

# OPERATIONS MONTHLY PERFORMANCE REPORT

FEBRUARY 2015



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 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 Reported Workers' Compensation Indemnity & Medical Claims per 200,000 Exposure Hours.

Measurement	FY12	FY13	FY14	FY15 Target	FY15 YTD	FYTD Status	Dec Month	Jan Month	Feb Month
<b>Bus Systemwide</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	3,759	3,827	3,961	4,169	4,333	●	4,178	4,409	4,680
No. of unaddressed road calls	47	15	42		22		4	1	8
Mean Miles Between Total Road Calls (MMBTRC) **	2,292	2,443	2,863	3,013	3,168	●	3,095	3,442	3,382
In-Service On-time Performance ***	76.54%	75.82%	76.15%	80.00%	74.56%	◇	73.38%	76.41%	73.22%
Bus Traffic Accidents Per 100,000 Miles	3.72	3.66	3.56	3.38	3.66	◇	3.91	3.76	4.23
Number of "482 alleged accidents"	248	219	215		167		20	29	21
Complaints per 100,000 Boardings	3.14	3.12	3.64	3.46	3.84	◇	3.89	3.64	3.92
New Reported Workers' Compensation Claims per 200,000 Exposure Hours *	16.84	16.80	18.34	17.43	16.92	●	17.03	10.20	17.89
* 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	3,143	3,539	3,649	3,841	3,168	◇	2,862	2,519	3,192
No. of unaddressed road calls	1	0	0		9		1	0	5
MMBTRC	1,823	1,915	2,077	2,187	2,012	◇	1,905	2,109	2,073
In-Service On-time Performance	80.10%	79.56%	77.77%	80.00%	74.14%	◇	71.33%	76.33%	72.90%
Bus Traffic Accidents Per 100,000 Miles	3.77	3.75	3.96	3.76	4.01	◇	4.50	4.17	4.19
Number of "482 alleged accidents"	19	24	26		32		2	7	3
Complaints per 100,000 Boardings	2.09	2.35	2.72	2.58	3.15	◇	3.27	2.81	3.58
New Reported Workers' Compensation Claims per 200,000 Exposure Hours *	16.78	16.95	19.57	18.59	16.05	●	19.65	12.42	15.88
* Starting July 2013, Data now reflects Indemnity and Medical Claims									
<b>Division 2</b>									
MMBMF	3,280	2,993	3,151	3,317	3,254	◇	3,022	3,012	3,989
No. of unaddressed road calls	6	8	1		0		0	0	0
MMBTRC	1,834	1,892	2,251	2,370	2,241	◇	2,192	2,356	2,337
In-Service On-time Performance	74.22%	74.02%	76.12%	80.00%	74.19%	◇	72.97%	75.99%	70.79%
Bus Traffic Accidents Per 100,000 Miles	4.33	4.31	4.22	4.01	4.03	●	4.29	5.33	4.90
Number of "482 alleged accidents"	25	17	25		23		3	2	4
Complaints per 100,000 Boardings	2.28	2.01	2.40	2.28	2.32	◇	2.64	2.51	2.49
New Reported Workers' Compensation Claims per 200,000 Exposure Hours *	17.45	20.29	21.72	20.64	20.37	◇	35.48	5.48	32.20
* Starting July 2013, Data now reflects Indemnity and Medical Claims									

Measurement	FY12	FY13	FY14	FY15 Target	FY15 YTD	FYTD Status	Dec Month	Jan Month	Feb Month
<b>Division 3</b>									
MMBMF	2,975	3,446	4,614	4,857	5,400	●	5,078	6,289	4,856
No. of unaddressed road calls	2	2	3		0		0	0	0
MMBTRC	2,195	2,575	3,732	3,929	3,721	◇	3,570	4,208	3,605
In-Service On-time Performance	77.83%	76.10%	75.12%	80.00%	73.66%	◇	71.78%	75.90%	72.34%
Bus Traffic Accidents Per 100,000 Miles	3.27	3.90	4.46	4.24	4.27	◇	4.07	5.77	5.04
Number of "482 alleged accidents"	26	28	7		1		0	0	0
Complaints per 100,000 Boardings	3.14	3.20	3.71	3.52	3.82	◇	4.57	3.20	4.03
New Reported Workers' Compensation Claims per 200,000 Exposure Hours *	19.46	13.24	15.09	14.33	14.73	◇	5.45	16.36	8.76
* Starting July 2013, Data now reflects Indemnity and Medical Claims									
<b>Division 5</b>									
MMBMF	3,141	3,428	3,954	4,162	5,190	●	4,087	5,668	6,910
No. of unaddressed road calls	2	0	3		3		1	0	0
MMBTRC	1,771	2,211	2,731	2,875	3,794	●	3,024	3,878	4,531
In-Service On-time Performance	78.30%	75.89%	74.84%	80.00%	73.70%	◇	72.11%	75.63%	72.54%
Bus Traffic Accidents Per 100,000 Miles	5.64	4.50	4.82	4.58	4.78	◇	6.69	4.24	4.70
Number of "482 alleged accidents"	28	36	34		25		2	2	2
Complaints per 100,000 Boardings	2.00	2.37	2.92	2.77	3.04	◇	3.14	2.65	3.48
New Reported Workers' Compensation Claims per 200,000 Exposure Hours *	16.10	21.74	17.88	16.99	10.05	●	23.27	8.04	8.74
* Starting July 2013, Data now reflects Indemnity and Medical Claims									
<b>Division 6</b>									
MMBMF	12,999	11,013	7,017	7,386	9,632	●	8,212	6,764	6,034
No. of unaddressed road calls	0	0	0		0		0	0	0
MMBTRC	3,849	3,726	2,861	3,011	3,843	●	3,613	3,823	3,673
In-Service On-time Performance	78.44%	75.26%	75.44%	80.00%	70.94%	◇	73.03%	70.95%	68.99%
Bus Traffic Accidents Per 100,000 Miles	7.54	6.98	4.75	4.51	4.84	◇	6.64	7.96	5.92
Number of "482 alleged accidents"	3	1	1		3		0	1	0
Complaints per 100,000 Boardings	2.52	2.34	4.29	4.07	5.14	◇	4.36	5.87	6.63
New Reported Workers' Compensation Claims per 200,000 Exposure Hours *	9.69	11.46	35.33	33.57	21.67	●	0.00	0.00	37.20
* Starting July 2013, Data now reflects Indemnity and Medical Claims									
<b>Division 7</b>									
MMBMF	3,611	3,394	3,453	3,635	6,143	●	6,753	7,241	6,863
No. of unaddressed road calls	6	0	2		2		0	0	0
MMBTRC	1,859	1,980	2,423	2,551	4,286	●	4,167	5,028	4,545
In-Service On-time Performance	73.15%	71.96%	71.98%	80.00%	70.60%	◇	69.25%	73.24%	69.86%
Bus Traffic Accidents Per 100,000 Miles	4.32	4.06	4.60	4.37	4.73	◇	5.35	4.28	6.56
Number of "482 alleged accidents"	48	30	11		9		0	1	1
Complaints per 100,000 Boardings	3.28	3.10	3.32	3.15	3.47	◇	3.36	3.71	3.33
New Reported Workers' Compensation Claims per 200,000 Exposure Hours *	12.09	12.82	13.74	13.05	12.24	●	14.70	8.61	22.93
* Starting July 2013, Data now reflects Indemnity and Medical Claims									
<b>Division 8</b>									
MMBMF	6,518	5,957	5,292	5,571	5,543	◇	5,660	6,293	6,327
No. of unaddressed road calls	2	2	21		0		0	0	0
MMBTRC	4,924	4,348	4,717	4,965	4,785	◇	4,947	5,612	5,913
In-Service On-time Performance	78.72%	79.82%	83.65%	80.00%	84.36%	●	83.83%	86.33%	83.70%
Bus Traffic Accidents Per 100,000 Miles	2.78	2.20	1.86	1.77	1.97	◇	1.95	2.52	1.74
Number of "482 alleged accidents"	9	8	10		6		2	0	0
Complaints per 100,000 Boardings	3.57	3.75	4.28	4.06	3.63	●	3.15	3.32	3.32
New Reported Workers' Compensation Claims per 200,000 Exposure Hours *	22.18	14.80	18.34	17.42	15.23	●	13.79	5.69	18.35
* Starting July 2013, Data now reflects Indemnity and Medical Claims									

Measurement	FY12	FY13	FY14	FY15 Target	FY15 YTD	FYTD Status	Dec Month	Jan Month	Feb Month
<b>Division 9</b>									
MMBMF	5,281	5,109	4,366	4,596	4,411	◆	4,492	4,346	4,392
No. of unaddressed road calls	11	2	4		0		0	0	0
MMBTRC	3,879	4,101	4,100	4,316	3,928	◆	4,556	3,951	3,791
In-Service On-time Performance	76.83%	76.04%	75.55%	80.00%	73.99%	◆	72.23%	75.26%	72.41%
Bus Traffic Accidents Per 100,000 Miles	2.10	2.29	2.24	2.13	2.17	◆	2.29	1.78	3.38
Number of "482 alleged accidents"	10	16	25		10		1	3	1
Complaints per 100,000 Boardings	4.55	5.05	5.33	5.06	6.21	◆	6.80	5.94	6.02
New Reported Workers' Compensation Claims per 200,000 Exposure Hours *	17.55	18.34	25.80	24.51	24.26	●	29.37	10.33	22.89
* Starting July 2013, Data now reflects Indemnity and Medical Claims									
<b>Division 10</b>									
MMBMF	2,653	2,999	2,931	3,085	2,834	◆	2,699	3,077	3,051
No. of unaddressed road calls	11	0	5		2		0	0	2
MMBTRC	1,727	1,947	2,145	2,258	2,242	◆	2,121	2,401	2,315
In-Service On-time Performance	73.42%	71.76%	71.87%	80.00%	70.86%	◆	71.77%	73.30%	71.00%
Bus Traffic Accidents Per 100,000 Miles	4.27	4.77	3.79	3.60	4.52	◆	4.72	4.67	4.82
Number of "482 alleged accidents"	30	12	19		24		5	6	3
Complaints per 100,000 Boardings	2.74	2.56	2.93	2.79	3.10	◆	2.41	4.06	3.55
New Reported Workers' Compensation Claims per 200,000 Exposure Hours *	14.86	18.73	16.74	15.90	25.09	■	9.64	20.15	24.97
* Starting July 2013, Data now reflects Indemnity and Medical Claims									
<b>Division 15</b>									
MMBMF	4,459	4,285	4,210	4,431	4,147	◆	4,470	4,843	5,284
No. of unaddressed road calls	0	0	0		5		2	1	1
MMBTRC	2,898	2,984	3,552	3,739	3,357	◆	3,817	3,958	4,564
In-Service On-time Performance	76.95%	77.46%	78.10%	80.00%	77.26%	◆	76.71%	78.45%	74.97%
Bus Traffic Accidents Per 100,000 Miles	3.11	3.29	3.19	3.03	2.89	●	2.67	2.65	3.24
Number of "482 alleged accidents"	19	16	23		13		3	3	3
Complaints per 100,000 Boardings	3.77	3.23	4.26	4.05	4.83	◆	4.99	4.24	4.73
New Reported Workers' Compensation Claims per 200,000 Exposure Hours *	15.89	12.97	13.26	12.60	13.95	◆	10.59	2.14	13.69
* Starting July 2013, Data now reflects Indemnity and Medical Claims									
<b>Division 18</b>									
MMBMF	4,183	3,712	4,425	4,658	5,034	●	4,858	5,040	4,778
No. of unaddressed road calls	6	1	3		1		0	0	0
MMBTRC	2,203	2,024	2,558	2,693	3,084	●	2,826	3,469	3,090
In-Service On-time Performance	75.32%	74.21%	74.87%	80.00%	71.84%	◆	70.38%	73.40%	70.80%
Bus Traffic Accidents Per 100,000 Miles	4.25	4.03	3.45	3.28	4.07	◆	3.93	3.62	4.37
Number of "482 alleged accidents"	31	31	34		21		2	4	4
Complaints per 100,000 Boardings	4.19	3.12	4.46	4.24	4.60	◆	4.53	3.82	4.36
New Reported Workers' Compensation Claims per 200,000 Exposure Hours *	18.15	19.28	19.15	18.19	16.04	●	12.01	14.34	8.80
* Starting July 2013, Data now reflects Indemnity and Medical Claims									

● 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%.

Measurement	FY14 Target	Feb 14	Mar 14	Apr 14	May 14	Jun 14	FY15 Target	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15
<b>Bus Systemwide</b>															
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls	4,000	3,999	3,970	3,917	3,685	4,480	4,169	4,389	4,092	4,279	4,422	4,290	4,178	4,409	4,680
Mean Miles Between Total Road Calls (MMBTRC) **	2,550	2,987	3,032	2,969	2,699	3,161	3,013	3,112	2,921	3,060	3,205	3,219	3,095	3,442	3,382
In-Service On-time Performance ***	80%	76.1%	76.5%	77.2%	76.1%	78.3%	80%	77.9%	75.5%	73.1%	73.0%	73.9%	73.4%	76.4%	73.2%
Bus Traffic Accidents Per 100,000 Miles * Number of *482 alleged accidents*	3.10	3.10	3.60	3.24	3.14	3.57	3.38	3.06	3.22	3.56	3.74	3.79	3.88	3.78	4.23
Complaints per 100,000 Boardings	2.20	4.14	4.08	3.25	3.53	3.33	3.46	3.66	3.61	4.34	3.93	3.69	3.89	3.64	3.92
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	15.12	20.89	19.63	24.49	19.23	16.27	17.43	22.16	15.17	16.63	18.23	14.83	17.03	10.20	17.89
* Data reflects updated data for each month.															
<b>Division 1</b>															
MMBMF No. of unaddressed road calls	4,000	4,127	3,775	3,638	3,046	3,610	3,841	4,004	3,320	3,521	3,167	3,202	2,862	2,519	3,192
MMBTRC	2,550	2,327	2,285	2,416	1,801	2,010	2,187	2,107	1,928	1,890	2,037	2,078	1,905	2,109	2,073
In-Service On-time Performance	80%	78.6%	78.9%	76.9%	76.6%	78.1%	80%	77.4%	74.7%	74.2%	72.5%	73.8%	71.3%	76.3%	72.9%
Bus Traffic Accidents Per 100,000 Miles * Number of *482 alleged accidents*	3.15	3.01	3.55	3.11	3.86	4.48	3.76	3.75	2.68	3.25	4.22	5.74	4.50	4.17	4.19
Complaints per 100,000 Boardings	1.67	2.76	2.42	3.01	3.34	2.71	2.58	3.36	2.70	2.89	3.81	2.75	3.27	2.81	3.58
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	15.12	25.97	13.17	24.42	21.65	19.19	18.59	20.90	2.62	23.87	17.34	15.75	19.65	12.42	15.88
* Data reflects updated data for each month.															
<b>Division 2</b>															
MMBMF No. of unaddressed road calls	4,000	3,052	3,196	2,686	2,603	2,796	3,317	2,985	3,283	3,072	3,314	3,682	3,022	3,012	3,989
MMBTRC	2,550	2,224	2,251	1,995	1,796	1,895	2,370	2,256	2,106	2,155	2,277	2,288	2,192	2,356	2,337
In-Service On-time Performance	80%	74.5%	75.3%	76.9%	74.7%	77.7%	80%	78.5%	74.5%	72.7%	72.9%	74.9%	73.0%	76.0%	70.8%
Bus Traffic Accidents Per 100,000 Miles * Number of *482 alleged accidents*	3.60	3.43	4.15	2.65	3.55	2.66	4.01	4.17	1.96	4.16	4.07	3.35	4.11	5.33	4.90
Complaints per 100,000 Boardings	1.43	3.31	2.25	1.89	2.03	2.45	2.28	1.89	2.23	2.10	2.74	2.00	2.64	2.51	2.49
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	15.12	29.98	21.78	19.57	27.74	25.03	20.64	21.42	24.18	14.14	13.22	17.31	35.48	5.48	32.20
* Data reflects updated data for each month.															
<b>Division 3</b>															
MMBMF No. of unaddressed road calls	4,000	4,509	5,915	4,682	4,779	4,914	4,857	6,500	5,335	5,027	4,626	6,066	5,078	6,289	4,856
MMBTRC	2,550	3,595	4,425	3,851	3,548	3,878	3,929	4,515	3,242	3,516	3,330	4,182	3,570	4,208	3,605
In-Service On-time Performance	80%	75.9%	76.3%	75.4%	75.7%	77.0%	80%	77.2%	74.0%	72.6%	72.4%	73.0%	71.8%	75.9%	72.3%
Bus Traffic Accidents Per 100,000 Miles * Number of *482 alleged accidents*	3.27	4.13	5.18	4.27	3.63	4.04	4.24	3.38	4.77	3.32	4.13	3.99	4.07	5.77	5.04
Complaints per 100,000 Boardings	2.27	4.63	3.13	3.32	3.84	3.50	3.52	4.26	3.53	4.23	3.35	3.46	4.57	3.20	4.03
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	15.12	26.85	8.14	19.11	24.99	16.87	14.33	10.95	13.82	5.62	13.18	5.77	5.45	16.36	8.76
* Data reflects updated data for each month.															
<b>Division 5</b>															
MMBMF No. of unaddressed road calls	4,000	4,117	4,373	3,858	4,062	5,404	4,162	4,908	5,083	5,348	5,308	4,915	4,087	5,668	6,910
MMBTRC	2,550	2,950	2,718	2,787	3,147	3,972	2,875	3,702	3,935	3,673	4,066	3,793	3,024	3,878	4,531
In-Service On-time Performance	80%	75.5%	74.7%	76.4%	74.9%	76.7%	80%	76.9%	74.5%	72.5%	73.3%	72.0%	72.1%	75.6%	72.5%
Bus Traffic Accidents Per 100,000 Miles * Number of *482 alleged accidents*	3.79	3.77	4.13	5.49	5.82	5.84	4.58	2.62	4.75	3.74	5.18	6.90	6.88	4.24	4.70
Complaints per 100,000 Boardings	1.68	3.68	4.46	2.55	2.61	2.80	2.77	2.59	3.00	3.70	2.89	2.91	3.14	2.65	3.48
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	15.12	14.69	20.98	29.36	29.12	13.80	16.99	10.65	10.92	39.92	10.06	5.43	23.27	8.04	8.74
* Data reflects updated data for each month.															

- Green - Meets Target at
- ◇ Yellow - Falls below Target
- Red - Falls below Target

Measurement	FY14 Target	Feb 14	Mar 14	Apr 14	May 14	Jun 14	FY15 Target	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15
<b>Division 6</b>															
MMBMF No. of unaddressed road calls	4,000	12,231	11,379	5,550	10,081	15,075	7,386	11,480	12,881	8,679	16,631	16,487	8,212	6,764	6,034
MMBTRC	2,550	2,952	3,793	2,621	3,240	4,761	3,011	3,280	3,607	4,340	4,158	4,580	3,613	3,823	3,673
In-Service On-time Performance	80%	75.4%	78.5%	82.1%	78.6%	79.2%	80%	74.3%	73.0%	67.9%	68.4%	71.3%	73.0%	71.0%	69.0%
Bus Traffic Accidents Per 100,000 Miles * Number of *482 alleged accidents*	5.79	2.34	4.39	2.12	2.20	2.21	4.51	1.09	6.65	4.19	4.01	2.43	6.64	7.96	5.92
Complaints per 100,000 Boardings	1.88	6.69	4.27	3.79	6.20	5.54	4.07	5.97	2.02	5.26	3.34	8.46	4.36	5.87	6.63
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	15.12	0.00	51.51	49.85	0.00	37.53	33.57	17.75	34.69	34.63	15.05	36.65	0.00	0.00	37.20
* Data reflects updated data for each month.															
<b>Division 7</b>															
MMBMF No. of unaddressed road calls	4,000	3,633	2,853	3,842	3,622	4,695	3,635	5,448	5,446	5,801	6,296	6,027	6,753	7,241	6,863
MMBTRC	2,550	2,631	2,399	2,553	2,629	3,208	2,551	3,674	3,765	4,438	4,757	4,353	4,167	5,028	4,545
In-Service On-time Performance	80%	71.2%	71.5%	73.1%	72.5%	75.6%	80%	73.4%	70.9%	68.8%	69.3%	70.0%	69.3%	73.2%	69.9%
Bus Traffic Accidents Per 100,000 Miles * Number of *482 alleged accidents*	3.42	4.07	5.80	3.42	4.20	4.16	4.37	3.75	4.77	4.93	4.66	3.83	5.35	4.56	6.56
Complaints per 100,000 Boardings	2.20	3.71	4.03	3.18	3.29	2.76	3.15	3.32	3.43	4.02	3.82	2.71	3.36	3.71	3.33
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	15.12	11.55	10.49	17.20	19.32	19.84	13.05	10.94	13.12	8.74	12.53	6.69	14.70	8.61	22.93
* Data reflects updated data for each month.															
<b>Division 8</b>															
MMBTRC No. of unaddressed road calls	4,000	5,056	4,957	5,606	5,609	5,553	5,571	5,450	4,911	5,431	5,496	5,172	5,660	6,293	6,327
MMBTRC	2,550	4,586	4,721	5,041	5,012	5,141	4,965	4,497	4,429	4,520	4,626	4,310	4,947	5,612	5,913
In-Service On-time Performance	80%	83.4%	84.6%	85.3%	83.4%	86.5%	80%	87.0%	85.3%	82.3%	82.5%	83.8%	83.8%	86.3%	83.7%
Bus Traffic Accidents Per 100,000 Miles * Number of *482 alleged accidents*	2.00	2.02	2.31	1.57	1.70	1.44	1.77	1.95	1.94	2.28	1.64	2.01	1.95	2.52	1.74
Complaints per 100,000 Boardings	2.66	4.36	4.51	2.89	4.09	3.03	4.06	3.91	3.48	3.91	3.88	3.95	3.15	3.32	3.32
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	15.12	18.09	19.36	19.50	16.76	17.33	17.42	13.84	14.08	17.05	26.89	11.71	13.79	5.69	18.35
* Data reflects updated data for each month.															
<b>Division 9</b>															
MMBMF No. of unaddressed road calls	4,000	4,720	4,007	4,454	4,023	6,054	4,596	4,880	4,285	4,140	4,931	3,935	4,492	4,346	4,392
MMBTRC	2,550	4,228	4,056	4,278	3,836	5,232	4,316	4,046	3,568	3,911	4,064	3,667	4,556	3,951	3,791
In-Service On-time Performance	80%	75.5%	76.6%	76.0%	75.3%	78.4%	80%	78.3%	76.3%	72.1%	72.0%	73.4%	72.2%	75.3%	72.4%
Bus Traffic Accidents Per 100,000 Miles * Number of *482 alleged accidents*	2.00	1.91	2.05	2.36	1.31	2.18	2.13	1.81	2.19	2.32	1.44	2.08	2.08	1.78	3.38
Complaints per 100,000 Boardings	3.58	4.96	6.38	5.48	5.45	5.59	5.06	6.48	5.84	6.73	6.07	5.85	6.80	5.94	6.02
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	15.12	40.59	32.45	47.87	22.06	13.45	24.51	45.53	20.04	15.61	27.30	22.91	29.37	10.33	22.89
* Data reflects updated data for each month.															
<b>Division 10</b>															
MMBMF No. of unaddressed road calls	4,000	2,569	2,879	2,899	2,911	3,632	3,085	2,534	2,482	2,928	3,266	2,868	2,699	3,077	3,051
MMBTRC	2,550	2,022	2,299	2,139	2,062	2,553	2,258	1,986	2,031	2,284	2,566	2,377	2,121	2,401	2,315
In-Service On-time Performance	80%	72.3%	72.5%	73.1%	73.4%	74.7%	80%	71.0%	70.4%	69.9%	68.7%	70.7%	71.8%	73.3%	71.0%
Bus Traffic Accidents Per 100,000 Miles * Number of *482 accidents*	4.01	2.63	3.19	3.71	3.02	4.42	3.60	3.63	4.00	3.43	5.41	4.36	4.72	4.67	4.82
Complaints per 100,000 Boardings	1.81	3.60	3.31	2.59	2.88	2.34	2.79	3.14	2.69	3.35	2.73	2.98	2.41	4.06	3.55
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	15.12	13.26	21.58	21.78	19.24	5.06	15.90	48.43	17.32	19.86	25.12	35.16	9.64	20.15	24.97
* Data reflects updated data for each month.															

- Green - Meets Target at
- ◇ Yellow - Falls below Target
- Red - Falls below Target

Measurement	FY14 Target	Feb 14	Mar 14	Apr 14	May 14	Jun 14	FY15 Target	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15
<b>Division 15</b>															
MMBCMF															
No. of unaddressed road calls	4,000	4,114	4,688	3,924	3,138	3,756	4,431	3,972	3,516	3,729	3,766	4,175	4,470	4,843	5,284
MMBTRC	2,550	3,576	4,190	3,580	2,755	3,036	3,739	3,137	2,799	2,953	2,984	3,340	3,817	3,958	4,564
In-Service On-time Performance	80%	78.1%	78.6%	79.5%	78.1%	80.0%	80%	81.2%	78.8%	75.5%	75.6%	76.9%	76.7%	78.5%	75.0%
Bus Traffic Accidents Per 100,000 Miles *															
Number of "482 alleged accidents"	2.76	3.01	3.74	2.82	2.28	4.09	3.03	2.35	2.51	3.83	2.90	3.06	2.90	2.77	3.24
Complaints per 100,000 Boardings	2.29	5.12	5.11	3.88	4.02	4.15	4.05	3.86	5.05	6.15	4.67	4.94	4.99	4.24	4.73
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	15.12	12.02	21.90	17.76	8.81	13.66	12.60	19.81	15.33	22.35	18.91	8.98	10.59	2.14	13.69
* Data reflects updated data for each month.															
<b>Division 18</b>															
MMBCMF															
No. of unaddressed road calls	4,000	4,579	4,583	4,403	4,335	5,430	4,658	5,560	4,981	5,299	5,063	4,752	4,858	5,040	4,778
MMBTRC	2,550	3,001	2,827	2,857	2,540	3,103	2,693	3,186	3,031	2,900	2,945	3,345	2,826	3,469	3,090
In-Service On-time Performance	80%	74.8%	75.0%	76.0%	74.6%	76.6%	80%	76.1%	73.8%	69.9%	69.9%	70.3%	70.4%	73.4%	70.8%
Bus Traffic Accidents Per 100,000 Miles *															
Number of "482 alleged accidents"	3.40	3.74	2.87	3.86	3.44	3.42	3.28	4.12	2.88	4.31	4.88	4.07	3.70	3.62	4.37
Complaints per 100,000 Boardings	2.66	4.94	4.94	3.65	3.80	3.81	4.24	3.92	4.27	5.83	5.11	4.83	4.53	3.82	4.36
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	15.12	20.18	20.04	22.41	10.19	16.64	18.19	16.10	16.34	28.08	17.25	14.63	12.01	14.34	8.80
* Data reflects updated data for each month.															

