



Metro

Metropolitan Transportation Authority

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**OPERATIONS COMMITTEE
JANUARY 20, 2004**

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 OCTOBER
AND NOVEMBER 2004**

ISSUE

In April 2003, the Operations Committee requested receipt of the monthly *Metro Operations Monthly 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 1).

Some October and November 2004 performance indicators are estimates only of actual performance.

Metro Bus Operations system-wide:

- Complaints per 100,000 Boardings decreased in October and further in November.
- Bus Traffic Accidents per 100,000 Hub Miles year-to date are below target in both months.
- Workers' Compensation Indemnity Claims per 200,000 Exposure Hours year-to date are below target.

Metro Rail Operations:

- There were no Metro Rail traffic accidents for the month of October and only one accident each for the Metro Blue and Red Lines in November.
- All lines exceeded the target for Mean Miles Between Chargeable Mechanical Failures in October and November except the Metro Green Line in October.
- All lines exceeded the target for on-time rollouts in October and November.

Metro Bus Operations San Fernando Valley Sector:

Trend analysis:

- In-Service On-Time Performance has fluctuated over the past couple of months with a performance of 68.75% in September to 69.55% in October ending at 65.81% in November. The year-to-date on-time performance is 69.34% for the Sector, indicating a high probability that we will reach our goal of 70% for the fiscal year.
- In October, Division 15 experienced an accident rate of 2.20 per 100,000 miles of service operated. This was the lowest monthly rate achieved. In November, the accident rate increased to 2.85 and is primarily rain related. However, on a year-to-date basis we continue to beat the target of 3.0. Division 8 experienced a spike in October with an accident rate of 3.71, in part due to heavy rains. For November, the accident rate normalized to 2.21 per 100,000 miles. Our FY05 year-to-date rate of 2.52 and continues to beat the 3.00 target.
- Customer complaints have been on a steady decline but we experienced a slight increase for the Sector in November. For the month of October, Division 15 was under the goal of 4.5 per 100,000 boardings at 4.01. This drop is due to excellent staff work and meeting the goal of handling all complaints in less than 7 days. Over the past 8 weeks our resolution rate as measured by customer relations has moved from 89% to 100%. In November, our rate continued to fall to 3.78 per 100,000 boardings. Division 8 has also shown a significant rate decrease from 5.99 per 100,000 boardings in September to 3.09 in October and 3.44 in November. Due to our staff's diligence in handling complaints timely, we have achieved a resolution rate of 97% for October and 99% in November.
- The Sector experienced an increase in the number of filed worker's compensation claims per 200,000 exposure hours for September to 22.69, but experienced a decrease for October to 12.94. Even with the decline we continue to exceed the year-to-date target. A number of the new claims are based on "cumulative trauma" experienced over many years of employment. Divisions have no control or notice of these claims except as a result of notification. It should also be noted that both Divisions have been successful in reducing accepted claims, but these are not removed from the calculations of new claims filed.

Areas of focus/improvement:

- Staff continues to focus on reducing complaints with particular concentration on pass-up or no-show complaints. Our targets of handling every complaint within 7 days for Division 15 has been met, Division 8 is at 99%, and we will keep these targets in mind.
- Accident reduction is also a continuing focus as is on-time performance. We have heightened our efforts in accident reduction and continue to work with Vehicle Operations (VO) resources and the Sector's Senior Safety Specialist to further reduce the number of accidents. Both divisions are performing follow-up evaluation rides with all employees after accident or who return from extended leaves. In addition to reducing the accident rate, safe operations will have a positive impact on our on-time performance. The additional focus by the VO staff will also impact performance.
- To continue with the reduction in the number of worker's compensation claims that have been filed, we are working aggressively to bring employees back to work on a

transitional basis as soon as their health will allow. This effort reduces the number of lost time days incurred and also helps to promote a speedy recovery of the injured.

Metro Bus Operations San Gabriel Valley Sector:

Trend analysis:

- October and November Mean Miles Between Chargeable Mechanical Failures fell short of the 9,000 mile San Gabriel Valley Sector goal at 6,287 and 7,349 miles respectively. Both San Gabriel Valley Divisions have shown improvement over the past few months in this area with Division 9 attaining the goal in November at 10,227 miles. Engine failures continue to be the highest cause of road-call failures. Improvements at Division 9 due to the implementation of a new diagnostic repair processes in early September are planned for use at Division 3.
- In-Service On-Time Performance in October was above the target of 70% at 73.3%, with a dip in November at 67.6 %. For October & November, Division 3 recorded a 75.3% and 66.24% rate while Division 9 recorded a 69.9% and 69.1% rate respectively. The Sector improved in the running early component of the measure at both Divisions in October as well as November. San Gabriel Valley Scheduling & Vehicle Operations staff continues to supervise problem lines and review schedules and running times to identify areas of concern.
- Bus Traffic Accident rates per 100,000 miles spiked in October at 3.69, well above the Sector Goal of 3.00; however, November accident rates plummeted to 2.16. The San Gabriel Valley Sector year-to-date goal continues to be attained at 2.78. Division 9 consistently meets the Sector goal while Division 3 continues to improve toward its goal with a November mark of 2.01 and a year-to-date mark of 3.54. Analysis of all accidents by type and location continue to be conducted by the San Gabriel Valley Accident Investigation Committees for mitigation through FY05.
- Customer Complaints continue to trend down with the Sector mark of 2.75 being recorded in October and 2.20 in November. Each mark is well below the Sector goal of 3.25. Both Divisions continue to show improvement in November from October with Division 3 lowering its rate from 2.38 to 2.01 and Division 9 improving from 3.20 to 2.73. The San Gabriel Valley year-to-date mark of 2.94 continues to outperform the System year-to-date average of 3.79.
- New Workers Compensation Indemnity Claims for September spiked above the Sector target of 14.00 at 17.03, but maintained the year-to-date goal at 10.42. For September, Division 3 attained the goal at 2.48, but Division 9 was well above the target at 33.81. October claims improved significantly with the Sector rate at 10.68, with Divisions 3 and 9 at 9.63 and 12.77 respectively.

Areas of focus/improvement:

- Road-calls: Sector staff has developed a comprehensive analysis and repair program for road-call failures. Road-call data has been analyzed to isolate and identify the causal factors associated with high frequency mechanical failures by failure and bus type. This program is expected to have a positive impact on the Road-call measure as well as In-Service On-Time Performance and Customer Complaints levels. The expansion of the program to Division 3 is expected in January.
- On-Time Performance: The San Gabriel Valley Sector has increased field supervision and in-service operator field support in order to improve In-Service On-Time

Performance and decrease schedule related complaints. Line sweeps are being conducted on problem lines with supervisor support being provided at certain time points to support schedule adherence and provide operator assistance. Other programs include implementing a bus operator audit program, checking watches at the window; continuing to conduct investigations on "pass-ups" and "no show" complaints; and continuing running time and "dead head" time improvements.

- **Bus Traffic Accidents:** The San Gabriel Valley continues to hold bi-weekly Accident Investigation Committee meetings to identify accident locations and circumstances in order to mitigate accident causes. Efforts include, comprehensive accident investigation training for supervisory staff, bus operator road hazard awareness on specific line, and bus positioning awareness at bus stops to avoid bus vs. car accidents. These committees have also recommended bus pad and bus zone changes for implementation.
- **Customer Complaints:** The San Gabriel Valley is implementing rigorous initiatives to monitor, investigate, correct, resolve and respond to customer input including: management interviews with high complaint operators, undercover bus rides with high complaint operators, assignment of high complaint operators to Metro Customer Service Classes, Supervisory line sweeps to address scheduling problems, and Digital Video Recorder (DVR) download investigations on customer complaints.
- **Workers Compensation Claims:** The San Gabriel Valley continues to hold monthly Local Safety Committee meetings to discuss salient safety issues and programs at their respective locations with an emphasis on accident prevention. These issues and programs include: Emergency Preparedness, Safety Observations and Feedback, Incident Investigations, Return to Work Program and a new "Safety Buck" awards program. These programs are focused on safety awareness and accident prevention.

Metro Bus Operations Gateway Cities Sector:

Trend analysis:

- In October and November year-to-date performance, the Gateway Cities Sector met the FY05 target and exceeded the system-wide performance in In-Service-On-Time Performance and Complaints per 100,000 Boardings. Both divisions did not meet the FY05 target in Mean Miles Between Chargeable Mechanical Failures and the target in Bus Traffic Accidents Per 100,000 Miles in October and November 2004.
- Both bus divisions exceeded the system-wide average In-Service On-Time Performance in October and November 2004. This was the 5th consecutive month in FY05 that both divisions were able to accomplish the In-Service On-time Performance over 69% comparing the system-wide year-to-date performance in November at 66.69%.
- Both divisions showed significant improvement in Complaints per 100,000 boardings as they continuously, in October and November, met the FY05 target and favorably below the system-wide year-to-date performance at 3.38. Division 1 achieved the performance at 2.39 and 2.06 in October and November respectively. Division 2 achieved the performance at 1.89 and 1.46 in October and November respectively.
- Bus Traffic Accident rate was trending up in Division 1 recorded at 3.90 in October and 4.44 in November. Conversely, Division 2 was trending down from 4.48 in October to 3.67 in November. Bus Traffic Accident rates continuously fluctuated between 3.78 and 4.48 in both divisions for past five months, which were higher than

the system-wide average and the FY05 target. Division Managers and sector staff have taken more aggressive efforts to reduce the accident rates.

- In the New Workers Compensation Indemnity Claims per 200,000 Exposure Hours, both divisions' year-to-date performance met the sector target but fell short in the system-wide target. There was an increase in new workers compensation indemnity claim rates in Division 2 from 11.97 in September to 32.19 in October.

Areas of focus/improvements:

- **In-Service On-Time Performance:** This is the fifth consecutive month that the sector exceeded the system-wide average in In-Service On-Time Performance. We are continuing to adjust schedules, as appropriate, on lines that are experiencing significant In-Service On-Time Performance problems. Also, we are continuing to maintain increased supervision to monitor problem lines and operators on those lines where In-Service On-Time Performance is below the standard as well as to continue to discuss In-Service On-Time Performance in division rap sessions. Gateway Cities' staff adjusted schedules on lines 16, 26, 45, 60, 66, 105, 265, 362, 460 and 576 to improve In-Service On-Time Performance for the June 2004 service changes. We have also further fine-tuned the service in December 2004 shake-up.
- **Complaints per 100,000 Boardings:** Sector staff is working with Division Managers to focus on high complaint categories such as No Show, Passed Up, Unsafe Operation, and Operator Discourtesy. Managers are reviewing employees' records of past complaints and providing counseling in areas needing improvement. Meanwhile, we continue our efforts to 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, and deploy more under-cover investigations at peak service times. Operations Central Instruction Department is developing a customer complaints intermediate training program to offer operators a 2-hour interactive computer training course at the divisions.
- **Bus Traffic Accidents Per 100,000 miles:** Sector Staff and Division Managers have identified and are continuously monitoring high accident lines including Line no. 18 and no. 45 at Division 1 and Line no. 26 and no. 200 at Division 2. Detailed information on these high accident lines were forwarded to the Sheriff to increase visibility and parking enforcement. Action Plans have been implemented since early September including use of line captain, line saturation, line sweep, ride-alongs and increase line supervision. Sector staff will continue to focus on accident investigation to identify root causes and performing line sweeps on high accident bus lines to reduce bus traffic accidents. In addition, new scheduling tactics are incorporated in the December 2004 Shake-up to encourage more experienced and skillful bus operators to bid on assignments of high accident lines, which may be helpful to reduce the bus traffic accidents especially in downtown Los Angeles highly congested areas. Additional cautions will be emphasized at regular rap session to alert highly crowded areas with holiday traffic in downtown Los Angeles areas. Division Managers are meeting with the General Manager and sector staff once a month to review the analysis of all accidents by bus line, location, accident type, operator type, and accident time. Continuous mitigation efforts are implemented to reduce the high bus traffic accident rates in the sector.

New Workers Compensation Indemnity Claims: Division 1 showed a trend down of new indemnity claim rates from 34.08 in October to 12.83 in November. Division 2 had a jump from 11.97 in September to 32.19. This was the first time for past four months that Division 2 experienced such a high indemnity claims rate. There were only two indemnity claim cases each month from July to September but 10 cases recorded in October. Sector staff will monitor closely on this performance to analyze if this was only an anomaly and are verifying data for accuracy.

Metro Bus Operations South Bay Sector:

Trend analysis:

- Overall, the performance for the Metro South Bay as of October 2004 reflects the South Bay exceeded the target in two of the five key performance areas. The target was exceeded in Complaints per 100,000 Boardings and New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours. In October Complaints per 100,000 Boards decreased by 27% and New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours decreased by 44% as compared to the previous month. For November 2004, South Bay improved in three of the five key performance areas as compared to the previous month, which are increase by 26% in Mean Miles Between Chargeable Mechanical Failures , increase by 3% in In-Service On-Time Performance and decrease of 24% in Complaints per 100,000 Boardings.
- In October Mean Miles Between Chargeable Mechanical Failures increased by 5% for the Arthur Winston, and the Carson Division experienced a 10% decrease; in November Arthur Winston experienced a significant increase of 44%, and a 14% increase for the Carson Division.
- In October the Carson Division was on track exceeding the target for Bus Traffic Accidents per 100,000 Miles with a performance 22% below the targeted level, while the Arthur Winston Division's performance is 40% above the targeted level of 4.00; in November the Carson Division continues to exceed the target with a year-to-date performance that is 22% below the targeted level, while the Arthur Winston Division experienced an 8% decrease compared to the previous month's performance.
- In October the Arthur Winston Division experienced a slight increase in In-Service On-Time Performance of 1% while the Carson Division experienced a slight decrease of 1% compared to the previous month's performance; in November the Arthur Winston Division increased by 4% while the Carson Division experienced a 2% increase.
- In September (due to one month lag) both the Arthur Winston and Carson Division experienced significant decreases in New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours; Arthur Winston with a 23% decrease and Carson Division with a 52% decrease compared to the previous month's performance. In October Arthur Winston increased slightly by 1% and Carson Division experienced a 3% decrease.

Areas of focus/improvement:

- Mean Miles Between Chargeable Mechanical Failures – The Carson Division is conducting an Interstate Battery Testing pilot program to possibly replace Neoplan buses with a high-powered battery to accommodate the new ATMS system and reduce road calls. In addition recurrent electrical road call problems have been

identified and a repair campaign is in place to relocate electrical wiring located near the engine. Both Divisions are in the process of retraining junior mechanics in diagnosing and troubleshooting mechanical problems.

- Complaints per 100,000 Boardings –A meeting was held with Customer Relations to exchange information regarding procedures for charging the Sector with invalid complaints involving multiple complaints of the same nature, detour notices and pink letters that show temporary service changes which increases customer complaints. It was agreed at this meeting that new codes will be set up to re-route invalid complaints back to Customer Relations for evaluation and/or reclassification.
- Bus Traffic Accidents Per 100,000 Miles – Both Divisions are continuing to heighten operator awareness through field observation feedback, meetings, hazard report, handouts and performance measure postings. The field observation meetings are hosted by management and bus operator peers; it is a forum where the operators can discuss accident reduction methods, scheduling changes, and report hazards. Operators are provided with handouts illustrating hazard photos along with tips on how to avoid them. Field supervisors and management teams are continuing to perform line rides and provide operators with information on how they are performing and instructions on how to drive safely and avoid hazards that are not apparent to the Operator. Field instructors concentrate on high accident/incident lines, track the accident and develop solutions for accident avoidance of the same type. Operators with numerous accidents are being identified and are being sent for remedial training. Finally, enlarged monthly performance measures are posted to heighten operator awareness of Division accomplishments and areas requiring improvement.

Metro Bus Operations Westside/Central Sector:

Trend analysis:

- Mean Miles Between Chargeable Mechanical Failures YTD November average is 7,510. The actual November performance is 7,481 slightly below the target of 7,500.
- In-Service On-time Performance declined to 62.41%, which is below the November YTD performance of 63.44% and the FY05 target of 70.00%.
- The Bus Accident Rate decreased to 3.25 per 100,000 miles in November, which is below the target of 3.67.
- The rate of Customer Complaints decreased to 2.62 per 100,000 Boardings, which is greatly below the target of 3.75. All Divisions experienced a substantial decrease in the rate of customer complaints during the month of November.

Areas of focus/improvement:

- In-Service On-Time Performance will be improved through the consolidation of “On Street Supervision” at the Sector office and managed by an Assistant Transportation Manager. The actual change will take place January 01, 2005. Line checks will be conducted regularly on problem lines/areas. Service development adjustments will continue to be made to better increase the flow of headways in problem areas.
- Supervisors have been assigned specific lines to zero in on areas requiring improvement. Also, line rides are being increased and conducted daily to spot potential operational problems that may lead to further bus accidents. Accident reviews are conducted in a timely manner and re-training is given to operators to avoid future accidents.

- Supervisor rides and undercover investigations will be increased on problem operators to reduce customer complaints. In addition, stronger coaching, counseling and discipline sessions are being conducted to reduce complaints. Operators identified as multiple offenders are receiving additional training in operator/passenger relations.

Metro Rail Operations:

Trend Analysis:

- All lines except the Gold improved for October In-service On-time Performance.
- The Red and Gold Lines improved for November In-service On-Time Performance.
- The rate of complaints increased for all Lines in October and for the Blue and Gold Lines in November.
- The rate of new Workers' Compensation Indemnity Claims increased for the Red and Gold Lines in October and declined for all lines except the Red in November.

Areas of focus/improvement:

- Vehicle maintenance and incident management are being improved through more intensive monitoring, training and accident evaluation to address the failure of In-Service On-Time performance to meet goals that results from vehicle/wayside problems and accidents.
- Close monitoring of Ticket Vending Machine performance continues to improve customer service.

ATTACHMENT

1. *Metro Operations Monthly Performance Report for October 2004 and November 2004*

Los Angeles County
Metropolitan Transportation Authority

OCT 2004

METRO OPERATIONS MONTHLY PERFORMANCE REPORT



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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 54 million boarding passengers each year.

This report gives a brief overview of sector operations*:

- * Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- * 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	FY02	FY03	FY04	FY05 Target	FY05 YTD	Oct. Month	Status
Bus Systemwide							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,102	6,809	◇
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.97%	66.54%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.41	3.90	⊙
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	4.07	3.25	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Sep. 16.31	Sep. 16.64	⊙
SFV Sector							
MMBCMF**	4,646	8,616	8,648	8,000	9,177	9,869	⊙
In-Service On-time Performance		67.30%	67.47%	70%	70.23%	69.55%	⊙
Bus Traffic Accidents Per 100,000 Miles	3.09	2.91	2.99	3.00	2.65	2.88	⊙
Complaints per 100,000 Boardings	3.43	6.32	5.45	4.50	5.09	3.60	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	22.8	16.72	15.15	14.50	Sep. 20.10	Sep. 22.69	■
Division 8							
MMBCMF*	5,775	9,177	8,183	8,000	9,781	11,000	⊙
In-Service On-time Performance	67.88%	70.09%	69.12%	70%	72.43%	71.10%	⊙
Bus Traffic Accidents Per 100,000 Miles	3.22	2.84	2.75	3.00	2.60	3.71	⊙
Complaints per 100,000 Boardings	3.16	6.87	5.09	4.50	5.24	3.09	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.36**	20.92	19.15	14.50	Sep. 21.54	Sep. 22.70	■
Division 15							
MMBCMF*	4,514	8,260	9,013	8,000	8,734	9,105	⊙
In-Service On-time Performance	62.51%	66.13%	66.62%	70%	68.96%	68.13%	⊙
Bus Traffic Accidents Per 100,000 Miles	3.01	2.96	3.17	3.00	2.69	2.20	⊙
Complaints per 100,000 Boardings	3.58	6.01	5.70	4.50	4.98	4.01	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	19.15**	16.23	13.14	14.50	Sep. 19.85	Sep. 22.35	■

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

**Jan - June, 2002

⊙ Green - High probability of achieving the FY05 target (on track).

◇ Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.

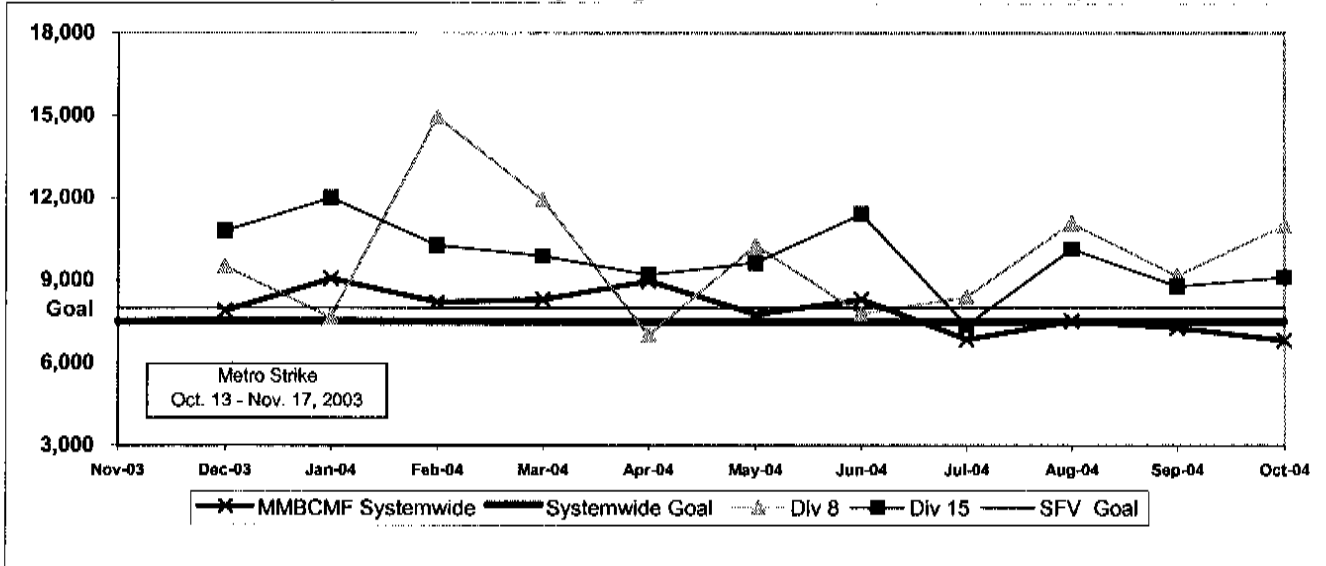
■ Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

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

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

Calculation: $MMBCMF = (\text{Total Hub Miles} / \text{by Chargeable Mechanical Related Roadcalls})$



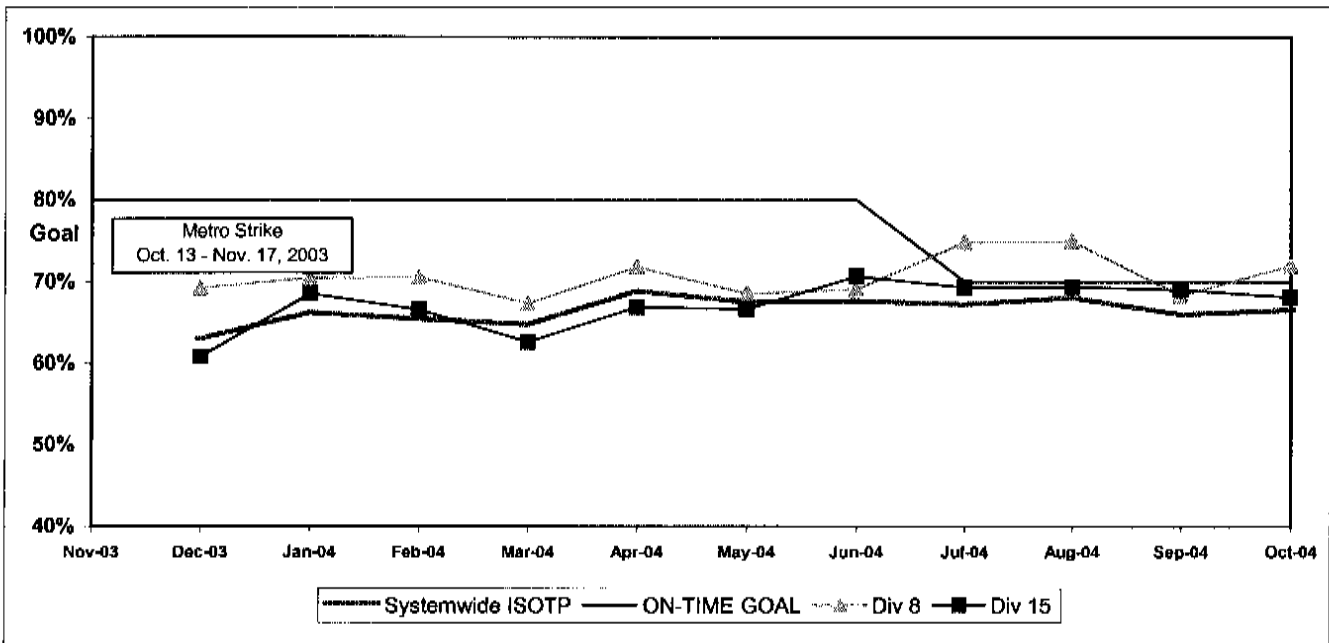
* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

IN-SERVICE ON-TIME PERFORMANCE

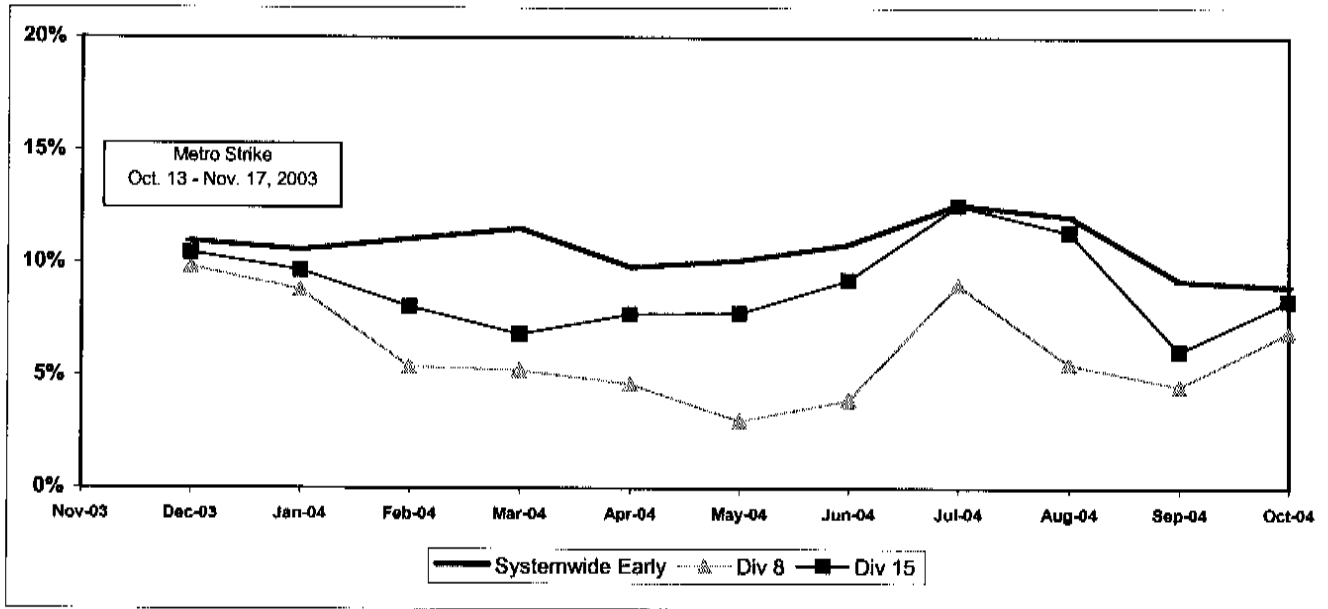
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



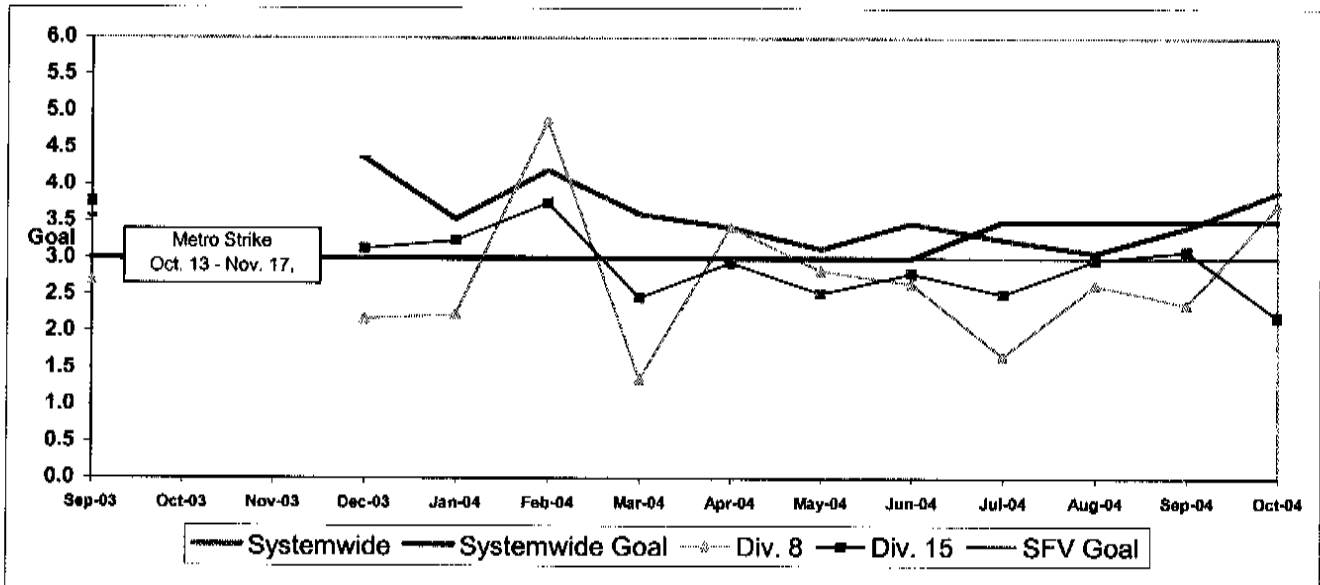
SFV Sector Bus Service Performance - Continued
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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))

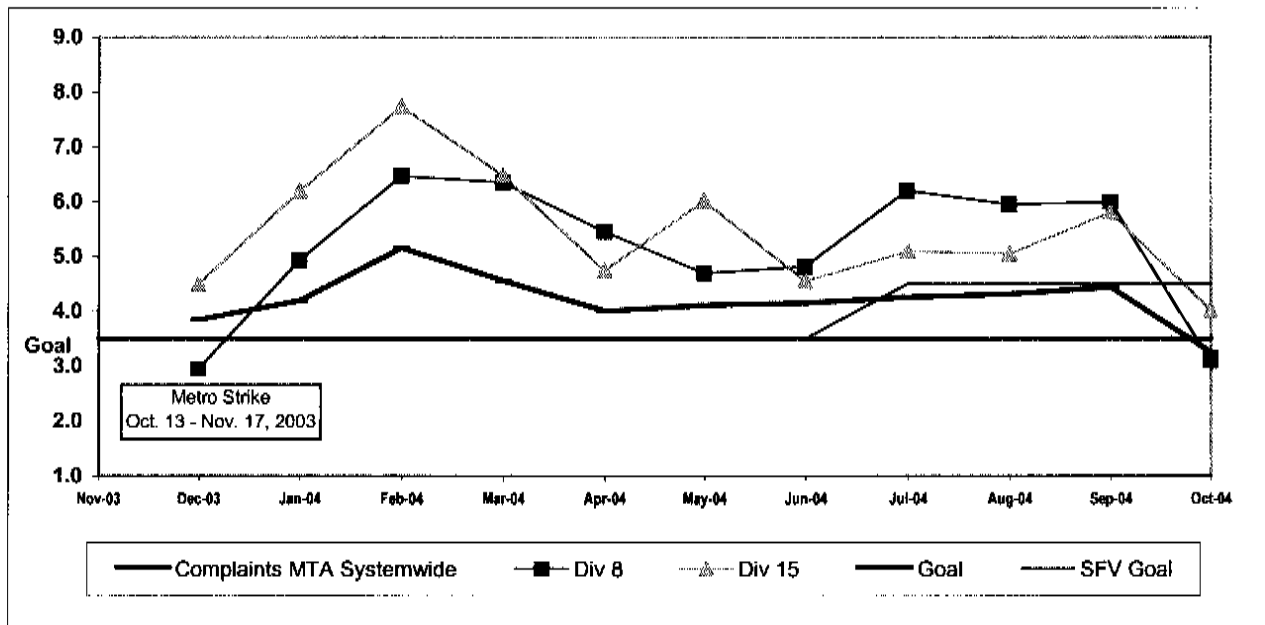


COMPLAINTS PER 100,000 BOARDINGS

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)

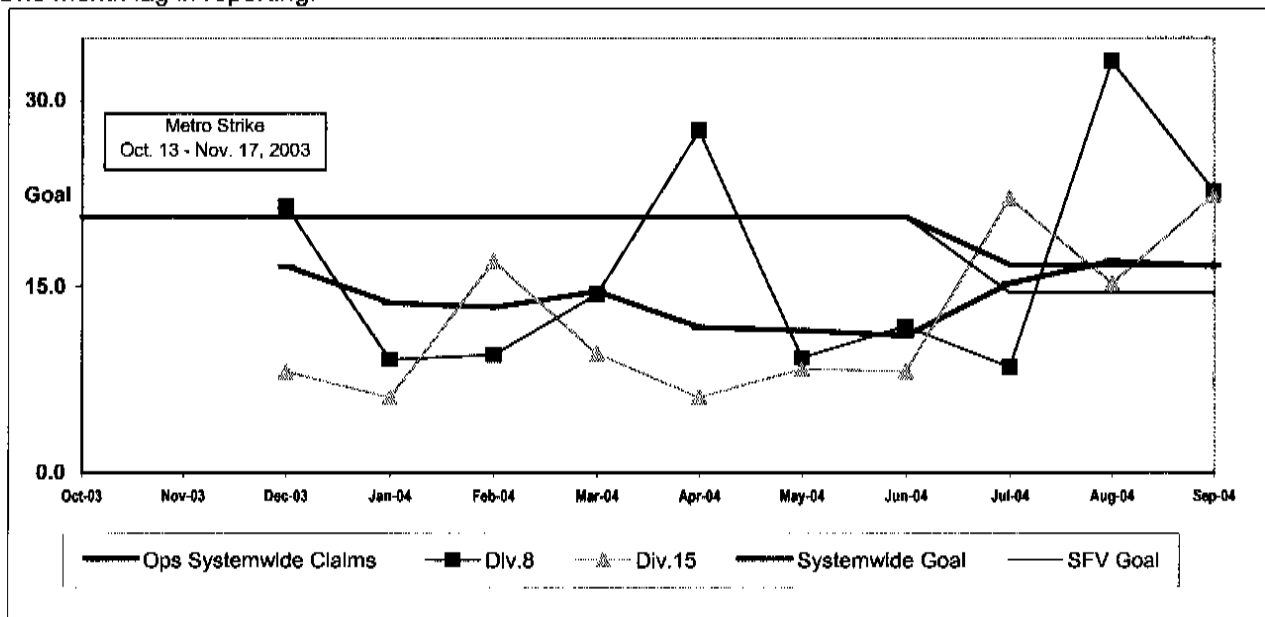


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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 64.5 million boarding passengers each year.

This report gives a brief overview of sector operations*:

- * Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- * 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	FY02	FY03	FY04	FY05 Target	FY05 YTD	Oct. Month	Status
Bus Systemwide							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,102	6,809	◇
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.97%	66.54%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.41	3.90	●
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	4.07	3.25	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Sep. 16.31	Sep. 16.64	●
SGV Sector							
MMBCMF*	6,708	7,696	7,570	9,000	6,511	6,287	■
In-Service On-time Performance		70.02%	69.98%	70%	71.35%	73.30%	●
Bus Traffic Accidents Per 100,000 Miles	3.23	3.40	2.91	3.00	2.98	3.69	●
Complaints per 100,000 Boardings	3.13	3.57	3.80	3.25	3.11	2.75	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	27.80	23.15	16.12	14.00	Sep. 10.42	Sep. 17.03	●
Division 3							
MMBCMF*	5,538	5,726	6,564	9,000	5,783	4,985	■
In-Service On-time Performance	68.70%	71.08%	70.80%	70%	71.41%	75.25%	●
Bus Traffic Accidents Per 100,000 Miles	3.96	4.22	3.59	3.00	3.97	4.47	◇
Complaints per 100,000 Boardings	2.61	3.09	3.02	3.25	2.85	2.38	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	38.36**	21.54	12.36	14.00	Sep. 1.62	Sep. 2.48	●
Division 9							
MMBCMF*	8,336	11,322	8,874	9,000	7,369	8,255	◇
In-Service On-time Performance	64.56%	67.47%	68.16%	70%	71.21%	69.86%	●
Bus Traffic Accidents Per 100,000 Miles	2.56	2.64	2.26	3.00	2.07	2.97	●
Complaints per 100,000 Boardings	3.90	4.31	5.09	3.25	3.46	3.20	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	33.14**	28.54	20.75	14.00	Sep. 20.69	Sep. 33.81	■

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

**Jan - June, 2002

● Green - High probability of achieving the FY05 target (on track).

◇ Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.

■ Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

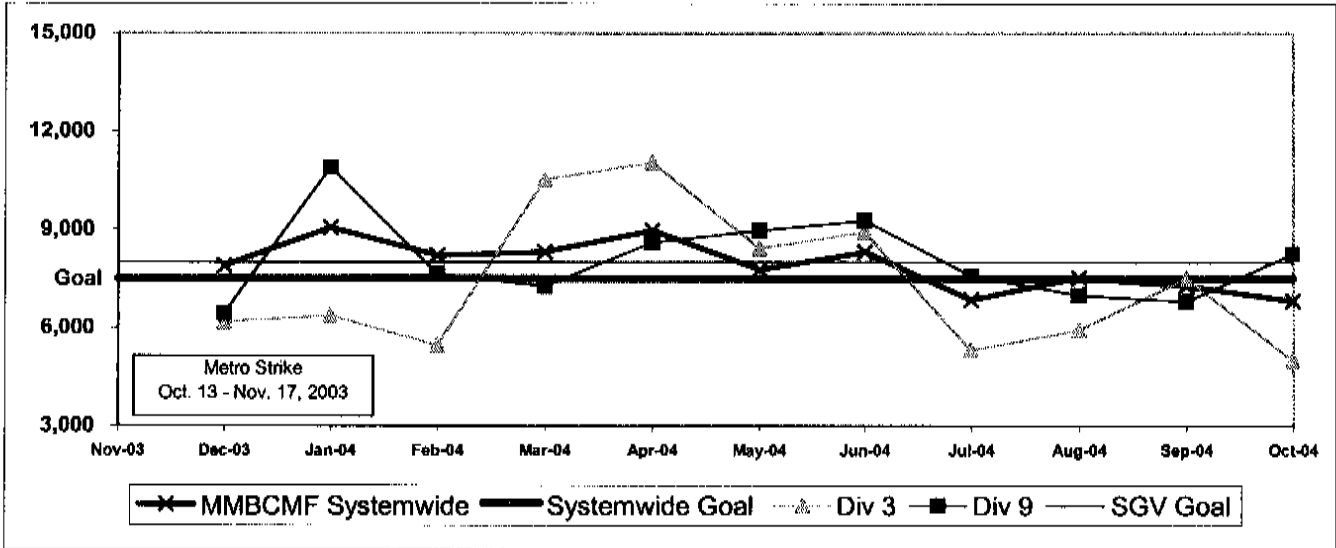
SAN GABRIEL VALLEY SECTOR (SGV) BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*

Systemwide and Divisions 3 and 9

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

Calculation: $MMBCMF = (\text{Total Hub Miles} / \text{by Chargeable Mechanical Related Roadcalls})$



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

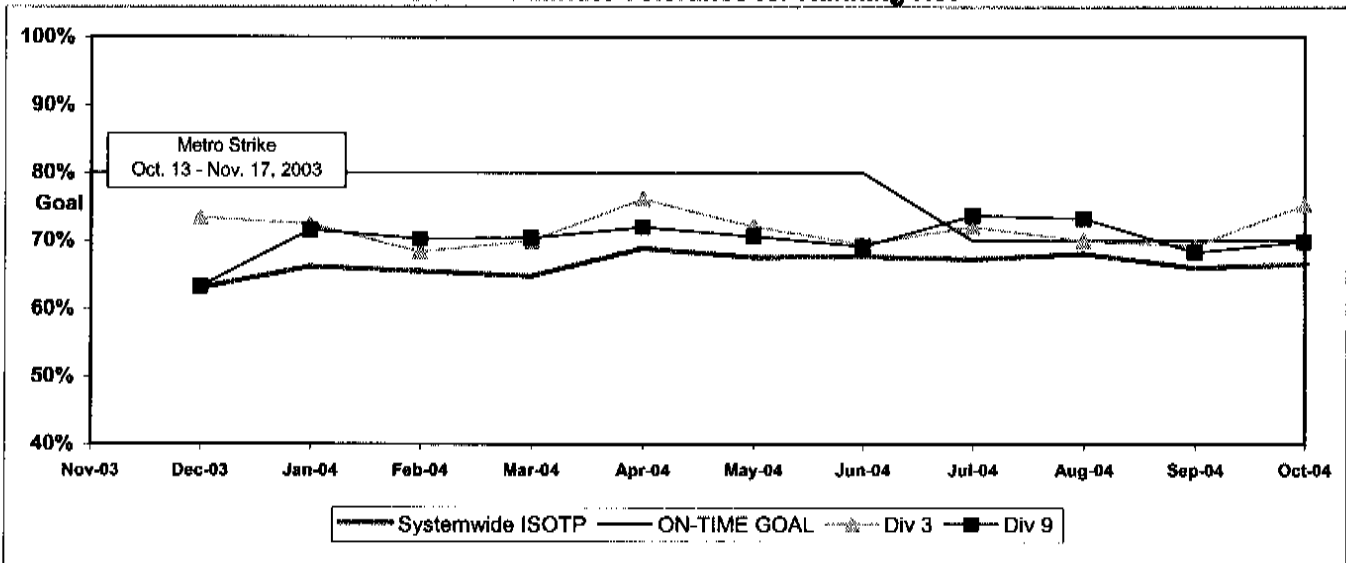
IN-SERVICE ON-TIME PERFORMANCE

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

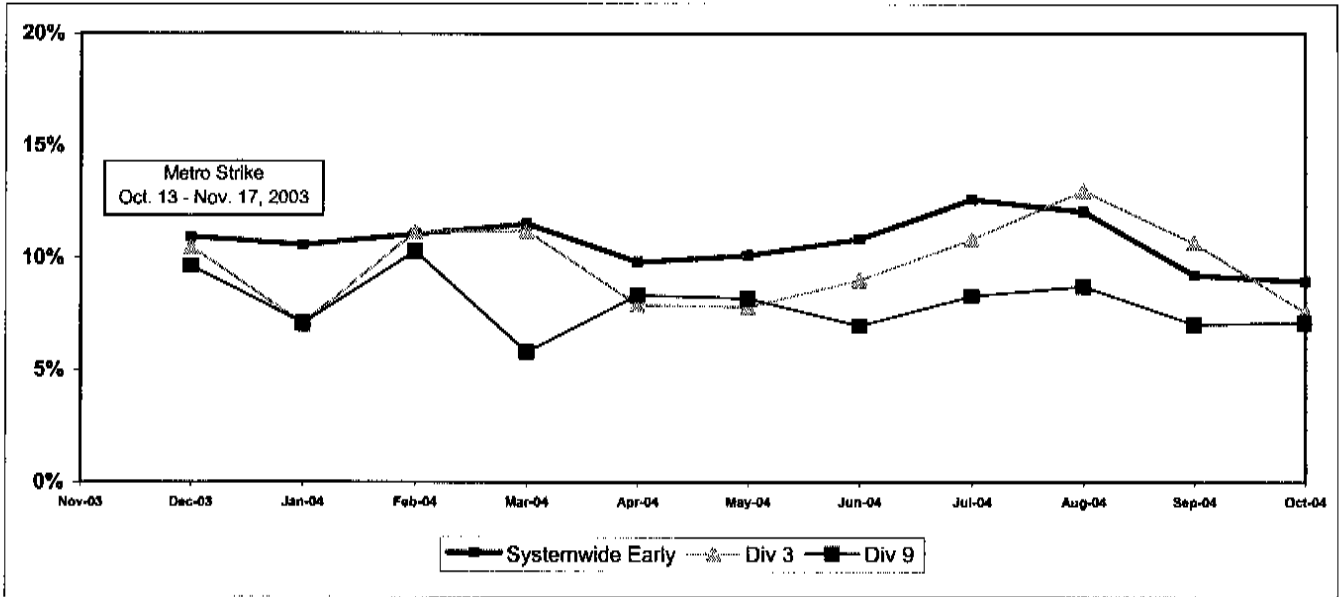
Calculation: $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes late}) / (\text{Total buses sampled}))$

Systemwide and Bus Operating Divisions 3 and 9

ISOTP - 1 Minute Tolerance for Running Hot



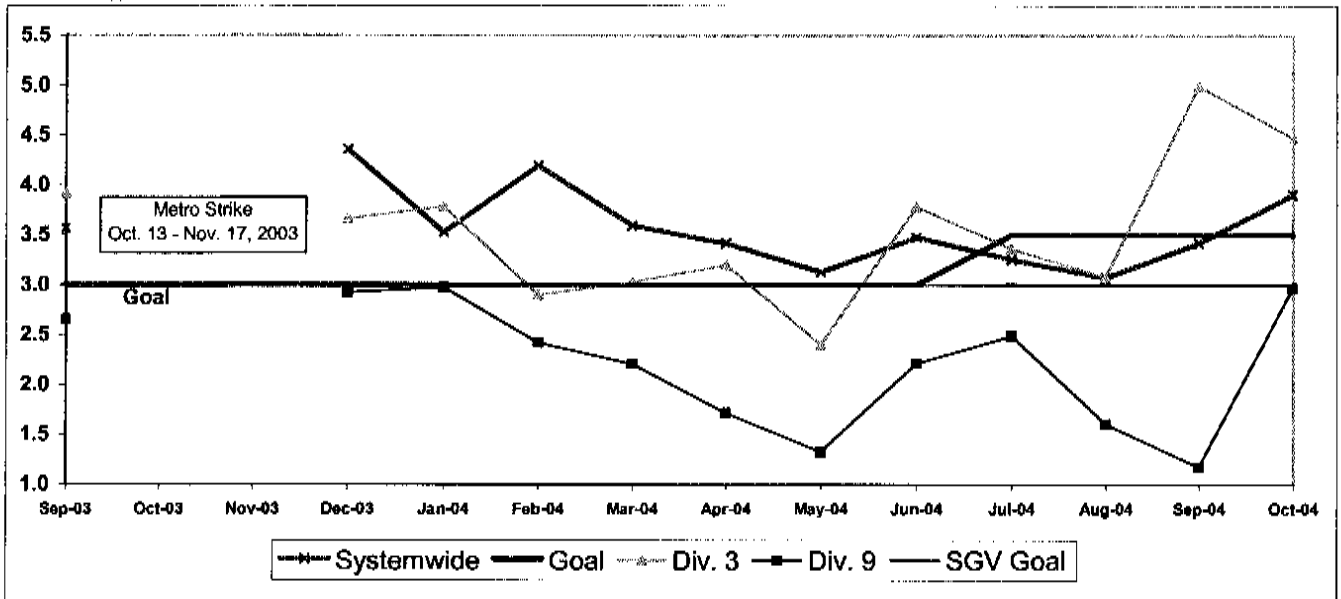
SGV SECTOR BUS SERVICE PERFORMANCE - Continued
Running Hot - Systemwide and Divisions 3 and 9



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

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

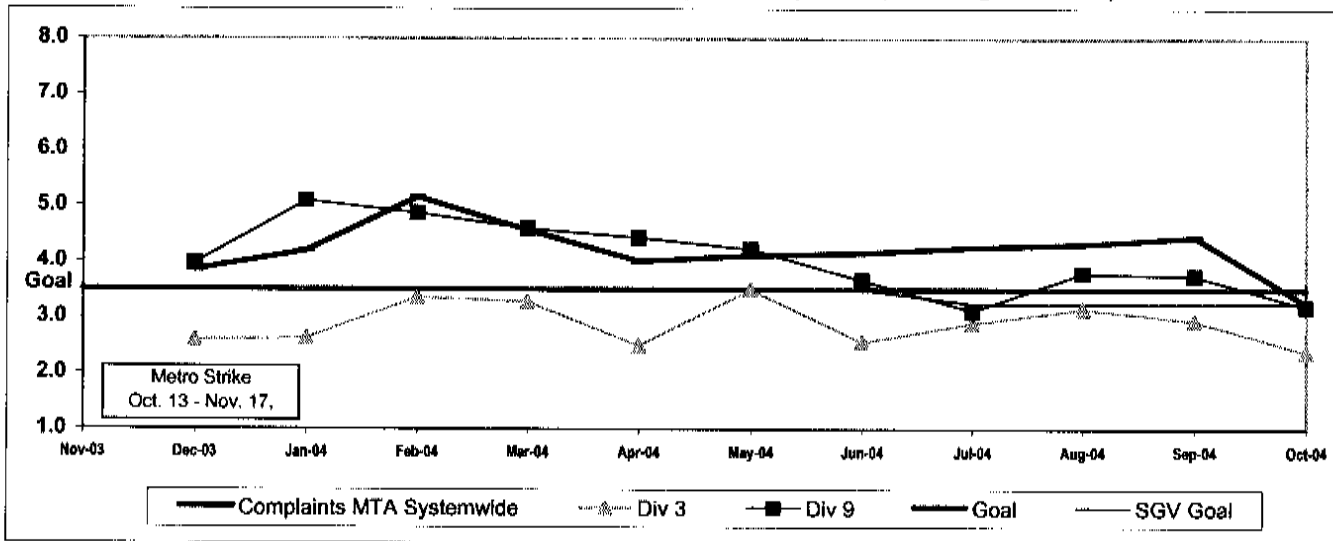
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



SGV SECTOR BUS SERVICE PERFORMANCE - Continued
COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Divisions 3 and 9

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

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

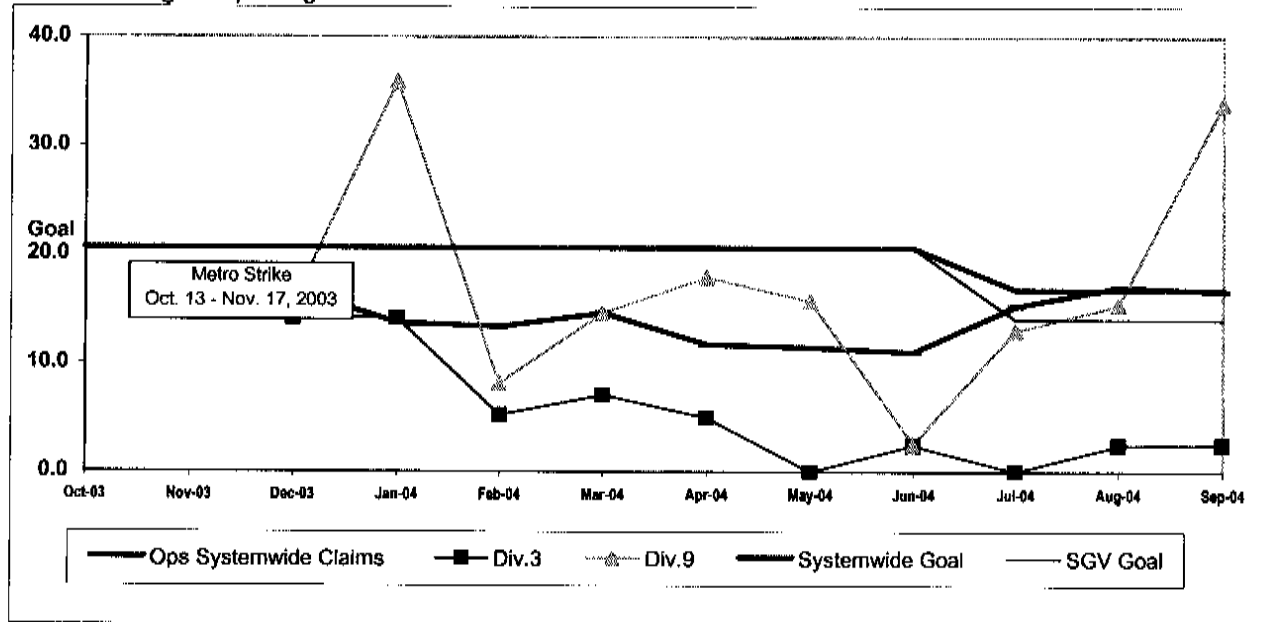


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 3 and 9

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 59.8 million boarding passengers each year.

This report gives a brief overview of sector operations*:

- * Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- * 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	FY02	FY03	FY04	FY05 Target	FY05 YTD	Oct. Month	Status
Bus Systemwide							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,102	6,809	◇
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.97%	66.54%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.41	3.90	⊙
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	4.07	3.25	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Sep. 16.31	Sep. 16.64	⊙
GC Sector							
MMBCMF*	6,726	7,800	8,781	8,250	6,272	5,995	◇
In-Service On-time Performance		74.53%	69.34%	70%	71.03%	69.97%	⊙
Bus Traffic Accidents Per 100,000 Miles	4.49	4.07	3.86	3.50	3.90	4.15	◇
Complaints per 100,000 Boardings	2.07	2.63	3.08	3.00	2.69	2.23	⊙
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	43.20	25.30	20.19	19.18	Sep. 17.22	Sep. 24.36	⊙
Division 1							
MMBCMF*	8,510	9,863	8,232	8,250	5,853	5,446	■
In-Service On-time Performance	74.95%	78.22%	70.57%	70%	70.91%	69.20%	⊙
Bus Traffic Accidents Per 100,000 Miles	4.51	3.39	3.41	3.50	3.74	3.90	◇
Complaints per 100,000 Boardings	1.76	2.26	3.32	3.00	3.06	2.39	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	45.91**	20.42	16.82	19.18	Sep. 18.12	Sep. 34.08	⊙
Division 2							
MMBCMF*	5,514	6,398	9,496	8,250	6,895	6,891	◇
In-Service On-time Performance	63.01%	67.53%	67.62%	70%	71.21%	70.94%	⊙
Bus Traffic Accidents Per 100,000 Miles	4.48	4.78	4.36	3.50	4.10	4.48	◇
Complaints per 100,000 Boardings	2.38	3.07	2.84	3.00	2.29	1.89	⊙
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	48.72**	31.18	24.56	19.18	Sep. 15.77	Sep. 11.97	⊙

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

**Jan - June, 2002

⊙ Green - High probability of achieving the FY05 target (on track).

◇ Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.

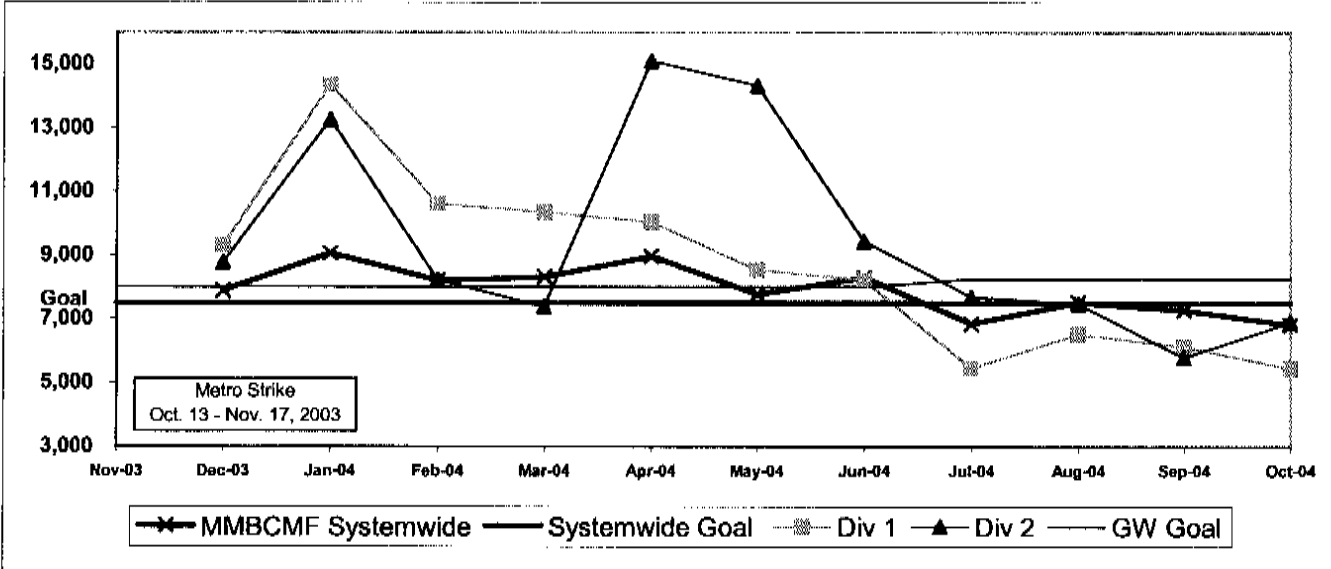
■ Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES* Systemwide and Divisions 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)



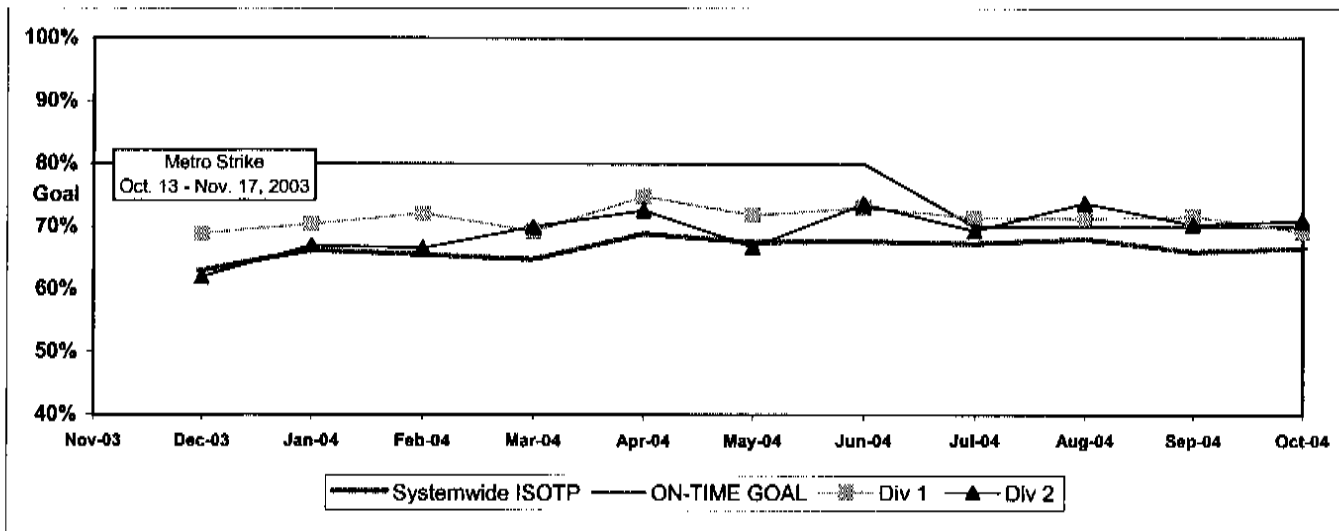
* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

IN-SERVICE ON-TIME PERFORMANCE

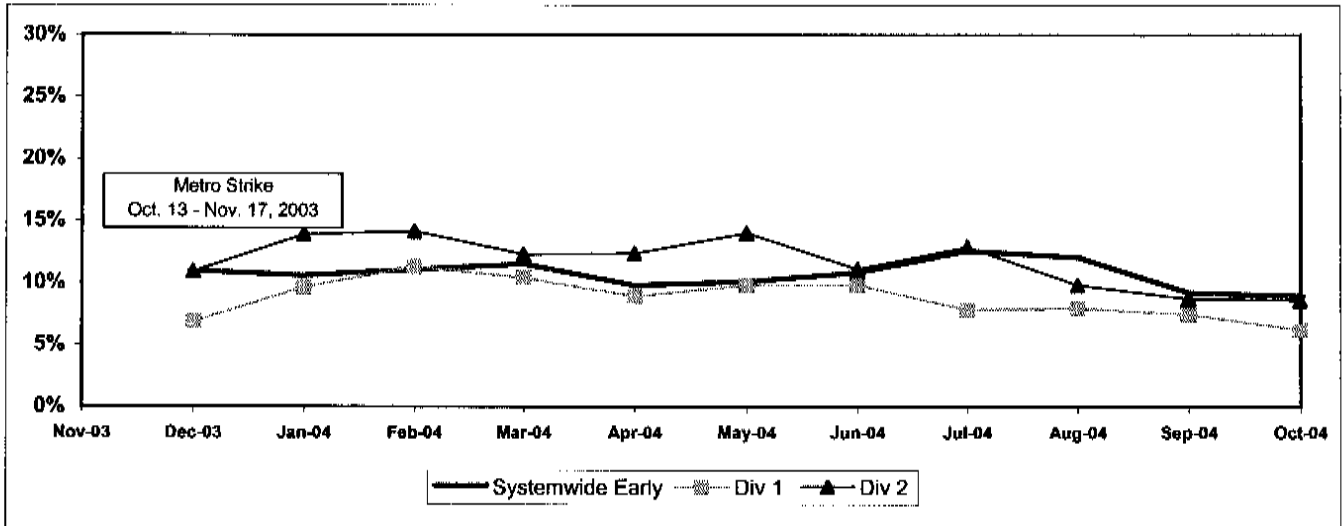
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



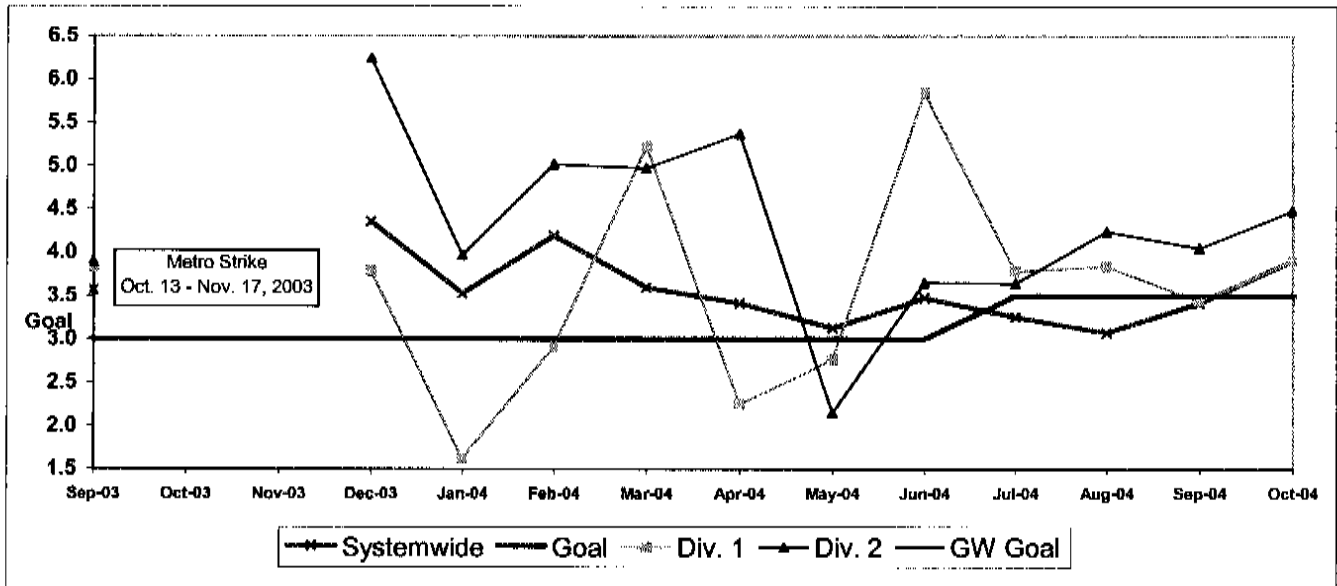
GC SECTOR BUS SERVICE PERFORMANCE - Continued
Running Hot - Systemwide and Divisions 1 and 2



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

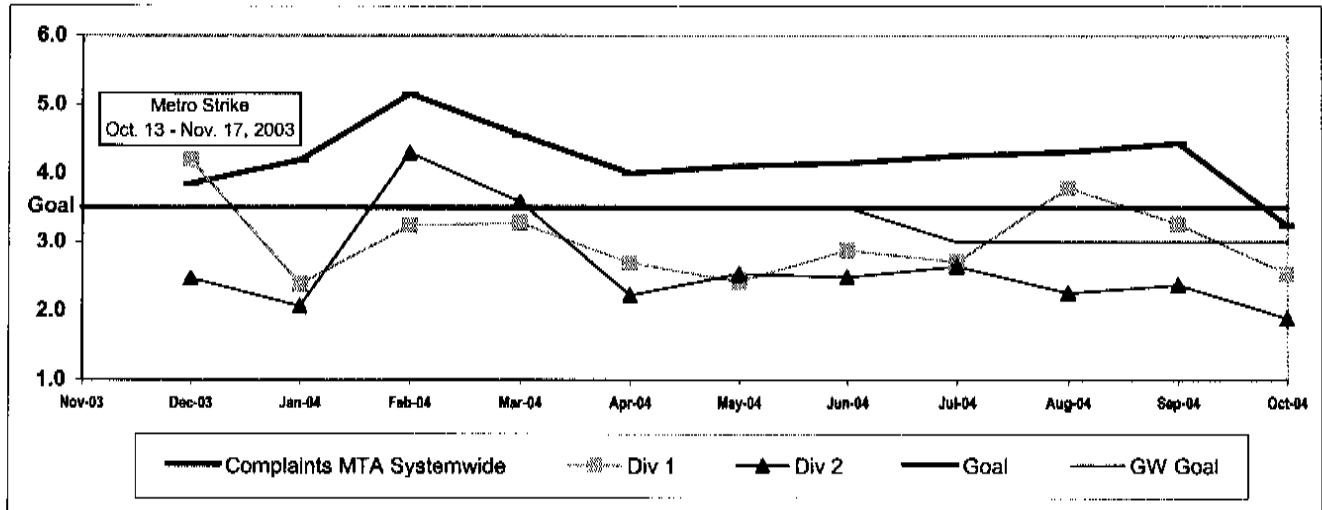


GC SECTOR BUS SERVICE PERFORMANCE - Continued
COMPLAINTS PER 100,000 BOARDINGS

Systemwide and 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)

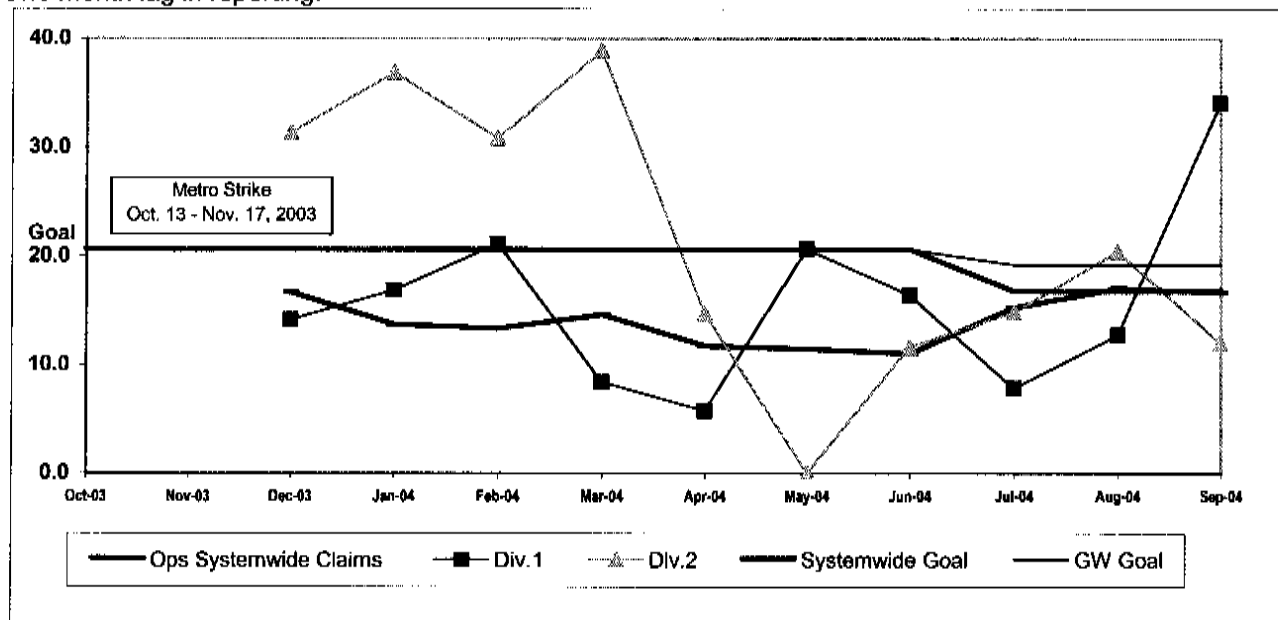


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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 93.5 million boarding passengers each year.

This report gives a brief overview of sector operations¹:

- * Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- * 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	FY02	FY03	FY04	FY05 Target	FY05 YTD	Oct. Month	Status
Bus Systemwide							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,102	6,809	◇
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.97%	66.54%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.41	3.90	●
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	4.07	3.25	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Sep. 16.31	Sep. 16.64	●
SB Sector							
MMBCMF*	5,665	6,237	7,132	7,000	6,262	6,134	◇
In-Service On-time Performance		63.67%	61.74%	70%	65.72%	63.64%	◇
Bus Traffic Accidents Per 100,000 Miles	4.03	4.00	3.68	4.00	3.53	4.20	●
Complaints per 100,000 Boardings	3.42	4.02	4.63	4.00	4.54	3.93	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	30.5	17.28	14.84	14.10	Sep. 18.54	Sep. 11.47	◇
Division 5							
MMBCMF*	8,883	8,756	7,823	7,000	5,670	5,648	■
In-Service On-time Performance	63.31%	66.30%	63.17%	70%	66.51%	64.69%	◇
Bus Traffic Accidents Per 100,000 Miles	4.35	4.58	3.90	4.00	4.18	5.63	◇
Complaints per 100,000 Boardings	2.47	2.86	3.45	4.00	3.45	3.60	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	43.97**	24.16	15.22	14.10	Sep. 15.78	Sep. 13.04	◇
Division 18							
MMBCMF*	4,514	5,144	6,689	7,000	6,798	6,553	◇
In-Service On-time Performance	60.19%	61.23%	60.78%	70%	65.14%	62.93%	◇
Bus Traffic Accidents Per 100,000 Miles	3.80	3.57	3.51	4.00	3.05	3.14	●
Complaints per 100,000 Boardings	4.39	5.28	5.74	4.00	5.53	4.22	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	25.56**	13.40	14.71	14.10	Sep. 21.04	Sep. 10.71	◇

¹ Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

**Jan - June, 2002

● Green - High probability of achieving the FY05 target (on track).

◇ Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.

■ Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

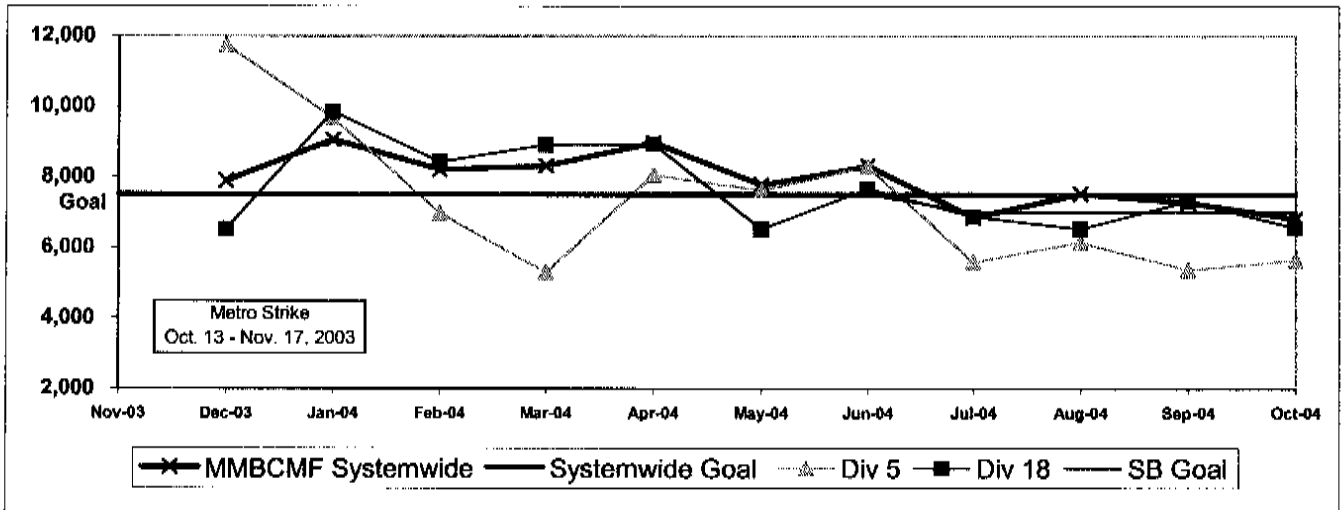
SOUTH BAY SECTOR (SB) BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*

Systemwide and Divisions 5 and 18

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

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



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

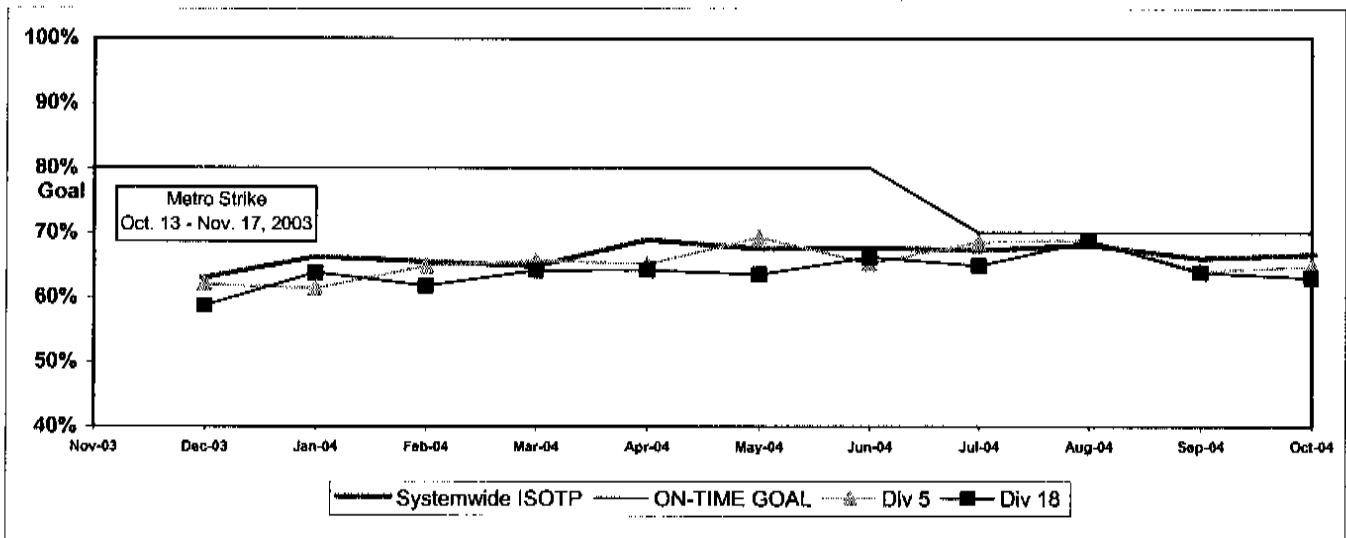
IN-SERVICE ON-TIME PERFORMANCE

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

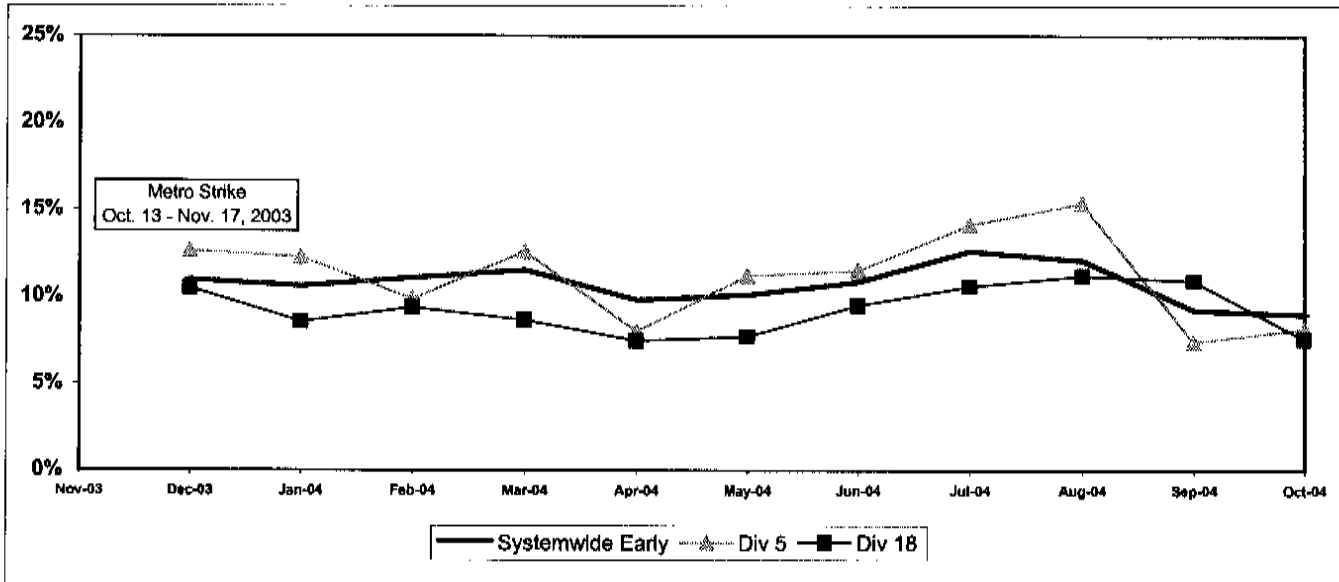
Calculation: ISOTP% = 1 - ((Number of buses departing early + Number of buses departing more than five minutes late) / (Total buses sampled))

