Los Angeles County
Metropolitan Transportation Authority

# AUG 2011

# METRO OPERATIONS MONTHLY PERFORMANCE REPORT

Metro®

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## Metro Bus Systemwide and Division Scorecard Overview

Metro Bus has eleven Metro operating divisions: Division 1 and 2, both operating out of the downtown Los Angeles area; Division 3 Cypress Park; Arthur Winston Division 5 in South Los Angeles; Division 6 in Venice; Division 7 in West Hollywood; Division 8 in Chatsworth; Division 9 in El Monte; Division 10 in Los Angeles, near the Gateway building; Division 15 in Sun Valley; and Division 18 in Carson. Metro Bus systemwide 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 | FY06 | FY07 | FY08 | FY09 | FY10 | FY11 | FY12 Target | FY12 YTD | Aug Month | Status |
|---|---|---|---|---|---|---|---|---|---|---|
| **Bus Systemwide** | | | | | | | | | | |
| Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)<br>No. of unaddressed road calls | 3,274 | 3,532<br>1,116* | 3,137<br>824 | 3,137<br>386 | 3,222<br>305 | 3,523<br>125 | 3,650 | 3,464<br>30 | 3,558<br>20 | ◆ |
| Mean Miles Between Total Road Calls (MMBTRC) ** | | 1,245 | 1,137 | 1,290 | 1,566 | 2,052 | 1,556 | 2,137 | 2,153 | ● |
| In-Service On-time Performance *** | 64.35%** | 63.77% | 64.05% | 66.25% | 72.33% | 75.71% | 85.00% | 78.01% | 78.29% | ◆ |
| Bus Traffic Accidents Per 100,000 Miles<br>Number of "482 alleged accidents" | -<br>0 | -<br>53 | 3.47<br>240 | 3.06<br>216 | 3.08<br>245 | 3.23<br>18 | 3.10 | 3.40<br>38 | 3.61<br>23 | ◆ |
| Complaints per 100,000 Boardings | 2.41 | 2.46 | 2.57 | 2.76 | 2.61 | 2.53 | 2.20 | 2.79 | 2.78 | ◆ |
| New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*) | 12.27 | 11.11 | 11.54 | 9.30 | 10.36 | 13.43 | 12.50 | *July YTD 11.03* | *July 11.03* | ● |
| ** No FY11 MMBRTC target, FY10 target used. *** Div 15 Nov. | | | | | | | | | | |
| **Division 1** | | | | | | | | | | |
| MMBMF<br>No. of unaddressed road calls | 2,409 | 3,757<br>138* | 2,960<br>311 | 2,640<br>62 | 2,831<br>36 | 2,609<br>3 | 3,650 | 2,905<br>1 | 3,125<br>1 | ◆ |
| MMBTRC | | 932 | 908 | 1,166 | 1,354 | 1,540 | 1,556 | 1,802 | 1,705 | ● |
| In-Service On-time Performance | 71.06% | 68.02% | 67.55% | 71.05% | 76.61% | 78.85% | 85.00% | 82.03% | 82.57% | ◆ |
| Bus Traffic Accidents Per 100,000 Miles<br>Number of "482 alleged accidents" | -<br>0 | -<br>6 | 3.41<br>36 | 3.02<br>22 | 3.07<br>49 | 3.42<br>6 | 3.10 | 3.12<br>0 | 2.68<br>0 | ◆ |
| Complaints per 100,000 Boardings | 1.92 | 1.89 | 1.90 | 1.85 | 1.89 | 1.85 | 2.20 | 1.71 | 1.81 | ● |
| New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*) | 10.92 | 8.48 | 7.59 | 9.92 | 12.52 | 14.10 | 12.50 | *July YTD 15.53* | *July 15.53* | ◆ |
| **Division 2** | | | | | | | | | | |
| MMBMF<br>No. of unaddressed road calls | 2,660 | 2,598<br>32* | 2,707<br>11 | 2,608<br>44 | 2,714<br>29 | 3,378<br>8 | 3,650 | 3,106<br>3 | 3,140<br>0 | ◆ |
| MMBTRC | | 1,097 | 1,039 | 1,255 | 1,475 | 1,721 | 1,556 | 1,656 | 1,541 | ● |
| In-Service On-time Performance | 72.71% | 67.99% | 68.60% | 72.72% | 77.24% | 73.89% | 85.00% | 75.74% | 75.52% | ◆ |
| Bus Traffic Accidents Per 100,000 Miles<br>Number of "482 alleged accidents" | -<br>0 | -<br>1 | 3.67<br>15 | 3.43<br>25 | 3.16<br>23 | 3.56<br>4 | 3.10 | 2.57<br>5 | 2.75<br>2 | ● |
| Complaints per 100,000 Boardings | 1.42 | 1.64 | 1.93 | 2.03 | 1.87 | 2.02 | 2.20 | 1.76 | 1.87 | ● |
| New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*) | 12.97 | 13.36 | 14.82 | 11.14 | 12.93 | 16.86 | 12.50 | *July YTD 8.76* | *July 8.76* | ● |
| **Division 3** | | | | | | | | | | |
| MMBMF<br>No. of unaddressed road calls | 2,690 | 2,838<br>58* | 2,573<br>45 | 2,552<br>23 | 2,770<br>24 | 2,909<br>7 | 3,650 | 2,626<br>0 | 2,552<br>0 | ◆ |
| MMBTRC | | 1,239 | 1,132 | 1,303 | 1,555 | 1,967 | 1,556 | 2,008 | 1,982 | ● |
| In-Service On-time Performance | 70.05% | 65.35% | 66.83% | 69.78% | 76.81% | 77.71% | 85.00% | 80.37% | 81.18% | ◆ |
| Bus Traffic Accidents Per 100,000 Miles<br>Number of "482 alleged accidents" | -<br>0 | -<br>3 | 4.24<br>9 | 3.60<br>0 | 3.39<br>0 | 3.28<br>0 | 3.10 | 3.43<br>1 | 3.41<br>1 | ◆ |
| Complaints per 100,000 Boardings | 1.83 | 2.12 | 2.14 | 2.69 | 2.65 | 2.51 | 2.20 | 2.36 | 2.28 | ◆ |
| New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*) | 11.36 | 10.06 | 12.81 | 9.50 | 8.84 | 11.61 | 12.50 | *July YTD 13.52* | *July 13.52* | ◆ |

| Measurement | FY06 | FY07 | FY08 | FY09 | FY10 | FY11 | FY12 Target | FY12 YTD | Aug Month | Status |
|---|---|---|---|---|---|---|---|---|---|---|
| **Division 5** | | | | | | | | | | |
| MMBMF<br>No. of unaddressed road calls | 3,656 | 3,580<br>57* | 3,227<br>26 | 3,314<br>16 | 3,493<br>4 | 3,643<br>2 | 3,650 | 3,036<br>2 | 3,217<br>2 | ◆ |
| MMBTRC | | 1,459 | 1,130 | 1,420 | 1,712 | 2,053 | 1,556 | 1,703 | 1,774 | ● |
| In-Service On-time Performance | 61.85% | 63.83% | 63.35% | 64.43% | 67.82% | 74.63% | 85.00% | 79.53% | 79.45% | ◆ |
| Bus Traffic Accidents Per 100,000 Miles<br>Number of "482 alleged accidents" | -<br>0 | -<br>13 | 5.11<br>35 | 4.32<br>29 | 4.44<br>30 | 4.42<br>0 | 3.10 | 5.78<br>7 | 5.64<br>3 | ◆ |
| Complaints per 100,000 Boardings | 1.87 | 1.71 | 1.46 | 1.88 | 1.90 | 1.84 | 2.20 | 1.55 | 1.41 | ● |
| New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*) | 14.68 | 14.89 | 15.96 | 12.75 | 14.78 | 12.43 | 12.50 | *July YTD 5.67* | *July 5.67* | ● |
| **Division 6** | | | | | | | | | | |
| MMBMF<br>No. of unaddressed road calls | 6,279 | 4,456<br>30* | 3,756<br>32 | 7,186<br>11 | 7,816<br>8 | 11,021<br>1 | 3,650 | 14,162<br>0 | 19,605<br>0 | ● |
| MMBTRC | | 1,063 | 899 | 1,307 | 2,172 | 3,008 | 1,556 | 4,046 | 4,201 | ● |
| In-Service On-time Performance | 57.20% | 53.28% | 53.12% | 56.98% | 68.27% | 69.28% | 85.00% | 78.59% | 80.11% | ◆ |
| Bus Traffic Accidents Per 100,000 Miles<br>Number of "482 alleged accidents" | -<br>0 | -<br>1 | 3.86<br>3 | 4.13<br>1 | 5.01<br>4 | 5.06<br>0 | 3.10 | 7.94<br>0 | 8.50<br>0 | ◆ |
| Complaints per 100,000 Boardings | 2.52 | 2.10 | 2.70 | 3.55 | 2.86 | 3.17 | 2.20 | 1.48 | 1.39 | ● |
| New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*) | 16.43 | 15.02 | 11.77 | 7.86 | 5.95 | 8.26 | 12.50 | *July YTD 28.87* | *July 28.87* | ◆ |
| **Division 7** | | | | | | | | | | |
| MMBMF<br>No. of unaddressed road calls | 2,947 | 3,468<br>64* | 3,327<br>84 | 3,399<br>99 | 2,997<br>101 | 3,106<br>18 | 3,650 | 3,389<br>5 | 3,561<br>5 | ◆ |
| MMBTRC | | 1,118 | 981 | 1,039 | 1,217 | 1,644 | 1,556 | 1,801 | 1,829 | ● |
| In-Service On-time Performance | 61.78% | 58.01% | 57.66% | 62.15% | 68.38% | 74.47% | 85.00% | 74.40% | 74.89% | ◆ |
| Bus Traffic Accidents Per 100,000 Miles<br>Number of "482 alleged accidents" | -<br>0 | -<br>5 | 4.10<br>36 | 3.83<br>28 | 3.55<br>52 | 3.85<br>2 | 3.10 | 3.64<br>10 | 4.28<br>5 | ◆ |
| Complaints per 100,000 Boardings | 2.87 | 2.98 | 3.00 | 2.88 | 2.56 | 2.40 | 2.20 | 3.41 | 3.35 | ◆ |
| New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*) | 15.76 | 12.09 | 13.42 | 7.80 | 9.64 | 13.04 | 12.50 | *July YTD 0.00* | *July 0.00* | ● |
| **Division 8** | | | | | | | | | | |
| MMBCMF<br>No. of unaddressed road calls | 3,836 | 3,912<br>258* | 2,944<br>100 | 3,473 | 4,596<br>0 | 6,600<br>0 | 3,650 | 6,294<br>5 | 3,561<br>5 | ● |
| MMBTRC | | 1,537 | 1,333 | 1,707 | 2,445 | 4,348 | 1,556 | 4,620 | 4,558 | ● |
| In-Service On-time Performance | 68.23% | 67.48% | 68.50% | 69.29% | 75.99% | 79.00% | 85.00% | 81.25% | 81.41% | ◆ |
| Bus Traffic Accidents Per 100,000 Miles<br>Number of "482 alleged accidents" | -<br>0 | -<br>1 | 1.99<br>18 | 1.87<br>12 | 2.29<br>17 | 2.87<br>0 | 3.10 | 2.70<br>3 | 3.82<br>3 | ● |
| Complaints per 100,000 Boardings | 3.37 | 2.75 | 2.64 | 3.01 | 2.97 | 2.84 | 2.20 | 3.17 | 3.24 | ◆ |
| New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*) | 13.81 | 16.14 | 15.03 | 12.45 | 11.20 | 17.35 | 12.50 | *July YTD 24.92* | *July 24.92* | ◆ |
| **Division 9** | | | | | | | | | | |
| MMBMF<br>No. of unaddressed road calls | 4,585 | 4,087<br>30* | 4,119<br>88 | 4,267<br>62 | 4,673<br>66 | 5,126<br>11 | 3,650 | 5,022<br>7 | 4,902<br>2 | ● |
| MMBTRC | | 2,099 | 1,989 | 2,425 | 2,918 | 3,489 | 1,556 | 3,567 | 3,691 | ● |
| In-Service On-time Performance | 67.01% | 66.22% | 66.84% | 70.01% | 75.89% | 76.33% | 85.00% | 79.28% | 79.42% | ◆ |
| Bus Traffic Accidents Per 100,000 Miles<br>Number of "482 alleged accidents" | -<br>0 | -<br>4 | 2.46<br>20 | 2.07<br>14 | 2.01<br>3 | 1.81<br>0 | 3.10 | 1.78<br>1 | 1.78<br>1 | ● |
| Complaints per 100,000 Boardings | 2.61 | 2.24 | 2.98 | 3.18 | 3.21 | 3.50 | 2.20 | 3.89 | 4.05 | ◆ |
| New Workers' Compensation IndemnityClaims per 200,000 Exposure Hours (*1 month lag*) | 14.34 | 17.30 | 8.35 | 14.07 | 10.03 | 15.30 | 12.50 | *July YTD 21.19* | *July 21.19* | ◆ |

| Measurement | FY06 | FY07 | FY08 | FY09 | FY10 | FY11 | FY12 Target | FY12 YTD | Aug Month | Status |
|---|---|---|---|---|---|---|---|---|---|---|
| **Division 10** | | | | | | | | | | |
| MMBMF | 3,723 | 3,702 | 3,028 | 2,947 | 2,594 | 2,392 | 3,650 | 2,407 | 2,550 | ◆ |
| No. of unaddressed road calls | | 61* | 0 | 1 | 11 | 58 | | 9 | 9 | |
| MMBTRC | | 1,197 | 1,044 | 1,015 | 1,129 | 1,446 | 1,556 | 1,560 | 1,605 | ◆ |
| In-Service On-time Performance | 60.73% | 58.61% | 56.63% | 61.90% | 68.98% | 71.93% | 85.00% | 72.65% | 72.99% | ◆ |
| Bus Traffic Accidents Per 100,000 Miles | - | - | 4.47 | 3.87 | 4.02 | 3.93 | 3.10 | 4.06 | 4.03 | ◆ |
| Number of "482 accidents" | 0 | 8 | 31 | 32 | 33 | 4 | | 8 | 7 | |
| Complaints per 100,000 Boardings | 2.23 | 2.48 | 2.99 | 2.59 | 2.08 | 2.12 | 2.20 | 2.65 | 2.59 | ◆ |
| New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*) | 3.80 | 14.02 | 14.74 | 7.49 | 10.76 | 10.58 | 12.50 | *July YTD 4.62* | *July 4.62* | ● |
| **Division 15** | | | | | | | | | | |
| MMBCMF | 2,996 | 3,420 | 2,933 | 3,003 | 3,357 | 4,097 | 3,650 | 4,065 | 4,072 | ● |
| No. of unaddressed road calls | | 174* | 53 | 1 | 6 | 0 | | 0 | 0 | |
| MMBTRC | | 1,175 | 1,151 | 1,291 | 1,747 | 2,507 | 1,556 | 2,746 | 2,663 | ● |
| In-Service On-time Performance | 63.84%** | 64.41% | 66.85% | 69.06% | 74.62% | 76.84% | 85.00% | 78.16% | 78.28% | ◆ |
| Bus Traffic Accidents Per 100,000 Miles | - | - | 2.98 | 2.45 | 2.67 | 2.84 | 3.10 | 3.22 | 3.49 | ◆ |
| Number of "482 alleged accidents" | 0 | 2 | 14 | 26 | 15 | 0 | | 2 | 2 | |
| Complaints per 100,000 Boardings | 3.14 | 3.16 | 3.05 | 3.08 | 2.98 | 3.01 | 2.20 | 3.56 | 3.26 | ◆ |
| New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*) | 10.41 | 12.44 | 10.58 | 11.89 | 14.11 | 11.73 | 12.50 | *July YTD 15.43* | *July 15.43* | ◆ |
| *Jan-June '07 ** Div 15 excluded (Nov. '05 data excluded --No | | | | | | | | | | |
| **Division 18** | | | | | | | | | | |
| MMBCMF | 3,712 | 4,008 | 3,563 | 3,421 | 2,917 | 3,506 | 3,650 | 3,622 | 3,662 | ◆ |
| No. of unaddressed road calls | | 214* | 74 | 55 | 20 | 17 | | 2 | 1 | |
| MMBTRC | | 1,174 | 1,109 | 1,090 | 1,292 | 1,839 | 1,556 | 1,950 | 2,049 | ● |
| In-Service On-time Performance | 57.31% | 61.19% | 60.88% | 60.66% | 66.12% | 70.63% | 85.00% | 76.44% | 76.78% | ◆ |
| Bus Traffic Accidents Per 100,000 Miles | - | - | 3.08 | 2.72 | 2.67 | 3.32 | 3.10 | 4.30 | 4.26 | ◆ |
| Number of "482 alleged accidents" | 0 | 5 | 14 | 27 | 19 | 2 | | 1 | 0 | |
| Complaints per 100,000 Boardings | 3.07 | 3.29 | 3.72 | 4.46 | 4.19 | 3.42 | 2.20 | 3.98 | 4.09 | ◆ |
| New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*) | 13.63 | 8.50 | 14.70 | 8.95 | 11.06 | 13.65 | 12.50 | *July YTD 14.02* | *July 14.02* | ◆ |

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.

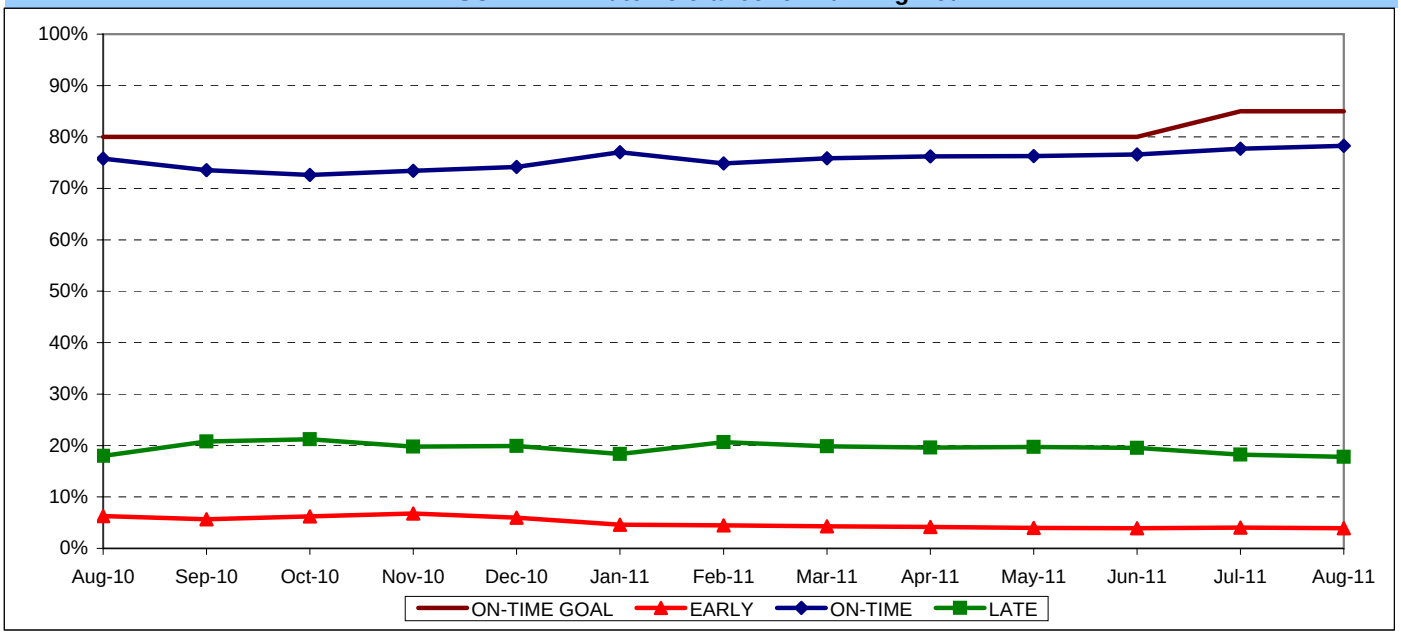
# BUS SERVICE PERFORMANCE

## IN-SERVICE ON-TIME PERFORMANCE

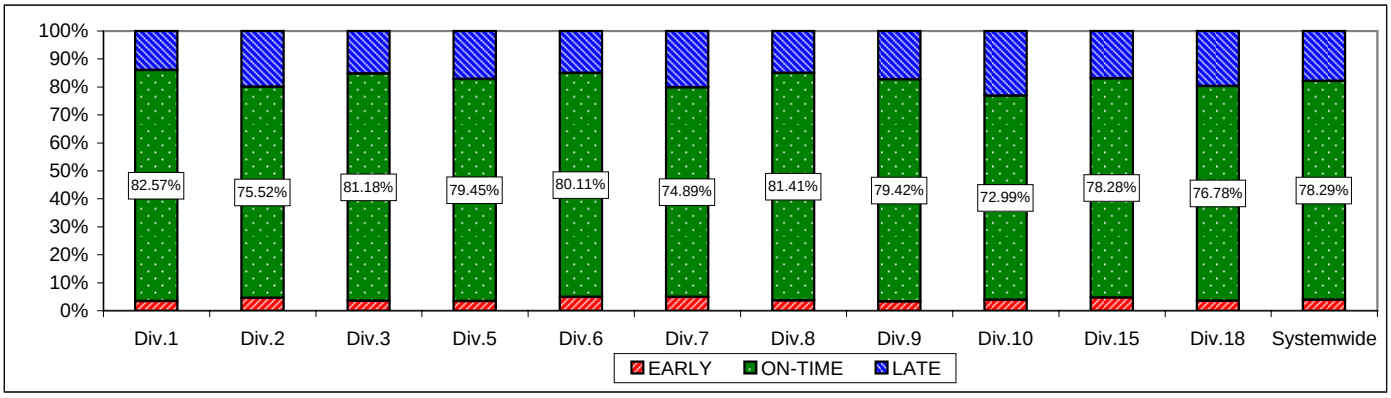
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Includes Rapid buses) Please note that Rapid Line performance is included in the ISOTP calculation beginning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

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

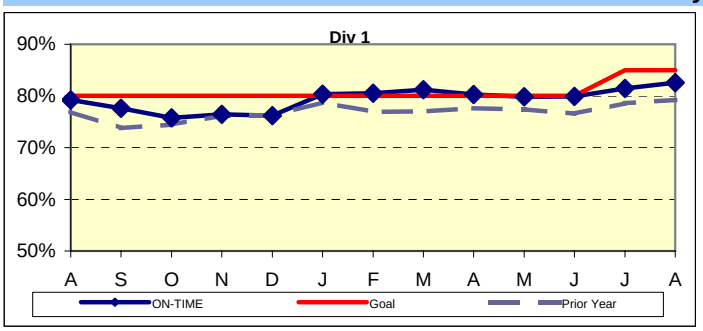
### Systemwide Trend
### Bus Operating Divisions
### ISOTP - 1 Minute Tolerance for Running Hot

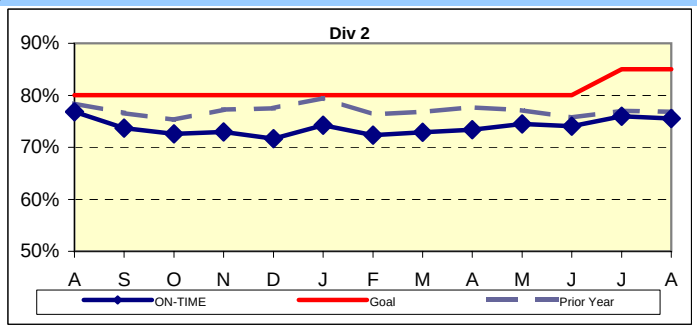


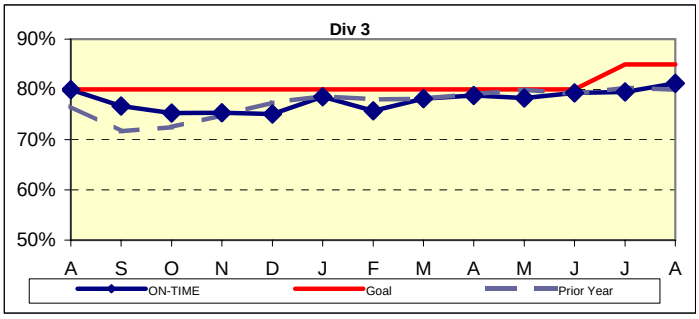

Remaining Above the Goal line is the target.




