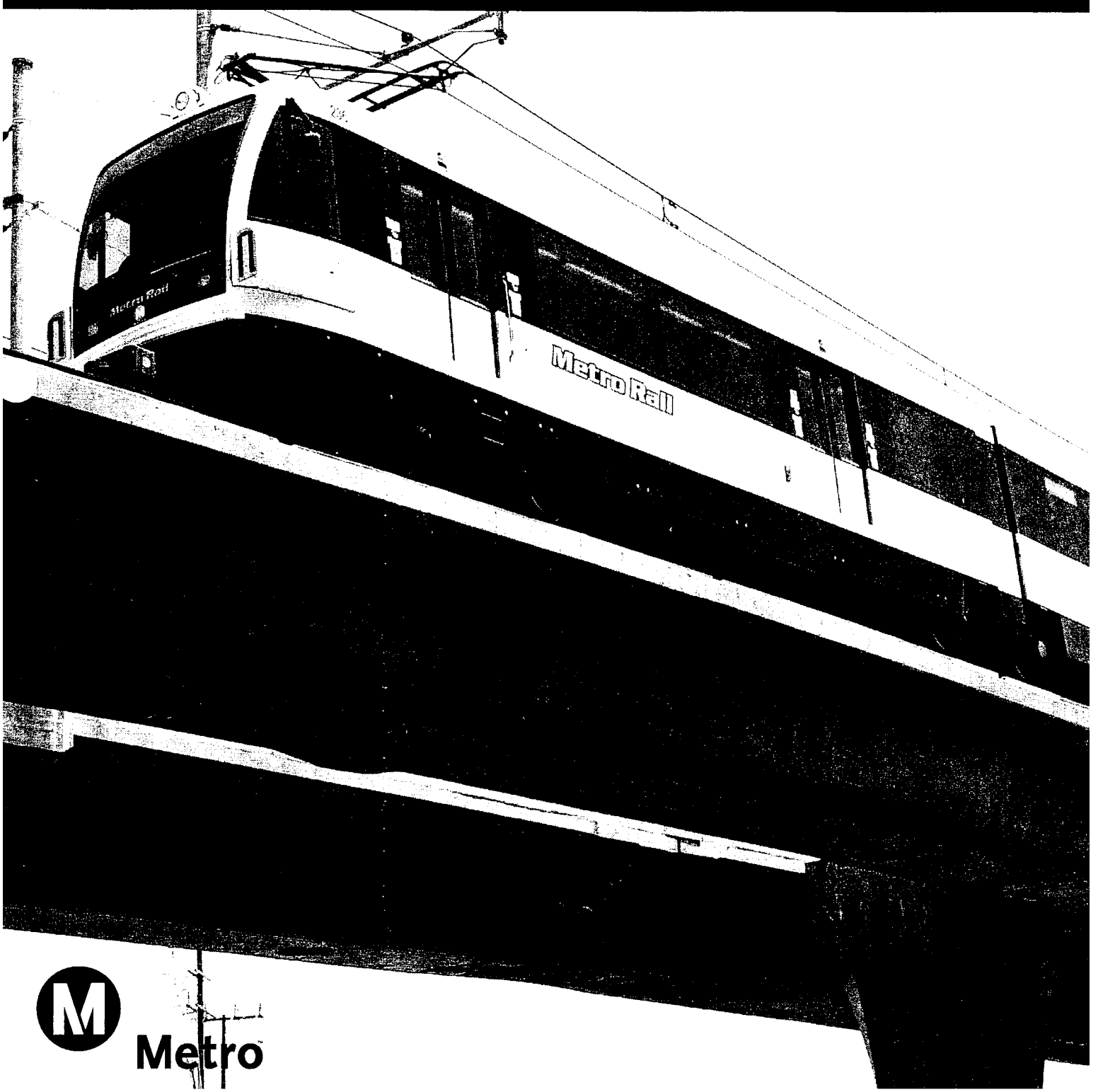
Metropolitan Transportation Authority

METRO OPERATIONS MONTHLY PERFORMANCE REPORT

DEC 2003



Metro

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San Fernando Valley Sector Scorecard Overview (SFV)

This sector has two MTA operating divisions, Division 8 in Chatsworth and Division 15 in Sun Valley. The sector is responsible for the operation of approximately 460 Metro buses and 24 Metro Bus lines carrying nearly 50.4 million boarding passengers each year.

This report gives a brief overview of sector operations':

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

Measurement	FY02	FY03	FY04 Target	FY04 YTD	Dec. Month	Status
Bus Systemwide						
On-Time Pullouts (system)*	99.61%	99.64%	100%			
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)**	5,796	6,883	7,500	6,455	7,881	◇
In-Service On-time Performance	64.88%	69.23%	80%	62.99%	63.00%	▬
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.79	4.25	▬
Complaints per 100,000 Boardings	3.54	4.23	3.50	4.72	3.85	▬
SFV Sector						
On-Time Pullouts *	99.45%	99.75%	100%			
MMBCMF**	4,646	8,616	8,000	7,460	10,229	◇
In-Service On-time Performance		67.30%	80%	66.23%	63.72%	▬
Bus Traffic Accidents Per 100,000 Miles	3.09	2.91	2.70	3.12	2.80	◇
Complaints per 100,000 Boardings	3.43	6.32	3.50	5.10	3.75	▬
Division 8						
On-Time Pullouts *	99.57%	99.81%	100%			
~~MMBCMF**~~	~~5,775~~	~~9,177~~	~~8,000~~	~~7,139~~	~~9,503~~	◇
In-Service On-time Performance	67.88%	70.09%	80%	67.74%	69.20%	▬
Bus Traffic Accidents Per 100,000 Miles	3.22	2.84	2.70	2.60	2.17	●
Complaints per 100,000 Boardings	3.16	6.87	3.50	4.64	2.95	▬
Division 15						
On-Time Pullouts *	99.37%	99.72%	100%			
MMBCMF**	4,514	8,260	8,000	7,713	10,784	◇
In-Service On-time Performance	62.51%	66.13%	80%	65.43%	60.81%	▬
Bus Traffic Accidents Per 100,000 Miles	3.01	2.96	2.70	3.50	3.23	◇
~~Complaints per 100,000 Boardings~~	~~3.58~~	~~6.01~~	~~3.50~~	~~5.43~~	~~4.50~~	▬

* A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS. **Data generated by Bus Operations Control is unavailable.**

~~** Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.~~

● Green - High probability of achieving the FY04 target (on track).

◇ Yellow - Uncertain if the FY04 target will be achieved -- slight problems, delays or management issues.

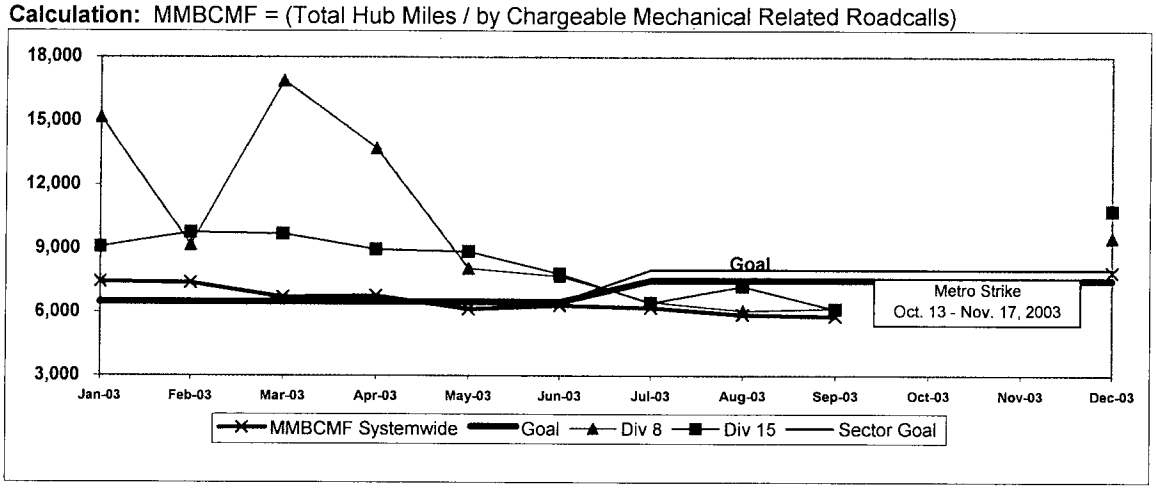
▬ Red - High probability that the FY04 target will not be achieved -- significant problems and/or delays.

SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*
Systemwide and Divisions 8 and 15

Definition: Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

Calculation: MMBCMF = (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)



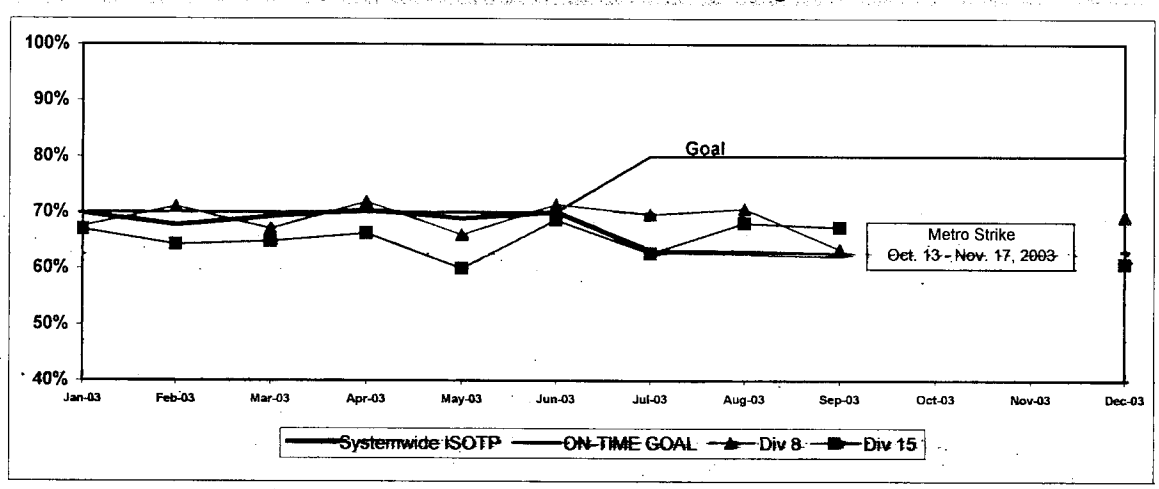
* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

IN-SERVICE ON-TIME PERFORMANCE

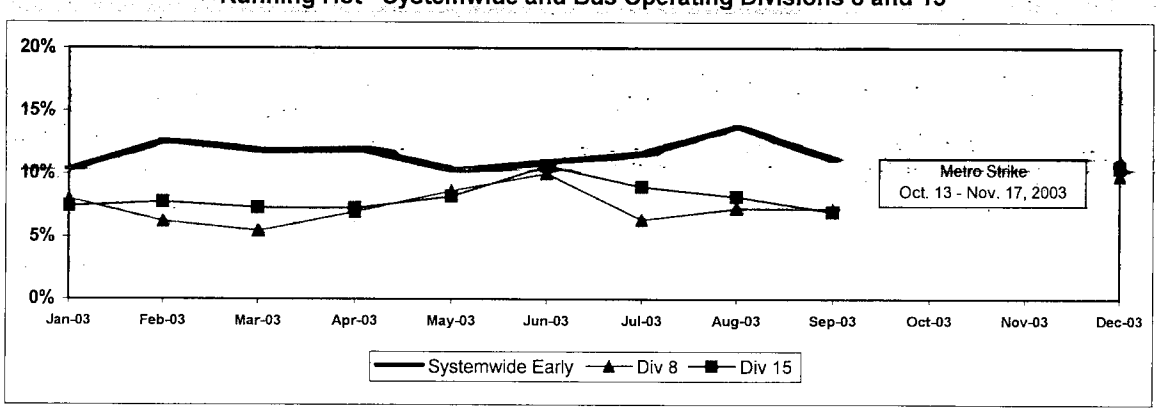
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

Calculation: ISOTP% =1-((Number of buses departing early + Number of buses departing more than five minutes late)/(Total buses sampled))

Systemwide and Bus Operating Divisions 8 and 15
ISOTP - 1 Minute Tolerance for Running Hot



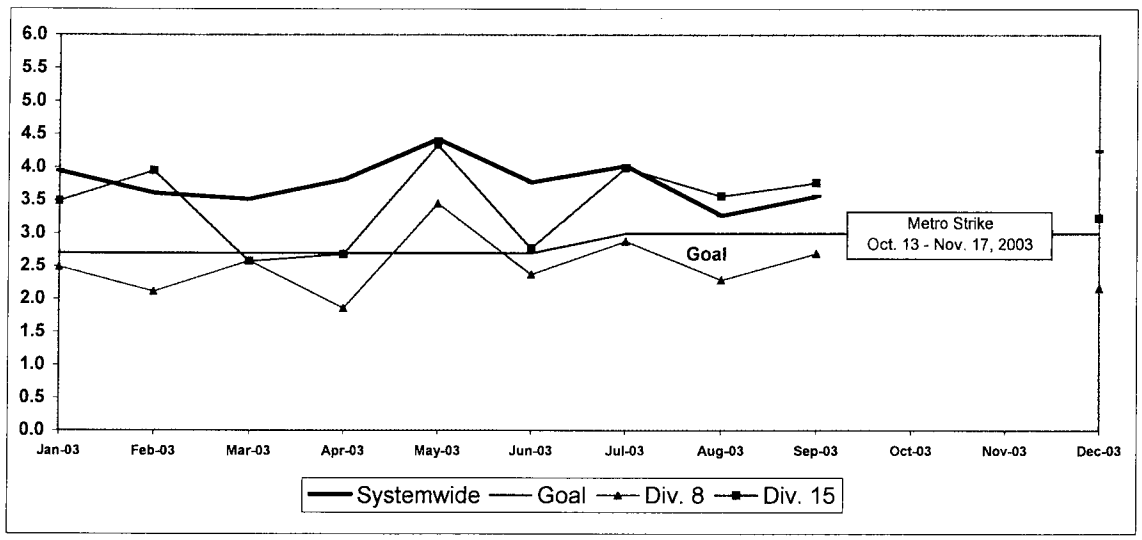
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
Systemwide and Bus Operating Divisions 8 and 15

Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

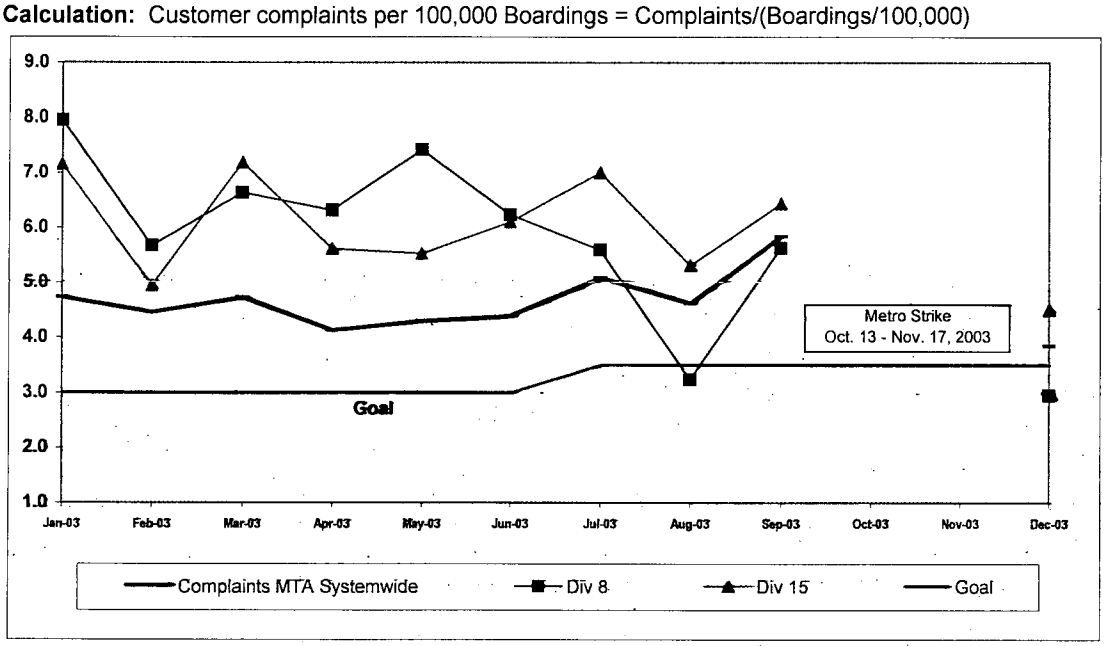
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Bus Operating Divisions 8 and 15

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)



San Gabriel Valley Sector Scorecard Overview (SGV)

This sector has two MTA operating divisions, Division 3 Cypress Park and Division 9 in El Monte. The sector is responsible for the operation of approximately 410 Metro buses and 27 Metro Bus lines carrying over 64.5 million boarding passengers each year.

This report gives a brief overview of sector operations':

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

Measurement	FY02	FY03	FY04 Target	FY04 YTD	Dec. Month	Status
Bus Systemwide						
On-Time Pullouts (system)*	99.61%	99.64%	100%			
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)**	5,796	6,883	7,500	6,455	7,881	◇
In-Service On-time Performance	64.88%	69.23%	80%	62.99%	63.00%	▬
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.79	4.25	▬
Complaints per 100,000 Boardings	3.54	4.23	3.50	4.72	3.85	▬
SGV Sector						
On-Time Pullouts*	99.71%	99.77%	100%			
MMBCMF**	6,708	7,696	8,000	6,839	6,293	◇
In-Service On-time Performance		70.02%	80%	67.06%	65.77%	◇
Bus Traffic Accidents Per 100,000 Miles	3.23	3.40	3.10	3.24	3.10	◇
Complaints per 100,000 Boardings	3.13	3.57	3.25	4.06	3.01	▬
Division 3						
On-Time Pullouts*	99.69%	99.72%	100%			
MMBCMF**	5,538	5,726	8,000	5,406	6,163	▬
In-Service On-time Performance	68.70%	71.08%	80%	69.15%	73.38%	◇
Bus Traffic Accidents Per 100,000 Miles	3.96	4.22	3.10	4.05	3.53	▬
Complaints per 100,000 Boardings	2.61	3.09	3.25	3.07	2.59	●
Division 9						
On-Time Pullouts*	99.72%	99.83%	100%			
MMBCMF**	8,336	11,322	8,000	9,208	6,432	●
In-Service On-time Performance	64.56%	67.47%	80%	62.45%	63.24%	▬
Bus Traffic Accidents Per 100,000 Miles	2.56	2.64	3.10	2.45	2.66	●
Complaints per 100,000 Boardings	3.90	4.31	3.25	5.87	3.97	▬

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** ~~Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.~~

● Green - High probability of achieving the FY04 target (on track).

◇ Yellow - Uncertain if the FY04 target will be achieved -- slight problems, delays or management issues.

▬ Red - High probability that the FY04 target will not be achieved – significant problems and/or delays.