Systemwide and Bus Operating Divisions 5 and 18

ISOTP - 1 Minute Tolerance for Running Hot



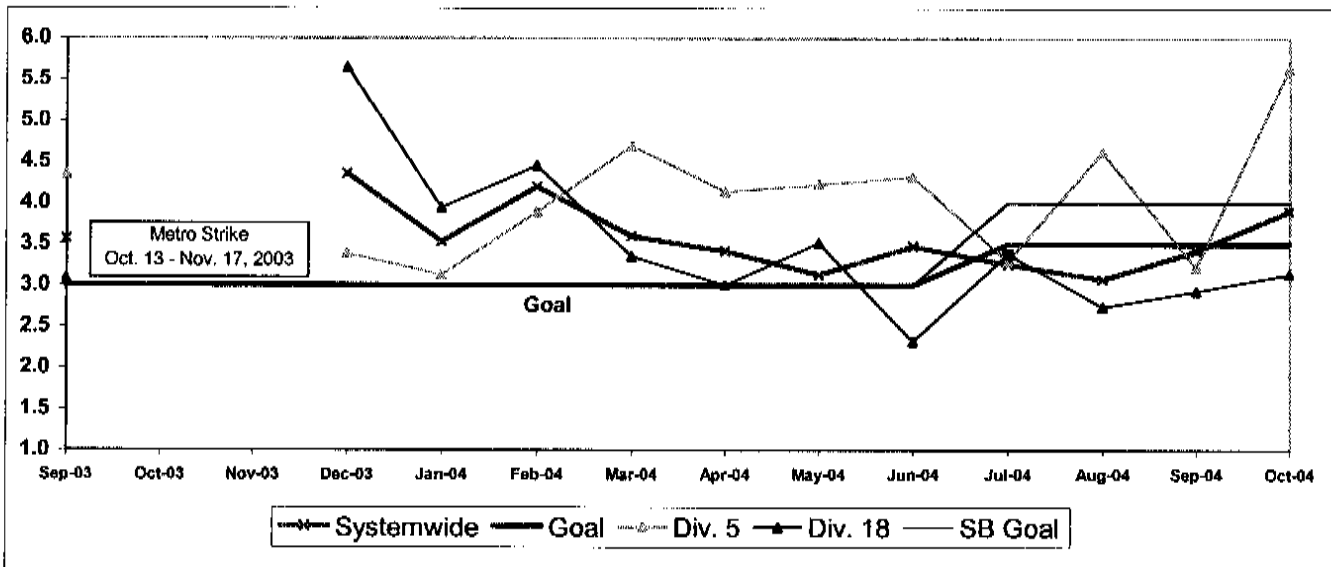
SB SECTOR BUS SERVICE PERFORMANCE - Continued
Running Hot
Systemwide and Divisions 5 and 18



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

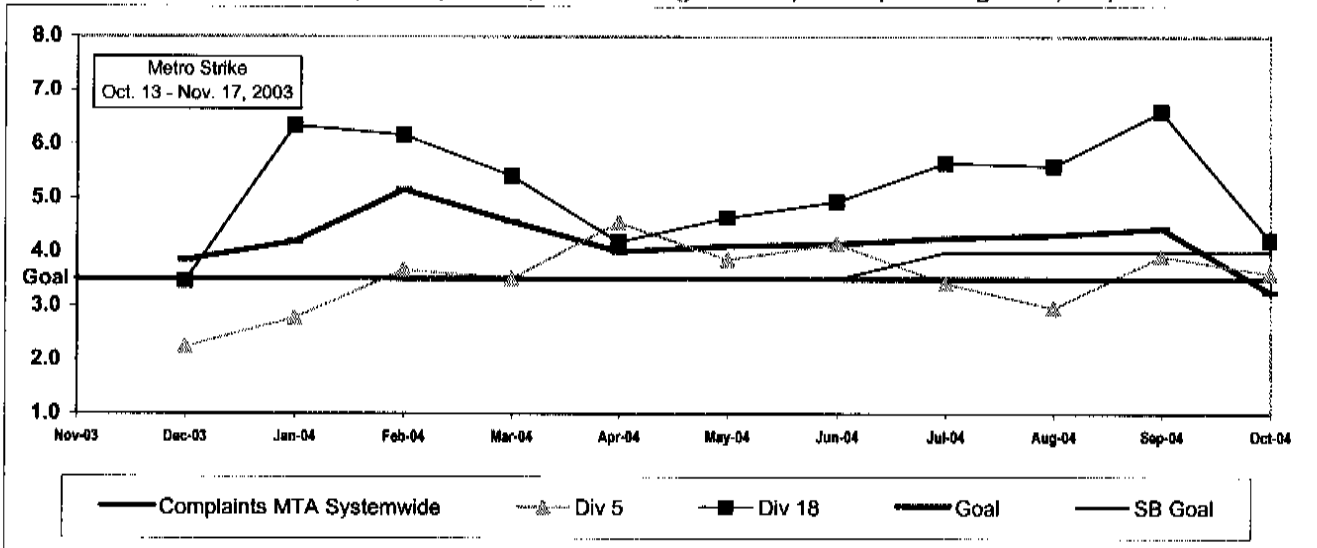
Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

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



SB SECTOR BUS SERVICE PERFORMANCE - Continued
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)

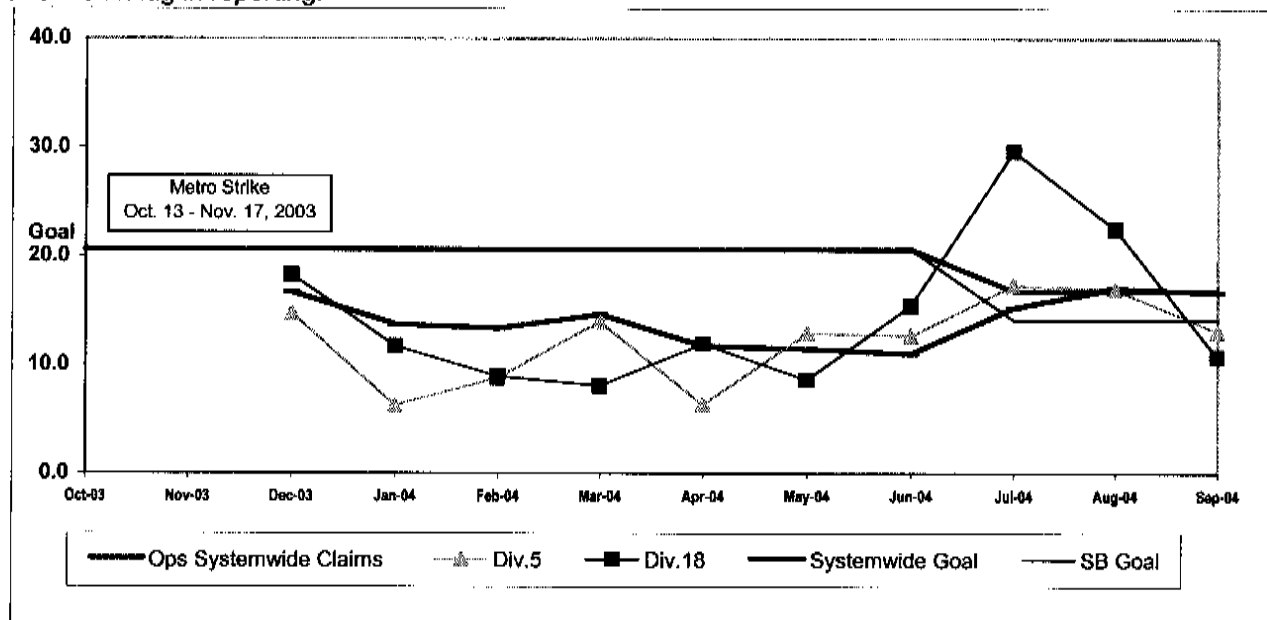


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

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 86.1 million boarding passengers each year.

This report gives a brief overview of sector operations*:

- * Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- * 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	FY02	FY03	FY04	FY05 Target	FY05 YTD	Oct. Month	Status
Bus Systemwide							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)**	5,796	6,883	7,417	7,500	7,102	6,809	◇
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.97%	66.54%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.66	3.65	3.50	3.41	3.90	⊙
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	4.07	3.25	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	18.76	Sep. 16.31	Sep. 16.64	⊙
WC Sector							
MMBCMF*	6,099	5,720	6,254	7,500	7,826	6,752	⊙
In-Service On-time Performance		67.88%	63.31%	70%	63.72%	63.71%	■
Bus Traffic Accidents Per 100,000 Miles	4.69	4.72	4.61	3.67	3.94	4.48	◇
Complaints per 100,000 Boardings	3.33	4.64	5.30	3.75	4.80	3.49	■
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	27.5	28.74	21.52	20.44	Sep. 21.46	Sep. 21.72	◇
Division 6							
MMBCMF*	9,241	8,335	19,270	7,500	9,928	10,811	⊙
In-Service On-time Performance	64.64%	65.93%	60.11%	70%	55.78%	56.07%	■
Bus Traffic Accidents Per 100,000 Miles	4.18	4.52	4.10	3.67	4.22	3.14	◇
Complaints per 100,000 Boardings	4.51	6.10	6.15	3.75	5.50	3.84	■
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.75**	30.72	21.71	20.44	Sep. 21.56	Sep. 18.49	◇
Division 7							
MMBCMF*	6,942	5,389	5,230	7,500	7,096	5,968	◇
In-Service On-time Performance	67.98%	68.80%	64.59%	70%	66.13%	66.65%	◇
Bus Traffic Accidents Per 100,000 Miles	5.23	4.95	4.63	3.67	4.26	5.20	◇
Complaints per 100,000 Boardings	3.38	4.74	5.70	3.75	4.62	4.13	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	39.27**	24.52	21.05	20.44	Sep. 23.78	Sep. 27.67	◇
Division 10							
MMBCMF*	5,121	5,734	6,701	7,500	8,145	6,958	⊙
In-Service On-time Performance	63.56%	67.34%	62.85%	70%	62.98%	61.95%	■
Bus Traffic Accidents Per 100,000 Miles	4.23	4.55	4.68	3.67	3.66	4.20	⊙
Complaints per 100,000 Boardings	3.13	4.73	4.85	3.75	4.46	2.89	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.30**	35.38	22.90	20.44	Sep. 20.07	Sep. 18.48	⊙

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

**Jan - June, 2002

⊙ Green - High probability of achieving the FY05 target (on track).

◇ Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.

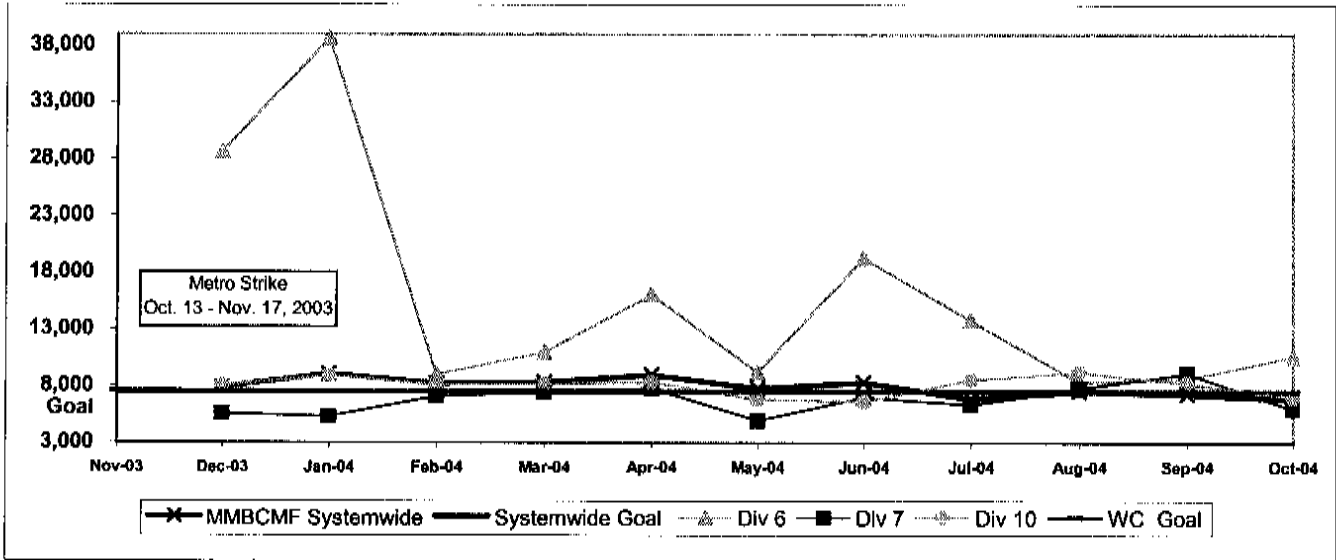
■ Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

WESTSIDE/CENTRAL SECTOR (WC) BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*

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

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



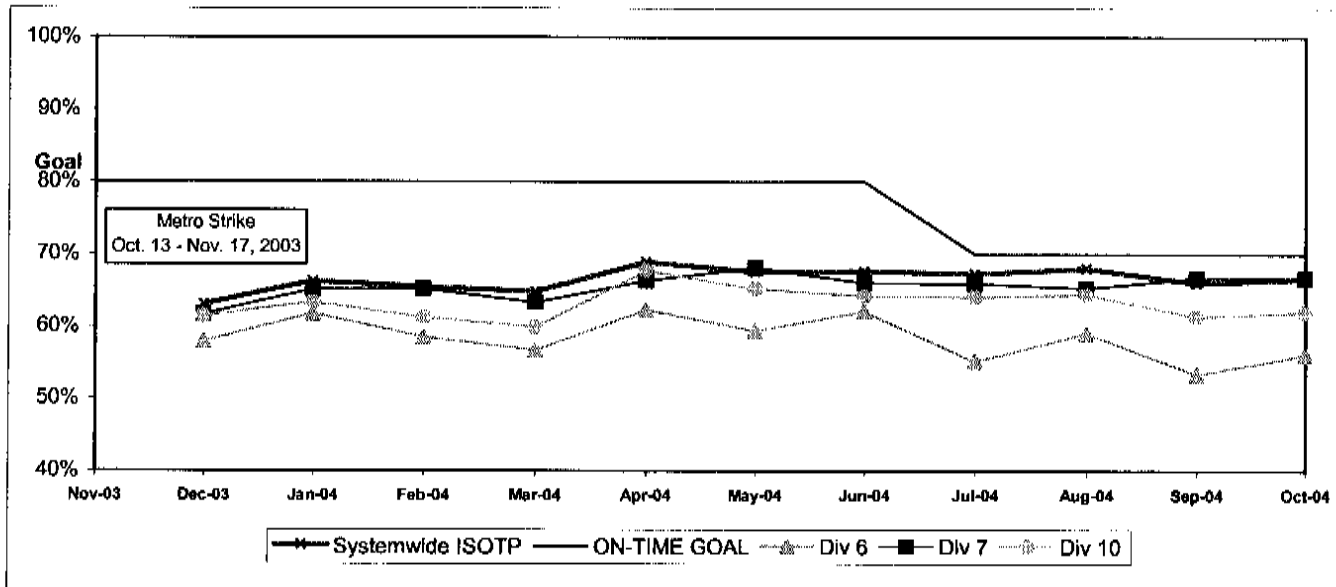
* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

IN-SERVICE ON-TIME PERFORMANCE

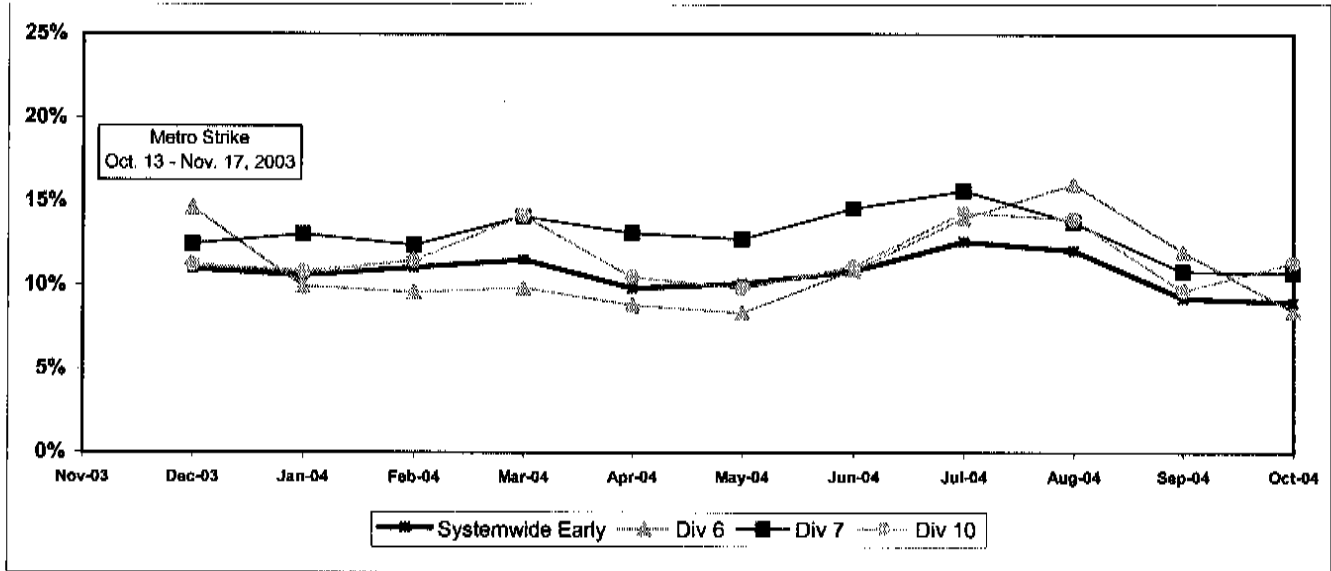
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



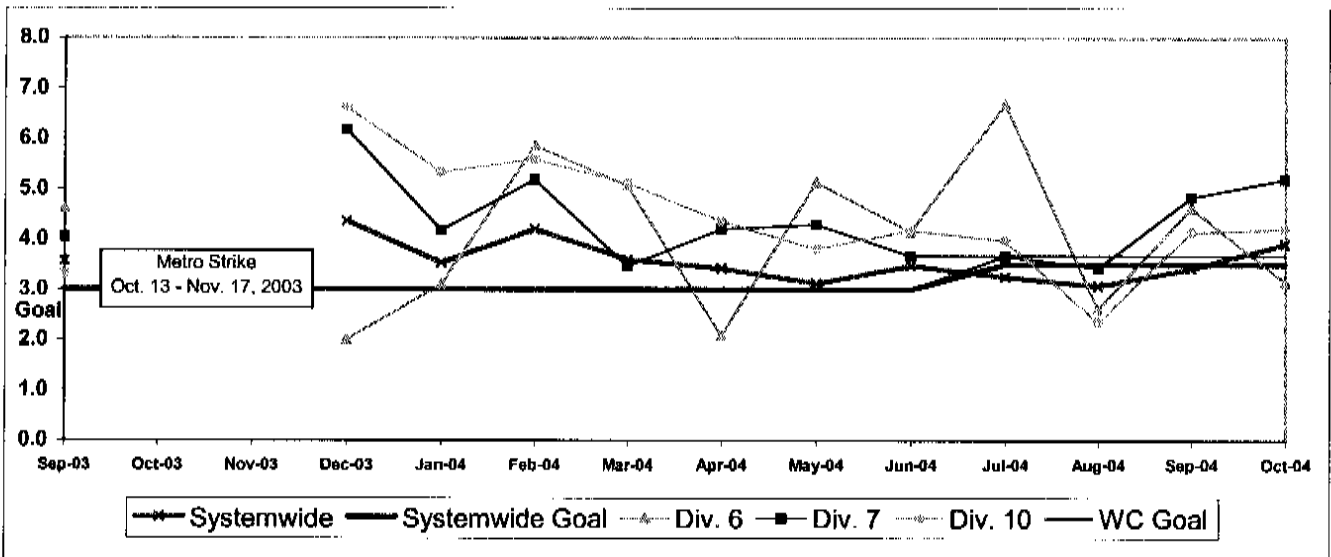
Running Hot - Systemwide and Divisions 6, 7 and 10



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

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

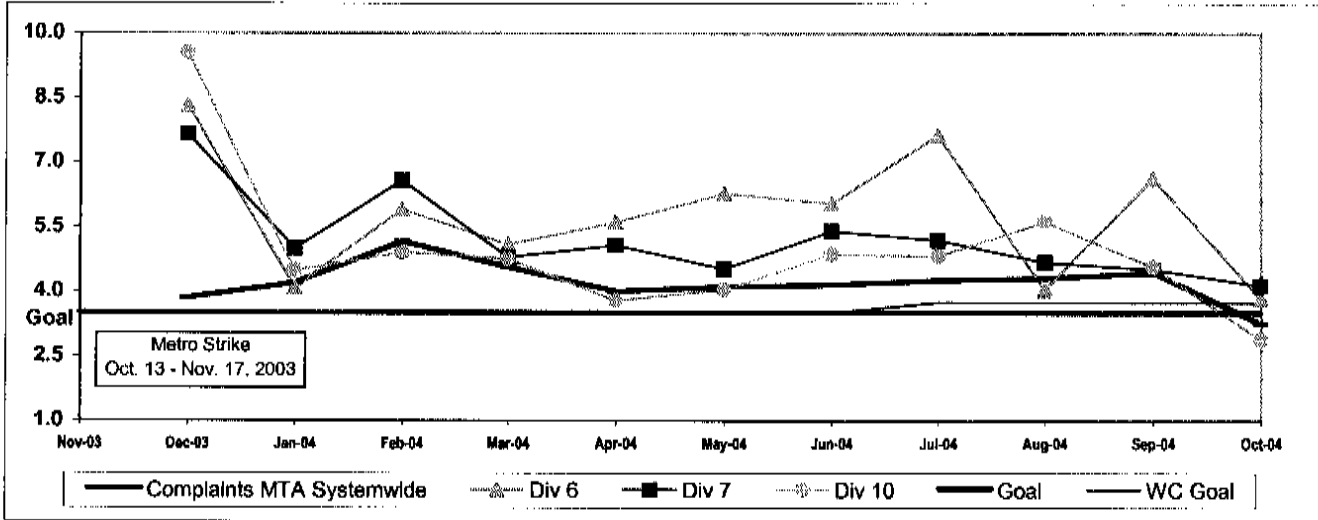
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



WC SECTOR BUS SERVICE PERFORMANCE - Continued
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)

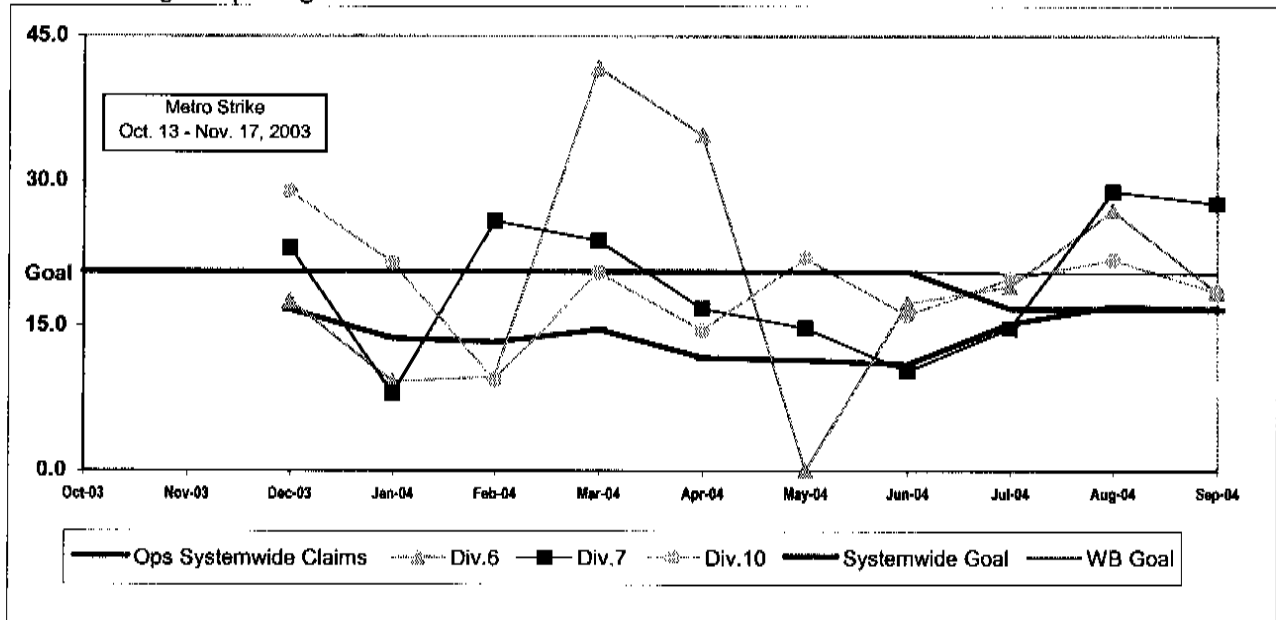


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10

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	FY02	FY03	FY04	FY05 Target	FY05 YTD	Oct. Month	Status
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	14.27	11.25	11.59	11.01	Sep. 10.60	Sep. 6.86	●
Metro Red Line (MRL)							
On-Time Pullouts	99.89%	99.36%	99.71%	99.00%	98.94%	100.00%	◇
Mean Miles Between Chargeable Mechanical Failures*	9,842	9,495	12,793	10,000	13,133	10,605	●
In-Service On-time Performance	99.60%	99.15%	99.04%	99.00%	98.51%	98.70%	◇
Traffic Accidents Per 100,000 Train Miles	0.22	0.07	0	0.05	0.22	0.00	◇
Complaints per 100,000 Boardings	0.73	1.20	1.17	0.60	1.15	0.78	◇
Metro Blue Line (MBL)							
On-Time Pullouts	99.43%	99.07%	99.94%	99.00%	99.72%	99%	●
Mean Miles Between Chargeable Mechanical Failures	4,897	6,399	10,365	10,000	17,853	20,870	●
In-Service On-time Performance	98.70%	97.59%	98.74%	98.00%	98.13%	98.23%	◇
Traffic Accidents Per 100,000 Train Miles	0.97	0.82	1.36	0.40	0.70	0.00	◇
Complaints per 100,000 Boardings	0.97	1.30	0.97	0.66	0.95	0.92	◇
Metro Green Line (MGR)							
On-Time Pullouts	99.62%	98.99%	99.78%	99.00%	99.85%	99.79%	●
Mean Miles Between Chargeable Mechanical Failures	3,990	5,817	11,337	10,000	11,139	9,717	●
In-Service On-time Performance	99.16%	98.21%	98.99%	99.00%	98.78%	98.94%	◇
Traffic Accidents Per 100,000 Train Miles	0.00	0.14	0.08	0.40	0.00	0	●
Complaints per 100,000 Boardings	1.22	1.26	1.37	0.66	1.79	1.08	■
Metro Gold Line (MGoL)							
On-Time Pullouts			100%	99.00%	100%	100%	●
Mean Miles Between Chargeable Mechanical Failures			8,938	10,000	13,808	23,676	●
In-Service On-time Performance			98.52%	99.00%	98.96%	98.90%	◇
Traffic Accidents Per 100,000 Train Miles			0.25	0.40	0.32	0.00	◇
Complaints per 100,000 Boardings			3.81	0.66	0.76	3.15	◇

● Green - High probability of achieving the FY05 target (on track).

◇ Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.

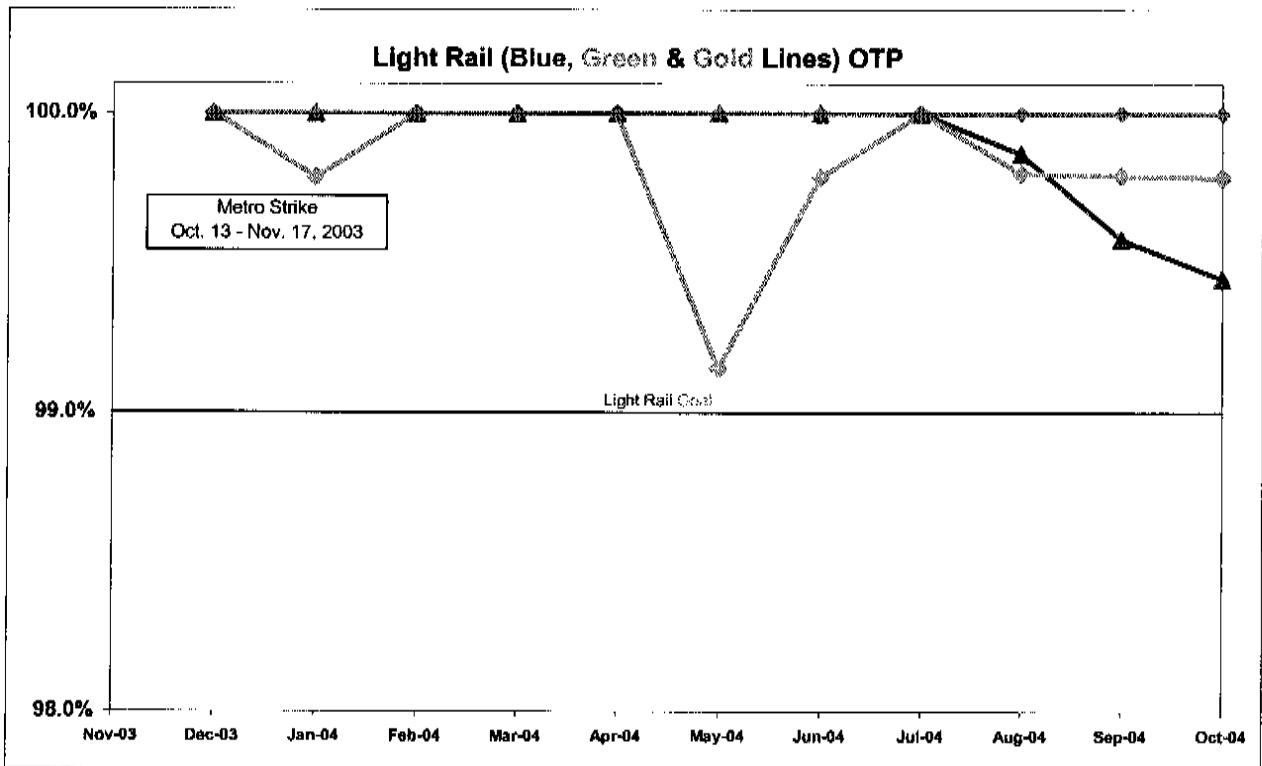
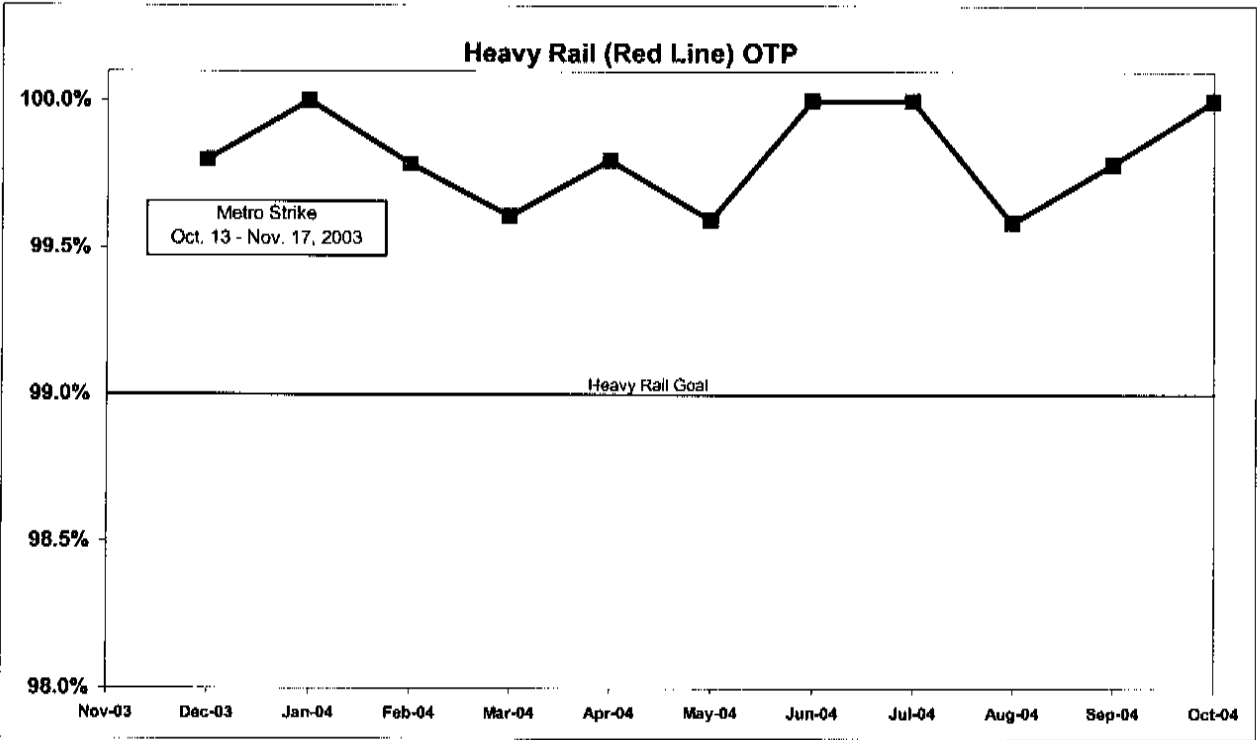
■ Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

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

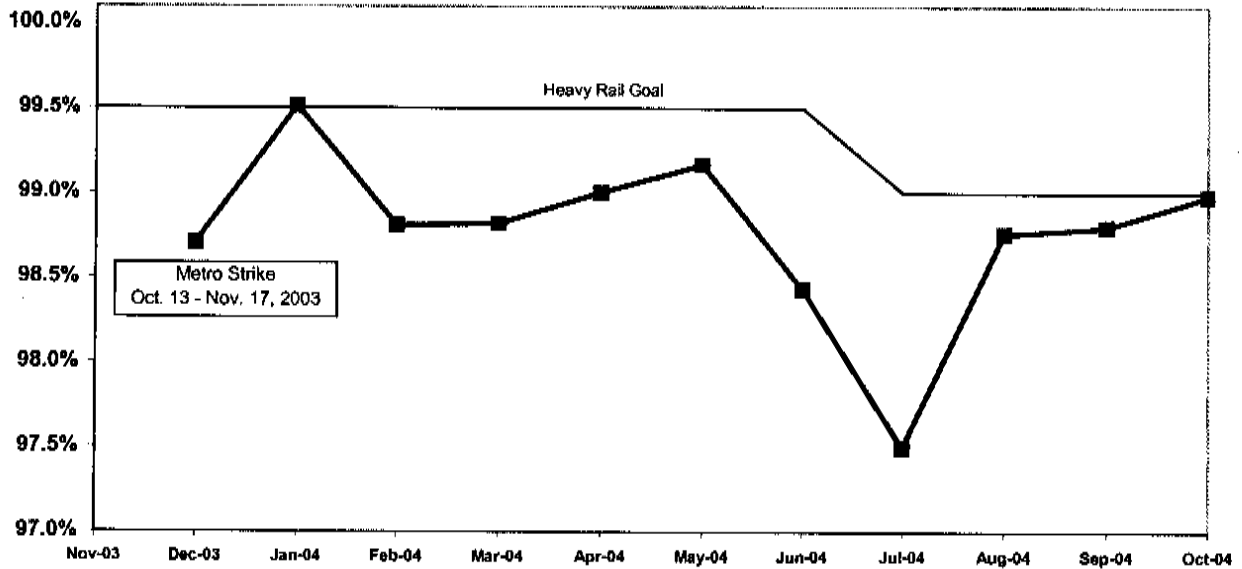


IN-SERVICE ON-TIME PERFORMANCE

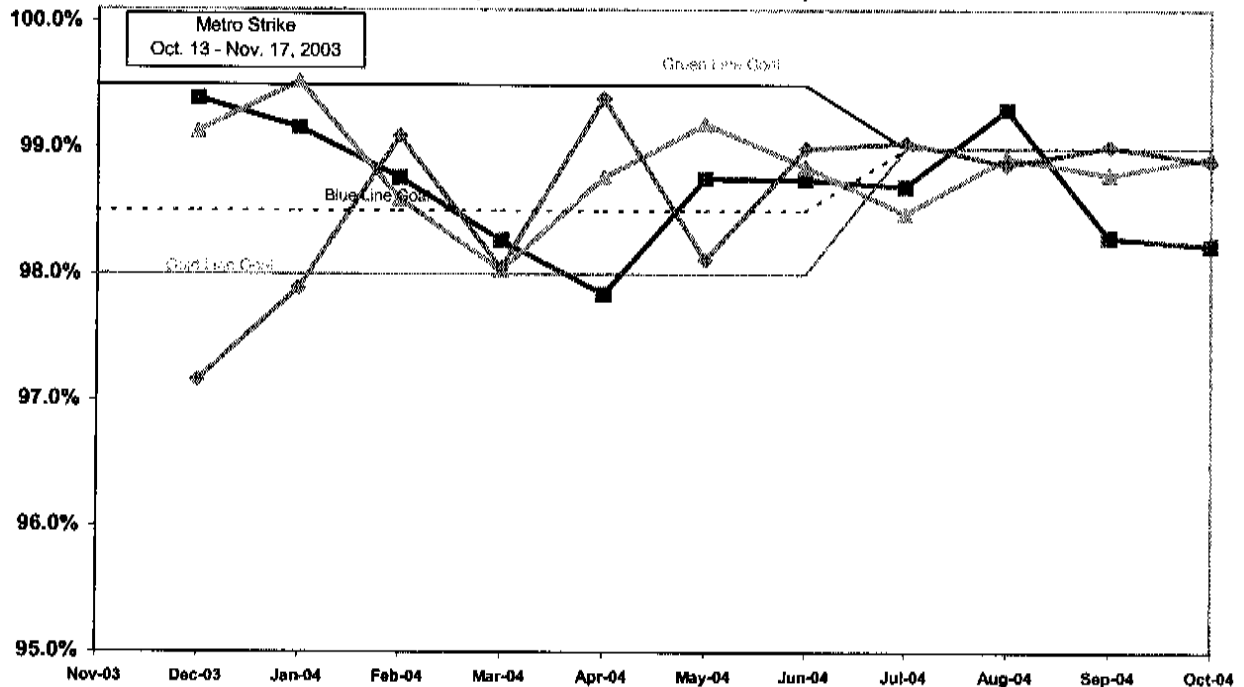
Definition: In-Service On-Time Performance measures the percentage of trains leaving all timecheck points on any run no earlier than thirty seconds, nor later than 5 minutes of the scheduled time. The higher the number, the more reliable the service.

