Los Angeles County
Metropolitan Transportation Authority

METRO OPERATIONS MONTHLY PERFORMANCE REPORT

JUN 2010

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 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	FY04	FY05	FY06	FY07	FY08	FY09	FY10 Target	FY10 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	3,540	3,222 305	3,580 13	◆
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,290	1,556	1,566	1,874	●
In-Service On-time Performance**	65.43%	66.50%	64.35%**	63.77%	64.05%	66.25%	70.80%	72.33%	73.30%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 53	3.47 240	3.06 216	3.28	3.08 245	3.08 17	●
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.76	2.58	2.61	2.29	◆
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	*May YTD 10.33*	*May 9.95*	●
Division 1										
MMBMF No. of unaddressed road calls			2,409	3,757 138*	2,960 311	2,640 62	3,500	2,831 36	2,981 1	◆
MMBTRC				932	908	1,166	1,165	1,354	1,574	●
In-Service On-time Performance	70.57%	71.62%	71.06%	68.02%	67.55%	71.05%	73.50%	76.61%	76.56%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 6	3.41 36	3.02 22	3.30	3.07 49	2.29 6	●
Complaints per 100,000 Boardings	3.32	2.92	1.92	1.89	1.90	1.85	2.00	1.89	1.58	●
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	*May YTD 12.82*	*May 8.96*	◆
Division 2										
MMBMF No. of unaddressed road calls			2,660	2,598 32*	2,707 11	2,608 44	3,500	2,714 29	3,394 3	◆
MMBTRC				1,097	1,039	1,255	1,371	1,475	1,761	●
In-Service On-time Performance	67.62%	70.42%	72.71%	67.99%	68.60%	72.72%	74.50%	77.24%	75.72%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 1	3.67 15	3.43 25	3.30	3.16 23	4.30 0	●
Complaints per 100,000 Boardings	2.84	2.15	1.42	1.64	1.93	2.03	2.00	1.87	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	*May YTD 13.16*	*May 15.86*	◆
Division 3										
MMBMF No. of unaddressed road calls			2,690	2,838 58*	2,573 45	2,552 23	3,500	2,770 24	3,192 0	◆
MMBTRC				1,239	1,132	1,303	1,549	1,555	1,823	◆
In-Service On-time Performance	70.80%	71.06%	70.05%	65.35%	66.83%	69.78%	74.00%	76.81%	79.11%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 3	4.24 9	3.60 0	3.60	3.39 0	2.55 0	●
Complaints per 100,000 Boardings	3.02	2.60	1.83	2.12	2.14	2.69	2.22	2.65	2.05	◆
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	*May YTD 8.96*	*7.59*	◆

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

Measurement	FY04	FY05	FY06	FY07	FY08	FY09	FY10 Target	FY10 YTD	June Month	Status
Division 5										
MMBMF										
No. of unaddressed road calls			3,656	3,580	3,227	3,314	3,500	3,493	3,720	
				57*	26	16		4	0	
MMBTRC				1,459	1,130	1,420	1,824	1,712	2,017	
In-Service On-time Performance	63.17%	65.58%	61.85%	63.83%	63.35%	64.43%	67.00%	67.82%	70.80%	
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	5.11	4.32	4.00	4.44	4.03	
Number of "482 alleged accidents"	0	0	0	13	35	29		30	1	
Complaints per 100,000 Boardings	3.45	2.71	1.87	1.71	1.46	1.88	2.00	1.90	1.73	
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	*May YTD 14.83*	*May 9.68*	
Division 6										
MMBMF										
No. of unaddressed road calls			6,279	4,456	3,756	7,186	3,600	7,816	6,710	
				30*	32	11		8	0	
MMBTRC				1,063	899	1,307	1,329	2,172	2,440	
In-Service On-time Performance	60.11%	56.75%	57.20%	53.28%	53.12%	56.98%	66.00%	68.27%	65.61%	
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.86	4.13	4.00	5.01	4.35	
Number of "482 alleged accidents"	0	0	0	1	3	1		4	0	
Complaints per 100,000 Boardings	6.15	4.47	2.52	2.10	2.70	3.55	2.85	2.86	2.67	
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	*May YTD 6.48*	*May 11.37*	
Division 7										
MMBMF										
No. of unaddressed road calls			2,947	3,468	3,327	3,399	3,600	2,997	2,768	
				64*	84	99		101	4	
MMBTRC				1,118	981	1,039	1,397	1,217	1,261	
In-Service On-time Performance	64.59%	64.22%	61.78%	58.01%	57.66%	62.15%	67.50%	68.38%	68.04%	
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	4.10	3.83	4.00	3.55	3.72	
Number of "482 alleged accidents"	0	0	0	5	36	28		52	4	
Complaints per 100,000 Boardings	5.70	4.24	2.87	2.98	3.00	2.88	2.70	2.56	2.05	
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	*May YTD 9.90*	*May 15.40*	
Division 8										
MMBCMF										
No. of unaddressed road calls			3,836	3,912	2,944	3,473	3,500	4,596	6,556	
				258*	100			0	0	
MMBTRC				1,537	1,333	1,707	1,922	2,445	3,087	
In-Service On-time Performance	69.12%	69.78%	68.23%	67.48%	68.50%	69.29%	72.00%	75.99%	78.66%	
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	1.99	1.87	2.05	2.29	2.83	
Number of "482 alleged accidents"	0	0	0	1	18	12		17	1	
Complaints per 100,000 Boardings	5.09	4.17	3.37	2.75	2.64	3.01	2.75	2.97	2.78	
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	*May YTD 11.22*	*May 2.84*	
Division 9										
MMBMF										
No. of unaddressed road calls			4,585	4,087	4,119	4,267	3,500	4,673	5,906	
				30*	88	62		66	4	
MMBTRC				2,099	1,989	2,425	2,623	2,918	3,643	
In-Service On-time Performance	68.16%	68.16%	67.01%	66.22%	66.84%	70.01%	74.00%	75.89%	77.00%	
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	2.46	2.07	2.40	2.01	2.42	
Number of "482 alleged accidents"	0	0	0	4	20	14		3	1	
Complaints per 100,000 Boardings	5.09	5.09	2.61	2.24	2.98	3.18	3.02	3.21	2.78	
New Workers' Compensation IndemnityClaims per 200,000 Exposure Hours (*1 month lag*)	20.75	14.66	14.34	17.30	8.35	14.07	10.42	*May YTD 9.39*	*May 17.72*	

Measurement	FY04	FY05	FY06	FY07	FY08	FY09	FY10 Target	FY10 YTD	June Month	Status
Division 10										
MMBMF No. of unaddressed road calls			3,723	3,702 61*	3,028 0	2,947 1	3,600	2,594 11	2,550 0	◆
MMBTRC				1,197	1,044	1,015	1,496	1,129	1,414	◆
In-Service On-time Performance	62.85%	64.14%	60.73%	58.61%	56.63%	61.90%	67.50%	68.98%	65.62%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 accidents"	- 0	- 0	- 0	- 8	4.47 31	3.87 32	4.00	4.02 33	4.15 1	●
Complaints per 100,000 Boardings	4.85	3.92	2.23	2.48	2.99	2.59	2.70	2.08	1.86	●
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	*May YTD 10.31*	*May 8.02*	●
Division 15										
MMBCMF No. of unaddressed road calls			2,996	3,420 174*	2,933 53	3,003 1	3,500	3,357 6	4,176 1	◆
MMBTRC				1,175	1,151	1,291	1,469	1,747	2,205	●
In-Service On-time Performance	66.62%	67.84%	63.84%**	64.41%	66.85%	69.06%	72.00%	74.62%	75.07%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 2	2.98 14	2.45 26	2.38	2.67 15	2.26 1	◆
Complaints per 100,000 Boardings	5.70	4.55	3.14	3.16	3.05	3.08	2.85	2.98	2.65	◆
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	*May YTD 13.97*	*May 13.95*	◆
*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.)										
Division 18										
MMBCMF No. of unaddressed road calls			3,712	4,008 214*	3,563 74	3,421 55	3,500	2,917 20	3,141 0	◆
MMBTRC				1,174	1,109	1,090	1,468	1,292	1,612	◆
In-Service On-time Performance	60.78%	63.42%	57.31%	61.19%	60.88%	60.66%	67.00%	66.12%	67.39%	◆
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 5	3.08 14	2.72 27	4.00	2.67 19	2.78 2	●
Complaints per 100,000 Boardings	5.74	4.44	3.07	3.29	3.72	4.46	3.50	4.19	3.77	◆
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	*May YTD 10.86*	*May 9.58*	◆

*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

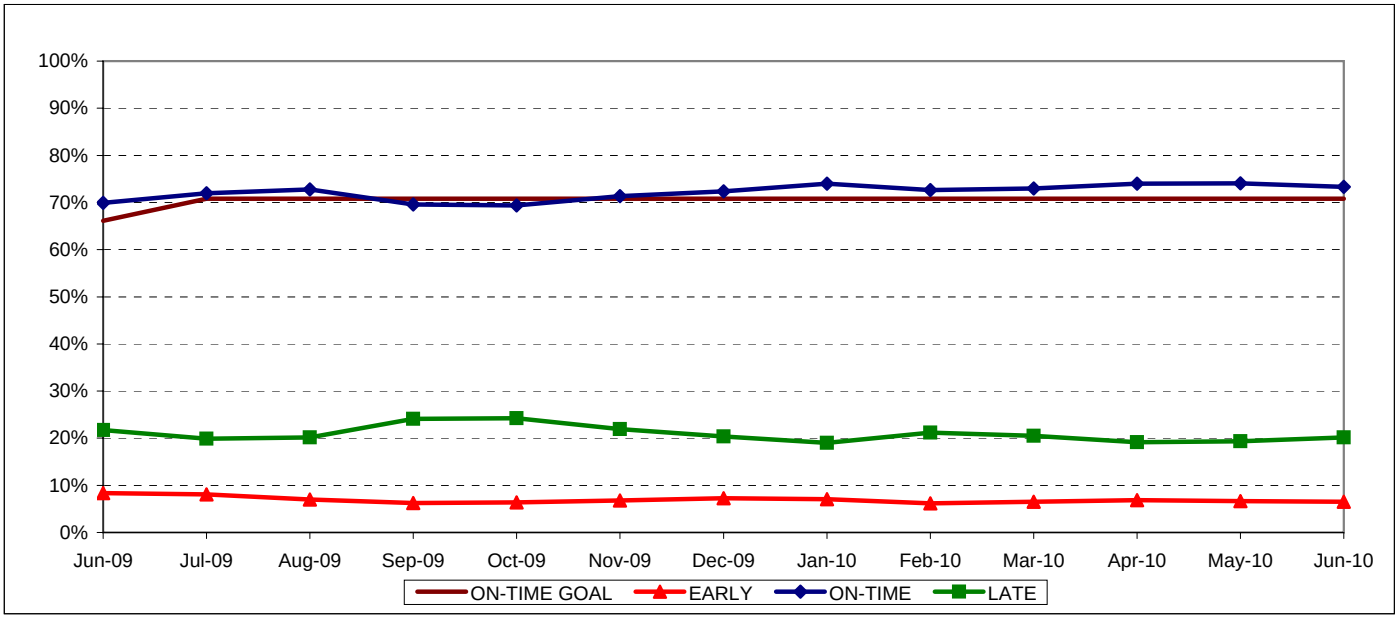
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Includes Rapid buses) Please note that Rapid Line performance is included in the ISOTP calculation beginning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

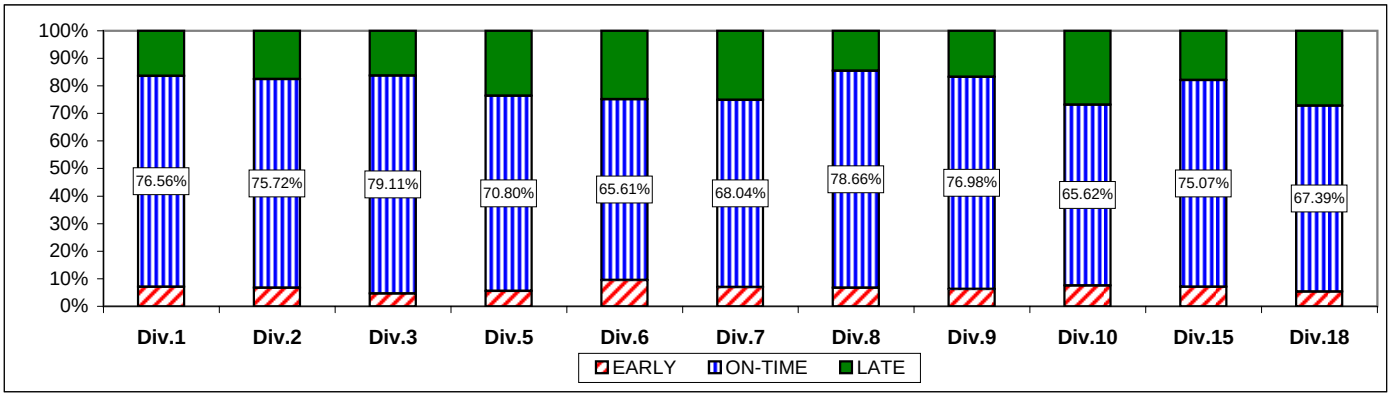
Calculation: ISOTP% =1-((Number of buses departing early + Number of buses departing more than five minutes late)/(Total buses sampled))

Systemwide Trend

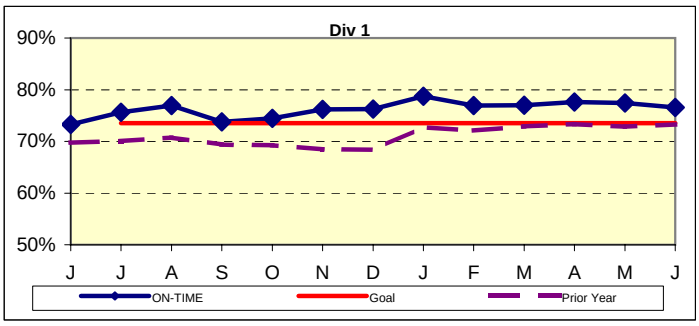
Please note that Rapid Line performance is included in the ISOTP calculation beginning January 2010

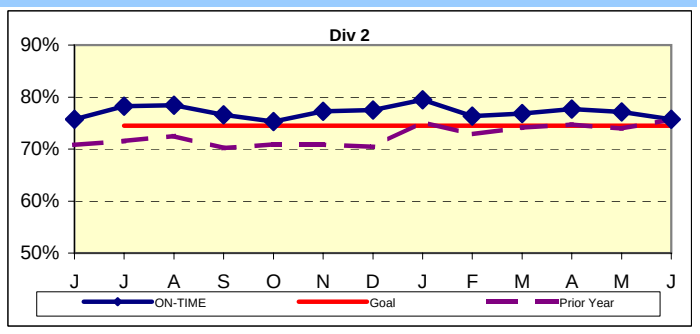
Bus Operating Divisions
ISOTP - 1 Minute Tolerance for Running Hot

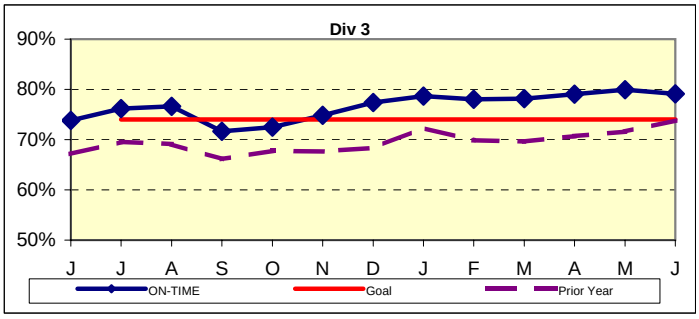


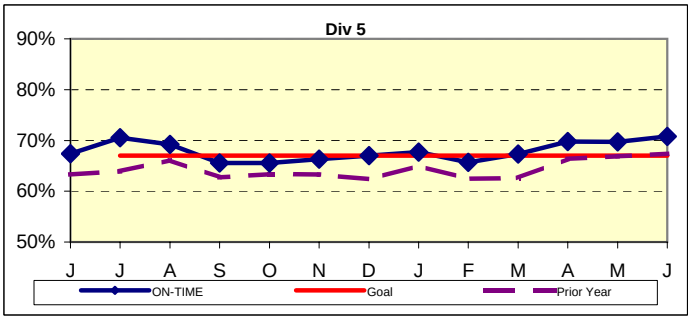


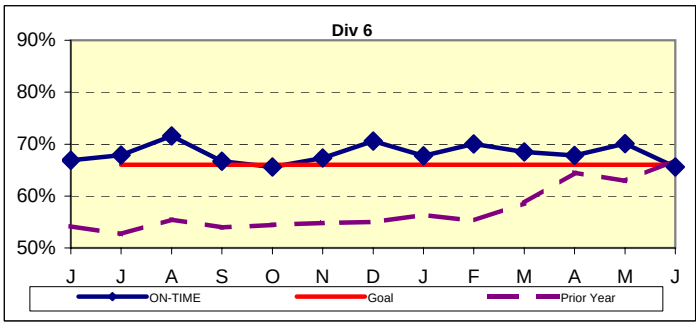
ISOTP By Divisions

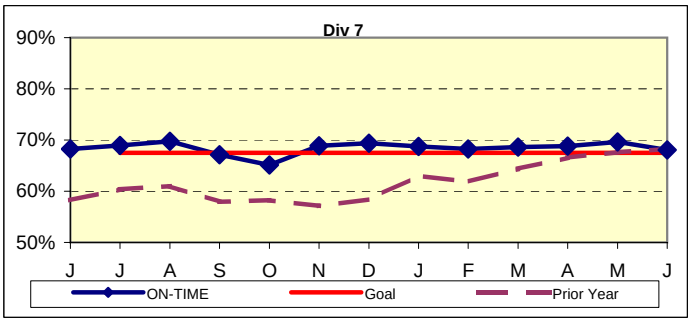


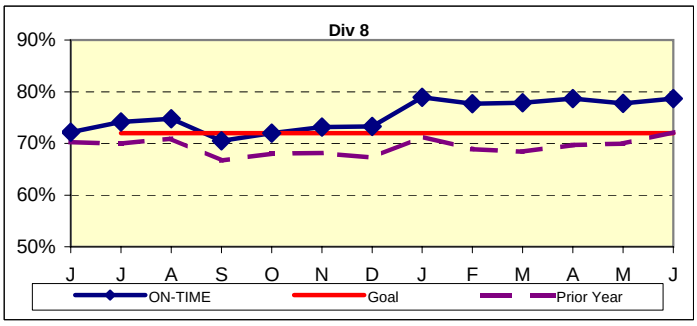


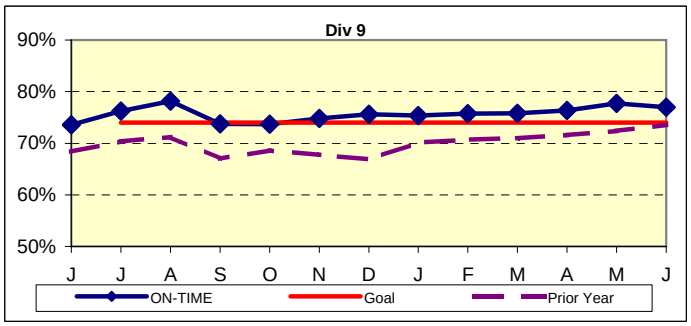

Div 3
90%
80%
70%
60%
50%
J J A S O N D J F M A M J
ON-TIME
Goal
Prior Year

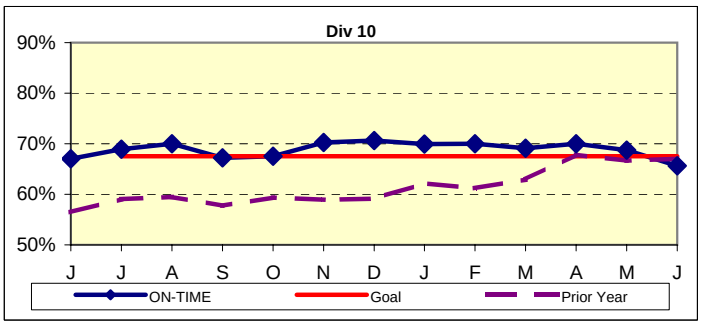

Div 5
90%
80%
70%
60%
50%
J J A S O N D J F M A M J
ON-TIME
Goal
Prior Year

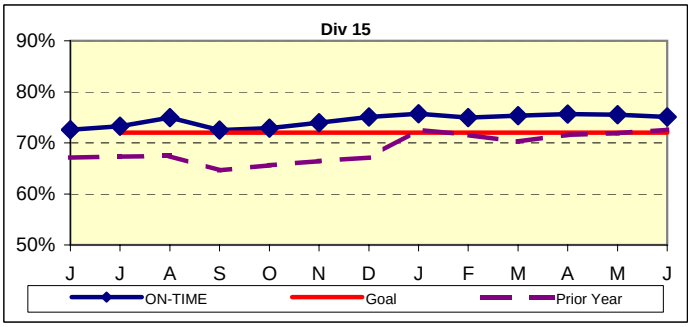

Div 6
90%
80%
70%
60%
50%
J J A S O N D J F M A M J
ON-TIME
Goal
Prior Year

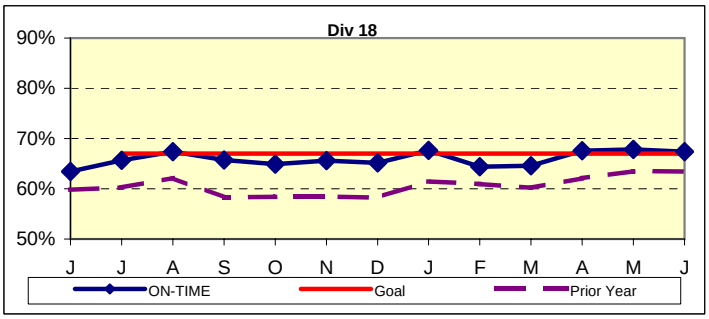

Div 7
90%
80%
70%
60%
50%
J J A S O N D J F M A M J
ON-TIME
Goal
Prior Year


Div 8
90%
80%
70%
60%
50%
J J A S O N D J F M A M J
ON-TIME
Goal
Prior Year


Div 9
90%
80%
70%
60%
50%
J J A S O N D J F M A M J
ON-TIME
Goal
Prior Year


Div 10
90%
80%
70%
60%
50%
J J A S O N D J F M A M J
ON-TIME
Goal
Prior Year


Div 15
90%
80%
70%
60%
50%
J J A S O N D J F M A M J
ON-TIME
Goal
Prior Year


Div 18
90%
80%
70%
60%
50%
J J A S O N D J F M A M J
ON-TIME
Goal
Prior Year

ISOTP By Divisions

Year-to-Date Compared To Last Year

	FY09	FY10-YTD	Variance
Division 1			
Early	11.25%	6.97%	-4.28%
On-Time	71.05%	76.61%	5.56%
Late	17.70%	16.42%	-1.28%

	FY09	FY10-YTD	Variance
Division 2			
Early	9.97%	6.20%	-3.77%
On-Time	72.72%	77.24%	4.52%
Late	17.31%	16.56%	-0.74%

	FY09	FY10-YTD	Variance
Division 3			
Early	12.94%	6.01%	-6.93%
On-Time	69.78%	76.81%	7.03%
Late	17.28%	17.18%	-0.10%

	FY09	FY10-YTD	Variance
Division 5			
Early	11.65%	6.52%	-5.13%
On-Time	64.43%	67.82%	3.39%
Late	23.92%	25.66%	1.74%

	FY09	FY10-YTD	Variance
Division 6			
Early	16.07%	6.73%	-9.34%
On-Time	56.98%	68.27%	11.28%
Late	26.95%	25.01%	-1.94%

	FY09	FY10-YTD	Variance
Division 7			
Early	13.74%	7.03%	-6.70%
On-Time	62.15%	68.38%	6.24%
Late	24.12%	24.58%	0.47%

	FY09	FY10-YTD	Variance
Division 8			
Early	9.38%	6.31%	-3.07%
On-Time	69.29%	75.99%	6.70%
Late	21.33%	17.70%	-3.63%

	FY09	FY10-YTD	Variance
Division 9			
Early	11.32%	6.37%	-4.95%
On-Time	70.01%	75.89%	5.88%
Late	18.67%	17.74%	-0.93%

	FY09	FY10-YTD	Variance
Division 10			
Early	13.31%	7.07%	-6.24%
On-Time	61.90%	68.98%	7.08%
Late	24.78%	23.95%	-0.84%

	FY09	FY10-YTD	Variance
Division 15			
Early	10.16%	6.76%	-3.40%
On-Time	69.06%	74.62%	5.56%
Late	20.78%	18.62%	-2.16%

	FY09	FY10-YTD	Variance
Division 18			
Early	12.44%	8.06%	-4.39%
On-Time	60.66%	66.12%	5.45%
Late	26.89%	25.83%	-1.07%

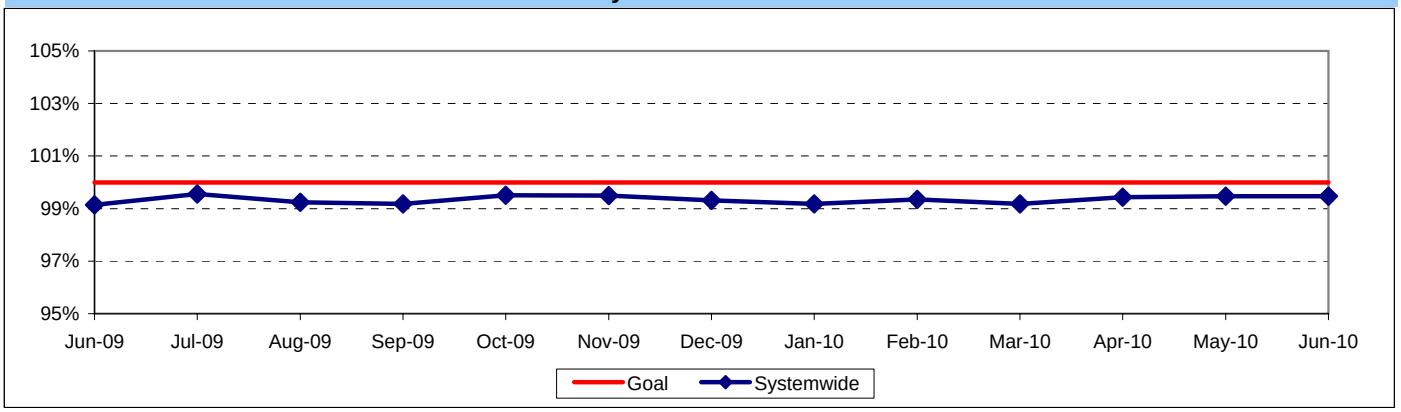
	FY09	FY10-YTD	Variance
SYSTEMWIDE			
Early	11.77%	6.80%	-4.96%
On-Time	66.25%	72.33%	6.08%
Late	21.99%	20.86%	-1.12%

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.

