

MAY 2010

METRO OPERATIONS  
MONTHLY PERFORMANCE  
REPORT



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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	May Month	Status
<b>Bus Systemwide</b>										
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)			3,274	3,532	3,137	3,137	3,540	3,194	3,571	◆
No. of unaddressed road calls				1,116*	824	386		292	61	
Mean Miles Between Total Road Calls (MMBTRC)				1,245	1,137	1,290	1,556	1,543	1,828	◆
In-Service On-time Performance**	65.43%	66.50%	64.35%**	63.77%	64.05%	66.25%	70.80%	72.25%	74.04%	●
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.47	3.06				●
Number of "482 alleged accidents"	0	0	0	53	240	216	3.28	3.08	3.31	●
Complaints per 100,000 Boardings	4.51	3.54	2.41	2.46	2.57	2.76	2.58	2.64	2.49	◆
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	Apr. YTD 10.36	Apr. 10.15	●
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up used.										
<b>Division 1</b>										
MMBMF			2,409	3,757	2,960	2,640	3,500	2,819	3,265	◆
No. of unaddressed road calls				138*	311	62		35	0	
MMBTRC				932	908	1,166	1,165	1,338	1,581	●
In-Service On-time Performance	70.57%	71.62%	71.06%	68.02%	67.55%	71.05%	73.50%	76.62%	77.43%	●
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.41	3.02				●
Number of "482 alleged accidents"	0	0	0	6	36	22	3.30	3.14	3.64	●
Complaints per 100,000 Boardings	3.32	2.92	1.92	1.89	1.90	1.85	2.00	1.92	1.84	●
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	Apr. YTD 13.20	Apr. 11.03	◆
<b>Division 2</b>										
MMBMF			2,660	2,598	2,707	2,608	3,500	2,666	2,452	◆
No. of unaddressed road calls				32*	11	44		26	22	
MMBTRC				1,097	1,039	1,255	1,371	1,454	1,430	●
In-Service On-time Performance	67.62%	70.42%	72.71%	67.99%	68.60%	72.72%	74.50%	77.39%	77.16%	●
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	3.67	3.43				●
Number of "482 alleged accidents"	0	0	0	1	15	25	3.30	3.06	3.37	●
Complaints per 100,000 Boardings	2.84	2.15	1.42	1.64	1.93	2.03	2.00	1.87	1.80	●
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	Apr. YTD 12.89	Apr. 13.11	◆
<b>Division 3</b>										
MMBMF			2,690	2,838	2,573	2,552	3,500	2,738	3,064	◆
No. of unaddressed road calls				58*	45	23		24	1	
MMBTRC				1,239	1,132	1,303	1,549	1,535	1,773	◆
In-Service On-time Performance	70.80%	71.06%	70.05%	65.35%	66.83%	69.78%	74.00%	76.59%	79.93%	●
Bus Traffic Accidents Per 100,000 Miles	-	-	-	-	4.24	3.60				●
Number of "482 alleged accidents"	0	0	0	3	9	0	3.60	3.47	4.06	●
Complaints per 100,000 Boardings	3.02	2.60	1.83	2.12	2.14	2.69	2.22	2.71	2.12	◆
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	Apr. YTD 9.09	Apr. 9.91	◆

Measurement	FY04	FY05	FY06	FY07	FY08	FY09	FY10 Target	FY10 YTD	May Month	Status
<b>Division 5</b>										
MMBMF No. of unaddressed road calls			3,656	3,580 57*	3,227 26	3,314 16	3,500	3,474 4	3,440 0	◆
MMBTRC				1,459	1,130	1,420	1,824	1,689	1,784	◆
In-Service On-time Performance	63.17%	65.58%	61.85%	63.83%	63.35%	64.43%	67.00%	67.61%	69.74%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 13	5.11 35	4.32 29	4.00	4.47	5.16	◆
Complaints per 100,000 Boardings	3.45	2.71	1.87	1.71	1.46	1.88	2.00	1.92	1.89	●
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	Apr. YTD 15.34	Apr. 9.40	◆
<b>Division 6</b>										
MMBMF No. of unaddressed road calls			6,279	4,456 30*	3,756 32	7,186 11	3,600	7,951 8	10,805 2	●
MMBTRC				1,063	899	1,307	1,329	2,148	3,345	●
In-Service On-time Performance	60.11%	56.75%	57.20%	53.28%	53.12%	56.98%	66.00%	68.43%	70.09%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 1	3.86 3	4.13 1	4.00	5.08	2.14	◆
Complaints per 100,000 Boardings	6.15	4.47	2.52	2.10	2.70	3.55	2.85	2.88	2.69	◆
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	Apr. YTD 6.05	Apr. 10.22	●
<b>Division 7</b>										
MMBMF No. of unaddressed road calls			2,947	3,468 64*	3,327 84	3,399 99	3,600	3,020 97	3,369 15	◆
MMBTRC				1,118	981	1,039	1,397	1,213	1,426	◆
In-Service On-time Performance	64.59%	64.22%	61.78%	58.01%	57.66%	62.15%	67.50%	68.41%	69.62%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 5	4.10 36	3.83 28	4.00	3.54	4.69	●
Complaints per 100,000 Boardings	5.70	4.24	2.87	2.98	3.00	2.88	2.70	2.61	2.34	●
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	Apr. YTD 9.37	Apr. 6.57	●
<b>Division 8</b>										
MMBCMF No. of unaddressed road calls			3,836	3,912 258*	2,944 100	3,473	3,500	4,475 0	6,809 0	●
MMBTRC				1,537	1,333	1,707	1,922	2,400	3,791	●
In-Service On-time Performance	69.12%	69.78%	68.23%	67.48%	68.50%	69.29%	72.00%	75.69%	77.75%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 1	1.99 18	1.87 12	2.05	2.24	2.86	◆
Complaints per 100,000 Boardings	5.09	4.17	3.37	2.75	2.64	3.01	2.75	3.01	2.90	◆
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	Apr. YTD 12.03	Apr. 22.01	●
<b>Division 9</b>										
MMBMF No. of unaddressed road calls			4,585	4,087 30*	4,119 88	4,267 62	3,500	4,589 62	6,019 5	●
MMBTRC				2,099	1,989	2,425	2,623	2,867	3,570	●
In-Service On-time Performance	68.16%	68.16%	67.01%	66.22%	66.84%	70.01%	74.00%	75.78%	77.69%	●
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 4	2.46 20	2.07 14	2.40	1.98	1.60	●
Complaints per 100,000 Boardings	5.09	5.09	2.61	2.24	2.98	3.18	3.02	3.24	3.03	◆
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.75	14.66	14.34	17.30	8.35	14.07	10.42	Apr. YTD 8.60	Apr. 8.66	●

Measurement	FY04	FY05	FY06	FY07	FY08	FY09	FY10 Target	FY10 YTD	May Month	Status
<b>Division 10</b>										
MMBMF No. of unaddressed road calls			3,723	3,702 61*	3,028 0	2,947 1	3,600	2,598 11	2,715 0	Yellow
MMBTRC				1,197	1,044	1,015	1,496	1,109	1,428	Yellow
In-Service On-time Performance	62.85%	64.14%	60.73%	58.61%	56.63%	61.90%	67.50%	69.26%	68.75%	Green
Bus Traffic Accidents Per 100,000 Miles Number of "482 accidents"	- 0	- 0	- 0	- 8	4.47 31	3.87 32	4.00	4.01	4.38	Green
Complaints per 100,000 Boardings	4.85	3.92	2.23	2.48	2.99	2.59	2.70	2.10	2.03	Green
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	Apr. YTD 10.53	Apr. 11.84	Yellow
<b>Division 15</b>										
MMBCMF No. of unaddressed road calls			2,996	3,420 174*	2,933 53	3,003 1	3,500	3,299 5	4,142 1	Yellow
MMBTRC				1,175	1,151	1,291	1,469	1,715	2,199	Green
In-Service On-time Performance	66.62%	67.84%	63.84%**	64.41%	66.85%	69.06%	72.00%	74.57%	75.52%	Green
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 2	2.98 14	2.45 26	2.38	2.71	2.51	Yellow
Complaints per 100,000 Boardings	5.70	4.55	3.14	3.16	3.05	3.08	2.85	3.01	2.61	Yellow
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	Apr. YTD 13.97	Apr. 7.77	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.)										
<b>Division 18</b>										
MMBCMF No. of unaddressed road calls			3,712	4,008 214*	3,563 74	3,421 55	3,500	2,899 20	3,037 15	Yellow
MMBTRC				1,174	1,109	1,090	1,468	1,269	1,409	Yellow
In-Service On-time Performance	60.78%	63.42%	57.31%	61.19%	60.88%	60.66%	67.00%	66.01%	67.82%	Yellow
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 0	- 5	3.08 14	2.72 27	4.00	2.60	2.38	Green
Complaints per 100,000 Boardings	5.74	4.44	3.07	3.29	3.72	4.46	3.50	4.23	4.45	Yellow
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	Apr. YTD 10.99	Apr. 11.34	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

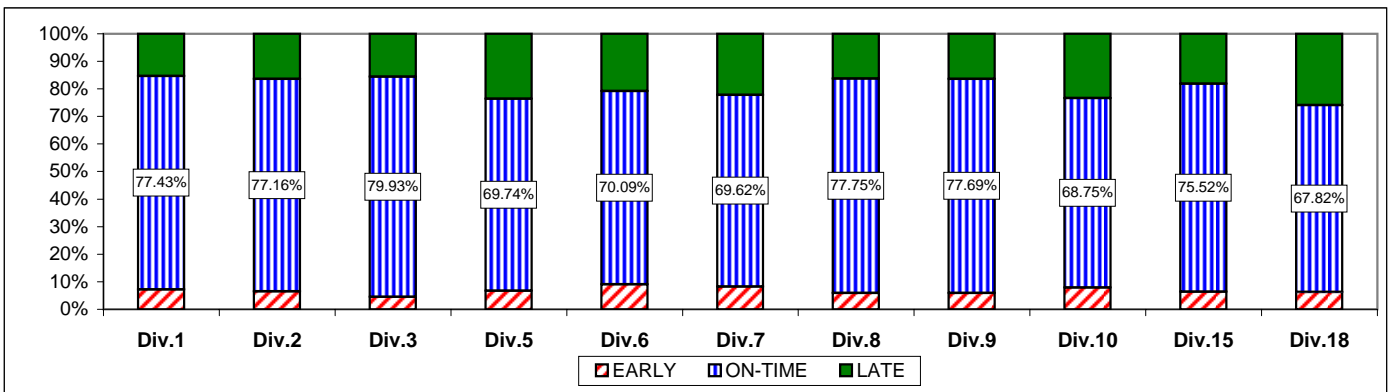
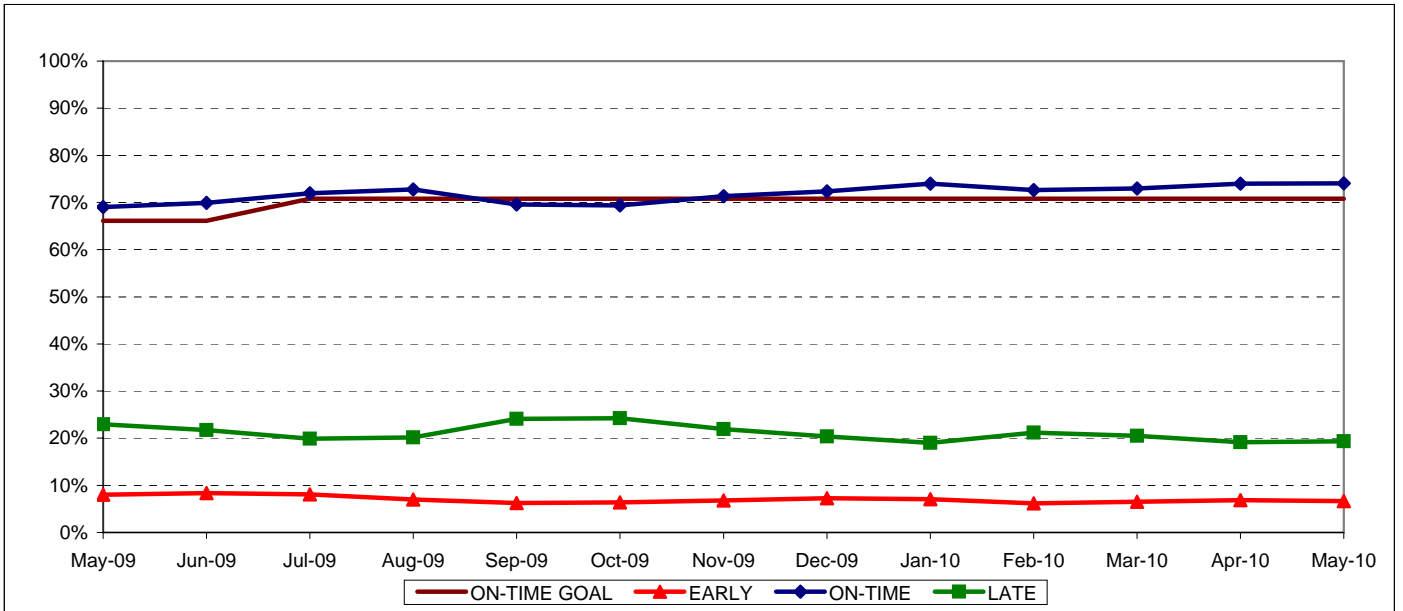
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Includes Rapid buses) **Please note that Rapid Line performance is included in the ISOTP calculation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

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

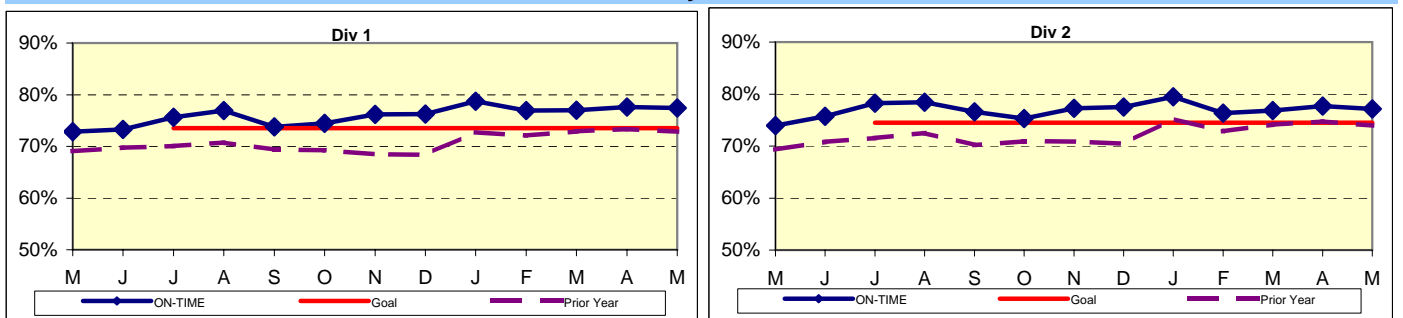
### Systemwide Trend

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

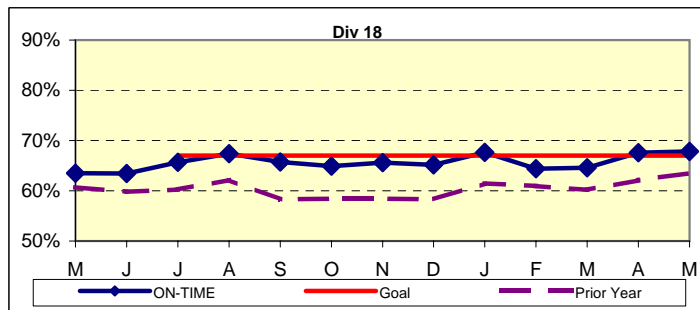
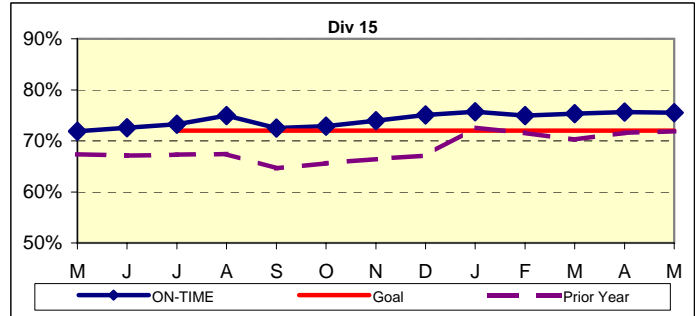
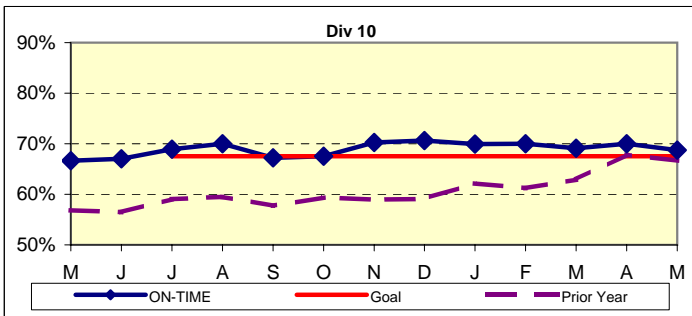
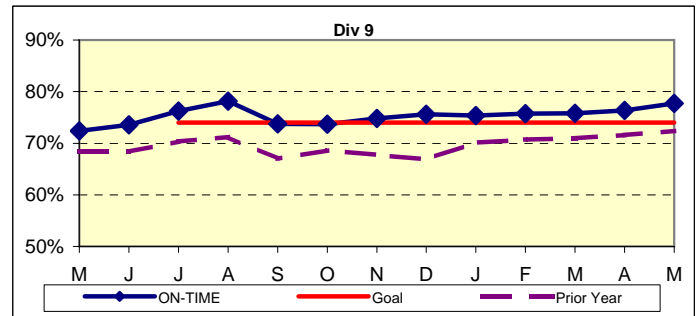
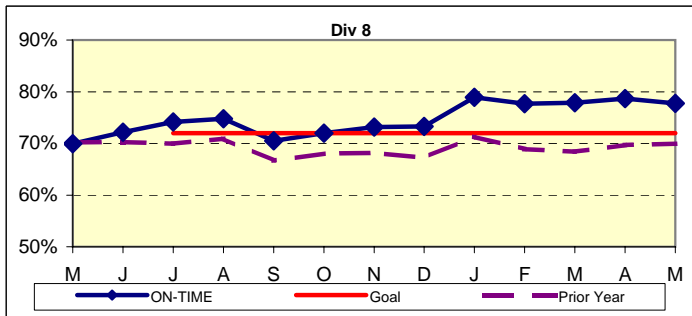
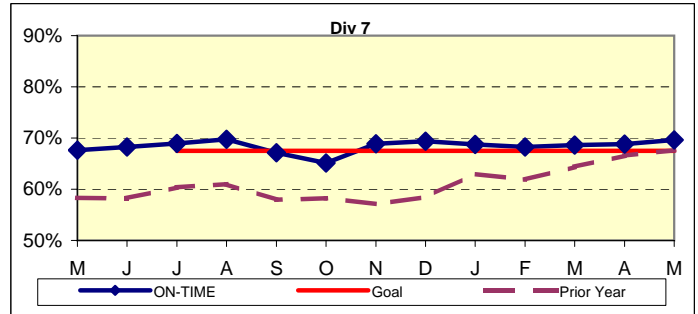
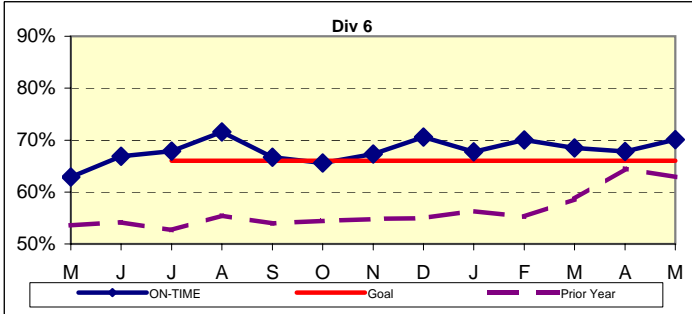
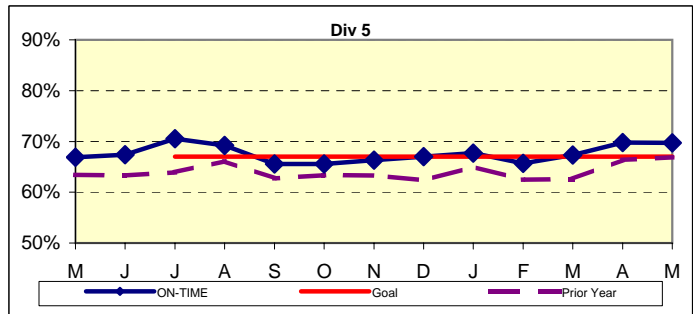
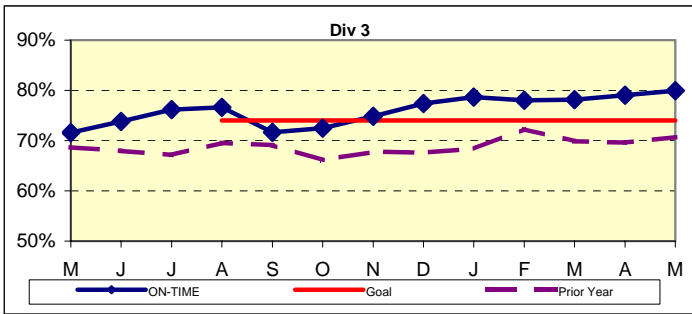
### Bus Operating Divisions ISOTP - 1 Minute Tolerance for Running Hot



### ISOTP By Divisions



Bus Service Performance - Continued



ISOTP By Divisions

Year-to-Date Compared To Last Year

	FY09	FY10-YTD	Variance
<b>Division 1</b>			
Early	11.25%	6.96%	-4.29%
On-Time	71.05%	76.62%	5.57%
Late	17.70%	16.42%	-1.28%

<b>Division 2</b>			
Early	9.97%	6.14%	-3.83%
On-Time	72.72%	77.39%	4.66%
Late	17.31%	16.47%	-0.83%

