

JUN 2009

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)
- * 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 | June Month | Status |
|---|--------|--------|----------|--------|--------|-------------|---------------|------------|--------|
| Bus Systemwide | | | | | | | | | |
| Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) | | | 3,274 | 3,532 | 3,137 | 3,500 | 3,137 | 3,207 | Yellow |
| No. of unaddressed road calls | | | | 1,116* | 824 | | 386 | 13 | |
| Mean Miles Between Total Road Calls (MMBTRC) | | | | 1,245 | 1,137 | 1,556 | 1,290 | 1,486 | Red |
| In-Service On-time Performance** | 65.43% | 66.50% | 64.35%** | 63.77% | 64.05% | 66.15% | 66.25% | 69.90% | Green |
| Bus Traffic Accidents Per 100,000 Miles | | | | | 3.47 | 3.40 | 3.06 | 2.90 | Green |
| Complaints per 100,000 Boardings | 4.51 | 3.54 | 2.41 | 2.46 | 2.57 | 2.70 | 2.76 | 2.54 | 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 | May YTD 9.25 | May 9.17 | Green |
| **Div 15 Nov. '05 data excluded & Dec. Data after shake-up | | | | | | | | | |
| SFV Sector | | | | | | | | | |
| MMBMF | | | 3,319 | 3,619 | 2,938 | 3,500 | 3,067 | 3,074 | Yellow |
| No. of unaddressed road calls | | | | 432* | 153 | | 13 | 1 | |
| MMBTRC | | | | 1,310 | 1,222 | 1,638 | 1,440 | 1,658 | Yellow |
| In-Service On-time Performance | 67.47% | 68.54% | 65.19%** | 65.60% | 67.48% | 67.50% | 69.15% | 72.43% | Green |
| Bus Traffic Accidents Per 100,000 Miles | | | | | 2.55 | 2.89 | 2.20 | 2.34 | Green |
| Complaints per 100,000 Boardings | 5.45 | 4.39 | 3.24 | 3.00 | 2.88 | 3.00 | 3.05 | 2.91 | 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 | May YTD 11.95 | May 10.75 | Green |
| **Div 15 Nov. '05 data excluded & Dec. Data after shake-up | | | | | | | | | |
| Division 8 | | | | | | | | | |
| MMBTRC | | | | 1,537 | 1,333 | 1,922 | 1,707 | 1,924 | Yellow |
| In-Service On-time Performance | 69.12% | 69.78% | 68.23% | 67.48% | 68.50% | 68.00% | 69.29% | 72.19% | Green |
| Bus Traffic Accidents Per 100,000 Miles | | | | | 1.99 | 2.77 | 1.87 | 1.93 | Green |
| Complaints per 100,000 Boardings | 5.09 | 4.17 | 3.37 | 2.75 | 2.64 | 2.80 | 3.01 | 3.02 | Yellow |
| 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 | May YTD 12.39 | May 13.43 | Green |
| Division 15 | | | | | | | | | |
| MMBTRC | | | | 1,175 | 1,151 | 1,469 | 1,291 | 1,506 | Yellow |
| In-Service On-time Performance | 66.62% | 67.84% | 63.84%** | 64.41% | 66.85% | 67.00% | 69.06% | 72.59% | Green |
| Bus Traffic Accidents Per 100,000 Miles | | | | | 2.98 | 3.00 | 2.45 | 2.64 | Green |
| Complaints per 100,000 Boardings | 5.70 | 4.55 | 3.14 | 3.16 | 3.05 | 3.20 | 3.08 | 2.84 | Green |
| 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 | May YTD 11.76 | May 5.80 | 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 target (on track).

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

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

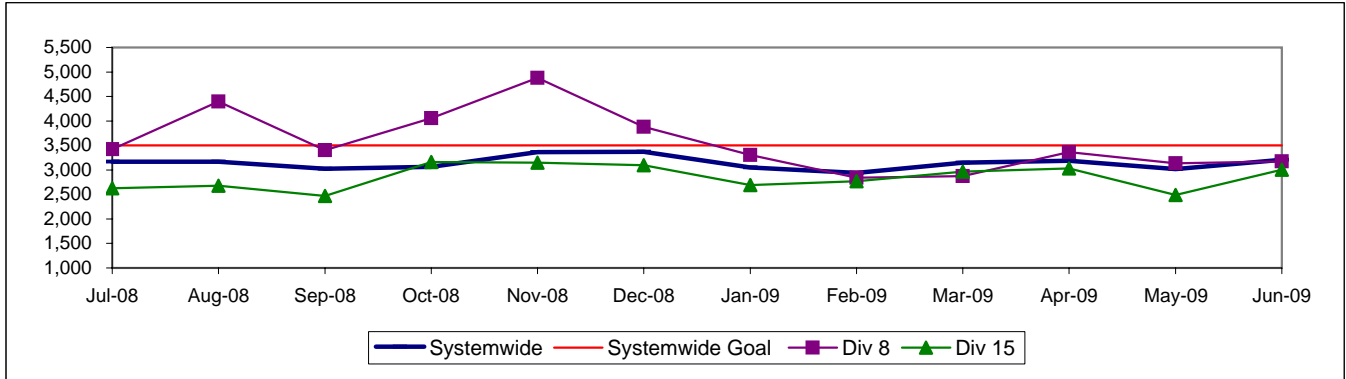
SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

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

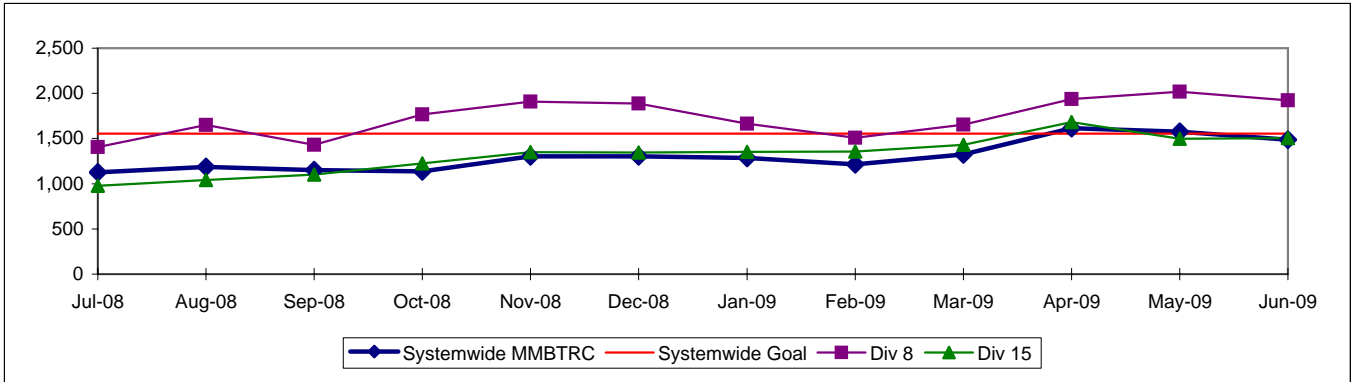


MEAN MILES BETWEEN TOTAL ROADCALLS

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*

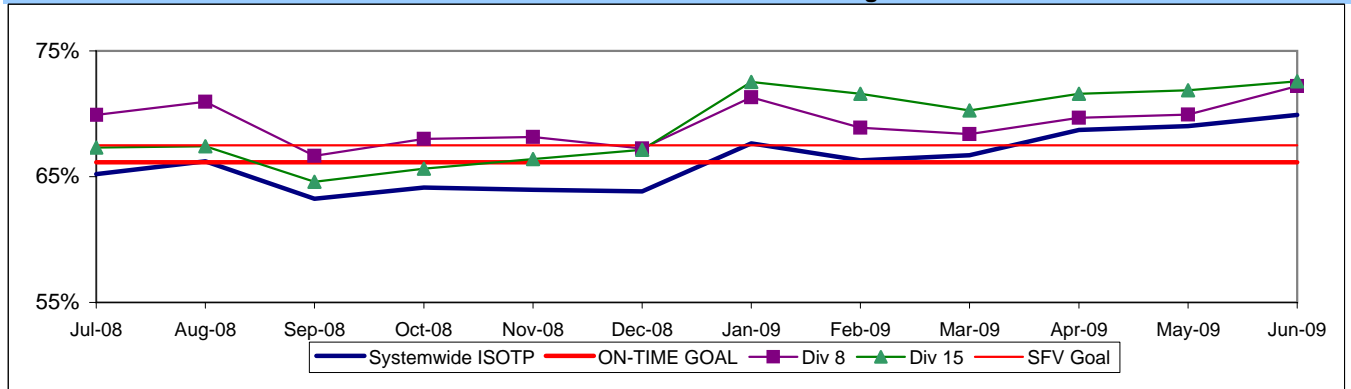
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

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

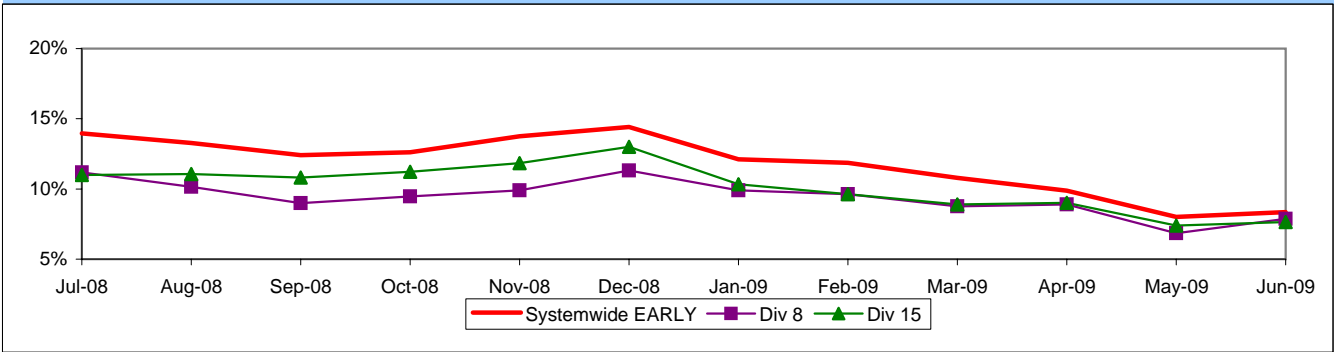
* Division 15 November data not available.

Systemwide and Bus Operating Divisions 8 and 15

ISOTP - 1 Minute Tolerance for Running Hot



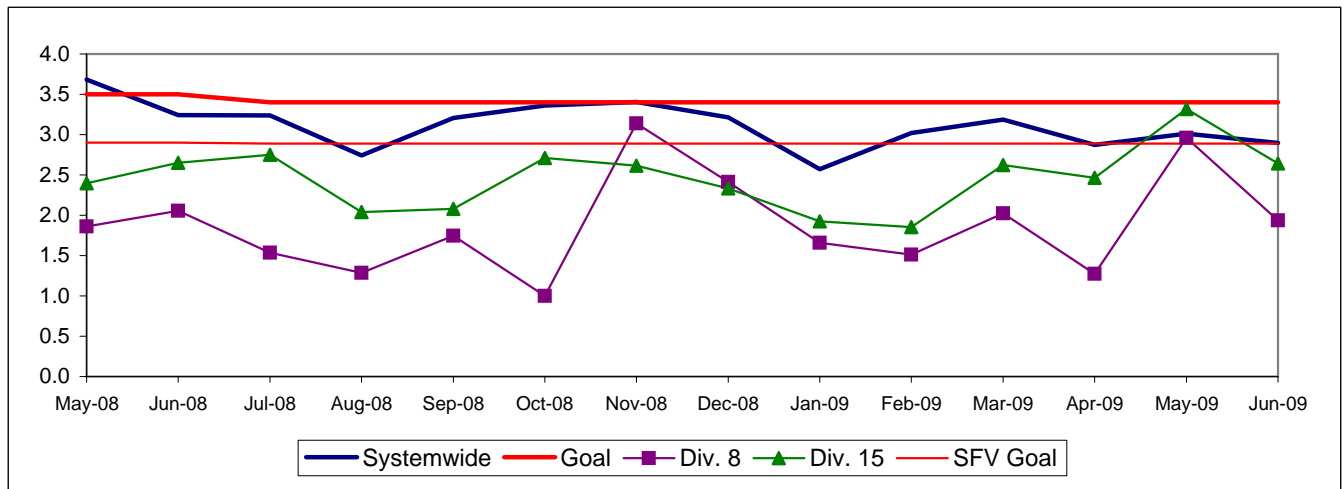
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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))

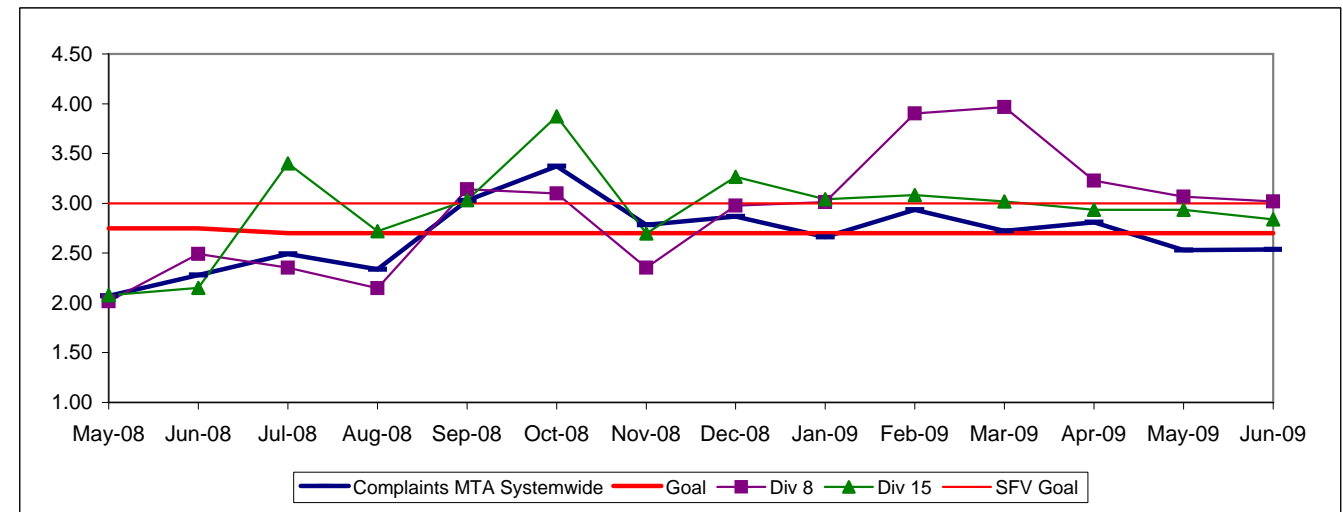


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

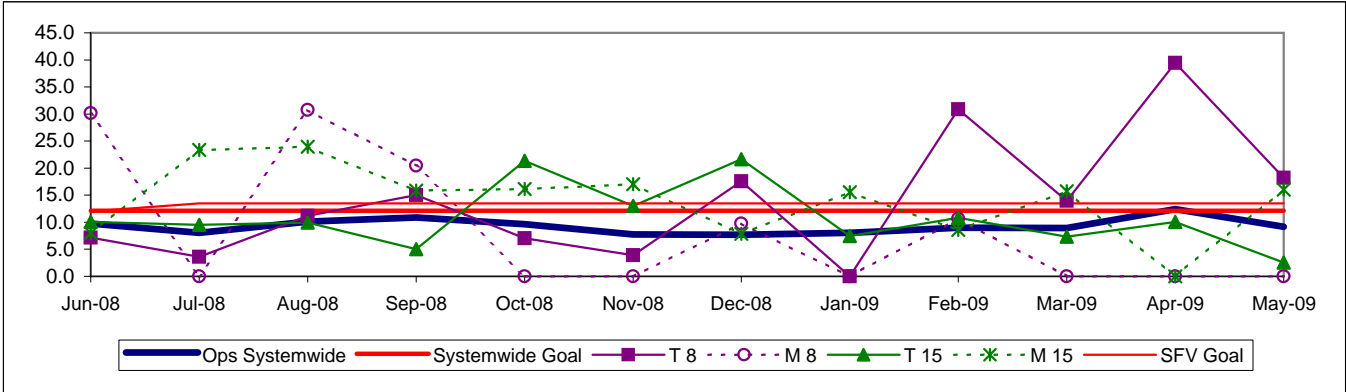


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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.

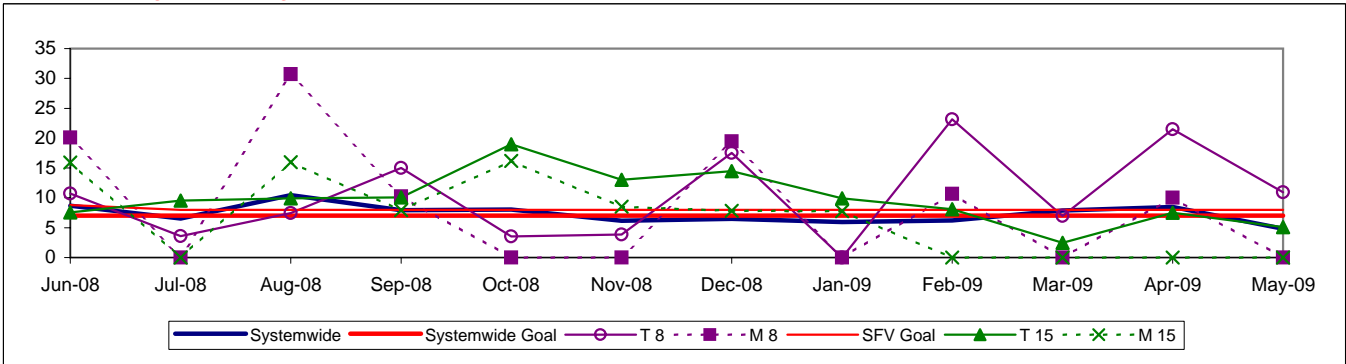


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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.

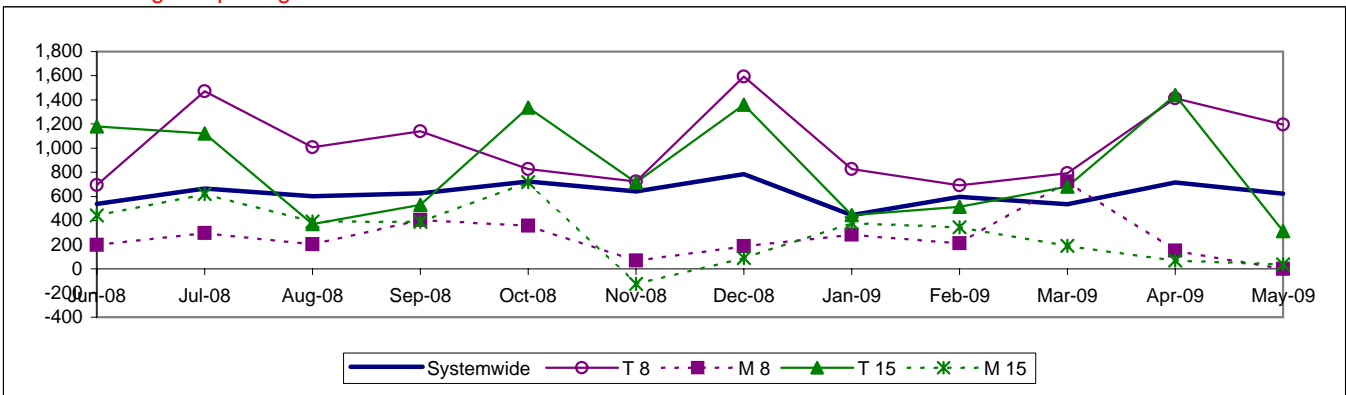


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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 | June 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 | 3,137 386 | 3,207 13 | |
| Mean Miles Between Total Road Calls (MMBTRC) | | | | 1,245 | 1,137 | 1,556 | 1,290 | 1,486 | |
| In-Service On-time Performance** | 65.43% | 66.50% | 64.35%** | 63.77% | 64.05% | 66.15% | 66.25% | 69.90% | |
| Bus Traffic Accidents Per 100,000 Miles | | | | | 3.47 | 3.40 | 3.06 | 2.90 | |
| Complaints per 100,000 Boardings | 4.51 | 3.54 | 2.41 | 2.46 | 2.57 | 2.70 | 2.76 | 2.54 | |
| 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 | May YTD 9.25 | May 9.17 | |
| SGV Sector | | | | | | | | | |
| MMBMF No. of unaddressed road calls | | | 3,467 | 3,376 88* | 3,300 133 | 3,500 | 3,345 85 | 3,596 4 | |
| MMBTRC | | | | 1,618 | 1,516 | 2,023 | 1,793 | 2,148 | |
| In-Service On-time Performance | 69.98% | 70.10% | 68.59% | 65.85% | 66.83% | 67% | 69.90% | 73.68% | |
| Bus Traffic Accidents Per 100,000 Miles | | | | | 3.20 | 2.90 | 2.70 | 2.34 | |
| Complaints per 100,000 Boardings | 3.80 | 2.95 | 2.18 | 2.49 | 2.58 | 2.50 | 2.94 | 2.97 | |
| 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 | May YTD 11.92 | May 6.58 | |
| Division 3 | | | | | | | | | |
| MMBMF No. of unaddressed road calls | | | 2,690 | 2,838 58* | 2,573 45 | 3,500 | 2,552 23 | 2,718 | |
| MMBTRC | | | | 1,239 | 1,132 | 1,549 | 1,303 | 1,537 | |
| In-Service On-time Performance | 70.80% | 71.06% | 70.05% | 16.54% | 66.83% | 67% | 69.78% | 73.80% | |
| Bus Traffic Accidents Per 100,000 Miles | | | | | 4.24 | 3.60 | 3.60 | 3.22 | |
| Complaints per 100,000 Boardings | 3.02 | 2.60 | 1.83 | 2.12 | 2.14 | 2.10 | 2.69 | 2.55 | |
| 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 | May YTD 9.91 | May 12.39 | |
| Division 9 | | | | | | | | | |
| MMBMF No. of unaddressed road calls | | | 4,585 | 4,087 30* | 4,119 88 | 3,500 | 4,267 62 | 4,635 4 | |
| MMBTRC | | | | 2,099 | 1,989 | 2,623 | 2,425 | 1,374 | |
| In-Service On-time Performance | 68.16% | 68.16% | 67.01% | 12.52% | 66.84% | 67% | 70.01% | 73.56% | |
| Bus Traffic Accidents Per 100,000 Miles | | | | | 2.46 | 2.40 | 2.07 | 1.73 | |
| Complaints per 100,000 Boardings | 5.09 | 5.09 | 2.61 | 2.24 | 2.98 | 2.90 | 3.18 | 3.38 | |
| 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 | May YTD 14.21 | May 2.14 | |

*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 target (on track).

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

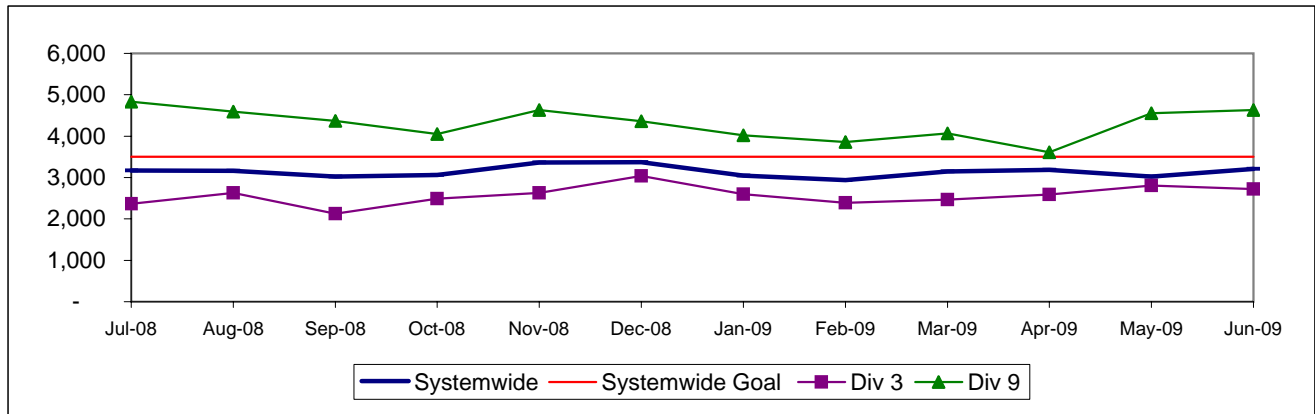
Red - High probability that the target will not be achieved -- significant problems and/or delays.

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.