- Green - Meets Target at
- ◇ Yellow - Falls below Target
- Red - Falls below Target

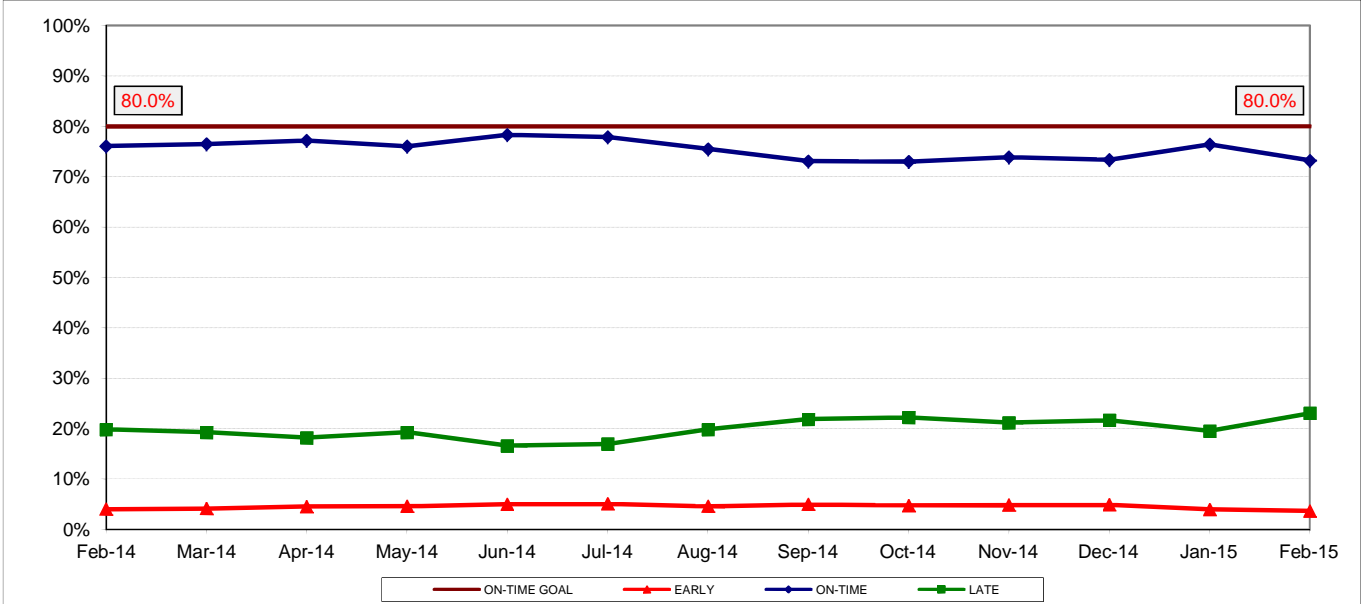


## BUS SERVICE PERFORMANCE IN-SERVICE ON-TIME PERFORMANCE

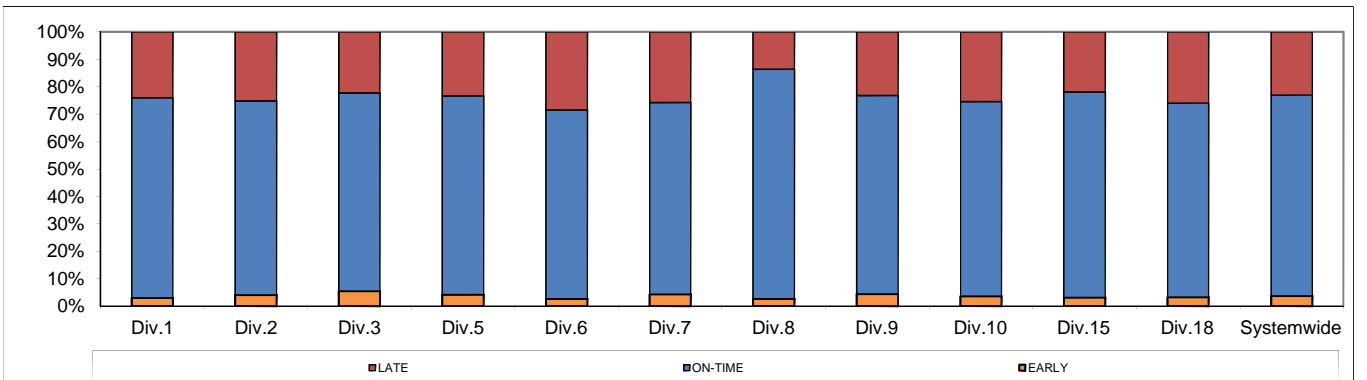
**Definition:** This performance indicator measures the percentage of actual buses in revenue service that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Includes Rapid buses).

**Calculation:** ISOTP%: Early = Early Cases/Total Cases; OnTime = OnTime Cases/Total Cases; Late = Late Cases/Total Cases

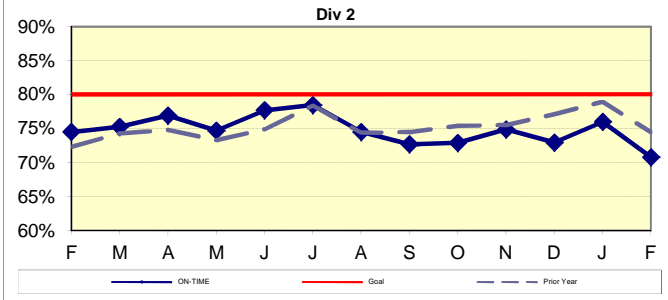
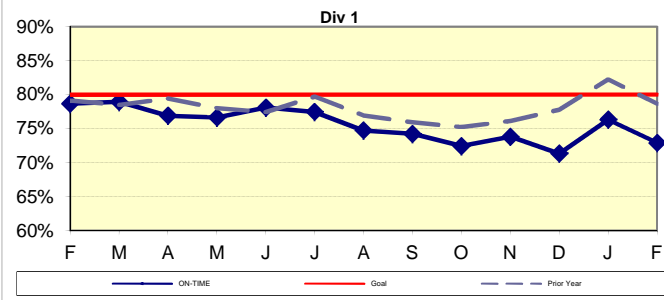
### Systemwide Trend Bus Operating Divisions ISOTP - 1 Minute Tolerance for Running Hot



Remaining Above the Goal line is the target.

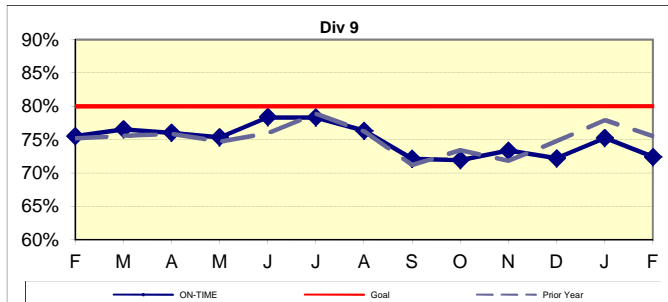
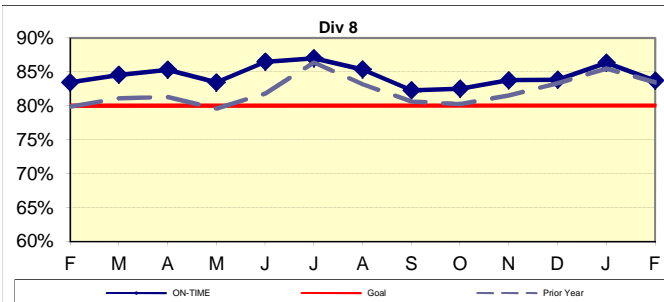
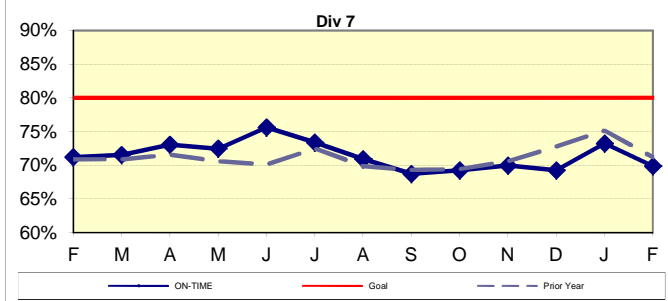
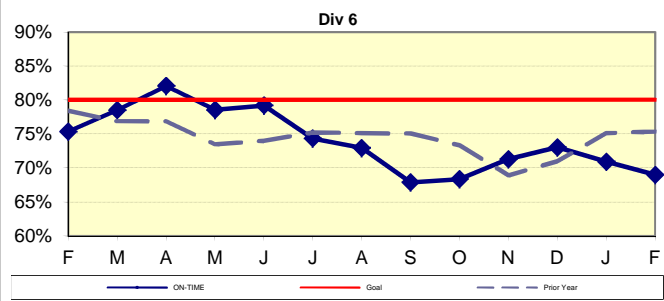
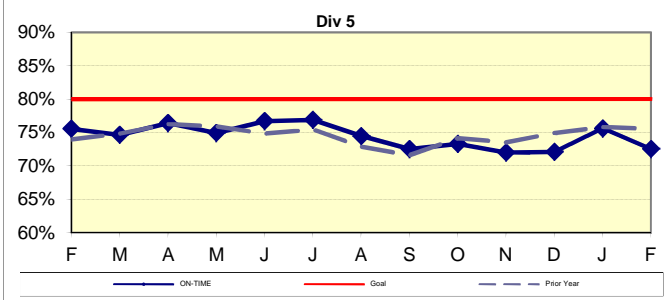
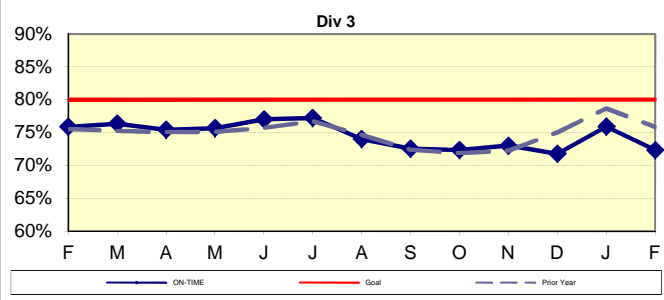


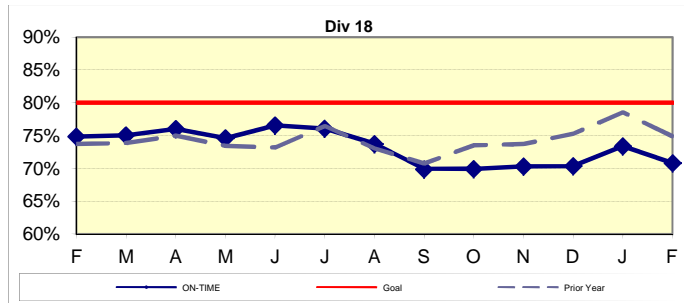
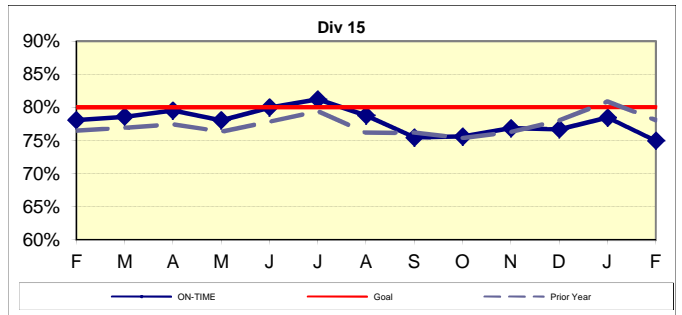
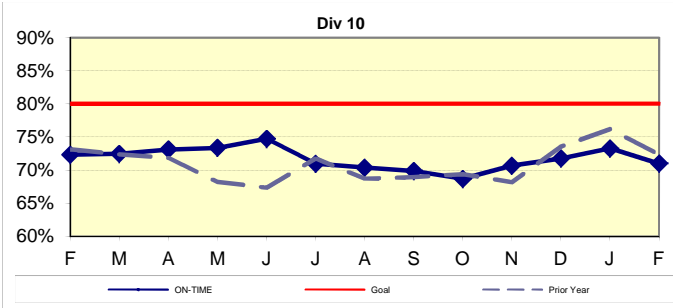
## ISOTP By Division



Remaining Above the Goal line is the target.

## Bus Service Performance - Continued





ISOTP By Divisions

Year-to-Date Compared To Last Year

	FY14	FY15-YTD	Variance
<b>Division 1</b>			
Early	4.54%	4.14%	-0.40%
On-Time	77.77%	74.14%	-3.62%
Late	17.69%	21.71%	4.02%

	FY14	FY15-YTD	Variance
<b>Division 8</b>			
Early	3.97%	3.46%	-0.52%
On-Time	83.65%	84.36%	0.71%
Late	12.38%	12.18%	-0.19%

<b>Division 2</b>			
Early	4.71%	5.23%	0.52%
On-Time	76.12%	74.19%	-1.94%
Late	19.17%	20.58%	1.42%

<b>Division 9</b>			
Early	5.65%	5.57%	-0.08%
On-Time	75.55%	73.99%	-1.56%
Late	18.80%	20.44%	1.64%

<b>Division 3</b>			
Early	6.18%	6.52%	0.33%
On-Time	75.12%	73.66%	-1.46%
Late	18.69%	19.82%	1.12%

<b>Division 10</b>			
Early	5.00%	4.38%	-0.62%
On-Time	71.87%	70.86%	-1.01%
Late	23.13%	24.75%	1.63%

<b>Division 5</b>			
Early	6.05%	5.53%	-0.52%
On-Time	74.84%	73.70%	-1.14%
Late	19.11%	20.77%	1.66%

<b>Division 15</b>			
Early	4.19%	3.79%	-0.40%
On-Time	78.10%	77.26%	-0.84%
Late	17.71%	18.96%	1.24%

<b>Division 6</b>			
Early	7.83%	4.90%	-2.94%
On-Time	75.44%	70.94%	-4.50%
Late	16.73%	24.17%	7.44%

<b>Division 18</b>			
Early	4.99%	4.14%	-0.85%
On-Time	74.87%	71.84%	-3.03%
Late	20.14%	24.02%	3.88%

<b>Division 7</b>			
Early	5.32%	4.81%	-0.50%
On-Time	71.98%	70.60%	-1.38%
Late	22.71%	24.59%	1.88%

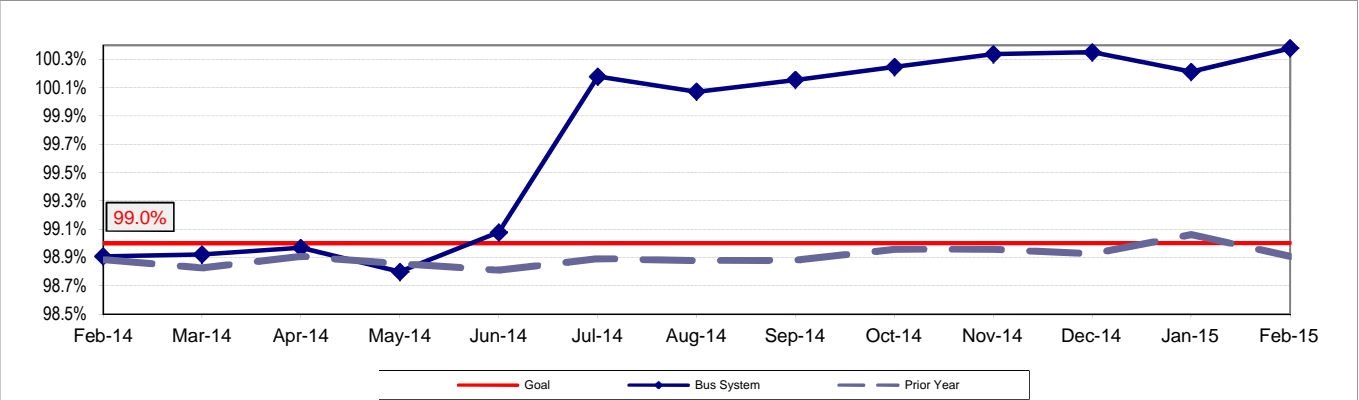
<b>SYSTEMWIDE</b>			
Early	5.01%	4.62%	-0.39%
On-Time	76.15%	74.56%	-1.59%
Late	18.84%	20.82%	1.98%

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

**Definition:** This performance indicator shows the percentage of scheduled Revenue Hours delivered after deducting cancellations, outlates and in-service equipment failures.

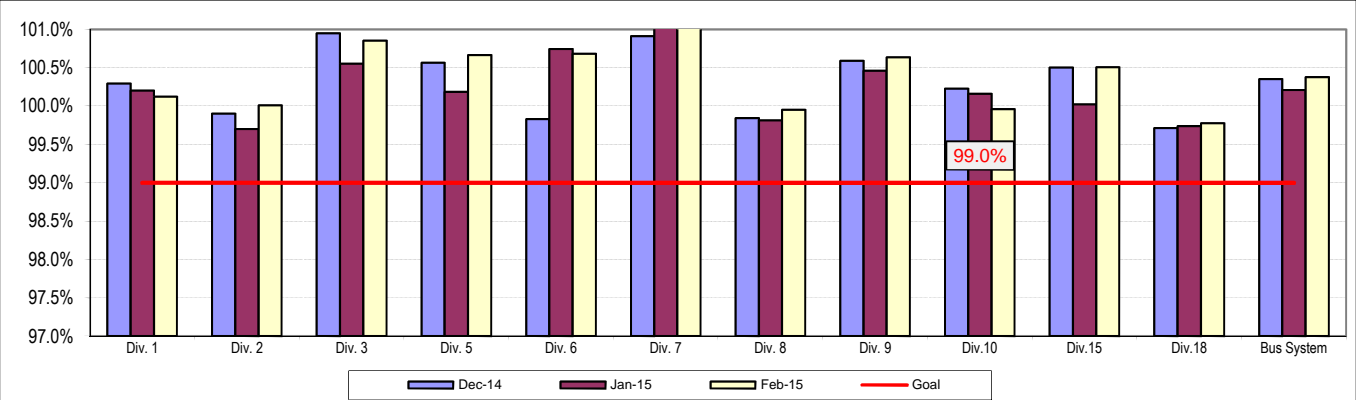
**Calculation:** SRHD% = Actual Revenue Hours / Scheduled Revenue Hours

**Systemwide Trend**



Remaining At the Goal line is the target.

**ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED by Divisions  
December 2014 - February 2015**



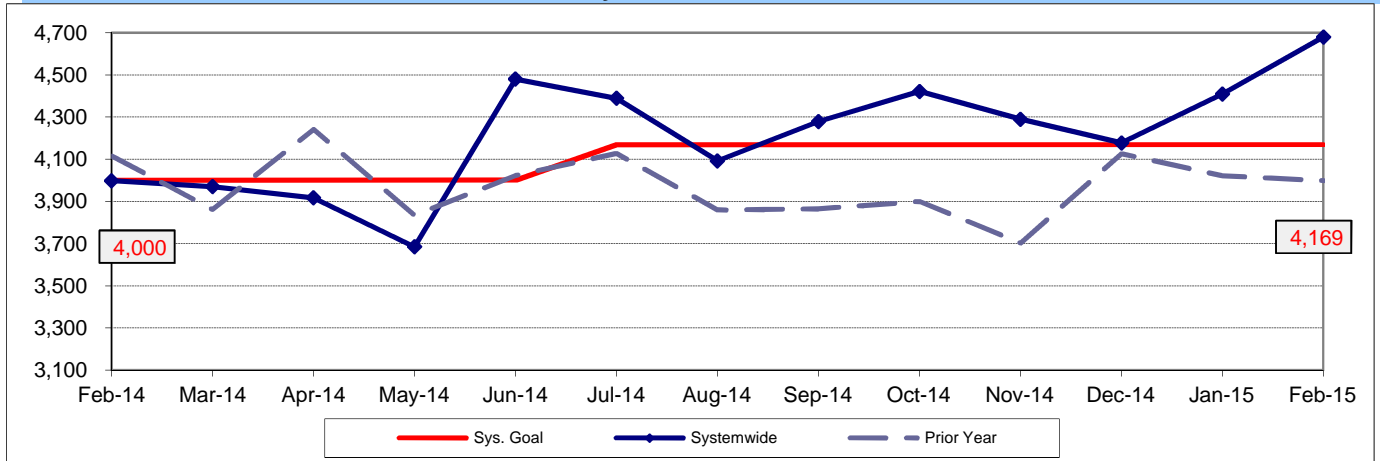
## BUS MAINTENANCE PERFORMANCE

### MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)

**Definition:** Number of Hub Miles traveled between mechanical failures. This includes only those Road Calls that required a bus exchange.

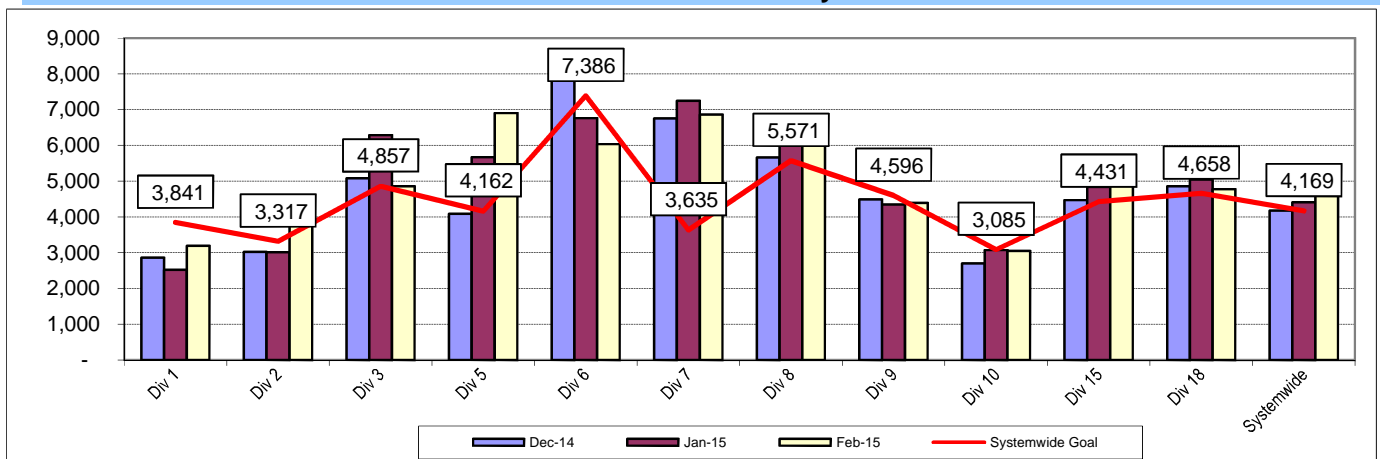
**Calculation:**  $MMBMF = \text{Total Hub Miles} / \text{Mechanical Failures Requiring a Bus Exchange}$

#### Systemwide Trend



Remaining Above the Goal line is the target.