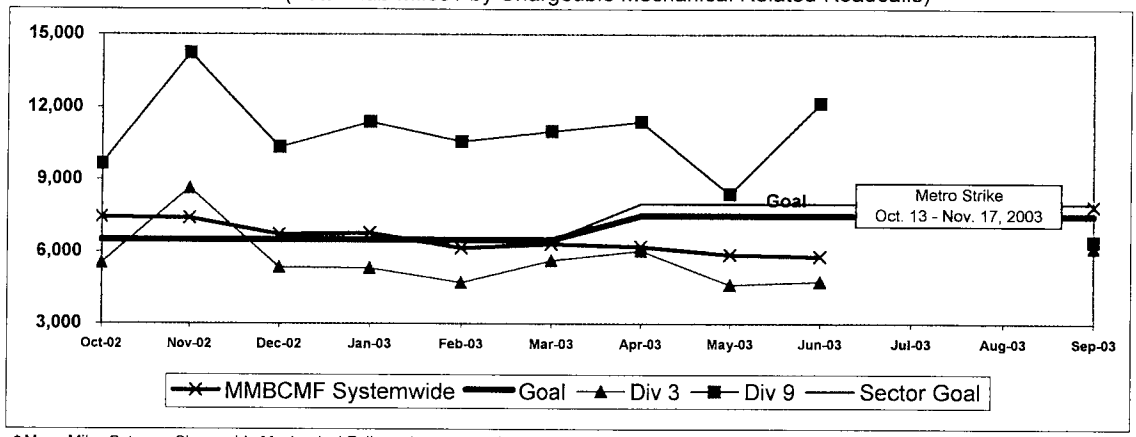
SAN GABRIEL VALLEY SECTOR (SGV) BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*

Systemwide and Divisions 3 and 9

Definition: Average Hub Miles traveled between chargeable mechanical problems that result in a service

Calculation: MMBCMF = (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)



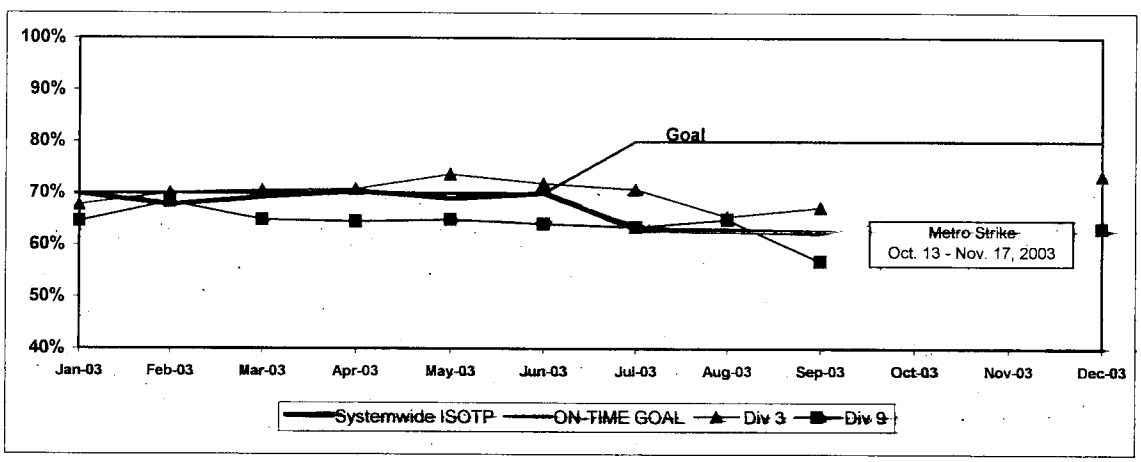
* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

IN-SERVICE ON-TIME PERFORMANCE

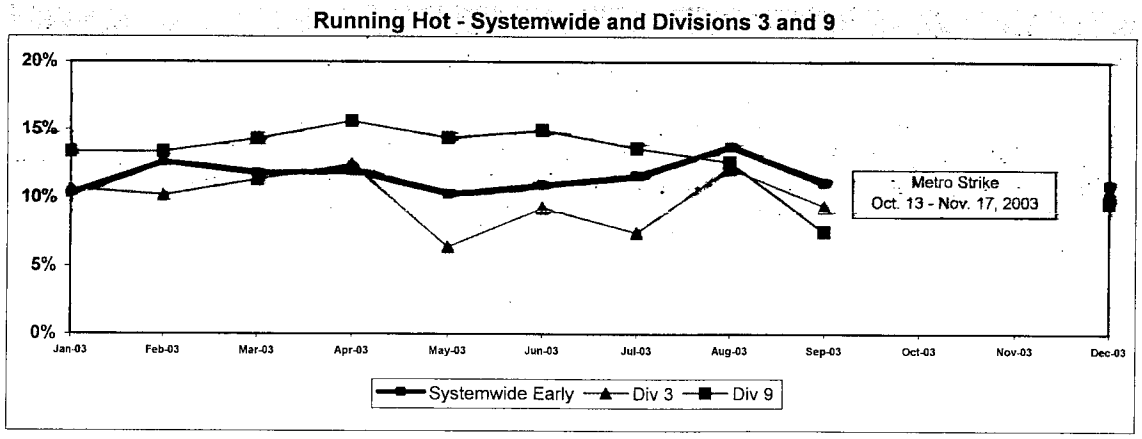
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

Calculation: ISOTP% =1-((Number of buses departing early + Number of buses departing more than five minutes late)/(Total buses sampled))

Systemwide and Bus Operating Divisions 3 and 9
ISOTP - 1 Minute Tolerance for Running Hot



Running Hot - Systemwide and Divisions 3 and 9

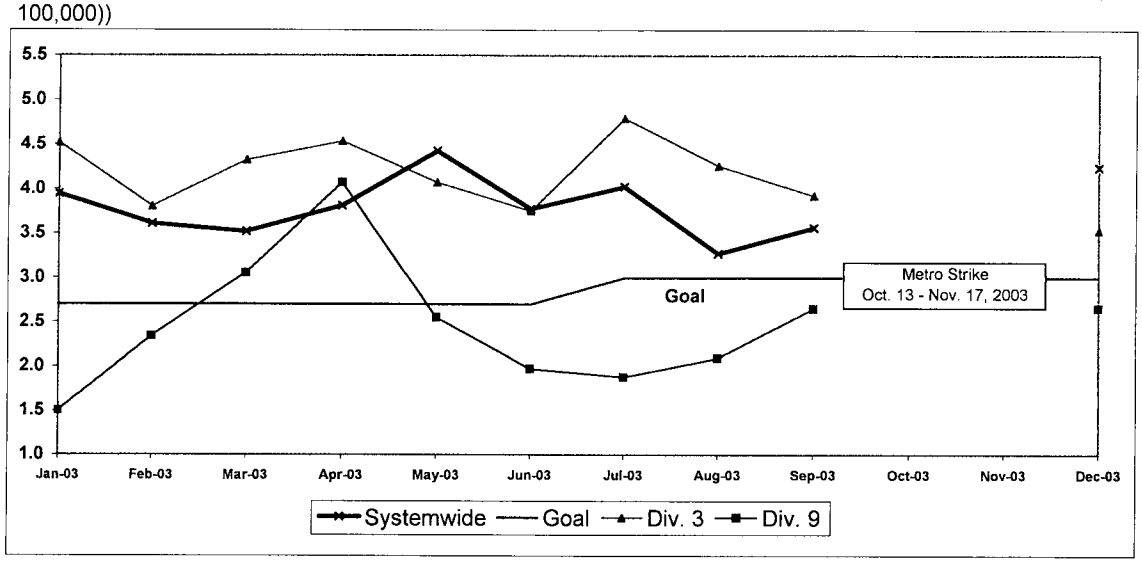


BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

Systemwide and Divisions 3 and 9

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))

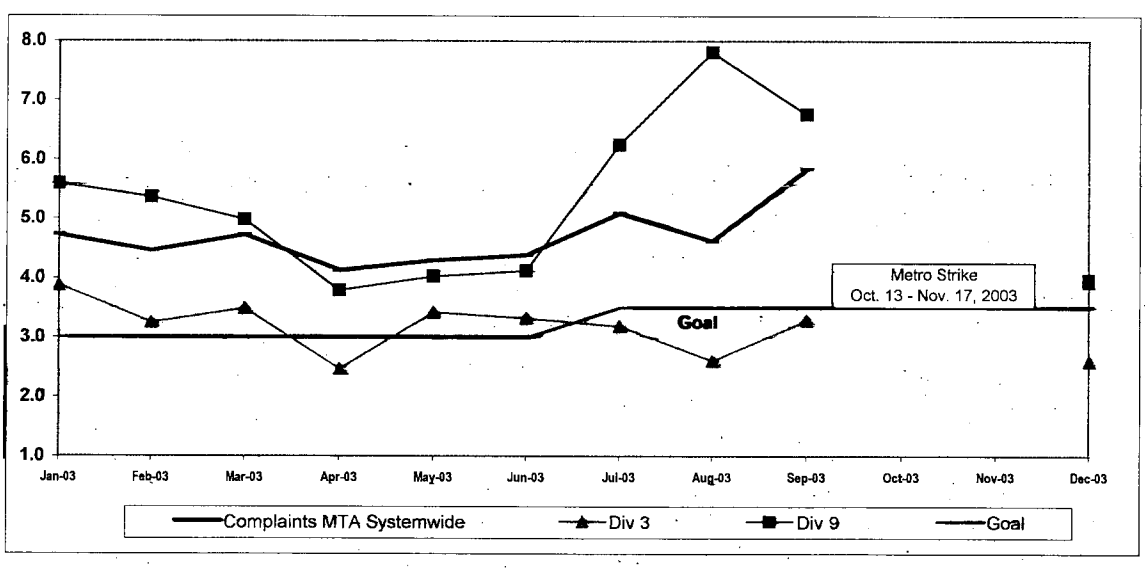


COMPLAINTS PER 100,000 BOARDINGS

Systemwide and Divisions 3 and 9

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)



Gateway Cities Sector Scorecard Overview (GC)

This sector has two MTA operating divisions, Division 1 and 2, both operating out of the downtown Los Angeles area. The sector will be responsible for the operation of approximately 365 Metro buses and 20 Metro Bus lines carrying nearly 59.8 million boarding passengers each year.

This report gives a brief overview of sector operations':

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

Measurement	FY02	FY03	FY04 Target	FY04 YTD	Dec. Month	Status
Bus Systemwide						
On-Time Pullouts (system) *	99.61%	99.64%	100%			
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)**	5,796	6,883	7,500	6,455	7,881	◇
In-Service On-time Performance	64.88%	69.23%	80%	62.99%	63.00%	▬
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.79	4.25	▬
Complaints per 100,000 Boardings	3.54	4.23	3.50	4.72	3.85	▬
GC Sector						
On-Time Pullouts *	99.64%	99.78%	100%			
MMBCMF**	6,726	7,800	8,000	7,533	9,073	◇
In-Service On-time Performance		74.53%	80%	67.02%	65.77%	▬
Bus Traffic Accidents Per 100,000 Miles	4.49	4.07	3.30	3.99	4.80	▬
Complaints per 100,000 Boardings	2.07	2.63	2.50	3.39	3.19	◇
Division 1						
On-Time Pullouts *	99.84%	99.81%	100%			
MMBCMF**	8,510	9,863	8,000	6,793	9,303	▬
In-Service On-time Performance	74.95%	78.22%	80%	68.45%	68.87%	▬
Bus Traffic Accidents Per 100,000 Miles	4.51	3.39	3.30	3.41	3.79	◇
Complaints per 100,000 Boardings	1.76	2.26	2.50	3.99	4.19	▬
Division 2						
On-Time Pullouts *	99.44%	99.75%	100%			
MMBCMF**	5,514	6,398	8,000	8,595	8,766	●
In-Service On-time Performance	63.01%	67.53%	80%	65.09%	61.95%	▬
Bus Traffic Accidents Per 100,000 Miles	4.48	4.78	3.30	4.65	6.24	▬
Complaints per 100,000 Boardings	2.38	3.07	2.50	2.82	2.48	◇

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** Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

● Green - High probability of achieving the FY04 target (on track).

◇ Yellow - Uncertain if the FY04 target will be achieved – slight problems, delays or management issues.

▬ Red - High probability that the FY04 target will not be achieved – significant problems and/or delays.

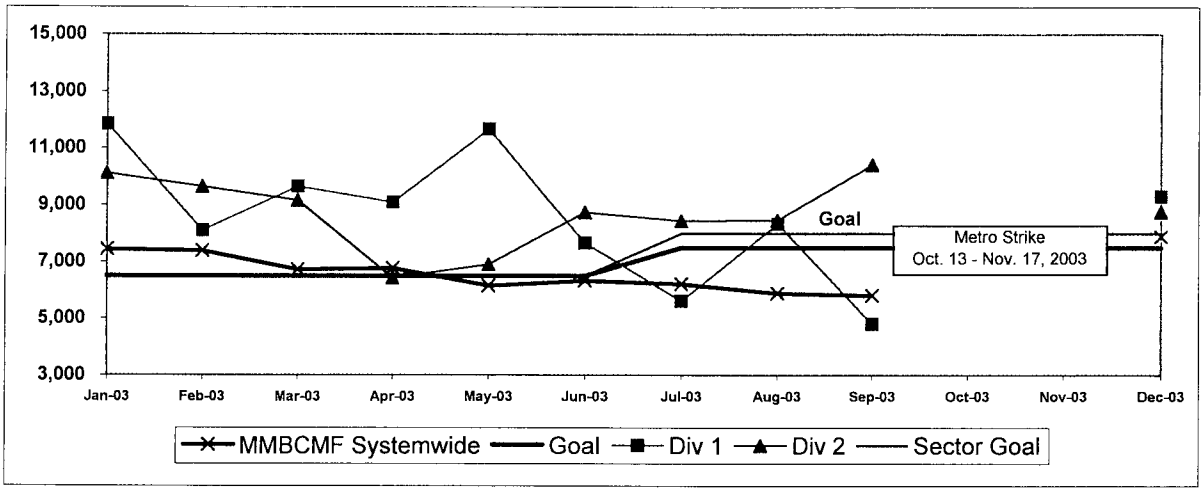
GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*

Systemwide and Divisons 1 and 2

Definition: Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

Calculation: MMBCMF = (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)



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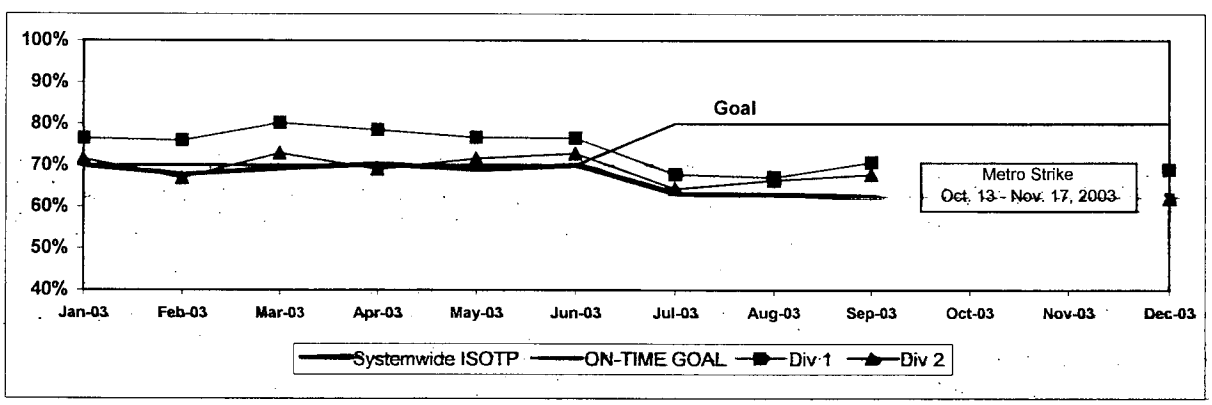
IN-SERVICE ON-TIME PERFORMANCE

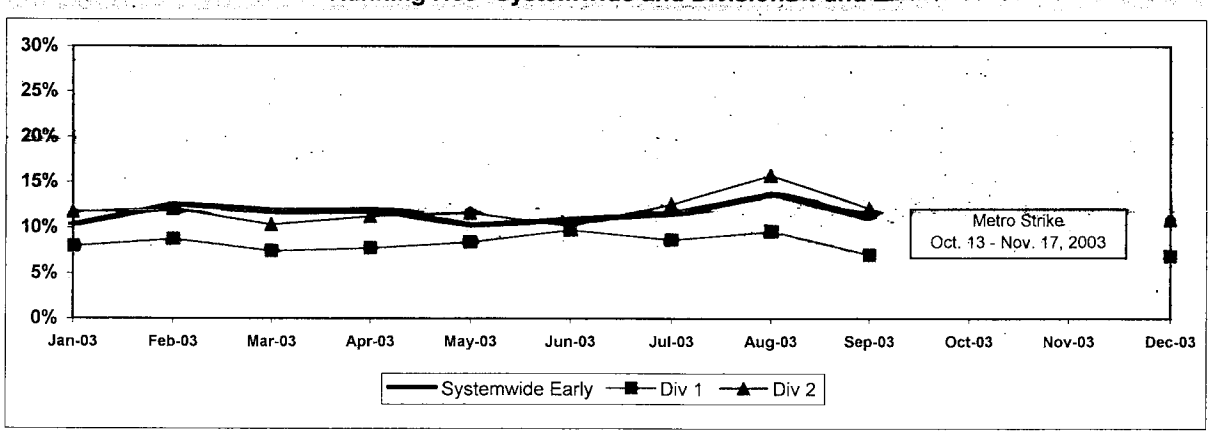
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

Calculation: ISOTP% =1-((Number of buses departing early + Number of buses departing more than five minutes late)/(Total buses sampled))

Systemwide and Bus Operating Divisions 1 and 2
ISOTP - 1 Minute Tolerance for Running Hot



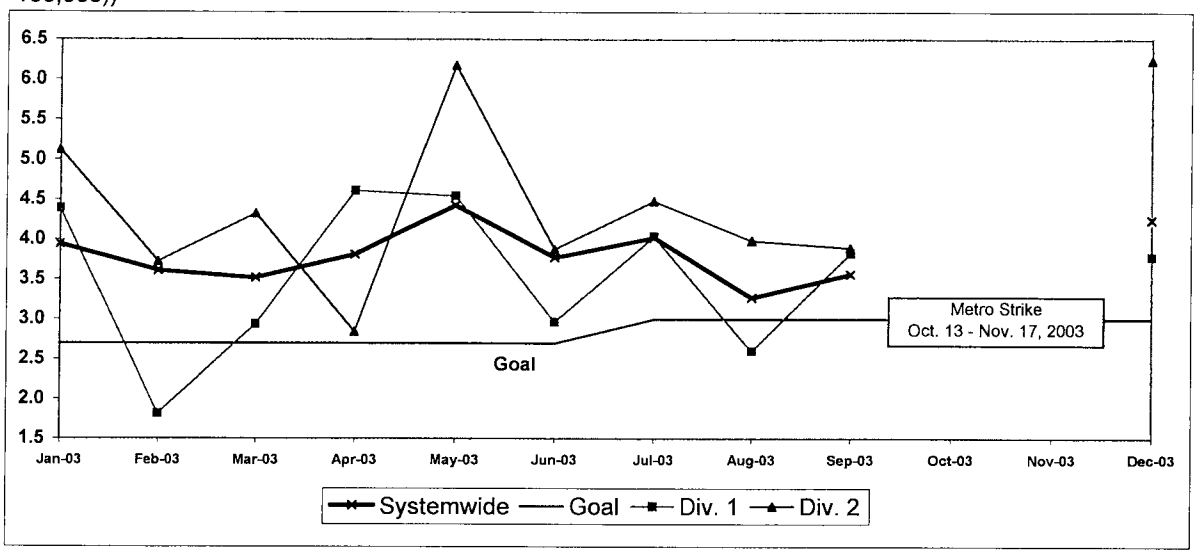
Running Hot - Systemwide and Divisions 1 and 2



BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
Systemwide and Divisons 1 and 2

Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

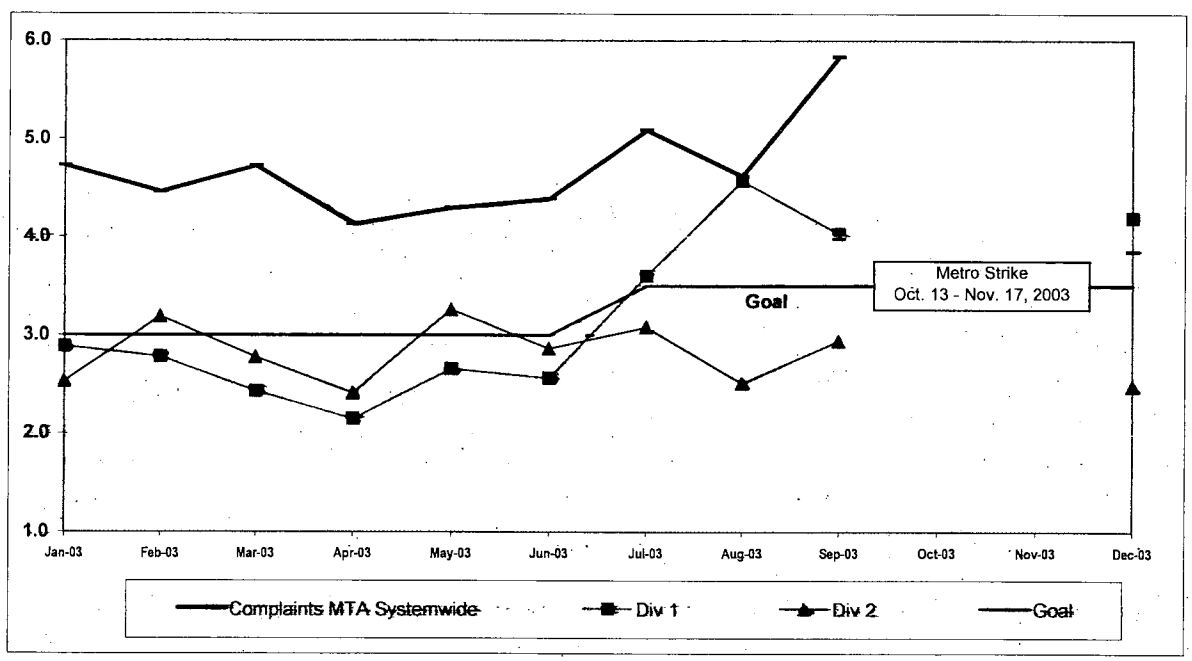
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Divisons 1 and 2

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)



South Bay Sector Scorecard Overview (SB)

This sector has two MTA operating divisions, Division 5 in Inglewood and Division 18 in Carson. The sector will be responsible for the operation of approximately 560 Metro buses and 45 Metro Bus lines carrying over 93.5 million boarding passengers each year.

This report gives a brief overview of sector operations':

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

Measurement	FY02	FY03	FY04 Target	FY04 YTD	Dec. Month	Status
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On-Time Pullouts (system) *	99.61%	99.64%	100%			
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)**	5,796	6,883	7,500	6,455	7,881	◇
In-Service On-time Performance	64.88%	69.23%	80%	62.99%	63.00%	▬
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.79	4.25	▬
Complaints per 100,000 Boardings	3.54	4.23	3.50	4.72	3.85	▬
SB Sector						
On-Time Pullouts *	99.75%	99.68%	100%			
MMBCMF**	5,665	6,237	7,500	6,416	8,187	◇
In-Service On-time Performance		63.67%	80%	57.35%	59.73%	▬
Bus Traffic Accidents Per 100,000 Miles	4.03	4.00	2.70	3.65	4.39	◇
Complaints per 100,000 Boardings	3.42	4.02	3.50	4.71	2.82	▬
Division 5						
On-Time Pullouts *	99.74%	99.70%	100%			
MMBCMF**	8,883	8,756	7,500	8,422	11,744	●
In-Service On-time Performance	63.31%	66.30%	80%	59.21%	61.94%	▬
Bus Traffic Accidents Per 100,000 Miles	4.35	4.58	2.70	3.67	3.15	◇
Complaints per 100,000 Boardings	2.47	2.86	3.50	3.07	2.23	●
Division 18						
On-Time Pullouts *	99.76%	99.68%	100%			
MMBCMF**	4,514	5,144	7,500	5,447	6,512	▬
In-Service On-time Performance	60.19%	61.23%	80%	56.38%	58.66%	▬
Bus Traffic Accidents Per 100,000 Miles	3.80	3.57	2.70	3.64	5.45	▬
Complaints per 100,000 Boardings	4.39	5.26	3.50	6.30	3.45	▬

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▬ Red - High probability that the FY04 target will not be achieved -- significant problems and/or delays.

