



**Metro**

**FTA QUARTERLY REVIEW  
BRIEFING BOOK**

**February 28, 2007**

*Submitted By:*

*Los Angeles County  
Metropolitan Transportation Authority  
One Gateway Plaza  
Los Angeles, California 90012*

--- 34258

MAR 02 2007

HE  
4301  
.F72  
Q22  
2007  
Feb





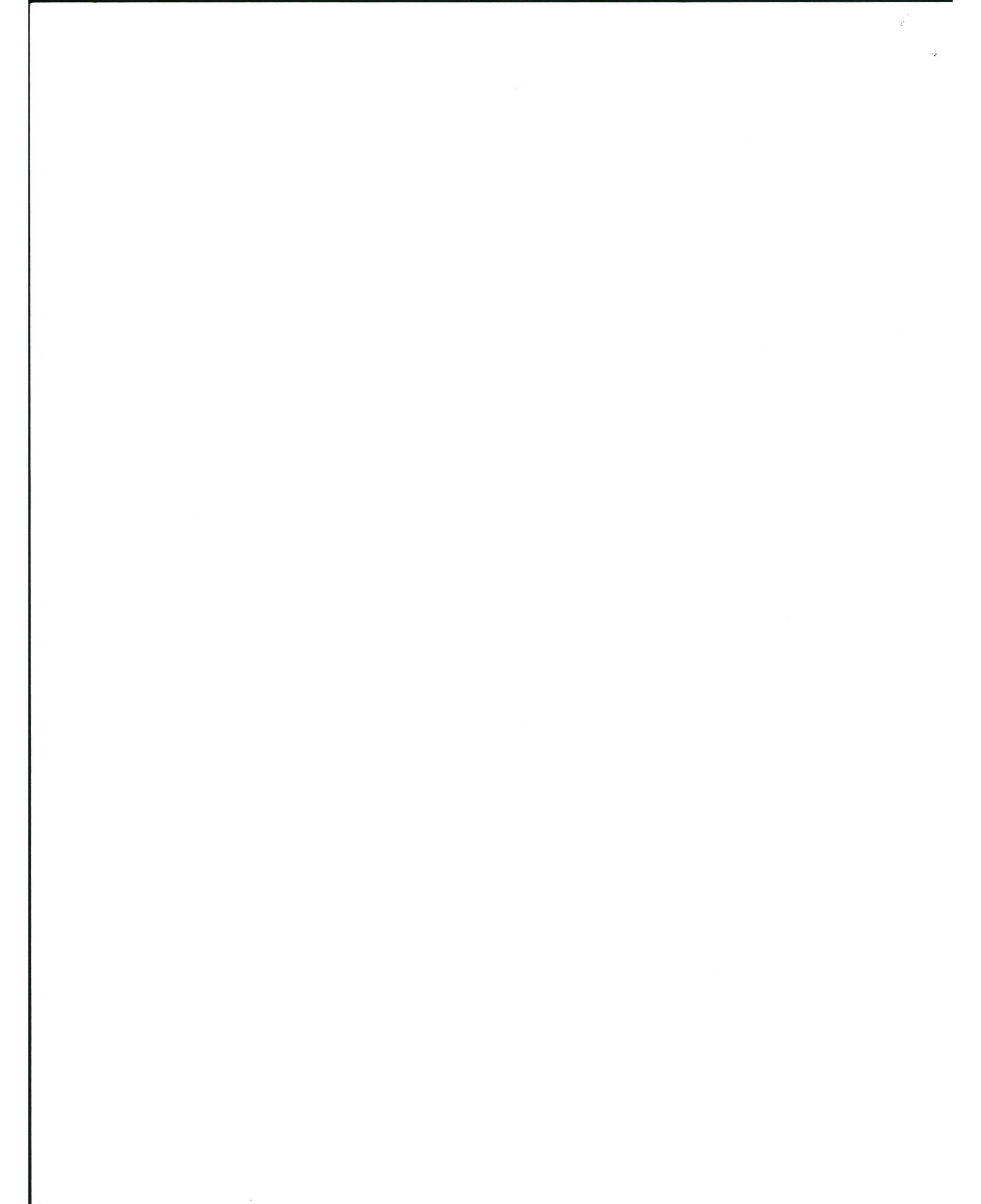


LACMTA

Brian Boudreau	99-17-01
Steve Brye	99-22-02
Diego Cardoso	99-22-02
Eli Choueiry	99-16-10
Dan Finkelstein	99-PL-15
Frank Flores	99-23-03
Henry Gonzalez	99-22-02
Chip Hazen	99-13-05
Art Henry	99-25-01
Ruthe Holden	99-21-03
Carol Inge	99-22-01
Joanne Kawai	99-25-01
Jaclyn Koenig	99-25-01
Dave Kubicek	20-02-07
Anthony Loui	99-22-05
Gladys Lowe	99-23-03
Velma Marshall	99-13-08
Dave Mieger	99-22-05
William Moore	99-17-10
Josie Nicasio	99-20-08
Charles Safer	99-24-02
Cindy Smouse	99-17-01
William Waters	81-05-01
Rick Wilson	99-16-09
Linda Wright	99-13-04
Joe Parise (RMC)	99-PL-05
Library	99-15-01

Expo Construction Authority

Chris Burner  
Eric Olson  
Joel Sandberg





Los Angeles County  
Metropolitan Transportation Authority

One Gateway Plaza  
Los Angeles, CA 90012-2952

213.922.9200 Tel  
213.922.9201 Fax  
metro.net

**Metro**

February 21, 2007

Mr. Leslie Rogers  
Regional Administrator  
Federal Transit Administration  
Region IX  
201 Mission Street, Suite 1650  
San Francisco, CA 94105

SUBJECT: FTA Quarterly Review Briefing Book and Related Documents  
FTA New Start Projects Quarterly Review Meeting – February 28, 2007

Dear Mr. Rogers:

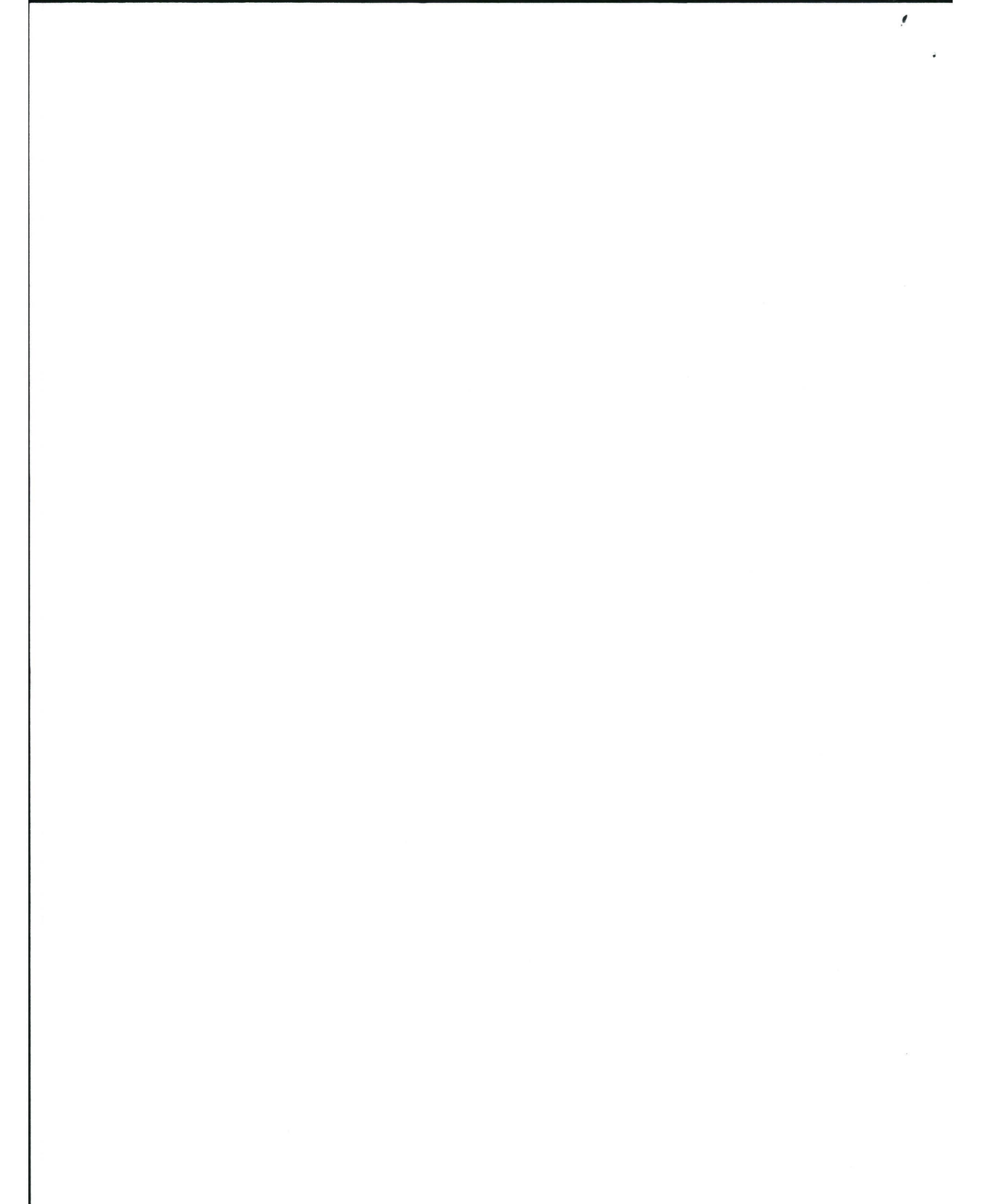
Attached is the FTA Quarterly Review Briefing Book, including the FTA Quarterly Review Meeting Agenda and related documents. The Second Quarter Financial Report (Unaudited) will be submitted to you under separate cover. These reports should provide you adequate information on quarterly agenda items for the February 28, 2007 FTA New Start Projects Quarterly Review Meeting.

I look forward to meeting with you at the Quarterly Review Meeting. If you require any additional information, please contact me at (213) 922-6888.

Sincerely,

Roger Snoble  
Chief Executive Officer

Enclosure





Distribution:

FTA - Region IX

Ed Carranza  
Ray Sukys  
Nadeem Tahir

FTA- Washington, D.C.

Glen Bottoms  
Kim Nguyen

FTA/FHWA

Raymond Tellis

GANNETT FLEMING, INC.

San Francisco Office

Kam Shadan  
John Elkins

GANNETT FLEMING, INC.

Los Angeles Office

Janos Hegede  
Roberta Manshel

GANNETT FLEMING, INC.

Phoenix Office

Roger Milroy

PORTER AND ASSOCIATES, INC.

Ben Porter

MILLIGAN AND ASSOCIATES

John Milligan

CALTRANS – DISTRICT 7

Linda Wright

CALIF. TRANSPORTATION  
COMMISSION

Robert Chung

CALIF. PUBLIC UTILITIES  
COMMISSION

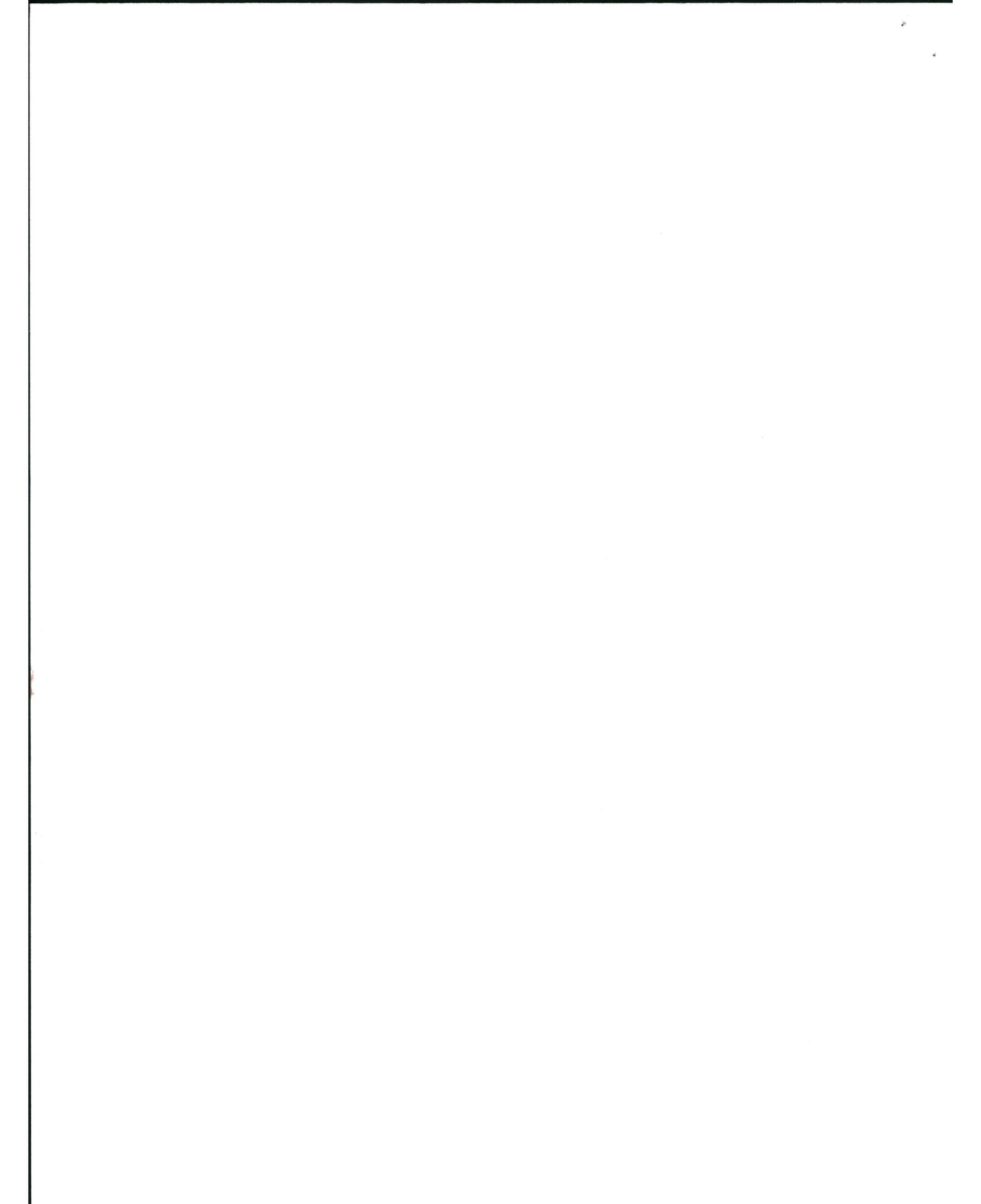
Anton Garabetian

LADOT

George Chen

LACMTA

Carolyn Flowers	99-25-01
Gerald Francis	99-11-02
Terry Matsumoto	99-21-05
Lonnie Mitchell	99-12-01
Dennis Mori	99-17-05
Rick Thorpe	99-25-01



# AGENDA

## FTA NEW START PROJECTS QUARTERLY REVIEW MEETING

Los Angeles County  
Metropolitan Transportation Authority  
Wednesday, February 28, 2007 - 10:00 a.m.  
Union Station Conference Room - 3<sup>rd</sup> Floor

### I. OVERVIEW

- A. FTA Opening Remarks
- B. Metro Management Overview
- C. Legal Issues
- D. General Safety and Security Issues
- E. ADA Key Station Voluntary Compliance Agreement
- F. 2550 Rail Vehicle Program

### PRESENTER

Leslie Rogers  
Roger Snoble  
Charles Safer  
Dan Finkelstein  
Dave Kubicek  
Dave Kubicek

### II. METRO CONSTRUCTION REPORTS

- A. Construction Project Management Overview
- B. Metro Gold Line Eastside Extension
  - Construction Contracts Update  
C0803 Tunnel, Stations, Trackwork & Systems  
C0802 101 Freeway Bridge Overcrossing
  - 1<sup>st</sup> Street Bridge
  - Ramona Opportunity High School
  - Cost Status
  - Schedule Status
  - Mitigation Status
  - Construction Safety
  - CPUC Status
  - Quality Assurance
  - Real Estate
- C. Mid-City/Exposition LRT Project
  - Phase 1 Update
  - Phase 2 Update

Rick Thorpe  
Dennis Mori  
Eli Choueiry

Dennis Mori

Joel Sandberg

### III. METRO PLANNING REPORTS

Carol Inge

### IV. ACTION ITEMS

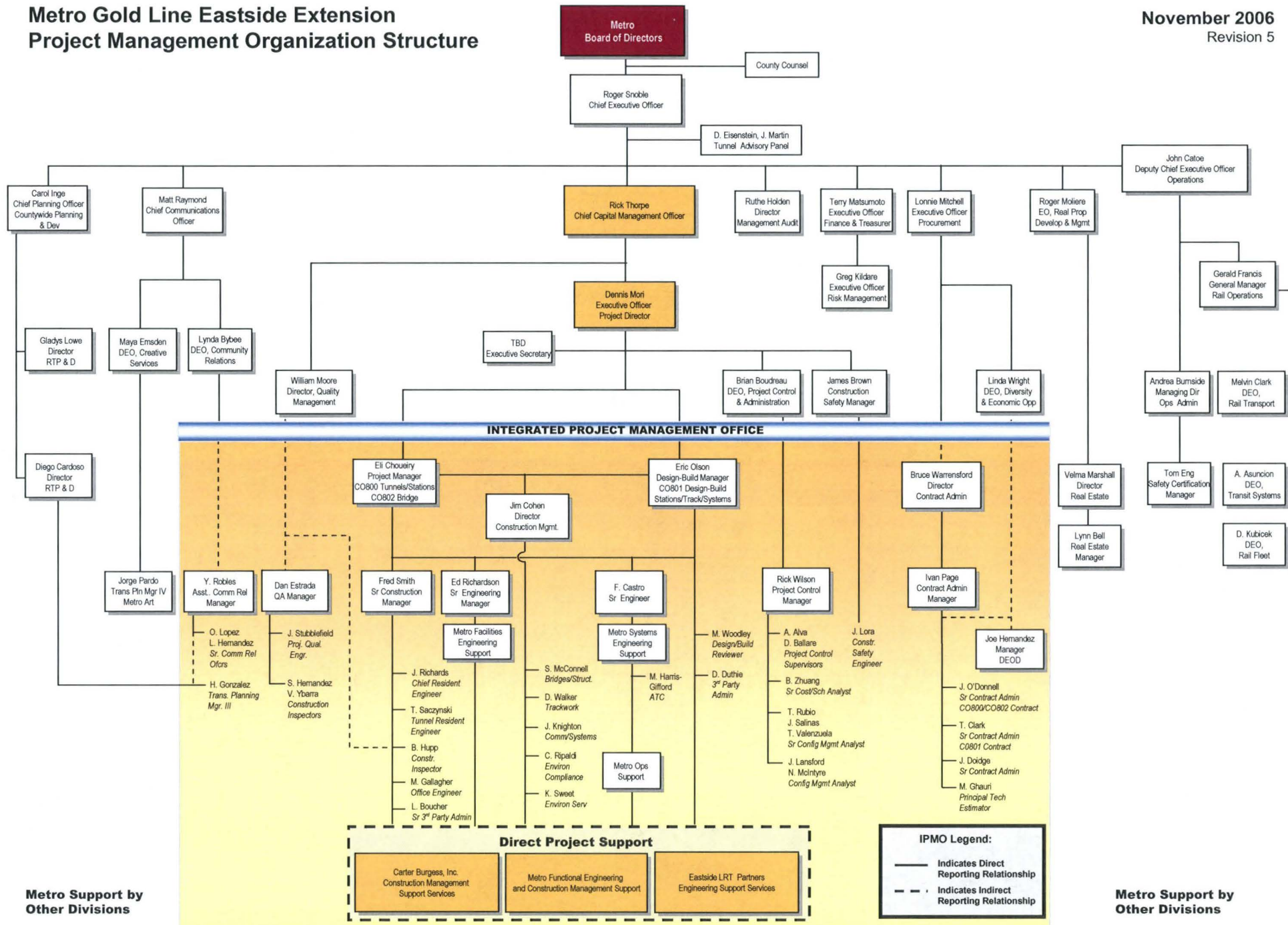
FTA/PMOC

### V. PROPOSED SCHEDULE AND LOCATION OF NEXT MEETING

Los Angeles County  
Metropolitan Transportation Authority  
Wednesday, May 30, 2007  
Gateway Conference Room - 3<sup>rd</sup> Floor

# Metro Gold Line Eastside Extension Project Management Organization Structure

November 2006  
Revision 5





METROPOLITAN TRANSPORTATION AUTHORITY

**GOVERNMENT RELATIONS**  
**2006/07 STATE AND FEDERAL LEGISLATIVE MATRIX**  
 January 2007

**STATE ASSEMBLY**

BILL/AUTHOR	DESCRIPTION	MTA POSITION	STATUS
ACA 2 (Walters)	Would propose an amendment to the Constitution of the State to permit private property to be taken or damaged only for a stated public use and only when just compensation has been paid to, or into court for, the owner of the property.	To be determined	Monitoring
AB 57 (Soto)	Would delete January 1, 2008, repeal date of the Safe Routes to School construction program, thereby extending the provisions indefinitely.	To be determined	Monitoring
AB 60 (Nava)	Would recast bicycle provisions as to overtake a bicycle by requiring the driver of a motor vehicle overtaking a bicycle that is preceding in the same direction to pass to the left at a safe distance, at a minimum clearance without interfering with the interfering with the safe operation of the overtaken bicycle.	To be determined	Monitoring
AB 99 (Feuer)	Would make legislative findings and declarations regarding the use of clean, alternative fuels.	To be determined	Monitoring

**GOVERNMENT RELATIONS**  
**2006/07 STATE AND FEDERAL LEGISLATIVE MATRIX**  
**January 2007**

**STATE SENATE**

BILL/AUTHOR	DESCRIPTION	MTA POSITION	STATUS
SB 9 (Lowenthal)	Would amend existing law, the Highway Safety, Traffic Reduction, Air Quality, and Port Security Bond Act.	To be determined	Monitoring
SB 19 (Lowenthal)	Would declare the intent of the Legislature to enact legislation that establishes conditions and criteria for projects funded under provisions of the Highway Safety, Traffic Reduction, Air Quality, and Port Security Bond Act of 2006.	To be determined	Monitoring
SB 45 (Perata)	Would state the intent of the Legislature to enact legislation that would establish the application process for allocations from the Transit System Safety, Security, and Disaster Response Account.	To be determined	Monitoring
SB 47 (Perata)	Would state the intent of the Legislature to enact provisions governing project eligibility, matching fund requirements, and the application process relative to allocation of bond proceeds of the Highway Safety, Traffic Reduction, Air Quality, and port Security Bond Act of 2006 to the State-Local Partnership Program.	To be determined	Monitoring
SCA 1 (McClintock)	Would relate to eminent domain proceedings. Provides that private property may be taken or damaged only for a stated public use, and not without the consent of the owner for purposes of economic development, increasing tax revenue, or any other private use, nor for maintaining the present use by a different owner.	To be determined	Monitoring

Deferred = bill will be brought up at another time; Chaptered = bill has become law; LA = Last Amended; Enrolled = bill sent to Governor for approval or veto  
 Note: "Status" will provide most recent action on the legislation and current position in the legislative process.

1/17/2007

**GOVERNMENT RELATIONS**  
**2006/07 STATE AND FEDERAL LEGISLATIVE MATRIX**  
 January 2007

STATE/FEDERAL

BILLS/AUTHOR	DESCRIPTION	STATUS
H.R. 238 (Waxman)	<p>H.R. 238 is a measure that seeks to repeal a restriction on federal funding for subway tunneling in the Wilshire Corridor.</p> <p>Specifically, H.R. 238 would provide the following:</p> <ul style="list-style-type: none"> <li>• Repeal the second sentence of section 321 of the Department of Transportation and Related Agencies Appropriations Acts of 1986 (99 Stat. 1287). That sentence reads: "None of the funds described in Section 320 may be made available for any segment of the downtown Los Angeles to San Fernando Valley Metro Rail project unless and until the Southern California Rapid Transit District officially notifies and commits to the Urban Mass Transportation Administration that no part of the Metro Rail project will tunnel into or through any zone designated as a potential risk zone or high potential risk zone in the report of the City of Los Angeles dated June 10, 1985, entitled "Task Force Report on the March 24, 1985 Methane Gas Explosion and Fire in the Fairfax Area."</li> </ul>	H.R. 238 was referred for action to the House Committee on Transportation & Infrastructure on January 4, 2007.





**GOVERNMENT RELATIONS**  
**2006/07 STATE AND FEDERAL LEGISLATIVE MATRIX**  
 January 2007

**FEDERAL**

BILLS/AUTHOR	DESCRIPTION	STATUS
<p>FY 2007 Transportation Appropriations Request</p>	<p><u>\$100 million in Section 5309 New Starts Funding for the final design and construction of the Eastside Light Rail project.</u> This innovative light rail project would run from Union Station through East Los Angeles, serving one of the most transit-dependent areas in the City of Los Angeles.</p> <p><u>\$10 million in Section 5309 Bus and Bus Related Discretionary Funding to assist the MTA with purchasing new alternative fuel buses and constructing bus divisions.</u> The MTA currently operates the world's largest fleet of state-of-the-art clean burning buses and is fully committed to expanding its highly successful Metro Rapid Bus program.</p> <p>Support the Municipal Operators Bus Appropriations requests.</p> <p><u>\$2 million in Intelligent Transportation System Funding.</u> These resources would be utilized to implement the MTA's Regional Universal Fare System (RUFFS). The RUFFS would permit passengers using a card imbedded with a computer chip to board all MTA buses and trains and transfer to services offered by municipal operators, paratransit and Metrolink without having to be concerned with purchasing a new fare or carrying change.</p>	<p>December 15, 2005-LACMTA Board Adopted 2006 Legislative program</p> <p>House Transportation Appropriations Subcommittee Markup of FY 2007 funding bill held on May 25, 2006. The bill includes \$100 million for the Eastside Project</p> <p>House Appropriations Committee Markup of FY 2007 funding bill held of June 6, 2006. The bill includes \$100 million for the Eastside Project.</p> <p>The full House of Representative approves the FY 2007 funding bill on June 14, 2007. The bill includes \$100 million for the Eastside Project.</p> <p>Senate Transportation Appropriations Subcommittee Markup of FY 2007 funding bill held on July 18, 2006. The bill includes \$100 million for the Eastside Project and \$1 million for Metro bus facilities.</p> <p>Senate Appropriations Committee Markup of FY 2007 funding bill held on July 20, 2006. The bill includes \$100 million for the Eastside Project and \$1 million for Metro bus facilities.</p> <p>PENDING: Action by the full U.S. Senate on the FY 2007 funding bill.</p>



**GOVERNMENT RELATIONS**  
**2006/07 STATE AND FEDERAL LEGISLATIVE MATRIX**  
 January 2007

**FEDERAL**

BILLS/AUTHOR	DESCRIPTION	STATUS	
HR 4653 (Waxman)	<u>A bill that would repeal a prohibition on the use of federal funds on the Los Angeles to San Fernando Valley Metro Rail project.</u>	Passed House Transportation & Infrastructure Committee on 7/19/06. Passed by the full U.S. House of Representatives on 9/20/06  Pending in the U.S. Senate	
(Senator Shelby) Support – Work With Author	Would authorize funds for Federal aid for bus and rail programs and for other purposes.	Provisions enacted into SAFETEA-LU signed into law on August 10, 2005	
(Senator Feinstein) Support	Would amend Title 23, United States Code, to provide for HOV-lane exemptions for low-emission and hybrid vehicles.	Provision included in SAFETEA-LU	
S. 197 (Boxer)	A bill authorizing the U.S. Secretary of Transportation to conduct a study of highway-railroad grade crossings and to provide grants for grade separations that would enhance safety and for grade crossings on rail lines that have a high volume of goods movement.	SUPPORT – WORK WITH AUTHOR	Provision included in SAFETEA-LU





**GOVERNMENT RELATIONS**  
**2006/07 STATE AND FEDERAL LEGISLATIVE MATRIX**  
**January 2007**

**FEDERAL**

<p><b>TEA-21 REAUTHORIZATION</b></p>	<p>MTA Board approved to support TEA-21 State of California and Los Angeles County's General Principles. Return to the MTA Board with TEA-21 Reauthorization Criteria listing.</p> <p>June 27, 2002 Board Approved State of California and LA County Regional General Principles.</p> <p>September 26, 2002 MTA Board approved the Revised LA County Regional General Principles and Priority Project lists.</p>	<p>March 10, 2005 U.S. House of Representatives passed H.R. 3 (Transportation Equity Act – A Legacy for Users). The bill passed by a vote of 417 to 9.</p> <p>March 14, 2005 The Senate Commerce, Science and Transportation Committee approved the safety title of the Senate's transportation reauthorization bill.</p> <p>March 16, 2005 The Senate Environment and Public Works Committee adopted SAFETEA by a vote of 17 to 1. This bill addresses the highway portion of the transportation reauthorization bill.</p> <p>March 17, 2005 The Senate Banking Committee passed. "The Federal Public Transportation Act of 2005." This bill addresses the transit portion of the transportation reauthorization bill.</p> <p>March 19, 2005, the Senate Finance Committee passed the revenue measure that provides the necessary financing to support the transportation reauthorization bill.</p> <p>Passed on U.S. Senate Floor.</p> <p>July 29, 2005, the conference agreement on the Safe, Accountable, Flexible, and Efficient Transportation Equity Act - A Legacy for Users (SAFETEA-LU) was overwhelmingly approved by the House (412-8) and Senate (91-4).</p> <p>August 10, 2005, SAFETEA-LU is signed into law by President George W. Bush (Public Law 109- 59)</p> <p>September 13, 2006, the U.S. Senate's Environment and Public Works Committee approved a federal highway technical corrections measure to last year's Surface Transportation Reauthorization Act (SAFETEA-LU), also extends the National Surface Transportation Policy and Revenue Study Commission to December 31, 2007.</p>
--	--	--











COUNTY OF LOS ANGELES  
OFFICE OF THE COUNTY COUNSEL

648 KENNETH HAHN HALL OF ADMINISTRATION  
500 WEST TEMPLE STREET  
LOS ANGELES, CALIFORNIA 90012-2713

RAYMOND G. FORTNER, JR.  
County Counsel

Reply to:  
Transportation Division  
One Gateway Plaza  
Los Angeles, California 90012-2952

February 1, 2007

TDD  
(213) 633-0901  
TELEPHONE  
(213) 922-2508  
TELECOPIER  
(213) 922-2530  
E-MAIL  
Reaganr@mta.net

Renee Marler, Esq.  
Regional Counsel, Region IX  
FEDERAL TRANSIT ADMINISTRATION  
201 Mission Street, Suite 2210  
San Francisco, California 94105

**Re: Quarterly Update on Status of Key Legal Actions**

Dear Renee:


Attached please find the Los Angeles County Metropolitan Transportation Authority's quarterly update as of December 31, 2006, on the Status of Key Legal Actions Related to Federally Funded Projects.