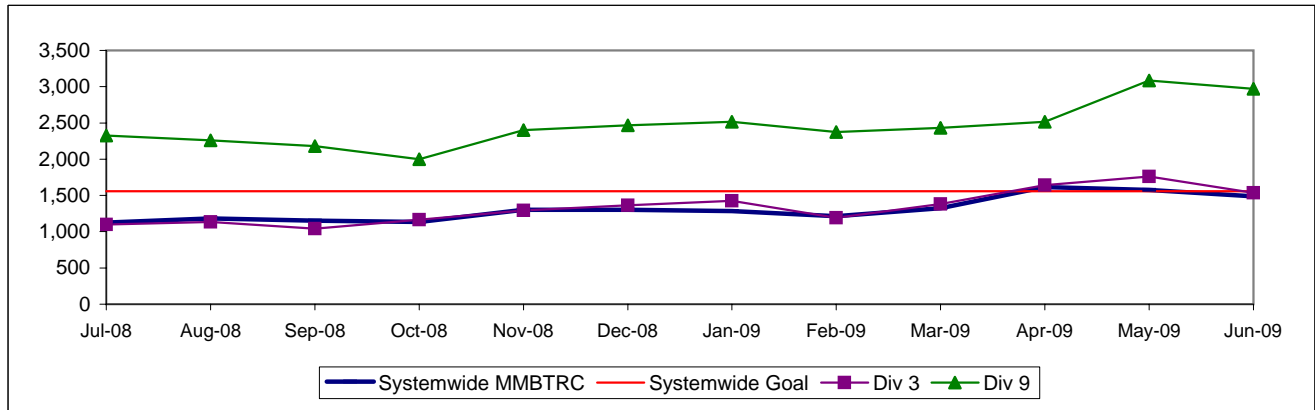
Calculation: MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



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)

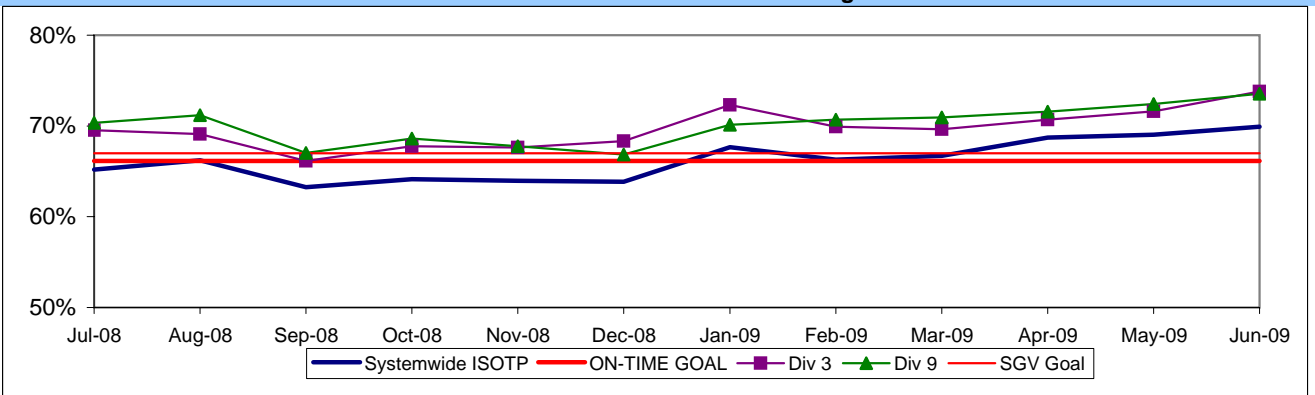


IN-SERVICE ON-TIME PERFORMANCE

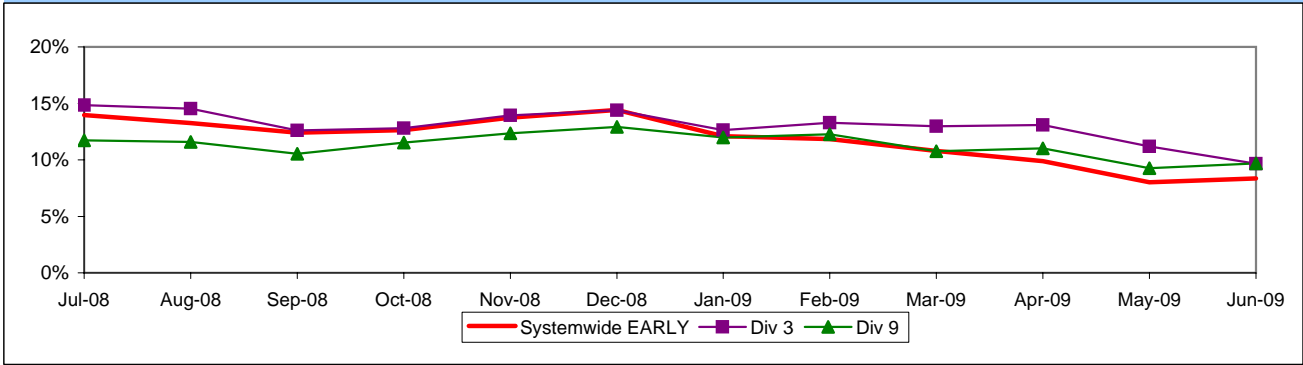
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

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



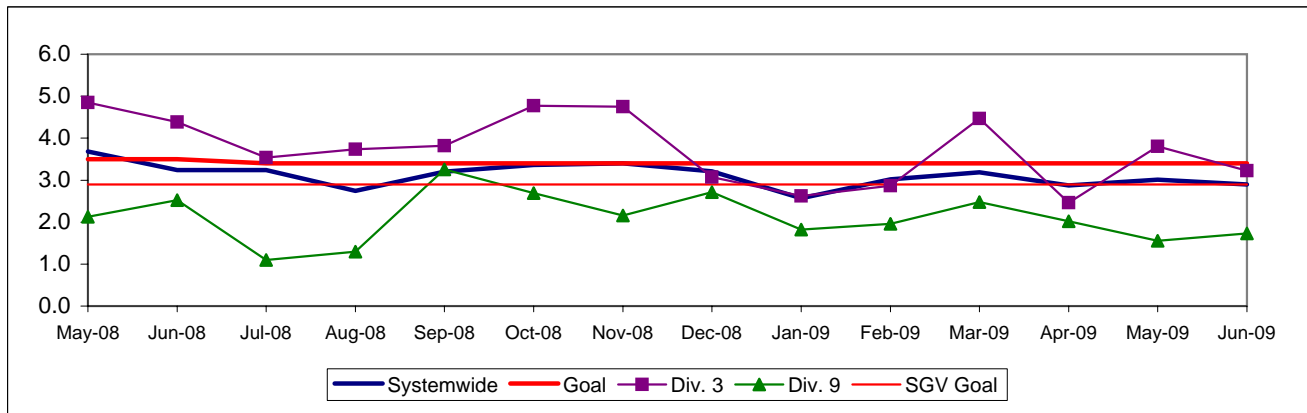
Running Hot - Systemwide and Bus Operating Divisions 3 and 9



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))

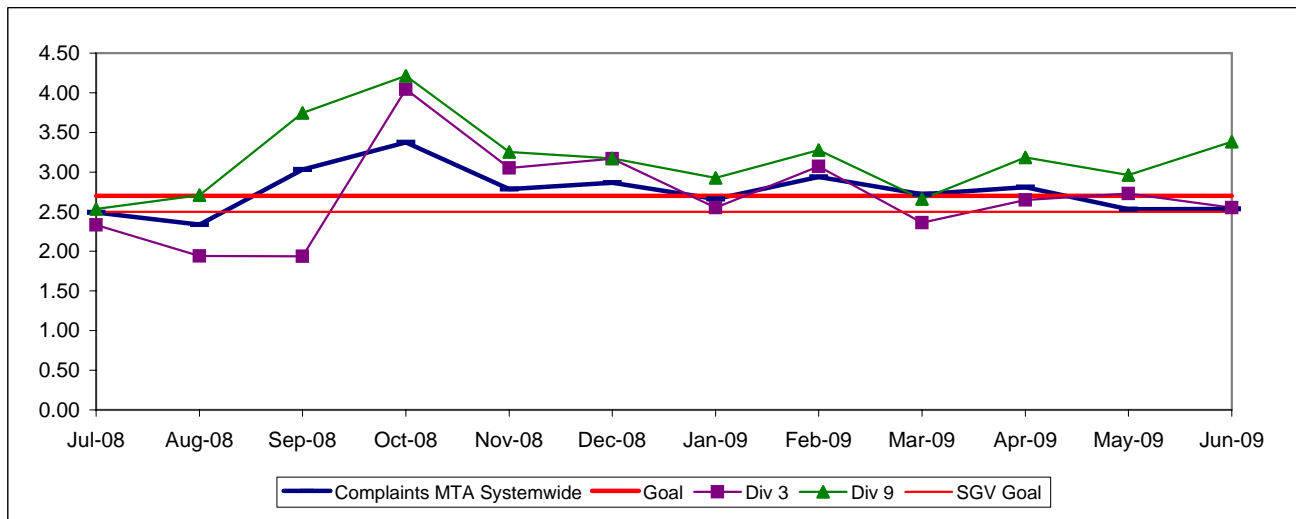


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

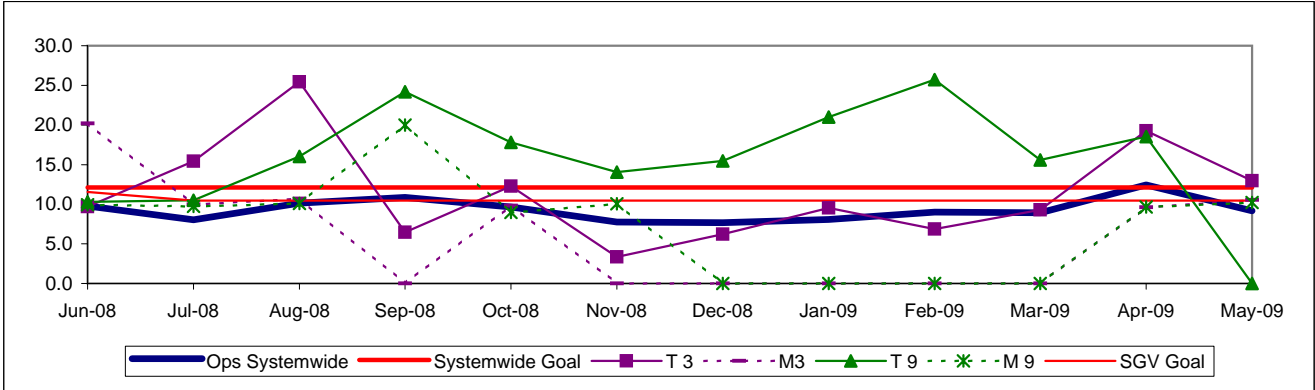


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 3 and 9

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.

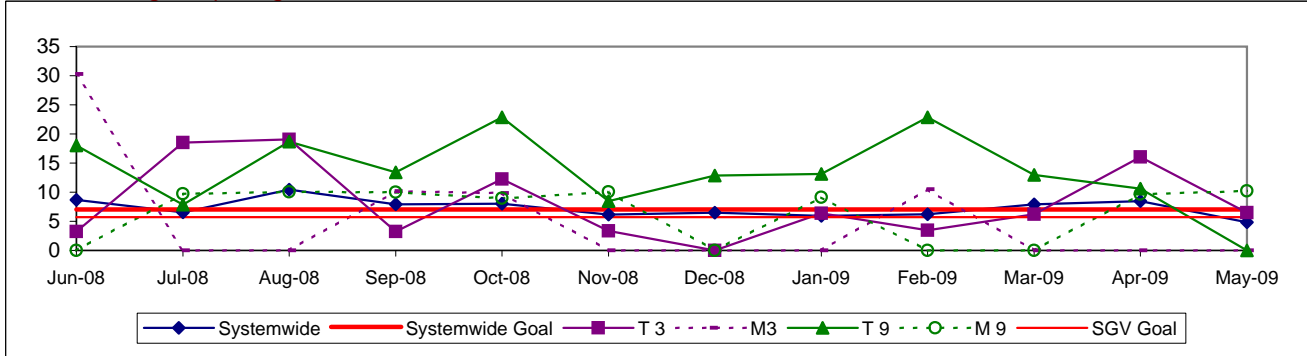


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Systemwide and Bus Operating Divisions 3 and 9

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.

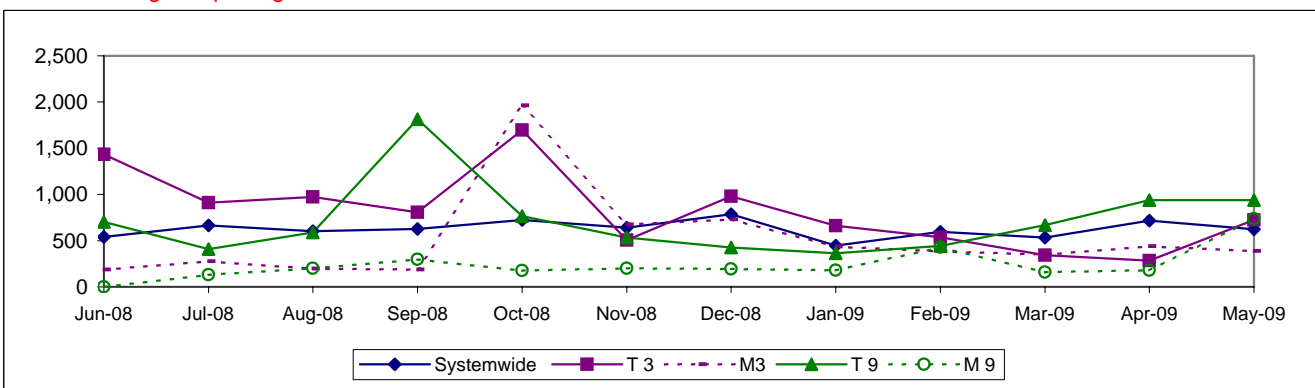


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 3 and 9

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 | June Month | Status |
|---|--------|--------|----------|--------|--------|-------------|------------------|--------------|--------|
| Bus Systemwide | | | | | | | | | |
| Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) | | | 3,274 | 3,532 | 3,137 | 3,500 | 3,137 | 3,207 | |
| No. of unaddressed road calls | | | | 1,116* | 824 | | 386 | 13 | |
| Mean Miles Between Total Road Calls (MMBTRC) | | | | 1,245 | 1,137 | 1,556 | 1,290 | 1,486 | |
| In-Service On-time Performance | 65.43% | 66.50% | 64.35%** | 63.77% | 64.05% | 66.15% | 66.25% | 69.90% | |
| Bus Traffic Accidents Per 100,000 Miles | | | | | 3.47 | 3.40 | 3.06 | 2.90 | |
| Complaints per 100,000 Boardings | 4.51 | 3.54 | 2.41 | 2.46 | 2.57 | 2.70 | 2.76 | 2.54 | |
| 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 | May YTD 9.25 | May 9.17 | |
| GC Sector | | | | | | | | | |
| MMBMF | | | 2,506 | 3,163 | 2,845 | 3,500 | 2626 | 3,148 | |
| No. of unaddressed road calls | | | | 170* | 322 | | 106 | 4 | |
| MMBTRC | | | | 995 | 960 | 1,244 | 1,203 | 1,434 | |
| In-Service On-time Performance | 69.34% | 71.20% | 71.73% | 68.01% | 68.09% | 70.00% | 71.99% | 74.64% | |
| Bus Traffic Accidents Per 100,000 Miles | | | | | 3.52 | 3.50 | 3.20 | 3.46 | |
| Complaints per 100,000 Boardings | 3.08 | 2.58 | 1.69 | 1.78 | 1.91 | 2.00 | 1.94 | 1.70 | |
| 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 | May YTD 9.95 | May 10.27 | |
| Division 1 | | | | | | | | | |
| MMBMF | | | 2,409 | 3,757 | 2,960 | 3,500 | 2,640 | 3,400 | |
| No. of unaddressed road calls | | | | 138* | 311 | | 62 | 1 | |
| MMBTRC | | | | 932 | 908 | 1,165 | 1,166 | 1,426 | |
| In-Service On-time Performance | 70.57% | 71.62% | 71.06% | 68.02% | 67.55% | 70.00% | 71.05% | 73.27% | |
| Bus Traffic Accidents Per 100,000 Miles | | | | | 3.41 | 3.50 | 3.02 | 3.39 | |
| Complaints per 100,000 Boardings | 3.32 | 2.92 | 1.92 | 1.89 | 1.90 | 2.00 | 1.85 | 1.46 | |
| 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 | May YTD 9.64 | May 13.20 | |
| Division 2 | | | | | | | | | |
| MMBMF | | | 2,660 | 2,598 | 2,707 | 3,500 | 2,608 | 2,875 | |
| No. of unaddressed road calls | | | | 32* | 11 | | 44 | 3 | |
| MMBTRC | | | | 1,097 | 1,039 | 1,371 | 1,255 | 1,444 | |
| In-Service On-time Performance | 67.62% | 70.42% | 72.71% | 67.99% | 68.60% | 70.00% | 72.72% | 75.70% | |
| Bus Traffic Accidents Per 100,000 Miles | | | | | 3.67 | 3.50 | 3.43 | 3.54 | |
| Complaints per 100,000 Boardings | 2.84 | 2.15 | 1.42 | 1.64 | 1.93 | 2.00 | 2.03 | 1.97 | |
| 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 | May YTD 10.98 | May 7.78 | |

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

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

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

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

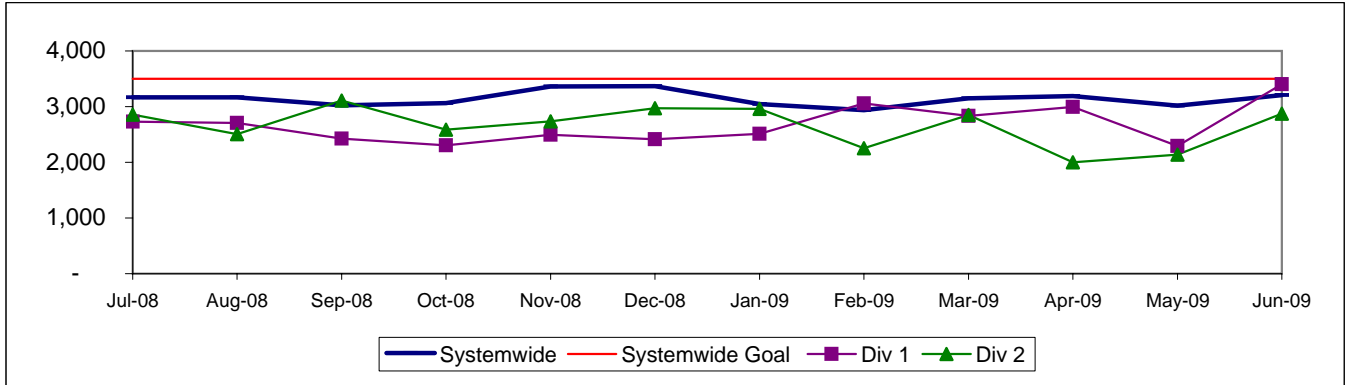
Red - High probability that the target will not be achieved -- significant problems and/or delays.

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.

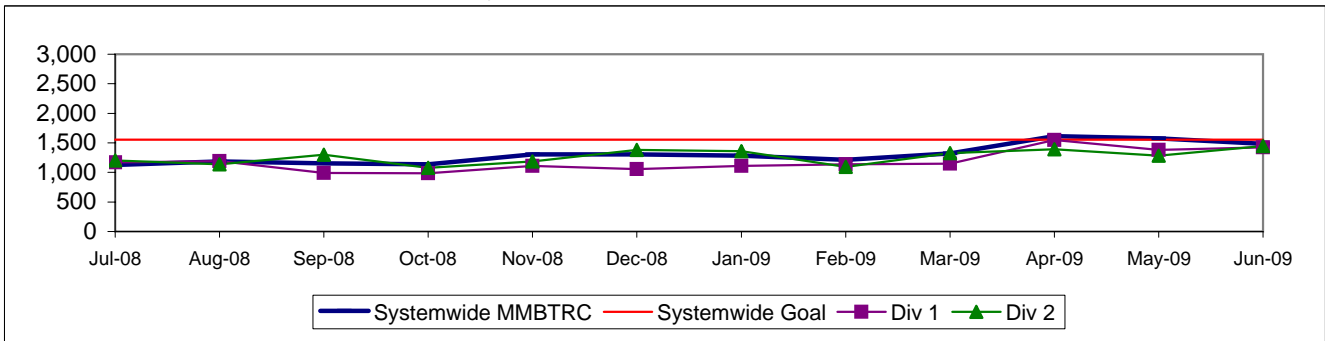
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



MEAN MILES BETWEEN TOTAL ROADCALLS Systemwide and Divisions 1 and 2

Definition: Average Hub Miles Between Total Roadcalls

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

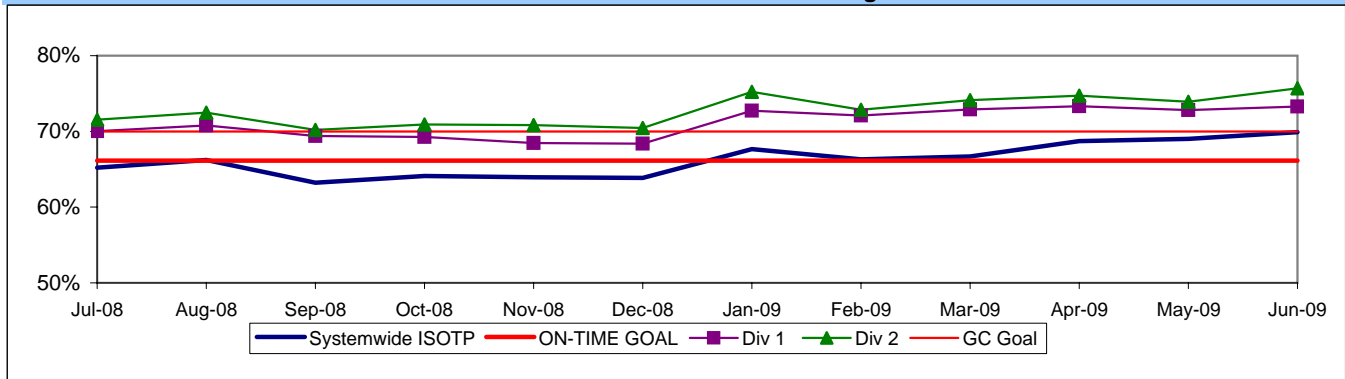


IN-SERVICE ON-TIME PERFORMANCE

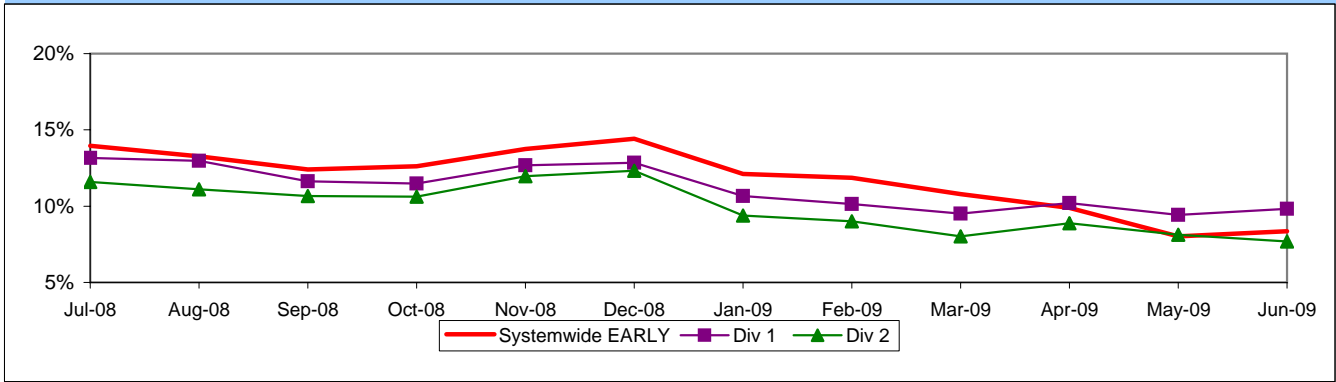
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses.)

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



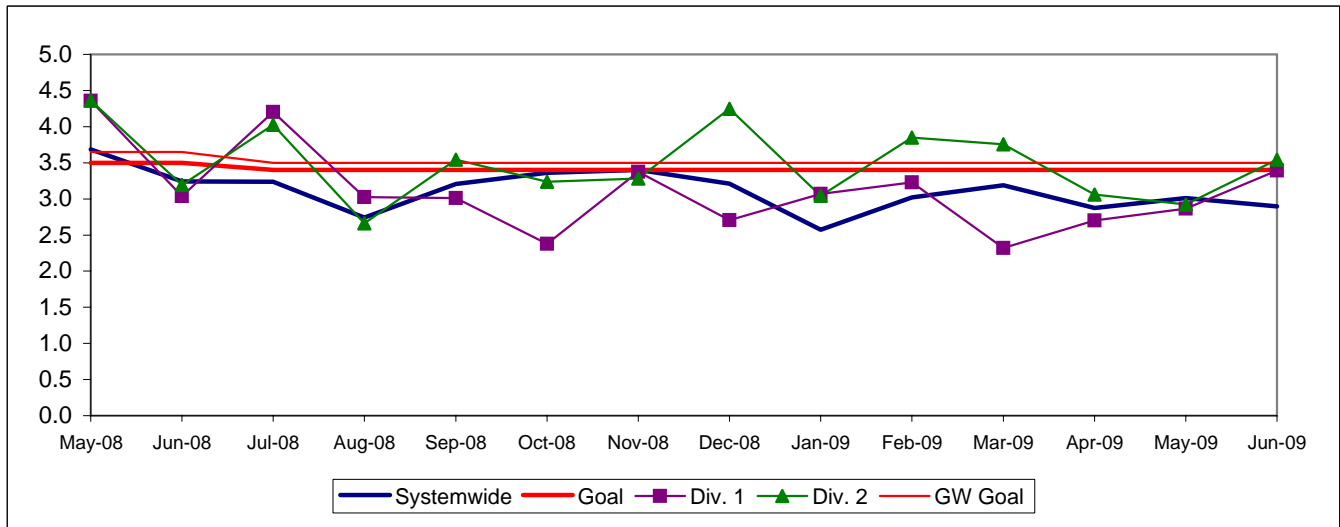
Running Hot - Systemwide and Bus Operating Divisions 1 and 2



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))

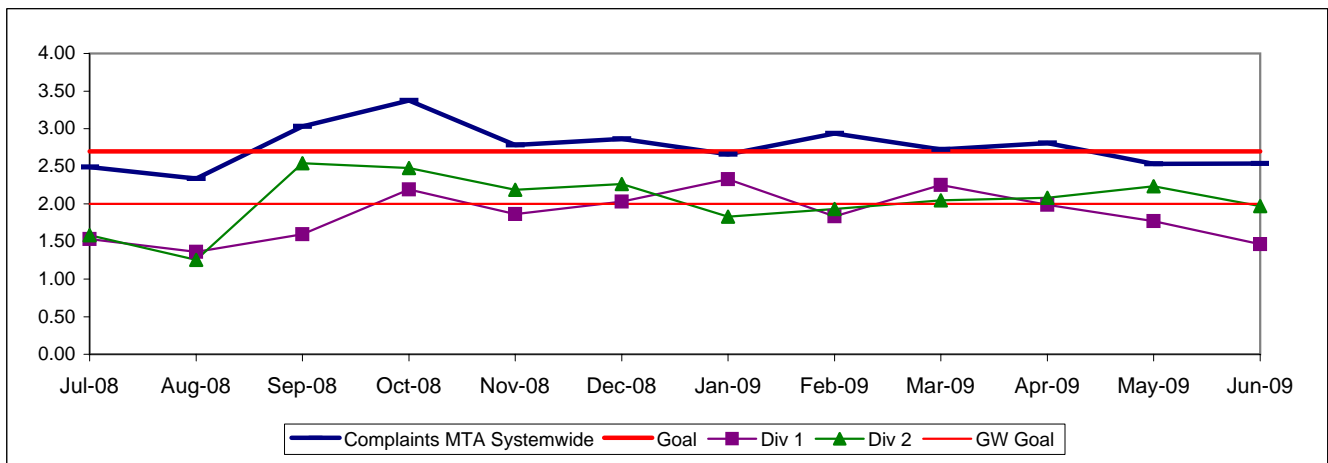


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

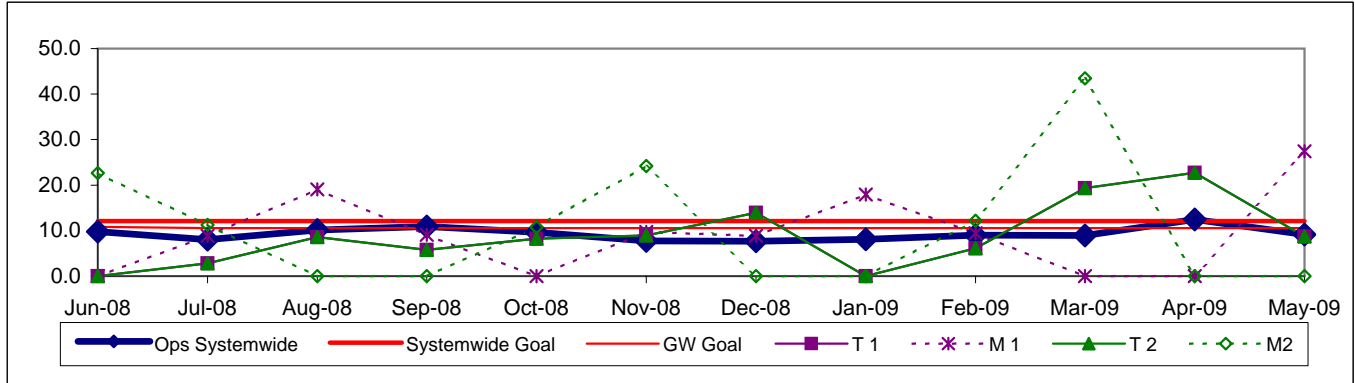


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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.

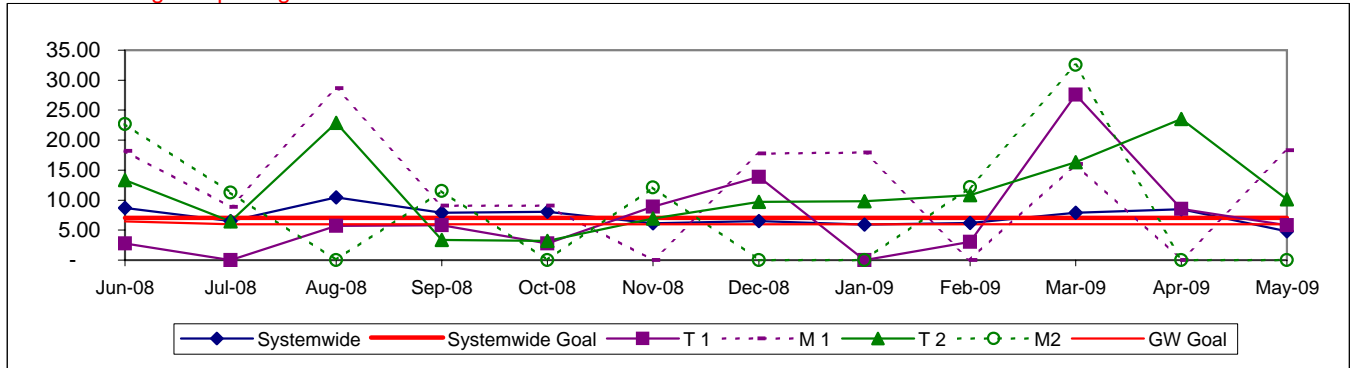


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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.

