

JUN 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	FY05	FY06	FY07	FY08	FY09	FY10	FY11 Target	FY11 YTD	June Month	Status
<b>Bus Systemwide</b>										
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)		3,274	3,532	3,137	3,137	3,222	3,500	3,523	4,082	●
No. of unaddressed road calls			1,116*	824	386	305		125	5	
Mean Miles Between Total Road Calls (MMBTRC) **			1,245	1,137	1,290	1,566	1,556	2,052	2,421	●
In-Service On-time Performance ***	66.50%	64.35%**	63.77%	64.05%	66.25%	72.33%	80.00%	75.71%	76.58%	◆
Bus Traffic Accidents Per 100,000 Miles	-	-	-	3.47	3.06	3.08		3.23	3.36	◆
Number of "482 alleged accidents"	0	0	53	240	216	245	3.14	18	0	◆
Complaints per 100,000 Boardings	3.54	2.41	2.46	2.57	2.76	2.61	2.52	2.53	2.50	◆
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	13.61	12.27	11.11	11.54	9.30	10.36	12.44	May YTD 11.91	May 13.23	●
** No FY11 MMBTRC target. FY10 target used. *** Div 15 Nov.										
<b>Division 1</b>										
MMBMF		2,409	3,757	2,960	2,640	2,831	3,500	2,609	3,073	◆
No. of unaddressed road calls			138*	311	62	36		3	0	
MMBTRC			932	908	1,166	1,354	1,556	1,540	1,656	◆
In-Service On-time Performance	71.62%	71.06%	68.02%	67.55%	71.05%	76.61%	80.00%	78.85%	79.92%	◆
Bus Traffic Accidents Per 100,000 Miles	-	-	-	3.41	3.02	3.07		3.42	3.68	◆
Number of "482 alleged accidents"	0	0	6	36	22	49	3.14	6	0	◆
Complaints per 100,000 Boardings	2.92	1.92	1.89	1.90	1.85	1.89	2.52	1.85	1.77	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	12.71	10.92	8.48	7.59	9.92	12.52	12.44	May YTD 14.25	May 12.65	◆
<b>Division 2</b>										
MMBMF		2,660	2,598	2,707	2,608	2,714	3,500	3,378	4,047	◆
No. of unaddressed road calls			32*	11	44	29		8	0	
MMBTRC			1,097	1,039	1,255	1,475	1,556	1,721	2,016	●
In-Service On-time Performance	70.42%	72.71%	67.99%	68.60%	72.72%	77.24%	80.00%	73.89%	74.08%	◆
Bus Traffic Accidents Per 100,000 Miles	-	-	-	3.67	3.43	3.16		3.56	3.76	◆
Number of "482 alleged accidents"	0	0	1	15	25	23	3.14	4	0	◆
Complaints per 100,000 Boardings	2.15	1.42	1.64	1.93	2.03	1.87	2.52	2.02	1.68	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.69	12.97	13.36	14.82	11.14	12.93	12.44	May YTD 16.83	May 25.66	◆
<b>Division 3</b>										
MMBMF		2,690	2,838	2,573	2,552	2,770	3,500	2,909	3,556	◆
No. of unaddressed road calls			58*	45	23	24		7	0	
MMBTRC			1,239	1,132	1,303	1,555	1,556	1,967	2,402	●
In-Service On-time Performance	71.06%	70.05%	65.35%	66.83%	69.78%	76.81%	80.00%	77.71%	79.31%	◆
Bus Traffic Accidents Per 100,000 Miles	-	-	-	4.24	3.60	3.39		3.28	4.74	●
Number of "482 alleged accidents"	0	0	3	9	0	0	3.14	0	0	●
Complaints per 100,000 Boardings	2.60	1.83	2.12	2.14	2.69	2.65	2.52	2.51	2.42	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	6.68	11.36	10.06	12.81	9.50	8.84	12.44	May YTD 10.78	May 12.91	●

Measurement	FY05	FY06	FY07	FY08	FY09	FY10	FY11 Target	FY11 YTD	June Month	Status
<b>Division 5</b>										
MMBMF No. of unaddressed road calls		3,656	3,580 57*	3,227 26	3,314 16	3,493 4	3,500	3,643 2	3,740 0	●
MMBTRC			1,459	1,130	1,420	1,712	1,556	2,053	1,992	●
In-Service On-time Performance	65.58%	61.85%	63.83%	63.35%	64.43%	67.82%	80.00%	74.63%	78.00%	◇
Bus Traffic Accidents Per 100,000 Miles	-	-	-	5.11	4.32	4.44	3.14	4.42	3.61	◇
Number of "482 alleged accidents"	0	0	13	35	29	30		0	0	◇
Complaints per 100,000 Boardings	2.71	1.87	1.71	1.46	1.88	1.90	2.52	1.84	2.00	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	18.72	14.68	14.89	15.96	12.75	14.78	12.44	May YTD 10.49	May 5.27	●
<b>Division 6</b>										
MMBMF No. of unaddressed road calls		6,279	4,456 30*	3,756 32	7,186 11	7,816 8	3,500	11,021 1	20,392 0	●
MMBTRC			1,063	899	1,307	2,172	1,556	3,008	5,826	●
In-Service On-time Performance	56.75%	57.20%	53.28%	53.12%	56.98%	68.27%	80.00%	69.28%	69.03%	◇
Bus Traffic Accidents Per 100,000 Miles	-	-	-	3.86	4.13	5.01	3.14	5.06	5.72	◇
Number of "482 alleged accidents"	0	0	1	3	1	4		0	0	◇
Complaints per 100,000 Boardings	4.47	2.52	2.10	2.70	3.55	2.86	2.52	3.17	2.27	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	18.23	16.43	15.02	11.77	7.86	5.95	12.44	May YTD 7.76	May 29.24	●
<b>Division 7</b>										
MMBMF No. of unaddressed road calls		2,947	3,468 64*	3,327 84	3,399 99	2,997 101	3,500	3,106 18	3,565 1	◇
MMBTRC			1,118	981	1,039	1,217	1,556	1,644	2,158	●
In-Service On-time Performance	64.22%	61.78%	58.01%	57.66%	62.15%	68.38%	80.00%	74.47%	73.39%	◇
Bus Traffic Accidents Per 100,000 Miles	-	-	-	4.10	3.83	3.55	3.14	3.85	3.63	◇
Number of "482 alleged accidents"	0	0	5	36	28	52		2	0	◇
Complaints per 100,000 Boardings	4.24	2.87	2.98	3.00	2.88	2.56	2.52	2.40	2.40	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	19.44	15.76	12.09	13.42	7.80	9.64	12.44	May YTD 12.40	May 13.38	●
<b>Division 8</b>										
MMBTRC No. of unaddressed road calls		3,836	3,912 258*	2,944 100	3,473	4,596 0	3,500	6,600 0	7,512 0	●
MMBTRC			1,537	1,333	1,707	2,445	1,556	4,348	2,158	●
In-Service On-time Performance	69.78%	68.23%	67.48%	68.50%	69.29%	75.99%	80.00%	79.00%	80.80%	◇
Bus Traffic Accidents Per 100,000 Miles	-	-	-	1.99	1.87	2.29	3.14	2.87	2.41	●
Number of "482 alleged accidents"	0	0	1	18	12	17		0	0	◇
Complaints per 100,000 Boardings	4.17	3.37	2.75	2.64	3.01	2.97	2.52	2.84	3.04	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.77	13.81	16.14	15.03	12.45	11.20	12.44	May YTD 16.55	May 17.37	◇
<b>Division 9</b>										
MMBMF No. of unaddressed road calls		4,585	4,087 30*	4,119 88	4,267 62	4,673 66	3,500	5,126 11	6,423 0	●
MMBTRC			2,099	1,989	2,425	2,918	1,556	3,489	4,252	●
In-Service On-time Performance	68.16%	67.01%	66.22%	66.84%	70.01%	75.89%	80.00%	76.33%	79.94%	◇
Bus Traffic Accidents Per 100,000 Miles	-	-	-	2.46	2.07	2.01	3.14	1.81	1.74	●
Number of "482 alleged accidents"	0	0	4	20	14	3		0	0	◇
Complaints per 100,000 Boardings	5.09	2.61	2.24	2.98	3.18	3.21	2.52	3.50	2.94	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	14.66	14.34	17.30	8.35	14.07	10.03	12.44	May YTD 14.63	May 6.91	◇

Measurement	FY05	FY06	FY07	FY08	FY09	FY10	FY11 Target	FY11 YTD	June Month	Status
<b>Division 10</b>										
MMBMF No. of unaddressed road calls		3,723	3,702 61*	3,028 0	2,947 1	2,594 11	3,500	2,392 58	2,437 3	Yellow Diamond
MMBTRC			1,197	1,044	1,015	1,129	1,556	1,446	1,549	Yellow Diamond
In-Service On-time Performance	64.14%	60.73%	58.61%	56.63%	61.90%	68.98%	80.00%	71.93%	70.98%	Yellow Diamond
Bus Traffic Accidents Per 100,000 Miles Number of "482 accidents"	- 0	- 0	- 8	4.47 31	3.87 32	4.02 33	3.14	3.93 4	5.06 0	Yellow Diamond
Complaints per 100,000 Boardings	3.92	2.23	2.48	2.99	2.59	2.08	2.52	2.12	2.52	Green Circle
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	3.74	3.80	14.02	14.74	7.49	10.76	12.44	May YTD 11.12	May 10.96	Green Circle
<b>Division 15</b>										
MMBCMF No. of unaddressed road calls		2,996	3,420 174*	2,933 53	3,003 1	3,357 6	3,500	4,097 0	4,437 0	Green Circle
MMBTRC			1,175	1,151	1,291	1,747	1,556	2,507	3,009	Green Circle
In-Service On-time Performance	67.84%	63.84%**	64.41%	66.85%	69.06%	74.62%	80.00%	76.84%	77.83%	Yellow Diamond
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 2	2.98 14	2.45 26	2.67 15	3.14	2.84 0	2.93 0	Green Circle
Complaints per 100,000 Boardings	4.55	3.14	3.16	3.05	3.08	2.98	2.52	3.01	3.43	Yellow Diamond
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	12.46	10.41	12.44	10.58	11.89	14.11	12.44	May YTD 12.01	May 19.17	Green Circle
*Jan-June '07 ** Div 15 excluded (Nov. '05 data excluded --No										
<b>Division 18</b>										
MMBCMF No. of unaddressed road calls		3,712	4,008 214*	3,563 74	3,421 55	2,917 20	3,500	3,506 17	4,783 1	Yellow Diamond
MMBTRC			1,174	1,109	1,090	1,292	1,556	1,839	2,416	Green Circle
In-Service On-time Performance	63.42%	57.31%	61.19%	60.88%	60.66%	66.12%	80.00%	70.63%	73.19%	Yellow Diamond
Bus Traffic Accidents Per 100,000 Miles Number of "482 alleged accidents"	- 0	- 0	- 5	3.08 14	2.72 27	2.67 19	3.14	3.32 2	2.67 0	Green Circle
Complaints per 100,000 Boardings	4.44	3.07	3.29	3.72	4.46	4.19	2.52	3.42	2.99	Yellow Diamond
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	11.67	13.63	8.50	14.70	8.95	11.06	12.44	May YTD 13.81	May 14.13	Yellow Diamond

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.

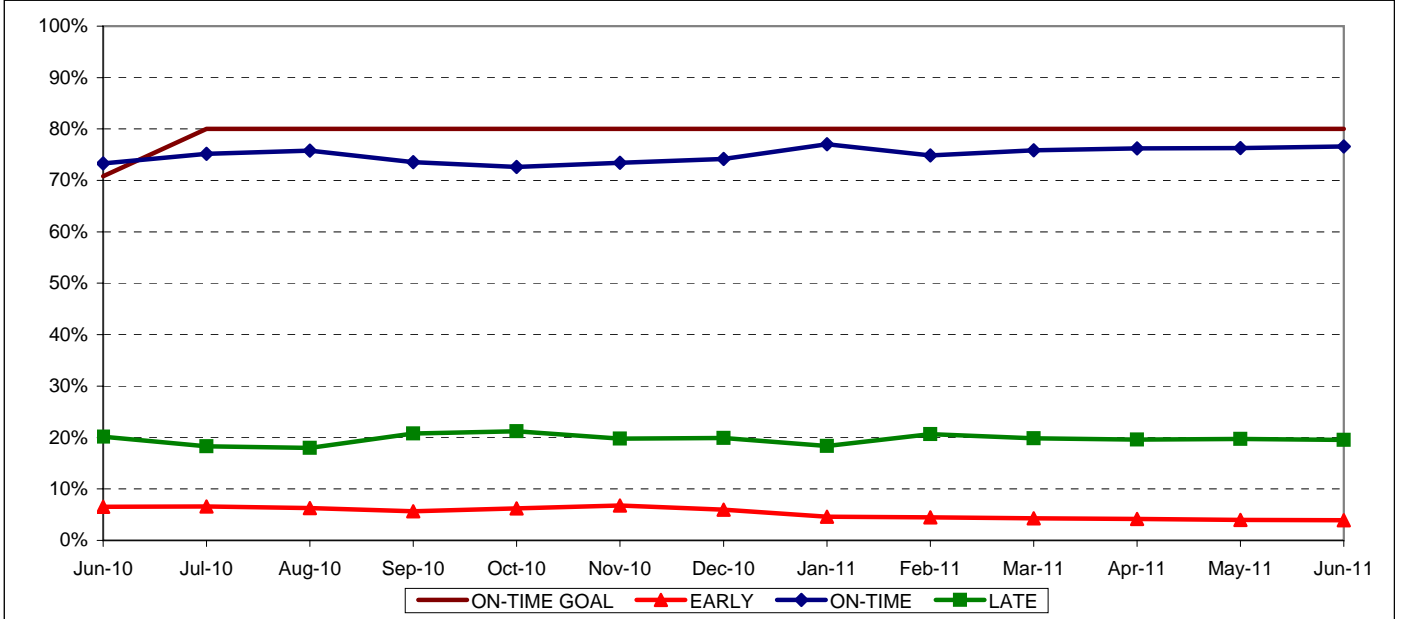
Red - High probability that the target will not be achieved -- significant problems and/or delays.

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

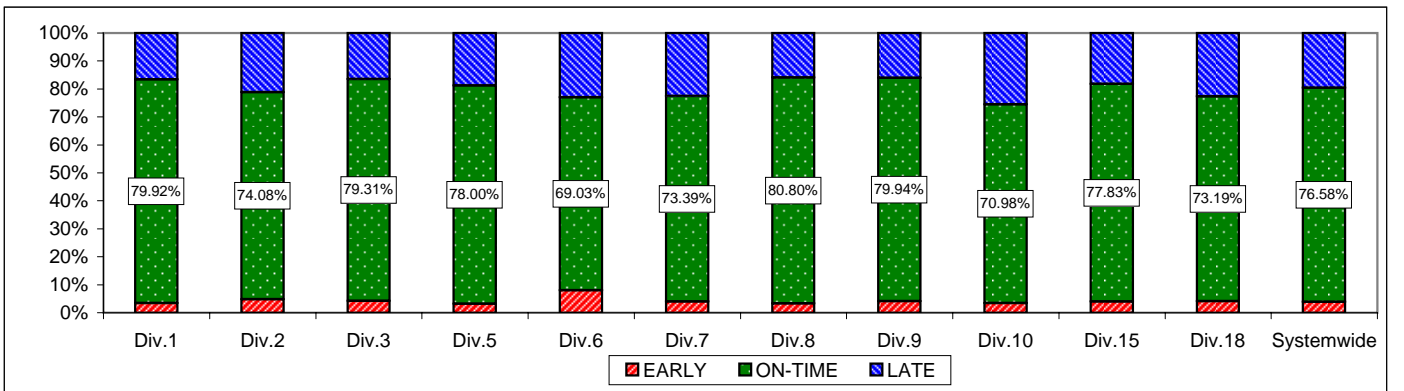
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Includes Rapid buses) **Please note that Rapid Line performance is included in the ISOTP calculation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

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

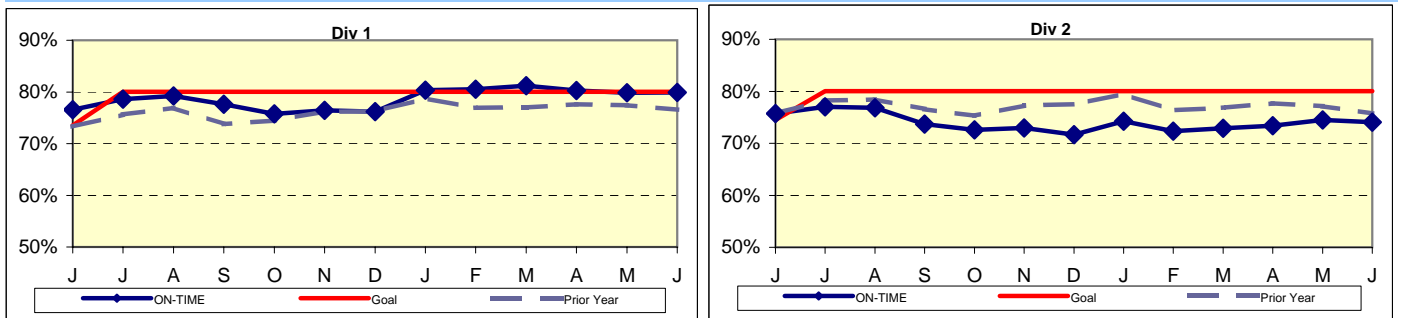
### Systemwide Trend Bus Operating Divisions ISOTP - 1 Minute Tolerance for Running Hot



Remaining Above the Goal line is the target.

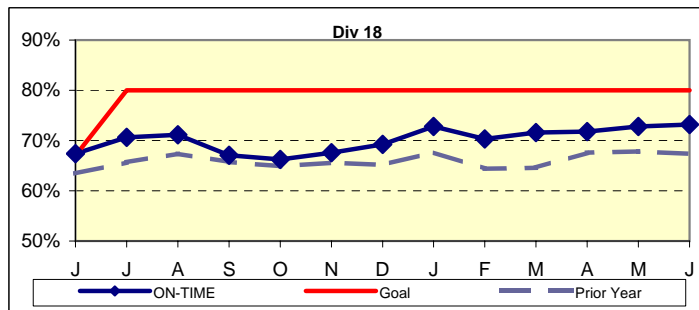
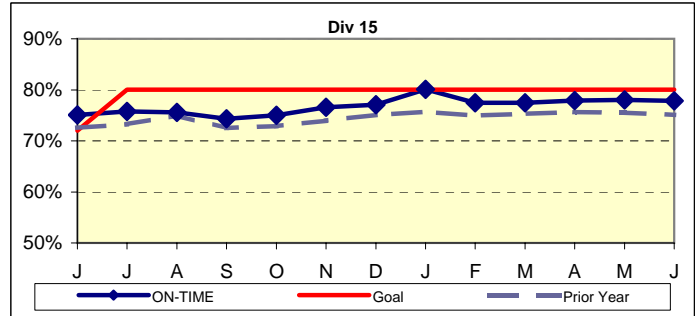
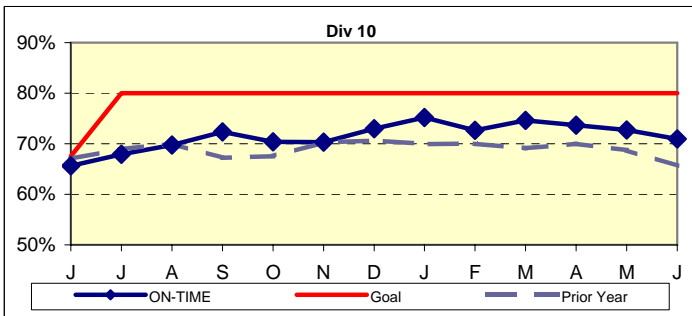
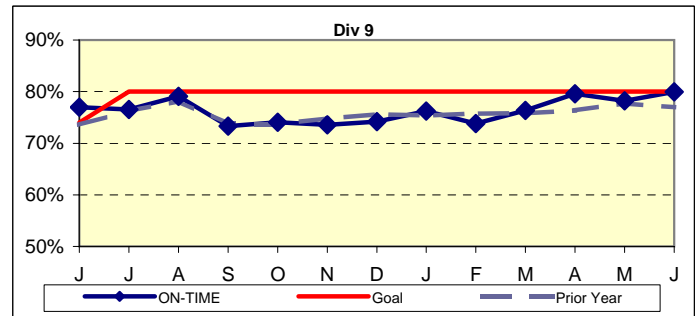
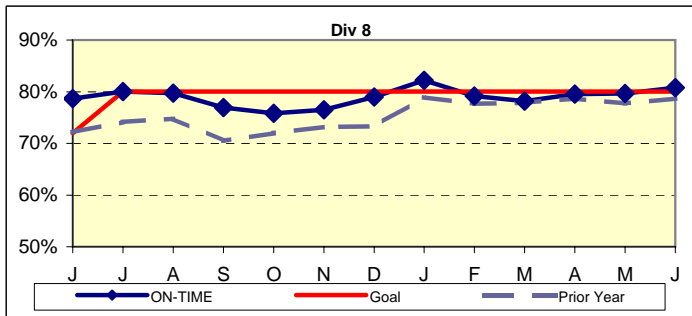
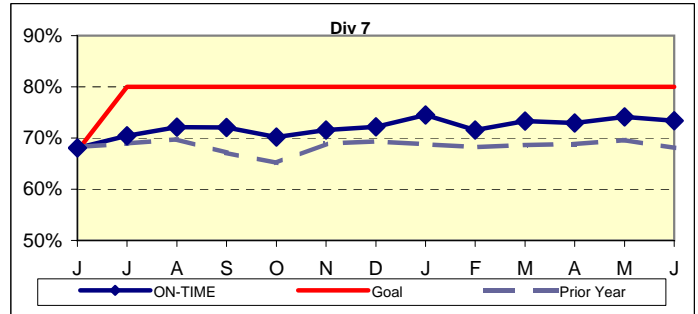
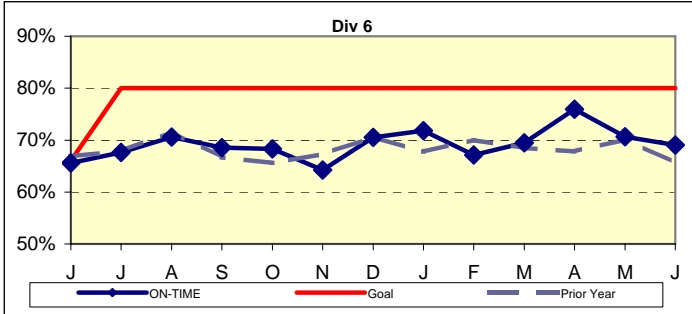
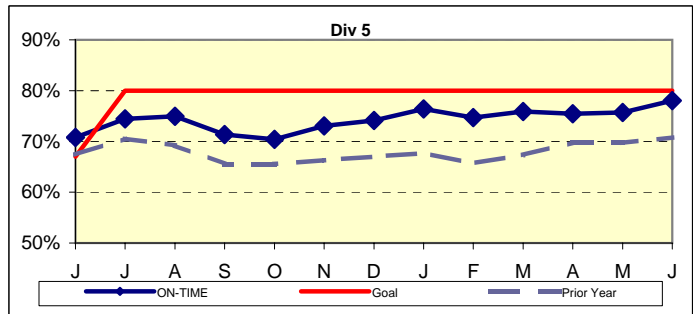
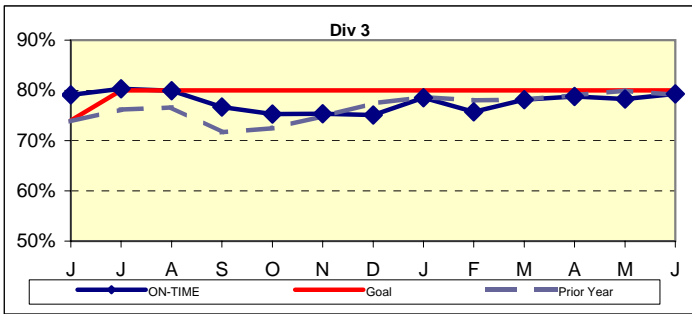


### ISOTP By Division



Remaining Above the Goal line is the target.

### Bus Service Performance - Continued



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.

