

DEC 2013

# METRO OPERATIONS MONTHLY PERFORMANCE REPORT



Metro®

## Table of Contents

	Page
<b>Bus Scorecard Overview</b>	<b>3</b>
<b>Bus Service Performance Systemwide</b>	<b>9</b>
In-Service On-Time Performance	
Scheduled Revenue Service Hours Delivered	
<b>Bus Maintenance Performance</b>	<b>14</b>
Mean Miles Between Chargeable Mechanical Failures	
Past Due Critical Preventive Maintenance Program	
<b>Attendance</b>	<b>21</b>
Maintenance Attendance	
<b>Bus Cleanliness</b>	<b>22</b>
<b>Rail Performance</b>	<b>26</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>33</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	
<b>Customer Satisfaction</b>	<b>39</b>
Complaints per 100,000 Boardings	
<b>New Workers' Compensation Claims</b>	<b>42</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>52</b>
Monthly Metro Bus & Metro Rail	
Quarterly 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 395.5 million boarding passengers each year. Metro bus also operates the Orange and Silver Lines.

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 & Medical Claims per 200,000 Exposure Hours.

Measurement	FY10	FY11	FY12	FY13	FY14 Target	FY14 YTD	FYTD Status	Oct Month	Nov Month	Dec Month
<b>Bus Systemwide</b>										
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	3,222	3,523	3,759	3,827	4,000	3,925	◆	3,901	3,702	4,126
No. of unaddressed road calls	305	125	47	15		12		1	0	4
Mean Miles Between Total Road Calls (MMBTRC) **	1,566	2,052	2,292	2,443	2,550	2,751	●	2,989	2,995	3,112
In-Service On-time Performance ***	72.33%	75.17%	76.54%	75.82%	80.00%	75.08%	◆	74.02%	74.19%	76.35%
Bus Traffic Accidents Per 100,000 Miles	3.08	3.23	3.72	3.66		3.72	◆	3.60	4.08	3.67
Number of "482 alleged accidents"	245	232	248	219	3.10	95	◆	16	13	13
Complaints per 100,000 Boardings	2.61	2.53	3.14	3.12	2.20	3.56	■	3.60	4.09	4.08
New Reported Workers' Compensation Claims per 200,000 Exposure Hours *	14.03	15.28	16.84	16.80	15.12	17.27	◆	17.18	12.66	18.85
* Starting July 2013, Data now reflects Indemnity and Medical Claims combined. For comparison purposes, historical results through FY10 have been updated reflecting Indemnity & Medical combined as well. W.C. Goal has been modified from 13.25 to 10% Improvement over last FY Actual.										
<b>Division 1</b>										
MMBMF	2,831	2,609	3,143	3,539		3,670	◆	3,717	3,803	3,867
No. of unaddressed road calls	36	3	1	0	4,000	0	◆	0	0	0
MMBTRC	1,354	1,540	1,823	1,915	2,550	2,001	◆	2,122	2,161	2,455
In-Service On-time Performance	76.61%	78.85%	80.10%	79.56%	80.00%	76.96%	◆	75.22%	76.13%	77.75%
Bus Traffic Accidents Per 100,000 Miles	3.07	3.42	3.77	3.75		4.06	◆	4.20	4.83	3.39
Number of "482 alleged accidents"	49	30	19	24	3.15	8	◆	2	0	1
Complaints per 100,000 Boardings	1.89	1.85	2.09	2.35	1.67	2.58	■	2.87	3.44	2.84
New Reported Workers' Compensation Claims per 200,000 Exposure Hours *	15.65	17.78	16.78	16.95	15.12	20.13	◆	25.77	22.12	21.36
* Starting July 2013, Data now reflects Indemnity and Medical Claims combined.										
<b>Division 2</b>										
MMBMF	2,714	3,378	3,280	2,993		3,502	◆	4,063	3,320	3,294
No. of unaddressed road calls	29	8	6	8	4,000	1	◆	0	0	0
MMBTRC	1,475	1,721	1,834	1,892	2,550	2,441	◆	3,148	2,502	2,574
In-Service On-time Performance	77.24%	73.89%	74.22%	74.02%	80.00%	75.89%	◆	75.42%	75.52%	77.11%
Bus Traffic Accidents Per 100,000 Miles	3.16	3.56	4.33	4.31		4.84	◆	5.76	5.21	3.98
Number of "482 alleged accidents"	23	21	25	17	3.60	15	◆	2	3	2
Complaints per 100,000 Boardings	1.87	2.02	2.28	2.01	1.43	2.34	■	1.88	3.43	2.70
New Reported Workers' Compensation Claims per 200,000 Exposure Hours *	16.81	17.55	17.45	20.29	15.12	19.69	◆	16.37	17.50	27.94
* Starting July 2013, Data now reflects Indemnity and Medical Claims combined.										

Measurement	FY10	FY11	FY12	FY13	FY14 Target	FY14 YTD	FYTD Status	Oct Month	Nov Month	Dec Month
<b>Division 3</b>										
MMBMF	2,770	2,909	2,975	3,446	4,000	4,413	●	3,802	3,769	4,560
No. of unaddressed road calls	24	7	2	2	4,000	3		0	0	1
MMBTRC	1,555	1,967	2,195	2,575	2,550	3,688	●	3,778	3,556	4,560
In-Service On-time Performance	76.81%	77.71%	77.83%	76.10%	80.00%	73.83%	◇	71.89%	72.24%	75.04%
Bus Traffic Accidents Per 100,000 Miles	3.39	3.28	3.27	3.90	3.27	4.29	◇	3.14	5.31	5.22
Number of "482 alleged accidents"	0	0	26	28		3		0	1	0
Complaints per 100,000 Boardings	2.65	2.51	3.14	3.20	2.27	3.70	■	3.44	3.87	4.18
New Reported Workers' Compensation Claims per 200,000 Exposure Hours *	11.51	12.47	19.46	13.24	15.12	12.51	●	13.37	8.43	5.58
* Starting July 2013, Data now reflects Indemnity and Medical Claims combined.										
<b>Division 5</b>										
MMBMF	3,493	3,643	3,141	3,428	4,000	3,699	◇	3,492	2,888	4,036
No. of unaddressed road calls	4	2	2	0	4,000	0		0	0	0
MMBTRC	1,712	2,053	1,771	2,211	2,550	2,462	◇	2,612	2,564	2,684
In-Service On-time Performance	67.82%	74.63%	78.30%	75.89%	80.00%	73.77%	◇	74.15%	73.52%	74.92%
Bus Traffic Accidents Per 100,000 Miles	4.44	4.42	5.64	4.50	3.79	4.75	◇	3.83	5.28	4.28
Number of "482 alleged accidents"	30	24	28	36		15		3	1	2
Complaints per 100,000 Boardings	1.90	1.84	2.00	2.37	1.68	2.72	■	2.83	2.97	3.48
New Reported Workers' Compensation Claims per 200,000 Exposure Hours *	18.38	15.21	16.10	21.74	15.12	15.83	◇	18.54	11.11	13.54
* Starting July 2013, Data now reflects Indemnity and Medical Claims combined.										
<b>Division 6</b>										
MMBMF	7,816	11,021	12,999	11,013	4,000	5,523	●	7,782	5,565	5,697
No. of unaddressed road calls	8	1	0	0	4,000	0		0	0	0
MMBTRC	2,172	3,008	3,849	3,726	2,550	2,431	◇	2,529	2,968	2,337
In-Service On-time Performance	68.27%	69.28%	78.44%	75.26%	80.00%	73.17%	◇	73.35%	68.92%	70.99%
Bus Traffic Accidents Per 100,000 Miles	5.01	5.06	7.54	6.98	5.79	6.68	◇	5.93	10.11	4.39
Number of "482 alleged accidents"	4	7	3	1		1		0	0	0
Complaints per 100,000 Boardings	2.86	3.17	2.52	2.34	1.88	3.73	■	3.93	3.81	3.20
New Reported Workers' Compensation Claims per 200,000 Exposure Hours *	7.65	10.33	9.69	11.46	15.12	46.09	■	15.12	32.81	16.35
* Starting July 2013, Data now reflects Indemnity and Medical Claims combined.										
<b>Division 7</b>										
MMBMF	2,997	3,106	3,611	3,394	4,000	3,268	◇	3,503	2,939	2,798
No. of unaddressed road calls	101	18	6	0	4,000	2		0	0	2
MMBTRC	1,217	1,644	1,859	1,980	2,550	2,228	◇	2,513	2,280	2,677
In-Service On-time Performance	68.38%	72.47%	73.15%	71.96%	80.00%	70.76%	◇	69.46%	70.59%	72.79%
Bus Traffic Accidents Per 100,000 Miles	3.55	3.85	4.32	4.06	3.42	4.77	◇	5.06	4.84	5.30
Number of "482 alleged accidents"	52	47	48	30		5		0	0	1
Complaints per 100,000 Boardings	2.56	2.40	3.28	3.10	2.20	3.18	■	2.73	4.02	4.07
New Reported Workers' Compensation Claims per 200,000 Exposure Hours *	10.71	13.42	12.09	12.82	15.12	12.65	●	8.31	6.87	13.04
* Starting July 2013, Data now reflects Indemnity and Medical Claims combined.										
<b>Division 8</b>										
MMBTRC	2,445	4,348	4,924	4,348	2,550	4,444	●	4,570	5,495	5,082
In-Service On-time Performance	75.99%	79.00%	78.72%	79.82%	80.00%	82.57%	●	80.28%	81.52%	83.33%
Bus Traffic Accidents Per 100,000 Miles	2.29	2.87	2.78	2.20	2.00	1.89	●	1.50	2.54	2.33
Number of "482 alleged accidents"	17	7	9	8		5		0	0	2
Complaints per 100,000 Boardings	2.97	2.84	3.57	3.75	2.66	4.55	■	5.26	4.90	5.39
New Reported Workers' Compensation Claims per 200,000 Exposure Hours *	15.55	18.99	22.18	14.80	15.12	18.25	◇	18.76	17.21	11.34
* Starting July 2013, Data now reflects Indemnity and Medical Claims combined.										

Measurement	FY10	FY11	FY12	FY13	FY14 Target	FY14 YTD	FYTD Status	Oct Month	Nov Month	Dec Month
<b>Division 9</b>										
MMBMF	4,673	5,126	5,281	5,109		4,362	●	4,391	3,895	4,218
No. of unaddressed road calls	66	11	11	2	4,000	2		0	0	0
MMBTRC	2,918	3,489	3,879	4,101	2,550	4,003	●	4,279	3,945	4,237
In-Service On-time Performance	75.89%	76.33%	76.83%	76.04%	80.00%	74.52%	◇	73.44%	71.86%	74.79%
Bus Traffic Accidents Per 100,000 Miles	2.01	1.81	2.10	2.29	2.00	2.40	◇	3.17	2.59	2.00
Number of "482 alleged accidents"	3	20	10	16		20		8	3	3
Complaints per 100,000 Boardings	3.21	3.50	4.55	5.05	3.58	4.98	◇	4.76	5.62	5.71
New Reported Workers' Compensation Claims per 200,000 Exposure Hours *	12.15	16.79	17.55	18.34	15.12	21.65	◇	23.61	13.74	24.36
* Starting July 2013, Data now reflects Indemnity and Medical Claims combined.										
<b>Division 10</b>										
MMBMF	2,594	2,392	2,653	2,999		2,938	◇	2,787	2,819	3,058
No. of unaddressed road calls	11	58	11	0	4,000	3		1	0	1
MMBTRC	1,129	1,446	1,727	1,947	2,550	2,096	◇	1,969	2,307	2,390
In-Service On-time Performance	68.98%	71.93%	73.42%	71.76%	80.00%	70.12%	◇	69.40%	68.20%	73.56%
Bus Traffic Accidents Per 100,000 Miles	4.02	3.93	4.27	4.77	4.01	4.27	◇	3.91	4.63	5.11
Number of "482 alleged accidents"	33	41	30	12		3		0	1	0
Complaints per 100,000 Boardings	2.08	2.12	2.74	2.56	1.81	2.95	■	3.21	3.44	2.97
New Reported Workers' Compensation Claims per 200,000 Exposure Hours *	14.29	14.29	14.86	18.73	15.12	17.45	◇	15.99	7.28	31.36
* Starting July 2013, Data now reflects Indemnity and Medical Claims combined.										
<b>Division 15</b>										
MMBTRC	1,747	2,507	2,898	2,984	2,550	3,632	●	4,053	3,711	4,142
In-Service On-time Performance	74.62%	76.84%	76.95%	77.46%	80.00%	76.94%	◇	75.38%	76.31%	78.04%
Bus Traffic Accidents Per 100,000 Miles	2.67	2.84	3.11	3.29	2.76	3.29	◇	2.64	2.99	3.40
Number of "482 alleged accidents"	15	19	19	16		6		0	1	1
Complaints per 100,000 Boardings	2.98	3.01	3.77	3.23	2.29	3.99	■	3.98	4.49	4.65
New Reported Workers' Compensation Claims per 200,000 Exposure Hours *	15.55	13.45	15.89	12.97	15.12	8.96	●	8.51	9.24	13.44
* Starting July 2013, Data now reflects Indemnity and Medical Claims combined.										
<b>Division 18</b>										
MMBTRC	1,292	1,839	2,203	2,024	2,550	2,314	◇	2,746	3,216	2,534
In-Service On-time Performance	66.12%	70.63%	75.32%	74.21%	80.00%	73.83%	◇	73.54%	73.74%	75.31%
Bus Traffic Accidents Per 100,000 Miles	2.67	3.32	4.25	4.03	3.40	3.50	◇	3.38	3.47	2.97
Number of "482 alleged accidents"	19	16	31	31		14		1	3	1
Complaints per 100,000 Boardings	4.19	3.42	4.19	3.12	2.66	4.59	■	4.92	4.73	5.04
New Reported Workers' Compensation Claims per 200,000 Exposure Hours *	12.15	15.00	18.15	19.28	15.12	21.37	◇	23.63	12.47	24.44
* Starting July 2013, Data now reflects Indemnity and Medical Claims combined.										

- 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 Operations 13-Month Overview

Measurement	FY13 Target	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13	FY14 Target	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13
<b>Bus Systemwide</b>															
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls	3,900	3,928	3,867	4,116	3,862	4,242	3,835	4,023	4,000	4,128	3,859	3,865	3,901	3,702	4,126
Mean Miles Between Total Road Calls (MMBTRC) **	2,400	2,455	2,409	2,534	2,552	2,689	2,447	2,580	2,550	2,561	2,486	2,538	2,989	2,995	3,112
In-Service On-time Performance ***	80%	76.1%	77.9%	75.2%	75.6%	76.2%	74.8%	75.1%	80%	77.8%	74.7%	73.3%	74.0%	74.2%	76.4%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	3.10	3.68	3.38	3.74	3.55	3.84	3.93	3.80	3.10	3.83	3.63	3.53	3.53	3.99	3.67
Complaints per 100,000 Boardings	2.20	2.68	2.93	3.02	3.03	2.99	2.79	2.90	2.20	3.12	3.23	3.28	3.60	4.09	4.08
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	13.25	11.54	14.55	13.82	15.38	16.41	15.89	17.33	15.12	20.43	18.82	15.50	17.18	12.66	18.85
* Data reflects updated data for each month.															
<b>Division 1</b>															
MMBMF No. of unaddressed road calls	3,900	3,762	3,628	4,112	3,187	4,161	3,403	4,087	4,000	3,731	3,525	3,418	3,717	3,803	3,867
MMBTRC	2,400	2,108	1,905	2,161	1,862	2,129	1,936	2,112	2,550	1,871	1,768	1,801	2,122	2,161	2,455
In-Service On-time Performance	80%	78.9%	81.4%	79.1%	78.5%	79.4%	78.0%	77.4%	80%	79.7%	76.9%	75.9%	75.2%	76.1%	77.8%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	3.24	4.62	3.70	3.88	3.59	3.12	4.24	3.97	3.15	4.39	3.74	3.66	4.20	4.83	3.39
Complaints per 100,000 Boardings	1.44	2.18	2.15	2.21	2.21	2.19	2.23	2.54	1.67	1.70	2.20	2.45	2.87	3.44	2.84
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	13.25	16.04	12.68	13.99	15.90	14.52	23.36	24.94	15.12	21.36	16.04	13.81	25.77	22.12	21.36
* Data reflects updated data for each month.															
<b>Division 2</b>															
MMBMF No. of unaddressed road calls	3,900	2,799	3,315	3,253	3,379	3,209	3,267	3,491	4,000	3,391	3,513	3,516	4,063	3,320	3,294
MMBTRC	2,400	1,794	2,024	1,848	2,106	1,963	1,909	2,307	2,550	2,106	2,362	2,197	3,148	2,502	2,574
In-Service On-time Performance	80%	74.6%	76.0%	72.3%	74.3%	74.8%	73.3%	74.9%	80%	78.4%	74.4%	74.5%	75.4%	75.5%	77.1%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	3.76	3.15	3.33	3.89	3.65	5.97	5.04	3.96	3.60	5.83	5.10	2.94	5.76	4.83	3.98
Complaints per 100,000 Boardings	1.61	1.61	1.64	1.74	2.38	2.03	1.65	1.58	1.43	1.92	2.52	1.65	1.88	3.43	2.70
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	13.25	17.13	13.99	28.04	29.06	27.88	8.41	32.29	15.12	11.18	19.27	26.14	16.37	17.50	27.94
* Data reflects updated data for each month.															
<b>Division 3</b>															
MMBMF No. of unaddressed road calls	3,900	3,387	3,849	4,055	3,334	3,614	3,678	4,641	4,000	5,012	4,725	4,966	3,802	3,769	4,560
MMBTRC	2,400	2,412	2,621	2,945	2,619	2,727	2,788	3,761	2,550	3,690	3,405	3,370	3,778	3,560	4,560
In-Service On-time Performance	80%	75.9%	78.1%	75.5%	75.3%	75.1%	75.1%	75.7%	80%	76.7%	74.7%	72.4%	71.9%	72.2%	75.0%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	2.81	4.31	3.95	2.86	4.92	4.17	4.59	4.17	3.27	5.82	3.94	2.30	2.98	5.48	5.22
Complaints per 100,000 Boardings	2.16	2.09	3.47	3.50	3.02	3.86	2.54	3.01	2.27	4.12	3.08	3.62	3.44	3.87	4.18
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	13.25	5.60	13.50	17.80	11.06	12.34	8.14	8.70	15.12	16.52	22.10	8.69	13.37	8.43	5.58
* Data reflects updated data for each month.															
<b>Division 5</b>															
MMBMF No. of unaddressed road calls	3,900	3,303	3,067	3,503	3,804	4,104	4,123	4,358	4,000	4,349	3,721	4,071	3,492	2,888	4,036
MMBTRC	2,400	2,179	1,945	2,406	2,379	2,399	2,647	2,417	2,550	2,358	2,203	2,435	2,612	2,564	2,684
In-Service On-time Performance	80%	75.5%	76.0%	74.0%	74.8%	76.3%	75.9%	74.8%	80%	75.5%	72.9%	71.6%	74.2%	73.5%	74.9%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	4.20	4.49	5.02	5.83	4.65	3.07	4.74	4.34	3.79	5.11	4.84	5.38	3.66	5.10	4.28
Complaints per 100,000 Boardings	1.41	2.55	1.87	2.45	2.49	3.03	1.93	1.71	1.68	2.04	2.22	2.83	2.83	2.97	3.48
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	13.25	22.18	18.33	11.60	24.83	11.92	16.23	17.31	15.12	21.52	18.64	11.25	18.54	11.11	13.54
* Data reflects updated data for each month.															

- Green - Meets Target at 100% or
- ◇ Yellow - Falls below Target 70 -
- Red - Falls below Target >70%.

Measurement	FY13 Target	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13	FY14 Target	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13
<b>Division 6</b>															
MMBMF No. of unaddressed road calls	3,900	9,481	13,742	12,509	11,642	8,806	5,376	10,040	4,000	4,509	4,424	6,654	7,782	5,565	5,697
MMBTRC	2,400	4,740	3,206	3,368	4,234	3,340	2,419	2,915	2,550	2,412	2,264	2,218	2,529	2,968	2,337
In-Service On-time Performance	80%	76.7%	77.7%	78.4%	76.9%	76.9%	73.5%	74.0%	80%	75.6%	75.1%	75.1%	73.4%	68.9%	71.0%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	4.20	3.96	4.16	7.99	8.59	7.23	6.20	6.64	5.79	5.78	6.16	6.94	5.93	10.11	4.39
Complaints per 100,000 Boardings	1.57	2.89	3.91	4.14	3.22	2.03	1.01	2.17	1.88	2.55	5.43	3.26	3.93	3.81	3.20
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	13.25	0.00	0.00	0.00	0.00	37.62	0.00	0.00	15.12	80.62	65.37	69.99	15.12	32.81	16.35
* Data reflects updated data for each month.															
<b>Division 7</b>															
MMBMF No. of unaddressed road calls	3,900	3,414	3,305	3,622	3,449	4,129	3,460	3,294	4,000	3,367	3,187	2,957	3,503	2,939	2,798
MMBTRC	2,400	1,968	1,818	1,915	2,120	2,219	2,128	1,920	2,550	2,188	1,902	2,004	2,513	2,280	2,677
In-Service On-time Performance	80%	73.5%	75.5%	70.9%	70.9%	71.6%	70.6%	70.1%	80%	72.6%	69.9%	69.3%	69.5%	70.6%	72.8%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	3.44	3.81	5.53	5.53	3.61	4.40	5.41	4.02	3.42	4.32	4.80	4.32	4.92	4.69	5.30
Complaints per 100,000 Boardings	2.30	2.37	2.54	3.69	2.90	3.05	2.71	3.54	2.20	2.63	3.02	2.71	2.73	4.02	4.07
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	13.25	4.43	14.82	9.41	10.92	9.49	23.37	6.74	15.12	12.82	19.02	15.70	8.31	6.87	13.04
* Data reflects updated data for each month.															
<b>Division 8</b>															
MMBMBF No. of unaddressed road calls	3,900	6,809	8,858	6,485	5,157	7,696	5,135	5,577	4,000	6,211	5,278	4,711	4,498	5,450	5,198
MMBTRC	2,400	4,203	5,719	4,828	3,989	5,930	3,865	4,125	2,550	4,200	4,047	3,779	4,570	5,495	5,082
In-Service On-time Performance	80%	79.8%	81.3%	79.9%	81.1%	81.3%	79.6%	81.8%	80%	86.4%	83.2%	80.6%	80.3%	81.5%	83.3%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	2.14	2.64	1.38	1.66	2.08	2.21	2.45	2.44	2.00	1.65	1.92	1.45	1.50	2.54	2.33
Complaints per 100,000 Boardings	2.50	3.03	3.76	3.57	3.62	3.61	3.52	3.45	2.66	3.17	4.63	3.95	5.26	4.90	5.39
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	13.25	0.00	18.99	6.03	16.68	15.06	24.58	14.56	15.12	27.88	22.12	11.71	18.76	17.21	11.34
* Data reflects updated data for each month.															
<b>Division 9</b>															
MMBMF No. of unaddressed road calls	3,900	5,423	4,559	5,453	4,824	4,883	4,573	4,611	4,000	4,669	4,546	4,539	4,391	3,895	4,218
MMBTRC	2,400	4,043	3,924	4,341	3,887	3,816	3,560	4,092	2,550	3,727	3,759	4,125	4,279	3,945	4,237
In-Service On-time Performance	80%	76.2%	77.7%	75.2%	75.6%	75.9%	74.7%	76.0%	80%	78.9%	76.3%	71.2%	73.4%	71.9%	74.8%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	1.75	1.88	1.04	3.09	1.98	2.44	2.47	1.87	2.00	1.88	2.30	2.32	3.17	2.48	2.00
Complaints per 100,000 Boardings	3.24	5.12	4.99	3.92	4.19	4.16	3.92	4.40	3.58	4.78	4.05	5.04	4.76	5.62	5.71
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	13.25	6.76	13.06	16.84	13.44	17.25	15.30	11.50	15.12	28.97	15.63	23.36	23.61	13.74	24.36
* Data reflects updated data for each month.															
<b>Division 10</b>															
MMBMF No. of unaddressed road calls	3,900	2,937	2,884	2,968	3,525	3,482	3,342	3,098	4,000	3,314	2,892	2,823	2,787	2,819	3,058
MMBTRC	2,400	2,006	1,798	1,857	2,285	2,416	2,170	1,967	2,550	2,147	1,953	1,921	1,969	2,307	2,390
In-Service On-time Performance	80%	75.1%	75.4%	73.1%	72.4%	71.9%	68.2%	67.3%	80%	71.2%	68.7%	69.0%	69.4%	68.2%	73.6%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 accidents"	3.89	4.29	3.47	6.11	4.23	6.26	4.34	5.93	4.01	3.37	4.23	4.31	3.76	4.47	5.11
Complaints per 100,000 Boardings	1.93	2.42	2.29	2.19	2.39	2.38	2.39	2.69	1.81	2.51	3.14	2.46	3.21	3.44	2.97
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	13.25	14.43	4.65	5.26	12.28	23.76	9.25	24.65	15.12	11.89	23.44	14.60	15.99	7.28	31.36
* Data reflects updated data for each month.															

- Green - Meets Target at 100% or
- ◇ Yellow - Falls below Target 70 -
- Red - Falls below Target >70%.

Measurement	FY13 Target	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13	FY14 Target	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13
<b>Division 15</b>															
MMBCMCF															
No. of unaddressed road calls	3,900	5,632	4,436	5,057	4,701	4,407	4,230	3,866	4,000	4,242	4,103	4,988	4,314	4,028	4,877
MMBTRC	2,400	3,416	3,149	3,447	3,206	3,103	3,228	2,942	2,550	3,041	3,326	3,793	4,053	3,711	4,142
In-Service On-time Performance	80%	77.9%	80.3%	76.5%	76.9%	77.5%	76.3%	77.9%	80%	80.0%	76.2%	76.2%	75.4%	76.3%	78.0%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	2.52	2.28	3.15	2.60	3.70	3.38	2.91	3.69	2.76	3.77	3.48	3.59	2.64	2.87	3.40
Complaints per 100,000 Boardings	2.68	2.60	3.30	2.92	3.39	2.83	3.22	2.98	2.29	3.87	4.07	2.91	3.98	4.49	4.65
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	13.25	6.80	8.75	9.69	11.46	14.57	15.27	14.01	15.12	11.22	2.21	9.30	8.51	9.24	13.44
* Data reflects updated data for each month.															
<b>Division 18</b>															
MMBCMCF															
No. of unaddressed road calls	3,900	3,612	3,455	3,621	3,403	3,959	3,427	3,847	4,000	4,123	3,834	3,614	4,346	4,887	4,712
MMBTRC	2,400	1,949	1,963	1,934	2,076	2,266	1,723	2,046	2,550	2,042	1,893	1,968	2,746	3,216	2,534
In-Service On-time Performance	80%	74.1%	76.3%	73.7%	73.9%	75.0%	73.4%	73.2%	80%	76.5%	73.1%	70.8%	73.5%	73.7%	75.3%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	3.84	5.97	4.33	5.02	3.53	4.01	4.02	4.21	3.40	3.56	2.91	4.87	3.27	3.47	2.97
Complaints per 100,000 Boardings	2.89	2.99	3.46	3.80	3.64	3.09	3.83	3.28	2.66	4.49	3.40	4.97	4.92	4.73	5.04
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	13.25	22.77	27.44	22.04	14.41	15.61	16.22	23.14	15.12	30.66	24.01	12.54	23.63	12.47	24.44
* Data reflects updated data for each month.															