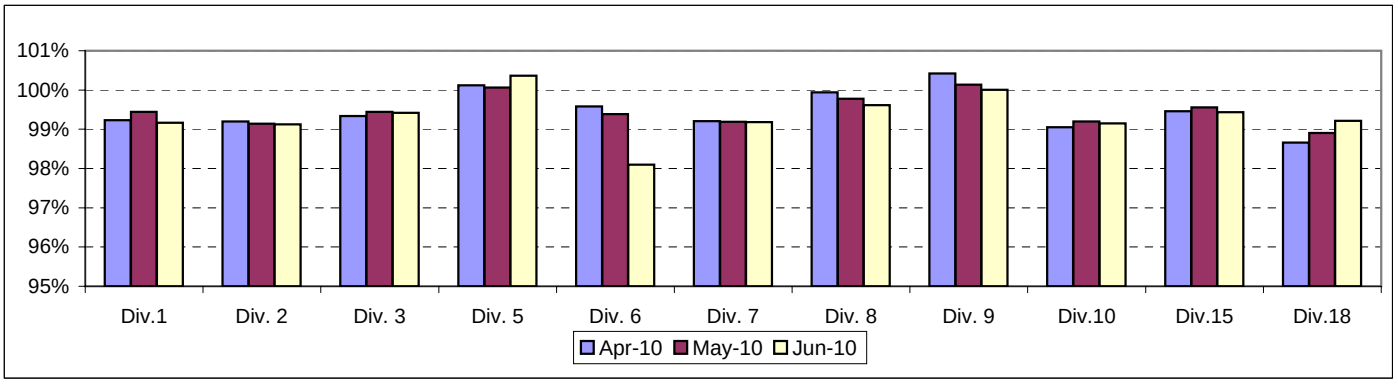
Calculation: SRHD% = 1- ((In-Service Delay Revenue Hours plus Cancelled Revenue Hours) divided by (Total Scheduled Service Hours + Temporary Revenue Hours + Hollywood Bowl and Race Track Revenue Hours + In Addition Revenue Hours)) FY06: Actual Revenue Hours Delivered divided by Scheduled Revenue Hours.

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
April 2010 - June 2010



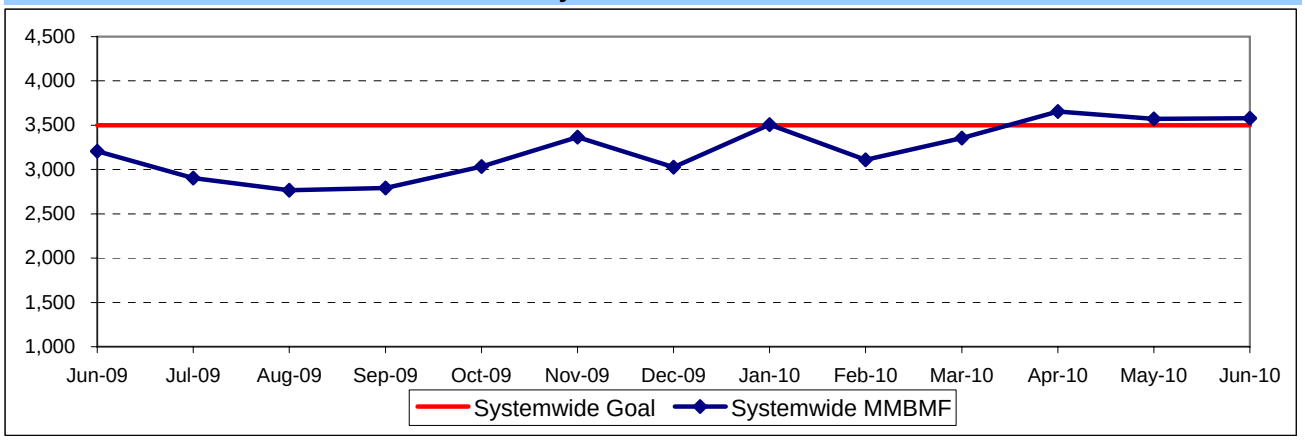
BUS MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)*

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

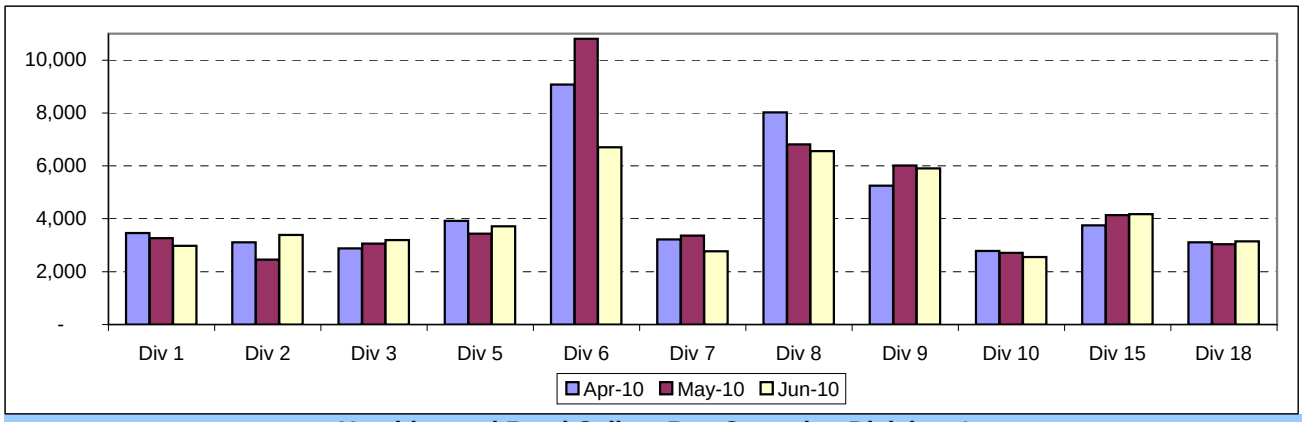
Calculation: MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)

Systemwide Trend



* New Indicator.

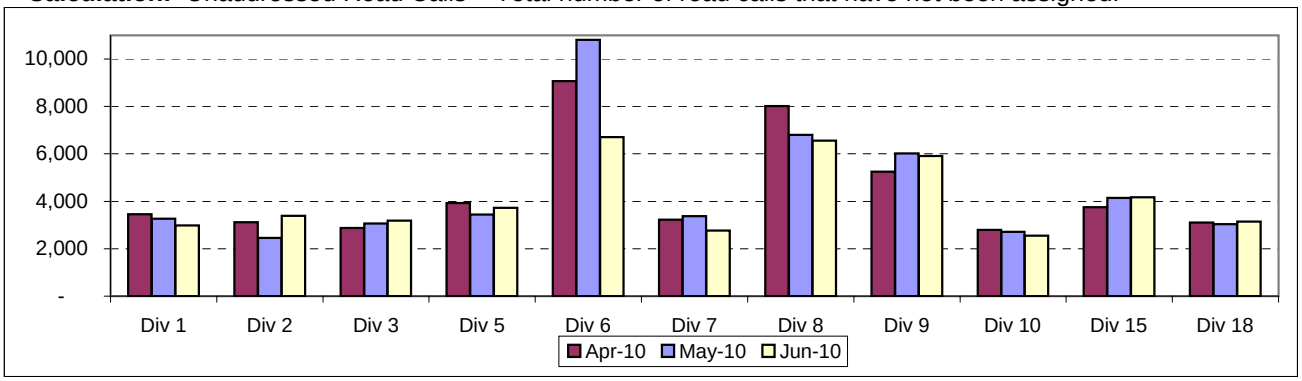
MMBMF -- Bus Operating Divisions
April 2010 - June 2010



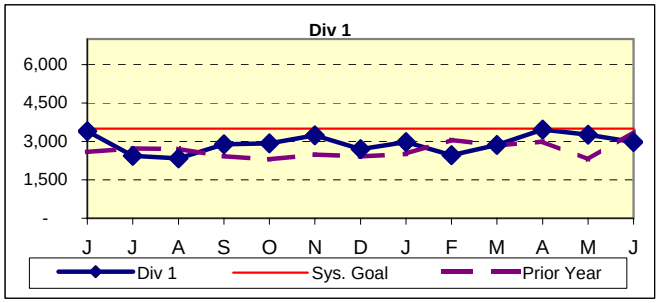
Unaddressed Road Calls -- Bus Operating Divisions*
April 2010 - June 2010

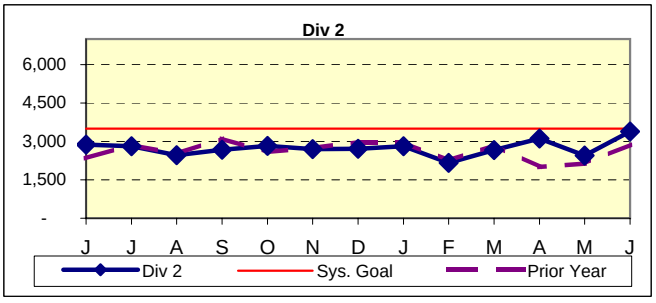
Definition: Road calls cannot be counted, per FTA definition, if no one has jobbed on to assign a job code. (Source: M3)

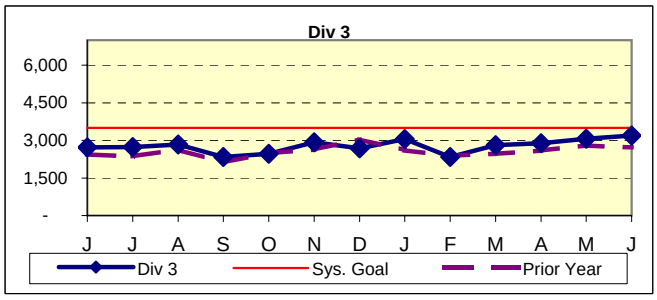
Calculation: Unaddressed Road Calls = Total number of road calls that have not been assigned.

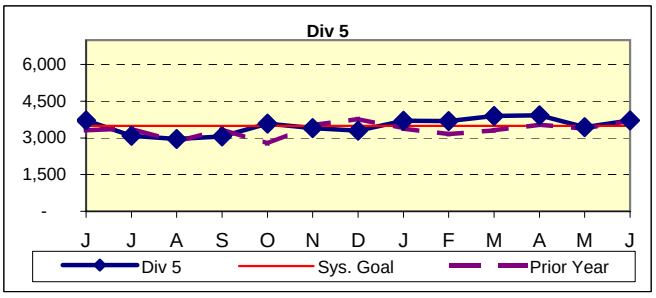


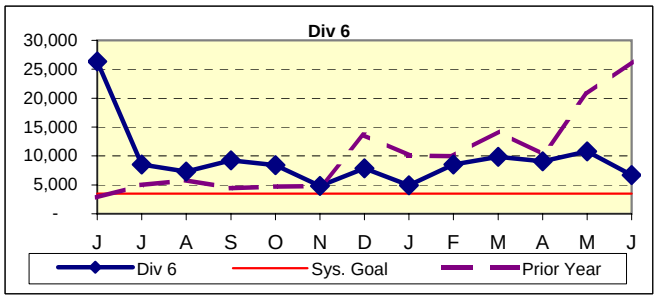
* New Indicator.

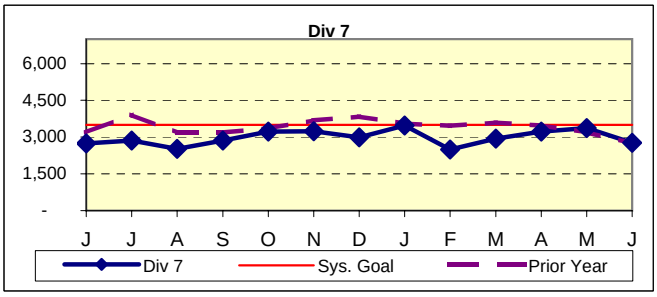

Div 1
6,000
4,500
3,000
1,500
-
J J A S O N D J F M A M J
Div 1
Sys. Goal
Prior Year

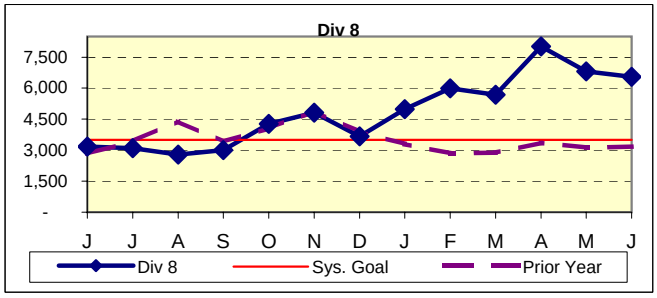

Div 2
6,000
4,500
3,000
1,500
-
J J A S O N D J F M A M J
Div 2
Sys. Goal
Prior Year

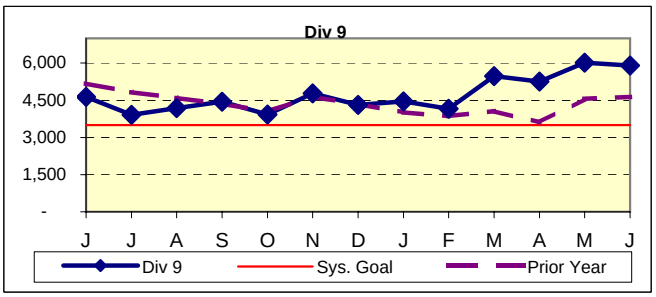

Div 3
6,000
4,500
3,000
1,500
-
J J A S O N D J F M A M J
Div 3
Sys. Goal
Prior Year

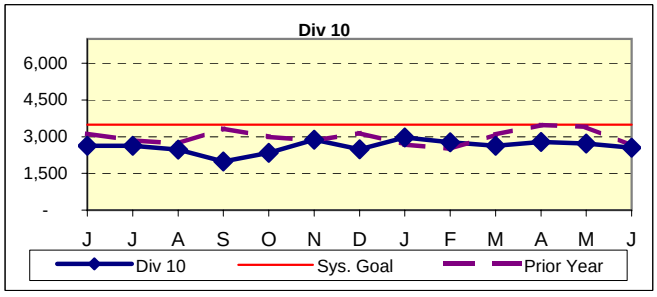

Div 5
6,000
4,500
3,000
1,500
-
J J A S O N D J F M A M J
Div 5
Sys. Goal
Prior Year

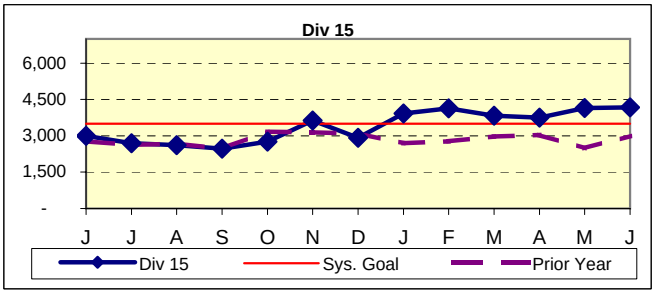

Div 6
30,000
25,000
20,000
15,000
10,000
5,000
-
J J A S O N D J F M A M J
Div 6
Sys. Goal
Prior Year

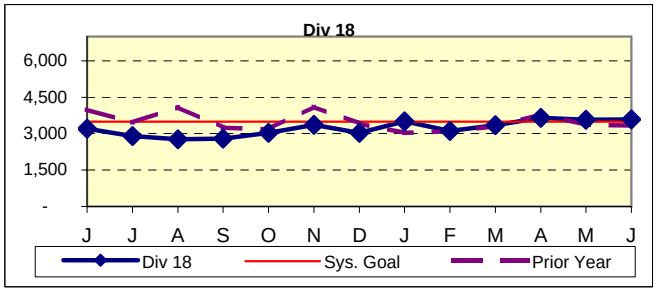

Div 7
6,000
4,500
3,000
1,500
-
J J A S O N D J F M A M J
Div 7
Sys. Goal
Prior Year


Div 8
7,500
6,000
4,500
3,000
1,500
-
J J A S O N D J F M A M J
Div 8
Sys. Goal
Prior Year


Div 9
6,000
4,500
3,000
1,500
-
J J A S O N D J F M A M J
Div 9
Sys. Goal
Prior Year


Div 10
6,000
4,500
3,000
1,500
-
J J A S O N D J F M A M J
Div 10
Sys. Goal
Prior Year

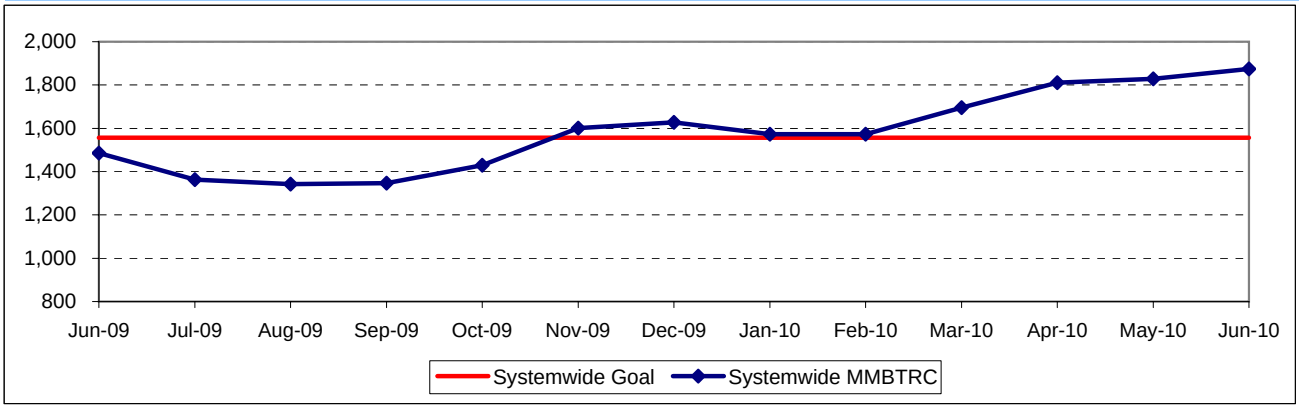

Div 15
6,000
4,500
3,000
1,500
-
J J A S O N D J F M A M J
Div 15
Sys. Goal
Prior Year


Div 18
6,000
4,500
3,000
1,500
-
J J A S O N D J F M A M J
Div 18
Sys. Goal
Prior Year

MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)*

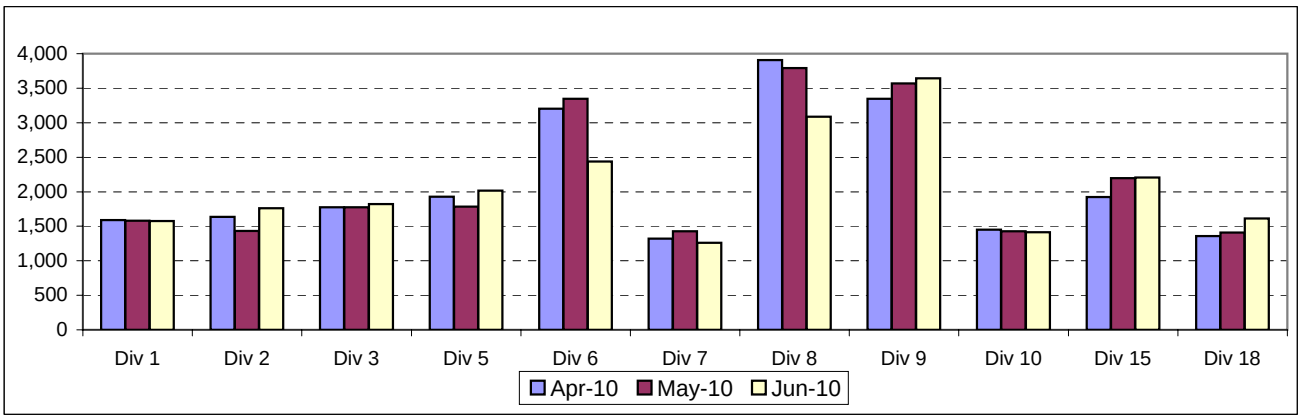
Definition: Average Hub Miles traveled between road call problems.
Calculation: MMBTRC = (Total Hub Miles / by Total Road Calls)

MMBTRC Systemwide Trend



* New Indicator.

MMBTRC -- Bus Operating Divisions
April 2010 - June 2010



Fleet Mix by Fuel Type Systemwide (Metro Divisions only)

	Number of Buses	Percent of Buses
CNG	2,517	93.19%
Hybrid	6	0.22%
Diesel	85	3.15%
Gasoline	59	2.18%
Propane	34	1.26%
Total	2,701	100.00%

Average Age of Fleet by Divisions

Div 1	Div 2	Div 3	Div 5	Div 6	Div 7
7.6	8.7	9.3	8.1	3.7	9.1

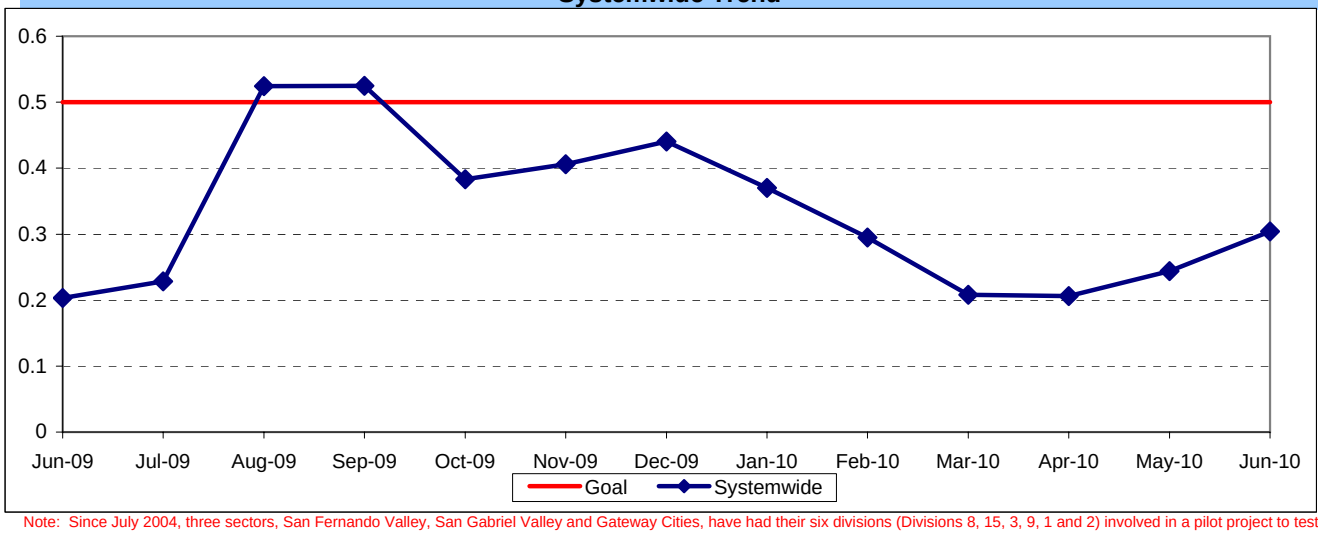
Div 8	Div 9	Div 10	Div 15	Div 18
5.7	7.6	7.9	6.4	8.4

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.