	FY10	FY11-YTD	Variance
<b>Division 1</b>			
Early	6.97%	4.87%	-2.10%
On-Time	76.61%	78.85%	2.24%
Late	16.42%	16.28%	-0.14%

	FY10	FY11-YTD	Variance
<b>Division 8</b>			
Early	6.31%	4.36%	-1.95%
On-Time	75.99%	79.00%	3.00%
Late	17.70%	16.65%	-1.05%

	FY10	FY11-YTD	Variance
<b>Division 2</b>			
Early	6.20%	6.35%	0.15%
On-Time	77.24%	73.89%	-3.35%
Late	16.56%	19.76%	3.20%

	FY10	FY11-YTD	Variance
<b>Division 9</b>			
Early	6.37%	5.86%	-0.52%
On-Time	75.89%	76.33%	0.44%
Late	17.74%	17.81%	0.08%

	FY10	FY11-YTD	Variance
<b>Division 3</b>			
Early	6.01%	4.78%	-1.23%
On-Time	76.81%	77.71%	0.91%
Late	17.18%	17.50%	0.32%

	FY10	FY11-YTD	Variance
<b>Division 10</b>			
Early	7.07%	5.25%	-1.82%
On-Time	68.98%	71.93%	2.94%
Late	23.95%	22.83%	-1.12%

	FY10	FY11-YTD	Variance
<b>Division 5</b>			
Early	6.52%	5.27%	-1.25%
On-Time	67.82%	74.63%	6.81%
Late	25.66%	20.11%	-5.56%

	FY10	FY11-YTD	Variance
<b>Division 15</b>			
Early	6.76%	5.37%	-1.39%
On-Time	74.62%	76.84%	2.22%
Late	18.62%	17.79%	-0.83%

	FY10	FY11-YTD	Variance
<b>Division 6</b>			
Early	6.73%	7.93%	1.20%
On-Time	68.27%	69.28%	1.02%
Late	25.01%	22.78%	-2.22%

	FY10	FY11-YTD	Variance
<b>Division 18</b>			
Early	8.06%	5.09%	-2.97%
On-Time	66.12%	70.63%	4.52%
Late	25.83%	24.28%	-1.55%

	FY10	FY11-YTD	Variance
<b>Division 7</b>			
Early	7.03%	4.78%	-2.25%
On-Time	68.38%	72.47%	4.08%
Late	24.58%	22.75%	-1.83%

	FY10	FY11-YTD	Variance
<b>SYSTEMWIDE</b>			
Early	6.80%	5.22%	-1.58%
On-Time	72.33%	75.17%	2.84%
Late	20.86%	19.61%	-1.26%

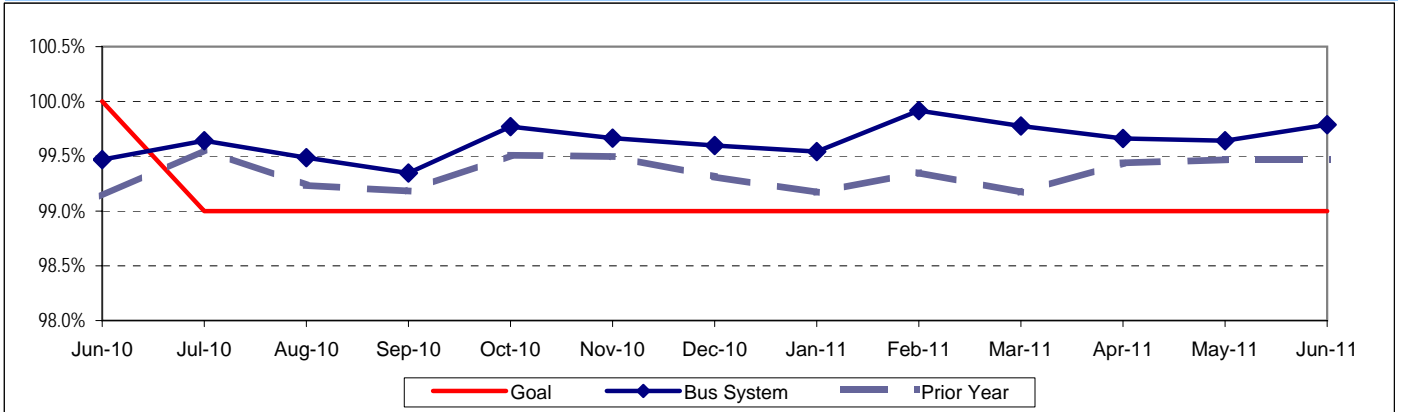


**ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED\***

**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.

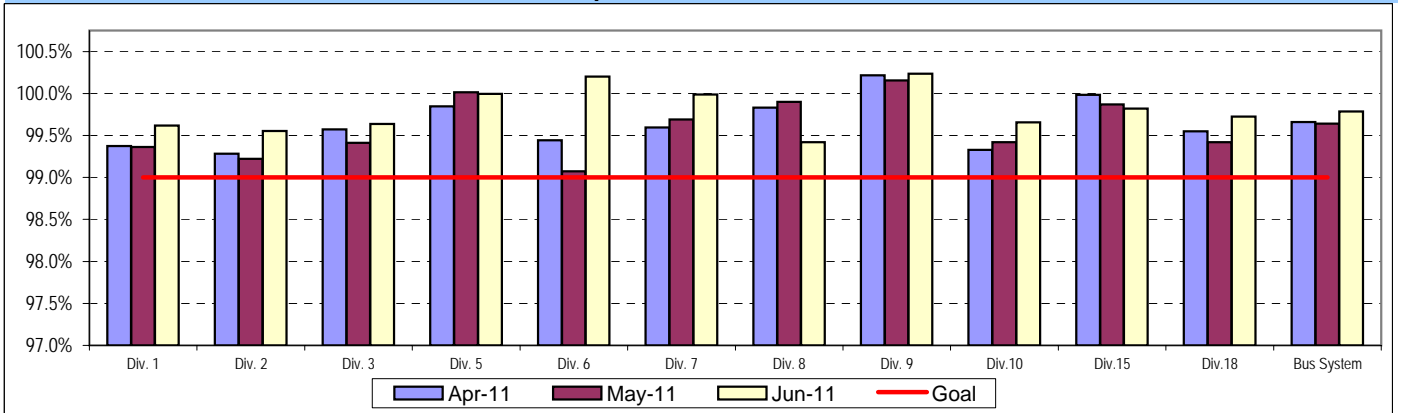
**Calculation:**  $SRHD\% = 1 - ((\text{In-Service Delay Revenue Hours plus Cancelled Revenue Hours}) \text{ divided by } (\text{Total Scheduled Service Hours} + \text{Temporary Revenue Hours} + \text{Hollywood Bowl and Race Track Revenue Hours} + \text{In Addition Revenue Hours}))$   
 FY06: Actual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

**Systemwide Trend**



Remaining At the Goal line is the target.

**ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED by Divisions  
April 2011 - June 2011**



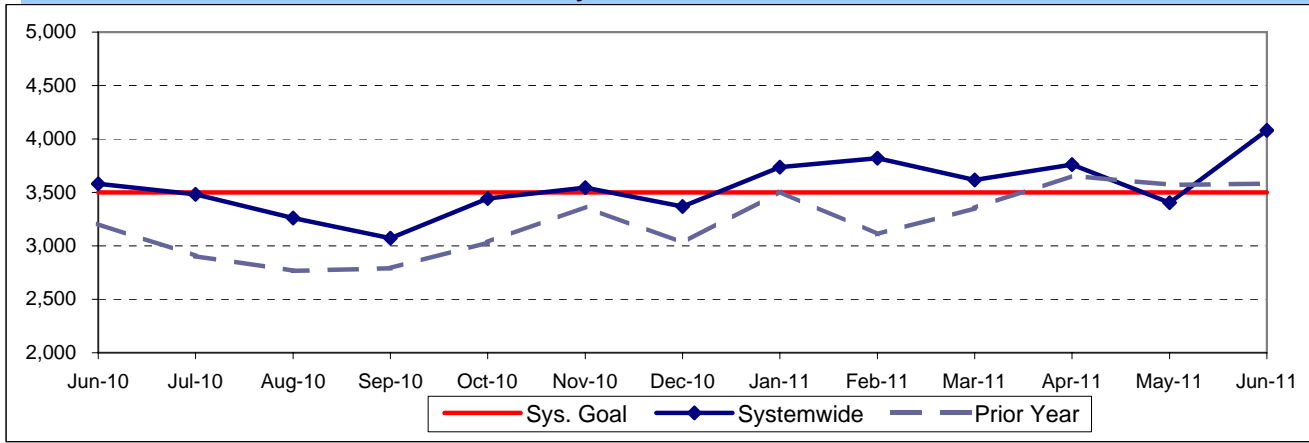
## BUS MAINTENANCE PERFORMANCE

### MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)

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

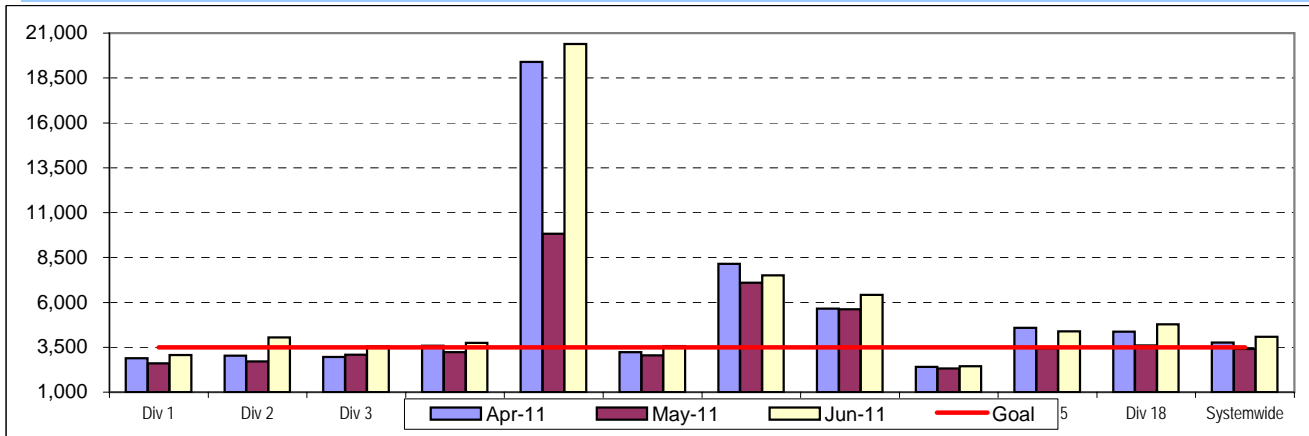
**Calculation:**  $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

#### Systemwide Trend



Remaining Above the Goal line is the target.

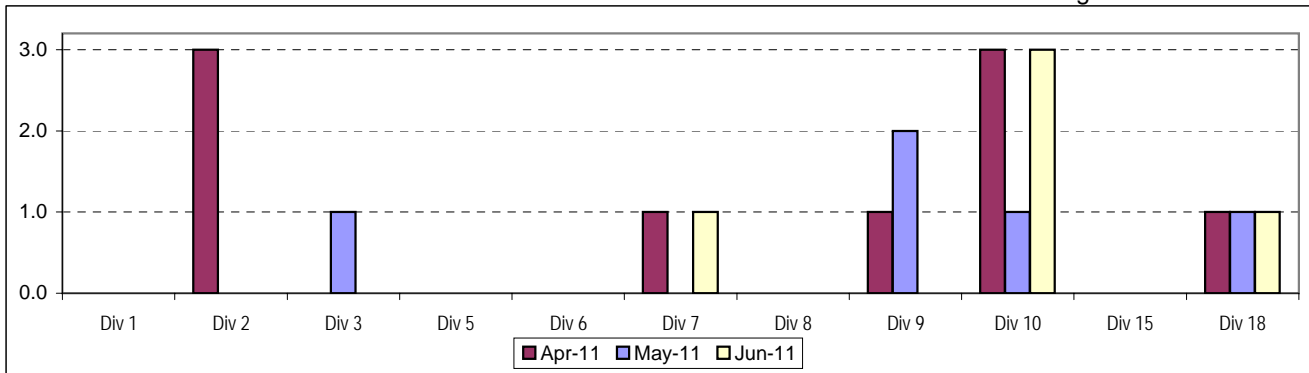
#### MMBMF -- Bus Operating Divisions April 2011 - June 2011



#### Unaddressed Road Calls -- Bus Operating Divisions\* April 2011 - June 2011

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

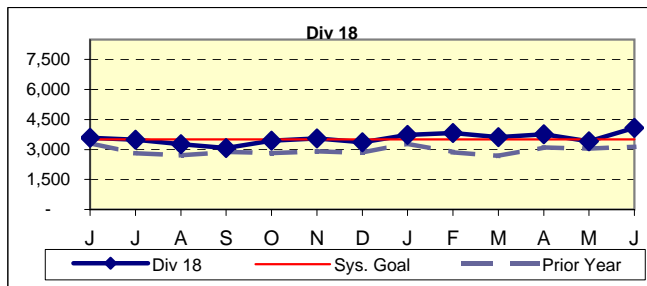
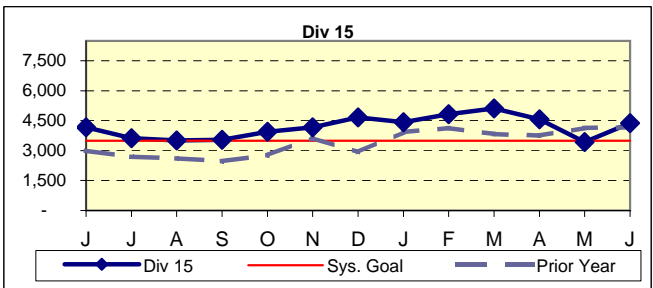
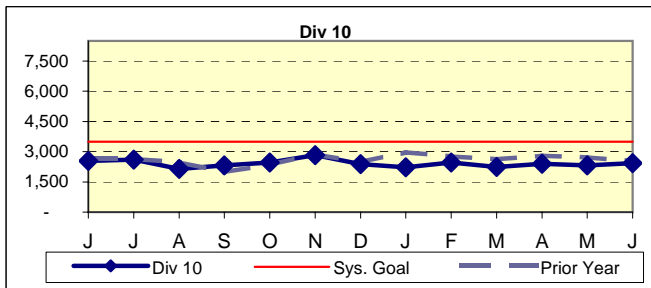
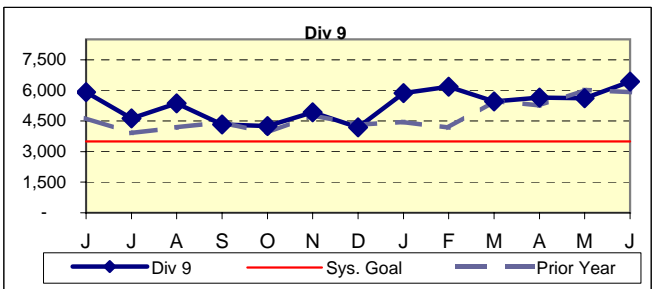
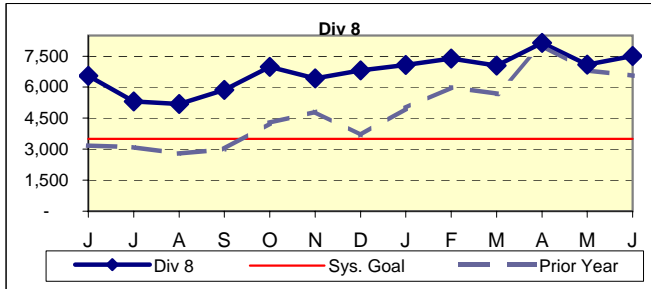
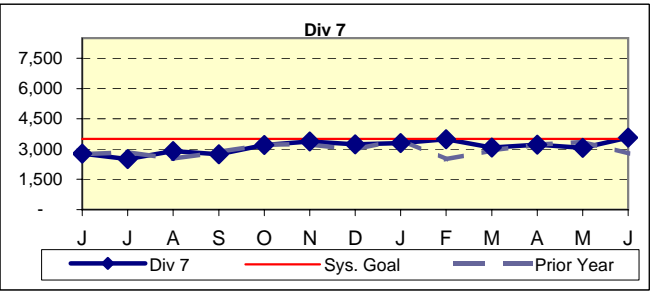
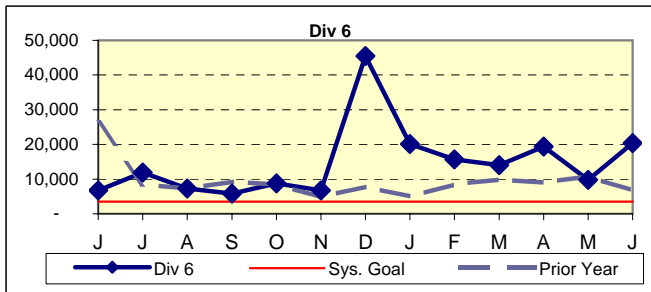
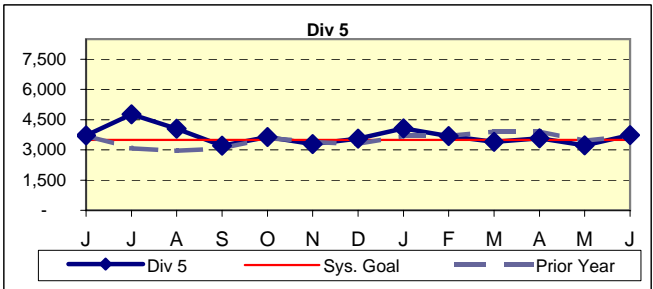
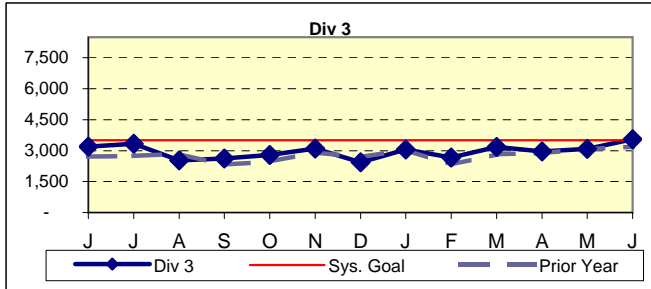
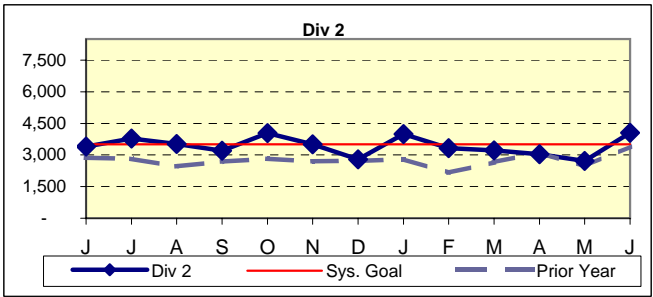
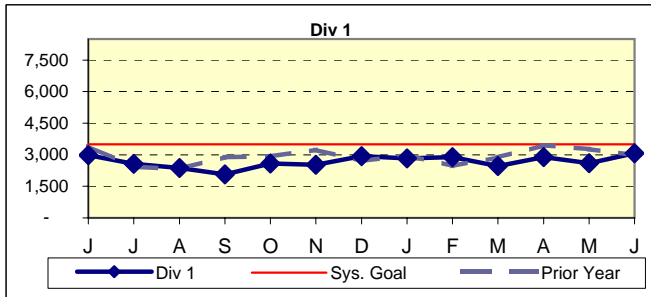
**Calculation:** Unaddressed Road Calls = Total number of road calls that have not been assigned.



\* New Indicator.

Remaining Above the Goal line is the target.

### Bus Maintenance Performance - Continued

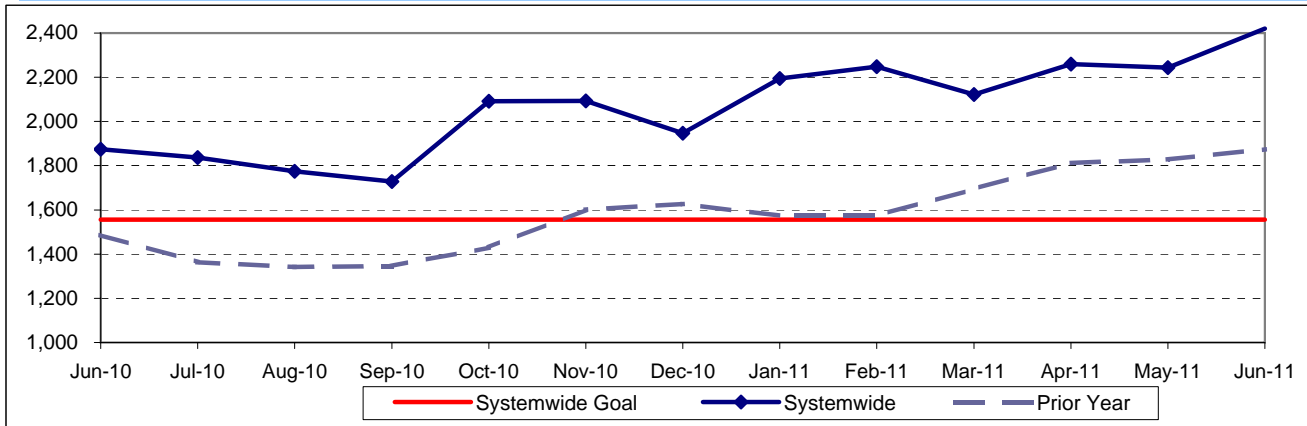


### MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)

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

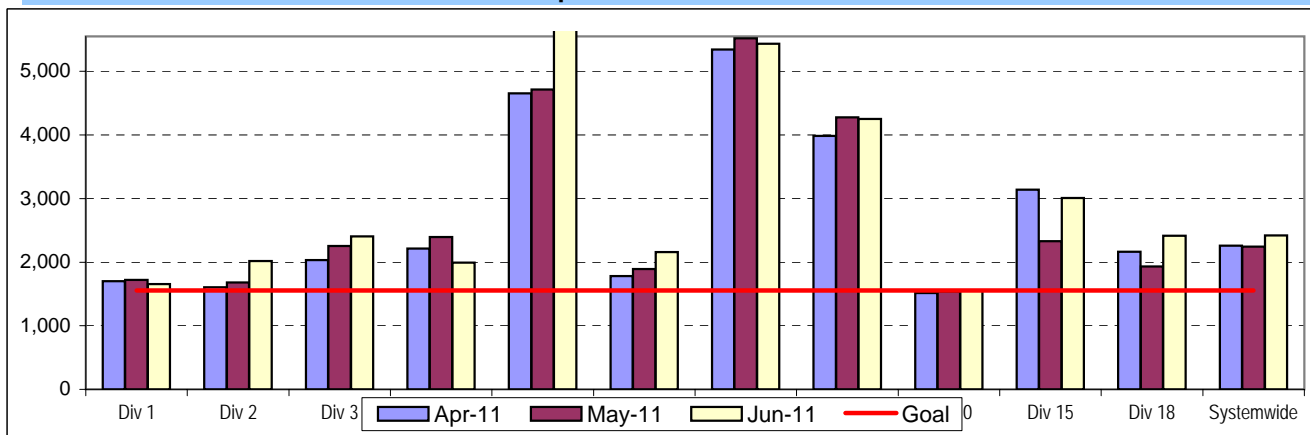
**Calculation:** MMBTRC = (Total Hub Miles / Total Road Calls)

#### MMBTRC Systemwide Trend



Remaining Above the Goal line is the target.

