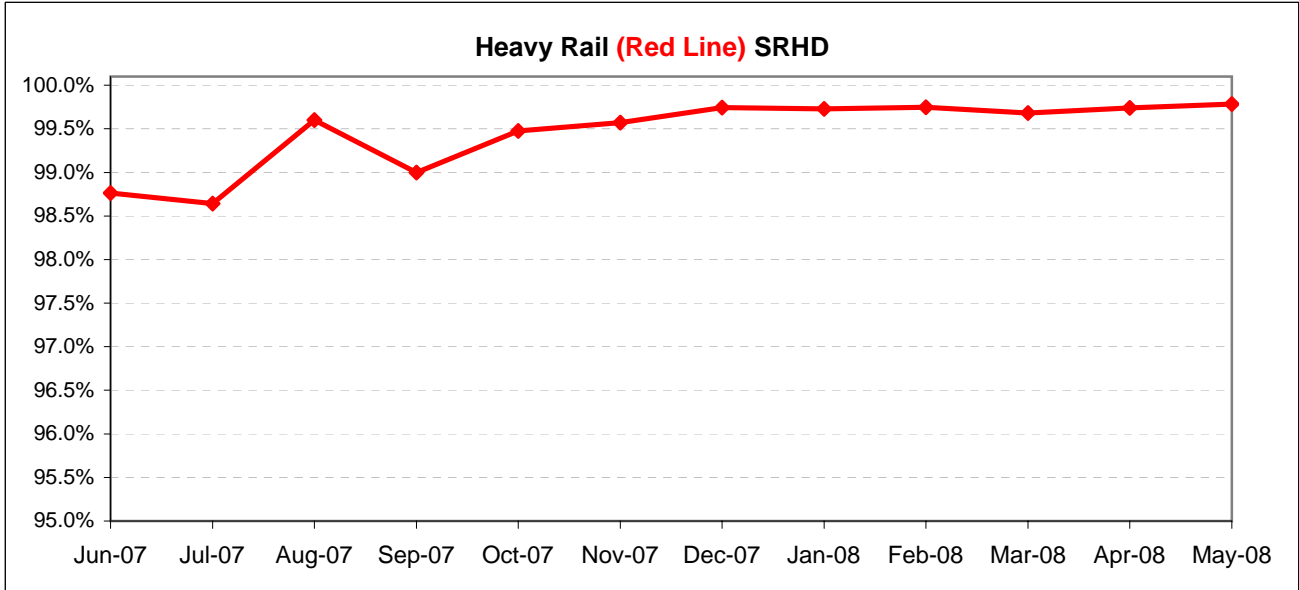
**Calculation:** ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]



**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.

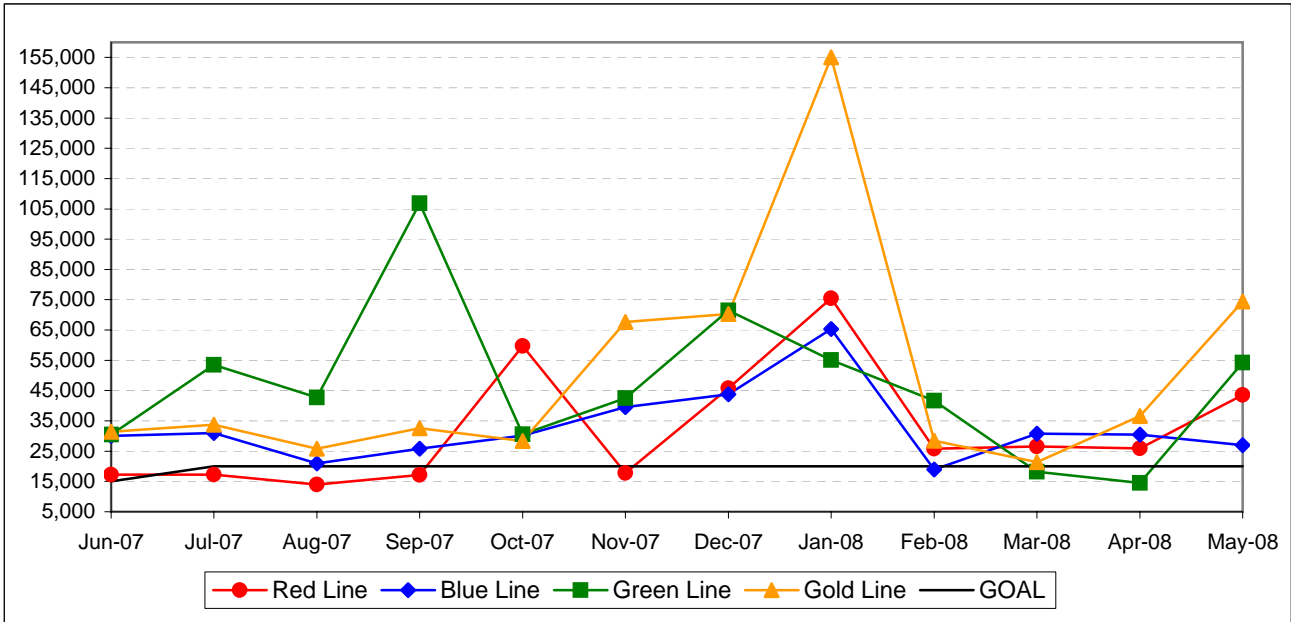
**Calculation:**  $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



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

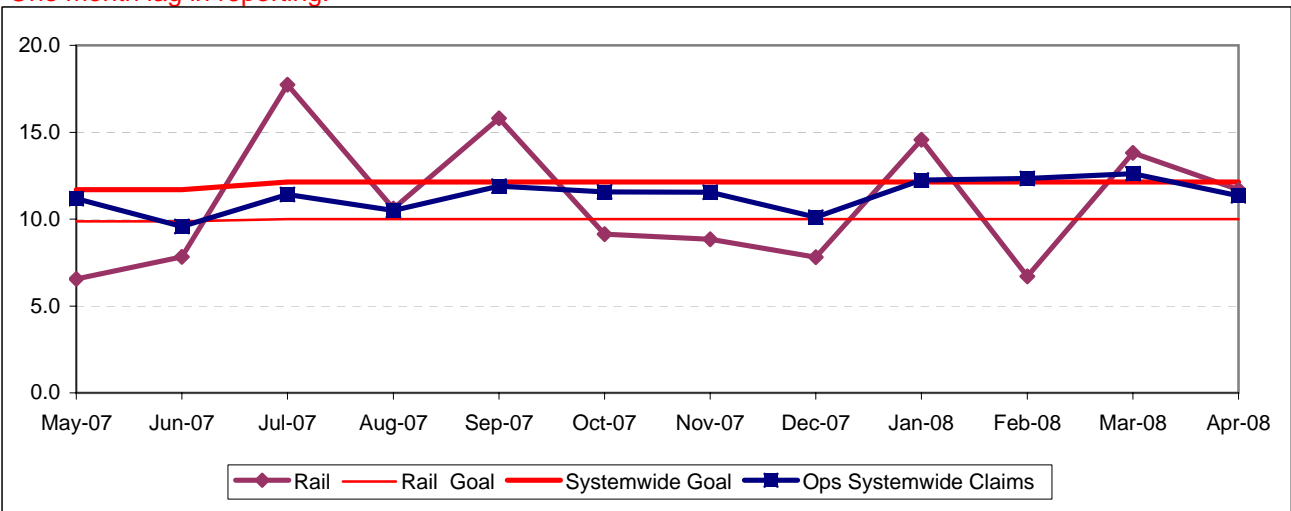


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

**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.



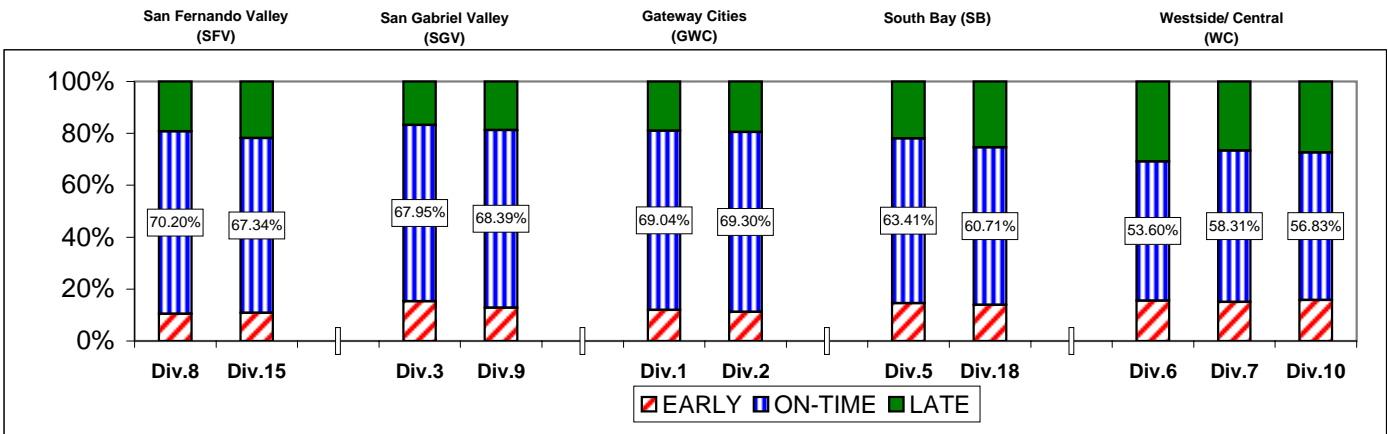
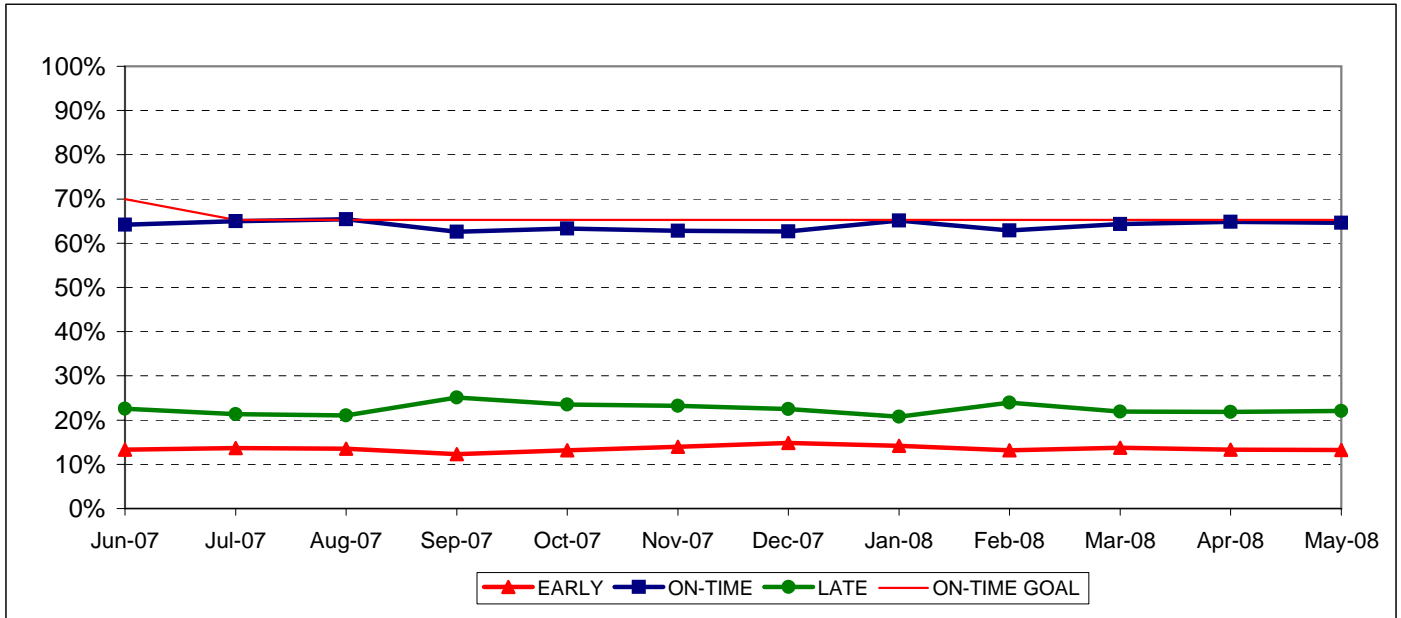
## BUS SERVICE PERFORMANCE IN-SERVICE ON-TIME PERFORMANCE

