

JAN 2010

# METRO OPERATIONS MONTHLY PERFORMANCE REPORT



Metro

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## Metro Bus Systemwide and Division Scorecard Overview

Metro Bus has eleven Metro operating divisions, Division 1 and 2, both operating out of the downtown Los Angeles area. Division 3 Cypress Park, Arthur Winston Division (5) in South Los Angeles, Division 6 in Venice, Division 7 in West Hollywood, Division 8 in Chatsworth, Division 9 in El Monte, Division 10 in Los Angeles, near the Gateway building, Division 15 in Sun Valley and Carson Division (18) in Carson. The system is responsible for the operation of approximately 2,490 Metro buses and 144 Metro Bus lines carrying nearly 373.1 million boarding passengers each year. Metro bus also operates 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	FY10 Target	FY10 YTD	Jan. Month	Status
<b>Bus Systemwide</b>										
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls			3,274	3,532 1,116*	3,137 824	3,137 386	3,540	3,084 192	3,508 36	🟡
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,290	1,556	1,459	1,574	🟡
In-Service On-time Performance**	65.43%	66.50%	64.35%**	63.77%	64.05%	66.25%	70.80%	71.58%	73.97%	🟢
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 53	3.47 240	3.06 216	3.28	3.10 151	3.09 21	🟡
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.76	2.58	2.62	2.69	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.64	13.61	12.27	11.11	11.54	9.30	10.81	Dec YTD 10.32	Dec 11.16	🟢
<small>**Div 15 Nov. '05 data excluded &amp; Dec. Data after shake-up</small>										
<b>Division 1</b>										
MMBMF No. of unaddressed road calls			2,409	3,757 138*	2,960 311	2,640 62	3,500	2,740 35	2,981 2	🟡
MMBTRC				932	908	1,166	1,165	1,278	1,363	🟡
In-Service On-time Performance	70.57%	71.62%	71.06%	68.02%	67.55%	71.05%	73.50%	76.15%	78.75%	🟢
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 6	3.41 36	3.02 22	3.30	3.22 28	2.96 5	🟢
Complaints per 100,000 Boardings	3.32	2.92	1.92	1.89	1.90	1.85	2.00	1.85	1.97	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.82	12.71	10.92	8.48	7.59	9.92	9.55	Dec YTD 13.81	Dec 19.22	🟡
<b>Division 2</b>										
MMBMF No. of unaddressed road calls			2,660	2,598 32*	2,707 11	2,608 44	3,500	2,728 3	2812 0	🟡
MMBTRC				1,097	1,039	1,255	1,371	1,449	1,471	🟢
In-Service On-time Performance	67.62%	70.42%	72.71%	67.99%	68.60%	72.72%	74.50%	77.60%	79.47%	🟢
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 1	3.67 15	3.43 25	3.30	2.89 14	2.33 5	🟢
Complaints per 100,000 Boardings	2.84	2.15	1.42	1.64	1.93	2.03	2.00	1.79	1.83	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.56	16.69	12.97	13.36	14.82	11.14	9.55	Dec YTD 14.05	Dec 15.28	🟡
<b>Division 3</b>										
MMBMF No. of unaddressed road calls			2,690	2,838 58*	2,573 45	2,552 23	3,500	2,728 21	3,047 3	🟡
MMBTRC				1,239	1,132	1,303	1,549	1,469	1,466	🟡
In-Service On-time Performance	70.80%	71.06%	70.05%	65.35%	66.83%	69.78%	74%	75.33%	78.65%	🟢
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 3	4.24 9	3.60 0	3.60	3.43 0	3.34 0	🟢
Complaints per 100,000 Boardings	3.02	2.60	1.83	2.12	2.14	2.69	2.22	2.76	3.82	🟡

Measurement	FY04	FY05	FY06	FY07	FY08	FY09	FY10 Target	FY10 YTD	Jan. Month	Status
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	12.36	6.68	11.36	10.06	12.81	9.50	8.75	<i>Dec YTD</i> 6.54	<i>Dec</i> 4.75	

Measurement	FY04	FY05	FY06	FY07	FY08	FY09	FY10 Target	FY10 YTD	Jan. Month	Status
<b>Division 5</b>										
MMBMF No. of unaddressed road calls			3,656	3,580 57*	3,227 26	3,314 16	3,500	3,345 4	3,703 2	🟡
MMBTRC				1,459	1,130	1,420	1,824	1,656	1,697	🟡
In-Service On-time Performance	63.17%	65.58%	61.85%	63.83%	63.35%	64.43%	67.00%	67.38%	67.73%	🟢
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 13	5.11 35	4.32 29	4.00	4.28 18	4.48 1	🟡
Complaints per 100,000 Boardings	3.45	2.71	1.87	1.71	1.46	1.88	2.00	1.95	2.00	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	15.22	18.72	14.68	14.89	15.96	12.75	11.50	Dec YTD 16.50	Dec 28.34	🟡
<b>Division 6</b>										
MMBMF No. of unaddressed road calls			6,279	4,456 30*	3,756 32	7,186 11	3,600	7,224 6	4943 0	🟢
MMBTRC				1,063	899	1,307	1,329	1,868	1,964	🟢
In-Service On-time Performance	60.11%	56.75%	57.20%	53.28%	53.12%	56.98%	66.00%	68.17%	67.77%	🟢
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 1	3.86 3	4.13 1	4.00	6.46 2	4.19 0	🟡
Complaints per 100,000 Boardings	6.15	4.47	2.52	2.10	2.70	3.55	2.85	2.58	1.77	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.71	18.23	16.43	15.02	11.77	7.86	10.50	Dec YTD 4.96	Dec 9.88	🟢
<b>Division 7</b>										
MMBMF No. of unaddressed road calls			2,947	3,468 64*	3,327 84	3,399 99	3,600	3,044 64	3,472 17	🟡
MMBTRC				1,118	981	1,039	1,397	1,172	1,224	🟡
In-Service On-time Performance	64.59%	64.22%	61.78%	58.01%	57.66%	62.15%	67.50%	68.22%	68.77%	🟢
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 5	4.10 36	3.83 28	4.00	3.62 37	3.55 5	🟢
Complaints per 100,000 Boardings	5.70	4.24	2.87	2.98	3.00	2.88	2.70	2.58	2.58	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.05	19.44	15.76	12.09	13.42	7.80	10.50	Dec YTD 8.35	Dec 4.16	🟢
<b>Division 8</b>										
MMBCMF No. of unaddressed road calls			3,836	3,912 258*	2,944 100	3,473	3,500	3,805	4984 0	🟢
MMBTRC				1,537	1,333	1,707	1,922	2,033	2,527	🟢
In-Service On-time Performance	69.12%	69.78%	68.23%	67.48%	68.50%	69.29%	72.00%	73.91%	78.95%	🟢
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 1	1.99 18	1.87 12	2.05	2.20 6	2.21 2	🟡
Complaints per 100,000 Boardings	5.09	4.17	3.37	2.75	2.64	3.01	2.75	2.93	2.72	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	19.15	16.77	13.81	16.14	15.03	12.45	12.50	Dec YTD 10.85	Dec 10.56	🟢
<b>Division 9</b>										
MMBMF No. of unaddressed road calls			4,585	4,087 30*	4,119 88	4,267 62	3,500	4,331 51	4,460 11	🟢
MMBTRC				2,099	1,989	2,425	2,623	2,737	2,392	🟢
In-Service On-time Performance	68.16%	68.16%	67.01%	66.22%	66.84%	70.01%	74%	75.40%	75.38%	🟢
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 4	2.46 20	2.07 14	2.40	1.98 2	2.31 1	🟢
Complaints per 100,000 Boardings	5.09	5.09	2.61	2.24	2.98	3.18	3.02	3.12	3.03	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.75	14.66	14.34	17.30	8.35	14.07	10.42	Dec YTD 7.87	Dec 10.23	🟢

Measurement	FY04	FY05	FY06	FY07	FY08	FY09	FY10 Target	FY10 YTD	Jan. Month	Status
<b>Division 10</b>										
MMBMF No. of unaddressed road calls			3,723	3,702 61*	3,028 0	2,947 1	3,600	2,537	2,974	◊
MMBTRC				1,197	1,044	1,015	1,496	1,029	1,166	◊
In-Service On-time Performance	62.85%	64.14%	60.73%	58.61%	56.63%	61.90%	67.50%	69.15%	69.96%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 accidents"	- 0	- 0	- 0	- 8	4.47 31	3.87 32	4.00	3.95 26	5.11 2	●
Complaints per 100,000 Boardings	4.85	3.92	2.23	2.48	2.99	2.59	2.70	2.11	2.12	●
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	7.49	10.50	Dec YTD 9.09	Dec 7.44	●
<b>Division 15</b>										
MMBCMF No. of unaddressed road calls			2,996	3,420 174*	2,933 53	3,003 1	3,500	3,027 4	3,923 1	◊
MMBTRC				1,175	1,151	1,291	1,469	1,127	1,234	◊
In-Service On-time Performance	66.62%	67.84%	63.84%**	64.41%	66.85%	69.06%	72.00%	74.05%	75.71%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 2	2.98 14	2.45 26	2.38	2.75 6	2.37 0	◊
Complaints per 100,000 Boardings	5.70	4.55	3.14	3.16	3.05	3.08	2.85	3.14	2.81	◊
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	13.14	12.46	10.41	12.44	10.58	11.89	12.50	Dec YTD 13.82	Dec 5.64	◊
*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.)										
<b>Division 18</b>										
MMBCMF No. of unaddressed road calls			3,712	4,008 214*	3,563 74	3,421 55	3,500	2,894 4	3,301	◊
MMBTRC				1,174	1,109	1,090	1,468	1,232	1,342	◊
In-Service On-time Performance	60.78%	63.42%	57.31%	61.19%	60.88%	60.66%	67.00%	65.96%	67.63%	◊
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 5	3.08 14	2.72 27	4.00	2.71 12	2.65 0	●
Complaints per 100,000 Boardings	5.74	4.44	3.07	3.29	3.72	4.46	3.50	4.25	4.48	◊
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	14.71	11.67	13.63	8.50	14.70	8.95	9.50	Dec YTD 11.01	Dec 14.47	◊

\*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.

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

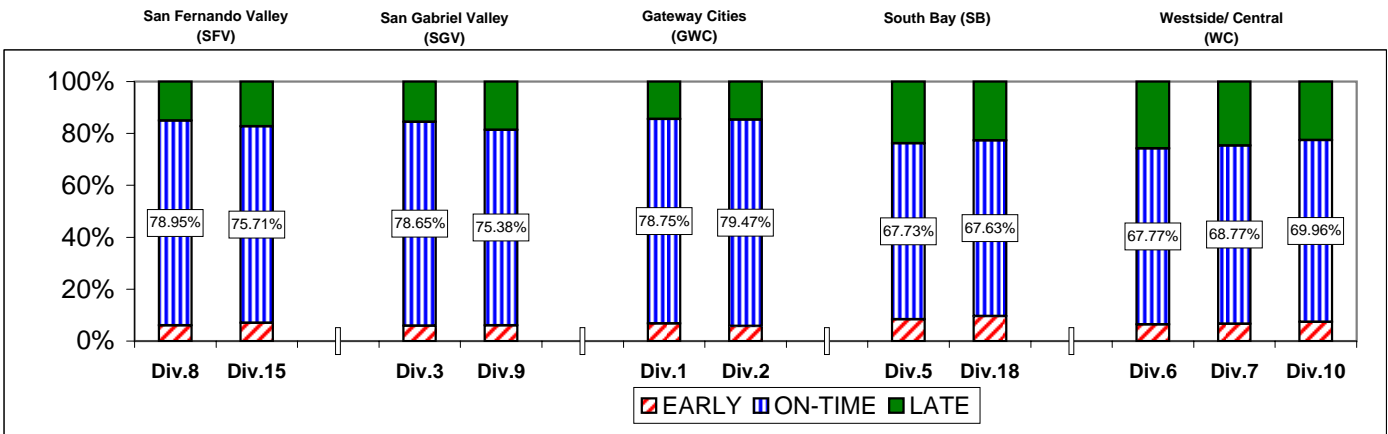
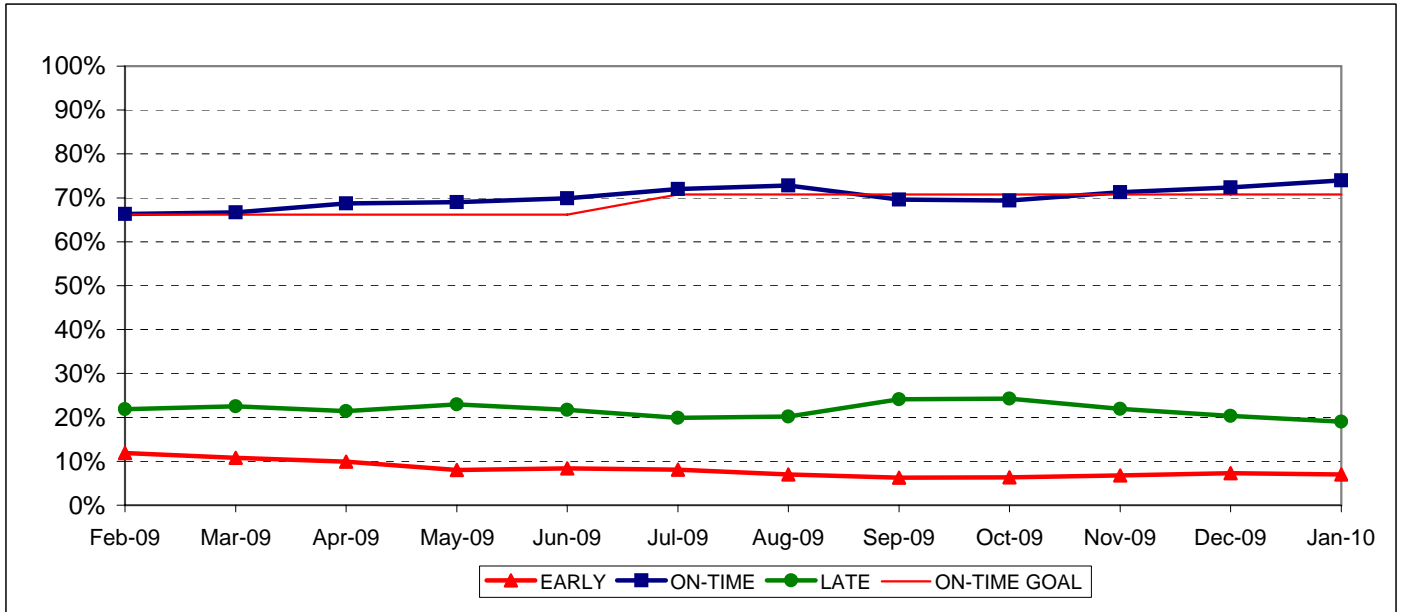
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Includes Rapid buses) **Please note that Rapid Line performance is included in the ISOTP calculation beginning January 2010.**

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

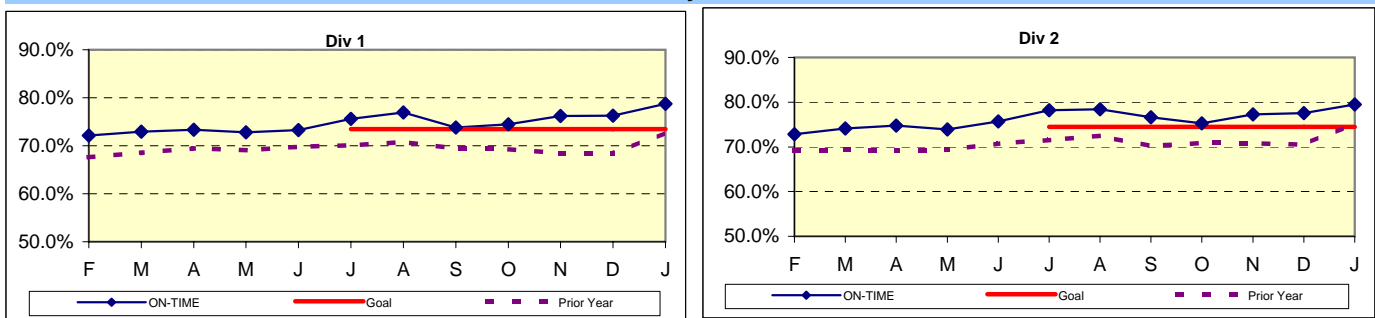
### Systemwide Trend

Please note that Rapid Line performance is included in the ISOTP calculation beginning January 2010

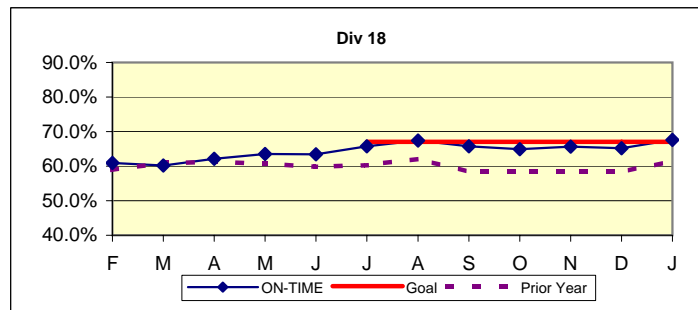
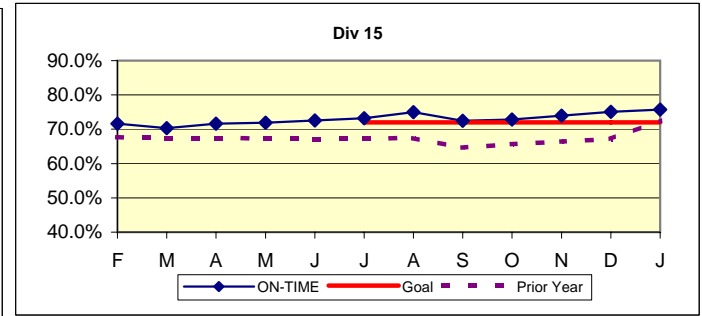
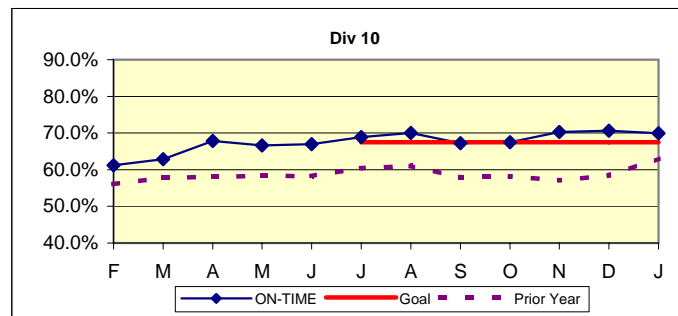
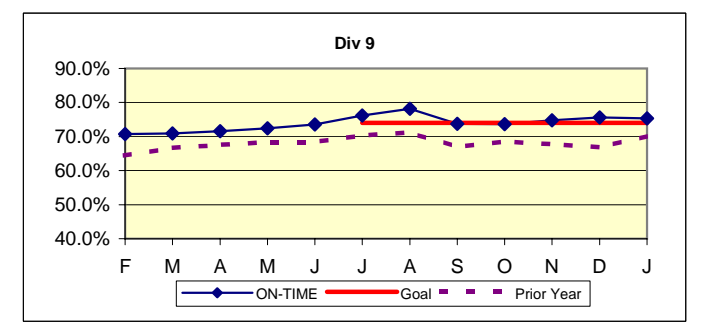
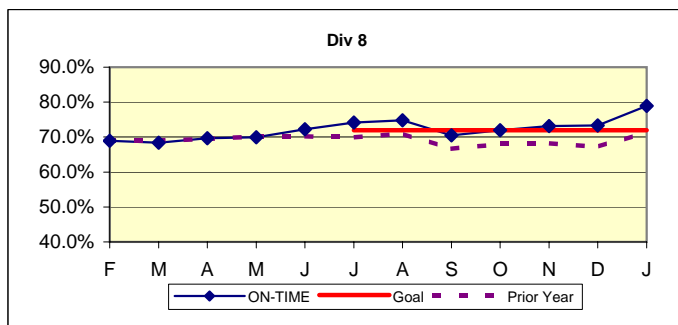
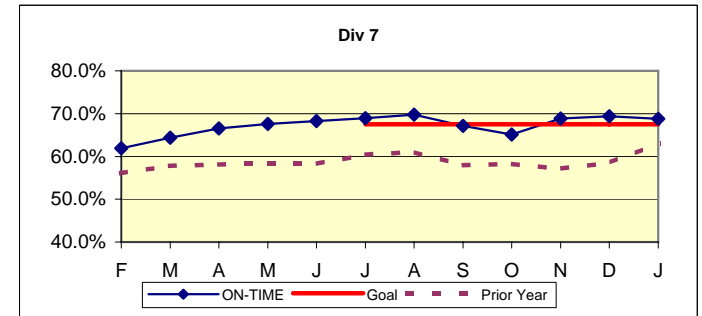
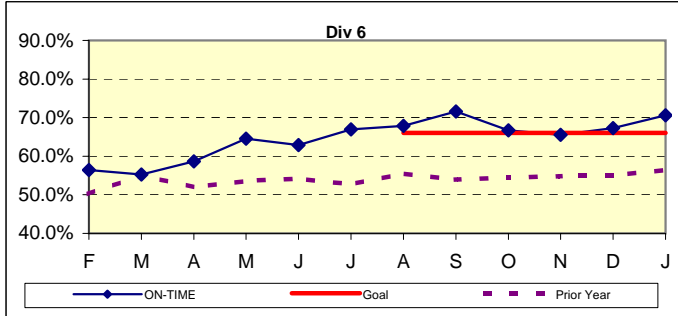
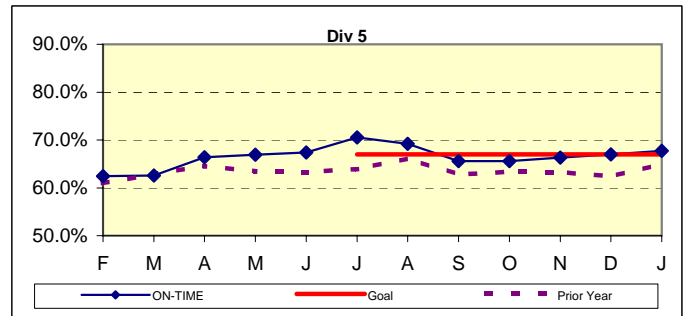
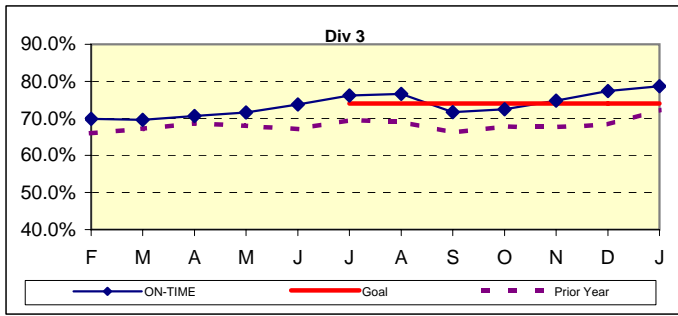
### Bus Operating Divisions ISOTP - 1 Minute Tolerance for Running Hot



### ISOTP By Divisions



Bus Service Performance - Continued





ISOTP By Governance Council' Divisions

Year-to-Date Compared To Last Year

	FY09	FY10-YTD	Variance
<b>San Fernando Valley (SFV)</b>			
<b>Division 8</b>			
Early	9.38%	6.41%	-2.97%
On-Time	69.29%	73.91%	4.62%
Late	21.33%	19.68%	-1.65%
<b>Division 15</b>			
Early	10.16%	7.14%	-3.01%
On-Time	69.06%	74.05%	4.99%
Late	20.78%	18.81%	-1.97%
<b>Gateway Cities (GWC)</b>			
<b>Division 1</b>			
Early	11.25%	7.19%	-4.06%
On-Time	71.05%	76.15%	5.10%
Late	17.70%	16.66%	-1.04%
<b>Division 2</b>			
Early	9.97%	6.27%	-3.70%
On-Time	72.72%	77.60%	4.88%
Late	17.31%	16.13%	-1.17%
<b>South Bay (SB)</b>			
<b>Division 5</b>			
Early	11.65%	6.47%	-5.18%
On-Time	64.43%	67.38%	2.95%
Late	23.92%	26.15%	2.23%
<b>Division 18</b>			
Early	12.44%	8.56%	-3.88%
On-Time	60.66%	65.96%	5.30%
Late	26.89%	25.47%	-1.42%

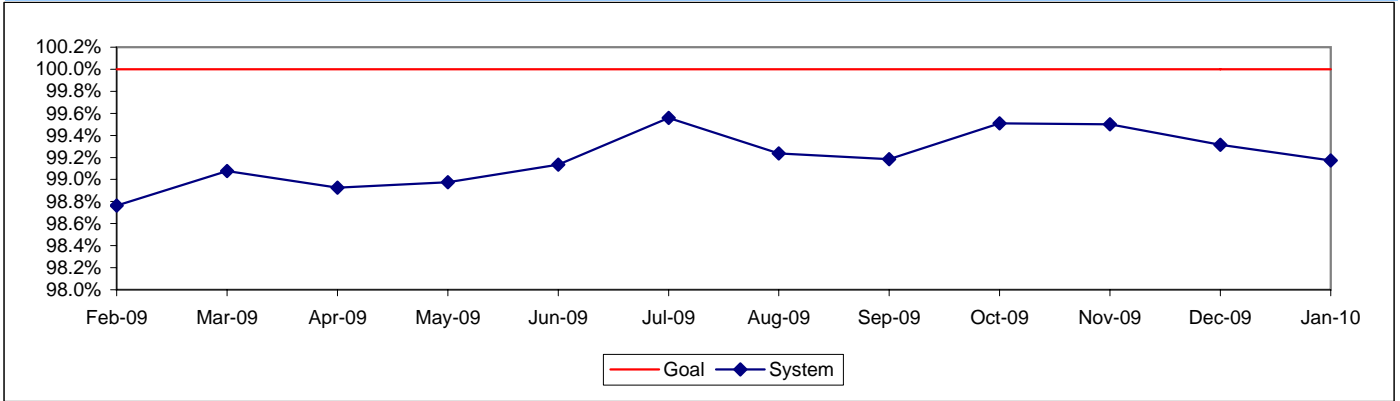
	FY09	FY10-YTD	Variance
<b>San Gabriel Valley (SGV)</b>			
<b>Division 3</b>			
Early	12.94%	6.81%	-6.13%
On-Time	69.78%	75.33%	5.56%
Late	17.28%	17.86%	0.58%
<b>Division 9</b>			
Early	11.32%	6.60%	-4.72%
On-Time	70.01%	75.40%	5.39%
Late	18.67%	18.00%	-0.67%
<b>Westside/Central (WC)</b>			
<b>Division 6</b>			
Early	16.07%	6.04%	-10.02%
On-Time	56.98%	68.17%	11.19%
Late	26.95%	25.78%	-1.17%
<b>Division 7</b>			
Early	13.74%	6.94%	-6.80%
On-Time	62.15%	68.22%	6.08%
Late	24.12%	24.84%	0.72%
<b>Division 10</b>			
Early	13.31%	6.71%	-6.60%
On-Time	61.90%	69.15%	7.25%
Late	24.78%	24.13%	-0.65%
<b>SYSTEMWIDE</b>			
Early	11.77%	6.98%	-4.79%
On-Time	66.25%	71.58%	5.34%
Late	21.99%	21.44%	-0.55%

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

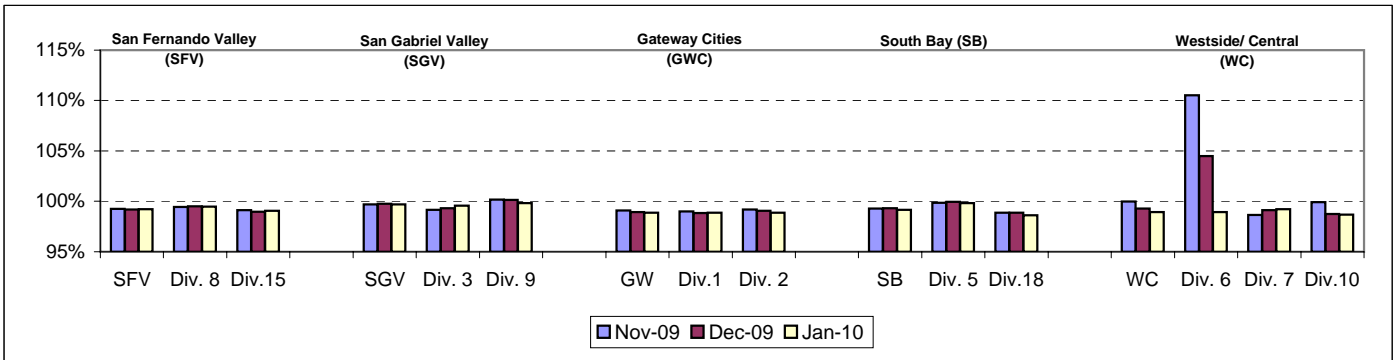
**Definition:** This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures. FY06: This performance indicator measures the percentage of scheduled Revenue Hours delivered after adding in temporary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



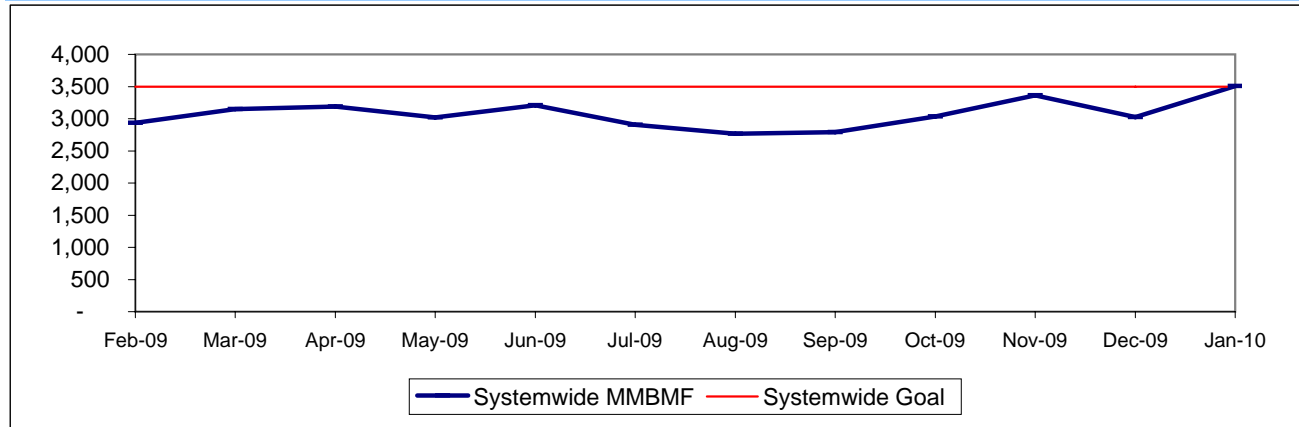
## BUS MAINTENANCE PERFORMANCE

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

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

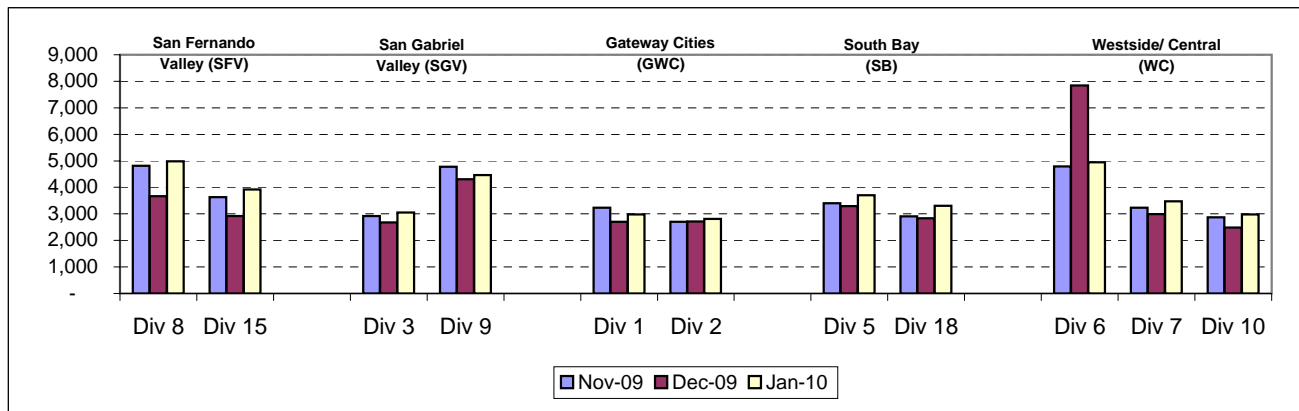
**Calculation:**  $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

#### Systemwide Trend



\* New Indicator.

