

JUL 2010

METRO OPERATIONS MONTHLY PERFORMANCE REPORT



Metro®

Table of Contents

	Page
Bus Overview	3
Bus Service Performance Systemwide	6
In-Service On-Time Performance	
Scheduled Revenue Service Hours Delivered	
Bus Maintenance Performance	10
Mean Miles Between Chargeable Mechanical Failures	
Past Due Critical Preventive Maintenance Program	
Attendance	14
Maintenance Attendance	
Bus Cleanliness	15
Rail Performance	17
On-time Service	
In-Service On-Time Performance	
Schedule Revenue Service Hours Delivered	
Mean Miles Between Chargeable Mechanical Failures	
Safety Performance	22
Bus Accidents per 100,000 Hub Miles	
Bus Passenger Accidents per 100,000 Boardings	
Rail Accidents per 100,000 Revenue Train Miles	
Rail Passenger Accidents per 100,000 Boardings	
OSHA Injuries per 200,000 Exposure Hours	
Lost Work Days Paid per 200,000 Exposure Hours	
Customer Satisfaction	29
Complaints per 100,000 Boardings	
New Workers' Compensation Claims	31
New Workers' Compensation Claims per 200,000 Exposure Hours	
OSHA Injuries Filed per 200,000 Exposure Hours	
Number of Lost Work Days Paid per 200,000 Exposure Hours	
"How You Doin'?" Incentive Program	38
Monthly Metro Bus & Metro Rail	

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 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 Systemwide and Division 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 Miles.
- * Complaints per 100,000 Boardings.
- * New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours.

Measurement	FY05	FY06	FY07	FY08	FY09	FY10	FY11 Target	FY11 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	3,137 386	3,222 305	3,500	3,483 7	3,483 7	🟡
Mean Miles Between Total Road Calls (MMBTRC) **			1,245	1,137	1,290	1,566	1,556	1,837	1,837	🟢
In-Service On-time Performance ***	66.50%	64.35%**	63.77%	64.05%	66.25%	72.33%	80.00%	75.14%	75.14%	🟡
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 53	3.47 240	3.06 216	3.08 245	3.14	3.08 16	3.08 16	🟢
Complaints per 100,000 Boardings	3.54	2.41	2.46	2.57	2.76	2.61	2.52	2.92	2.92	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	13.61	12.27	11.11	11.54	9.30	10.36	12.44 FY10 10.81	June YTD 10.36	June 10.69	🟢
** No FY11 MMBTRC. FY10 target used. *** Div 15 Nov. '05 data										
Division 1										
MMBMF No. of unaddressed road calls		2,409	3,757 138*	2,960 311	2,640 62	2,831 36	3,500	2,570 1	2,570 1	🟡
MMBTRC			932	908	1,166	1,354	1,556	1,486	1,486	🟡
In-Service On-time Performance	71.62%	71.06%	68.02%	67.55%	71.05%	76.61%	80.00%	78.59%	78.59%	🟡
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 6	3.41 36	3.02 22	3.07 49	3.14	2.44 2	2.44 2	🟢
Complaints per 100,000 Boardings	2.92	1.92	1.89	1.90	1.85	1.89	2.52	2.57	2.57	🟢
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	12.71	10.92	8.48	7.59	9.92	12.52	12.44 FY10 10.81	June YTD 12.52	June 9.09	🟡
Division 2										
MMBMF No. of unaddressed road calls		2,660	2,598 32*	2,707 11	2,608 44	2,714 29	3,500	3,786 1	3,786 1	🟢
MMBTRC			1,097	1,039	1,255	1,475	1,556	1,747	1,747	🟢
In-Service On-time Performance	70.42%	72.71%	67.99%	68.60%	72.72%	77.24%	80.00%	76.99%	76.99%	🟡
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 1	3.67 15	3.43 25	3.16 23	3.14	4.10 0	4.10 0	🟡
Complaints per 100,000 Boardings	2.15	1.42	1.64	1.93	2.03	1.87	2.52	2.94	2.94	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.69	12.97	13.36	14.82	11.14	12.93	12.44 FY10 10.81	June YTD 12.93	June 10.44	🟡
Division 3										
MMBMF No. of unaddressed road calls		2,690	2,838 58*	2,573 45	2,552 23	2,770 24	3,500	3,335 0	3,335 0	🟡
MMBTRC			1,239	1,132	1,303	1,555	1,556	1,845	1,845	🟢
In-Service On-time Performance	71.06%	70.05%	65.35%	66.83%	69.78%	76.81%	80.00%	80.32%	80.32%	🟢
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 3	4.24 9	3.60 0	3.39 0	3.14	3.79 0	3.79 0	🟡
Complaints per 100,000 Boardings	2.60	1.83	2.12	2.14	2.69	2.65	2.52	2.78	2.78	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	6.68	11.36	10.06	12.81	9.50	8.84	12.44 FY10 10.81	June YTD 8.84	June 7.45	🟡

Measurement	FY05	FY06	FY07	FY08	FY09	FY10	FY11 Target	FY11 YTD	June Month	Status
Division 5										
MMBMF No. of unaddressed road calls		3,656	3,580 57*	3,227 26	3,314 16	3,493 4	3,500	4,766 1	4,766 1	●
MMBTRC			1,459	1,130	1,420	1,712	1,556	2,133	2,133	●
In-Service On-time Performance	65.58%	61.85%	63.83%	63.35%	64.43%	67.82%	80.00%	74.44%	74.44%	◊
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 13	5.11 35	4.32 29	4.44 30	3.14	5.21 1	5.21 1	◊
Complaints per 100,000 Boardings	2.71	1.87	1.71	1.46	1.88	1.90	2.52	1.69	1.69	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	18.72	14.68	14.89	15.96	12.75	14.78	12.44 FY10 10.81	June YTD 14.78	June 14.31	◊
Division 6										
MMBMF No. of unaddressed road calls		6,279	4,456 30*	3,756 32	7,186 11	7,816 8	3,500	11,888 0	11,888 0	●
MMBTRC			1,063	899	1,307	2,172	1,556	2,038	2,038	●
In-Service On-time Performance	56.75%	57.20%	53.28%	53.12%	56.98%	68.27%	80.00%	67.62%	67.62%	◊
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 1	3.86 3	4.13 1	5.01 4	3.14	4.21 1	4.21 1	◊
Complaints per 100,000 Boardings	4.47	2.52	2.10	2.70	3.55	2.86	2.52	5.17	5.17	◊
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	18.23	16.43	15.02	11.77	7.86	5.95	12.44 FY10 10.81	June YTD 5.95	June 0.00	●
Division 7										
MMBMF No. of unaddressed road calls		2,947	3,468 64*	3,327 84	3,399 99	2,997 101	3,500	2,501 0	2,501 0	◊
MMBTRC			1,118	981	1,039	1,217	1,556	1,314	1,314	◊
In-Service On-time Performance	64.22%	61.78%	58.01%	57.66%	62.15%	68.38%	80.00%	70.43%	70.43%	◊
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 5	4.10 36	3.83 28	3.55 52	3.14	3.98 5	3.98 5	◊
Complaints per 100,000 Boardings	4.24	2.87	2.98	3.00	2.88	2.56	2.52	2.62	2.62	◊
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	19.44	15.76	12.09	13.42	7.80	9.64	12.44 FY10 10.81	June YTD 9.64	June 6.65	●
Division 8										
MMBTRC No. of unaddressed road calls		3,836	3,912 258*	2,944 100	3,473	4,596 0	3,500	5,313 0	5,313 0	●
MMBTRC			1,537	1,333	1,707	2,445	1,556	3,048	3,048	●
In-Service On-time Performance	69.78%	68.23%	67.48%	68.50%	69.29%	75.99%	80.00%	80.05%	80.05%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 1	1.99 18	1.87 12	2.29 17	3.14	2.15 1	2.15 1	●
Complaints per 100,000 Boardings	4.17	3.37	2.75	2.64	3.01	2.97	2.52	3.78	3.78	◊
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.77	13.81	16.14	15.03	12.45	11.20	12.44 FY10 10.81	June YTD 11.20	June 11.04	●
Division 9										
MMBMF No. of unaddressed road calls		4,585	4,087 30*	4,119 88	4,267 62	4,673 66	3,500	4,630 1	4,630 1	●
MMBTRC			2,099	1,989	2,425	2,918	1,556	2,845	2,845	●
In-Service On-time Performance	68.16%	67.01%	66.22%	66.84%	70.01%	75.89%	80.00%	76.57%	76.57%	◊
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 4	2.46 20	2.07 14	2.01 3	3.14	1.59 3	1.59 3	●
Complaints per 100,000 Boardings	5.09	2.61	2.24	2.98	3.18	3.21	2.52	3.74	3.74	◊
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	14.66	14.34	17.30	8.35	14.07	10.03	12.44 FY10 10.81	June YTD 10.03	June 17.37	●

Measurement	FY05	FY06	FY07	FY08	FY09	FY10	FY11 Target	FY11 YTD	June Month	Status
Division 10										
MMBMF No. of unaddressed road calls		3,723	3,702 61*	3,028 0	2,947 1	2,594 11	3,500	2,610 2	2,610 2	Yellow
MMBTRC			1,197	1,044	1,015	1,129	1,556	1,393	1,393	Yellow
In-Service On-time Performance	64.14%	60.73%	58.61%	56.63%	61.90%	68.98%	80.00%	67.91%	67.91%	Yellow
Bus Traffic Accidents Per 100,000 Miles Number of "482 accidents"	- 0	- 0	- 8	4.47 31	3.87 32	4.02 33	3.14	4.23 0	4.23 0	Yellow
Complaints per 100,000 Boardings	3.92	2.23	2.48	2.99	2.59	2.08	2.52	2.12	2.12	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	3.74 114	3.80 1	14.02	14.74	7.49	10.76	12.44 FY10 10.81	June YTD 10.76	June 15.83	Green
Division 15										
MMBCMF No. of unaddressed road calls		2,996	3,420 174*	2,933 53	3,003 1	3,357 6	3,500	3,627 0	3,627 0	Green
MMBTRC			1,175	1,151	1,291	1,747	1,556	2,004	2,004	Green
In-Service On-time Performance	67.84%	63.84%**	64.41%	66.85%	69.06%	74.62%	80.00%	75.78%	75.78%	Yellow
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 2	2.98 14	2.45 26	2.67 15	3.14	2.67 2	2.67 2	Green
Complaints per 100,000 Boardings	4.55	3.14	3.16	3.05	3.08	2.98	2.52	2.82	2.82	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	12.46	10.41	12.44	10.58	11.89	14.11	12.44 FY10 10.81	June YTD 14.11	June 15.64	Yellow
*Jan-June '07 ** Div 15 excluded (Nov. '05 data excluded --No										
Division 18										
MMBCMF No. of unaddressed road calls		3,712	4,008 214*	3,563 74	3,421 55	2,917 20	3,500	3,507 1	3,507 1	Green
MMBTRC			1,174	1,109	1,090	1,292	1,556	1,742	1,742	Green
In-Service On-time Performance	63.42%	57.31%	61.19%	60.88%	60.66%	66.12%	80.00%	70.61%	70.61%	Yellow
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 5	3.08 14	2.72 27	2.67 19	3.14	1.82 1	1.82 1	Green
Complaints per 100,000 Boardings	4.44	3.07	3.29	3.72	4.46	4.19	2.52	4.54	4.54	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	11.67	13.63	8.50	14.70	8.95	11.06	12.44 FY10 10.81	June YTD 11.06	June 13.31	Yellow

*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

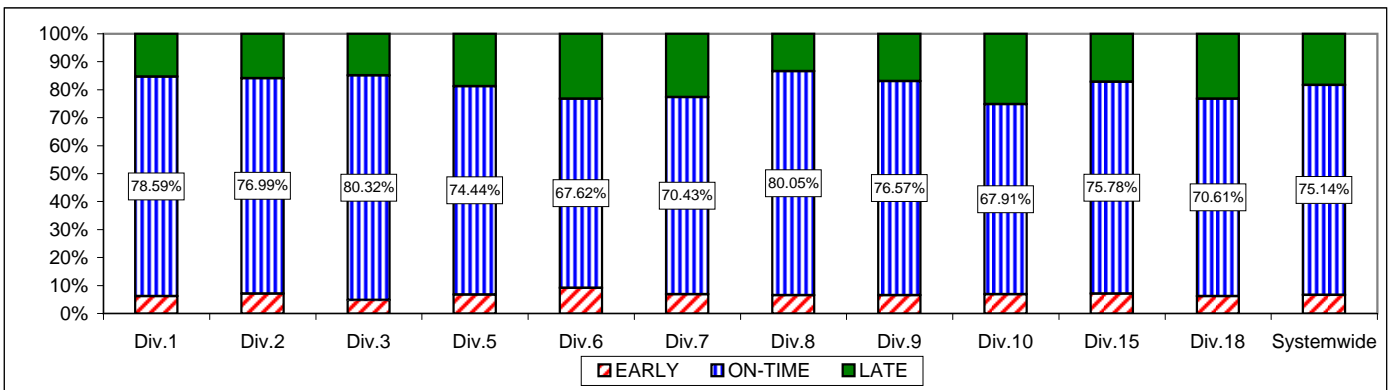
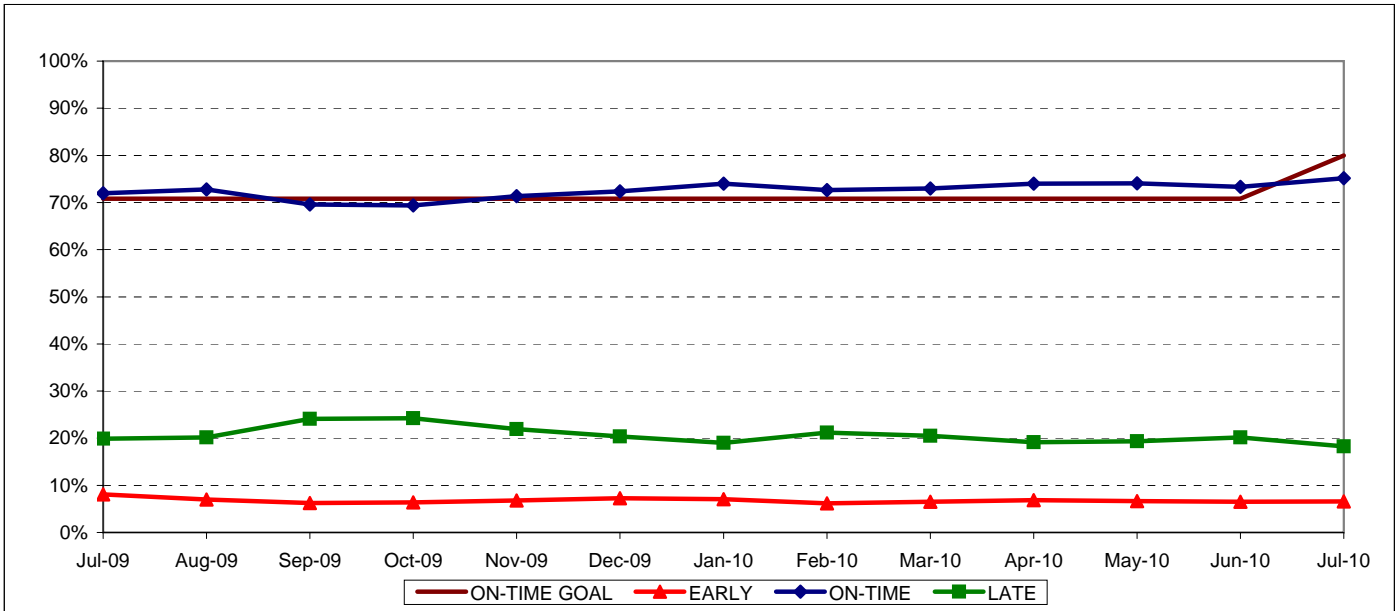
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Includes Rapid buses) **Please note that Rapid Line performance is included in the ISOTP calculation beginning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

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

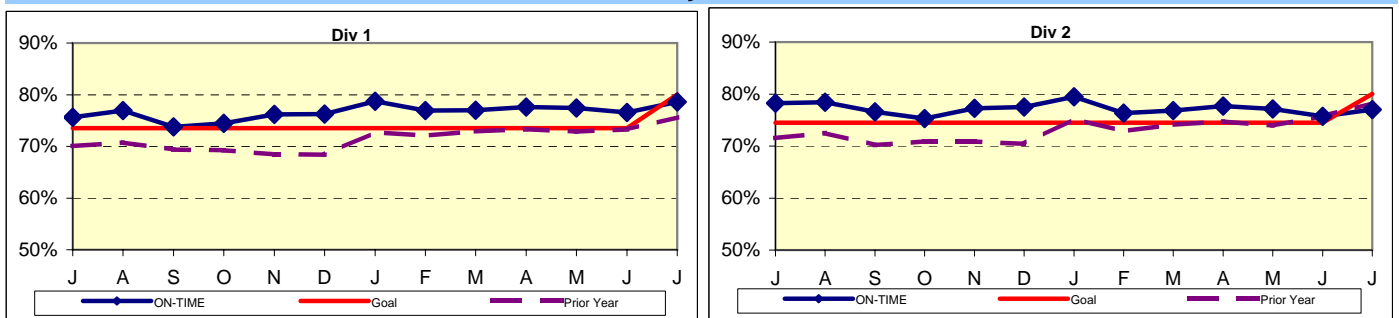
Systemwide Trend

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

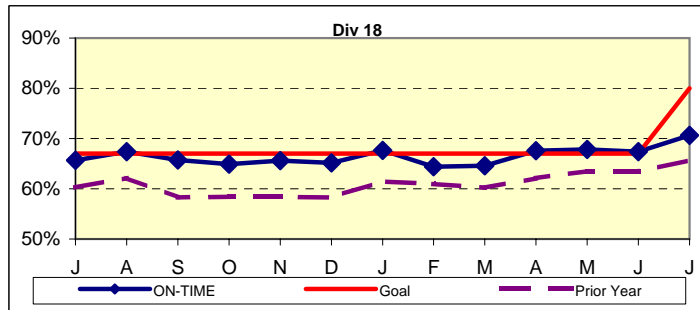
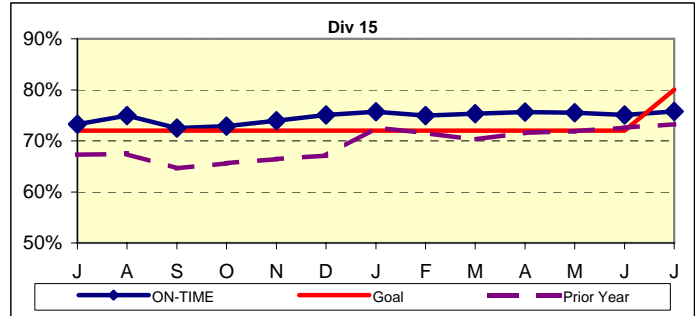
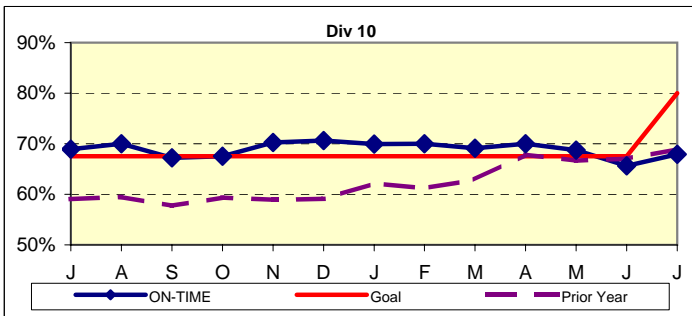
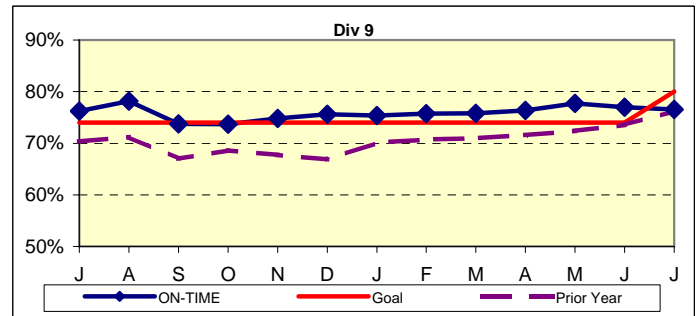
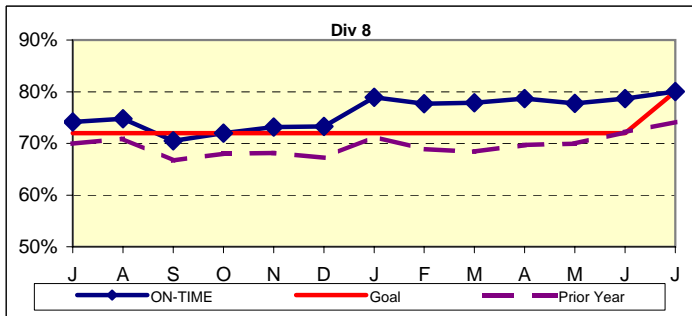
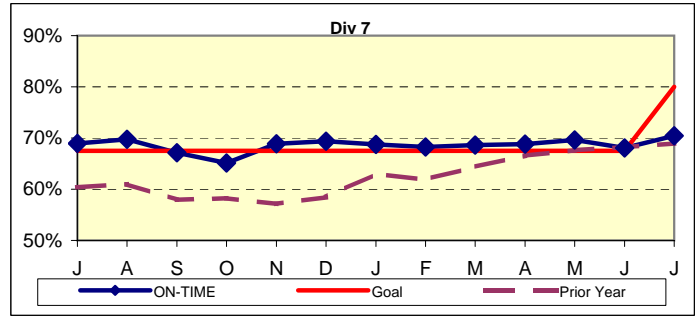
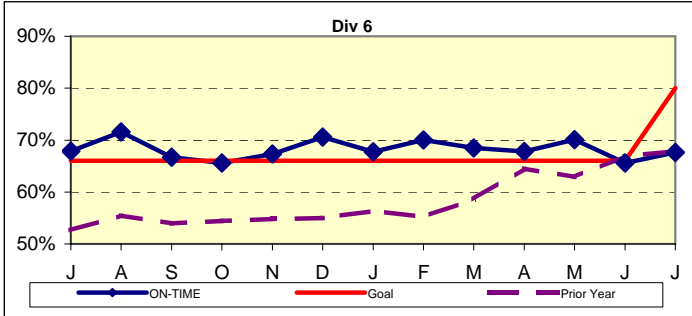
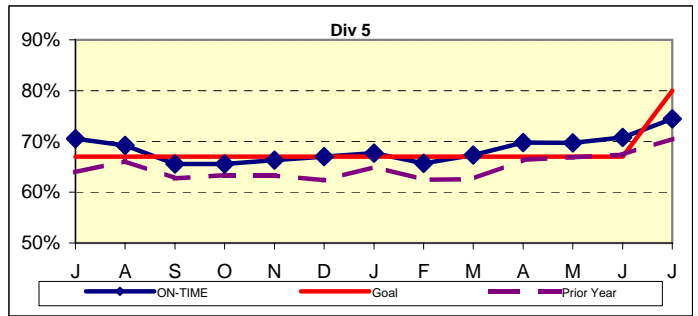
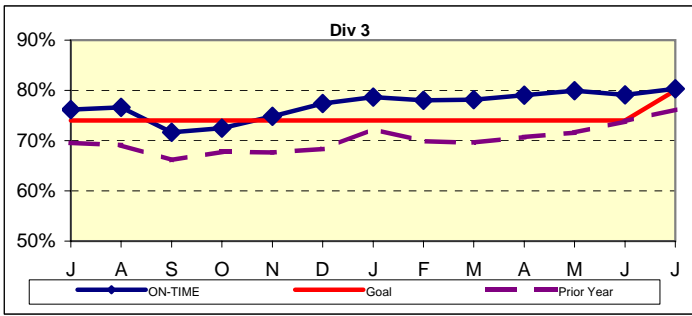
Bus Operating Divisions ISOTP - 1 Minute Tolerance for Running Hot