### ISOTP By Division




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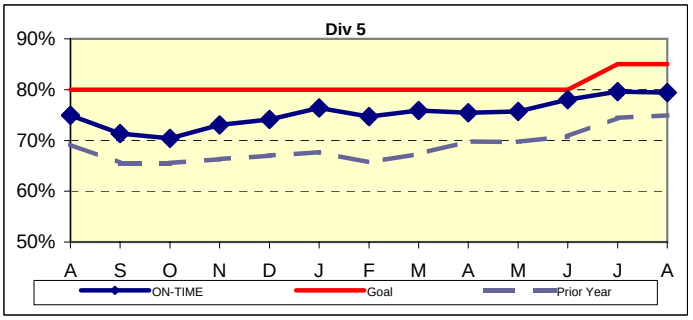
50%
A S O N D J F M A M J J A
ON-TIME
Goal
Prior Year


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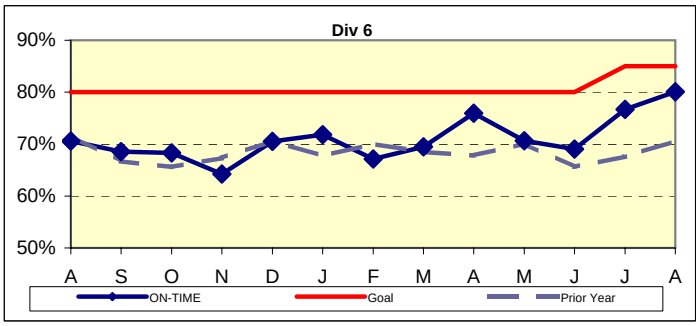
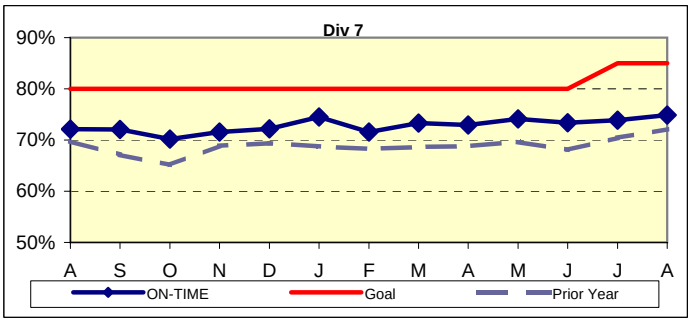
50%
A S O N D J F M A M J J A
ON-TIME
Goal
Prior Year


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


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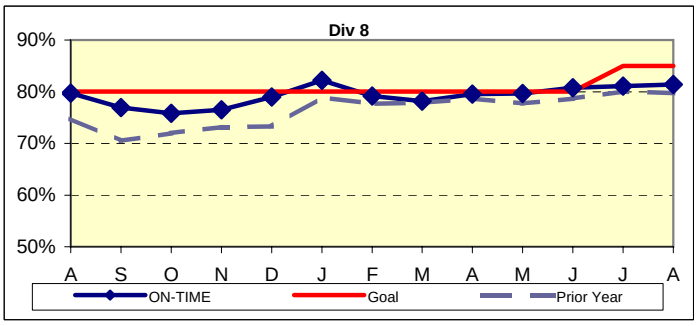
50%
A S O N D J F M A M J J A
ON-TIME
Goal
Prior Year


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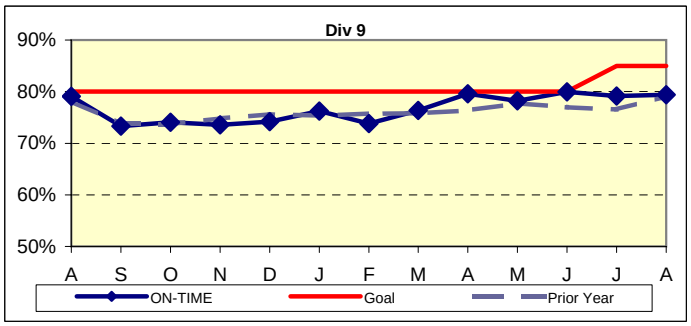
50%
A S O N D J F M A M J J A
ON-TIME
Goal
Prior Year


Div 9
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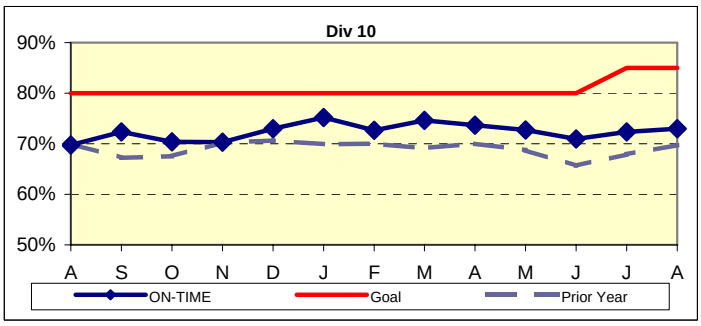
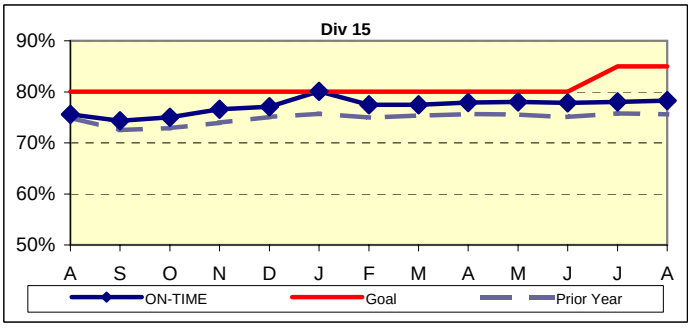
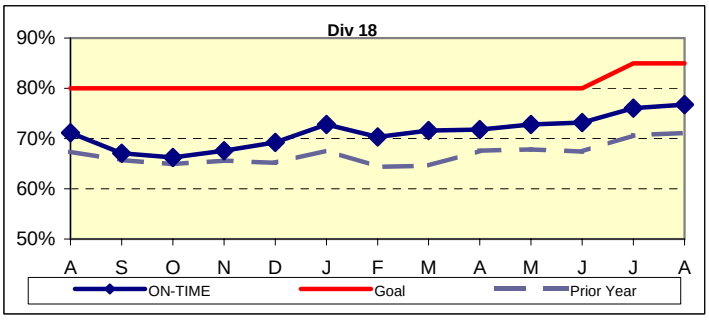
A S O N D J F M A M J J A
ON-TIME
Goal
Prior Year


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


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


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

## ISOTP By Divisions

### Year-to-Date Compared To Last Year

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

| | FY11 | FY12-YTD | Variance |
|---|---|---|---|
| **Division 1** | | | |
| Early | 4.87% | 3.40% | -1.47% |
| On-Time | 78.85% | 82.03% | 3.18% |
| Late | 16.28% | 14.56% | -1.71% |

| | FY11 | FY12-YTD | Variance |
|---|---|---|---|
| **Division 2** | | | |
| Early | 6.35% | 4.90% | -1.45% |
| On-Time | 73.89% | 75.74% | 1.85% |
| Late | 19.76% | 19.36% | -0.40% |

| | FY11 | FY12-YTD | Variance |
|---|---|---|---|
| **Division 3** | | | |
| Early | 4.78% | 3.64% | -1.15% |
| On-Time | 77.71% | 80.37% | 2.65% |
| Late | 17.50% | 15.99% | -1.51% |

| | FY11 | FY12-YTD | Variance |
|---|---|---|---|
| **Division 5** | | | |
| Early | 5.27% | 3.39% | -1.87% |
| On-Time | 74.63% | 79.53% | 4.91% |
| Late | 20.11% | 17.08% | -3.03% |

| | FY11 | FY12-YTD | Variance |
|---|---|---|---|
| **Division 6** | | | |
| Early | 7.93% | 4.93% | -3.00% |
| On-Time | 69.28% | 78.59% | 9.31% |
| Late | 22.78% | 16.48% | -6.31% |

| | FY11 | FY12-YTD | Variance |
|---|---|---|---|
| **Division 7** | | | |
| Early | 4.78% | 4.73% | -0.05% |
| On-Time | 72.47% | 74.40% | 1.93% |
| Late | 22.75% | 20.87% | -1.88% |

| | FY11 | FY12-YTD | Variance |
|---|---|---|---|
| **Division 8** | | | |
| Early | 4.36% | 3.66% | -0.70% |
| On-Time | 79.00% | 81.25% | 2.26% |
| Late | 16.65% | 15.09% | -1.56% |

| | FY11 | FY12-YTD | Variance |
|---|---|---|---|
| **Division 9** | | | |
| Early | 5.86% | 3.76% | -2.09% |
| On-Time | 76.33% | 79.28% | 2.95% |
| Late | 17.81% | 16.96% | -0.85% |

| | FY11 | FY12-YTD | Variance |
|---|---|---|---|
| **Division 10** | | | |
| Early | 5.25% | 3.79% | -1.46% |
| On-Time | 71.93% | 72.65% | 0.73% |
| Late | 22.83% | 23.56% | 0.74% |

| | FY11 | FY12-YTD | Variance |
|---|---|---|---|
| **Division 15** | | | |
| Early | 5.37% | 4.45% | -0.92% |
| On-Time | 76.84% | 78.16% | 1.32% |
| Late | 17.79% | 17.39% | -0.40% |

| | FY11 | FY12-YTD | Variance |
|---|---|---|---|
| **Division 18** | | | |
| Early | 5.09% | 3.86% | -1.23% |
| On-Time | 70.63% | 76.44% | 5.81% |
| Late | 24.28% | 19.71% | -4.57% |

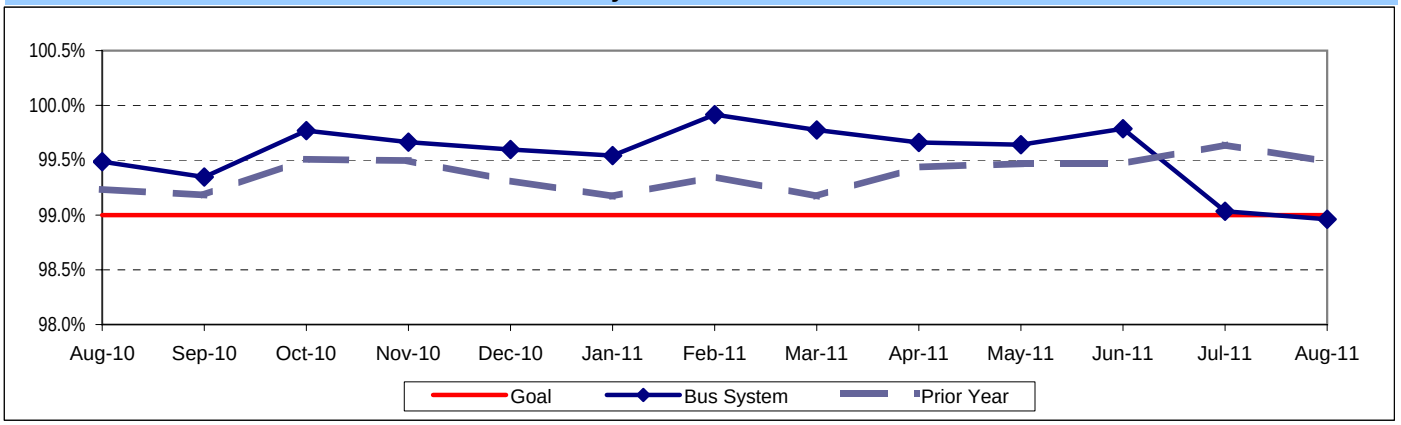
| | FY11 | FY12-YTD | Variance |
|---|---|---|---|
| **SYSTEMWIDE** | | | |
| Early | 5.22% | 3.96% | -1.27% |
| On-Time | 75.17% | 78.01% | 2.84% |
| Late | 19.61% | 18.03% | -1.57% |

## 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.

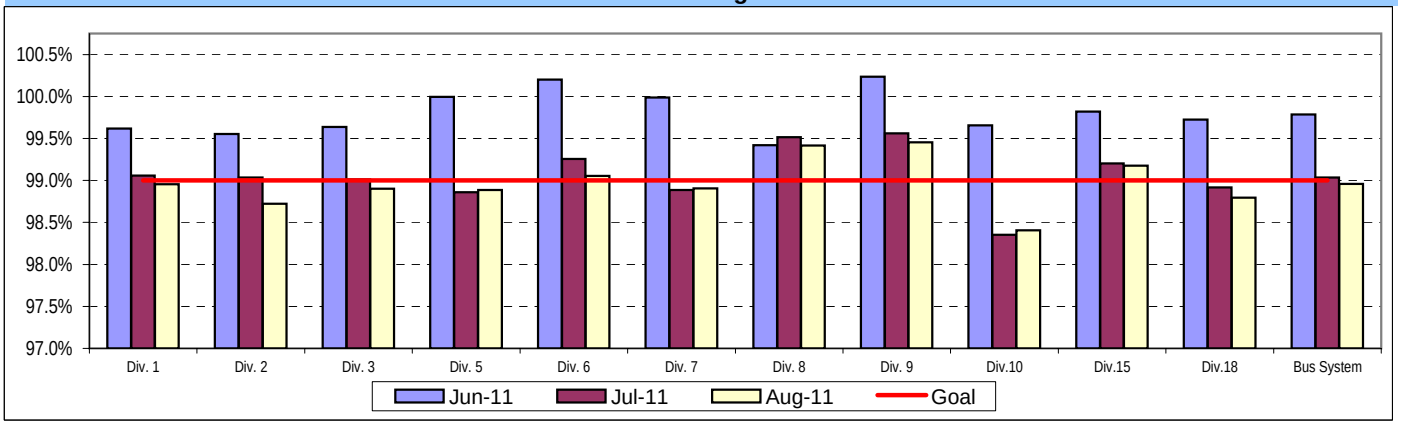
**Calculation:** SRHD% = 1- ((In-Service Delay Revenue Hours plus Cancelled Revenue Hours) divided by (Total Scheduled Service Hours + Temporary Revenue Hours + Hollywood Bowl and Race Track Revenue Hours + In Addition Revenue Hours)) FY06: Actual Revenue Hours Delivered divided by Scheduled Revenue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

### Systemwide Trend




Remaining At the Goal line is the target.

### ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED by Divisions June 2011 - August 2011



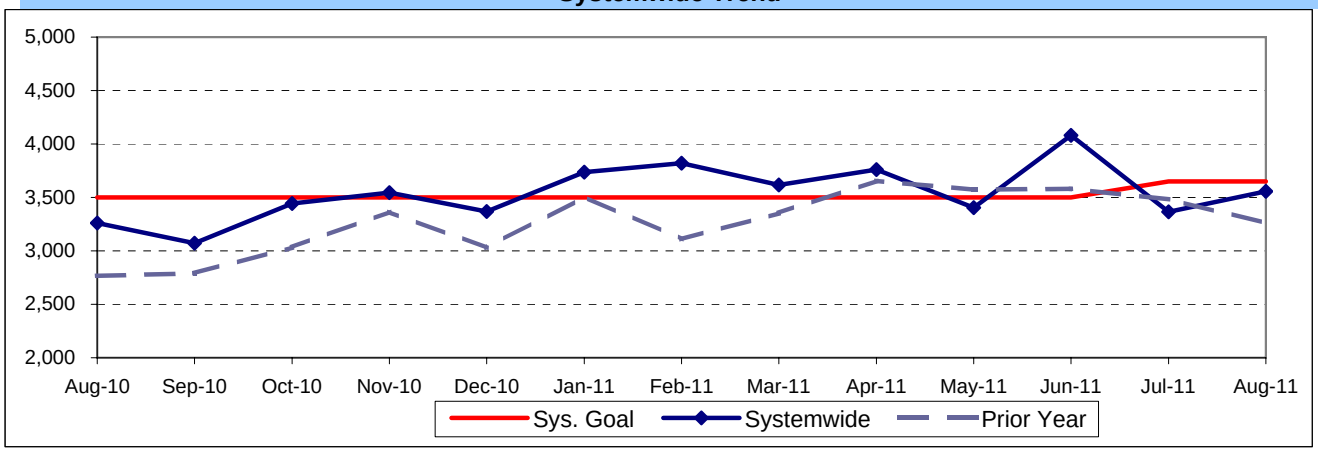
# BUS MAINTENANCE PERFORMANCE

## MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)

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

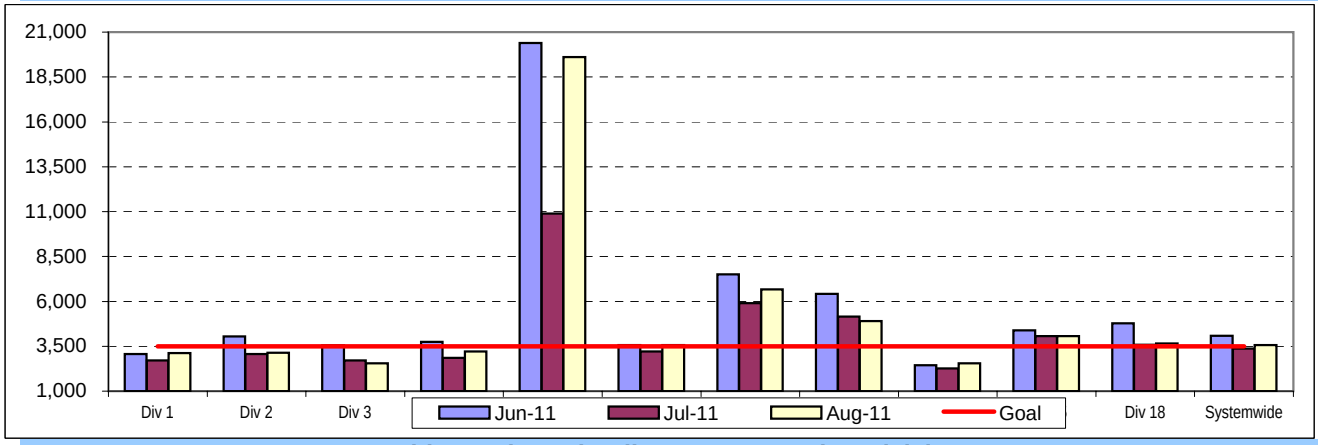
**Calculation:** MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)

### Systemwide Trend




Remaining Above the Goal line is the target.

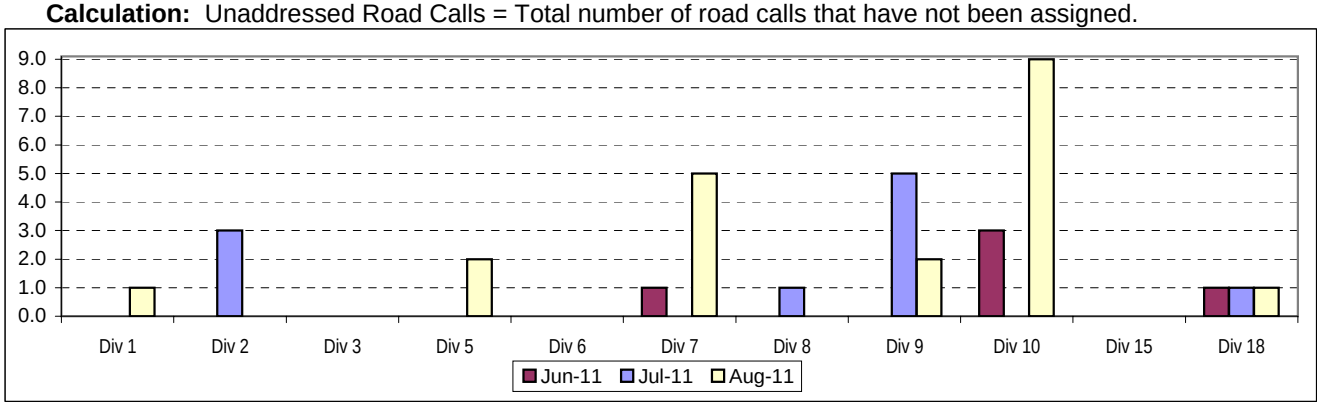
### MMBMF -- Bus Operating Divisions
### June 2011 - August 2011




### Unaddressed Road Calls -- Bus Operating Divisions*
### June 2011 - August 2011

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

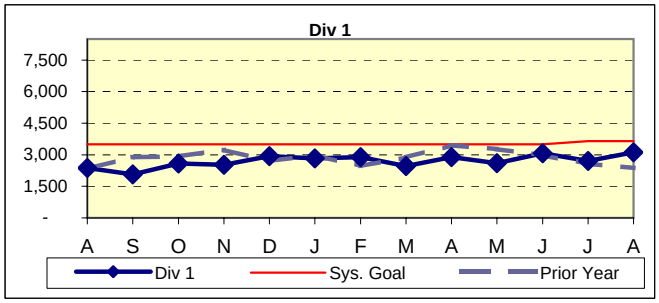
**Calculation:** Unaddressed Road Calls = Total number of road calls that have not been assigned.

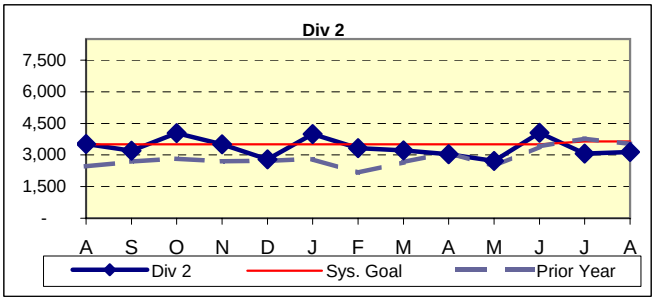


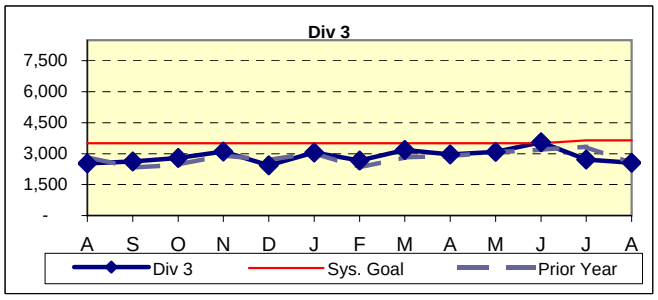

* New Indicator.

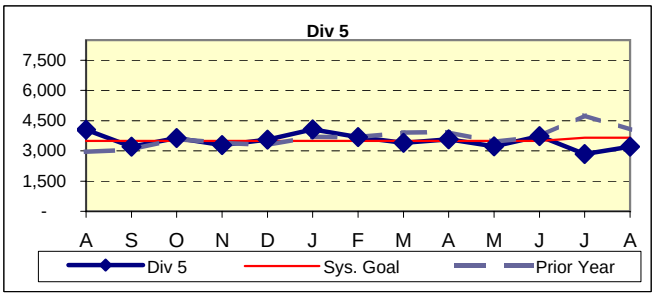
Remaining Above the Goal line is the target.