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

### Systemwide Trend

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



ISOTP By Sectors' Divisions

Year-to-Date Compared To Last Year

	FY07	FY08-YTD	Variance
<b>San Fernando Valley Sector (SFV)</b>			
<b>Division 8</b>			
Early	12.33%	11.33%	-1.00%
On-Time	67.48%	68.33%	0.85%
Late	20.19%	20.34%	0.15%
<b>Division 15</b>			
Early	12.23%	11.26%	-0.97%
On-Time	64.41%	66.83%	2.41%
Late	23.36%	21.91%	-1.44%
<b>Gateway Cities Sector (GWC)</b>			
<b>Division 1</b>			
Early	12.63%	12.86%	0.23%
On-Time	68.02%	67.35%	-0.67%
Late	19.34%	19.79%	0.45%
<b>Division 2</b>			
Early	12.57%	11.95%	-0.61%
On-Time	67.99%	68.40%	0.41%
Late	19.44%	19.64%	0.20%
<b>South Bay Sector (SB)</b>			
<b>Division 5</b>			
Early	13.69%	13.95%	0.26%
On-Time	63.83%	63.35%	-0.47%
Late	22.48%	22.69%	0.21%
<b>Division 18</b>			
Early	13.70%	14.39%	0.69%
On-Time	61.19%	60.98%	-0.22%
Late	25.10%	24.63%	-0.47%

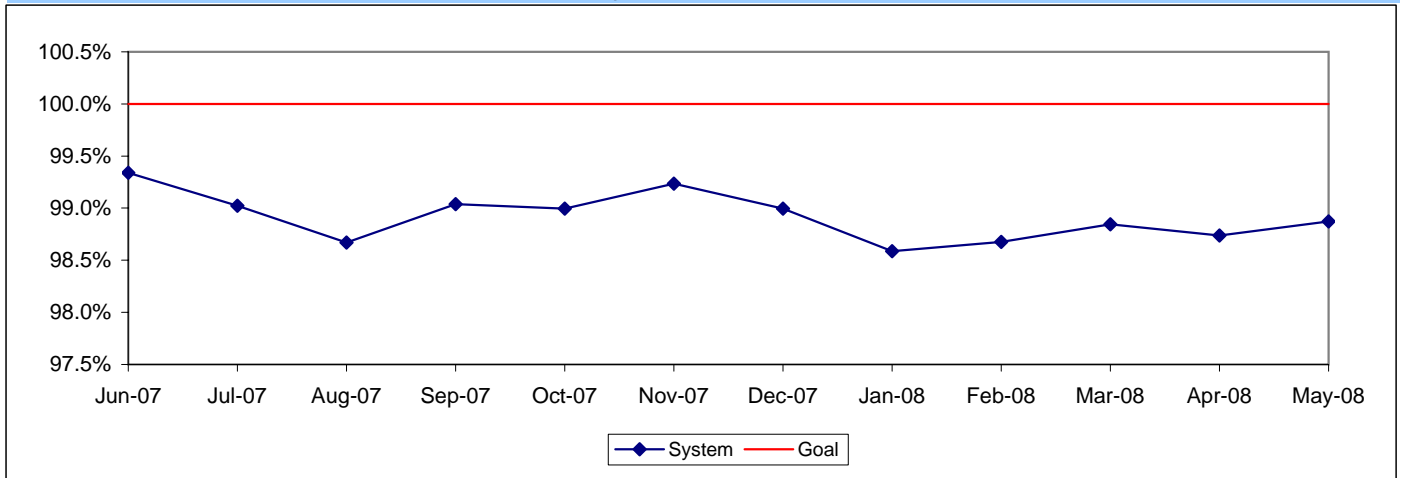
	FY07	FY08-YTD	Variance
<b>San Gabriel Valley Sector (SGV)</b>			
<b>Division 3</b>			
Early	16.54%	15.30%	-1.24%
On-Time	65.35%	66.80%	1.46%
Late	18.12%	17.90%	-0.22%
<b>Division 9</b>			
Early	12.52%	12.99%	0.47%
On-Time	66.22%	66.70%	0.48%
Late	21.26%	20.30%	-0.95%
<b>Westside/Central Sector (WC)</b>			
<b>Division 6</b>			
Early	16.44%	16.80%	0.36%
On-Time	53.28%	53.03%	-0.25%
Late	30.28%	30.17%	-0.11%
<b>Division 7</b>			
Early	13.62%	14.75%	1.13%
On-Time	58.01%	57.60%	-0.41%
Late	28.37%	27.65%	-0.72%
<b>Division 10</b>			
Early	14.17%	16.31%	2.14%
On-Time	58.61%	56.65%	-1.96%
Late	27.23%	27.05%	-0.18%
<b>SYSTEMWIDE</b>			
Early	13.44%	13.55%	0.10%
On-Time	63.77%	64.00%	0.23%
Late	22.78%	22.46%	-0.33%

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

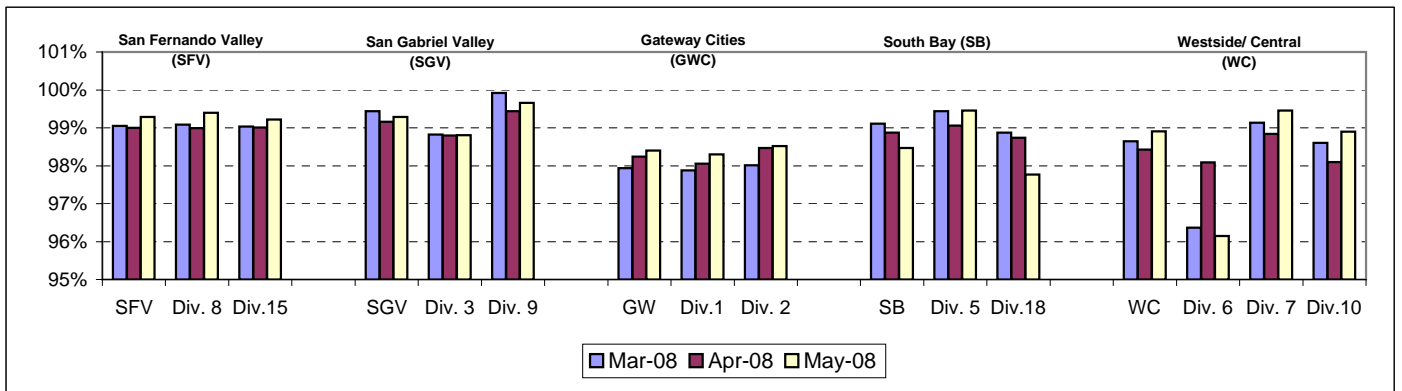
**Definition:** This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures. FY06: This performance indicator measures the percentage of scheduled Revenue Hours delivered after adding in temporary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