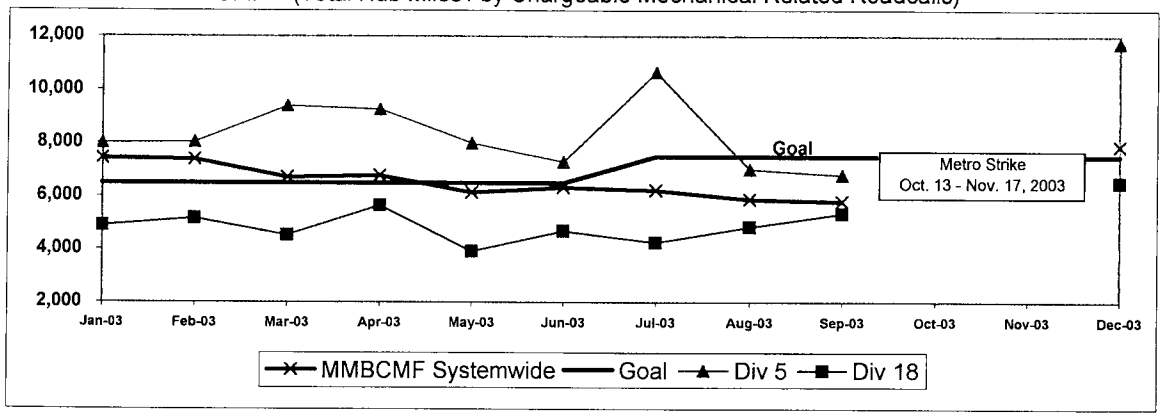
SOUTH BAY SECTOR (SB) BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*

Systemwide and Divisions 5 and 18

Definition: Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

Calculation: MMBCMF = (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)



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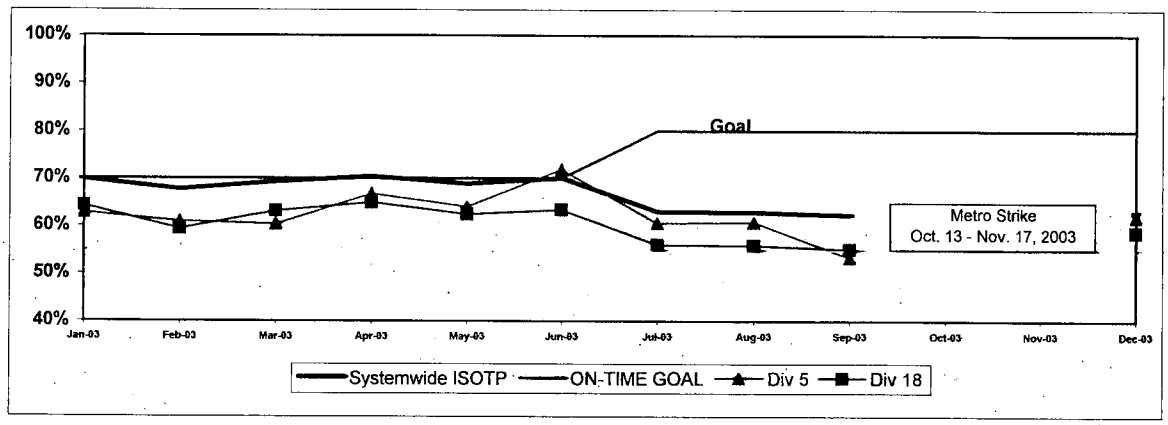
IN-SERVICE ON-TIME PERFORMANCE

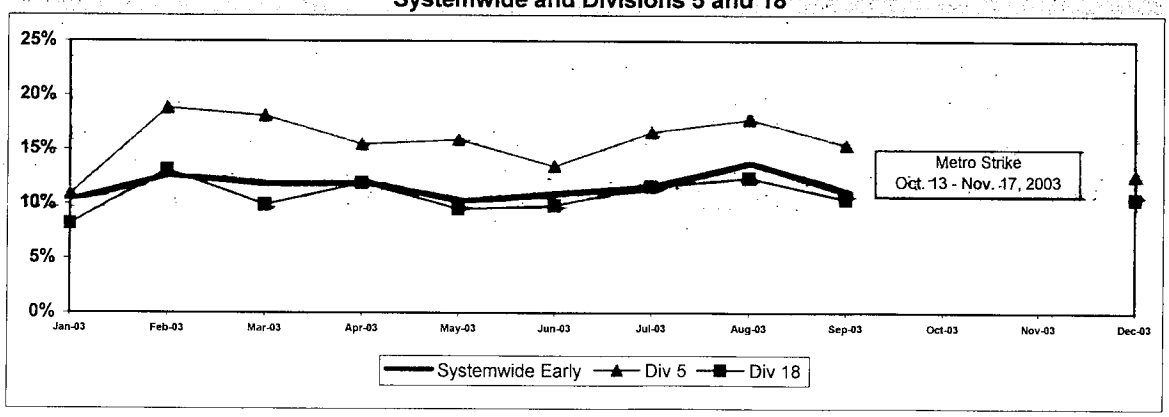
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

Calculation: ISOTP% =1-((Number of buses departing early + Number of buses departing more than five minutes late)/(Total buses sampled))

Systemwide and Bus Operating Divisions 5 and 18
ISOTP - 1 Minute Tolerance for Running Hot

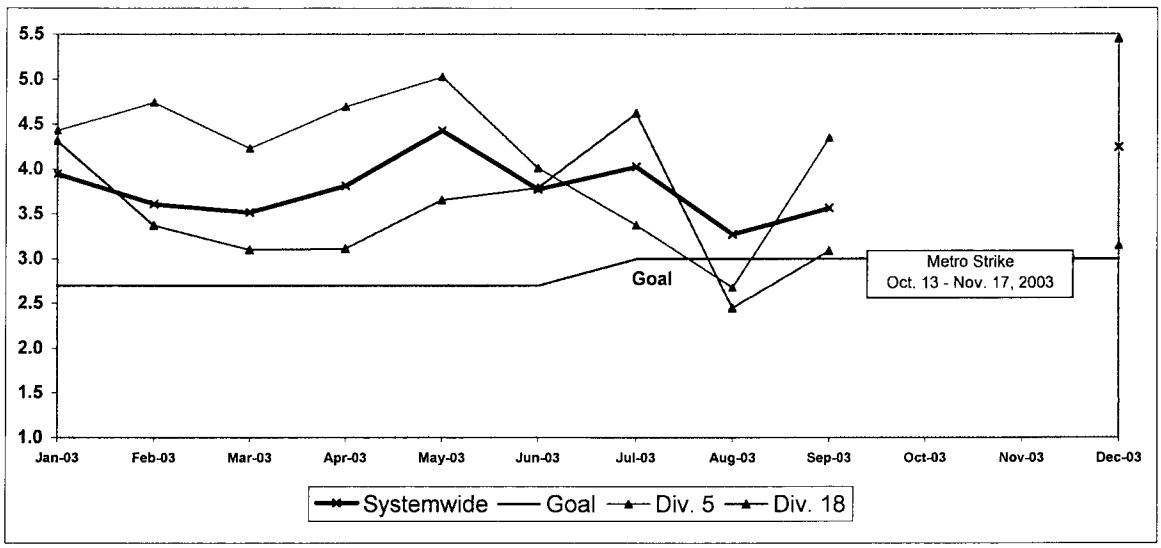


Running Hot
Systemwide and Divisions 5 and 18



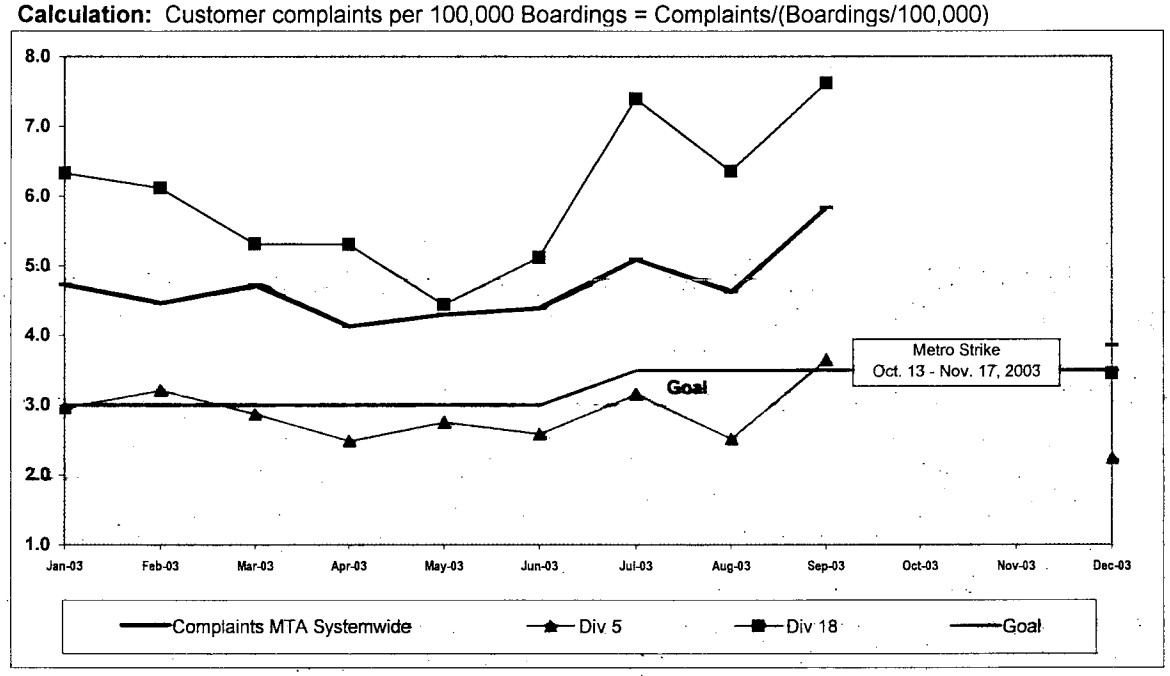
BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
Systemwide and Divisions 5 and 18

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))



COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Divisions 5 and 18

Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service
Calculation: Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)



Westside/Central Sector Scorecard Overview (WC)

This sector has three MTA operating divisions, Division 6 in Venice, Division 7 in West Hollywood, and Division 10 in Los Angeles, near the Gateway building. The sector will be responsible for the operation of approximately 625 Metro buses and 21 Metro Bus lines carrying nearly 86.1 million boarding passengers each year.

This report gives a brief overview of sector operations':

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

Measurement	FY02	FY03	FY04 Target	FY04 YTD	Dec. Month	Status
Bus Systemwide						
On-Time Pullouts (system) *	99.61%	99.64%	100%			
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)**	5,796	6,883	7,500	6,455	7,881	◇
In-Service On-time Performance	64.88%	69.23%	80%	62.99%	63.00%	▬
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.79	4.25	▬
Complaints per 100,000 Boardings	3.54	4.23	3.50	4.72	3.85	▬
WC Sector						
On-Time Pullouts *	99.59%	99.37%	100%			
MMBCMF**	6,099	5,720	7,500	5,209	7,156	▬
In-Service On-time Performance		67.88%	80%	61.73%	61.07%	▬
Bus Traffic Accidents Per 100,000 Miles	4.69	4.72	3.75	4.80	5.82	▬
Complaints per 100,000 Boardings	3.33	4.84	3.75	5.95	8.45	▬
Division 6						
On-Time Pullouts *	99.73%	99.85%	100%			
MMBCMF**	9,241	8,335	7,500	11,829	28,671	●
In-Service On-time Performance	64.64%	65.93%	80%	60.05%	57.87%	▬
Bus Traffic Accidents Per 100,000 Miles	4.18	4.52	3.75	3.87	1.49	◇
Complaints per 100,000 Boardings	4.51	6.10	3.75	7.07	8.32	▬
Division 7						
On-Time Pullouts *	99.59%	99.38%	100%			
MMBCMF**	6,942	5,389	7,500	4,260	5,537	▬
In-Service On-time Performance	67.96%	68.80%	80%	62.46%	61.64%	▬
Bus Traffic Accidents Per 100,000 Miles	5.23	4.95	3.75	5.22	6.18	▬
Complaints per 100,000 Boardings	3.36	4.74	3.75	6.45	7.66	▬
Division 10						
On-Time Pullouts *	99.56%	99.26%	100%			
MMBCMF**	5,121	5,734	7,500	5,694	7,999	▬
In-Service On-time Performance	63.56%	67.34%	80%	61.44%	61.42%	▬
Bus Traffic Accidents Per 100,000 Miles	4.23	4.55	3.75	4.61	6.41	▬
Complaints per 100,000 Boardings	3.13	4.73	3.75	5.37	9.55	▬

* A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS. **Data generated by Bus Operations Control is unavailable.**

** Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

● Green - High probability of achieving the FY04 target (on track).

◇ Yellow - Uncertain if the FY04 target will be achieved -- slight problems, delays or management issues.

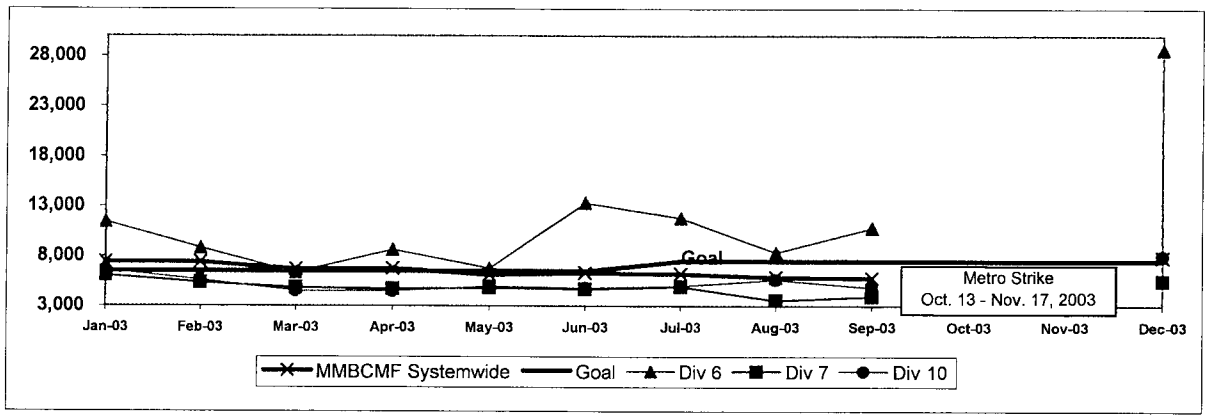
▬ Red - High probability that the FY04 target will not be achieved -- significant problems and/or delays.

WESTSIDE/CENTRAL SECTOR (WC) BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*

Definition: Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

Calculation: MMBCMF = (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)



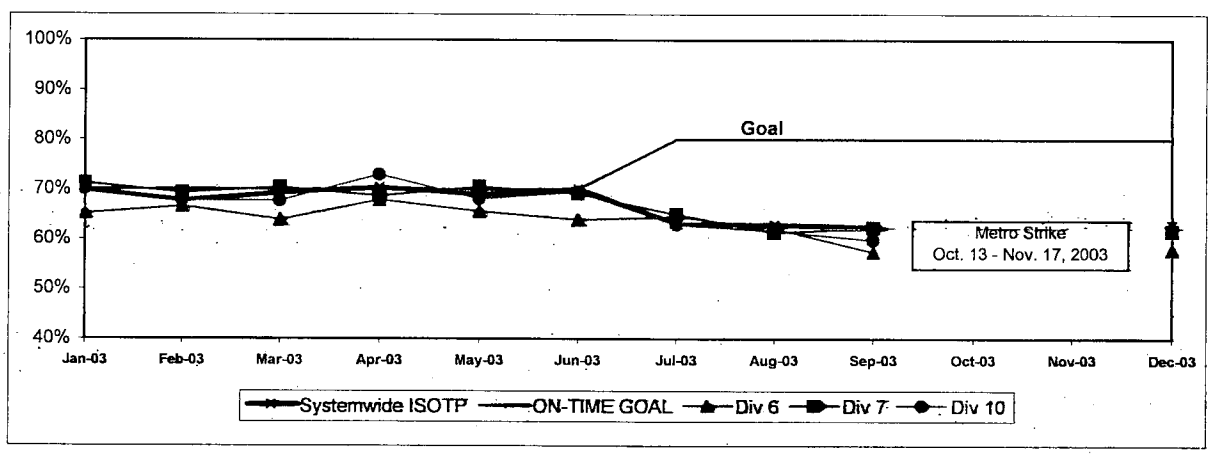
* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

IN-SERVICE ON-TIME PERFORMANCE

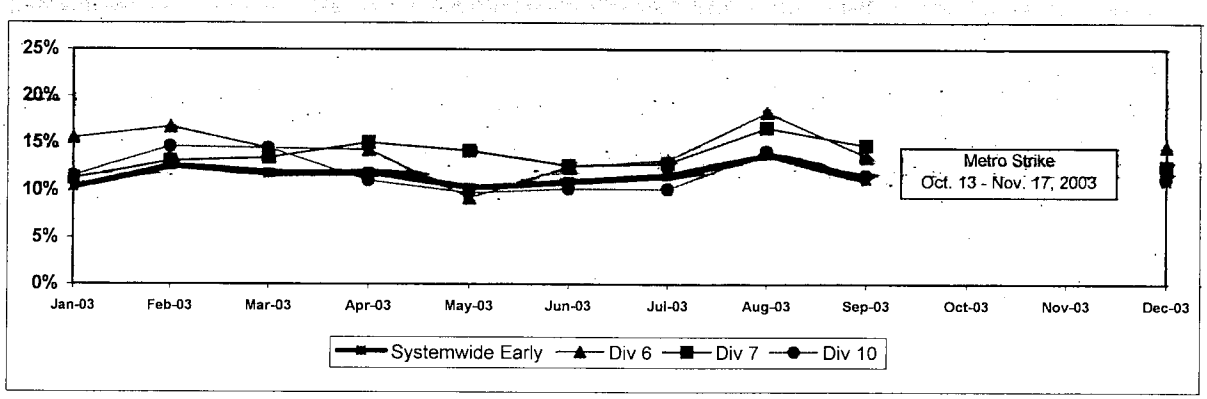
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

Calculation: ISOTP% =1-((Number of buses departing early + Number of buses departing more than five minutes late)/(Total buses sampled))

Systemwide and Bus Operating Divisions 6, 7 and 10
ISOTP - 1 Minute Tolerance for Running Hot



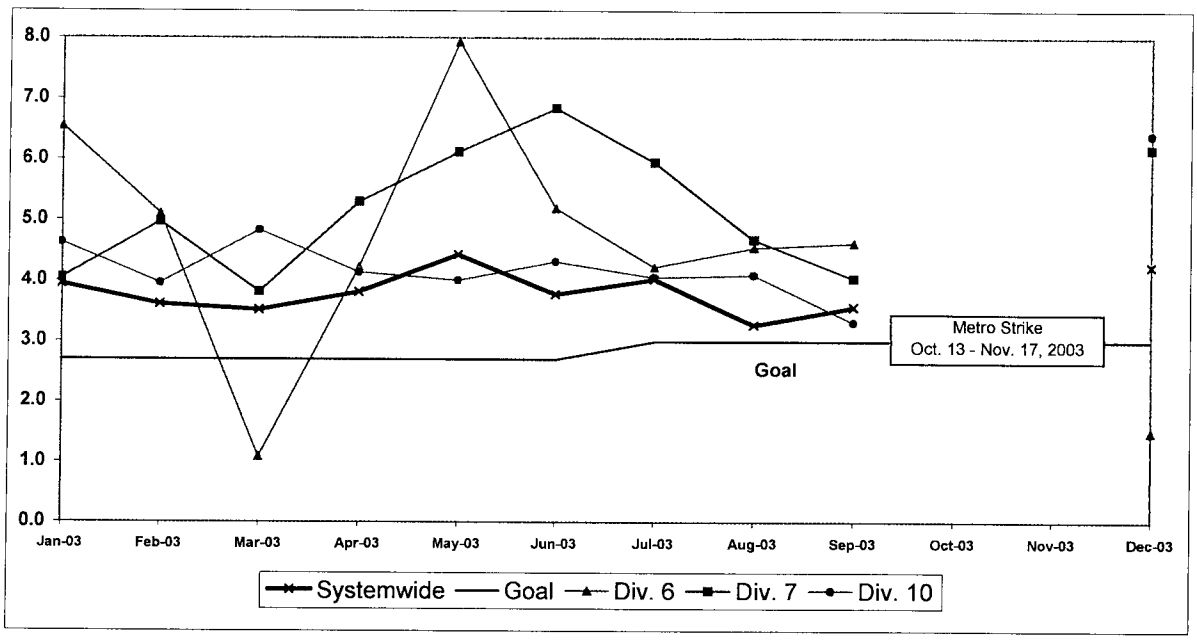
Running Hot - Systemwide and Divisions 6, 7 and 10



BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
Systemwide and Bus Operating Divisions 6, 7 and 10

Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

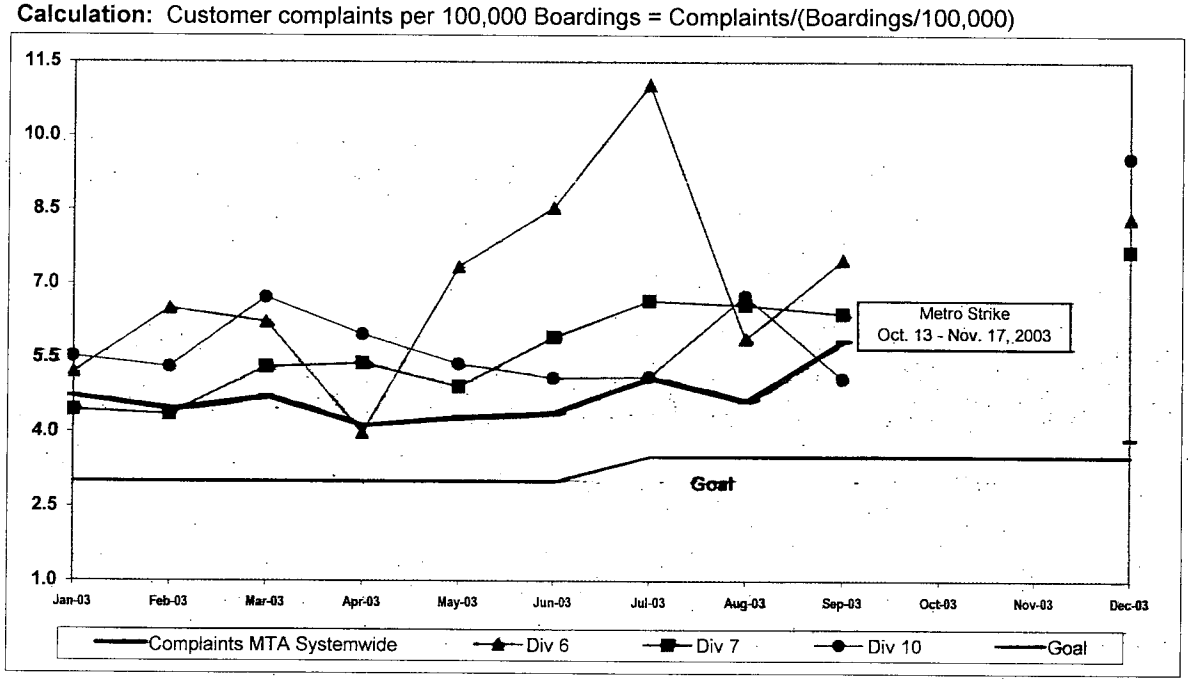
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Bus Operating Divisions 6, 7 and 10

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)



Metro Rail Scorecard Overview

Metro Rail operates one heavy rail line, Metro Red Line from Union Station to North Hollywood and three light rail lines, Metro Blue Line from downtown to Long Beach, Metro Green Line along the 105 freeway and Metro Gold Line to Pasadena. Metro Rail is responsible for the operation of approximately 104 heavy rail cars and 121 light rail cars carrying nearly 5.8 million boarding passengers each year.