<b>Division 3</b>			
Early	12.94%	6.14%	-6.80%
On-Time	69.78%	76.59%	6.81%
Late	17.28%	17.27%	-0.01%

<b>Division 5</b>			
Early	11.65%	6.59%	-5.06%
On-Time	64.43%	67.61%	3.18%
Late	23.92%	25.81%	1.88%

<b>Division 6</b>			
Early	16.07%	6.55%	-9.51%
On-Time	56.98%	68.43%	11.45%
Late	26.95%	25.01%	-1.94%

<b>Division 7</b>			
Early	13.74%	7.04%	-6.70%
On-Time	62.15%	68.41%	6.26%
Late	24.12%	24.55%	0.44%

	FY09	FY10-YTD	Variance
<b>Division 8</b>			
Early	9.38%	6.25%	-3.13%
On-Time	69.29%	75.69%	6.40%
Late	21.33%	18.06%	-3.27%

<b>Division 9</b>			
Early	11.32%	6.39%	-4.94%
On-Time	70.01%	75.78%	5.78%
Late	18.67%	17.83%	-0.84%

<b>Division 10</b>			
Early	13.31%	7.03%	-6.29%
On-Time	61.90%	69.26%	7.36%
Late	24.78%	23.71%	-1.07%

<b>Division 15</b>			
Early	10.16%	6.73%	-3.43%
On-Time	69.06%	74.57%	5.51%
Late	20.78%	18.70%	-2.08%

<b>Division 18</b>			
Early	12.44%	8.27%	-4.17%
On-Time	60.66%	66.01%	5.35%
Late	26.89%	25.72%	-1.18%

<b>SYSTEMWIDE</b>			
Early	11.77%	6.83%	-4.94%
On-Time	66.25%	72.25%	6.00%
Late	21.99%	20.93%	-1.06%

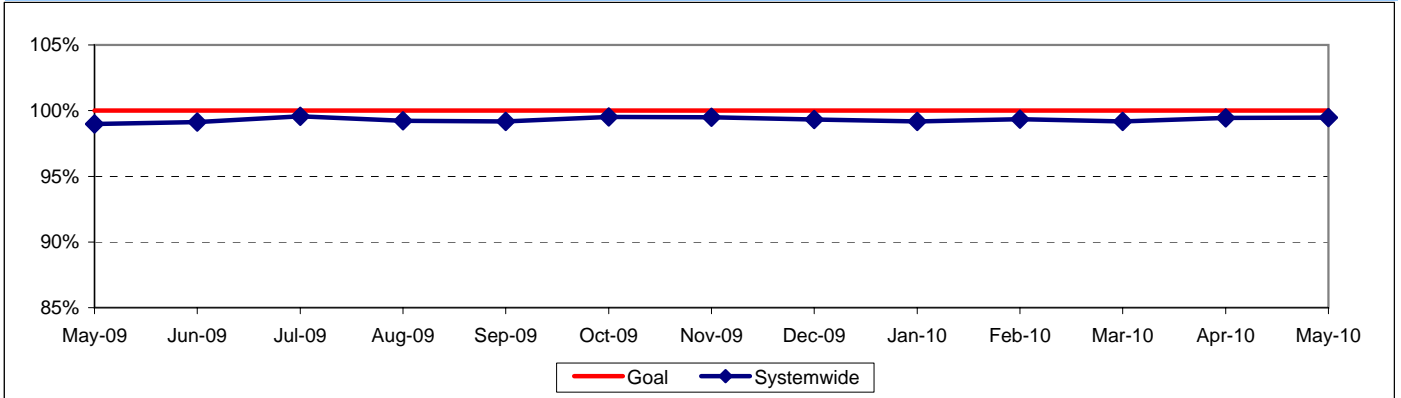


**ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED\***

**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.

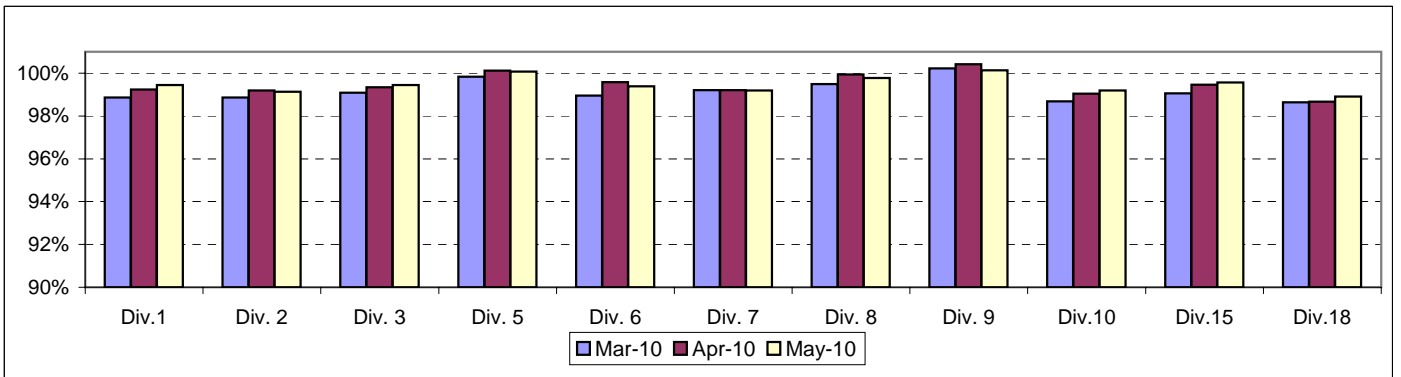
**Calculation:**  $SRHD\% = 1 - ((\text{In-Service Delay Revenue Hours plus Cancelled Revenue Hours}) \div (\text{Total Scheduled Service Hours} + \text{Temporary Revenue Hours} + \text{Hollywood Bowl and Race Track Revenue Hours} + \text{In Addition Revenue Hours}))$   
 FY06: Actual Revenue Hours Delivered 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  
March 2010 - May 2010**



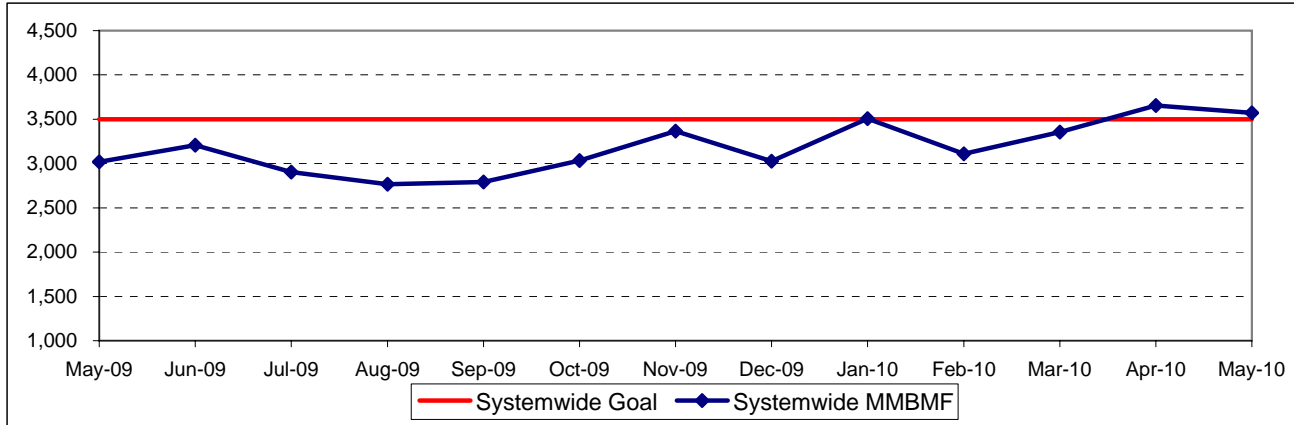
## BUS MAINTENANCE PERFORMANCE

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

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

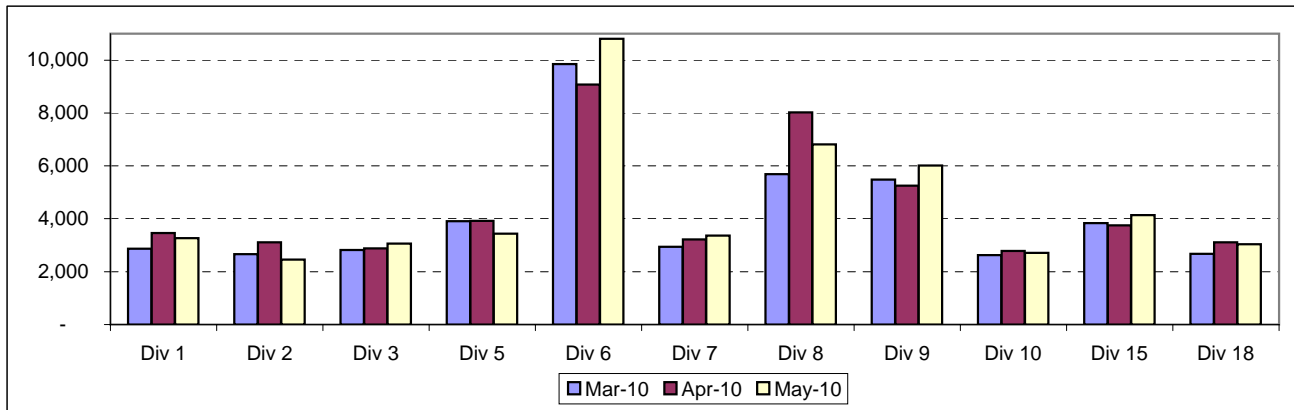
**Calculation:**  $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

#### Systemwide Trend



\* New Indicator.

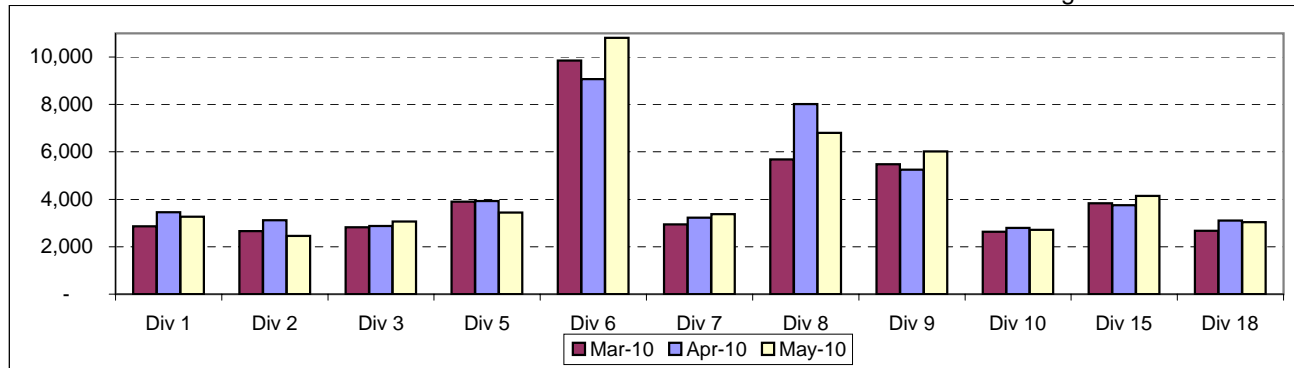
#### MMBMF -- Bus Operating Divisions March 2010 - May 2010



#### Unaddressed Road Calls -- Bus Operating Divisions\* March 2010 - May 2010

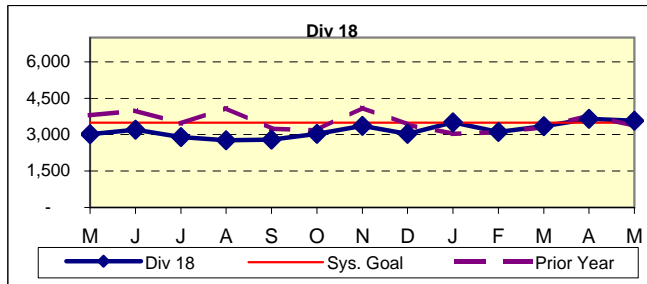
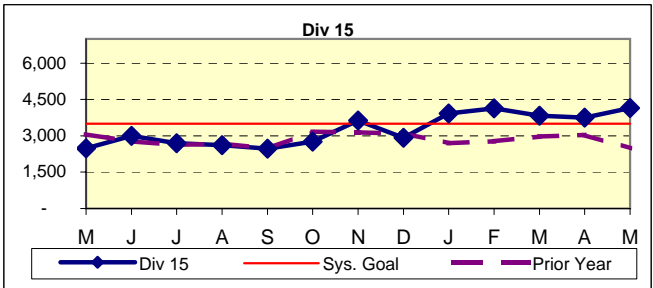
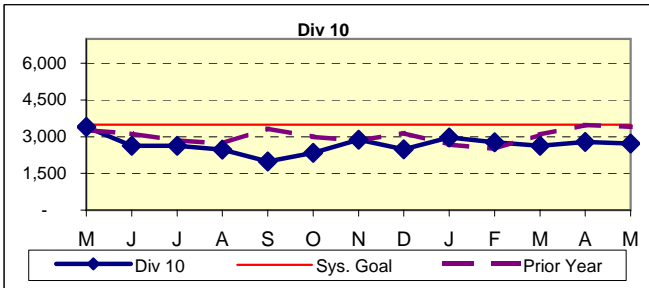
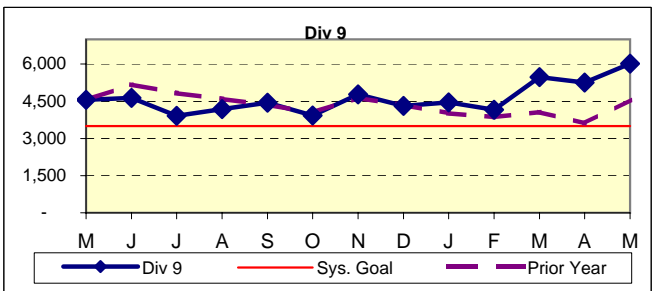
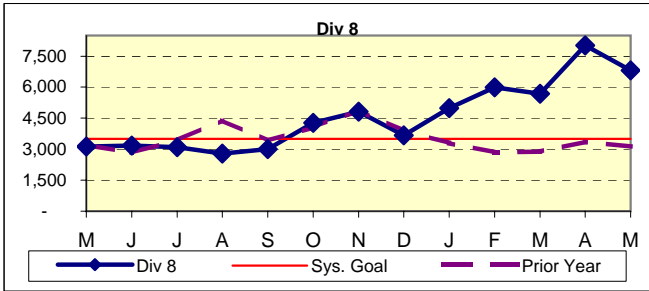
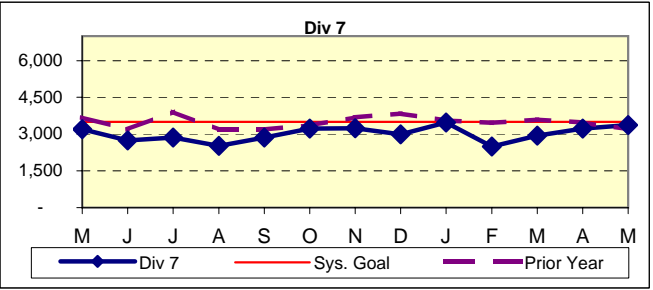
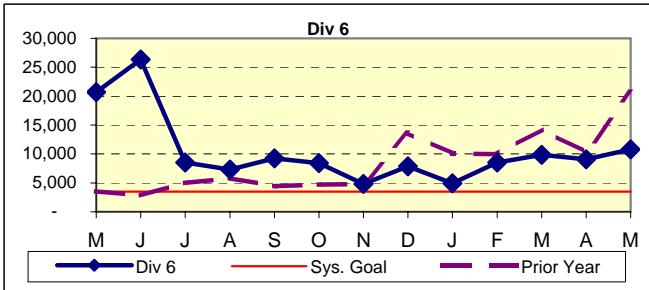
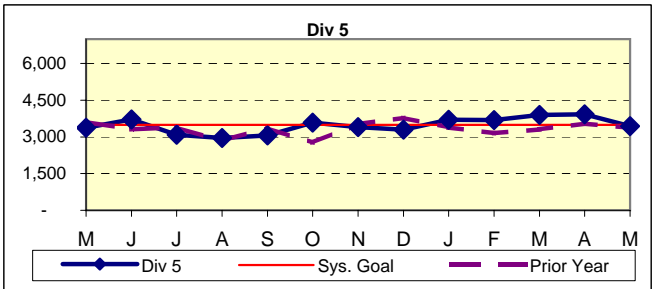
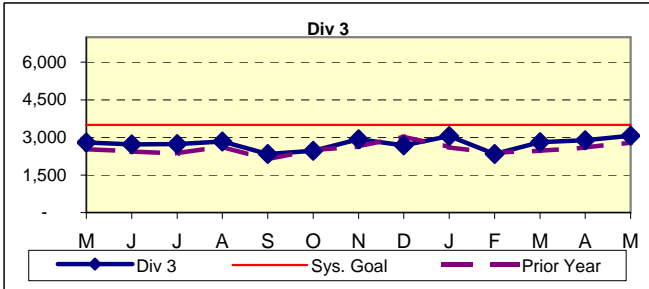
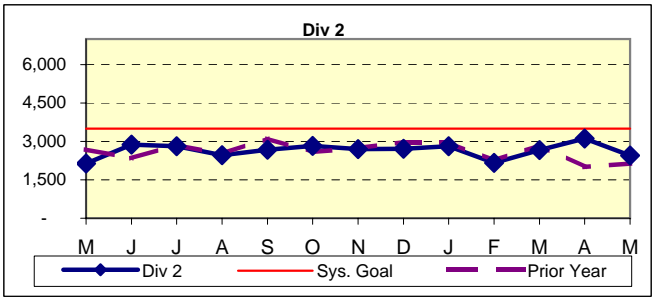
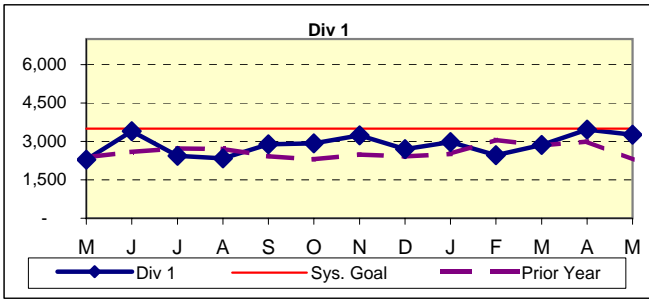
**Definition:** Road calls cannot be counted, per FTA definition, if no one has jobbed on to assign a job code.  
(Source: M3)

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



\* New Indicator.

**Bus Maintenance Performance - Continued**

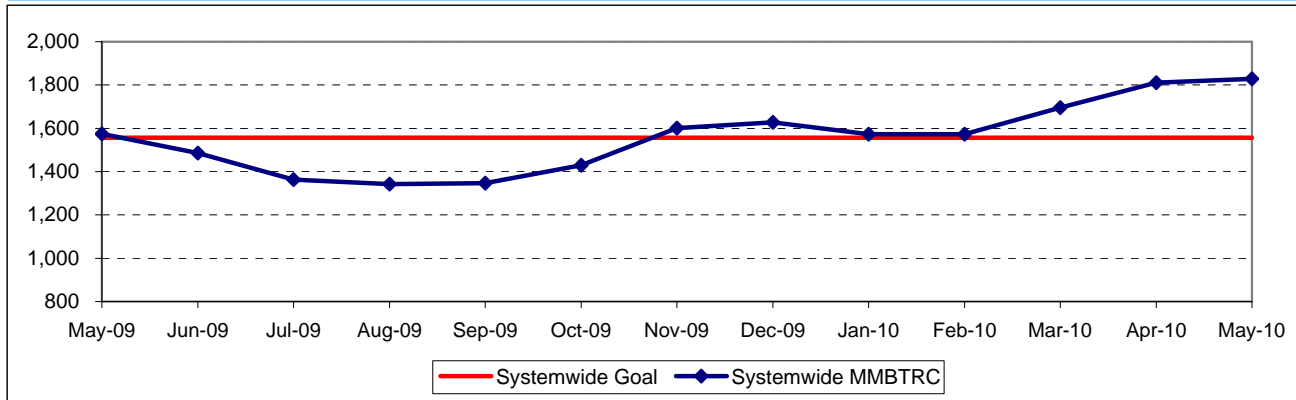


## MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)\*

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

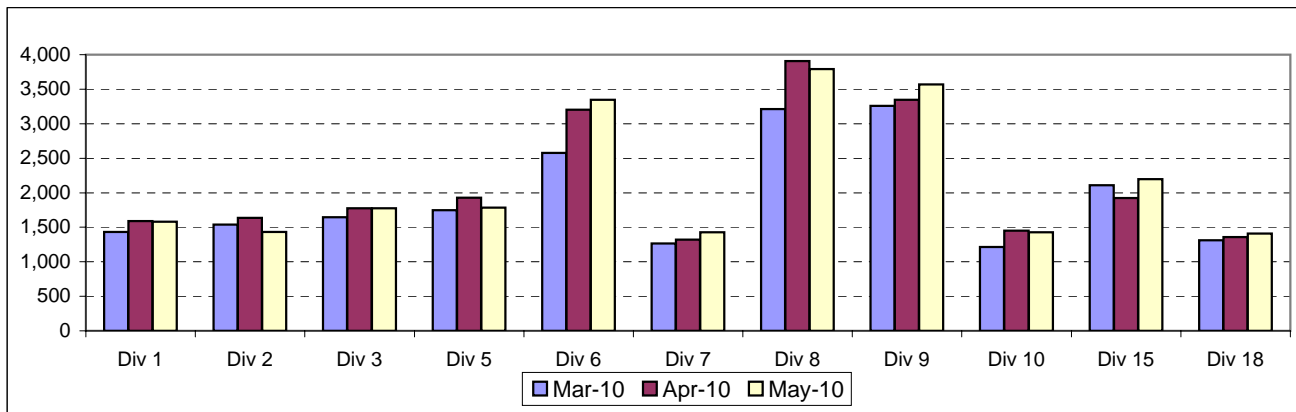
**Calculation:** MMBTRC = (Total Hub Miles / by Total Road Calls)

### MMBTRC Systemwide Trend



\* New Indicator.