ISOTP By Divisions



Bus Service Performance - Continued



ISOTP By Divisions

Year-to-Date Compared To Last Year

	FY10	FY11-YTD	Variance
Division 1			
Early	6.97%	6.13%	-0.85%
On-Time	76.61%	78.59%	1.98%
Late	16.42%	15.28%	-1.13%

	FY10	FY11-YTD	Variance
Division 2			
Early	6.20%	7.15%	0.95%
On-Time	77.24%	76.99%	-0.25%
Late	16.56%	15.86%	-0.70%

	FY10	FY11-YTD	Variance
Division 3			
Early	6.01%	4.83%	-1.18%
On-Time	76.81%	80.32%	3.51%
Late	17.18%	14.85%	-2.34%

	FY10	FY11-YTD	Variance
Division 5			
Early	6.52%	6.77%	0.25%
On-Time	67.82%	74.44%	6.62%
Late	25.66%	18.79%	-6.87%

	FY10	FY11-YTD	Variance
Division 6			
Early	6.73%	9.16%	2.44%
On-Time	68.27%	67.62%	-0.64%
Late	25.01%	23.21%	-1.79%

	FY10	FY11-YTD	Variance
Division 7			
Early	7.03%	6.90%	-0.14%
On-Time	68.38%	70.43%	2.05%
Late	24.58%	22.67%	-1.91%

	FY10	FY11-YTD	Variance
Division 8			
Early	6.31%	6.52%	0.21%
On-Time	75.99%	80.05%	4.06%
Late	17.70%	13.43%	-4.27%

	FY10	FY11-YTD	Variance
Division 9			
Early	6.37%	6.55%	0.17%
On-Time	75.89%	76.57%	0.69%
Late	17.74%	16.88%	-0.86%

	FY10	FY11-YTD	Variance
Division 10			
Early	7.07%	6.87%	-0.20%
On-Time	68.98%	67.91%	-1.08%
Late	23.95%	25.22%	1.27%

	FY10	FY11-YTD	Variance
Division 15			
Early	6.76%	7.11%	0.35%
On-Time	74.62%	75.78%	1.16%
Late	18.62%	17.11%	-1.52%

	FY10	FY11-YTD	Variance
Division 18			
Early	8.06%	6.21%	-1.85%
On-Time	66.12%	70.61%	4.49%
Late	25.83%	23.18%	-2.65%

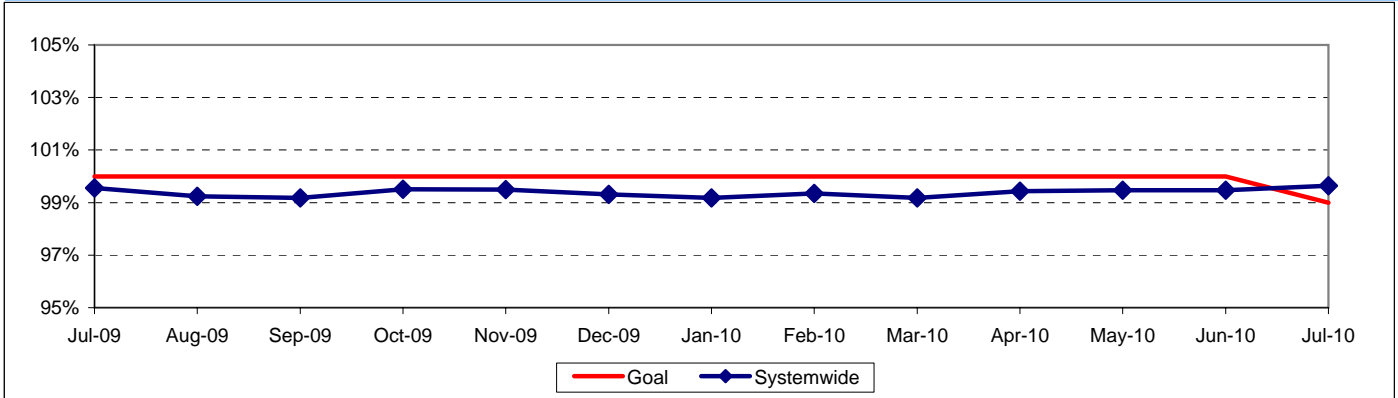
	FY10	FY11-YTD	Variance
SYSTEMWIDE			
Early	6.80%	6.59%	-0.21%
On-Time	72.33%	75.14%	2.81%
Late	20.86%	18.27%	-2.59%

ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED*

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

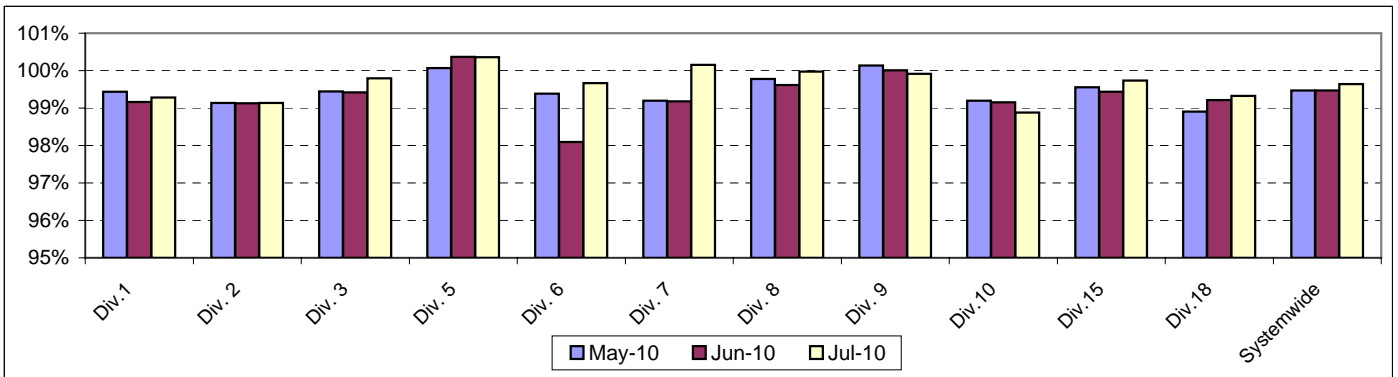
Calculation: $SRHD\% = 1 - ((\text{In-Service Delay Revenue Hours plus Cancelled Revenue Hours}) \div (\text{Total Scheduled Service Hours} + \text{Temporary Revenue Hours} + \text{Hollywood Bowl and Race Track Revenue Hours} + \text{In Addition Revenue Hours}))$
 FY06: Actual Revenue Hours Delivered divided by Scheduled Revenue Hours.

Systemwide Trend



* Used Scheduled Hours delivered in FY05. Beginning July 2005, calculating the Actual RH to Scheduled Revenue Hours.

**ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED by Divisions
May 2010 - July 2010**



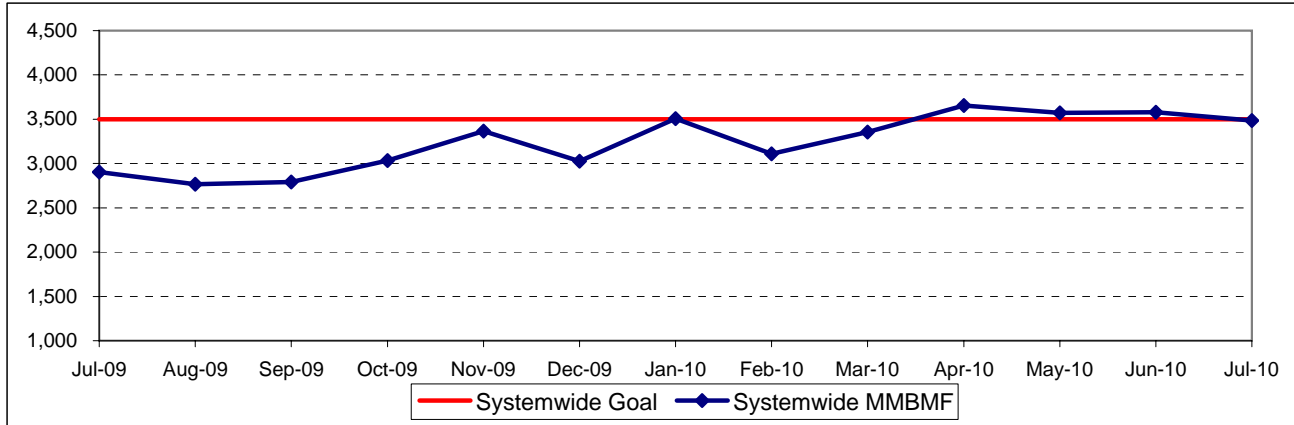
BUS MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)*

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

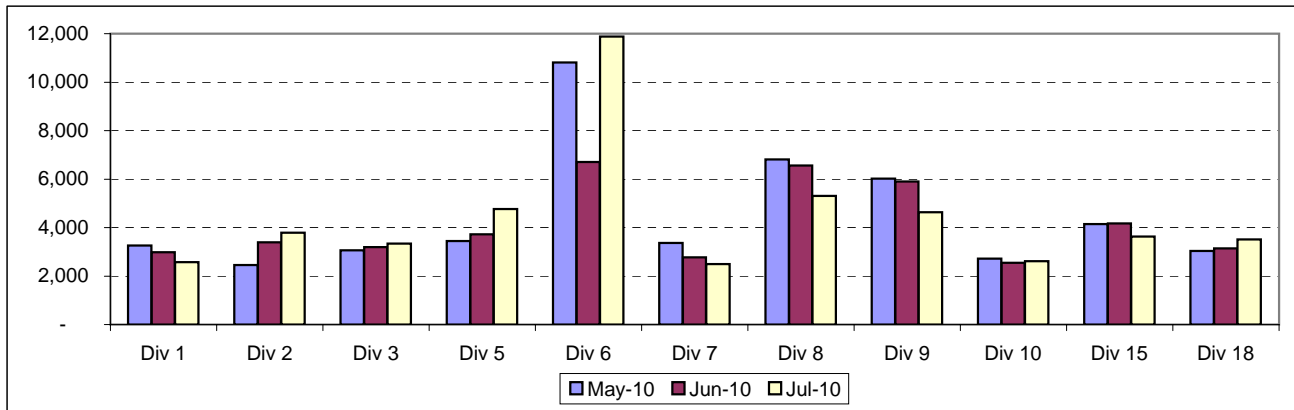
Calculation: $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

Systemwide Trend



* New Indicator.

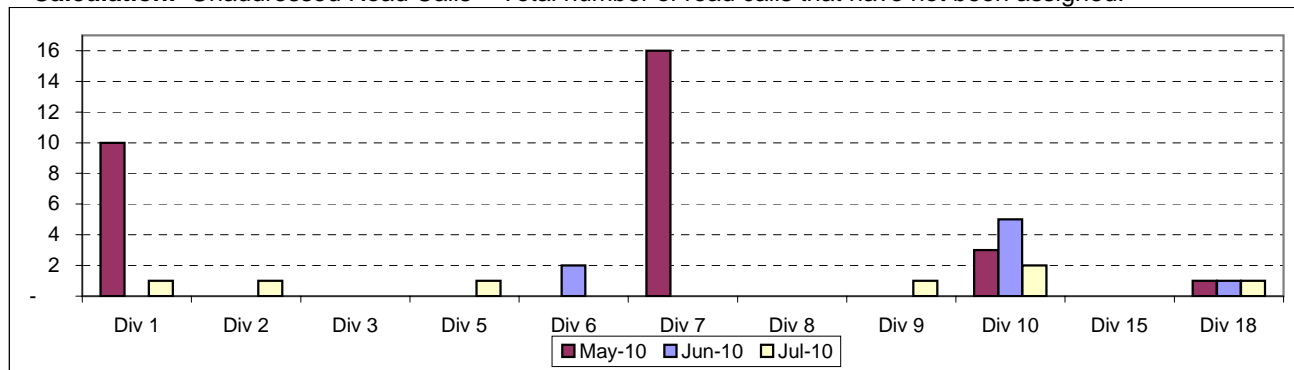
MMBMF -- Bus Operating Divisions May 2010 - July 2010



Unaddressed Road Calls -- Bus Operating Divisions* May 2010 - July 2010

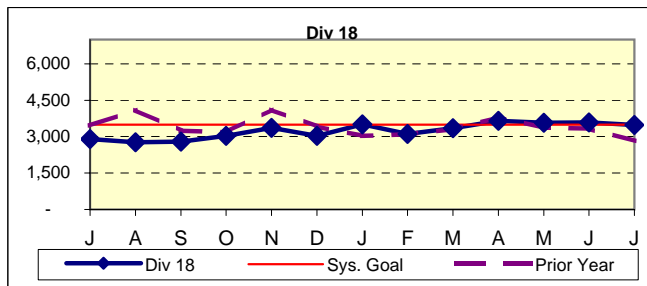
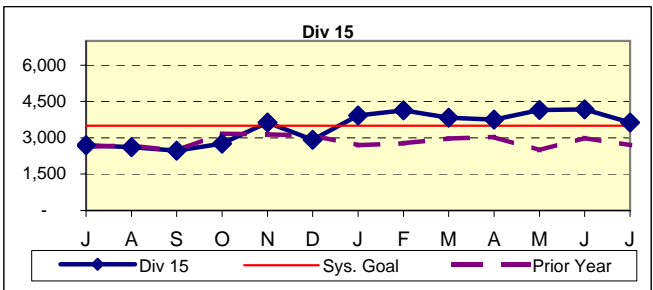
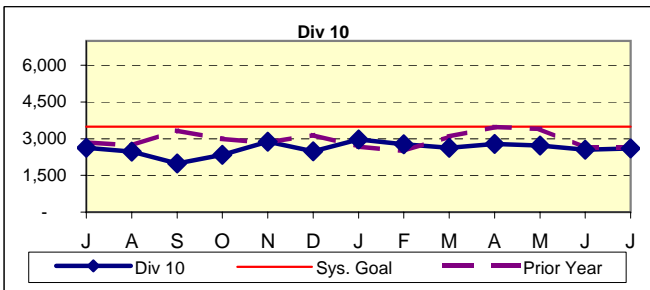
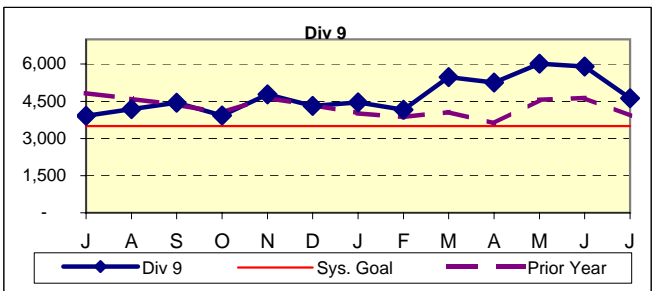
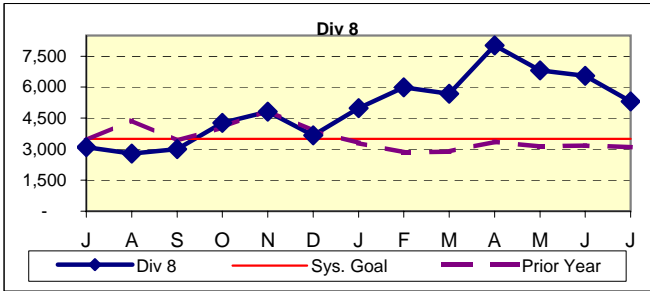
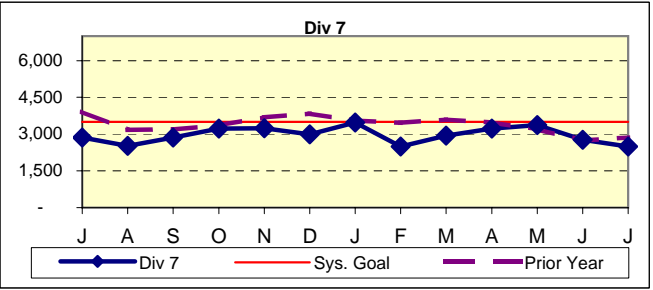
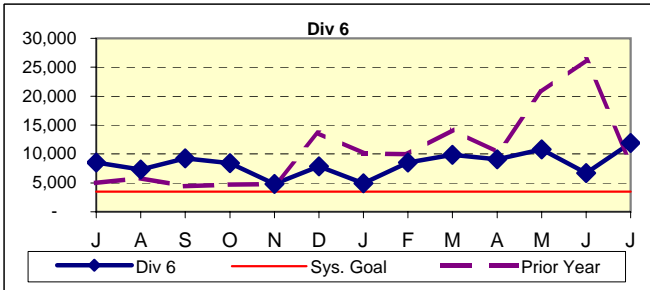
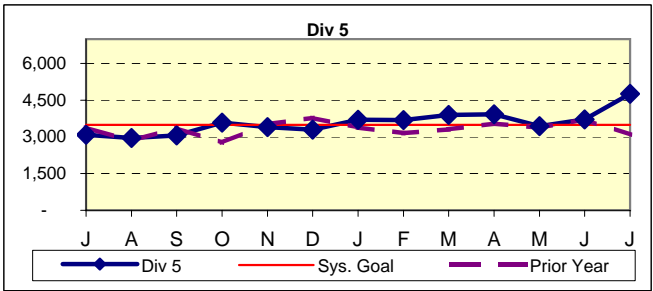
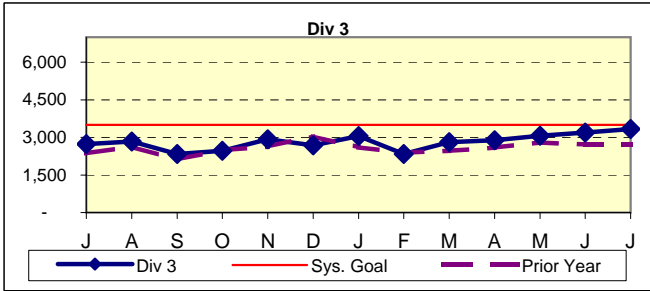
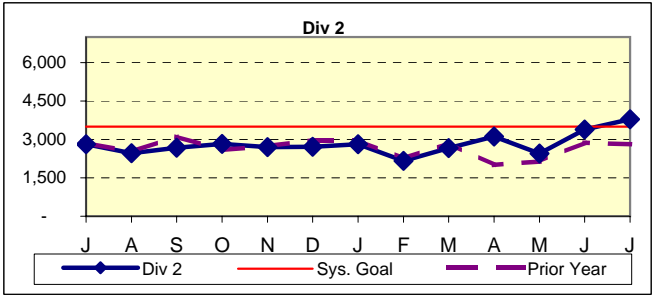
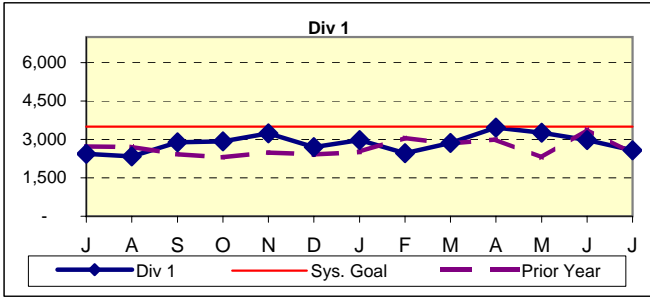
Definition: Road calls cannot be counted, per FTA definition, if no one has jobbed on to assign a job code.
(Source: M3)

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



* New Indicator.

Bus Maintenance Performance - Continued

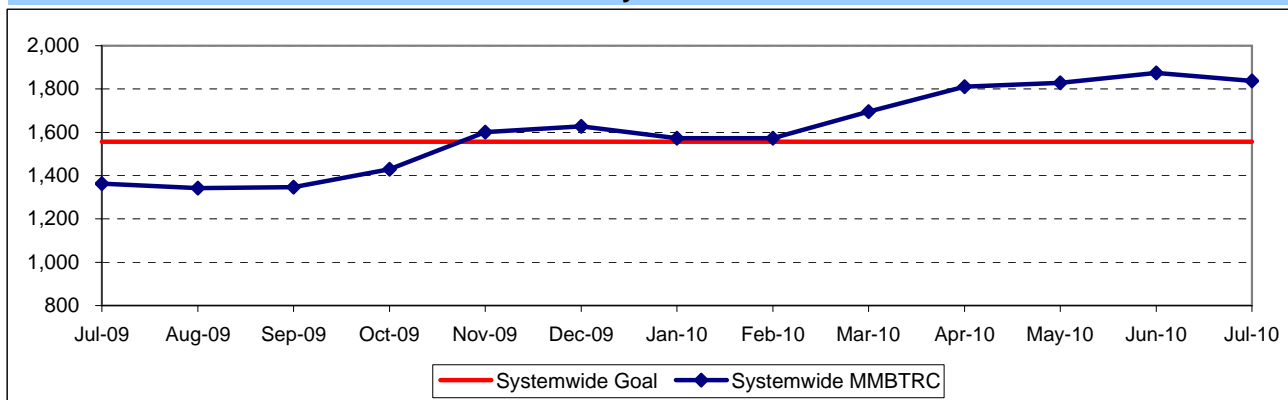


MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)*

Definition: Average Hub Miles traveled between road call problems.

