

AUG 2012

METRO OPERATIONS  
MONTHLY PERFORMANCE  
REPORT



## Table of Contents

	Page
<b>Bus Overview</b>	<b>3</b>
<b>Bus Service Performance Systemwide</b>	<b>6</b>
In-Service On-Time Performance	
Scheduled Revenue Service Hours Delivered	
<b>Bus Maintenance Performance</b>	<b>10</b>
Mean Miles Between Chargeable Mechanical Failures	
Past Due Critical Preventive Maintenance Program	
<b>Attendance</b>	<b>14</b>
Maintenance Attendance	
<b>Bus Cleanliness</b>	<b>15</b>
<b>Rail Performance</b>	<b>18</b>
On-time Service	
In-Service On-Time Performance	
Schedule Revenue Service Hours Delivered	
Mean Miles Between Chargeable Mechanical Failures	
<b>Safety Performance</b>	<b>24</b>
Bus Accidents per 100,000 Hub Miles	
Bus Passenger Accidents per 100,000 Boardings	
Rail Accidents per 100,000 Revenue Train Miles	
Rail Passenger Accidents per 100,000 Boardings	
OSHA Injuries per 200,000 Exposure Hours	
Lost Work Days Paid per 200,000 Exposure Hours	
<b>Customer Satisfaction</b>	<b>32</b>
Complaints per 100,000 Boardings	
<b>New Workers' Compensation Claims</b>	<b>34</b>
New Workers' Compensation Claims per 200,000 Exposure Hours	
OSHA Injuries Filed per 200,000 Exposure Hours	
Number of Lost Work Days Paid per 200,000 Exposure Hours	
<b>"How You Doin'?" Incentive Program</b>	<b>41</b>
Monthly Metro Bus & Metro Rail	

## Metro Bus Systemwide and Division Scorecard Overview

Metro Bus has eleven Metro operating divisions: Division 1 and 2, both operating out of the downtown Los Angeles area; Division 3 in 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	FY10	FY11	FY12	FY13 Target	FY13 YTD	FYTD Status	Jun Month	Jul Month	Aug Month
<b>Bus Systemwide</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	3,222	3,523	3,759	3,900	3,557	◇	4,025	3,669	3,457
No. of unaddressed road calls	305	125	47		4		1	1	3
Mean Miles Between Total Road Calls (MMBTRC) **	1,566	2,052	2,292	2,400	2,347	◇	2,625	2,461	2,247
In-Service On-time Performance ***	72.33%	75.17%	76.54%	80.00%	78.29%	◇	76.50%	79.91%	76.73%
Bus Traffic Accidents Per 100,000 Miles *	3.08	3.23	3.72	3.10	3.86	◇	4.13	3.81	3.89
Number of "482 alleged accidents"	245	232	248		44	◇	21	20	24
Complaints per 100,000 Boardings	2.61	2.53	3.14	2.20	3.48	■	3.34	3.34	3.60
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	10.36	13.43	14.72	12.50	Jul YTD 16.26	◇	May 13.20	Jun 14.30	Jul 16.26
* Data reflects updated data for each month.									
<b>Division 1</b>									
MMBMF	2,831	2,609	3,143	3,900	2,917	◇	3,384	2,940	2,896
No. of unaddressed road calls	36	3	1		0		0	0	0
MMBTRC	1,354	1,540	1,823	2,400	1,748	◇	1,950	1,878	1,639
In-Service On-time Performance	76.61%	78.85%	80.10%	80.00%	82.20%	●	80.10%	83.00%	81.41%
Bus Traffic Accidents Per 100,000 Miles *	3.07	3.42	3.77	3.10	5.07	■	5.76	5.39	4.76
Number of "482 alleged accidents"	49	30	19		7	■	3	4	3
Complaints per 100,000 Boardings	1.89	1.85	2.09	2.20	2.38	◇	2.94	2.40	2.36
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	12.52	14.10	13.98	12.50	Jul YTD 15.83	◇	May 17.69	Jun 21.08	Jul 15.83
* Data reflects updated data for each month.									
<b>Division 2</b>									
MMBMF	2,714	3,378	3,280	3,900	3,843	◇	3,219	3,128	2,614
No. of unaddressed road calls	29	8	6		4		1	1	3
MMBTRC	1,475	1,721	1,834	2,400	1,899	◇	2,032	2,134	1,716
In-Service On-time Performance	77.24%	73.89%	74.22%	80.00%	75.82%	◇	74.31%	78.19%	73.61%
Bus Traffic Accidents Per 100,000 Miles *	3.16	3.56	4.33	3.10	5.05	■	3.59	4.41	5.67
Number of "482 alleged accidents"	23	21	25		3	■	1	1	2
Complaints per 100,000 Boardings	1.87	2.02	2.28	2.20	2.06	●	2.16	1.86	2.25
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	12.93	16.86	14.34	12.50	Jul YTD 11.43	◇	May 13.82	Jun 20.27	Jul 11.43
* Data reflects updated data for each month.									
<b>Division 3</b>									
MMBMF	2,770	2,909	2,975	3,900	3,133	◇	3,796	3,374	2,931
No. of unaddressed road calls	24	7	2		0		0	0	0
MMBTRC	1,555	1,967	2,195	2,400	2,347	●	2,618	2,461	2,246
In-Service On-time Performance	76.81%	77.71%	77.83%	80.00%	78.90%	◇	76.97%	80.39%	77.48%
Bus Traffic Accidents Per 100,000 Miles *	3.39	3.28	3.27	3.10	4.29	◇	3.59	4.94	3.67
Number of "482 alleged accidents"	0	0	26		5	◇	3	3	2
Complaints per 100,000 Boardings	2.65	2.51	3.14	2.20	3.42	■	3.40	3.26	3.56
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	8.84	11.61	14.38	12.50	Jul YTD 19.55	■	May 7.74	Jun 5.49	Jul 19.55
* Data reflects updated data for each month.									

Measurement	FY10	FY11	FY12	FY13 Target	FY13 YTD	FYTD Status	Jun Month	Jul Month	Aug Month
<b>Division 5</b>									
MMBMF	3,493	3,643	3,141	3,900	3,033	◊	3,536	3,205	2,887
No. of unaddressed road calls	4	2	2		0		0	0	0
MMBTRC	1,712	2,053	1,771	2,400	1,925	◊	2,132	2,022	1,842
In-Service On-time Performance	67.82%	74.63%	78.30%	80.00%	79.08%	◊	78.13%	80.99%	77.23%
Bus Traffic Accidents Per 100,000 Miles *	4.44	4.42	5.64	3.10	4.55	■	5.84	3.37	5.66
Number of "482 alleged accidents"	30	24	28		6		3	1	5
Complaints per 100,000 Boardings	1.90	1.84	2.00	2.20	2.14	●	2.20	2.06	2.22
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	14.78	12.43	13.50	12.50	Jul YTD 35.97	■	May 13.92	Jun 14.26	Jul 35.97
* Data reflects updated data for each month.									
<b>Division 6</b>									
MMBMF	7,816	11,021	12,999	3,900	14,265	●	12,377	12,494	16,390
No. of unaddressed road calls	8	1	0		0		0	0	0
MMBTRC	2,172	3,008	3,849	2,400	5,062	●	5,626	5,355	4,821
In-Service On-time Performance	68.27%	69.28%	78.44%	80.00%	77.37%	◊	75.83%	76.14%	78.78%
Bus Traffic Accidents Per 100,000 Miles *	5.01	5.06	7.54	3.10	5.74	■	8.08	8.00	3.66
Number of "482 alleged accidents"	4	7	3		0		1	0	0
Complaints per 100,000 Boardings	2.86	3.17	2.52	2.20	1.83	●	3.55	1.98	1.71
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	5.95	8.26	9.69	12.50	Jul YTD 24.18	■	May 0.00	Jun 26.26	Jul 24.18
* Data reflects updated data for each month.									
<b>Division 7</b>									
MMBMF	2,997	3,106	3,611	3,900	3,301	◊	3,612	3,251	3,350
No. of unaddressed road calls	101	18	6		0		0	0	0
MMBTRC	1,217	1,644	1,859	2,400	2,003	◊	2,092	2,096	1,919
In-Service On-time Performance	68.38%	72.47%	73.15%	80.00%	73.15%	◊	72.77%	74.92%	71.50%
Bus Traffic Accidents Per 100,000 Miles *	3.55	3.85	4.32	3.10	4.21	◊	6.42	4.27	4.15
Number of "482 alleged accidents"	52	47	48		4		2	1	3
Complaints per 100,000 Boardings	2.56	2.40	3.28	2.20	3.74	■	2.94	3.73	3.74
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	9.64	13.04	11.53	12.50	Jul YTD 11.03	●	May 6.53	Jun 11.22	Jul 11.03
* Data reflects updated data for each month.									
<b>Division 8</b>									
MMBCMF	4,596	6,600	6,518	3,900	5,870	●	6,245	5,990	5,760
No. of unaddressed road calls	0	0	2		0		0	0	0
MMBTRC	2,445	4,348	4,924	2,400	4,195	●	5,251	4,737	3,783
In-Service On-time Performance	75.99%	79.00%	78.72%	80.00%	81.78%	●	80.04%	83.42%	80.21%
Bus Traffic Accidents Per 100,000 Miles *	2.29	2.87	2.78	3.10	2.49	●	3.32	2.48	2.50
Number of "482 alleged accidents"	17	7	9		3		0	1	2
Complaints per 100,000 Boardings	2.97	2.84	3.57	2.20	3.88	■	4.41	3.65	4.10
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	11.20	17.35	21.17	12.50	Jul YTD 8.62	●	May 29.05	Jun 23.36	Jul 8.62
* Data reflects updated data for each month.									
<b>Division 9</b>									
MMBMF	4,673	5,126	5,281	3,900	5,609	●	5,463	6,167	5,170
No. of unaddressed road calls	66	11	11		0		0	0	0
MMBTRC	2,918	3,489	3,879	2,400	4,532	●	5,304	4,921	4,220
In-Service On-time Performance	75.89%	76.33%	76.83%	80.00%	79.44%	◊	76.90%	80.60%	78.35%
Bus Traffic Accidents Per 100,000 Miles *	2.01	1.81	2.10	3.10	2.93	●	2.08	2.92	2.94
Number of "482 alleged accidents"	3	20	10		6		2	4	2
Complaints per 100,000 Boardings	3.21	3.50	4.55	2.20	6.68	■	4.75	6.66	6.70
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	10.03	15.30	15.10	12.50	Jul YTD 24.97	■	May 11.00	Jun 6.90	Jul 24.97
* Data reflects updated data for each month.									

Measurement	FY10	FY11	FY12	FY13 Target	FY13 YTD	FYTD Status	Jun Month	Jul Month	Aug Month
<b>Division 10</b>									
MMBMF	2,594	2,392	2,653	3,900	2,605		2,778	2,841	2,409
No. of unaddressed road calls	11	58	11		0		0	0	0
MMBTRC	1,129	1,446	1,727	2,400	1,777		1,961	1,797	1,757
In-Service On-time Performance	68.98%	71.93%	73.42%	80.00%	73.15%		71.20%	74.72%	71.61%
Bus Traffic Accidents Per 100,000 Miles *	4.02	3.93	4.27	3.10	4.40		3.29	3.94	4.85
Number of "482 accidents"	33	41	30		4		2	2	2
Complaints per 100,000 Boardings	2.08	2.12	2.74	2.20	3.04		2.89	2.73	3.34
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	10.76	10.58	12.38	12.50	Jul YTD 9.70		May 10.94	Jun 13.94	Jul 9.70
* Data reflects updated data for each month.									
<b>Division 15</b>									
MMBCMF	3,357	4,097	4,459	3,900	3,625		4,659	3,478	3,778
No. of unaddressed road calls	6	0	0		0		0	0	0
MMBTRC	1,747	2,507	2,898	2,400	2,550		3,168	2,483	2,618
In-Service On-time Performance	74.62%	76.84%	76.95%	80.00%	79.65%		78.14%	81.60%	77.77%
Bus Traffic Accidents Per 100,000 Miles *	2.67	2.84	3.11	3.10	3.36		3.71	3.03	3.69
Number of "482 alleged accidents"	15	19	19		0		2	0	0
Complaints per 100,000 Boardings	2.98	3.01	3.77	2.20	3.54		3.65	3.28	3.78
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	14.11	11.73	15.53	12.50	Jul YTD 9.11		May 10.60	Jun 15.95	Jul 9.11
* Data reflects updated data for each month.									
<b>Division 18</b>									
MMBCMF	2,917	3,506	4,183	3,900	3,828		4,668	3,755	3,901
No. of unaddressed road calls	20	17	6		0		0	0	0
MMBTRC	1,292	1,839	2,203	2,400	2,177		2,473	2,265	2,099
In-Service On-time Performance	66.12%	70.63%	75.32%	80.00%	77.47%		74.96%	79.15%	75.85%
Bus Traffic Accidents Per 100,000 Miles *	2.67	3.32	4.25	3.10	3.19		4.37	3.76	2.64
Number of "482 alleged accidents"	19	16	31		6		2	3	3
Complaints per 100,000 Boardings	4.19	3.42	4.19	2.20	4.24		4.40	4.06	4.40
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	11.06	13.65	16.51	12.50	Jul YTD 16.80		May 15.42	Jun 12.35	Jul 16.80

\* Data reflects updated data for each month.

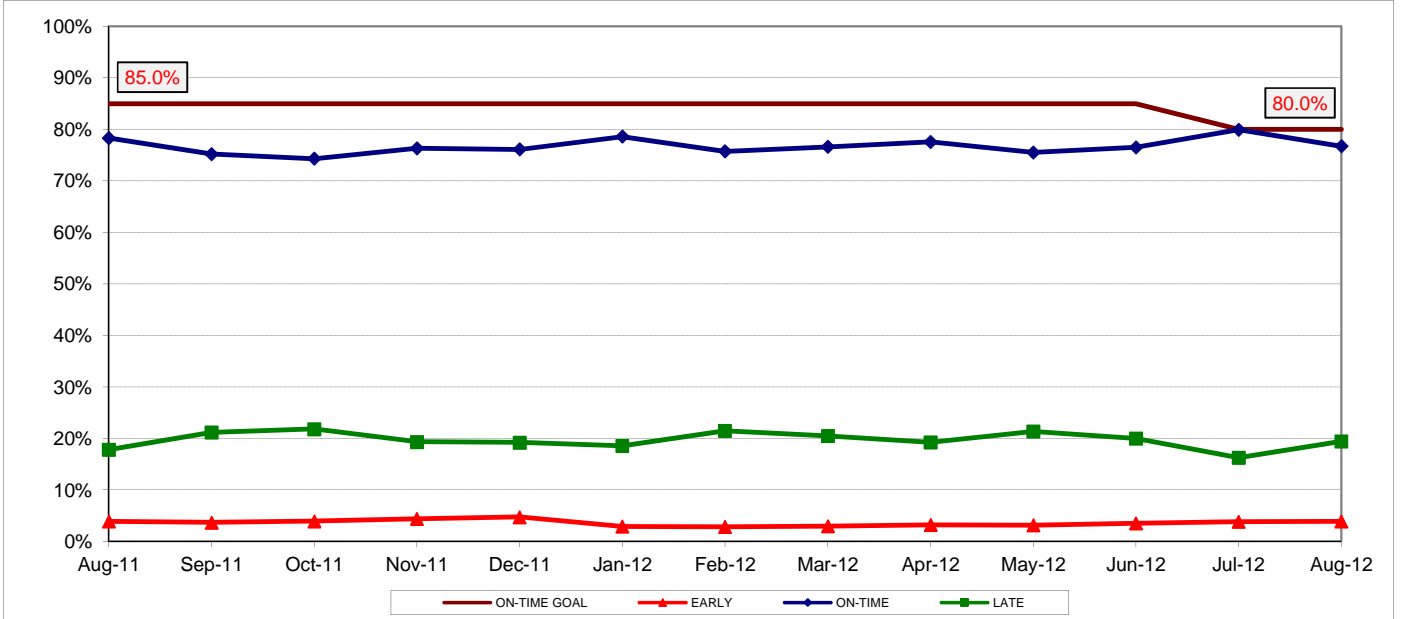
- Green - High probability of achieving the target (on track). Meets Target at 100% or better.
- Yellow - Uncertain if the target will be achieved -- slight problems, delays or management issues. Falls below Target 70 - 99%.
- Red - High probability that the target will not be achieved -- significant problems and/or delays. Falls below Target >70%.

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

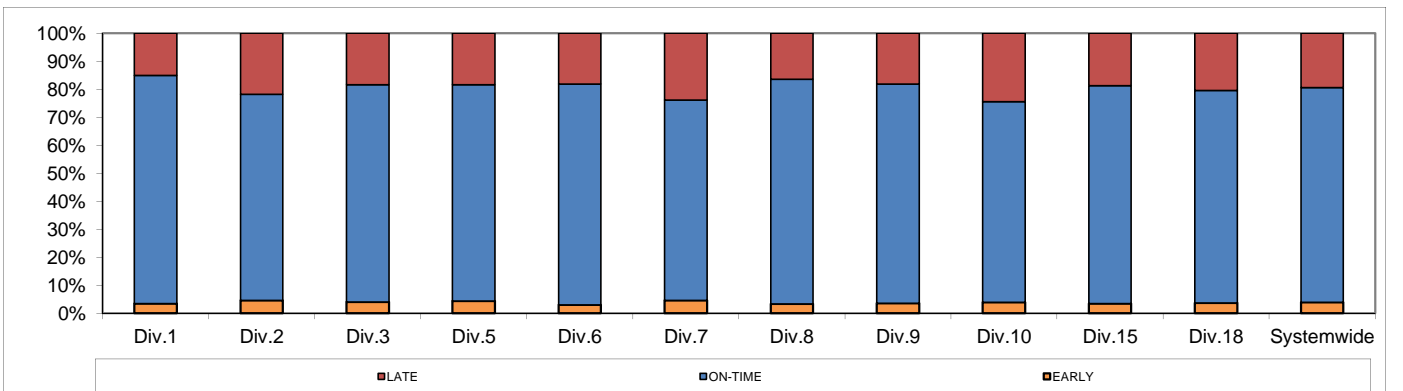
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Includes Rapid buses) Please note that Rapid Line performance is included in the ISOTP calculation beginning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

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

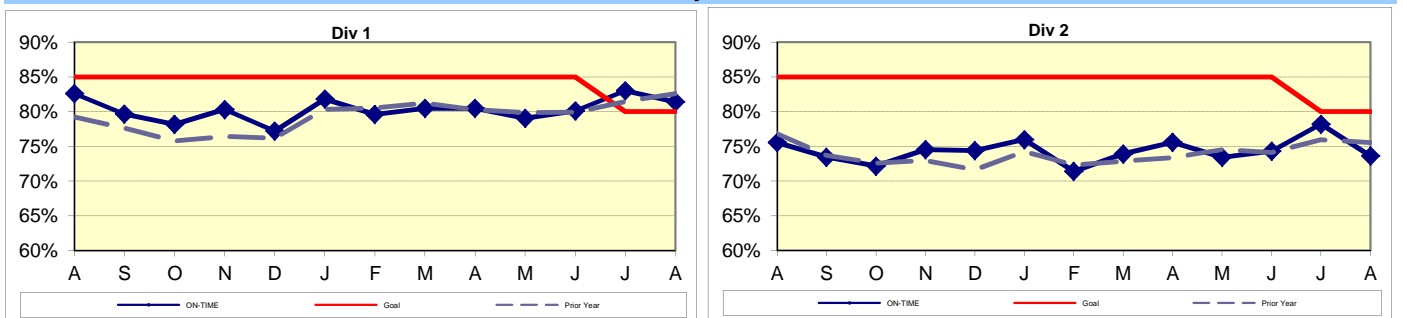
### Systemwide Trend Bus Operating Divisions ISOTP - 1 Minute Tolerance for Running Hot



Remaining Above the Goal line is the target.

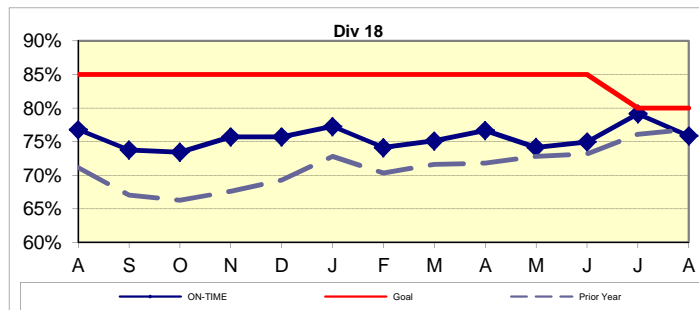
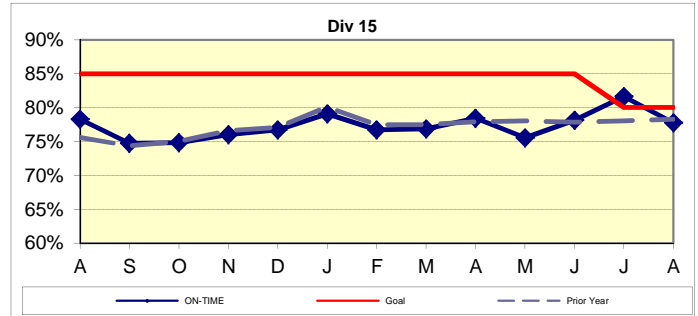
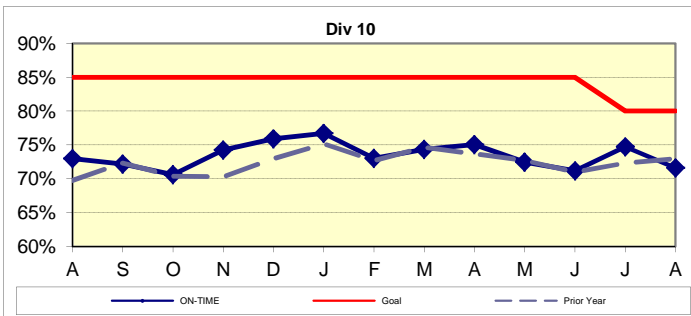
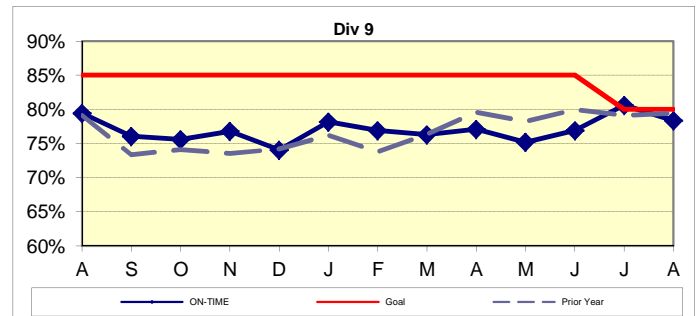
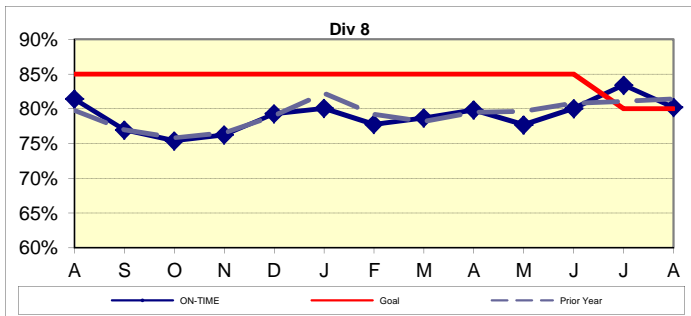
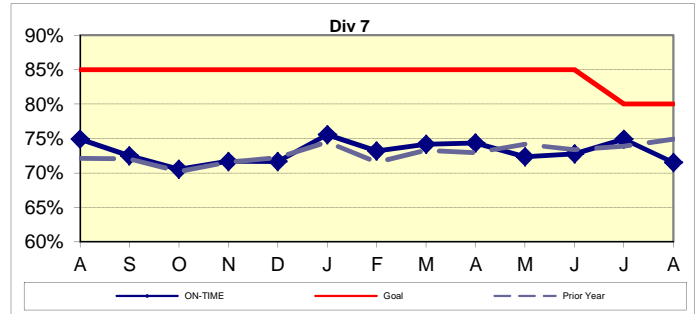
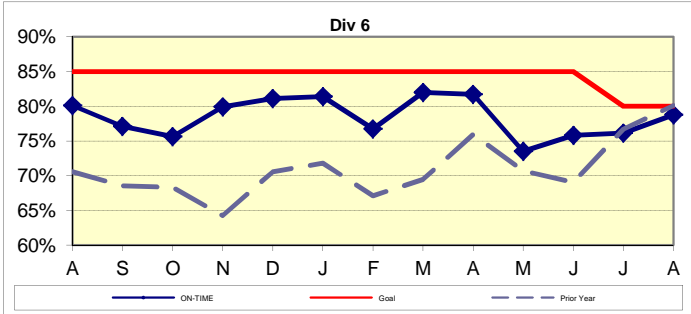
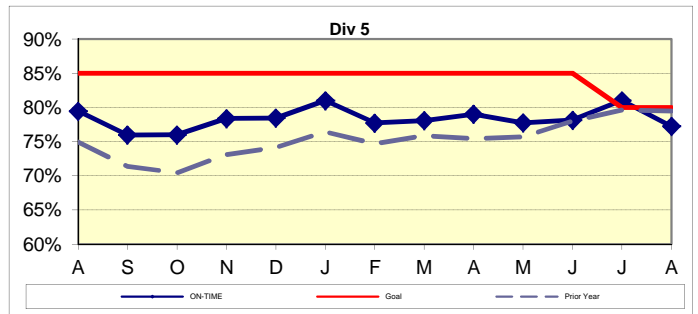
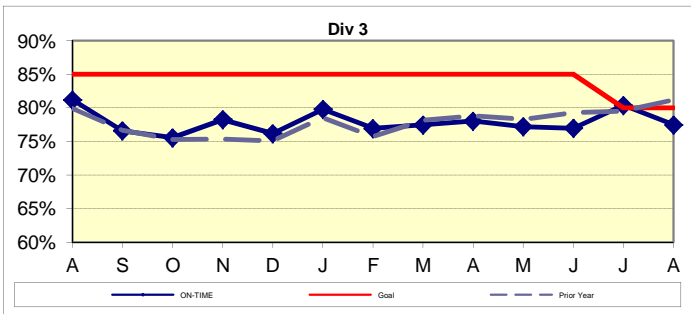


### ISOTP By Division



Remaining Above the Goal line is the target.