- Green - Meets Target at 100% or
- ◇ Yellow - Falls below Target 70 -
- Red - Falls below Target >70%.

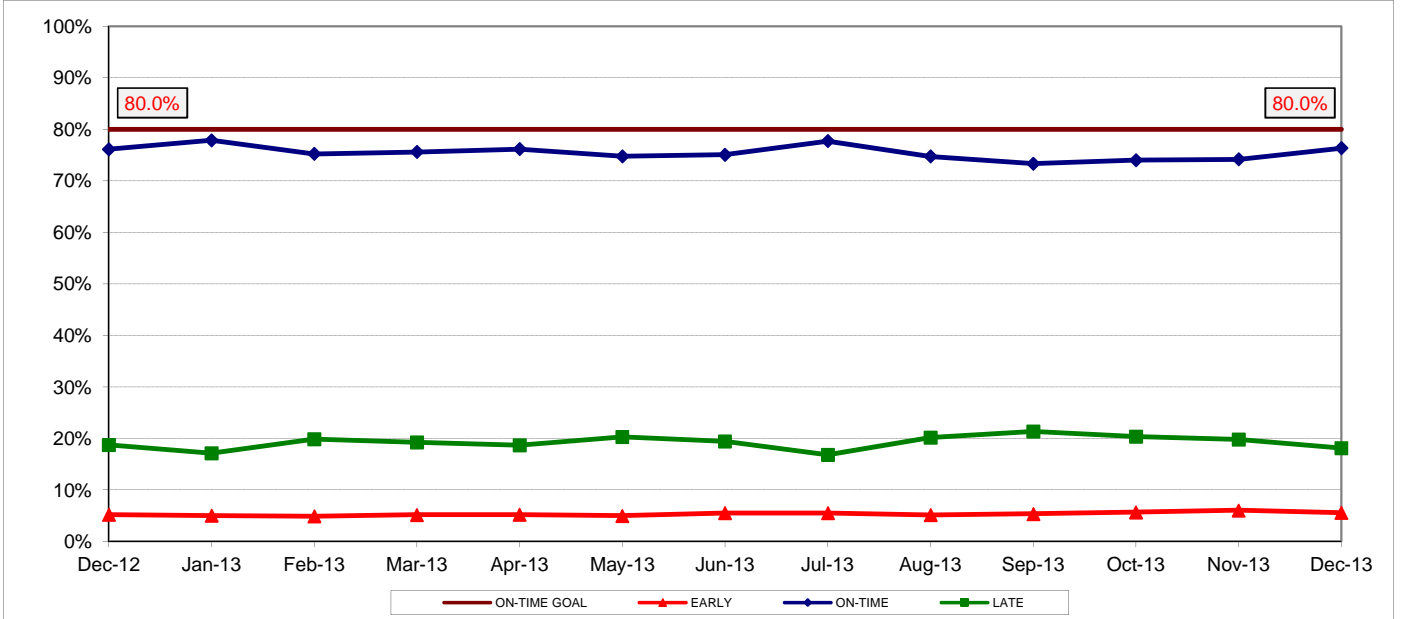


## BUS SERVICE PERFORMANCE IN-SERVICE ON-TIME PERFORMANCE

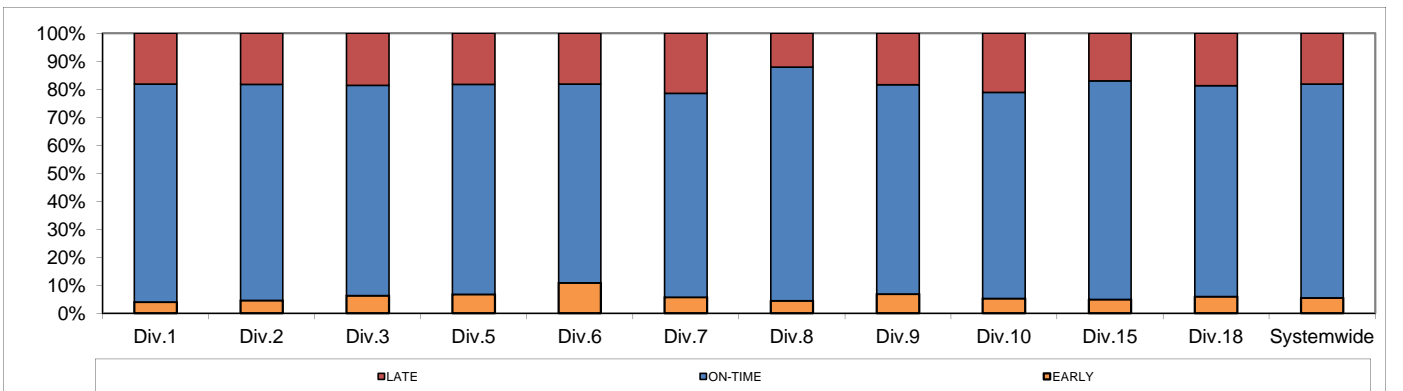
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Includes Rapid buses). Please note that Rapid Line performance is included in the ISOTP calculation beginning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

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

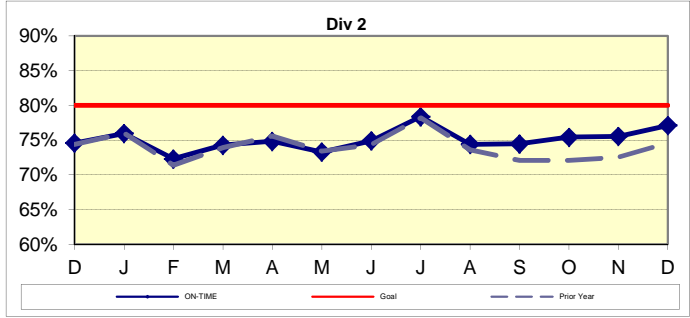
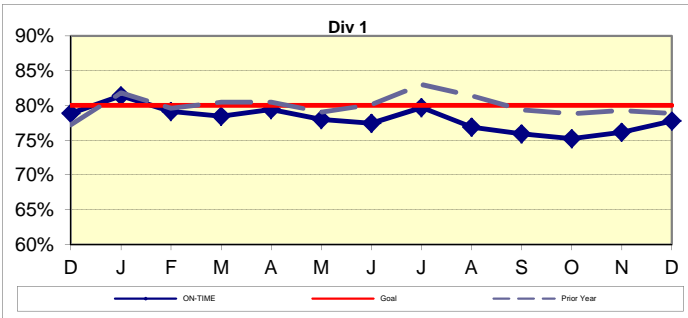
### Systemwide Trend Bus Operating Divisions ISOTP - 1 Minute Tolerance for Running Hot



Remaining Above the Goal line is the target.

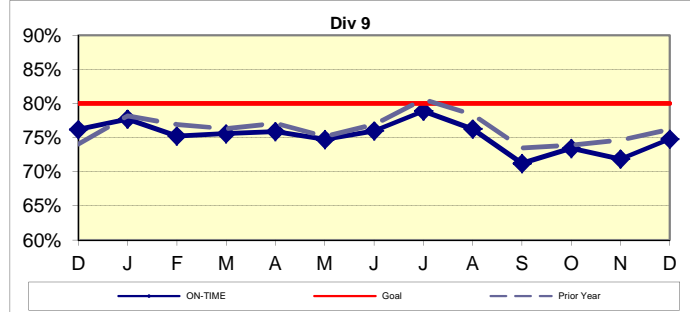
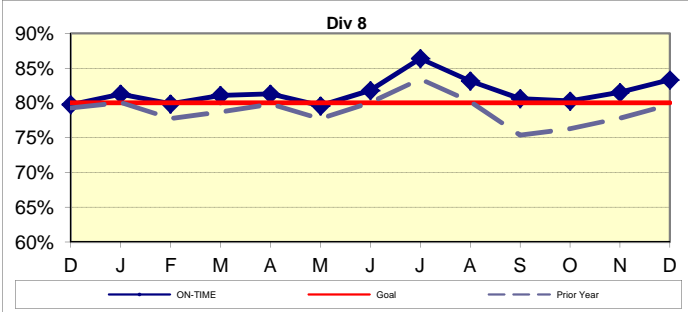
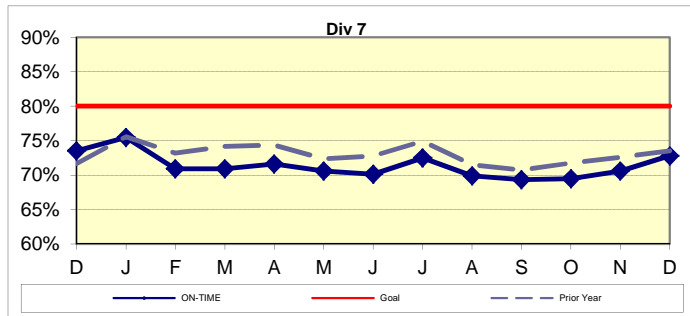
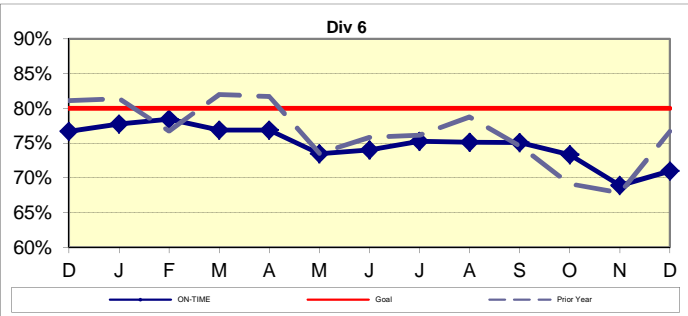
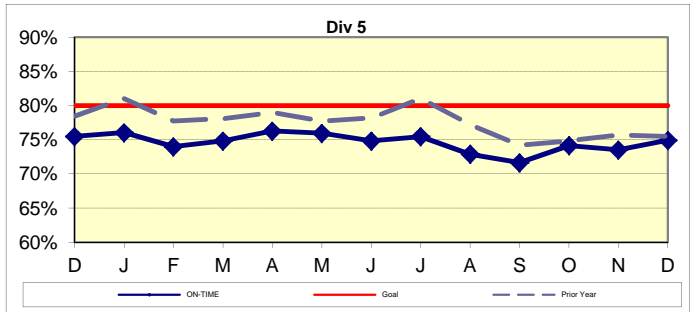
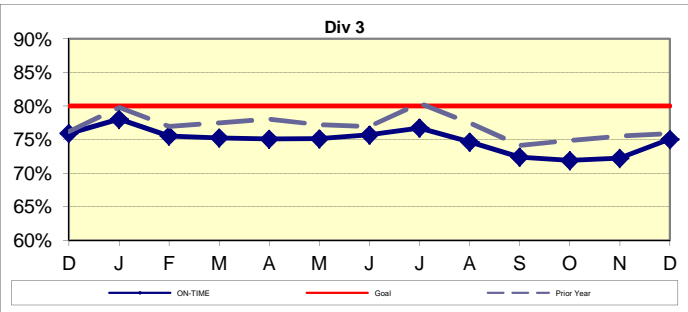


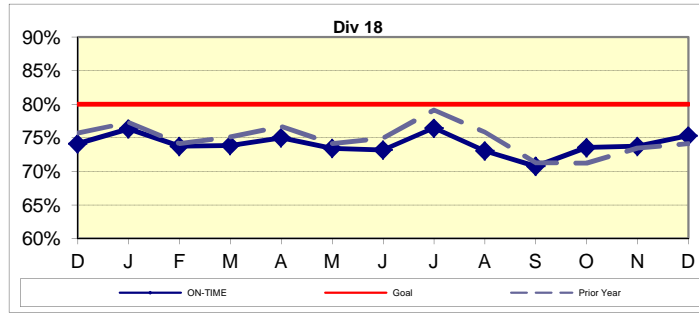
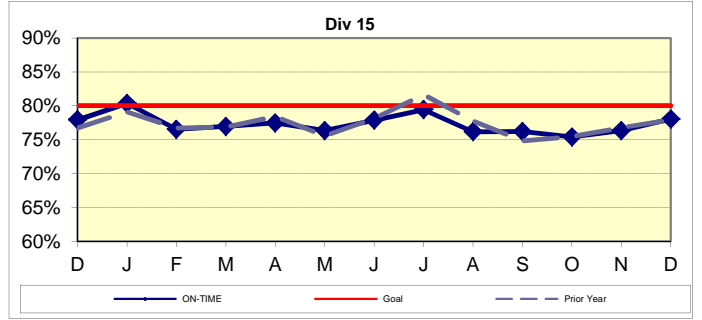
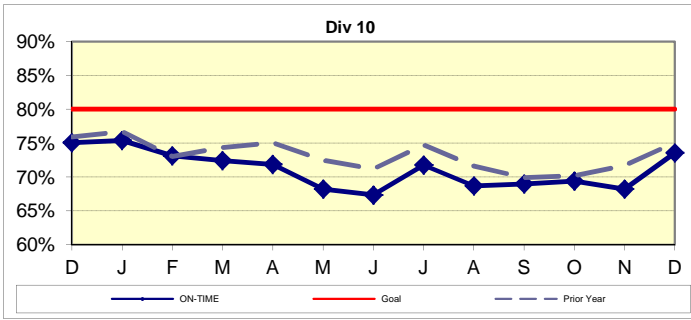
## ISOTP By Division



Remaining Above the Goal line is the target.

## Bus Service Performance - Continued





ISOTP By Divisions

Year-to-Date Compared To Last Year

	FY13	FY14-YTD	Variance
<b>Division 1</b>			
Early	4.59%	4.85%	0.26%
On-Time	79.56%	76.96%	-2.60%
Late	15.85%	18.18%	2.34%

<b>Division 2</b>			
Early	5.24%	5.22%	-0.03%
On-Time	74.02%	75.89%	1.87%
Late	20.74%	18.89%	-1.84%

<b>Division 3</b>			
Early	5.18%	6.60%	1.42%
On-Time	76.10%	73.83%	-2.28%
Late	18.72%	19.57%	0.85%

<b>Division 5</b>			
Early	5.78%	6.67%	0.89%
On-Time	75.89%	73.77%	-2.12%
Late	18.33%	19.57%	1.23%

<b>Division 6</b>			
Early	4.43%	8.33%	3.89%
On-Time	75.26%	73.17%	-2.09%
Late	20.31%	18.50%	-1.80%

<b>Division 7</b>			
Early	4.95%	6.14%	1.19%
On-Time	71.96%	70.76%	-1.19%
Late	23.09%	23.10%	0.00%

	FY13	FY14-YTD	Variance
<b>Division 8</b>			
Early	3.95%	4.50%	0.54%
On-Time	79.82%	82.57%	2.74%
Late	16.23%	12.94%	-3.29%

<b>Division 9</b>			
Early	4.35%	5.85%	1.51%
On-Time	76.04%	74.52%	-1.53%
Late	19.61%	19.63%	0.02%

<b>Division 10</b>			
Early	4.54%	5.56%	1.02%
On-Time	71.76%	70.12%	-1.65%
Late	23.70%	24.32%	0.62%

<b>Division 15</b>			
Early	3.68%	4.59%	0.91%
On-Time	77.46%	76.94%	-0.51%
Late	18.86%	18.47%	-0.39%

<b>Division 18</b>			
Early	4.82%	5.50%	0.68%
On-Time	74.21%	73.83%	-0.38%
Late	20.97%	20.67%	-0.30%

<b>SYSTEMWIDE</b>			
Early	4.69%	5.52%	0.83%
On-Time	75.82%	75.08%	-0.75%
Late	19.49%	19.40%	-0.08%

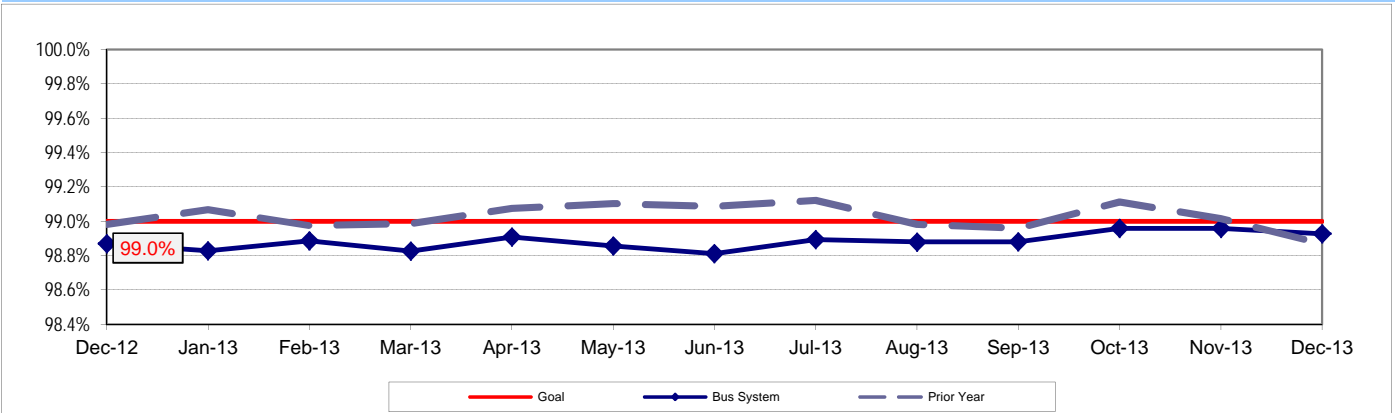


**ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED\***

**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.

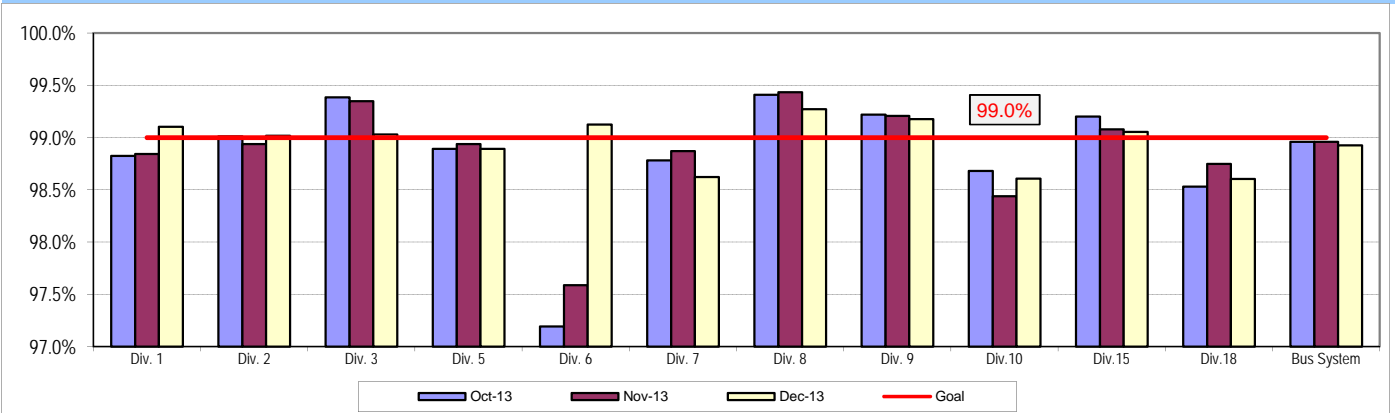
**Calculation:**  $SRHD\% = 1 - ((\text{In-Service Delay Revenue Hours plus Cancelled Revenue Hours}) \div (\text{Total Scheduled Service Hours} + \text{Temporary Revenue Hours} + \text{Hollywood Bowl and Race Track Revenue Hours} + \text{In Addition Revenue Hours}))$   
 FY06: Actual Revenue Hours Delivered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

**Systemwide Trend**



Remaining At the Goal line is the target.

**ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED by Divisions  
 October 2013 - December 2013**



# BUS MAINTENANCE PERFORMANCE

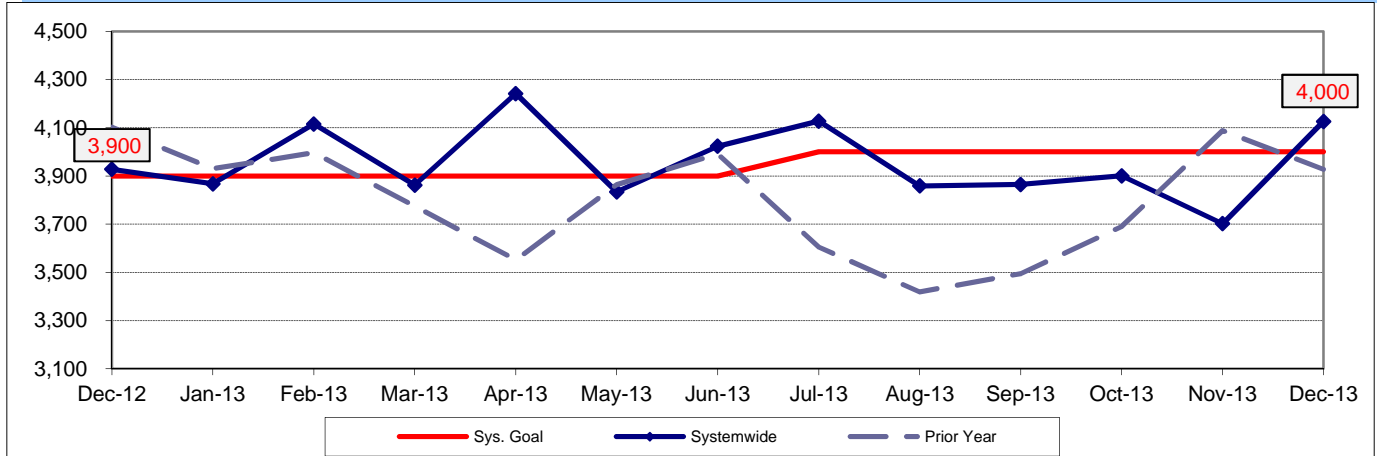
## MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)

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

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

Hub Miles were restated by Fleet Mgmt from June '12 through January '13. Indicators using Hub Mile data were revised.

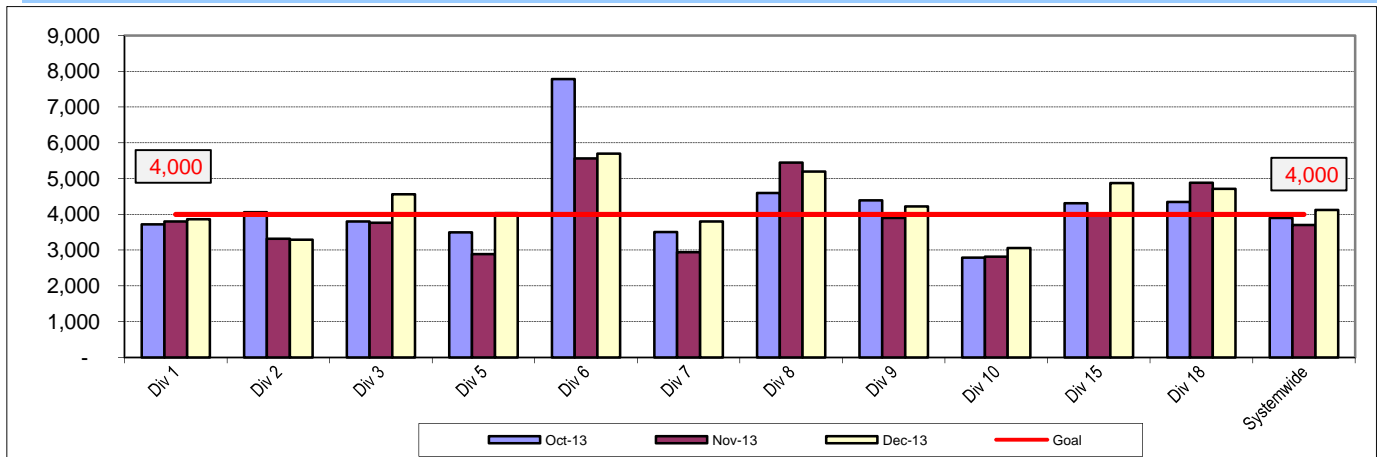
### Systemwide Trend



Remaining Above the Goal line is the target.

Hub Miles were restated by Fleet Mgmt from June '12 through January '13. Indicators using Hub Mile data were revised.