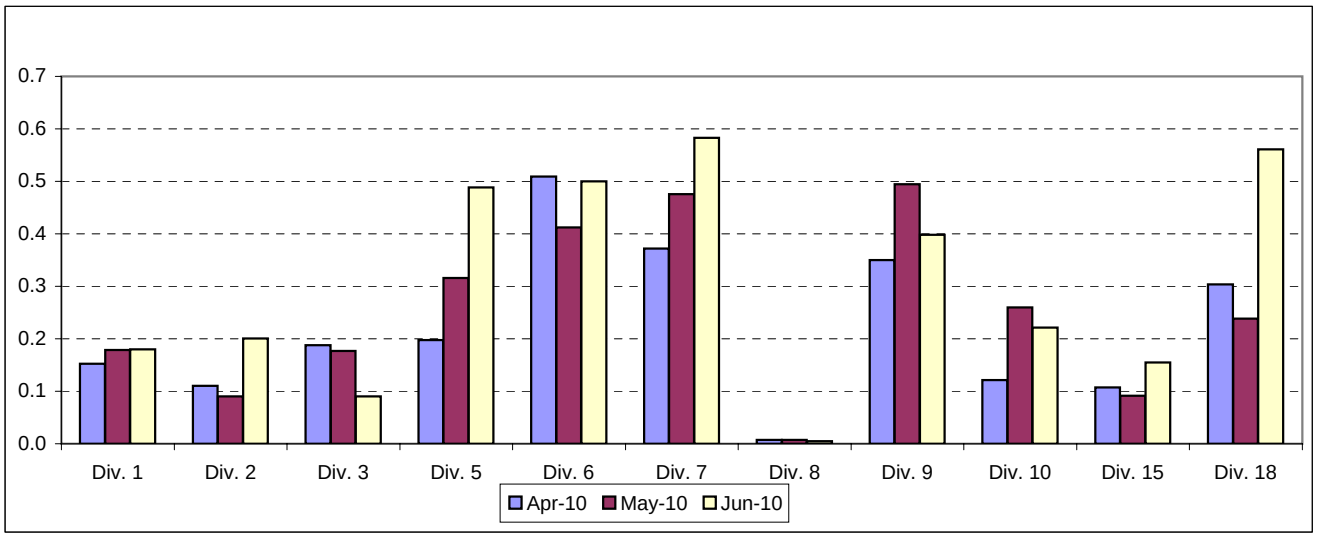
Calculation: Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

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
April 2010 - June 2010



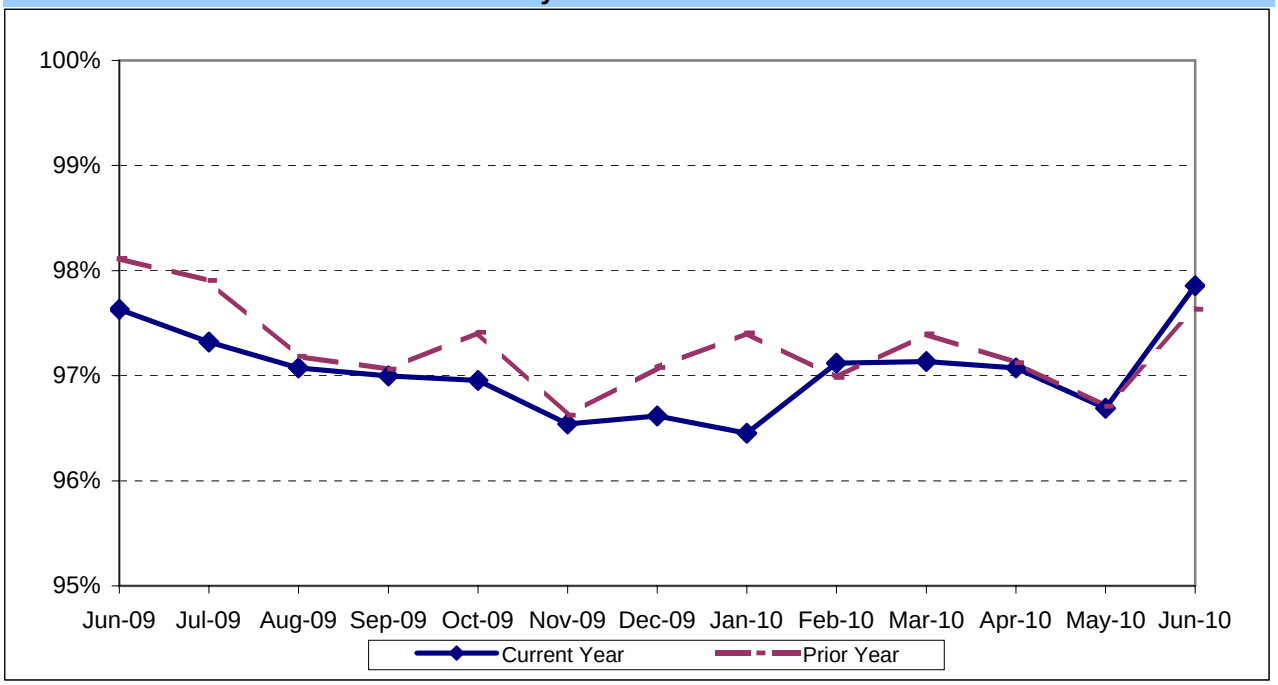
ATTENDANCE

MAINTENANCE ATTENDANCE

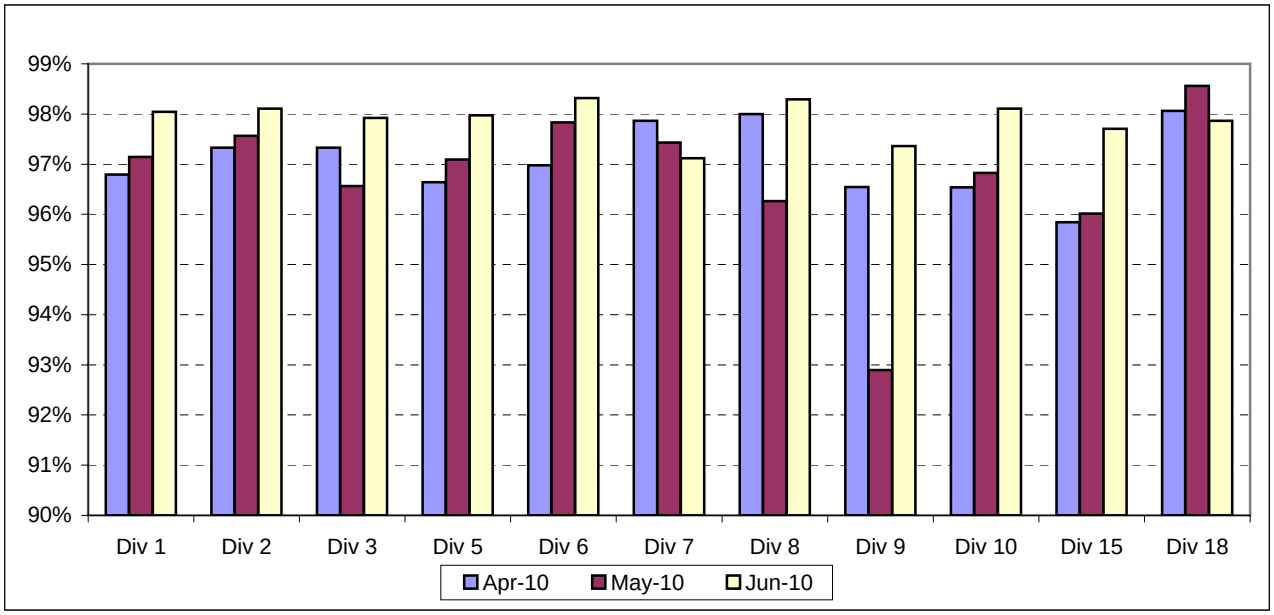
Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

Systemwide Trend



Maintenance Attendance - By Divisions (By Current Month)
April 2010 - June 2010

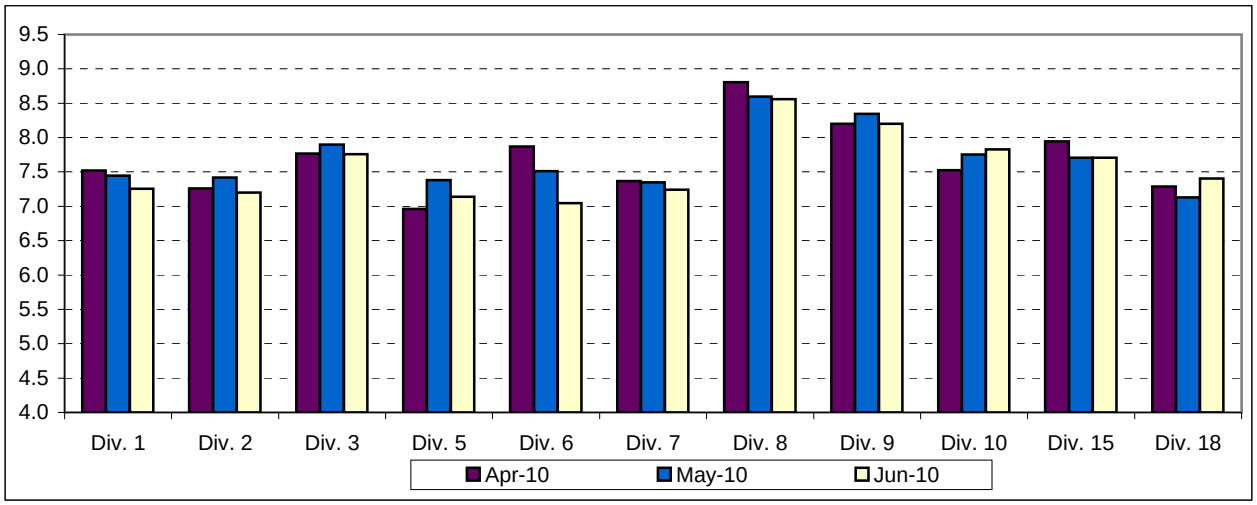


BUS CLEANLINESS

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.

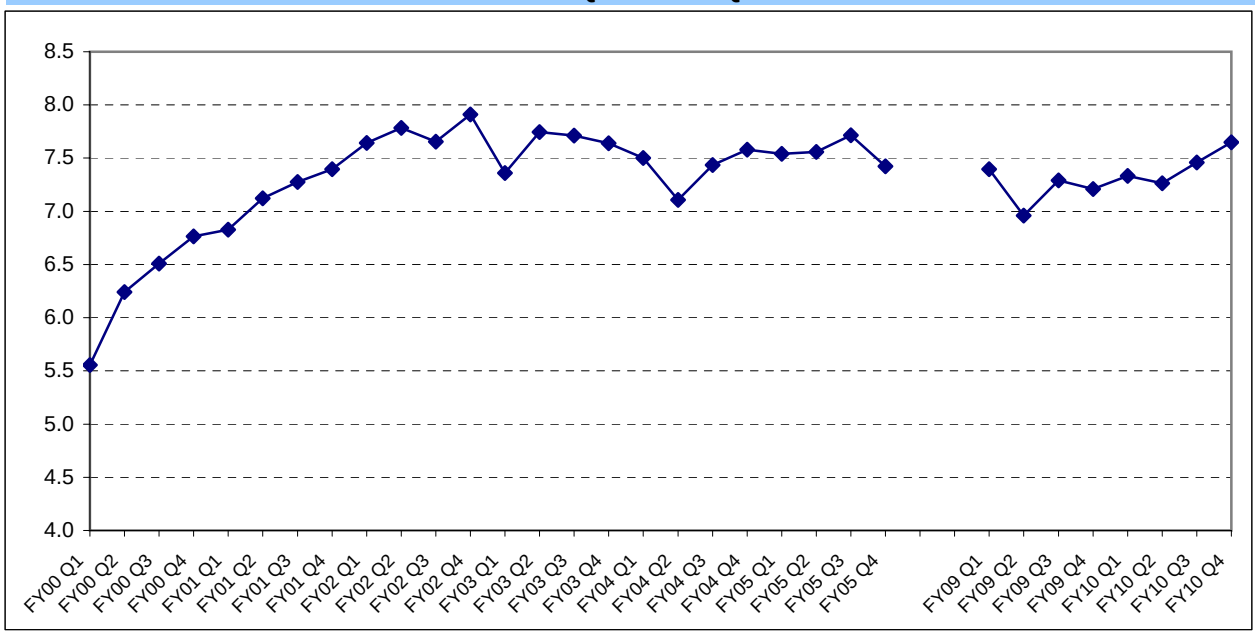
Calculation: Overall Cleanliness Rating = (Total Points Accumulated divided by number of categories)

Cleanliness by Bus Operating Divisions
April 2010 - June 2010

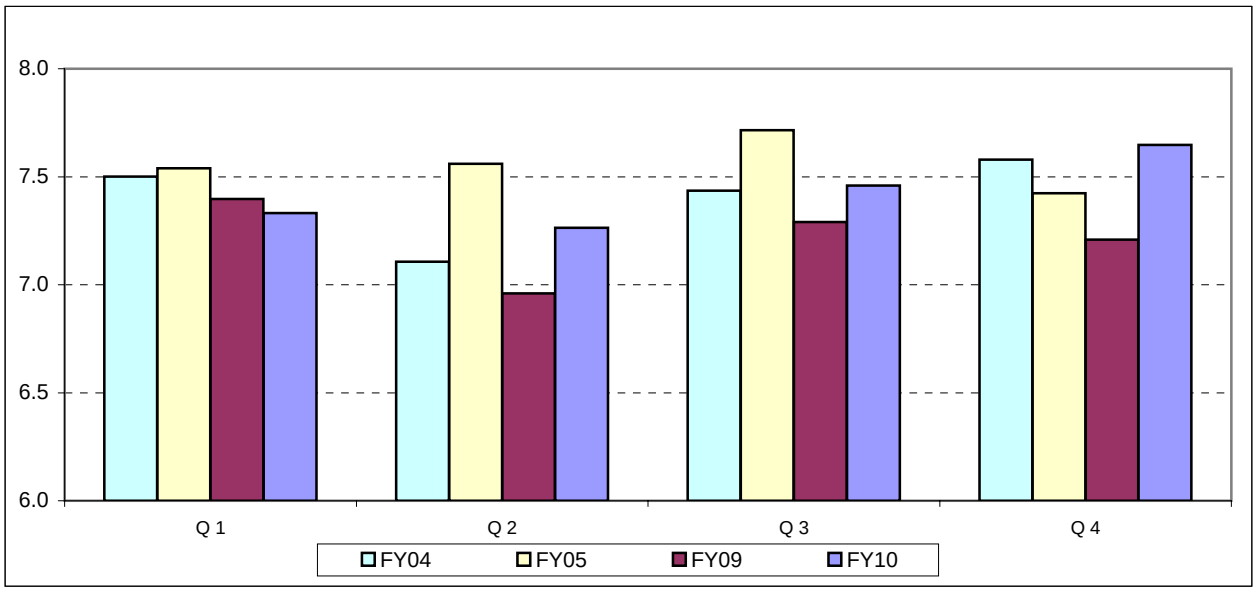


Please note that beginning March 2010, FY10 Q3 cleanliness is calculated using monthly data.
Prior quarterly data was supplied by QA dept. in a quarterly format.

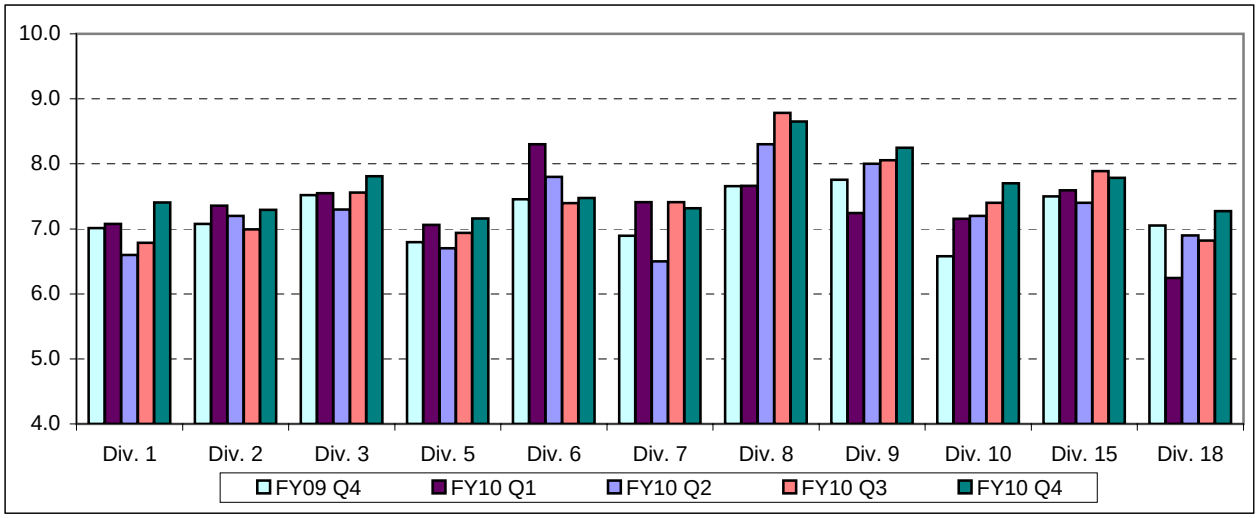
Quarterly Systemwide Bus Cleanliness
FY01 Q1 - FY10 Q3



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	FY04	FY05	FY06	FY07	FY08	FY09	FY10 Target	FY10 YTD	May 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	*May YTD 10.34*	*May 8.71*	◆
Metro Red Line (MRL)										
On-Time Pullouts	99.71%	99.94%	99.61%	99.76%	99.79%	99.97%	99.00%	99.55%	99.37%	●
Mean Miles Between Chargeable Mechanical Failures	12,793	11,759	19,587	17,260	26,743	41,482	30,000	38,771	27,946	●
In-Service On-time Performance*					99.13%	99.38%	99.10%	99.54%	99.30%	●
Traffic Accidents Per 100,000 Train Miles	0.00	0.22	0.22	0.00	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	0.41	0.39	●
Metro Blue Line (MBL)										
On-Time Pullouts	99.94%	99.73%	99.76%	99.72%	99.62%	99.74%	99.00%	99.71%	99.86%	●
Mean Miles Between Chargeable Mechanical Failures	10,365	16,273	26,774	35,125	31,278	27,051	24,000	20,830	16,048	◆
In-Service On-time Performance*					98.81%	98.24%	99.00%	98.81%	99.11%	◆
Traffic Accidents Per 100,000 Train Miles	1.36	0.64	0.96	1.35	1.65	1.26	0.05	1.45	1.28	◆
Complaints per 100,000 Boardings	0.97	0.98	0.78	0.53	0.64	0.58	0.90	0.80	0.85	●
Metro Green Line (MGrL)										
On-Time Pullouts	99.78%	99.91%	99.97%	99.54%	99.80%	99.95%	99.00%	99.89%	99.84%	●
Mean Miles Between Chargeable Mechanical Failures	11,337	12,558	20,635	27,471	36,727	19,195	24,000	13,599	13,517	◆
In-Service On-time Performance*					99.07%	98.90%	99.00%	99.26%	99.66%	●
Traffic Accidents Per 100,000 Train Miles	0.08	0.00	0.00	0.00	0.00	0.07	0.05	0.00	0.14	●
Complaints per 100,000 Boardings	1.37	1.39	0.92	0.72	0.81	0.82	0.90	0.76	0.71	●
Metro Gold Line (MGoL)										
On-Time Pullouts	100%	99.85%	99.97%	99.95%	99.95%	99.95%	99.00%	99.86%	99.84%	●
Mean Miles Between Chargeable Mechanical Failures	8,938	16,571	23,329	22,775	39,521	24,250	24,000	16,151	n/a	◆
In-Service On-time Performance*					98.86%	99.38%	99.00%	99.12%	99.67%	●
Traffic Accidents Per 100,000 Train Miles	0.25	0.23	0.12	0.23	0.43	0.21	0.05	0.82	0.53	◆
Complaints per 100,000 Boardings	3.81	2.85	2.71	1.88	1.57	1.50	0.90	1.68	1.82	◆

*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.

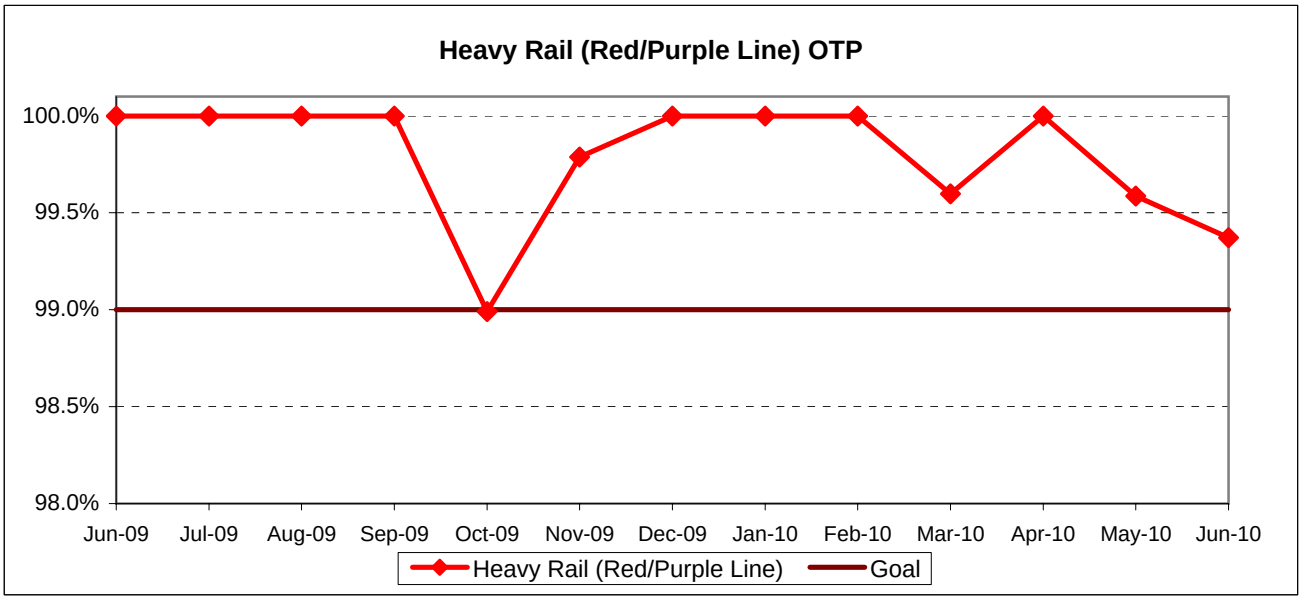
▬ Red - High probability that the target will not be achieved -- significant problems and/or delays.