### MMBTRC -- Bus Operating Divisions March 2010 - May 2010



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

	<u>Number of Buses</u>	<u>Percent of Buses</u>
<b>CNG</b>	2,513	93.18%
<b>Hybrid</b>	6	0.22%
<b>Diesel</b>	85	3.15%
<b>Gasoline</b>	59	2.19%
<b>Propane</b>	34	1.26%
<b>Total</b>	<u>2,697</u>	<u>100.00%</u>

### Average Age of Fleet by Divisions

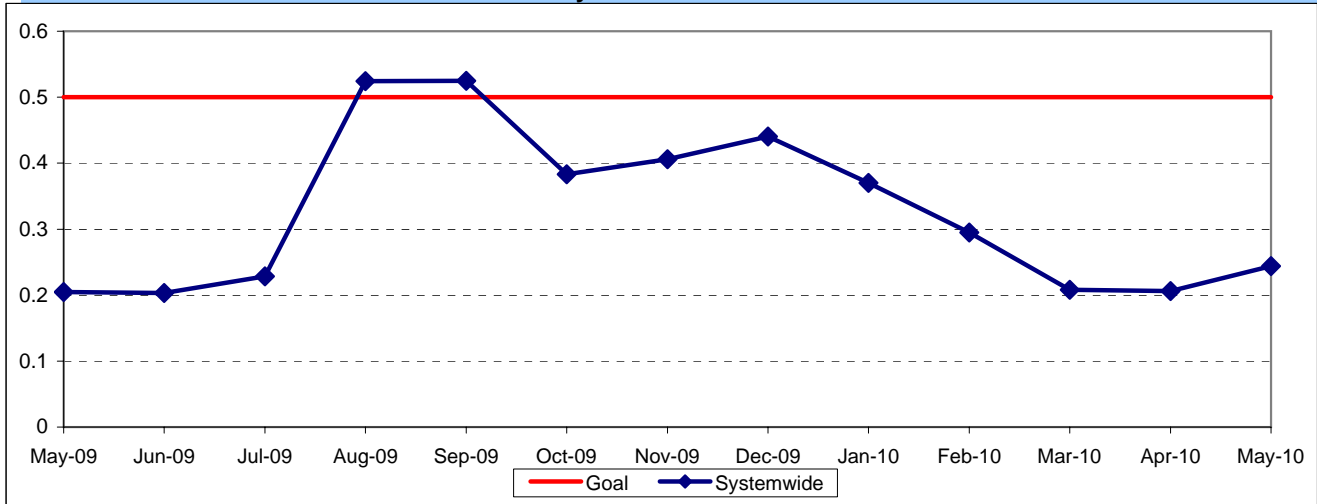
<b>Div 1</b> 8.0	<b>Div 2</b> 8.4	<b>Div 3</b> 9.1	<b>Div 5</b> 8.0	<b>Div 6</b> 3.3	<b>Div 7</b> 9.0
<b>Div 8</b> 5.5	<b>Div 9</b> 7.5	<b>Div 10</b> 7.3	<b>Div 15</b> 6.4	<b>Div 18</b> 9.4	

**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.

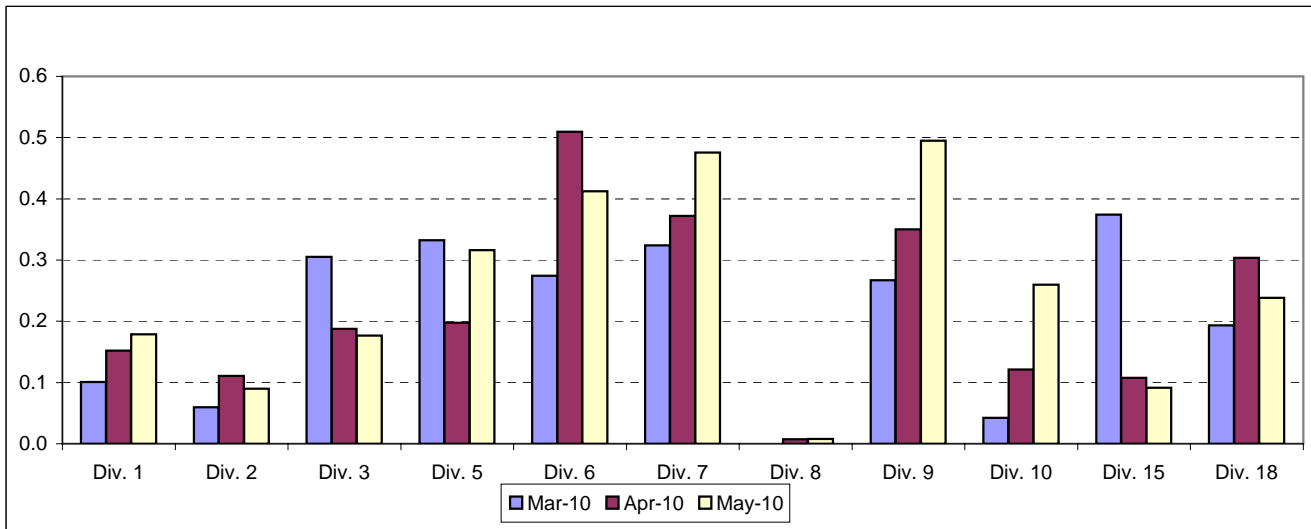
**Calculation:** Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

**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  
March 2010 - May 2010**



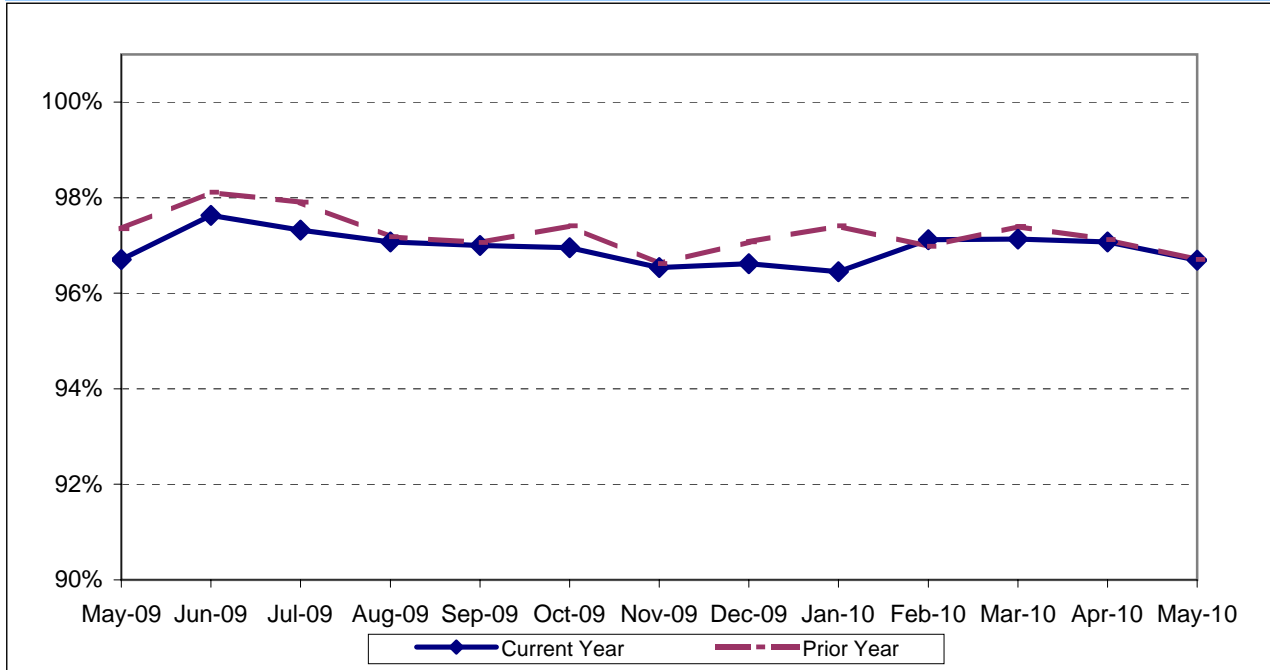
# ATTENDANCE

## MAINTENANCE ATTENDANCE

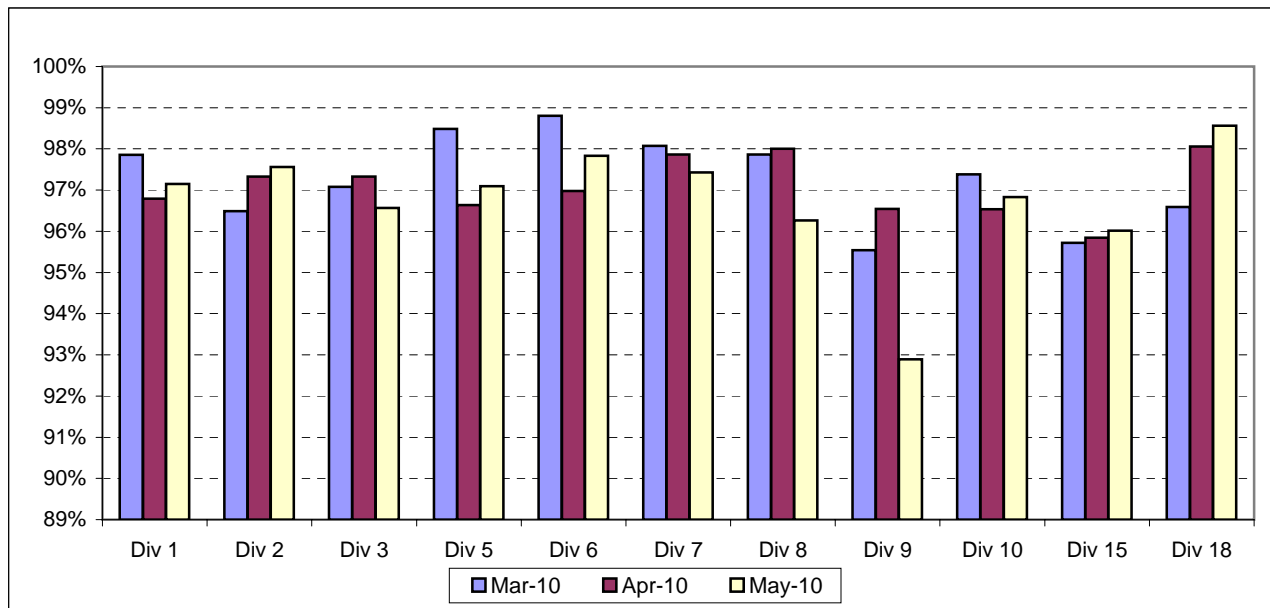
**Definition:** Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

### Systemwide Trend



### Maintenance Attendance - By Divisions (By Current Month) March 2010 - May 2010

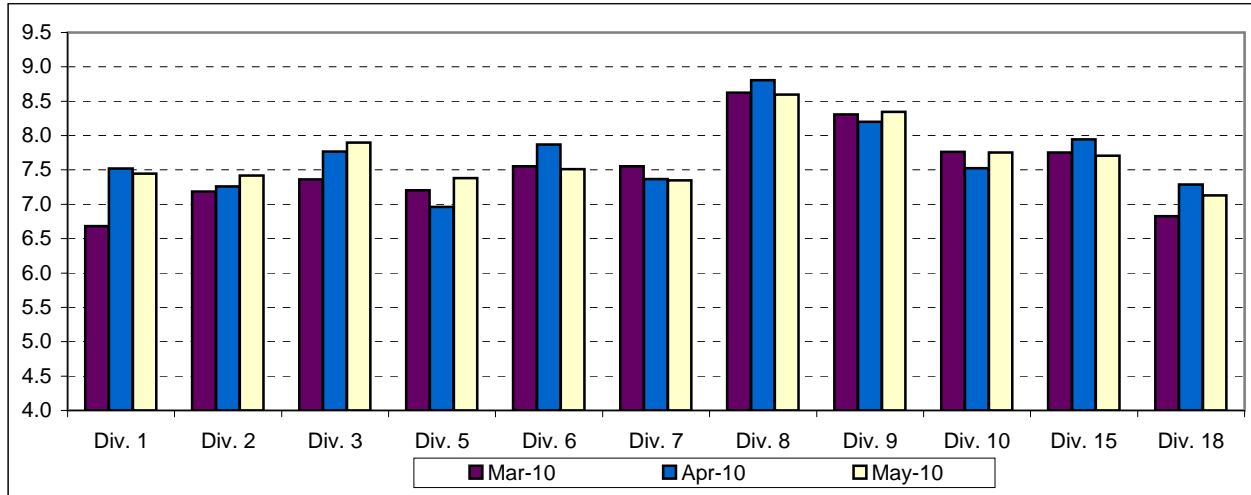


## BUS CLEANLINESS

**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.

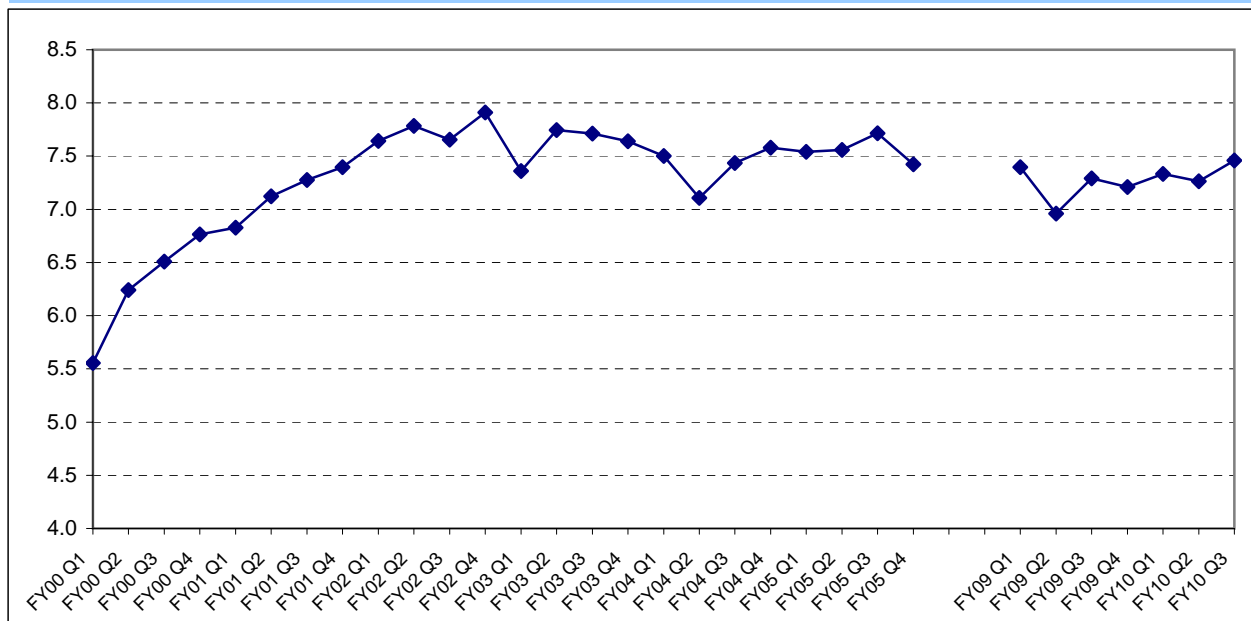
**Calculation:** Overall Cleanliness Rating = (Total Points Accumulated divided by number of categories)

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

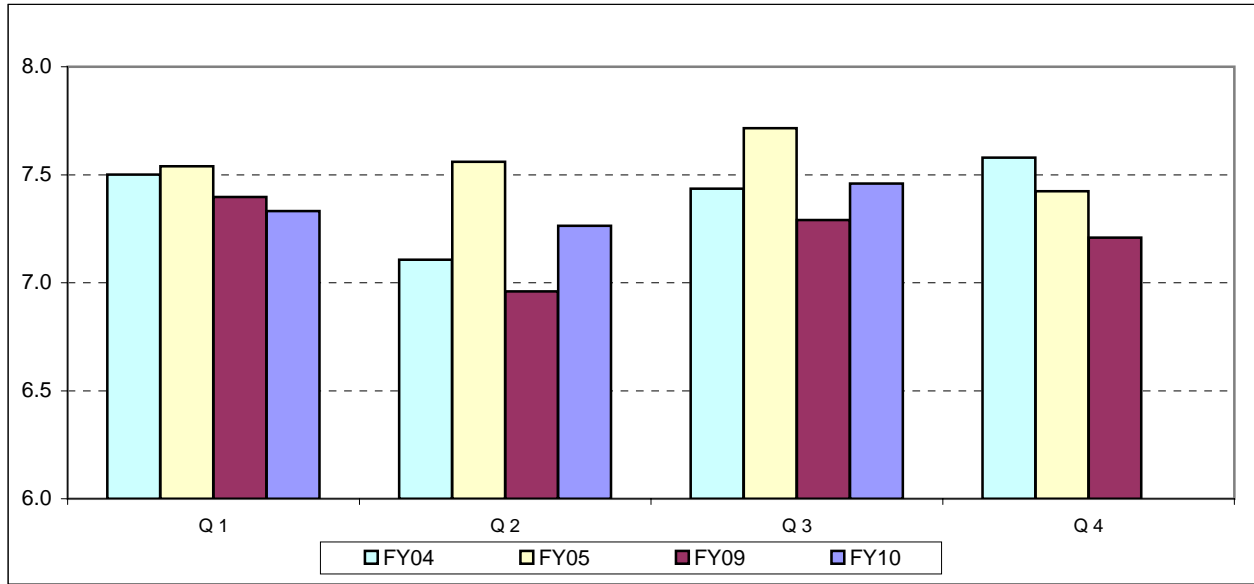


**Please note that beginning March 2010, FY10 Q3 cleanliness is calculated using monthly data. Prior quarterly data was supplied by QA dept. in a quarterly format.**

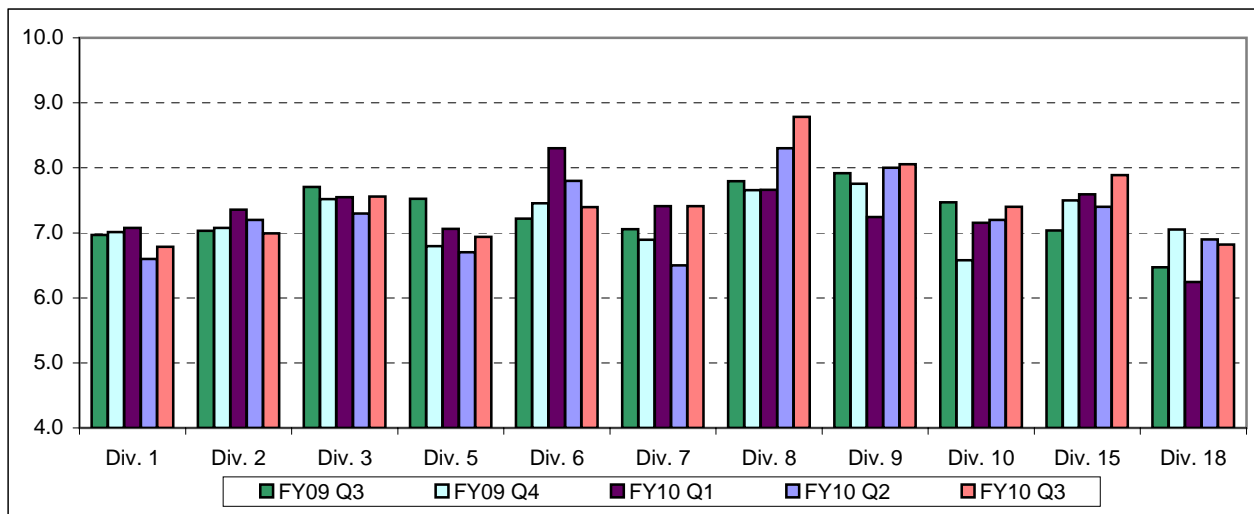
**Quarterly Systemwide Bus Cleanliness  
FY01 Q1 - FY10 Q3**



**Systemwide Bus Cleanliness Comparison by Quarter  
FY04 Q1 - FY10 Q3**



**Cleanliness by Bus Operating Divisions  
FY09 Q3 - FY10 Q3**





## 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	Apr. YTD 8.66	Apr. 4.15	<span style="color: green;">●</span>
<b>Metro Red Line (MRL)</b>										
On-Time Pullouts	99.71%	99.94%	99.61%	99.76%	99.79%	99.97%	99.00%	99.62%	99.59%	<span style="color: green;">●</span>
Mean Miles Between Chargeable Mechanical Failures	12,793	11,759	19,587	17,260	26,743	41,482	30,000	40,183	63,714	<span style="color: green;">●</span>
In-Service On-time Performance*					99.13%	99.38%	99.10%	99.57%	99.80%	<span style="color: green;">●</span>
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	<span style="color: green;">●</span>
Complaints per 100,000 Boardings	1.17	1.13	0.66	0.41	0.50	0.37	0.50	0.42	0.55	<span style="color: green;">●</span>
<b>Metro Blue Line (MBL)</b>										
On-Time Pullouts	99.94%	99.73%	99.76%	99.72%	99.62%	99.74%	99.00%	99.69%	100.00%	<span style="color: green;">●</span>
Mean Miles Between Chargeable Mechanical Failures	10,365	16,273	26,774	35,125	31,278	27,051	24,000	21,419	32,961	<span style="color: yellow;">◇</span>
In-Service On-time Performance*					98.81%	98.24%	99.00%	98.79%	99.38%	<span style="color: yellow;">◇</span>
Traffic Accidents Per 100,000 Train Miles	1.36	0.64	0.96	1.35	1.65	1.26	0.05	1.27	0.73	<span style="color: yellow;">◇</span>
Complaints per 100,000 Boardings	0.97	0.98	0.78	0.53	0.64	0.58	0.90	0.80	0.82	<span style="color: green;">●</span>
<b>Metro Green Line (MGrL)</b>										
On-Time Pullouts	99.78%	99.91%	99.97%	99.54%	99.80%	99.95%	99.00%	99.83%	100.00%	<span style="color: green;">●</span>
Mean Miles Between Chargeable Mechanical Failures	11,337	12,558	20,635	27,471	36,727	19,195	24,000	13,607	16,583	<span style="color: yellow;">◇</span>
In-Service On-time Performance*					99.07%	98.90%	99.00%	99.22%	99.69%	<span style="color: green;">●</span>
Traffic Accidents Per 100,000 Train Miles	0.08	0.00	0.00	0.00	0.00	0.07	0.05	0.15	0.84	<span style="color: yellow;">◇</span>
Complaints per 100,000 Boardings	1.37	1.39	0.92	0.72	0.81	0.82	0.90	0.76	0.58	<span style="color: green;">●</span>
<b>Metro Gold Line (MGoL)</b>										
On-Time Pullouts	100%	99.85%	99.97%	99.95%	99.95%	99.95%	99.00%	99.87%	100.00%	<span style="color: green;">●</span>
Mean Miles Between Chargeable Mechanical Failures	8,938	16,571	23,329	22,775	39,521	24,250	24,000	15,022	33,374	<span style="color: yellow;">◇</span>
In-Service On-time Performance*					98.86%	99.38%	99.00%	99.07%	99.53%	<span style="color: green;">●</span>
Traffic Accidents Per 100,000 Train Miles	0.25	0.23	0.12	0.23	0.43	0.21	0.05	0.50	0.82	<span style="color: yellow;">◇</span>
Complaints per 100,000 Boardings	3.81	2.85	2.71	1.88	1.57	1.50	0.90	1.66	0.77	<span style="color: yellow;">◇</span>

\*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.