Please call if you have any questions (213) 922-2508.

Very truly yours,

RAYMOND G. FORTNER, JR.  
County Counsel

By

  
ROBERT B. REAGAN  
Principal Deputy County Counsel

RBR:ibm  
Attachments

c: Charles M. Safer ✓  
Brian Boudreau  
Frank Flores  
Gladys Lowe  
Leslie Rogers  
Cindy Smouse



Los Angeles County Metropolitan Transportation Authority  
 Status of Key Legal Actions Related to Federally Funded MTA Projects  
 Date as of December 31, 2006

CASE NAME	CASE NUMBER	GRANT NUMBER	NARRATIVE	CASE STATUS
Gerlinger (MTA) v. Parsons Dillingham	BC150298, etc.	MOS-1 and CA-03-0341, CA-90-X642	Qui Tam action. Concerns allegations of overbilling by MTA's construction Manager, Parsons-Dillingham ("PD"). County Counsel joined as prosecuting Authority for MTA. MTA has also filed its own lawsuit (BC 179027) against PD for breach of contract, fraud and accounting.	Most of phase one of trial has been completed. Each party has submitted proposed statements of decision (SOD).
MTA v. Parson Dillingham	BC179027	MOS-1 and CA-03-0341, CA-90-X642	In a related case, MTA filed suit against Parsons Dillingham for fraud and breach of contract in the performance of construction management services.	Awaiting court's decision of SOD.
Labor/Community Strategy Center v. MTA	CV94-5936 (TJH)	ALL	On 10/28/96, Federal Judge Hatter approved a Consent Decree reached between MTA and the class action plaintiffs. The Consent Decree provides for MTA to: (i) reduce its load factor targets (i.e. the # of people who stand on the bus), (ii) expand bus service improvements by making available 102 additional buses, (iii) implement a pilot project, followed by a 5-yr Plan, facilitate access to County-wide jobs, ed & health centers, (iv) not increase cash fares for 2-yrs & pass fares for 3-yrs beginning 12/01/96, after which MTA may raise fares subject to conditions of the Consent Decree and (v) introduce a weekly pass & an off-peak discount fare on selected lines.	Consent decree terminated by its own terms, however trial court retained jurisdiction on implementation of New Service Plan.
Tutor-Saliba-Perini v. MTA	BC123559 BC132998	CA-03-0341, CA-90-X642	These cases have been brought by Tutor-Saliba-Perini, the prime contractor for construction of the Normandie and Western stations, against the MTA for breach of contract. MTA has cross-complained against Tutor-Saliba for several causes of action including false claims. MTA prevailed at trial, but judgment reversed on appeal.	Trial court has ordered mini trials on separate issues. First trial resulted in verdict for MTA for \$450,000.









**ADVANCED LAND ACQUISITION PROGRAM (ALAP) PARCELS  
METRO RAIL PROJECT - MOS-2 and MOS-3  
CA-90-0022**

**STATUS REPORT AS OF DECEMBER 31, 2006**

**Parcel A1-250/Wilshire Vermont Station  
Wilshire/Western Station**

*Wilshire/Western Station* – A long-term ground lease and other development documents, including grant deeds swapping property rights, were executed on 7/31/06. The various development documents provide for the construction and operation of a mixed-use development by KOAR Wilshire Western, LLC. The proposed development will contain approximately 186 condominium units, 39,000 square feet of retail space, a new 10-space bus layover facility and a 587-space parking garage (including 75 spaces for the City of Los Angeles). Construction of the development commenced in August 2006 and is on going.

*Wilshire/Vermont Station* - A long-term ground lease with Wilshire Vermont Housing Partners covering the construction of 449 apartment units and 35,000 square feet of commercial/retail space on 3.24 acres of the 5.83-acre station site was executed on November 10, 2003. MTA and the Los Angeles Unified School District (“**LAUSD**”) closed the sale of the bulk of the remaining 2.59 acres at the site on July 25, 2006. At that time, MTA granted the almost 2.59-acre site to LAUSD and the parties executed easements and other development documents providing for the construction and operation of a three-story, approximately 800-student middle school thereon and the continued operation and maintenance of the Metro Red Line subway thereunder. Construction of both the commercial development and the middle school is ongoing.

**B-102 and B-103 - Temple Beaudry**

MTA received one proposal to develop this 1.2 acre site in response to a Request for Proposals issued to the development community. MTA staff is reviewing the proposal and, if acceptable, anticipates seeking MTA Board approval to enter into an Exclusive Negotiating Agreement with the developer at the MTA Board’s January 2007 meeting.

**A1-300 and A2-301 - Wilshire/Crenshaw**

The MTA Board certified the Environmental Impact Report (EIR) for the Wilshire Bus Rapid Transit Project on August 15, 2002. The EIR included a transit station and public parking at Wilshire/Crenshaw. The Board subsequently took action to defer construction of the Project. In the interim, the site is being leased to the Los Angeles Unified School District for parking.

**A2-362 - Wilshire/La Brea**

The MTA Board certified the Environmental Impact Report (EIR) for the Wilshire Bus Rapid Transit Project on August 15, 2002. The EIR included a transit station and public parking at

Wilshire/Crenshaw. The Board subsequently took action to defer construction of the Project. In the interim, the site will continue to house the Metro Customer Service Center and a portion leased to a retail outlet. The remainder of the site is leased to the City of Los Angeles for parking.

**Parcels A4-755, A4-765, A4-767, A4-772, A4-774, A4-761 - Universal City Station  
C4-815 - North Hollywood Station**

*North Hollywood Station* – MTA staff is evaluating responses to the Request for Qualifications jointly issued by the MTA and the Los Angeles City Community Redevelopment Agency in September 2006. Developers selected through this evaluation will be invited to respond to a Request for Proposals to develop the MTA properties.

*Universal City Station* – MTA Board will consider inclusion of MTA properties at this site in a privately initiated development project proposal including significantly larger adjacent corporate owned properties at its January 2007 meeting.

**LACMTA EXCESS REAL PROPERTY  
METRO RAIL PROJECT - MOS-1  
CA-03-0130**

**1. Parcels A1-015, A1-016,**

Parcels A1-015 and A1-016 are designated as a temporary soil storage site in support various construction projects. It is used to store excavated soils pending environmental testing from operational divisions and the rail construction projects. The parcels will also be used for this purpose during pending new transit projects and are expected to continue to be used in support of MTA operations.

**2. Parcel A1-021**

This parcel is currently used by the Rail Materials Group to store materials for Rail Operations. A new and larger facility is required. Efforts are underway to acquire a new site and to combine all of the materials at one location. FTA will be asked to approve the sale of this site and to authorize the use of revenue generated for the acquisition of a new site and/or towards construction of a new facility.

**2. Parcel A1-209, A1-211, A1-220, A1-221/225, A1-222 and A1-224 - Alvarado Station**

MTA has entered into an Exclusive Negotiation Agreement with developer McCormack Baron Salazar, who has proposed to develop approximately 199 affordable apartments, 50,000 square feet of commercial space, a 16,500 square foot public plaza fronting on the subway portal, and 503 parking spaces (including 100 priority parking spaces for transit users) on the 3.13 acre site. On October 26, 2006, the MTA Board is expected to approve

key business terms of a joint development agreement, ground lease and other development documents providing for the construction and operation of the proposed development. Execution of a joint development agreement pursuant to such terms should occur soon thereafter.

Updated January 25, 2007



**METRO OPERATIONS  
PERFORMANCE REPORT**

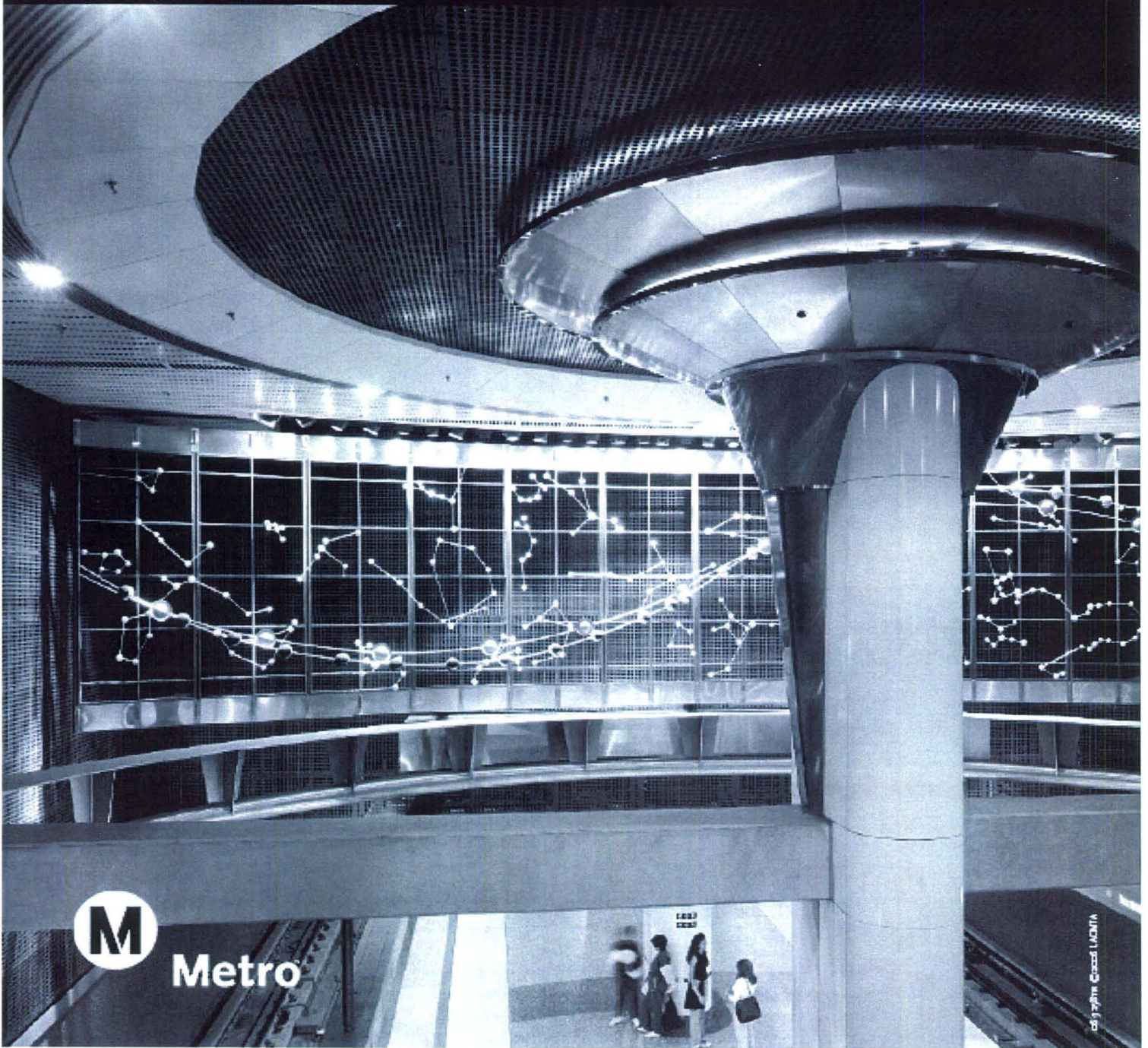




Los Angeles County  
Metropolitan Transportation Authority

DEC 2006

# METRO OPERATIONS MONTHLY PERFORMANCE REPORT



Metro

© 2006 Los Angeles County Metropolitan Transportation Authority





## Table of Contents

	Page
<b>San Fernando Valley Sector (SFV)</b>	3
<b>San Gabriel Valley Sector (SGV)</b>	7
<b>Gateway Cities Sector (GC)</b>	11
<b>South Bay Sector (SB)</b>	15
<b>Westside/Central Sector (WC)</b>	19
<b>Rail Performance</b>	23
On-time Service	
In-Service On-Time Performance	
Schedule Revenue Service Hours Delivered	
Mean Miles Between Chargeable Mechanical Failures	
<b>Bus Service Performance Systemwide</b>	29
On-Time Pullout Percentage	
Outlates and Cancellations by Division	
In-Service On-Time Performance	
Scheduled Revenue Service Hours Delivered	
<b>Maintenance Performance</b>	32
Mean Miles Between Chargeable Mechanical Failures	
Past Due Critical Preventive Maintenance Program	
<b>Attendance</b>	34
Maintenance Attendance	
<b>Safety Performance</b>	35
Bus Accidents per 100,000 Hub Miles	
Rail Accidents per 100,000 Revenue Train Miles	
<b>Customer Satisfaction</b>	38
Complaints per 100,000 Boardings	
<b>New Workers' Compensation Claims</b>	39
New Workers' Compensation Claims per 200,000 Exposure Hours	
<b>"How You Doin'?" Incentive Program</b>	40
Monthly Metro Bus & Metro Rail	
Quarterly Metro Bus & Metro Rail	























## San Fernando Valley Sector Scorecard Overview (SFV)


This sector has two Metro operating divisions, Division 8 in Chatsworth and Division 15 in Sun Valley. The sector is responsible for the operation of approximately 430 Metro buses and 24 Metro Bus lines carrying nearly 60.5 million boarding passengers each year. They operate the successful Orange Line.


This report gives a brief overview of sector operations':


- \* Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- \* In-Service On-Time Performance
- \* Traffic Accidents per 100,000 Hub
- \* Complaints per 100,000 Boardings
- \* New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours

Measurement	FY03	FY04	FY05	FY06	FY07 Target	FY07 YTD	Dec. Month	Status
<b>Bus Systemwide</b>								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,500	3,686	4,182	
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	70%	60.23%	60.64%	
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.45	3.40	3.70	3.71	
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	3.06	2.89	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.70	Nov YTD 10.71	Nov. 10.73	
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
<b>SFV Sector</b>								
MMBMF				3,319	3,500	3,609	4,766	
In-Service On-time Performance	67.30%	67.47%	68.54%	65.19%**	70%	63.38%	63.61%	
Bus Traffic Accidents Per 100,000 Miles	2.91	2.99	2.67	3.03	2.93	2.76	2.79	
Complaints per 100,000 Boardings	6.32	5.45	4.39	3.24	4.13	2.78	2.60	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.72	15.15	13.71	11.75	10.02	Nov YTD 11.70	Nov. 12.80	
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
<b>Division 8</b>								
MMBGMF				3,836	3,500	3,643	5,382	
In-Service On-time Performance	70.09%	69.12%	69.78%	68.23%	70%	66.00%	66.14%	
Bus Traffic Accidents Per 100,000 Miles	2.84	2.75	2.58	2.82	2.93	2.48	2.19	
Complaints per 100,000 Boardings	6.87	5.09	4.17	3.37	4.13	2.34	2.18	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.92	19.15	16.77	13.81	10.02	Nov YTD 14.19	Nov. 17.92	
<b>Division 15</b>								
MMBGMF				2,996	3,500	3,582	4,381	
In-Service On-time Performance	66.13%	66.62%	67.84%	63.84%**	70%	61.24%	61.68%	
Bus Traffic Accidents Per 100,000 Miles	2.96	3.17	2.74	3.21	2.93	2.98	3.26	
Complaints per 100,000 Boardings	6.01	5.70	4.55	3.14	4.13	3.12	2.89	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	16.23	13.14	12.46	10.41	10.02	Nov YTD 10.44	Nov. 9.80	

\*\* Div 15 excluded (Nov. '05 data excluded --No schedules loaded for Orange Line Oct.31 shake-up & Dec. Data after shake-up used.)

 Green - High probability of achieving the FY06 target (on track).

 Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.

 Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

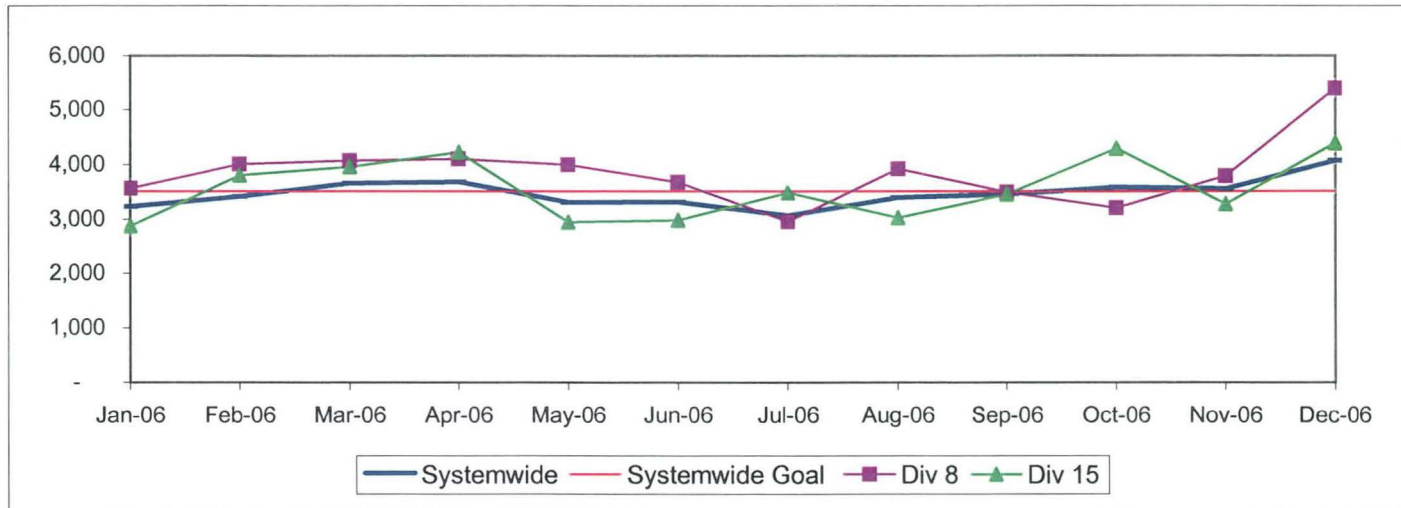
## SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

### MEAN MILES BETWEEN MECHANICAL FAILURES REQUIRING BUS EXCHANGE

Systemwide and Divisions 8 and 15

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

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



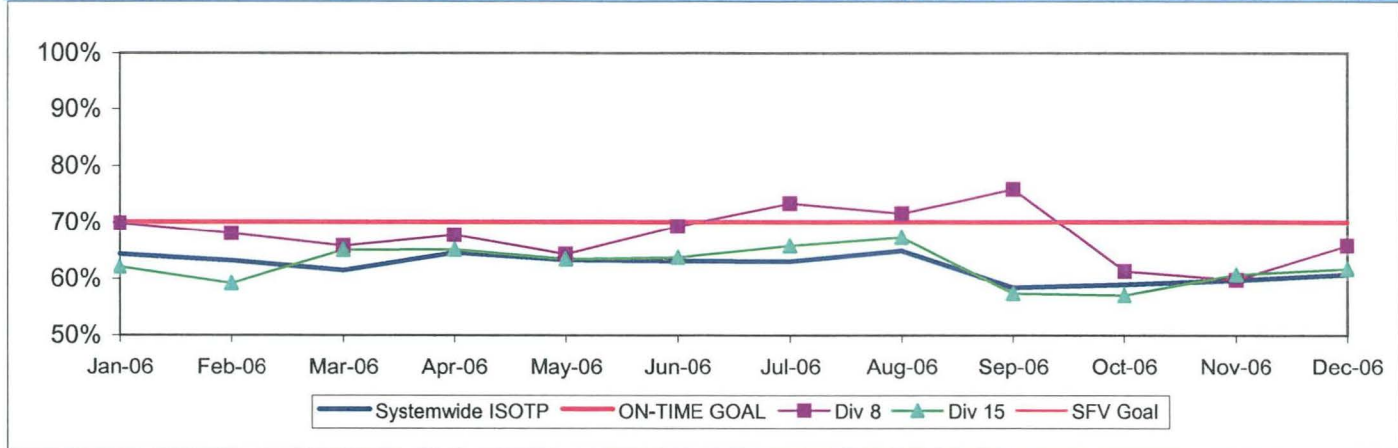
**IN-SERVICE ON-TIME PERFORMANCE\***

**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.

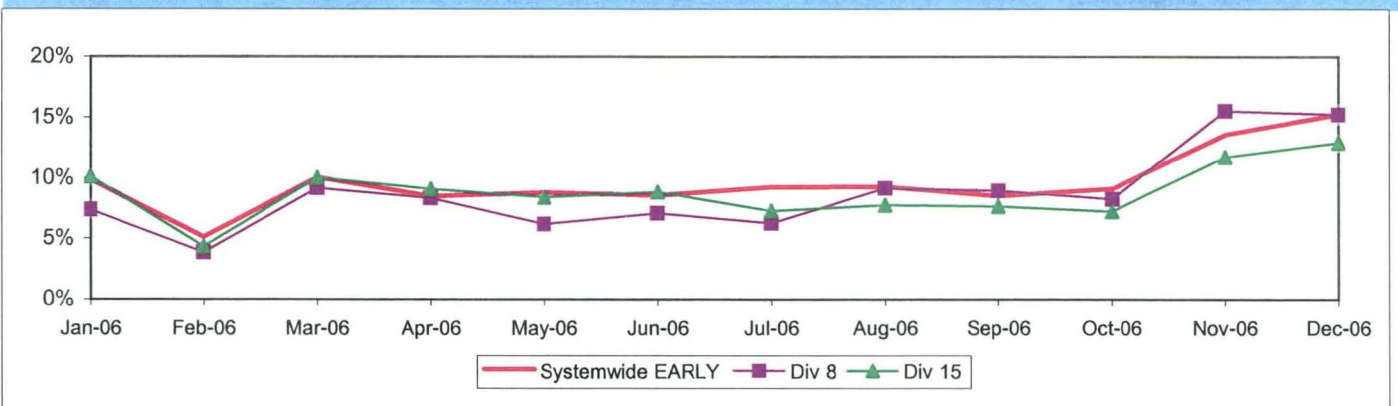
**Calculation:**  $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes late}) / (\text{Total buses sampled}))$

\* Division 15 November data not available.