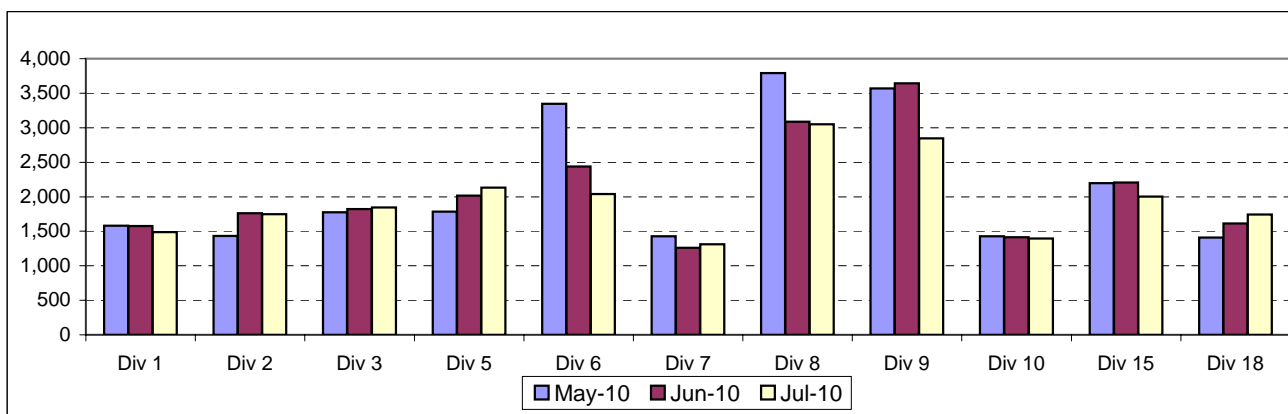
Calculation: MMBTRC = (Total Hub Miles / by Total Road Calls)

MMBTRC Systemwide Trend



* New Indicator.

MMBTRC -- Bus Operating Divisions May 2010 - July 2010



Fleet Mix by Fuel Type Systemwide (Metro Divisions only)

	<u>Number of Buses</u>	<u>Percent of Buses</u>
CNG	2,521	93.20%
Hybrid	6	0.22%
Diesel	85	3.14%
Gasoline	59	2.18%
Propane	34	1.26%
Total	<u>2,705</u>	<u>100.00%</u>

Average Age of Fleet by Divisions

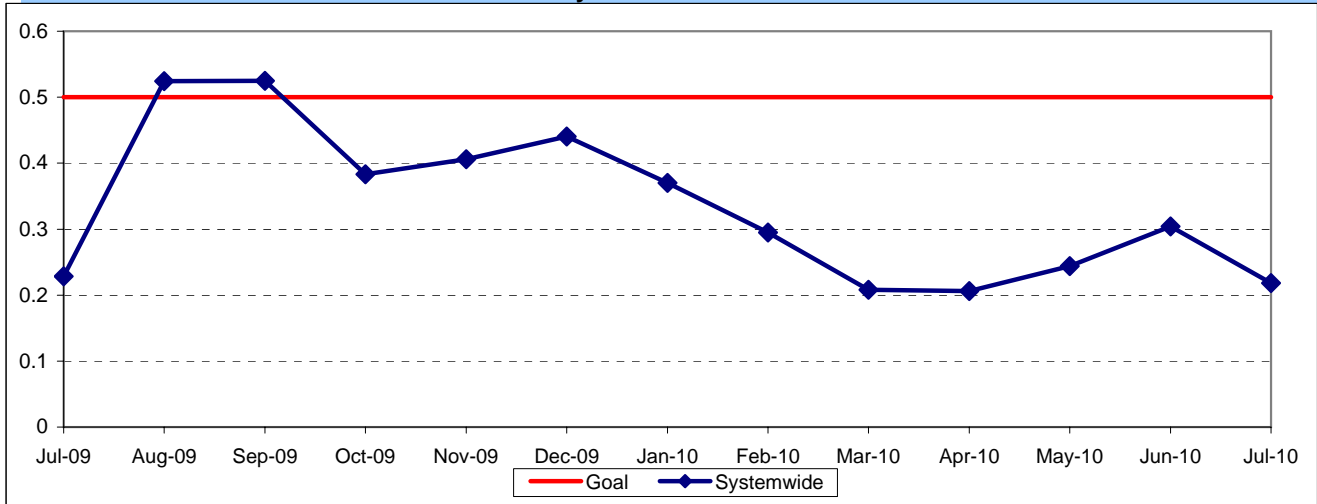
Div 1 7.7	Div 2 8.8	Div 3 9.4	Div 5 8.2	Div 6 3.7	Div 7 9.2
Div 8 4.9	Div 9 7.7	Div 10 7.9	Div 15 6.2	Div 18 8.4	

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.

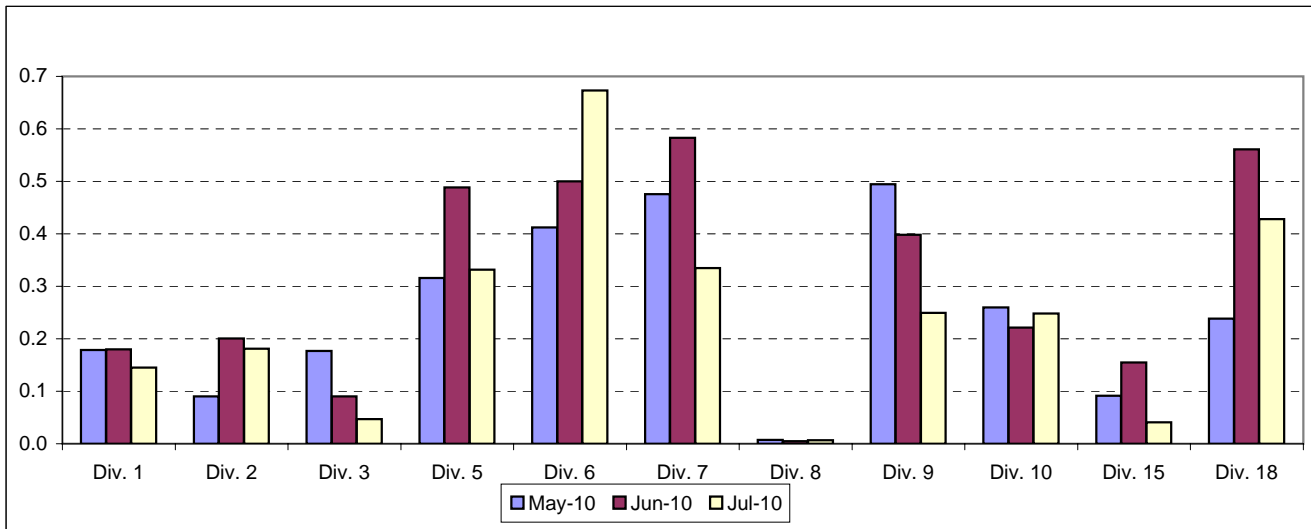
Calculation: Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

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 PMPs - by Divisions
May 2010 - July 2010**



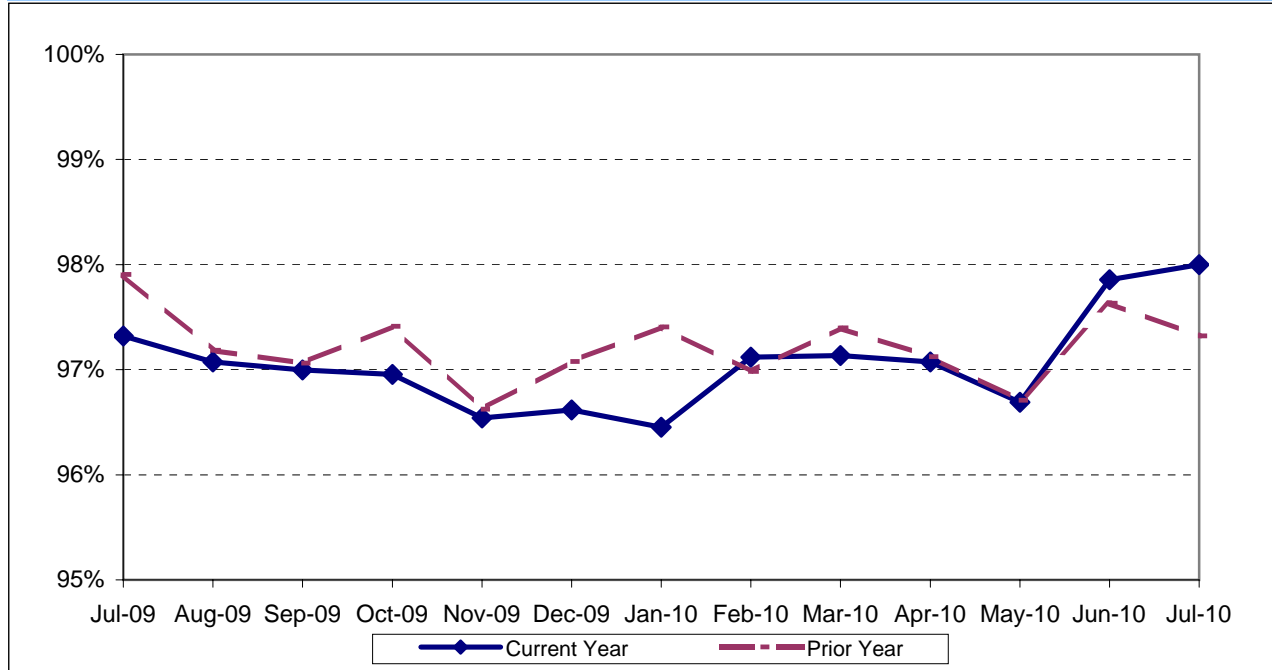
ATTENDANCE

MAINTENANCE ATTENDANCE

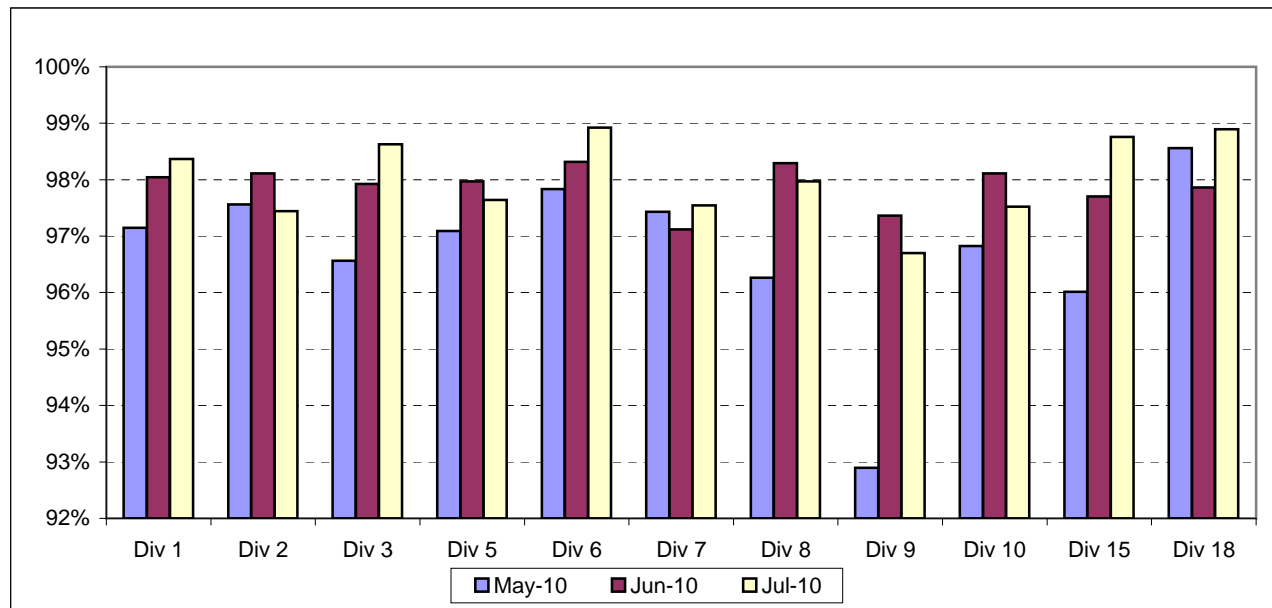
Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

Systemwide Trend



Maintenance Attendance - By Divisions (By Current Month) May 2010 - July 2010

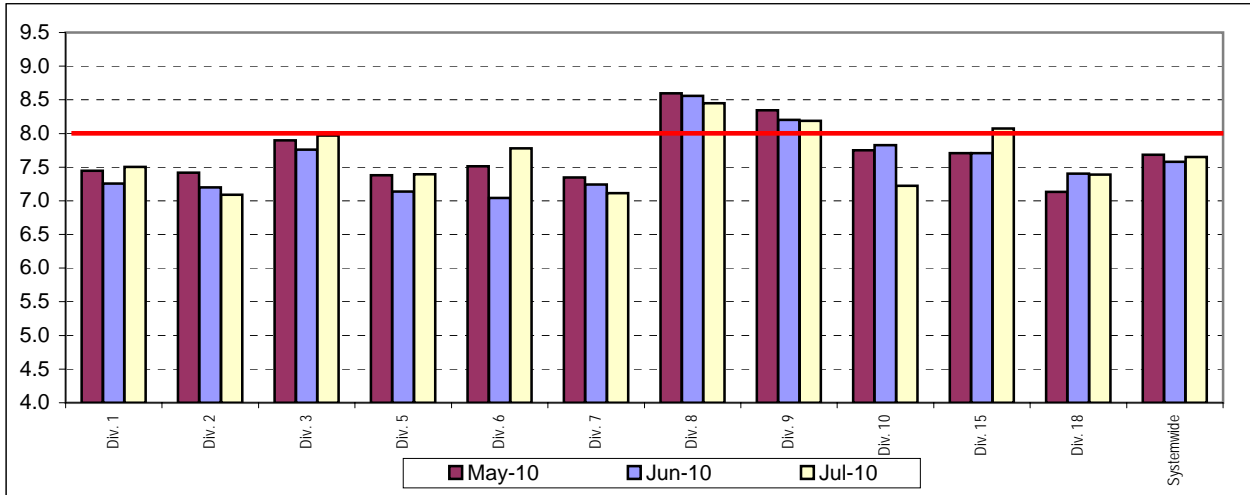


BUS CLEANLINESS

Definition: A team of two Quality Assurance Supervisors inspects and rates ten percent of the fleet at each division and contractor per time period. 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.

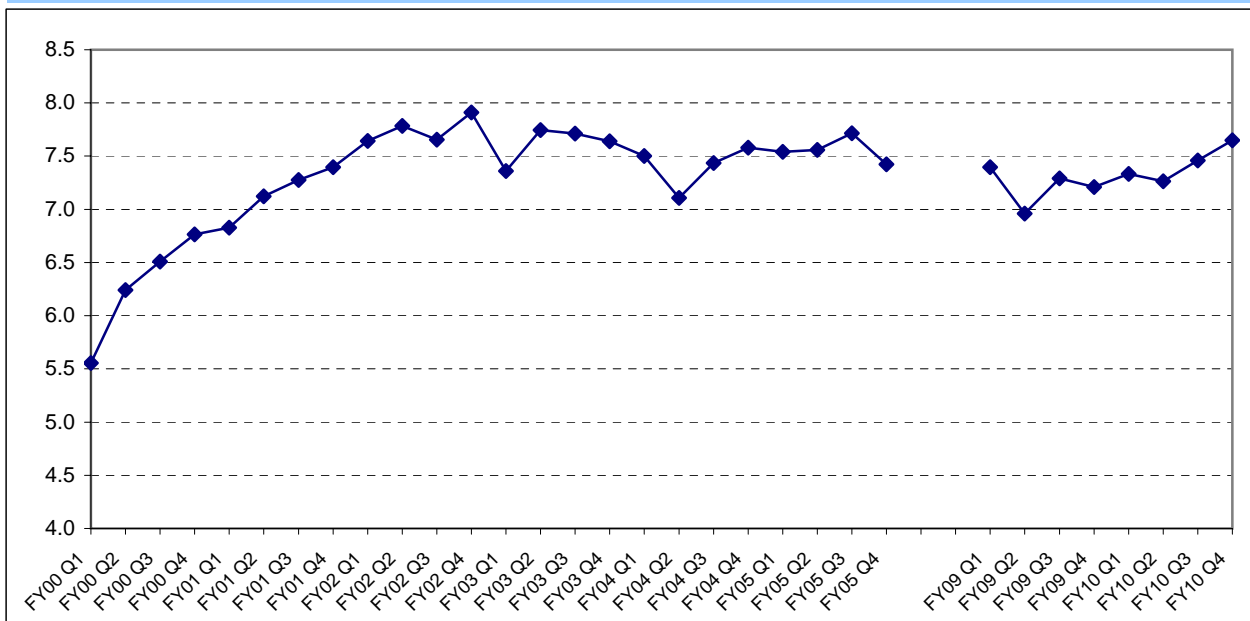
Calculation: Overall Cleanliness Rating = (Total Points Accumulated divided by number of categories)

**Cleanliness by Bus Operating Divisions
May 2010 - July 2010**

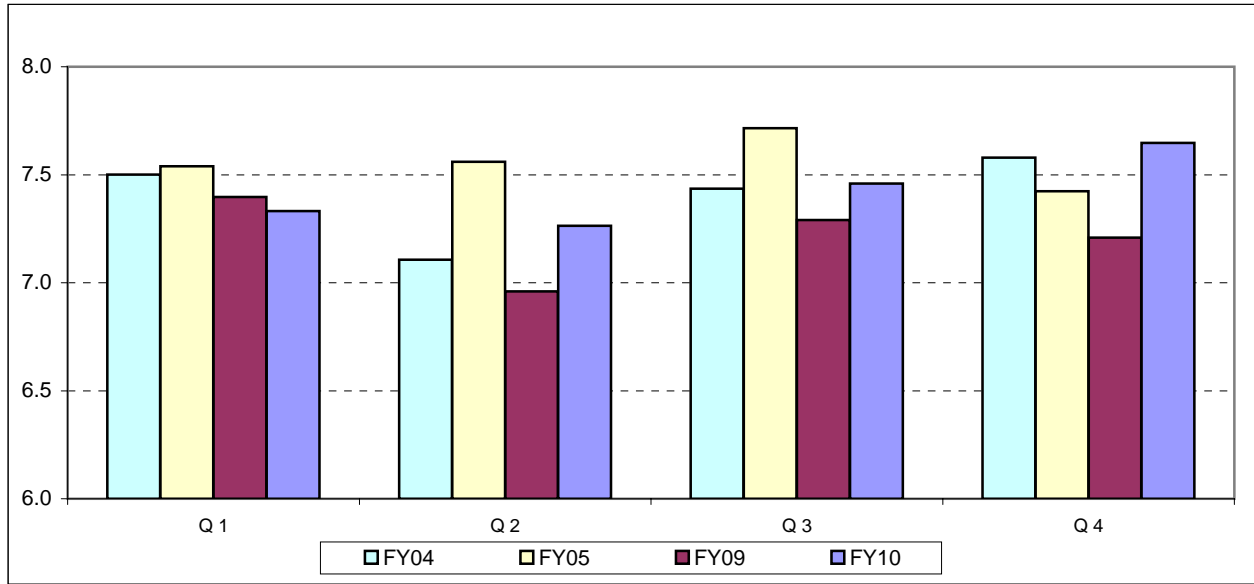


Please note that beginning March 2010, FY10 Q3 cleanliness is calculated using monthly data. Prior quarterly data was supplied by QA dept. in a quarterly format.

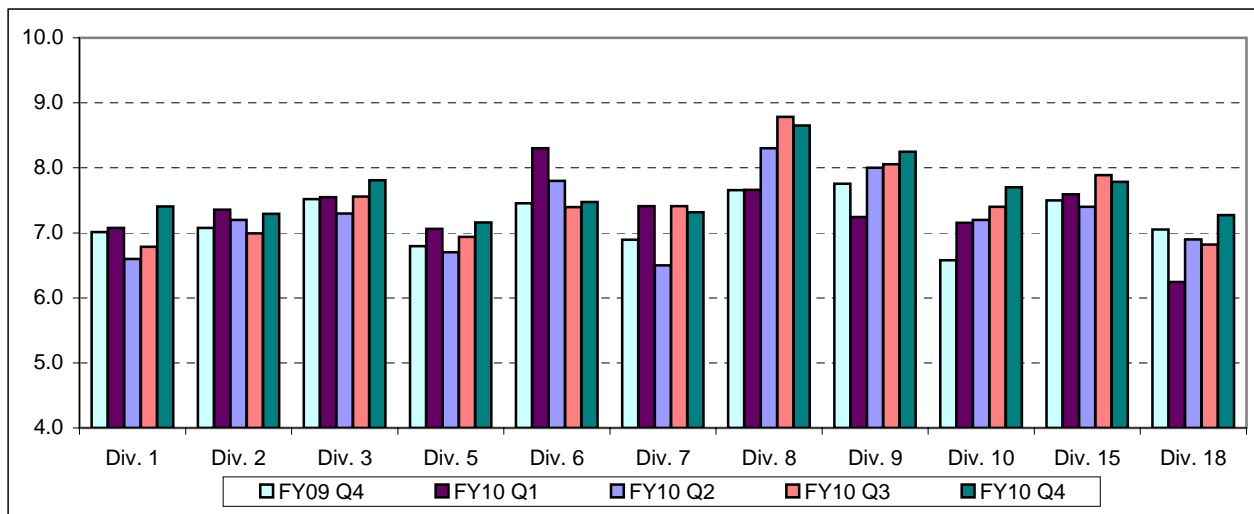
**Quarterly Systemwide Bus Cleanliness
FY01 Q1 - FY10 Q3**



**Systemwide Bus Cleanliness Comparison by Quarter
FY04 Q1 - FY10 Q4**



**Cleanliness by Bus Operating Divisions
FY09 Q4 - FY10 Q4**



Metro Rail Scorecard Overview

Metro Rail operates heavy rail lines, Metro Red and Purple Lines, from Union Station to North Hollywood and Union Station to Wilshire/Western. Data for Red and Purple lines are reported under Metro Red line in this report. Metro Rail operates three light rail lines: 1. Metro Blue Line from downtown to Long Beach; 2. Metro Green Line along the 105 freeway; and 3. Metro Gold Line from Pasadena and East Los Angeles. Metro Rail is responsible for the operation of approximately 104 heavy rail cars and 121 light rail cars carrying nearly 5.8 million passengers boarding each year.