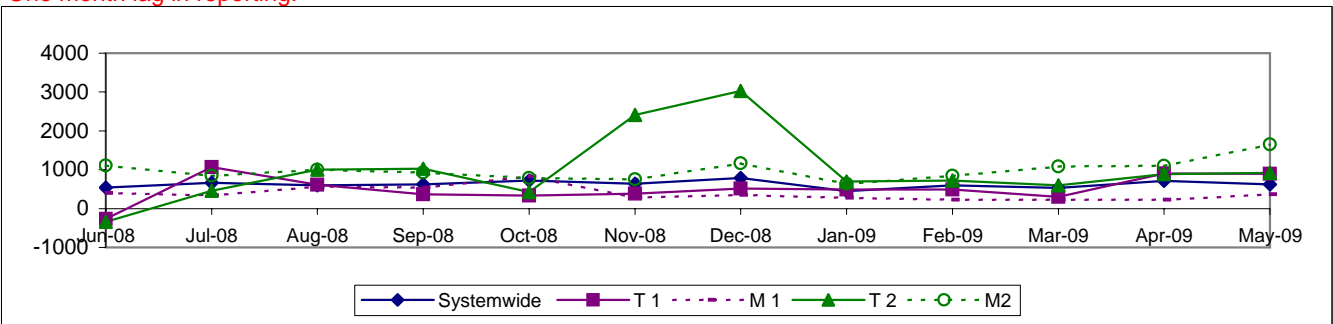


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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 | June Month | Status |
|---|--------|--------|----------|--------|--------|-------------|---------------|------------|----------------|
| Bus Systemwide | | | | | | | | | |
| Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) | | | 3,274 | 3,532 | 3,137 | 3,500 | 3,137 | 3,207 | Yellow Diamond |
| No. of unaddressed road calls | | | | 1,116* | 824 | | 386 | 13 | |
| Mean Miles Between Total Road Calls (MMBTRC) | | | | 1,245 | 1,137 | 1,556 | 1,290 | 1,486 | Red |
| In-Service On-time Performance** | 65.43% | 66.50% | 64.35%** | 63.77% | 64.05% | 66.15% | 66.25% | 69.90% | Green |
| Bus Traffic Accidents Per 100,000 Miles | | | | | 3.47 | 3.40 | 3.06 | 2.90 | Green |
| Complaints per 100,000 Boardings | 4.51 | 3.54 | 2.41 | 2.46 | 2.57 | 2.70 | 2.76 | 2.54 | Yellow Diamond |
| 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 | May YTD 9.25 | May 9.17 | Green |
| **Div 15 Nov. '05 data excluded & Dec. Data after shake-up | | | | | | | | | |
| SB Sector | | | | | | | | | |
| MMBMF | | | 3,688 | 3,826 | 3,427 | 3,500 | 3,378 | 3,472 | Yellow Diamond |
| No. of unaddressed road calls | | | | 231* | 100 | | 71 | | |
| MMBTRC | | | | 1,273 | 1,117 | 1,591 | 1,198 | 1,374 | Red |
| In-Service On-time Performance | 61.74% | 64.13% | 59.05% | 62.39% | 62.03% | 62.00% | 62.46% | 65.34% | Green |
| Bus Traffic Accidents Per 100,000 Miles | | | | | 3.86 | 4.00 | 3.34 | 3.00 | Green |
| Complaints per 100,000 Boardings | 4.63 | 3.61 | 2.49 | 2.51 | 2.56 | 3.00 | 3.09 | 3.24 | Yellow Diamond |
| 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 | May YTD 10.20 | May 10.23 | Green |
| Division 5 | | | | | | | | | |
| MMBMF | | | 3,656 | 3,580 | 3,227 | 3,500 | 3,314 | 3,721 | Yellow Diamond |
| No. of unaddressed road calls | | | | 57* | 26 | | 16 | | |
| MMBTRC | | | | 1,459 | 1,130 | 1,824 | 1,420 | 1,749 | Red |
| In-Service On-time Performance | 63.17% | 65.58% | 61.85% | 63.83% | 63.35% | 62.00% | 64.43% | 67.37% | Green |
| Bus Traffic Accidents Per 100,000 Miles | | | | | 5.11 | 4.00 | 4.32 | 4.93 | Yellow Diamond |
| Complaints per 100,000 Boardings | 3.45 | 2.71 | 1.87 | 1.71 | 1.46 | 3.00 | 1.88 | 2.39 | 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 | May YTD 11.49 | May 7.36 | Green |
| Division 18 | | | | | | | | | |
| MMBMF | | | 3,712 | 4,008 | 3,563 | 3,500 | 3,421 | 3,332 | Yellow Diamond |
| No. of unaddressed road calls | | | | 214* | 74 | | 55 | | |
| MMBTRC | | | | 1,174 | 1,109 | 1,468 | 1,090 | 1,212 | Red |
| In-Service On-time Performance | 60.78% | 63.42% | 57.31% | 61.19% | 60.88% | 62.00% | 60.66% | 63.44% | Yellow Diamond |
| Bus Traffic Accidents Per 100,000 Miles | | | | | 3.08 | 4.00 | 2.72 | 1.78 | Green |
| Complaints per 100,000 Boardings | 5.74 | 4.44 | 3.07 | 3.29 | 3.72 | 3.00 | 4.46 | 4.22 | Red |
| 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 | May YTD 9.09 | May 11.29 | 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 target (on track).

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

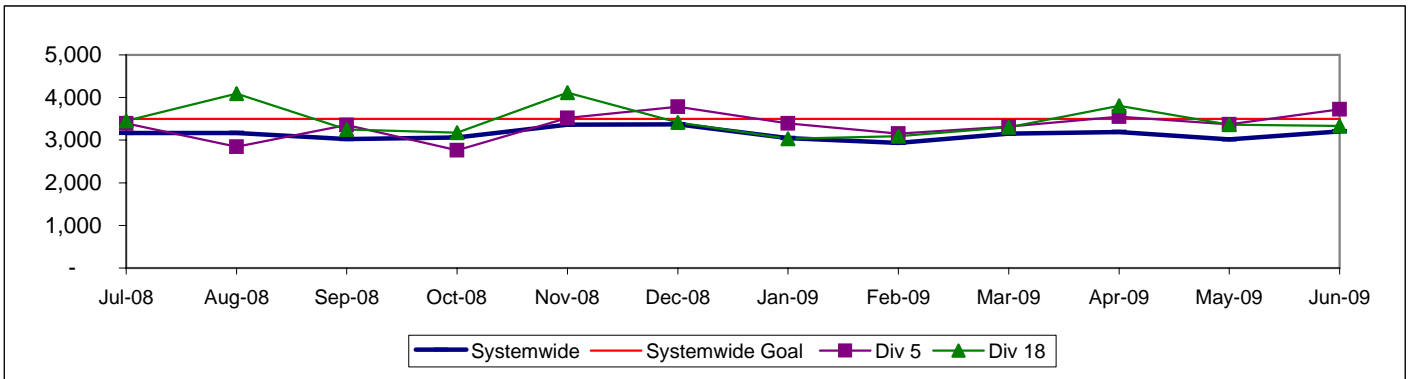
Red - High probability that the target will not be achieved -- significant problems and/or delays.

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.

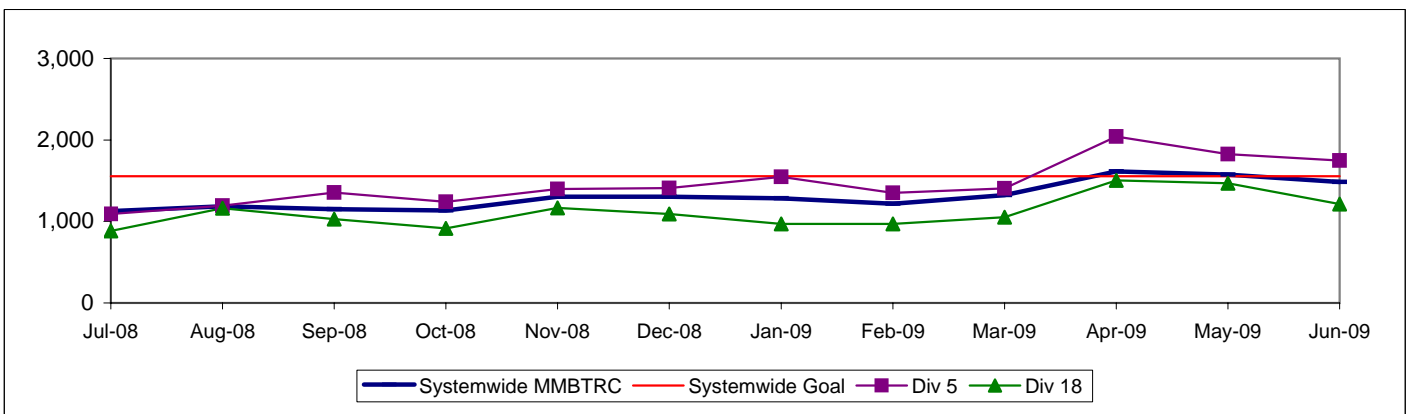
Calculation: MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



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)

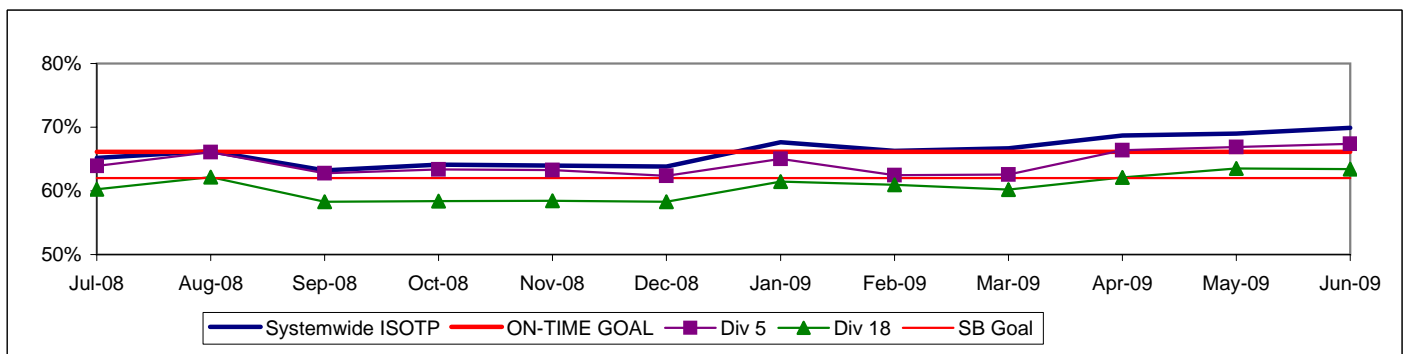


IN-SERVICE ON-TIME PERFORMANCE

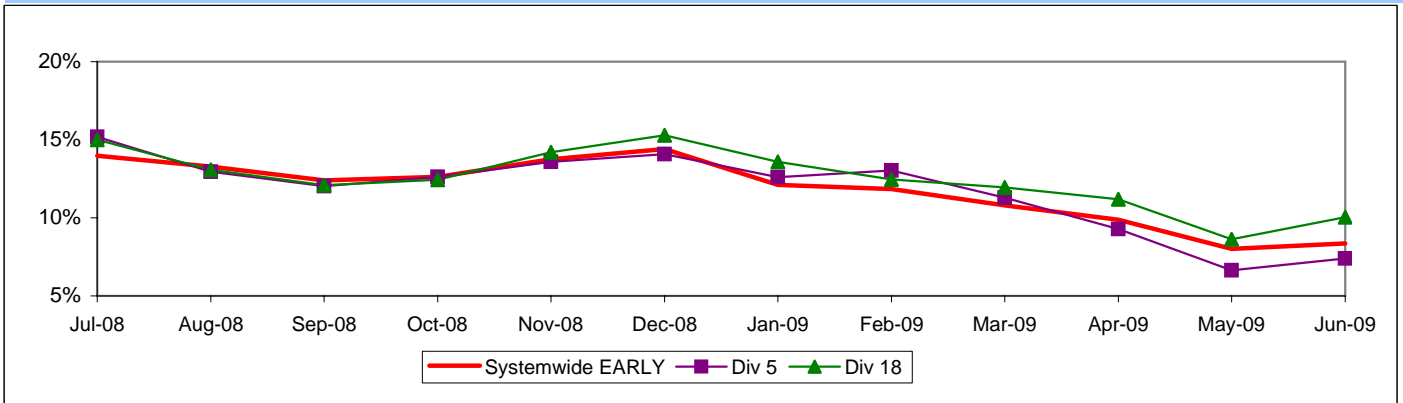
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

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



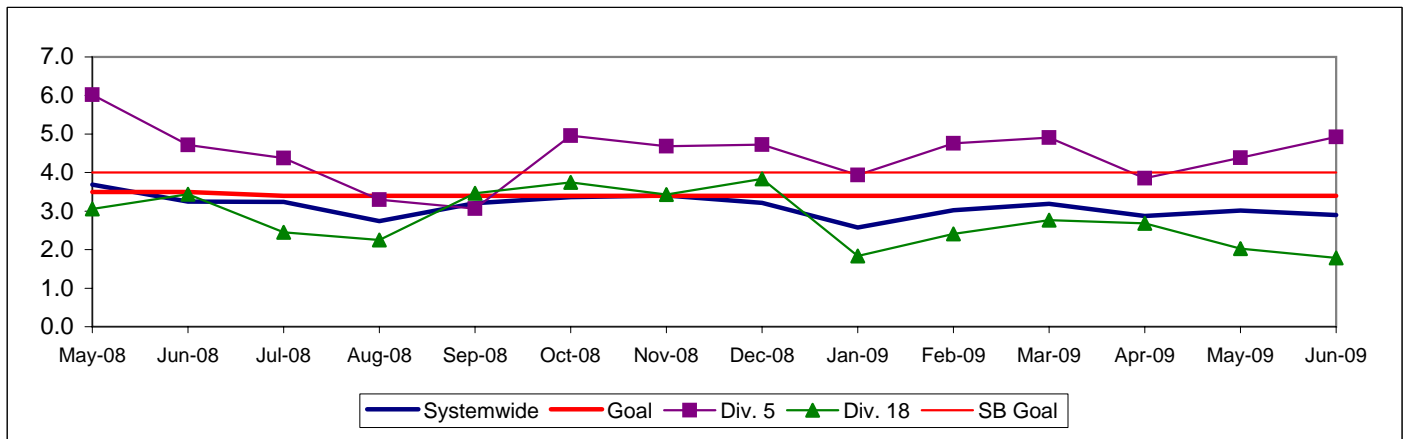
Running Hot - Systemwide and Bus Operating Divisions 5 and 18



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))

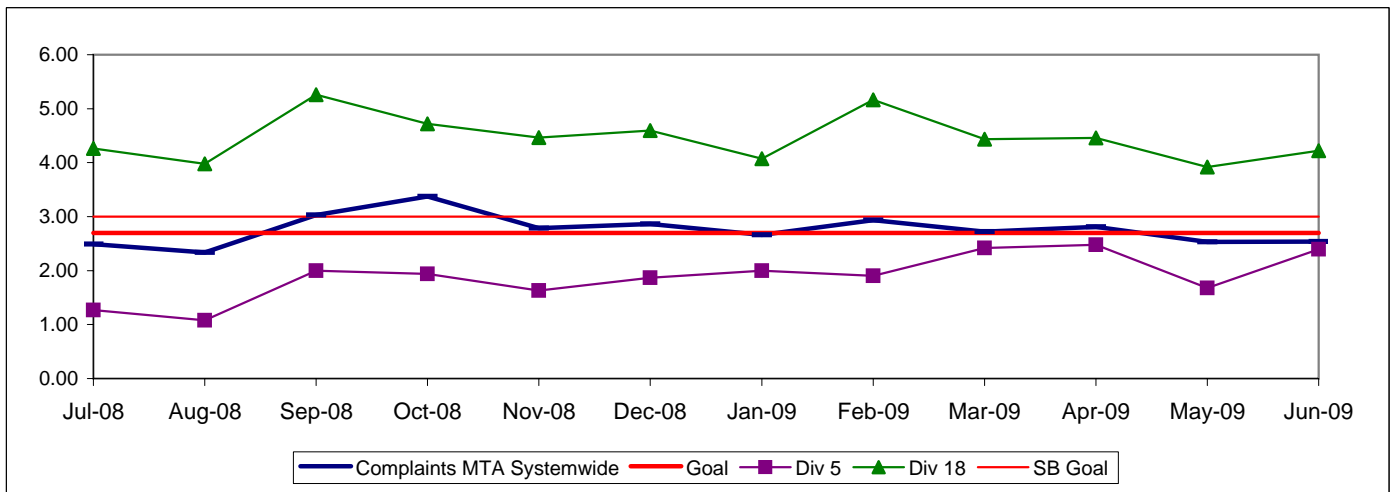


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

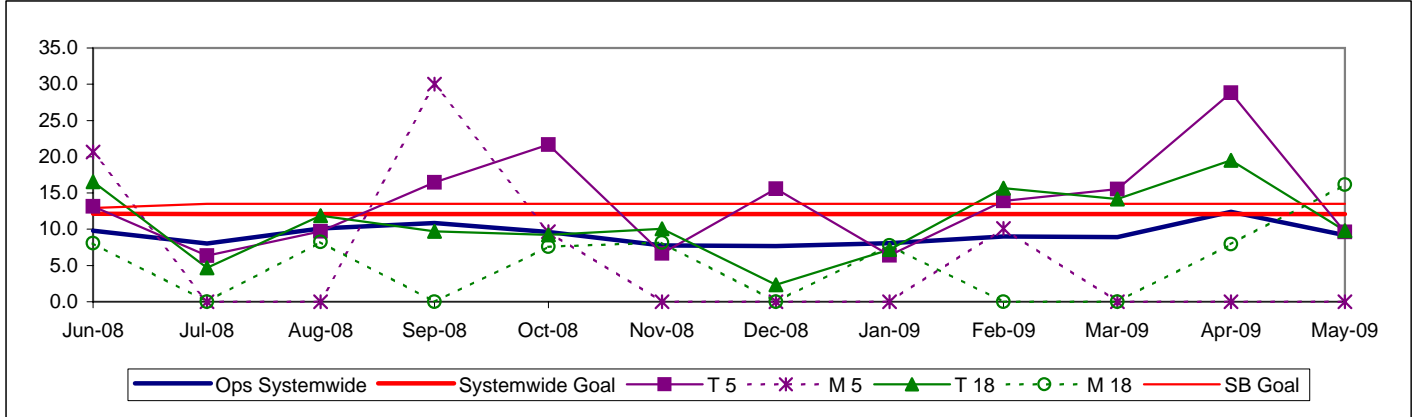


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

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.

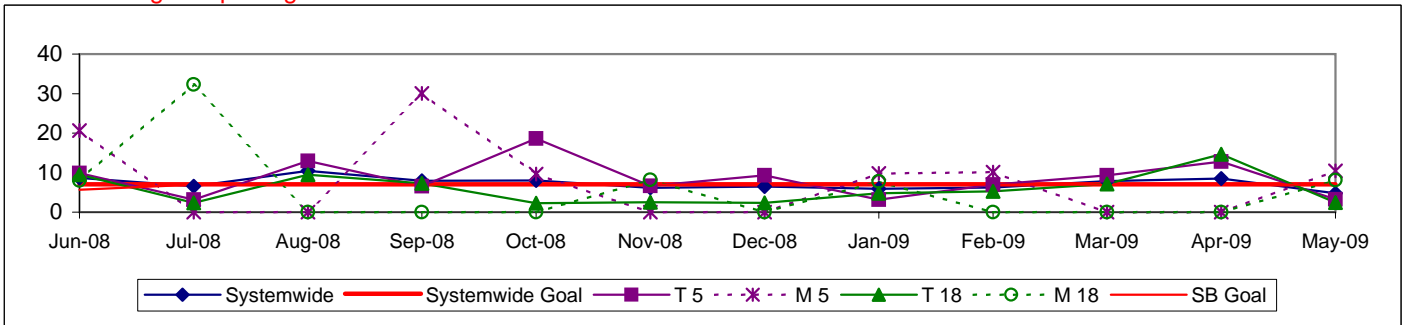


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

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.

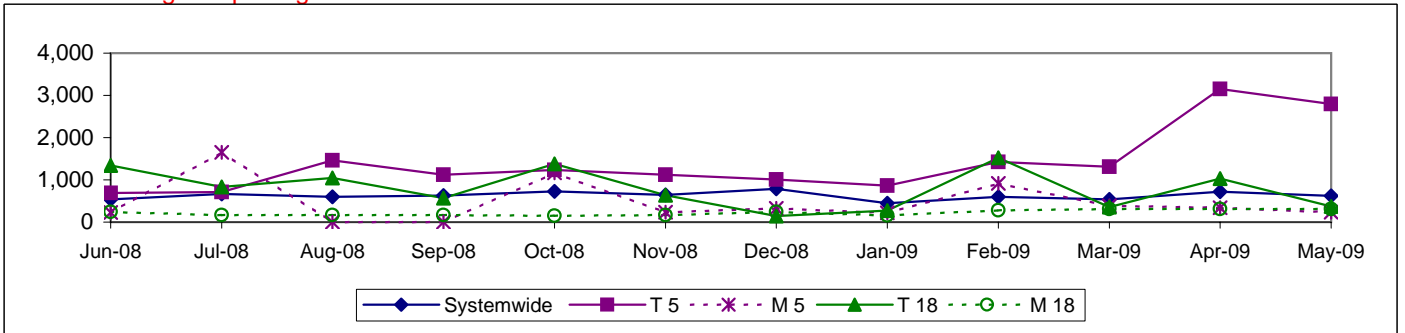


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

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 | June 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 | 3,137 386 | 3,207 13 | 🟡 |
| Mean Miles Between Total Road Calls (MMBTRC) | | | | 1,245 | 1,137 | 1,556 | 1,290 | 1,486 | 🔴 |
| In-Service On-time Performance | 65.43% | 66.50% | 64.35%** | 63.77% | 64.05% | 66.15% | 66.25% | 69.90% | 🟢 |
| Bus Traffic Accidents Per 100,000 Miles | | | | | 3.47 | 3.40 | 3.06 | 2.90 | 🟢 |
| Complaints per 100,000 Boardings | 4.51 | 3.54 | 2.41 | 2.46 | 2.57 | 2.70 | 2.76 | 2.54 | 🟡 |
| 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 | May YTD 9.25 | May 9.17 | 🟢 |
| WC Sector | | | | | | | | | |
| MMBMF No. of unaddressed road calls | | | 3,499 | 3,651 155* | 3,213 116 | 3,500 | 3,305 111 | 2,876 4 | 🟡 |
| MMBTRC | | | | 1,152 | 1,001 | 1,439 | 1,046 | 1,158 | 🔴 |
| In-Service On-time Performance | 63.31% | 63.39% | 60.82% | 57.59% | 56.72% | 60.00% | 61.65% | 67.62% | 🟢 |
| Bus Traffic Accidents Per 100,000 Miles | | | | | 4.25 | 4.00 | 3.88 | 3.44 | 🟢 |
| Complaints per 100,000 Boardings | 5.30 | 4.10 | 2.53 | 2.66 | 2.97 | 3.00 | 2.78 | 1.98 | 🟢 |
| 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 | May YTD 7.56 | May 8.77 | 🟢 |
| Division 6 | | | | | | | | | |
| MMBMF No. of unaddressed road calls | | | 6,279 | 4,456 30* | 3,756 32 | 3,500 | 7,186 11 | 26,323 | 🟢 |
| MMBTRC | | | | 1,063 | 899 | 1,329 | 1,307 | 1,605 | 🟡 |
| In-Service On-time Performance | 60.11% | 56.75% | 57.20% | 53.28% | 53.12% | 60.00% | 56.98% | 66.91% | 🟡 |
| Bus Traffic Accidents Per 100,000 Miles | | | | | 3.86 | 4.00 | 4.13 | 6.08 | 🟡 |
| Complaints per 100,000 Boardings | 6.15 | 4.47 | 2.52 | 2.10 | 2.70 | 3.00 | 3.55 | 1.78 | 🟡 |
| 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 | May YTD 8.56 | May 11.45 | 🟢 |
| Division 7 | | | | | | | | | |
| MMBMF No. of unaddressed road calls | | | 2,947 | 3,468 64* | 3,327 84 | 3,500 | 3,399 99 | 2,748 4 | 🟡 |
| MMBTRC | | | | 1,118 | 981 | 1,397 | 1,039 | 1,086 | 🔴 |
| In-Service On-time Performance | 64.59% | 64.22% | 61.78% | 58.01% | 57.66% | 60.00% | 62.15% | 68.24% | 🟢 |
| Bus Traffic Accidents Per 100,000 Miles | | | | | 4.10 | 4.00 | 3.83 | 2.92 | 🟢 |
| Complaints per 100,000 Boardings | 5.70 | 4.24 | 2.87 | 2.98 | 3.00 | 3.00 | 2.88 | 2.30 | 🟢 |
| 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 | May YTD 8.14 | May 10.34 | 🟢 |
| Division 10 | | | | | | | | | |
| MMBMF No. of unaddressed road calls | | | 3,723 | 3,702 61* | 3,028 0 | 3,500 | 2,947 1 | 2,636 | 🔴 |
| MMBTRC | | | | 1,197 | 1,044 | 1,496 | 1,015 | 1,178 | 🔴 |
| In-Service On-time Performance | 62.85% | 64.14% | 60.73% | 58.61% | 56.63% | 60.00% | 61.90% | 67.00% | 🟢 |
| Bus Traffic Accidents Per 100,000 Miles | | | | | 4.47 | 4.00 | 3.87 | 3.52 | 🟢 |
| Complaints per 100,000 Boardings | 4.85 | 3.92 | 2.23 | 2.48 | 2.99 | 3.00 | 2.59 | 1.72 | 🟢 |
| 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 | May YTD 7.28 | May 5.88 | 🟢 |

*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 target (on track).

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

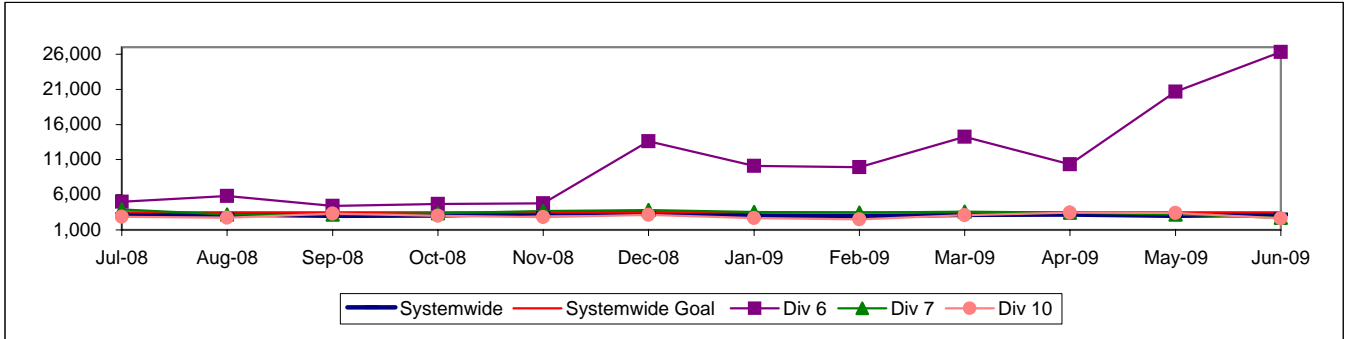
🔴 Red - High probability that the target will not be achieved -- significant problems and/or delays.

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.