### Bus Service Performance - Continued



ISOTP By Divisions

Year-to-Date Compared To Last Year

	FY12	FY13-YTD	Variance
<b>Division 1</b>			
Early	3.22%	3.38%	0.15%
On-Time	80.10%	82.20%	2.10%
Late	16.68%	14.42%	-2.25%

	FY12	FY13-YTD	Variance
<b>Division 8</b>			
Early	2.84%	3.46%	0.63%
On-Time	78.72%	81.78%	3.06%
Late	18.44%	14.76%	-3.68%

<b>Division 2</b>			
Early	4.55%	4.70%	0.15%
On-Time	74.22%	75.82%	1.59%
Late	21.22%	19.48%	-1.74%

<b>Division 9</b>			
Early	3.07%	3.33%	0.26%
On-Time	76.83%	79.44%	2.62%
Late	20.10%	17.22%	-2.87%

<b>Division 3</b>			
Early	3.66%	4.09%	0.43%
On-Time	77.83%	78.90%	1.07%
Late	18.51%	17.01%	-1.50%

<b>Division 10</b>			
Early	3.75%	3.93%	0.18%
On-Time	73.42%	73.15%	-0.27%
Late	22.83%	22.92%	0.09%

<b>Division 5</b>			
Early	3.67%	4.44%	0.77%
On-Time	78.30%	79.08%	0.78%
Late	18.03%	16.48%	-1.55%

<b>Division 15</b>			
Early	3.65%	3.32%	-0.33%
On-Time	76.95%	79.65%	2.70%
Late	19.39%	17.02%	-2.37%

<b>Division 6</b>			
Early	3.45%	2.34%	-1.10%
On-Time	78.44%	77.37%	-1.07%
Late	18.11%	20.28%	2.17%

<b>Division 18</b>			
Early	3.29%	3.82%	0.53%
On-Time	75.32%	77.47%	2.15%
Late	21.39%	18.71%	-2.68%

<b>Division 7</b>			
Early	4.41%	4.52%	0.11%
On-Time	73.15%	73.15%	0.00%
Late	22.44%	22.33%	-0.11%

<b>SYSTEMWIDE</b>			
Early	3.58%	3.86%	0.28%
On-Time	76.54%	78.29%	1.74%
Late	19.87%	17.85%	-2.02%

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

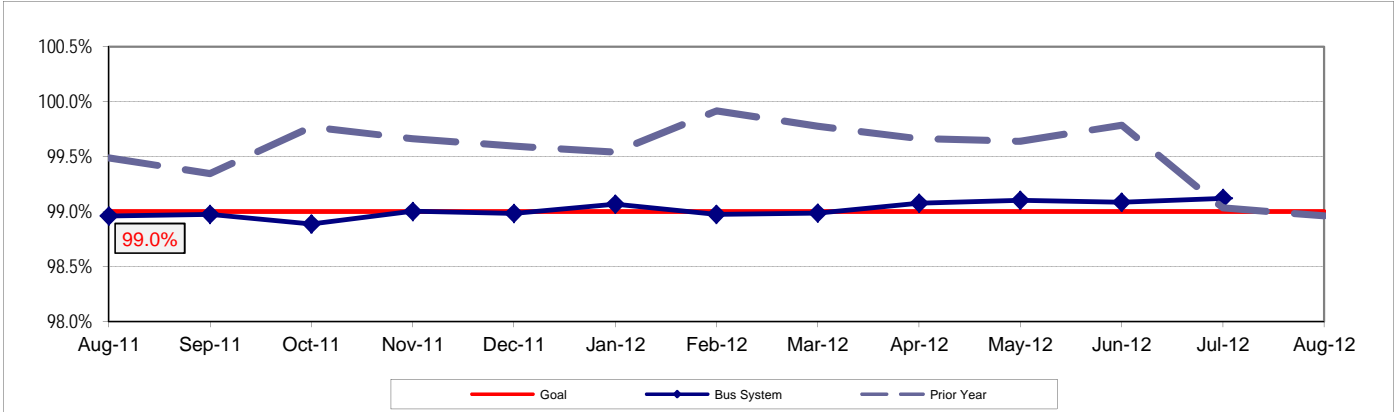


**ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED\***

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

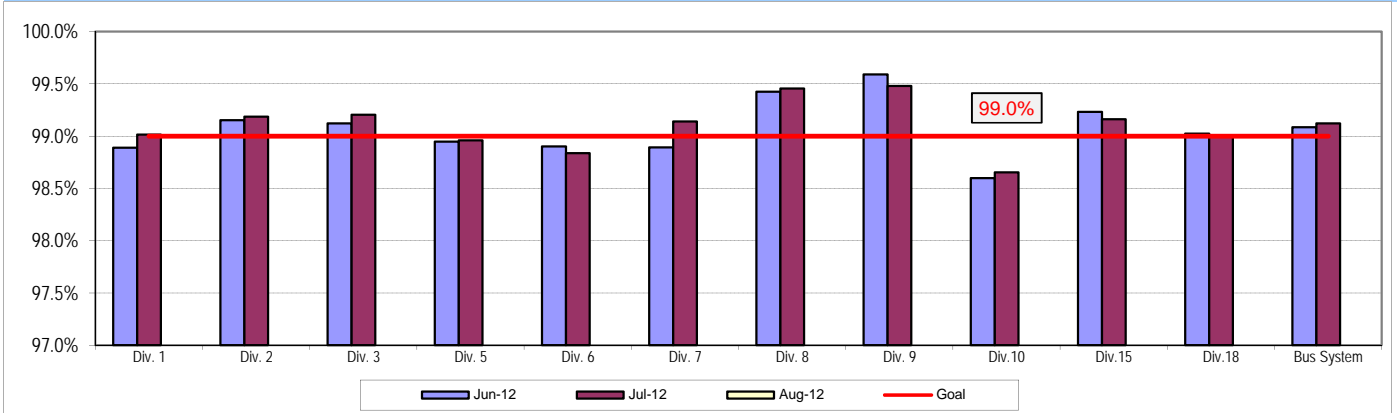
**Calculation:**  $SRHD\% = 1 - ((\text{In-Service Delay Revenue Hours plus Cancelled Revenue Hours}) \div (\text{Total Scheduled Service Hours} + \text{Temporary Revenue Hours} + \text{Hollywood Bowl and Race Track Revenue Hours} + \text{In Addition Revenue Hours}))$   
 FY06: Actual Revenue Hours Delivered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

**Systemwide Trend**



Remaining At the Goal line is the target.

**ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED by Divisions  
May 2012 - July 2012**



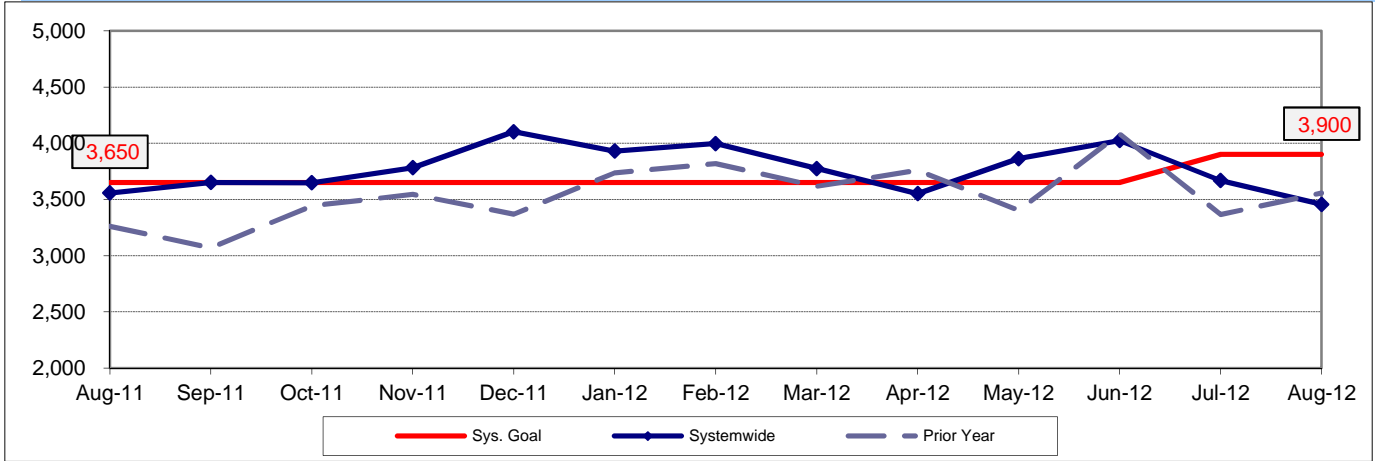
# BUS MAINTENANCE PERFORMANCE

## MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)

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

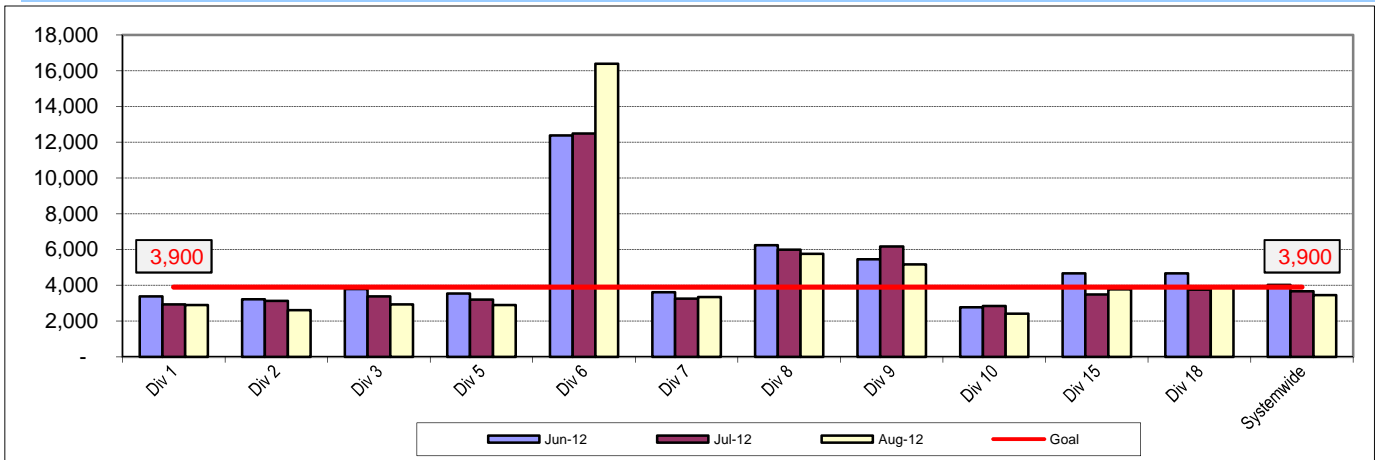
**Calculation:**  $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

### Systemwide Trend



Remaining Above the Goal line is the target.

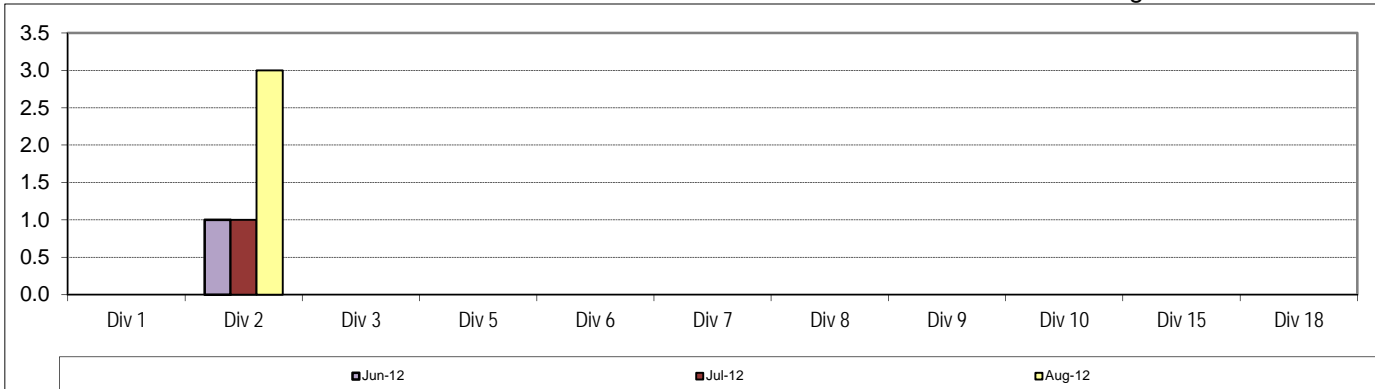
### MMBMF -- Bus Operating Divisions June 2012 - August 2012



### Unaddressed Road Calls -- Bus Operating Divisions June 2012 - August 2012

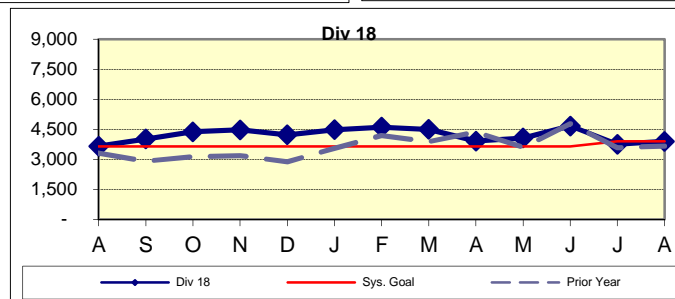
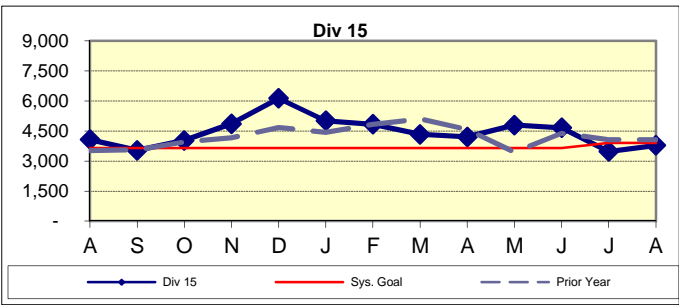
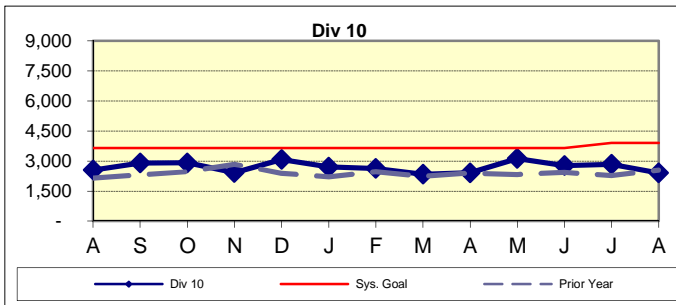
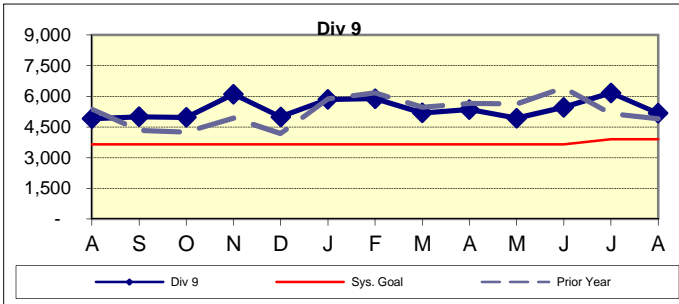
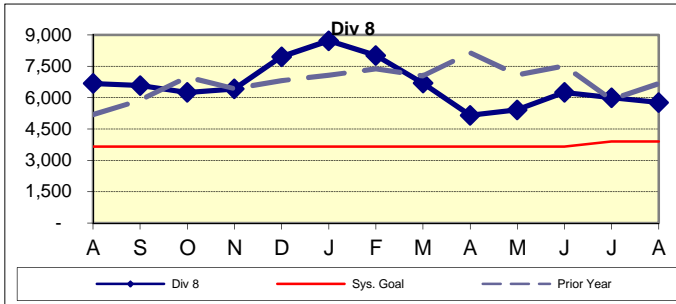
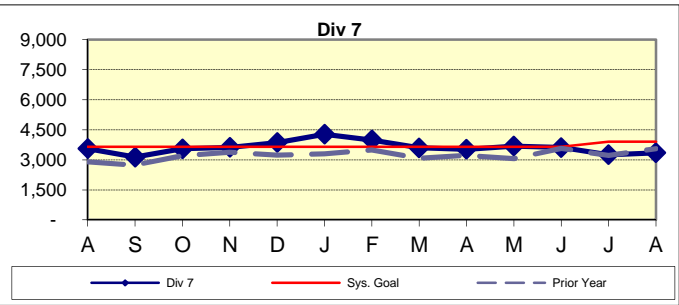
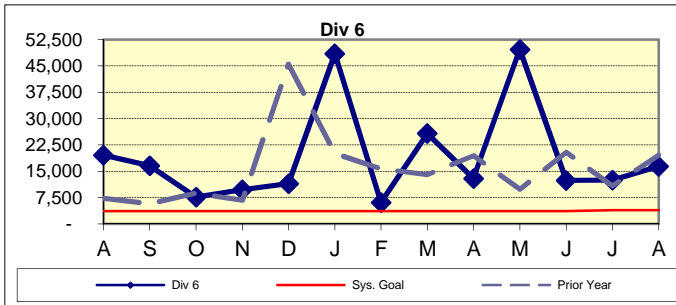
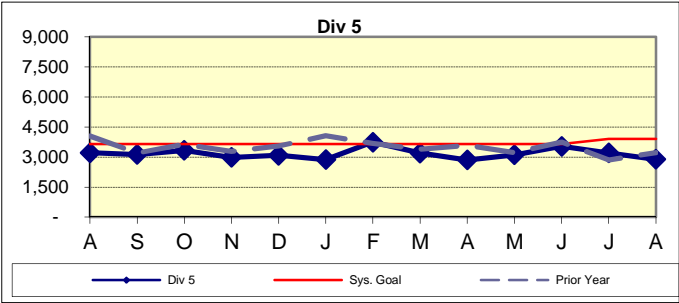
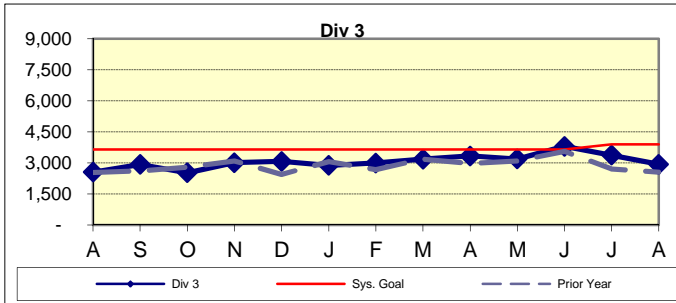
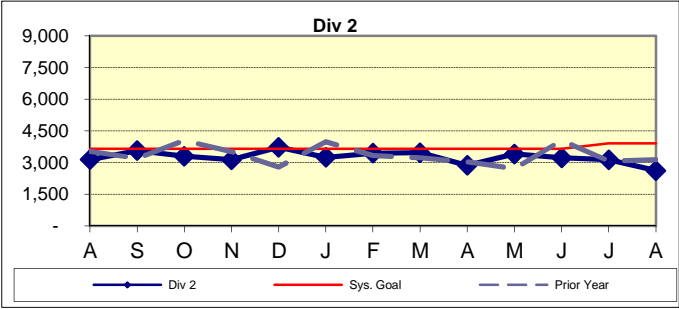
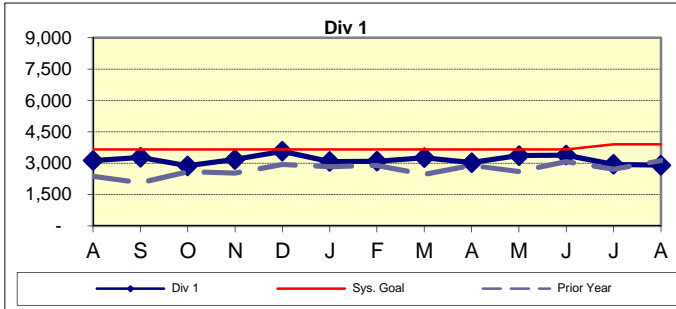
**Definition:** Road calls cannot be counted, per FTA definition, if no one has jobbed on to assign a job code. (Source: M3)

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



Remaining Above the Goal line is the target.

### Bus Maintenance Performance - Continued

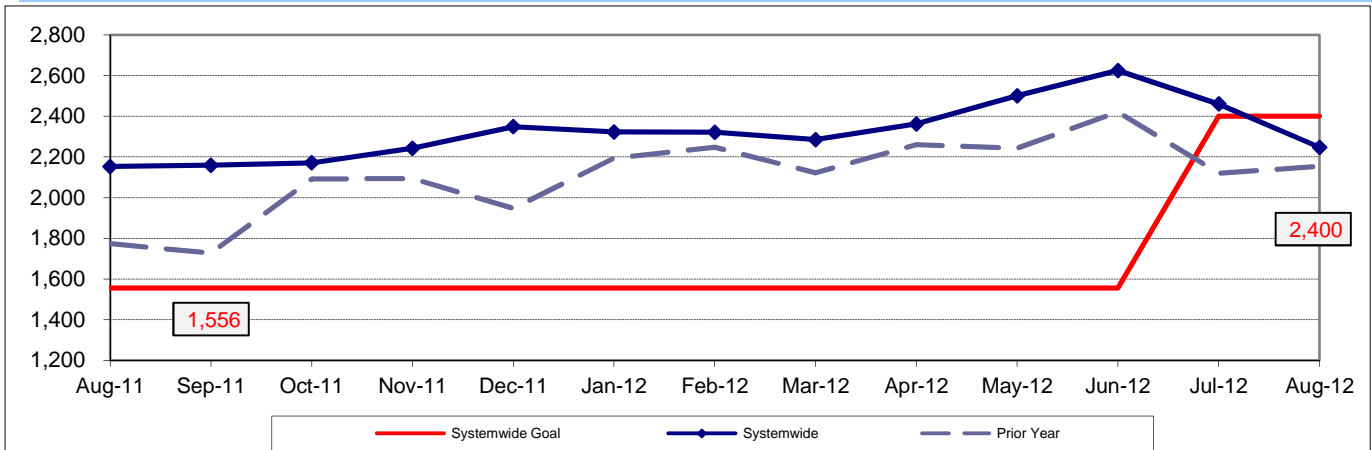


## MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)

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

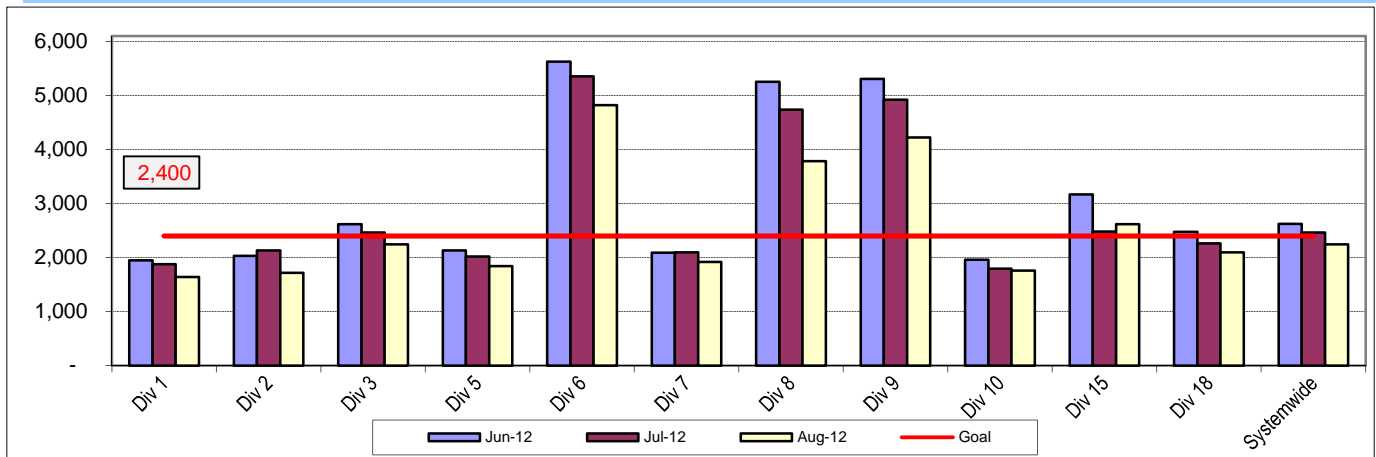
**Calculation:** MMBTRC = (Total Hub Miles / by Total Road Calls)

### MMBTRC Systemwide Trend



Remaining Above the Goal line is the target.

