

SEPT 2013

METRO OPERATIONS  
MONTHLY PERFORMANCE  
REPORT



Metro®

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## Metro Bus Systemwide and Division Scorecard Overview

Metro Bus has eleven Metro operating divisions: Division 1 and 2, both operating out of the downtown Los Angeles area; Division 3 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 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	FY14 Target	FY14 YTD	FYTD Status	Jul Month	Aug Month	Sep Month
<b>Bus Systemwide</b>										
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	3,222	3,523	3,759	3,827	4,000	3,947	◇	4,128	3,859	3,865
No. of unaddressed road calls	305	125	47	15		7		0	4	3
Mean Miles Between Total Road Calls (MMBTRC) **	1,566	2,052	2,292	2,443	2,550	2,520	◇	2,561	2,486	2,538
In-Service On-time Performance ***	72.33%	75.17%	76.54%	75.82%	80.00%	75.31%	◇	77.82%	74.73%	73.34%
Bus Traffic Accidents Per 100,000 Miles *	3.08	3.23	3.72	3.66		3.67	◇	3.83	3.63	3.53
Number of "482 alleged accidents"	245	232	248	219	3.10	53	◇	21	19	13
Complaints per 100,000 Boardings	2.61	2.53	3.14	3.12	2.20	3.21	■	3.12	3.23	3.28
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	10.36	13.43	14.72	14.91	13.25	17.97	◇	20.43	18.82	14.50
* Data reflects updated data for each month.										
<b>Division 1</b>										
MMBMF	2,831	2,609	3,143	3,539	4,000	3,556	◇	3,731	3,525	3,418
No. of unaddressed road calls	36	3	1	0		0	◇	0	0	0
MMBTRC	1,354	1,540	1,823	1,915	2,550	1,812	◇	1,871	1,768	1,801
In-Service On-time Performance	76.61%	78.85%	80.10%	79.56%	80.00%	77.56%	◇	79.70%	76.90%	75.93%
Bus Traffic Accidents Per 100,000 Miles *	3.07	3.42	3.77	3.75		3.99	◇	4.39	3.90	3.66
Number of "482 alleged accidents"	49	30	19	24	3.15	5	◇	2	3	0
Complaints per 100,000 Boardings	1.89	1.85	2.09	2.35	1.67	2.12	◇	1.70	2.20	2.45
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	12.52	14.10	13.98	15.76	13.25	16.21	◇	21.36	16.04	11.05
* Data reflects updated data for each month.										
<b>Division 2</b>										
MMBMF	2,714	3,378	3,280	2,993	4,000	3,472	◇	3,391	3,513	3,516
No. of unaddressed road calls	29	8	6	8		1	◇	0	0	1
MMBTRC	1,475	1,721	1,834	1,892	2,550	2,217	◇	2,106	2,362	2,197
In-Service On-time Performance	77.24%	73.89%	74.22%	74.02%	80.00%	75.77%	◇	78.37%	74.37%	74.45%
Bus Traffic Accidents Per 100,000 Miles *	3.16	3.56	4.33	4.31		4.70	■	5.83	5.27	2.94
Number of "482 alleged accidents"	23	21	25	17	3.60	8	■	5	2	1
Complaints per 100,000 Boardings	1.87	2.02	2.28	2.01	1.43	2.04	◇	1.92	2.52	1.65
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	12.93	16.86	14.34	18.78	13.25	18.77	◇	11.18	19.27	26.14
* Data reflects updated data for each month.										

Measurement	FY10	FY11	FY12	FY13	FY14 Target	FY14 YTD	FYTD Status	Jul Month	Aug Month	Sep Month
<b>Division 3</b>										
MMBMF	2,770	2,909	2,975	3,446	4,000	4,896	●	5,012	4,725	4,966
No. of unaddressed road calls	24	7	2	2	4,000	2		0	2	0
MMBTRC	1,555	1,967	2,195	2,575	2,550	3,485	●	3,690	3,405	3,370
In-Service On-time Performance	76.81%	77.71%	77.83%	76.10%	80.00%	74.64%	◇	76.74%	74.65%	72.40%
Bus Traffic Accidents Per 100,000 Miles *	3.39	3.28	3.27	3.90	3.27	4.05	◇	5.82	3.94	2.30
Number of "482 alleged accidents"	0	0	26	28		2		1	0	1
Complaints per 100,000 Boardings	2.65	2.51	3.14	3.20	2.27	3.59	■	4.12	3.08	3.62
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	8.84	11.61	14.38	11.24	13.25	15.89	◇	16.52	22.10	8.69
* Data reflects updated data for each month.										
<b>Division 5</b>										
MMBMF	3,493	3,643	3,141	3,428	4,000	4,028	●	4,349	3,721	4,071
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	2,325	◇	2,358	2,203	2,435
In-Service On-time Performance	67.82%	74.63%	78.30%	75.89%	80.00%	73.35%	◇	75.46%	72.87%	71.63%
Bus Traffic Accidents Per 100,000 Miles *	4.44	4.42	5.64	4.50	3.79	5.05	◇	5.11	4.67	5.38
Number of "482 alleged accidents"	30	24	28	36		9		4	4	1
Complaints per 100,000 Boardings	1.90	1.84	2.00	2.37	1.68	2.36	◇	2.04	2.22	2.83
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	14.78	12.43	13.50	20.28	13.25	17.23	◇	21.52	18.64	11.25
* Data reflects updated data for each month.										
<b>Division 6</b>										
MMBMF	7,816	11,021	12,999	11,013	4,000	4,956	●	4,509	4,424	6,654
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	2,300	◇	2,412	2,264	2,218
In-Service On-time Performance	68.27%	69.28%	78.44%	75.26%	80.00%	75.14%	◇	75.62%	75.11%	75.07%
Bus Traffic Accidents Per 100,000 Miles *	5.01	5.06	7.54	6.98	5.79	6.61	◇	6.75	6.16	6.94
Number of "482 alleged accidents"	4	7	3	1		1		1	0	0
Complaints per 100,000 Boardings	2.86	3.17	2.52	2.34	1.88	3.78	■	2.55	5.43	3.26
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	5.95	8.26	9.69	11.57	13.25	72.08	■	80.62	65.37	69.99
* Data reflects updated data for each month.										
<b>Division 7</b>										
MMBMF	2,997	3,106	3,611	3,394	4,000	3,164	◇	3,367	3,187	2,957
No. of unaddressed road calls	101	18	6	0	4,000	0		0	0	0
MMBTRC	1,217	1,644	1,859	1,980	2,550	2,024	◇	2,188	1,902	2,004
In-Service On-time Performance	68.38%	72.47%	73.15%	71.96%	80.00%	70.58%	◇	72.56%	69.88%	69.32%
Bus Traffic Accidents Per 100,000 Miles *	3.55	3.85	4.32	4.06	3.42	4.49	◇	4.33	4.80	4.32
Number of "482 alleged accidents"	52	47	48	30		4		1	1	2
Complaints per 100,000 Boardings	2.56	2.40	3.28	3.10	2.20	2.79	◇	2.63	3.02	2.71
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	9.64	13.04	11.53	9.79	13.25	15.14	◇	12.82	19.02	13.46
* Data reflects updated data for each month.										
<b>Division 8</b>										
MMBCMF	4,596	6,600	6,518	5,957	4,000	5,344	●	6,211	5,278	4,711
No. of unaddressed road calls	0	0	2	2		0		0	0	0
MMBTRC	2,445	4,348	4,924	4,348	2,550	4,005	●	4,200	4,047	3,779
In-Service On-time Performance	75.99%	79.00%	78.72%	79.82%	80.00%	83.45%	●	86.37%	83.16%	80.62%
Bus Traffic Accidents Per 100,000 Miles *	2.29	2.87	2.78	2.20	2.00	1.68	●	1.65	1.92	1.45
Number of "482 alleged accidents"	17	7	9	8		2		1	0	1
Complaints per 100,000 Boardings	2.97	2.84	3.57	3.75	2.66	3.93	■	3.17	4.63	3.95
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	11.20	17.35	21.17	14.21	13.25	20.72	■	27.88	22.12	11.71
* Data reflects updated data for each month.										

Measurement	FY10	FY11	FY12	FY13	FY14 Target	FY14 YTD	FYTD Status	Jul Month	Aug Month	Sep Month
<b>Division 9</b>										
MMBMF	4,673	5,126	5,281	5,109	4,000	4,582	●	4,669	4,546	4,539
No. of unaddressed road calls	66	11	11	2	4,000	0		0	0	0
MMBTRC	2,918	3,489	3,879	4,101	2,550	3,863	●	3,727	3,759	4,125
In-Service On-time Performance	75.89%	76.33%	76.83%	76.04%	80.00%	75.59%	◇	78.89%	76.26%	71.23%
Bus Traffic Accidents Per 100,000 Miles *	2.01	1.81	2.10	2.29	2.00	2.17	◇	1.88	2.30	2.32
Number of "482 alleged accidents"	3	20	10	16	7	7		1	3	3
Complaints per 100,000 Boardings	3.21	3.50	4.55	5.05	3.58	4.62	◇	4.78	4.05	5.04
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	10.03	15.30	15.10	16.23	13.25	21.89	■	28.97	15.63	21.03
* Data reflects updated data for each month.										
<b>Division 10</b>										
MMBMF	2,594	2,392	2,653	2,999	4,000	2,998	◇	3,314	2,892	2,823
No. of unaddressed road calls	11	58	11	0	4,000	1		0	1	0
MMBTRC	1,129	1,446	1,727	1,947	2,550	2,003	◇	2,147	1,953	1,921
In-Service On-time Performance	68.98%	71.93%	73.42%	71.76%	80.00%	69.84%	◇	71.20%	68.70%	68.96%
Bus Traffic Accidents Per 100,000 Miles *	4.02	3.93	4.27	4.77	4.01	3.97	●	3.37	4.23	4.31
Number of "482 alleged accidents"	33	41	30	12	2	2		0	0	2
Complaints per 100,000 Boardings	2.08	2.12	2.74	2.56	1.81	2.71	■	2.51	3.14	2.46
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	10.76	10.58	12.38	14.22	13.25	15.90	◇	11.89	23.44	12.17
* Data reflects updated data for each month.										
<b>Division 15</b>										
MMBCMF	3,357	4,097	4,459	4,285	4,000	4,402	●	4,242	4,103	4,988
No. of unaddressed road calls	6	0	0	0	4,000	0		0	0	0
MMBTRC	1,747	2,507	2,898	2,984	2,550	3,353	●	3,041	3,326	3,793
In-Service On-time Performance	74.62%	76.84%	76.95%	77.46%	80.00%	77.30%	◇	80.02%	76.17%	76.19%
Bus Traffic Accidents Per 100,000 Miles *	2.67	2.84	3.11	3.29	2.76	3.57	◇	3.77	3.37	3.59
Number of "482 alleged accidents"	15	19	19	16	4	4		1	2	1
Complaints per 100,000 Boardings	2.98	3.01	3.77	3.23	2.29	3.62	■	3.87	4.07	2.91
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	14.11	11.73	15.53	11.75	13.25	7.53	●	11.22	2.21	9.30
* Data reflects updated data for each month.										
<b>Division 18</b>										
MMBCMF	2,917	3,506	4,183	3,712	4,000	3,848	●	4,123	3,834	3,614
No. of unaddressed road calls	20	17	6	1	4,000	1		0	1	0
MMBTRC	1,292	1,839	2,203	2,024	2,550	1,965	◇	2,042	1,893	1,968
In-Service On-time Performance	66.12%	70.63%	75.32%	74.21%	80.00%	73.49%	◇	76.46%	73.05%	70.75%
Bus Traffic Accidents Per 100,000 Miles *	2.67	3.32	4.25	4.03	3.40	3.72	●	3.45	2.91	4.87
Number of "482 alleged accidents"	19	16	31	31	9	9		4	4	1
Complaints per 100,000 Boardings	4.19	3.42	4.19	3.12	2.66	4.28	■	4.49	3.40	4.97
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	11.06	13.65	16.51	18.06	13.25	22.49	■	30.66	24.01	12.54

\* 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 Operations 13-Month Overview

Measurement	FY13 Target	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13	FY14 Target	Jul 13	Aug 13	Sep 13
<b>Bus Systemwide</b>															
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls	3,900	3,495	3,690	4,088	3,928	3,867	4,116	3,862	4,242	3,835	4,023	4,000	4,128	3,859	3,865
Mean Miles Between Total Road Calls (MMBTRC) **	2,400	2,291	2,348	2,472	2,455	2,409	2,534	2,552	2,689	2,447	2,580	2,550	2,561	2,486	2,538
In-Service On-time Performance ***	80%	73.6%	73.9%	75.0%	76.1%	77.9%	75.2%	75.6%	76.2%	74.8%	75.1%	80%	77.8%	74.7%	73.3%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	3.10	3.31	4.12	3.32	3.68	3.38	3.74	3.55	3.84	3.93	3.80	3.10	3.83	3.63	3.53
Complaints per 100,000 Boardings	2.20	3.40	3.56	3.13	2.68	2.93	3.02	3.03	2.99	2.79	2.90	2.20	3.12	3.23	3.28
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	13.25	17.22	12.95	14.54	11.54	14.55	13.82	15.38	16.41	15.89	17.33	13.25	20.43	18.82	14.50
* Data reflects updated data for each month.															
<b>Division 1</b>															
MMBMF No. of unaddressed road calls	3,900	3,036	3,579	4,797	3,762	3,628	4,112	3,187	4,161	3,403	4,087	4,000	3,731	3,525	3,418
MMBTRC	2,400	1,626	1,785	2,111	2,108	1,905	2,161	1,862	2,129	1,936	2,112	2,550	1,871	1,768	1,801
In-Service On-time Performance	80%	79.4%	78.8%	79.3%	78.9%	81.4%	79.1%	78.5%	79.4%	78.0%	77.4%	80%	79.7%	76.9%	75.9%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	3.24	2.60	3.29	2.53	4.62	3.70	3.88	3.59	3.12	4.24	3.97	3.15	4.39	3.74	3.66
Complaints per 100,000 Boardings	1.44	2.58	2.26	2.86	2.18	2.15	2.21	2.21	2.19	2.23	2.54	1.67	1.70	2.20	2.45
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	13.25	24.75	15.07	5.32	16.04	12.68	13.99	15.90	14.52	23.36	24.94	13.25	21.36	16.04	11.05
* Data reflects updated data for each month.															
<b>Division 2</b>															
MMBMF No. of unaddressed road calls	3,900	2,443	2,910	2,596	2,799	3,315	3,253	3,379	3,209	3,267	3,491	4,000	3,391	3,513	3,516
MMBTRC	2,400	1,609	1,839	1,689	1,794	2,024	1,848	2,106	1,963	1,909	2,307	2,550	2,106	2,362	2,197
In-Service On-time Performance	80%	72.1%	72.1%	72.5%	74.6%	76.0%	72.3%	74.3%	74.8%	73.3%	74.9%	80%	78.4%	74.4%	74.5%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	3.76	3.72	4.91	4.02	3.15	3.33	3.89	3.65	5.97	5.04	3.96	3.60	5.83	5.10	2.94
Complaints per 100,000 Boardings	1.61	2.40	2.53	2.36	1.61	1.64	1.74	2.38	2.03	1.65	1.58	1.43	1.92	2.52	1.65
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	13.25	14.99	11.04	17.22	17.13	13.99	28.04	29.06	27.88	8.41	32.29	13.25	11.18	19.27	26.14
* Data reflects updated data for each month.															
<b>Division 3</b>															
MMBMF No. of unaddressed road calls	3,900	3,184	3,024	3,120	3,387	3,849	4,055	3,334	3,614	3,678	4,641	4,000	5,012	4,725	4,966
MMBTRC	2,400	2,637	2,171	2,274	2,412	2,621	2,945	2,619	2,727	2,788	3,761	2,550	3,690	3,405	3,370
In-Service On-time Performance	80%	74.2%	74.9%	75.5%	75.9%	78.1%	75.5%	75.3%	75.1%	75.1%	75.7%	80%	76.7%	74.7%	72.4%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	2.81	3.34	4.02	3.36	4.31	3.95	2.86	4.92	4.17	4.59	4.17	3.27	5.82	3.94	2.30
Complaints per 100,000 Boardings	2.16	3.62	3.09	3.29	2.09	3.47	3.50	3.02	3.86	2.54	3.01	2.27	4.12	3.08	3.62
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	13.25	14.55	5.37	5.68	5.60	13.50	17.80	11.06	12.34	8.14	8.70	13.25	16.52	22.10	8.69
* Data reflects updated data for each month.															
<b>Division 5</b>															
MMBMF No. of unaddressed road calls	3,900	2,950	3,238	3,473	3,303	3,067	3,503	3,804	4,104	4,123	4,358	4,000	4,349	3,721	4,071
MMBTRC	2,400	2,135	2,170	2,398	2,179	1,945	2,406	2,379	2,399	2,647	2,417	2,550	2,358	2,203	2,435
In-Service On-time Performance	80%	74.2%	74.8%	75.7%	75.5%	76.0%	74.0%	74.8%	76.3%	75.9%	74.8%	80%	75.5%	72.9%	71.6%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	4.20	4.19	5.01	5.16	4.49	5.02	5.83	4.65	3.07	4.74	4.34	3.79	5.11	4.84	5.38
Complaints per 100,000 Boardings	1.41	2.43	2.78	2.94	2.55	1.87	2.45	2.49	3.03	1.93	1.71	1.68	2.04	2.22	2.83
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	13.25	14.42	18.38	27.47	22.18	18.33	11.60	24.83	11.92	16.23	17.31	13.25	21.52	18.64	11.25
* 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	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13	FY14 Target	Jul 13	Aug 13	Sep 13
<b>Division 6</b>															
MMBMF No. of unaddressed road calls	3,900	66,917	25,989	8,704	9,481	13,742	12,509	11,642	8,806	5,376	10,040	4,000	4,509	4,424	6,654
MMBTRC	2,400	16,729	5,997	2,579	4,740	3,206	3,368	4,234	3,340	2,419	2,915	2,550	2,412	2,264	2,218
In-Service On-time Performance	80%	74.6%	69.1%	67.9%	76.7%	77.7%	78.4%	76.9%	76.9%	73.5%	74.0%	80%	75.6%	75.1%	75.1%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	4.20	4.48	15.39	7.18	3.96	4.16	7.99	8.59	7.23	6.20	6.64	5.79	5.78	6.16	6.94
Complaints per 100,000 Boardings	1.57	1.02	2.08	1.44	2.89	3.91	4.14	3.22	2.03	1.01	2.17	1.88	2.55	5.43	3.26
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	13.25	26.88	0.00	20.66	0.00	0.00	0.00	0.00	37.62	0.00	0.00	13.25	80.62	65.37	69.99
* Data reflects updated data for each month.															
<b>Division 7</b>															
MMBMF No. of unaddressed road calls	3,900	2,969	3,476	3,268	3,414	3,305	3,622	3,449	4,129	3,460	3,294	4,000	3,367	3,187	2,957
MMBTRC	2,400	1,882	1,925	1,929	1,968	1,818	1,915	2,120	2,219	2,128	1,920	2,550	2,188	1,902	2,004
In-Service On-time Performance	80%	70.7%	71.7%	72.6%	73.5%	75.5%	70.9%	70.9%	71.6%	70.6%	70.1%	80%	72.6%	69.9%	69.3%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	3.44	4.60	3.07	3.42	3.81	5.53	5.53	3.61	4.40	5.41	4.02	3.42	4.32	4.80	4.32
Complaints per 100,000 Boardings	2.30	3.25	2.71	3.02	2.37	2.54	3.69	2.90	3.05	2.71	3.54	2.20	2.63	3.02	2.71
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	13.25	18.58	6.41	0.00	4.43	14.82	9.41	10.92	9.49	23.37	6.74	13.25	12.82	19.02	13.46
* Data reflects updated data for each month.															
<b>Division 8</b>															
MMBTRC	2,400	3,596	4,193	4,619	4,203	5,719	4,828	3,989	5,930	3,865	4,125	2,550	4,200	4,047	3,779
In-Service On-time Performance	80%	75.4%	76.3%	77.8%	79.8%	81.3%	79.9%	81.1%	81.3%	79.6%	81.8%	80%	86.4%	83.2%	80.6%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	2.14	2.66	2.44	1.90	2.64	1.38	1.66	2.08	2.21	2.45	2.44	2.00	1.65	1.92	1.45
Complaints per 100,000 Boardings	2.50	4.71	4.55	3.25	3.03	3.76	3.57	3.62	3.61	3.52	3.45	2.66	3.17	4.63	3.95
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	13.25	20.75	10.86	20.08	0.00	18.99	6.03	16.68	15.06	24.58	14.56	13.25	27.88	22.12	11.71
* Data reflects updated data for each month.															
<b>Division 9</b>															
MMBTRC	2,400	5,473	3,931	3,933	4,043	3,924	4,341	3,887	3,816	3,560	4,092	2,550	3,727	3,759	4,125
In-Service On-time Performance	80%	73.5%	73.9%	74.6%	76.2%	77.7%	75.2%	75.6%	75.9%	74.7%	76.0%	80%	78.9%	76.3%	71.2%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	1.75	2.39	2.73	2.19	1.88	1.04	3.09	1.98	2.44	2.47	1.87	2.00	1.88	2.30	2.32
Complaints per 100,000 Boardings	3.24	5.16	6.18	5.22	5.12	4.99	3.92	4.19	4.16	3.92	4.40	3.58	4.78	4.05	5.04
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	13.25	21.36	12.88	15.80	6.76	13.06	16.84	13.44	17.25	15.30	11.50	13.25	28.97	15.63	21.03
* Data reflects updated data for each month.															
<b>Division 10</b>															
MMBTRC	2,400	1,787	1,929	1,871	2,006	1,798	1,857	2,285	2,416	2,170	1,967	2,550	2,147	1,953	1,921
In-Service On-time Performance	80%	69.9%	70.2%	71.7%	75.1%	75.4%	73.1%	72.4%	71.9%	68.2%	67.3%	80%	71.2%	68.7%	69.0%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 accidents"	3.89	4.45	5.33	4.31	4.29	3.47	6.11	4.23	6.26	4.34	5.93	4.01	3.37	4.23	4.31
Complaints per 100,000 Boardings	1.93	2.26	3.15	2.29	2.42	2.29	2.19	2.39	2.38	2.39	2.69	1.81	2.51	3.14	2.46
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	13.25	20.18	11.77	21.83	14.43	4.65	5.26	12.28	23.76	9.25	24.65	13.25	11.89	23.44	12.17
* 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	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13	FY14 Target	Jul 13	Aug 13	Sep 13
<b>Division 15</b>															
MMBCMCF	3,900	3,753	4,163	5,271	5,632	4,436	5,057	4,701	4,407	4,230	3,866	4,000	4,242	4,103	4,988
No. of unaddressed road calls															
MMBTRC	2,400	2,649	2,848	3,319	3,416	3,149	3,447	3,206	3,103	3,228	2,942	2,550	3,041	3,326	3,793
In-Service On-time Performance	80%	74.8%	75.4%	76.7%	77.9%	80.3%	76.5%	76.9%	77.5%	76.3%	77.9%	80%	80.0%	76.2%	76.2%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	2.52	2.84	4.80	3.10	2.28	3.15	2.60	3.70	3.38	2.91	3.69	2.76	3.77	3.48	3.59
Complaints per 100,000 Boardings	2.68	4.05	3.63	2.64	2.60	3.30	2.92	3.39	2.83	3.22	2.98	2.29	3.87	4.07	2.91
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	13.25	14.19	13.00	11.28	6.80	8.75	9.69	11.46	14.57	15.27	14.01	13.25	11.22	2.21	9.30
* Data reflects updated data for each month.															
<b>Division 18</b>															
MMBCMCF	3,900	3,657	3,677	4,780	3,612	3,455	3,621	3,403	3,959	3,427	3,847	4,000	4,123	3,834	3,614
No. of unaddressed road calls															
MMBTRC	2,400	1,887	2,002	2,329	1,949	1,963	1,934	2,076	2,266	1,723	2,046	2,550	2,042	1,893	1,968
In-Service On-time Performance	80%	71.3%	71.2%	73.5%	74.1%	76.3%	73.7%	73.9%	75.0%	73.4%	73.2%	80%	76.5%	73.1%	70.8%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	3.84	2.92	4.89	3.77	5.97	4.33	5.02	3.53	4.01	4.02	4.21	3.40	3.56	2.91	4.87
Complaints per 100,000 Boardings	2.89	4.02	4.76	3.59	2.99	3.46	3.80	3.64	3.09	3.83	3.28	2.66	4.49	3.40	4.97
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	13.25	8.76	24.08	21.03	22.77	27.44	22.04	14.41	15.61	16.22	23.14	13.25	30.66	24.01	12.54
* Data reflects updated data for each month.															

