

Los Angeles County
Metropolitan Transportation Authority

OCT 2008

METRO OPERATIONS MONTHLY PERFORMANCE REPORT



Metro

Table of Contents

	Page
San Fernando Valley Sector (SFV)	3
San Gabriel Valley Sector (SGV)	7
Gateway Cities Sector (GC)	11
South Bay Sector (SB)	15
Westside/Central Sector (WC)	19
Rail Performance	23
On-time Service	
In-Service On-Time Performance	
Schedule Revenue Service Hours Delivered	
Mean Miles Between Chargeable Mechanical Failures	
Bus Service Performance Systemwide	28
In-Service On-Time Performance	
Scheduled Revenue Service Hours Delivered	
Maintenance Performance	31
Mean Miles Between Chargeable Mechanical Failures	
Past Due Critical Preventive Maintenance Program	
Attendance	34
Maintenance Attendance	
Safety Performance	35
Bus Accidents per 100,000 Hub Miles	
Bus Passenger Accidents per 100,000 Boardings	
Rail Accidents per 100,000 Revenue Train Miles	
Rail Passenger Accidents per 100,000 Boardings	
OSHA Injuries per 200,000 Exposure Hours	
Lost Work Days Paid per 200,000 Exposure Hours	
Customer Satisfaction	40
Complaints per 100,000 Boardings	
New Workers' Compensation Claims	41
New Workers' Compensation Claims per 200,000 Exposure Hours	
"How You Doin'?" Incentive Program	42
Monthly Metro Bus & Metro Rail	
Quarterly Metro Bus & Metro Rail	

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)
- * Mean Miles Between Total Road Calls (MMBTRC)
- * 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	FY04	FY05	FY06	FY07	FY08	FY09 Target	FY09 YTD	Oct. Month	Status
Bus Systemwide									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)			3,274	3,532	3,137	3,500	3,104	3,064	Yellow
No. of unaddressed road calls				1,116*	824		133	40	
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,556	1,149	1,135	Yellow
In-Service On-time Performance**	65.43%	66.50%	64.35%**	63.77%	64.05%	66.15%	64.68%	64.13%	Yellow
Bus Traffic Accidents Per 100,000 Miles					3.47	3.40	3.12	3.35	Green
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.70	2.81	3.37	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.64	13.61	12.27	11.11	11.54	12.10	Sep YTD 9.67	Sep 10.87	Green
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up									
SFV Sector									
MMBMF			3,319	3,619	2,938	3,500	3,081	3,486	Yellow
No. of unaddressed road calls				432*	153		3	0	
MMBTRC				1,310	1,222	1,638	1,240	1,407	Yellow
In-Service On-time Performance	67.47%	68.54%	65.19%**	65.60%	67.48%	67.50%	67.21%	66.54%	Yellow
Bus Traffic Accidents Per 100,000 Miles					2.55	2.89	2.01	2.15	Green
Complaints per 100,000 Boardings	5.45	4.39	3.24	3.00	2.88	3.00	3.03	3.56	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	15.15	13.71	11.75	13.74	12.17	13.50	Sep YTD 11.32	Sep 11.87	Green
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up									
Division 8									
MMBTRC				1,537	1,333	1,922	1,552	1,769	Yellow
In-Service On-time Performance	69.12%	69.78%	68.23%	67.48%	68.50%	68.00%	68.86%	68.01%	Green
Bus Traffic Accidents Per 100,000 Miles					1.99	2.77	1.39	1.00	Green
Complaints per 100,000 Boardings	5.09	4.17	3.37	2.75	2.64	2.80	2.70	3.10	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	19.15	16.77	13.81	16.14	15.03	15.00	Sep YTD 11.73	Sep 16.47	Green
Division 15									
MMBTRC				1,175	1,151	1,469	1,081	1,227	Yellow
In-Service On-time Performance	66.62%	67.84%	63.84%**	64.41%	66.85%	67.00%	66.23%	65.64%	Yellow
Bus Traffic Accidents Per 100,000 Miles					2.98	3.00	2.46	2.98	Green
Complaints per 100,000 Boardings	5.70	4.55	3.14	3.16	3.05	3.20	3.27	3.87	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	13.14	12.46	10.41	12.44	10.58	12.00	Sep YTD 11.26	Sep 7.65	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.

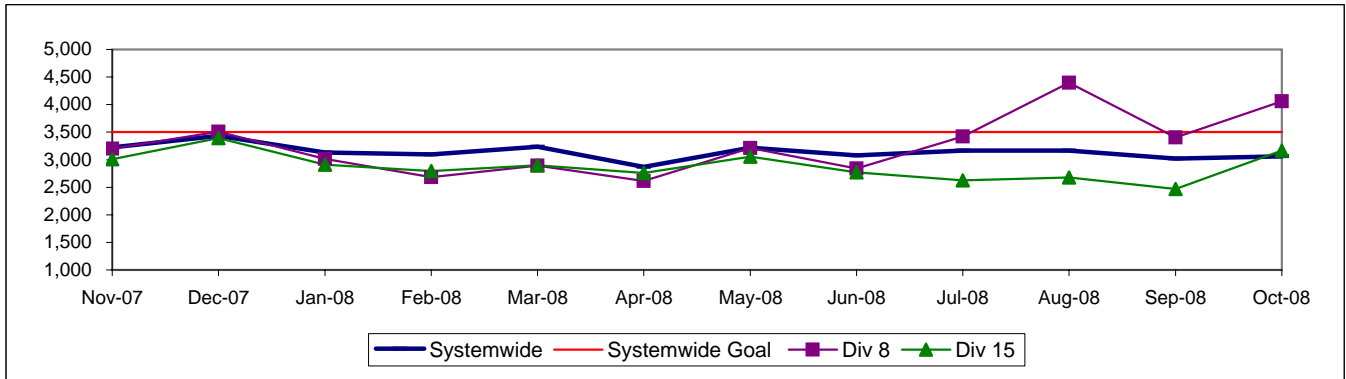
SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

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

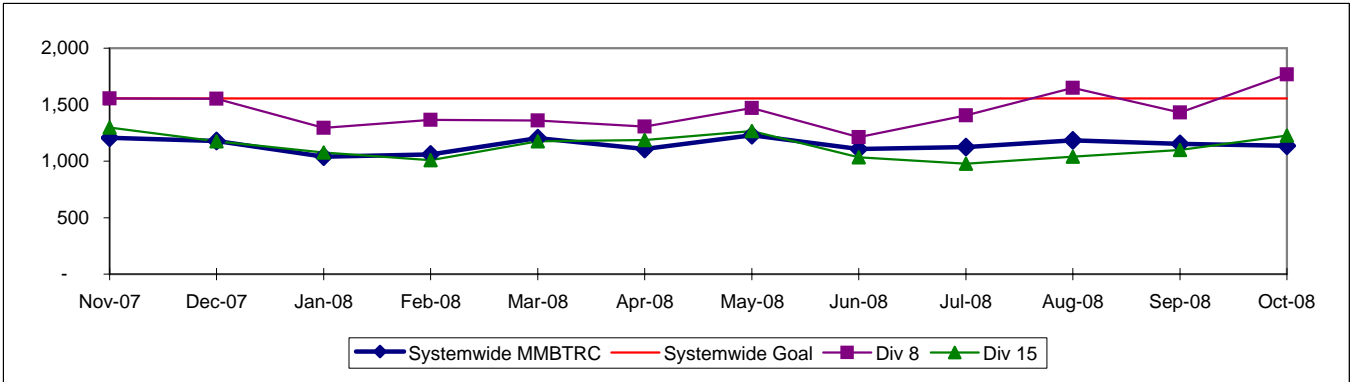


MEAN MILES BETWEEN TOTAL ROAD CALLS

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*

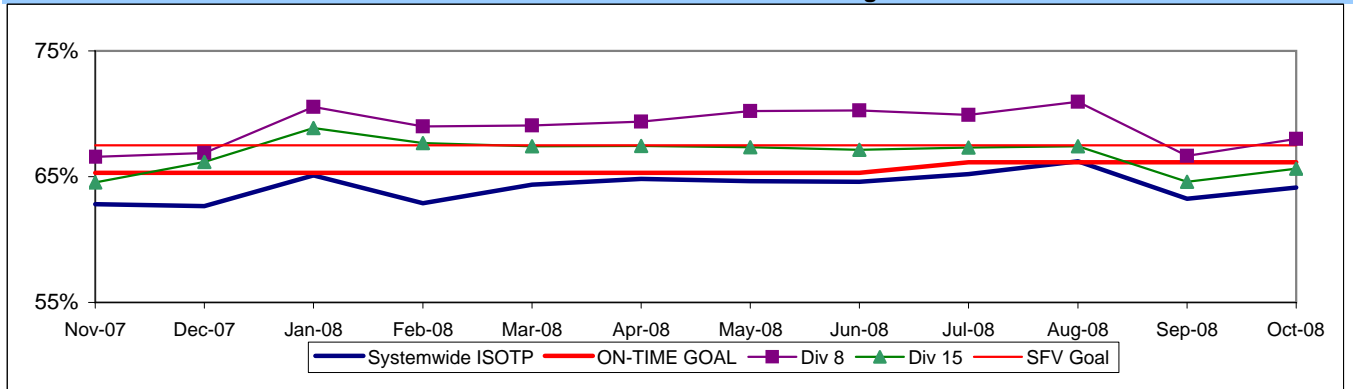
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

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

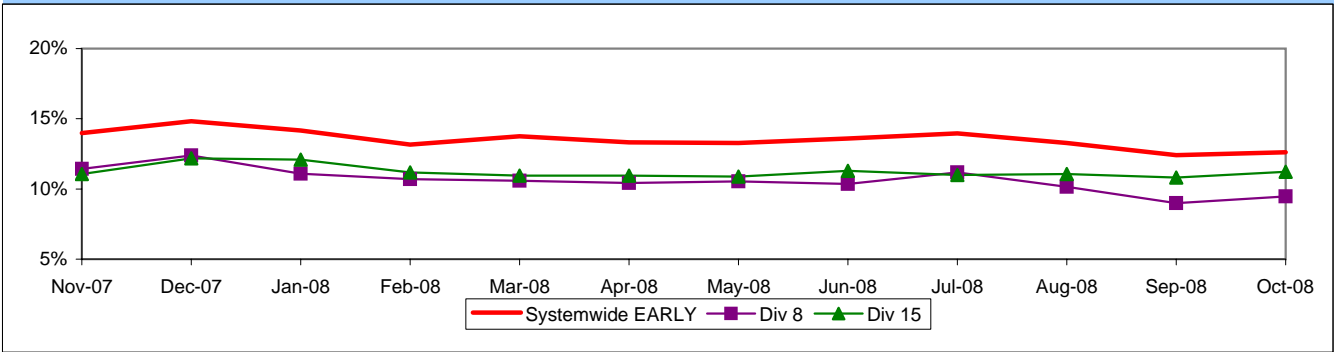
* Division 15 November data not available.

Systemwide and Bus Operating Divisions 8 and 15

ISOTP - 1 Minute Tolerance for Running Hot



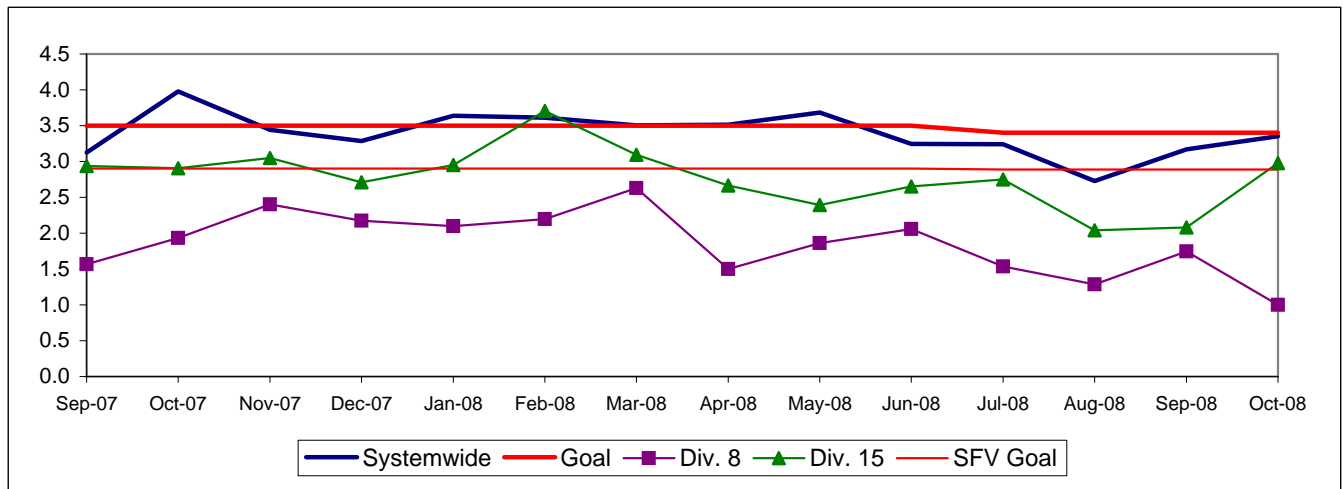
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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))

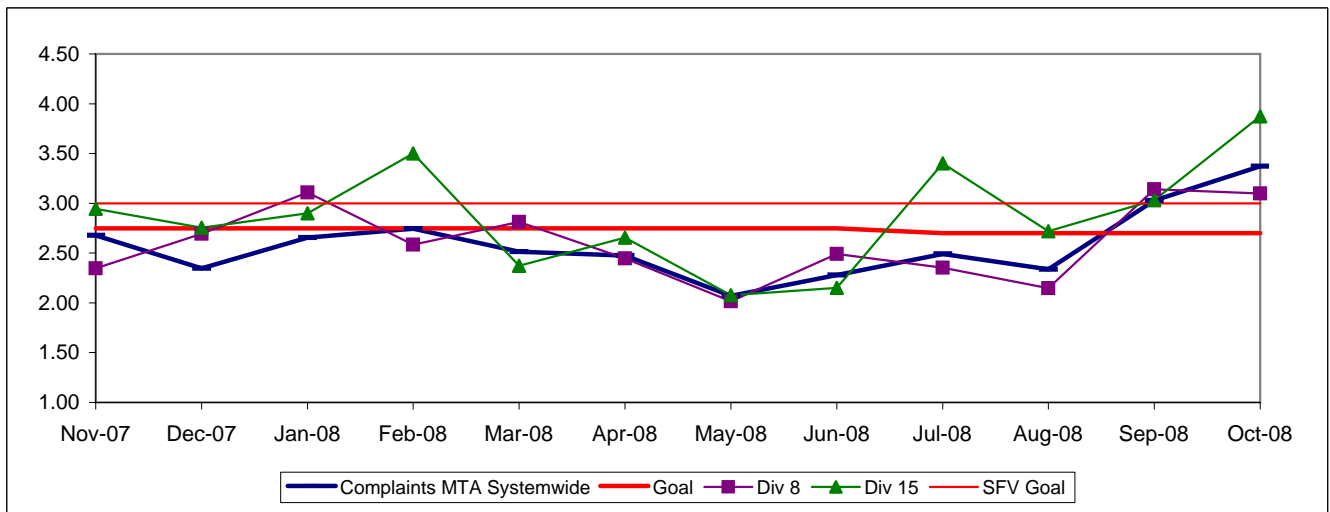


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

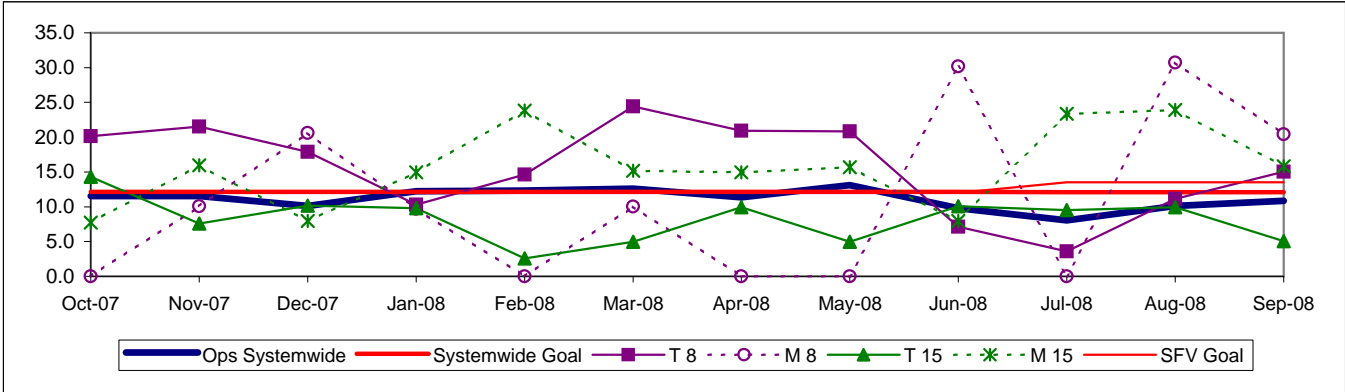


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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.

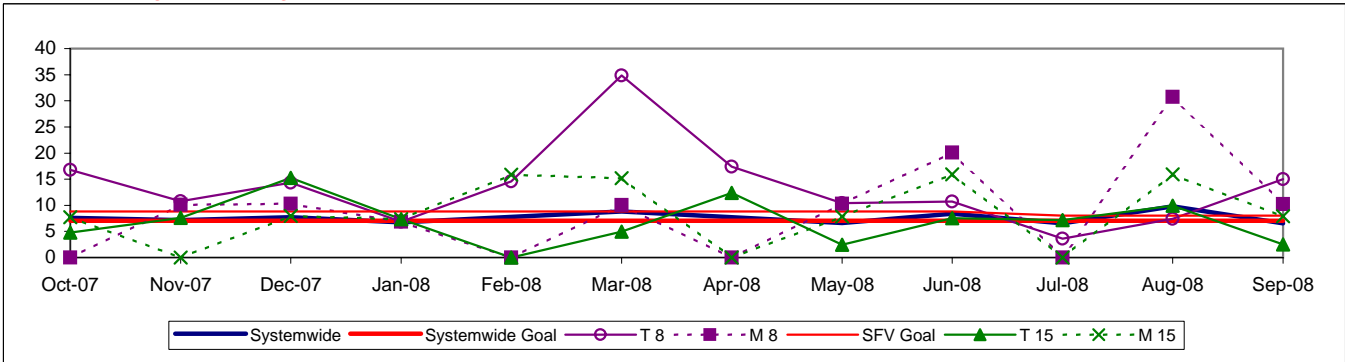


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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.

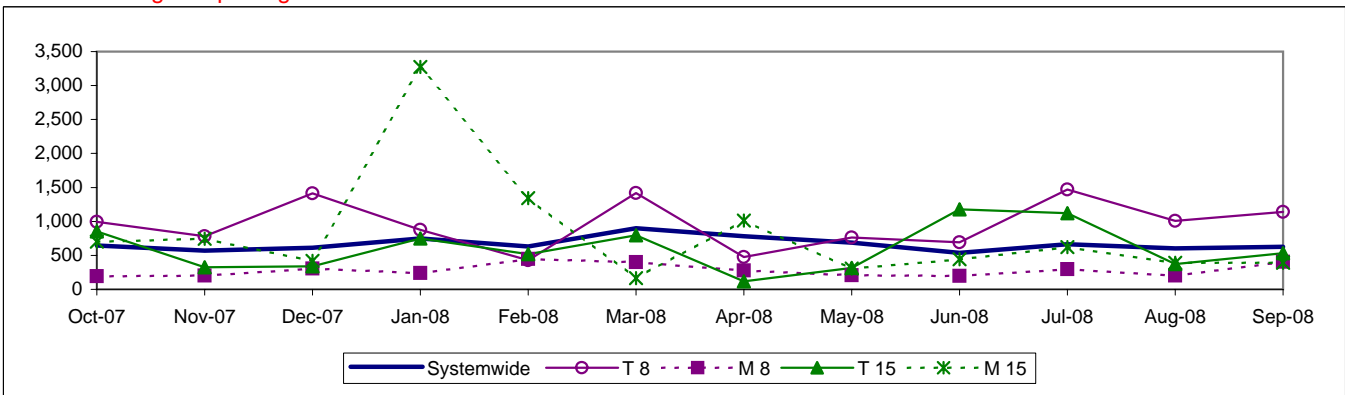


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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)
- * Mean Miles Between Total Road Calls (MMBTRC)
- * 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	FY04	FY05	FY06	FY07	FY08	FY09 Target	FY09 YTD	Oct. Month	Status
Bus Systemwide									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls			3,274	3,532 1,116*	3,137 824	3,500	3,104 133	3,064 40	Yellow
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,556	1,149	1,135	Yellow
In-Service On-time Performance**	65.43%	66.50%	64.35%**	63.77%	64.05%	66.15%	64.68%	64.13%	Yellow
Bus Traffic Accidents Per 100,000 Miles					3.47	3.40	3.12	3.35	Green
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.70	2.81	3.37	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.64	13.61	12.27	11.11	11.54	12.10	Sep YTD 9.67	Sep 10.87	Green
SGV Sector									
MMBMF No. of unaddressed road calls			3,467	3,376 88*	3,300 133	3,500	3,284 41	3,229 24	Yellow
MMBTRC				1,618	1,516	2,023	1,563	1,549	Yellow
In-Service On-time Performance	69.98%	70.10%	68.59%	65.85%	66.83%	67%	68.74%	68.24%	Green
Bus Traffic Accidents Per 100,000 Miles					3.20	2.90	2.83	3.42	Green
Complaints per 100,000 Boardings	3.80	2.95	2.18	2.49	2.58	2.50	2.95	4.13	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.12	10.14	12.57	13.35	10.17	10.47	Sep YTD 14.61	Sep 15.17	Yellow
Division 3									
MMBMF No. of unaddressed road calls			2,690	2,838 58*	2,573 45	3,500	2,390 9	2,492 1	Yellow
MMBTRC				1,239	1,132	1,549	1,165	1,109	Yellow
In-Service On-time Performance	70.80%	71.06%	70.05%	16.54%	66.83%	67%	68.12%	67.77%	Green
Bus Traffic Accidents Per 100,000 Miles					4.24	3.60	3.90	4.49	Yellow
Complaints per 100,000 Boardings	3.02	2.60	1.83	2.12	2.14	2.10	2.58	4.04	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	12.36	6.68	11.36	10.06	12.81	10.96	Sep YTD 13.72	Sep 4.91	Yellow
Division 9									
MMBMF No. of unaddressed road calls			4,585	4,087 30*	4,119 88	3,500	4,438 32	4,049 23	Green
MMBTRC				2,099	1,989	2,623	2,183	2,001	Yellow
In-Service On-time Performance	68.16%	68.16%	67.01%	12.52%	66.84%	67%	69.23%	68.61%	Green
Bus Traffic Accidents Per 100,000 Miles					2.46	2.40	2.09	2.69	Green
Complaints per 100,000 Boardings	5.09	5.09	2.61	2.24	2.98	2.90	3.32	4.21	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.75	14.66	14.34	17.30	8.35	8.20	Sep YTD 16.09	Sep 23.29	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.