### MMBTRC -- Bus Operating Divisions June 2012 - August 2012



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

	<u>Number of Buses</u>	<u>Percent of Buses</u>
CNG	2,146	89.57%
Diesel	71	2.96%
Gasoline	59	2.46%
Propane	120	5.01%
Hybrid	0	0.00%
<b>Total</b>	<u>2,396</u>	<u>100.00%</u>

### Average Age of Fleet by Divisions

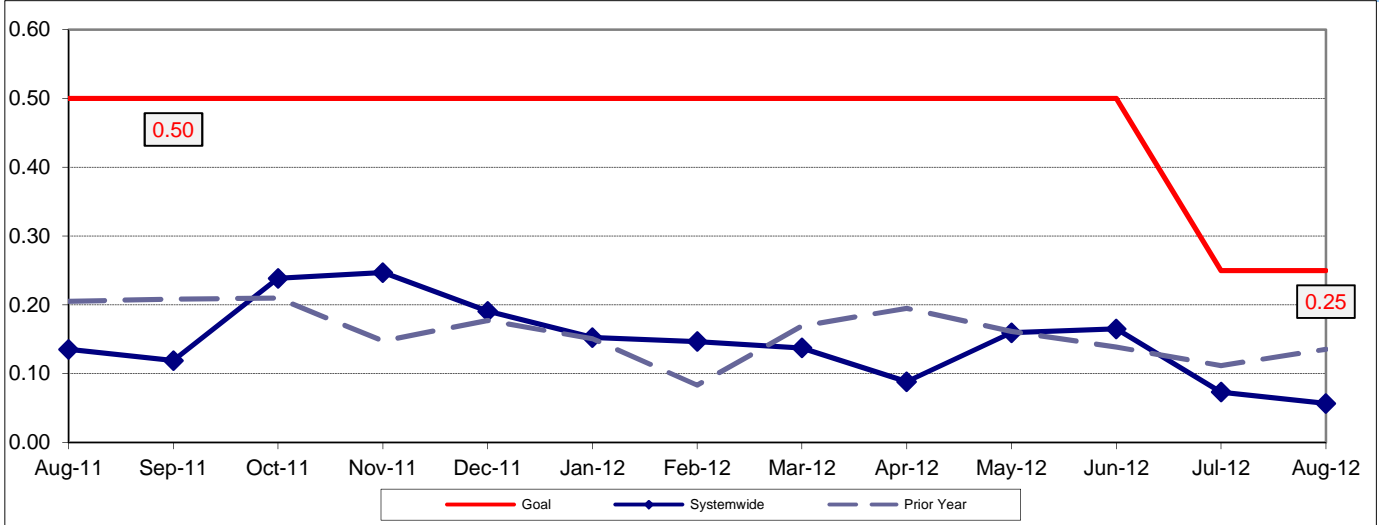
<b>Div 1</b> 9.8	<b>Div 2</b> 10.9	<b>Div 3</b> 11.7	<b>Div 5</b> 10.4	<b>Div 6</b> 3.5	<b>Div 7</b> 9.9
<b>Div 8</b> 5.2	<b>Div 9</b> 9.6	<b>Div 10</b> 8.5	<b>Div 15</b> 6.2	<b>Div 18</b> 5.6	

**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)

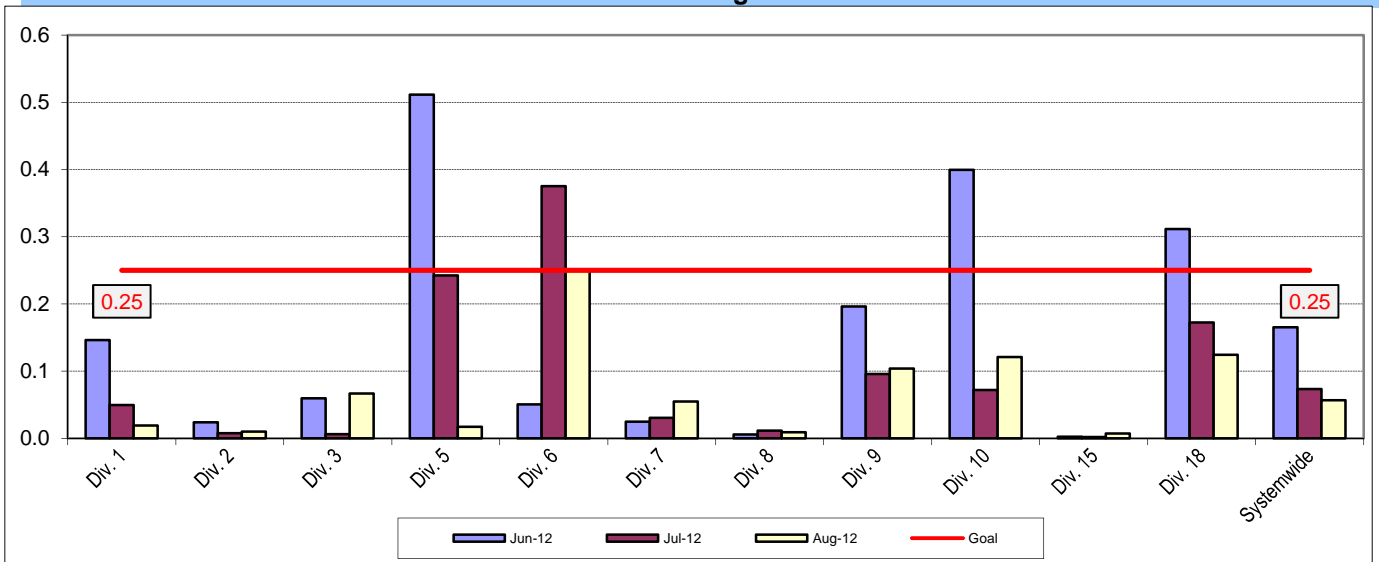
**Systemwide Trend**



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 2012 - August 2012**



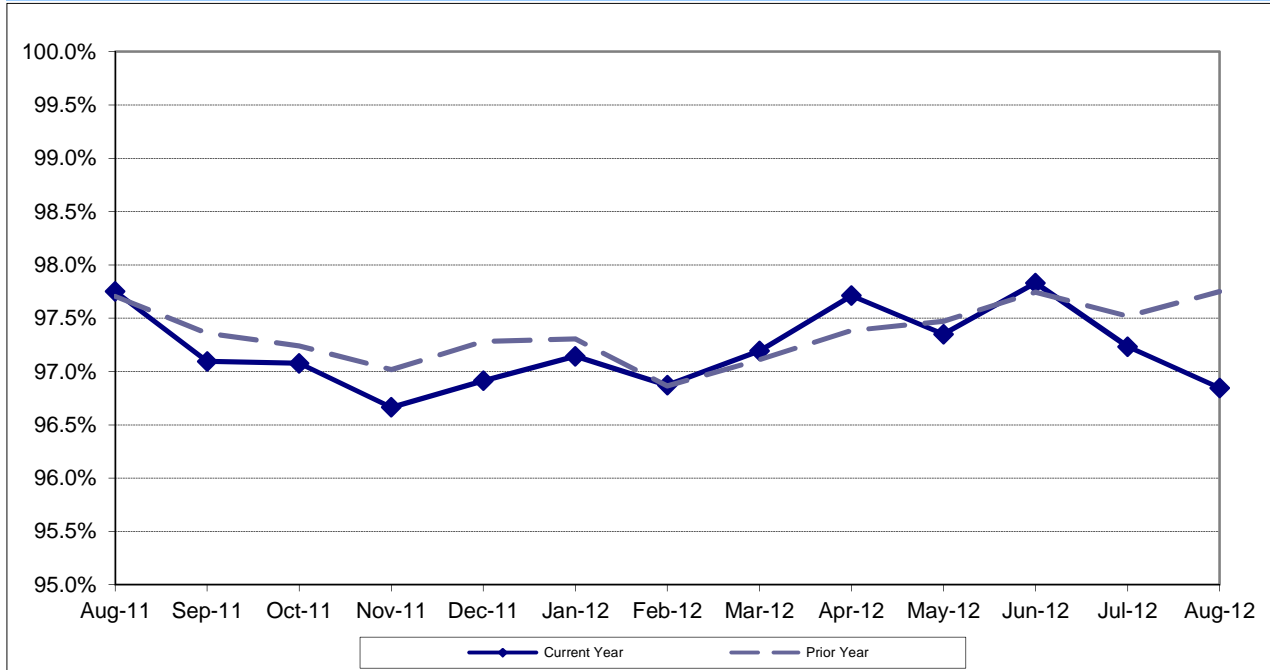
# ATTENDANCE

## MAINTENANCE ATTENDANCE

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

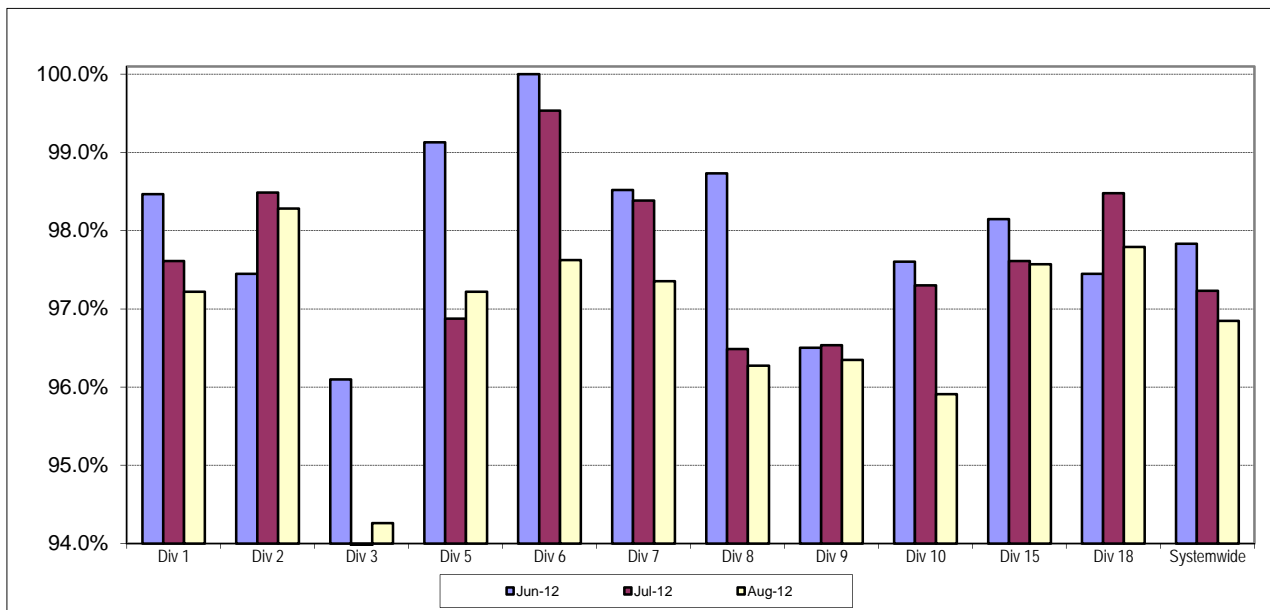
**Calculation:**  $1 - (\text{FTEs absent} / \text{by the total FTEs assigned})$

### Systemwide Trend



Higher is better.

### Maintenance Attendance - By Divisions (By Current Month) June 2012 - August 2012

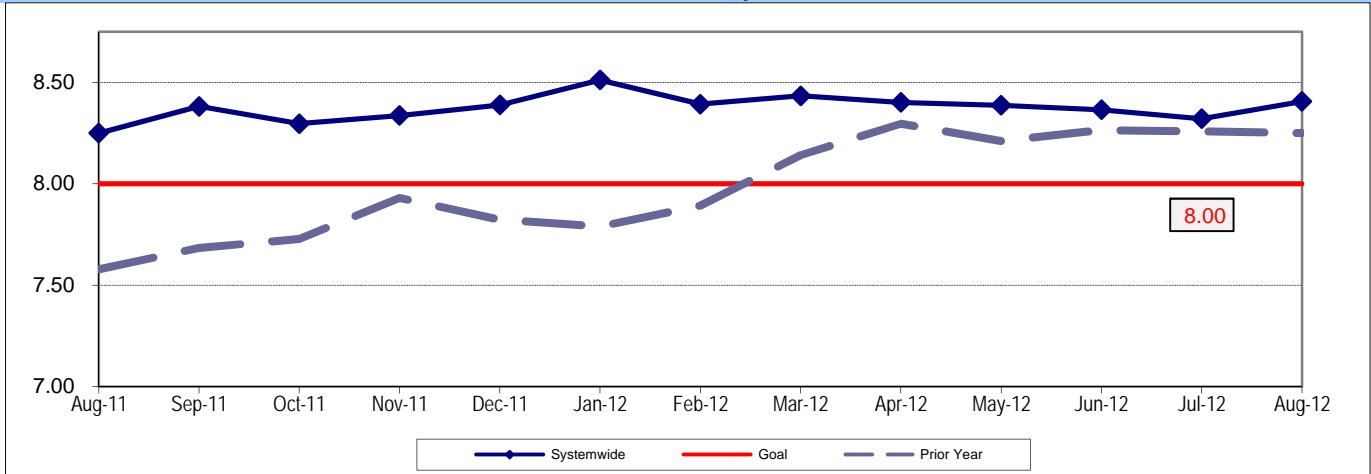


## BUS CLEANLINESS

**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.

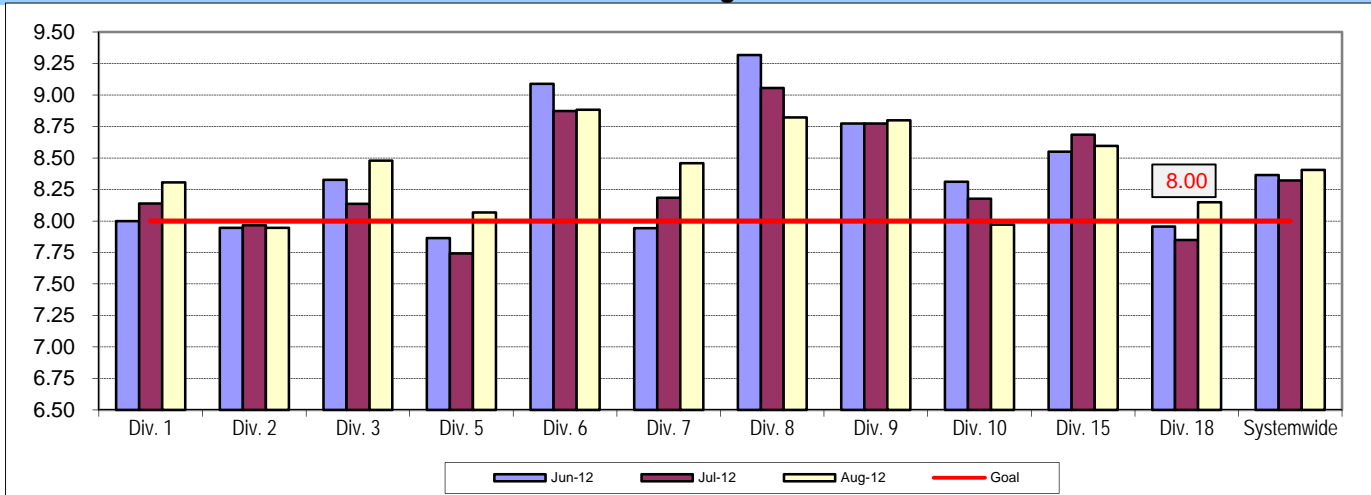
**Calculation:** Overall Cleanliness Rating = (Total Points Accumulated divided by number of categories)

### Bus Cleanliness - Systemwide

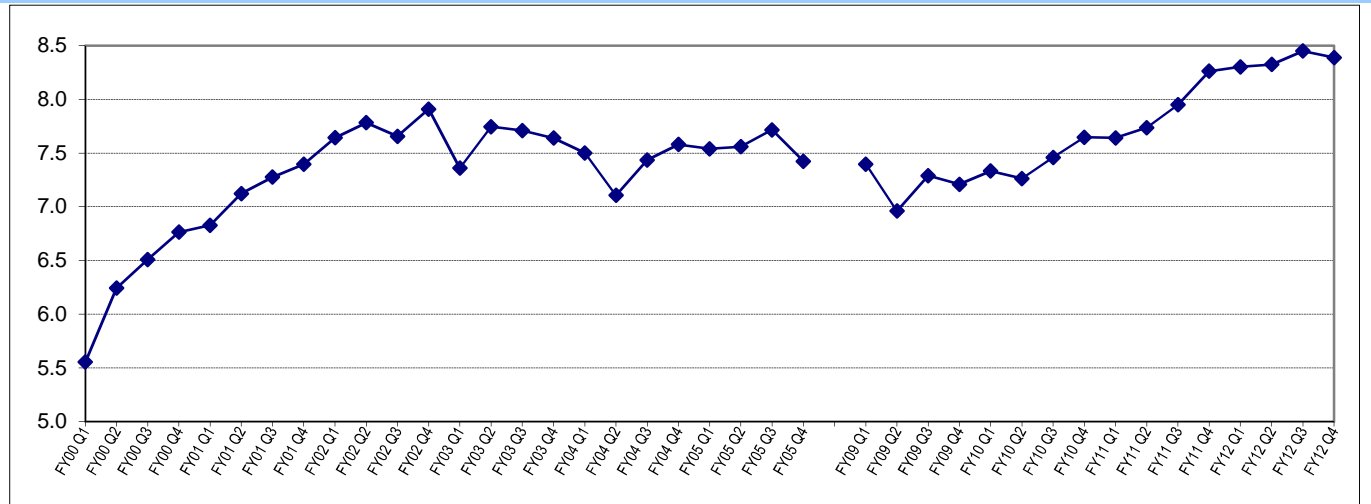


Remaining Above the Goal line is the target.

### Cleanliness by Bus Operating Divisions June 2012 - August 2012



### Quarterly Systemwide Bus Cleanliness FY01 Q1 - FY12 Q4

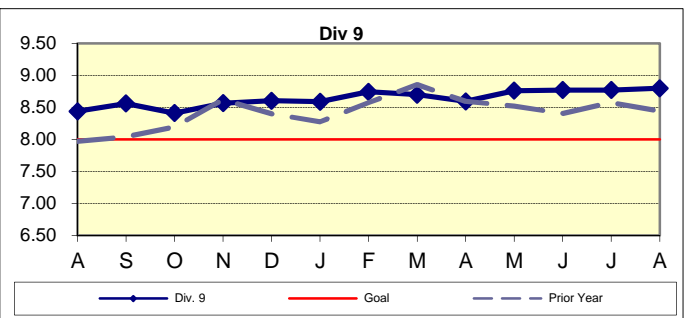
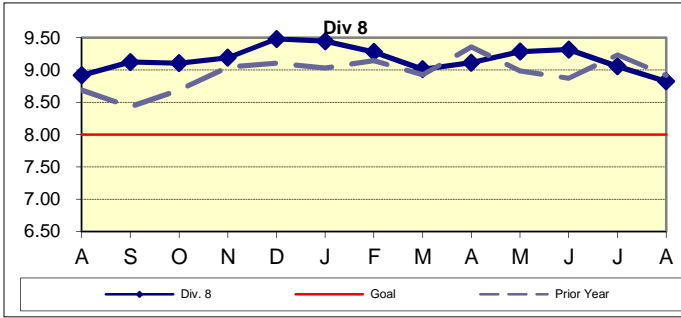
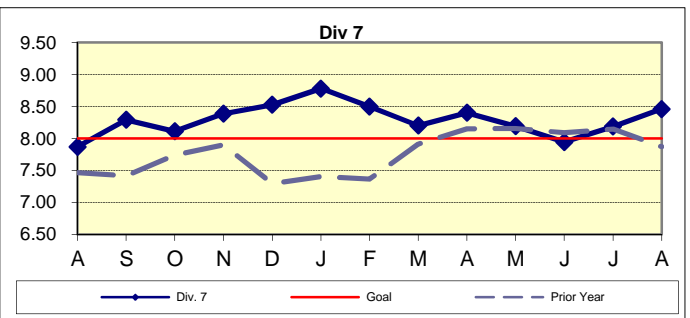
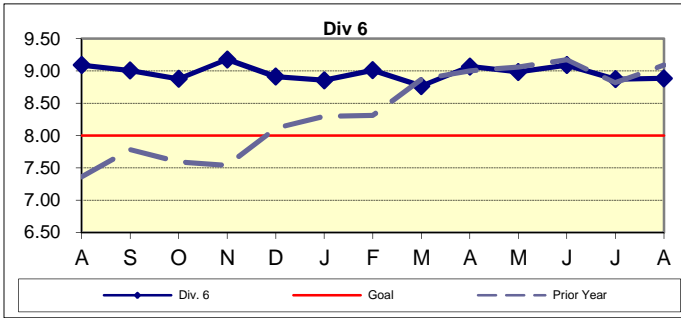
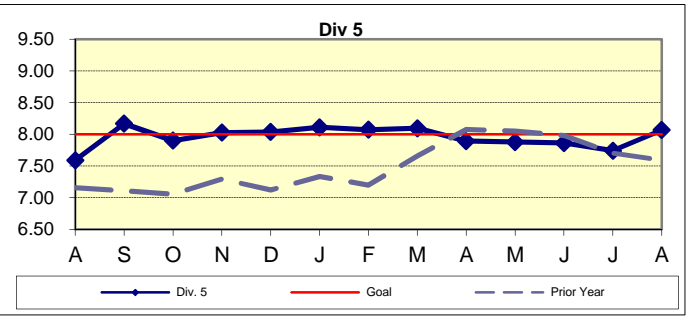
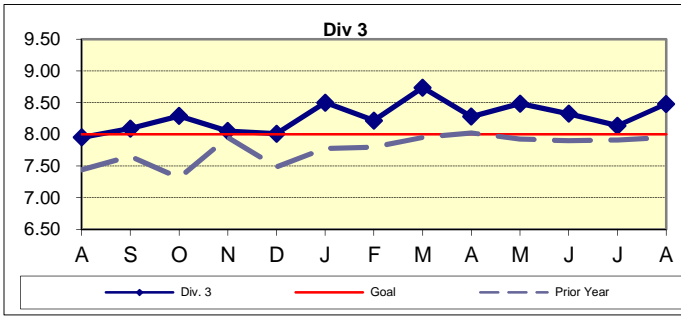
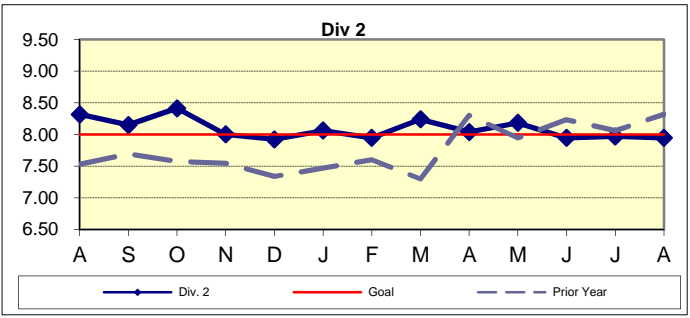
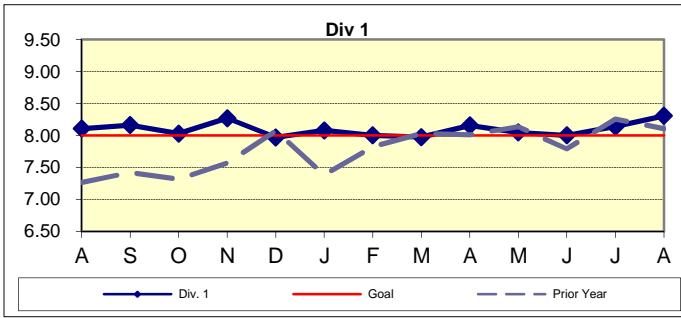


Please note that beginning March 2010, quarterly cleanliness is calculated using monthly data. Prior quarterly data was supplied by QA dept. in a quarterly format.