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)]

Heavy Rail (Red Line) ISOTP



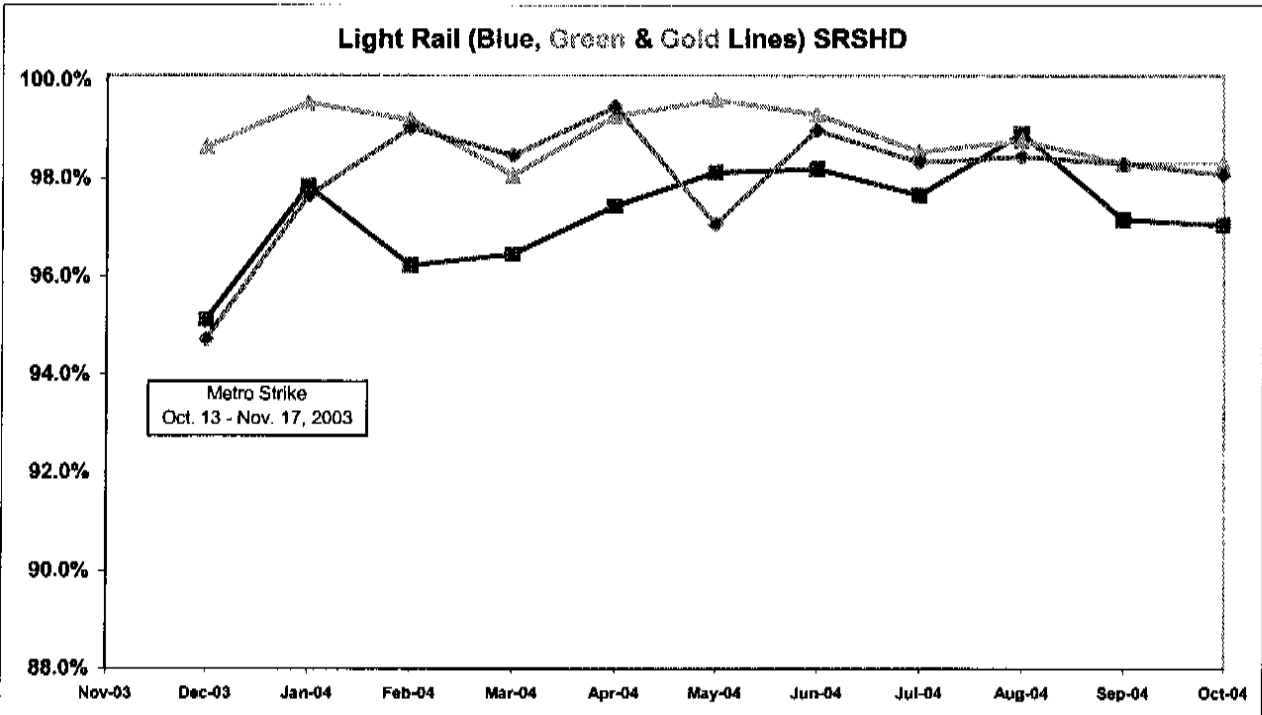
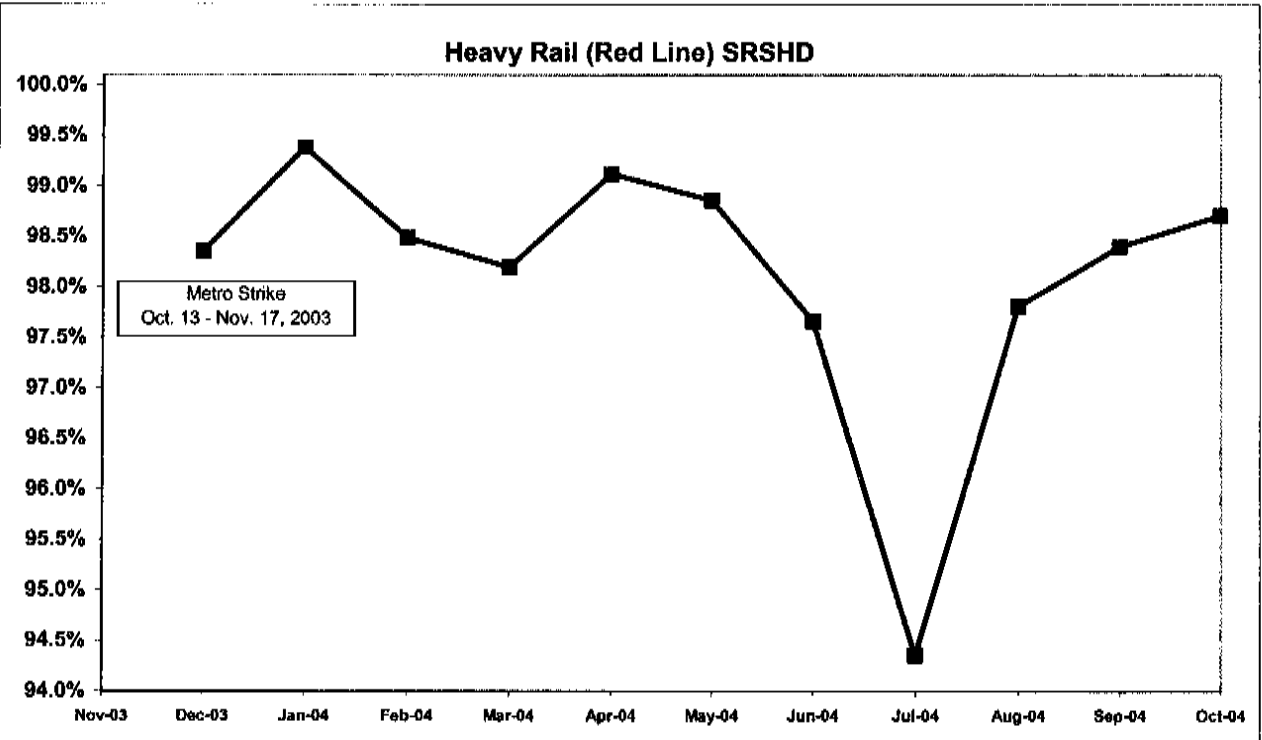
Light Rail (Blue, Green & Gold Lines) ISOTP



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.

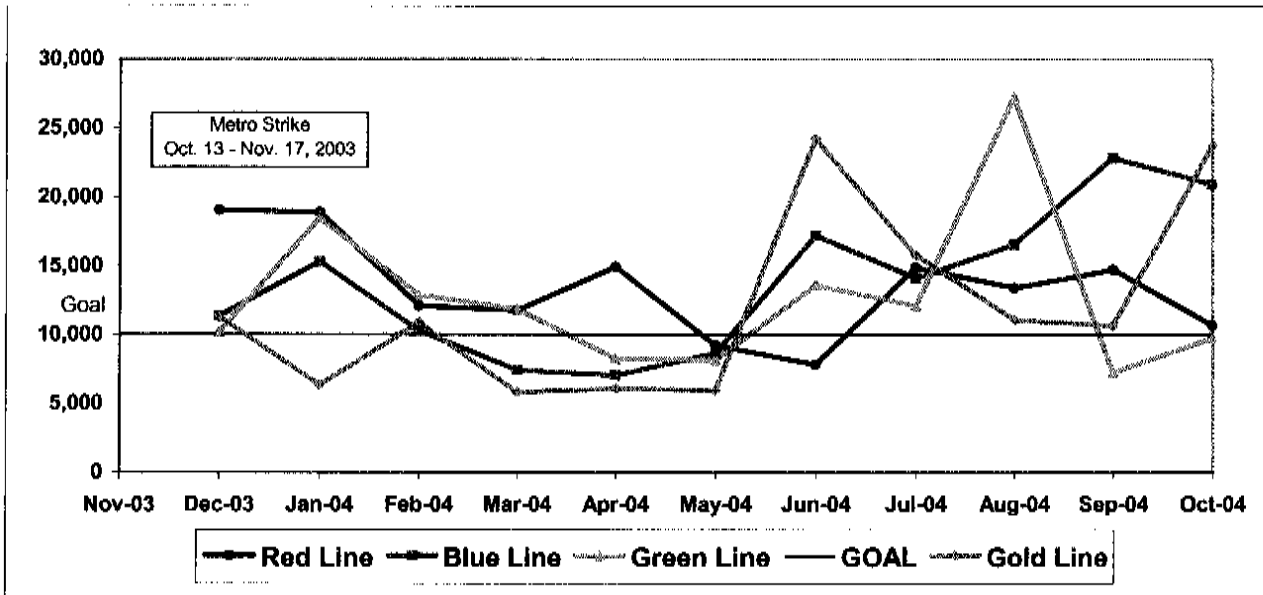
Calculation: $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



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: $MVMBRVF = \text{Total Vehicle Miles} / \text{Revenue Vehicle Systems Failures}$

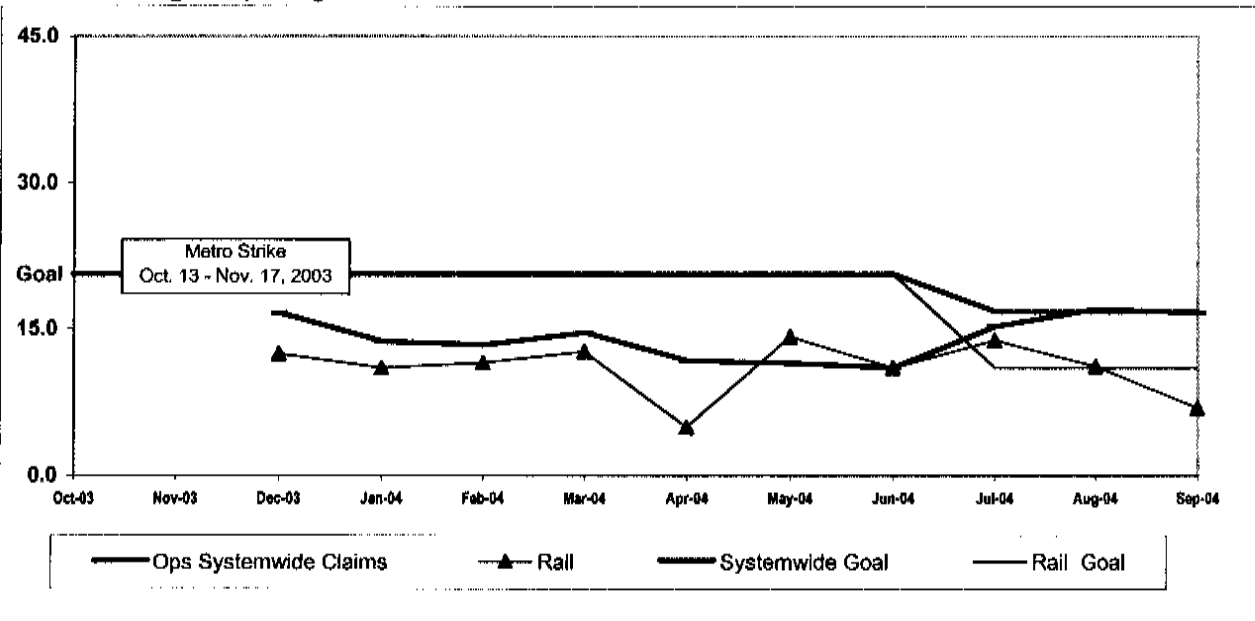


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

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

One month lag in reporting.



BUS SERVICE PERFORMANCE

IN-SERVICE ON-TIME PERFORMANCE

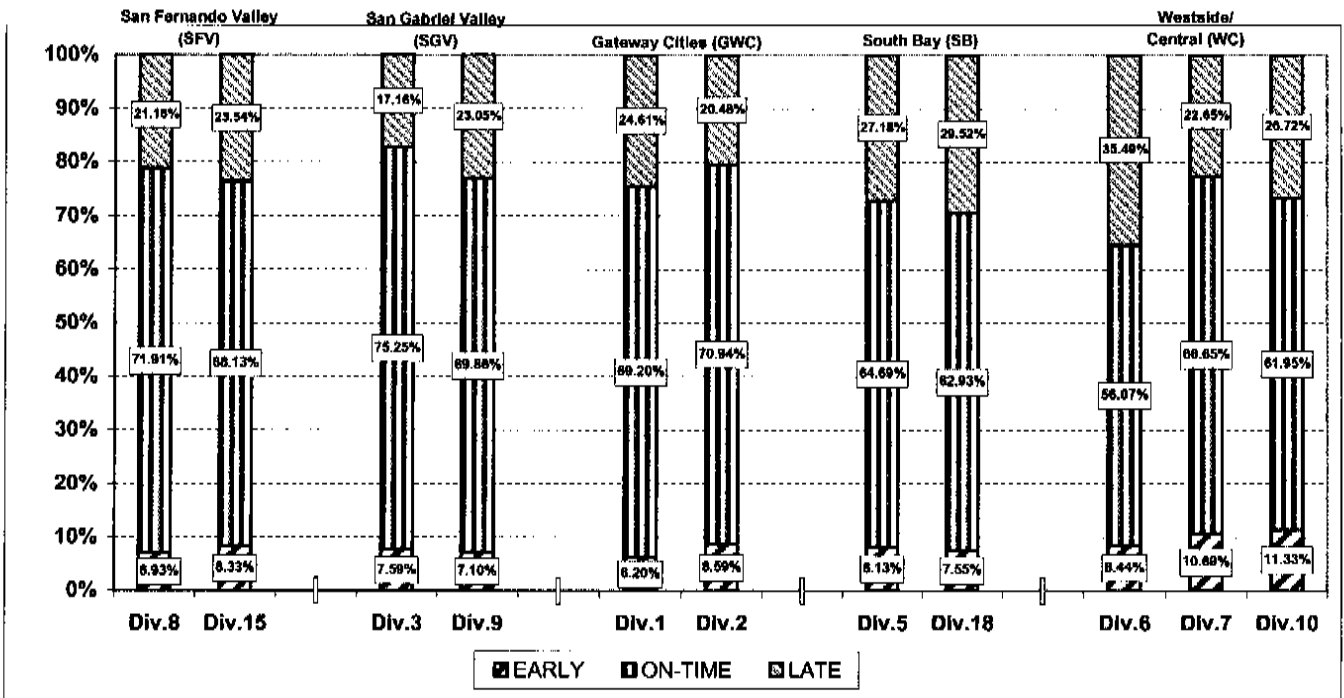
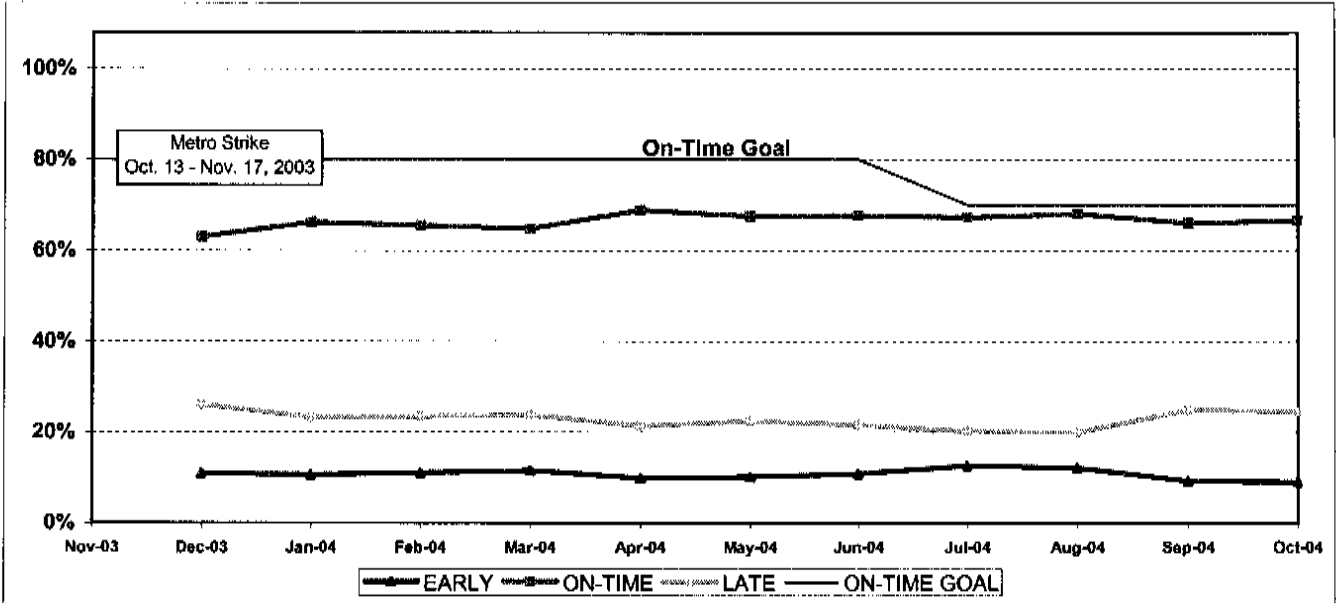
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

Systemwide Trend

Bus Operating Divisions

ISOTP - 1 Minute Tolerance for Running Hot



ISOTP By Sectors' Divisions

Year-to-Date Compared To Last Year

	FY04	FY05-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8			
Early	5.97%	6.51%	0.54%
On-Time	69.12%	72.43%	3.31%
Late	24.91%	21.05%	-3.85%
Division 15			
Early	8.33%	9.51%	1.18%
On-Time	66.62%	68.96%	2.34%
Late	25.06%	21.54%	-3.52%
Gateway Cities Sector (GWC)			
Division 1			
Early	9.30%	7.42%	-1.88%
On-Time	70.57%	70.91%	0.34%
Late	20.13%	21.67%	1.54%
Division 2			
Early	13.05%	9.80%	-3.25%
On-Time	67.62%	71.21%	3.59%
Late	19.33%	18.99%	-0.34%
South Bay Sector (SB)			
Division 5			
Early	12.50%	11.27%	-1.23%
On-Time	63.17%	66.51%	3.33%
Late	24.32%	22.22%	-2.10%
Division 18			
Early	9.69%	10.04%	0.35%
On-Time	60.78%	65.14%	4.36%
Late	29.53%	24.82%	-4.71%

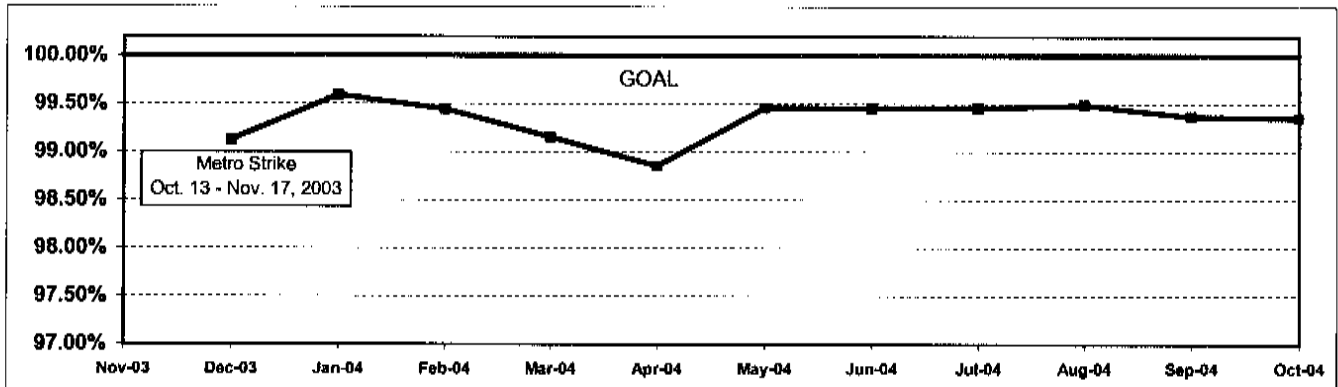
	FY04	FY05-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3			
Early	9.24%	10.68%	1.43%
On-Time	70.80%	71.41%	0.61%
Late	19.96%	17.91%	-2.05%
Division 9			
Early	8.80%	7.78%	-1.02%
On-Time	68.16%	71.21%	3.05%
Late	23.04%	21.01%	-2.03%
Westside/Central Sector (WC)			
Division 6			
Early	11.52%	12.76%	1.24%
On-Time	60.11%	55.78%	-4.34%
Late	28.37%	31.46%	3.09%
Division 7			
Early	13.63%	12.71%	-0.92%
On-Time	64.59%	66.13%	1.54%
Late	21.78%	21.16%	-0.62%
Division 10			
Early	11.48%	12.35%	0.87%
On-Time	62.85%	62.98%	0.13%
Late	25.68%	24.67%	-1.00%
SYSTEMWIDE			
Early	11.07%	10.71%	-0.36%
On-Time	65.43%	66.97%	1.55%
Late	23.50%	22.32%	-1.18%

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	FY04	FY05-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8	89.74%	99.55%	9.81%
Division 15	89.48%	99.24%	9.76%

SRSHD	FY04	FY05-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3	89.55%	99.42%	9.87%
Division 9	90.00%	99.50%	9.50%

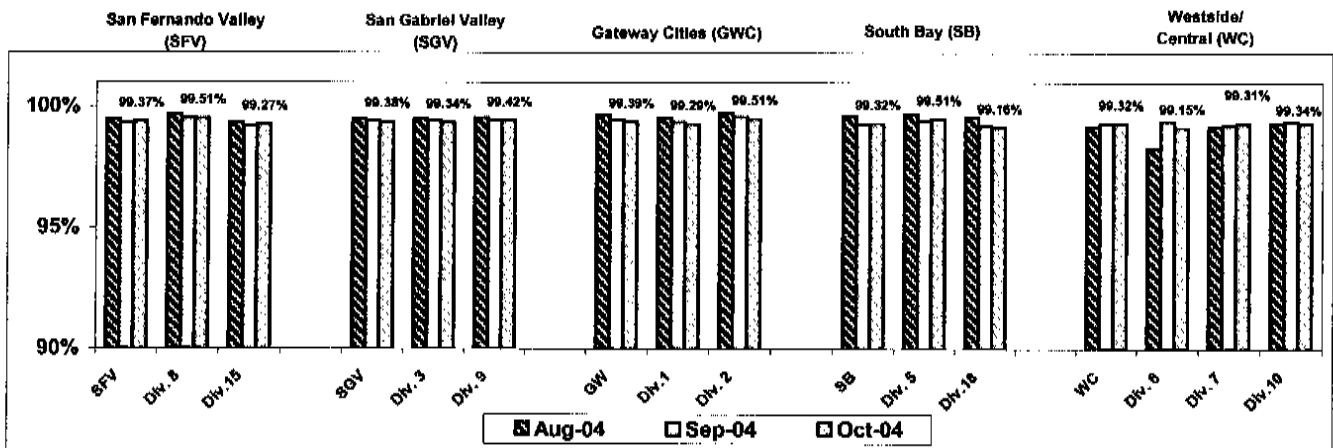
Gateway Cities Sector (GWC)			
Division 1	89.68%	99.39%	9.70%
Division 2	89.56%	99.58%	10.02%

Westside/Central Sector (WC)			
Division 6	88.63%	98.54%	9.91%
Division 7	89.40%	99.27%	9.87%
Division 10	89.39%	99.37%	9.98%

South Bay Sector (SB)			
Division 5	89.81%	99.56%	9.75%
Division 18	89.33%	99.37%	10.04%

Systemwide	FY04	FY05-YTD	Variance
Systemwide	89.55%	99.40%	9.85%

*Metro Strike Oct. 13 - Nov. 17, 2003 in FY04



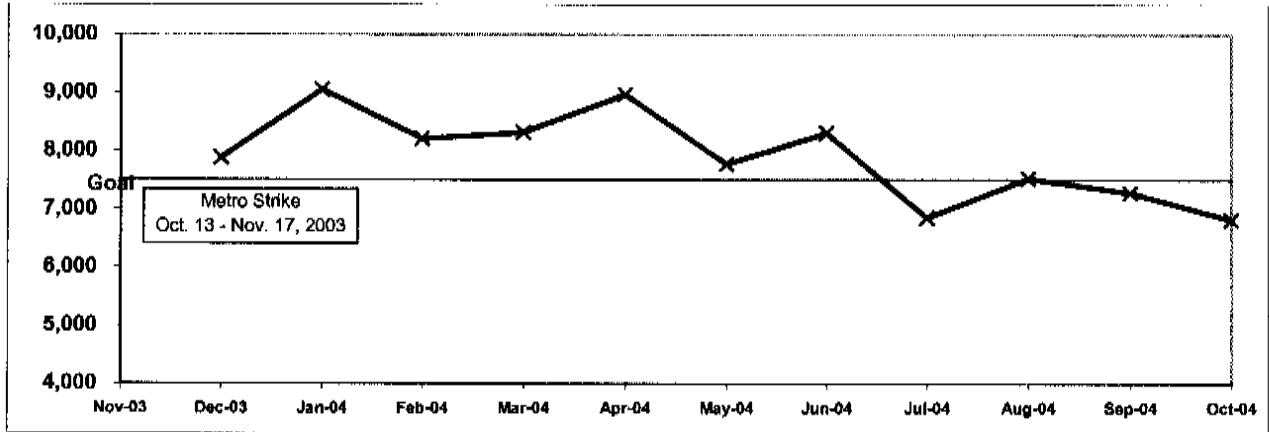
MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*

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

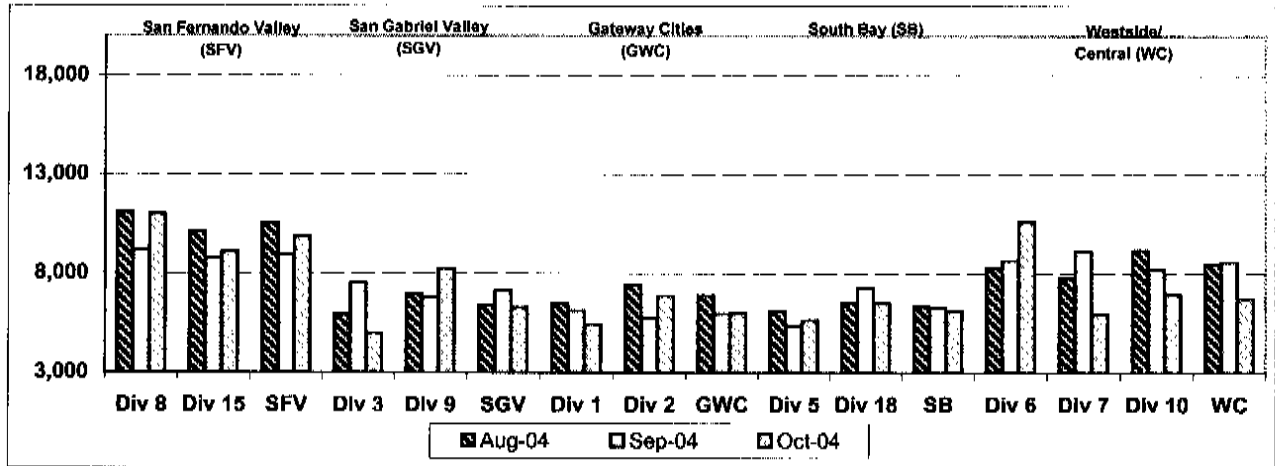
Calculation: Mean Miles Between Chargeable Mechanical Failures (MMBCMF) =
(Total Hub Miles / by Chargeable Mechanical Related Roadcalls)

Systemwide Trend

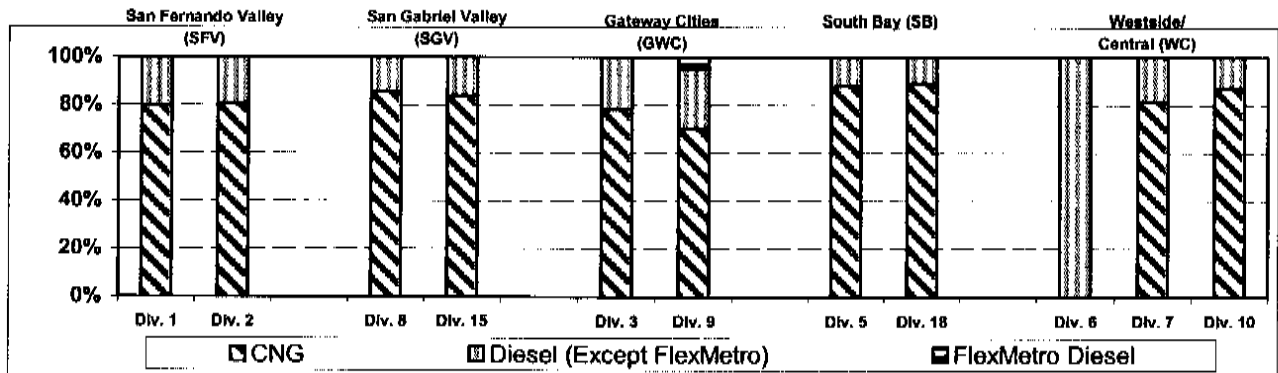


* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

Bus Operating Sector Divisions August - October 2004



Fleet Mix by Fuel Type



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

	Number of Buses	Percent of Buses
CNG	1,942	75.10%
Diesel (Except FlexMetro)	540	20.88%
FlexMetro Diesel	10	0.39%
Gasoline	60	2.32%
Propane	34	1.31%
Total	2,586	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
7.4	6.8	7.5	6.2	5.3	4.9	4.7	7.1

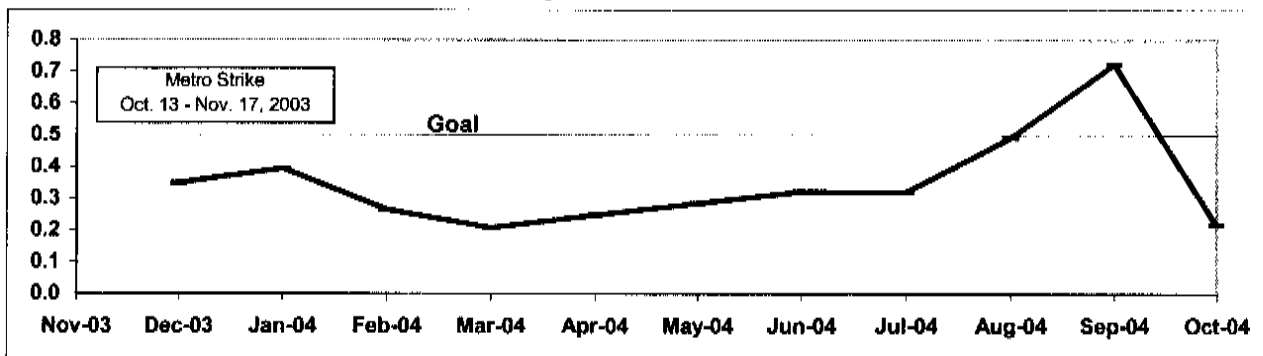
WC		
Div 6	Div 7	Div 10
10.7	5.7	6.9

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

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

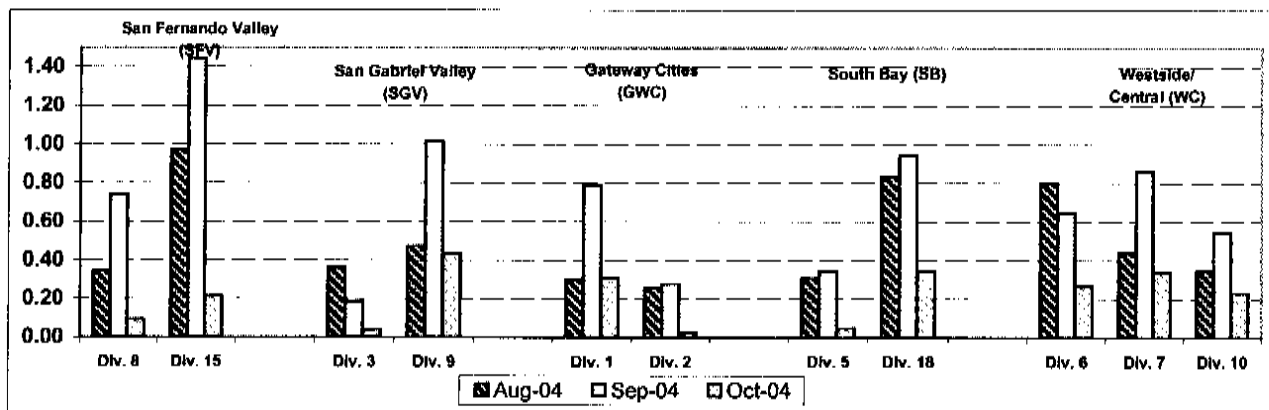
Calculation: Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

Systemwide Trend



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 PMPs - by Sectors' Divisions
August - October 2004**

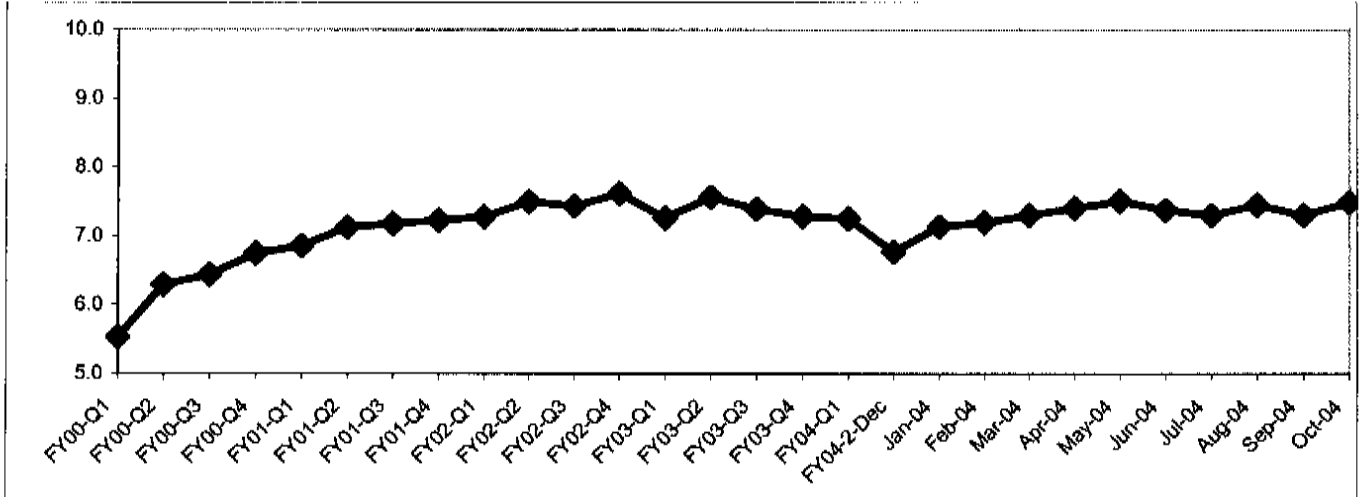


BUS CLEANLINESS

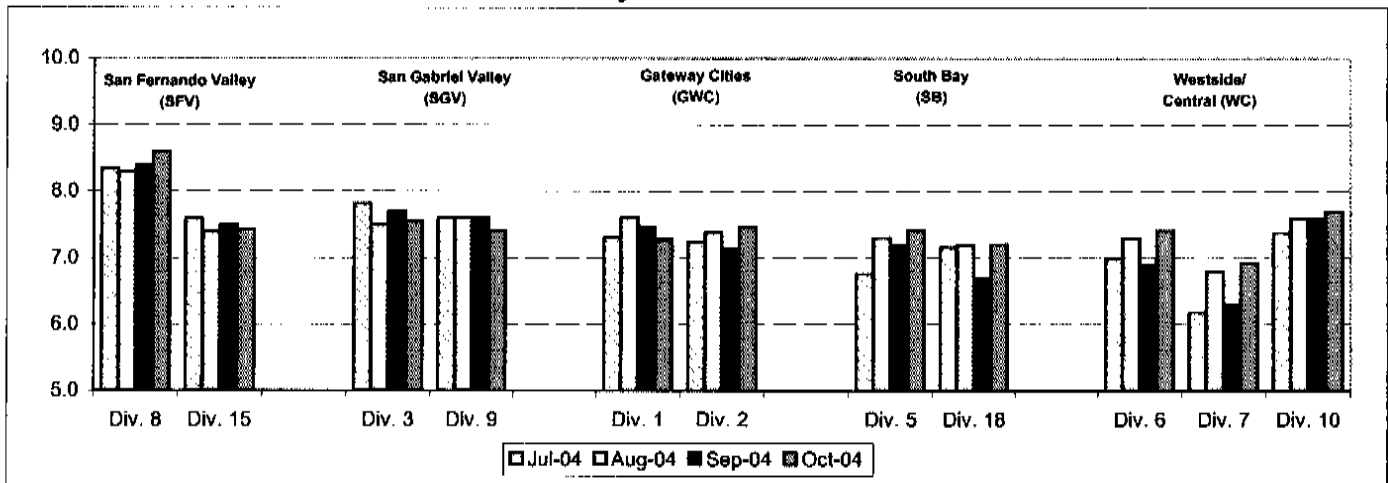
Definition: A team of three Quality Assurance Supervisors rates twenty percent of the fleet at each division and contractor per quarter. Beginning January 2004, they rate the divisions each month. Each of sixteen categories is examined and assigned a point value as follows: 1-3= Unsatisfactory; 4-7=Conditional; 8-10=Satisfactory. The individual item scores are averaged, unweighted, to produce an overall cleanliness rating.

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

Systemwide Trend



**Bus Operating Divisions by Sector
July - October 2004**



Analysis: Division 8's overall rating remained at 8.3. Overall cleanliness scores for Divisions 1, 2, 3, 6, 7, 8, 9, 10, 15 and 18 remained consistent with the fourth quarter of FY04. However, Division 5's overall ratings dropped nearly half a point or more.