This report gives a brief overview of Metro Rail operations:

- * On-Time Pullout Percentage.
- * Mean Miles Between Chargeable Mechanical Failures (MMBMF).
- * In-Service On-Time Performance.
- * Traffic Accidents per 100,000 Train Miles.
- * Complaints per 100,000 Boardings.

Measurement	FY05	FY06	FY07	FY08	FY09	FY10	FY11 Target	FY11 YTD	July Month	Status
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	9.32	11.56	8.08	11.24	6.03	June YTD 8.54	10.17 FY10 10.00	June YTD 8.54	June 7.19	Yellow
Metro Red Line (MRL)										
On-Time Pullouts	99.94%	99.61%	99.76%	99.79%	99.97%	99.55%	98.00%	100.00%	100.00%	Green
Mean Miles Between Chargeable Mechanical Failures	11,759	19,587	17,260	26,743	41,482	38,771	30,000	25,400	25,400	Yellow
In-Service On-time Performance*				99.13%	99.38%	99.54%	98.00%	99.60%	99.60%	Green
Traffic Accidents Per 100,000 Train Miles	0.22	0.22	0.00	0.30	0.07	0.00	0.10	0.00	0.00	Green
Complaints per 100,000 Boardings	1.13	0.66	0.41	0.50	0.37	0.41	0.50	0.14	0.14	Green
Metro Blue Line (MBL)										
On-Time Pullouts	99.73%	99.76%	99.72%	99.62%	99.74%	99.71%	98.00%	99.86%	99.86%	Green
Mean Miles Between Chargeable Mechanical Failures	16,273	26,774	35,125	31,278	27,051	20,830	26,000	16,679	16,679	Yellow
In-Service On-time Performance*				98.81%	98.24%	98.81%	98.00%	99.49%	99.49%	Yellow
Traffic Accidents Per 100,000 Train Miles	0.64	0.96	1.35	1.65	1.26	1.45	0.60	1.45	1.45	Yellow
Complaints per 100,000 Boardings	0.98	0.78	0.53	0.64	0.58	0.80	0.90	1.17	1.17	Yellow
Metro Green Line (MGrL)										
On-Time Pullouts	99.91%	99.97%	99.54%	99.80%	99.95%	99.89%	98.00%	100.00%	100.00%	Green
Mean Miles Between Chargeable Mechanical Failures	12,558	20,635	27,471	36,727	19,195	13,599	26,000	15,645	15,645	Yellow
In-Service On-time Performance*				99.07%	98.90%	99.26%	98.00%	99.81%	99.81%	Green
Traffic Accidents Per 100,000 Train Miles	0.00	0.00	0.00	0.00	0.07	0.00	0.60	0.00	0.00	Green
Complaints per 100,000 Boardings	1.39	0.92	0.72	0.81	0.82	0.76	0.90	1.83	1.83	Yellow
Metro Gold Line (MGoL)										
On-Time Pullouts	99.85%	99.97%	99.95%	99.95%	99.95%	99.86%	98.00%	100.00%	100.00%	Green
Mean Miles Between Chargeable Mechanical Failures	16,571	23,329	22,775	39,521	24,250	16,151	26,000	12,297	12,297	Yellow
In-Service On-time Performance*				98.86%	99.38%	99.12%	98.00%	99.58%	99.58%	Green
Traffic Accidents Per 100,000 Train Miles	0.23	0.12	0.23	0.43	0.21	0.82	0.60	1.66	1.66	Yellow
Complaints per 100,000 Boardings	2.85	2.71	1.88	1.57	1.50	1.68	0.90	1.46	1.46	Yellow

*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.

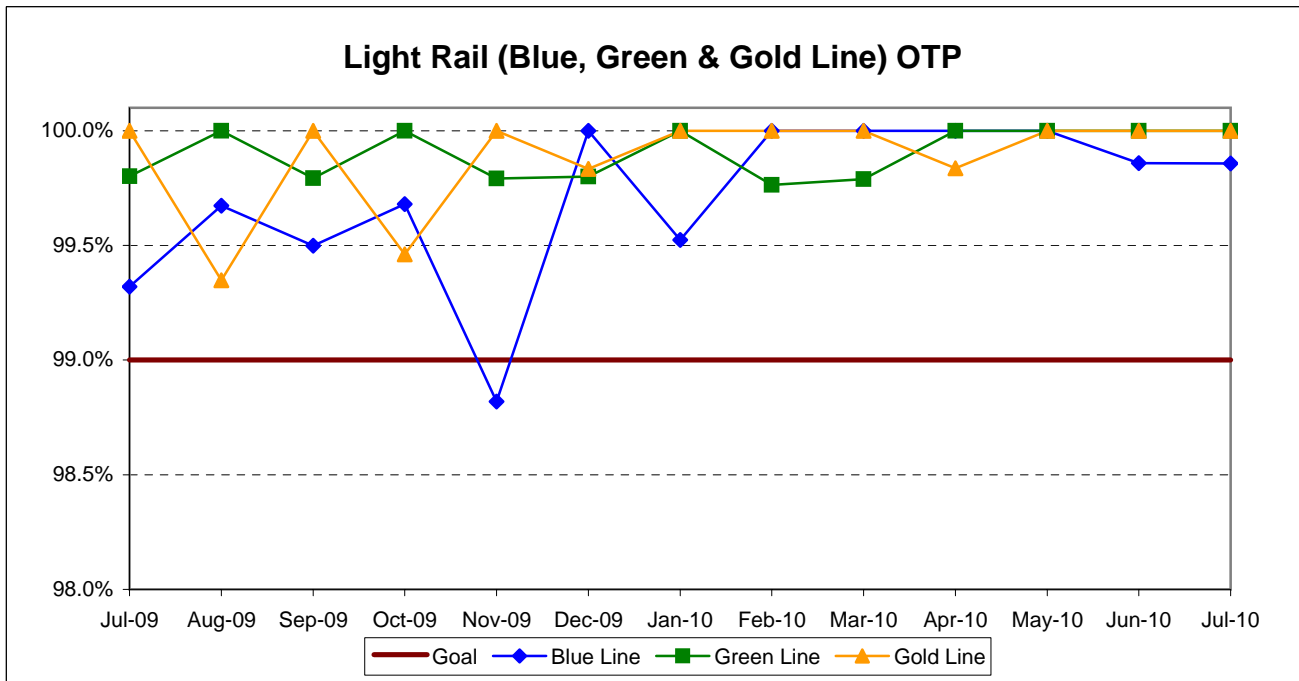
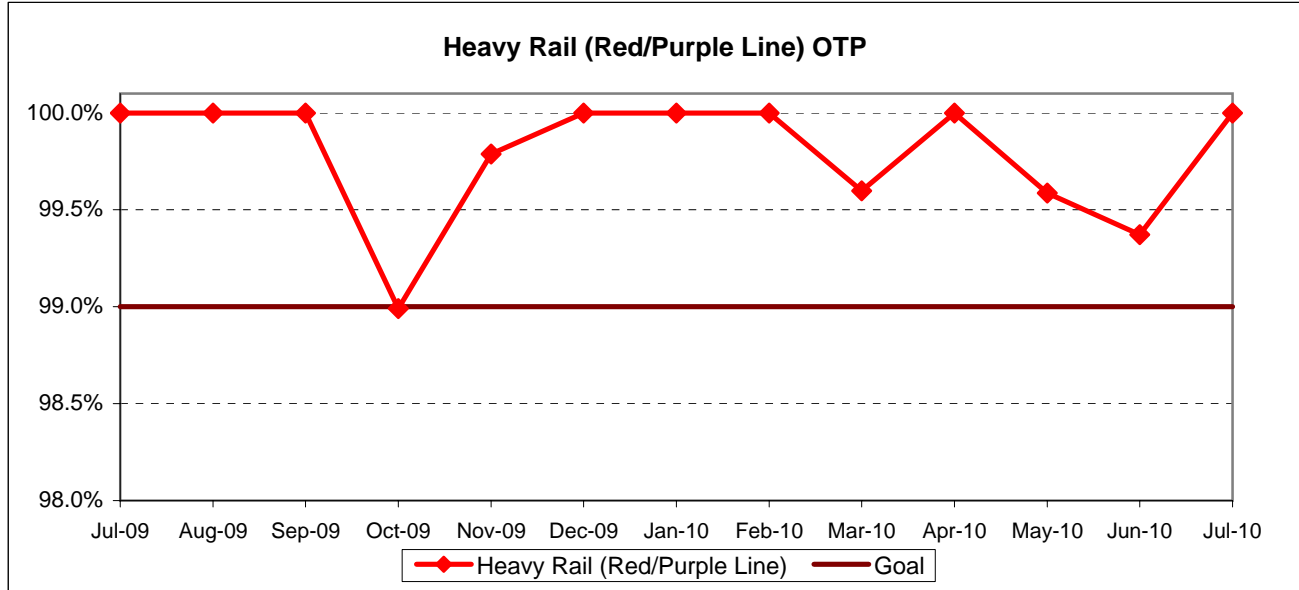
Red - High probability that the target will not be achieved -- significant problems and/or delays.

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.

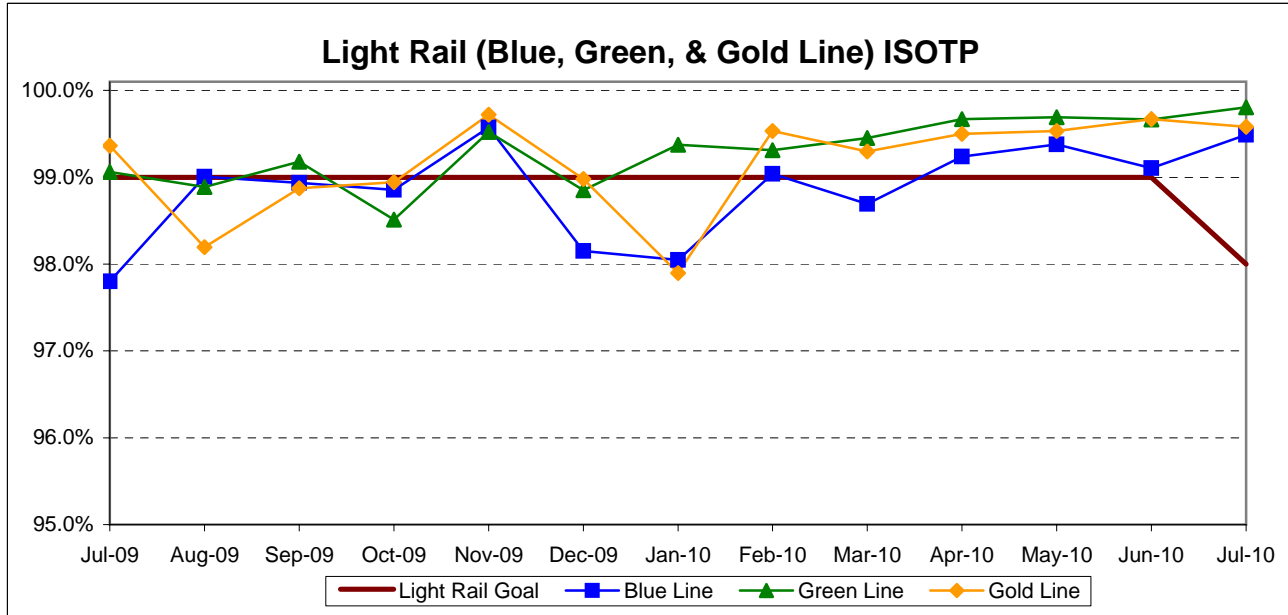
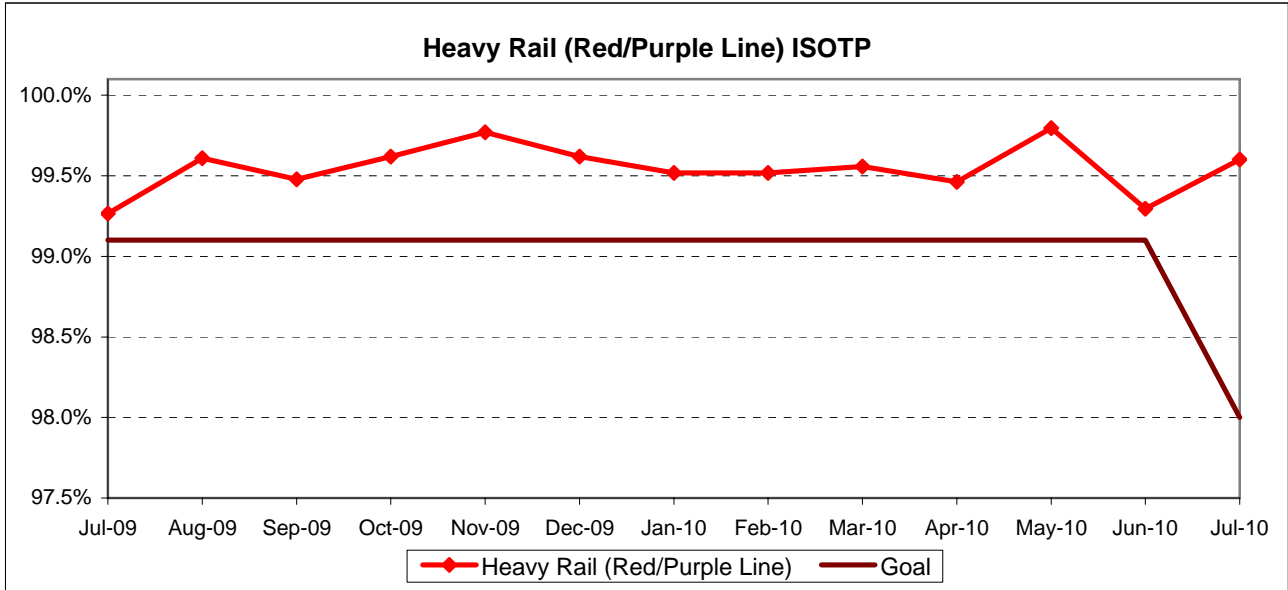
Calculation: $OTP\% = [(100\% - [(Total\ cancelled\ pullouts\ plus\ late\ pullouts) / by\ Total\ scheduled\ pullouts]) \times 100]$



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.

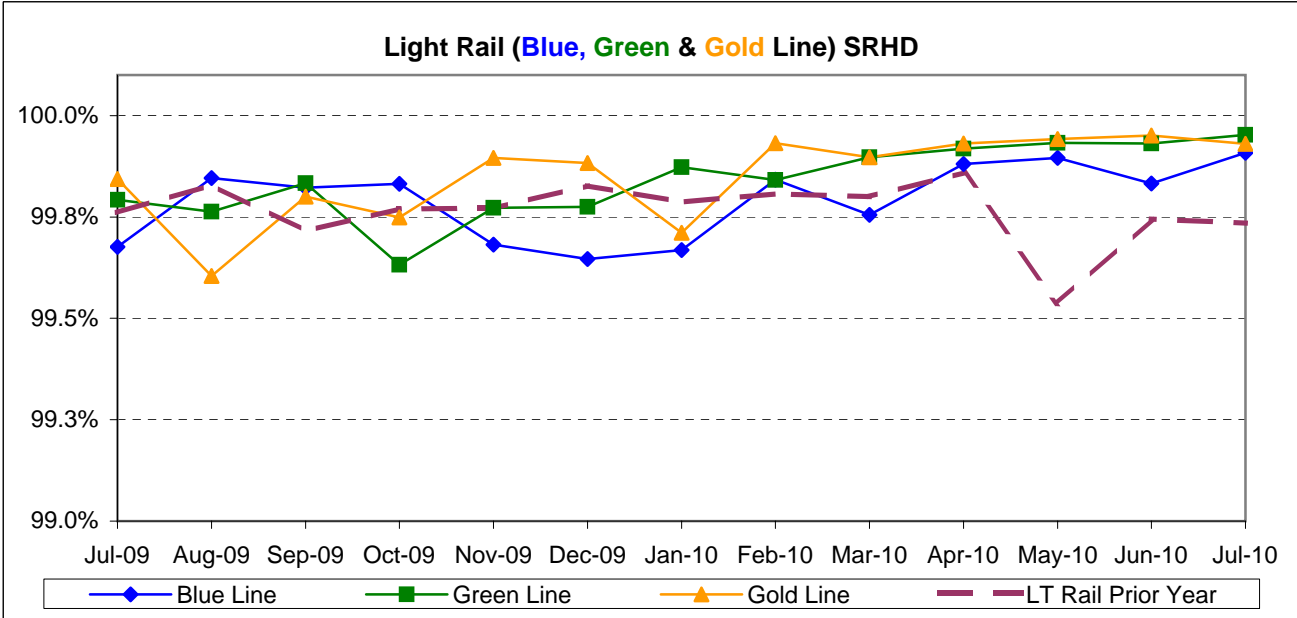
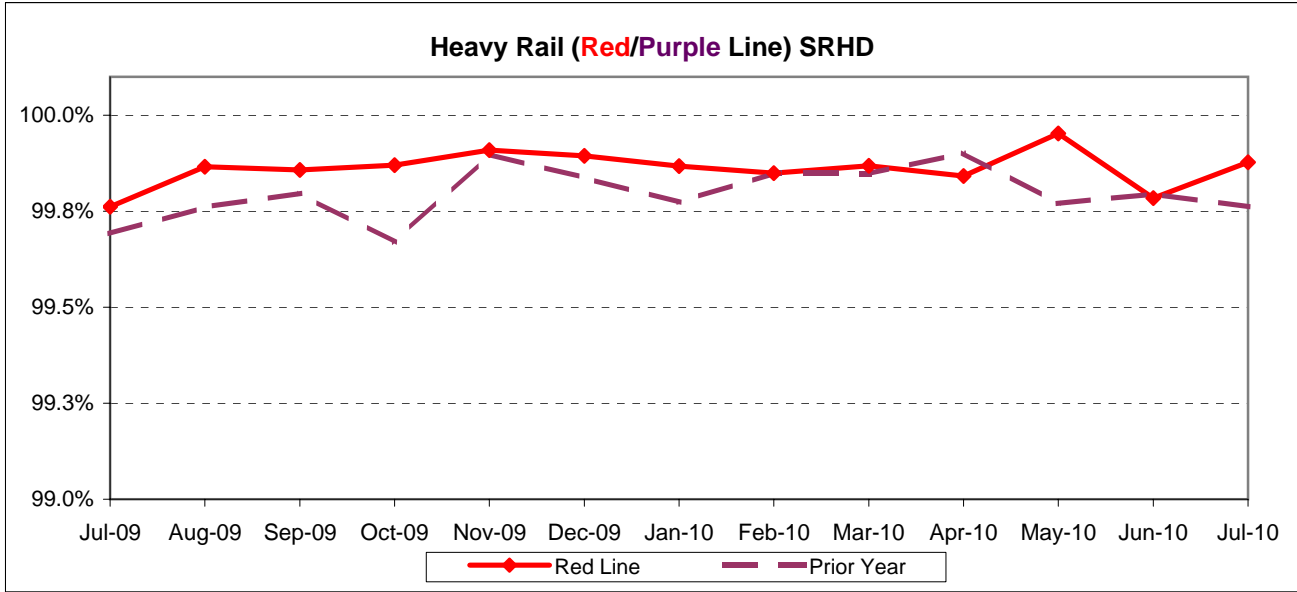
Calculation: ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]



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.

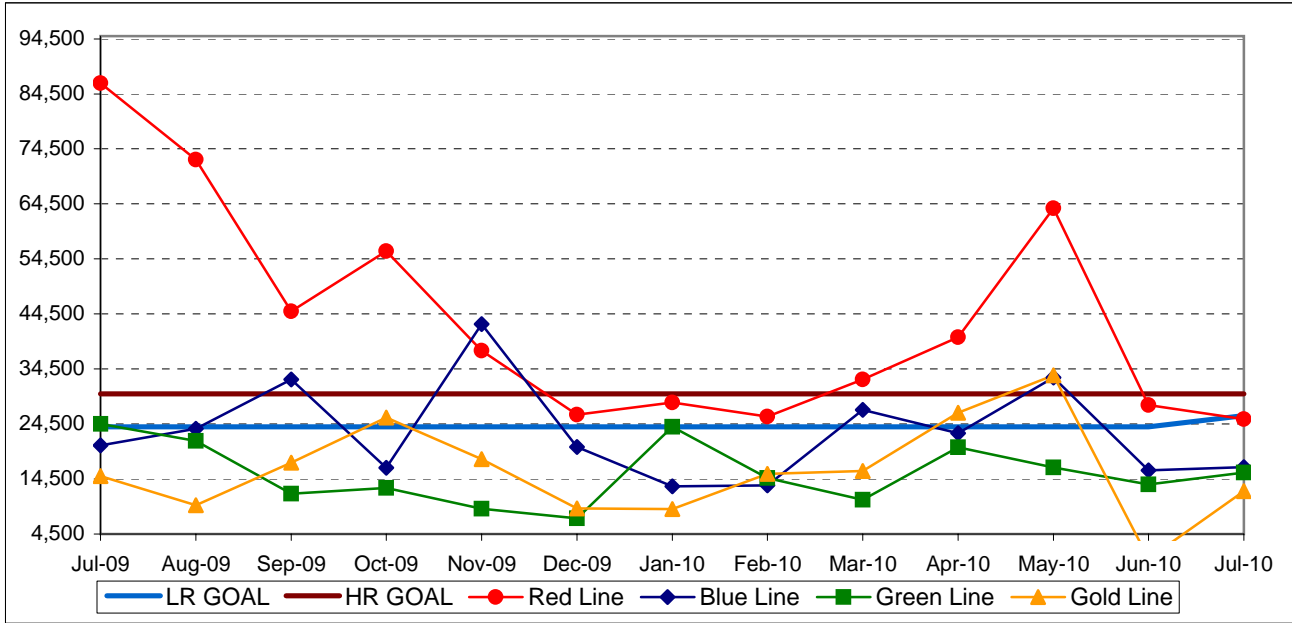
Calculation: $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



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 = Total Vehicle Miles / Revenue Vehicle Systems Failures

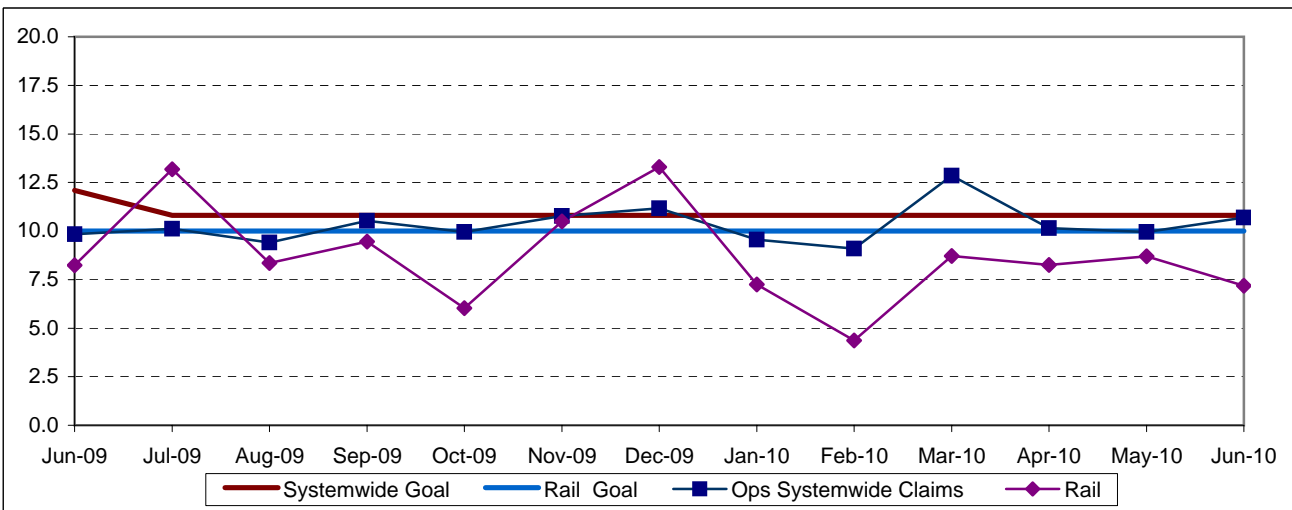


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

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

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

One month lag in reporting.