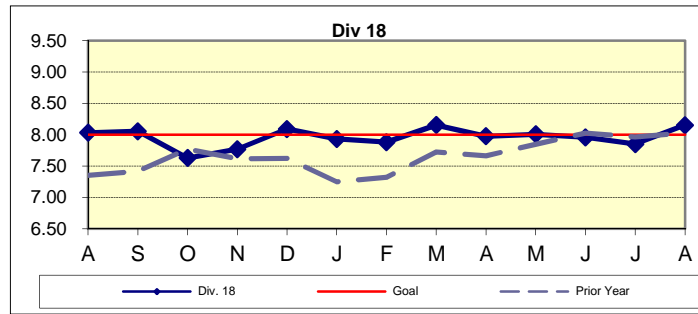
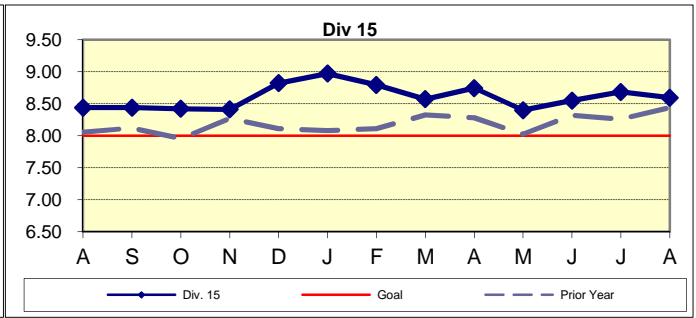
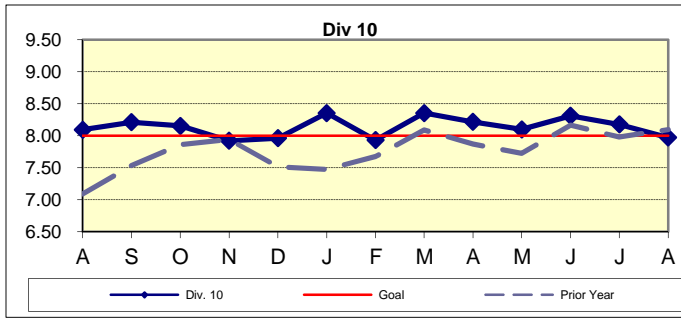
Remaining Above the Goal line is the target.

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	FY10	FY11	FY12	FY13 Target	FY13 YTD	FYTD Status	Jun Month	Jul Month	Jul Month
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	8.54	9.73	8.18	10.17	Jul YTD 11.31	🟡	May 1.72	Jun 7.95	Jul 11.31
<b>Metro Red Line (MRL)</b>									
On-Time Pullouts	99.55%	99.86%	99.60%	99.00%	99.12%	🟢	100.00%	99.34%	98.90%
Mean Miles Between Chargeable Mechanical Failures	38,771	34,194	35,939	37,000	54,989	🟢	47,382	45,141	69,761
In-Service On-time Performance	99.54%	99.69%	99.45%	99.00%	99.55%	🟢	99.45%	99.30%	99.80%
Traffic Accidents Per 100,000 Train Miles	0.00	0.29	0.00	0.60	0.00	🟢	0.00	0.00	0.00
Complaints per 100,000 Boardings	0.41	0.51	0.56	0.85	0.89	🟡	1.00	0.93	0.85
<b>Metro Blue Line (MBL)</b>									
On-Time Pullouts	99.71%	99.10%	99.48%	98.00%	98.97%	🟢	99.64%	99.19%	98.76%
Mean Miles Between Chargeable Mechanical Failures	20,830	14,194	13,940	20,000	15,588	🟡	21,312	13,208	18,905
In-Service On-time Performance	98.81%	99.11%	98.31%	98.00%	97.89%	🟡	98.31%	98.30%	97.49%
Traffic Accidents Per 100,000 Train Miles	1.45	1.76	1.35	0.60	1.34	🔴	0.96	0.45	2.20
Complaints per 100,000 Boardings *	0.80	0.81	1.22	0.85	1.89	🔴	1.01	1.72	2.04
* Includes Expo Line complaints.									
<b>Metro Green Line (MGrL)</b>									
On-Time Pullouts	99.89%	99.85%	99.87%	98.00%	100.00%	🟢	100.00%	100.00%	100.00%
Mean Miles Between Chargeable Mechanical Failures	13,599	11,831	14,708	20,000	18,423	🟡	12,226	20,737	16,604
In-Service On-time Performance	99.26%	99.50%	98.86%	98.00%	98.64%	🟢	98.86%	97.92%	99.34%
Traffic Accidents Per 100,000 Train Miles	0.00	0.07	0.07	0.60	0.41	🟢	0.00	0.83	0.00
Complaints per 100,000 Boardings	0.76	1.13	1.06	0.85	1.45	🔴	0.69	1.25	1.64
<b>Metro Gold Line (MGoL)</b>									
On-Time Pullouts	99.86%	99.99%	100.00%	98.00%	99.92%	🟢	100.00%	99.86%	100.00%
Mean Miles Between Chargeable Mechanical Failures	16,151	21,097	18,017	20,000	20,196	🟢	31,416	25,202	17,066
In-Service On-time Performance	99.12%	99.58%	98.68%	98.00%	99.05%	🟢	98.68%	99.21%	98.88%
Traffic Accidents Per 100,000 Train Miles	0.82	0.61	0.42	0.60	0.35	🟢	0.73	0.00	0.67
Complaints per 100,000 Boardings	1.68	1.22	1.21	0.85	1.93	🔴	0.86	2.07	1.78

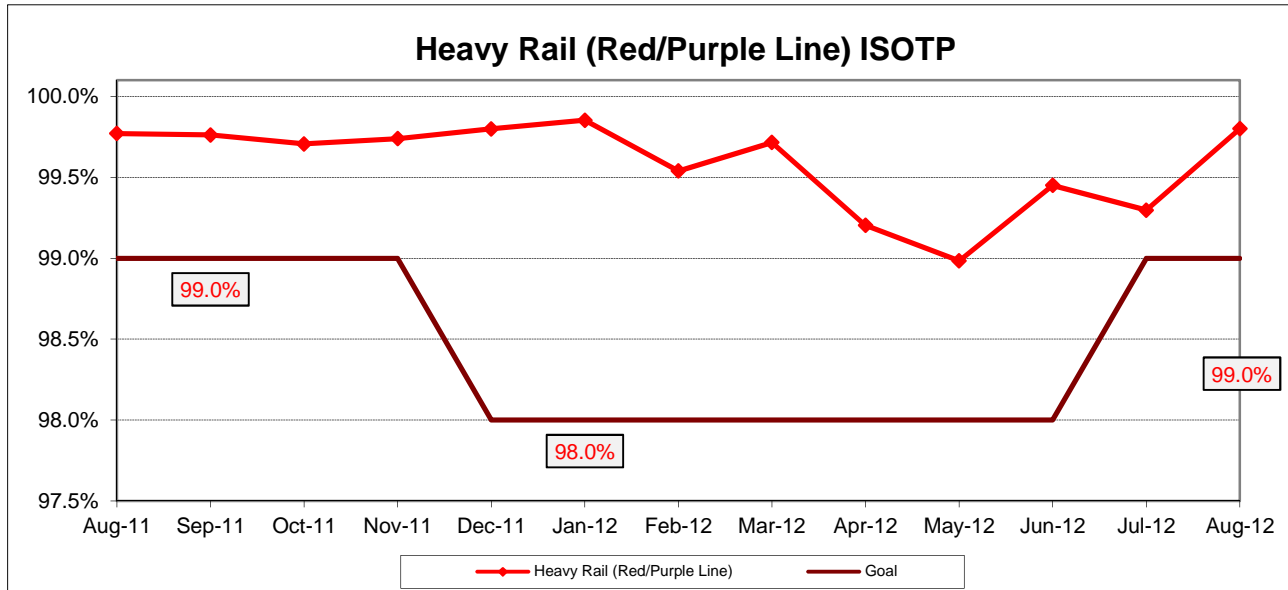
- 🟢 Green - High probability of achieving the target (on track). Meets Target at 100% or better.
- 🟡 Yellow - Uncertain if the target will be achieved -- slight problems, delays or management issues. Falls below Target 70 - 99%.
- 🔴 Red - High probability that the target will not be achieved -- significant problems and/or delays. Falls below Target >70%.

# RAIL SERVICE PERFORMANCE

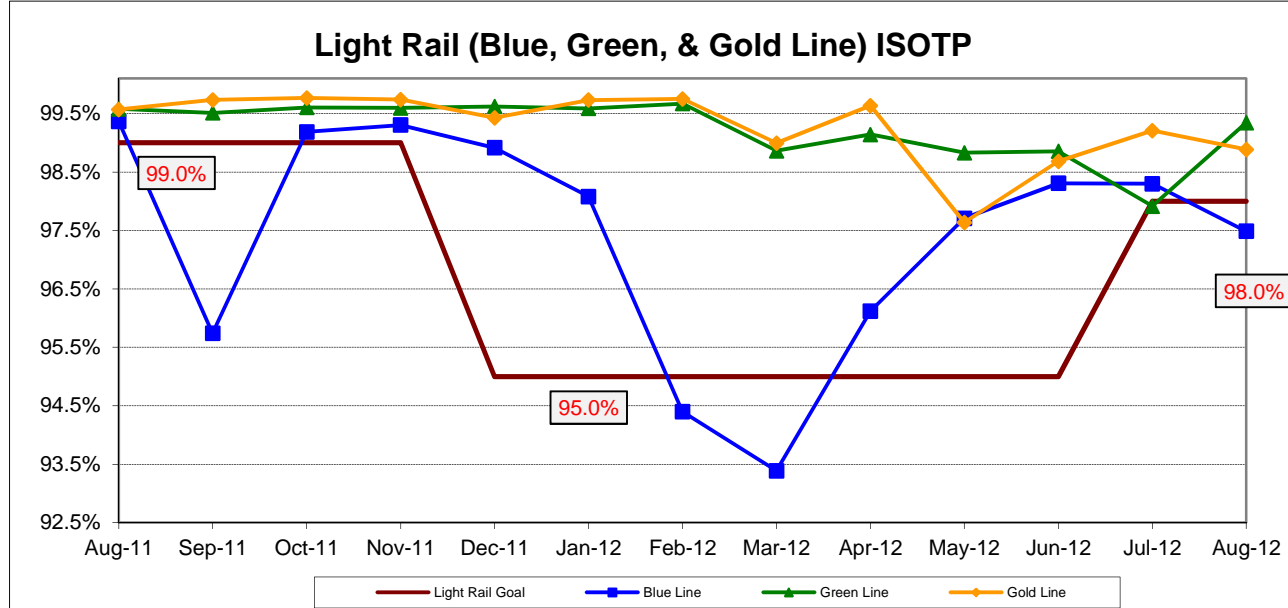
## IN-SERVICE ON-TIME PERFORMANCE (ISOTP)

**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]



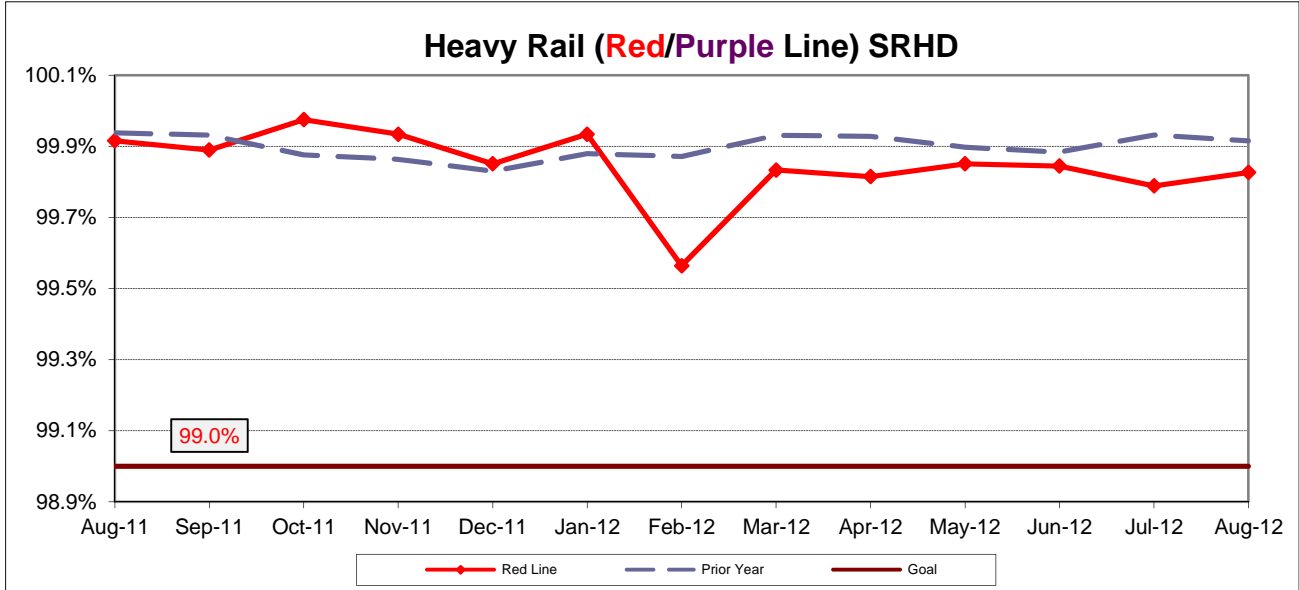
Remaining Above the Goal line is the target.



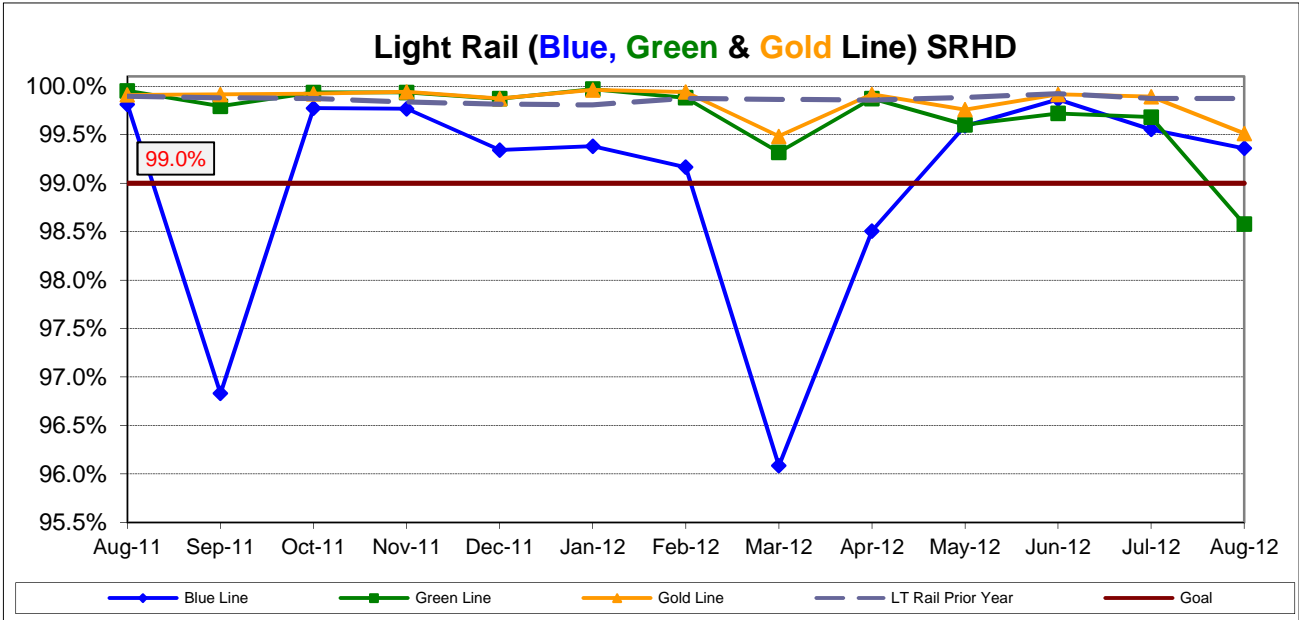
**Scheduled Revenue Hours Delivered (SRHD) by Rail Line**

**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.

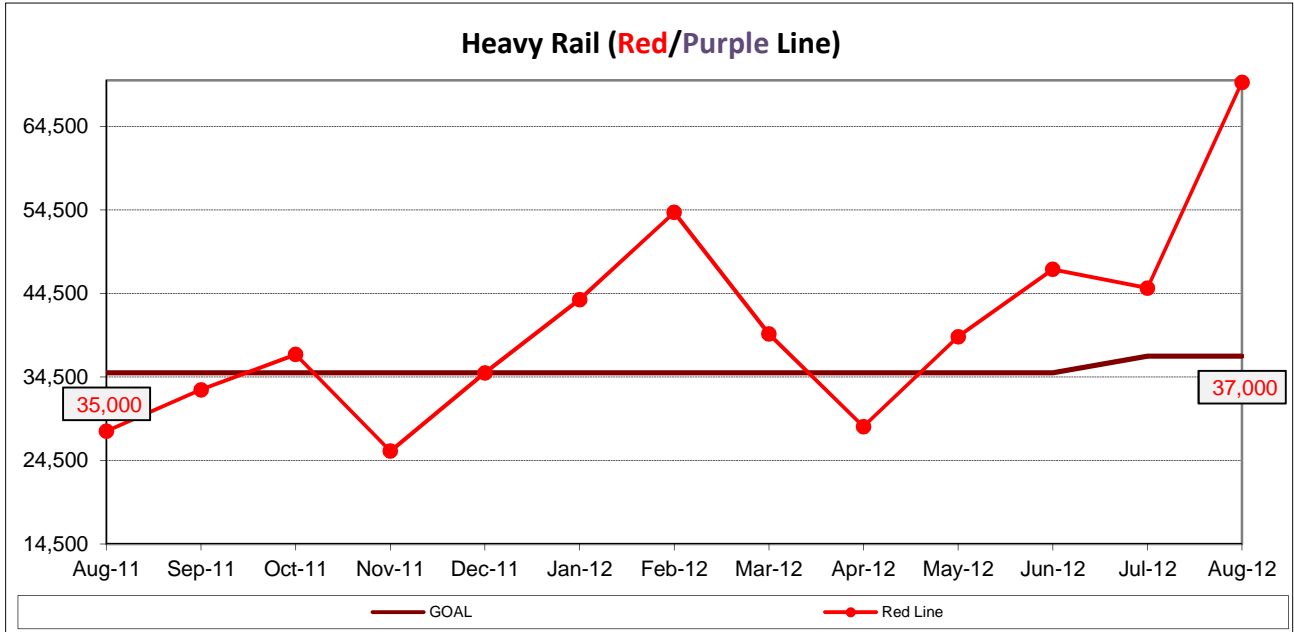


**Mean Miles Between Chargeable Mechanical Failures**

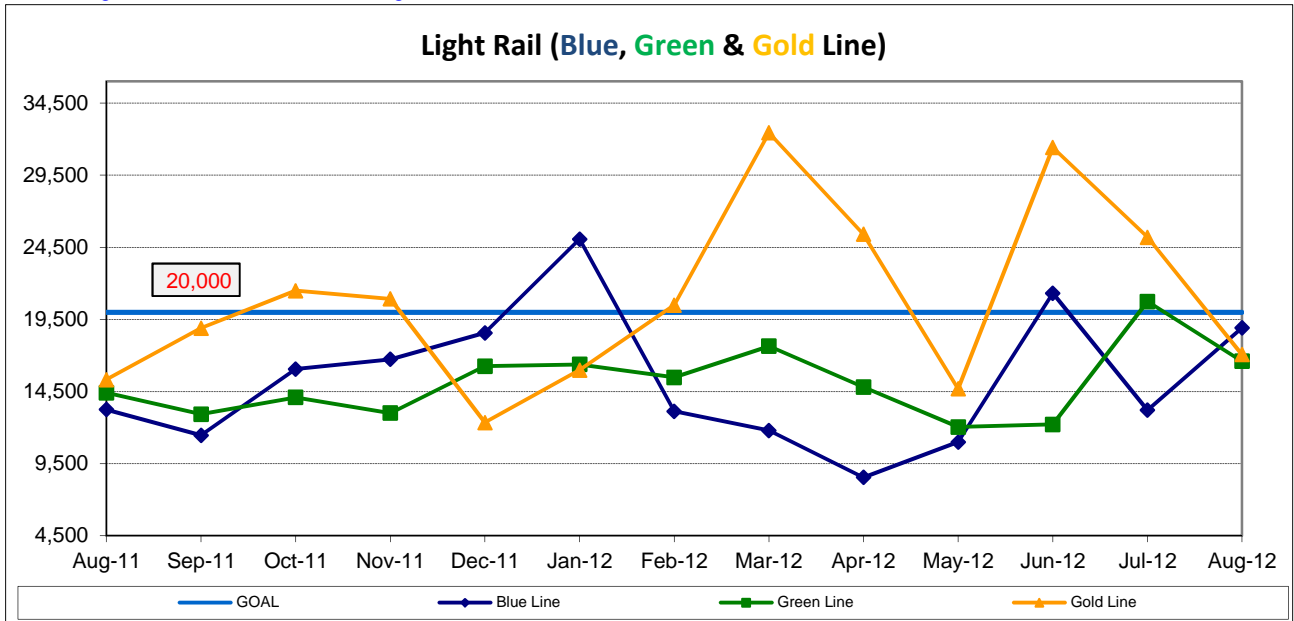
**Definition:** Mean vehicle miles between Revenue Vehicle Failures. NTD defined Revenue Vehicle Failures are vehicle systems failures that occur in revenue service and during deadhead miles in which the vehicle did not complete its scheduled revenue trip or in which the vehicle did not start its next scheduled revenue trip.

**Calculation:** MVMBRVF = Total Vehicle Miles / Revenue Vehicle Systems Failures

Remaining Above the Goal line is the target.



Remaining Above the Goal line is the target.