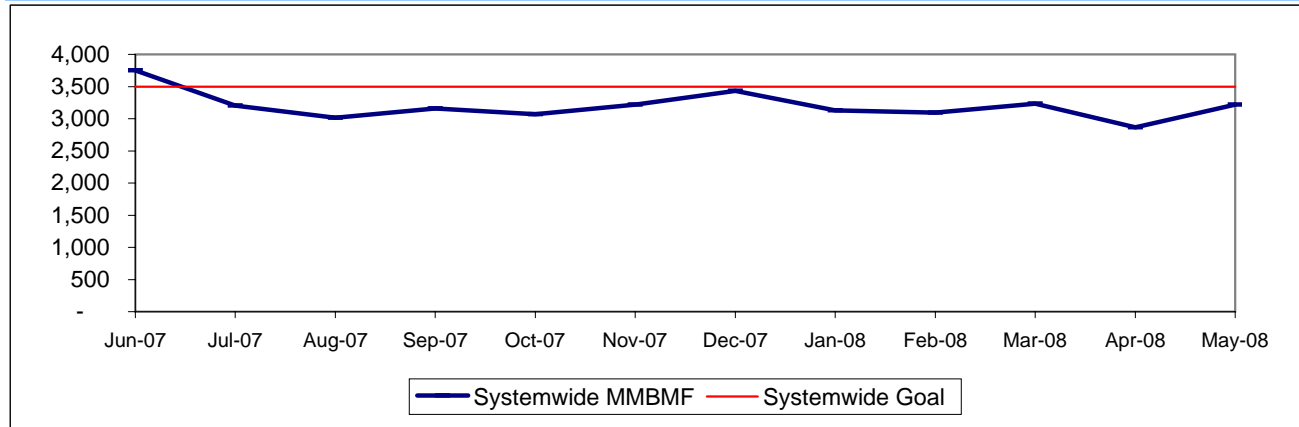
## BUS MAINTENANCE PERFORMANCE

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

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

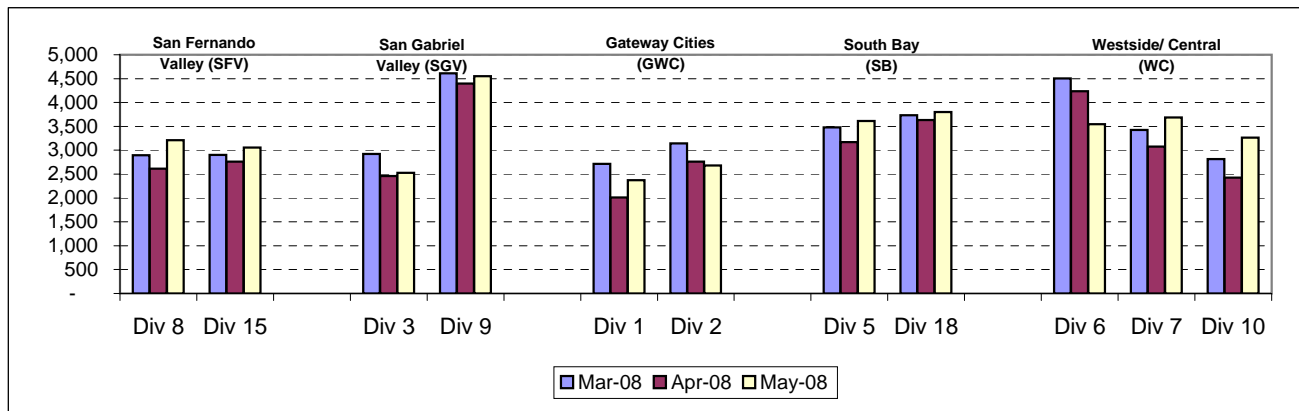
**Calculation:**  $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

#### Systemwide Trend



\* New Indicator.

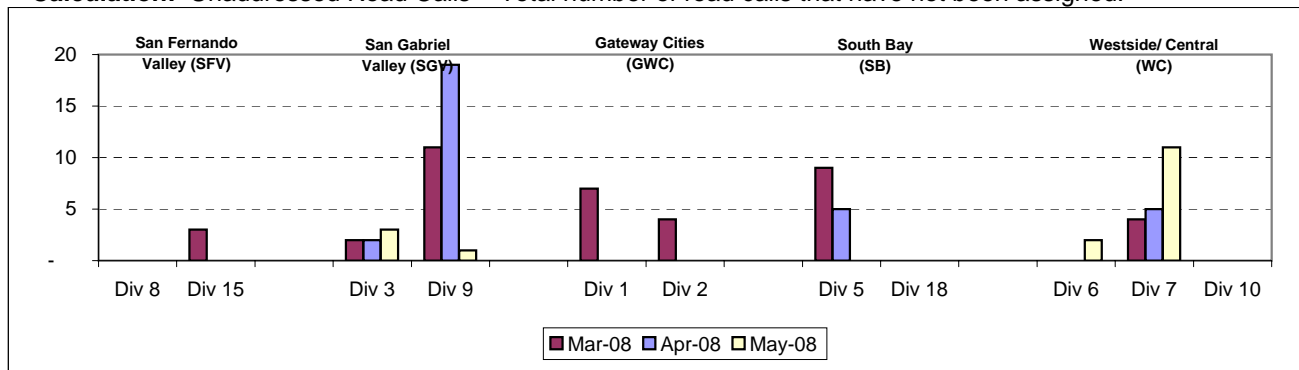
#### MMBMF -- Bus Operating Sector Divisions March - May 2008



#### Unaddressed Road Calls -- Bus Operating Sector Divisions\* March - May 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.



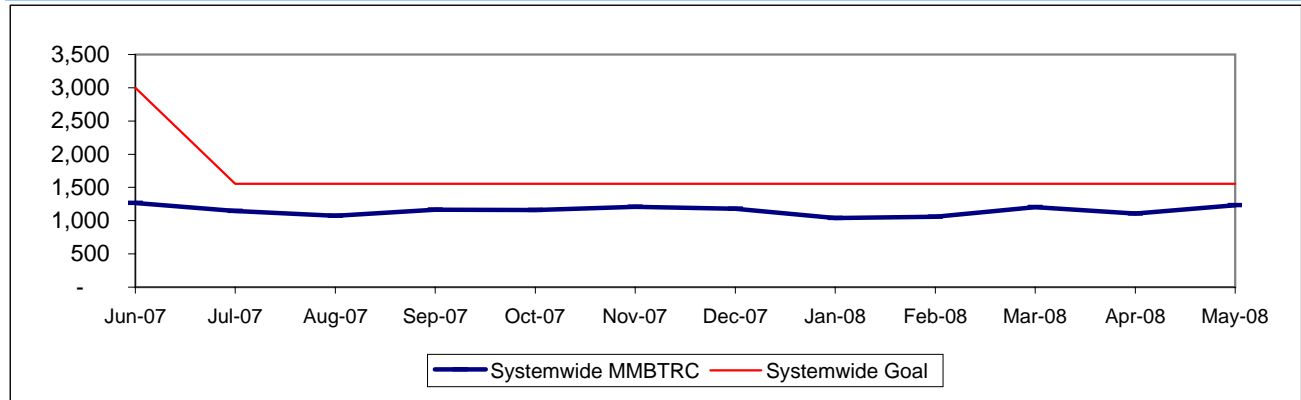
\* New Indicator.

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

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

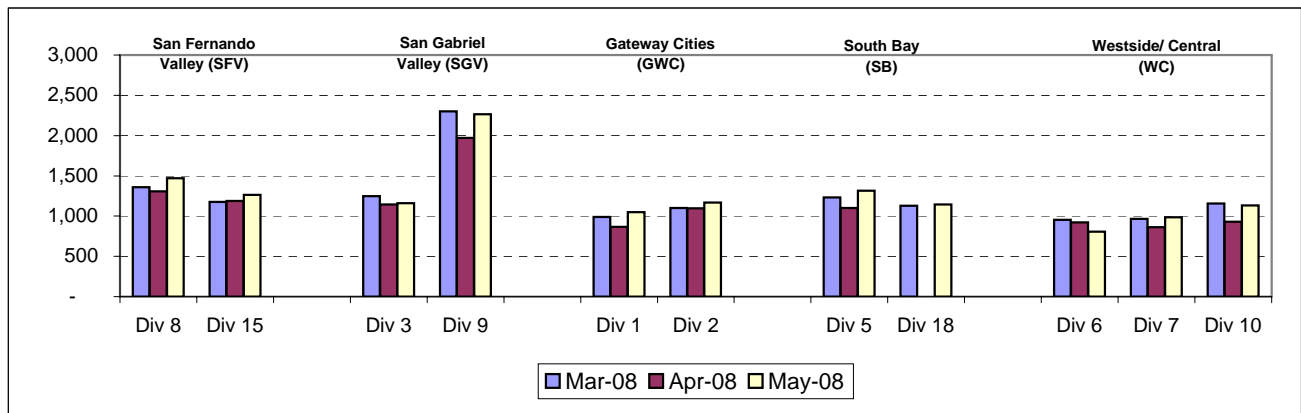
**Calculation:** MMBTRC = (Total Hub Miles / Total Road Calls)

**MMBTRC Systemwide Trend**



\* New Indicator.

**MMBTRC --Bus Operating Sector Divisions  
March - May 2008**



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

	Number of Buses	Percent of Buses
CNG	2,440	89.41%
Diesel	196	7.18%
Gasoline	59	2.16%
Propane	34	1.25%
<b>Total</b>	<b>2,729</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
9.2	7.7	6.8	6.3	5.9	6.4	6.0	8.0