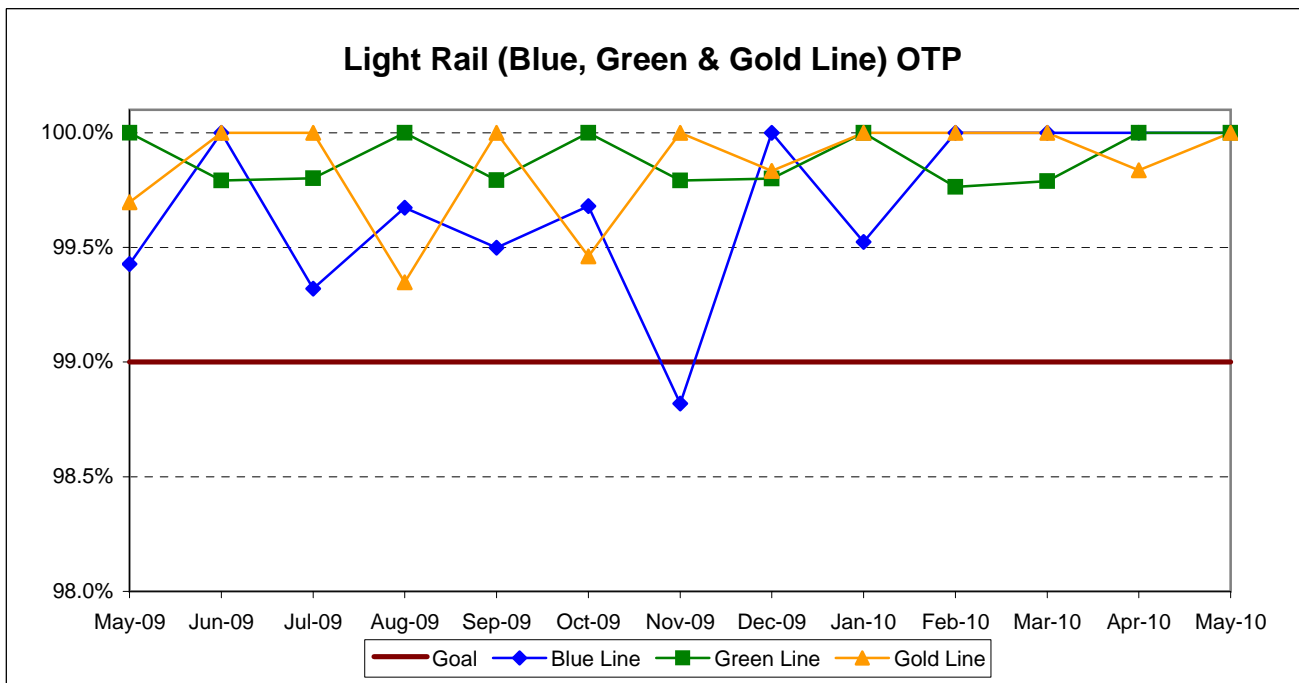
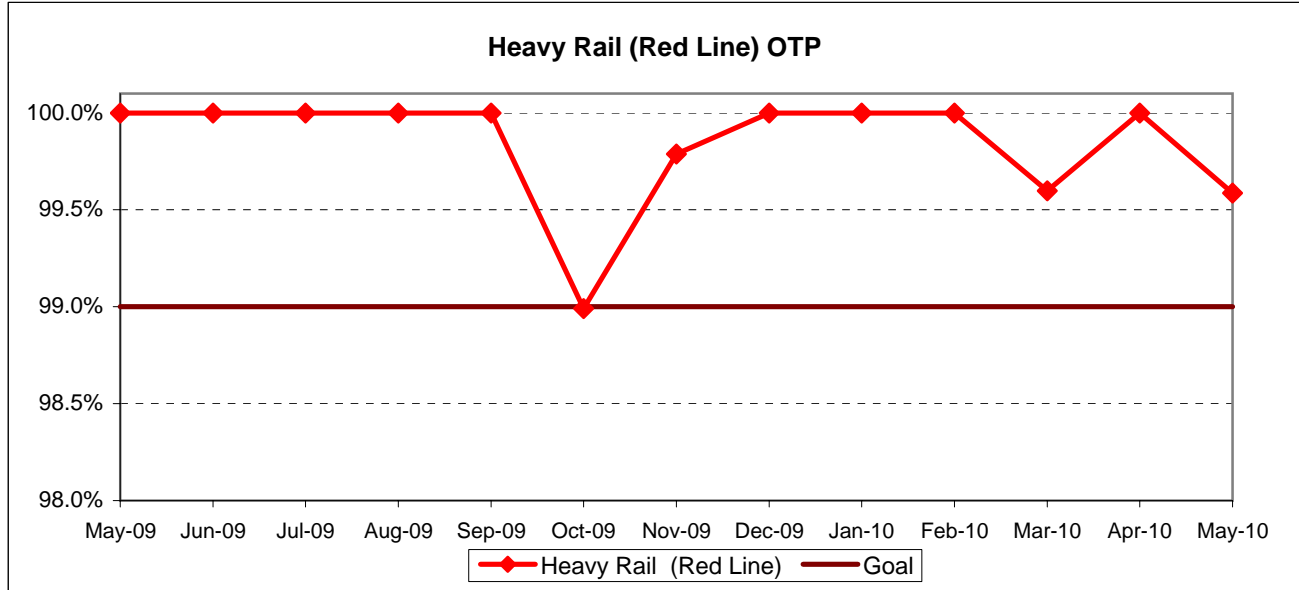
■ Red - High probability that the target will not be achieved -- significant problems and/or delays.

# 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.

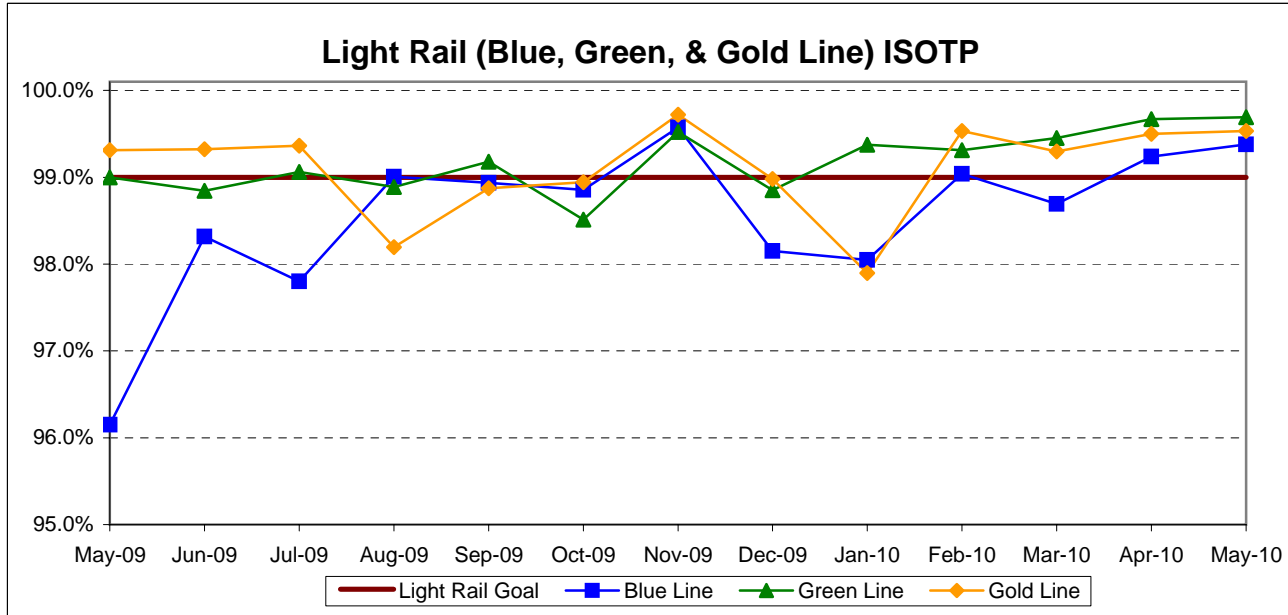
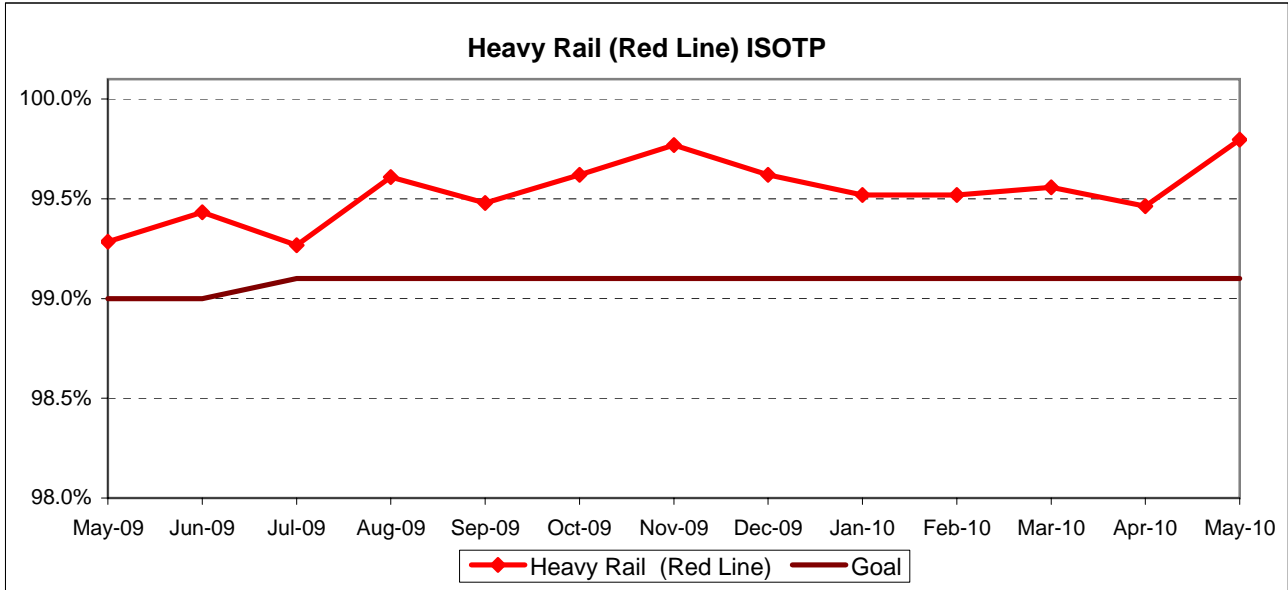
**Calculation:**  $OTP\% = [(100\% - [(Total\ cancelled\ pullouts\ plus\ late\ pullouts) / by\ Total\ scheduled\ pullouts]) \times 100]$



**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.

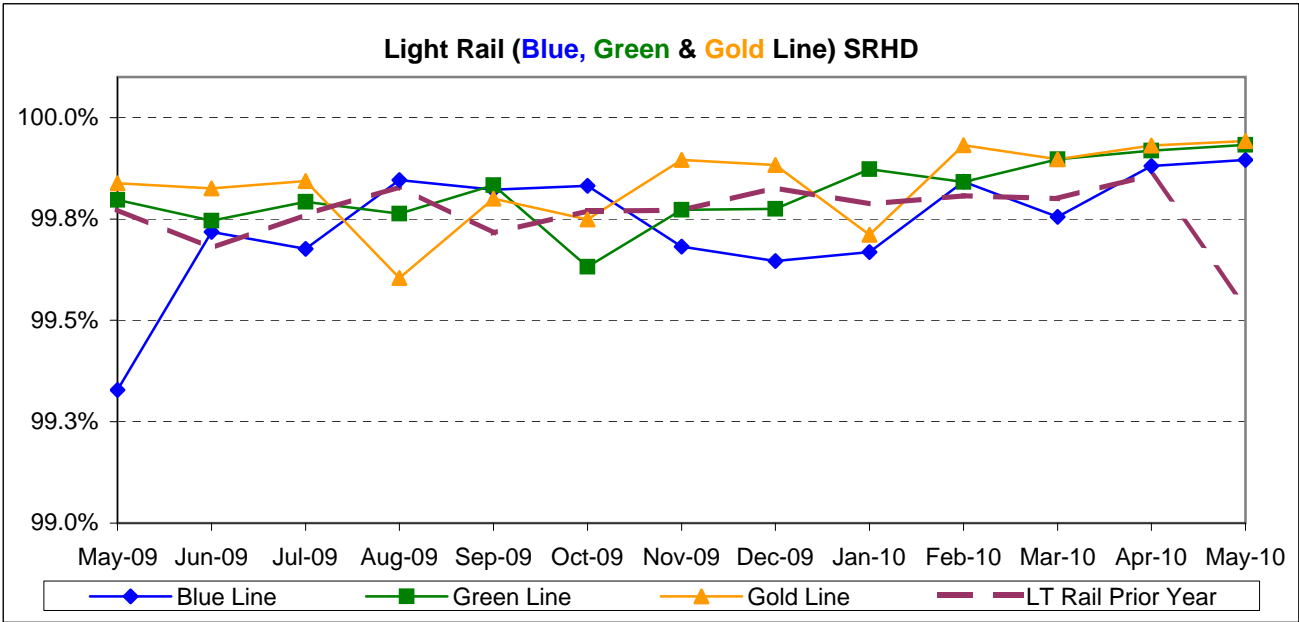
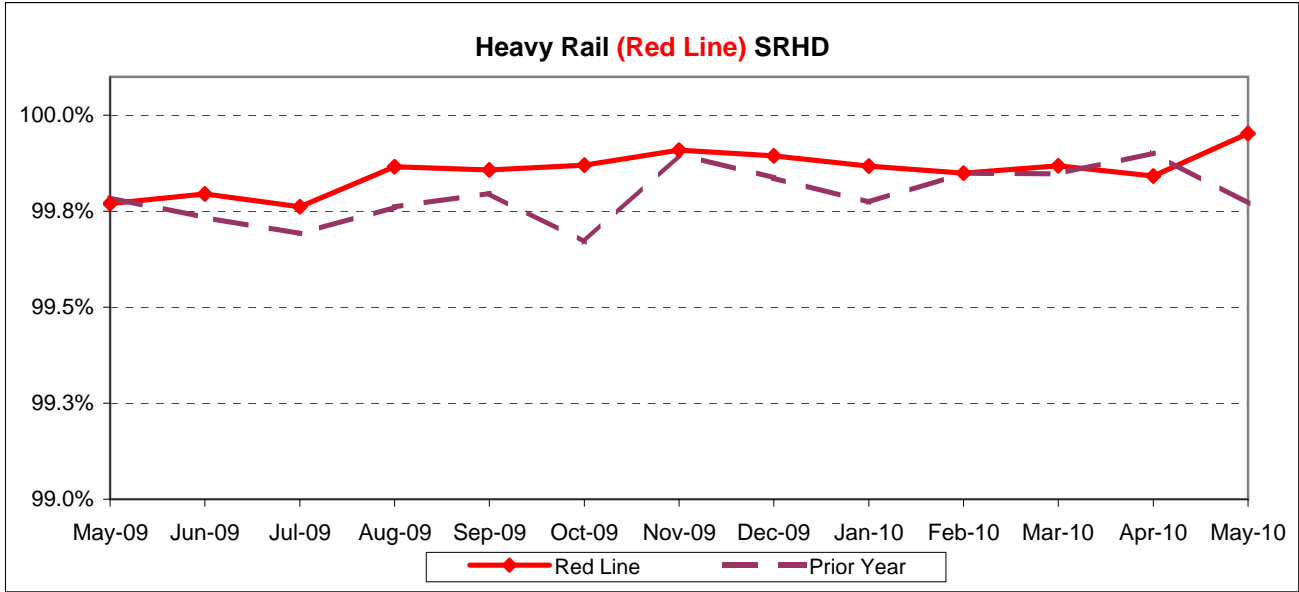
**Calculation:** ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]



**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.

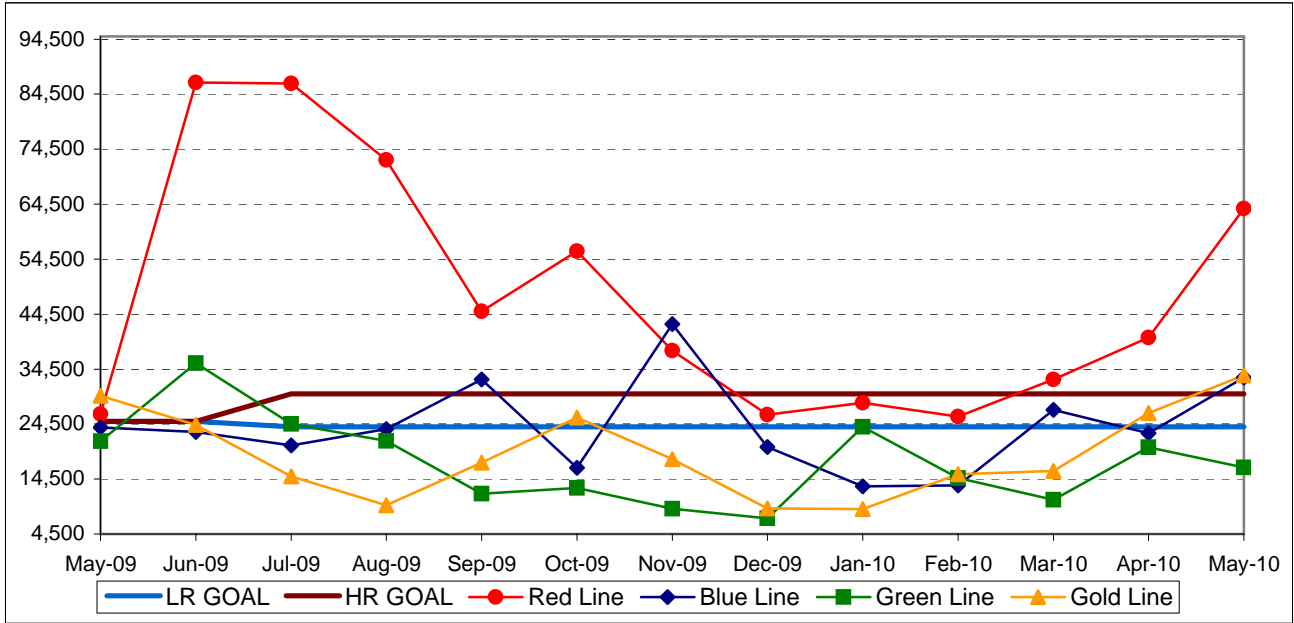
**Calculation:**  $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



**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

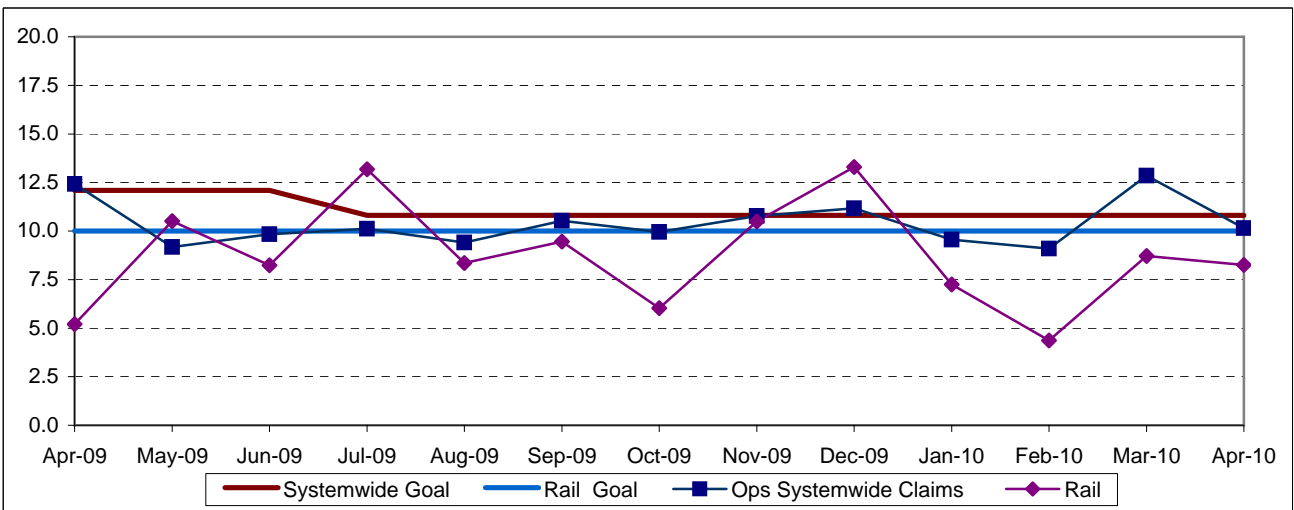


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**

**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

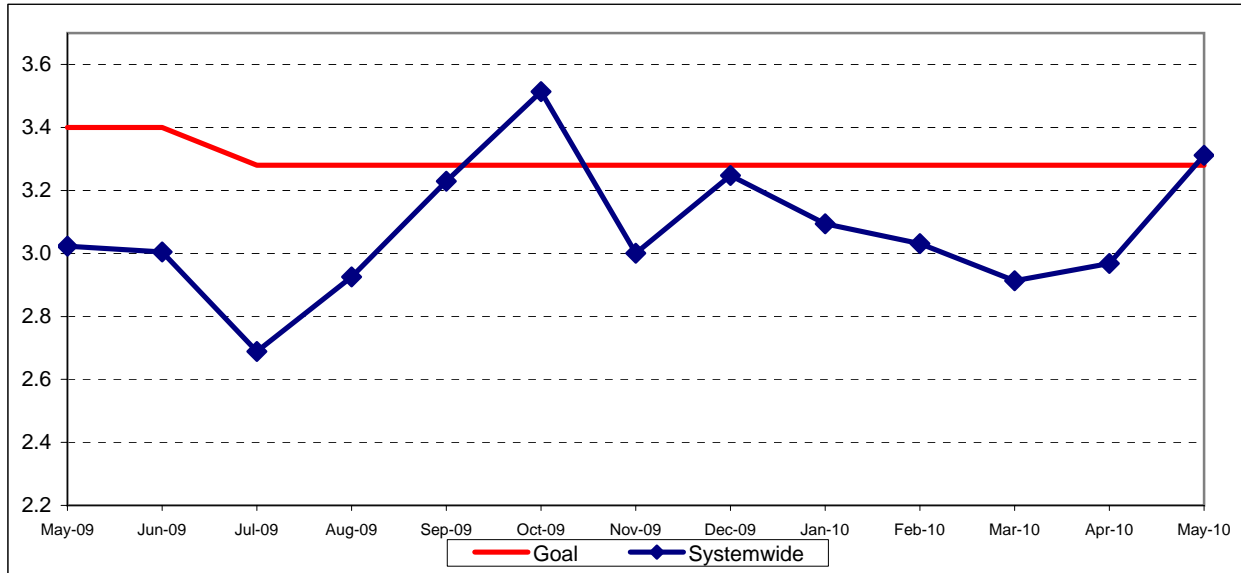
### BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