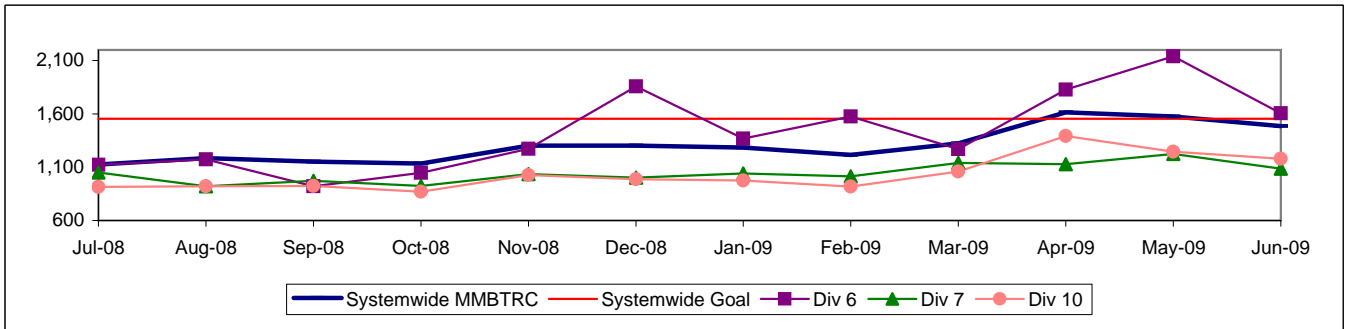
Calculation: MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



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)

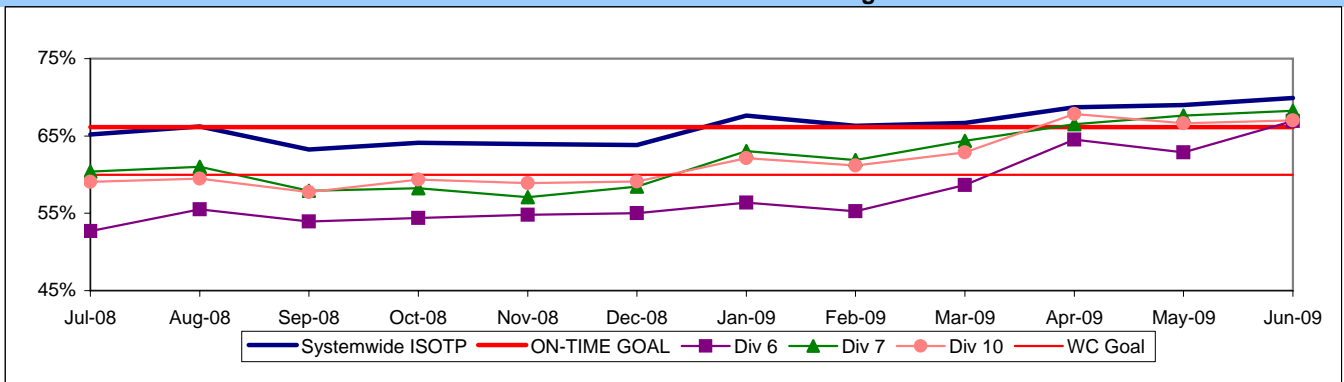


IN-SERVICE ON-TIME PERFORMANCE

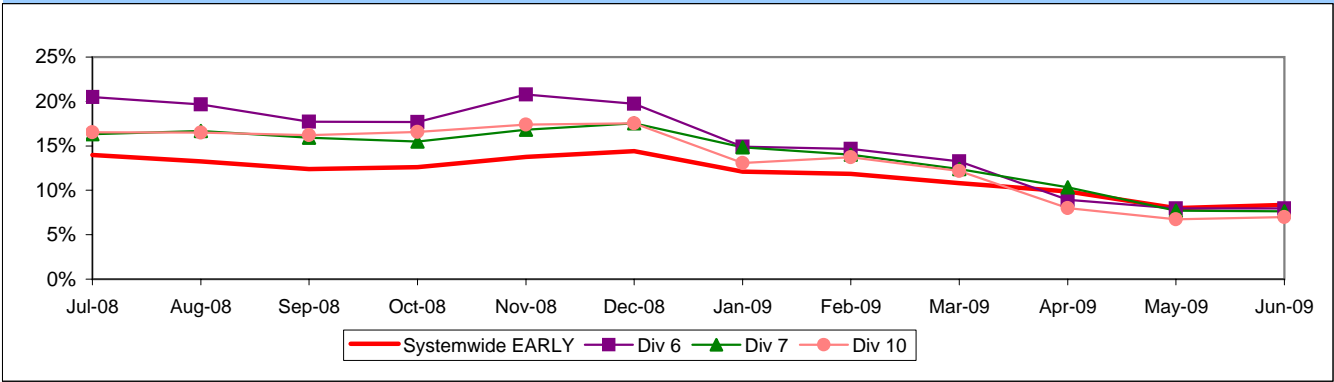
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Excludes Rapid buses)

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



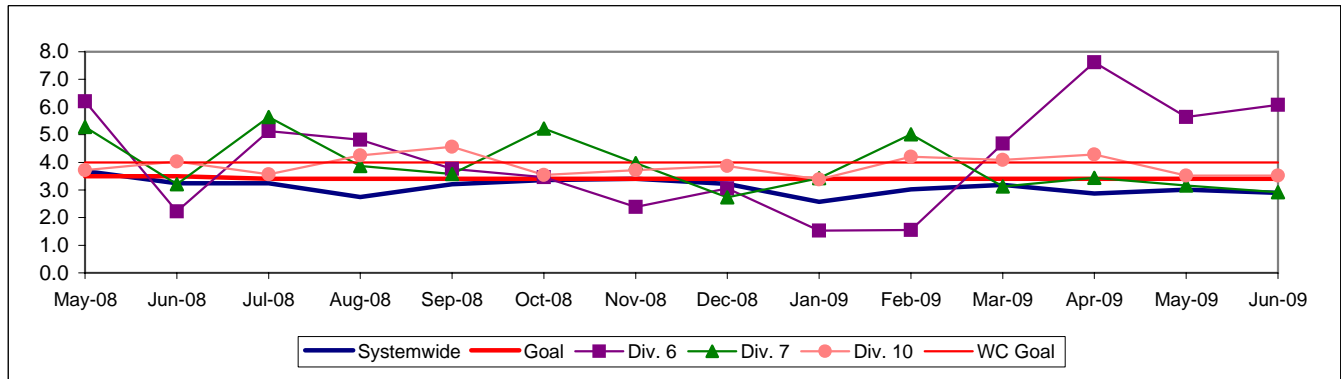
Running Hot - Systemwide and Bus Operating Divisions 6, 7 and 10



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))

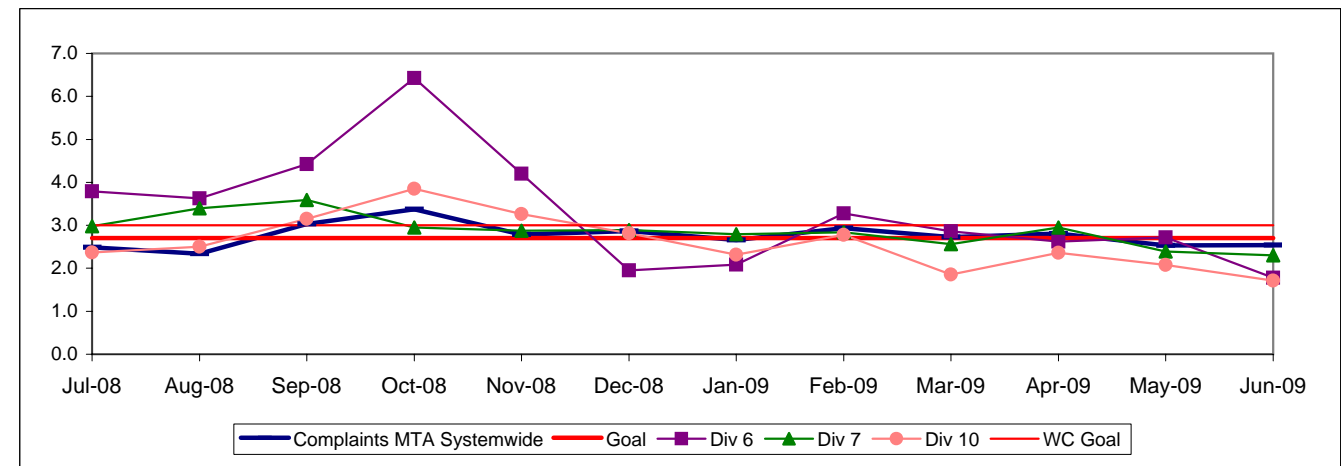


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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)

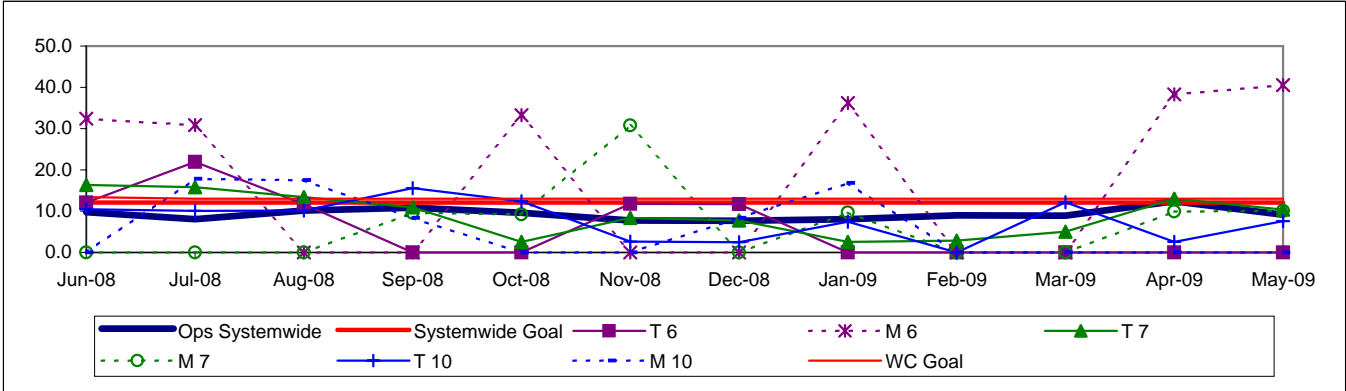


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10**

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.

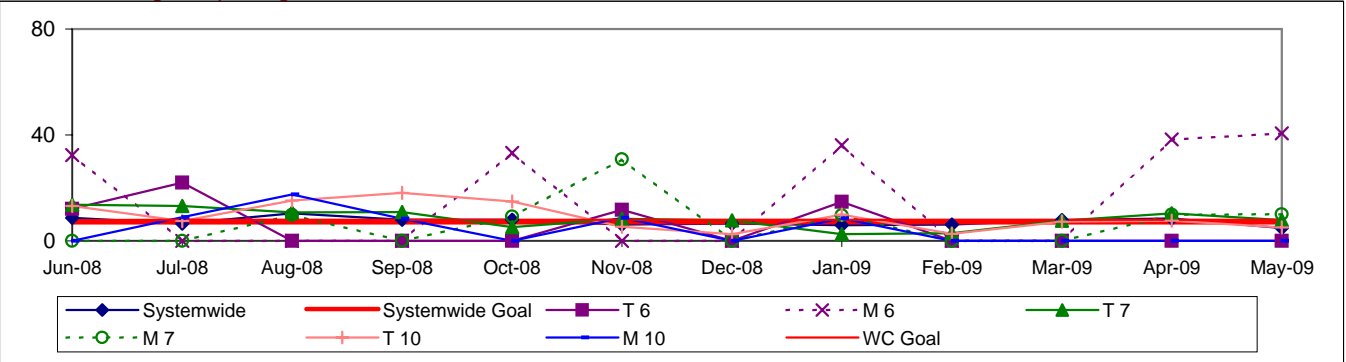


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10**

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.

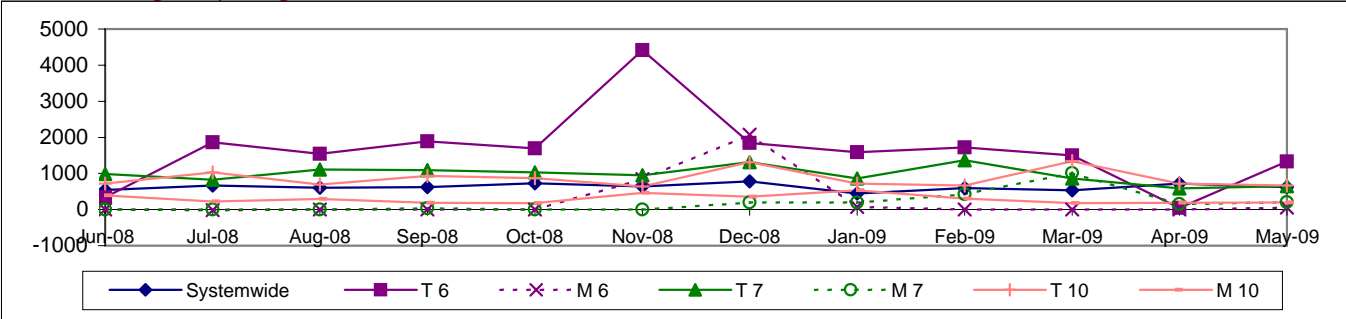


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10**

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 | June 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 | May YTD 5.82 | May 10.51 | |
| Metro Red Line (MRL) | | | | | | | | | |
| On-Time Pullouts | 99.71% | 99.94% | 99.61% | 99.76% | 99.79% | 99.00% | 99.97% | 100% | |
| Mean Miles Between Chargeable Mechanical Failures | 12,793 | 11,759 | 19,587 | 17,260 | 26,743 | 25,000 | 41,482 | 86,630 | |
| In-Service On-time Performance* | | | | | | 99.13% | 99.00% | 99.43% | |
| Traffic Accidents Per 100,000 Train Miles | 0 | 0.22 | 0.22 | 0 | 0.30 | 0.14 | 0.07 | 0.00 | |
| Complaints per 100,000 Boardings | 1.17 | 1.13 | 0.66 | 0.41 | 0.50 | 0.50 | 0.37 | 0.24 | |
| Metro Blue Line (MBL) | | | | | | | | | |
| On-Time Pullouts | 99.94% | 99.73% | 99.76% | 99.72% | 99.62% | 99.00% | 99.74% | 100% | |
| Mean Miles Between Chargeable Mechanical Failures | 10,365 | 16,273 | 26,774 | 35,125 | 31,278 | 25,000 | 27,051 | 23,091 | |
| In-Service On-time Performance* | | | | | | 98.81% | 99.00% | 98.32% | |
| Traffic Accidents Per 100,000 Train Miles | 1.36 | 0.64 | 0.96 | 1.35 | 1.65 | 0.50 | 1.26 | 0.72 | |
| Complaints per 100,000 Boardings | 0.97 | 0.98 | 0.78 | 0.53 | 0.64 | 0.73 | 0.58 | 0.90 | |
| Metro Green Line (MGrL) | | | | | | | | | |
| On-Time Pullouts | 99.78% | 99.91% | 99.97% | 99.54% | 99.80% | 99.00% | 99.95% | 99.79% | |
| Mean Miles Between Chargeable Mechanical Failures | 11,337 | 12,558 | 20,635 | 27,471 | 36,727 | 25,000 | 19,195 | 35,584 | |
| In-Service On-time Performance* | | | | | | 99.07% | 99.00% | 98.84% | |
| Traffic Accidents Per 100,000 Train Miles | 0.08 | 0.00 | 0 | 0 | 0.00 | 0.50 | 0.07 | 0.86 | |
| Complaints per 100,000 Boardings | 1.37 | 1.39 | 0.92 | 0.72 | 0.81 | 0.73 | 0.82 | 0.00 | |
| Metro Gold Line (MGoL) | | | | | | | | | |
| On-Time Pullouts | 100% | 99.85% | 99.97% | 99.95% | 99.95% | 99.00% | 99.95% | 100% | |
| Mean Miles Between Chargeable Mechanical Failures | 8,938 | 16,571 | 23,329 | 22,775 | 39,521 | 25,000 | 24,250 | 24,327 | |
| In-Service On-time Performance* | | | | | | 98.86% | 99.00% | 99.32% | |
| Traffic Accidents Per 100,000 Train Miles | 0.25 | 0.23 | 0.12 | 0.23 | 0.43 | 0.50 | 0.21 | 0.00 | |
| Complaints per 100,000 Boardings | 3.81 | 2.85 | 2.71 | 1.88 | 1.57 | 0.73 | 1.50 | 1.57 | |

*Effective December, ISOTP calculated differently.

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

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

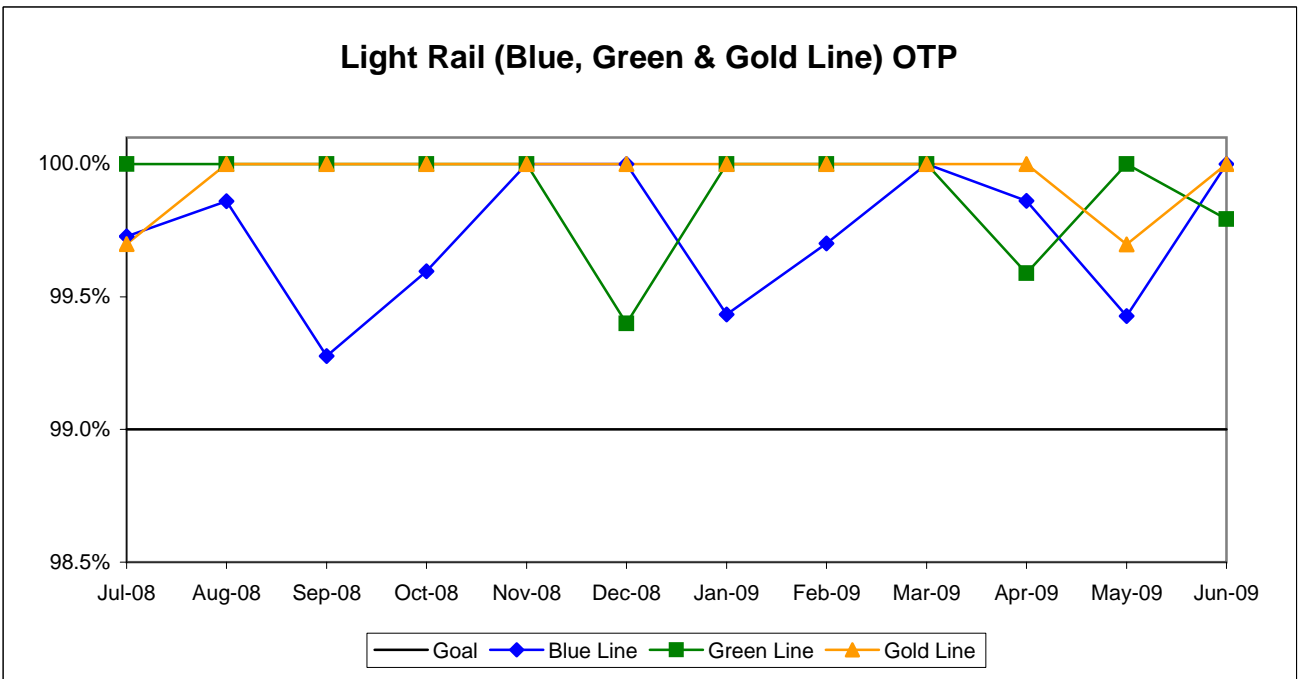
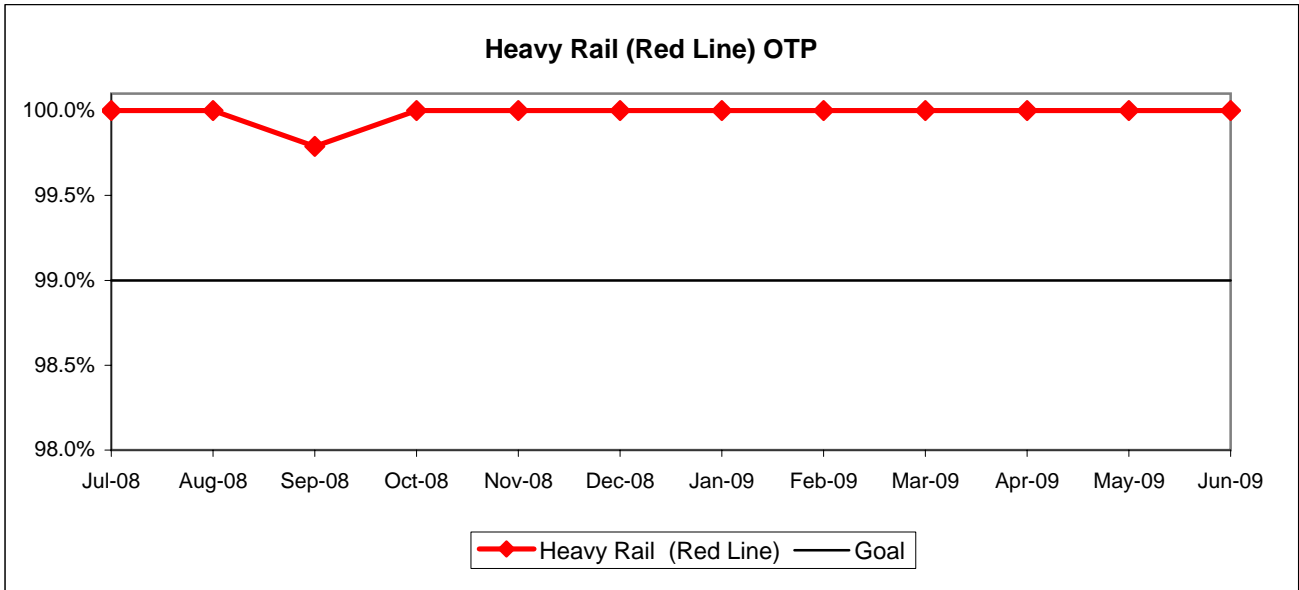
Red - High probability that the target will not be achieved -- significant problems and/or delays.

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.

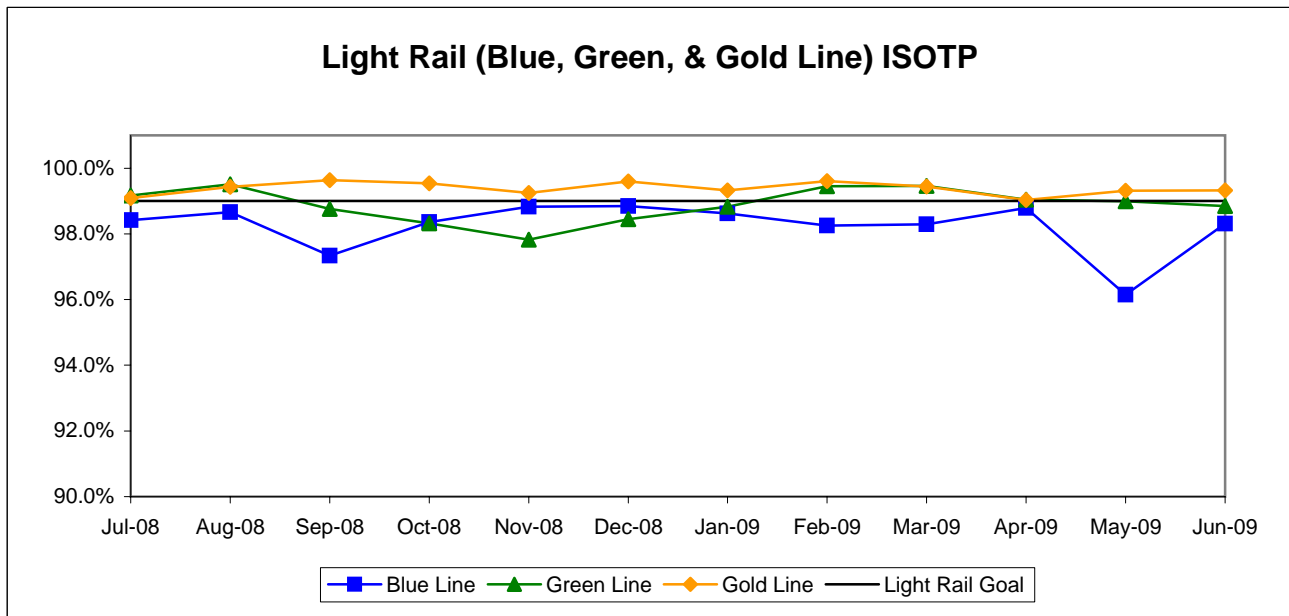
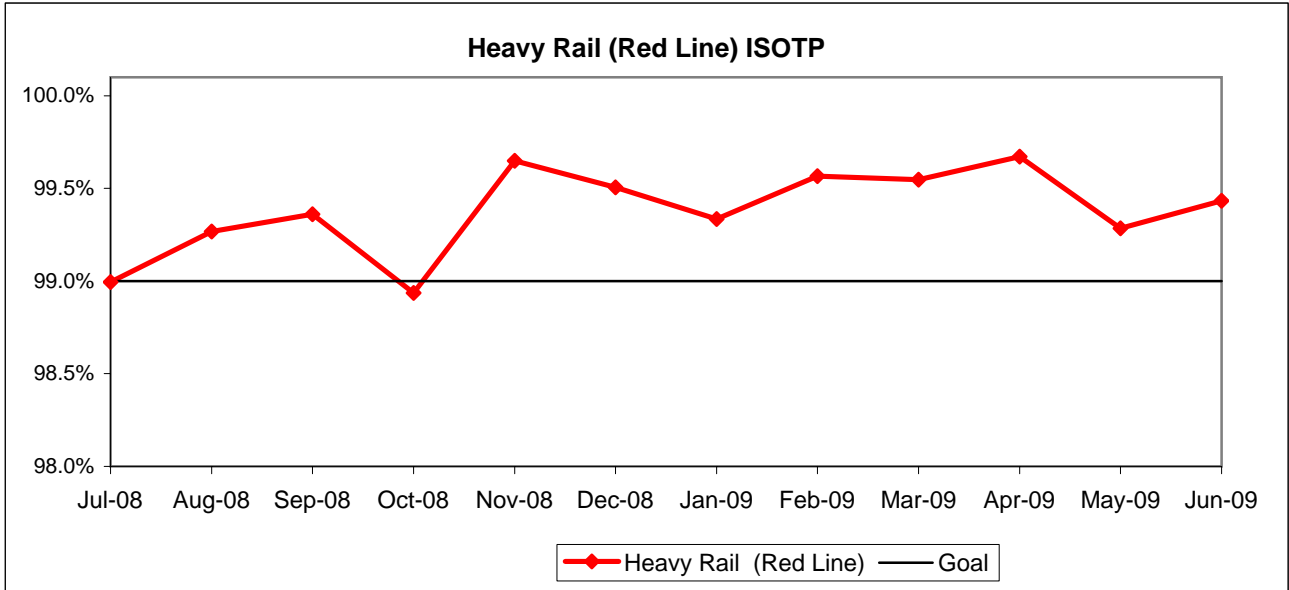
Calculation: $OTP\% = [(100\% - ((\text{Total cancelled pullouts plus late pullouts}) / \text{Total scheduled pullouts}) \times 100)]$



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.