WC		
Div 6	Div 7	Div 10
13.7	6.5	5.5

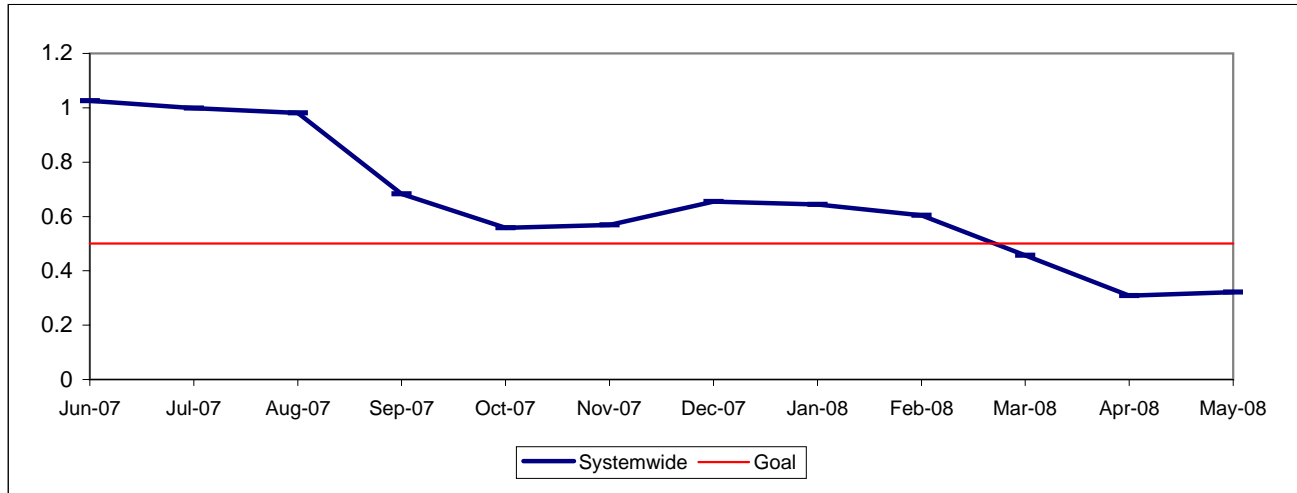


**PAST DUE CRITICAL PREVENTIVE MAINTENANCE PROGRAM JOBS (PMP's)**

**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.

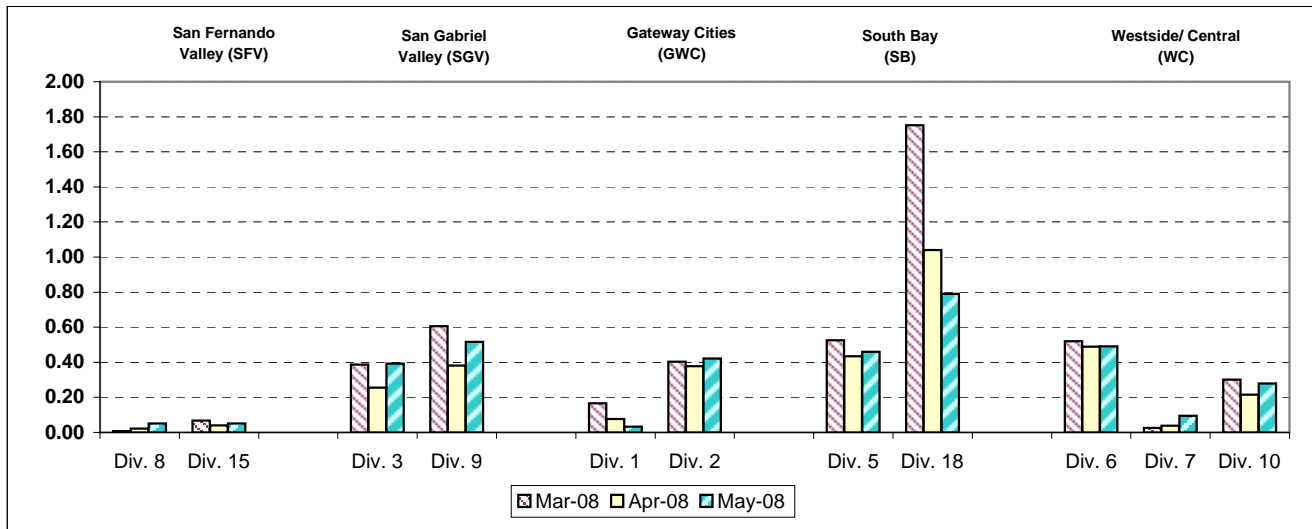
**Calculation:** Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

**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  
March - May 2008**



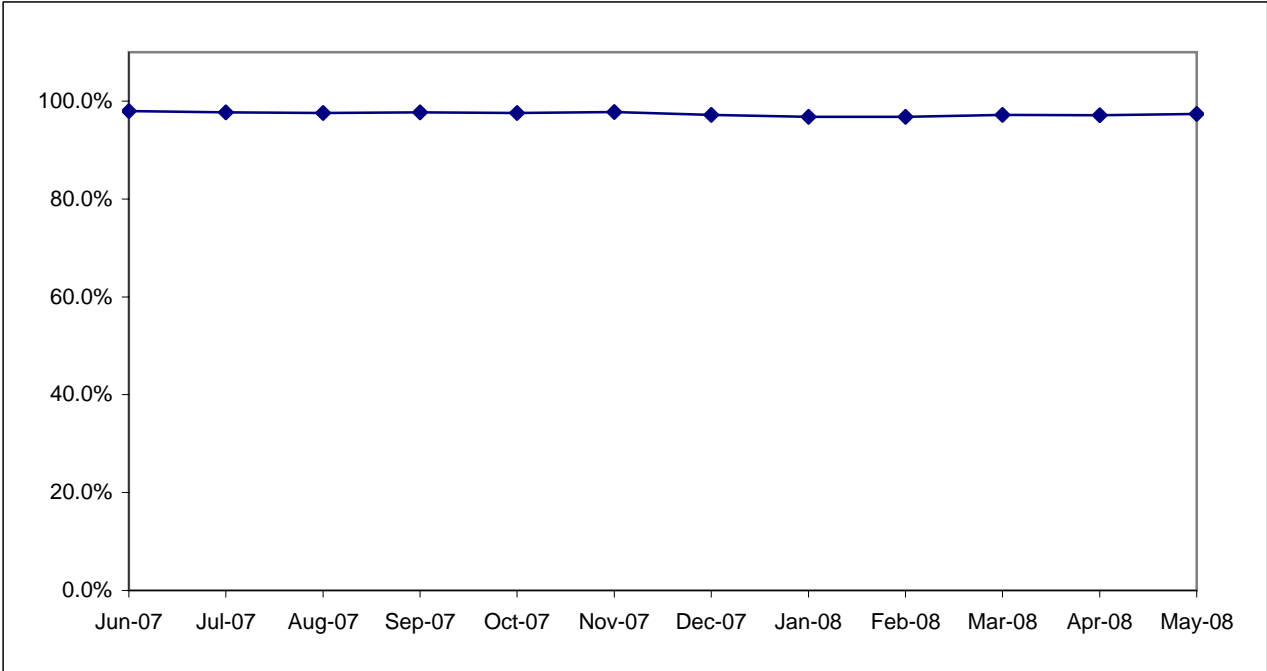
# ATTENDANCE

## MAINTENANCE ATTENDANCE

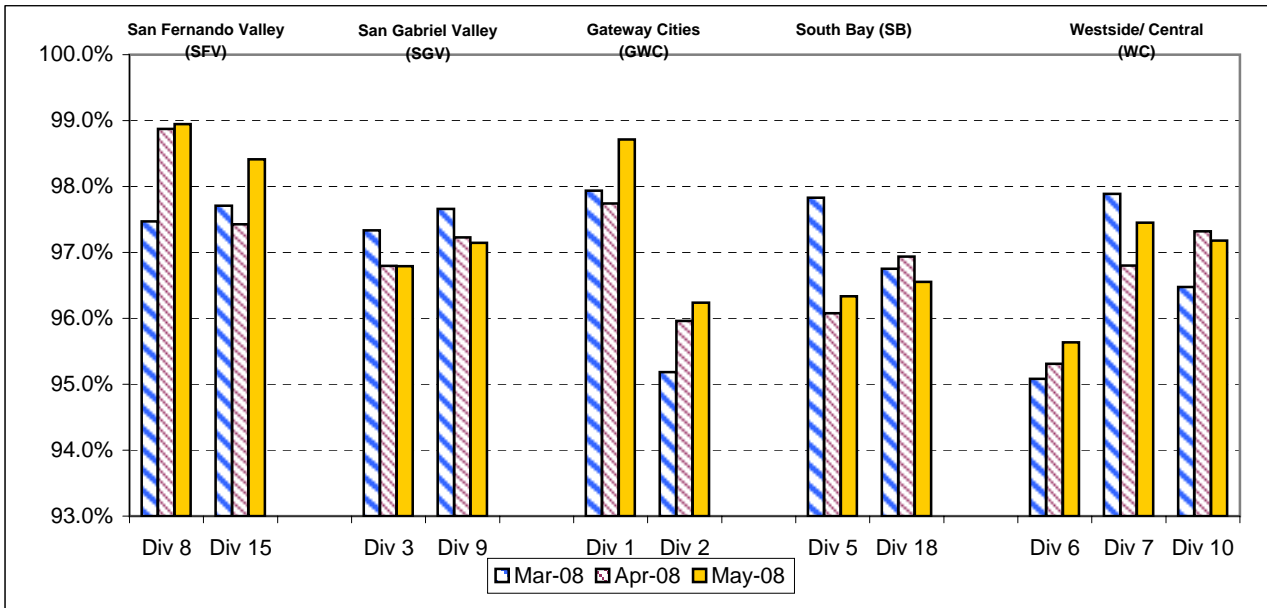
**Definition:** Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

### Systemwide Trend



### Maintenance Attendance - By Sectors' Divisions (By Current Month) March - May 2008



# SAFETY PERFORMANCE

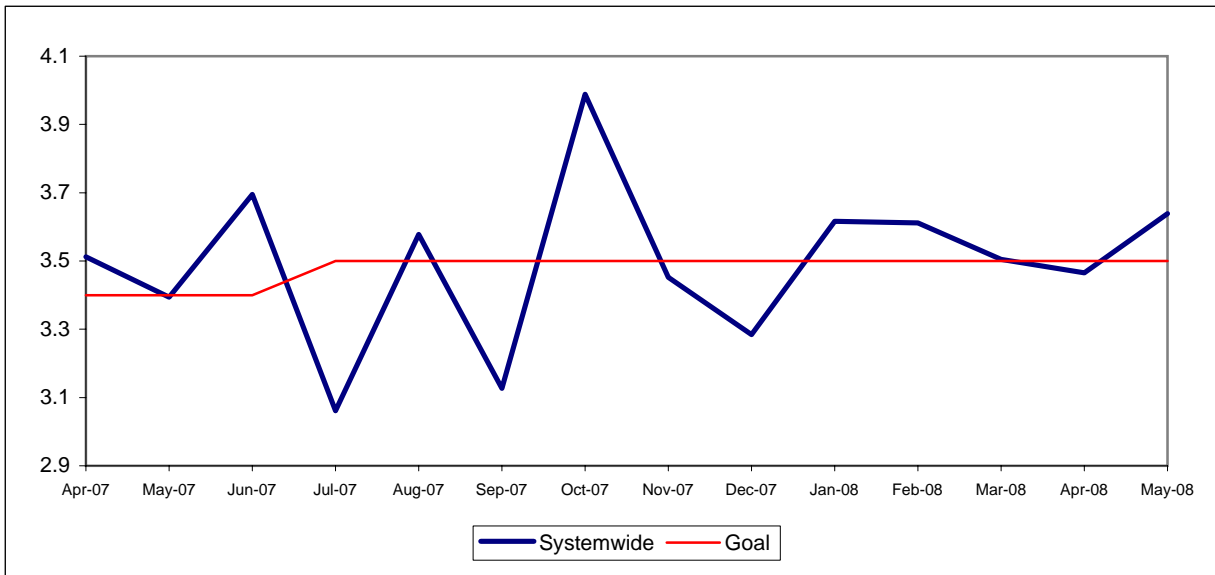
## BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