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

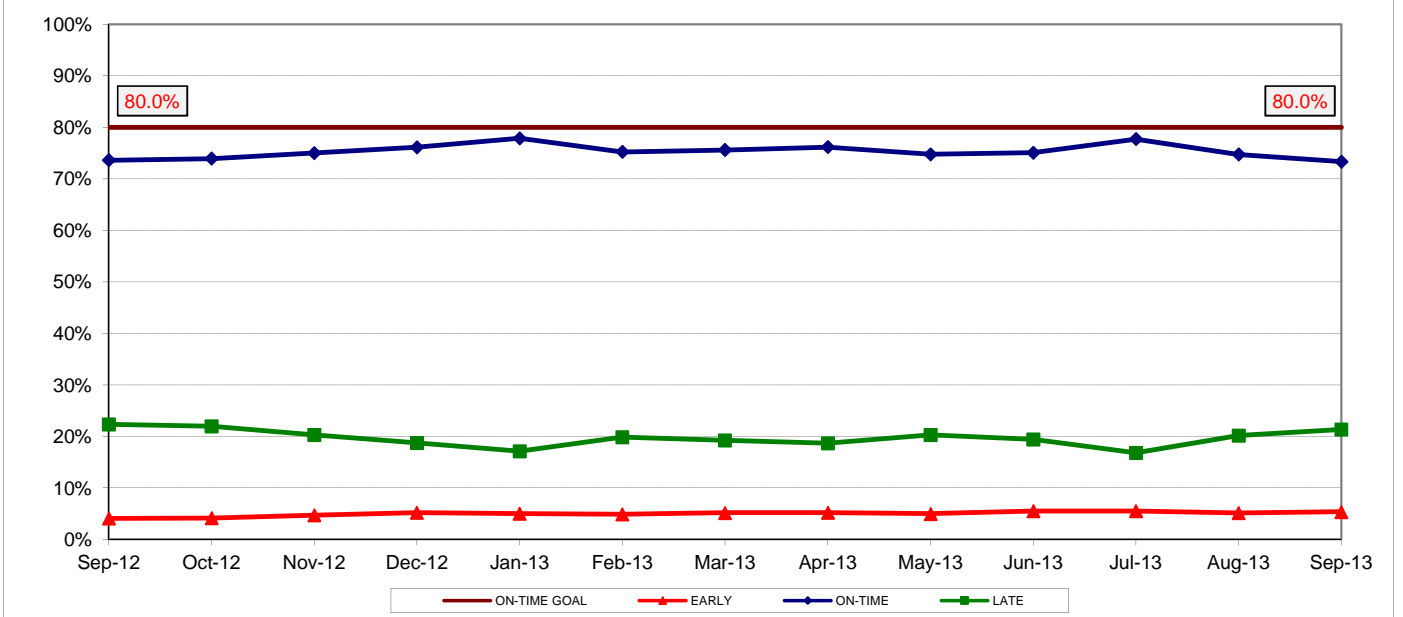


## BUS SERVICE PERFORMANCE IN-SERVICE ON-TIME PERFORMANCE

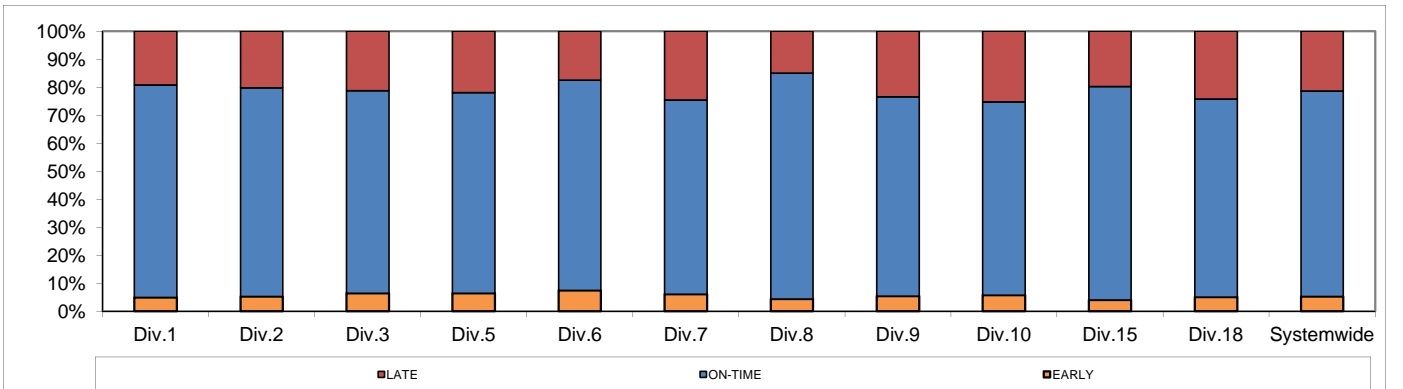
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Includes Rapid buses). Please note that Rapid Line performance is included in the ISOTP calculation beginning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

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

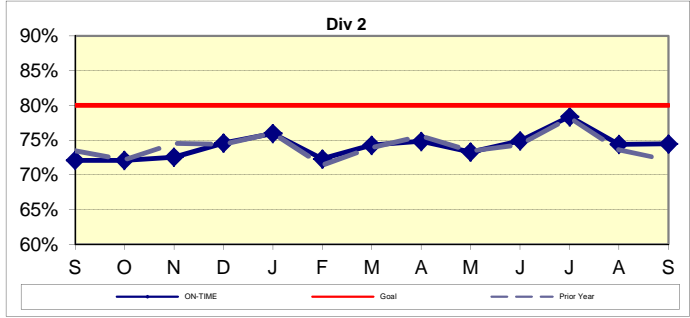
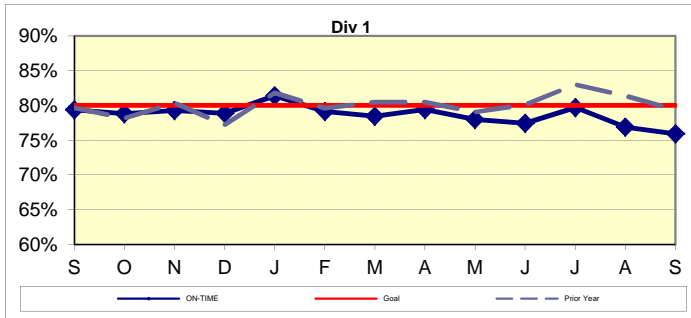
### Systemwide Trend Bus Operating Divisions ISOTP - 1 Minute Tolerance for Running Hot



Remaining Above the Goal line is the target.

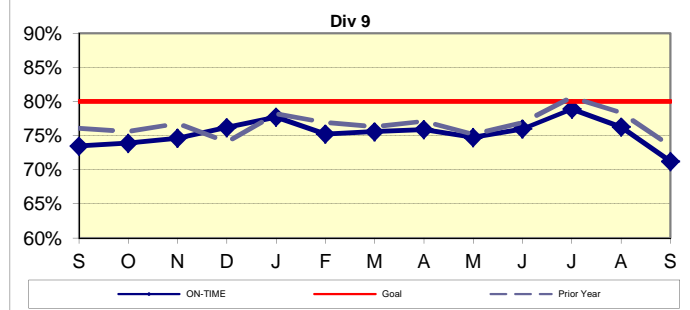
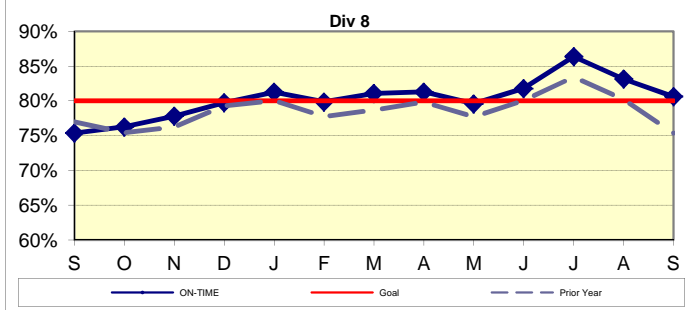
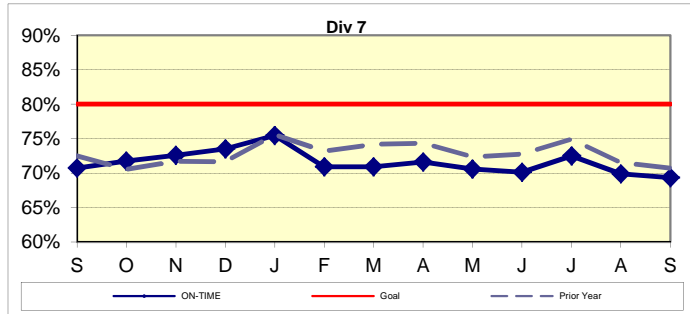
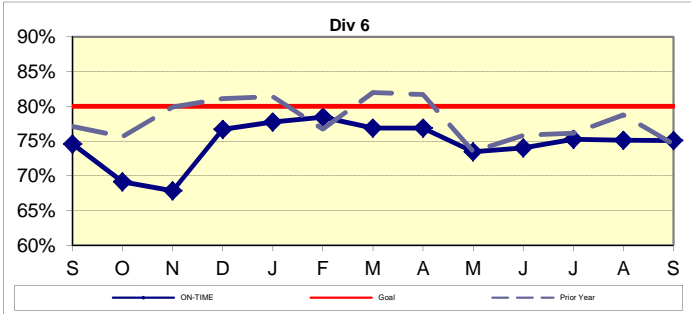
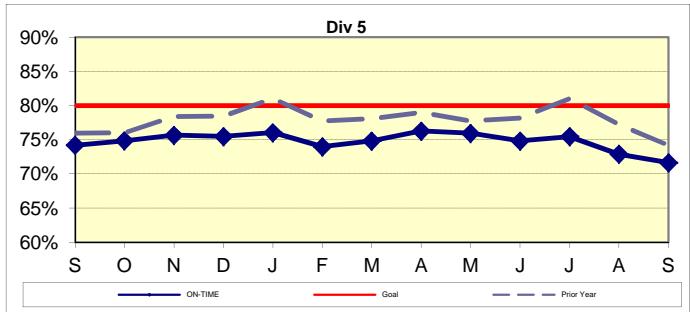
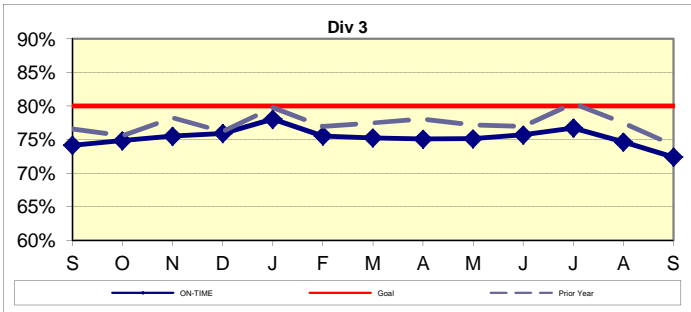


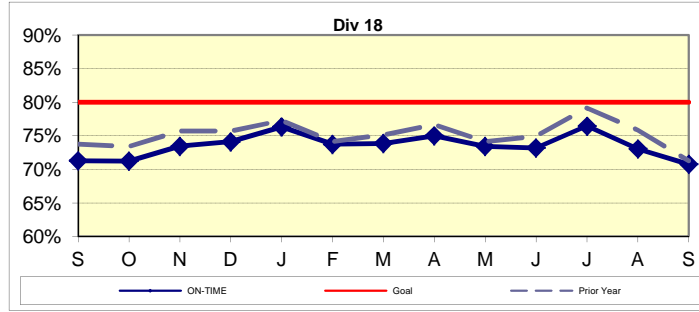
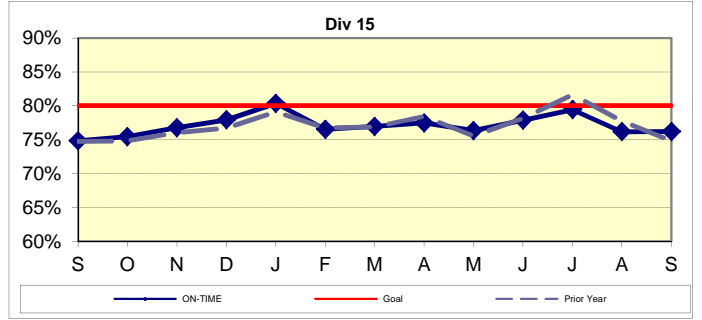
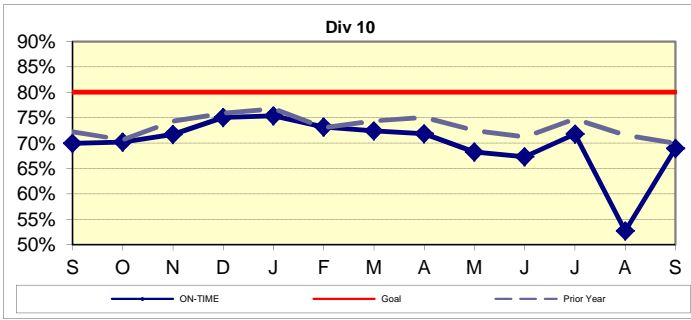
## ISOTP By Division



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%	5.04%	0.45%
On-Time	79.56%	77.56%	-2.00%
Late	15.85%	17.40%	1.55%

<b>Division 2</b>			
Early	5.24%	5.50%	0.25%
On-Time	74.02%	75.77%	1.74%
Late	20.74%	18.74%	-2.00%

<b>Division 3</b>			
Early	5.18%	6.36%	1.18%
On-Time	76.10%	74.64%	-1.47%
Late	18.72%	19.01%	0.29%

<b>Division 5</b>			
Early	5.78%	6.65%	0.87%
On-Time	75.89%	73.35%	-2.54%
Late	18.33%	20.00%	1.67%

<b>Division 6</b>			
Early	4.43%	7.02%	2.59%
On-Time	75.26%	75.14%	-0.12%
Late	20.31%	17.83%	-2.47%

<b>Division 7</b>			
Early	4.95%	5.77%	0.82%
On-Time	71.96%	70.58%	-1.37%
Late	23.09%	23.65%	0.56%

	FY13	FY14-YTD	Variance
<b>Division 8</b>			
Early	3.95%	4.30%	0.34%
On-Time	79.82%	83.45%	3.62%
Late	16.23%	12.26%	-3.97%

<b>Division 9</b>			
Early	4.35%	5.48%	1.13%
On-Time	76.04%	75.59%	-0.45%
Late	19.61%	18.93%	-0.69%

<b>Division 10</b>			
Early	4.54%	5.57%	1.03%
On-Time	71.76%	69.84%	-1.93%
Late	23.70%	24.59%	0.89%

<b>Division 15</b>			
Early	3.68%	4.17%	0.49%
On-Time	77.46%	77.30%	-0.15%
Late	18.86%	18.53%	-0.33%

<b>Division 18</b>			
Early	4.82%	4.98%	0.16%
On-Time	74.21%	73.49%	-0.73%
Late	20.97%	21.54%	0.57%

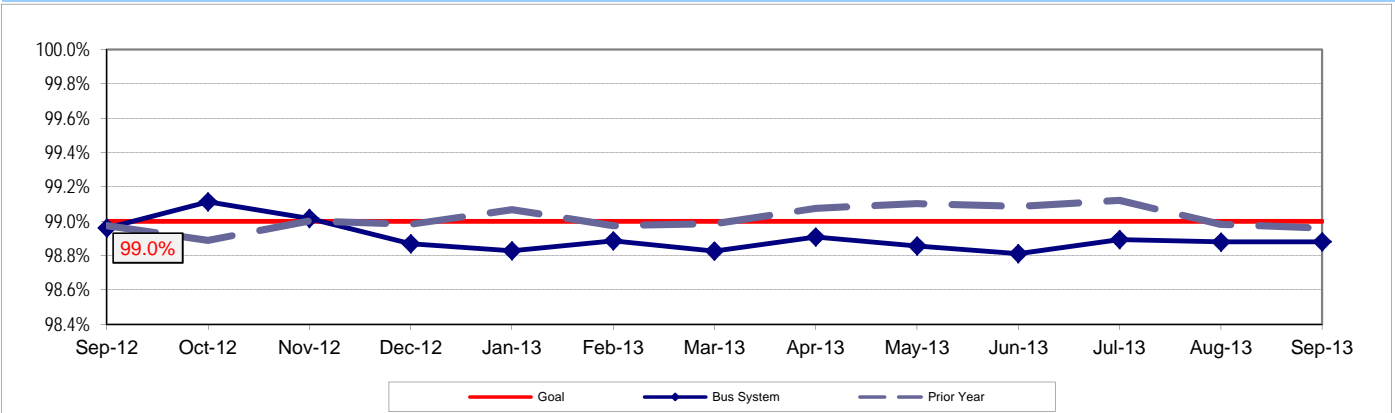
<b>SYSTEMWIDE</b>			
Early	4.69%	5.31%	0.62%
On-Time	75.82%	75.31%	-0.51%
Late	19.49%	19.37%	-0.11%

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

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

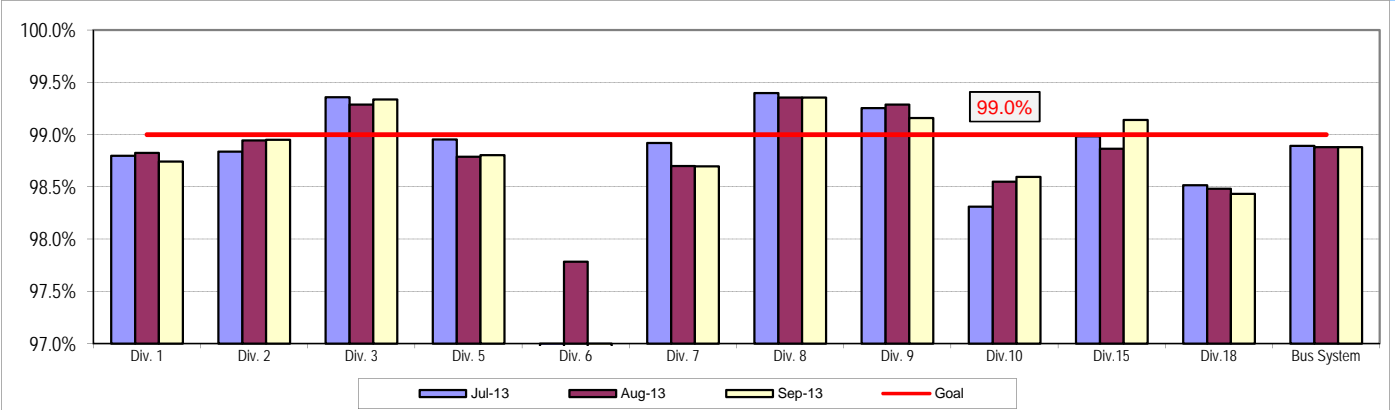
**Calculation:**  $SRHD\% = 1 - ((\text{In-Service Delay Revenue Hours plus Cancelled Revenue Hours}) \text{ divided by } (\text{Total Scheduled Service Hours} + \text{Temporary Revenue Hours} + \text{Hollywood Bowl and Race Track Revenue Hours} + \text{In Addition Revenue Hours}))$   
 FY06: Actual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

**Systemwide Trend**



Remaining At the Goal line is the target.

**ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED by Divisions  
July 2013 - September 2013**



# BUS MAINTENANCE PERFORMANCE

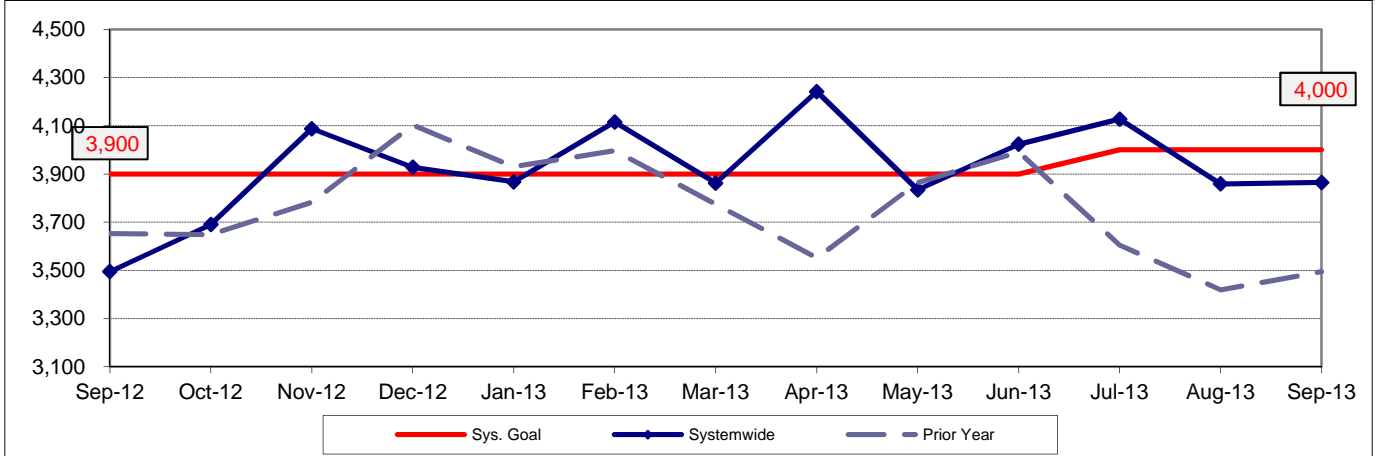
## MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)

**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.

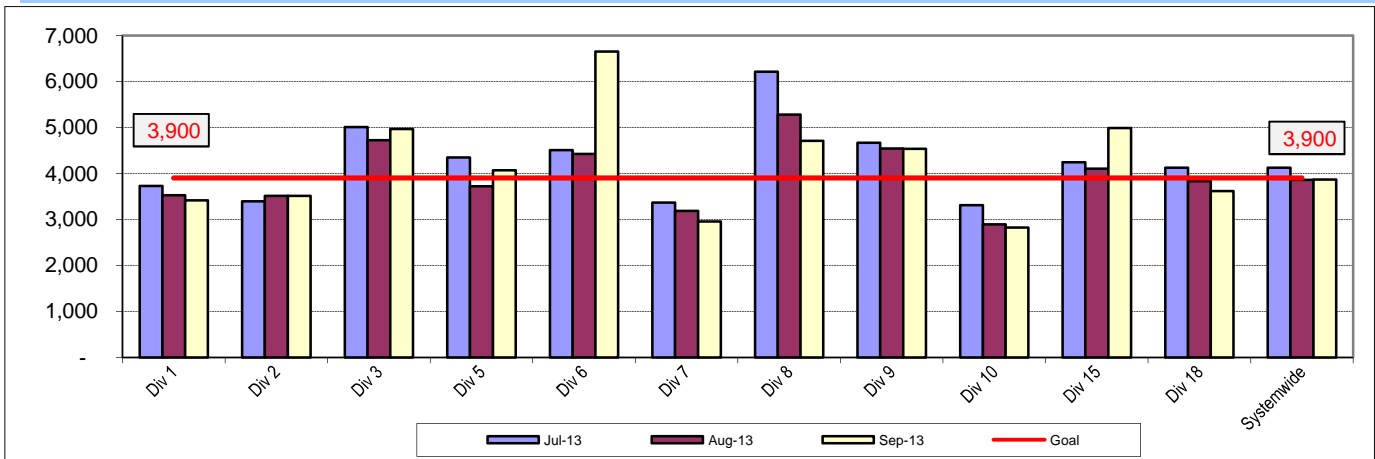
### Systemwide Trend



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.

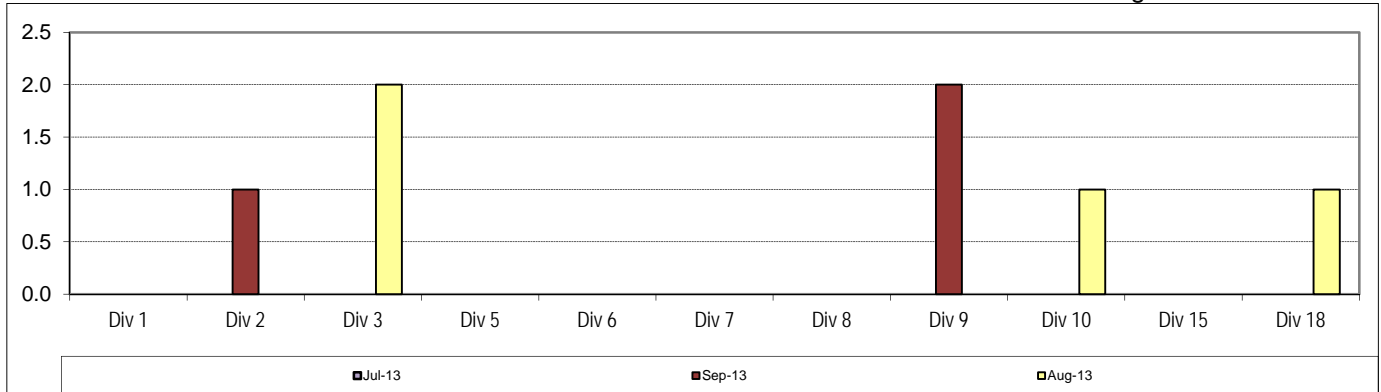
### MMBMF -- Bus Operating Divisions July 2013 - September 2013



### Unaddressed Road Calls -- Bus Operating Divisions July 2013 - September 2013

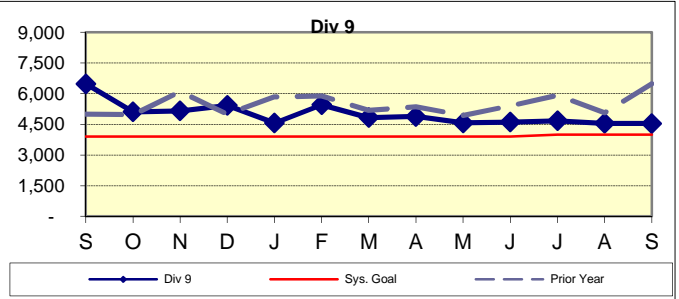
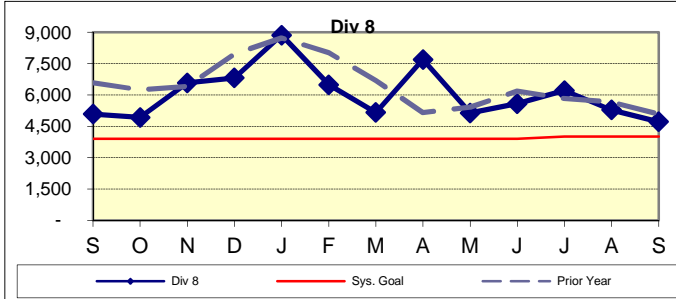
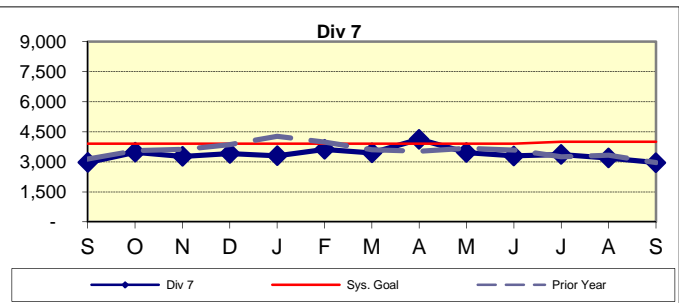
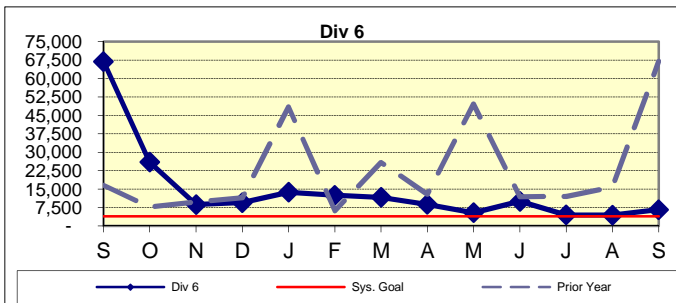
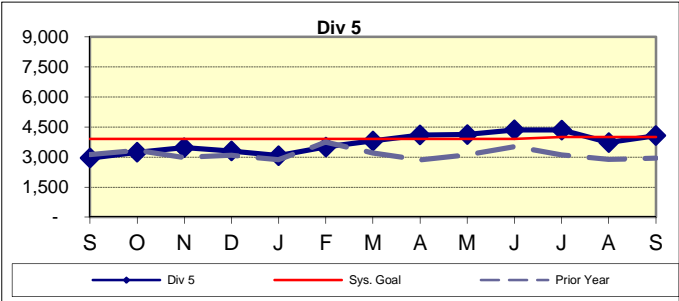
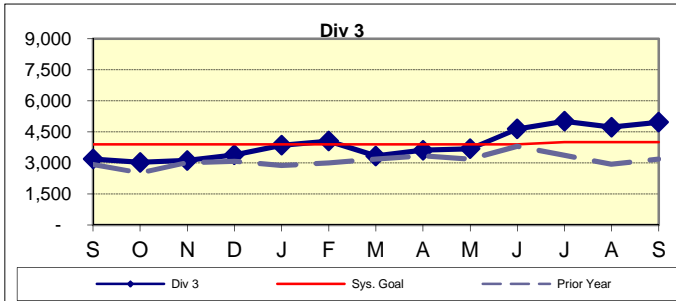
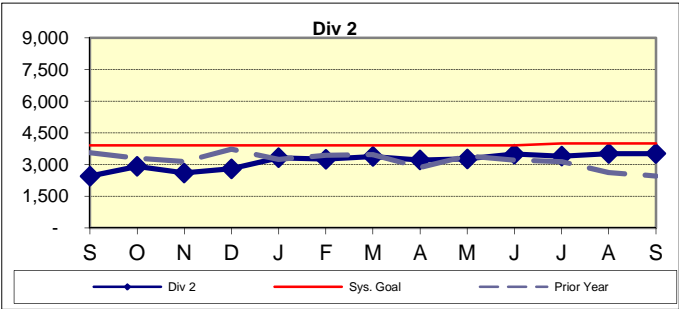
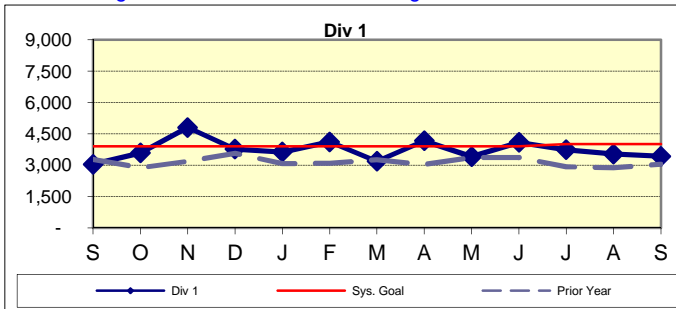
**Definition:** Road calls cannot be counted, per FTA definition, if no one has jobbed on to assign a job code.  
(Source: M3)