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



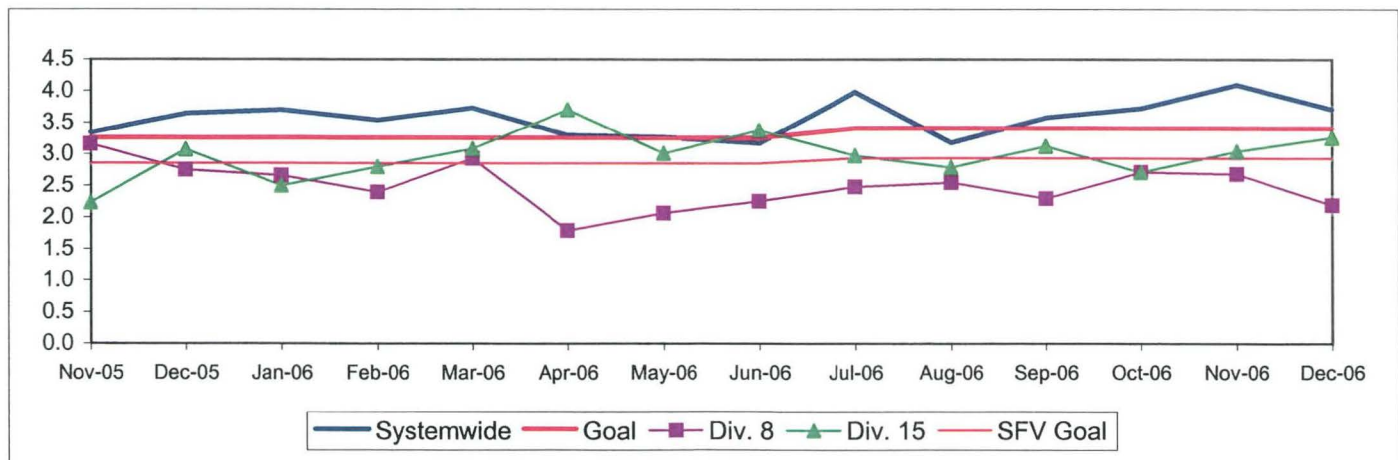
**Running Hot - Systemwide and Bus Operating Divisions 8 and 15**



**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.

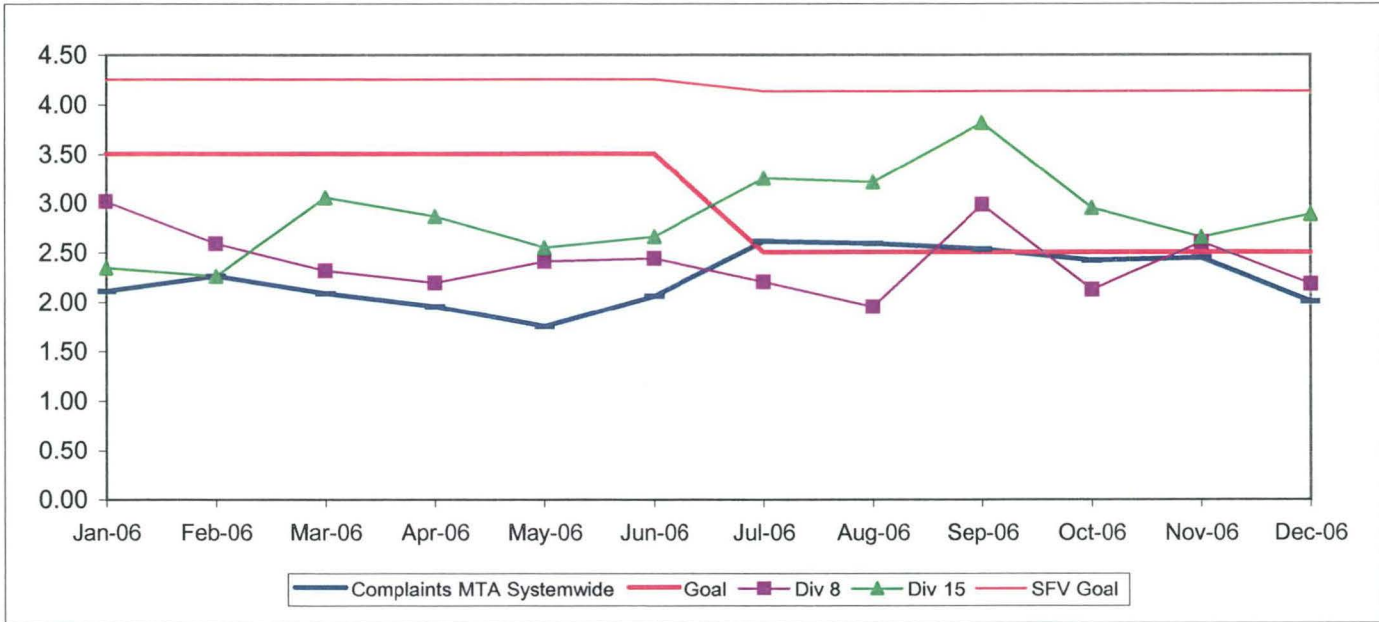
**Calculation:**  $\text{Traffic Accidents Per 100,000 Hub Miles} = (\text{The number of Traffic Accidents} / \text{by (Hub Miles / by 100,000)})$



**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)

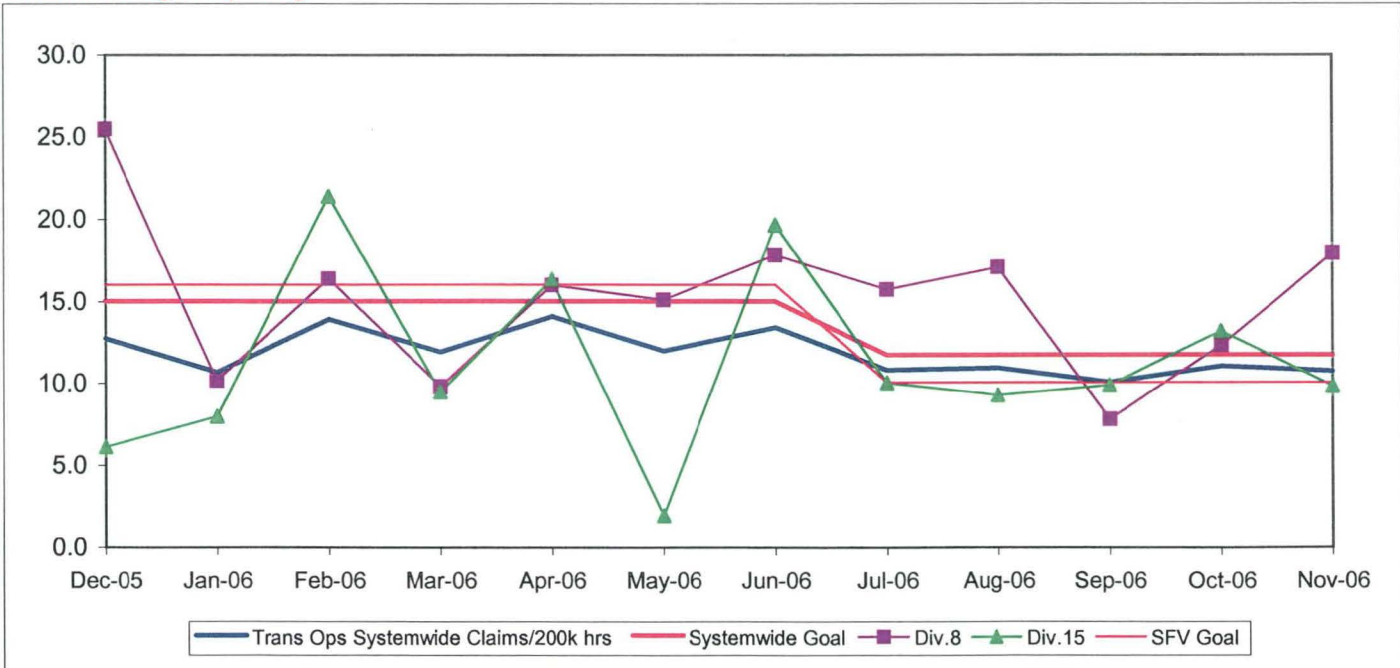


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 8 and 15**

**Definition:** Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

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

One month lag in reporting.



## San Gabriel Valley Sector Scorecard Overview (SGV)

This sector has two Metro operating divisions, Division 3 Cypress Park and Division 9 in El Monte. The sector is responsible for the operation of approximately 415 Metro buses and 28 Metro Bus lines carrying over 61.2 million boarding passengers each year.

This report gives a brief overview of sector operations':

- \* Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- \* In-Service On-Time Performance
- \* Traffic Accidents per 100,000 Hub
- \* Complaints per 100,000 Boardings
- \* New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours

Measurement	FY03	FY04	FY05	FY06	FY07 Target	FY07 YTD	Dec. Month	Status
<b>Bus Systemwide</b>								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,500	3,686	4,182	
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	70%	60.23%	60.64%	
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.45	3.40	3.70	3.71	
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	3.06	2.89	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.70	Nov YTD 10.71	Nov. 10.73	
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
<b>SGV Sector</b>								
MMBMF				3,467	3,500	3,361	3,870	
In-Service On-time Performance	70.02%	69.98%	70.10%	68.59%	75%	62.67%	62.70%	
Bus Traffic Accidents Per 100,000 Miles	3.40	2.91	2.96	2.81	2.75	3.09	3.03	
Complaints per 100,000 Boardings	3.57	3.80	2.95	2.18	2.50	2.55	2.10	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.15	16.12	10.14	12.57	11.79	Nov YTD 12.29	Nov. 9.55	
<b>Division 3</b>								
MMBMF				2,690	3,500	2,830	2,891	
In-Service On-time Performance	71.08%	70.80%	71.06%	70.05%	75%	61.81%	61.28%	
Bus Traffic Accidents Per 100,000 Miles	4.22	3.59	3.57	3.64	2.75	4.11	4.14	
Complaints per 100,000 Boardings	3.09	3.02	2.60	1.83	2.50	2.10	1.64	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	21.54	12.36	6.68	11.36	11.79	Nov YTD 9.93	Nov. 4.69	
<b>Division 9</b>								
MMBMF				4,585	3,500	3,910	5,150	
In-Service On-time Performance	67.47%	68.16%	68.16%	67.01%	75%	63.48%	63.96%	
Bus Traffic Accidents Per 100,000 Miles	2.64	2.26	2.42	2.12	2.75	2.33	2.20	
Complaints per 100,000 Boardings	4.31	5.09	5.09	2.61	2.50	2.99	2.54	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	28.54	20.75	14.66	14.34	11.79	Nov YTD 14.75	Nov. 14.79	

\*\* Div 15 excluded (Nov. '05 data excluded --No schedules loaded for Orange Line Oct 31 shake-up & Dec. Data after shake-up used.)

Green - High probability of achieving the FY06 target (on track).

Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.

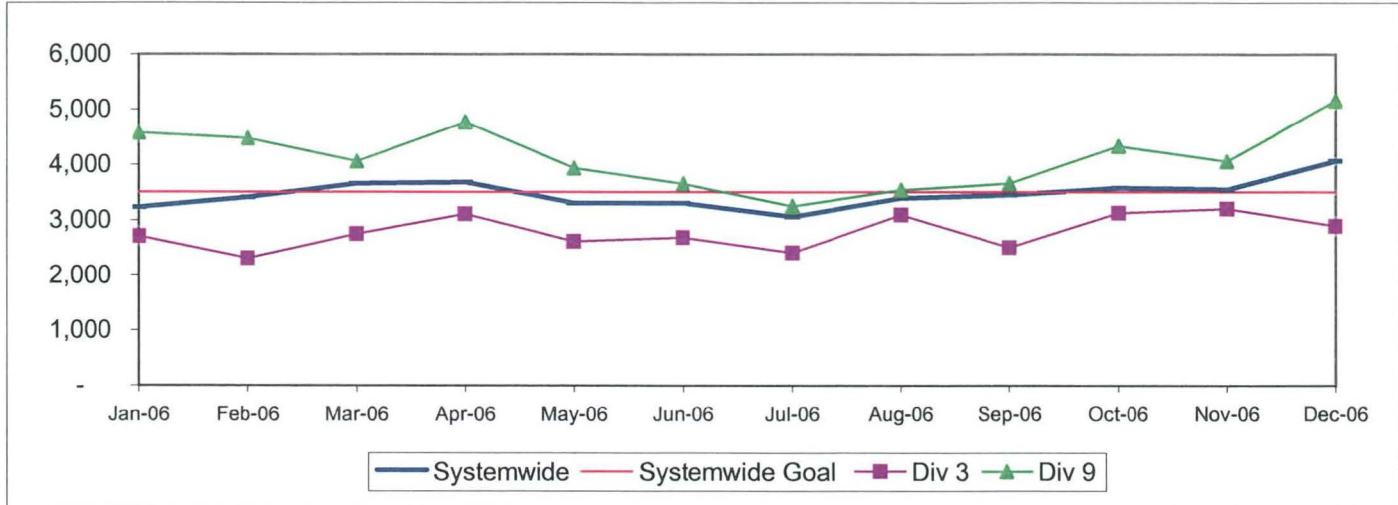
Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## SAN GABRIEL VALLEY SECTOR BUS SERVICE PERFORMANCE

### MEAN MILES BETWEEN MECHANICAL FAILURES REQUIRING BUS EXCHANGE Systemwide and Divisions 3 and 9

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

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



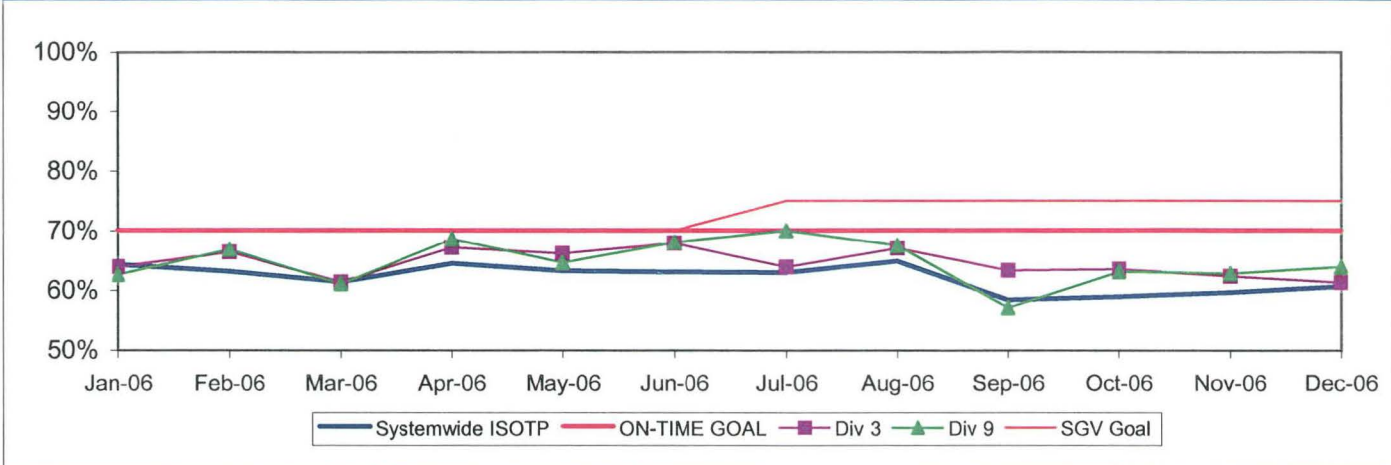


**IN-SERVICE ON-TIME PERFORMANCE**

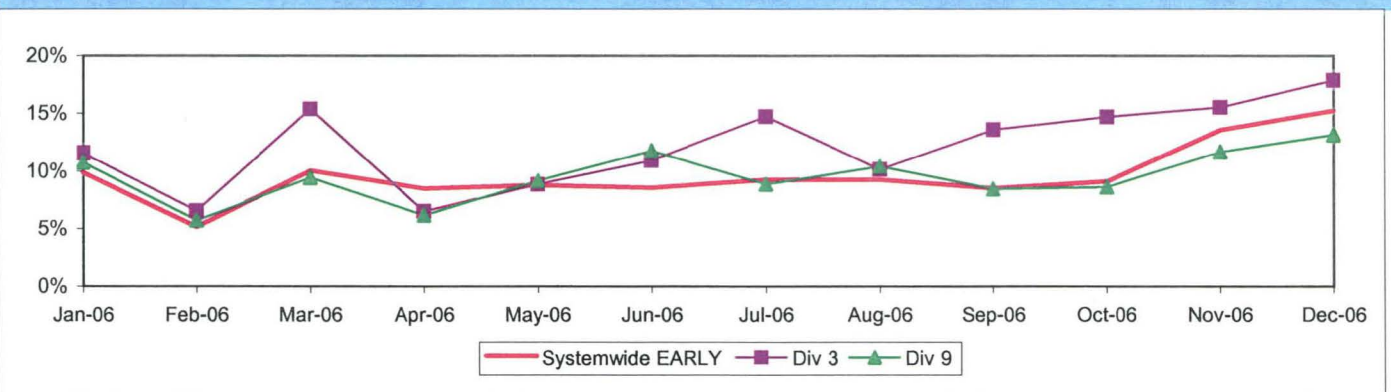
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



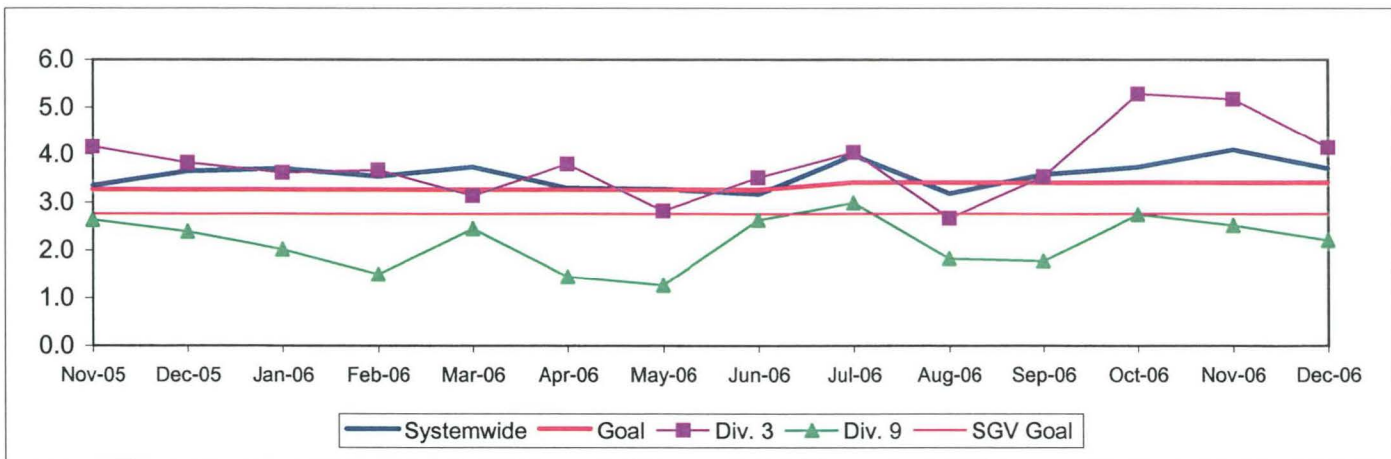
**Running Hot - Systemwide and Bus Operating Divisions 3 and 9**



**BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES  
Systemwide and Bus Operating Divisions 3 and 9**

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

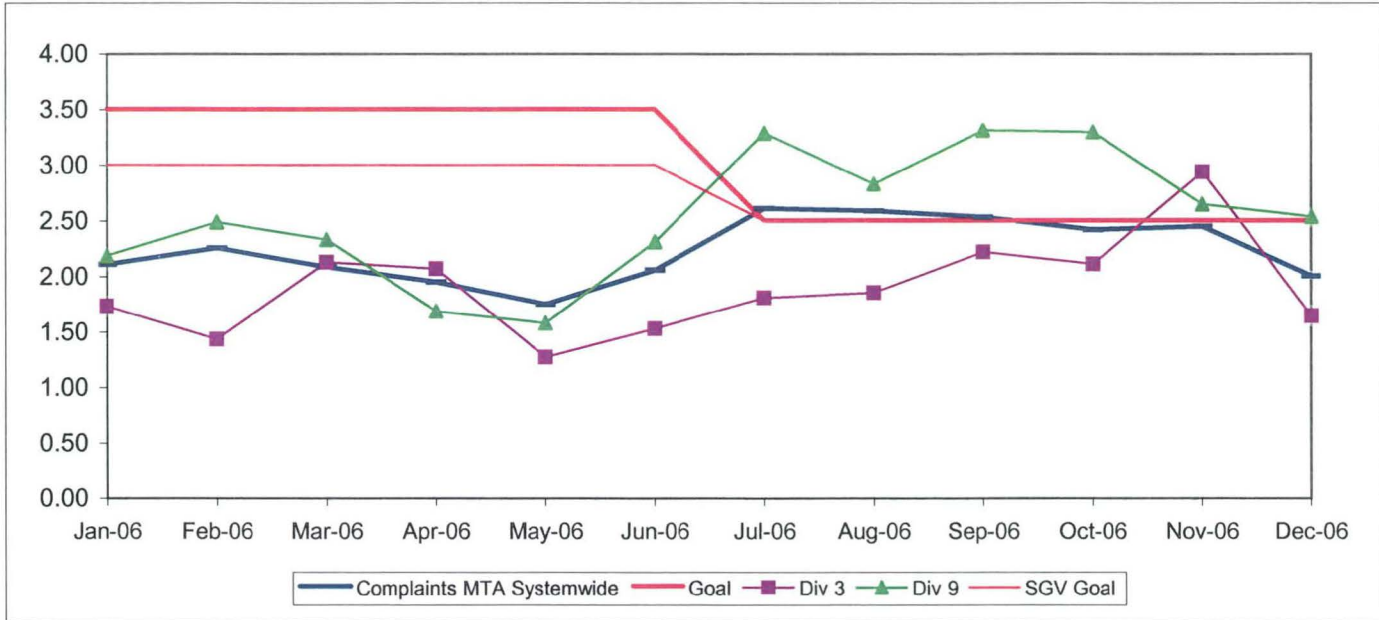
**Calculation:**  $\text{Traffic Accidents Per 100,000 Hub Miles} = (\text{The number of Traffic Accidents} / \text{by (Hub Miles} / \text{by 100,000)})$



**COMPLAINTS PER 100,000 BOARDINGS**  
**Systemwide and Bus Operating 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)

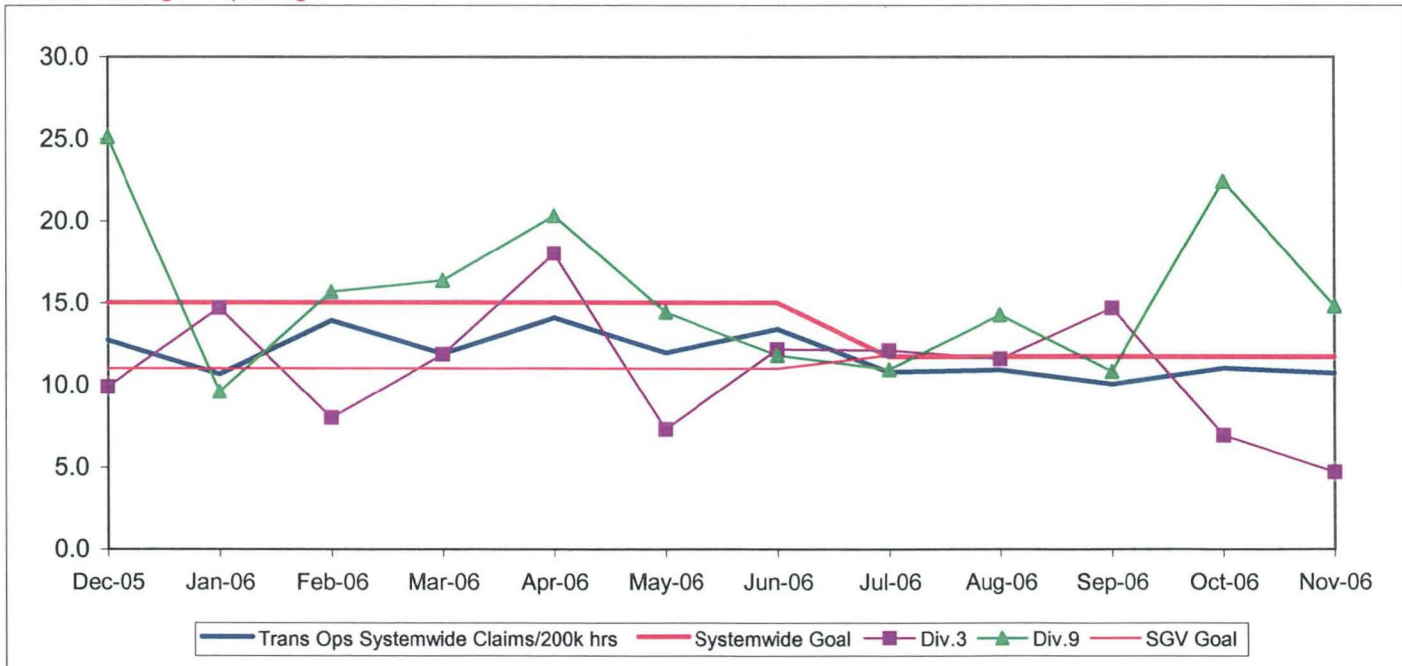


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 3 and 9**

**Definition:** Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

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

One month lag in reporting.























## Gateway Cities Sector Scorecard Overview (GC)

This sector has two Metro 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 395 Metro buses and 22 Metro Bus lines carrying nearly 79.4 million boarding passengers each year.

This report gives a brief overview of sector operations':

- \* Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- \* In-Service On-Time Performance
- \* Traffic Accidents per 100,000 Hub
- \* Complaints per 100,000 Boardings
- \* New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours

Measurement	FY03	FY04	FY05	FY06	FY07 Target	FY07 YTD	Dec. Month	Status
<b>Bus Systemwide</b>								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)*				3,274	3,500	3,686	4,182	
In-Service On-time Performance	69.23%	65.43%	66.50%	64.35%**	70%	60.23%	60.64%	
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.45	3.40	3.70	3.71	
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	3.06	2.89	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.70	Nov YTD 10.71	Nov. 10.73	
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
<b>GC Sector</b>								
MMBCMF				2,506	3,500	3,273	3,144	
In-Service On-time Performance	74.53%	69.34%	71.20%	71.73%	72.00%	65.82%	65.60%	
Bus Traffic Accidents Per 100,000 Miles	4.07	3.86	4.29	3.69	3.50	3.81	3.86	
Complaints per 100,000 Boardings	2.63	3.08	2.58	1.69	2.50	1.76	1.63	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	25.30	20.19	14.11	11.45	9.64	Nov YTD 10.14	Nov. 12.51	
<b>Division 1</b>								
MMBCMF				2,409	3,500	4,203	3,431	
In-Service On-time Performance	78.22%	70.57%	71.62%	71.06%	72.00%	64.82%	64.21%	
Bus Traffic Accidents Per 100,000 Miles	3.39	3.41	4.35	3.52	3.50	3.62	3.24	
Complaints per 100,000 Boardings	2.26	3.32	2.92	1.92	2.50	1.98	1.93	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.42	16.82	12.71	10.92	9.64	Nov YTD 8.04	Nov. 8.54	
<b>Division 2</b>								
MMBCMF				2,660	3,500	2,508	2,826	
In-Service On-time Performance	67.53%	67.62%	70.42%	72.71%	72.00%	66.77%	66.96%	
Bus Traffic Accidents Per 100,000 Miles	4.78	4.36	4.21	3.93	3.50	4.09	4.69	
Complaints per 100,000 Boardings	3.07	2.84	2.15	1.42	2.50	1.52	1.28	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	31.18	24.56	16.69	12.97	9.64	Nov YTD 13.34	Nov. 18.51	

\*New Indicator.

 Green - High probability of achieving the FY06 target (on track).

 Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.