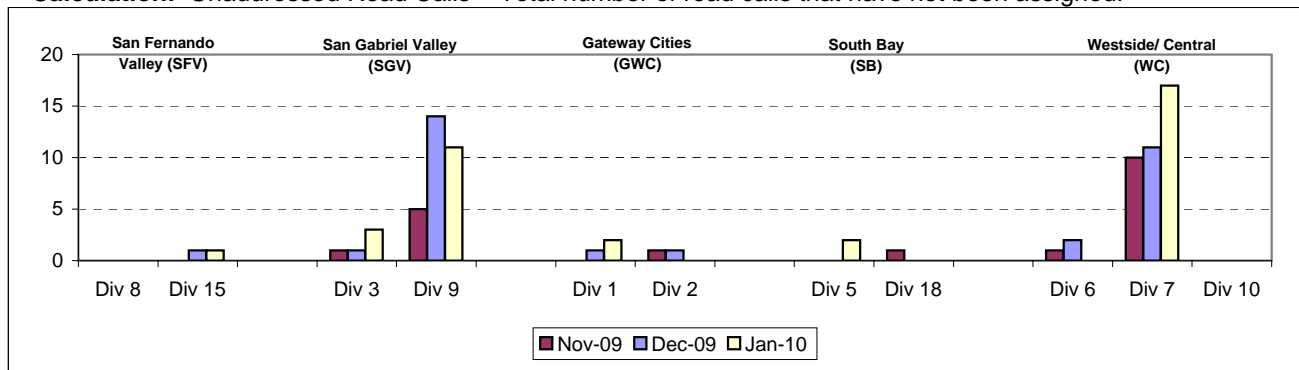
#### MMBMF -- Bus Operating Governance Council Divisions November 2009 - January 2010



#### Unaddressed Road Calls -- Bus Operating Governance Council Divisions\* November 2009 - January 2010

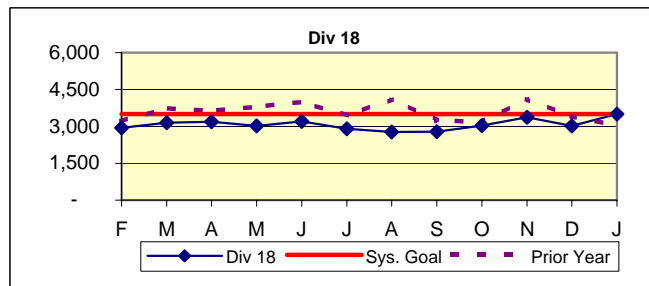
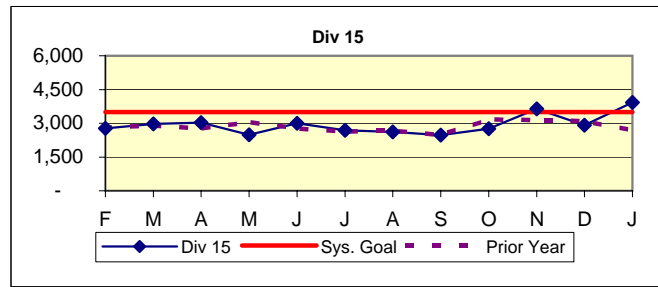
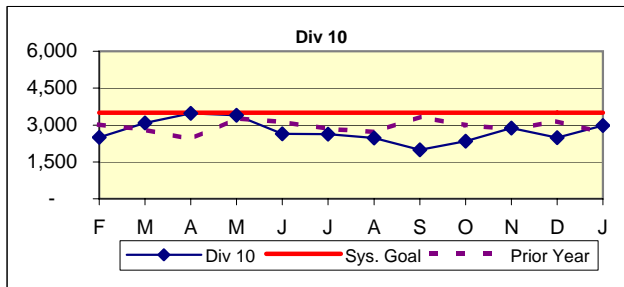
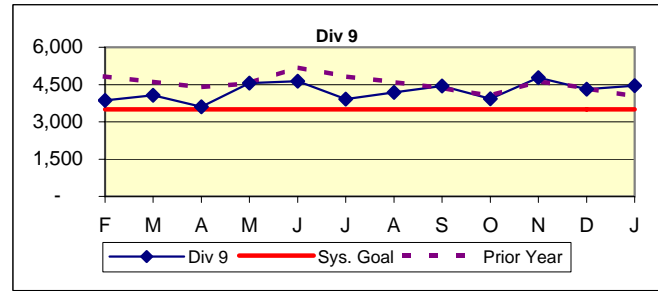
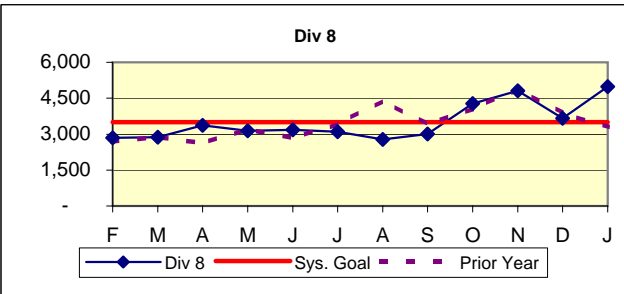
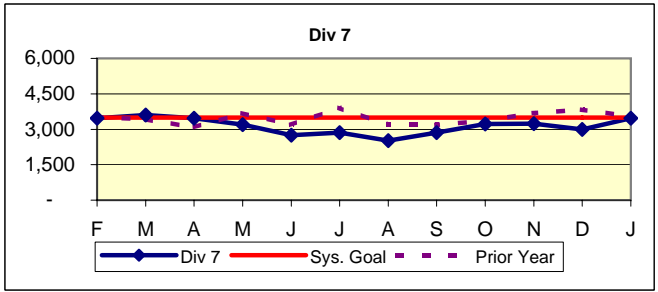
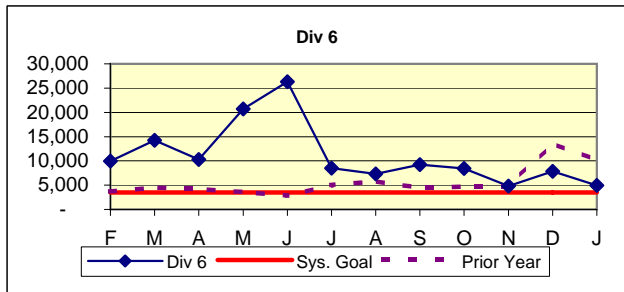
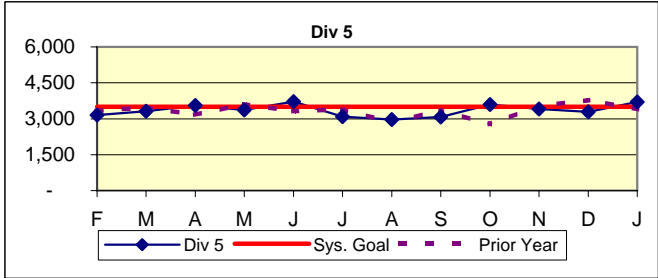
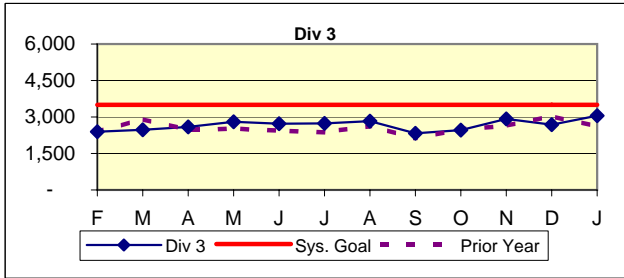
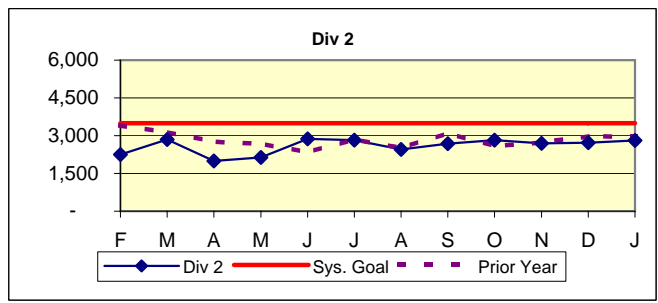
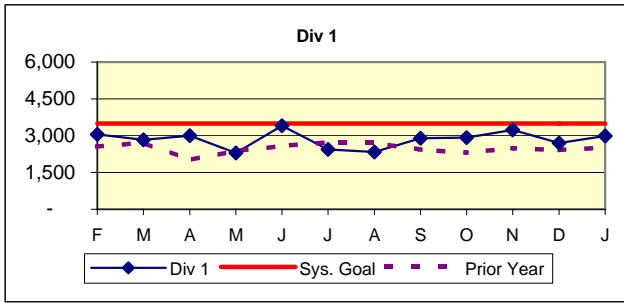
**Definition:** Road calls cannot be counted, per FTA definition, if no one has jobbed on to assign a job code. (Source: M3)

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



\* New Indicator.

**Bus Maintenance Performance - Continued**

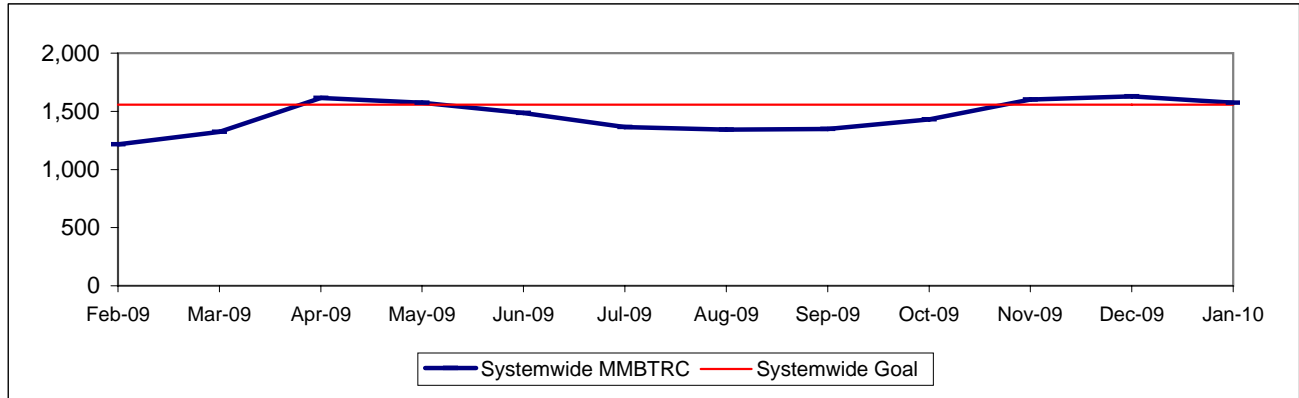


**MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)\***

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

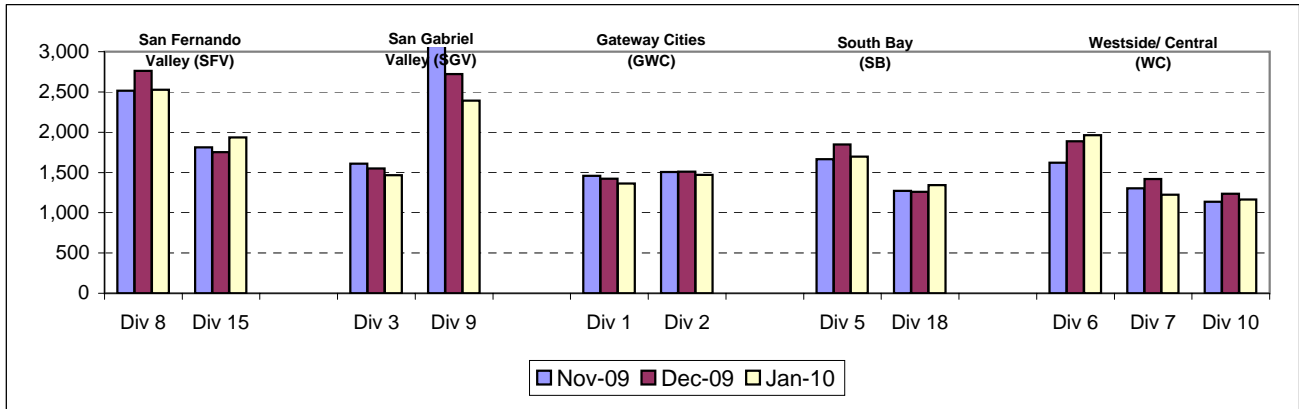
**Calculation:** MMBTRC = (Total Hub Miles / by Total Road Calls)

**MMBTRC Systemwide Trend**



\* New Indicator.

**MMBTRC --Bus Operating Governance Council Divisions  
November 2009 - January 2010**



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

	Number of Buses	Percent of Buses
<b>CNG</b>	2,499	93.14%
<b>Hybrid</b>	6	0.22%
<b>Diesel</b>	85	3.17%
<b>Gasoline</b>	59	2.20%
<b>Propane</b>	34	1.27%
<b>Total</b>	<u>2,683</u>	<u>100.00%</u>

**Average Age of Fleet by Divisions**

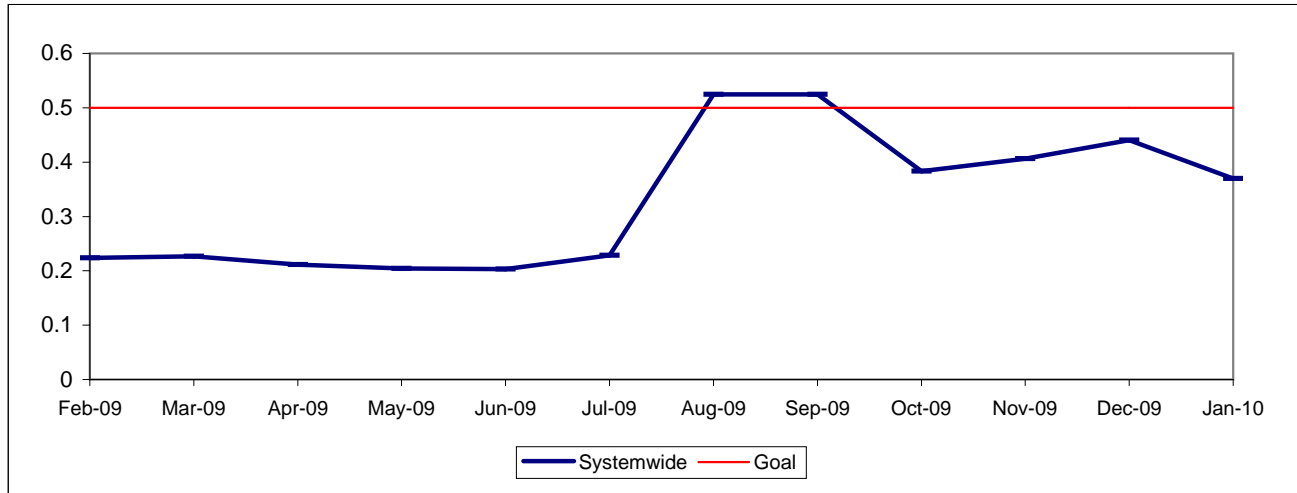
<b>Div 1</b> 7.6	<b>Div 2</b> 8.0	<b>Div 3</b> 8.7	<b>Div 5</b> 7.6	<b>Div 6</b> 2.9	<b>Div 7</b> 8.6	<b>Div 8</b> 8.9	<b>Div 9</b> 7.1
<b>Div 10</b> 6.9	<b>Div 15</b> 6.9	<b>Div 18</b> 9.1					

**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.

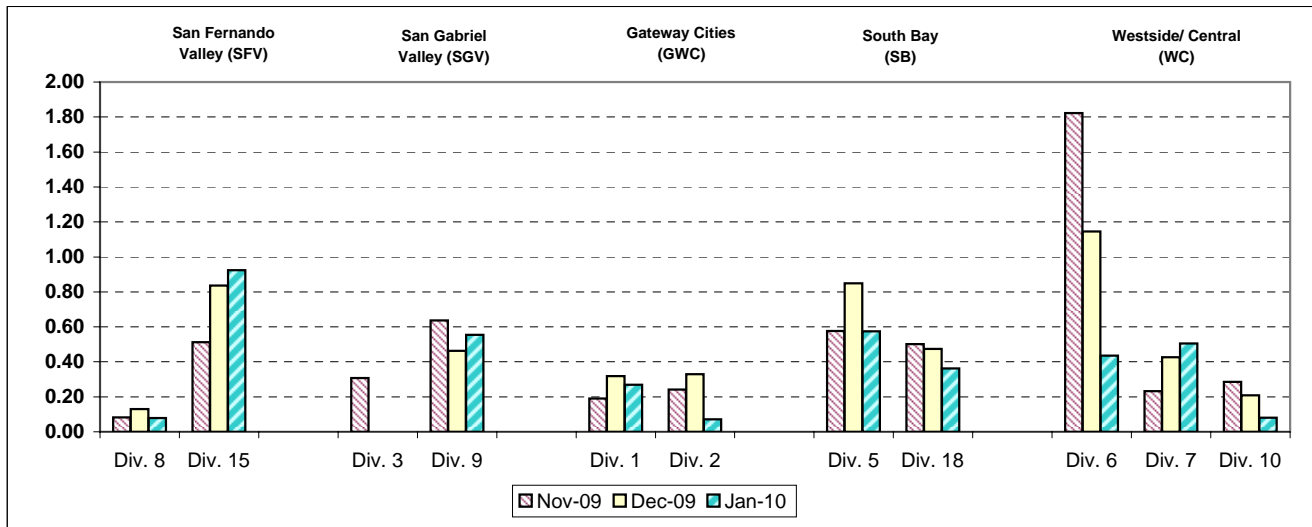
**Calculation:** Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

**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 Governance Council's Divisions  
November 2009 - January 2010**



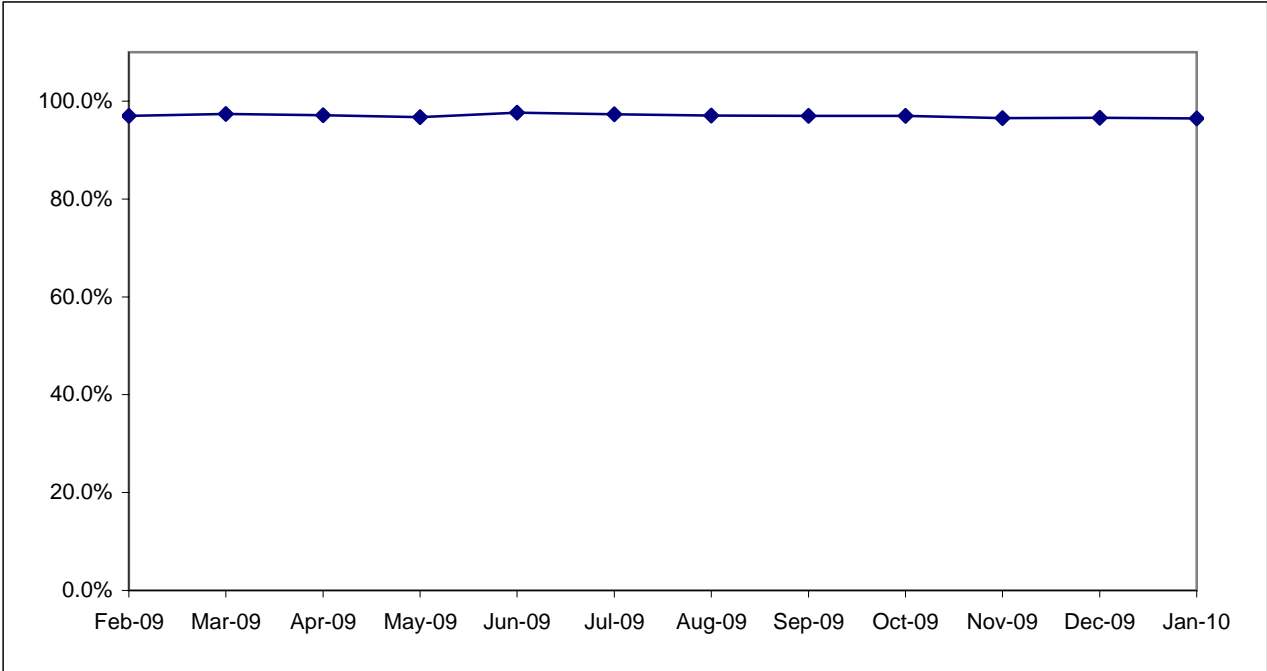
# ATTENDANCE

## MAINTENANCE ATTENDANCE

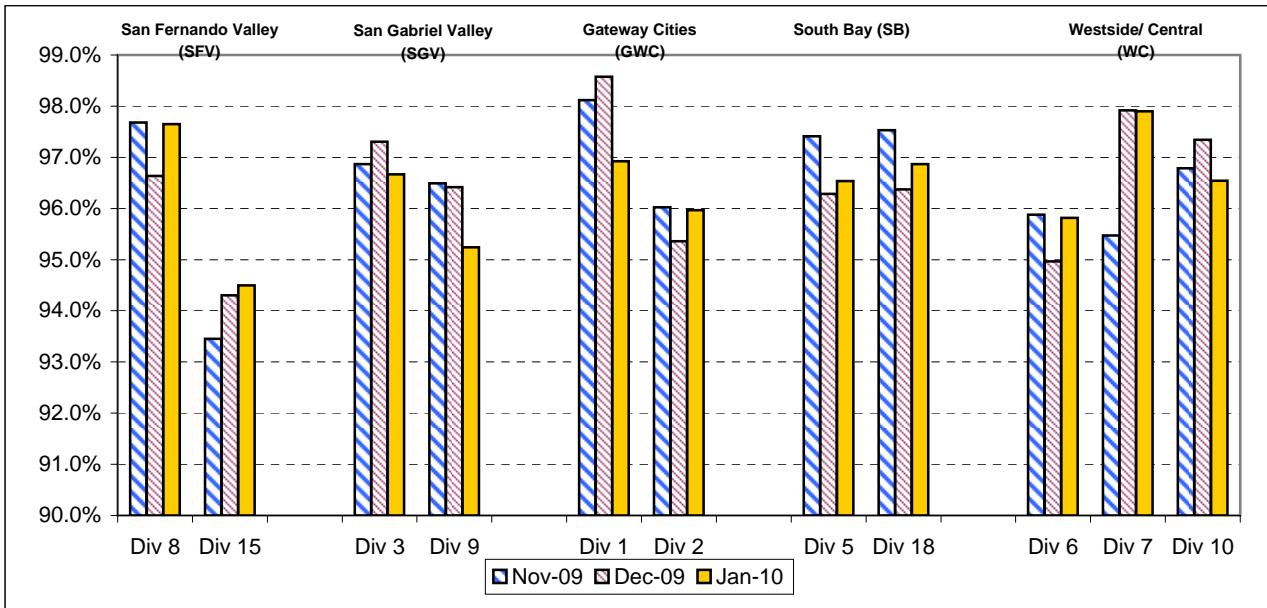
**Definition:** Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

### Systemwide Trend



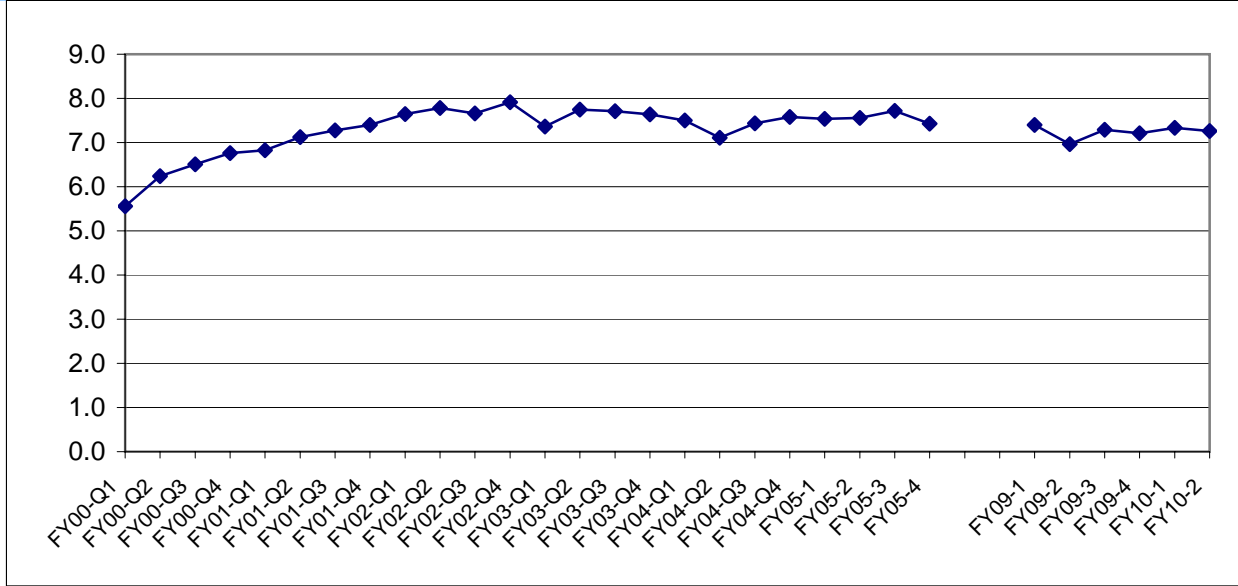
### Maintenance Attendance - By Governance Council's Divisions (By Current Month) November 2009 - January 2010