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

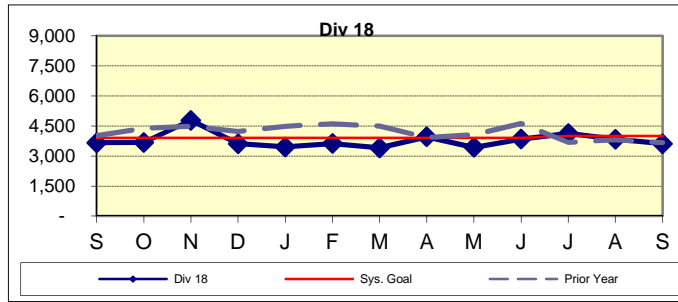
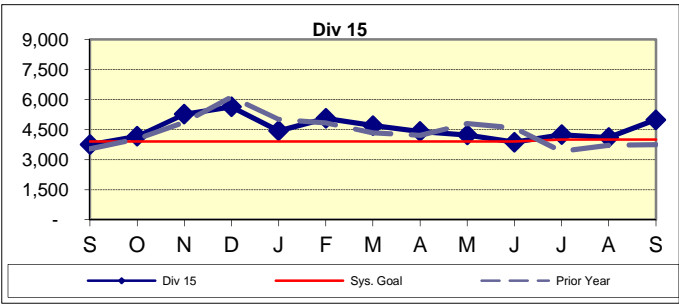
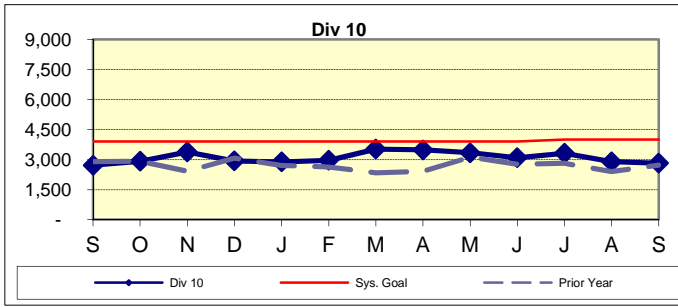


Remaining Above the Goal line is the target.

### Bus Maintenance Performance - Continued







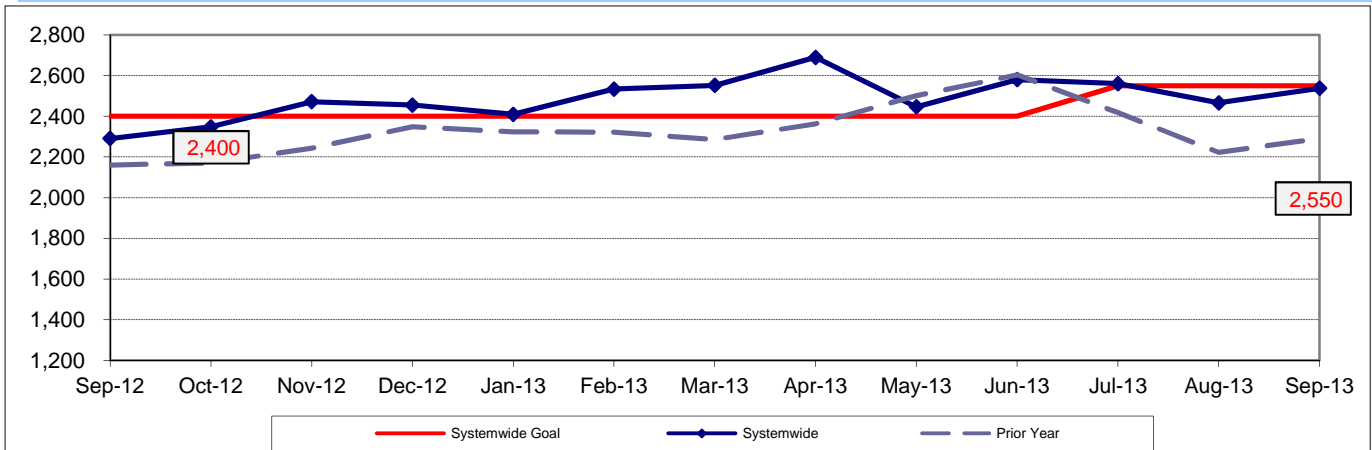
## MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)

**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.

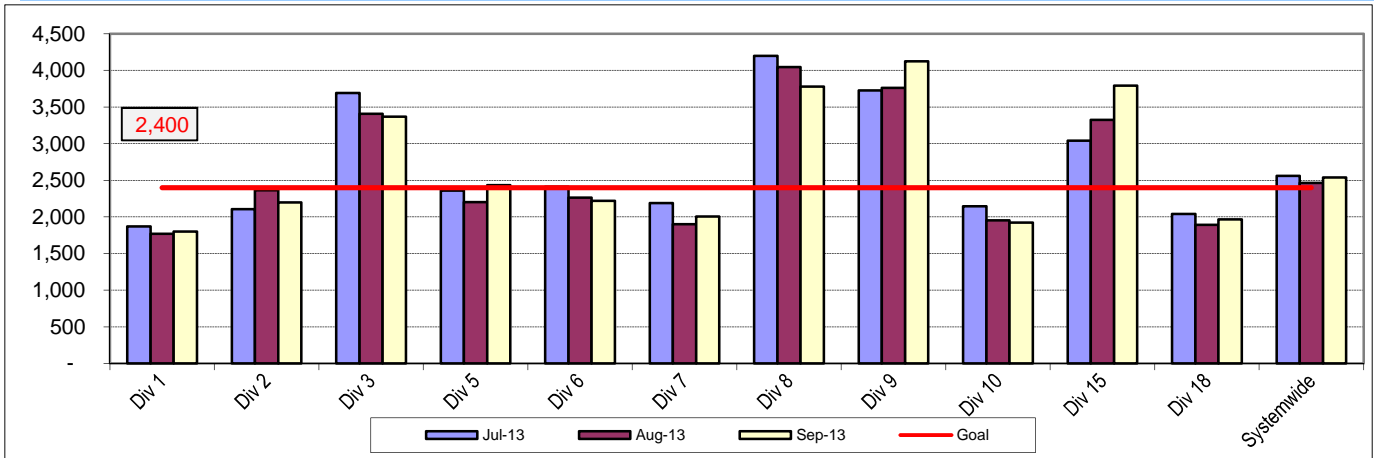
### MMBTRC Systemwide Trend



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  
July 2013 - September 2013**



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

	<u>Number of Buses</u>	<u>Percent of Buses</u>
<b>CNG</b>	2,164	91.12%
<b>Diesel</b>	71	2.99%
<b>Gasoline</b>	59	2.48%
<b>Propane</b>	81	3.41%
<b>Hybrid</b>	0	0.00%
<b>Total</b>	<u>2,375</u>	<u>100.00%</u>

**Average Age of Fleet by Divisions**

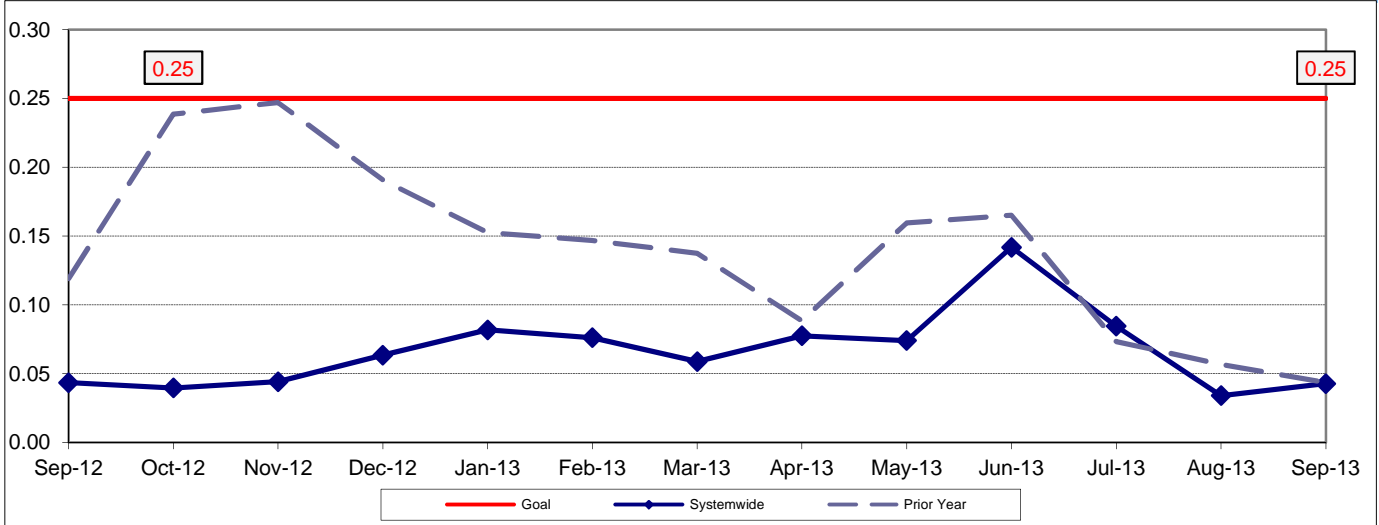
<b>Div 1</b> 11.0	<b>Div 2</b> 12.1	<b>Div 3</b> 7.8	<b>Div 5</b> 10.3	<b>Div 6</b> 4.5	<b>Div 7</b> 10.0
<b>Div 8</b> 6.4	<b>Div 9</b> 10.7	<b>Div 10</b> 9.5	<b>Div 15</b> 6.5	<b>Div 18</b> 5.6	

**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)

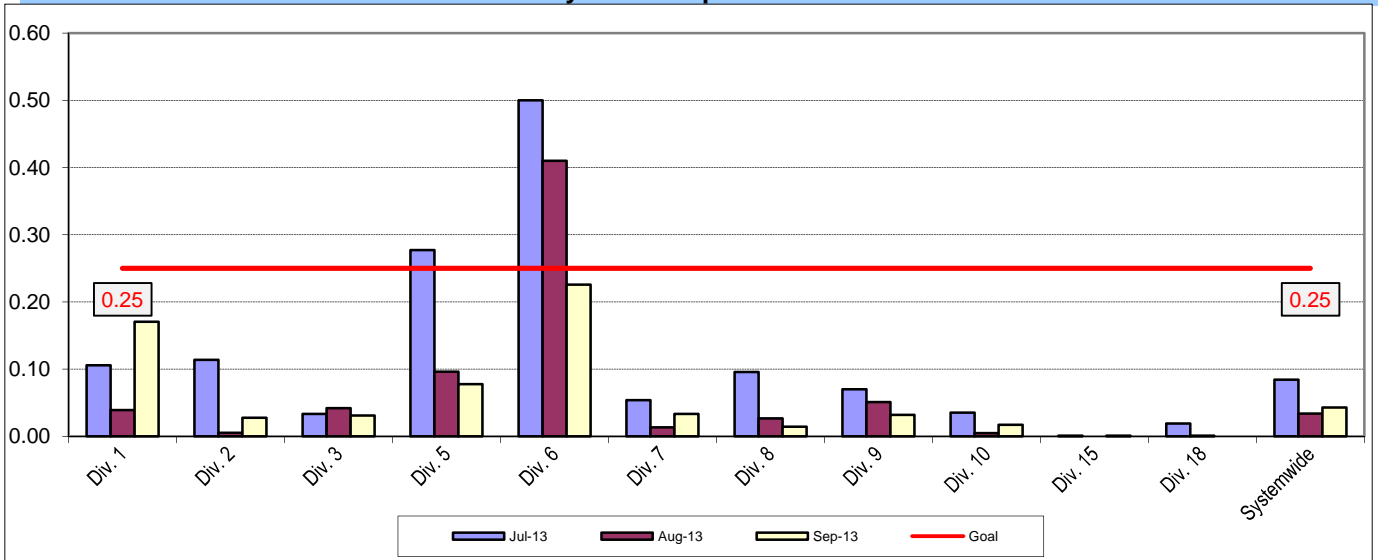
**Systemwide Trend**



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  
July 2013 - September 2013**



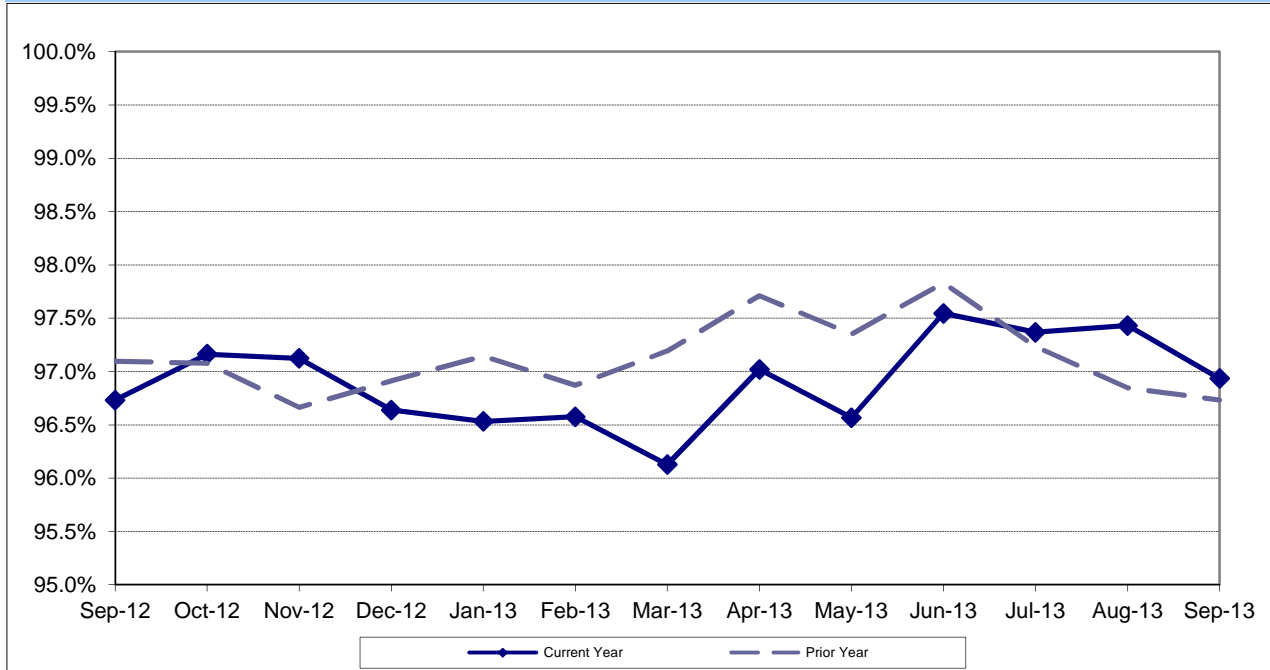
# ATTENDANCE

## MAINTENANCE ATTENDANCE

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

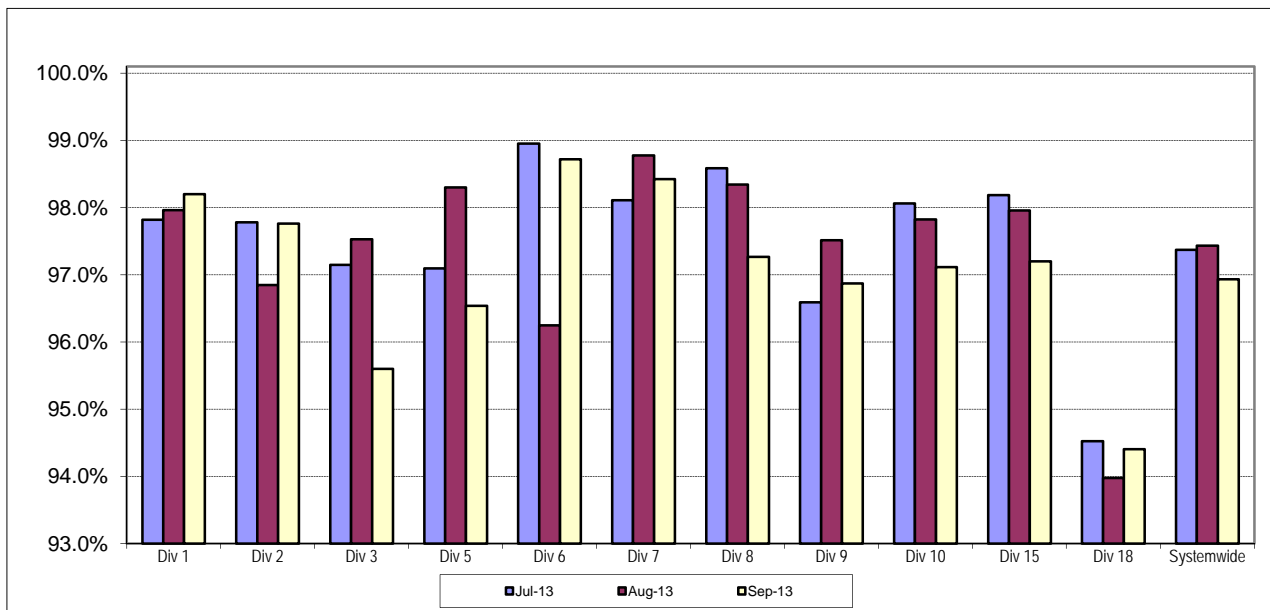
**Calculation:**  $1 - (\text{FTEs absent} / \text{by the total FTEs assigned})$

### Systemwide Trend



Higher is better.

### Maintenance Attendance - By Divisions (By Current Month) July 2013 - September 2013

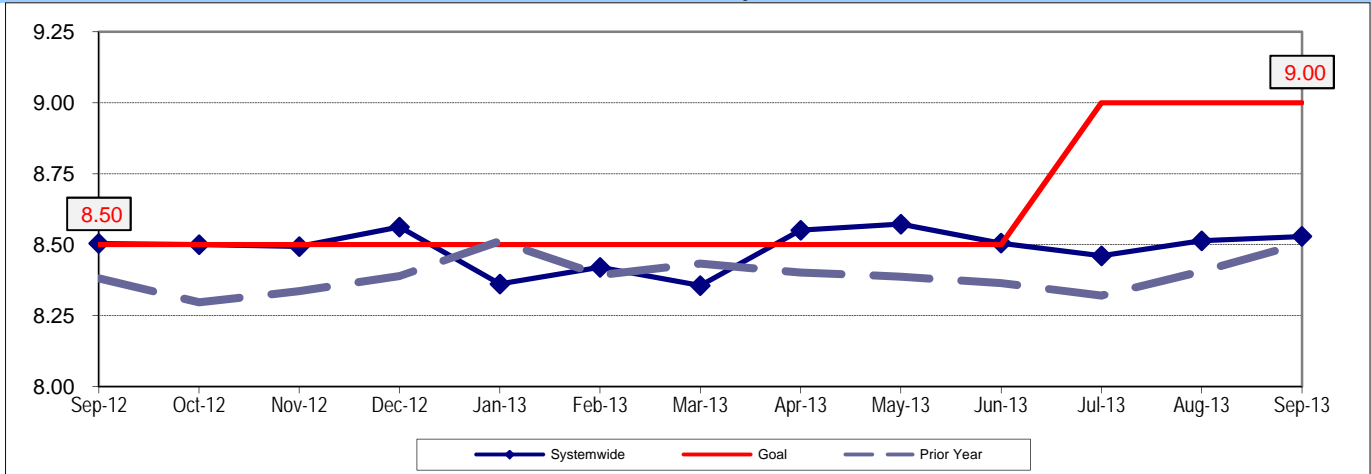


## BUS CLEANLINESS

**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.

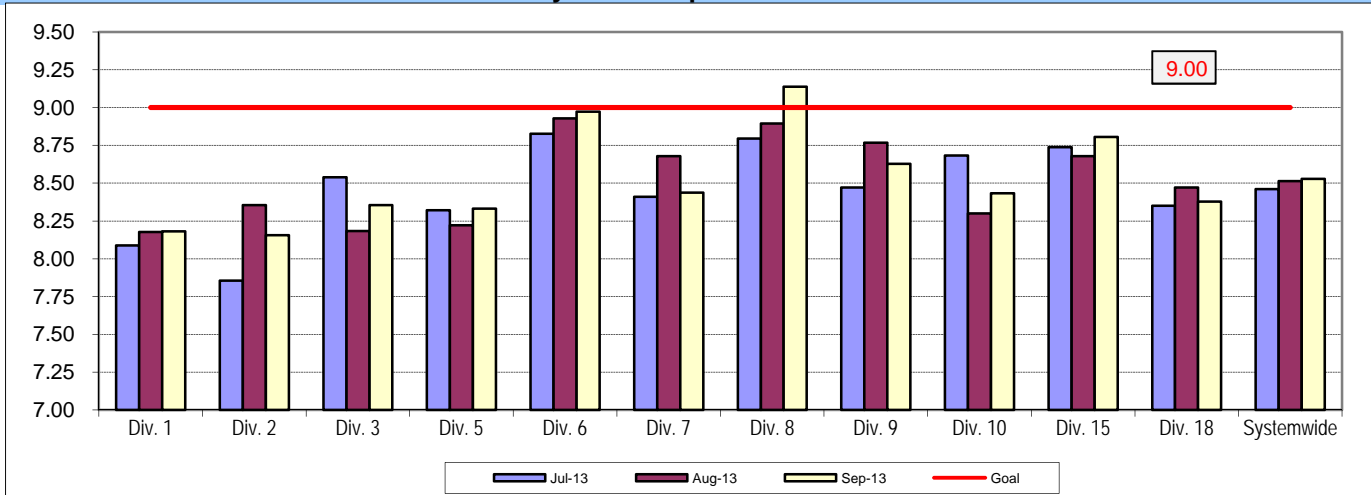
**Calculation:** Overall Cleanliness Rating = (Total Points Accumulated divided by number of categories)

### Bus Cleanliness - Systemwide

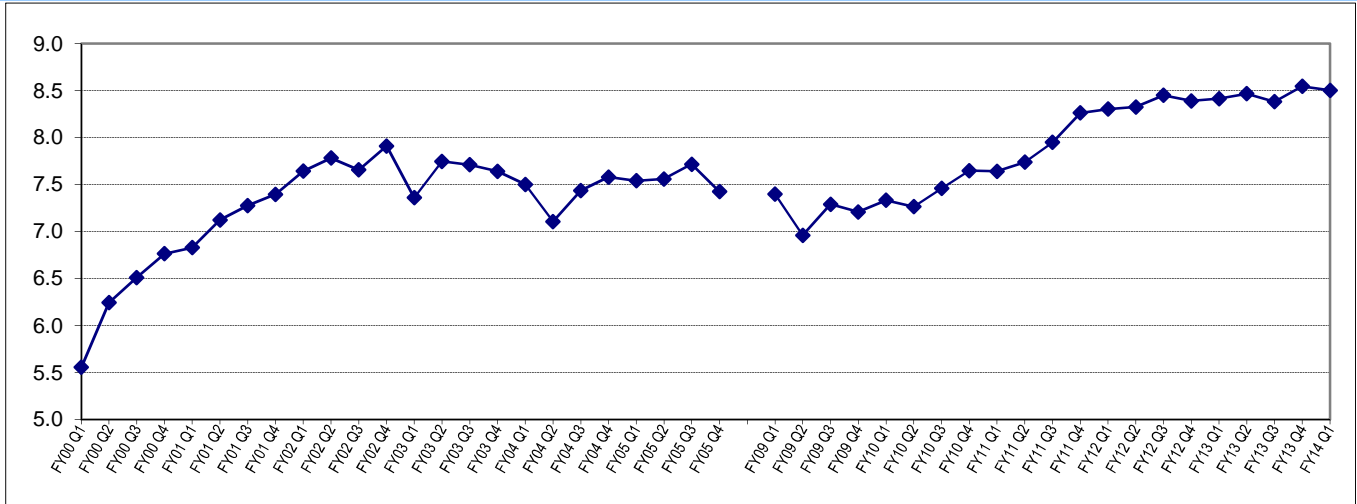


Remaining Above the Goal line is the target.