SAFETY PERFORMANCE

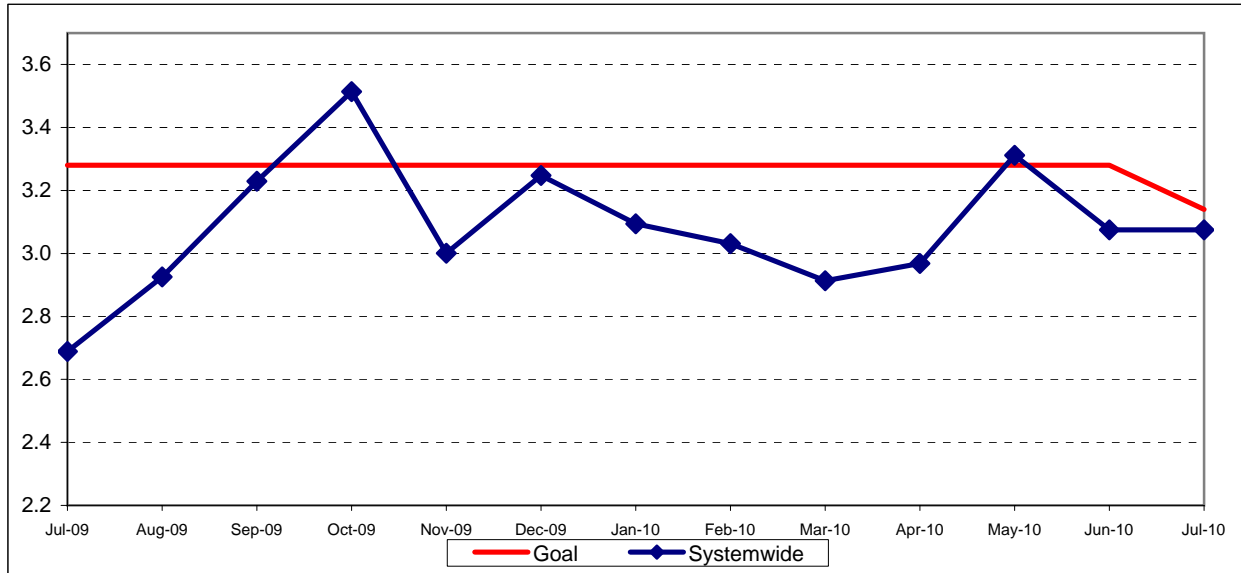
BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

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.

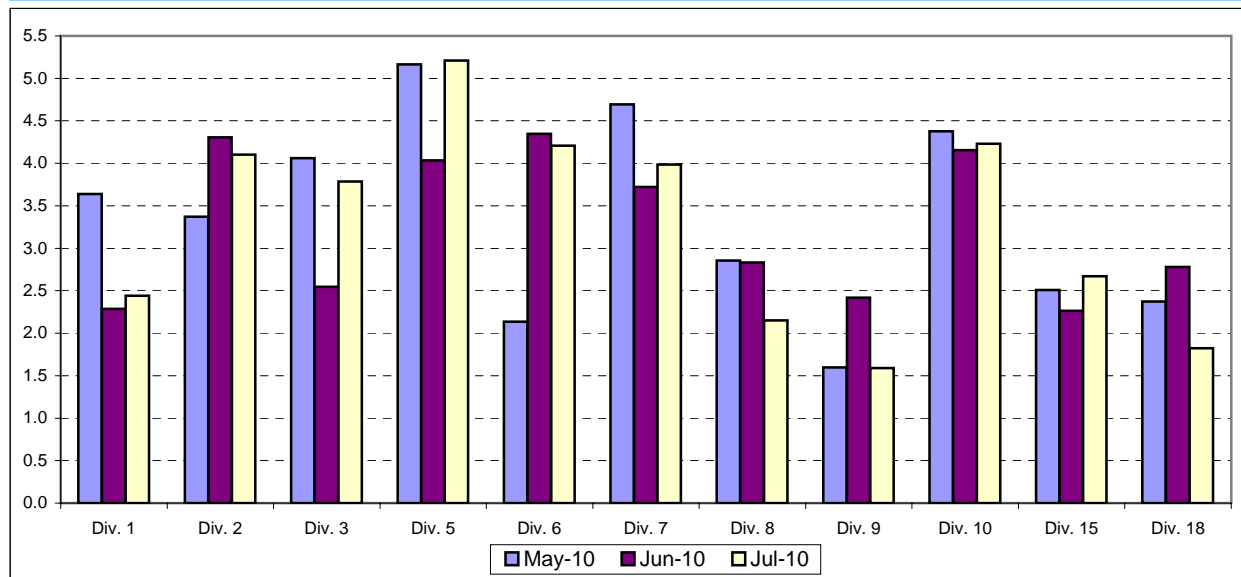
Systemwide Trend



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 Divisions May 2010 - July 2010

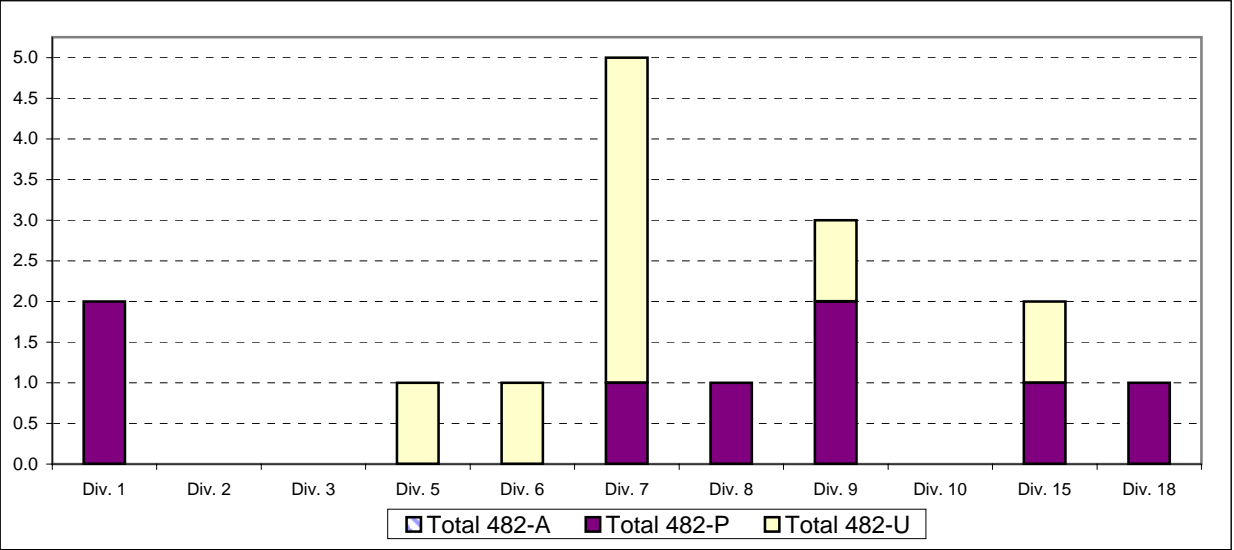


Number of 482 Accidents in Vehicle Accident Management System (VAMS) Download by Avoidable (A), Pending (P) or Unavoidable (U) Bus Operating Divisions

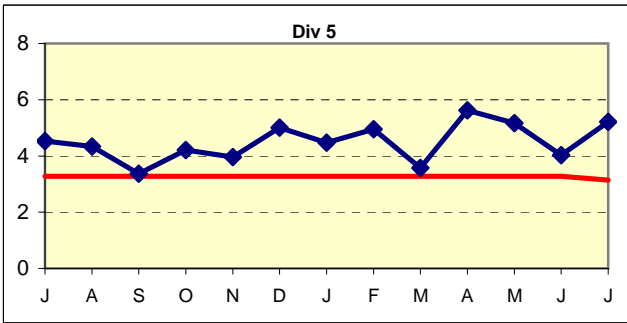
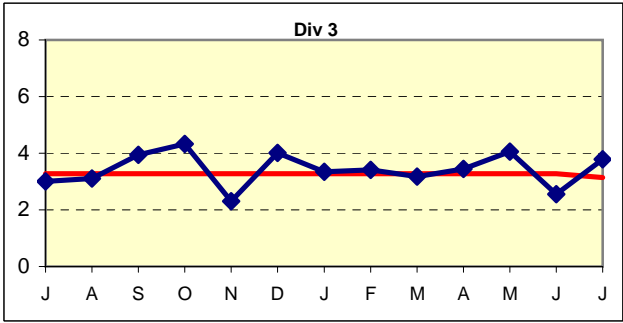
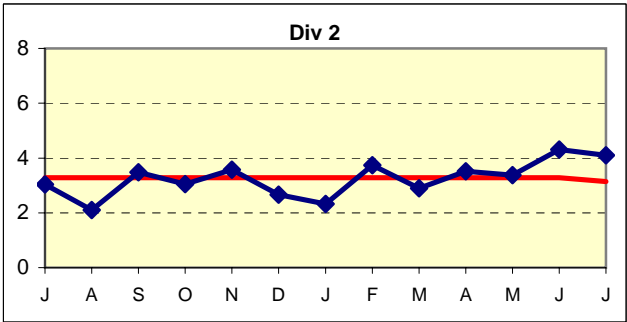
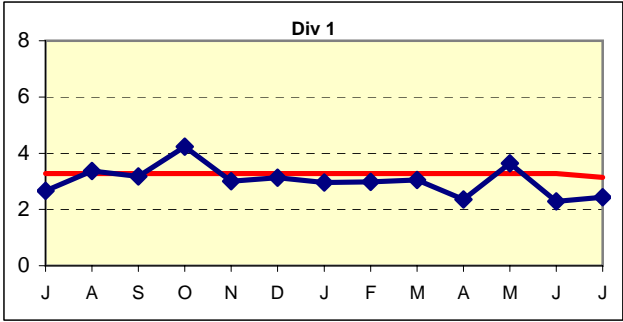
Definition: Number of accidents that are coded 482 "alleged" accidents in prior 13 months and the accident determination as avoidable (A), pending investigation (P) or unavoidable (U).

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

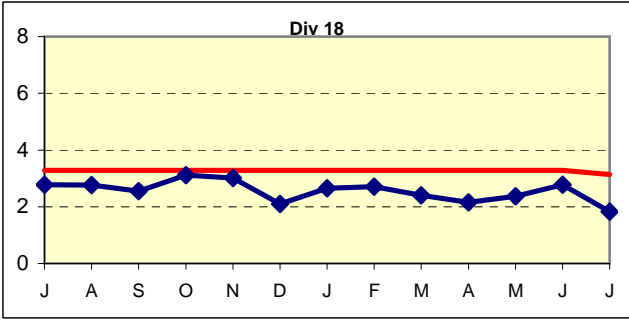
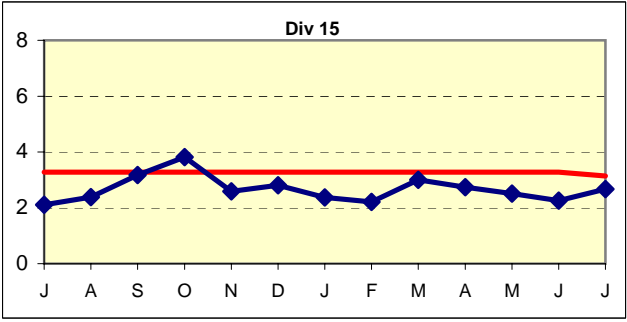
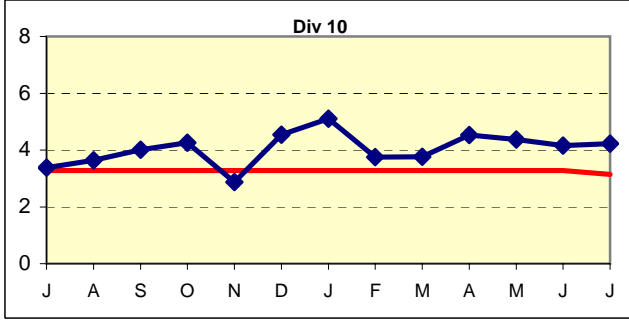
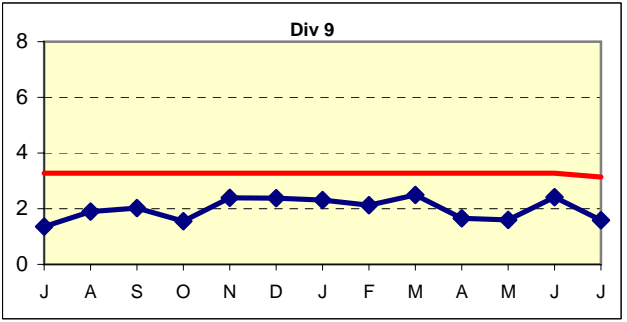
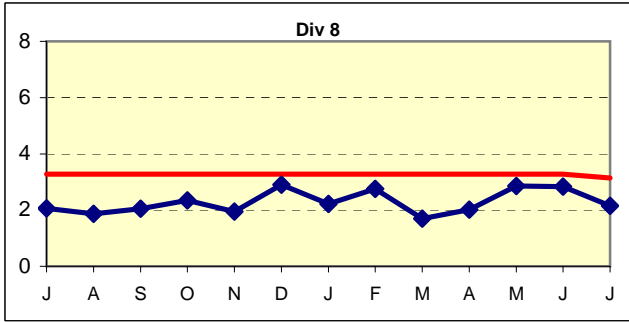
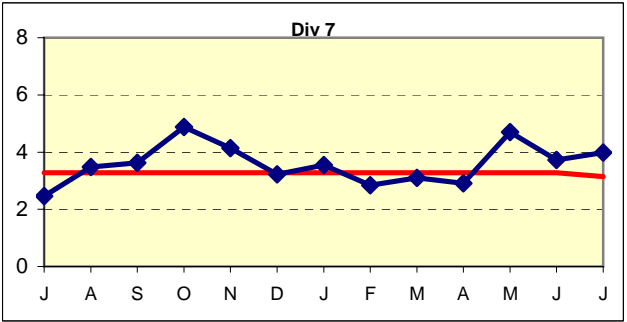
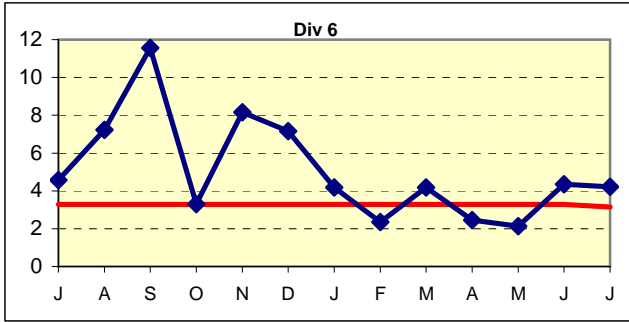
NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.



BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES Bus Operating Divisions



BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
Bus Operating Divisions

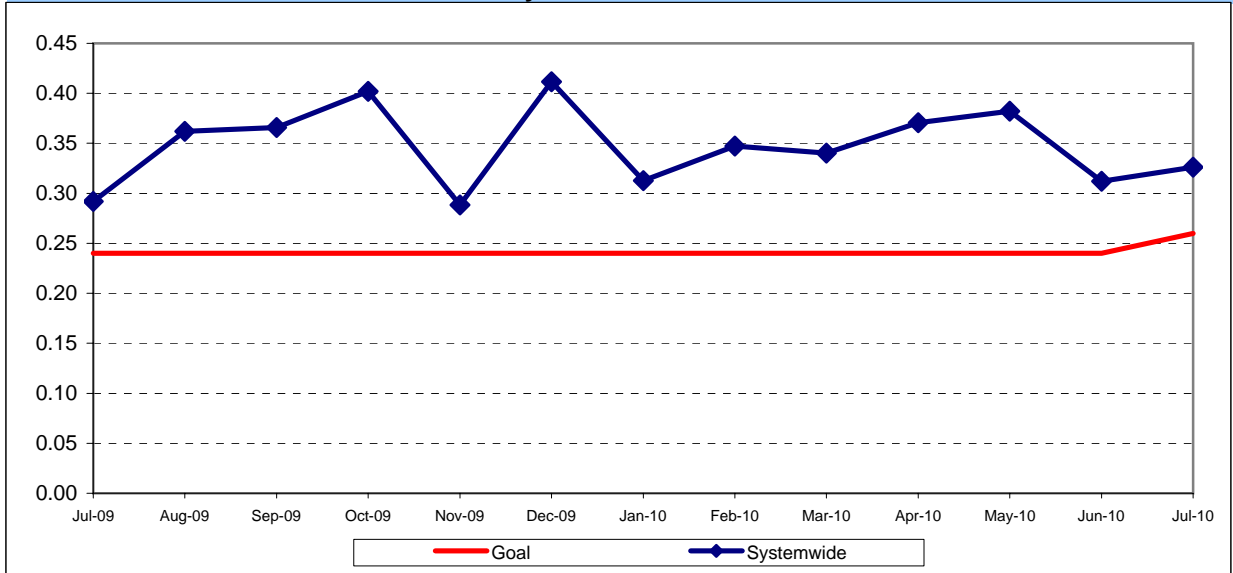


BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS

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

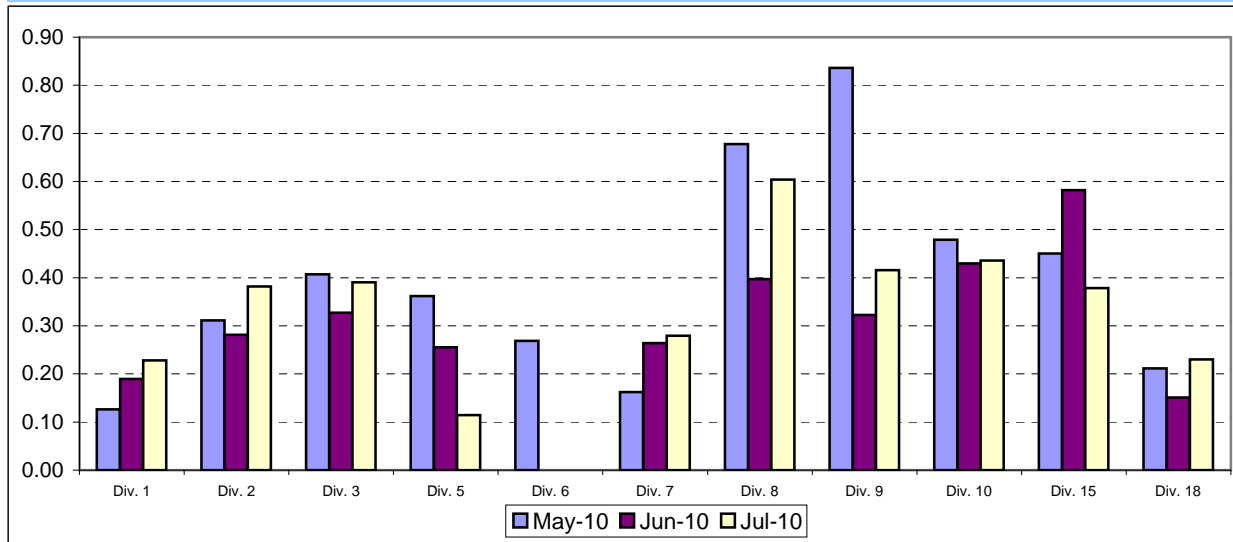
Calculation: Passenger Accidents Per 100,000 Boardings = (The number of Passengers Accidents / by (Boardings / by 100,000))

Systemwide Trend



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

**Bus Operating Divisions - by Divisions
May 2010 - July 2010**

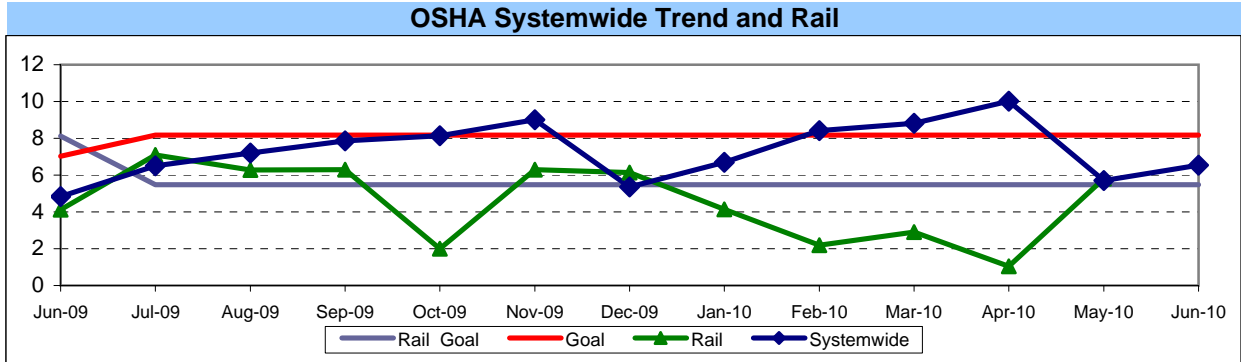


OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA) RECORDABLE INJURIES PER 200,000 EXPOSURE HOURS

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)

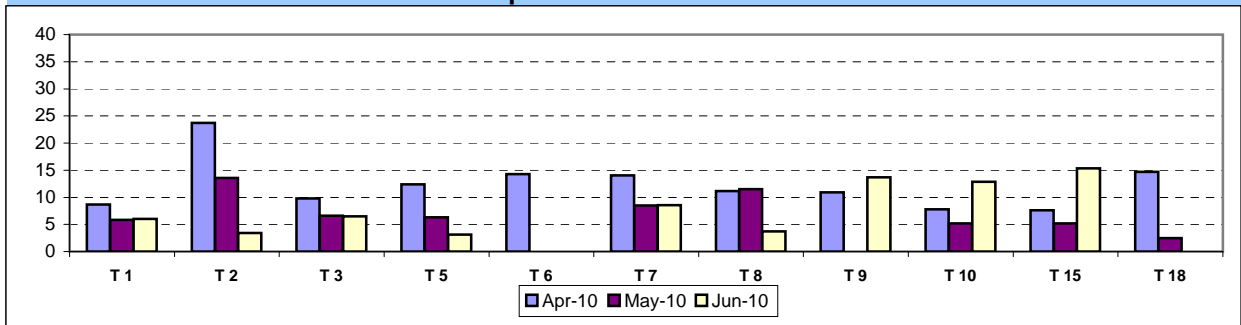
One month lag from current month



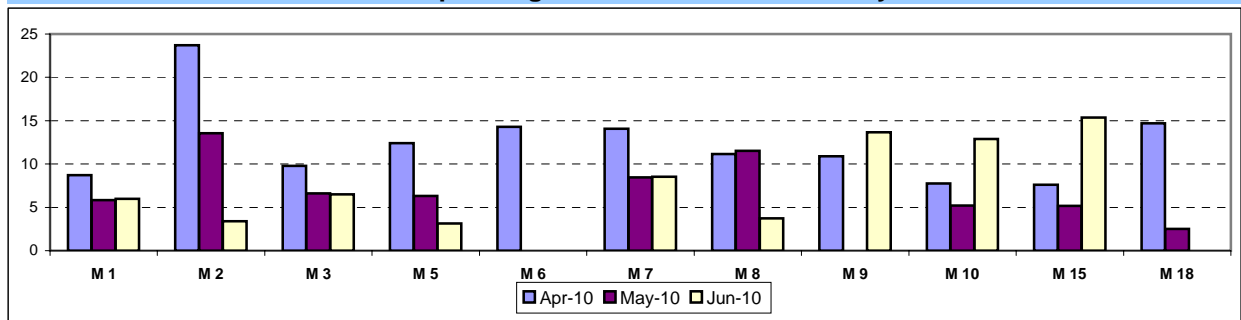
Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of injuries and late filing of reports.