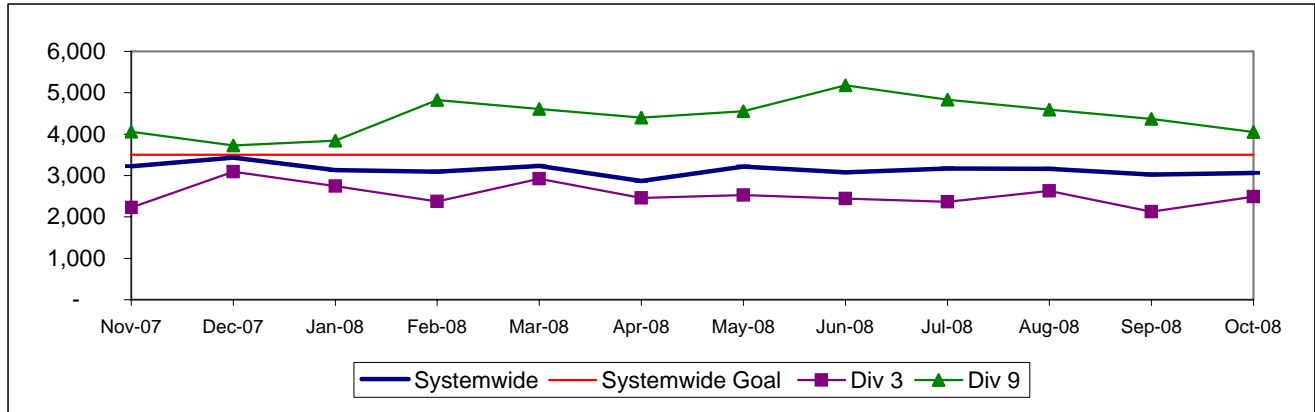
Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

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.

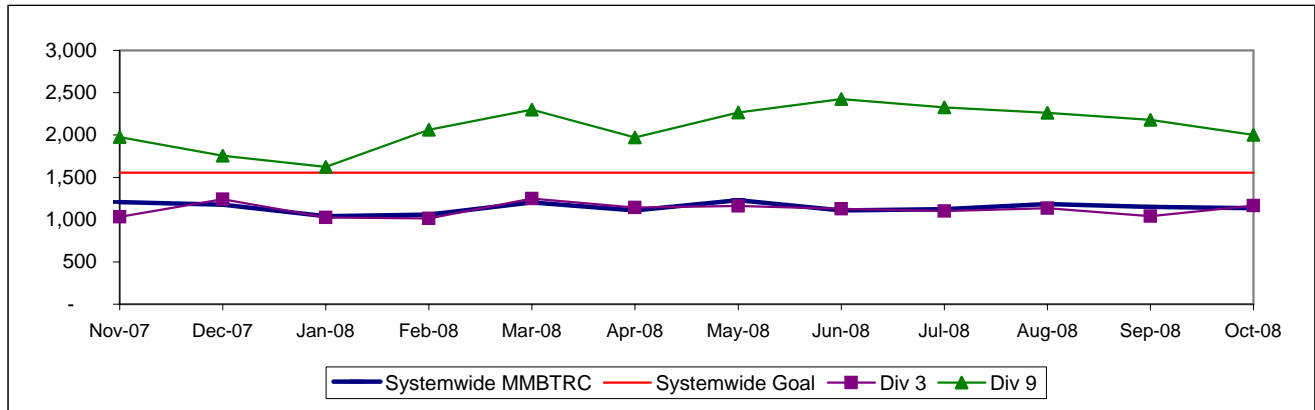
Calculation: MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



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)

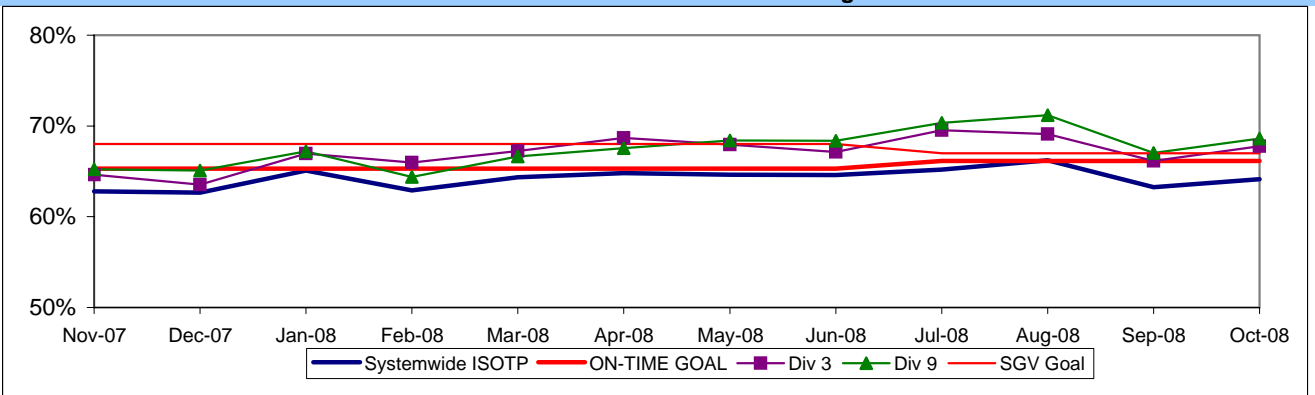


IN-SERVICE ON-TIME PERFORMANCE

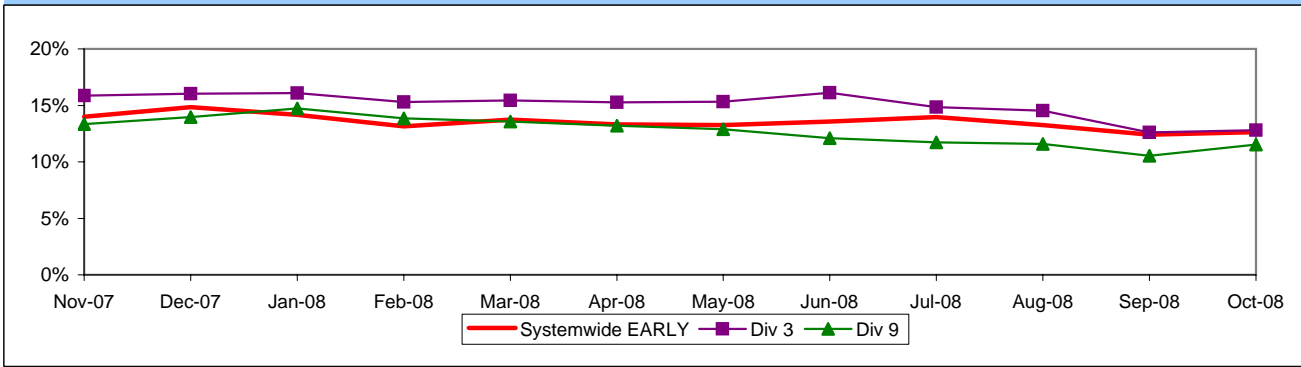
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

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



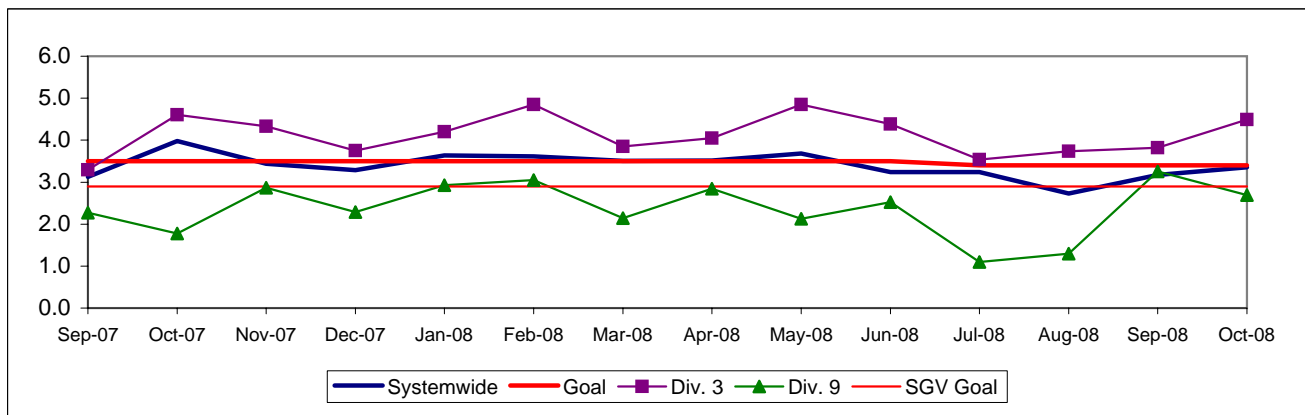
Running Hot - Systemwide and Bus Operating Divisions 3 and 9



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))

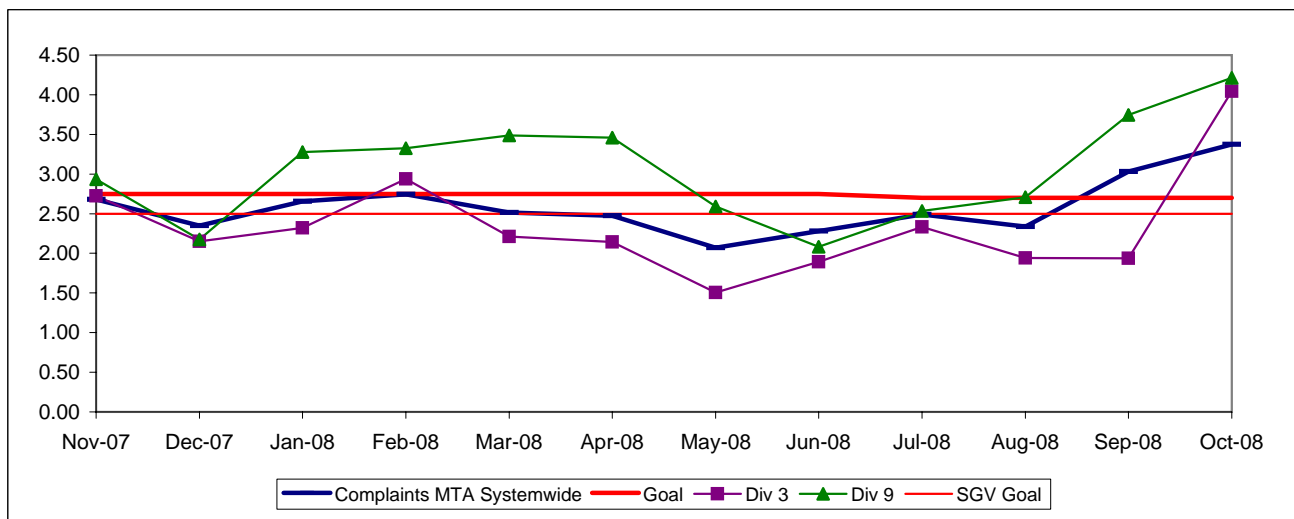


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

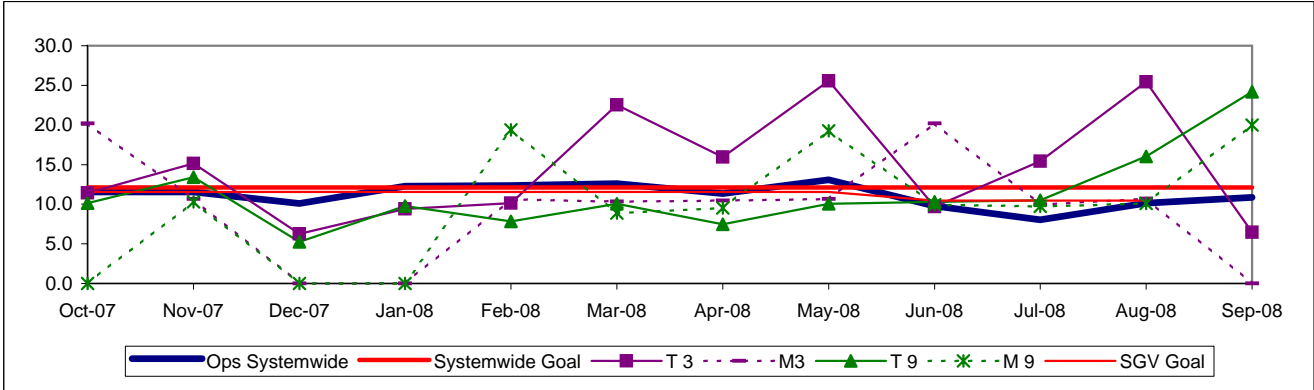


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 3 and 9

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.

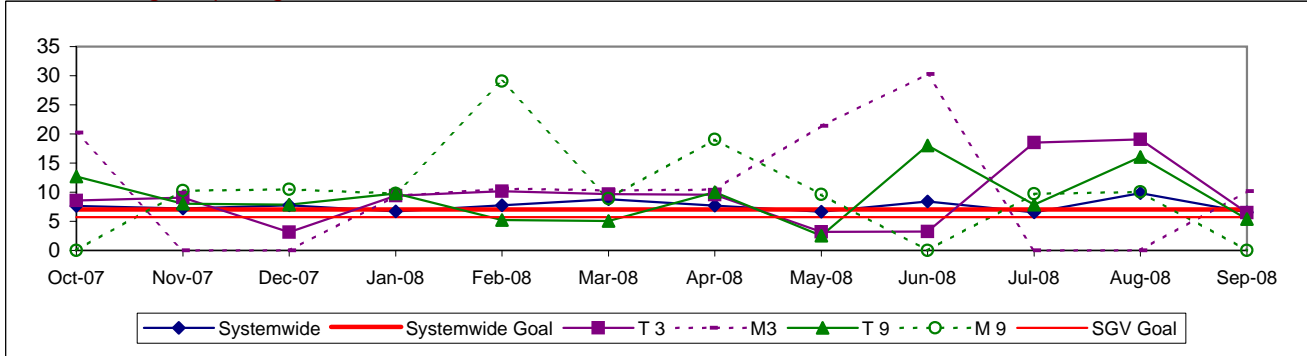


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 3 and 9

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.

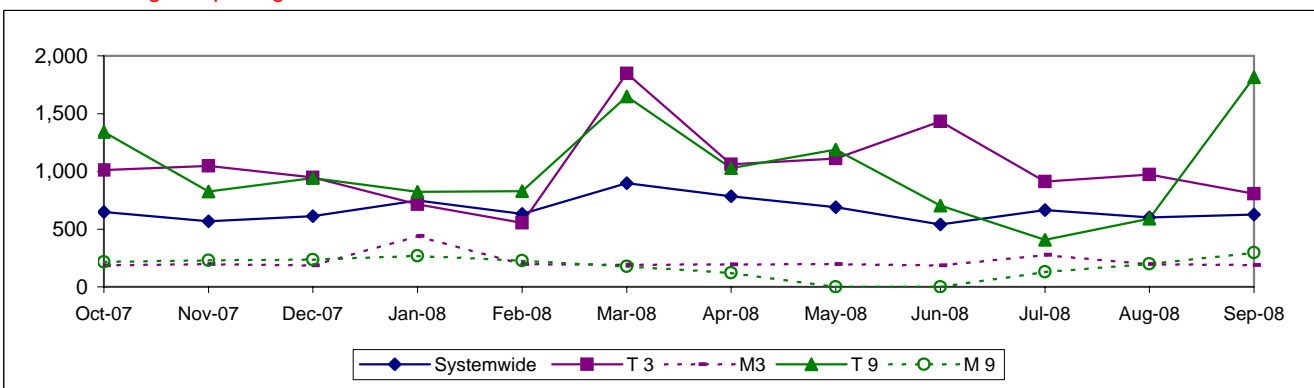


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 3 and 9

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)
- * Mean Miles Between Total Road Calls (MMBTRC)
- * 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	FY04	FY05	FY06	FY07	FY08	FY09 Target	FY09 YTD	Oct. Month	Status
Bus Systemwide									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)			3,274	3,532	3,137	3,500	3,104	3,064	Yellow
No. of unaddressed road calls				1,116*	824		133	40	
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,556	1,149	1,135	Yellow
In-Service On-time Performance	65.43%	66.50%	64.35%**	63.77%	64.05%	66.15%	64.68%	64.13%	Yellow
Bus Traffic Accidents Per 100,000 Miles					3.47	3.40	3.12	3.35	Green
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.70	2.81	3.37	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.64	13.61	12.27	11.11	11.54	12.10	Sep YTD 9.67	Sep 10.87	Green
GC Sector									
MMBMF			2,506	3,163	2,845	3,500	2,617	2,417	Yellow
No. of unaddressed road calls				170*	322		41	2	
MMBTRC				995	960	1,244	1,116	1,023	Yellow
In-Service On-time Performance	69.34%	71.20%	71.73%	68.01%	68.09%	70.00%	70.65%	70.20%	Green
Bus Traffic Accidents Per 100,000 Miles					3.52	3.50	3.21	2.69	Green
Complaints per 100,000 Boardings	3.08	2.58	1.69	1.78	1.91	2.00	1.81	2.33	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.19	14.11	11.45	10.27	10.56	10.55	Sep YTD 7.92	Sep 6.88	Green
Division 1									
MMBMF			2,409	3,757	2,960	3,500	2,528	2,303	Yellow
No. of unaddressed road calls				138*	311		36	0	
MMBTRC				932	908	1,165	1,076	983	Yellow
In-Service On-time Performance	70.57%	71.62%	71.06%	68.02%	67.55%	70.00%	69.86%	69.27%	Yellow
Bus Traffic Accidents Per 100,000 Miles					3.41	3.50	3.09	2.26	Green
Complaints per 100,000 Boardings	3.32	2.92	1.92	1.89	1.90	2.00	1.67	2.19	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.82	12.71	10.92	8.48	7.59	10.55	Sep YTD 7.26	Sep 6.60	Green
Division 2									
MMBMF			2,660	2,598	2,707	3,500	2,741	2,583	Yellow
No. of unaddressed road calls				32*	11		5	2	
MMBTRC				1,097	1,039	1,371	1,172	1,079	Yellow
In-Service On-time Performance	67.62%	70.42%	72.71%	67.99%	68.60%	70.00%	71.28%	70.93%	Green
Bus Traffic Accidents Per 100,000 Miles					3.67	3.50	3.37	3.24	Green
Complaints per 100,000 Boardings	2.84	2.15	1.42	1.64	1.93	2.00	1.97	2.48	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.56	16.69	12.97	13.36	14.82	10.55	Sep YTD 9.37	Sep 7.80	Green

*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.

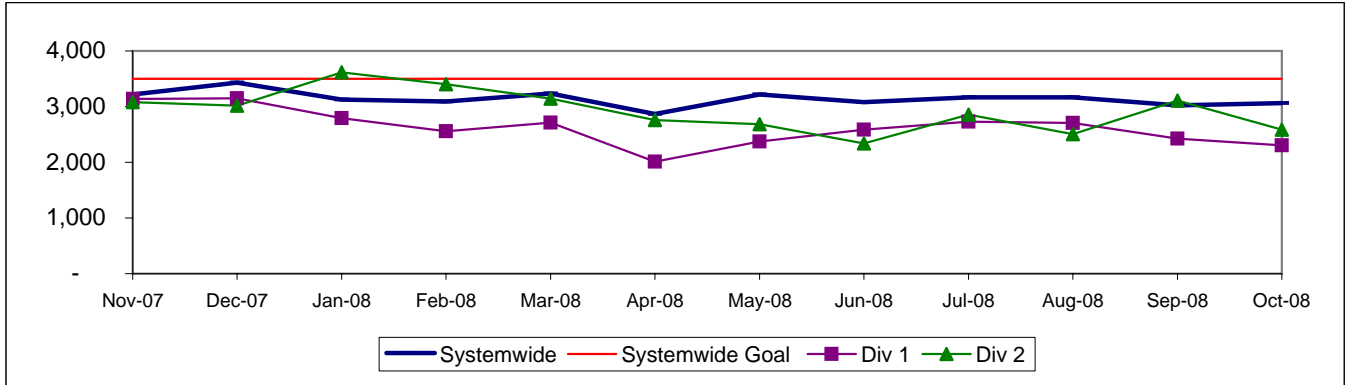
Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

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.

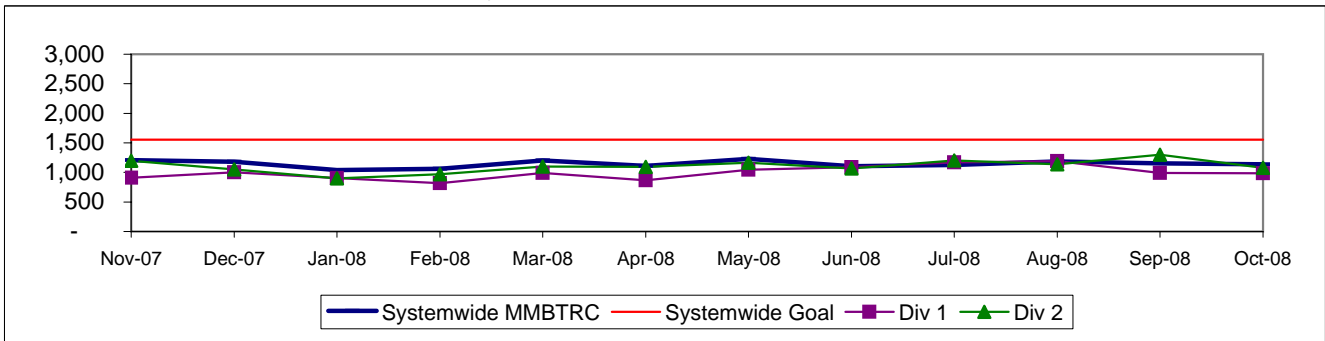
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



MEAN MILES BETWEEN TOTAL ROADCALLS Systemwide and Divisions 1 and 2

Definition: Average Hub Miles Between Total Roadcalls

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

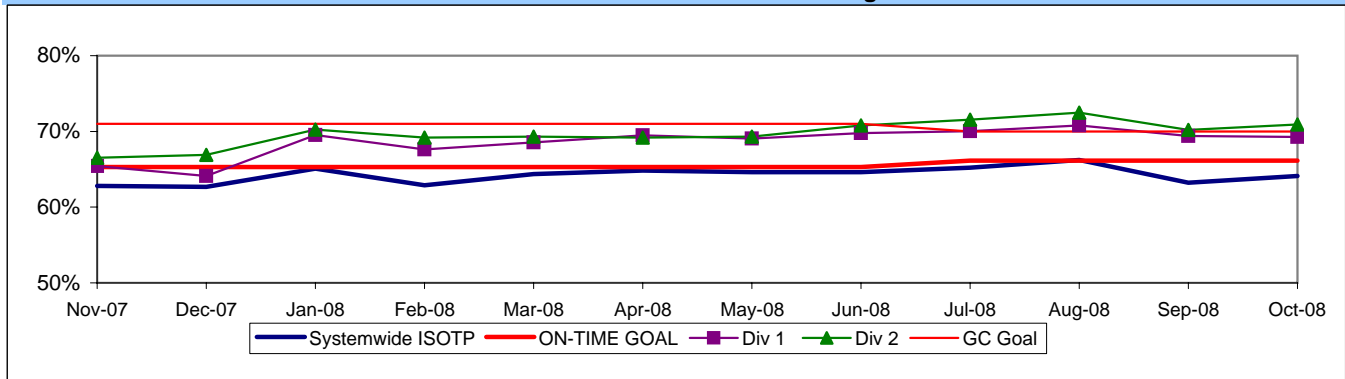


IN-SERVICE ON-TIME PERFORMANCE

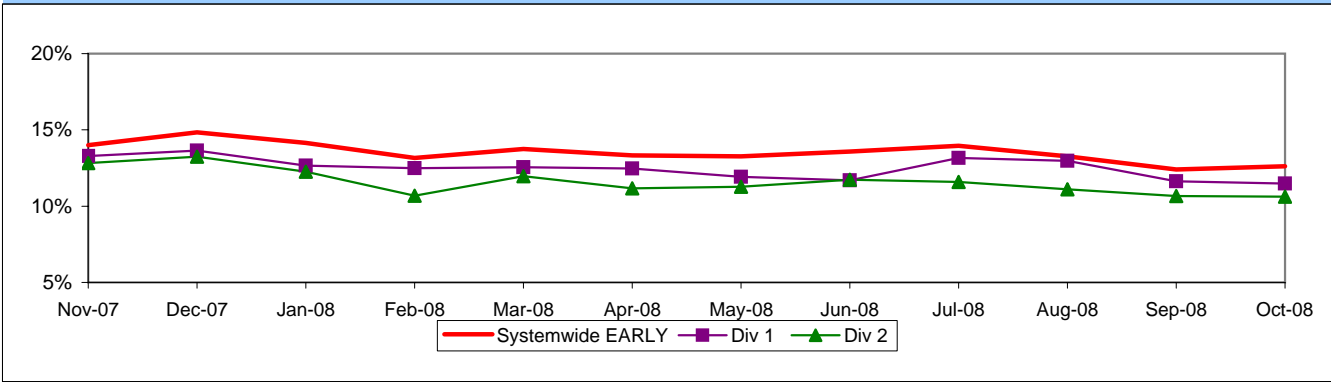
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