### Cleanliness by Bus Operating Divisions July 2013 - September 2013



## Quarterly Systemwide Bus Cleanliness FY01 Q1 - FY13 Q4

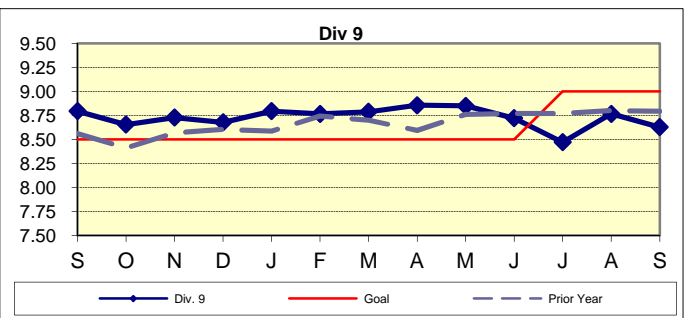
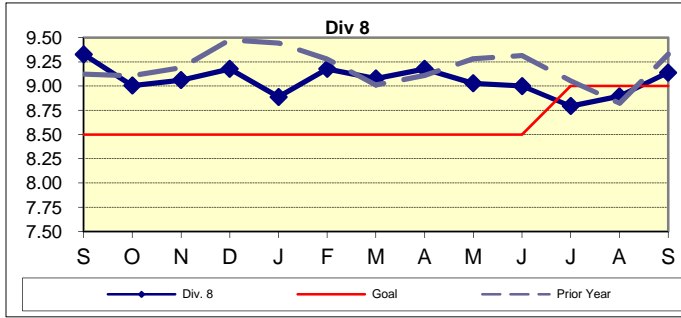
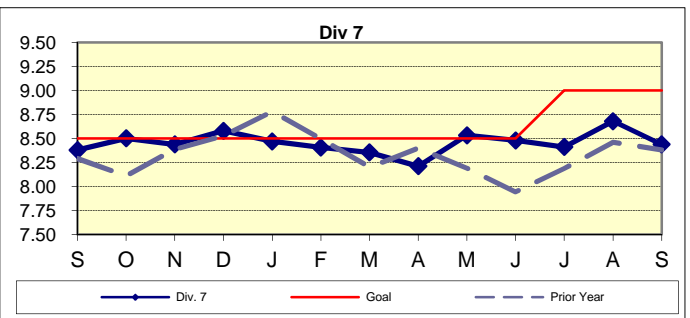
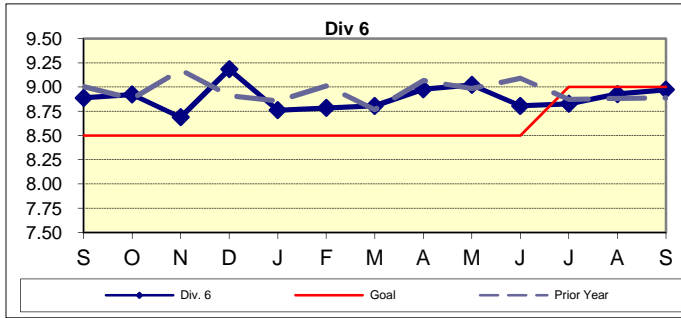
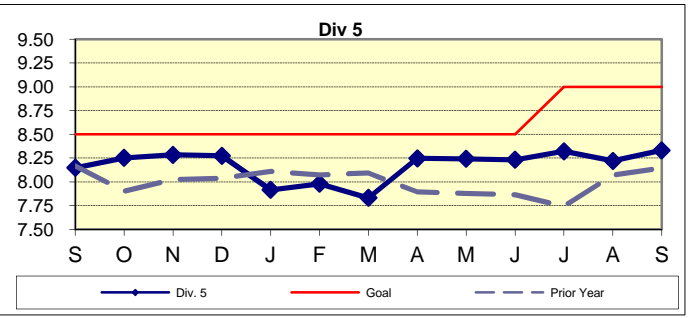
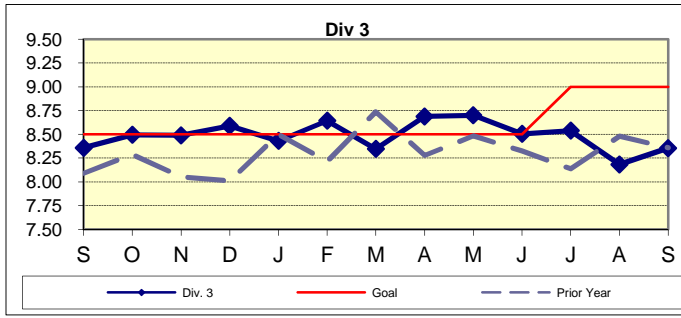
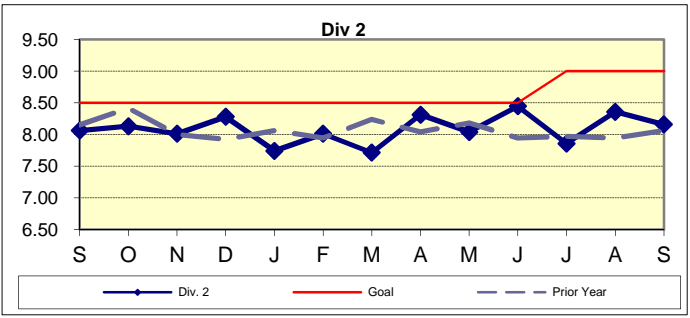
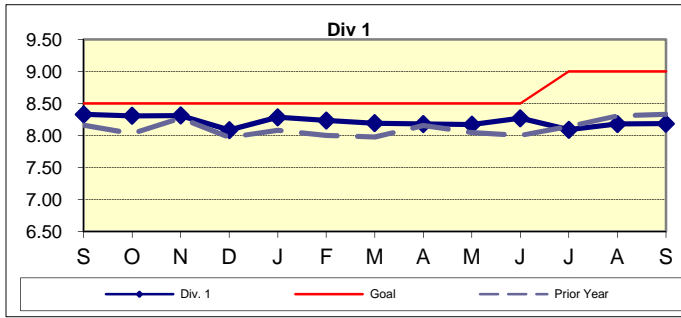


Please note that beginning March 2010, quarterly cleanliness is calculated using monthly data. Prior quarterly data was supplied by QA dept. in a quarterly format.

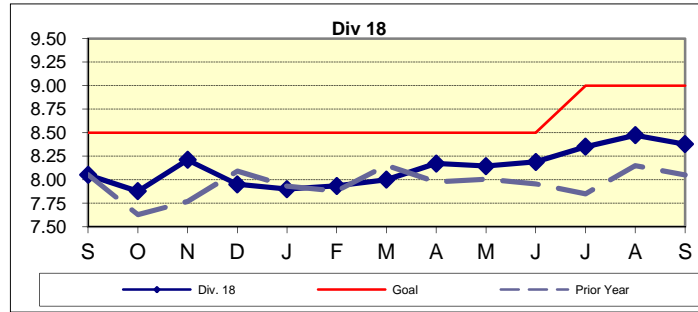
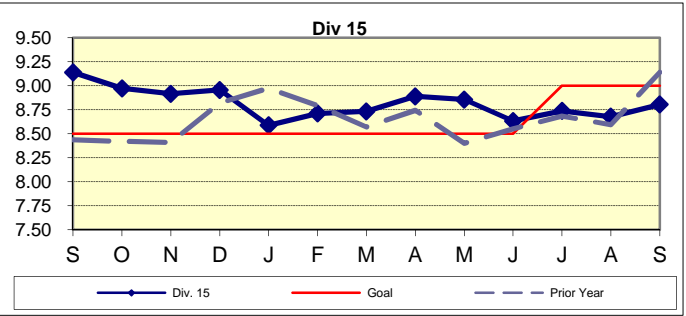
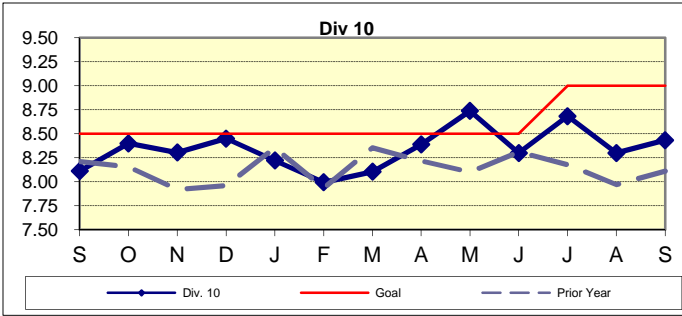
Remaining Above the Goal line is the target.

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 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.

Measurement	FY10	FY11	FY12	FY13	FY14 Target	FY14 YTD	FYTD Status	Jul Month	Aug Month	Sep Month
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	8.54	9.73	8.18	9.03	7.36	12.95	<span style="color: red;">■</span>	16.10	14.27	14.50
<small>* Data reflects updated data for each month.</small>										
<b>Metro Red Line (MRL)</b>										
On-Time Pullouts	99.55%	99.86%	99.60%	99.37%	98.00%	99.85%	<span style="color: green;">●</span>	99.57%	100.00%	100.00%
Mean Miles Between Chargeable Mechanical Failures	38,771	34,194	35,939	62,212	36,000	56,382	<span style="color: green;">●</span>	38,245	79,104	68,427
In-Service On-time Performance	99.54%	99.69%	99.45%	99.32%	98.00%	98.64%	<span style="color: green;">●</span>	98.84%	97.58%	99.53%
Traffic Accidents Per 100,000 Train Miles	0.00	0.29	0.00	0.19	0.06	0.27	<span style="color: red;">■</span>	0.00	0.80	0.00
Complaints per 100,000 Boardings **	0.41	0.51	0.56	0.26	0.45	0.34	<span style="color: green;">●</span>	0.62	0.18	0.21
<small>** Beginning in FY13, only Operations-Related Rail Complaints will be counted per 100k Boardings.</small>										
<b>Metro Blue Line (MBL)</b>										
On-Time Pullouts	99.71%	99.10%	99.48%	99.34%	98.00%	99.30%	<span style="color: green;">●</span>	99.20%	99.31%	99.40%
Mean Miles Between Chargeable Mechanical Failures	20,830	14,194	13,940	16,755	15,000	22,853	<span style="color: green;">●</span>	22,602	28,862	18,949
In-Service On-time Performance	98.81%	99.11%	98.31%	95.80%	98.00%	95.50%	<span style="color: yellow;">◆</span>	96.68%	96.17%	93.58%
Traffic Accidents Per 100,000 Train Miles	1.45	1.76	1.35	1.45	1.35	1.32	<span style="color: green;">●</span>	1.67	1.35	1.77
Complaints per 100,000 Boardings **	0.80	0.81	1.22	0.90	1.08	0.74	<span style="color: green;">●</span>	0.58	0.62	1.04
<small>* At this time Expo Mechanical Failures and Pull Outs cannot be separated from Blue Line so they are reported combined for reporting purposes in Blue Line.</small>										
<small>** Beginning in FY13, only Operations-Related Rail Complaints will be counted per 100k Boardings.</small>										
<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%	98.43%	<span style="color: green;">●</span>	97.51%	98.67%	99.14%
Traffic Accidents Per 100,000 Train Miles				0.34	1.35	2.31	<span style="color: red;">■</span>	3.48	1.75	1.71
Complaints per 100,000 Boardings **				2.20	1.08	1.76	<span style="color: red;">■</span>	1.62	1.84	1.82
<small>* At this time Expo Mechanical Failures and Pull Outs cannot be separated from Blue Line so they are reported combined for reporting purposes in Blue Line.</small>										
<small>** Beginning in FY13, only Operations-Related Rail Complaints will be counted per 100k Boardings.</small>										

<b>Metro Green Line (MGrL)</b>										
On-Time Pullouts	99.89%	99.85%	99.87%	99.71%	98.00%	99.75%	●	100.00%	99.51%	99.74%
Mean Miles Between Chargeable Mechanical Failures	13,599	11,831	14,708	13,297	16,000	17,339	●	19,080	14,218	19,981
In-Service On-time Performance	99.26%	99.50%	98.86%	98.06%	98.00%	97.30%	●	98.42%	97.27%	96.16%
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	0.60	●	0.44	0.70	0.65
<i>** Beginning in FY13, only Operations-Related Rail Complaints will be counted per 100k Boardings.</i>										
<b>Metro Gold Line (MGoL)</b>										
On-Time Pullouts	99.86%	99.99%	100.00%	99.88%	98.00%	99.31%	●	98.64%	99.59%	99.72%
Mean Miles Between Chargeable Mechanical Failures	16,151	21,097	18,017	28,299	23,000	35,387	●	22,719	81,756	34,483
In-Service On-time Performance	99.12%	99.58%	98.68%	98.45%	98.00%	98.00%	●	98.85%	98.94%	96.14%
Traffic Accidents Per 100,000 Train Miles	0.82	0.61	0.42	0.22	0.41	0.00	●	0.00	0.00	0.00
Complaints per 100,000 Boardings **	1.68	1.22	1.21	0.68	1.19	0.56	●	0.52	0.43	0.73
<i>** Beginning in FY13, only Operations-Related Rail Complaints will be counted per 100k Boardings.</i>										

● 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%.

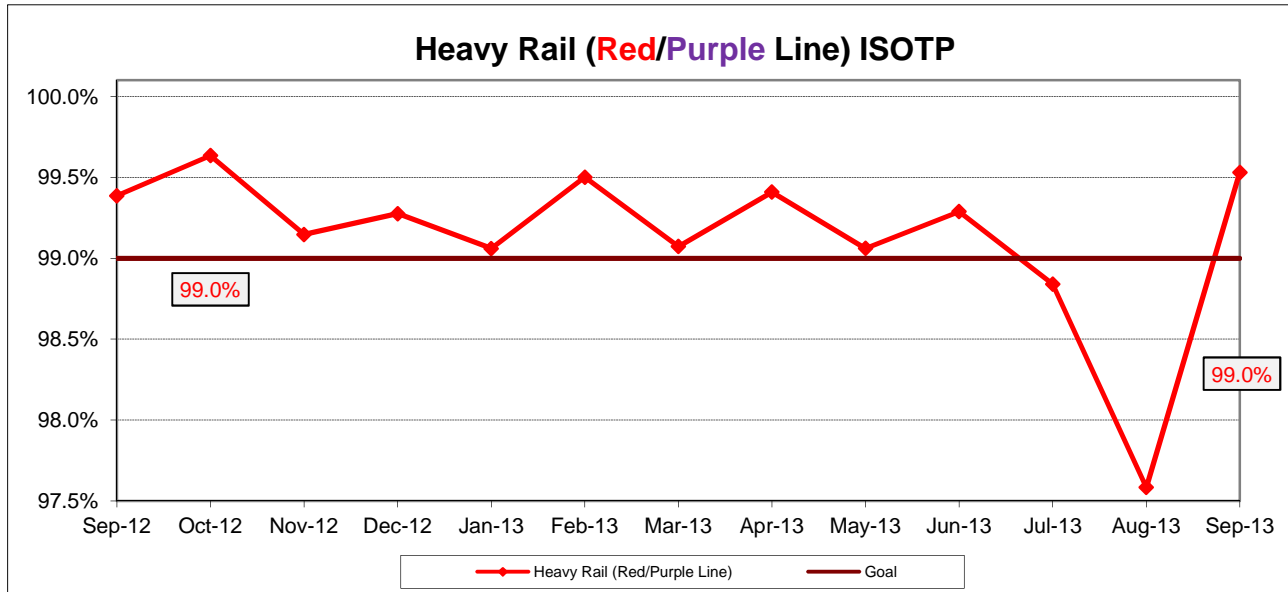
■ Red - High probability that the target will not be achieved -- significant problems and/or delays. Falls below Target >70%.

# RAIL SERVICE PERFORMANCE

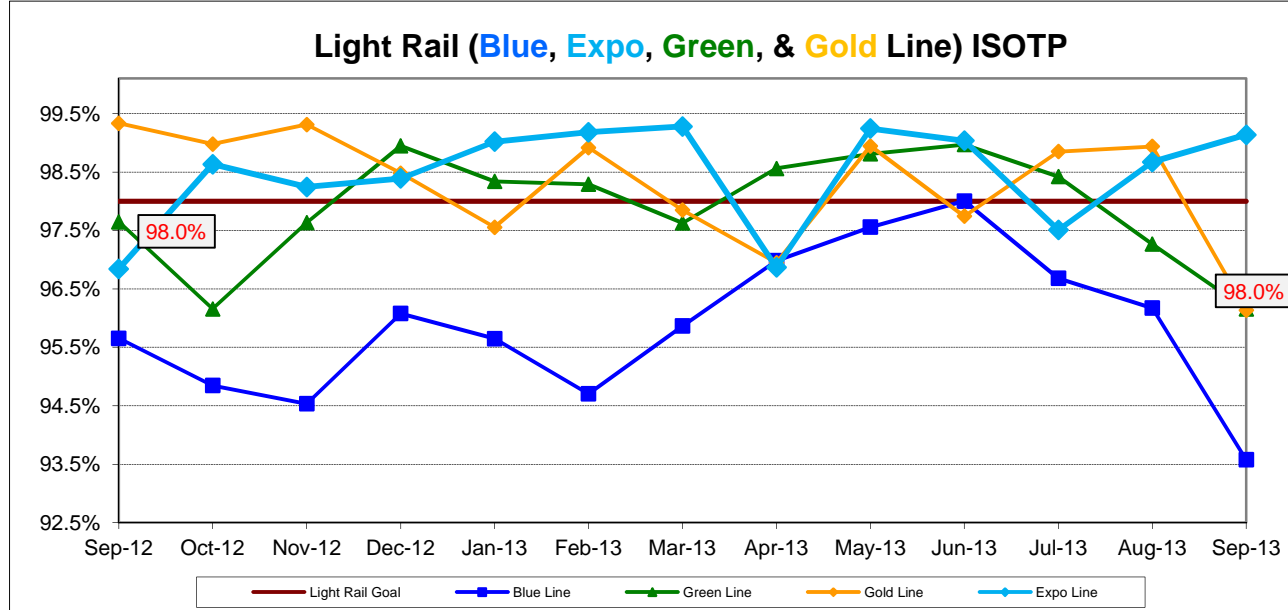
## IN-SERVICE ON-TIME PERFORMANCE (ISOTP)

**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:**  $ISOTP\% = [(100\% \text{ minus } [(Total \text{ runs in which a train left any timecheck point either late or early) / \text{ by Total scheduled runs}] \times 100)]$



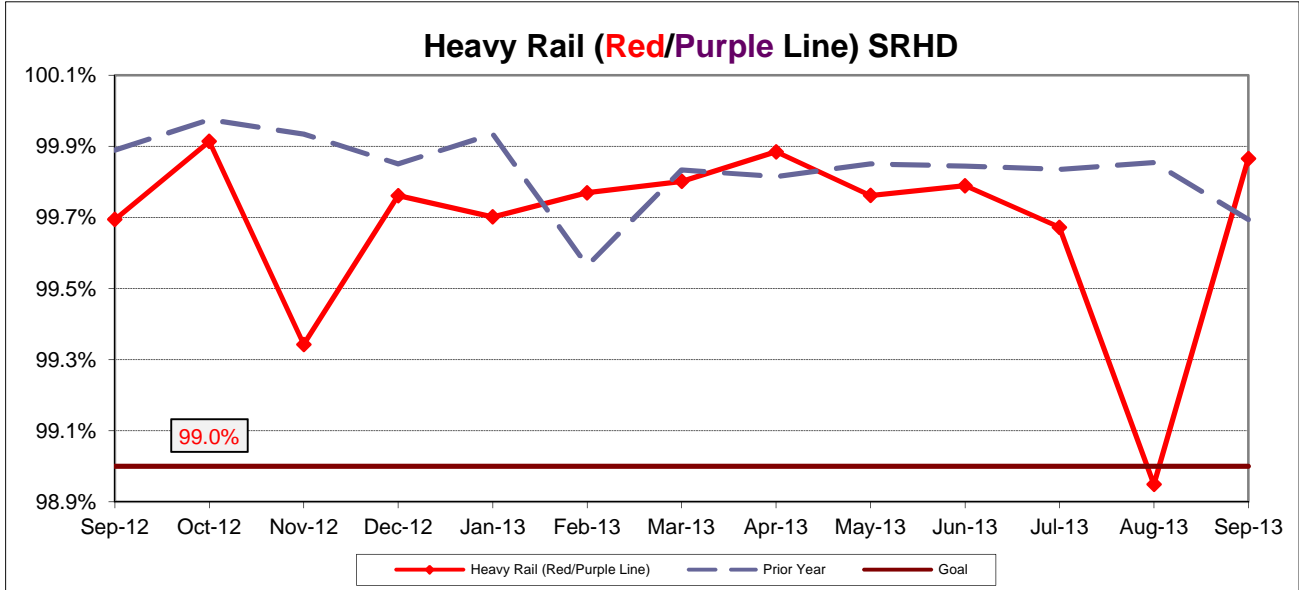
Remaining Above the Goal line is the target.



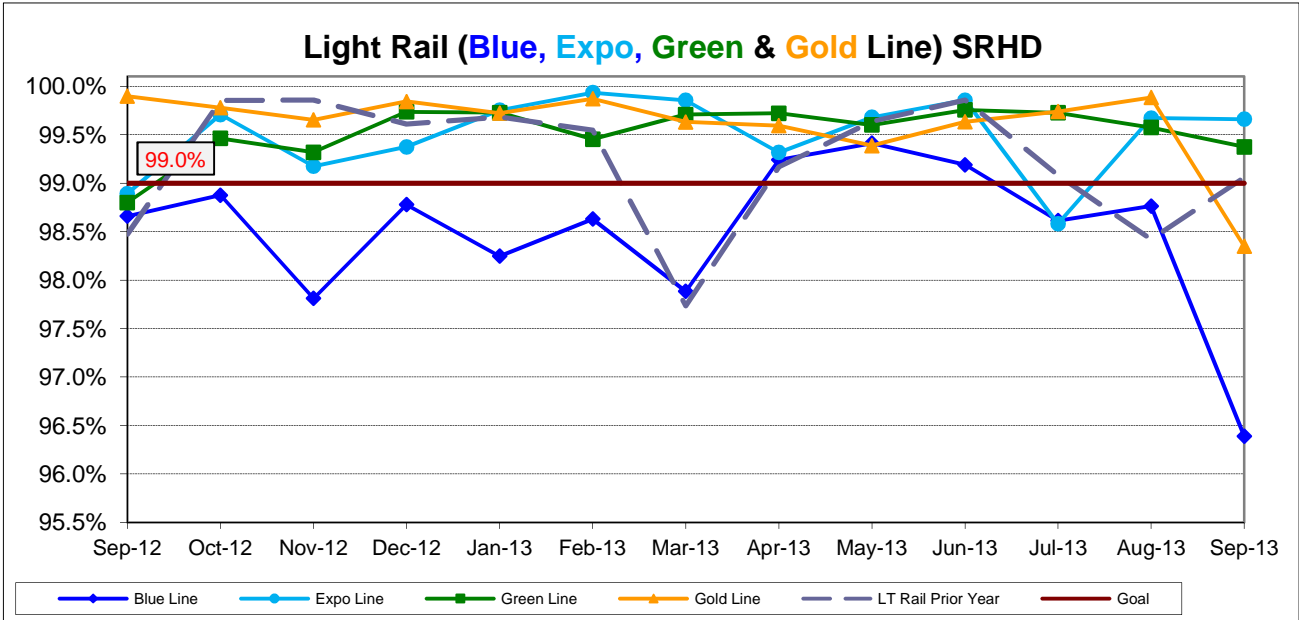
**Scheduled Revenue Hours Delivered (SRHD) by Rail Line**

**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.

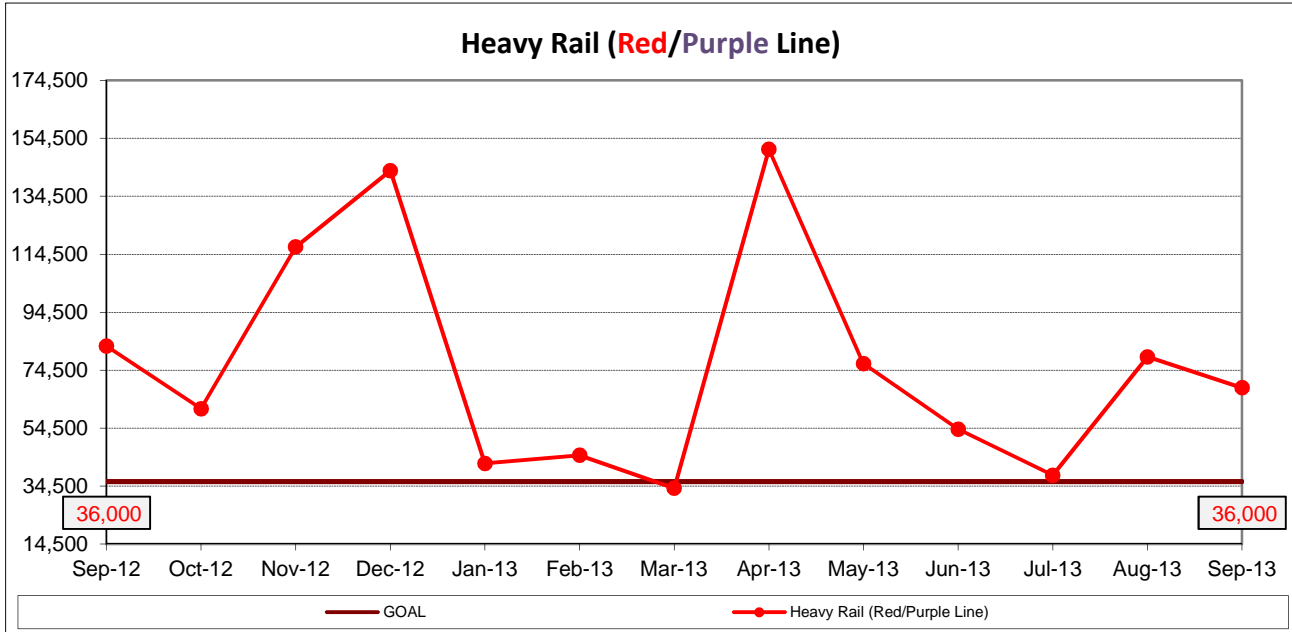


**Mean Miles Between Chargeable Mechanical Failures**

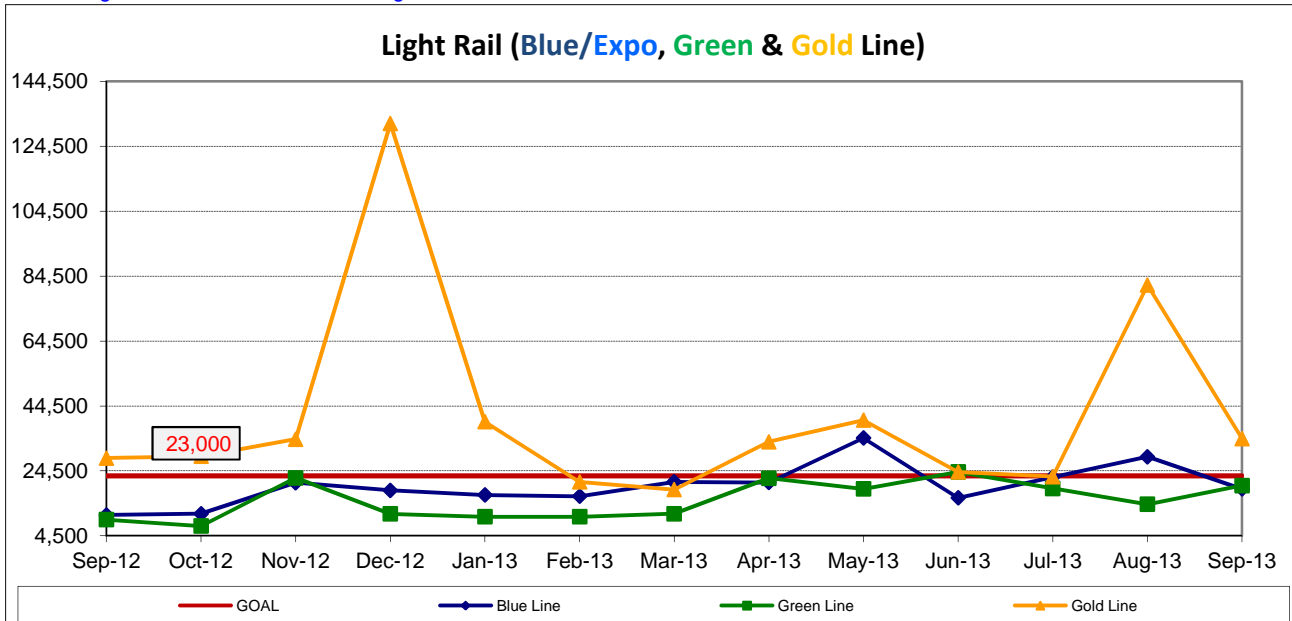
**Definition:** Mean vehicle miles between Revenue Vehicle Failures. NTD defined Revenue Vehicle Failures are vehicle systems failures that occur in revenue service and during deadhead miles in which the vehicle did not complete its scheduled revenue trip or in which the vehicle did not start its next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