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

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

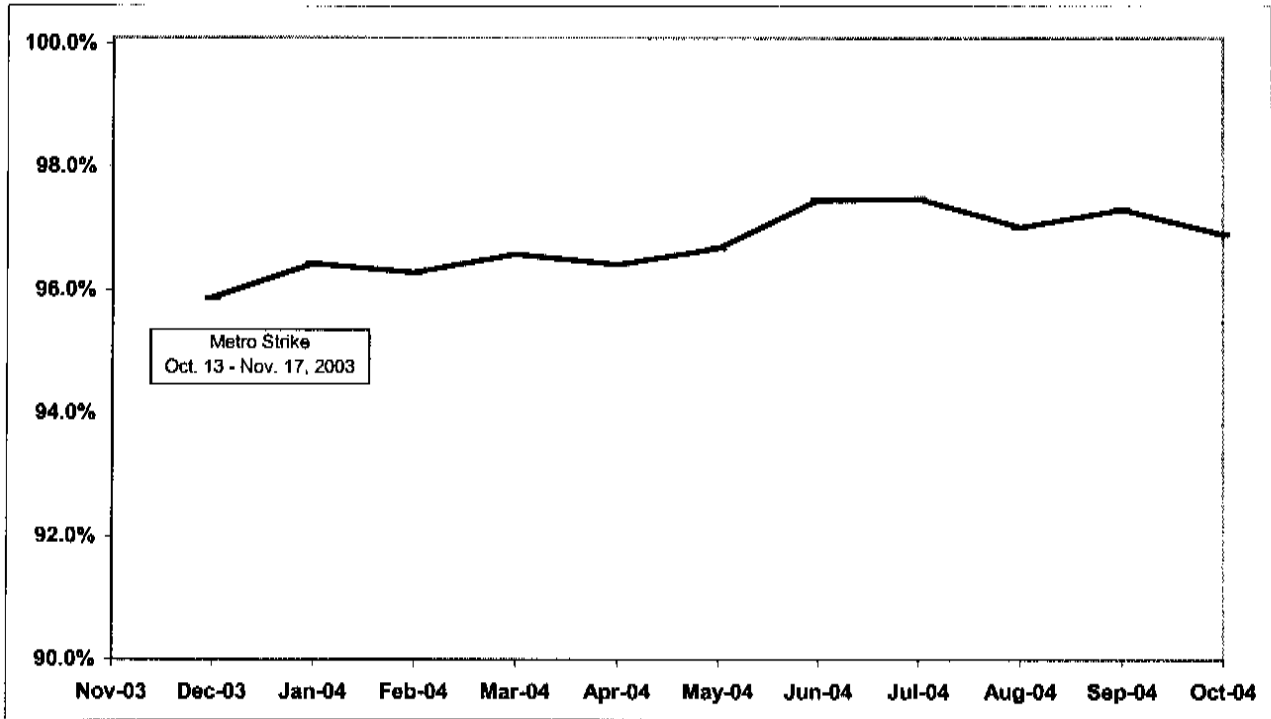
ATTENDANCE

MAINTENANCE ATTENDANCE

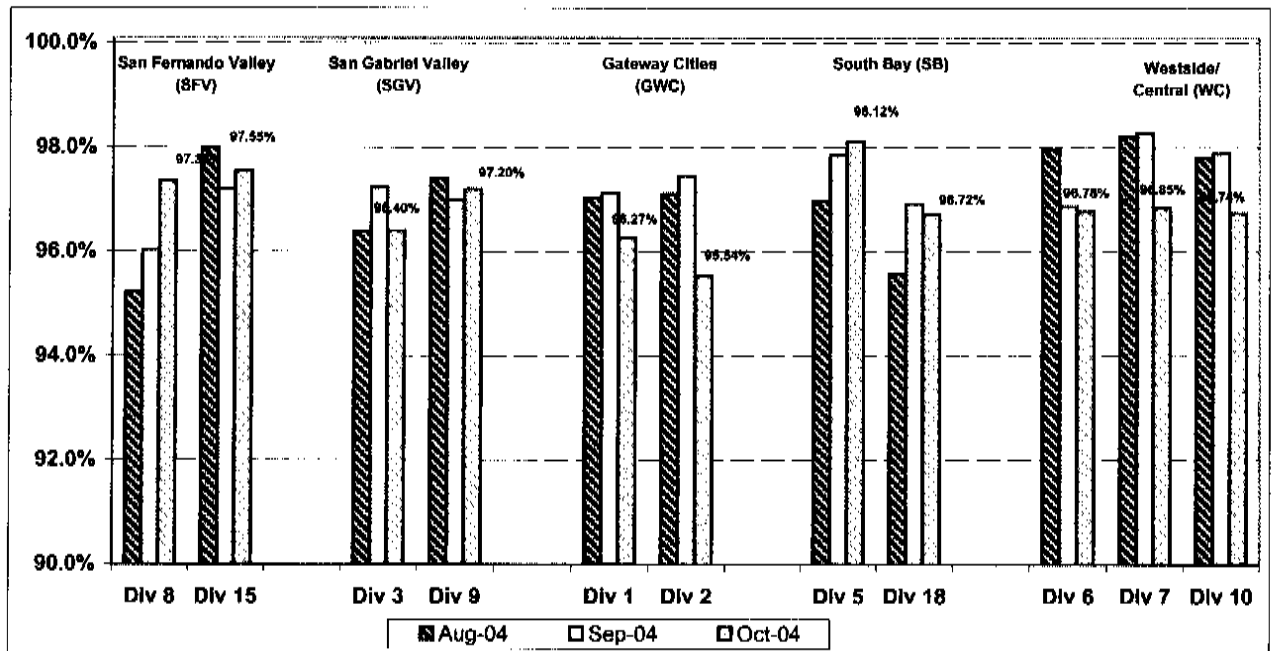
Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

Systemwide Trend



Maintenance Attendance - By Sectors' Divisions (By Current Month) August - October 2004



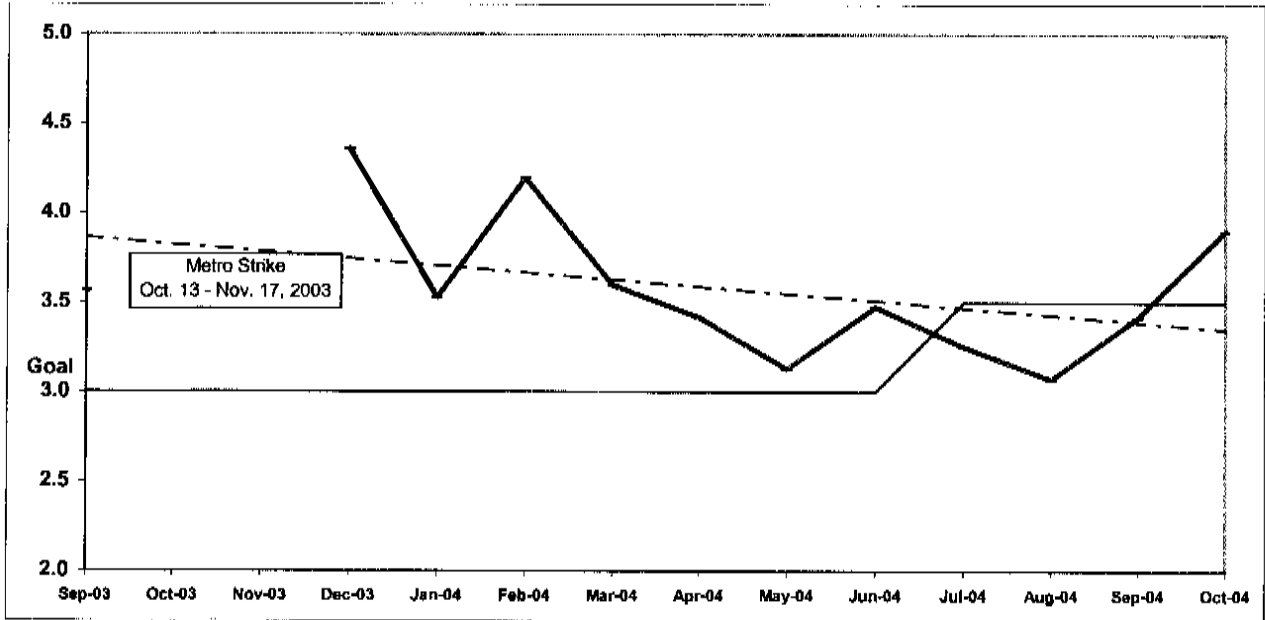
SAFETY PERFORMANCE

BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

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

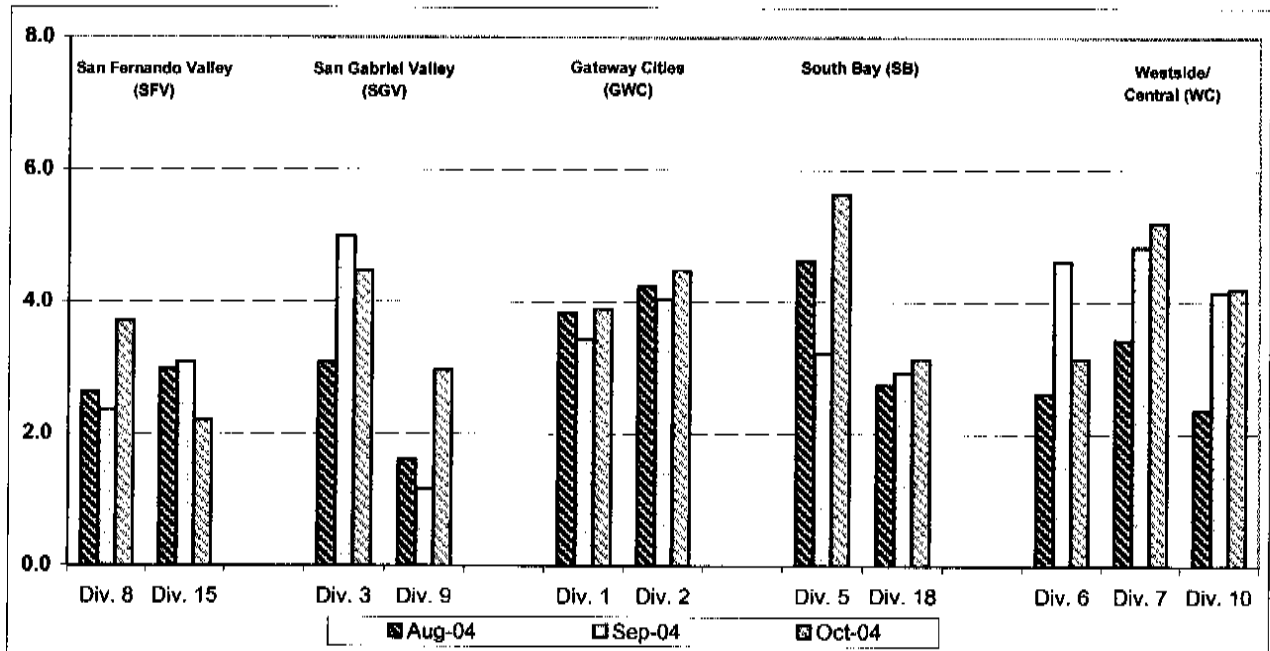
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

Systemwide Trend



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

Bus Operating Divisions - by Sectors' Divisions August - October 2004

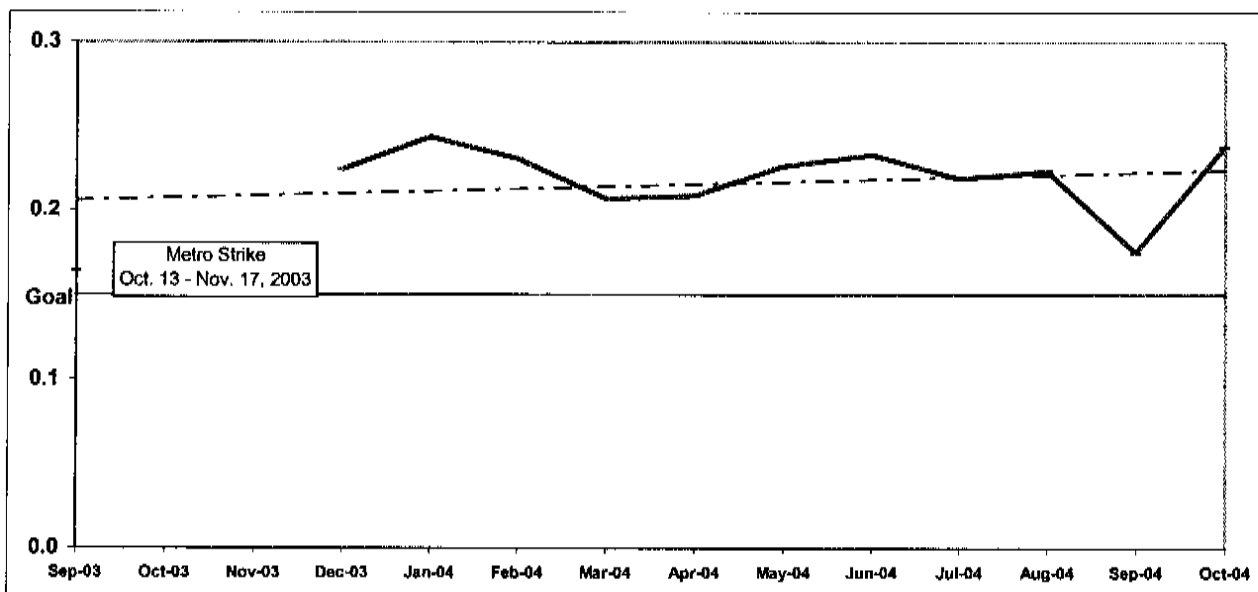


BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

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

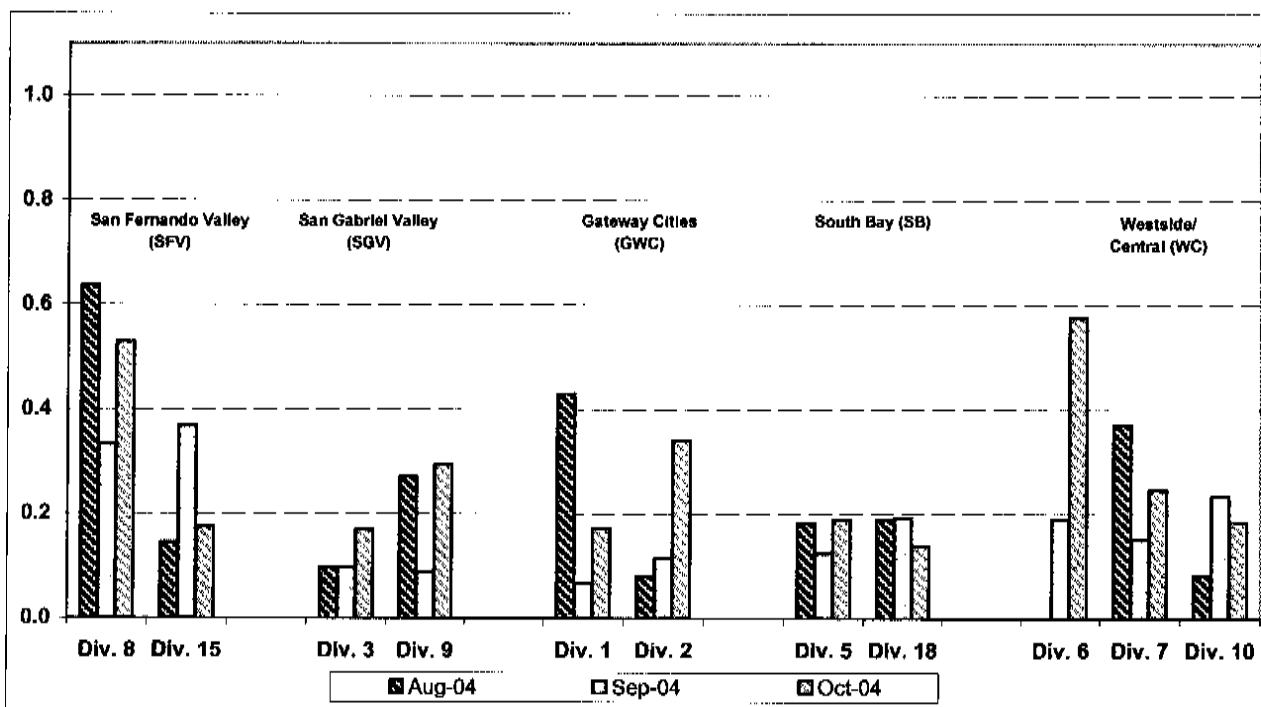
Calculation: Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by (Boardings / by 100,000))

Systemwide Trend



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

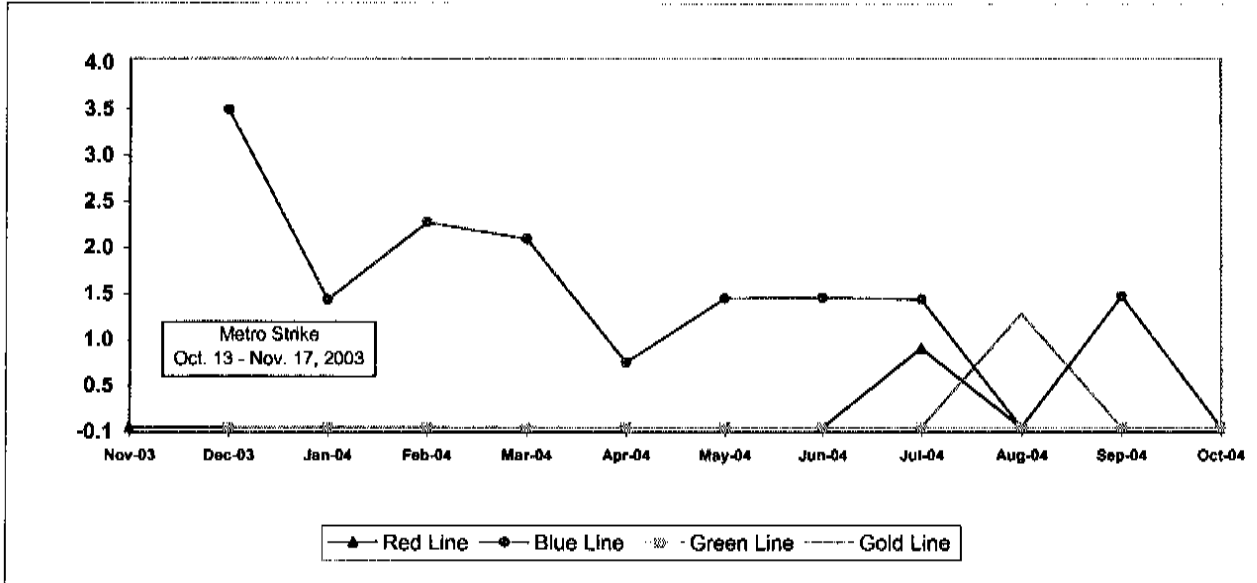
Bus Operating Divisions - by Sectors' Divisions August - October 2004



RAIL ACCIDENTS PER 100,000 REVENUE TRAIN MILES

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

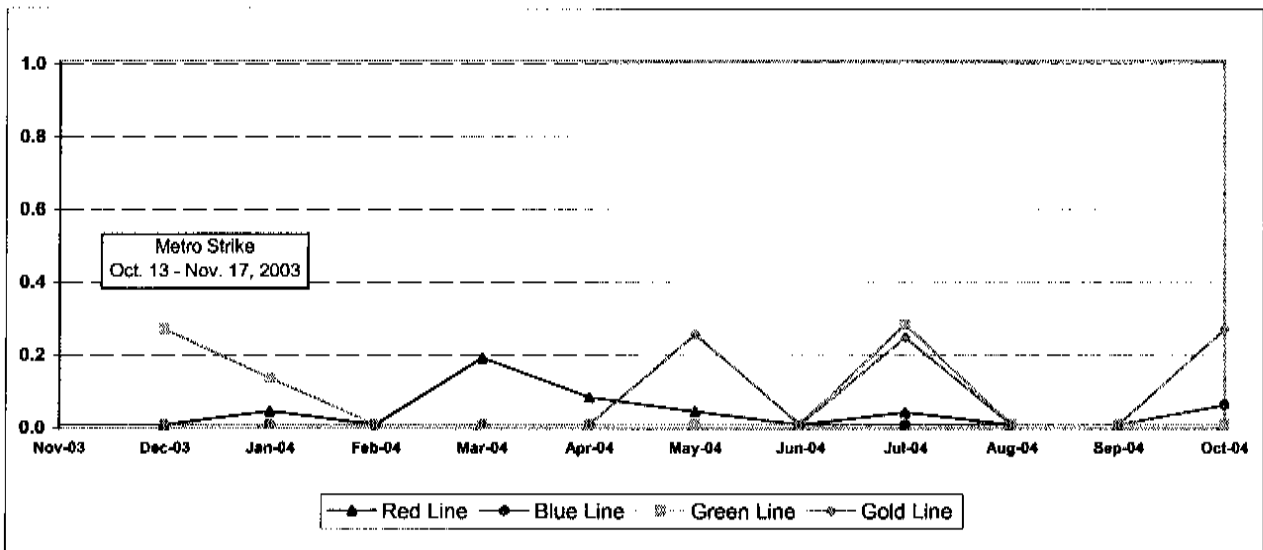
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



RAIL PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

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

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



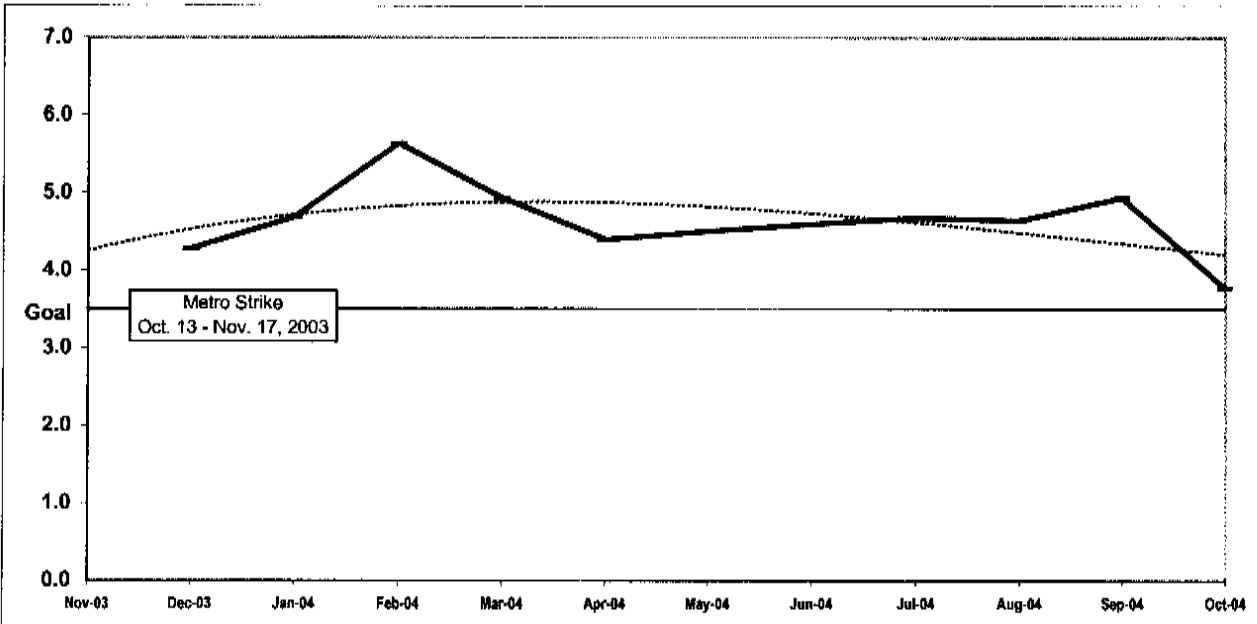
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

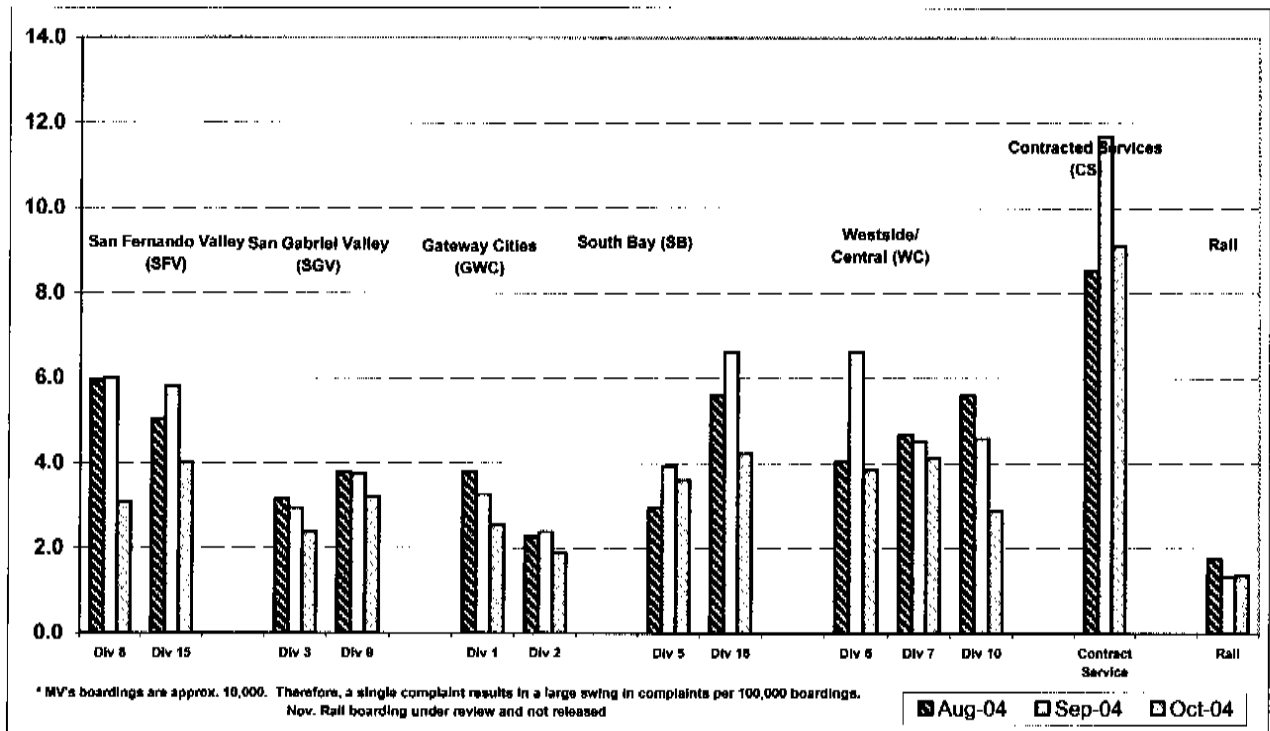
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

Systemwide Trend



Bus Operating Divisions - by Sectors' Divisions August - October 2004



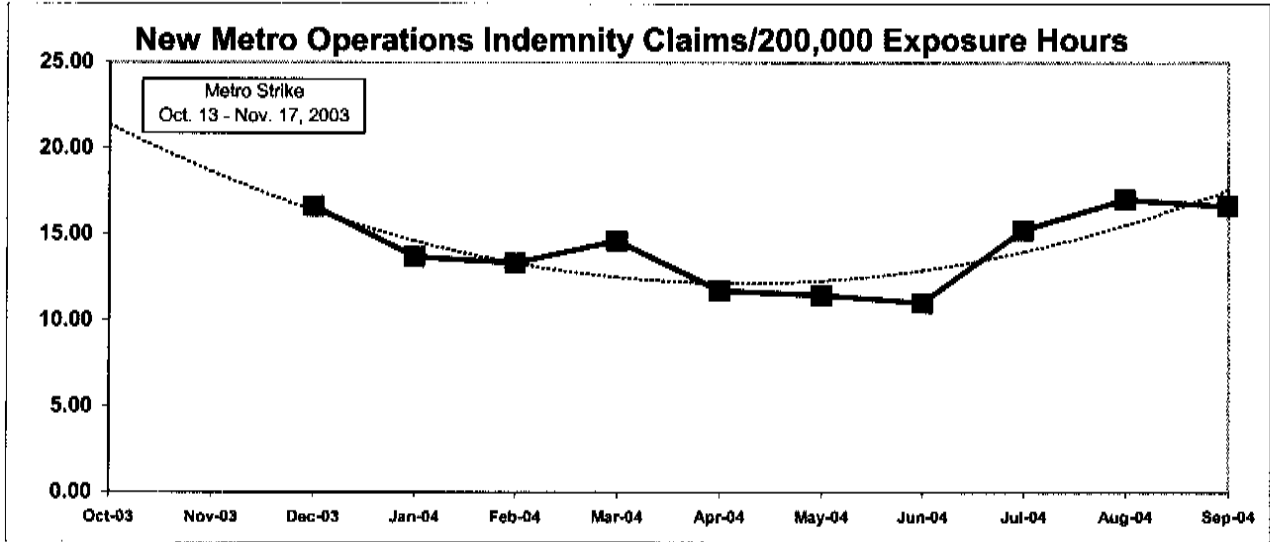
WORKERS COMPENSATION CLAIMS

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

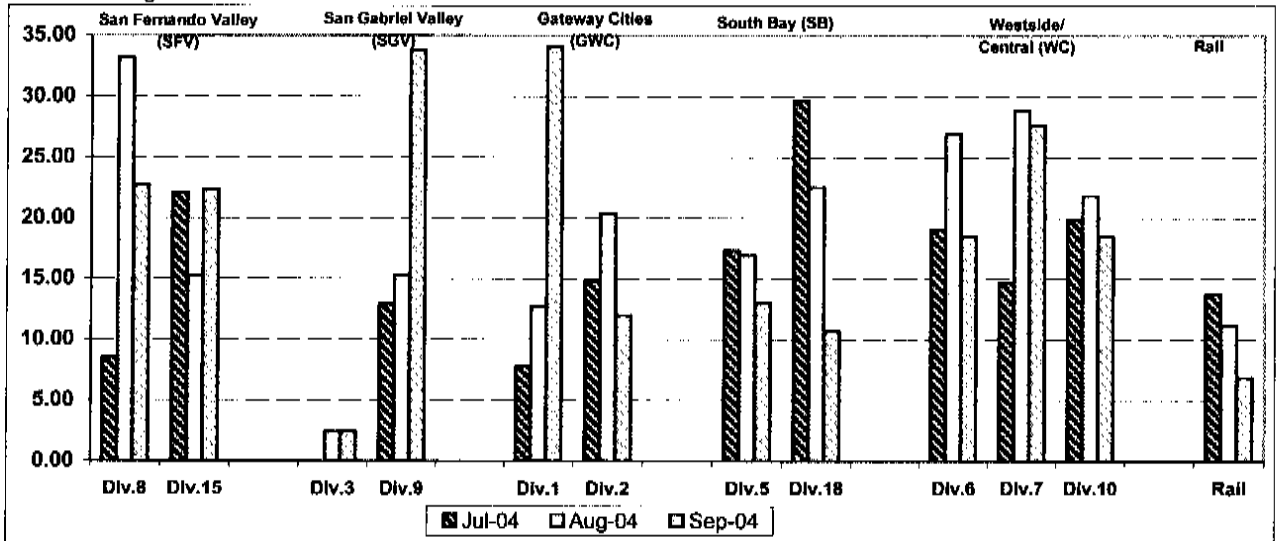
NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

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 July - September 2004

One month lag from current month



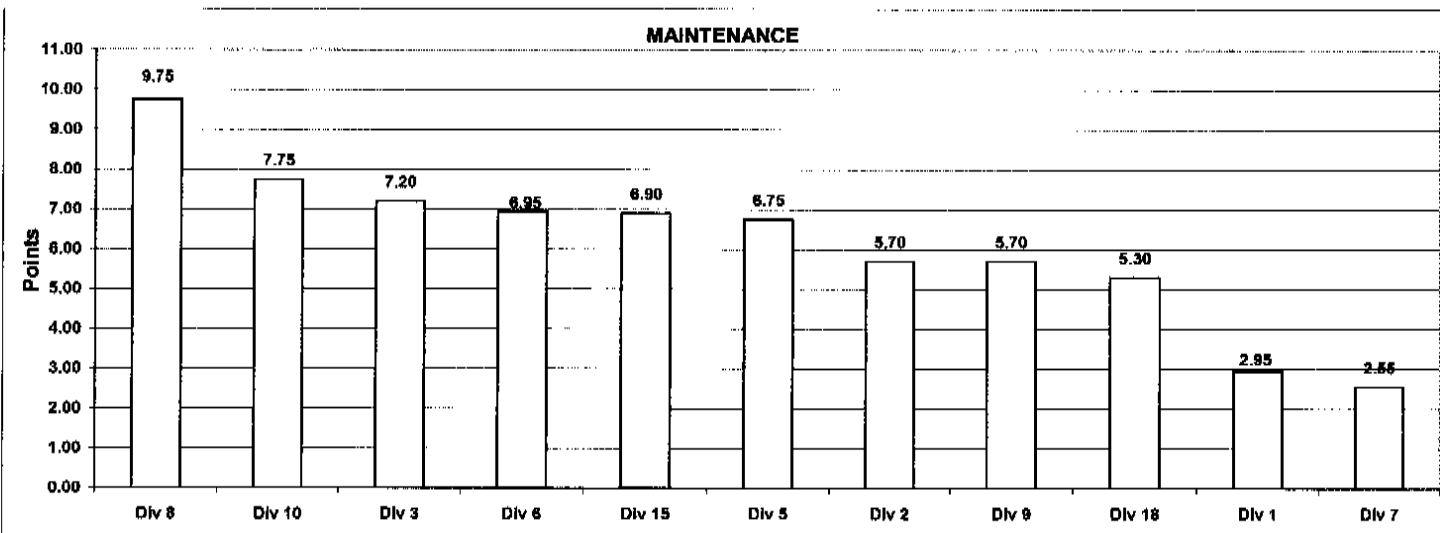
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

**Monthly Calculations - October 2004
Metro Bus - Maintenance**

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

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

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Mechanical Failures	25%	5445.5	6881.4	4884.5	5047.7	10811.1	5058.2	11000.0	6255.1	6957.8	9104.8	6553.3
Points		2	6	1	3	10	4	11	8	7	9	5
Attendance	15%	0.97593	0.95913	0.97702	0.96806	0.98779	0.98846	0.98680	0.98056	0.97369	0.97932	0.96892
Points		6	1	7	10	2	3	11	9	5	8	4
New WC Claims /200,000 Exp Hrs*	25%	23.7858	12.4824	0.0000	0.0000	0.0000	20.3531	12.2729	33.6488	8.5893	19.3487	0.0000
Points		2	5	11	11	11	3	6	1	7	4	11
*One month lag												
Bus Cleanliness	35%	7.200	7.407	7.550	7.418	7.406	6.925	8.600	7.413	7.700	7.431	7.208
Points		3	8	9	5	4	1	11	6	10	7	2
Totals		2.95	6.70	7.20	6.75	6.95	2.55	9.75	5.70	7.75	6.90	5.30
FINAL RANKING	DIV. Score	Div 8	Div 10	Div 3	Div 6	Div 15	Div 5	Div 2	Div 9	Div 18	Div 1	Div 7
	Rank	9.75	7.75	7.20	6.95	6.90	6.75	5.70	5.70	5.30	2.95	2.55
		1st	2nd	2nd	4th	5th	6th	7th	7th	9th	10th	11th

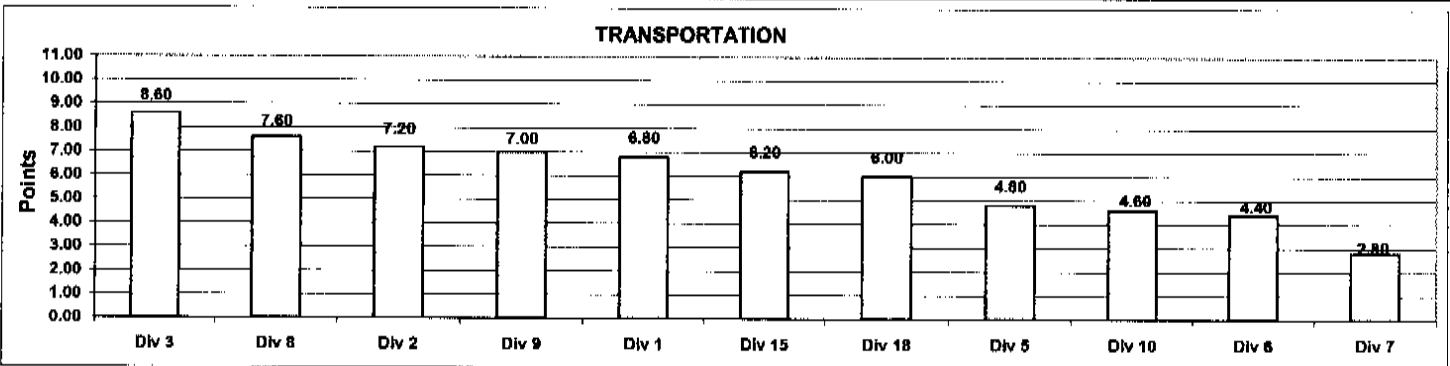


**Monthly Calculations - October 2004
Metro Bus - Transportation**

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 Points	20%	0.8920 7	0.7094 9	0.7525 11	0.6459 4	0.6907 1	0.6665 5	0.7191 10	0.6980 8	0.6195 2	0.6813 6	0.6293 3
Running Hot Points	20%	0.0820 11	0.0859 3	0.0759 7	0.0813 6	0.0844 4	0.1089 2	0.0893 10	0.0710 9	0.1133 1	0.0833 5	0.0755 8
Accident Rate Points	20%	3.8953 6	4.4787 3	4.4734 4	5.8285 1	3.1414 8	5.1985 2	3.7132 7	2.9686 10	4.1987 5	2.1957 11	3.1391 9
Complaints/100K Boardings Points	20%	2.5392 9	1.8935 11	2.3820 10	3.6002 5	3.8394 4	4.1908 2	3.0864 7	3.1975 6	2.8960 8	4.0125 3	4.2233 1
New WC Claims /200,000 Exp Hrs* Points	20%	36.9955 1	11.8198 10	3.2570 11	16.7477 8	25.4938 6	29.5805 3	25.8294 4	33.8865 2	20.8939 7	23.2534 5	13.5731 9
*One month lag												
Totals		8.80	7.20	8.60	4.80	4.40	2.80	7.60	7.00	4.60	6.20	6.00
FINAL RANKING	DIV. Score Rank	Div 3	Div 8	Div 2	Div 9	Div 1	Div 15	Div 18	Div 5	Div 10	Div 6	Div 7
		8.60	7.60	7.20	7.00	6.80	6.20	6.00	4.60	4.60	4.40	2.80
		1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



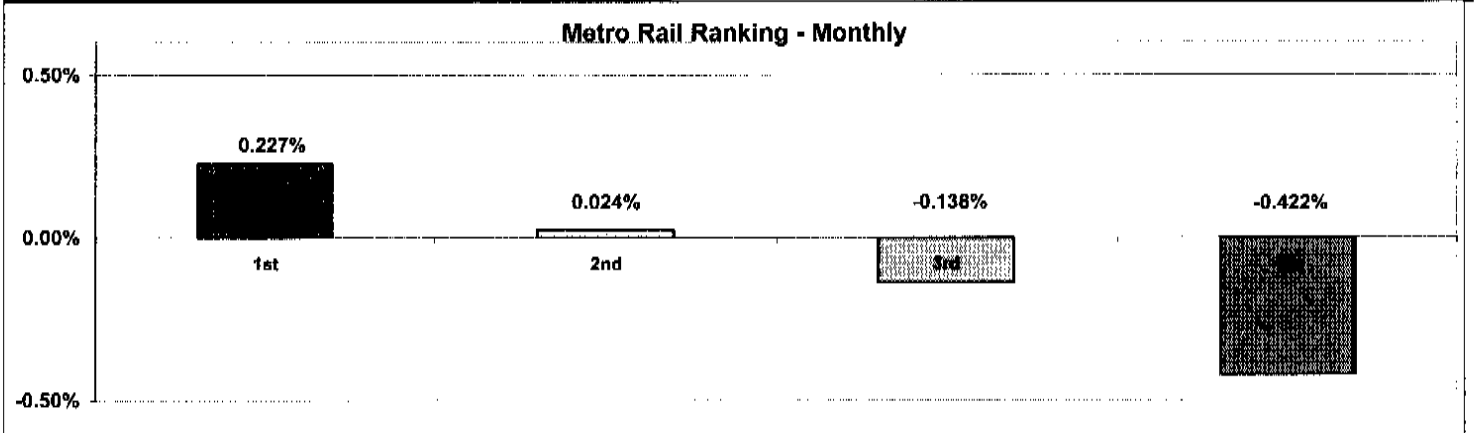
**Monthly Calculations - October 2004
Metro Rail**

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			Orange Streetcar			Green Bay Area		
	Oct-03	Oct-04	Yearly Improvement	Oct-03	Oct-04	Yearly Improvement	Oct-03	Oct-04	Yearly Improvement	Oct-03	Oct-04	Yearly Improvement
Wayside Availability												
Track	100.00%	100.00%	0.00%	100.00%	99.73%	-0.27%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Signals	99.79%	99.85%	0.06%	99.68%	100.00%	0.32%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Power	100.00%	99.97%	-0.03%	100.00%	99.94%	-0.06%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Wayside Performance	99.93%	99.94%	0.01%	99.89%	99.89%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Vehicle Availability												
Vehicle Performance	99.14%	99.10%	-0.05%	98.63%	99.18%	0.55%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Operator Availability												
Operators	99.89%	99.93%	0.04%	99.82%	100.00%	0.18%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
In-Service Performance												
ISOTP - Rail	99.31%	97.82%	-1.49%	98.65%	98.83%	0.17%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Total Rail Line Performance	99.57%	99.15%	-0.42%	99.25%	99.47%	0.23%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%

Metro Rail Final Ranking (Sorted)				
Rail Line	RED	ORANGE	BLUE	GREEN
Score	0.227%	0.024%	-0.138%	-0.422%
Rank	1st	2nd	3rd	4th



NOV 2004

METRO OPERATIONS
MONTHLY PERFORMANCE
REPORT



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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 54 million boarding passengers each year.

This report gives a brief overview of sector operations':

- * Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- * 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	FY02	FY03	FY04	FY05 Target	FY05 YTD	Nov. Month	Status
Bus Systemwide							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,089	7,038	◇
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.69%	65.62%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.38	3.28	●
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	3.79	2.64	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Oct. 15.81	Oct. 14.34	●
SFV Sector							
MMBCMF**	4,646	8,616	8,648	8,000	9,479	10,928	●
In-Service On-time Performance		67.30%	67.47%	70%	69.34%	65.81%	●
Bus Traffic Accidents Per 100,000 Miles	3.09	2.91	2.99	3.00	2.63	2.56	●
Complaints per 100,000 Boardings	3.43	6.32	5.45	4.50	4.81	3.63	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	22.8	16.72	15.15	14.50	Oct. 18.3	Oct. 12.94	■
Division 8							
MMBCMF*	5,775	9,177	8,183	8,000	10,204	12,381	●
In-Service On-time Performance	67.88%	70.09%	69.12%	70%	70.99%	65.44%	●
Bus Traffic Accidents Per 100,000 Miles	3.22	2.84	2.75	3.00	2.52	2.21	●
Complaints per 100,000 Boardings	3.16	6.87	5.09	4.50	4.89	3.44	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.36**	20.92	19.15	14.50	Oct. 18.24	Oct. 8.38	◇
Division 15							
MMBCMF*	4,514	8,260	9,013	8,000	8,958	9,980	●
In-Service On-time Performance	62.51%	66.13%	66.62%	70%	68.38%	66.04%	●
Bus Traffic Accidents Per 100,000 Miles	3.01	2.96	3.17	3.00	2.72	2.85	●
Complaints per 100,000 Boardings	3.58	6.01	5.70	4.50	4.75	3.78	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	19.15**	16.23	13.14	14.50	Oct. 18.73	Oct. 15.36	◇

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

**Jan - June, 2002

● Green - High probability of achieving the FY05 target (on track).