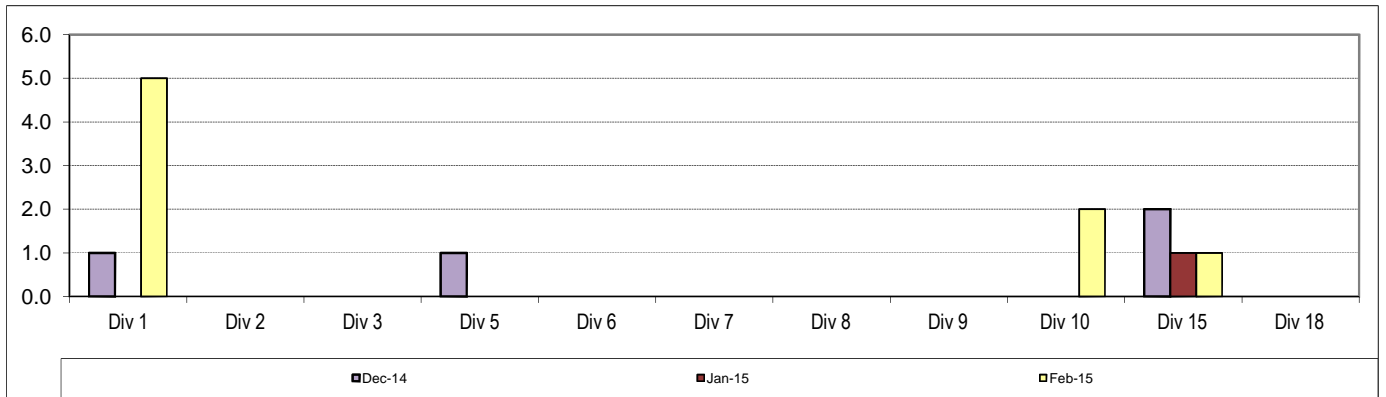
#### MMBMF -- Bus Operating Divisions December 2014 - February 2015



### Unaddressed Road Calls -- Bus Operating Divisions December 2014 - February 2015

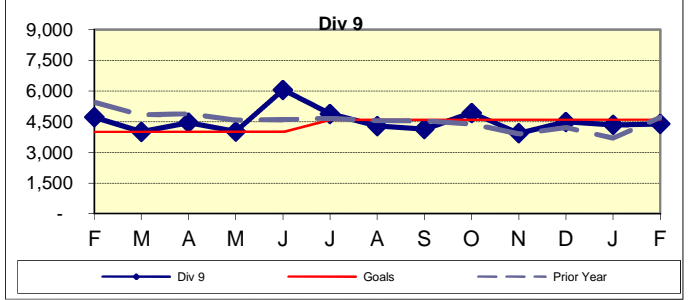
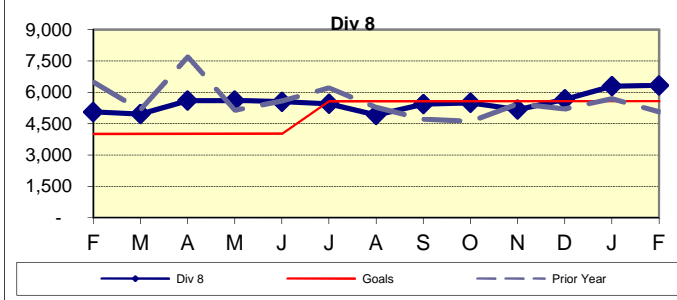
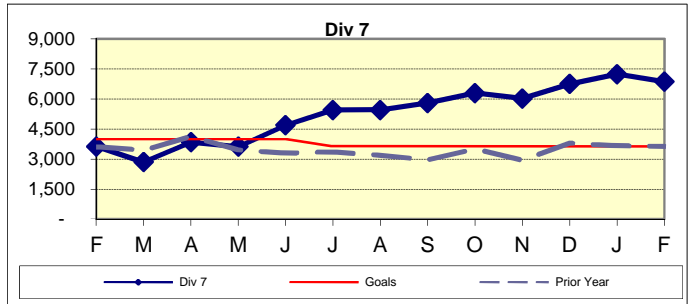
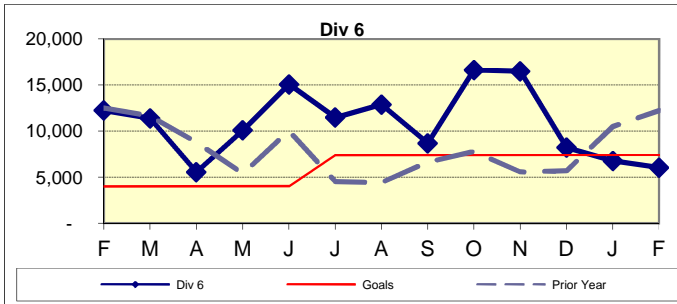
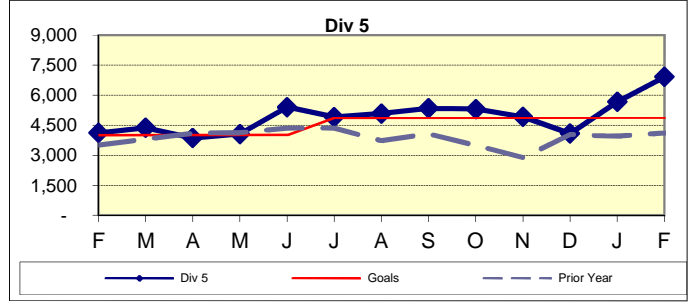
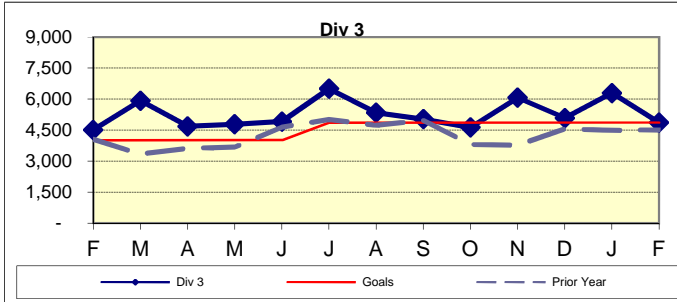
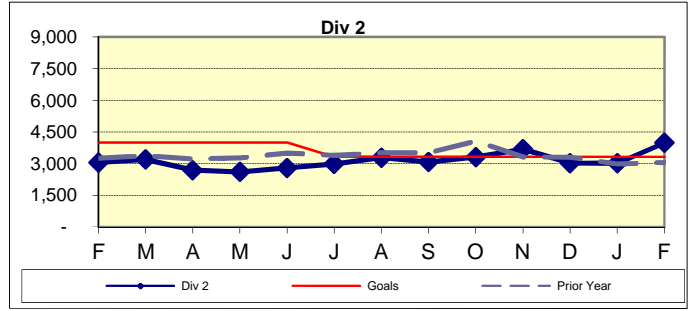
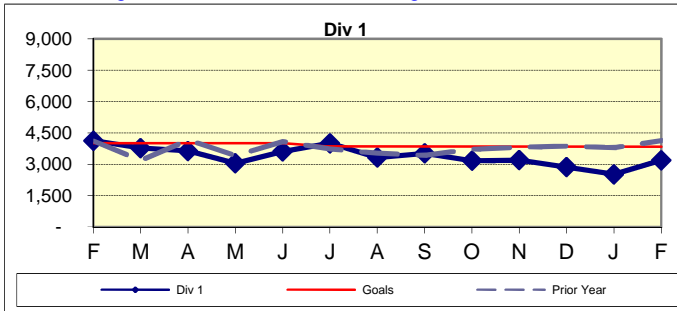
**Definition:** Road Calls that were not assigned in the system.

**Calculation:** Unaddressed Road Calls = Total Number of Unaddressed Road Calls.

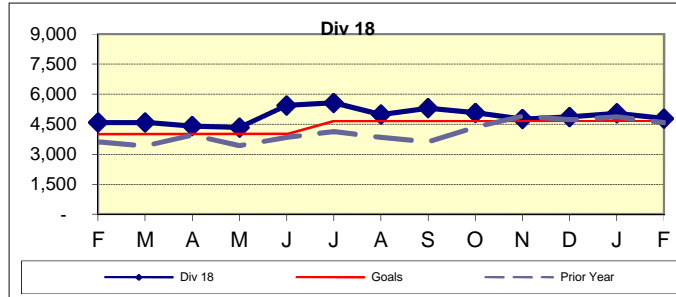
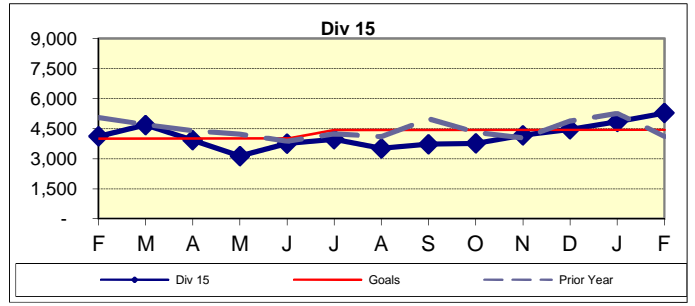
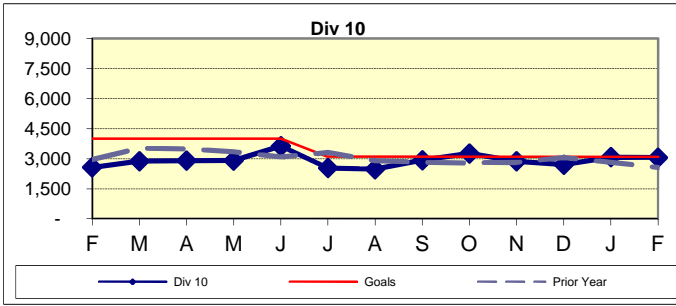


Remaining Above the Goal line is the target.

### Bus Maintenance Performance - Continued





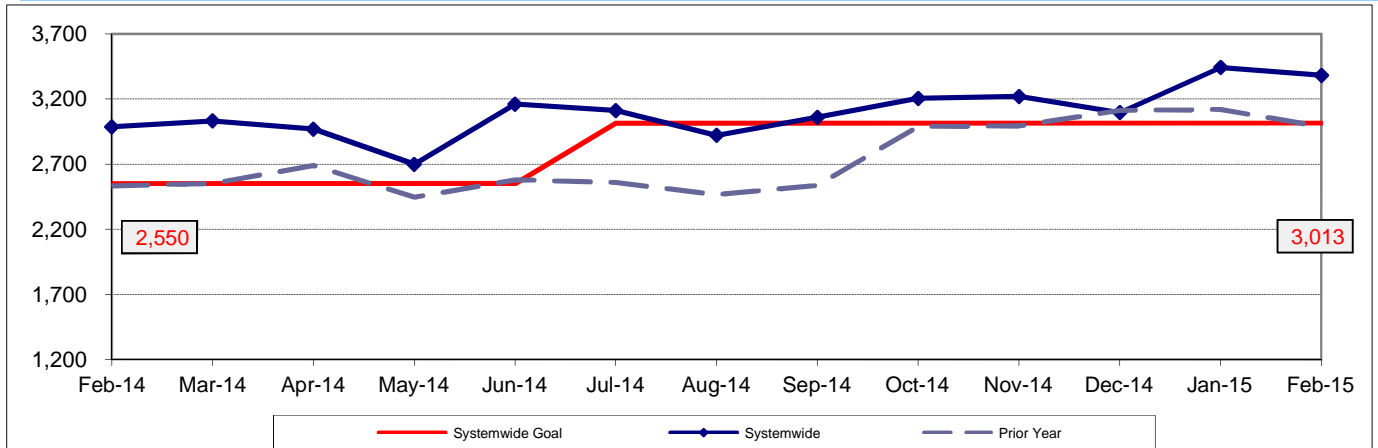


## MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)

**Definition:** Number of miles traveled between total road calls. This includes all Road Calls that required a mechanic dispatch.

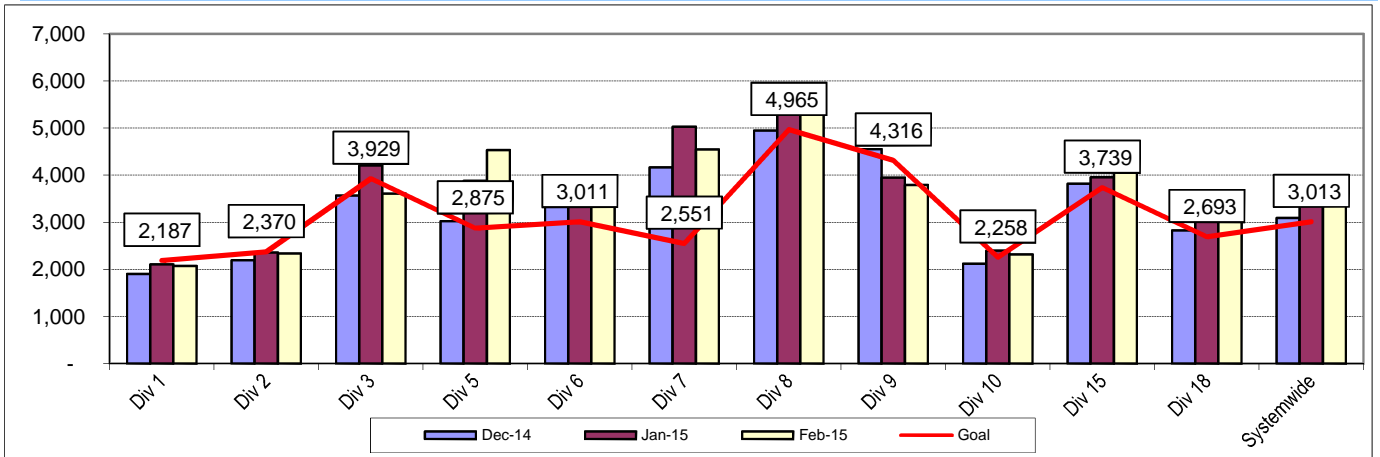
**Calculation:**  $MMBTRC = \text{Total Hub Miles} / \text{Total Road Calls}$

### MMBTRC Systemwide Trend



Remaining Above the Goal line is the target.

**MMBTRC -- Bus Operating Divisions  
December 2014 - February 2015**



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

	<u>Number of Buses</u>	<u>Percent of Buses</u>
<b>CNG</b>	2,234	93.16%
<b>Diesel</b>	71	2.96%
<b>Gasoline</b>	59	2.46%
<b>Propane</b>	34	1.42%
<b>Hybrid</b>	0	0.00%
<b>Total</b>	<u>2,398</u>	<u>100.00%</u>

**Average Age of Fleet by Divisions**

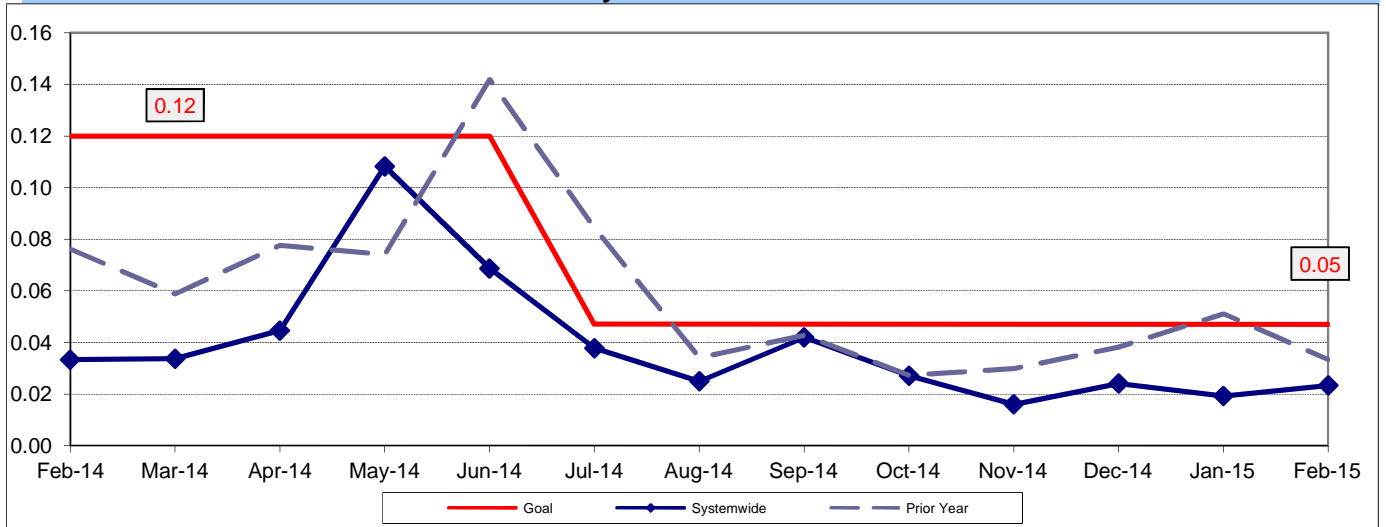
<b>Div 1</b> 12.1	<b>Div 2</b> 11.5	<b>Div 3</b> 6.0	<b>Div 5</b> 5.7	<b>Div 6</b> 5.8	<b>Div 7</b> 4.4
<b>Div 8</b> 7.7	<b>Div 9</b> 9.5	<b>Div 10</b> 9.2	<b>Div 15</b> 8.1	<b>Div 18</b> 6.6	

**PAST DUE CRITICAL PREVENTIVE MAINTENANCE PROGRAM JOBS (PMP's)**

**Definition:** Number of critical preventative maintenance jobs that are not completed on the last day of the month. 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 / Number of Buses

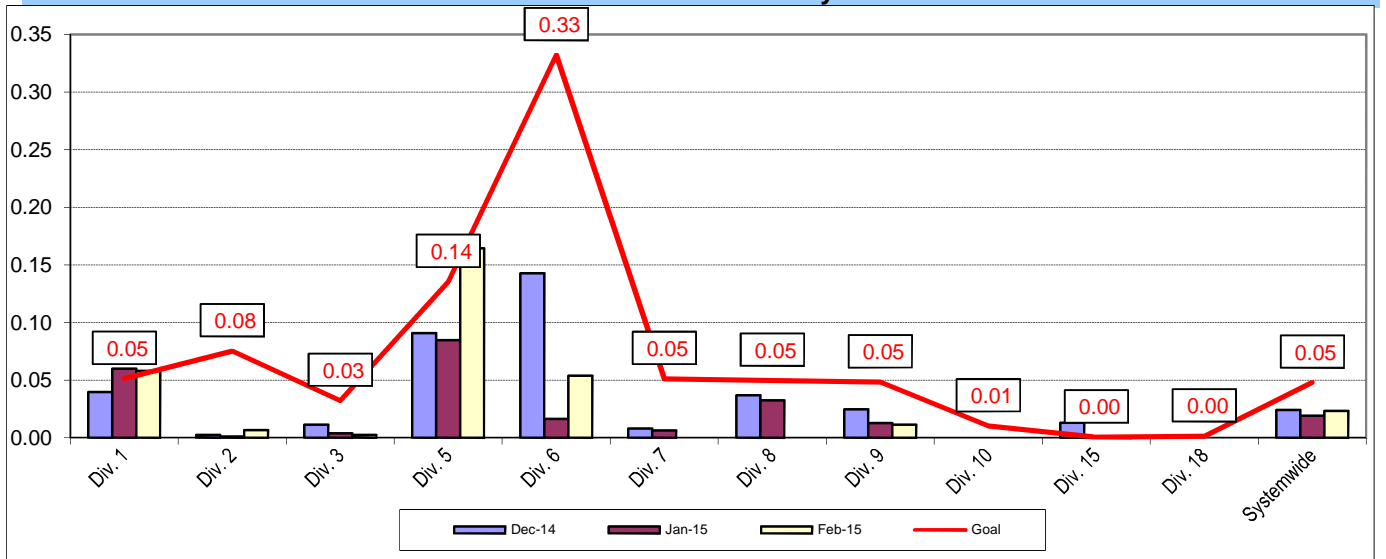
**Systemwide Trend**



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  
December 2014 - February 2015**



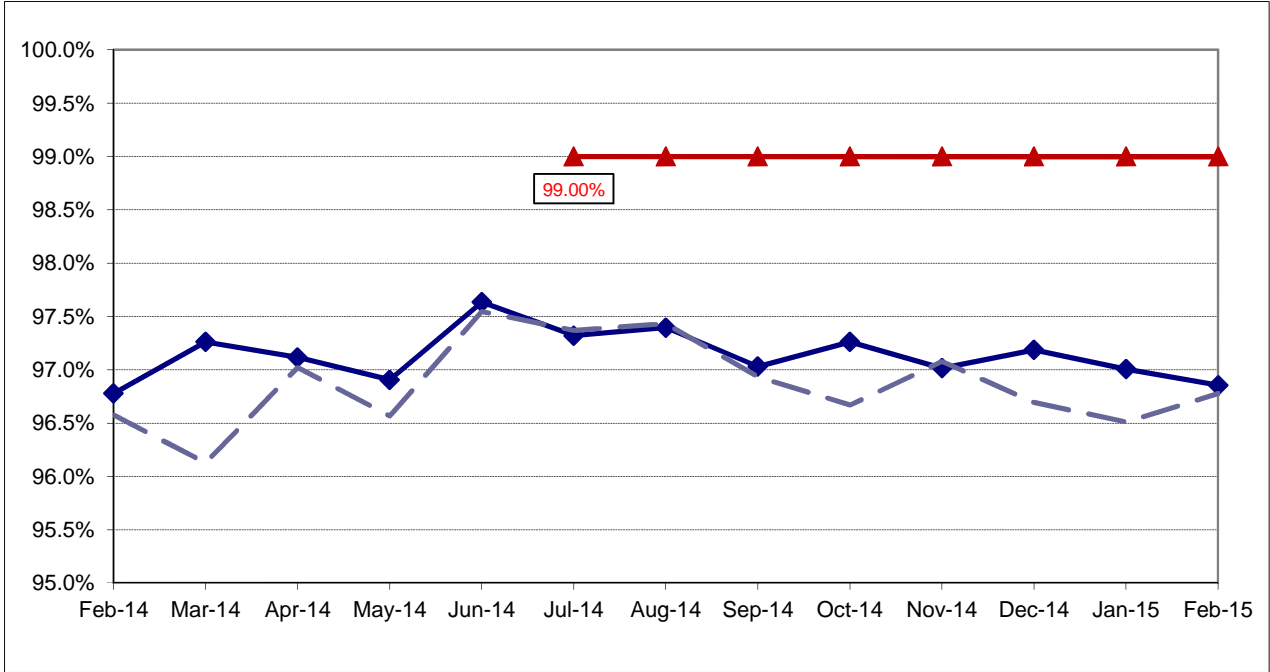
# ATTENDANCE

## MAINTENANCE ATTENDANCE

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

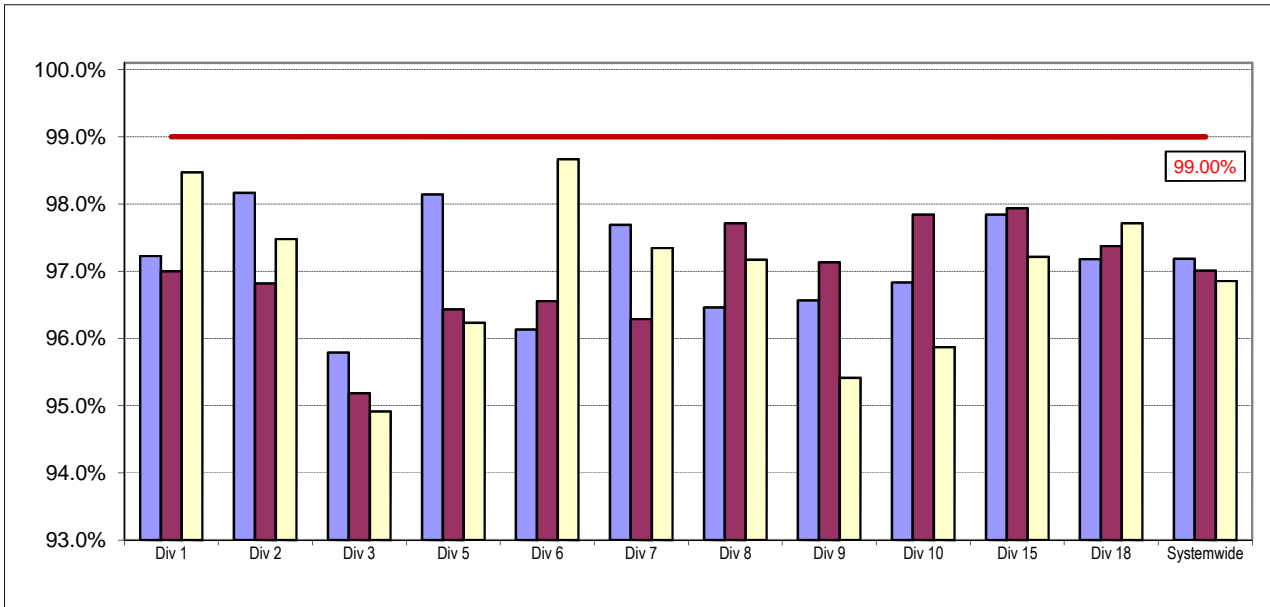
**Calculation:** FTEs absent / by the total FTEs assigned

### Systemwide Trend



Higher is better.

### Maintenance Attendance - By Divisions (By Current Month) December 2014 - February 2015

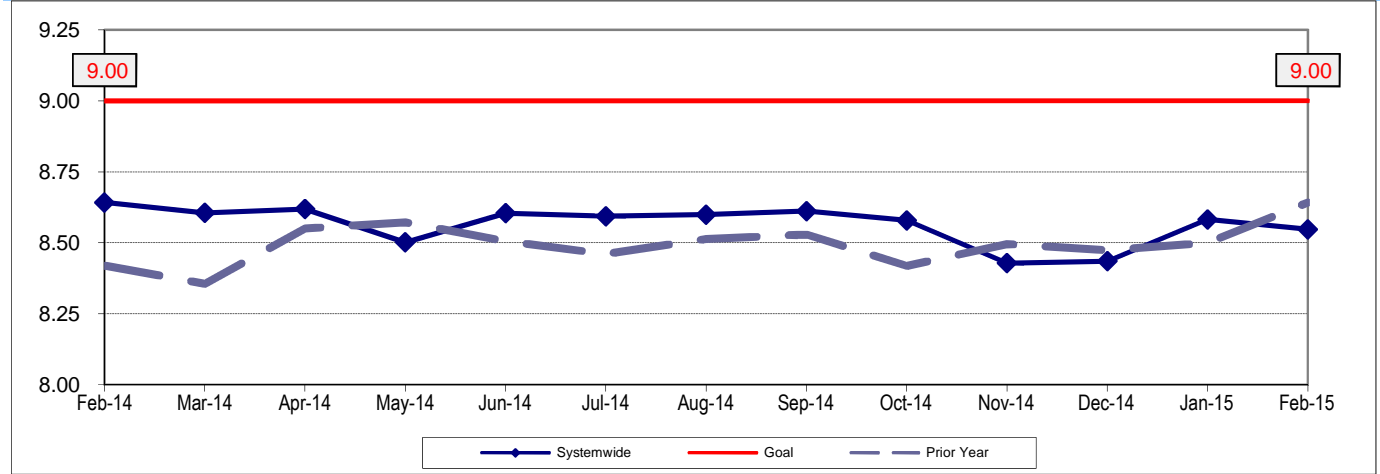


## BUS CLEANLINESS

**Definition:** A team of two Quality Assurance Supervisors inspects and rates ten percent of the fleet at each division per time period. Sixteen categories are 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.