One month lag from current month

**OSHA: Bus Operating Transportation Divisions - by Division
April 2010 - June 2010**



OSHA: Bus Operating Maintenance Divisions - by Division



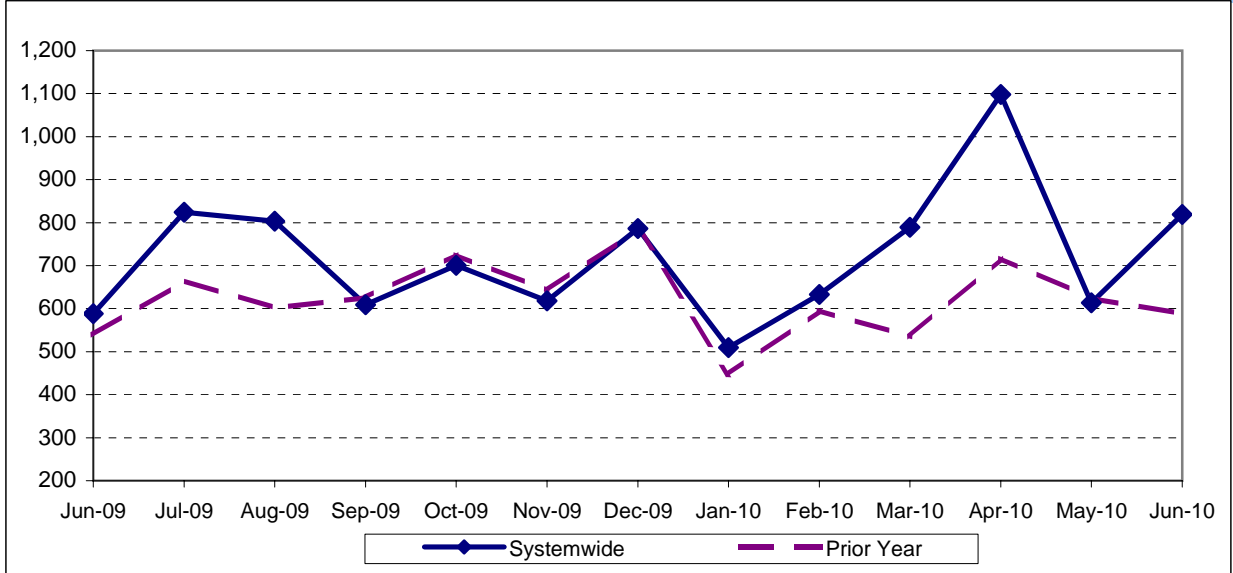
LOST WORK DAYS (LWD) PAID PER 200,000 EXPOSURE HOURS

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

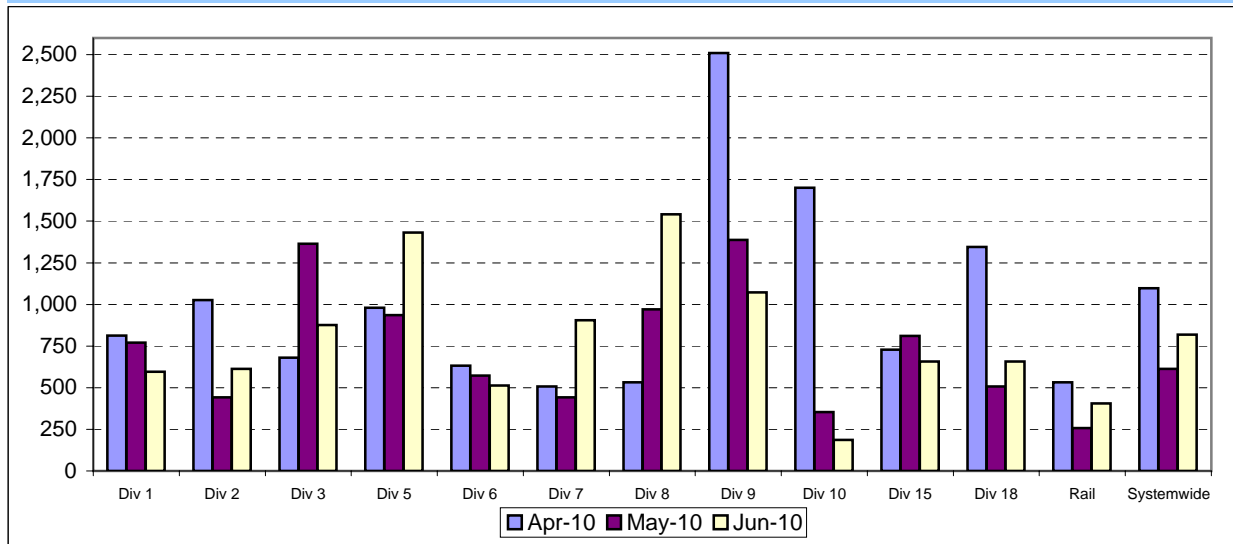
One month lag from current month

LWD Systemwide Trend



One month lag from current month

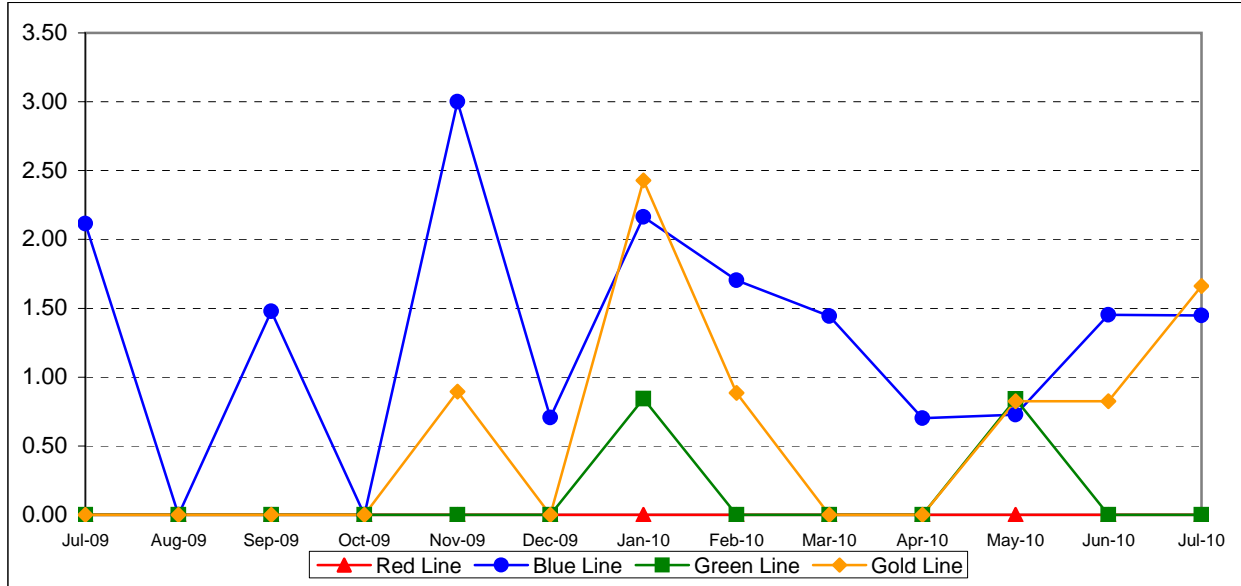
**LWD/200,000 Exposure Hours per Operating Divisions - by Division and Rail
April 2010 - June 2010**



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.

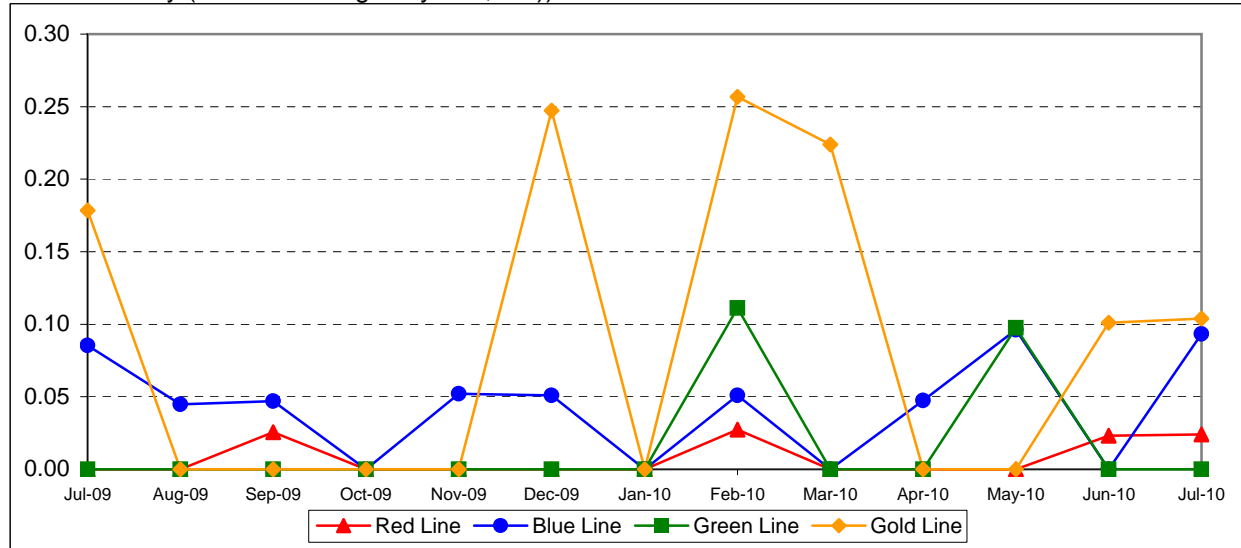
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



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))



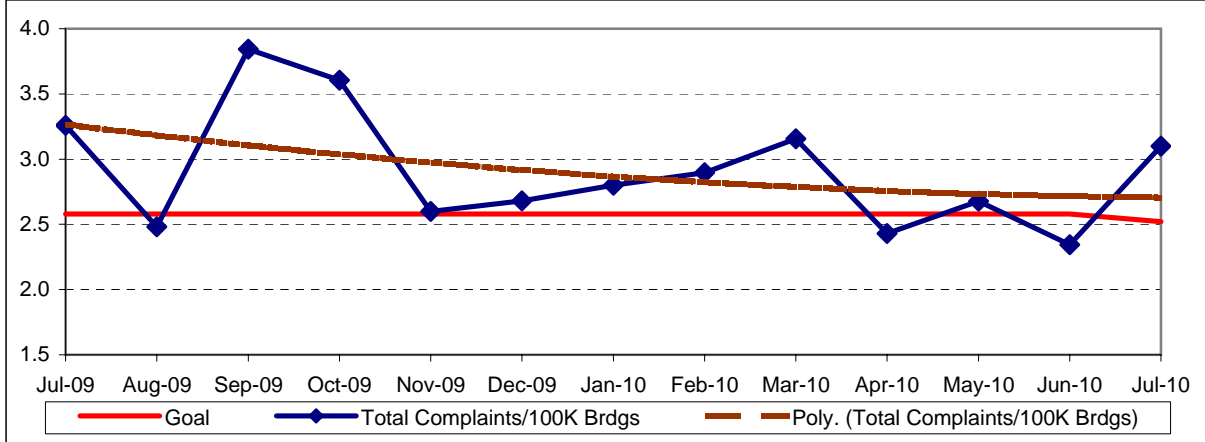
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

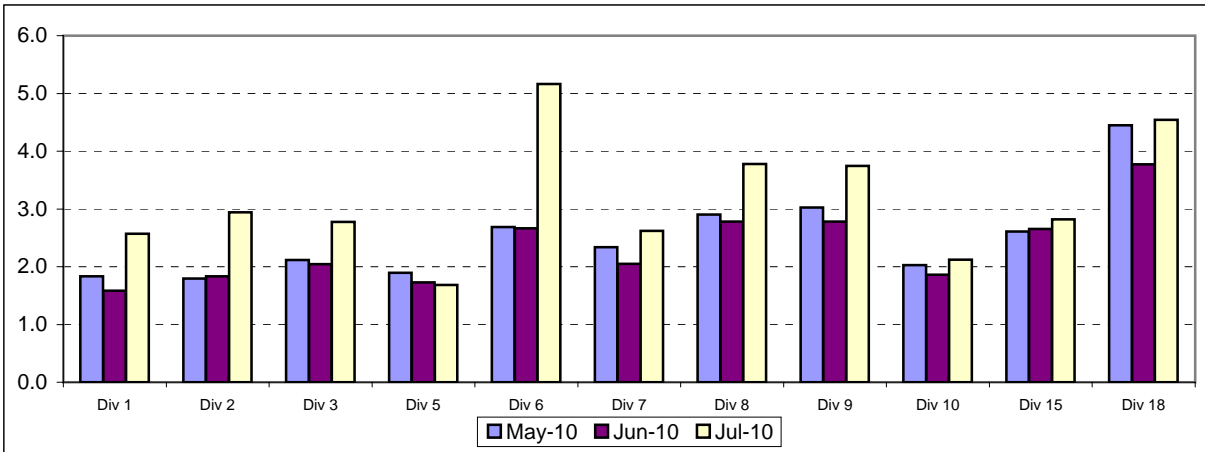
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

Systemwide Trend

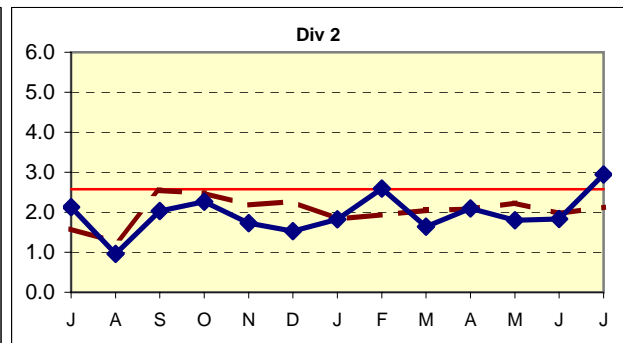
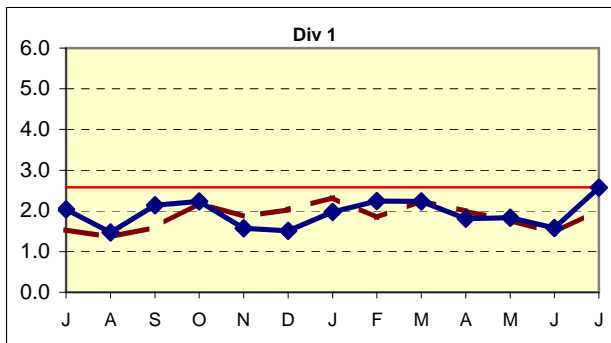


Bus Operating Divisions, by Divisions May 2010 - July 2010



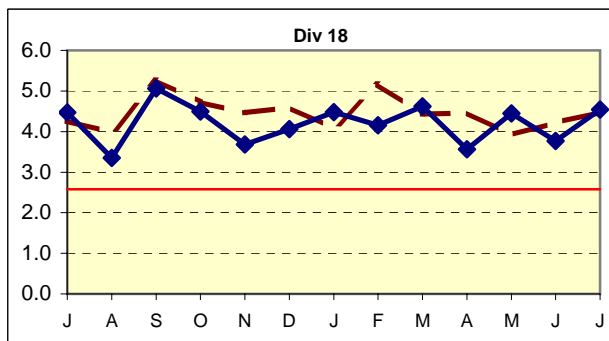
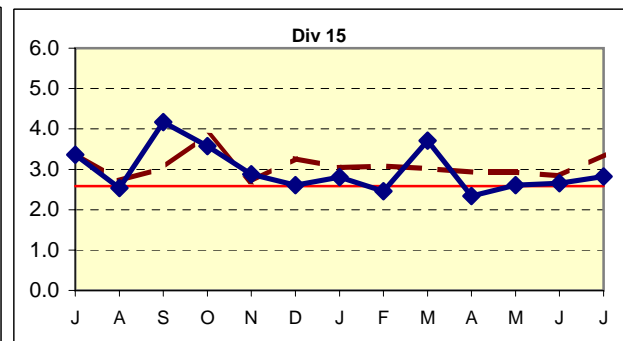
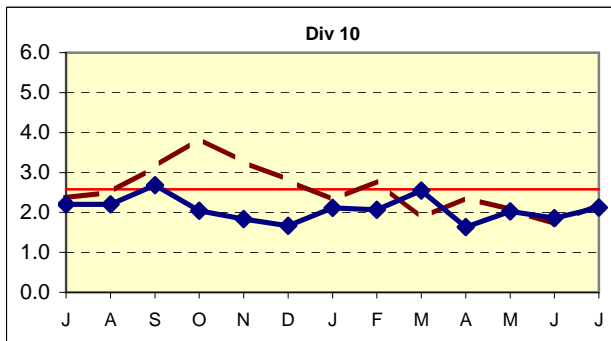
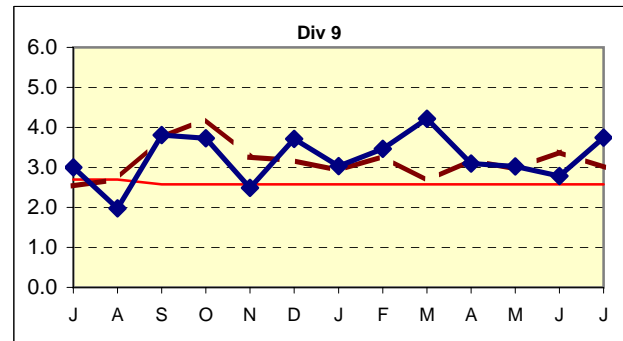
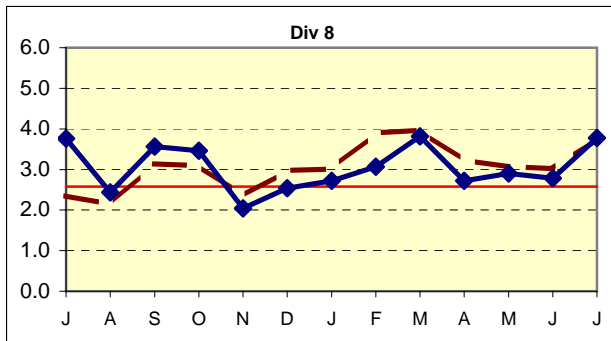
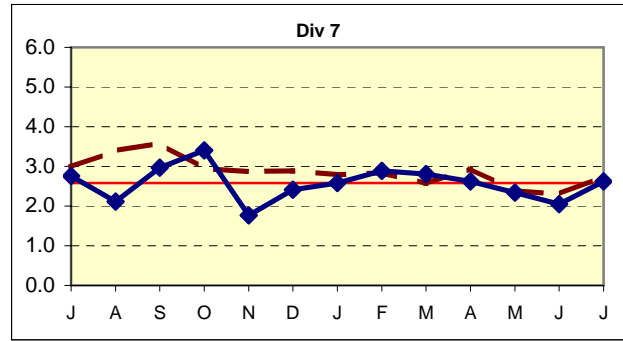
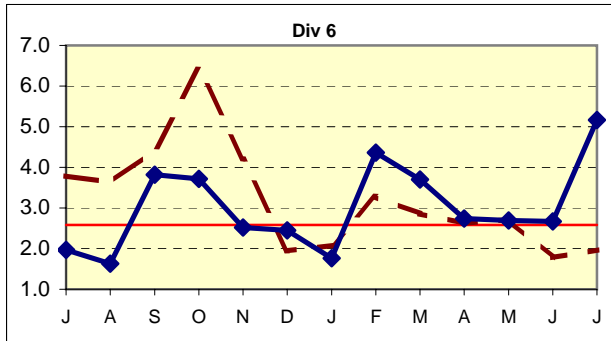
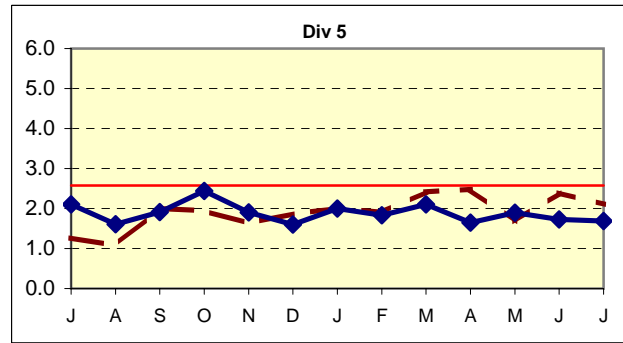
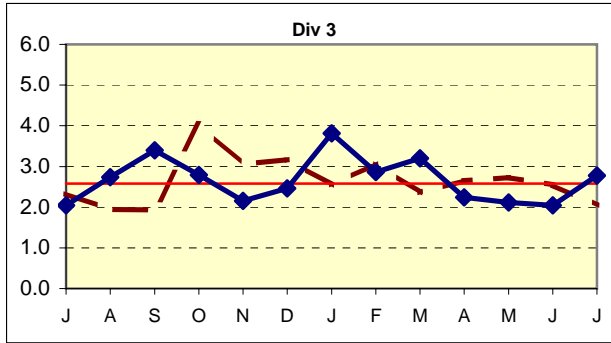
COMPLAINTS PER 100,000 BOARDINGS