◇ Yellow - Uncertain if the FY05 target will be achieved - slight problems, delays or management issues.

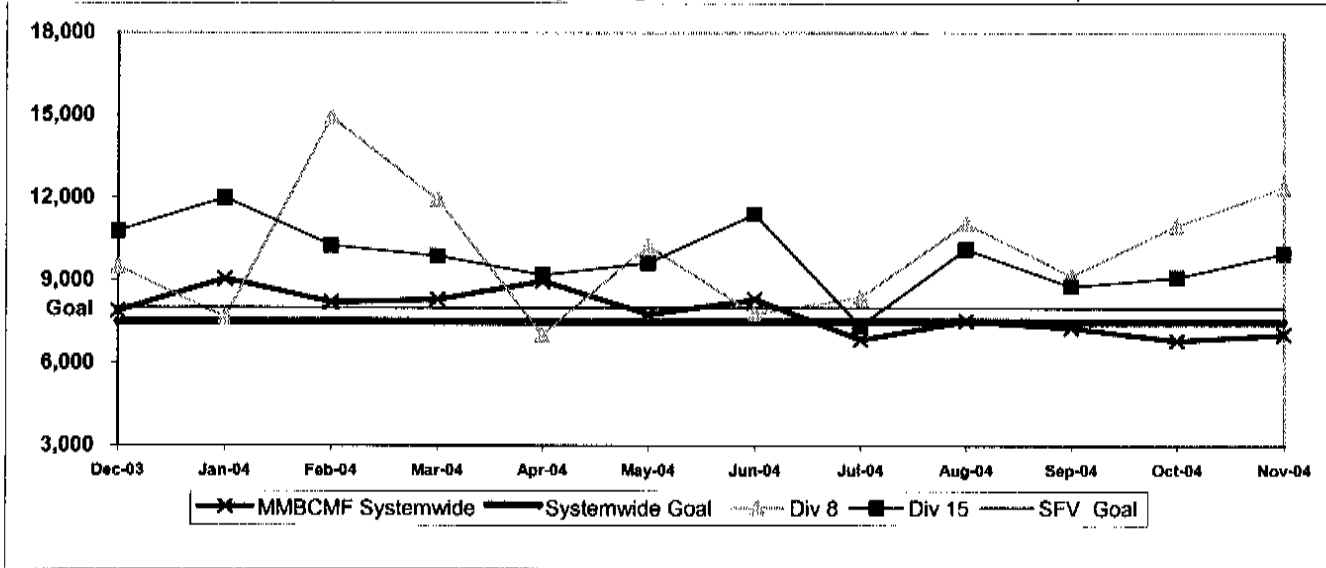
■ Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

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

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

Calculation: $MMBCMF = (\text{Total Hub Miles} / \text{by Chargeable Mechanical Related Roadcalls})$



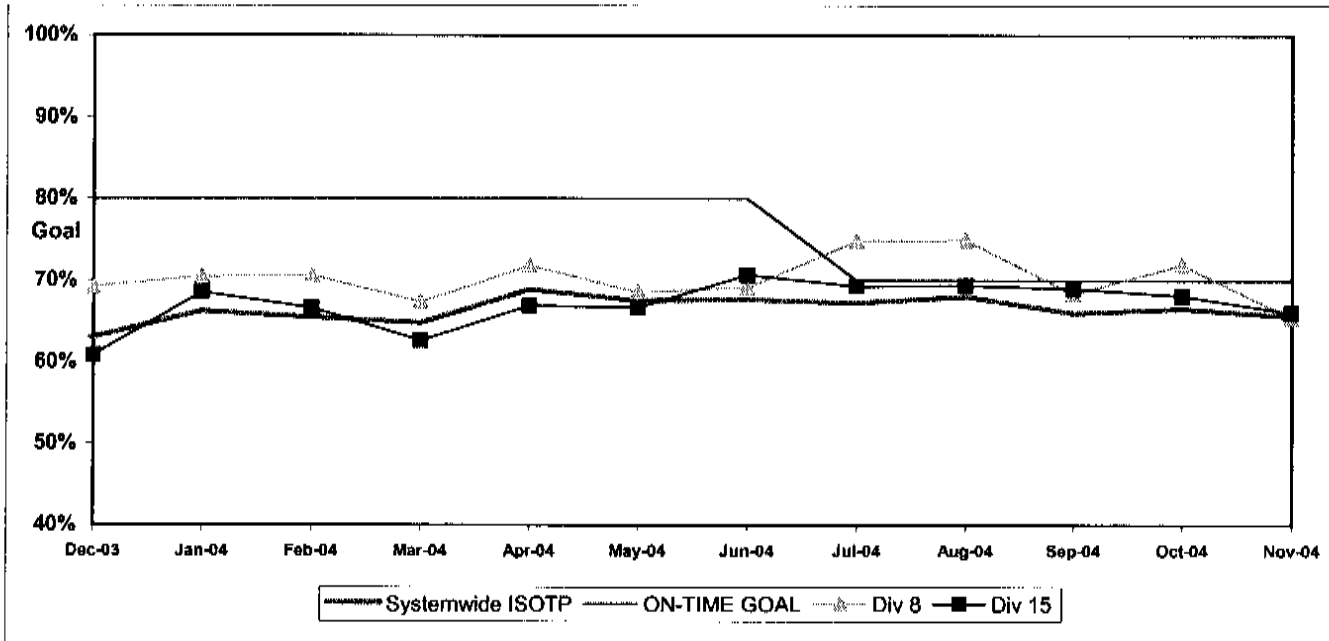
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IN-SERVICE ON-TIME PERFORMANCE

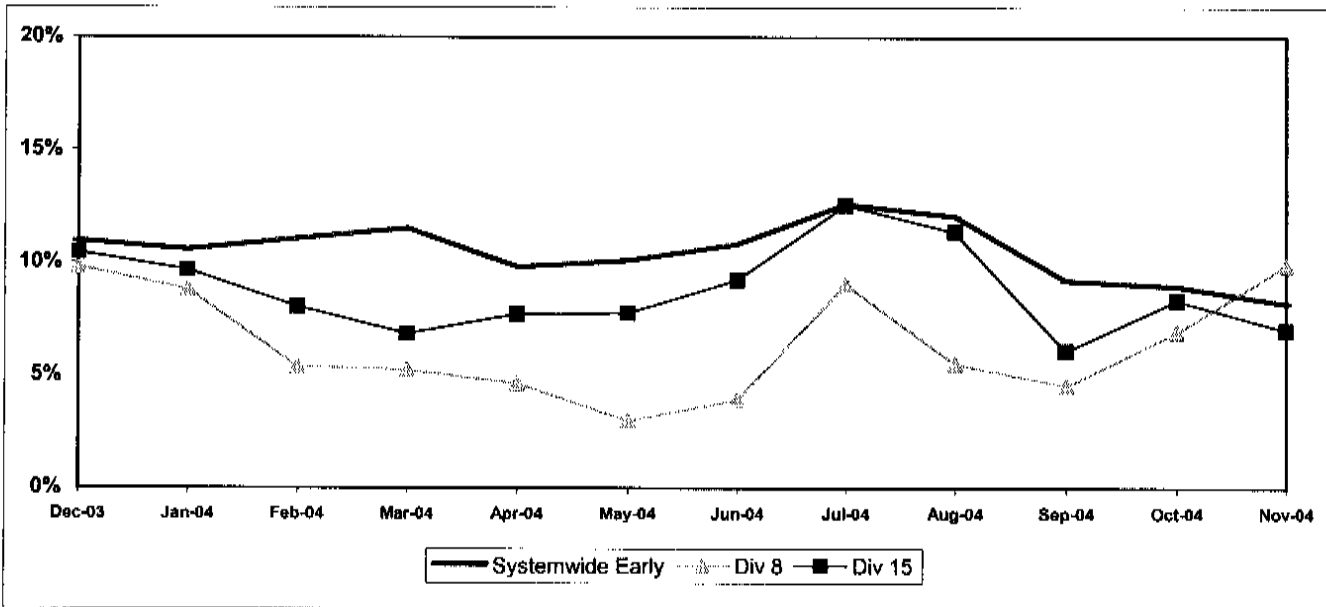
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



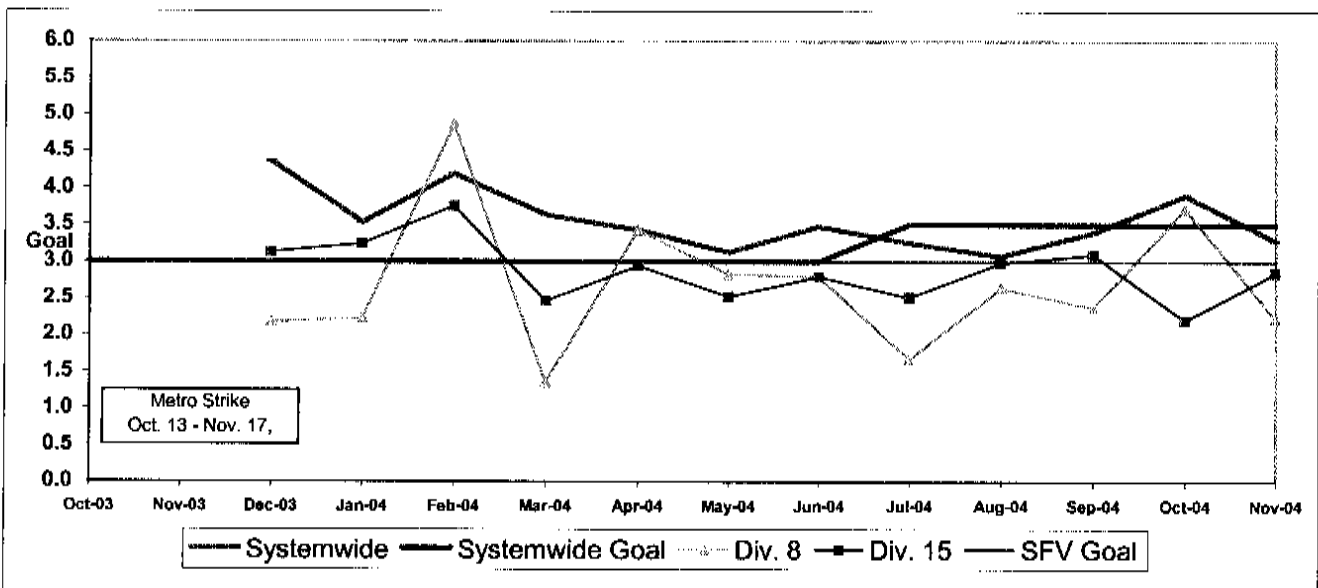
SFV Sector Bus Service Performance - Continued
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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))

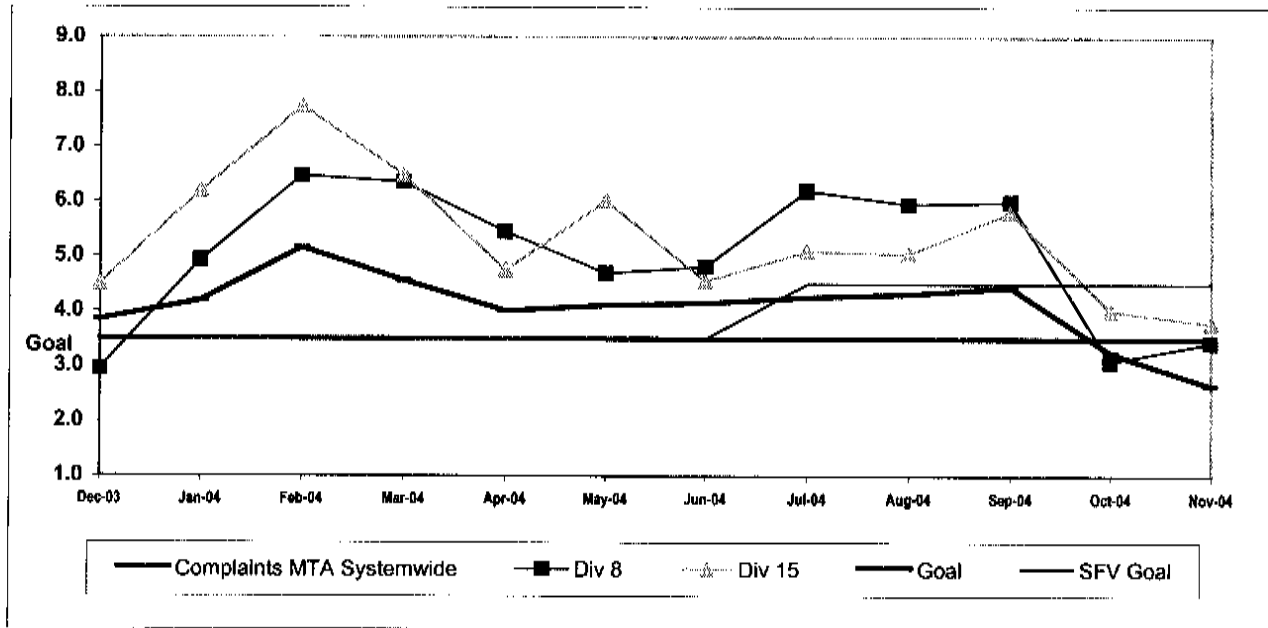


COMPLAINTS PER 100,000 BOARDINGS

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)

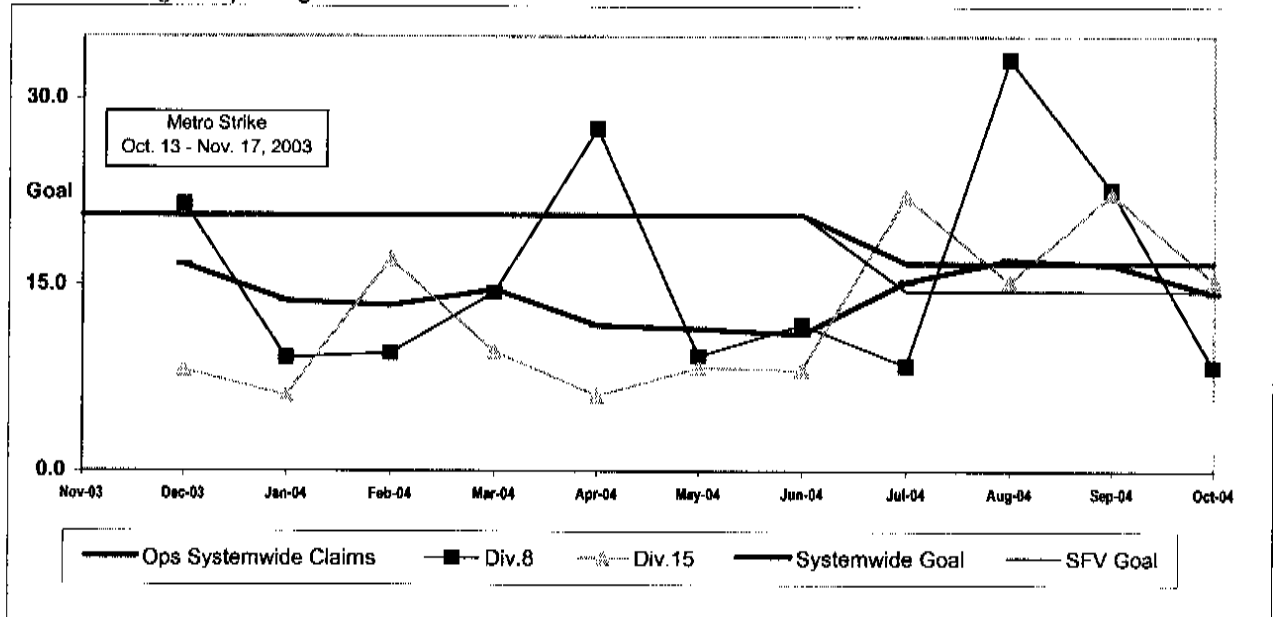


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 8 and 15

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 64.5 million boarding passengers each year.

This report gives a brief overview of sector operations*:

- * Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- * 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	FY02	FY03	FY04	FY05 Target	FY05 YTD	Nov. Month	Status
Bus Systemwide							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,089	7,038	◇
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.69%	65.62%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.38	3.28	●
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	3.79	2.64	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Oct. 15.81	Oct. 14.34	●
SGV Sector							
MMBCMF*	6,708	7,696	7,570	9,000	6,659	7,349	■
In-Service On-time Performance		70.02%	69.98%	70%	70.74%	67.62%	●
Bus Traffic Accidents Per 100,000 Miles	3.23	3.40	2.91	3.00	2.79	2.16	●
Complaints per 100,000 Boardings	3.13	3.57	3.80	3.25	2.94	2.20	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	27.80	23.15	16.12	14.00	Oct. 10.49	Oct. 10.68	●
Division 3							
MMBCMF*	5,538	5,726	6,564	9,000	5,742	5,575	■
In-Service On-time Performance	68.70%	71.08%	70.80%	70%	70.74%	66.24%	●
Bus Traffic Accidents Per 100,000 Miles	3.96	4.22	3.59	3.00	3.54	2.01	◇
Complaints per 100,000 Boardings	2.61	3.09	3.02	3.25	2.65	1.83	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	38.36**	21.54	12.36	14.00	Oct. 3.65	Oct. 9.63	●
Division 9							
MMBCMF*	8,336	11,322	8,874	9,000	7,800	10,227	◇
In-Service On-time Performance	64.56%	67.47%	68.16%	70%	70.73%	69.05%	●
Bus Traffic Accidents Per 100,000 Miles	2.56	2.64	2.26	3.00	2.11	2.29	●
Complaints per 100,000 Boardings	3.90	4.31	5.09	3.25	3.32	2.73	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	33.14**	28.54	20.75	14.00	Oct. 18.69	Oct. 12.77	◇

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

**Jan - June, 2002

● Green - High probability of achieving the FY05 target (on track).

◇ Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.

■ Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

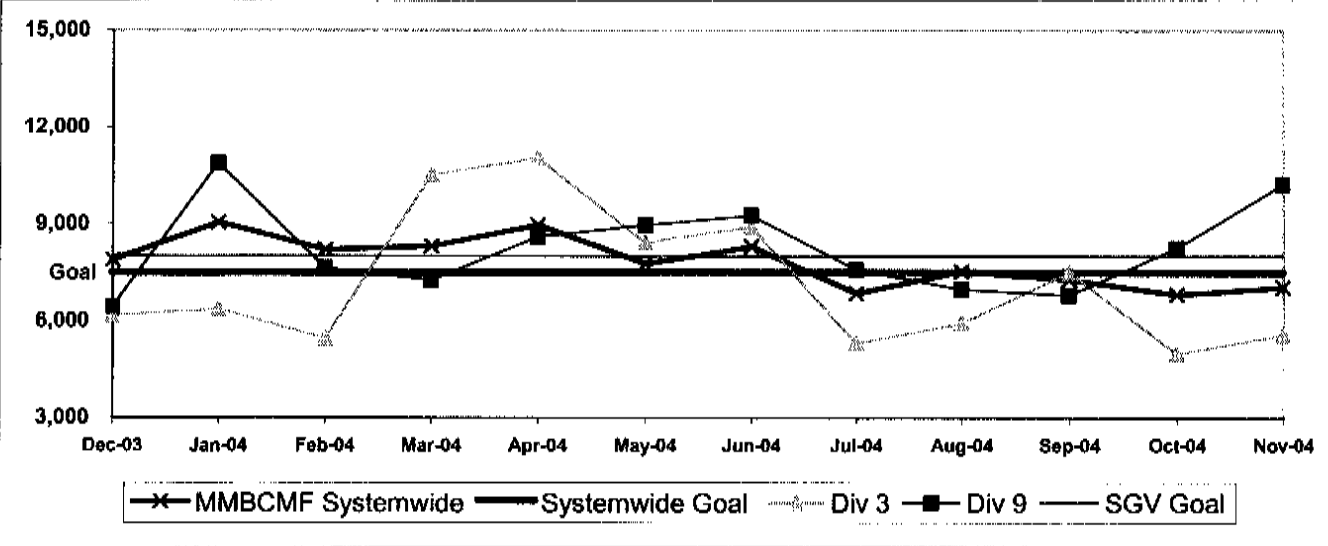
SAN GABRIEL VALLEY SECTOR (SGV) BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*

Systemwide and Divisions 3 and 9

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

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



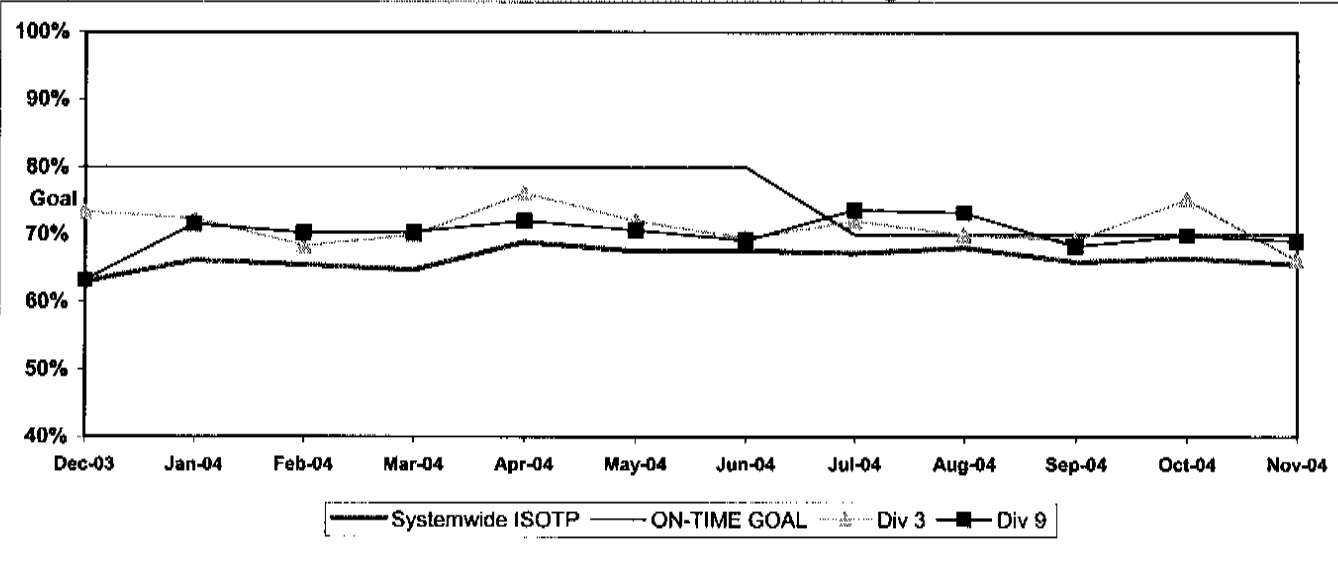
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IN-SERVICE ON-TIME PERFORMANCE

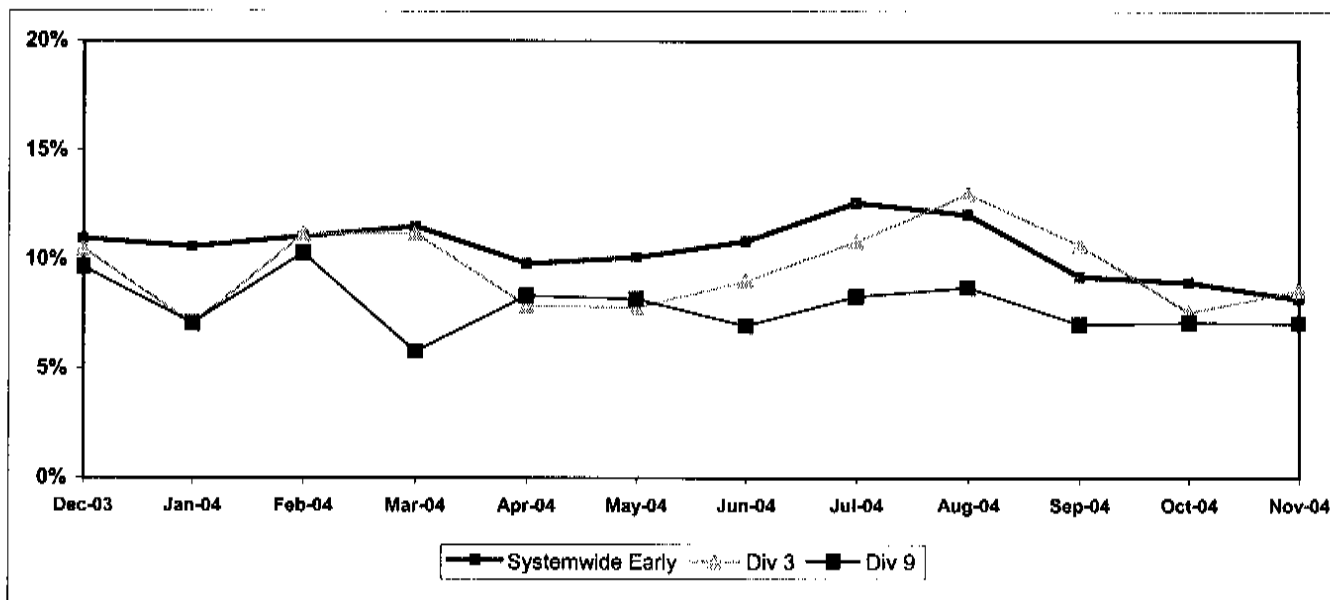
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



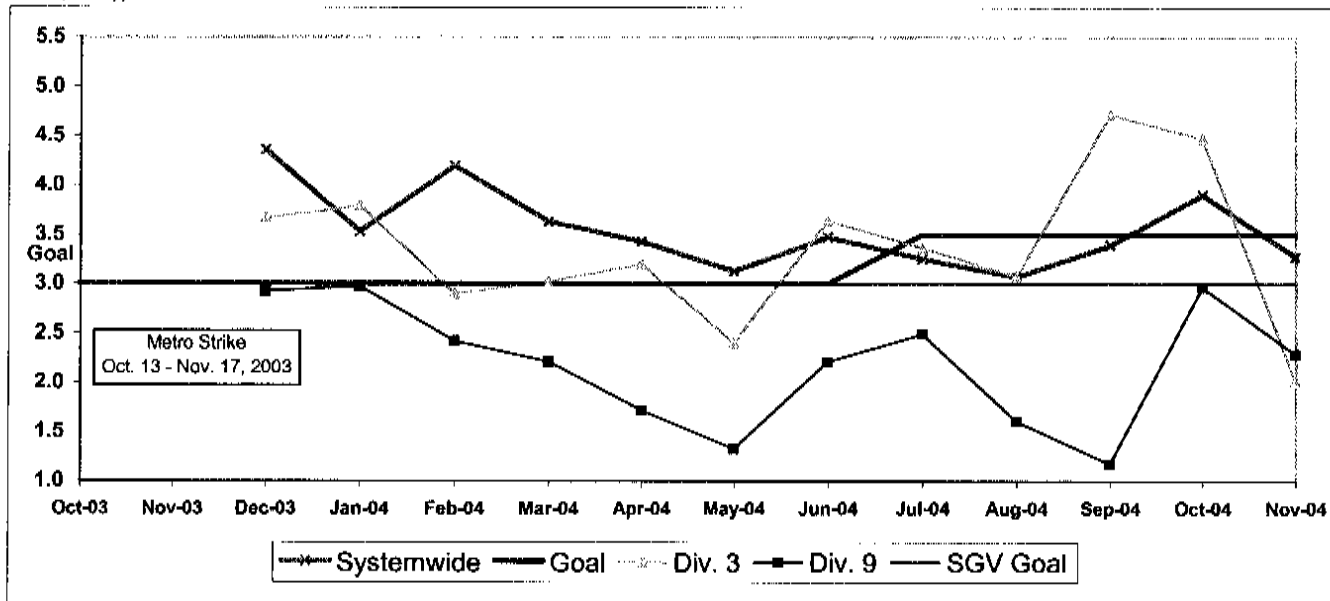
SGV SECTOR BUS SERVICE PERFORMANCE - Continued
Running Hot - Systemwide and Divisions 3 and 9



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

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

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

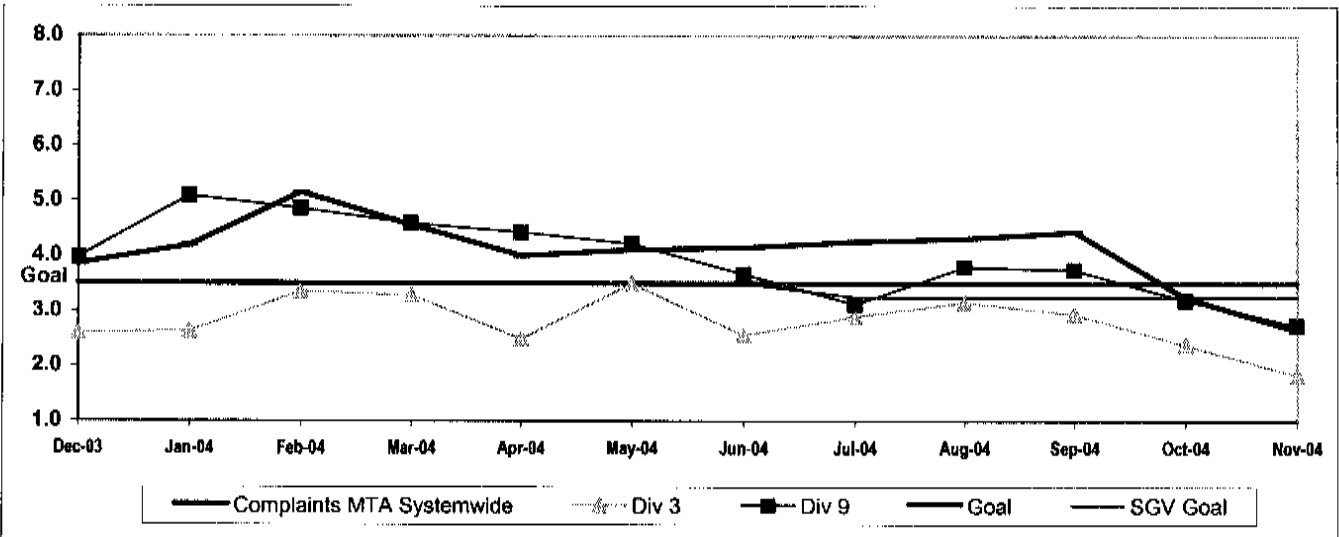


SGV SECTOR BUS SERVICE PERFORMANCE - Continued
COMPLAINTS PER 100,000 BOARDINGS

Systemwide and Divisions 3 and 9

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

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

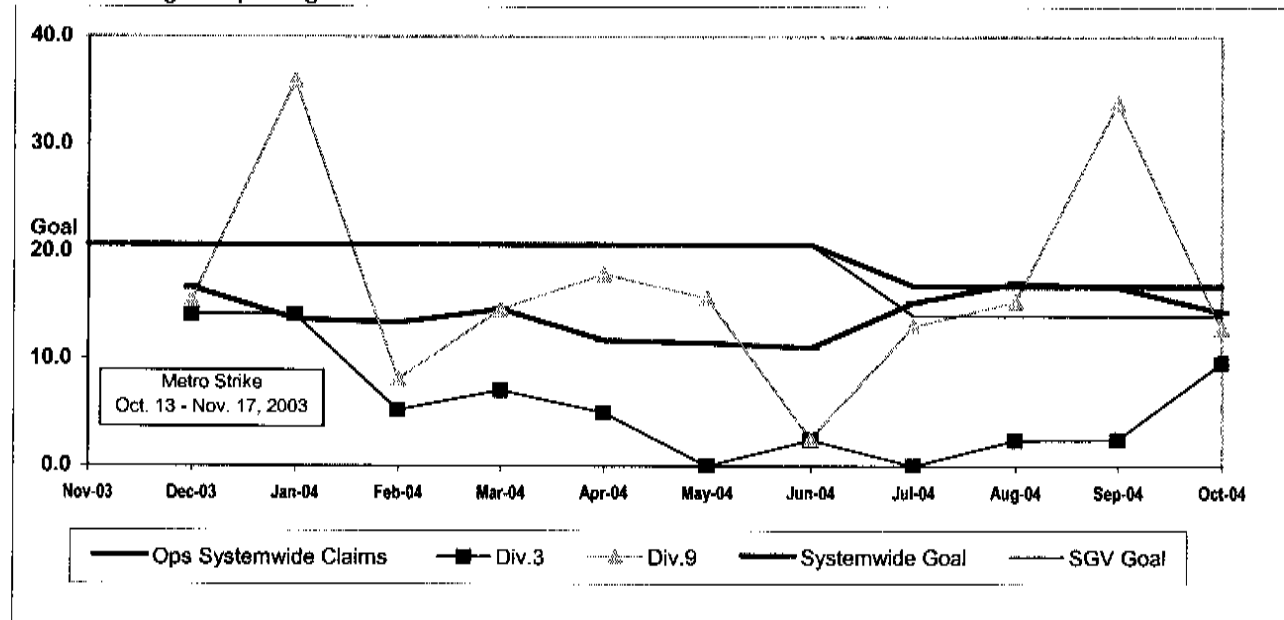


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 3 and 9

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 59.8 million boarding passengers each year.

This report gives a brief overview of sector operations¹:

- * Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- * 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	FY02	FY03	FY04	FY05 Target	FY05 YTD	Nov. Month	Status
Bus Systemwide							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,089	7,038	◇
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.69%	65.62%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.38	3.28	⊙
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	3.79	2.64	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Oct. 15.81	Oct. 14.34	⊙
GC Sector							
MMBCMF*	6,726	7,800	8,781	8,250	5,848	4,572	◇
In-Service On-time Performance		74.53%	69.34%	70%	71.03%	71.04%	⊙
Bus Traffic Accidents Per 100,000 Miles	4.49	4.07	3.86	3.50	3.95	4.10	◇
Complaints per 100,000 Boardings	2.07	2.63	3.08	3.00	2.52	1.78	⊙
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	43.20	25.30	20.19	19.18	Oct. 17.99	Oct. 21.12	⊙
Division 1							
MMBCMF*	8,510	9,863	8,232	8,250	5,339	3,926	■
In-Service On-time Performance	74.95%	78.22%	70.57%	70%	71.12%	71.76%	⊙
Bus Traffic Accidents Per 100,000 Miles	4.51	3.39	3.41	3.50	3.90	4.44	◇
Complaints per 100,000 Boardings	1.76	2.26	3.32	3.00	2.86	2.06	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	45.91**	20.42	16.82	19.18	Oct. 16.79	Oct. 12.83	⊙
Division 2							
MMBCMF*	5,514	6,398	9,496	8,250	6,650	5,796	◇
In-Service On-time Performance	63.01%	67.53%	67.62%	70%	70.91%	69.86%	⊙
Bus Traffic Accidents Per 100,000 Miles	4.48	4.78	4.36	3.50	4.02	3.67	◇
Complaints per 100,000 Boardings	2.38	3.07	2.84	3.00	2.13	1.46	⊙
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	48.72**	31.18	24.56	19.18	Oct. 19.91	Oct. 32.19	◇

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

**Jan - June, 2002

⊙ Green - High probability of achieving the FY05 target (on track).

◇ Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.