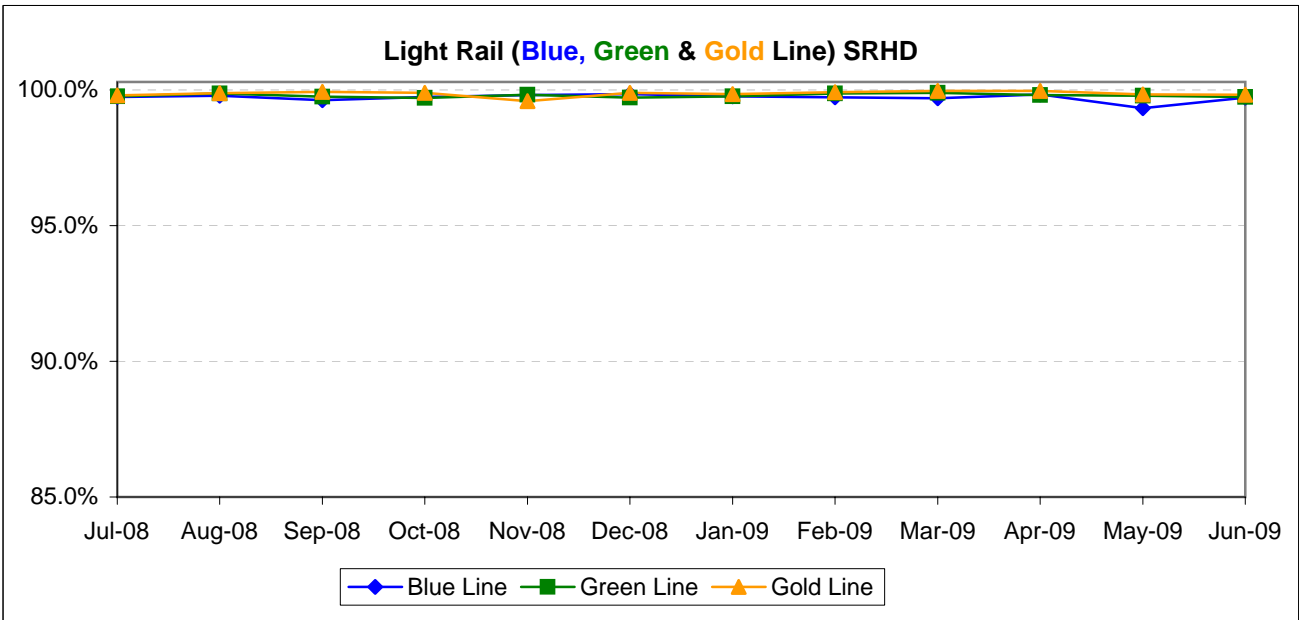
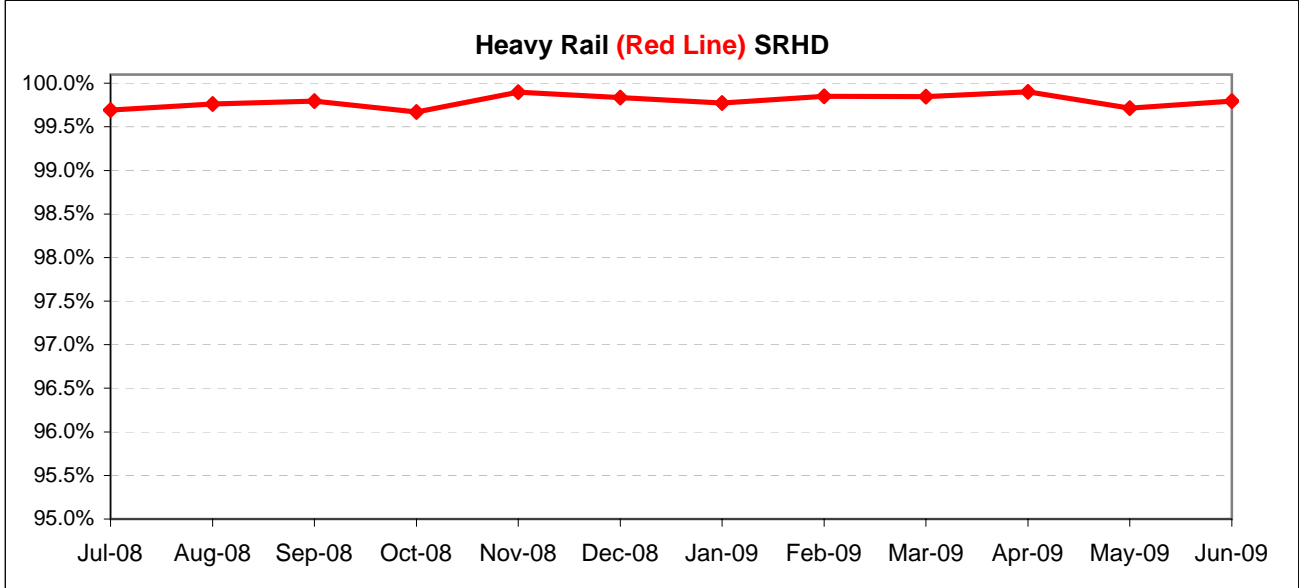
Calculation: ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]



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.

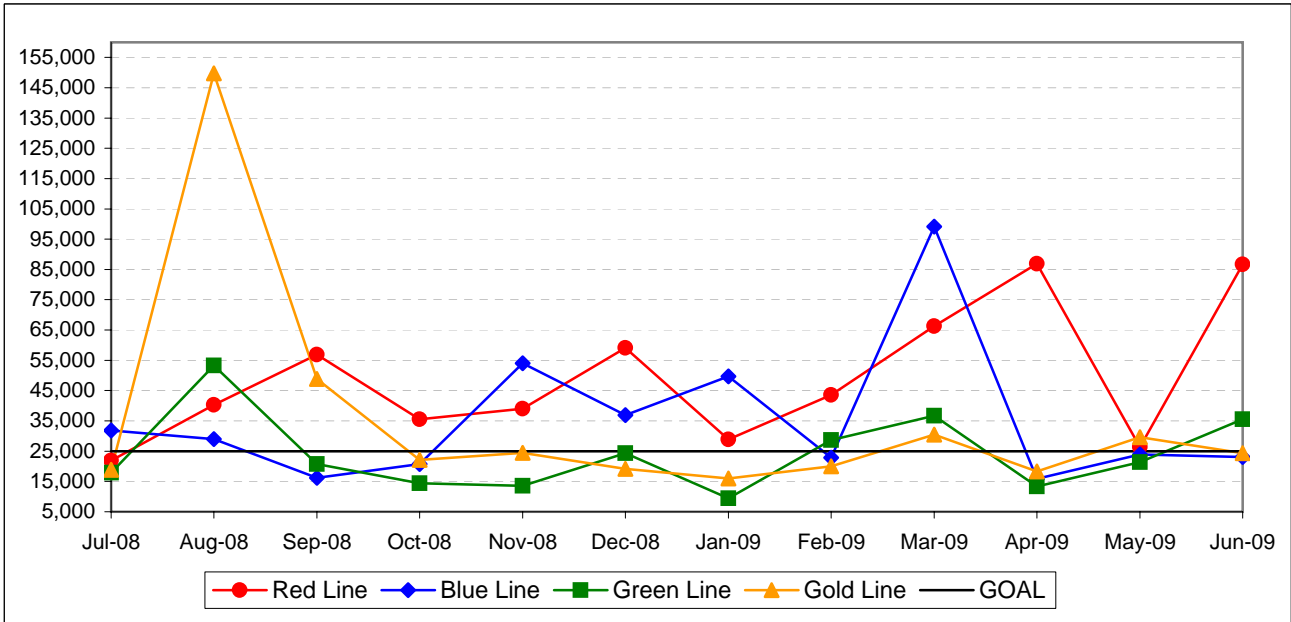
Calculation: $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



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

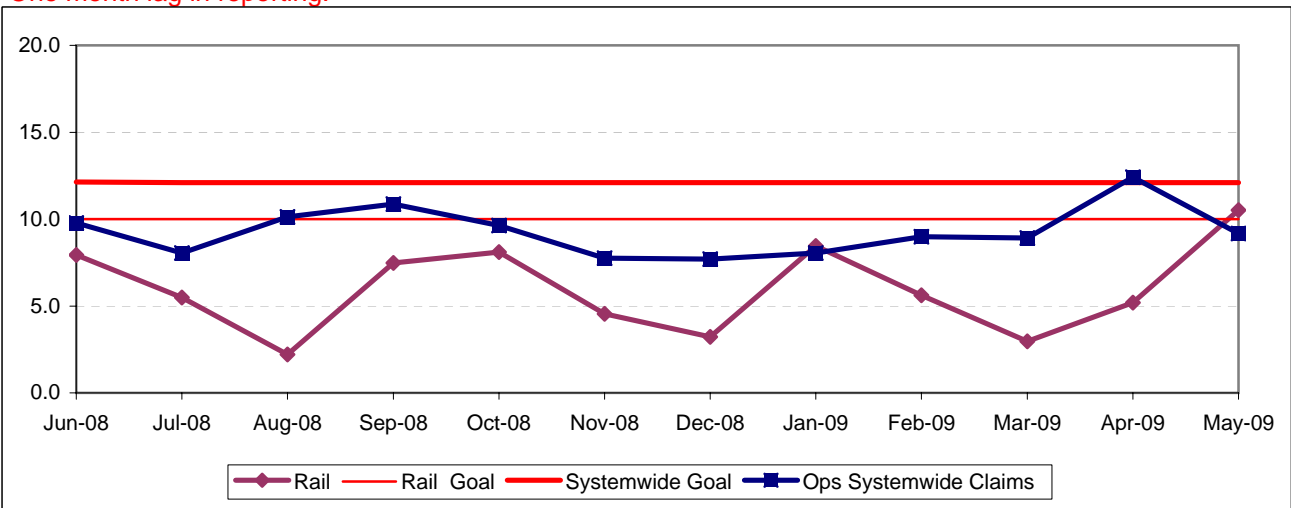


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

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.



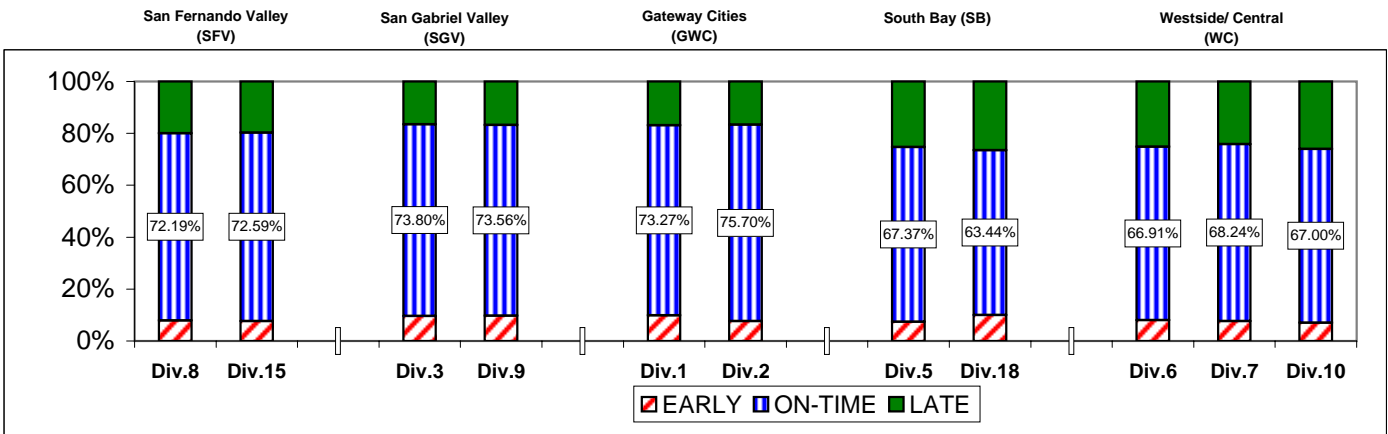
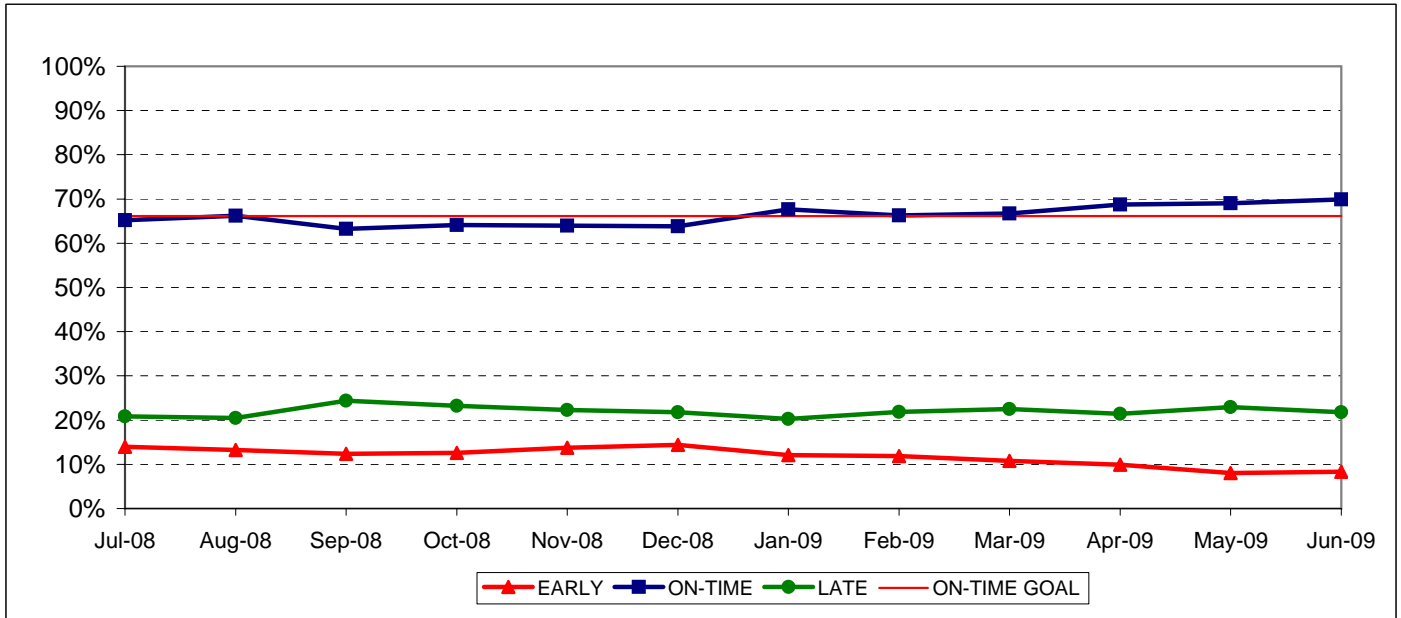
BUS SERVICE PERFORMANCE IN-SERVICE ON-TIME PERFORMANCE

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% | 9.38% | -1.86% |
| On-Time | 68.50% | 69.29% | 0.79% |
| Late | 20.26% | 21.33% | 1.07% |
| Division 15 | | | |
| Early | 11.26% | 10.16% | -1.11% |
| On-Time | 66.85% | 69.06% | 2.21% |
| Late | 21.88% | 20.78% | -1.10% |
| Gateway Cities Sector (GWC) | | | |
| Division 1 | | | |
| Early | 12.77% | 11.25% | -1.51% |
| On-Time | 67.55% | 71.05% | 3.50% |
| Late | 19.69% | 17.70% | -1.99% |
| Division 2 | | | |
| Early | 11.94% | 9.97% | -1.96% |
| On-Time | 68.60% | 72.72% | 4.12% |
| Late | 19.47% | 17.31% | -2.16% |
| South Bay Sector (SB) | | | |
| Division 5 | | | |
| Early | 14.08% | 11.65% | -2.43% |
| On-Time | 63.35% | 64.43% | 1.08% |
| Late | 22.57% | 23.92% | 1.35% |
| Division 18 | | | |
| Early | 14.42% | 12.44% | -1.97% |
| On-Time | 60.88% | 60.66% | -0.22% |
| Late | 24.70% | 26.89% | 2.19% |

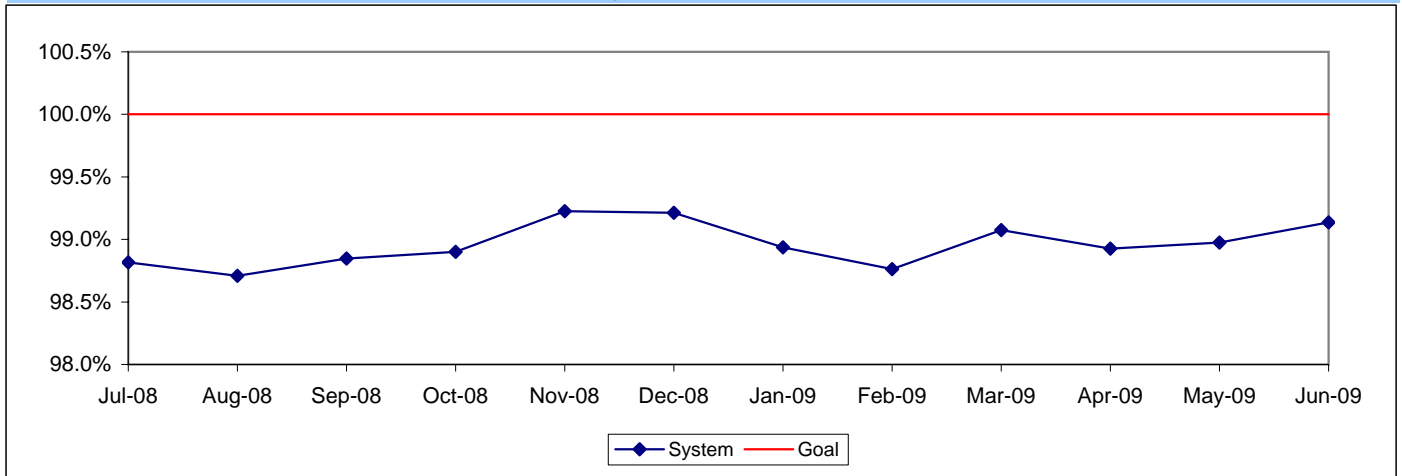
| | FY08 | FY09-YTD | Variance |
|--|--------|----------|----------|
| San Gabriel Valley Sector (SGV) | | | |
| Division 3 | | | |
| Early | 15.37% | 12.94% | -2.42% |
| On-Time | 66.83% | 69.78% | 2.95% |
| Late | 17.81% | 17.28% | -0.52% |
| Division 9 | | | |
| Early | 12.92% | 11.32% | -1.60% |
| On-Time | 66.84% | 70.01% | 3.17% |
| Late | 20.24% | 18.67% | -1.57% |
| Westside/Central Sector (WC) | | | |
| Division 6 | | | |
| Early | 16.78% | 16.07% | -0.71% |
| On-Time | 53.12% | 56.98% | 3.86% |
| Late | 30.10% | 26.95% | -3.15% |
| Division 7 | | | |
| Early | 14.80% | 13.74% | -1.06% |
| On-Time | 57.66% | 62.15% | 4.48% |
| Late | 27.54% | 24.12% | -3.42% |
| Division 10 | | | |
| Early | 16.30% | 13.31% | -2.99% |
| On-Time | 56.63% | 61.90% | 5.28% |
| Late | 27.07% | 24.78% | -2.29% |
| SYSTEMWIDE | | | |
| Early | 13.55% | 11.77% | -1.78% |
| On-Time | 64.05% | 66.25% | 2.20% |
| Late | 22.40% | 21.99% | -0.42% |

ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED*

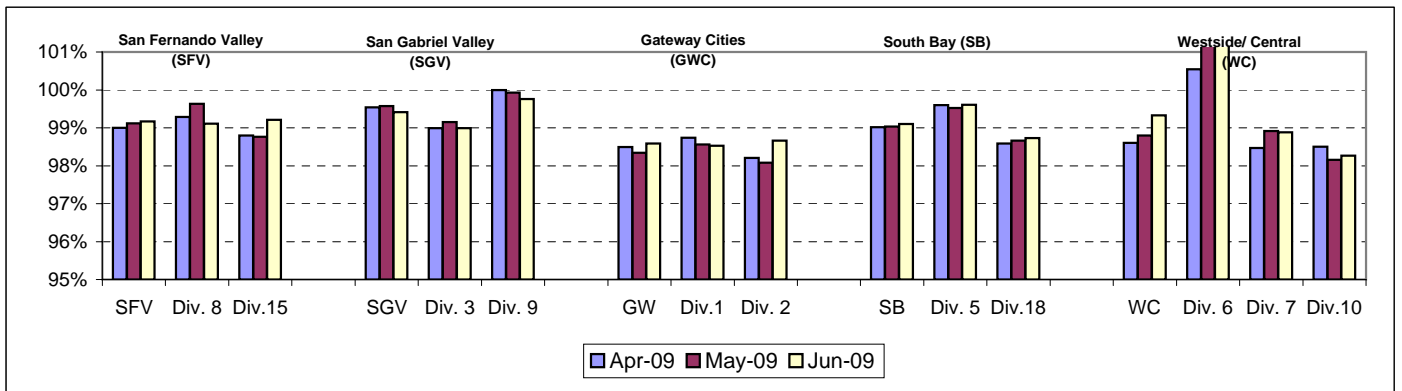
Definition: This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures. FY06: This performance indicator measures the percentage of scheduled Revenue Hours delivered after adding in temporary RH service added, Hollywood Bowl and Race Track RH, in addition RH due to overtime offset by cancellations and in-service delays.

Calculation: $SRHD\% = 1 - ((\text{In-Service Delay Revenue Hours} + \text{Cancelled Revenue Hours}) \div (\text{Total Scheduled Service Hours} + \text{Temporary Revenue Hours} + \text{Hollywood Bowl and Race Track Revenue Hours} + \text{In Addition Revenue Hours}))$
 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.



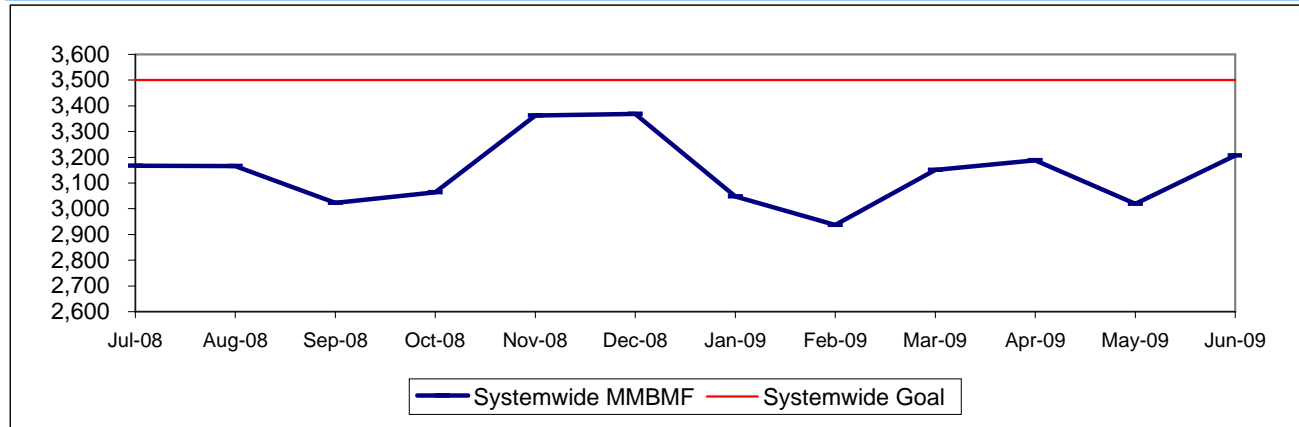
BUS MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)*

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

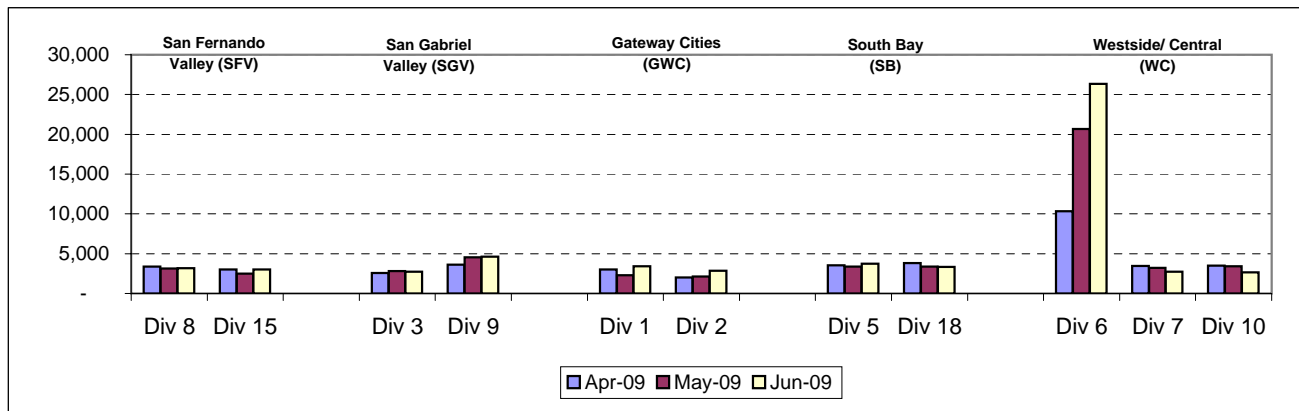
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

Systemwide Trend



* New Indicator.

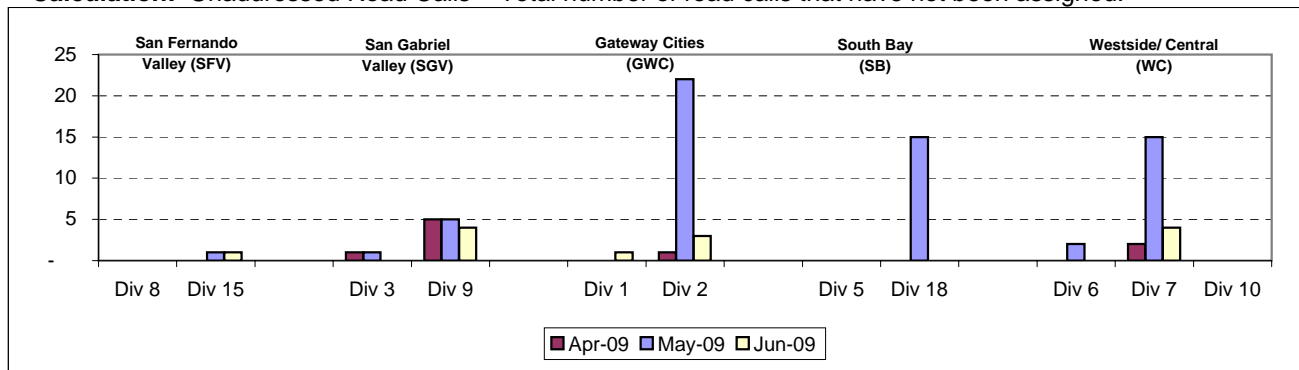
MMBMF -- Bus Operating Sector Divisions April - June 2009



Unaddressed Road Calls -- Bus Operating Sector Divisions* April - June 2009

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.



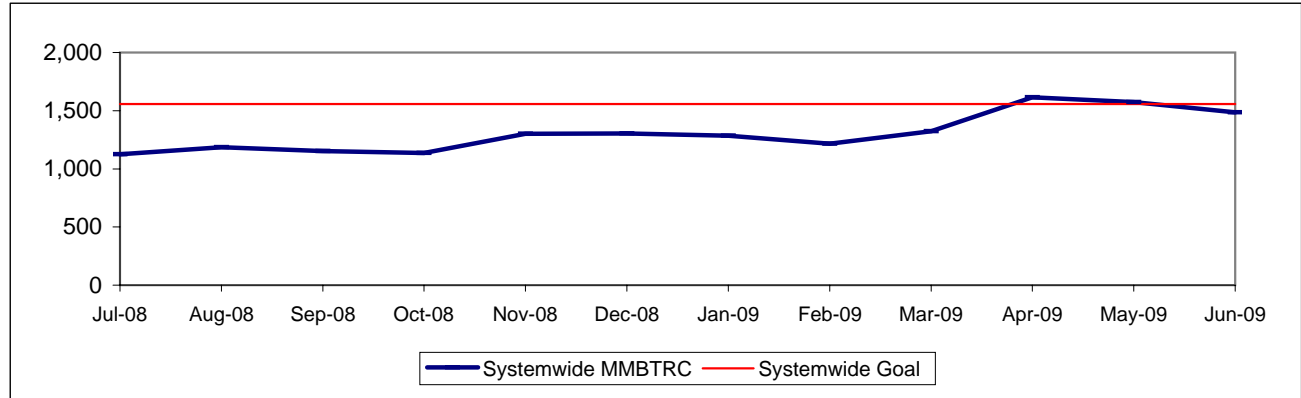
* New Indicator.

MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)*

Definition: Average Hub Miles traveled between road call problems.

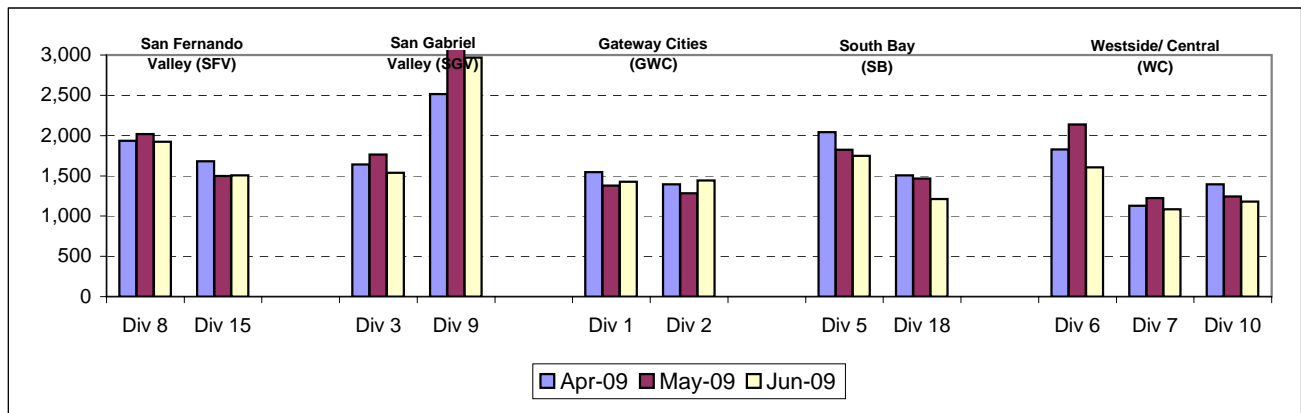
Calculation: MMBTRC = (Total Hub Miles / Total Road Calls)

MMBTRC Systemwide Trend



* New Indicator.