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



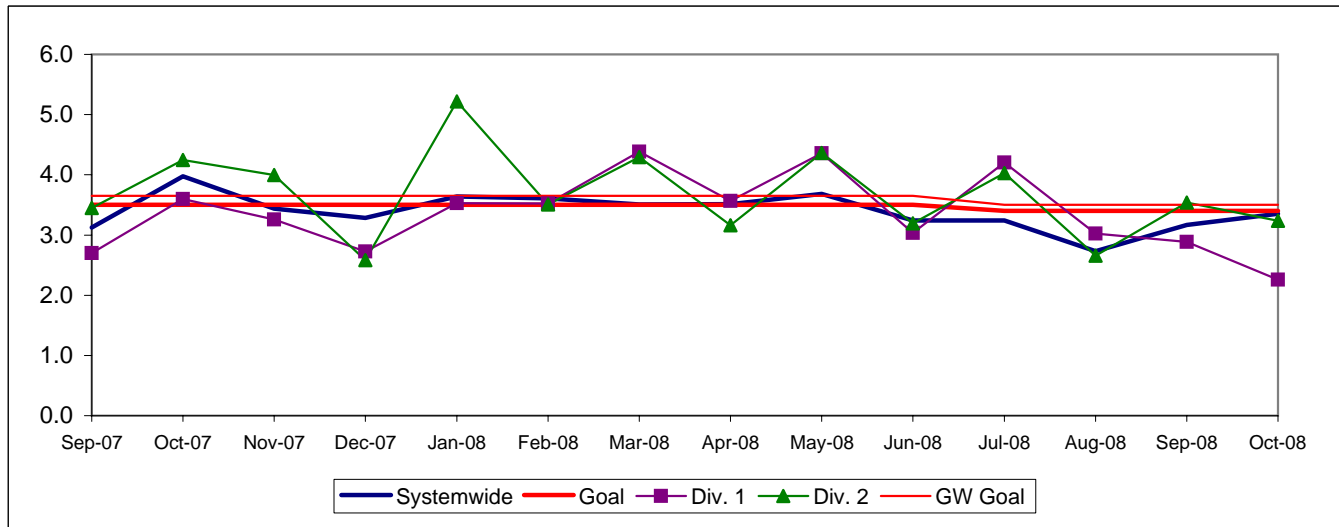
Running Hot - Systemwide and Bus Operating Divisions 1 and 2



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))

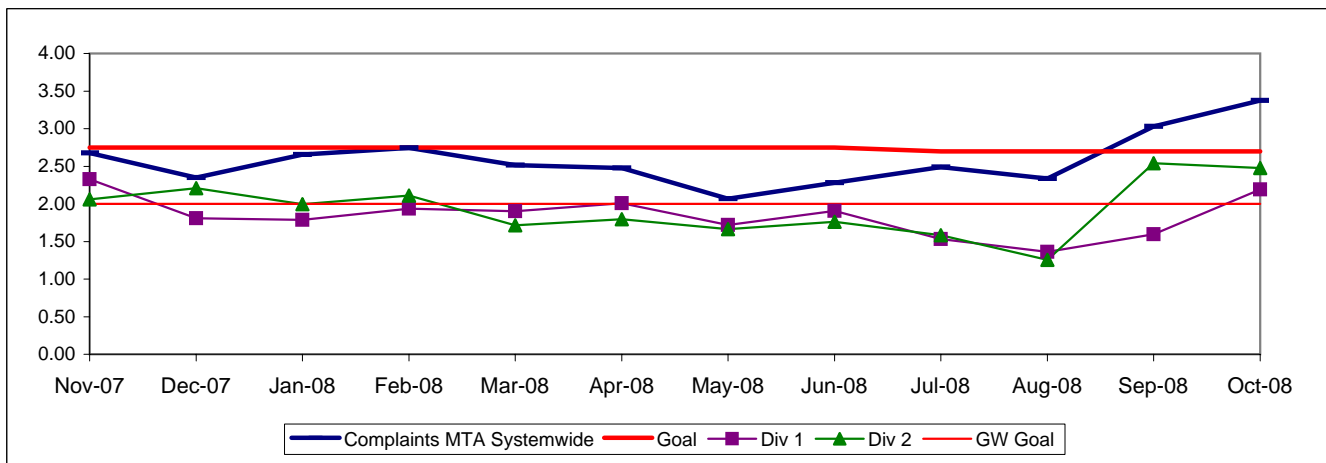


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

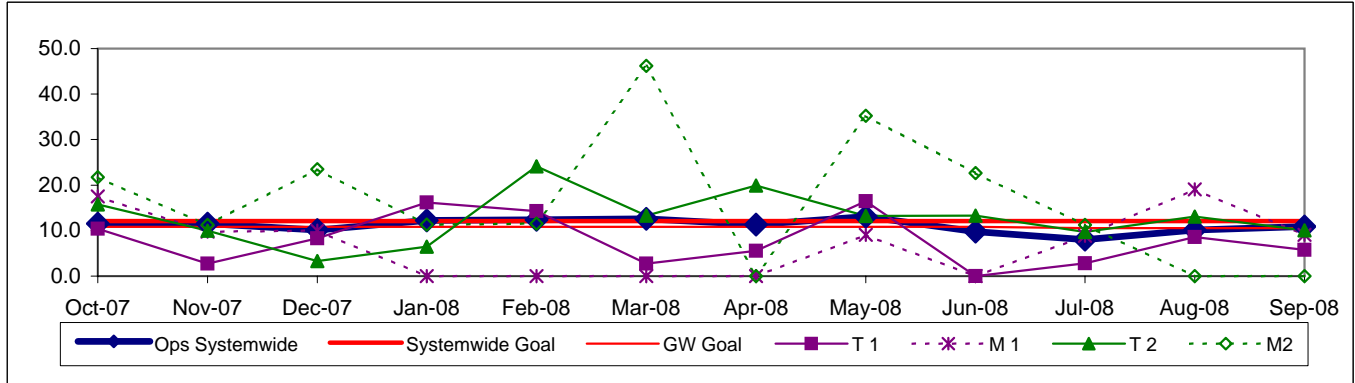


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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.

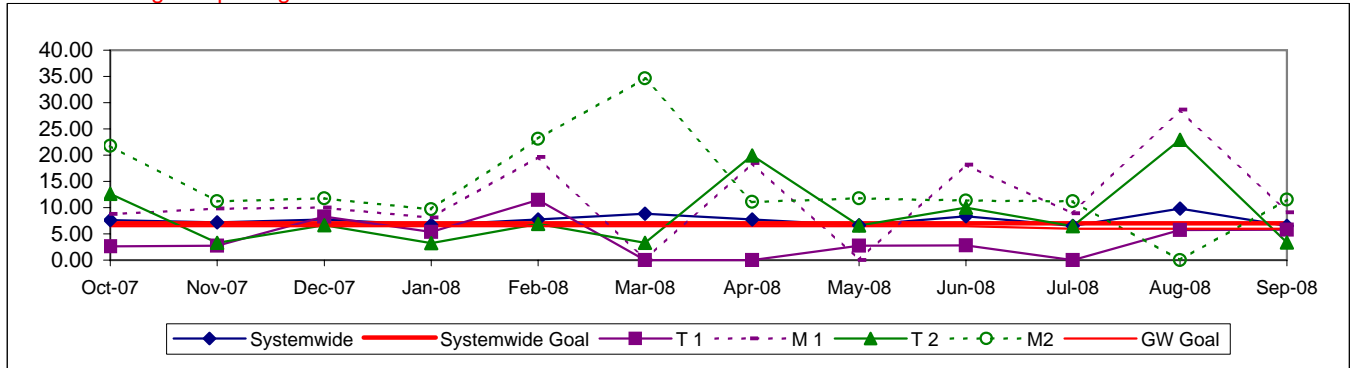


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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.

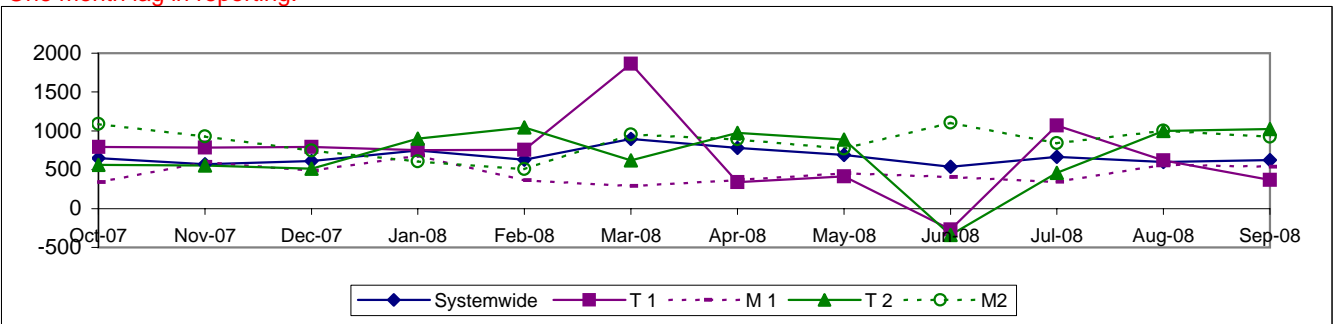


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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)
- * Mean Miles Between Total Road Calls (MMBTRC)
- * 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	FY04	FY05	FY06	FY07	FY08	FY09 Target	FY09 YTD	Oct. Month	Status
Bus Systemwide									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)			3,274	3,532	3,137	3,500	3,104	3,064	Yellow
No. of unaddressed road calls				1,116*	824		133	40	
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,556	1,149	1,135	Yellow
In-Service On-time Performance**	65.43%	66.50%	64.35%**	63.77%	64.05%	66.15%	64.68%	64.13%	Yellow
Bus Traffic Accidents Per 100,000 Miles					3.47	3.40	3.12	3.35	Green
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.70	2.81	3.37	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.64	13.61	12.27	11.11	11.54	12.10	Sep YTD 9.67	Sep 10.87	Green
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up									
SB Sector									
MMBMF			3,688	3,826	3,427	3,500	3,291	2,996	Yellow
No. of unaddressed road calls				231*	100		15	7	
MMBTRC				1,273	1,117	1,591	1,065	1,023	Yellow
In-Service On-time Performance	61.74%	64.13%	59.05%	62.39%	62.03%	62.00%	61.79%	60.76%	Yellow
Bus Traffic Accidents Per 100,000 Miles					3.86	4.00	3.37	4.28	Green
Complaints per 100,000 Boardings	4.63	3.61	2.49	2.51	2.56	3.00	2.98	3.26	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	14.84	14.65	13.85	10.81	15.18	13.50	Sep YTD 8.42	Sep 12.30	Green
Division 5									
MMBMF			3,656	3,580	3,227	3,500	3,059	2,764	Yellow
No. of unaddressed road calls				57*	26		7	0	
MMBTRC				1,459	1,130	1,824	1,211	1,549	Yellow
In-Service On-time Performance	63.17%	65.58%	61.85%	63.83%	63.35%	62.00%	64.02%	63.36%	Green
Bus Traffic Accidents Per 100,000 Miles					5.11	4.00	3.94	4.95	Green
Complaints per 100,000 Boardings	3.45	2.71	1.87	1.71	1.46	3.00	1.58	1.94	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	15.22	18.72	14.68	14.89	15.96	13.50	Sep YTD 10.60	Sep 19.80	Green
Division 18									
MMBMF			3,712	4,008	3,563	3,500	3,462	3,174	Yellow
No. of unaddressed road calls				214*	74		8	7	
MMBTRC				1,174	1,109	1,468	986	916	Yellow
In-Service On-time Performance	60.78%	63.42%	57.31%	61.19%	60.88%	62.00%	59.74%	58.39%	Yellow
Bus Traffic Accidents Per 100,000 Miles					3.08	4.00	3.00	3.84	Green
Complaints per 100,000 Boardings	5.74	4.44	3.07	3.29	3.72	3.00	4.56	4.72	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	14.71	11.67	13.63	8.50	14.70	13.50	Sep YTD 7.38	Sep 7.47	Green

*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.

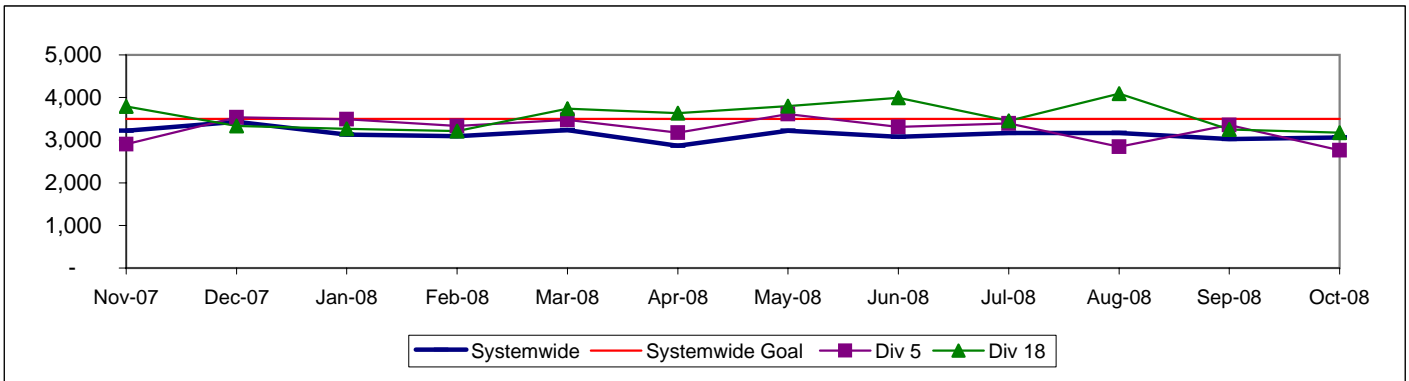
Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

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.

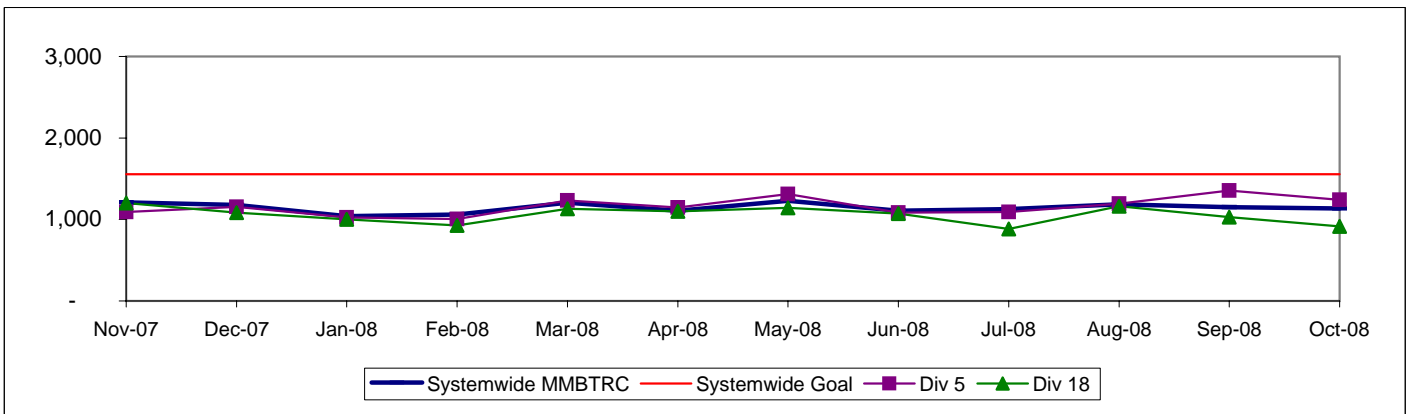
Calculation: MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



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)

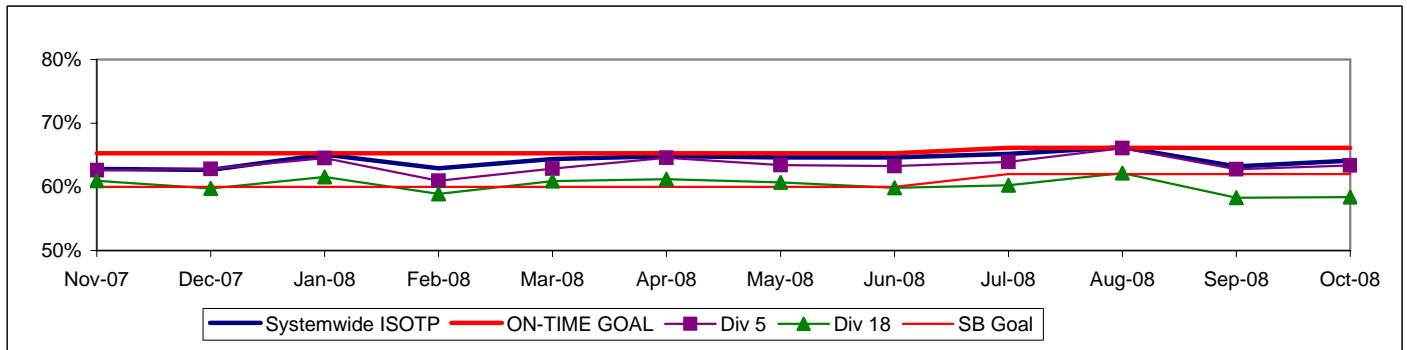


IN-SERVICE ON-TIME PERFORMANCE

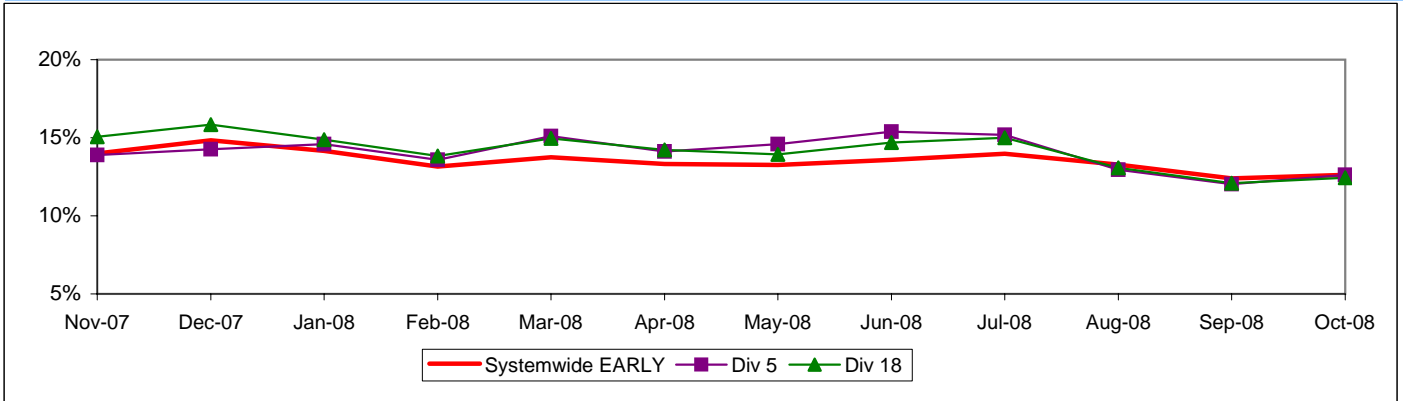
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

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



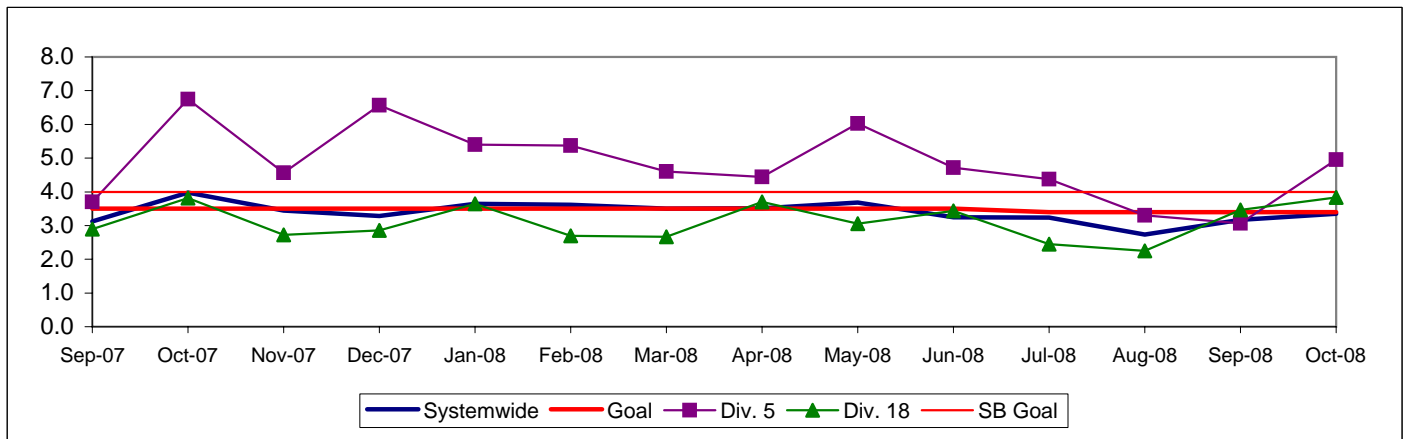
Running Hot - Systemwide and Bus Operating Divisions 5 and 18



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))

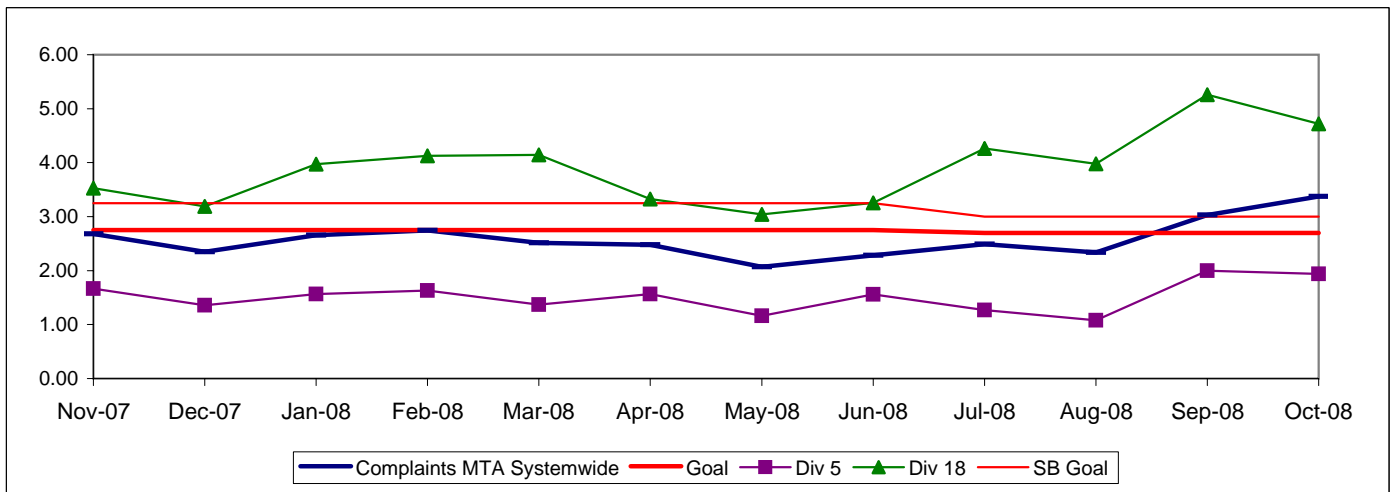


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

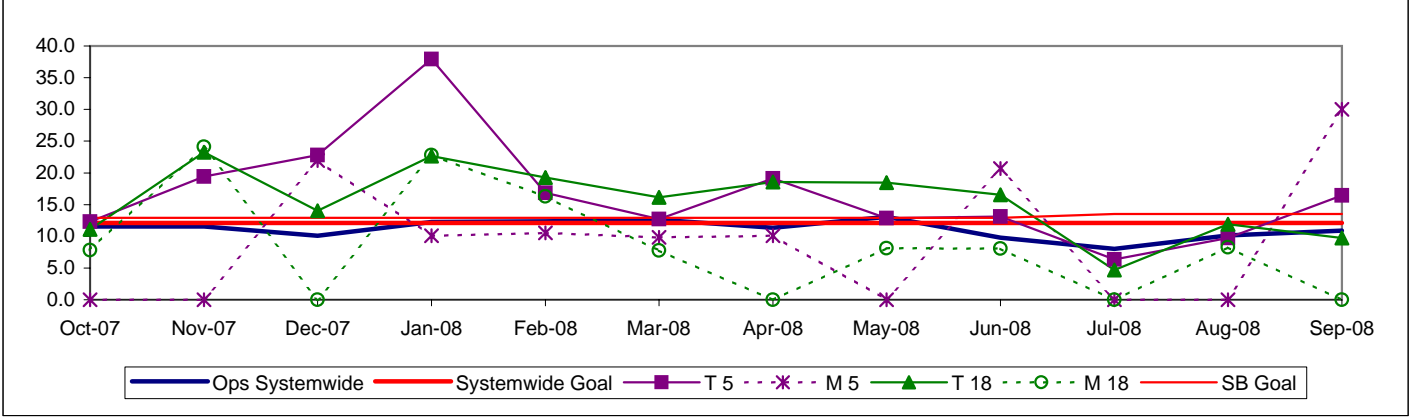


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

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.