**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.

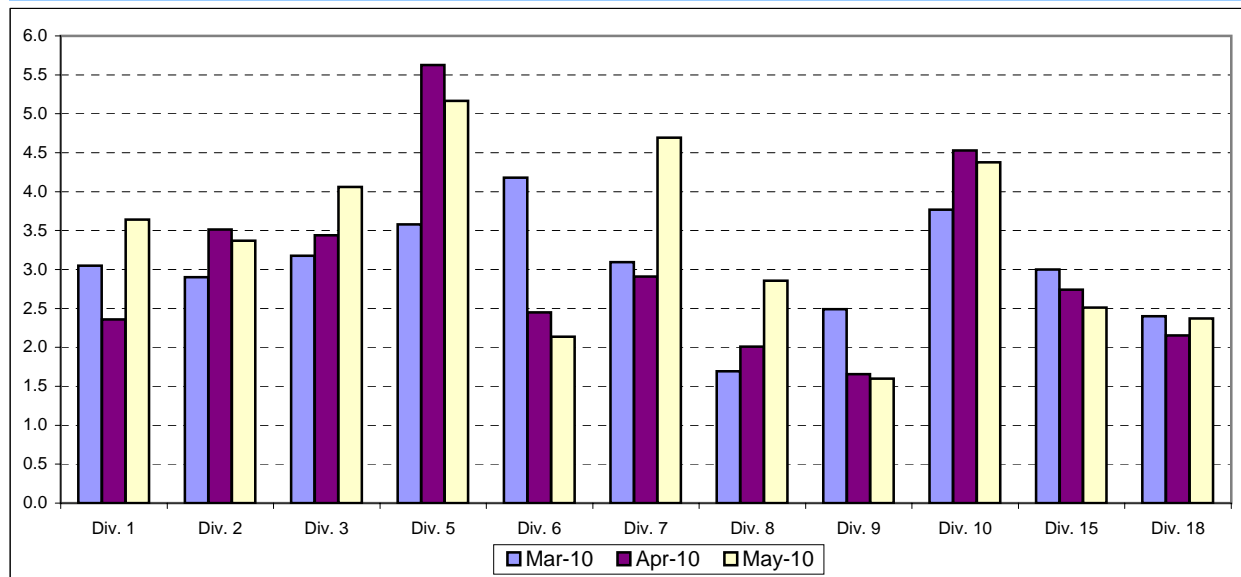
#### Systemwide Trend



**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 March 2010 - May 2010

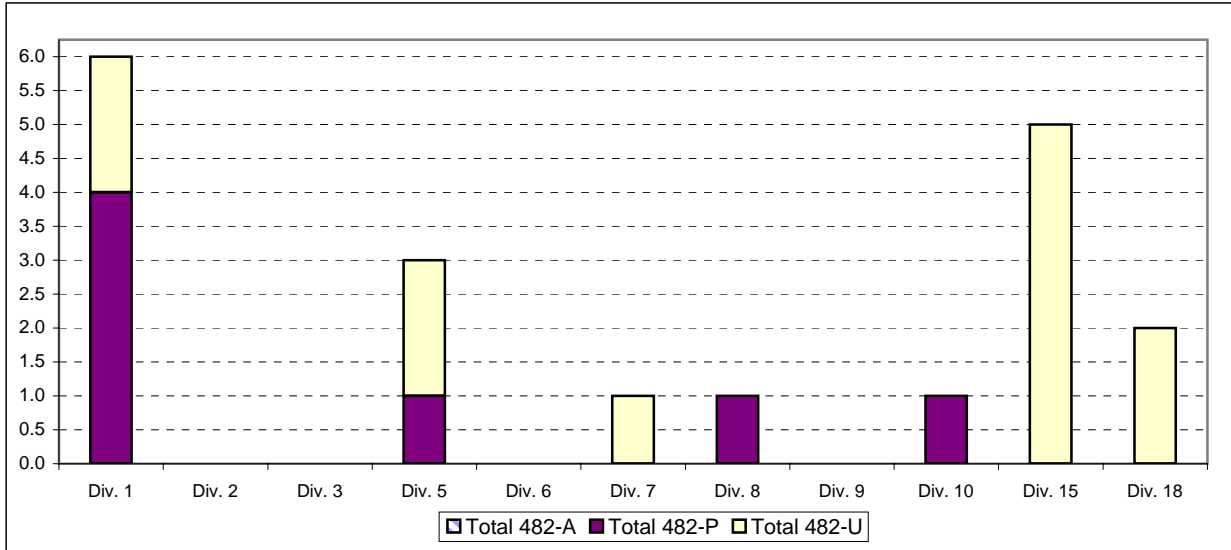


**Number of 482 Accidents in Vehicle Accident Management System (VAMS) Download by Avoidable (A), Pending (P) or Unavoidable (U) Bus Operating Divisions**

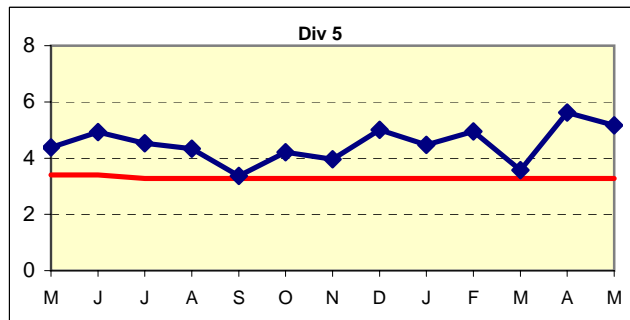
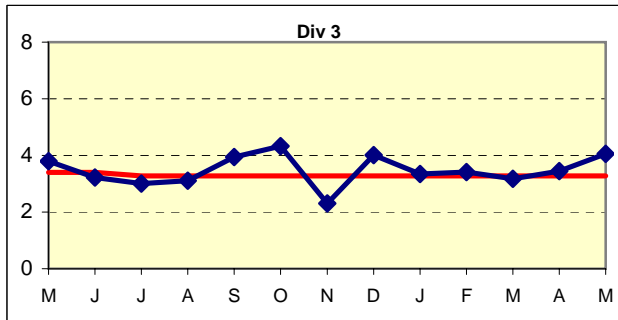
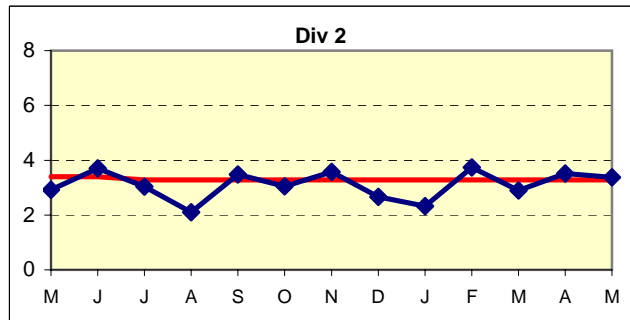
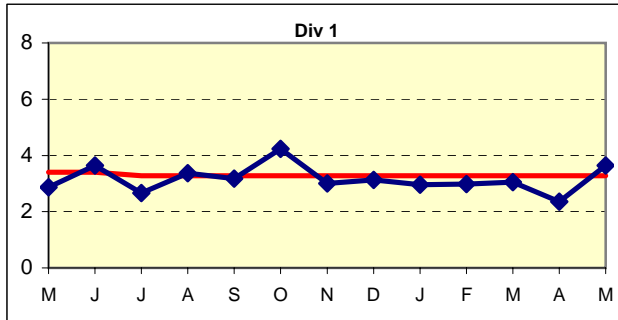
**Definition:** Number of accidents that are coded 482 "alleged" accidents in prior 13 months and the accident determination as avoidable (A), pending investigation (P) or unavoidable (U).

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

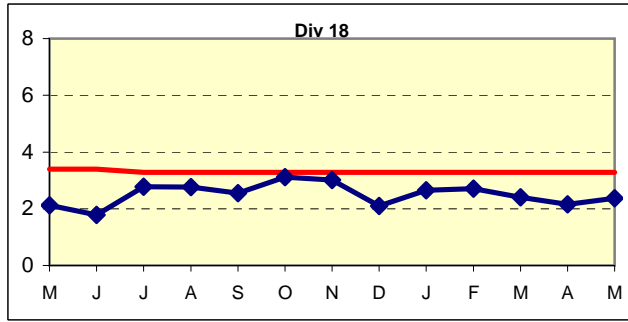
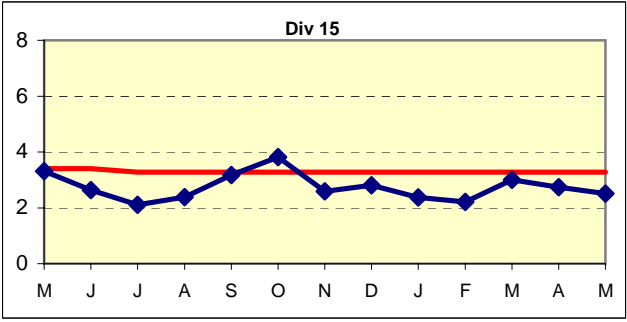
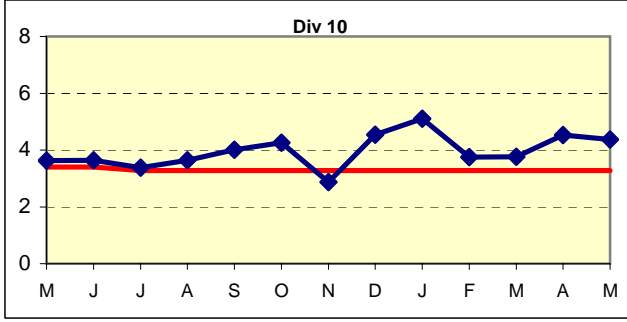
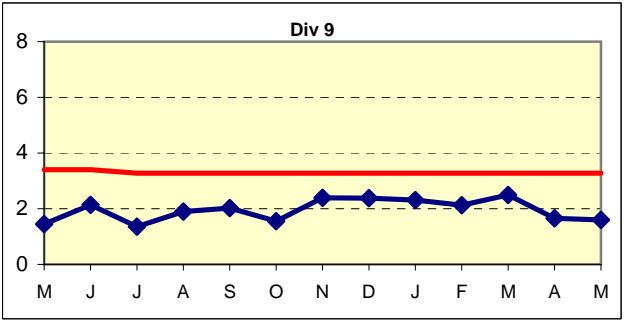
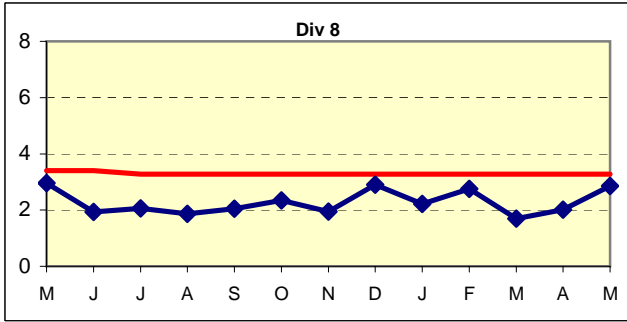
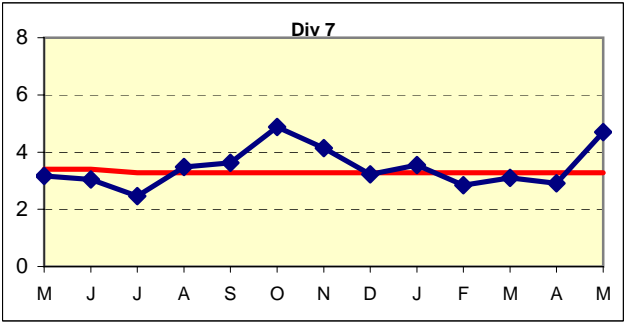
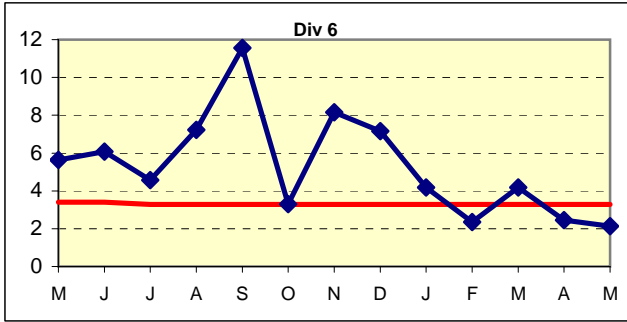
NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.



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



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



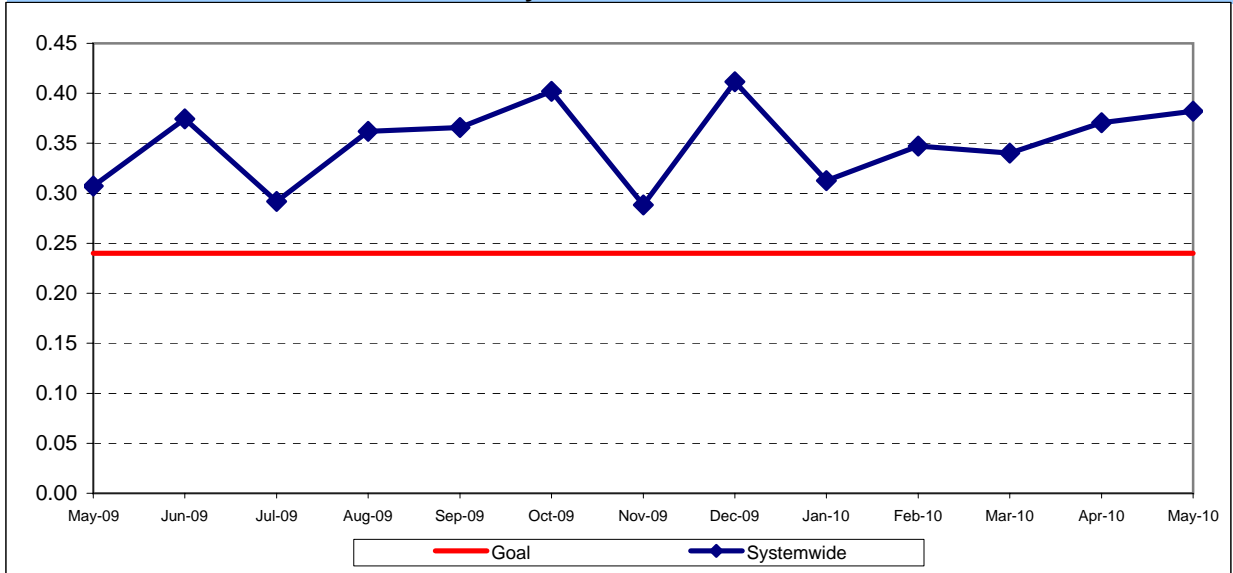


**BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS**

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

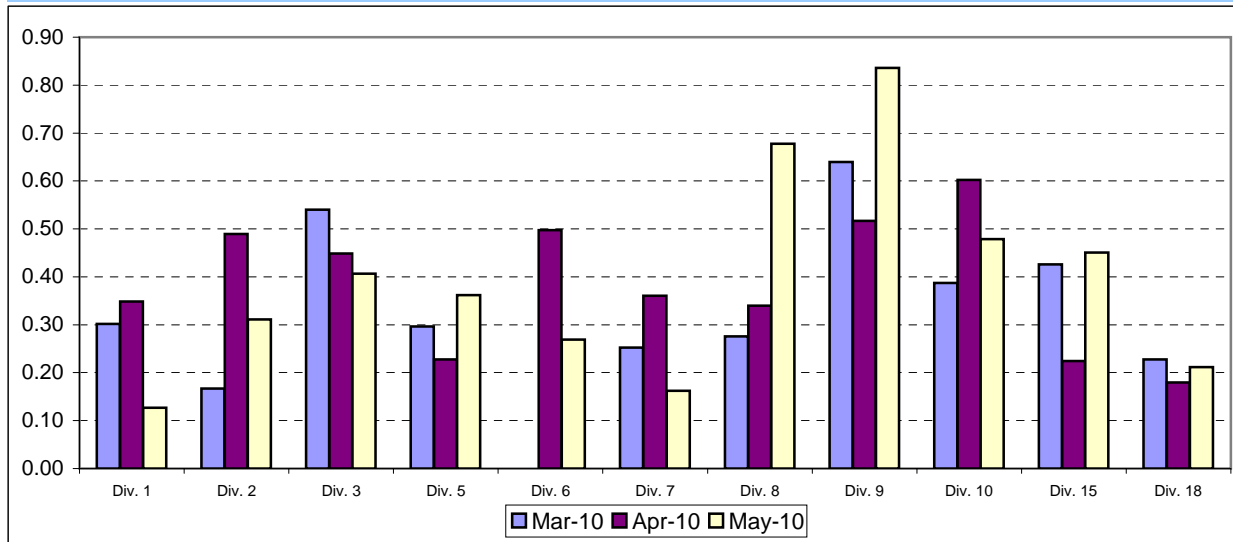
**Calculation:** Passenger Accidents Per 100,000 Boardings = (The number of Passengers Accidents / by (Boardings / by 100,000))

**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  
March 2010 - May 2010**

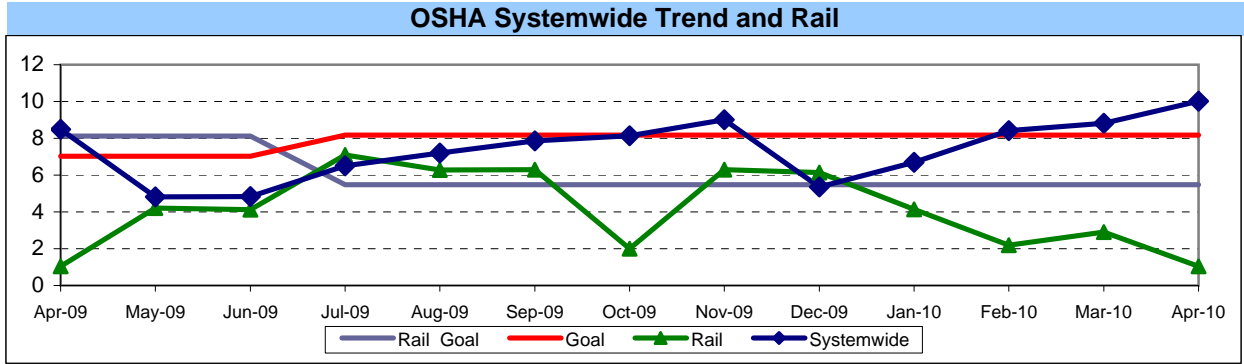


**OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA) RECORDABLE INJURIES PER 200,000 EXPOSURE HOURS**

**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)

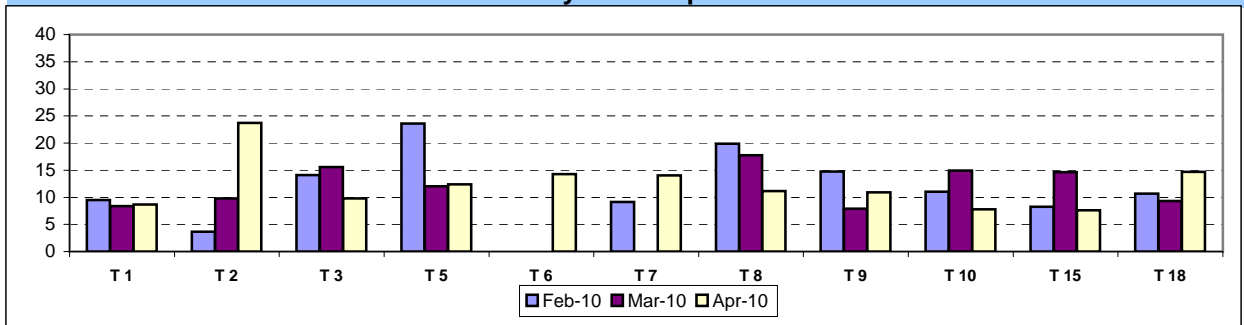
One month lag from current month



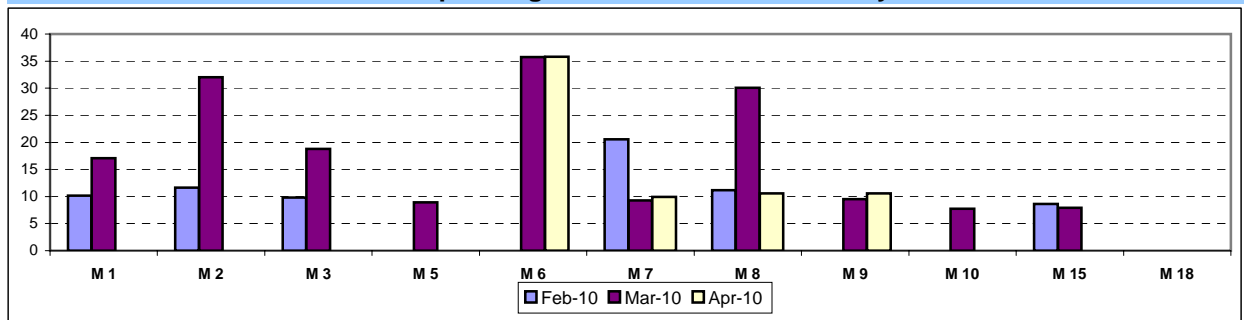
Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of injuries and late filing of reports.