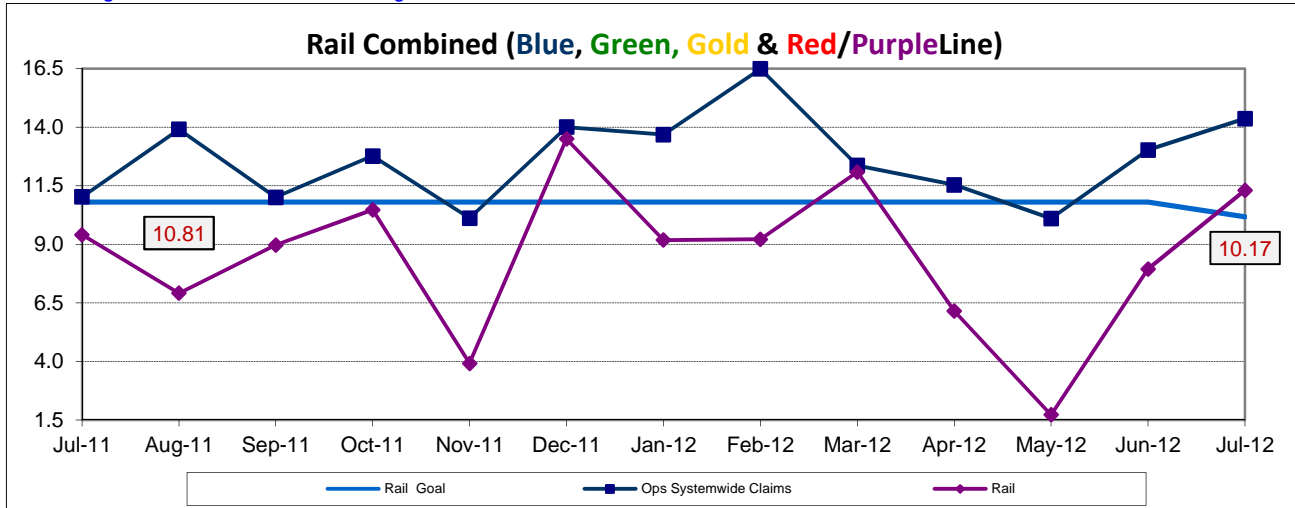
**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**

**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.

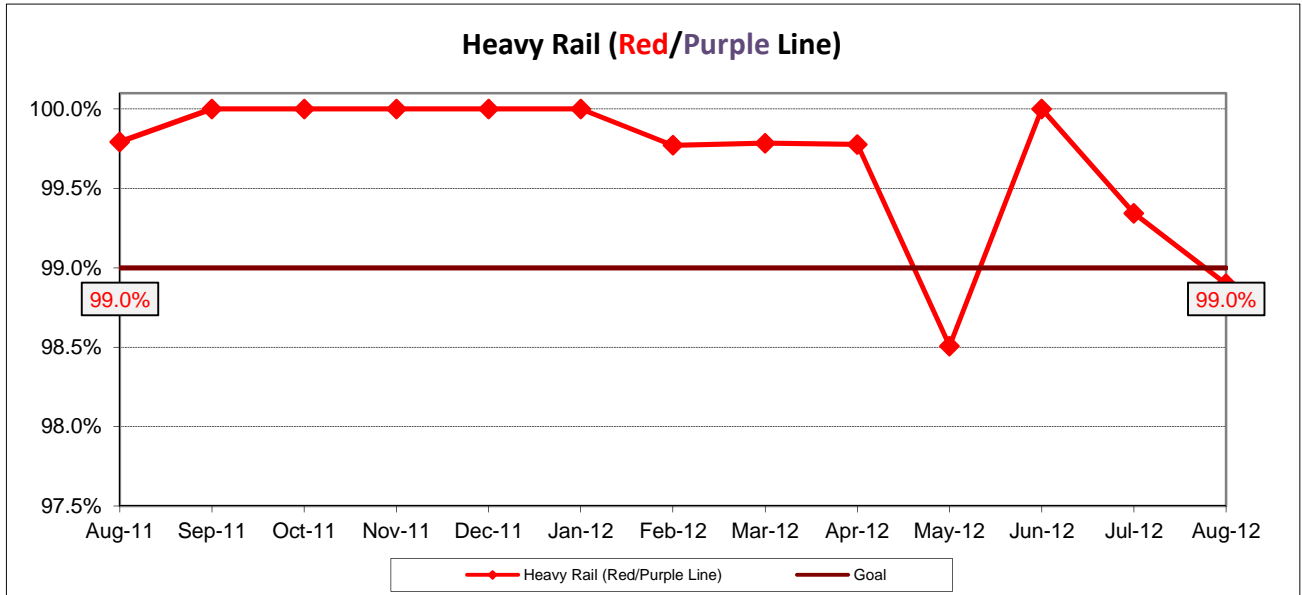
Remaining Below the Goal line is blue target.



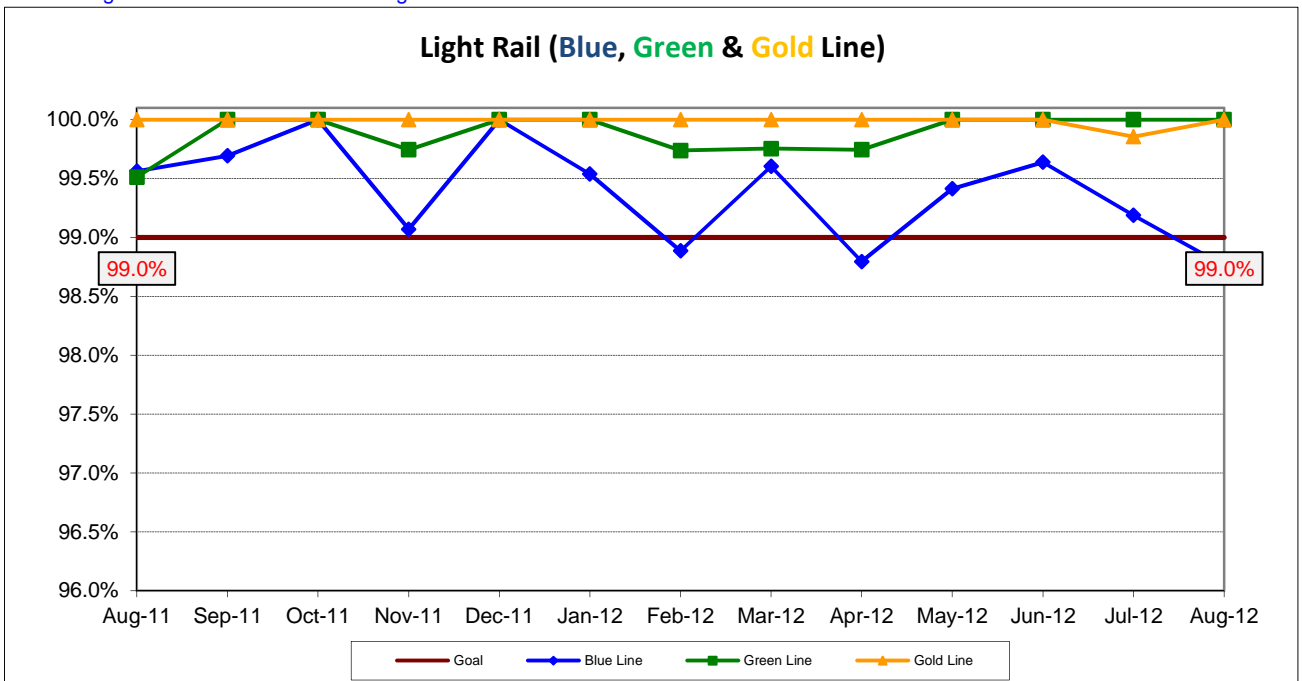
**ON-TIME PULLOUTS (OTP)**

**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.



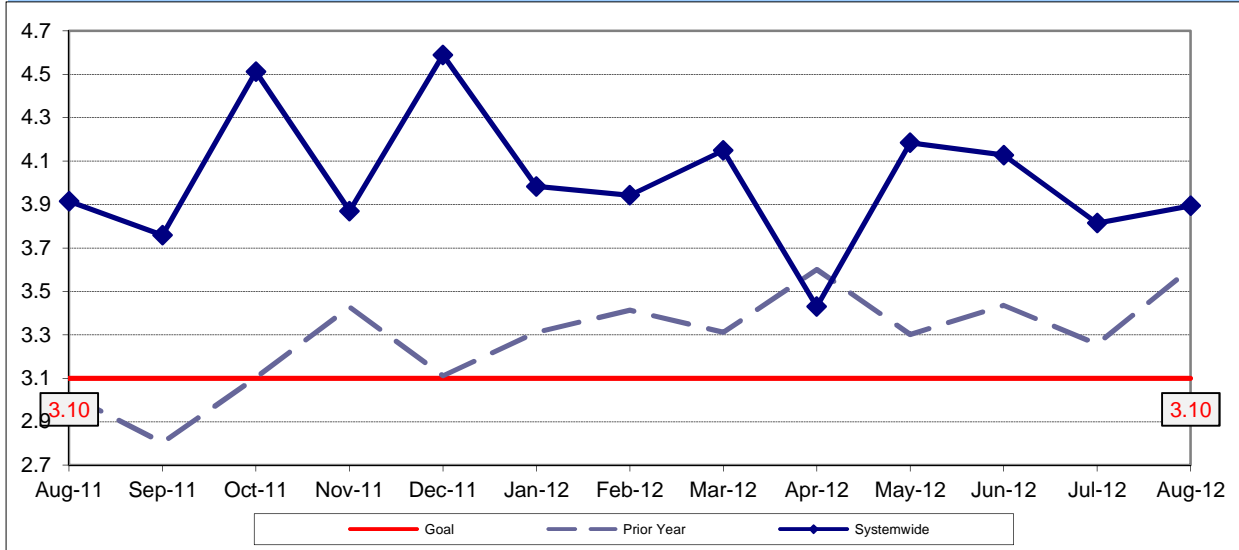
## SAFETY PERFORMANCE

### 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))

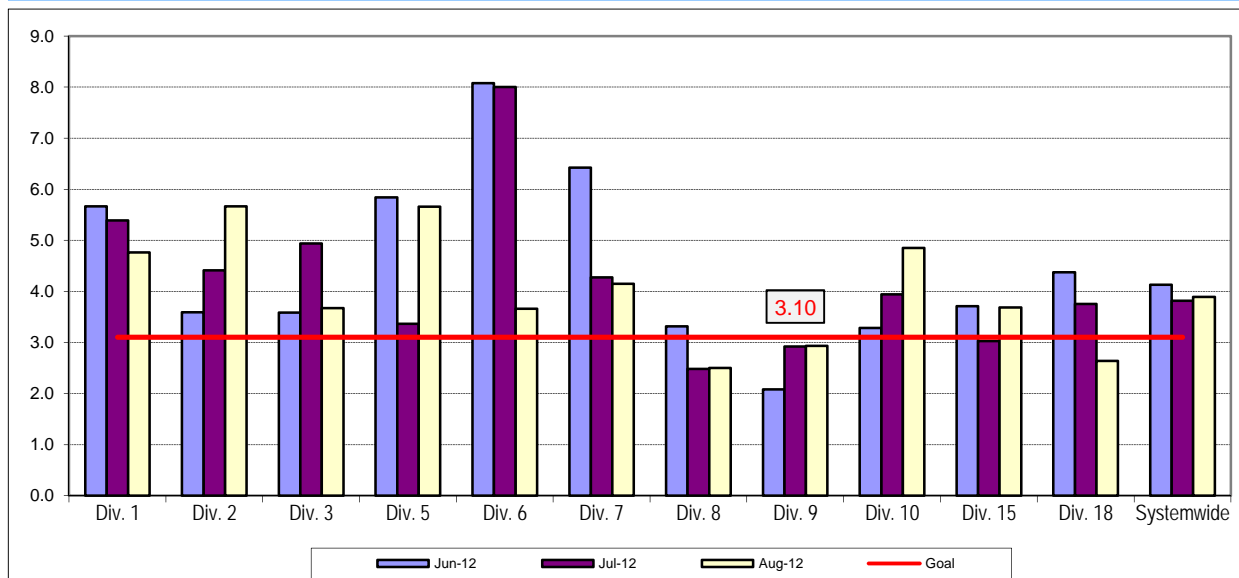
#### Systemwide Trend



**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 2012 - August 2012



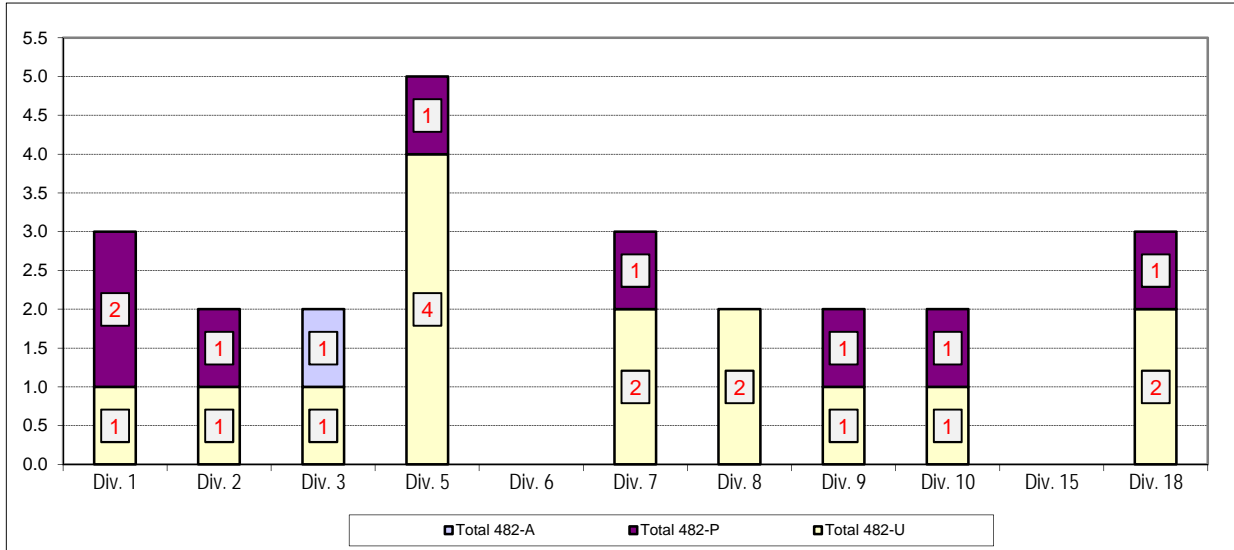


**Number of 482 Accidents in Vehicle Accident Management System (VAMS) Download by Avoidable (A), Pending (P) or Unavoidable (U) Bus Operating Divisions**

**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).

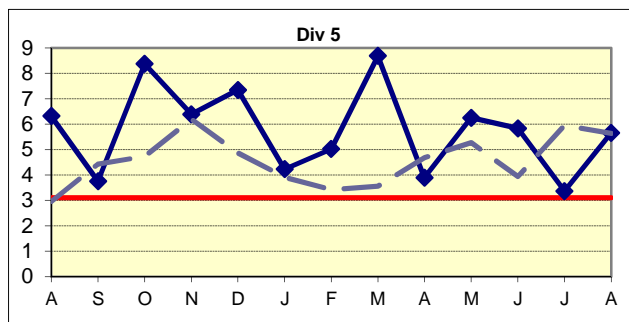
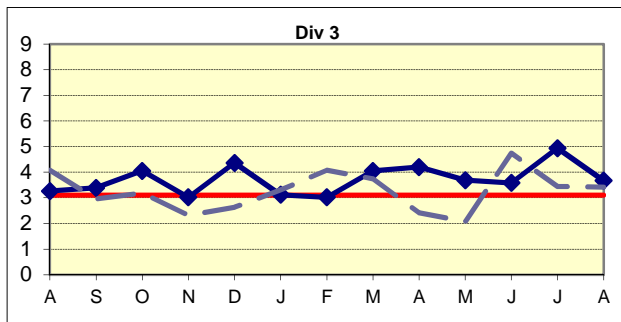
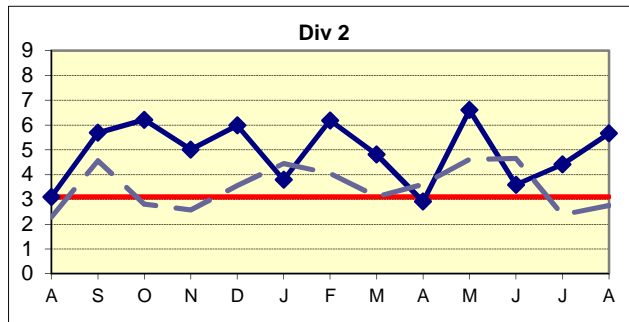
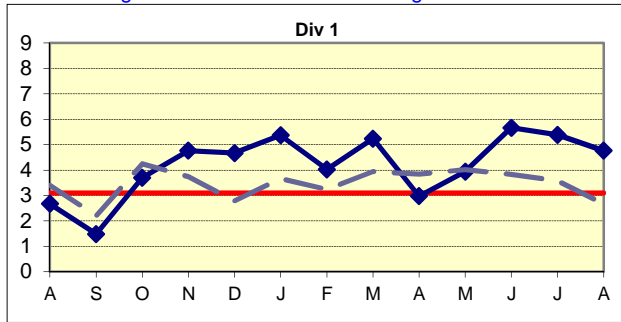
**Calculation:** Number of accidents in prior 13 months coded 482 "alleged" in the categories of A, P or U.

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



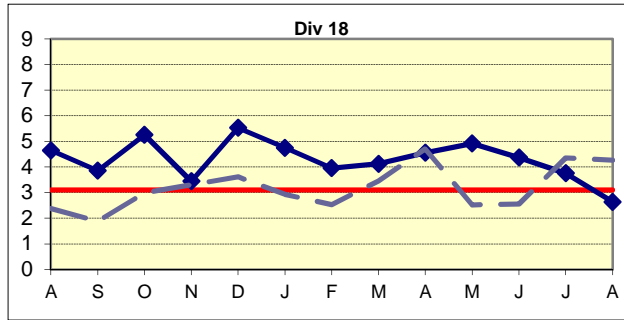
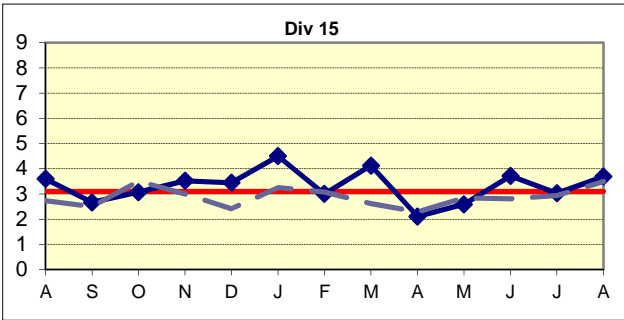
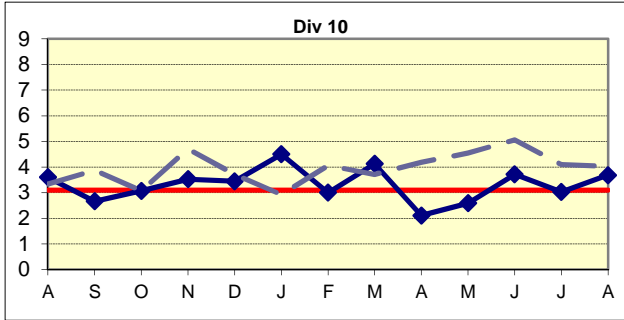
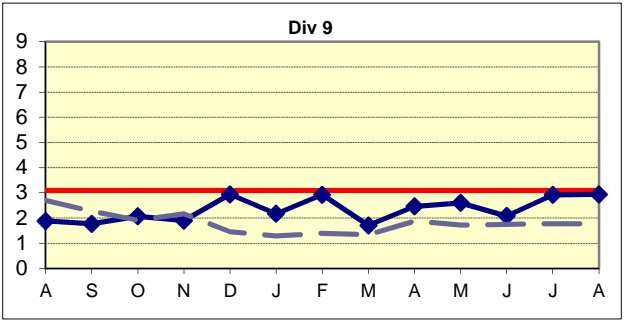
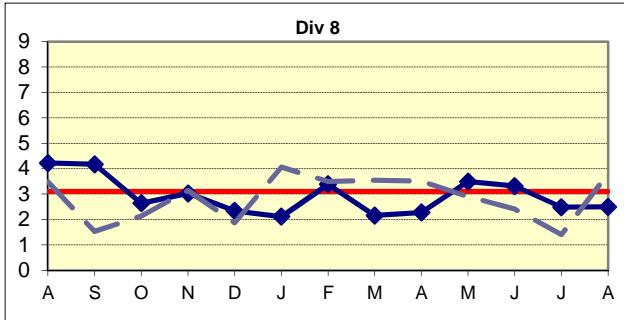
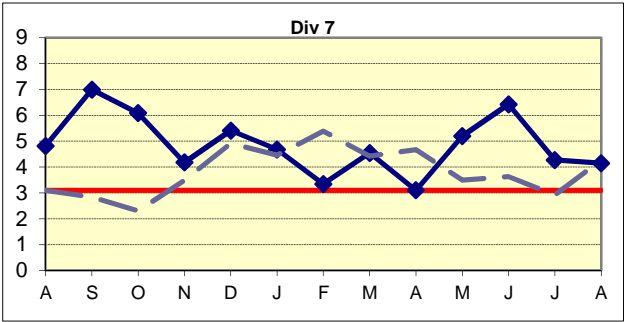
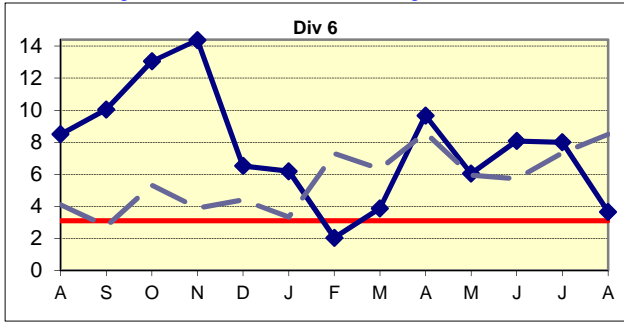
**BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES Bus Operating Divisions**

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.