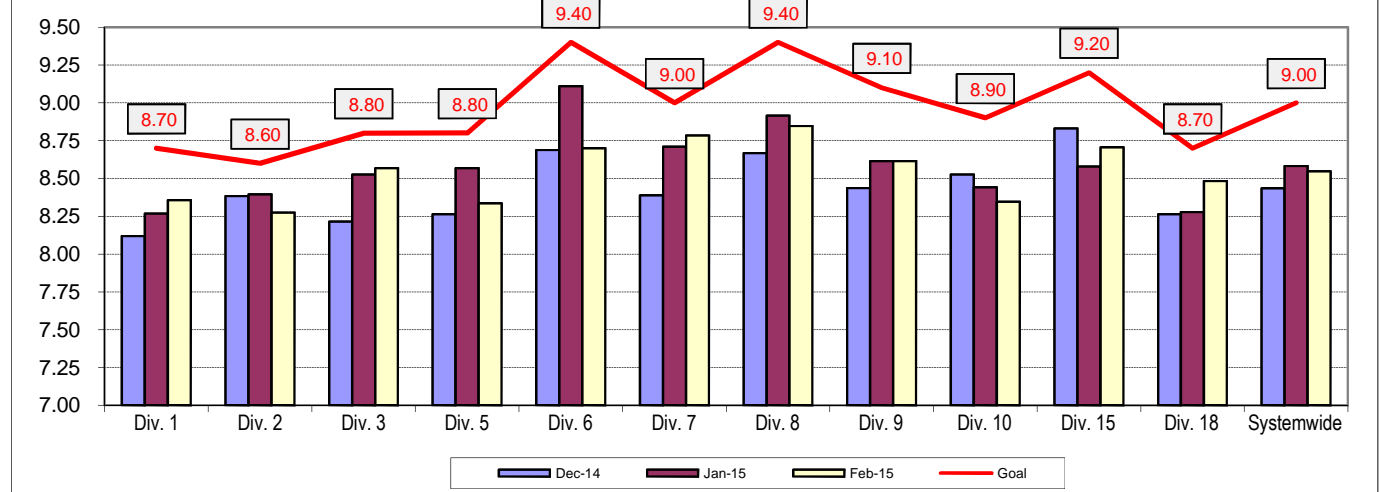
**Calculation:** Overall Cleanliness Rating = Total Points Accumulated / number of categories

### Bus Cleanliness - Systemwide

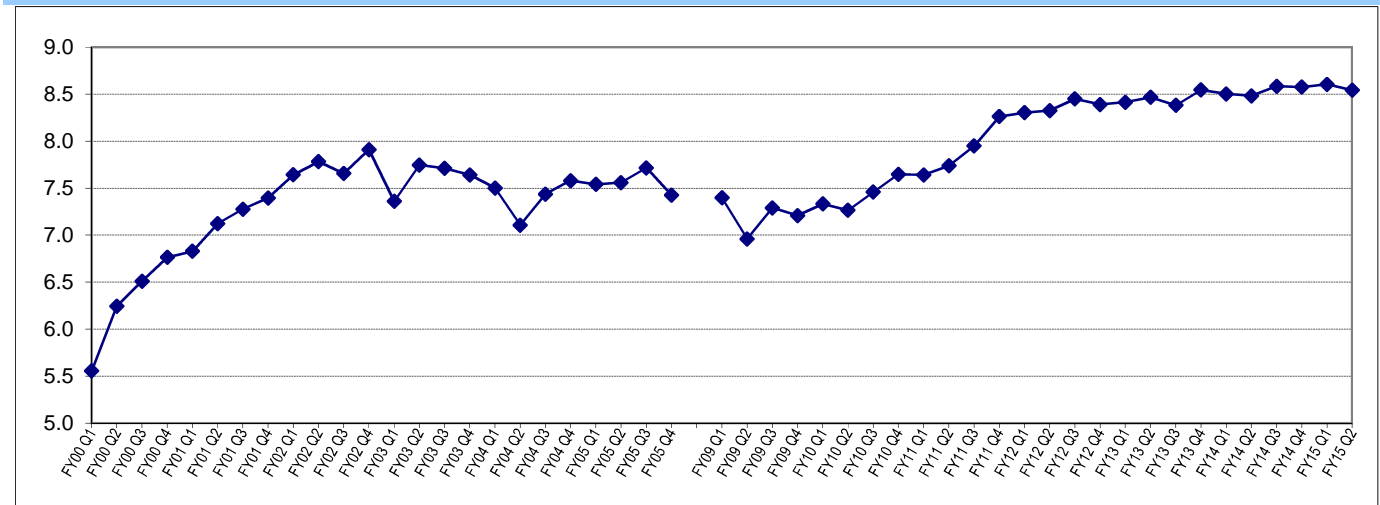


Remaining Above the Goal line is the target.

### Cleanliness by Bus Operating Divisions December 2014 - February 2015



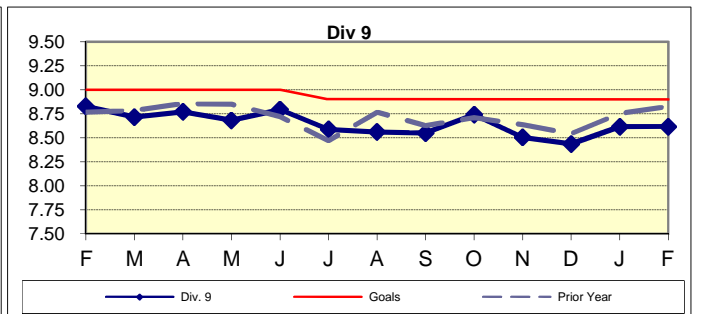
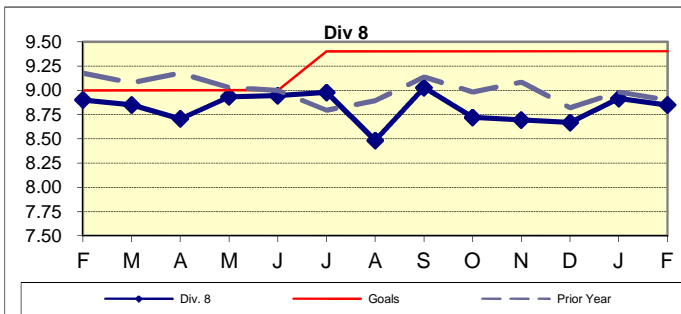
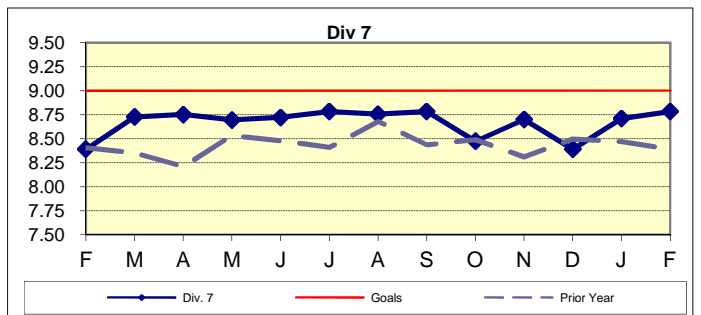
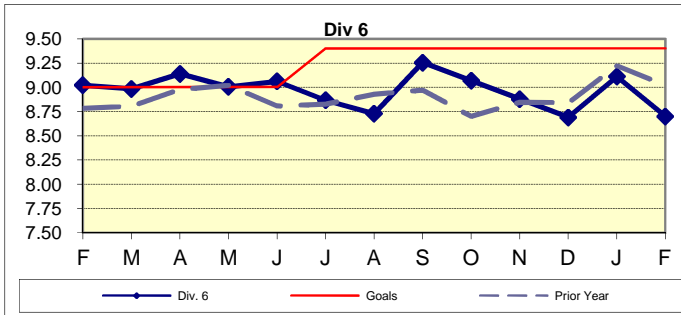
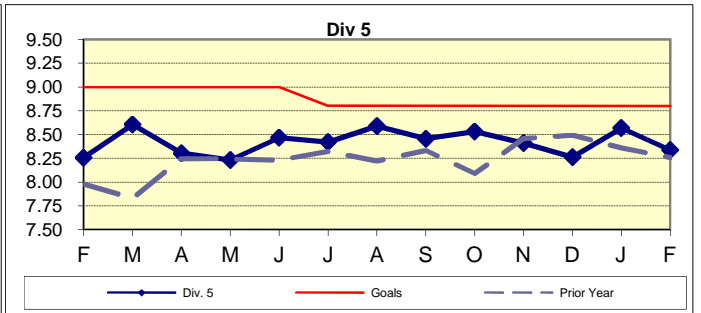
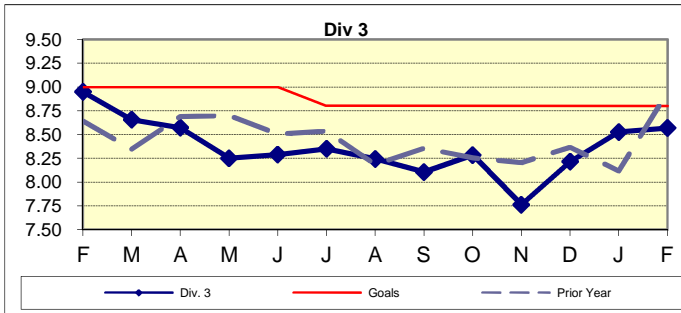
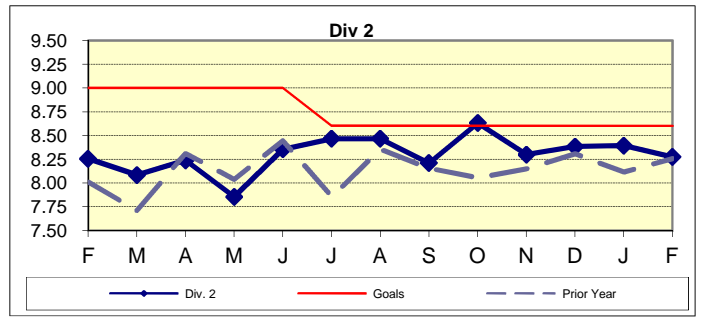
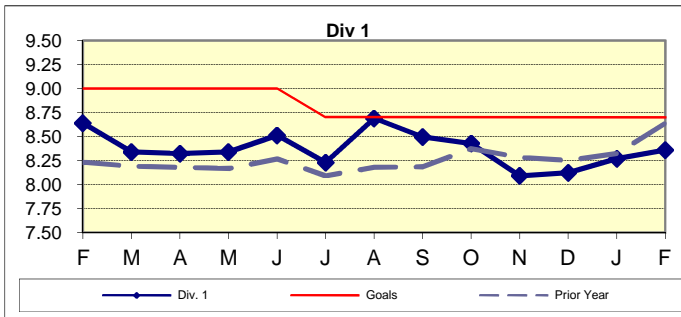
### Quarterly Systemwide Bus Cleanliness FY01 Q1 - FY14 Q4

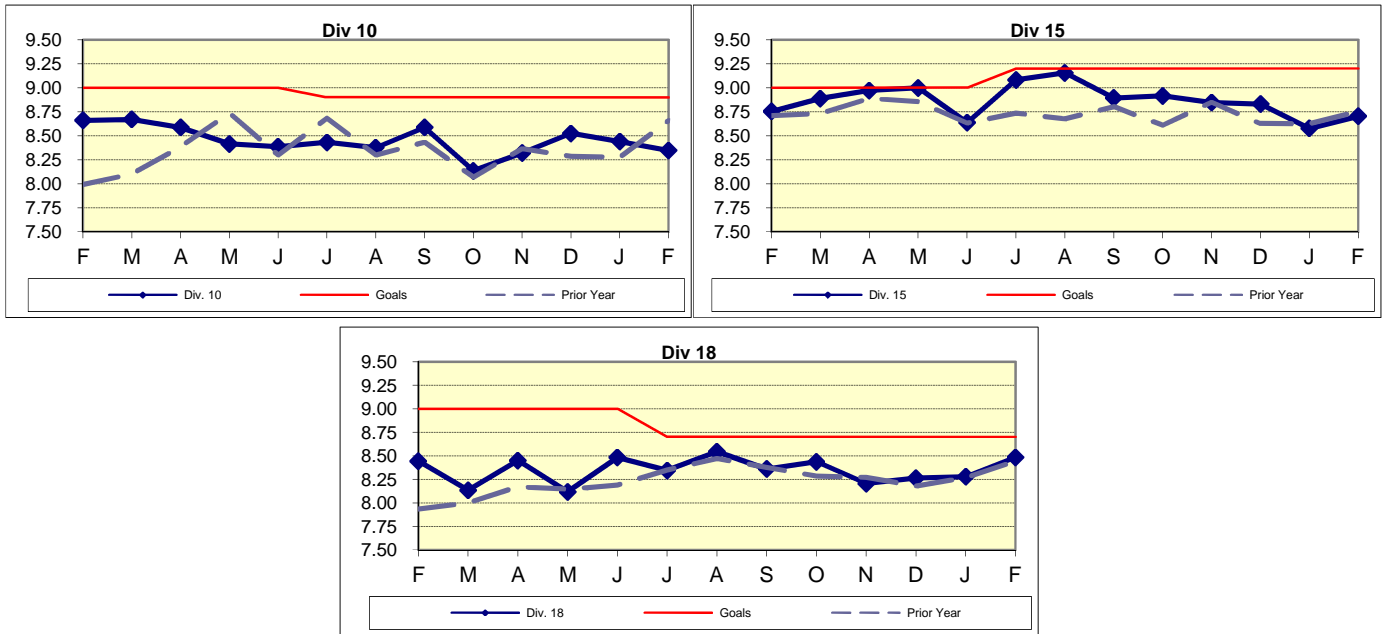


Please note that beginning March 2010, quarterly cleanliness is calculated using monthly data. Prior quarterly data was supplied by QA dept. in a quarterly format.

Remaining Above the Goal line is the target.

### 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	FY12	FY13	FY14	FY15 Target	FY15 YTD	FYTD Status	Dec Month	Jan Month	Feb Month
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	10.28	10.53	14.35	9.48	9.84	🟡	8.22	8.84	8.80
* 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	99.60%	99.37%	99.72%	100.00%	99.87%	🟡	100.00%	99.83%	99.42%
Mean Miles Between Chargeable Mechanical Failures	34,810	60,225	63,099	36,000	81,888	🟢	73,959	97,964	67,111
In-Service On-time Performance	99.45%	99.32%	98.91%	100.00%	99.19%	🟡	99.63%	98.99%	99.48%
Traffic Accidents Per 100,000 Train Miles	0.00	0.19	0.47	0.06	0.10	🔴	0.00	0.79	0.00
Complaints per 100,000 Boardings **	0.56	0.26	0.25	0.45	0.13	🟢	0.05	0.02	0.03
** Beginning in FY13, only Operations-Related Rail Complaints will be counted per 100k Boardings.									
<b>Metro Blue Line (MBL)</b>									
On-Time Pullouts	99.48%	99.34%	99.37%	99.90%	99.38%	🟡	99.44%	99.90%	98.65%
Mean Miles Between Chargeable Mechanical Failures	13,940	16,596	18,733	15,000	23,678	🟢	17,339	43,815	32,095
In-Service On-time Performance	98.31%	95.80%	95.84%	97.76%	97.27%	🟡	96.22%	96.55%	98.27%
Traffic Accidents Per 100,000 Train Miles	1.35	1.45	1.46	1.35	0.58	🟢	1.11	1.71	0.00
Complaints per 100,000 Boardings **	1.22	0.90	0.59	1.08	0.29	🟢	0.13	0.05	0.20
* 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%	98.70%	100.00%	99.10%	🟡	99.24%	99.17%	98.69%
Traffic Accidents Per 100,000 Train Miles		0.34	1.17	1.35	1.32	🟢	0.00	1.73	2.00
Complaints per 100,000 Boardings **		2.20	1.01	1.08	0.48	🟢	0.59	0.12	0.26
* 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	99.87%	99.71%	99.69%	100.00%	99.27%	🟡	99.10%	98.86%	99.26%
Mean Miles Between Chargeable Mechanical Failures	14,708	13,297	19,513	16,000	18,505	🟢	9,023	14,997	22,863
In-Service On-time Performance	98.86%	98.06%	97.85%	99.80%	97.01%	🟡	96.26%	94.85%	98.89%
Traffic Accidents Per 100,000 Train Miles	0.07	0.14	0.00	0.06	0.21	🟡	0.00	0.00	0.91
Complaints per 100,000 Boardings **	1.06	0.63	0.62	0.90	0.30	🟢	0.19	0.00	0.21
** Beginning in FY13, only Operations-Related Rail Complaints will be counted per 100k Boardings.									
<b>Metro Gold Line (MGoL)</b>									
On-Time Pullouts	100.00%	99.88%	99.56%	100.00%	100.00%	🟢	100.00%	100.00%	100.00%
Mean Miles Between Chargeable Mechanical Failures	18,017	28,299	45,894	23,000	50,831	🟢	36,430	36,993	58,218
In-Service On-time Performance	98.68%	98.45%	98.03%	99.99%	98.93%	🟡	98.50%	99.41%	99.27%
Traffic Accidents Per 100,000 Train Miles	0.42	0.22	0.24	0.41	0.51	🟡	1.16	0.00	0.64
Complaints per 100,000 Boardings **	1.21	0.68	0.60	1.19	0.30	🟢	0.33	0.33	0.27
** Beginning in FY13, only Operations-Related Rail Complaints will be counted per 100k Boardings.									

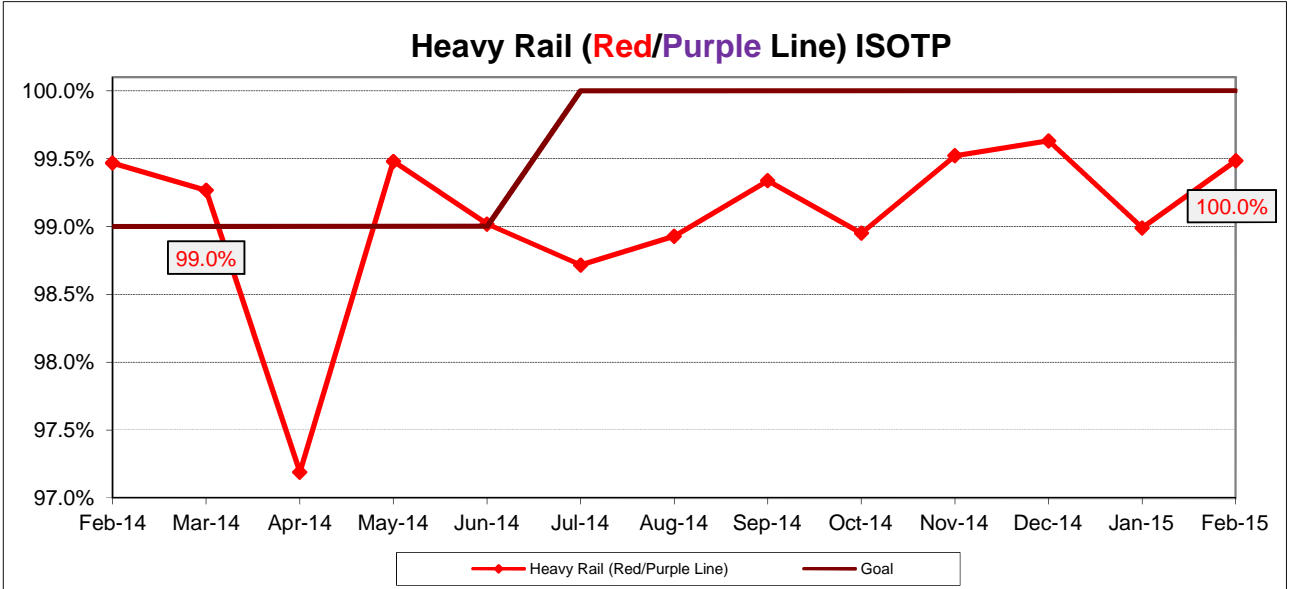
- 🟢 Green - High probability of achieving the target (on track). Meets Target at 100% or better.
- 🟡 Yellow - Uncertain if the target will be achieved -- slight problems, delays or management issues. Falls below Target 70 - 99%.
- 🔴 Red - High probability that the target will not be achieved -- significant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

# RAIL SERVICE PERFORMANCE

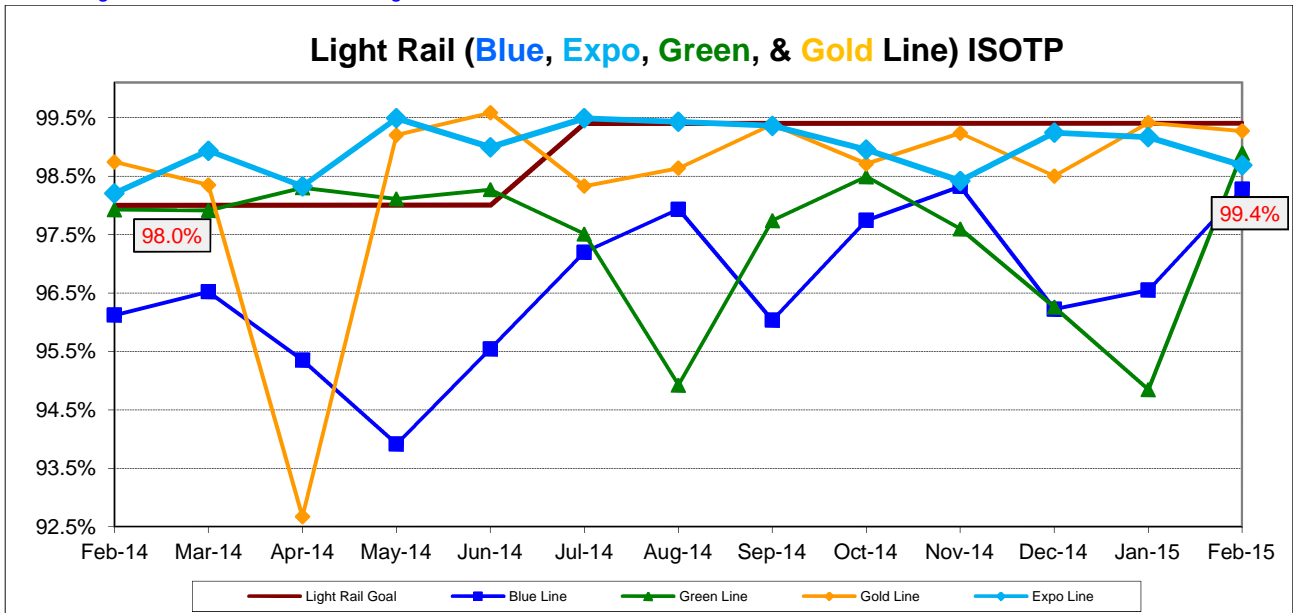
## IN-SERVICE ON-TIME PERFORMANCE (ISOTP)

**Definition:** A ratio of OnTime Trips to Total Trips. A trip is deemed to be not On Time if it is Early, Late, or Cancelled.

**Calculation:** ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]



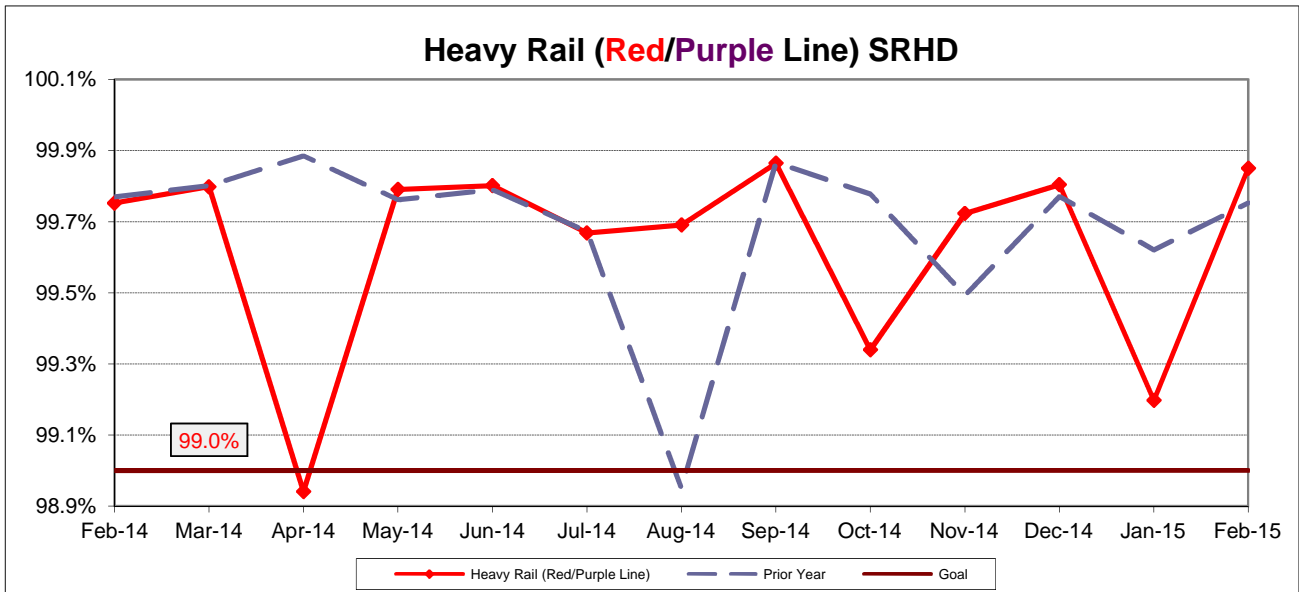
Remaining Above the Goal line is the target.



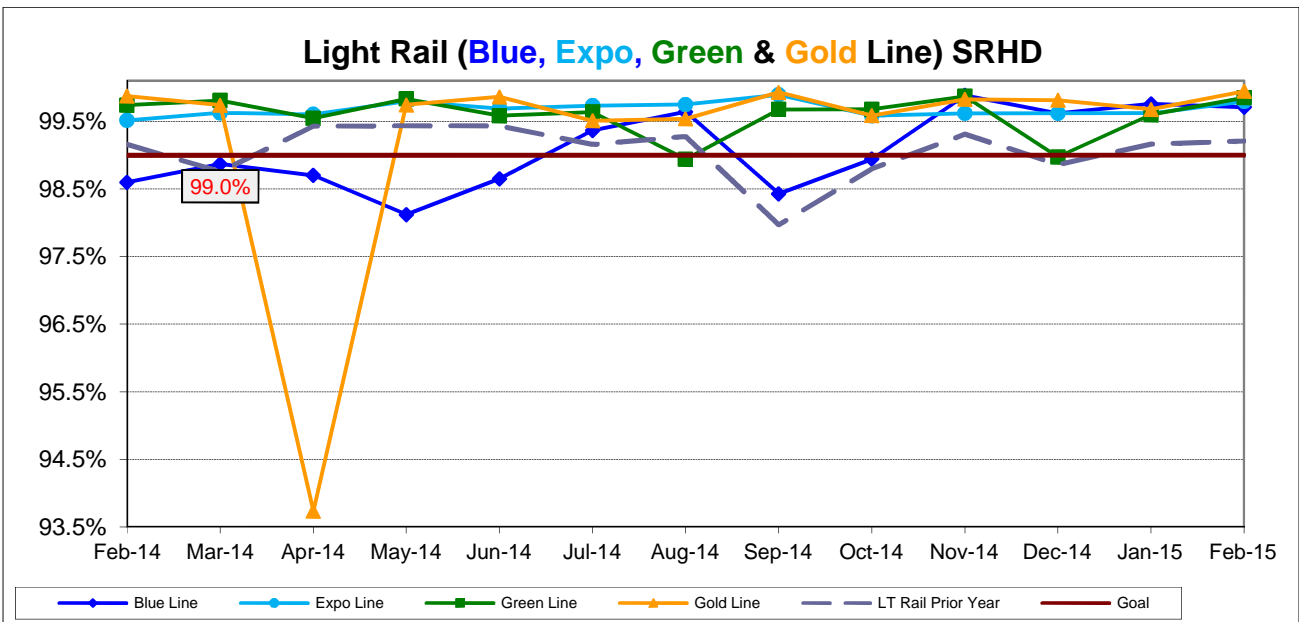
**Scheduled Revenue Hours Delivered (SRHD) by Rail Line**

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

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



Remaining At the Goal line is the target.