This report gives a brief overview of sector operations':

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

Measurement	FY02	FY03	FY04 Target	FY04 YTD	Dec. Month	Status
Metro Red Line (MRL)						
On-Time Pullouts	99.89%	99.36%	99.00%	99.61%	99.80%	●
Mean Miles Between Chargeable Mechanical Failures	9,842	9,495	10,000	14,892	19,004	●
In-Service On-time Performance	99.60%	99.15%	99.50%	99.13%	98.70%	◇
Traffic Accidents Per 100,000 Train Miles	0.22	0.07	0.20	0.00	0.00	●
Complaints per 100,000 Boardings	0.73	1.20	0.85	1.07	0.58	◇
Metro Blue Line (MBL)						
On-Time Pullouts	99.43%	99.07%	99.00%	99.86%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures	4,897	6,399	10,000	11,225	11,337	●
In-Service On-time Performance	98.70%	97.59%	98.50%	98.90%	99.39%	●
Traffic Accidents Per 100,000 Train Miles	0.97	0.82	0.70	1.16	3.44	◇
Complaints per 100,000 Boardings	0.97	1.30	0.88	1.06	0.84	◇
Metro Green Line (MGrL)						
On-Time Pullouts	99.62%	98.99%	99.00%	99.78%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures	3,990	5,617	10,000	11,423	10,161	●
In-Service On-time Performance	99.16%	98.21%	99.50%	99.13%	99.13%	◇
Traffic Accidents Per 100,000 Train Miles	0.00	0.14	0.20	0.17	0.00	●
~~Complaints per 100,000 Boardings~~	1.22	1.26	0.88	1.19	0.65	◇
Metro Gold Line (MGoL)						
On-Time Pullouts			TBD	100.00%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures			10,000	112,701	11,291	●
~~In-Service On-time Performance~~			TBD	98.45%	97.15%	
Traffic Accidents Per 100,000 Train Miles			TBD	0.63	0.00	
Complaints per 100,000 Boardings			TBD	4.95	4.04	▬

● Green - High probability of achieving the FY04 target (on track).

◇ Yellow - Uncertain if the FY04 target will be achieved -- slight problems, delays or management issues.

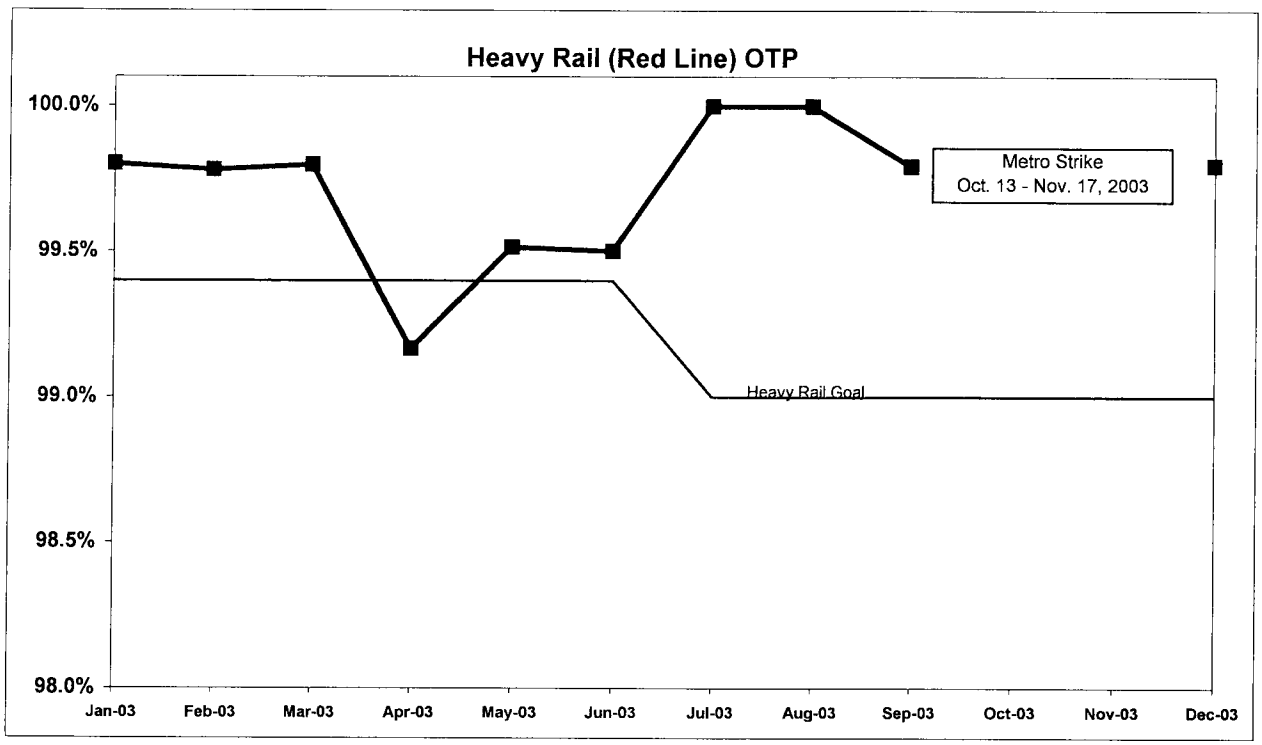
▬ Red - High probability that the FY04 target will not be achieved -- significant problems and/or delays.

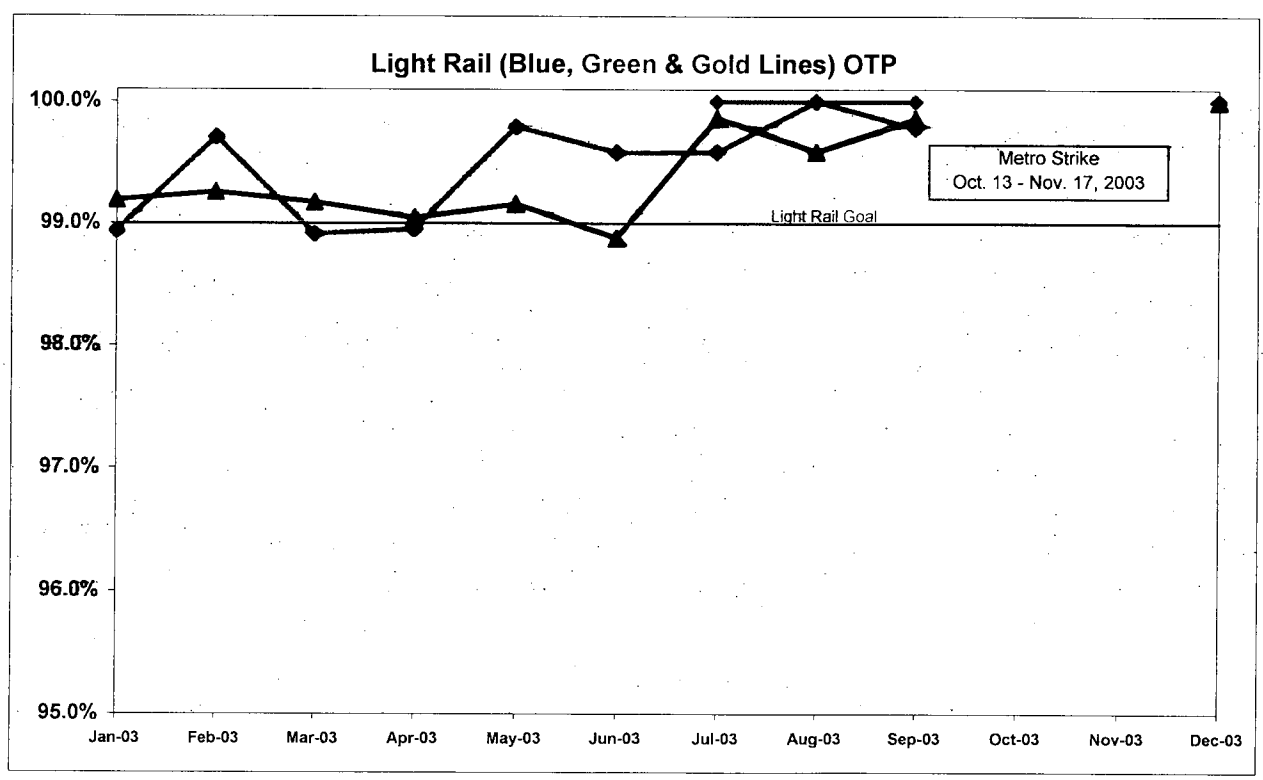
RAIL SERVICE PERFORMANCE

ON-TIME PULLOUTS

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) X by 100)]

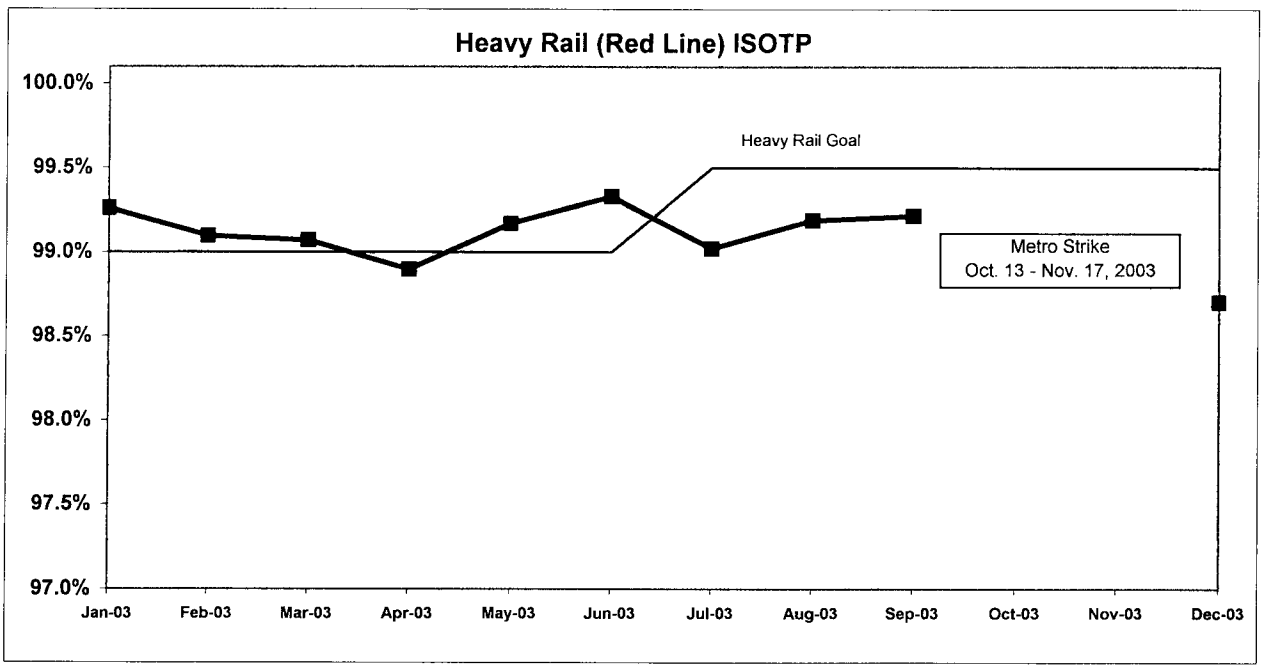


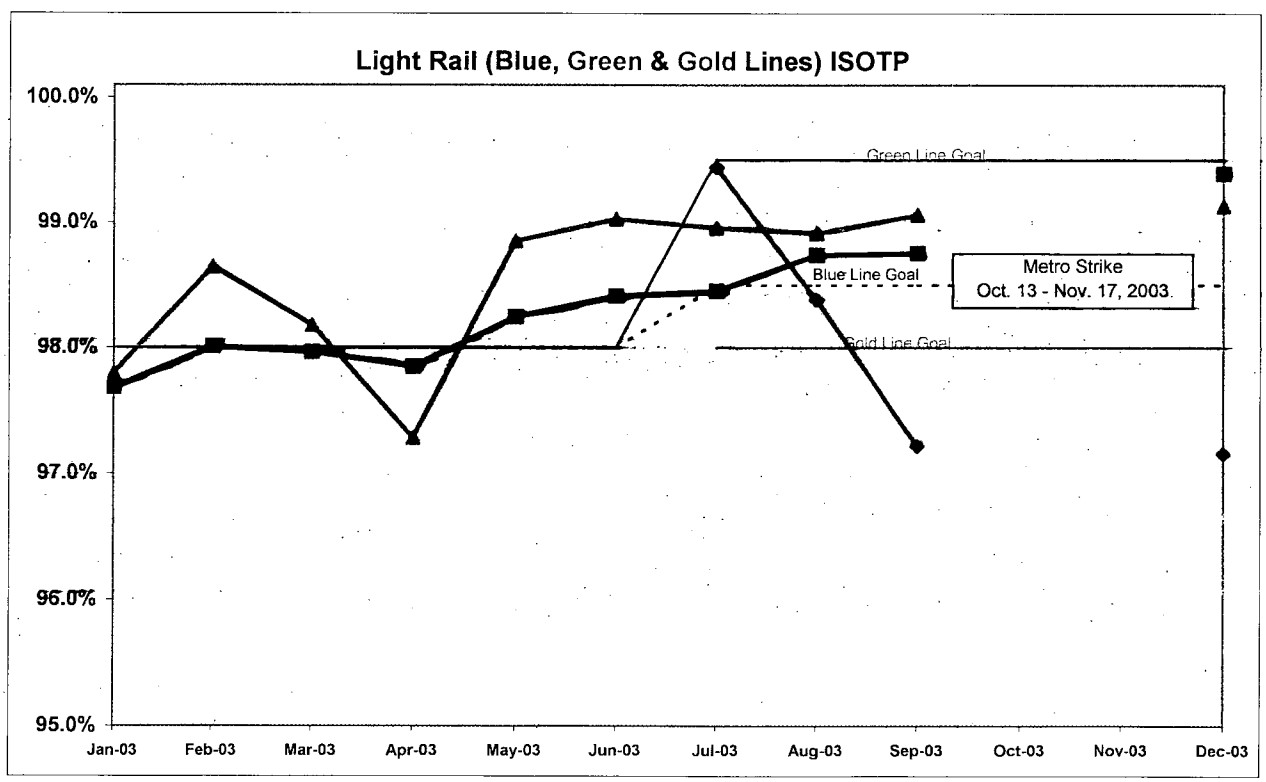


IN-SERVICE ON-TIME PERFORMANCE

Definition: In-Service On-Time Performance measures the percentage of trains leaving all timecheck points on any run no earlier than thirty seconds, nor later than 5 minutes of the scheduled time. The higher the number, the more reliable the service.

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

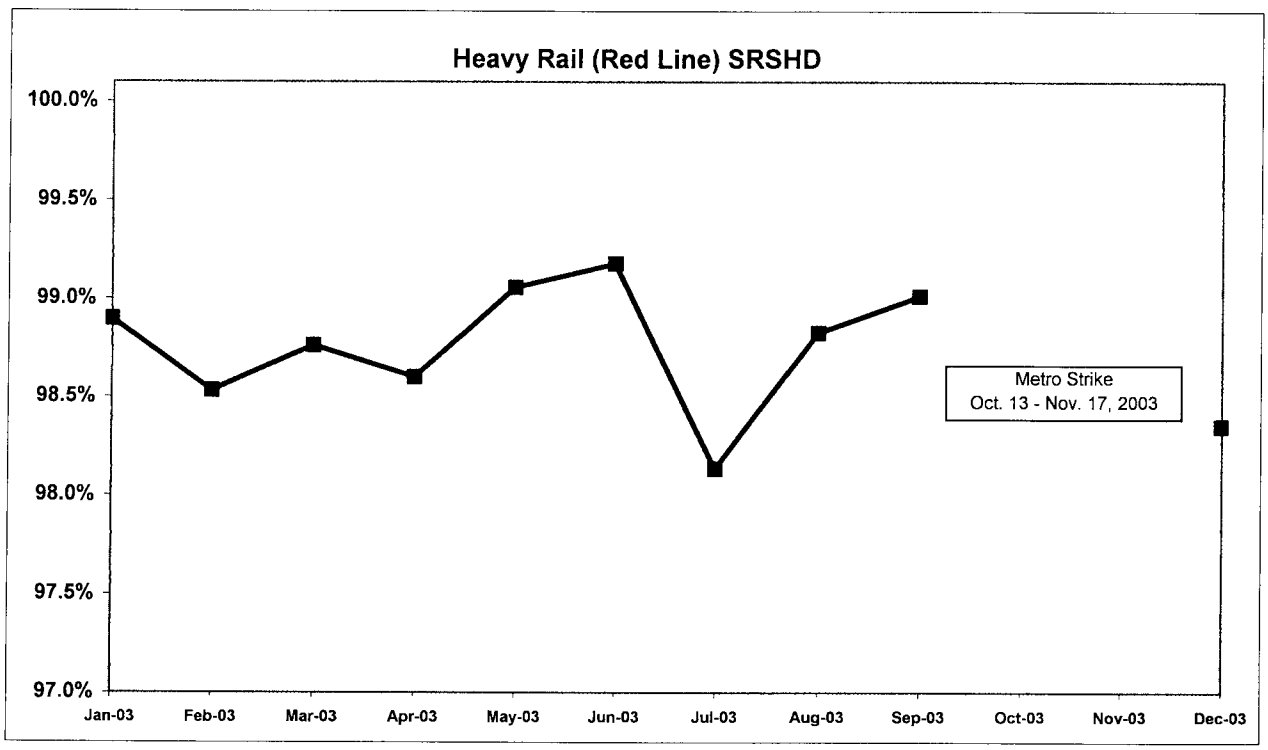


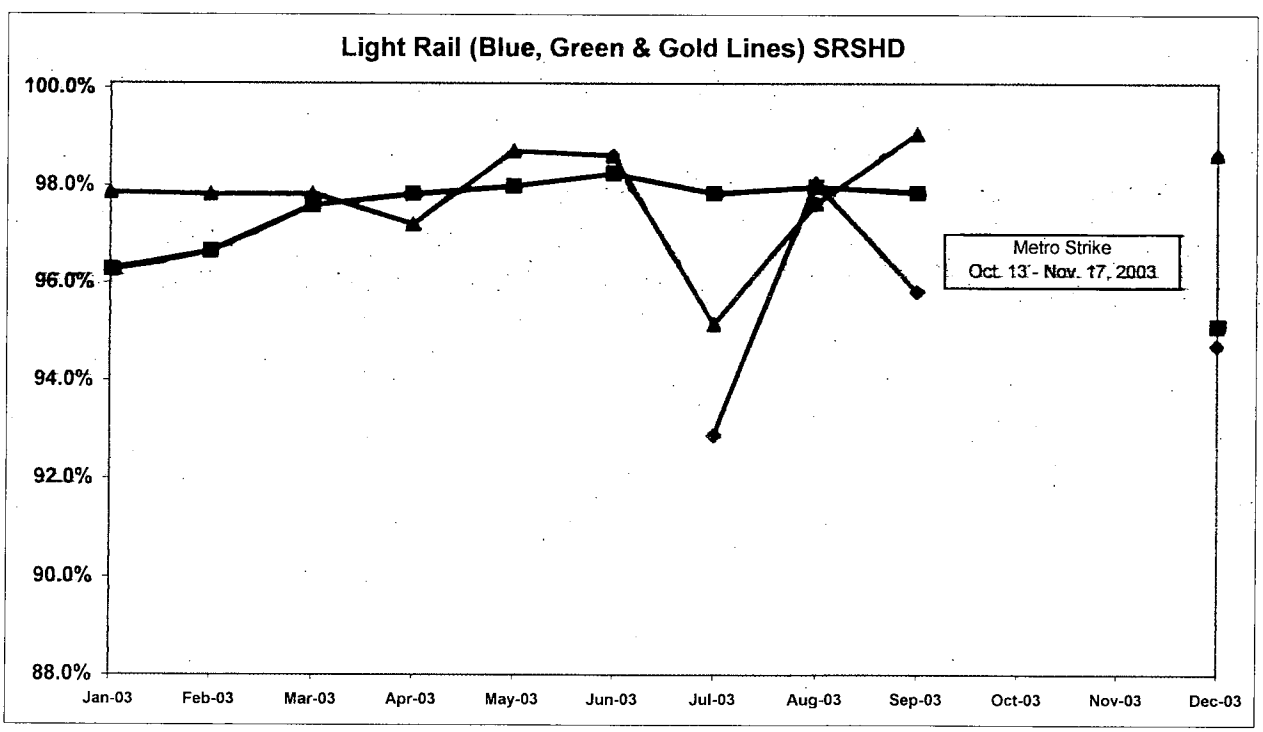


Scheduled Revenue Service Hours Delivered by Rail Line

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

Calculation: SRSHD% = (1-(Total Service Hours Lost / by Total Scheduled Service Hours))