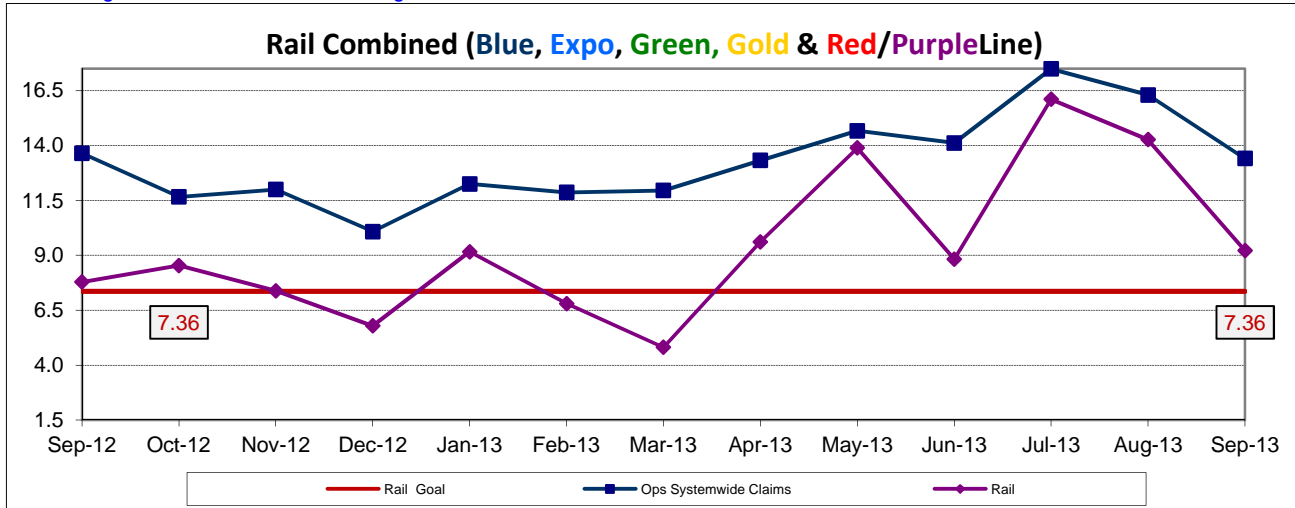


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**

**Definition:** Average number of new 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)

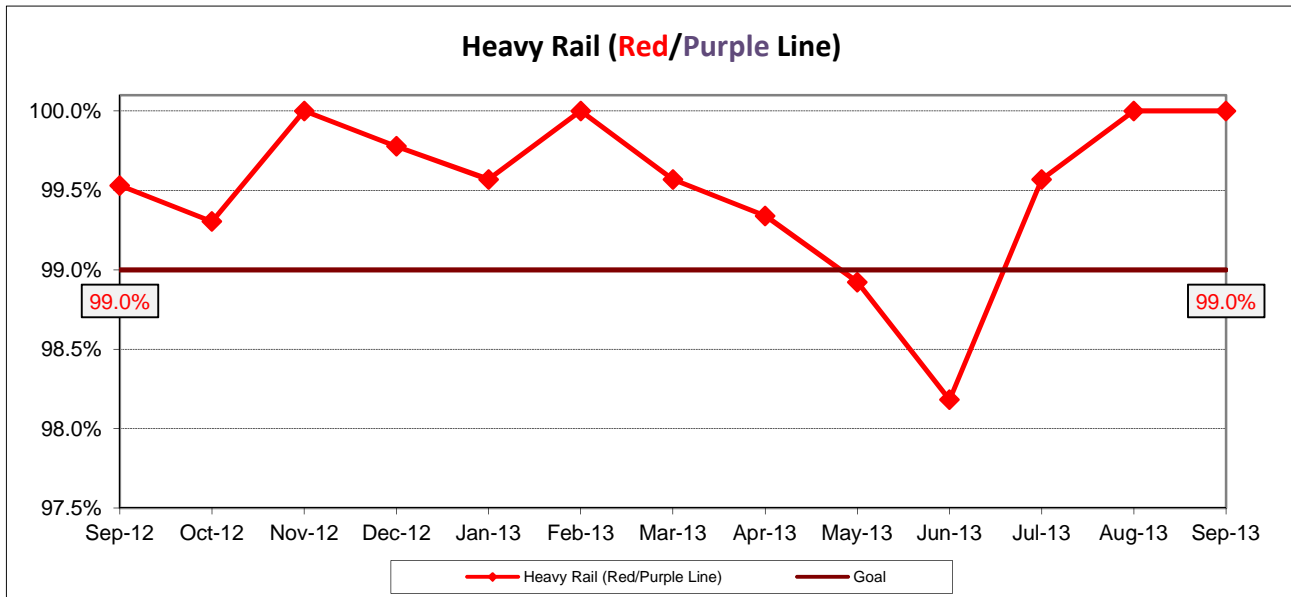
Remaining Below the Goal line is the target.



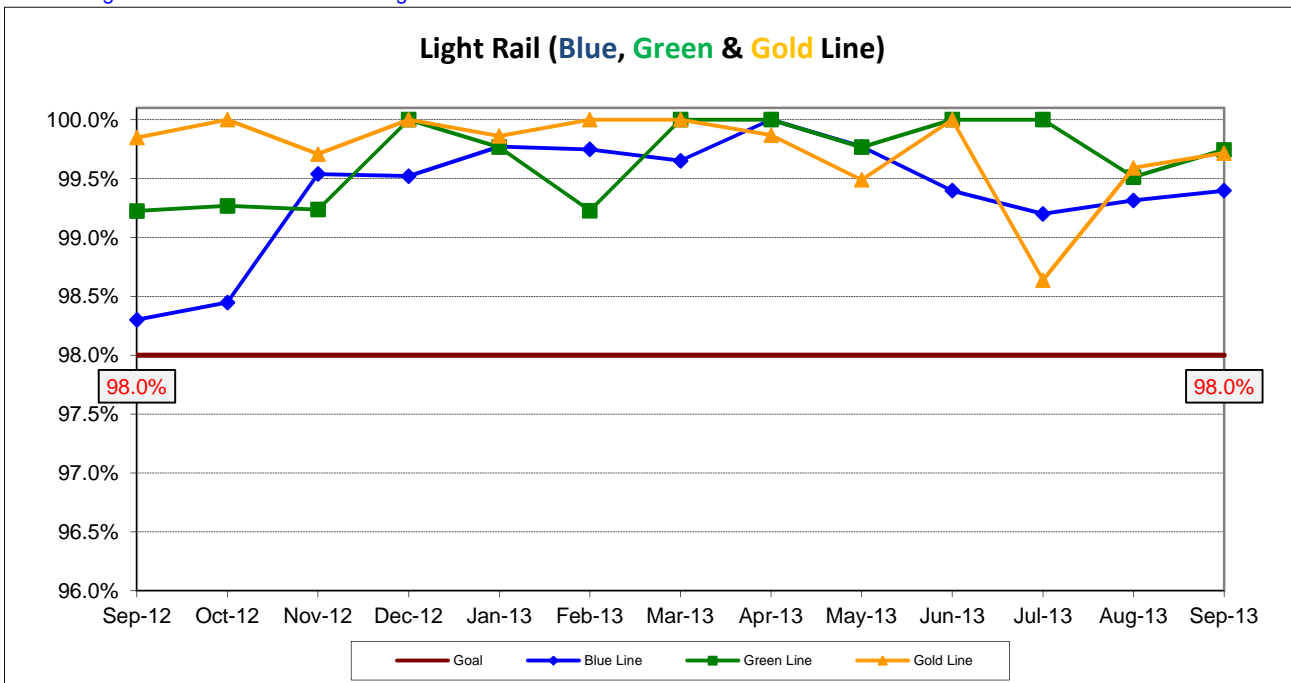
**ON-TIME PULLOUTS (OTP)**

**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

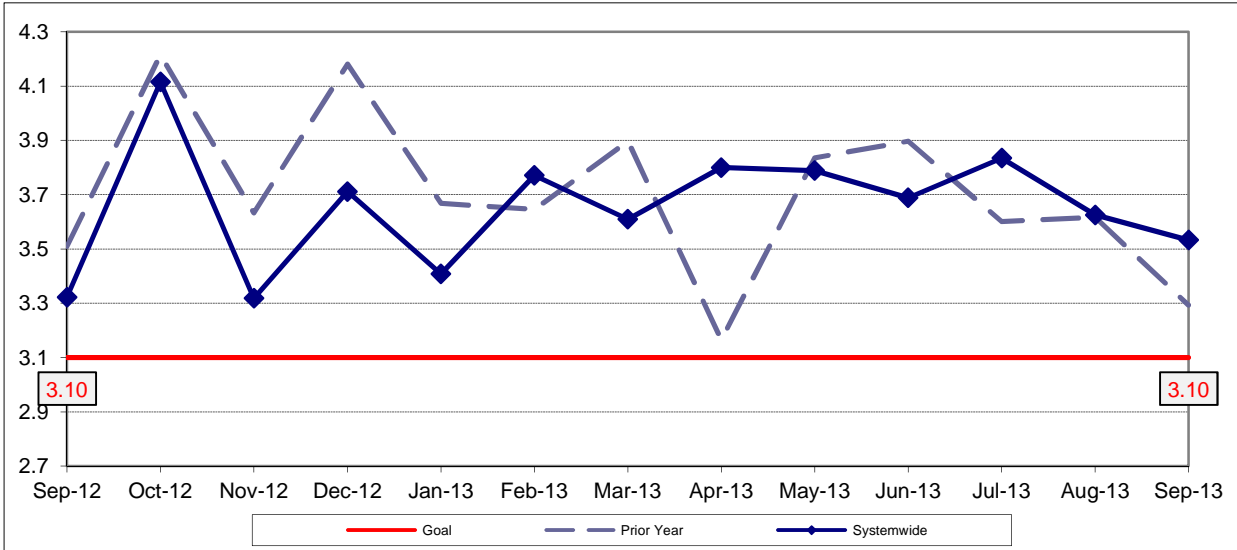
## BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

**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.

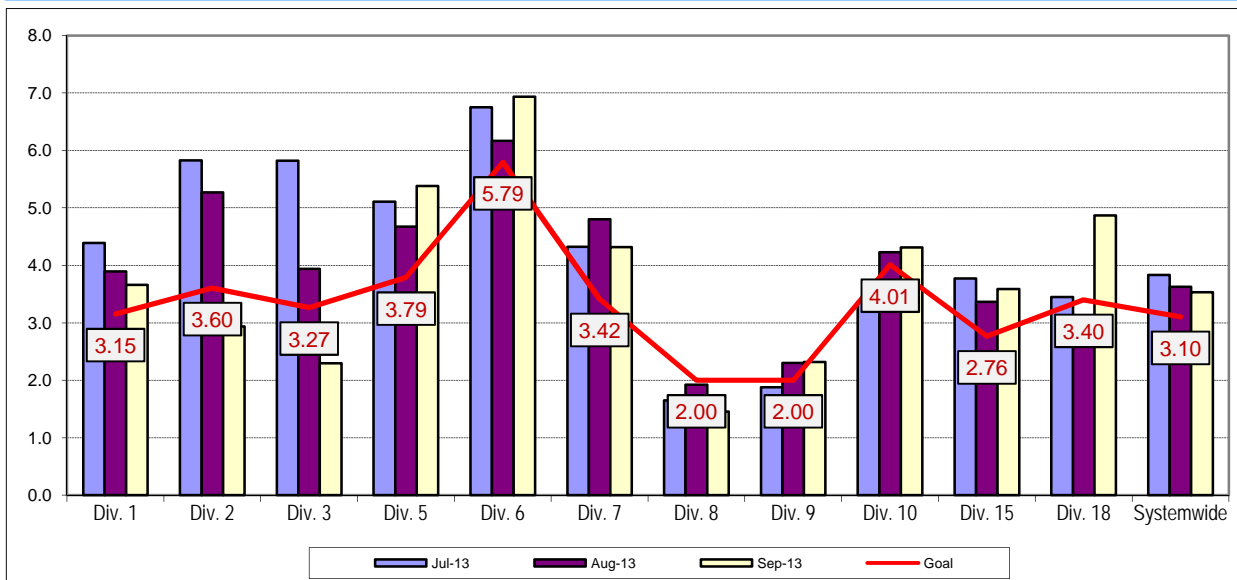


Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of accidents and late filing of reports. As of Aug. '07, Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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 July 2013 - September 2013

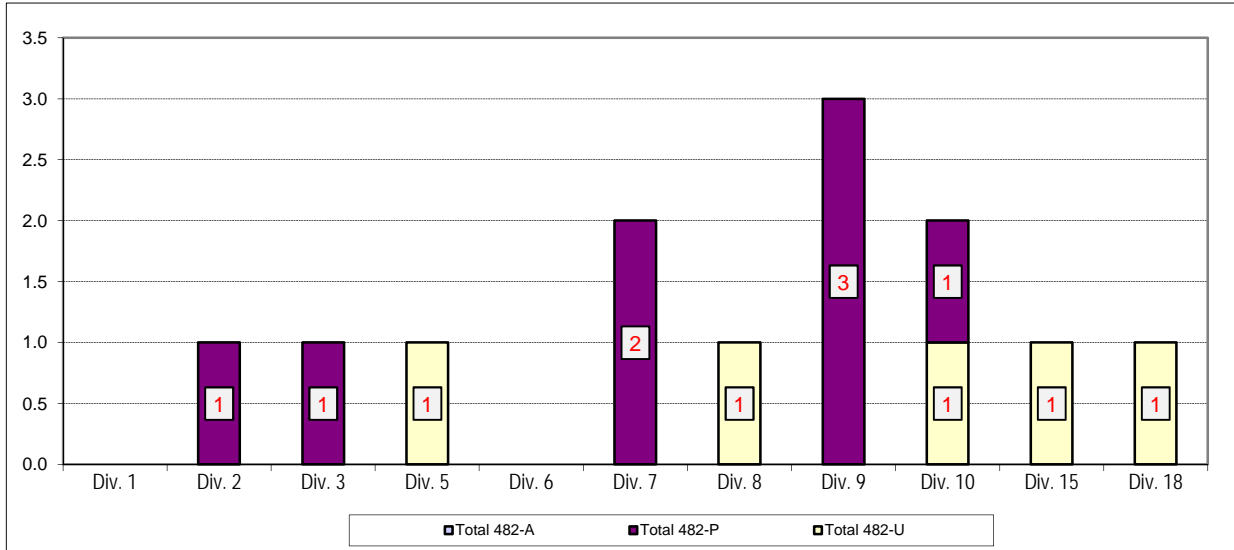


**Number of 482 Accidents in Vehicle Accident Management System (VAMS) Download by Avoidable (A), Pending (P) or Unavoidable (U) Bus Operating Divisions**

**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).

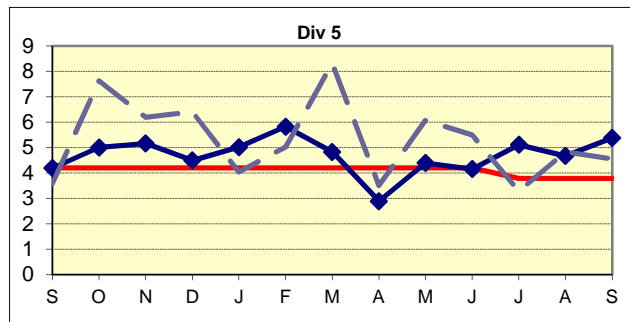
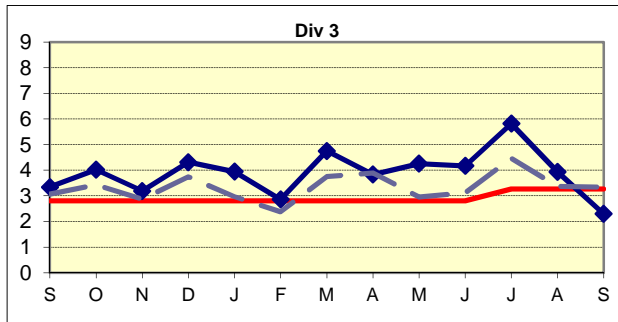
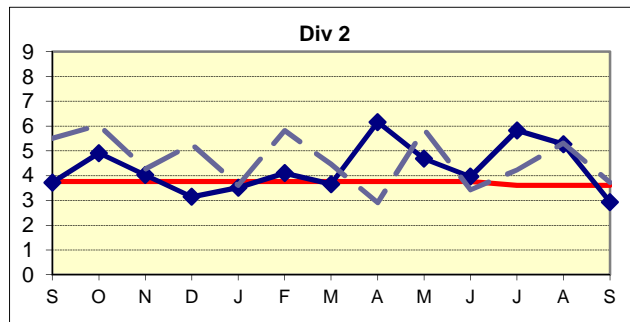
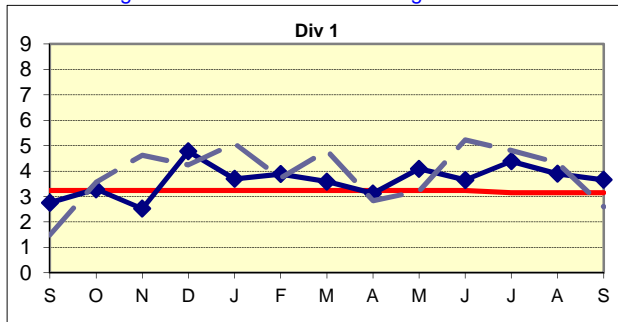
**Calculation:** Number of accidents in prior 13 months coded 482 "alleged" in the categories of A, P or U.

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



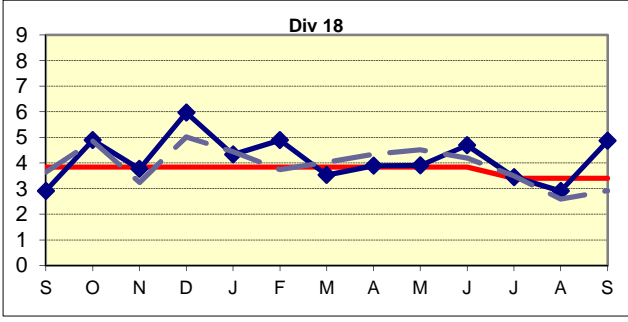
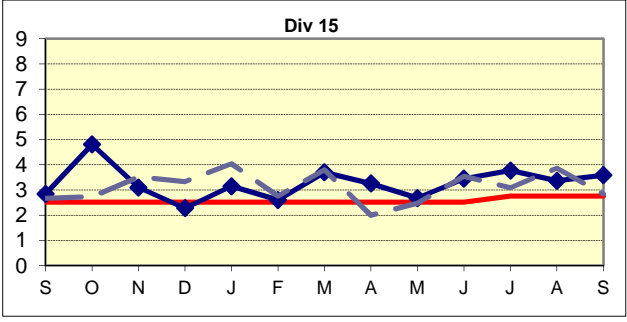
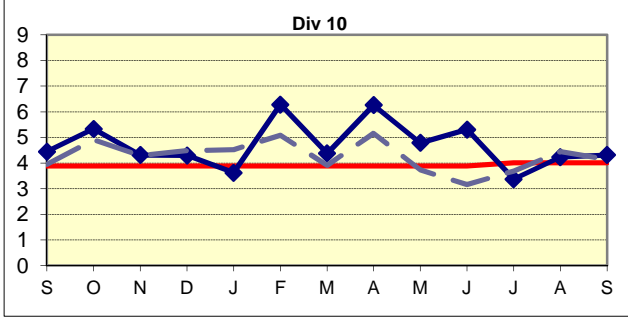
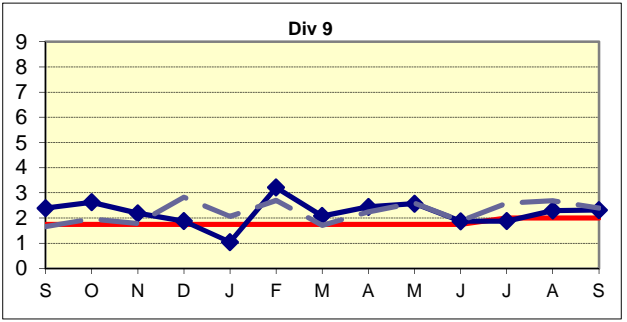
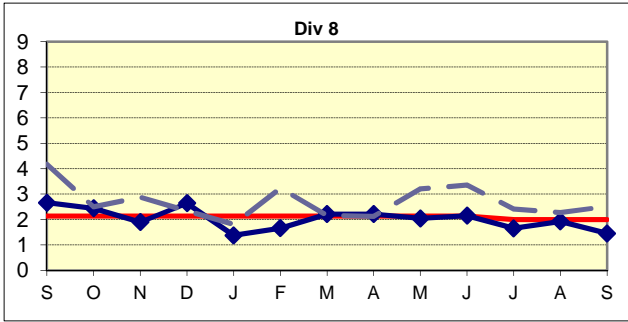
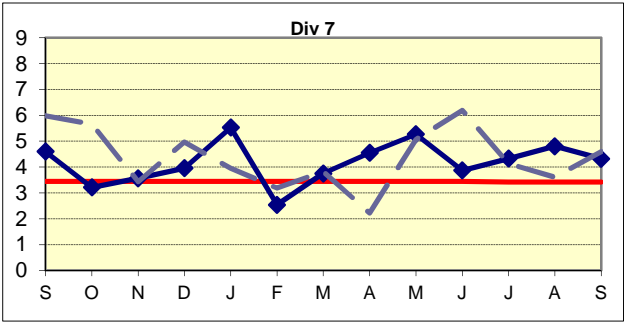
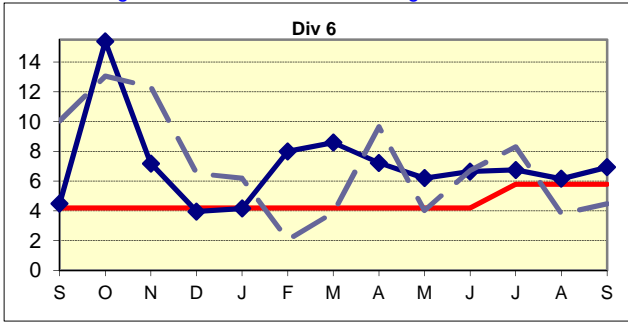
**BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES Bus Operating Divisions**

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.