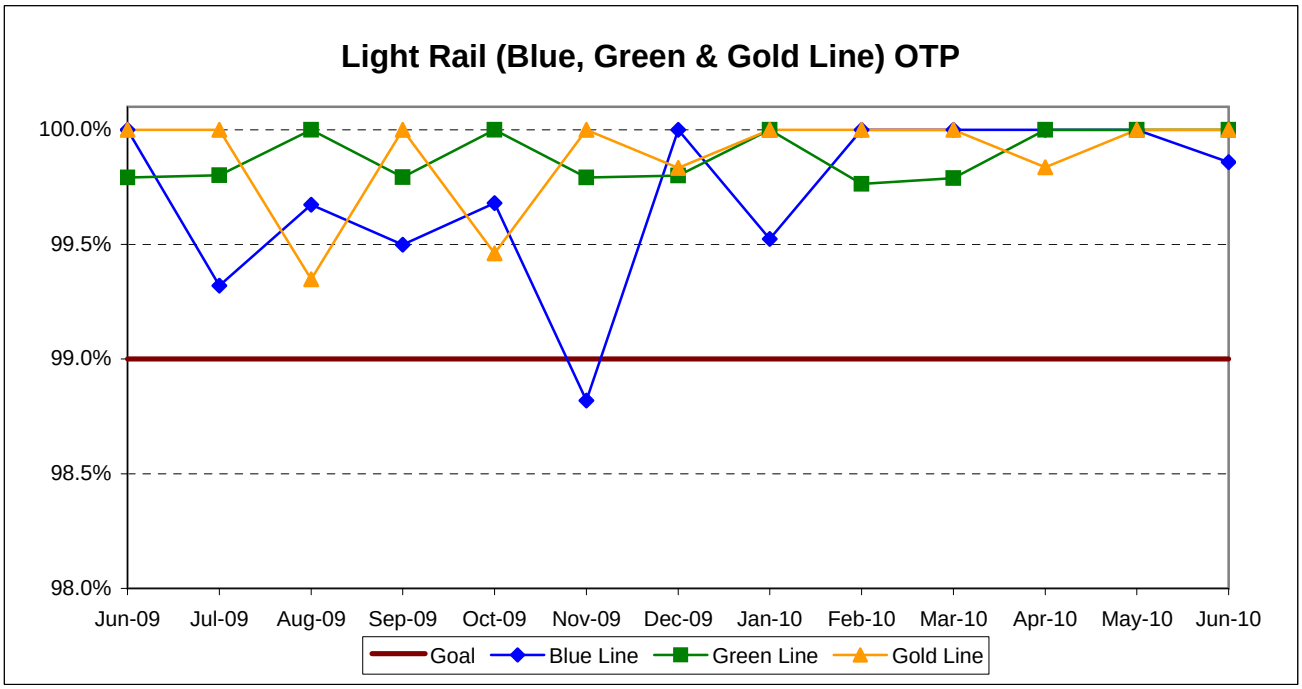
RAIL SERVICE PERFORMANCE

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) X by 100)]

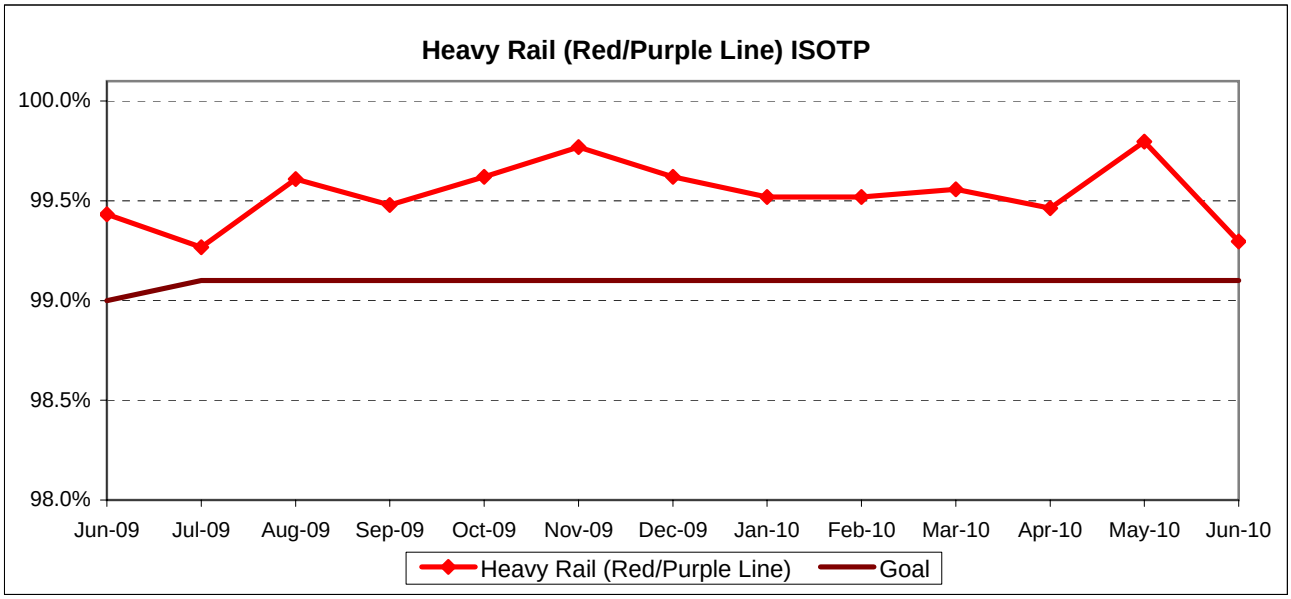


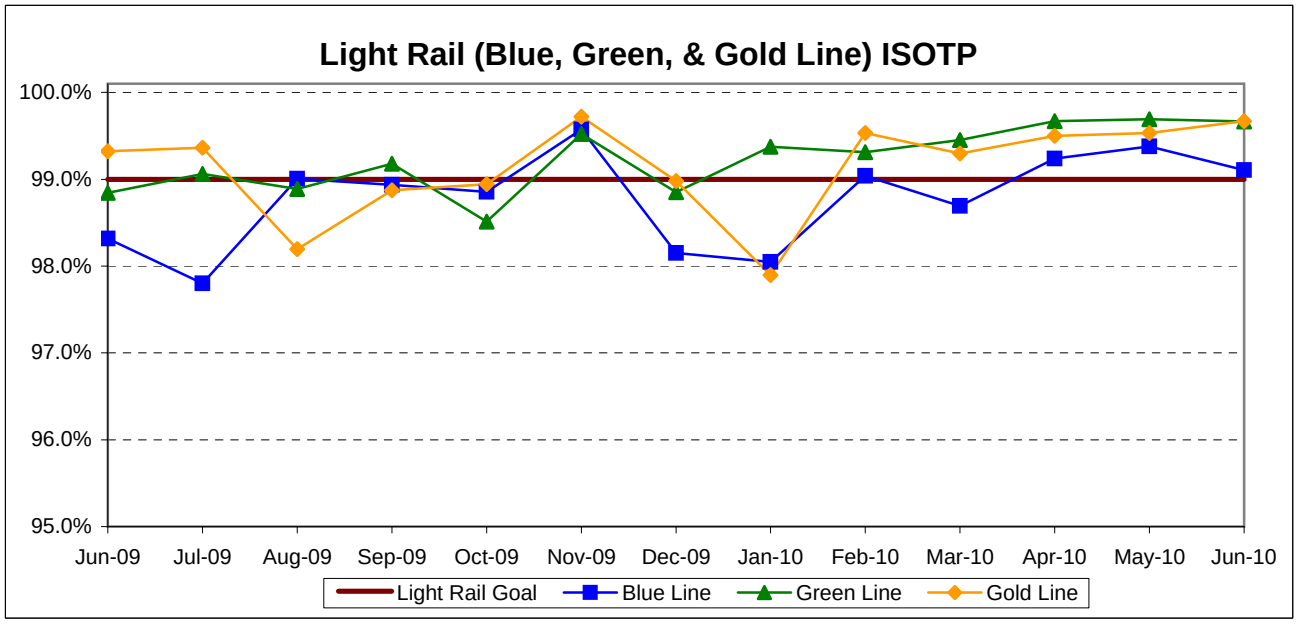


IN-SERVICE ON-TIME PERFORMANCE (ISOTP)

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)]

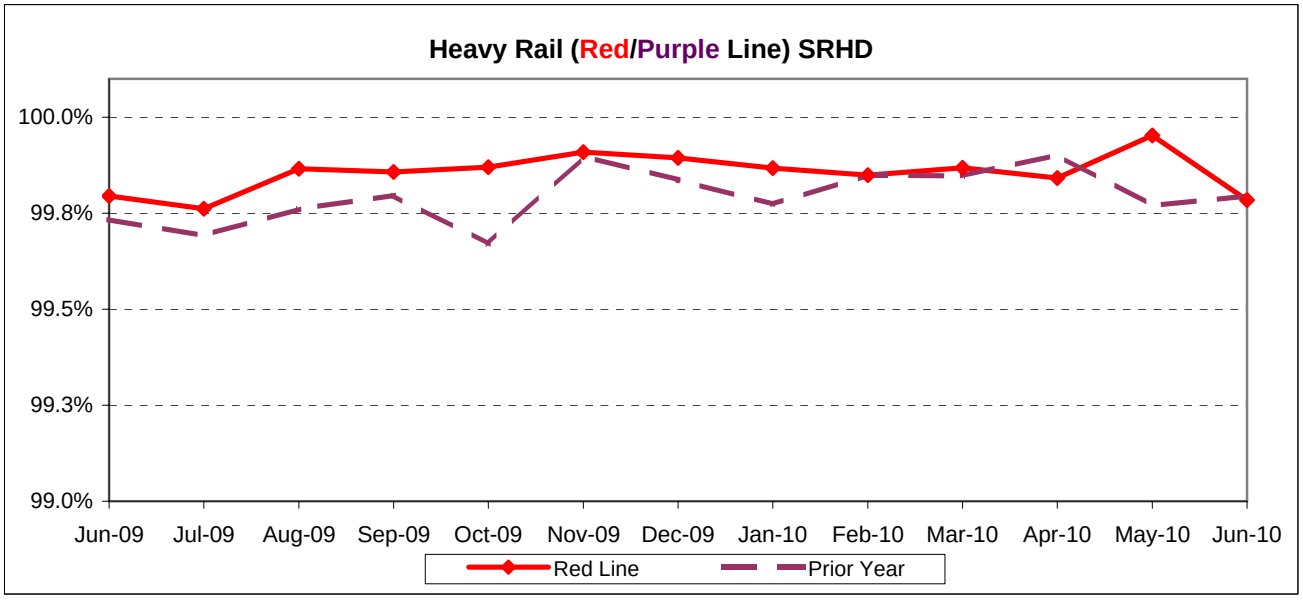


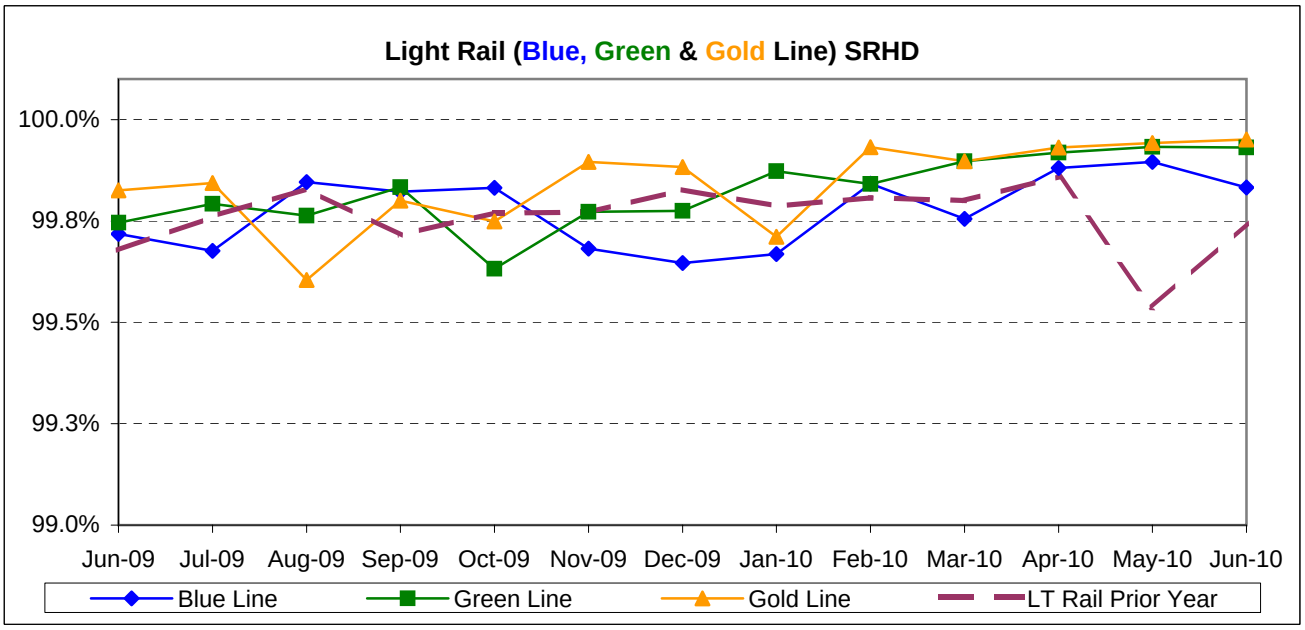


Scheduled Revenue Hours Delivered (SRHD) by Rail Line

Definition: This performance indicator measures the percentage of scheduled Revenue Service Hours delivered after subtracting cancellations, outlates and in-service delays.

Calculation: SRSHD% = (1-(Total Service Hours Lost / by Total Scheduled Service Hours))

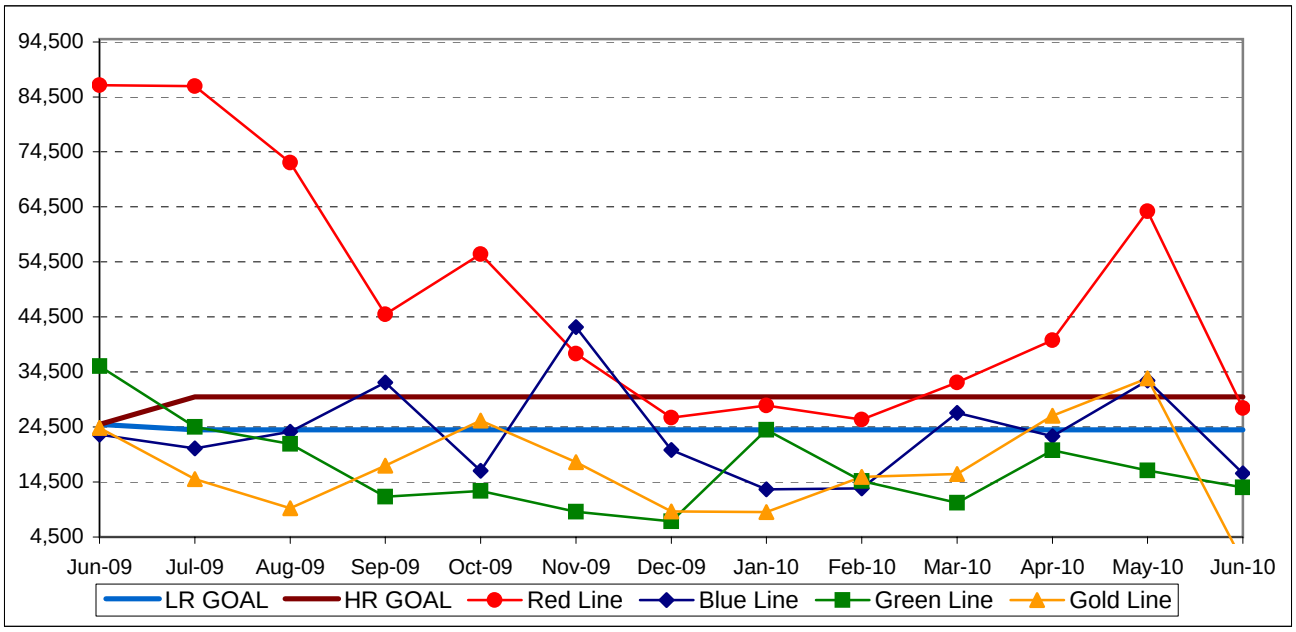




Mean Miles Between Chargeable Mechanical Failures

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 = Total Vehicle Miles / Revenue Vehicle Systems Failures

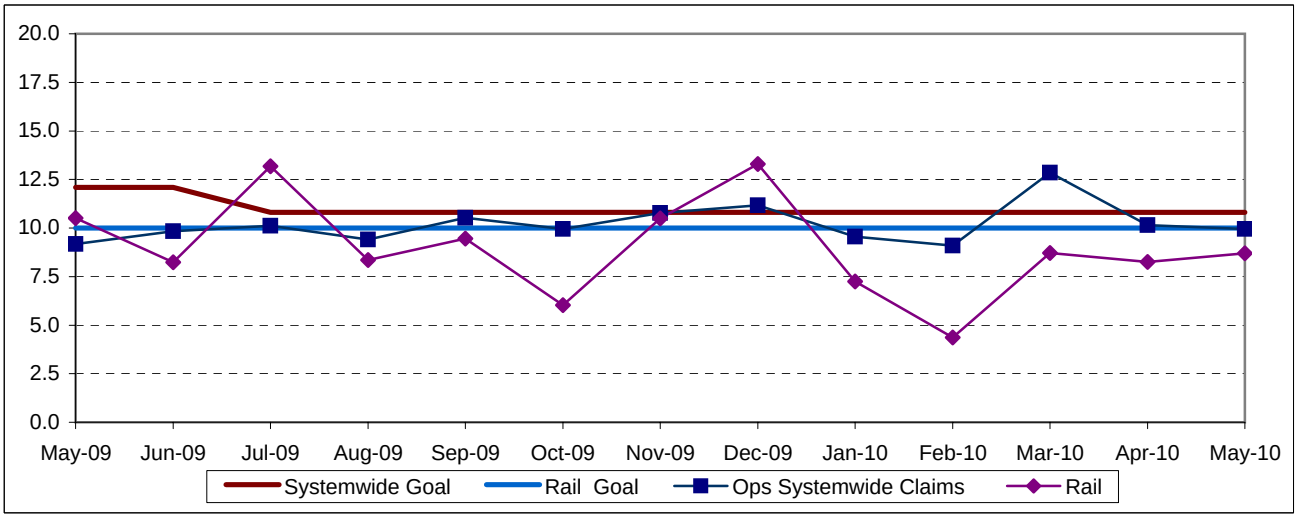


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

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

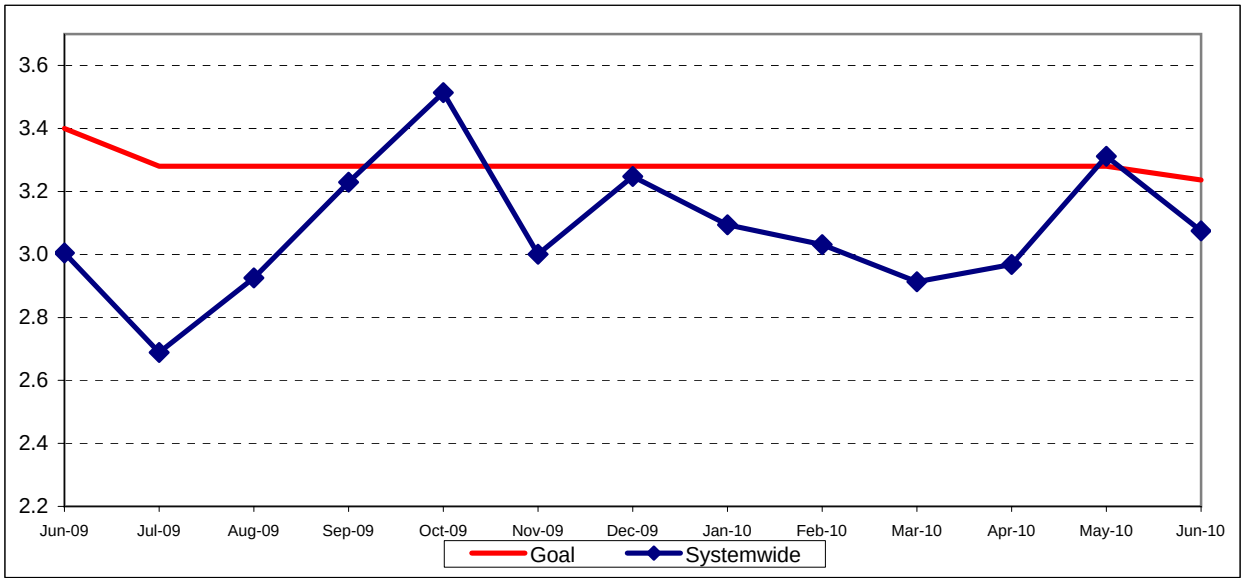
BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

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.

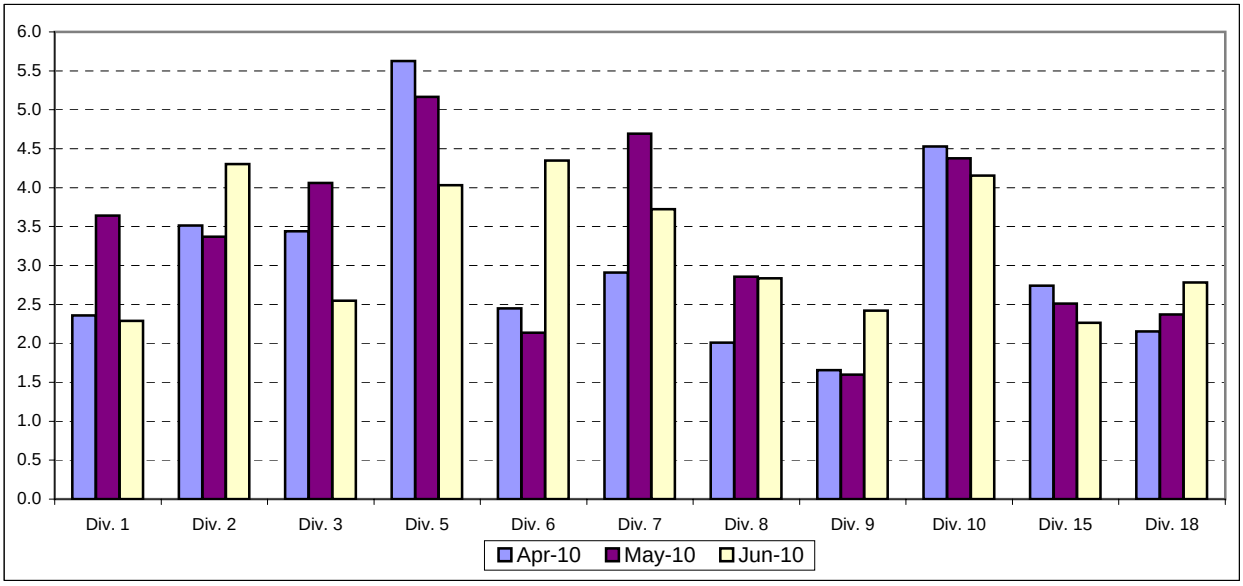
Systemwide Trend



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
April 2010 - June 2010



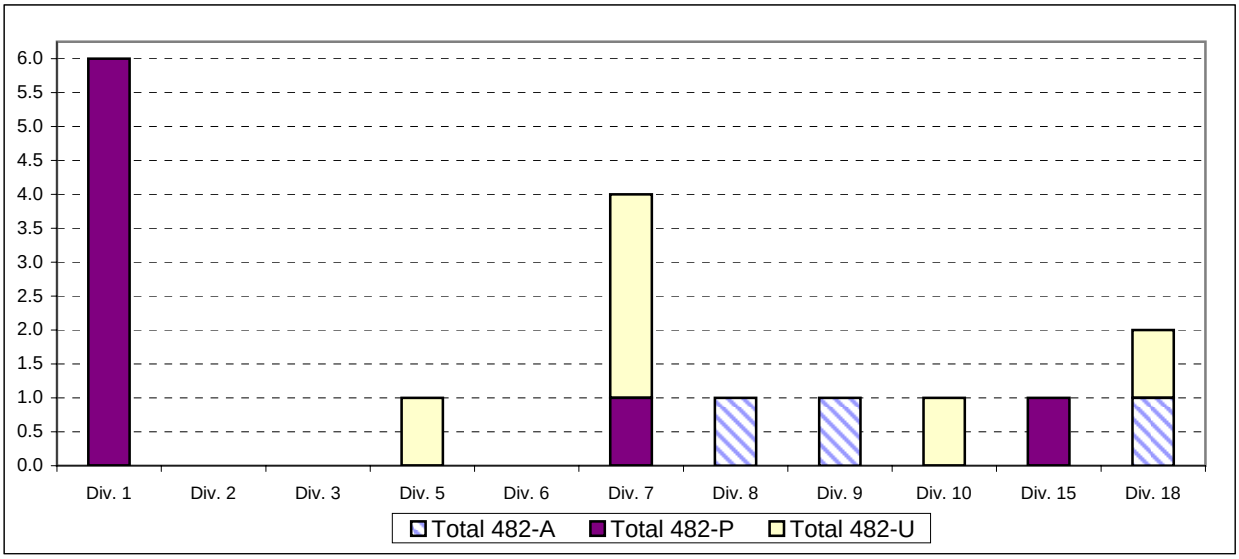
Number of 482 Accidents in Vehicle Accident Management System (VAMS) Download by Avoidable (A), Pending (P) or Unavoidable (U)

Bus Operating Divisions

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

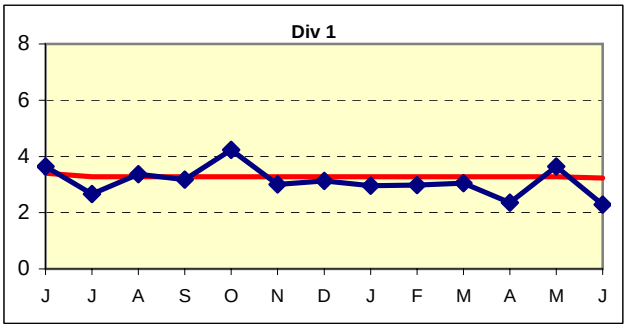
Calculation: Number of accidents in prior 13 months coded 482 "alledged" in the categories of A, P or U.