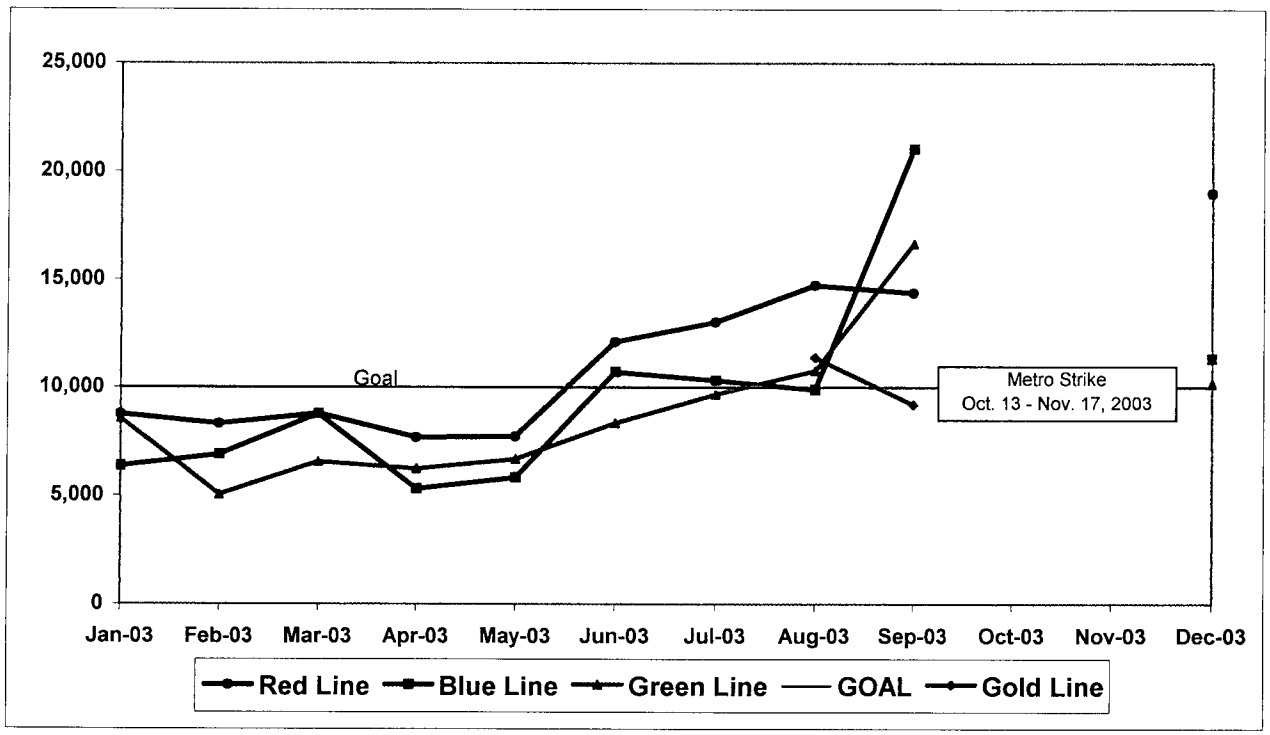




Mean Miles Between Chargeable Mechanical Failures

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

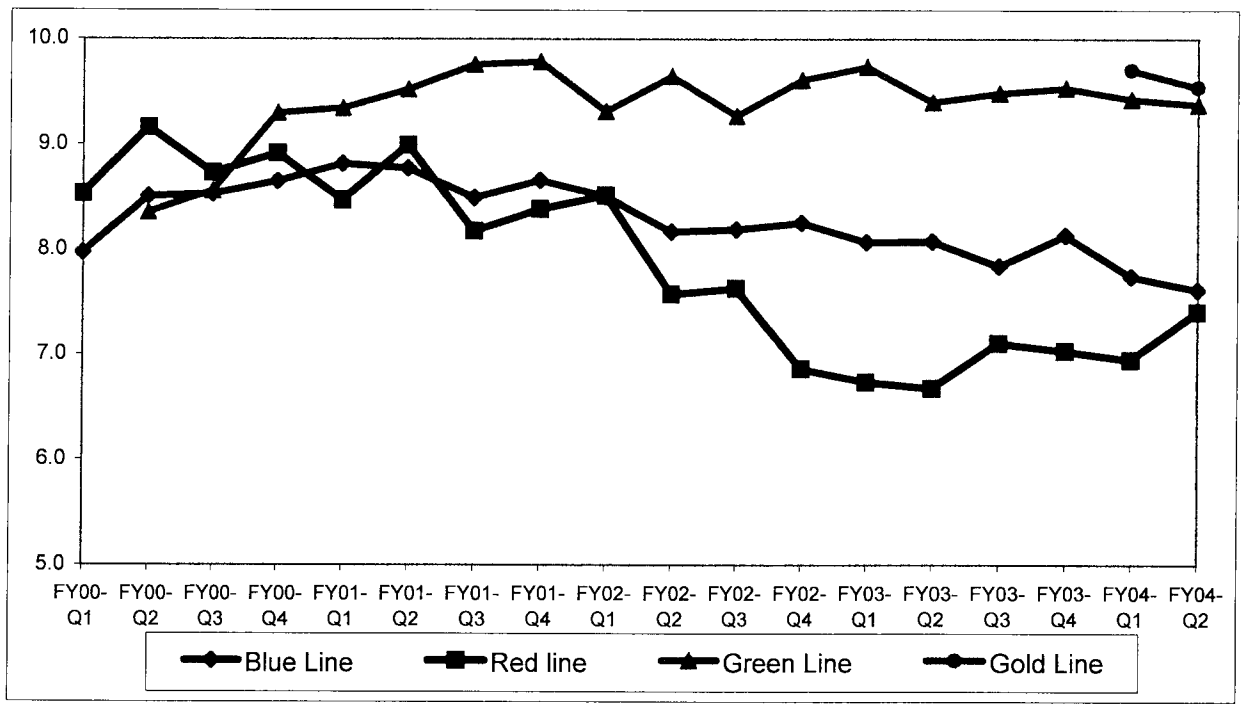


RAIL CLEANLINESS

Definition: A team of three Quality Assurance Supervisors rates twenty percent of each line per Quarter. The number of cleanliness categories is 14 for the Blue and Green Lines and 13 for the Red Line. Each category is 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 Point Accumulated divided by # of categories).

Systemwide Trend



Analysis: Overall cleanliness scores for Divisions 11, 21 and 22 remained consistent with the first quarter of FY04. Division 20 overall rating improved half a point. Divisions 21 and 22 received overall ratings above the 8.0 mark.

Scores for the categories of operator cab area, transom/ledges, ceilings/vents, seats, windows, window etching, doors, interior graffiti, exterior graffiti and exterior body condition were above the 8.0 mark.

Corrective Action: The categories of sacrificial windows, floors, exterior cleanliness and exterior roof cleanliness scored a 7.8 or lower and require improvement.

BUS SERVICE PERFORMANCE

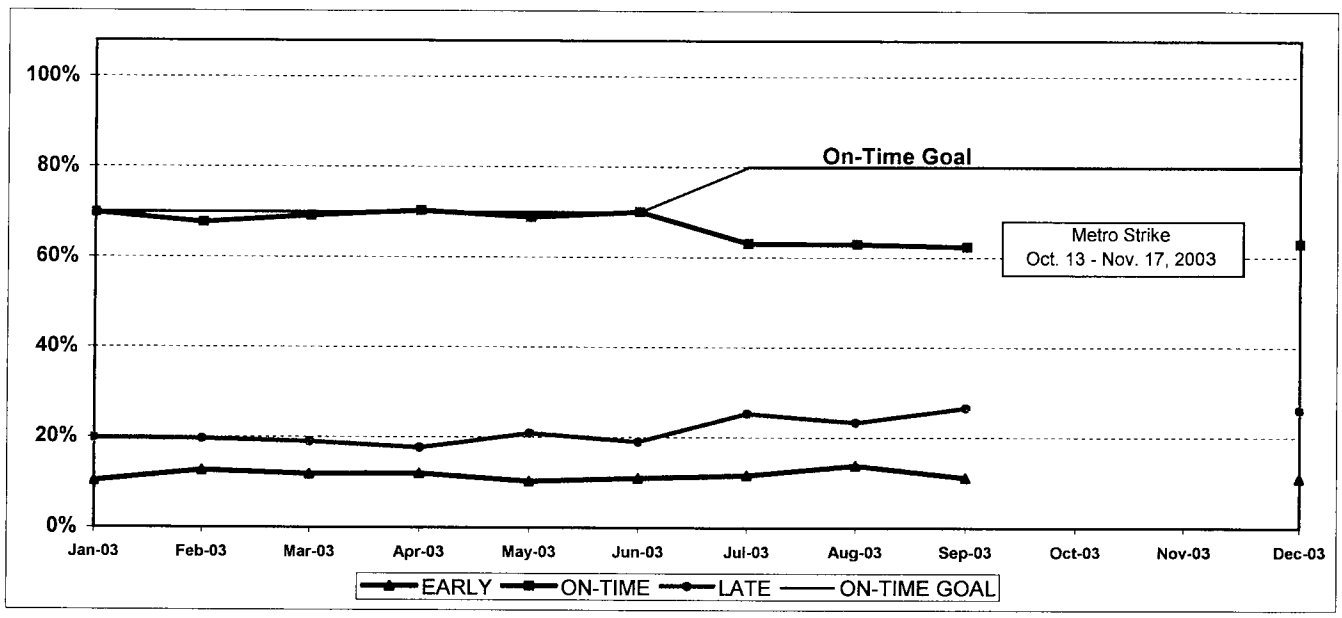
IN-SERVICE ON-TIME PERFORMANCE

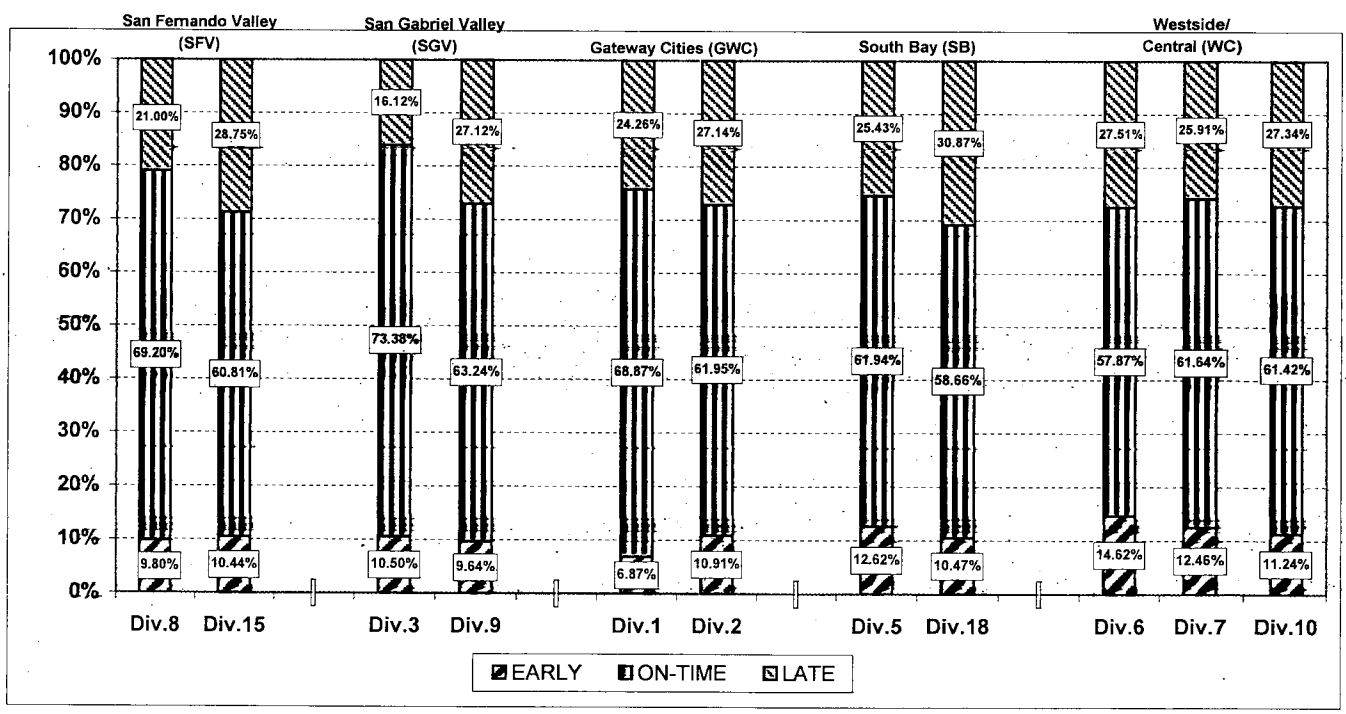
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

Calculation: ISOTP% =1-((Number of buses departing early + Number of buses departing more than five minutes late)/(Total buses sampled))

Systemwide Trend

Bus Operating Divisions
ISOTP - 1 Minute Tolerance for Running Hot





ISOTP By Sectors' Divisions

Year-to-Date Compared To Last Year

	FY03	FY04-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8			
Early	7.09%	7.63%	0.54%
On-Time	70.09%	67.74%	-2.35%
Late	22.82%	24.63%	1.81%
Division 15			
Early	8.08%	8.44%	0.36%
On-Time	66.13%	65.43%	-0.70%
Late	25.78%	26.13%	0.35%
Gateway Cities Sector (GWC)			
Division 1			
Early	8.49%	8.16%	-0.33%
On-Time	78.22%	68.45%	-9.77%
Late	13.29%	23.39%	10.10%
Division 2			
Early	11.75%	13.10%	1.35%
On-Time	67.53%	65.09%	-2.44%
Late	20.73%	21.81%	1.08%
South Bay Sector (SB)			
Division 5			
Early	12.57%	15.85%	3.28%
On-Time	66.30%	59.21%	-7.09%
Late	21.13%	24.94%	3.81%
Division 18			
Early	10.97%	11.32%	0.35%
On-Time	61.23%	56.38%	-4.85%
Late	27.80%	32.29%	4.49%

	FY03	FY04-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3			
Early	8.47%	9.94%	1.47%
On-Time	71.08%	69.15%	-1.93%
Late	20.45%	20.91%	0.46%
Division 9			
Early	11.47%	11.00%	-0.47%
On-Time	67.47%	62.45%	-5.02%
Late	21.06%	26.55%	5.49%
Westside/Central Sector (WC)			
Division 6			
Early	12.83%	15.14%	2.31%
On-Time	65.93%	60.05%	-5.88%
Late	21.25%	24.80%	3.55%
Division 7			
Early	12.03%	14.25%	2.22%
On-Time	68.80%	62.46%	-6.34%
Late	19.16%	23.29%	4.13%
Division 10			
Early	11.91%	11.86%	-0.05%
On-Time	67.34%	61.44%	-5.90%
Late	20.75%	26.69%	5.94%

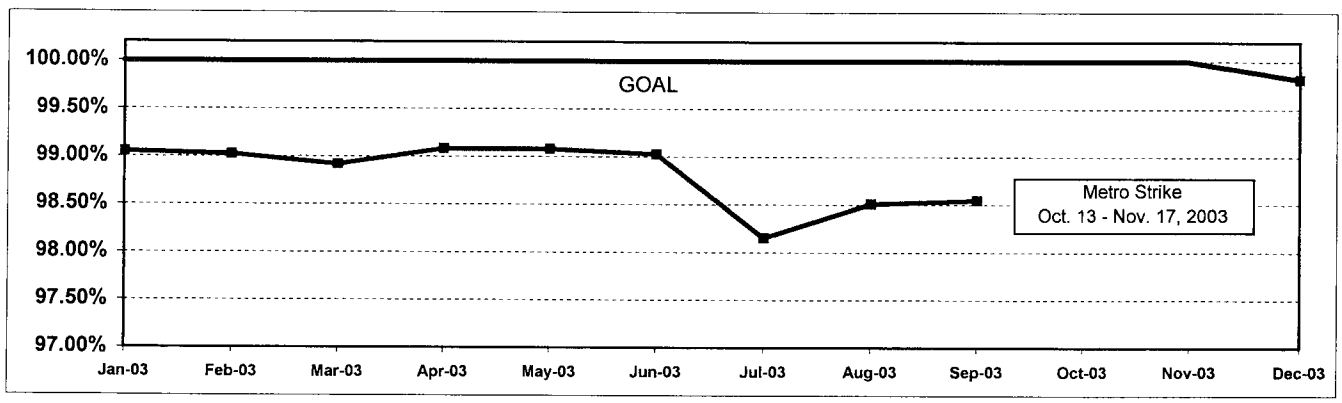
SYSTEMWIDE			
Early	10.70%	11.88%	1.17%
On-Time	69.23%	62.99%	-6.24%
Late	20.06%	25.13%	5.07%

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.

Calculation: SRHD% = 1- ((In-Service Delay Revenue Hours plus Cancelled Revenue Hours) divided by (Total Scheduled Service Hours + Temporary Revenue Hours + Hollywood Bowl and Race Track Revenue Hours + In Addition Revenue Hours))

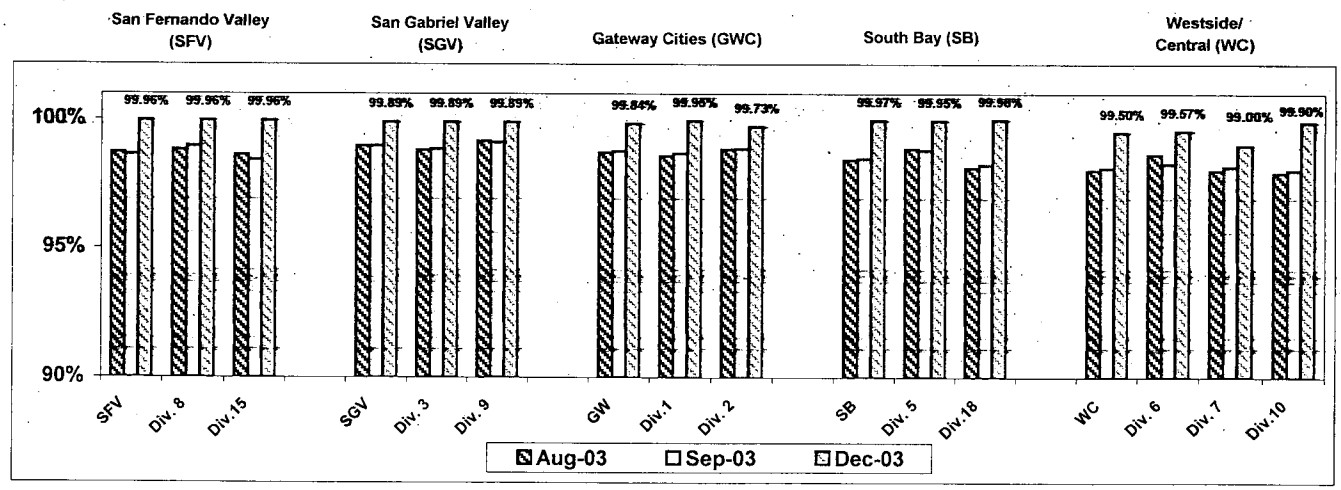
Systemwide Trend



Performance Year-to-Date Compared To Last Year

SRSHD	FY03	FY04-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8	99.25%	80.43%	-18.82%
Division 15	98.99%	80.12%	-18.87%
Gateway Cities Sector (GWC)			
Division 1	99.34%	80.28%	-19.06%
Division 2	99.06%	80.03%	-19.03%
South Bay Sector (SB)			
Division 5	99.12%	80.33%	-18.79%
Division 18	98.85%	79.95%	-18.90%

SRSHD	FY03	FY04-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3	99.03%	80.34%	-18.69%
Division 9	99.44%	80.41%	-19.03%
Westside/Central Sector (WC)			
Division 6	98.97%	78.95%	-20.02%
Division 7	99.00%	79.76%	-19.23%
Division 10	98.92%	79.83%	-19.08%
Systemwide	99.07%	80.09%	-18.98%



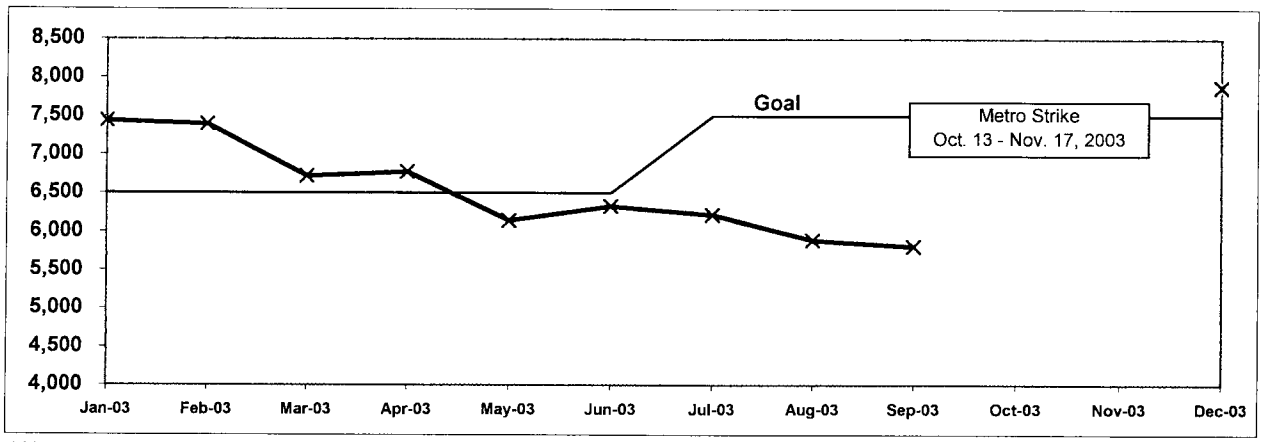
MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*