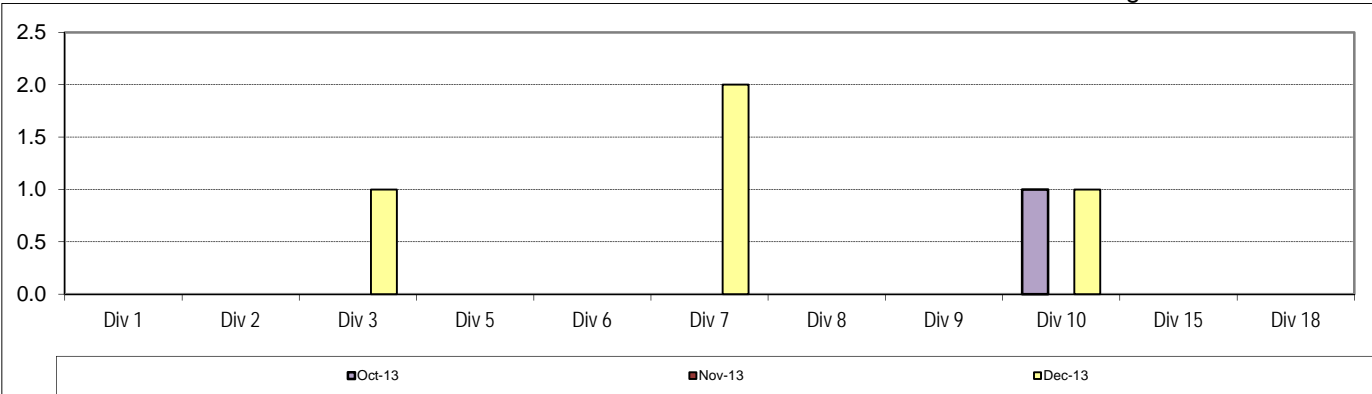
### MMBMF -- Bus Operating Divisions October 2013 - December 2013



**Unaddressed Road Calls -- Bus Operating Divisions  
October 2013 - December 2013**

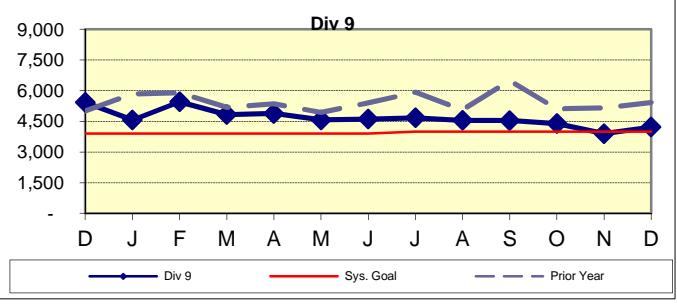
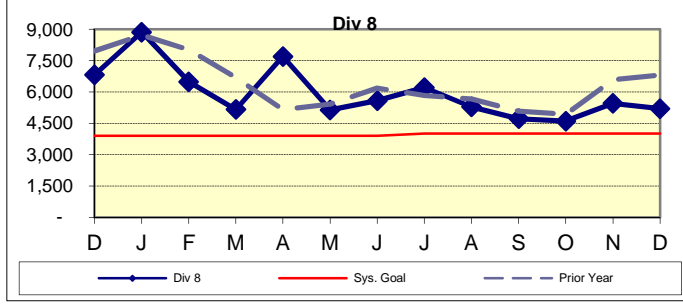
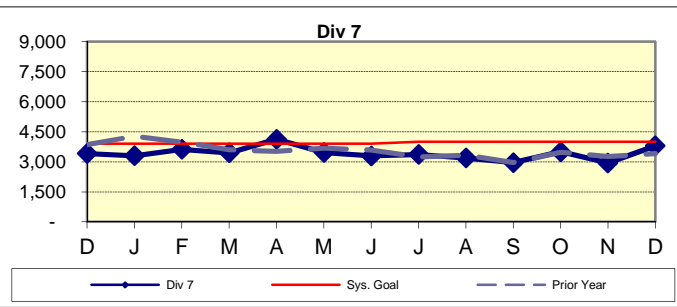
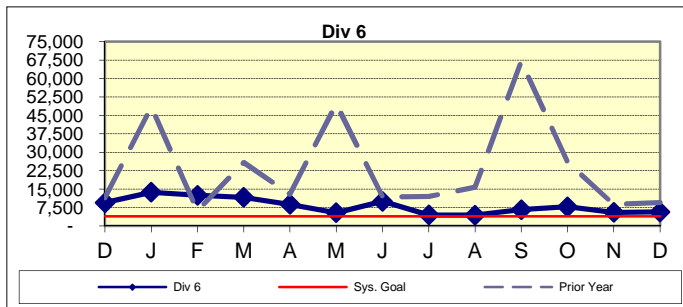
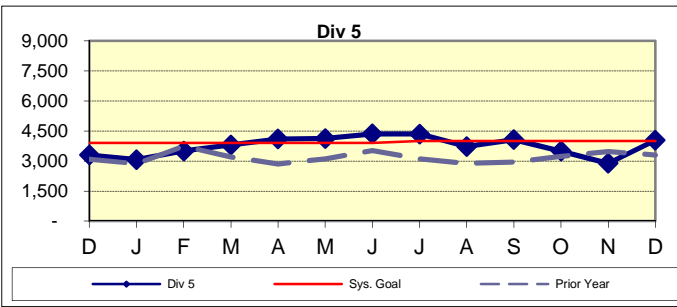
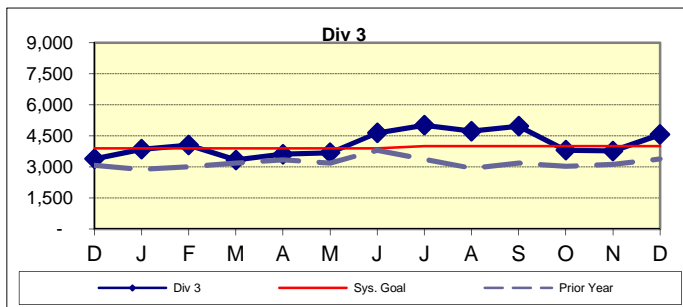
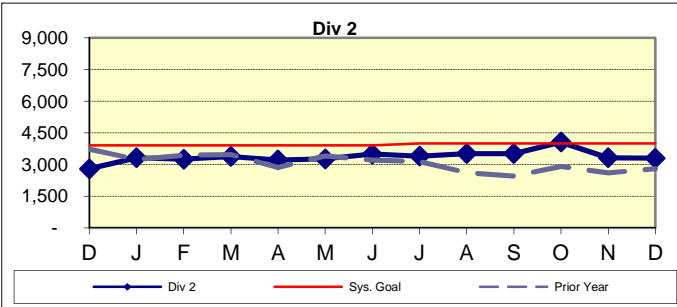
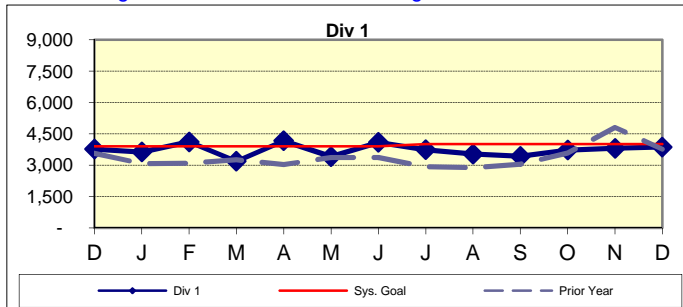
**Definition:** Road calls cannot be counted, per FTA definition, if no one has jobbed on to assign a job code.  
(Source: M3)

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

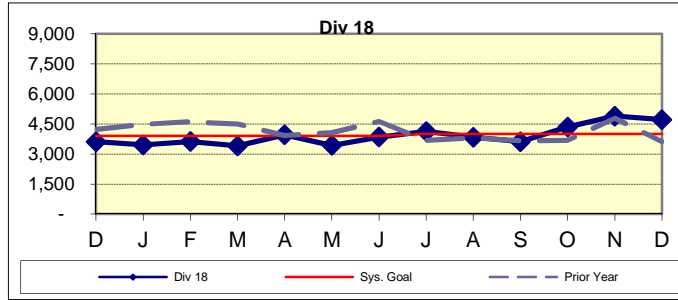
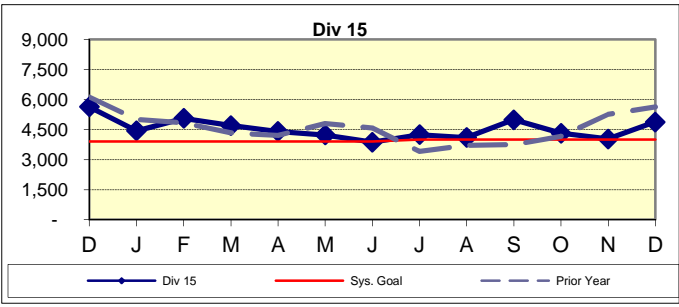
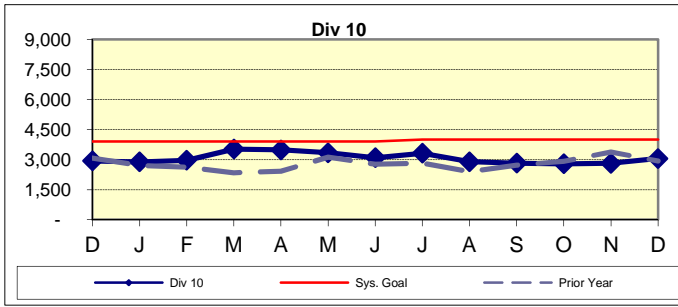


Remaining Above the Goal line is the target.

### Bus Maintenance Performance - Continued







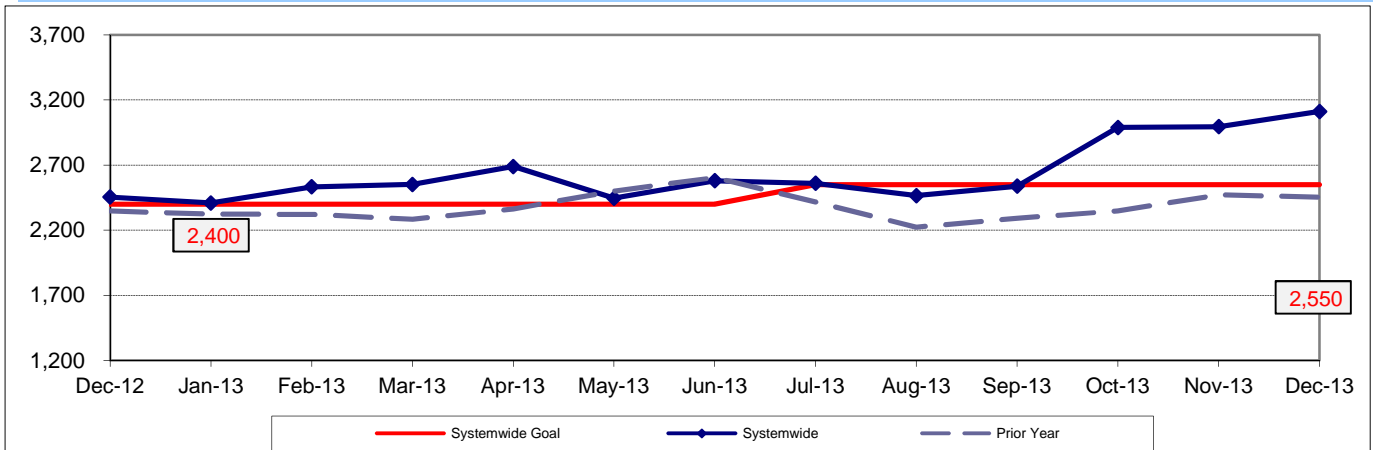
## MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)

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

**Calculation:**  $MMBTRC = (\text{Total Hub Miles} / \text{by Total Road Calls})$

Hub Miles were restated by Fleet Mgmt from June '12 through January '13. Indicators using Hub Mile data were revised.

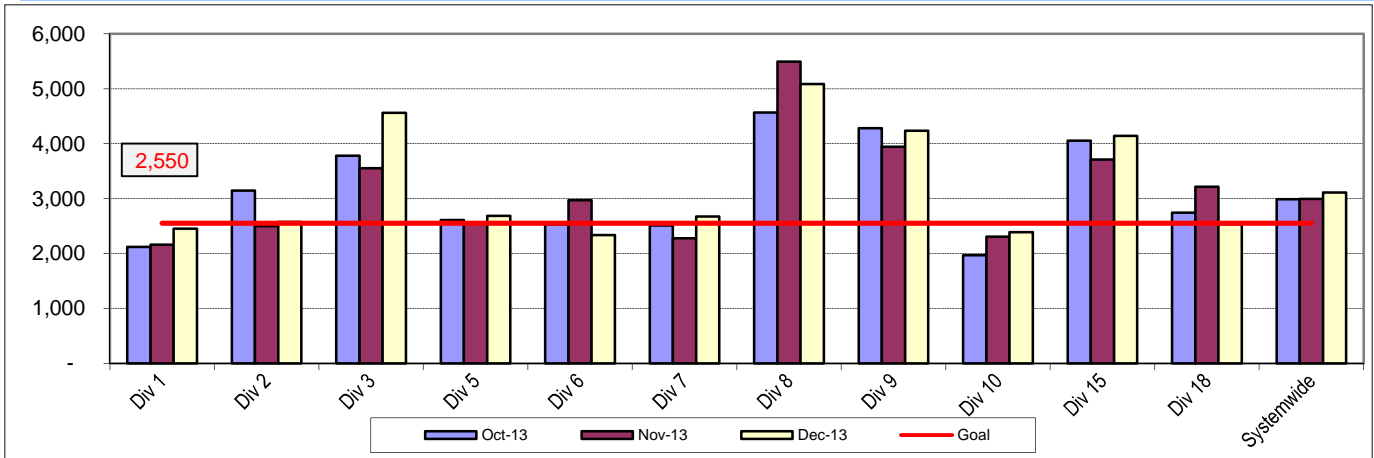
### MMBTRC Systemwide Trend



Remaining Above the Goal line is the target.

Hub Miles were restated by Fleet Mgmt from June '12 through January '13. Indicators using Hub Mile data were revised.

**MMBTRC -- Bus Operating Divisions  
October 2013 - December 2013**



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

	<u>Number of Buses</u>	<u>Percent of Buses</u>
<b>CNG</b>	2,239	93.18%
<b>Diesel</b>	71	2.95%
<b>Gasoline</b>	59	2.46%
<b>Propane</b>	34	1.41%
<b>Hybrid</b>	0	0.00%
<b>Total</b>	<u>2,403</u>	<u>100.00%</u>

**Average Age of Fleet by Divisions**

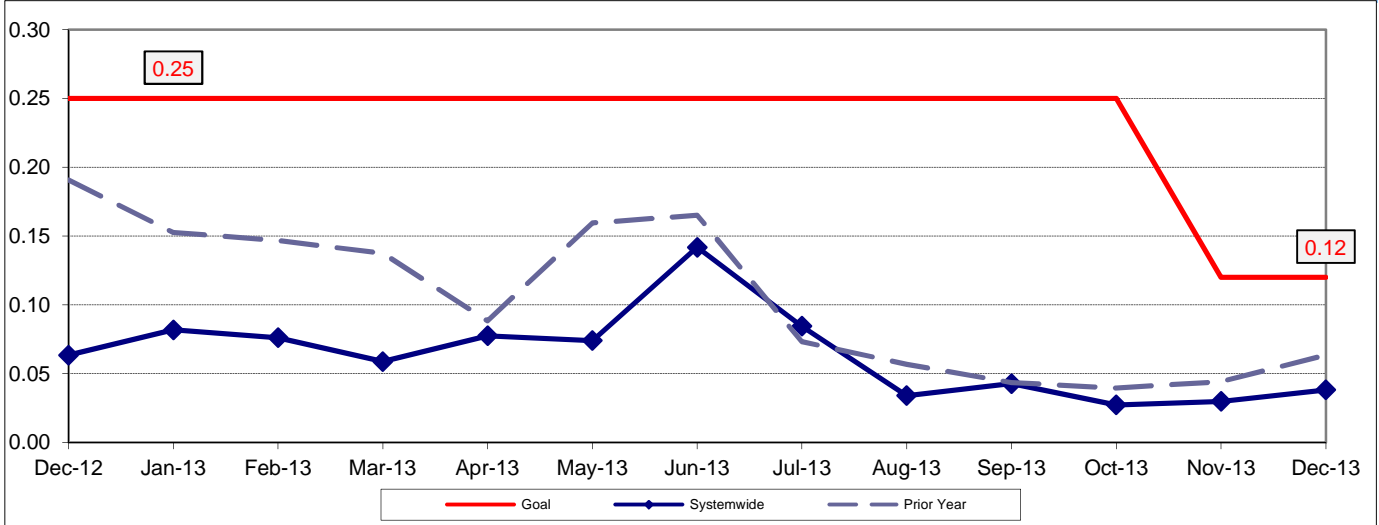
<b>Div 1</b> 11.2	<b>Div 2</b> 12.3	<b>Div 3</b> 8.2	<b>Div 5</b> 10.7	<b>Div 6</b> 4.8	<b>Div 7</b> 10.0
<b>Div 8</b> 6.8	<b>Div 9</b> 10.7	<b>Div 10</b> 9.6	<b>Div 15</b> 6.6	<b>Div 18</b> 5.8	

**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)

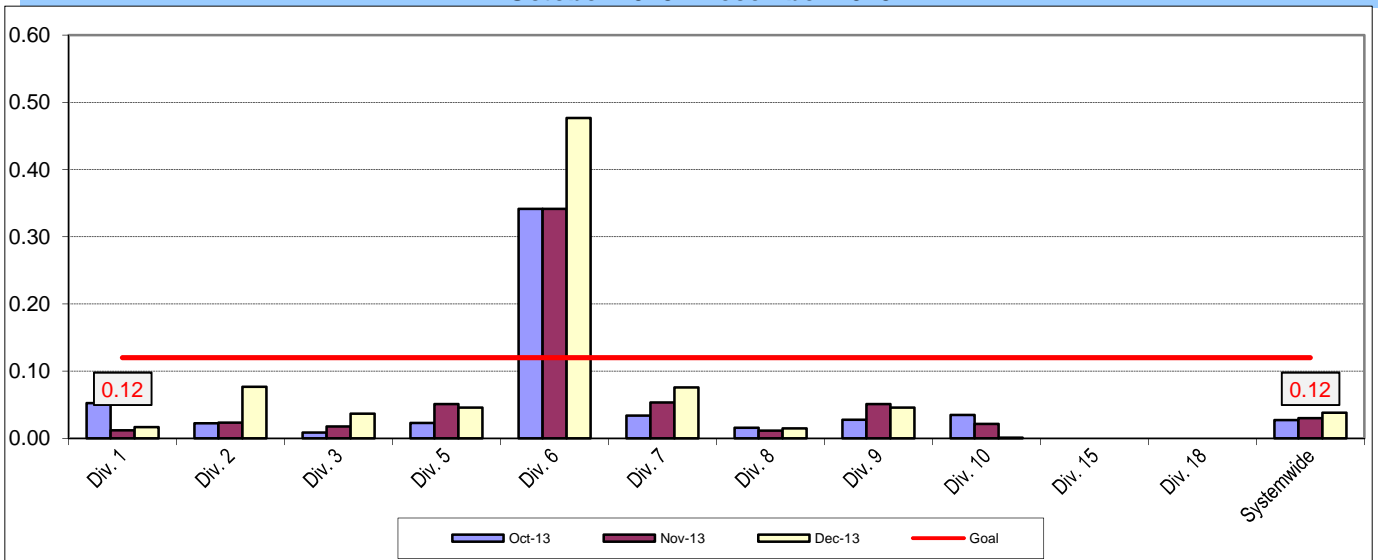
**Systemwide Trend**



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  
October 2013 - December 2013**





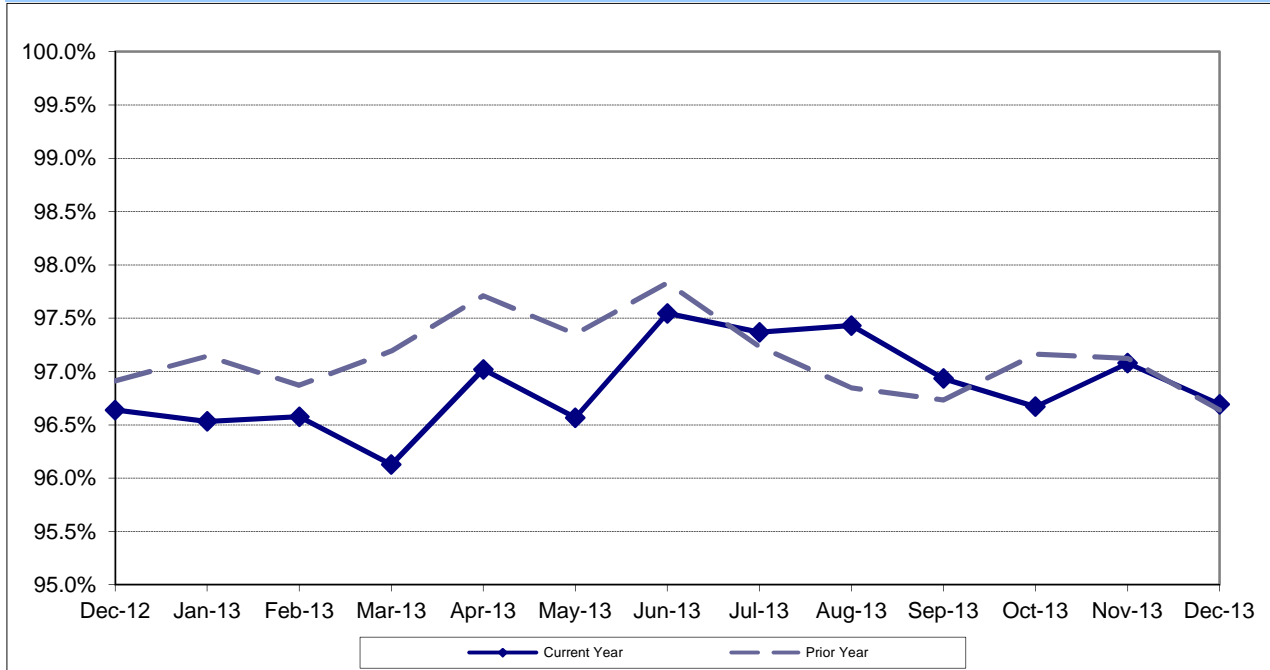
# ATTENDANCE

## MAINTENANCE ATTENDANCE

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

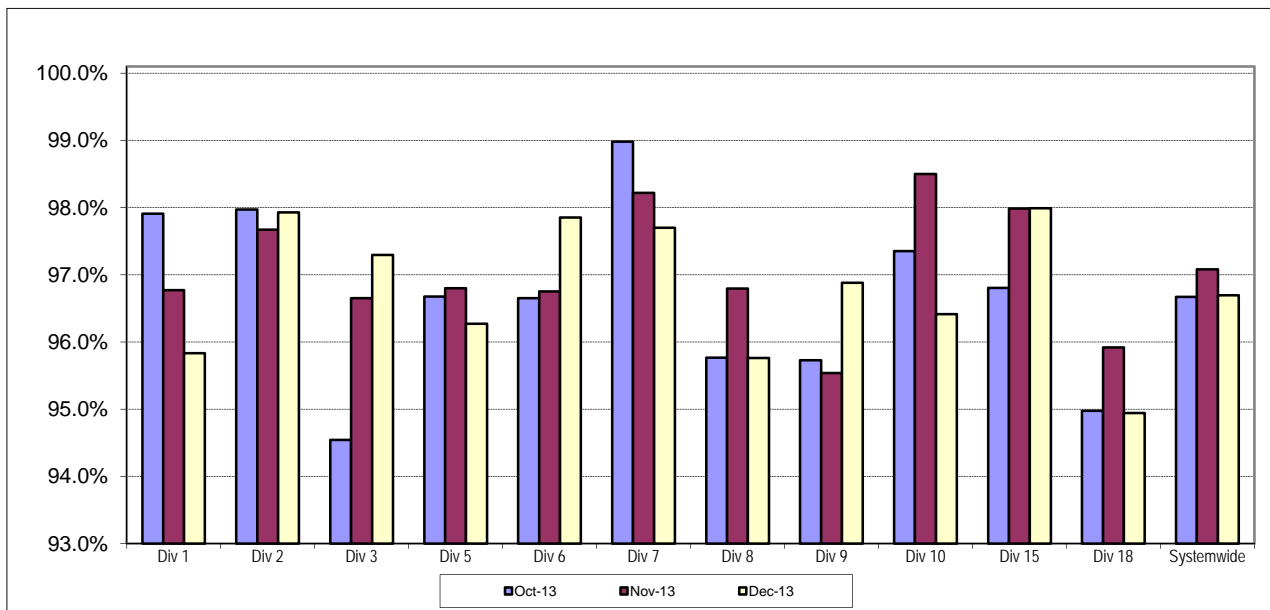
**Calculation:** 1-(FTEs absent / by the total FTEs assigned)

### Systemwide Trend



Higher is better.

### Maintenance Attendance - By Divisions (By Current Month) October 2013 - December 2013

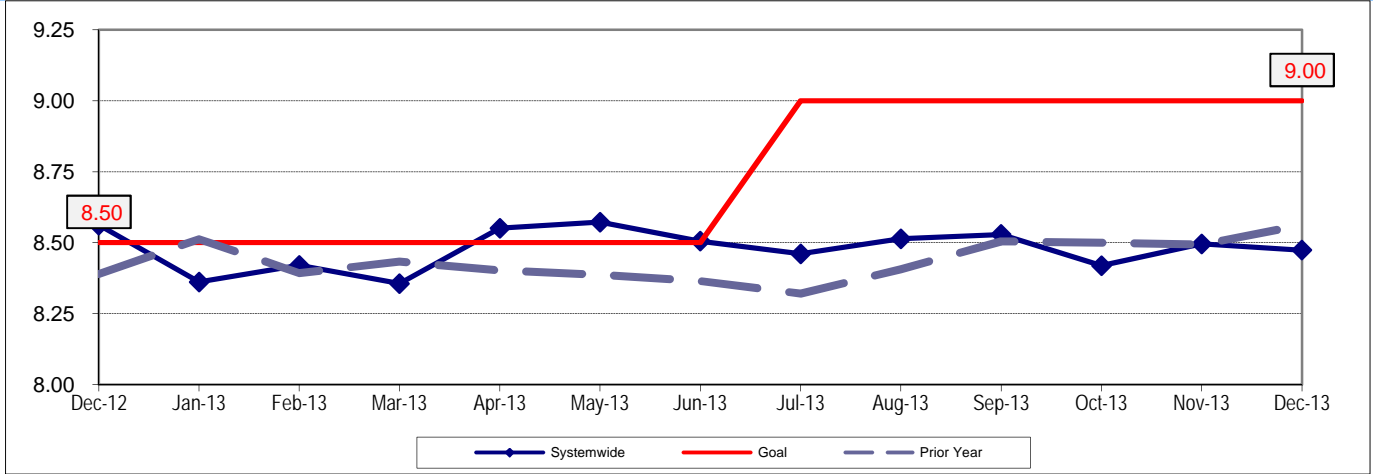


## BUS CLEANLINESS

**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.

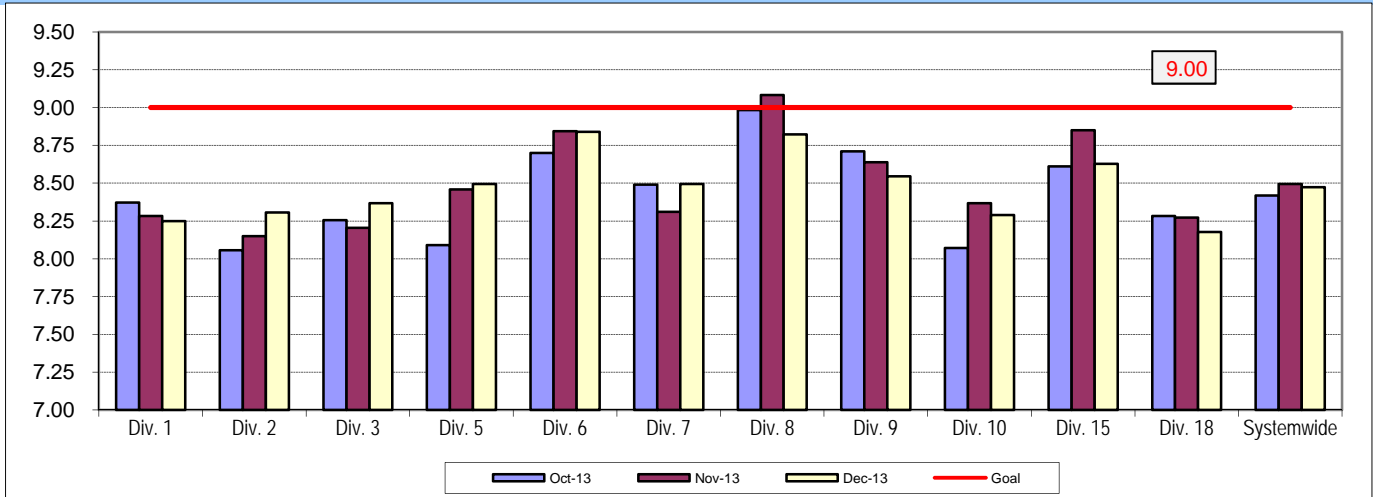
**Calculation:** Overall Cleanliness Rating = (Total Points Accumulated divided by number of categories)

### Bus Cleanliness - Systemwide

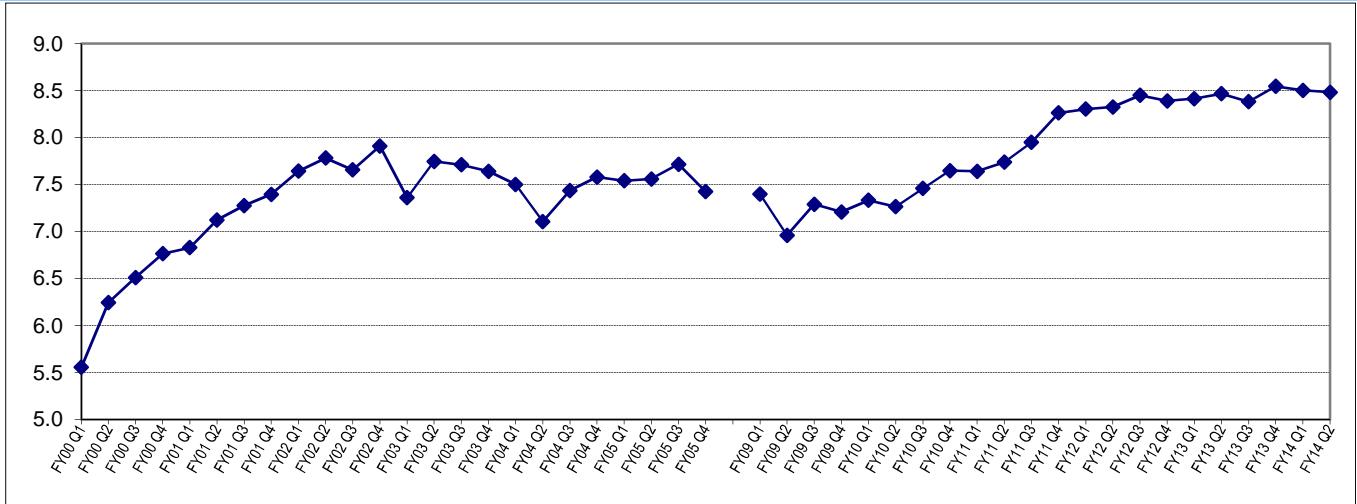


Remaining Above the Goal line is the target.