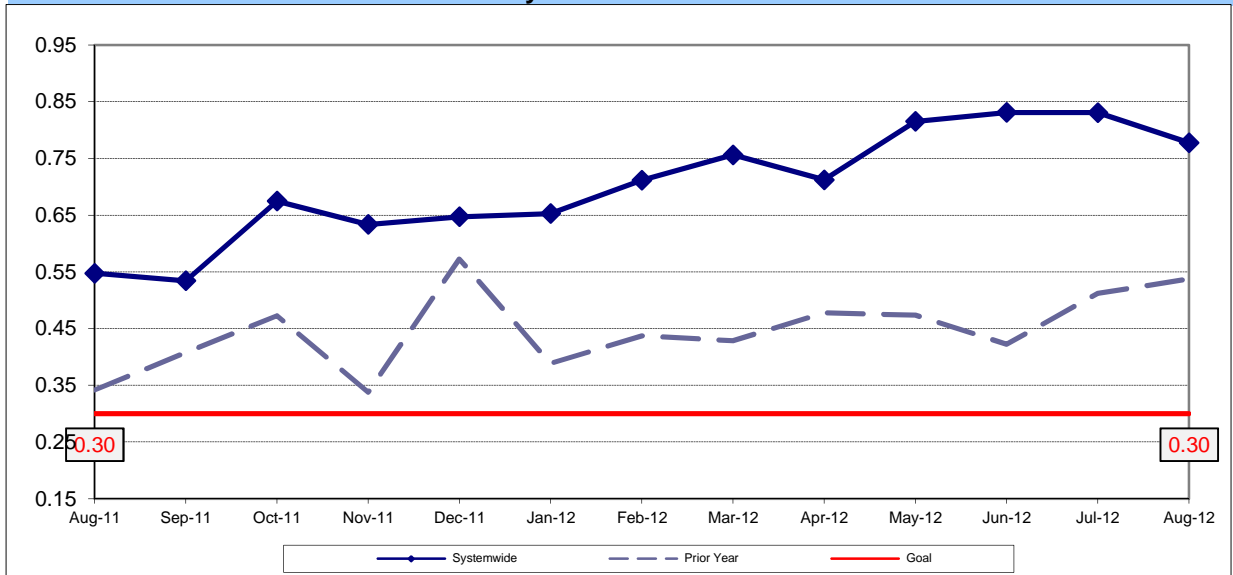


**BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS**

**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))

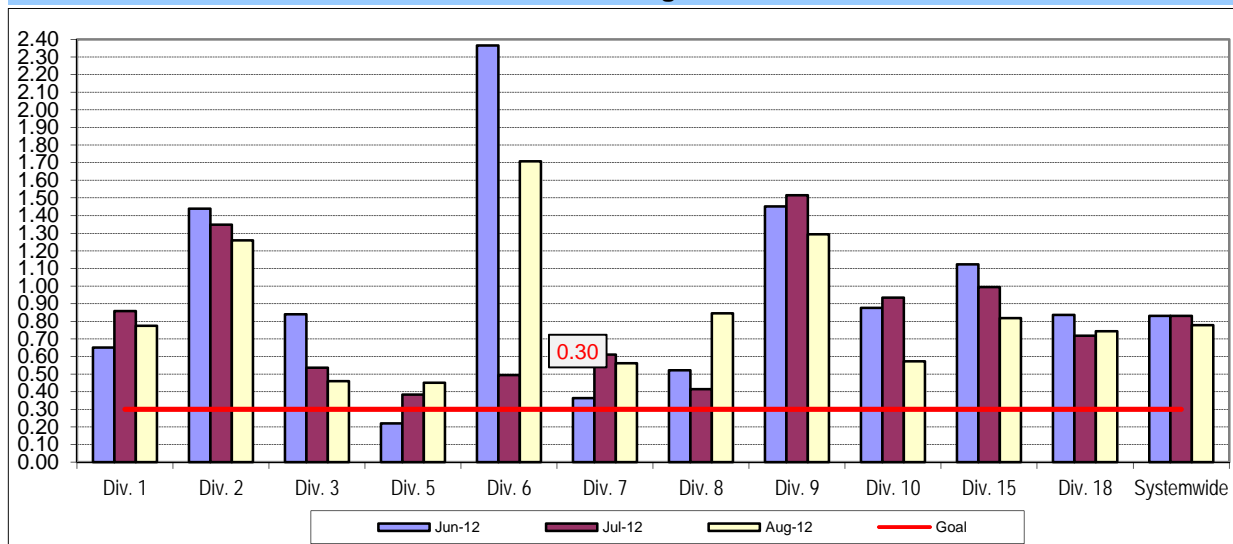
**Systemwide Trend**



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  
June 2012 - August 2012**



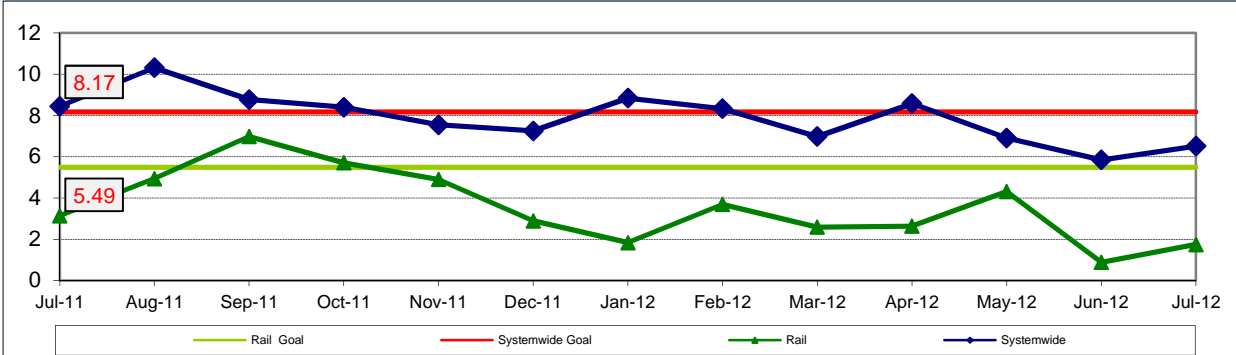
**OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA) RECORDABLE INJURIES PER 200,000 EXPOSURE HOURS**

**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**

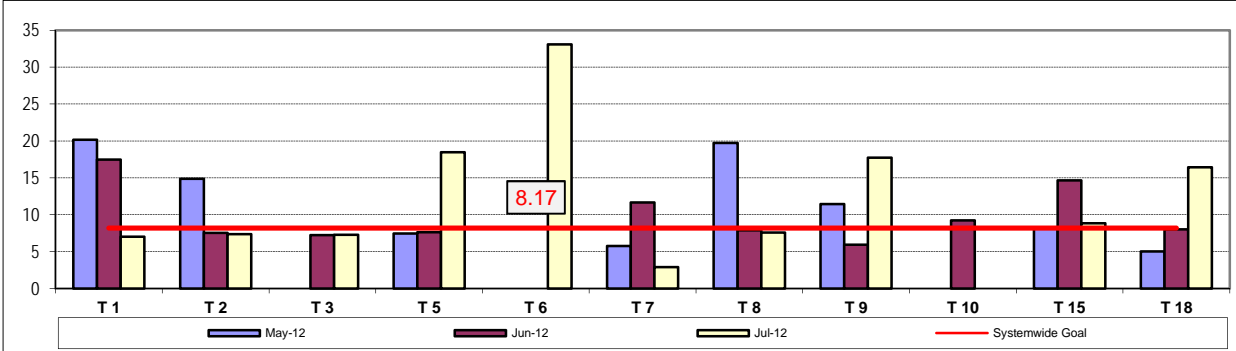


Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of injuries and late filing of reports.

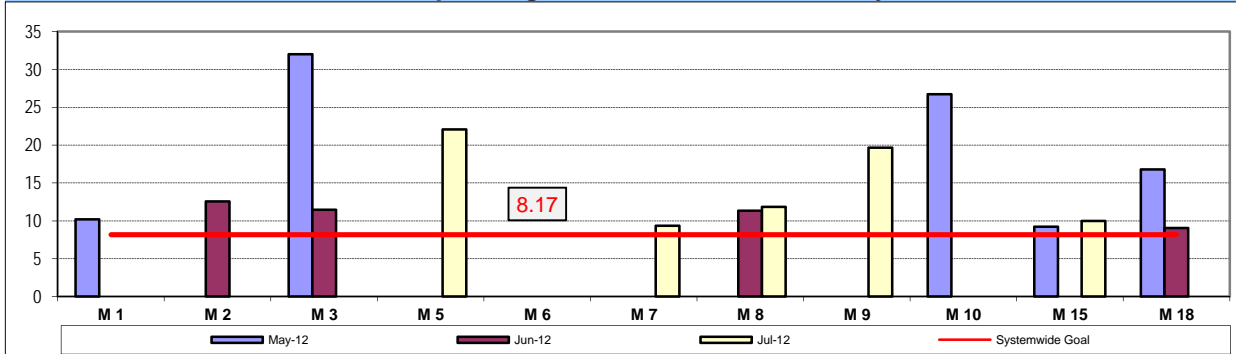
Remaining Below the Goal line is the target.

One month lag from current month

**OSHA: Bus Operating Transportation Divisions - by Division  
May 2012 - July 2012**



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



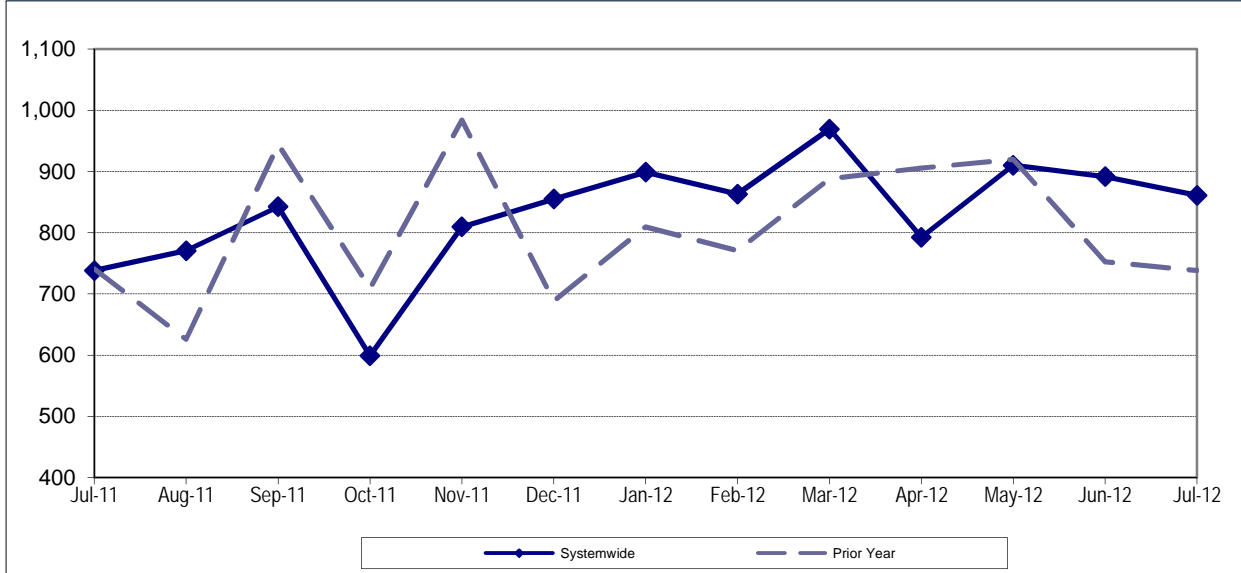
**LOST WORK DAYS (LWD) PAID PER 200,000 EXPOSURE HOURS**

**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)

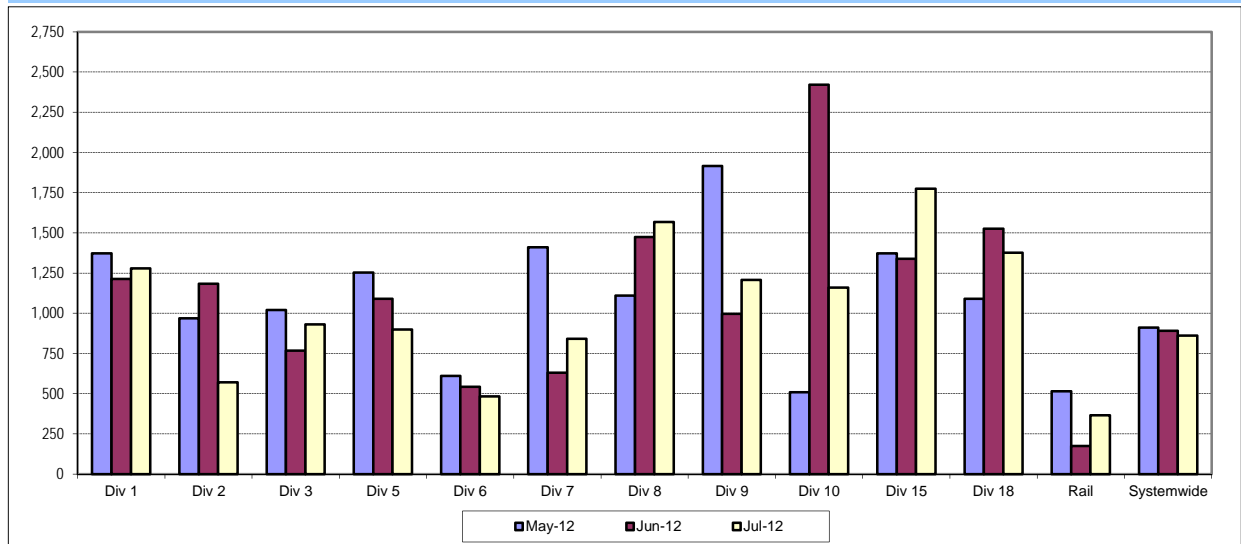
One month lag from current month

**LWD Systemwide Trend**



One month lag from current month

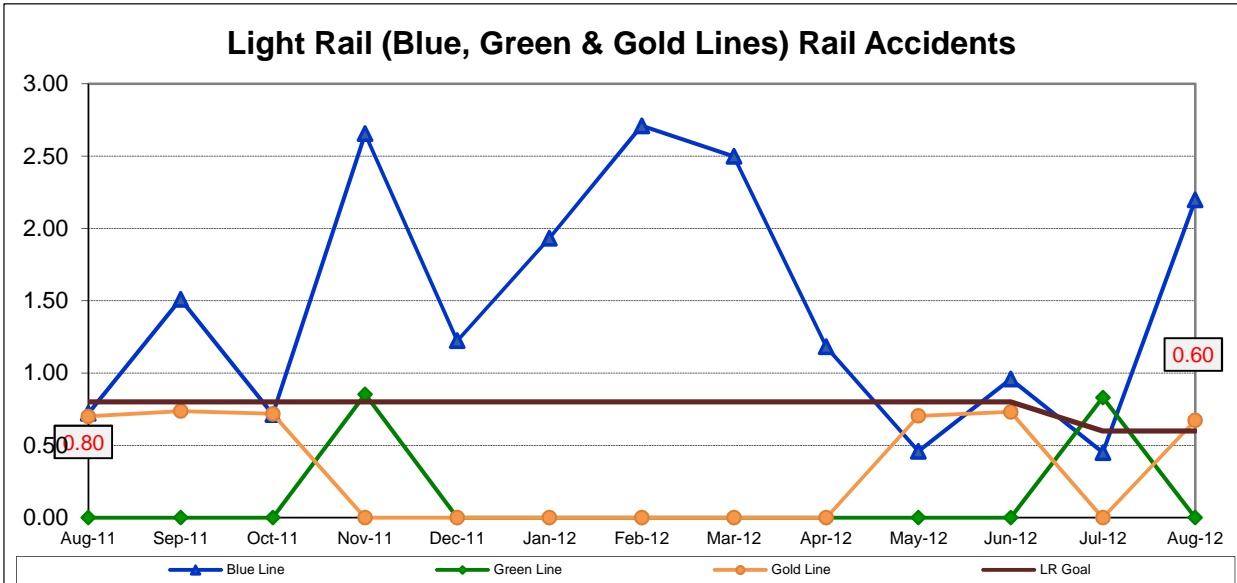
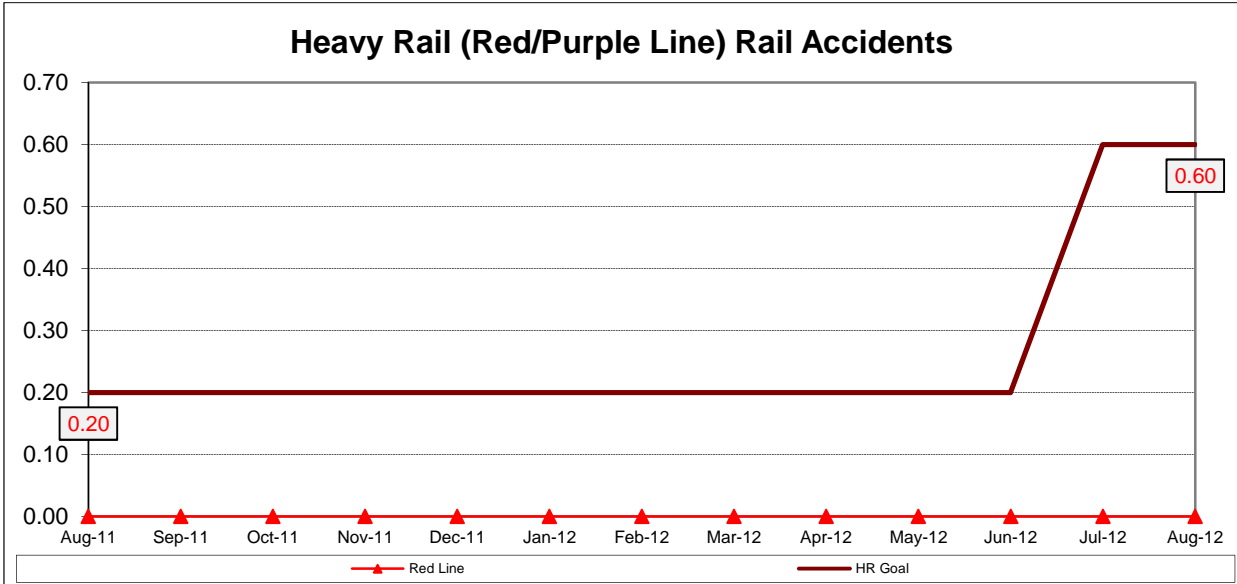
**LWD/200,000 Exposure Hours per Operating Divisions - by Bus and Rail Division  
May 2012 - July 2012**



**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))

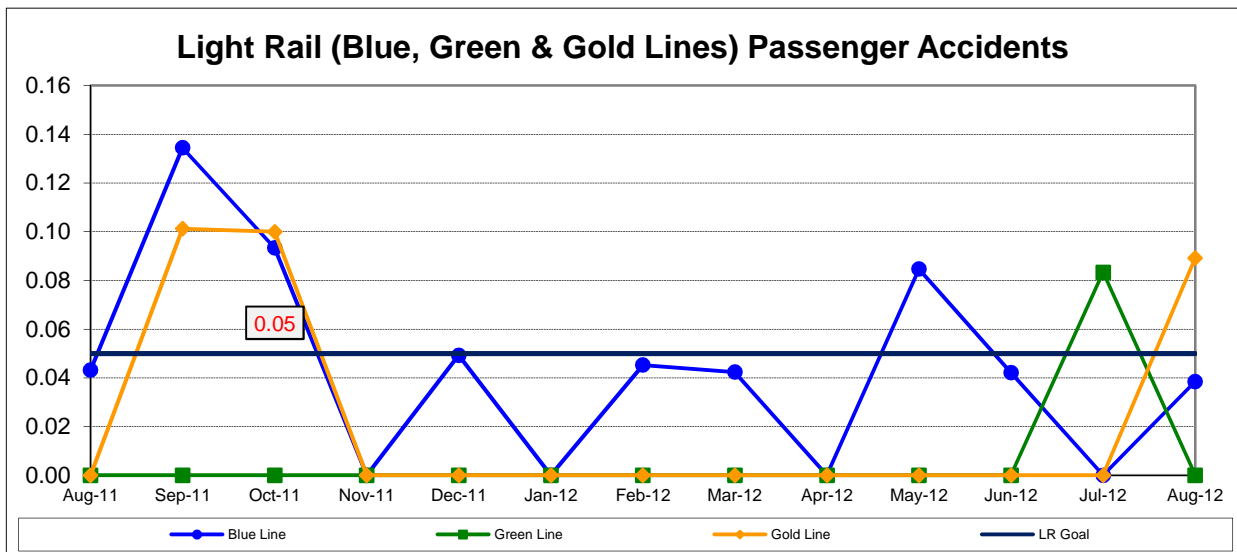
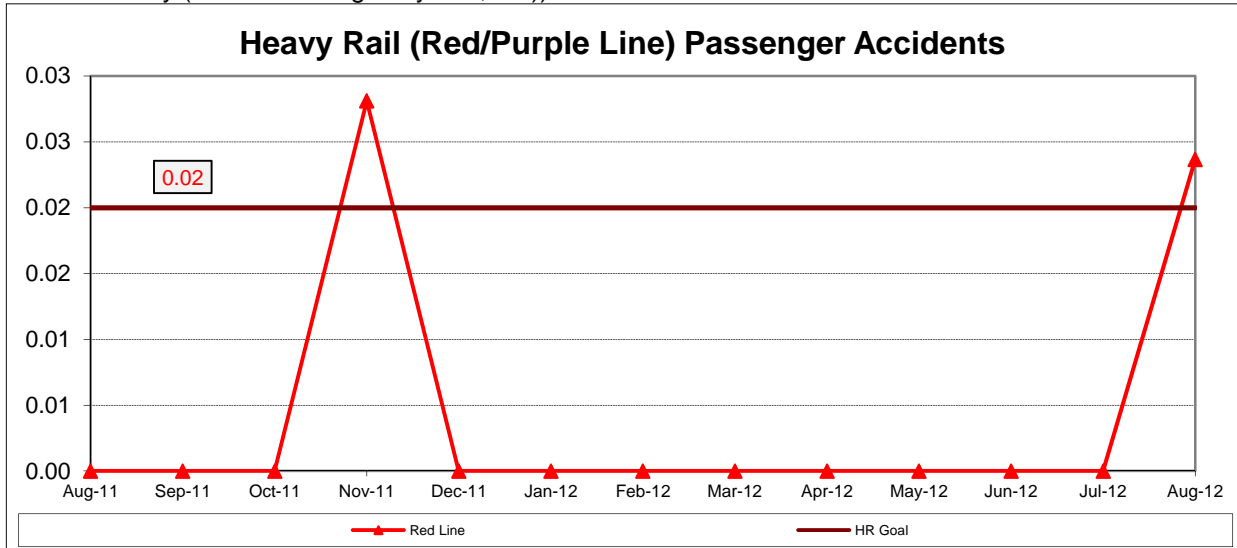


Remaining Below the Goal line is the target.

**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))



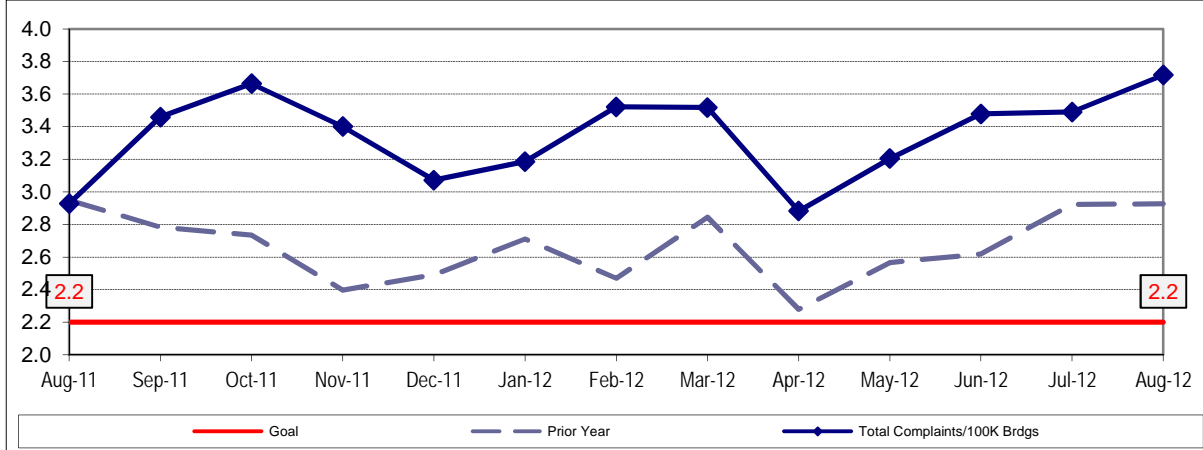
# CUSTOMER SATISFACTION

## COMPLAINTS PER 100,000 BOARDINGS

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

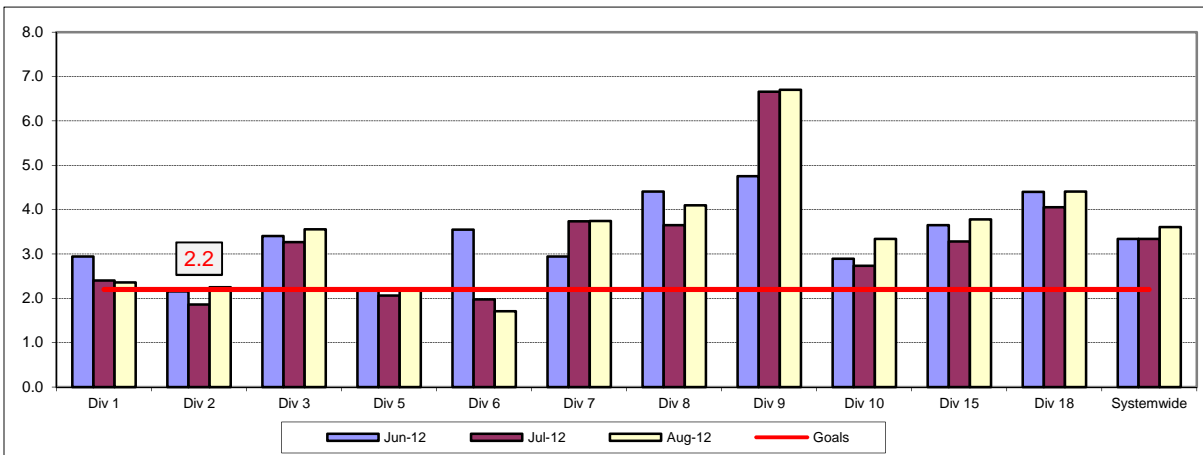
**Calculation:** Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)

### Systemwide Trend



Remaining Below the Goal line is the target.