Definition: Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

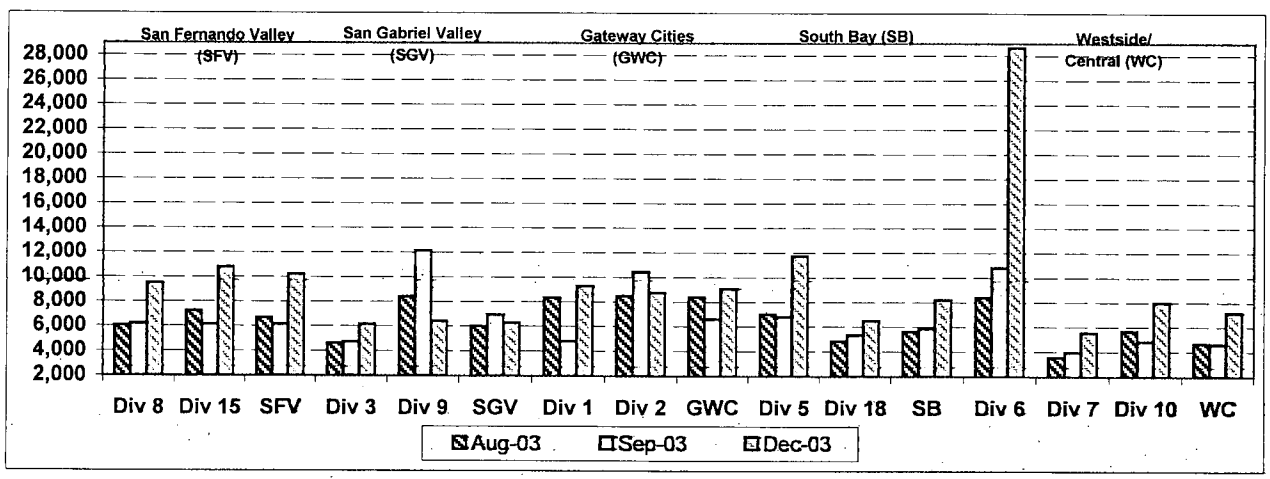
Calculation: Mean Miles Between Chargeable Mechanical Failures (MMBCMF) = (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)

Systemwide Trend

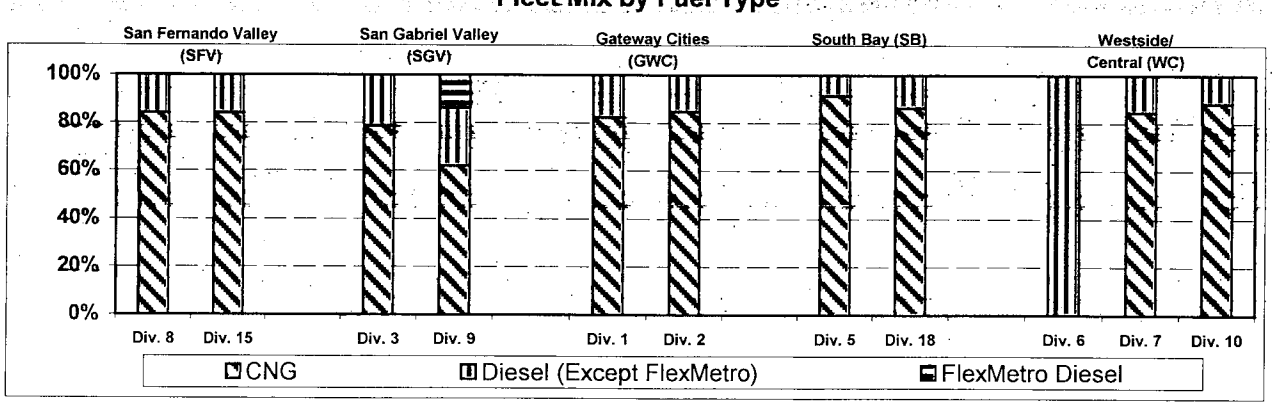


* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

Bus Operating Sector Divisions
August, Septmeber, December 2003



Fleet Mix by Fuel Type



Fleet Mix by Fuel Type Systemwide (MTA and Contract Services)

	Number of Buses	Percent of Buses
CNG	1,896	75.00%
Diesel (Except FlexMetro)	512	20.25%
FlexMetro Diesel	26	1.03%
Gasoline	60	2.37%
Propane	34	1.34%
Total	2,528	100.00%

Average Age of Fleet by Sectors' Divisions

SFV		SGV		GWC		SB	
Div 8	**Div 15**	**Div 3**	**Div 9**	**Div 1**	**Div 2**	**Div 5**	**Div 18**
6.7	6.0	6.5	6.2	4.0	3.6	3.8	6.6

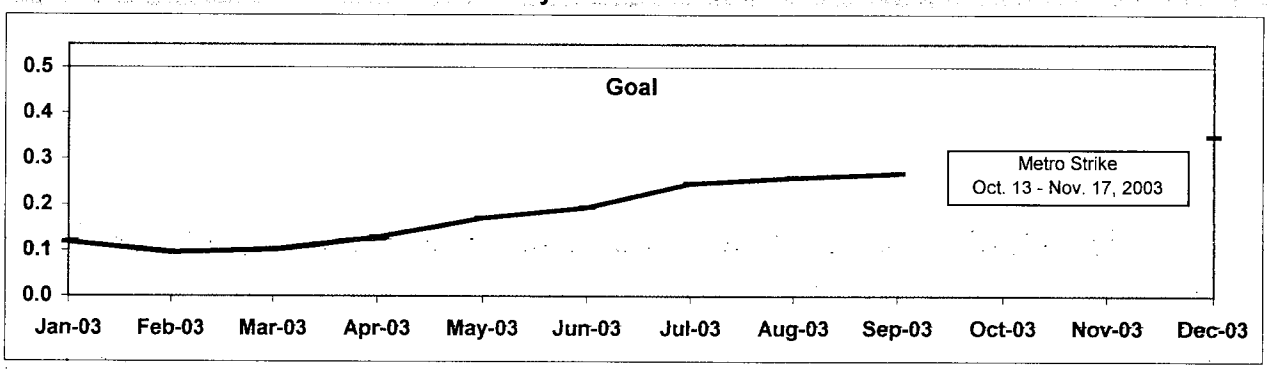
WC		
Div 6	**Div 7**	**Div 10**
9.7	4.5	5.9

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

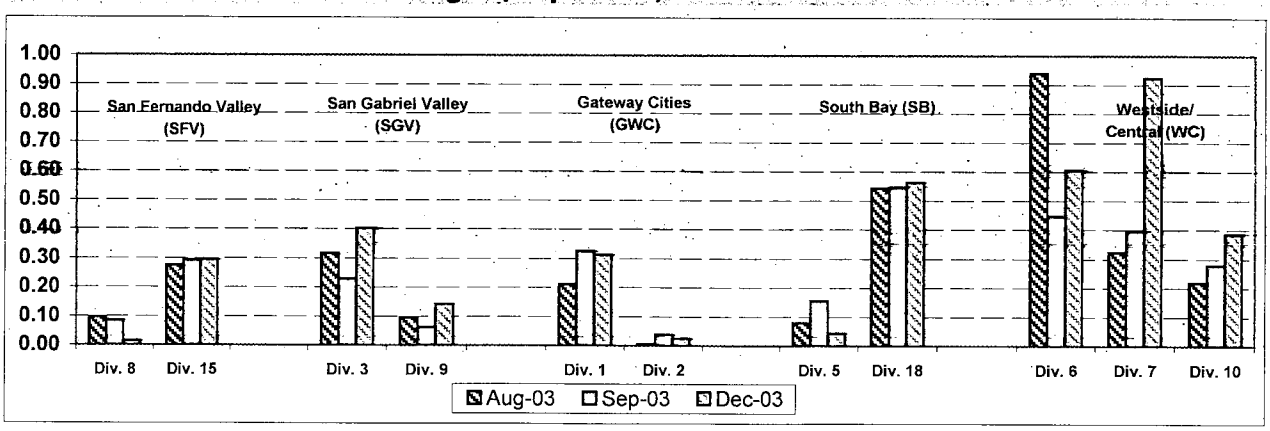
Definition: Average past due critical scheduled preventive maintenance jobs per bus. This indicator measures maintenance management's ability to prioritize and perform critical repairs and indicates the general maintenance condition of the fleet.

Calculation: Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

Systemwide Trend



Past Due Critical PMPs - by Sectors' Divisions
August, September, December 2003

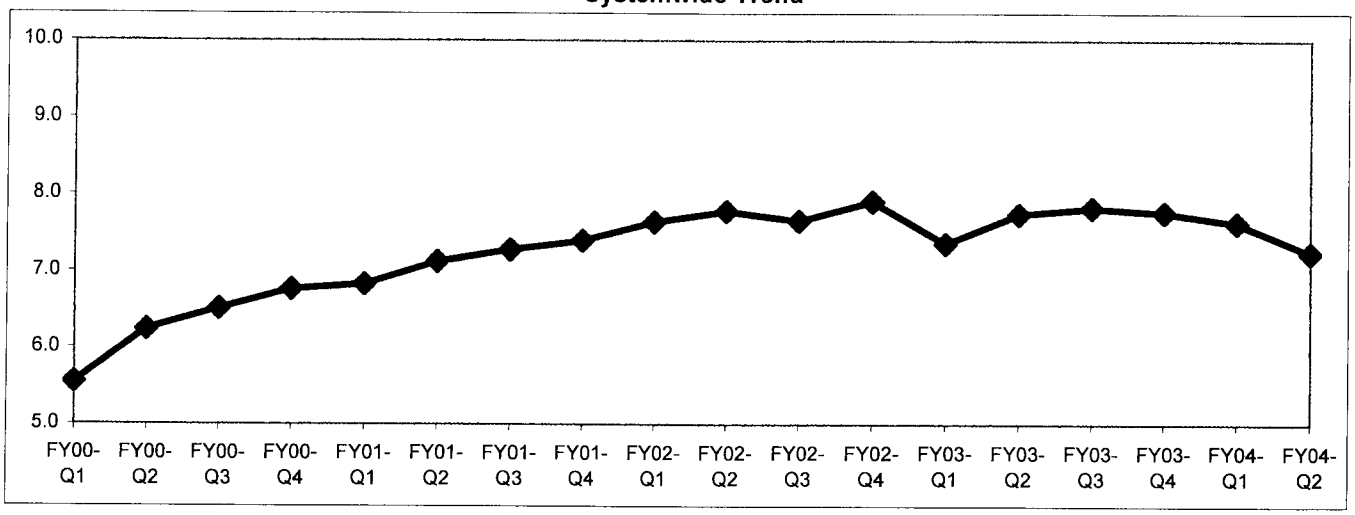


BUS CLEANLINESS

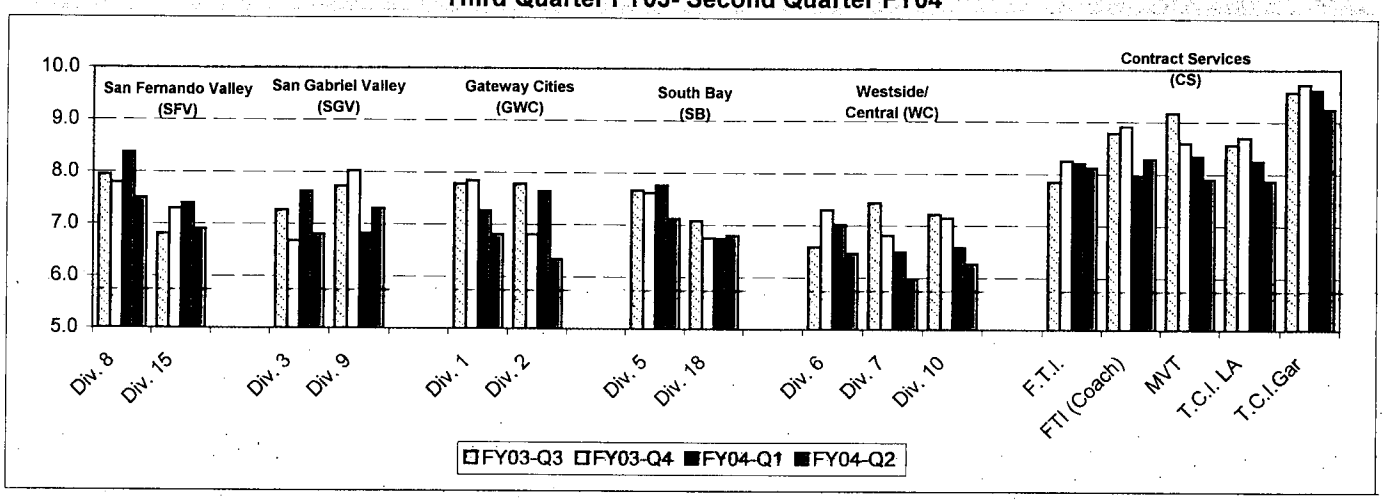
Definition: A team of three Quality Assurance Supervisors rates twenty percent of the fleet at each division and contractor per Quarter. Each of sixteen categories is examined and assigned a point value as follows: 1-3= Unsatisfactory; 4-7=Conditional; 8-10=Satisfactory. The individual item scores are averaged, unweighted, to produce an overall cleanliness rating.

Calculation: Overall Cleanliness Rating = (Total Point Accumulated divided by 16)

Systemwide Trend



Bus Operating Divisions by Sector
Third Quarter FY03- Second Quarter FY04



Analysis: Overall cleanliness score for Division 9 improved half a point in the second quarter. Overall cleanliness scores for Divisions 10 and 18 remained consistent with the first quarter of FY04. However, Divisions 1, 2, 3, 5, 6, 7, 8 and 15 overall ratings dropped half a point or more.

Scores for the categories of window etching, interior graffiti, exterior graffiti, exterior body condition and front and rear bumper condition were above the 8.0 mark.

Corrective Action: Overall improvement is needed in the areas of dashboards, drivers area, transom/ledges, ceilings, seats, windows, sacrificial windows, doors, floors, stepwells and exterior cleanliness.

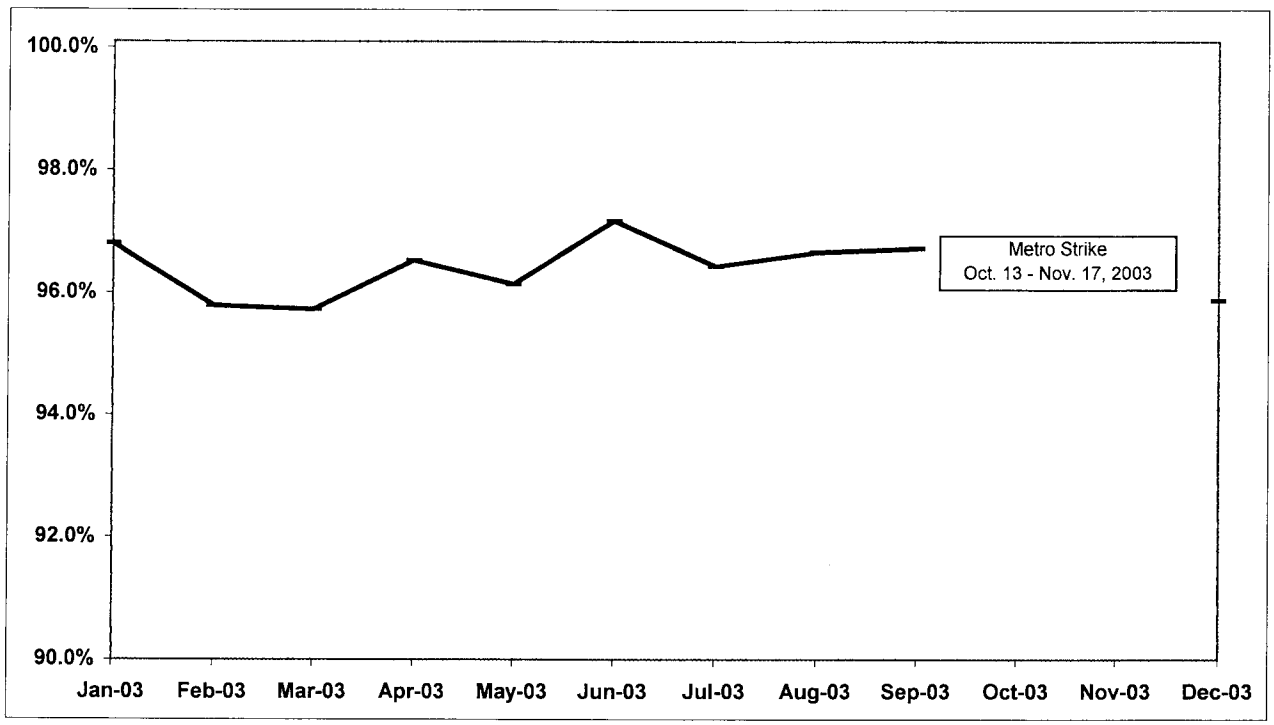
ATTENDANCE

MAINTENANCE ATTENDANCE

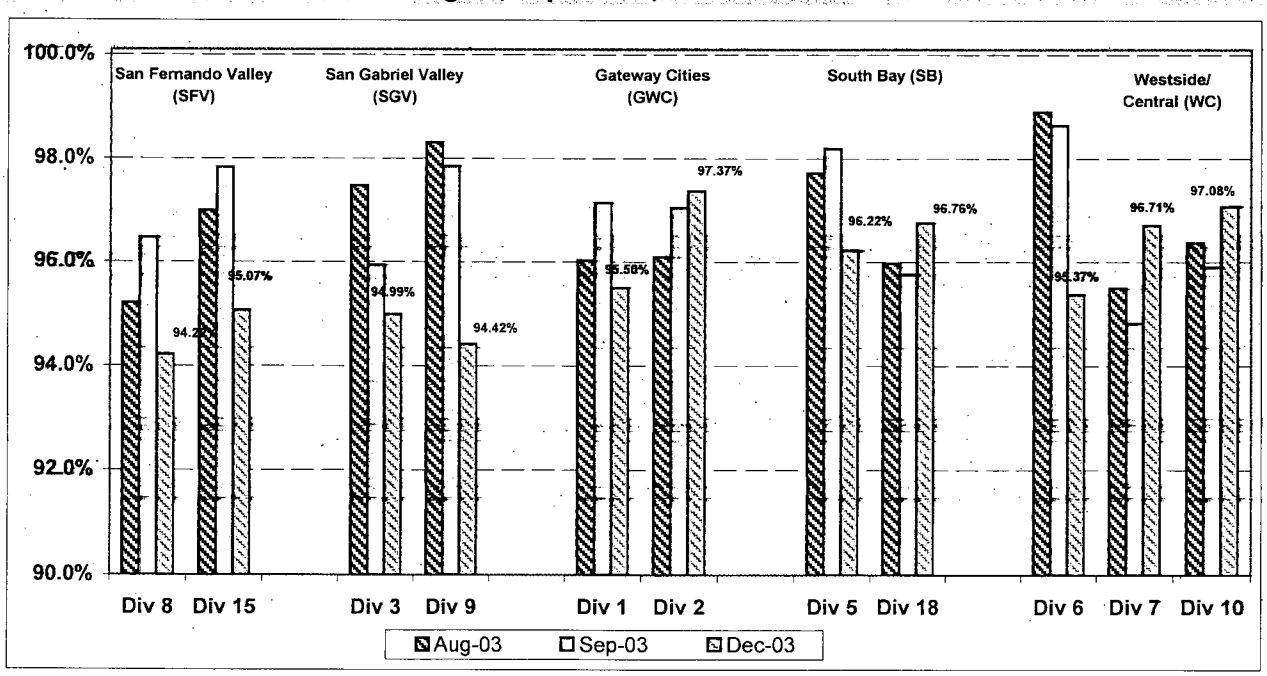
Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

Systemwide Trend



Maintenance Attendance - By Sectors' Divisions (By Current Month)
August, September, December 2003



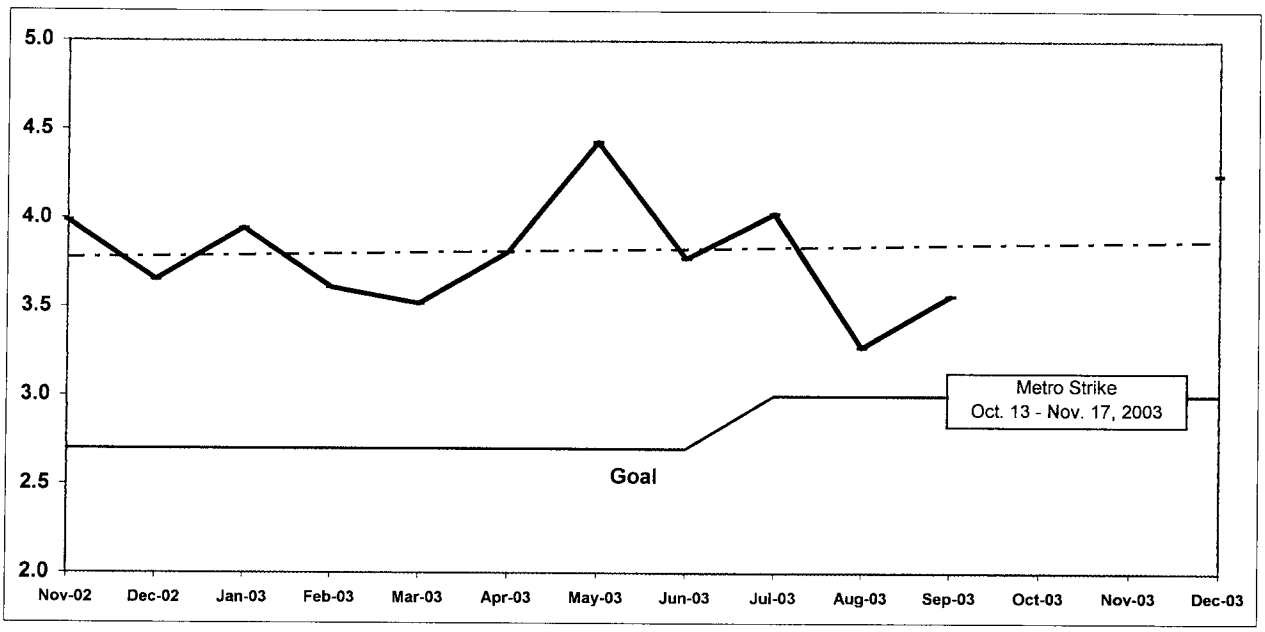
SAFETY PERFORMANCE

BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

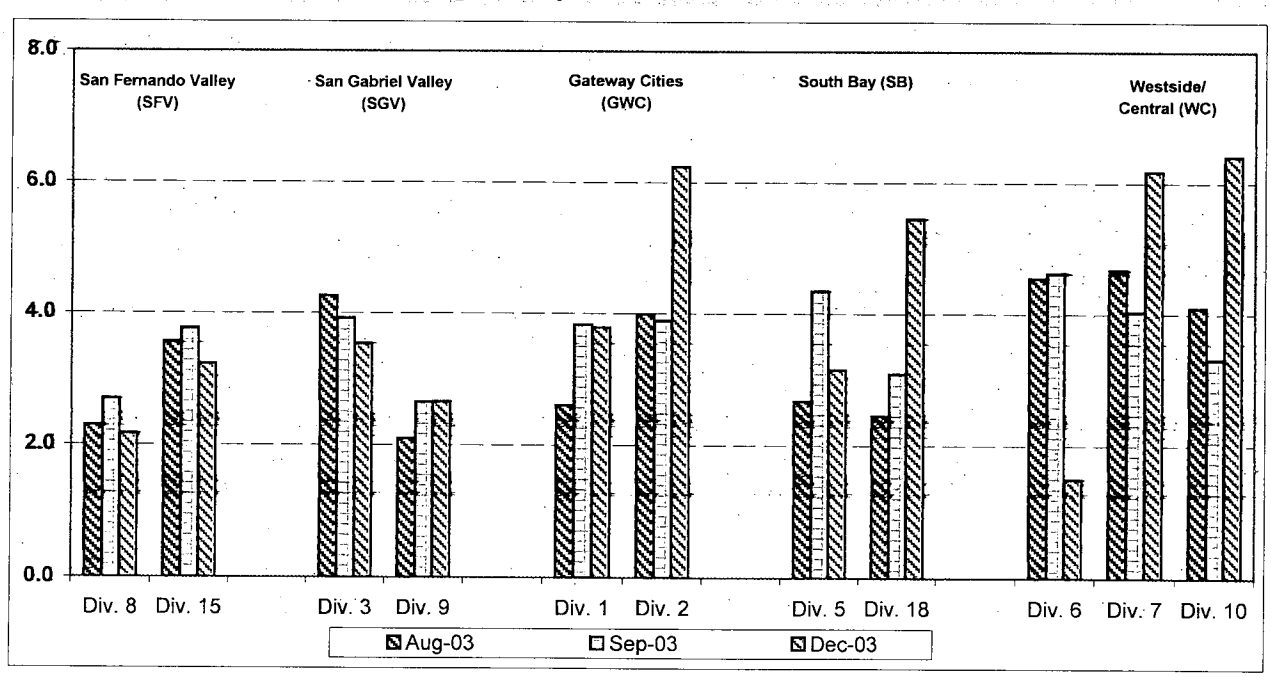
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