**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.

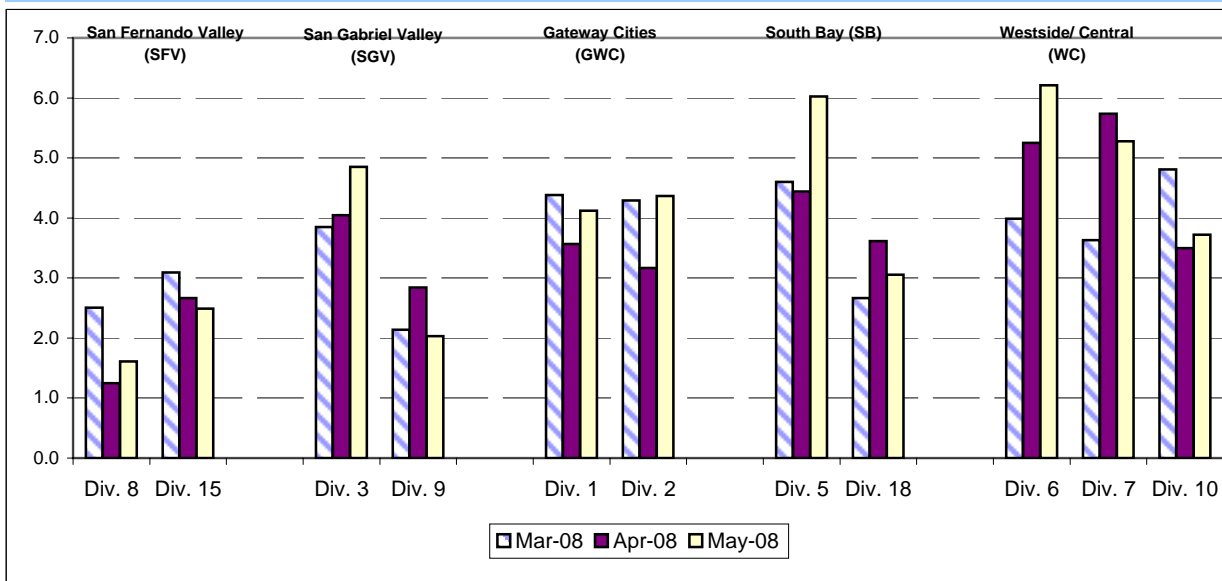
### Systemwide Trend



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.

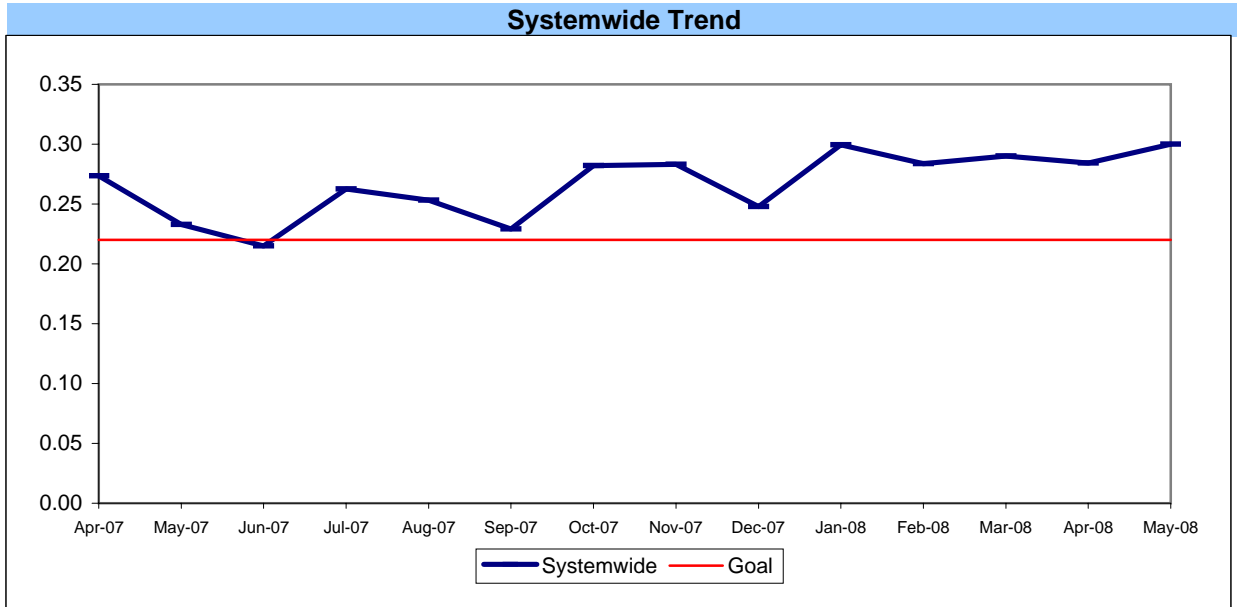
### Bus Operating Divisions - by Sectors' Divisions March - May 2008



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

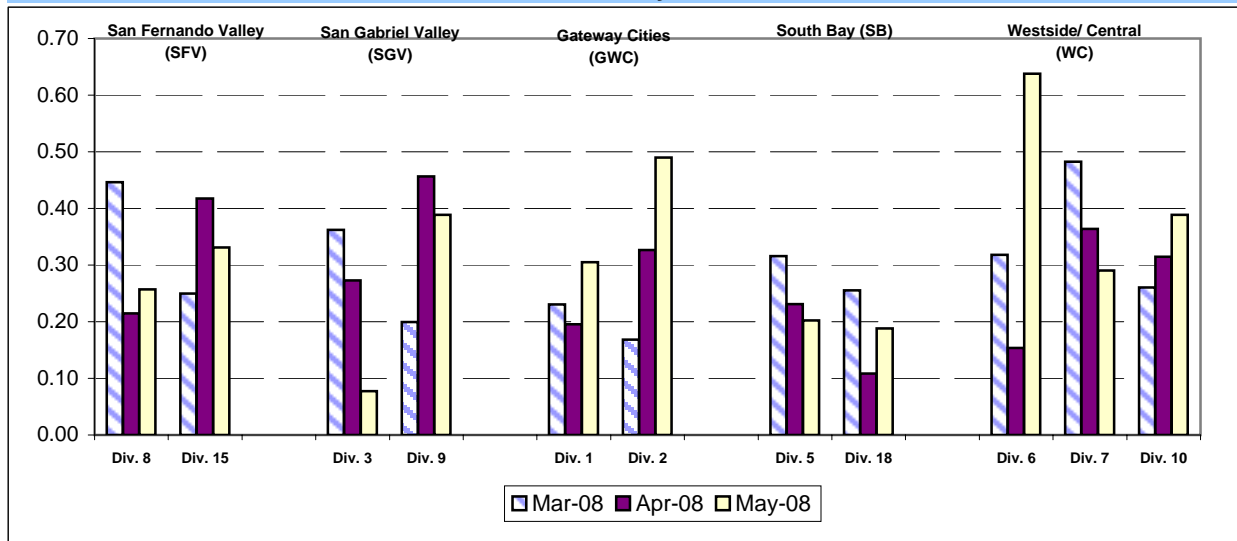
**Definition:** Average number of Passenger Accidents for every 100,000 Boardings. This indicator measures system safety.

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



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  
March - May 2008**



**Safety Performance Continued**

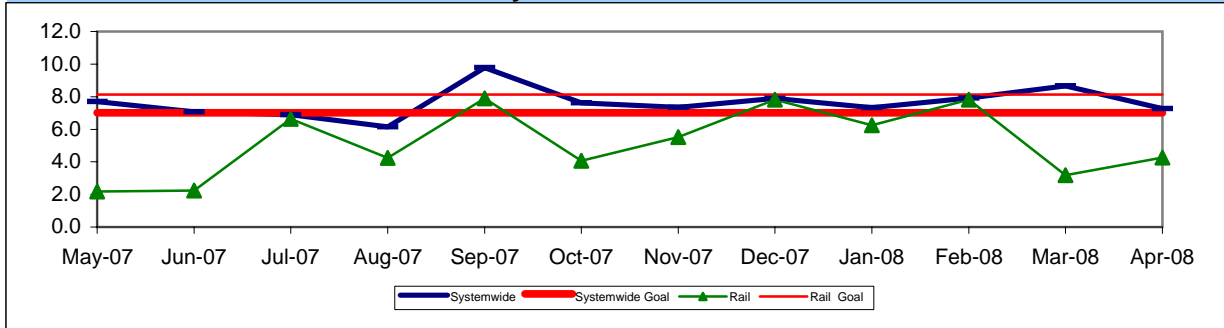
**OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA) RECORDABLE INJURIES PER 200,000 EXPOSURE HOURS**

