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Metropolitan
Transportation
Authority

One Gateway Plaza
Los Angeles, CA
90012-2952

OPERATIONS COMMITTEE
OCTOBER 16, 2003

TO: **BOARD OF DIRECTORS**

THROUGH: **ROGER SNOBLE**
CHIEF EXECUTIVE OFFICER

FROM: **JOHN B. CATOE, JR.**
DEPUTY CHIEF EXECUTIVE OFFICER

SUBJECT: **METRO OPERATIONS PERFORMANCE REPORT FOR AUGUST 2003**

ISSUE

In April 2003, the Operations Committee requested receipt of the monthly *Metro Operations Performance Report* on an ongoing basis.

DISCUSSION

Metro Operations produces a monthly management report on performance indicators relevant to optimal bus and rail transportation services (see attachment). Below are summaries by mode for the month of August.

Metro Bus Operations system-wide:

- Accident rate decreased slightly
- Experienced a decrease in the rate of customer complaints
- Continued to support clean air quality. Currently, 75% of the bus fleet is fueled by compressed natural gas (CNG)

Metro Rail Operations:

- Exceeded Mean Miles Between Chargeable Mechanical Failures goal on all rail lines
- Experienced no accidents on Metro Red, Blue and Green Lines

The following information highlights each bus sector and rail's performance in August 2003.

Metro Bus Operations San Fernando Valley (SFV) Sector:
Trend analysis:
Trending again towards attainment of all performance goals after experiencing a decline in performance measures in July, except for On-Time Pullouts, which showed a slight decline. The performance improvement is due to the implementation of the

mitigation plan presented last month. Cooler temperatures and operator familiarity with service changes also contributed to the improved performance. SFV will continue to focus meeting the FY04 performance goals.

Areas of focus/improvement:

- Continue having mechanics in yard at rollouts to improve On-Time Pullouts
- Minimize the bus subsystem failures from hot weather by ensuring clean radiators, having additional air conditioning staff, and monitoring to buses with repeat road calls to improve Mean Miles Between Chargeable Mechanical Failures
- Use additional staged pre-inspected buses, conduct random pullout inspections, increase monitoring of terminal and time-point departures, and encourage more involvement of United Transportation Union officials to improve In-Service On-Time Performance
- Assign field supervision to monitor the lines with the highest frequency of accidents. Provide additional training to operators with the highest frequency of accidents

Continue developing new strategies and procedures to reduce customer complaints. Interview all operators with discourtesy/conductor/ADA-type complaints and conduct follow-up rides. Progressive discipline will be assessed as required. Increase Vehicle Operations Supervisors monitoring for schedule compliance, conducting of additional line sweeps, and continuing to convey the importance of running on schedule to the operators, and implement schedule adjustments as required.

Metro Bus Operations San Gabriel Valley (SGV) Sector:

Trend analysis:

- Maintained On-Time Pullouts above system-wide average but below 100% goal with Division 3 at 99.64% and Division 9 at 99.81%. August "outlates" remained at 29 with a reduction in cancellations from 7 to 3. Outlates continue to be attributed to bus maintenance (90%). Division 3 Maintenance is investigating the causes of its outlates which constitute 69% of SGV total outlates and cancellations.
- Decline in Mean Miles Between Chargeable Mechanical Failures performance. Sector Mean Miles Between Chargeable Mechanical Failures is below the 8,000 mile goal at 6,015, with Division 3 at 4,631 miles and Division 9 at 8,402 miles. In August, the SGV Sector had 248 chargeable road calls, up from 194 in July. As in July, 44 % of road calls were related to had engine/fuel system failures.
- Declined in In-Service On-Time Performance. Sector In-Service On-Time Performance is below the goal of 80% at 65%, with both Division 3 and 9 at 65%. In August, the SGV sector operated 22.41% late with 12.31% early. SGV Schedule staff continue to review June schedule and running time changes to identify problem areas and improve service levels.

- Reduced the overall accident rate to 3.13 but have not reached the Sector goal of 3.10. Division 3 is at 4.40 with Division 9 at 1.92. Total accidents have decreased from 51 in July to 44 in August, a 14% reduction. Analysis of all accidents by type and location will continue to be conducted by the SGV Accident Investigation Committee for recommended action.

- Reduced customer complaints overall in August but Sector Customer Complaints are below the goal of 3.25 at 4.14, with Division 3 at 2.89 and Division 9 at 6.99. Complaints for August, as in July, are predominantly (51%) related to schedule adherence, i.e., early, late, no show and pass-ups. There was a spike in "pass up" complaints at Division 9 that can be attributed to service changes related to the Gold Line opening.

Areas of focus/improvement:

- Continue to determine the causes to remedy outlates attributed to mechanical failures and remedy. Also, continue comprehensive analysis of road call data to isolate and identify the causal factors associated with the high frequency mechanical failures.

- Increase field supervision and in-service operator field support in order to improve In-Service On-Time Performance and decrease schedule related complaints. Conduct line sweeps, i.e., choosing a problem line and saturating it at certain time points with Division staff to support schedule adherence and provide operator assistance, monitoring the worst performing operators and use Automatic Passenger Counter buses to monitor "running hot" operators. Other programs include: implementing a spotter program, and checking watches at the window. Continue to conduct investigations on "pass-ups" and "no show" complaints. Also, continue implementing running time and "dead head" time improvements.

Metro Bus Operations Gateway Cities Sector (GCS):

Trend analysis:

Demonstrated better performance in both divisions than system-wide in all performance measures. On-Time Pullouts declined in both divisions. Both divisions surpassed the Sector Mean Miles Between Chargeable Mechanical Failures target and Bus Accidents per 100,000 miles.

Areas of focus/improvements:

- Will increase supervision during periods of peak roll out times to improve On-Time Pullouts. Ensure work rule penalties are enforced for those operators who are leaving the yard late. Discuss On-Time Pullouts in division rap sessions.

- In-Service On-Time Performance continues to be an area of attention. Continue to adjust schedules, as appropriate, on lines that are experiencing significant In-Service On-Time Performance problems. Increase supervision to monitor problem lines and operators on those lines where In-Service On-Time Performance are below standards. Discuss In-Service On-Time Performance in division rap sessions.

Division 2 showed improvement in the Complaints per 100,000 Boardings though slightly missing the goal. However, Division 1 complaints increased from its' July Performance. GCS plans to continue the following: retrain operators with excessive customer complaints and provide refresher courses on customer service for all operators via computer assisted learning modules; discuss complaints in division rap sessions; deploy more supervision at peak service times in conjunction with accident reduction and In-Service On-Time Performance improvement strategies; and communicate schedule and line changes to our customers more effectively.

Metro Bus Operations South Bay Sector:

Trend analysis:

- Division 5 continues on track toward achieving the FY04 target for Mean Miles Between Chargeable Mechanical Failures, at 7,020 for the month of August. Division 18, while still below the FY04 targeted goal, showed improvement in Mean Miles Between Chargeable Mechanical Failures by about 14%, reflected by increasing Mean Miles Between Chargeable Mechanical Failures by 585 miles.

- On-Time Pullouts experienced a decline within the Sector. Sector On-Time Pullouts was below the goal of 100% at 99.48%, Division 5 is at 99.57% and Division 18 is at 99.41%. Contributing factors include amount of time required to fuel buses as well as the increased actual number of buses that must be fueled.

Areas of focus/improvement:

- Continued emphasis will be placed on checking and repairing repeat road calls on the third repeat instance. Will also work with scheduling to ensure that the long-range buses are deployed on the base runs.

  Focus on creating new ways to safely fuel the buses faster and finding methods to reduce the backlog of buses waiting to be refueled. Yard activity must be monitored, to insure adherence to schedules, efficient and safe use of time

Metro Bus Operations Westside/Central Sector:

Trend analysis:

- Overall performance for all measures declined from July to August mainly due to June service changes specifically impacting the 720 line which provides service through Division 7 and Division 10. Division 6 is currently exceeding the target indicator for Mean Miles Between Mechanical Failures.

- The Sector Mean Miles Between Chargeable Mechanical Failures declined from July from 5,274 to 4,664 mainly due to Division 7 and 10 not completing the development of the road call system. The tracking system at both divisions is being developed as evidenced by the increase in Mean Miles Between Chargeable Mechanical Failures at Division 10 from July from 5,003 to 7,235.

Customer complaints improved slightly due to specific personnel being assigned to the complaint database which resulted in training recommendations, timely discipline of operators, ride alongs and mentoring newly employed operators.

Areas of focus/improvement:

- In-Service On-Time Performance continues to be a problem, however the Sector is persisting in employing resources to review time loads at specific points while working to reduce cycle time by maximizing route configurations and interlining opportunities. The Sector is also maintaining operator training to reduce in service delays.

- The Sector is continuing to employ more street supervision to help reduce vehicle accidents, which will result in a decline in worker's compensation claims and costs. Also, the Sector is maximizing its resources to maintain and improve the appearance of the Sector bus fleet through the development of an aggressive cleanliness program.

Metro Rail Operations:

Trend Analysis:

- Green Line In-Service On-Time Performance was below the target of 99.50% primarily due to issues with vehicles and the traction power supply (Southern California Edison)

- Gold Line In-Service On-Time Performance was below goal for the month of August due primarily to issues with vehicles, signal system, and the Overhead Catenary System

- Blue Line In-Service On-Time Performance was above goal of 98%

- Increase in workers' compensation injuries on Red Line

- Slight increase in customer complaints on Red Line

Green Line Areas of focus/improvement:

- Increase on-time performance through:
    - Continued efforts in conjunction with Fleet Services to increase rail vehicle availability and reliability by ensuring operators are available to move, test, and trouble-shoot vehicles as requested.
    - Continued efforts to address traction power issues affecting revenue service in conjunction with Wayside Systems.

- Improve P.A. announcements through assurance of compliance with established rules and procedures, daily monitoring of train operations, tracking of rail vehicle issues with P.A. and headsign systems for repair by Fleet, and tracking of all issues to identify problem areas for correction.

Gold Line Areas of focus/improvement:

- Increase on-time performance through training and support for vehicle testing

- Ensure compliance with required P.A announcements
- Improve In-Service On-Time Performance through support of vehicle and wayside testing to address signal system and Overhead Catenary System issues

Blue Line Areas of focus/improvement:

- Improve announcements to raise the quality of customer service with focus on normal and abnormal conditions

- Working with Los Angeles Sheriff Department to increase the visibility to raise the level of passenger security

Attachment 1: *Metro Operations Monthly Performance Report for August 2003*

Los Angeles County Metropolitan Transportation Authority

METRO OPERATIONS MONTHLY PERFORMANCE REPORT

AUGUST 2003

Table of Contents

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	Aug Month	Status
Bus Systemwide						
On-Time Pullouts (system)*	99.61%	99.64%	100%	99.54%	99.51%	◇
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	5,796	6,883	7,500	6,050	5,892	◇
In-Service On-time Performance	64.88%	69.23%	80%	63.28%	62.91%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.60	3.22	◇
Complaints per 100,000 Boardings	3.54	4.23	3.50	4.86	4.62	◇
SFV Sector						
On-Time Pullouts *	99.45%	99.75%	100%	99.62%	99.60%	◇
MMBCMF	4,646	8,616	8,000	6,574	6,683	◇
In-Service On-time Performance		67.30%	80%	67.73%	68.75%	◇
Bus Traffic Accidents Per 100,000 Miles	3.09	2.91	2.70	3.19	2.96	◇
Complaints per 100,000 Boardings	3.43	6.32	3.50	5.29	4.33	◇
Division 8						
On-Time Pullouts *	99.57%	99.81%	100%	99.66%	99.74%	◇
MMBCMF	5,775	9,177	8,000	6,271	6,069	◇
In-Service On-time Performance	67.88%	70.09%	80%	70.15%	70.60%	◇
Bus Traffic Accidents Per 100,000 Miles	3.22	2.84	2.70	2.44	2.01	●
Complaints per 100,000 Boardings	3.16	6.87	3.50	4.22	3.24	◇
Division 15						
On-Time Pullouts *	99.37%	99.72%	100%	99.59%	99.50%	◇
MMBCMF	4,514	8,260	8,000	6,828	7,235	◇
In-Service On-time Performance	62.51%	66.13%	80%	66.52%	68.05%	◇
Bus Traffic Accidents Per 100,000 Miles	3.01	2.96	2.70	3.77	3.67	◇
Complaints per 100,000 Boardings	3.58	6.01	3.50	6.14	5.31	▬

* 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.

● 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.

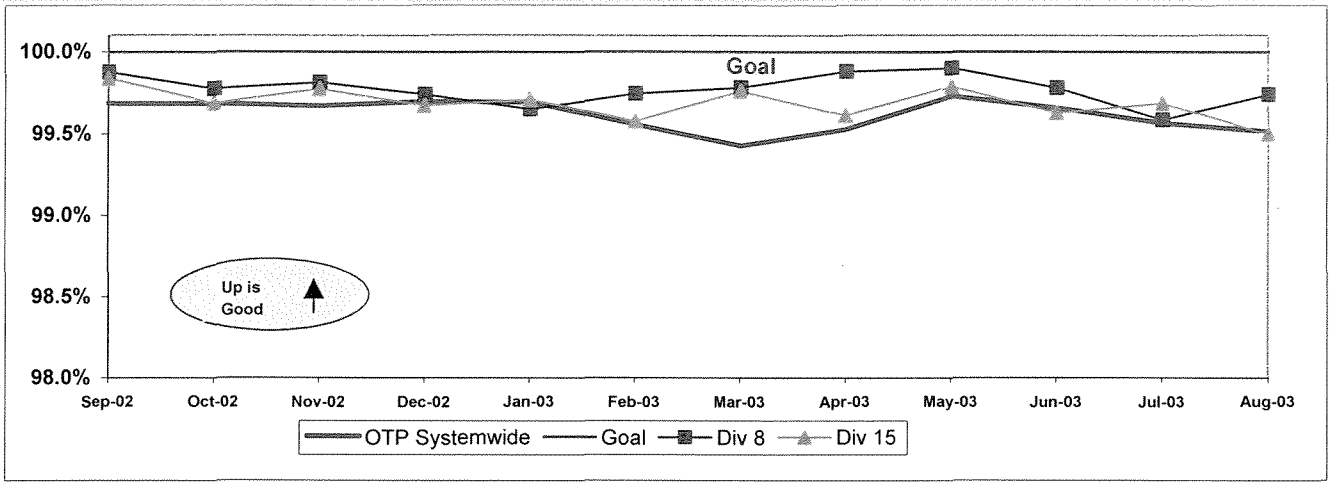
SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

Definition: On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

Calculation: OTP% = [(100% - [(Total late and cancelled runs / by Total scheduled pullouts) X 100)]

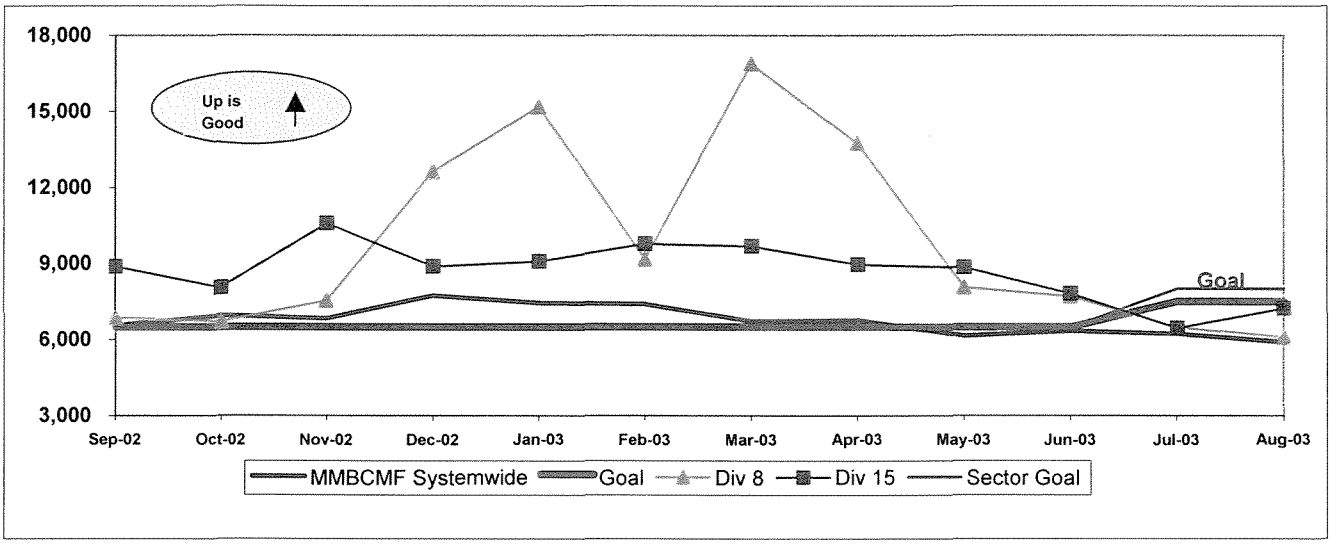
OTP Systemwide and Divisions 8 and 15



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)



Outlates & Cancellations by Sector's Divisions

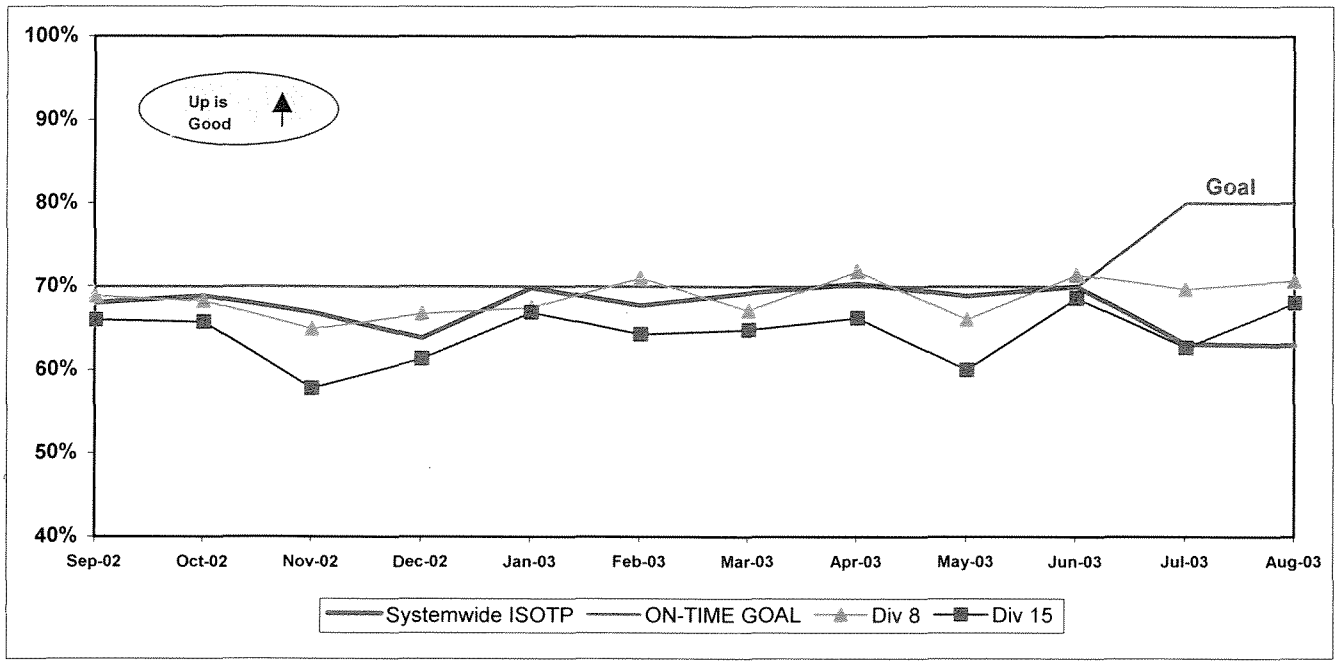
Div.	Sched. Pull-Outs	CANCELLATIONS Number	CANCELLATIONS % of Pull-outs	OUTLATES Number	OUTLATES % of Pull-outs	% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available	Bus Mechanical Failure	Other
San Fernando Valley (SFV)							**99.60%**			
8	5440	0	0.00%	14	0.22%	4.60%	99.78%	1	11	2
15	7161	0	0.00%	36	0.37%	10.88%	99.63%	0	33	3
SYS. TOTAL	72055	23	0.03%	327	0.45%	100.00%	99.51%	60	259	31

IN-SERVICE ON-TIME PERFORMANCE

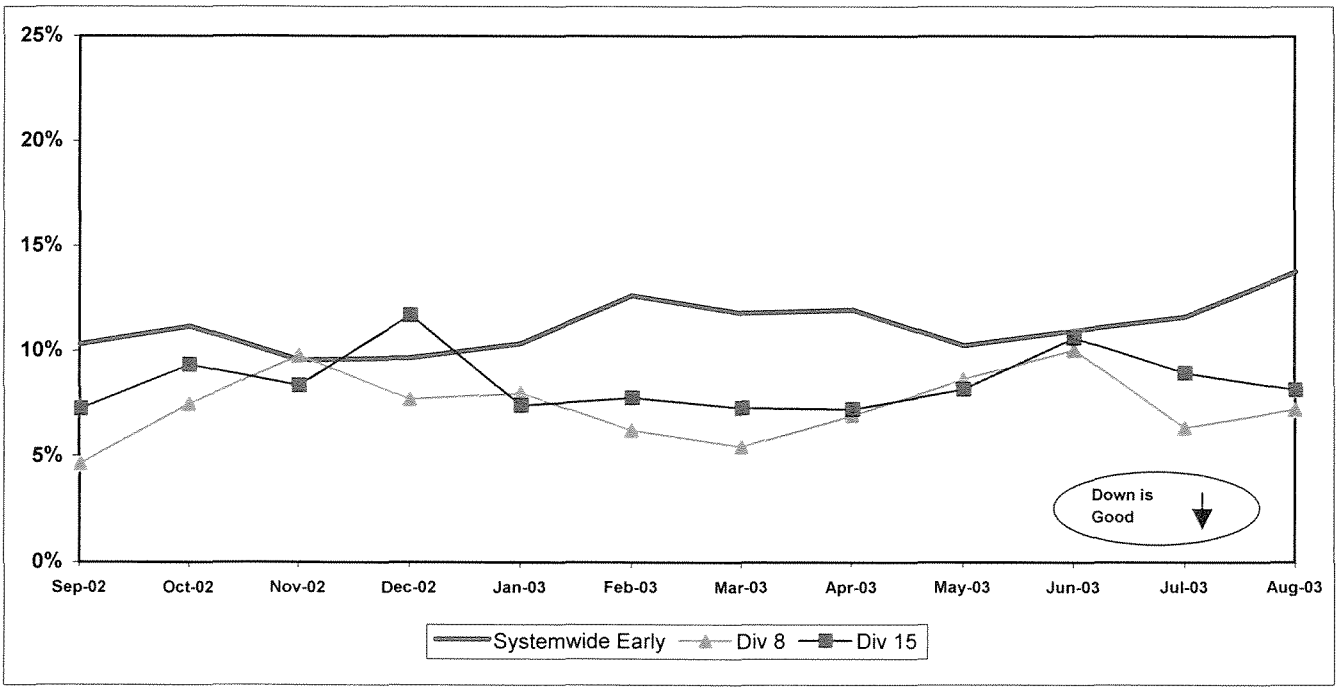
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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



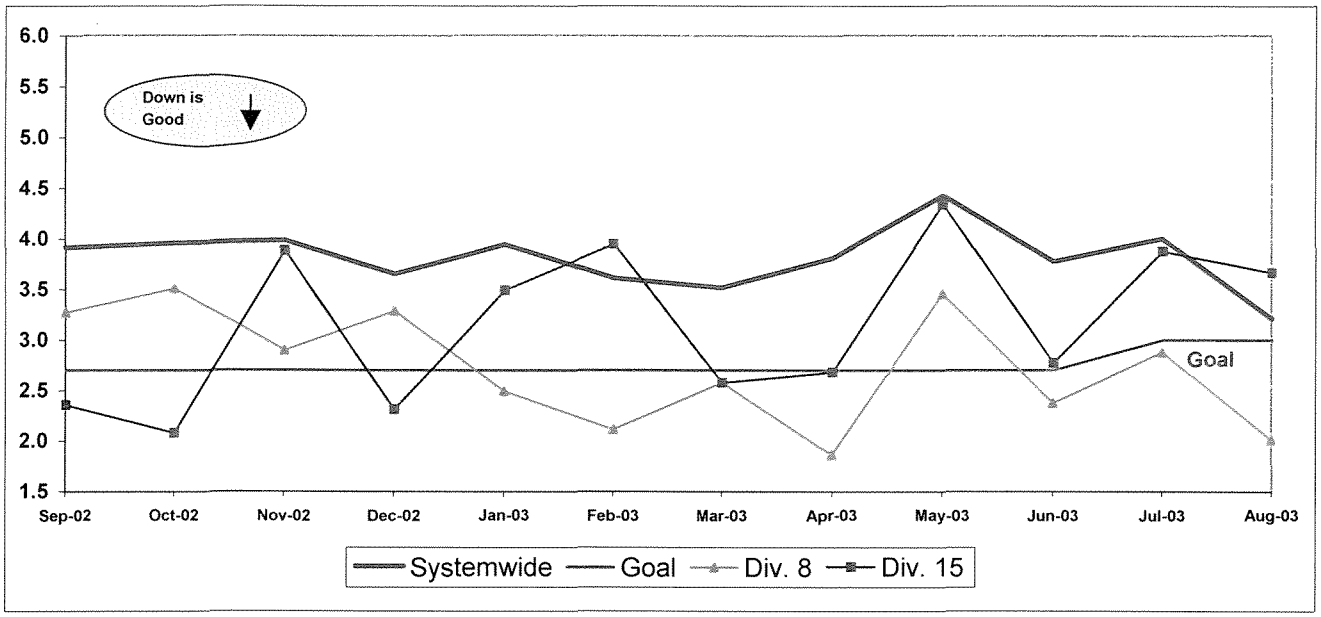
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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.