**MMBTRC --Bus Operating Sector Divisions
April - June 2009**



Fleet Mix by Fuel Type Systemwide (Metro Divisions only)

| | Number of Buses | Percent of Buses |
|--------------|-----------------|------------------|
| CNG | 2,514 | 93.04% |
| Hybrid | 6 | 0.22% |
| Diesel | 89 | 3.29% |
| Gasoline | 59 | 2.18% |
| Propane | 34 | 1.26% |
| Total | 2,702 | 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 |
| 10.1 | 7.8 | 8.2 | 7.4 | 7.3 | 7.5 | 7.1 | 8.4 |

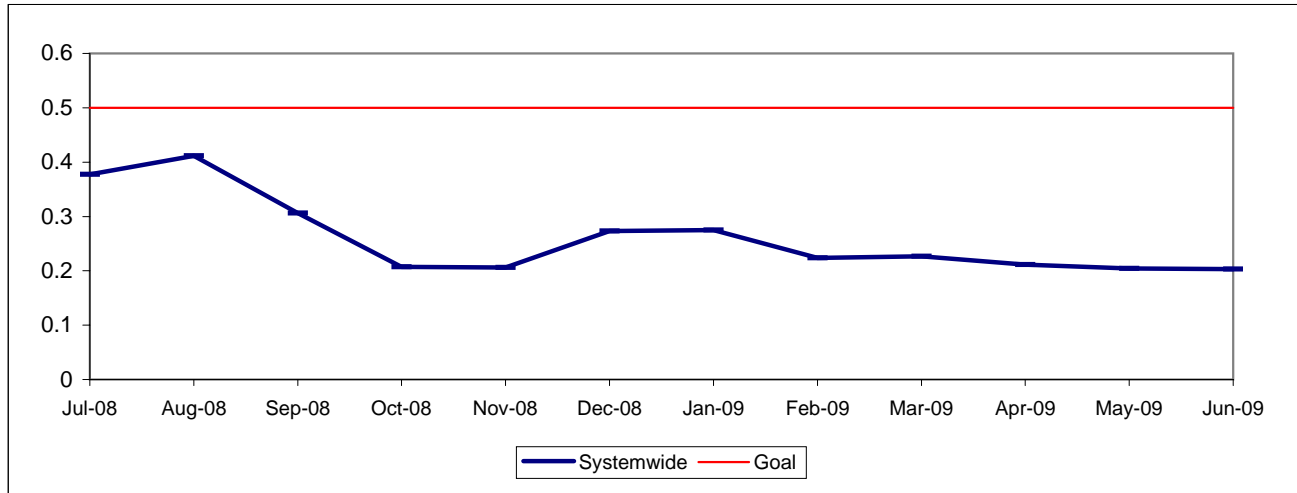
| WC | | |
|-------|-------|--------|
| Div 6 | Div 7 | Div 10 |
| 3.2 | 7.9 | 7.3 |

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.

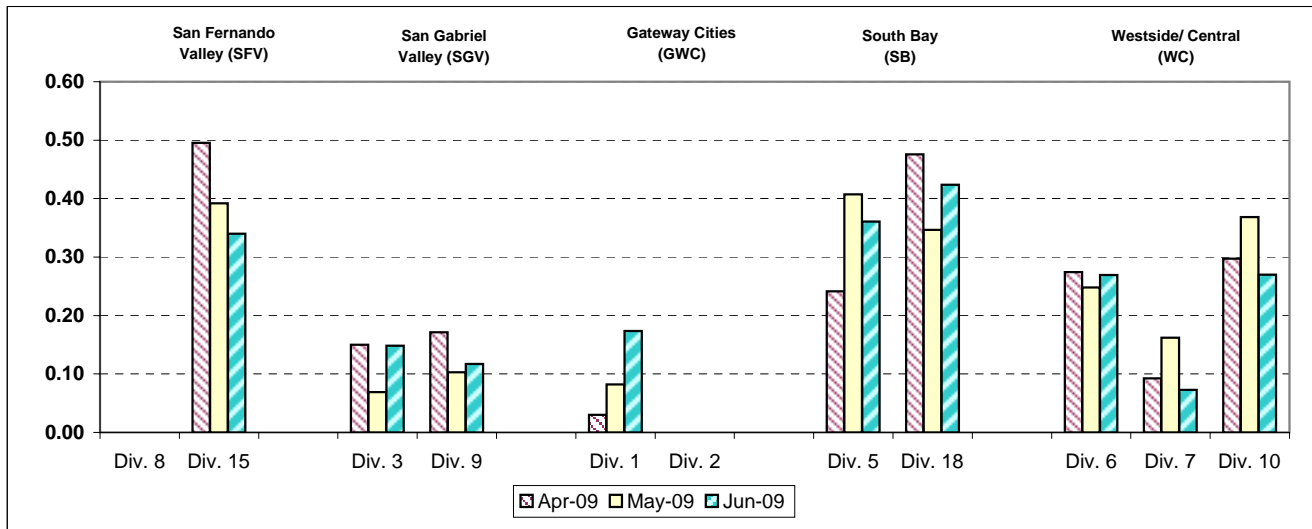
Calculation: Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

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
April - June 2009**



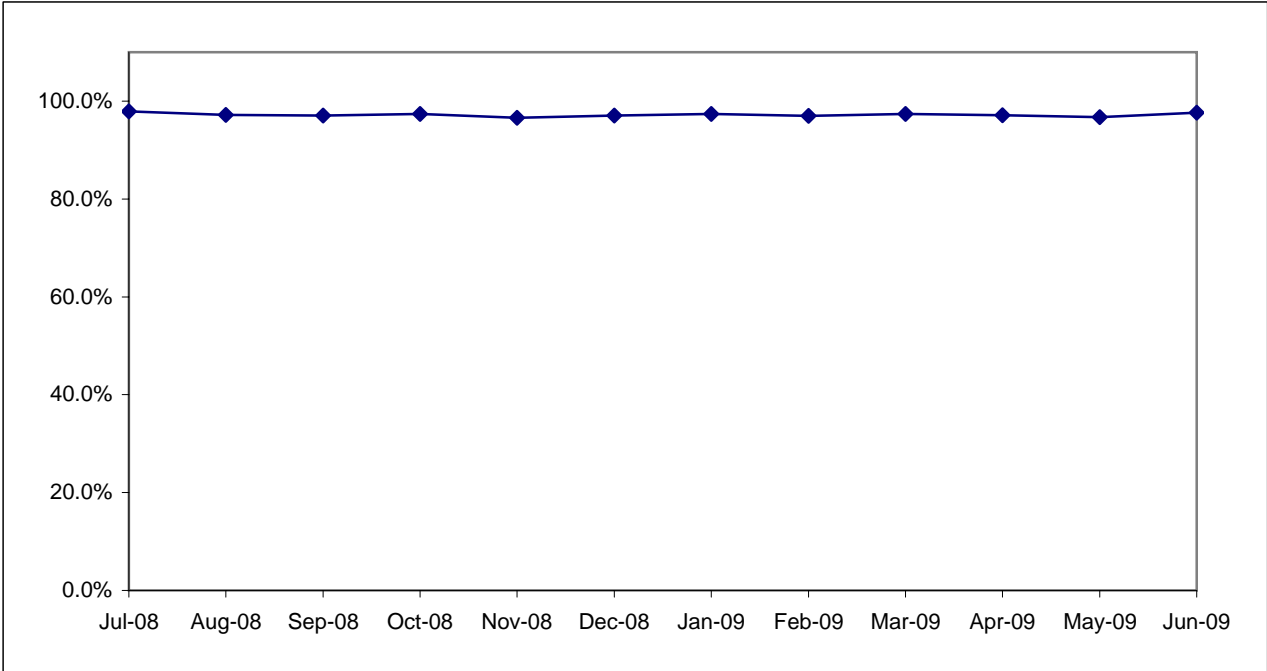
ATTENDANCE

MAINTENANCE ATTENDANCE

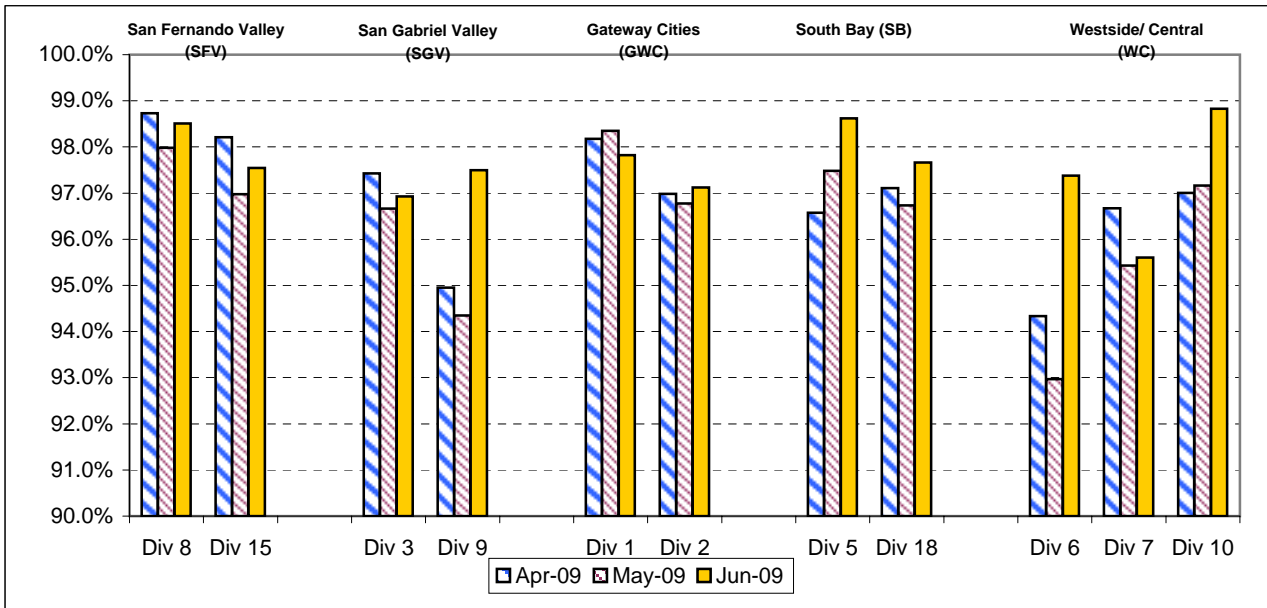
Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

Systemwide Trend



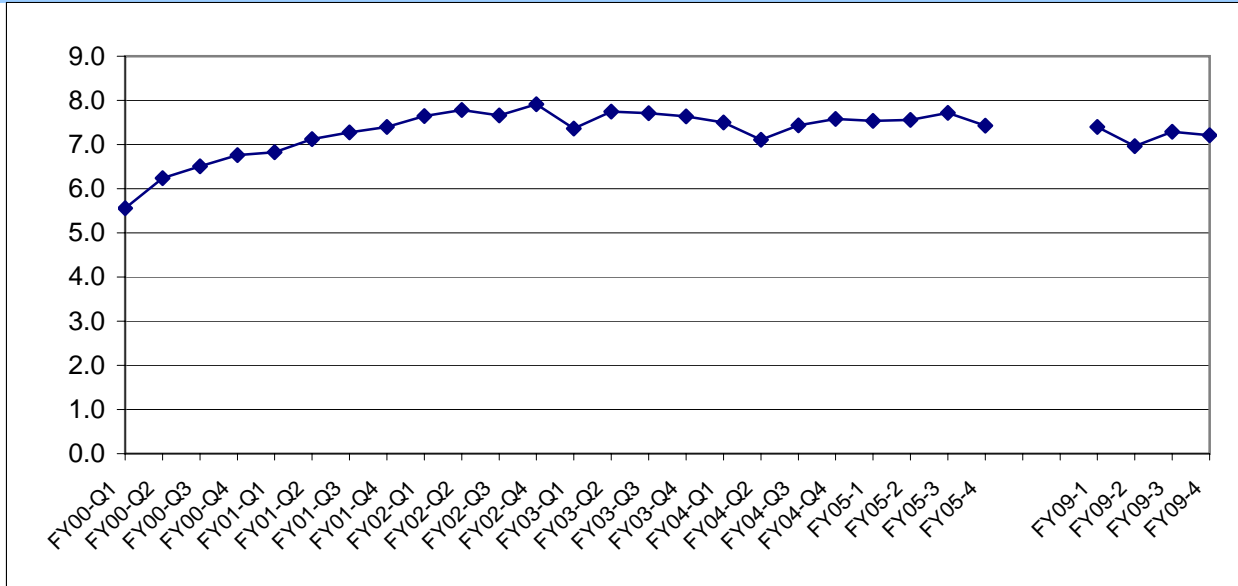
Maintenance Attendance - By Sectors' Divisions (By Current Month) April - June 2009



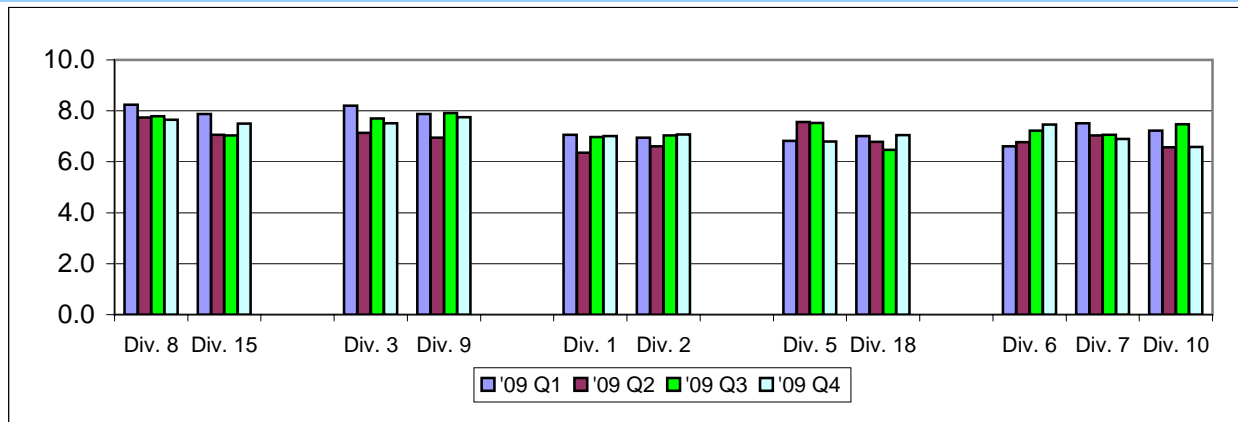
BUS CLEANLINESS

Definition: A team of three Quality Assurance Supervisors rates twenty percent of the fleet at each division and contractor per quarter. Beginning January 2004, they rate the divisions each month. Each of sixteen categories is examined and assigned a point value as follows: 1-3= Unsatisfactory; 4-7=Conditional; 8-10=Satisfactory. The individual item scores are averaged, unweighted, to produce an overall cleanliness rating.

Calculation: Overall Cleanliness Rating = (Total Point Accumulated divided by 16)



Bus Operating Sector Divisions April - June 2009



Analysis: Divisions 8, 9 and 10 received overall cleanliness scores at or above 8.0. Overall cleanliness scores for Divisions 1, 2, 5, 7, 15 and 18 remained consistent with the third quarter of FY05. However, Divisions 3 and 6 overall cleanliness scores dropped nearly half a point.

Scores for the categories of window etching, interior graffiti, exterior graffiti, exterior cleanliness, exterior body condition and front and rear bumper condition were above the 8.0 mark.

Corrective Action: Overall improvement is needed in the areas of dashboards, drivers area, transom/ledges, ceilings/vents, seats, windows, sacrificial windows, doors, floors and stepwells.

SAFETY PERFORMANCE

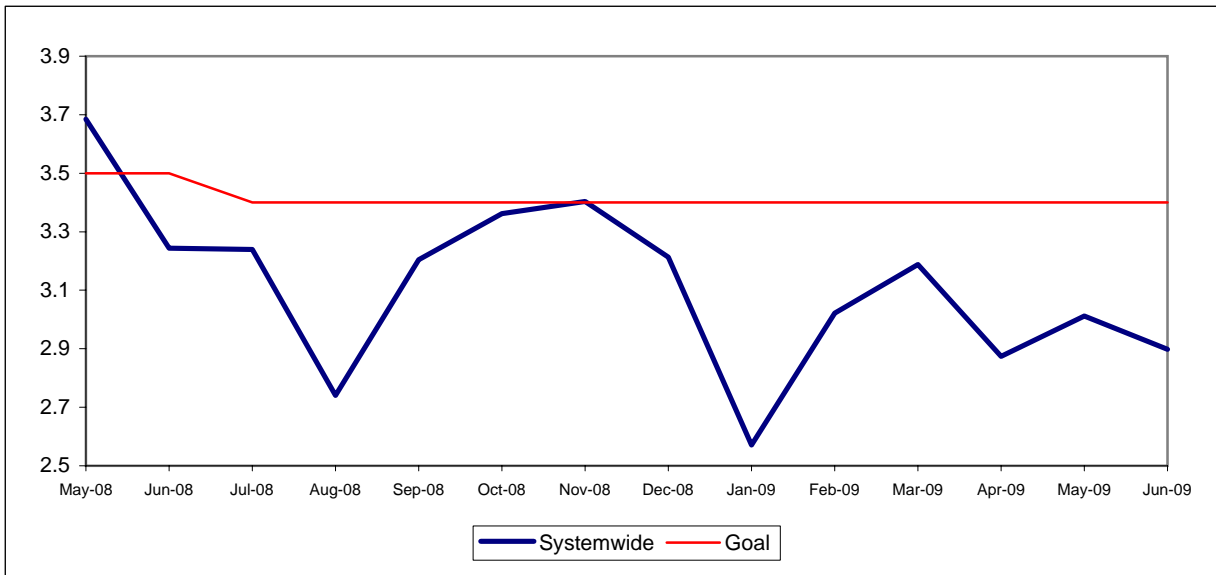
BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

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.

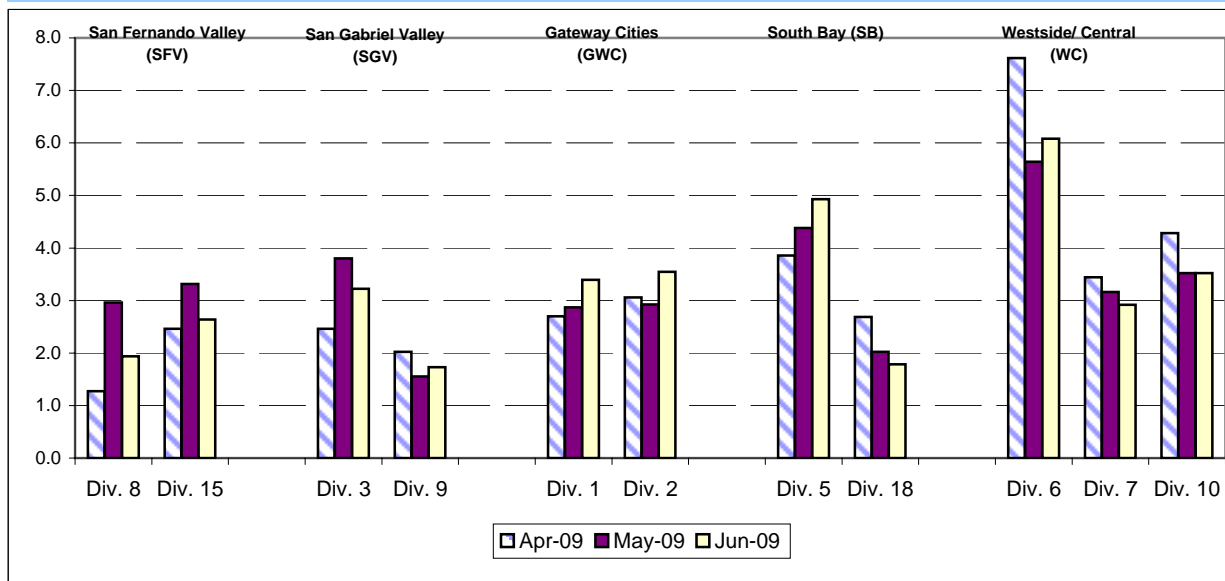
Systemwide Trend



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.

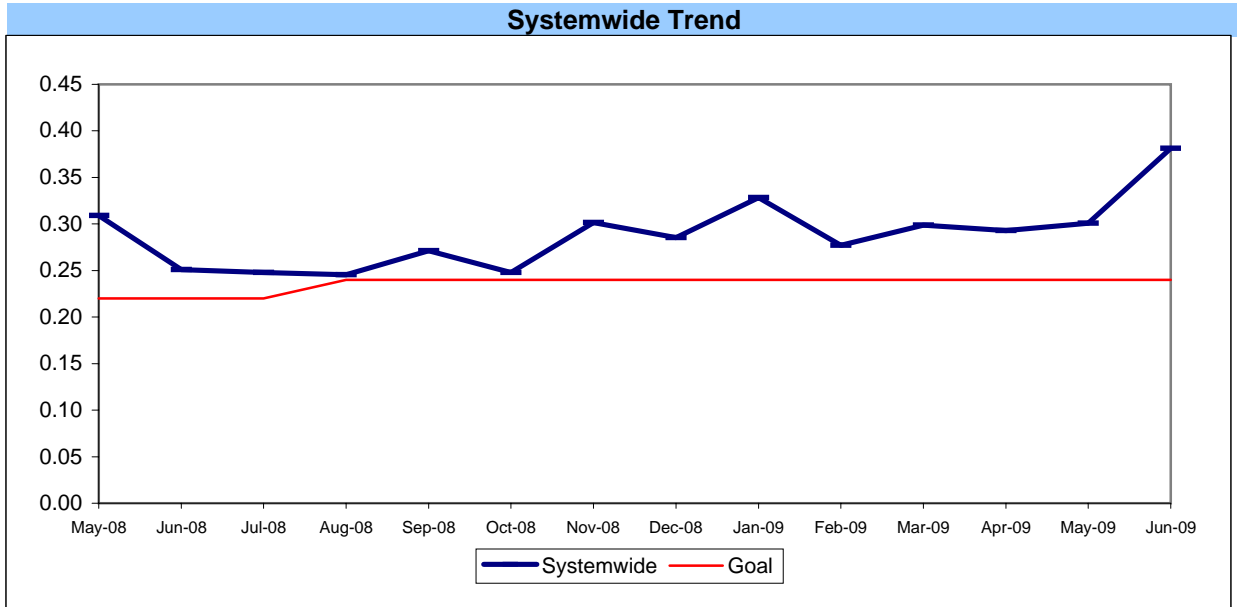
Bus Operating Divisions - by Sectors' Divisions April - June 2009



BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS

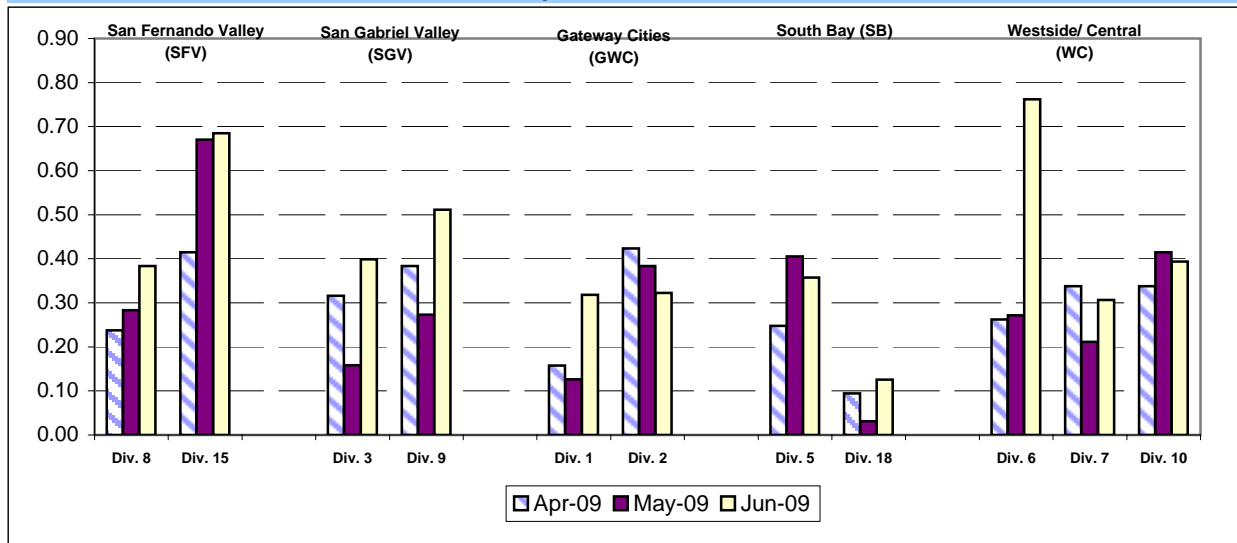
Definition: Average number of Passenger Accidents for every 100,000 Boardings. This indicator measures system safety.

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
April - June 2009**



Safety Performance Continued

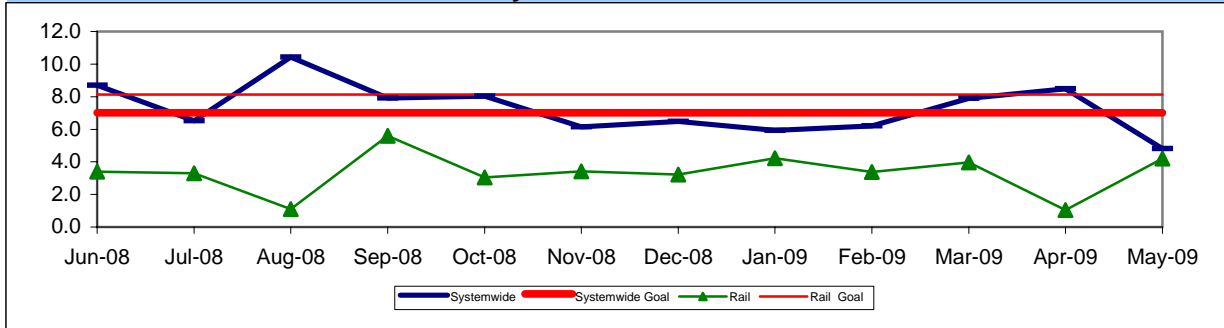
OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA) RECORDABLE INJURIES PER 200,000 EXPOSURE HOURS

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)

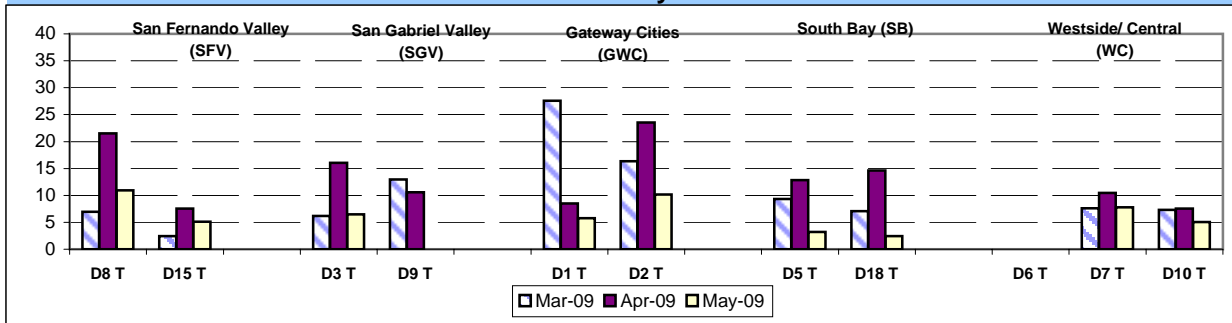
One month lag from current month

OSHA Systemwide Trend and Rail

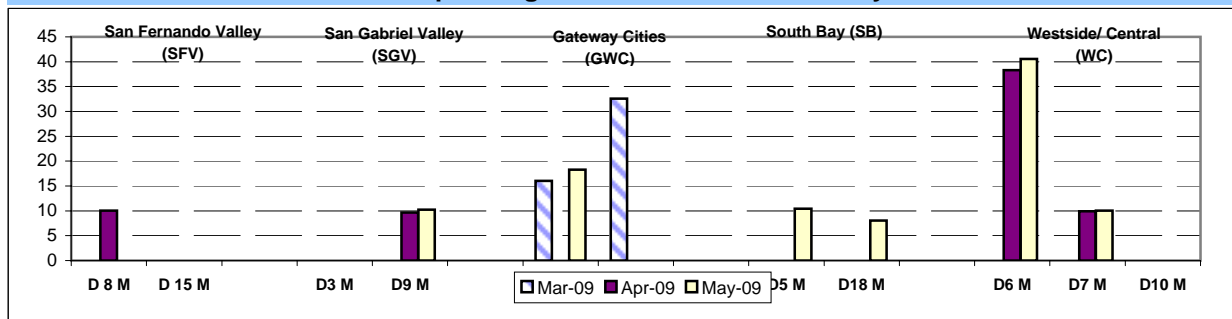


Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of injuries and late filing of reports.