**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)

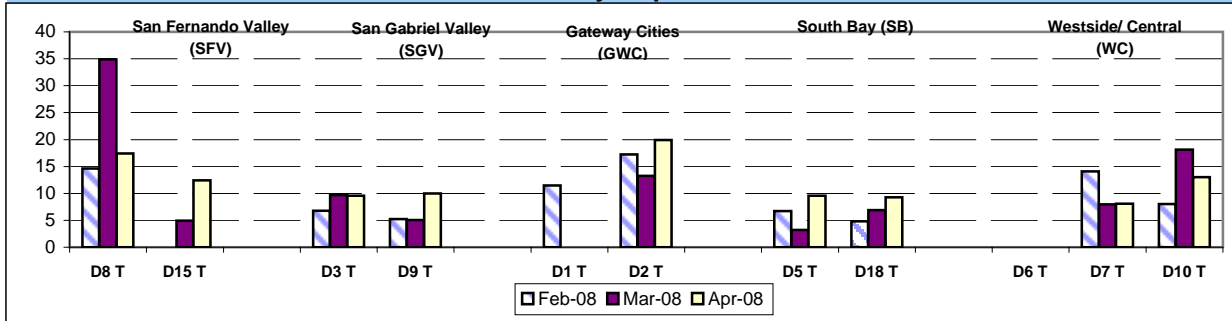
One month lag from current month

**OSHA Systemwide Trend and Rail**

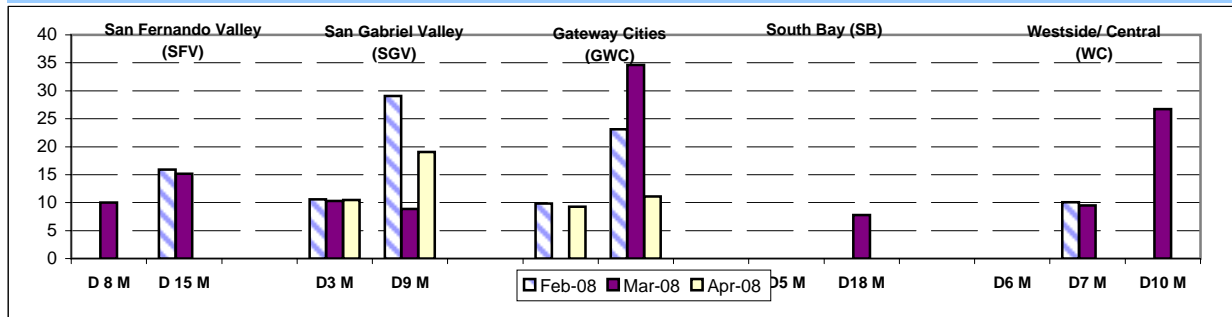


Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of injuries and late filing of reports.

**OSHA: Bus Operating Transportation Divisions - by Sectors' February - April 2008**



**OSHA: Bus Operating Maintenance Divisions - by Sectors'**



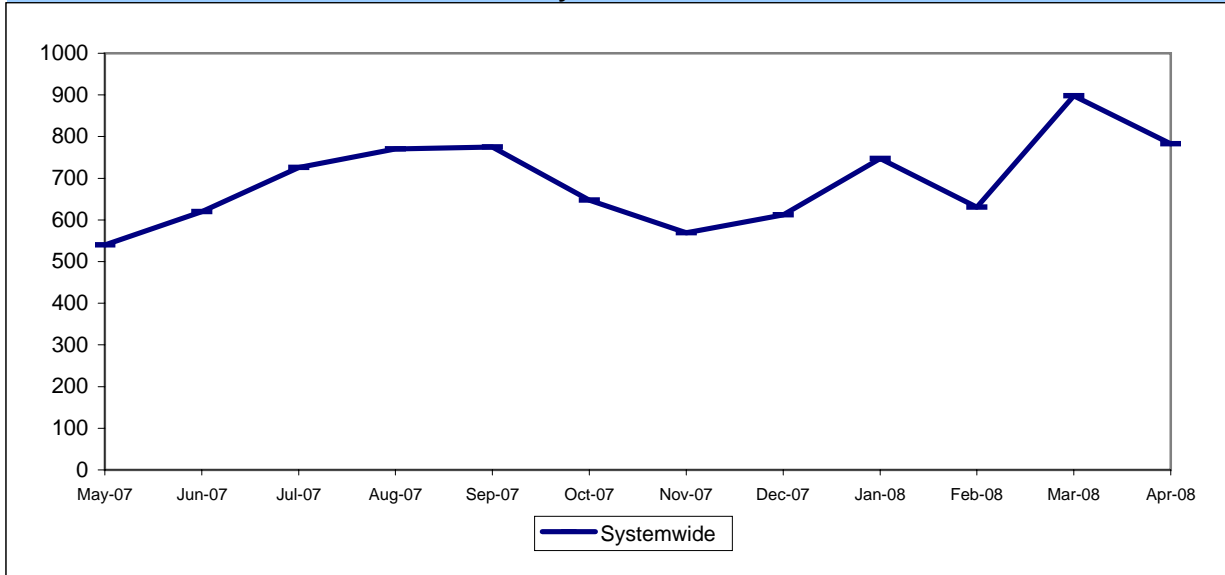
**LOST WORK DAYS (LWD) PAID PER 200,000 EXPOSURE HOURS**

**Definition:** Number of paid working days lost due to employees workers' compensation injuries each month per 200,000 exposure hours..

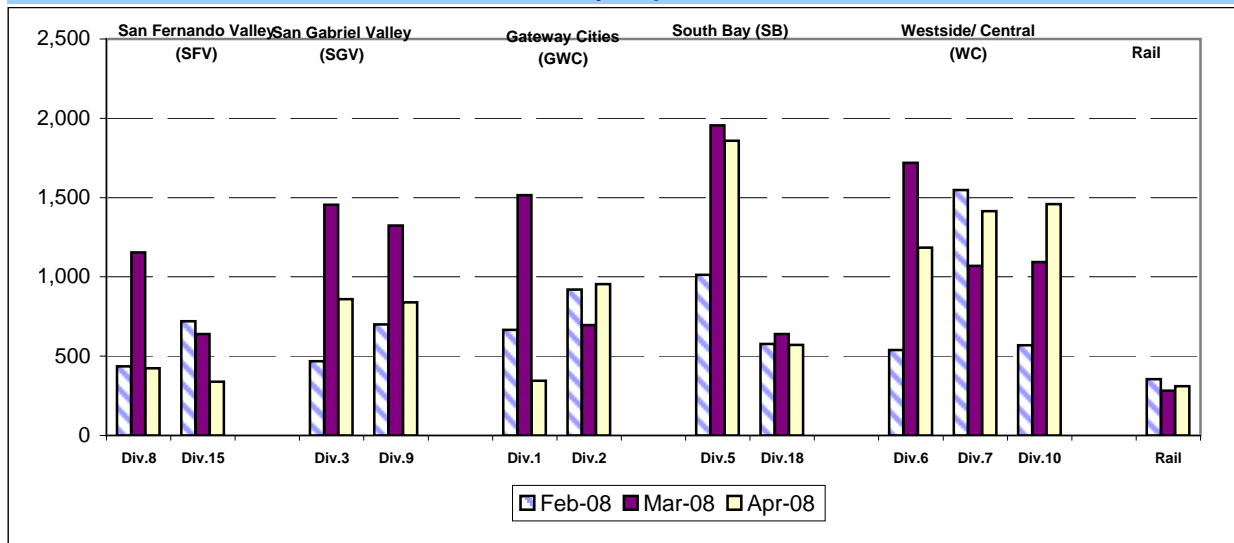
**Calculation:** (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number

One month lag from current month

**LWD Systemwide Trend**



**LWD/200,000 Exposure Hours per Operating Divisions - by Sectors' Divisions February - April 2008**

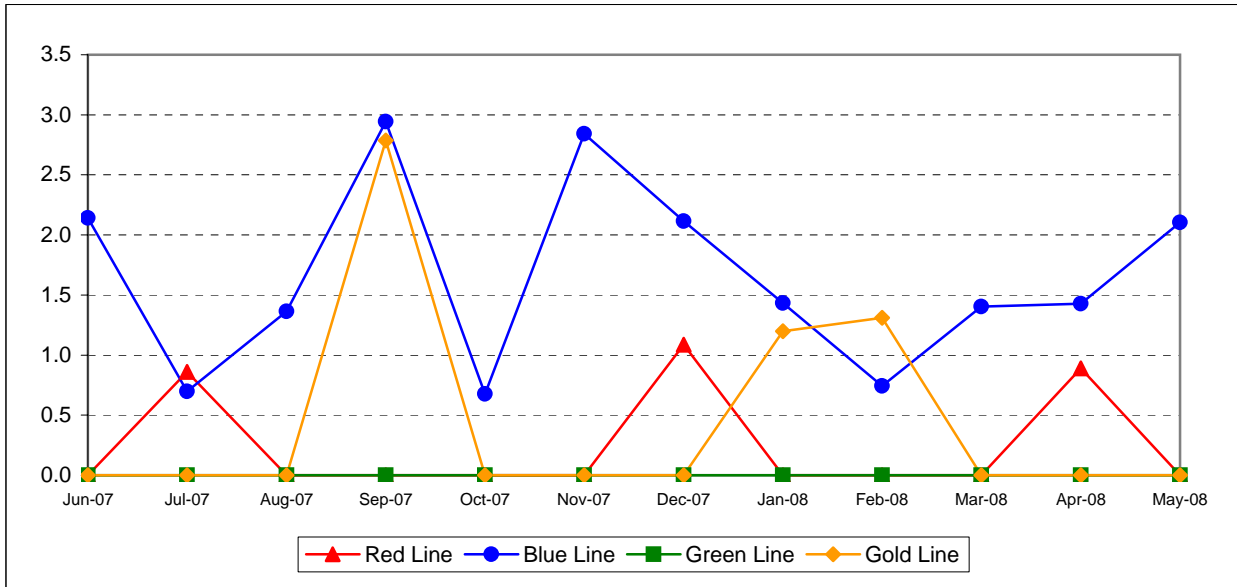


Safety Performance Continued

**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.

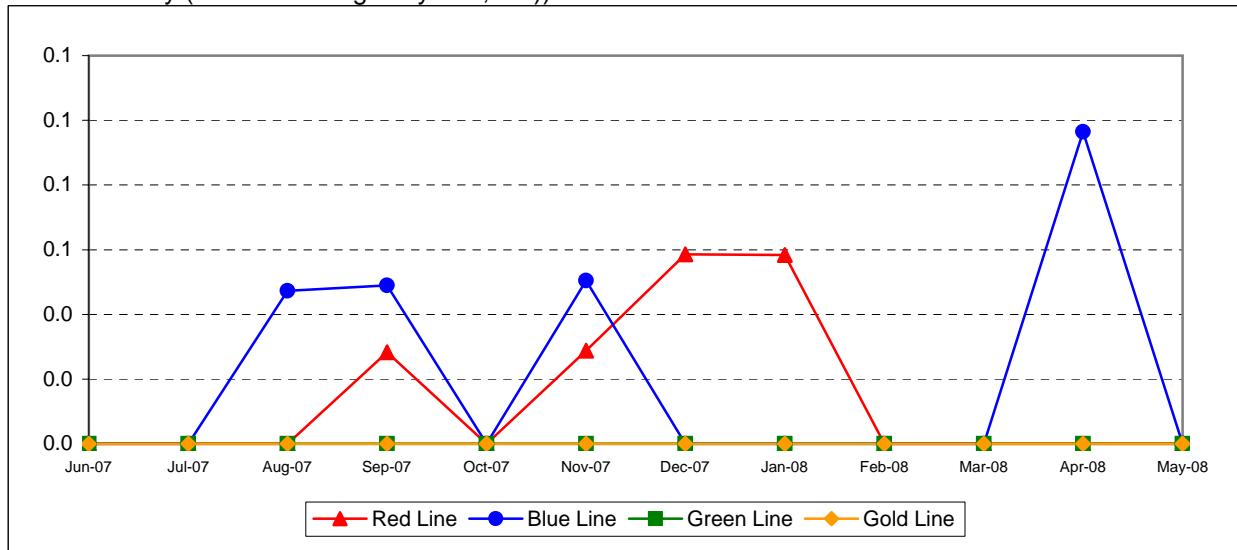
**Calculation:** Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