### Cleanliness by Bus Operating Divisions October 2013 - December 2013



## Quarterly Systemwide Bus Cleanliness FY01 Q1 - FY14 Q1

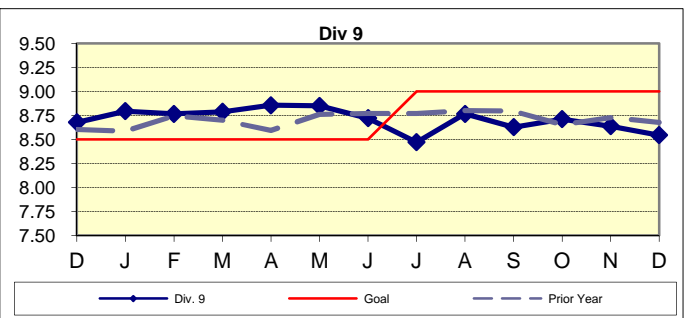
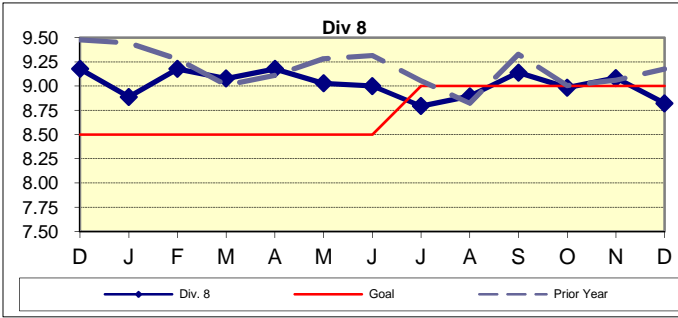
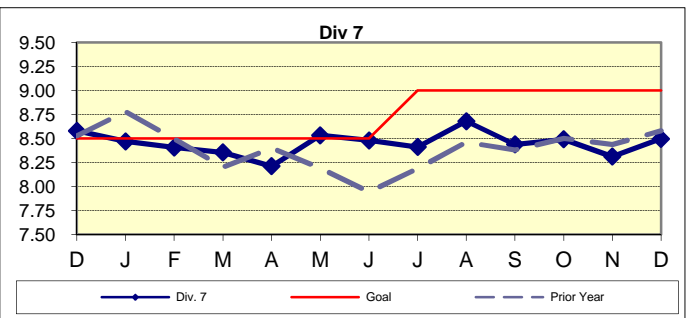
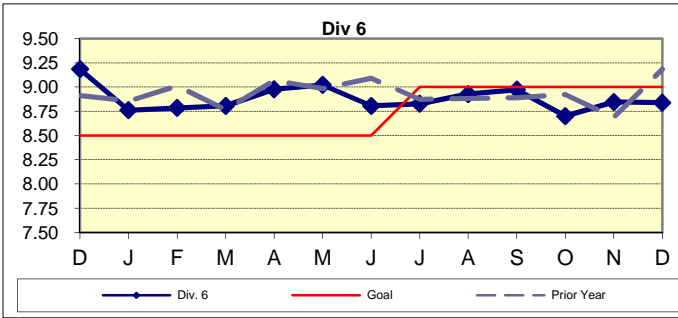
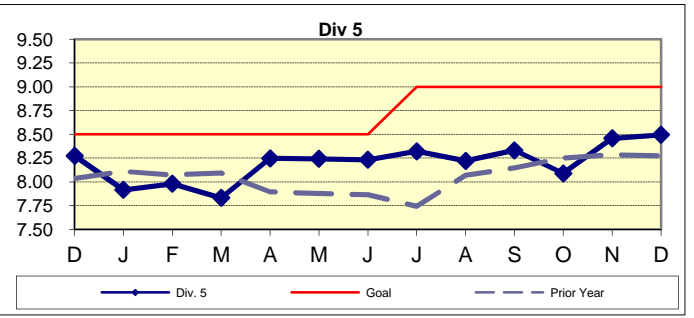
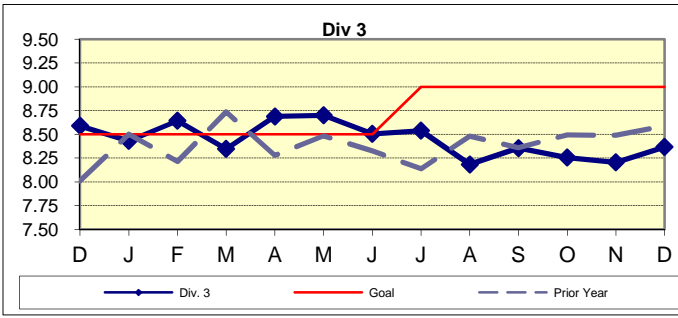
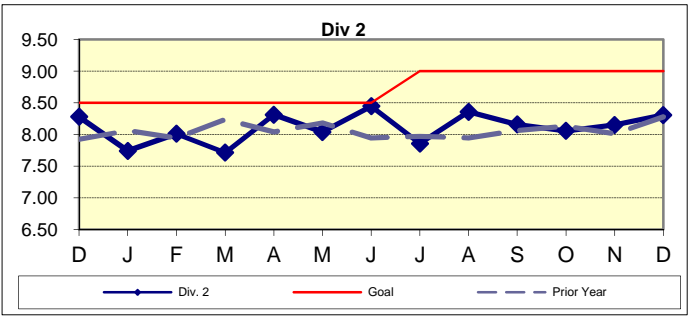
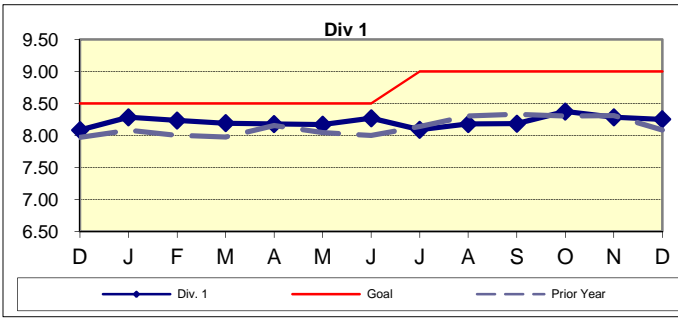


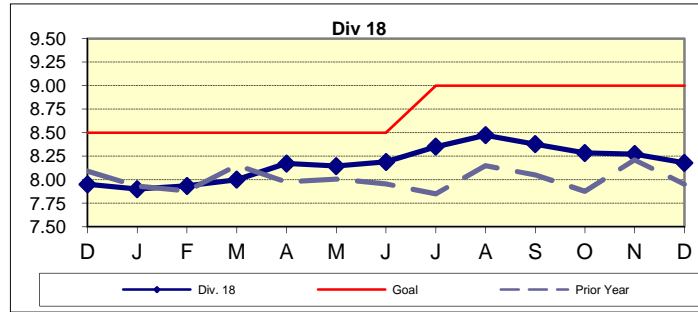
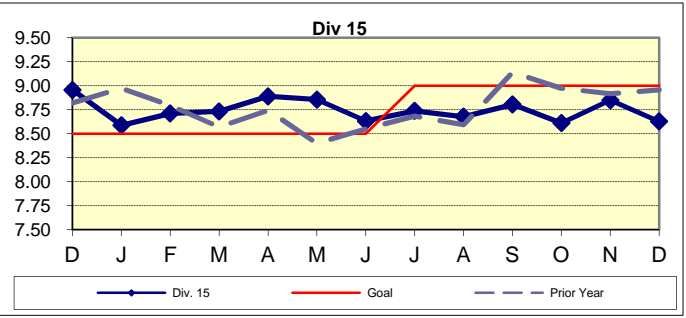
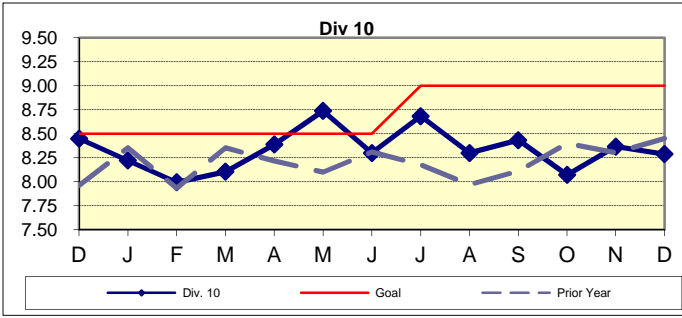
Please note that beginning March 2010, quarterly cleanliness is calculated using monthly data. Prior quarterly data was supplied by QA dept. in a quarterly format.

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 four light rail lines: 1. Metro Blue Line from downtown to Long Beach; 2. Metro Green Line along the 105 freeway; 3. Metro Gold Line from Pasadena and East Los Angeles; and 4. Expo Line from Los Angeles to La Cienega Bl. 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.
- \* New Workers' Compensation Indemnity & Medical Claims per 200,000 Exposure Hours.


Measurement	FY10	FY11	FY12	FY13	FY14 Target	FY14 YTD	FYTD Status	Oct Month	Nov Month	Dec Month
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	10.67	11.89	10.28	10.53	9.48	13.51	🟡	10.15	17.81	13.76
* Starting July 2013, Data now reflects Indemnity and Medical Claims combined. For comparison purposes, historical results through FY10 have been updated reflecting Indemnity & Medical combined as well. W.C. Goal has been modified from 7.36 to 10% Improvement over last FY Actual.										
<b>Metro Red Line (MRL)</b>										
On-Time Pullouts	99.55%	99.86%	99.60%	99.37%	98.00%	99.71%	🟢	99.58%	99.55%	99.56%
Mean Miles Between Chargeable Mechanical Failures	38,771	34,194	35,939	62,212	36,000	65,308	🟢	80,820	60,989	100,919
In-Service On-time Performance	99.54%	99.69%	99.45%	99.32%	98.00%	98.95%	🟢	99.32%	98.98%	99.45%
Traffic Accidents Per 100,000 Train Miles	0.00	0.29	0.00	0.19	0.06	0.26	🔴	0.00	0.81	0.00
Complaints per 100,000 Boardings **	0.41	0.51	0.56	0.26	0.45	0.25	🟢	0.17	0.21	0.12
** Beginning in FY13, only Operations-Related Rail Complaints will be counted per 100k Boardings.										
<b>Metro Blue Line (MBL)</b>										
On-Time Pullouts	99.71%	99.10%	99.48%	99.34%	98.00%	99.27%	🟢	99.44%	99.41%	98.83%
Mean Miles Between Chargeable Mechanical Failures	20,830	14,194	13,940	16,755	15,000	22,289	🟢	17,220	20,154	33,047
In-Service On-time Performance	98.81%	99.11%	98.31%	95.80%	98.00%	95.95%	🟡	95.03%	96.61%	96.69%
Traffic Accidents Per 100,000 Train Miles	1.45	1.76	1.35	1.45	1.35	1.03	🟢	1.11	1.14	0.00
Complaints per 100,000 Boardings **	0.80	0.81	1.22	0.90	1.08	0.66	🟢	0.61	0.70	0.44
* At this time Expo Mechanical Failures and Pull Outs cannot be separated from the Blue Line so they are reported combined for reporting purposes in the Blue Line results.										
** Beginning in FY13, only Operations-Related Rail Complaints will be counted per 100k Boardings.										
<b>Metro Expo Line (MExL)</b>										
On-Time Pullouts (Expo Pull Outs are Included in Blue Line Pull Outs)										
Mean Miles Between Chargeable Mechanical Failures (Expo MMBCMF are Included in Blue Line MMBCMF)										
In-Service On-time Performance				98.47%	98.00%	98.57%	🟢	99.46%	98.58%	99.27%
Traffic Accidents Per 100,000 Train Miles				0.34	1.35	1.15	🟢	0.00	0.00	0.00
Complaints per 100,000 Boardings **				2.20	1.08	1.34	🟡	1.04	1.34	0.40
* At this time Expo Mechanical Failures and Pull Outs cannot be separated from the Blue Line so they are reported combined for reporting purposes in the Blue Line results.										
** Beginning in FY13, only Operations-Related Rail Complaints will be counted per 100k Boardings.										


<b>Metro Green Line (MGrL)</b>										
On-Time Pullouts	99.89%	99.85%	99.87%	99.71%	98.00%	99.46%		99.76%	97.96%	99.75%
Mean Miles Between Chargeable Mechanical Failures	13,599	11,831	14,708	13,297	16,000	19,319		12,811	27,536	45,045
In-Service On-time Performance	99.26%	99.50%	98.86%	98.06%	98.00%	97.69%		98.07%	98.16%	98.03%
Traffic Accidents Per 100,000 Train Miles	0.00	0.07	0.07	0.14	0.06	0.00		0.00	0.00	0.00
Complaints per 100,000 Boardings **	0.76	1.13	1.06	0.63	0.90	0.69		0.84	0.89	0.61


\*\* Beginning in FY13, only Operations-Related Rail Complaints will be counted per 100k Boardings.

<b>Metro Gold Line (MGoL)</b>										
On-Time Pullouts	99.86%	99.99%	100.00%	99.88%	98.00%	99.65%		100.00%	100.00%	100.00%
Mean Miles Between Chargeable Mechanical Failures	16,151	21,097	18,017	28,299	23,000	45,555		40,950	77,401	106,888
In-Service On-time Performance	99.12%	99.58%	98.68%	98.45%	98.00%	98.23%		98.97%	98.31%	98.11%
Traffic Accidents Per 100,000 Train Miles	0.82	0.61	0.42	0.22	0.41	0.20		0.57	0.60	0.00
Complaints per 100,000 Boardings **	1.68	1.22	1.21	0.68	1.19	0.61		0.42	0.53	1.04

\*\* Beginning in FY13, only Operations-Related Rail Complaints will be counted per 100k Boardings.

 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%.

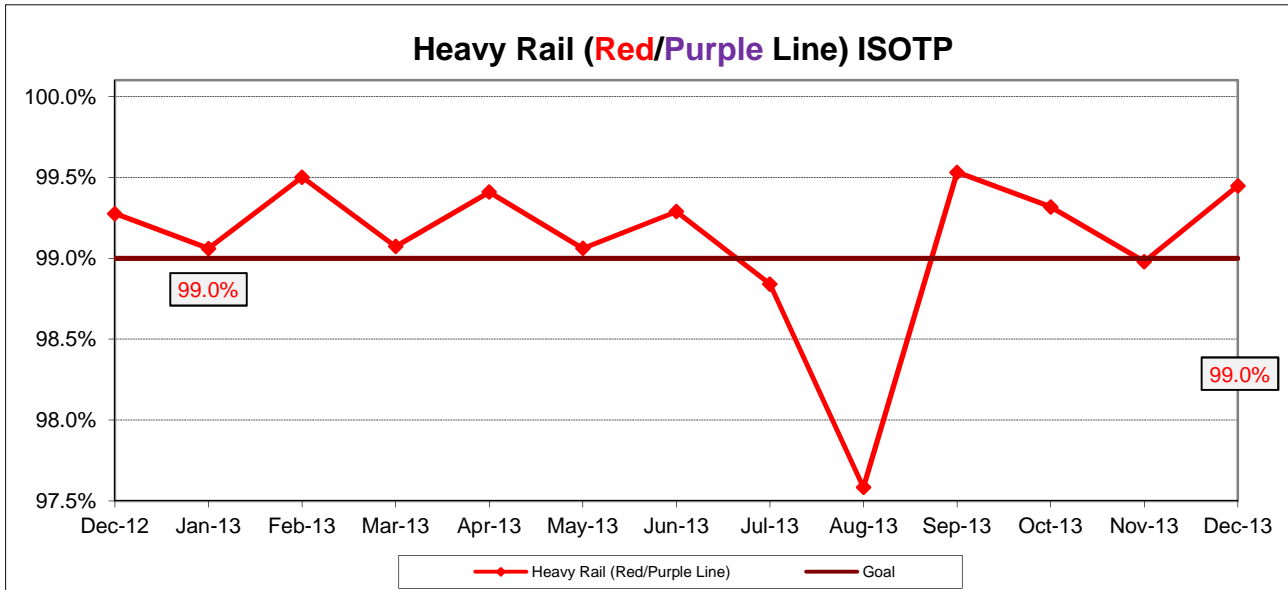
 Red - High probability that the target will not be achieved -- significant problems and/or delays. Falls below Target >70%.

# RAIL SERVICE PERFORMANCE

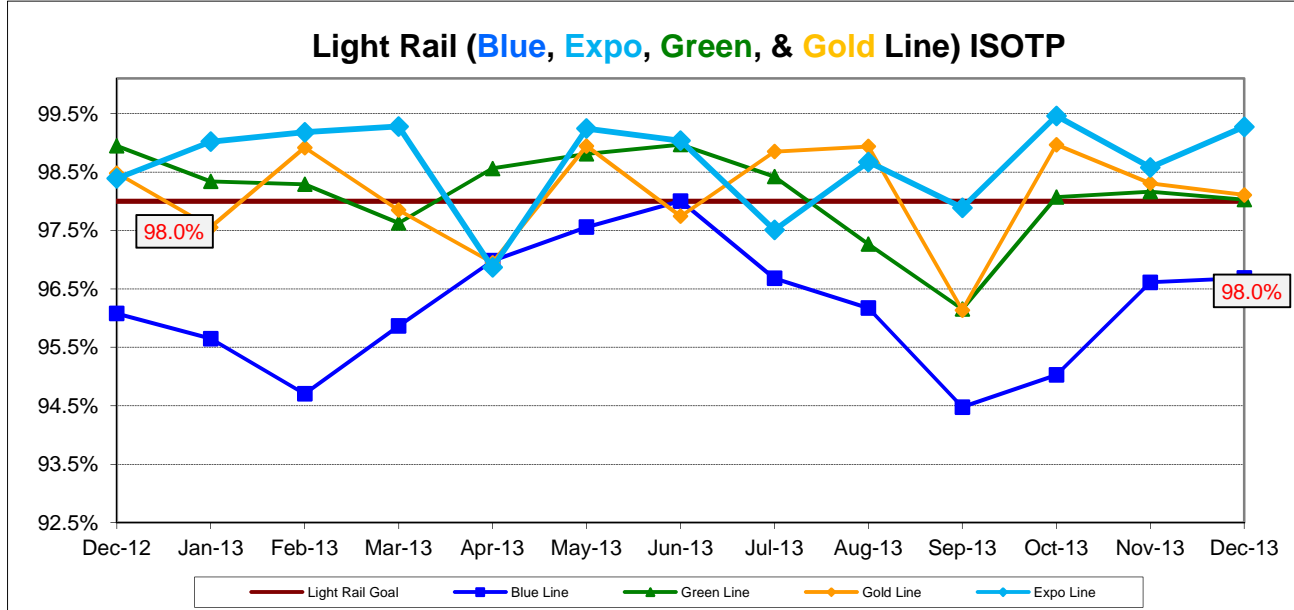
## IN-SERVICE ON-TIME PERFORMANCE (ISOTP)

**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.

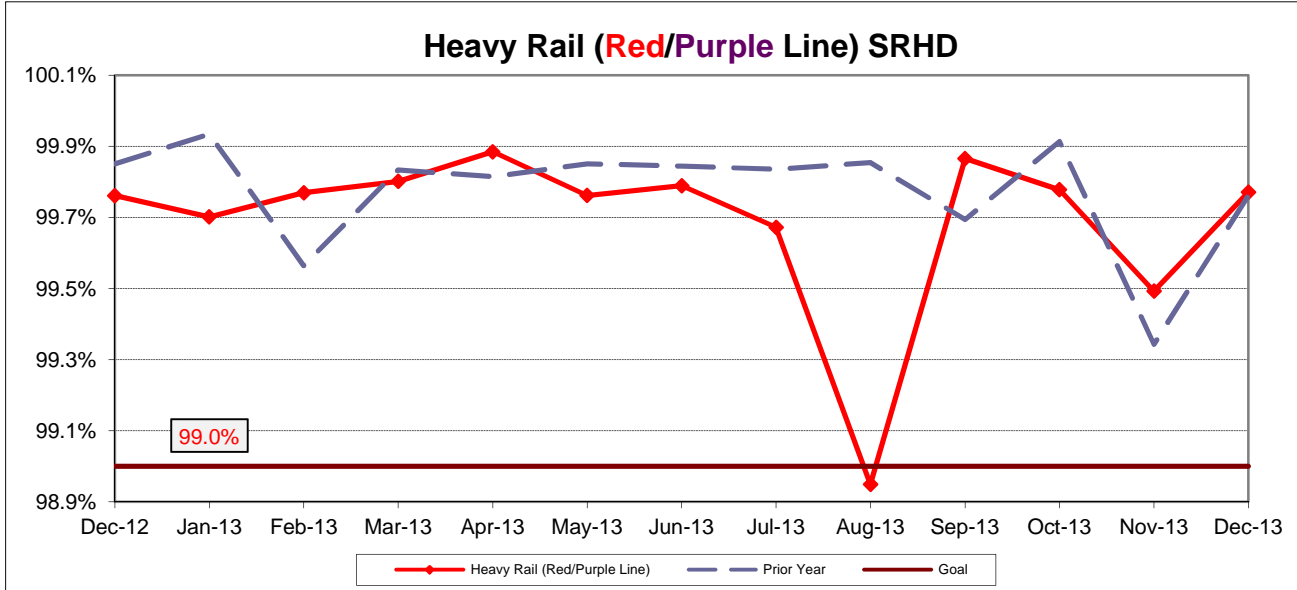




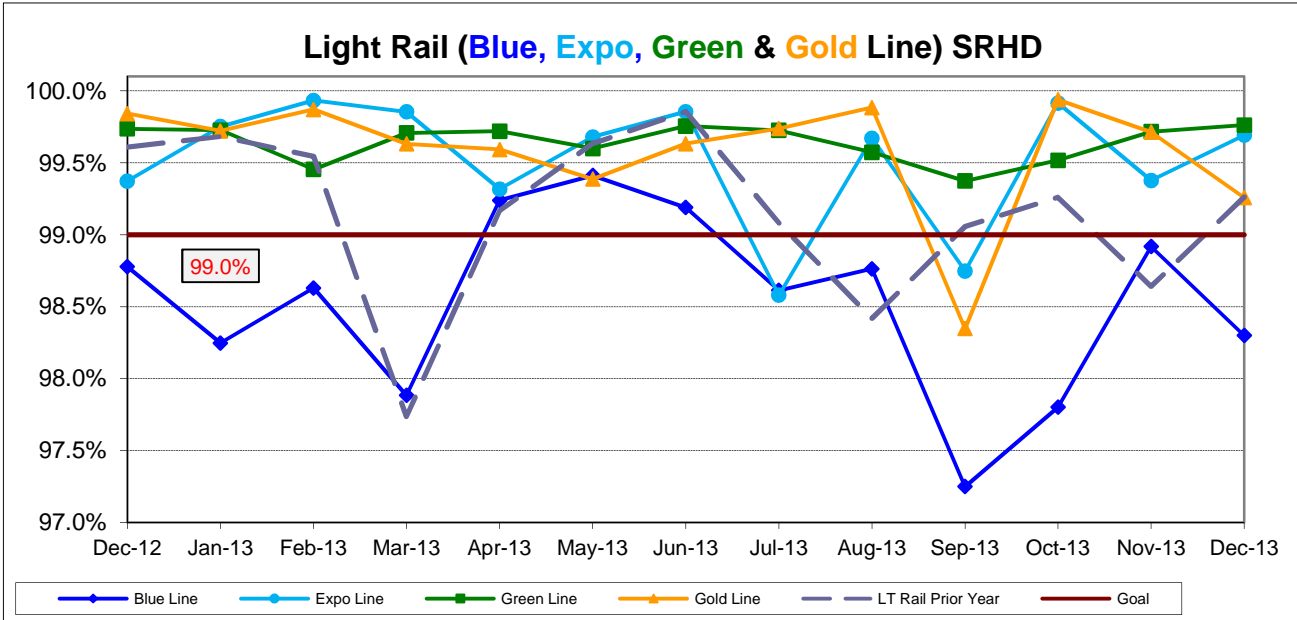
**Scheduled Revenue Hours Delivered (SRHD) by Rail Line**

**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.

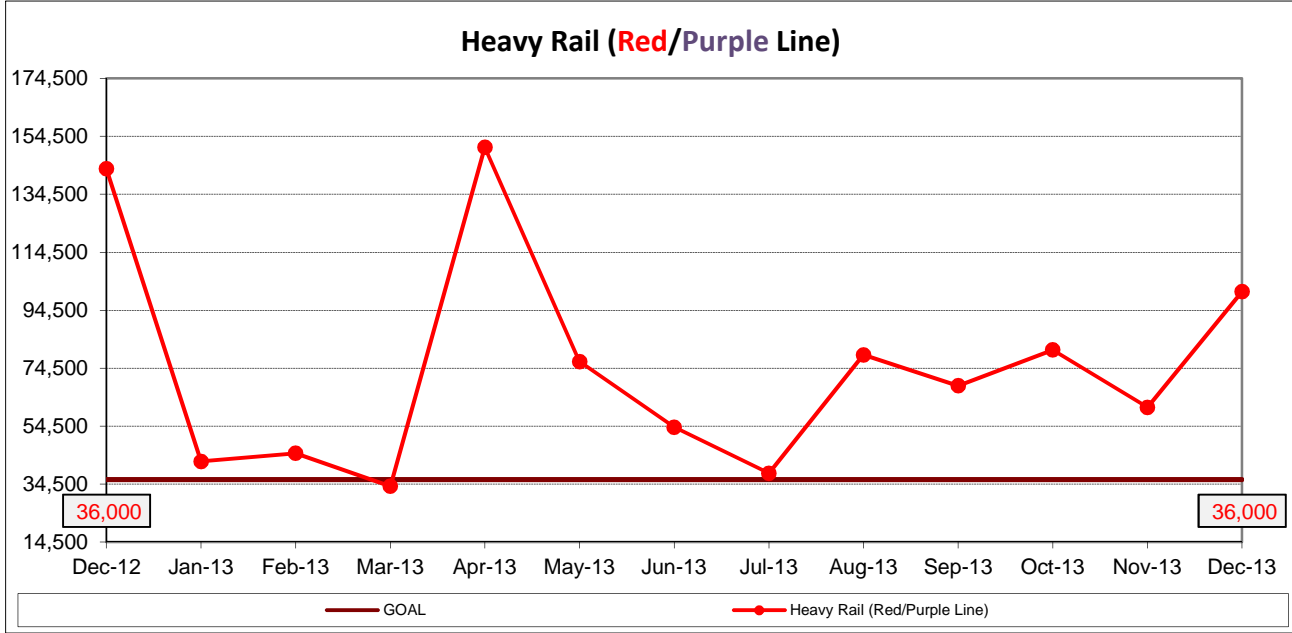


**Mean Miles Between Chargeable Mechanical Failures**

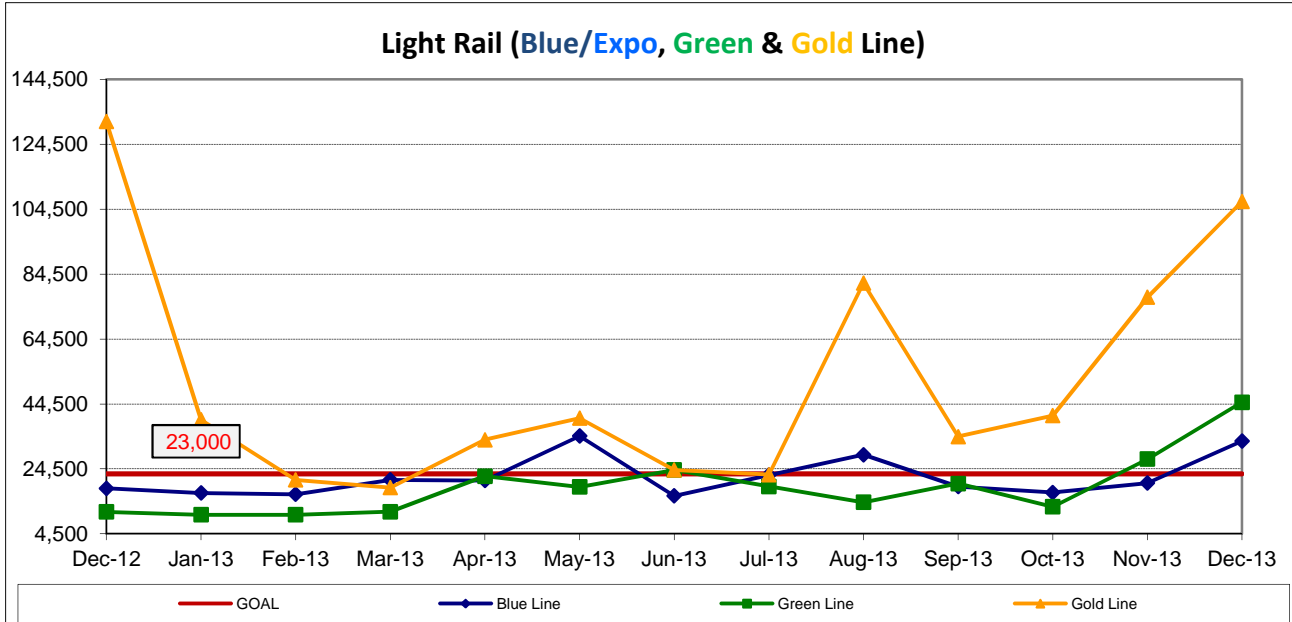
**Definition:** Mean vehicle miles between Revenue Vehicle Failures. NTD defined Revenue Vehicle Failures are vehicle systems failures that occur in revenue service and during deadhead miles in which the vehicle did not complete its scheduled revenue trip or in which the vehicle did not start its next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

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

Remaining Above the Goal line is the target.