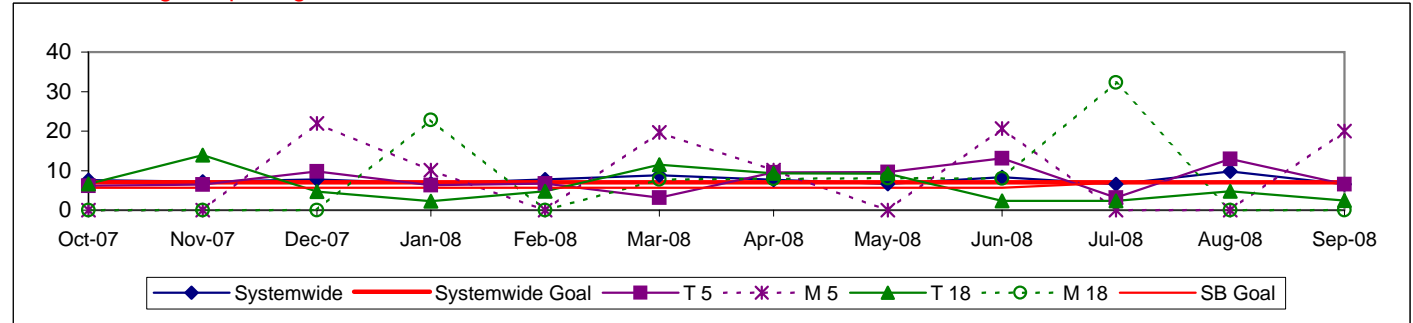


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

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.

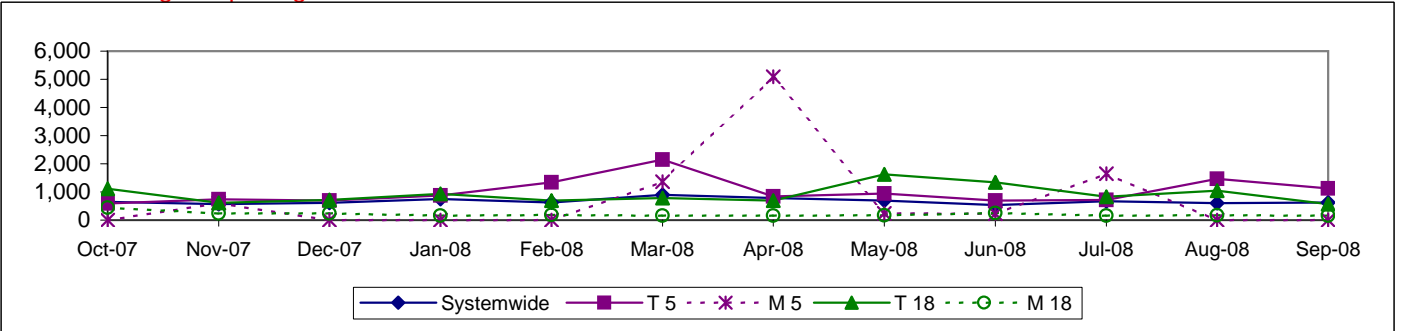


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

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)
- * Mean Miles Between Total Road Calls (MMBTRC)
- * 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	FY04	FY05	FY06	FY07	FY08	FY09 Target	FY09 YTD	Oct. Month	Status
Bus Systemwide									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls			3,274	3,532 1,116*	3,137 824	3,500	3,104 133	3,064 40	🟡
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,556	1,149	1,135	🟡
In-Service On-time Performance	65.43%	66.50%	64.35%**	63.77%	64.05%	66.15%	64.68%	64.13%	🟡
Bus Traffic Accidents Per 100,000 Miles					3.47	3.40	3.12	3.35	🟢
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.70	2.81	3.37	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.64	13.61	12.27	11.11	11.54	12.10	Sep YTD 9.67	Sep 10.87	🟢
WC Sector									
MMBMF No. of unaddressed road calls			3,499	3,651 155*	3,213 116	3,500	3,264 33	3,269 7	🟡
MMBTRC				1,152	1,001	1,439	944	909	🟡
In-Service On-time Performance	63.31%	63.39%	60.82%	57.59%	56.72%	60.00%	58.68%	58.31%	🟡
Bus Traffic Accidents Per 100,000 Miles					4.25	4.00	4.19	4.12	🟡
Complaints per 100,000 Boardings	5.30	4.10	2.53	2.66	2.97	3.00	3.21	3.68	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.52	18.80	14.61	12.99	13.41	13.00	Sep YTD 11.52	Sep 10.50	🟢
Division 6									
MMBMF No. of unaddressed road calls			6,279	4,456 30*	3,756 32	3,500	4,935 2	4,696 0	🟢
MMBTRC				1,063	899	1,329	1,057	1,046	🟡
In-Service On-time Performance	60.11%	56.75%	57.20%	53.28%	53.12%	60.00%	54.10%	54.41%	🟡
Bus Traffic Accidents Per 100,000 Miles					3.86	4.00	4.29	3.47	🟡
Complaints per 100,000 Boardings	6.15	4.47	2.52	2.10	2.70	3.00	4.59	6.43	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.71	18.23	16.43	15.02	11.77	13.00	Sep YTD 11.30	Sep 0.00	🟢
Division 7									
MMBMF No. of unaddressed road calls			2,947	3,468 64*	3,327 84	3,500	3,384 31	3,359 7	🟡
MMBTRC				1,118	981	1,397	964	924	🟡
In-Service On-time Performance	64.59%	64.22%	61.78%	58.01%	57.66%	60.00%	59.37%	58.24%	🟡
Bus Traffic Accidents Per 100,000 Miles					4.10	4.00	4.48	5.22	🟡
Complaints per 100,000 Boardings	5.70	4.24	2.87	2.98	3.00	3.00	3.22	2.95	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.05	19.44	15.76	12.09	13.42	13.00	Sep YTD 11.18	Sep 10.62	🟢
Division 10									
MMBMF No. of unaddressed road calls			3,723	3,702 61*	3,028 0	3,500	2,958 0	2,995 0	🟡
MMBTRC				1,197	1,044	1,496	907	871	🟡
In-Service On-time Performance	62.85%	64.14%	60.73%	58.61%	56.63%	60.00%	58.91%	59.36%	🟡
Bus Traffic Accidents Per 100,000 Miles					4.47	4.00	3.92	3.32	🟢
Complaints per 100,000 Boardings	4.85	3.92	2.23	2.48	2.99	3.00	2.96	3.85	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	22.90	3.74 114	3.80 1	14.02	14.74	13.00	Sep YTD 12.48	Sep 13.87	🟢

*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.

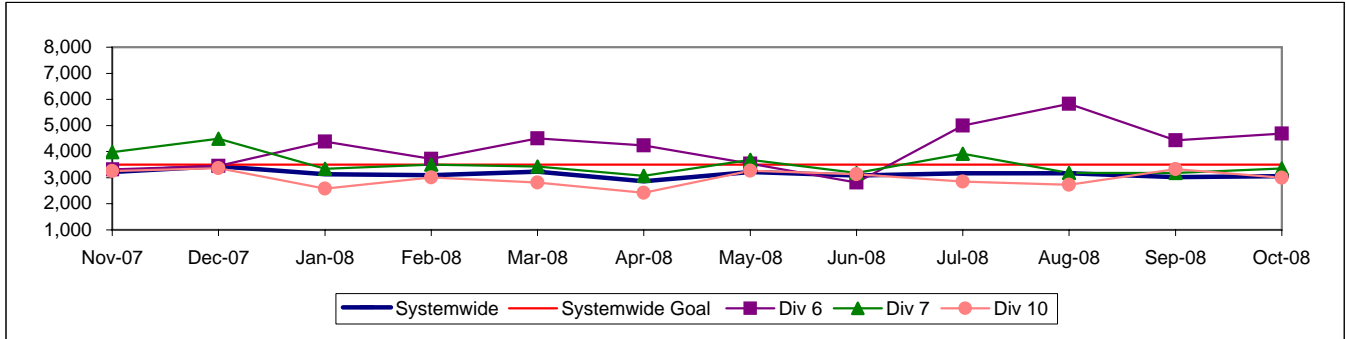
🔴 Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

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.

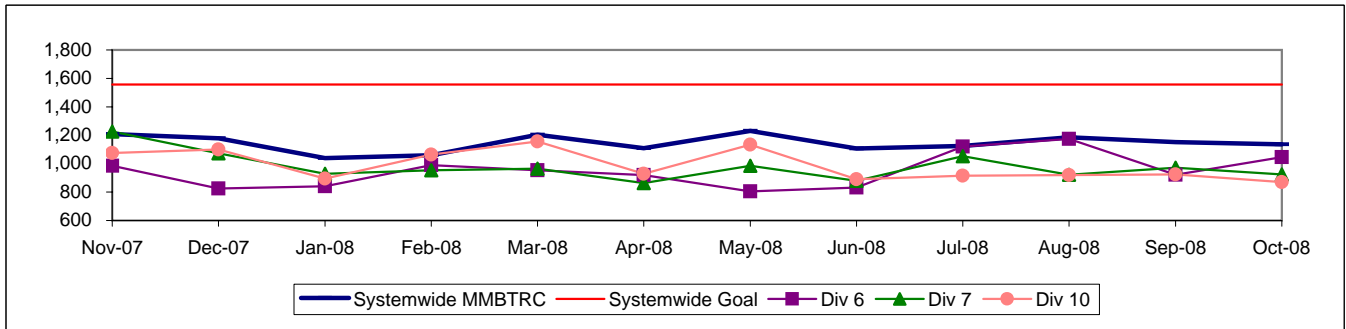
Calculation: MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



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)

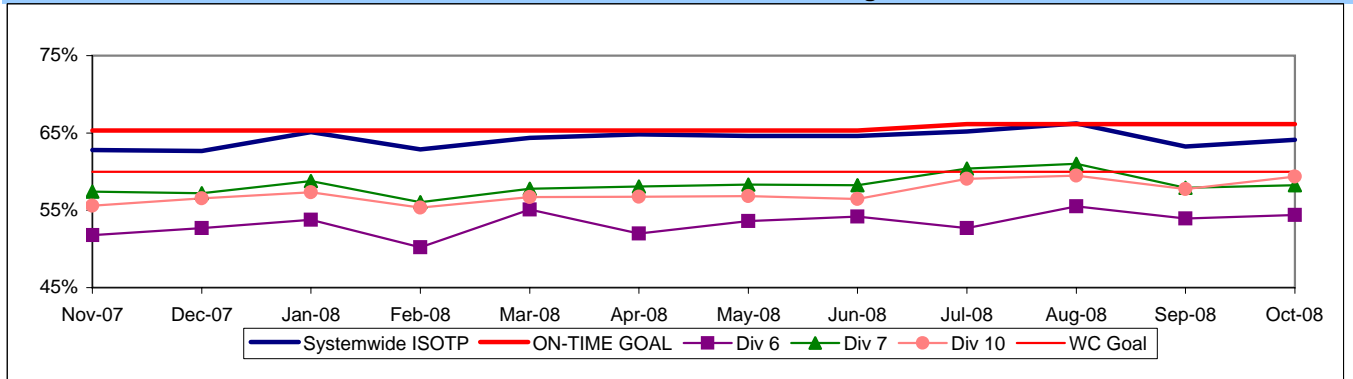


IN-SERVICE ON-TIME PERFORMANCE

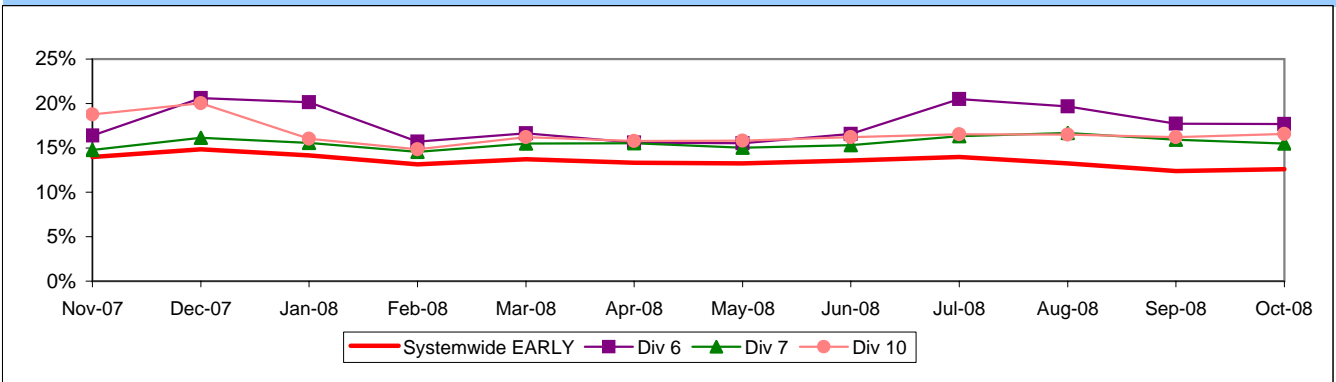
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

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



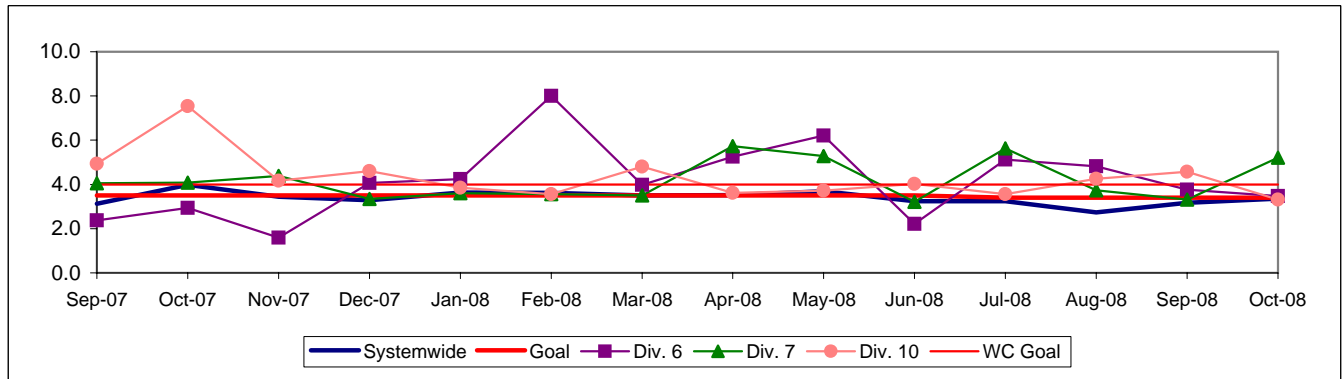
Running Hot - Systemwide and Bus Operating Divisions 6, 7 and 10



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))

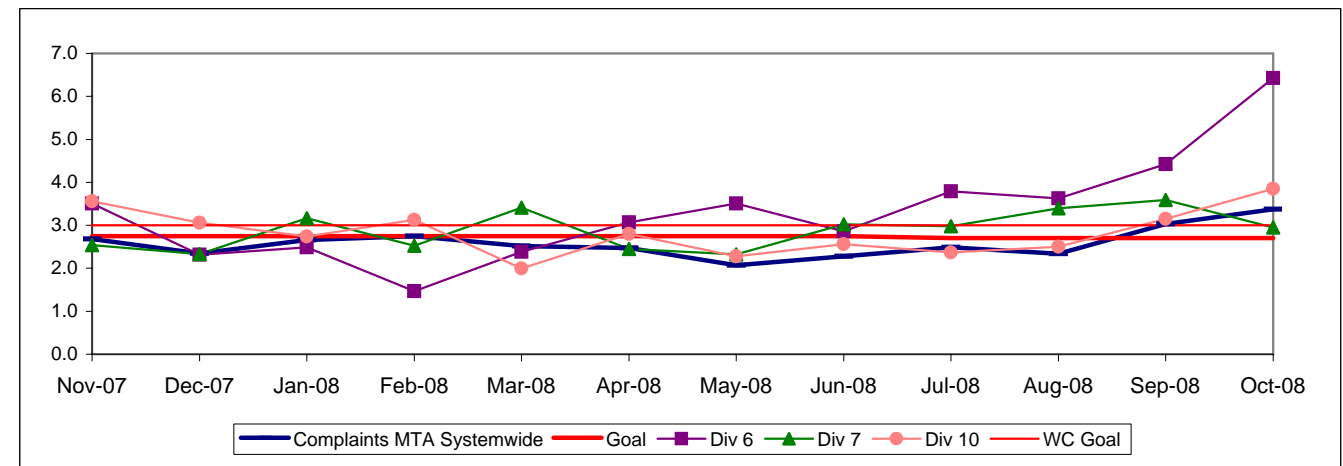


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

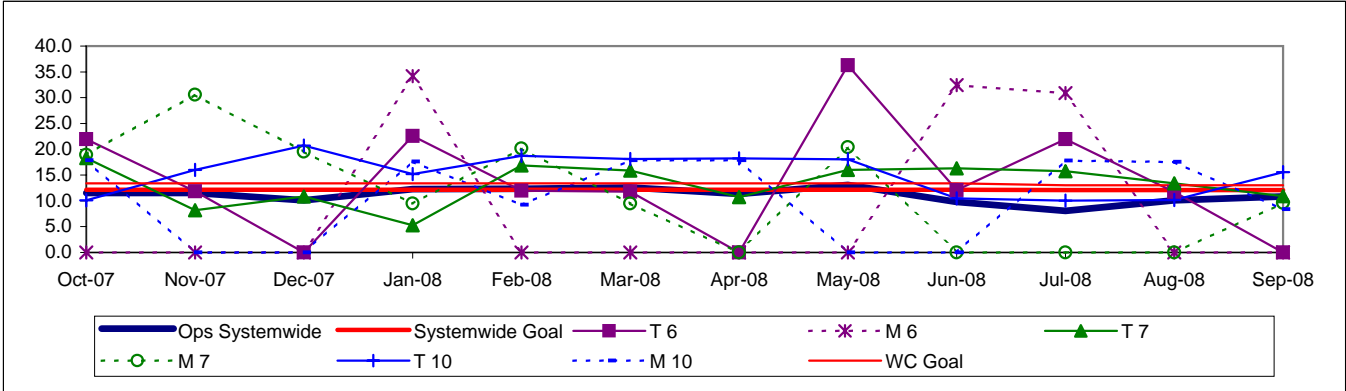


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10**

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.

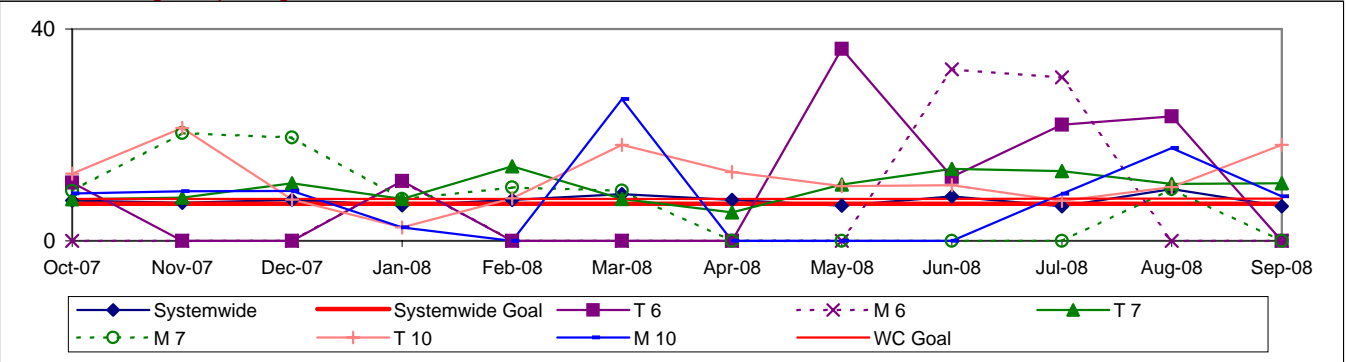


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10**

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.