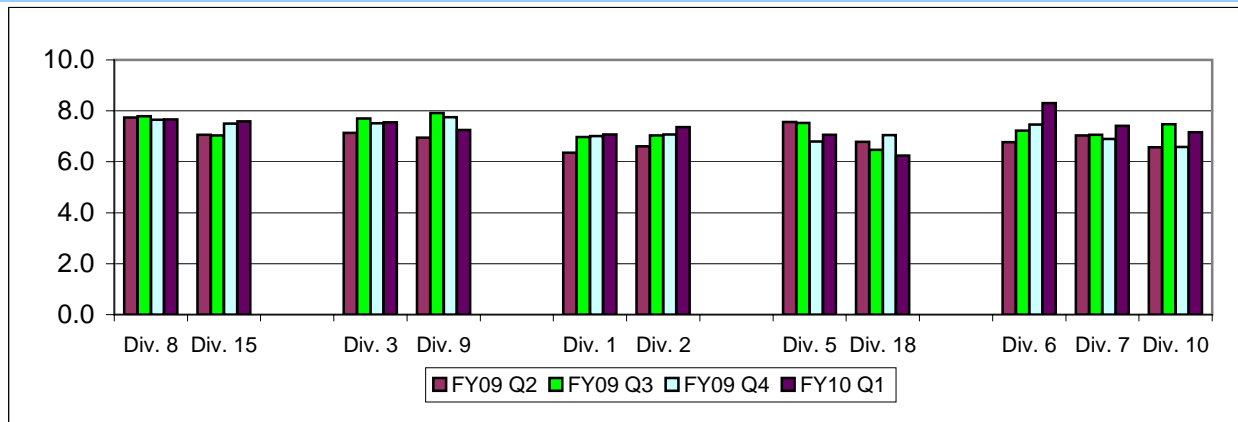
## BUS CLEANLINESS

**Definition:** A team of two Quality Assurance Supervisors inspects and rates ten 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 FY09 Q2 - FY10 Q1





## 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	FY10 Target	FY10 YTD	Jan. 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	6.03	10.00	Dec YTD 10.31	Dec 13.29	◆
<b>Metro Red Line (MRL)</b>										
On-Time Pullouts	99.71%	99.94%	99.61%	99.76%	99.79%	99.97%	99.00%	99.71%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures	12,793	11,759	19,587	17,260	26,743	41,482	30,000	42,476	28,377	●
In-Service On-time Performance*					99.13%	99.38%	99.10%	99.55%	99.52%	●
Traffic Accidents Per 100,000 Train Miles	0	0.22	0.22	0	0.30	0.07	0.02	0.00	0.00	●
Complaints per 100,000 Boardings	1.17	1.13	0.66	0.41	0.50	0.37	0.50	0.39	0.38	●
<b>Metro Blue Line (MBL)</b>										
On-Time Pullouts	99.94%	99.73%	99.76%	99.72%	99.62%	99.74%	99.00%	99.53%	99.52%	●
Mean Miles Between Chargeable Mechanical Failures	10,365	16,273	26,774	35,125	31,278	27,051	24,000	21,119	13,193	◆
In-Service On-time Performance*					98.81%	98.24%	99.00%	98.61%	98.05%	◆
Traffic Accidents Per 100,000 Train Miles	1.36	0.64	0.96	1.35	1.65	1.26	0.05	1.35	2.16	◆
Complaints per 100,000 Boardings	0.97	0.98	0.78	0.53	0.64	0.58	0.90	0.80	0.92	●
<b>Metro Green Line (MGrL)</b>										
On-Time Pullouts	99.78%	99.91%	99.97%	99.54%	99.80%	99.95%	99.00%	99.77%	99.79%	●
Mean Miles Between Chargeable Mechanical Failures	11,337	12,558	20,635	27,471	36,727	19,195	24,000	13,032	24,006	◆
In-Service On-time Performance*					99.07%	98.90%	99.00%	99.05%	99.37%	●
Traffic Accidents Per 100,000 Train Miles	0.08	0.00	0	0	0.00	0.07	0.05	0.00	0.84	●
Complaints per 100,000 Boardings	1.37	1.39	0.92	0.72	0.81	0.82	0.90	0.74	0.65	●
<b>Metro Gold Line (MGOL)</b>										
On-Time Pullouts	100%	99.85%	99.97%	99.95%	99.95%	99.95%	99.00%	99.81%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures	8,938	16,571	23,329	22,775	39,521	24,250	24,000	12,650	9,024	◆
In-Service On-time Performance*					98.86%	99.38%	99.00%	98.85%	97.90%	◆
Traffic Accidents Per 100,000 Train Miles	0.25	0.23	0.12	0.23	0.43	0.21	0.05	0.56	2.43	◆
Complaints per 100,000 Boardings	3.81	2.85	2.71	1.88	1.57	1.50	0.90	1.68	2.08	◆

\*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.

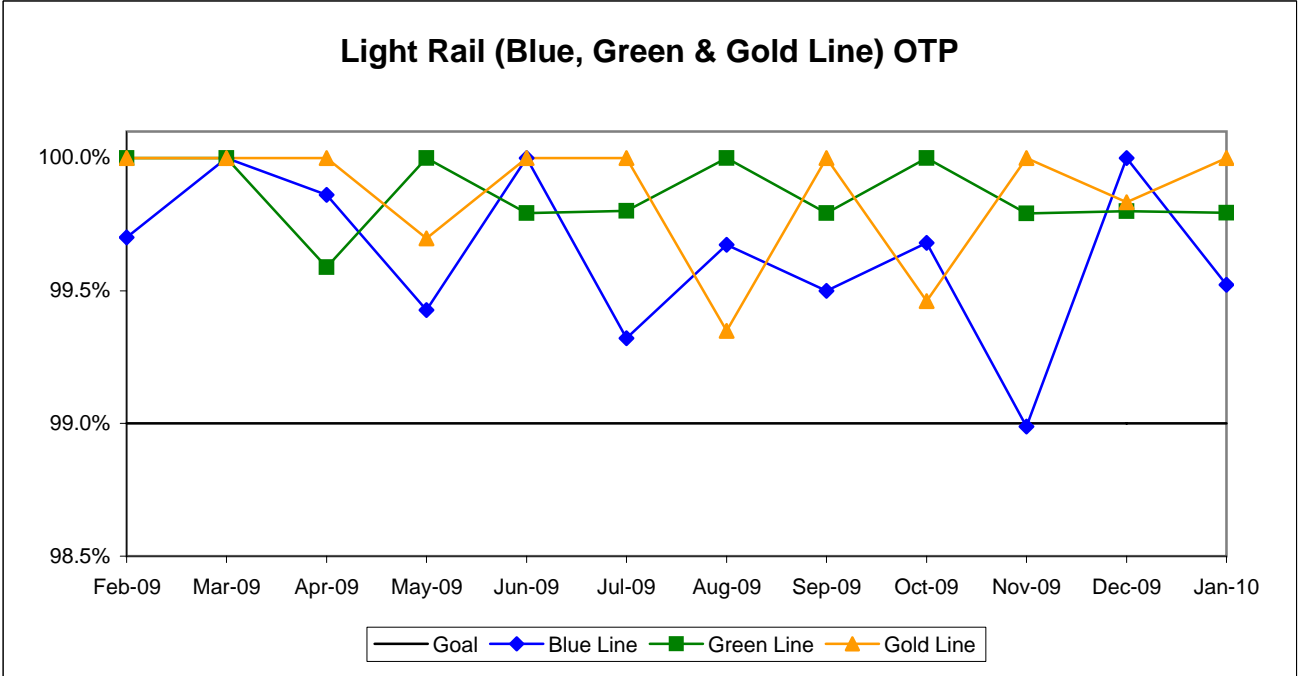
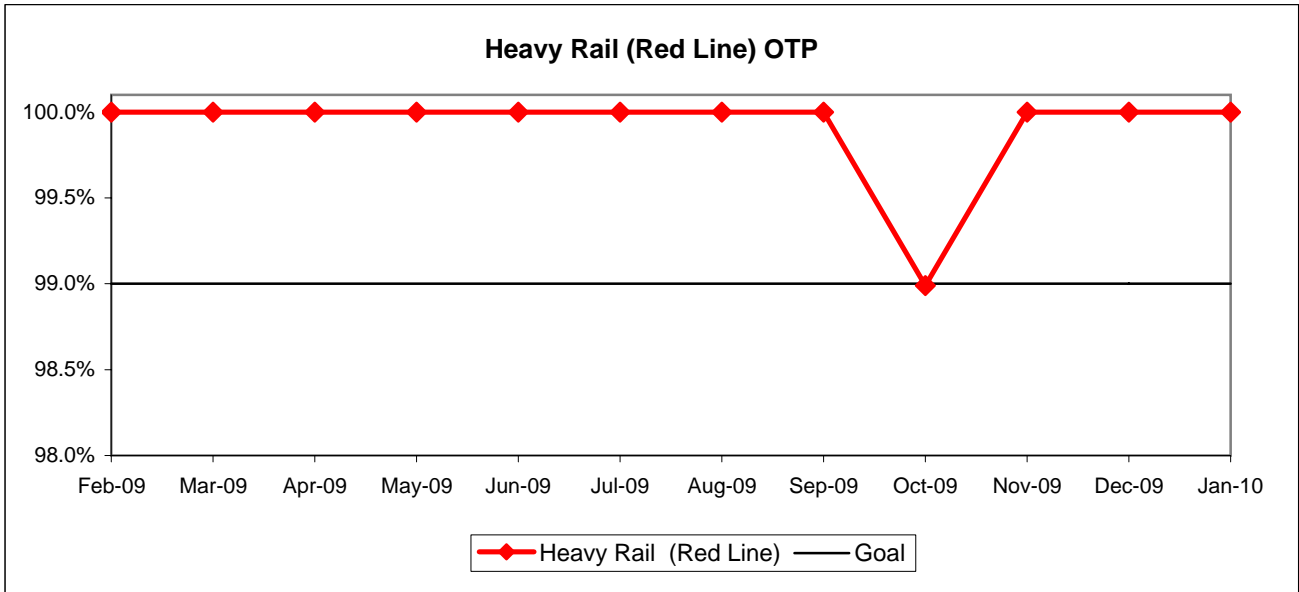
■ Red - High probability that the target will not be achieved -- significant problems and/or delays.

# 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.

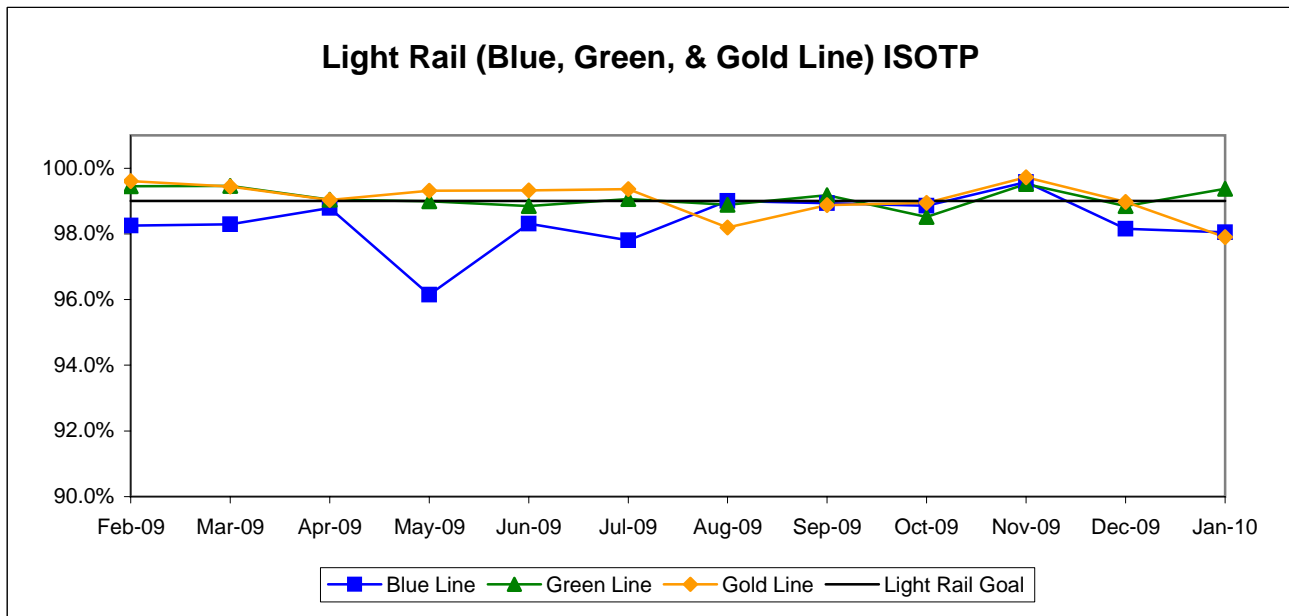
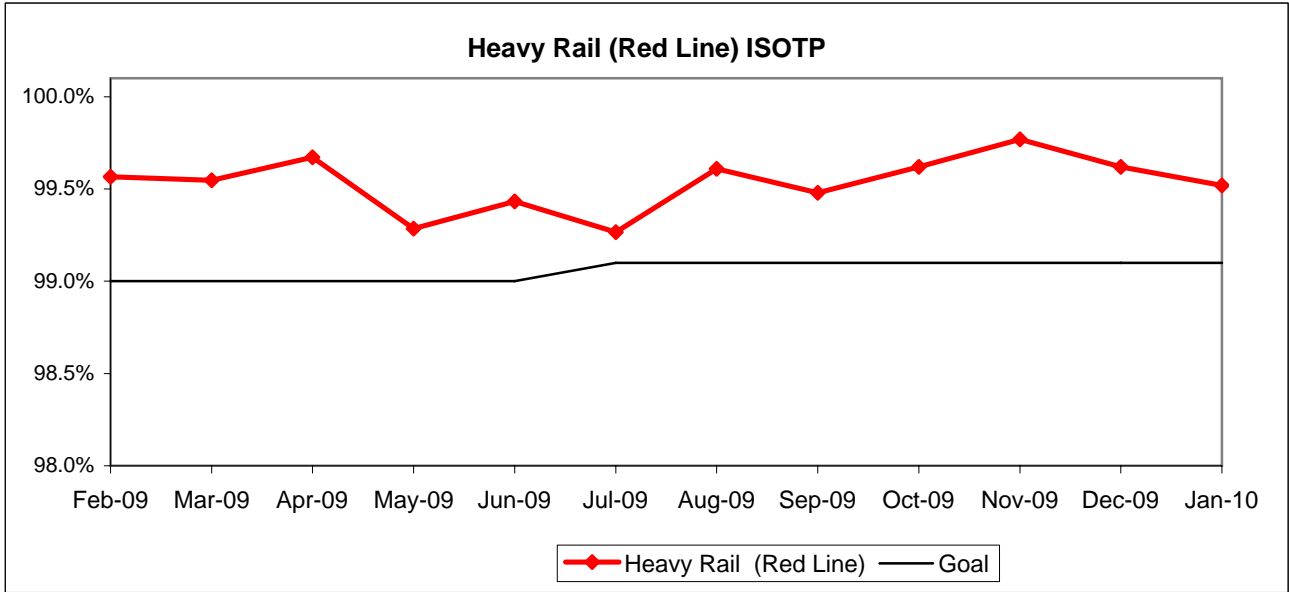
**Calculation:**  $OTP\% = [(100\% - ((\text{Total cancelled pullouts plus late pullouts}) / \text{by Total scheduled pullouts}) \times 100)]$



**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.

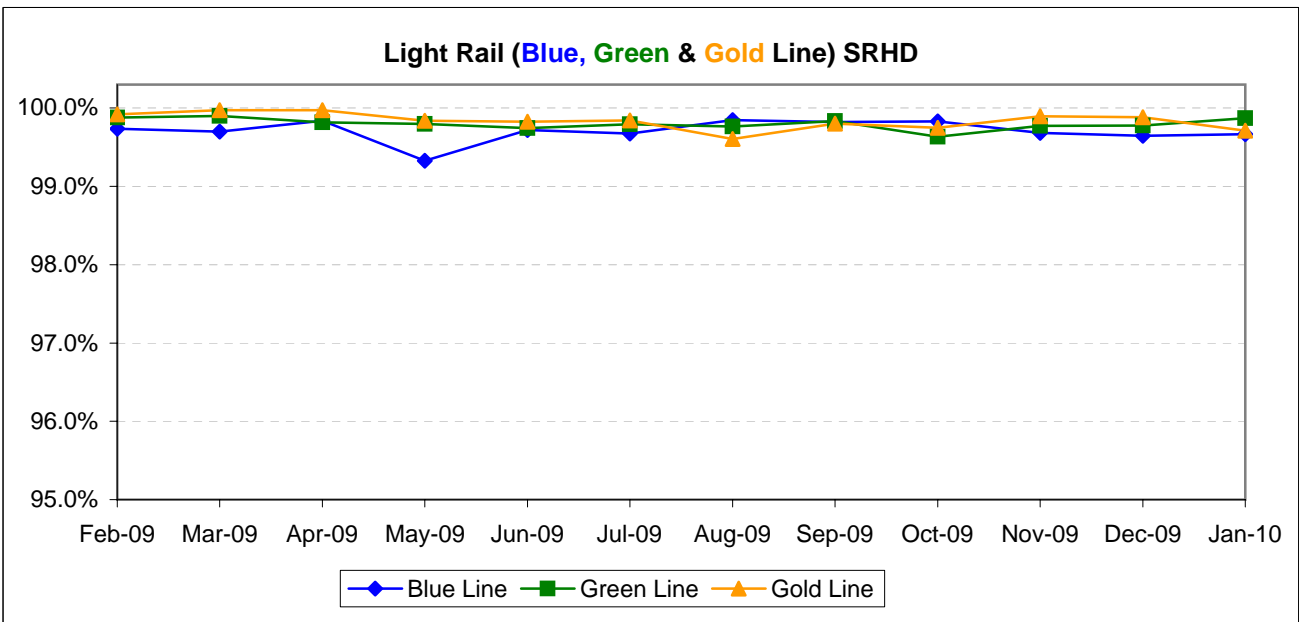
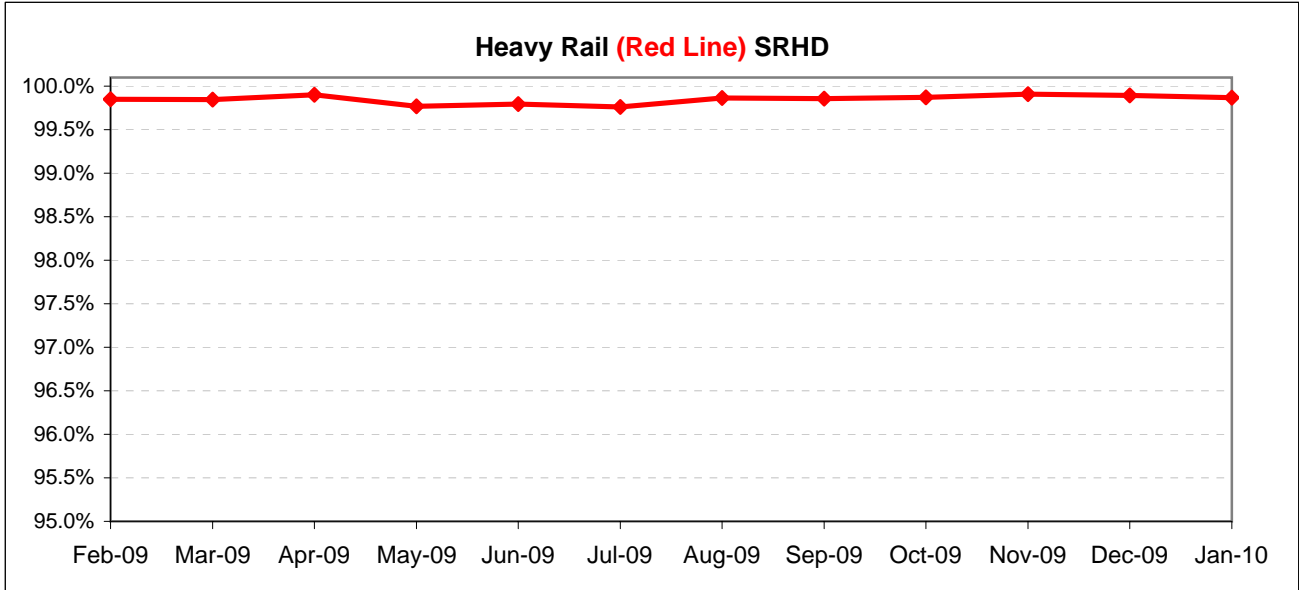
**Calculation:** ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]]



**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.

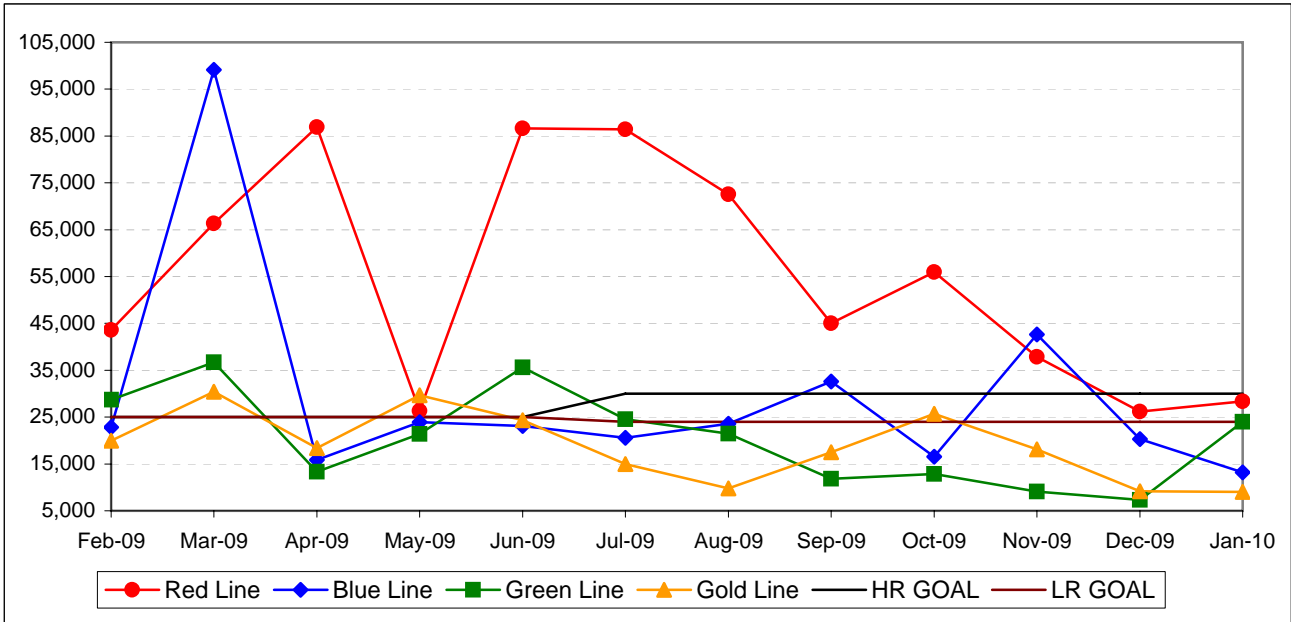
**Calculation:**  $SRSHD\% = (1 - (\text{Total Service Hours Lost} / \text{by Total Scheduled Service Hours}))$



**Mean Miles Between Chargeable Mechanical Failures**

**Definition:** Mean vehicle miles between Revenue Vehicle Failures. NTD defined Revenue Vehicle Failures are vehicle systems failures that occur in revenue service and during deadhead miles in which the vehicle did not complete its scheduled revenue trip or in which the vehicle did not start its next scheduled revenue trip.

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

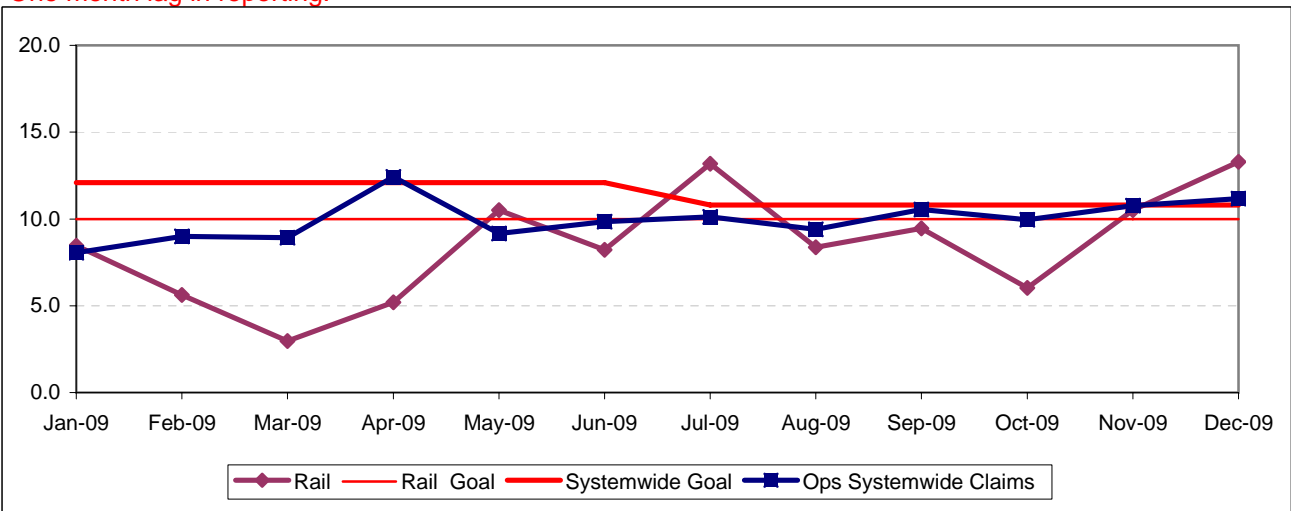


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**

**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.



# SAFETY PERFORMANCE

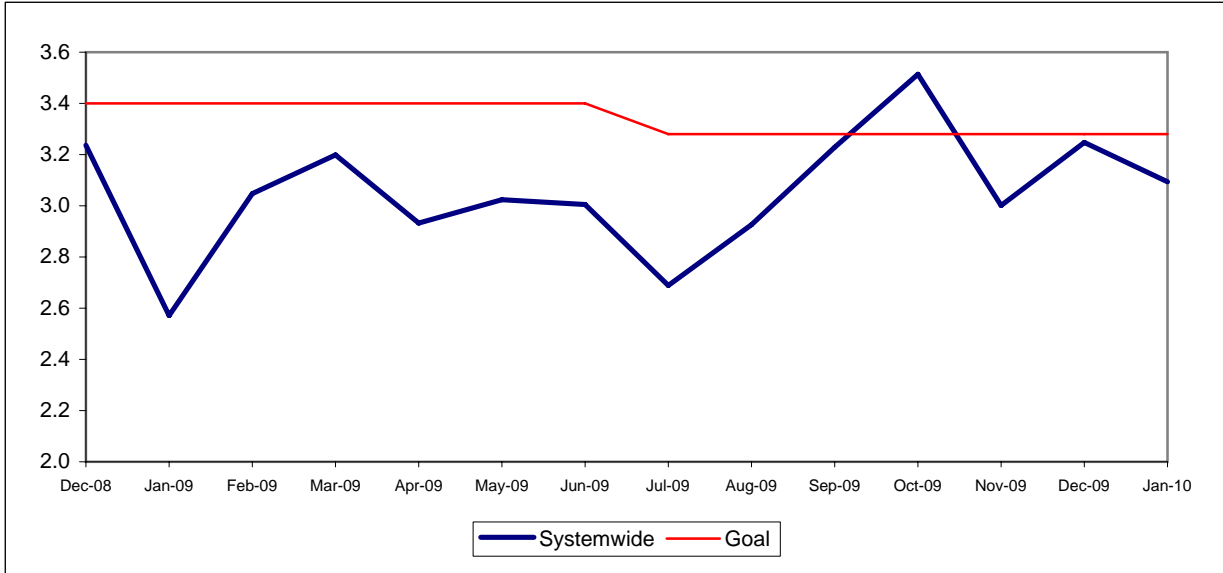
## BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