Remaining Above the Goal line is the target.



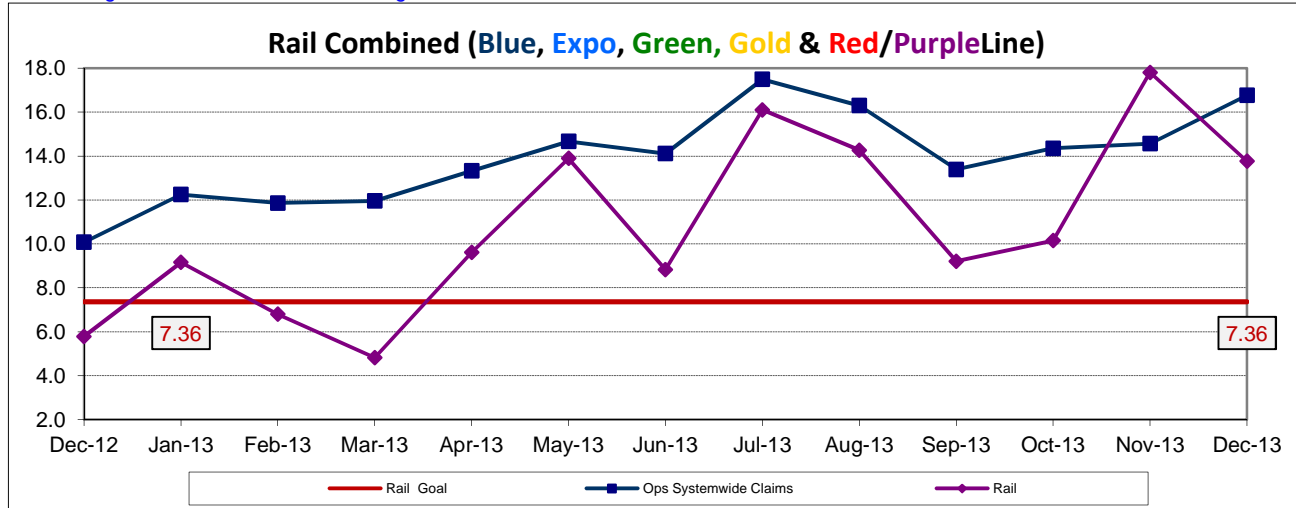
**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**

**Definition:** Average number of new reported workers compensation Indemnity and Medical claims filed per 200,000 exposure hours. This indicator measures safety.

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

Data now reflects combination of Indemnity and Medical Claims reported in the current month.

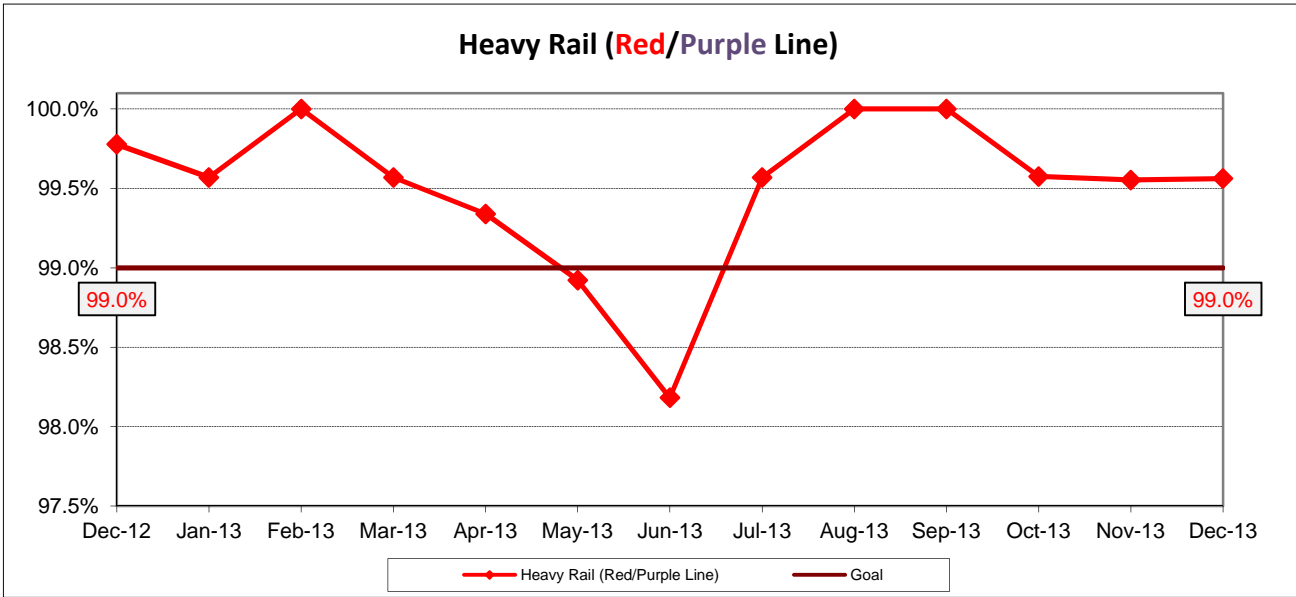
Remaining Below the Goal line is the target.



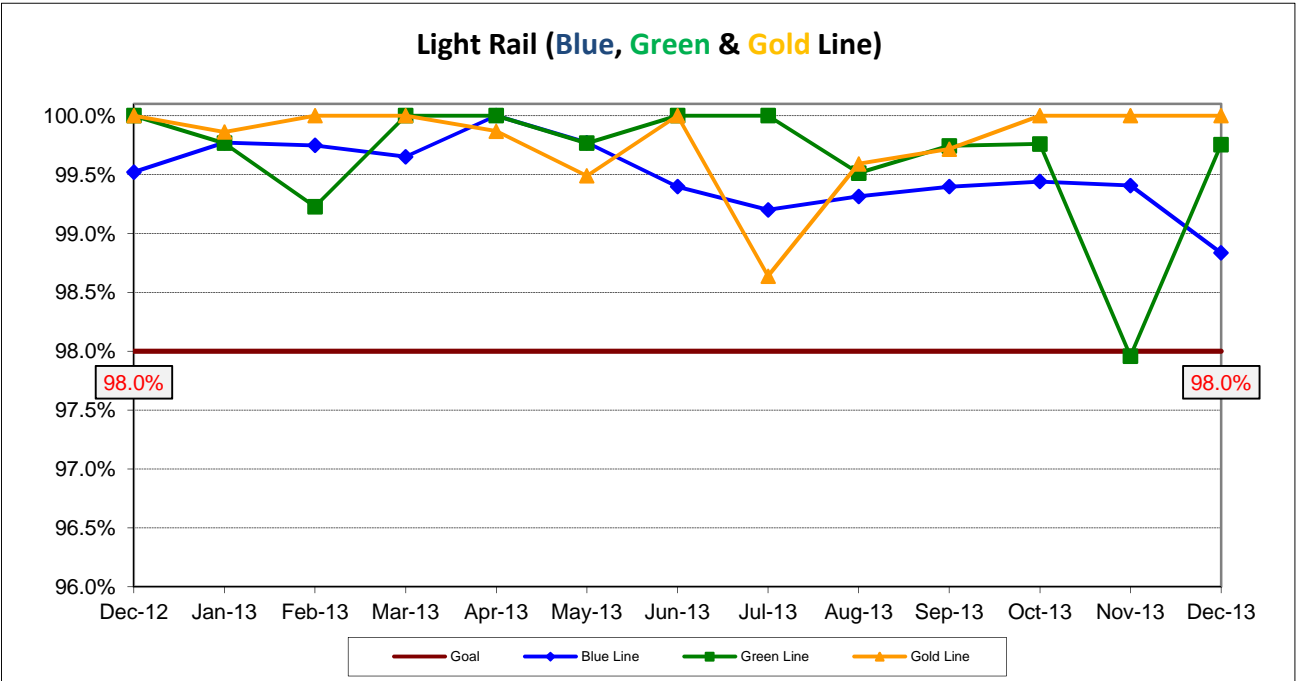
**ON-TIME PULLOUTS (OTP)**

**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

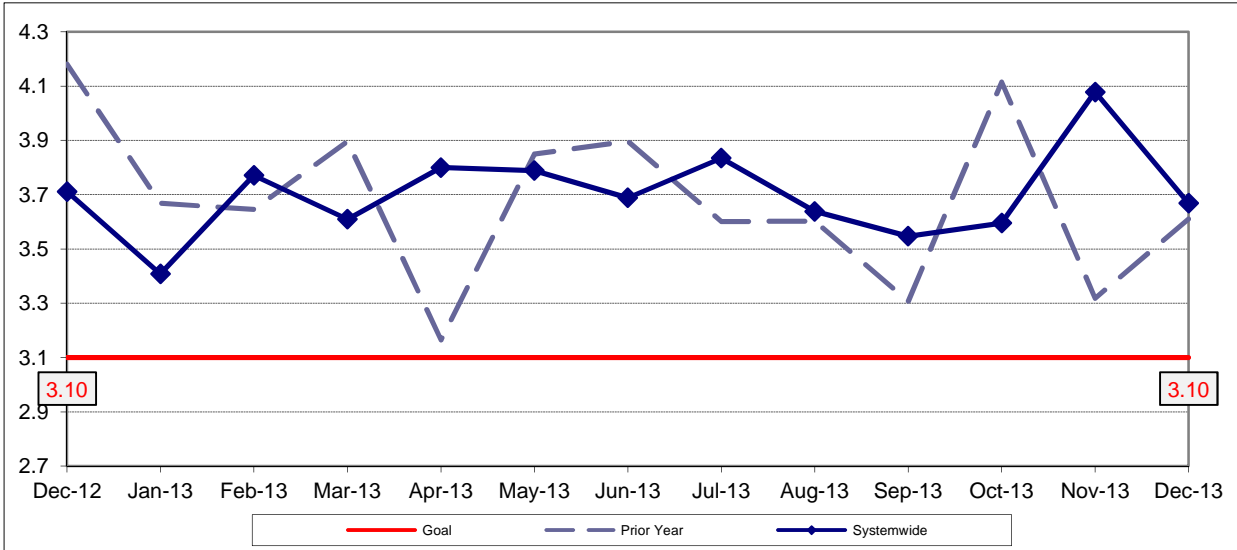
## BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

**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

Hub Miles were restated by Fleet Mgmt from June '12 through January '13. Indicators using Hub Mile data were revised.

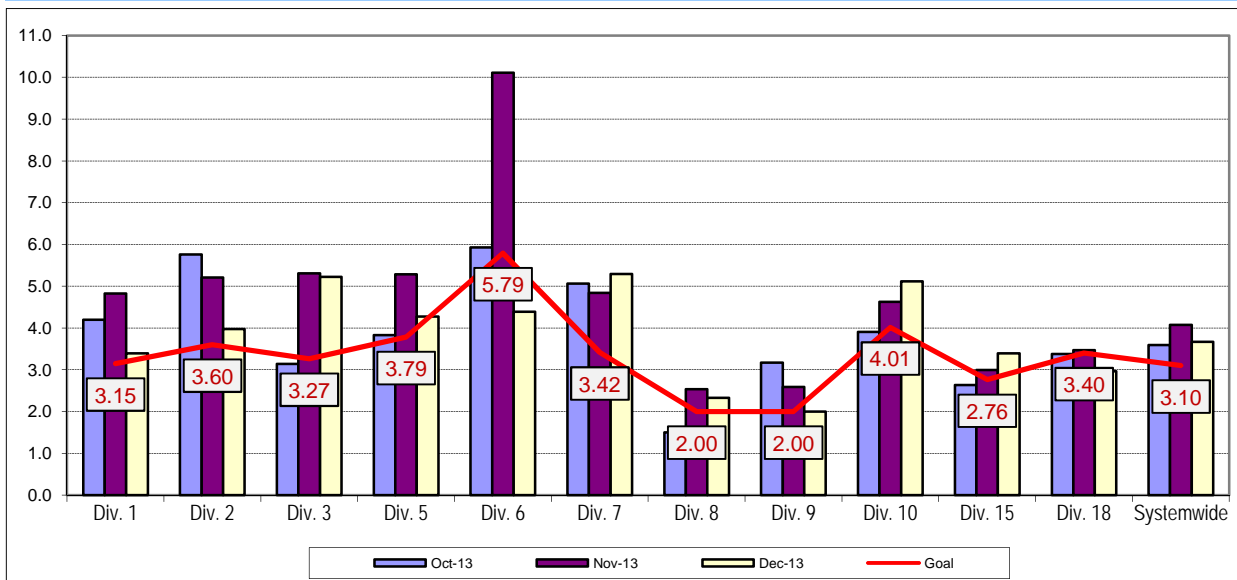


Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of accidents and late filing of reports. As of Aug. '07, Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

Remaining Below the Goal line is the target.

Hub Miles were restated by Fleet Mgmt from June '12 through January '13. Indicators using Hub Mile data were revised.

### Bus Operating Divisions - by Divisions October 2013 - December 2013

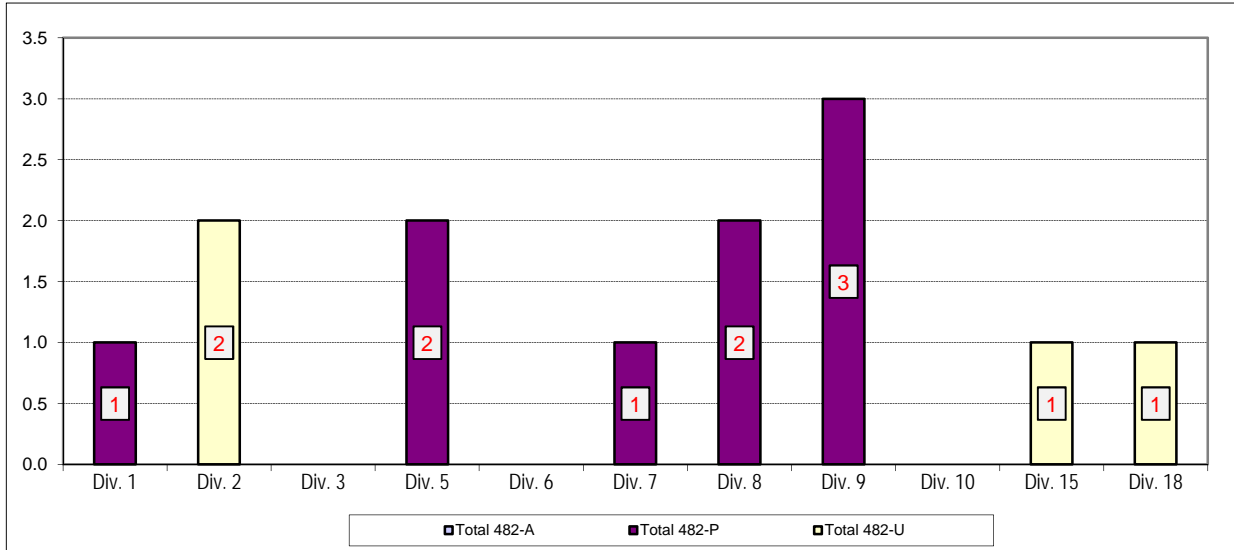


**Number of 482 Accidents in Vehicle Accident Management System (VAMS) Download by Avoidable (A), Pending (P) or Unavoidable (U) Bus Operating Divisions**

**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).

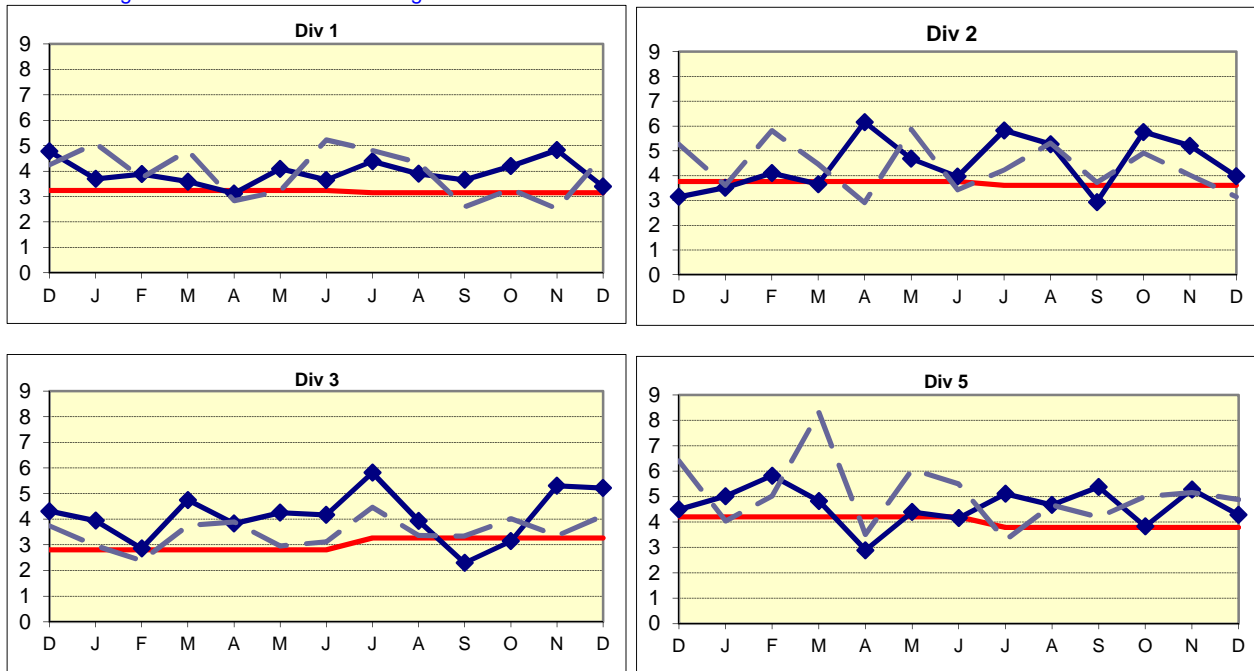
**Calculation:** Number of accidents in prior 13 months coded 482 "alleged" in the categories of A, P or U.

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



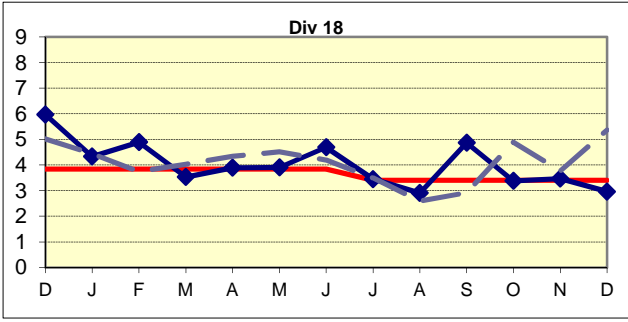
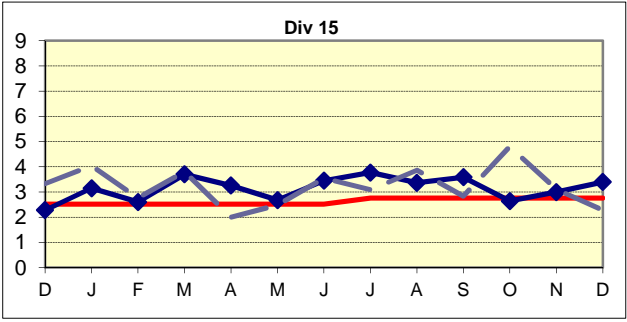
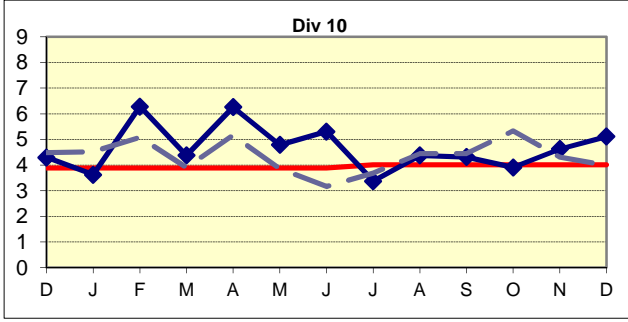
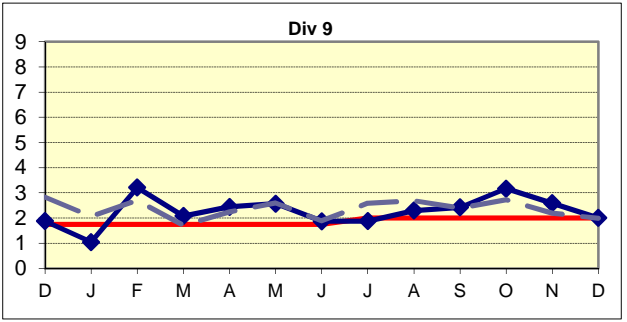
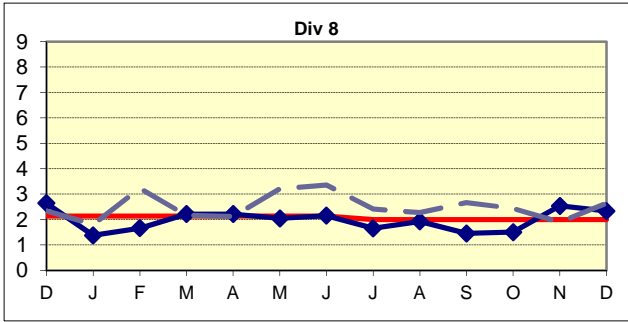
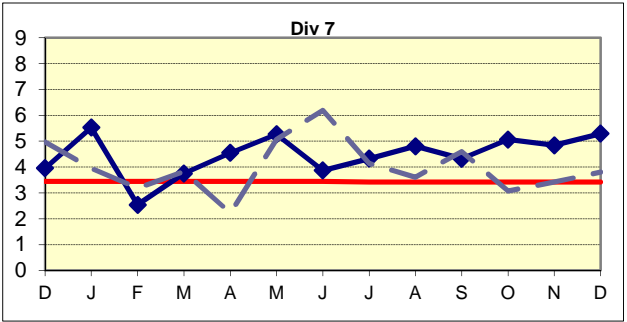
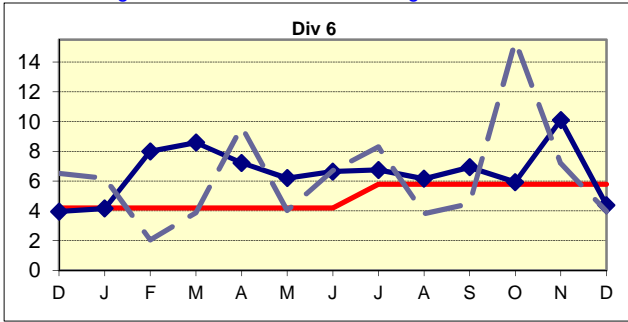
**BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES Bus Operating Divisions**

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.