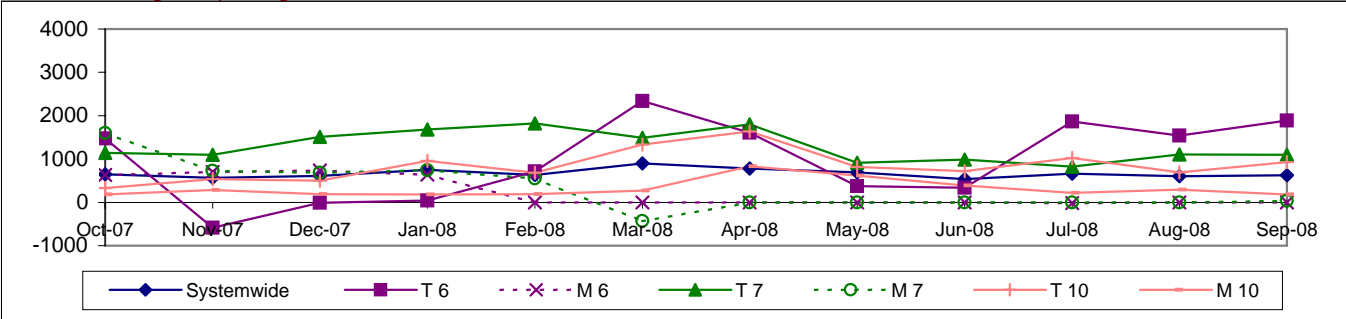


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10**

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	FY04	FY05	FY06	FY07	FY08	FY09 Target	FY09 YTD	Oct. Month	Status	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	11.59	9.32	11.56	8.08	11.24	10.00	Sep YTD 5.08	Sep 7.48	●	
Metro Red Line (MRL)										
On-Time Pullouts	99.71%	99.94%	99.61%	99.76%	99.79%	99.00%	99.90%	100%	●	
Mean Miles Between Chargeable Mechanical Failures	12,793	11,759	19,587	17,260	26,743	25,000	34,314	35,521	●	
In-Service On-time Performance*						99.13%	99.00%	99.14%	98.94%	●
Traffic Accidents Per 100,000 Train Miles	0	0.22	0.22	0	0.30	0.14	0.22	0.00	◊	
Complaints per 100,000 Boardings	1.17	1.13	0.66	0.41	0.50	0.50	0.44	0.51	●	
Metro Blue Line (MBL)										
On-Time Pullouts	99.94%	99.73%	99.76%	99.72%	99.62%	99.00%	99.62%	99.60%	●	
Mean Miles Between Chargeable Mechanical Failures	10,365	16,273	26,774	35,125	31,278	25,000	22,864	20,786	◊	
In-Service On-time Performance*						98.81%	99.00%	98.21%	98.36%	◊
Traffic Accidents Per 100,000 Train Miles	1.36	0.64	0.96	1.35	1.65	0.50	1.60	1.30	◊	
Complaints per 100,000 Boardings	0.97	0.98	0.78	0.53	0.64	0.73	0.61	0.74	●	
Metro Green Line (MGrL)										
On-Time Pullouts	99.78%	99.91%	99.97%	99.54%	99.80%	99.00%	100%	100%	●	
Mean Miles Between Chargeable Mechanical Failures	11,337	12,558	20,635	27,471	36,727	25,000	20,772	14,445	◊	
In-Service On-time Performance*						99.07%	99.00%	98.98%	98.32%	●
Traffic Accidents Per 100,000 Train Miles	0.08	0.00	0	0	0.00	0.50	0	0	●	
Complaints per 100,000 Boardings	1.37	1.39	0.92	0.72	0.81	0.73	1.04	1.60	◊	
Metro Gold Line (MGOL)										
On-Time Pullouts	100%	99.85%	99.97%	99.95%	99.95%	99.00%	99.92%	100%	●	
Mean Miles Between Chargeable Mechanical Failures	8,938	16,571	23,329	22,775	39,521	25,000	31,694	22,162	●	
In-Service On-time Performance*						98.86%	99.00%	99.43%	99.53%	●
Traffic Accidents Per 100,000 Train Miles	0.25	0.23	0.12	0.23	0.43	0.50	0.31	0.00	●	
Complaints per 100,000 Boardings	3.81	2.85	2.71	1.88	1.57	0.73	1.41	0.92	◊	

*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.

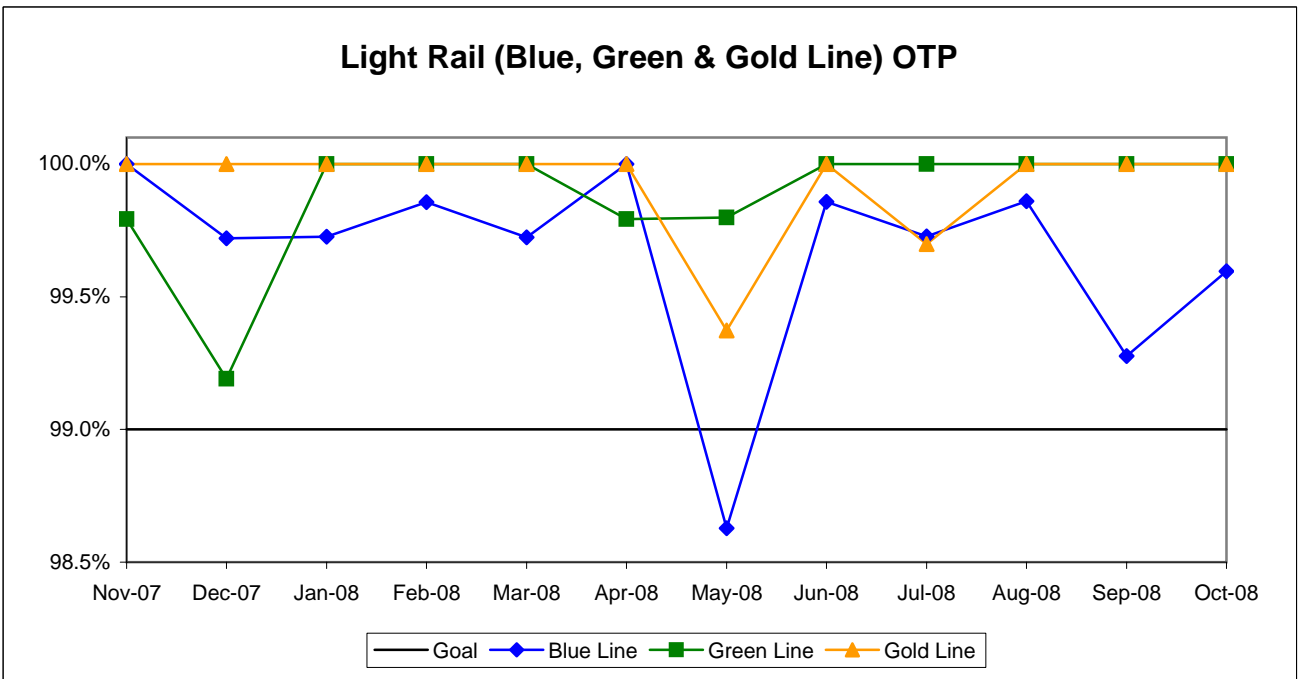
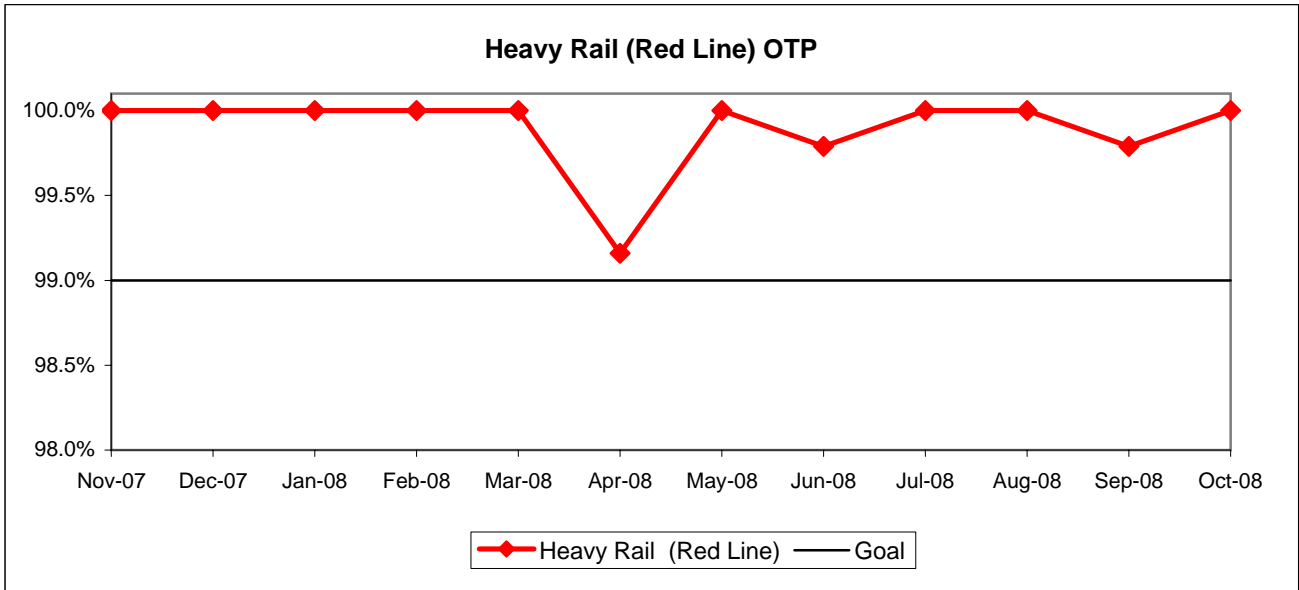
■ Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

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.

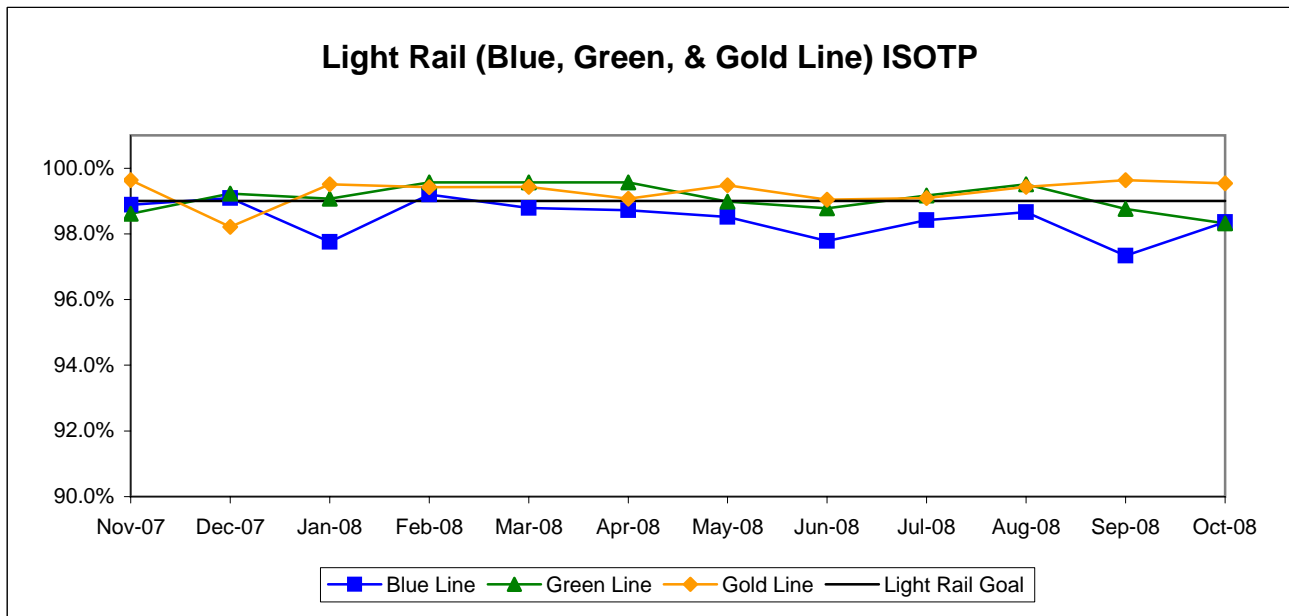
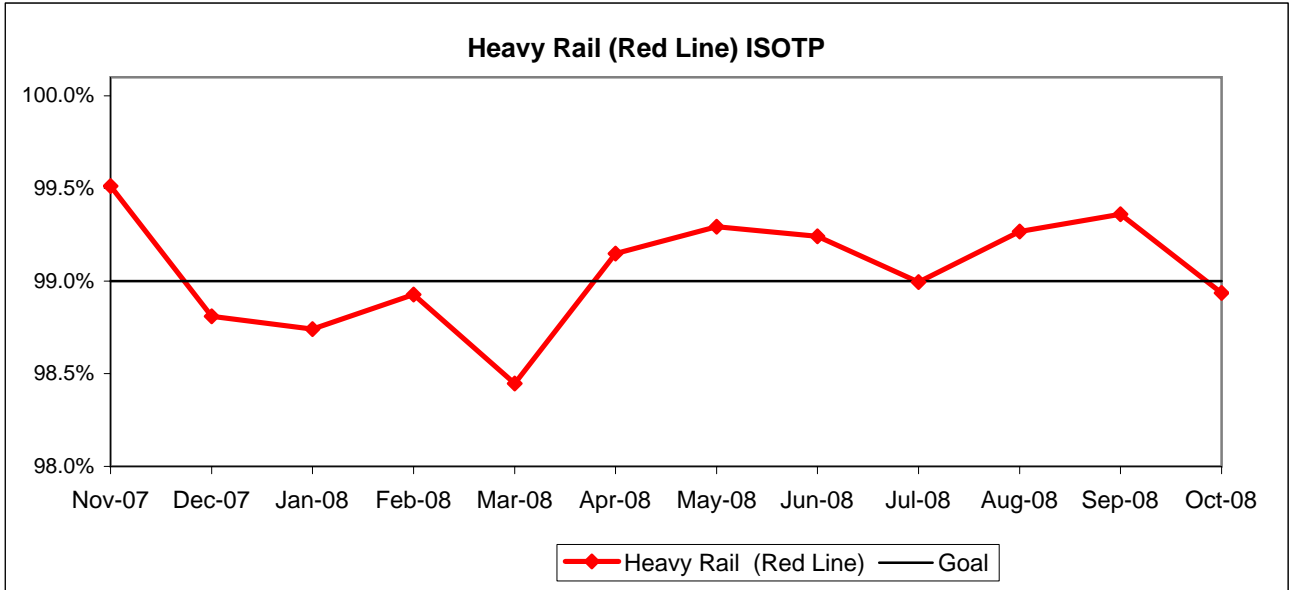
Calculation: $OTP\% = [(100\% - ((\text{Total cancelled pullouts plus late pullouts}) / \text{Total scheduled pullouts}) \times 100)]$



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.

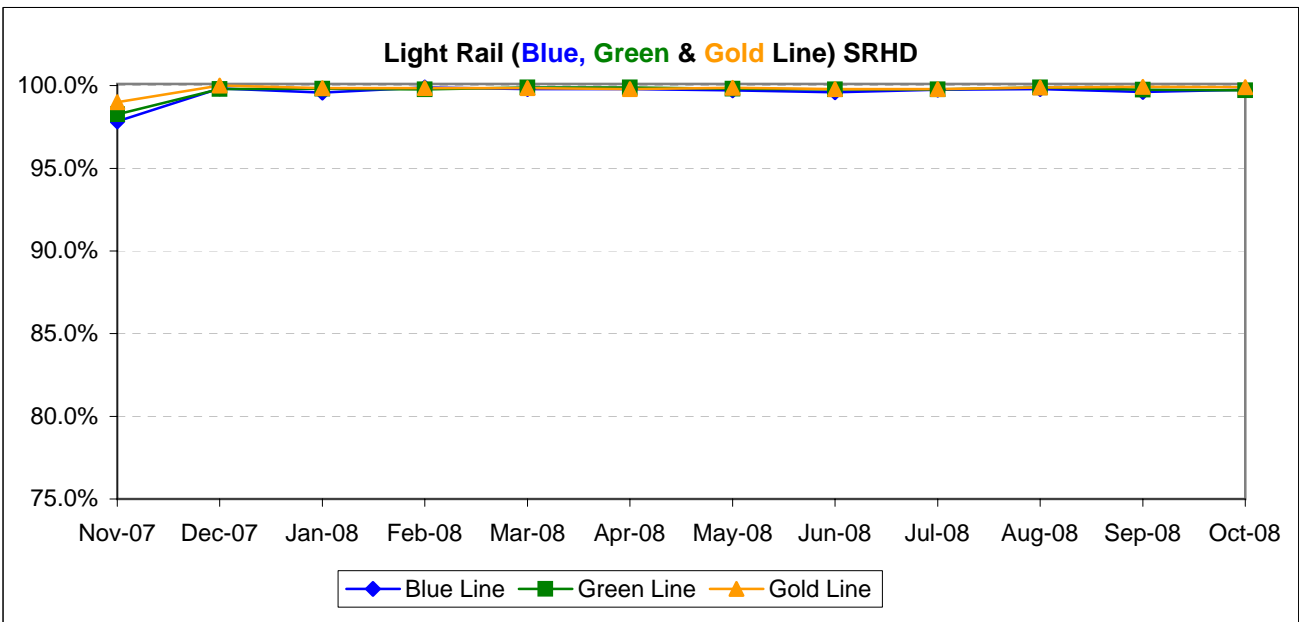
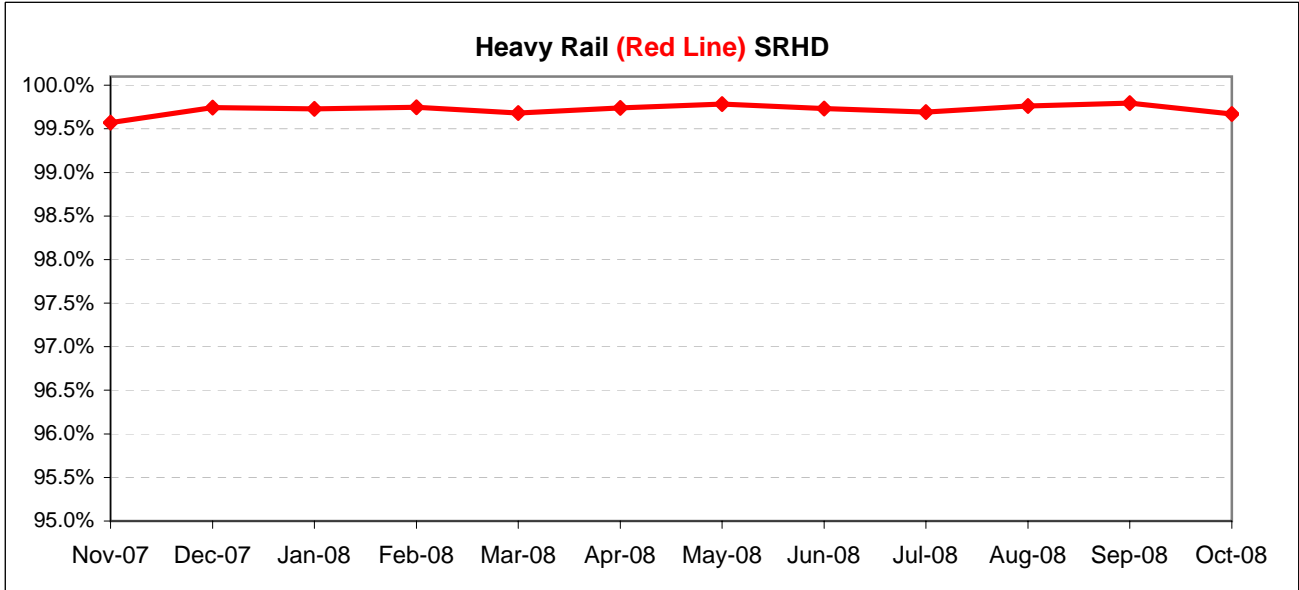
Calculation: ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]



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.

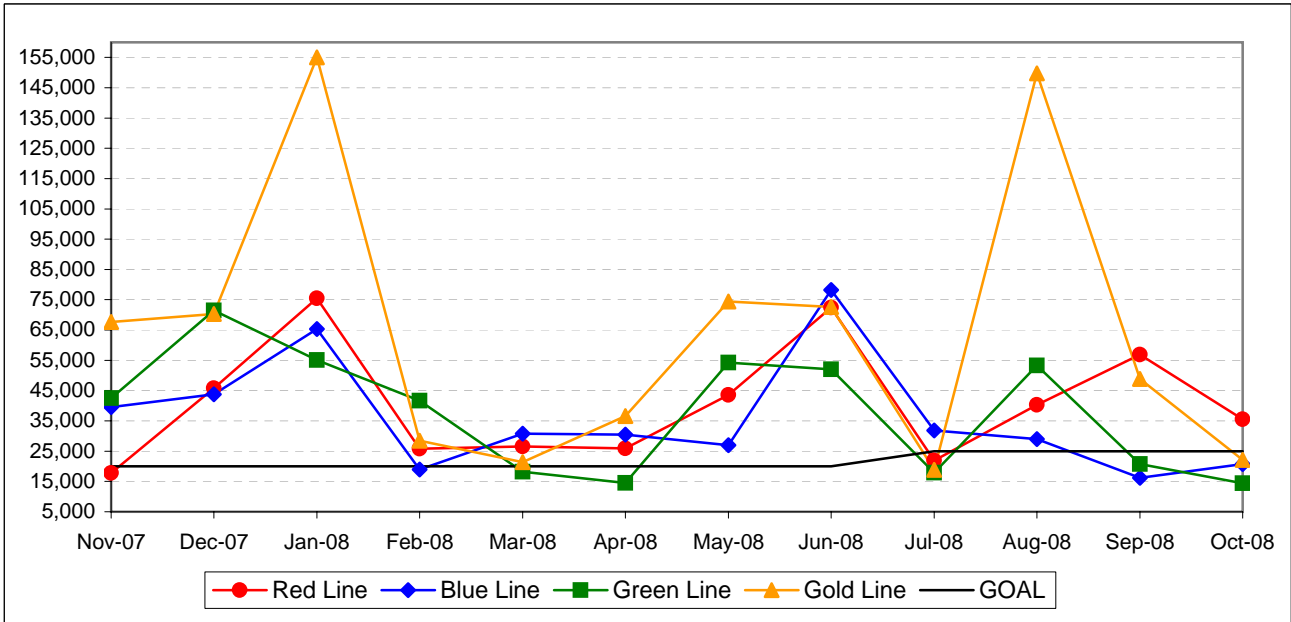
Calculation: $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



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

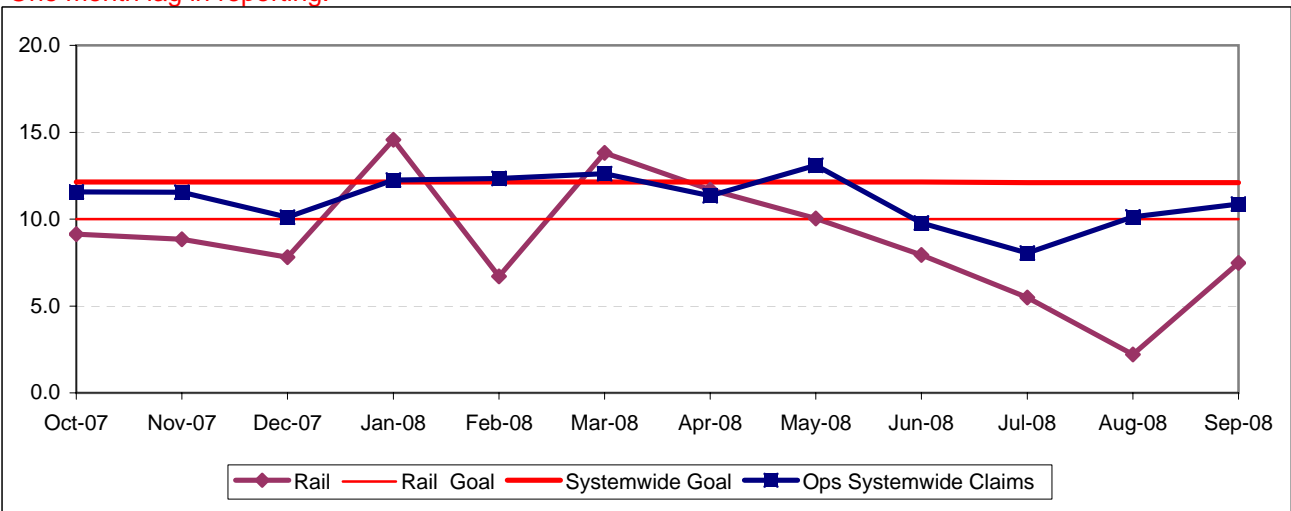


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

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.