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



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

	<u>Number of Buses</u>	<u>Percent of Buses</u>
<b>CNG</b>	2,248	92.97%
<b>Diesel</b>	71	2.94%
<b>Gasoline</b>	59	2.44%
<b>Propane</b>	34	1.41%
<b>Hybrid</b>	6	0.25%
<b>Total</b>	<u>2,418</u>	<u>100.00%</u>

#### Average Age of Fleet by Divisions

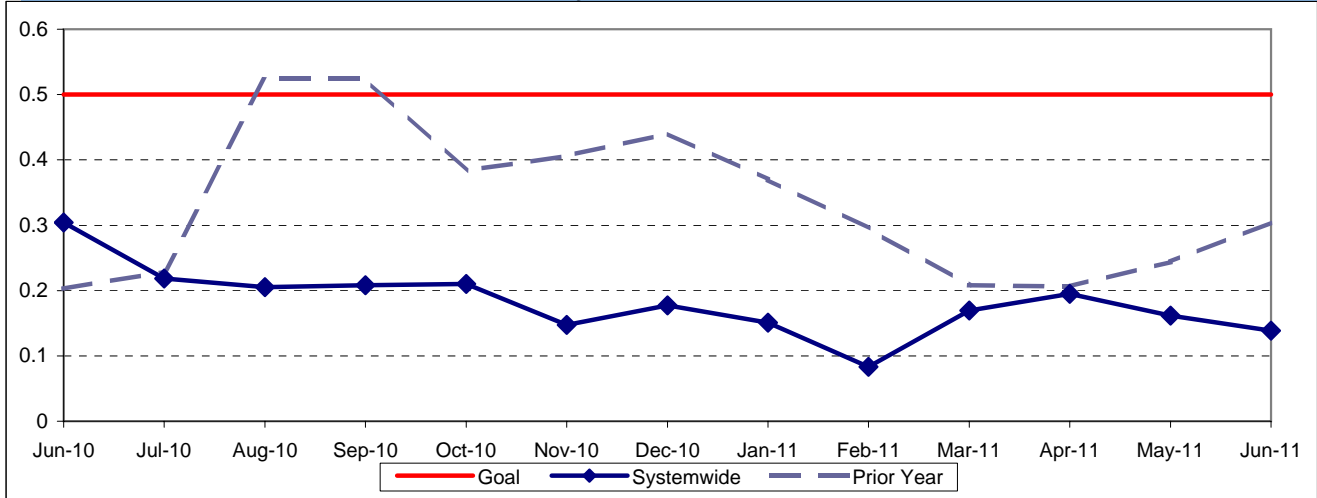
<b>Div 1</b> 8.5	<b>Div 2</b> 9.8	<b>Div 3</b> 10.4	<b>Div 5</b> 8.2	<b>Div 6</b> 2.3	<b>Div 7</b> 9.2
<b>Div 8</b> 3.4	<b>Div 9</b> 8.6	<b>Div 10</b> 7.9	<b>Div 15</b> 4.8	<b>Div 18</b> 6.5	

**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)

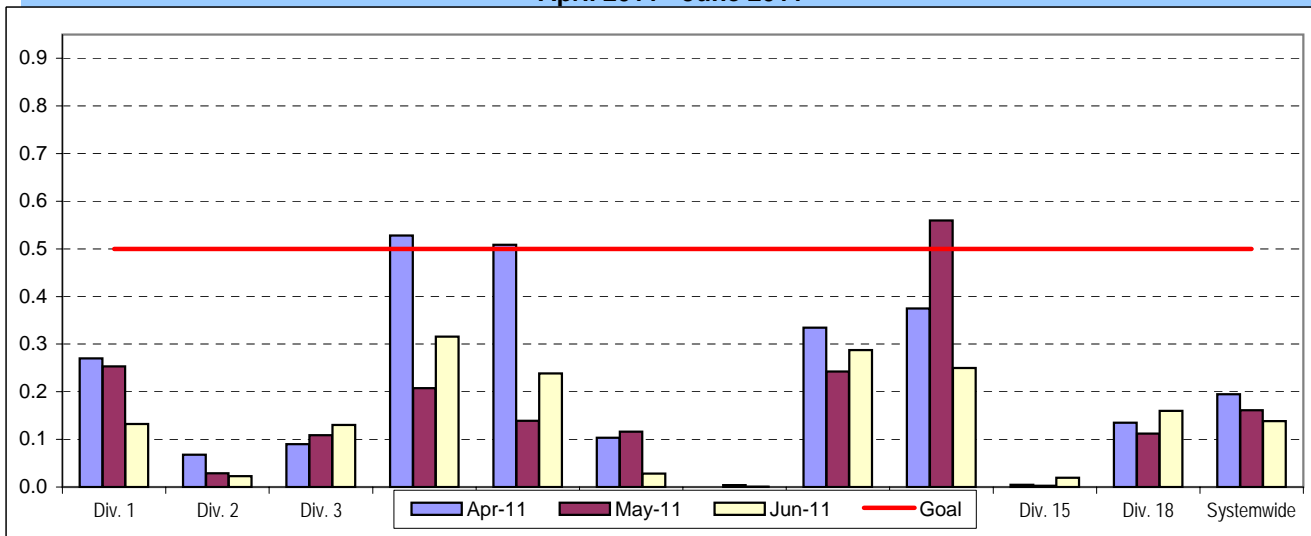
**Systemwide Trend**



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  
April 2011 - June 2011**



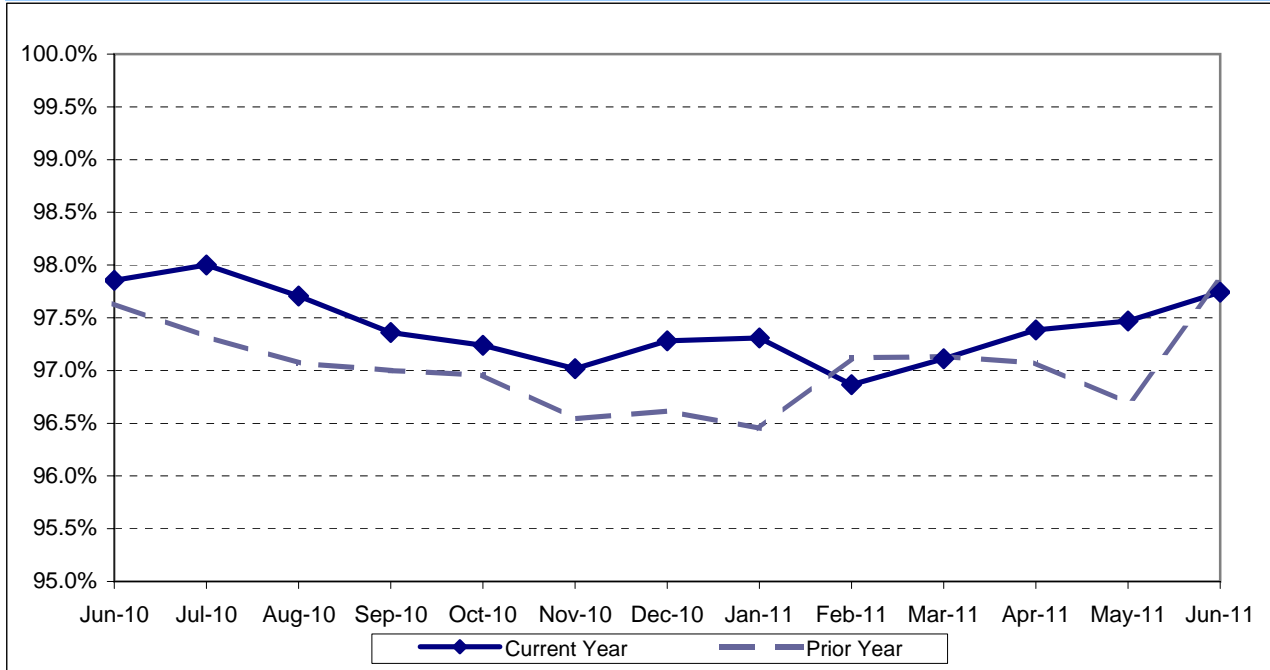
# ATTENDANCE

## MAINTENANCE ATTENDANCE

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

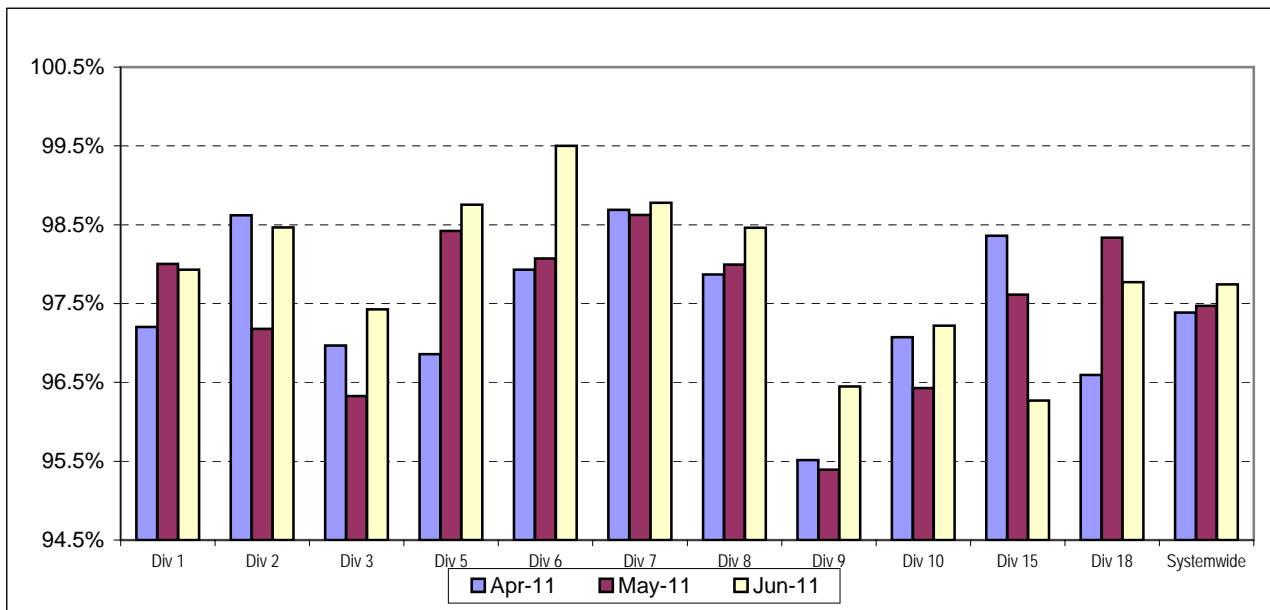
**Calculation:**  $1 - (\text{FTEs absent} / \text{by the total FTEs assigned})$

### Systemwide Trend



Higher is better.

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

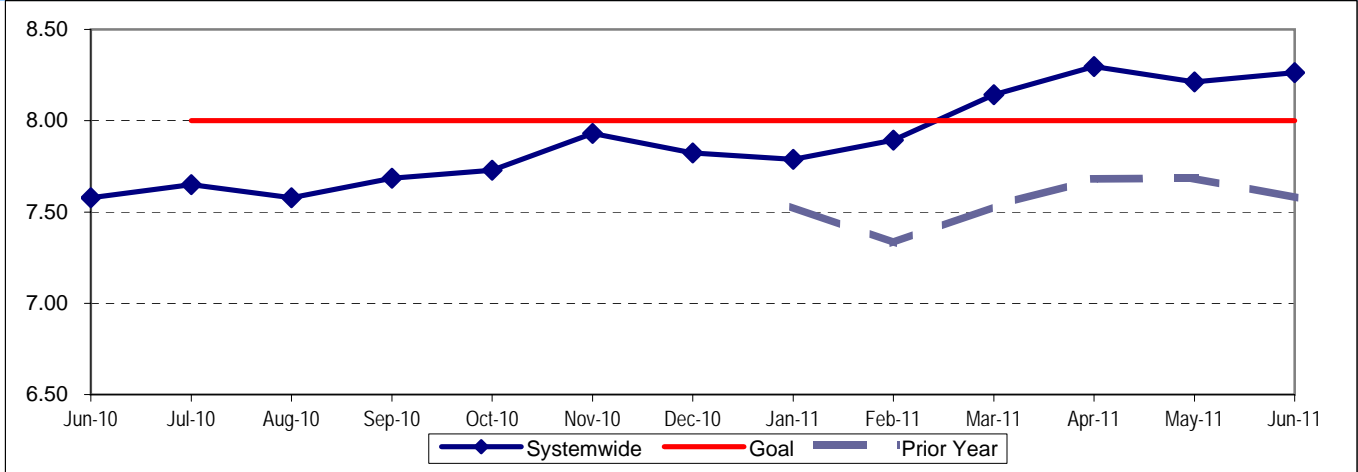


## BUS CLEANLINESS

**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.

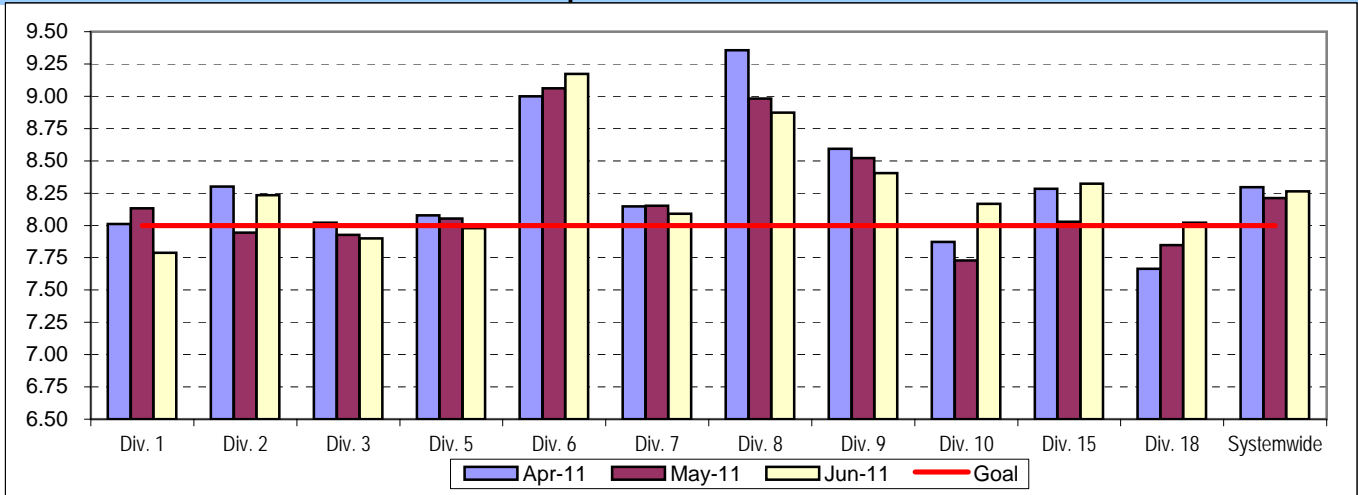
**Calculation:** Overall Cleanliness Rating = (Total Points Accumulated divided by number of categories)

### Bus Cleanliness - Systemwide

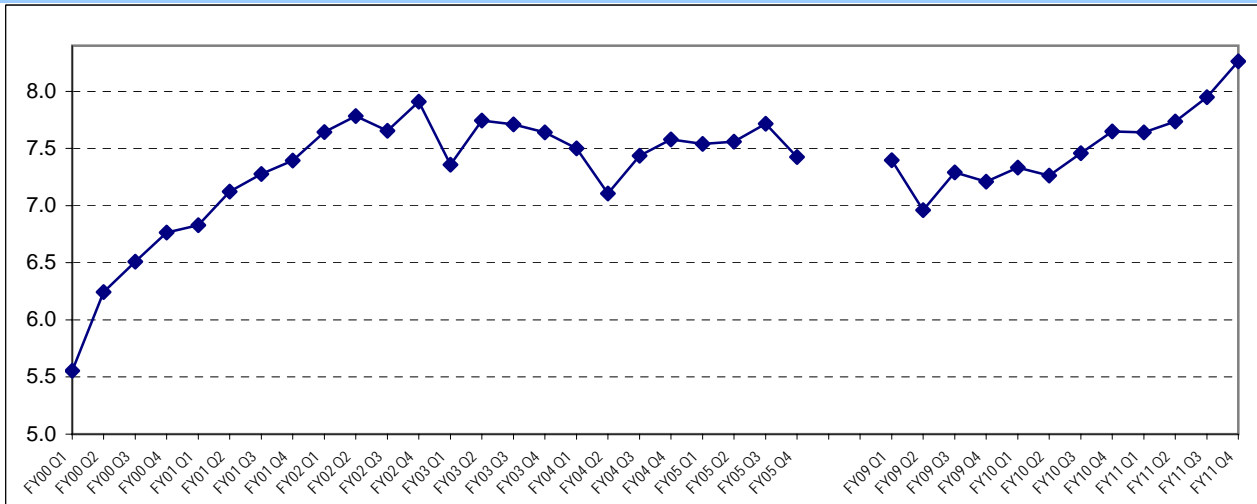


Remaining Above the Goal line is the target.

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



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

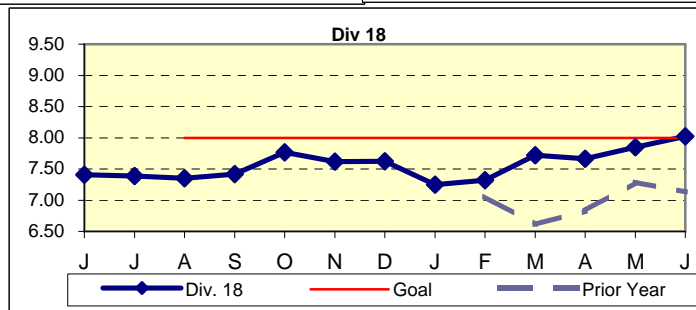
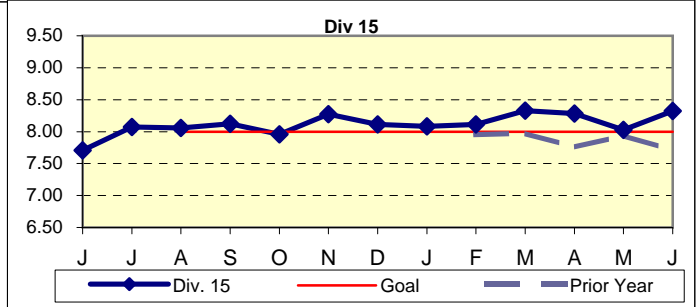
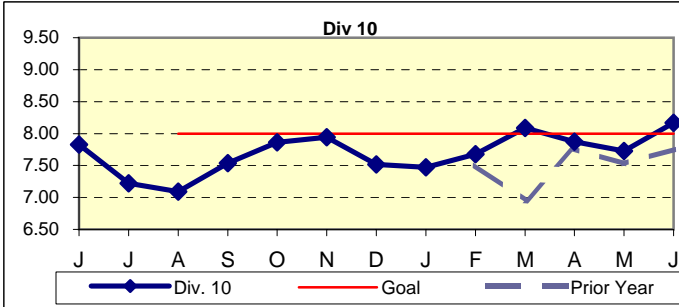
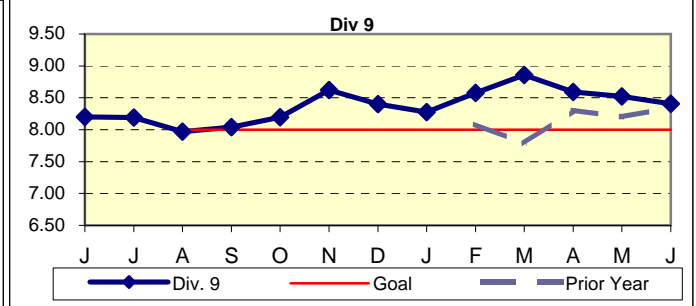
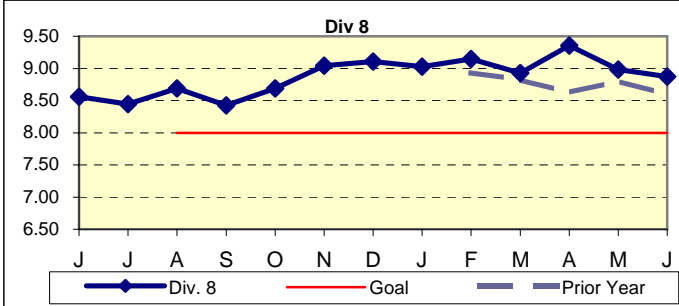
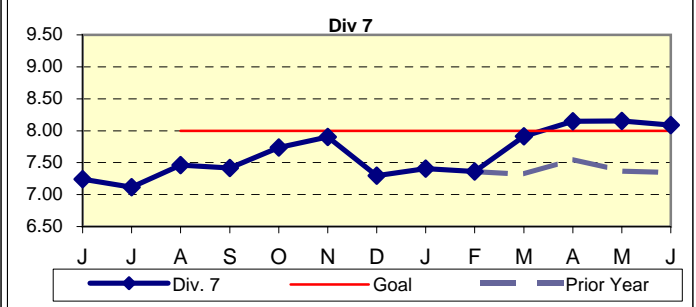
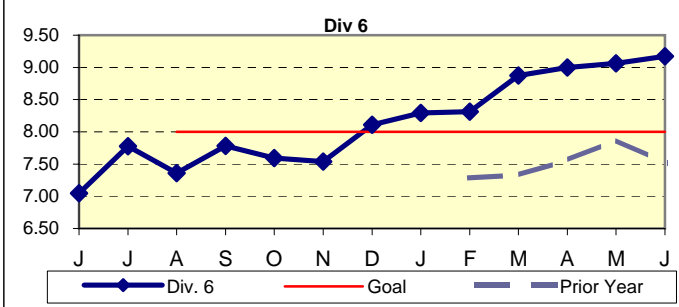
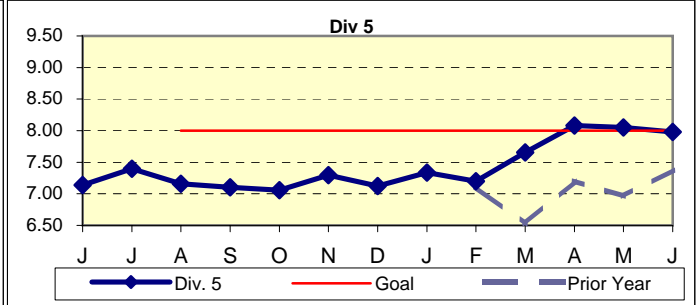
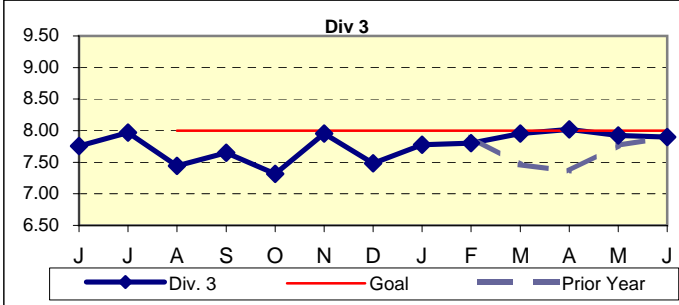
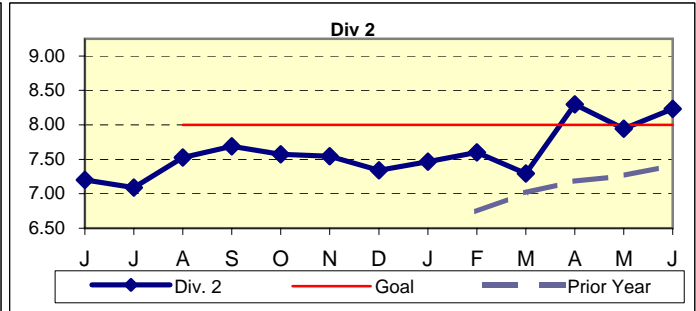
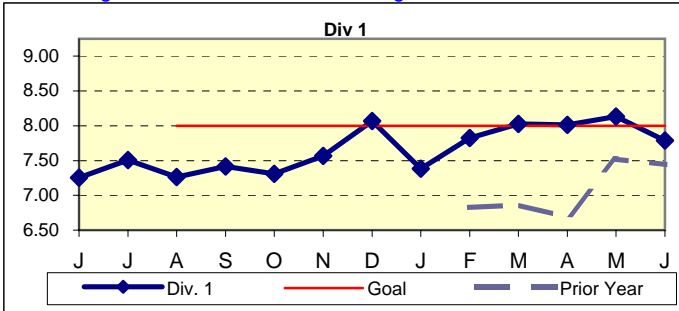


Please note that beginning March 2010, quarterly cleanliness is calculated using monthly data. Prior quarterly data was supplied by QA dept. in a quarterly format.

Remaining Above the Goal line is the target.

Remaining Above the Goal line is the target.

**BUS CLEANLINESS - Continued**





## Metro Rail Scorecard Overview

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

This report gives a brief overview of Metro Rail operations:

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

Measurement	FY05	FY06	FY07	FY08	FY09	FY10	FY11 Target	FY11 YTD	June Month	Status
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	9.32	11.56	8.08	11.24	6.03	8.54	10.17	May YTD 9.32	May 11.51	<span style="color: green;">●</span>
<b>Metro Red Line (MRL)</b>										
On-Time Pullouts	99.94%	99.61%	99.76%	99.79%	99.97%	99.55%	98.00%	99.86%	100.00%	<span style="color: green;">●</span>
Mean Miles Between Chargeable Mechanical Failures	11,759	19,587	17,260	26,743	41,482	38,771	30,000	34,194	30,001	<span style="color: green;">●</span>
In-Service On-time Performance*				99.13%	99.38%	99.54%	98.00%	99.69%	99.69%	<span style="color: green;">●</span>
Traffic Accidents Per 100,000 Train Miles	0.22	0.22	0.00	0.30	0.07	0.00	0.10	0.29	0.00	<span style="color: yellow;">◇</span>
Complaints per 100,000 Boardings	1.13	0.66	0.41	0.50	0.37	0.41	0.50	0.51	0.56	<span style="color: yellow;">◇</span>
<b>Metro Blue Line (MBL)</b>										
On-Time Pullouts	99.73%	99.76%	99.72%	99.62%	99.74%	99.71%	98.00%	99.10%	99.13%	<span style="color: green;">●</span>
Mean Miles Between Chargeable Mechanical Failures	16,273	26,774	35,125	31,278	27,051	20,830	26,000	14,194	17,772	<span style="color: yellow;">◇</span>
In-Service On-time Performance*				98.81%	98.24%	98.81%	98.00%	99.13%	99.92%	<span style="color: green;">●</span>
Traffic Accidents Per 100,000 Train Miles	0.64	0.96	1.35	1.65	1.26	1.45	0.60	1.76	0.70	<span style="color: yellow;">◇</span>
Complaints per 100,000 Boardings	0.98	0.78	0.53	0.64	0.58	0.80	0.90	0.81	0.62	<span style="color: green;">●</span>
<b>Metro Green Line (MGrL)</b>										
On-Time Pullouts	99.91%	99.97%	99.54%	99.80%	99.95%	99.89%	98.00%	99.85%	100.00%	<span style="color: green;">●</span>
Mean Miles Between Chargeable Mechanical Failures	12,558	20,635	27,471	36,727	19,195	13,599	26,000	11,831	21,645	<span style="color: yellow;">◇</span>
In-Service On-time Performance*				99.07%	98.90%	99.26%	98.00%	99.50%	99.05%	<span style="color: green;">●</span>
Traffic Accidents Per 100,000 Train Miles	0.00	0.00	0.00	0.00	0.07	0.00	0.60	0.07	0.00	<span style="color: green;">●</span>
Complaints per 100,000 Boardings	1.39	0.92	0.72	0.81	0.82	0.76	0.90	1.13	1.10	<span style="color: yellow;">◇</span>
<b>Metro Gold Line (MGoL)</b>										
On-Time Pullouts	99.85%	99.97%	99.95%	99.95%	99.95%	99.86%	98.00%	99.99%	100.00%	<span style="color: green;">●</span>
Mean Miles Between Chargeable Mechanical Failures	16,571	23,329	22,775	39,521	24,250	16,151	26,000	21,097	35,109	<span style="color: yellow;">◇</span>
In-Service On-time Performance*				98.86%	99.38%	99.12%	98.00%	99.58%	99.79%	<span style="color: green;">●</span>
Traffic Accidents Per 100,000 Train Miles	0.23	0.12	0.23	0.43	0.21	0.82	0.60	0.61	0.77	<span style="color: yellow;">◇</span>
Complaints per 100,000 Boardings	2.85	2.71	1.88	1.57	1.50	1.68	0.90	1.22	1.26	<span style="color: yellow;">◇</span>

\*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.