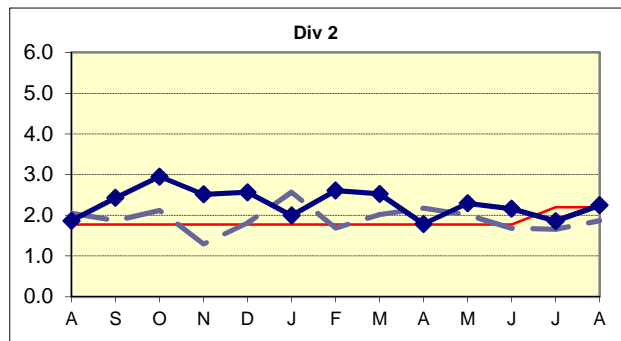
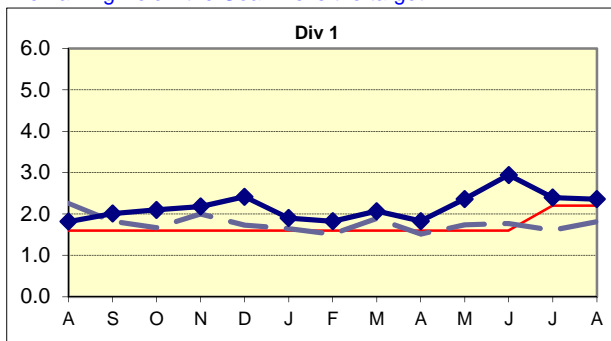
### Bus Operating Divisions, by Divisions June 2012 - August 2012



## COMPLAINTS PER 100,000 BOARDINGS

◆ Current Year    - - - Prior Year    — Goal

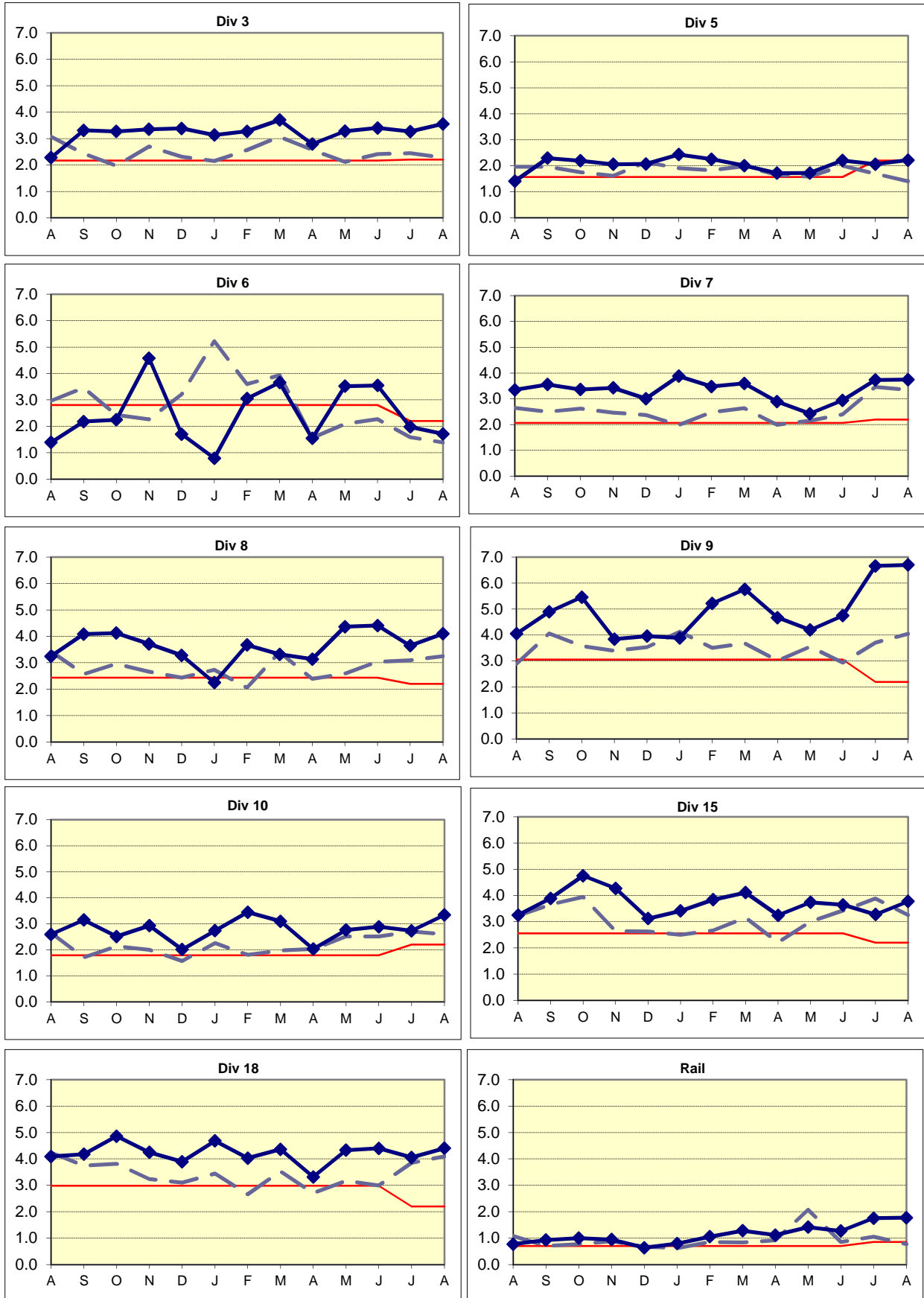
Remaining Below the Goal line is the target.





◆ Current Year    - - - Prior Year    — Goal  
 Remaining Below the Goal line is the target.

### COMPLAINTS PER 100,000 BOARDINGS - Continued



# WORKERS COMPENSATION CLAIMS

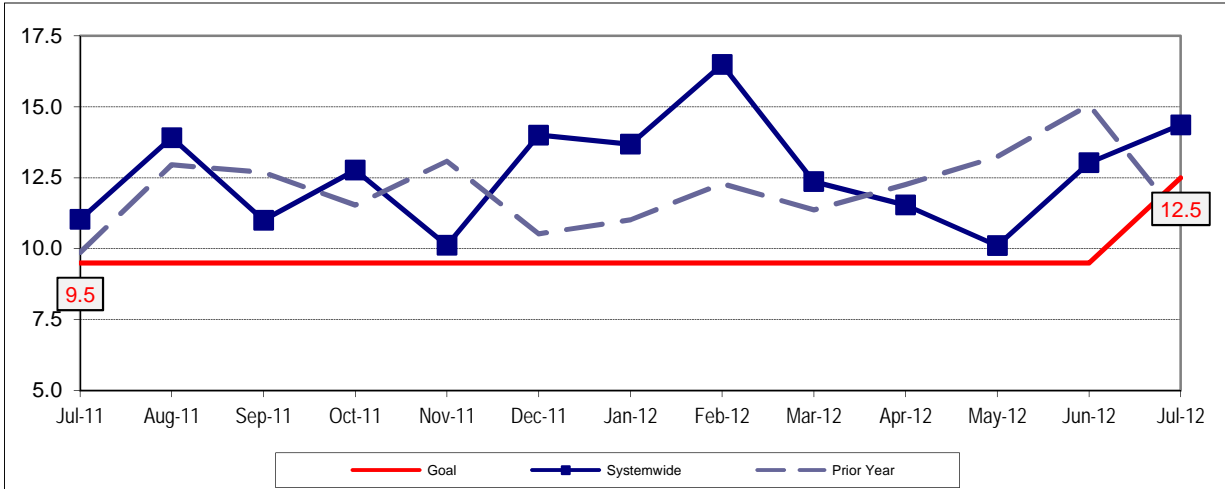
## New Workers Compensation Claims per 200,000 Exposure Hours

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

### 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.

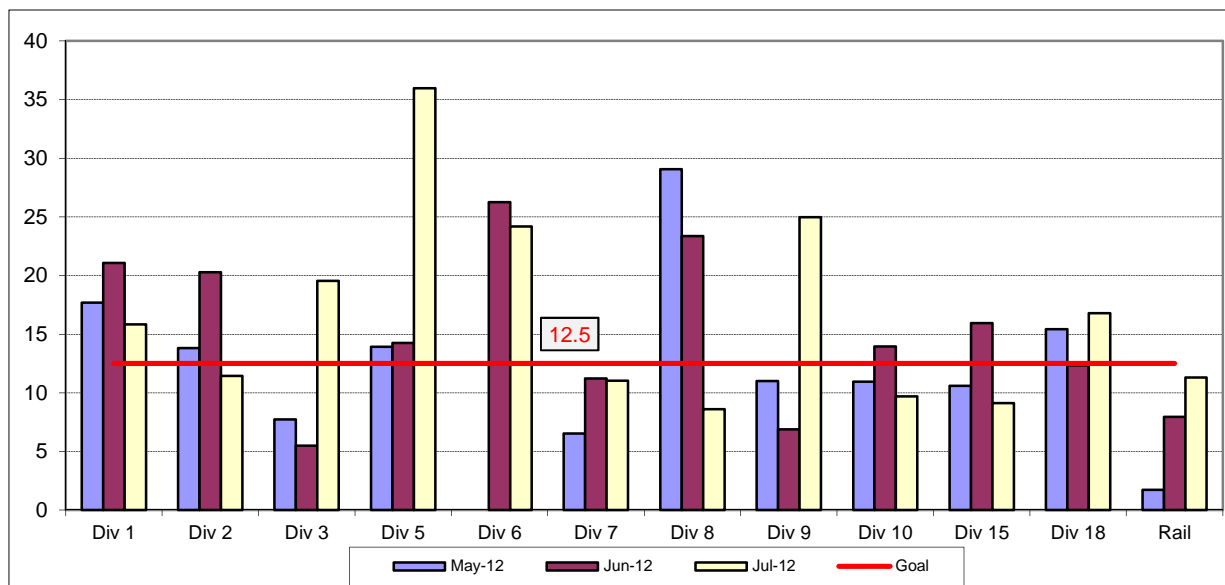
**Calculation:** New workers' compensation indemnity claims filed per 200,000 Exposure Hours =  $\text{New Claims} / (\text{Exposure Hours} / 200,000)$

### Bus & Rail by Division May 2012 - July 2012

One month lag from current month.

Remaining Below the Goal line is the target.

Transportation & Maintenance Performance combined.

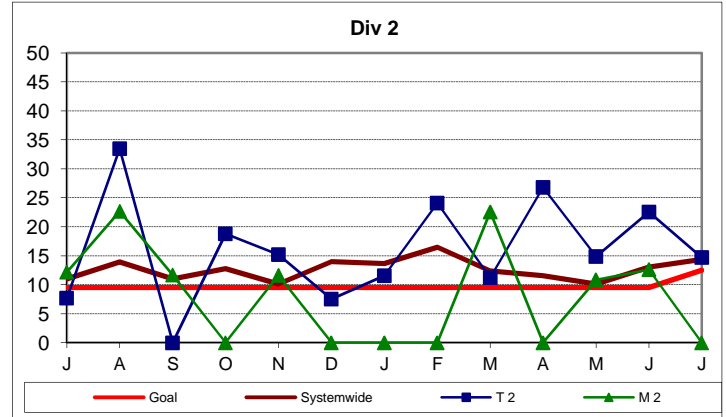
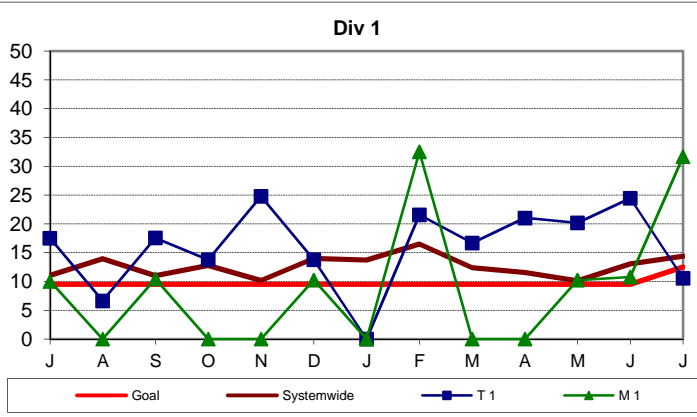


## NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS Systemwide and Bus Operating Divisions

**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.

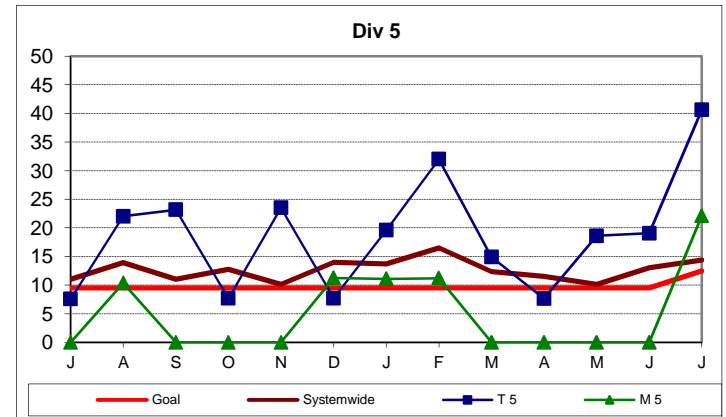
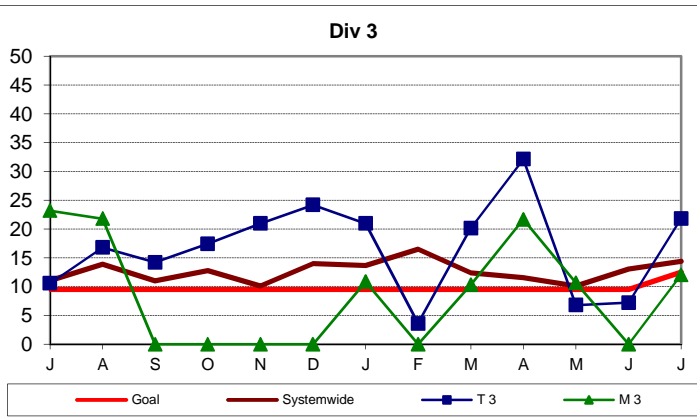
**Calculation:** New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)

One month lag in reporting.

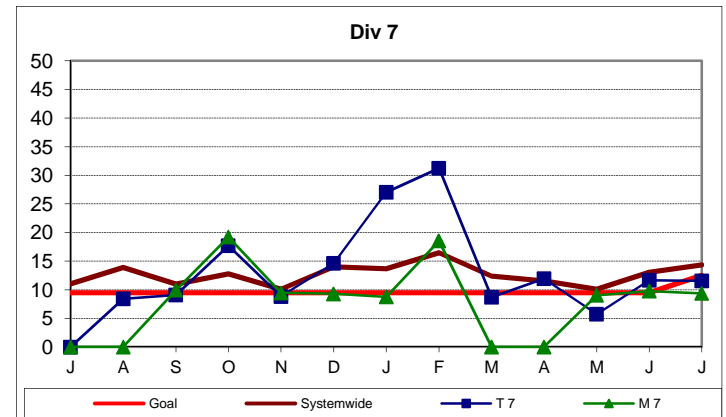
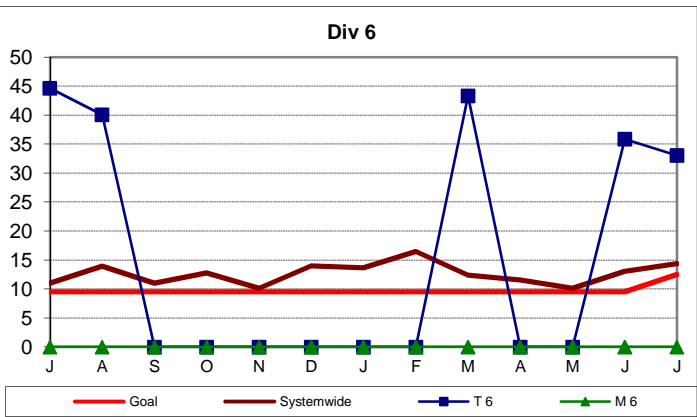


Remaining Below the Goal line is the target.

One month lag in reporting.



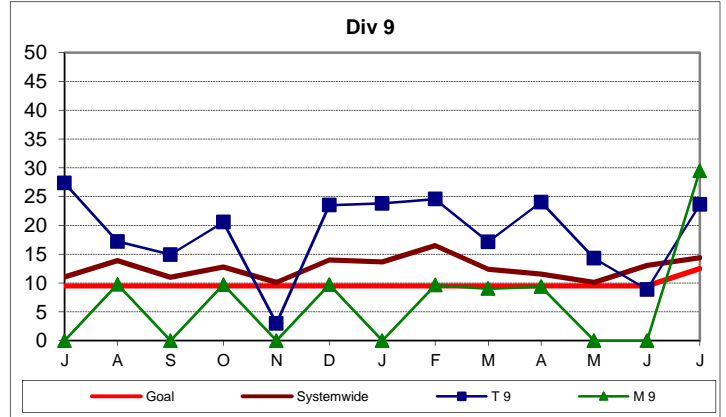
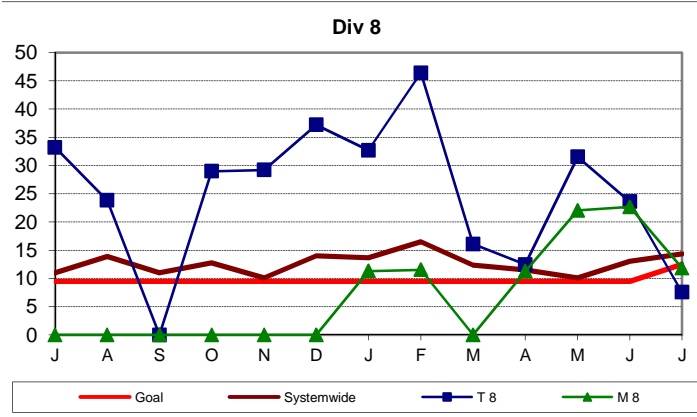
One month lag in reporting.



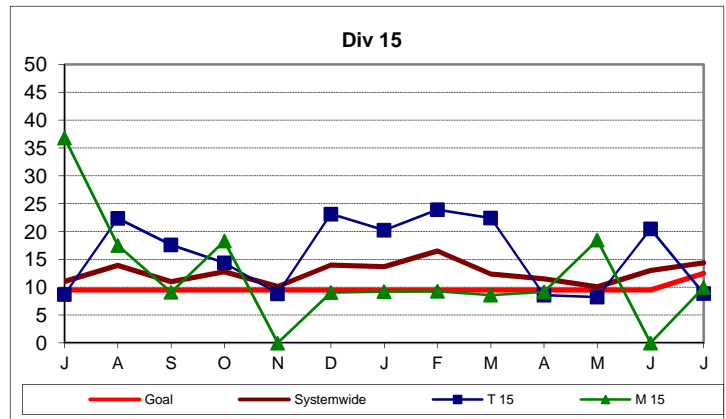
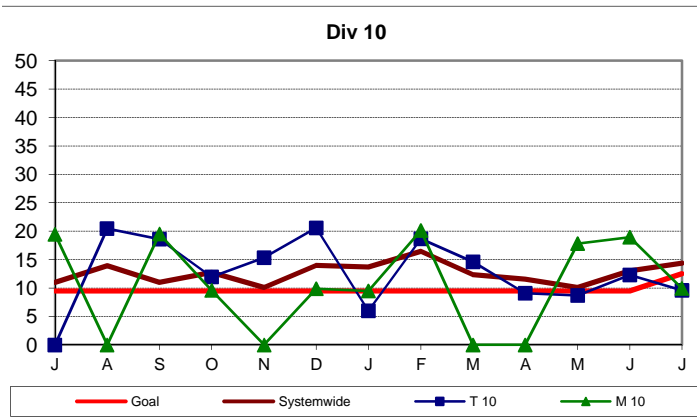
# NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS - Continued

Remaining Below the Goal line is the target.

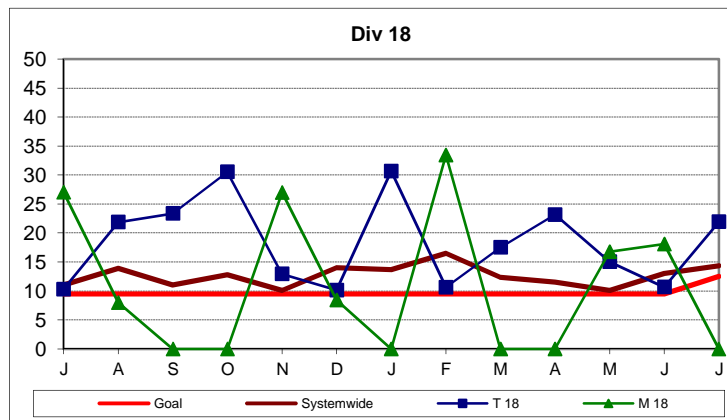
One month lag in reporting.



One month lag in reporting.



One month lag in reporting.



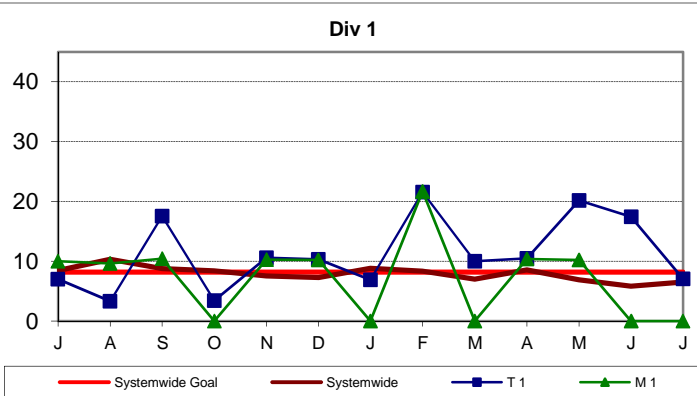
# OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS

## 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.

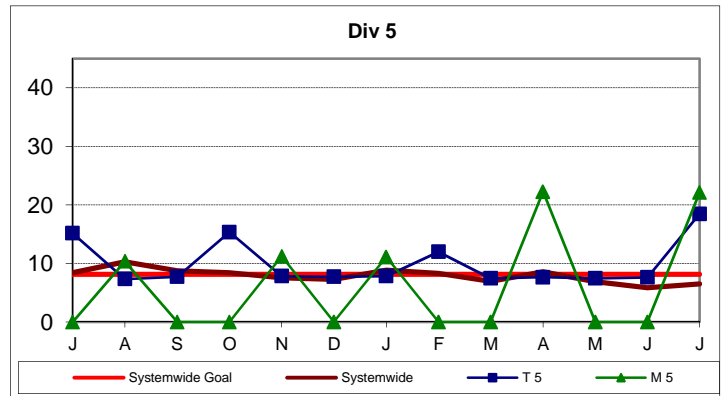
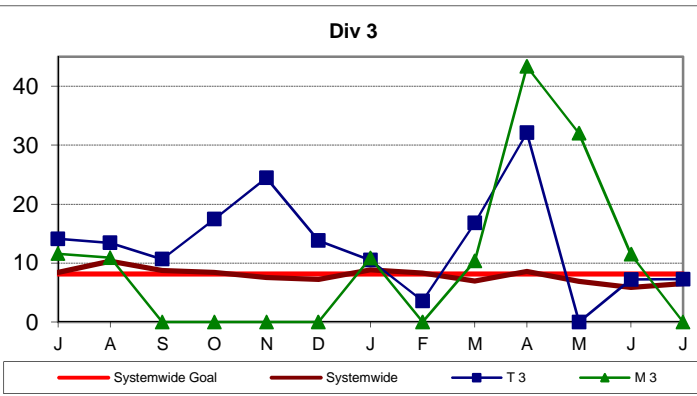
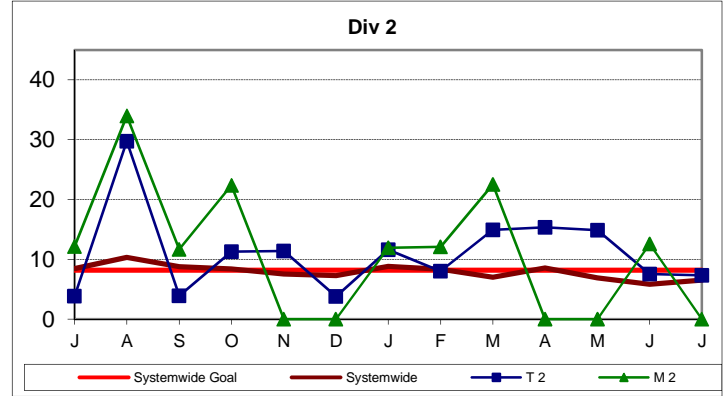
**Calculation:** New OSHA Injuries filed per 200,000 Exposure Hours = New Injuries / (Exposure Hours/200,000)

One month lag in reporting.