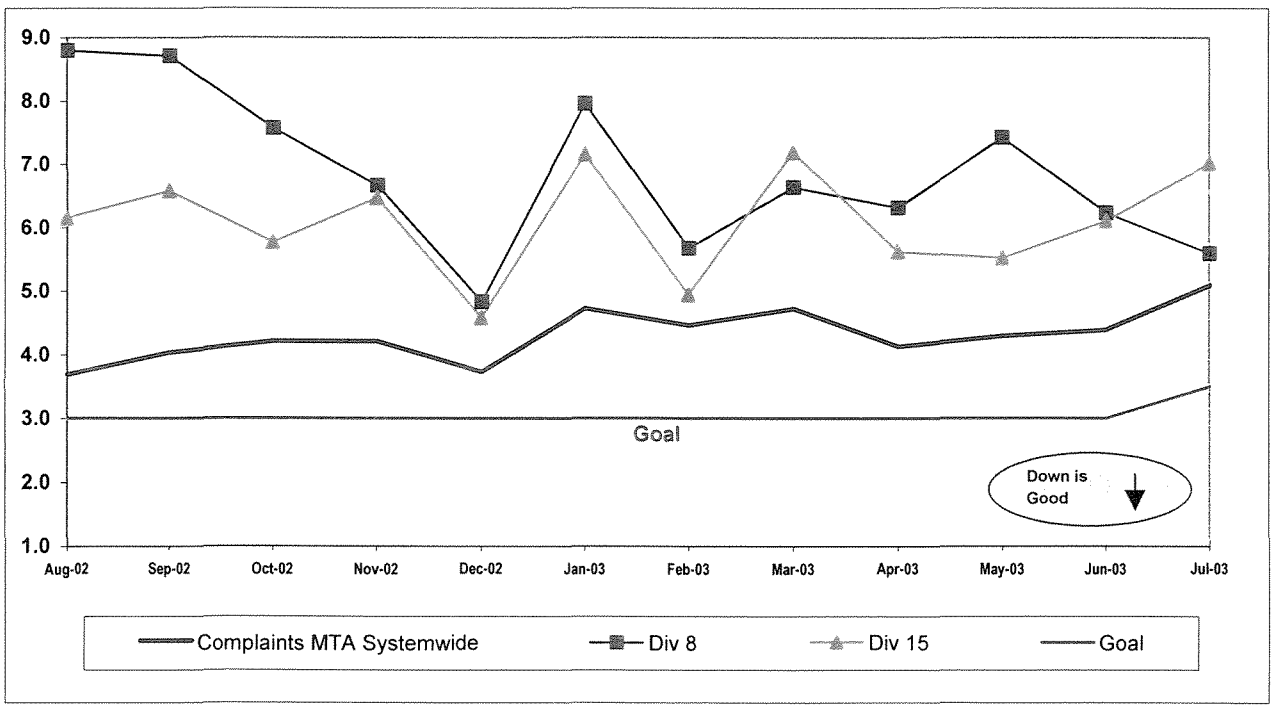
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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	Aug Month	Status
Bus Systemwide						
On-Time Pullouts (system)*	99.61%	99.64%	100%	99.54%	99.51%	◇
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	5,796	6,883	7,500	6,050	5,892	◇
In-Service On-time Performance	64.88%	69.23%	80%	63.28%	62.91%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.60	3.22	◇
Complaints per 100,000 Boardings	3.54	4.23	3.50	4.86	4.62	◇
SGV Sector						
On-Time Pullouts*	99.71%	99.77%	100%	99.71%	99.72%	◇
MMBCMF	6,708	7,696	8,000	6,876	6,015	◇
In-Service On-time Performance		70.02%	80%	66.58%	65.28%	◇
Bus Traffic Accidents Per 100,000 Miles	3.23	3.40	3.10	3.13	2.95	◇
Complaints per 100,000 Boardings	3.13	3.57	3.25	4.14	4.11	◇
Division 3						
On-Time Pullouts*	99.69%	99.72%	100%	99.63%	99.64%	◇
MMBCMF	5,538	5,726	8,000	5,257	4,631	◇
In-Service On-time Performance	68.70%	71.08%	80%	67.89%	65.48%	◇
Bus Traffic Accidents Per 100,000 Miles	3.96	4.22	3.10	4.40	3.99	◇
Complaints per 100,000 Boardings	2.61	3.09	3.25	2.89	2.60	◇
Division 9						
On-Time Pullouts*	99.72%	99.83%	100%	99.79%	99.81%	◇
MMBCMF	8,336	11,322	8,000	9,704	8,402	●
In-Service On-time Performance	64.56%	67.47%	80%	64.24%	64.91%	◇
Bus Traffic Accidents Per 100,000 Miles	2.56	2.64	3.10	1.92	1.96	●
Complaints per 100,000 Boardings	3.90	4.31	3.25	6.99	7.81	▬

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

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SAN GABRIEL VALLEY SECTOR (SGV) BUS SERVICE PERFORMANCE

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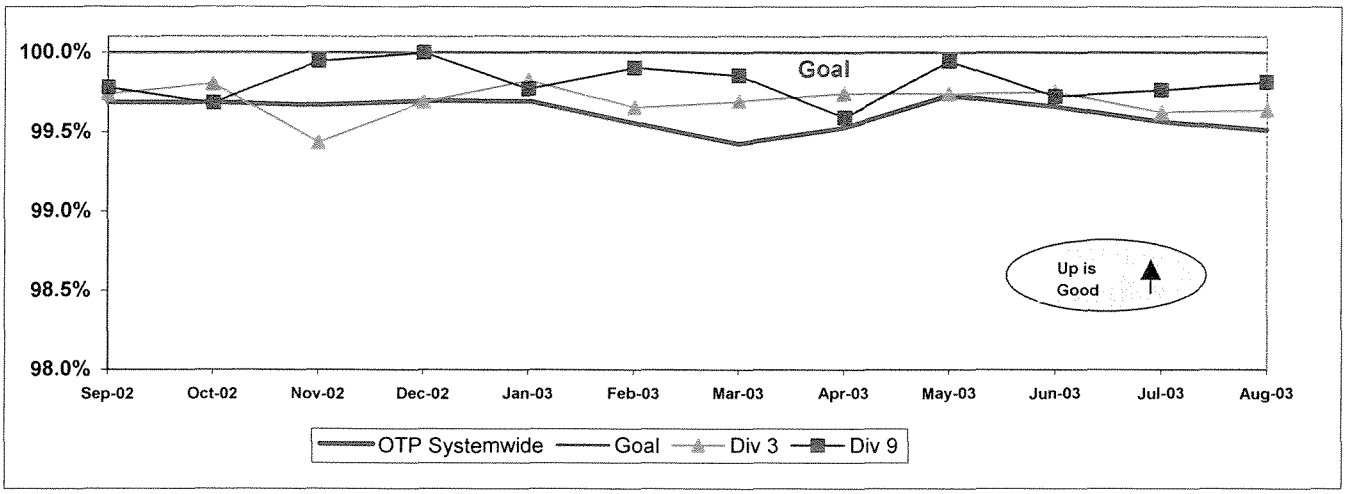
OTP - Systemwide and Divisions 3 and 9



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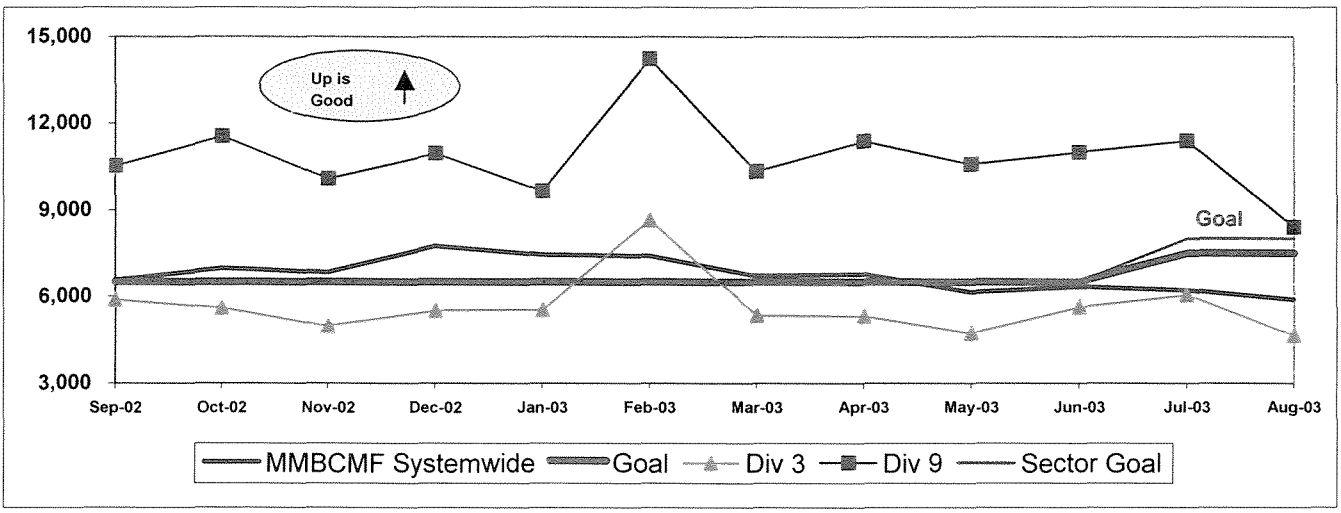

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San Gabriel Valley (SGV)							**99.74%**			
3	6076	0	0.07%	22	0.18%	6.28%	99.75%	0	22	0
9	5377	3	0.04%	7	0.24%	6.28%	99.73%	6	4	0
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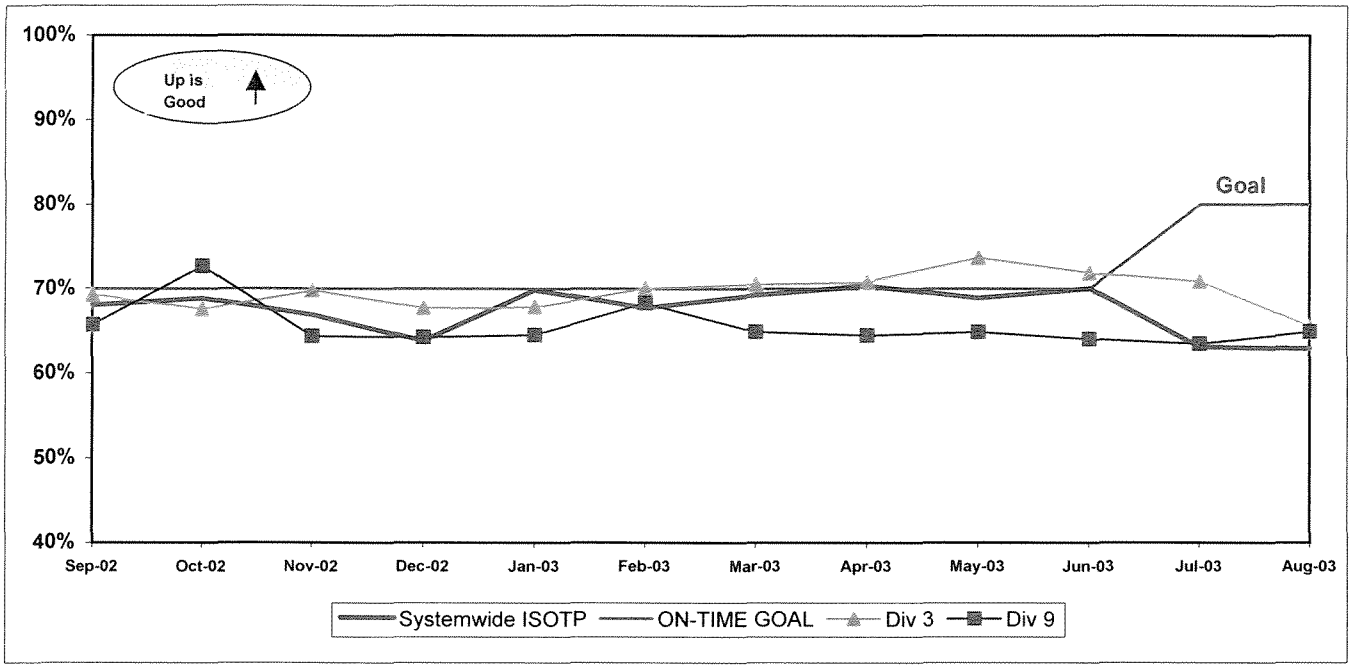

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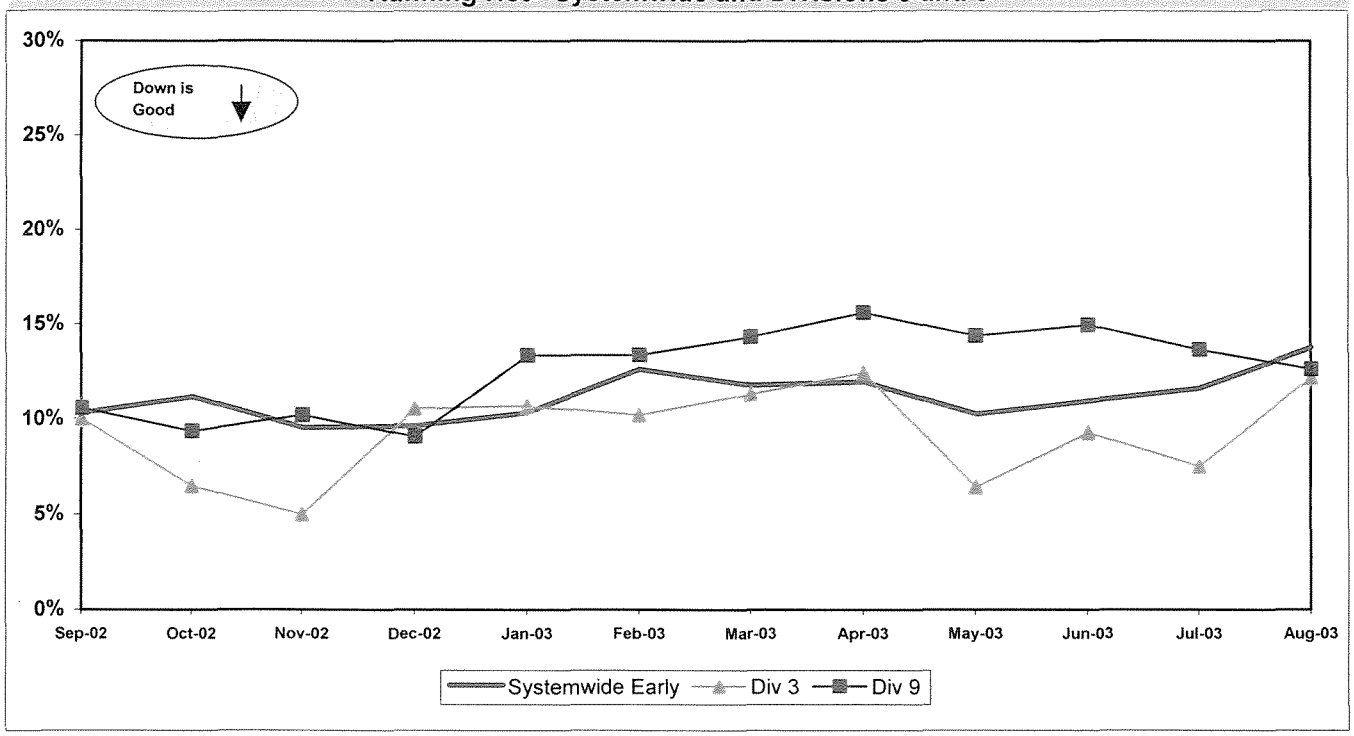

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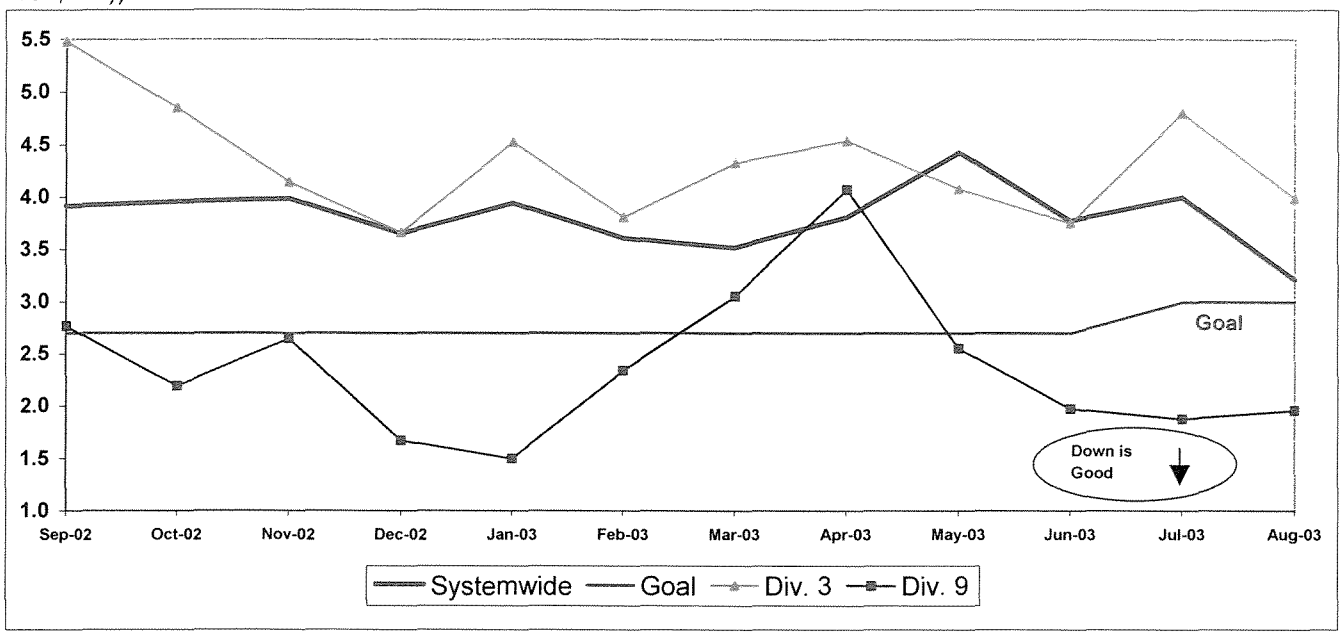

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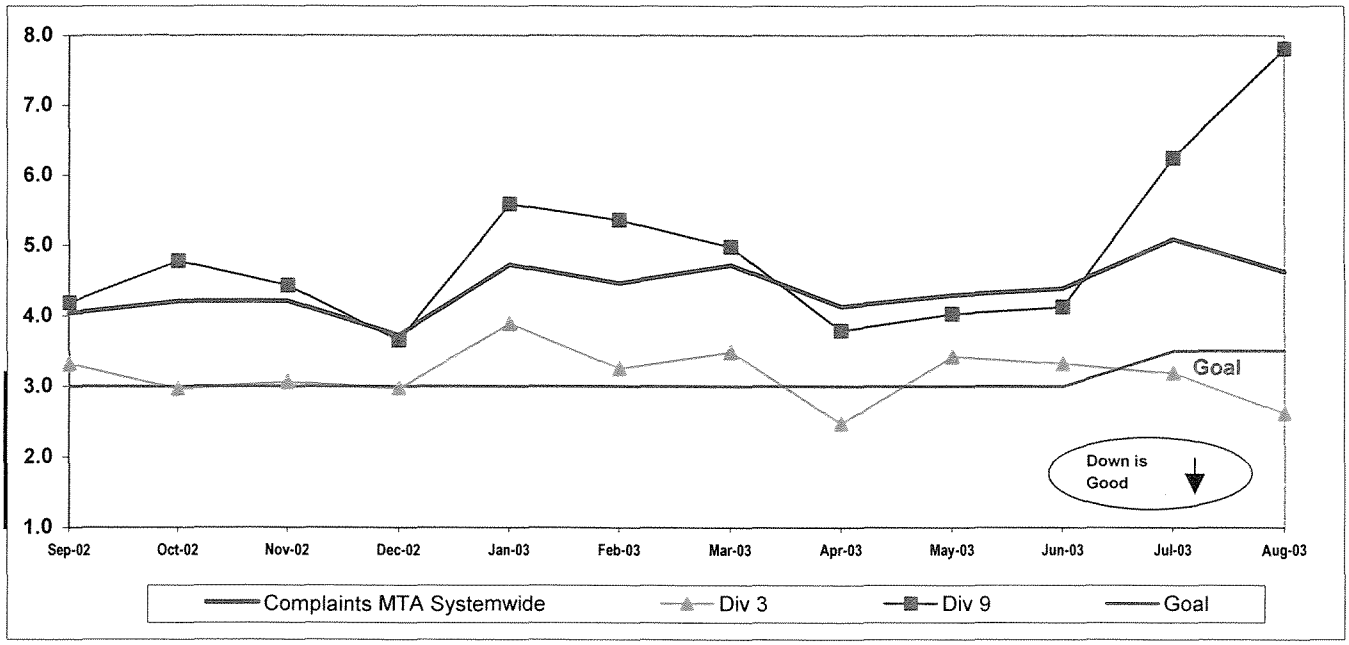

Gateway Cities Sector Scorecard Overview (GC)

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':

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Complaints per 100,000 Boardings	3.54	4.23	3.50	4.86	4.62	◇
GC Sector						
On-Time Pullouts *	99.64%	99.78%	100%	99.68%	99.53%	◇
MMBCMF	6,726	7,800	8,000	7,564	8,397	◇
In-Service On-time Performance		74.53%	80%	66.60%	66.76%	◇
Bus Traffic Accidents Per 100,000 Miles	4.49	4.07	3.30	3.72	3.26	◇
Complaints per 100,000 Boardings	2.07	2.63	2.50	3.39	3.43	◇
Division 1						
On-Time Pullouts *	99.84%	99.81%	100%	99.66%	99.54%	◇
MMBCMF	8,510	9,863	8,000	6,869	8,335	◇
In-Service On-time Performance	74.95%	78.22%	80%	67.39%	67.07%	◇
Bus Traffic Accidents Per 100,000 Miles	4.51	3.39	3.30	3.23	2.60	●
Complaints per 100,000 Boardings	1.76	2.26	2.50	4.04	4.57	◇
Division 2						
On-Time Pullouts *	99.44%	99.75%	100%	99.71%	99.53%	◇
MMBCMF	5,514	6,398	8,000	8,457	8,468	●
In-Service On-time Performance	63.01%	67.53%	80%	65.53%	66.39%	◇
Bus Traffic Accidents Per 100,000 Miles	4.48	4.78	3.30	4.22	3.99	◇
Complaints per 100,000 Boardings	2.38	3.07	2.50	2.78	2.51	◇

* 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.