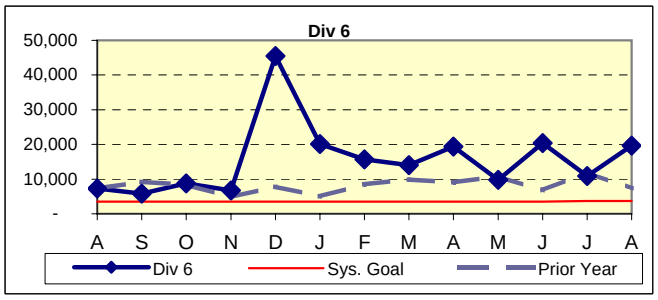
## Bus Maintenance Performance - Continued

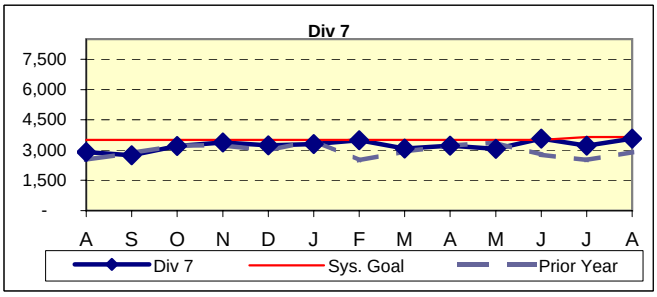


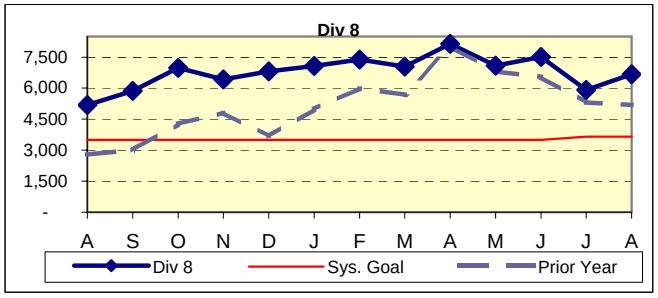



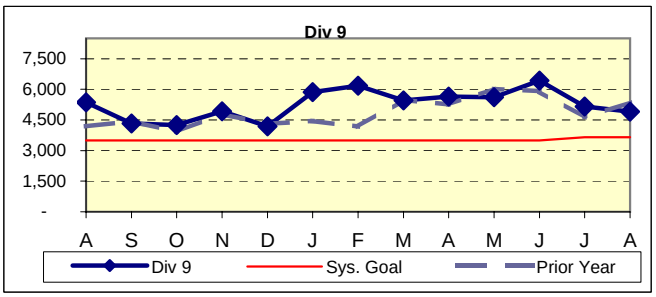



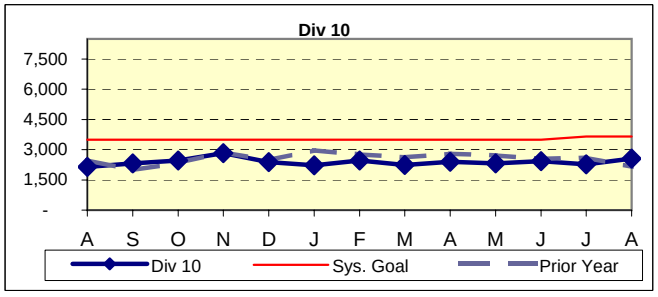



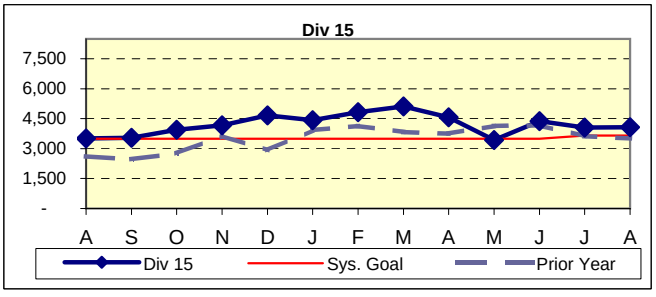



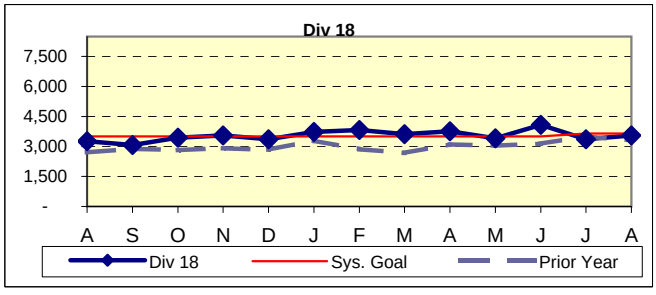



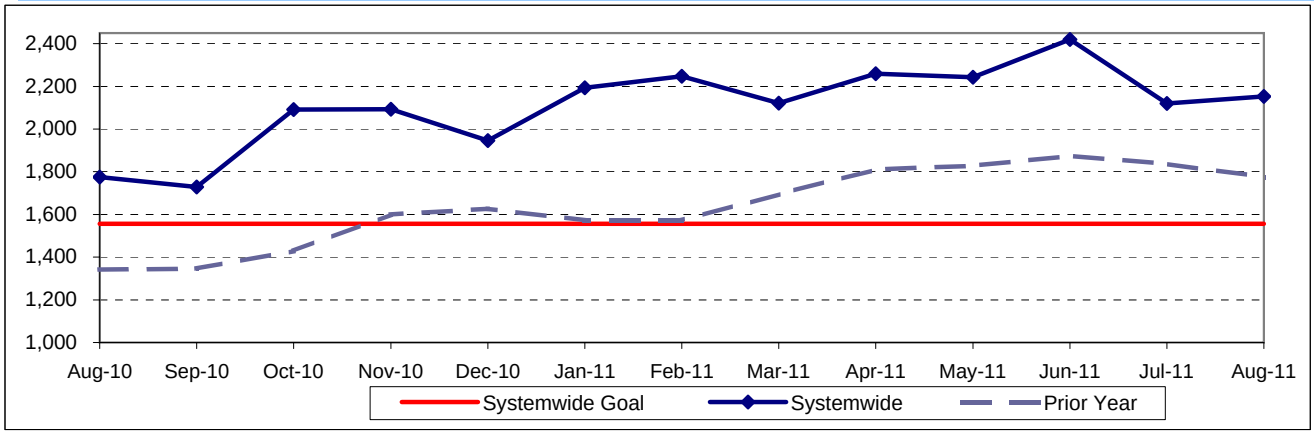



## MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)

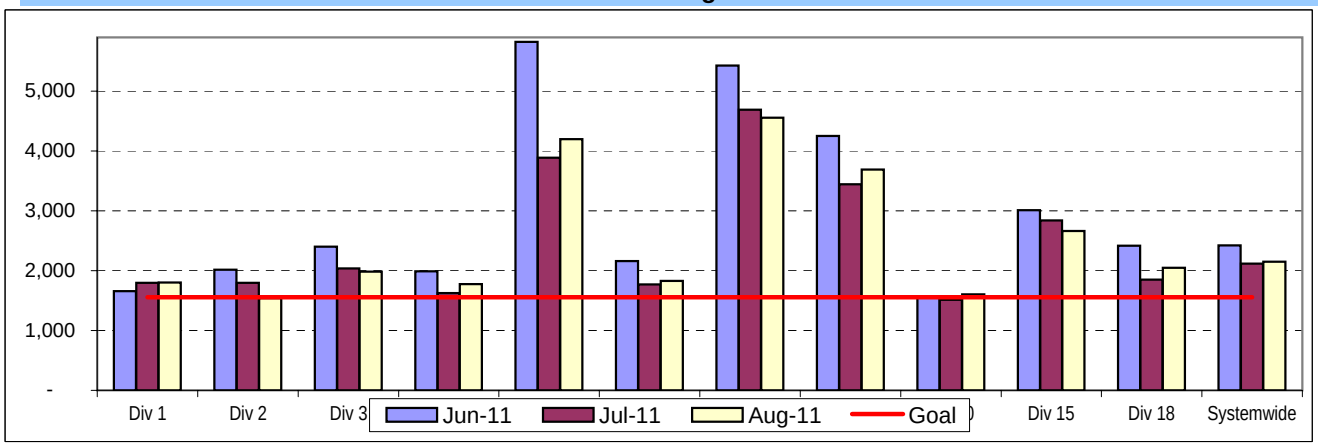
**Definition:** Average Hub Miles traveled between road call problems.
**Calculation:** MMBTRC = (Total Hub Miles / by Total Road Calls)

### MMBTRC Systemwide Trend




Remaining Above the Goal line is the target.

### MMBTRC -- Bus Operating Divisions
### June 2011 - August 2011




### Fleet Mix by Fuel Type Systemwide (Including Contract Services)

| | Number of Buses | Percent of Buses |
|---|---|---|
| **CNG** | 2,245 | 92.96% |
| **Diesel** | 71 | 2.94% |
| **Gasoline** | 59 | 2.44% |
| **Propane** | 34 | 1.41% |
| **Hybrid** | 6 | 0.25% |
| **Total** | 2,415 | 100.00% |

**Average Age of Fleet by Divisions**

| Div 1 | Div 2 | Div 3 | Div 5 | Div 6 | Div 7 |
|---|---|---|---|---|---|
| 8.7 | 9.9 | 10.3 | 2.4 | 2.4 | 9.2 |

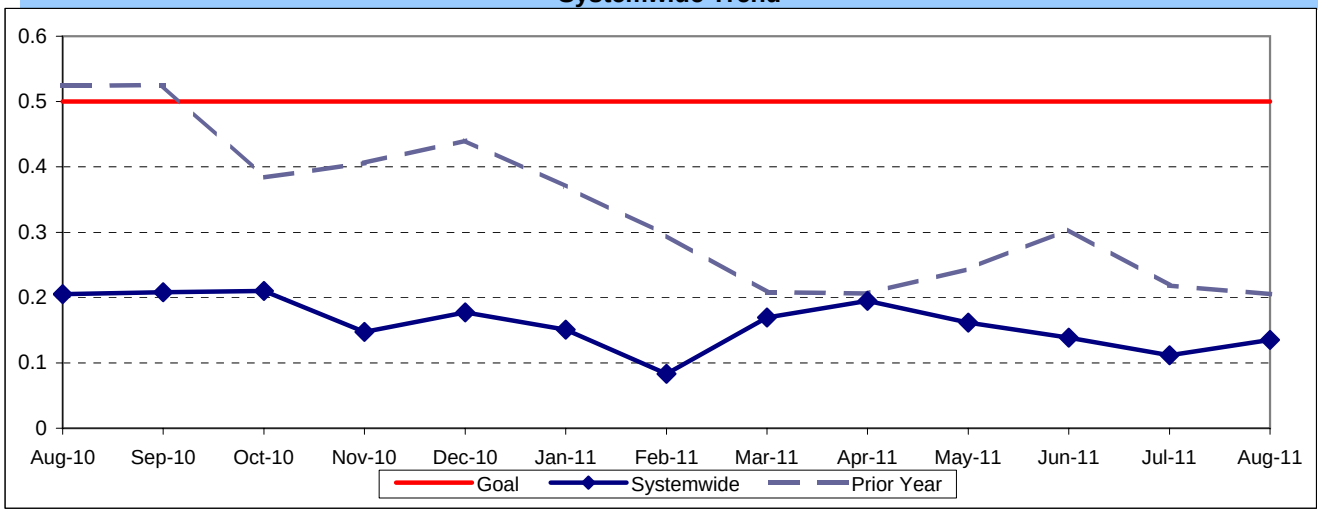
| Div 8 | Div 9 | Div 10 | Div 15 | Div 18 |
|---|---|---|---|---|
| 3.7 | 8.9 | 8.0 | 5.2 | 6.6 |

## 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)

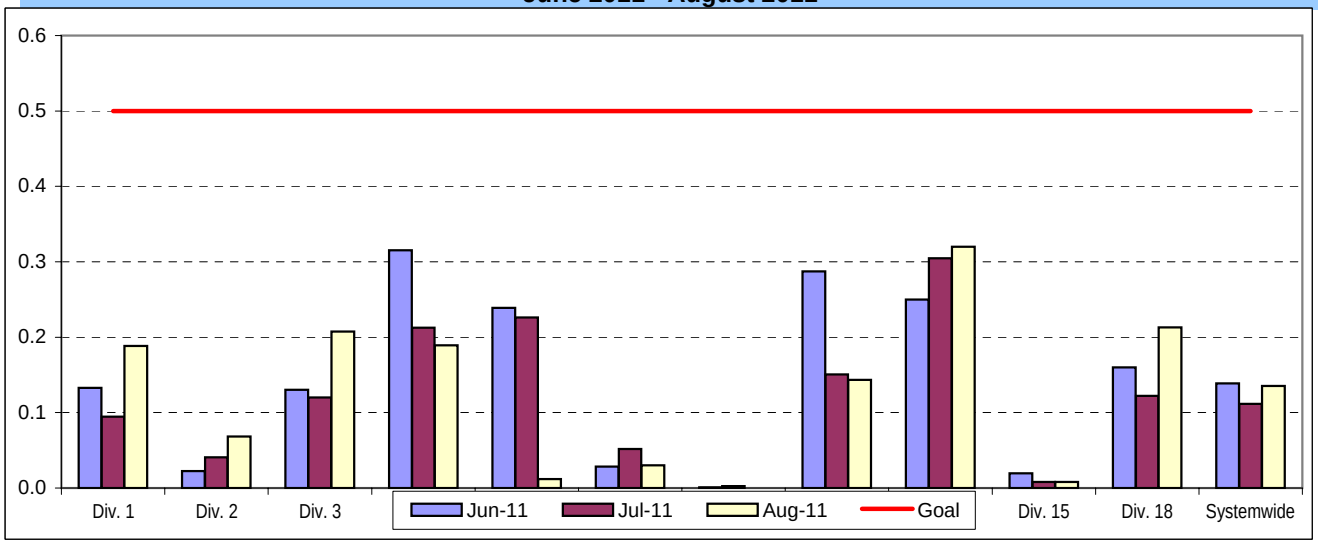
### Systemwide Trend




Remaining Below the Goal line is the target.

Note: Since July 2004, six divisions (Divisions 1, 2, 3, 8, 9 and 15) have been 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
### June 2011 - August 2011



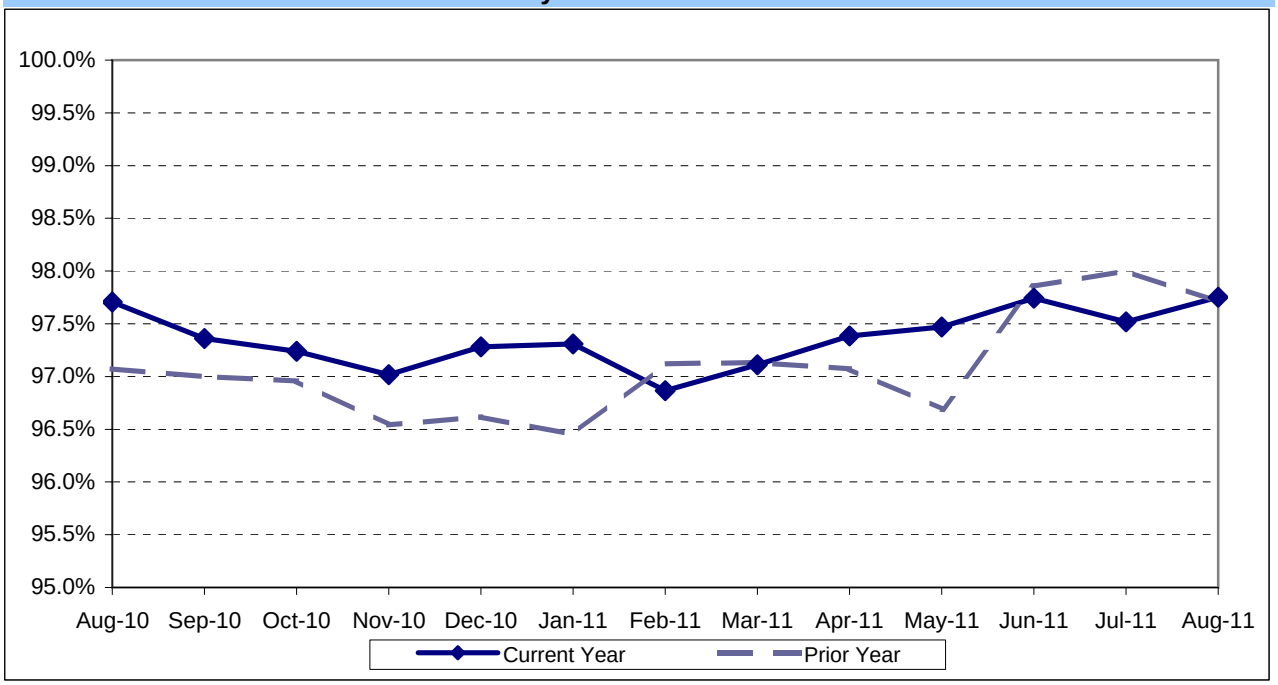
# ATTENDANCE

## MAINTENANCE ATTENDANCE

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

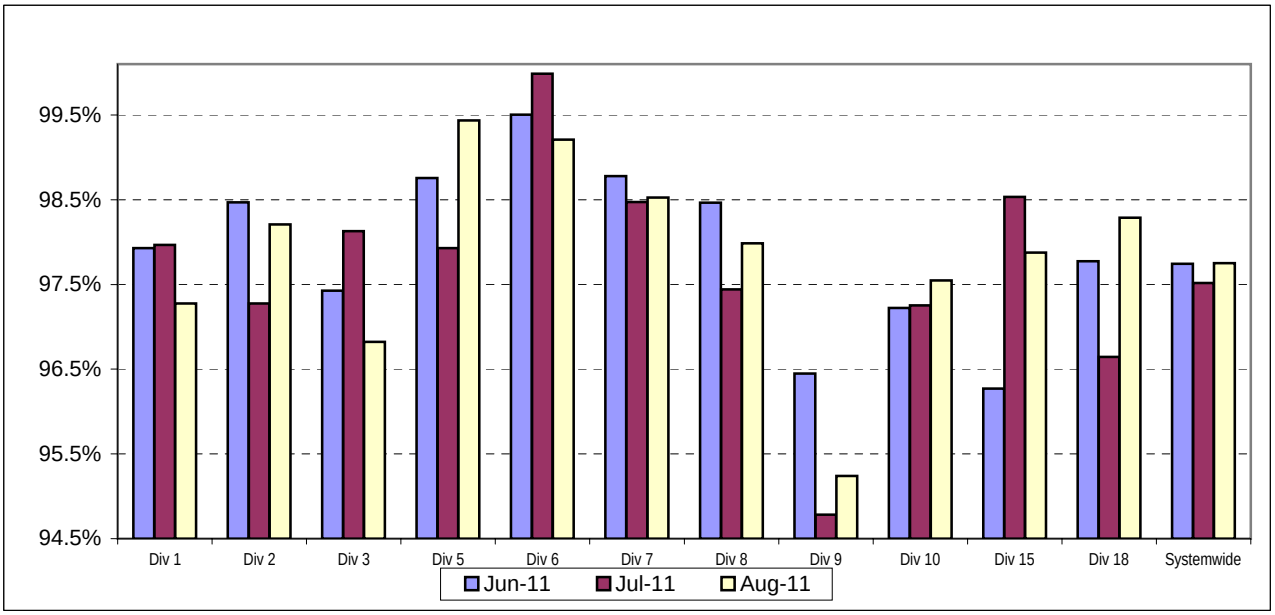
**Calculation:** 1-(FTEs absent / by the total FTEs assigned)

### Systemwide Trend




Higher is better.

### Maintenance Attendance - By Divisions (By Current Month)
### June 2011 - August 2011

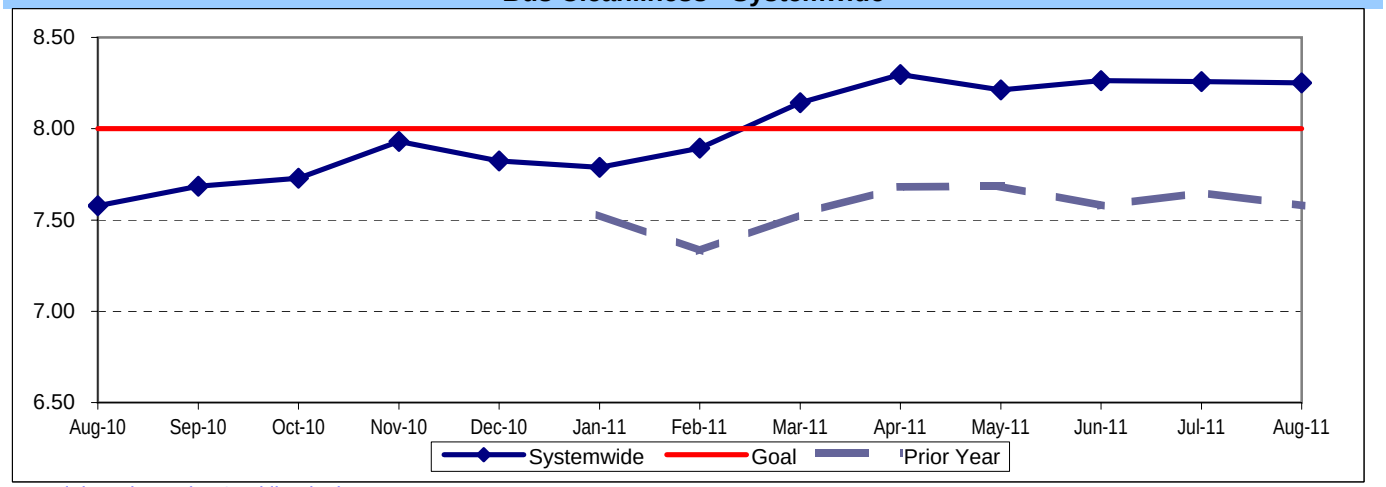


# BUS CLEANLINESS

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

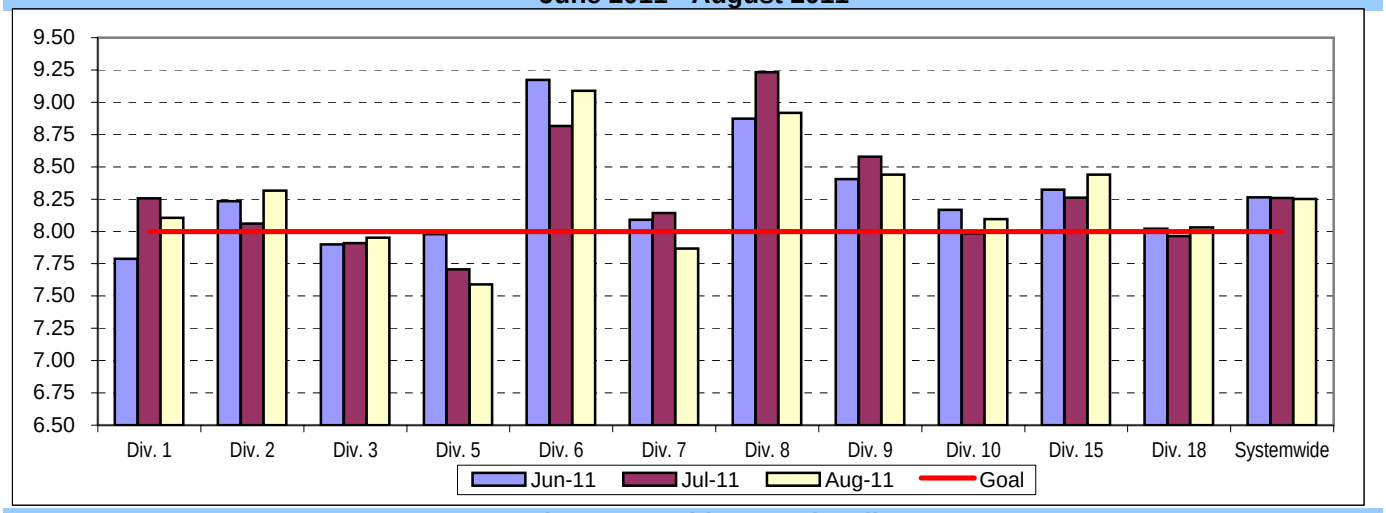
**Calculation**: Overall Cleanliness Rating = (Total Points Accumulated divided by number of categories)

## Bus Cleanliness - Systemwide

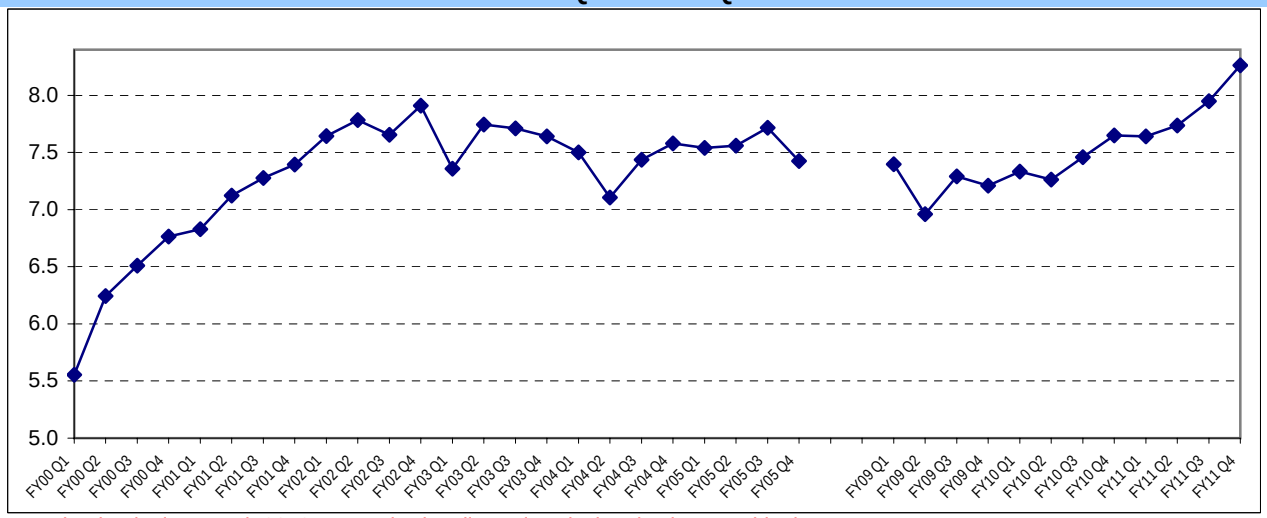



Remaining Above the Goal line is the target.