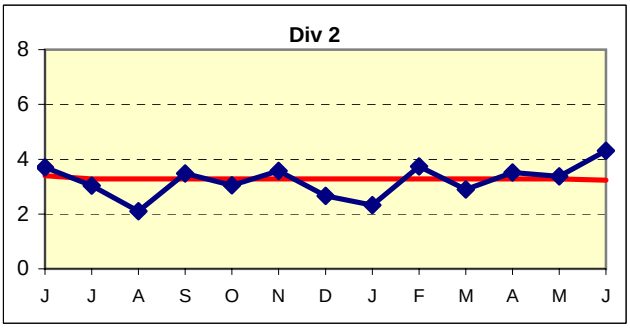
NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

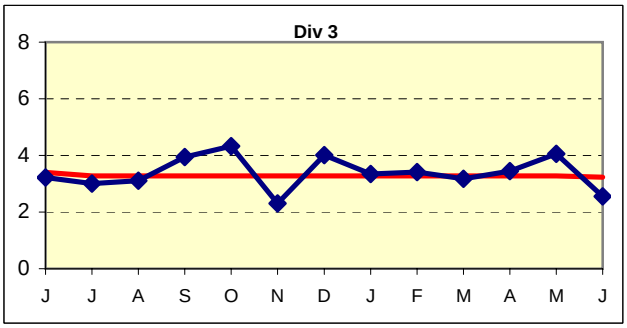


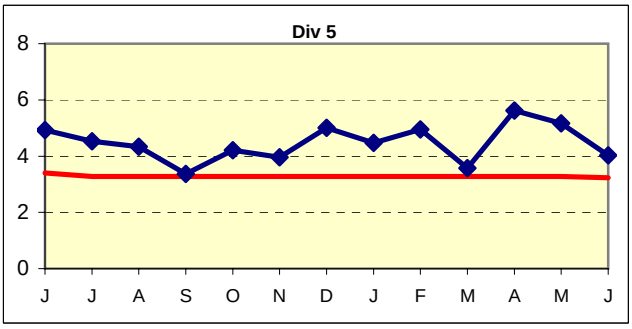
BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

Bus Operating Divisions

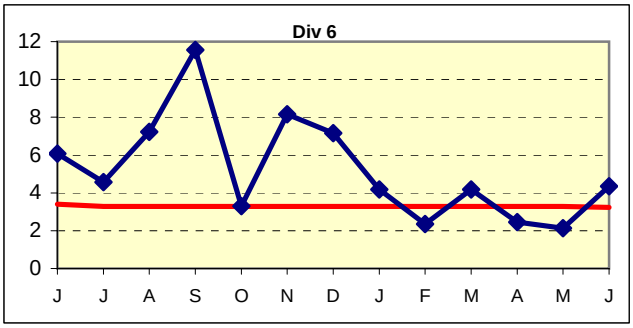


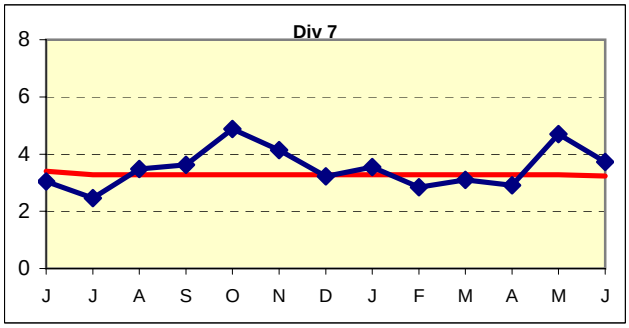


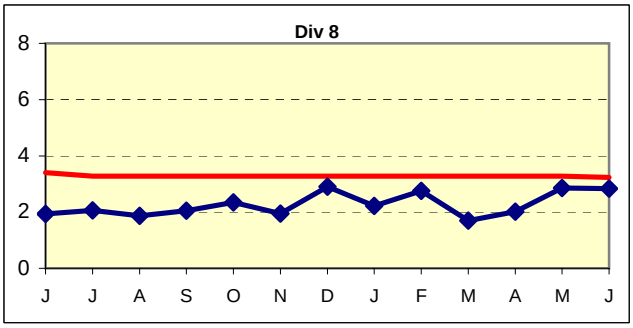


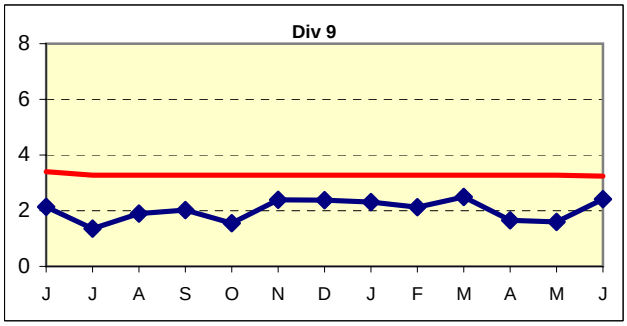


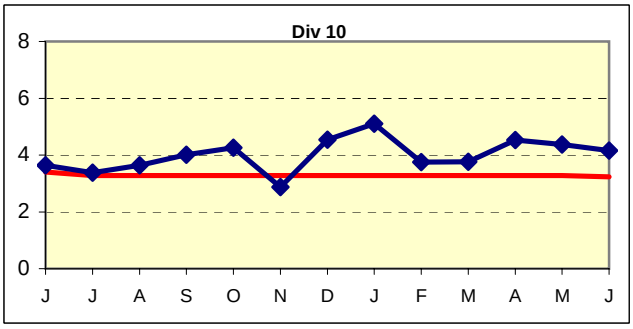
BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
Bus Operating Divisions

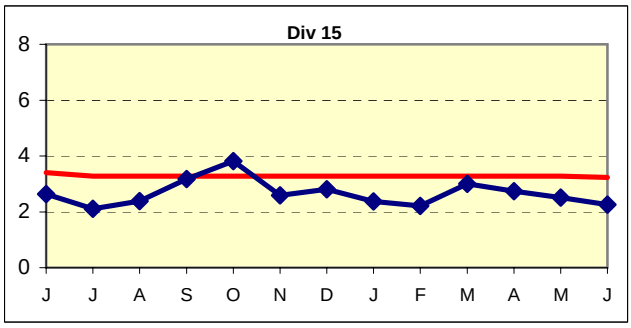


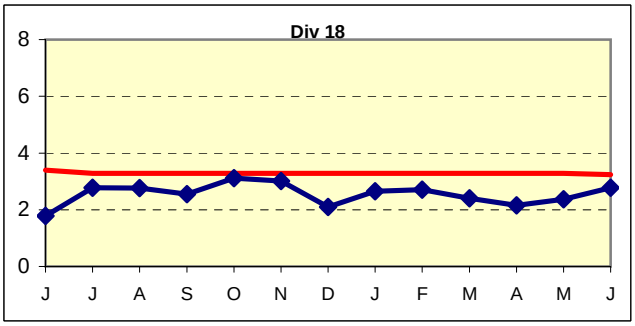








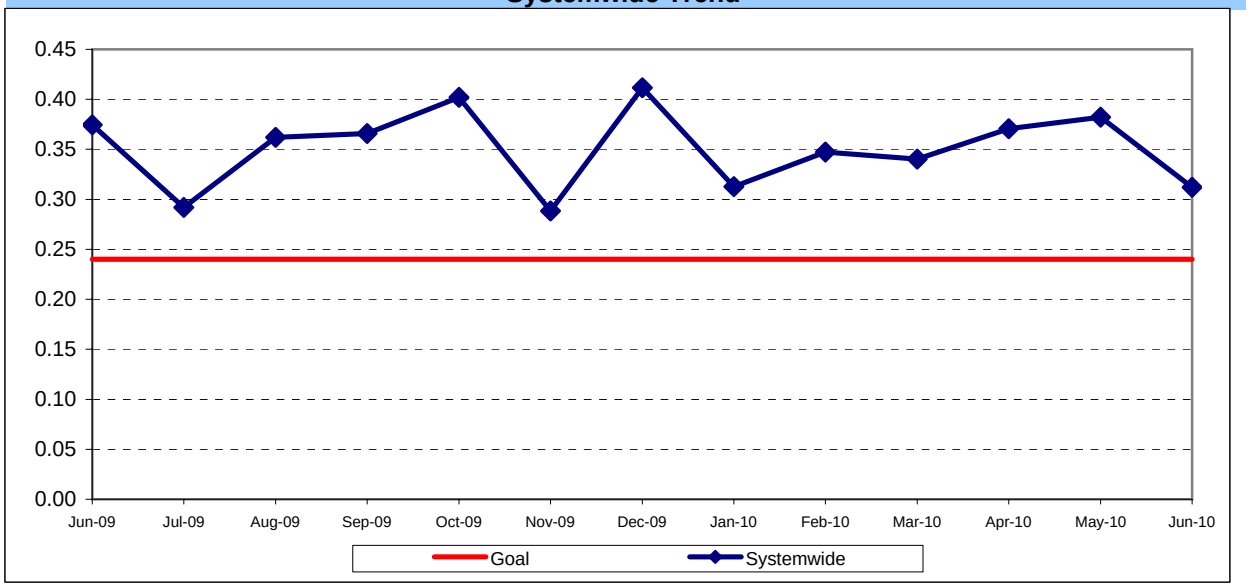




BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS

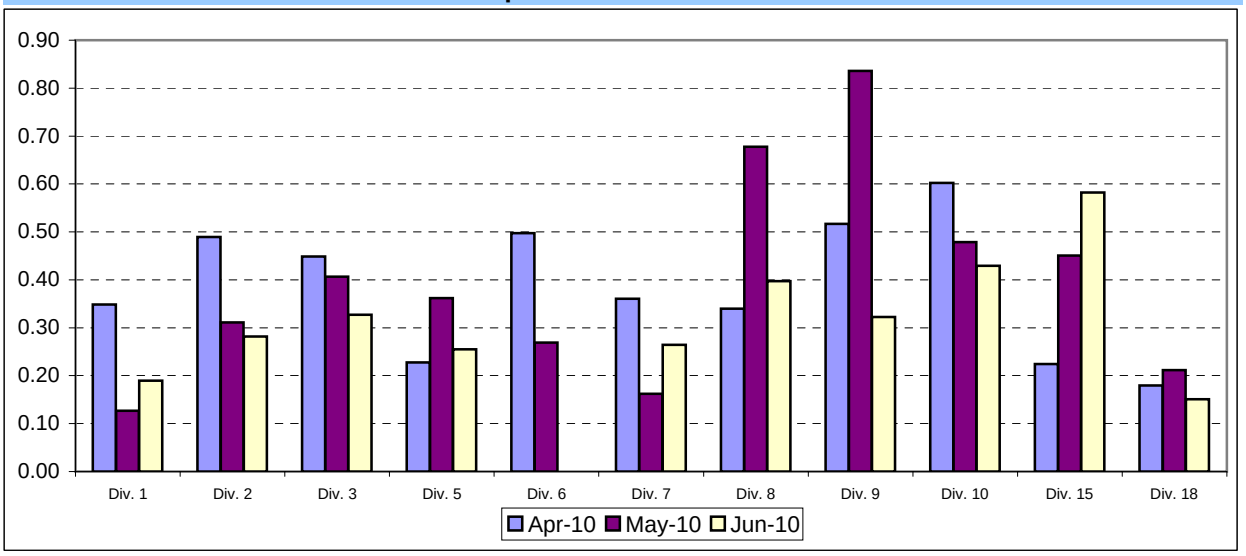
Definition: Average number of Passenger Accidents for every 100,000 Boardings. This indicator measures system safety.
Calculation: Passenger Accidents Per 100,000 Boardings = (The number of Passengers Accidents / by (Boardings / by 100,000))

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
April 2010 - June 2010

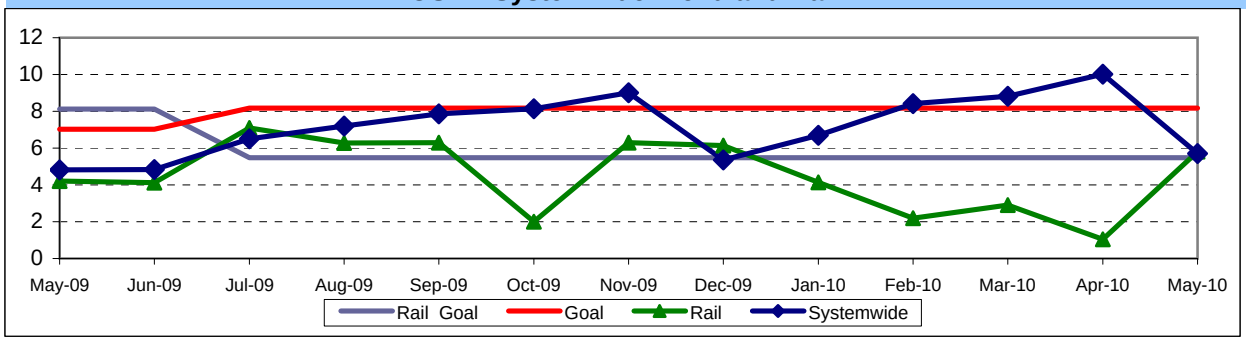


OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA) RECORDABLE INJURIES PER 200,000 EXPOSURE HOURS

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

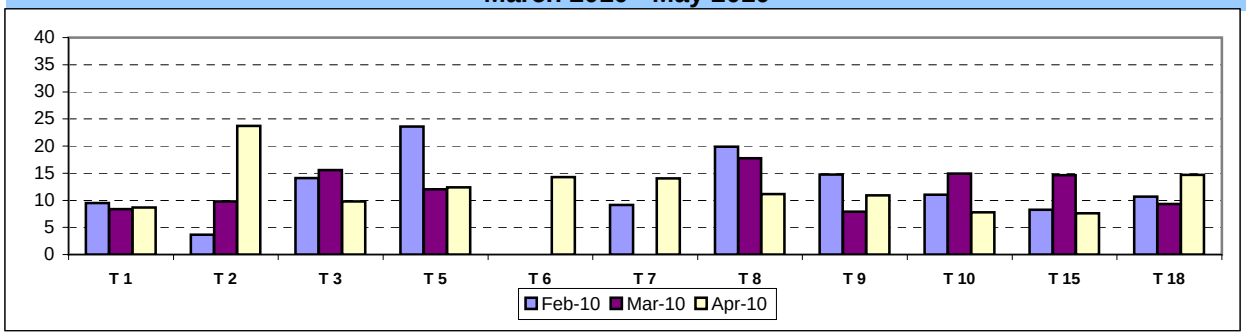
OSHA Systemwide Trend and Rail



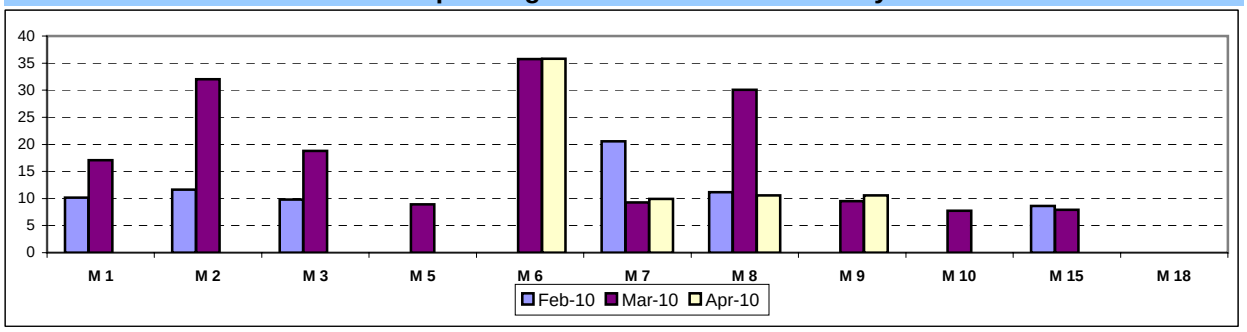
Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of injuries and late filing of reports.

One month lag from current month

OSHA: Bus Operating Transportation Divisions - by Division
March 2010 - May 2010



OSHA: Bus Operating Maintenance Divisions - by Division



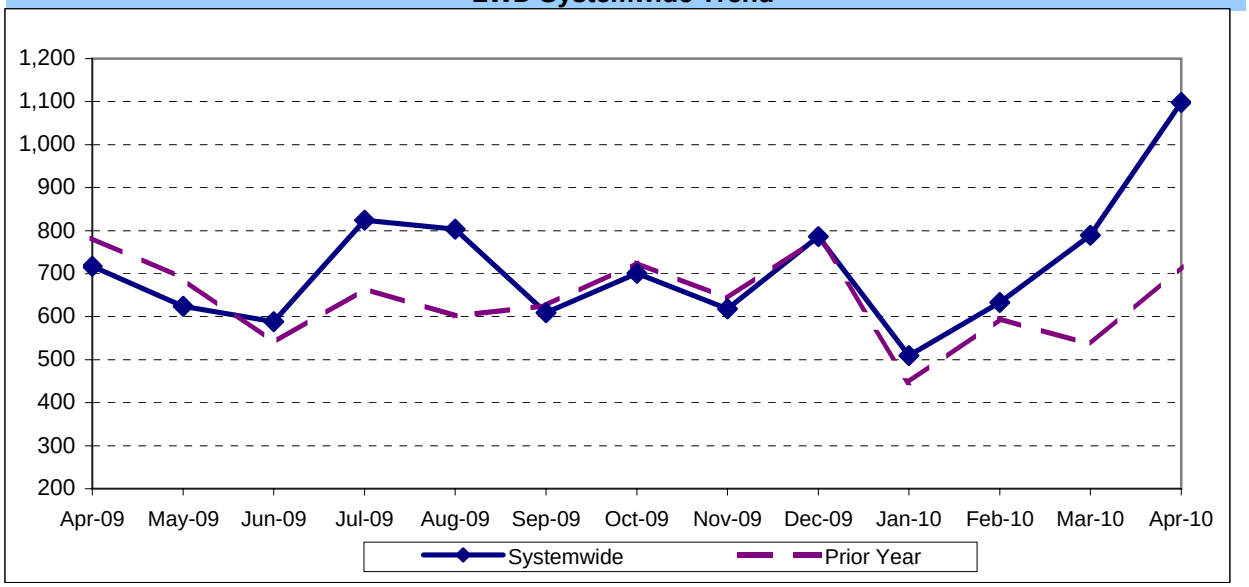
LOST WORK DAYS (LWD) PAID PER 200,000 EXPOSURE HOURS

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

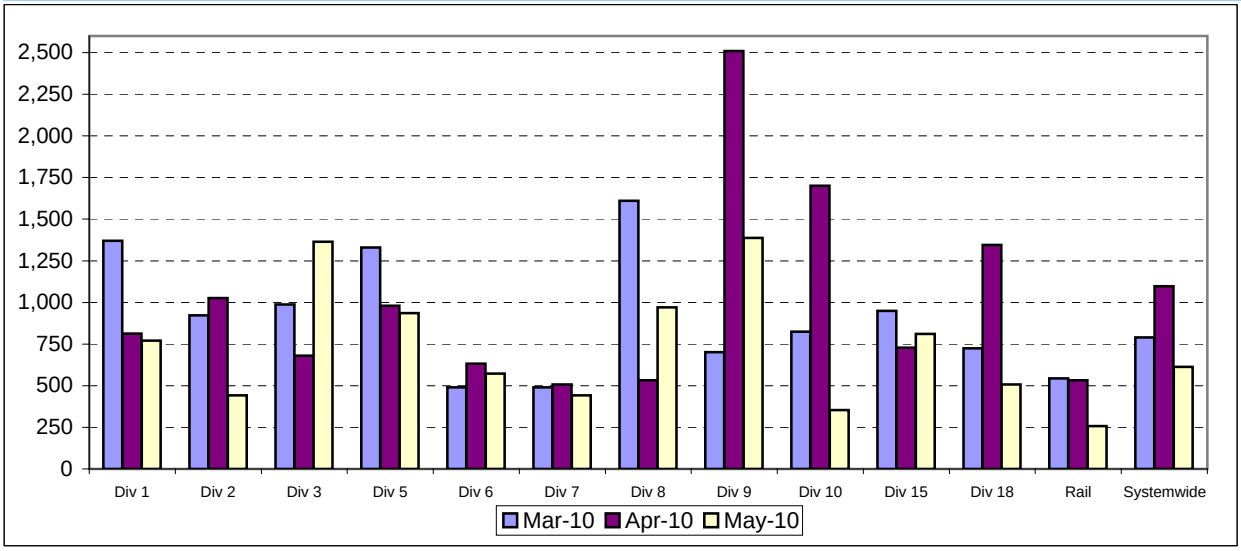
One month lag from current month

LWD Systemwide Trend



One month lag from current month

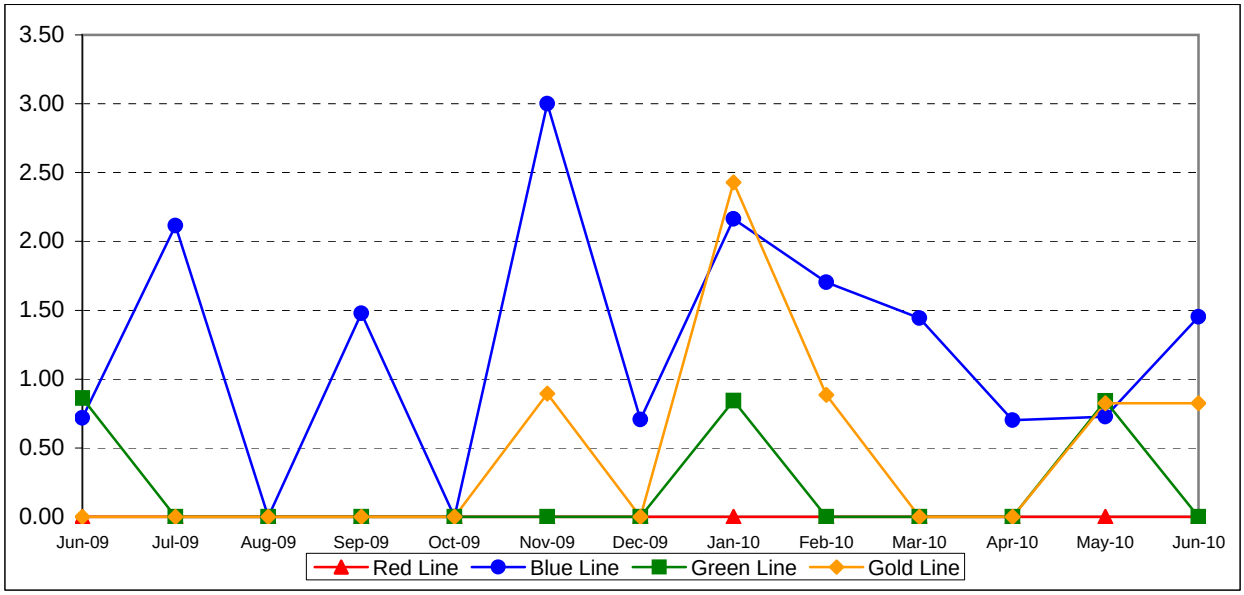
LWD/200,000 Exposure Hours per Operating Divisions - by Division and Rail
March 2010 - May 2010



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.

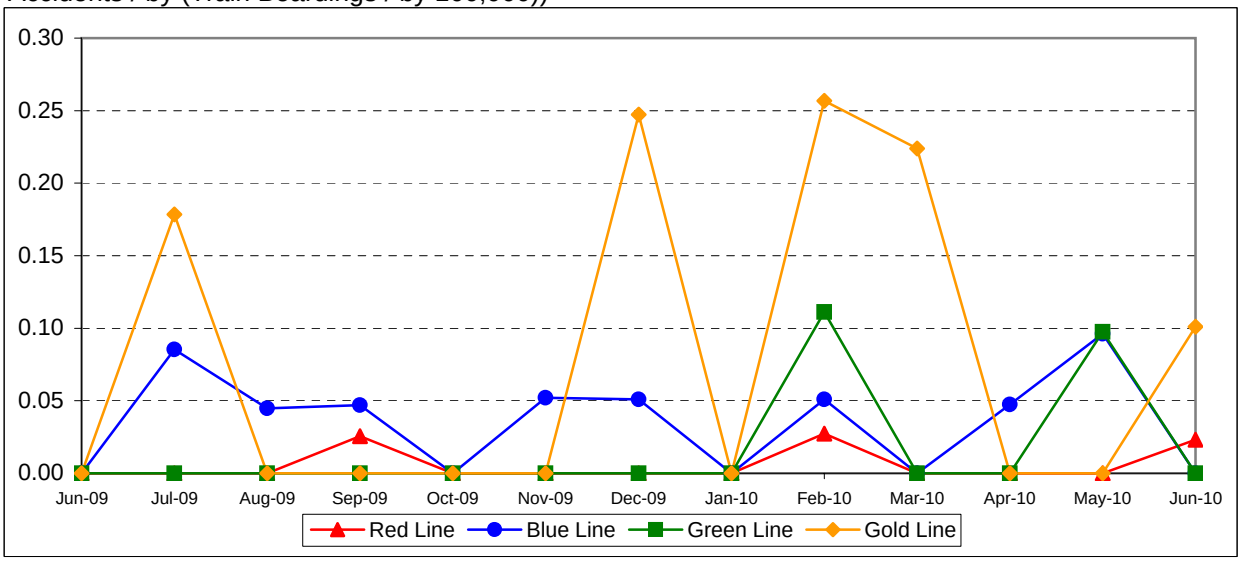
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



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))



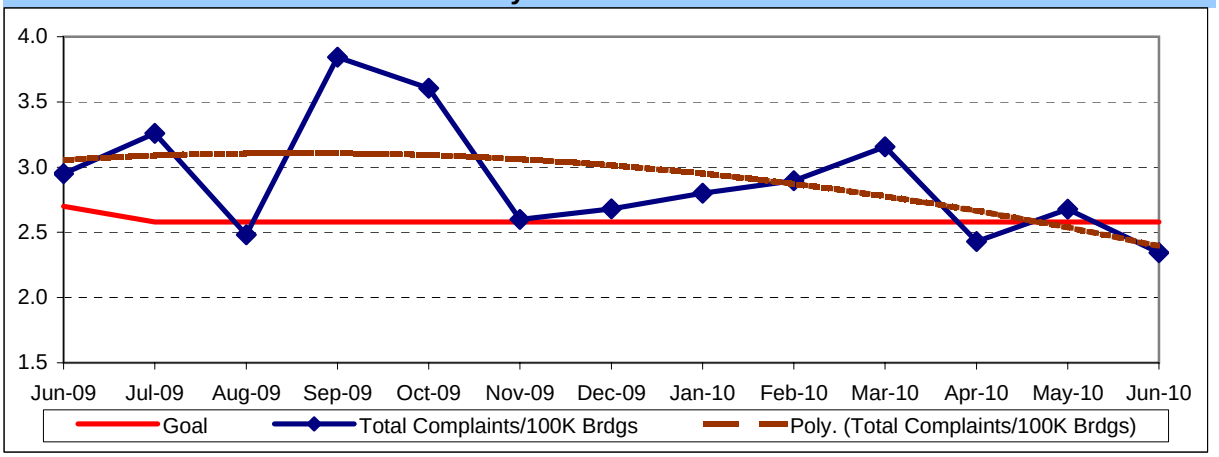
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