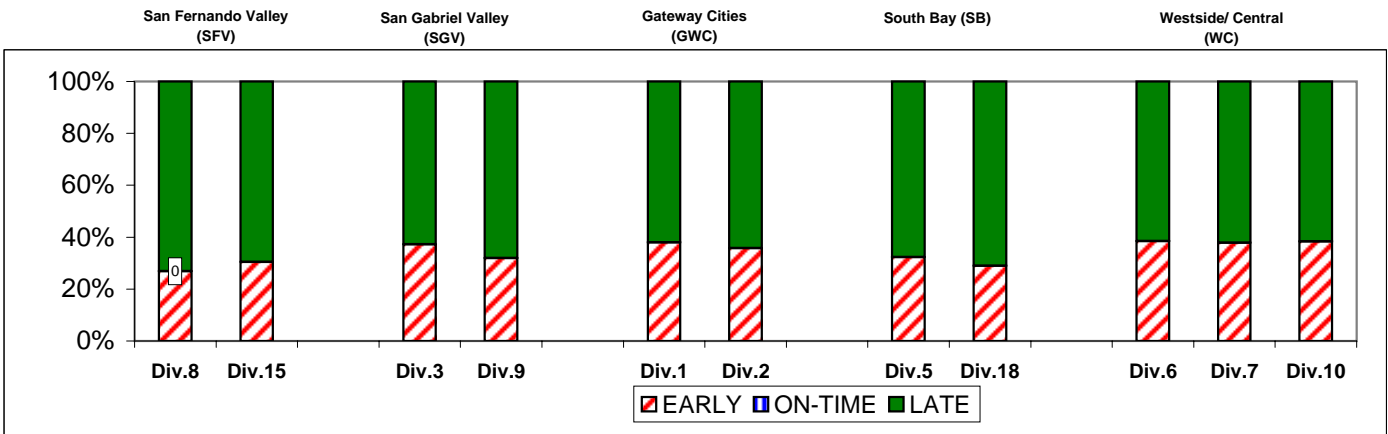
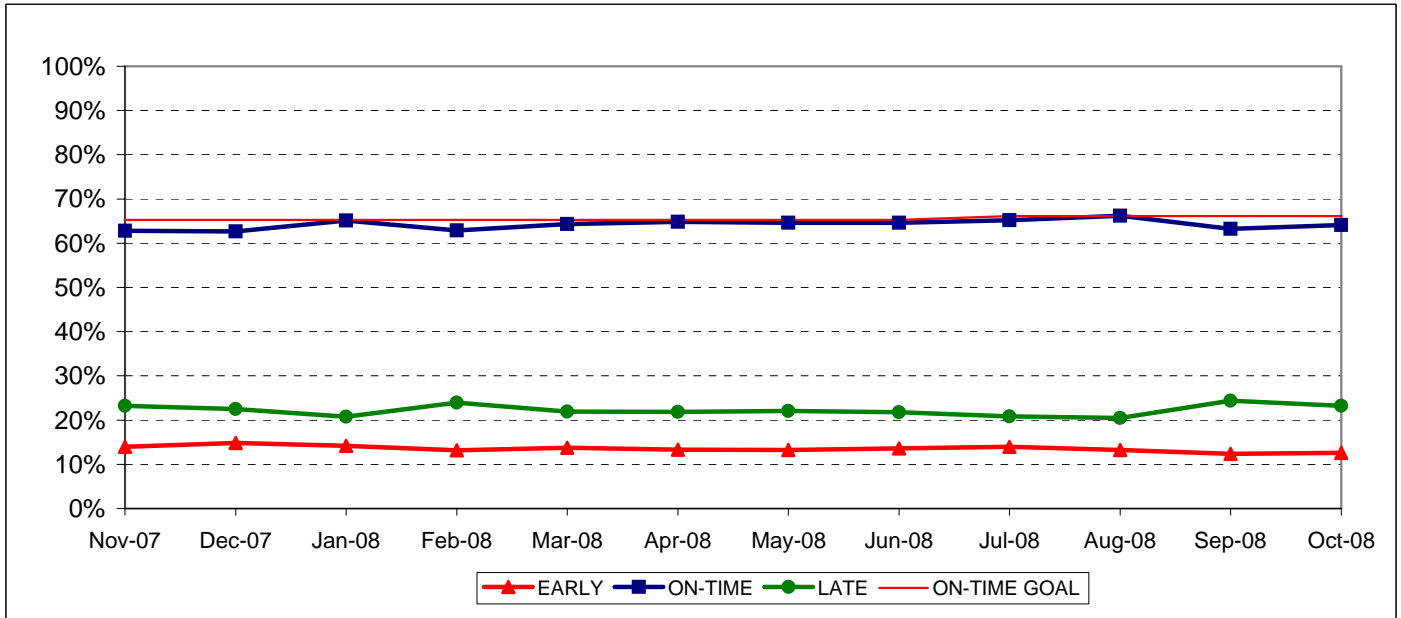
BUS SERVICE PERFORMANCE IN-SERVICE ON-TIME PERFORMANCE

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

	FY08	FY09-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8			
Early	11.24%	9.93%	-1.31%
On-Time	68.50%	68.86%	0.36%
Late	20.26%	21.21%	0.95%
Division 15			
Early	11.26%	11.02%	-0.24%
On-Time	66.85%	66.23%	-0.62%
Late	21.88%	22.75%	0.86%
Gateway Cities Sector (GWC)			
Division 1			
Early	12.77%	12.28%	-0.48%
On-Time	67.55%	69.86%	2.31%
Late	19.69%	17.86%	-1.83%
Division 2			
Early	11.94%	10.98%	-0.96%
On-Time	68.60%	71.28%	2.68%
Late	19.47%	17.74%	-1.72%
South Bay Sector (SB)			
Division 5			
Early	14.08%	13.18%	-0.90%
On-Time	63.35%	64.02%	0.67%
Late	22.57%	22.80%	0.22%
Division 18			
Early	14.42%	13.13%	-1.29%
On-Time	60.88%	59.74%	-1.14%
Late	24.70%	27.14%	2.43%

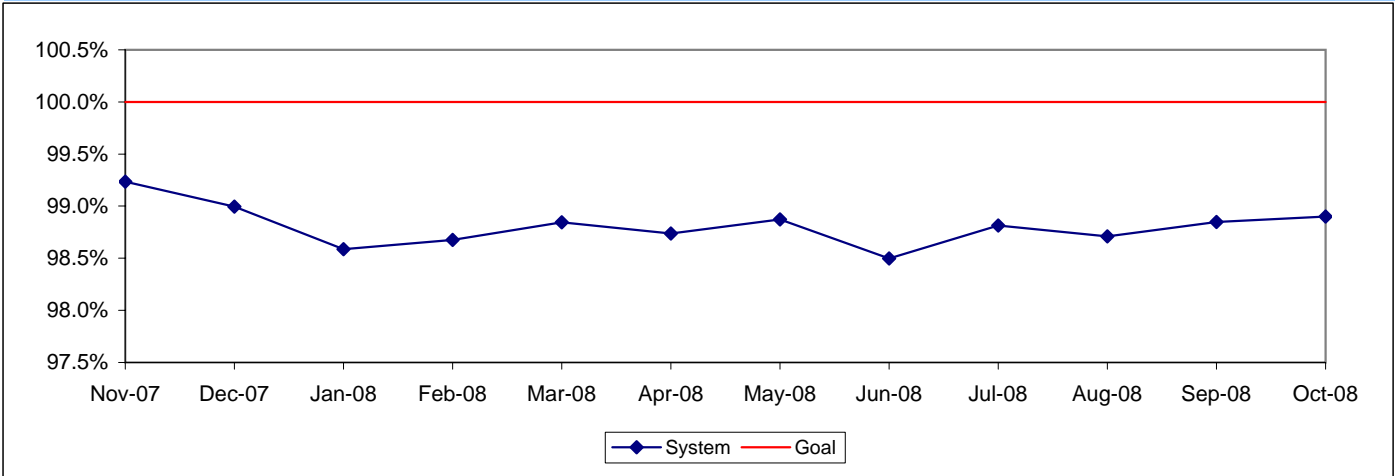
	FY08	FY09-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3			
Early	15.37%	13.67%	-1.69%
On-Time	66.83%	68.12%	1.29%
Late	17.81%	18.21%	0.40%
Division 9			
Early	12.92%	11.34%	-1.58%
On-Time	66.84%	69.23%	2.39%
Late	20.24%	19.43%	-0.81%
Westside/Central Sector (WC)			
Division 6			
Early	16.78%	18.84%	2.06%
On-Time	53.12%	54.10%	0.98%
Late	30.10%	27.05%	-3.04%
Division 7			
Early	14.80%	16.09%	1.29%
On-Time	57.66%	59.37%	1.71%
Late	27.54%	24.54%	-2.99%
Division 10			
Early	16.30%	16.46%	0.16%
On-Time	56.63%	58.91%	2.28%
Late	27.07%	24.63%	-2.44%
SYSTEMWIDE			
Early	13.55%	13.05%	-0.50%
On-Time	64.05%	64.68%	0.63%
Late	22.40%	22.27%	-0.13%

ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED*

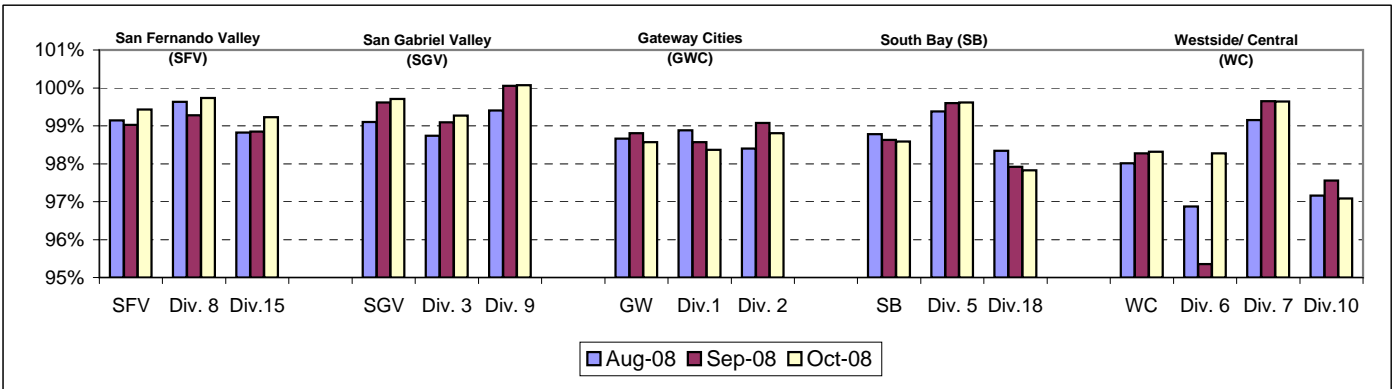
Definition: This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures. FY06: This performance indicator measures the percentage of scheduled Revenue Hours delivered after adding in temporary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



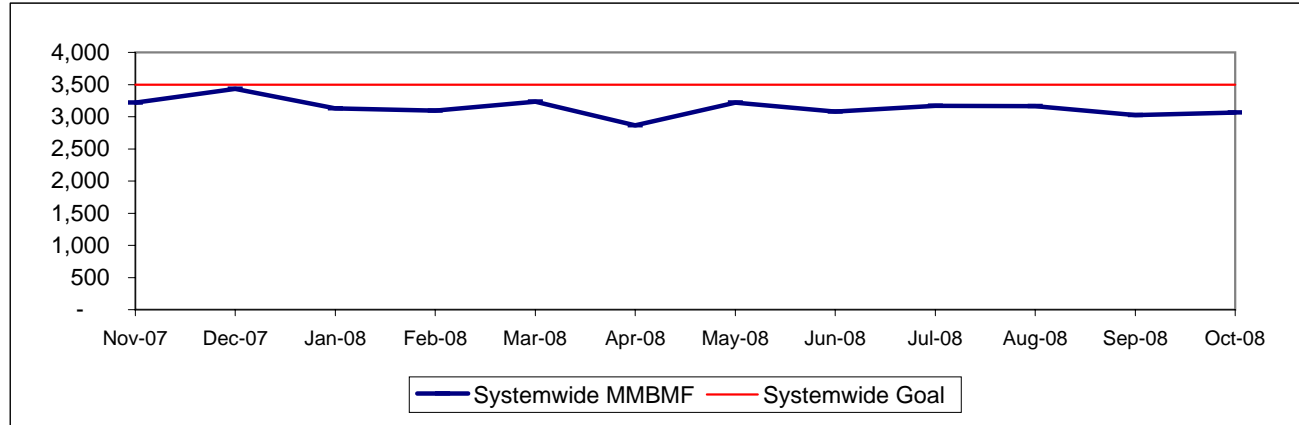
BUS MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)*

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

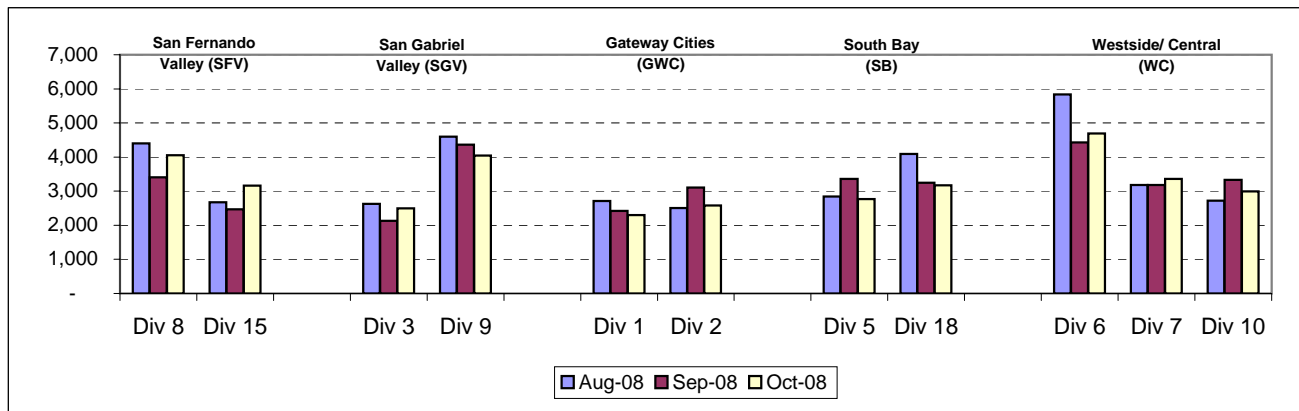
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

Systemwide Trend



* New Indicator.

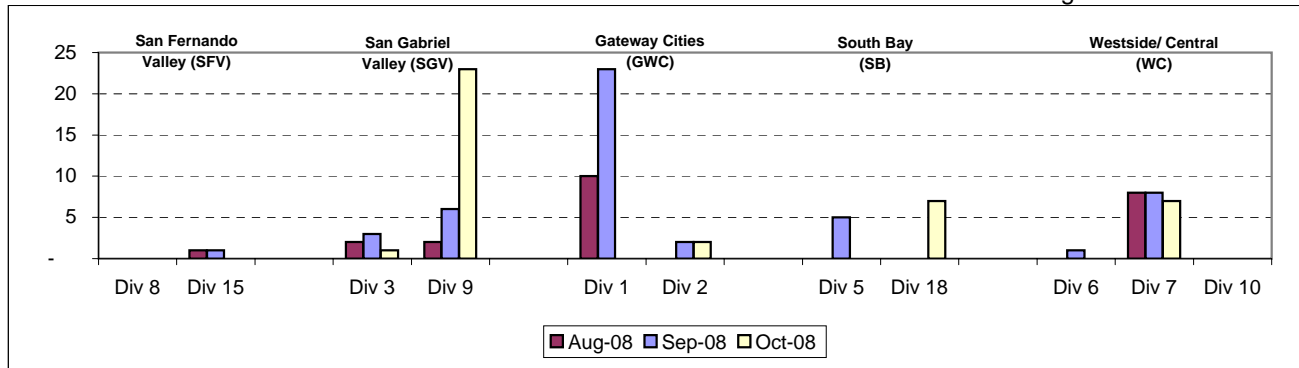
MMBMF -- Bus Operating Sector Divisions August - October 2008



Unaddressed Road Calls -- Bus Operating Sector Divisions* July - September 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.



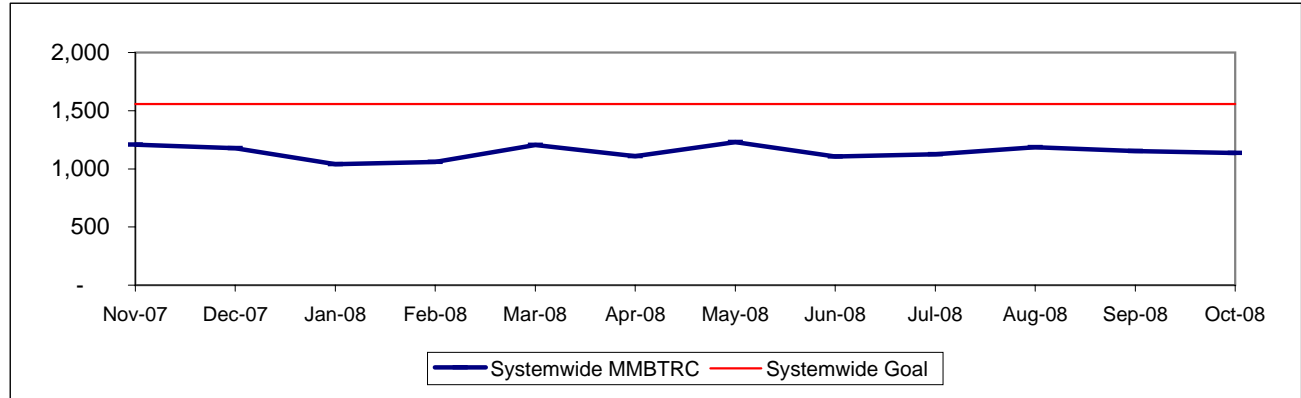
* New Indicator.

MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)*

Definition: Average Hub Miles traveled between road call problems.

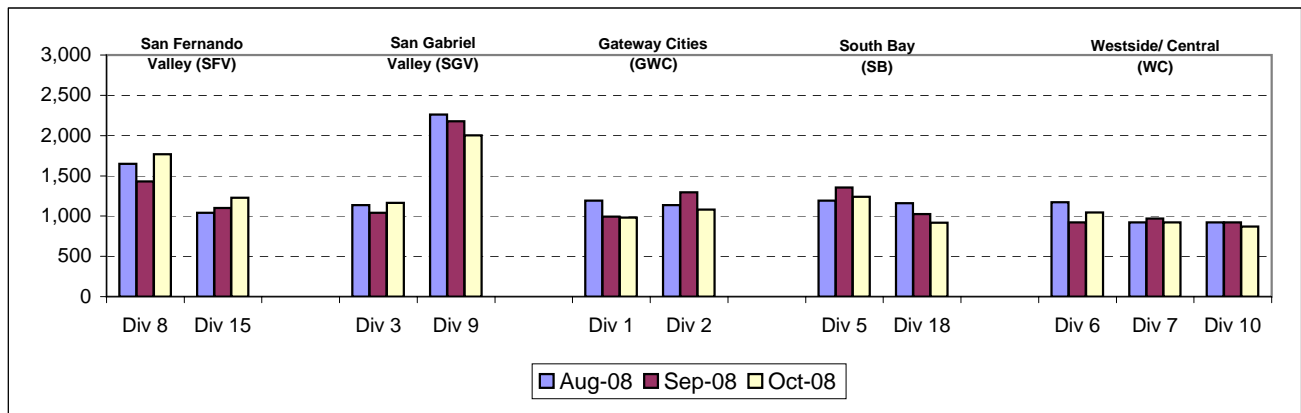
Calculation: MMBTRC = (Total Hub Miles / Total Road Calls)

MMBTRC Systemwide Trend



* New Indicator.

**MMBTRC --Bus Operating Sector Divisions
August - October 2008**



Fleet Mix by Fuel Type Systemwide (Metro Divisions only)

	Number of Buses	Percent of Buses
CNG	2,435	90.72%
Diesel	156	5.81%
Gasoline	59	2.20%
Propane	34	1.27%
Total	2,684	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
9.7	7.6	7.5	6.7	6.6	6.8	6.5	7.8

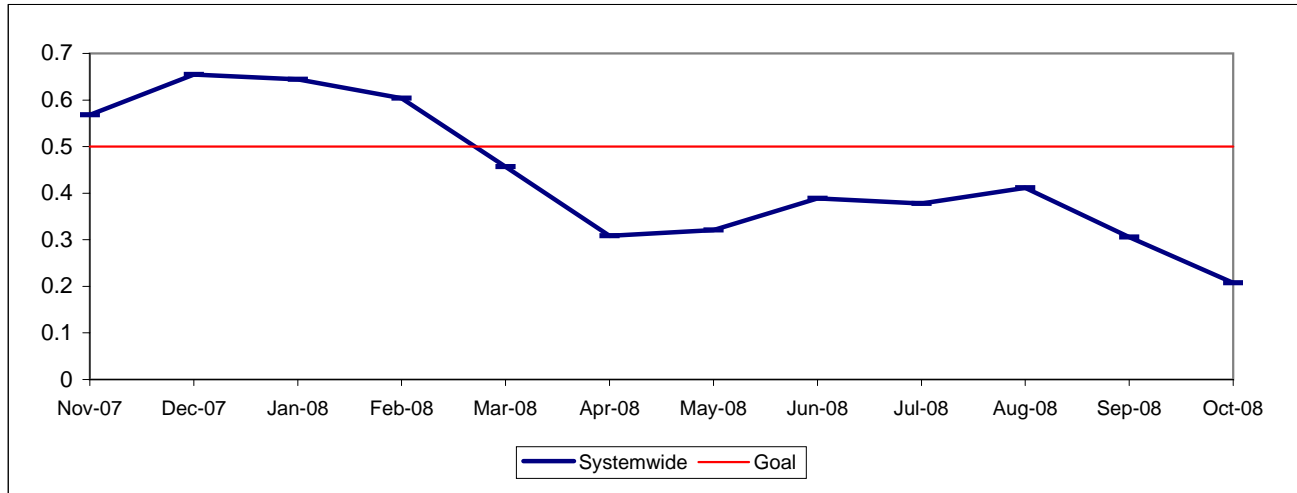
WC		
Div 6	Div 7	Div 10
14.3	7.3	6.3

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.