## Cleanliness by Bus Operating Divisions
## June 2011 - August 2011

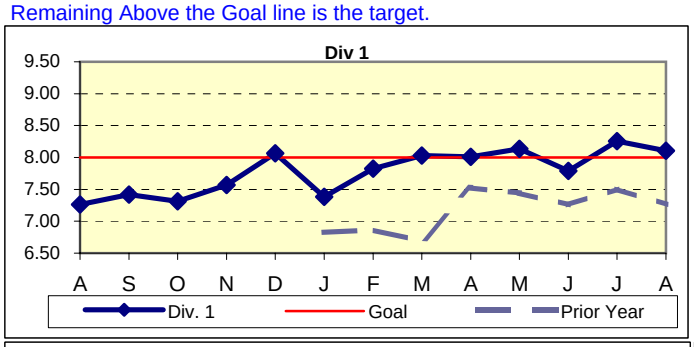


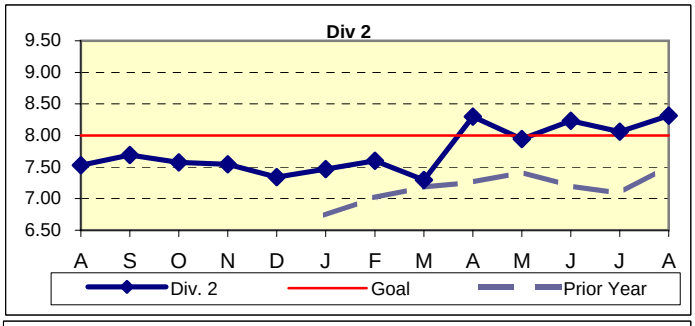

## Quarterly Systemwide Bus Cleanliness
## FY01 Q1 - FY11 Q1

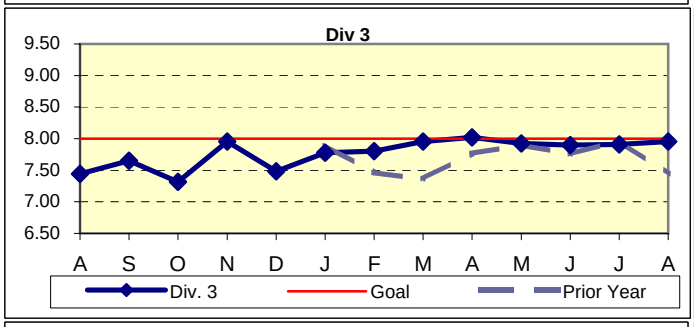


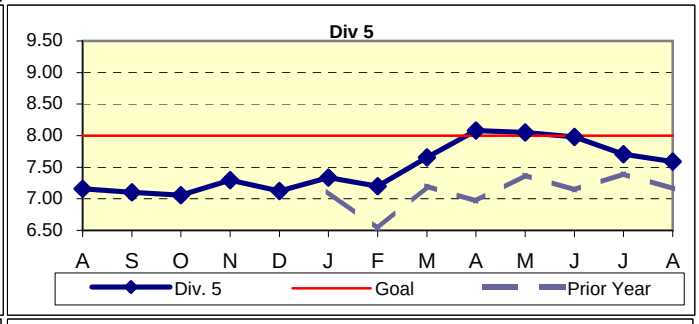

Please note that beginning March 2010, quarterly cleanliness is calculated using monthly data.
Prior quarterly data was supplied by QA dept. in a quarterly format.

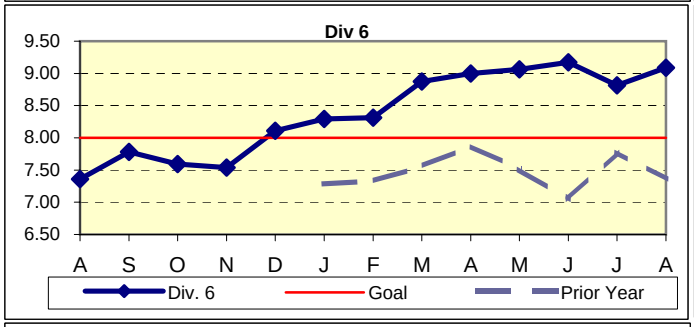
Remaining Above the Goal line is the target.

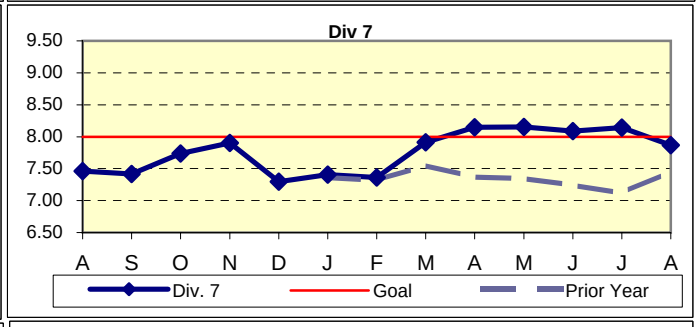

Div 1
9.50
9.00
8.50
8.00
7.50
7.00
6.50
A S O N D J F M A M J J A
Div. 1
Goal
Prior Year

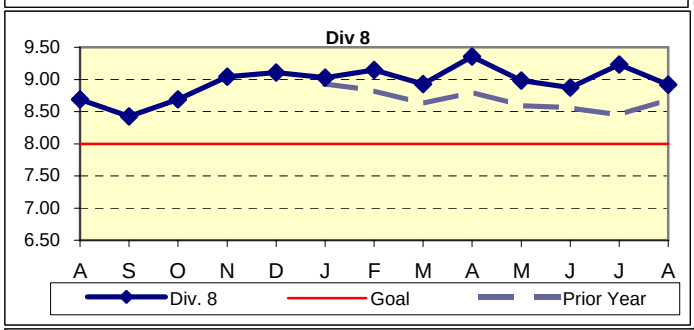

Div 2
9.50
9.00
8.50
8.00
7.50
7.00
6.50
A S O N D J F M A M J J A
Div. 2
Goal
Prior Year

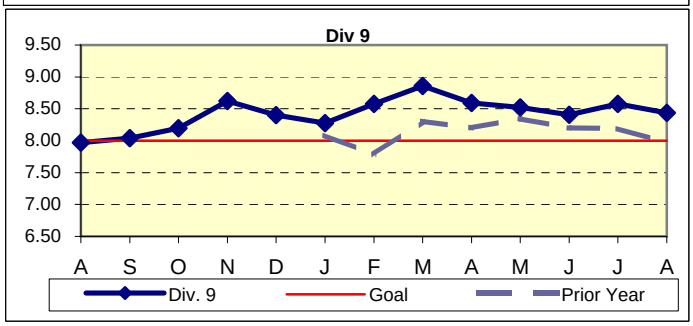

Div 3
9.50
9.00
8.50
8.00
7.50
7.00
6.50
A S O N D J F M A M J J A
Div. 3
Goal
Prior Year

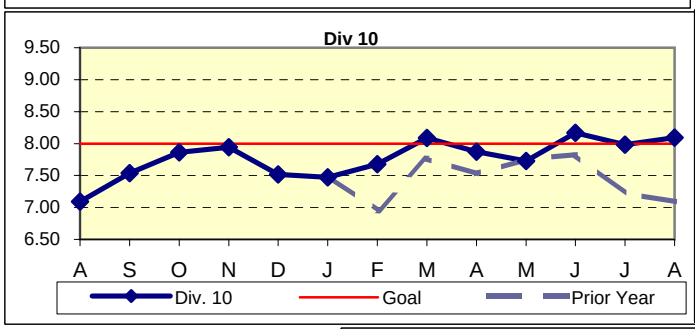

Div 5
9.50
9.00
8.50
8.00
7.50
7.00
6.50
A S O N D J F M A M J J A
Div. 5
Goal
Prior Year

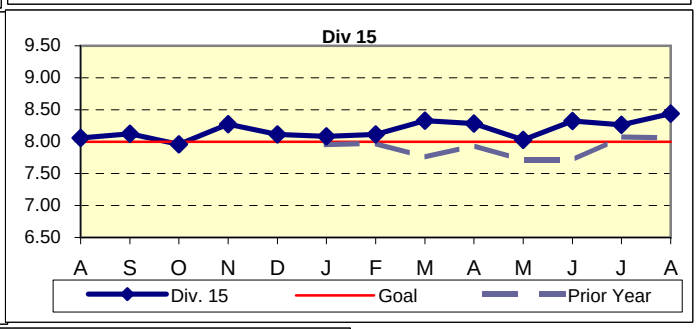

Div 6
9.50
9.00
8.50
8.00
7.50
7.00
6.50
A S O N D J F M A M J J A
Div. 6
Goal
Prior Year

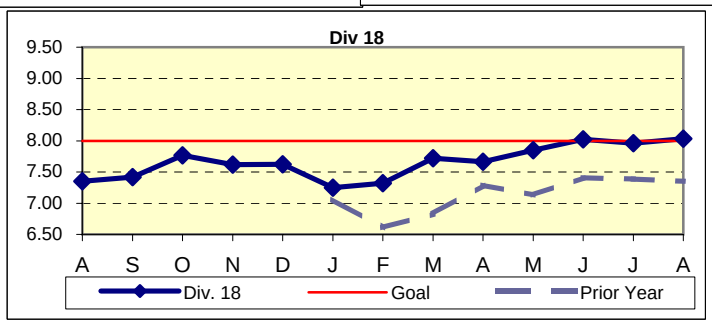

Div 7
9.50
9.00
8.50
8.00
7.50
7.00
6.50
A S O N D J F M A M J J A
Div. 7
Goal
Prior Year


Div 8
9.50
9.00
8.50
8.00
7.50
7.00
6.50
A S O N D J F M A M J J A
Div. 8
Goal
Prior Year


Div 9
9.50
9.00
8.50
8.00
7.50
7.00
6.50
A S O N D J F M A M J J A
Div. 9
Goal
Prior Year


Div 10
9.50
9.00
8.50
8.00
7.50
7.00
6.50
A S O N D J F M A M J J A
Div. 10
Goal
Prior Year


Div 15
9.50
9.00
8.50
8.00
7.50
7.00
6.50
A S O N D J F M A M J J A
Div. 15
Goal
Prior Year


Div 18
9.50
9.00
8.50
8.00
7.50
7.00
6.50
A S O N D J F M A M J J A
Div. 18
Goal
Prior Year

# 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 | FY06 | FY07 | FY08 | FY09 | FY10 | FY11 | FY12 Target | FY12 YTD | Aug Month | Status |
|---|---|---|---|---|---|---|---|---|---|---|
| New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (*1 month lag*) | 11.56 | 8.08 | 11.24 | 6.03 | 8.54 | 9.73 | 10.17 | *July YTD 9.41* | *July 9.41* | |
| **Metro Red Line (MRL)** | | | | | | | | | | |
| On-Time Pullouts | 99.61% | 99.76% | 99.79% | 99.97% | 99.55% | 99.86% | 99.00% | 99.79% | 99.79% | |
| Mean Miles Between Chargeable Mechanical Failures | 19,587 | 17,260 | 26,743 | 41,482 | 38,771 | 34,194 | 35,000 | 32,817 | 27,938 | |
| In-Service On-time Performance* | | | 99.13% | 99.38% | 99.54% | 99.69% | 99.00% | 99.85% | 99.81% | |
| Traffic Accidents Per 100,000 Train Miles | 0.22 | 0.00 | 0.30 | 0.07 | 0.00 | 0.29 | 0.10 | 0.00 | 0.00 | |
| Complaints per 100,000 Boardings | 0.66 | 0.41 | 0.50 | 0.37 | 0.41 | 0.51 | 0.50 | 0.28 | 1.05 | |
| **Metro Blue Line (MBL)** | | | | | | | | | | |
| On-Time Pullouts | 99.76% | 99.72% | 99.62% | 99.74% | 99.71% | 99.10% | 99.00% | 99.62% | 99.56% | |
| Mean Miles Between Chargeable Mechanical Failures | 26,774 | 35,125 | 31,278 | 27,051 | 20,830 | 14,194 | 20,000 | 14,700 | 13,478 | |
| In-Service On-time Performance* | | | 98.81% | 98.24% | 98.81% | 99.13% | 99.00% | 99.97% | 99.96% | |
| Traffic Accidents Per 100,000 Train Miles | 0.96 | 1.35 | 1.65 | 1.26 | 1.45 | 1.76 | 0.80 | 0.36 | 0.72 | |
| Complaints per 100,000 Boardings | 0.78 | 0.53 | 0.64 | 0.58 | 0.80 | 0.81 | 0.90 | 0.91 | 0.86 | |
| **Metro Green Line (MGrL)** | | | | | | | | | | |
| On-Time Pullouts | 99.97% | 99.54% | 99.80% | 99.95% | 99.89% | 99.85% | 99.00% | 99.75% | 99.51% | |
| Mean Miles Between Chargeable Mechanical Failures | 20,635 | 27,471 | 36,727 | 19,195 | 13,599 | 11,831 | 20,000 | 17,103 | 14,428 | |
| In-Service On-time Performance* | | | 99.07% | 98.90% | 99.26% | 99.50% | 99.00% | 99.76% | 99.65% | |
| Traffic Accidents Per 100,000 Train Miles | 0.00 | 0.00 | 0.00 | 0.07 | 0.00 | 0.07 | 0.80 | 0.00 | 0.00 | |
| Complaints per 100,000 Boardings | 0.92 | 0.72 | 0.81 | 0.82 | 0.76 | 1.13 | 0.90 | 1.81 | 1.54 | |
| **Metro Gold Line (MGoL)** | | | | | | | | | | |
| On-Time Pullouts | 99.97% | 99.95% | 99.95% | 99.95% | 99.86% | 99.99% | 99.00% | 100.00% | 100.00% | |
| Mean Miles Between Chargeable Mechanical Failures | 23,329 | 22,775 | 39,521 | 24,250 | 16,151 | 21,097 | 20,000 | 13,344 | 15,621 | |
| In-Service On-time Performance* | | | 98.86% | 99.38% | 99.12% | 99.58% | 99.00% | 99.66% | 99.65% | |
| Traffic Accidents Per 100,000 Train Miles | 0.12 | 0.23 | 0.43 | 0.21 | 0.82 | 0.61 | 0.80 | 1.08 | 0.70 | |
| Complaints per 100,000 Boardings | 2.71 | 1.88 | 1.57 | 1.50 | 1.68 | 1.22 | 0.90 | 1.40 | 0.92 | |

*Effective December 2009, 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.

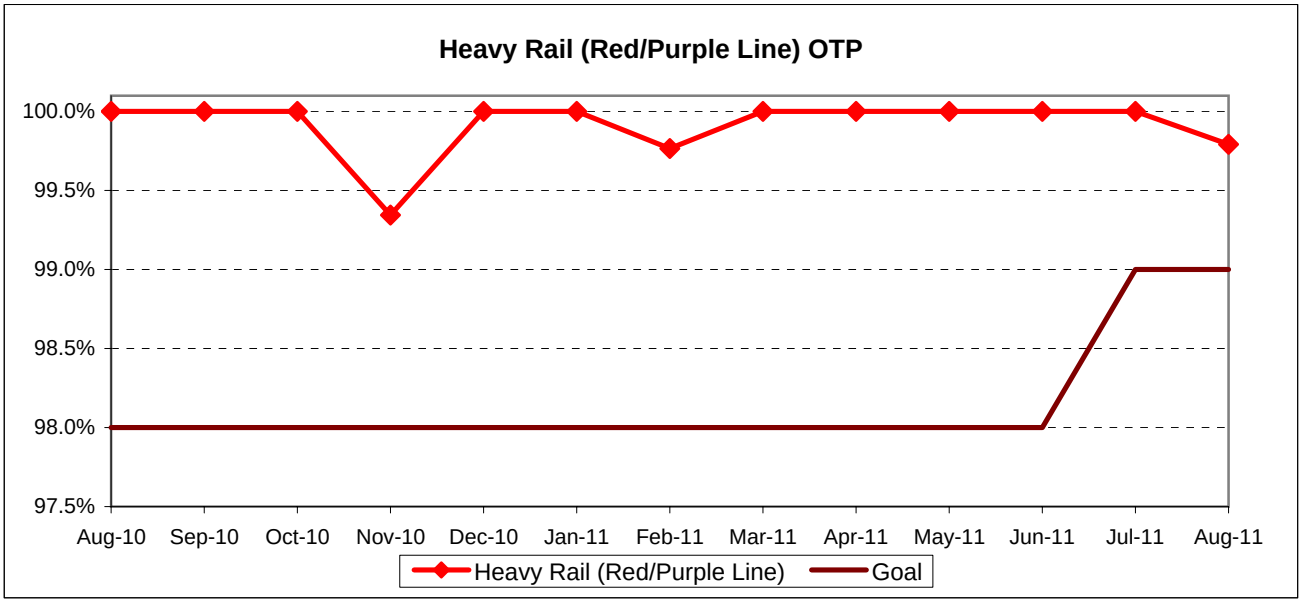
Red - High probability that the target will not be achieved -- significant problems and/or delays.

# RAIL SERVICE PERFORMANCE

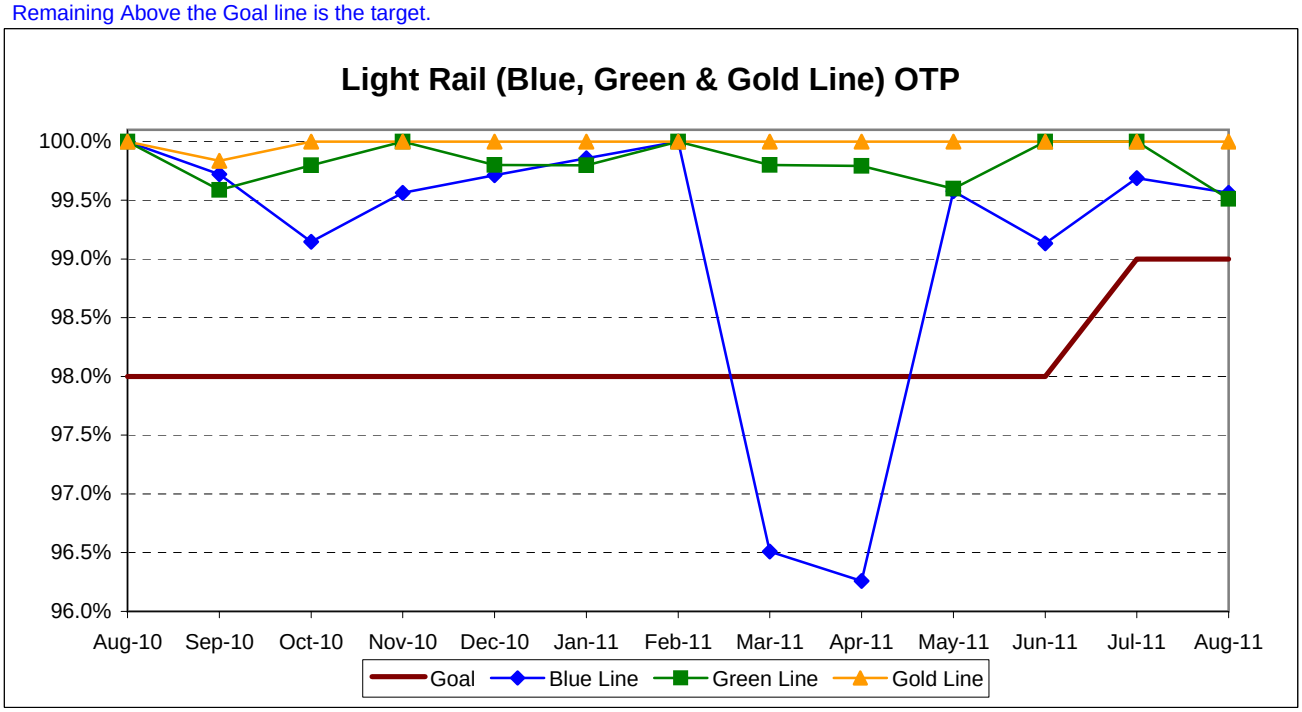
## ON-TIME PULLOUTS (OTP)

**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)]



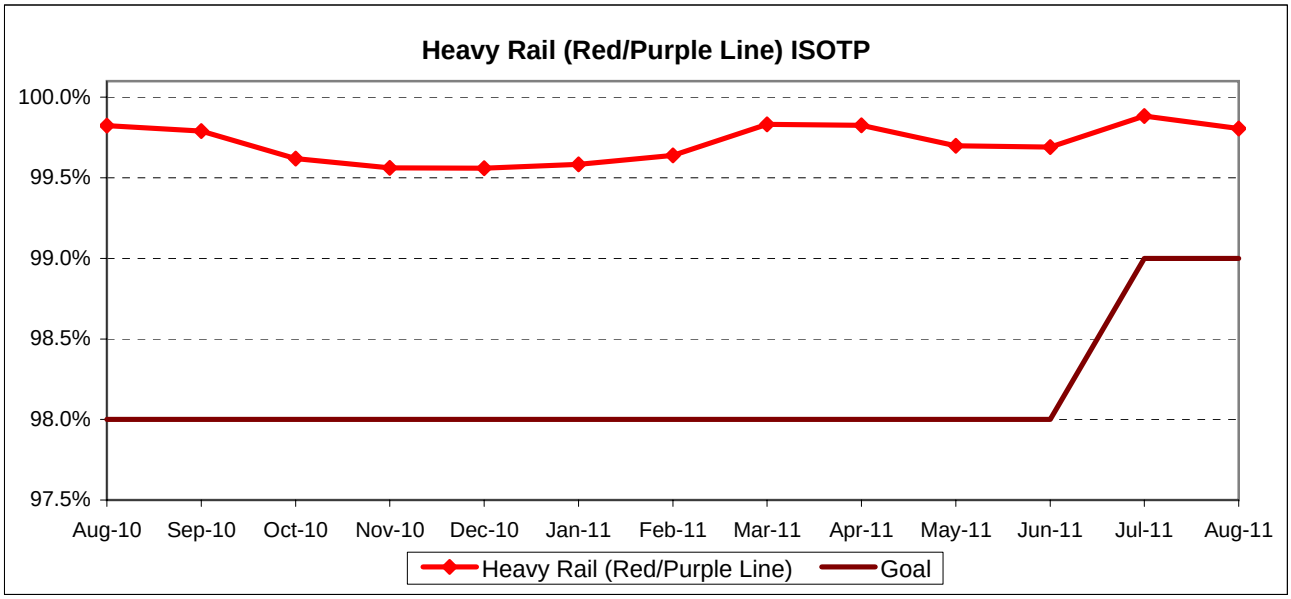

Remaining Above the Goal line is the target.



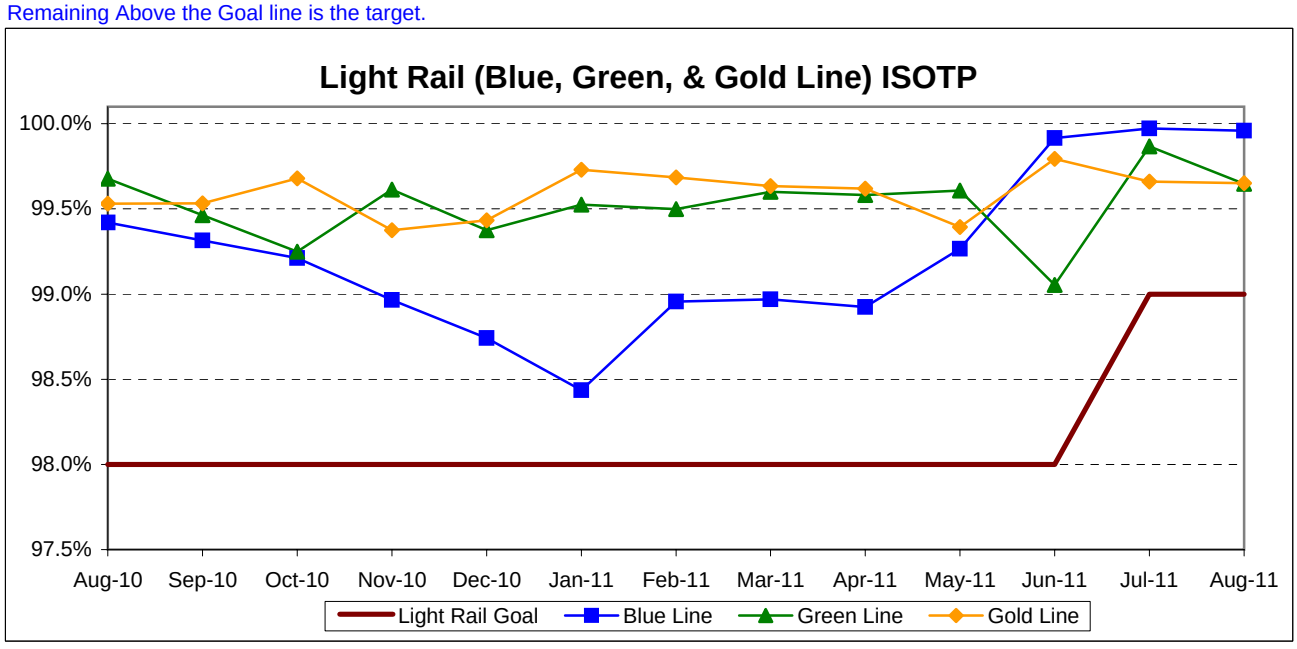
## IN-SERVICE ON-TIME PERFORMANCE (ISOTP)

**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)]



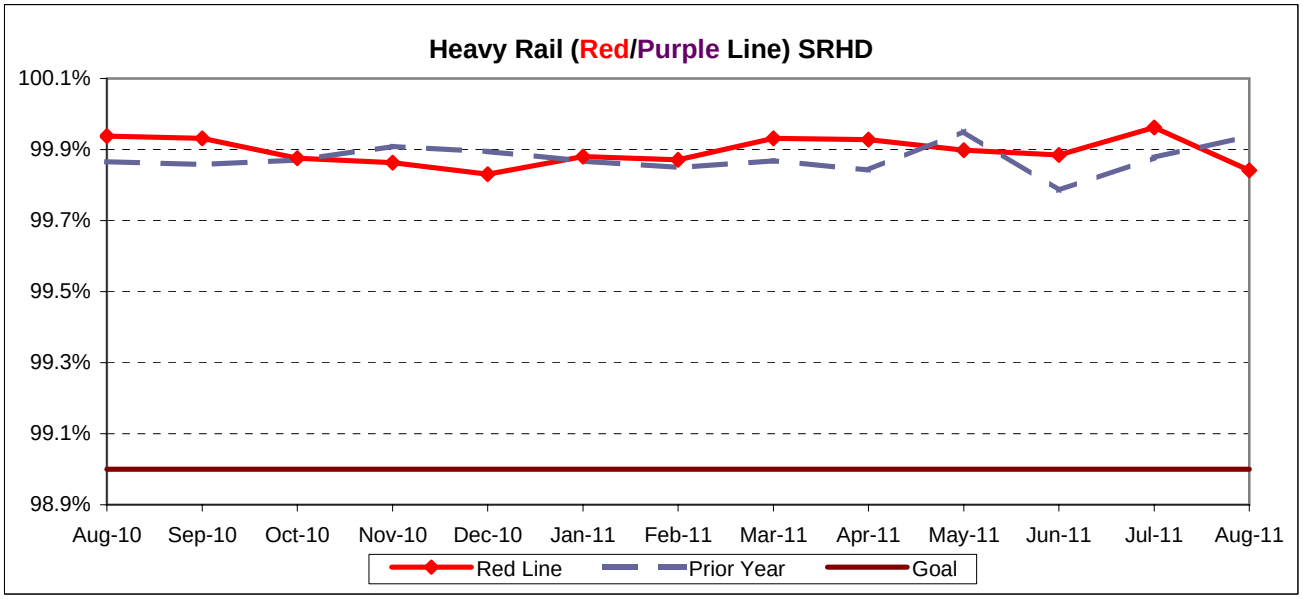

Remaining Above the Goal line is the target.