OSHA: Bus Operating Transportation Divisions - by Sectors' March - May 2009



OSHA: Bus Operating Maintenance Divisions - by Sectors'



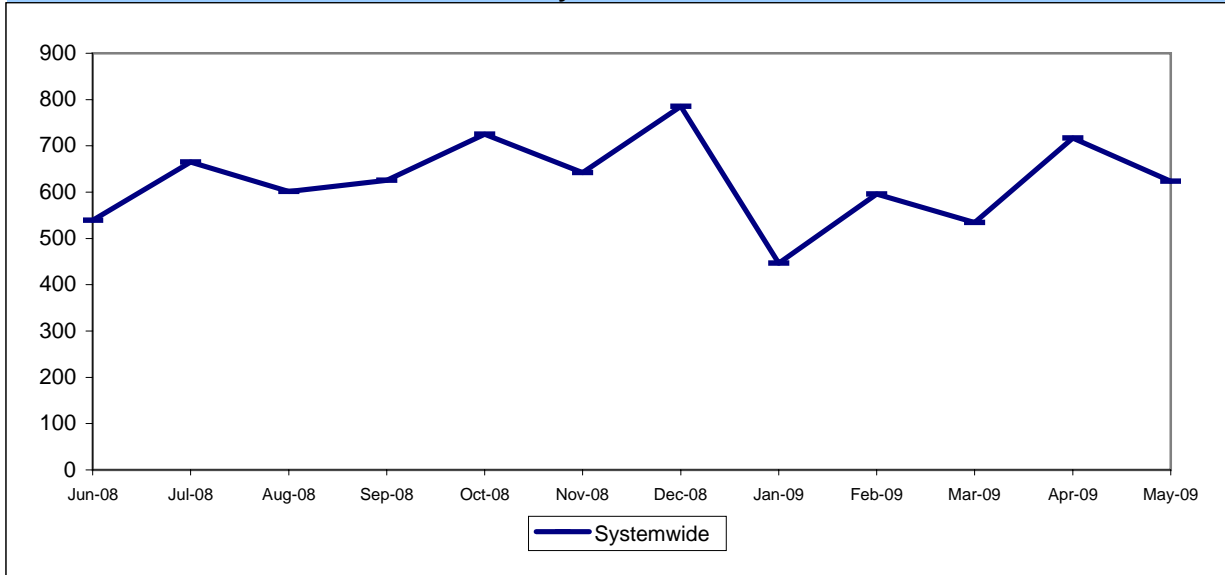
LOST WORK DAYS (LWD) PAID PER 200,000 EXPOSURE HOURS

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

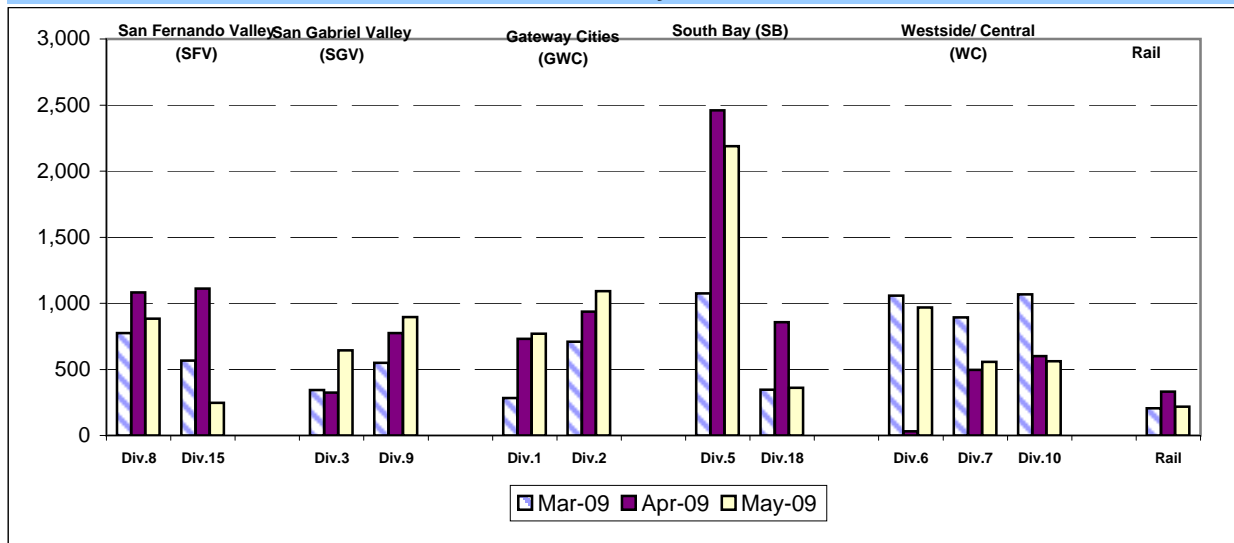
Calculation: (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number

One month lag from current month

LWD Systemwide Trend



**LWD/200,000 Exposure Hours per Operating Divisions - by Sectors' Divisions
March - May 2009**

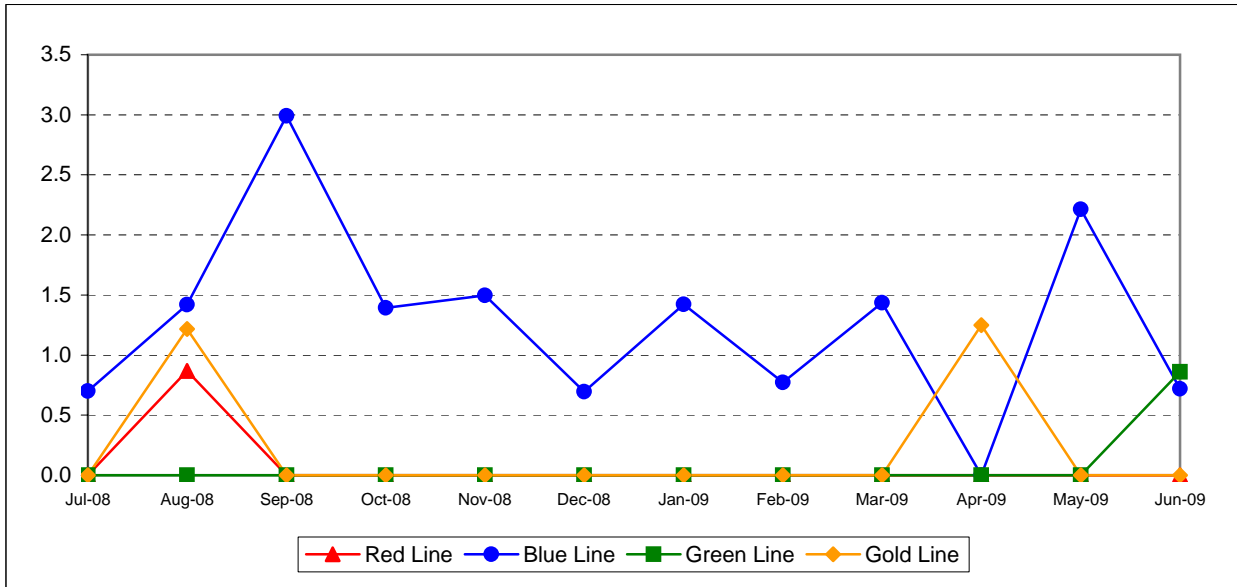


Safety Performance Continued

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.

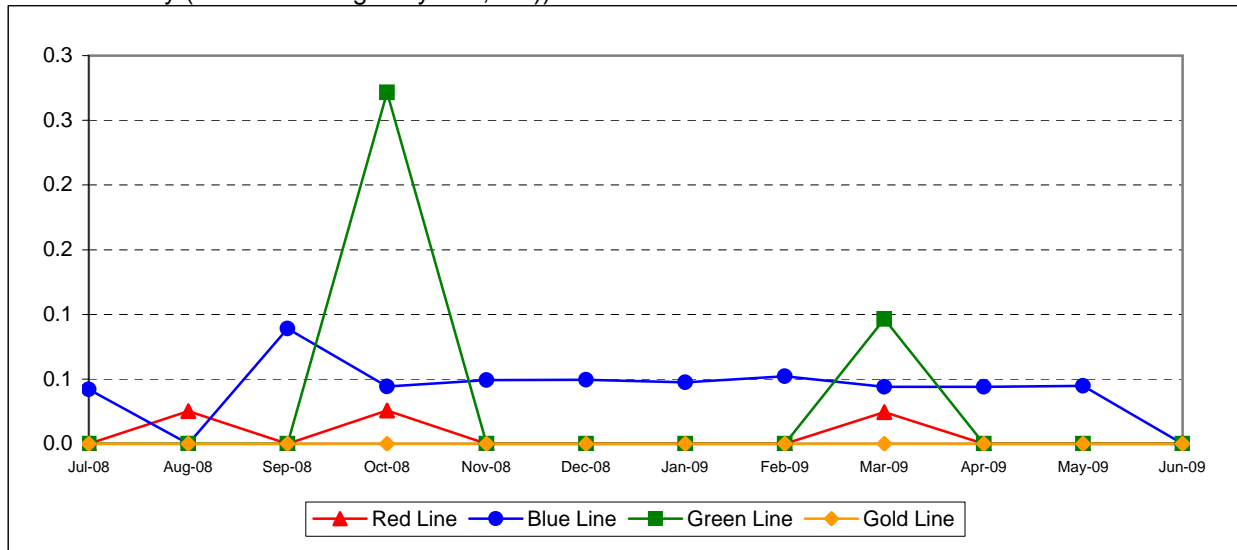
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



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))



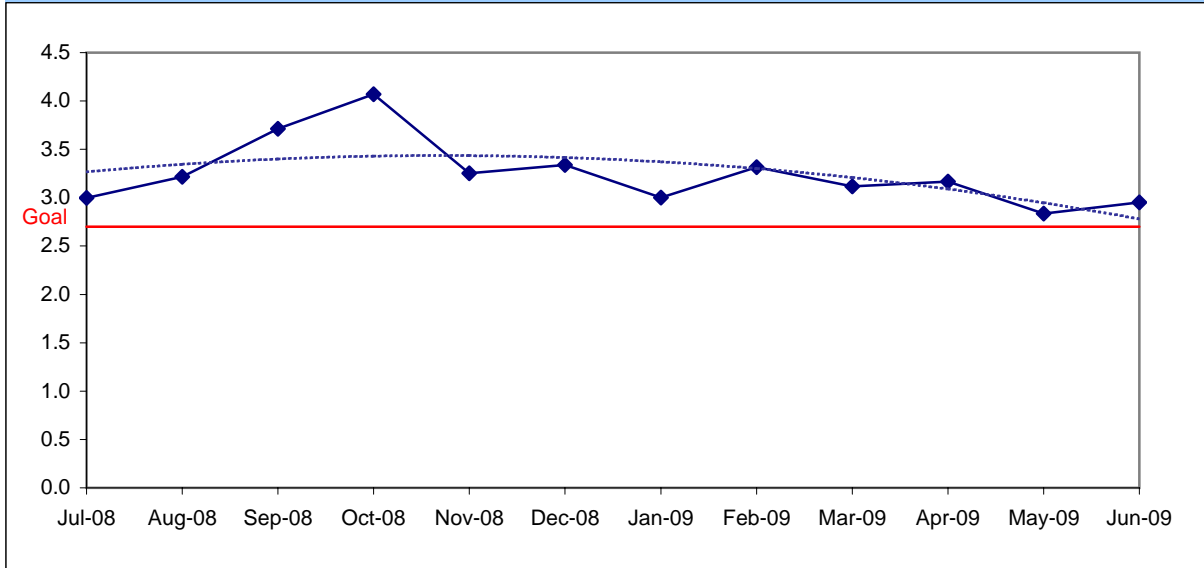
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

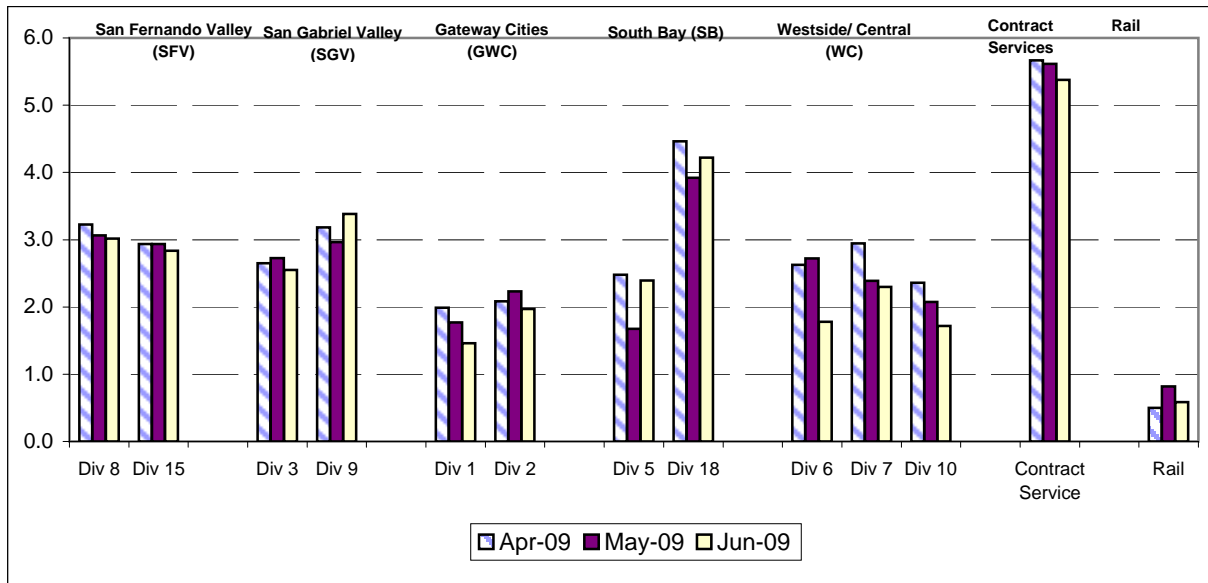
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

Systemwide Trend



Bus Operating Divisions - by Sectors' Divisions April - June 2009



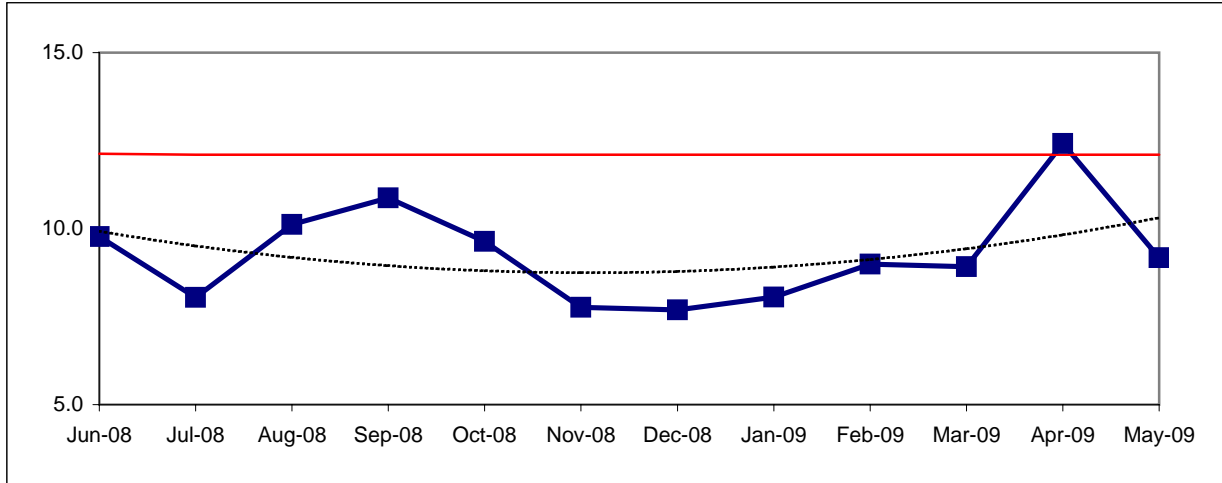
WORKERS COMPENSATION CLAIMS

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

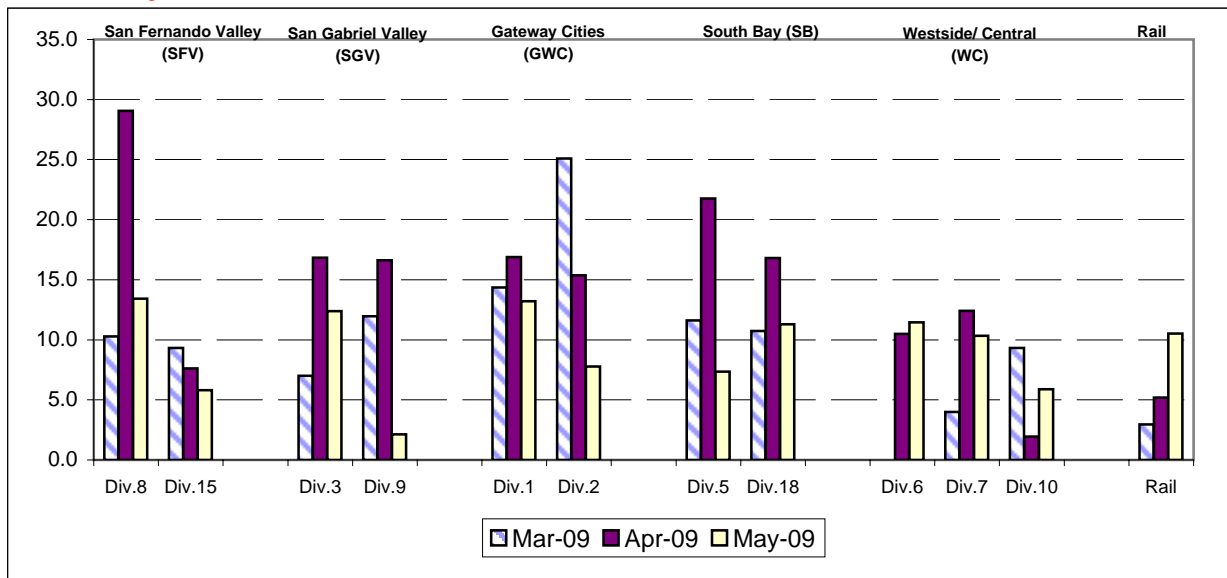
NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

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 March - May 2009

One month lag from current month



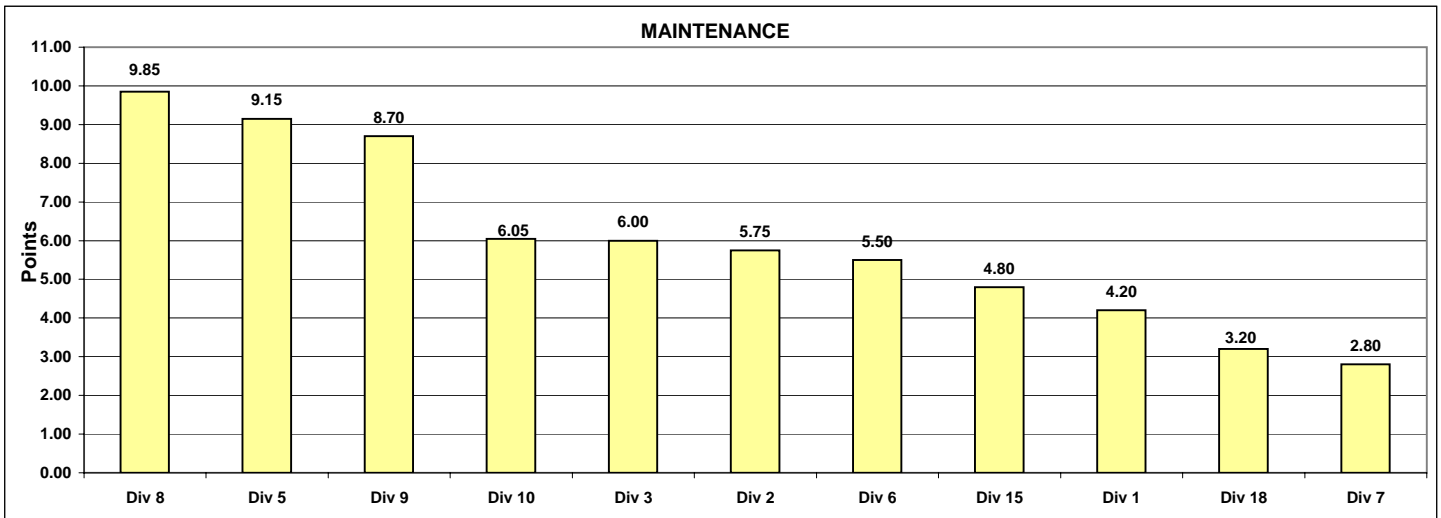
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

**Monthly Calculations - June 2009
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% | 1425.8 | 1444.0 | 1536.7 | 1748.7 | 1605.1 | 1086.3 | 1923.6 | 2968.5 | 1178.4 | 1506.0 | 1211.5 |
| Points | | 4 | 5 | 7 | 9 | 8 | 1 | 10 | 11 | 2 | 6 | 3 |
| Attendance | 20% | 0.98539 | 0.97487 | 0.97838 | 0.98617 | 0.98287 | 0.96255 | 0.98727 | 0.98527 | 0.98864 | 0.97765 | 0.97809 |
| Points | | 8 | 2 | 5 | 9 | 6 | 1 | 10 | 7 | 11 | 3 | 4 |
| New WC Claims /200,000 Exp Hrs* | 30% | 27.4455 | 0.0000 | 10.5394 | 0.0000 | 40.5592 | 10.0632 | 0.0000 | 10.2303 | 0.0000 | 16.0404 | 16.1535 |
| Points | | 2 | 9.5 | 5 | 9.5 | 1 | 7 | 9.5 | 6 | 9.5 | 4 | 3 |
| *One month lag | | | | | | | | | | | | |
| Totals | | 4.20 | 5.75 | 6.00 | 9.15 | 5.50 | 2.80 | 9.85 | 8.70 | 6.05 | 4.80 | 3.20 |
| FINAL Maintenance Division Ranking (Sorted) | | | | | | | | | | | | |
| RANKING | DIV. | Div 8 | Div 5 | Div 9 | Div 10 | Div 3 | Div 2 | Div 6 | Div 15 | Div 1 | Div 18 | Div 7 |
| | Score | 9.85 | 9.15 | 8.70 | 6.05 | 6.00 | 5.75 | 5.50 | 4.80 | 4.20 | 3.20 | 2.80 |
| | Rank | 1st | 2nd | 3rd | 4th | 5th | 5th | 7th | 8th | 9th | 10th | 11th |

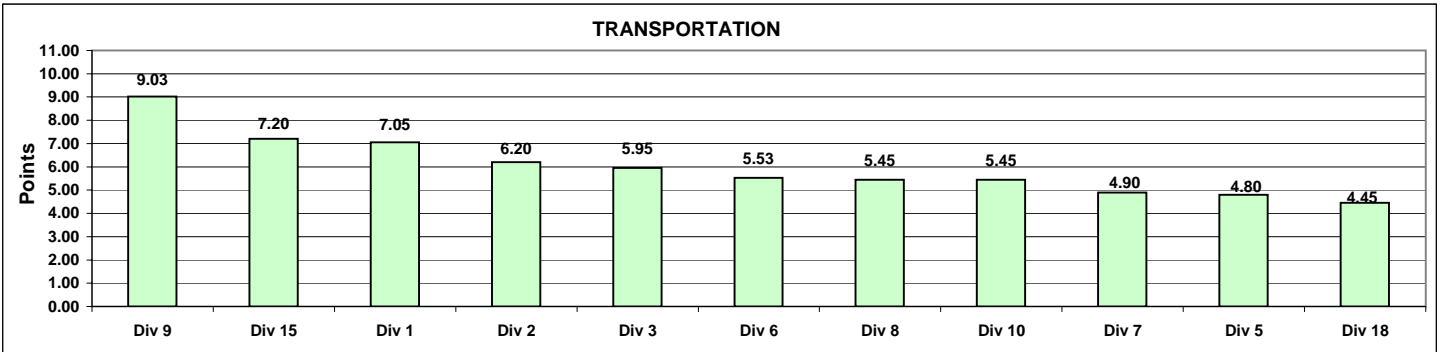


**Monthly Calculations - June 2009
Metro Bus - Transportation**

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% | 0.7327 | 0.7570 | 0.7380 | 0.6737 | 0.6691 | 0.6824 | 0.7219 | 0.7356 | 0.6700 | 0.7259 | 0.6344 |
| Points | | 8 | 11 | 10 | 4 | 2 | 5 | 6 | 9 | 3 | 7 | 1 |
| Miles Between Total Road Calls | 10% | 1425.7729 | 1443.9988 | 1536.7430 | 1748.6825 | 1605.0866 | 1086.3142 | 1923.6146 | 2968.4816 | 1178.4361 | 1505.9697 | 1211.4834 |
| Points | | 4 | 5 | 7 | 9 | 8 | 1 | 10 | 11 | 2 | 6 | 3 |
| Accident Rate | 25% | 3.3937 | 3.5431 | 3.2243 | 4.9272 | 6.0782 | 2.9163 | 1.9349 | 1.7302 | 3.5216 | 2.6410 | 1.7822 |
| Points | | 5 | 3 | 6 | 2 | 1 | 7 | 9 | 11 | 4 | 8 | 10 |
| Complaints/100K Boardings | 15% | 1.4631 | 1.9695 | 2.5511 | 2.3934 | 1.7781 | 2.2981 | 3.0188 | 3.3831 | 1.7158 | 2.8371 | 4.2193 |
| Points | | 11 | 8 | 5 | 6 | 9 | 7 | 3 | 2 | 10 | 4 | 1 |
| New WC Claims /200,000 Exp Hrs* | 25% | 8.6892 | 10.1526 | 12.9530 | 9.6249 | 0.0000 | 10.4107 | 18.1988 | 0.0000 | 7.5794 | 2.5474 | 9.8082 |
| Points | | 7 | 4 | 2 | 6 | 11 | 3 | 1 | 11 | 8 | 9 | 5 |
| *One month lag | | | | | | | | | | | | |
| Totals | | 7.05 | 6.20 | 5.95 | 4.80 | 5.53 | 4.90 | 5.45 | 9.03 | 5.45 | 7.20 | 4.45 |
| FINAL RANKING Transportation Division Ranking (Sorted) | | | | | | | | | | | | |
| DIV. | | Div 9 | Div 15 | Div 1 | Div 2 | Div 3 | Div 6 | Div 8 | Div 10 | Div 7 | Div 5 | Div 18 |
| Score | | 9.03 | 7.20 | 7.05 | 6.20 | 5.95 | 5.53 | 5.45 | 5.45 | 4.90 | 4.80 | 4.45 |
| Rank | | 1st | 2nd | 3rd | 4th | 5th | 6th | 7th | 7th | 9th | 10th | 11th |