One month lag from current month

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



**OSHA: Bus Operating Maintenance Divisions - by Division**



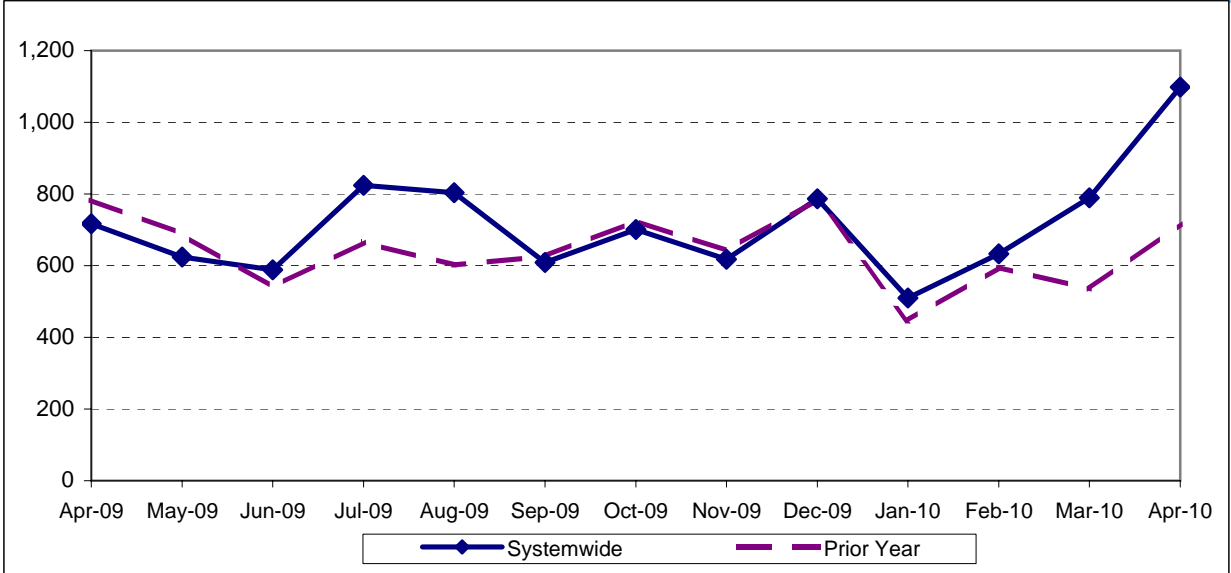
**LOST WORK DAYS (LWD) PAID PER 200,000 EXPOSURE HOURS**

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

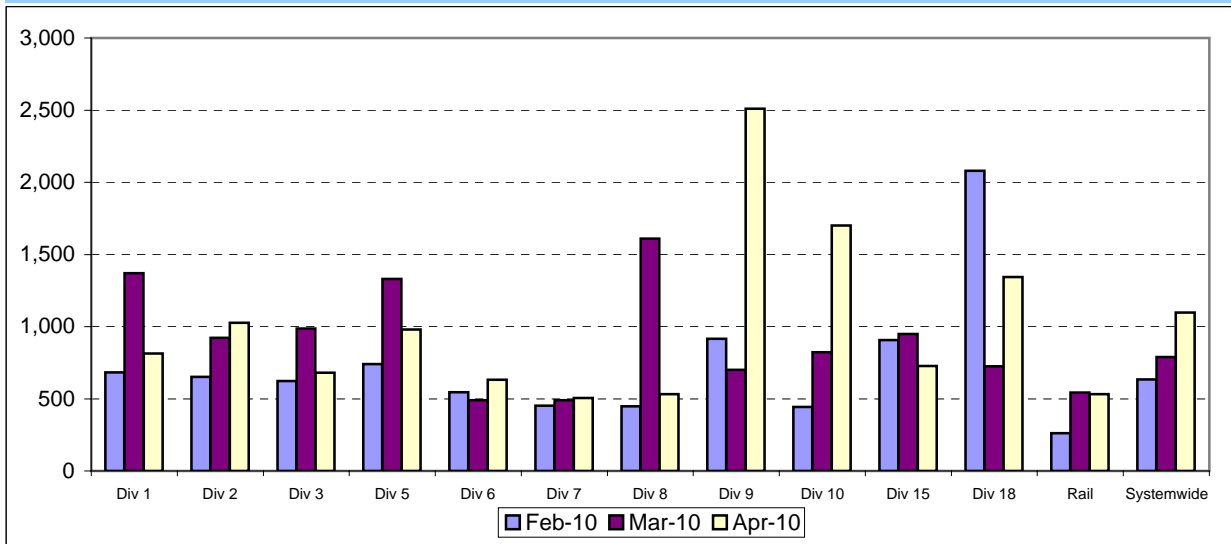
**Calculation:** (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number

One month lag from current month

**LWD Systemwide Trend**



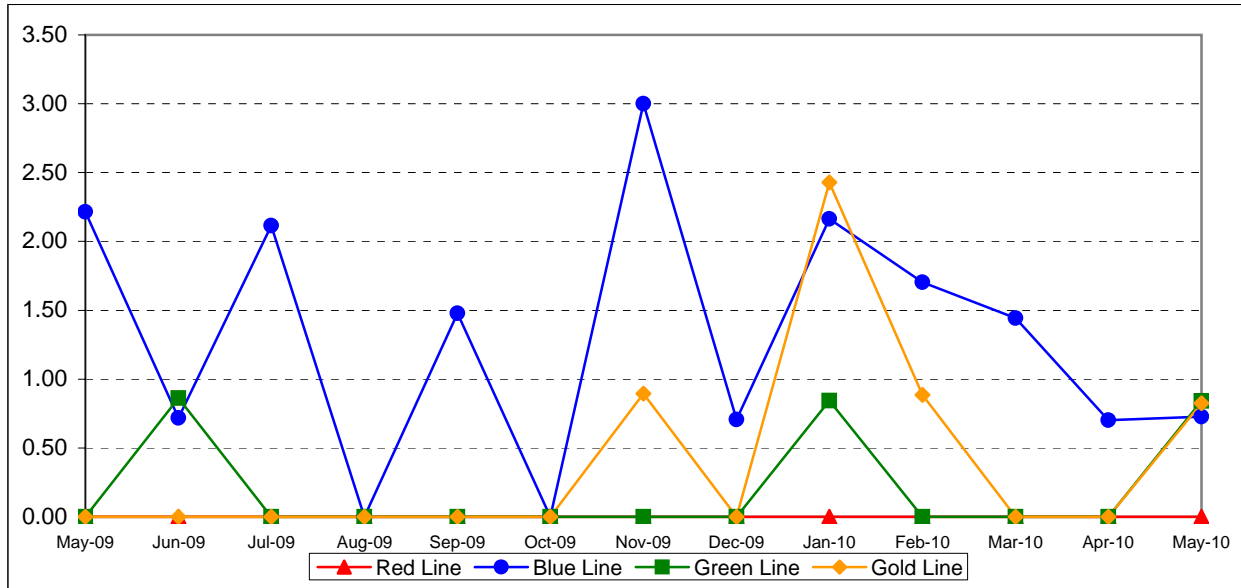
**LWD/200,000 Exposure Hours per Operating Divisions - by Division and Rail Feb. 2010 - April 2010**



**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.

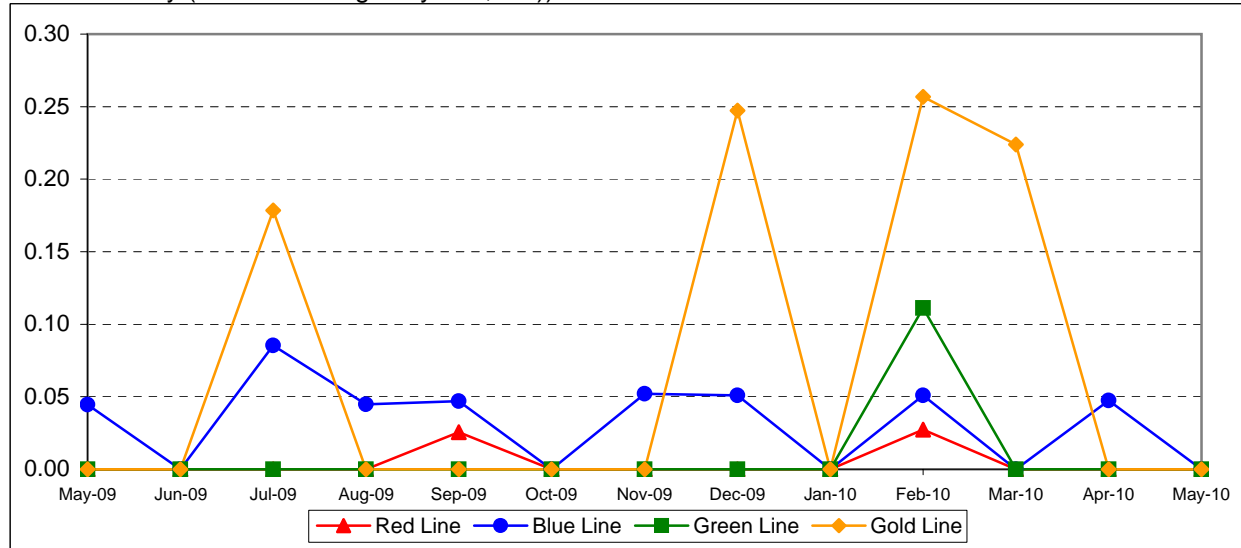
**Calculation:** Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



**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))



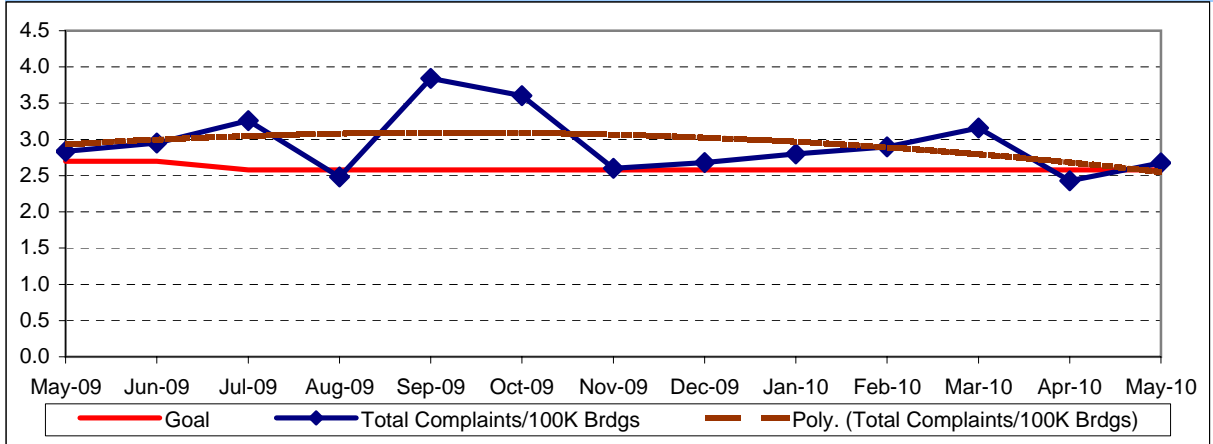
# CUSTOMER SATISFACTION

## COMPLAINTS PER 100,000 BOARDINGS

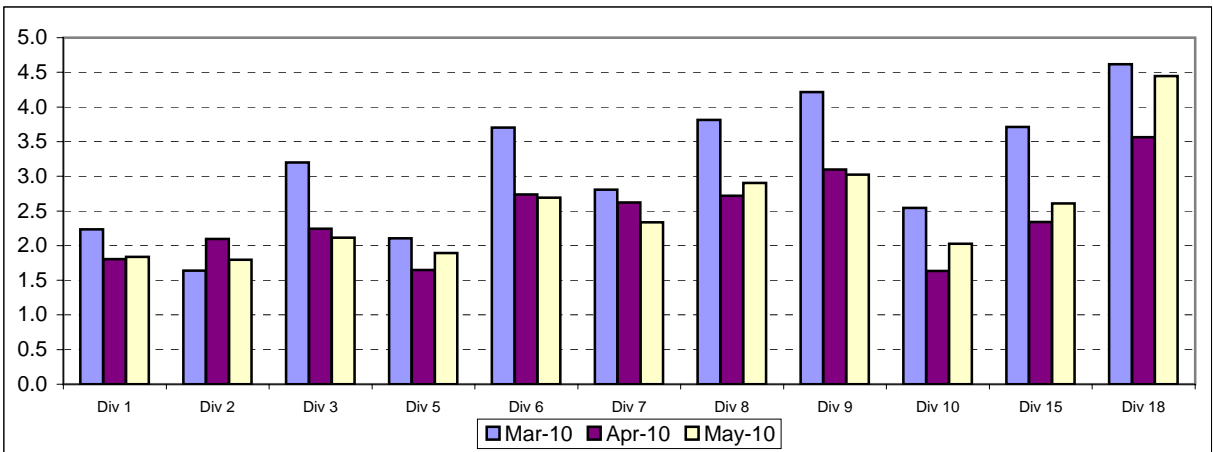
**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

### Systemwide Trend

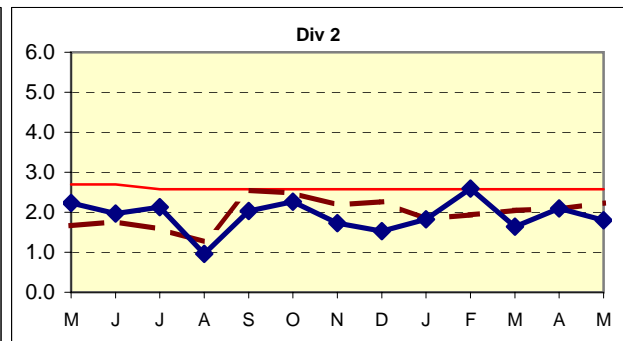
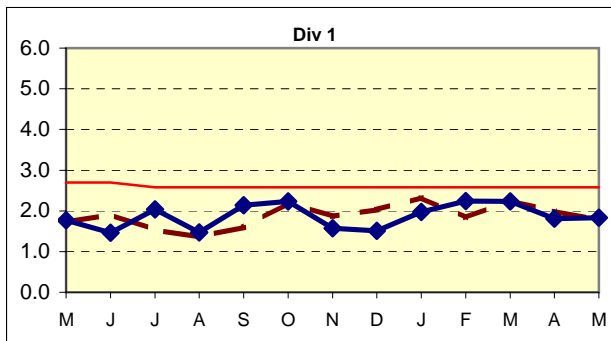


### Bus Operating Divisions, by Divisions March 2010 - May 2010



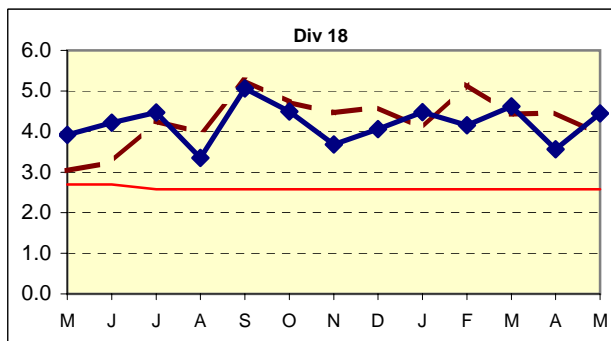
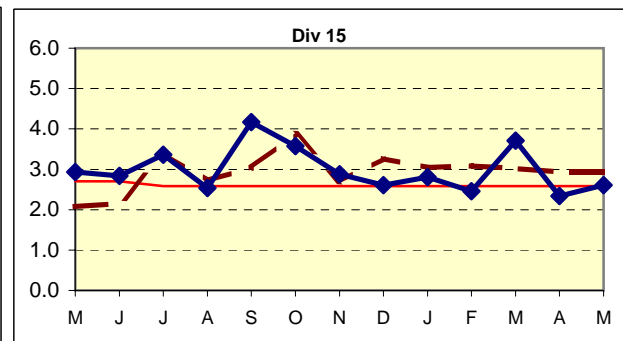
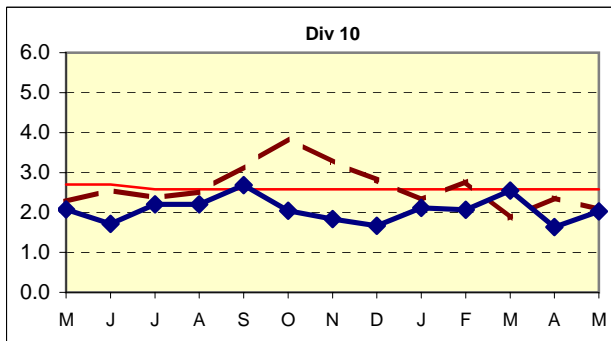
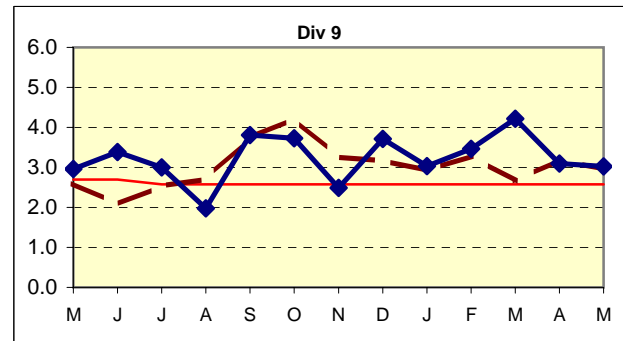
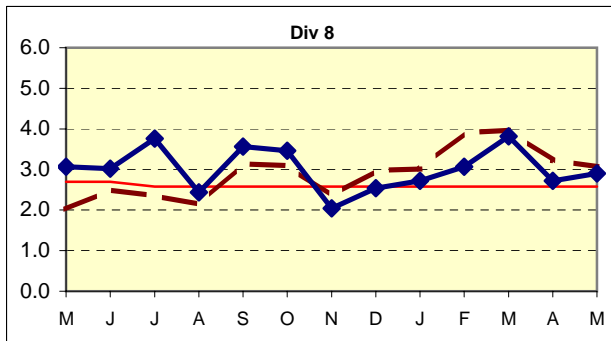
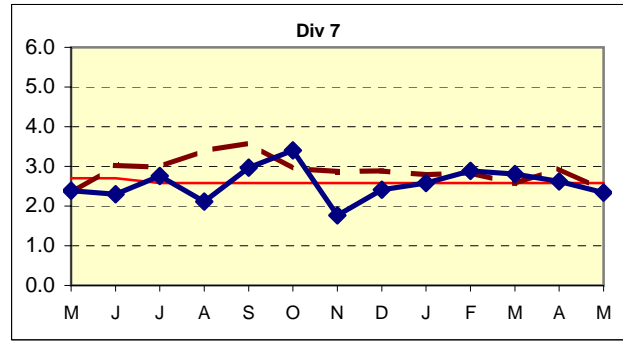
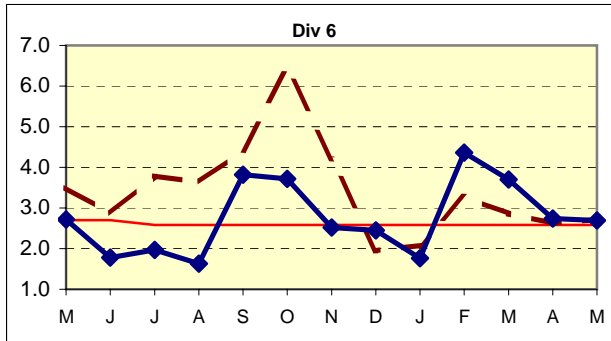
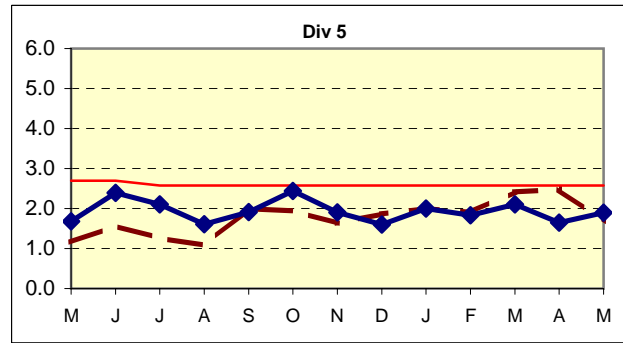
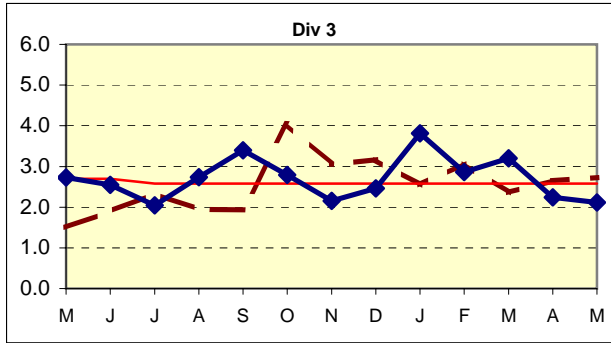
## COMPLAINTS PER 100,000 BOARDINGS