**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.

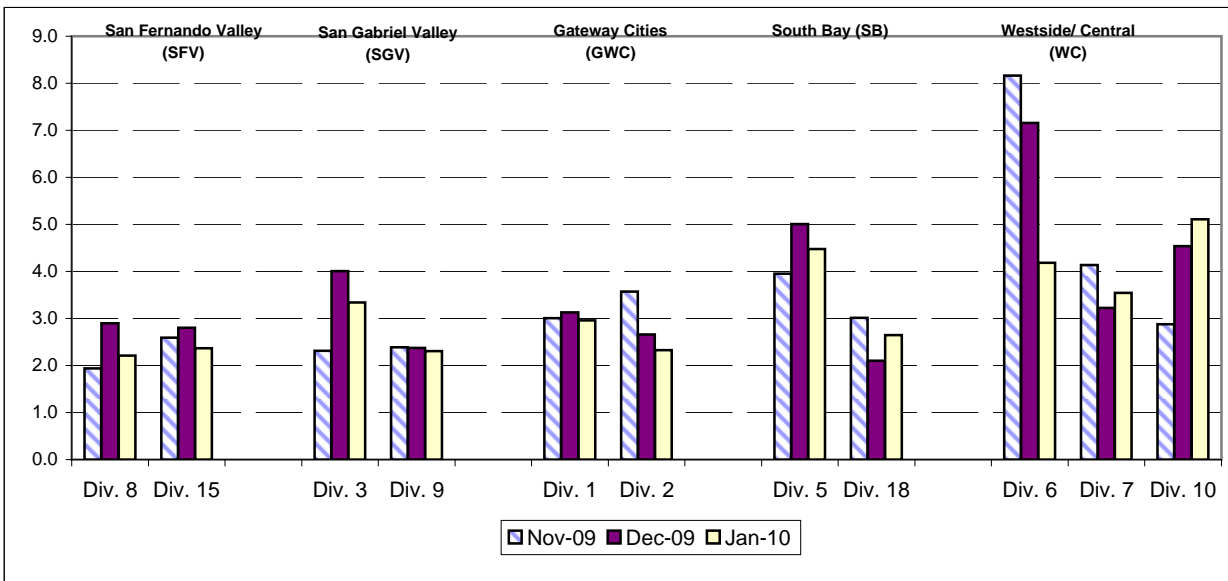
### Systemwide Trend



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 Governance Council's Divisions November 2009 - January 2010



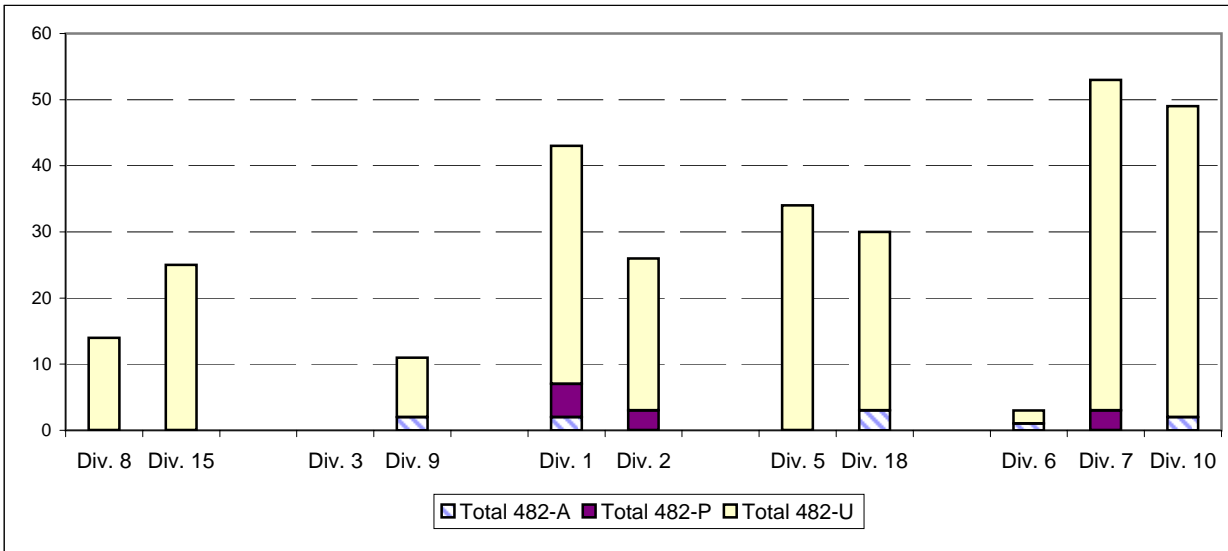
Safety Performance Continued

**Number of 482 Accidents in Vehicle Accident Management System (VAMS) Download by Avoidable (A), Pending (P) or Unavoidable (U) Bus Operating Divisions - by Sectors' Divisions**

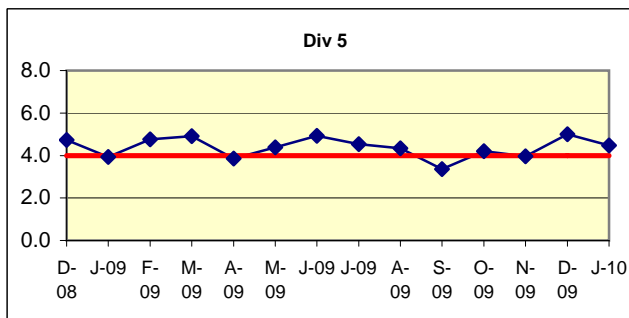
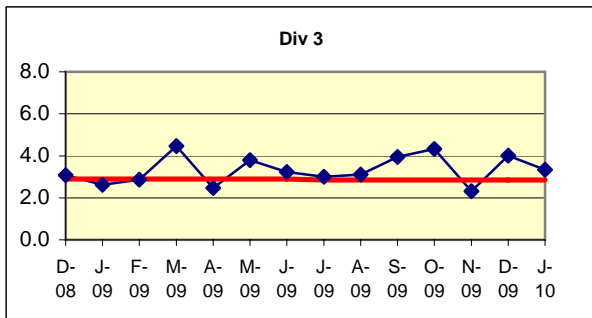
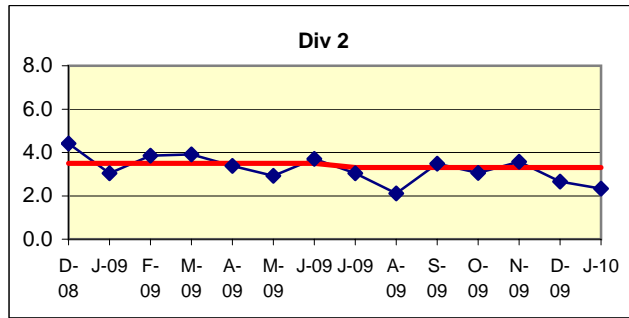
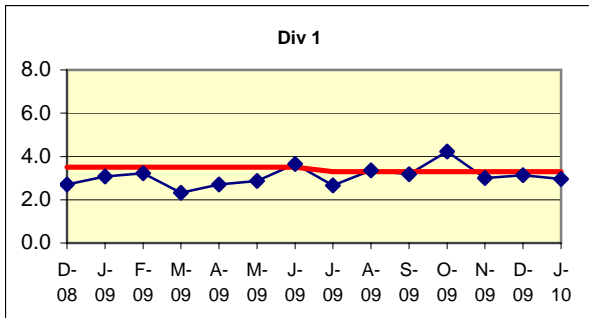
**Definition:** Number of accidents that are coded 482 "alleged" accidents in prior 13 months and the accident determination as avoidable (A), pending investigation (P) or unavoidable (U).

**Calculation:** Number of accidents in prior 13 months coded 482 "alleged" in the categories of A, P or U.

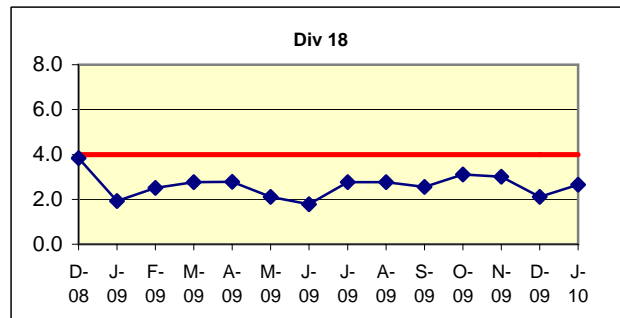
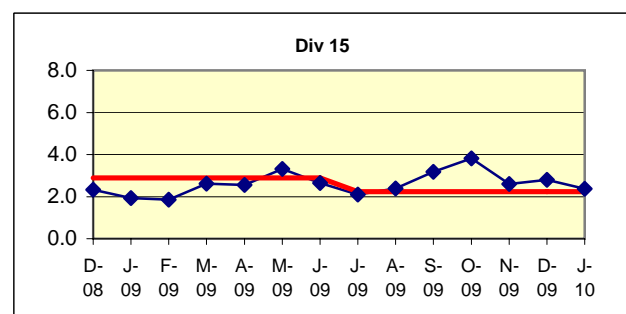
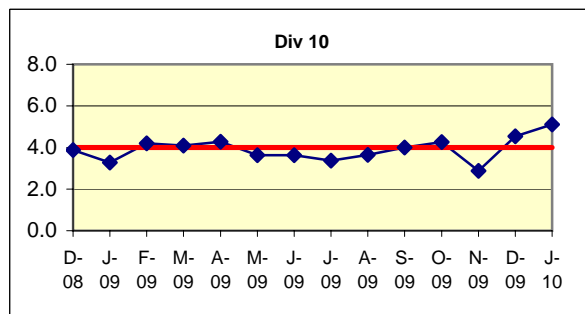
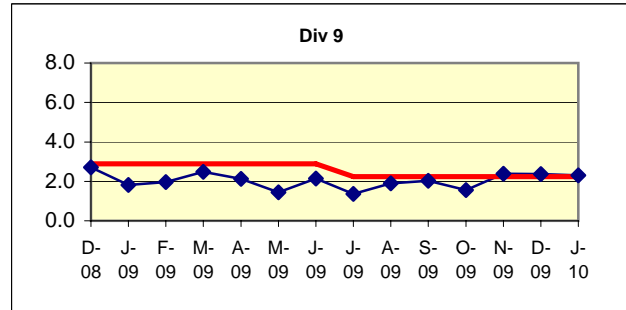
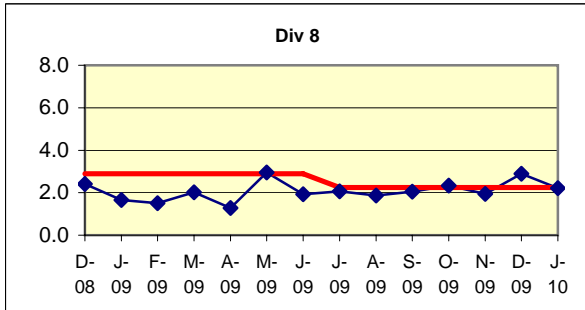
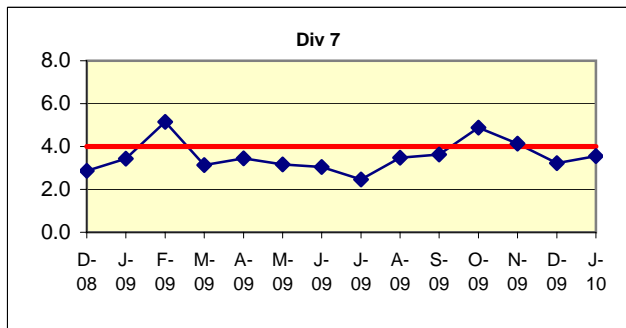
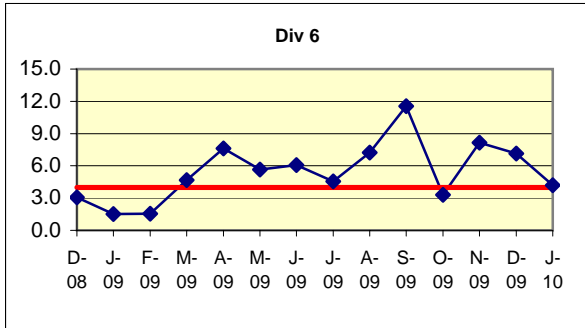
NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.



**Bus Operating Divisions**



## Safety Performance Continued

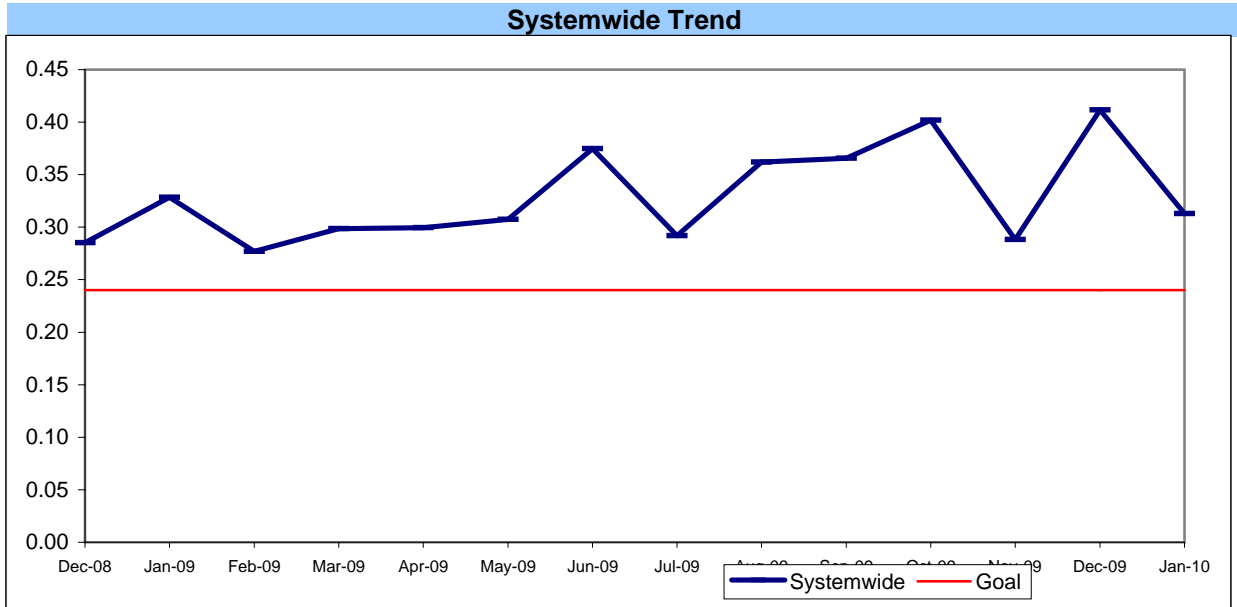




**BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS**

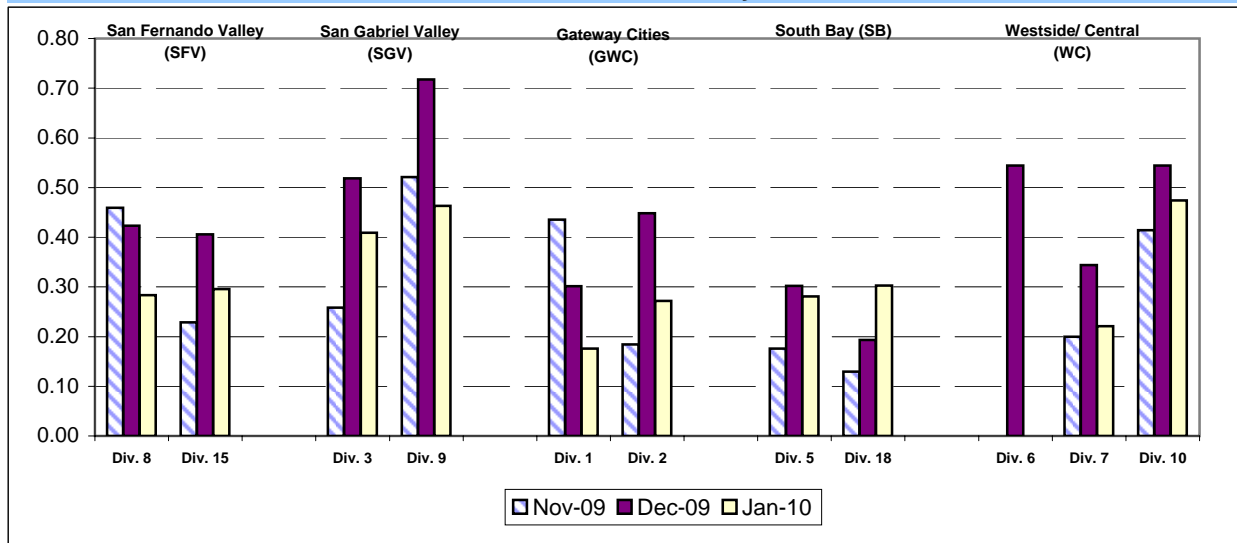
**Definition:** Average number of Passenger Accidents for every 100,000 Boardings. This indicator measures system safety.

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



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

**Bus Operating Divisions - by Governance Council's Divisions  
November 2009 - January 2010**



**Safety Performance Continued**

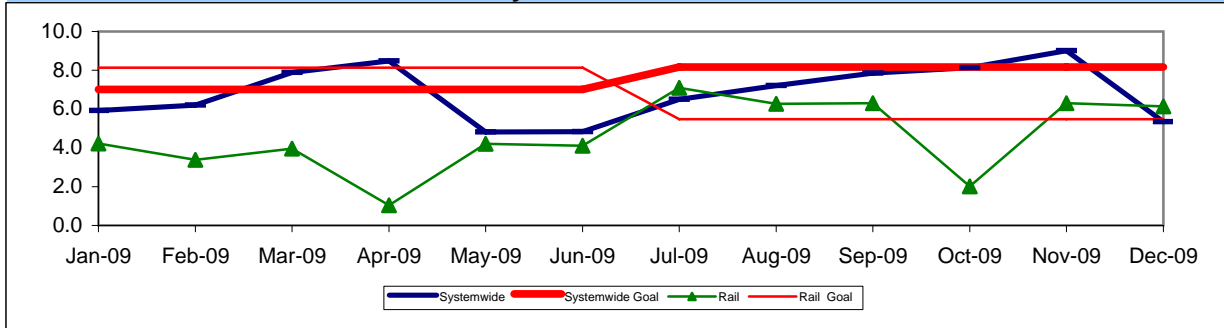
**OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA) RECORDABLE INJURIES PER 200,000 EXPOSURE HOURS**

**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)

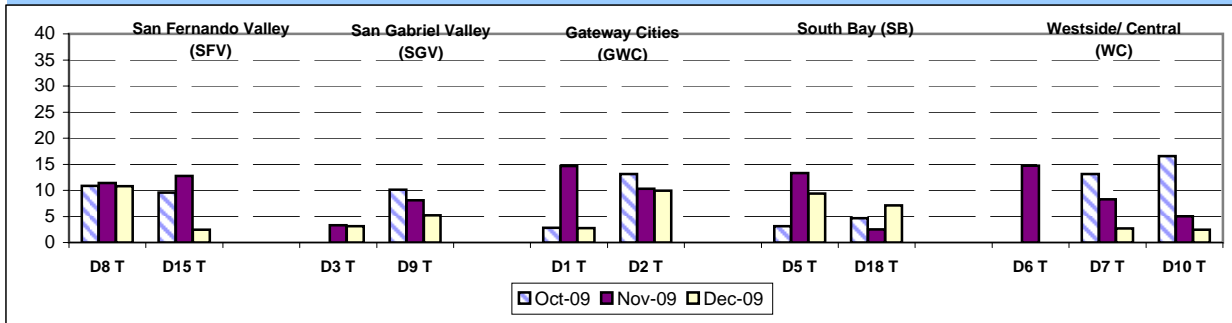
One month lag from current month

**OSHA Systemwide Trend and Rail**

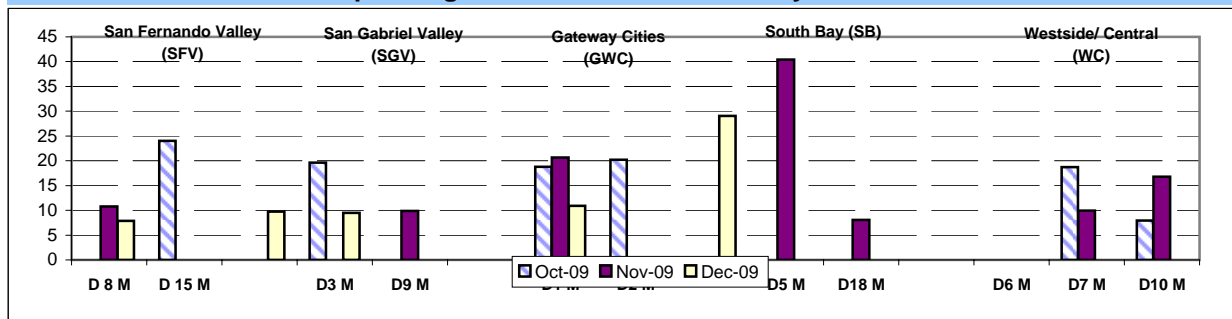


Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of injuries and late filing of reports.

**OSHA: Bus Operating Transportation Divisions - by Governance Councils Oct - Dec 2009**



**OSHA: Bus Operating Maintenance Divisions - by Governance Councils**



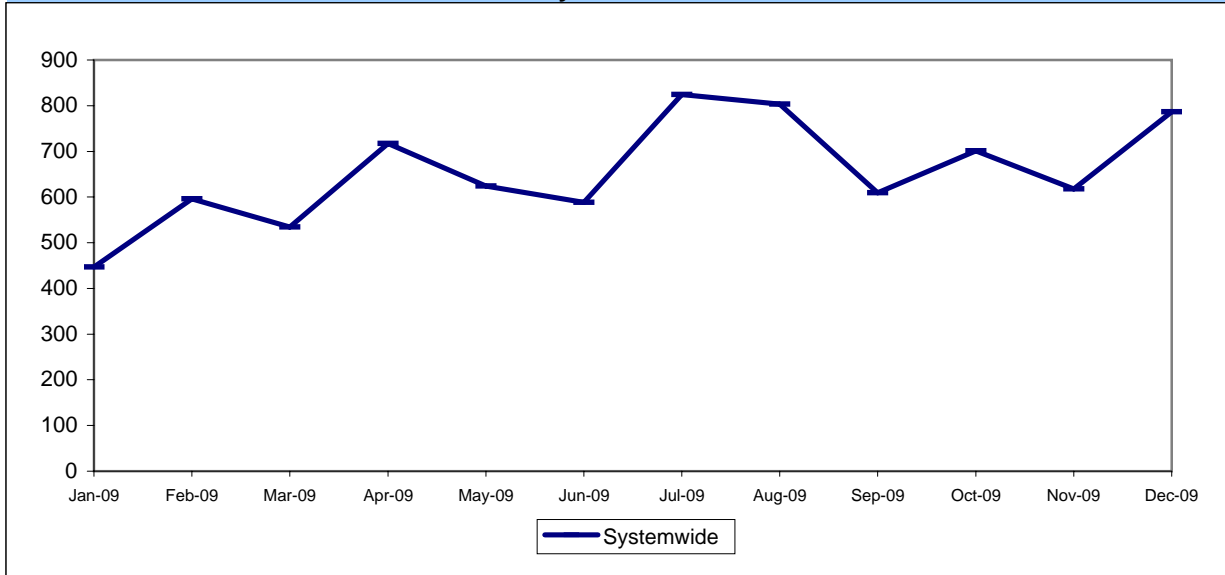
**LOST WORK DAYS (LWD) PAID PER 200,000 EXPOSURE HOURS**

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

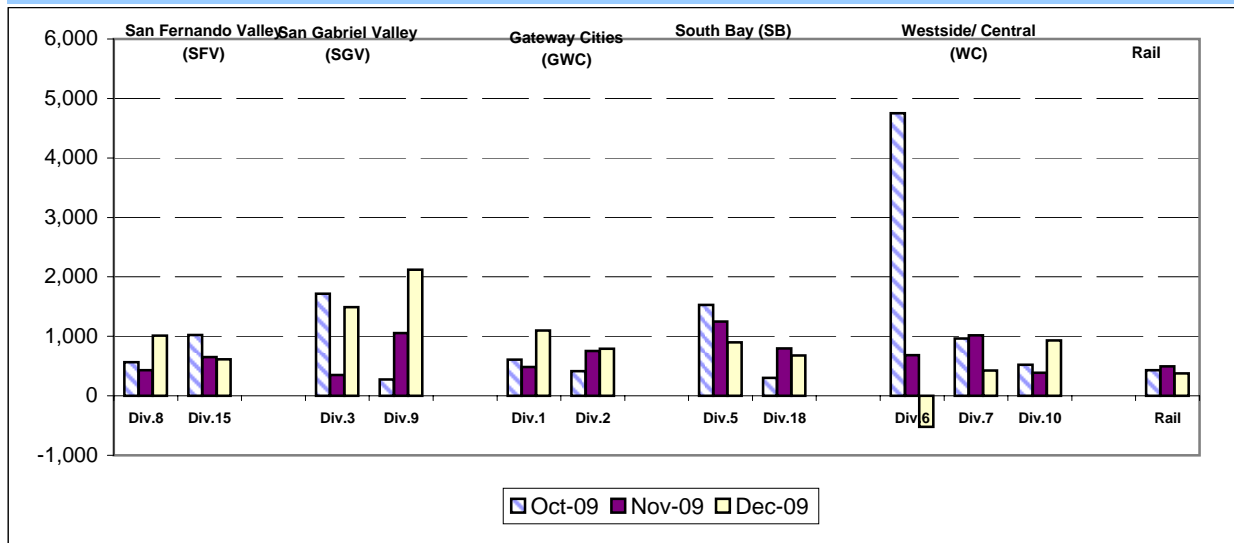
**Calculation:** (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number

One month lag from current month

**LWD Systemwide Trend**



**LWD/200,000 Exposure Hours per Operating Divisions - by Governance Council' and Rail Oct - Dec 2009**

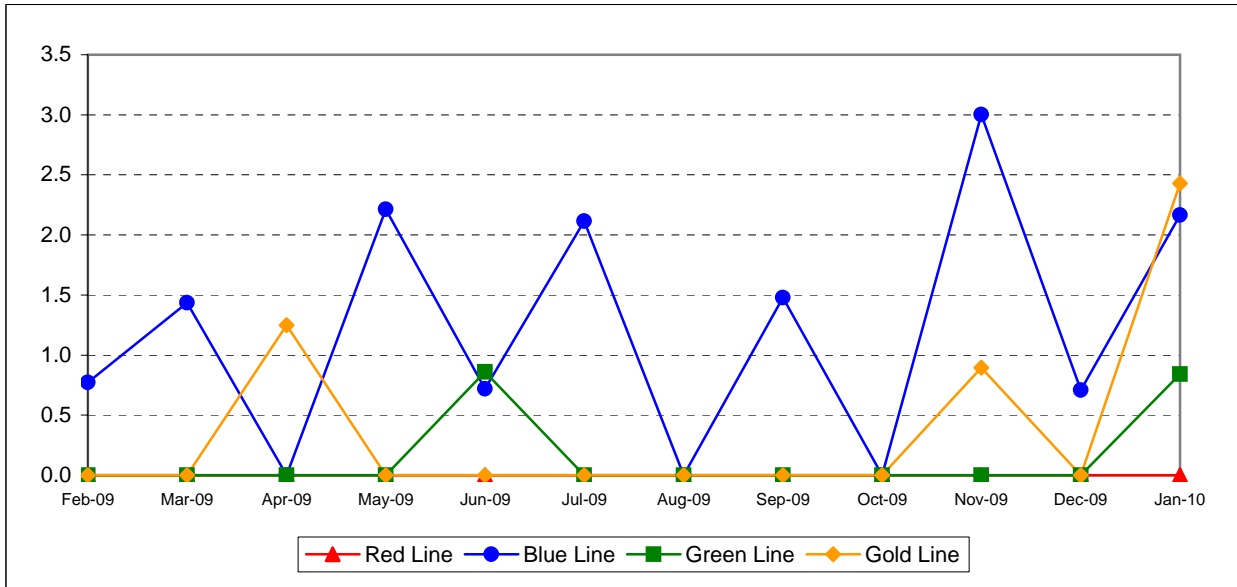


Safety Performance Continued

**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.

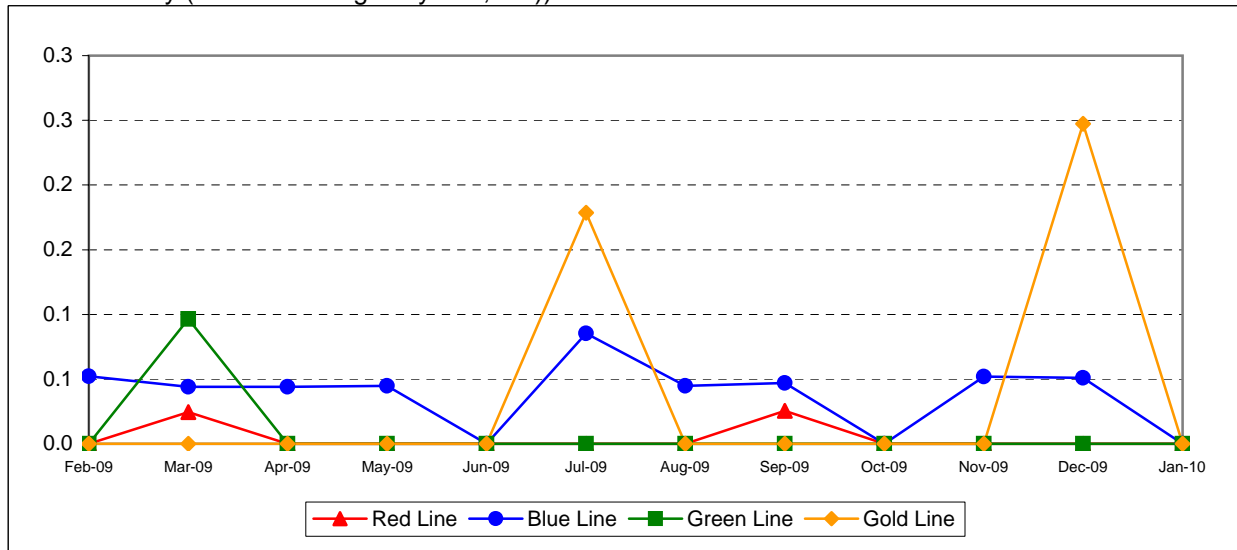
**Calculation:** Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