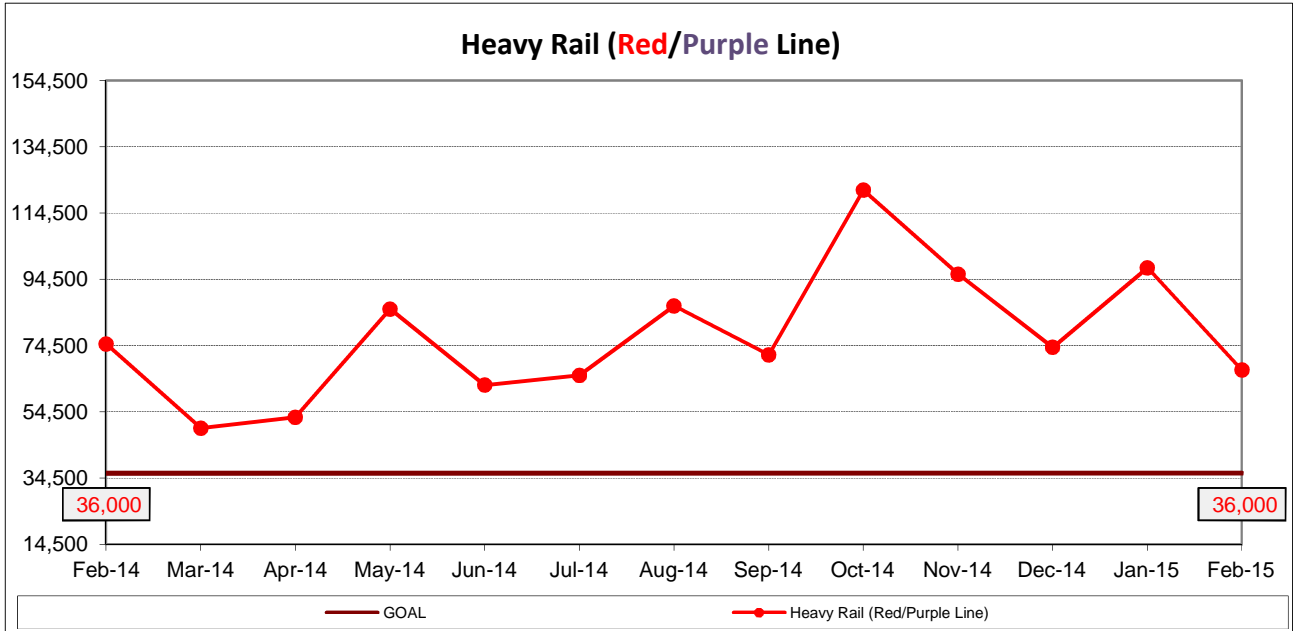


**Mean Miles Between Chargeable Mechanical Failures**

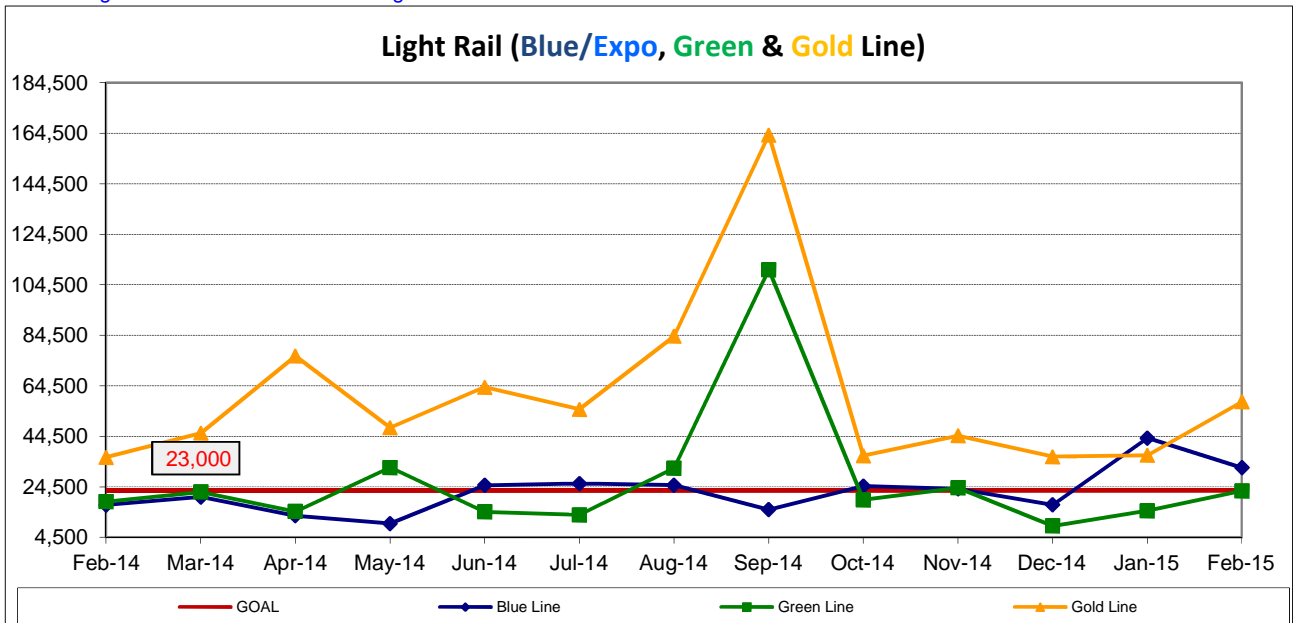
**Definition:** Mean vehicle miles between Revenue Vehicle Failures. NTD defined Revenue Vehicle Failures are vehicle systems failures that occur in revenue service and during deadhead miles in which the vehicle did not complete its scheduled revenue trip or in which the vehicle did not start its next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

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

Remaining Above the Goal line is the target.



Remaining Above the Goal line is the target.



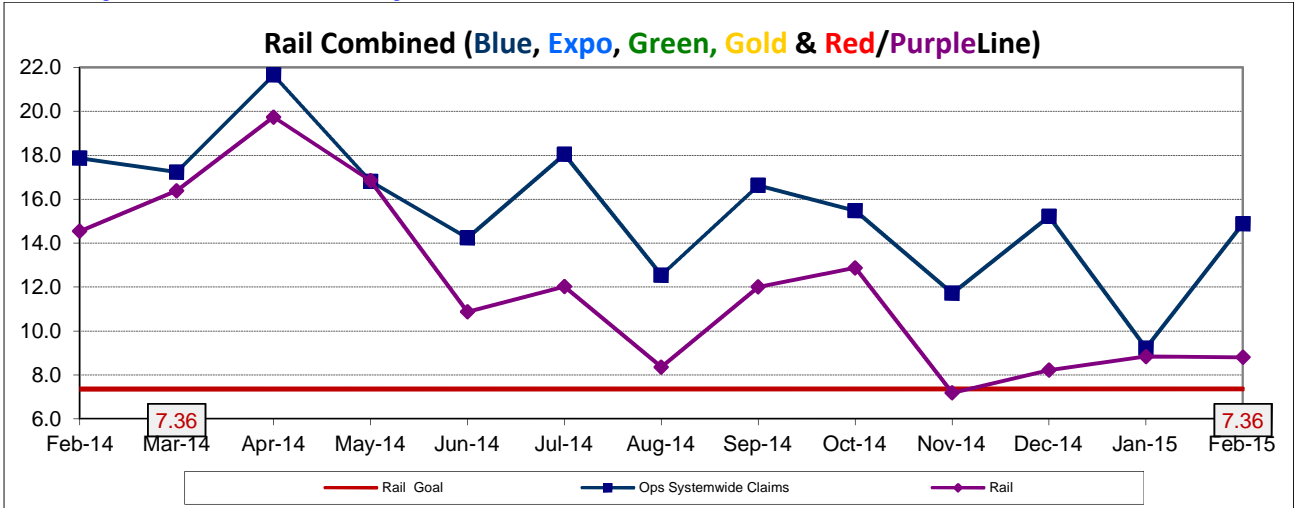
**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**

**Definition:** Number of New Rail Workers Compensation Indemnity Claims filed per 200,000 Rail Maintenance Exposure hours.

**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.

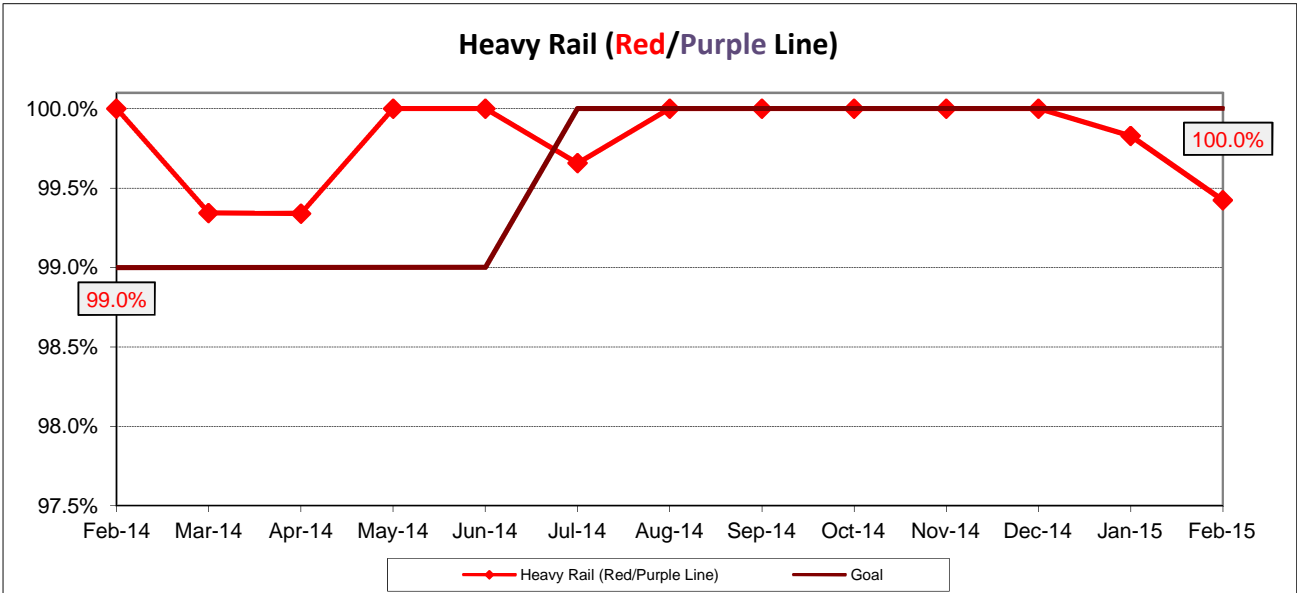
Remaining Below the Goal line is the target.



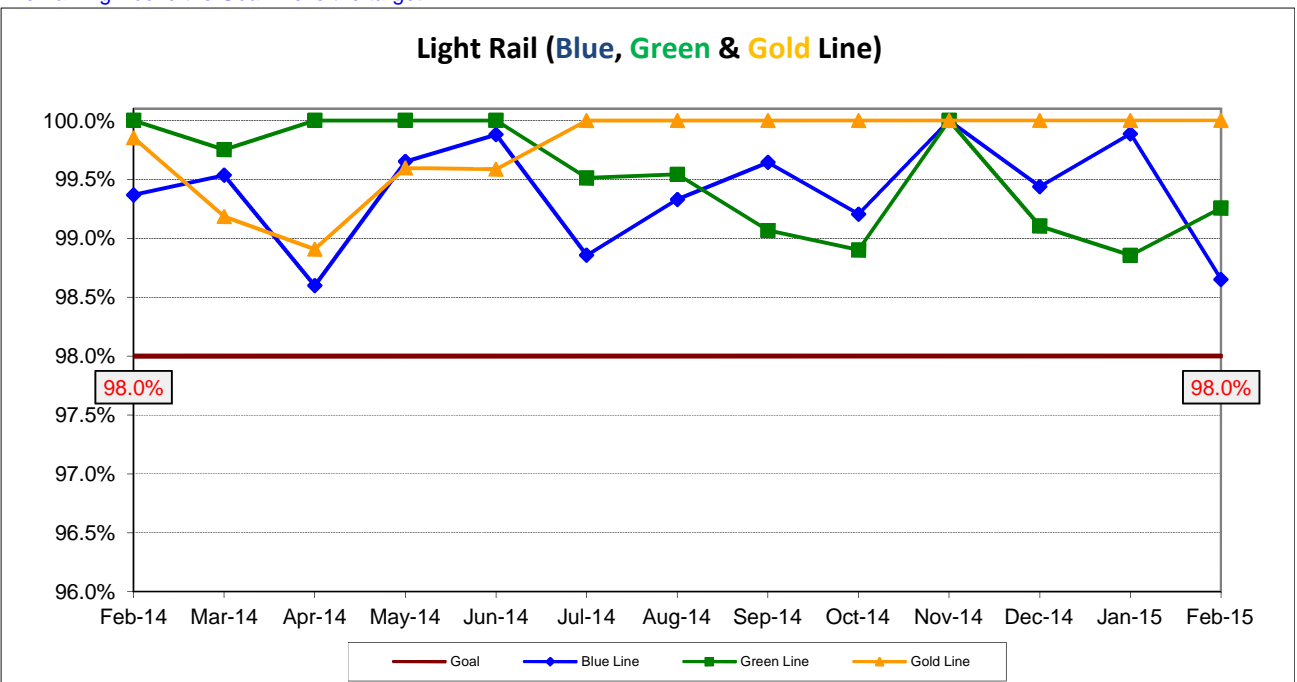
**ON-TIME PULLOUTS (OTP)**

**Definition:** Ratio of OnTime Pullouts to Total Pullouts.

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



Remaining Above the Goal line is the target.



# SAFETY PERFORMANCE

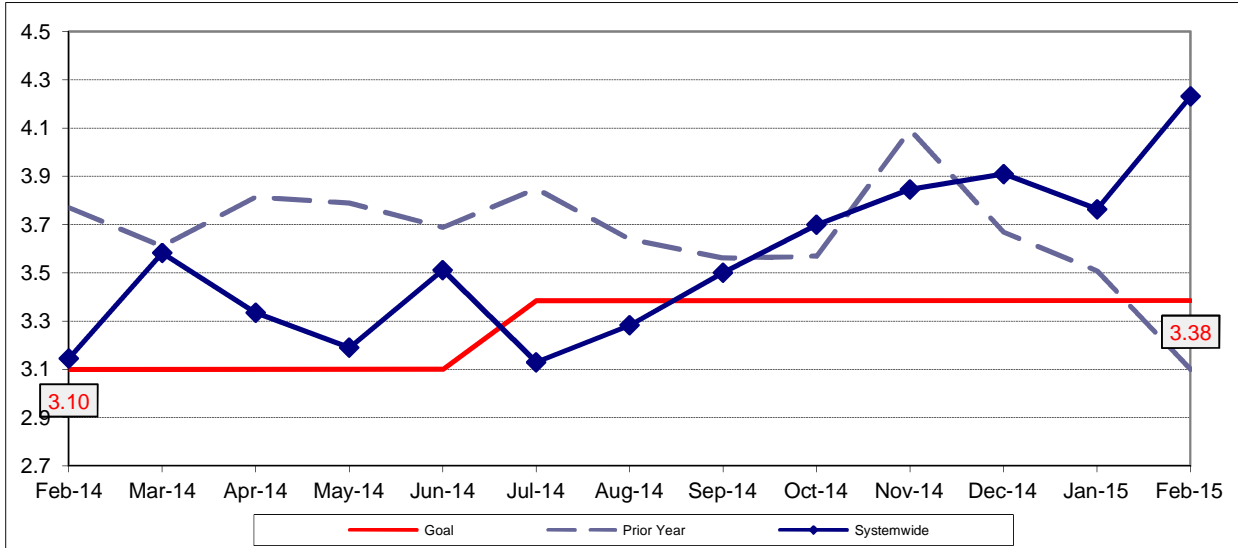
## BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

**Definition:** Number of Traffic Accidents for every 100,000 Hub Miles traveled.

**Calculation:** Traffic Accidents Per 100,000 Hub Miles = Number of Traffic Accidents / (Hub Miles / 100,000)

### Systemwide Trend

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

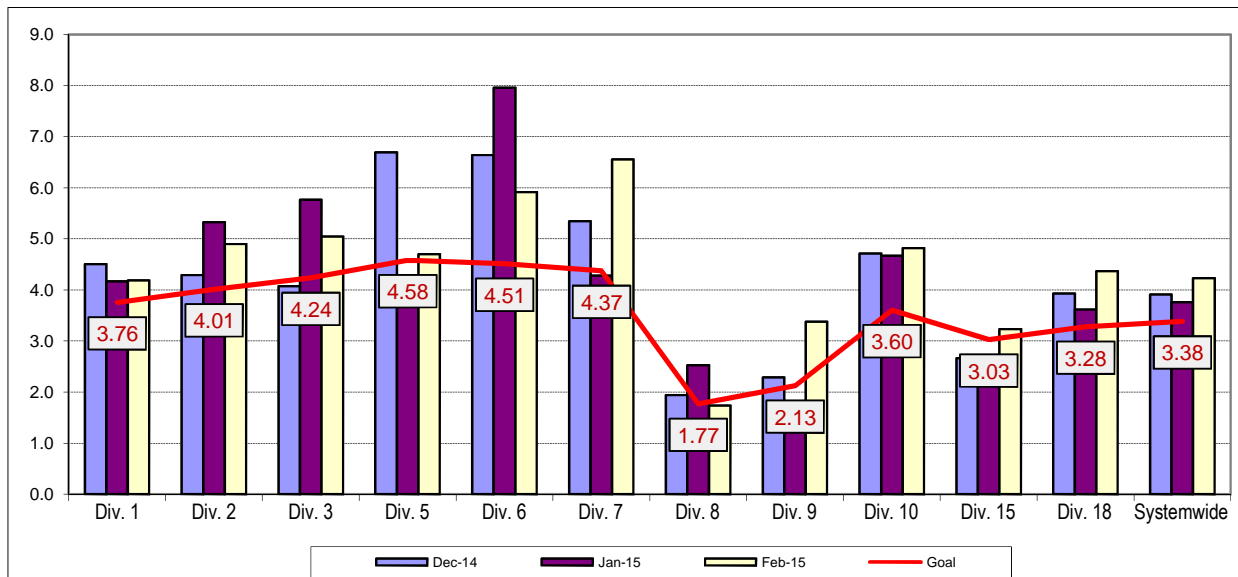


Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of accidents and late filing of reports. As of Aug. '07, Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

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 December 2014 - February 2015

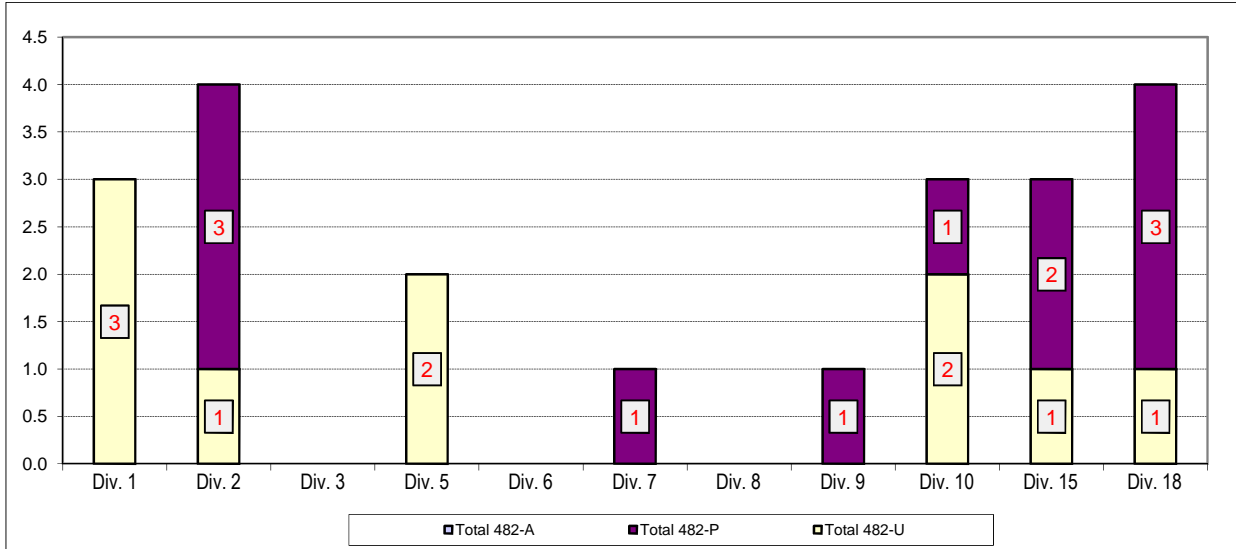


**Number of 482 Accidents in Vehicle Accident Management System (VAMS) Download by Avoidable (A), Pending (P) or Unavoidable (U) Bus Operating Divisions**

**Definition:** Number of accidents that are coded as Alleged Accidents (482).

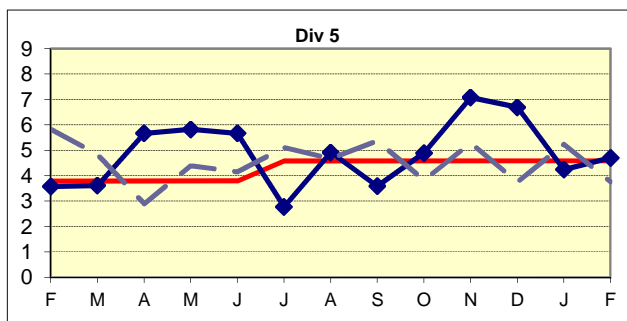
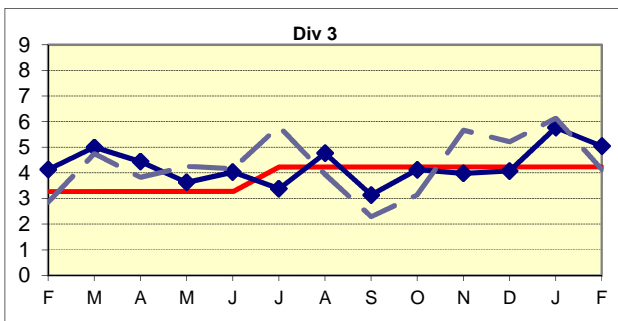
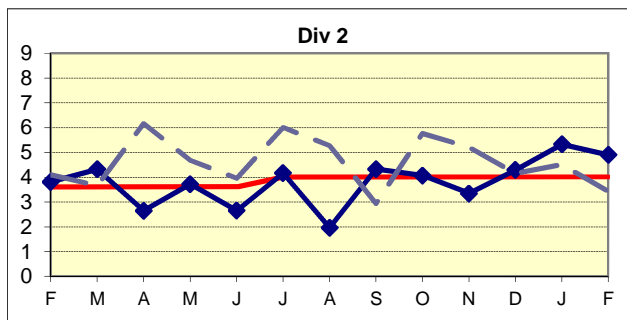
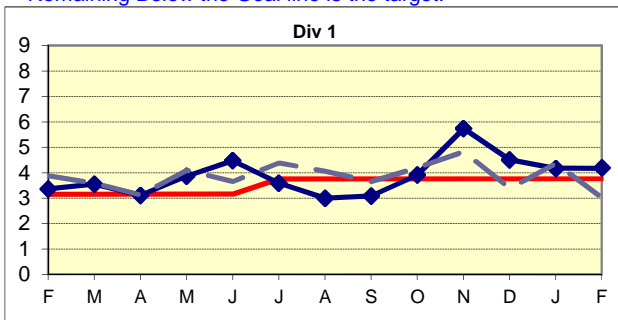
**Calculation:** Number of accidents in prior 13 months coded 482 "alleged" in the categories of avoidable (A), pending investigation (P) or unavoidable (U).

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**

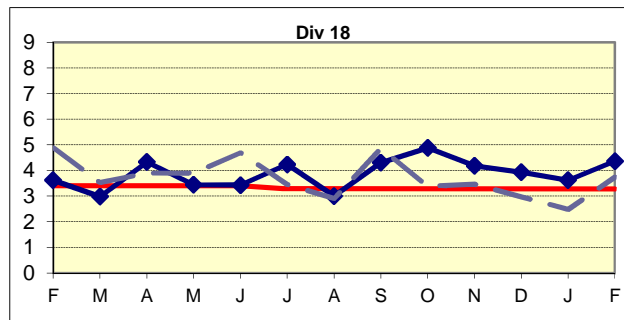
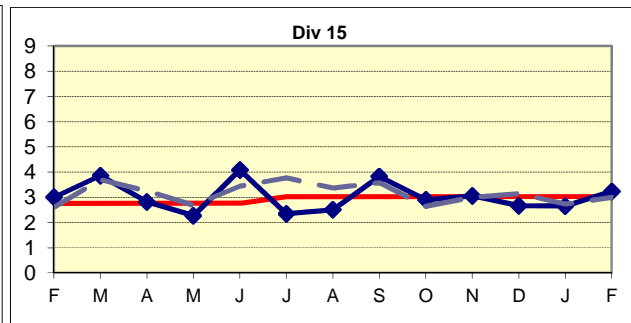
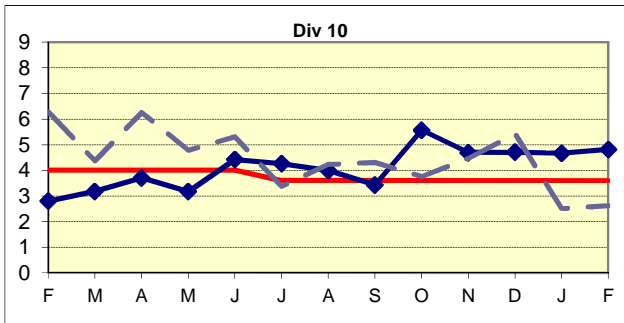
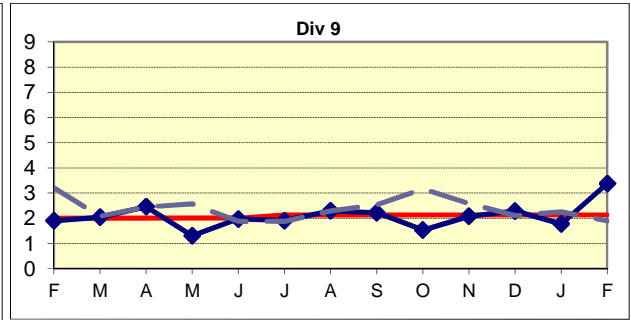
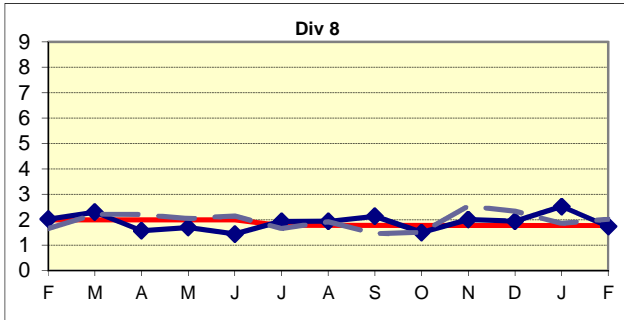
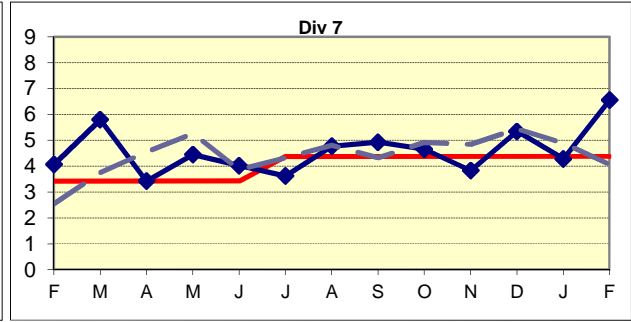
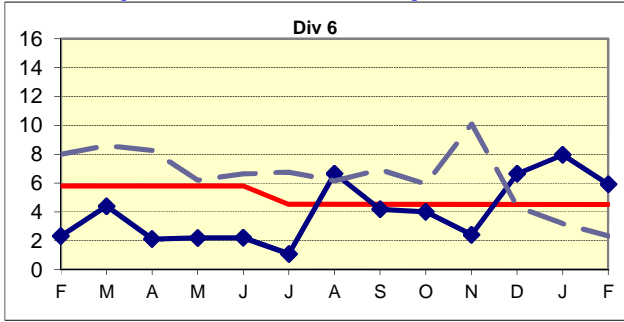
Remaining Below the Goal line is the target.