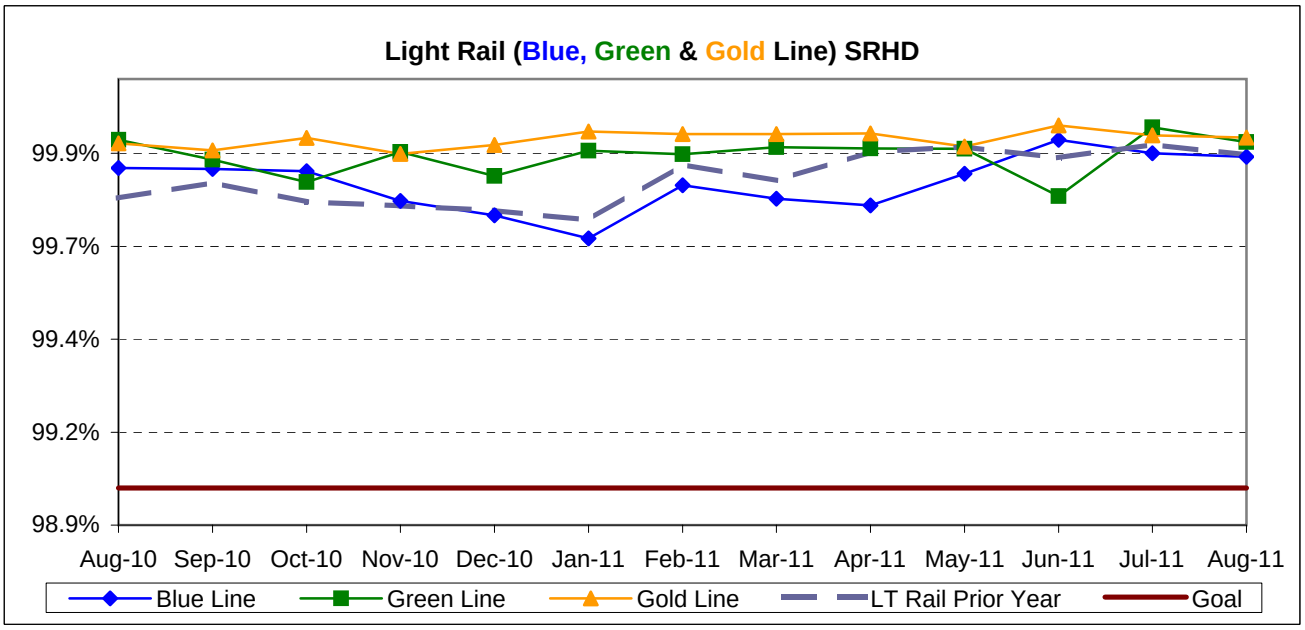
## Scheduled Revenue Hours Delivered (SRHD) by Rail Line

**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))




Remaining At the Goal line is the target.

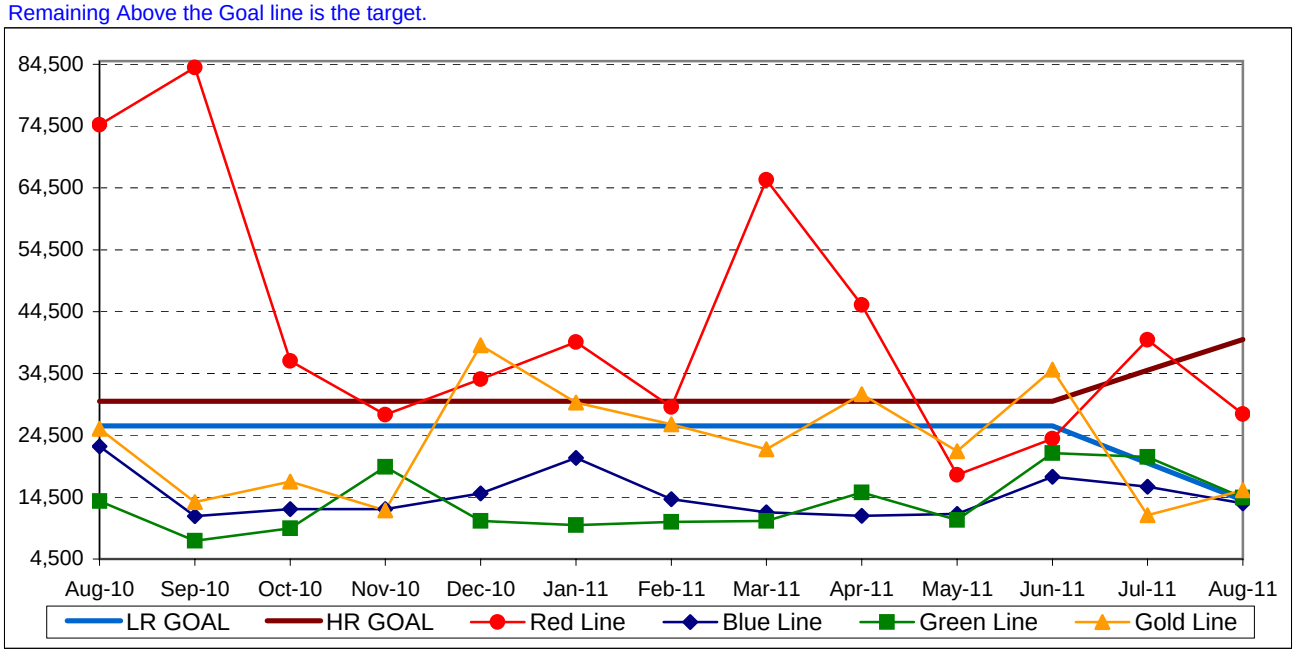


## Mean Miles Between Chargeable Mechanical Failures

**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

Remaining Above the Goal line is the target.



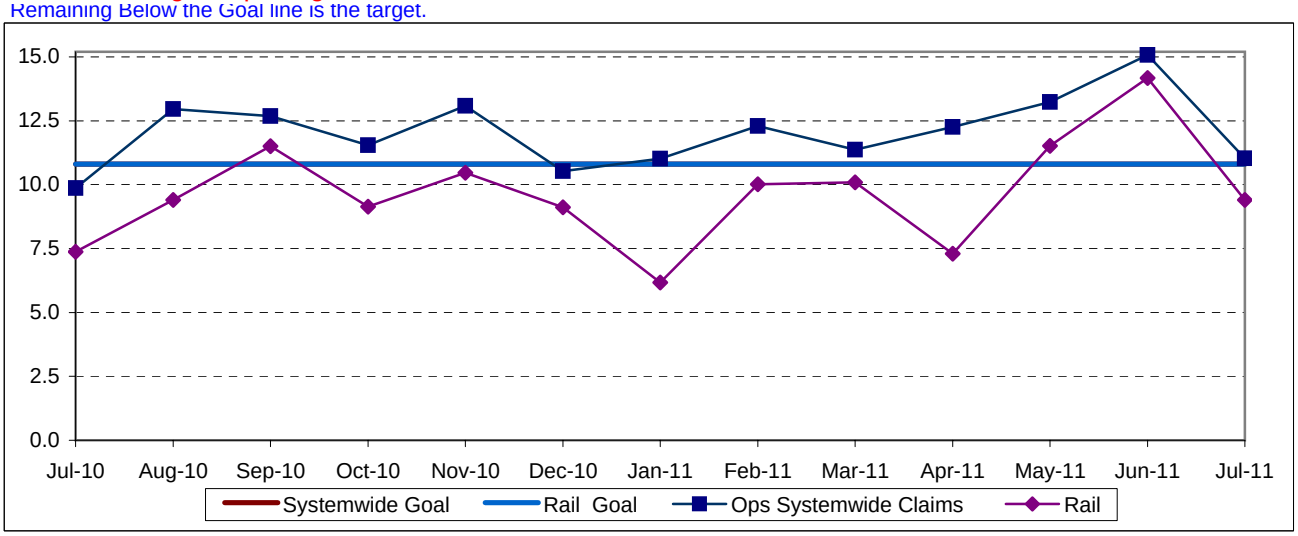

## NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

**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.

Remaining Below the Goal line is the target.



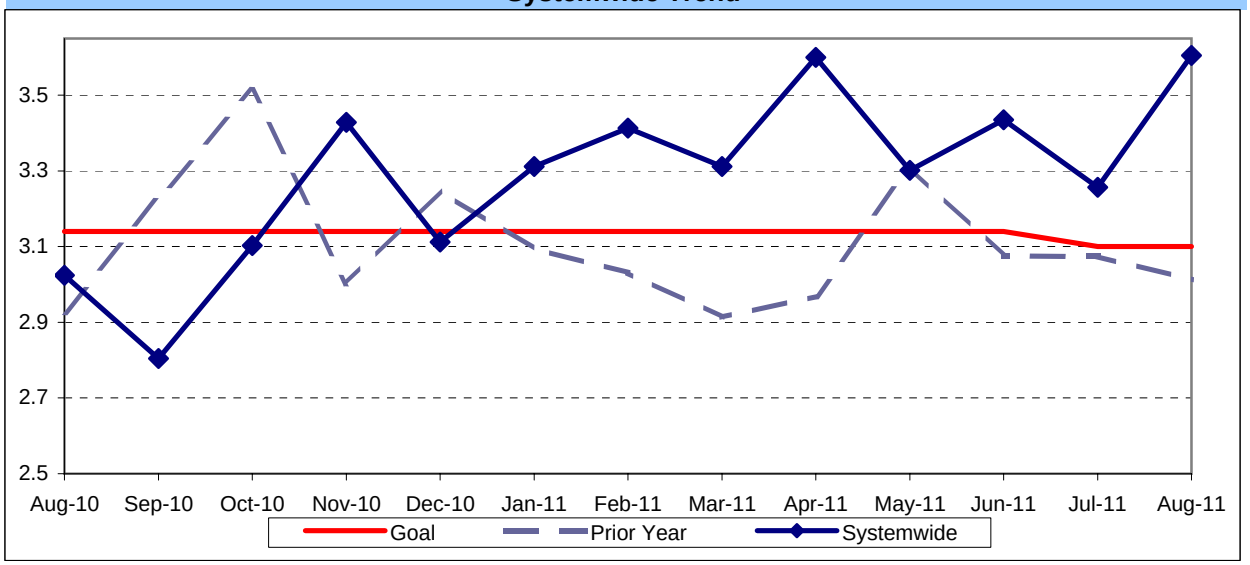
# SAFETY PERFORMANCE

## 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))

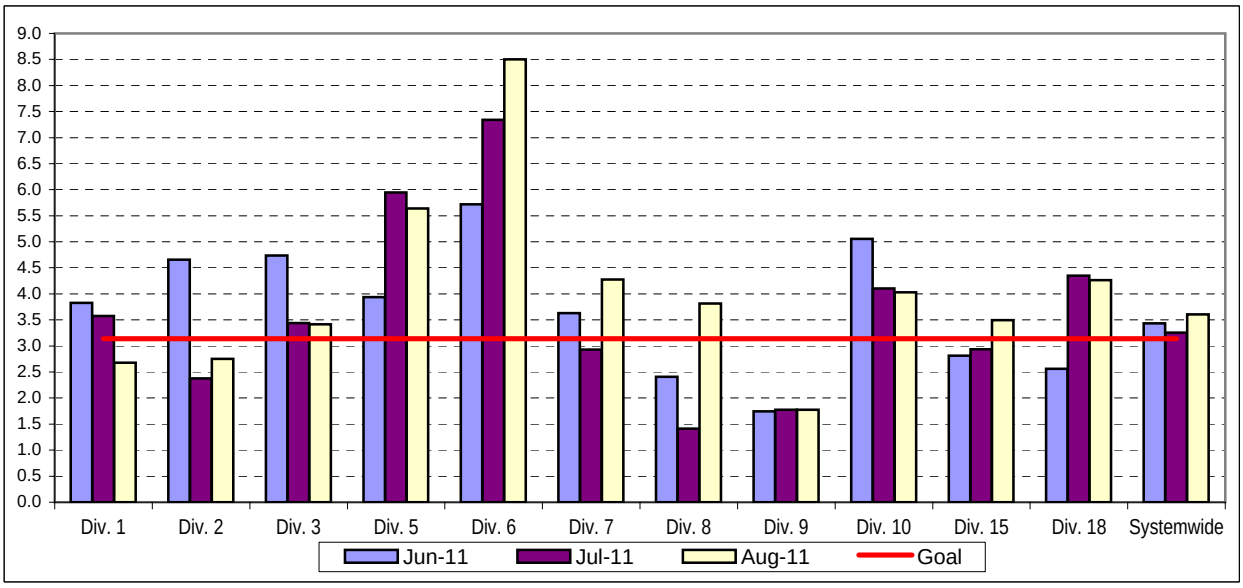
### Systemwide Trend




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

Remaining Below the Goal line is the target.

### Bus Operating Divisions - by Divisions
### June 2011 - August 2011

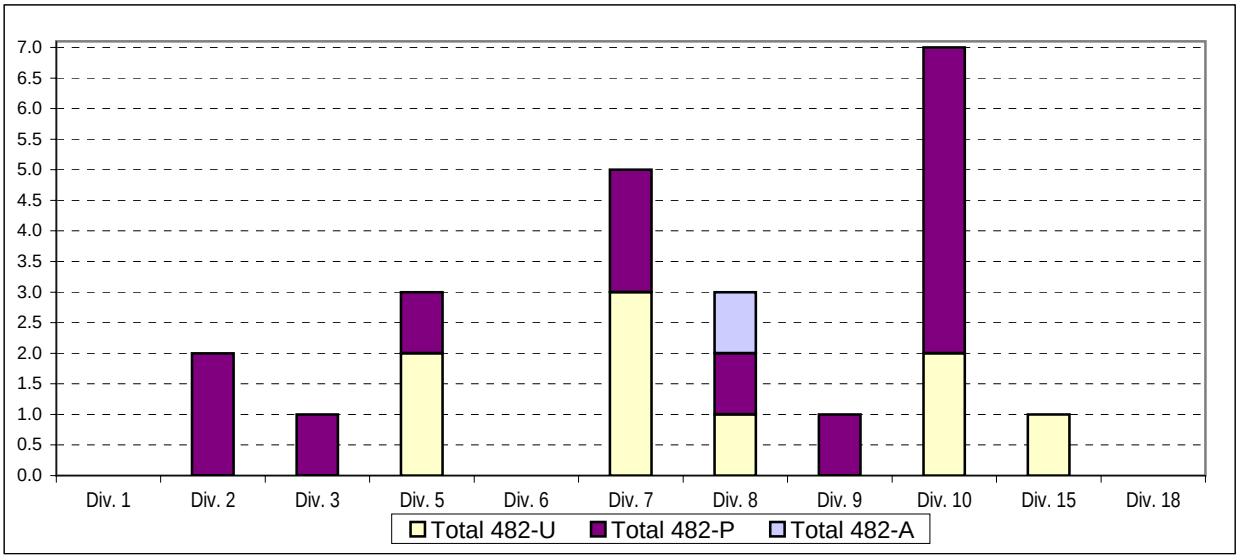


## Number of 482 Accidents in Vehicle Accident Management System (VAMS) Download by Avoidable (A), Pending (P) or Unavoidable (U)
## Bus Operating Divisions

**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).

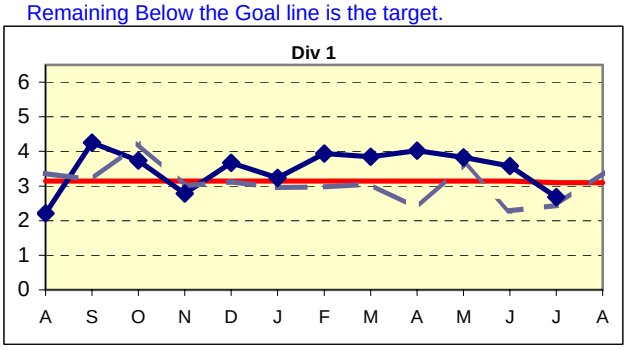
**Calculation:** Number of accidents in prior 13 months coded 482 "alledged" in the categories of A, P or U.

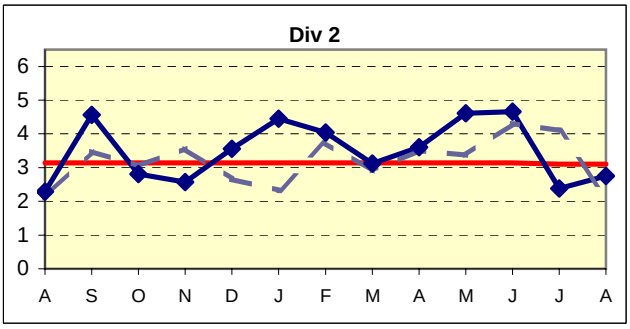
NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

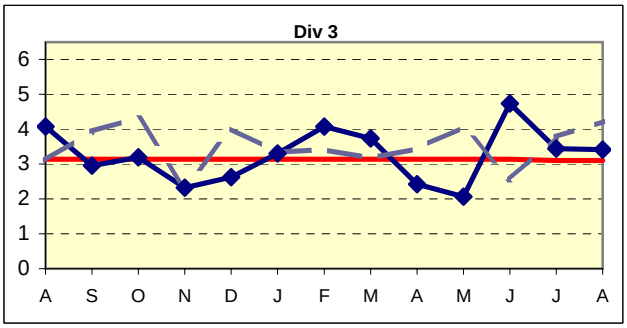


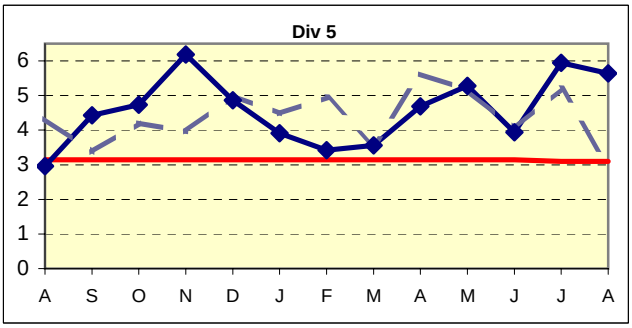

## BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
## Bus Operating Divisions

Remaining Below the Goal line is the target.



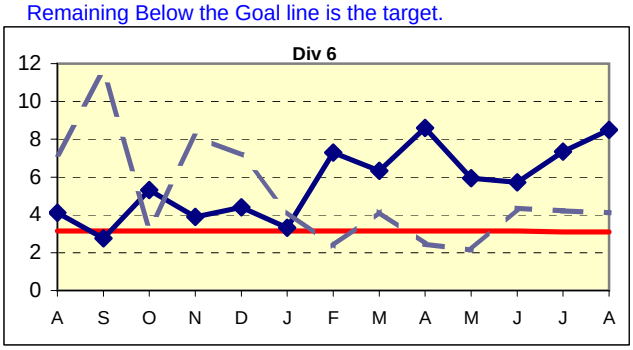



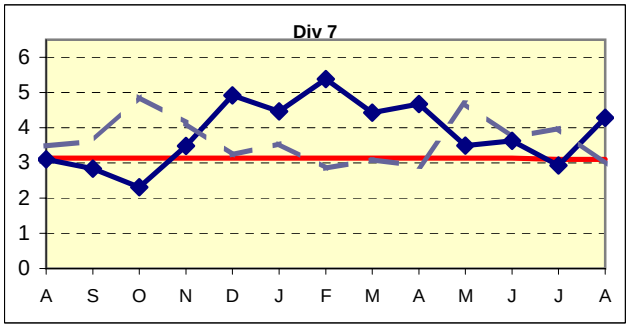



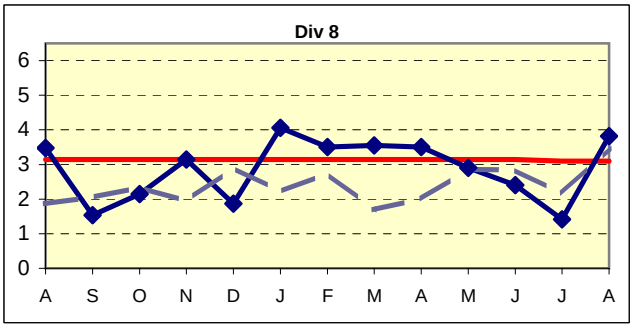



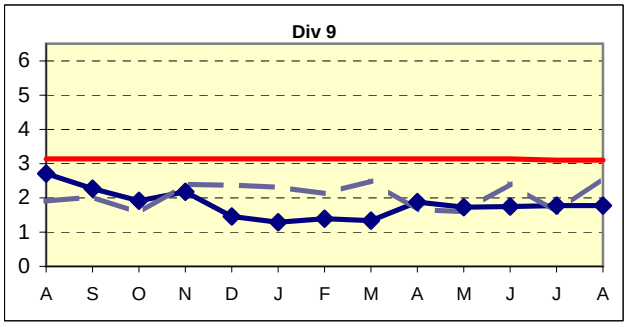
## BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
## Bus Operating Divisions

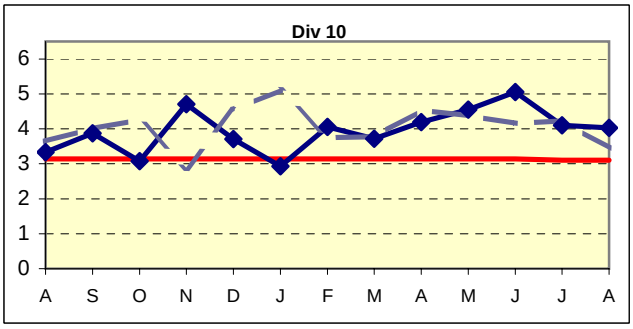
Remaining Below the Goal line is the target.