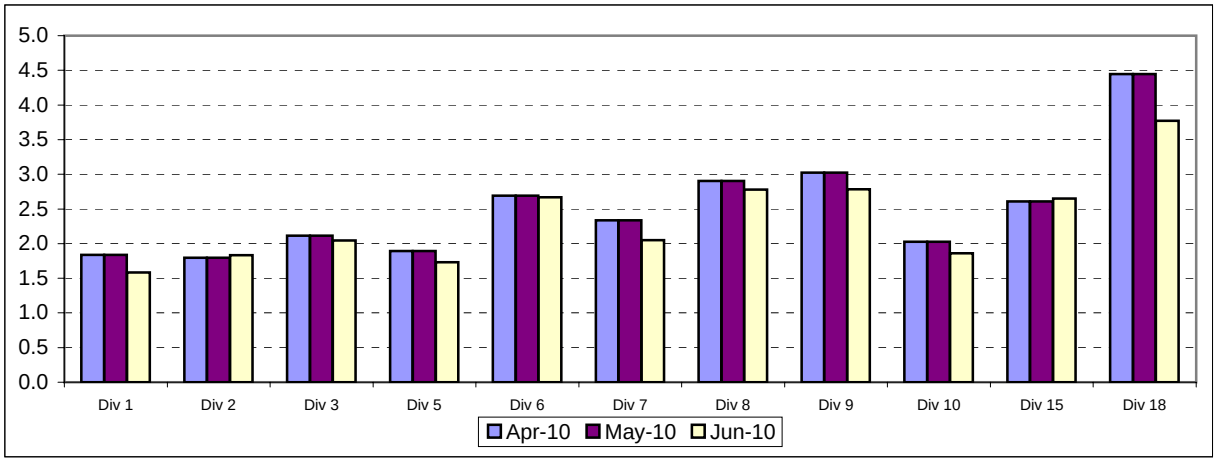
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

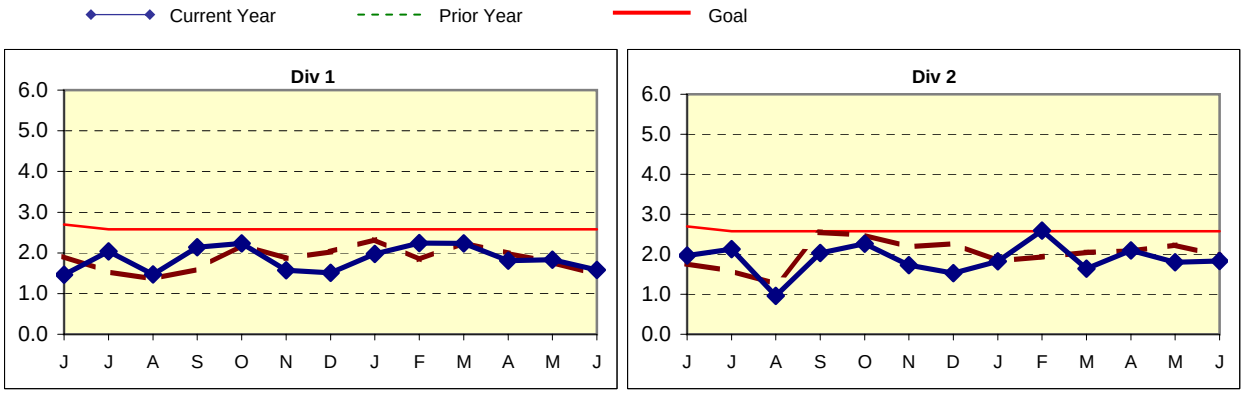
Systemwide Trend



Bus Operating Divisions, by Divisions
April 2010 - June 2010

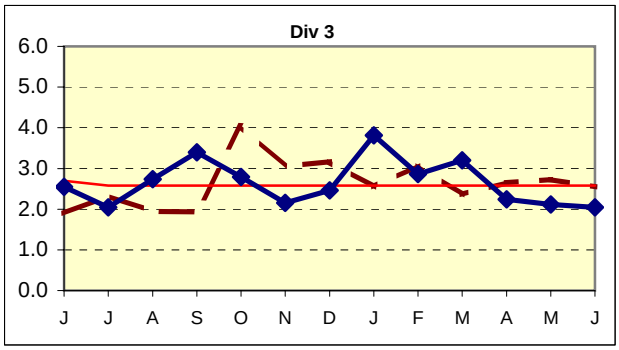


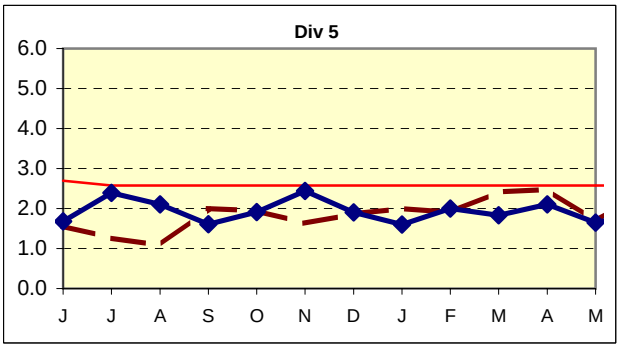
COMPLAINTS PER 100,000 BOARDINGS

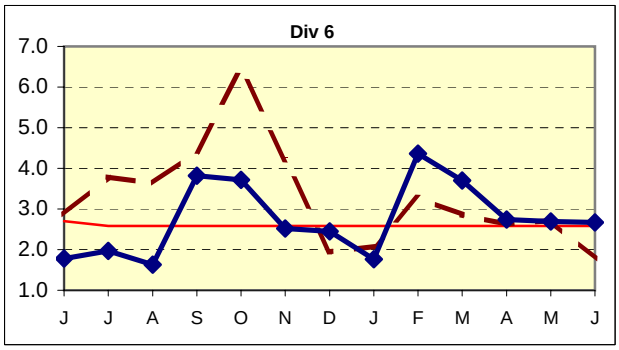


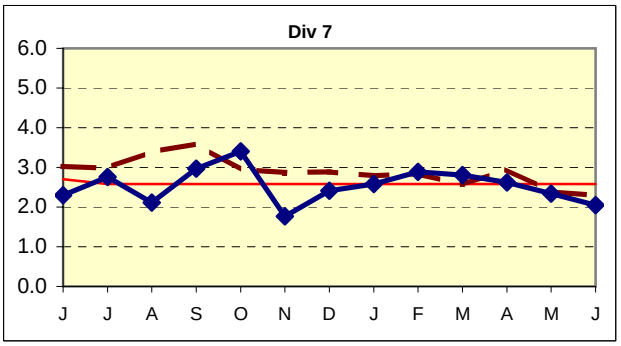
Current Year Prior Year Goal

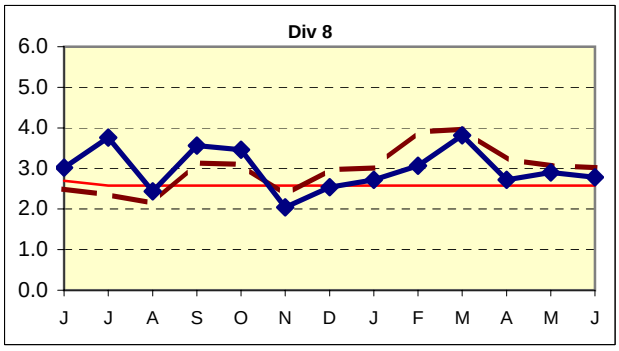
COMPLAINTS PER 100,000 BOARDINGS - Continued

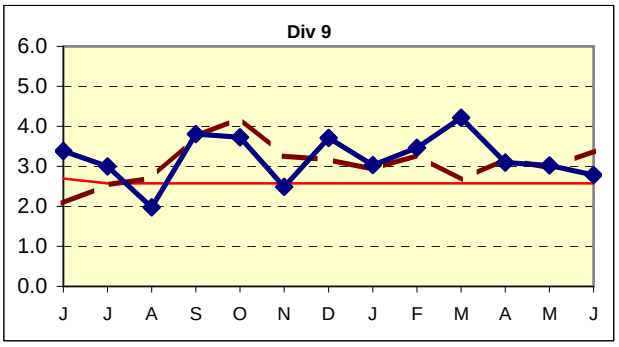


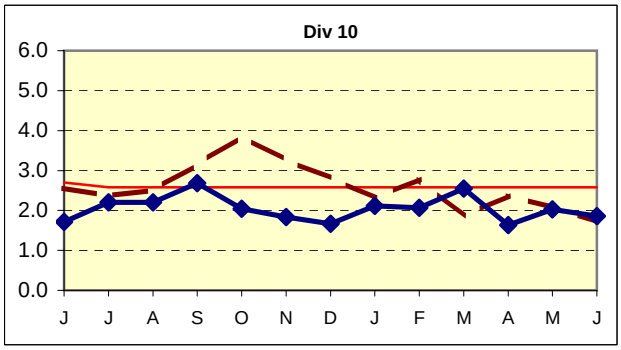


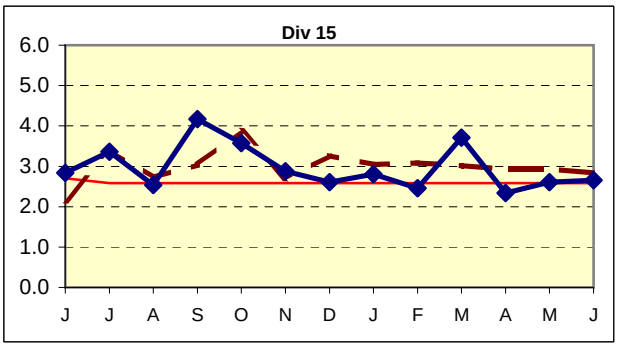


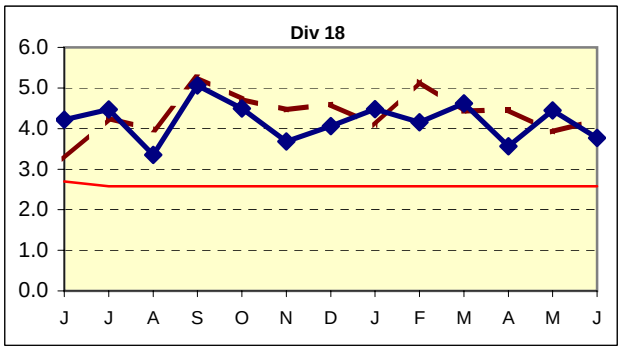












WORKERS COMPENSATION CLAIMS

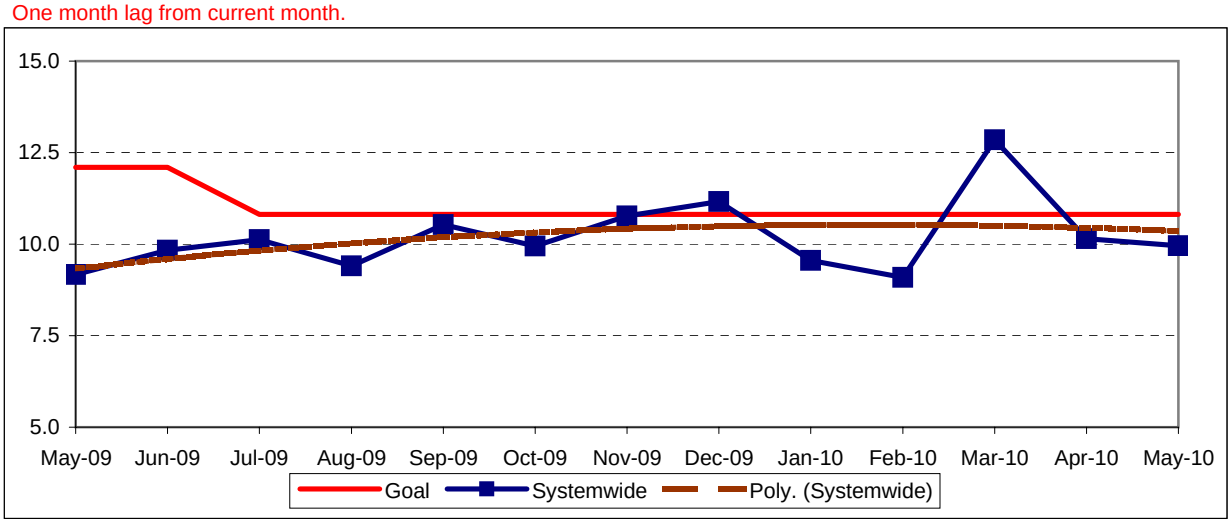
New Workers Compensation Claims per 200,000 Exposure Hours

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 = New Claims/(Exposure Hours/200,000)

Metro Operations Trend

One month lag from current month.



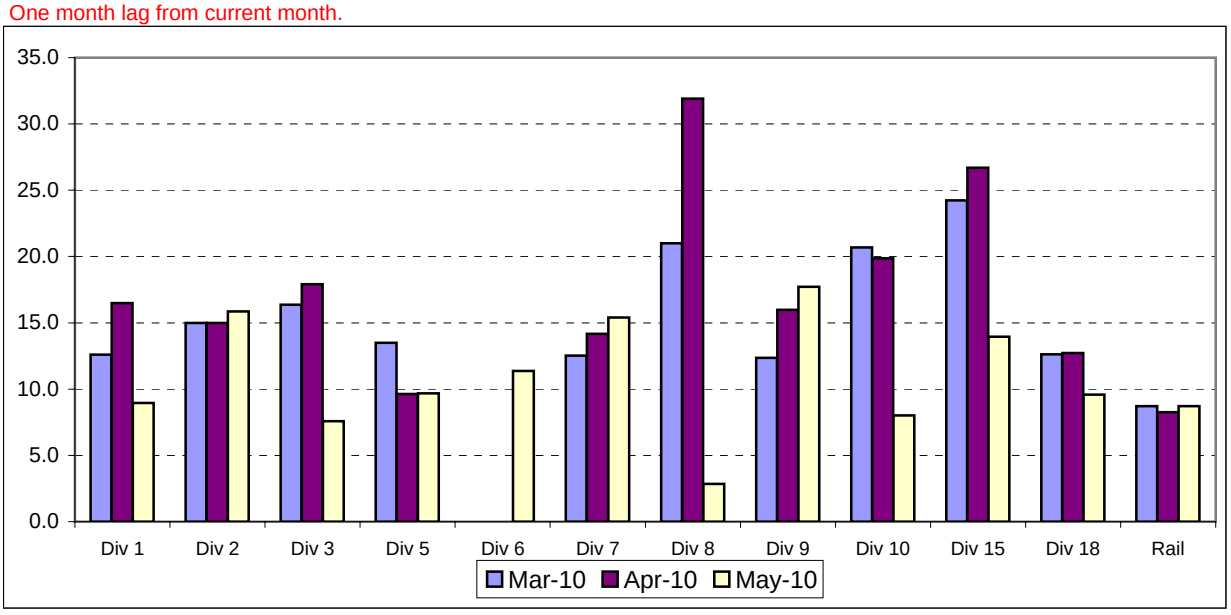
NEW CLAIMS PER 200,000 EXPOSURE HOURS - MONTH BY BUS DIVISION & RAIL

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 = New Claims/(Exposure Hours/200,000)

Bus & Rail - by Bus Divisions and Rail
March 2010 - May 2010

One month lag from current month.

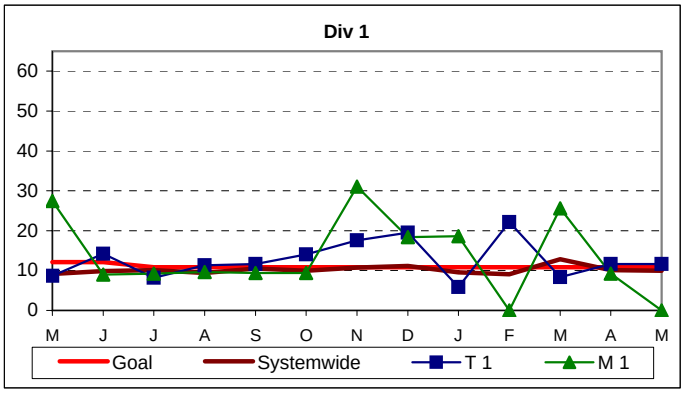


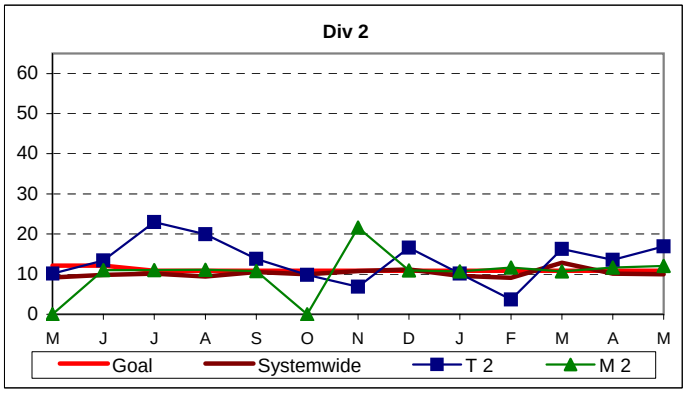
NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions

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.

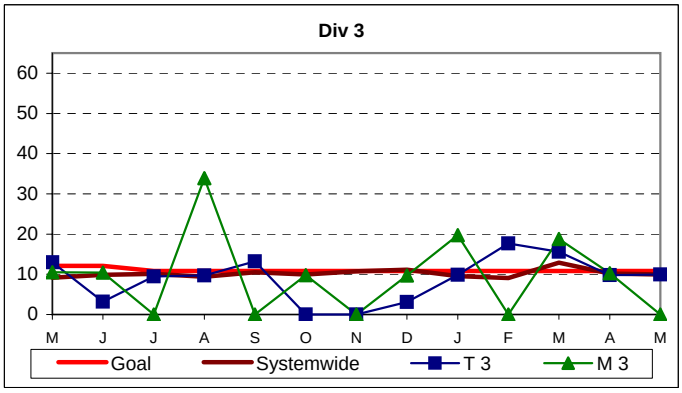
Calculation: New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)

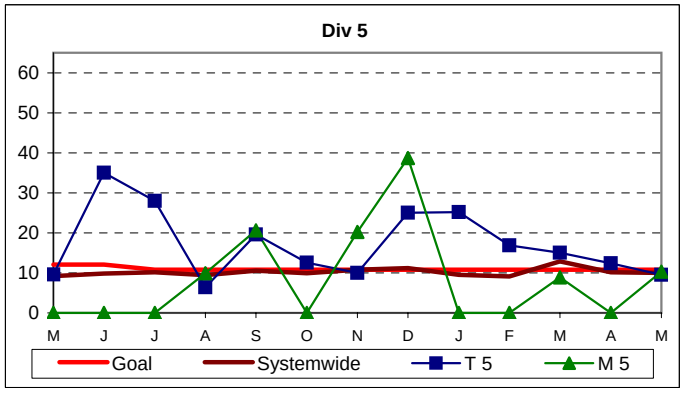
One month lag in reporting.



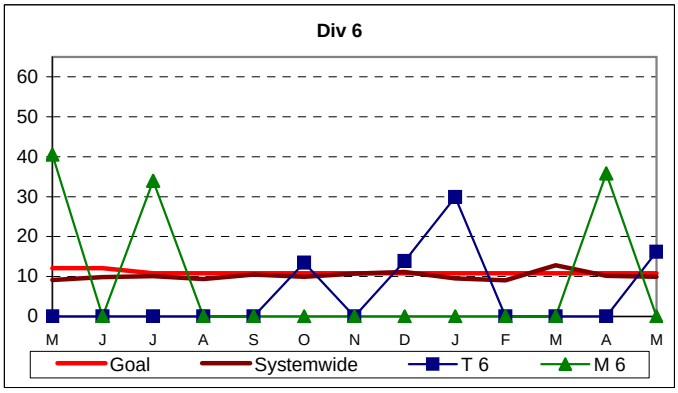


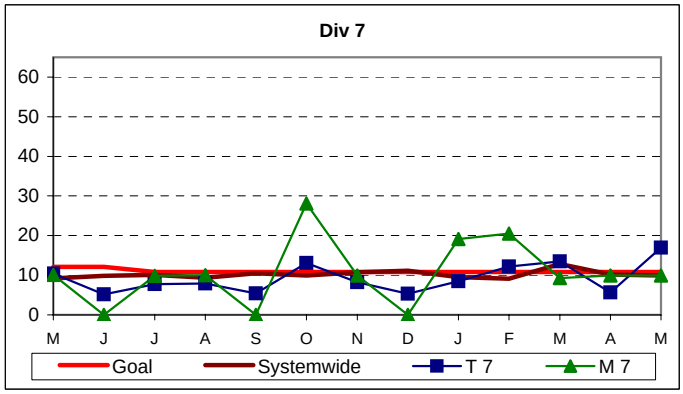
One month lag in reporting.



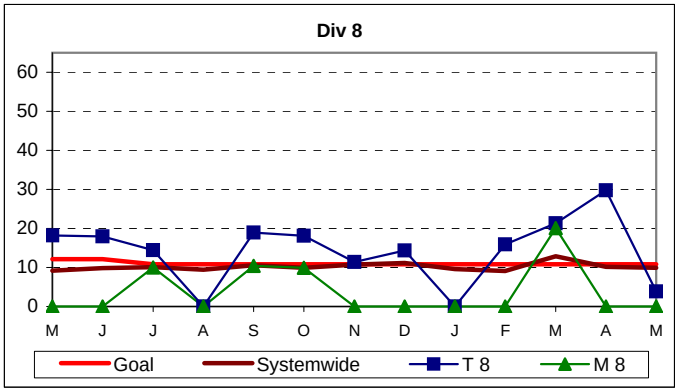


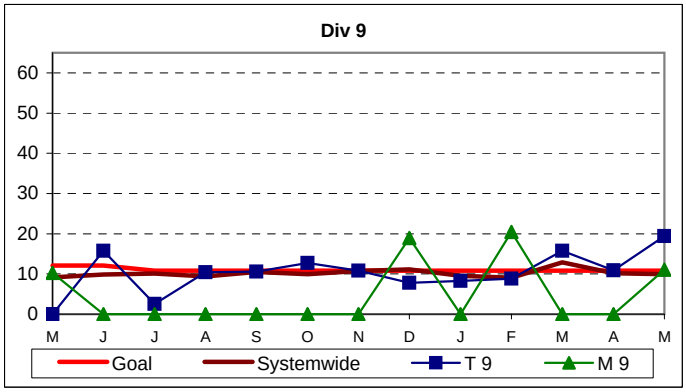
One month lag in reporting.



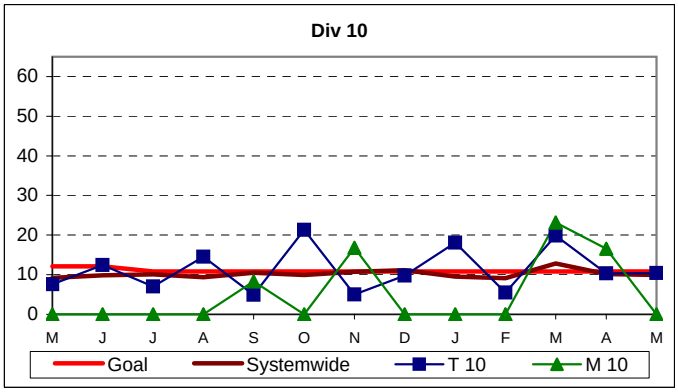


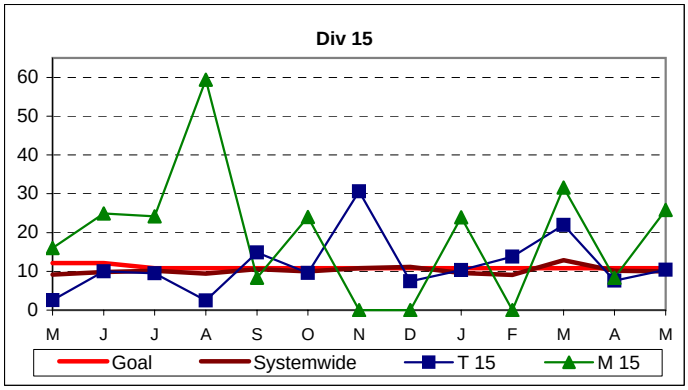
One month lag in reporting.



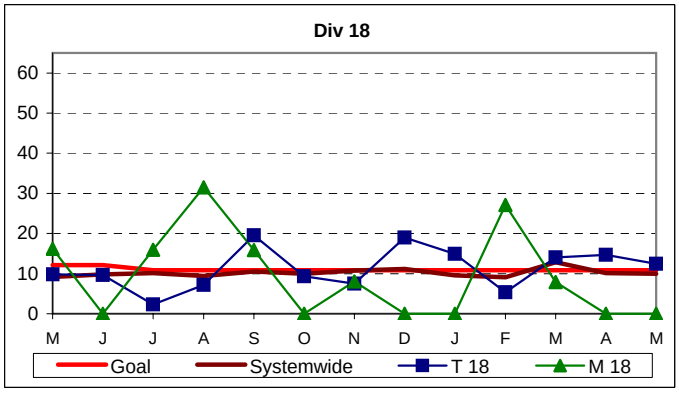


One month lag in reporting.