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

Remaining Below the Goal line is the target.

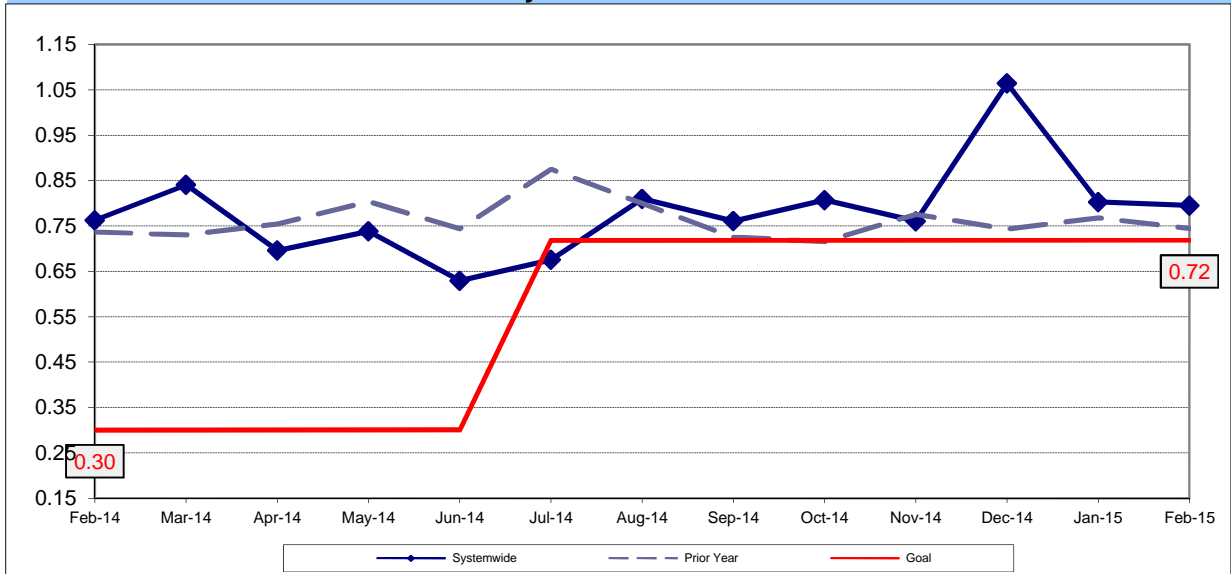


**BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS**

**Definition:** Number of Passenger Accidents for every 100,000 boardings.

**Calculation:** Passenger Accidents Per 100,000 Boardings = Number of Passenger Accidents / (Boardings / by 100,000)

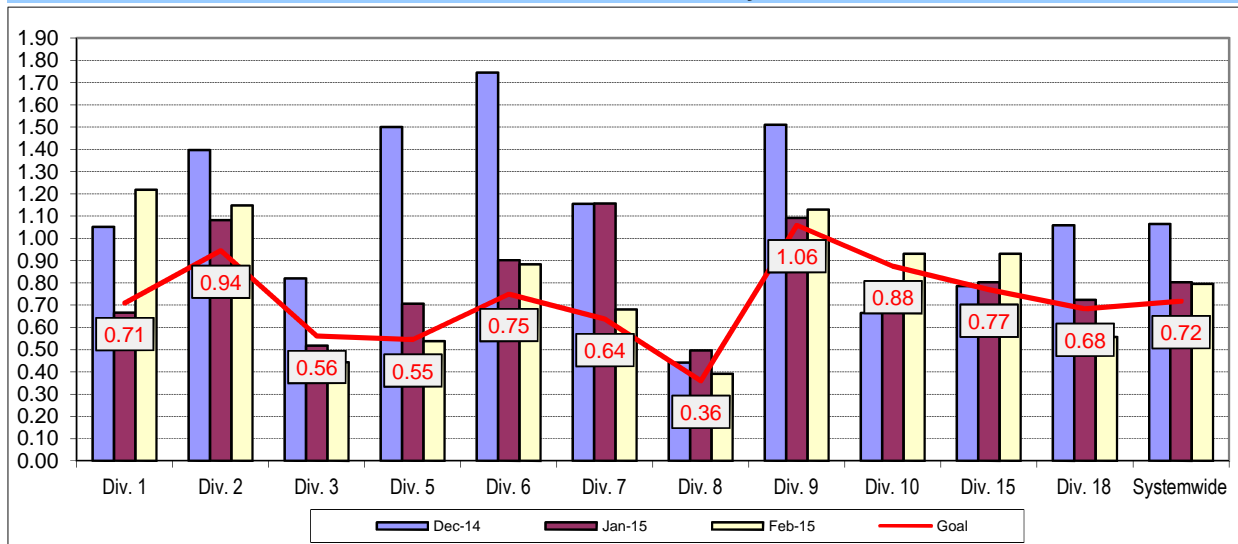
**Systemwide Trend**



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.

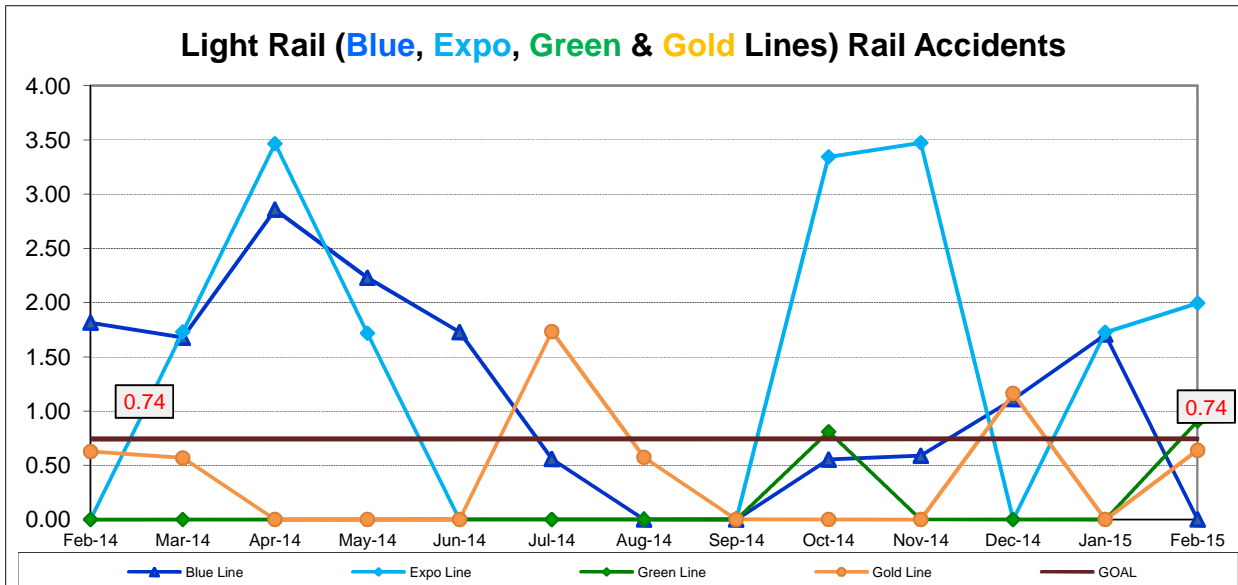
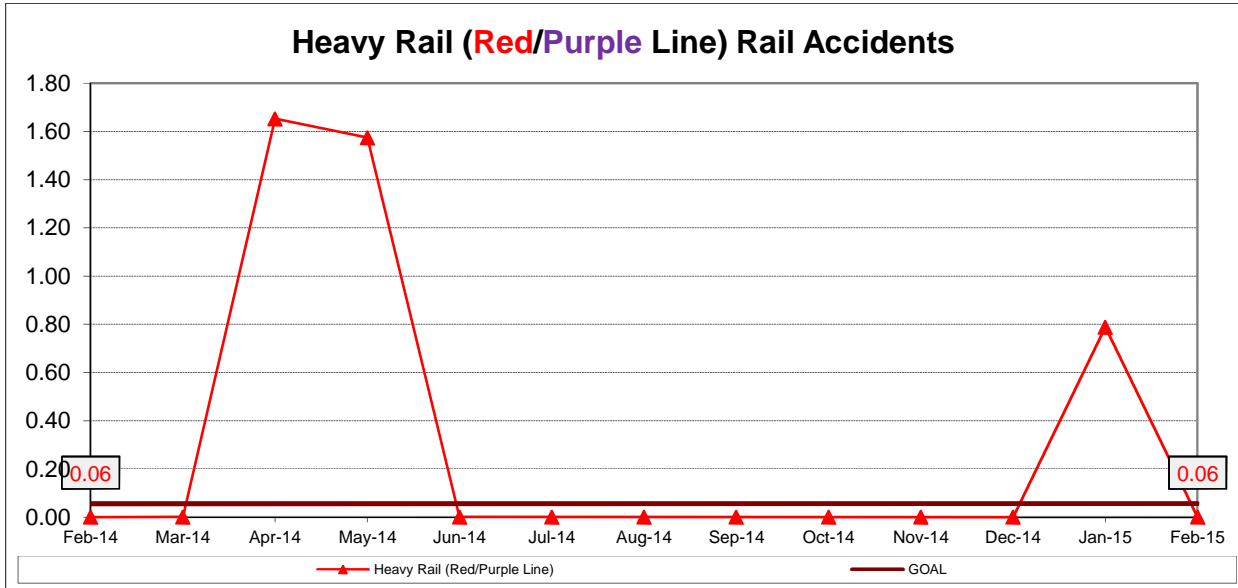
**Bus Operating Divisions - by Divisions  
December 2014 - February 2015**



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

**Definition:** Number of Rail Traffic Accidents for every 100,000 Train Miles traveled.

**Calculation:** Rail Accidents Per 100,000 Revenue Train Miles = The number of Rail Accidents / by (Revenue Train Miles / by 100,000)

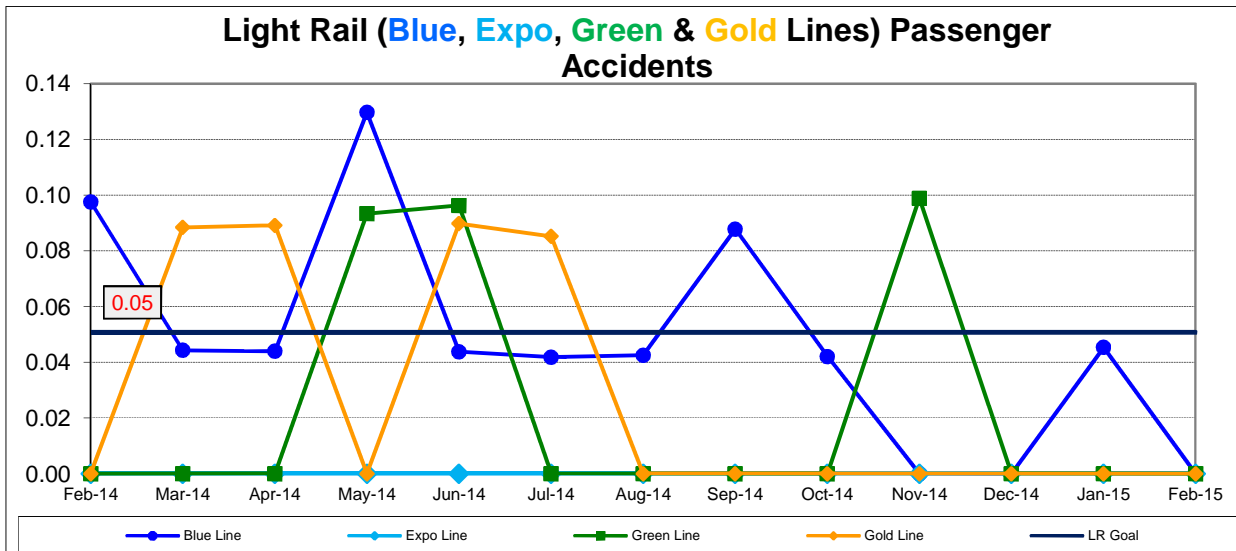
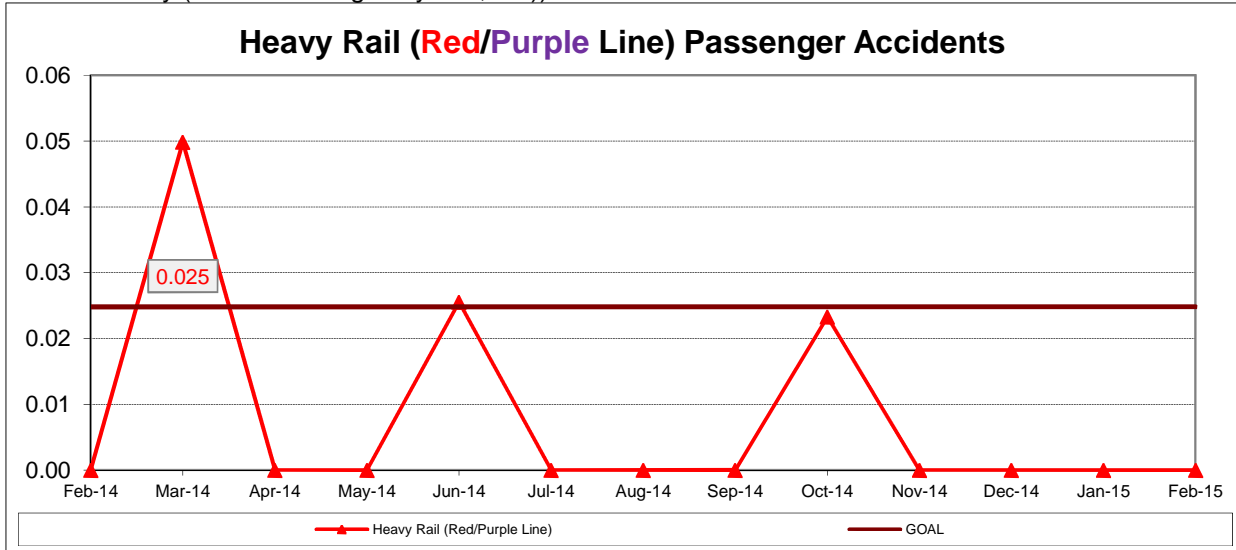


Remaining Below the Goal line is the target.

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

**Definition:** Number of Passenger Accidents for every 100,000 boardings.

**Calculation:** Rail Passenger Accidents Per 100,000 Boardings = (The number of Rail Passenger Accidents / by (Train Boardings / by 100,000))



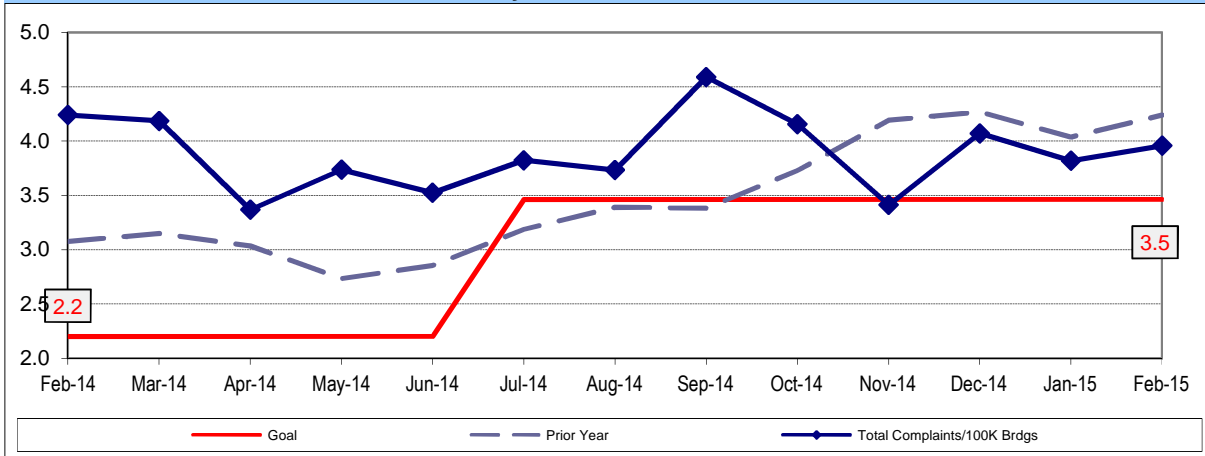
# CUSTOMER SATISFACTION

## COMPLAINTS PER 100,000 BOARDINGS

**Definition:** Number of customer complaints per 100,000 boardings.

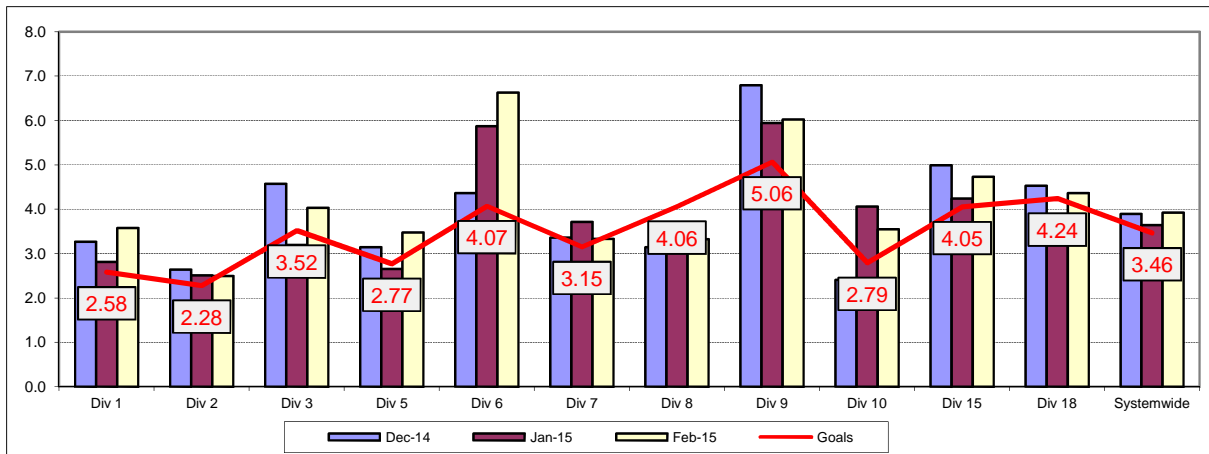
**Calculation:** Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)

### Systemwide Trend



Remaining Below the Goal line is the target.

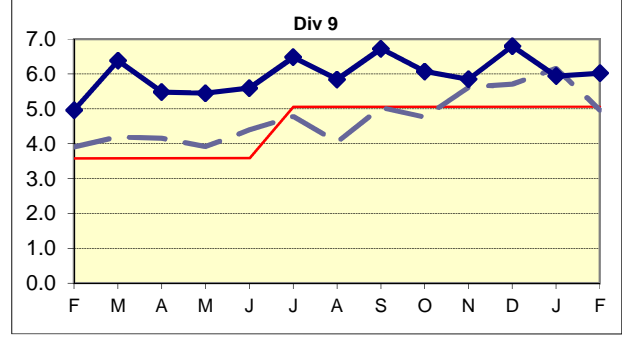
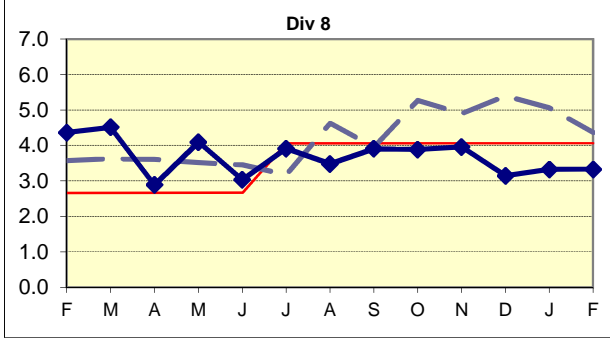
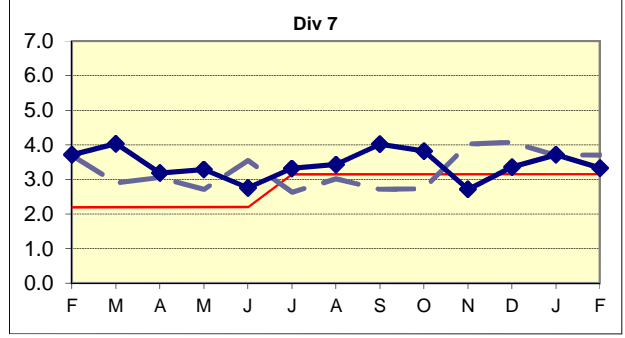
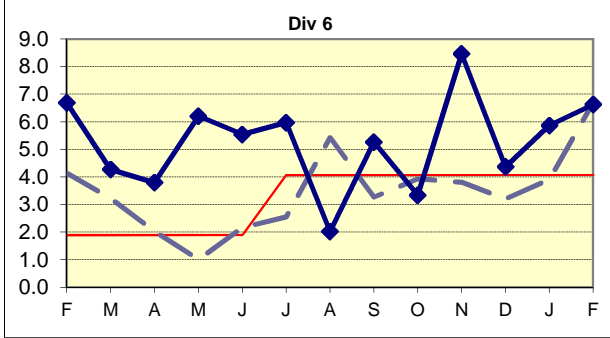
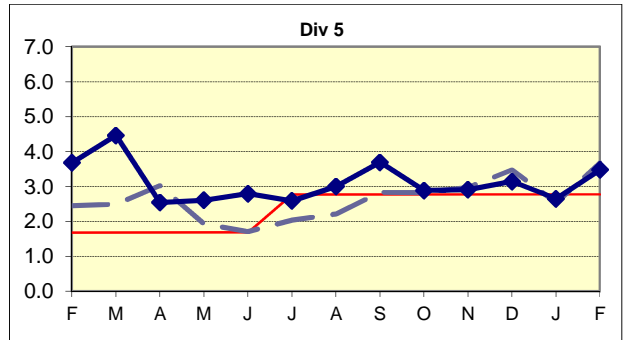
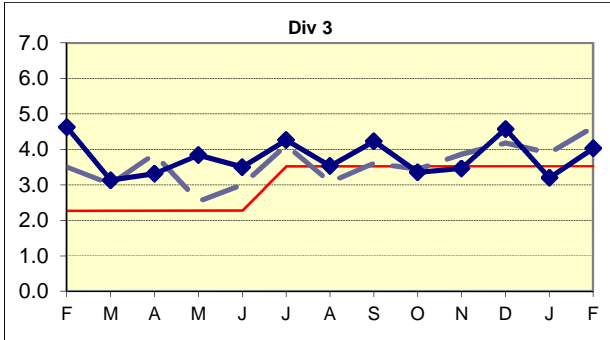
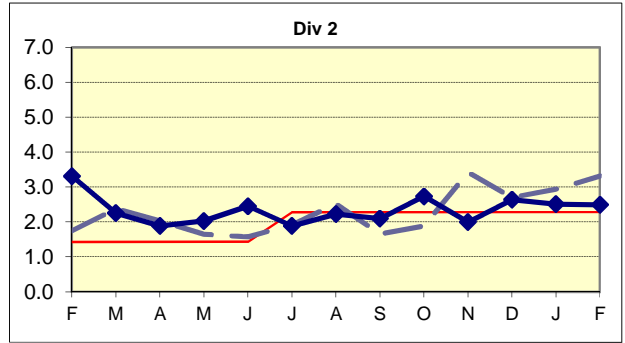
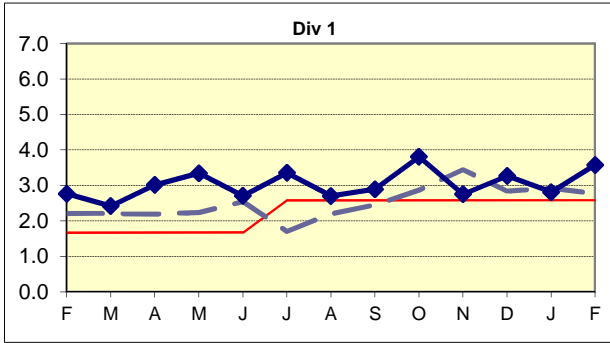
### Bus Operating Divisions, by Divisions December 2014 - February 2015