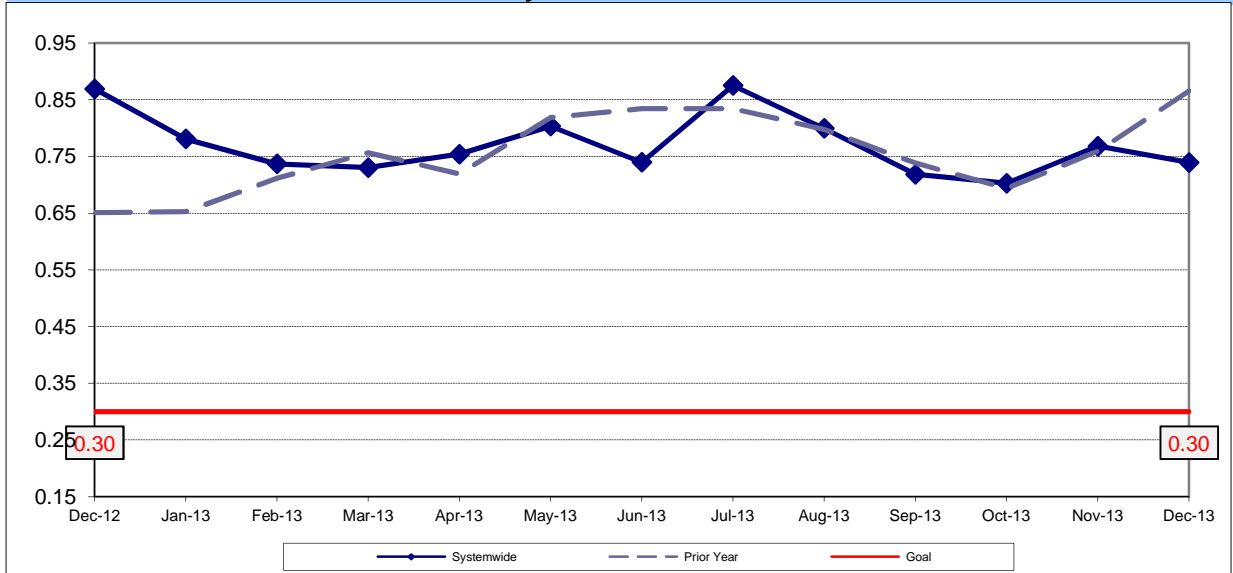


**BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS**

**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))

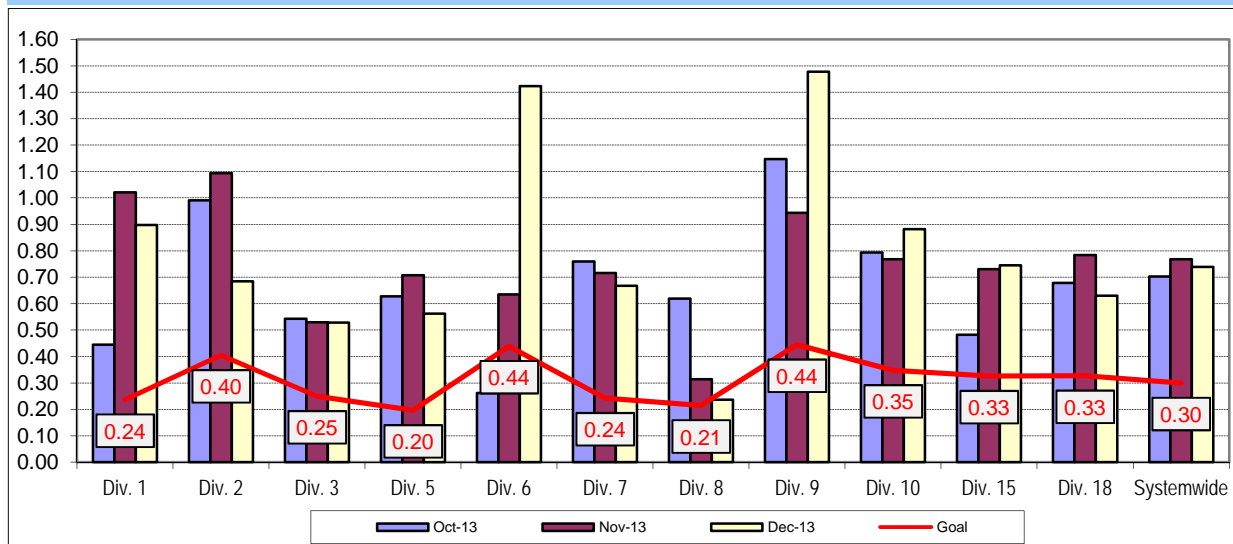
**Systemwide Trend**



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  
October 2013 - December 2013**

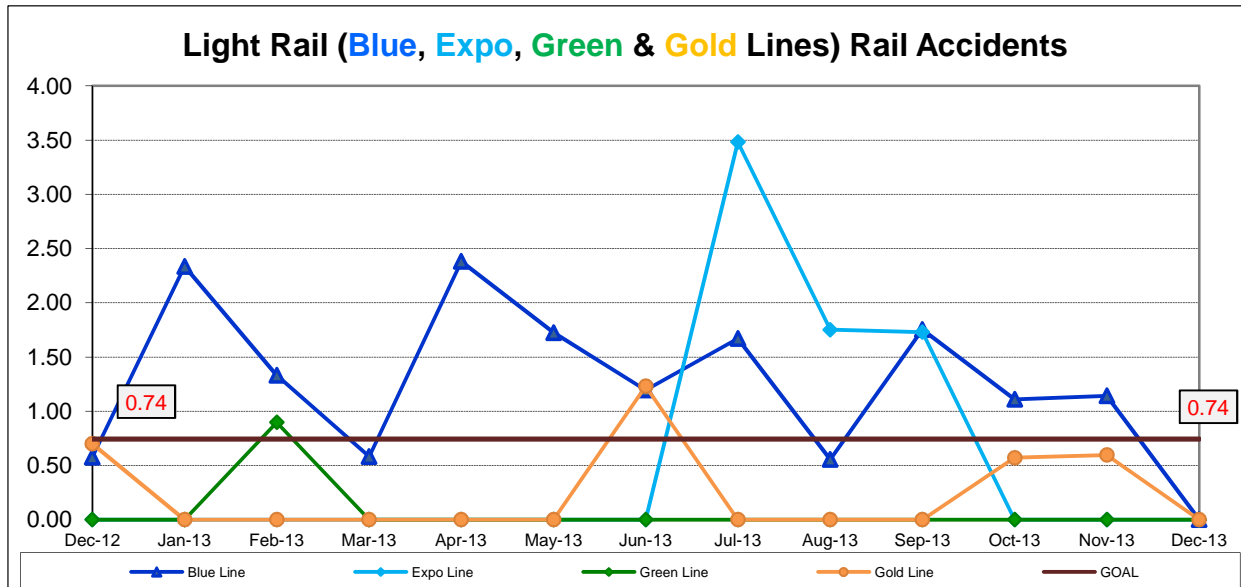
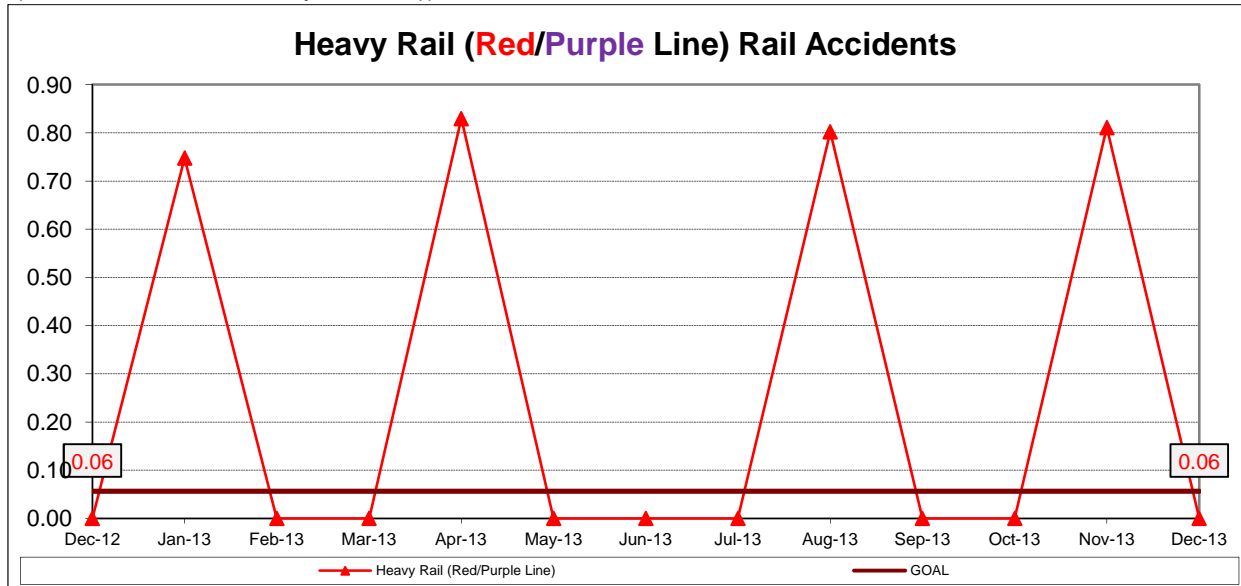




**RAIL ACCIDENTS PER 100,000 REVENUE TRAIN MILES (PUC Reportable)**

**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))

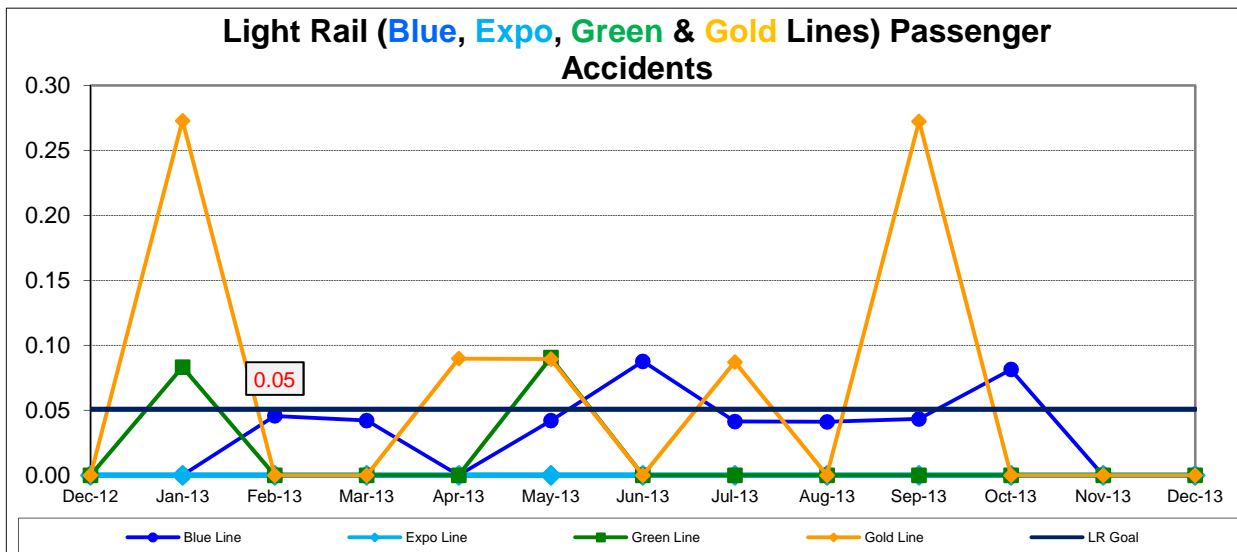
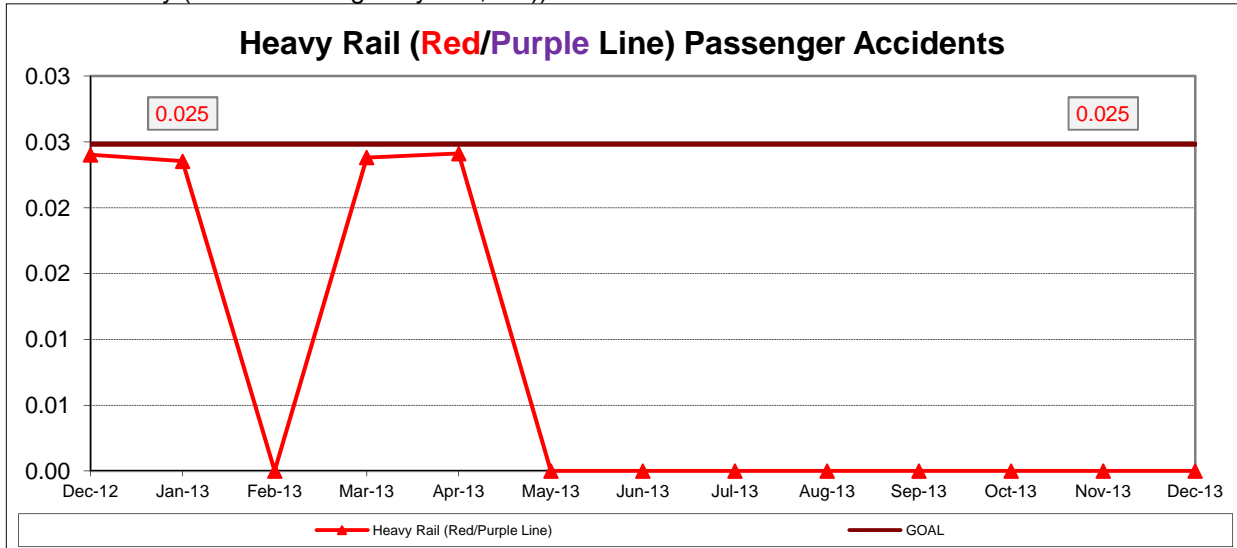


Remaining Below the Goal line is the target.

**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))



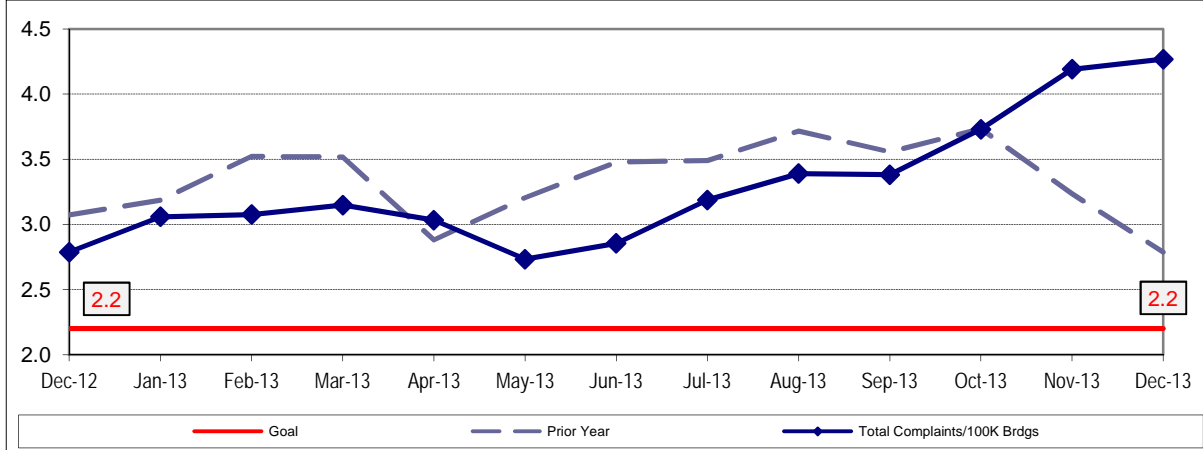
# CUSTOMER SATISFACTION

## COMPLAINTS PER 100,000 BOARDINGS

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

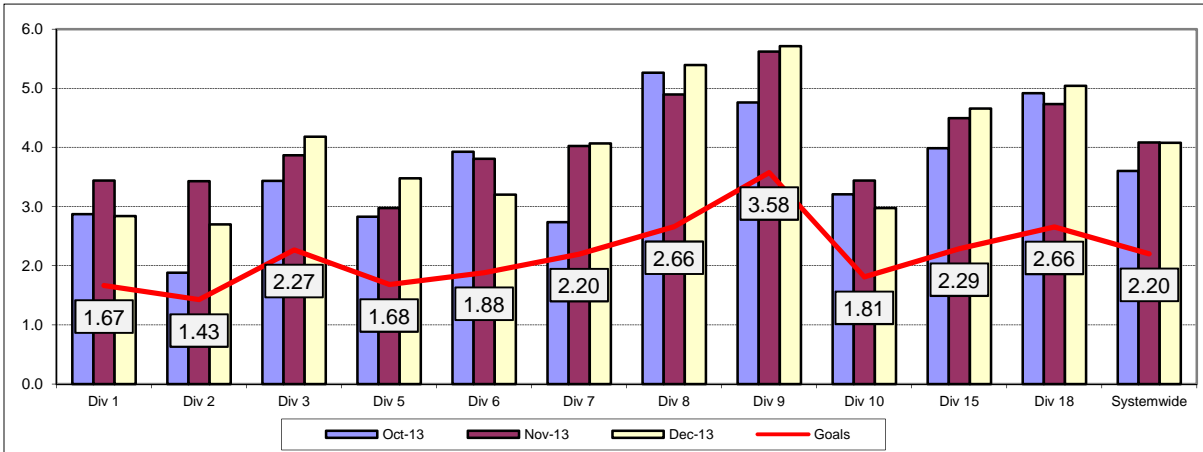
**Calculation:** Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)

### Systemwide Trend



Remaining Below the Goal line is the target.

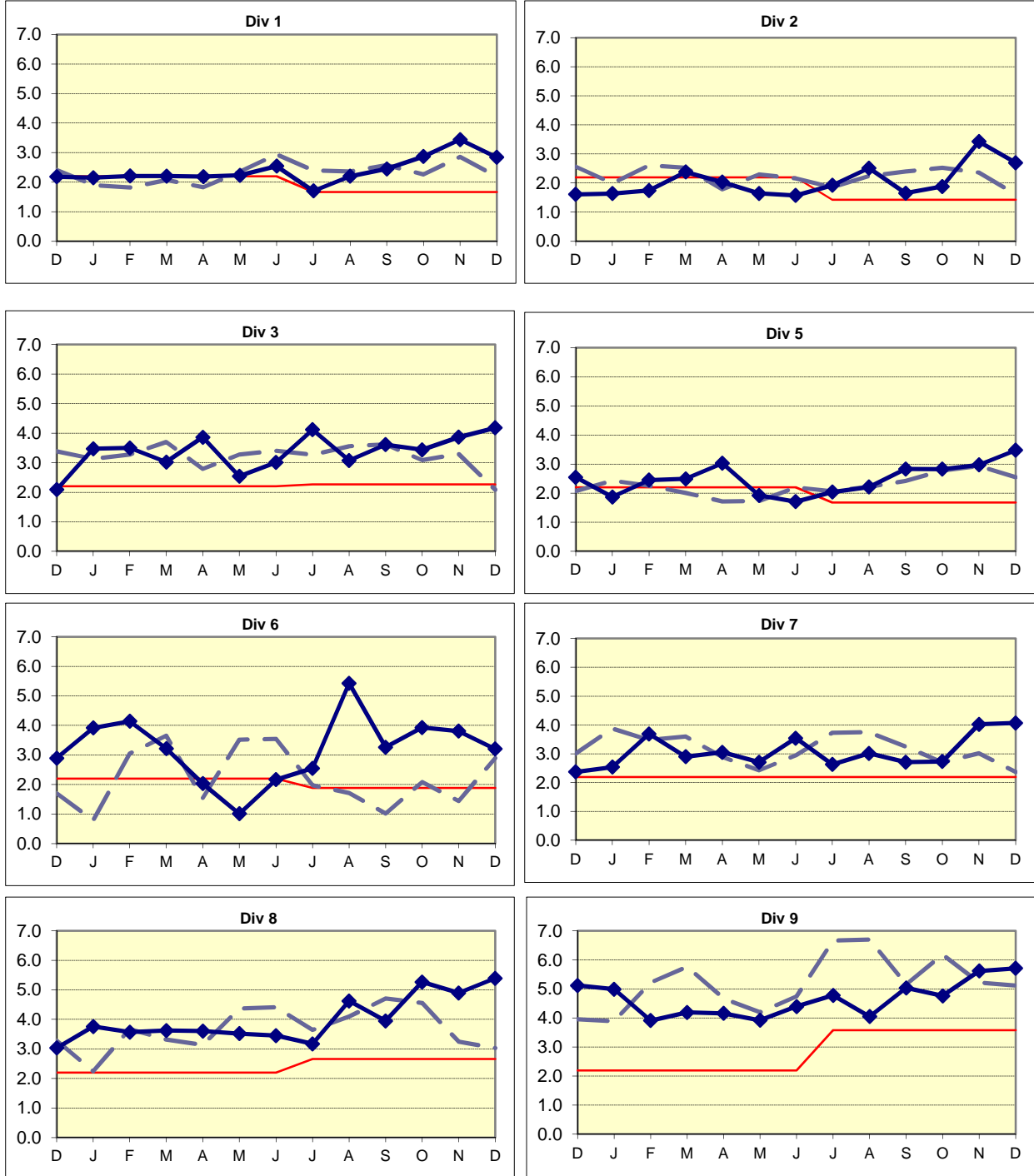
### Bus Operating Divisions, by Divisions October 2013 - December 2013



## COMPLAINTS PER 100,000 BOARDINGS

◆ Current Year   
 - - - Prior Year   
 — Goal

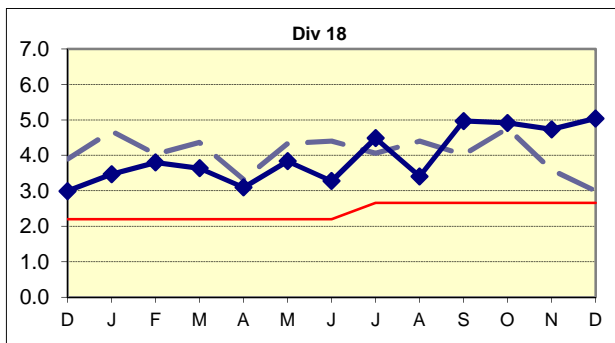
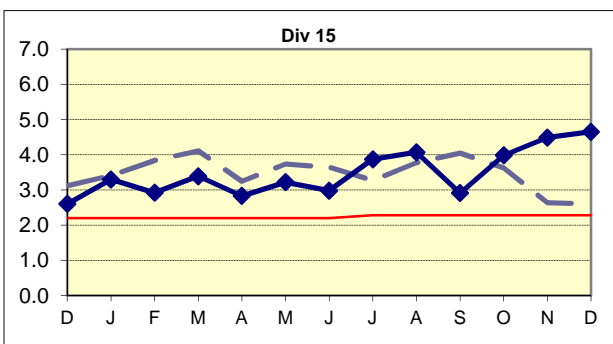
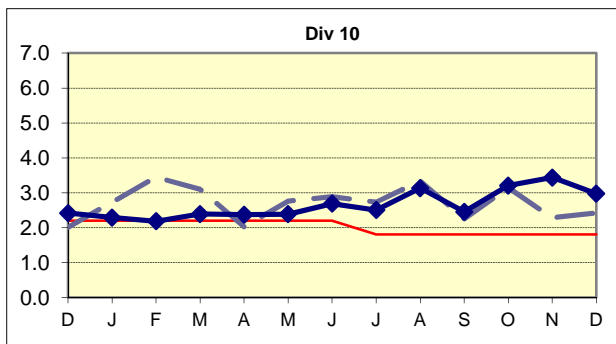
Remaining Below the Goal line is the target.



◆ Current Year    - - - Prior Year    — Goal

Remaining Below the Goal line is the target.

### COMPLAINTS PER 100,000 BOARDINGS - Continued



## WORKERS COMPENSATION CLAIMS

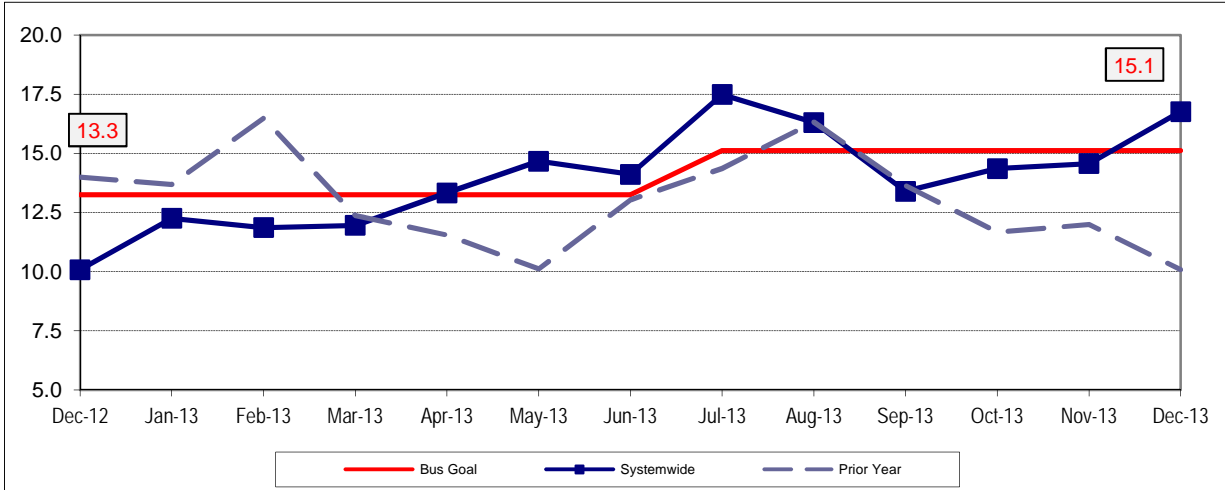
### New Workers Compensation Claims per 200,000 Exposure Hours

**Definition:** Average number of new reported workers compensation indemnity and medical claims filed per 200,000 exposure hours. This indicator measures safety.

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

#### Metro Operations Trend

Data now reflects combination of Indemnity and Medical Claims reported in the current month.



Note: Beginning for FY14 (July 2013) W.C. figures now reflect Indemnity and Medical claims combined.

Transportation & Maintenance Performance combined.

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 reported workers compensation indemnity and medical claims filed per 200,000 exposure hours. This indicator measures safety.

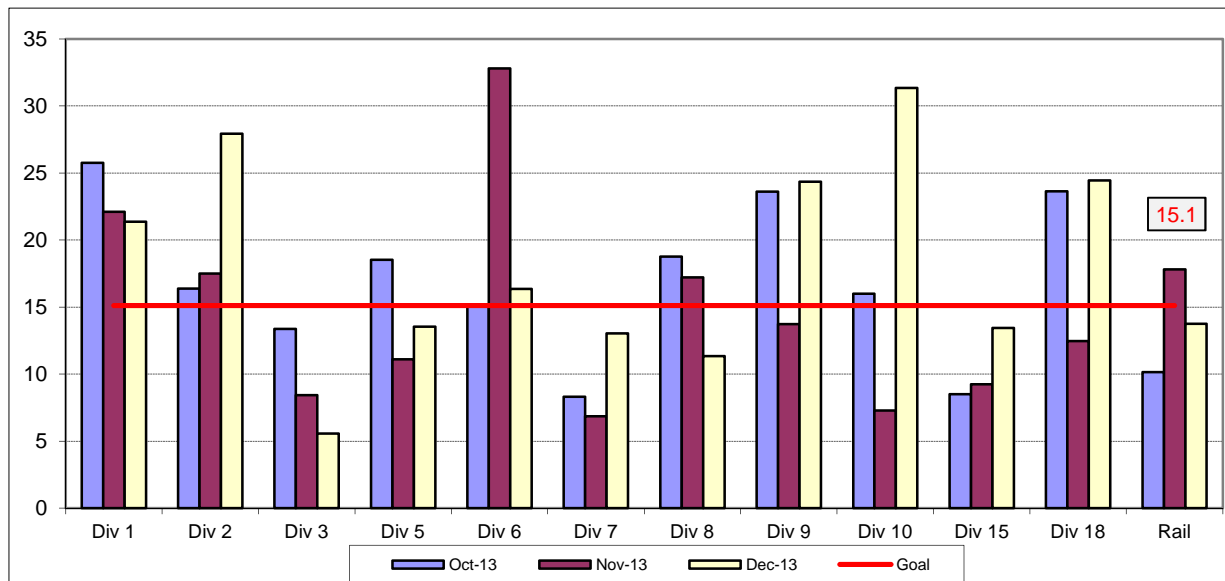
**Calculation:**  $\text{New reported workers' compensation indemnity and medical claims filed per 200,000 Exposure Hours} = \frac{\text{New Claims}}{(\text{Exposure Hours}/200,000)}$

#### Bus & Rail by Division October 2013 - December 2013

Data reflects combination of Indemnity and Medical Claims reported in the current month.

Transportation & Maintenance Performance combined.

Remaining Below the Goal line is the target.