● 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.

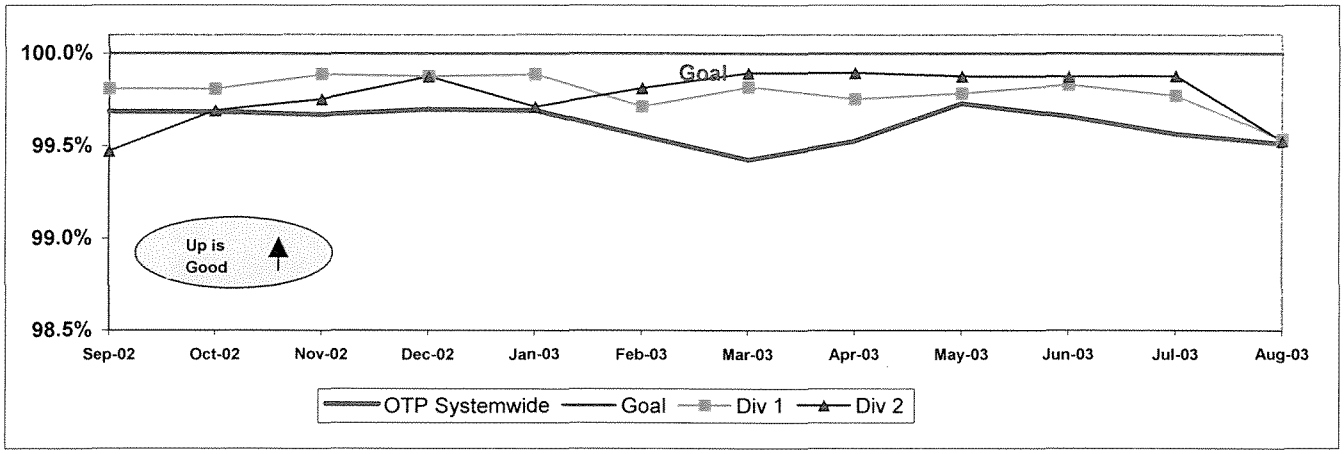
GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

Definition: On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

Calculation: OTP% = [(100% - [(Total late and cancelled runs / by Total scheduled pullouts) X 100)]

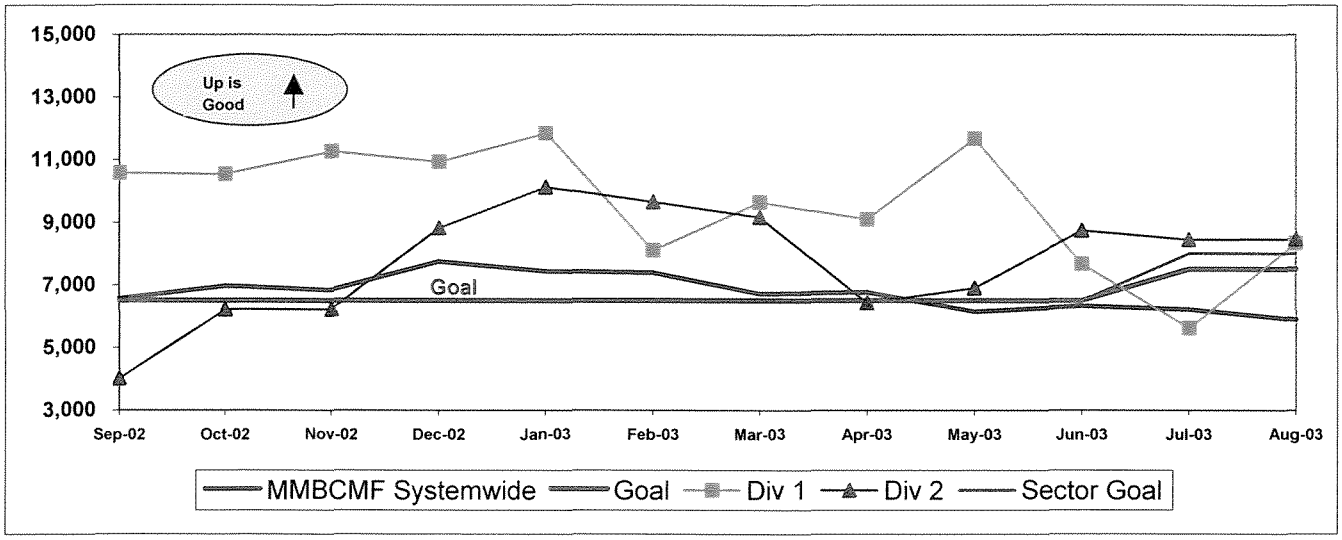
OTP - Systemwide and Divisons 1 and 2



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)



Outlates & Cancellations by Sector's Divisions

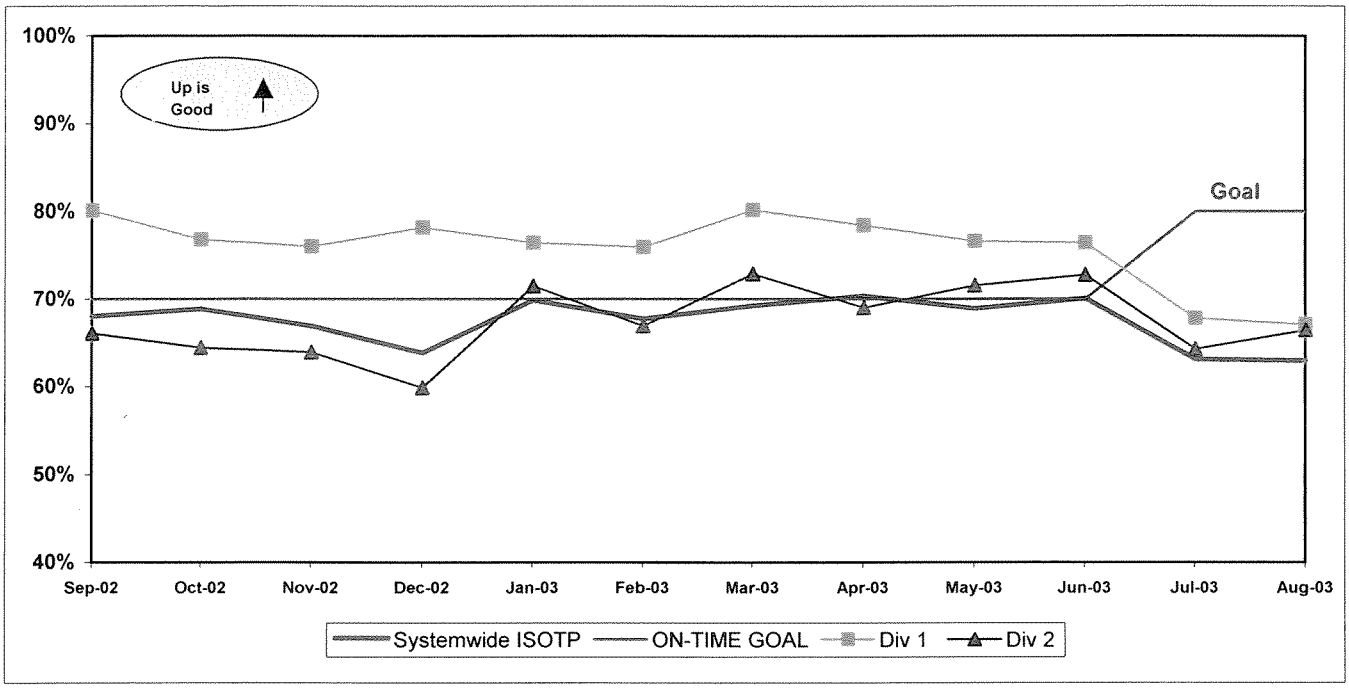
Div.	Sched. Pull-Outs	CANCELLATIONS Number	CANCELLATIONS % of Pull-outs	OUTLATES Number	OUTLATES % of Pull-outs	% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available	Bus Mechanical Failure	Other
Gateway Cities (GWC)							99.85%			
1	6038	0	0.00%	28	0.17%	4.18%	99.83%	2	24	2
2	5716	9	0.00%	18	0.12%	2.93%	99.88%	14	12	1
SYS. TOTAL	72055	23	0.03%	327	0.45%	100.00%	99.51%	60	259	31

IN-SERVICE ON-TIME PERFORMANCE

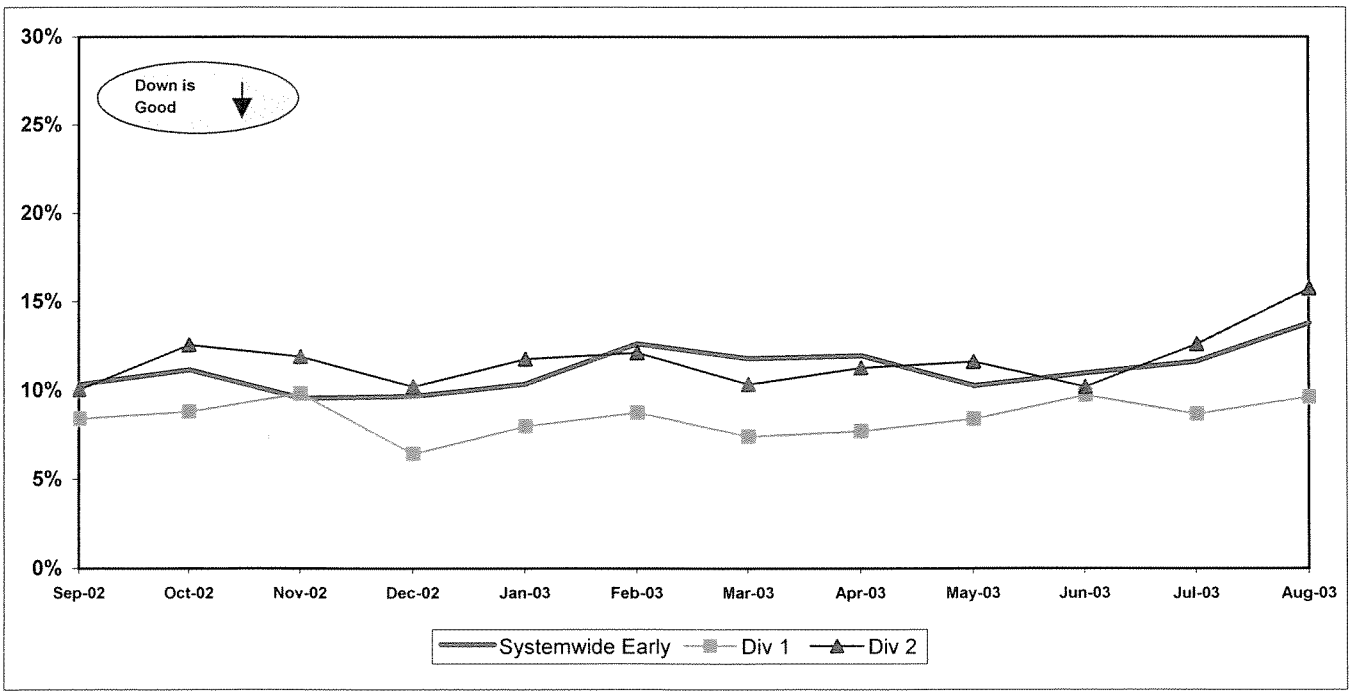
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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



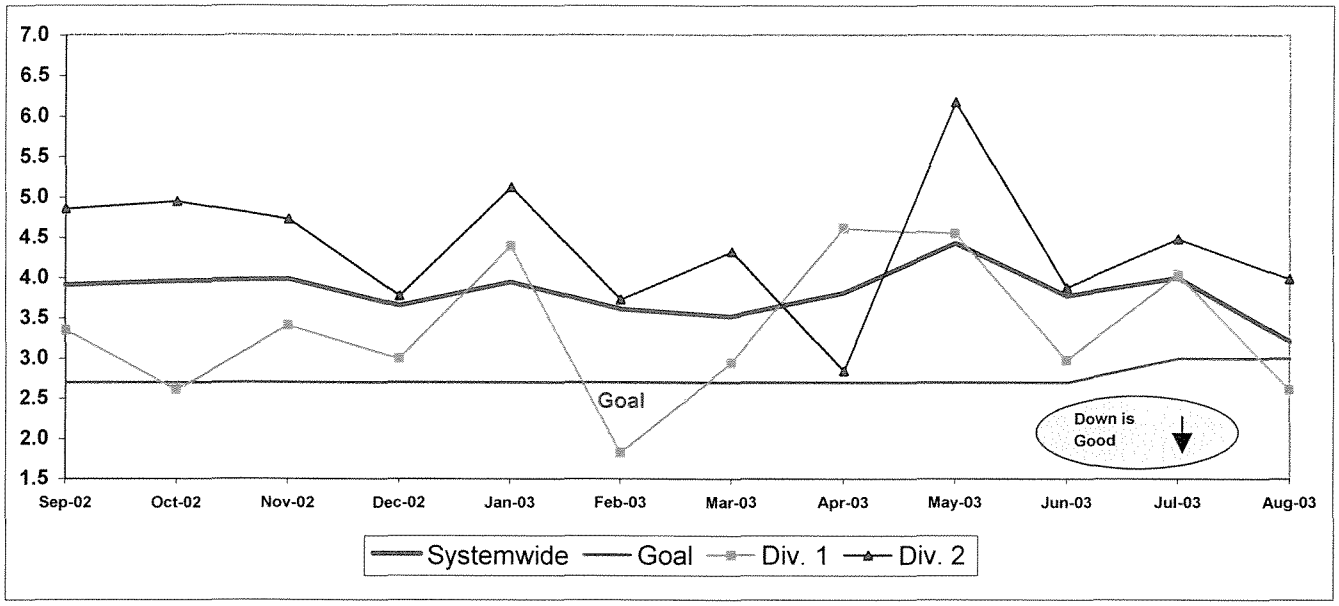
Running Hot - Systemwide and Divisions 1 and 2



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.

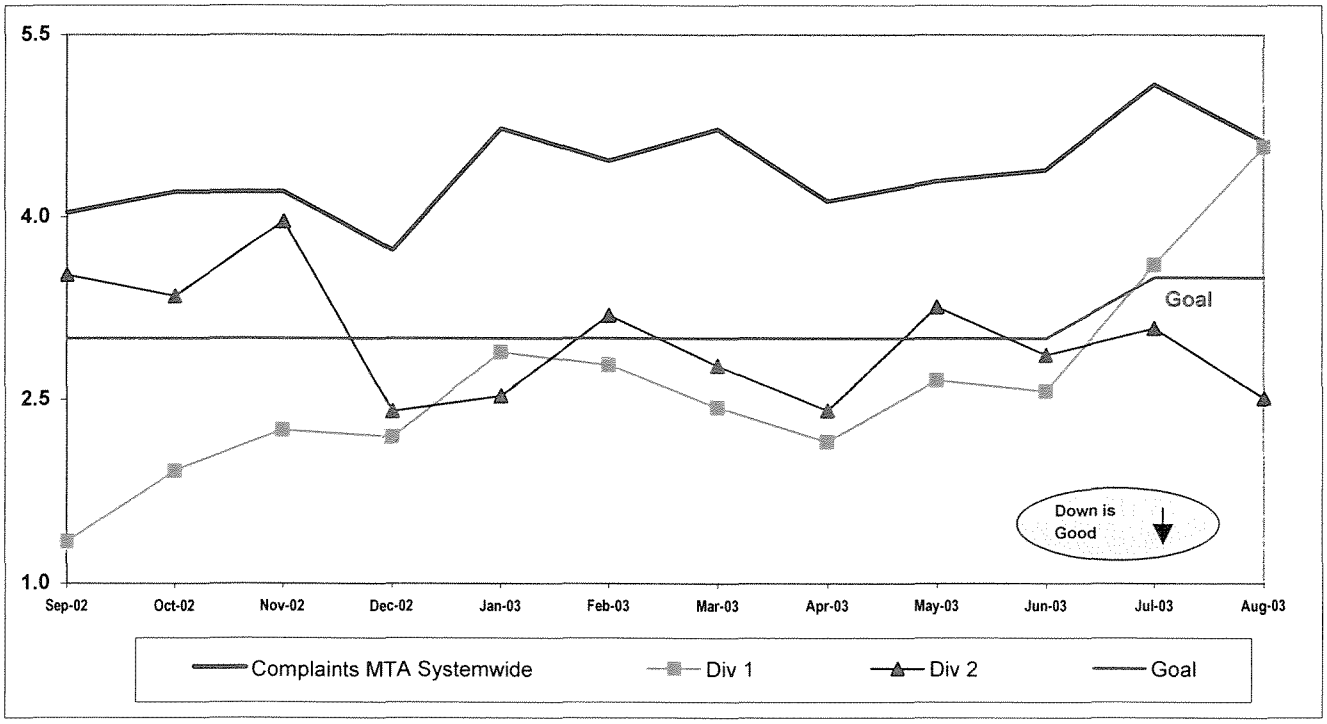
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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	Aug Month	Status
Bus Systemwide						
On-Time Pullouts (system) *	99.61%	99.64%	100%	99.54%	99.51%	◇
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	5,796	6,883	7,500	6,050	5,892	◇
In-Service On-time Performance	64.88%	69.23%	80%	63.28%	62.91%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.60	3.22	◇
Complaints per 100,000 Boardings	3.54	4.23	3.50	4.86	4.62	◇
SB Sector						
On-Time Pullouts *	99.75%	99.68%	100%	99.56%	99.48%	◇
MMBCMF	5,665	6,237	7,500	5,719	5,614	◇
In-Service On-time Performance		63.67%	80%	57.60%	57.59%	▬
Bus Traffic Accidents Per 100,000 Miles	4.03	4.00	2.70	3.26	2.50	◇
Complaints per 100,000 Boardings	3.42	4.02	3.50	4.82	4.45	◇
Division 5						
On-Time Pullouts *	99.74%	99.70%	100%	99.65%	99.57%	◇
MMBCMF	8,883	8,756	7,500	8,475	7,020	●
In-Service On-time Performance	63.31%	66.30%	80%	60.72%	60.83%	◇
Bus Traffic Accidents Per 100,000 Miles	4.35	4.58	2.70	3.03	2.68	◇
Complaints per 100,000 Boardings	2.47	2.86	3.50	2.83	2.51	●
Division 18						
On-Time Pullouts *	99.76%	99.68%	100%	99.49%	99.41%	◇
MMBCMF	4,514	5,144	7,500	4,538	4,848	▬
In-Service On-time Performance	60.19%	61.23%	80%	56.00%	55.95%	▬
Bus Traffic Accidents Per 100,000 Miles	3.80	3.57	2.70	3.45	2.37	◇
Complaints per 100,000 Boardings	4.39	5.26	3.50	6.85	6.36	▬

* 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.

● 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.

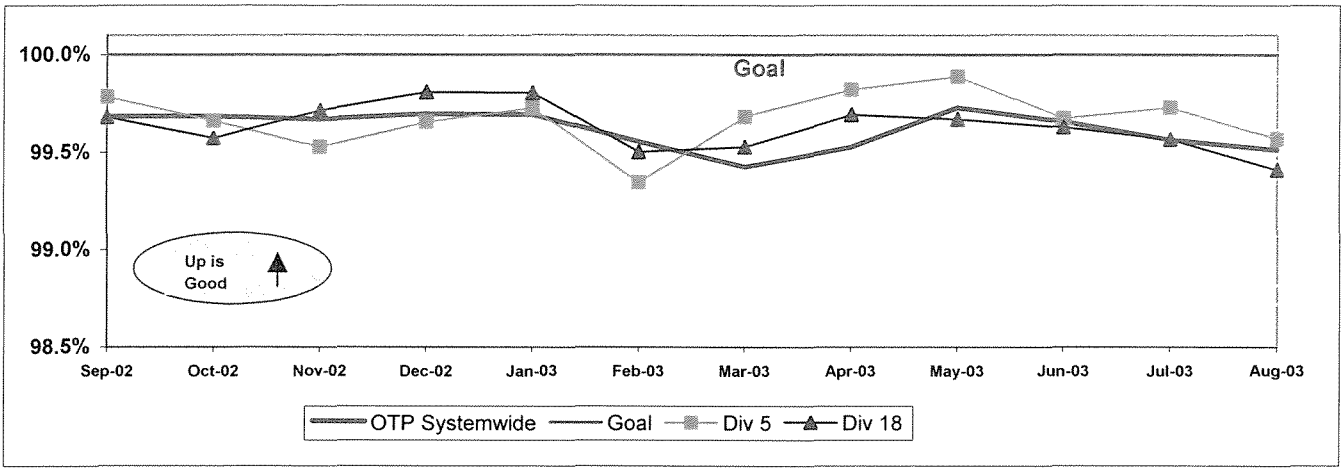
SOUTH BAY SECTOR (SB) BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

Definition: On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

Calculation: OTP% = [(100% - [(Total late and cancelled runs / by Total scheduled pullouts) X 100)]

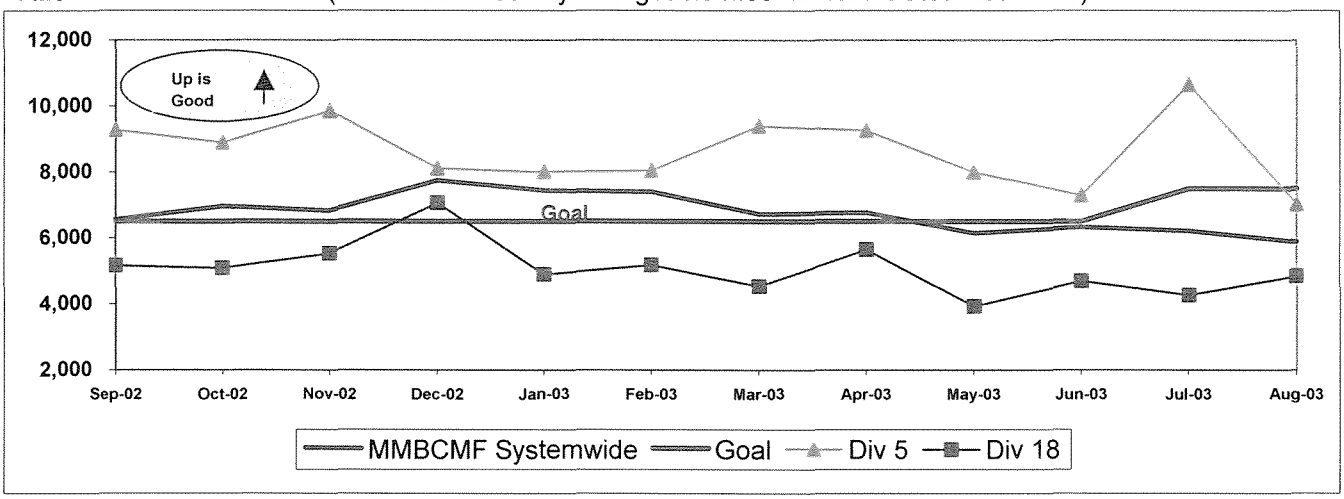
OTP - Systemwide Trend and Division 5 and 18



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)