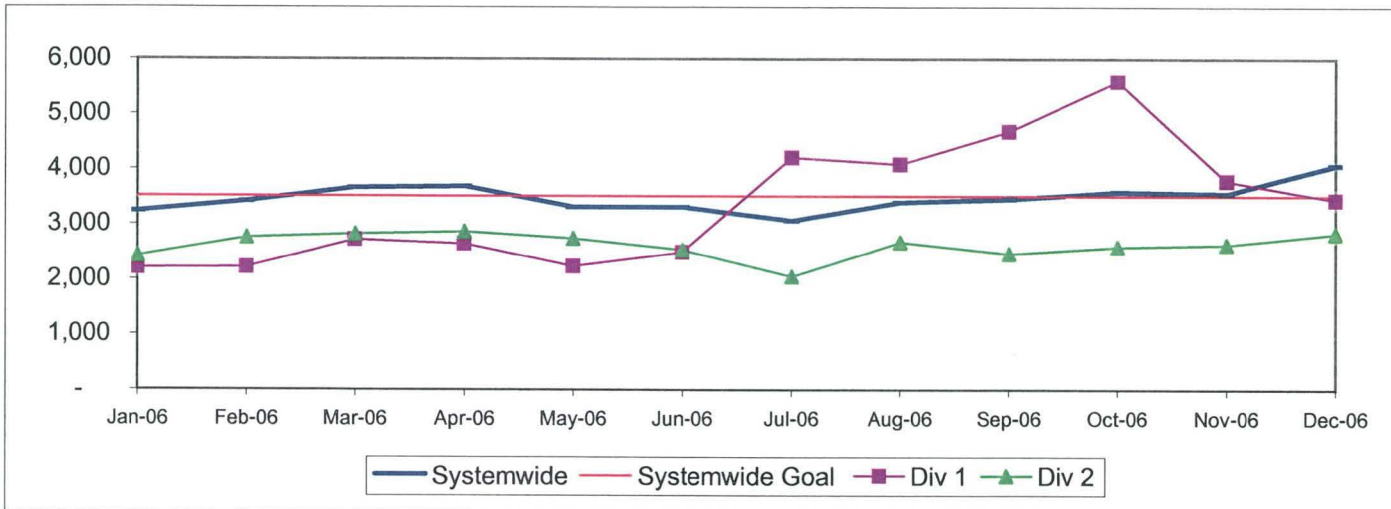
 Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

### MEAN MILES BETWEEN MECHANICAL FAILURES REQUIRING BUS EXCHANGE Systemwide and Divisions 1 and 2

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

**Calculation:** MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)

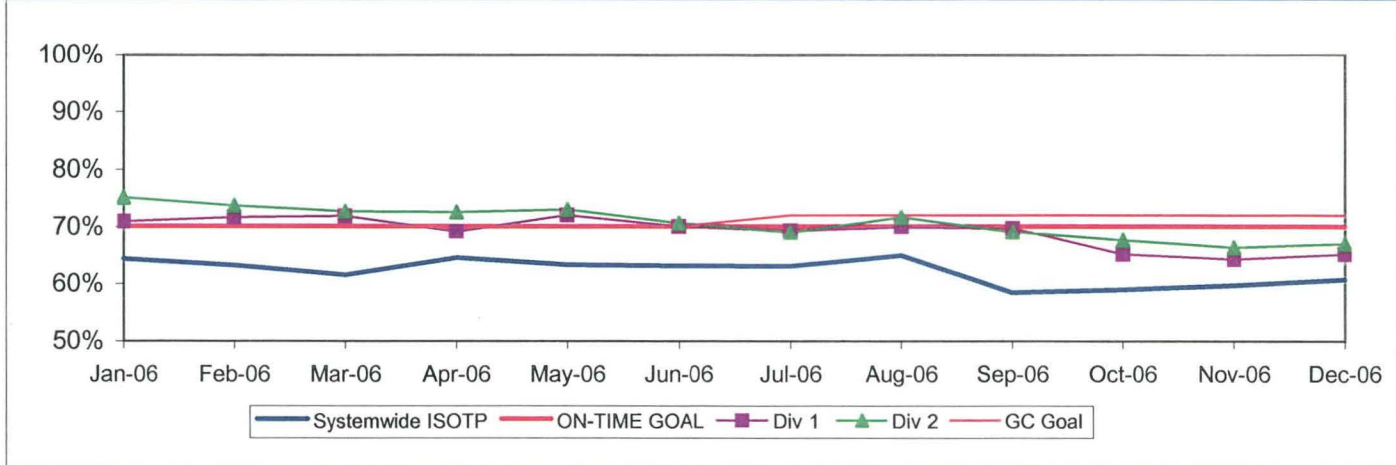


**IN-SERVICE ON-TIME PERFORMANCE**

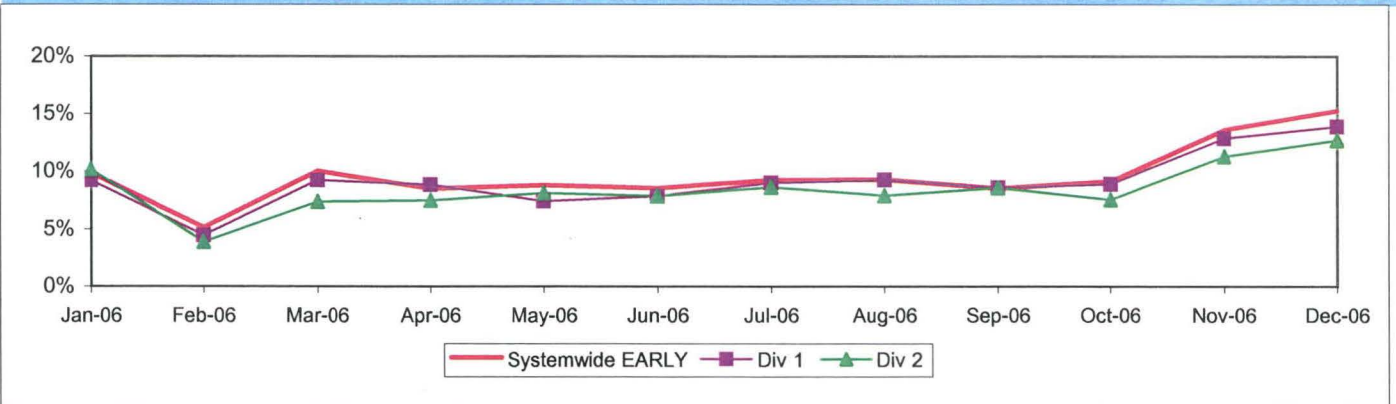
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



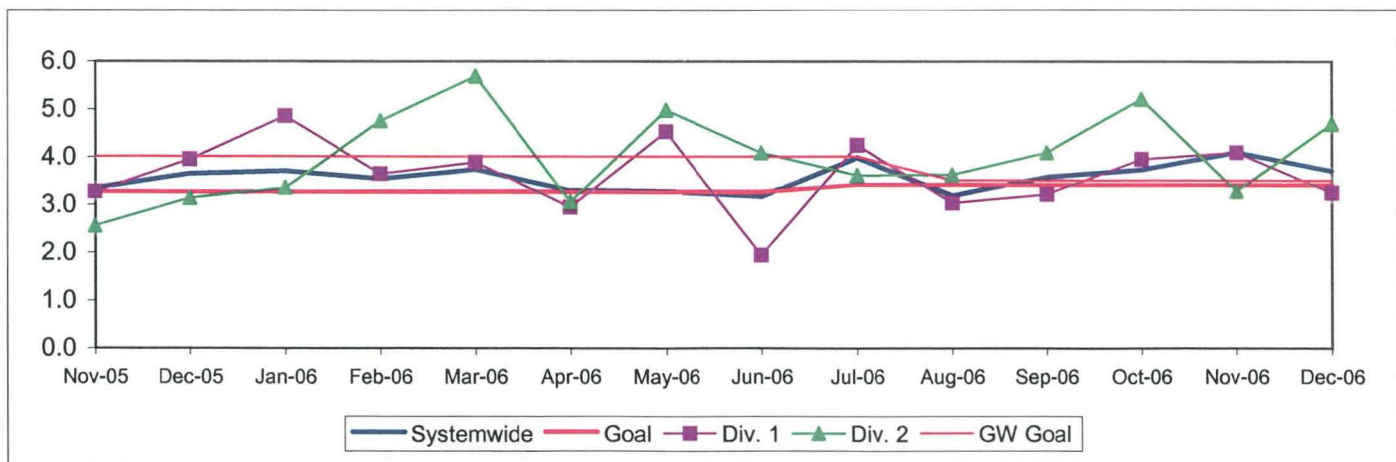
**Running Hot - Systemwide and Bus Operating Divisions 1 and 2**



**BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES  
Systemwide and Bus Operating Divisions 1 and 2**

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

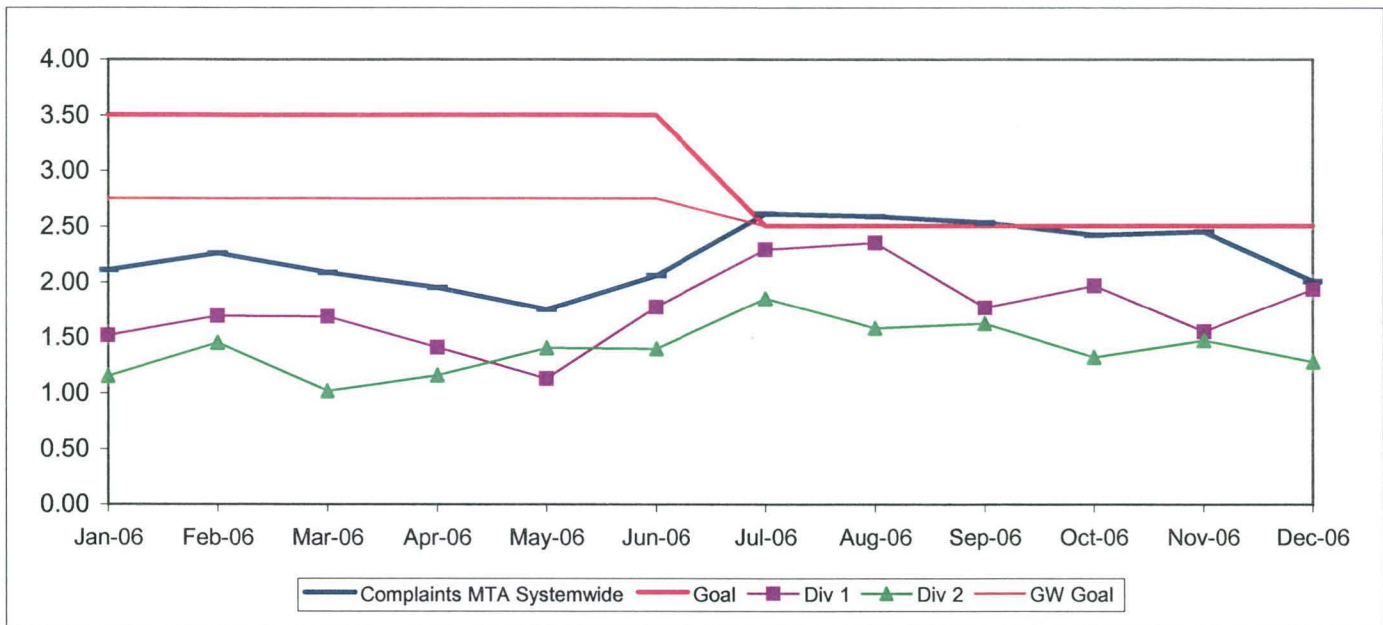
**Calculation:**  $\text{Traffic Accidents Per 100,000 Hub Miles} = (\text{The number of Traffic Accidents} / \text{by (Hub Miles / by 100,000)})$



**COMPLAINTS PER 100,000 BOARDINGS**  
Systemwide and Bus Operating Divisions 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)

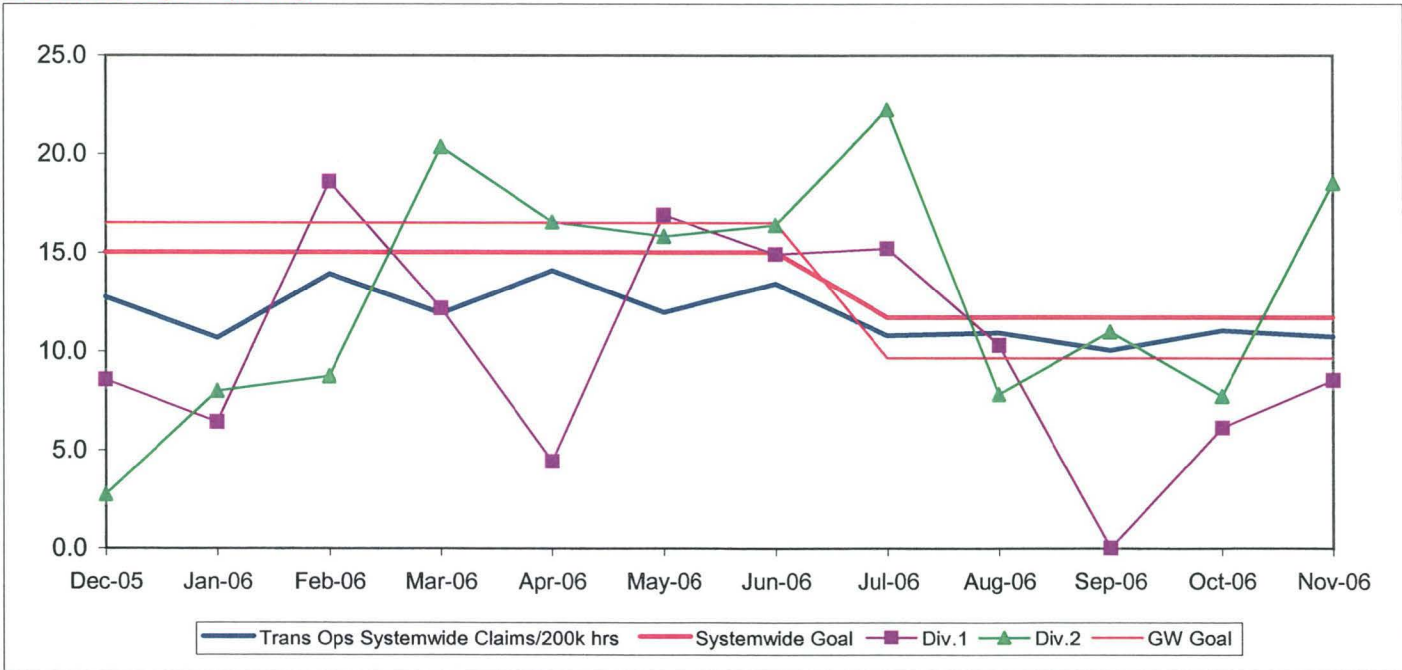


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
Systemwide and Bus Operating Divisions 1 and 2

**Definition:** Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

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

One month lag in reporting.



## South Bay Sector Scorecard Overview (SB)

This sector has two Metro operating divisions, Arthur Winston Division (5) in South Los Angeles and Carson Division (18) in Carson. The sector will be responsible for the operation of approximately 550 Metro buses and 32 Metro Bus lines carrying over 91.2 million boarding passengers each year.

This report gives a brief overview of sector operations':

- \*Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- \* In-Service On-Time Performance
- \* Traffic Accidents per 100,000 Hub
- \* Complaints per 100,000 Boardings
- \* New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours

Measurement	FY03	FY04	FY05	FY06	FY07 Target	FY07 YTD	Dec. Month	Status
<b>Bus Systemwide</b>								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,500	3,686	4,182	
In-Service On-time Performance**	69.23%	65.43%	66.50%	64.35%**	70%	60.23%	60.64%	
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.45	3.40	3.70	3.71	
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	3.06	2.89	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.70	Nov YTD 10.71	Nov. 10.73	
**Div 15 Nov. '05 data excluded & Dec. Data after shake-up								
<b>SB Sector</b>								
MMBCMF				3,688	3,500	3,828	4,140	
In-Service On-time Performance	63.67%	61.74%	64.13%	59.05%	70%	57.66%	58.26%	
Bus Traffic Accidents Per 100,000 Miles	4.00	3.68	3.57	3.68	3.50	4.16	4.62	
Complaints per 100,000 Boardings	4.02	4.63	3.61	2.49	4.25	2.44	2.54	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.28	14.84	14.65	13.85	12.91	Nov YTD 11.46	Nov. 9.95	
<b>Division 5</b>								
MMBCMF				3,656	3,500	3,338	3,608	
In-Service On-time Performance	66.30%	63.17%	65.58%	61.85%	70%	58.55%	59.83%	
Bus Traffic Accidents Per 100,000 Miles	4.58	3.90	4.31	4.01	3.50	4.54	4.11	
Complaints per 100,000 Boardings	2.86	3.45	2.71	1.87	4.25	1.78	1.03	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.16	15.22	18.72	14.68	12.91	Nov YTD 14.29	Nov. 14.31	
<b>Division 18</b>								
MMBCMF				3,712	3,500	4,249	4,581	
In-Service On-time Performance	61.23%	60.78%	63.42%	57.31%	70%	56.83%	56.80%	
Bus Traffic Accidents Per 100,000 Miles	3.57	3.51	3.02	3.45	3.50	3.91	3.71	
Complaints per 100,000 Boardings	5.26	5.74	4.44	3.07	4.25	3.06	2.68	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	13.40	14.71	11.67	13.63	12.91	Nov YTD 10.13	Nov. 7.31	

\*New Indicator.

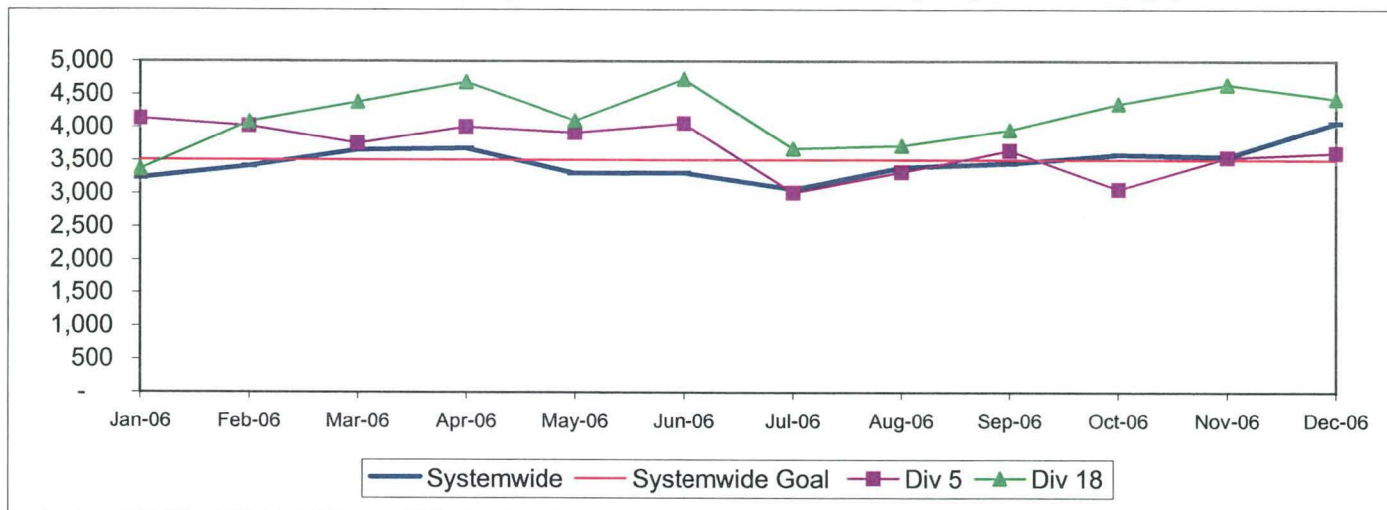
- Green - High probability of achieving the FY06 target (on track).
- Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## SOUTH BAY SECTOR BUS SERVICE PERFORMANCE

### MEAN MILES BETWEEN MECHANICAL FAILURES REQUIRING BUS EXCHANGE Systemwide and Divisions 5 and 18

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

**Calculation:** MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)



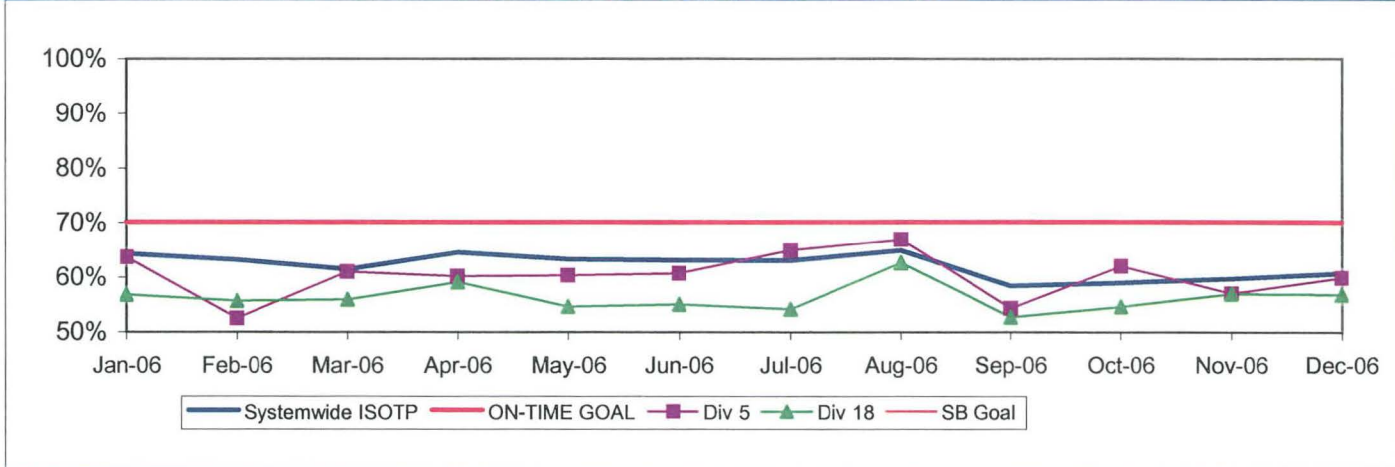


**IN-SERVICE ON-TIME PERFORMANCE**

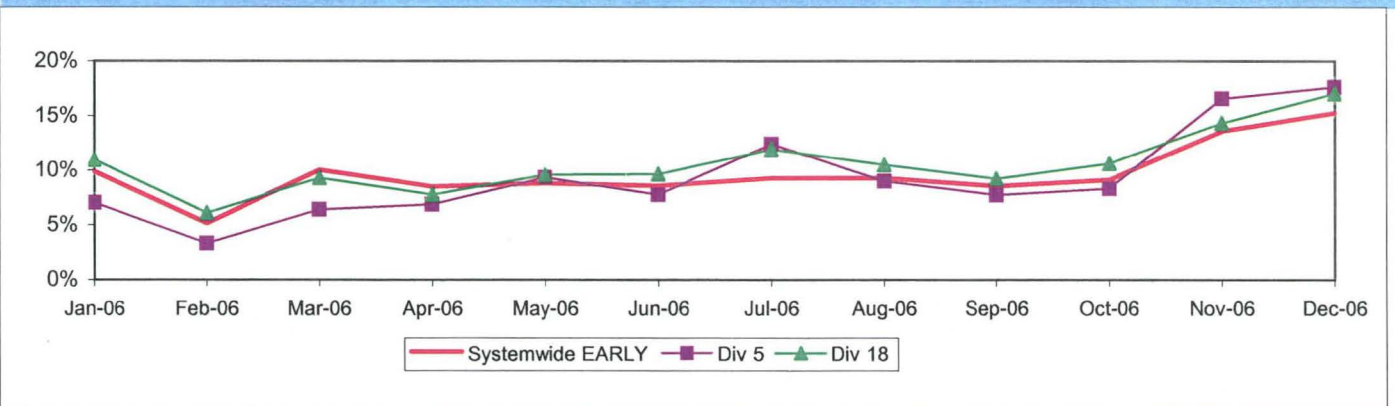
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



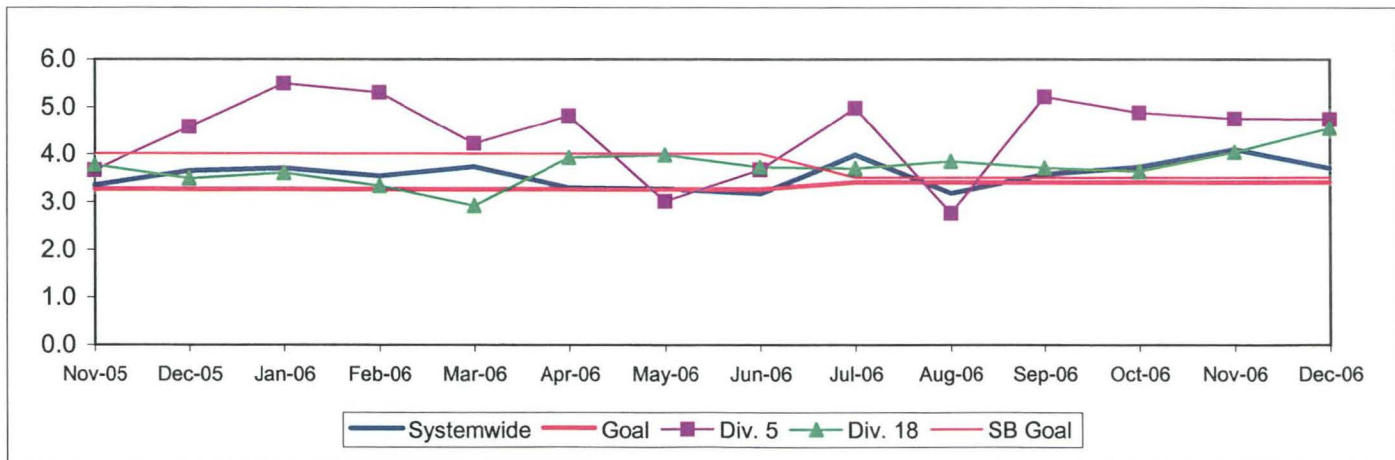
**Running Hot - Systemwide and Bus Operating Divisions 5 and 18**



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

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

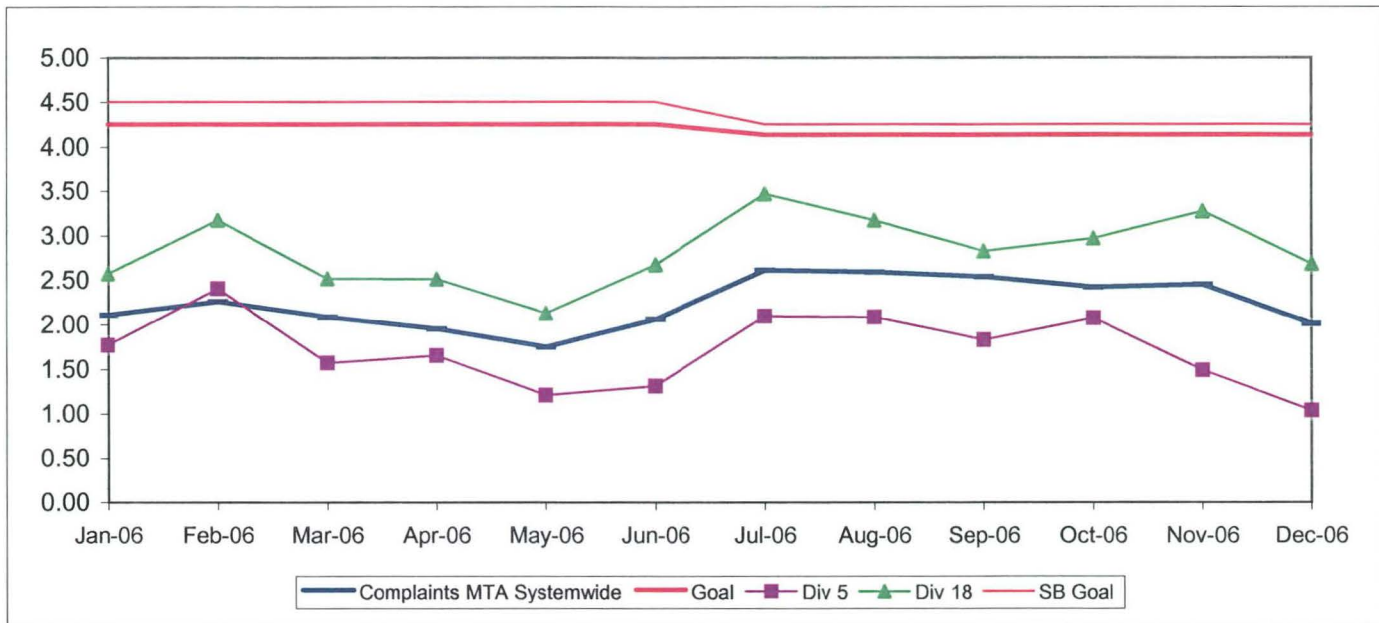
**Calculation:**  $\text{Traffic Accidents Per 100,000 Hub Miles} = (\text{The number of Traffic Accidents} / \text{by (Hub Miles / by 100,000)})$



**COMPLAINTS PER 100,000 BOARDINGS**  
**Systemwide and Bus Operating Divisions 5 and 18**

**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)

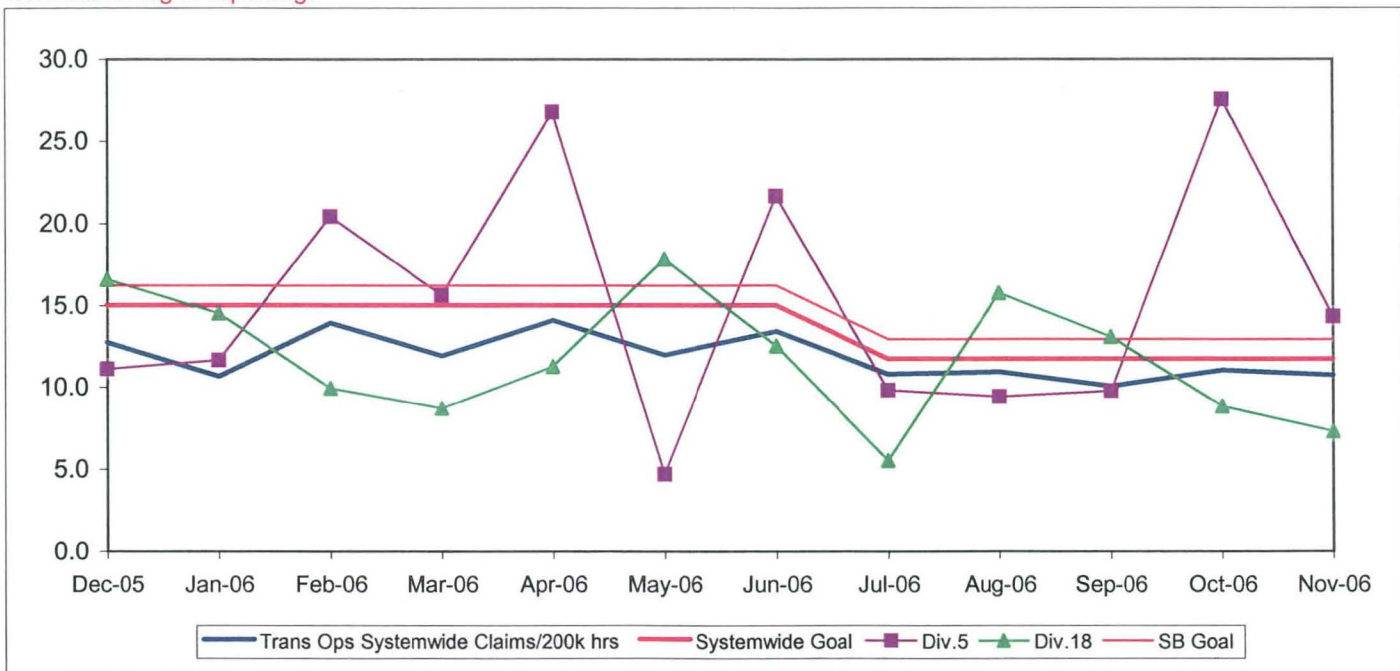


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 5 and 18**

**Definition:** Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

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

One month lag in reporting.