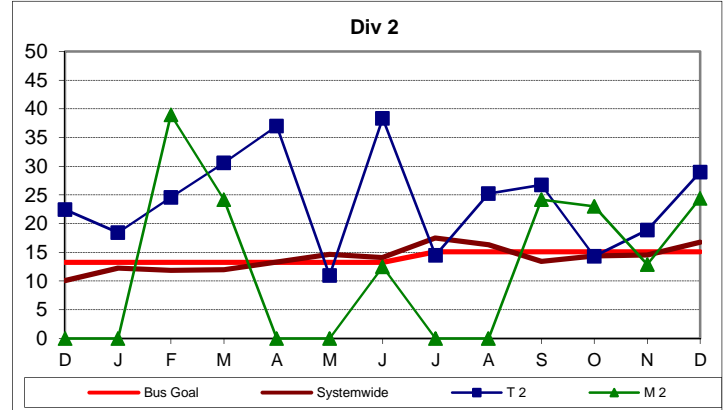
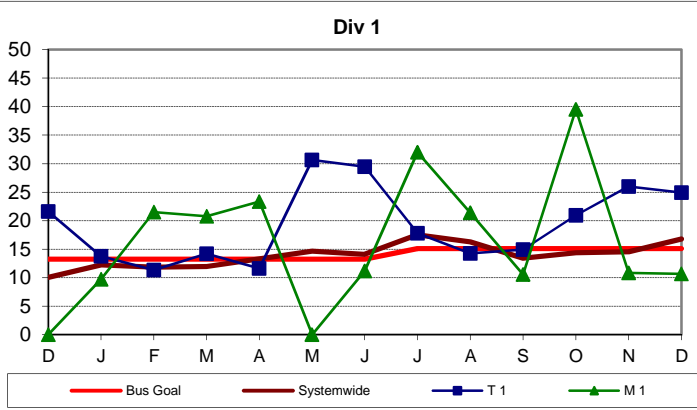


## NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS Systemwide and Bus Operating Divisions

**Definition:** Average number of new reported Workers Compensation Indemnity and Medical claims filed per 200,000 exposure hours. This indicator measures safety.

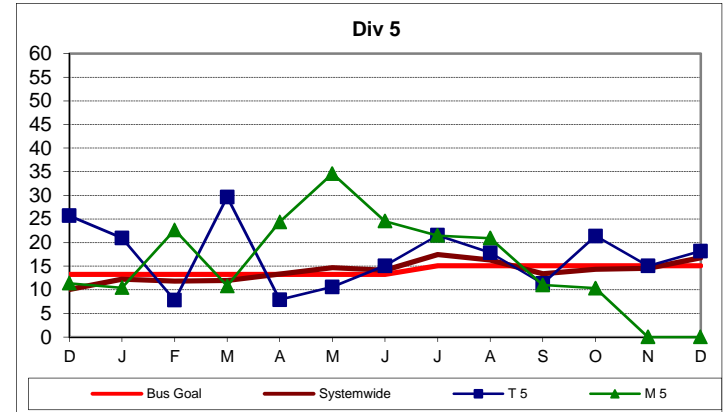
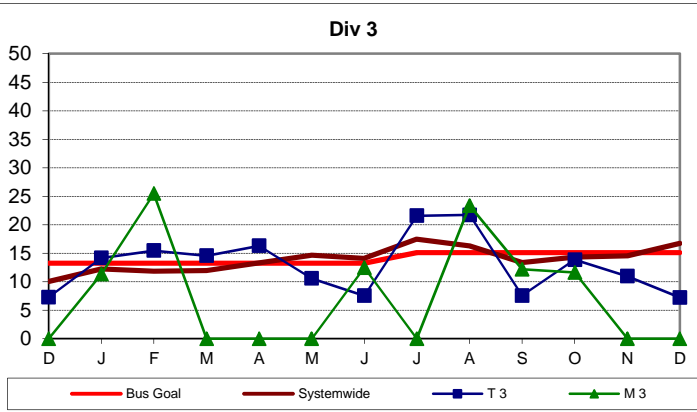
**Calculation:**  $\text{New reported Workers' Compensation Indemnity and Medical claims filed per 200,000 Exposure Hours} = \frac{\text{New Claims}}{(\text{Exposure Hours}/200,000)}$

*W.C. now reflects current month's data. No data lag.*



Remaining Below the Goal line is the target.

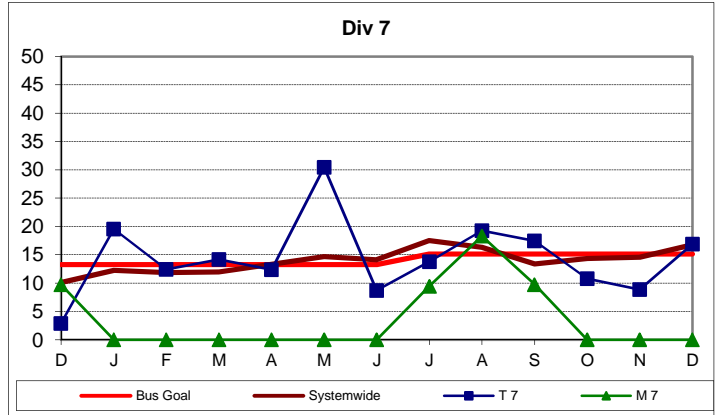
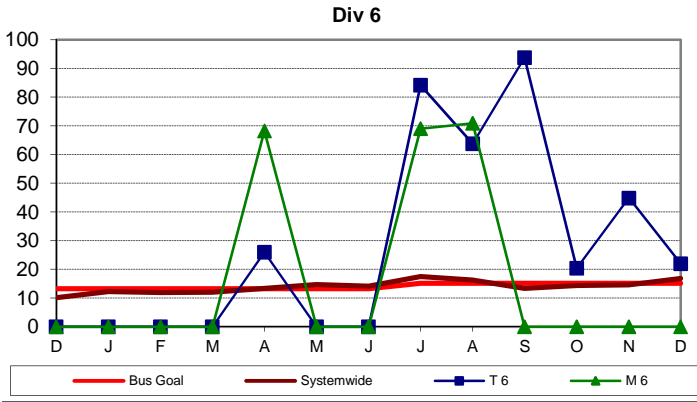
*W.C. now reflects current month's data. No data lag.*



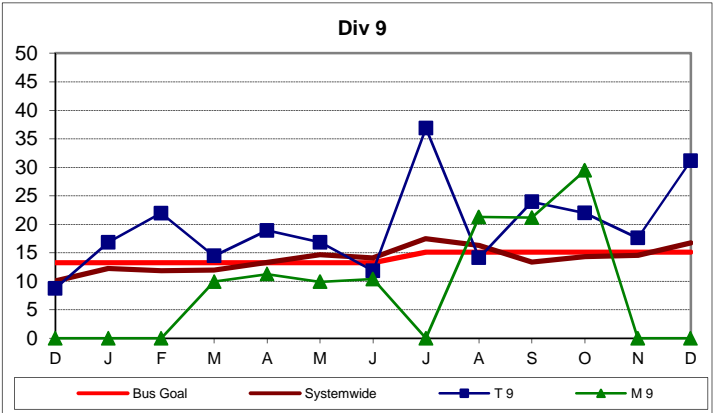
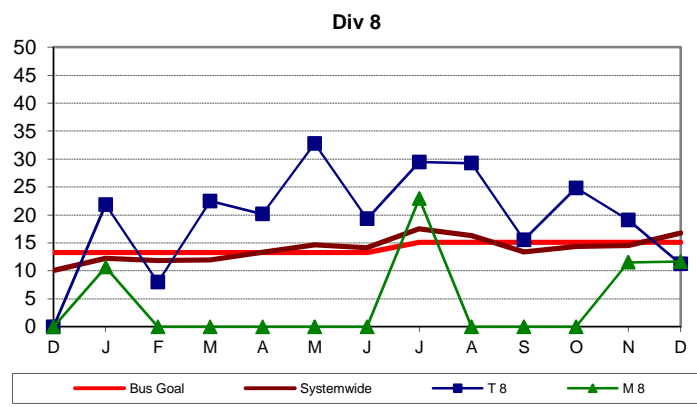
# NEW REPORTED WORKERS' COMPENSATION CLAIMS FILED PER 200,000 EXPOSURE HOURS - Continued

Remaining Below the Goal line is the target.

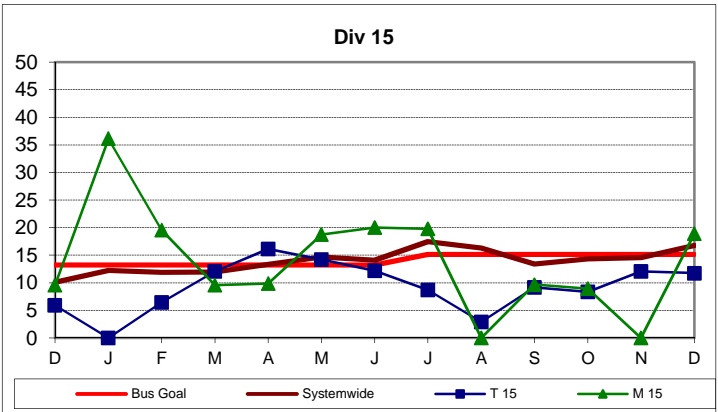
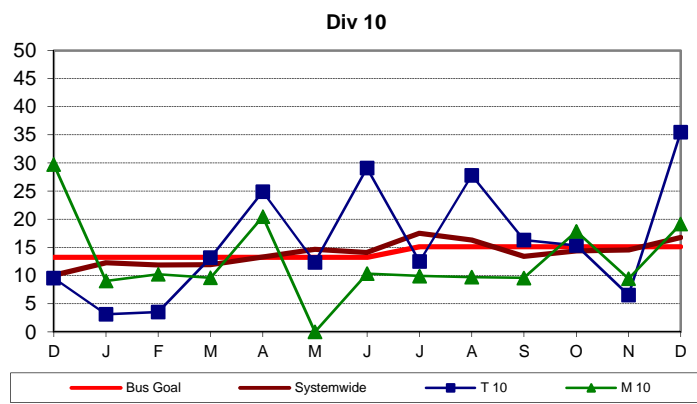
W.C. now reflects current month's data. No data lag.



W.C. now reflects current month's data. No data lag.



W.C. now reflects current month's data. No data lag.

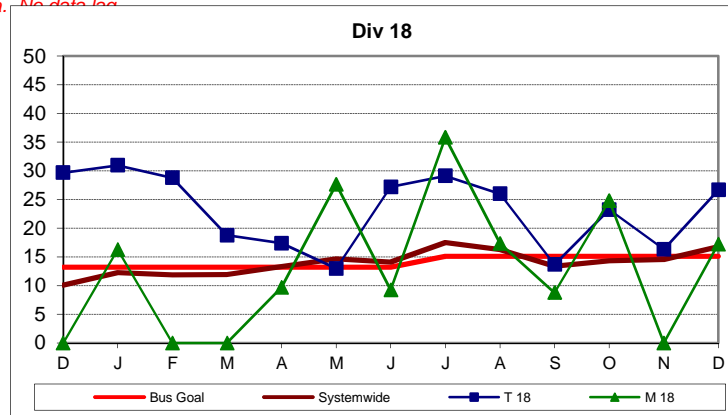




# NEW REPORTED WORKERS' COMPENSATION CLAIMS FILED PER 200,000 EXPOSURE HOURS - Continued

Remaining Below the Goal line is the target.

W.C. now reflects current month's data. No data lag.



## OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS

### Systemwide and Bus Operating Divisions

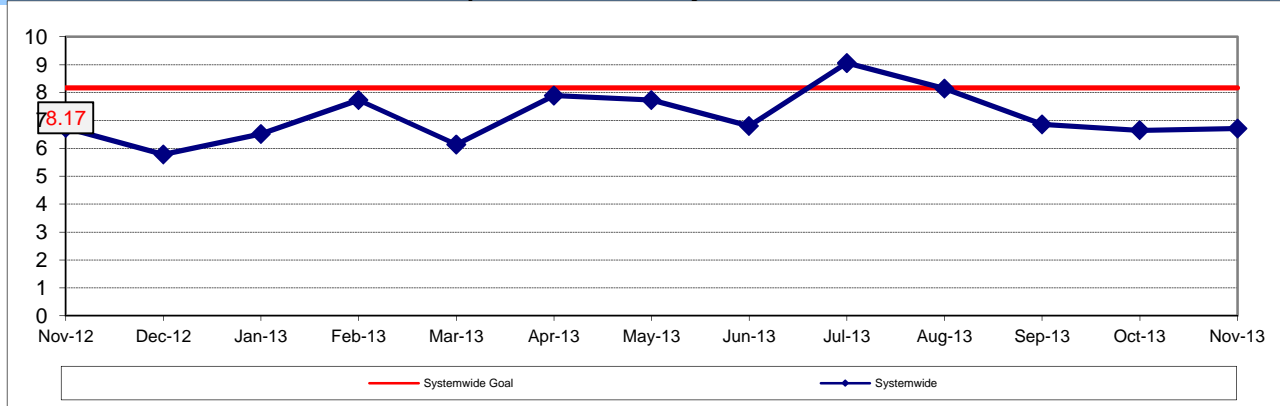
**Definition:** Work-related injuries and illnesses that result in: death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid which are filed per 200,000 exposure hours.

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

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

One month lag from current month

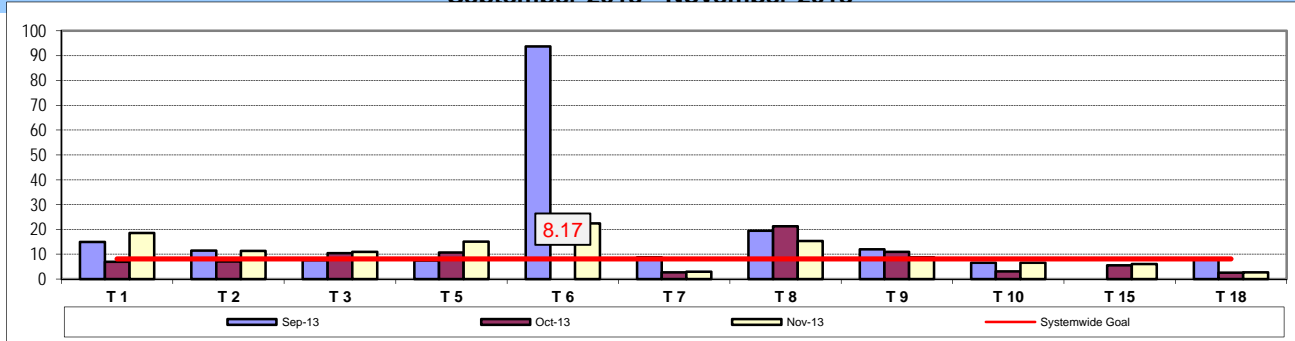
**Operations OSHA Injuries Trend**



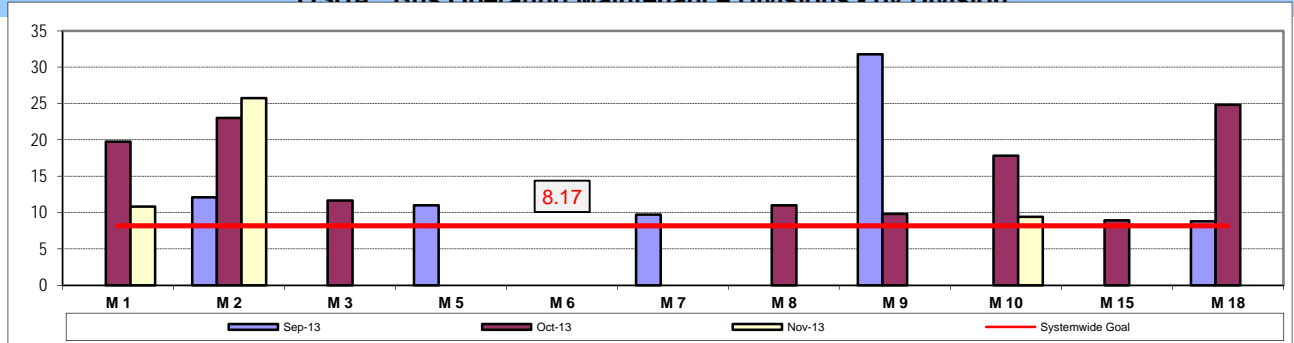
Remaining Below the Goal line is blue target.

One month lag from current month

**OSHA: Bus Operating Transportation Divisions - by Division  
September 2013 - November 2013**

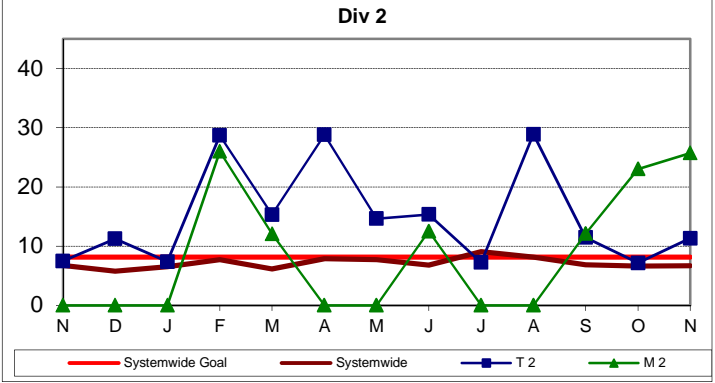
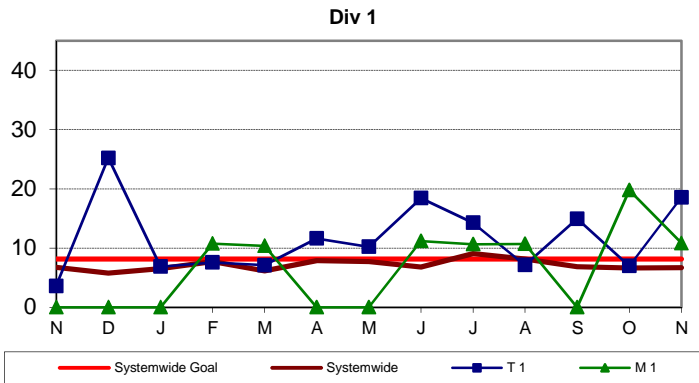


**OSHA: Bus Operating Maintenance Divisions - by Division**

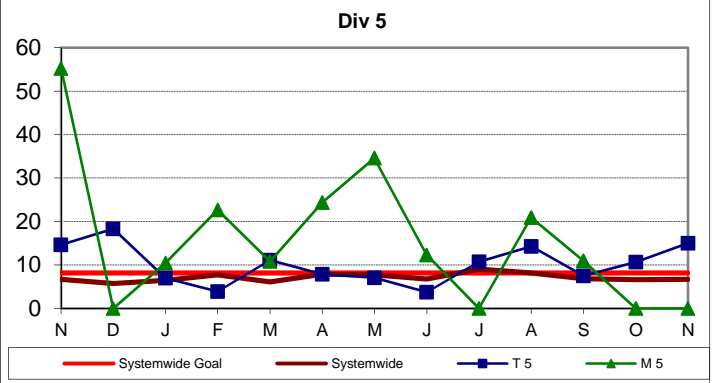
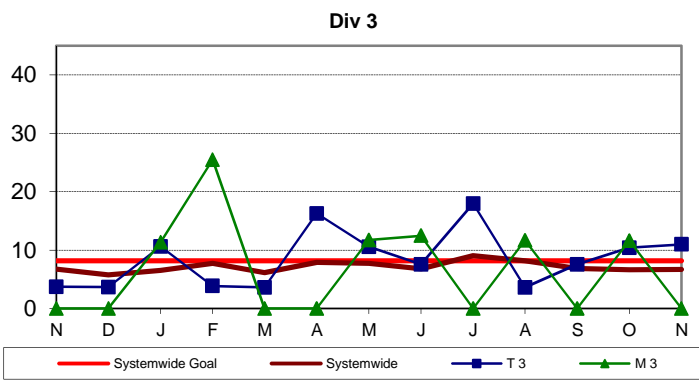


Remaining Below the Goal line is the target.  
 One month lag in reporting.

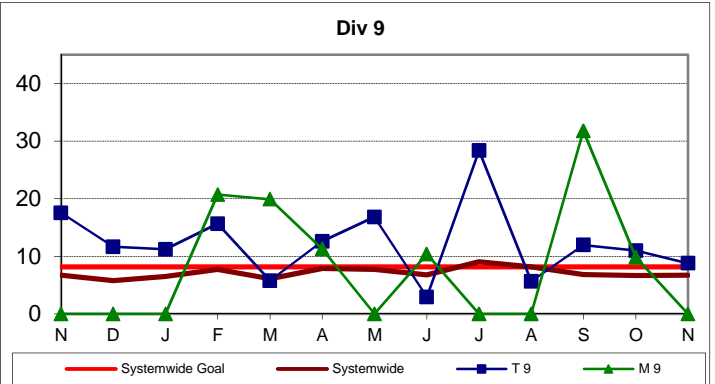
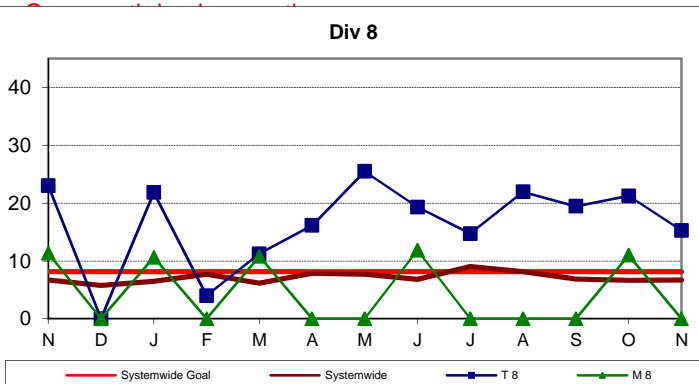
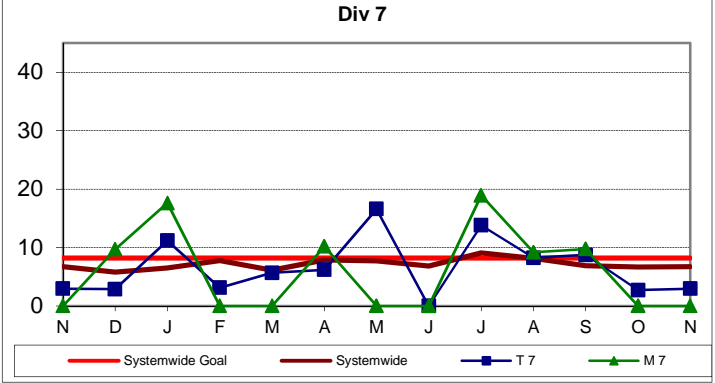
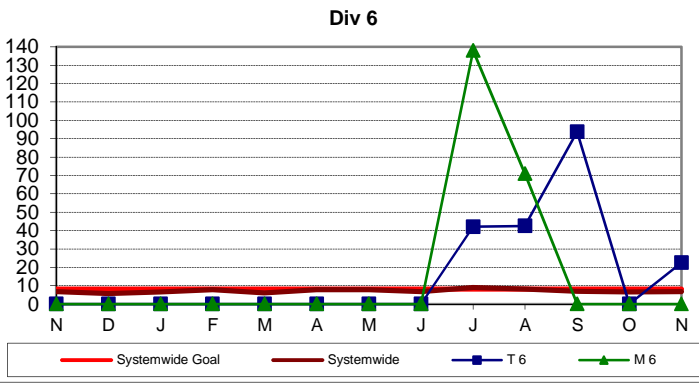
### OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS - Continued



Remaining Below the Goal line is the target.  
 One month lag in reporting.

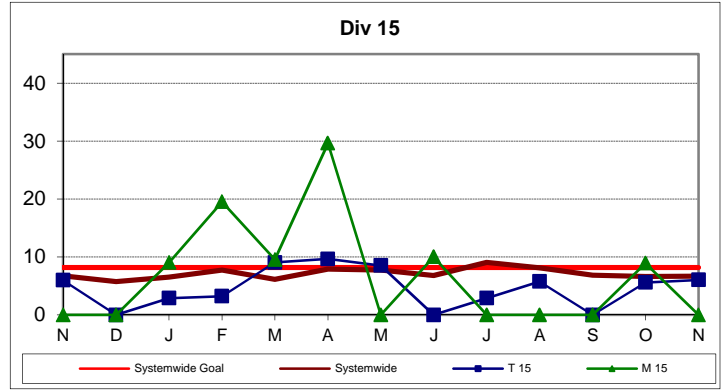
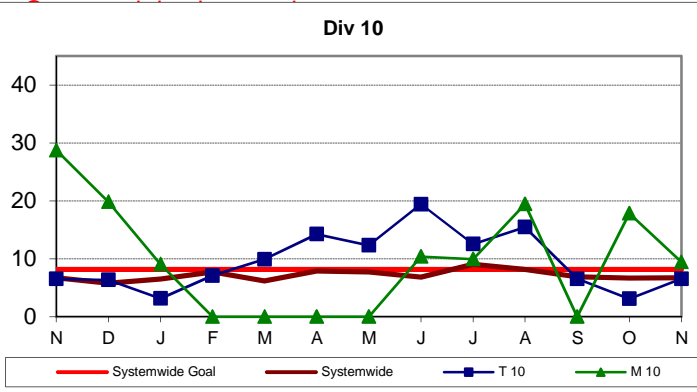


One month lag in reporting.

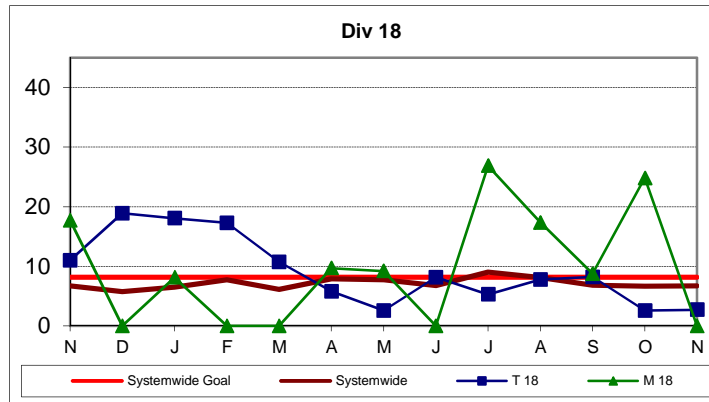


Remaining Below the Goal line is the target.

### OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS - Continued



One month lag in reporting.