Outlates & Cancellations by Sector's Divisions

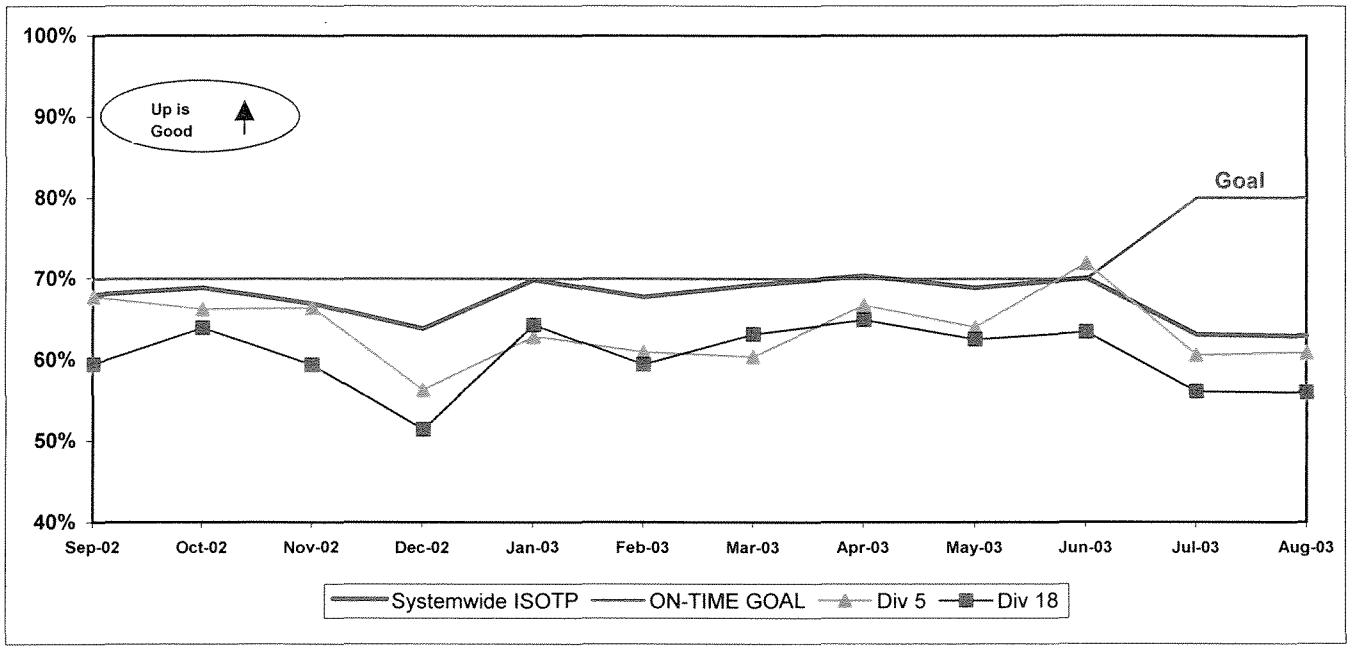
Div.	Sched. Pull-Outs	CANCELLATIONS Number	CANCELLATIONS % of Pull-outs	OUTLATES Number	OUTLATES % of Pull-outs	% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available	Bus Mechanical Failure	Other
South Bay (SB)							99.65%			
5	7648	0	0.00%	33	0.32%	9.62%	99.68%	2	28	3
18	8835	0	0.00%	52	0.37%	13.81%	99.63%	4	45	3
SYS. TOTAL	72055	23	0.03%	327	0.45%	100.00%	99.51%	60	259	31

IN-SERVICE ON-TIME PERFORMANCE

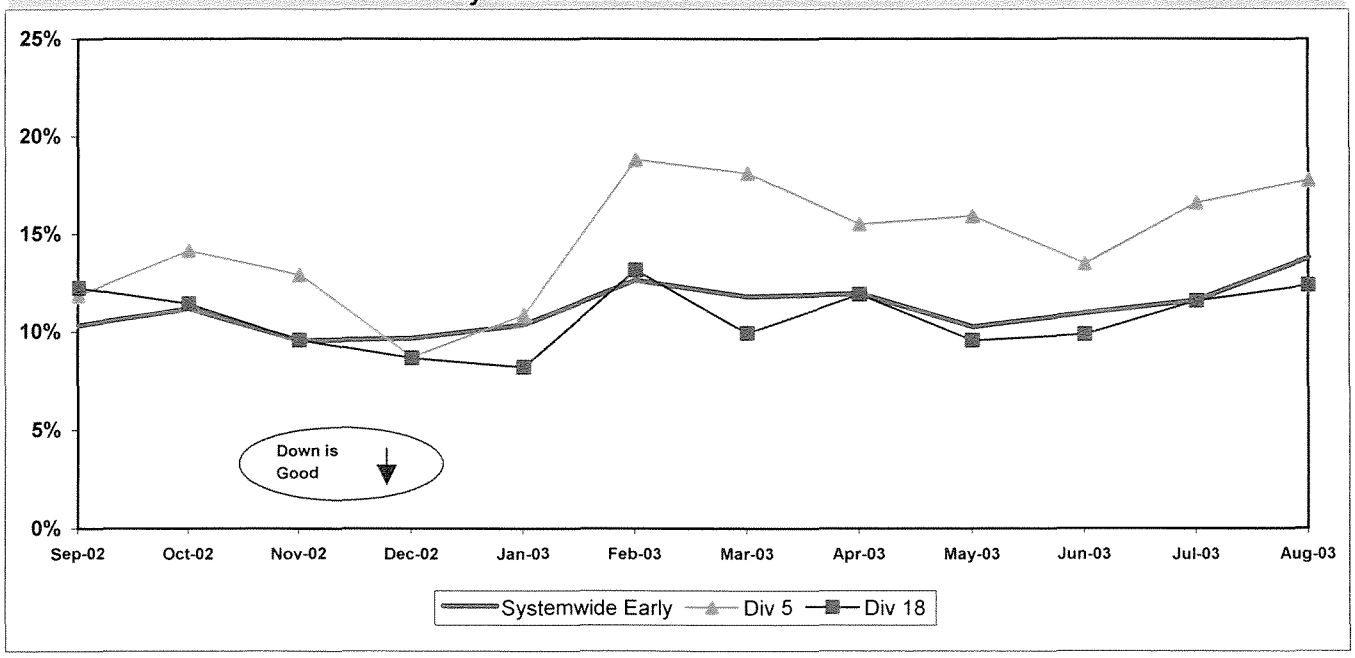
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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



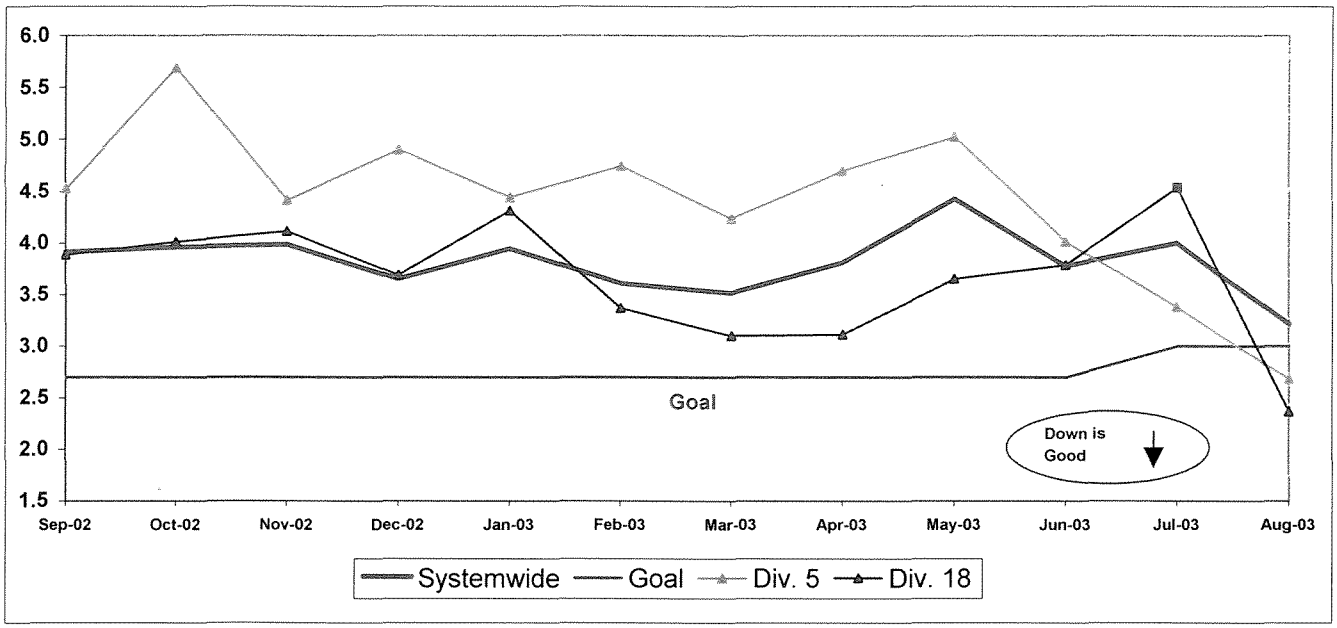
Running Hot
Systemwide and Divisions 5 and 18



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.

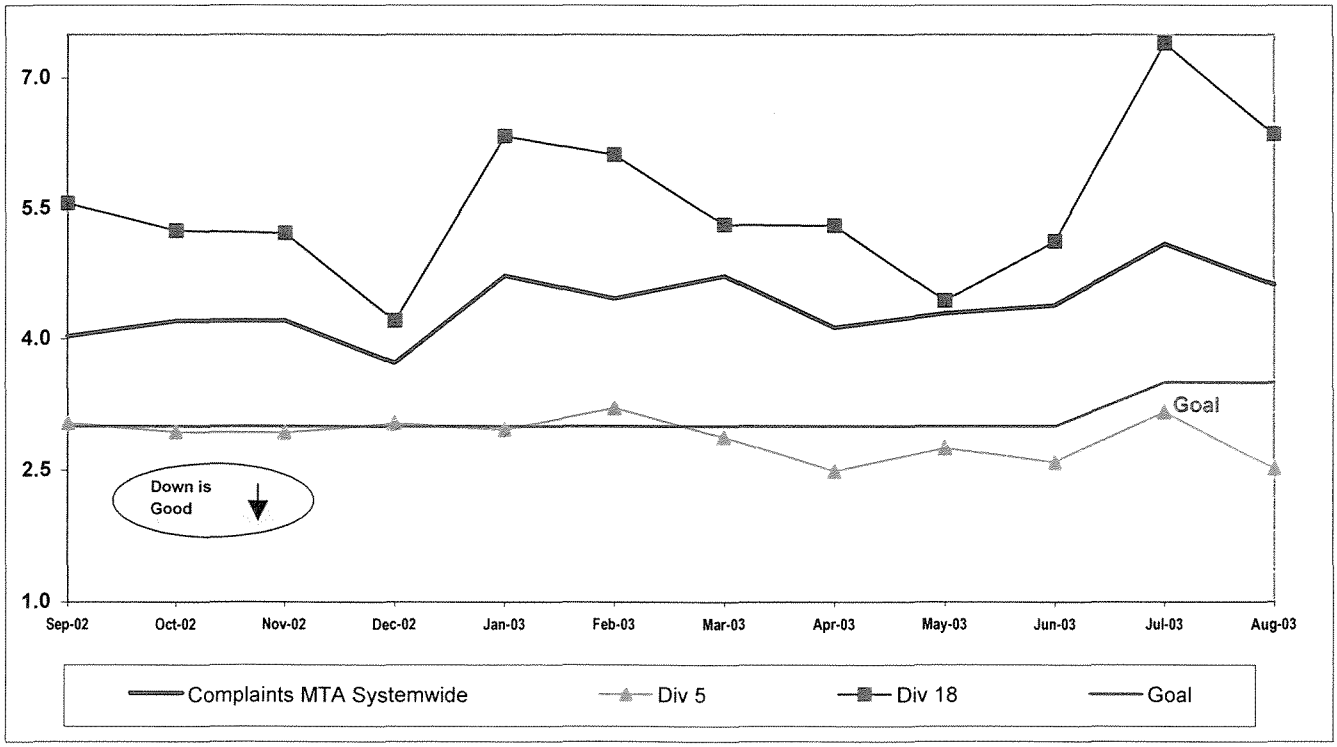
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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	Aug Month	Status
Bus Systemwide						
On-Time Pullouts (system) *	99.61%	99.64%	100%	99.54%	99.51%	◇
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	5,796	6,883	7,500	6,050	5,892	◇
In-Service On-time Performance	64.88%	69.23%	80%	63.28%	62.91%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.60	3.22	◇
Complaints per 100,000 Boardings	3.54	4.23	3.50	4.86	4.62	◇
WC Sector						
On-Time Pullouts *	99.59%	99.37%	100%	99.29%	99.35%	◇
MMBCMF	6,099	5,720	7,500	4,950	4,664	◇
In-Service On-time Performance		67.88%	80%	62.63%	61.57%	◇
Bus Traffic Accidents Per 100,000 Miles	4.69	4.72	3.75	4.62	4.38	◇
Complaints per 100,000 Boardings	3.33	4.84	3.75	6.41	6.61	▬
Division 6						
On-Time Pullouts *	99.73%	99.85%	100%	99.87%	99.53%	◇
MMBCMF	9,241	8,335	7,500	9,865	8,376	●
In-Service On-time Performance	64.64%	65.93%	80%	63.05%	62.17%	◇
Bus Traffic Accidents Per 100,000 Miles	4.18	4.52	3.75	4.38	4.55	◇
Complaints per 100,000 Boardings	4.51	6.10	3.75	8.49	5.89	▬
Division 7						
On-Time Pullouts *	99.59%	99.38%	100%	99.31%	99.42%	◇
MMBCMF	6,942	5,389	7,500	4,149	3,578	◇
In-Service On-time Performance	67.96%	68.80%	80%	62.96%	61.32%	◇
Bus Traffic Accidents Per 100,000 Miles	5.23	4.95	3.75	5.32	4.68	▬
Complaints per 100,000 Boardings	3.36	4.74	3.75	6.62	6.57	▬
Division 10						
On-Time Pullouts *	99.56%	99.26%	100%	99.11%	99.15%	◇
MMBCMF	5,121	5,734	7,500	5,317	7,235	◇
In-Service On-time Performance	63.56%	67.34%	80%	62.21%	61.66%	◇
Bus Traffic Accidents Per 100,000 Miles	4.23	4.55	3.75	4.08	4.10	◇
Complaints per 100,000 Boardings	3.13	4.73	3.75	5.90	6.76	▬

* 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.

● 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.

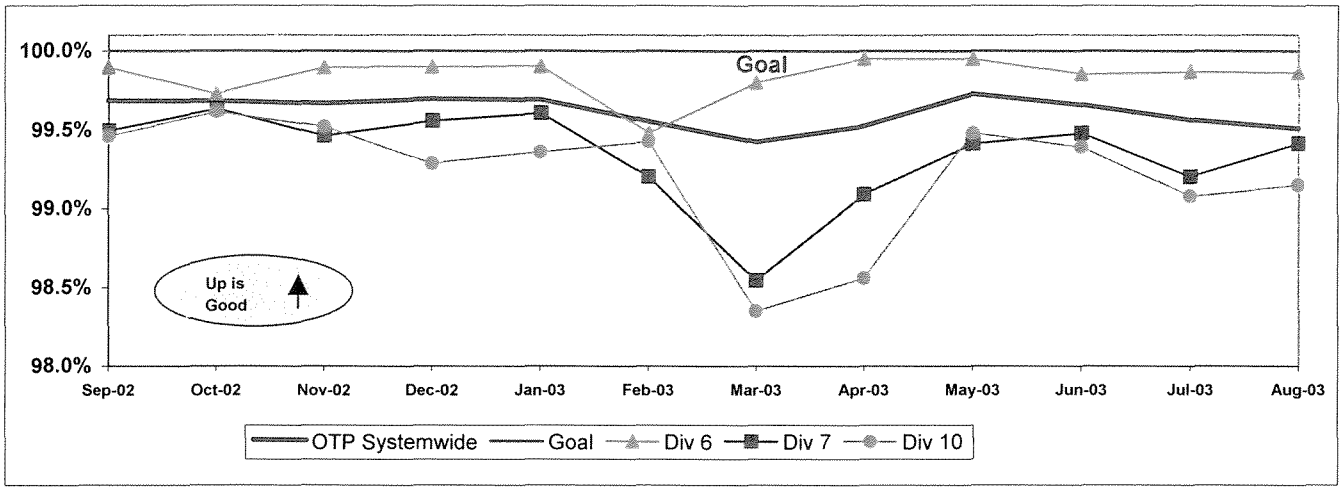
WESTSIDE/CENTRAL SECTOR (WC) BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

Definition: On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

Calculation: OTP% = [(100% - [(Total late and cancelled runs / by Total scheduled pullouts) X 100)]

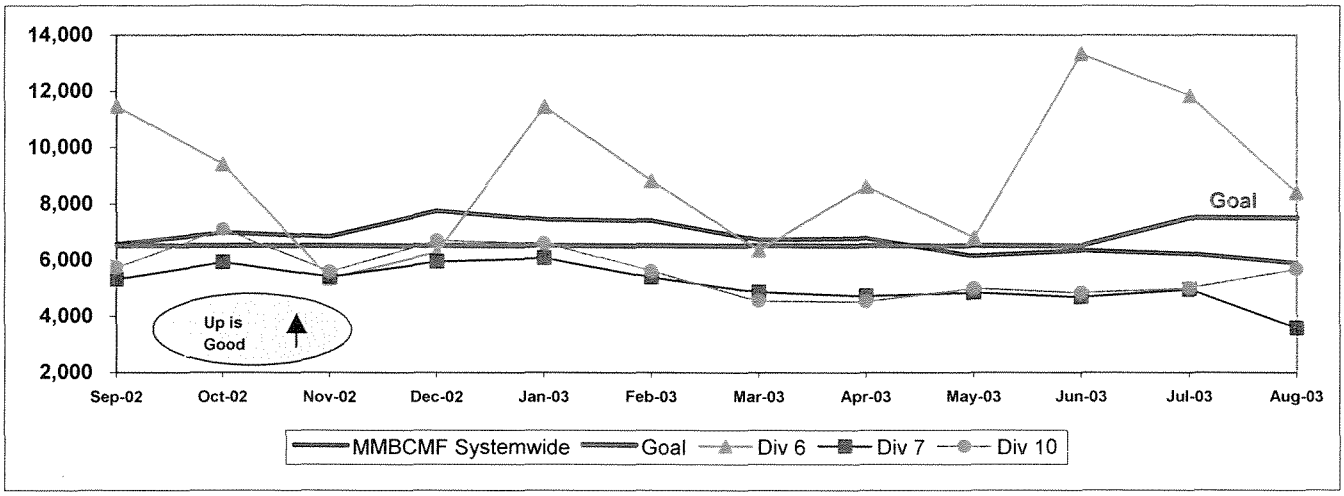
OTP - Systemwide Trend and Divisions 6, 7 and 10



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)



Outlates & Cancellations by Sector Division

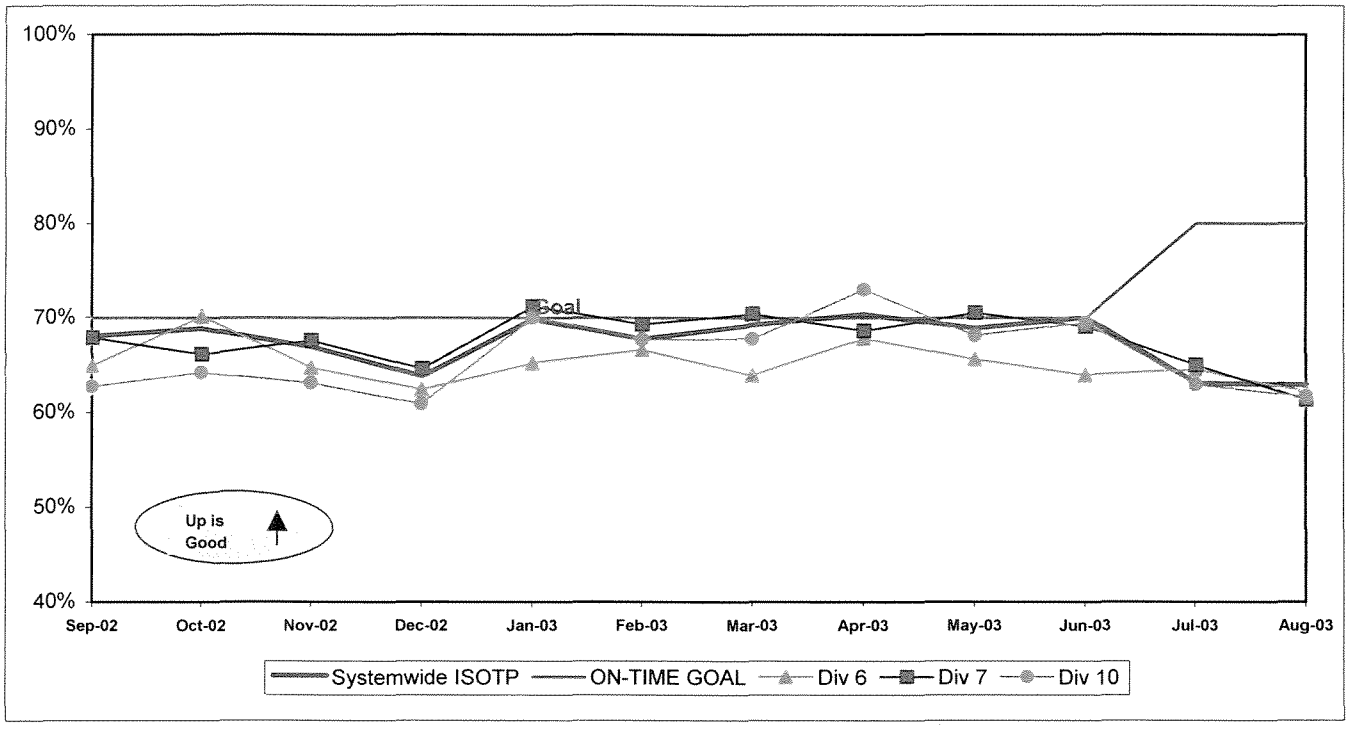
Div.	Sched. Pull-Outs	CANCELLATIONS Number	CANCELLATIONS % of Pull-outs	OUTLATES Number	OUTLATES % of Pull-outs	% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available	Bus Mechanical Failure	Other
Westside/Central (WC)							**99.47%**			
6	2226	2	0.00%	1	0.15%	1.26%	99.85%	1	1	1
7	8951	5	0.05%	47	0.48%	17.57%	99.47%	15	33	4
10	8587	4	0.00%	69	0.61%	22.59%	99.39%	15	46	12
SYS. TOTAL	72055	23	0.03%	327	0.45%	100.00%	99.51%	60	259	31

IN-SERVICE ON-TIME PERFORMANCE

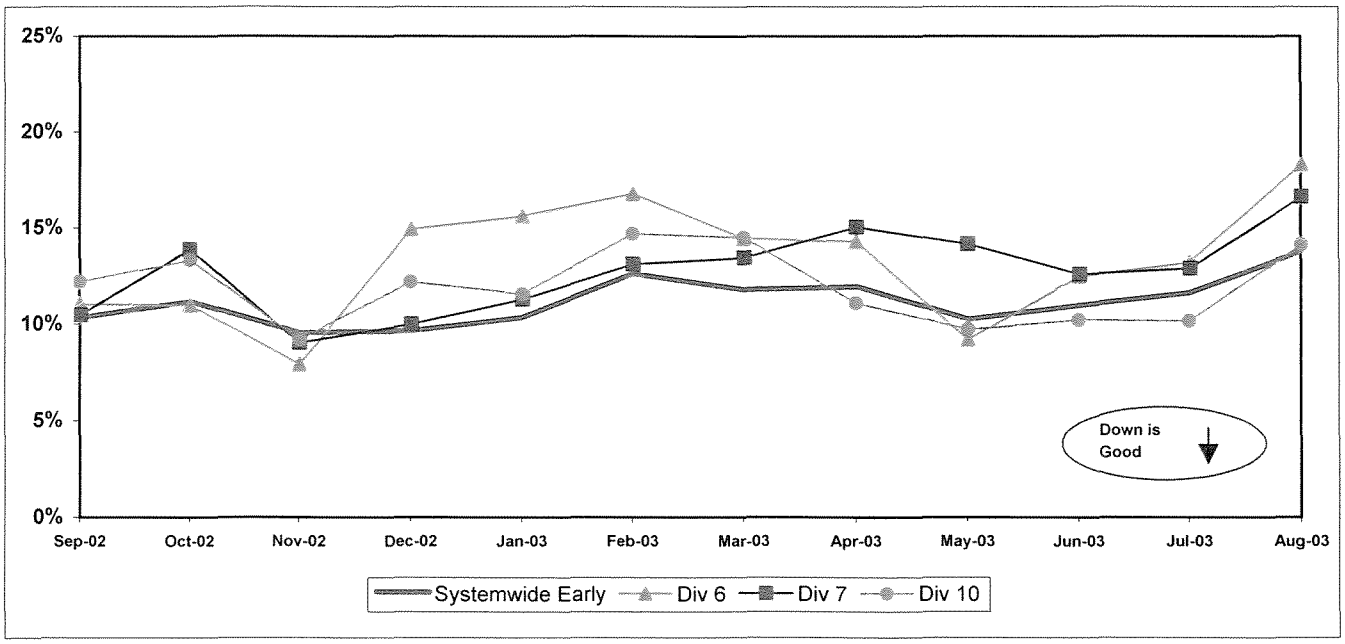
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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



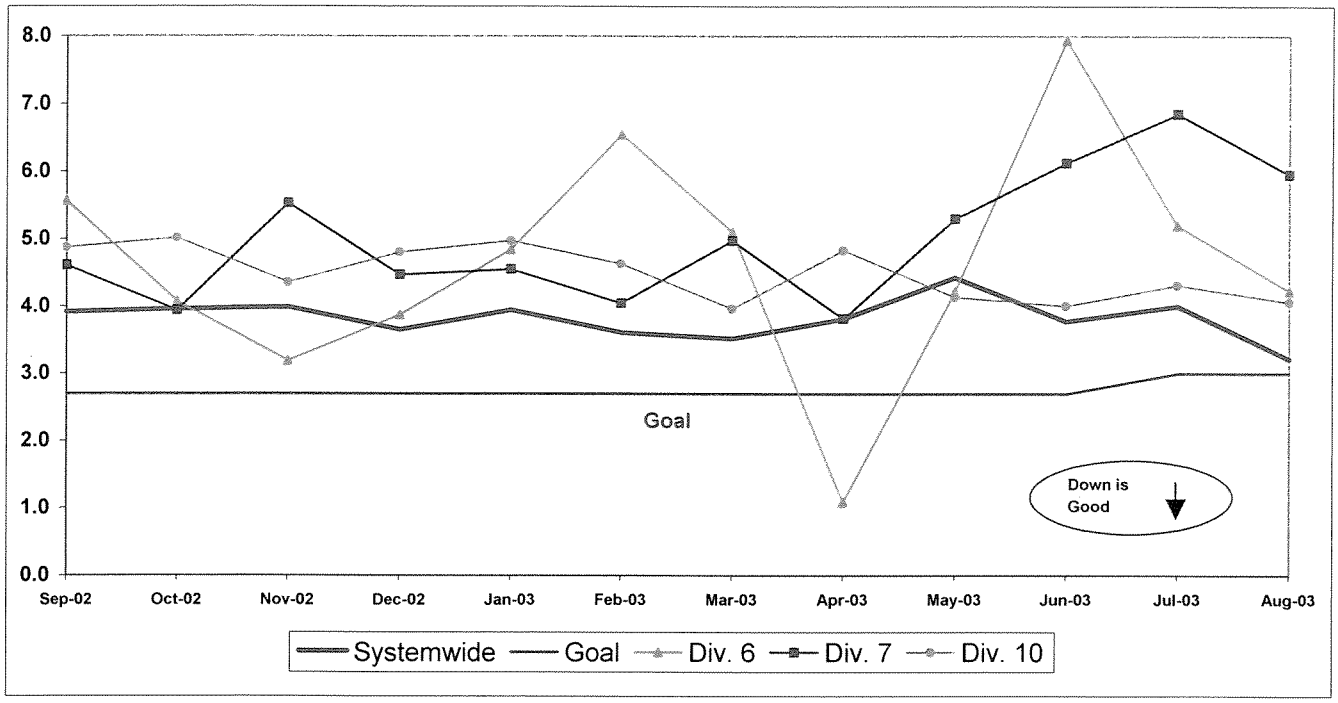
Running Hot - Systemwide and Divisions 6, 7 and 10



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.