## Westside/Central Sector Scorecard Overview (WC)

This sector has three Metro 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 620 Metro buses and 21 Metro Bus lines carrying nearly 95.3 million boarding passengers each year.

This report gives a brief overview of sector operations':

- \* Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)
- \* In-Service On-Time Performance
- \* Traffic Accidents per 100,000 Hub
- \* Complaints per 100,000 Boardings
- \* New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours

Measurement	FY03	FY04	FY05	FY06	FY07 Target	FY07 YTD	Dec. Month	Status
<b>Bus Systemwide</b>								
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)				3,274	3,500	3,686	4,182	●
In-Service On-time Performance	69.23%	65.43%	66.50%	64.35%**	70%	60.23%	60.64%	◇
Bus Traffic Accidents Per 100,000 Miles	3.86	3.65	3.50	3.45	3.40	3.70	3.71	◇
Complaints per 100,000 Boardings	4.23	4.51	3.54	2.41	2.50	3.06	2.89	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	17.80	17.64	13.61	12.27	11.70	Nov YTD 10.71	Nov. 10.73	●
<small>**Div 15 Nov. '05 data excluded &amp; Dec. Data after shake-up</small>								
<b>WC Sector</b>								
MMBMF				3,499	3,500	3,364	4,517	◇
In-Service On-time Performance	67.88%	63.31%	63.39%	60.82%	65%	53.43%	54.76%	◇
Bus Traffic Accidents Per 100,000 Miles	4.72	4.61	4.03	3.95	3.65	4.63	4.22	◇
Complaints per 100,000 Boardings	4.84	5.30	4.10	2.53	3.25	2.71	1.99	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	28.74	21.52	18.80	14.61	13.40	Nov YTD 13.83	Nov. 16.91	●
<b>Division 6</b>								
MMBMF				6,279	3,500	3,733	5,610	●
In-Service On-time Performance	65.93%	60.11%	56.75%	57.20%	65%	48.84%	49.90%	◇
Bus Traffic Accidents Per 100,000 Miles	4.52	4.10	3.91	4.13	3.65	6.16	4.11	■
Complaints per 100,000 Boardings	6.10	6.15	4.47	2.52	3.25	2.03	1.80	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	30.72	21.71	18.23	16.43	13.40	Nov YTD 21.97	Nov. 27.29	◇
<b>Division 7</b>								
MMBMF				2,947	3,500	3,185	4,586	◇
In-Service On-time Performance	68.80%	64.59%	64.22%	61.78%	65%	54.92%	56.15%	◇
Bus Traffic Accidents Per 100,000 Miles	4.95	4.63	4.62	4.36	3.65	4.48	4.08	◇
Complaints per 100,000 Boardings	4.74	5.70	4.24	2.87	3.25	3.20	2.43	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	24.52	21.05	19.44	15.76	13.40	Nov YTD 11.92	Nov. 20.09	●
<b>Division 10</b>								
MMBMF				3,723	3,500	3,467	4,337	◇
In-Service On-time Performance	67.34%	62.85%	64.14%	60.73%	65%	53.46%	54.85%	◇
Bus Traffic Accidents Per 100,000 Miles	4.55	4.68	3.50	3.63	3.65	4.51	4.34	◇
Complaints per 100,000 Boardings	4.73	4.85	3.92	2.23	3.25	2.40	1.63	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.38	22.90	19.19	13.03	13.40	Nov YTD 14.22	Nov. 13.58	◇

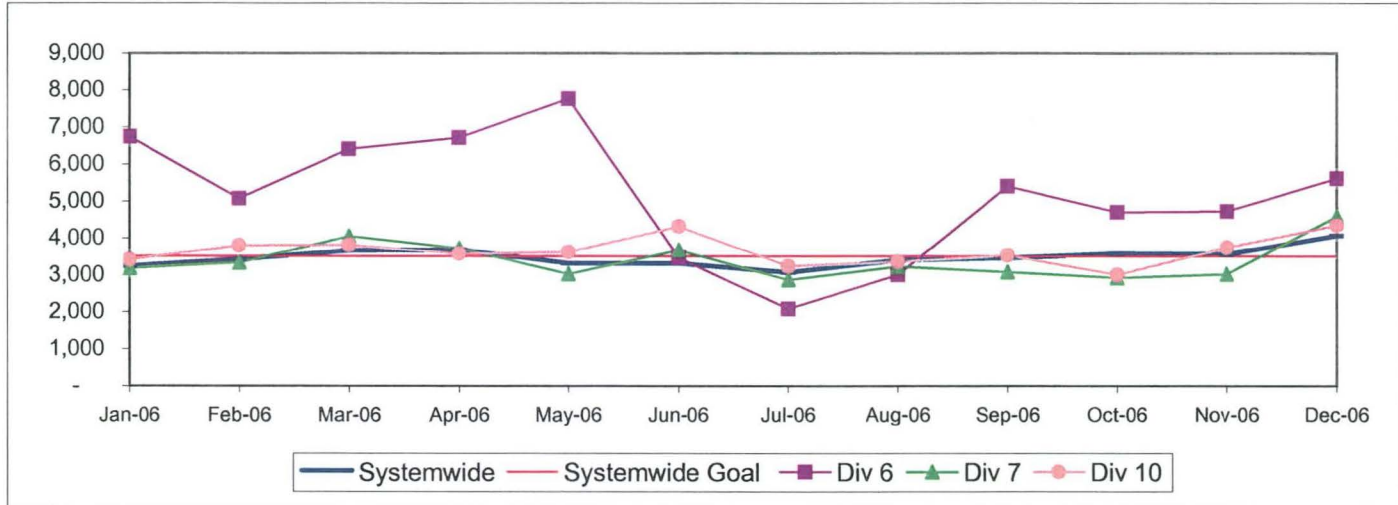
- Green - High probability of achieving the FY06 target (on track).
- ◇ Yellow - Uncertain if the FY06 target will be achieved – slight problems, delays or management issues.
- Red - High probability that the FY06 target will not be achieved – significant problems and/or delays.

## WESTSIDE / CENTRAL SECTOR BUS SERVICE PERFORMANCE

### MEAN MILES BETWEEN MECHANICAL FAILURES REQUIRING BUS EXCHANGE Systemwide and Divisions 6, 7 and 10

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

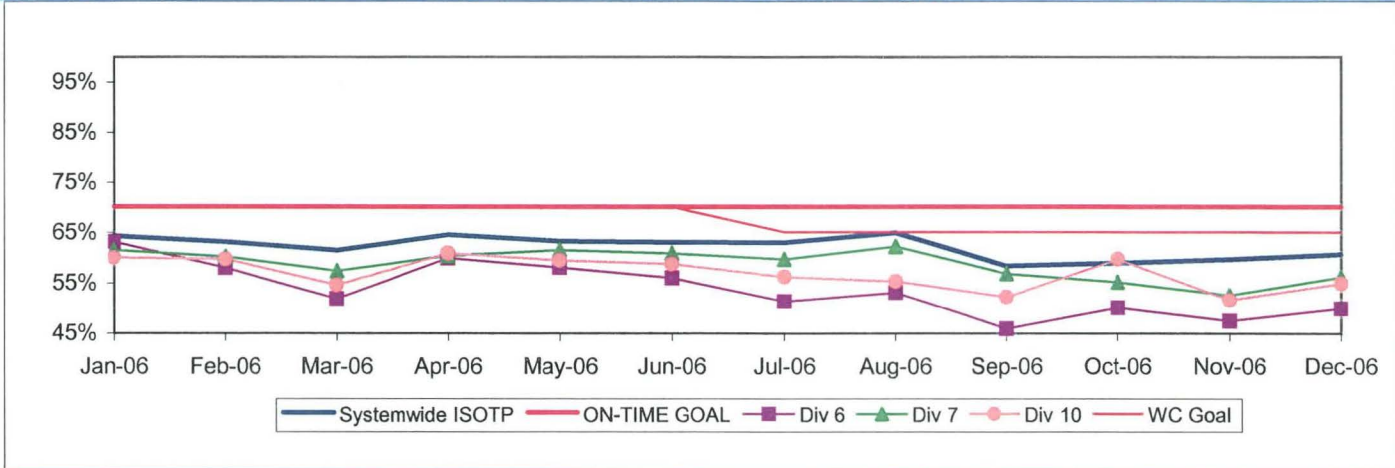
**Calculation:**  $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$



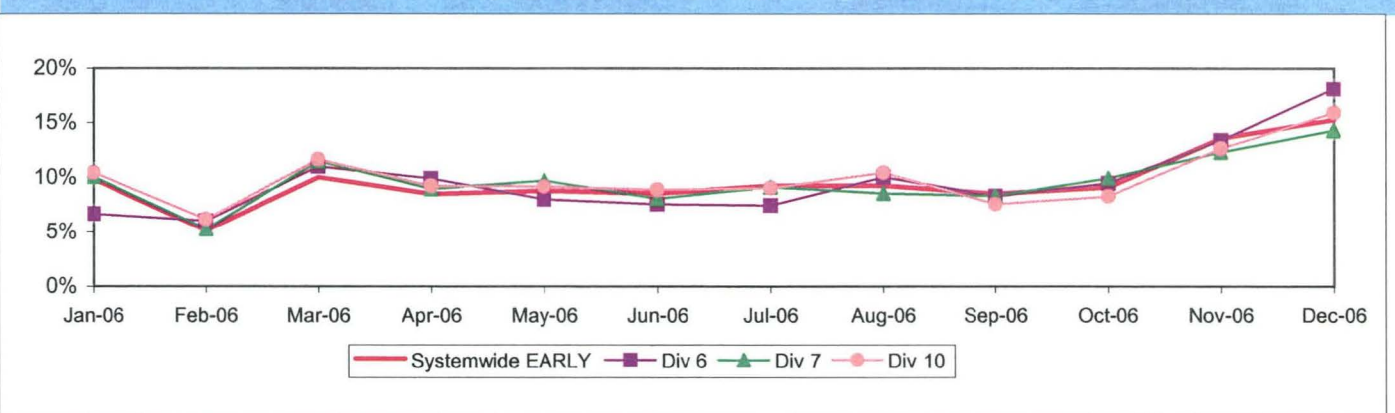
**IN-SERVICE ON-TIME PERFORMANCE**

**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no  
**Calculation:**  $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes}))$

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



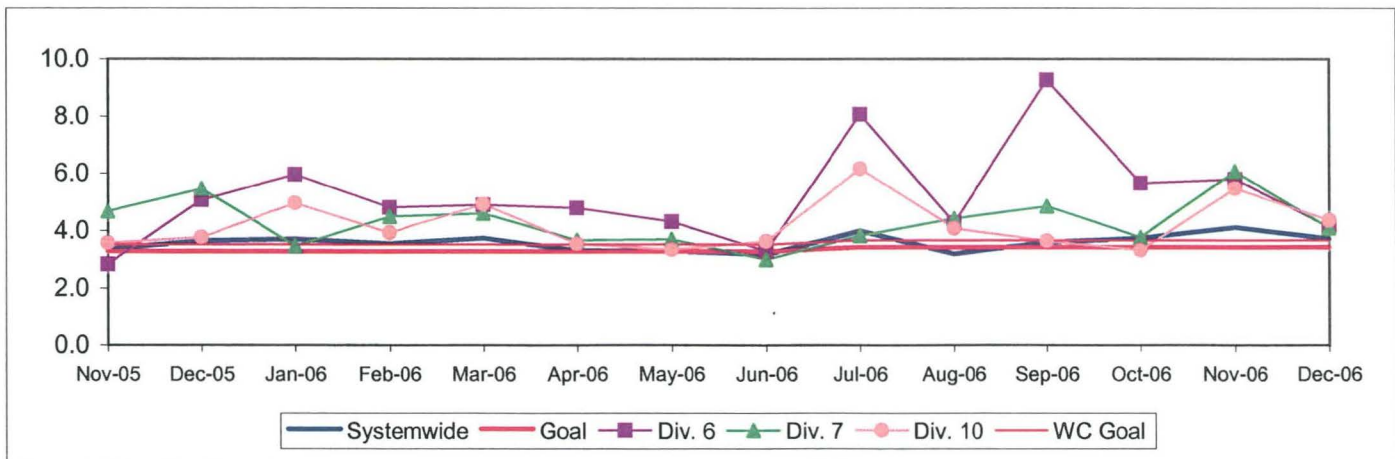
**Running Hot - Systemwide and Bus Operating Divisions 6, 7 and 10**



**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.

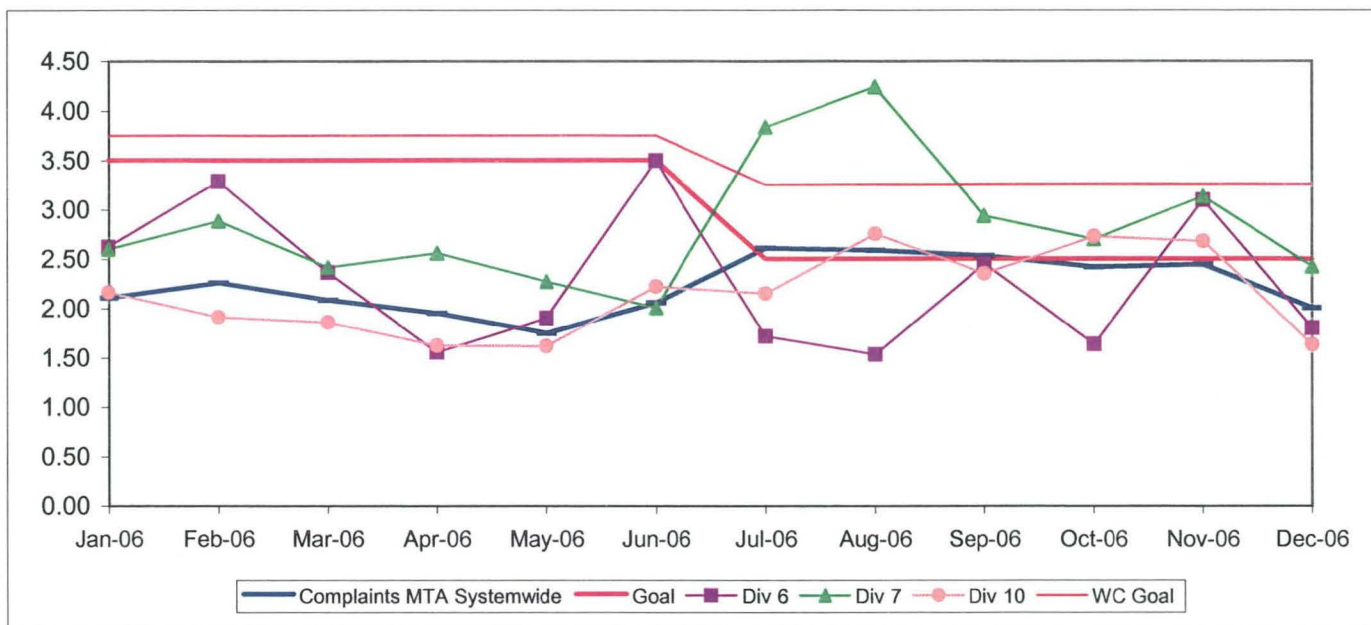
**Calculation:**  $\text{Traffic Accidents Per 100,000 Hub Miles} = (\text{The number of Traffic Accidents} / \text{by (Hub Miles / by 100,000)})$



**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)

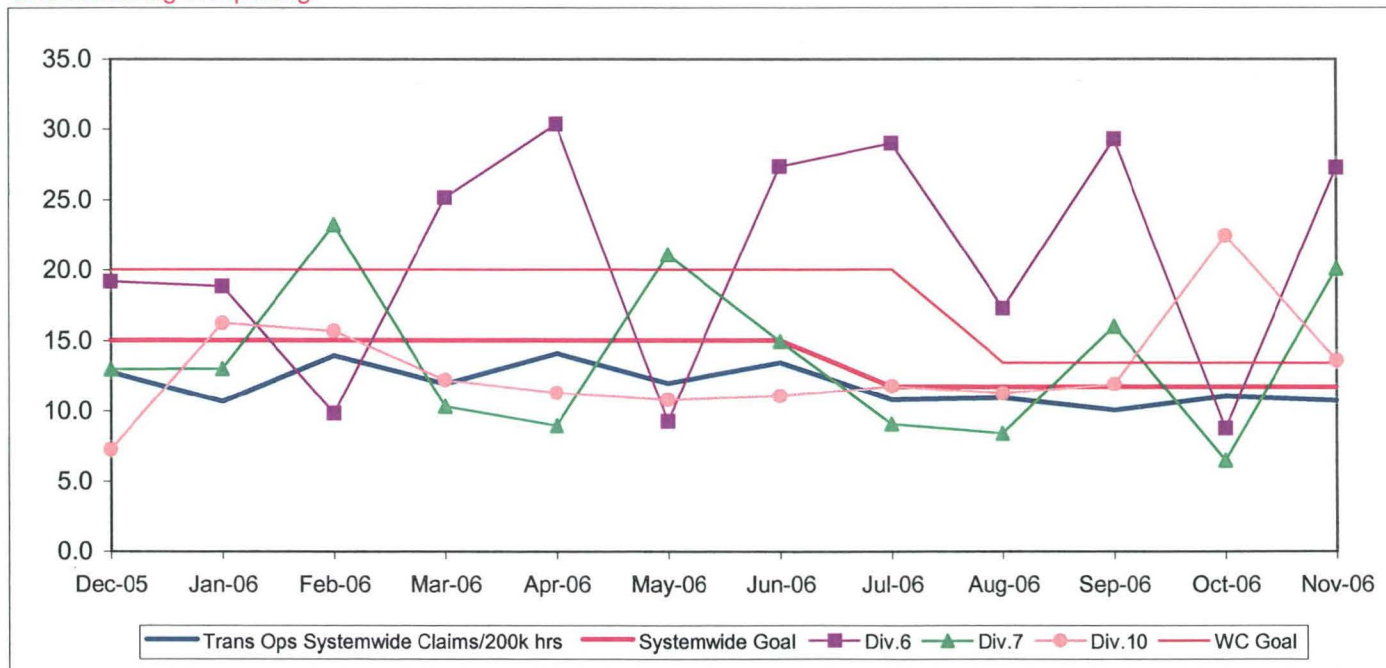


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 6, 7 and 10**

**Definition:** Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

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

One month lag in reporting.



## 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	FY03	FY04	FY05	FY06	FY07 Target	FY07 YTD	Dec. Month	Status
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	11.25	11.59	9.32	11.56	9.88	Nov YTD 7.82	Nov. 8.79	
<b>Metro Red Line (MRL)</b>								
On-Time Pullouts	99.36%	99.71%	99.94%	99.61%	99.00%	99.79%	100.00%	
Mean Miles Between Chargeable Mechanical Failures*	9,495	12,793	11,759	19,587	15,000	17,838	17,264	
In-Service On-time Performance	99.15%	99.04%	98.66%	99.05%	99.20%	99.11%	99.15%	
Traffic Accidents Per 100,000 Train Miles	0.07	0	0.22	0.22	0.14	0	0	
Complaints per 100,000 Boardings	1.20	1.17	1.13	0.66	0.80	0.37	0.33	
<b>Metro Blue Line (MBL)</b>								
On-Time Pullouts	99.07%	99.94%	99.73%	99.76%	99.00%	99.63%	99.86%	
Mean Miles Between Chargeable Mechanical Failures	6,399	10,365	16,273	26,774	15,000	33,670	56,555	
In-Service On-time Performance	97.59%	98.74%	98.16%	96.95%	99.00%	98.58%+	98.85%	
Traffic Accidents Per 100,000 Train Miles	0.82	1.36	0.64	0.96	0.37	1.05	0.00	
Complaints per 100,000 Boardings	1.30	0.97	0.98	0.78	1.00	0.55	0.57	
<b>Metro Green Line (MGrL)</b>								
On-Time Pullouts	98.99%	99.78%	99.91%	99.97%	99.00%	99.56%	100.00%	
Mean Miles Between Chargeable Mechanical Failures	5,617	11,337	12,558	20,635	15,000	21,628	15,623	
In-Service On-time Performance	98.21%	98.99%	98.22%	99.36%	99.00%	99.00%	98.77%	
Traffic Accidents Per 100,000 Train Miles	0.14	0.08	0.00	0	0.37	0	0	
Complaints per 100,000 Boardings	1.26	1.37	1.39	0.92	1.00	0.92	0.12	
<b>Metro Gold Line (MGoL)</b>								
On-Time Pullouts		100%	99.85%	99.97%	99.00%	100%	100%	
Mean Miles Between Chargeable Mechanical Failures		8,938	16,571	23,329	15,000	22,158	17,054	
In-Service On-time Performance		98.52%	97.97%	98.90%	99.00%	98.40%	99.13%	
Traffic Accidents Per 100,000 Train Miles		0.25	0.23	0.12	0.37	0.47	1.34	
Complaints per 100,000 Boardings		3.81	2.85	2.71	1.00	2.35	1.05	

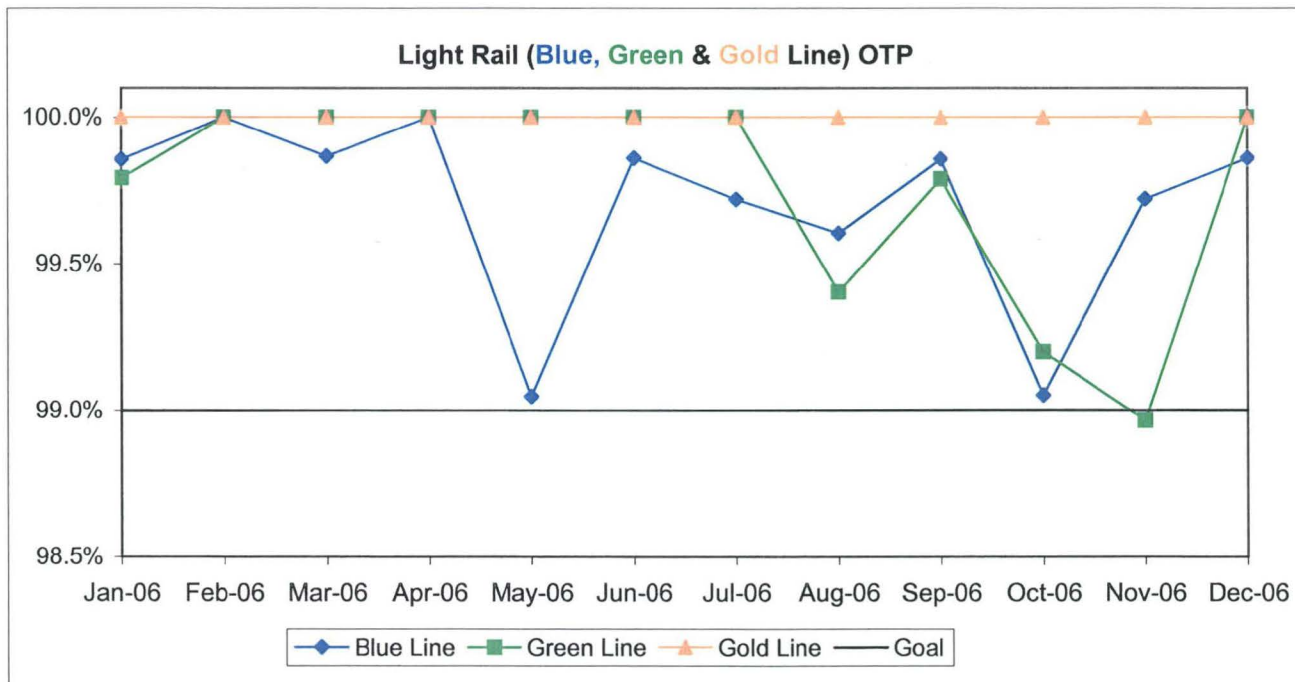
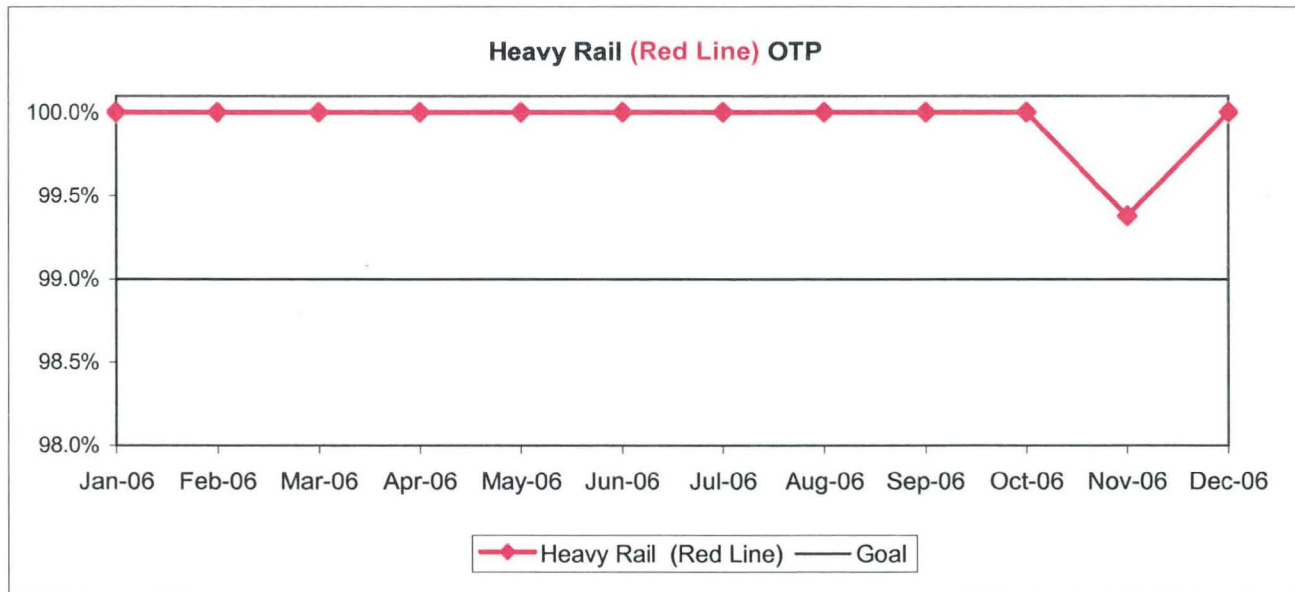
- Green - High probability of achieving the FY06 target (on track).
- Yellow - Uncertain if the FY06 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY06 target will not be achieved -- significant problems and/or delays.

## RAIL SERVICE PERFORMANCE

### ON-TIME PULLOUTS (OTP)

**Definition:** On-time Pullouts measures the percentage of trains leaving the yard within ninety seconds of the scheduled pullout time. The higher the number, the more reliable the service.