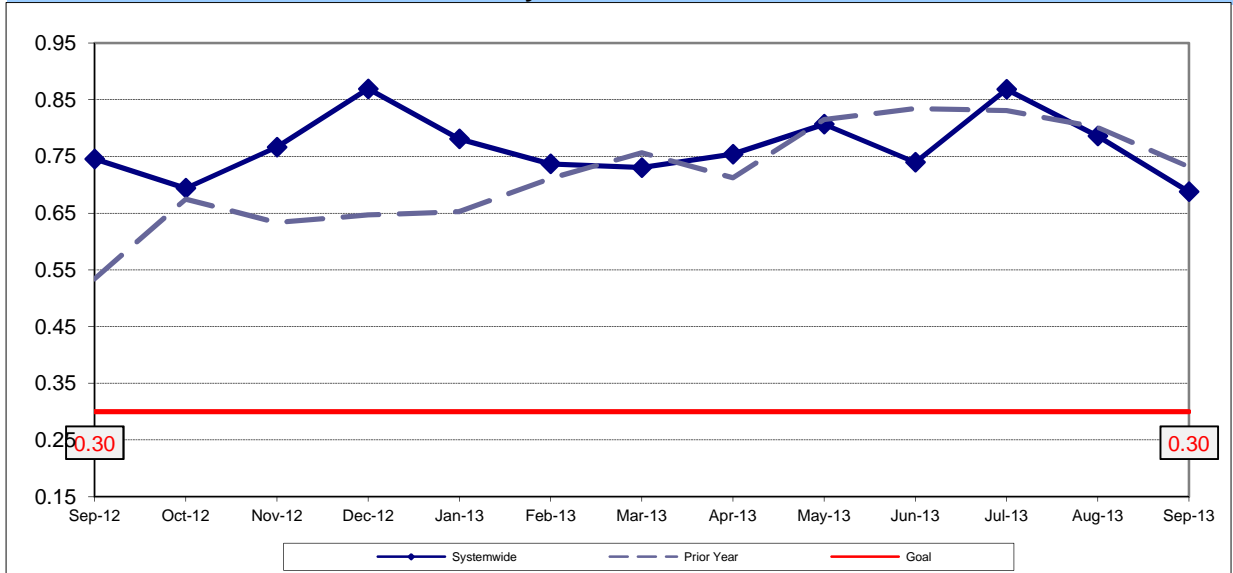


**BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS**

**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))

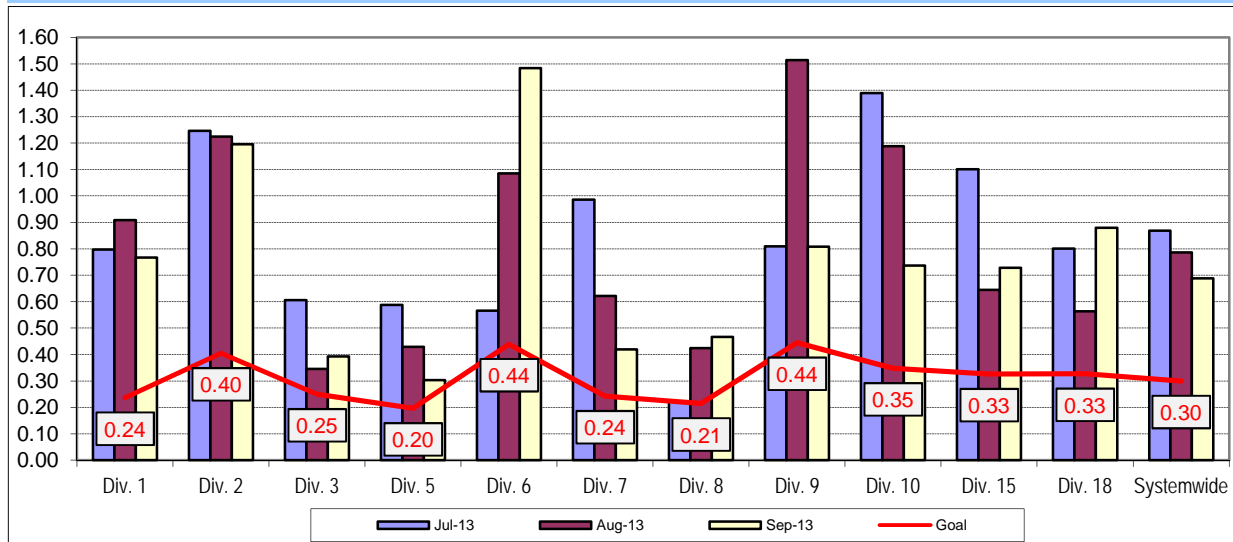
**Systemwide Trend**



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  
July 2013 - September 2013**



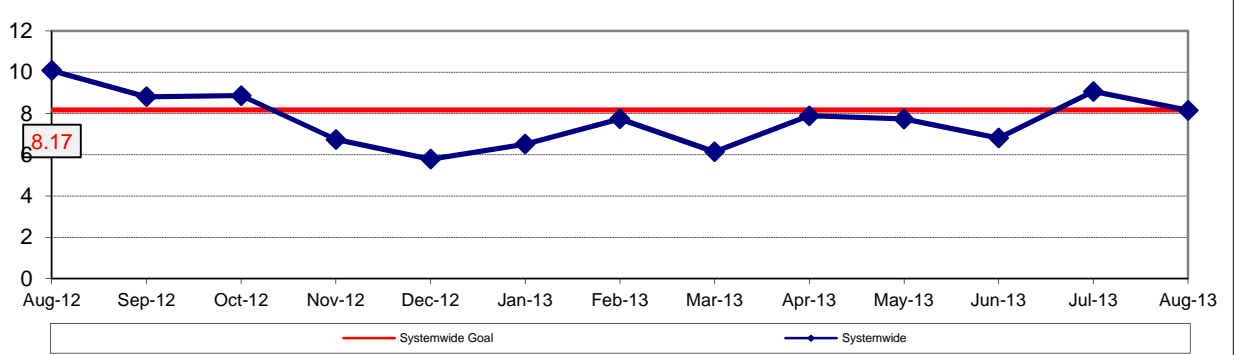
**OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA) RECORDABLE INJURIES PER 200,000 EXPOSURE HOURS**

**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

**Operations OSHA Injuries Trend**

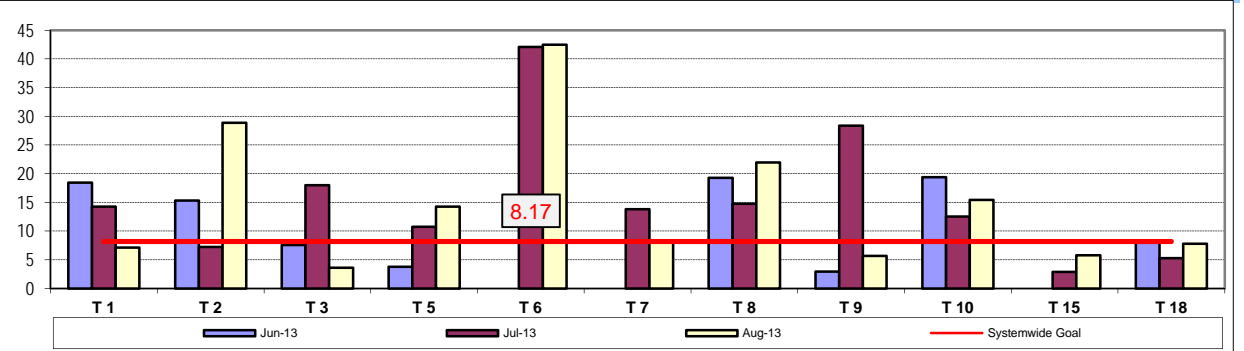


Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of injuries and late filing of reports.

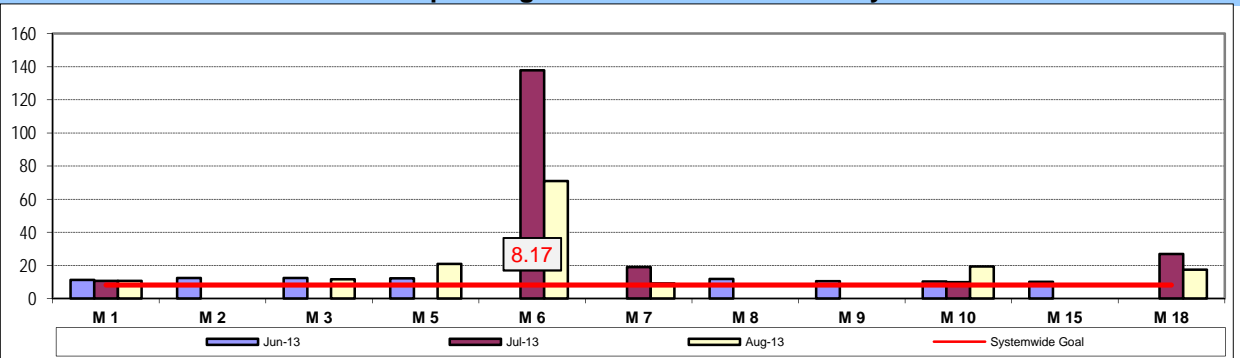
Remaining Below the Goal line is the target.

One month lag from current month

**OSHA: Bus Operating Transportation Divisions - by Division**  
June 2013 - August 2013



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



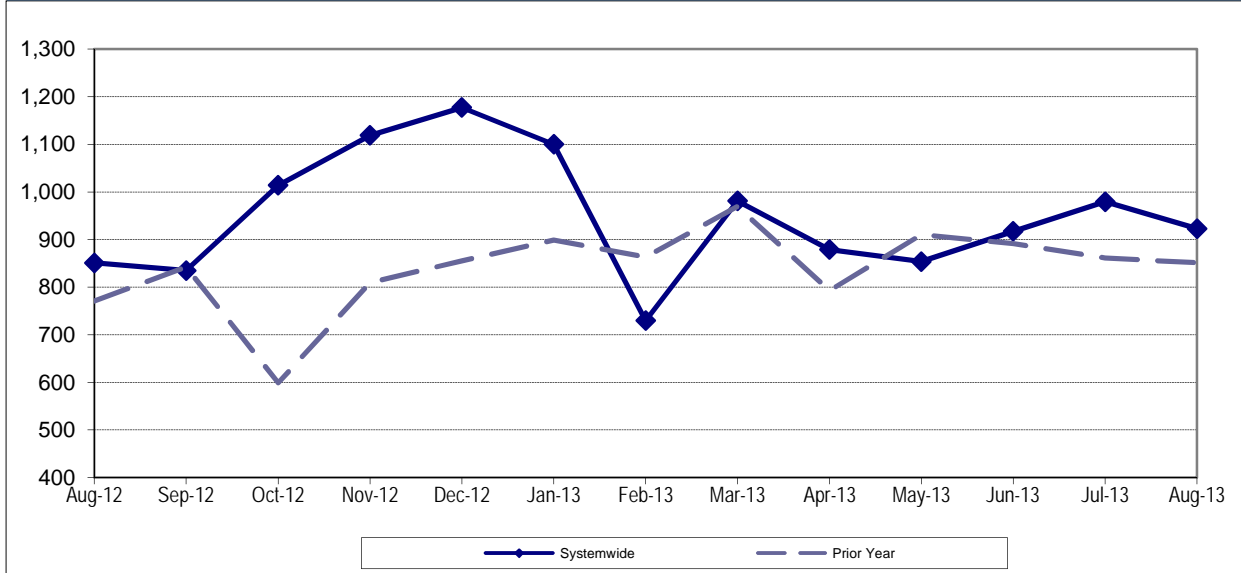
**LOST WORK DAYS (LWD) PAID PER 200,000 EXPOSURE HOURS**

**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)

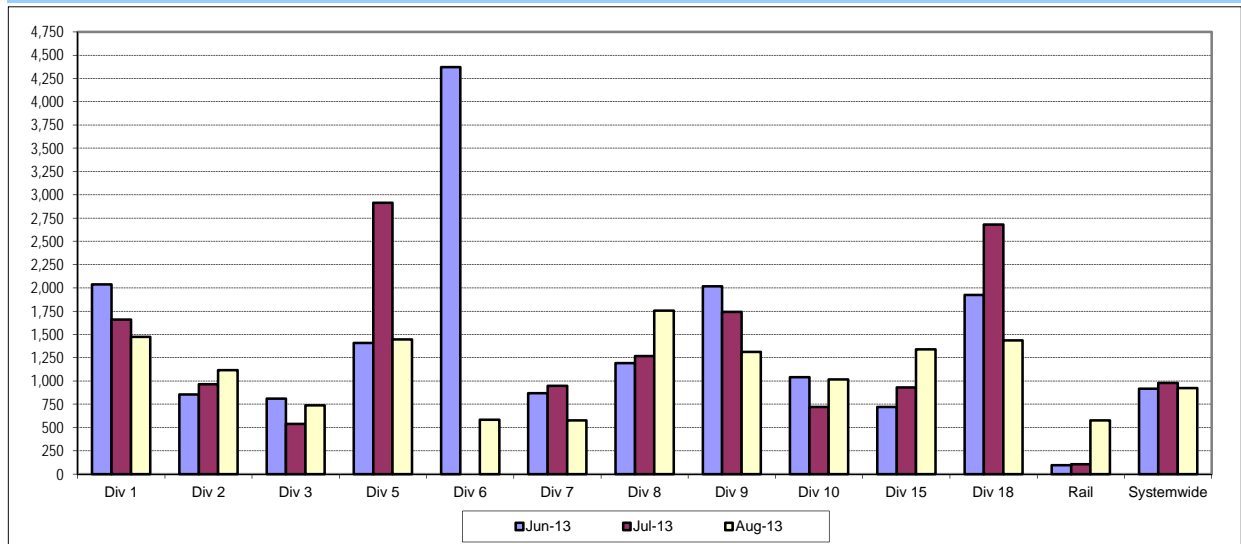
One month lag from current month

**LWD Systemwide Trend**



One month lag from current month

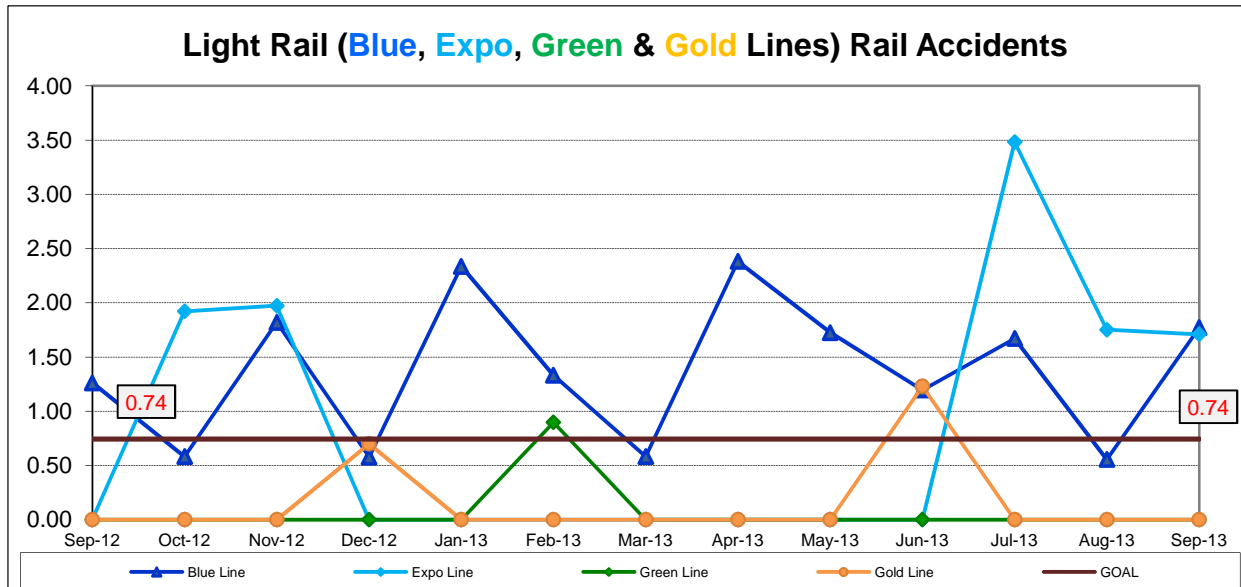
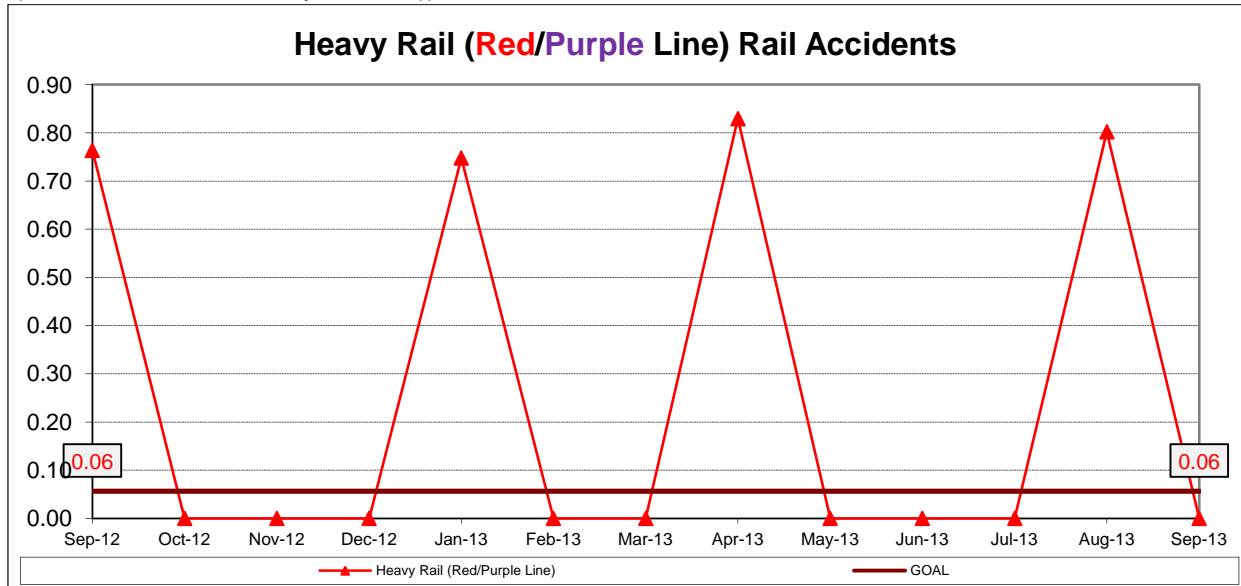
**LWD/200,000 Exposure Hours per Operating Divisions - by Bus and Rail Division  
June 2013 - August 2013**



**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))

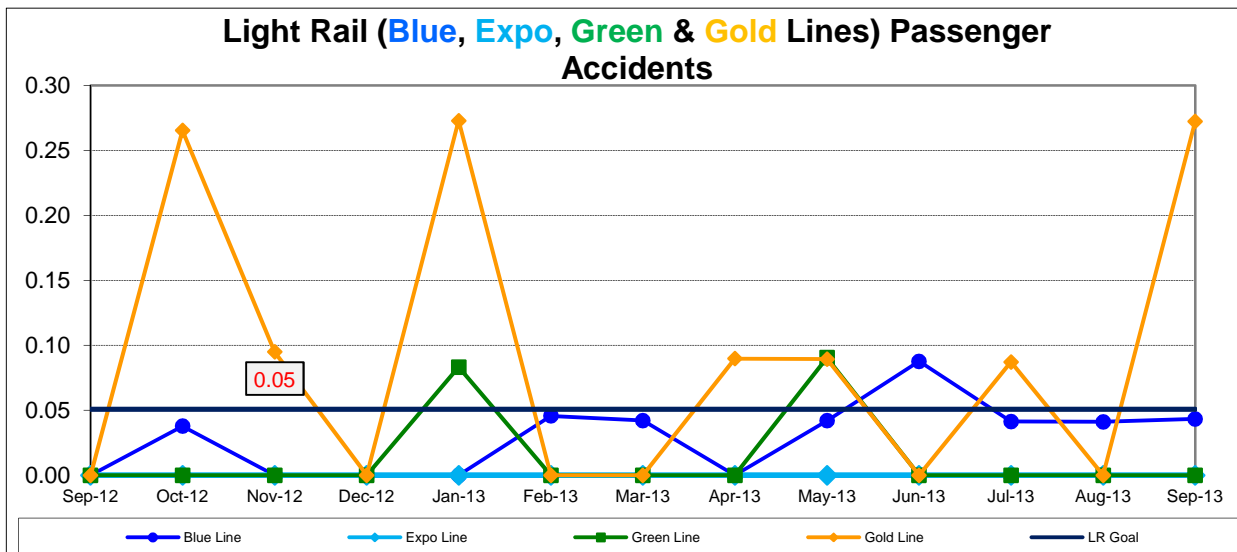
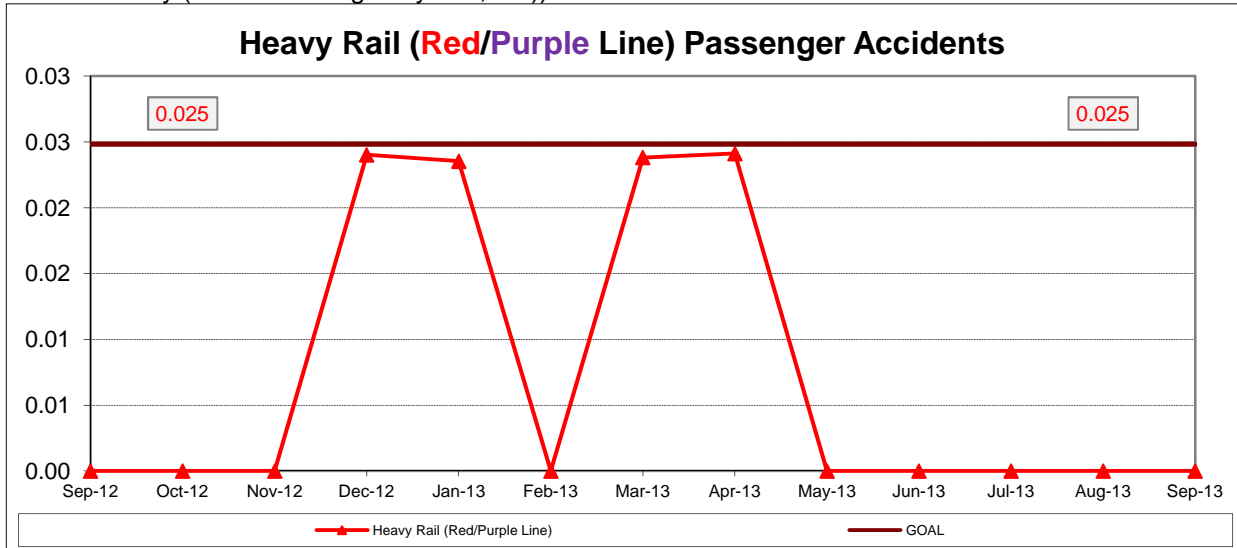


Remaining Below the Goal line is the target.

**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))





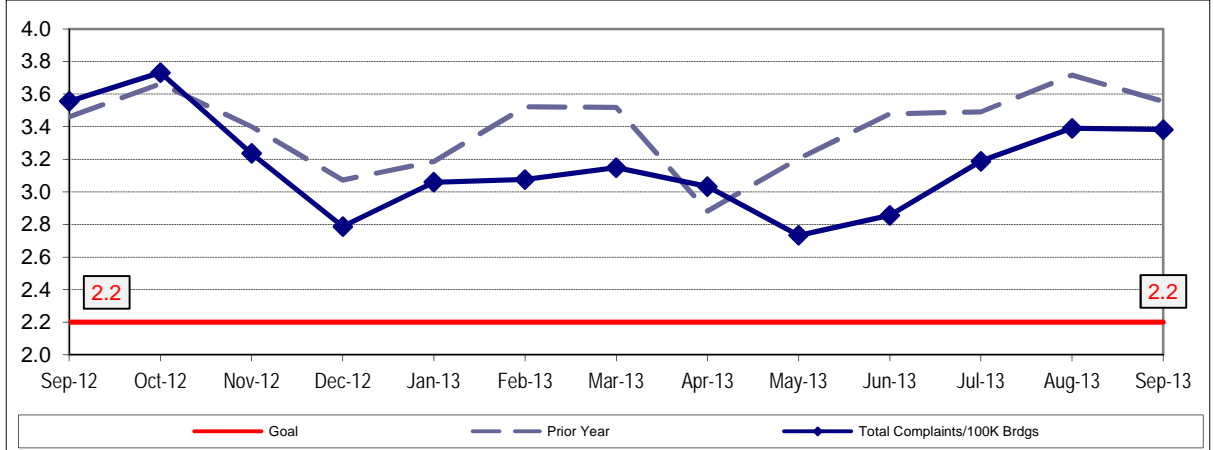
# CUSTOMER SATISFACTION

## COMPLAINTS PER 100,000 BOARDINGS

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

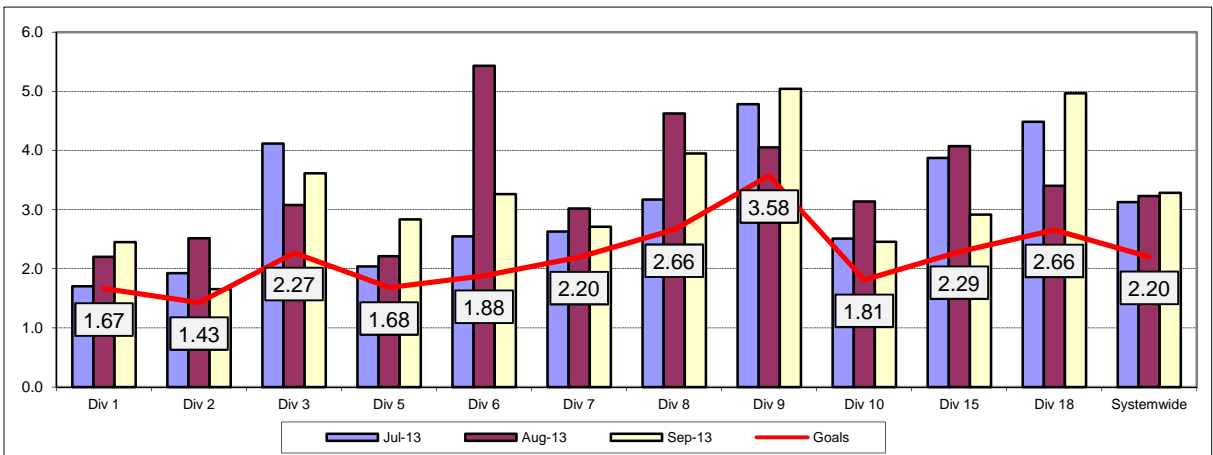
**Calculation:** Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)

### Systemwide Trend



Remaining Below the Goal line is the target.