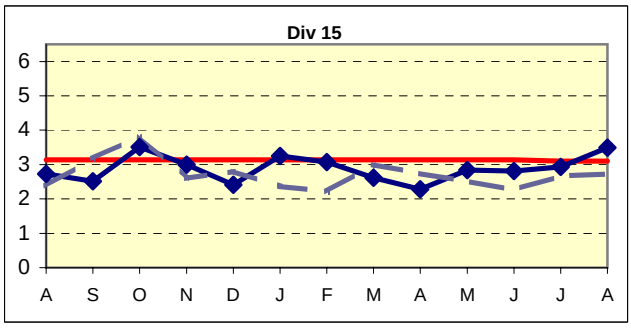


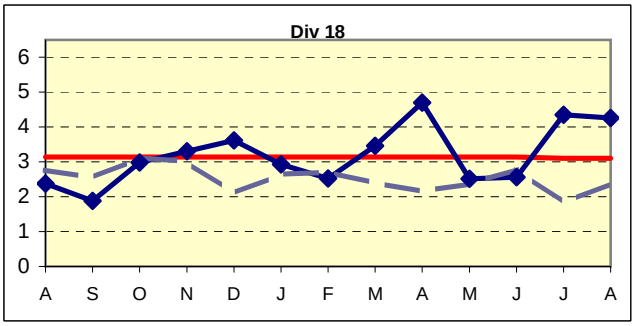



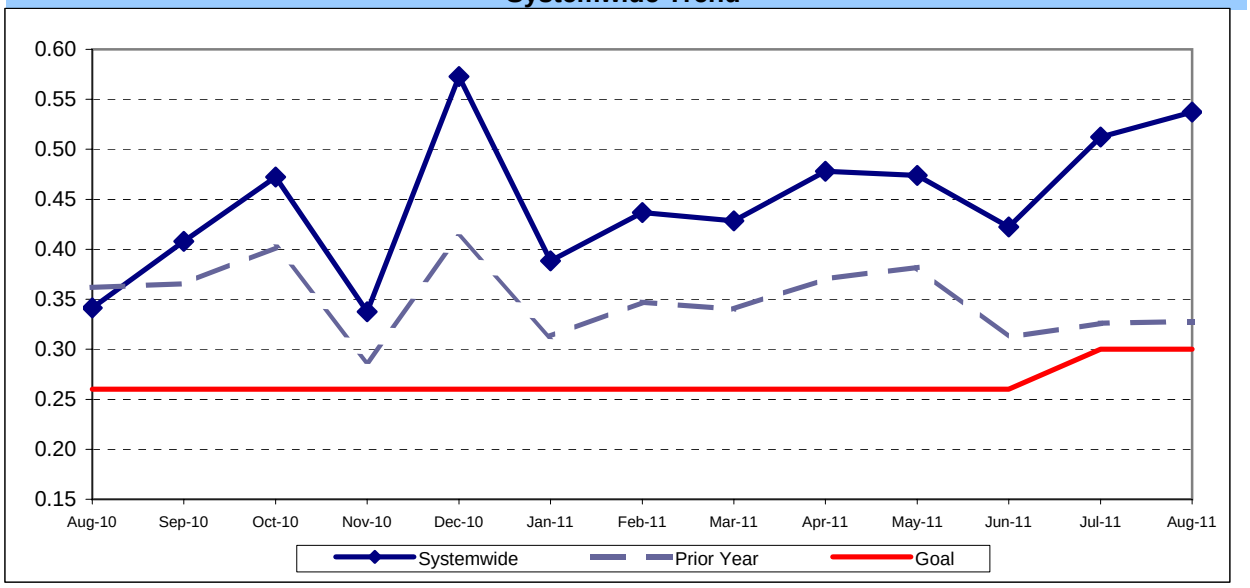



## BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS

**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))

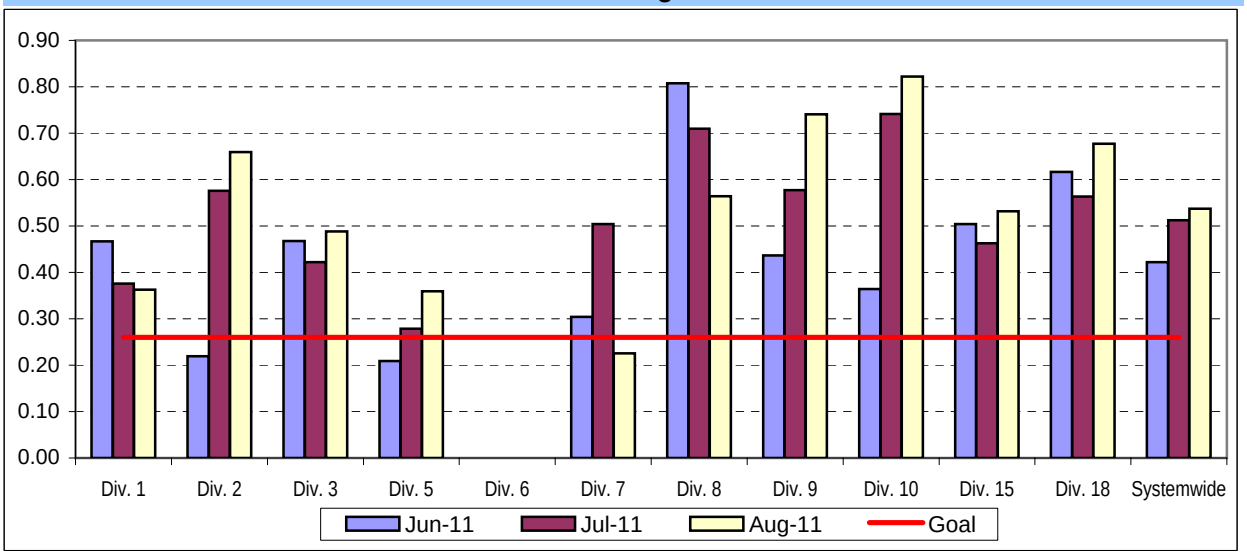
### Systemwide Trend




Remaining Below the Goal line is the target.

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
### June 2011 - August 2011

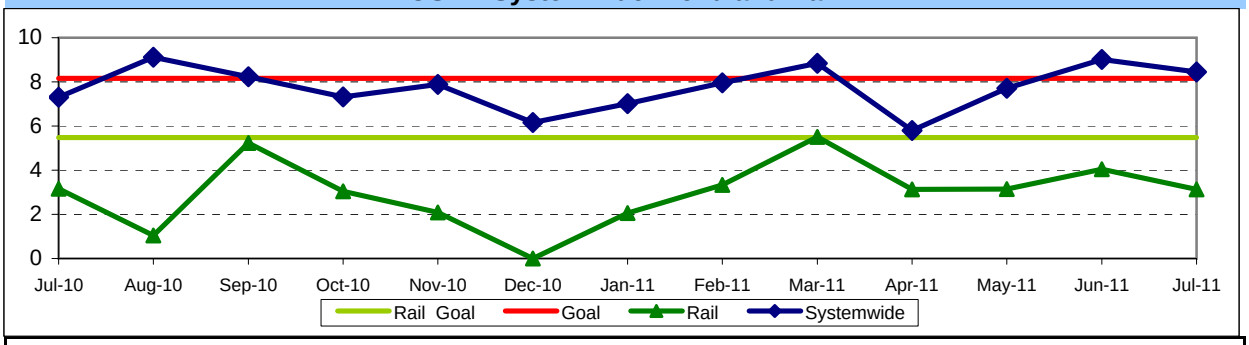


## OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA) RECORDABLE INJURIES PER 200,000 EXPOSURE HOURS

**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

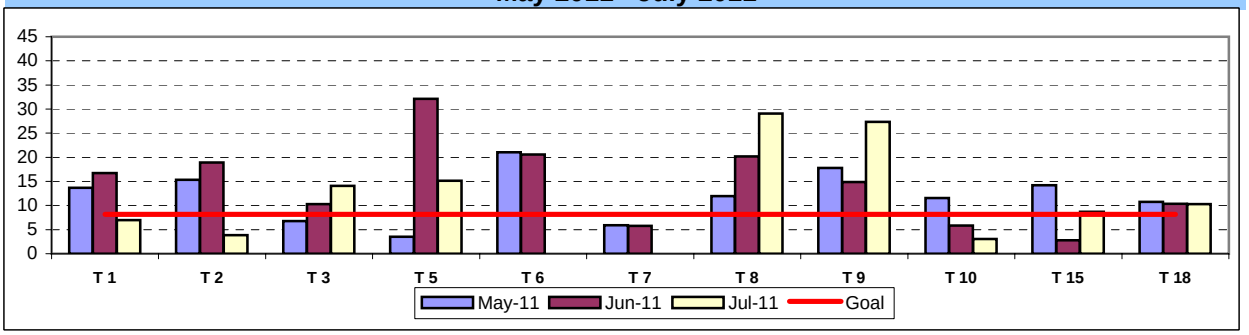



Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of injuries and late filing of reports.

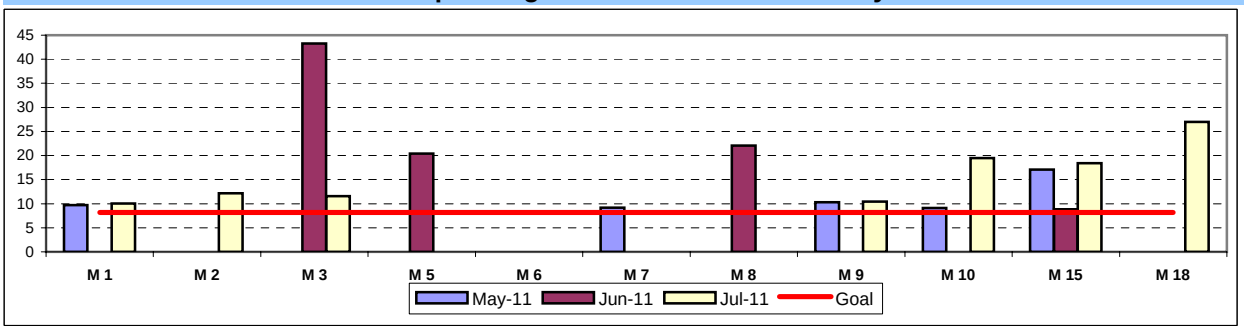
Remaining Below the Goal line is the target.

One month lag from current month

### OSHA: Bus Operating Transportation Divisions - by Division
### May 2011 - July 2011




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

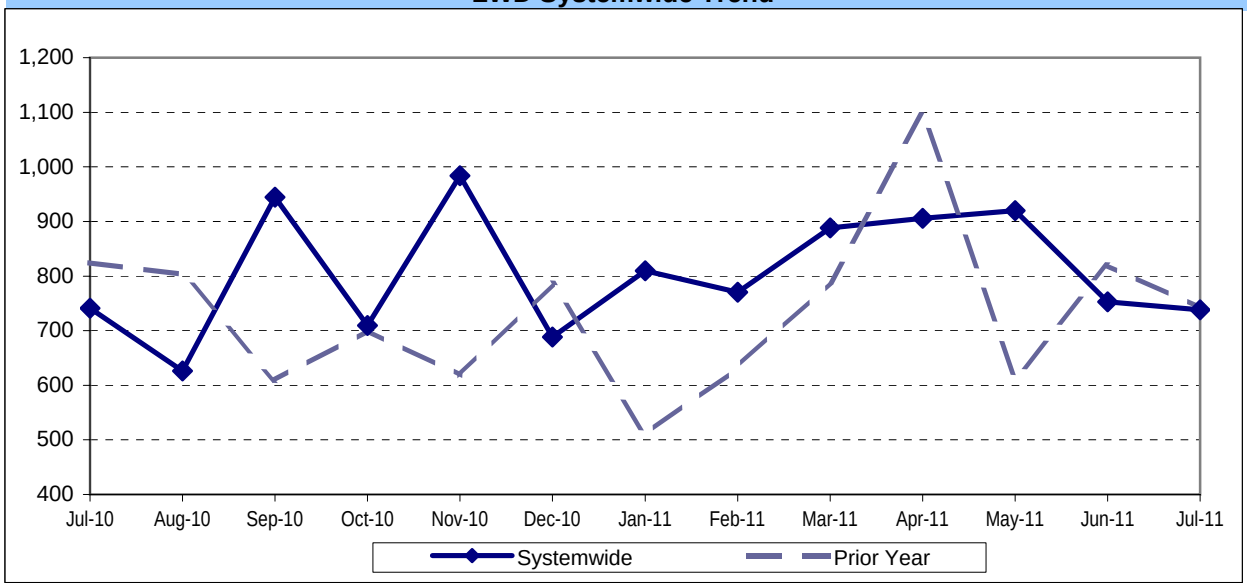


## LOST WORK DAYS (LWD) PAID PER 200,000 EXPOSURE HOURS

**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 of Exposure Hours / 200,000)

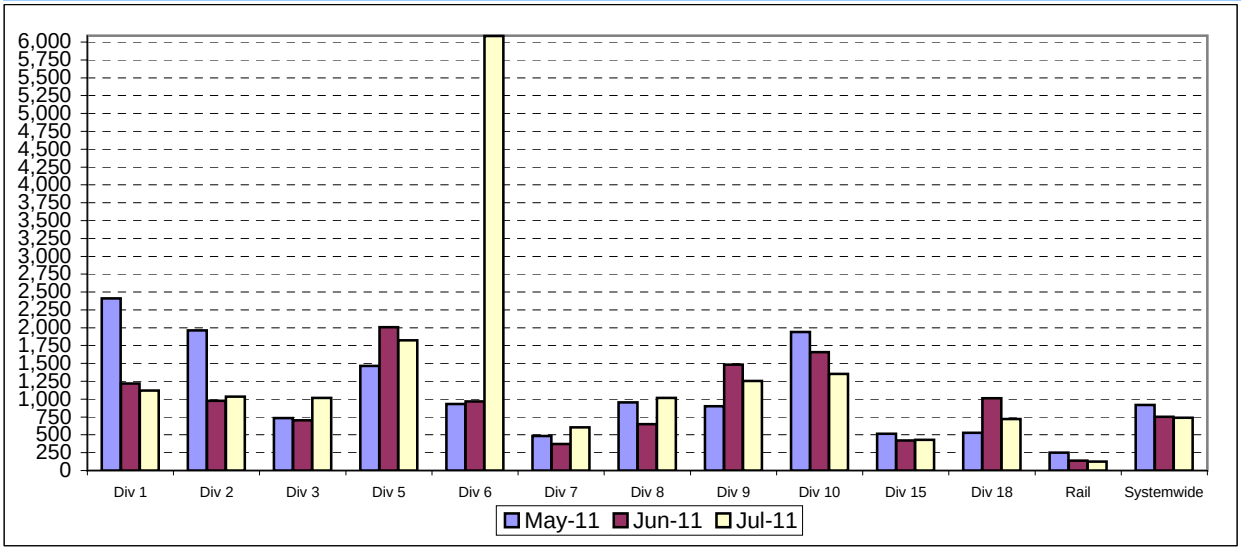
One month lag from current month

### LWD Systemwide Trend




One month lag from current month

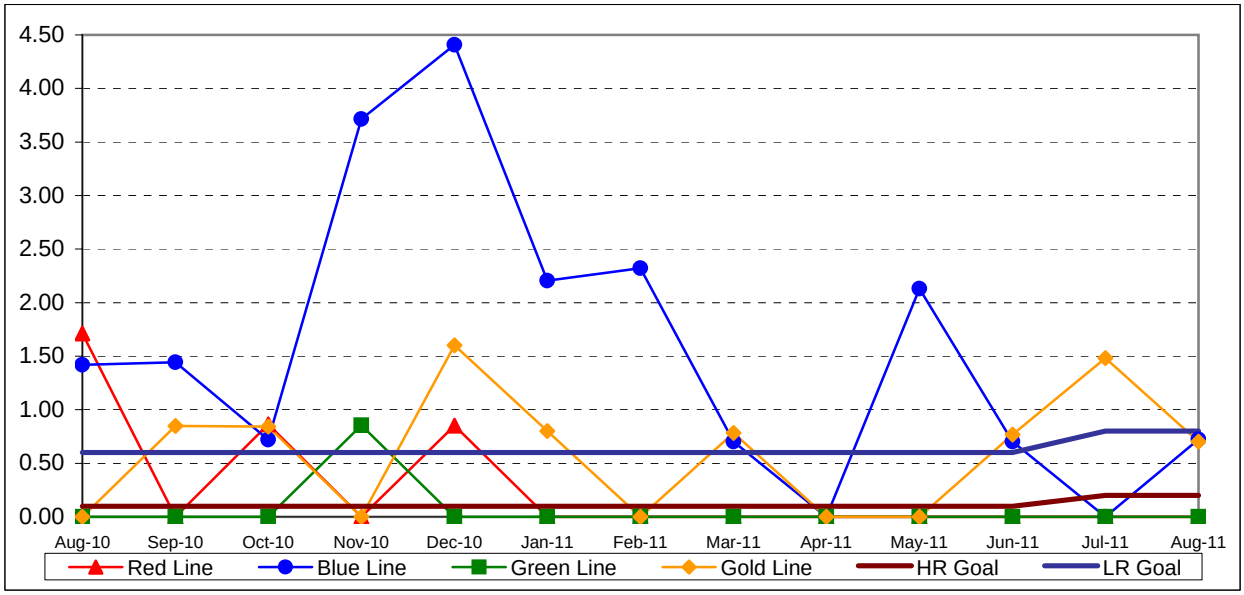
### LWD/200,000 Exposure Hours per Operating Divisions - by Bus and Rail Division
### May 2011 - July 2011



## 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))

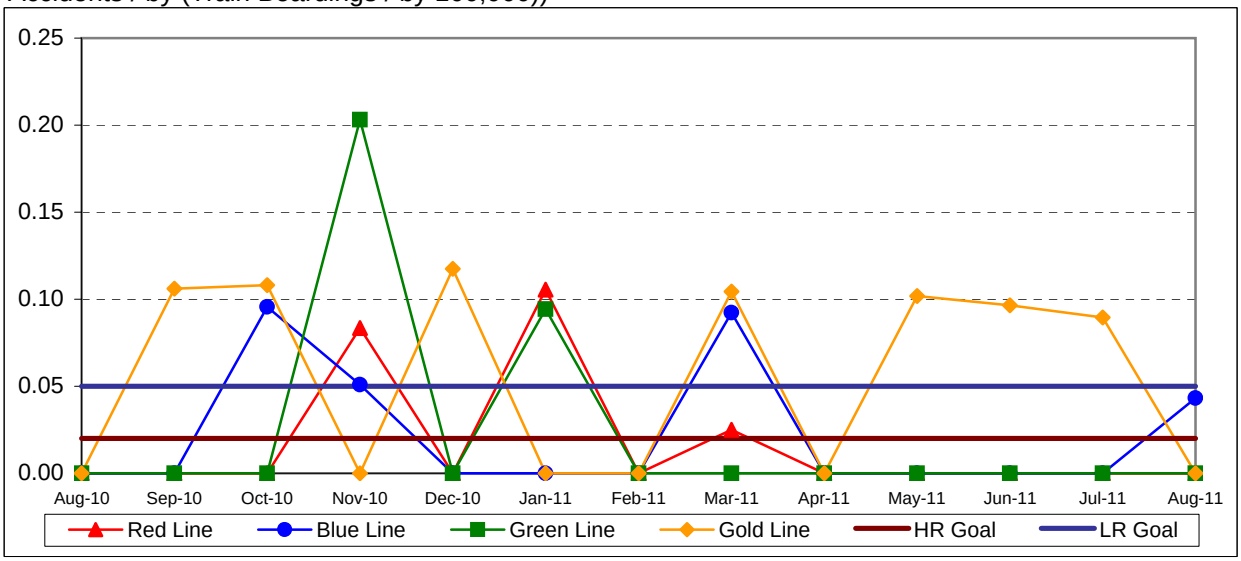



Remaining Below the Goal line is the target.

## 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))



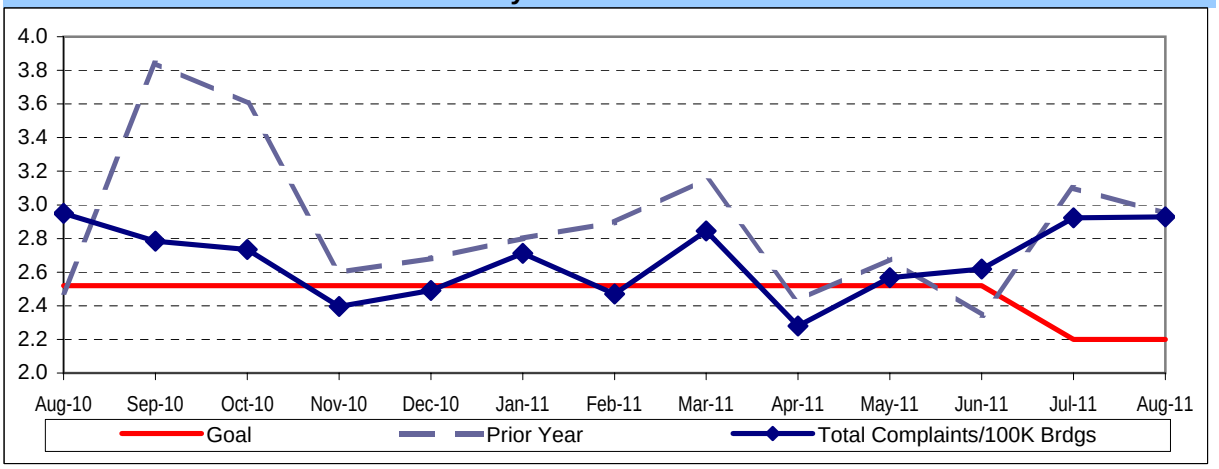
# CUSTOMER SATISFACTION

## COMPLAINTS PER 100,000 BOARDINGS

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

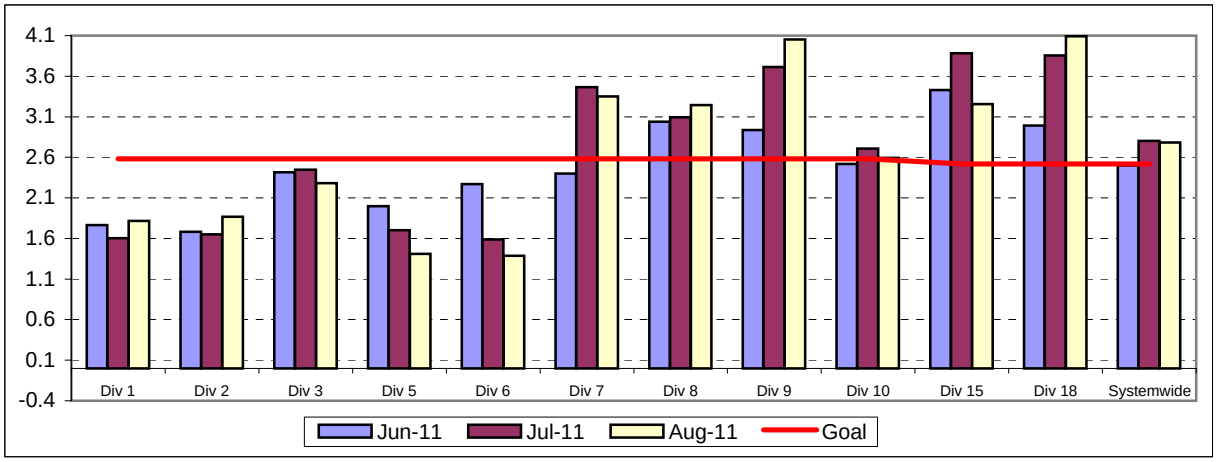
**Calculation:** Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)

### Systemwide Trend




Remaining Below the Goal line is the target.

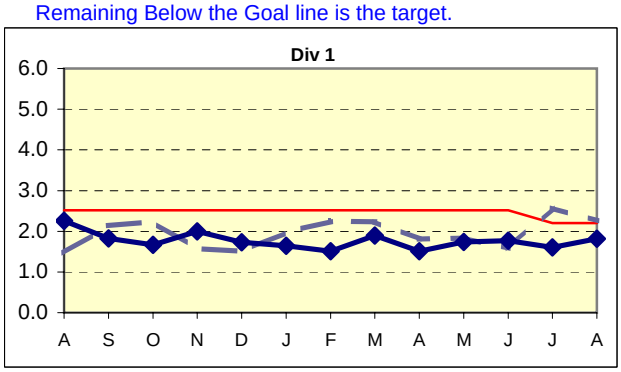
### Bus Operating Divisions, by Divisions
### June 2011 - August 2011

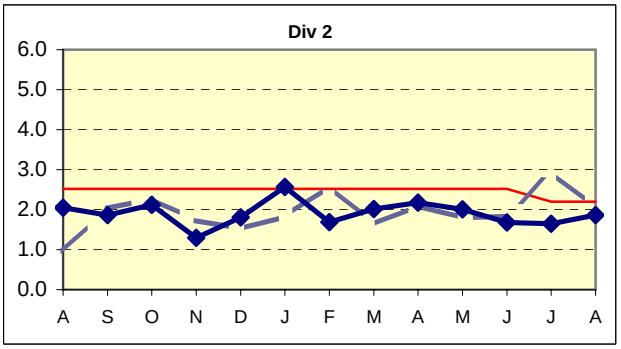



## COMPLAINTS PER 100,000 BOARDINGS

Current Year  Prior Year  Goal

Remaining Below the Goal line is the target.