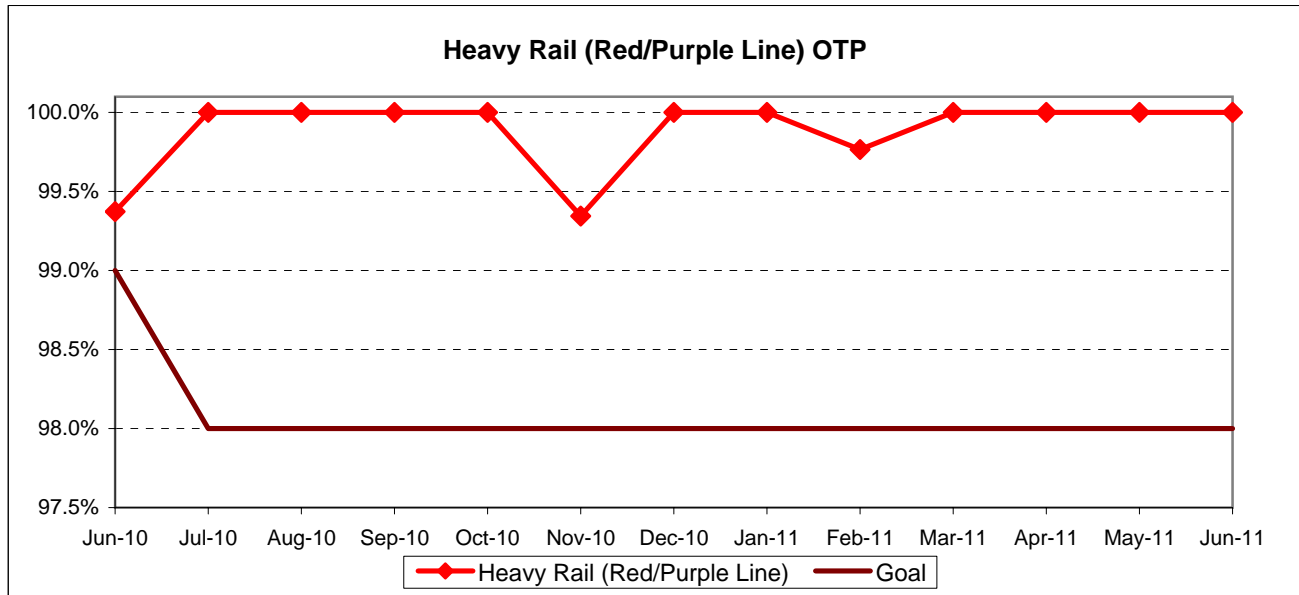
■ Red - High probability that the target will not be achieved -- significant problems and/or delays.

# RAIL SERVICE PERFORMANCE

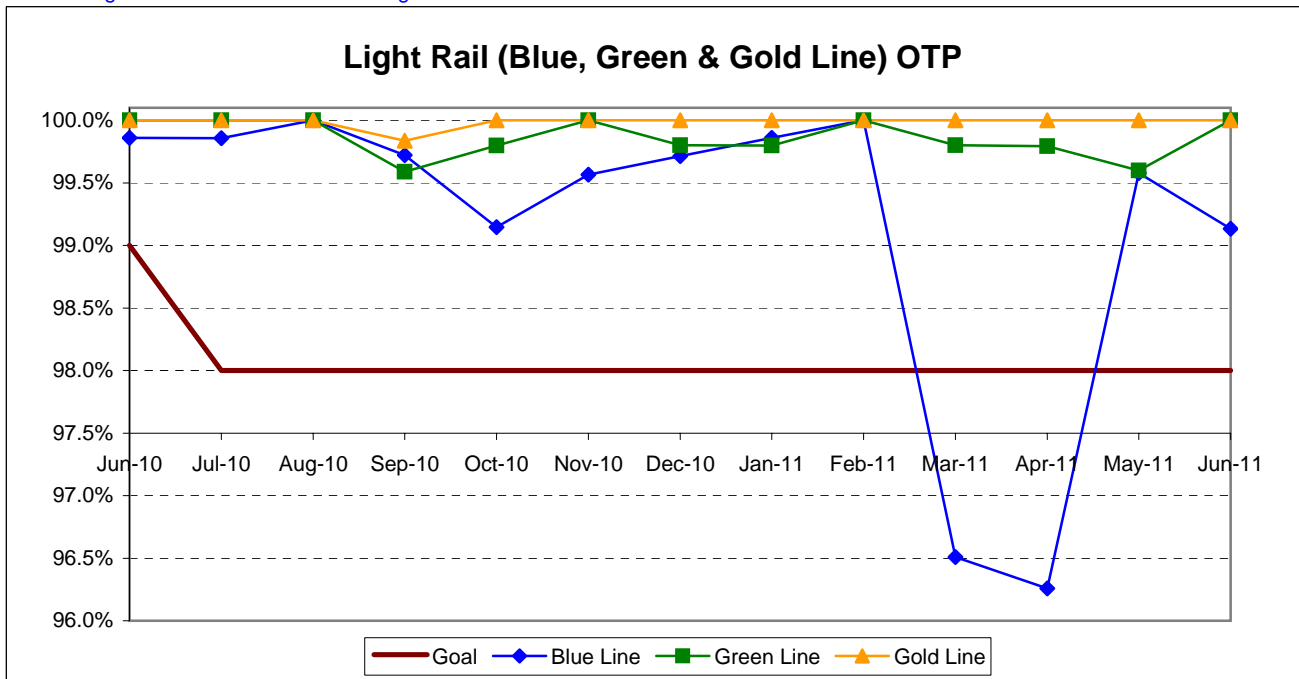
## ON-TIME PULLOUTS (OTP)

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



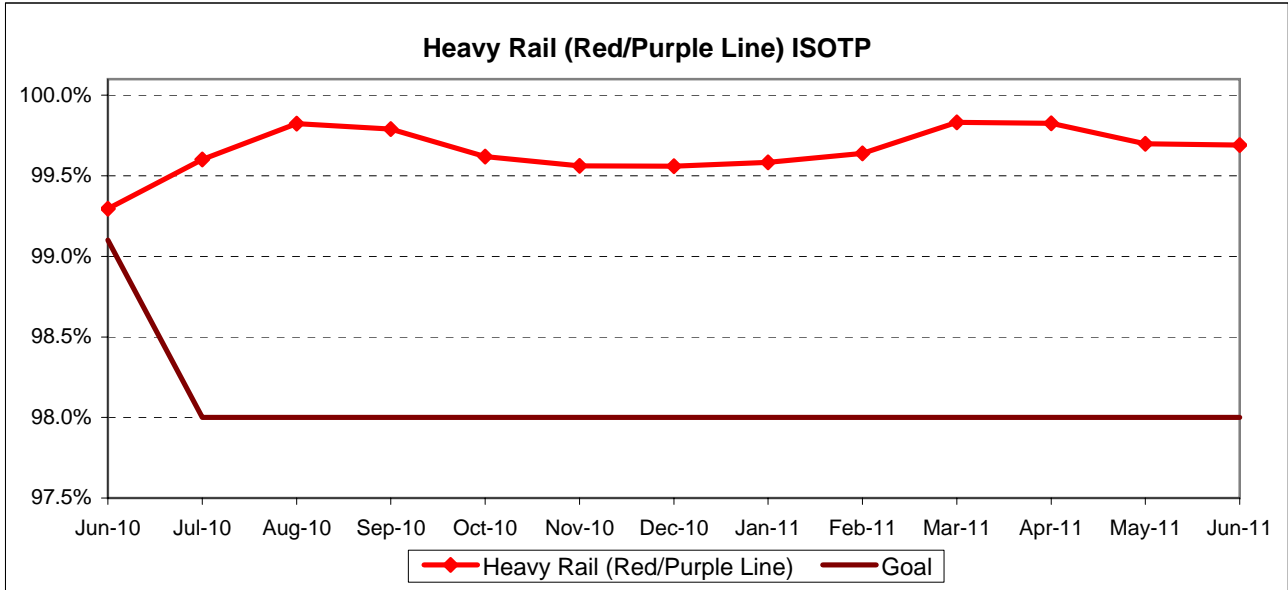
Remaining Above the Goal line is the target.



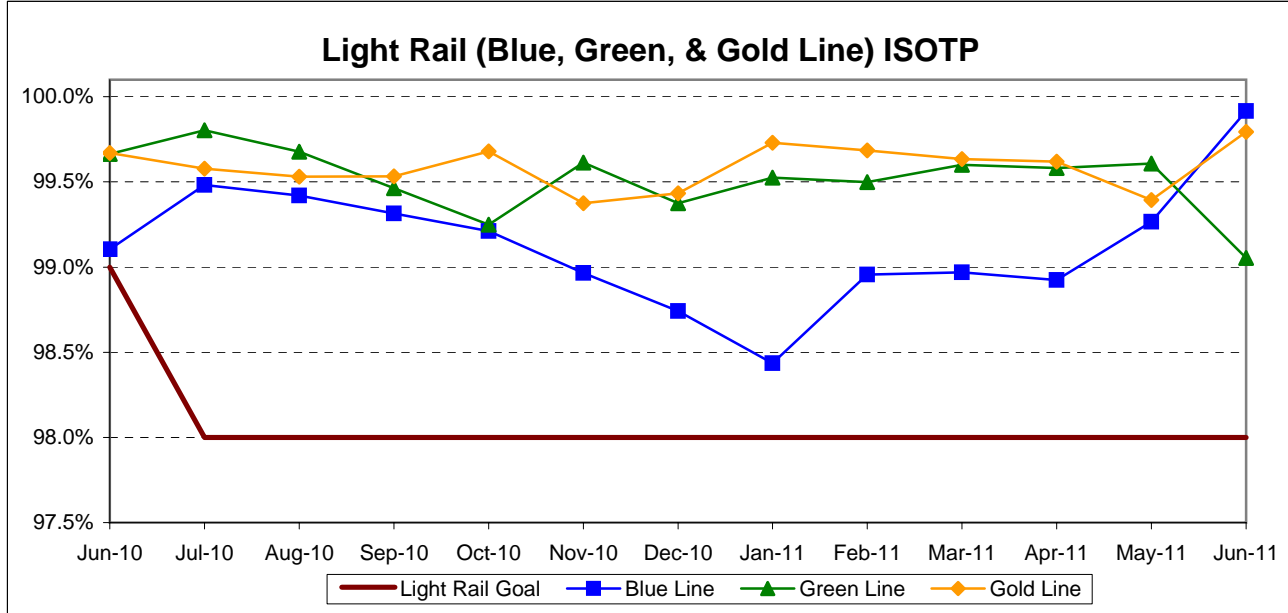
**IN-SERVICE ON-TIME PERFORMANCE (ISOTP)**

**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]



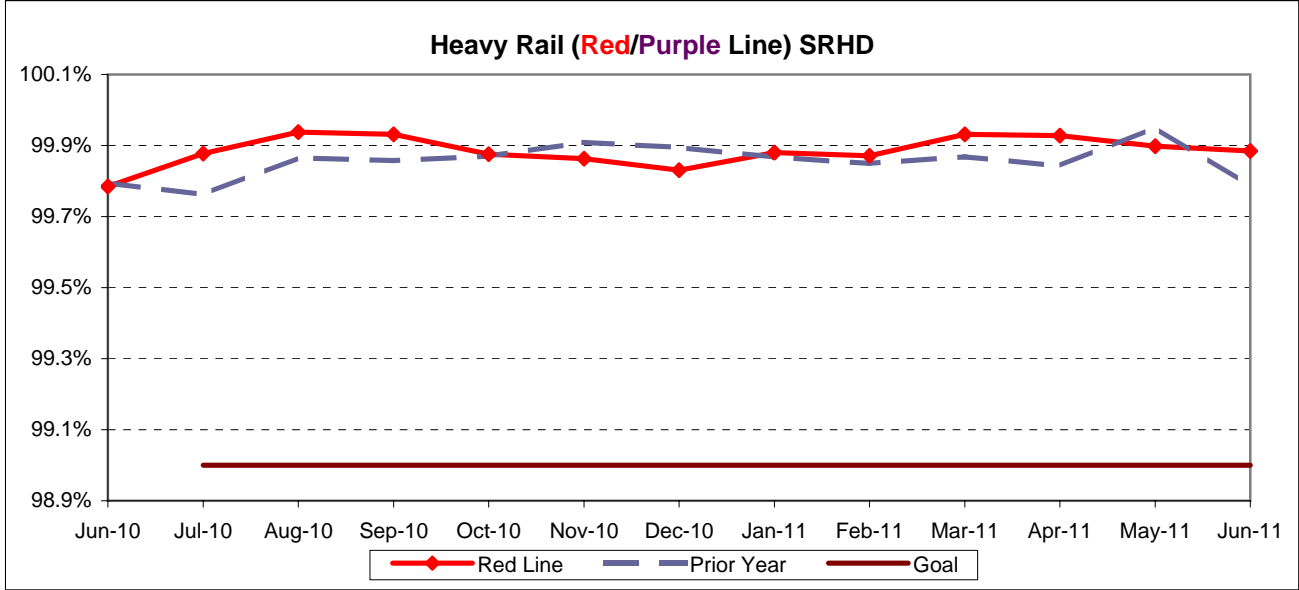
Remaining Above the Goal line is the target.



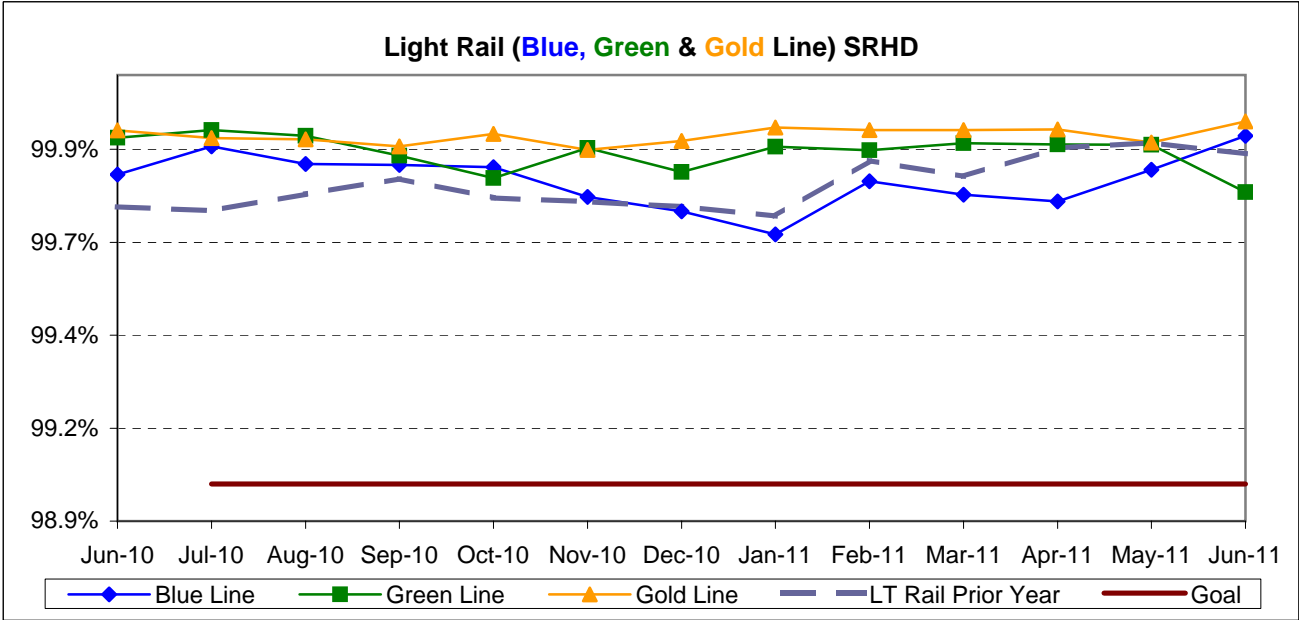
**Scheduled Revenue Hours Delivered (SRHD) by Rail Line**

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

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



Remaining At the Goal line is the target.

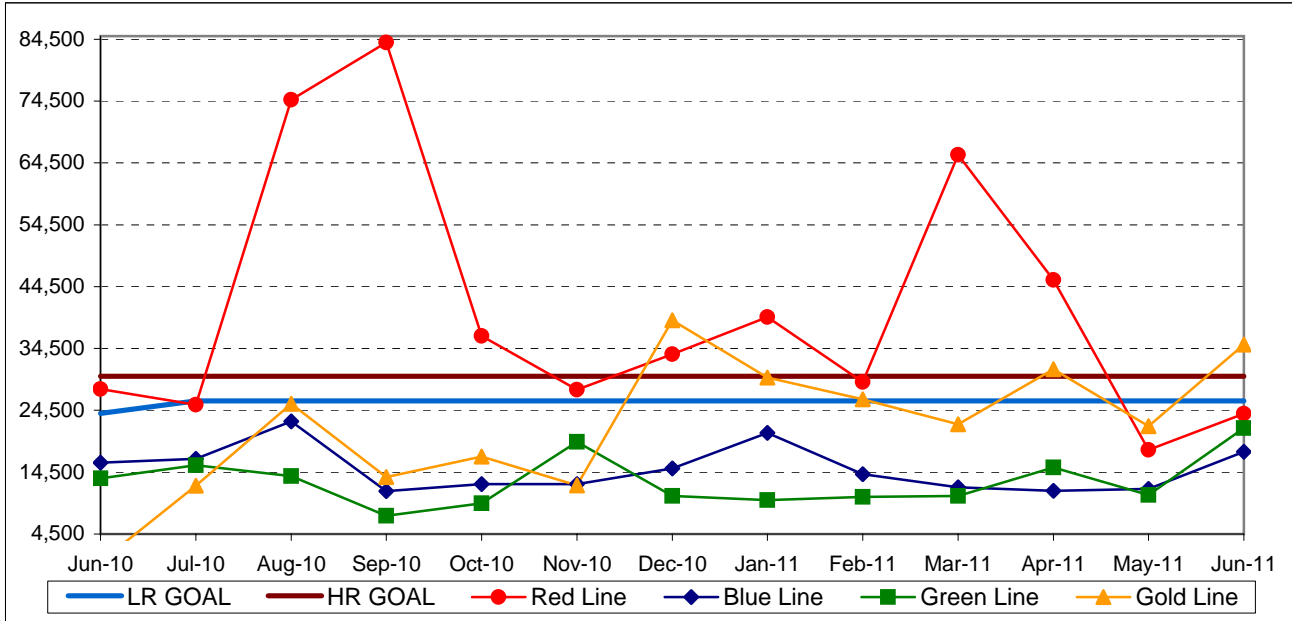


**Mean Miles Between Chargeable Mechanical Failures**

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

Remaining Above the Goal line is the target.



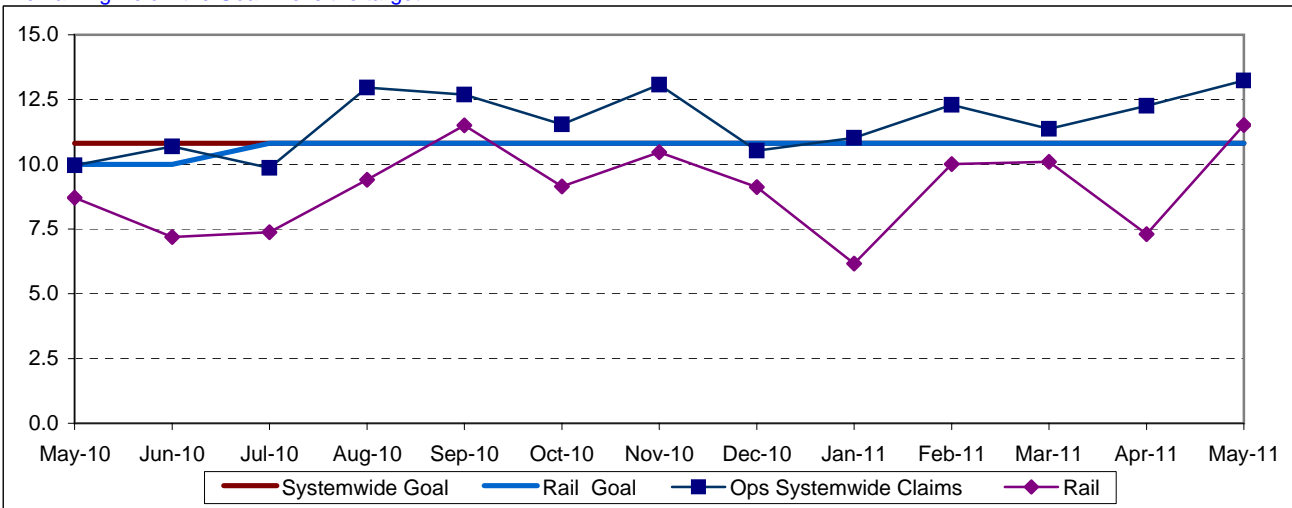
**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**

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

One month lag in reporting.

Remaining Below the Goal line is the target.



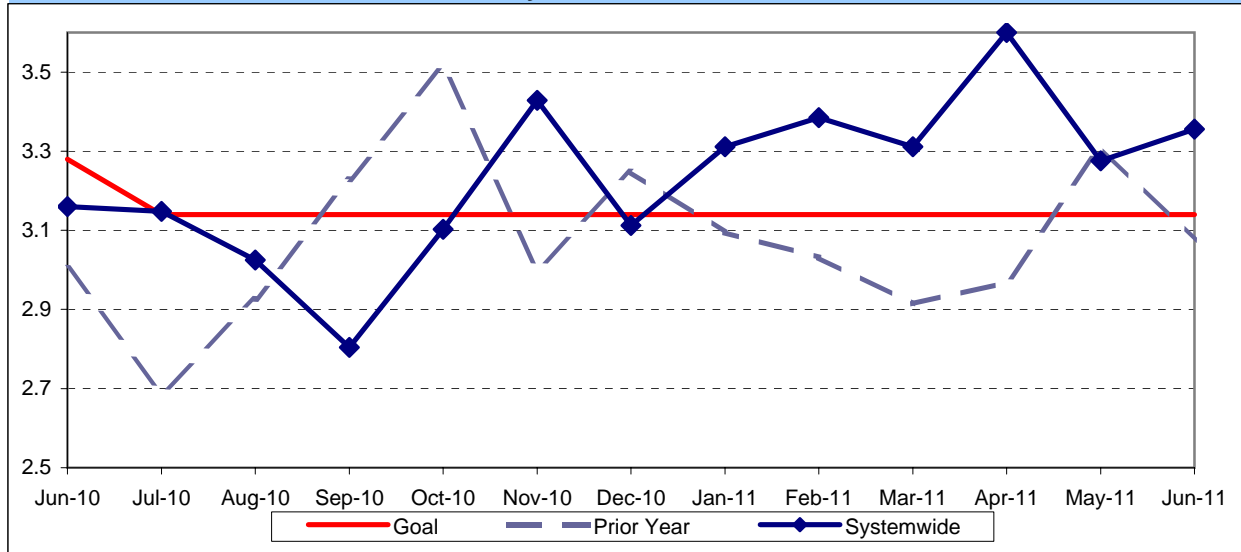
## SAFETY PERFORMANCE

### 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))

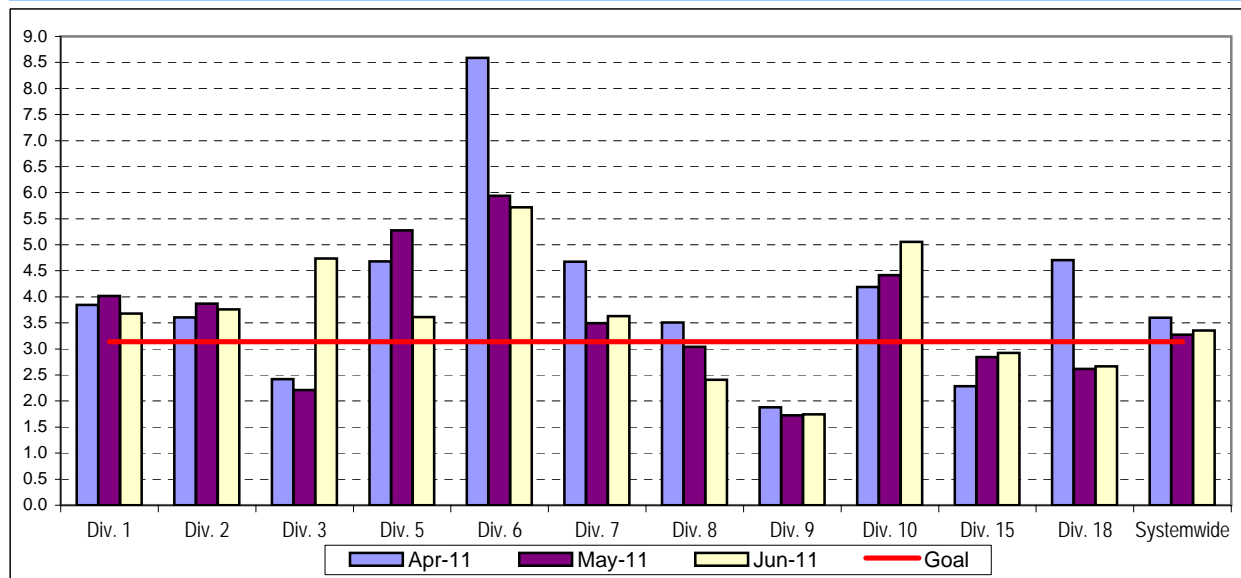
#### Systemwide Trend



**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 April 2011 - June 2011

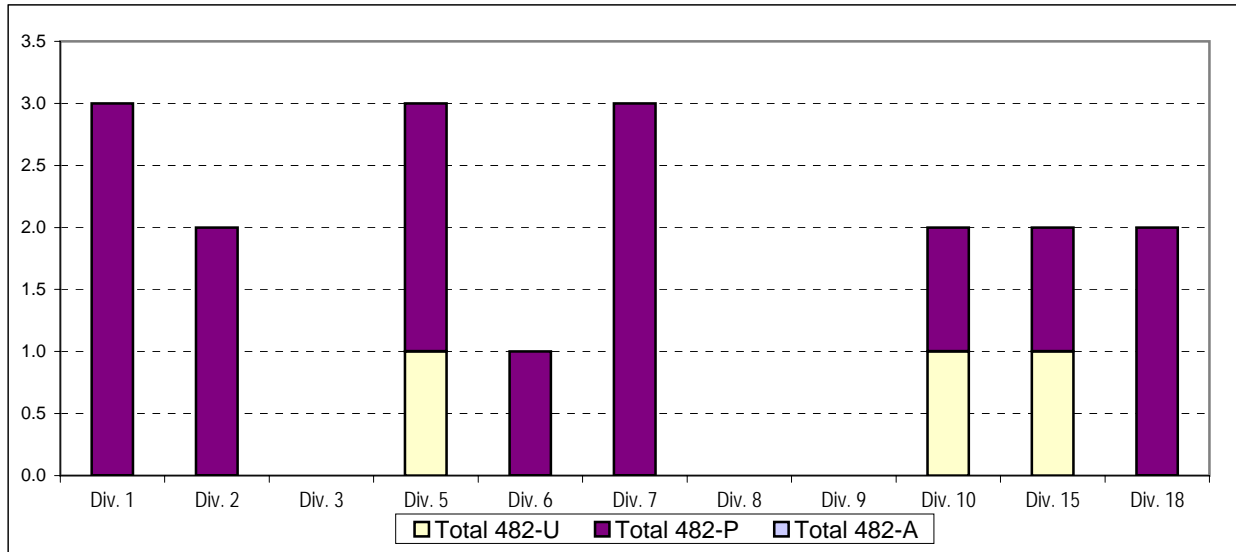


**Number of 482 Accidents in Vehicle Accident Management System (VAMS) Download by Avoidable (A), Pending (P) or Unavoidable (U) Bus Operating Divisions**