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

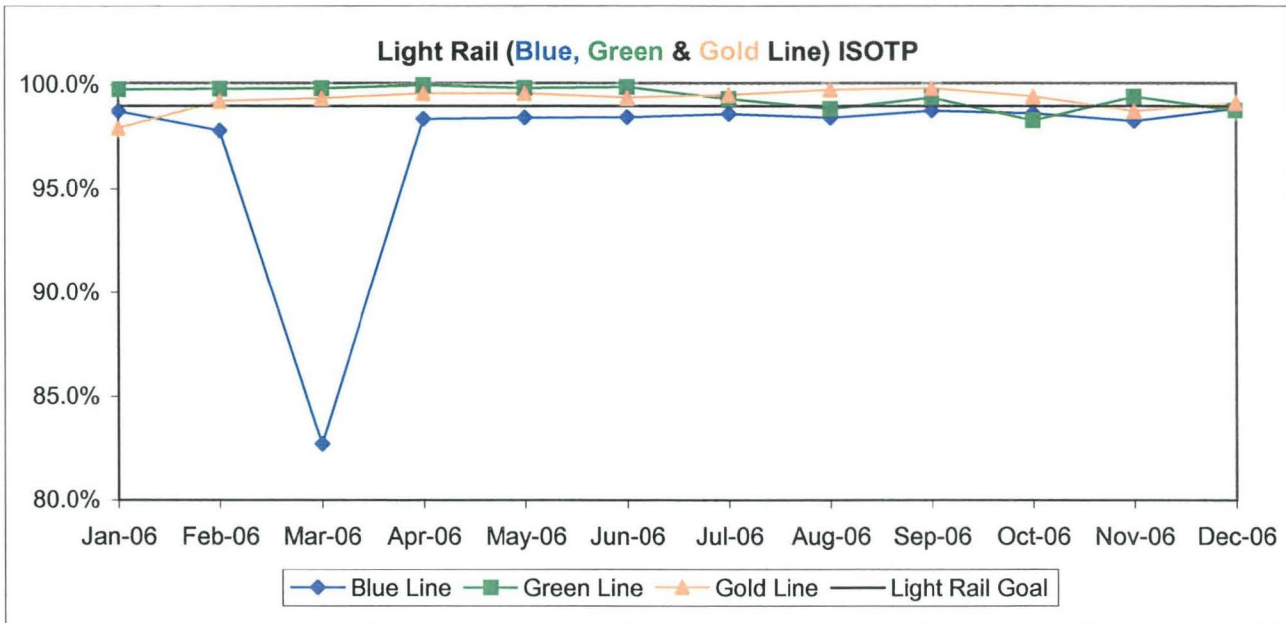
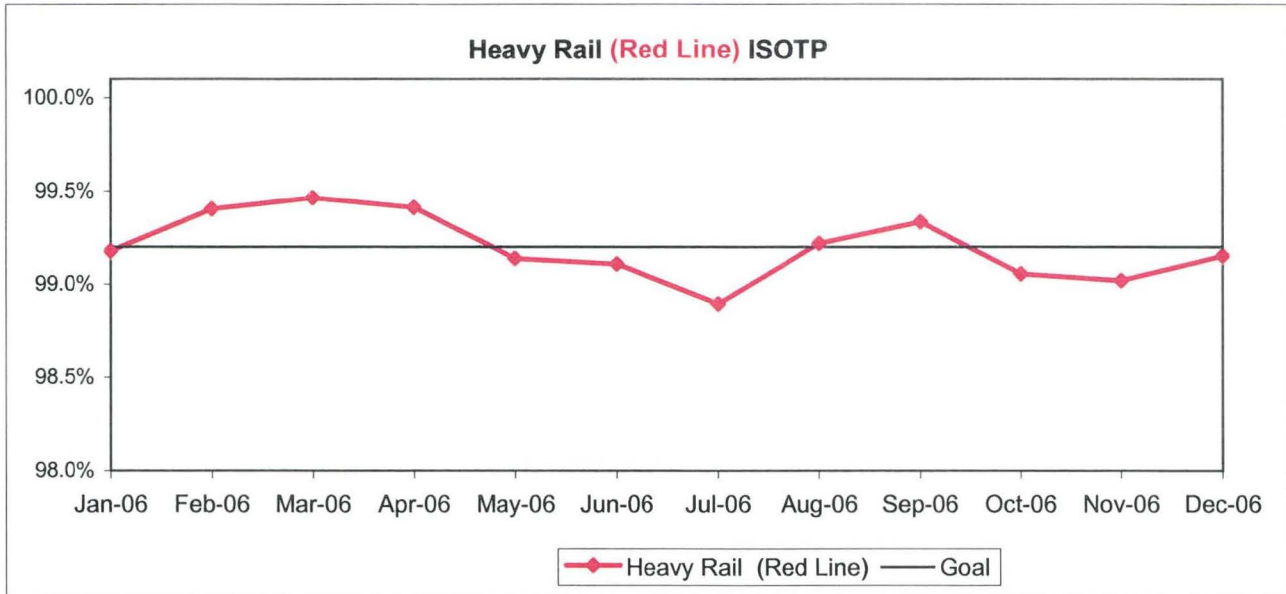




**IN-SERVICE ON-TIME PERFORMANCE (ISOTP)**

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

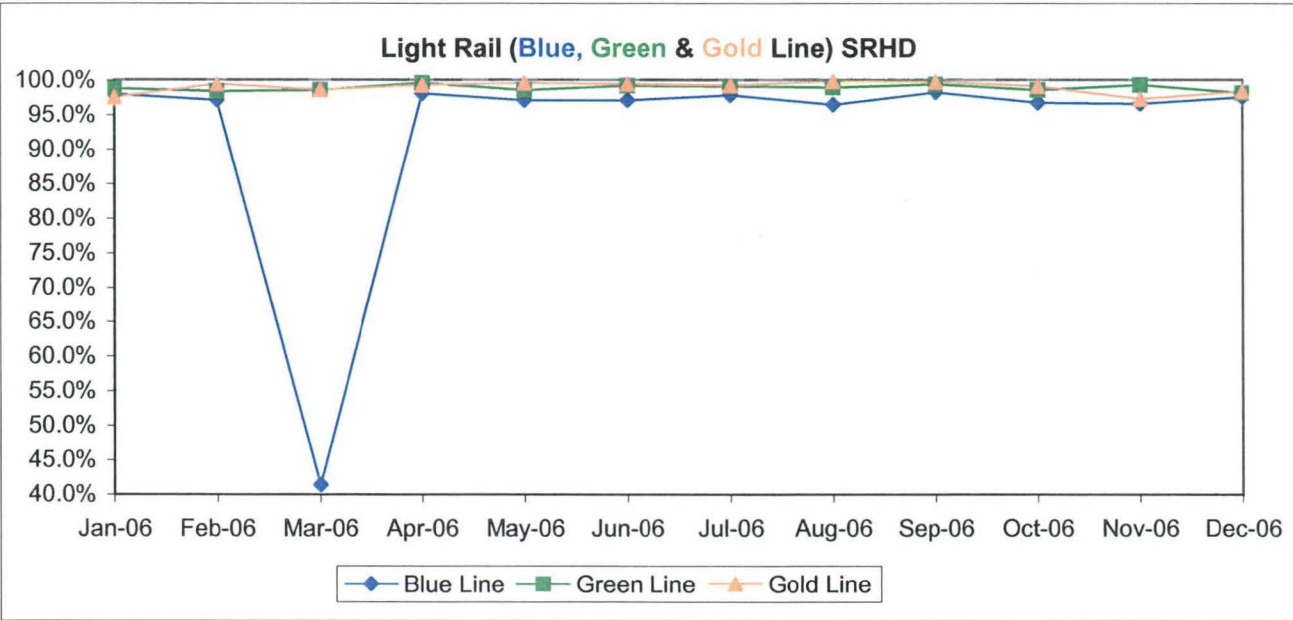
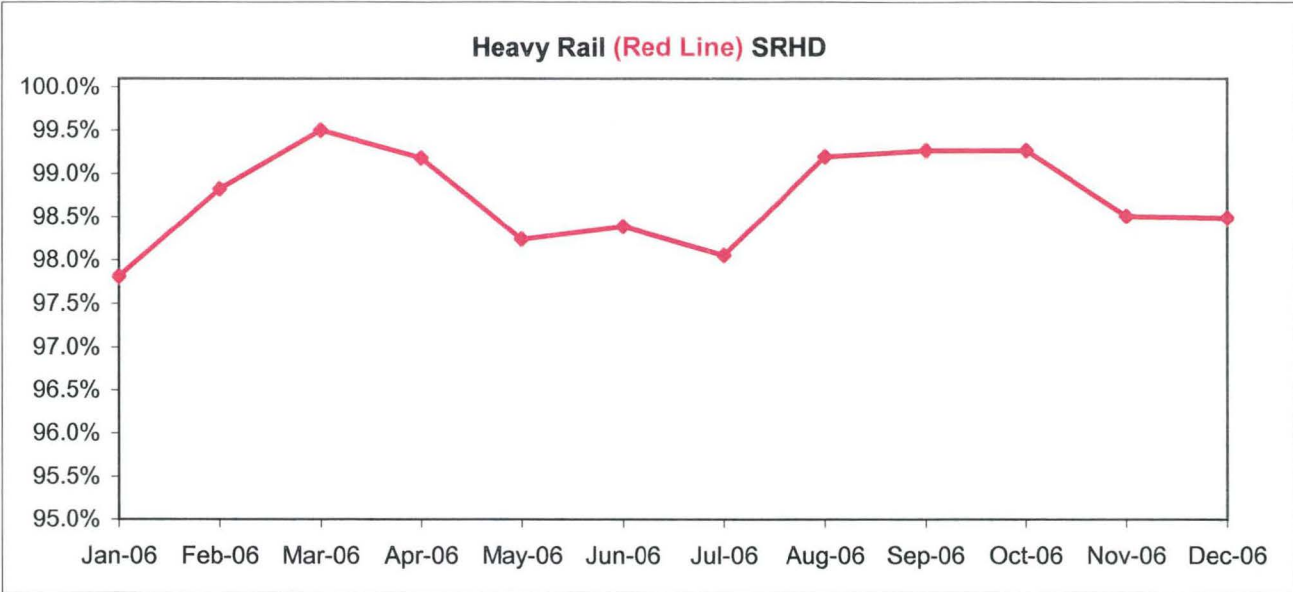
**Calculation:** ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]]



**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.

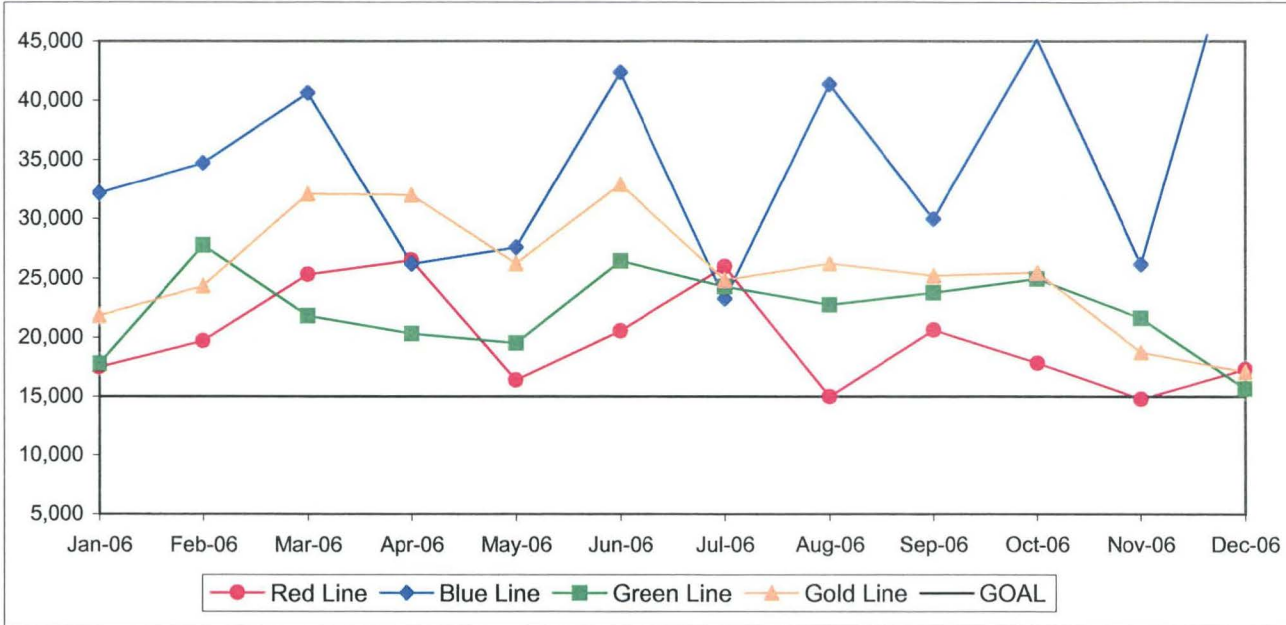
**Calculation:**  $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



**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

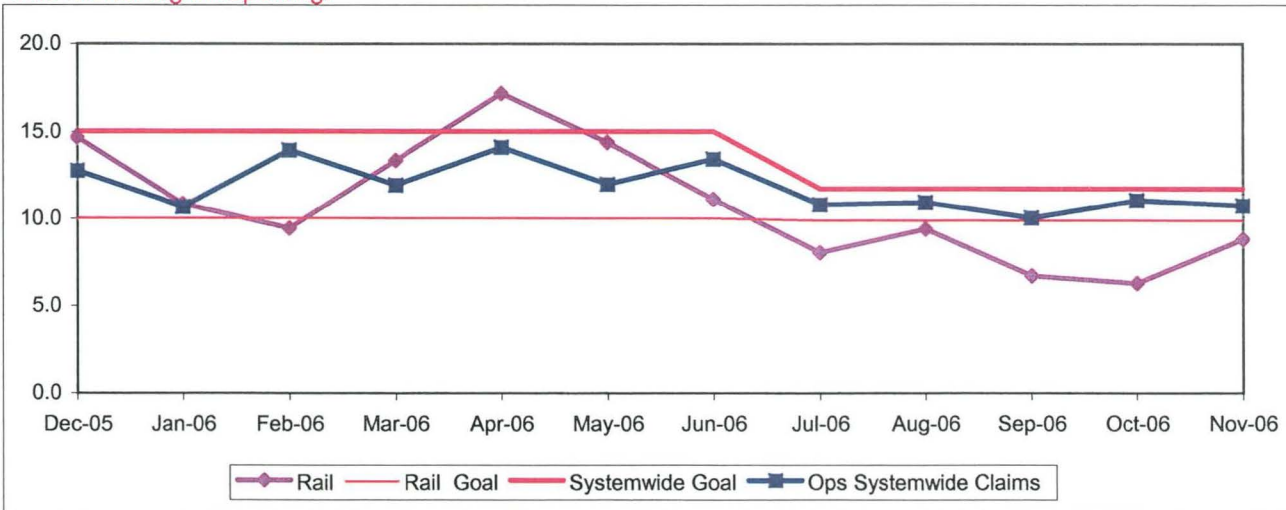


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**

**Definition:** Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

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

One month lag in reporting.



## BUS SERVICE PERFORMANCE

### ON-TIME PULLOUT FROM PRIMARY TERMINAL POINT (OTP-PTP) PERCENTAGE \*

Reporting of the OTP-PTP indicator has been suspended pending investigation of issues related to the geo-coding of terminal locations.

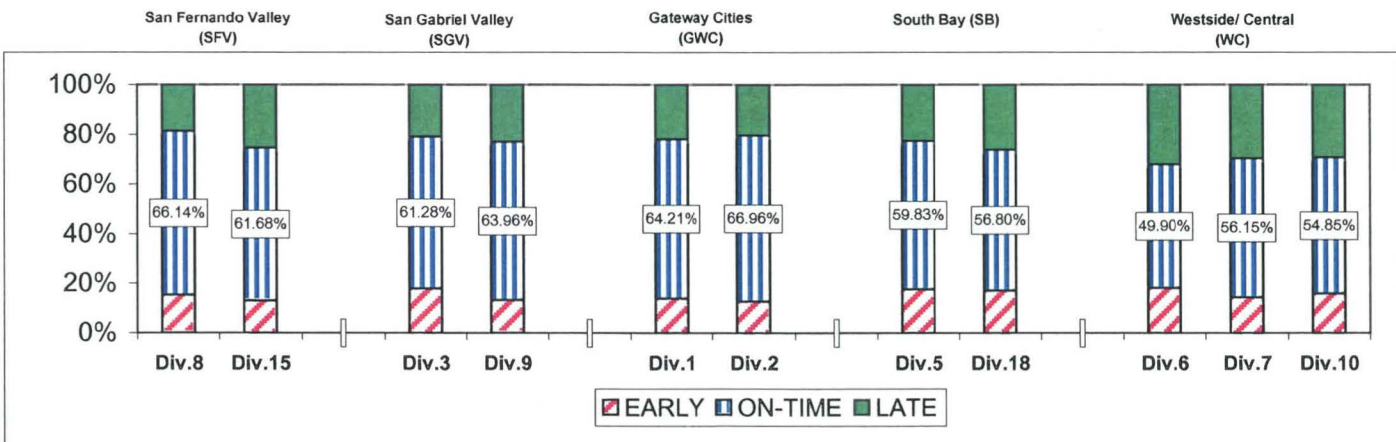
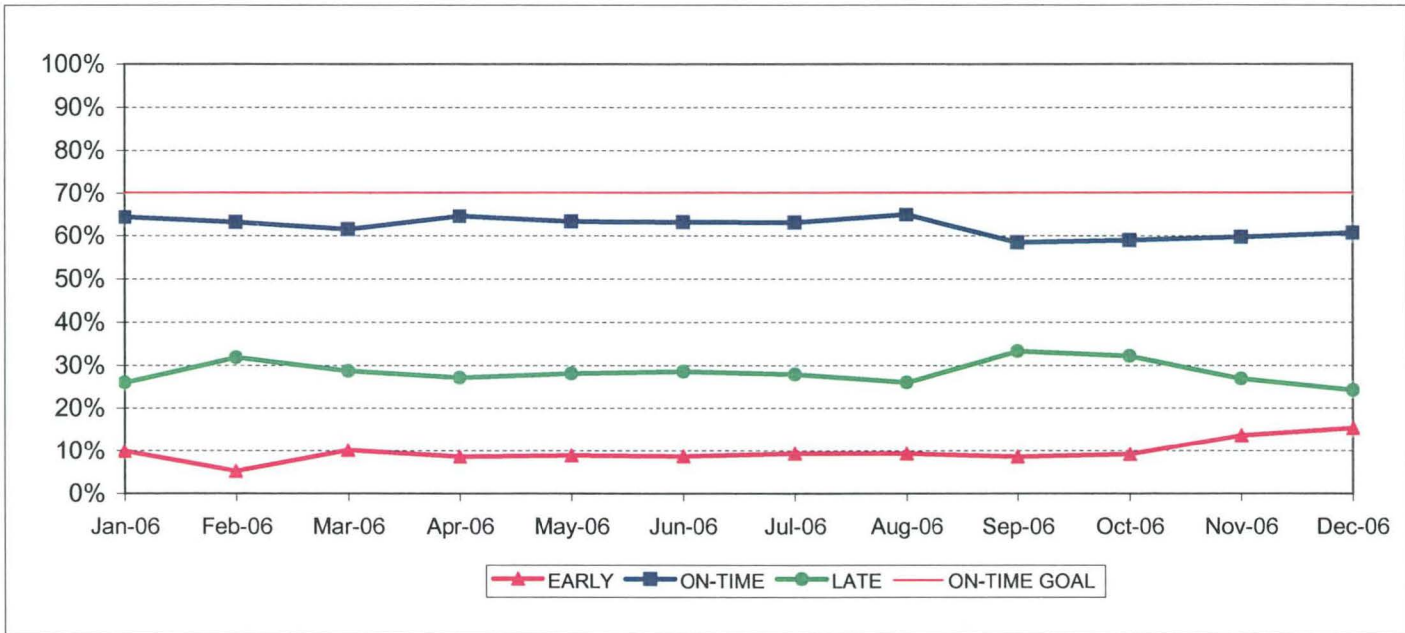
### IN-SERVICE ON-TIME PERFORMANCE

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

### Systemwide Trend

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



ISOTP By Sectors' Divisions

Year-to-Date Compared To Last Year

	FY06	FY07-YTD	Variance
<b>San Fernando Valley Sector (SFV)</b>			
<b>Division 8</b>			
Early	7.13%	15.23%	8.10%
On-Time	68.23%	66.00%	-2.23%
Late	24.64%	18.77%	-5.87%
<b>Division 15</b>			
Early	8.30%	12.19%	3.90%
On-Time	63.84%	61.24%	-2.59%
Late	27.87%	26.56%	-1.31%
<b>Gateway Cities Sector (GWC)</b>			
<b>Division 1</b>			
Early	7.39%	13.03%	5.64%
On-Time	71.06%	64.82%	-6.24%
Late	21.55%	22.15%	0.60%
<b>Division 2</b>			
Early	7.80%	11.82%	4.02%
On-Time	72.71%	66.77%	-5.93%
Late	19.49%	21.41%	1.92%
<b>South Bay Sector (SB)</b>			
<b>Division 5</b>			
Early	8.44%	16.95%	8.51%
On-Time	61.85%	58.55%	-3.30%
Late	29.71%	24.50%	-5.21%
<b>Division 18</b>			
Early	8.47%	15.60%	7.14%
On-Time	57.31%	56.83%	-0.48%
Late	34.22%	27.56%	-6.66%

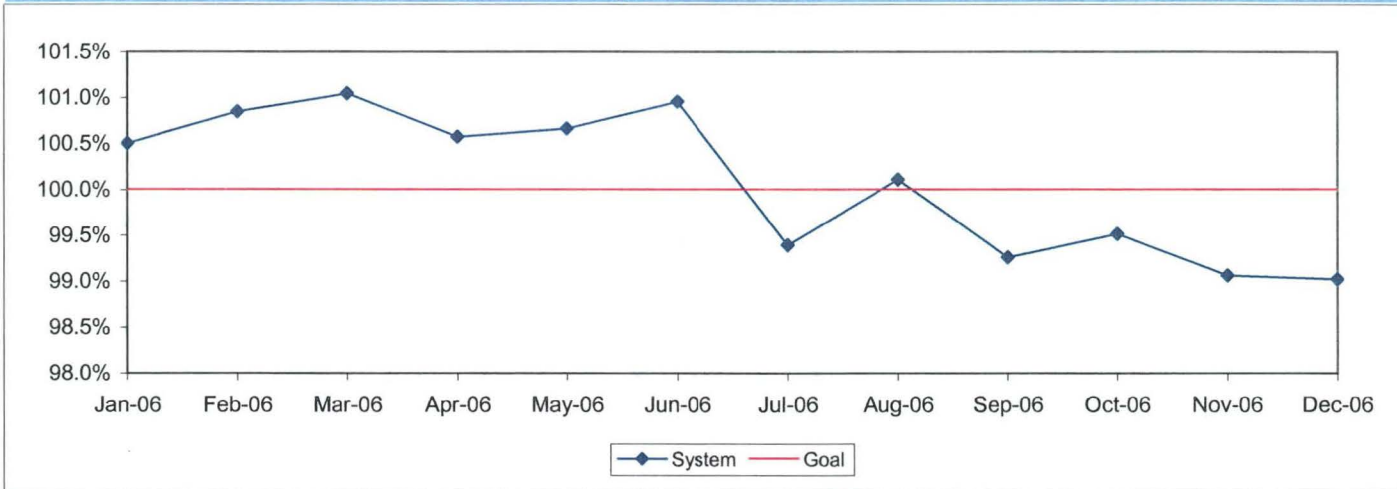
	FY06	FY07-YTD	Variance
<b>San Gabriel Valley Sector (SGV)</b>			
<b>Division 3</b>			
Early	8.50%	16.71%	8.21%
On-Time	70.05%	61.81%	-8.25%
Late	21.45%	21.49%	0.04%
<b>Division 9</b>			
Early	8.00%	12.39%	4.39%
On-Time	67.01%	63.48%	-3.53%
Late	24.99%	24.13%	-0.86%
<b>Westside/Central Sector (WC)</b>			
<b>Division 6</b>			
Early	7.57%	15.22%	7.65%
On-Time	57.20%	48.84%	-8.36%
Late	35.23%	35.94%	0.71%
<b>Division 7</b>			
Early	8.27%	13.05%	4.78%
On-Time	61.78%	54.92%	-6.86%
Late	29.95%	32.03%	2.08%
<b>Division 10</b>			
Early	8.51%	14.10%	5.60%
On-Time	60.73%	53.46%	-7.26%
Late	30.77%	32.43%	1.67%
<b>SYSTEMWIDE</b>			
Early	8.09%	14.22%	6.12%
On-Time	64.35%	60.23%	-4.11%
Late	27.56%	25.55%	-2.01%

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

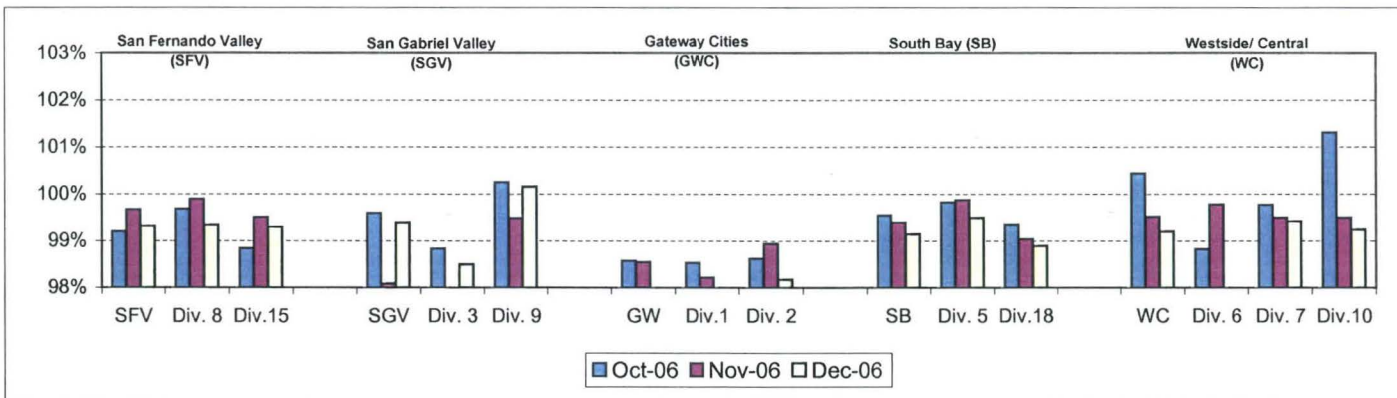
**Definition:** This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures. FY06: This performance indicator measures the percentage of scheduled Revenue Hours delivered after adding in temporary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

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

**Systemwide Trend**



\* Used Scheduled Hours delivered in FY05. Beginning July 2005, calculating the Actual RH to Scheduled Revenue Hours.



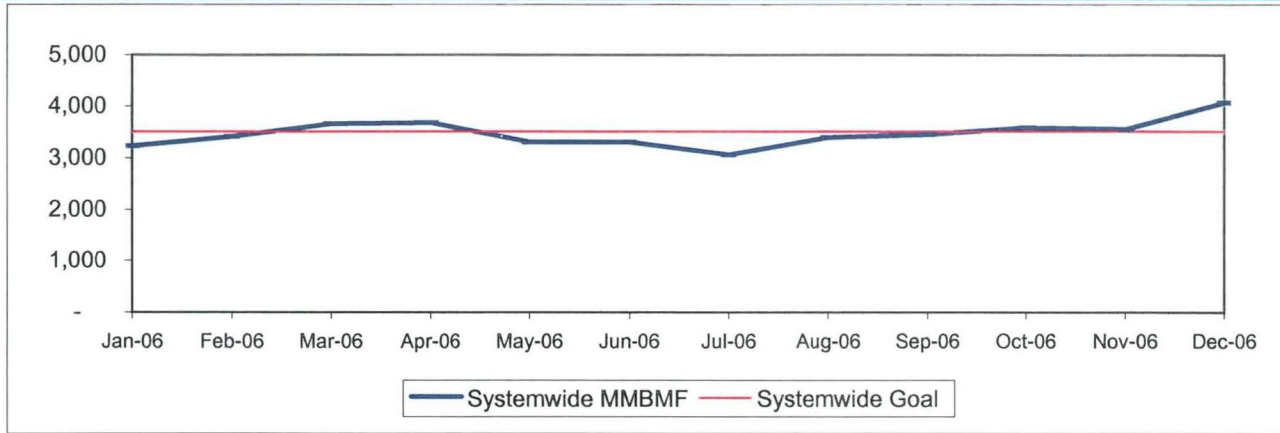
## MAINTENANCE PERFORMANCE

### MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)\*

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

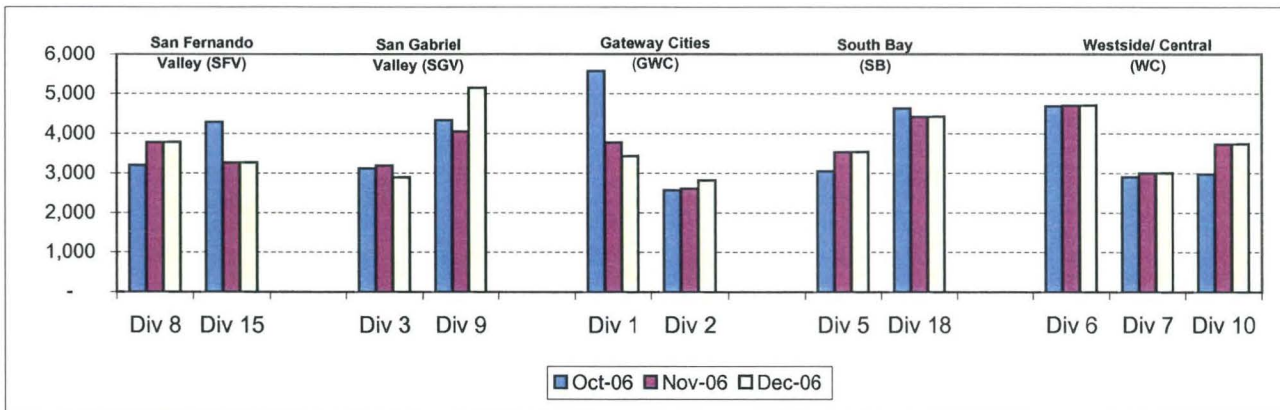
**Calculation:**  $MMBMF = (\text{Total Hub Miles} / \text{by Mechanical Related Roadcalls Requiring a Bus Exchange})$

#### Systemwide Trend



\* New Indicator.