**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))



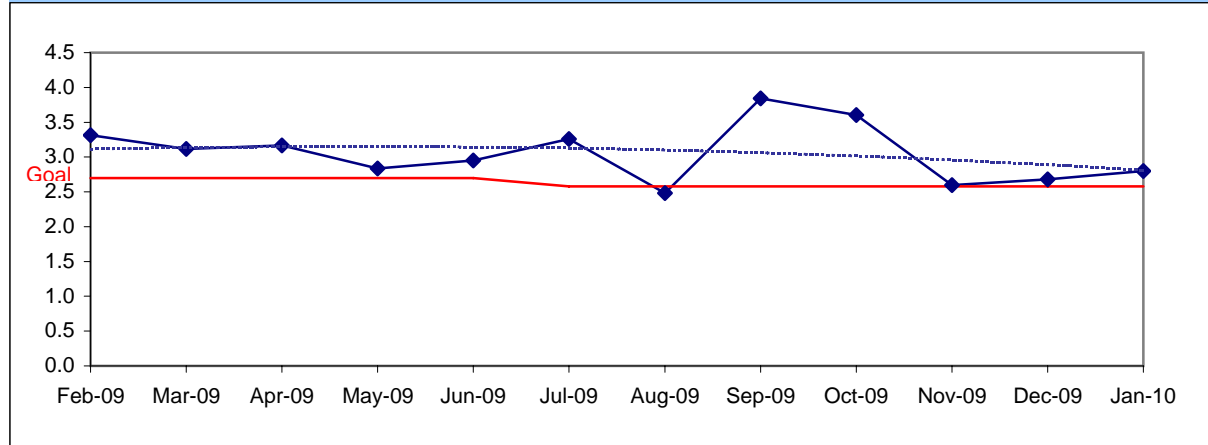
# CUSTOMER SATISFACTION

## COMPLAINTS PER 100,000 BOARDINGS

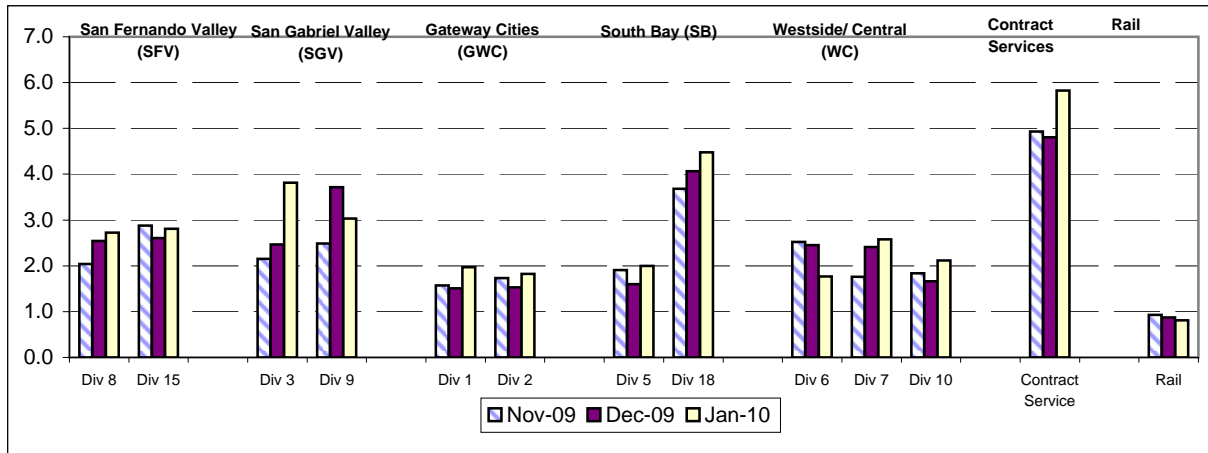
**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

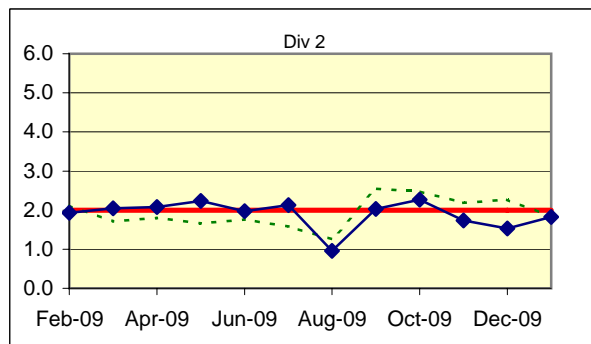
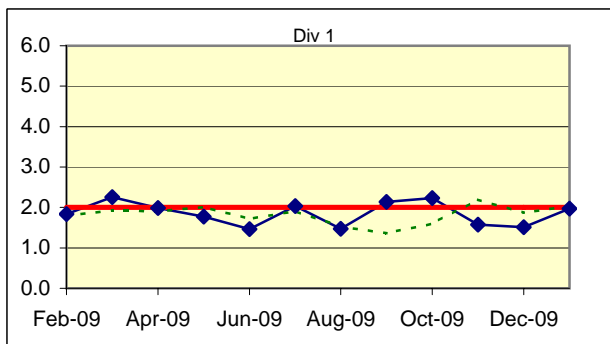
### Systemwide Trend



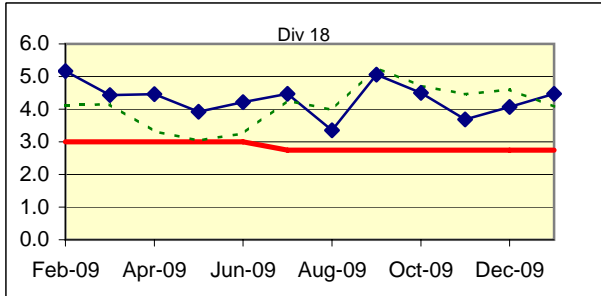
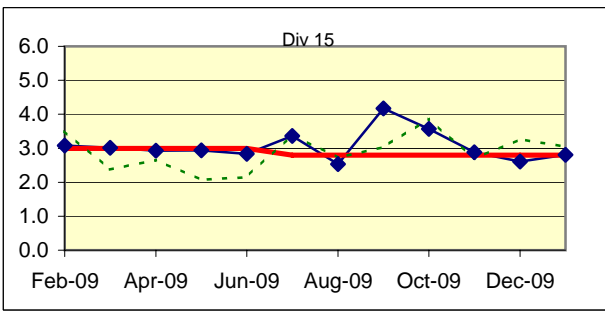
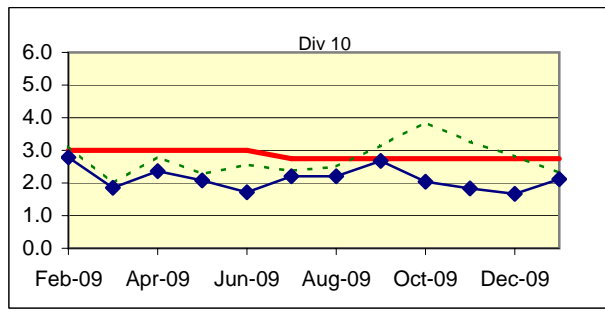
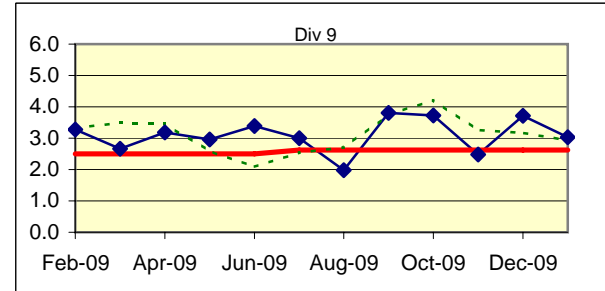
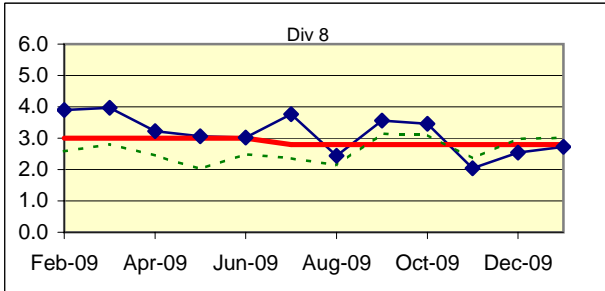
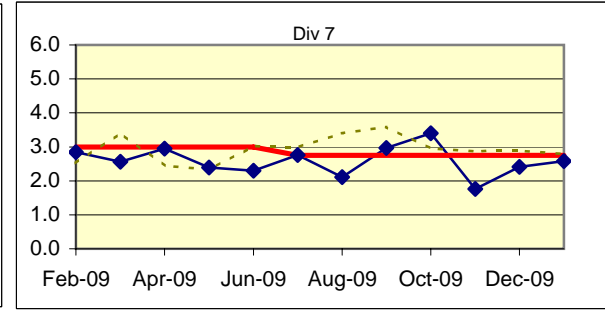
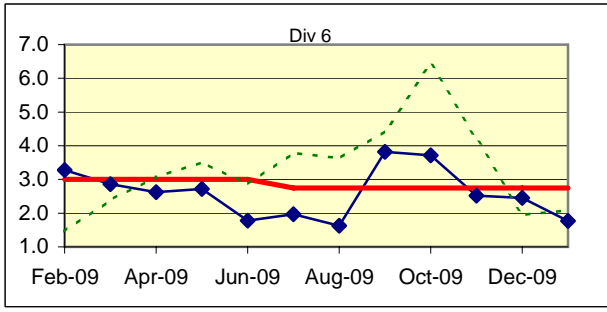
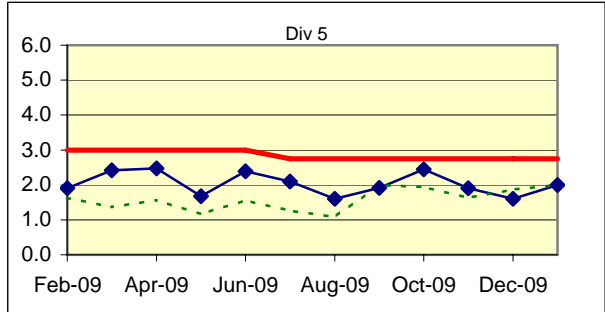
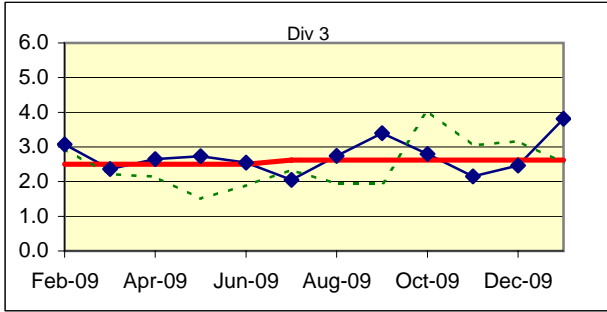
### Bus Operating Divisions - by Governance Council Areas November 2009 - January 2010



◆ Current Year      - - - Prior Year      — Goal



◆ Current Year      - - - Prior Year      — Goal



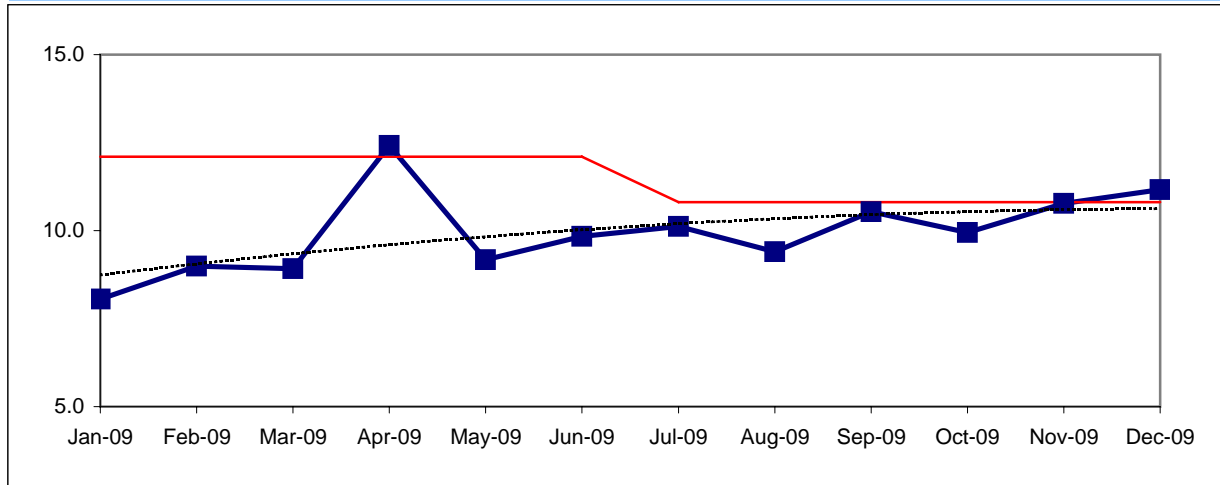
## WORKERS COMPENSATION CLAIMS

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

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

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

#### Metro Operations Trend



One month lag from current month

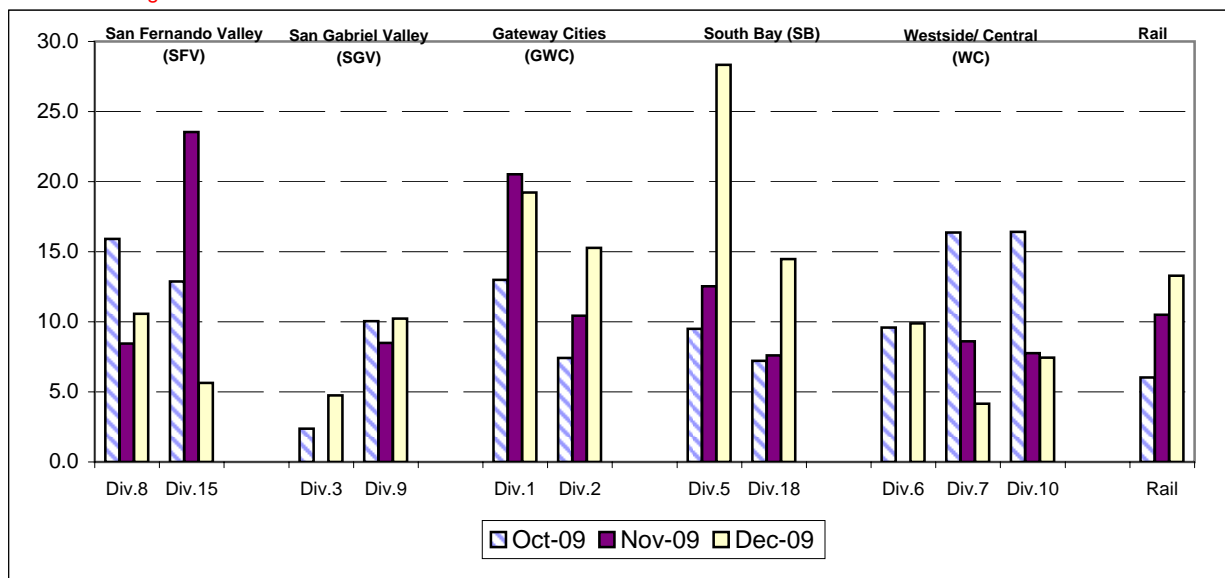
### NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

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

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

#### Bus & Rail - by Bus Governance Council's Divisions and Rail October - December 2009

One month lag from current month



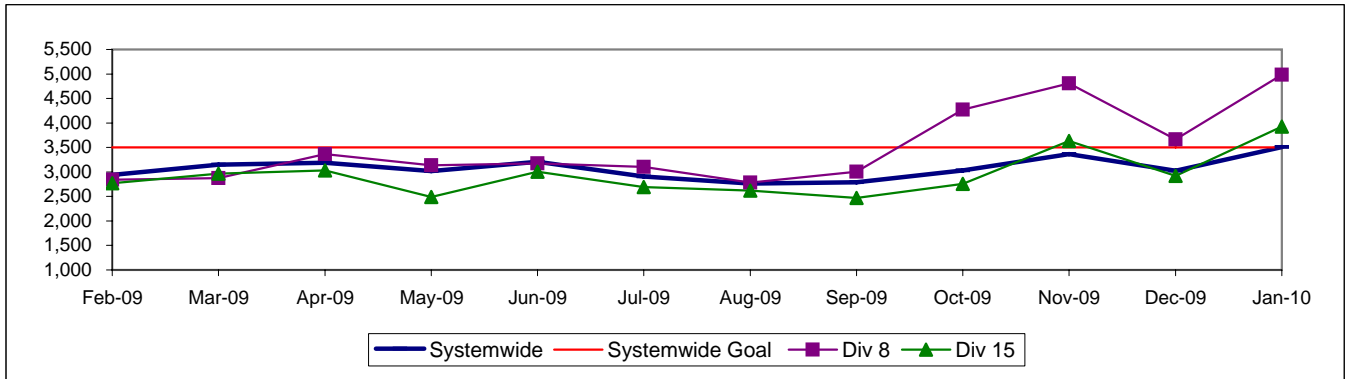
# SAN FERNANDO VALLEY GOVERNANCE COUNCIL BUS SERVICE PERFORMANCE

## MEAN MILES BETWEEN MECHANICAL FAILURES REQUIRING BUS EXCHANGE

### Systemwide and Divisions 8 and 15

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

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

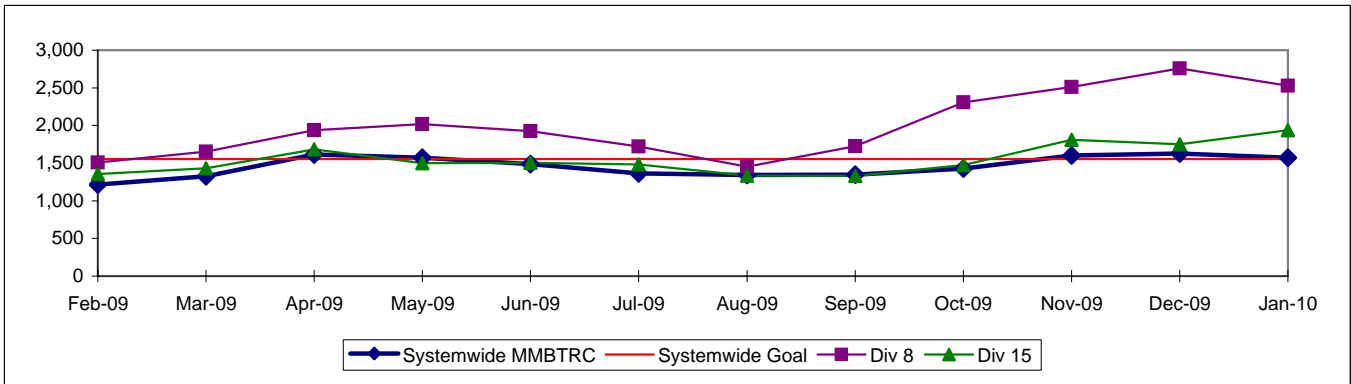


## MEAN MILES BETWEEN TOTAL ROADCALLS

### Systemwide and Divisions 8 and 15

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

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



## IN-SERVICE ON-TIME PERFORMANCE\*

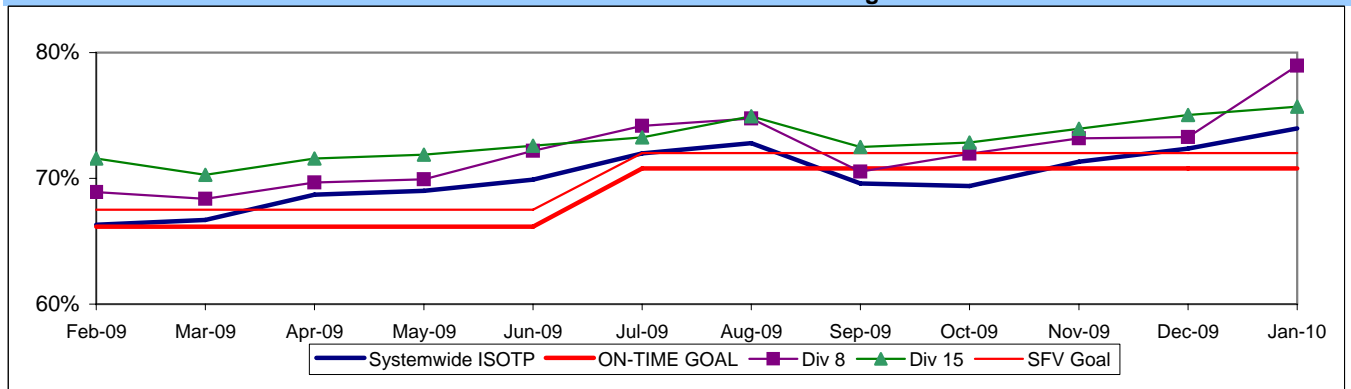
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. **Please note that Rapid Line performance is included in the ISOTP calculation beginning January 2010.**

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

\* Division 15 November data not available.

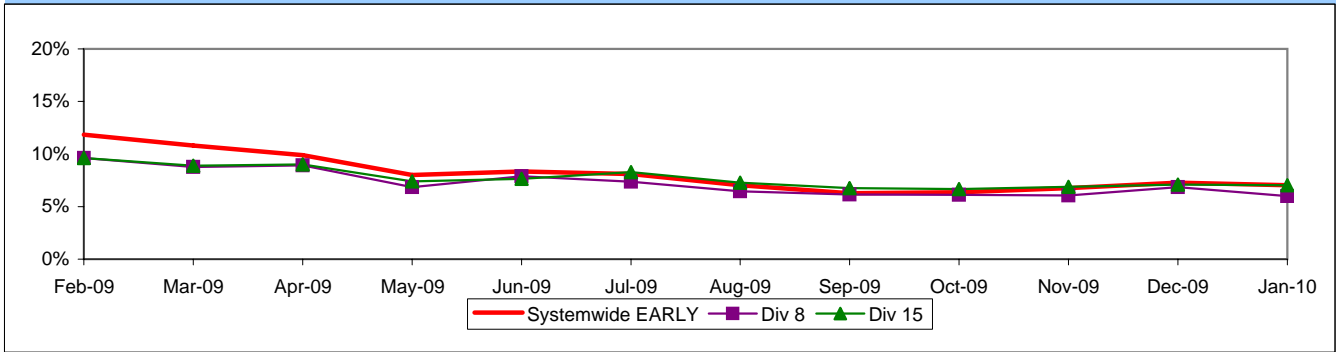
### Systemwide and Bus Operating Divisions 8 and 15

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





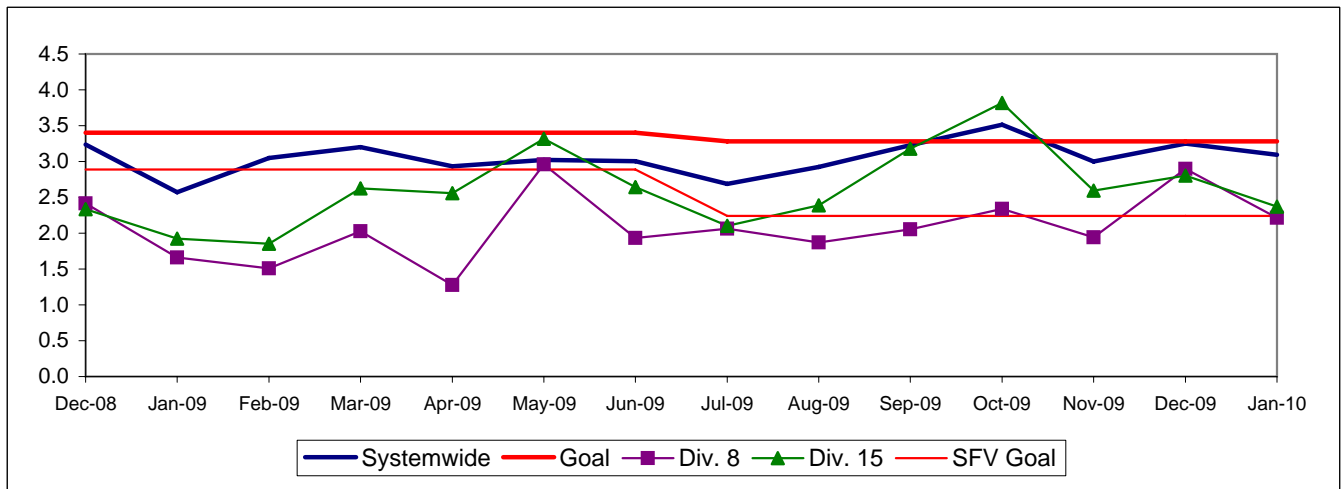
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES  
Systemwide and Bus Operating Divisions 8 and 15

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

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

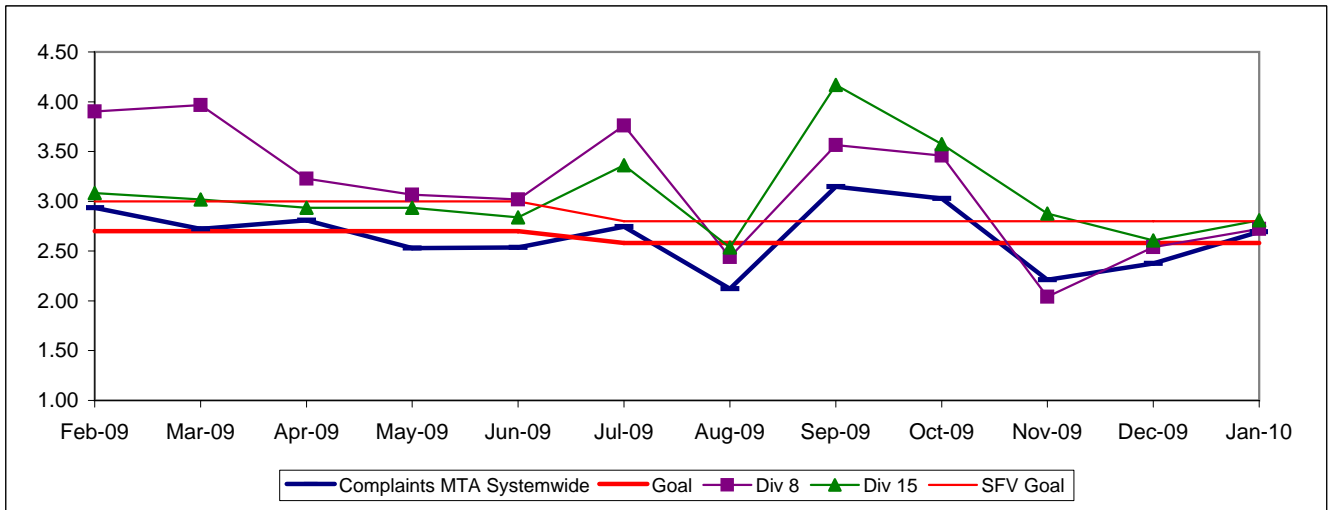


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

COMPLAINTS PER 100,000 BOARDINGS  
Systemwide and Bus Operating Divisions 8 and 15

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

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

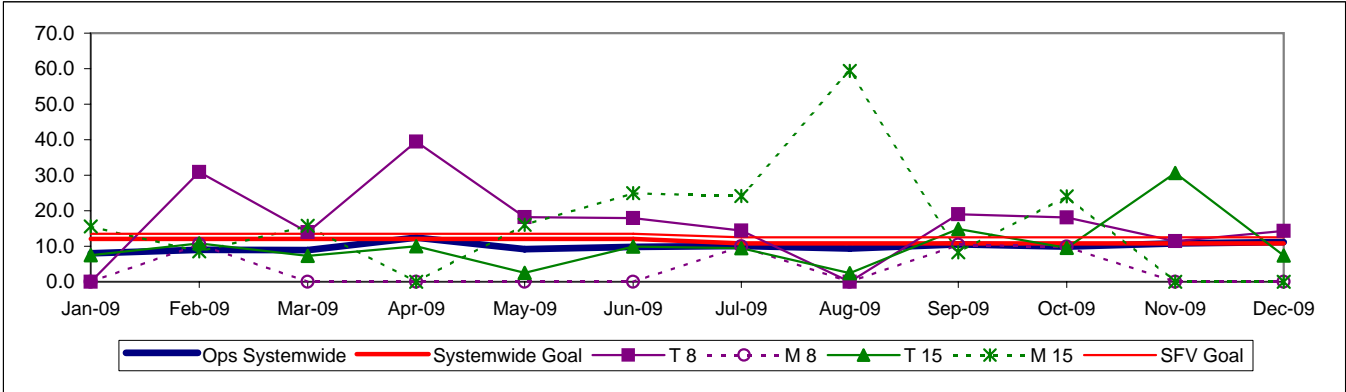


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 8 and 15**

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

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

One month lag in reporting.