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

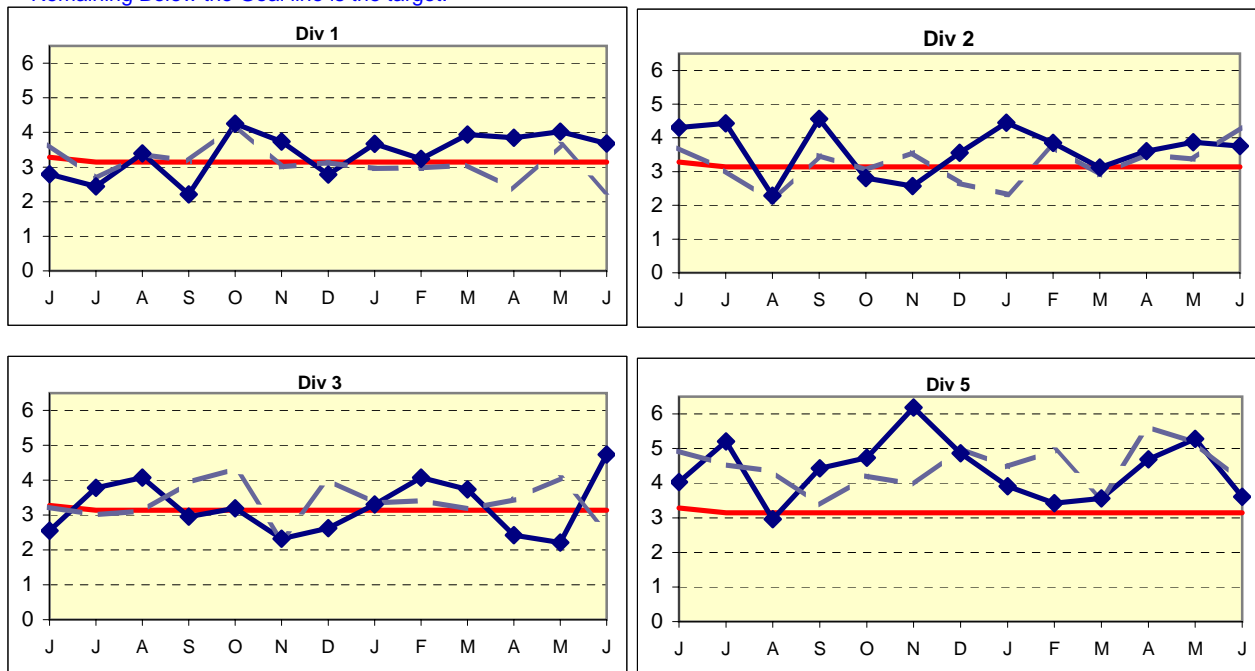
**Calculation:** Number of accidents in prior 13 months coded 482 "alleged" in the categories of A, P or U.

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



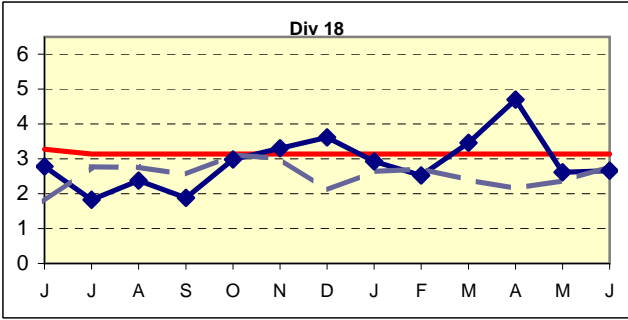
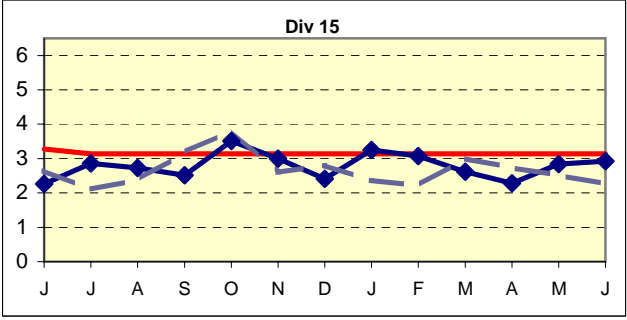
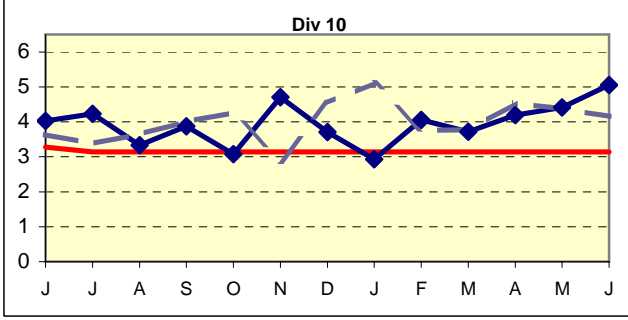
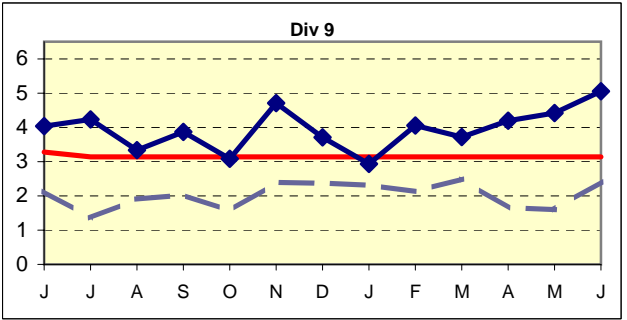
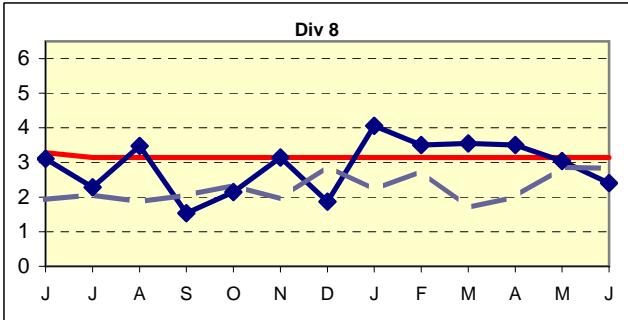
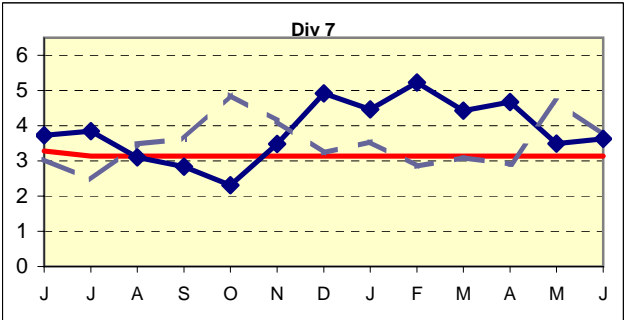
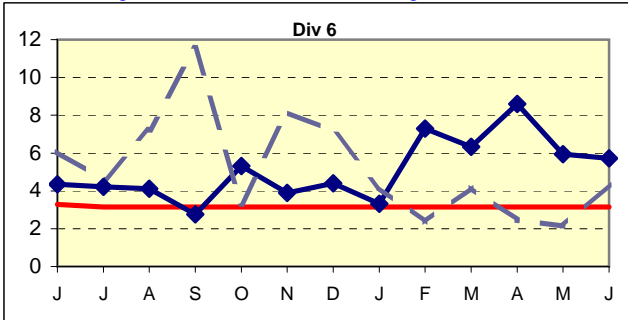
**BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES Bus Operating Divisions**

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.



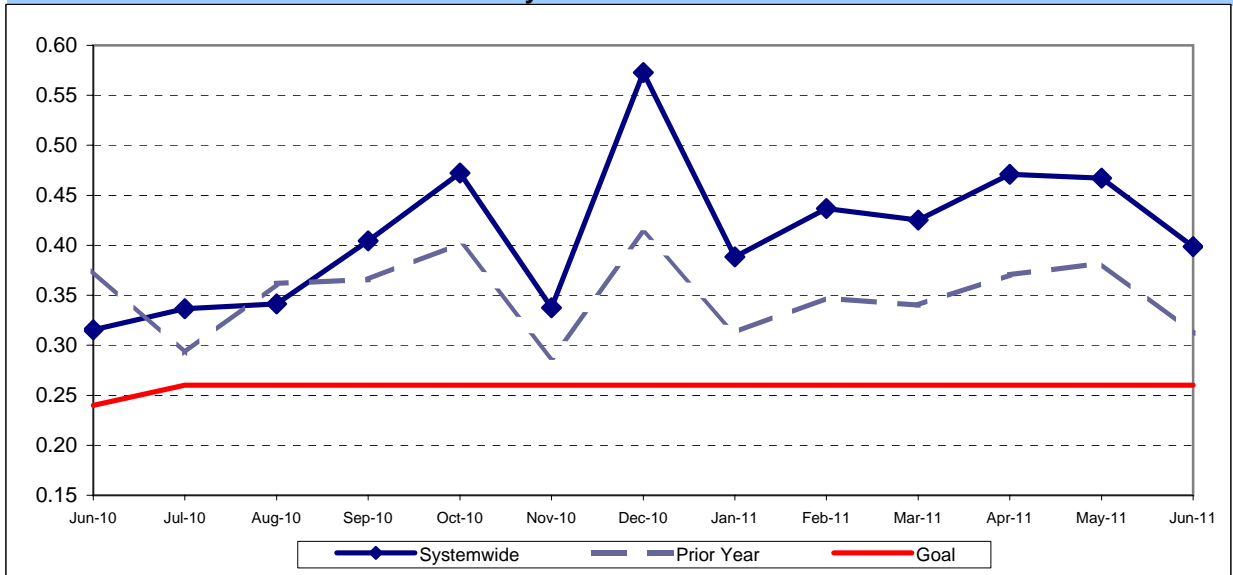


**BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS**

**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))

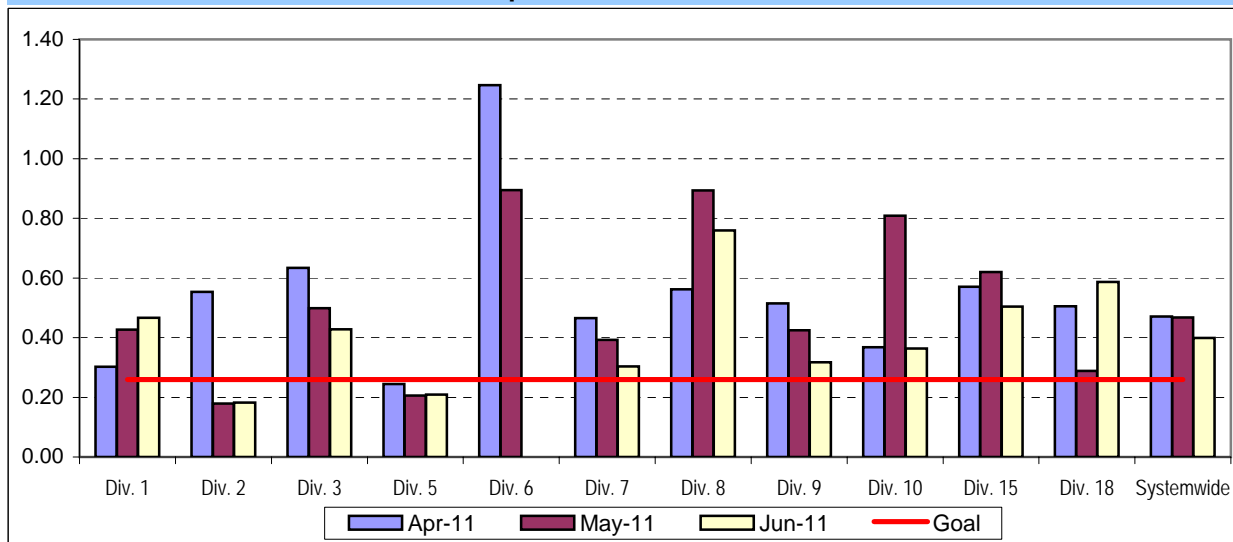
**Systemwide Trend**



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  
April 2011 - June 2011**

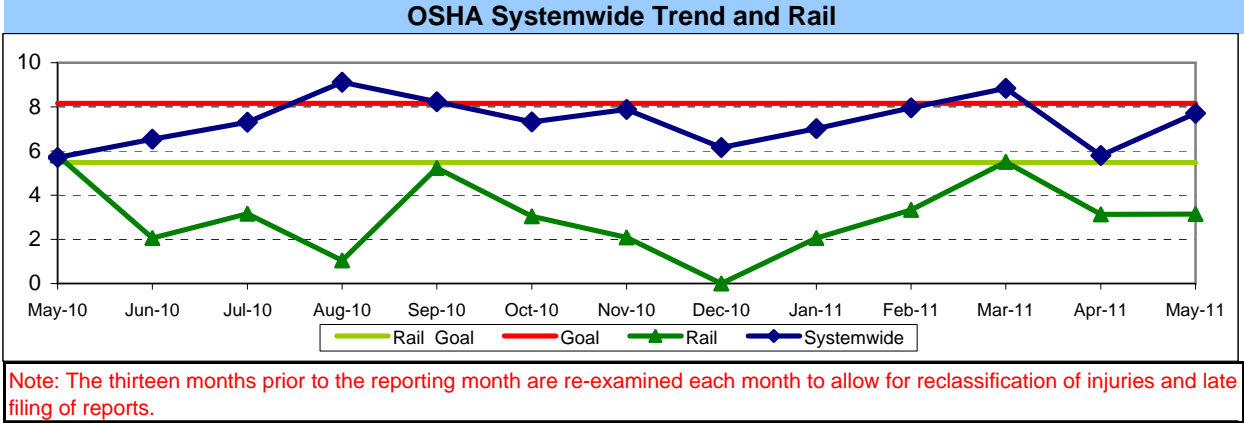


**OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA) RECORDABLE INJURIES PER 200,000 EXPOSURE HOURS**

**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)

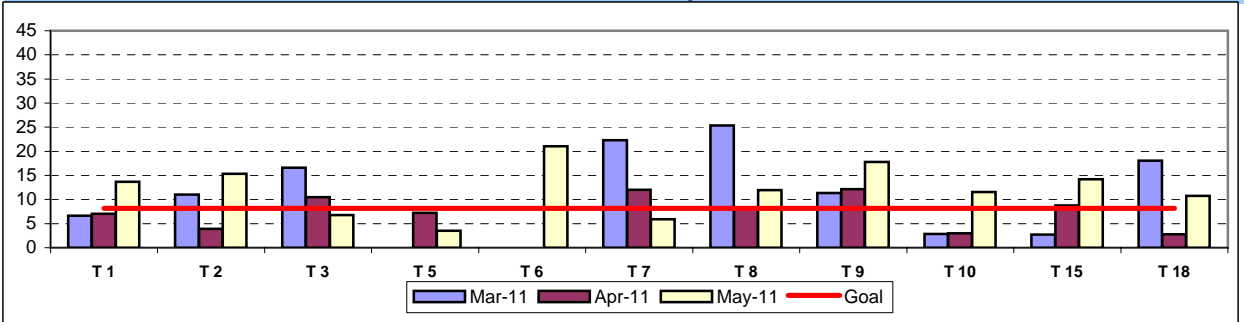
One month lag from current month



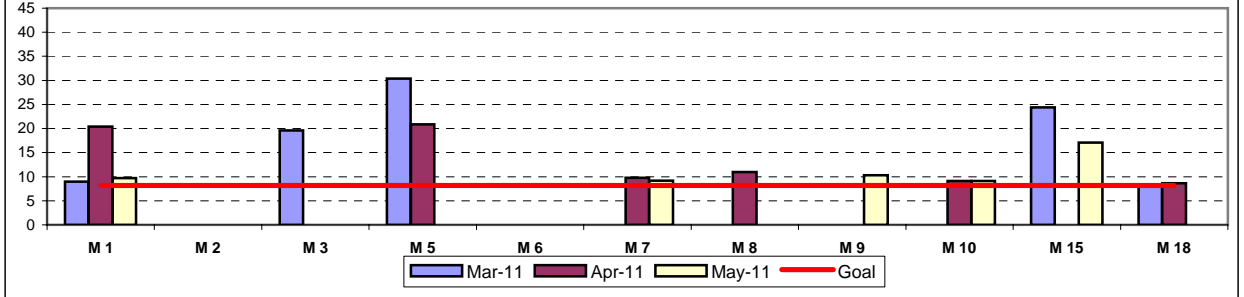
Remaining Below the Goal line is the target.

One month lag from current month

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



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



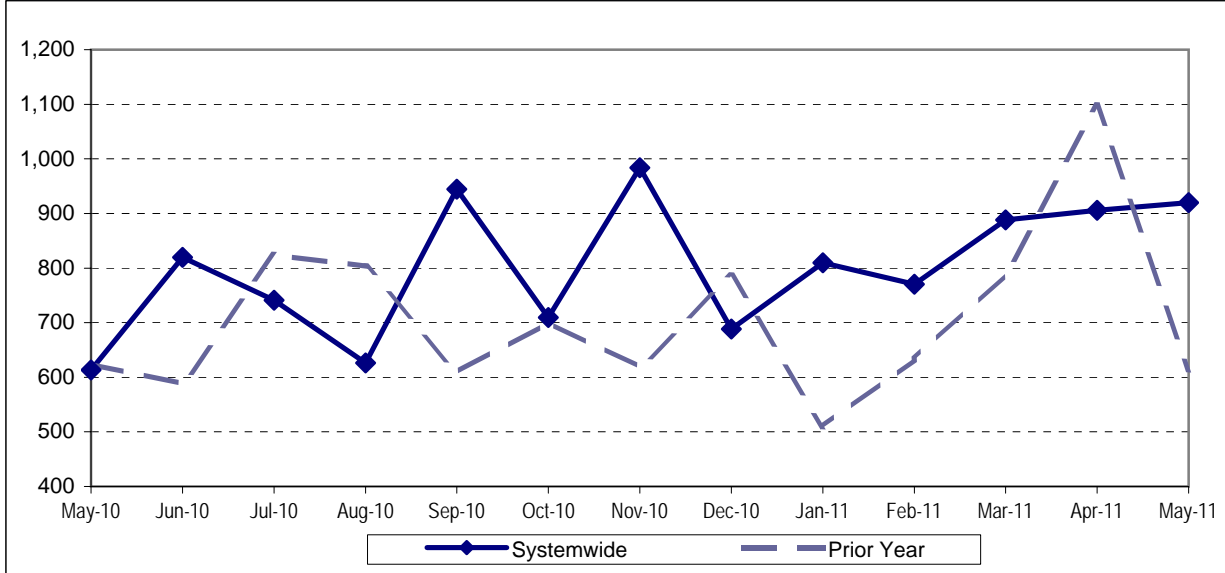
**LOST WORK DAYS (LWD) PAID PER 200,000 EXPOSURE HOURS**

**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)

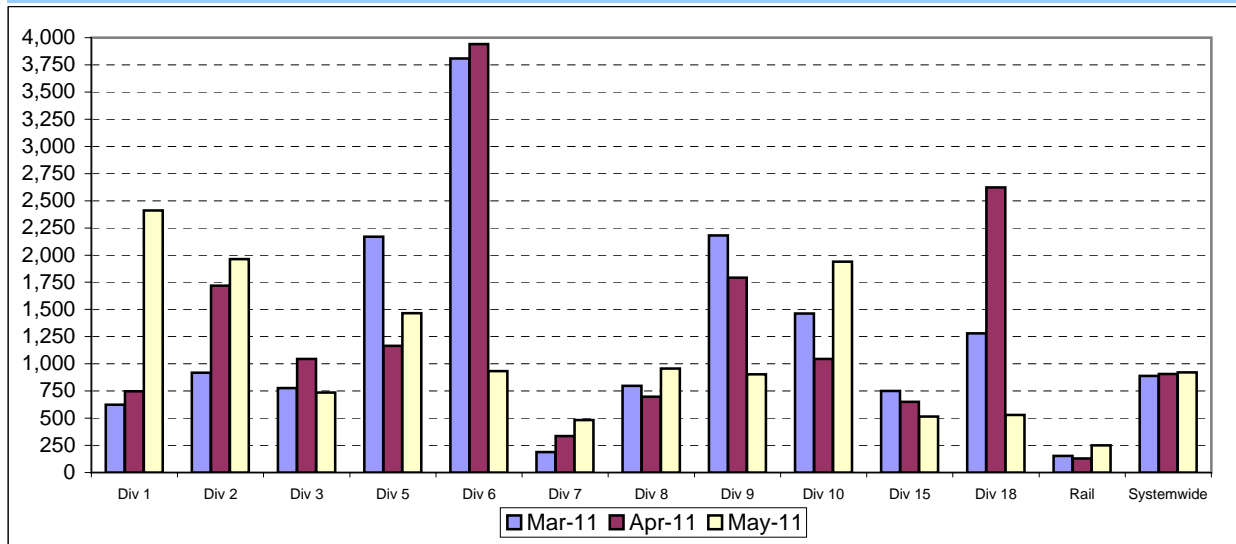
One month lag from current month

**LWD Systemwide Trend**



One month lag from current month

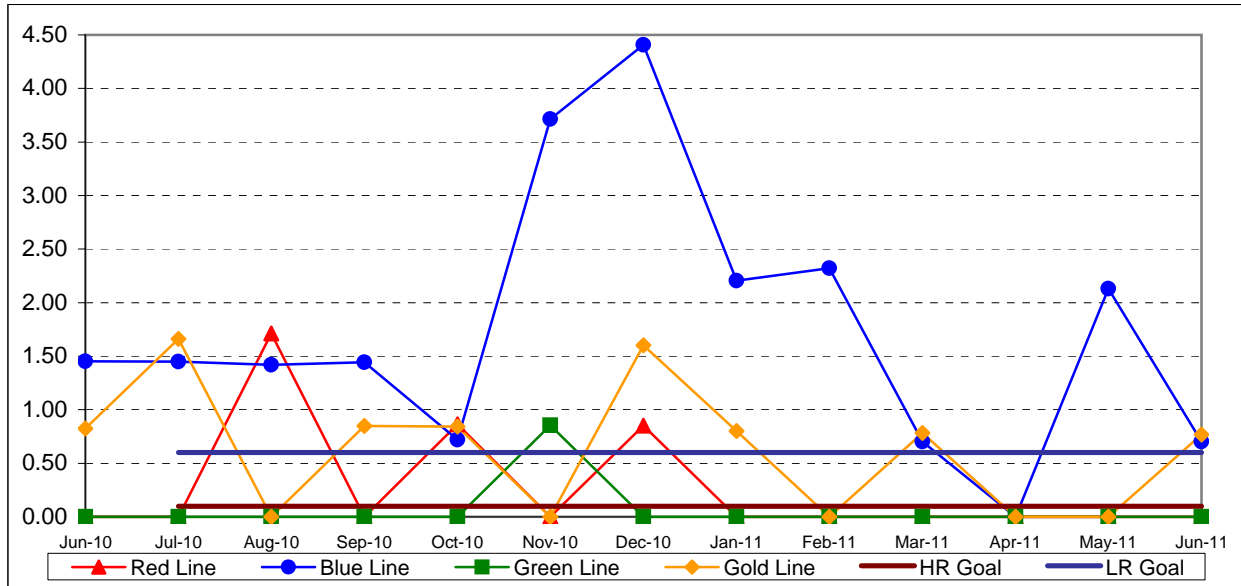
**LWD/200,000 Exposure Hours per Operating Divisions - by Bus and Rail Division  
March 2011 - May 2011**



**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))

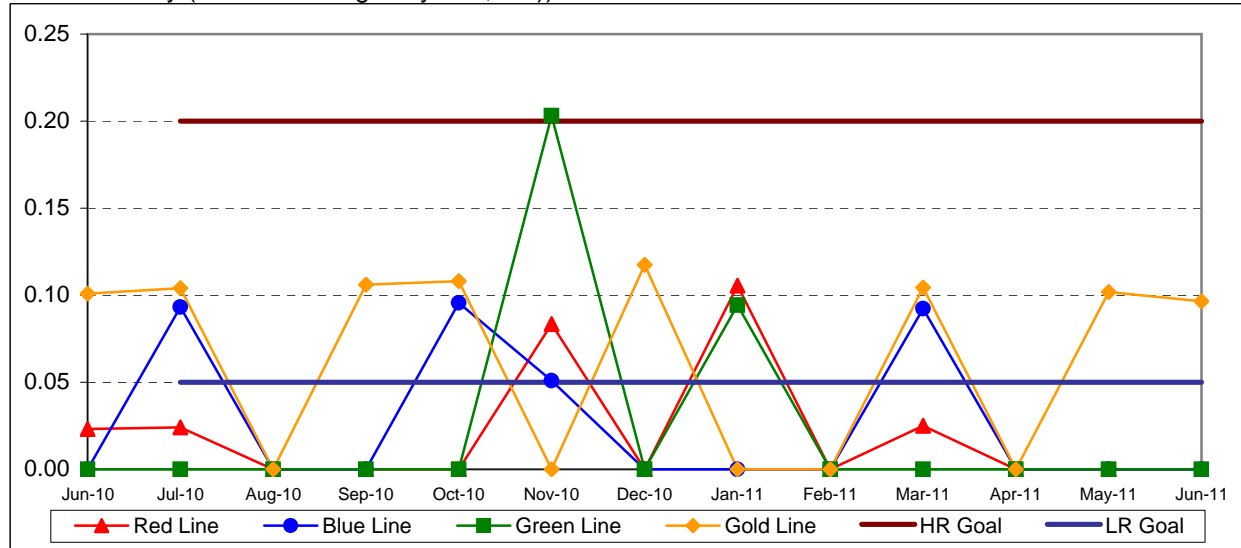


Remaining Below the Goal line is the target.