One month lag in reporting.



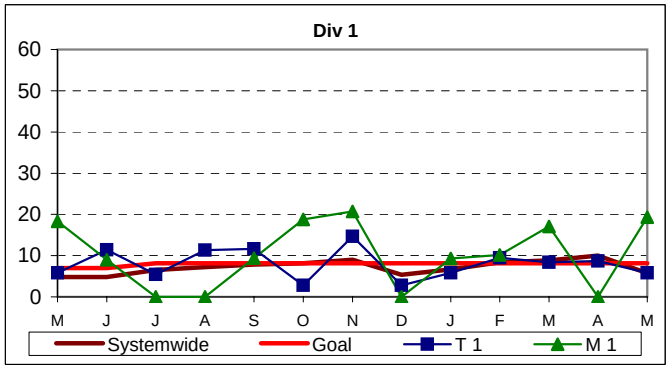
OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS

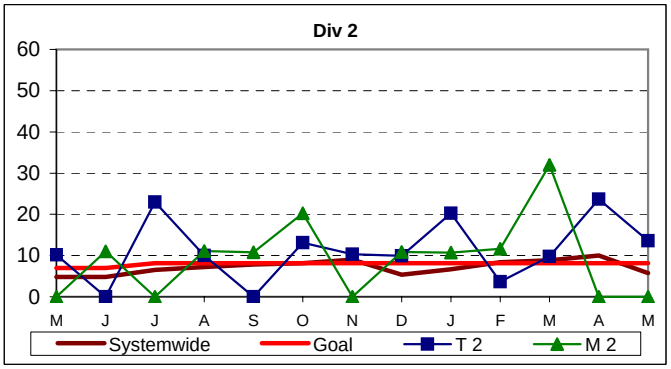
Systemwide and Bus Operating Divisions

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.

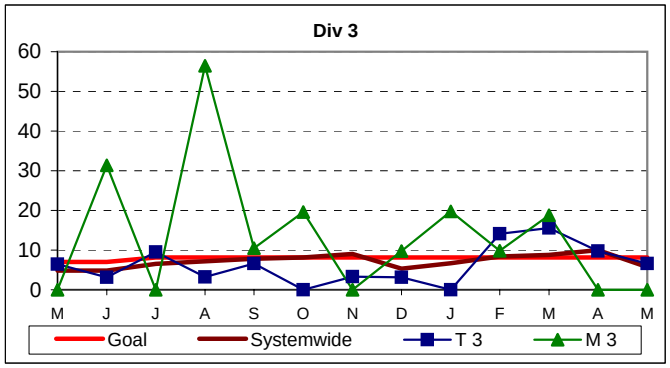
Calculation: New OSHA Injuries filed per 200,000 Exposure Hours = New Injuries /(Exposure Hours/200,000)

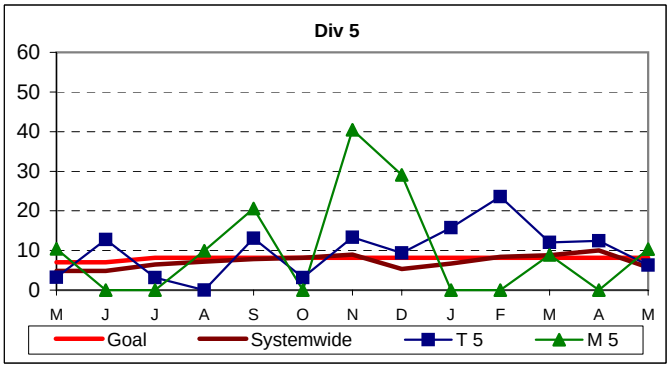
One month lag in reporting.



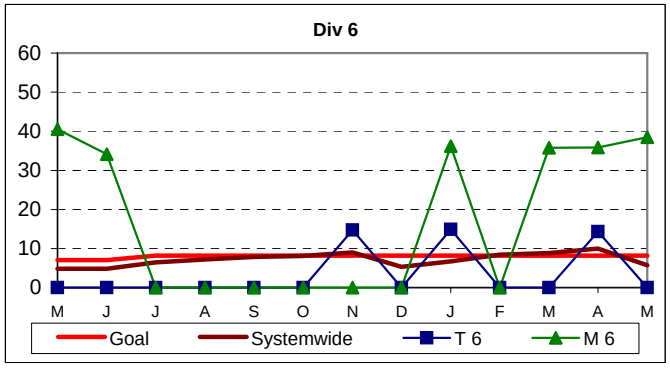


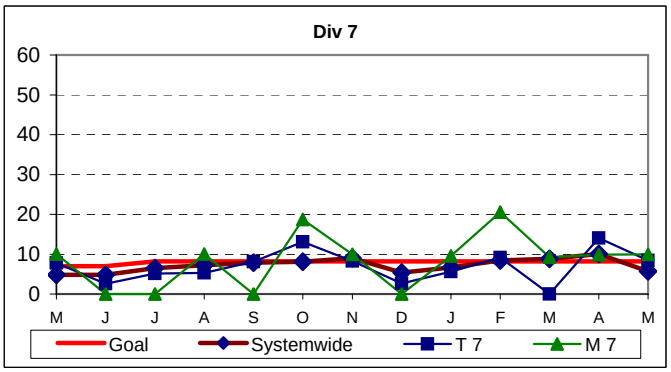
One month lag in reporting.





One month lag in reporting.





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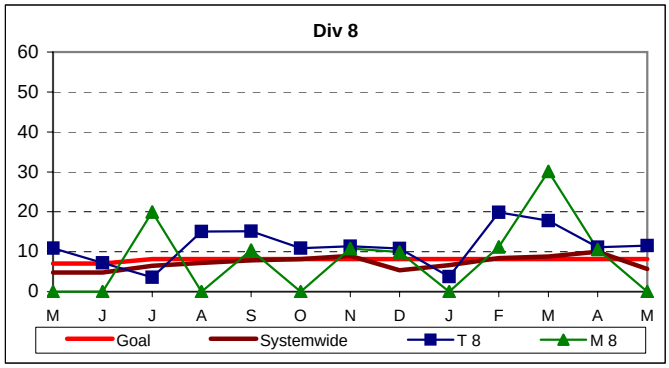

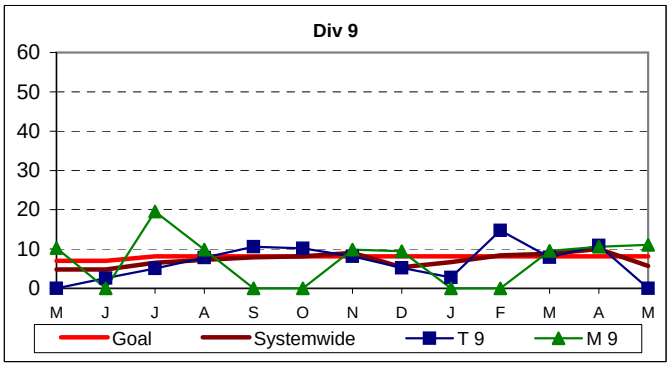

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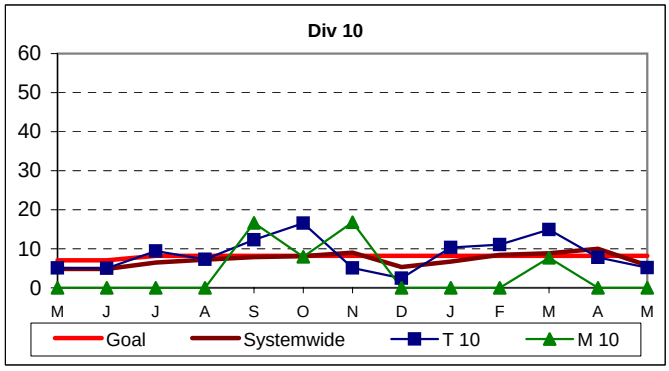

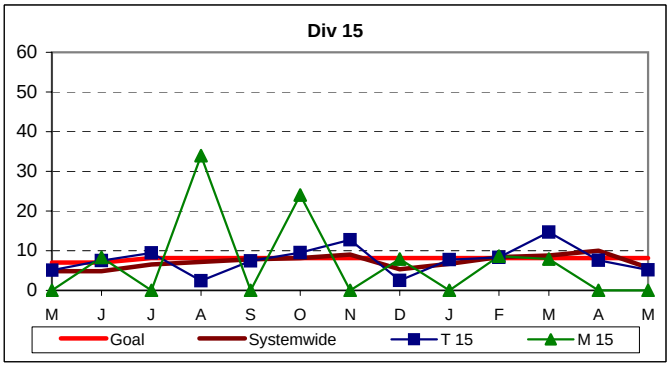

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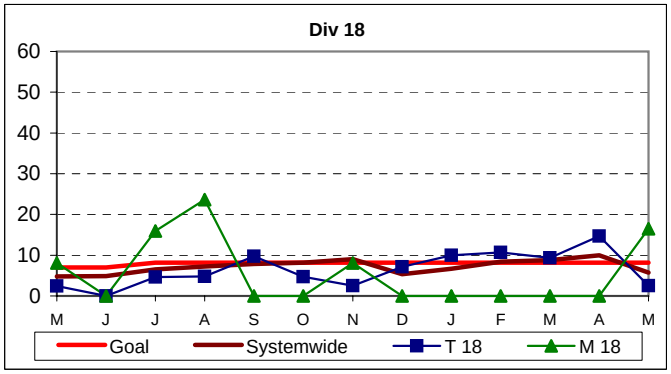


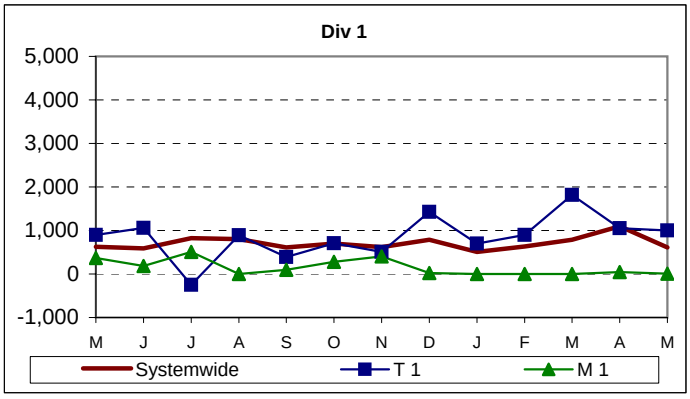
NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS

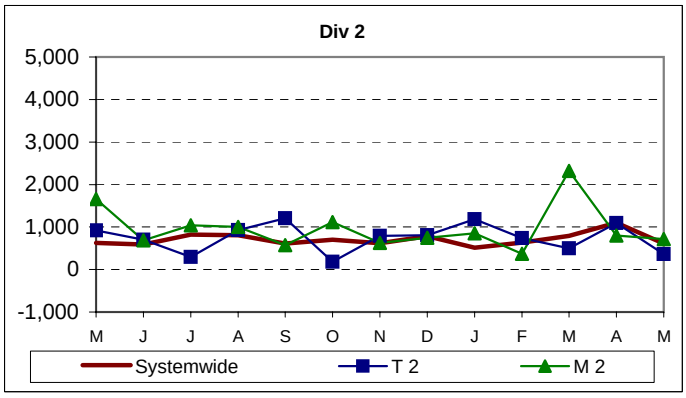
Systemwide and Bus Operating Divisions

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

One month lag in reporting.





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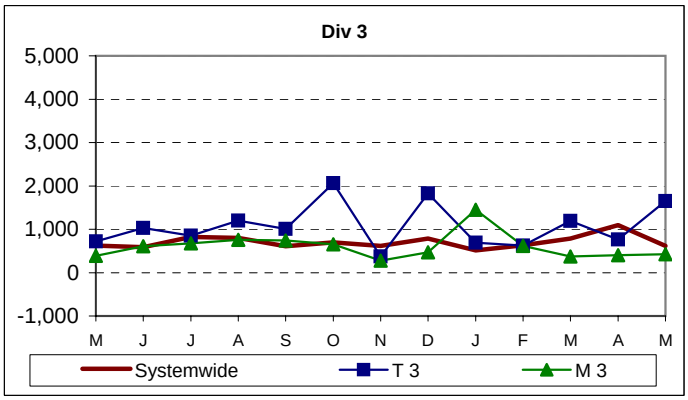

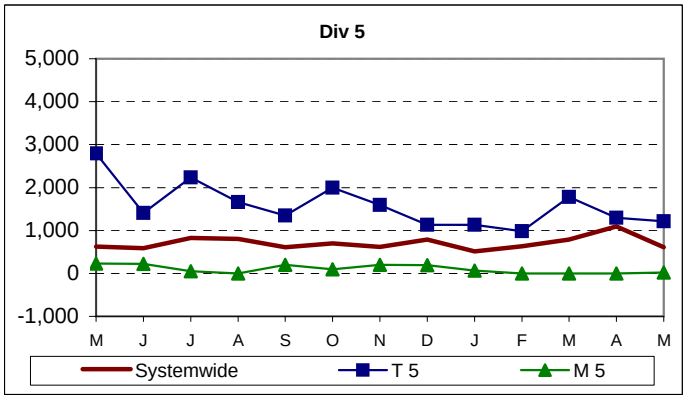

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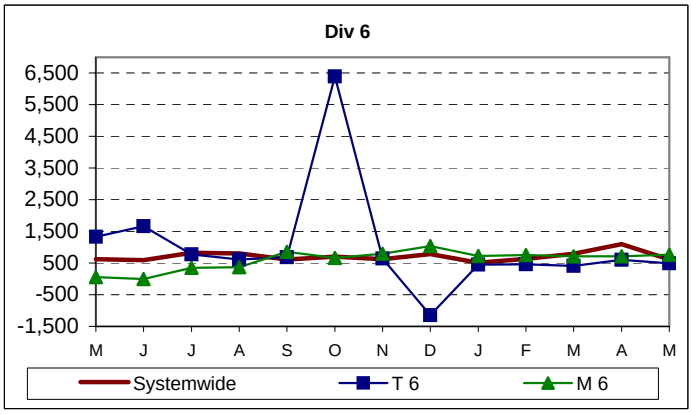

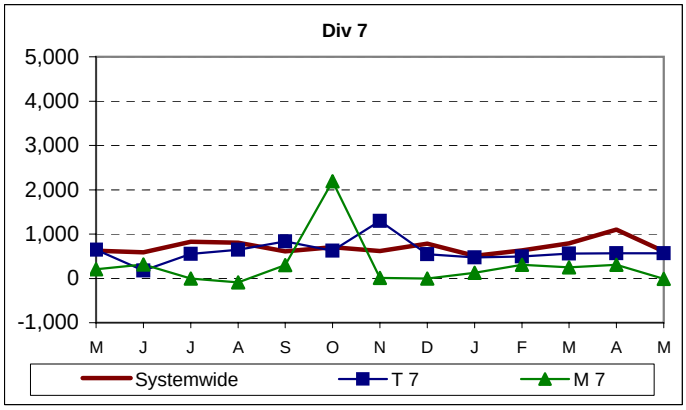

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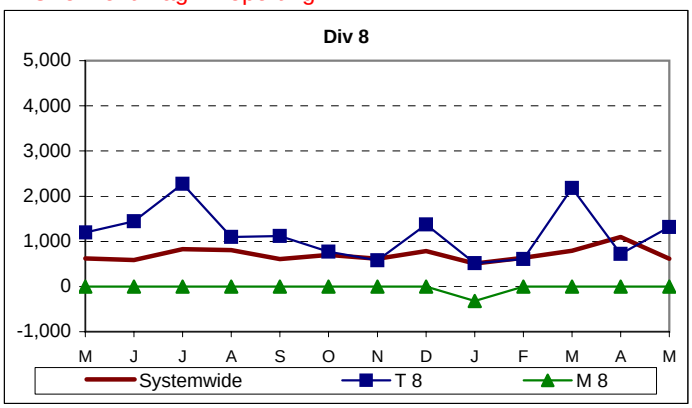

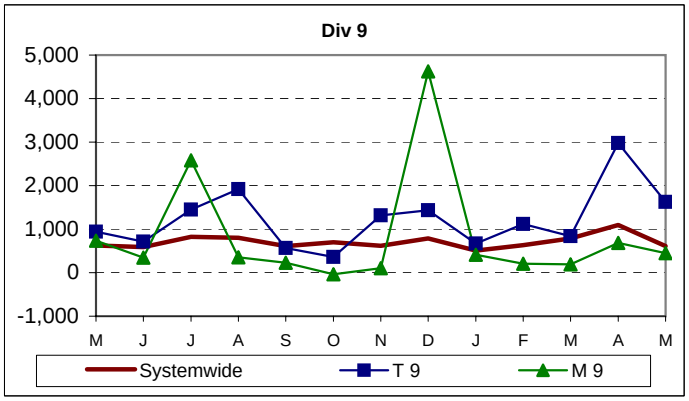

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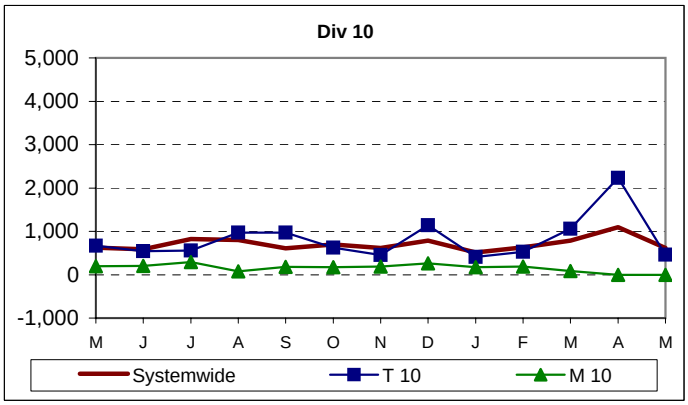
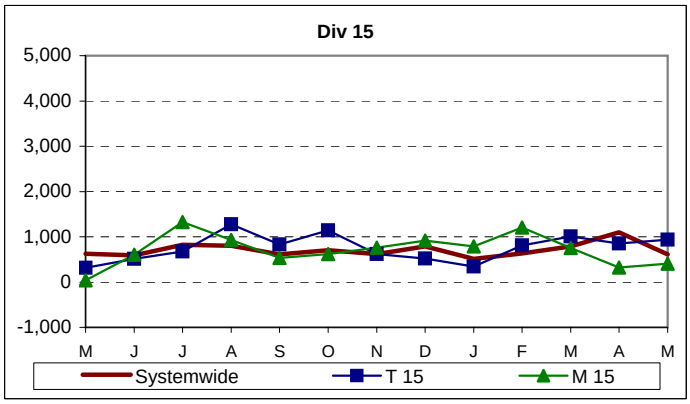
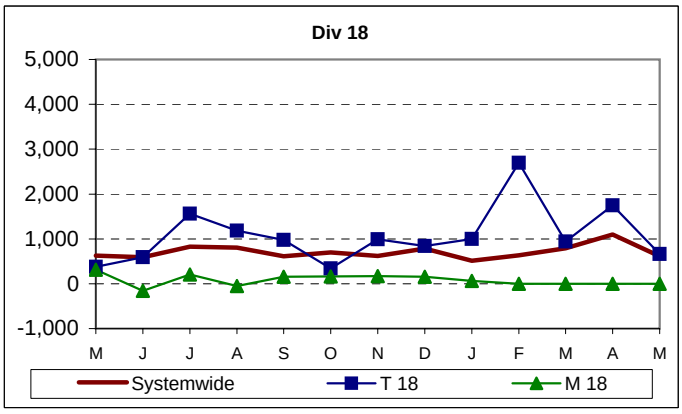




One month lag in reporting.



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Monthly Calculations - June 2010
Metro Bus - Maintenance

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

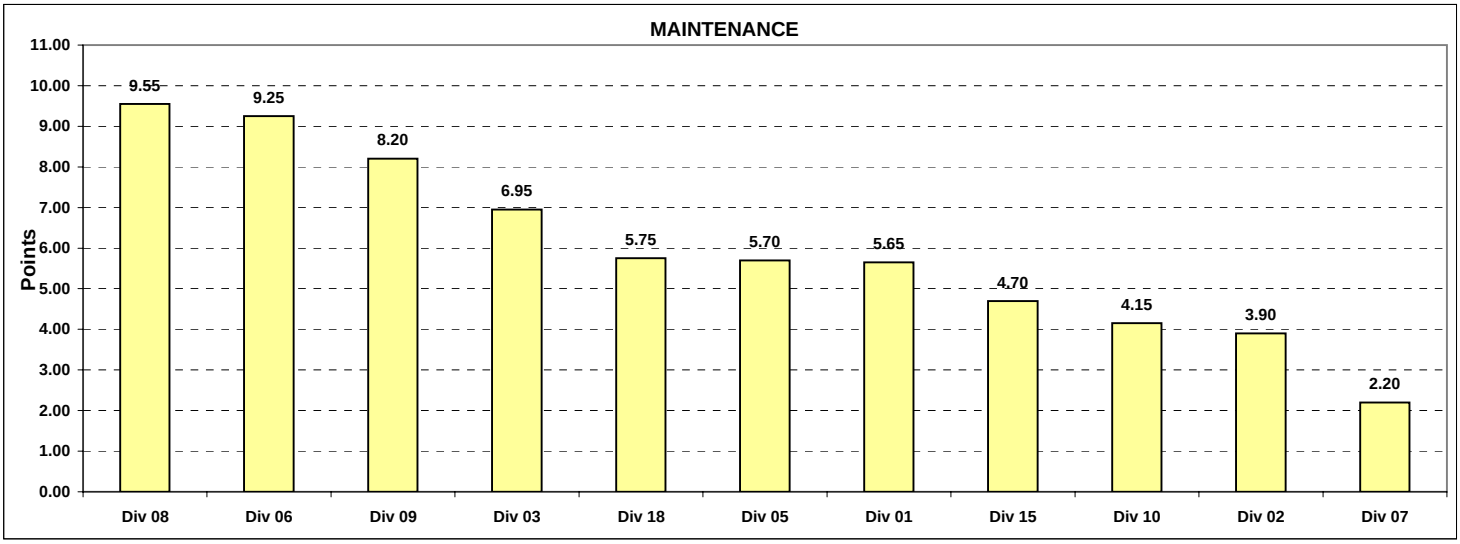
Calculation: Performances by Division are ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each performance indicator is then multiplied by the weight assigned to the particular performance indicator and then summed. Summed values 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%**	1573.7	1761.1	1822.7	2016.6	2440.0	1261.2	3086.8	3643.0	1413.7	2205.1	1612.0
Points		3	5	6	7	9	1	10	11	2	8	4
Attendance	**20%**	0.98782	0.98329	0.98762	0.98440	0.99630	0.97505	0.98896	0.98863	0.98259	0.98258	0.98597
Points		8	4	7	5	11	1	10	9	3	2	6
New WC Claims /200,000 Exp Hrs*	**30%**	0.0000	12.0420	0.0000	10.3084	0.0000	9.9651	0.0000	11.0632	0.0000	25.7851	0.0000
Points		8.5	2	8.5	4	8.5	5	8.5	3	8.5	1	8.5
*One month lag												
Totals		**5.65**	**3.90**	**6.95**	**5.70**	**9.25**	**2.20**	**9.55**	**8.20**	**4.15**	**4.70**	**5.75**

Maintenance Division Ranking (Sorted)

FINAL RANKING	DIV.	Div 08	Div 06	Div 09	Div 03	Div 18	Div 05	Div 01	Div 15	Div 10	Div 02	Div 07
	Score	**9.55**	**9.25**	**8.20**	**6.95**	**5.75**	**5.70**	**5.65**	**4.70**	**4.15**	**3.90**	**2.20**
	Rank	**1st**	**2nd**	**3rd**	**4th**	**5th**	**6th**	**7th**	**8th**	**9th**	**10th**	**11th**



Monthly Calculations - June 2010
Metro Bus - Transportation

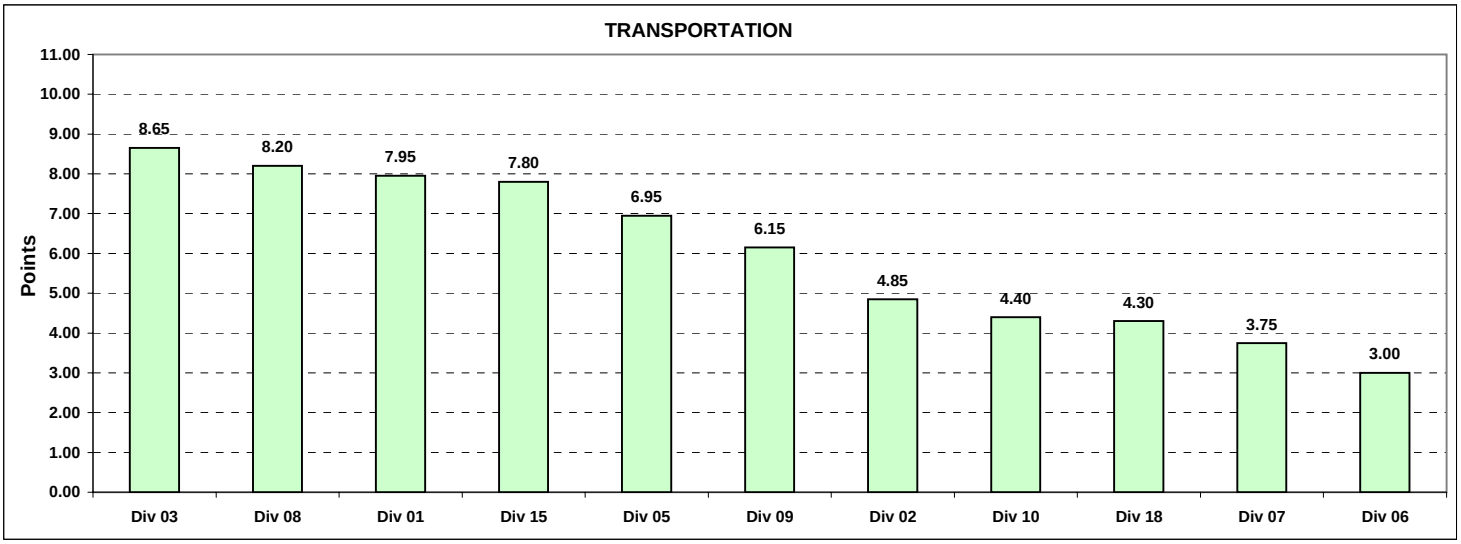
Definition: A performance awareness program designed to increase productivity and efficiency.