**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))



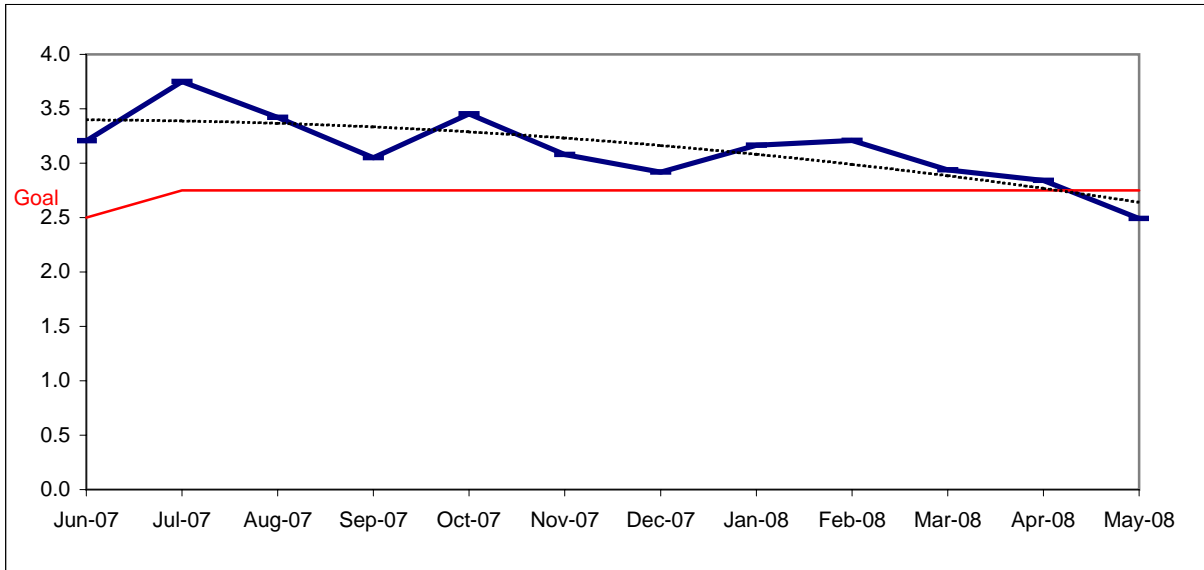
## CUSTOMER SATISFACTION

### COMPLAINTS PER 100,000 BOARDINGS

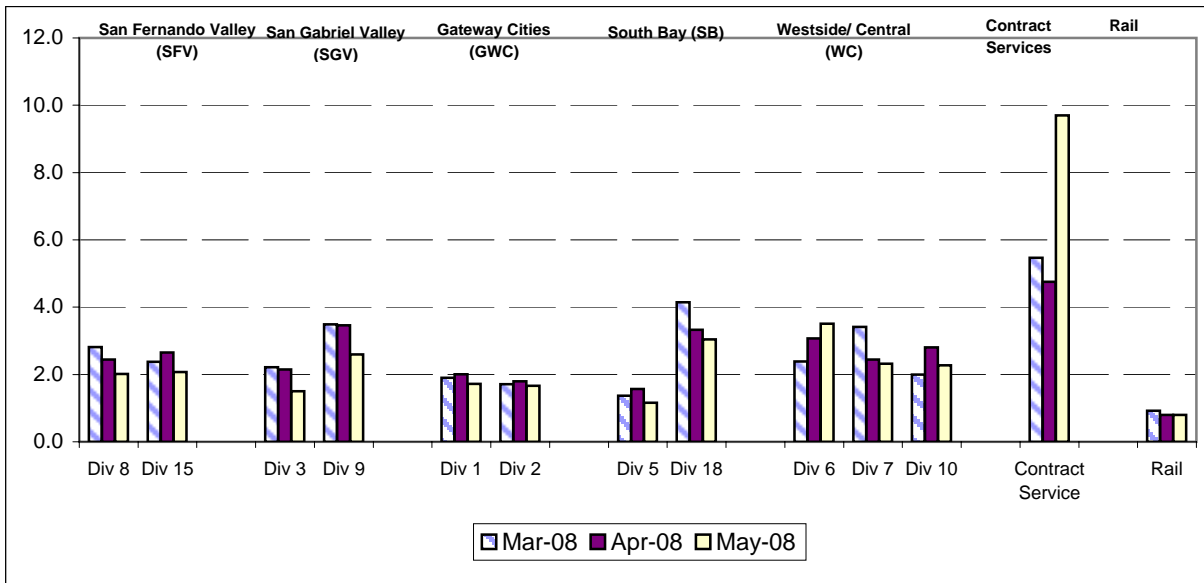
**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

#### Systemwide Trend



#### Bus Operating Divisions - by Sectors' Divisions March - May 2008





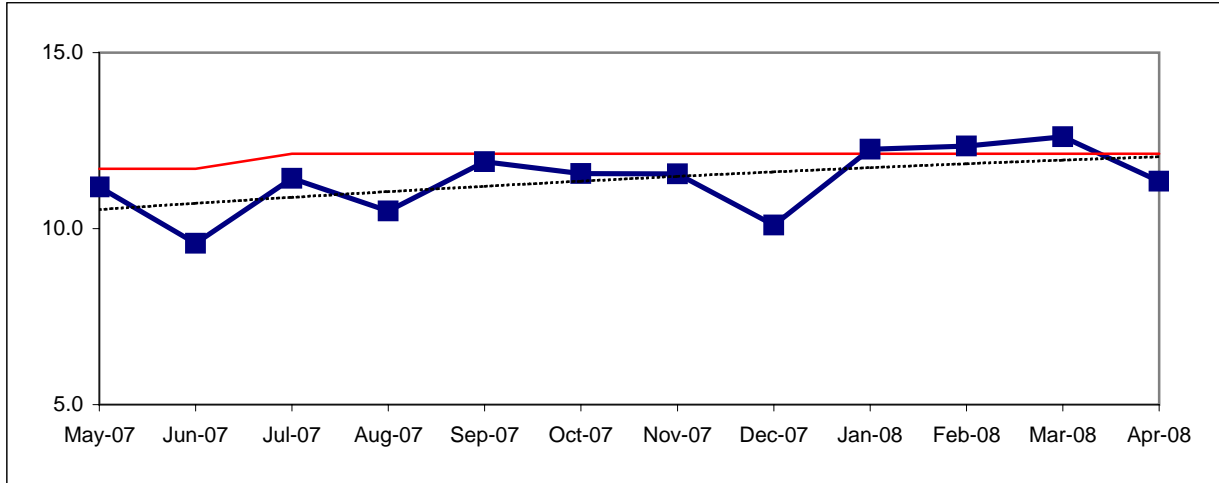
# WORKERS COMPENSATION CLAIMS

## 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 =  $\frac{\text{New Claims}}{(\text{Exposure Hours}/200,000)}$

### Metro Operations Trend



One month lag from current month

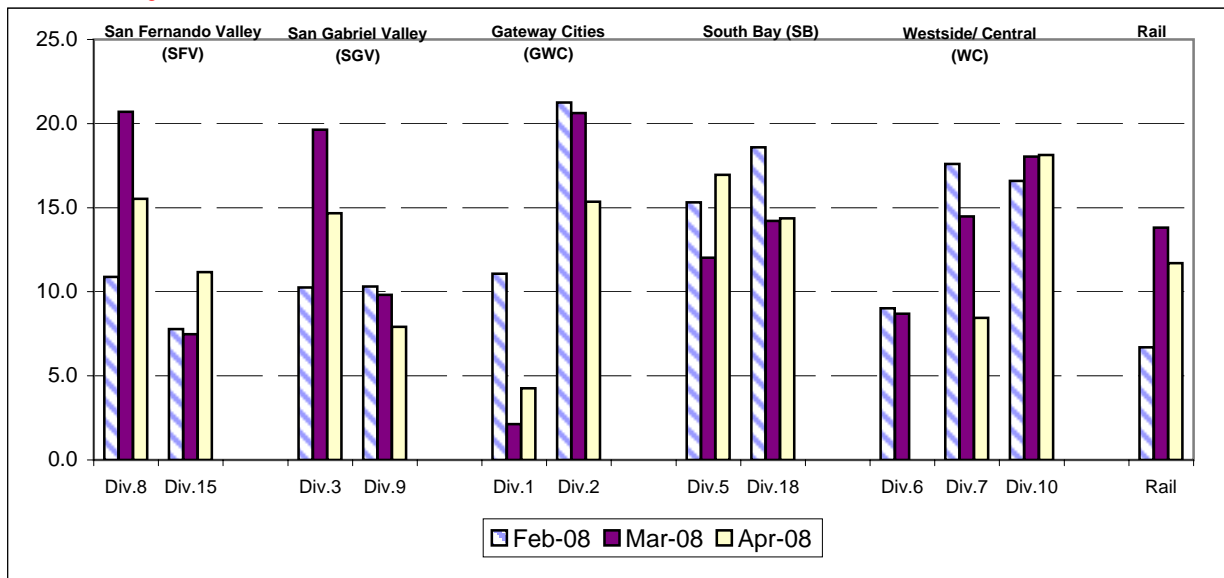
### NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