◆ Current Year     
 - - - Prior Year     
 — Goal



◆ Current Year    - - - Prior Year    — Goal

### COMPLAINTS PER 100,000 BOARDINGS - Continued



## WORKERS COMPENSATION CLAIMS

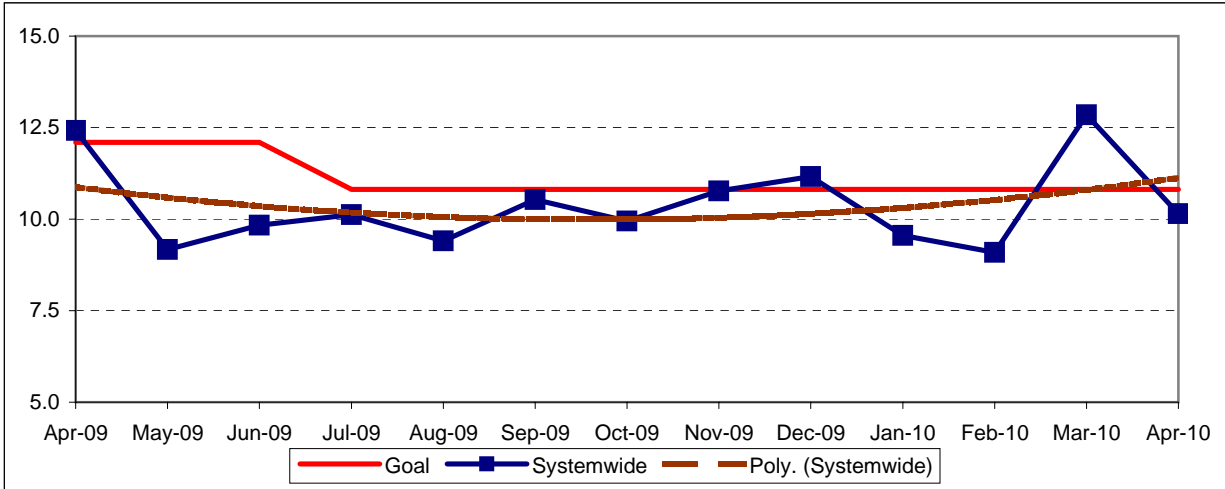
### New Workers Compensation Claims per 200,000 Exposure Hours

**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.



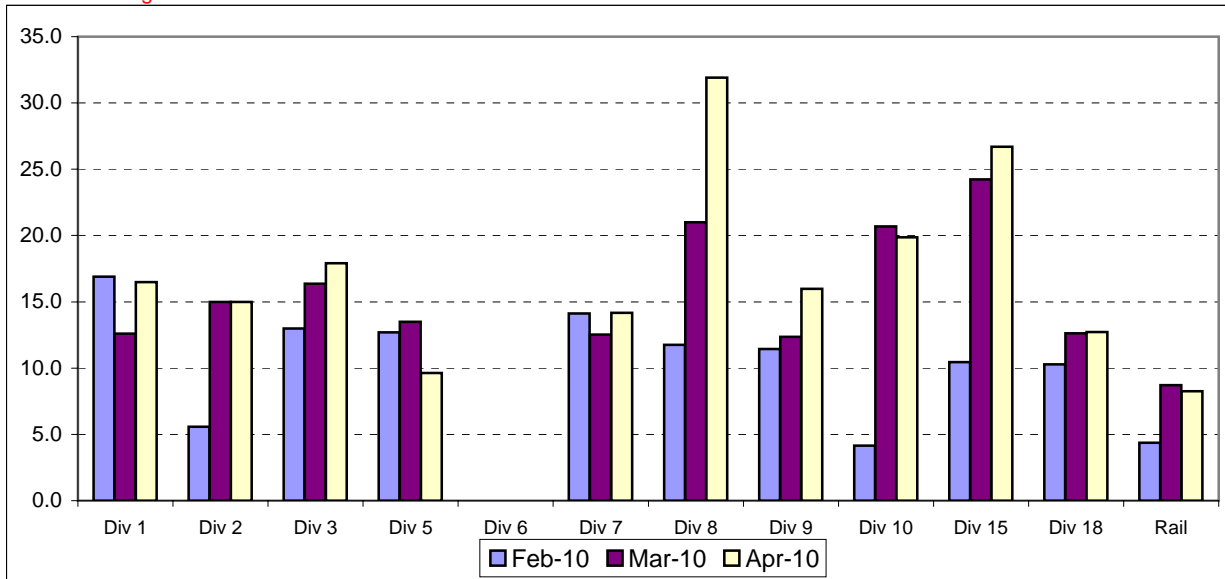
#### NEW CLAIMS PER 200,000 EXPOSURE HOURS - MONTH BY BUS DIVISION & RAIL

**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 February 2010 - April 2010

One month lag from current month.

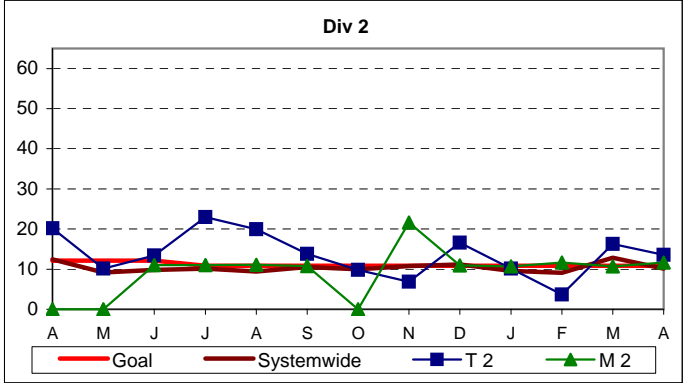
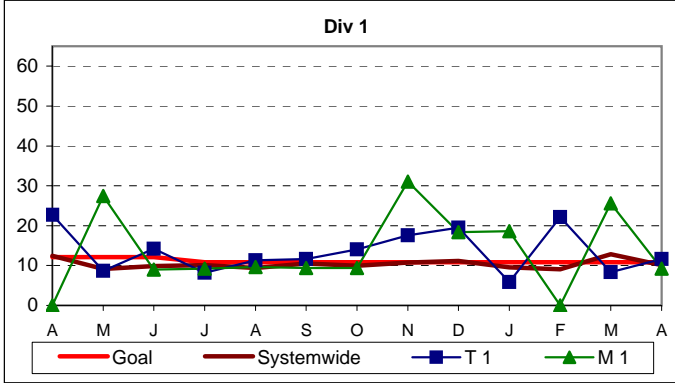


## NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS Systemwide and Bus Operating Divisions

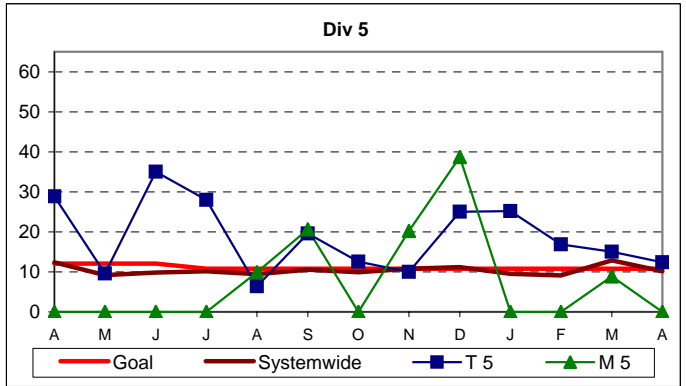
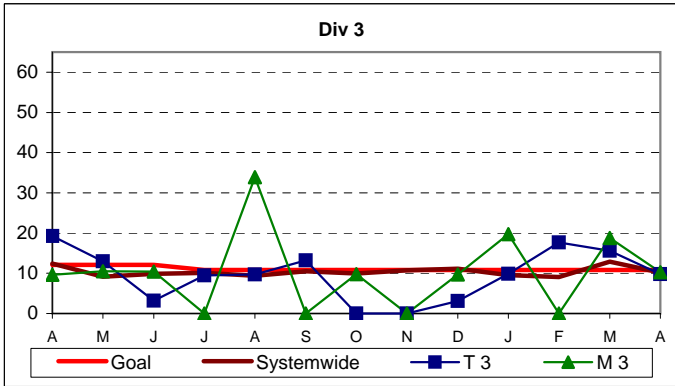
**Definition:** Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

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

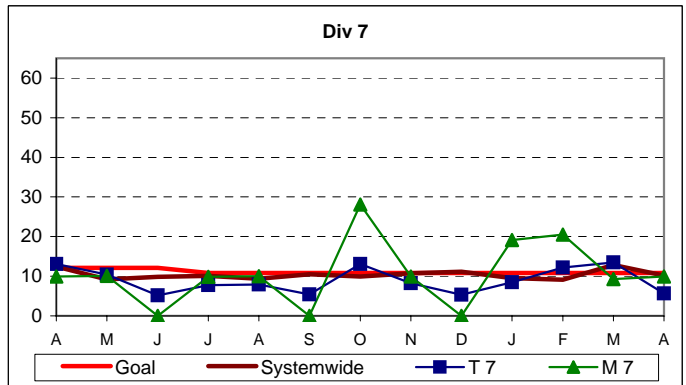
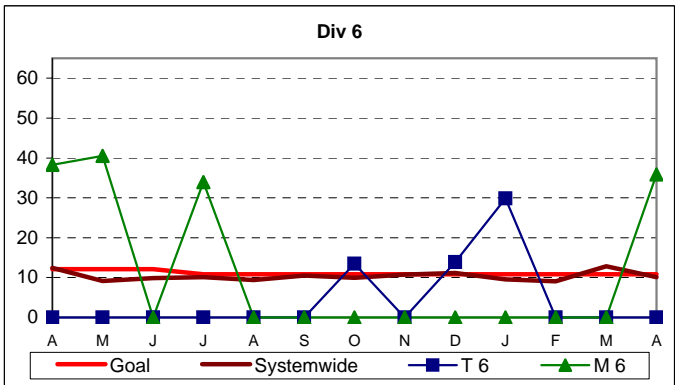
One month lag in reporting.



One month lag in reporting.



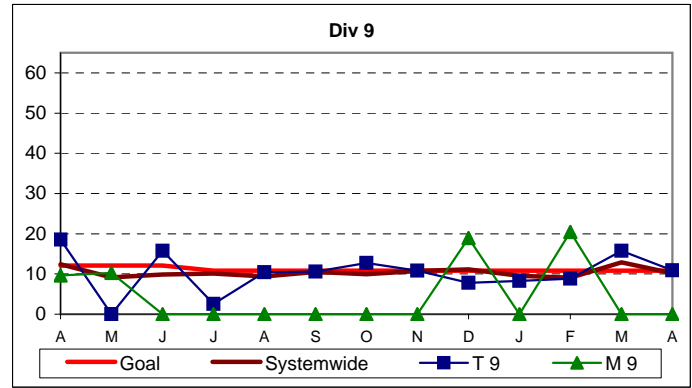
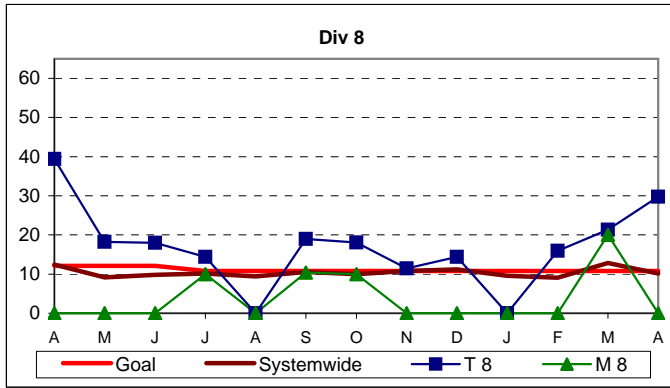
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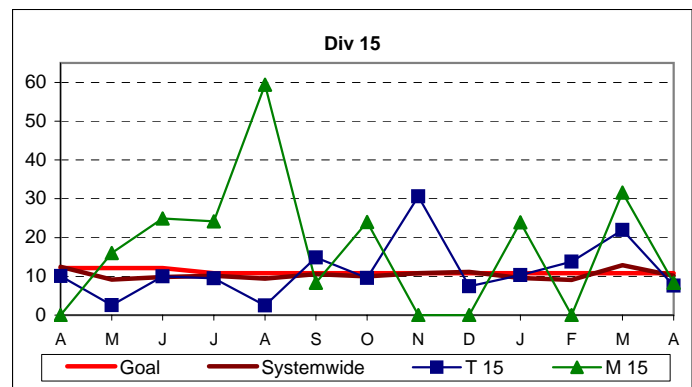
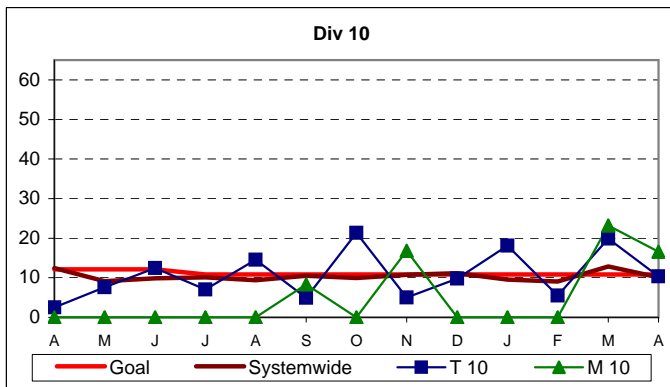


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS - Continued**

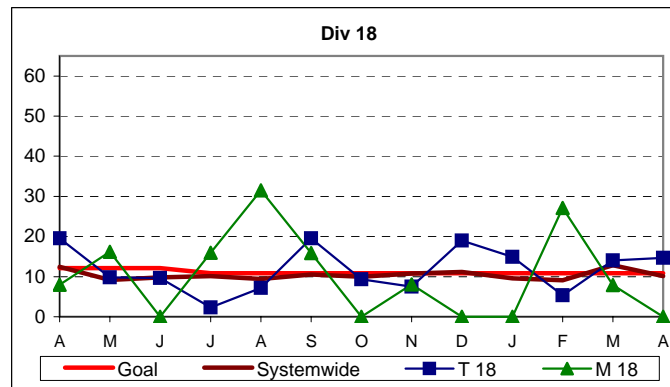
One month lag in reporting.



One month lag in reporting.



One month lag in reporting.

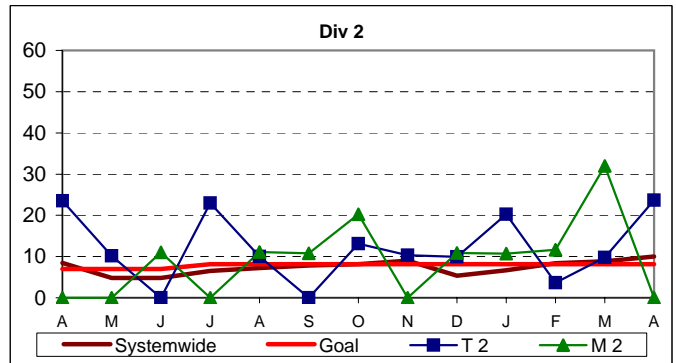
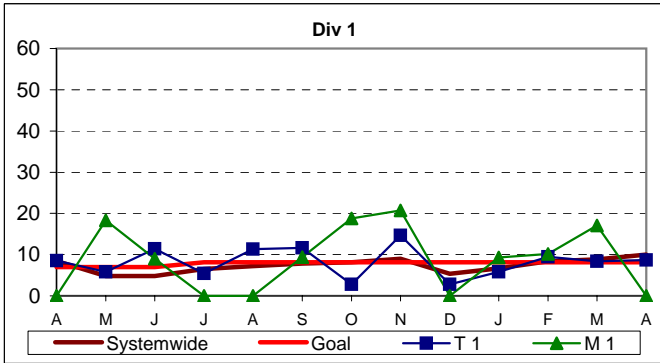


## OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS Systemwide and Bus Operating Divisions

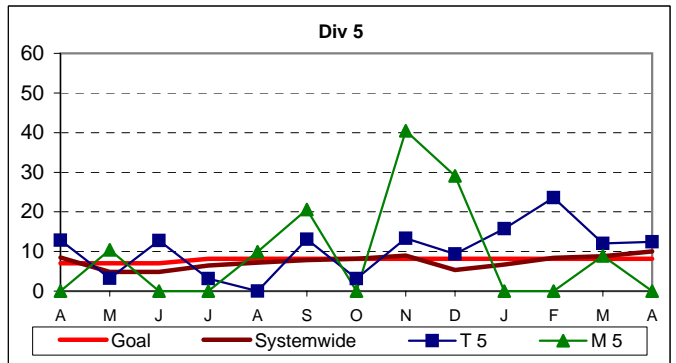
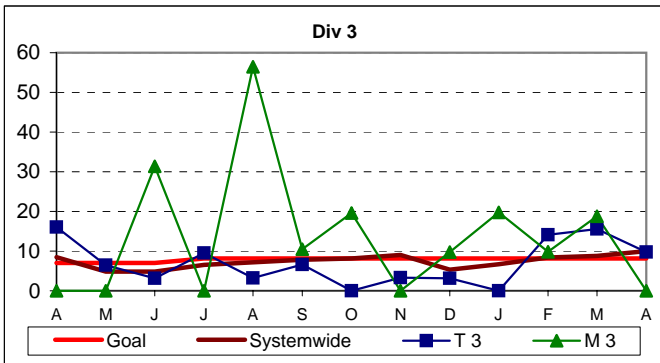
**Definition:** Work-related injuries and illnesses that result in: death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid which are filed per 200,000 exposure hours.

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

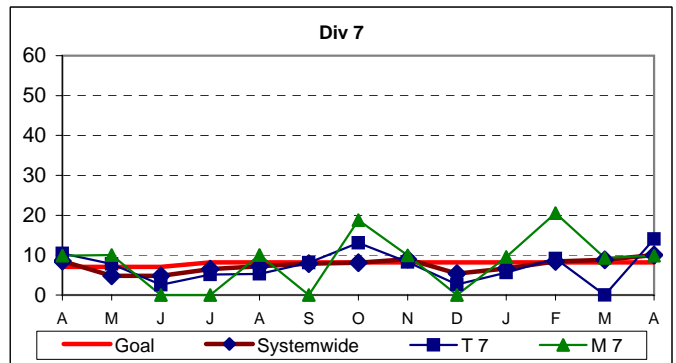
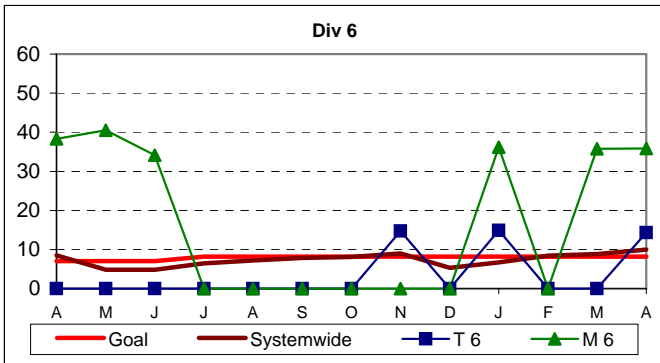
One month lag in reporting.



One month lag in reporting.

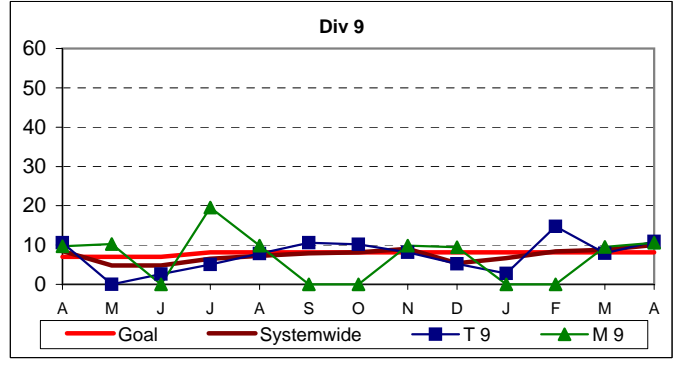
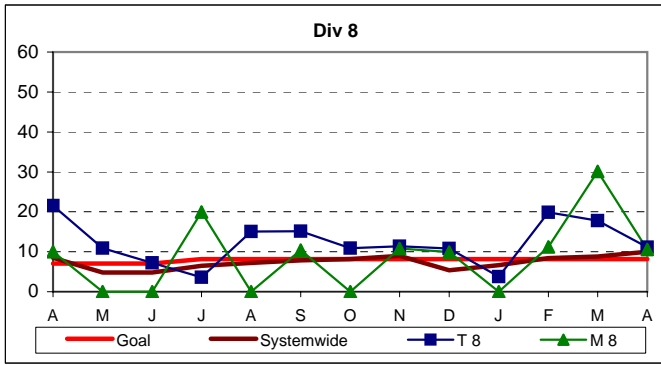


One month lag in reporting.