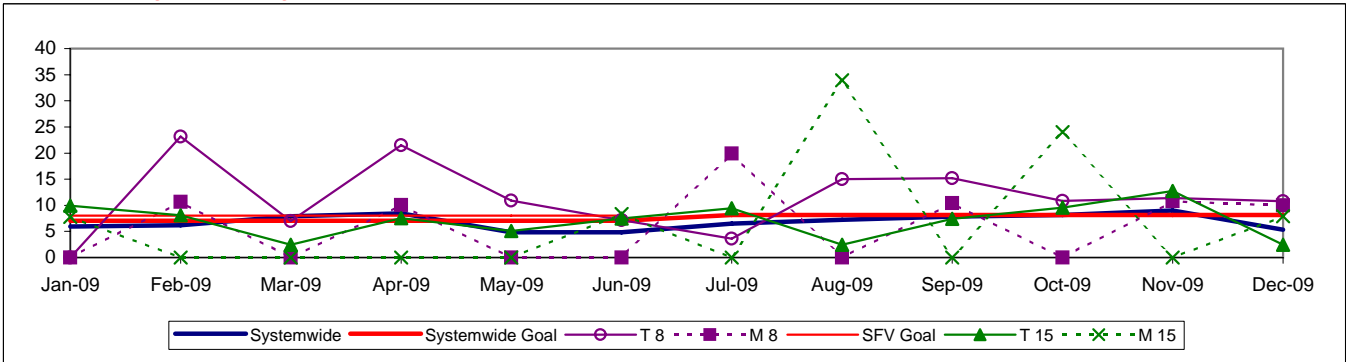


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 8 and 15**

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

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

One month lag in reporting.

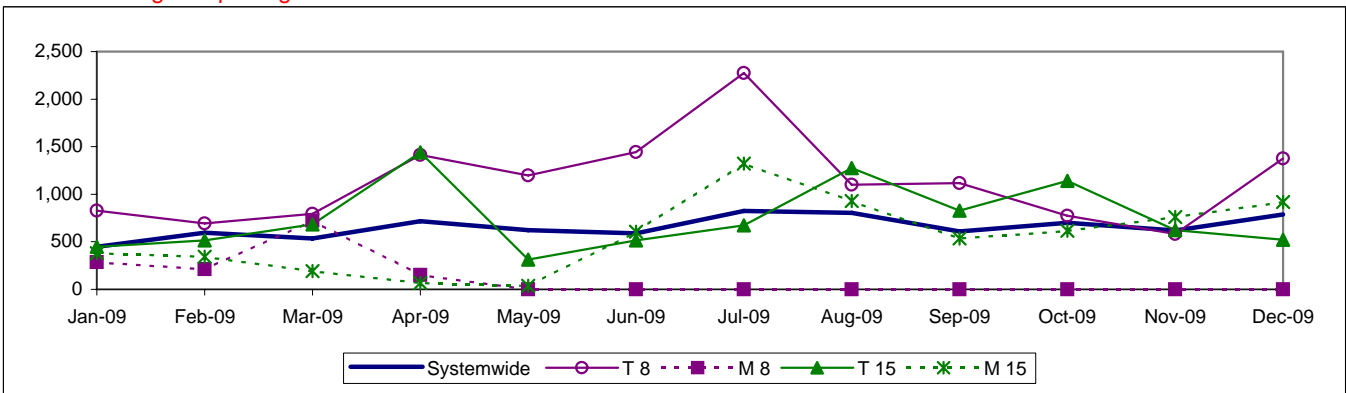


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 8 and 15**

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

**Calculation:** (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number of Exposure Hours / 200,000)

One month lag in reporting.

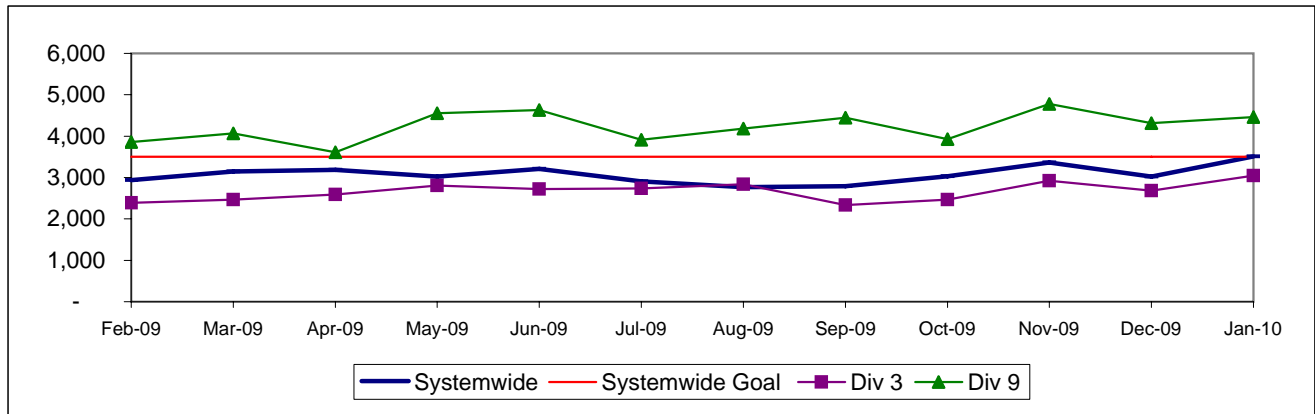


## SAN GABRIEL VALLEY GOVERNANCE COUNCIL BUS SERVICE PERFORMANCE

### 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.

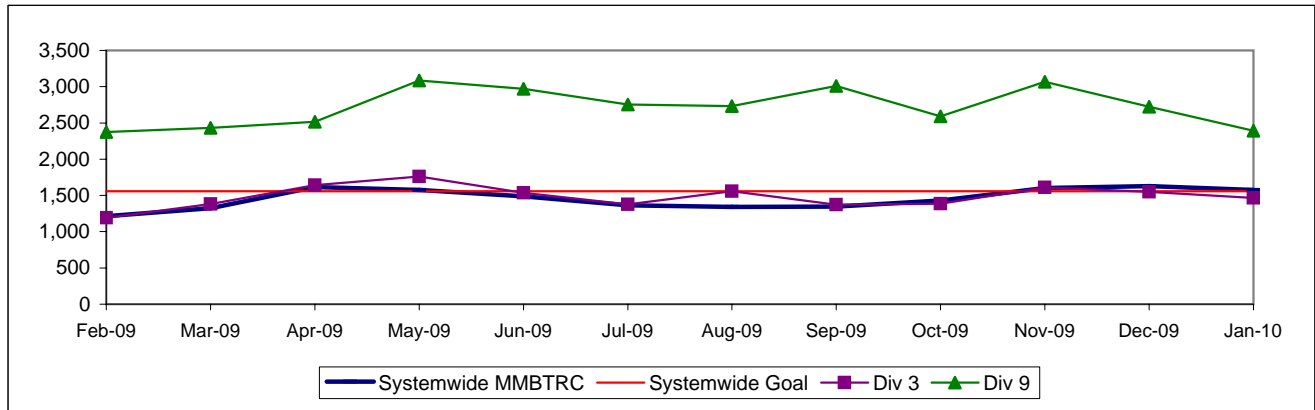
**Calculation:** MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



### 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)

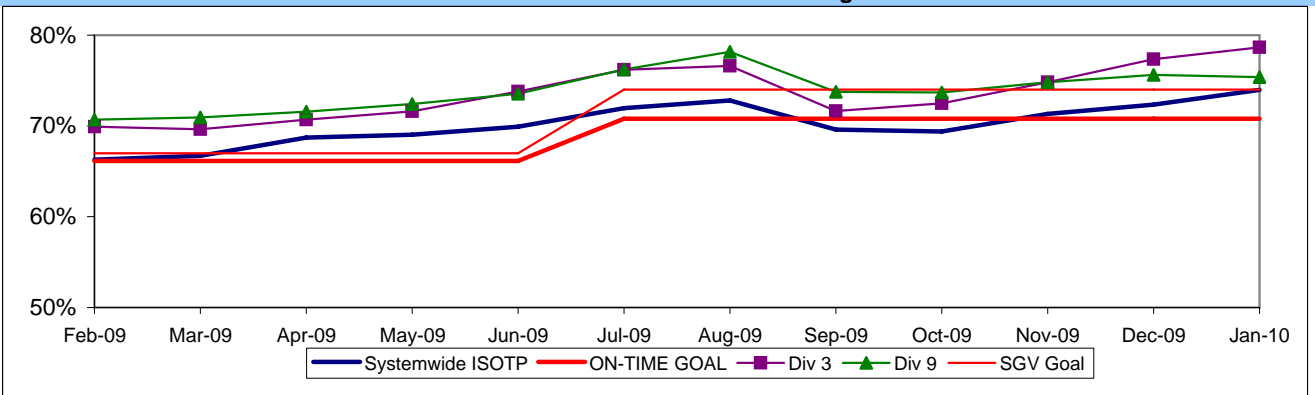


### IN-SERVICE ON-TIME PERFORMANCE

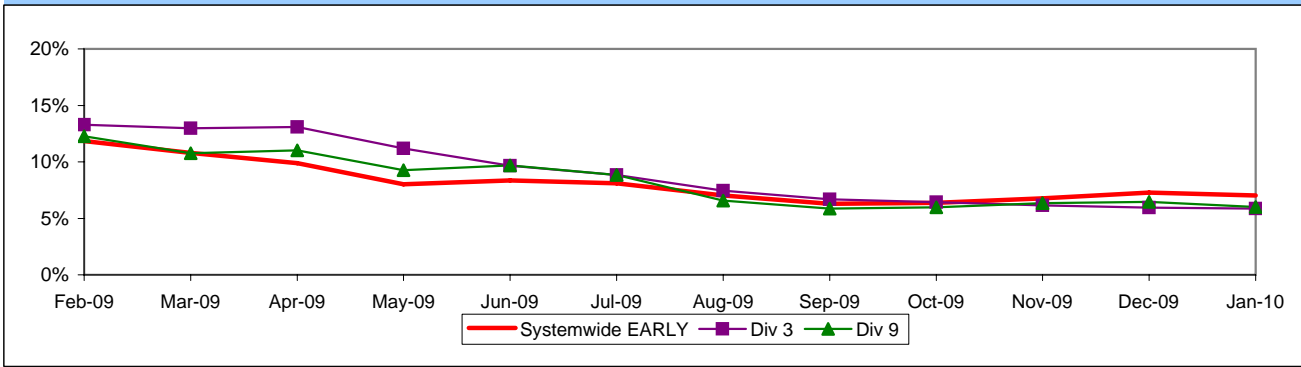
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. **Please note that Rapid Line performance is included in the ISOTP calculation beginning January 2010.**

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

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



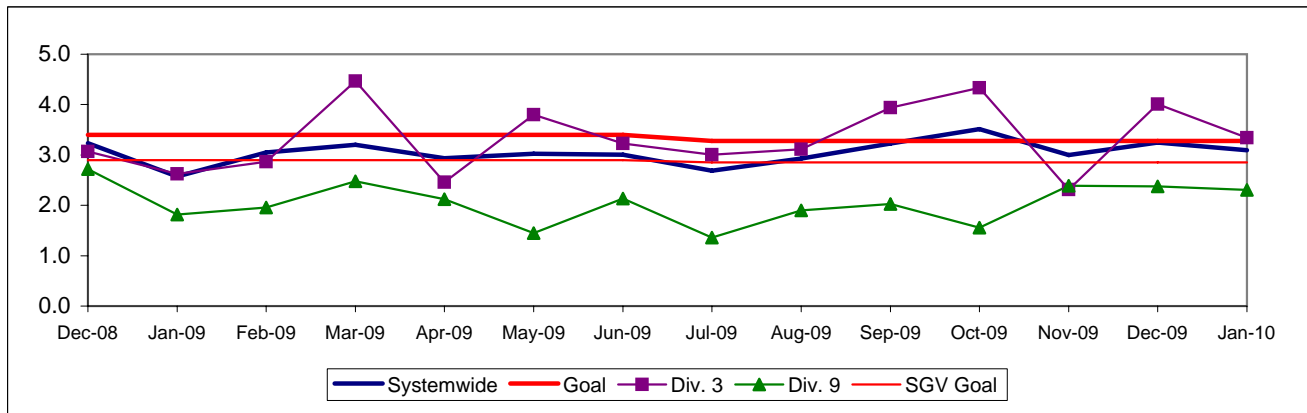
Running Hot - Systemwide and Bus Operating Divisions 3 and 9



**BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES**  
Systemwide and Bus Operating Divisions 3 and 9

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

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

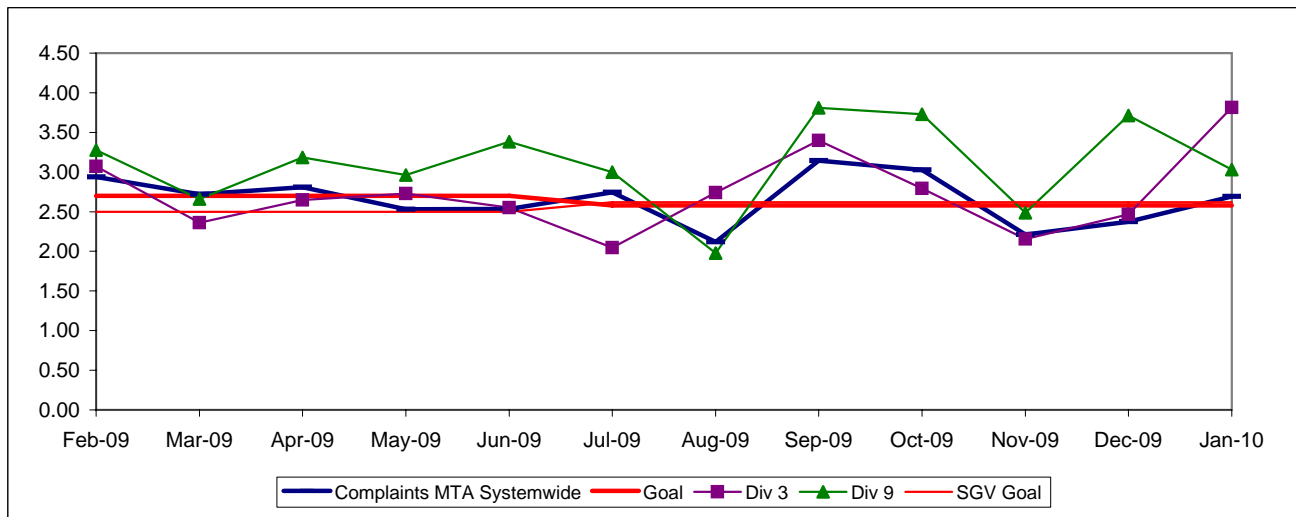


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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

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

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

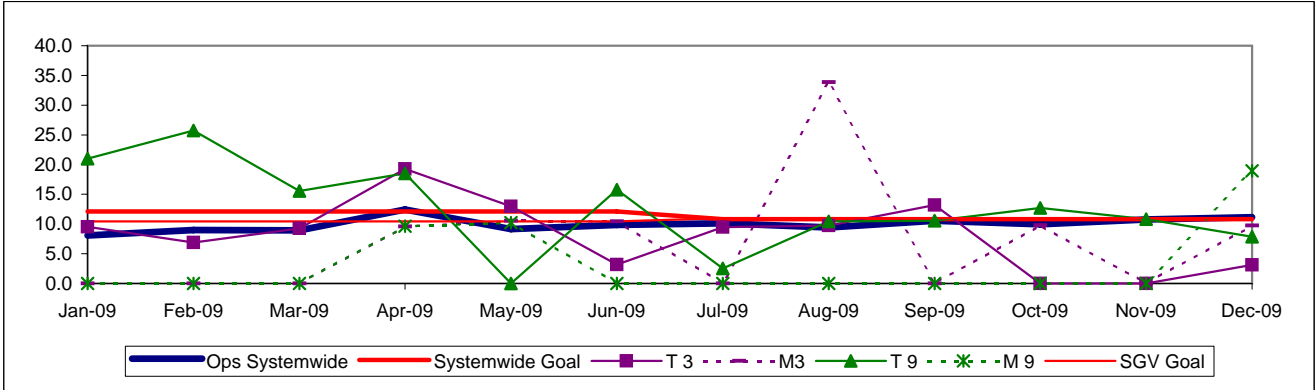


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 3 and 9**

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

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

One month lag in reporting.

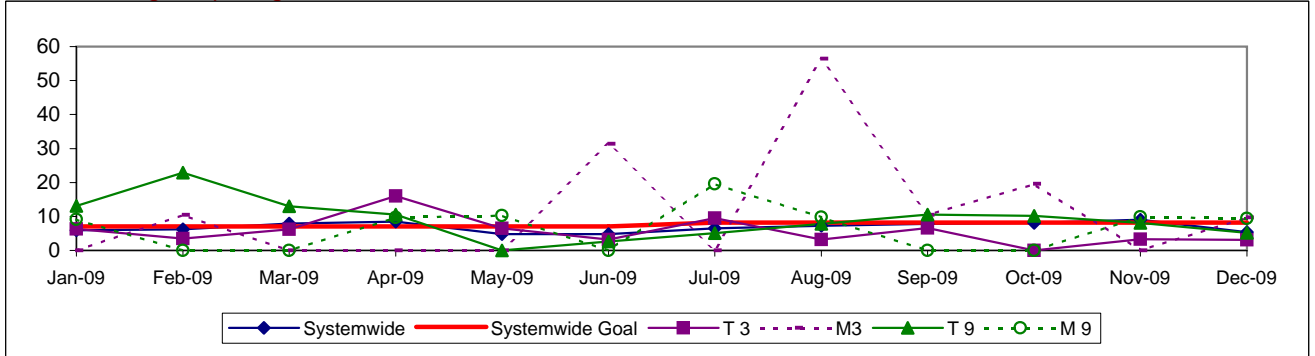


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 3 and 9**

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

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

One month lag in reporting.

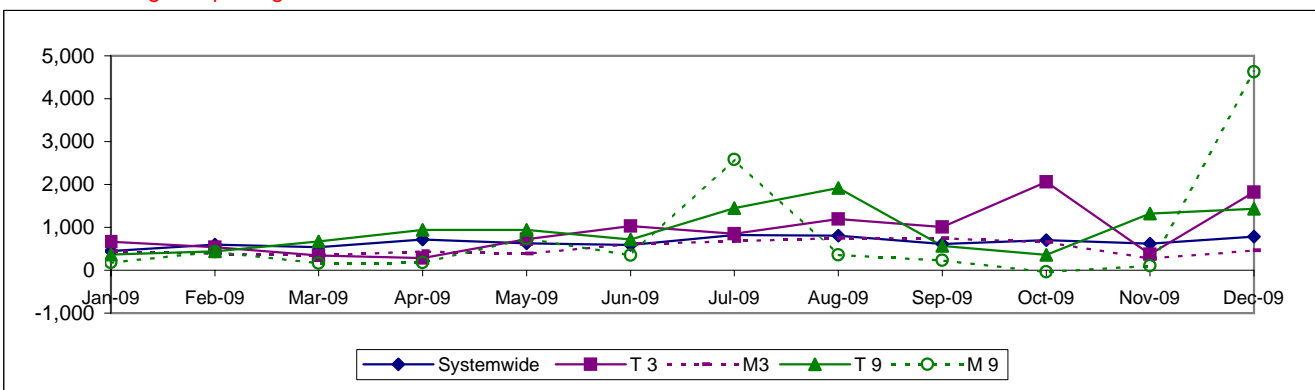


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 3 and 9**

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

**Calculation:** : (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number of Exposure Hours / 200,000)

One month lag in reporting.

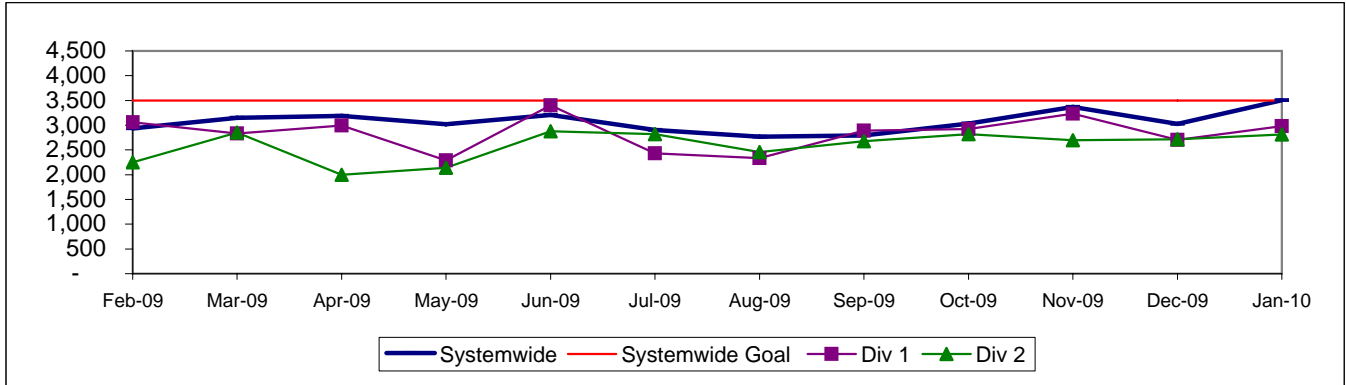


## GATEWAY CITIES GOVERNANCE COUNCIL BUS SERVICE PERFORMANCE

### MEAN MILES BETWEEN MECHANICAL FAILURES REQUIRING BUS EXCHANGE Systemwide and Divisions 1 and 2

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

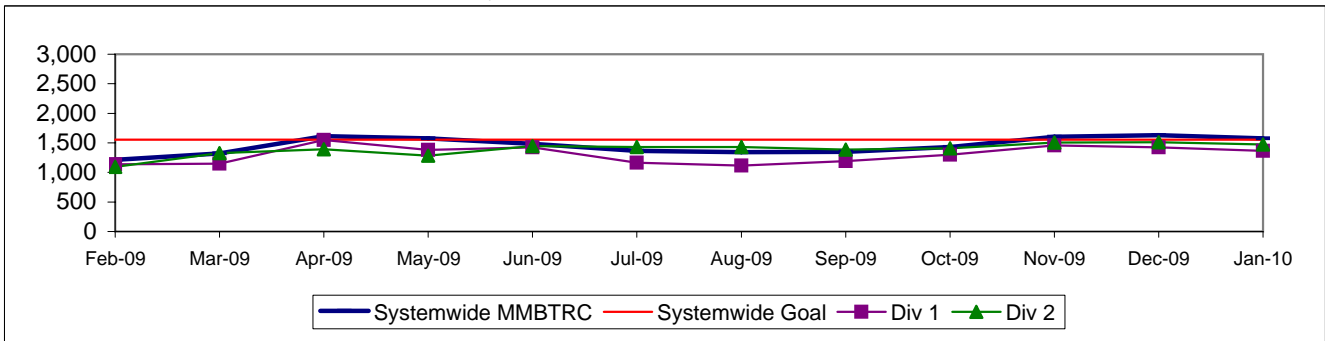
**Calculation:** MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



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

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

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

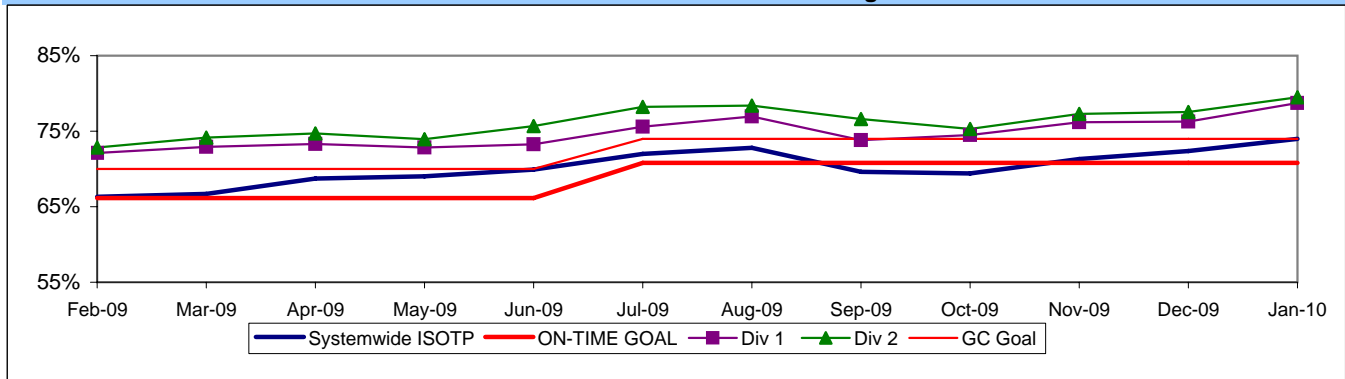


### IN-SERVICE ON-TIME PERFORMANCE

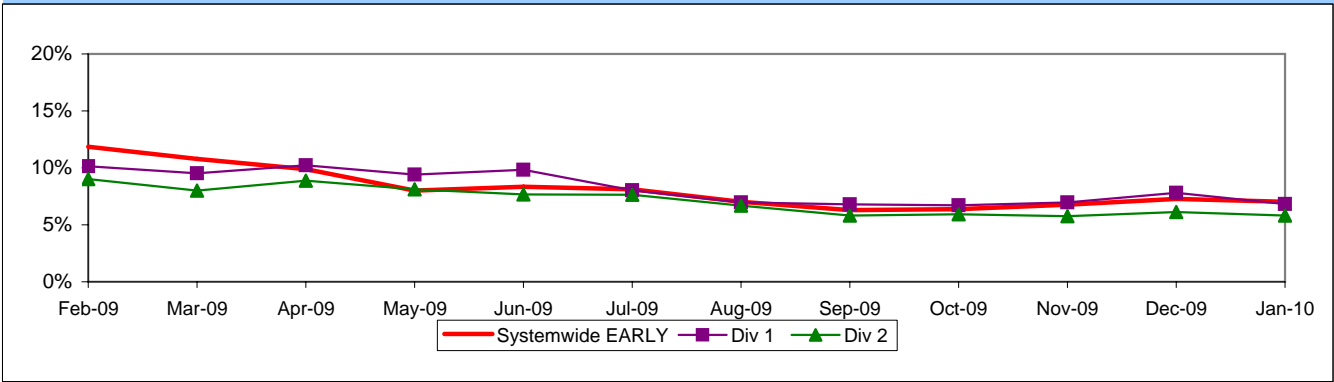
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. **Please note that Rapid Line performance is included in the ISOTP calculation beginning January 2010.**

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

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



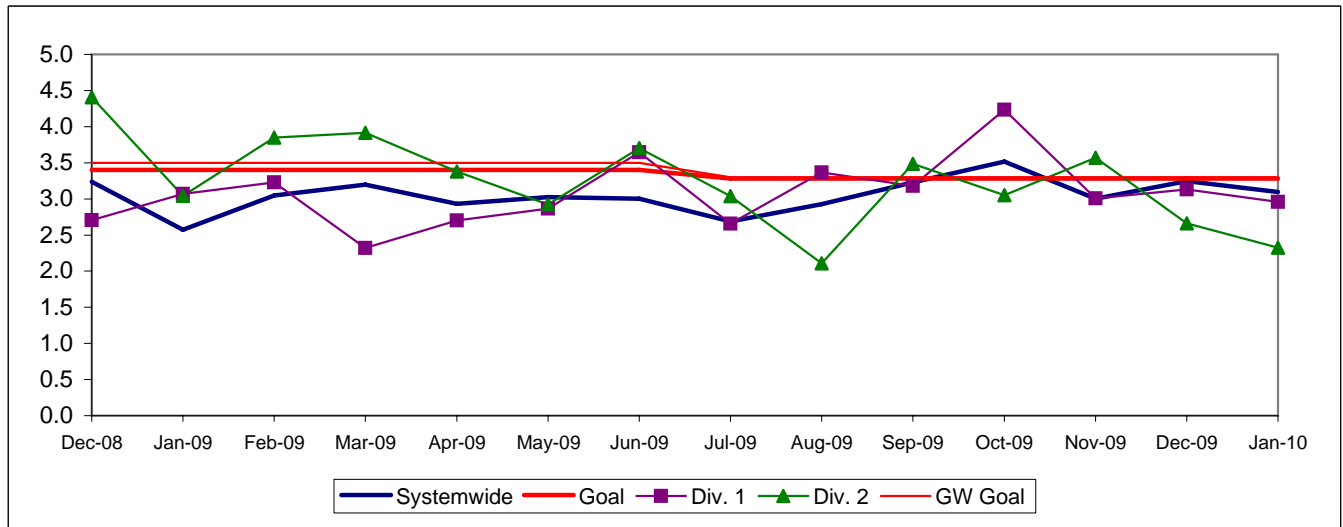
Running Hot - Systemwide and Bus Operating Divisions 1 and 2