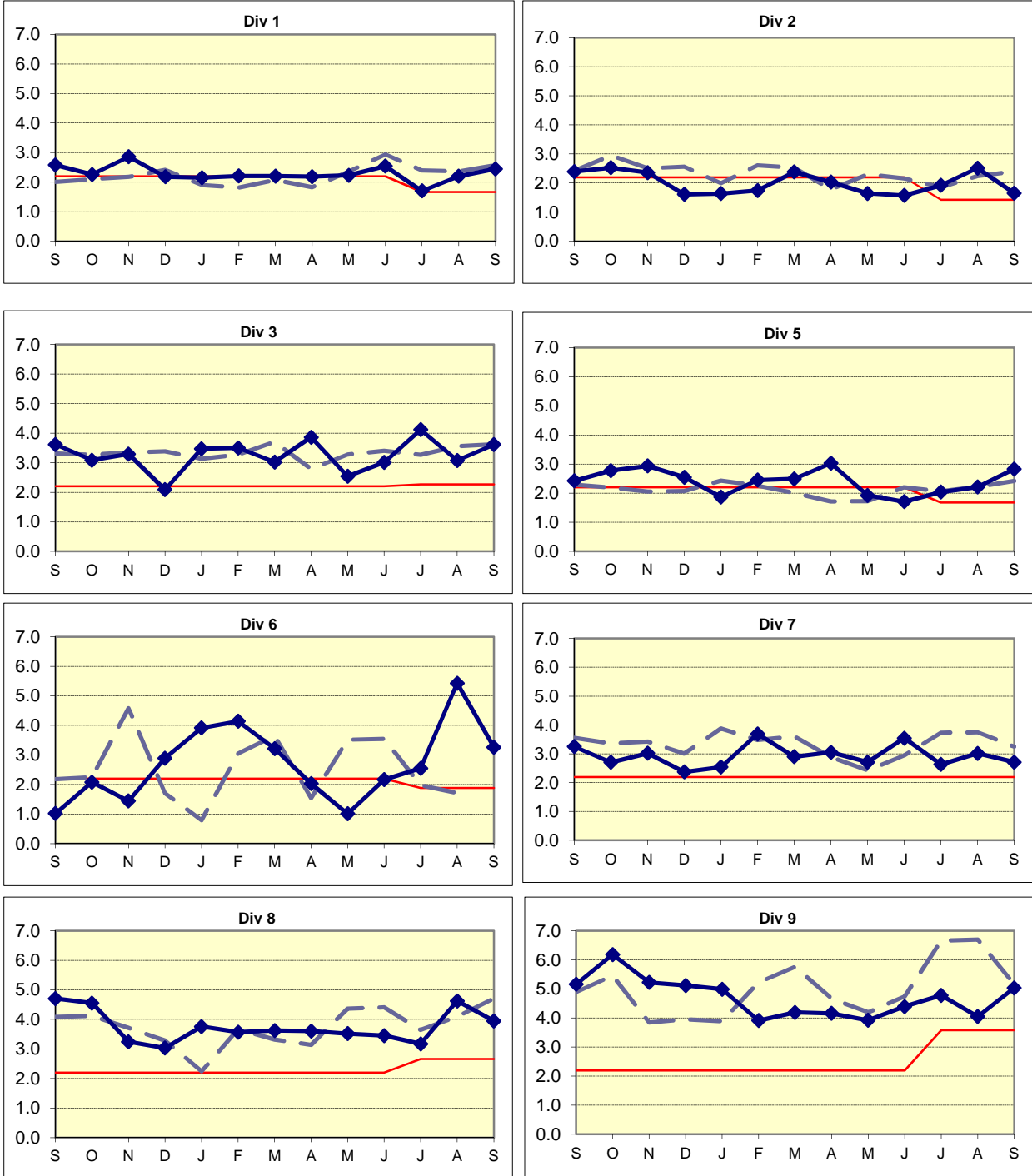
### Bus Operating Divisions, by Divisions July 2013 - September 2013



## COMPLAINTS PER 100,000 BOARDINGS

◆ Current Year   
 - - - Prior Year   
 — Goal

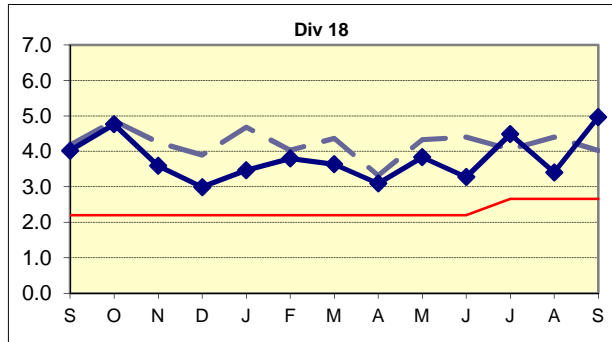
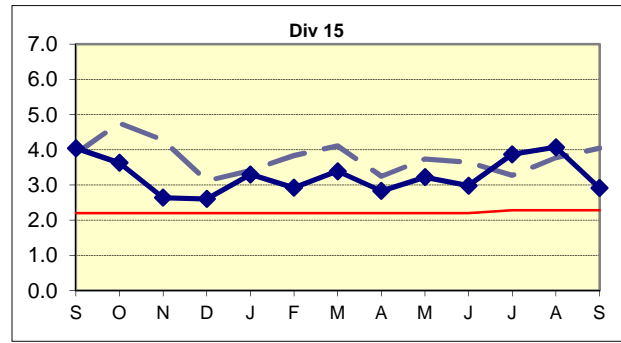
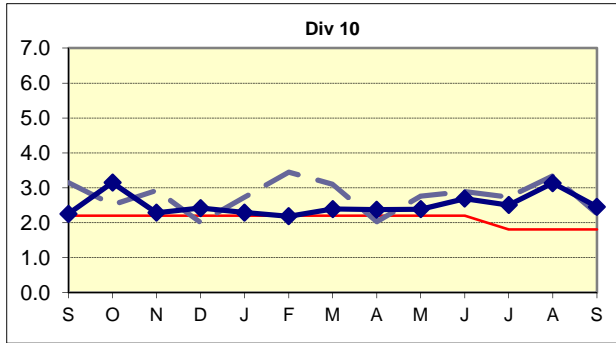
Remaining Below the Goal line is the target.



◆ Current Year    - - - Prior Year    — Goal

Remaining Below the Goal line is the target.

### COMPLAINTS PER 100,000 BOARDINGS - Continued



## WORKERS COMPENSATION CLAIMS

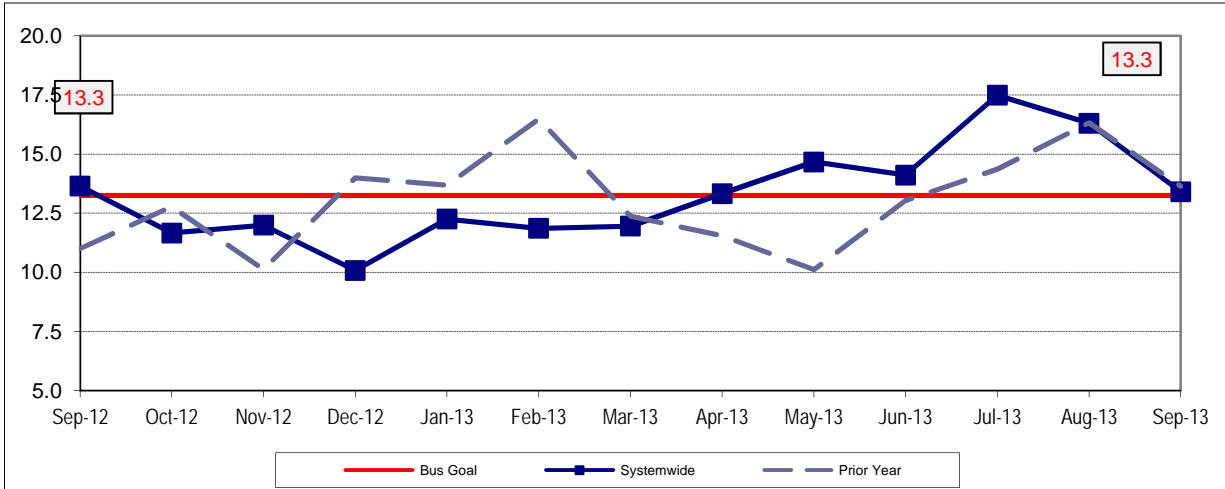
### New Workers Compensation Claims per 200,000 Exposure Hours

**Definition:** Average number of new 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

Data now reflects the 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.

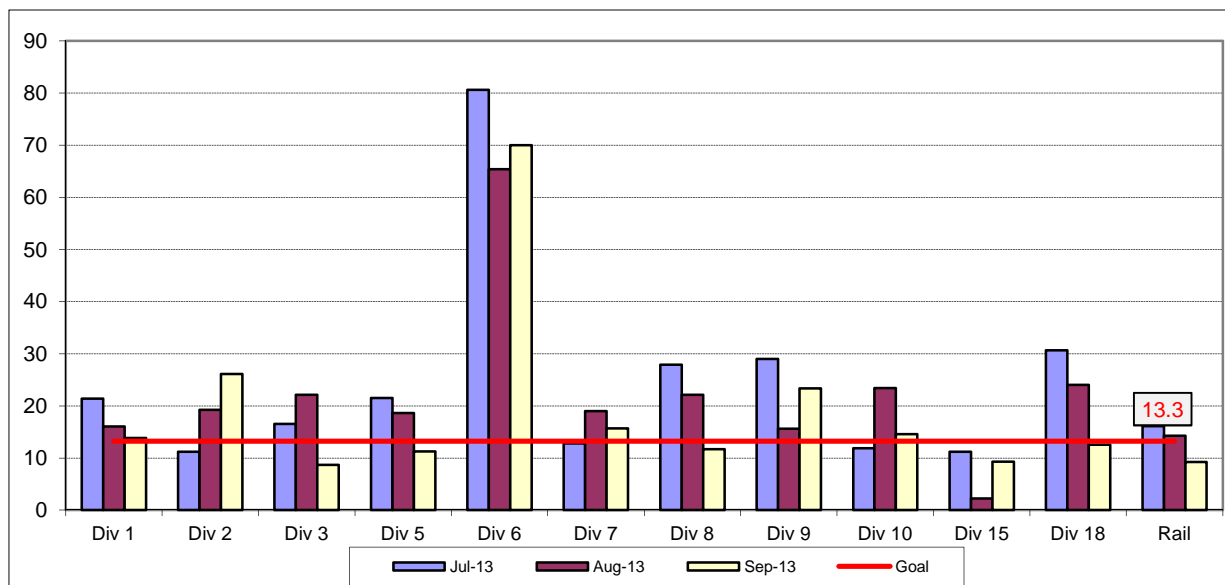
**Calculation:** New workers' compensation indemnity claims filed per 200,000 Exposure Hours =  $\text{New Claims} / (\text{Exposure Hours} / 200,000)$

### Bus & Rail by Division July 2013 - September 2013

Data now reflects the current month.

Remaining Below the Goal line is the target.

Transportation & Maintenance Performance combined.

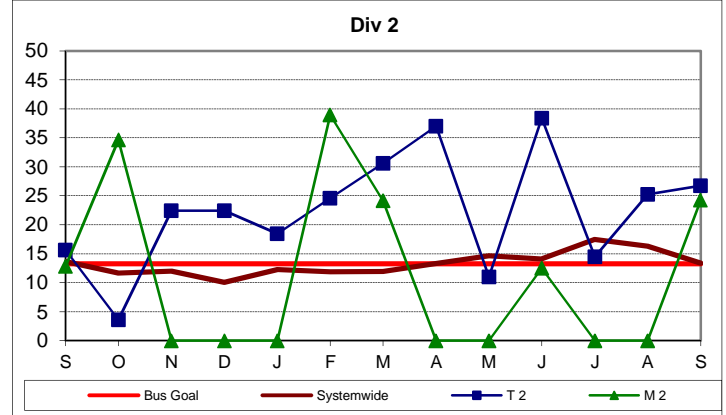
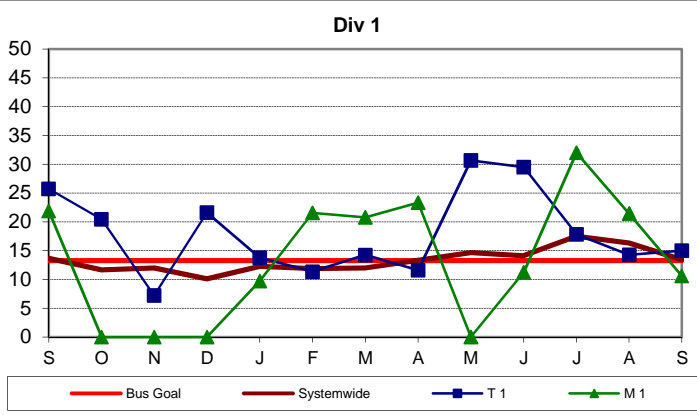


## NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS Systemwide and Bus Operating Divisions

**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.

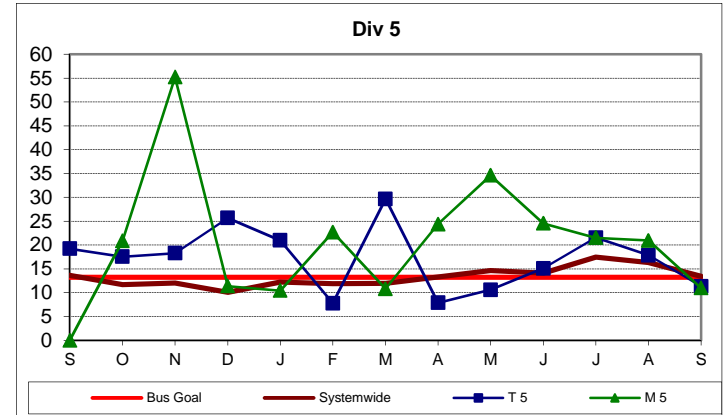
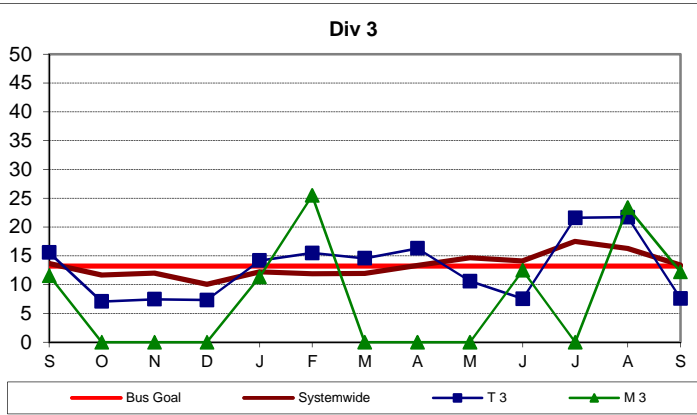
**Calculation:** New Workers' Compensation Indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)

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



Remaining Below the Goal line is the target.

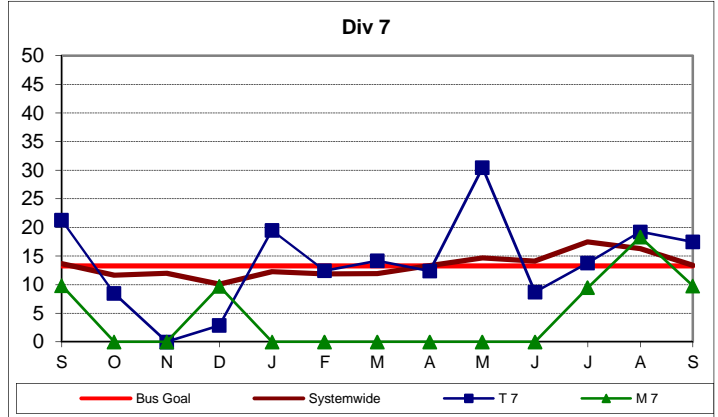
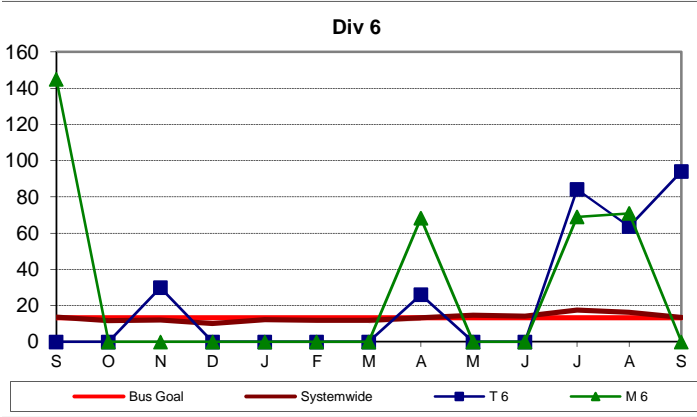
*W.C. now reflects current month's data. No data lag.*



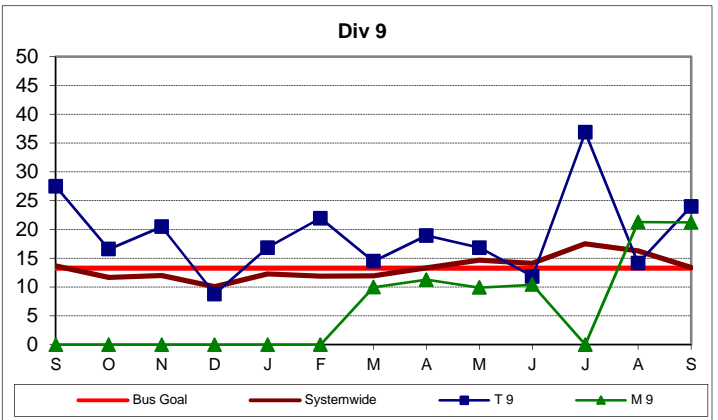
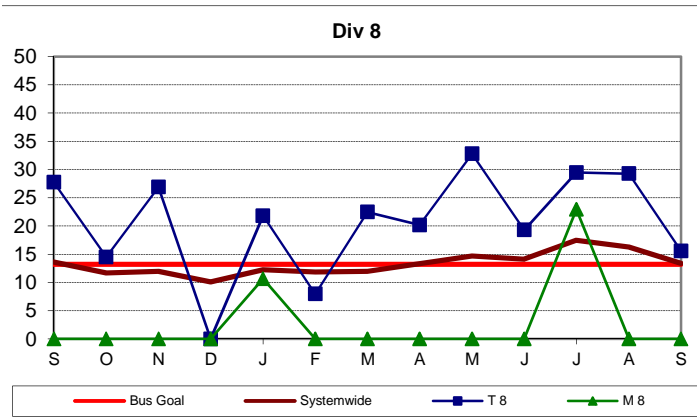
# NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS - Continued

Remaining Below the Goal line is the target.

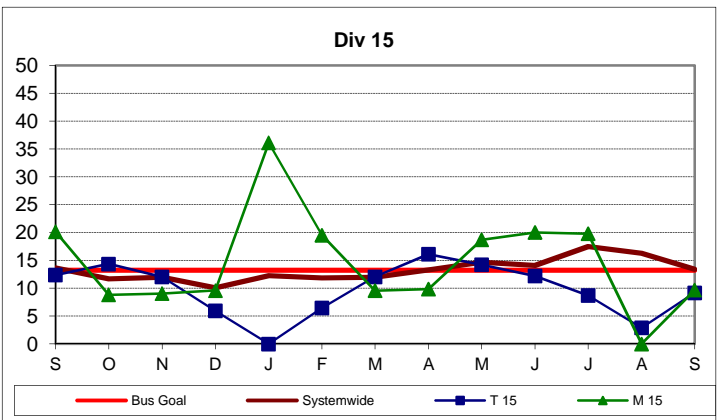
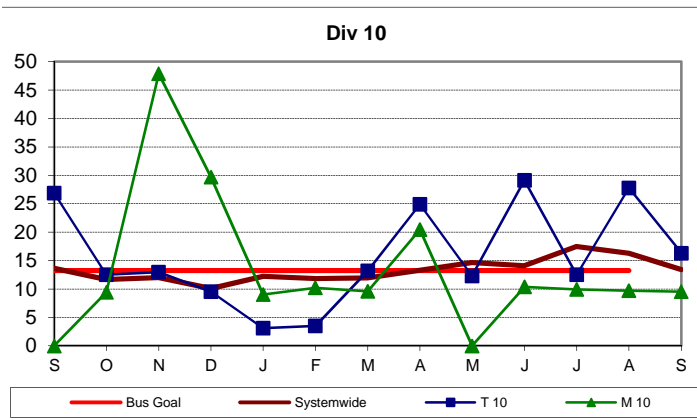
W.C. now reflects current month's data. No data lag.



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



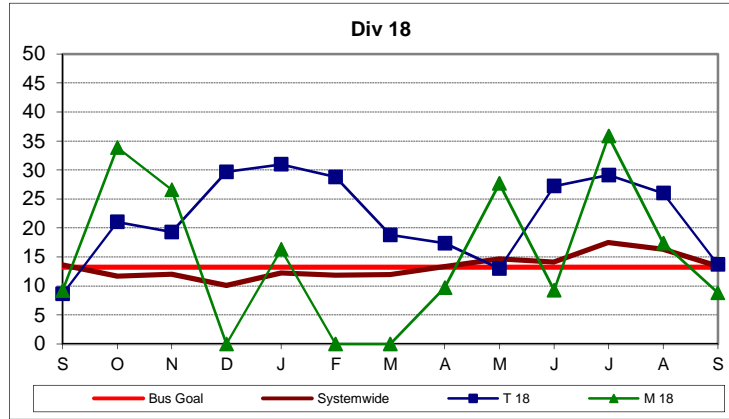
W.C. now reflects current month's data. No data lag.



**NEW WORKERS' COMPENSATION INDEMNITY 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.



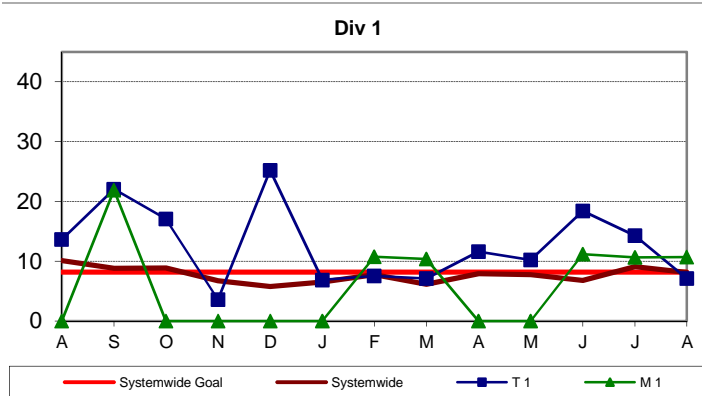
# OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS

## 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.

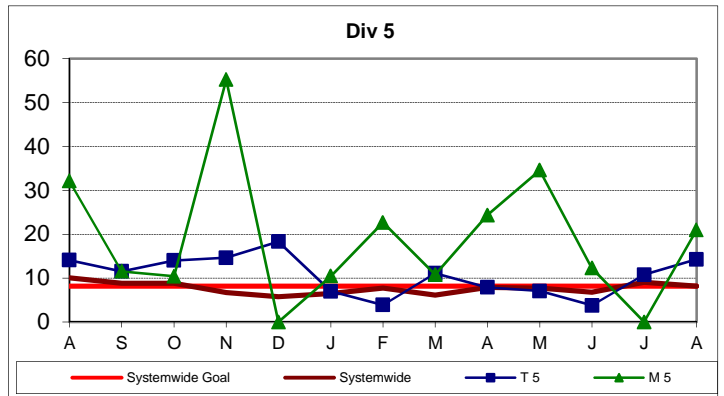
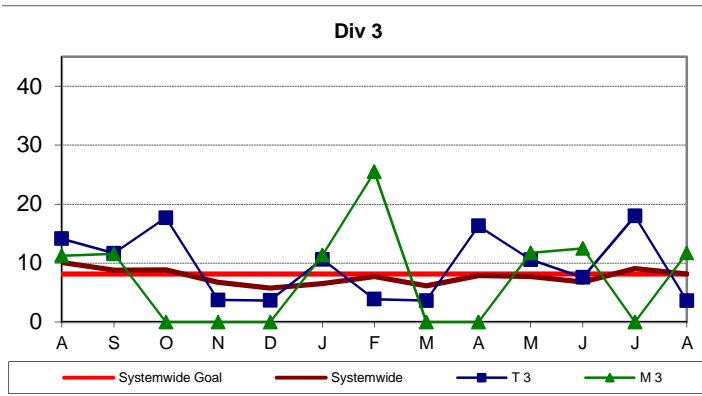
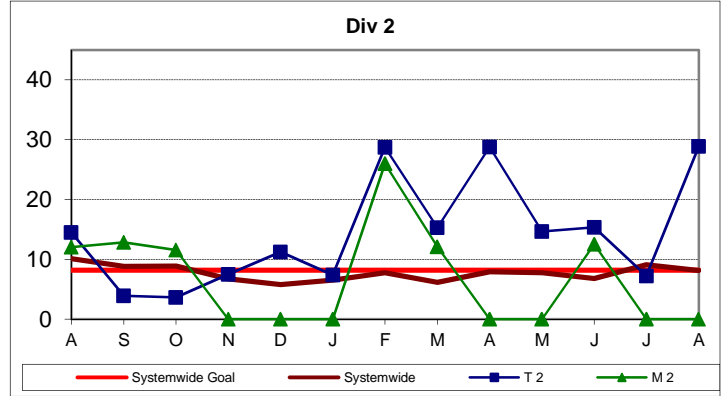
**Calculation:** New OSHA Injuries filed per 200,000 Exposure Hours = New Injuries / (Exposure Hours/200,000)

One month lag in reporting.

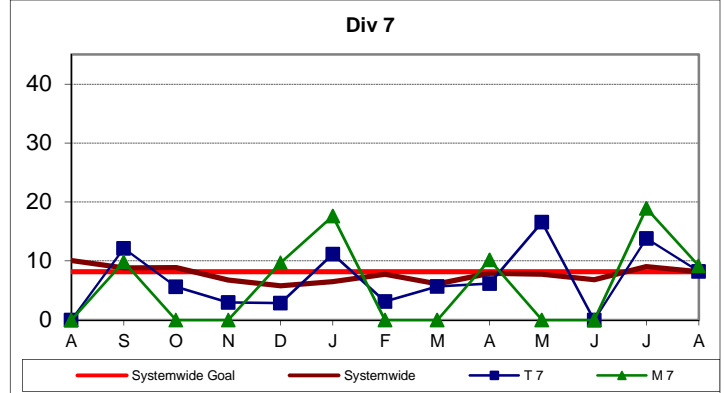
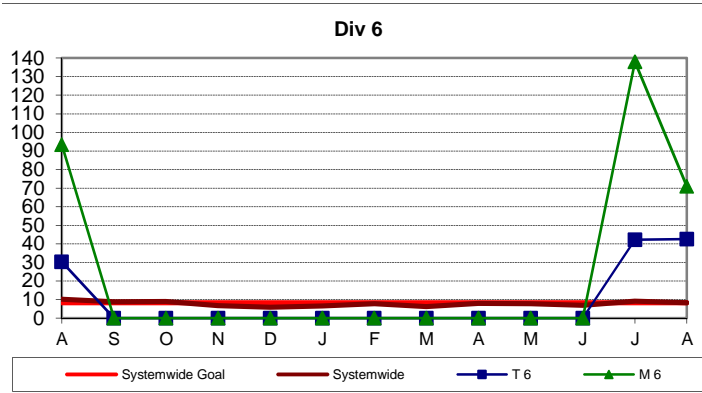


Remaining Below the Goal line is the target.

One month lag in reporting.

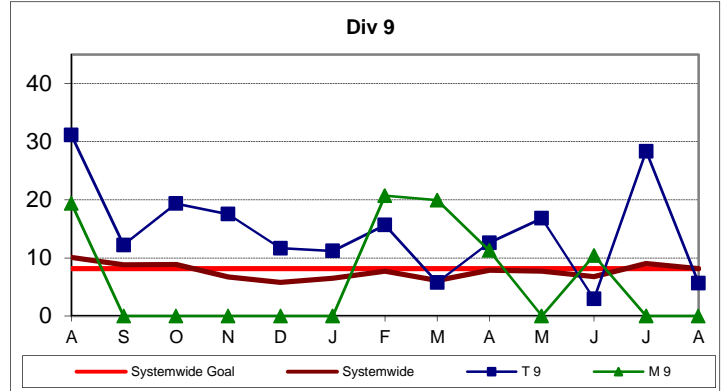
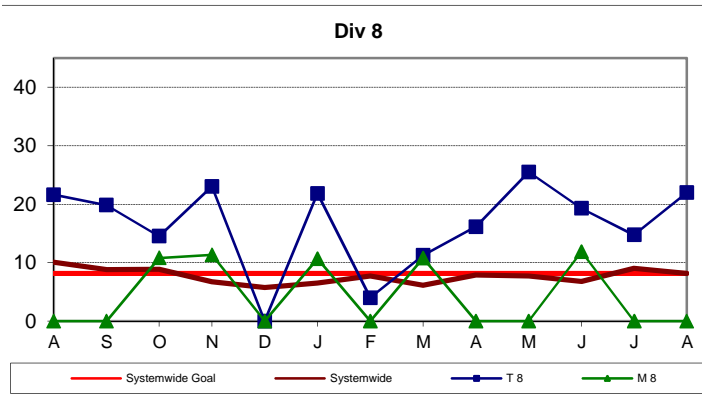


One month lag in reporting.