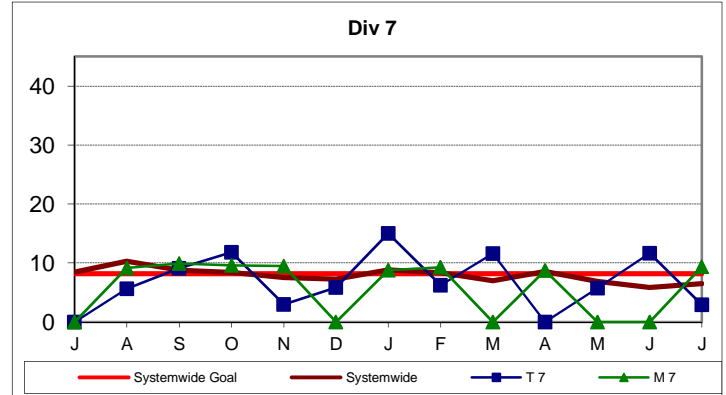
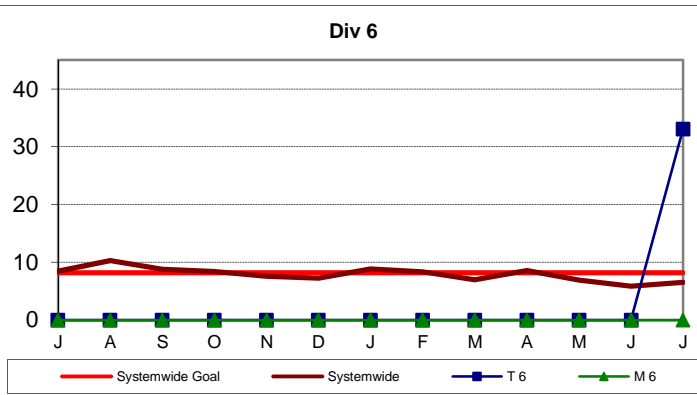


Remaining Below the Goal line is the target.

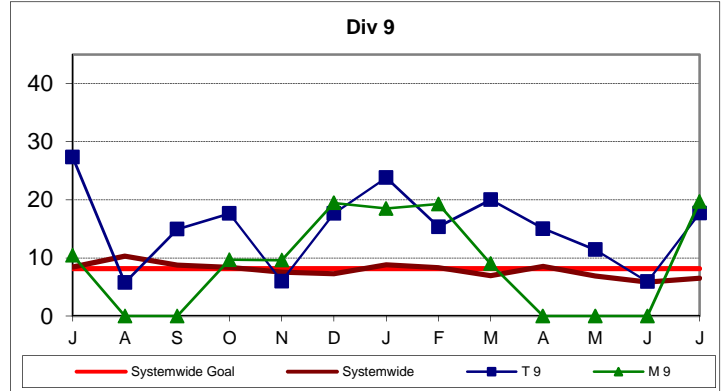
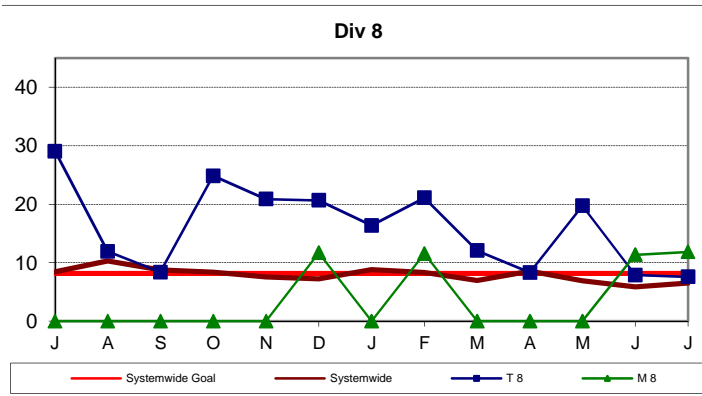
One month lag in reporting.



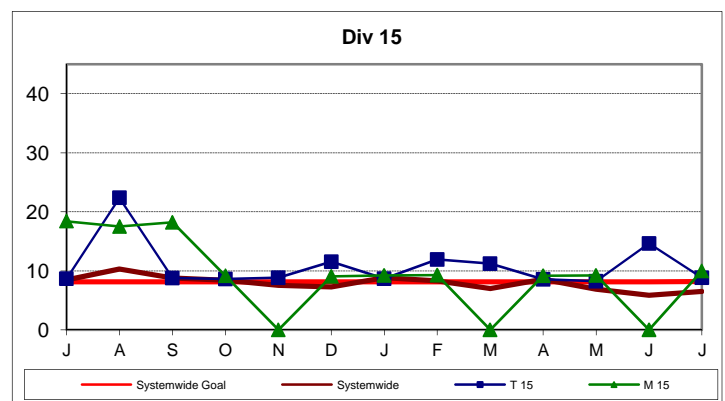
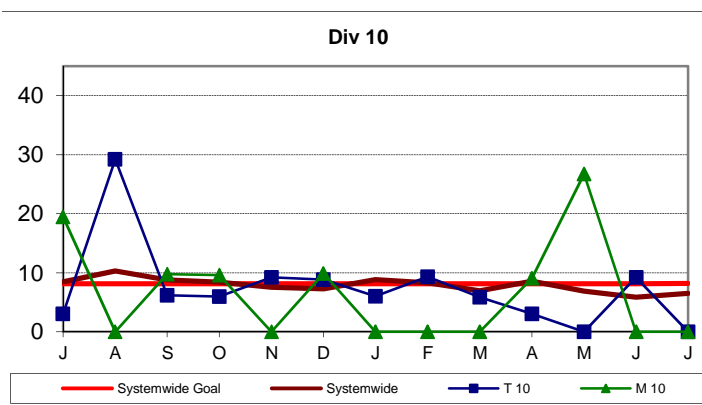
One month lag in reporting.



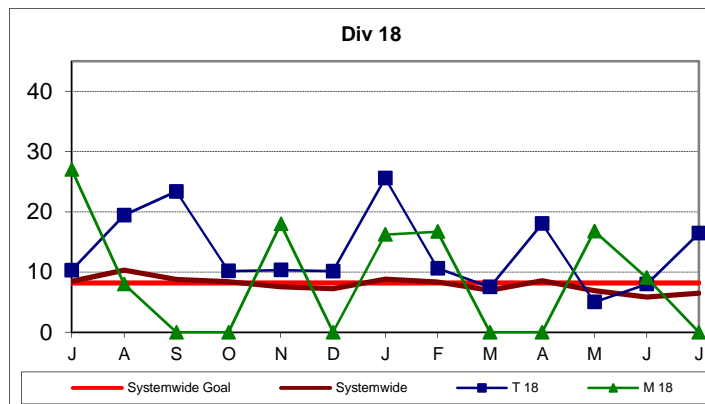
One month lag in reporting.



One month lag in reporting.



One month lag in reporting.



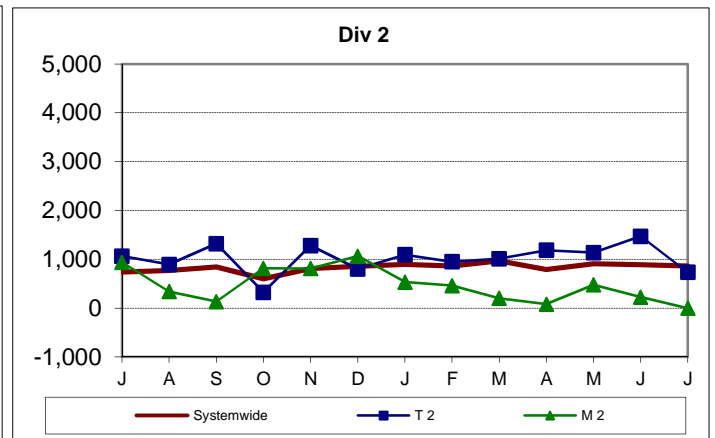
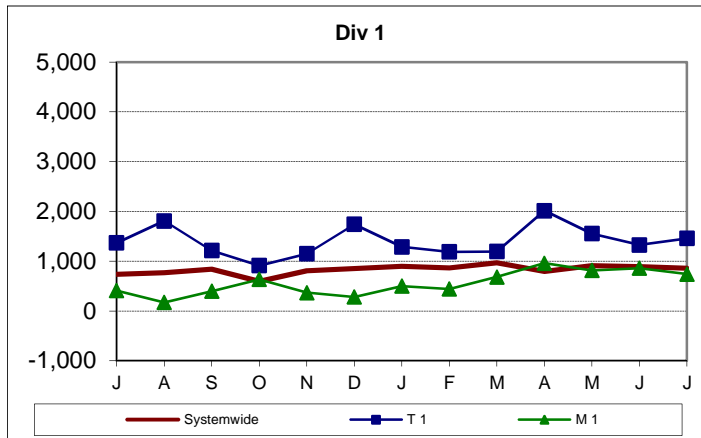
# NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS

## 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.

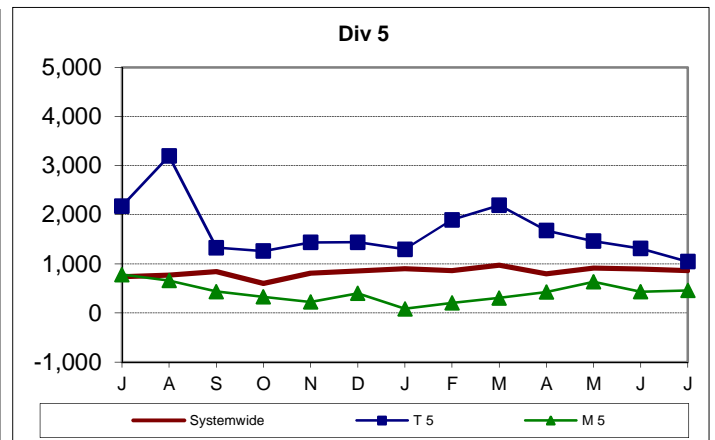
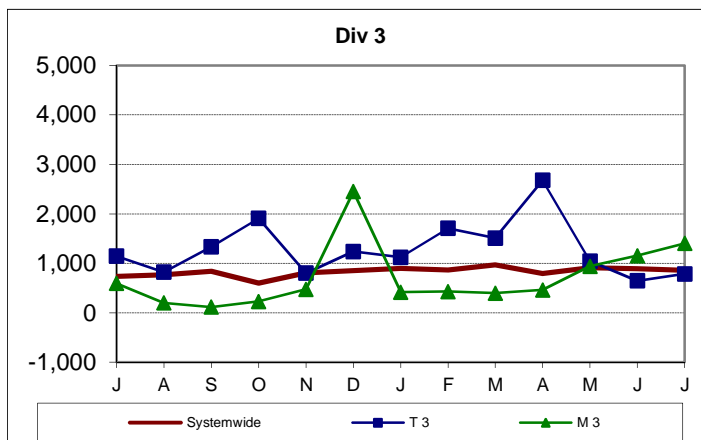
**Calculation:**  $(\text{Total Temporary Disability Benefit Payments} / \text{Estimated TD Benefit Rate}) \times (5/7) / (\text{Number of Exposure Hours} / 200,000)$

One month lag in reporting.

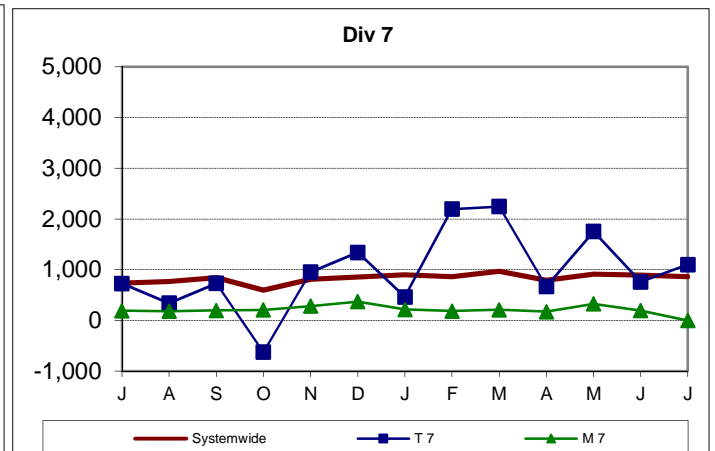
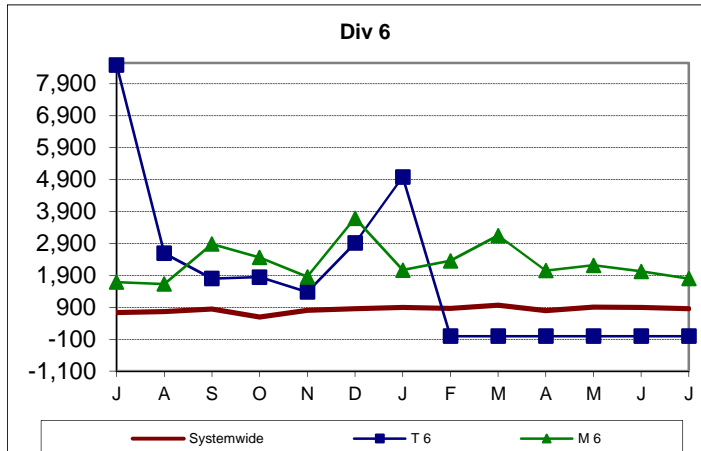


Lower is better.

One month lag in reporting.

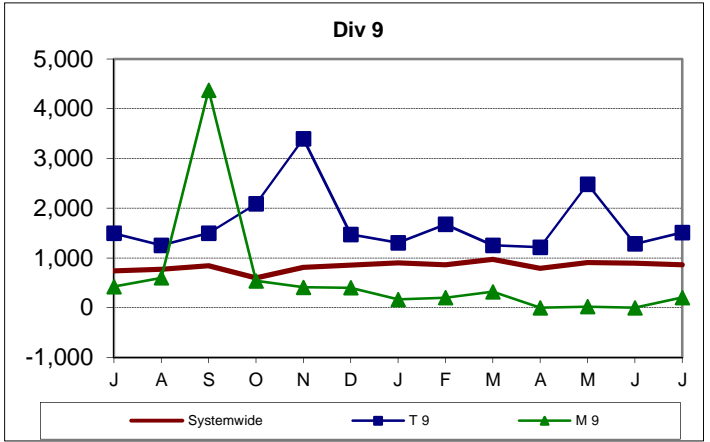
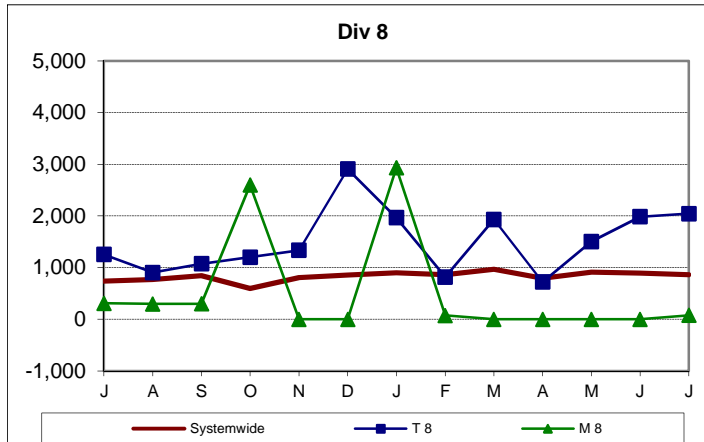


One month lag in reporting.



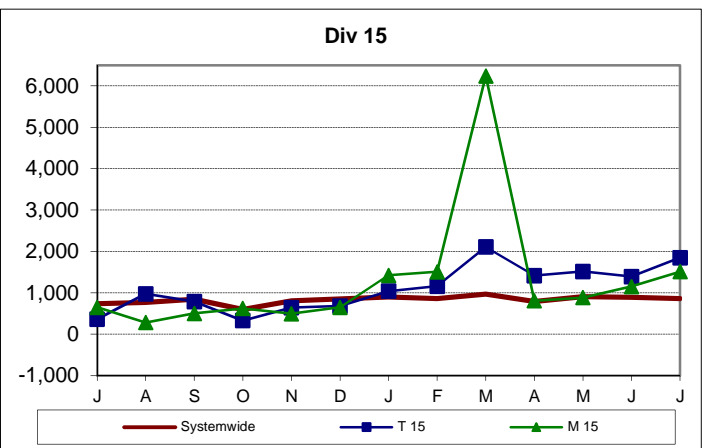
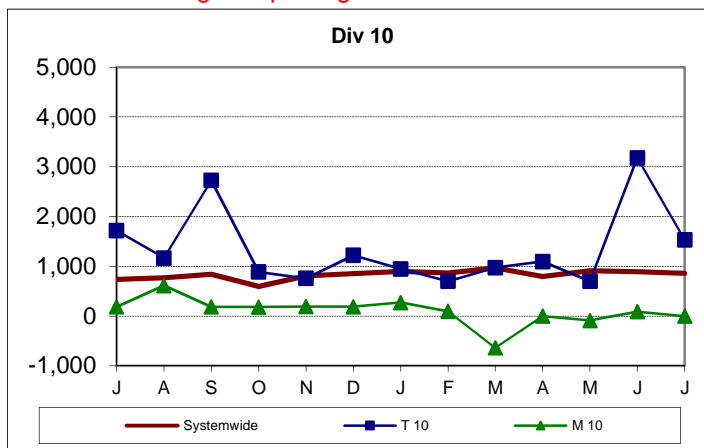
NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS - Continued

One month lag in reporting.

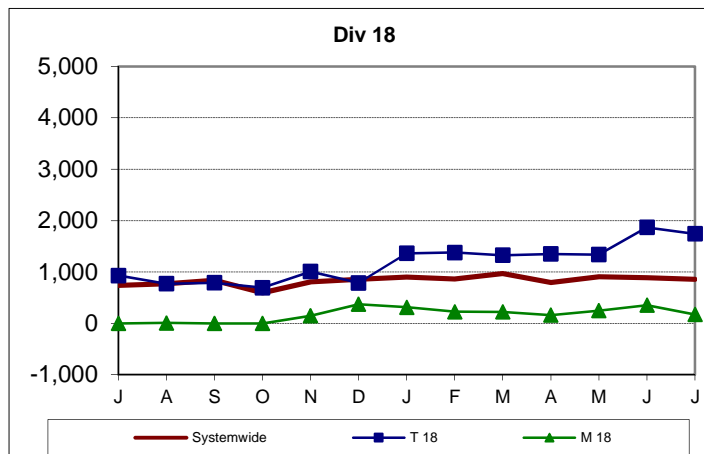


Lower is better.

One month lag in reporting.



One month lag in reporting.





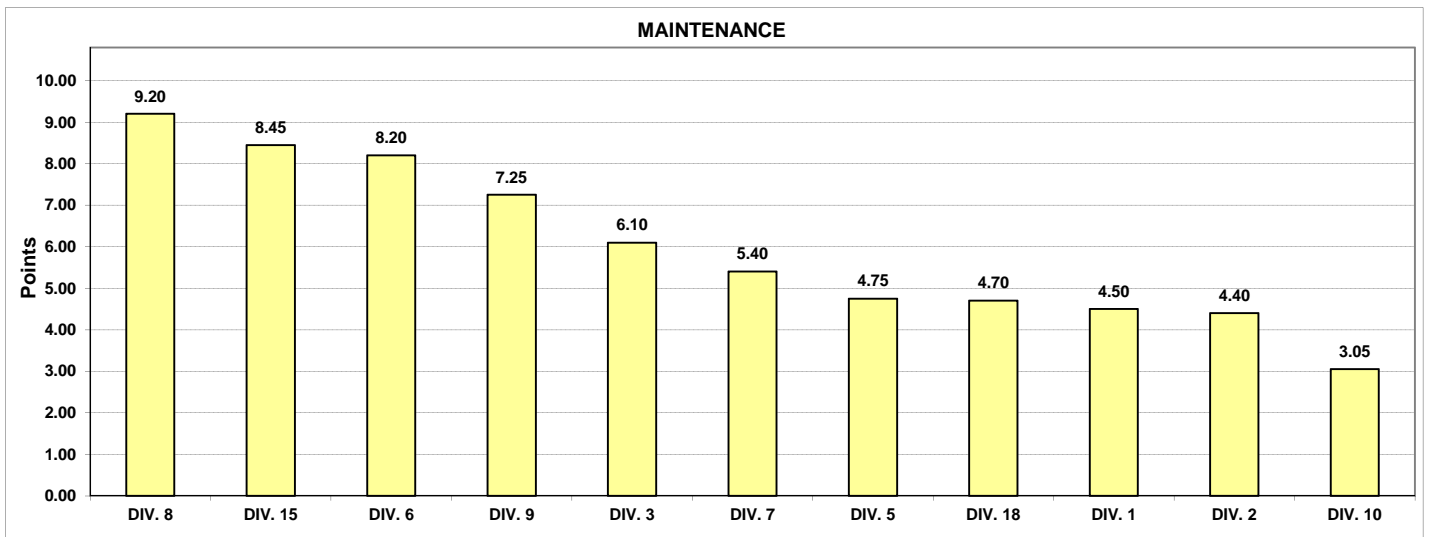
**"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM**

**Monthly Calculations - August 2012  
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
On-Time Performance	10%	81.4%	73.6%	77.5%	77.2%	78.8%	71.5%	80.2%	78.4%	71.6%	77.8%	75.8%
Points		11	3	6	5	9	1	10	8	2	7	4
Miles Between Total Road Calls	30%	1638.7	1716.2	2246.4	1842.0	4820.7	1919.1	3782.7	4220.2	1756.6	2618.1	2099.0
Points		1	2	7	4	11	5	9	10	3	8	6
Past Due PMPs	25%	0.019	0.010	0.067	0.017	0.250	0.055	0.009	0.104	0.121	0.007	0.125
Points		7	9	5	8	1	6	10	4	3	11	2
Bus Cleanliness	25%	8.31	7.94	8.48	8.07	8.88	8.46	8.82	8.80	7.97	8.59	8.15
Points		5	1	7	3	11	6	10	9	2	8	4
New WC Claims /200,000 Exp Hrs*	10%	31.65	0.00	12.04	22.10	0.00	9.37	11.85	29.50	9.95	9.97	0.00
Points		1	10	4	3	10	8	5	2	7	6	10
*One month lag												
<b>Totals</b>		<b>4.50</b>	<b>4.40</b>	<b>6.10</b>	<b>4.75</b>	<b>8.20</b>	<b>5.40</b>	<b>9.20</b>	<b>7.25</b>	<b>3.05</b>	<b>8.45</b>	<b>4.70</b>
<b>FINAL RANKING Maintenance Division Ranking (Sorted)</b>												
<b>DIV.</b>		<b>DIV. 8</b>	<b>DIV. 15</b>	<b>DIV. 6</b>	<b>DIV. 9</b>	<b>DIV. 3</b>	<b>DIV. 7</b>	<b>DIV. 5</b>	<b>DIV. 18</b>	<b>DIV. 1</b>	<b>DIV. 2</b>	<b>DIV. 10</b>
<b>Score</b>		<b>9.20</b>	<b>8.45</b>	<b>8.20</b>	<b>7.25</b>	<b>6.10</b>	<b>5.40</b>	<b>4.75</b>	<b>4.70</b>	<b>4.50</b>	<b>4.40</b>	<b>3.05</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>



**Monthly Calculations - August 2012**  
**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%	0.814	0.736	0.775	0.772	0.788	0.715	0.802	0.784	0.716	0.778	0.758
Points		11	3	6	5	9	1	10	8	2	7	4
Miles Between Total Road Calls	10%	1638.70	1716.20	2246.40	1842.00	4820.70	1919.10	3782.70	4220.20	1756.60	2618.10	2099.00
Points		1	2	7	4	11	5	9	10	3	8	6
Accident Rate	25%	4.76	5.67	3.67	5.66	3.66	4.15	2.50	2.94	4.85	3.69	2.64
Points		4	1	7	2	8	5	11	9	3	6	10
Complaints/100K Boardings	15%	2.38	2.06	3.42	2.14	1.83	3.74	3.88	6.68	3.04	3.54	4.24
Points		8	10	6	9	11	4	3	1	7	5	2
New WC Claims /200,000 Exp Hrs*	25%	10.55	14.68	21.82	40.61	33.05	11.54	7.58	23.62	9.62	8.86	21.92
Points		8	6	5	1	2	7	11	3	9	10	4
*One month lag												
<b>Totals</b>		<b>7.05</b>	<b>4.20</b>	<b>6.10</b>	<b>3.75</b>	<b>7.50</b>	<b>4.35</b>	<b>9.35</b>	<b>6.15</b>	<b>4.85</b>	<b>7.30</b>	<b>5.40</b>
<b>FINAL RANKING</b>												
		<b>Transportation Division Ranking (Sorted)</b>										
<b>DIV.</b>		<b>DIV. 8</b>	<b>DIV. 6</b>	<b>DIV. 15</b>	<b>DIV. 1</b>	<b>DIV. 9</b>	<b>DIV. 3</b>	<b>DIV. 18</b>	<b>DIV. 10</b>	<b>DIV. 7</b>	<b>DIV. 2</b>	<b>DIV. 5</b>
<b>Score</b>		9.35	7.50	7.30	7.05	6.15	6.10	5.40	4.85	4.35	4.20	3.75
<b>Rank</b>		1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th