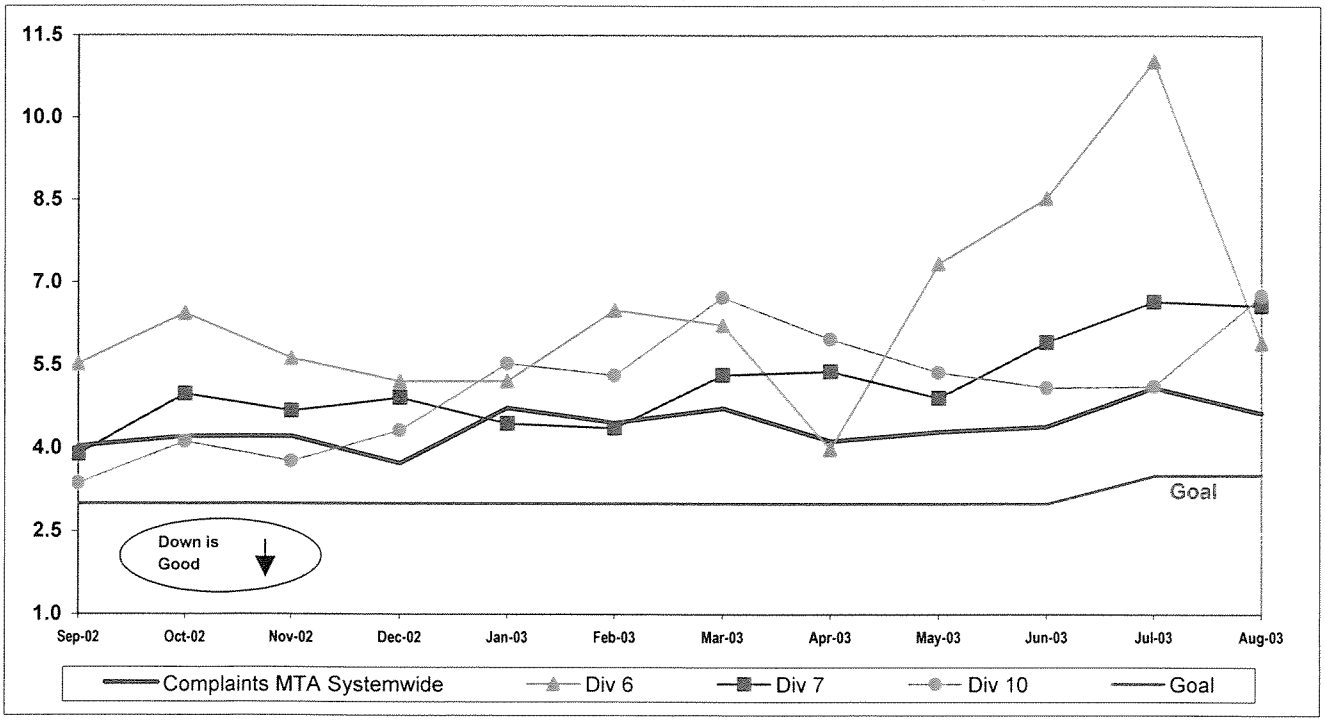
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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 two light rail lines, Metro Blue Line from downtown to Long Beach and Metro Green Line along the 105 freeway. Metro Rail is responsible for the operation of approximately 74 heavy rail cars and 66 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	Aug Month	Status
Metro Red Line (MRL)						
On-Time Pullouts	99.89%	99.36%	99.00%	100.00%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures	9,842	9,495	10,000	13,800	14,745	●
In-Service On-time Performance	99.60%	99.15%	99.50%	99.11%	99.19%	●
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	1.15	1.49	◇
Metro Blue Line (MBL)						
On-Time Pullouts	99.43%	99.07%	99.00%	99.73%	99.59%	●
Mean Miles Between Chargeable Mechanical Failures	4,897	6,399	10,000	10,106	9,896	●
In-Service On-time Performance	98.70%	97.59%	98.50%	98.60%	98.74%	●
Traffic Accidents Per 100,000 Train Miles	0.97	0.82	0.70	0.69	0.00	●
Complaints per 100,000 Boardings	0.97	1.30	0.88	1.11	1.21	◇
Metro Green Line (MGrL)						
On-Time Pullouts	99.62%	98.99%	99.00%	99.79%	100.00%	◇
Mean Miles Between Chargeable Mechanical Failures	3,990	5,617	10,000	10,182	10,764	●
In-Service On-time Performance	99.16%	98.21%	99.50%	98.94%	98.92%	●
Traffic Accidents Per 100,000 Train Miles	0.00	0.14	0.20	0.00	0.00	●
Complaints per 100,000 Boardings	1.22	1.26	0.88	1.19	1.33	◇
Metro Gold Line (MGoL)						
On-Time Pullouts			TBD	100.00%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures			10,000	11,391	11,391	●
In-Service On-time Performance			TBD	98.91%	98.38%	●
Traffic Accidents Per 100,000 Train Miles			TBD	1.02	1.23	◇
Complaints per 100,000 Boardings			TBD	5.35	5.35	▬

● Green - High probability of achieving the FY03 target (on track).

◇ Yellow - Uncertain if the FY03 target will be achieved -- slight problems, delays or management issues.

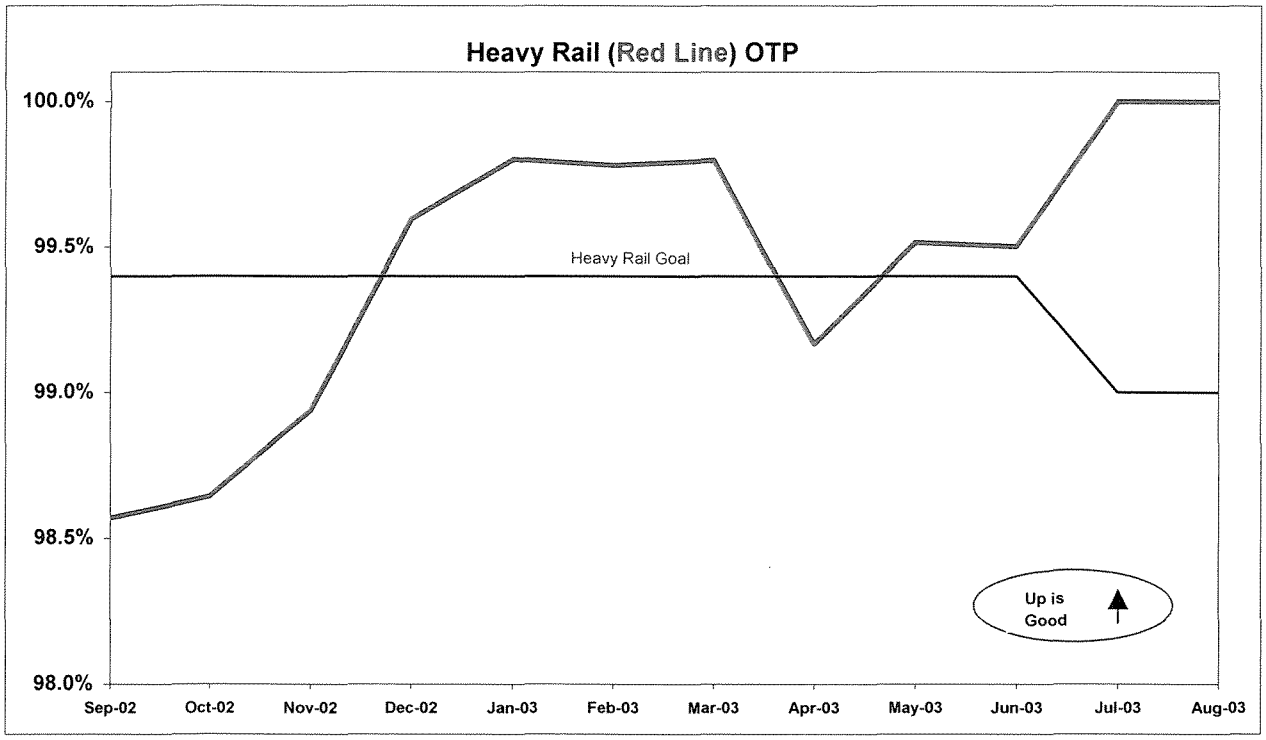
▬ Red - High probability that the FY03 target will not be achieved -- significant problems and/or delays.

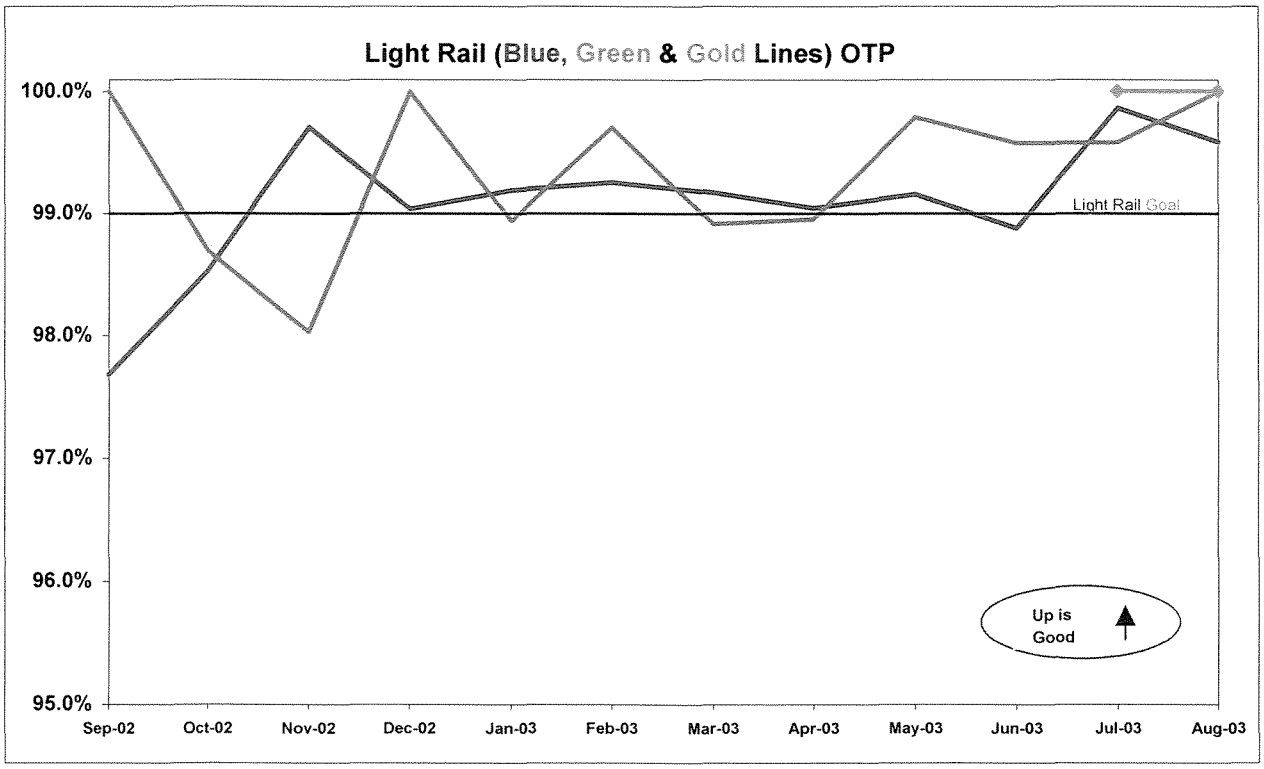
RAIL SERVICE PERFORMANCE

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)]

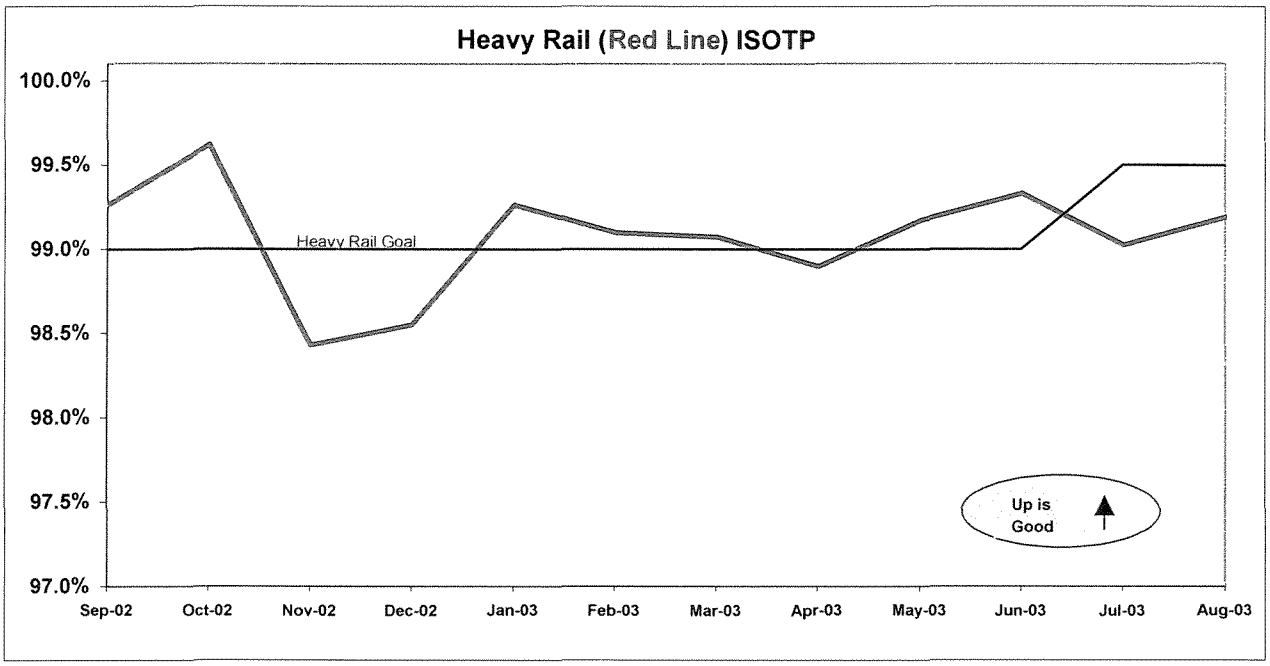


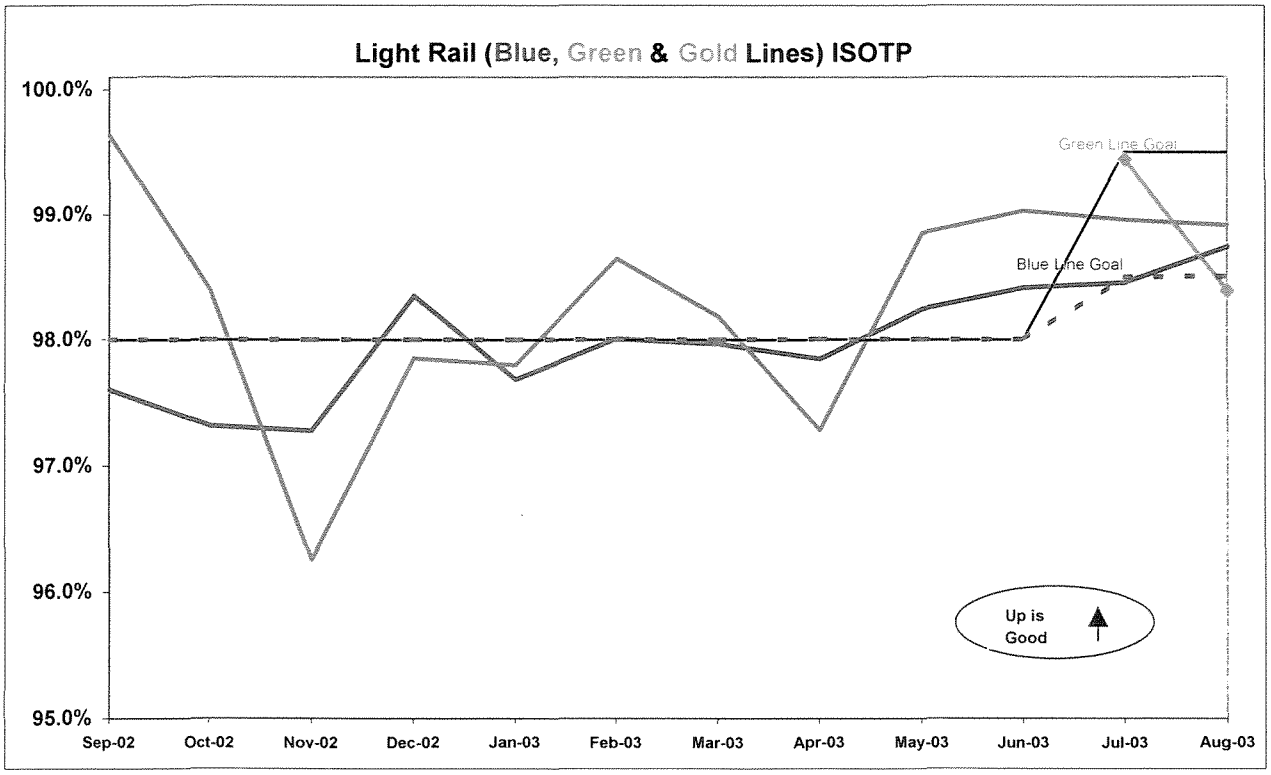


IN-SERVICE ON-TIME PERFORMANCE

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)]

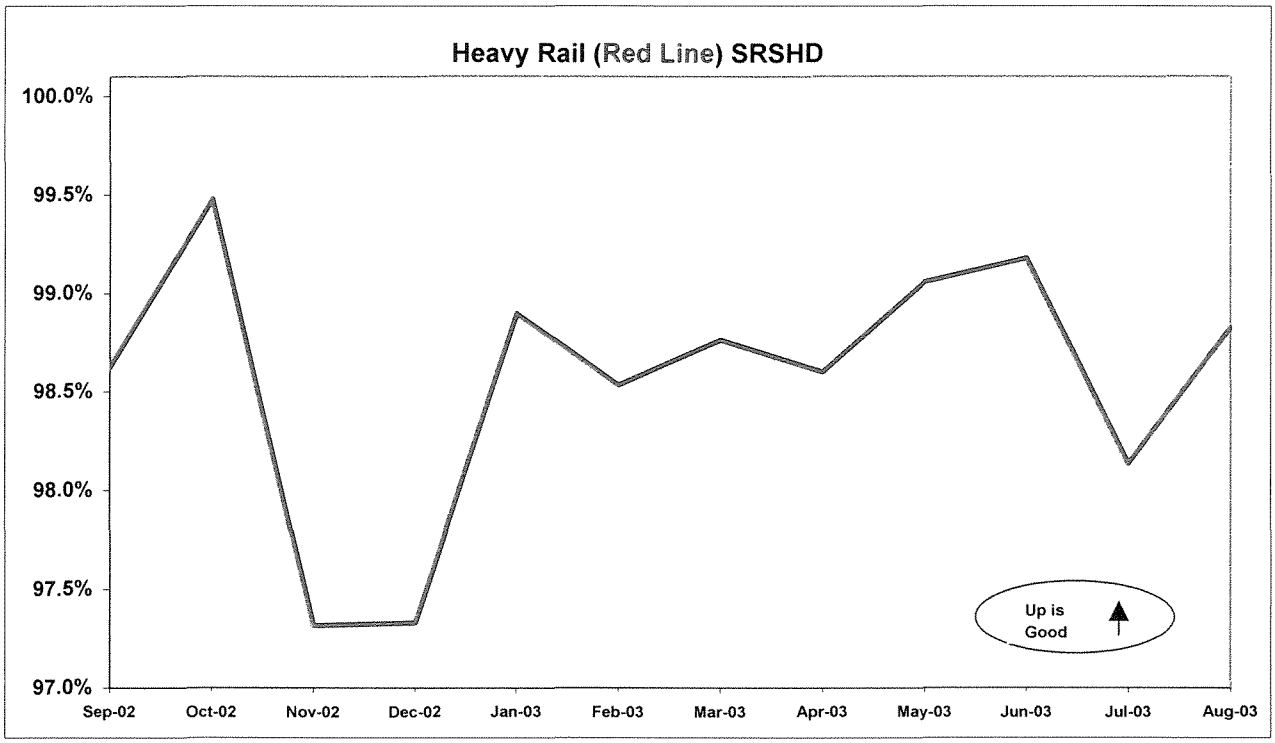


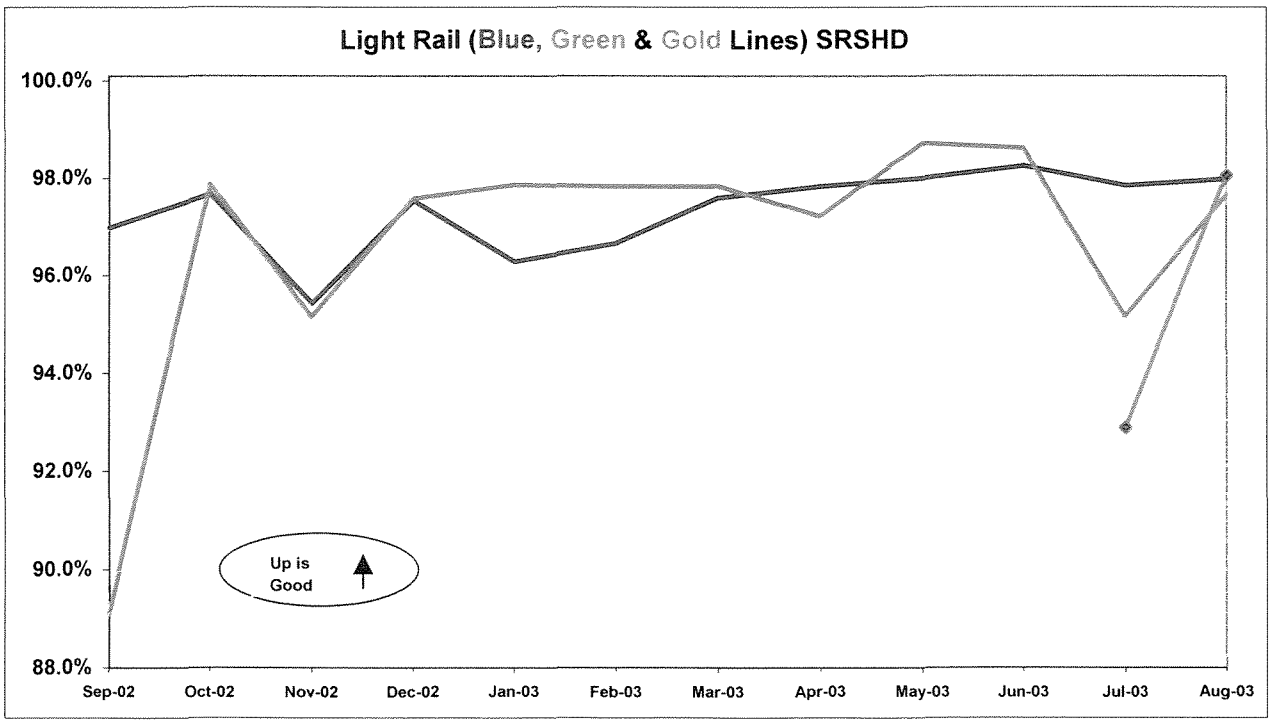


Scheduled Revenue Service Hours Delivered by Rail Line

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))