### MMBMF -- Bus Operating Sector Divisions October - December 2006

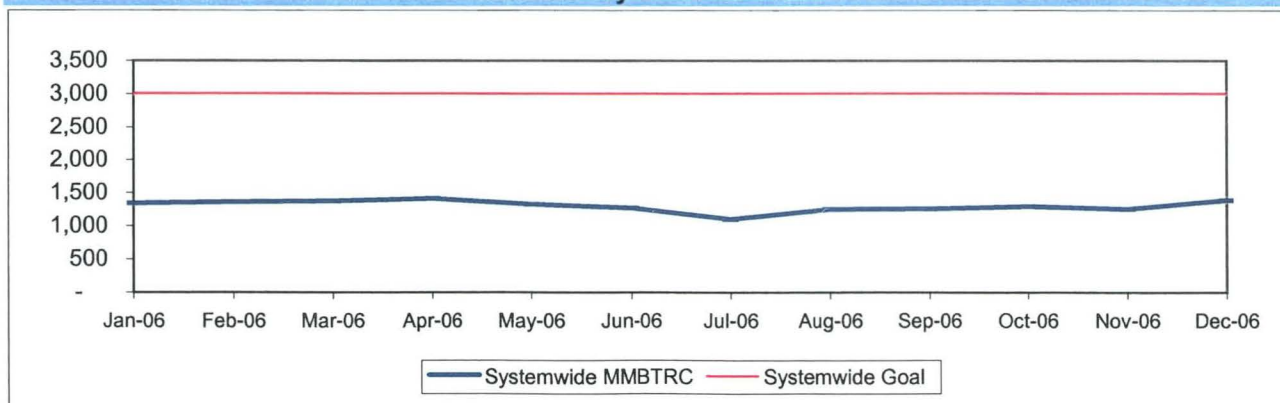


### MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)\*

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

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

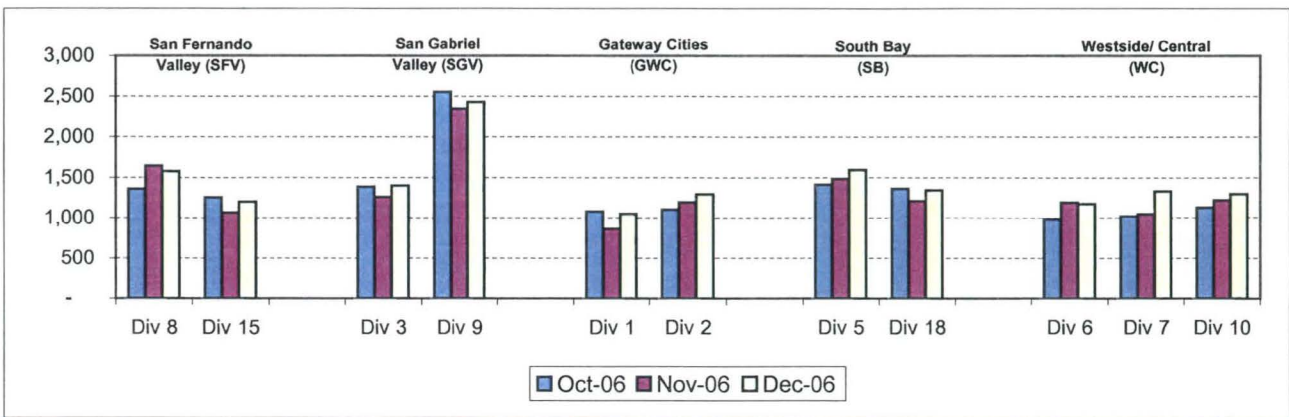
#### MMBTRC Systemwide Trend



\* New Indicator.

Bus Maintenance Performance - Continued

**MMBTRC --Bus Operating Sector Divisions  
October - December 2006**



**Fleet Mix by Fuel Type Systemwide (Metro Divisions only)**

	Number of Buses	Percent of Buses
CNG	2,254	83.48%
Diesel (Except FlexMetro)	353	13.07%
FlexMetro Diesel	0	0.00%
Gasoline	59	2.19%
Propane	34	1.26%
<b>Total</b>	<u>2,700</u>	<u>100.00%</u>

**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
8.2	7.1	8.4	6.0	5.6	6.3	6.6	6.9

WC		
Div 6	Div 7	Div 10
12.4	5.4	6.7

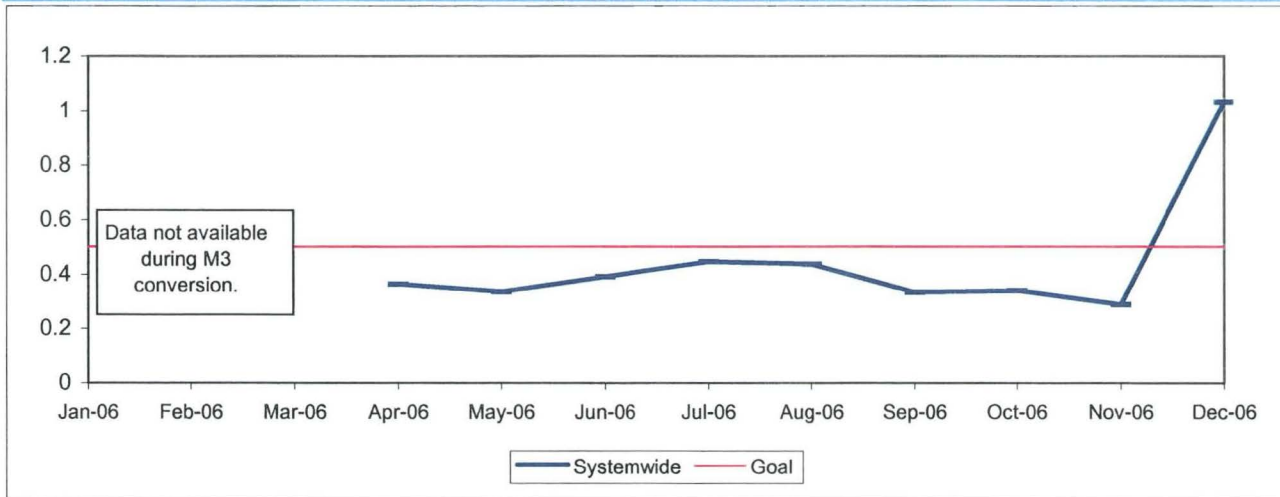


**PAST DUE CRITICAL PREVENTIVE MAINTENANCE PROGRAM JOBS (PMP's)**

**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.

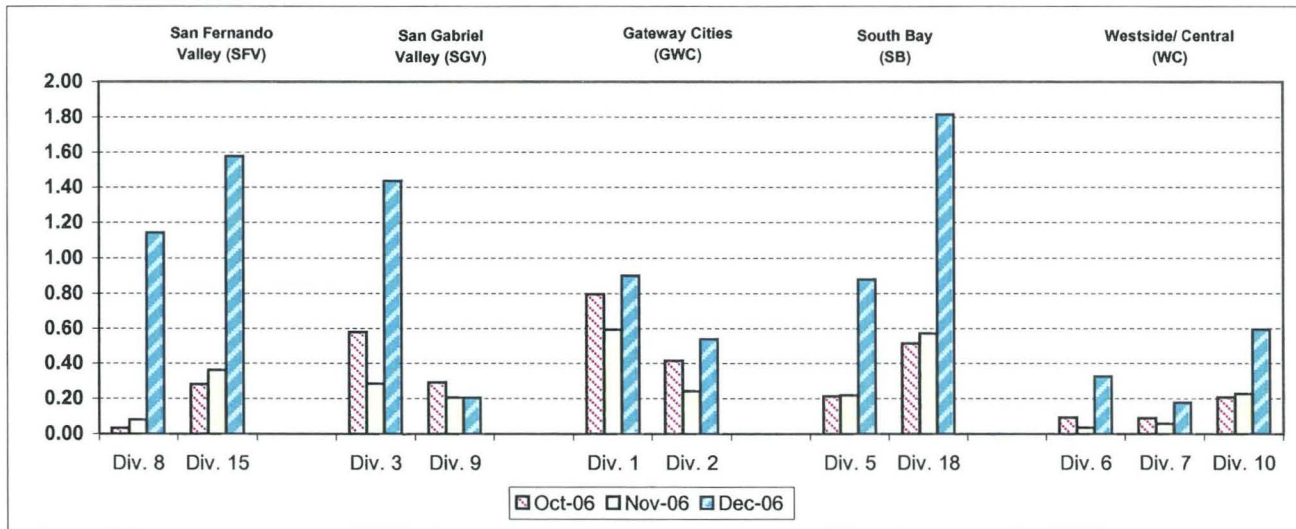
**Calculation:** Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

**Systemwide Trend**



Note: Since July 2004, three sectors, San Fernando Valley, San Gabriel Valley and Gateway Cities, have had their six divisions (Divisions 8, 15, 3, 9, 1 and 2) 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 PMs - by Sectors' Divisions  
October - December 2006**



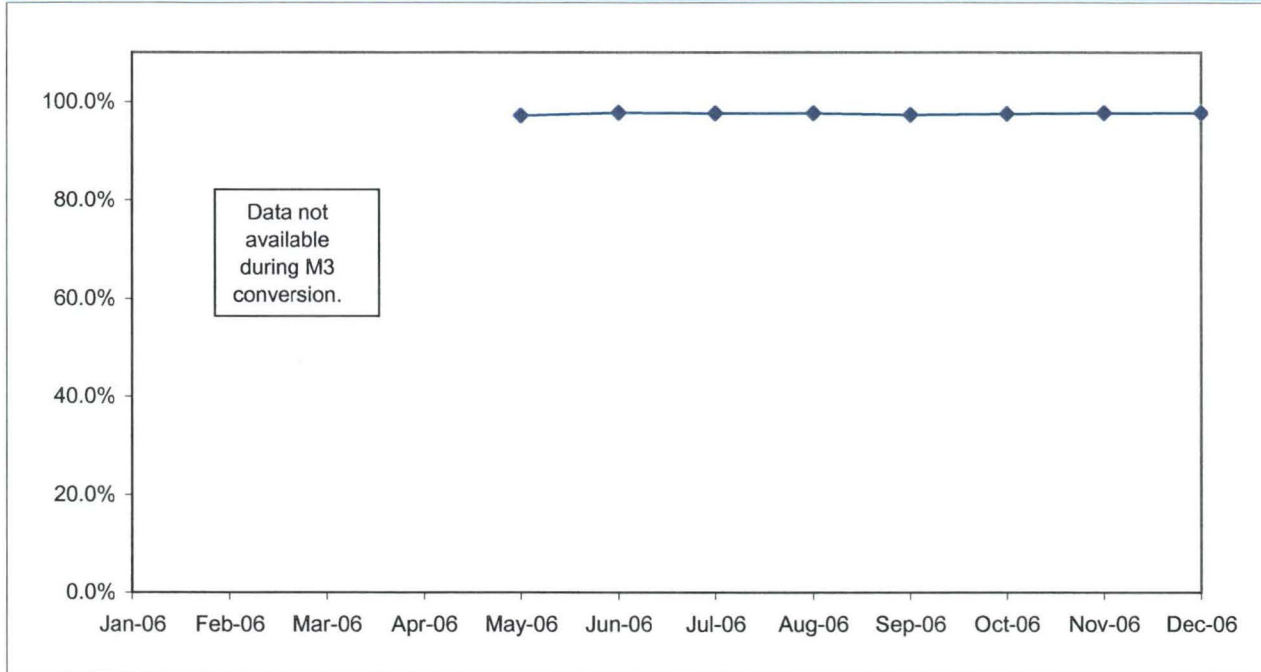
## ATTENDANCE

### MAINTENANCE ATTENDANCE

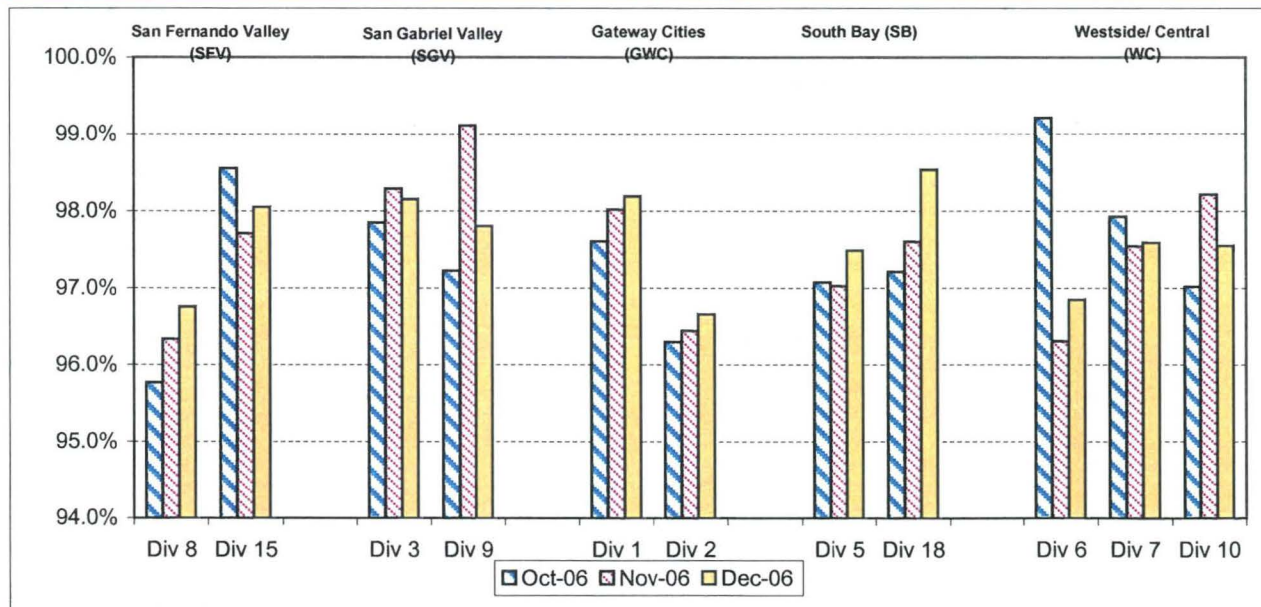
**Definition:** Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

#### Systemwide Trend



#### Maintenance Attendance - By Sectors' Divisions (By Current Month) October - December 2006



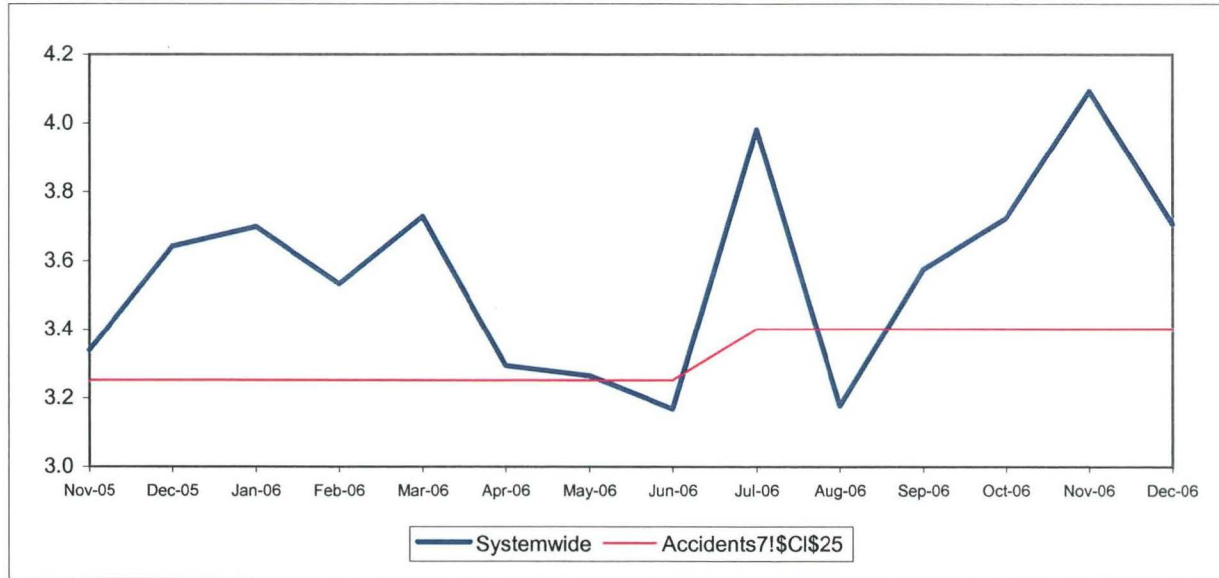
## SAFETY PERFORMANCE

### 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.

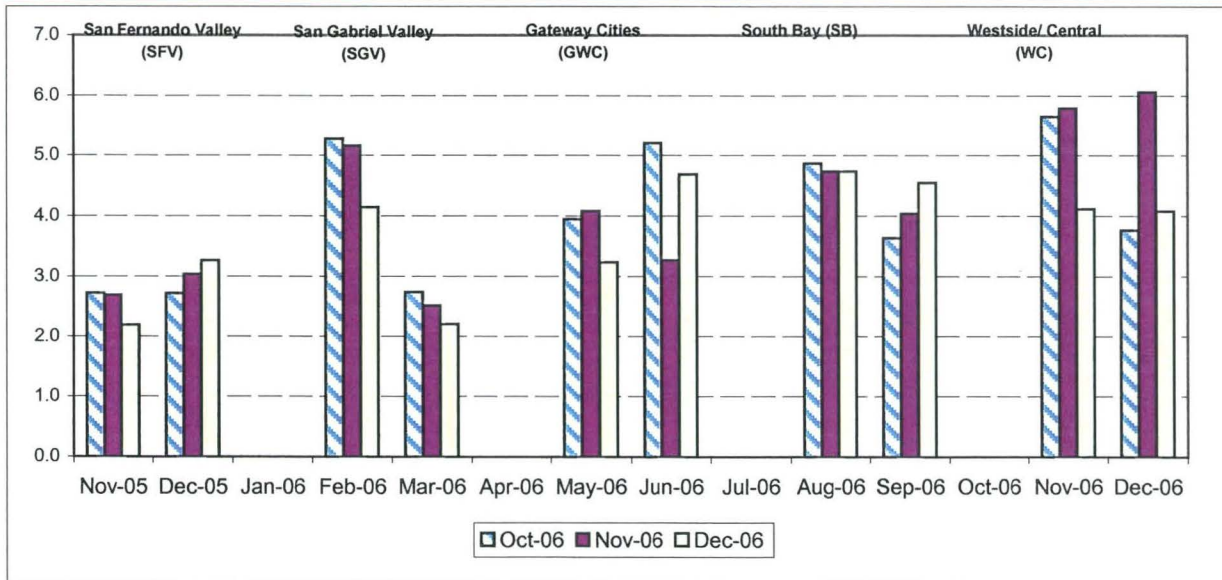
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

#### 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.

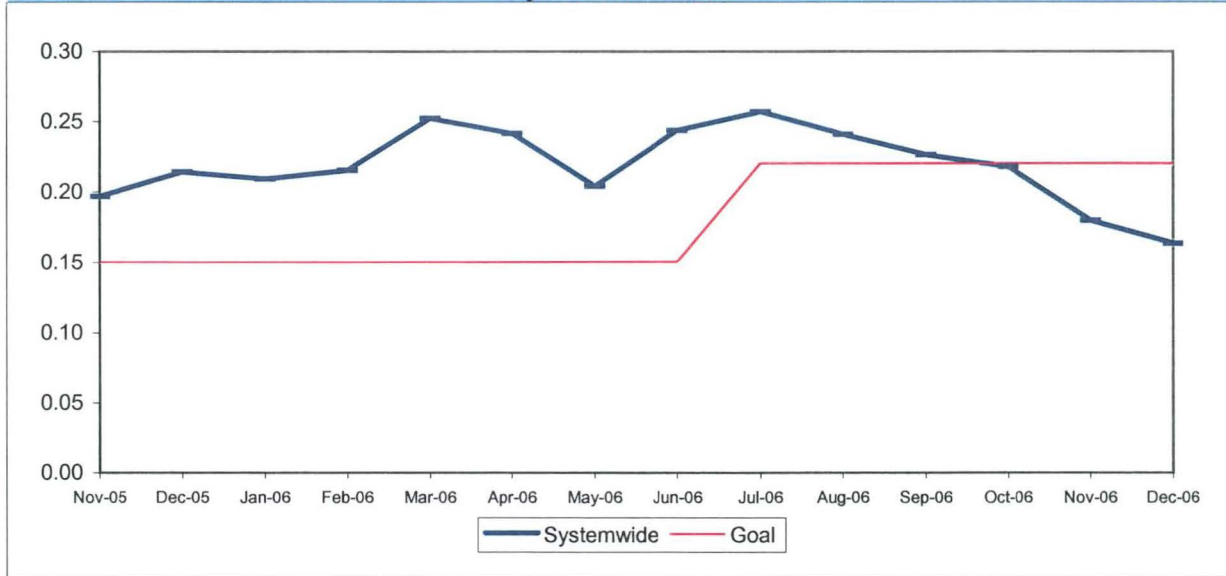
#### Bus Operating Divisions - by Sectors' Divisions October - December 2006



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

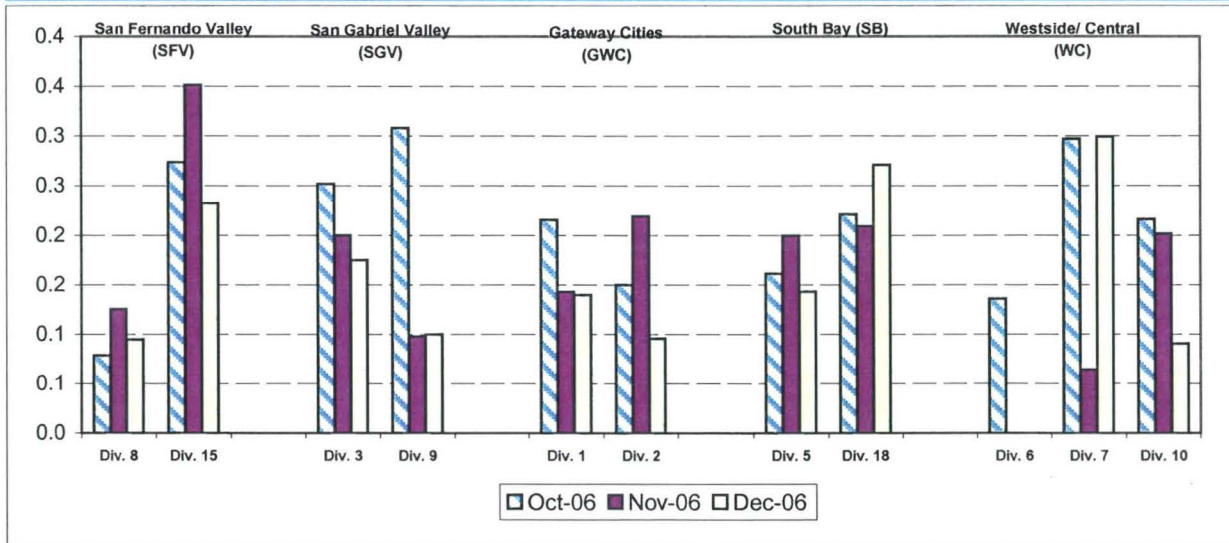
**Definition:** Average number of Passenger Accidents for every 100,000 Boardings. This indicator  
**Calculation:** Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by

### 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.

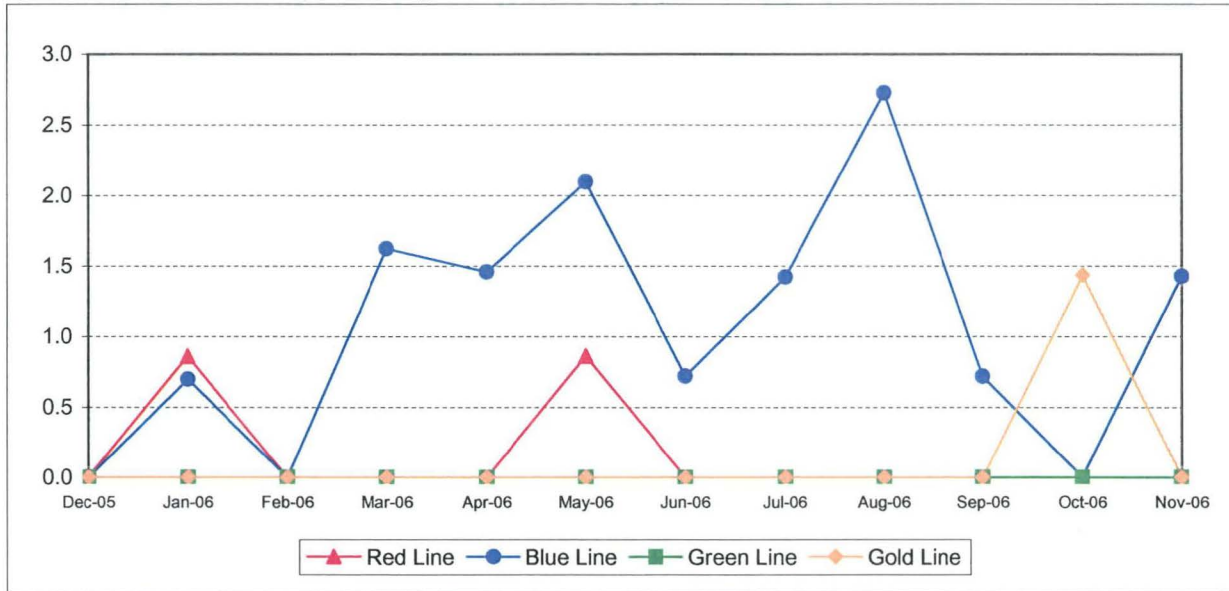
### Bus Operating Divisions - by Sectors' Divisions October - December 2006