Systemwide Trend



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

Bus Operating Divisions - by Sectors' Divisions
August, September, December 2003

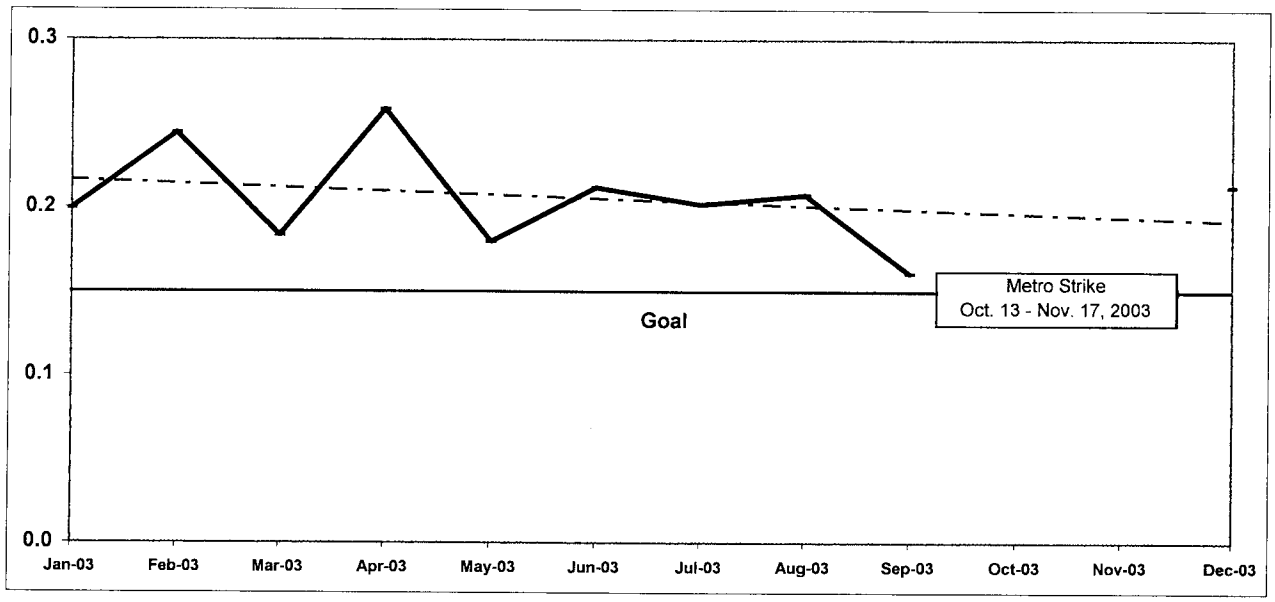


BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

Definition: Average number of Passenger Accidents for every 100,000 Boardings. This indicator measures system safety.

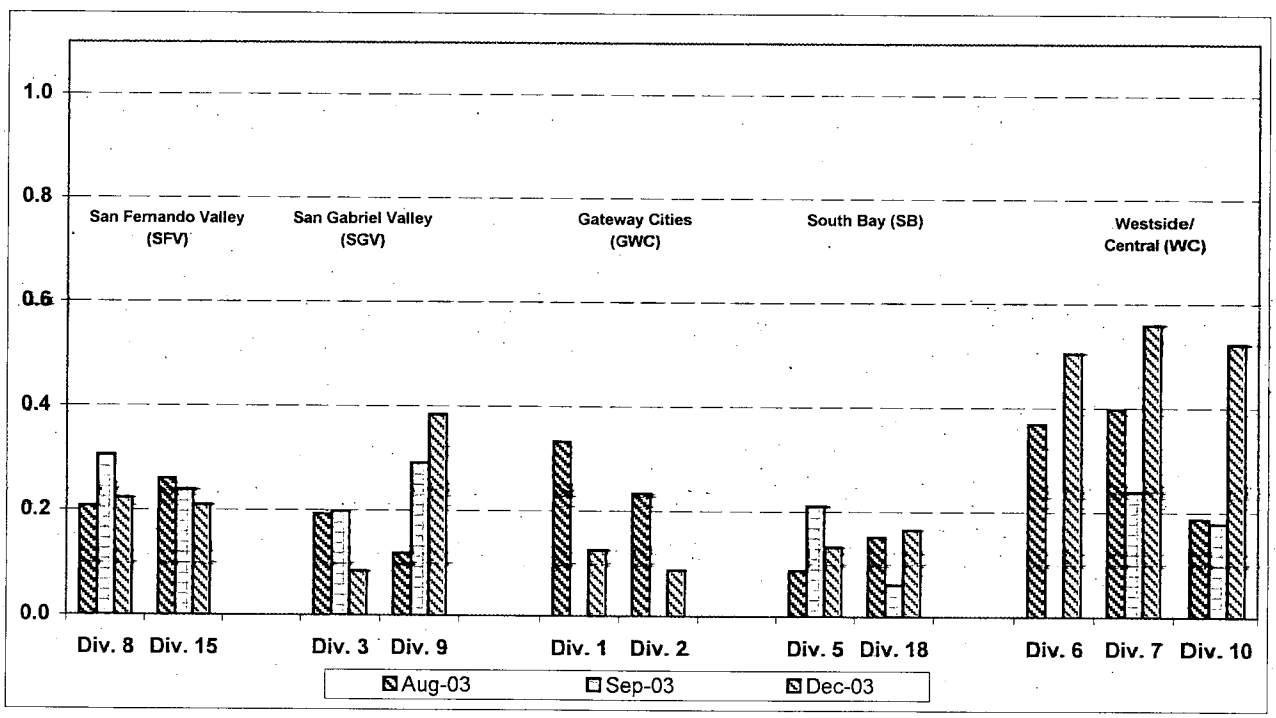
Calculation: Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by (Boardings / by 100,000))

Systemwide Trend



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

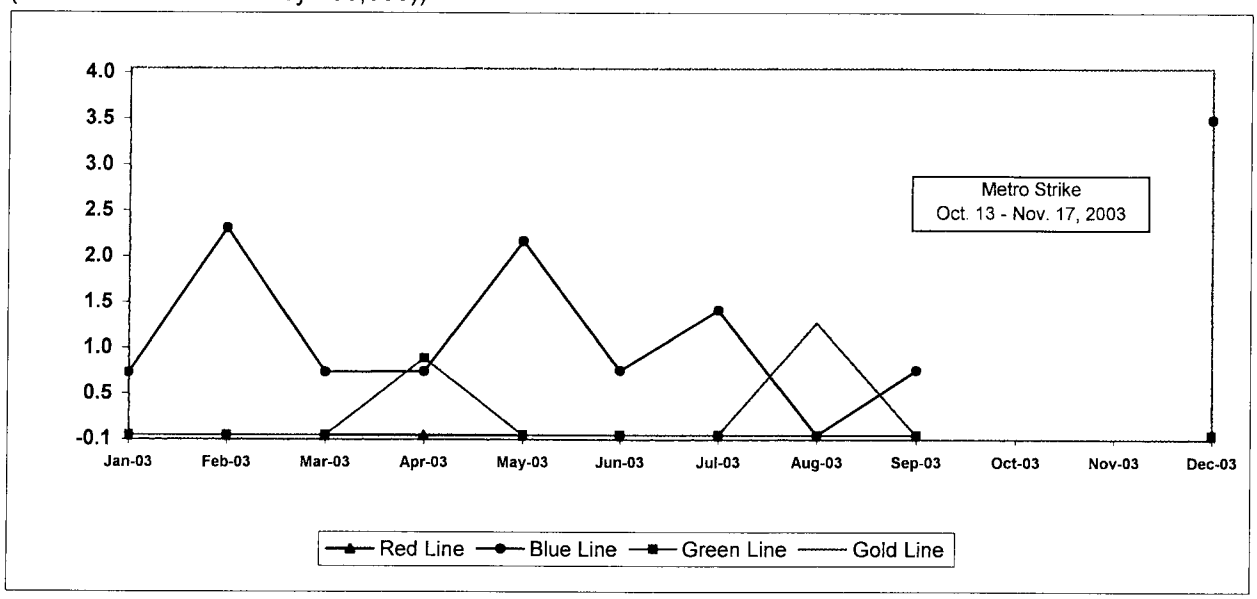
Bus Operating Divisions - by Sectors' Divisions
August, September, December 2003



RAIL ACCIDENTS PER 100,000 REVENUE TRAIN MILES

Definition: Average number of Rail Accidents for every 100,000 Revenue Train Miles traveled. This indicator measures system safety.

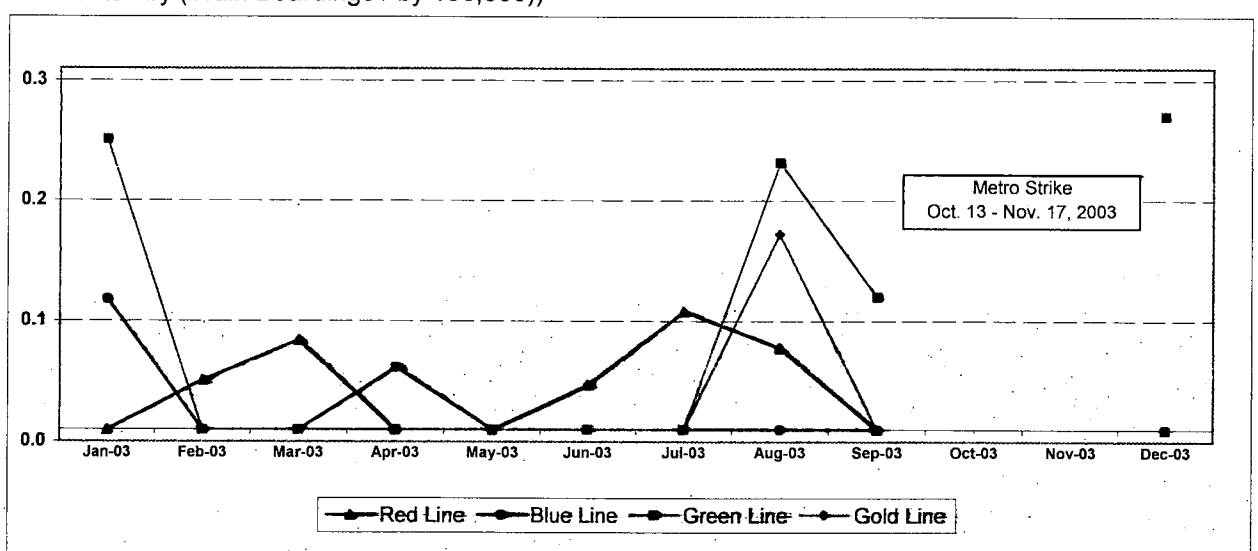
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



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))



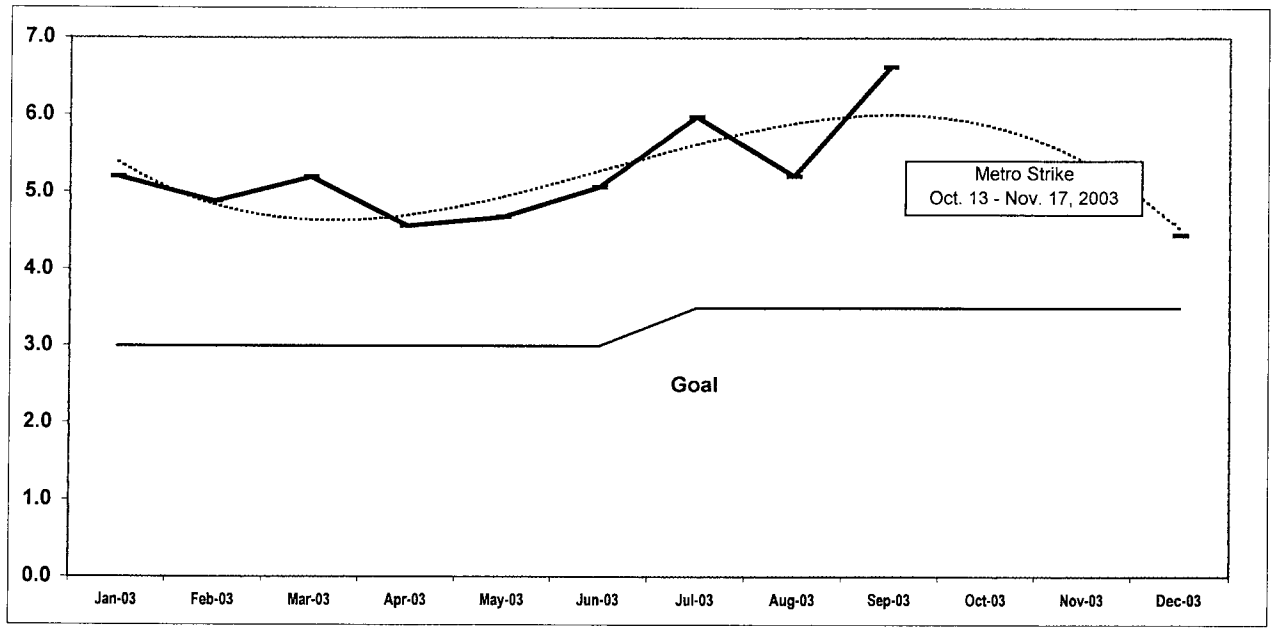
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

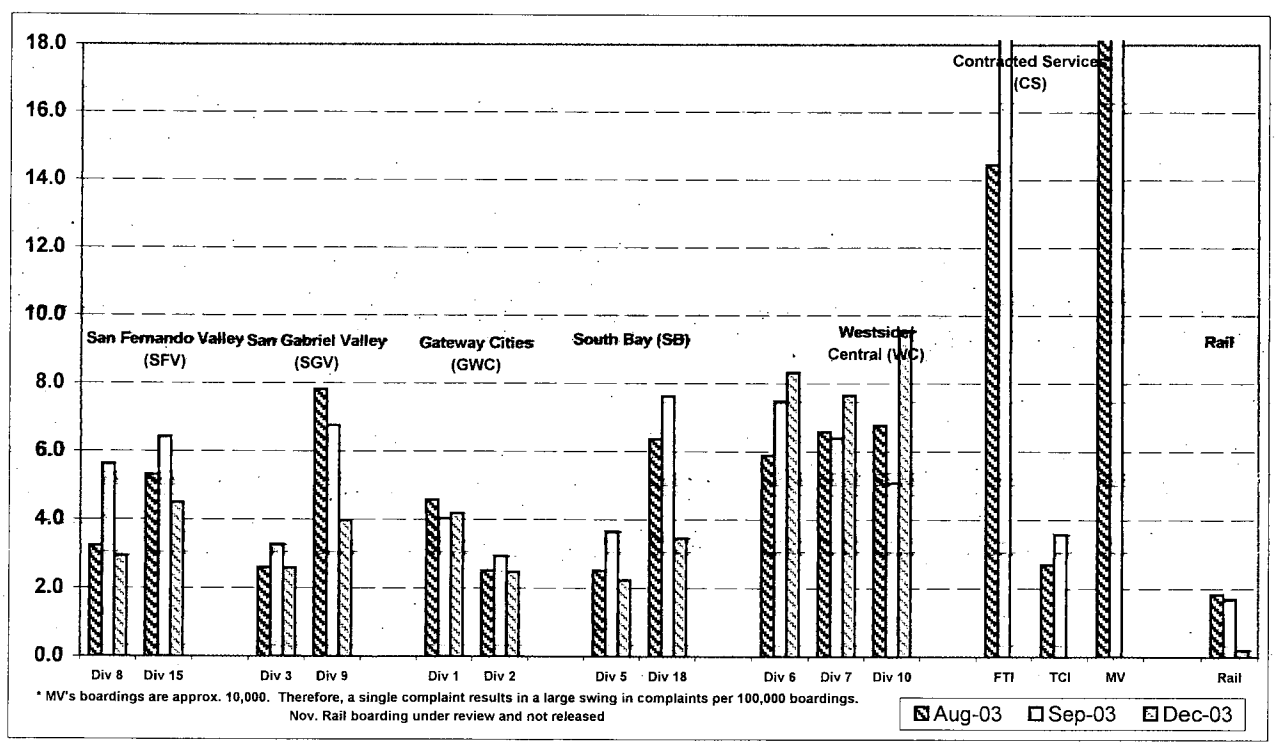
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

Systemwide Trend



Bus Operating Divisions - by Sectors' Divisions
August, September, December 2003



* MV's boardings are approx. 10,000. Therefore, a single complaint results in a large swing in complaints per 100,000 boardings.
Nov. Rail boarding under review and not released

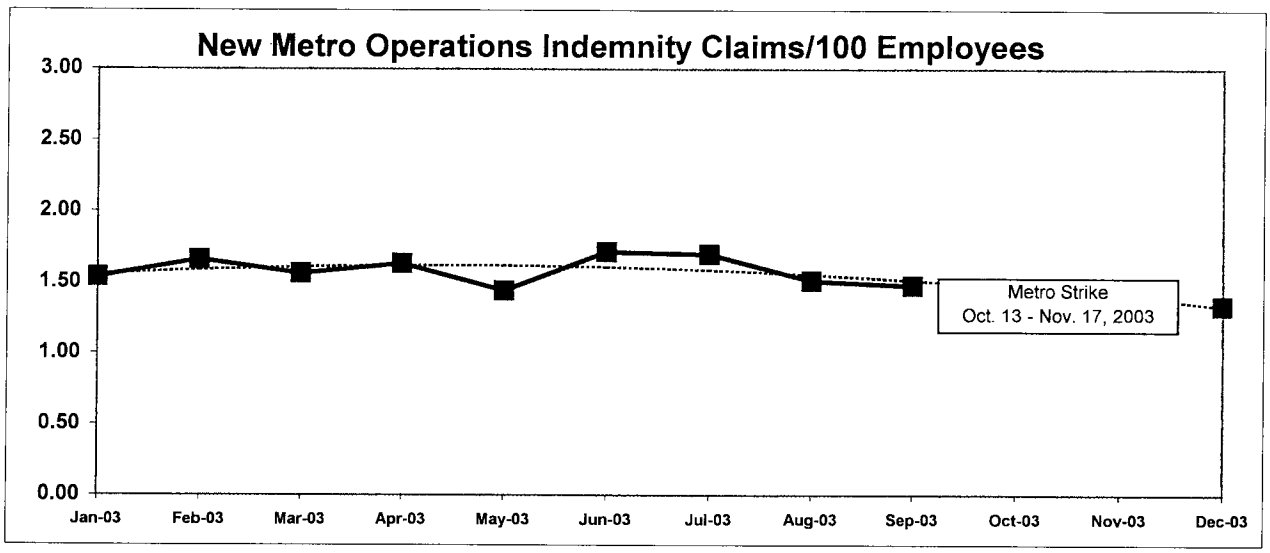
WORKERS COMPENSATION CLAIMS

New Workers Compensation Claims per 100 Employees

Definition: This indicator measures the total new indemnity claims per 100 Transit Operations employees filed each month (Includes: Transportation, Maintenance, Rail and all Administration).

Calculation: Workers Compensation Claims per 100 Employee-Month = Total New Workers Compensation Claims filed by Transit Operations Employees/(Total Transit Operations positions in which there is an incumbent during the month/100).