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

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

### Bus & Rail - by Bus Sectors' Divisions and Rail February - April 2008

One month lag from current month



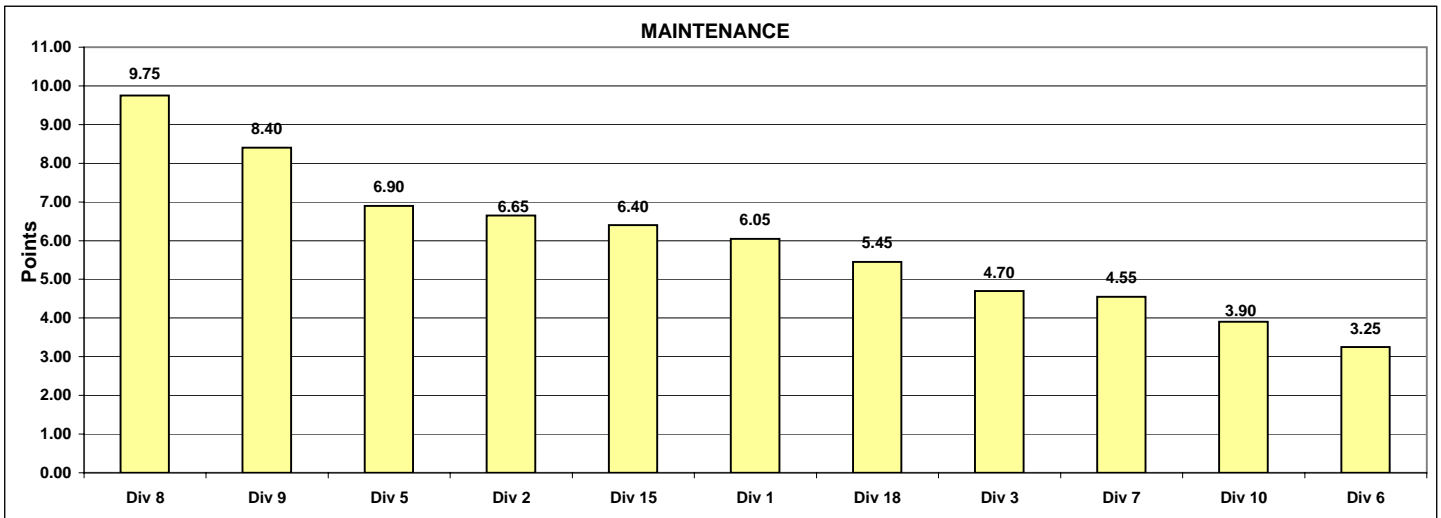
**"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM**

**Monthly Calculations - May 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	<b>64%</b>	1047.3	1166.5	1161.3	1313.3	805.2	983.9	1471.5	2266.2	1132.8	1265.2	1143.5
Points		3	7	6	9	1	2	10	11	4	8	5
Attendance	<b>20%</b>	0.98849	0.97269	0.97392	0.97493	0.95634	0.97451	0.99107	0.98004	0.98230	0.98448	0.97191
Points		10	3	4	6	1	5	11	7	8	9	2
New WC Claims /200,000 Exp Hrs*	<b>36%</b>	0.0000	0.0000	10.4654	10.0907	0.0000	0.0000	0.0000	9.5368	17.8670	14.9564	0.0000
Points		8.5	8.5	3	4	8.5	8.5	8.5	5	1	2	8.5
*One month lag												
<b>Totals</b>		<b>6.05</b>	<b>6.65</b>	<b>4.70</b>	<b>6.90</b>	<b>3.25</b>	<b>4.55</b>	<b>9.75</b>	<b>8.40</b>	<b>3.90</b>	<b>6.40</b>	<b>5.45</b>
<b>FINAL RANKING Maintenance Division Ranking (Sorted)</b>												
<b>DIV.</b>		Div 8	Div 9	Div 5	Div 2	Div 15	Div 1	Div 18	Div 3	Div 7	Div 10	Div 6
<b>Score</b>		9.75	8.40	6.90	6.65	6.40	6.05	5.45	4.70	4.55	3.90	3.25
<b>Rank</b>		1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th

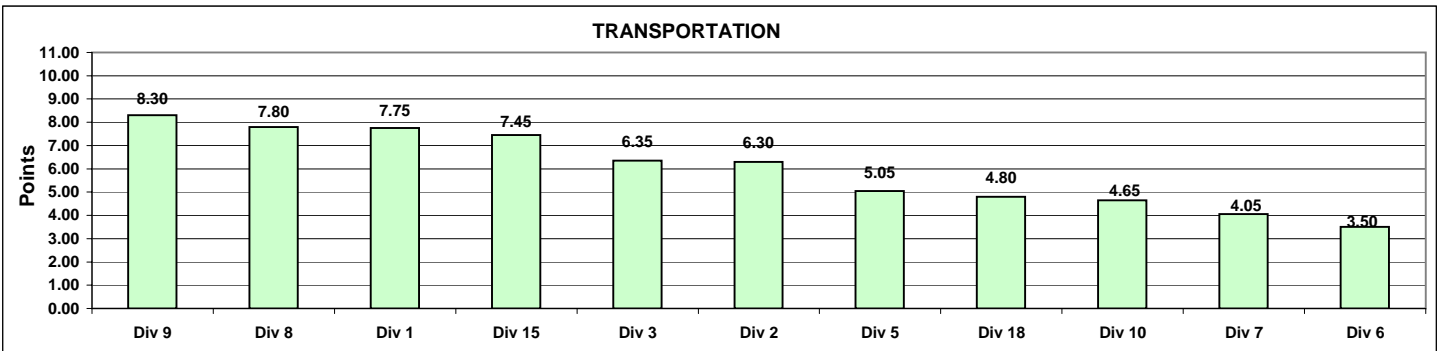


**Monthly Calculations - May 2008**  
**Metro Bus - Transportation**

**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%	0.6904	0.6930	0.6795	0.6341	0.5360	0.5831	0.7020	0.6839	0.5683	0.6734	0.6071
Points		9	10	7	5	1	3	11	8	2	6	4
Miles Between Total Road Calls	10%	1047.2718	1166.4509	1161.3348	1313.3164	805.1568	983.9440	1471.4604	2266.1774	1132.7599	1265.2350	1143.5003
Points		3	7	6	9	1	2	10	11	4	8	5
Accident Rate	25%	4.1209	4.3644	4.8491	6.0226	6.2100	5.2763	1.6122	2.0322	3.7194	2.4872	3.0558
Points		6	5	4	2	1	3	11	10	7	9	8
Complaints/100K Boardings	15%	1.7211	1.6652	1.5052	1.1627	3.5072	2.3223	2.0158	2.5930	2.2773	2.0769	3.0386
Points		8	9	10	11	1	4	7	3	5	6	2
New WC Claims /200,000 Exp Hrs*	25%	5.5476	19.9274	15.9475	19.1316	0.0000	10.7581	20.9113	7.4873	18.2186	9.9173	18.5596
Points		10	2	6	3	11	7	1	9	5	8	4
*One month lag												
<b>Totals</b>		<b>7.75</b>	<b>6.30</b>	<b>6.35</b>	<b>5.05</b>	<b>3.50</b>	<b>4.05</b>	<b>7.80</b>	<b>8.30</b>	<b>4.65</b>	<b>7.45</b>	<b>4.80</b>
<b>FINAL RANKING</b>												
	DIV.	Div 9	Div 8	Div 1	Div 15	Div 3	Div 2	Div 5	Div 18	Div 10	Div 7	Div 6
	Score	8.30	7.80	7.75	7.45	6.35	6.30	5.05	4.80	4.65	4.05	3.50
	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 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		
	May-07	May-08	Yearly Improvement	May-07	May-08	Yearly Improvement	May-07	May-08	Yearly Improvement	May-07	May-08	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%	99.94%	-0.06%	99.96%	100.00%	0.04%	99.93%	100.00%	0.07%	99.95%	99.99%	0.04%
Power	99.81%	99.98%	0.17%	100.00%	100.00%	0.00%	98.99%	99.98%	0.99%	100.00%	99.99%	-0.01%
<b>Wayside Performance</b>	<b>99.94%</b>	<b>99.97%</b>	<b>0.04%</b>	<b>99.99%</b>	<b>100.00%</b>	<b>0.01%</b>	<b>99.64%</b>	<b>99.99%</b>	<b>0.35%</b>	<b>99.98%</b>	<b>99.99%</b>	<b>0.01%</b>
<b>Vehicle Availability</b>												
Vehicle Performance	99.42%	99.90%	0.48%	99.49%	99.83%	0.34%	99.04%	99.91%	0.87%	99.66%	99.89%	0.23%
<b>Operator Availability</b>												
Operators	99.99%	100.00%	0.01%	100.00%	99.98%	-0.02%	99.99%	99.95%	-0.04%	100.00%	99.99%	-0.01%
<b>In-Service Performance</b>												
Rev. Hr. Delivered - Rail	99.21%	100.00%	0.79%	99.45%	99.98%	0.54%	97.95%	99.93%	1.98%	99.61%	99.97%	0.36%
<b>Total Rail Line Performance</b>	<b>99.64%</b>	<b>99.97%</b>	<b>0.33%</b>	<b>99.73%</b>	<b>99.95%</b>	<b>0.22%</b>	<b>99.16%</b>	<b>99.95%</b>	<b>0.79%</b>	<b>99.81%</b>	<b>99.96%</b>	<b>0.15%</b>

Metro Rail Final Ranking (Sorted)				
Rail Line	GREEN	BLUE	RED	GOLD
Score	0.791%	0.330%	0.218%	0.149%
Rank	1st	2nd	3rd	4th