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

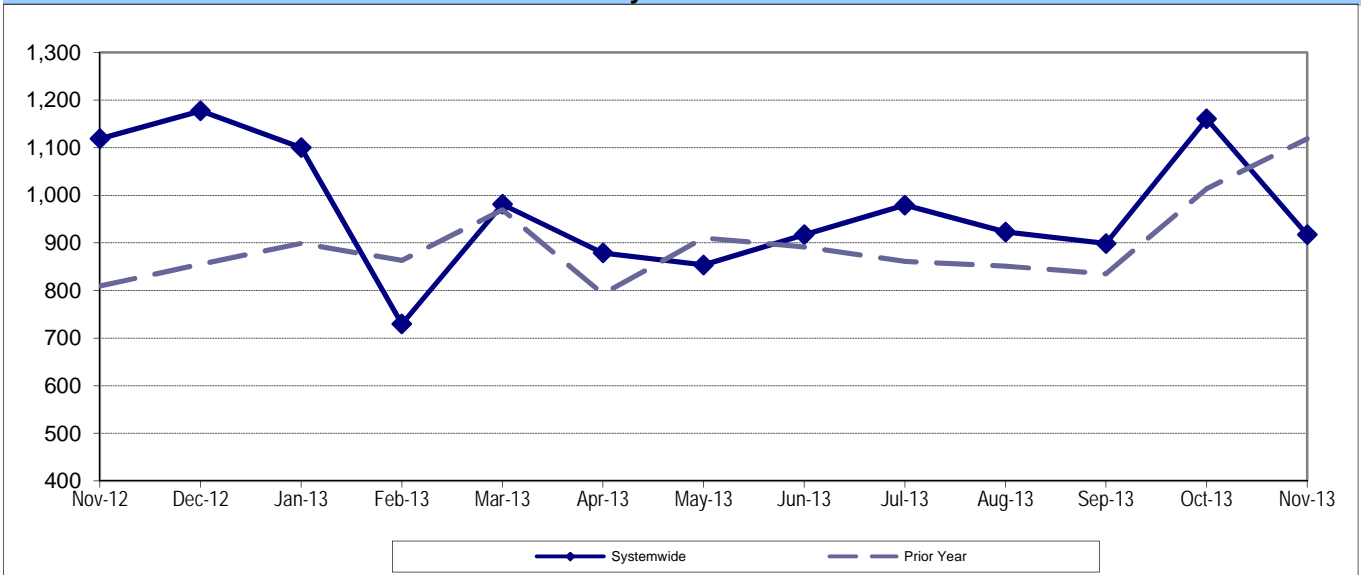
### Systemwide and Bus Operating Divisions

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

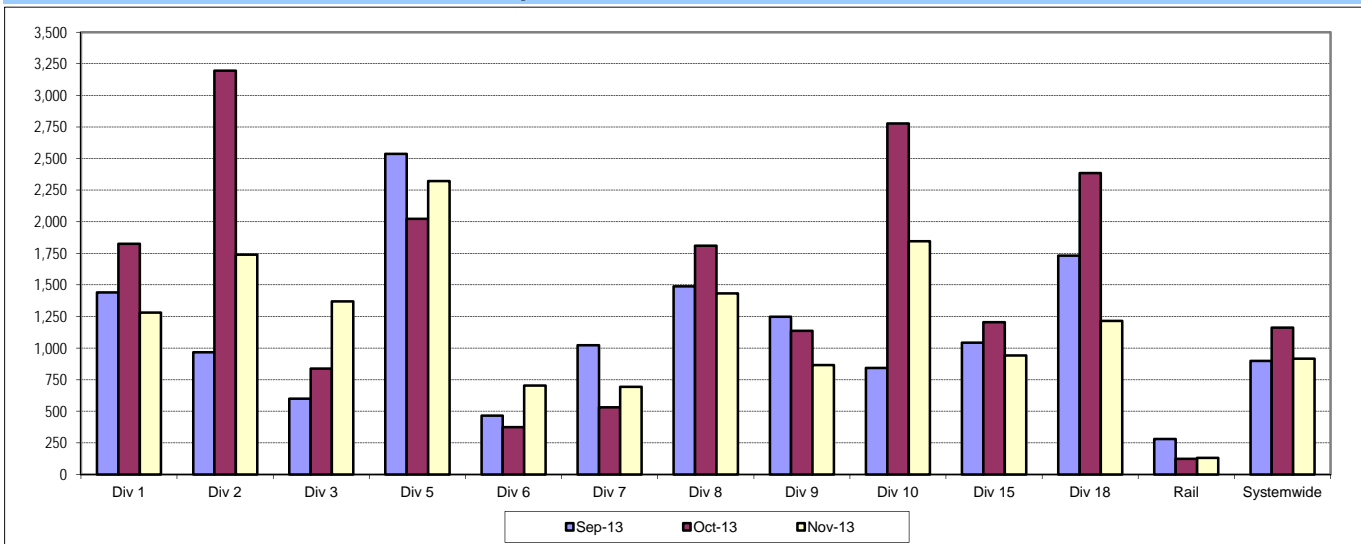
One month lag from current month

#### LWD Systemwide Trend



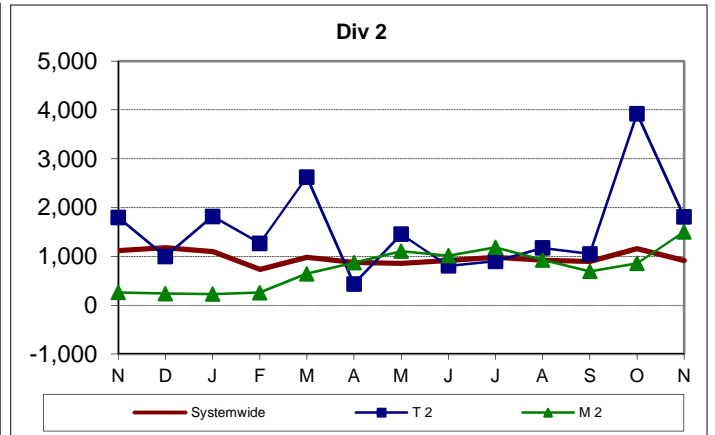
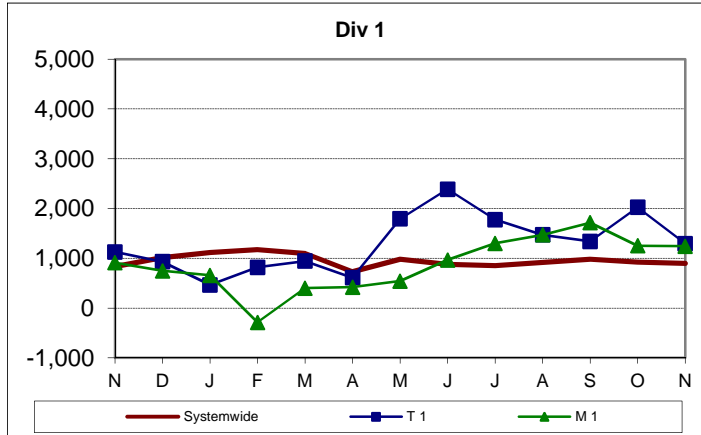
One month lag from current month

#### LWD/200,000 Exposure Hours per Operating Divisions - by Bus and Rail Division September 2013 - November 2013



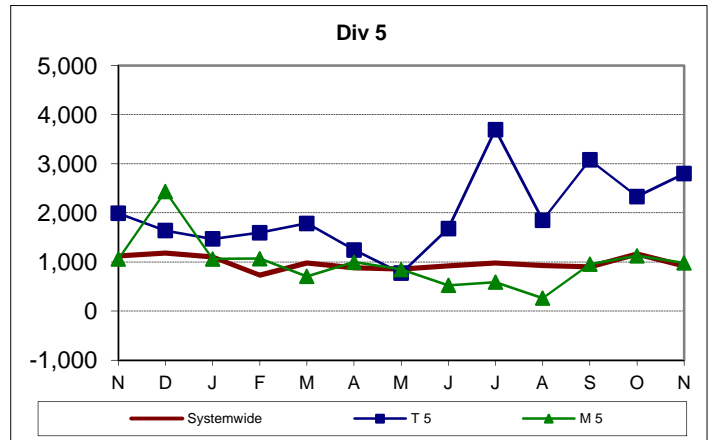
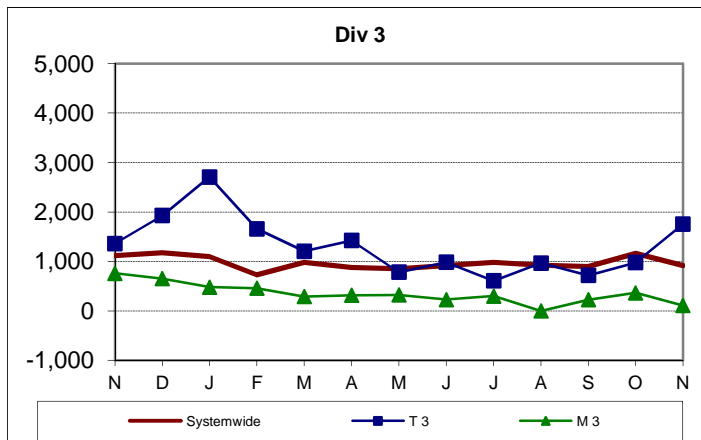
**NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS - Continued**

One month lag in reporting.

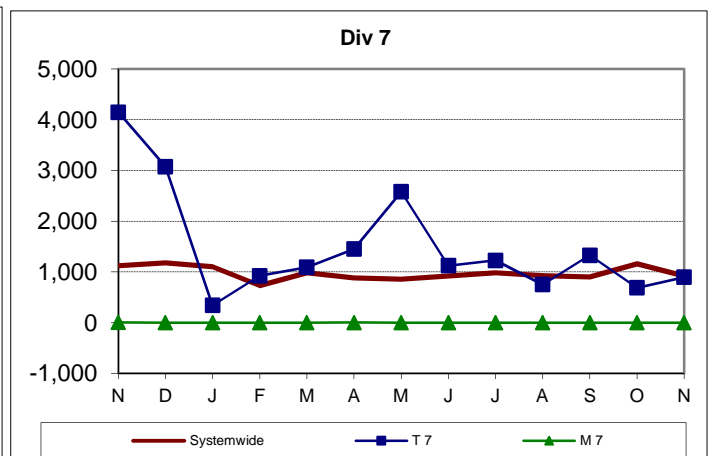
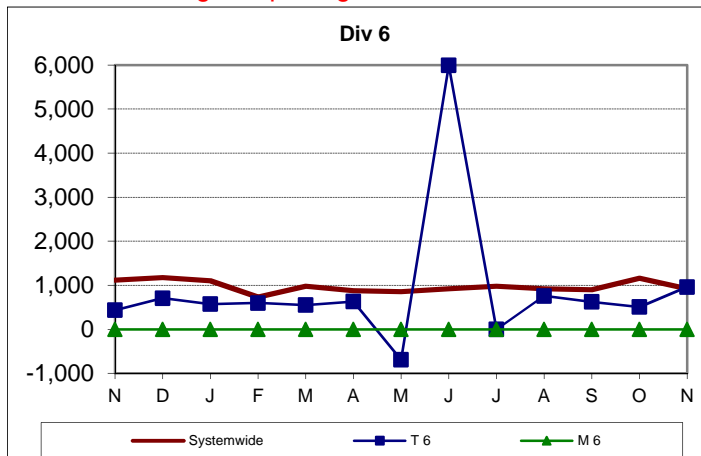


One month lag in reporting.

Lower is better.

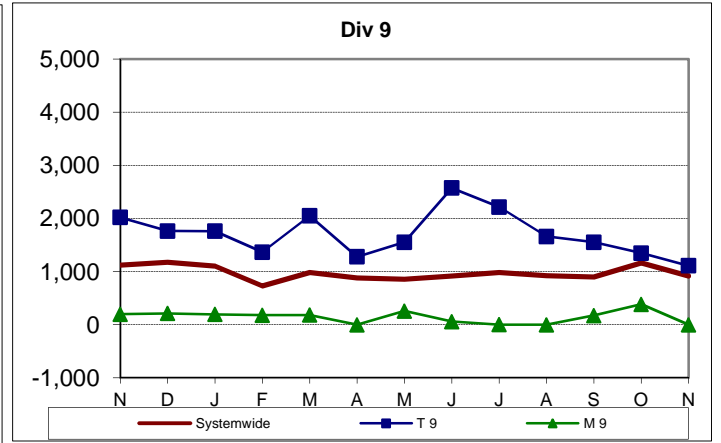
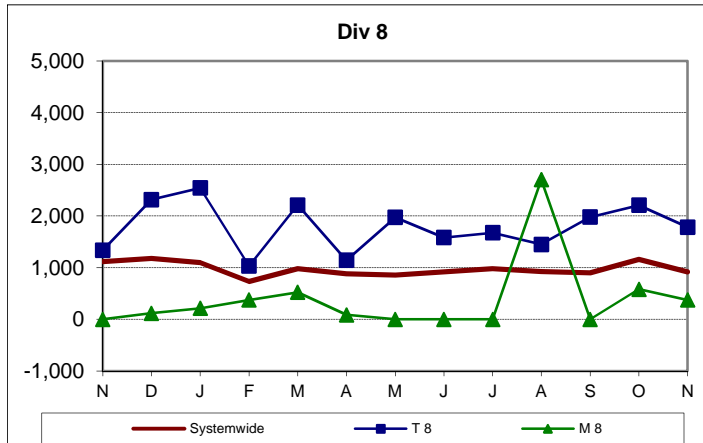


One month lag in reporting.



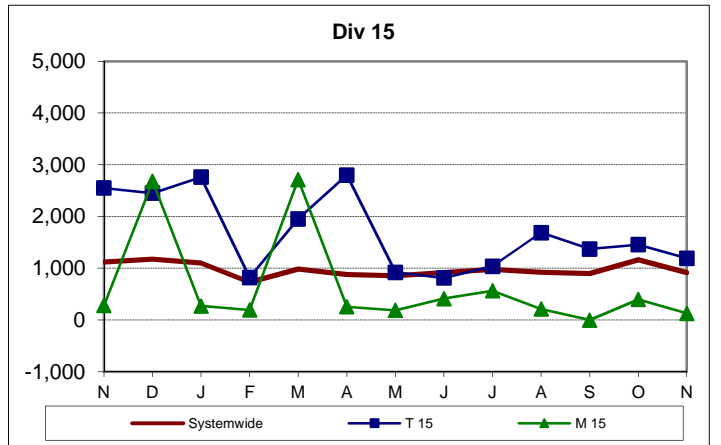
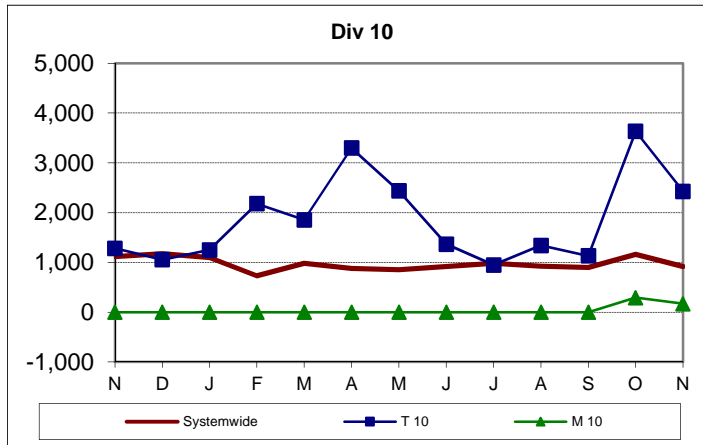
NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS - Continued

One month lag in reporting.



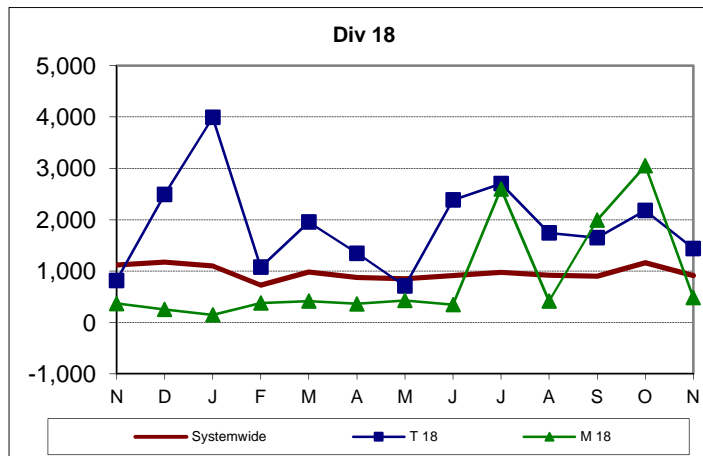
One month lag in reporting.

Lower is better.



One month lag in reporting.

Lower is better.



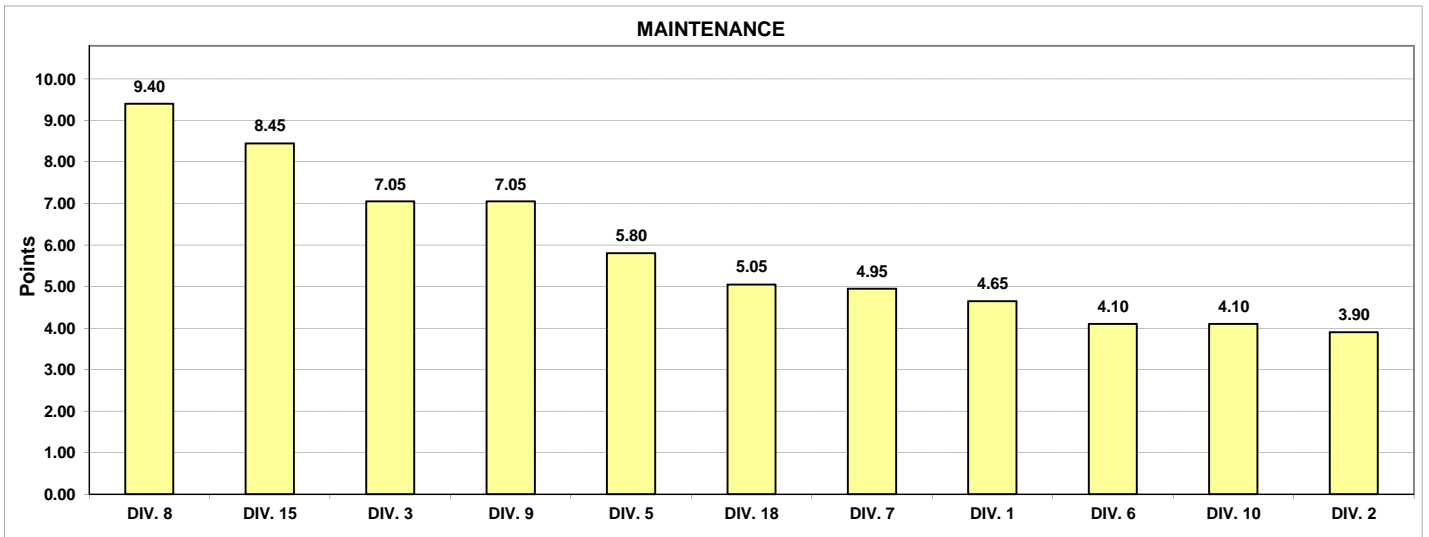
**"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM**

**Monthly Calculations - December 2013  
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
In-Service On-Time Performance	<b>10%</b>	77.8%	77.1%	75.0%	74.9%	71.0%	72.8%	83.3%	74.8%	73.6%	78.0%	75.3%
Points		9	8	6	5	1	2	11	4	3	10	7
Miles Between Total Road Calls	<b>30%</b>	2455.1	2574.0	4560.0	2684.4	2337.2	2676.7	5082.4	4236.9	2389.8	4141.9	2533.5
Points		3	5	10	7	1	6	11	9	2	8	4
Past Due PMPs	<b>25%</b>	0.017	0.077	0.037	0.046	0.477	0.076	0.015	0.046	0.001	0.000	0.000
Points		7	2	6	4	1	3	8	5	9	10	10
Bus Cleanliness	<b>25%</b>	8.25	8.31	8.37	8.49	8.84	8.49	8.82	8.54	8.29	8.63	8.18
Points		2	4	5	6	11	6	10	8	3	9	1
New WC Claims /200,000 Exp Hrs	<b>10%</b>	10.70	24.39	0.00	0.00	0.00	0.00	11.66	0.00	19.17	18.90	17.21
Points		6	1	7	7	7	7	5	7	2	3	4
<b>Totals</b>		<b>4.65</b>	<b>3.90</b>	<b>7.05</b>	<b>5.80</b>	<b>4.10</b>	<b>4.95</b>	<b>9.40</b>	<b>7.05</b>	<b>4.10</b>	<b>8.45</b>	<b>5.05</b>
<b>FINAL Maintenance Division Ranking (Sorted)</b>												
<b>RANKING</b>	<b>DIV.</b>	<b>DIV. 8</b>	<b>DIV. 15</b>	<b>DIV. 3</b>	<b>DIV. 9</b>	<b>DIV. 5</b>	<b>DIV. 18</b>	<b>DIV. 7</b>	<b>DIV. 1</b>	<b>DIV. 6</b>	<b>DIV. 10</b>	<b>DIV. 2</b>
	<b>Score</b>	<b>9.40</b>	<b>8.45</b>	<b>7.05</b>	<b>7.05</b>	<b>5.80</b>	<b>5.05</b>	<b>4.95</b>	<b>4.65</b>	<b>4.10</b>	<b>4.10</b>	<b>3.90</b>
	<b>Rank</b>	<b>1st</b>	<b>2nd</b>	<b>3rd</b>	<b>3rd</b>	<b>4th</b>	<b>5th</b>	<b>6th</b>	<b>7th</b>	<b>8th</b>	<b>8th</b>	<b>9th</b>



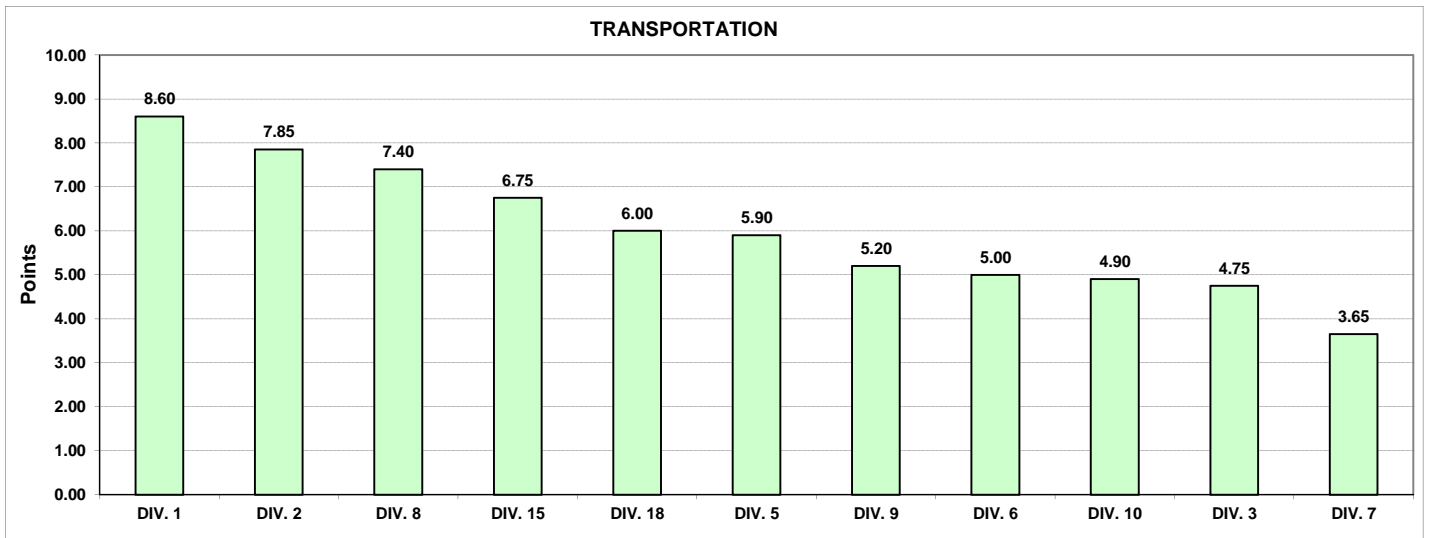


**Monthly Calculations - December 2013  
Metro Bus - Transportation**

**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	20%	0.778	0.771	0.750	0.749	0.710	0.728	0.833	0.748	0.736	0.780	0.753
Points		9	8	6	5	1	2	11	4	3	10	7
Accident Rate	35%	3.39	3.98	5.22	4.28	4.39	5.30	2.33	2.00	5.11	3.40	2.97
Points		8	6	2	5	4	1	10	11	3	7	9
Complaints/100K Boardings	35%	2.84	2.70	4.18	3.48	3.20	4.07	5.39	5.71	2.97	4.65	5.04
Points		10	11	5	7	8	6	2	1	9	4	3
New WC Claims /200,000 Exp Hrs	10%	24.91	28.99	7.24	18.20	21.96	16.87	11.24	31.15	35.45	11.75	26.68
Points		5	3	11	7	6	8	10	2	1	9	4
<b>Totals</b>		<b>8.60</b>	<b>7.85</b>	<b>4.75</b>	<b>5.90</b>	<b>5.00</b>	<b>3.65</b>	<b>7.40</b>	<b>5.20</b>	<b>4.90</b>	<b>6.75</b>	<b>6.00</b>
<b>FINAL RANKING</b>												
		<b>Transportation Division Ranking (Sorted)</b>										
	DIV.	DIV. 1	DIV. 2	DIV. 8	DIV. 15	DIV. 18	DIV. 5	DIV. 9	DIV. 6	DIV. 10	DIV. 3	DIV. 7
	Score	8.60	7.85	7.40	6.75	6.00	5.90	5.20	5.00	4.90	4.75	3.65
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



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

### Quarterly Calculations: FY14 - Q2 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,

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
In-Service On-Time Performance	5.0%	0.764	0.760	0.730	0.742	0.712	0.709	0.817	0.734	0.704	0.766	0.742
Points		9	8	4	7	3	2	11	5	1	10	6
Miles Between Total Road Calls	15.0%	2235.98	2719.18	3919.96	2619.42	2581.32	2481.58	5006.18	4152.32	2200.31	3963.79	2801.51
Points		2	6	8	5	4	3	11	10	1	9	7
Past Due PMPs	12.5%	0.026	0.040	0.021	0.041	0.380	0.055	0.014	0.042	0.019	0.000	0.000
Points		6	5	7	4	1	2	9	3	8	10	10
Bus Cleanliness	12.5%	8.226	8.146	8.318	8.319	8.852	8.470	8.953	8.627	8.357	8.719	8.322
Points		2	1	3	4	10	7	11	8	6	9	5
Claims /200000												
Exp.Hrs	5.0%	20.905	20.273	3.988	3.502	0.000	0.000	7.589	10.133	15.499	9.382	14.240
Points *		1	2	8	9	10	10	7	5	3	6	4
<b>Transportation</b>												
In-Service On-Time Performance	10.0%	0.764	0.760	0.730	0.742	0.712	0.709	0.817	0.734	0.704	0.766	0.742
Points		9	8	4	7	3	2	11	5	1	10	6
Accidents/100k Hub Miles	17.5%	4.134	4.988	4.529	4.443	6.753	5.068	2.108	2.599	4.535	3.003	3.272
Points		7	3	5	6	1	2	11	10	4	9	8
Complaints/100K Boardings	17.5%	3.044	2.644	3.813	3.082	3.680	3.578	5.185	5.337	3.207	4.359	4.897
Points		10	11	5	9	6	7	2	1	8	4	3
Claims /200000												
Exp.Hrs	5.0%	23.891	20.716	10.747	18.260	28.754	12.212	18.500	23.628	19.112	10.681	22.145
Points *		2	5	10	8	1	9	7	3	6	11	4
<b>Totals</b>		<b>5.78</b>	<b>5.65</b>	<b>5.70</b>	<b>6.28</b>	<b>4.20</b>	<b>4.40</b>	<b>8.78</b>	<b>5.95</b>	<b>4.60</b>	<b>8.35</b>	<b>6.15</b>
<b>Maintenance and Transportation Division Ranking (Sorted)</b>												
<b>FINAL RANKING</b>	<b>DIV.</b>	<b>DIV. 8</b>	<b>DIV. 15</b>	<b>DIV. 5</b>	<b>DIV. 18</b>	<b>DIV. 9</b>	<b>DIV. 1</b>	<b>DIV. 3</b>	<b>DIV. 2</b>	<b>DIV. 10</b>	<b>DIV. 7</b>	<b>DIV. 6</b>
	<b>Score</b>	8.78	8.35	6.28	6.15	5.95	5.78	5.70	5.65	4.60	4.40	4.20
	<b>Rank</b>	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th