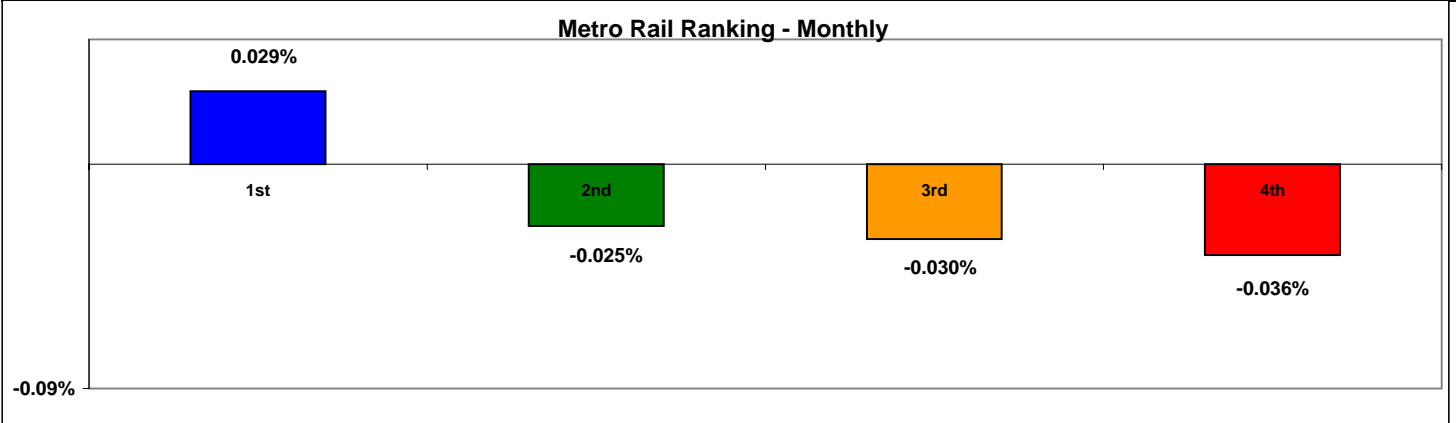
Monthly Calculations - June 2009
Metro Rail

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 | | |
|------------------------------------|-----------------|---------------|--------------------|----------------|---------------|--------------------|------------------|---------------|--------------------|-----------------|---------------|--------------------|
| | Jun-08 | Jun-09 | Yearly Improvement | Jun-08 | Jun-09 | Yearly Improvement | Jun-08 | Jun-09 | Yearly Improvement | Jun-08 | Jun-09 | Yearly Improvement |
| Wayside Availability | | | | | | | | | | | | |
| Track | 100.00% | 99.96% | -0.04% | 100.00% | 100.00% | 0.00% | 100.00% | 100.00% | 0.00% | 100.00% | 100.00% | 0.00% |
| Signals | 100.00% | 99.98% | -0.02% | 99.99% | 99.88% | -0.11% | 99.99% | 99.97% | -0.03% | 99.99% | 99.97% | -0.02% |
| Power | 99.99% | 99.96% | -0.03% | 100.00% | 100.00% | 0.00% | 99.94% | 100.00% | 0.06% | 100.00% | 100.00% | 0.00% |
| Wayside Performance | 100.00% | 99.96% | -0.03% | 100.00% | 99.96% | -0.04% | 99.98% | 99.99% | 0.01% | 100.00% | 99.99% | -0.01% |
| Vehicle Availability | | | | | | | | | | | | |
| Vehicle Performance | 99.89% | 99.92% | 0.02% | 99.88% | 99.94% | 0.06% | 99.94% | 99.85% | -0.08% | 99.82% | 99.88% | 0.06% |
| Operator Availability | | | | | | | | | | | | |
| Operators | 99.78% | 99.99% | 0.21% | 100.00% | 100.00% | 0.00% | 99.93% | 99.98% | 0.04% | 99.99% | 99.97% | -0.02% |
| In-Service Performance | | | | | | | | | | | | |
| Rev. Hr. Delivered - Rail | 99.99% | 99.91% | -0.08% | 99.98% | 99.82% | -0.17% | 99.86% | 99.80% | -0.07% | 99.98% | 99.83% | -0.15% |
| Total Rail Line Performance | 99.91% | 99.94% | 0.029% | 99.96% | 99.93% | -0.036% | 99.93% | 99.90% | -0.02% | 99.95% | 99.92% | -0.03% |

| Metro Rail Final Ranking (Sorted) | | | | |
|-----------------------------------|--------|---------|---------|---------|
| Rail Line | BLUE | GREEN | GOLD | RED |
| Score | 0.029% | -0.025% | -0.030% | -0.036% |
| Rank | 1st | 2nd | 3rd | 4th |



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

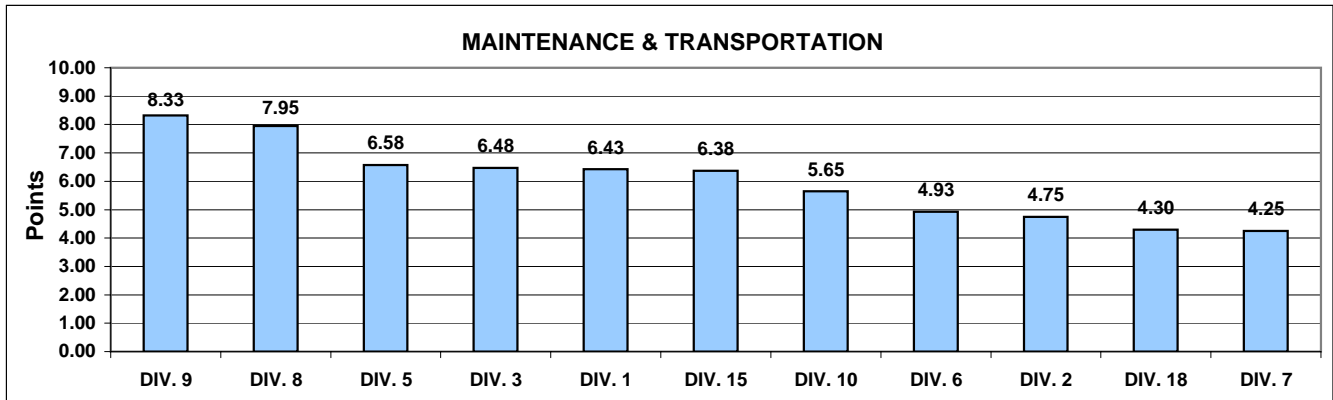
Quarterly Calculations: FY09-Q4 Metro Bus - Maintenance and Transportation

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

Calculation: Data reflects a cumulative total of performance data for each performance indicator for the three months in the most current closed quarter. Performance by Division are ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each performance indicator is then multiplied by the weight assigned to the particular performance measure, summed with the other scores for that Division and sorted from high to low score.

| Maintenance and Transportation | | | | | | | | | | | | |
|--------------------------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Maintenance | Weight | Div 1 | Div 2 | Div 3 | Div 5 | Div 6 | Div 7 | Div 8 | Div 9 | Div 10 | Div 15 | Div 18 |
| Miles Between Total | | | | | | | | | | | | |
| Road Calls | 25.0% | 1447 | 1371 | 1642 | 1864 | 1827 | 1143 | 1959 | 2832 | 1266 | 1558 | 1382 |
| Points | | 5 | 3 | 7 | 9 | 8 | 1 | 10 | 11 | 2 | 6 | 4 |
| Attendance | 10.0% | 0.9857 | 0.9741 | 0.9768 | 0.9827 | 0.9543 | 0.9651 | 0.9869 | 0.9685 | 0.9783 | 0.9779 | 0.9726 |
| Points | | 10 | 5 | 6 | 9 | 1 | 2 | 11 | 3 | 8 | 7 | 4 |
| Claims /200000 | | | | | | | | | | | | |
| Exp.Hrs | 15.0% | 8.4203 | 14.5424 | 6.5823 | 0.0000 | 24.8345 | 6.5353 | 0.0000 | 6.2915 | 0.0000 | 10.6034 | 7.7844 |
| Points | | 4 | 2 | 6 | 10 | 1 | 7 | 10 | 8 | 10 | 3 | 5 |
| *One month Lag: Mar - May 09 | | | | | | | | | | | | |
| Transportation | | | | | | | | | | | | |
| In-Service On-Time | | | | | | | | | | | | |
| Performance | 12.5% | 0.7314 | 0.7478 | 0.7204 | 0.6688 | 0.6483 | 0.6748 | 0.7060 | 0.7250 | 0.6717 | 0.7201 | 0.6302 |
| Points | | 10 | 11 | 8 | 3 | 2 | 5 | 6 | 9 | 4 | 7 | 1 |
| Miles Between Total | | | | | | | | | | | | |
| Road Calls | 5.0% | 1447.3 | 1371.1 | 1641.8 | 1864.5 | 1826.9 | 1143.3 | 1958.8 | 2832.0 | 1266.1 | 1558.0 | 1382.3 |
| Points | | 5 | 3 | 7 | 9 | 8 | 1 | 10 | 11 | 2 | 6 | 4 |
| Accidents/100k Hub | | | | | | | | | | | | |
| Miles | 12.5% | 2.9843 | 3.1757 | 3.1597 | 4.3874 | 6.4984 | 3.1736 | 2.0540 | 1.7707 | 3.7756 | 2.8071 | 2.1650 |
| Points | | 7 | 4 | 6 | 2 | 1 | 5 | 10 | 11 | 3 | 8 | 9 |
| Complaints/100K | | | | | | | | | | | | |
| Boardings | 7.5% | 1.7407 | 2.0961 | 2.6428 | 2.1794 | 2.3635 | 2.5436 | 3.1038 | 3.1768 | 2.0509 | 2.9027 | 4.1992 |
| Points | | 11 | 9 | 5 | 8 | 7 | 6 | 3 | 2 | 10 | 4 | 1 |
| *One month Lag: Mar - May 09 | | | | | | | | | | | | |
| Claims /200000 | | | | | | | | | | | | |
| Exp.Hrs | 12.5% | 16.9852 | 16.6811 | 13.7738 | 17.9803 | 0.0000 | 9.4602 | 23.8009 | 11.4789 | 7.4816 | 6.6675 | 14.5051 |
| Points | | 3 | 4 | 6 | 2 | 11 | 8 | 1 | 7 | 9 | 10 | 5 |
| Totals | | 6.43 | 4.75 | 6.48 | 6.58 | 4.93 | 4.25 | 7.95 | 8.33 | 5.65 | 6.38 | 4.30 |

| FINAL RANKING | Maintenance and Transportation Division Ranking (Sorted) | | | | | | | | | | | |
|---------------|--|--------|--------|--------|--------|--------|---------|---------|--------|--------|---------|--------|
| | Div. | Div. 9 | Div. 8 | Div. 5 | Div. 3 | Div. 1 | Div. 15 | Div. 10 | Div. 6 | Div. 2 | Div. 18 | Div. 7 |
| | Score | 8.33 | 7.95 | 6.58 | 6.48 | 6.43 | 6.38 | 5.65 | 4.93 | 4.75 | 4.30 | 4.25 |
| Rank | 1st | 2nd | 3rd | 4th | 5th | 6th | 7th | 8th | 9th | 10th | 11th | |



**Quarterly Calculations: FY09-Q4
Metro Rail**

Definition: A performance awareness program designed to increase productivity and efficiency. Based on monthly "IN-SERVICE" Performance as reported by RAIL OPERATIONS CONTROL.

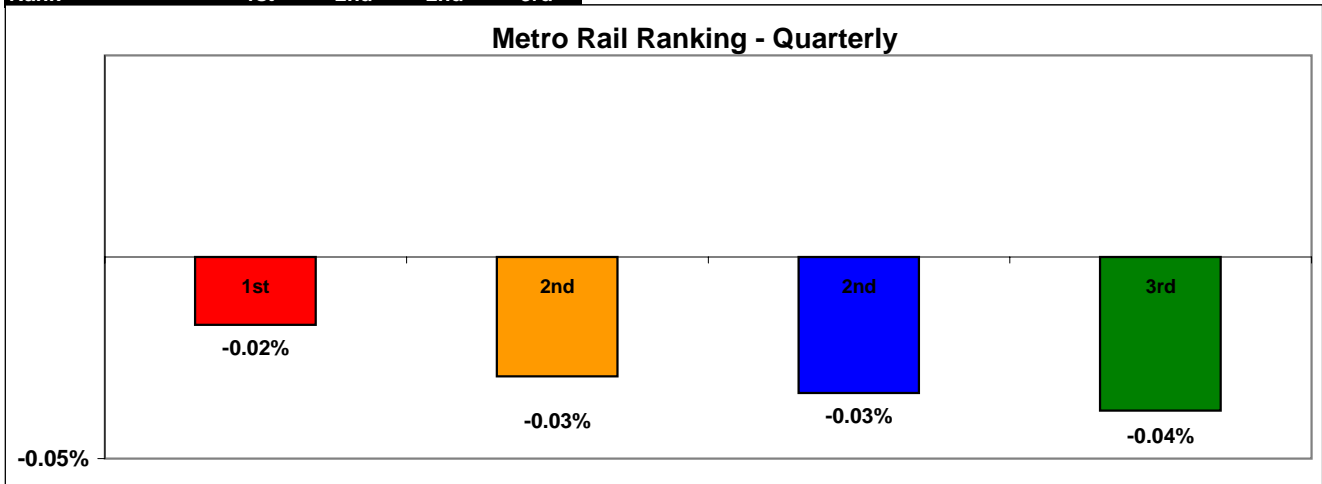
Calculation: Performance indicator uses Revenue Service Hours Lost due to the associated Rail Operating Problems not including the Revenue Service Hours Lost due to accidents, police, or health problems. Performance percentages for various indicators are averaged and outcomes are sorted from high to low. The rail line competes with itself on its own improvement over prior year performance. The percentage score showing best improvement (or least decline) wins the program award for the quarter.

Improvement from Previous Year

| Overall Rail Line Performance | <u>Metro Blue Line</u> | <u>Metro Red Line</u> | <u>Metro Green Line</u> | <u>Metro Gold Line</u> |
|-------------------------------|------------------------|-----------------------|-------------------------|------------------------|
| Apr-09 | -0.04% | 0.03% | -0.06% | -0.02% |
| May-09 | -0.09% | -0.04% | -0.03% | -0.04% |
| Jun-09 | <u>0.03%</u> | <u>-0.04%</u> | <u>-0.02%</u> | <u>-0.03%</u> |
| Quarter Average | -0.03% | -0.02% | -0.04% | -0.03% |

Metro Rail Final Ranking (Sorted)

| Rail Line | RED | GOLD | BLUE | GREEN |
|-----------|--------|--------|--------|--------|
| Score | -0.02% | -0.03% | -0.03% | -0.04% |
| Rank | 1st | 2nd | 2nd | 3rd |



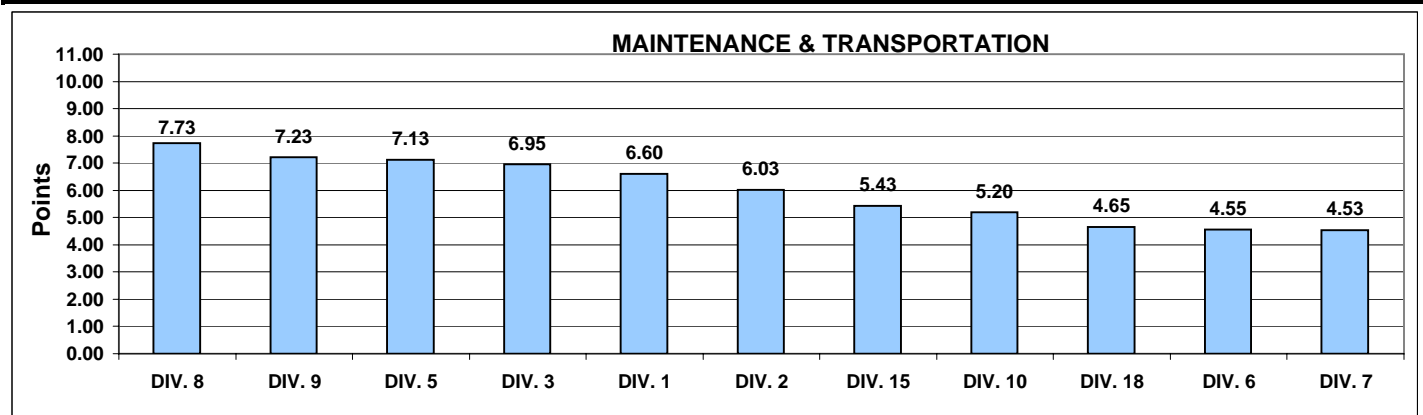
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Yearly Calculations - FY09 Metro Bus - Maintenance and Transportation

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

Calculation: Data reflects a cumulative total of performance data for each performance indicator for the first six months in the current calendar year. Performance by Division is ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each performance indicator is then multiplied by the weight assigned to the particular performance measure, summed with the other scores for that Division and sorted from high to low score.

| Maintenance | | | | | | | | | | | | |
|--|--------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| | 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 | 25.0% | 1166 | 1255 | 1303 | 1420 | 1307 | 1039 | 1707 | 2425 | 1015 | 1291 | 1090 |
| Points | | 4 | 5 | 7 | 9 | 8 | 2 | 10 | 11 | 1 | 6 | 3 |
| Attendance | 10.0% | 0.9842 | 0.9759 | 0.9778 | 0.9809 | 0.9493 | 0.9778 | 0.9809 | 0.9712 | 0.9843 | 0.9717 | 0.9700 |
| Points | | 10 | 5 | 7 | 9 | 1 | 6 | 8 | 3 | 11 | 4 | 2 |
| New WC Claims /100 Emp | 15.0% | 9.7747 | 9.2232 | 4.5663 | 4.5122 | 16.34 | 7.12 | 6.3807 | 6.9629 | 6.1982 | 14.5853 | 5.0680 |
| Points | | 3 | 4 | 10 | 11 | 1 | 5 | 7 | 6 | 8 | 2 | 9 |
| 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 | 12.5% | 0.7105 | 0.7272 | 0.6978 | 0.6443 | 0.5698 | 0.6215 | 0.6929 | 0.7001 | 0.6190 | 0.6906 | 0.6066 |
| Points | | 10 | 11 | 8 | 5 | 1 | 4 | 7 | 9 | 3 | 6 | 2 |
| Miles Between Total Road Calls | 5% | 1165.53 | 1254.8 | 1303.3 | 1420.0 | 1307.1 | 1039.1 | 1706.9 | 2425.3 | 1014.7 | 1291.0 | 1089.9 |
| Points | | 4 | 5 | 7 | 9 | 8 | 2 | 10 | 11 | 1 | 6 | 3 |
| Accident Rate | 12.5% | 3.0203 | 3.4302 | 3.5981 | 4.3189 | 4.1269 | 3.8300 | 1.8679 | 2.0680 | 3.8729 | 2.4495 | 2.7187 |
| Points | | 7 | 6 | 5 | 1 | 2 | 4 | 11 | 10 | 3 | 9 | 8 |
| Complaints/100K Boardings | 7.5% | 1.8470 | 2.0343 | 2.6933 | 1.8808 | 3.5508 | 2.8776 | 3.0130 | 3.1763 | 2.5880 | 3.0793 | 4.4620 |
| Points | | 11 | 9 | 7 | 10 | 2 | 6 | 5 | 3 | 8 | 4 | 1 |
| New WC Claims /Emp | 12.5% | 9.5998 | 11.4994 | 11.6157 | 13.7454 | 5.798 | 8.417 | 14.5680 | 16.2316 | 7.6025 | 10.8779 | 10.3085 |
| Points | | 8 | 5 | 4 | 3 | 11 | 9 | 2 | 1 | 10 | 6 | 7 |
| Totals | | 6.60 | 6.03 | 6.95 | 7.13 | 4.55 | 4.53 | 7.73 | 7.23 | 5.20 | 5.43 | 4.65 |
| Maintenance and Transportation Division Ranking (Sorted) | | | | | | | | | | | | |
| FINAL RANKING | DIV. | DIV. 8 | DIV. 9 | DIV. 5 | DIV. 3 | DIV. 1 | DIV. 2 | DIV. 15 | DIV. 10 | DIV. 18 | DIV. 6 | DIV. 7 |
| | Score | 7.73 | 7.23 | 7.13 | 6.95 | 6.60 | 6.03 | 5.43 | 5.20 | 4.65 | 4.55 | 4.53 |
| | Rank | 1st | 2nd | 3rd | 4th | 5th | 6th | 7th | 8th | 9th | 10th | 11th |



**Yearly Calculations - FY09
Metro Rail**

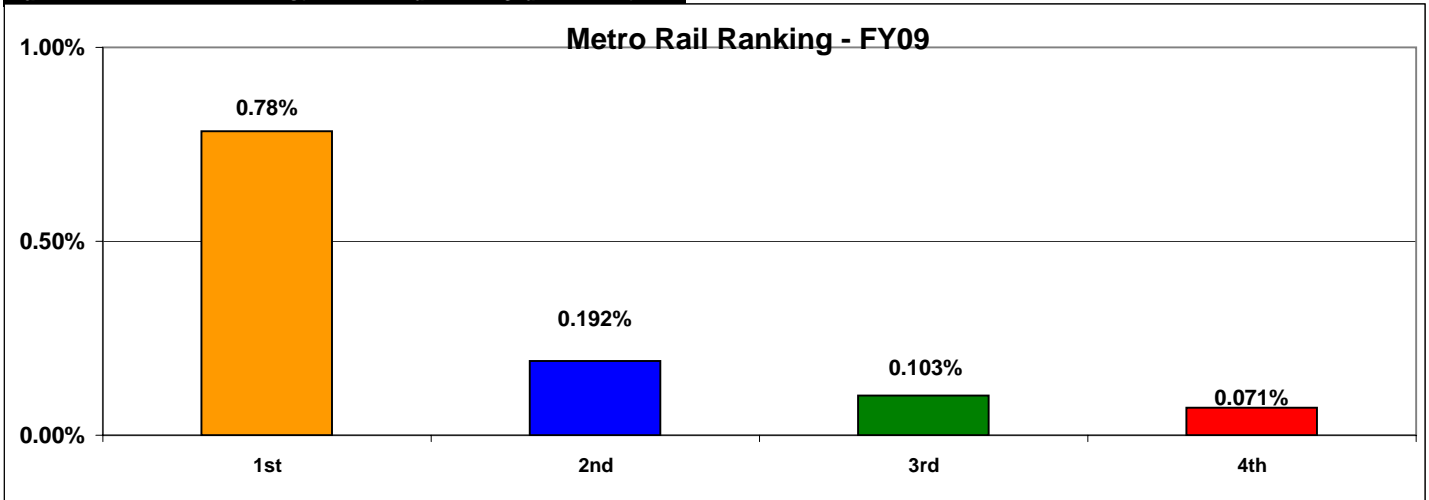
Definition: A performance awareness program designed to increase productivity and efficiency. Based on monthly "IN-SERVICE" Performance as reported by RAIL OPERATIONS CONTROL.

Calculation: Performance indicator uses Revenue Service Hours Lost due to the associated Rail Operating Problems not including the Revenue Service Hours Lost due to accidents, police, or health problems. Performance percentages for various indicators are averaged and outcomes are sorted from high to low. The rail line competes with itself on its own improvement over prior year performance. The percentage score showing best improvement (or least decline) wins the program award for the quarter.

| Overall Rail Line Performance | Improvement from Previous Year | | | |
|-------------------------------|--------------------------------|-----------------------|-------------------------|------------------------|
| | <u>Metro Blue Line</u> | <u>Metro Red Line</u> | <u>Metro Green Line</u> | <u>Metro Gold Line</u> |
| Q1 | 0.57% | 0.24% | 0.26% | 3.10% |
| Q2 | 0.23% | 0.06% | 0.21% | 0.09% |
| Q3 | 0.00% | -0.01% | -0.02% | -0.02% |
| Q4 | -0.03% | -0.02% | -0.04% | -0.03% |
| First Quarter Average | 0.192% | 0.071% | 0.10% | 0.78% |

Metro Rail Final Ranking (Sorted)

| Rail Line | GOLD | BLUE | GREEN | RED |
|-----------|-------|--------|--------|--------|
| Score | 0.78% | 0.192% | 0.103% | 0.071% |
| Rank | 1st | 2nd | 3rd | 4th |



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Most Improved Yearly Calculations: FY08 to FY09 Metro Bus - Maintenance and Transportation

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

Calculation: Data reflects a positive or negative difference in performance between the first and last quarters of the current calendar year. Performance indicators by Division are sorted from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each performance indicator is then multiplied by the weight assigned to the particular performance measure, summed with the other scores for that Division and sorted from high to low score.

| Maintenance | | | | | | | | | | | | |
|--|--------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| | 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 | 25.0% | 257 | 215 | 171 | 290 | 408 | 58 | 374 | 437 | -30 | 141 | -19 |
| Points | | 7 | 6 | 5 | 8 | 10 | 3 | 9 | 11 | 1 | 4 | 2 |
| Attendance | 10.0% | -0.0013 | -0.0014 | -0.0026 | -0.0004 | -0.0015 | 0.0042 | -0.0022 | -0.0114 | 0.0025 | -0.0078 | -0.0032 |
| Points | | 8 | 7 | 4 | 9 | 6 | 11 | 5 | 1 | 10 | 2 | 3 |
| New WC Claims /100 Emp | 15.0% | 5.4835 | -9.7202 | -5.9637 | -2.1335 | 10.0549 | -8.1479 | 0.8133 | -0.1802 | -2.1410 | 0.3333 | -4.4709 |
| Points | | 2 | 11 | 9 | 6 | 1 | 10 | 3 | 5 | 7 | 4 | 8 |
| 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 | 12.5% | 0.0350 | 0.0412 | 0.0295 | 0.0108 | 0.0386 | 0.0448 | 0.0079 | 0.0317 | 0.0528 | 0.0221 | -0.0022 |
| Points | | 7 | 9 | 5 | 3 | 8 | 10 | 2 | 6 | 11 | 4 | 1 |
| Miles Between Total Road Calls | 5.0% | 257 | 215 | 171 | 290 | 408 | 58 | 374 | 437 | -30 | 141 | -19 |
| Points | | 7 | 6 | 5 | 8 | 10 | 3 | 9 | 11 | 1 | 4 | 2 |
| Accident Rate | 12.5% | -0.3870 | -0.2379 | -0.6423 | -0.7868 | 0.2712 | -0.2696 | -0.1233 | -0.3969 | -0.5999 | -0.5290 | -0.3658 |
| Points | | 6 | 3 | 10 | 11 | 1 | 4 | 2 | 7 | 9 | 8 | 5 |
| Complaints/100K Boardings | 7.5% | -0.0521 | 0.1037 | 0.5510 | 0.4165 | 0.8495 | -0.1204 | 0.3774 | 0.2002 | -0.3974 | 0.0271 | 0.7439 |
| Points | | 9 | 7 | 3 | 4 | 1 | 10 | 5 | 6 | 11 | 8 | 2 |
| New WC Claims /Emp | 12.5% | 0.1628 | -2.0689 | -1.9301 | -5.1920 | -7.1388 | -4.5693 | -3.9487 | 7.7772 | -9.7198 | 1.3523 | -5.8842 |
| Points | | 3 | 5 | 4 | 8 | 10 | 7 | 6 | 1 | 11 | 2 | 9 |
| Totals | | 5.88 | 6.80 | 5.85 | 7.25 | 6.20 | 6.88 | 5.28 | 6.35 | 7.05 | 4.35 | 4.13 |
| FINAL RANKING Maintenance and Transportation Division Ranking (Sorted) | | | | | | | | | | | | |
| DIV. | DIV. 5 | DIV. 10 | DIV. 7 | DIV. 2 | DIV. 9 | DIV. 6 | DIV. 1 | DIV. 3 | DIV. 8 | DIV. 15 | DIV. 18 | |
| Score | 7.25 | 7.05 | 6.88 | 6.80 | 6.35 | 6.20 | 5.88 | 5.85 | 5.28 | 4.35 | 4.13 | |
| Rank | 1st | 2nd | 3rd | 4th | 5th | 6th | 7th | 8th | 9th | 10th | 11th | |