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

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

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

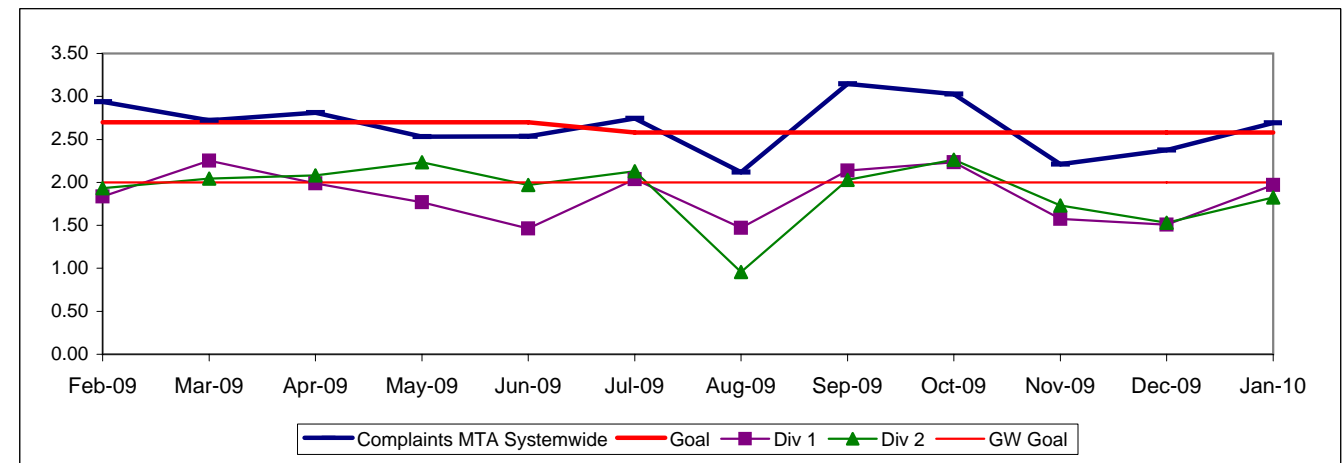


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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

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

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

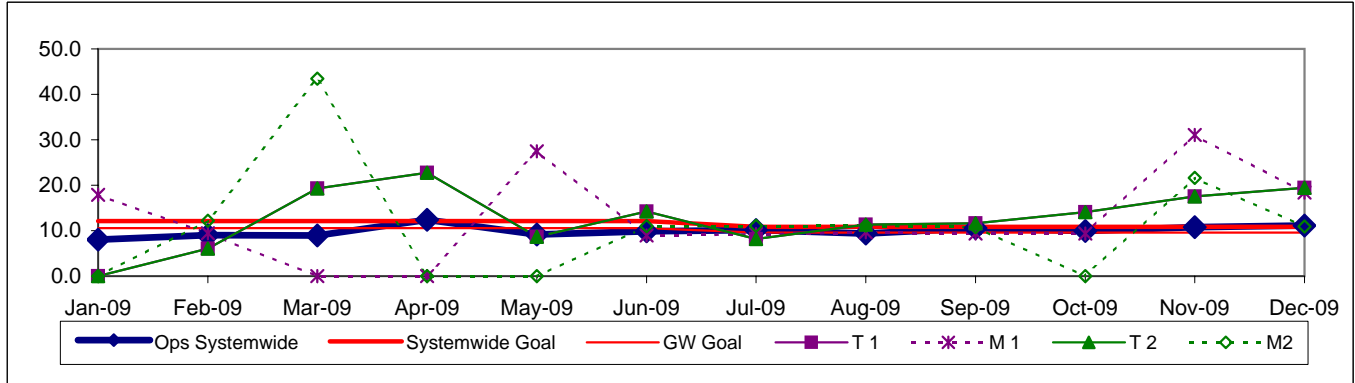


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 1 and 2**

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

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

One month lag in reporting.

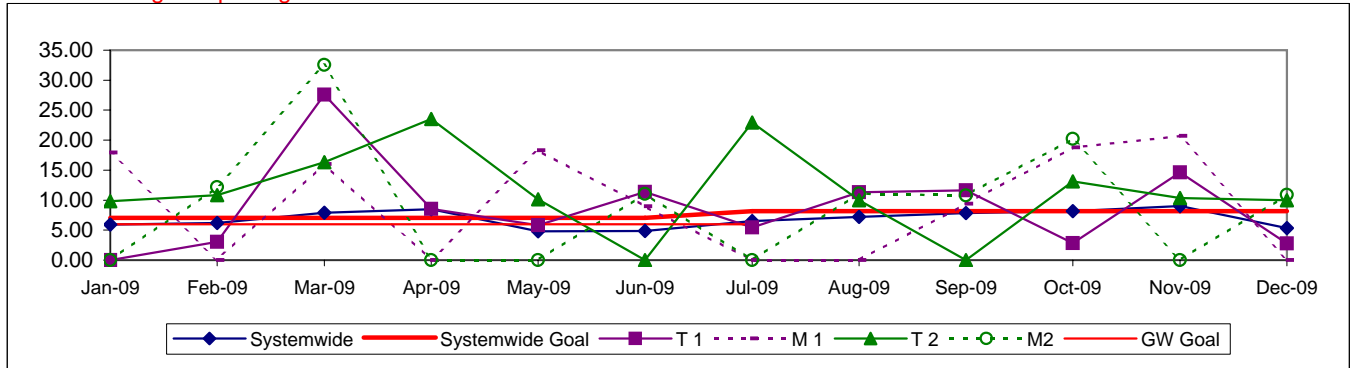


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 1 and 2**

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

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

One month lag in reporting.

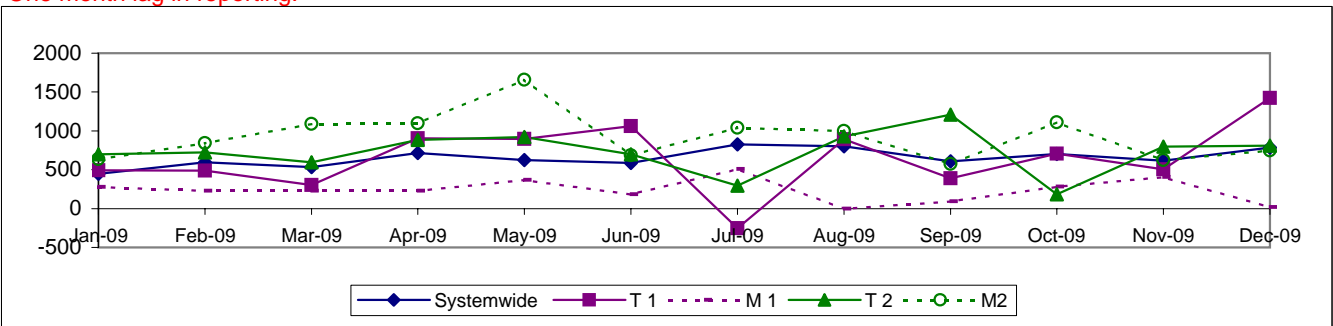


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 1 and 2**

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

**Calculation:** : (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number of Exposure Hours / 200,000)

One month lag in reporting.



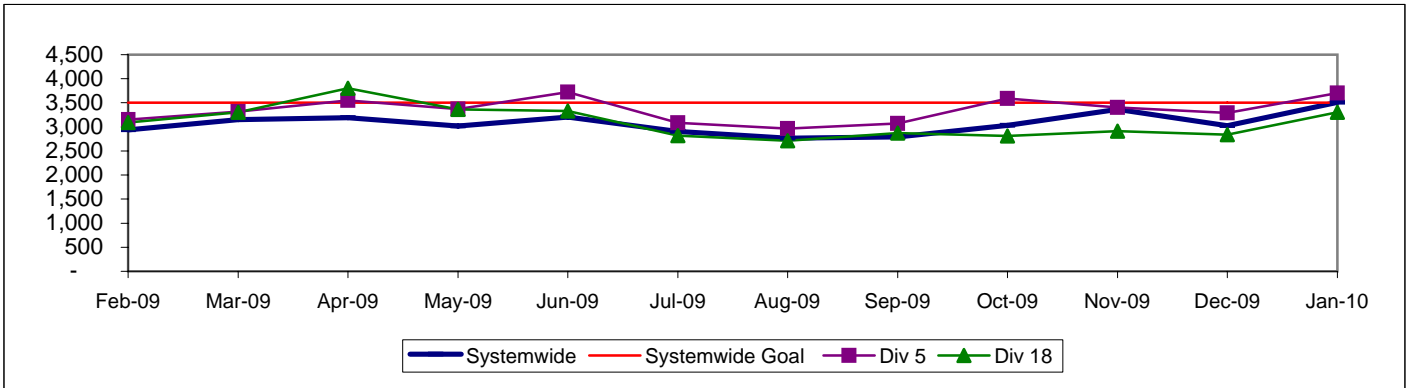


## SOUTH BAY GOVERNANCE COUNCIL BUS SERVICE PERFORMANCE

### 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.

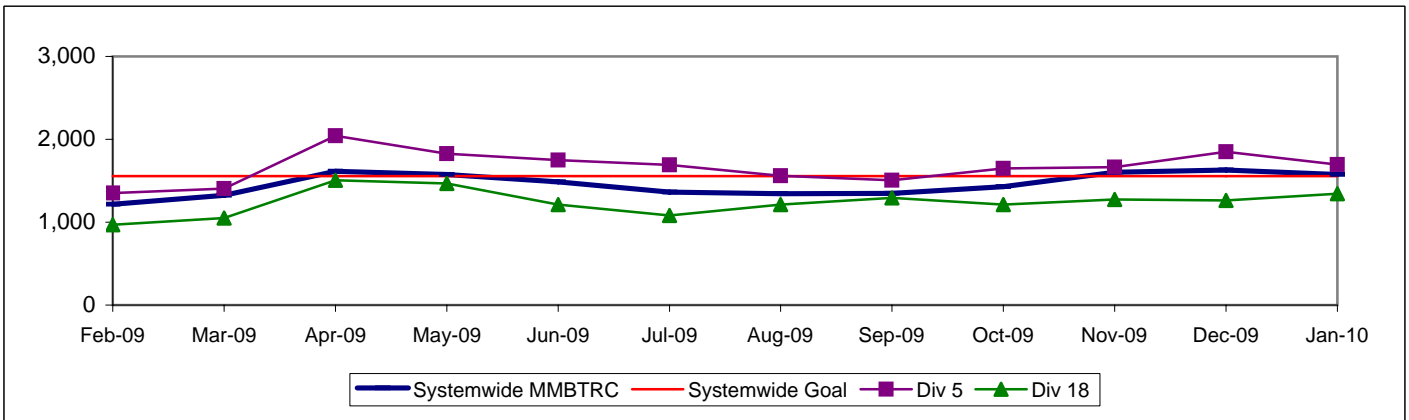
**Calculation:** MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



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

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

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

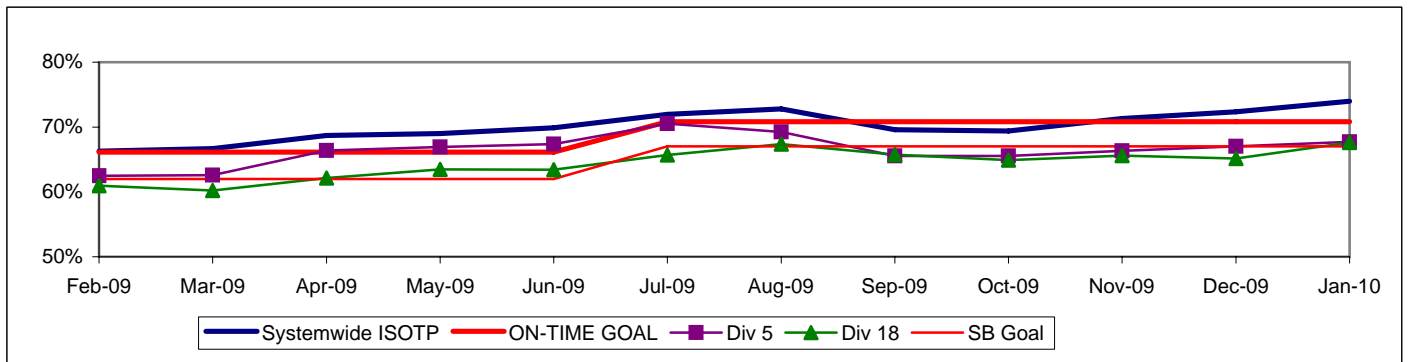


### IN-SERVICE ON-TIME PERFORMANCE

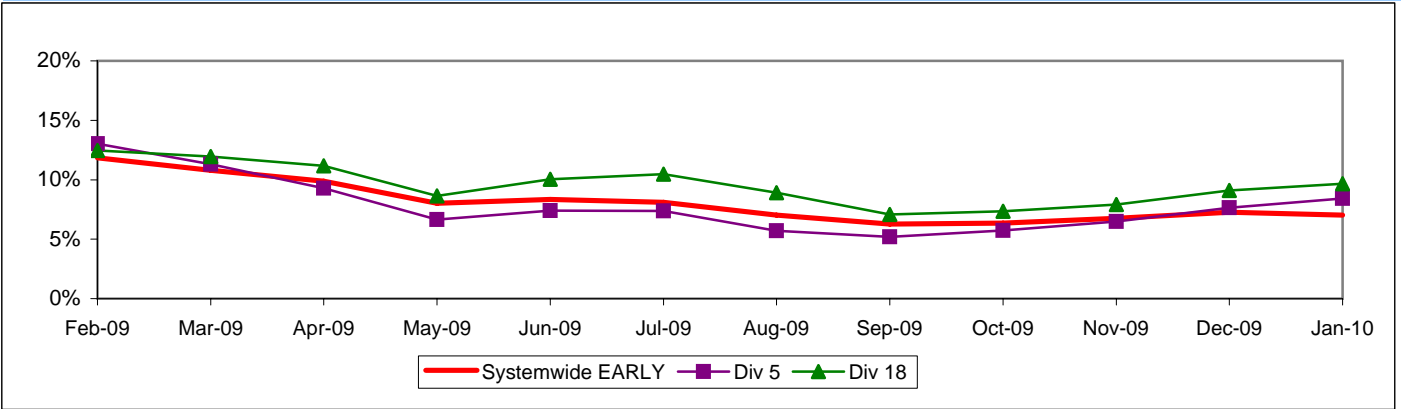
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. **Please note that Rapid Line performance is included in the ISOTP calculation beginning January 2010.**

**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



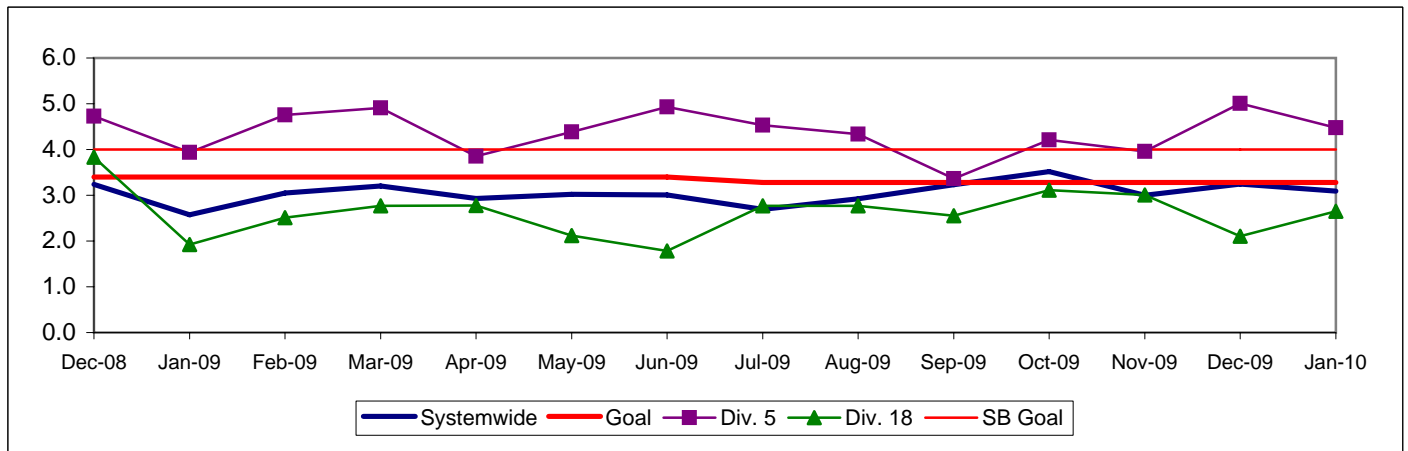
Running Hot - Systemwide and Bus Operating Divisions 5 and 18



**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))

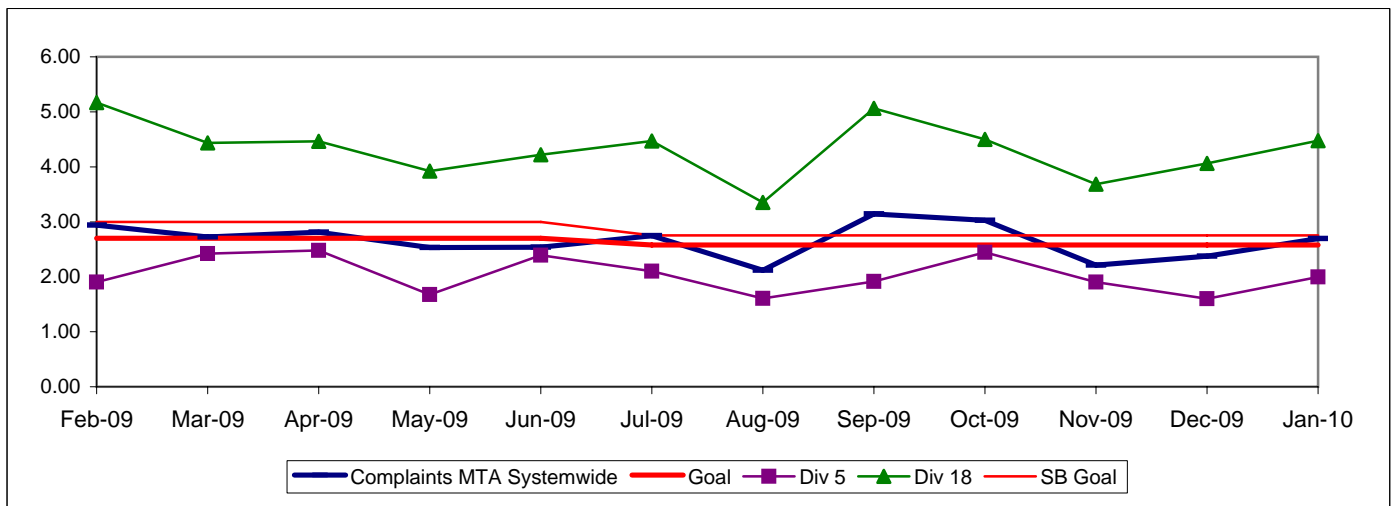


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

**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)

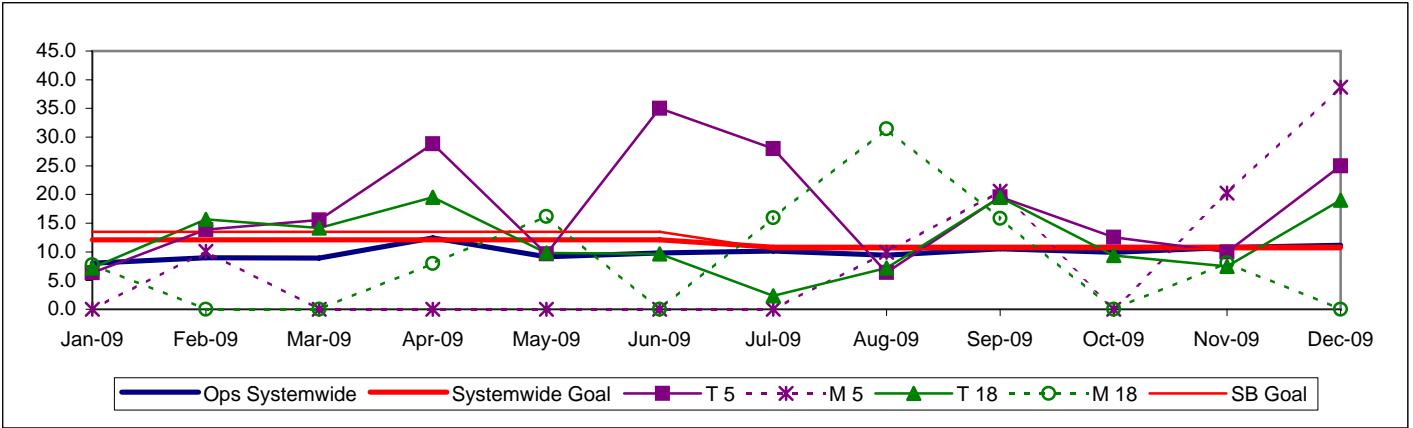


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS  
Systemwide and Bus Operating Divisions 5 and 18**

**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.

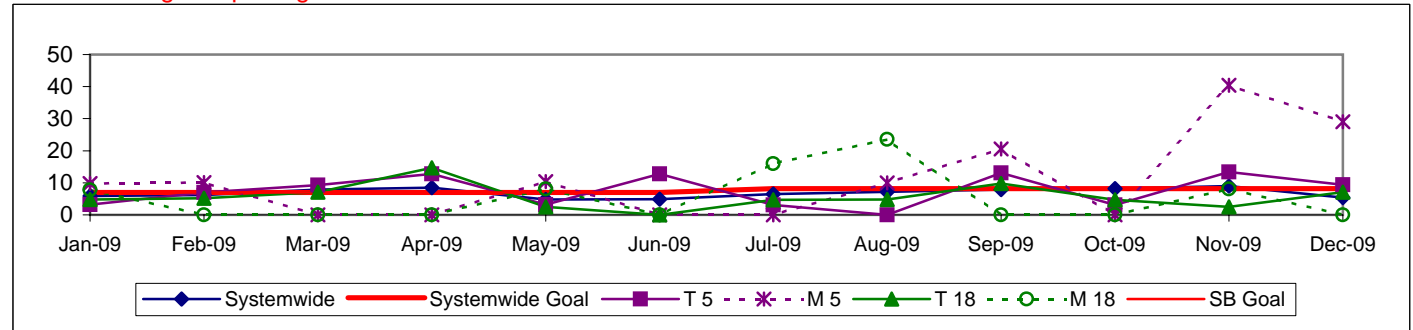


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS  
Systemwide and Bus Operating Divisions 5 and 18**

**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.

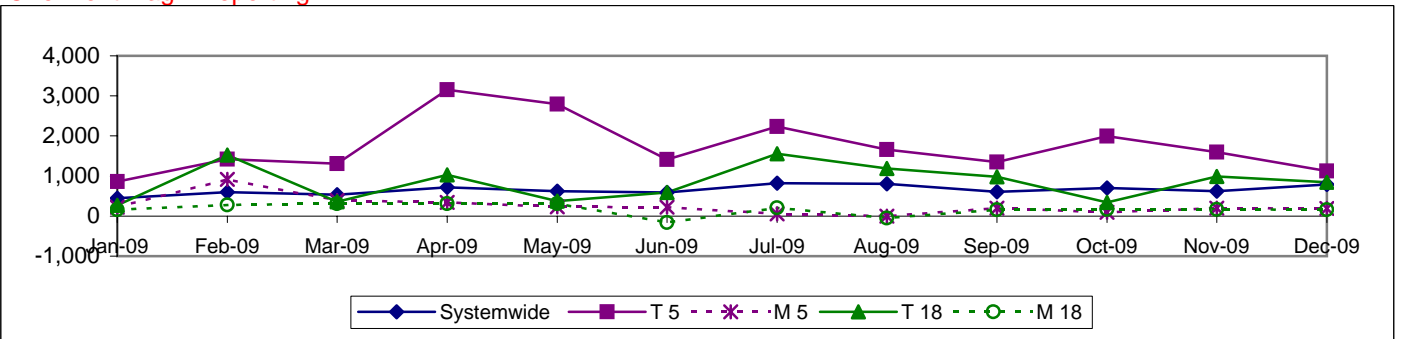


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS  
Systemwide and Bus Operating Divisions 5 and 18**

**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.

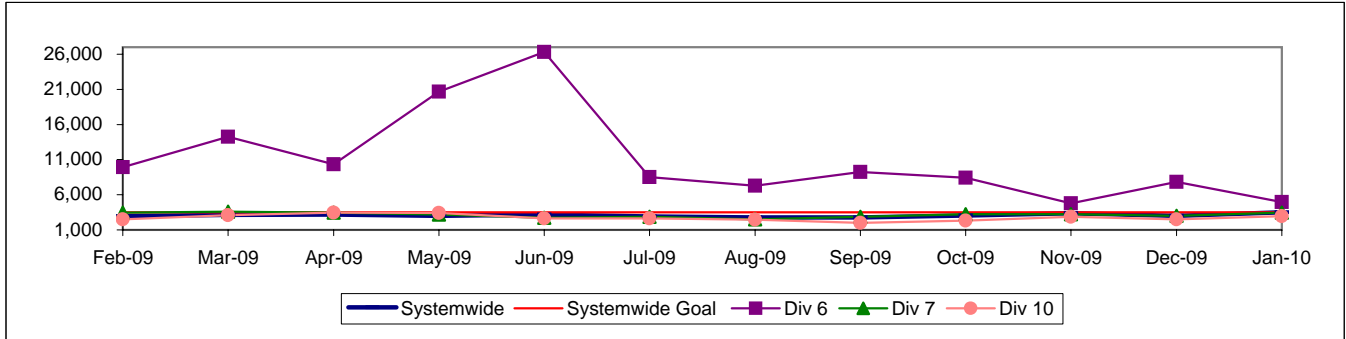


## WESTSIDE / CENTRAL GOVERNANCE COUNCIL BUS SERVICE PERFORMANCE

### 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.

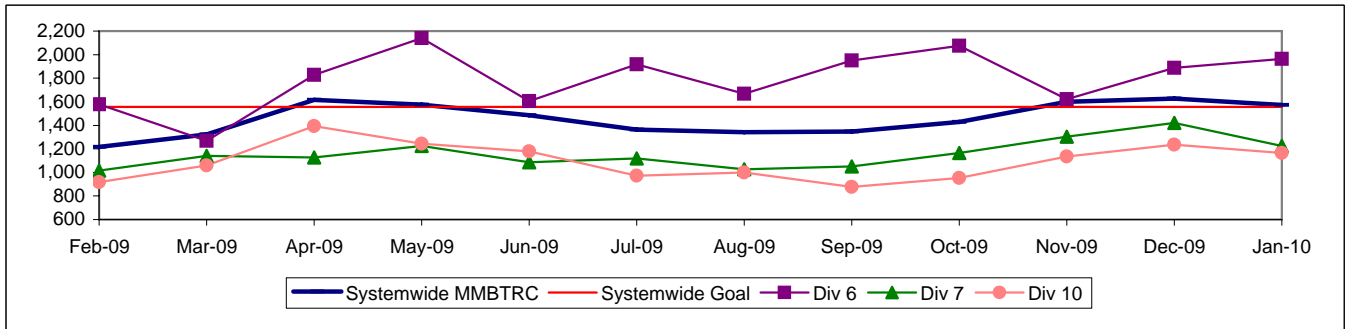
**Calculation:**  $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