**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))



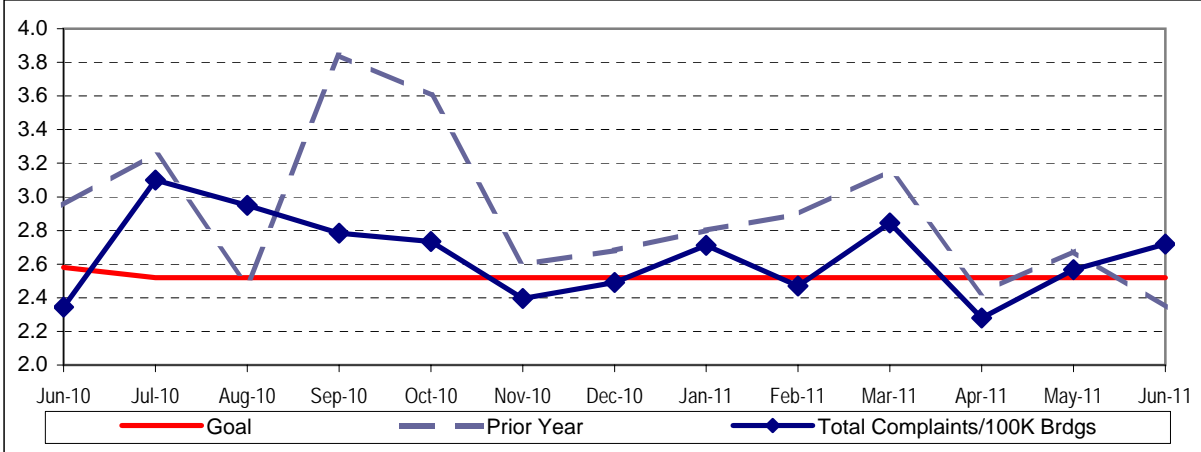
# CUSTOMER SATISFACTION

## COMPLAINTS PER 100,000 BOARDINGS

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

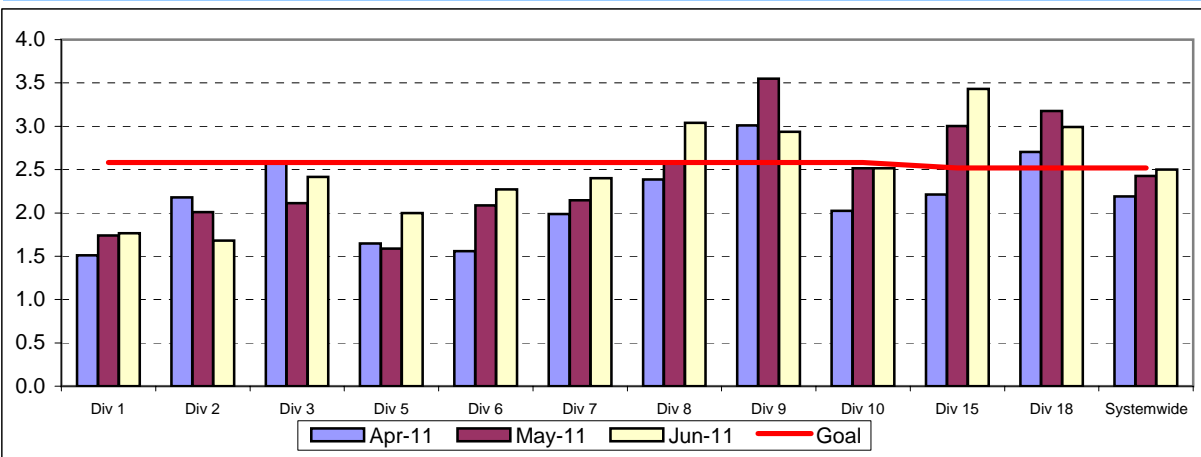
**Calculation:** Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)

### Systemwide Trend



Remaining Below the Goal line is the target.

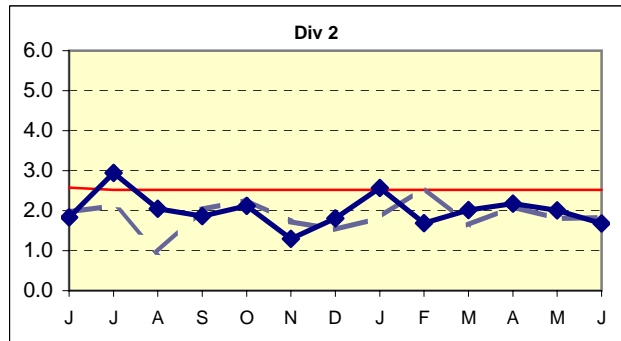
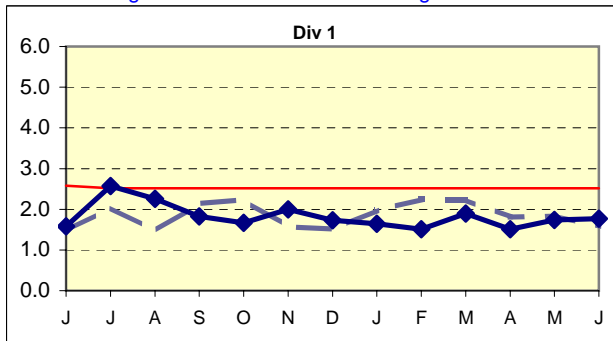
### Bus Operating Divisions, by Divisions April 2011 - June 2011



## COMPLAINTS PER 100,000 BOARDINGS

◆ Current Year    - - - Prior Year    — Goal

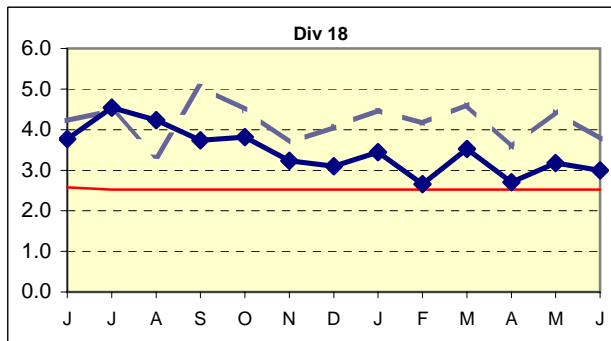
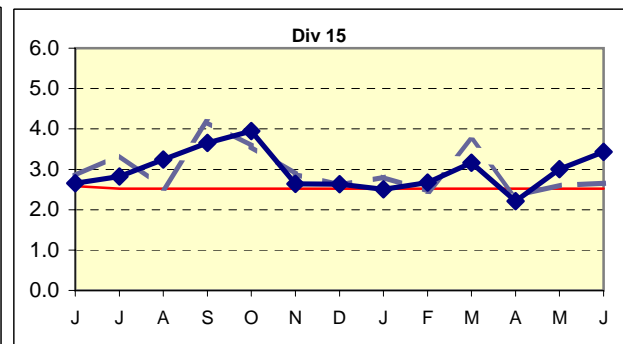
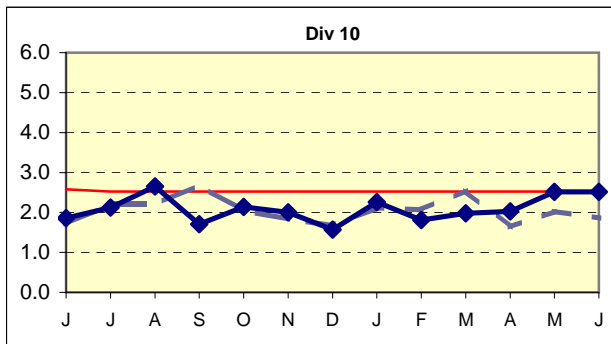
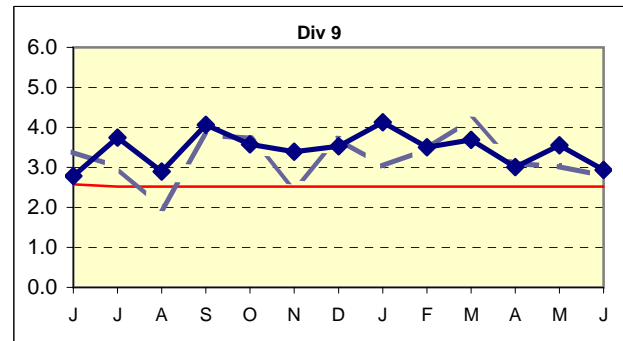
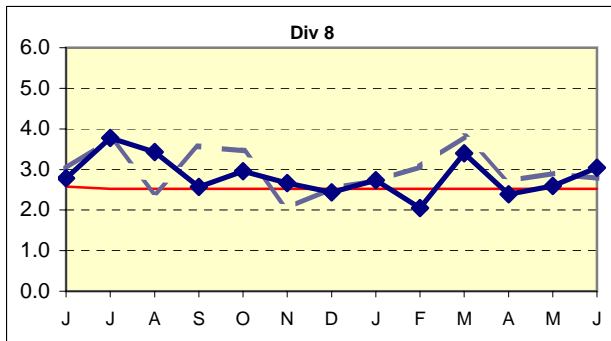
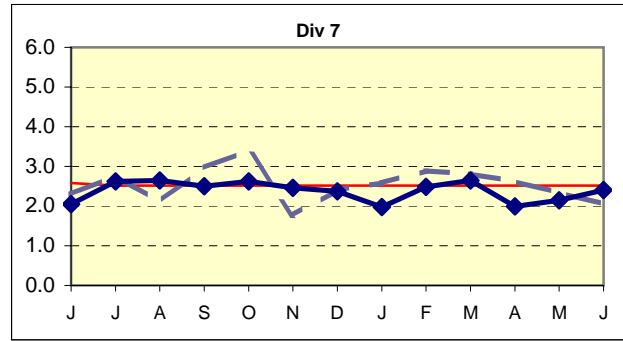
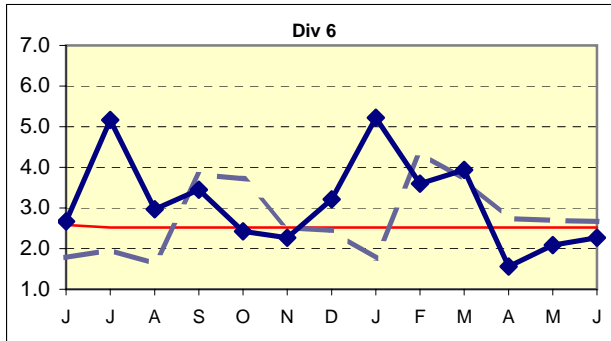
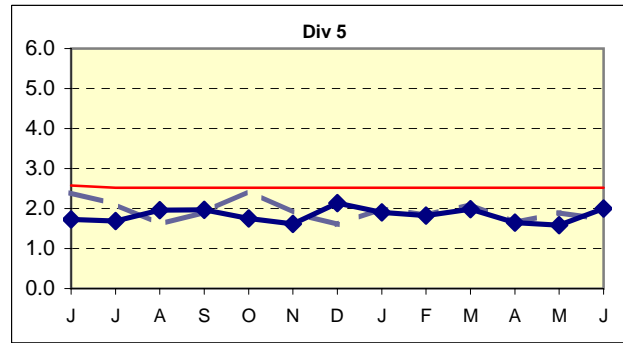
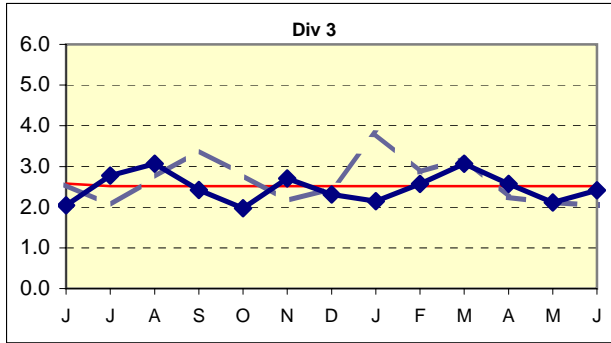
Remaining Below the Goal line is the target.



◆ Current Year    - - - Prior Year    — Goal

Remaining Below the Goal line is the target.

### COMPLAINTS PER 100,000 BOARDINGS - Continued



## WORKERS COMPENSATION CLAIMS

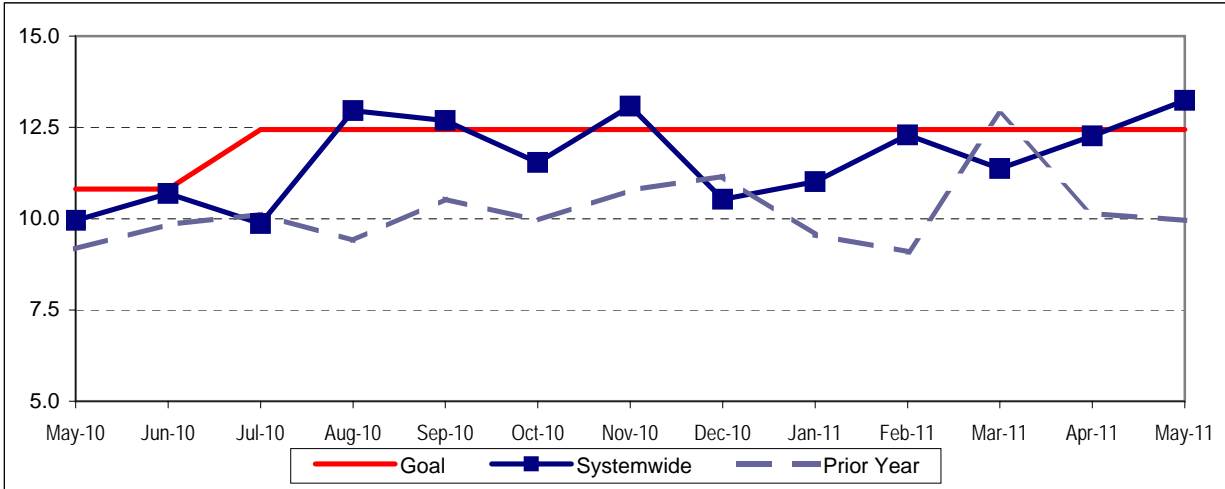
### New Workers Compensation Claims per 200,000 Exposure Hours

**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 =  $\frac{\text{New Claims}}{(\text{Exposure Hours}/200,000)}$

#### 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

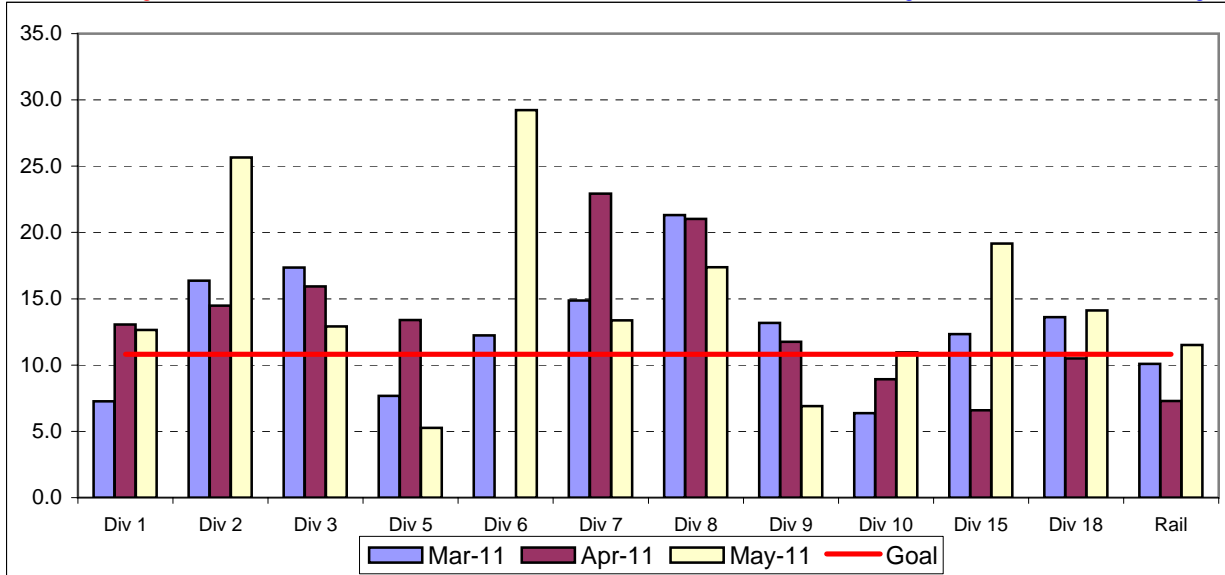
**Definition:** Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

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

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

One month lag from current month.

Remaining Below the Goal line is the target.

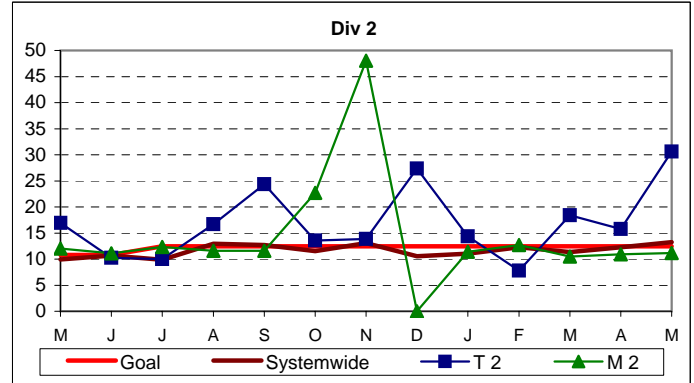
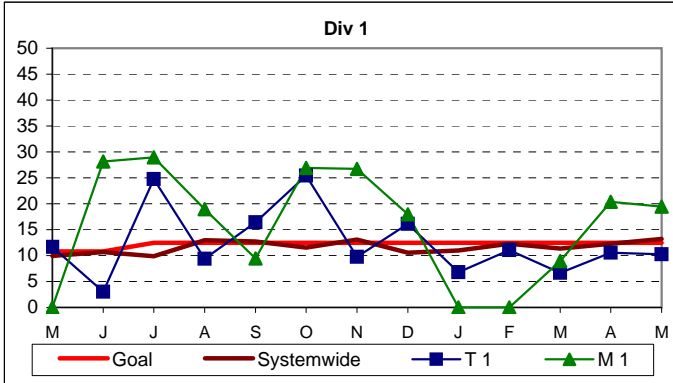


## NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS Systemwide and Bus Operating Divisions

**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.

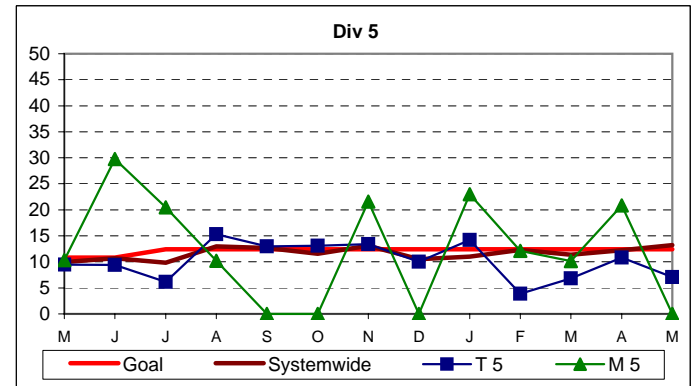
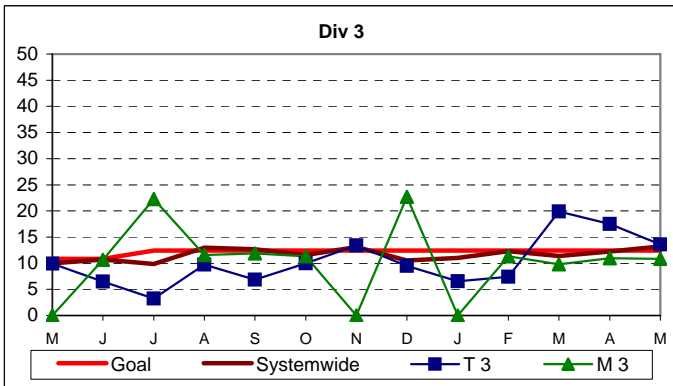
**Calculation:** New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)

One month lag in reporting.

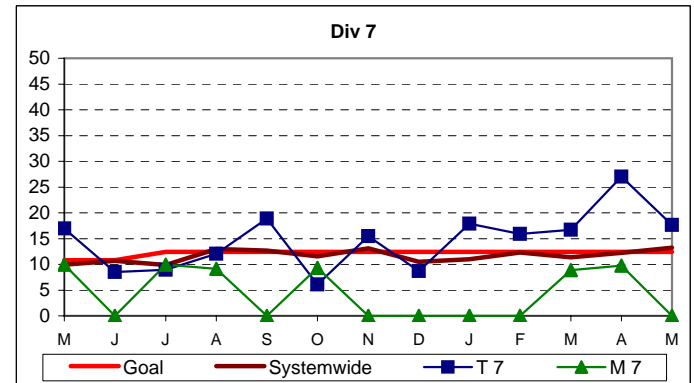
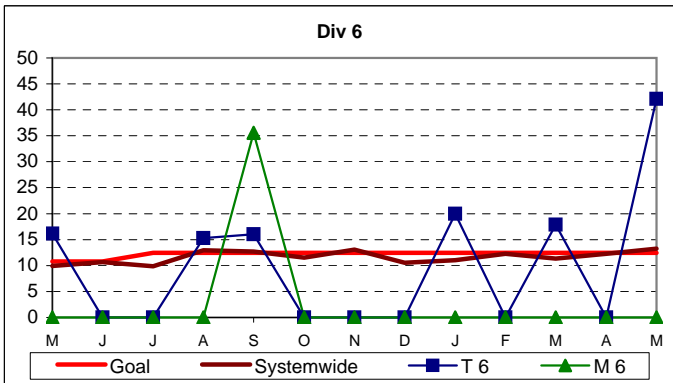


Remaining Below the Goal line is the target.

One month lag in reporting.



One month lag in reporting.

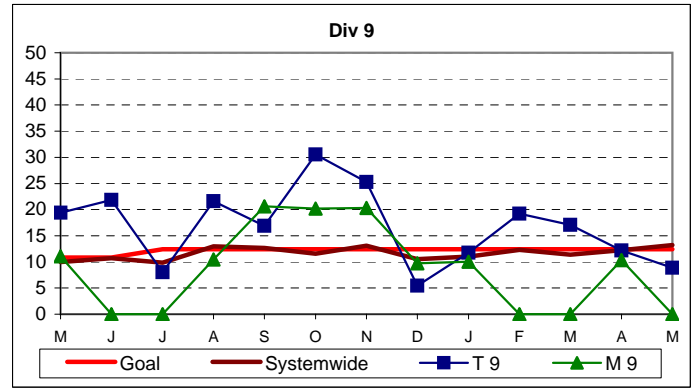
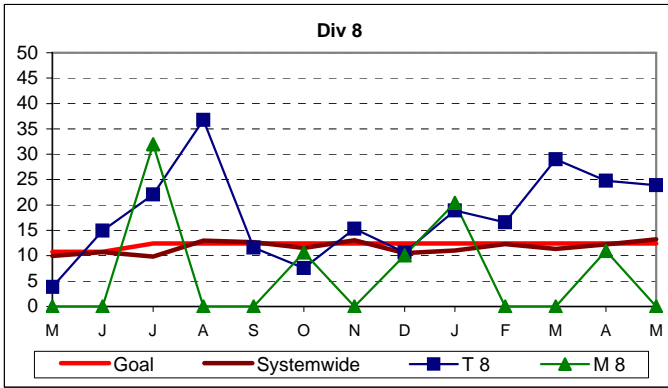




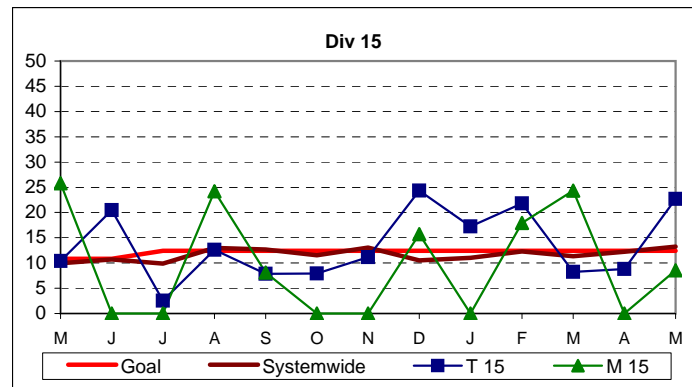
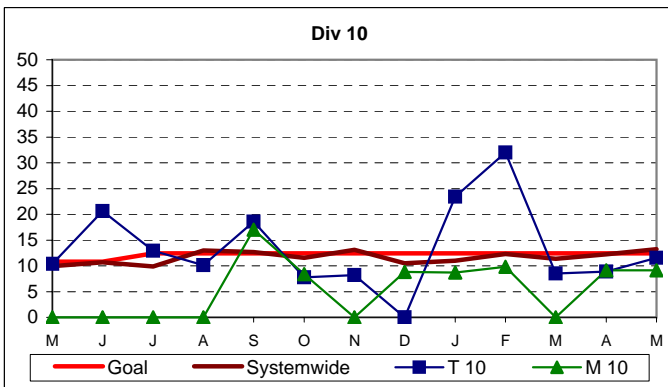
**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS - Continued**

Remaining Below the Goal line is the target.