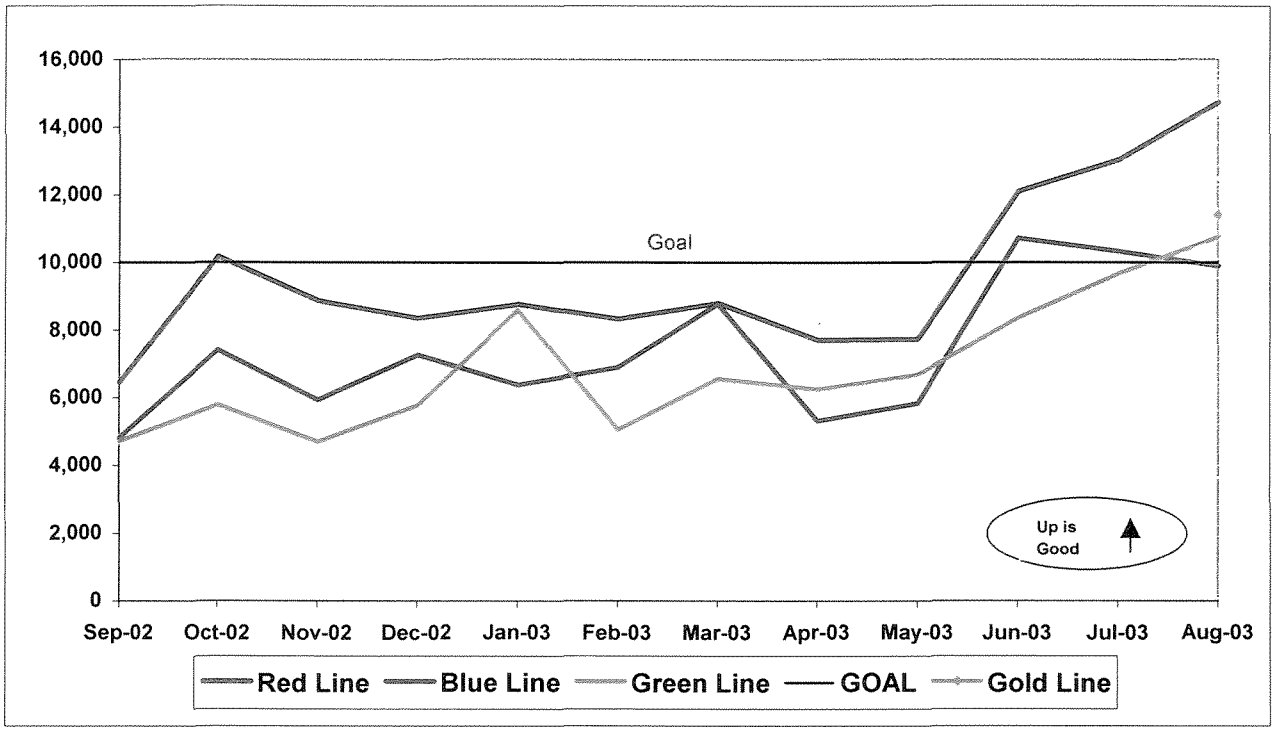




Mean Miles Between Chargeable Mechanical Failures

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



BUS SERVICE PERFORMANCE

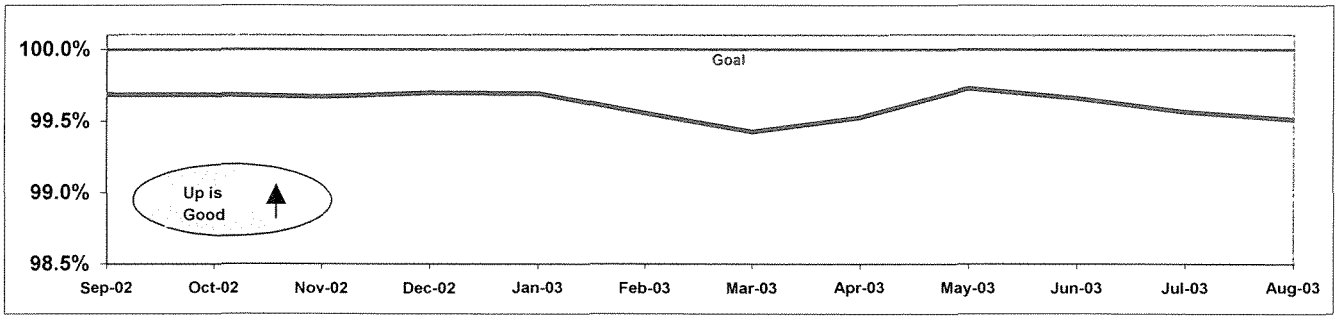
ON-TIME PULLOUT PERCENTAGE *

Definition: On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

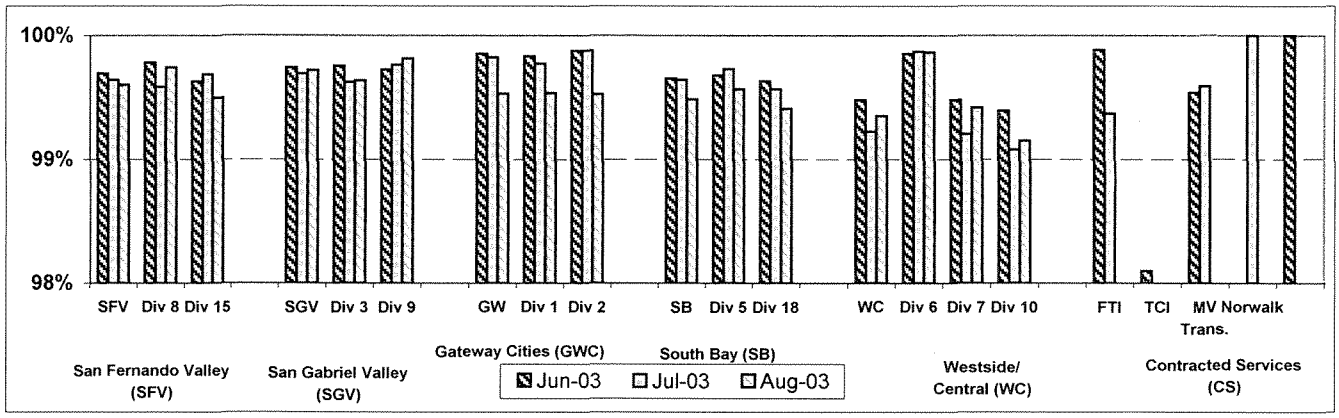
Calculation: OTP% = [(100% - [(Total late and cancelled runs / by Total scheduled pullouts) X 100)]

* 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.

OTP - Systemwide Trend



OTP by Sector Bus Operating Divisions
June - August 2003



Outlates & Cancellations by Sector Divisions

Div.	Sched. Pull-Outs	CANCELLATIONS Number	CANCELLATIONS % of Pull-outs	OUTLATES Number	OUTLATES % of Pull-outs	% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available	Bus Mechanical Failure	Other
San Fernando Valley (SFV)							**99.60%**			
8	5440	0	0.00%	14	0.22%	4.60%	99.78%	1	11	2
15	7161	0	0.00%	36	0.37%	10.88%	99.63%	0	33	3
San Gabriel Valley (SGV)							**99.74%**			
3	6076	0	0.07%	22	0.18%	6.28%	99.75%	0	22	0
9	5377	3	0.04%	7	0.24%	6.28%	99.73%	6	4	0
Gateway Cities (GWC)							**99.85%**			
1	6038	0	0.00%	28	0.17%	4.18%	99.83%	2	24	2
2	5716	9	0.00%	18	0.12%	2.93%	99.88%	14	12	1
South Bay (SB)							**99.65%**			
5	7648	0	0.00%	33	0.32%	9.62%	99.68%	2	28	3
18	8835	0	0.00%	52	0.37%	13.81%	99.63%	4	45	3
Westside/Central (WC)							**99.47%**			
6	2226	2	0.00%	1	0.15%	1.26%	99.85%	1	1	1
7	8951	5	0.05%	47	0.48%	17.57%	99.47%	15	33	4
10	8587	4	0.00%	69	0.61%	22.59%	99.39%	15	46	12
TOTAL	72055	23	0.03%	327	0.45%	100.00%	**99.51%**	60	259	31

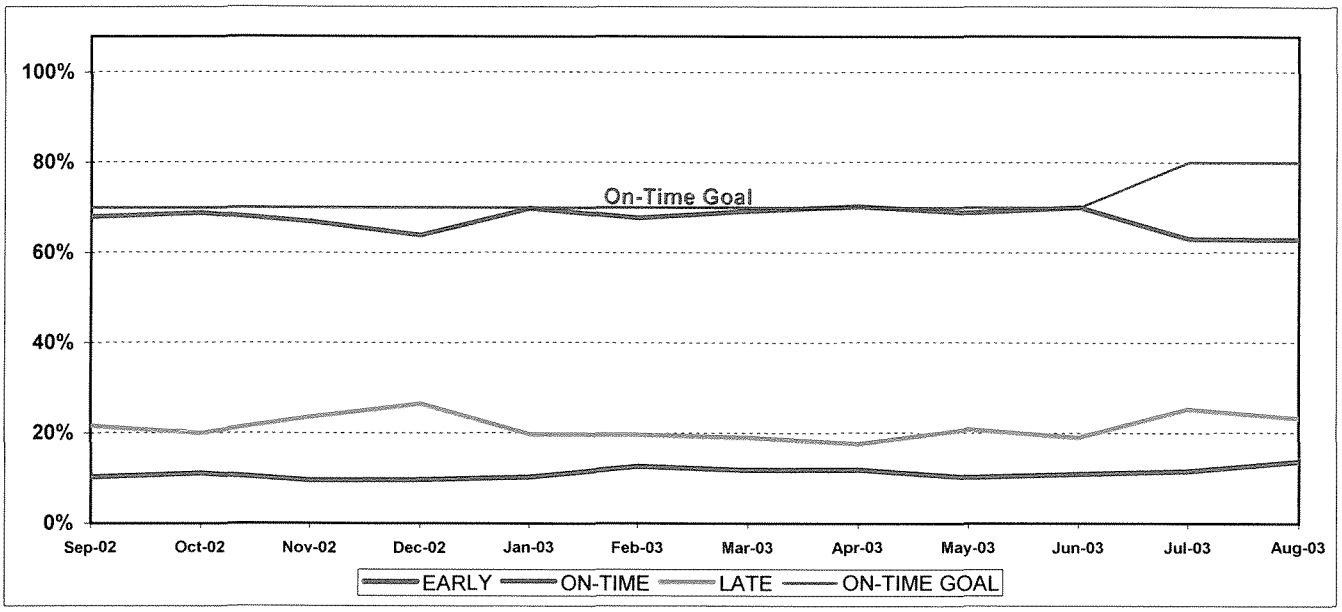
IN-SERVICE ON-TIME PERFORMANCE

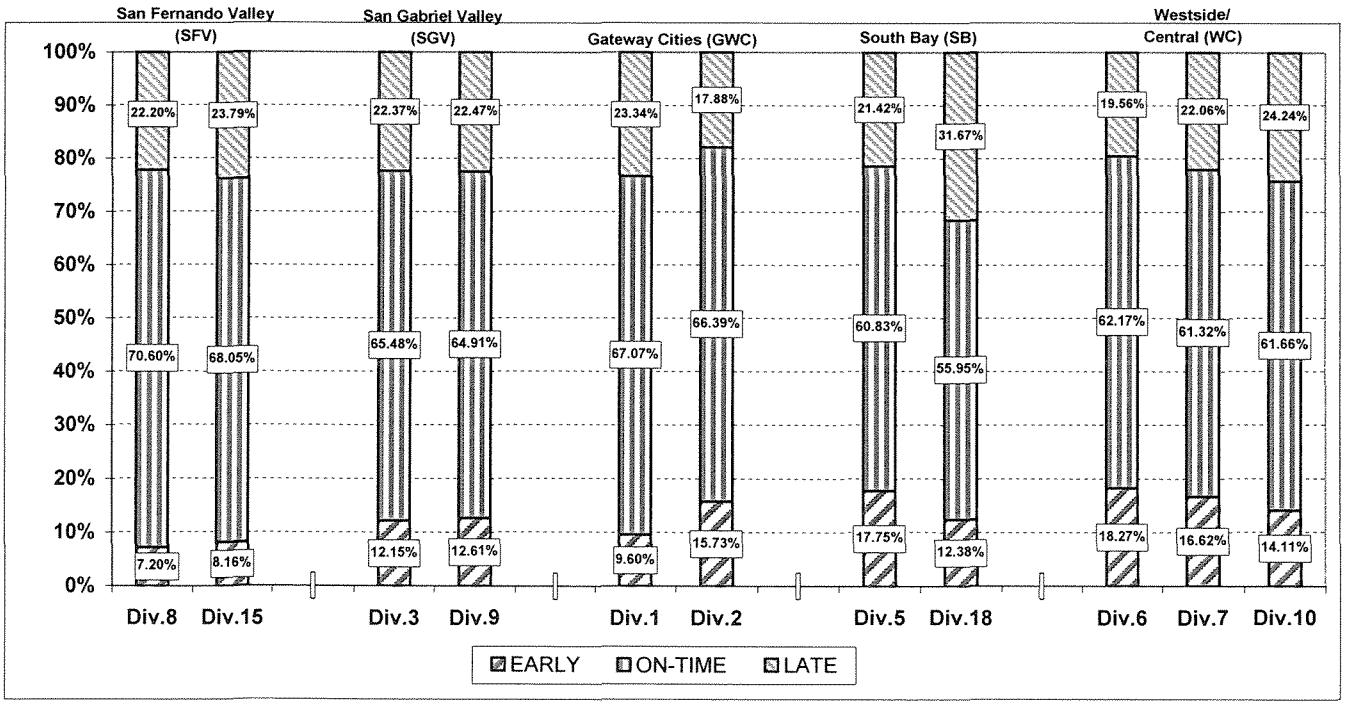
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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%	6.79%	-0.30%
On-Time	70.09%	70.15%	0.06%
Late	22.82%	23.06%	0.24%
Division 15			
Early	8.08%	8.38%	0.30%
On-Time	66.13%	66.52%	0.39%
Late	25.78%	25.09%	-0.69%
Gateway Cities Sector (GWC)			
Division 1			
Early	8.49%	9.19%	0.70%
On-Time	78.22%	67.39%	-10.83%
Late	13.29%	23.45%	10.16%
Division 2			
Early	11.75%	14.44%	2.69%
On-Time	67.53%	65.53%	-2.00%
Late	20.73%	20.03%	-0.70%
South Bay Sector (SB)			
Division 5			
Early	12.57%	17.21%	4.64%
On-Time	66.30%	60.72%	-5.58%
Late	21.13%	22.07%	0.94%
Division 18			
Early	10.97%	12.01%	1.04%
On-Time	61.23%	56.00%	-5.23%
Late	27.80%	31.99%	4.19%

	FY03	FY04-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3			
Early	8.47%	10.02%	1.55%
On-Time	71.08%	67.89%	-3.19%
Late	20.45%	22.10%	1.65%
Division 9			
Early	11.47%	13.10%	1.63%
On-Time	67.47%	64.24%	-3.23%
Late	21.06%	22.66%	1.60%
Westside/Central Sector (WC)			
Division 6			
Early	12.83%	16.37%	3.54%
On-Time	65.93%	63.05%	-2.88%
Late	21.25%	20.58%	-0.67%
Division 7			
Early	12.03%	14.95%	2.92%
On-Time	68.80%	62.96%	-5.84%
Late	19.16%	22.09%	2.93%
Division 10			
Early	11.91%	12.35%	0.44%
On-Time	67.34%	62.21%	-5.13%
Late	20.75%	25.45%	4.70%

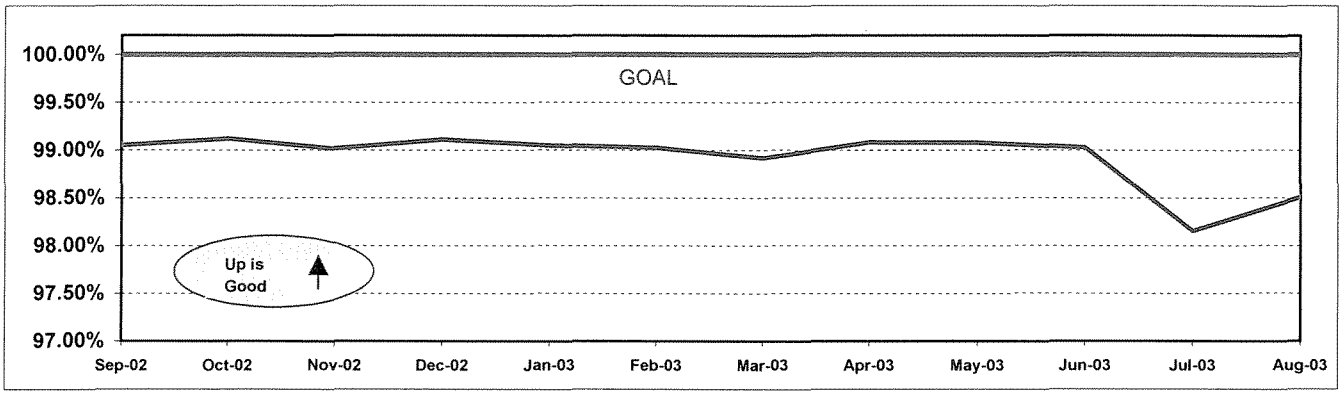
SYSTEMWIDE			
Early	10.70%	12.35%	1.65%
On-Time	69.23%	63.28%	-5.95%
Late	20.06%	24.05%	3.99%

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%	98.84%	-0.41%
Division 15	98.99%	97.98%	-1.01%

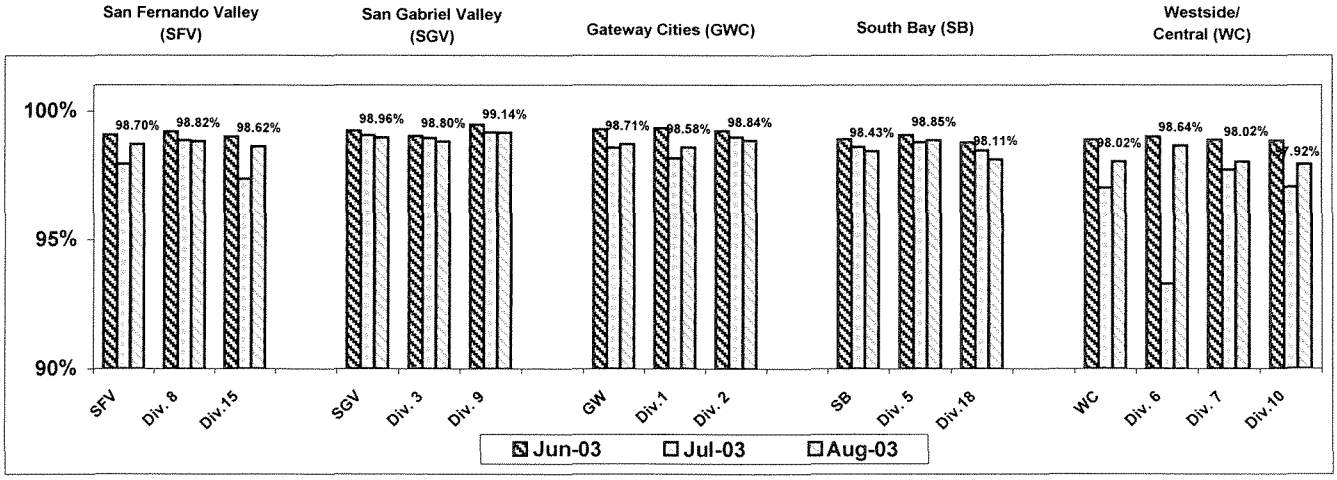
SRSHD	FY03	FY04-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3	99.03%	98.87%	-0.16%
Division 9	99.44%	99.16%	-0.29%

Gateway Cities Sector (GWC)			
Division 1	99.34%	98.37%	-0.97%
Division 2	99.06%	98.91%	-0.16%

Westside/Central Sector (WC)			
Division 6	98.97%	95.89%	-3.07%
Division 7	99.00%	97.87%	-1.13%
Division 10	98.92%	97.48%	-1.43%

South Bay Sector (SB)			
Division 5	99.12%	98.81%	-0.31%
Division 18	98.85%	98.28%	-0.57%

Systemwide	99.07%	98.33%	-0.74%



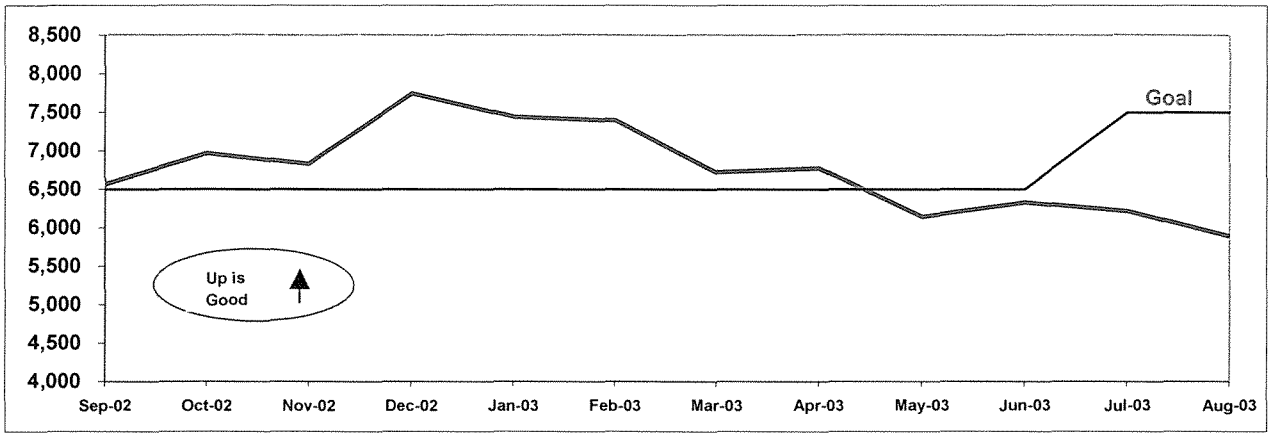
MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES

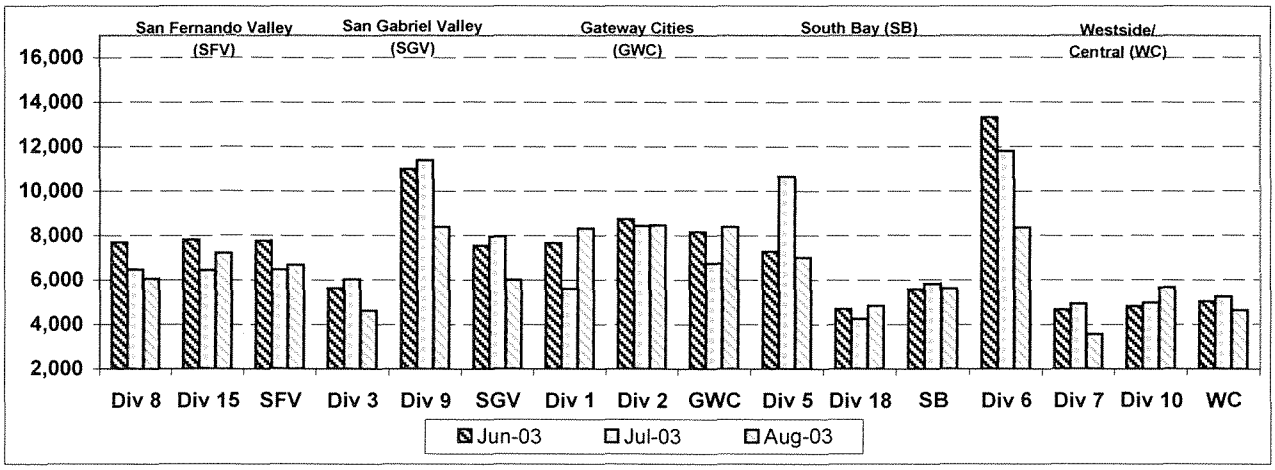
Definition: Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

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

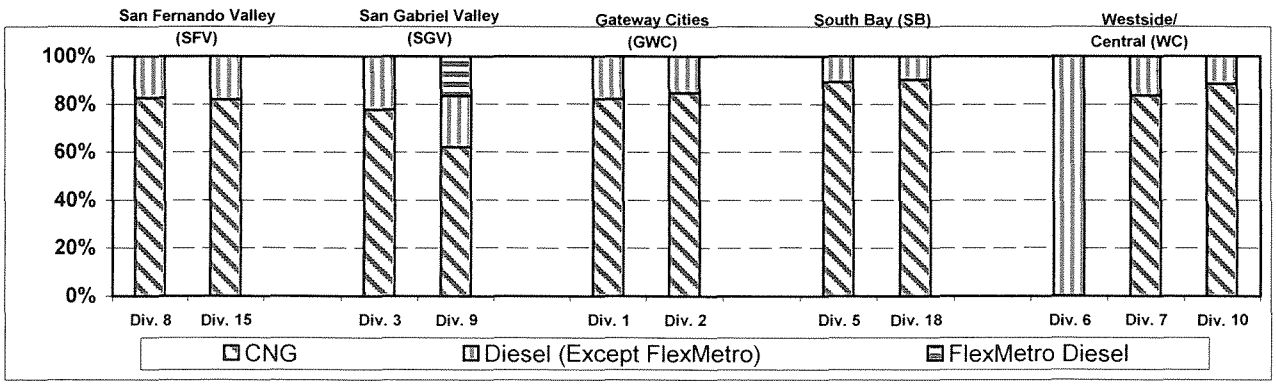
Systemwide Trend



Bus Operating Sector Divisions
June - August 2003



Fleet Mix by Fuel Type



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

	Number of Buses	Percent of Buses
CNG	1,912	74.92%
Diesel (Except FlexMetro)	516	20.22%
FlexMetro Diesel	31	1.21%
Gasoline	59	2.31%
Propane	34	1.33%
Total	2,552	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
6.4	5.9	6.4	5.4	3.8	3.3	3.7	5.8

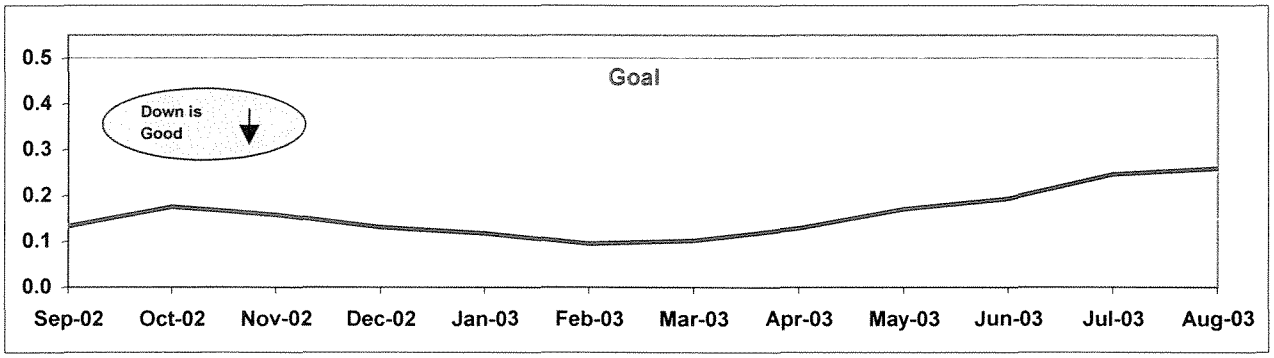
WC		
Div 6	Div 7	Div 10
9.4	4.3	5.5

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

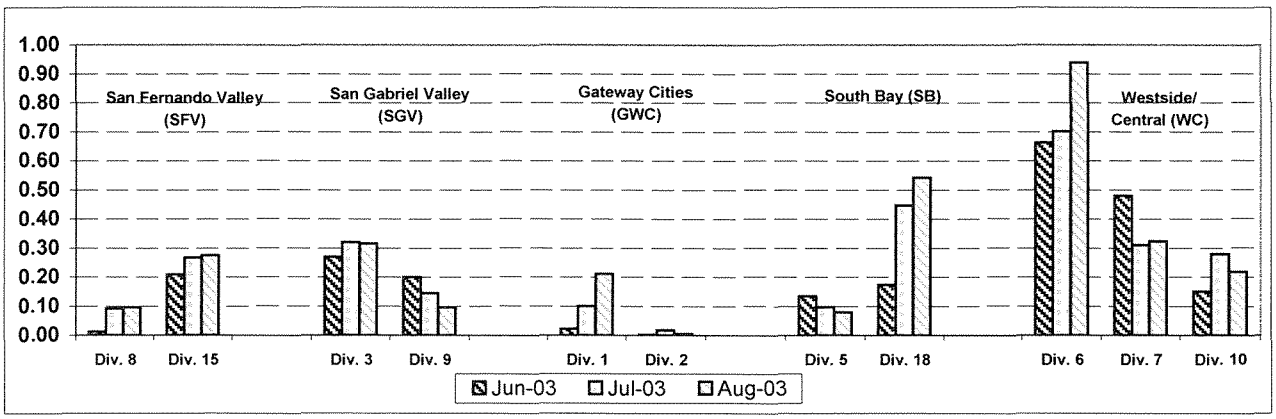
Definition: Average past due critical scheduled preventive maintenance jobs per bus. This indicator measures maintenance management's ability to prioritize and perform critical repairs and indicates the general maintenance condition of the fleet.

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

Systemwide Trend



Past Due Critical PMPs - by Sectors' Divisions
June - August 2003

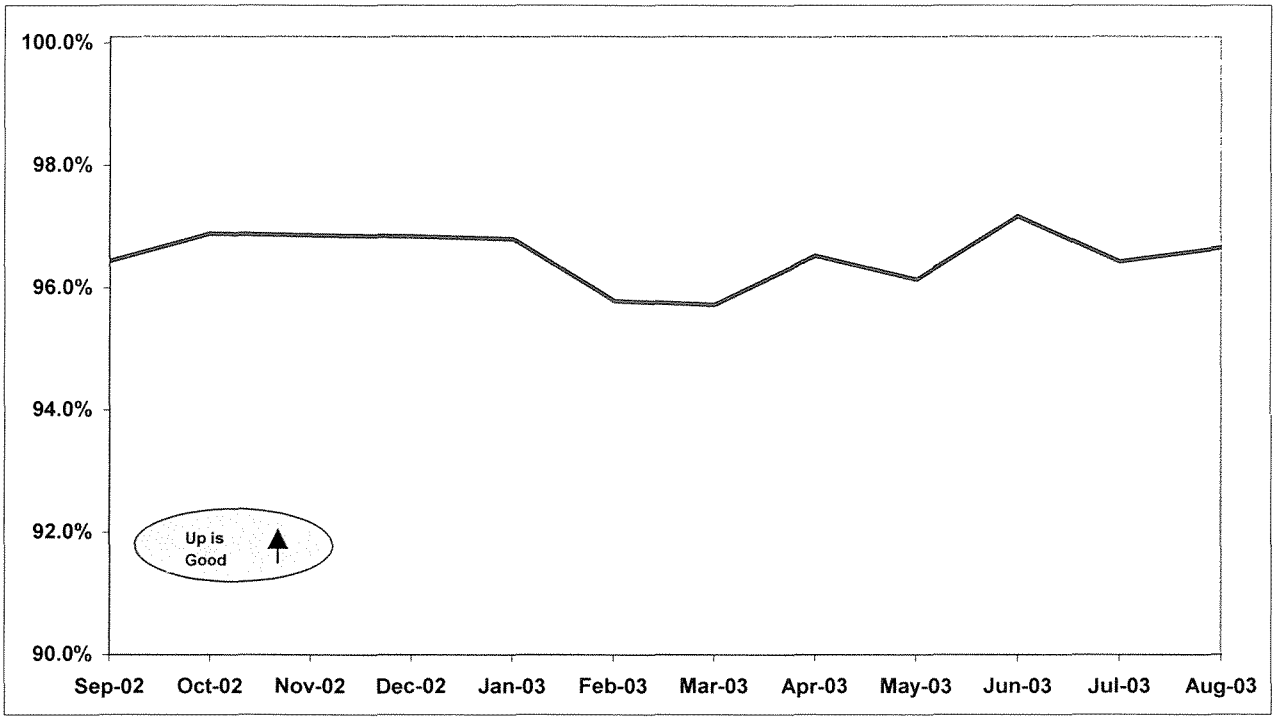


ATTENDANCE

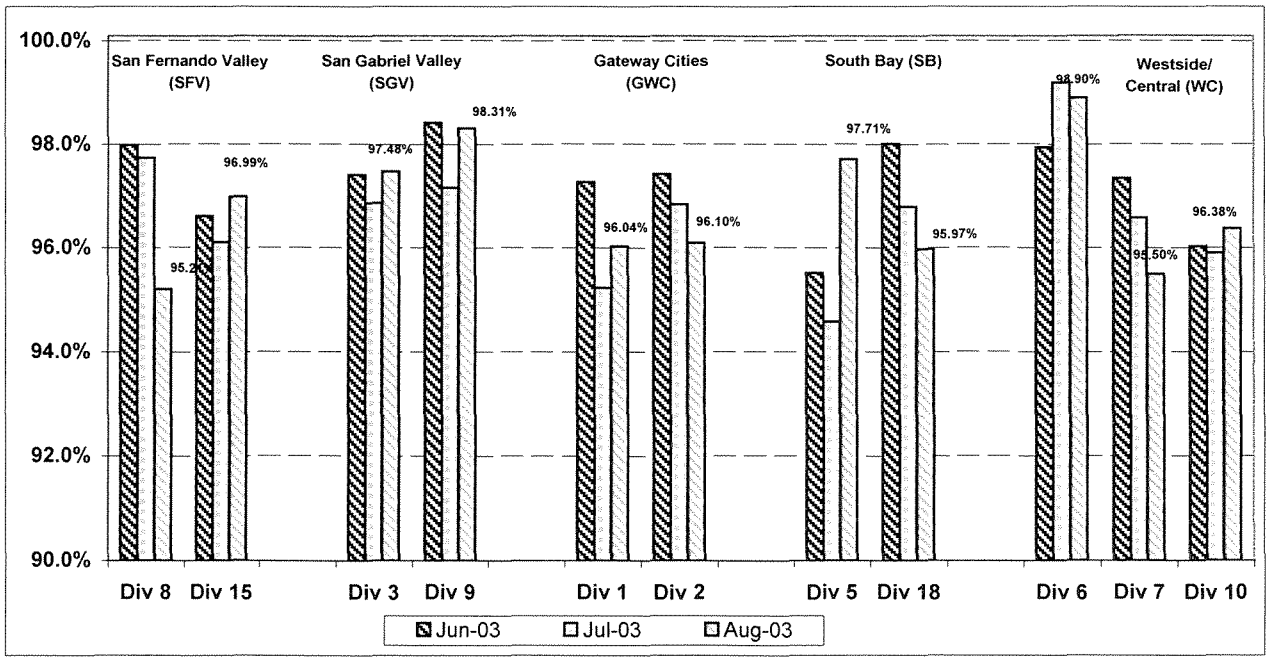
MAINTENANCE ATTENDANCE

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)
June - August 2003



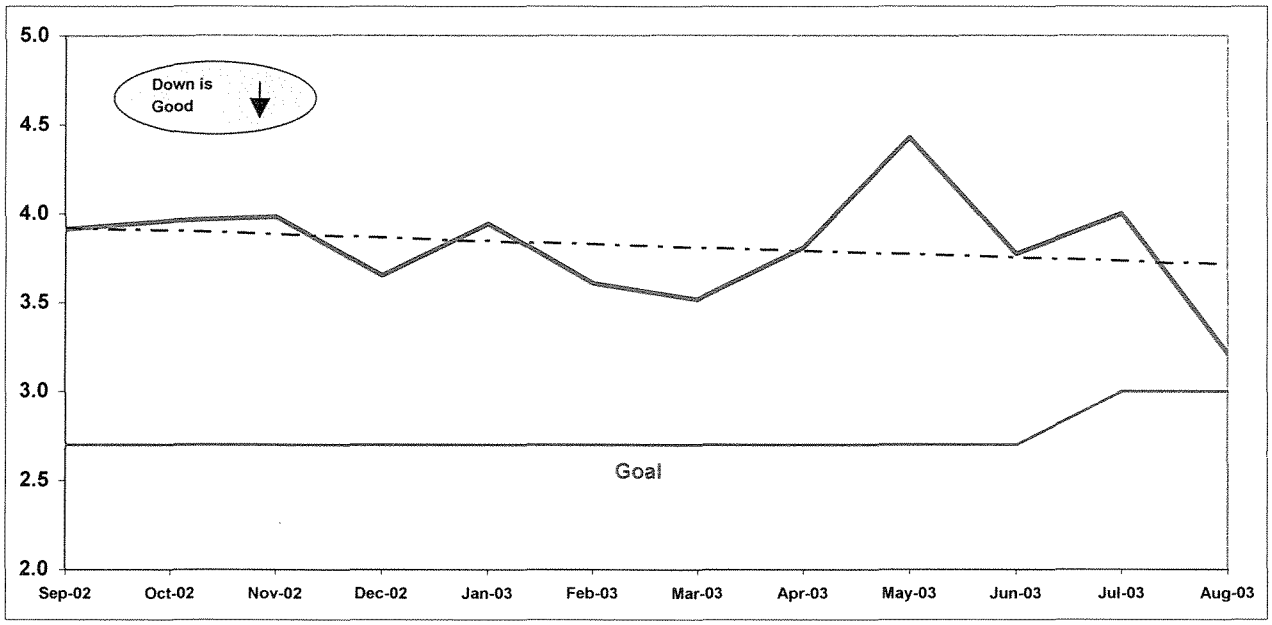
SAFETY PERFORMANCE

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.

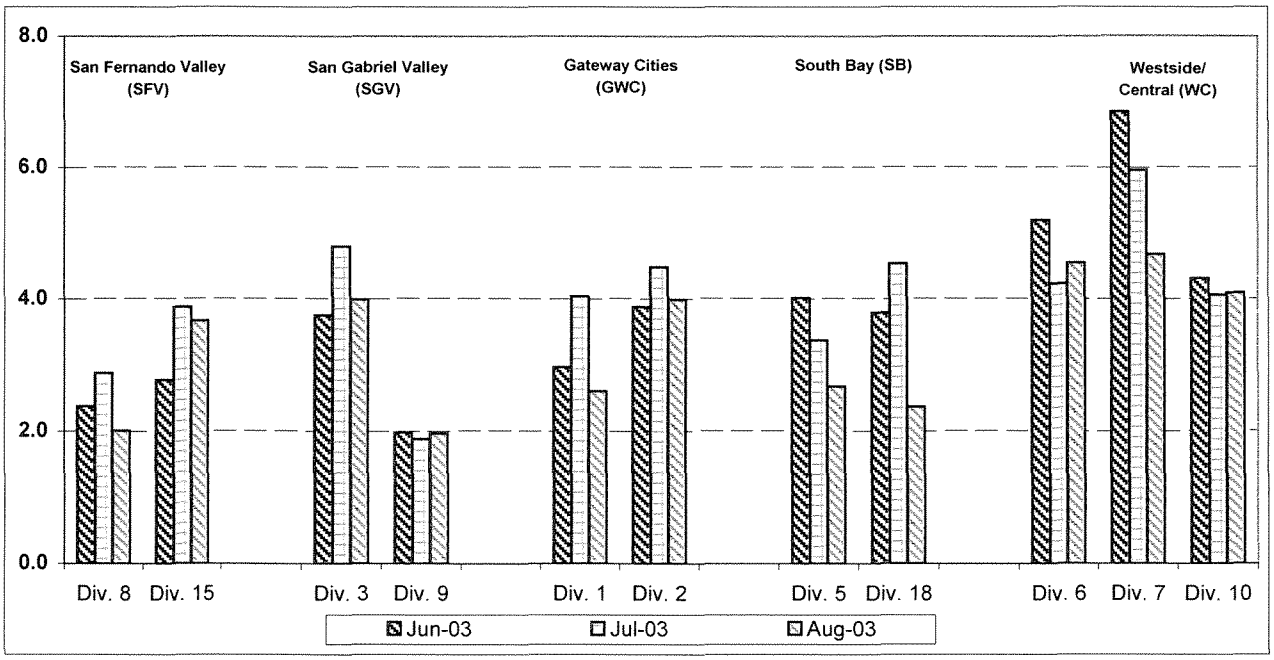
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

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
June - August 2003

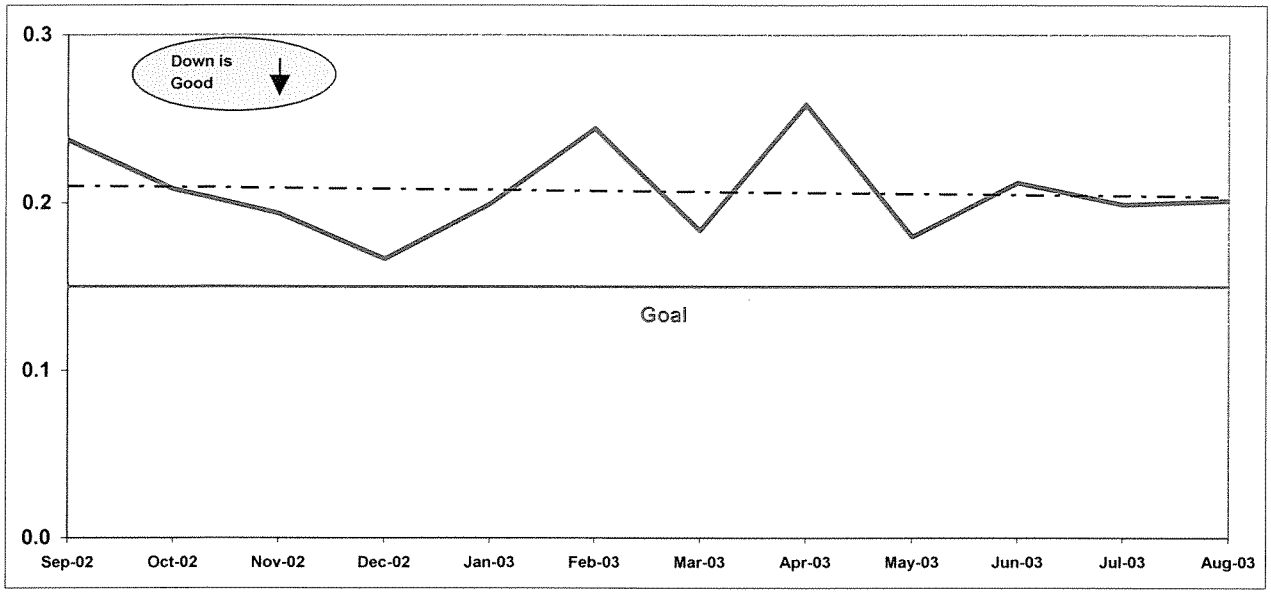


BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

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

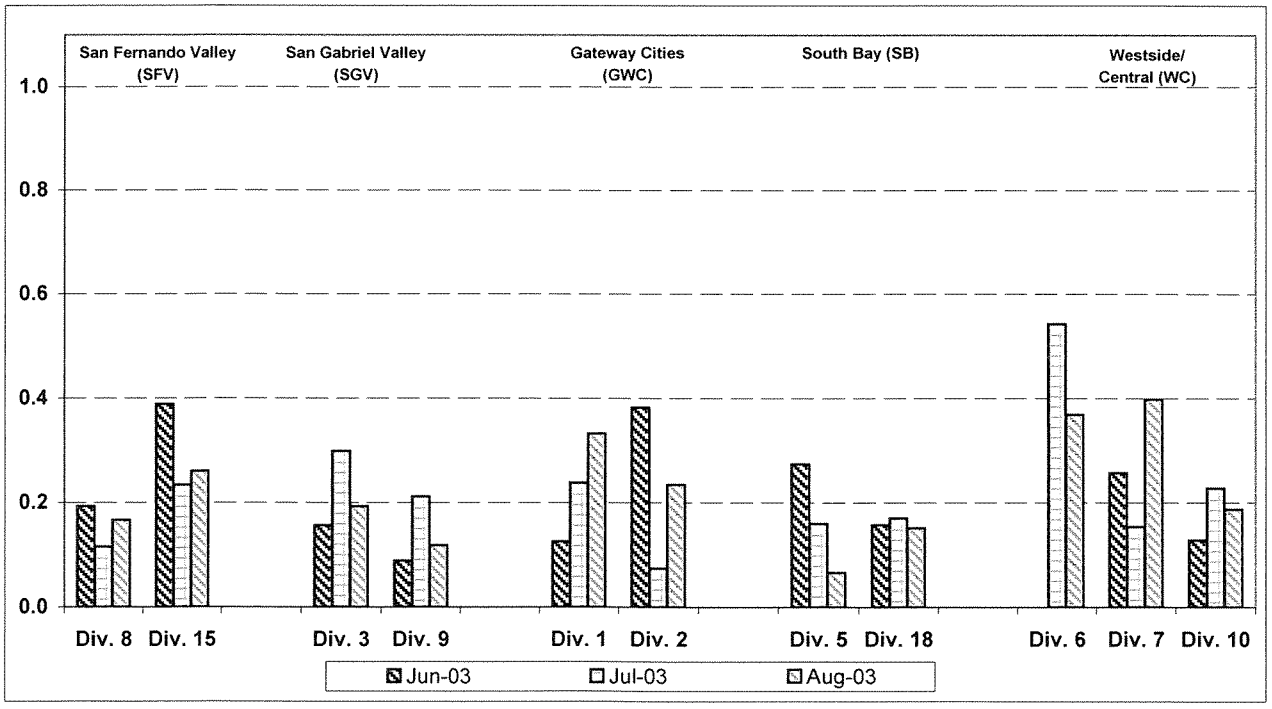
Calculation: Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by (Boardings / by 100,000))

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.