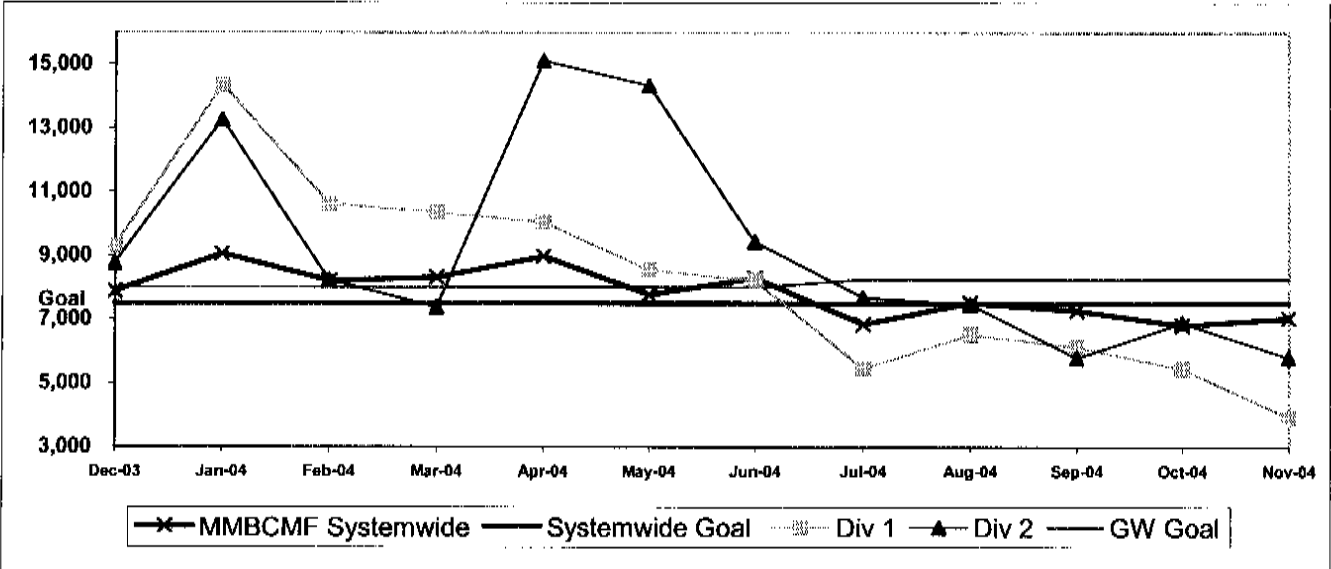
■ Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES* Systemwide and Divisions 1 and 2

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

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



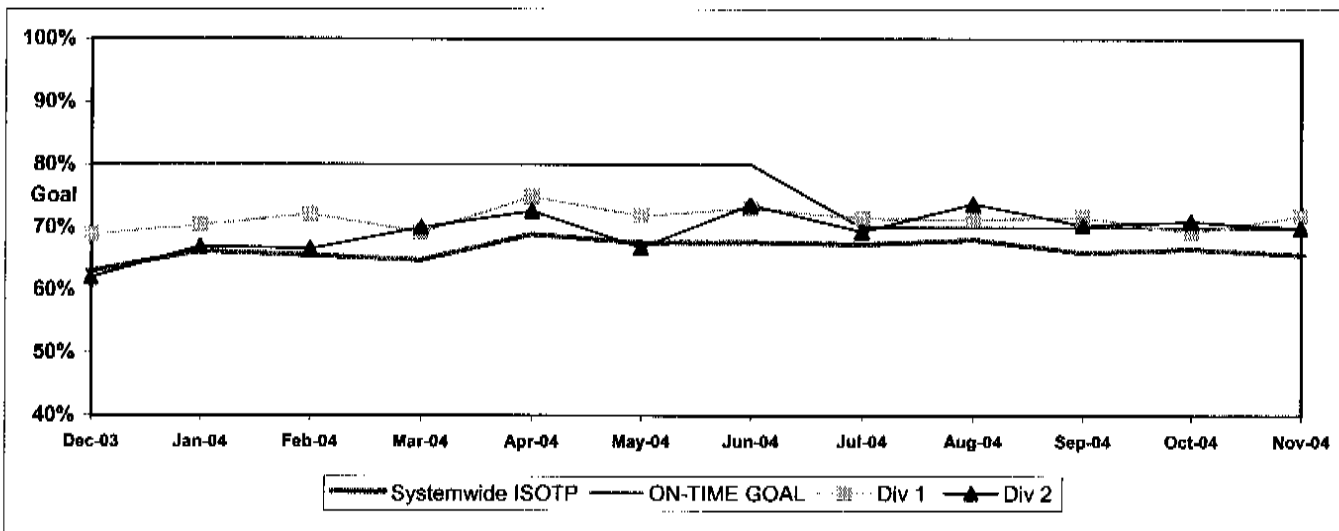
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IN-SERVICE ON-TIME PERFORMANCE

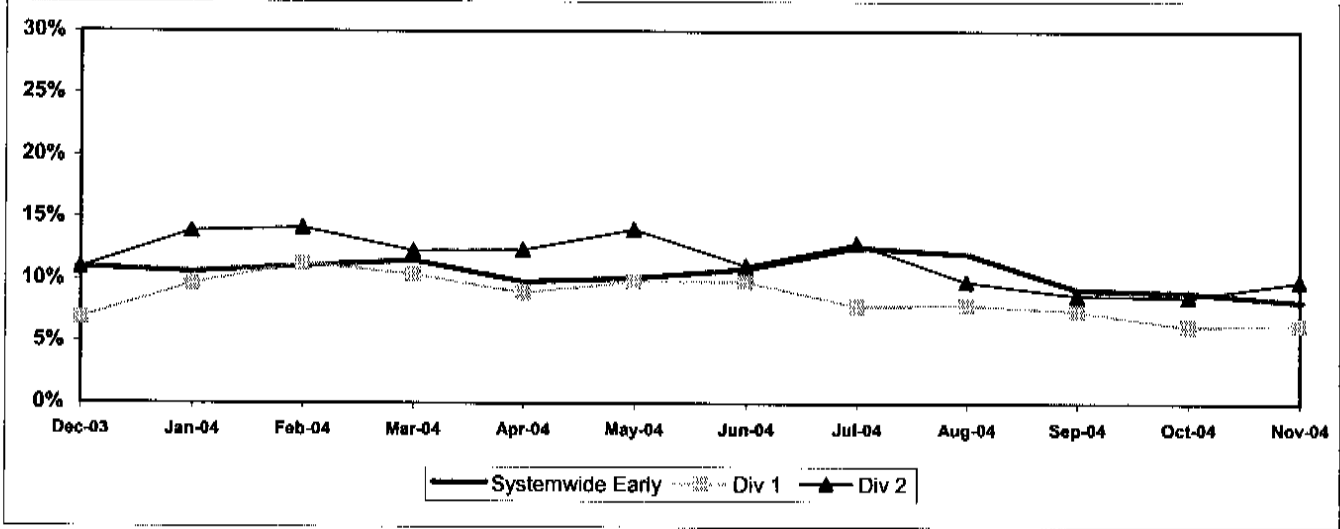
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



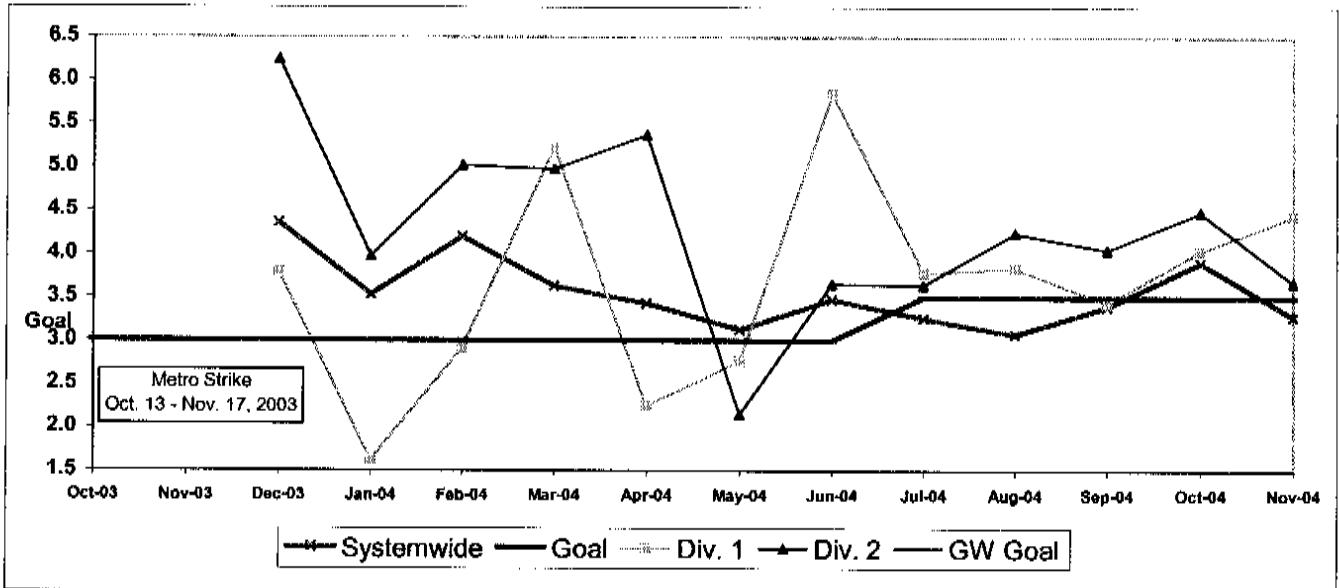
GC SECTOR BUS SERVICE PERFORMANCE - Continued
Running Hot - Systemwide and Divisions 1 and 2



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

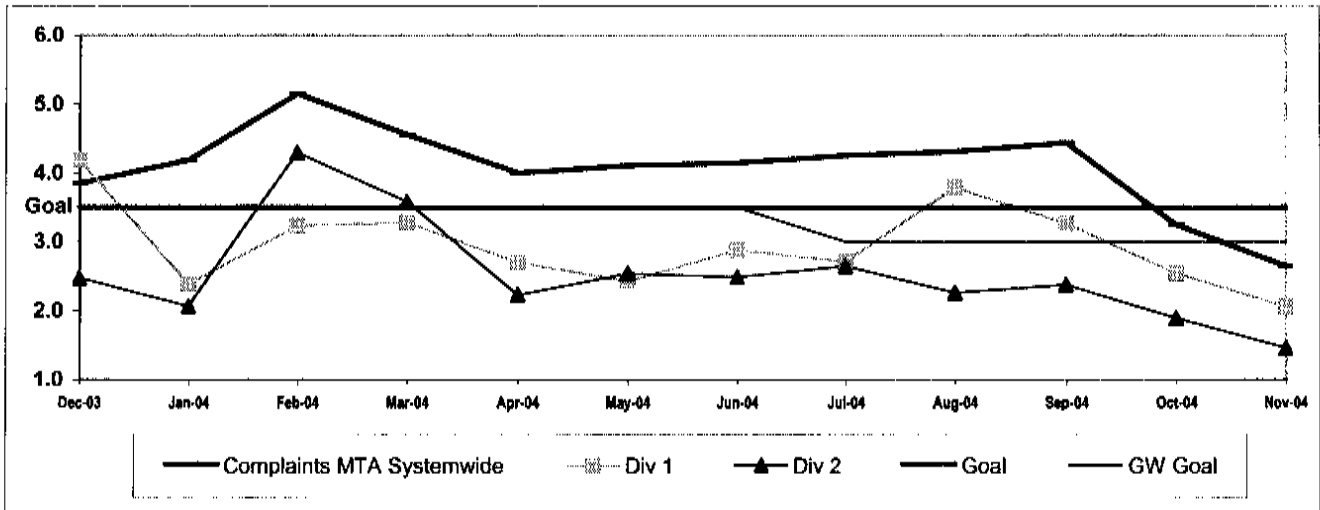


GC SECTOR BUS SERVICE PERFORMANCE - Continued
COMPLAINTS PER 100,000 BOARDINGS

Systemwide and 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)

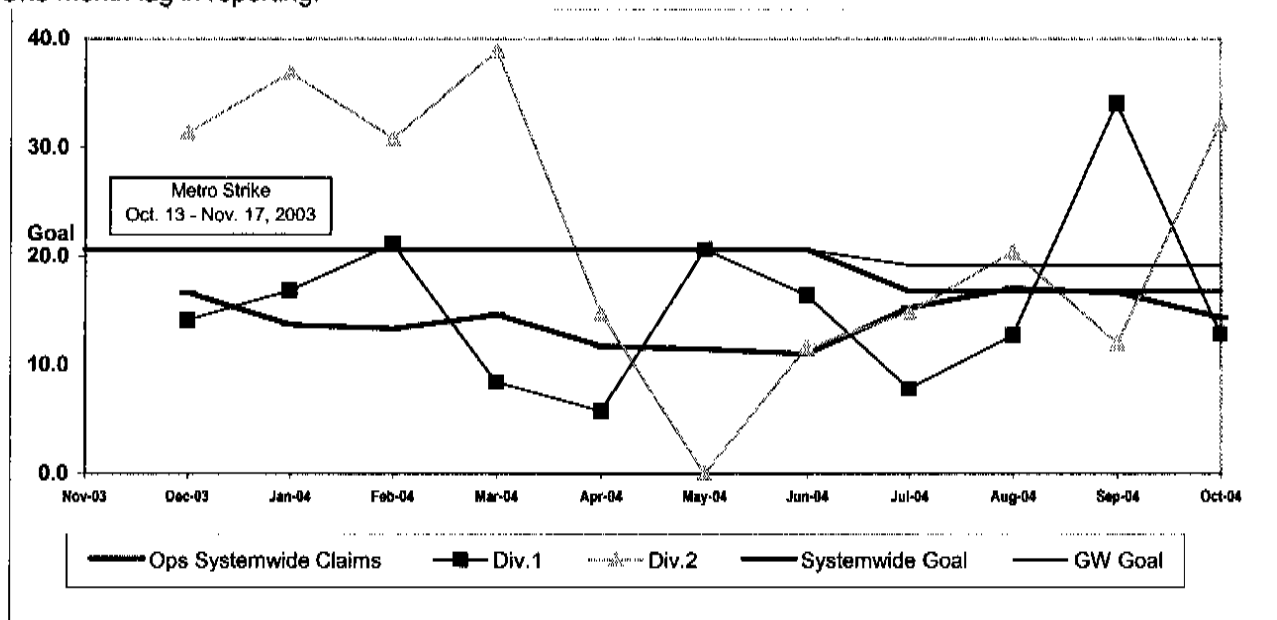


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 1 and 2

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 93.5 million boarding passengers each year.

This report gives a brief overview of sector operations¹:

- * Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- * 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	FY02	FY03	FY04	FY05 Target	FY05 YTD	Nov. Month	Status
Bus Systemwide							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,089	7,038	◇
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.69%	65.62%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.38	3.28	●
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	3.79	2.64	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Oct. 15.81	Oct. 14.34	●
SB Sector							
MMBCMF*	5,665	6,237	7,132	7,000	6,505	7,748	◇
In-Service On-time Performance		63.67%	61.74%	70%	65.69%	65.55%	◇
Bus Traffic Accidents Per 100,000 Miles	4.03	4.00	3.68	4.00	3.67	4.25	●
Complaints per 100,000 Boardings	3.42	4.02	4.63	4.00	4.25	2.99	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	30.5	17.28	14.84	14.10	Oct. 16.66	Oct. 12.97	◇
Division 5							
MMBCMF*	8,883	8,756	7,823	7,000	6,023	8,142	◇
In-Service On-time Performance	63.31%	66.30%	63.17%	70%	66.61%	67.01%	◇
Bus Traffic Accidents Per 100,000 Miles	4.35	4.58	3.90	4.00	4.37	5.18	◇
Complaints per 100,000 Boardings	2.47	2.86	3.45	4.00	3.29	2.56	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	43.97**	24.16	15.22	14.10	Oct. 15.50	Oct. 14.67	◇
Division 18							
MMBCMF*	4,514	5,144	6,689	7,000	6,922	7,481	◇
In-Service On-time Performance	60.19%	61.23%	60.78%	70%	64.99%	64.35%	◇
Bus Traffic Accidents Per 100,000 Miles	3.80	3.57	3.51	4.00	3.15	3.56	●
Complaints per 100,000 Boardings	4.39	5.26	5.74	4.00	2.13	3.39	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	25.56**	13.40	14.71	14.10	Oct. 18.37	Oct. 10.43	◇

¹ Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

**Jan - June, 2002

● Green - High probability of achieving the FY05 target (on track).

◇ Yellow - Uncertain if the FY05 target will be achieved - slight problems, delays or management issues.

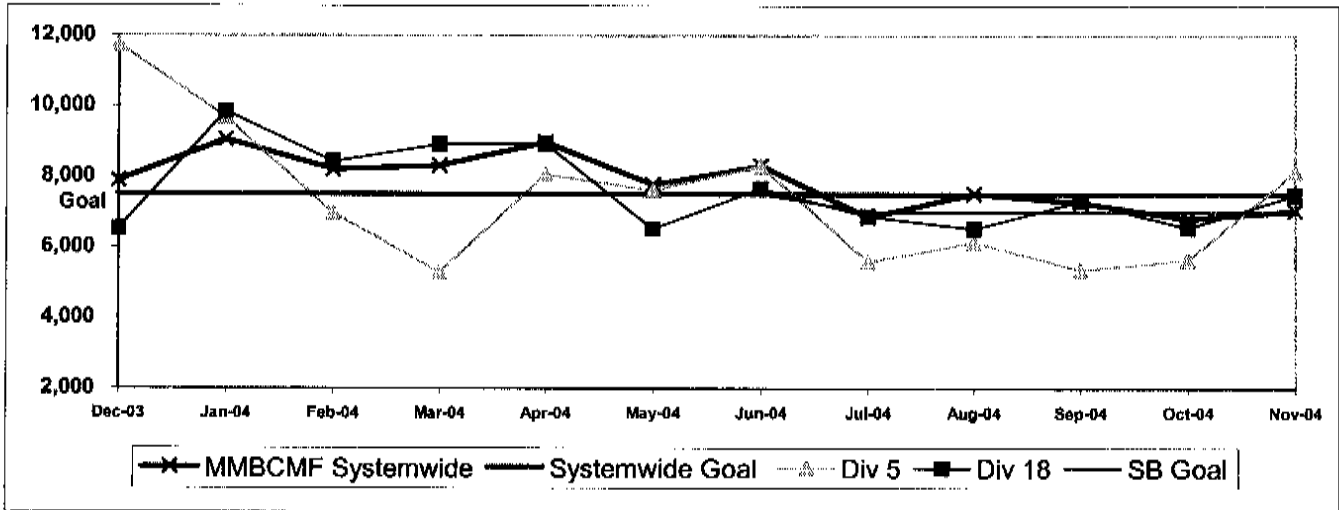
■ Red - High probability that the FY05 target will not be achieved - significant problems and/or delays.

SOUTH BAY SECTOR (SB) BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES* Systemwide and Divisions 5 and 18

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

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



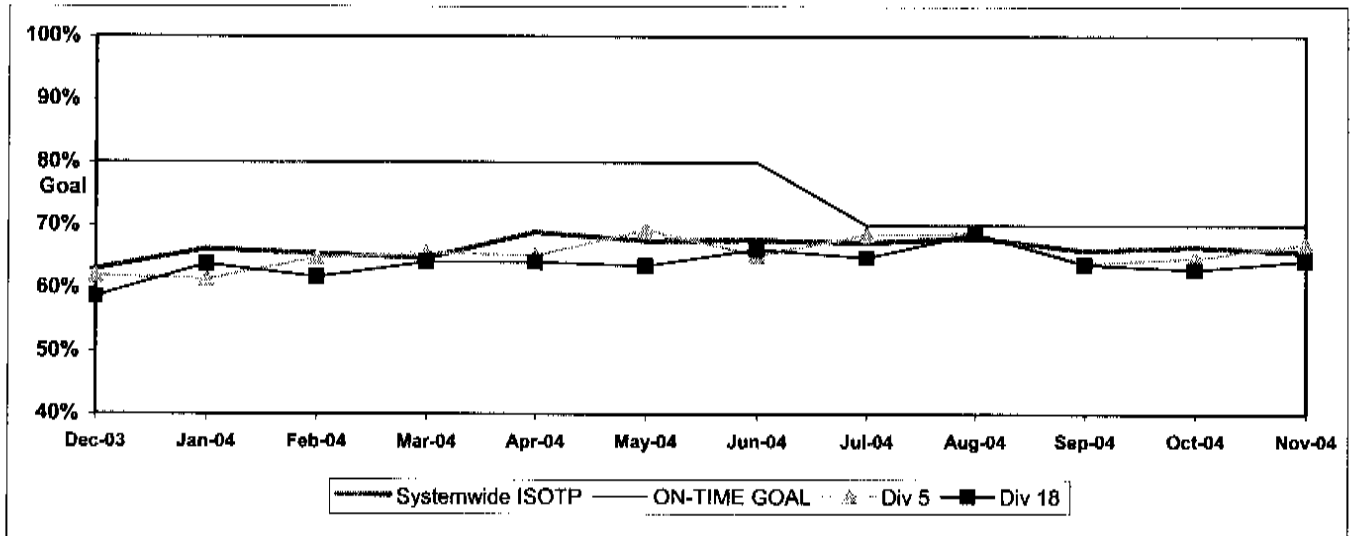
* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

IN-SERVICE ON-TIME PERFORMANCE

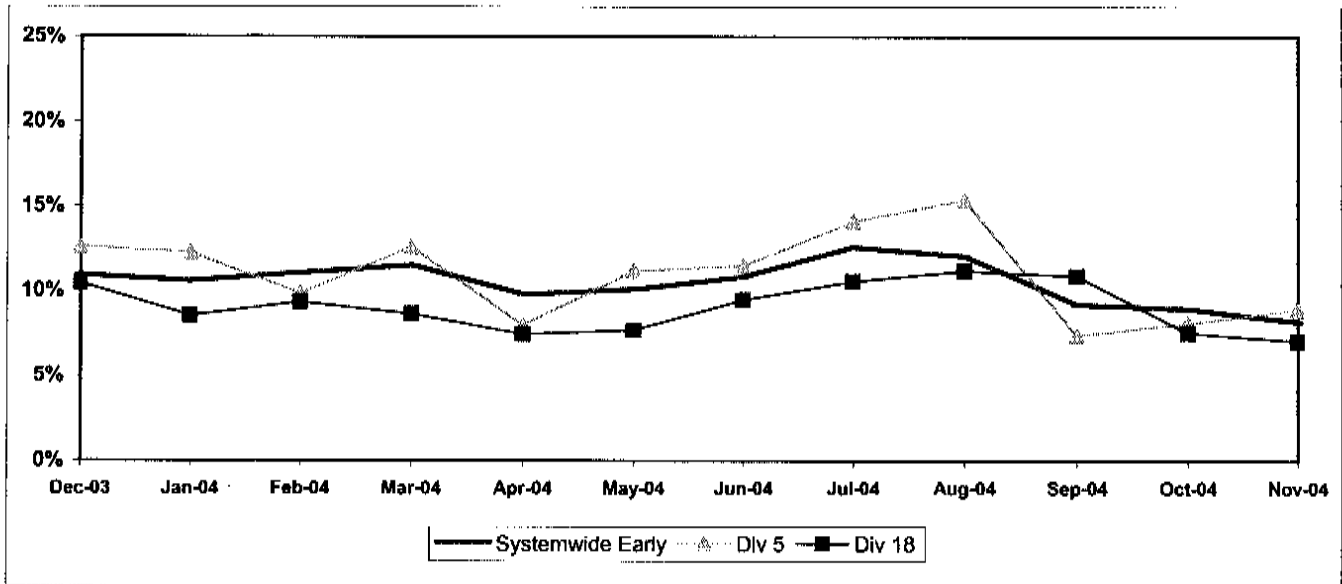
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



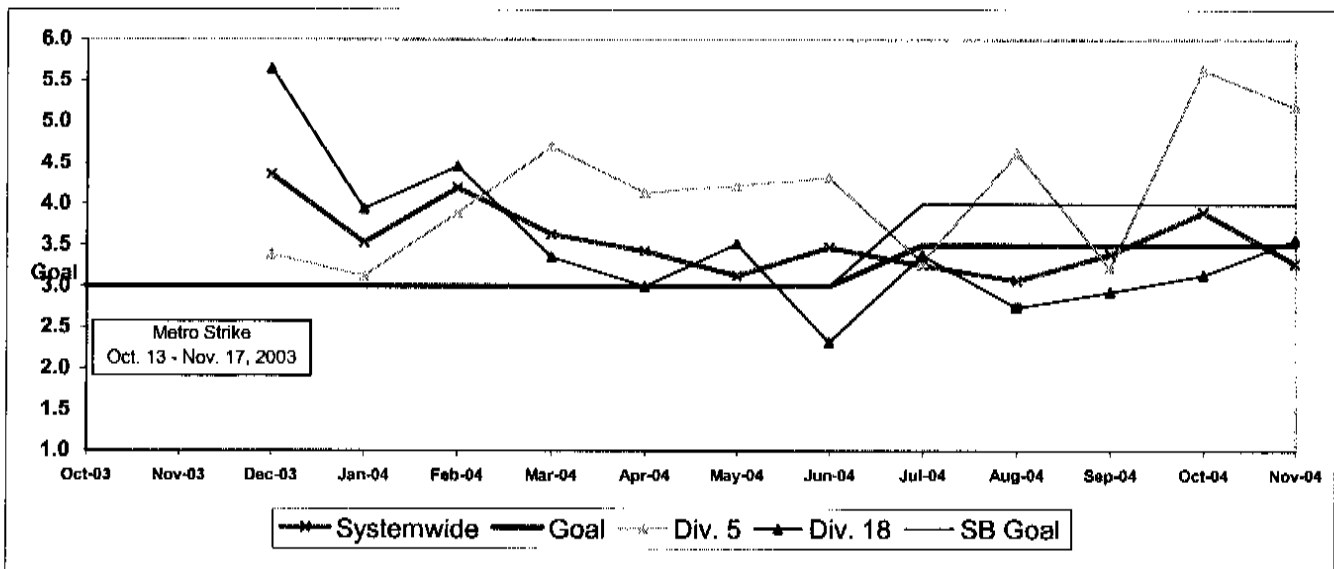
SB SECTOR BUS SERVICE PERFORMANCE - Continued
Running Hot
Systemwide and Divisions 5 and 18



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

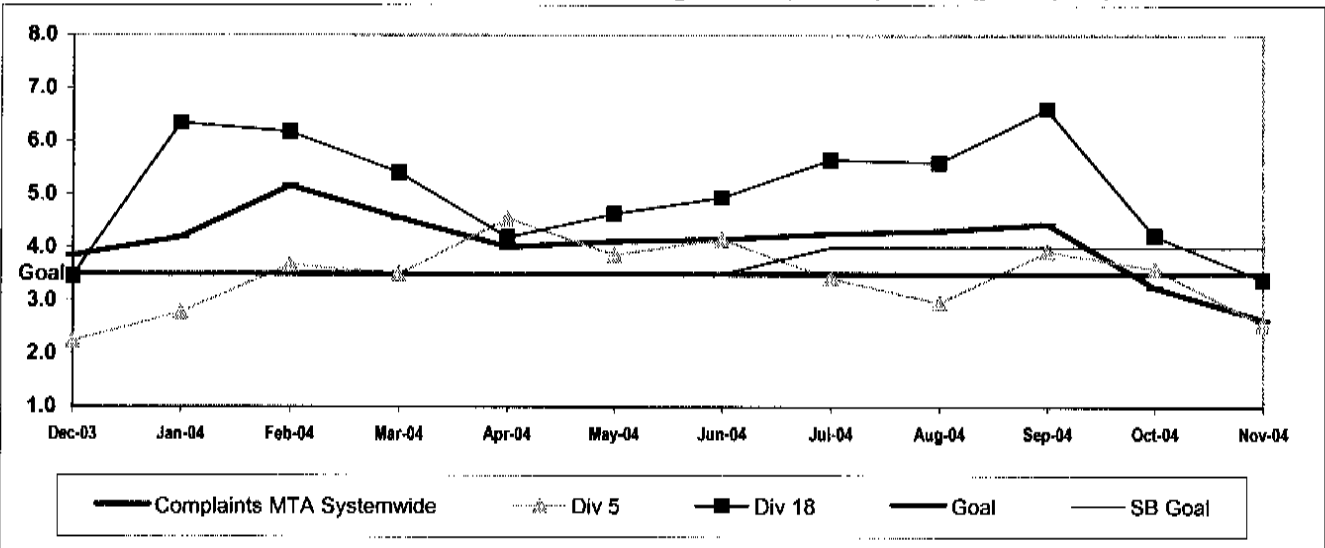
Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

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



SB SECTOR BUS SERVICE PERFORMANCE - Continued
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)

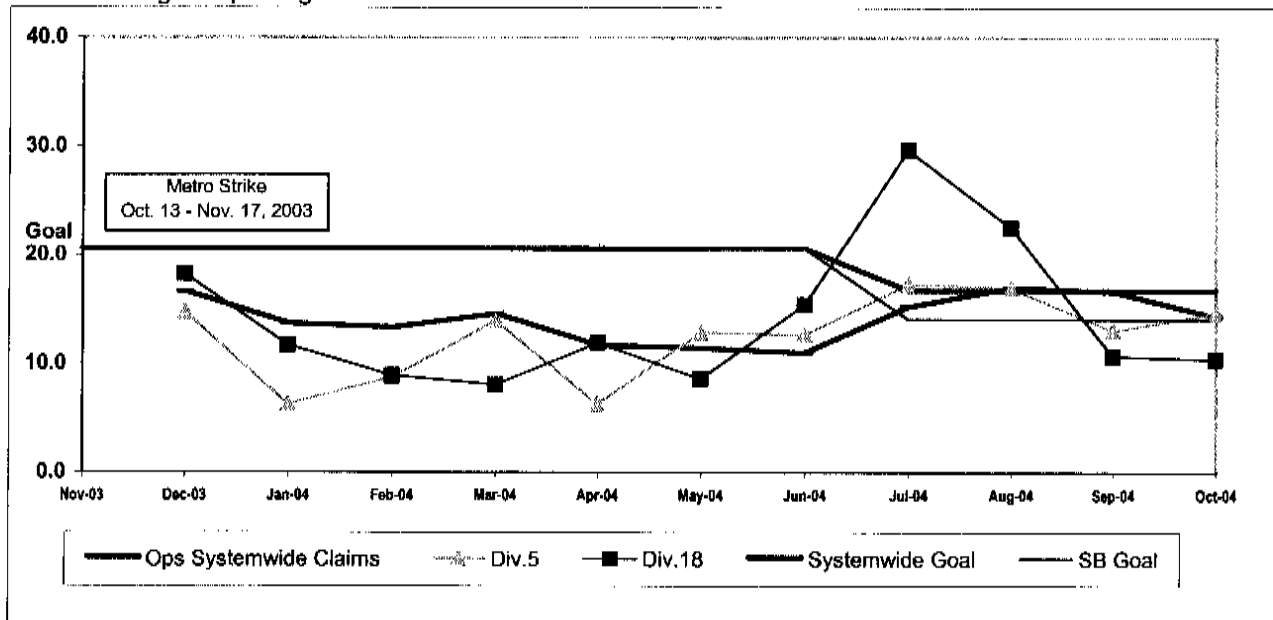


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 5 and 18

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 86.1 million boarding passengers each year.

This report gives a brief overview of sector operations:

- * Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- * 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	FY02	FY03	FY04	FY05 Target	FY05 YTD	Nov. Month	Status
Bus Systemwide							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)**	5,796	6,883	7,417	7,500	7,089	7,038	◇
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.69%	65.62%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.38	3.28	●
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	3.79	2.64	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Oct. 15.81	Oct. 14.34	●
WC Sector							
MMBCMF*	6,099	5,720	6,254	7,500	7,510	7,481	●
In-Service On-time Performance		67.88%	63.31%	70%	63.44%	62.41%	■
Bus Traffic Accidents Per 100,000 Miles	4.69	4.72	4.61	3.67	3.79	3.25	◇
Complaints per 100,000 Boardings	3.33	4.84	5.30	3.75	4.22	2.62	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	27.5	28.74	21.52	20.44	Oct. 20.11	Oct. 16.09	●
Division 6							
MMBCMF*	9,241	8,335	19,270	7,500	10,799	16,655	●
In-Service On-time Performance	64.64%	65.93%	60.11%	70%	55.42%	54.26%	■
Bus Traffic Accidents Per 100,000 Miles	4.18	4.52	4.10	3.67	4.03	3.28	◇
Complaints per 100,000 Boardings	4.51	6.10	6.15	3.75	4.75	1.61	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.75**	30.72	21.71	20.44	Oct. 25.35	Oct. 36.60	◇
Division 7							
MMBCMF*	6,942	5,389	5,230	7,500	6,781	5,738	◇
In-Service On-time Performance	67.96%	68.80%	64.59%	70%	65.88%	64.93%	◇
Bus Traffic Accidents Per 100,000 Miles	5.23	4.95	4.63	3.67	4.29	4.42	◇
Complaints per 100,000 Boardings	3.38	4.74	5.70	3.75	4.34	3.16	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	39.27**	24.52	21.05	20.44	Oct. 19.36	Oct. 6.24	●
Division 10							
MMBCMF*	5,121	5,734	6,701	7,500	7,715	6,349	●
In-Service On-time Performance	63.56%	67.34%	62.85%	70%	62.75%	61.96%	■
Bus Traffic Accidents Per 100,000 Miles	4.23	4.55	4.68	3.67	3.39	2.39	●
Complaints per 100,000 Boardings	3.13	4.73	4.85	3.75	4.04	2.30	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.30**	35.38	22.90	20.44	Oct. 19.98	Oct. 19.72	●

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

**Jan - June, 2002

● Green - High probability of achieving the FY05 target (on track).

◇ Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.

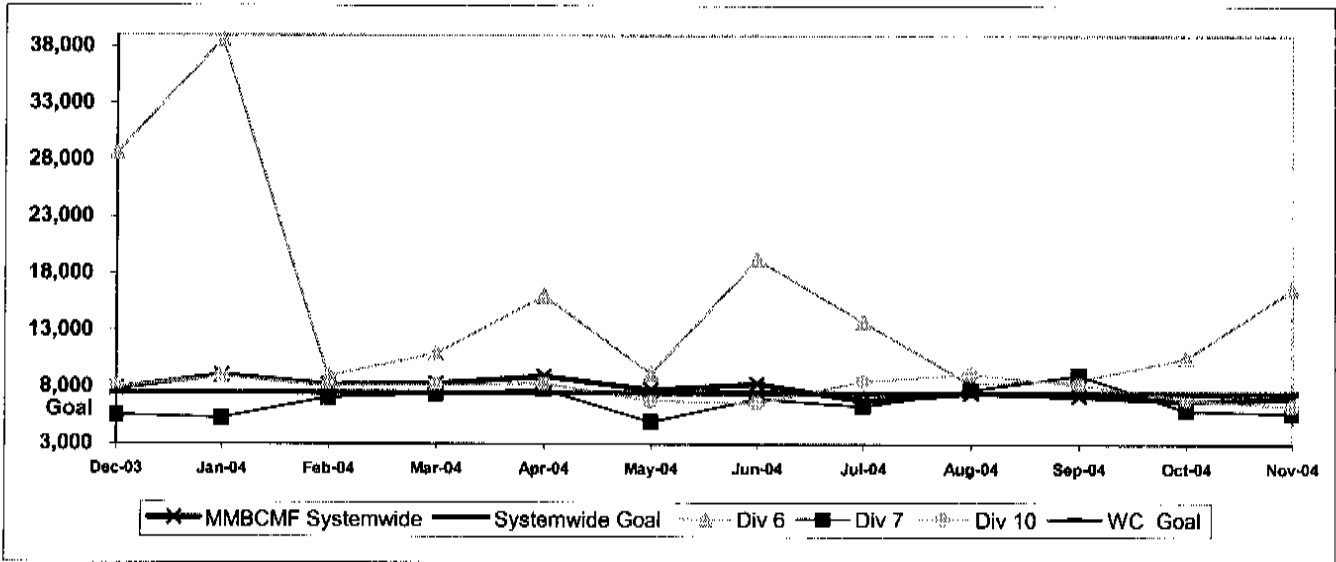
■ Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

WESTSIDE/CENTRAL SECTOR (WC) BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*

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

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



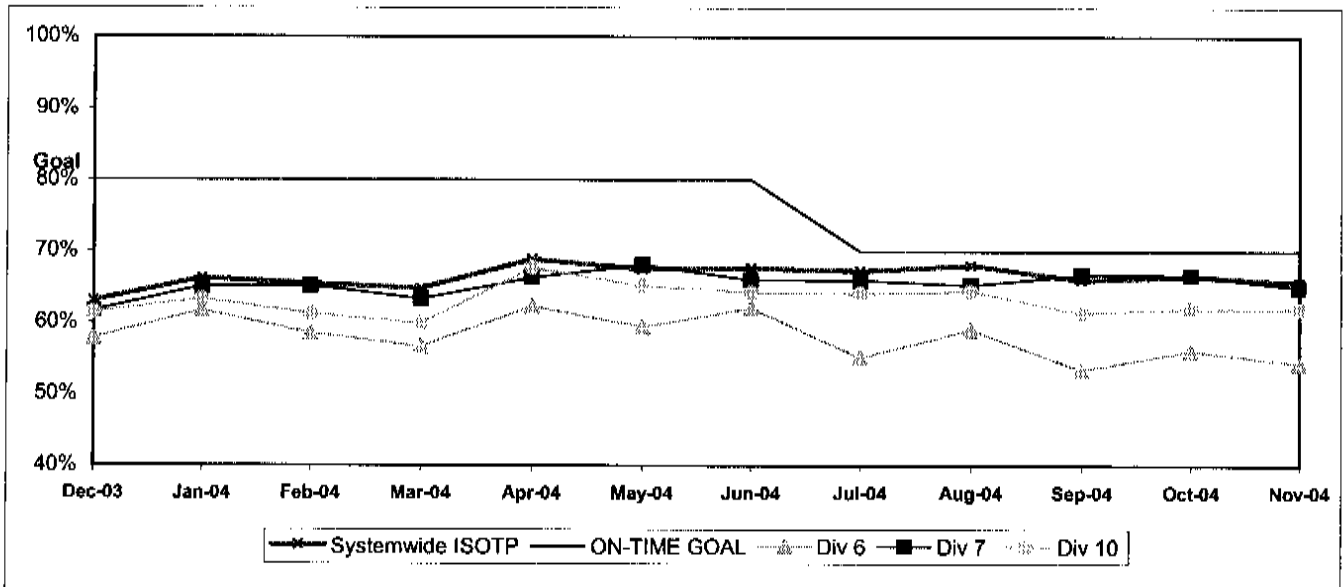
* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

IN-SERVICE ON-TIME PERFORMANCE

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

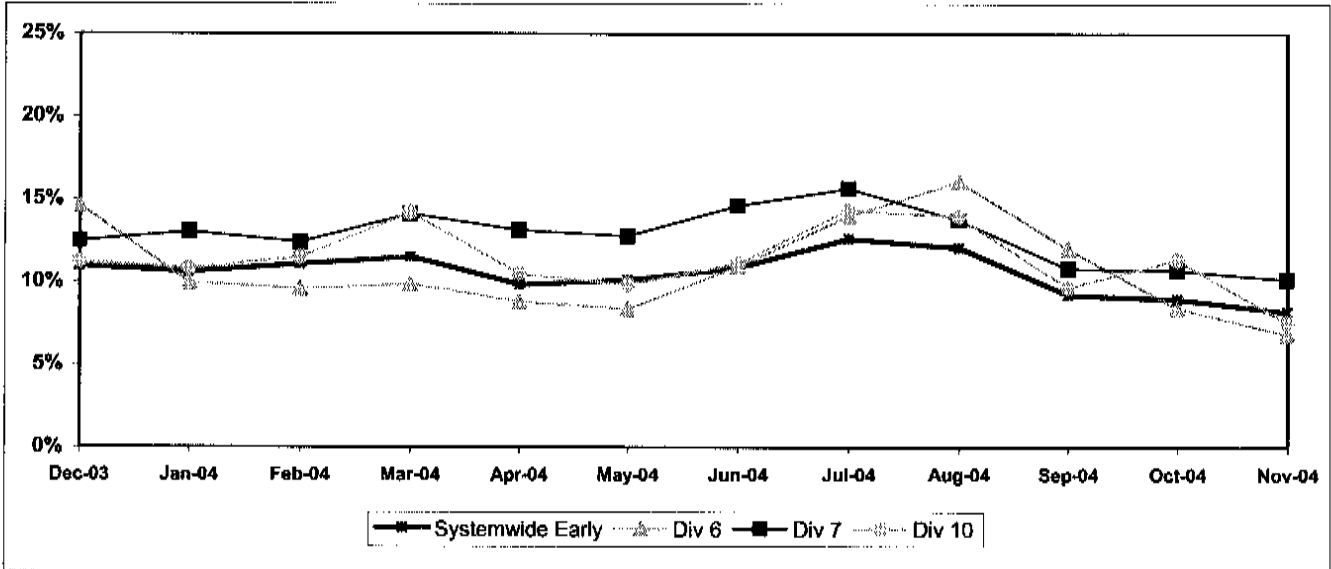
Calculation: ISOTP% = 1 - ((Number of buses departing early + Number of buses departing more than five minutes late) / (Total buses sampled))

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



WC SECTOR BUS SERVICE PERFORMANCE - Continued

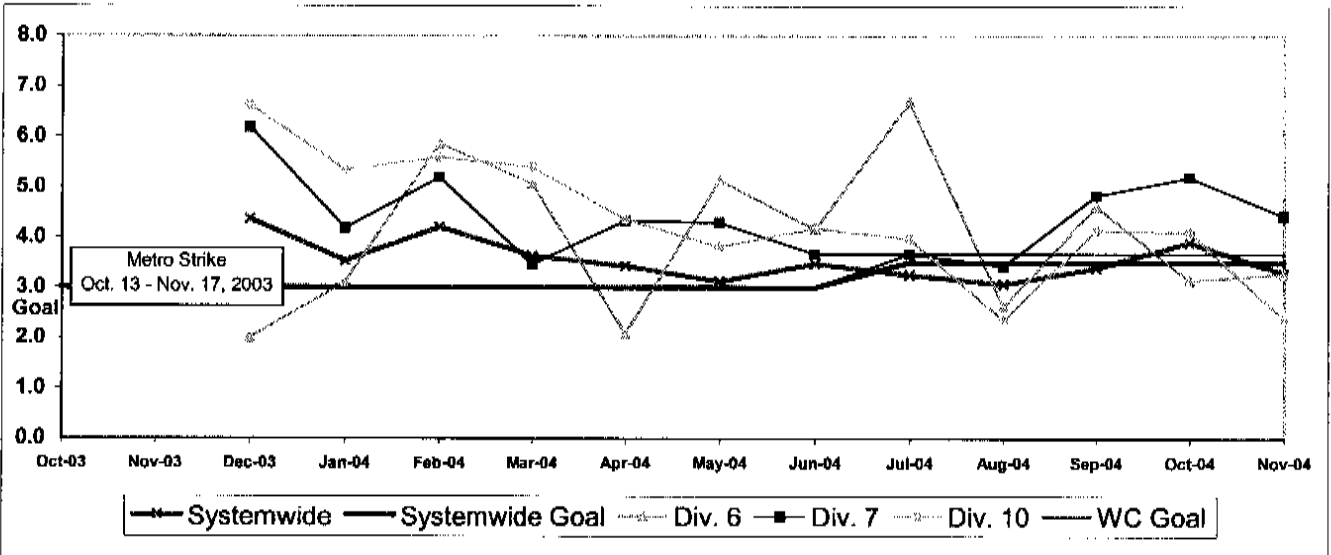
Running Hot - Systemwide and Divisions 6, 7 and 10