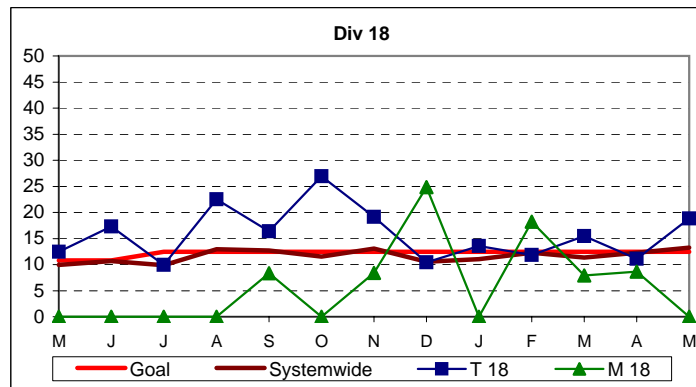
One month lag in reporting.



One month lag in reporting.



One month lag in reporting.



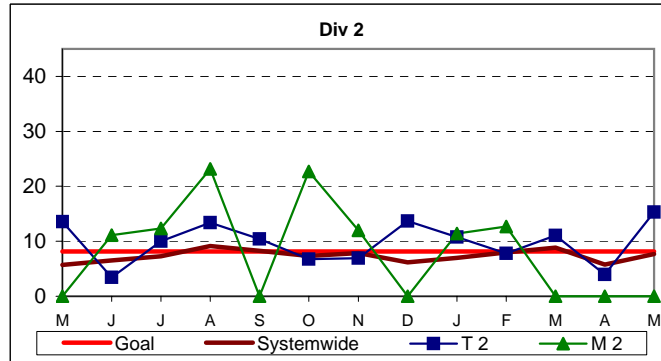
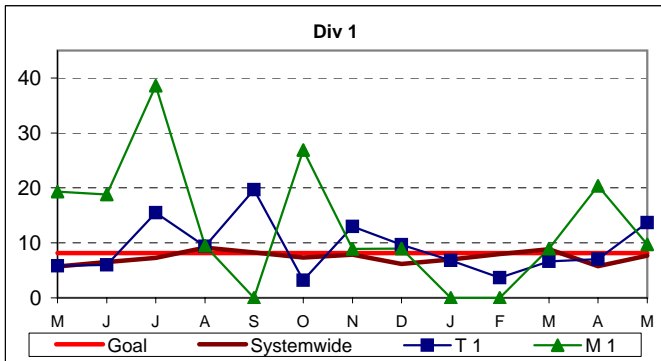
## OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS

### 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.

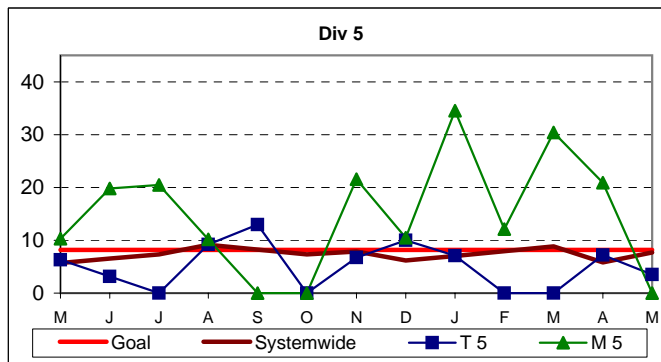
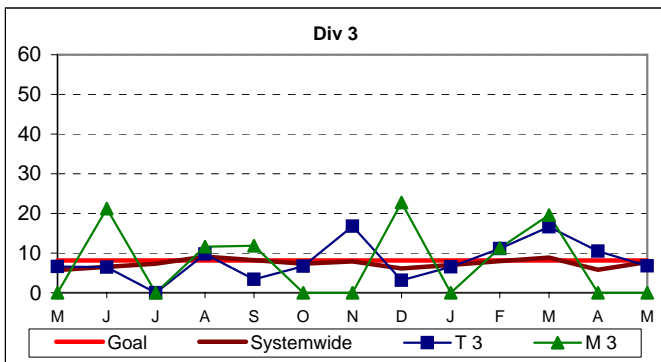
**Calculation:** New OSHA Injuries filed per 200,000 Exposure Hours = New Injuries / (Exposure Hours/200,000)

One month lag in reporting.

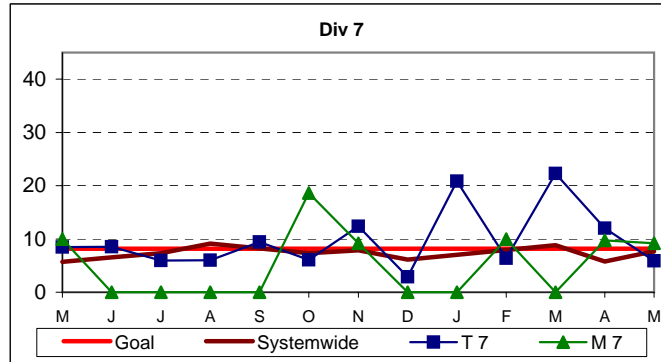
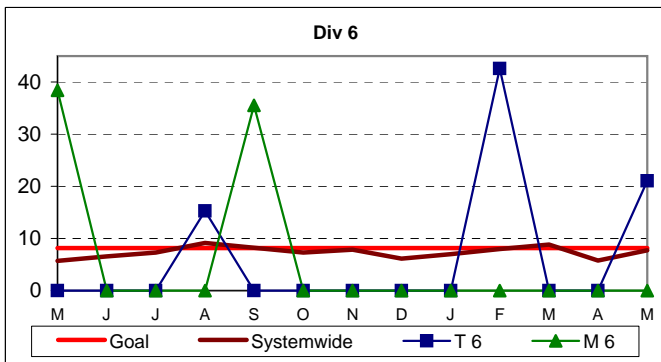


Remaining Below the Goal line is the target.

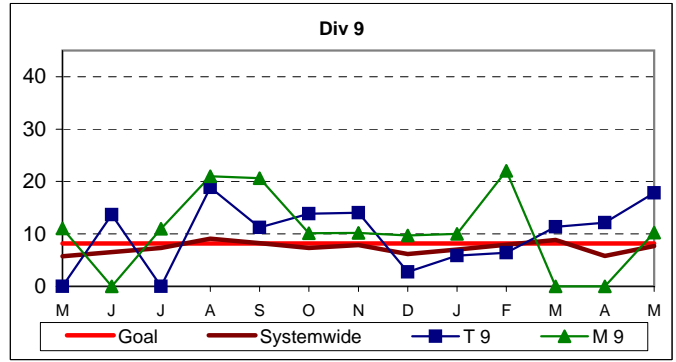
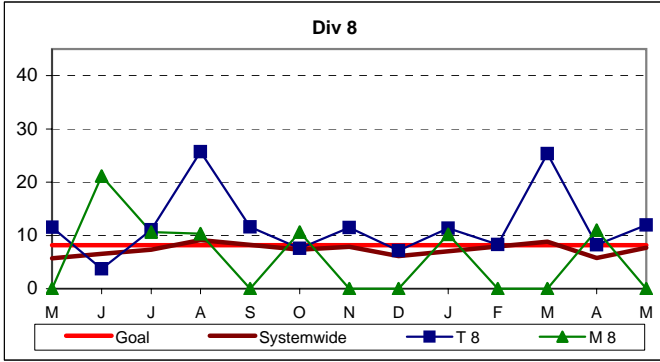
One month lag in reporting.



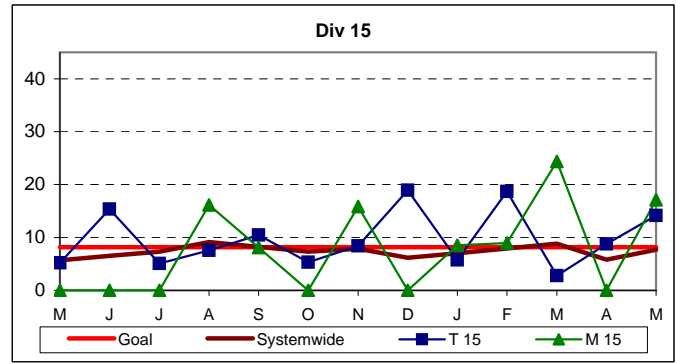
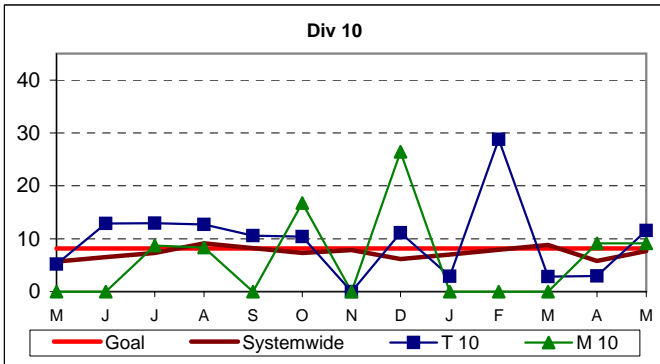
One month lag in reporting.



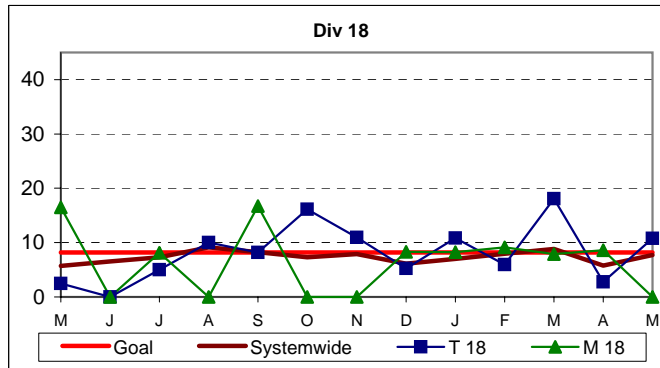
One month lag in reporting.



One month lag in reporting.



One month lag in reporting.



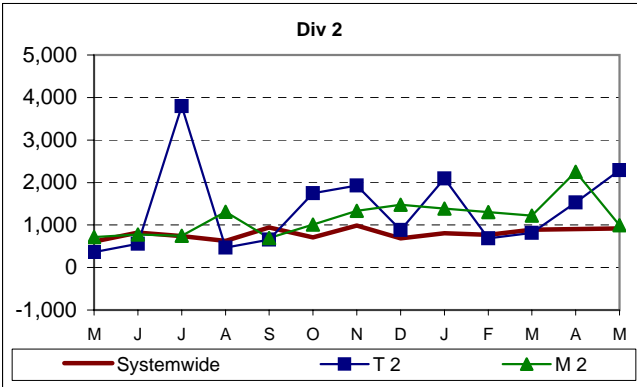
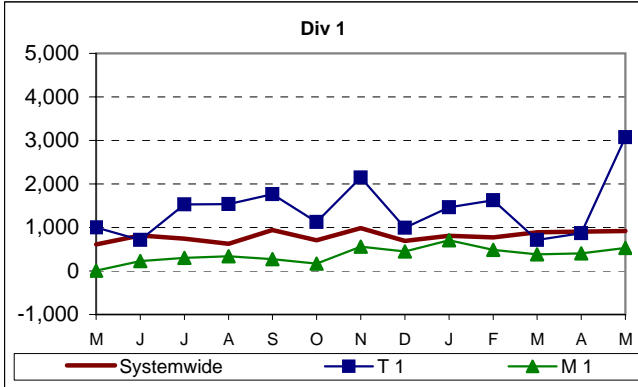
## NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS

### 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.

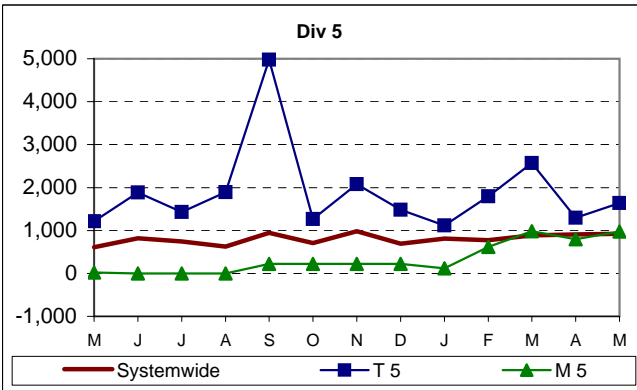
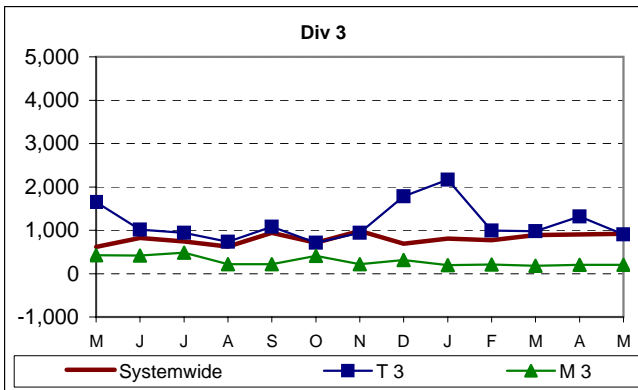
**Calculation :** (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number of Exposure Hours / 200,000)

One month lag in reporting.

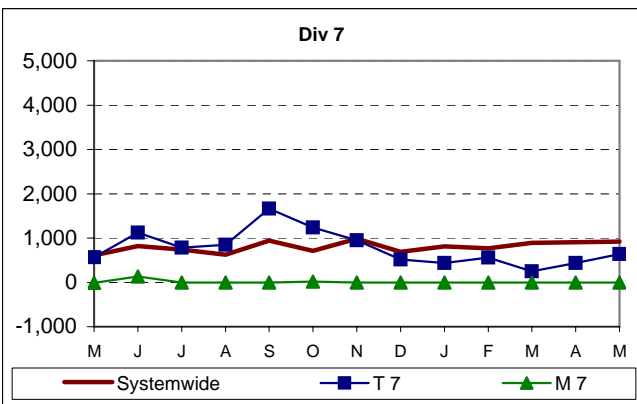
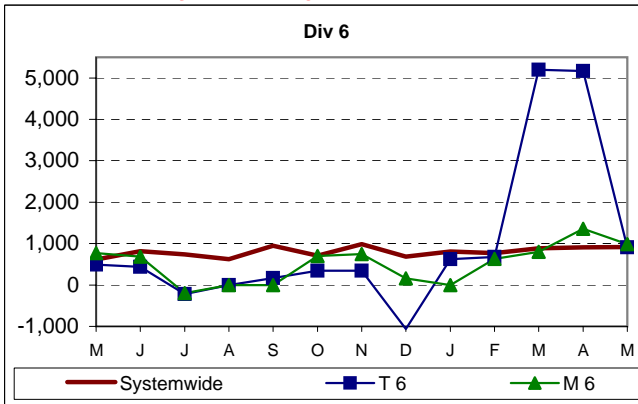


Lower is better.

One month lag in reporting.

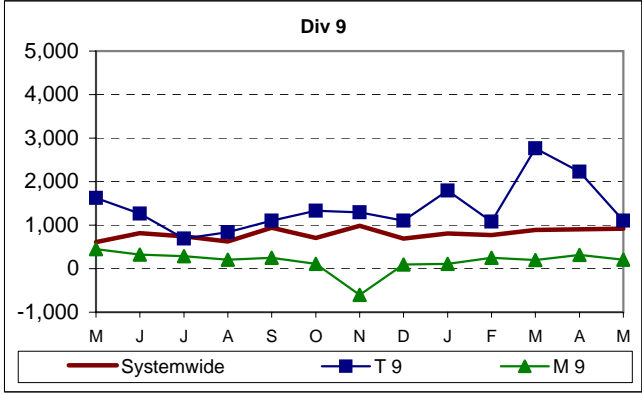
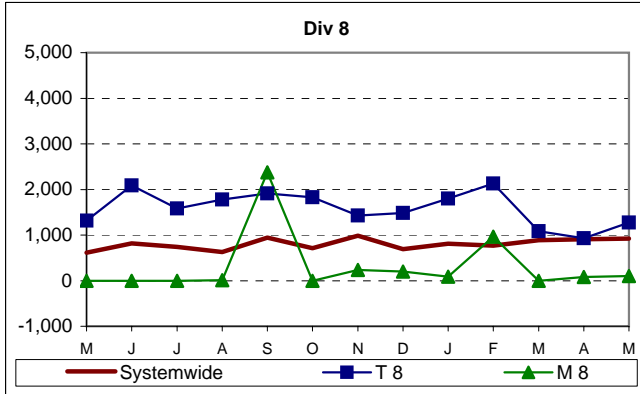


One month lag in reporting.



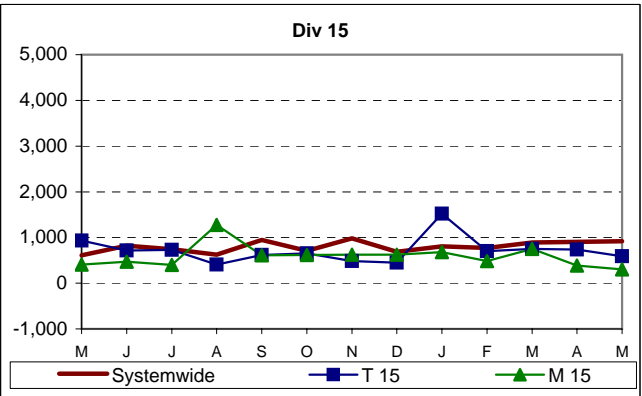
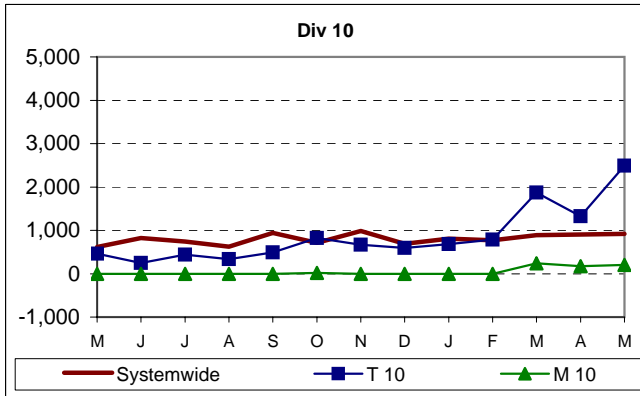
NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS - Continued

One month lag in reporting.

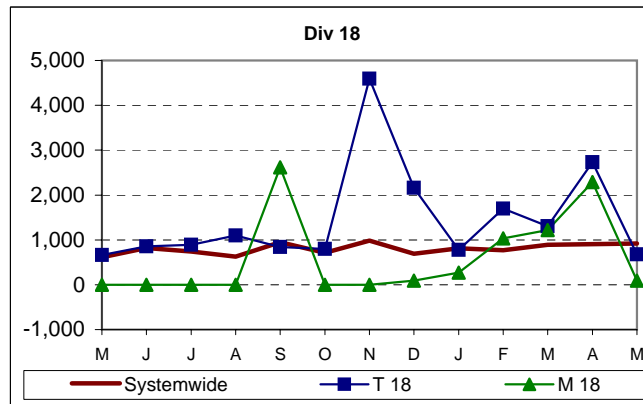


Lower is better.

One month lag in reporting.



One month lag in reporting.



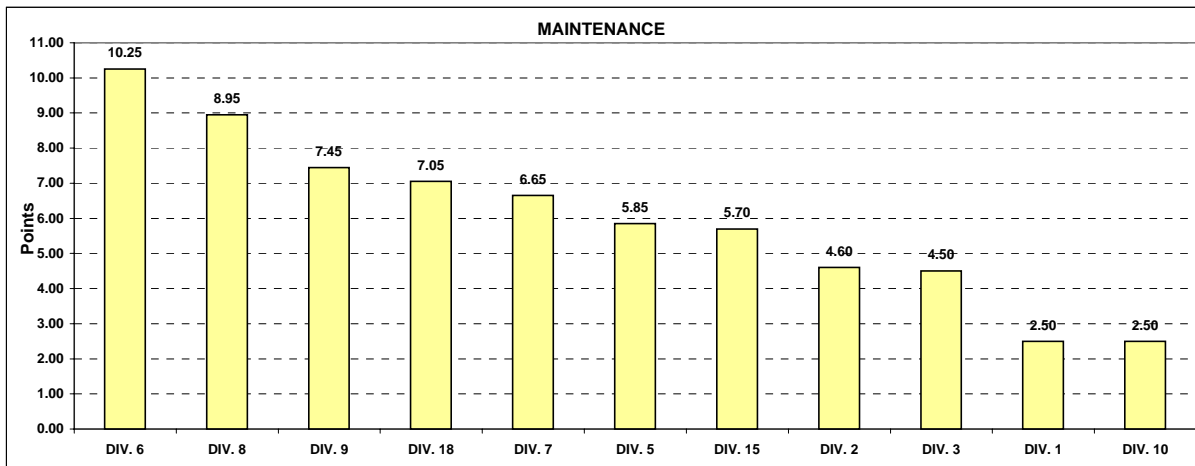
**"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM**

**Monthly Calculations - June 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	<b>50%</b>	1656.3	2016.2	2404.3	1992.0	5826.2	2158.4	5431.8	4252.1	1548.6	3009.1	2416.3
Points		2	4	6	3	11	5	10	9	1	8	7
Attendance	<b>20%</b>	0.98367	0.99073	0.97522	0.98976	0.99503	0.98931	0.98606	0.97408	0.98122	0.97004	0.98140
Points		6	10	3	9	11	8	7	2	4	1	5
New WC Claims /200,000 Exp Hrs*	<b>30%</b>	19.4359	11.1926	10.8293	0.0000	0.0000	0.0000	0.0000	0.0000	9.1041	8.5529	0.0000
Points		1	2	3	8.5	8.5	8.5	8.5	8.5	4	5	8.5
<b>Totals</b>		<b>2.50</b>	<b>4.60</b>	<b>4.50</b>	<b>5.85</b>	<b>10.25</b>	<b>6.65</b>	<b>8.95</b>	<b>7.45</b>	<b>2.50</b>	<b>5.70</b>	<b>7.05</b>
<b>FINAL Maintenance Division Ranking (Sorted)</b>												
<b>RANKING</b>	<b>DIV.</b>	<b>DIV. 6</b>	<b>DIV. 8</b>	<b>DIV. 9</b>	<b>DIV. 18</b>	<b>DIV. 7</b>	<b>DIV. 5</b>	<b>DIV. 15</b>	<b>DIV. 2</b>	<b>DIV. 3</b>	<b>DIV. 1</b>	<b>DIV. 10</b>
	<b>Score</b>	<b>10.25</b>	<b>8.95</b>	<b>7.45</b>	<b>7.05</b>	<b>6.65</b>	<b>5.85</b>	<b>5.70</b>	<b>4.60</b>	<b>4.50</b>	<b>2.50</b>	<b>2.50</b>
	<b>Rank</b>	<b>1st</b>	<b>2nd</b>	<b>3rd</b>	<b>4th</b>	<b>5th</b>	<b>6th</b>	<b>7th</b>	<b>8th</b>	<b>9th</b>	<b>10th</b>	<b>10th</b>