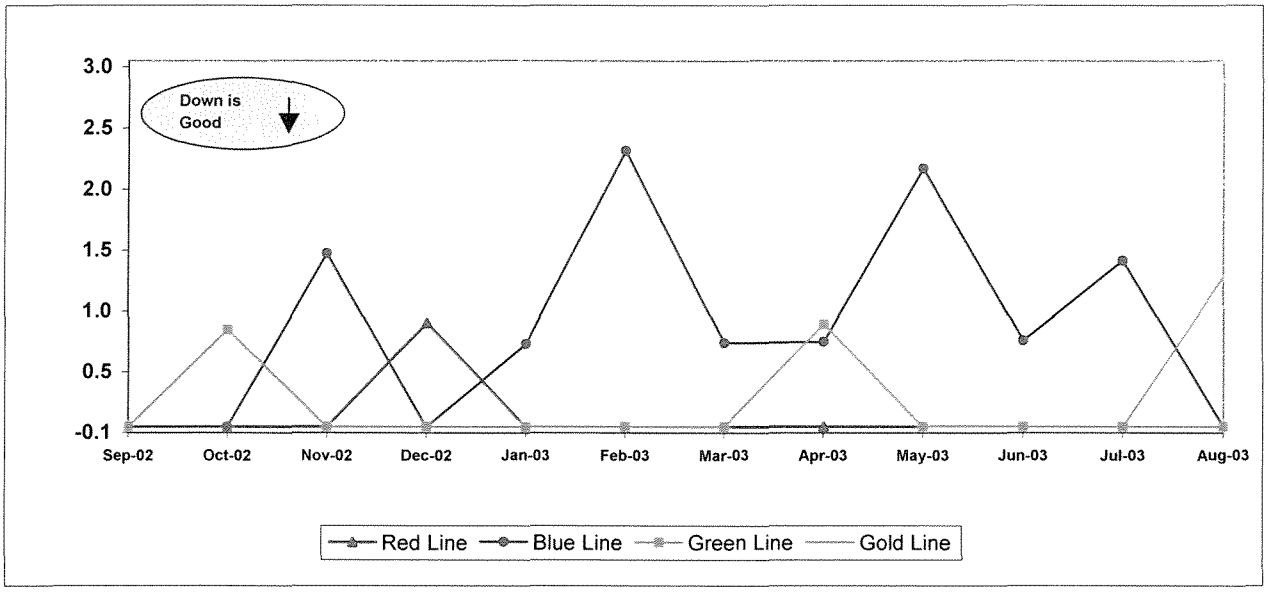
Bus Operating Divisions - by Sectors' Divisions
June - August 2003



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.

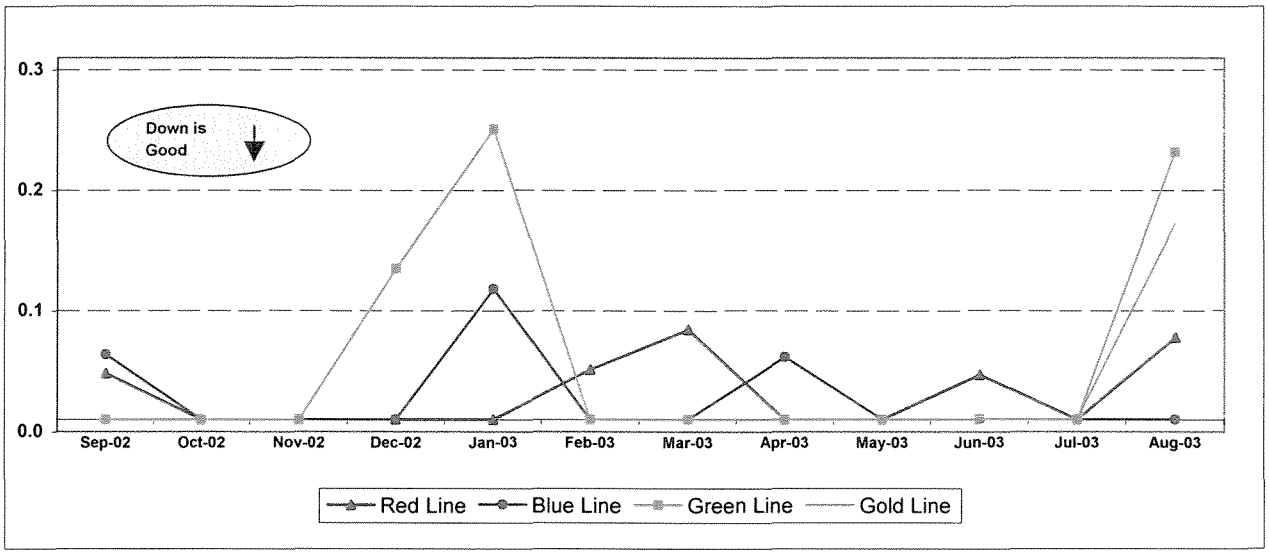
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



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))



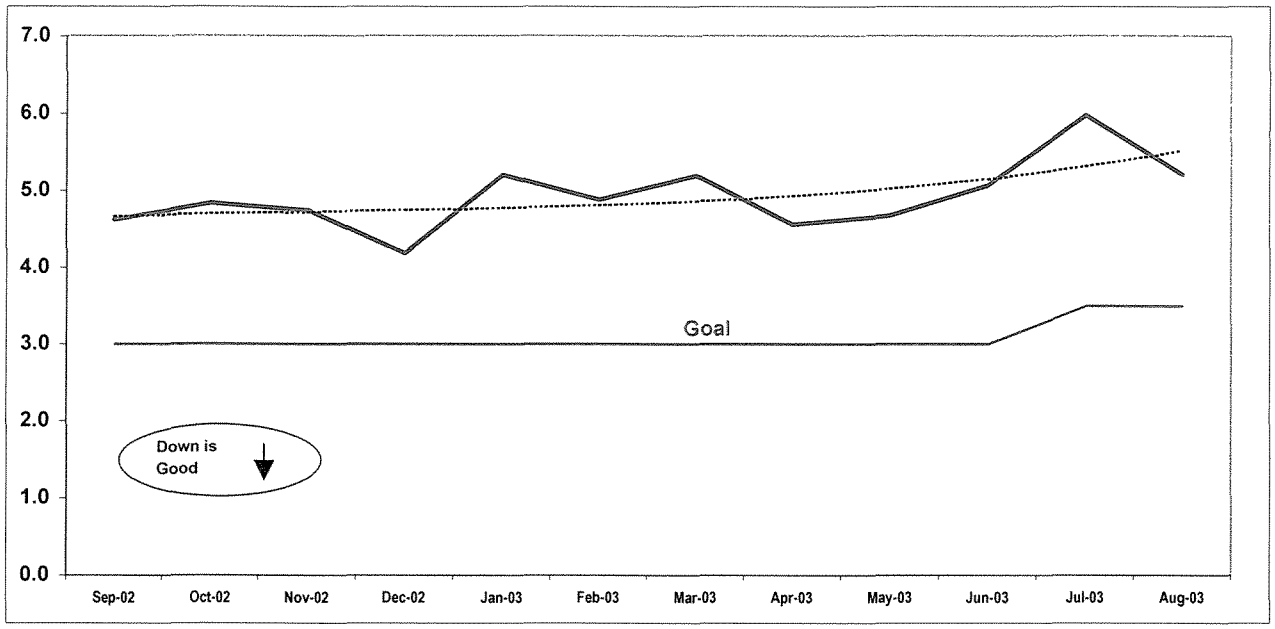
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

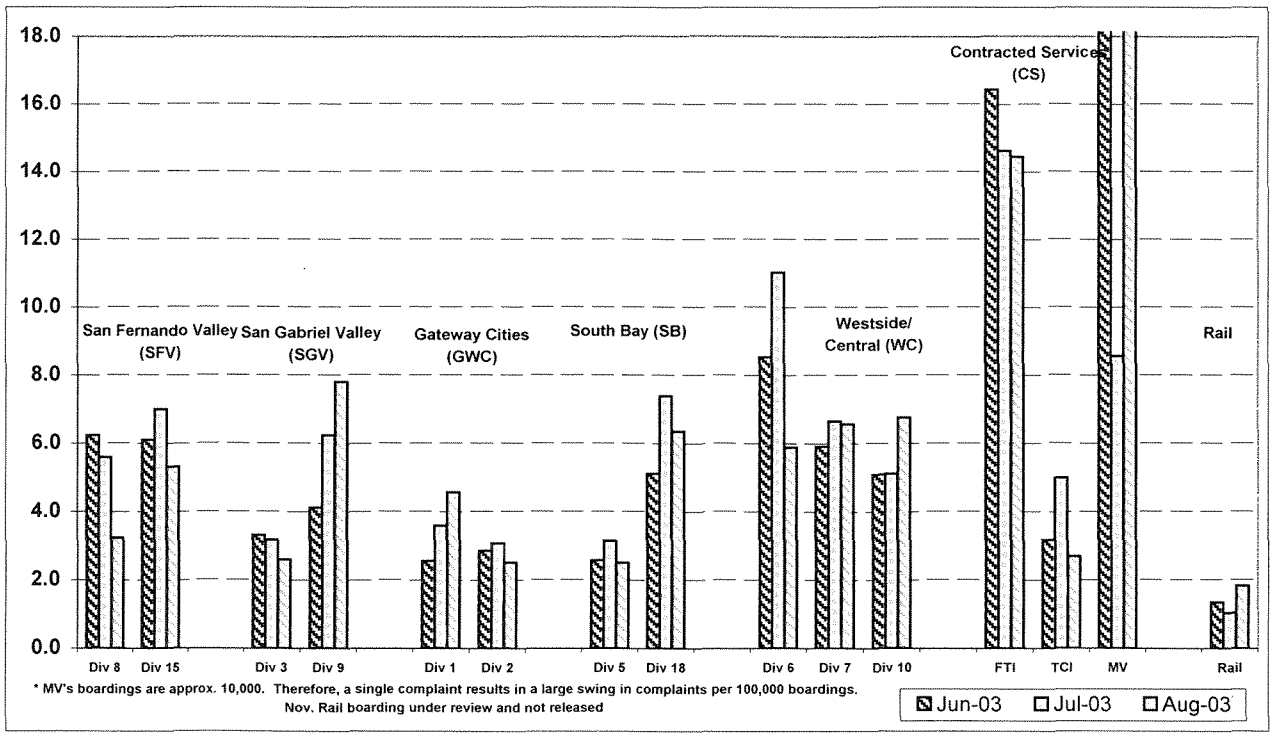
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

Systemwide Trend



Bus Operating Divisions - by Sectors' Divisions
June - August 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

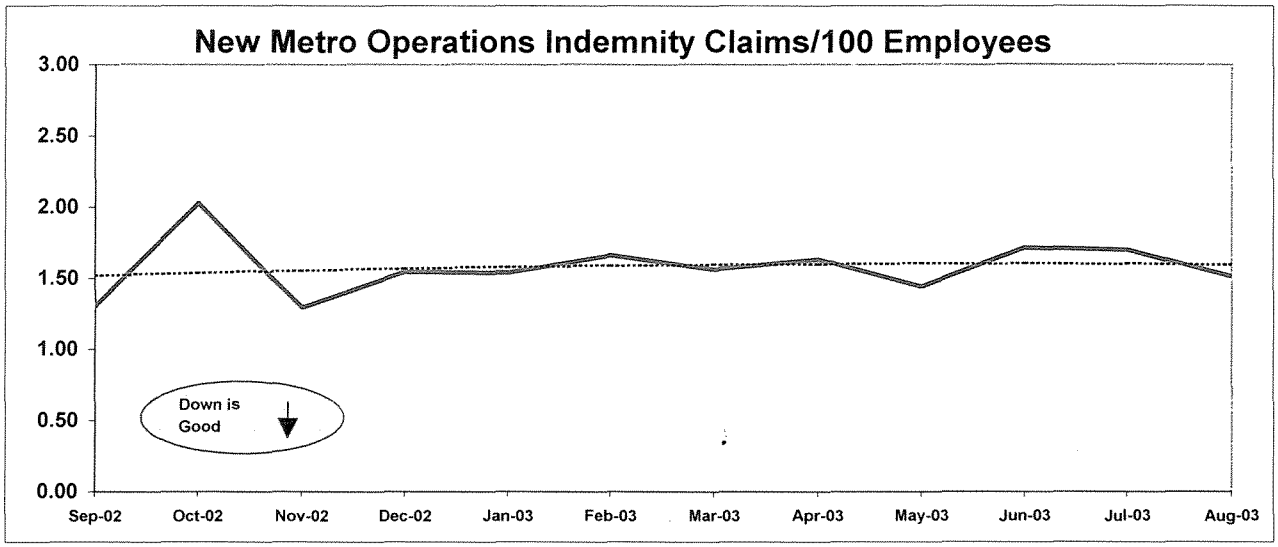
WORKERS COMPENSATION CLAIMS

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

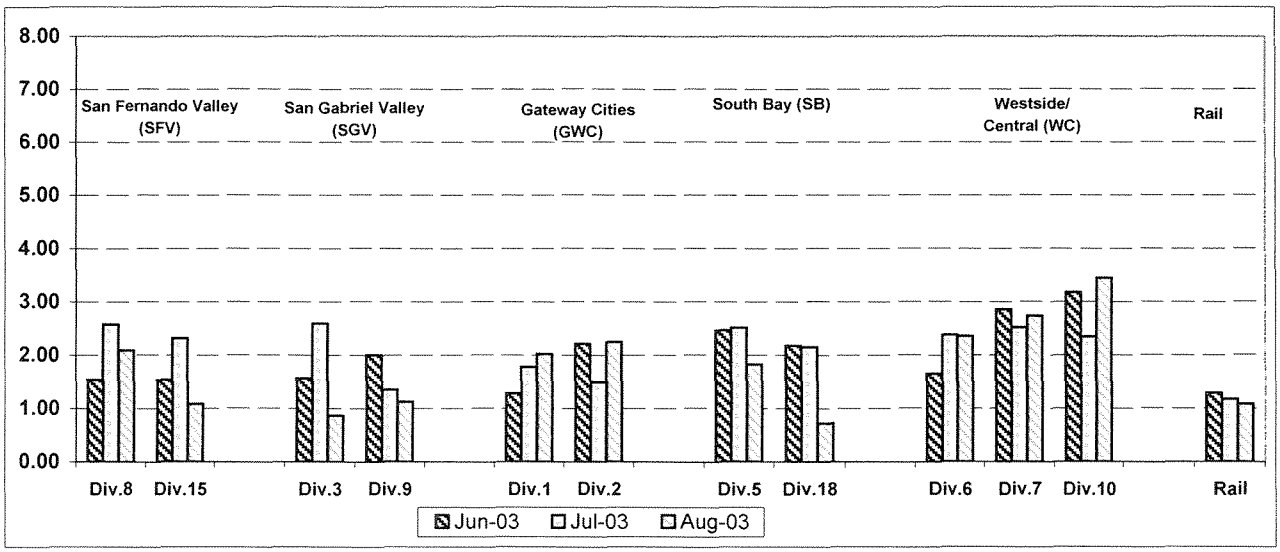


NEW CLAIMS PER 100 EMPLOYEE-MONTH BY BUS SECTORS' DIVISION & RAIL

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
June - August 2003



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

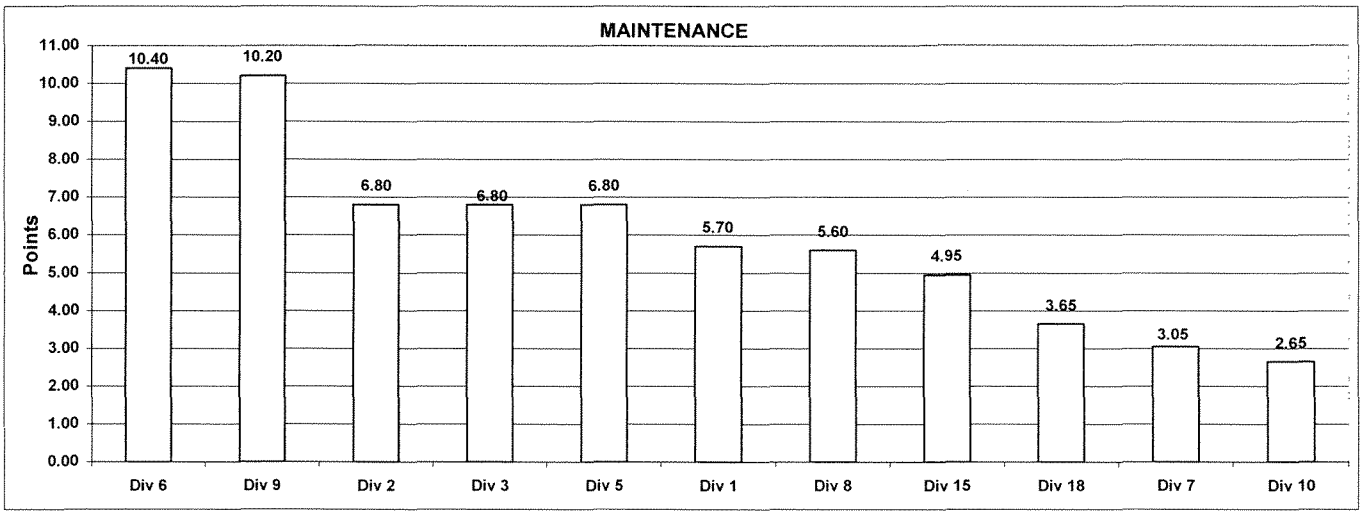
Monthly Calculations - August 2003
Metro Bus - Maintenance

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
On-Time Pullouts	**35%**	0.99536	0.99528	0.99638	0.99569	0.99865	0.99419	0.99743	0.99814	0.99150	0.99497	0.99411
Points		6	5	8	7	11	3	9	10	1	4	2
Miles Between Mechanical Failures	**30%**	8335	8468	4631	7020	8376	3578	6069	8402	5667	7235	4848
Points		8	11	2	6	9	1	5	10	4	7	3
Attendance	**15%**	0.9604	0.9610	0.9748	0.9771	0.9890	0.9550	0.9521	0.9831	0.9638	0.9699	0.9597
Points		4	5	8	9	11	2	1	10	6	7	3
New WC Claims /100 Emp	**20%**	1.0638	0.9524	0.0000	0.7874	0.0000	0.7813	1.0309	0.0000	2.1583	1.4184	0.6803
Points		3	5	11	6	11	7	4	11	1	2	8
Totals		**5.70**	**6.80**	**6.80**	**6.80**	**10.40**	**3.05**	**5.60**	**10.20**	**2.65**	**4.95**	**3.65**

FINAL RANKING		Maintenance Division Ranking (Sorted)										
	DIV.	Div 6	Div 9	Div 2	Div 3	Div 5	Div 1	Div 8	Div 15	Div 18	Div 7	Div 10
	Score	10.40	10.20	6.80	6.80	6.80	5.70	5.60	4.95	3.65	3.05	2.65
	Rank	1st	2nd	3rd	3rd	3rd	6th	7th	8th	9th	9th	11th



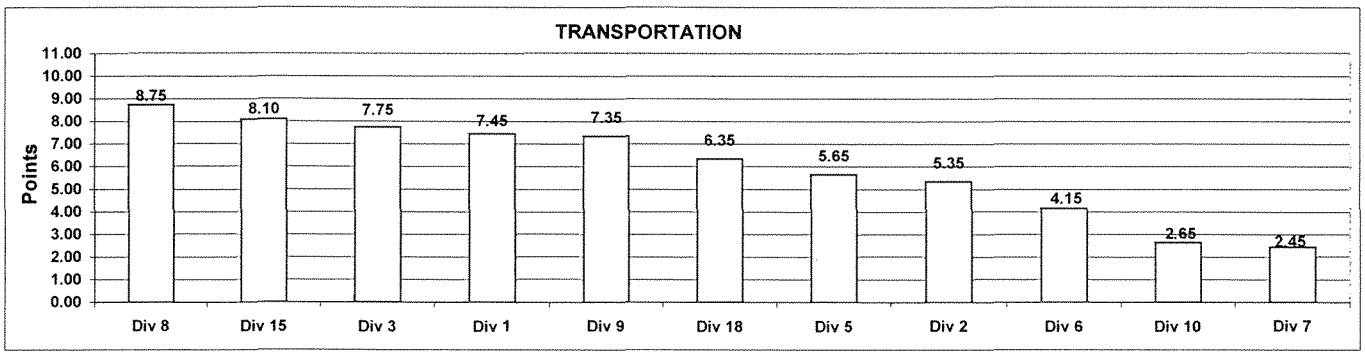
Monthly Calculations - August 2003
Metro Bus - Transportation

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
On-Time Pullouts	15%	0.99536	0.99528	0.99638	0.99569	0.99865	0.99419	0.99743	0.99814	0.99150	0.99497	0.99411
Points		6	5	8	7	11	3	9	10	1	4	2
In-Service On-Time Performance	15%	0.6707	0.6639	0.6548	0.6083	0.6217	0.6132	0.7060	0.6491	0.6166	0.6805	0.5595
Points		9	8	7	2	5	3	11	6	4	10	1
Running Hot	20%	0.0960	0.1573	0.1215	0.1775	0.1827	0.1662	0.0720	0.1261	0.1411	0.0816	0.1238
Points		9	4	8	2	1	3	11	6	5	10	7
Accident Rate	15%	2.6019	3.9898	3.9884	2.6778	4.5480	4.6787	2.0060	1.9618	4.0962	3.6713	2.3671
Points		8	4	5	7	2	1	10	11	3	6	9
Complaints/100K Boardings	10%	4.5732	2.5121	2.6019	2.5118	5.8915	6.5702	3.2369	7.8109	6.7584	5.3101	6.3575
Points		7	10	9	11	5	3	8	1	2	6	4
New WC Claims /100 Emp	25%	2.3209	2.7054	1.1660	2.1335	3.2496	3.3352	2.4527	1.5291	3.7973	0.9664	0.7342
Points		6	4	9	7	3	2	5	8	1	10	11
Totals		**7.45**	**5.35**	**7.75**	**5.65**	**4.15**	**2.45**	**8.75**	**7.35**	**2.65**	**8.10**	**6.35**

FINAL RANKING		Transportation Division Ranking (Sorted)										
	DIV.	Div 8	Div 15	Div 3	Div 1	Div 9	Div 18	Div 5	Div 2	Div 6	Div 10	Div 7
	Score	8.75	8.10	7.75	7.45	7.35	6.35	5.65	5.35	4.15	2.65	2.45
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	9th	11th



Monthly Calculations - August 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	**Aug-02**	**Aug-03**	Yearly Improvement	**Aug-02**	**Aug-03**	Yearly Improvement	**Aug-02**	**Aug-03**	Yearly Improvement	**Aug-02**	**Aug-03**	Yearly Improvement
Track	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	N/A	100.00%	N/A
Signals	100.00%	99.99%	-0.01%	99.97%	99.70%	-0.27%	99.91%	99.96%	0.05%	N/A	99.69%	N/A
Power	99.95%	99.48%	-0.47%	100.00%	100.00%	0.00%	96.07%	99.47%	3.40%	N/A	99.58%	N/A
Wayside Performance	**99.98%**	**99.82%**	-0.16%	**99.99%**	**99.90%**	**-0.09%**	98.66%	99.81%	1.15%	N/A	99.82%	N/A
Vehicle Availability												
Vehicle Performance	**99.72%**	**99.29%**	**-0.43%**	**99.52%**	**99.57%**	**0.05%**	97.36%	99.38%	2.02%	N/A	99.30%	N/A
Operator Availability												
Operators	**99.83%**	**99.71%**	**-0.12%**	**99.98%**	**100.00%**	**0.02%**	97.69%	99.85%	2.16%	N/A	99.48%	N/A
Service Performance												
ISOTP - Rail	**98.20%**	**98.47%**	**0.27%**	**99.47%**	**99.27%**	**-0.20%**	91.03%	98.66%	7.63%	N/A	98.24%	N/A
Rail Line Performance	**99.43%**	**99.32%**	**-0.11%**	**99.74%**	**99.69%**	**-0.05%**	96.19%	99.43%	3.24%	N/A	99.21%	N/A

Metro Rail Final Ranking (Sorted)

Rail Line	GREEN	RED	BLUE	GOLD
Score	3.240%	-0.055%	-0.110%	N.A.
Rank	**1st**	**2nd**	**3rd**	**N.A.**