### 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.

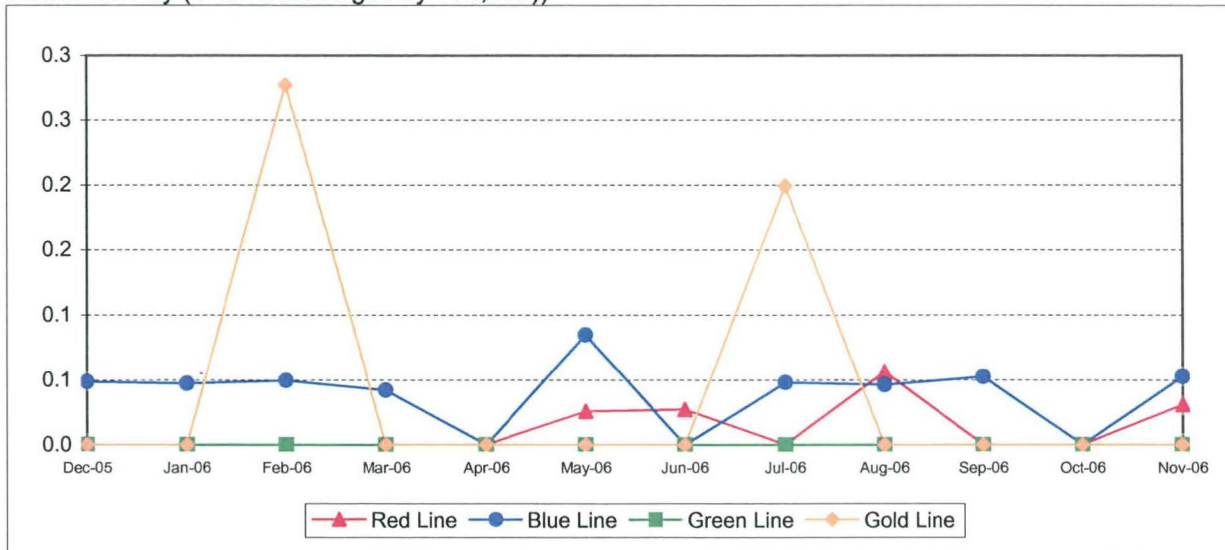
**Calculation:** Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / (Revenue Train Miles / by 100,000))



### 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))

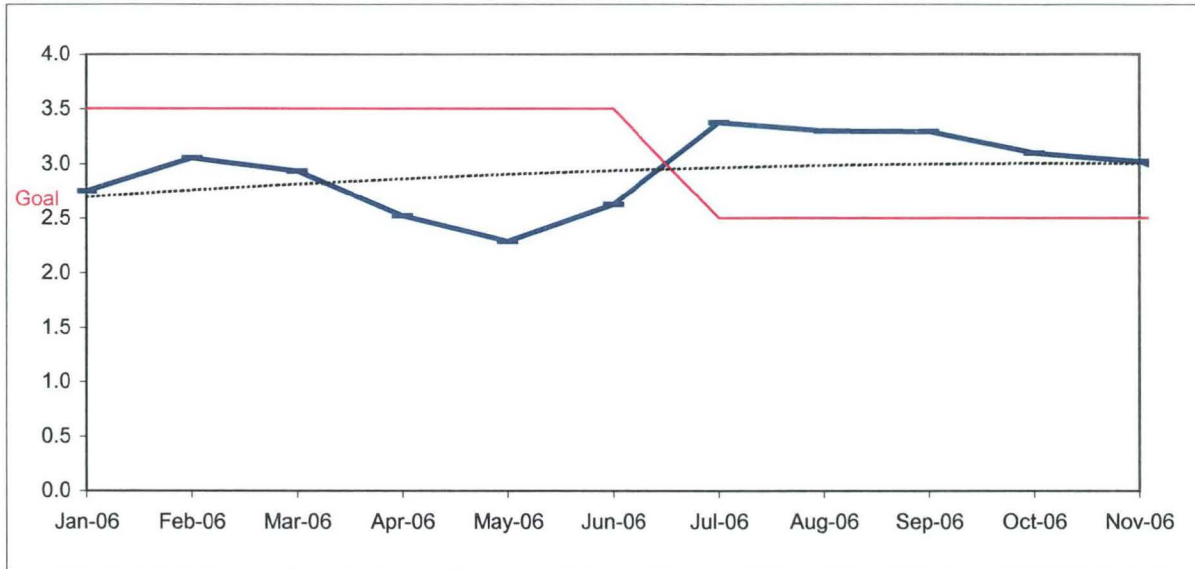


## CUSTOMER SATISFACTION

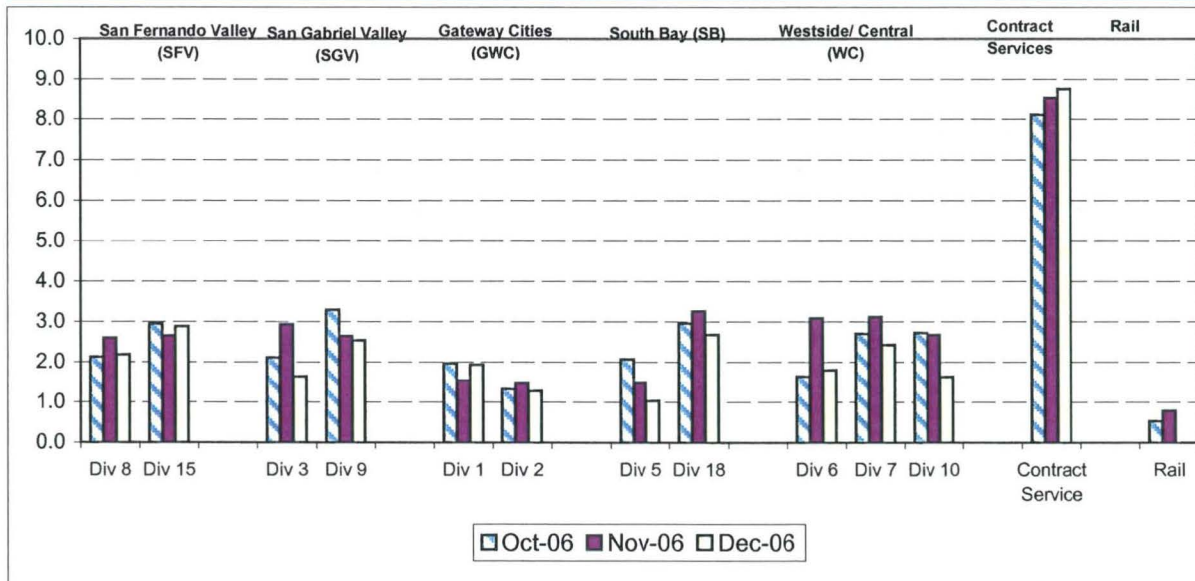
### COMPLAINTS PER 100,000 BOARDINGS

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

#### Systemwide Trend



#### Bus Operating Divisions - by Sectors' Divisions October - December 2006



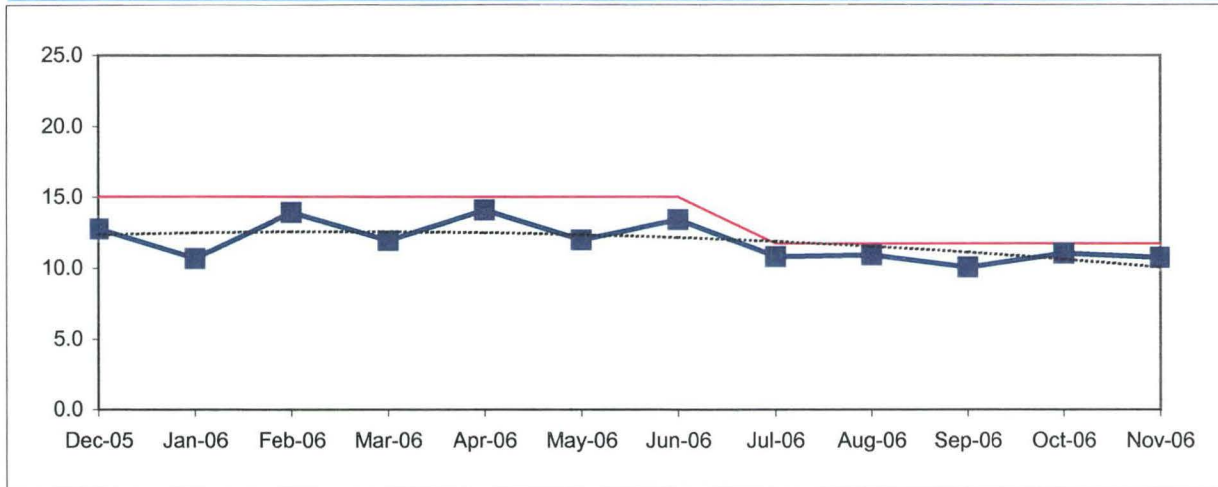
## WORKERS COMPENSATION CLAIMS

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

**Definition:** Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

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

### Metro Operations Trend



One month lag from current month

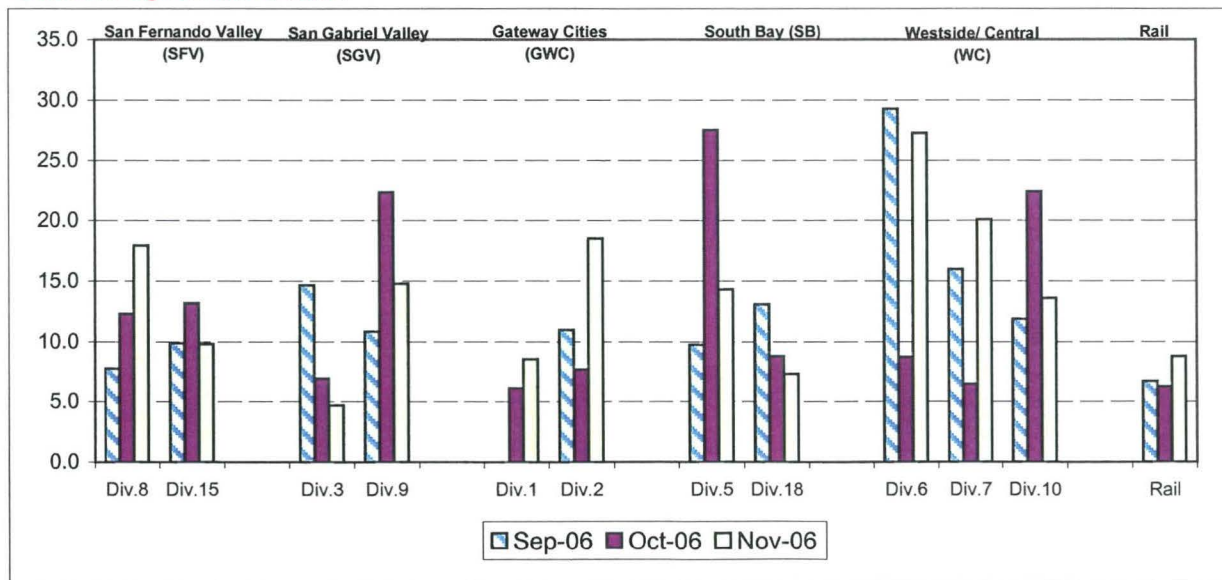
### NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

**Definition:** Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

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

### Bus & Rail - by Bus Sectors' Divisions and Rail September - November 2006

One month lag from current month



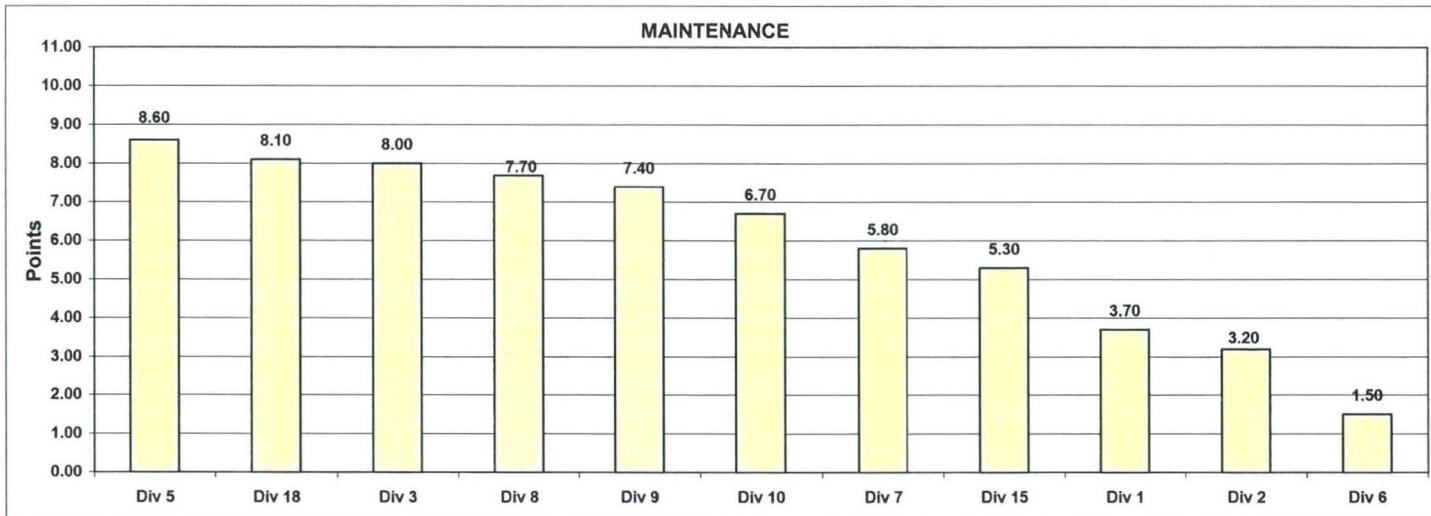
**"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM**

**Monthly Calculations - December 2006  
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 Total Road Calls	64%	1048.7	1291.9	1396.6	1595.5	1176.2	1331.3	1577.6	2424.4	1293.1	1199.2	1340.7
Points		1	4	8	10	2	6	9	11	5	3	7
Attendance	20%	0.98610	0.97872	0.98235	0.98207	0.96852	0.97708	0.98009	0.98036	0.98318	0.98210	0.98637
Points		10	3	8	6	1	2	4	5	9	7	11
New WC Claims /200,000 Exp Hrs*	36%	9.1129	11.3465	0.0000	0.0000	72.6815	0.0000	0.0000	9.1541	0.0000	0.0000	0.0000
Points		4	2	8	8	1	8	8	3	8	8	8
*One month lag												
<b>Totals</b>		<b>3.70</b>	<b>3.20</b>	<b>8.00</b>	<b>8.60</b>	<b>1.50</b>	<b>5.80</b>	<b>7.70</b>	<b>7.40</b>	<b>6.70</b>	<b>5.30</b>	<b>8.10</b>
<b>FINAL RANKING</b>	<b>DIV. Score Rank</b>	<b>Div 5</b>	<b>Div 18</b>	<b>Div 3</b>	<b>Div 8</b>	<b>Div 9</b>	<b>Div 10</b>	<b>Div 7</b>	<b>Div 15</b>	<b>Div 1</b>	<b>Div 2</b>	<b>Div 6</b>
		8.60	8.10	8.00	7.70	7.40	6.70	5.80	5.30	3.70	3.20	1.50
		1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



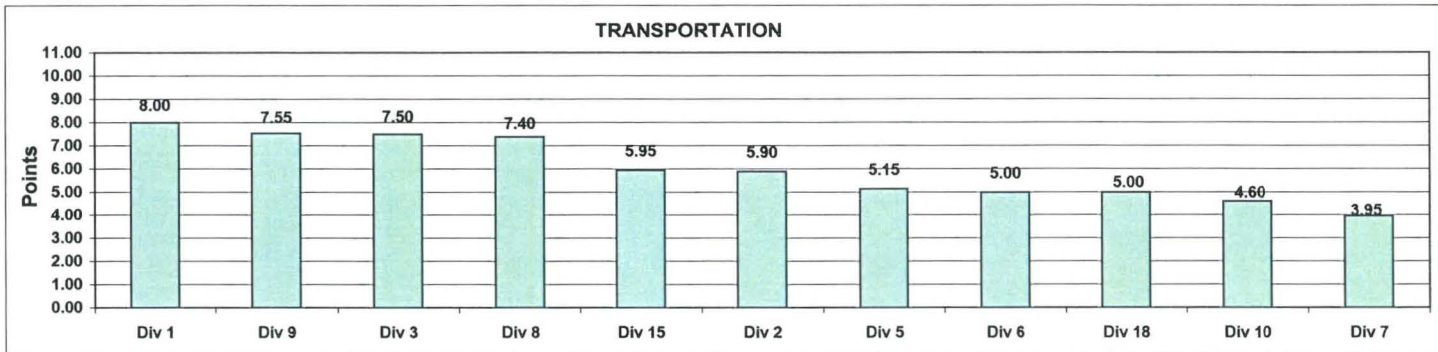


**Monthly Calculations - December 2006**  
**Metro Bus - Transportation**

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

**Calculation:** Performance by Division are ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each performance indicator is then multiplied by the weight assigned to the particular performance indicator and then summed. Summed values are sorted from high to low and the Division with the highest score wins the program award for the month.

Transportation												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
In-Service On-Time Performance	25%	0.6421	0.6696	0.6128	0.5983	0.4990	0.5615	0.6614	0.6396	0.5485	0.6168	0.5680
Points		9	11	6	5	1	3	10	8	2	7	4
Miles Between Total Road Calls	10%	1048.7249	1291.8956	1396.5950	1595.4518	1176.2242	1331.3480	1577.5762	2424.3659	1293.0520	1199.2116	1340.7160
Points		1	4	8	10	2	6	9	11	5	3	7
Accident Rate	25%	3.2384	4.6864	4.1447	4.7357	4.1138	4.0808	2.1858	2.2041	4.3424	3.2610	4.5480
Points		9	2	5	1	6	7	11	10	4	8	3
Complaints/100K Boardings	15%	1.9331	1.2775	1.6437	1.0318	1.8006	2.4271	2.1811	2.5384	1.6323	2.8866	2.6808
Points		6	10	8	11	7	4	5	3	9	1	2
New WC Claims /200,000 Exp Hrs*	25%	8.3634	20.6810	6.2226	18.7490	12.1315	26.0282	23.6215	16.4833	17.4826	12.8723	9.4027
Points		10	3	11	4	8	1	2	6	5	7	9
*One month lag												
<b>Totals</b>		<b>8.00</b>	<b>5.90</b>	<b>7.50</b>	<b>5.15</b>	<b>5.00</b>	<b>3.95</b>	<b>7.40</b>	<b>7.55</b>	<b>4.60</b>	<b>5.95</b>	<b>5.00</b>
<b>FINAL RANKING</b>												
		<b>Transportation Division Ranking (Sorted)</b>										
	<b>DIV.</b>	Div 1	Div 9	Div 3	Div 8	Div 15	Div 2	Div 5	Div 6	Div 18	Div 10	Div 7
	<b>Score</b>	8.00	7.55	7.50	7.40	5.95	5.90	5.15	5.00	5.00	4.60	3.95
	<b>Rank</b>	1st	2nd	3rd	4th	5th	6th	7th	8th	8th	10th	11th



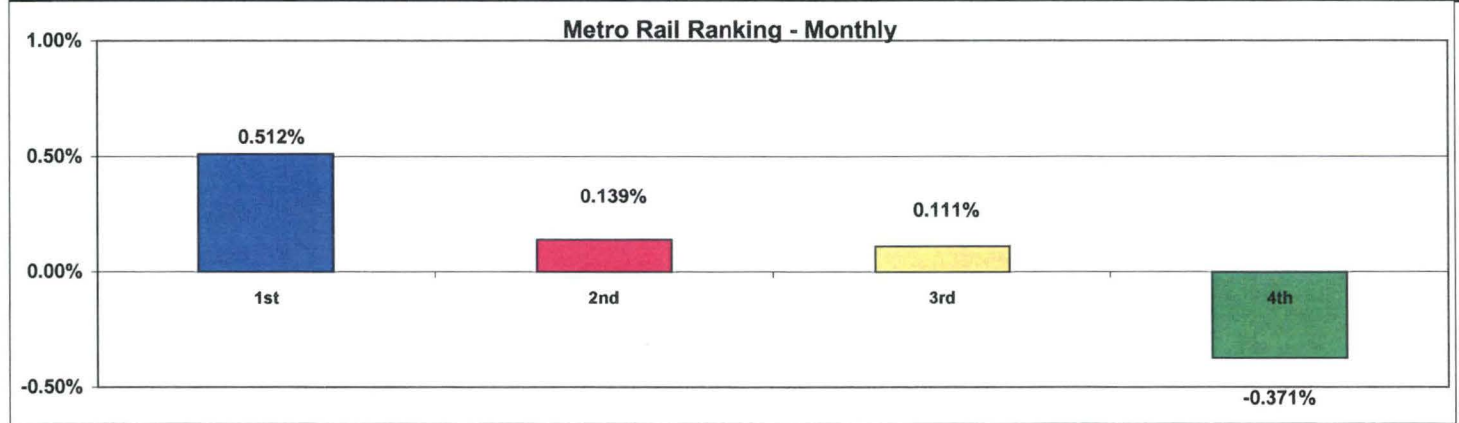
**Monthly Calculations  
Metro Rail**

**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 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		
	Dec-05	Dec-06	Yearly Improvement	Dec-05	Dec-06	Yearly Improvement	Dec-05	Dec-06	Yearly Improvement	Dec-05	Dec-06	Yearly Improvement
<b>Wayside Availability</b>												
Track	100.00%	100.00%	0.00%	99.84%	100.00%	0.16%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Signals	100.00%	99.94%	-0.06%	100.00%	99.93%	-0.07%	99.97%	98.74%	-1.22%	99.94%	99.98%	0.04%
Power	99.97%	100.00%	0.03%	99.98%	100.00%	0.02%	99.96%	100.00%	0.04%	100.00%	100.00%	0.00%
<b>Wayside Performance</b>	<b>99.99%</b>	<b>99.98%</b>	<b>-0.01%</b>	<b>99.94%</b>	<b>99.98%</b>	<b>0.04%</b>	<b>99.98%</b>	<b>99.58%</b>	<b>-0.40%</b>	<b>99.98%</b>	<b>99.99%</b>	<b>0.01%</b>
<b>Vehicle Availability</b>												
Vehicle Performance	99.56%	99.75%	0.19%	99.23%	99.60%	0.37%	99.40%	99.45%	0.05%	99.17%	99.32%	0.15%
<b>Operator Availability</b>												
Operators	99.01%	99.86%	0.85%	99.92%	99.76%	-0.16%	99.98%	99.99%	0.01%	99.95%	100.00%	0.05%
<b>In-Service Performance</b>												
Rev. Hr. Delivered - Rail	98.54%	99.56%	1.02%	98.98%	99.29%	0.31%	99.32%	98.18%	-1.14%	99.06%	99.29%	0.24%
<b>tal Rail Line Performance</b>	<b>99.28%</b>	<b>99.79%</b>	<b>0.51%</b>	<b>99.52%</b>	<b>99.66%</b>	<b>0.14%</b>	<b>99.67%</b>	<b>99.30%</b>	<b>-0.37%</b>	<b>99.54%</b>	<b>99.65%</b>	<b>0.11%</b>

Metro Rail Final Ranking (Sorted)				
Rail Line	BLUE	RED	GOLD	GREEN
Score	0.512%	0.139%	0.111%	-0.371%
Rank	1st	2nd	3rd	4th



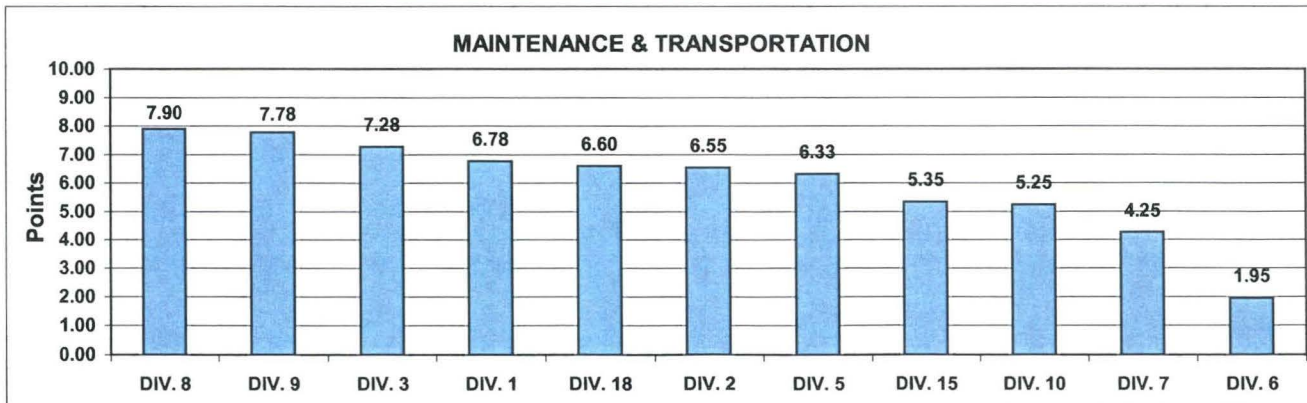
## "HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

### Quarterly Calculations: FY07-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												
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 Total Road Calls	25.0%	992	1191	1346	1493	1108	1120	1515	2439	1212	1171	1301
Points		1	5	8	9	2	3	10	11	6	4	7
Attendance	10.0%	0.9849	0.9798	0.9855	0.9810	0.9705	0.9756	0.9757	0.9859	0.9867	0.9794	0.9776
Points		8	6	9	7	1	2	3	10	11	5	4
Claims /200000 Exp.Hrs	15.0%	3.0224	7.9064	3.3052	3.3355	24.0877	3.2695	3.4683	9.3164	8.6753	19.0156	0.0000
Points		10	5	8	7	1	9	6	3	4	2	11
<i>*One month Lag: Sep 06 - Nov 06</i>												
Transportation												
In-Service On-Time Performance	12.5%	0.6460	0.6665	0.6177	0.5850	0.4875	0.5461	0.6595	0.6346	0.5342	0.6118	0.5683
Points		9	11	7	5	1	3	10	8	2	6	4
Miles Between Total Road Calls	5.0%	992.0	1191.1	1346.1	1493.4	1108.2	1120.3	1515.1	2439.3	1212.4	1171.0	1300.7
Points		1	5	8	9	2	3	10	11	6	4	7
Accidents/100k Hub Miles	12.5%	3.7571	4.3989	4.8645	4.7829	5.2060	4.6243	2.5278	2.4846	4.3555	2.9997	4.0751
Points		8	5	2	3	1	4	10	11	6	9	7
Complaints/100K Boardings	7.5%	1.8195	1.3563	2.2365	1.5406	2.1754	2.7560	2.3023	2.8391	2.3658	2.8299	2.9756
Points		9	11	7	10	8	4	6	2	5	3	1
<i>*One month Lag: Sep 06 - Nov 06</i>												
Claims /200000 Exp.Hrs	12.5%	5.5235	13.6647	10.3356	21.7542	20.5016	17.2482	15.6676	18.1149	18.1956	8.4765	12.4639
Points		11	7	9	1	2	5	6	4	3	10	8
<b>Totals</b>		<b>6.78</b>	<b>6.55</b>	<b>7.28</b>	<b>6.33</b>	<b>1.95</b>	<b>4.25</b>	<b>7.90</b>	<b>7.78</b>	<b>5.25</b>	<b>5.35</b>	<b>6.60</b>
FINAL RANKING Maintenance and Transportation Division Ranking (Sorted)												
	DIV.	DIV. 8	DIV. 9	DIV. 3	DIV. 1	DIV. 18	DIV. 2	DIV. 5	DIV. 15	DIV. 10	DIV. 7	DIV. 6
	Score	7.90	7.78	7.28	6.78	6.60	6.55	6.33	5.35	5.25	4.25	1.95
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



**Quarterly Calculations: FY07-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 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**

	Metro Blue Line	Metro Red Line	Metro Green Line	Metro Gold Line
<b>Overall Rail Line Performance</b>				
Oct-06	-0.78%	-0.14%	0.11%	0.46%
Nov-06	-0.31%	0.54%	-0.03%	-1.43%
Dec-06	<u>0.51%</u>	<u>0.14%</u>	<u>-0.37%</u>	<u>0.11%</u>
<b>Second Quarter Average</b>	<b>-0.19%</b>	<b>0.18%</b>	<b>-0.10%</b>	<b>-0.29%</b>

**Metro Rail Final Ranking (Sorted)**

Rail Line	RED	GREEN	BLUE	GOLD
Score	0.18%	-0.10%	-0.19%	-0.29%
Rank	1st	2nd	3rd	4th