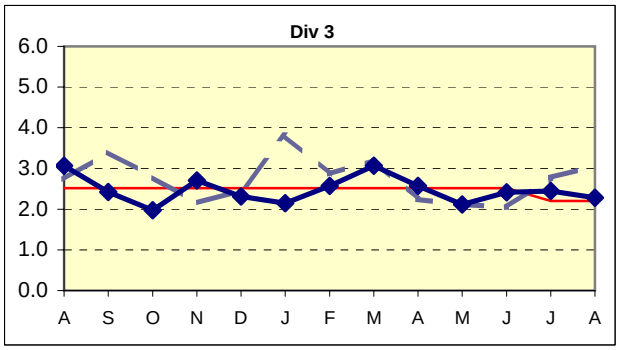


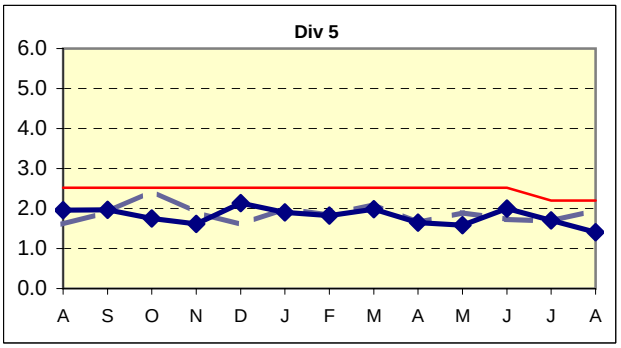



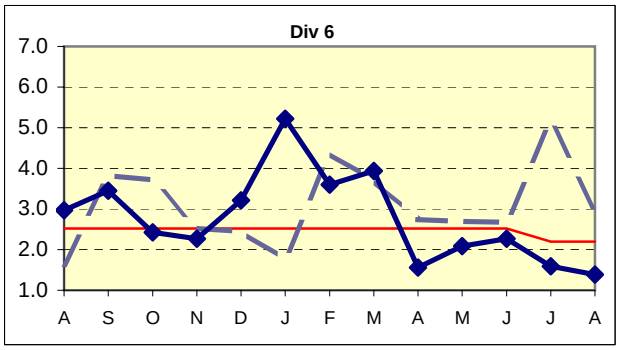
Current Year  Prior Year  Goal

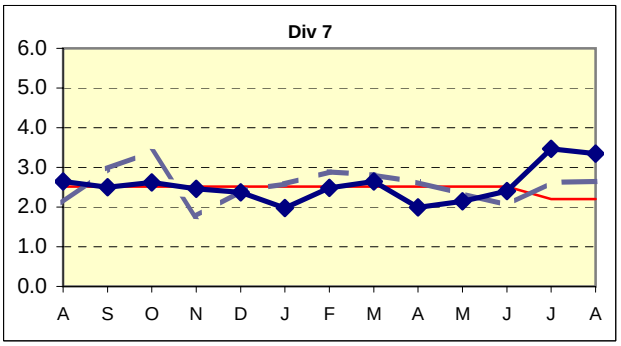
Remaining Below the Goal line is the target.

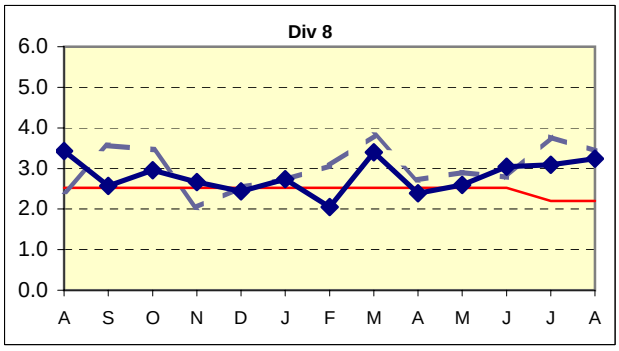
## COMPLAINTS PER 100,000 BOARDINGS - Continued

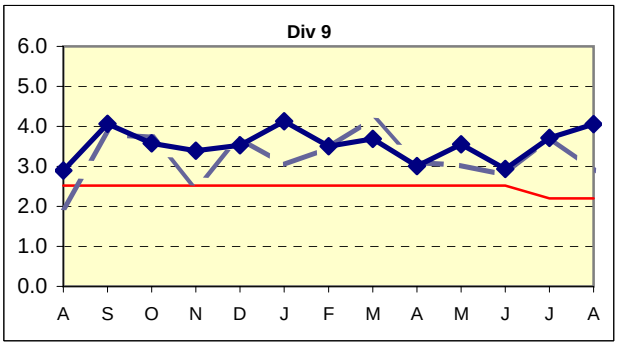


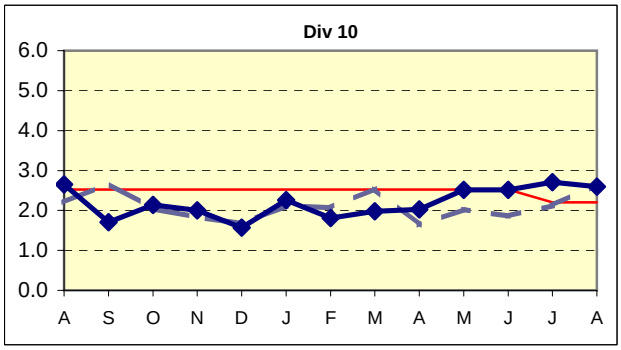



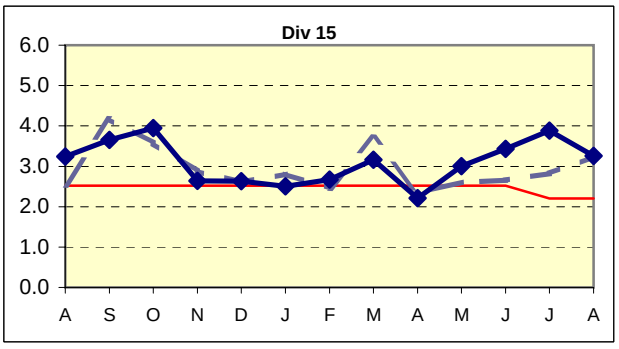



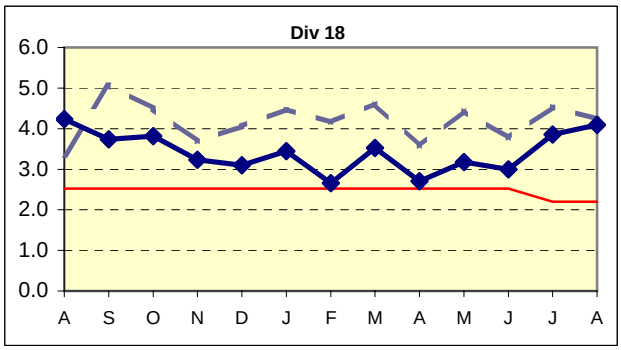



# WORKERS COMPENSATION CLAIMS

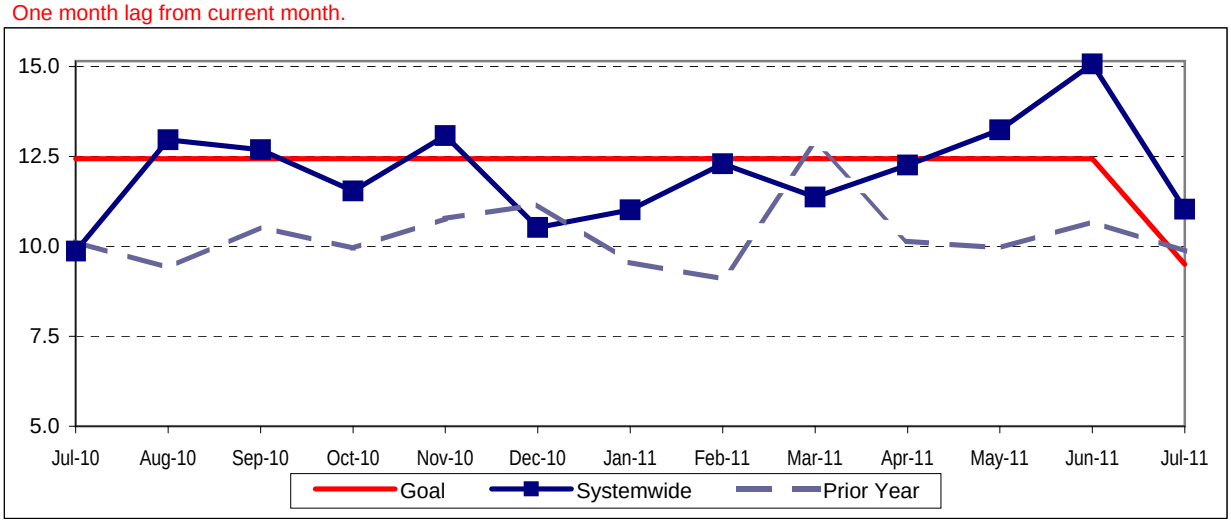
## New Workers Compensation Claims per 200,000 Exposure Hours

**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.




Remaining Below the Goal line is the target.

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

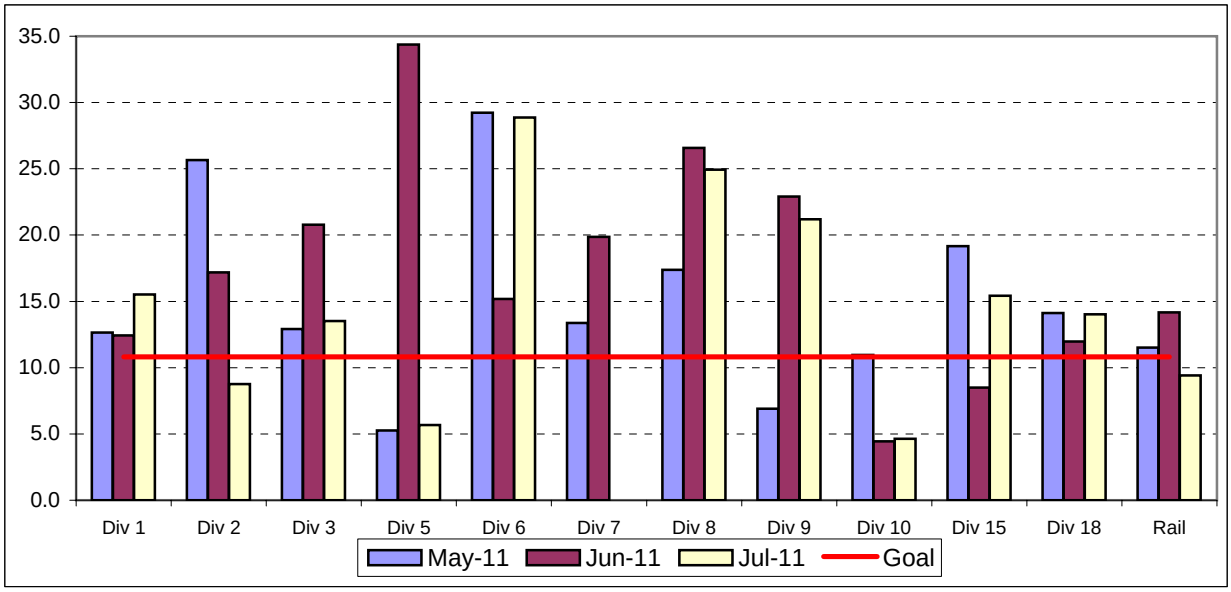
**Definition:** Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

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

### Bus & Rail by Division
### May 2011 - July 2011

One month lag from current month.

Remaining Below the Goal line is the target.

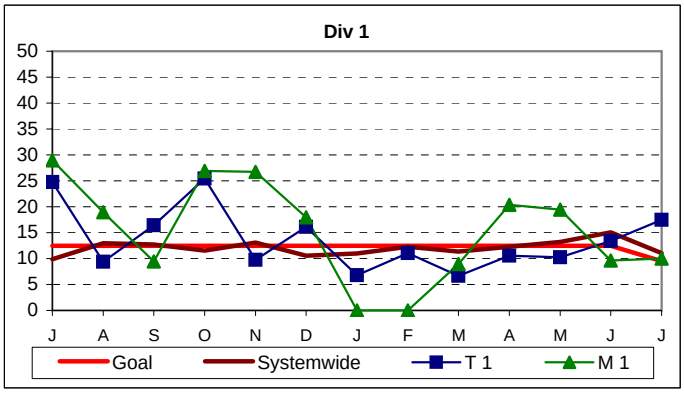


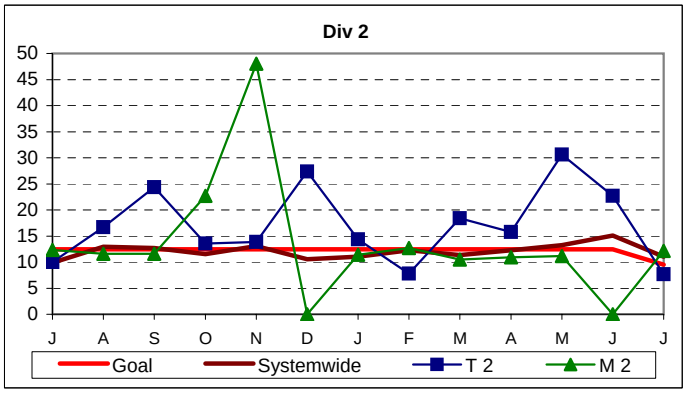
## NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
### Systemwide and Bus Operating Divisions

**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)

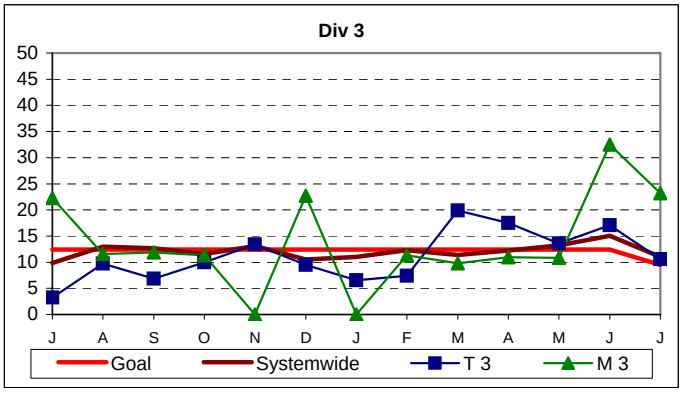
One month lag in reporting.

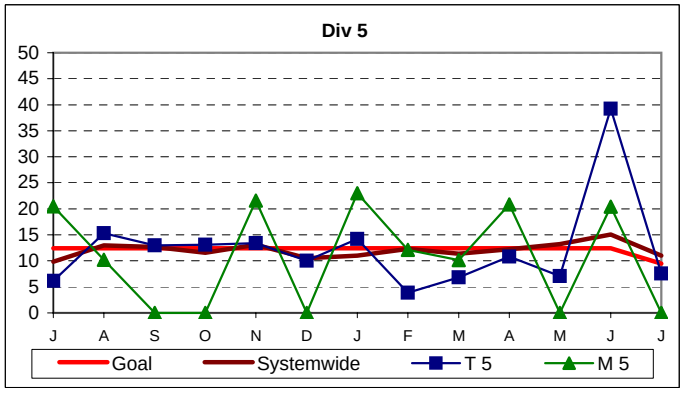


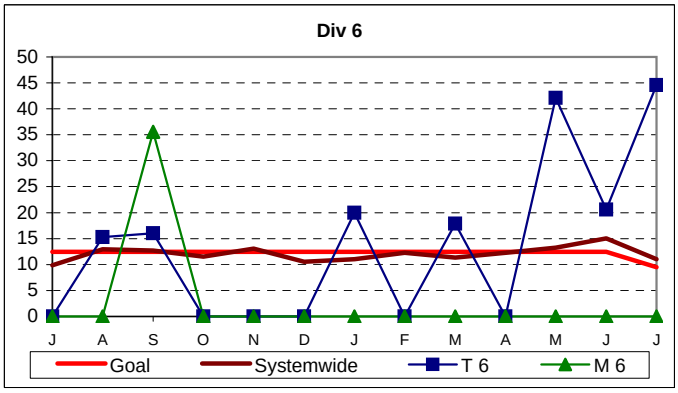

Remaining Below the Goal line is the target.

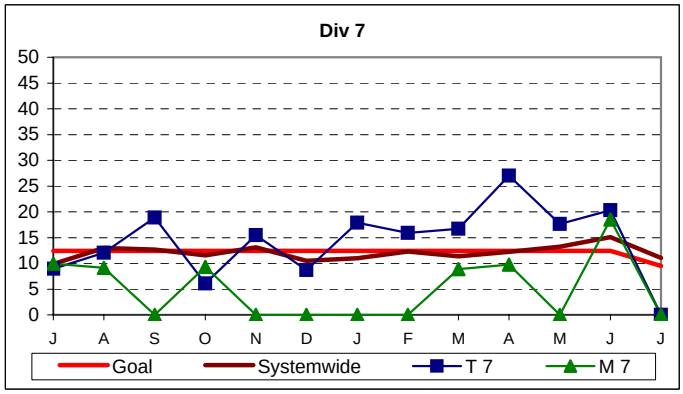
One month lag in reporting.




One month lag in reporting.

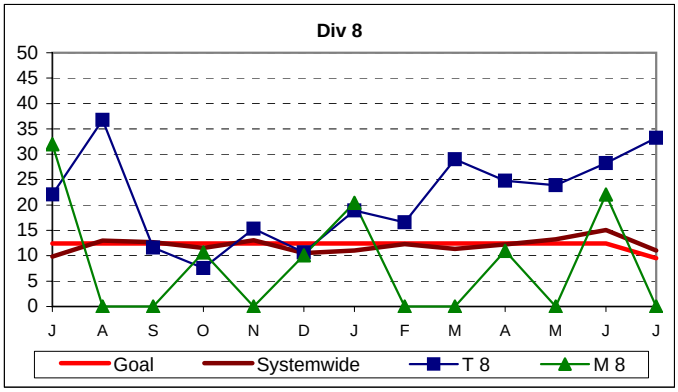


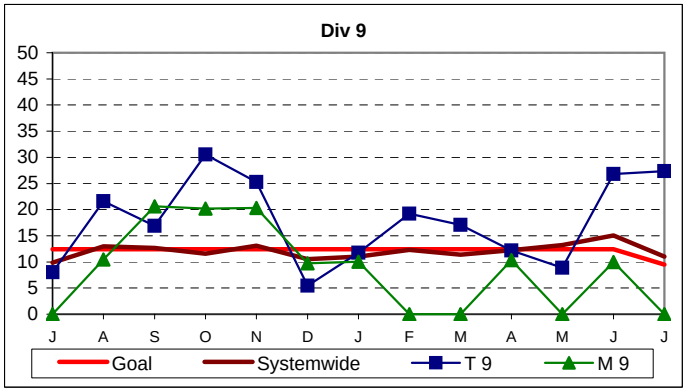



## NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS - Continued

Remaining Below the Goal line is the target.

One month lag in reporting.

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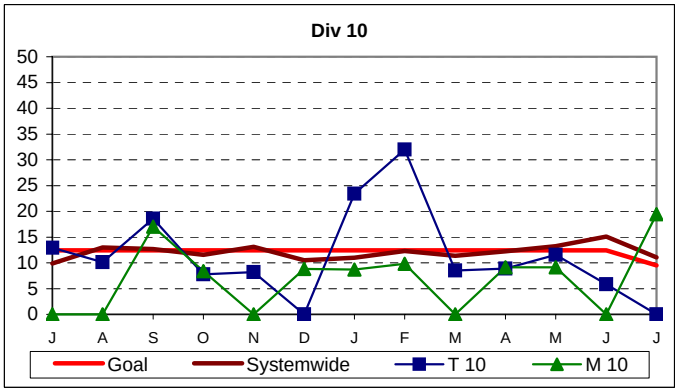
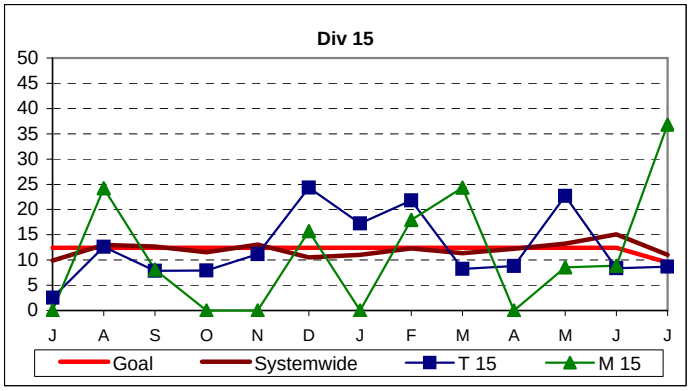
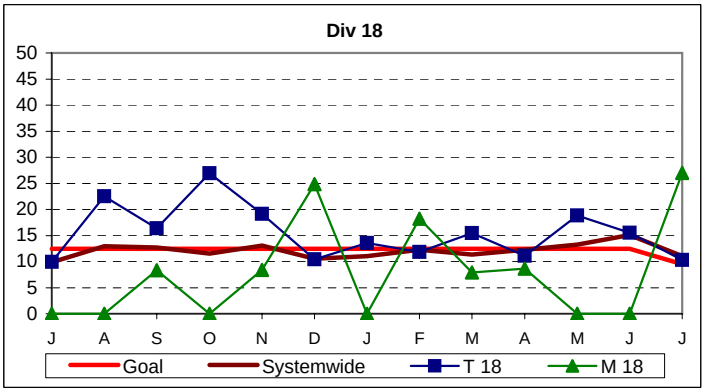



One month lag in reporting.



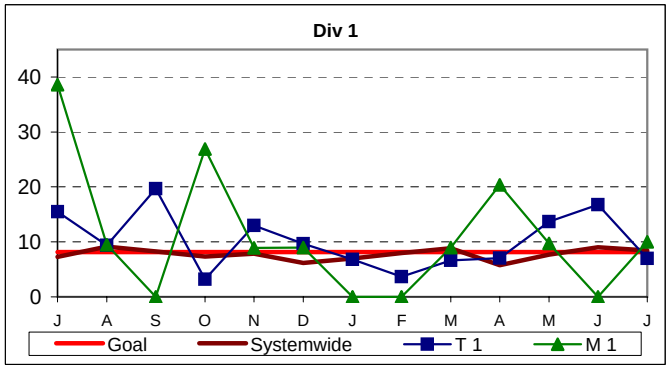
# OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS

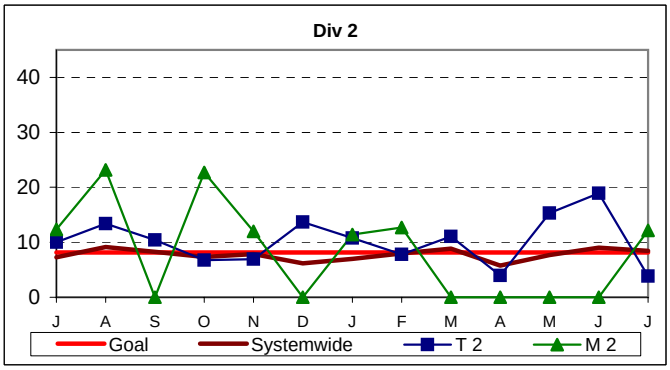
## Systemwide and Bus Operating Divisions

**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)

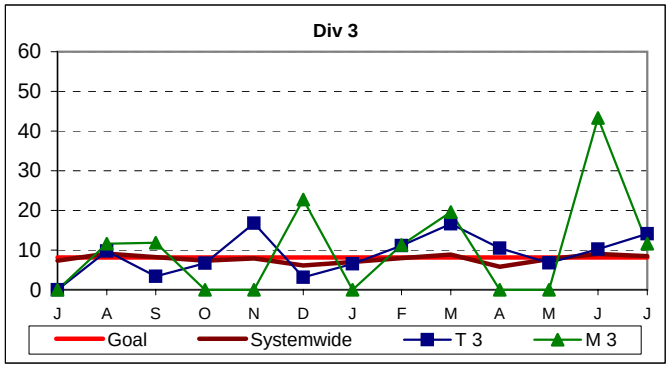
One month lag in reporting.

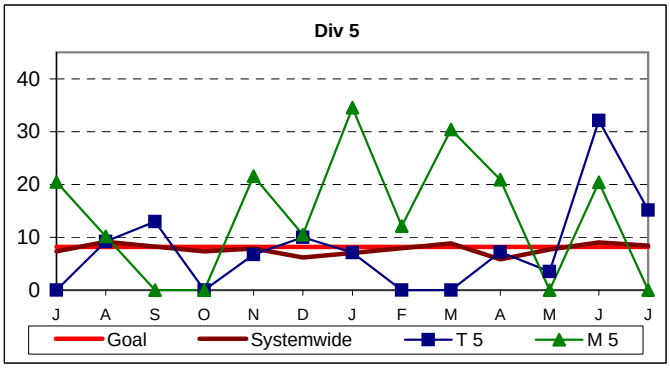



Remaining Below the Goal line is the target.

One month lag in reporting.