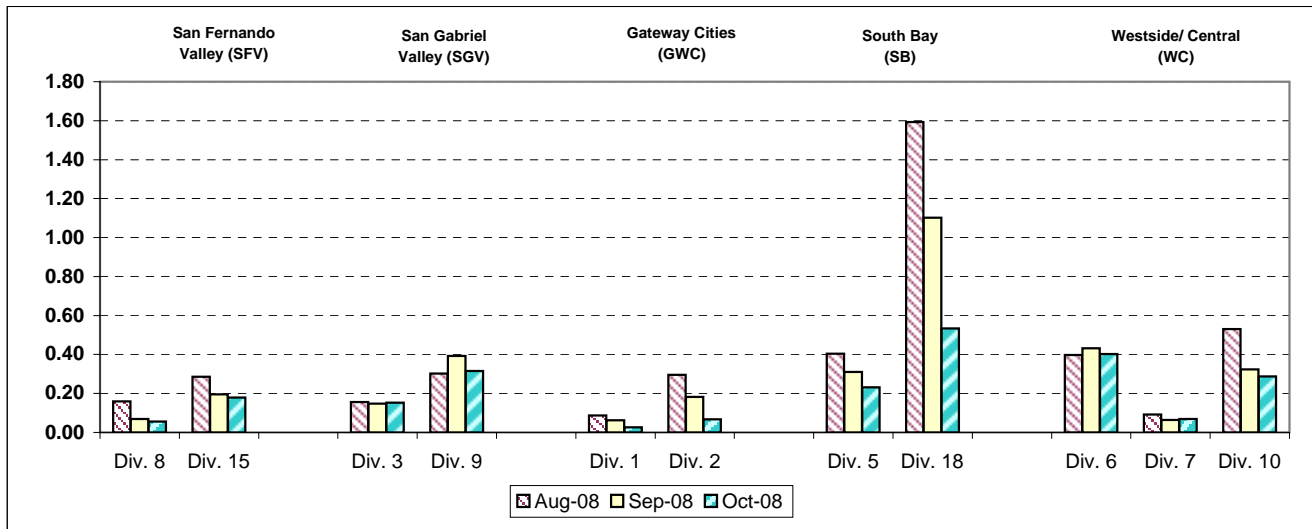
Calculation: Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

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
August - October 2008**



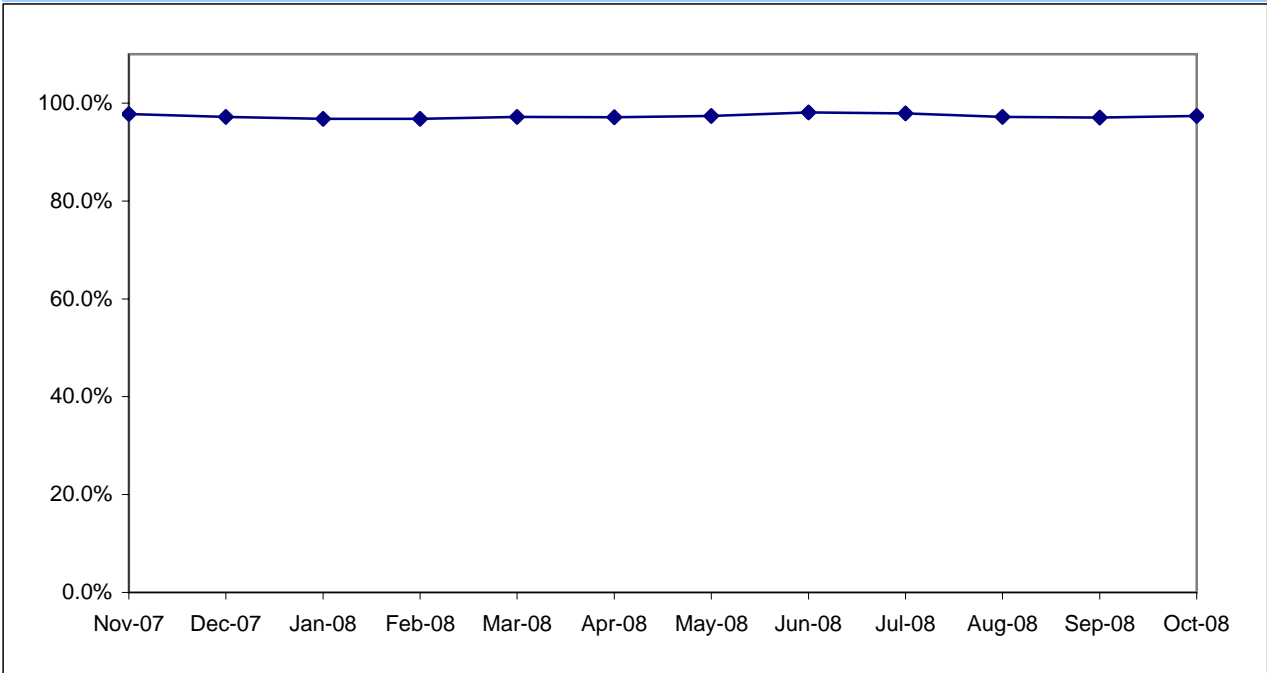
ATTENDANCE

MAINTENANCE ATTENDANCE

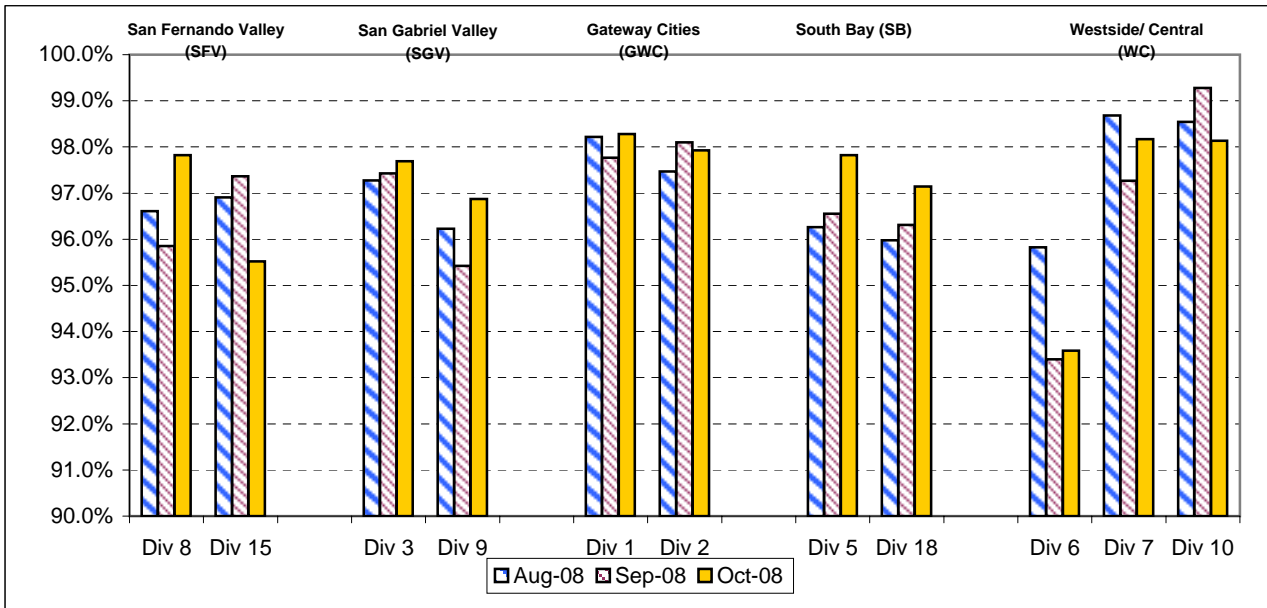
Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

Systemwide Trend



Maintenance Attendance - By Sectors' Divisions (By Current Month) August - October 2008



SAFETY PERFORMANCE

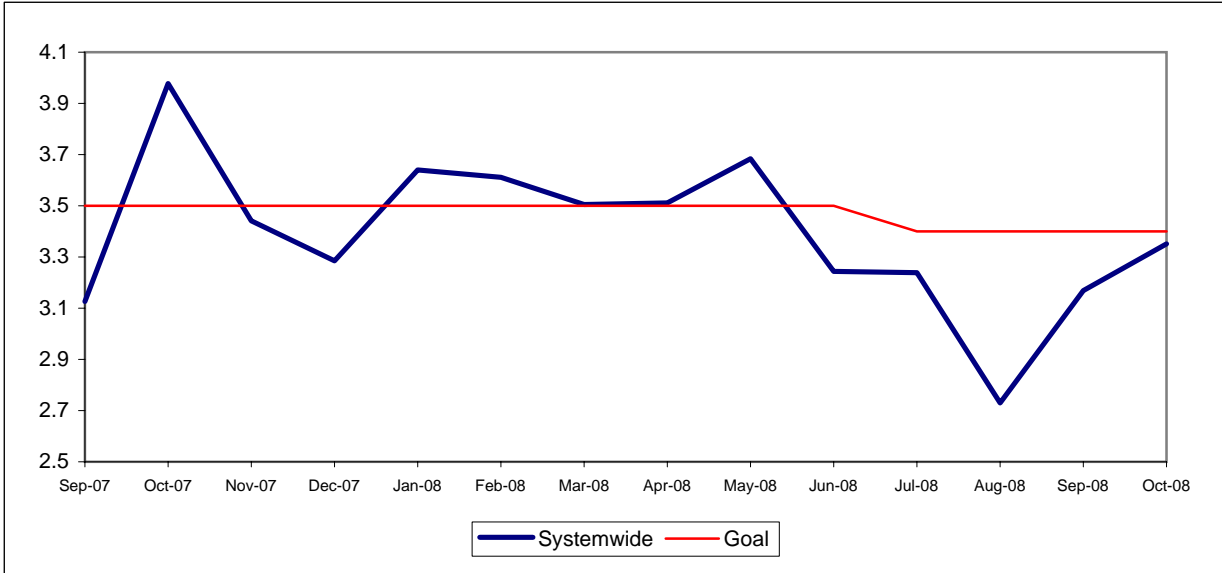
BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

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.

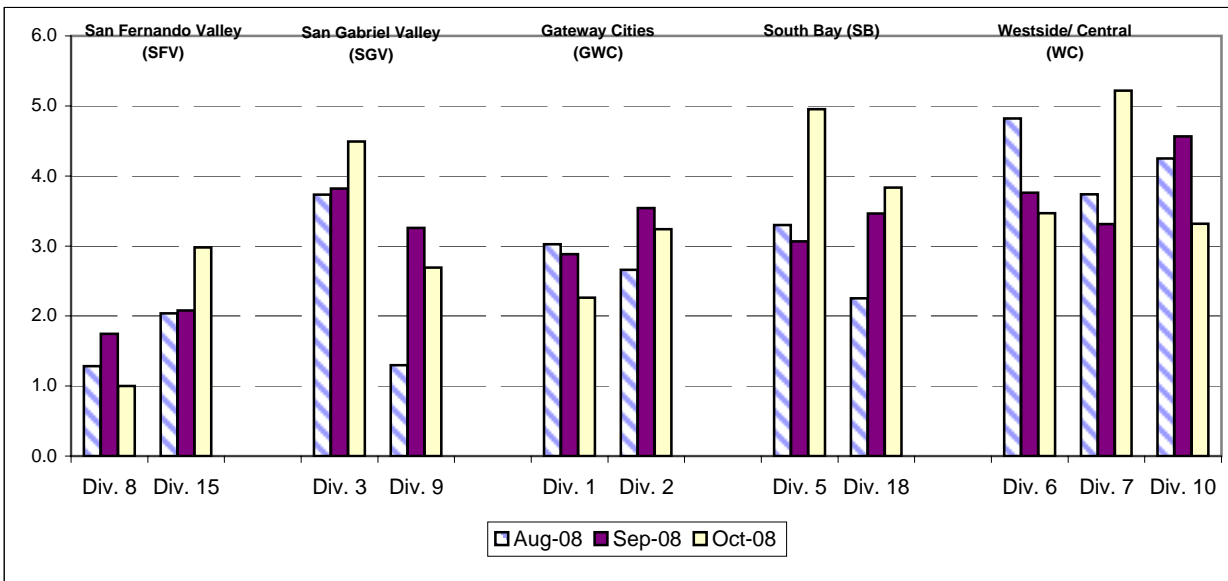
Systemwide Trend



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.

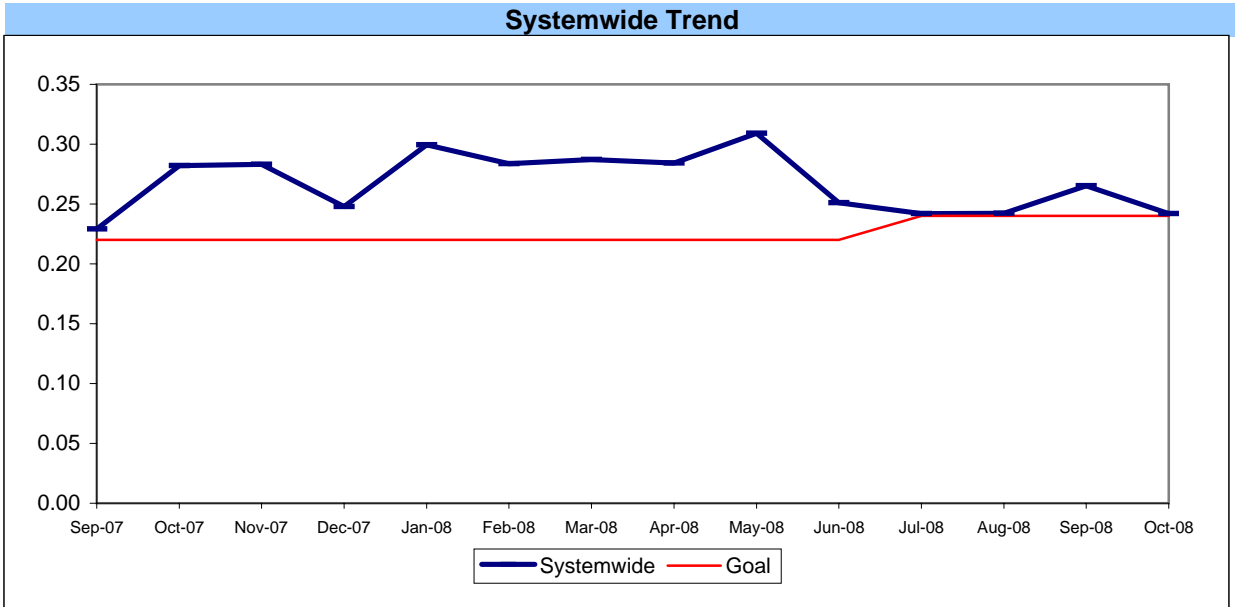
Bus Operating Divisions - by Sectors' Divisions August - October 2008



BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS

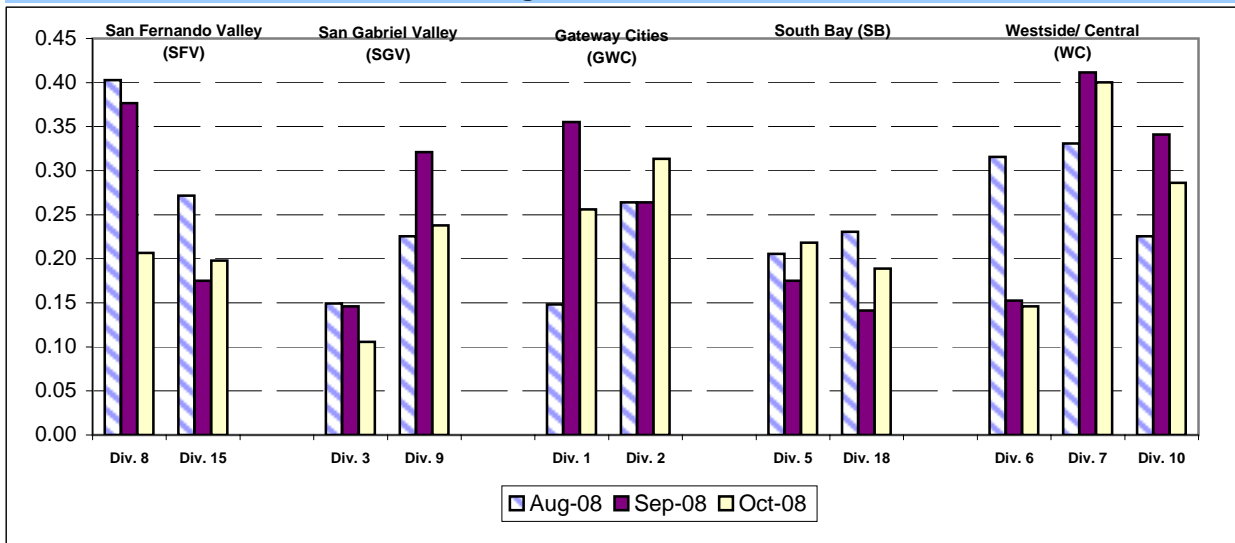
Definition: Average number of Passenger Accidents for every 100,000 Boardings. This indicator measures system safety.

Calculation: Passenger Accidents Per 100,000 Boardings = (The number of Passenger 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
August - October 2008**



Safety Performance Continued

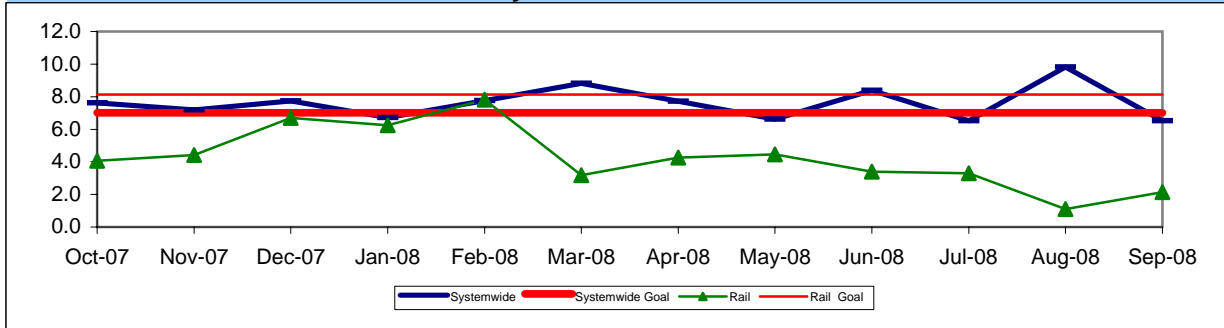
OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA) RECORDABLE INJURIES PER 200,000 EXPOSURE HOURS

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)

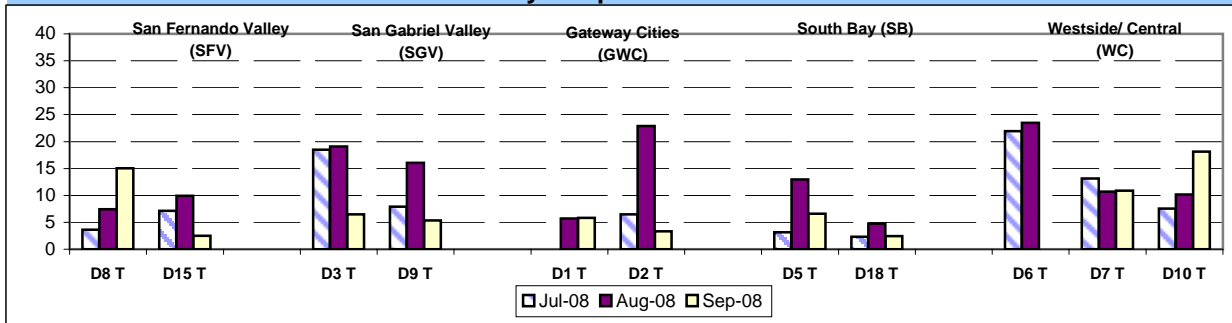
One month lag from current month

OSHA Systemwide Trend and Rail

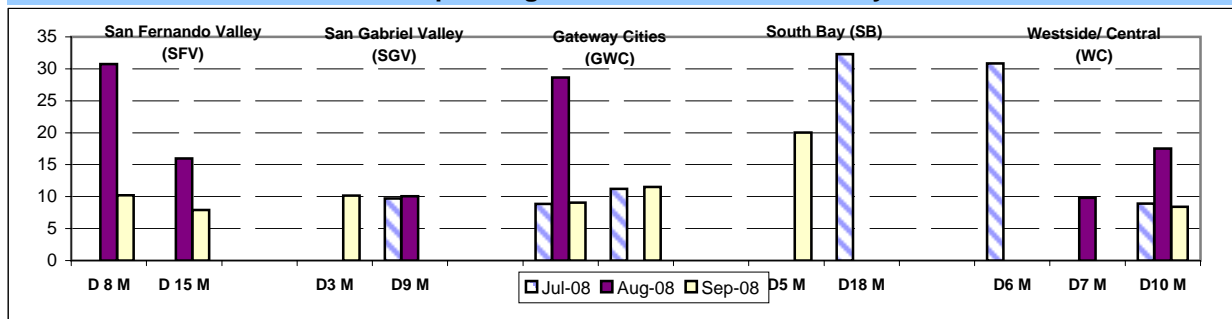


Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of injuries and late filing of reports.