## COMPLAINTS PER 100,000 BOARDINGS

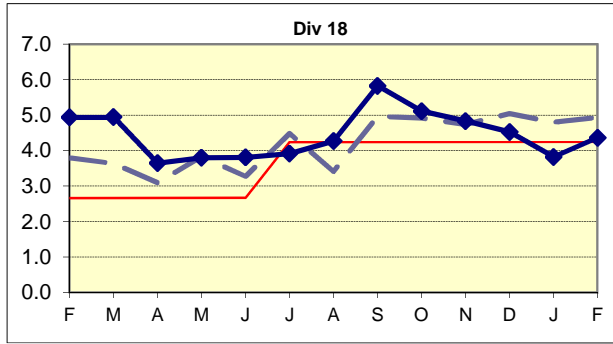
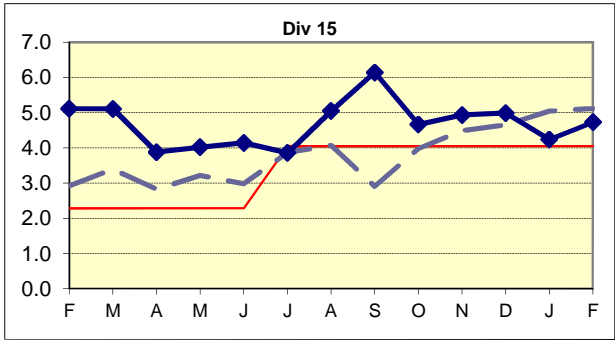
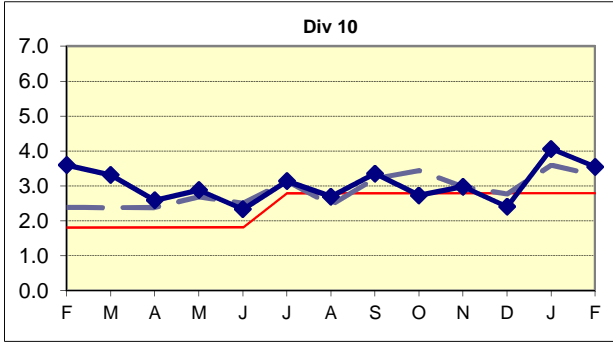
◆ Current Year   
 - - - Prior Year   
 — Goal

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

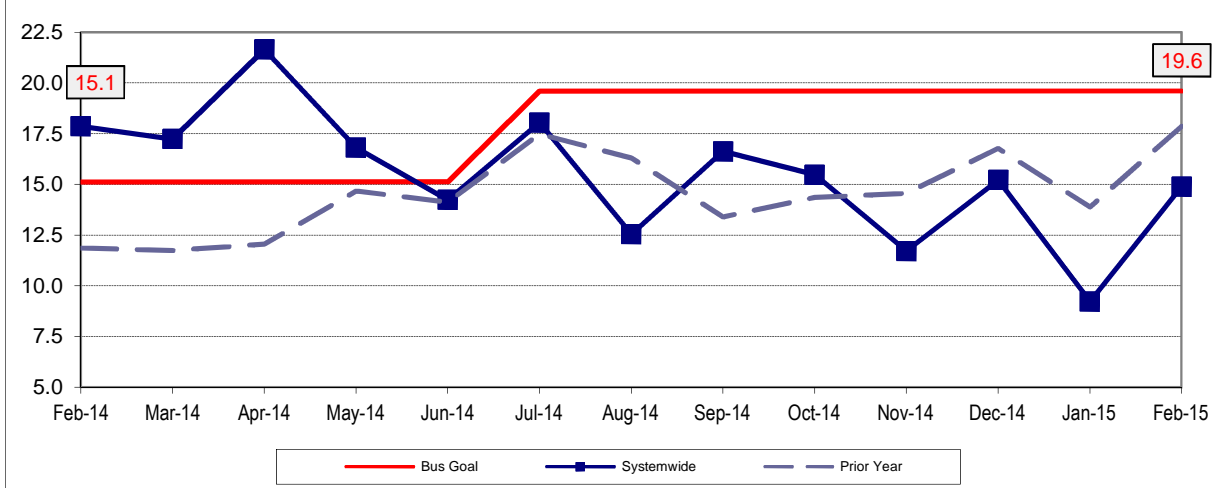
## New Workers Compensation Claims per 200,000 Exposure Hours

**Definition:** Number of New Bus Workers Compensation Indemnity and Medical Claims filed per 200,000 Bus Transportation exposure hours.

**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:** Number of New Bus Workers Compensation Indemnity and Medical Claims filed per 200,000 Bus Transportation exposure hours.

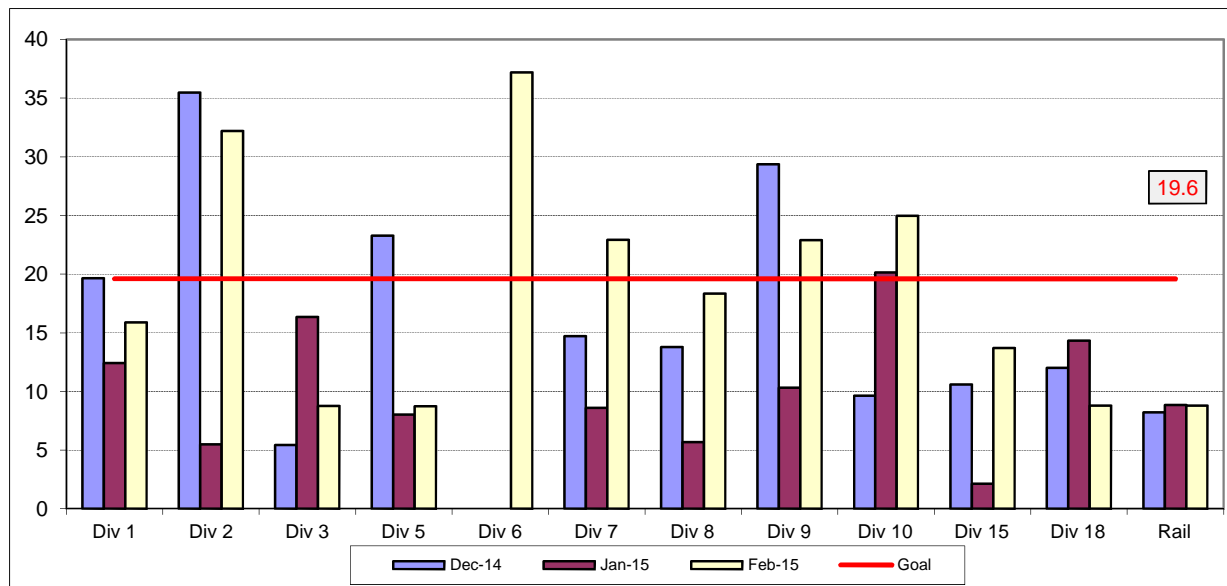
**Calculation:**  $\text{New reported workers' compensation indemnity and medical claims filed per 200,000 Exposure Hours} = \frac{\text{New Claims}}{(\text{Exposure Hours}/200,000)}$

### Bus & Rail by Division December 2014 - February 2015

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.



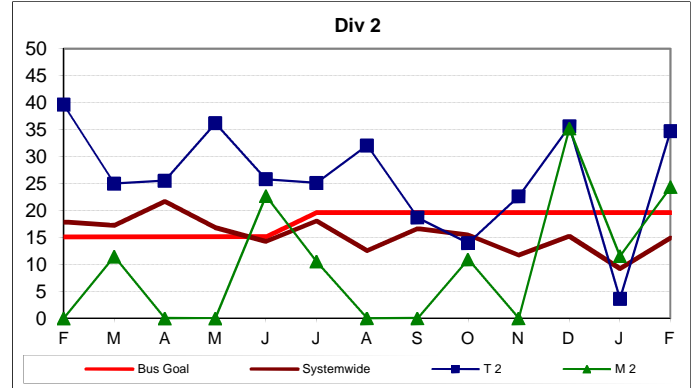
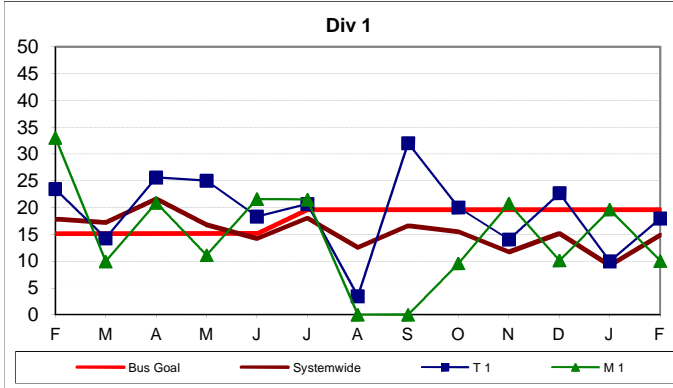


## NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS Systemwide and Bus Operating Divisions

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

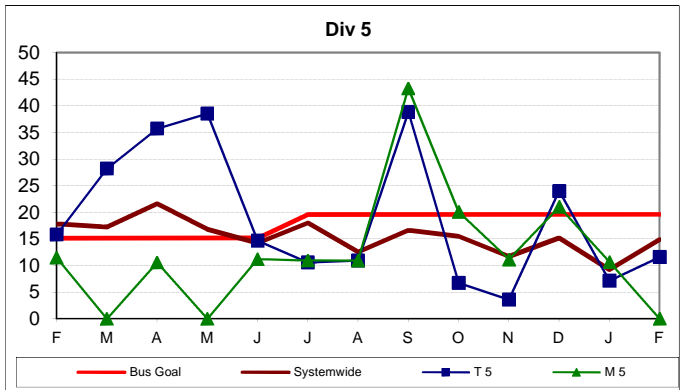
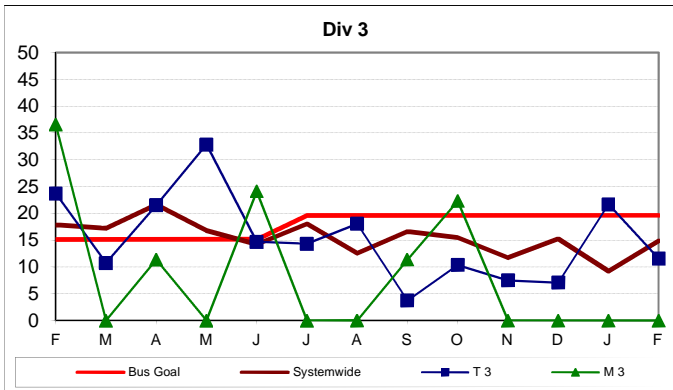
**Calculation:** New reported Workers' Compensation Indemnity and Medical claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)

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



Remaining Below the Goal line is the target.

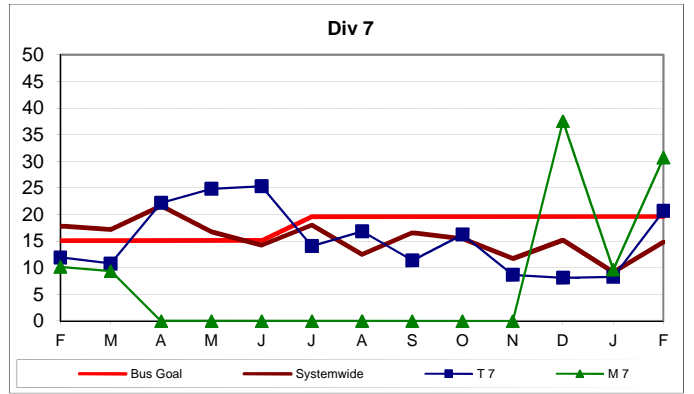
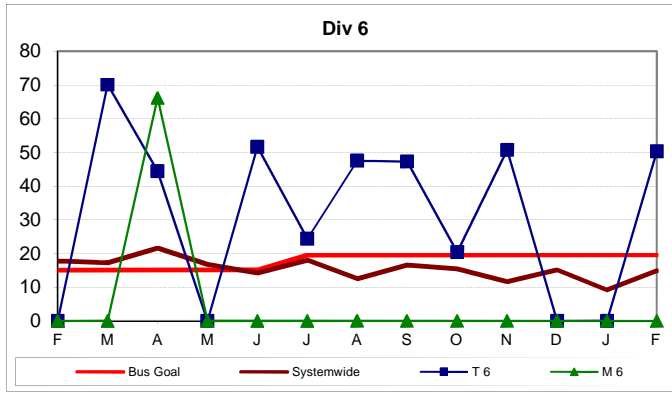
*W.C. now reflects current month's data. No data lag.*



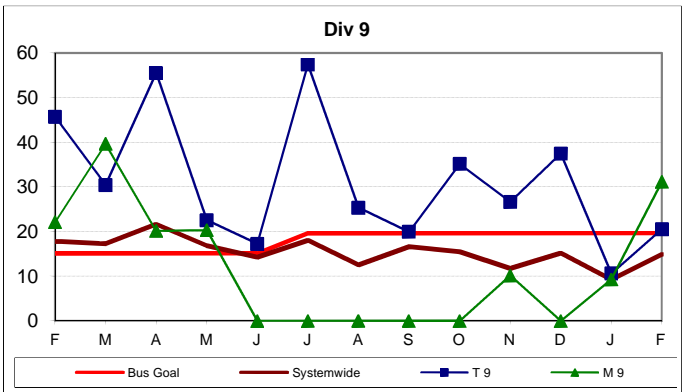
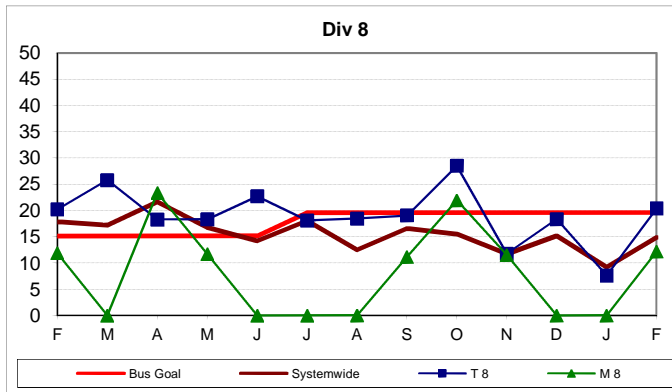
**NEW REPORTED WORKERS' COMPENSATION CLAIMS FILED PER 200,000 EXPOSURE HOURS - Continued**

Remaining Below the Goal line is the target.

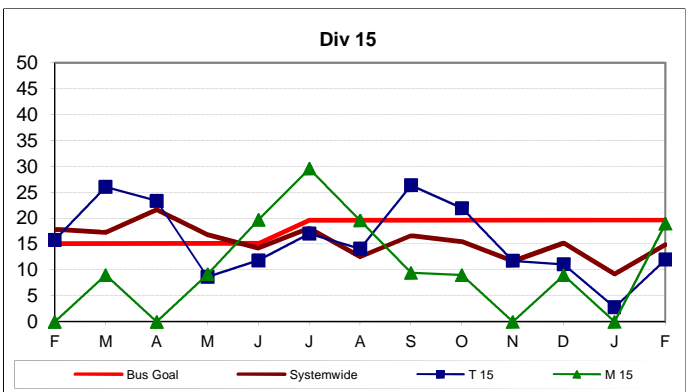
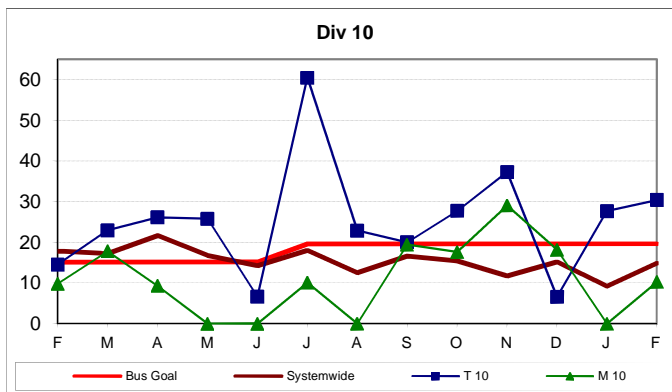
W.C. now reflects current month's data. No data lag.



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



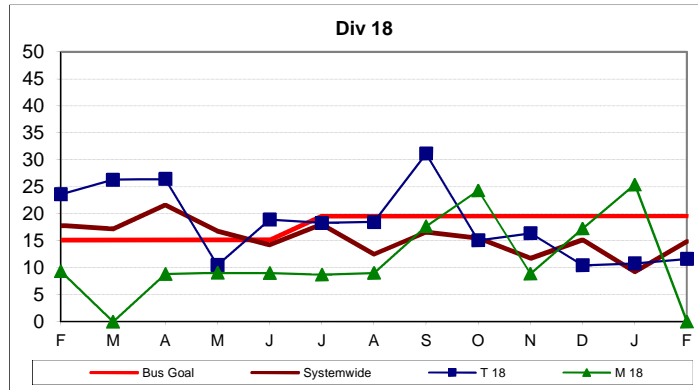
W.C. now reflects current month's data. No data lag.



**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

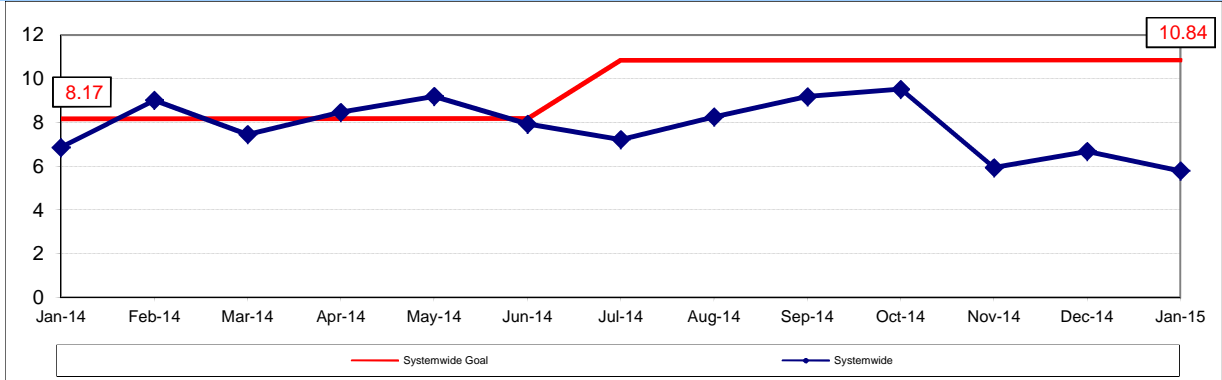
**Definition:** Work-related injuries and illnesses that result in: death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid which are filed per 200,000 exposure hours.

**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

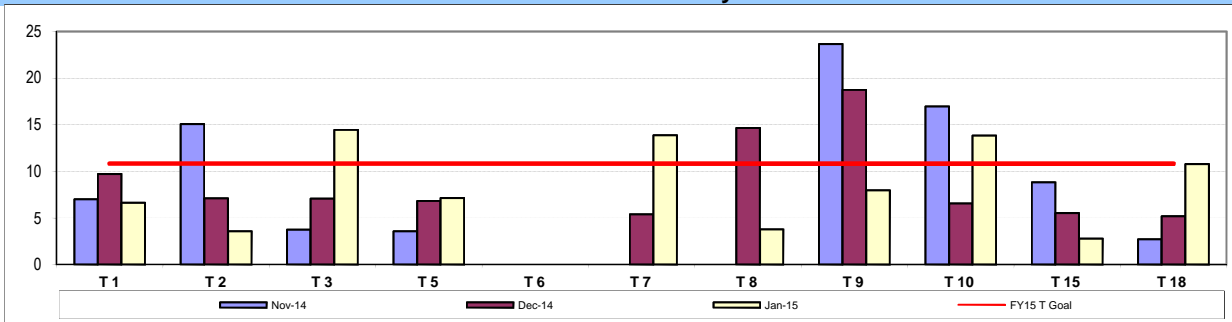
**Operations OSHA Injuries Trend**



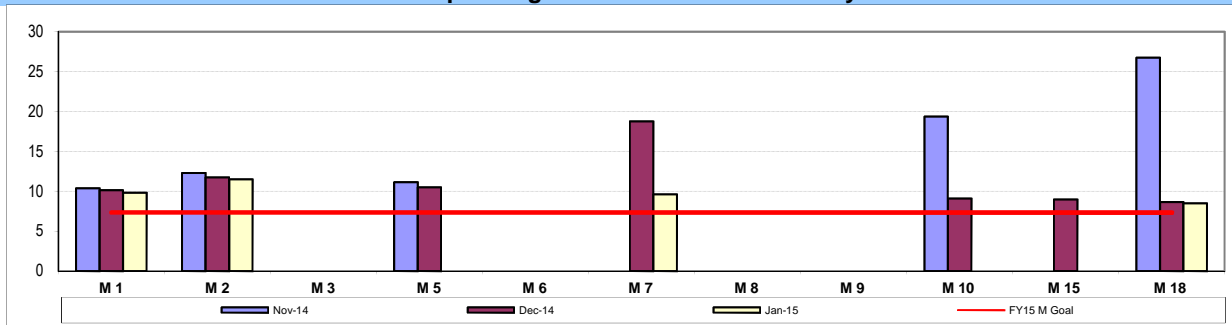
Remaining Below the Goal line is the target.

One month lag from current month

**OSHA: Bus Operating Transportation Divisions - by Division  
November 2014 - January 2015**

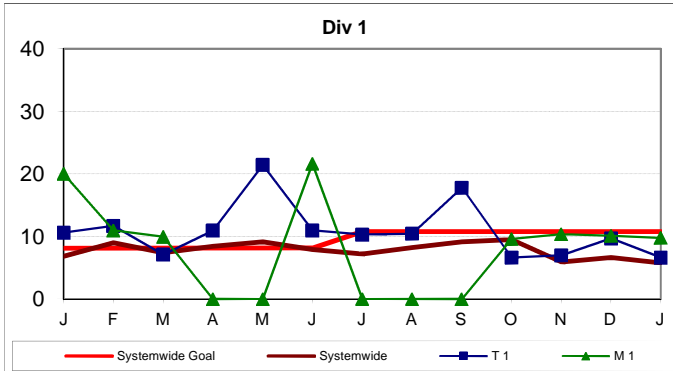


**OSHA: Bus Operating Maintenance Divisions - by Division**

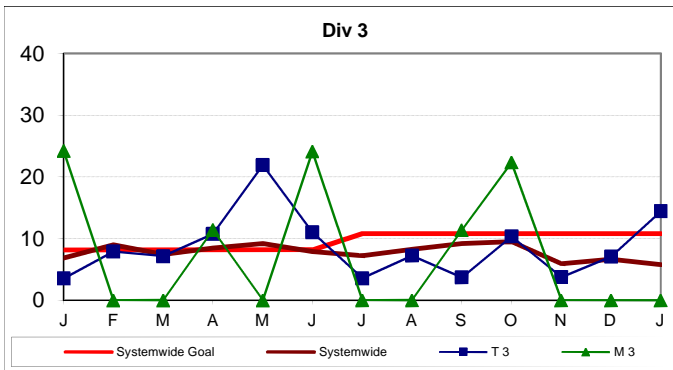
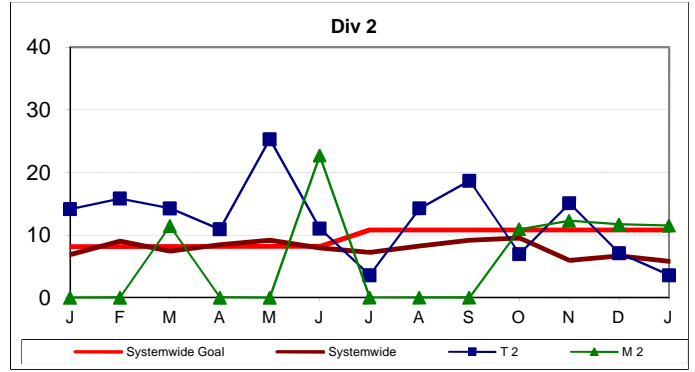


Remaining Below the Goal line is the target.  
 One month lag in reporting.

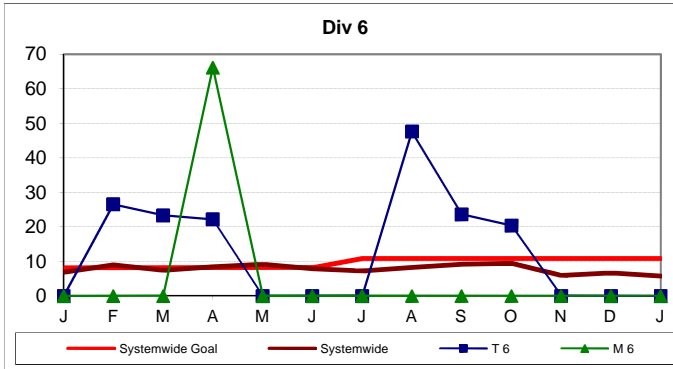
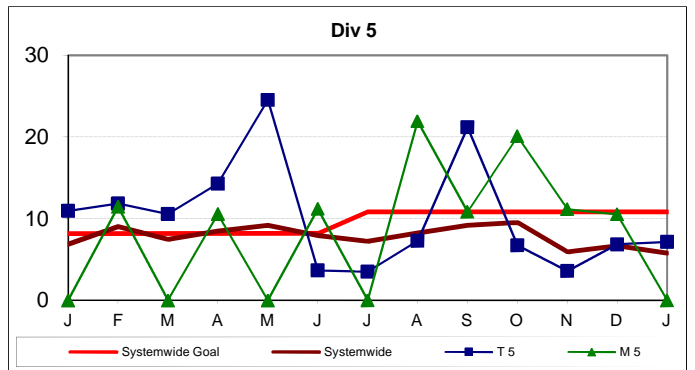
### OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS - Continued



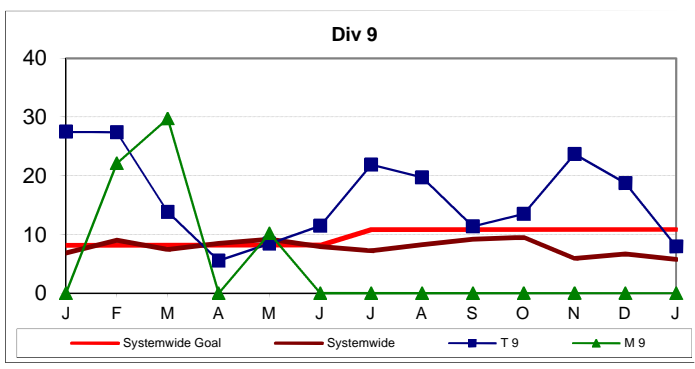
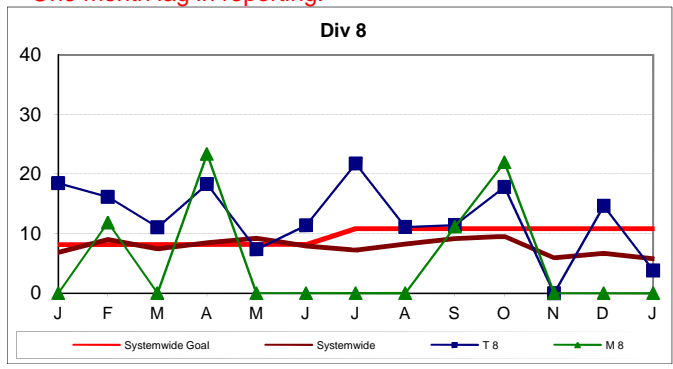
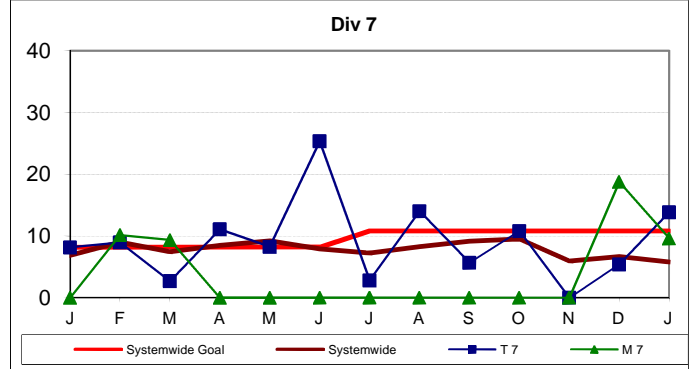
Remaining Below the Goal line is the target.  
 One month lag in reporting.