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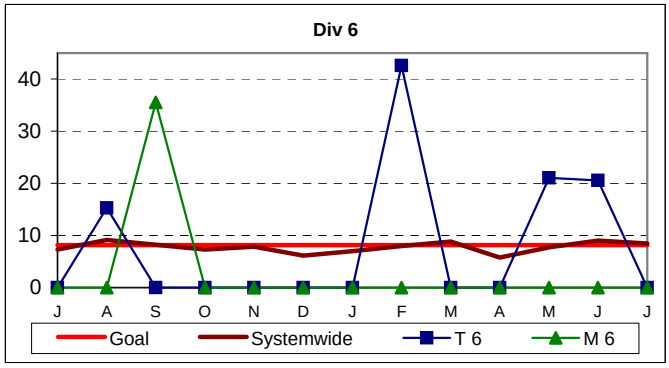
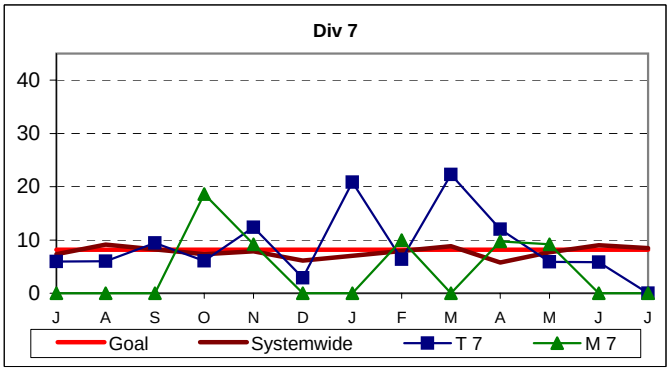
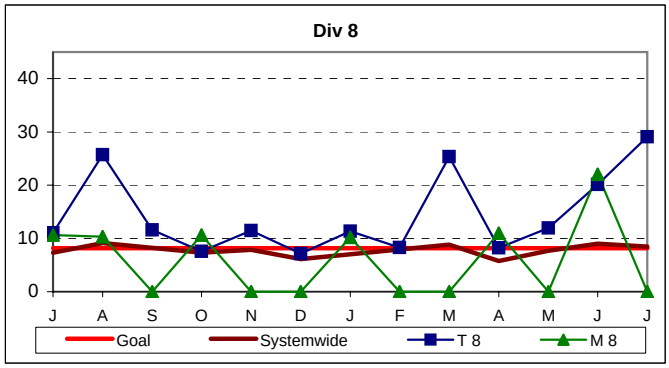
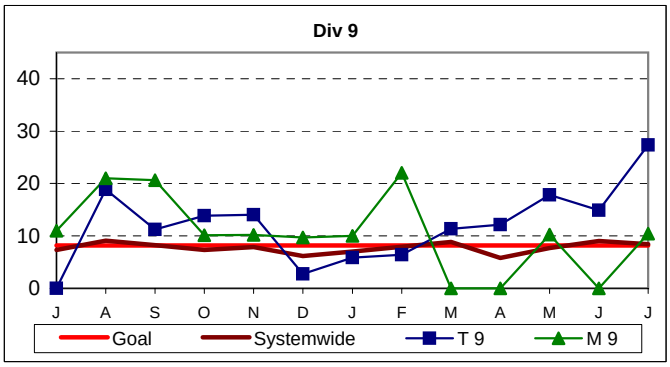


One month lag in reporting.

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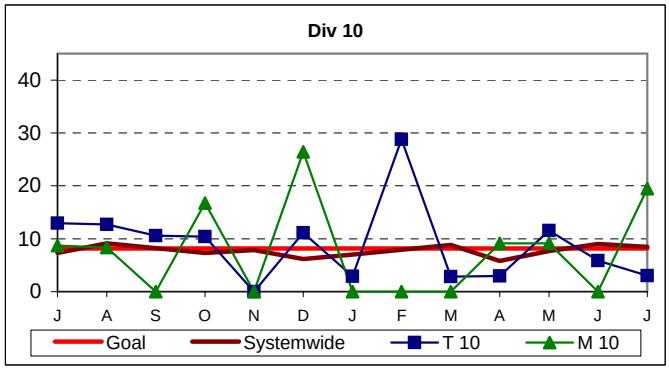
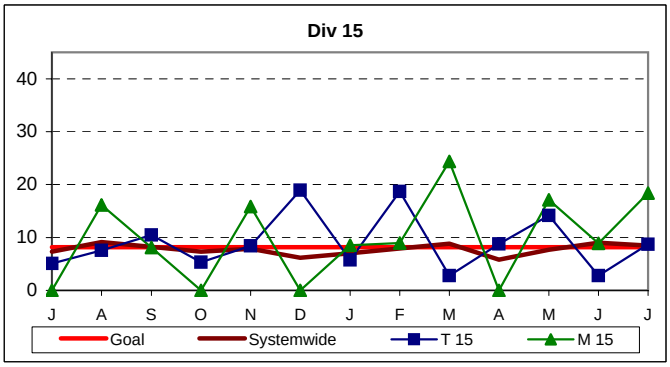
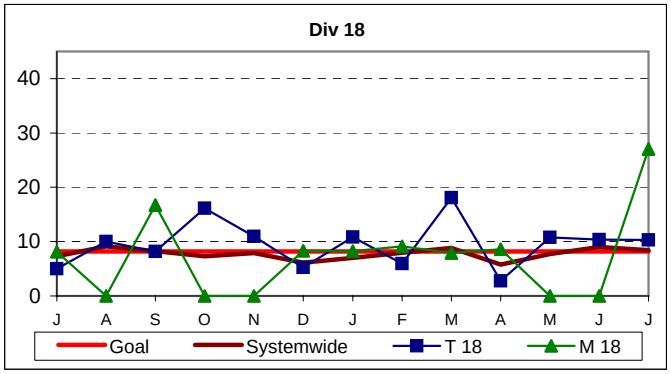



One month lag in reporting.



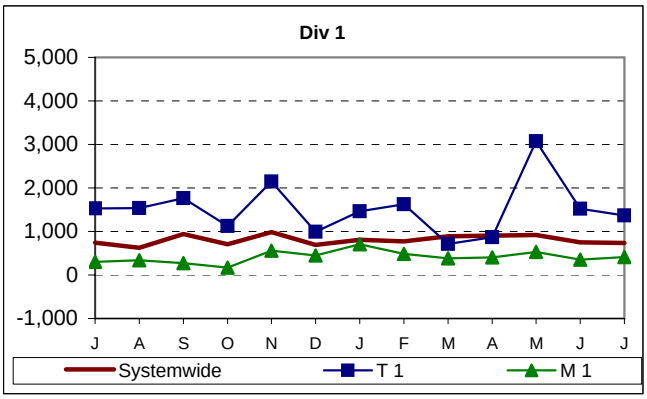
## NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS

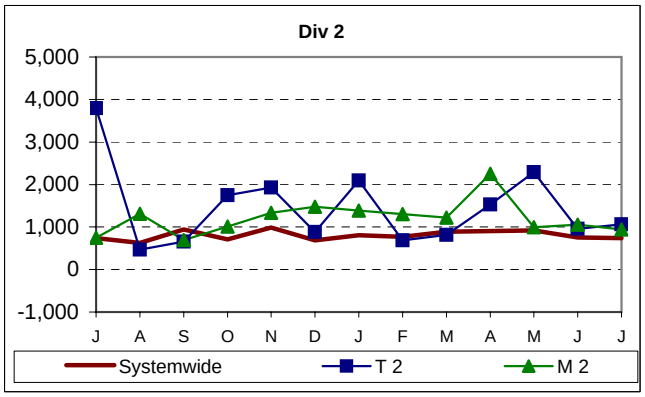
### Systemwide and Bus Operating Divisions

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

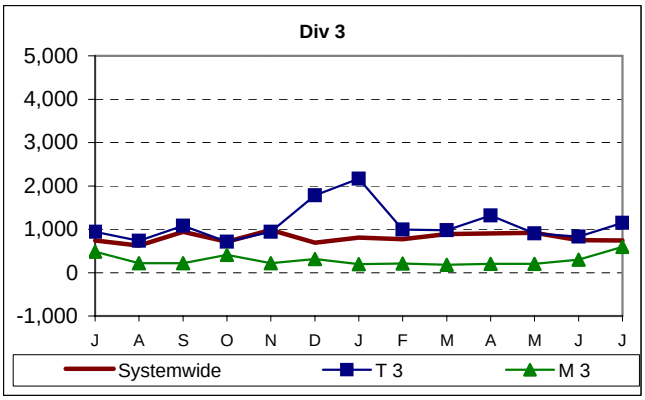
One month lag in reporting.

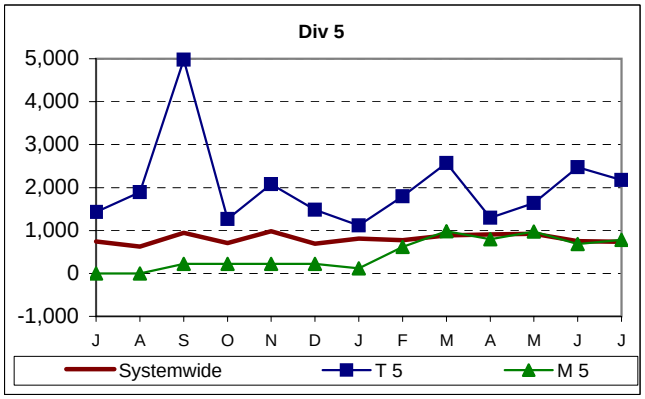



Lower is better.

One month lag in reporting.

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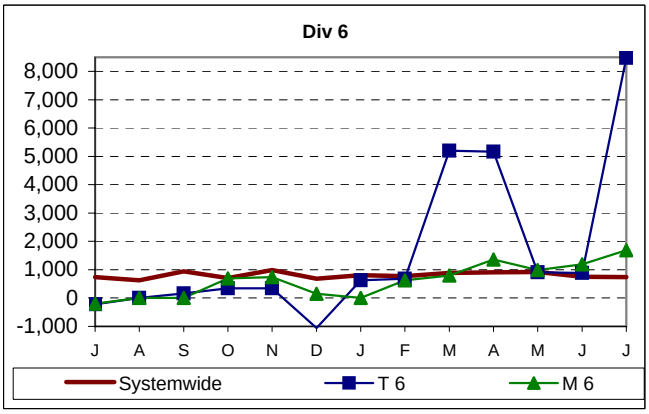


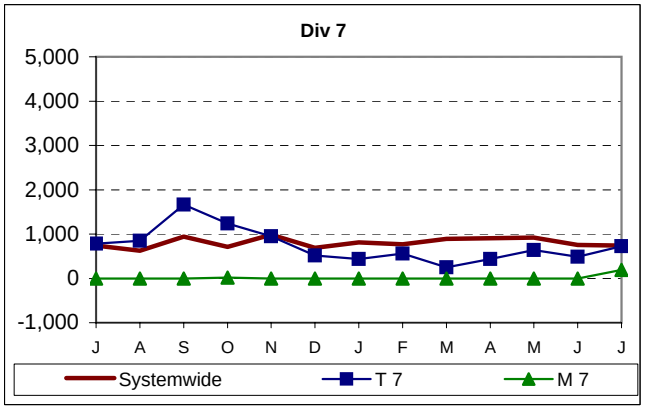

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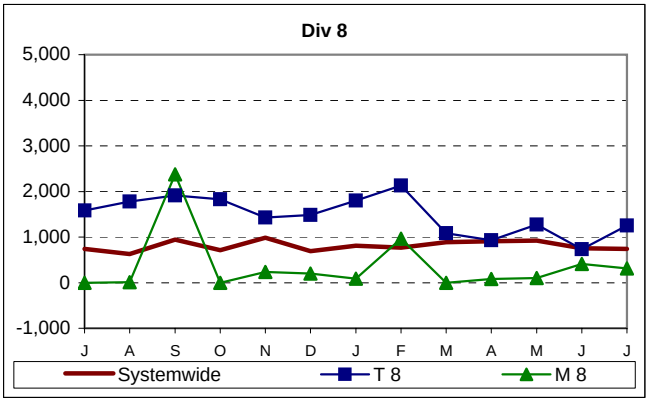
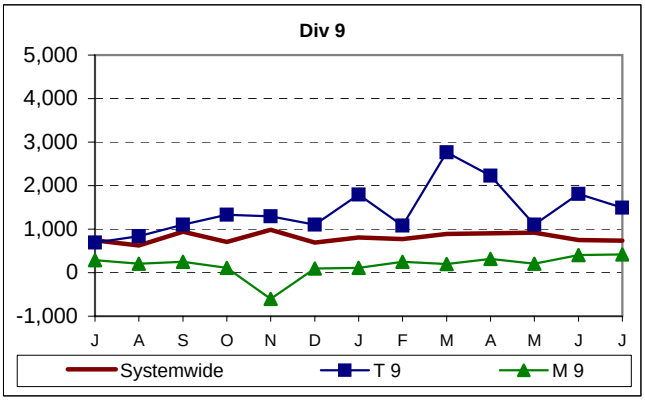
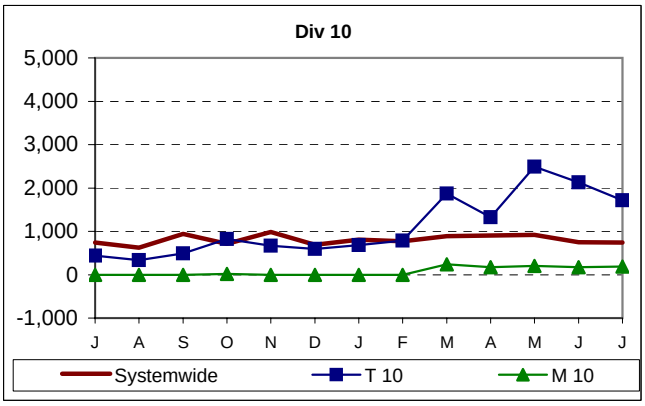
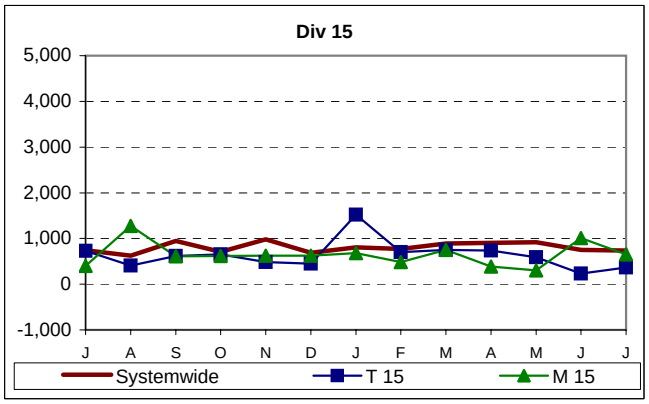



Lower is better.

One month lag in reporting.

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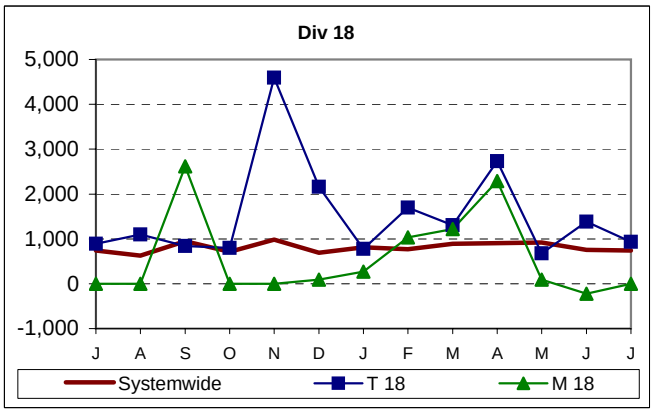


## "HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

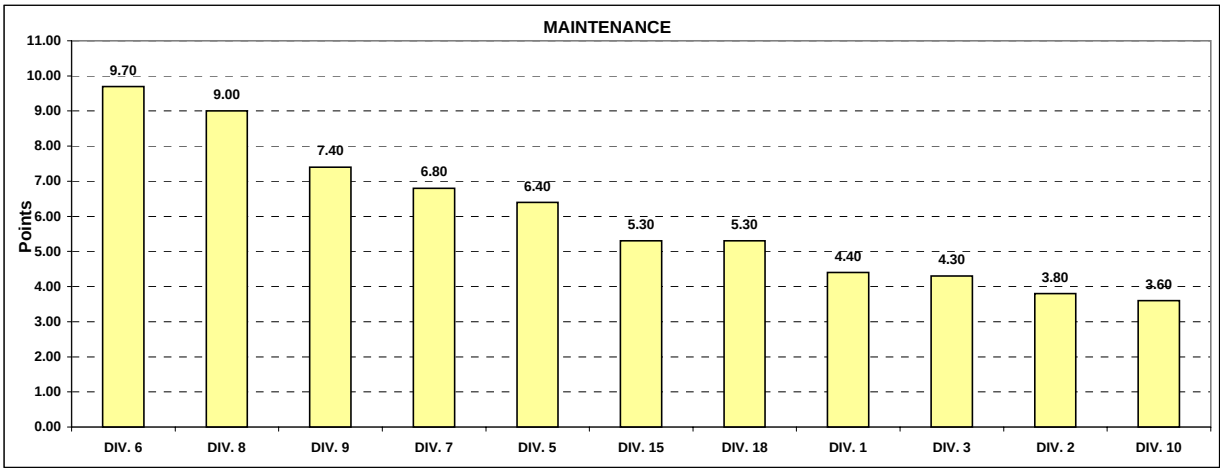
### Monthly Calculations - August 2011
### Metro Bus - Maintenance

**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% | 1804.74 | 1540.74 | 1981.89 | 1773.96 | 4201.07 | 1828.55 | 4558.38 | 3690.93 | 1604.78 | 2663.03 | 2048.87 |
| Points | | 4 | 1 | 6 | 3 | 10 | 5 | 11 | 9 | 2 | 8 | 7 |
| Attendance | 20% | 0.974 | 0.986 | 0.968 | 0.995 | 0.992 | 0.985 | 0.982 | 0.964 | 0.984 | 0.982 | 0.984 |
| Points | | 3 | 9 | 2 | 11 | 10 | 8 | 4 | 1 | 7 | 5 | 6 |
| New WC Claims /200,000 Exp Hrs* | 30% | 10.01 | 12.15 | 23.19 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 19.47 | 36.81 | 27.02 |
| Points | | 6 | 5 | 3 | 9 | 9 | 9 | 9 | 9 | 4 | 1 | 2 |
| *One month lag | | | | | | | | | | | | |
| **Totals** | | **4.40** | **3.80** | **4.30** | **6.40** | **9.70** | **6.80** | **9.00** | **7.40** | **3.60** | **5.30** | **5.30** |

| FINAL RANKING | Maintenance Division Ranking (Sorted) | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | DIV. | DIV. 6 | DIV. 8 | DIV. 9 | DIV. 7 | DIV. 5 | DIV. 15 | DIV. 18 | DIV. 1 | DIV. 3 | DIV. 2 | DIV. 10 |
| | Score | 9.70 | 9.00 | 7.40 | 6.80 | 6.40 | 5.30 | 5.30 | 4.40 | 4.30 | 3.80 | 3.60 |
| | Rank | 1st | 2nd | 3rd | 4th | 5th | 6th | 6th | 7th | 8th | 9th | 10th |



## Monthly Calculations - August 2011
## Metro Bus - Transportation

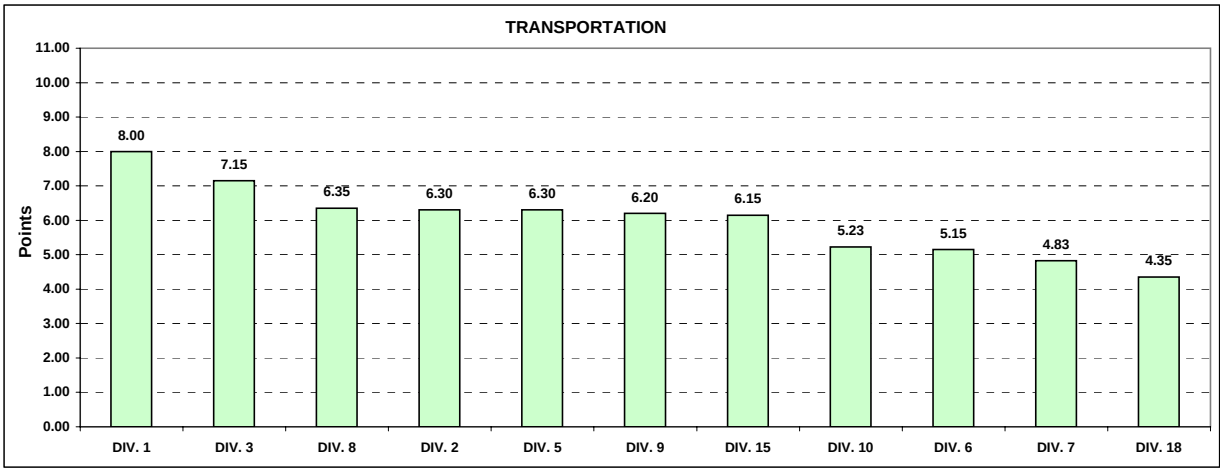
**Definition:** A performance awareness program designed to increase productivity and efficiency.

**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%** | 0.826 | 0.755 | 0.812 | 0.794 | 0.801 | 0.749 | 0.814 | 0.794 | 0.730 | 0.783 | 0.768 |
| Points | | 11 | 3 | 9 | 7 | 8 | 2 | 10 | 6 | 1 | 5 | 4 |
| Miles Between Total Road Calls | **10%** | 1804.74 | 1540.74 | 1981.89 | 1773.96 | 4201.07 | 1828.55 | 4558.38 | 3690.93 | 1604.78 | 2663.03 | 2048.87 |
| Points | | 4 | 1 | 6 | 3 | 10 | 5 | 11 | 9 | 2 | 8 | 7 |
| Accident Rate | **25%** | 2.68 | 2.75 | 3.41 | 5.64 | 8.50 | 4.28 | 3.82 | 1.78 | 4.03 | 3.49 | 4.26 |
| Points | | 10 | 9 | 8 | 2 | 1 | 3 | 6 | 11 | 5 | 7 | 4 |
| Complaints/100K Boardings | **15%** | 1.81 | 1.87 | 2.28 | 1.41 | 1.39 | 3.35 | 3.24 | 4.05 | 2.59 | 3.26 | 4.09 |
| Points | | 9 | 8 | 7 | 10 | 11 | 3 | 5 | 2 | 6 | 4 | 1 |
| New WC Claims /200,000 Exp Hrs* | **25%** | 17.46 | 7.68 | 10.58 | 7.58 | 44.59 | 0.00 | 33.21 | 27.35 | 0.00 | 8.70 | 10.31 |
| Points | | 4 | 8 | 5 | 9 | 1 | 11 | 2 | 3 | 11 | 7 | 6 |
| *One month lag | | | | | | | | | | | | |
| **Totals** | | **8.00** | **6.30** | **7.15** | **6.30** | **5.15** | **4.83** | **6.35** | **6.20** | **5.23** | **6.15** | **4.35** |

| **FINAL RANKING** | **Transportation Division Ranking (Sorted)** | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **DIV.** | **DIV. 1** | **DIV. 3** | **DIV. 8** | **DIV. 2** | **DIV. 5** | **DIV. 9** | **DIV. 15** | **DIV. 10** | **DIV. 6** | **DIV. 7** | **DIV. 18** |
| | **Score** | **8.00** | **7.15** | **6.35** | **6.30** | **6.30** | **6.20** | **6.15** | **5.23** | **5.15** | **4.83** | **4.35** |
| | **Rank** | **1st** | **2nd** | **3rd** | **4th** | **4th** | **5th** | **6th** | **7th** | **8th** | **9th** | **10th** |



## Monthly Calculations - August 2011
## 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 Availabilit** | **Aug-10** | **Aug-11** | Yearly Improvement | **Aug-10** | **Aug-11** | Yearly Improvement | **Aug-10** | **Aug-11** | Yearly Improvement | **Aug-10** | **Aug-11** | Yearly Improvement |
| Track | 100.00% | 100.00% | 0.00% | 100.00% | 100.00% | 0.00% | 100.00% | 100.00% | 0.00% | 100.00% | 100.00% | 0.00% |
| Signal | 100.00% | 100.00% | 0.00% | 100.00% | 100.00% | 0.00% | 99.99% | 100.00% | 0.01% | 99.98% | 99.99% | 0.01% |
| Power | 100.00% | 100.00% | 0.00% | 100.00% | 100.00% | 0.00% | 100.00% | 100.00% | 0.00% | 100.00% | 100.00% | 0.00% |
| **Wayside Performar** | **100.00%** | **100.00%** | **0.000%** | **100.00%** | **100.00%** | **0.000%** | **100.00%** | **100.00%** | **0.002%** | **99.99%** | **100.00%** | **0.003%** |
| **Vehicle Performance** | | | | | | | | | | | | |
| et Svc. Performance | **99.96%** | **99.92%** | **-0.045%** | **100.00%** | **100.00%** | **0.000%** | **99.95%** | **99.96%** | **0.009%** | **99.97%** | **99.97%** | **0.005%** |
| **Rail Transportation** | | | | | | | | | | | | |
| ations & Control Perf. | **100.00%** | **100.00%** | **0.003%** | **100.00%** | **100.00%** | **0.001%** | **100.00%** | **99.99%** | **-0.012%** | **100.00%** | **100.00%** | **0.000%** |
| **In-Service Performance** | | | | | | | | | | | | |
| rollable RH Delivered | **99.96%** | **99.91%** | **-0.047%** | **99.97%** | **99.95%** | **-0.019%** | **100.00%** | **99.94%** | **-0.056%** | **99.94%** | **99.96%** | **0.016%** |
| **Total Rail Line Perf** | **99.98%** | **99.96%** | **-0.022%** | **99.99%** | **99.99%** | **-0.004%** | **99.99%** | **99.97%** | **-0.014%** | **99.98%** | **99.98%** | **0.006%** |

| **Metro Rail Final Ranking (Sorted)** | | | | |
|---|---|---|---|---|
| **Rail Line** | GOLD | RED | GREEN | BLUE |
| **Score** | 0.006% | -0.004% | -0.014% | -0.022% |
| **Rank** | 1st | 2nd | 3rd | 4th |