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

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

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

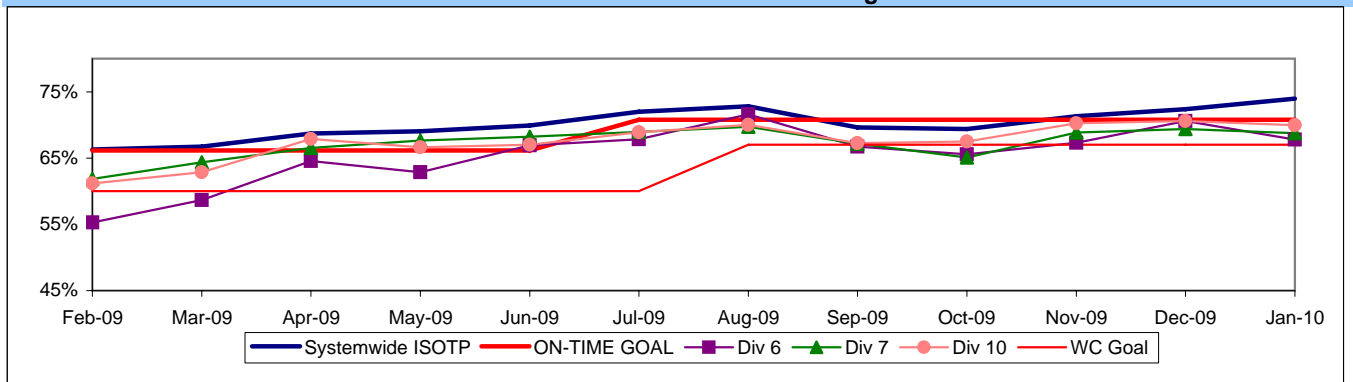


### IN-SERVICE ON-TIME PERFORMANCE

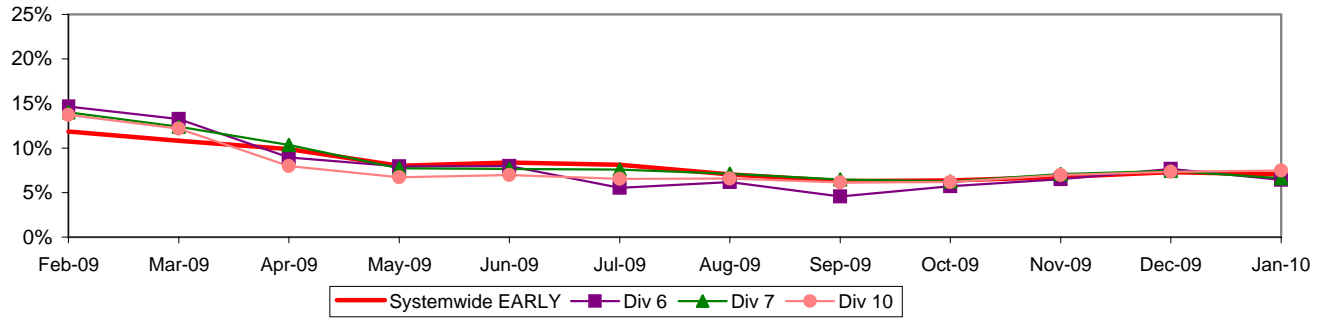
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. **Please note that Rapid Line performance is included in the ISOTP calculation beginning January 2010.**

**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 6, 7 and 10 ISOTP - 1 Minute Tolerance for Running Hot



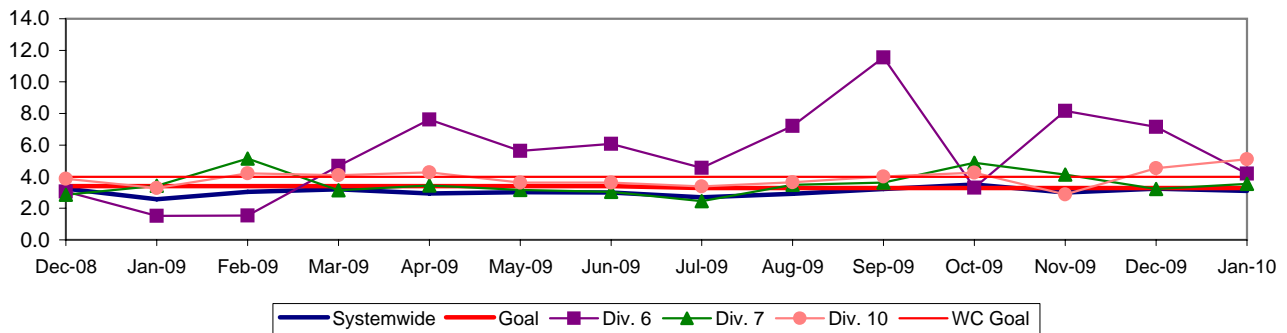
Running Hot - Systemwide and Bus Operating Divisions 6, 7 and 10



**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))

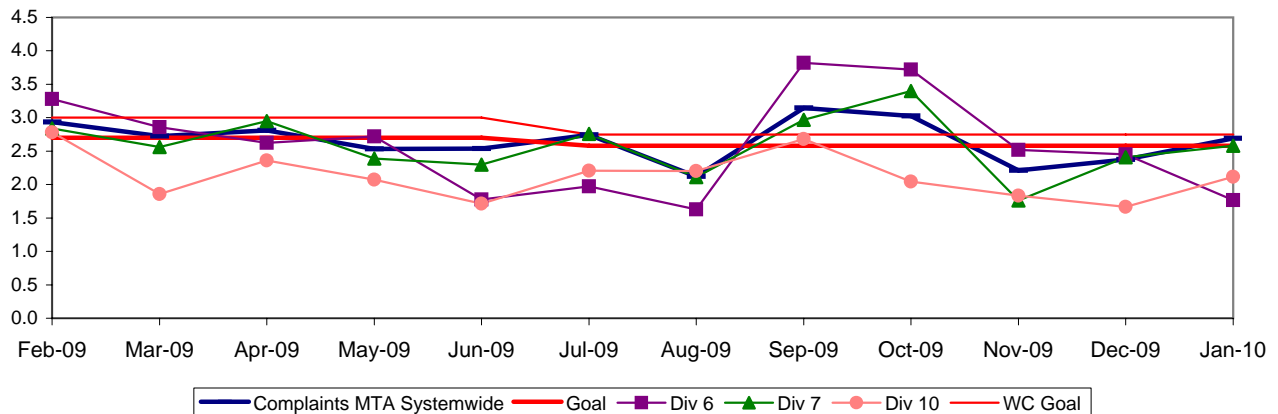


NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

**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)

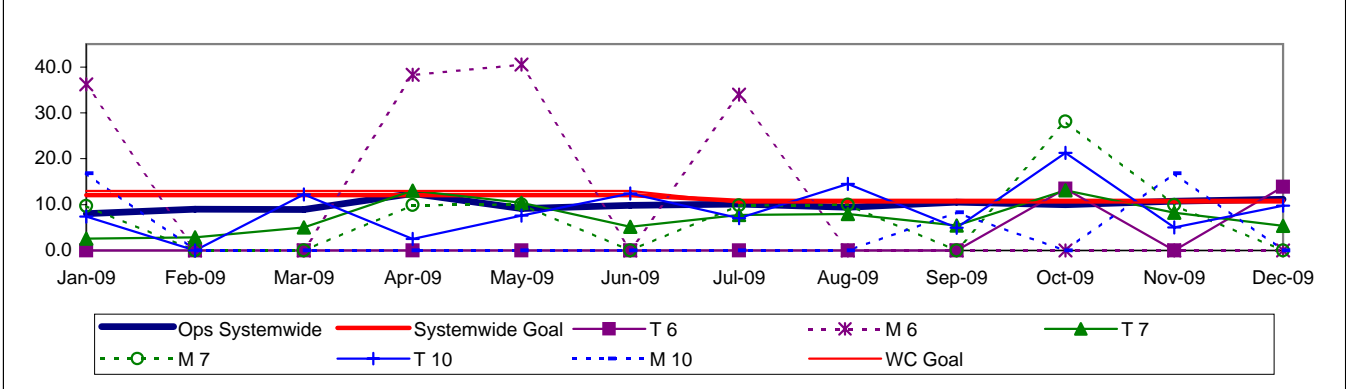


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS  
Systemwide and Bus Operating Divisions 6, 7 and 10**

**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.

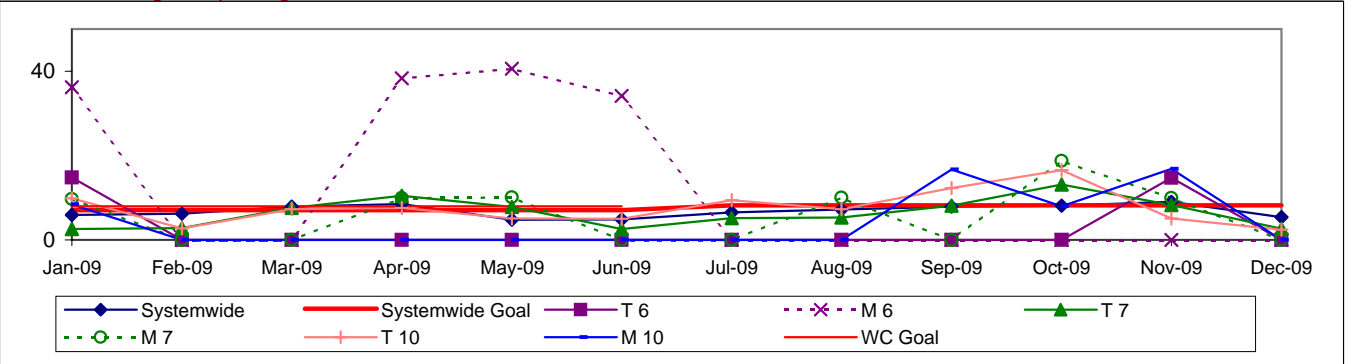


**OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS  
Systemwide and Bus Operating Divisions 6, 7 and 10**

**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.

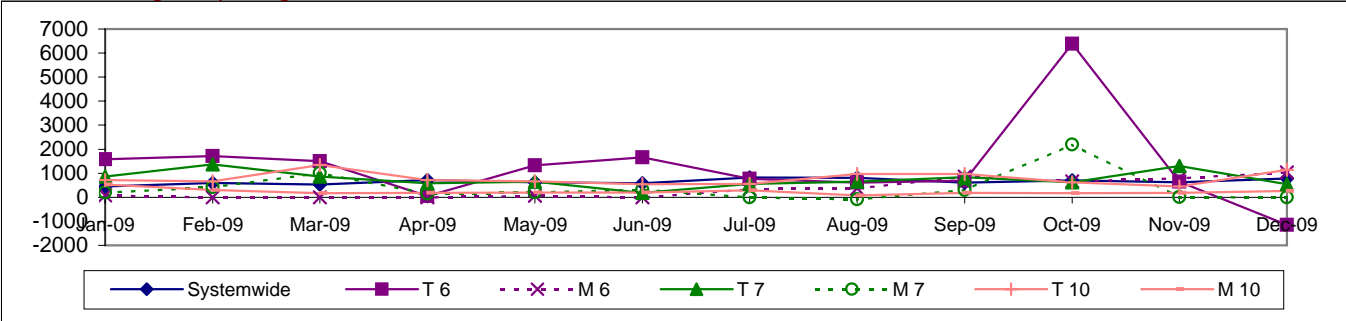


**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS  
Systemwide and Bus Operating Divisions 6, 7 and 10**

**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.



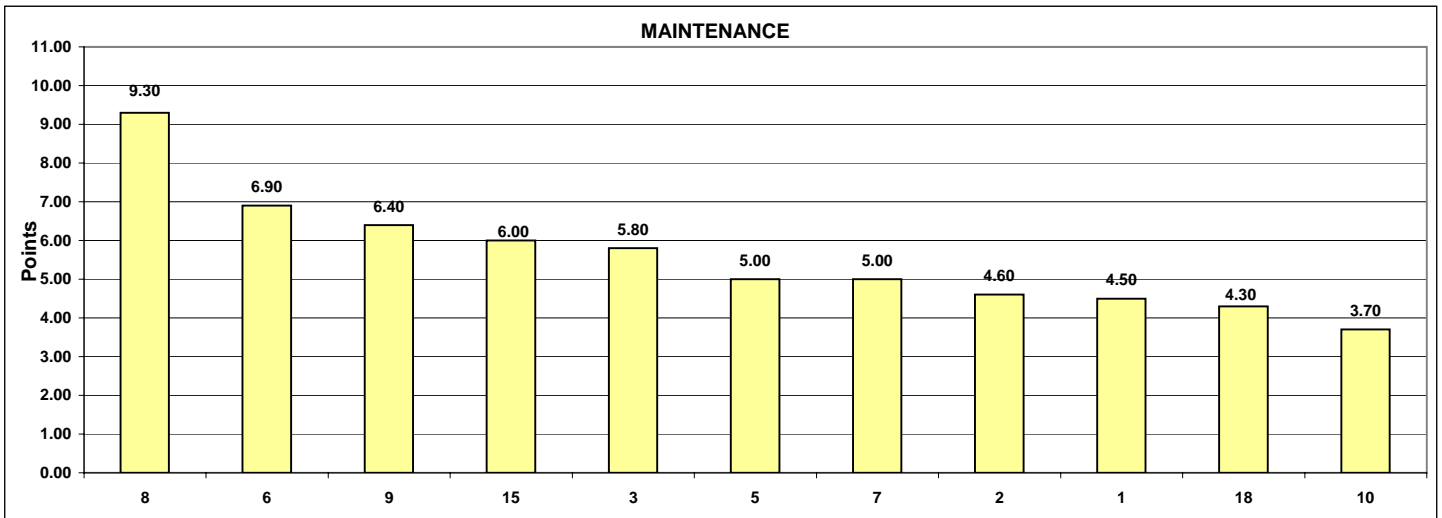
**"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM**

**Monthly Calculations - January 2010  
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%	1362.7	1471.2	1465.9	1696.8	1963.6	1223.8	2526.8	2391.9	1165.5	1936.4	1342.0
Points		4	6	5	7	9	2	11	10	1	8	3
Attendance	20%	0.97472	0.96466	0.97636	0.97010	0.96586	0.98368	0.97652	0.96843	0.97068	0.95482	0.96985
Points		8	2	9	6	3	11	10	4	7	1	5
New WC Claims /200,000 Exp Hrs*	30%	18.4117	10.9005	9.7312	38.7228	0.0000	0.0000	0.0000	18.9293	0.0000	0.0000	0.0000
Points		3	4	5	1	6	6	6	2	6	6	6
*One month lag												
<b>Totals</b>		<b>4.50</b>	<b>4.60</b>	<b>5.80</b>	<b>5.00</b>	<b>6.90</b>	<b>5.00</b>	<b>9.30</b>	<b>6.40</b>	<b>3.70</b>	<b>6.00</b>	<b>4.30</b>
<b>FINAL RANKING Maintenance Division Ranking (Sorted)</b>												
<b>DIV.</b>		<b>8</b>	<b>6</b>	<b>9</b>	<b>15</b>	<b>3</b>	<b>5</b>	<b>7</b>	<b>2</b>	<b>1</b>	<b>18</b>	<b>10</b>
<b>Score</b>		<b>9.30</b>	<b>6.90</b>	<b>6.40</b>	<b>6.00</b>	<b>5.80</b>	<b>5.00</b>	<b>5.00</b>	<b>4.60</b>	<b>4.50</b>	<b>4.30</b>	<b>3.70</b>
<b>Rank</b>		<b>1st</b>	<b>2nd</b>	<b>3rd</b>	<b>4th</b>	<b>5th</b>	<b>6th</b>	<b>7th</b>	<b>8th</b>	<b>9th</b>	<b>10th</b>	<b>11th</b>

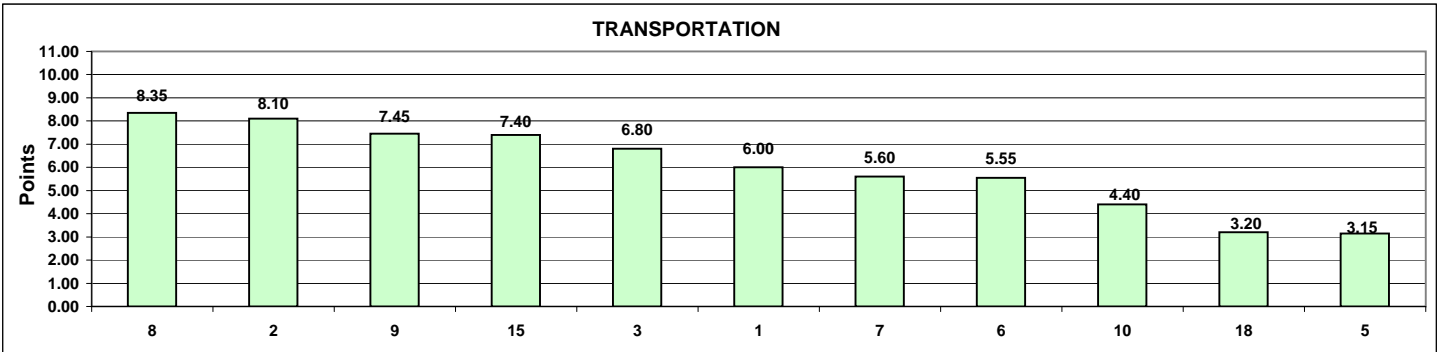


**Monthly Calculations - January 2010  
Metro Bus - Transportation**

**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%	0.7875	0.7947	0.7865	0.6773	0.6777	0.6877	0.7895	0.7538	0.6996	0.7571	0.6763
Points		9	11	8	2	3	4	10	6	5	7	1
Miles Between Total Road Calls	10%	1362.6555	1471.1765	1465.9307	1696.8359	1963.5753	1223.7795	2526.7542	2391.8830	1165.4819	1936.3813	1341.9822
Points		4	6	5	7	9	2	11	10	1	8	3
Accident Rate	25%	2.9601	2.3267	3.3424	4.4759	4.1858	3.5466	2.2141	2.3052	5.1057	2.3689	2.6473
Points		6	9	5	2	3	4	11	10	1	8	7
Complaints/100K Boardings	15%	1.9701	1.8255	3.8155	1.9985	1.7658	2.5780	2.7237	3.0326	2.1176	2.8080	4.4753
Points		9	10	2	8	11	6	5	3	7	4	1
New WC Claims /200,000 Exp Hrs*	25%	19.4671	16.6128	3.1375	24.9884	13.8556	5.3522	14.3683	7.8335	9.7735	7.4011	19.0024
Points		2	4	11	1	6	10	5	8	7	9	3
*One month lag												
<b>Totals</b>		<b>6.00</b>	<b>8.10</b>	<b>6.80</b>	<b>3.15</b>	<b>5.55</b>	<b>5.60</b>	<b>8.35</b>	<b>7.45</b>	<b>4.40</b>	<b>7.40</b>	<b>3.20</b>
<b>FINAL RANKING</b>												
	<b>DIV.</b>	<b>8</b>	<b>2</b>	<b>9</b>	<b>15</b>	<b>3</b>	<b>1</b>	<b>7</b>	<b>6</b>	<b>10</b>	<b>18</b>	<b>5</b>
	<b>Score</b>	<b>8.35</b>	<b>8.10</b>	<b>7.45</b>	<b>7.40</b>	<b>6.80</b>	<b>6.00</b>	<b>5.60</b>	<b>5.55</b>	<b>4.40</b>	<b>3.20</b>	<b>3.15</b>
	<b>Rank</b>	<b>1st</b>	<b>2nd</b>	<b>3rd</b>	<b>4th</b>	<b>5th</b>	<b>6th</b>	<b>7th</b>	<b>8th</b>	<b>9th</b>	<b>10th</b>	<b>11th</b>





**Monthly Calculations - January 2010**  
**Metro Rail**

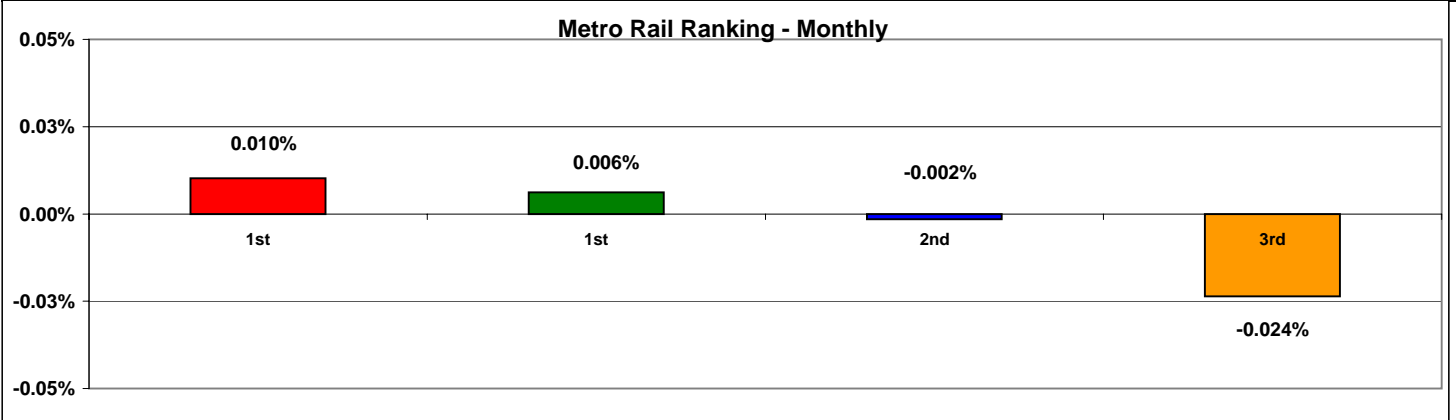
**Definition:** A performance awareness program designed to increase productivity and efficiency.

**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		
	Jan-09	Jan-10	Yearly Improvement	Jan-09	Jan-10	Yearly Improvement	Jan-09	Jan-10	Yearly Improvement	Jan-09	Jan-10	Yearly Improvement
<b>Wayside Availability</b>												
Track	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Signals	100.00%	100.00%	0.00%	99.99%	100.00%	0.01%	99.94%	99.99%	0.05%	100.00%	99.99%	-0.01%
Power	99.98%	99.90%	-0.08%	100.00%	100.00%	0.00%	99.99%	100.00%	0.01%	100.00%	100.00%	0.00%
<b>Wayside Performance</b>	<b>99.99%</b>	<b>99.97%</b>	<b>-0.03%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0.00%</b>	<b>99.98%</b>	<b>100.00%</b>	<b>0.02%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0.00%</b>
<b>Vehicle Availability</b>												
Vehicle Performance	99.91%	99.92%	0.01%	99.92%	99.93%	0.01%	99.85%	99.80%	-0.06%	99.93%	99.89%	-0.05%
<b>Operator Availability</b>												
Operators	99.99%	99.99%	0.00%	99.99%	100.00%	0.01%	99.95%	99.98%	0.03%	99.99%	99.99%	0.00%
<b>In-Service Performance</b>												
Rev. Hr. Delivered - Rail	99.90%	99.92%	0.01%	99.90%	99.92%	0.02%	99.74%	99.77%	0.03%	99.92%	99.87%	-0.05%

<b>Total Rail Line Performance</b>	<b>99.95%</b>	<b>99.95%</b>	<b>-0.002%</b>	<b>99.95%</b>	<b>99.96%</b>	<b>0.010%</b>	<b>99.88%</b>	<b>99.89%</b>	<b>0.01%</b>	<b>99.96%</b>	<b>99.94%</b>	<b>-0.024%</b>
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Metro Rail Final Ranking (Sorted)				
Rail Line	RED	GREEN	BLUE	GOLD
Score	0.010%	0.006%	-0.002%	-0.024%
Rank	1st	1st	2nd	3rd



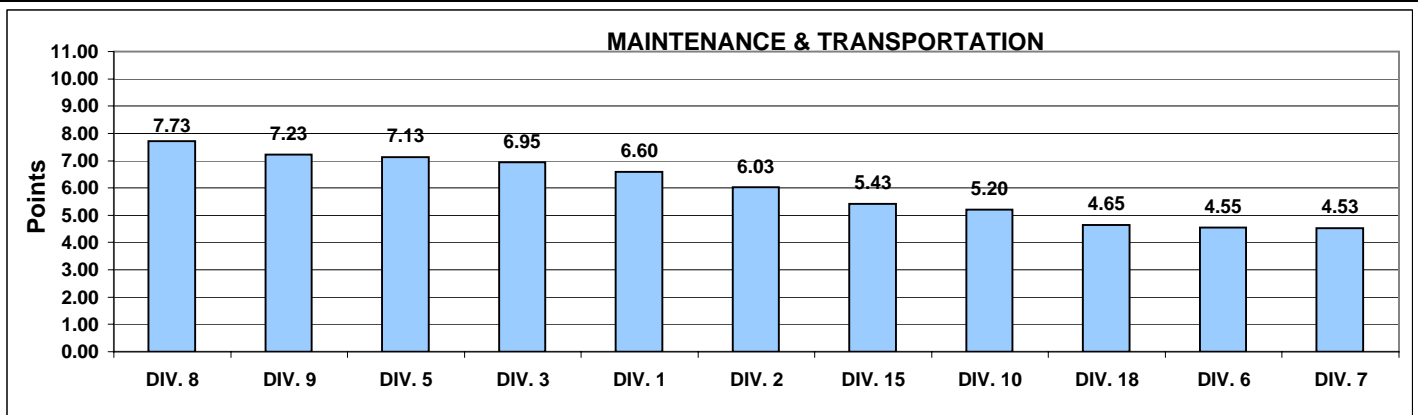
## "HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

### 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	<b>25.0%</b>	1166	1255	1303	1420	1307	1039	1707	2425	1015	1291	1090
Points		4	5	7	9	8	2	10	11	1	6	3
Attendance	<b>10.0%</b>	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	<b>15.0%</b>	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	<b>12.5%</b>	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	<b>5%</b>	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	<b>12.5%</b>	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	<b>7.5%</b>	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	<b>12.5%</b>	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
<b>Totals</b>		<b>6.60</b>	<b>6.03</b>	<b>6.95</b>	<b>7.13</b>	<b>4.55</b>	<b>4.53</b>	<b>7.73</b>	<b>7.23</b>	<b>5.20</b>	<b>5.43</b>	<b>4.65</b>
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**

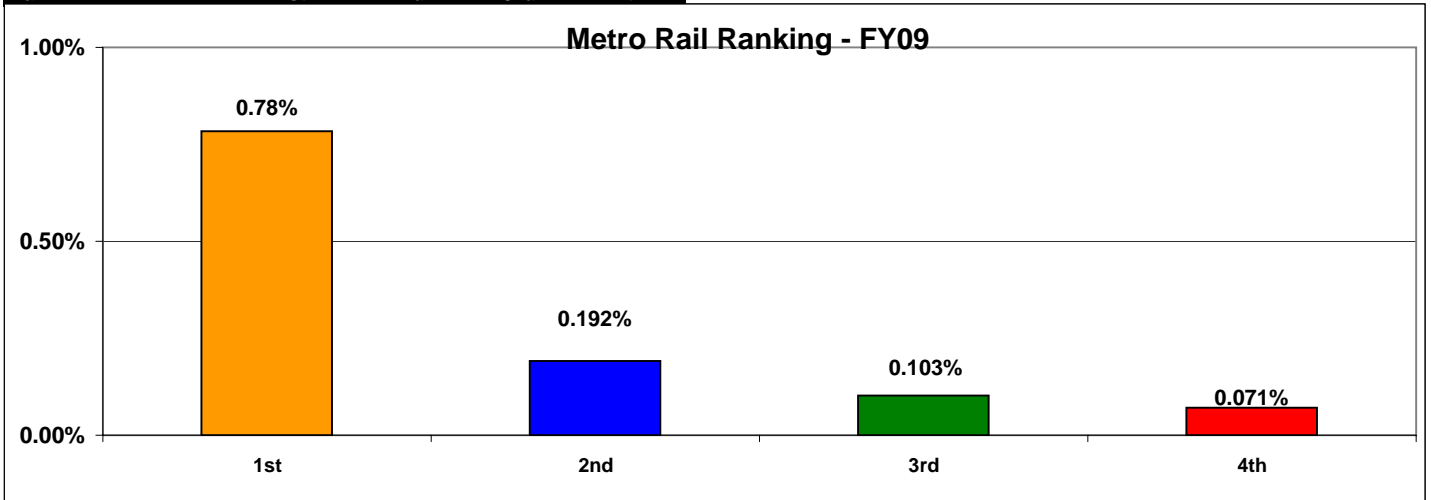
**Definition:** A performance awareness program designed to increase productivity and efficiency. Based on monthly "IN-SERVICE" Performance as reported by RAIL OPERATIONS CONTROL.

**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%
<b>First Quarter Average</b>	<b>0.192%</b>	<b>0.071%</b>	<b>0.10%</b>	<b>0.78%</b>

**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	<b>25.0%</b>	257	215	171	290	408	58	374	437	-30	141	-19
Points		7	6	5	8	10	3	9	11	1	4	2
Attendance	<b>10.0%</b>	-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	<b>15.0%</b>	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	<b>12.5%</b>	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	<b>5.0%</b>	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	<b>12.5%</b>	-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	<b>7.5%</b>	-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	<b>12.5%</b>	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
<b>Totals</b>		<b>5.88</b>	<b>6.80</b>	<b>5.85</b>	<b>7.25</b>	<b>6.20</b>	<b>6.88</b>	<b>5.28</b>	<b>6.35</b>	<b>7.05</b>	<b>4.35</b>	<b>4.13</b>
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	