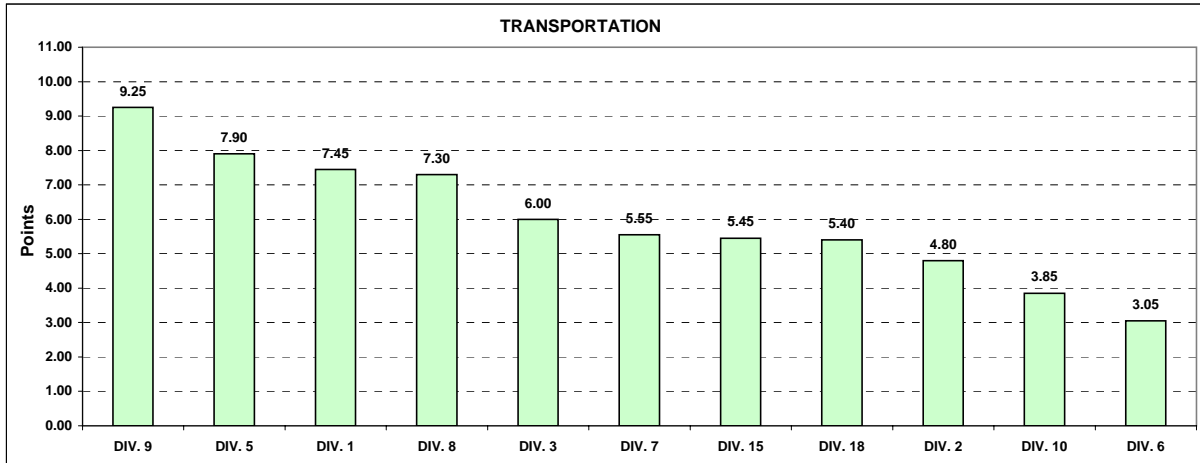


**Monthly Calculations - June 2011**  
**Metro Bus - Transportation**

**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 Points	25%	0.7992 9	0.7408 5	0.7931 8	0.7800 7	0.6903 1	0.7339 4	0.8080 11	0.7994 10	0.7098 2	0.7783 6	0.7319 3
Miles Between Total Road Calls Points	10%	1656.3027 2	2016.1726 4	2404.3028 6	1991.9618 3	5826.1810 11	2158.3747 5	5431.8385 10	4252.0537 9	1548.5517 1	3009.1091 8	2416.3036 7
Accident Rate Points	25%	3.6814 5	3.7602 4	4.7365 3	3.6093 7	5.7213 1	3.6283 6	2.4075 10	1.7421 11	5.0563 2	2.9227 8	2.6666 9
Complaints/100K Boardings Points	15%	1.7671 10	1.6816 11	2.4151 6	1.9985 9	2.2713 8	2.4019 7	3.0395 2	2.9373 4	2.5166 5	3.4298 1	2.9934 3
New WC Claims /200,000 Exp Hrs* Points	25%	10.2651 9	30.6094 2	13.5679 7	7.0759 11	42.1025 1	17.6640 6	23.9146 3	8.9045 10	11.5537 8	22.6923 4	18.8411 5
<b>Totals</b>		<b>7.45</b>	<b>4.80</b>	<b>6.00</b>	<b>7.90</b>	<b>3.05</b>	<b>5.55</b>	<b>7.30</b>	<b>9.25</b>	<b>3.85</b>	<b>5.45</b>	<b>5.40</b>
<b>FINAL Transportation Division Ranking (Sorted)</b>												
<b>RANKING</b>	<b>DIV.</b>	<b>DIV. 9</b>	<b>DIV. 5</b>	<b>DIV. 1</b>	<b>DIV. 8</b>	<b>DIV. 3</b>	<b>DIV. 7</b>	<b>DIV. 15</b>	<b>DIV. 18</b>	<b>DIV. 2</b>	<b>DIV. 10</b>	<b>DIV. 6</b>
	<b>Score</b>	9.25	7.90	7.45	7.30	6.00	5.55	5.45	5.40	4.80	3.85	3.05
	<b>Rank</b>	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



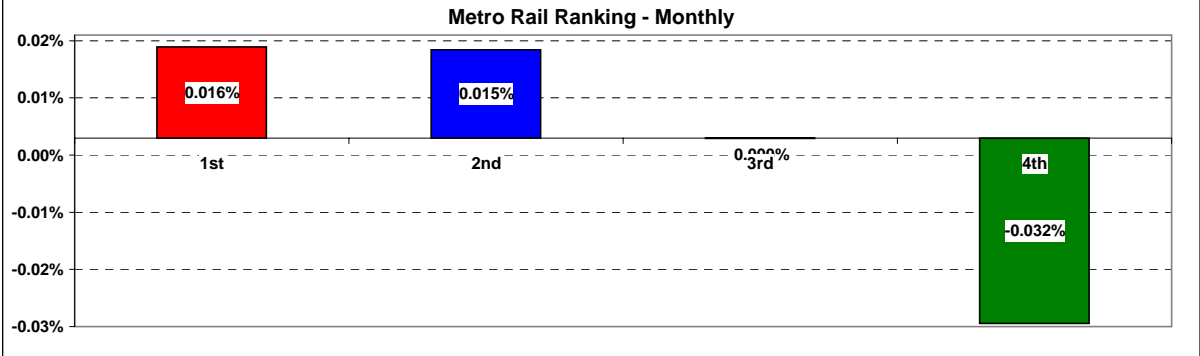
**Monthly Calculations - June 2011**  
**Metro Rail**

**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 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		
	Jun-10	Jun-11	Yearly Improvement	Jun-10	Jun-11	Yearly Improvement	Jun-10	Jun-11	Yearly Improvement	Jun-10	Jun-11	Yearly Improvement
<b>Wayside Availability</b>												
Track	100.00%	100.00%	0.00%	99.99%	100.00%	0.01%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Signal	100.00%	100.00%	0.00%	99.97%	100.00%	0.03%	99.99%	99.85%	-0.14%	100.00%	100.00%	0.00%
Power	100.00%	100.00%	0.00%	99.99%	100.00%	0.01%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
<b>Wayside Performance</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0.000%</b>	<b>99.98%</b>	<b>100.00%</b>	<b>0.018%</b>	<b>100.00%</b>	<b>99.95%</b>	<b>-0.047%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0.000%</b>
<b>Vehicle Performance</b>												
Vehicle Svc. Performance	99.96%	99.97%	0.010%	100.00%	99.98%	-0.016%	99.91%	99.95%	0.040%	99.95%	100.00%	0.047%
<b>Rail Transportation Operations &amp; Control Performance</b>												
Operations & Control Perf.	99.96%	99.98%	0.021%	100.00%	100.00%	0.000%	100.00%	99.99%	-0.015%	100.00%	100.00%	0.000%
<b>In-Service Performance</b>												
Available RH Delivered	99.92%	99.95%	0.031%	99.92%	99.98%	0.062%	99.90%	99.79%	-0.108%	99.94%	99.90%	-0.048%
<b>Total Rail Line Performance</b>	<b>99.96%</b>	<b>99.98%</b>	<b>0.015%</b>	<b>99.97%</b>	<b>99.99%</b>	<b>0.016%</b>	<b>99.95%</b>	<b>99.92%</b>	<b>-0.032%</b>	<b>99.97%</b>	<b>99.97%</b>	<b>0.000%</b>

Metro Rail Final Ranking (Sorted)				
Rail Line	RED	BLUE	GOLD	GREEN
Score	0.016%	0.015%	0.000%	-0.032%
Rank	1st	2nd	3rd	4th





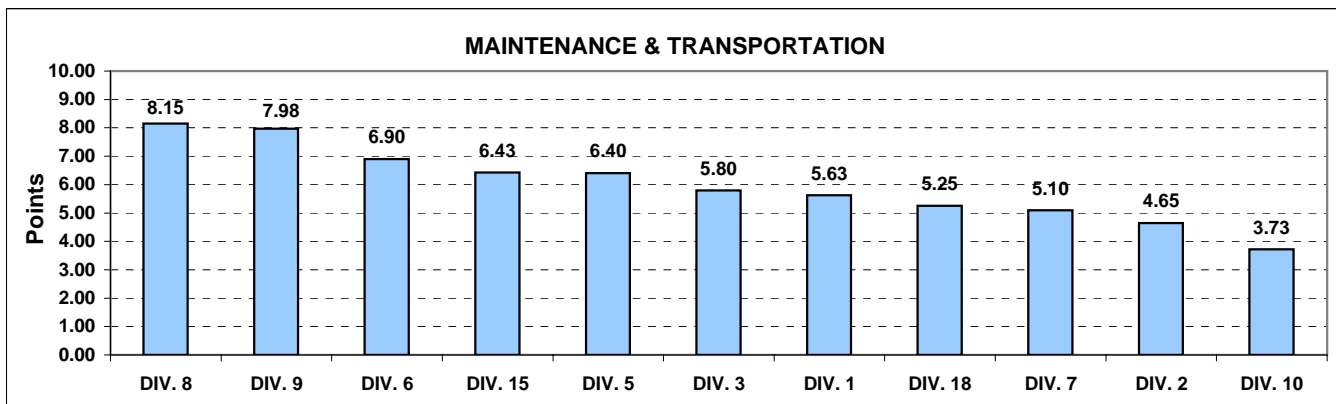
## "HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

### Quarterly Calculations: FY11 - Q4 Metro Bus - Maintenance and Transportation

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

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

Maintenance and Transportation												
Maintenance	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Total Road Calls	<b>25.0%</b>	1693	1754	2222	2188	5022	1933	5433	4167	1535	2780	2152
Points		2	3	7	6	10	4	11	9	1	8	5
Attendance	<b>10.0%</b>	0.9825	0.9850	0.9712	0.9811	0.9831	0.9923	0.9817	0.9728	0.9775	0.9785	0.9778
Points		8	10	1	6	9	11	7	2	3	5	4
Claims /200000												
Exp.Hrs	<b>15.0%</b>	15.9929	10.8671	10.5058	10.2944	0.0000	6.1833	3.5082	3.3614	5.9181	11.2935	5.4568
Points *		1	3	4	5	11	6	9	10	7	2	8
<i>* One month Lag: Mar 11 - May 11</i>												
Transportation												
In-Service On-Time Performance	<b>12.5%</b>	0.8003	0.7399	0.7880	0.7635	0.7197	0.7350	0.7998	0.7923	0.7247	0.7792	0.7260
Points		11	5	8	6	1	4	10	9	2	7	3
Miles Between Total Road Calls	<b>5.0%</b>	1693.2	1754.1	2221.7	2187.8	5022.4	1933.1	5433.4	4167.2	1534.5	2779.7	2152.0
Points		2	3	7	6	10	4	11	9	1	8	5
Accidents/100k Hub Miles	<b>12.5%</b>	3.8009	3.7474	3.0272	4.4660	6.7304	3.8821	2.9334	1.7089	4.5475	2.6836	3.3243
Points		5	6	8	3	1	4	9	11	2	10	7
Complaints/100K Boardings	<b>7.5%</b>	1.6740	1.9552	2.3651	1.7445	1.9836	2.1801	2.6694	3.1697	2.3542	2.8945	2.9606
Points		11	9	5	10	8	7	4	1	6	3	2
Claims /200000												
Exp.Hrs	<b>12.5%</b>	9.1102	21.6168	17.0144	8.2090	19.8031	20.3479	26.0115	12.7783	9.6372	13.2459	15.1869
Points *		10	2	5	11	4	3	1	8	9	7	6
<i>* One month Lag: Mar 11 - May 11</i>												
<b>Totals</b>		<b>5.63</b>	<b>4.65</b>	<b>5.80</b>	<b>6.40</b>	<b>6.90</b>	<b>5.10</b>	<b>8.15</b>	<b>7.98</b>	<b>3.73</b>	<b>6.43</b>	<b>5.25</b>
FINAL Maintenance and Transportation Division Ranking (Sorted)												
RANKING	DIV.	DIV. 8	DIV. 9	DIV. 6	DIV. 15	DIV. 5	DIV. 3	DIV. 1	DIV. 18	DIV. 7	DIV. 2	DIV. 10
	Score	8.15	7.98	6.90	6.43	6.40	5.80	5.63	5.25	5.10	4.65	3.73
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



**Quarterly Calculations: FY11 - Q4  
Metro Rail**

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

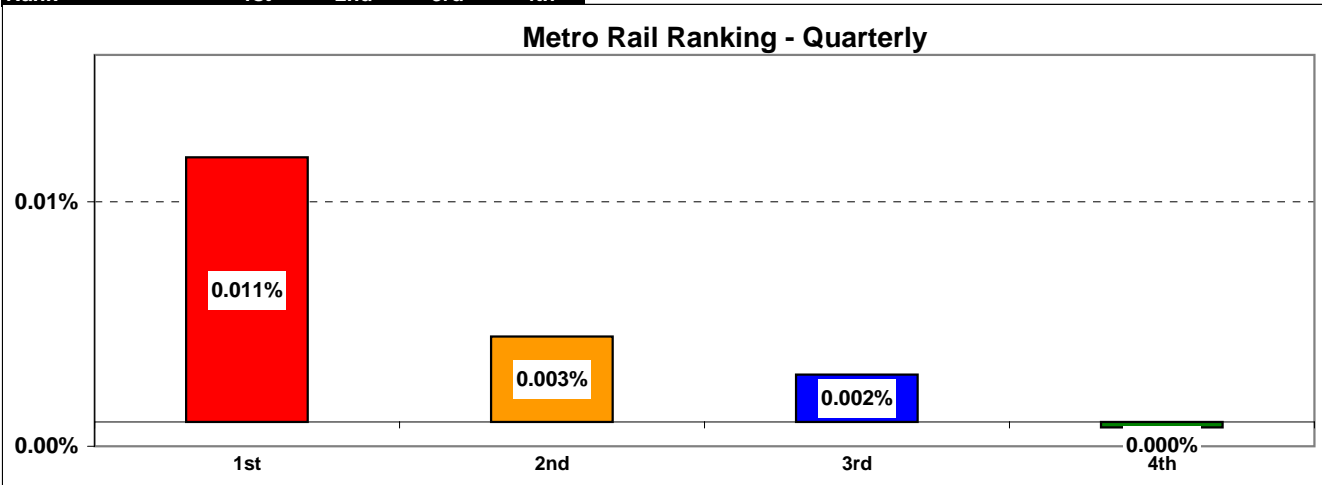
**Calculation:** Performance indicator uses Revenue Service Hours Lost due to the associated Rail Operating Problems not including the Revenue Service Hours Lost due to accidents, police, or health problems. Performance percentages for various indicators are averaged and outcomes are sorted from high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

**Improvement from Previous Year**

Overall Rail Line Performance	Metro Blue Line			Metro Red Line			Metro Green Line			Metro Gold Line		
	FY10 Q4	FY11 Q4	Yearly +/-	FY10 Q4	FY11 Q4	Yearly +/-	FY10 Q4	FY11 Q4	Yearly +/-	FY10 Q4	FY11 Q4	Yearly +/-
April	99.96%	99.95%	-0.006%	99.98%	99.99%	0.016%	99.95%	99.96%	0.015%	99.97%	99.99%	0.017%
May	99.96%	99.96%	-0.003%	99.98%	99.98%	0.000%	99.95%	99.97%	0.017%	99.97%	99.97%	-0.007%
June	99.96%	99.98%	0.015%	99.97%	99.99%	0.016%	99.95%	99.92%	-0.032%	99.97%	99.97%	0.000%
Quarterly Average	99.96%	99.96%	0.002%	99.98%	99.99%	0.011%	99.95%	99.95%	0.000%	99.97%	99.98%	0.003%

**Metro Rail Final Ranking (Sorted)**

Rail Line	RED	GOLD	BLUE	GREEN
Score	0.011%	0.003%	0.002%	0.000%
Rank	1st	2nd	3rd	4th



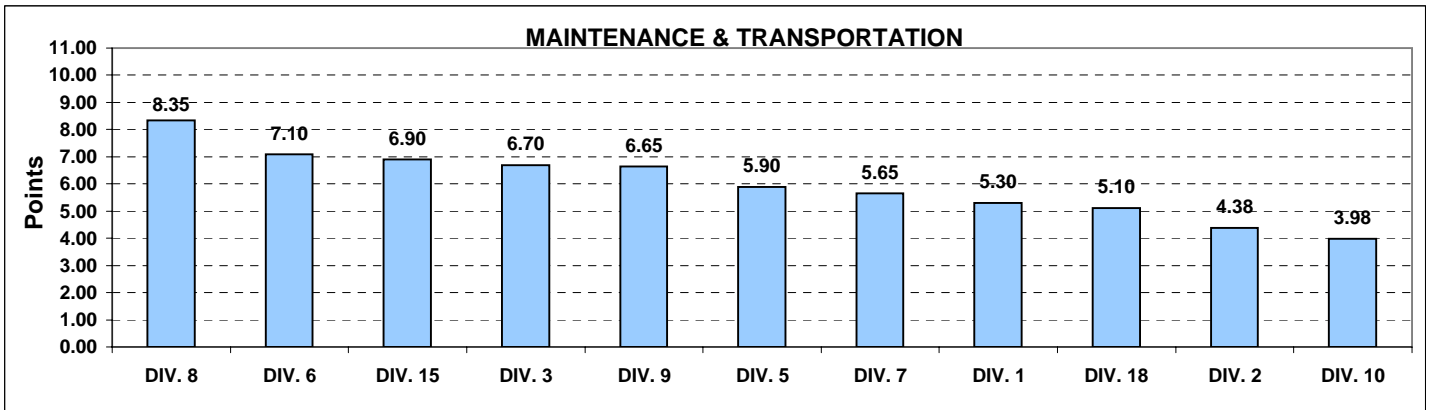
## "HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

### Yearly Calculations - FY11 Metro Bus - Maintenance and Transportation

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

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

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Total Road Calls	<b>25.0%</b>	1540	1721	1967	2053	3008	1644	4348	3489	1446	2507	1839
Points		2	4	6	7	9	3	11	10	1	8	5
Attendance	<b>10.0%</b>	0.9812	0.9804	0.9794	0.9766	0.9820	0.9831	0.9820	0.9755	0.9753	0.9763	0.9794
Points		8	7	6	4	9	11	10	2	1	3	5
New WC Claims /100 Emp	<b>15.0%</b>	17.2946	14.3503	11.0766	12.3505	3.20	3.92	7.0375	8.5763	5.8293	8.2920	6.2518
Points		1	2	4	3	11	10	7	5	9	6	8
* One month Lag: June 10 - May 11												
Transportation												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
In-Service On-Time Performance	<b>12.5%</b>	0.7885	0.7389	0.7771	0.7463	0.6928	0.7247	0.7900	0.7633	0.7193	0.7684	0.7063
Points		10	5	9	6	1	4	11	7	3	8	2
Miles Between Total Road Calls	<b>5%</b>	1539.60	1720.8	1967.2	2053.1	3007.6	1643.8	4348.3	3489.0	1445.7	2507.1	1838.7
Points		2	4	6	7	9	3	11	10	1	8	5
Accident Rate	<b>12.5%</b>	3.3764	3.5184	3.2723	4.4422	5.0555	3.8858	2.8198	1.7270	3.9261	2.8100	2.9048
Points		6	5	7	2	1	4	9	11	3	10	8
Complaints/100K Boardings	<b>7.5%</b>	1.8498	2.0200	2.5124	1.8393	3.1673	2.4002	2.8380	3.5009	2.1164	3.0079	3.4169
Points		10	9	6	11	3	7	5	1	8	4	2
New WC Claims /Emp	<b>12.5%</b>	12.5715	16.8777	10.3140	10.3499	8.741	14.449	19.3484	16.5999	13.3319	13.6591	16.1586
Points		8	2	10	9	11	5	1	3	7	6	4
* One month Lag: June 10 - May 11												
<b>Totals</b>		<b>5.30</b>	<b>4.38</b>	<b>6.70</b>	<b>5.90</b>	<b>7.10</b>	<b>5.65</b>	<b>8.35</b>	<b>6.65</b>	<b>3.98</b>	<b>6.90</b>	<b>5.10</b>
<b>FINAL RANKING</b>		<b>Maintenance and Transportation Division Ranking (Sorted)</b>										
	<b>DIV.</b>	<b>DIV. 8</b>	<b>DIV. 6</b>	<b>DIV. 15</b>	<b>DIV. 3</b>	<b>DIV. 9</b>	<b>DIV. 5</b>	<b>DIV. 7</b>	<b>DIV. 1</b>	<b>DIV. 18</b>	<b>DIV. 2</b>	<b>DIV. 10</b>
	<b>Score</b>	<b>8.35</b>	<b>7.10</b>	<b>6.90</b>	<b>6.70</b>	<b>6.65</b>	<b>5.90</b>	<b>5.65</b>	<b>5.30</b>	<b>5.10</b>	<b>4.38</b>	<b>3.98</b>
	<b>Rank</b>	<b>1st</b>	<b>2nd</b>	<b>3rd</b>	<b>4th</b>	<b>5th</b>	<b>6th</b>	<b>7th</b>	<b>8th</b>	<b>9th</b>	<b>10th</b>	<b>11th</b>



**Yearly Calculations - FY11  
Metro Rail**

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

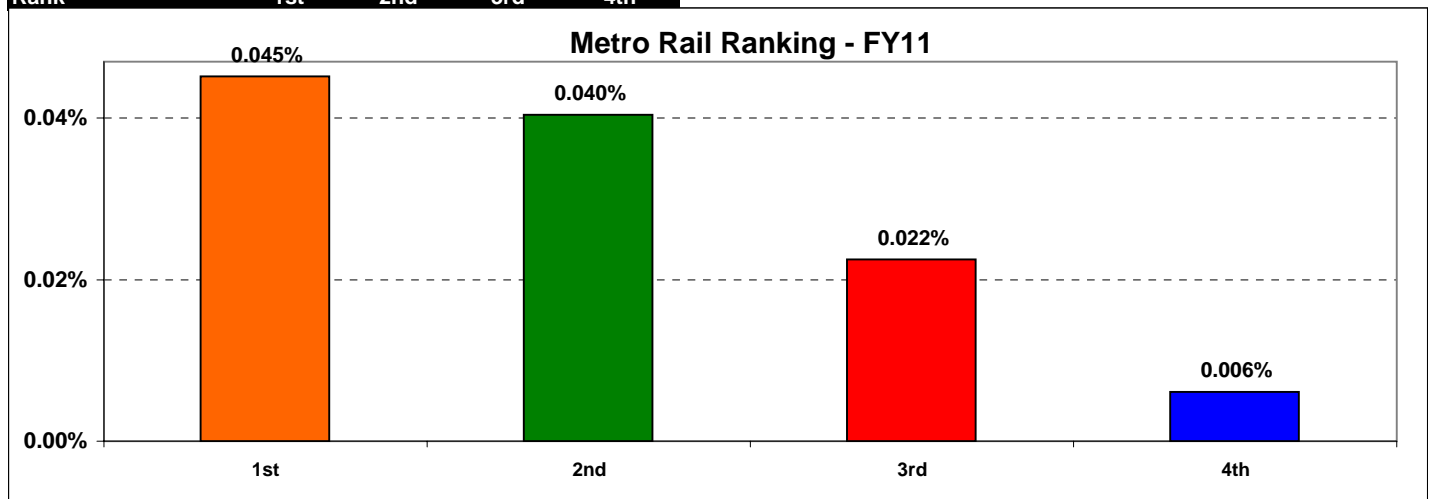
**Calculation:** Performance indicator uses Revenue Service Hours Lost due to the associated Rail Operating Problems not including the Revenue Service Hours Lost due to accidents, police, or health problems. Performance percentages for various indicators are averaged and outcomes are sorted from high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

**Improvement from Previous Year**

Overall Rail Line Performance	Metro Blue Line	Metro Red Line	Metro Green Line	Metro Gold Line
	Q1	0.023%	0.060%	0.070%
Q2	-0.001%	0.011%	0.070%	0.072%
Q3	0.001%	0.008%	0.021%	0.020%
Q4	0.002%	0.011%	0.000%	0.003%
<b>Yearly Average</b>	<b>0.006%</b>	<b>0.022%</b>	<b>0.040%</b>	<b>0.045%</b>

**Metro Rail Final Ranking (Sorted)**

Rail Line	GOLD	GREEN	RED	BLUE
Score	0.045%	0.040%	0.022%	0.006%
Rank	1st	2nd	3rd	4th



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

### Most Improved Yearly Calculations: FY10 to FY11 Metro Bus - Maintenance and Transportation

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

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

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Total Road Calls	<b>25.0%</b>	185	246	412	341	836	427	1903	571	317	760	547
Points		1	2	5	4	10	6	11	8	3	9	7
Attendance	<b>10.0%</b>	0.0024	0.0092	0.0011	-0.0010	0.0094	0.0082	0.0022	-0.0004	-0.0035	0.0128	0.0034
Points		6	9	4	2	10	8	5	3	1	11	7
New WC Claims /100 Emp	<b>15.0%</b>	4.4298	3.3408	1.8221	2.5458	-3.4190	-7.5586	2.3263	4.0669	-0.2009	-10.4223	-2.5054
Points		1	3	6	4	9	10	5	2	7	11	8
Transportation												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
In-Service On-Time Performance	<b>12.5%</b>	0.0224	-0.0335	0.0091	0.0681	0.0102	0.0408	0.0300	0.0044	0.0294	0.0222	0.0452
Points		6	1	3	11	4	9	8	2	7	5	10
Miles Between Total Road Calls	<b>5.0%</b>	185	246	412	341	836	427	1903	571	317	760	547
Points		11	10	7	8	2	6	1	4	9	3	5
Accident Rate	<b>12.5%</b>	0.3027	0.3563	-0.1174	0.0051	0.0417	0.3319	0.5296	-0.2871	-0.0948	0.1382	0.2910
Points		4	2	10	8	7	3	1	11	9	6	5
Complaints/100K Boardings	<b>7.5%</b>	-0.0384	0.1523	-0.1378	-0.0640	0.3099	-0.1642	-0.1506	0.2950	0.0368	0.0236	-0.7747
Points		6	3	8	7	1	10	9	2	4	5	11
New WC Claims /Emp	<b>12.5%</b>	-0.2341	3.0611	1.4473	-6.1057	2.3143	4.9899	5.7881	5.8992	1.7262	1.1326	4.6604
Points		10	5	8	11	6	3	2	1	7	9	4
<b>Totals</b>		<b>4.50</b>	<b>3.58</b>	<b>6.13</b>	<b>6.48</b>	<b>7.15</b>	<b>6.73</b>	<b>6.10</b>	<b>4.70</b>	<b>5.53</b>	<b>8.03</b>	<b>7.10</b>
Maintenance and Transportation Division Ranking (Sorted)												
FINAL RANKING	DIV.	DIV. 15	DIV. 6	DIV. 18	DIV. 7	DIV. 5	DIV. 3	DIV. 8	DIV. 10	DIV. 9	DIV. 1	DIV. 2
	Score	8.03	7.15	7.10	6.73	6.48	6.13	6.10	5.53	4.70	4.50	3.58
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th