One month lag in reporting.

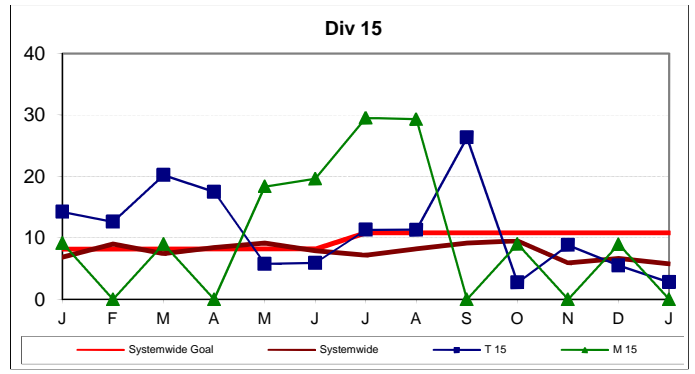
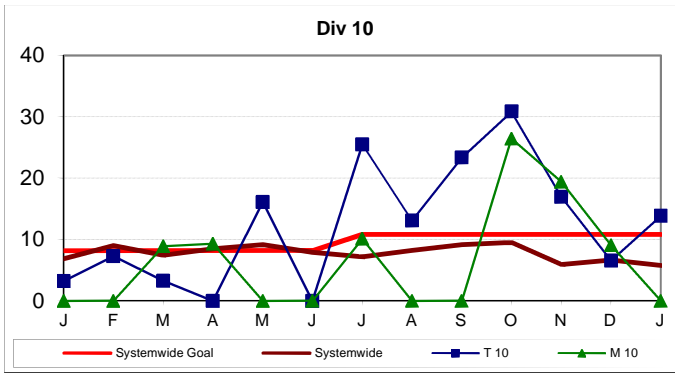


One month lag in reporting.

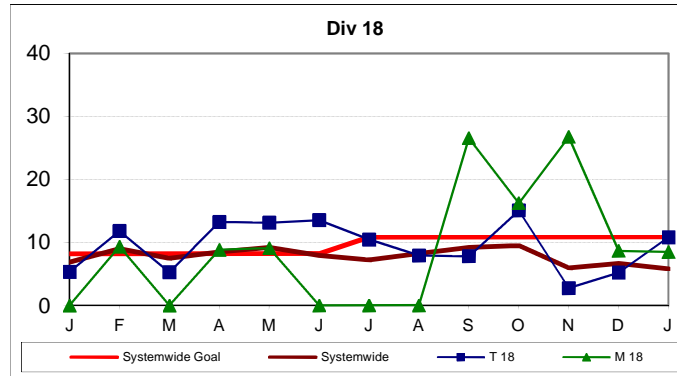


Remaining Below the Goal line is the target.  
 One month lag in reporting.

OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS - Continued



One month lag in reporting.



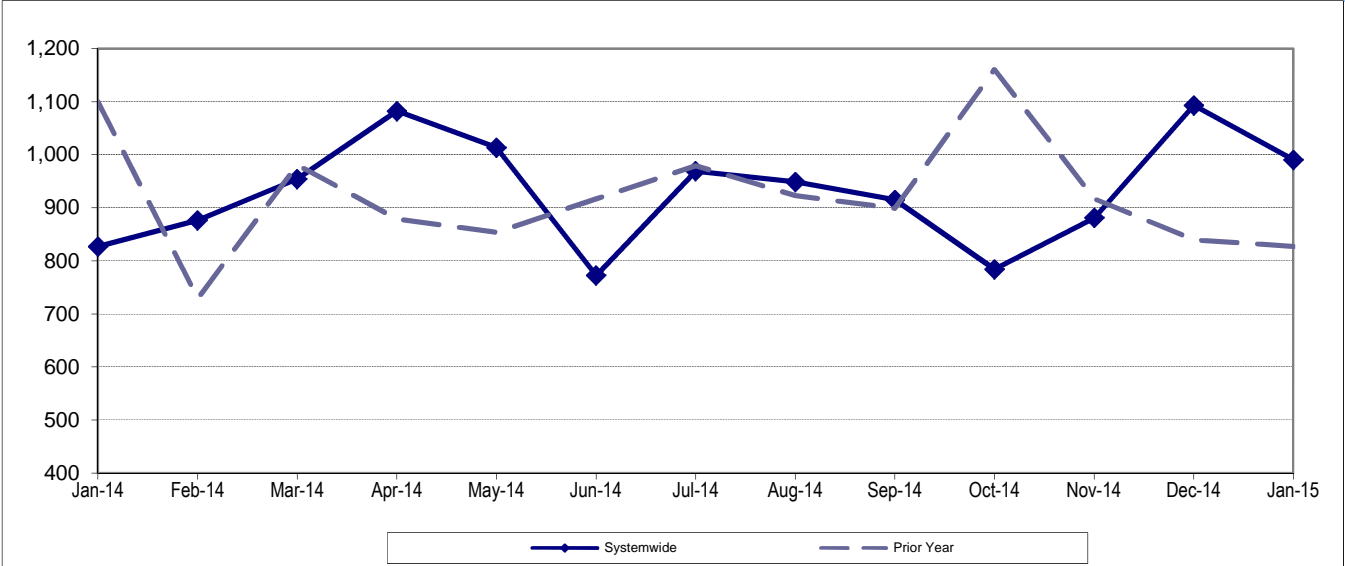
## NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS Systemwide and Bus Operating Divisions

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

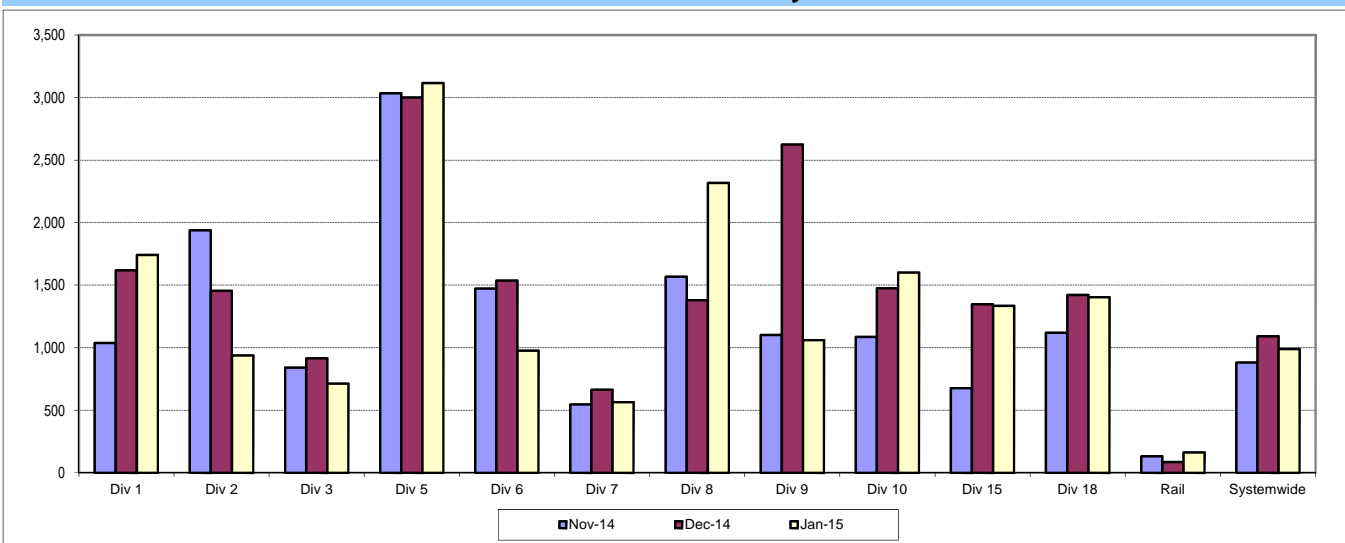
One month lag from current month

### LWD Systemwide Trend



One month lag from current month

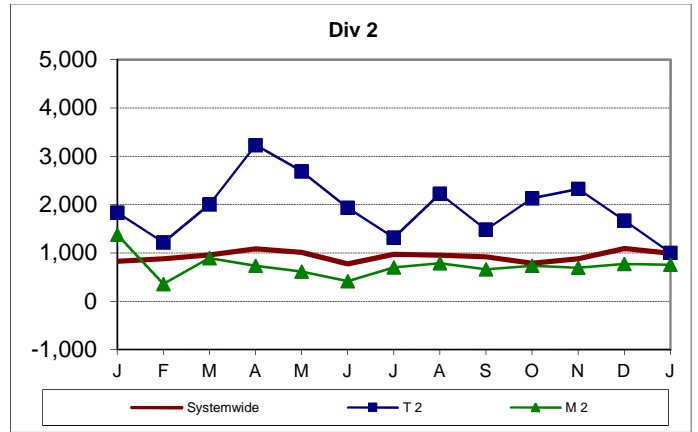
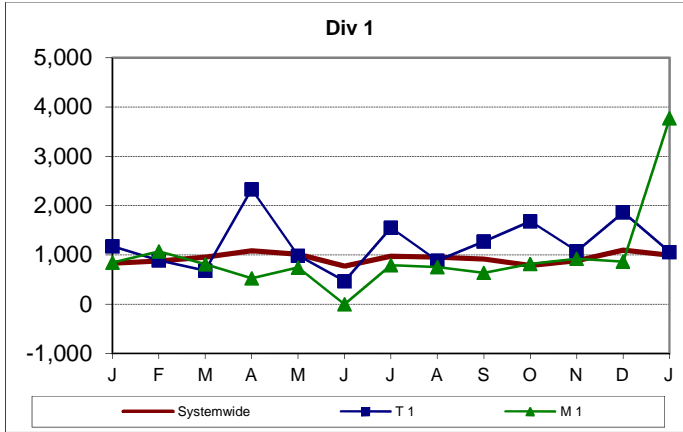
### LWD/200,000 Exposure Hours per Operating Divisions - by Bus and Rail Division November 2014 - January 2015



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

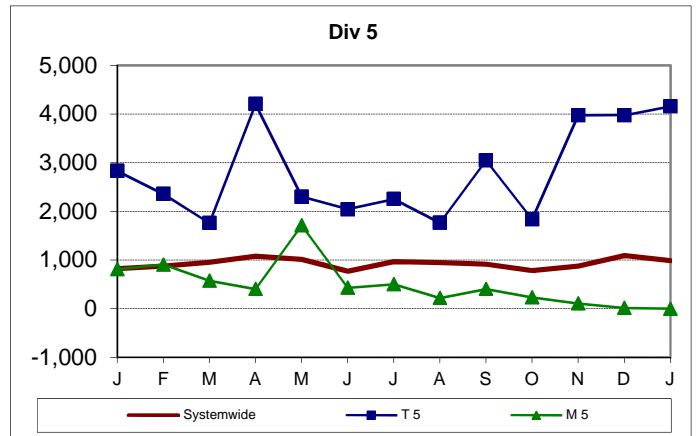
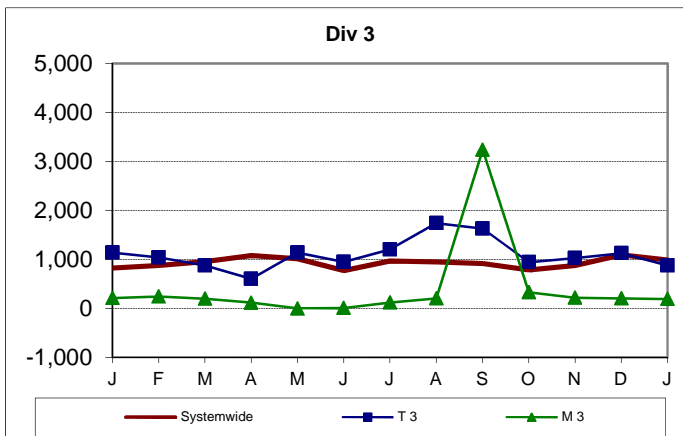
One month lag in reporting.

Lower is better.

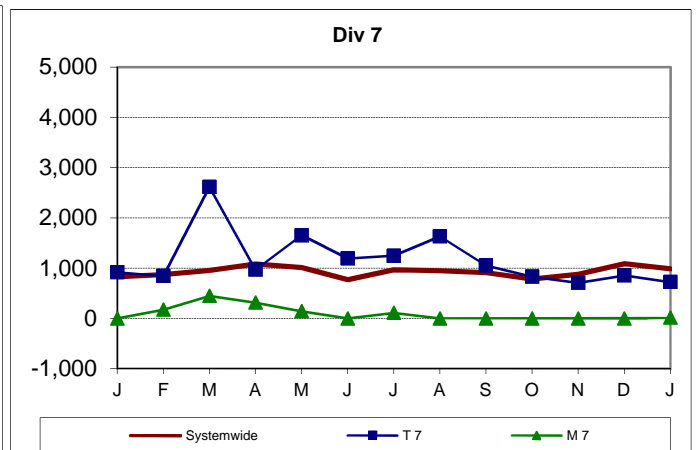
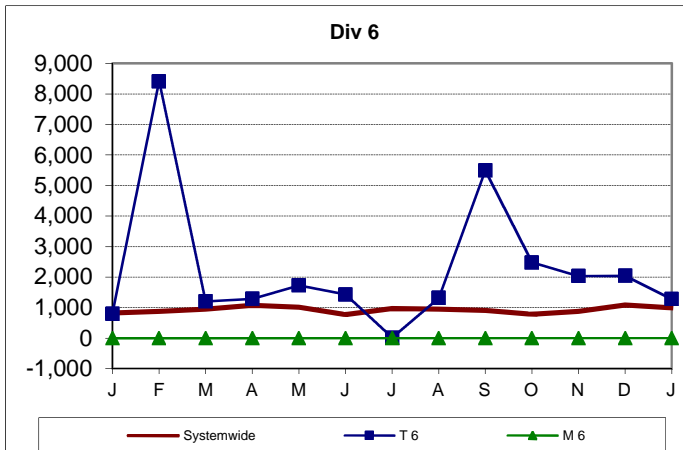


One month lag in reporting.

Lower is better.



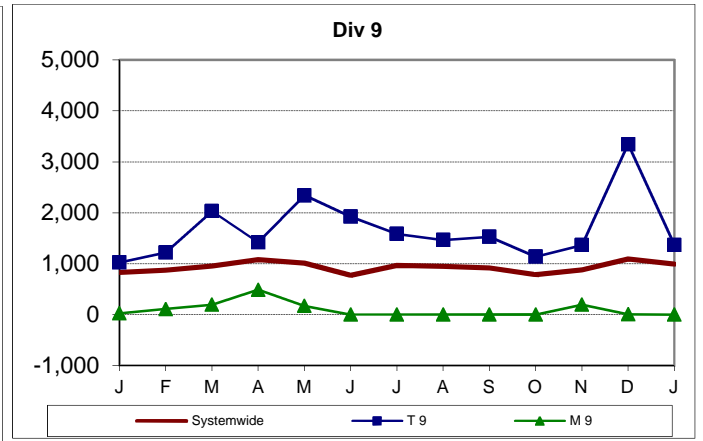
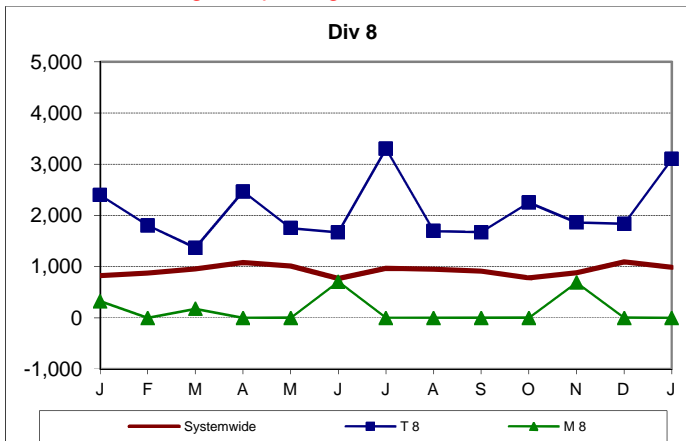
One month lag in reporting.





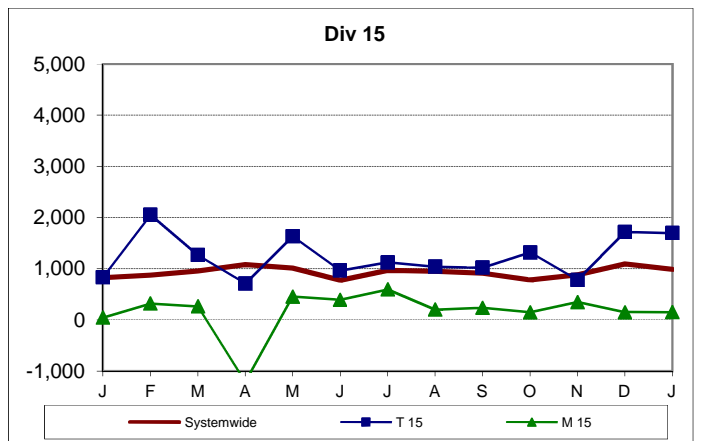
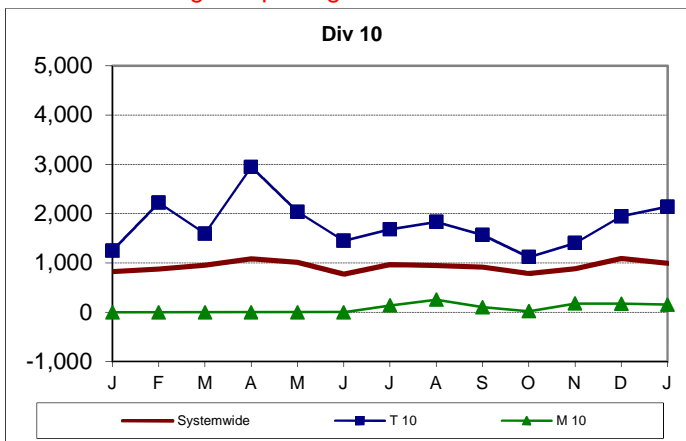
NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS - Continued

One month lag in reporting.



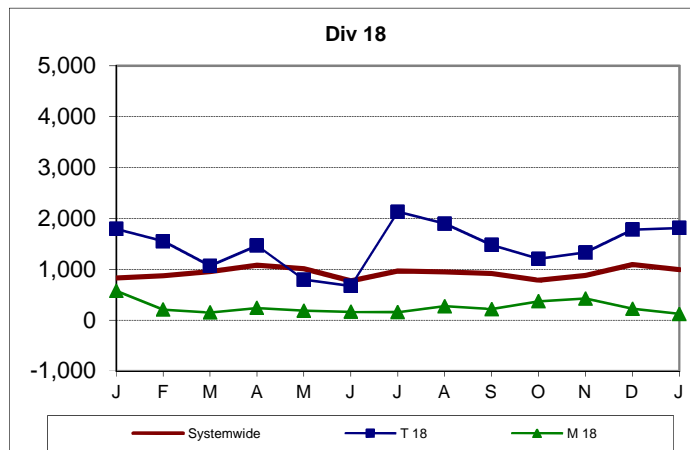
One month lag in reporting.

Lower is better.



One month lag in reporting.

Lower is better.



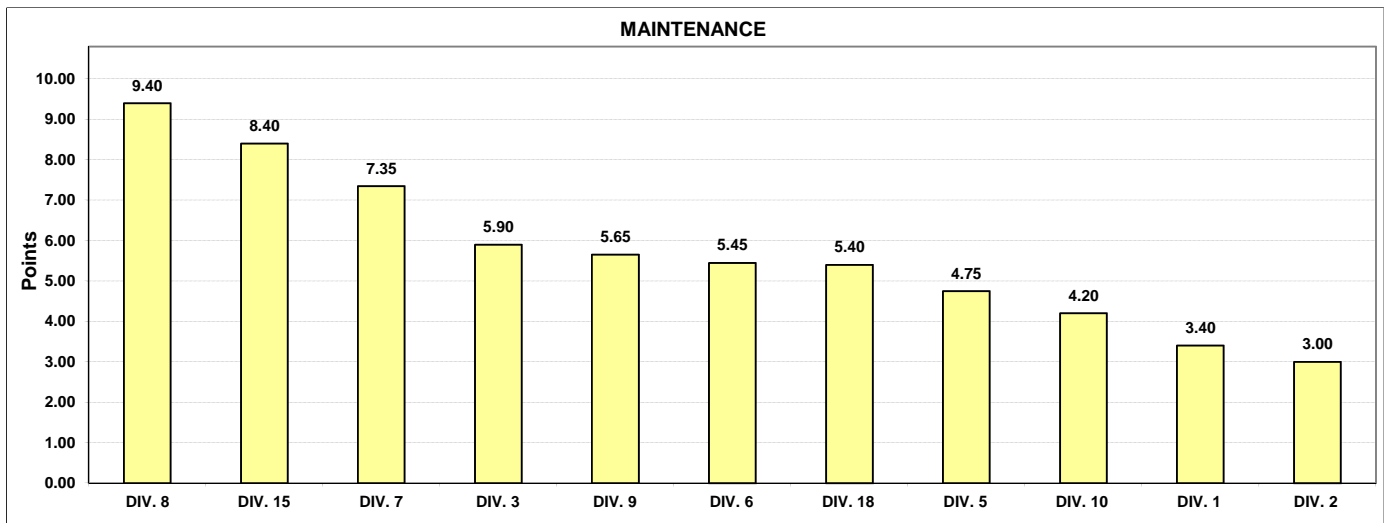
**"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM**

**Monthly Calculations - February 2015  
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	10%	72.9%	70.8%	72.3%	72.5%	69.0%	69.9%	83.7%	72.4%	71.0%	75.0%	70.8%
Points		9	3	6	8	1	2	11	7	5	10	4
Miles Between Total Road Calls	30%	2072.8	2337.2	3605.3	4531.0	3672.8	4544.8	5912.7	3791.3	2315.4	4563.6	3090.3
Points		1	3	5	8	6	9	11	7	2	10	4
Past Due PMPs	25%	0.058	0.007	0.002	0.164	0.054	0.000	0.000	0.011	0.000	0.000	0.000
Points		2	5	6	1	3	7	7	4	7	7	7
Bus Cleanliness	25%	8.36	8.27	8.57	8.34	8.70	8.78	8.85	8.62	8.35	8.71	8.48
Points		4	1	6	2	8	10	11	7	3	9	5
New WC Claims /200,000 Exp Hrs	10%	10.03	24.31	0.00	0.00	0.00	30.66	12.22	31.14	10.28	18.93	0.00
Points		7	3	8	8	8	2	5	1	6	4	8
<b>Totals</b>		<b>3.40</b>	<b>3.00</b>	<b>5.90</b>	<b>4.75</b>	<b>5.45</b>	<b>7.35</b>	<b>9.40</b>	<b>5.65</b>	<b>4.20</b>	<b>8.40</b>	<b>5.40</b>
Maintenance Division Ranking (Sorted)												
FINAL RANKING	DIV.	Div. 8	Div. 15	Div. 7	Div. 3	Div. 9	Div. 6	Div. 18	Div. 5	Div. 10	Div. 1	Div. 2
	Score	9.40	8.40	7.35	5.90	5.65	5.45	5.40	4.75	4.20	3.40	3.00
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



**Monthly Calculations - February 2015**  
**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%	0.729	0.708	0.723	0.725	0.690	0.699	0.837	0.724	0.710	0.750	0.708
Points		9	3	6	8	1	2	11	7	5	10	4
Accident Rate	35%	4.19	4.90	5.04	4.70	5.92	6.56	1.74	3.38	4.82	3.24	4.37
Points		8	4	3	6	2	1	11	9	5	10	7
Complaints/100K Boardings	35%	3.58	2.49	4.03	3.48	6.63	3.33	3.32	6.02	3.55	4.73	4.36
Points		6	11	5	8	1	9	10	2	7	3	4
New WC Claims /200,000 Exp Hrs	10%	17.98	34.71	11.54	11.59	50.34	20.70	20.40	20.56	30.40	12.03	11.62
Points		7	2	11	10	1	4	6	5	3	8	9
<b>Totals</b>		<b>7.40</b>	<b>6.05</b>	<b>5.10</b>	<b>7.50</b>	<b>1.35</b>	<b>4.30</b>	<b>10.15</b>	<b>5.75</b>	<b>5.50</b>	<b>7.35</b>	<b>5.55</b>
FINAL RANKING Transportation Division Ranking (Sorted)												
DIV.	DIV. 8	DIV. 5	DIV. 1	DIV. 15	DIV. 2	DIV. 9	DIV. 18	DIV. 10	DIV. 3	DIV. 7	DIV. 6	
Score	10.15	7.50	7.40	7.35	6.05	5.75	5.55	5.50	5.10	4.30	1.35	
Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	