OSHA: Bus Operating Transportation Divisions - by Sectors' July - September 2008



OSHA: Bus Operating Maintenance Divisions - by Sectors'



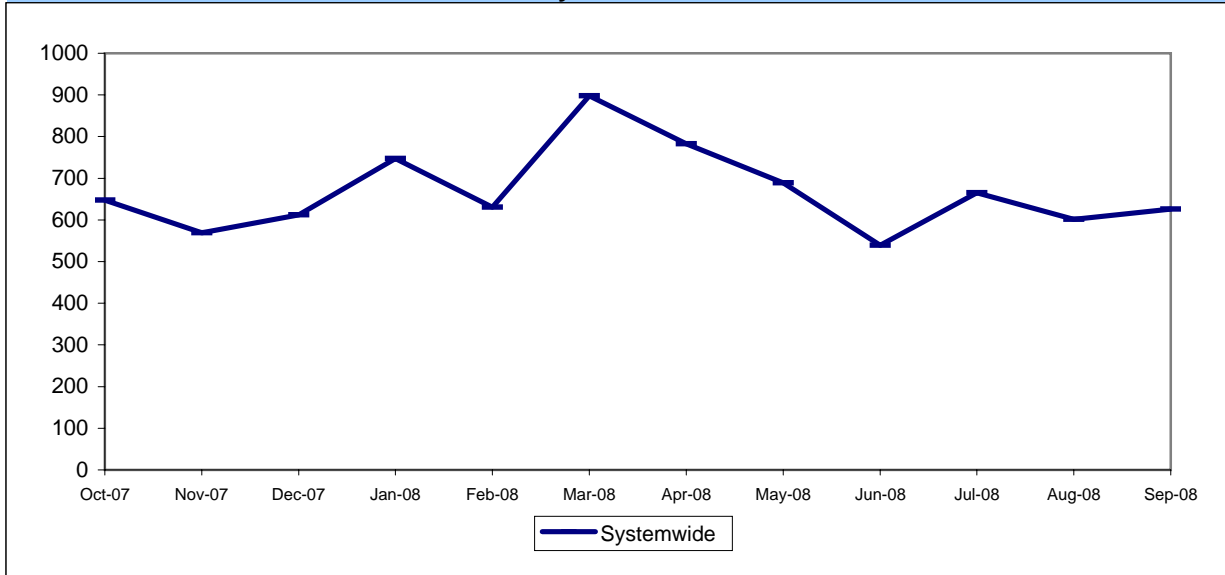
LOST WORK DAYS (LWD) PAID PER 200,000 EXPOSURE HOURS

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

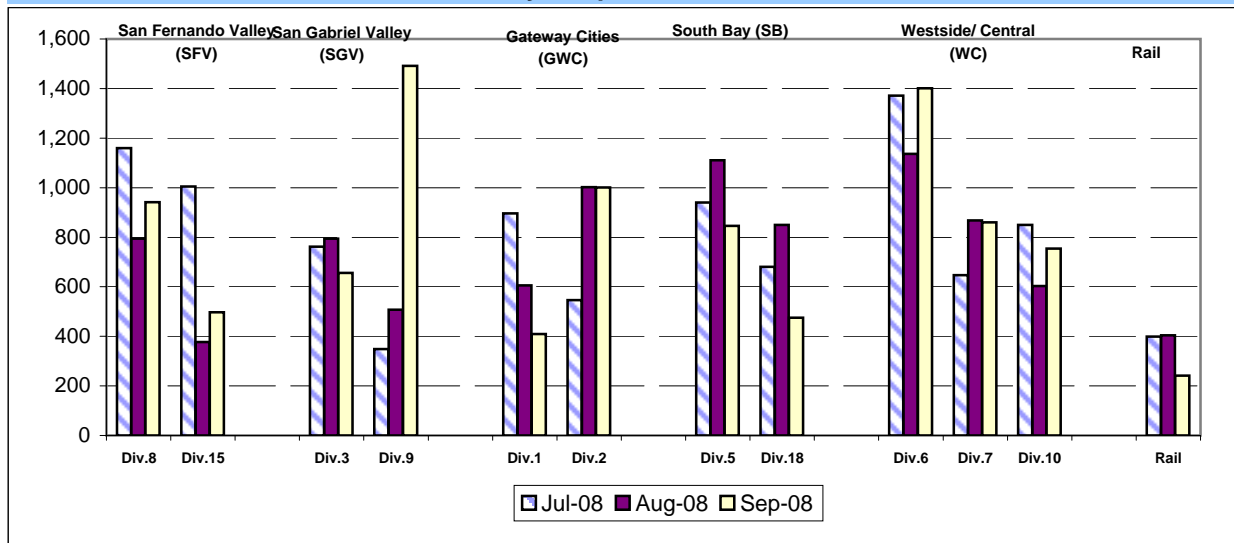
Calculation: (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number

One month lag from current month

LWD Systemwide Trend



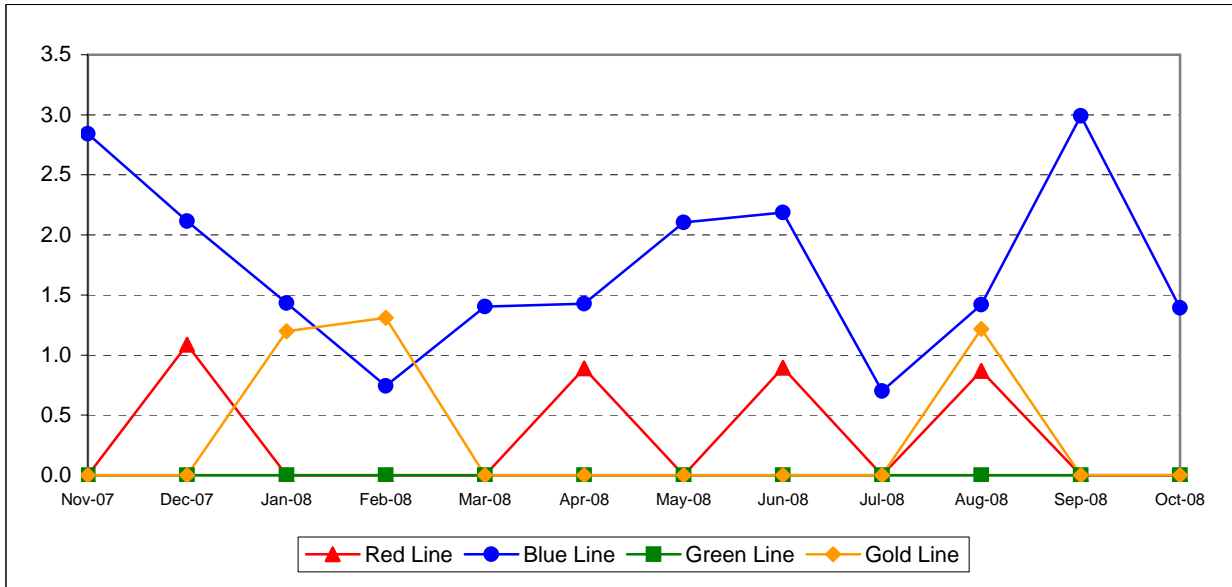
**LWD/200,000 Exposure Hours per Operating Divisions - by Sectors' Divisions
July - September 2008**



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.

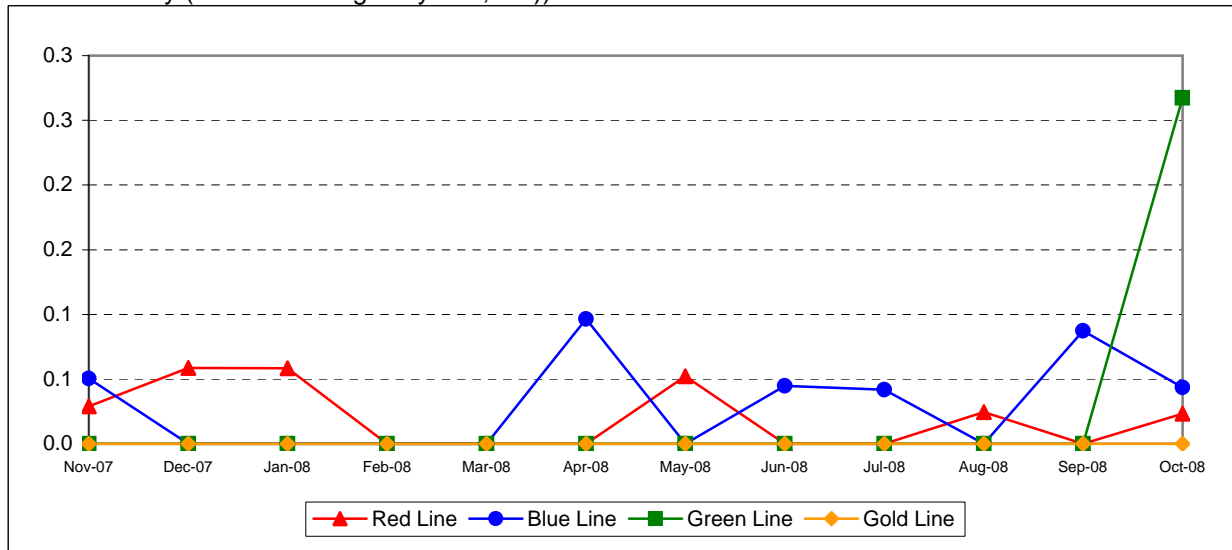
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



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))



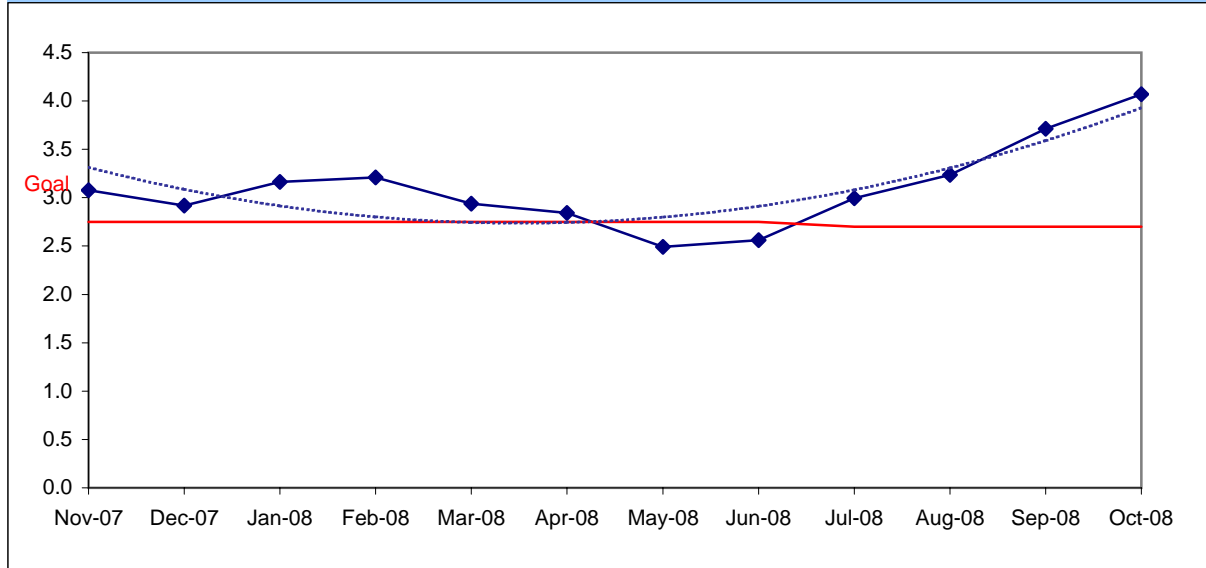
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

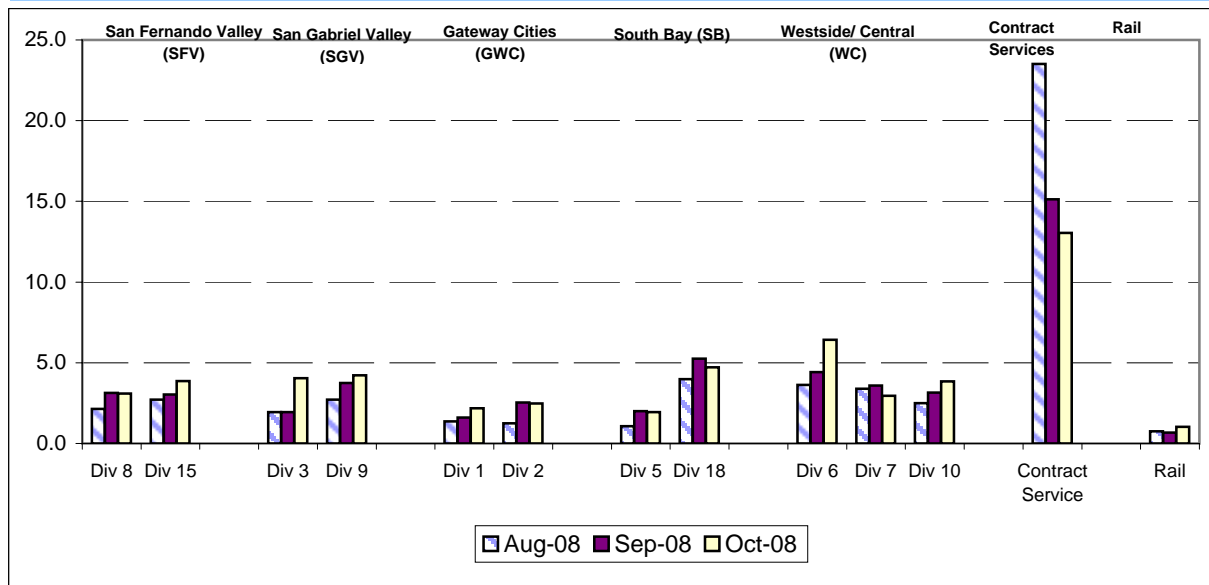
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

Systemwide Trend



Bus Operating Divisions - by Sectors' Divisions* August - October 2008



***Contract Services Boarding data unavailable for August and September**

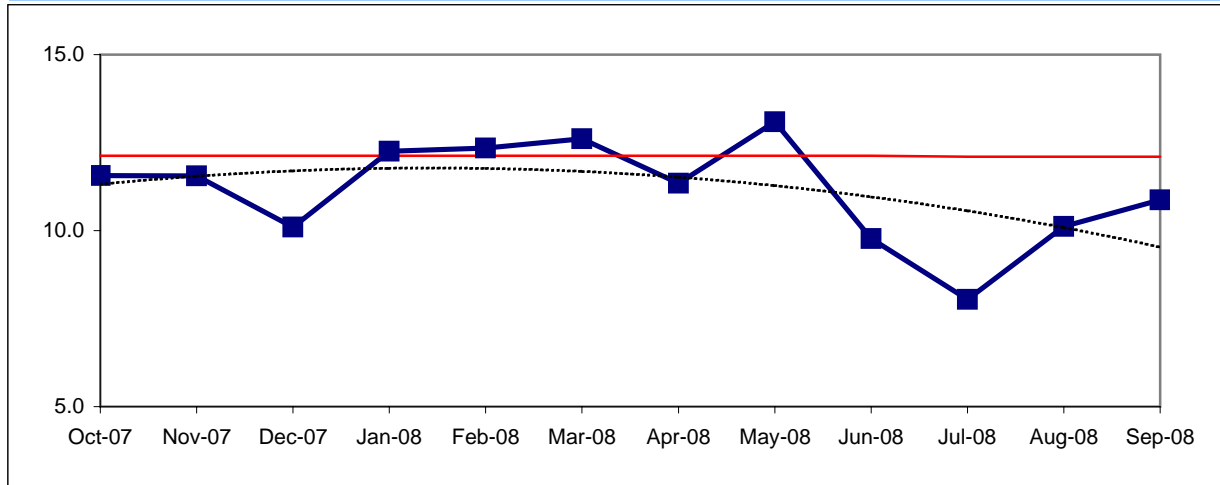
WORKERS COMPENSATION CLAIMS

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

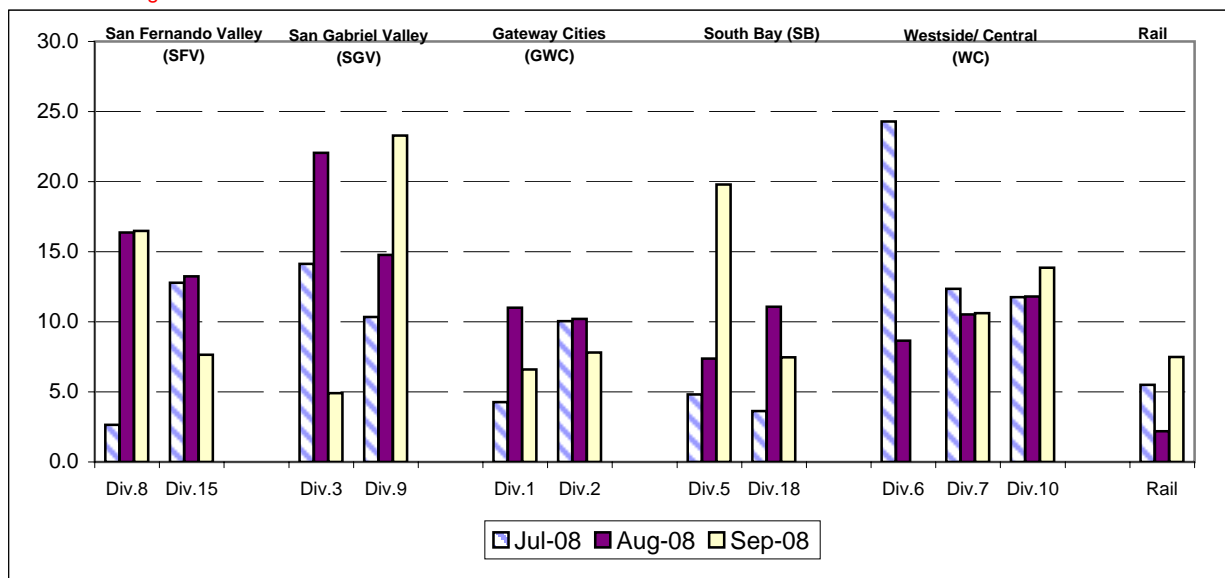
NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

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 June - August 2008

One month lag from current month



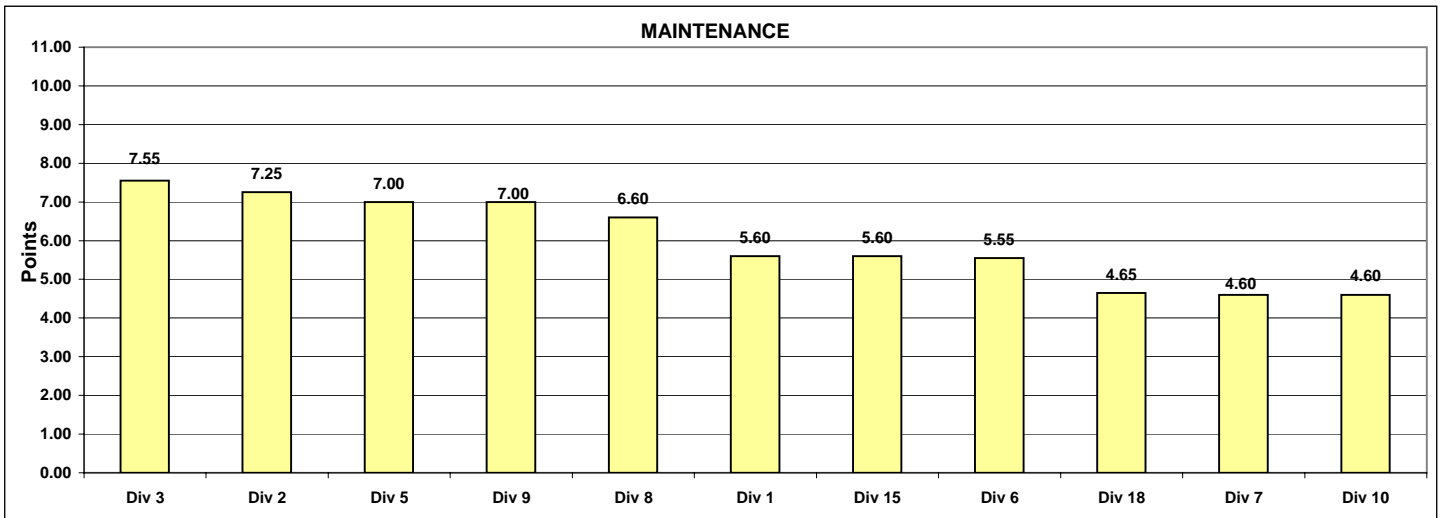
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

**Monthly Calculations - October 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	50%	983.1	1078.9	1164.6	1240.3	1046.2	923.6	1768.5	2000.9	870.6	1226.6	916.2
Points		4	6	7	9	5	3	10	11	1	8	2
Attendance	20%	0.98601	0.97972	0.97827	0.98890	0.93586	0.98577	0.97823	0.96957	0.98796	0.95763	0.97142
Points		9	7	6	11	1	8	5	3	10	2	4
New WC Claims /200,000 Exp Hrs*	30%	9.0842	0.0000	0.0000	30.0098	0.0000	9.6312	20.4390	19.9762	8.3980	15.8264	0.0000
Points		6	9.5	9.5	1	9.5	5	2	3	7	4	9.5
*One month lag												
Totals		5.60	7.25	7.55	7.00	5.55	4.60	6.60	7.00	4.60	5.60	4.65
FINAL RANKING Maintenance Division Ranking (Sorted)												
DIV.		Div 3	Div 2	Div 5	Div 9	Div 8	Div 1	Div 15	Div 6	Div 18	Div 7	Div 10
Score		7.55	7.25	7.00	7.00	6.60	5.60	5.60	5.55	4.65	4.60	4.60
Rank		1st	2nd	3rd	3rd	5th	6th	6th	8th	9th	10th	10th

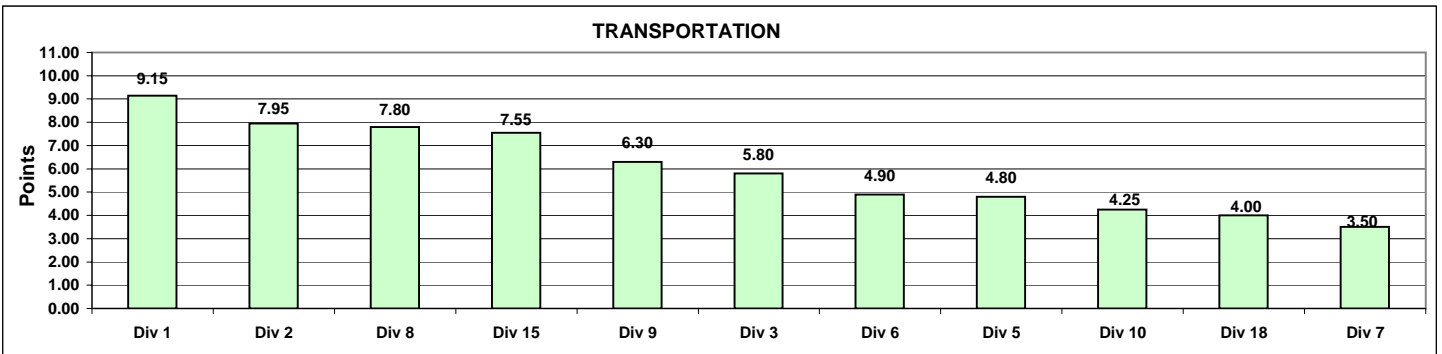


**Monthly Calculations - October 2008
Metro Bus - Transportation**

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%	0.6927	0.7093	0.6777	0.6336	0.5441	0.5824	0.6801	0.6861	0.5936	0.6564	0.5839
Points		10	11	7	5	1	2	8	9	4	6	3
Miles Between Total Road Calls	10%	983.0566	1078.9141	1164.5593	1240.2526	1046.2140	923.6078	1768.4546	2000.8708	870.6184	1226.5567	916.2187
Points		4	6	7	9	5	3	10	11	1	8	2
Accident Rate	25%	2.2605	3.2386	4.4899	4.9533	3.4667	5.2164	1.0008	2.6911	3.3165	2.9795	3.8360
Points		10	7	3	2	5	1	11	9	6	8	4
Complaints/100K Boardings	15%	2.1906	2.4769	4.0448	1.9414	6.4293	2.9455	3.0995	4.2133	3.8509	3.8721	4.7201
Points		10	9	4	11	1	8	7	3	6	5	2
New WC Claims /200,000 Exp Hrs*	25%	5.7971	10.0742	6.4766	16.4489	0.0000	10.9062	15.0173	24.1790	15.5540	5.0464	9.7225
Points		9	6	8	2	11	5	4	1	3	10	7
*One month lag												
Totals		9.15	7.95	5.80	4.80	4.90	3.50	7.80	6.30	4.25	7.55	4.00
FINAL RANKING Transportation Division Ranking (Sorted)												
	DIV.	Div 1	Div 2	Div 8	Div 15	Div 9	Div 3	Div 6	Div 5	Div 10	Div 18	Div 7
	Score	9.15	7.95	7.80	7.55	6.30	5.80	4.90	4.80	4.25	4.00	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		
	Oct-07	Oct-08	Yearly Improvement	Oct-07	Oct-08	Yearly Improvement	Oct-07	Oct-08	Yearly Improvement	Oct-07	Oct-08	Yearly Improvement
Wayside Availability												
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	99.90%	100.00%	0.10%	100.00%	99.98%	-0.02%	99.92%	100.00%	0.08%	100.00%	100.00%	0.00%
Power	99.98%	100.00%	0.02%	100.00%	99.97%	-0.03%	99.95%	99.99%	0.04%	100.00%	100.00%	0.00%
Wayside Performance	99.96%	100.00%	0.04%	100.00%	99.98%	-0.02%	99.96%	100.00%	0.04%	100.00%	100.00%	0.00%
Vehicle Availability												
Vehicle Performance	99.31%	99.82%	0.52%	99.66%	99.84%	0.18%	99.61%	99.74%	0.13%	99.89%	99.90%	0.01%
Operator Availability												
Operators	99.97%	99.98%	0.01%	99.99%	99.90%	-0.09%	99.88%	99.98%	0.10%	99.99%	100.00%	0.01%
In-Service Performance												
Rev. Hr. Delivered - Rail	99.13%	99.80%	0.67%	99.65%	99.69%	0.04%	99.36%	99.71%	0.35%	99.87%	99.90%	0.02%
Total Rail Line Performance	99.59%	99.90%	0.310%	99.83%	99.85%	0.028%	99.70%	99.86%	0.15%	99.94%	99.95%	0.01%

Metro Rail Final Ranking (Sorted)				
Rail Line	BLUE	GREEN	RED	GOLD
Score	0.310%	0.154%	0.028%	0.013%
Rank	1st	2nd	3rd	4th