◆ Current Year
 - - - Prior Year
 — Goal



◆ Current Year - - - - - Prior Year — Goal

COMPLAINTS PER 100,000 BOARDINGS - Continued



WORKERS COMPENSATION CLAIMS

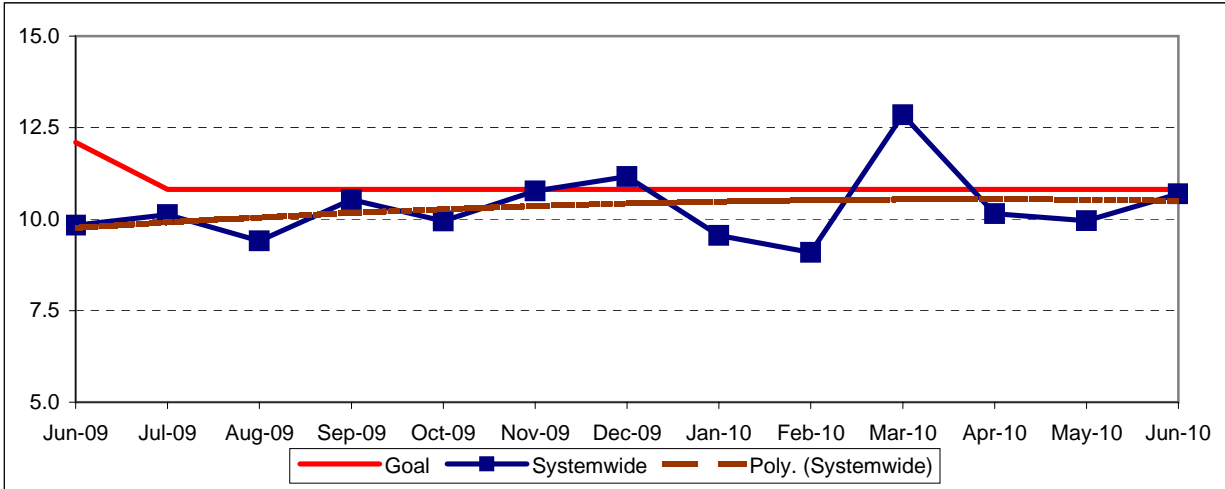
New Workers Compensation Claims per 200,000 Exposure Hours

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.



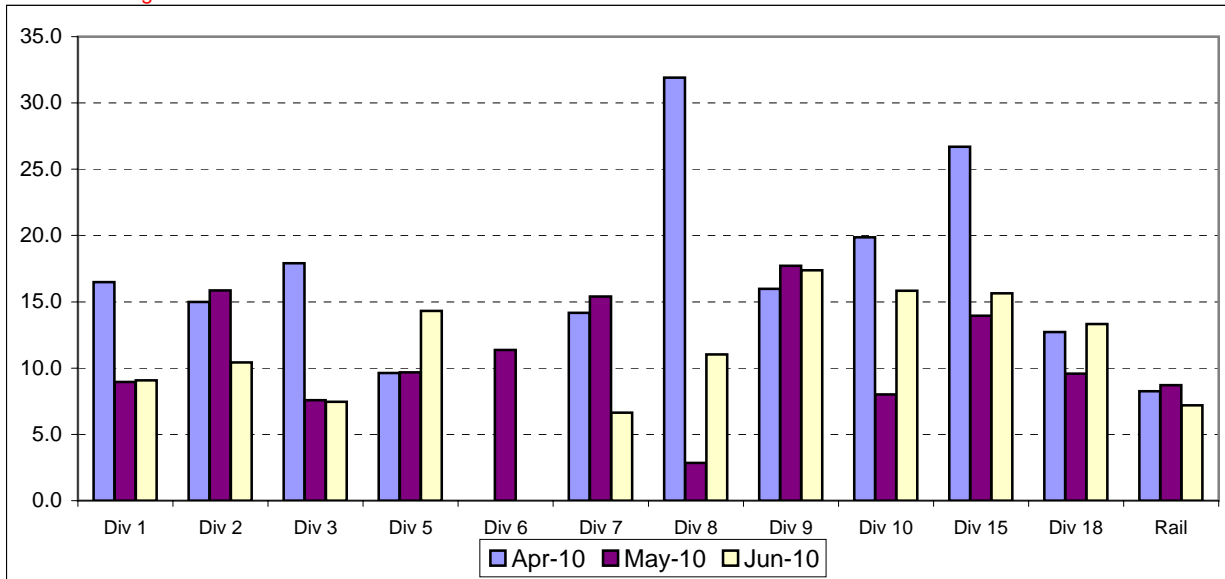
NEW CLAIMS PER 200,000 EXPOSURE HOURS - MONTH BY BUS DIVISION & RAIL

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 Divisions and Rail April 2010 - June 2010

One month lag from current month.

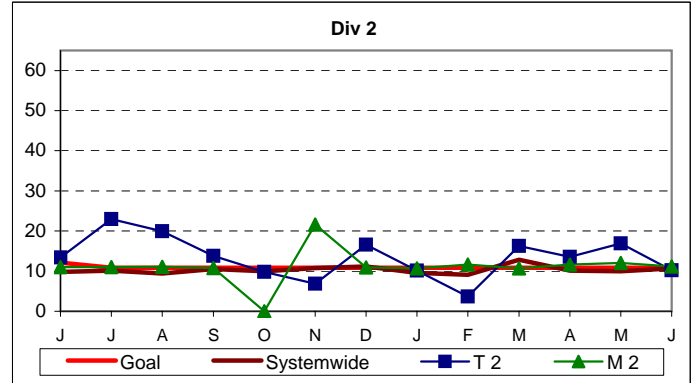
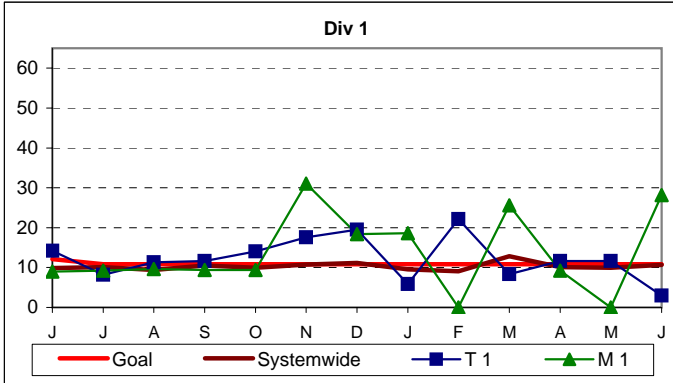


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS Systemwide and Bus Operating Divisions

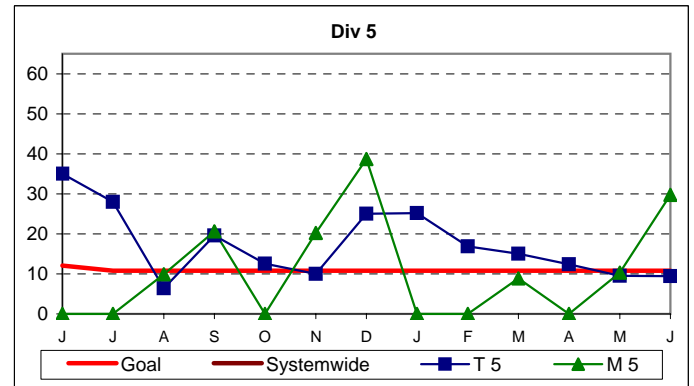
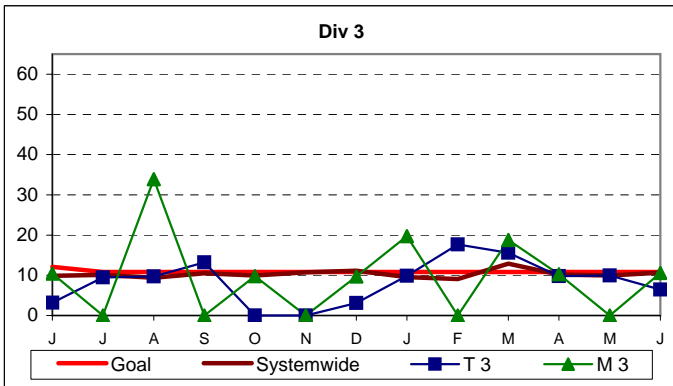
Definition: Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

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

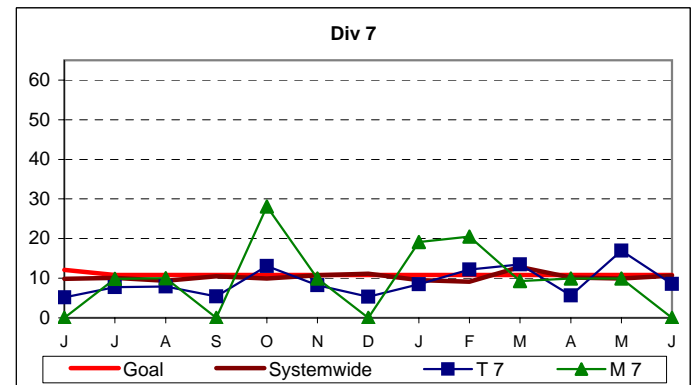
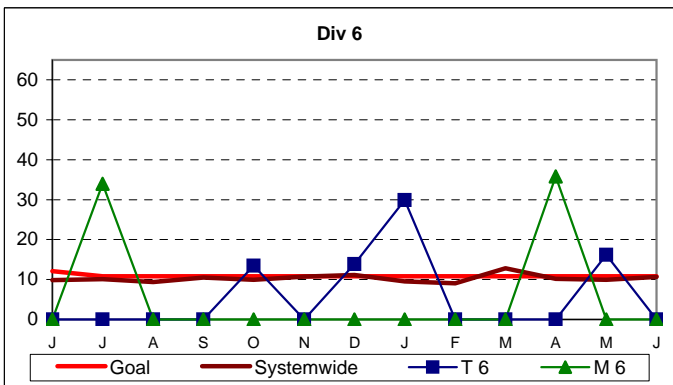
One month lag in reporting.



One month lag in reporting.

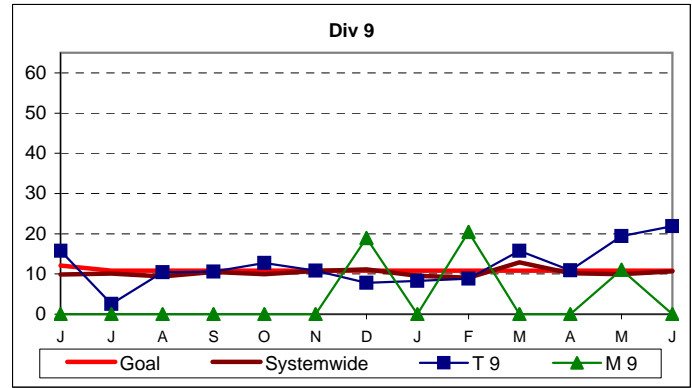
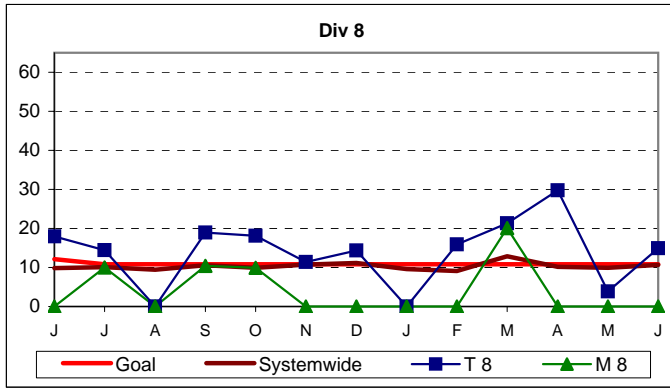


One month lag in reporting.

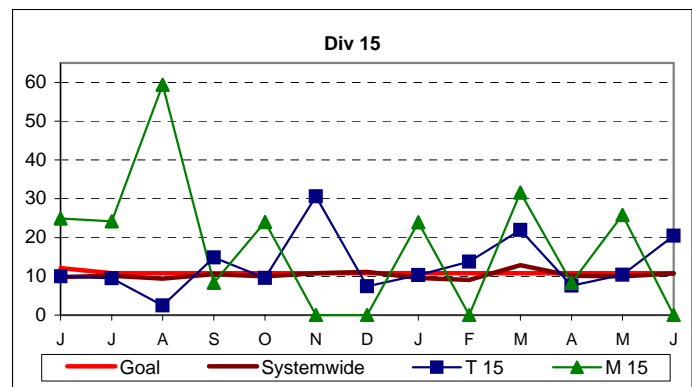
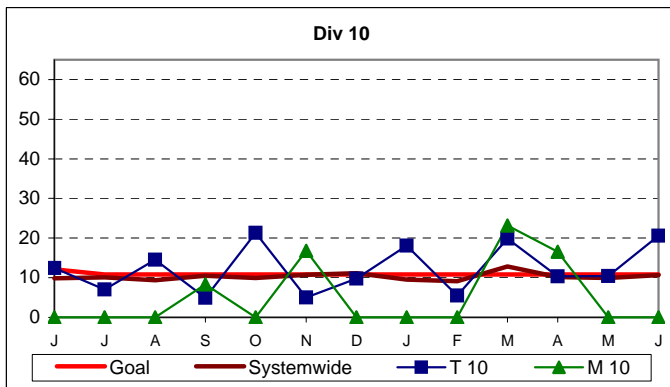


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS - Continued

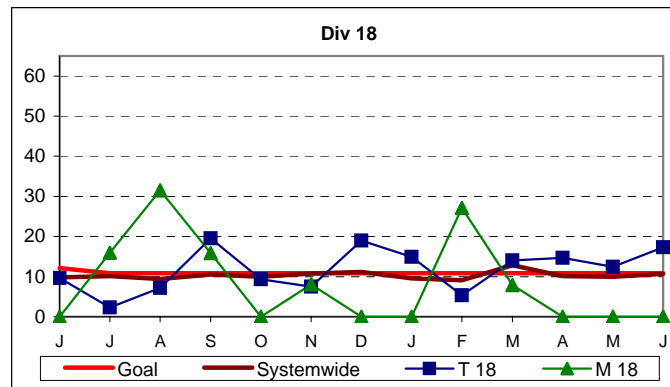
One month lag in reporting.



One month lag in reporting.



One month lag in reporting.



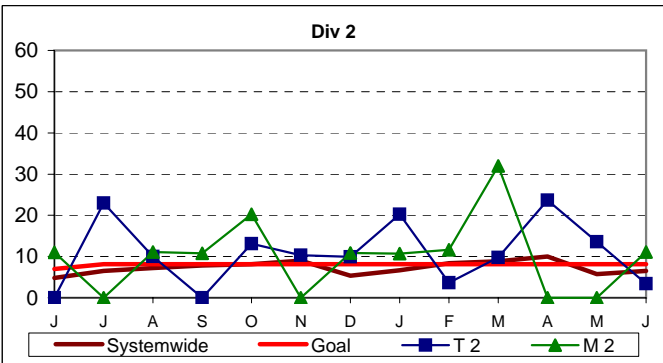
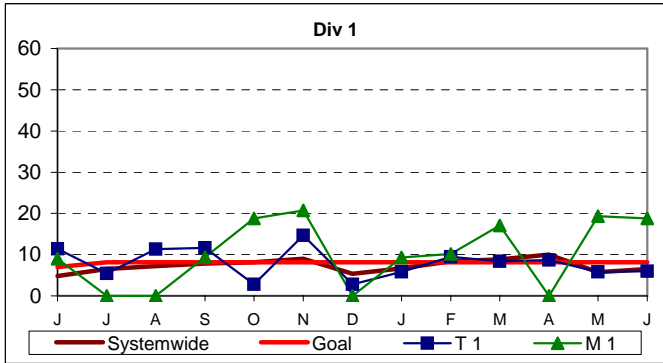
OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS

Systemwide and Bus Operating Divisions

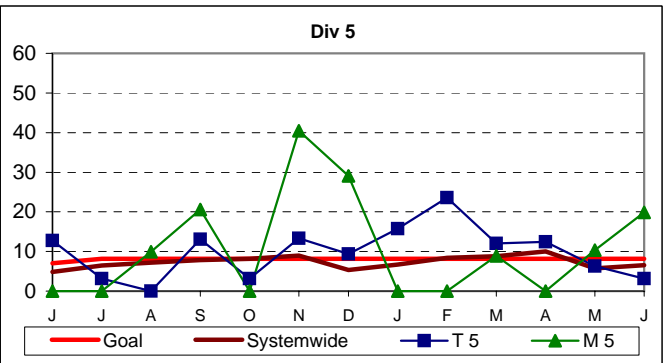
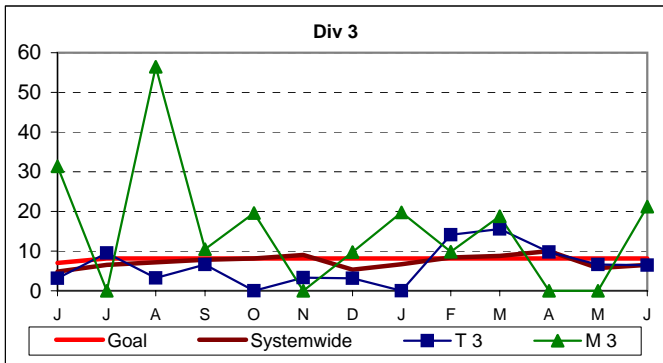
Definition: Work-related injuries and illnesses that result in: death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid which are filed per 200,000 exposure hours.

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

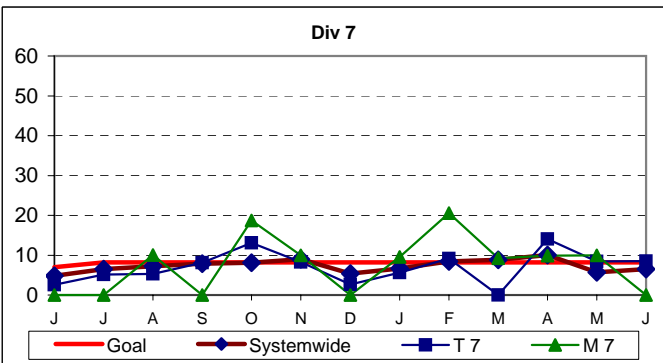
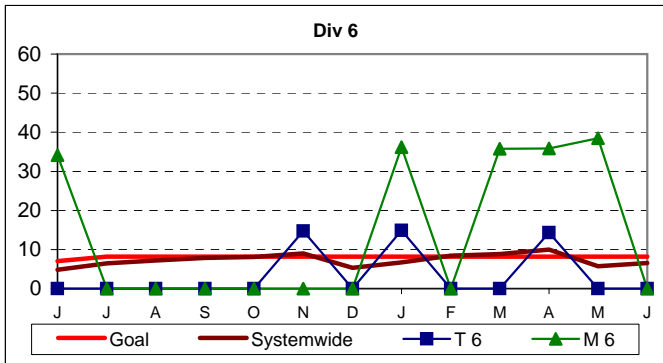
One month lag in reporting.



One month lag in reporting.

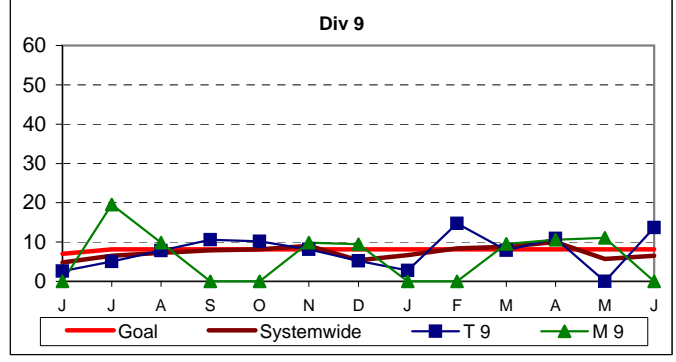
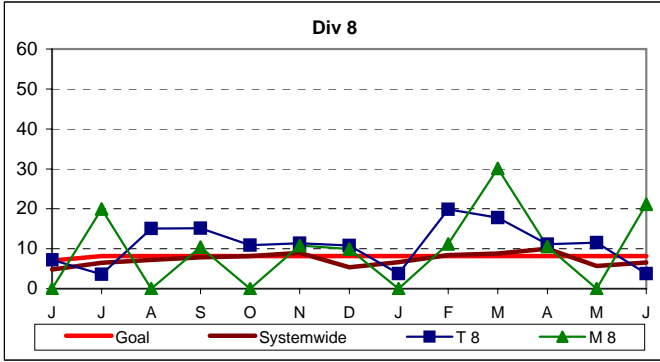


One month lag in reporting.