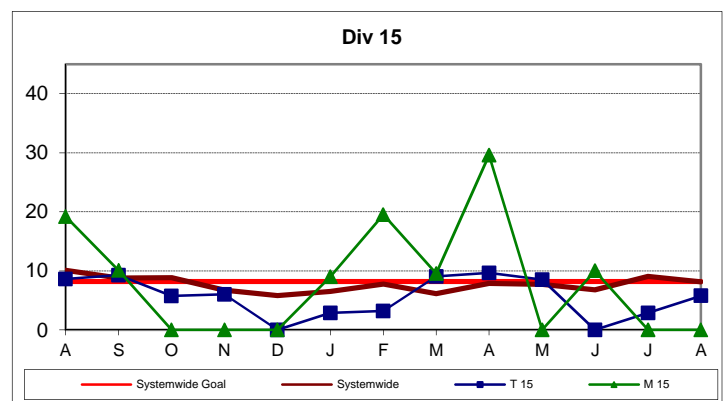
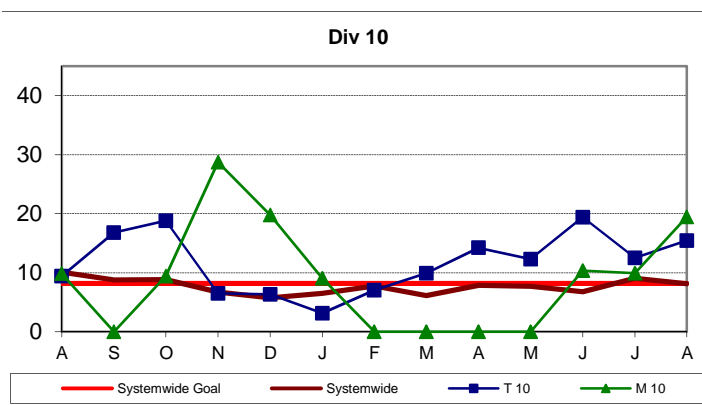




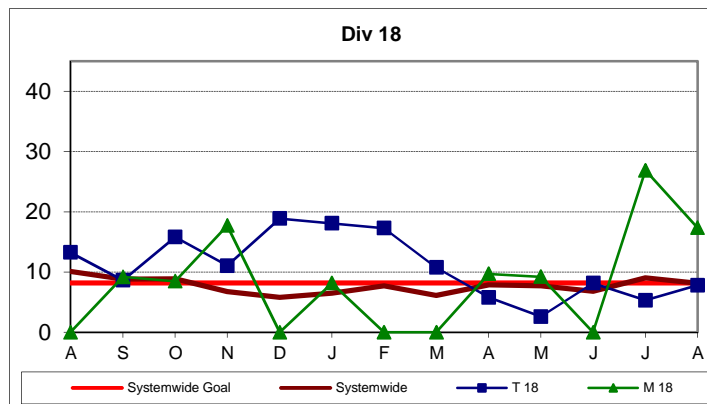
One month lag in reporting.



One month lag in reporting.



One month lag in reporting.



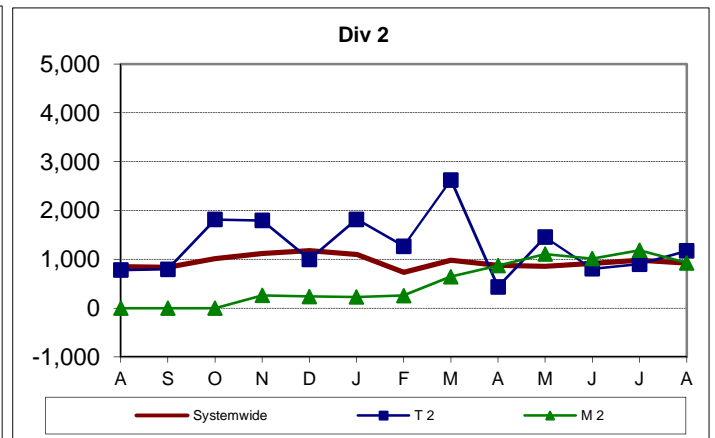
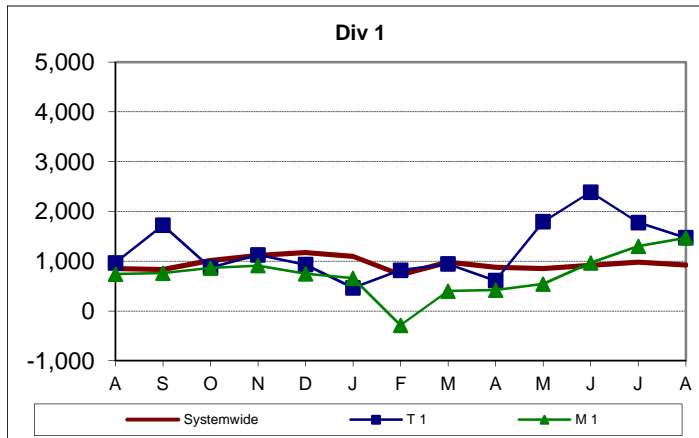
# NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS

## 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.

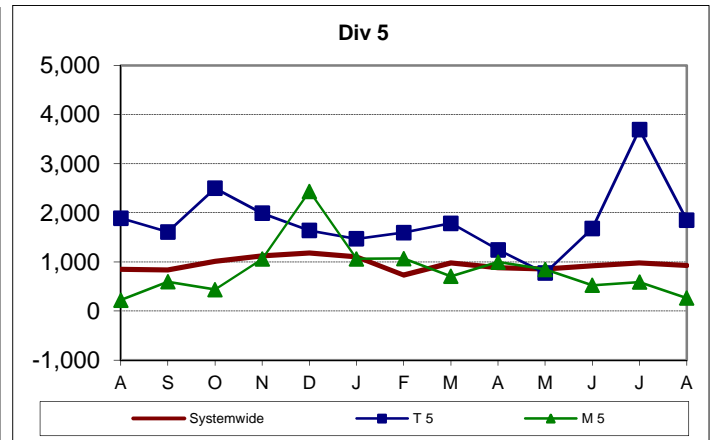
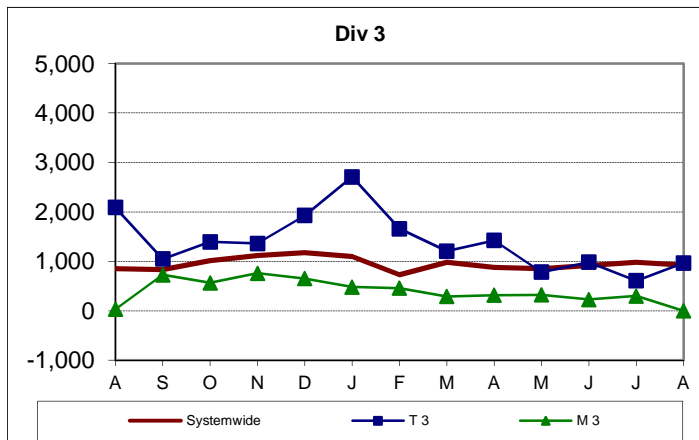
**Calculation:**  $(\text{Total Temporary Disability Benefit Payments} / \text{Estimated TD Benefit Rate}) \times (5/7) / (\text{Number of Exposure Hours} / 200,000)$

One month lag in reporting.



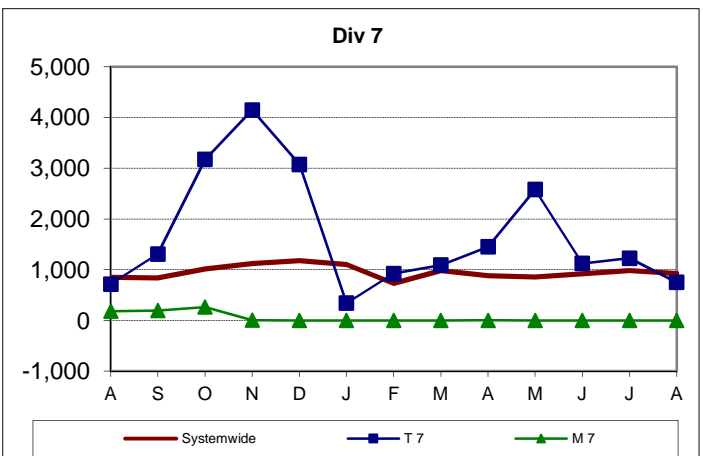
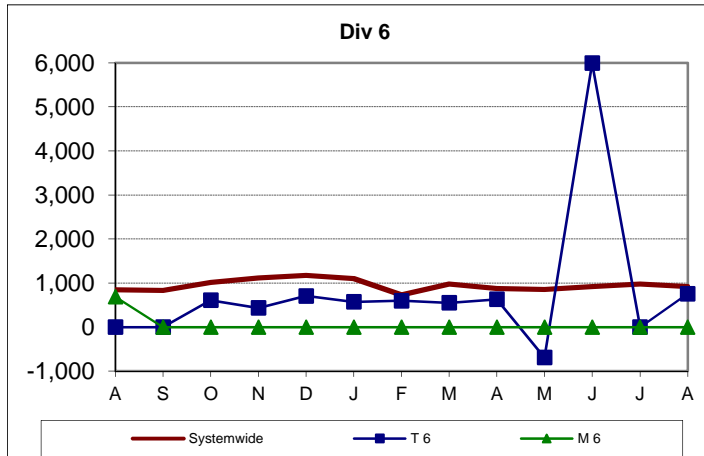
One month lag in reporting.

Lower is better.

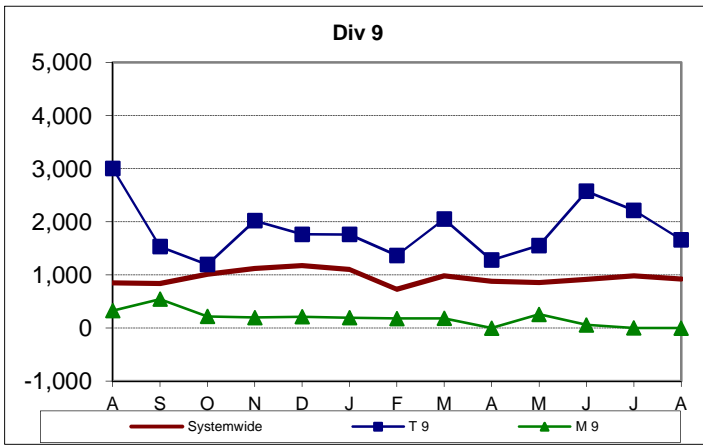
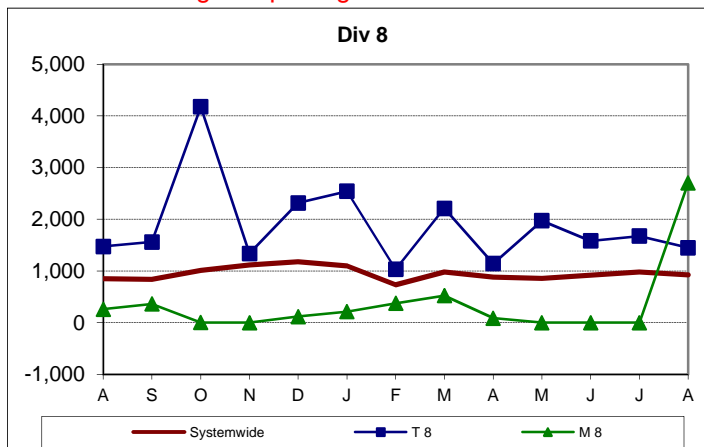


NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS - Continued

One month lag in reporting.

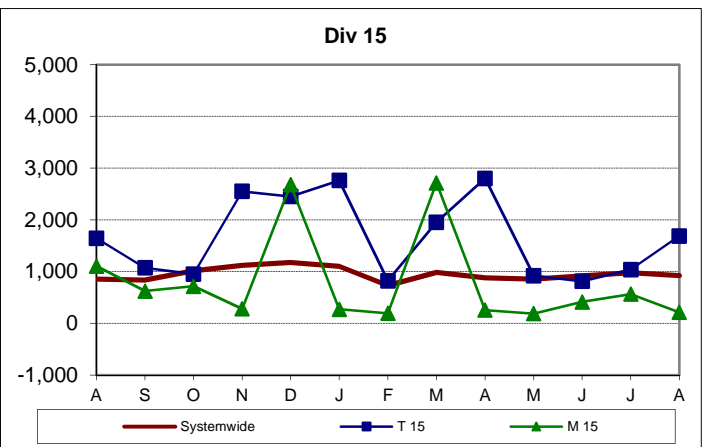
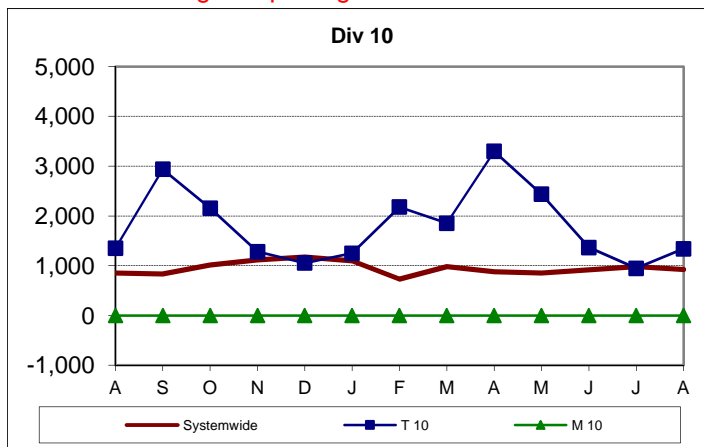


One month lag in reporting.



One month lag in reporting.

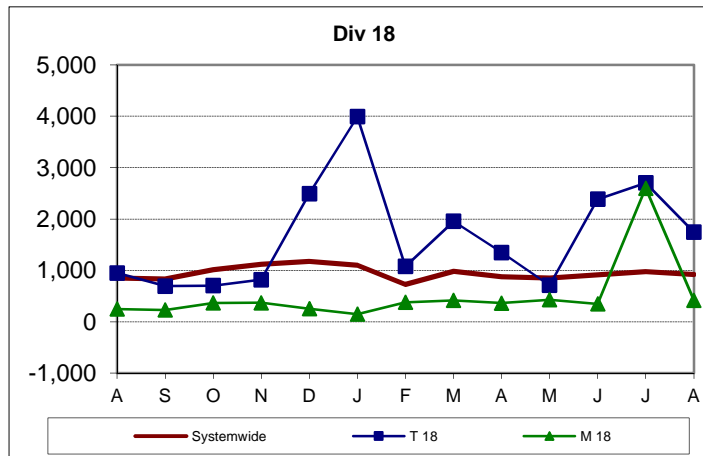
Lower is better.



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

One month lag in reporting.

Lower is better.



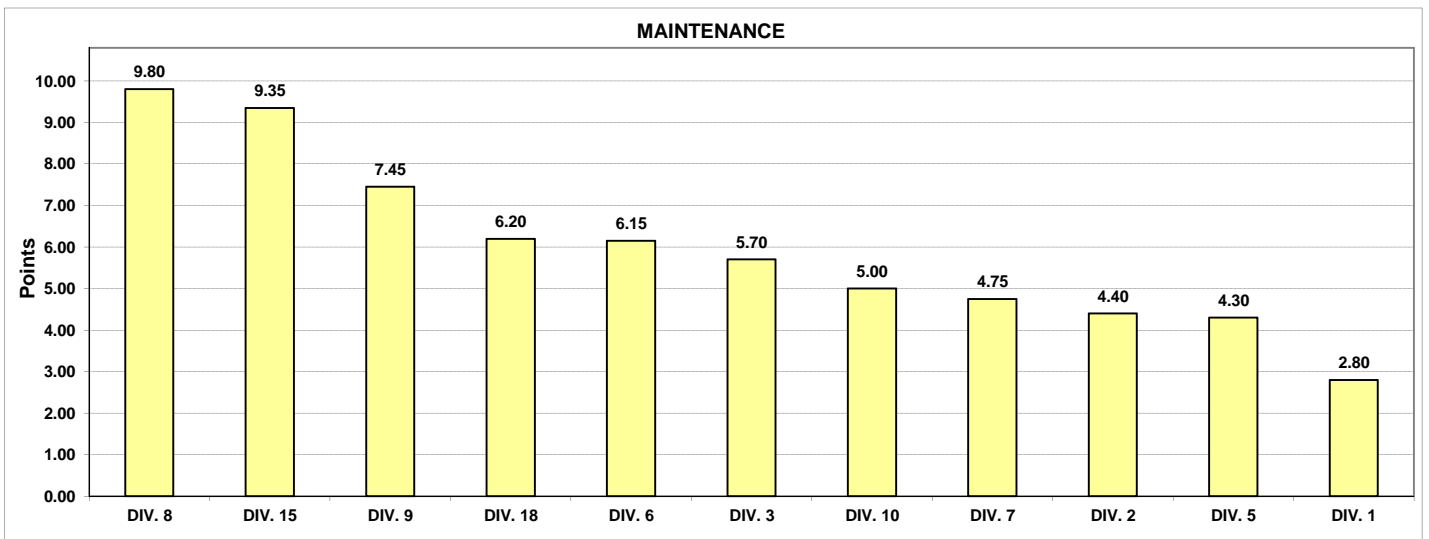
**"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM**

**Monthly Calculations - September 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>	77.6%	75.8%	74.6%	73.4%	75.1%	70.6%	83.4%	75.6%	69.8%	77.3%	73.5%
Points		10	8	5	3	6	2	11	7	1	9	4
Miles Between Total Road Calls	<b>30%</b>	1800.8	2197.4	3369.6	2435.3	2217.9	2003.8	3779.4	4124.5	1921.0	3793.3	1967.5
Points		1	5	8	7	6	4	9	11	2	10	3
Past Due PMPs	<b>25%</b>	0.170	0.028	0.031	0.078	0.226	0.034	0.014	0.032	0.017	0.001	0.000
Points		2	7	6	3	1	4	9	5	8	10	11
Bus Cleanliness	<b>25%</b>	8.18	8.16	8.36	8.33	8.97	8.44	9.14	8.63	8.43	8.81	8.38
Points		2	1	4	3	10	7	11	8	6	9	5
New WC Claims /200,000 Exp Hrs	<b>10%</b>	10.57	24.23	12.22	10.98	0.00	9.79	0.00	21.19	9.55	9.66	8.81
Points		5	1	3	4	10	6	10	2	8	7	9
<b>Totals</b>		<b>2.80</b>	<b>4.40</b>	<b>5.70</b>	<b>4.30</b>	<b>6.15</b>	<b>4.75</b>	<b>9.80</b>	<b>7.45</b>	<b>5.00</b>	<b>9.35</b>	<b>6.20</b>
<b>FINAL Maintenance Division Ranking (Sorted)</b>												
<b>RANKING</b>	<b>DIV.</b>	<b>DIV. 8</b>	<b>DIV. 15</b>	<b>DIV. 9</b>	<b>DIV. 18</b>	<b>DIV. 6</b>	<b>DIV. 3</b>	<b>DIV. 10</b>	<b>DIV. 7</b>	<b>DIV. 2</b>	<b>DIV. 5</b>	<b>DIV. 1</b>
	<b>Score</b>	<b>9.80</b>	<b>9.35</b>	<b>7.45</b>	<b>6.20</b>	<b>6.15</b>	<b>5.70</b>	<b>5.00</b>	<b>4.75</b>	<b>4.40</b>	<b>4.30</b>	<b>2.80</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>

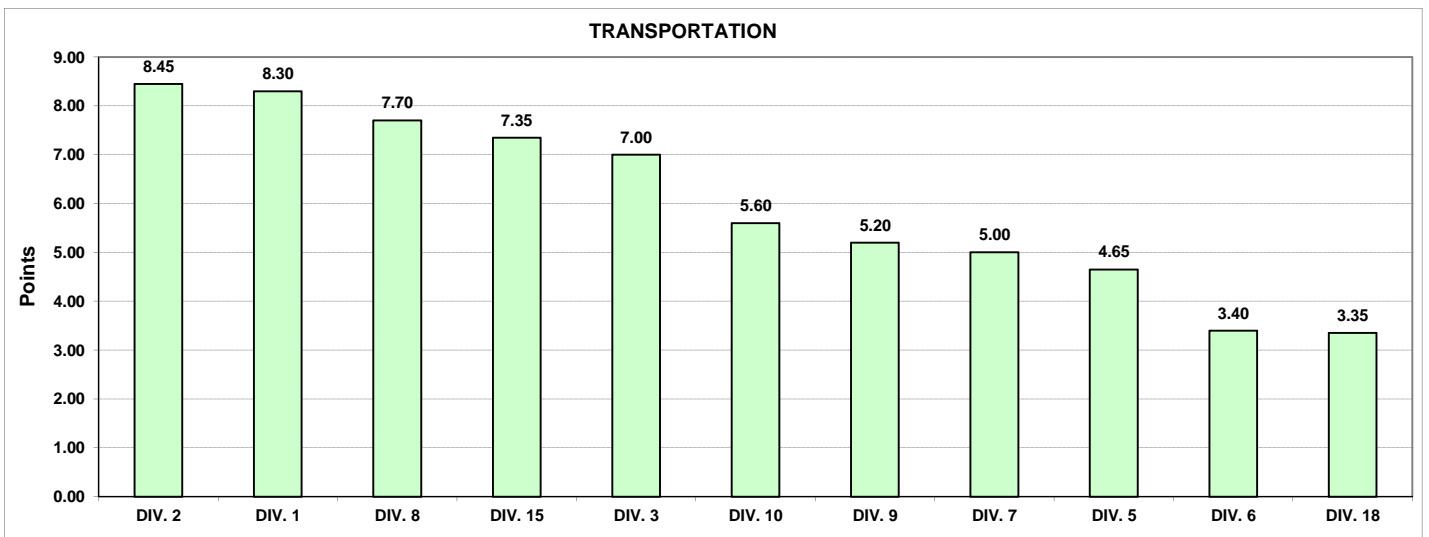


**Monthly Calculations - September 2013  
Metro Bus - Transportation**

**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%	0.776	0.758	0.746	0.734	0.751	0.706	0.834	0.756	0.698	0.773	0.735
Points		10	8	5	3	6	2	11	7	1	9	4
Accident Rate	35%	3.66	2.94	2.30	5.38	6.94	4.32	1.45	2.32	4.31	3.59	4.87
Points		6	8	10	2	1	4	11	9	5	7	3
Complaints/100K Boardings	35%	2.45	1.65	3.62	2.83	3.26	2.71	3.95	5.04	2.46	2.91	4.97
Points		10	11	4	7	5	8	3	1	9	6	2
New WC Claims /200,000 Exp Hrs	10%	14.96	26.74	7.60	11.34	94.09	17.46	15.59	23.97	16.33	9.19	13.70
Points		7	2	11	9	1	4	6	3	5	10	8
<b>Totals</b>		<b>8.30</b>	<b>8.45</b>	<b>7.00</b>	<b>4.65</b>	<b>3.40</b>	<b>5.00</b>	<b>7.70</b>	<b>5.20</b>	<b>5.60</b>	<b>7.35</b>	<b>3.35</b>
<b>FINAL RANKING</b>												
		<b>Transportation Division Ranking (Sorted)</b>										
	<b>DIV.</b>	<b>DIV. 2</b>	<b>DIV. 1</b>	<b>DIV. 8</b>	<b>DIV. 15</b>	<b>DIV. 3</b>	<b>DIV. 10</b>	<b>DIV. 9</b>	<b>DIV. 7</b>	<b>DIV. 5</b>	<b>DIV. 6</b>	<b>DIV. 18</b>
	<b>Score</b>	8.45	8.30	7.70	7.35	7.00	5.60	5.20	5.00	4.65	3.40	3.35
	<b>Rank</b>	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



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

### Quarterly Calculations: FY14 - Q1 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%	0.776	0.758	0.746	0.734	0.751	0.706	0.834	0.756	0.698	0.773	0.735
Points		10	8	5	3	6	2	11	7	1	9	4
Miles Between Total Road Calls	15.0%	1812.23	2216.96	3484.58	2325.26	2300.28	2023.83	4005.44	3862.48	2003.33	3352.76	1964.71
Points		1	5	9	7	6	4	11	10	3	8	2
Past Due PMPs	12.5%	0.100	0.046	0.036	0.146	0.381	0.032	0.044	0.051	0.018	0.001	0.006
Points		3	5	7	2	1	8	6	4	9	11	10
Bus Cleanliness	12.5%	8.149	8.122	8.359	8.291	8.909	8.509	8.943	8.622	8.472	8.741	8.400
Points		2	1	4	3	10	7	11	8	6	9	5
Claims /200000 Exp.Hrs	5.0%	21.290	8.008	11.876	17.876	46.251	12.613	7.674	14.065	9.730	9.650	20.561
Points *		2	10	7	4	1	6	11	5	8	9	3
<b>Transportation</b>												
In-Service On-Time Performance	10.0%	0.776	0.758	0.746	0.734	0.751	0.706	0.834	0.756	0.698	0.773	0.735
Points		10	8	5	3	6	2	11	7	1	9	4
Accidents/100k Hub Miles	17.5%	3.987	4.701	4.051	5.046	6.608	4.488	1.680	2.172	3.966	3.574	3.723
Points		6	3	5	2	1	4	11	10	7	9	8
Complaints/100K Boardings	17.5%	2.118	2.036	3.594	2.364	3.778	2.790	3.927	4.620	2.707	3.620	4.281
Points		10	11	6	9	4	7	3	1	8	5	2
Claims /200000 Exp.Hrs	5.0%	15.686	22.069	17.125	17.006	80.225	16.823	24.961	24.992	18.953	6.885	23.067
Points *		10	5	7	8	1	9	3	2	6	11	4
<b>Totals</b>		<b>5.68</b>	<b>5.90</b>	<b>6.10</b>	<b>4.65</b>	<b>4.15</b>	<b>5.45</b>	<b>8.58</b>	<b>6.33</b>	<b>5.80</b>	<b>8.50</b>	<b>4.88</b>

Maintenance and Transportation Division Ranking (Sorted)												
<b>FINAL RANKING</b>	<b>DIV.</b>	DIV. 8	DIV. 15	DIV. 9	DIV. 3	DIV. 2	DIV. 10	DIV. 1	DIV. 7	DIV. 18	DIV. 5	DIV. 6
	<b>Score</b>	8.58	8.50	6.33	6.10	5.90	5.80	5.68	5.45	4.88	4.65	4.15
	<b>Rank</b>	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th