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%	0.7656	0.7572	0.7911	0.7080	0.6561	0.6804	0.7866	0.7698	0.6562	0.7507	0.6739
Points		8	7	11	5	1	4	10	9	2	6	3
Miles Between Total Road Calls	10%	1573.7286	1761.0907	1822.7388	2016.6301	2439.9712	1261.2477	3086.7779	3643.0322	1413.7252	2205.0925	1611.9553
Points		3	5	6	7	9	1	10	11	2	8	4
Accident Rate	25%	2.2876	4.3043	2.5483	4.0327	4.3468	3.7230	2.8347	2.4189	4.1537	2.2628	2.7806
Points		10	2	8	4	1	5	6	9	3	11	7
Complaints/100K Boardings	15%	1.5820	1.8310	2.0460	1.7294	2.6675	2.0486	2.7801	2.7828	1.8609	2.6519	3.7708
Points		11	9	7	10	4	6	3	2	8	5	1
New WC Claims /200,000 Exp Hrs*	25%	11.6636	16.9363	9.9052	9.4846	16.1538	16.9369	3.8410	19.3905	10.3897	10.3766	12.4694
Points		6	3	9	10	4	2	11	1	7	8	5
*One month lag												
Totals		**7.95**	**4.85**	**8.65**	**6.95**	**3.00**	**3.75**	**8.20**	**6.15**	**4.40**	**7.80**	**4.30**

FINAL RANKING	Transportation Division Ranking (Sorted)											
	DIV.	Div 03	Div 08	Div 01	Div 15	Div 05	Div 09	Div 02	Div 10	Div 18	Div 07	Div 06
	Score	8.65	8.20	7.95	7.80	6.95	6.15	4.85	4.40	4.30	3.75	3.00
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



Monthly Calculations - June 2010
Metro Rail

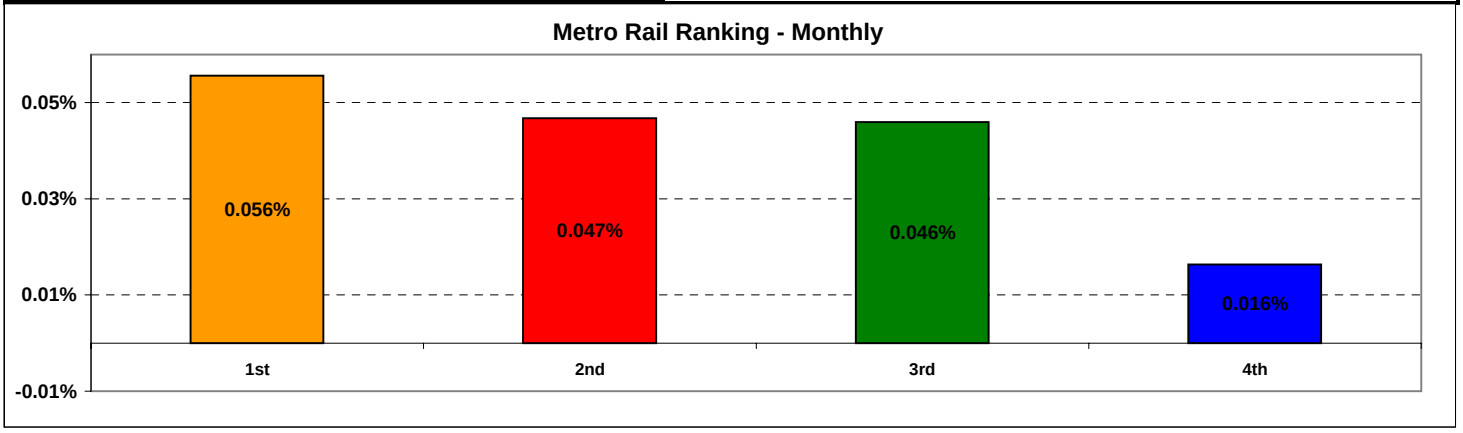
Definition: A performance awareness program designed to increase productivity and efficiency.

Calculation: Performance indicators are ranked from best to worst. Performance percentages for various indicators are averaged and outcomes are 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		
Wayside Availability	**Jun-09**	**Jun-10**	**Yearly Improvement**	**Jun-09**	**Jun-10**	**Yearly Improvement**	**Jun-09**	**Jun-10**	**Yearly Improvement**	**Jun-09**	**Jun-10**	**Yearly Improvement**
Track	99.96%	100.00%	0.04%	100.00%	99.99%	-0.01%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Signals	99.98%	100.00%	0.02%	99.88%	99.97%	0.09%	99.97%	99.99%	0.03%	99.97%	100.00%	0.03%
Power	99.96%	100.00%	0.04%	100.00%	99.99%	-0.01%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Wayside Performance	**99.96%**	**100.00%**	**0.036%**	**99.96%**	**100.00%**	**0.039%**	**99.99%**	**100.00%**	**0.008%**	**99.99%**	**100.00%**	**0.010%**
Vehicle Performance												
Flett Svc. Performance	**99.92%**	**99.96%**	**0.045%**	**99.94%**	**100.00%**	**0.062%**	**99.85%**	**99.91%**	**0.054%**	**99.88%**	**99.95%**	**0.067%**
Rail Transportation												
Operations & Control Perf.	**99.99%**	**99.96%**	**-0.030%**	**100.00%**	**100.00%**	**0.000%**	**99.98%**	**100.00%**	**0.024%**	**99.97%**	**100.00%**	**0.027%**
In-Service Performance												
Controllable RH Delivered	**99.91%**	**99.92%**	**0.015%**	**99.82%**	**99.92%**	**0.102%**	**99.80%**	**99.90%**	**0.100%**	**99.83%**	**99.94%**	**0.119%**
Total Rail Line Performance	**99.94%**	**99.96%**	**0.016%**	**99.93%**	**99.98%**	**0.047%**	**99.90%**	**99.95%**	**0.046%**	**99.92%**	**99.97%**	**0.056%**

Metro Rail Final Ranking (Sorted)

Rail Line	GOLD	RED	GREEN	BLUE
Score	0.056%	0.047%	0.046%	0.016%
Rank	1st	2nd	3rd	4th



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Quarterly Calculations: FY10-Q4
Metro Bus - Maintenance and Transportation

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

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

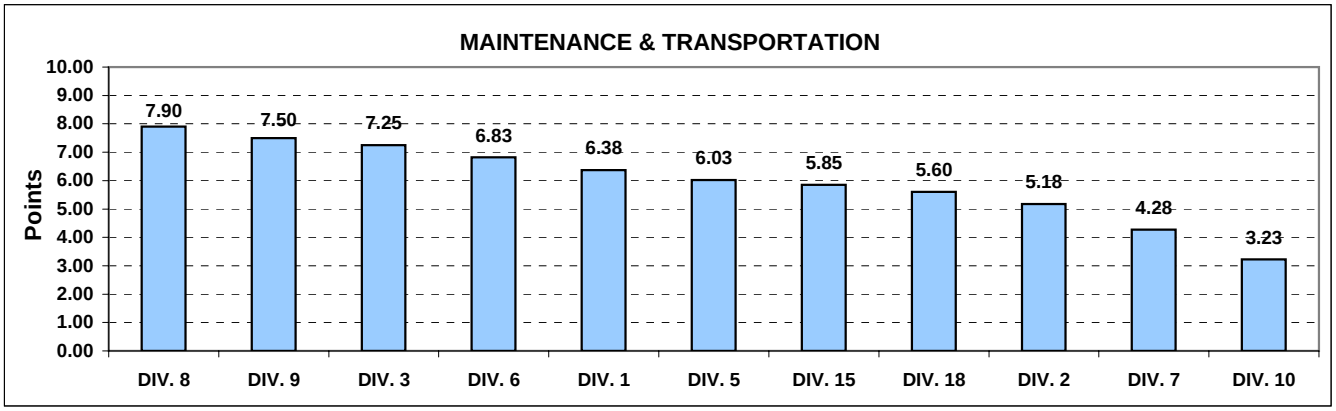
Maintenance and Transportation

Maintenance	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Total Road Calls	**25.0%**	1581	1598	1791	1905	2923	1333	3556	3513	1430	2100	1451
Points		4	5	6	7	9	1	11	10	2	8	3
Attendance	**10.0%**	0.9774	0.9781	0.9825	0.9755	0.9853	0.9780	0.9816	0.9731	0.9760	0.9757	0.9864
Points		5	7	9	2	10	6	8	1	4	3	11
Claims /200000 Exp.Hrs	**15.0%**	12.1388	11.4182	10.1311	6.3905	12.2100	9.7027	6.9938	3.4432	13.7479	22.0443	2.7093
Points *		4	5	6	9	3	7	8	10	2	1	11
* One month Lag: Mar 10 - May 10												
Transportation												
In-Service On-Time Performance	**12.5%**	0.7720	0.7686	0.7936	0.7010	0.6787	0.6883	0.7837	0.7700	0.6820	0.7542	0.6759
Points		9	7	11	5	2	4	10	8	3	6	1
Miles Between Total Road Calls	**5.0%**	1581.1	1598.4	1790.8	1904.6	2923.3	1332.6	3555.8	3513.5	1430.2	2100.0	1451.2
Points		4	5	6	7	9	1	11	10	2	8	3
Accidents/100k Hub Miles	**12.5%**	2.7626	3.7326	3.3494	4.9439	3.0120	3.7773	2.5648	1.8905	4.3523	2.5046	2.4328
Points		7	4	5	1	6	3	8	11	2	9	10
Complaints/100K Boardings	**7.5%**	1.7410	1.9083	2.1347	1.7577	2.6979	2.3376	2.8011	2.9702	1.8425	2.5329	3.9263
Points		11	8	7	10	4	6	3	2	9	5	1
Claims /200000 Exp.Hrs	**12.5%**	10.5065	15.6036	11.8183	12.3605	4.8407	12.0308	18.4994	15.3346	13.6342	13.4474	13.7435
Points *		10	2	9	7	11	8	1	3	5	6	4
* One month Lag: Mar 10 - May 10												
Totals		**6.38**	**5.18**	**7.25**	**6.03**	**6.83**	**4.28**	**7.90**	**7.50**	**3.23**	**5.85**	**5.60**

FINAL RANKING

Maintenance and Transportation Division Ranking (Sorted)

DIV.	DIV. 8	DIV. 9	DIV. 3	DIV. 6	DIV. 1	DIV. 5	DIV. 15	DIV. 18	DIV. 2	DIV. 7	DIV. 10
Score	7.90	7.50	7.25	6.83	6.38	6.03	5.85	5.60	5.18	4.28	3.23
Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



Quarterly Calculations: FY10-Q4
Metro Rail

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

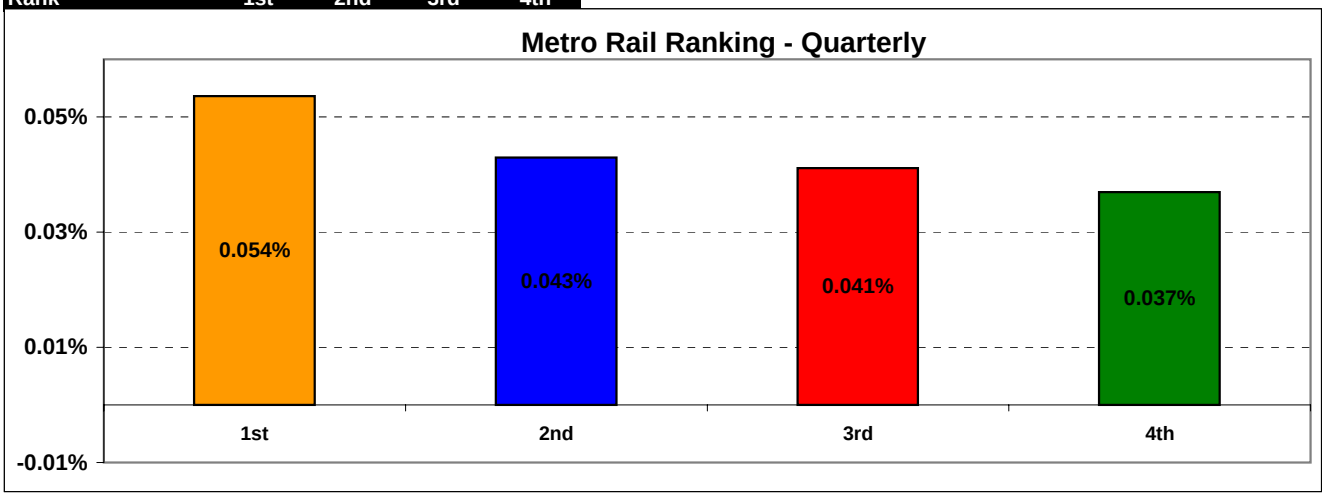
Calculation: Performance indicator uses Revenue Service Hours Lost due to the associated Rail Operating Problems not including the Revenue Service Hours Lost due to accidents, police, or health problems. Performance percentages for various indicators are averaged and outcomes are are sorted from high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

Improvement from Previous Year

	Metro Blue Line	Metro Red Line	Metro Green Line	Metro Gold Line
Overall Rail Line Performance				
Apr-10	0.031%	0.010%	0.029%	0.058%
May-10	0.082%	0.067%	0.036%	0.047%
Jun-10	0.016%	0.047%	0.046%	0.056%
Quarterly Average	**0.043%**	**0.041%**	**0.037%**	**0.054%**

Metro Rail Final Ranking (Sorted)

Rail Line	GOLD	BLUE	RED	GREEN
Score	0.054%	0.043%	0.041%	0.037%
Rank	1st	2nd	3rd	4th



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Yearly Calculations - FY10
Metro Bus - Maintenance and Transportation

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

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

Maintenance

	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Total Road Calls	**25.0%**	1354.3	1474.9	1554.8	1712.3	2171.8	1216.8	2445.1	2917.6	1128.6	1746.7	1291.8
Points		4	5	6	7	9	2	10	11	1	8	3
Attendance	**10.0%**	0.9787	0.9711	0.9782	0.9775	0.9724	0.9748	0.9797	0.9758	0.9788	0.9634	0.9759
Points		9	2	8	7	3	4	11	5	10	1	6
New WC Claims /100 Emp	**15.0%**	12.8648	11.0095	9.2545	9.8047	6.62	11.48	4.7112	4.5094	6.0302	18.7143	8.7573
Points		2	4	6	5	8	3	10	11	9	1	7

* One month Lag: June 09 - May 10

Transportation

	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
In-Service On-Time Performance	**12.5%**	0.7661	0.7724	0.7681	0.6782	0.6827	0.6838	0.7599	0.7589	0.6898	0.7462	0.6612
Points		9	11	10	2	3	4	8	7	5	6	1
Miles Between Total Road Calls	**5%**	1354.3	1474.9	1554.8	1712.3	2171.8	1216.8	2445.1	2917.6	1128.6	1746.7	1291.8
Points		4	5	6	7	9	2	10	11	1	8	3
Accident Rate	**12.5%**	3.0737	3.1621	3.3897	4.4371	5.0137	3.5539	2.2902	2.0141	4.0209	2.6718	2.6138
Points		7	6	5	2	1	4	10	11	3	8	9
Complaints/100K Boardings	**7.5%**	1.8882	1.8678	2.6501	1.9033	2.8574	2.5645	2.9886	3.2059	2.0795	2.9843	4.1915
Points		10	11	6	9	5	7	3	2	8	4	1
New WC Claims /Emp	**12.5%**	12.8055	13.8166	8.8667	16.4556	6.427	9.459	13.5603	10.7007	11.6057	12.5265	11.4982
Points		4	2	10	1	11	9	3	8	6	5	7

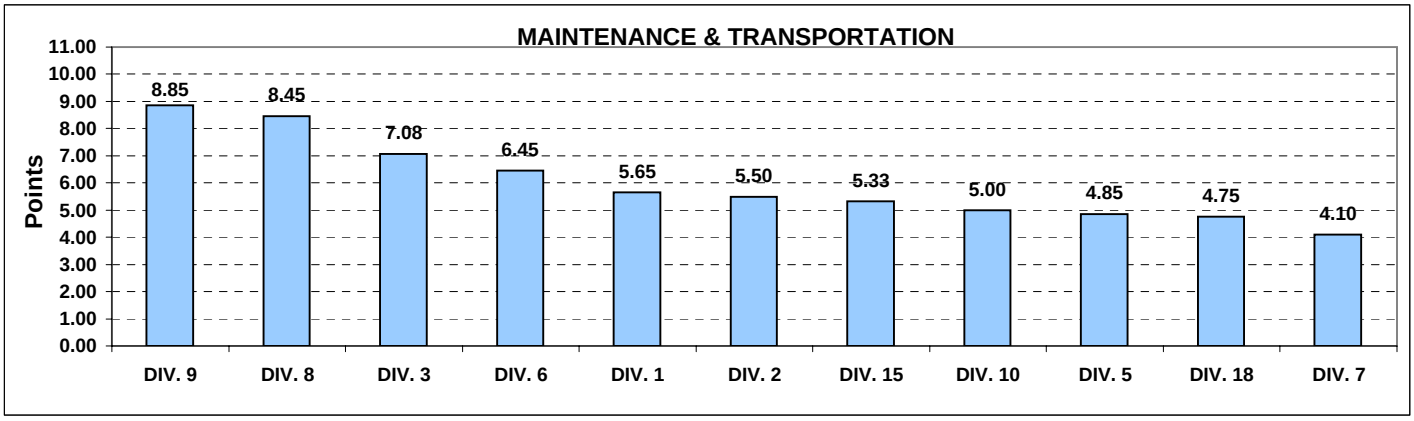
* One month Lag: June 09 - May 10

Totals	**5.65**	**5.50**	**7.08**	**4.85**	**6.45**	**4.10**	**8.45**	**8.85**	**5.00**	**5.33**	**4.75**

FINAL RANKING

Maintenance and Transportation Division Ranking (Sorted)

DIV.	DIV. 9	DIV. 8	DIV. 3	DIV. 6	DIV. 1	DIV. 2	DIV. 15	DIV. 10	DIV. 5	DIV. 18	DIV. 7
Score	8.85	8.45	7.08	6.45	5.65	5.50	5.33	5.00	4.85	4.75	4.10
Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



Yearly Calculations - FY10
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.

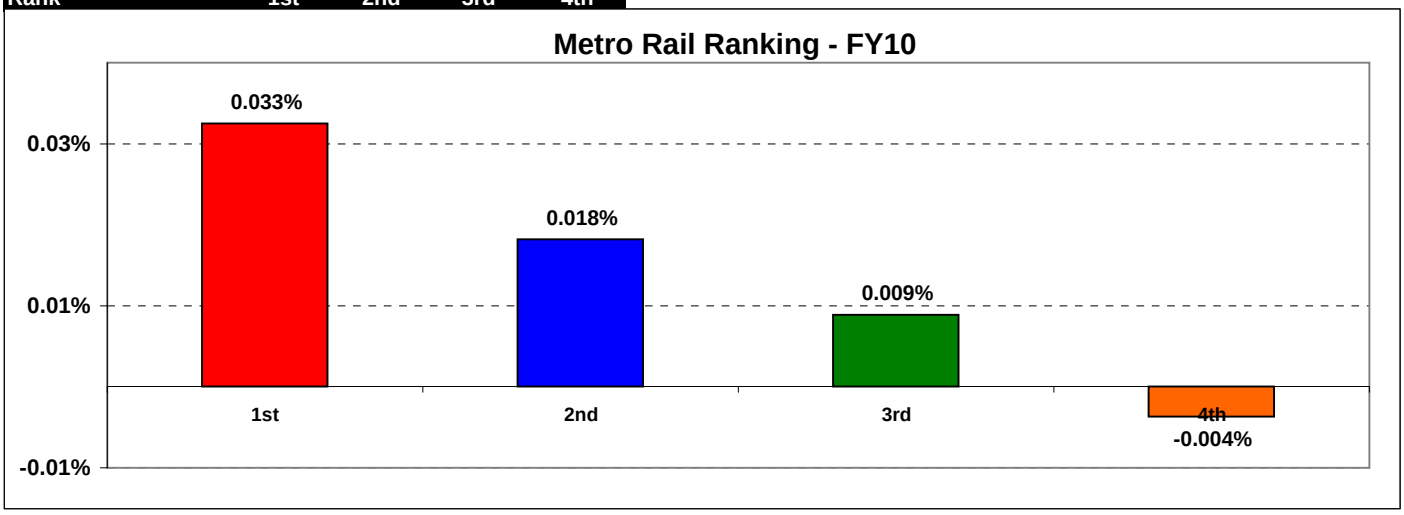
Calculation: Performance indicator uses Revenue Service Hours Lost due to the associated Rail Operating Problems not including the Revenue Service Hours Lost due to accidents, police, or health problems. Performance percentages for various indicators are averaged and outcomes are are sorted from high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

Improvement from Previous Year

Overall Rail Line Performance	Metro Blue Line	Metro Red Line	Metro Green Line	Metro Gold Line
Q1	0.031%	0.015%	-0.003%	-0.060%
Q2	-0.001%	0.038%	0.024%	-0.015%
Q3	0.000%	0.037%	-0.023%	0.007%
Q4	0.043%	0.041%	0.037%	0.054%
Yearly Average	0.018%	0.033%	0.009%	-0.004%

Metro Rail Final Ranking (Sorted)

Rail Line	RED	BLUE	GREEN	GOLD
Score	0.033%	0.018%	0.009%	-0.004%
Rank	1st	2nd	3rd	4th



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Most Improved Yearly Calculations: FY09 to FY10
Metro Bus - Maintenance and Transportation

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

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

Maintenance

	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Total Road Calls	**25.0%**	189	220	252	292	865	178	738	492	114	456	202
Points		3	5	6	7	11	2	10	9	1	8	4
Attendance	**10.0%**	-0.0054	-0.0047	0.0005	-0.0033	0.0233	-0.0029	-0.0011	0.0047	-0.0055	-0.0082	0.0060
Points		3	4	8	5	11	6	7	9	2	1	10
New WC Claims /100 Emp	**15.0%**	3.0901	1.7863	4.6882	5.2925	-9.7202	4.3579	-1.6694	-2.4535	-0.1680	4.1290	3.6893
Points		6	7	2	1	11	3	9	10	8	4	5

Transportation

	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
In-Service On-Time Performance	**12.5%**	0.0556	0.0452	0.0703	0.0339	0.1128	0.0624	0.0670	0.0588	0.0708	0.0556	0.0545
Points		5	2	9	1	11	7	8	6	10	4	3
Miles Between Total Road Calls	**5.0%**	189	220	252	292	865	178	738	492	114	456	202
Points		3	5	6	7	11	2	10	9	1	8	4
Accident Rate	**12.5%**	0.0534	-0.2682	-0.2084	0.1182	0.8868	-0.2761	0.4223	-0.0538	0.1480	0.2223	-0.1049
Points		6	10	9	5	1	11	2	7	4	3	8
Complaints/100K Boardings	**7.5%**	0.0412	-0.1666	-0.0432	0.0225	-0.6935	-0.3131	-0.0244	0.0295	-0.5085	-0.0950	-0.2705
Points		1	7	5	3	11	9	4	2	10	6	8
New WC Claims /Emp	**12.5%**	3.2057	2.3172	-2.7490	2.7102	0.6290	1.0420	-1.0077	-5.5309	4.0032	1.6486	1.1897
Points		2	4	10	3	8	7	9	11	1	5	6
Totals		**3.80**	**5.48**	**6.78**	**4.10**	**9.38**	**5.45**	**7.73**	**8.25**	**4.33**	**5.05**	**5.68**

FINAL RANKING — Maintenance and Transportation Division Ranking (Sorted)

DIV.	DIV. 6	DIV. 9	DIV. 8	DIV. 3	DIV. 18	DIV. 2	DIV. 7	DIV. 15	DIV. 10	DIV. 5	DIV. 1
Score	9.38	8.25	7.73	6.78	5.68	5.48	5.45	5.05	4.33	4.10	3.80
Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th