Metro Operations Trend

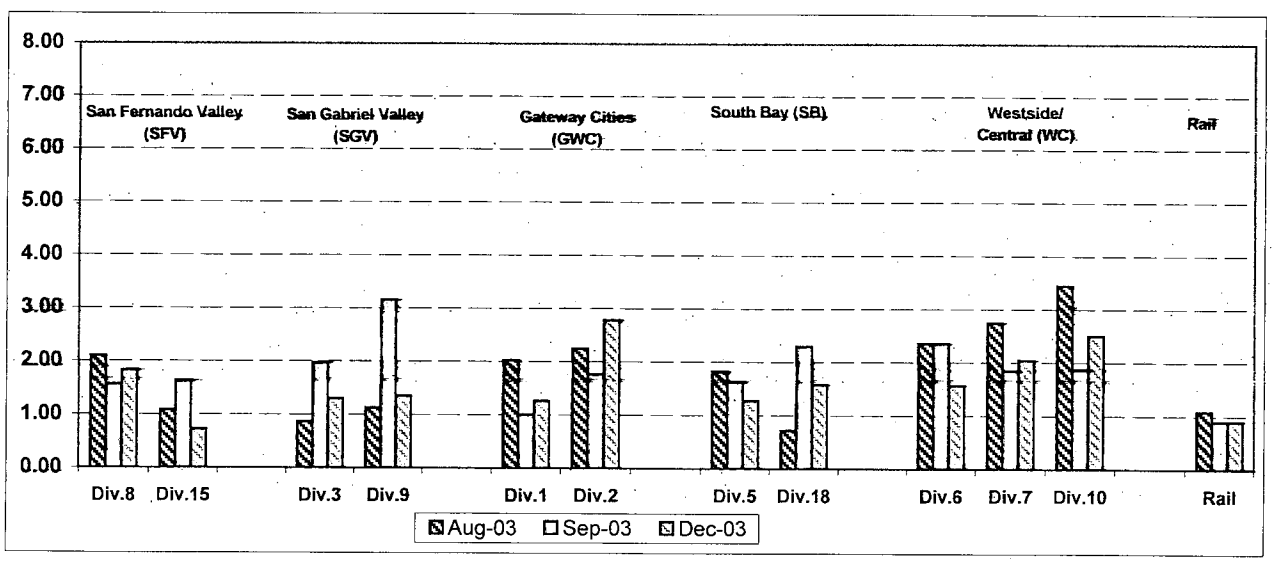


NEW CLAIMS PER 100 EMPLOYEE-MONTH BY BUS SECTORS' DIVISION & RAIL

Definition: This indicator reflects a three-month view of Bus & Rail new indemnity claims per 100 employees in which there is an incumbent each month.

Calculation: New workers compensation claims per 100 employees by Division & Rail for three months = Total new workers compensation claims filed by Division & Rail employees/(total positions occupied in the Division & Rail during the month/100).

Bus & Rail - by Bus Sectors' Divisions and Rail
August, September, December 2003



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

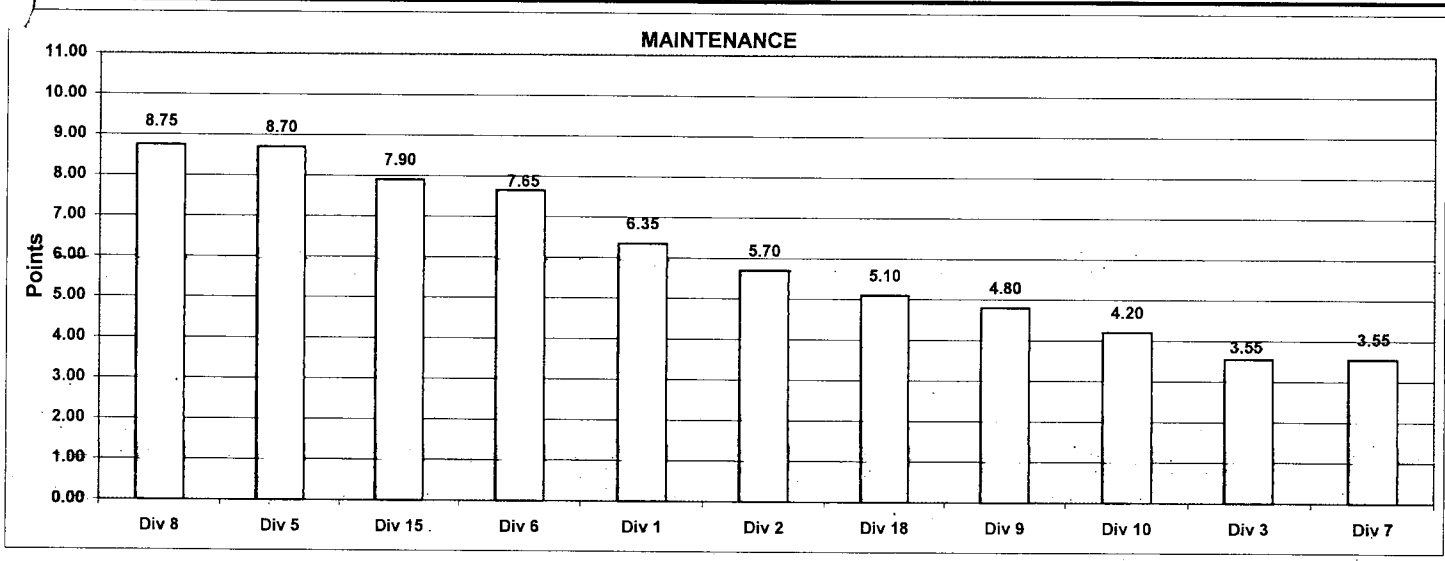
Monthly Calculations - December 2003
Metro Bus - Maintenance

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.

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Mechanical Failures	25%	9302.8	8766.0	6162.9	11743.8	28671.4	5536.8	9502.9	6431.6	7999.2	10784.3	6512.3
Points		7	6	2	10	11	1	8	3	5	9	4
Attendance	15%	0.95503	0.97369	0.94992	0.96225	0.95374	0.96711	0.94220	0.94417	0.97077	0.95070	0.96756
Points		6	11	3	7	5	8	1	2	10	4	9
New WC Claims /100 Emp	25%	1.0638	1.0000	1.6949	0.7874	0.0000	0.8403	0.0000	1.7241	1.4388	0.7407	1.3423
Points		5	6	2	8	11	7	11	1	3	9	4
Bus Cleanliness	35%	6.813	6.340	6.806	7.125	6.469	6.073	7.500	7.306	6.263	6.913	6.800
Points		7	3	6	9	4	1	11	10	2	8	5
Totals		**6.35**	**5.70**	**3.55**	**8.70**	**7.65**	**3.55**	**8.75**	**4.80**	**4.20**	**7.90**	**5.10**

FINAL RANKING	Maintenance Division Ranking (Sorted)											
DIV.	Div 8	Div 5	Div 15	Div 6	Div 1	Div 2	Div 18	Div 9	Div 10	Div 3	Div 7
Score	8.75	8.70	7.90	7.65	6.35	5.70	5.10	4.80	4.20	3.55	3.55
Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	10th



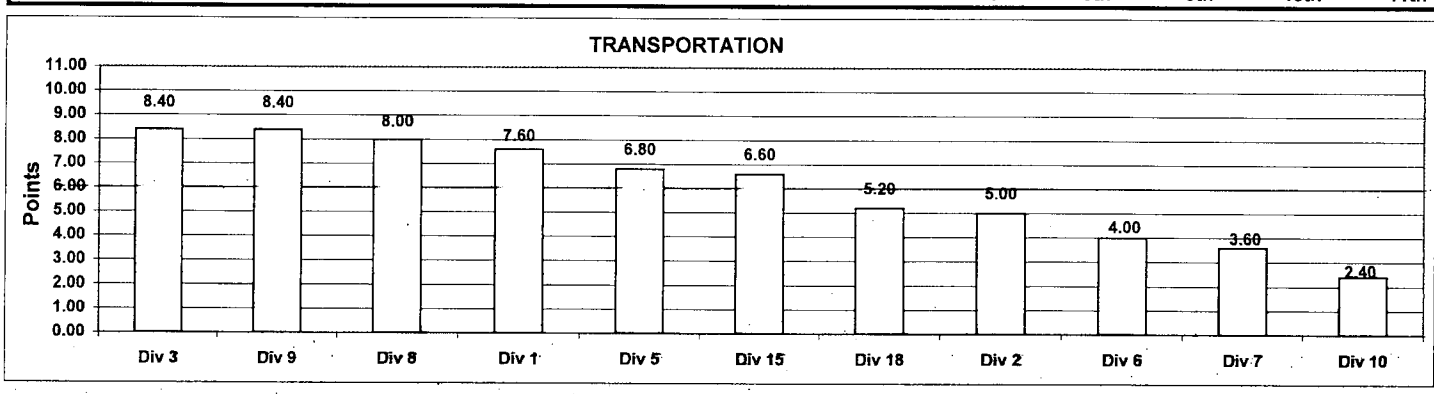
Monthly Calculations - December 2003
Metro Bus - Transportation

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%	0.6887	0.6195	0.7338	0.6194	0.5787	0.6164	0.6920	0.6324	0.6142	0.6081	0.5866
Points		9	7	11	6	1	5	10	8	4	3	2
Running Hot	20%	0.0687	0.1091	0.1050	0.1262	0.1462	0.1246	0.0980	0.0964	0.1124	0.1044	0.1047
Points		11	5	6	2	1	3	9	10	4	8	7
Accident Rate	20%	3.7850	6.2419	3.5331	3.1494	1.4948	6.1757	2.1665	2.6578	6.4082	3.2298	5.4488
Points		5	2	6	8	11	3	10	9	1	7	4
Complaints/100K Boardings	20%	4.1916	2.4778	2.5944	2.2342	8.3228	7.6571	2.9493	3.9675	9.5507	4.4974	3.4539
Points		5	10	9	11	2	3	8	6	1	4	7
New WC Claims /100 Emp	20%	1.3262	3.3817	1.1660	1.4223	2.1664	2.3823	2.4527	1.2233	2.7980	0.7248	1.6520
Points		8	1	10	7	5	4	3	9	2	11	6
Totals		**7.60**	**5.00**	**8.40**	**6.80**	**4.00**	**3.60**	**8.00**	**8.40**	**2.40**	**6.60**	**5.20**

FINAL RANKING	Transportation Division Ranking (Sorted)											
	DIV.	Div 3	Div 9	Div 8	Div 1	Div 5	Div 15	Div 18	Div 2	Div 6	Div 7	Div 10
	Score	8.40	8.40	8.00	7.60	6.80	6.60	5.20	5.00	4.00	3.60	2.40
	Rank	1st	1st	3rd	4th	5th	6th	7th	8th	9th	10th	11th



Monthly Calculations - December 2003
Metro Rail

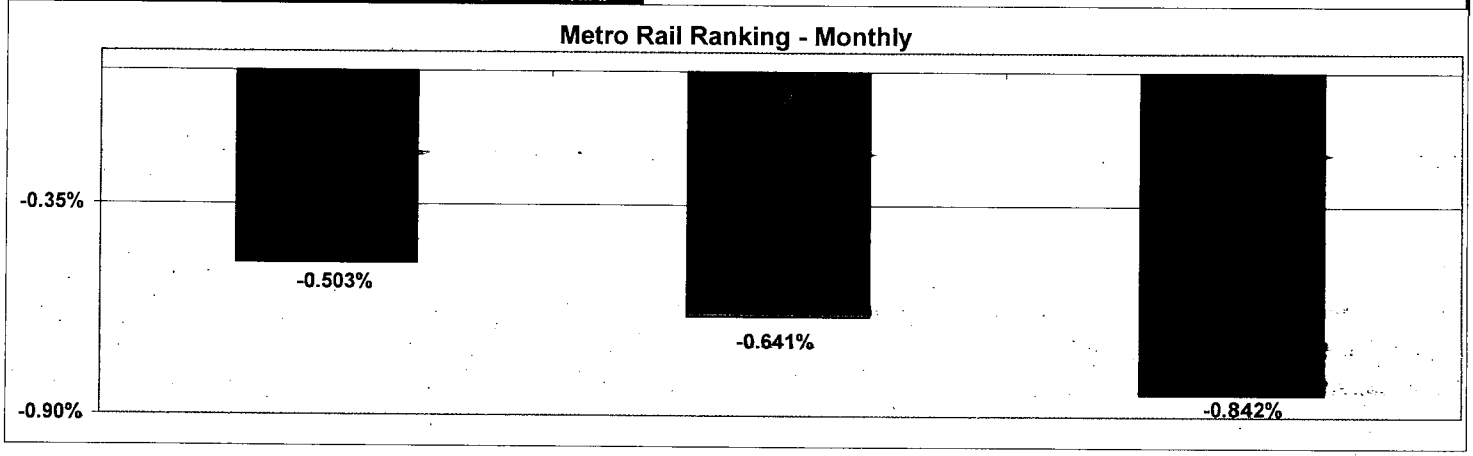
Definition: A performance awareness program designed to increase productivity and efficiency.

Calculation: Performance indicators are ranked from best to worst. Performance percentages for various indicators are averaged and outcomes are are sorted from high to low. The rail line competes with itself on its own improvement over prior year performance. The percentage score showing best improvement (or least decline) wins the program award for the month.

	Metro Blue Line			Metro Red Line			Metro Green Line			Metro Gold Line		
Wayside Availability	**Dec-02**	**Dec-03**	**Yearly Improvement**	**Dec-02**	**Dec-03**	**Yearly Improvement**	**Dec-02**	**Dec-03**	**Yearly Improvement**	**Dec-02**	**Dec-03**	**Yearly Improvement**
Track	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	N.A.	99.32%	N.A.
Signals	100.00%	99.94%	-0.06%	99.99%	99.90%	-0.09%	99.97%	100.00%	0.03%	N.A.	99.55%	N.A.
Power	100.00%	99.94%	-0.06%	100.00%	99.98%	-0.02%	99.93%	99.86%	-0.07%	N.A.	99.85%	N.A.
Wayside Performance	**100.00%**	**99.96%**	-0.04%	**100.00%**	**99.96%**	**-0.04%**	99.97%	99.95%	-0.01%	N.A.	99.57%	N.A.
Vehicle Availability												
Vehicle Performance	**99.82%**	**98.90%**	**-0.92%**	**99.86%**	**97.93%**	**-1.93%**	99.83%	98.73%	-1.10%	N.A.	97.12%	N.A.
Operator Availability												
Operators	**99.97%**	**99.81%**	**-0.16%**	**99.96%**	**99.62%**	**-0.34%**	99.99%	99.54%	-0.45%	N.A.	99.47%	N.A.
Service Performance												
ISOTP - Rail	**99.79%**	**98.90%**	**-0.89%**	**99.81%**	**98.75%**	**-1.06%**	99.72%	98.72%	-1.00%	N.A.	95.13%	N.A.
ail Line Performance	**99.90%**	**99.39%**	**-0.50%**	**99.91%**	**99.07%**	**-0.84%**	99.88%	99.24%	-0.64%	N.A.	97.82%	N.A.

...etro Rail Final Ranking (Sorted)

Rail Line	BLUE	GREEN	RED	GOLD
Score	-0.503%	-0.641%	-0.842%	N.A.
Rank	1st	2nd	3rd	N.A.



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Quarterly Calculations: FY04-Q2
Metro Bus - Maintenance and Transportation

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

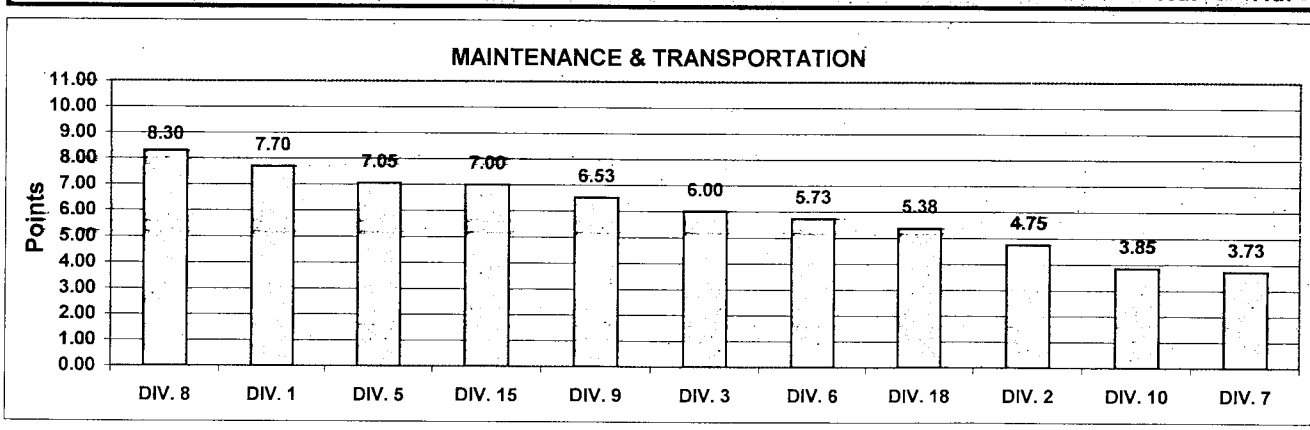
Calculation: Data reflects a cumulative total of performance data for each performance indicator for the three months in the most current closed quarter. Performance by Division are ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for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

Maintenance and Transportation

	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Mechanical Failures	12.5%	8616	7735	6033	9709	16511	4616	9542	7677	6892	10546	7226
Points		7	6	2	9	11	1	8	5	3	10	4
Attendance	7.5%	0.9550	0.9737	0.9499	0.9622	0.9537	0.9671	0.9422	0.9442	0.9708	0.9507	0.9676
Points		6	11	3	7	5	8	1	2	10	4	9
New WC Claims /100 Emp	12.5%	0.3497	1.0000	0.8772	0.7792	0.0000	0.5525	0.6849	0.8571	0.7194	0.7246	1.1111
Points		10	2	3	5	11	9	8	4	7	6	1
Bus Cleanliness	17.5%	6.8133	6.3400	6.8063	7.1250	6.4688	6.0733	7.5000	7.3063	6.2625	6.9125	6.8000
Points		7	3	6	9	4	1	11	10	2	8	5
In-Service On-Time Performance	10%	0.6887	0.6195	0.7338	0.6194	0.5787	0.6164	0.6920	0.6324	0.6142	0.6081	0.5866
Points		9	7	11	6	1	5	10	8	4	3	2
Running Hot	10%	0.0687	0.1091	0.1050	0.1262	0.1462	0.1246	0.0980	0.0964	0.1124	0.1044	0.1047
Points		11	5	6	2	1	3	9	10	4	8	7
Accident Rate	10%	3.3750	5.7836	3.5840	4.1061	2.8690	5.8049	2.5560	2.8777	5.9089	3.0643	4.0965
Points		7	3	6	4	10	2	11	9	1	8	5
Complaints/100K Boardings	10%	2.5018	2.0451	1.9157	1.5630	4.6168	4.2215	2.0101	2.4872	3.6975	2.5530	2.3171
Points		5	8	10	11	1	2	9	6	3	4	7
New WC Claims /100 Emp	10%	1.3262	2.2545	1.2632	1.0272	1.4443	1.6676	1.7519	2.2427	1.7987	0.9664	0.9178
Points		7	1	8	9	6	5	4	2	3	10	11
Totals		7.70	4.75	6.00	7.05	5.73	3.73	8.30	6.53	3.85	7.00	5.38

Maintenance and Transportation Division Ranking (Sorted)

FINAL RANKING	DIV.	DIV. 8	DIV. 1	DIV. 5	DIV. 15	DIV. 9	DIV. 3	DIV. 6	DIV. 18	DIV. 2	DIV. 10	DIV. 7
	Score	8.30	7.70	7.05	7.00	6.53	6.00	5.73	5.38	4.75	3.85	3.73
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



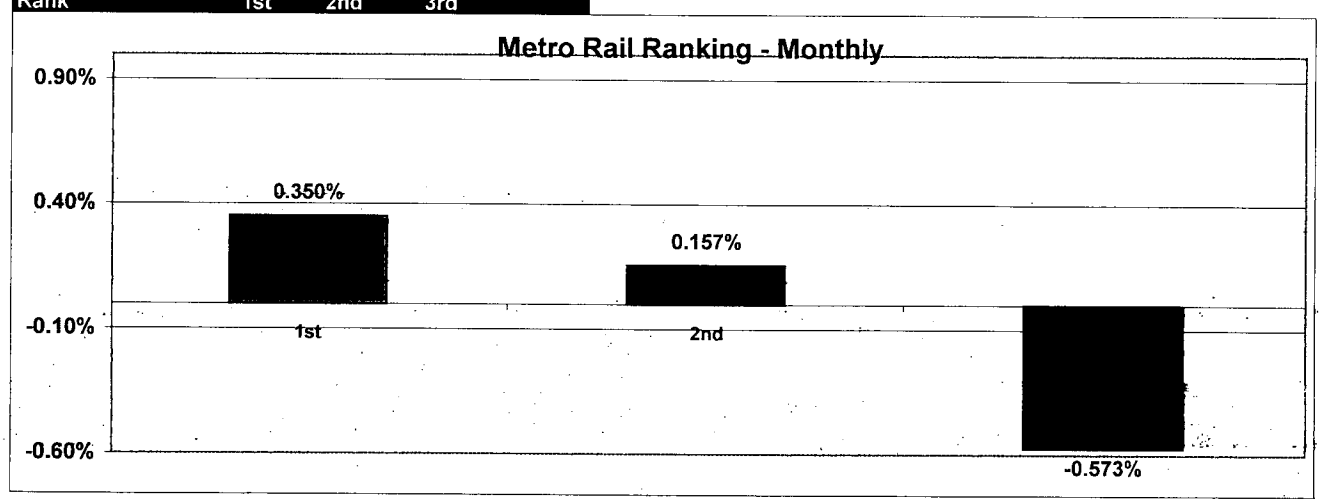
Quarterly Calculations: FY04-Q2
Metro Rail

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

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

Improvement from Previous Year

Overall Rail Line Performance	Metro Blue Line	Metro Red Line	Metro Green Line	Metro Gold Line
Oct-03	0.52%	-0.60%	0.14%	N.A.
Nov-03	0.45%	-0.28%	1.55%	N.A.
Dec-03	-0.50%	-0.84%	-0.64%	N.A.
First Quarter Average	**0.16%**	**-0.57%**	0.35%	**N.A.**

Metro Rail Final Ranking (Sorted)

Rail Line	GREEN	BLUE	RED	GOLD
Score	0.350%	0.157%	-0.573%	N.A.
Rank	1st	2nd	3rd