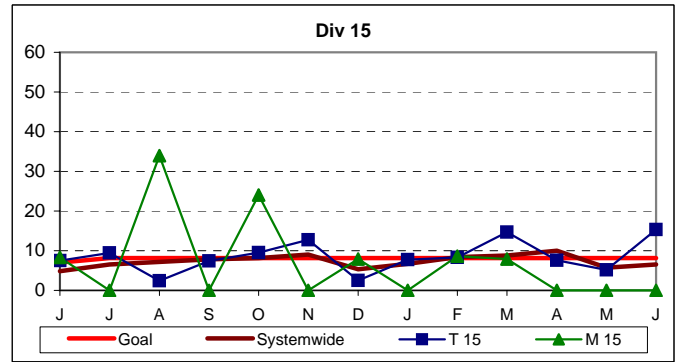
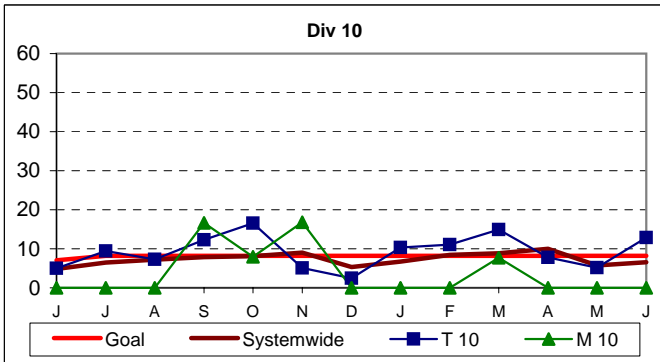


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS - Continued

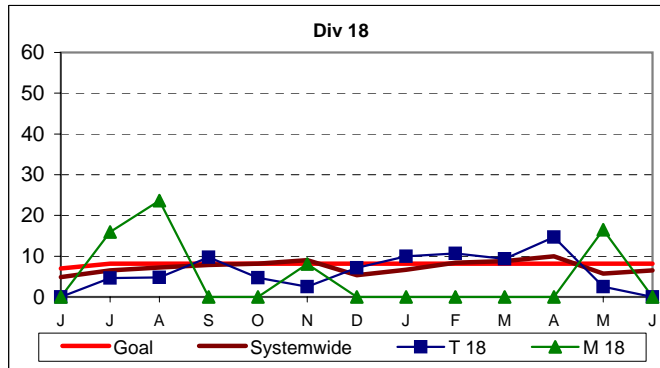
One month lag in reporting.



One month lag in reporting.



One month lag in reporting.



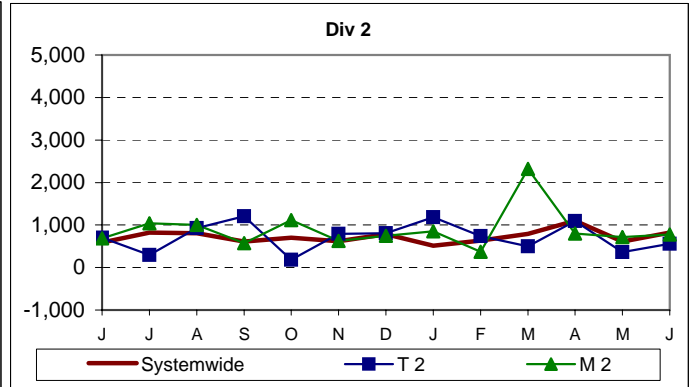
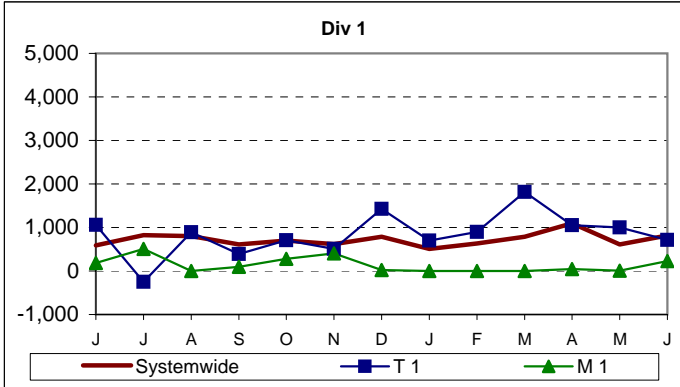
NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS

Systemwide and Bus Operating Divisions

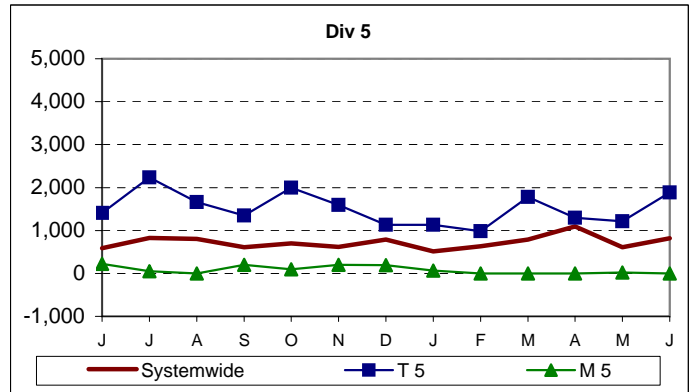
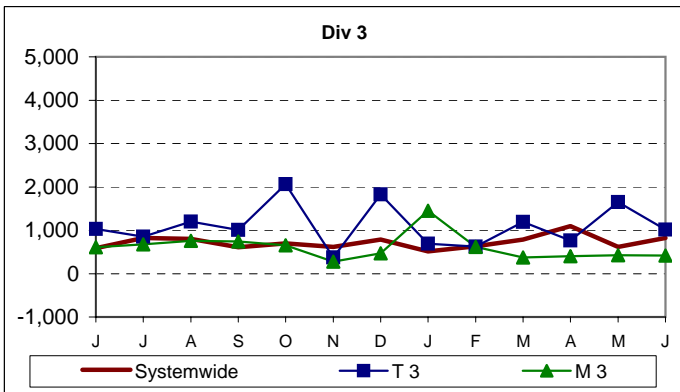
Definition: Number of paid working days lost due to employees workers' compensation injuries each month per 200,000 exposure hours. This indicator measures use of Transitional Duty Program.

Calculation: $(\text{Total Temporary Disability Benefit Payments} / \text{Estimated TD Benefit Rate}) \times (5/7) / (\text{Number of Exposure Hours} / 200,000)$

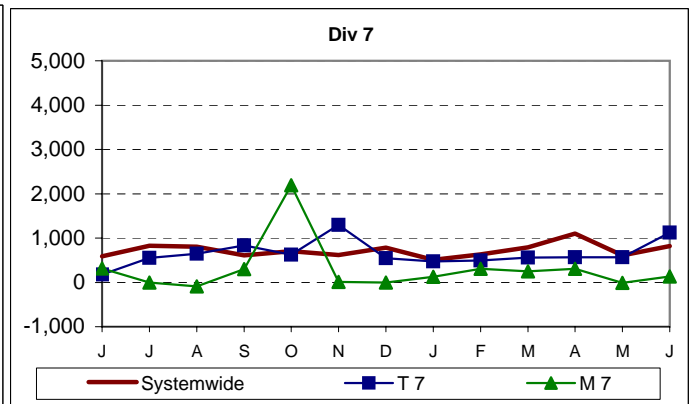
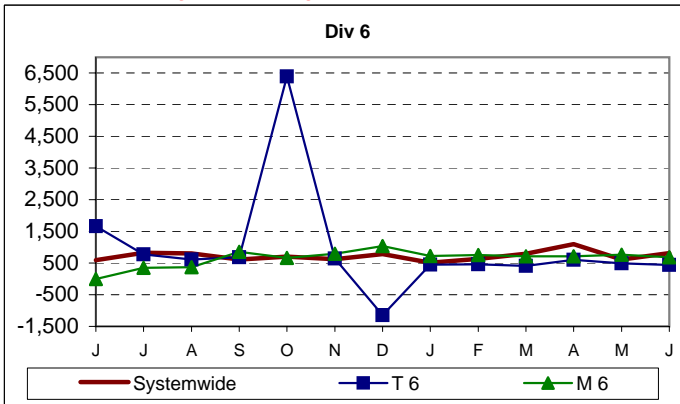
One month lag in reporting.



One month lag in reporting.

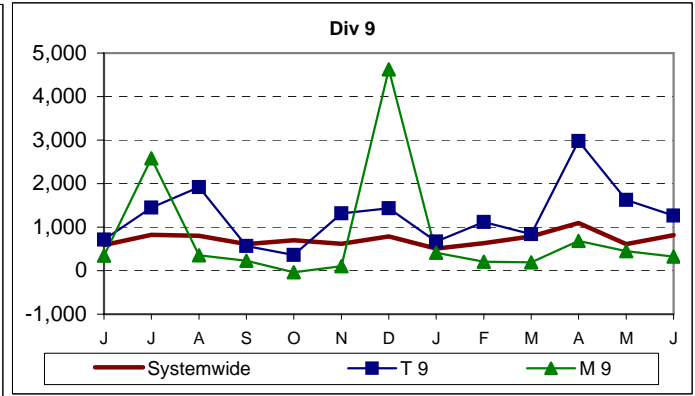
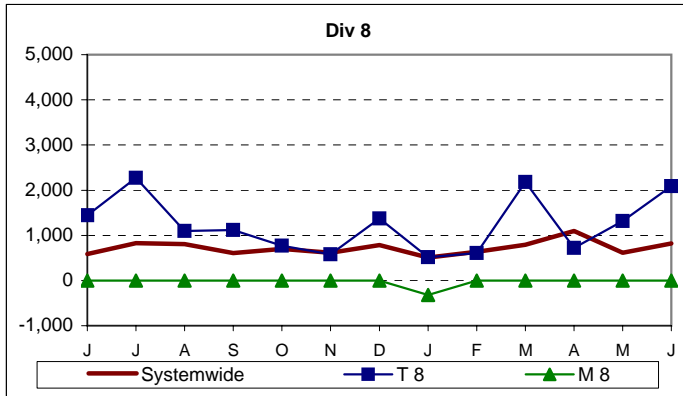


One month lag in reporting.

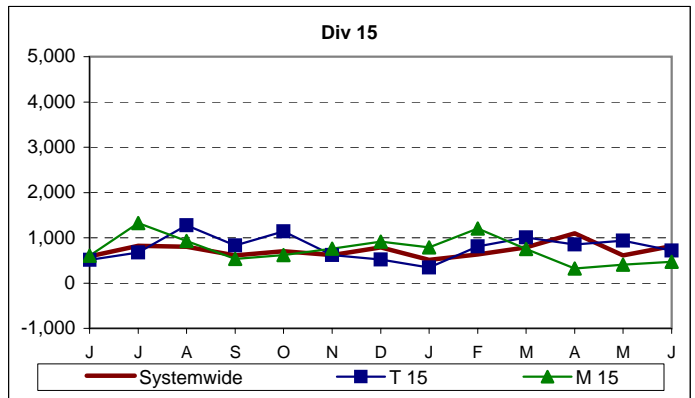
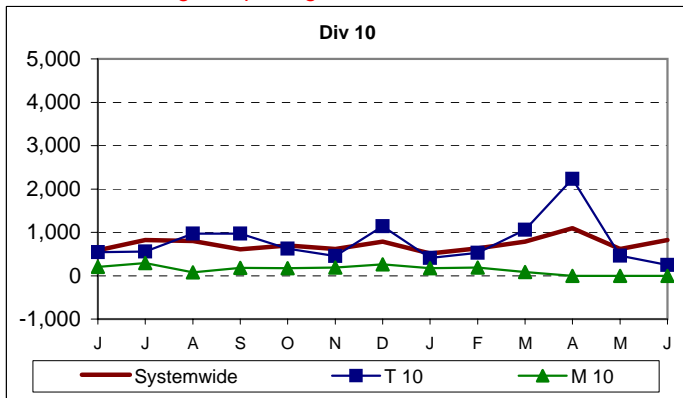


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS - Continued

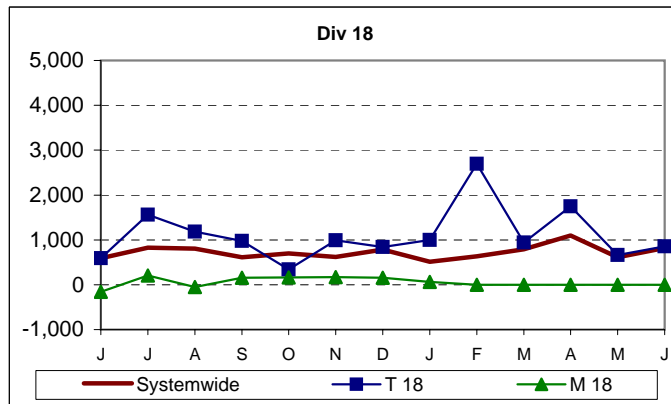
One month lag in reporting.



One month lag in reporting.



One month lag in reporting.



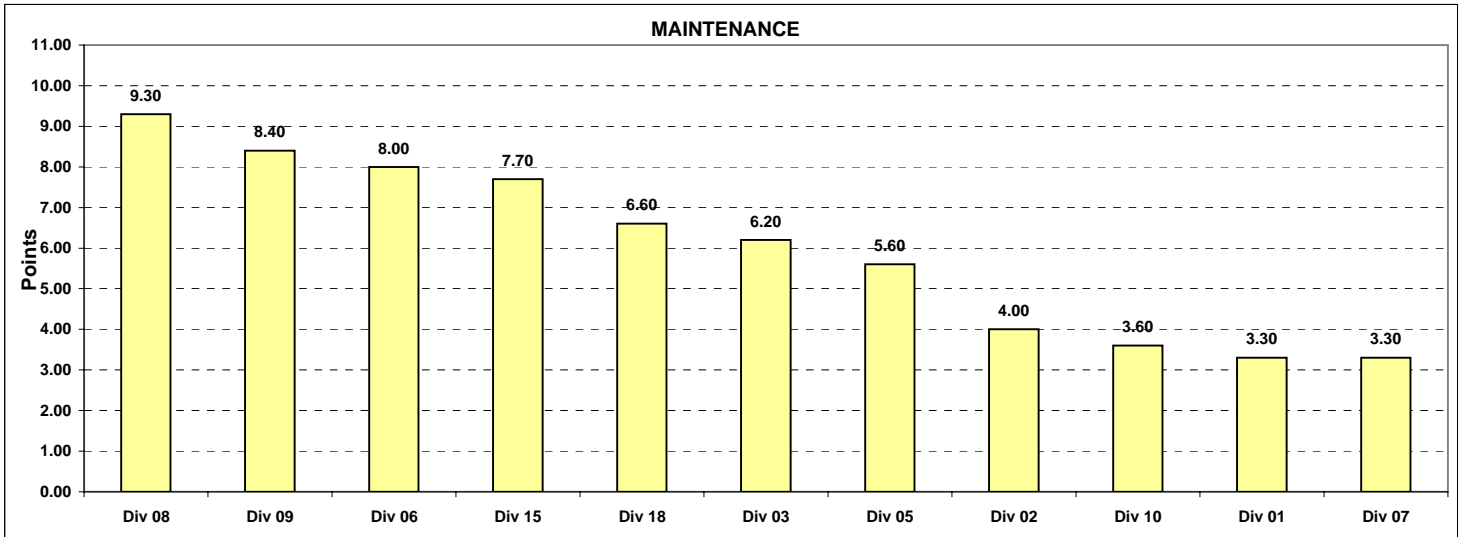
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

**Monthly Calculations - July 2010
Metro Bus - Maintenance**

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

Calculation: Performances 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%	1486.3	1746.7	1844.5	2133.4	2037.9	1313.7	3048.4	2844.7	1392.8	2004.0	1741.6
Points		3	5	6	9	8	1	11	10	2	7	4
Attendance	20%	0.98604	0.98015	0.99285	0.98099	0.98924	0.97679	0.98700	0.98144	0.97562	0.99112	0.99308
Points		6	3	10	4	8	2	7	5	1	9	11
New WC Claims /200,000 Exp Hrs*	30%	28.1771	11.1294	10.6203	29.7406	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
Points		2	3	4	1	8	8	8	8	8	8	8
*One month lag												
Totals		3.30	4.00	6.20	5.60	8.00	3.30	9.30	8.40	3.60	7.70	6.60
FINAL RANKING												
		Maintenance Division Ranking (Sorted)										
DIV.		Div 08	Div 09	Div 06	Div 15	Div 18	Div 03	Div 05	Div 02	Div 10	Div 01	Div 07
Score		9.30	8.40	8.00	7.70	6.60	6.20	5.60	4.00	3.60	3.30	3.30
Rank		1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th

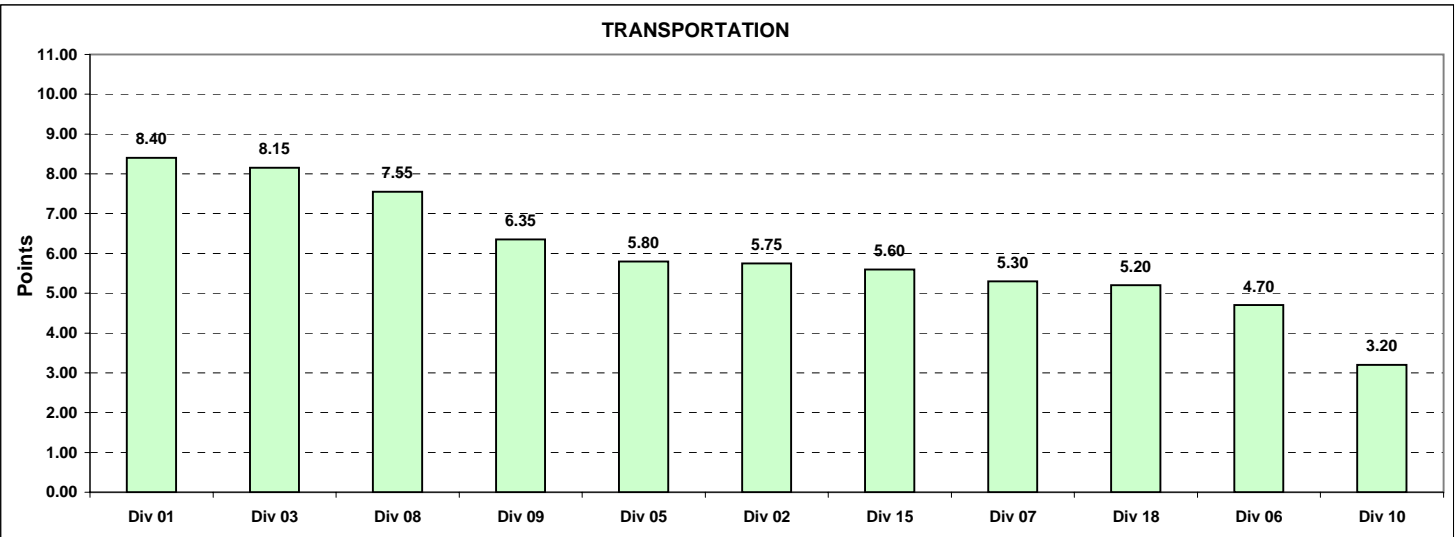


**Monthly Calculations - July 2010
Metro Bus - Transportation**

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%	0.7859	0.7699	0.8032	0.7444	0.6762	0.7043	0.8005	0.7657	0.6791	0.7578	0.7061
Points		9	8	11	5	1	3	10	7	2	6	4
Miles Between Total Road Calls	10%	1486.2536	1746.6814	1844.4880	2133.3949	2037.8743	1313.6514	3048.4041	2844.6696	1392.8306	2003.9522	1741.6276
Points		3	5	6	9	8	1	11	10	2	7	4
Accident Rate	25%	2.4397	4.1011	3.7860	5.2082	4.2061	3.9848	2.1511	1.5883	4.2304	2.6716	1.8243
Points		8	4	6	1	3	5	9	11	2	7	10
Complaints/100K Boardings	15%	2.5730	2.9421	2.7773	1.6867	5.1659	2.6209	3.7759	3.7427	2.1214	2.8197	4.5420
Points		9	5	7	11	1	8	3	4	10	6	2
New WC Claims /200,000 Exp Hrs*	25%	2.9964	10.2269	6.4840	9.4196	0.0000	8.5292	14.9384	21.8642	20.6233	20.4626	17.2810
Points		10	6	9	7	11	8	5	1	2	3	4
*One month lag												
Totals		8.40	5.75	8.15	5.80	4.70	5.30	7.55	6.35	3.20	5.60	5.20
FINAL RANKING												
	DIV.	Div 01	Div 03	Div 08	Div 09	Div 05	Div 02	Div 15	Div 07	Div 18	Div 06	Div 10
	Score	8.40	8.15	7.55	6.35	5.80	5.75	5.60	5.30	5.20	4.70	3.20
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



Monthly Calculations - July 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		
	Jul-09	Jul-10	Yearly Improvement	Jul-09	Jul-10	Yearly Improvement	Jul-09	Jul-10	Yearly Improvement	Jul-09	Jul-10	Yearly Improvement
Wayside Availability												
Track	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	99.99%	-0.01%	100.00%	100.00%	0.00%
Signals	99.99%	100.00%	0.01%	100.00%	99.99%	-0.01%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Power	100.00%	100.00%	0.00%	99.99%	100.00%	0.01%	99.93%	100.00%	0.07%	99.99%	100.00%	0.01%
Wayside Performance	100.00%	100.00%	0.004%	100.00%	100.00%	-0.001%	99.98%	100.00%	0.021%	100.00%	100.00%	0.004%
Vehicle Performance												
Flett Svc. Performance	99.83%	99.96%	0.129%	99.79%	100.00%	0.211%	99.88%	99.97%	0.090%	99.86%	99.95%	0.098%
Rail Transportation												
Operations & Control Perf.	99.97%	99.98%	0.005%	99.99%	100.00%	0.014%	100.00%	100.00%	0.000%	99.99%	100.00%	0.006%
In-Service Performance												
Controllable RH Delivered	99.80%	99.93%	0.134%	99.77%	99.91%	0.140%	99.80%	100.00%	0.197%	99.83%	99.95%	0.116%
Total Rail Line Performance	99.90%	99.97%	0.068%	99.89%	99.98%	0.091%	99.91%	99.99%	0.077%	99.92%	99.98%	0.056%

Metro Rail Final Ranking (Sorted)				
Rail Line	RED	GREEN	BLUE	GOLD
Score	0.091%	0.077%	0.068%	0.056%
Rank	1st	2nd	3rd	4th