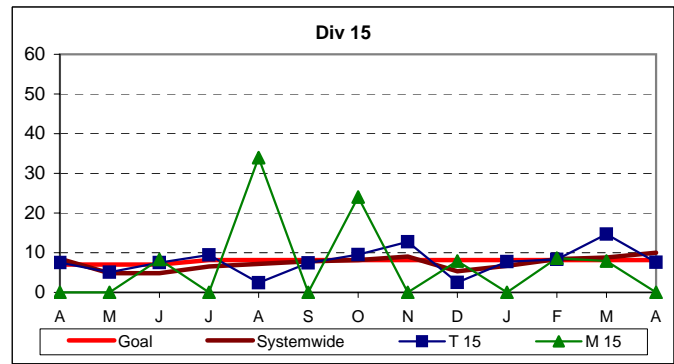
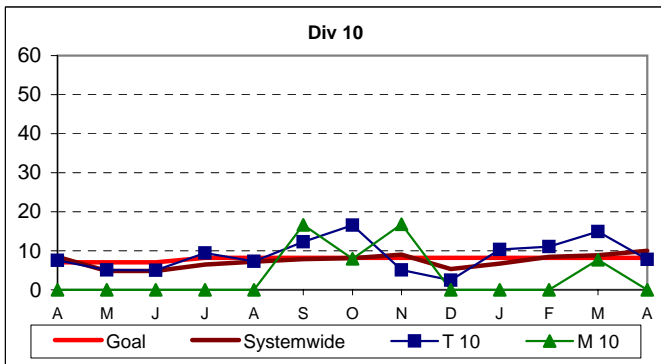


OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS - Continued

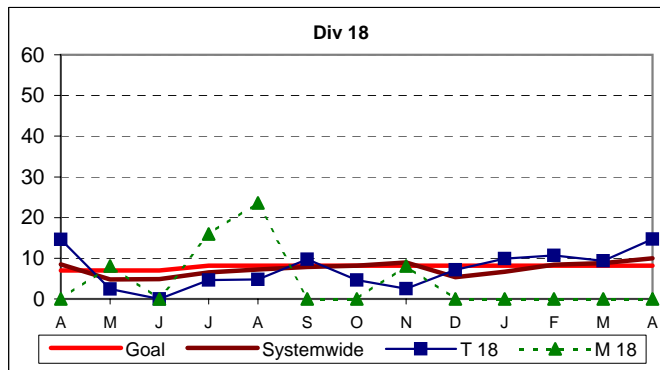
One month lag in reporting.



One month lag in reporting.



One month lag in reporting.



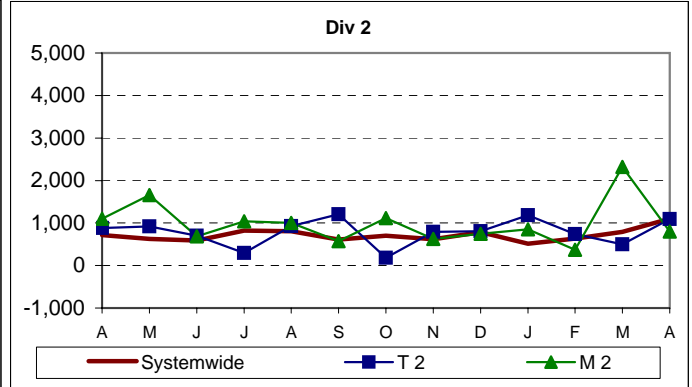
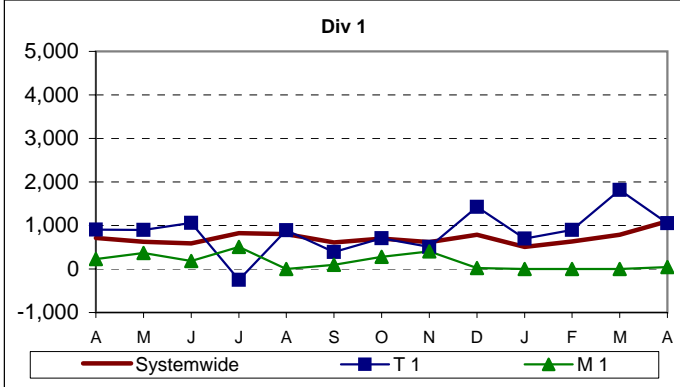
## NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS

### Systemwide and Bus Operating Divisions

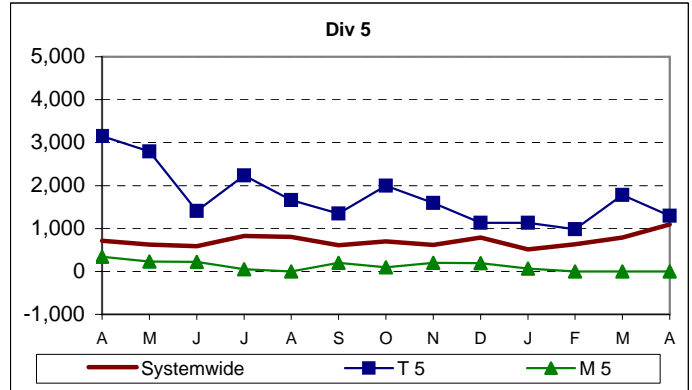
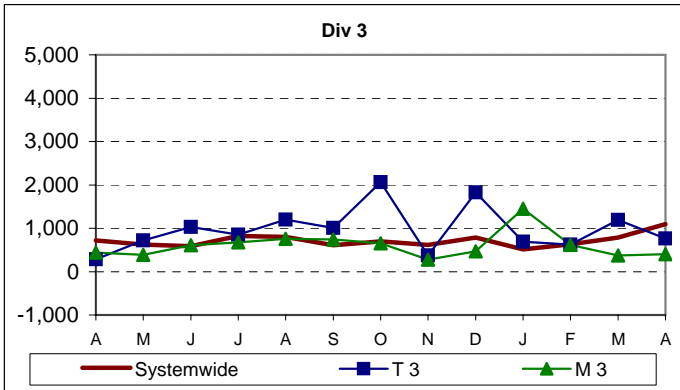
**Definition:** Number of paid working days lost due to employees workers' compensation injuries each month per 200,000 exposure hours. This indicator measures use of Transitional Duty Program.

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

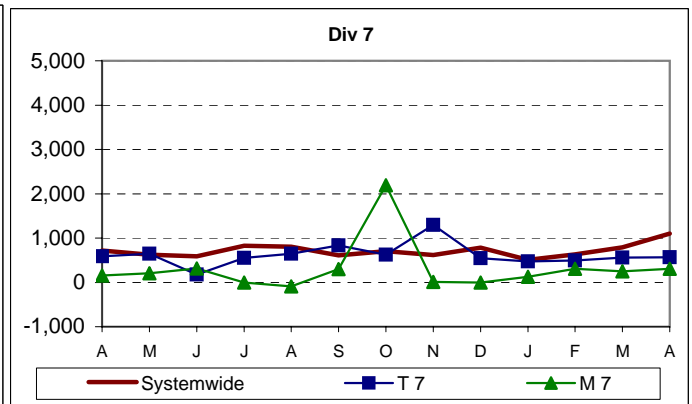
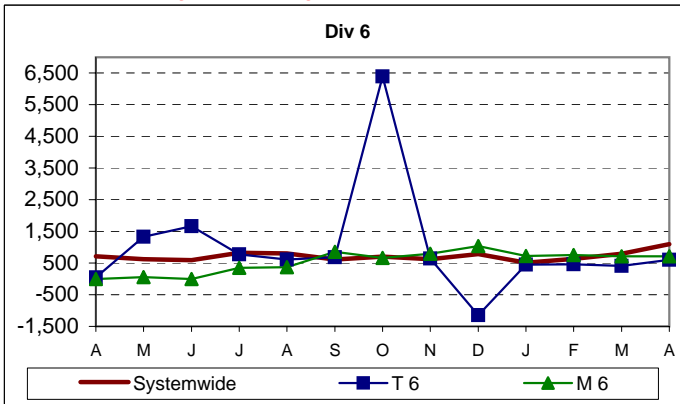
One month lag in reporting.



One month lag in reporting.

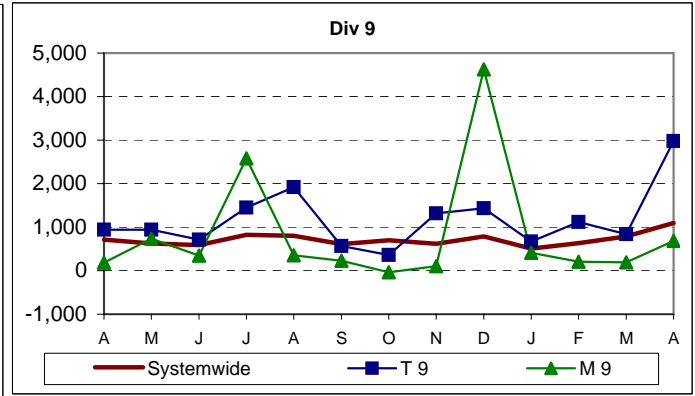
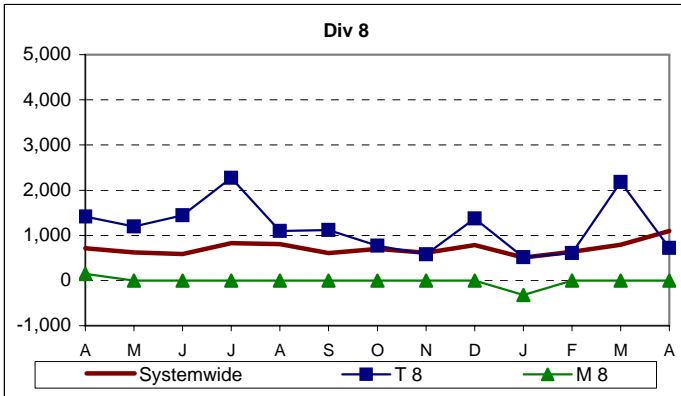


One month lag in reporting.

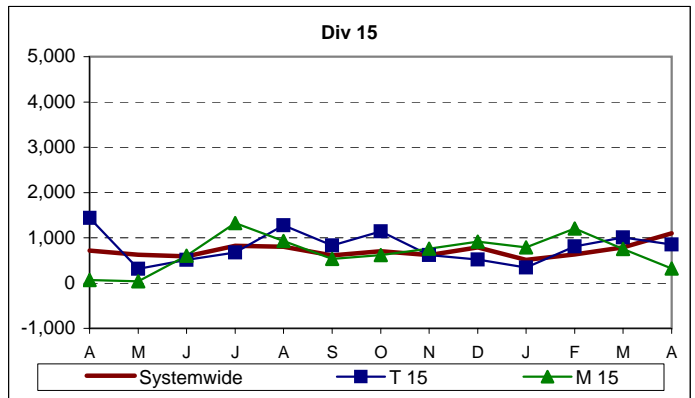
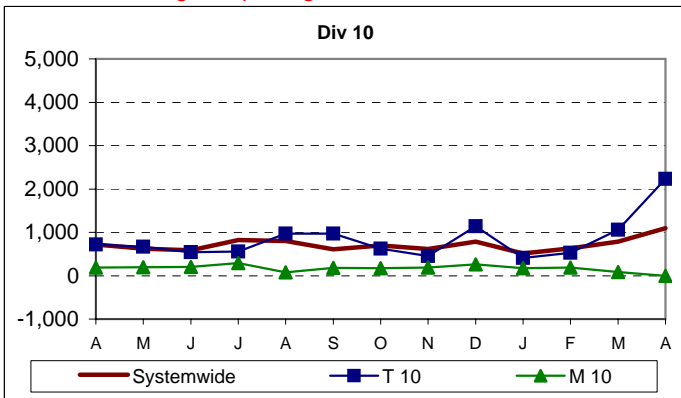


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS - Continued

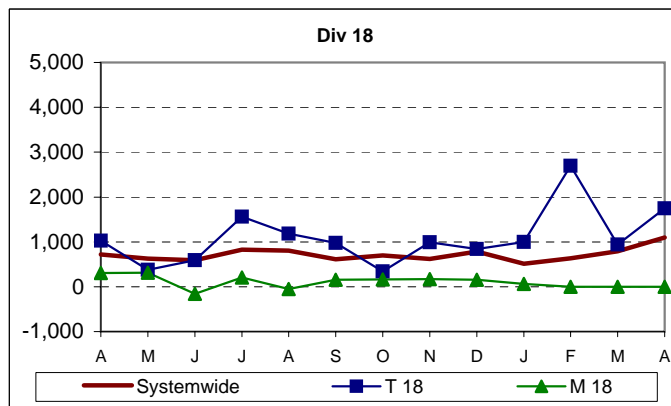
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One month lag in reporting.



One month lag in reporting.



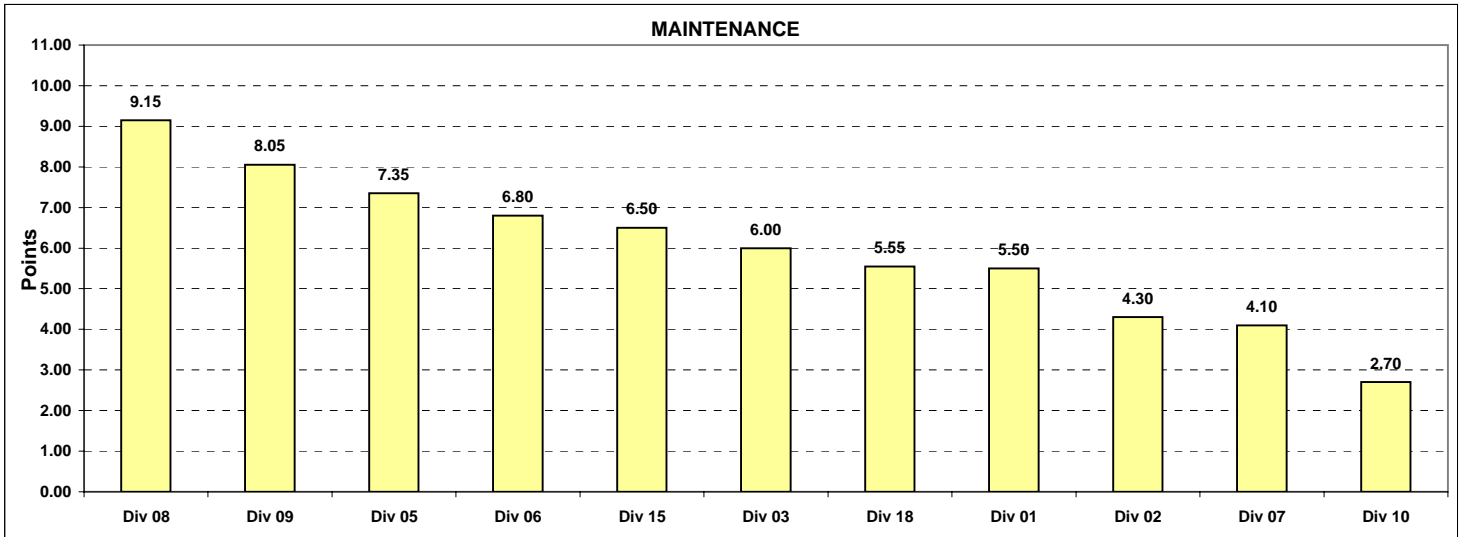
**"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM**

**Monthly Calculations - May 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%	1580.6	1429.9	1773.2	1783.5	3344.5	1425.7	3790.6	3570.2	1428.3	2198.6	1408.9
Points		5	4	6	7	9	2	11	10	3	8	1
Attendance	20%	0.97468	0.97564	0.97841	0.97434	0.98411	0.97808	0.97415	0.95149	0.97311	0.97273	0.99003
Points		6	7	9	5	10	8	4	1	3	2	11
New WC Claims /200,000 Exp Hrs*	30%	9.2082	11.6341	10.2793	0.0000	35.8322	9.9057	0.0000	0.0000	16.5820	8.3442	0.0000
Points		6	3	4	9.5	1	5	9.5	9.5	2	7	9.5
*One month lag												
<b>Totals</b>		<b>5.50</b>	<b>4.30</b>	<b>6.00</b>	<b>7.35</b>	<b>6.80</b>	<b>4.10</b>	<b>9.15</b>	<b>8.05</b>	<b>2.70</b>	<b>6.50</b>	<b>5.55</b>
<b>FINAL RANKING</b>		<b>Maintenance Division Ranking (Sorted)</b>										
	<b>DIV.</b>	Div 08	Div 09	Div 05	Div 06	Div 15	Div 03	Div 18	Div 01	Div 02	Div 07	Div 10
	<b>Score</b>	9.15	8.05	7.35	6.80	6.50	6.00	5.55	5.50	4.30	4.10	2.70
	<b>Rank</b>	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th

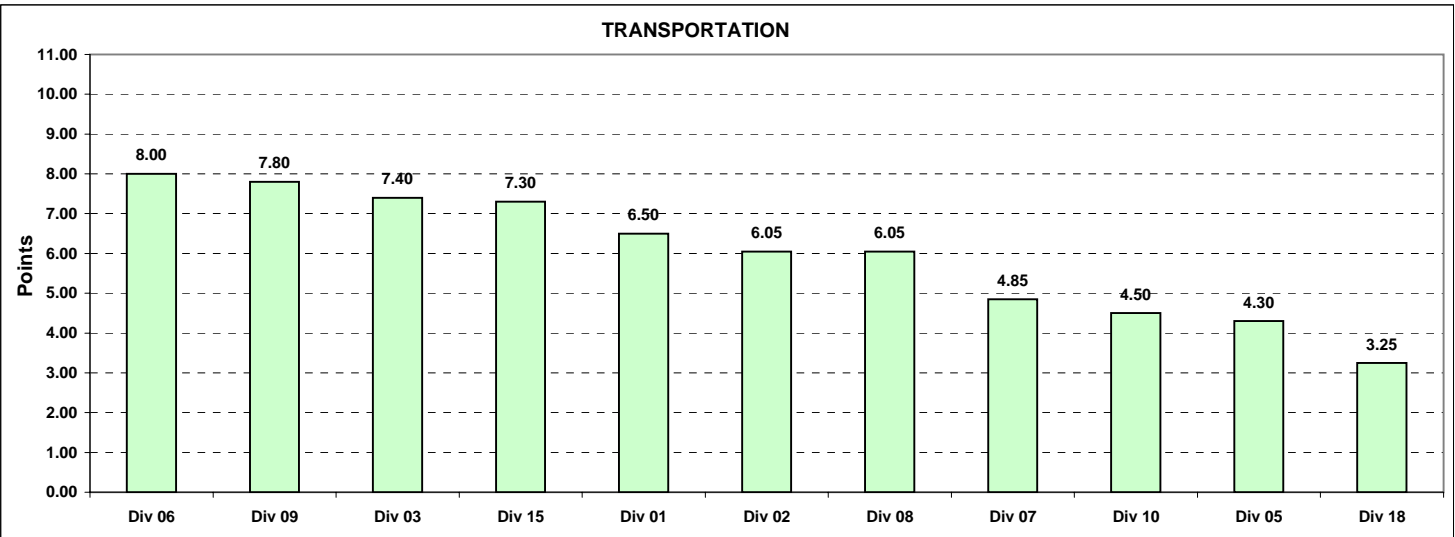


**Monthly Calculations - May 2010  
Metro Bus - Transportation**

**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%	0.7743	0.7716	0.7993	0.6974	0.7009	0.6962	0.7775	0.7769	0.6875	0.7552	0.6782
Points		8	7	11	4	5	3	10	9	2	6	1
Miles Between Total Road Calls	10%	1580.5724	1429.9311	1773.1579	1783.5416	3344.4952	1425.7136	3790.5861	3570.2392	1428.3429	2198.6435	1408.8610
Points		5	4	6	7	9	2	11	10	3	8	1
Accident Rate	25%	3.6404	3.3703	4.0606	5.1642	2.1357	4.6944	2.8557	1.5975	4.3757	2.5107	2.3723
Points		5	6	4	1	10	2	7	11	3	8	9
Complaints/100K Boardings	15%	1.8355	1.7972	2.1153	1.8924	2.6895	2.3381	2.9041	3.0253	2.0278	2.6072	4.4475
Points		10	11	7	9	4	6	3	2	8	5	1
New WC Claims /200,000 Exp Hrs*	25%	11.6016	13.5450	9.7885	12.4175	0.0000	5.6234	29.7215	10.8961	10.3585	7.5984	14.7143
Points		5	3	8	4	11	10	1	6	7	9	2
*One month lag												
<b>Totals</b>		<b>6.50</b>	<b>6.05</b>	<b>7.40</b>	<b>4.30</b>	<b>8.00</b>	<b>4.85</b>	<b>6.05</b>	<b>7.80</b>	<b>4.50</b>	<b>7.30</b>	<b>3.25</b>
<b>FINAL RANKING</b>												
	DIV.	Div 06	Div 09	Div 03	Div 15	Div 01	Div 02	Div 08	Div 07	Div 10	Div 05	Div 18
	Score	8.00	7.80	7.40	7.30	6.50	6.05	6.05	4.85	4.50	4.30	3.25
	Rank	1st	2nd	3rd	4th	5th	6th	6th	8th	9th	10th	10th



**Monthly Calculations - May 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		
	May-09	May-10	Yearly Improvement	May-09	May-10	Yearly Improvement	May-09	May-10	Yearly Improvement	May-09	May-10	Yearly Improvement
<b>Wayside Availability</b>												
Track	99.87%	100.00%	0.13%	100.00%	99.97%	-0.03%	100.00%	99.99%	-0.01%	100.00%	100.00%	0.00%
Signals	99.95%	100.00%	0.05%	99.95%	99.99%	0.04%	99.99%	100.00%	0.01%	99.96%	100.00%	0.04%
Power	99.99%	100.00%	0.01%	99.95%	100.00%	0.05%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
<b>Wayside Performance</b>	<b>99.93%</b>	<b>100.00%</b>	<b>0.066%</b>	<b>99.97%</b>	<b>99.99%</b>	<b>0.019%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>-0.001%</b>	<b>99.99%</b>	<b>100.00%</b>	<b>0.013%</b>
<b>Vehicle Performance</b>												
Flett Svc. Performance	99.82%	99.96%	0.136%	99.91%	100.00%	0.094%	99.86%	99.91%	0.044%	99.91%	99.95%	0.043%
<b>Rail Transportation</b>												
Operations & Control Perf.	99.97%	99.96%	-0.005%	99.98%	100.00%	0.023%	99.97%	100.00%	0.032%	99.97%	100.00%	0.029%
<b>In-Service Performance</b>												
Controllable RH Delivered	99.79%	99.92%	0.131%	99.78%	99.92%	0.133%	99.82%	99.90%	0.071%	99.84%	99.94%	0.105%
<b>Total Rail Line Performance</b>	<b>99.88%</b>	<b>99.96%</b>	<b>0.082%</b>	<b>99.91%</b>	<b>99.98%</b>	<b>0.067%</b>	<b>99.91%</b>	<b>99.95%</b>	<b>0.036%</b>	<b>99.93%</b>	<b>99.97%</b>	<b>0.047%</b>

Metro Rail Final Ranking (Sorted)				
Rail Line	BLUE	RED	GOLD	GREEN
Score	0.082%	0.067%	0.047%	0.036%
Rank	1st	2nd	3rd	4th