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))

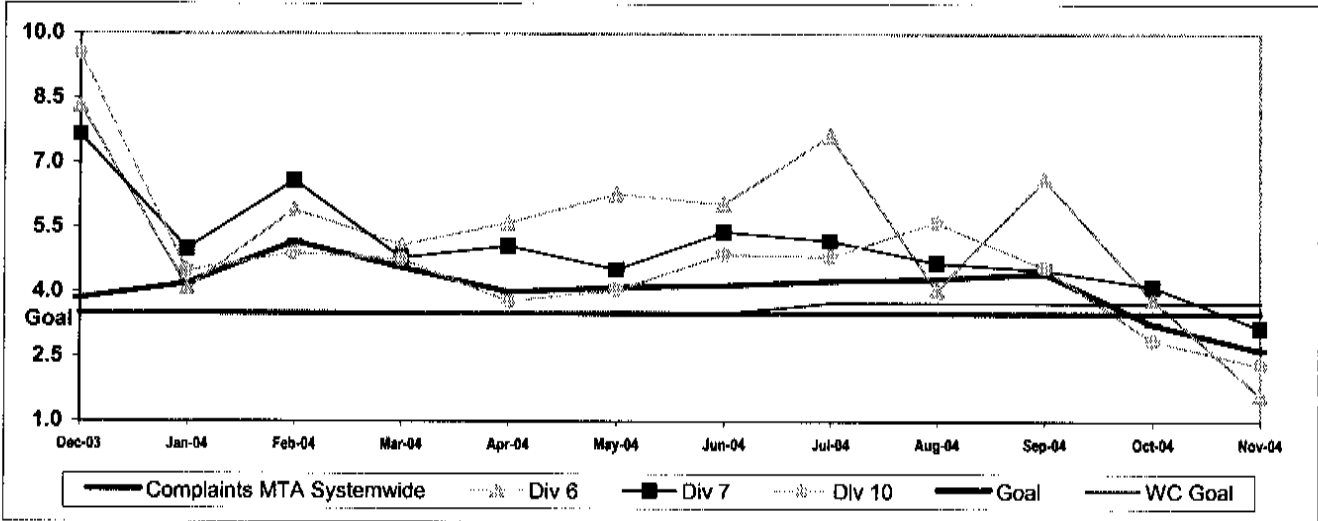


WC SECTOR BUS SERVICE PERFORMANCE - Continued
COMPLAINTS PER 100,000 BOARDINGS

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)

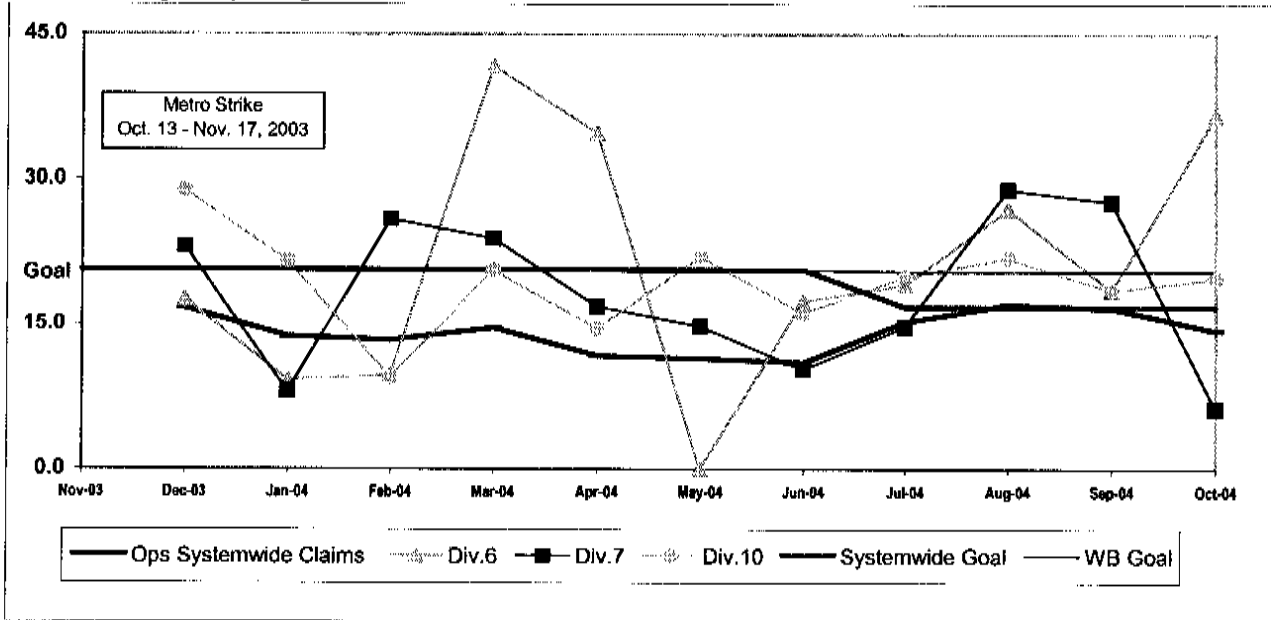


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions 6, 7 and 10

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	FY02	FY03	FY04	FY05 Target	FY05 YTD	Nov. Month	Status
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	14.27	11.25	11.59	11.01	Oct. 11.27	Oct. 13.21	◇
Metro Red Line (MRL)							
On-Time Pullouts	99.89%	99.36%	99.71%	99.00%	99.87%	100.00%	◇
Mean Miles Between Chargeable Mechanical Failures*	9,842	9,495	12,793	10,000	12,576	10,895	●
In-Service On-time Performance	99.60%	99.15%	99.04%	99.00%	98.53%	98.64%	◇
Traffic Accidents Per 100,000 Train Miles	0.22	0.07	0	0.05	0.35	0.89	◇
Complaints per 100,000 Boardings	0.73	1.20	1.17	0.60	1.03	0.52	◇
Metro Blue Line (MBL)							
On-Time Pullouts	99.43%	99.07%	99.94%	99.00%	99.69%	100%	●
Mean Miles Between Chargeable Mechanical Failures	4,897	6,399	10,365	10,000	18,902	24,777	●
In-Service On-time Performance	98.70%	97.59%	98.74%	99.00%	98.59%	98.40%	◇
Traffic Accidents Per 100,000 Train Miles	0.97	0.82	1.36	0.40	0.70	0.71	◇
Complaints per 100,000 Boardings	0.97	1.30	0.97	0.66	0.90	0.69	◇
Metro Green Line (MGrL)							
On-Time Pullouts	99.62%	98.99%	99.78%	99.00%	99.86%	99.79%	●
Mean Miles Between Chargeable Mechanical Failures	3,990	5,617	11,337	10,000	11,705	14,817	●
In-Service On-time Performance	99.16%	98.21%	98.99%	99.00%	98.69%	98.33%	◇
Traffic Accidents Per 100,000 Train Miles	0.00	0.14	0.08	0.40	0.00	0.00	●
Complaints per 100,000 Boardings	1.22	1.26	1.37	0.66	1.55	0.65	■
Metro Gold Line (MGOL)							
On-Time Pullouts			100%	99.00%	100%	100%	●
Mean Miles Between Chargeable Mechanical Failures			8,938	10,000	14,343	17,090	●
In-Service On-time Performance			98.52%	99.00%	99.03%	99.34%	●
Traffic Accidents Per 100,000 Train Miles			0.25	0.40	0.25	0.00	●
Complaints per 100,000 Boardings			3.81	0.66	0.67	3.53	◇

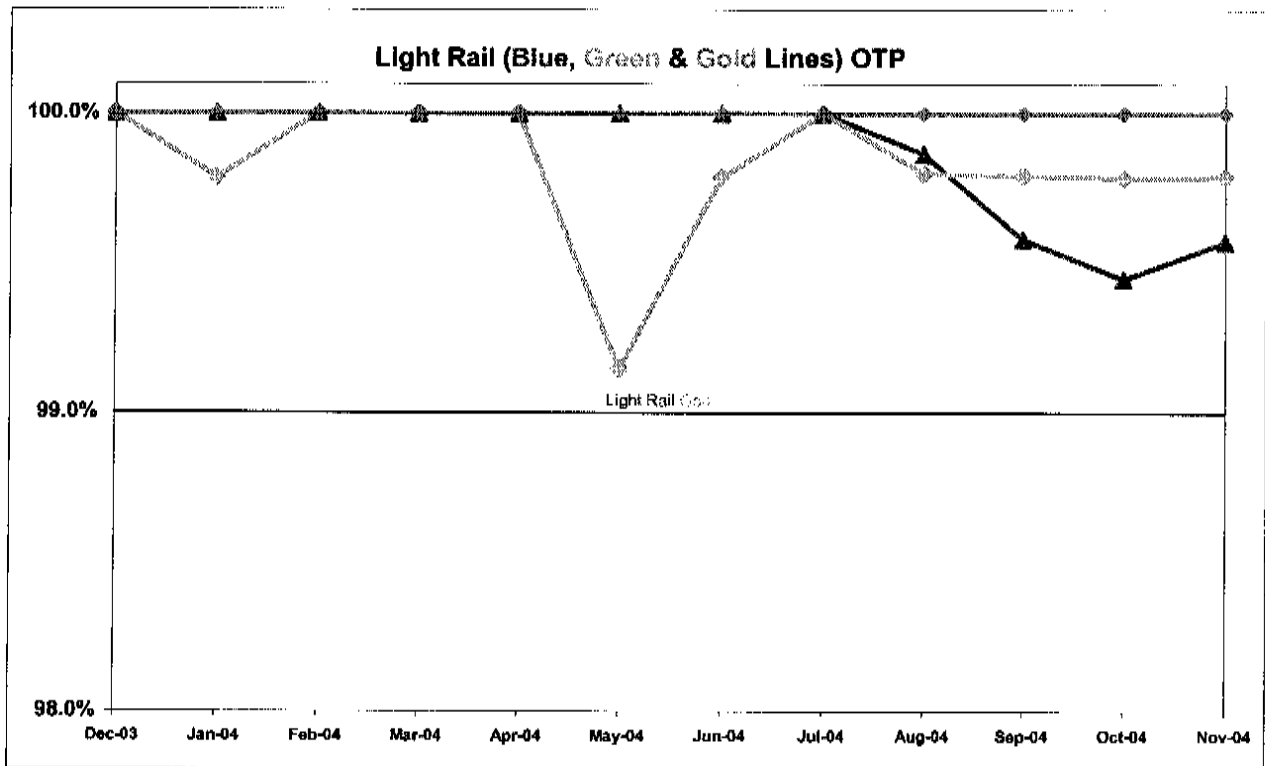
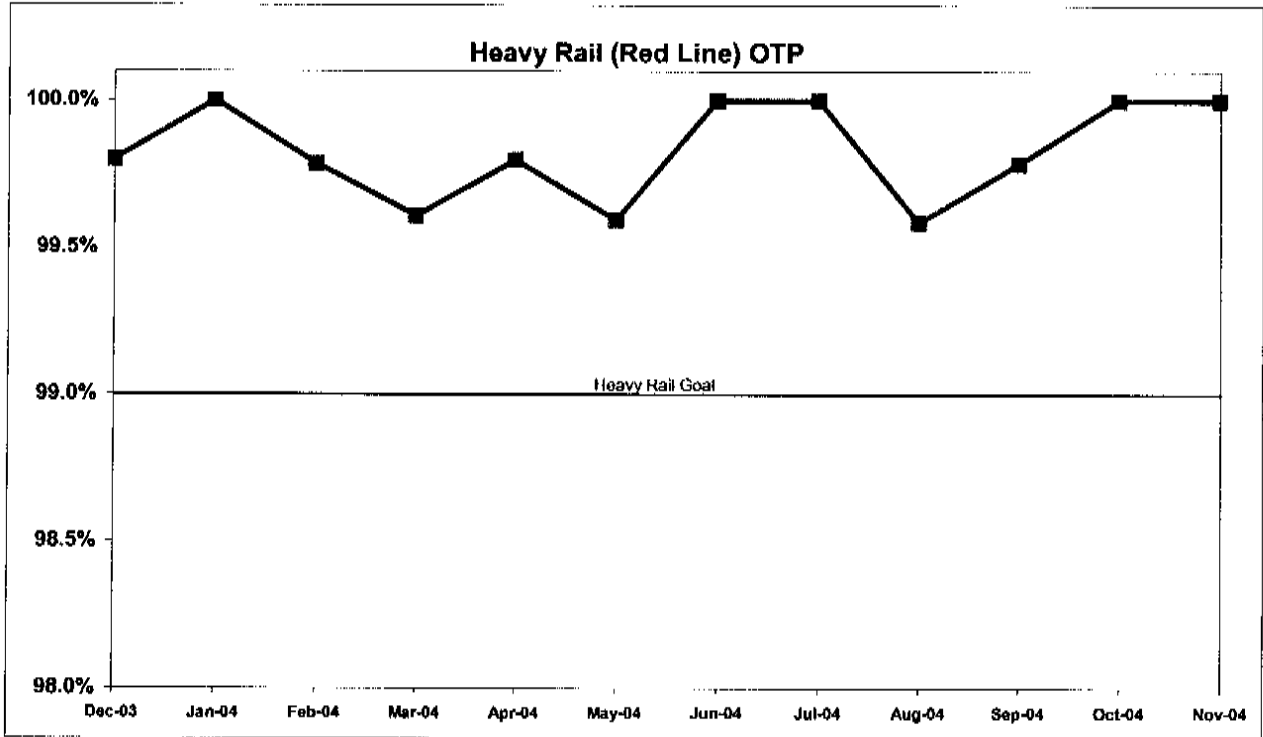
- Green - High probability of achieving the FY05 target (on track).
- ◇ Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

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.

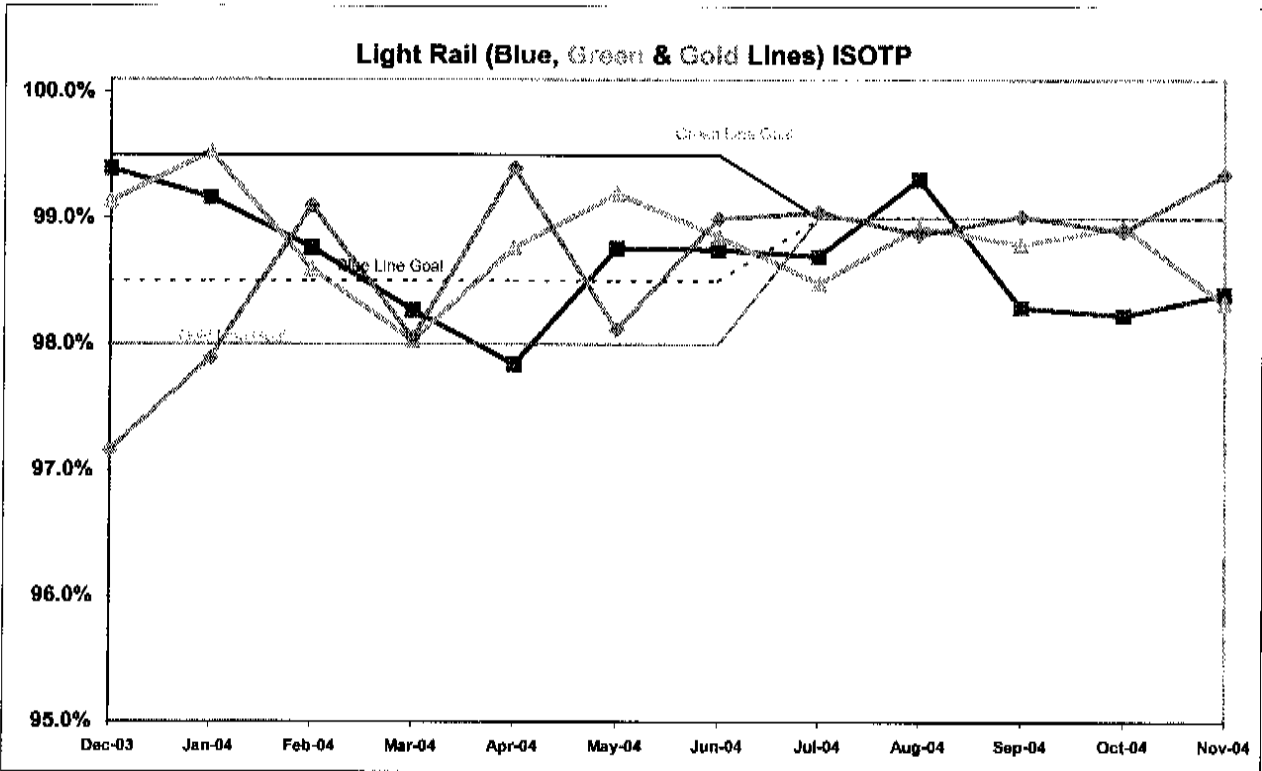
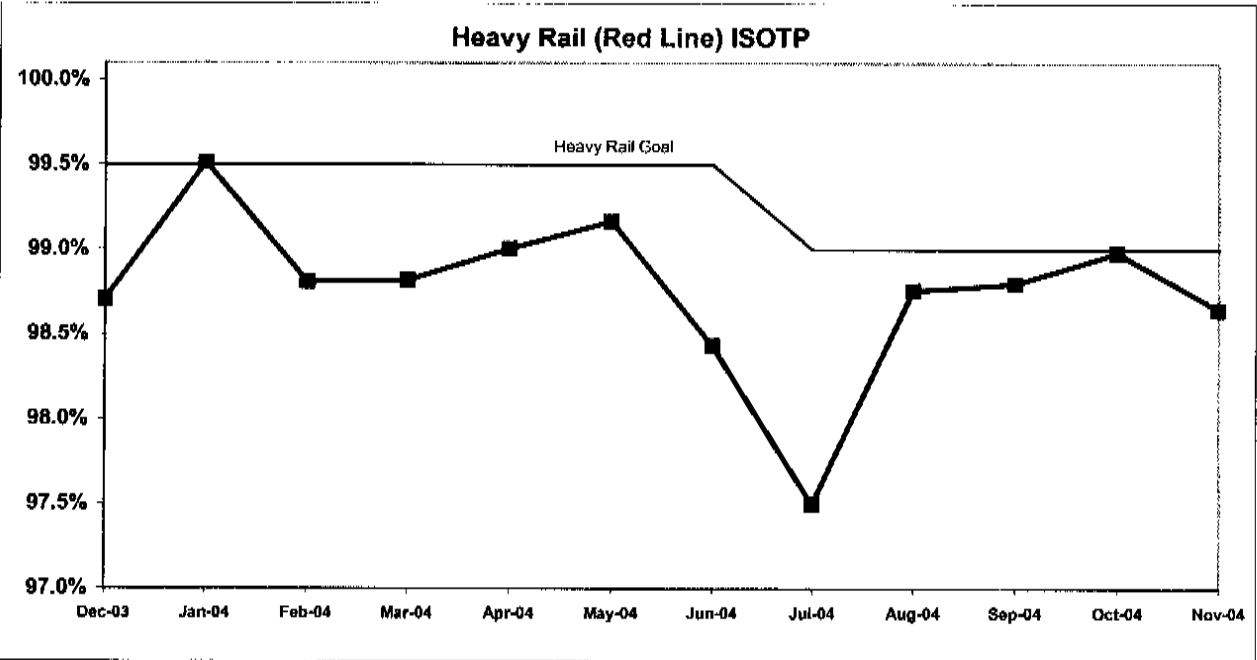
Calculation: $OTP\% = [(100\% - ((\text{Total cancelled pullouts plus late pullouts}) / \text{by Total scheduled pullouts}) \times 100)]$



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]

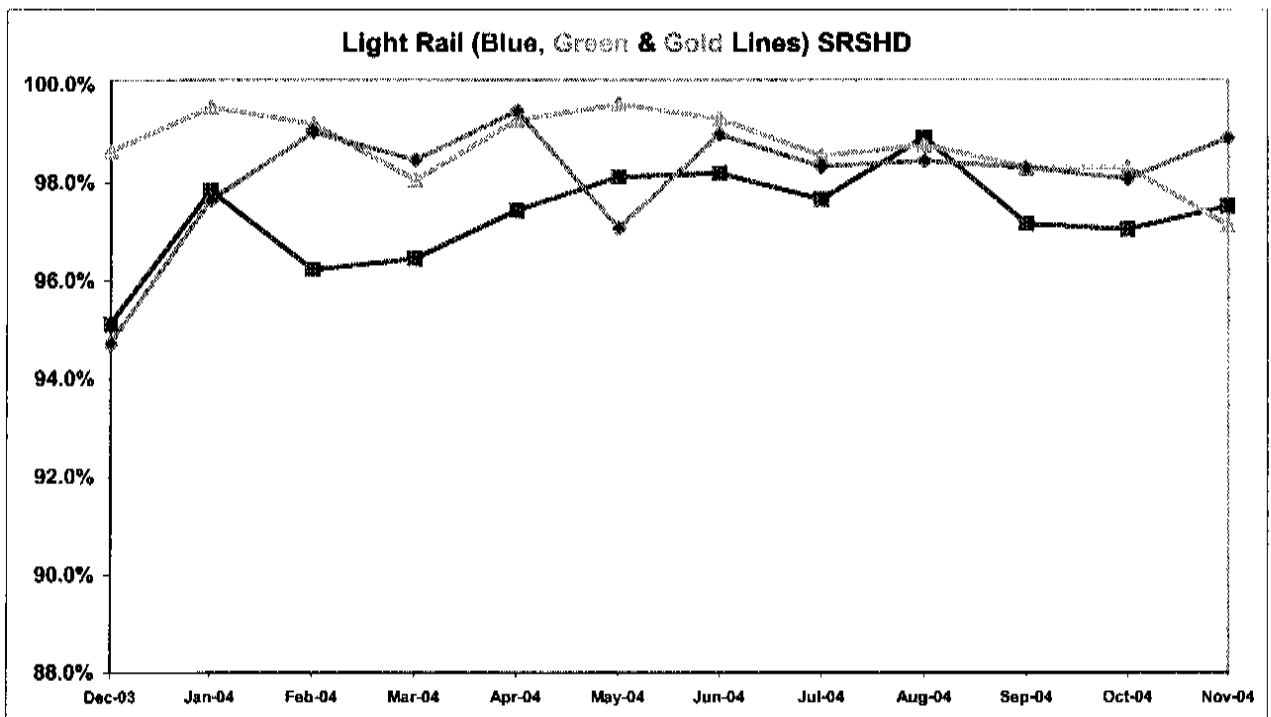
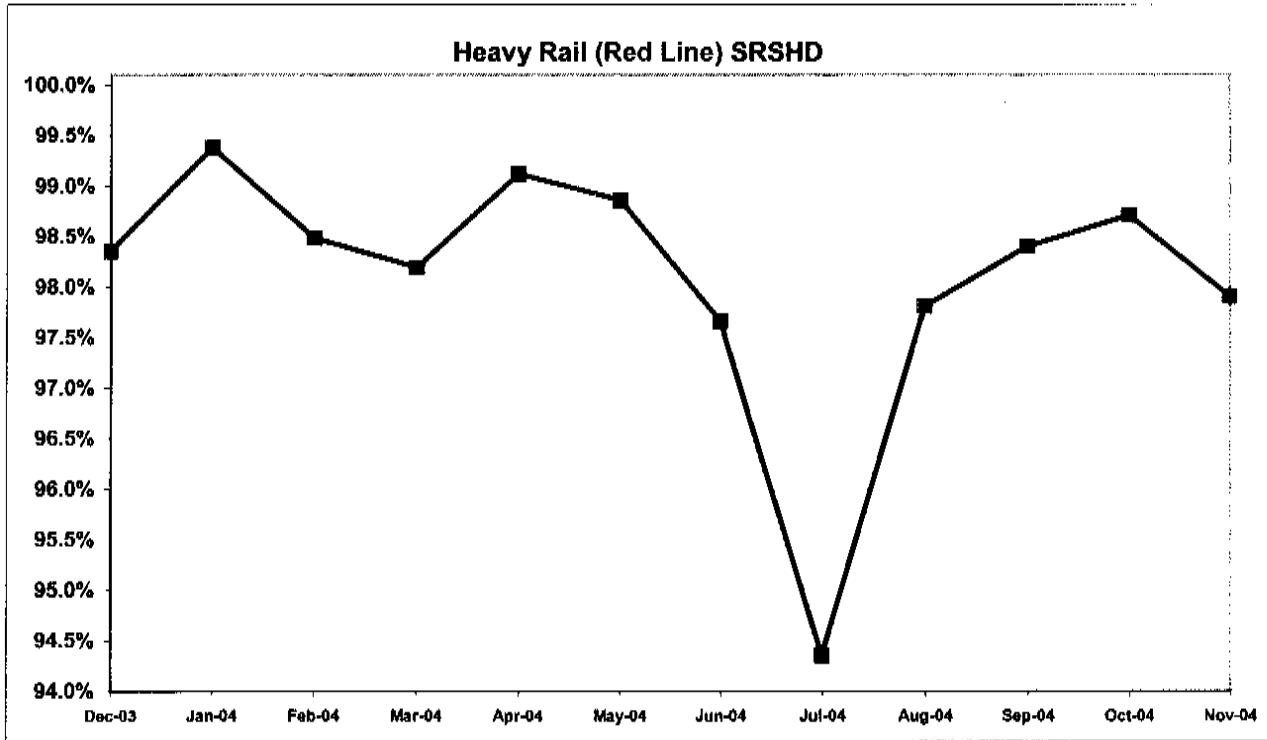


RAIL SERVICE PERFORMANCE - Continued

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.

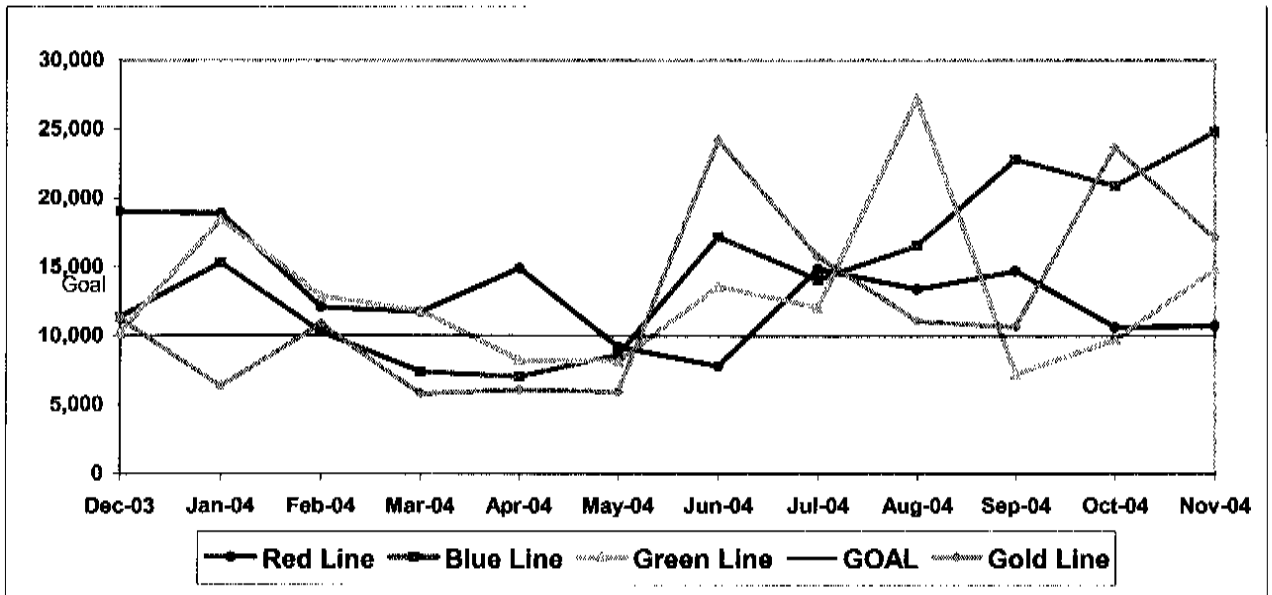
Calculation: $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



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

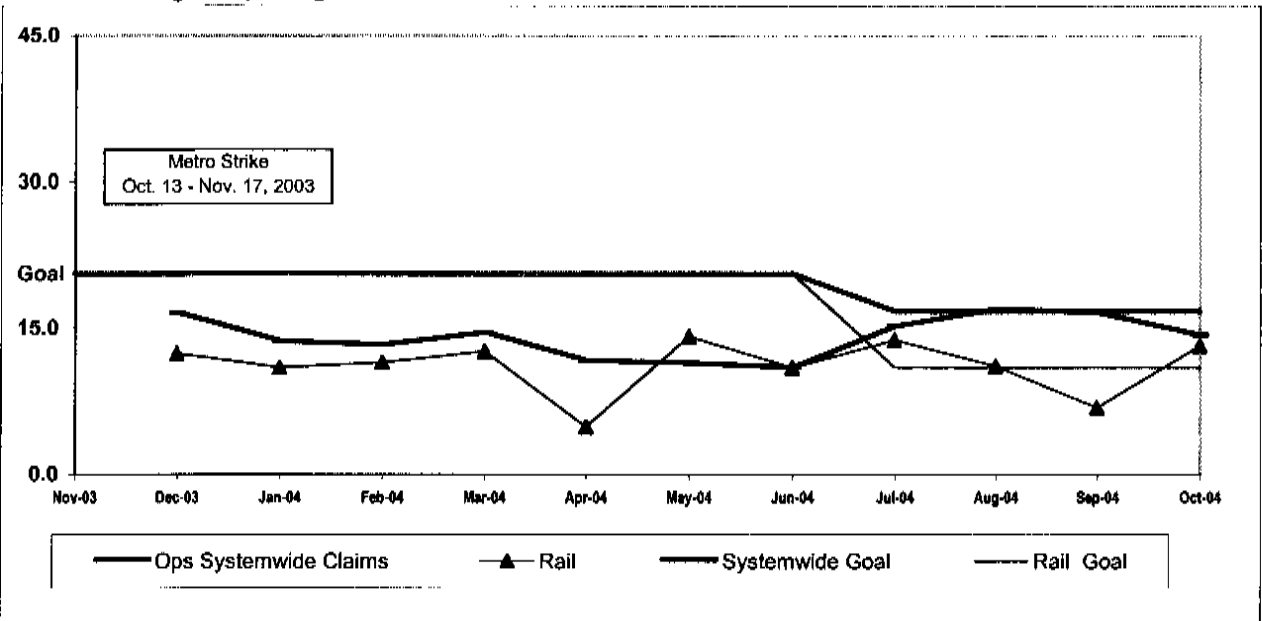


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

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

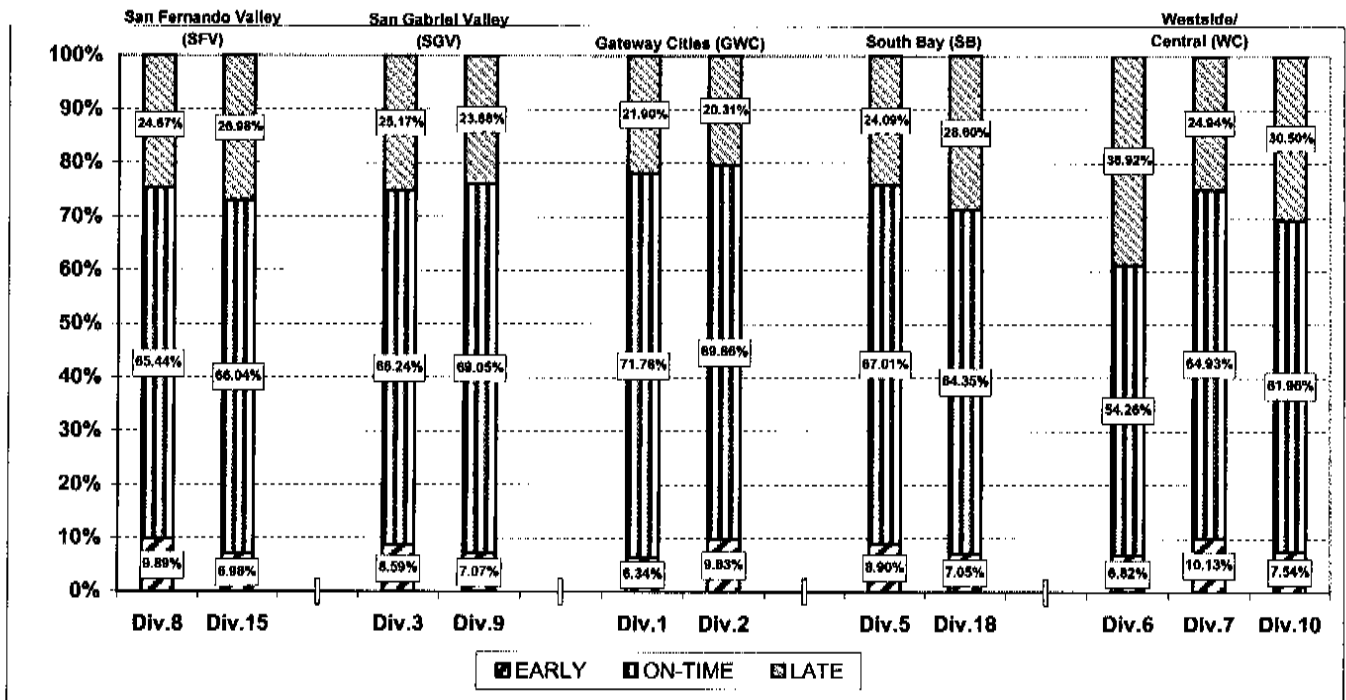
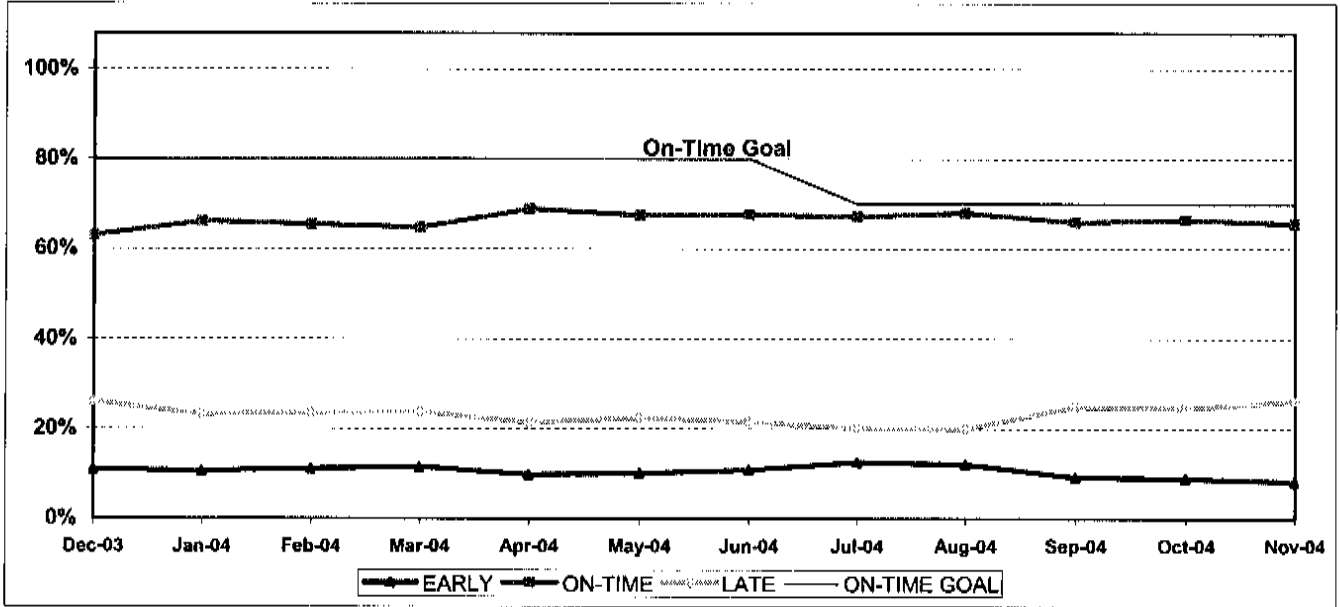
IN-SERVICE ON-TIME PERFORMANCE

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

	FY04	FY05-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8			
Early	5.97%	7.21%	1.24%
On-Time	69.12%	70.99%	1.87%
Late	24.91%	21.80%	-3.11%
Division 15			
Early	8.33%	9.01%	0.69%
On-Time	66.62%	68.38%	1.76%
Late	25.06%	22.62%	-2.44%
Gateway Cities Sector (GWC)			
Division 1			
Early	9.30%	7.15%	-2.15%
On-Time	70.57%	71.12%	0.55%
Late	20.13%	21.73%	1.60%
Division 2			
Early	13.05%	9.81%	-3.24%
On-Time	67.62%	70.91%	3.29%
Late	19.33%	19.28%	-0.05%
South Bay Sector (SB)			
Division 5			
Early	12.50%	10.81%	-1.69%
On-Time	63.17%	66.61%	3.44%
Late	24.32%	22.59%	-1.73%
Division 18			
Early	9.69%	9.50%	-0.19%
On-Time	60.78%	64.99%	4.21%
Late	29.53%	25.51%	-4.02%

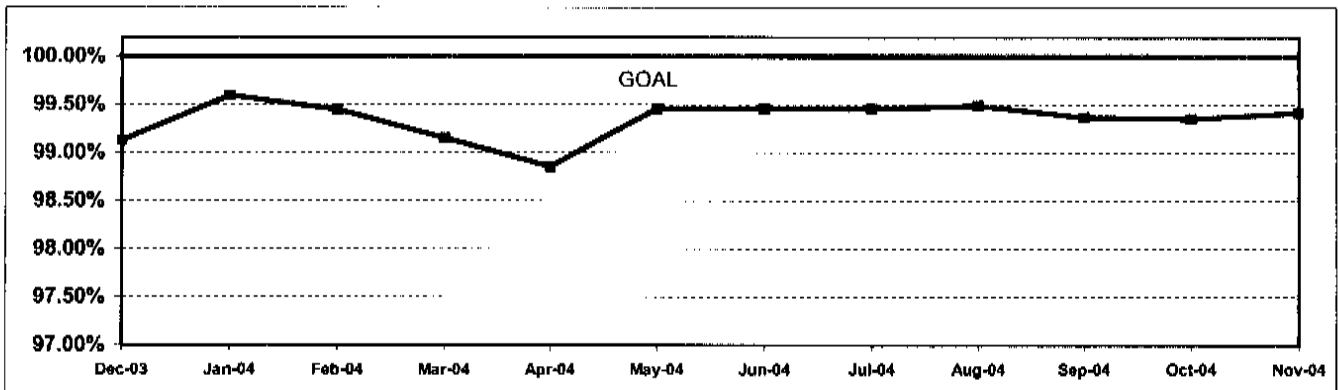
	FY04	FY05-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3			
Early	9.24%	10.41%	1.17%
On-Time	70.80%	70.74%	-0.06%
Late	19.96%	18.85%	-1.11%
Division 9			
Early	8.80%	7.62%	-1.18%
On-Time	68.16%	70.73%	2.57%
Late	23.04%	21.64%	-1.40%
Westside/Central Sector (WC)			
Division 6			
Early	11.52%	11.38%	-0.14%
On-Time	60.11%	55.42%	-4.69%
Late	28.37%	33.20%	4.83%
Division 7			
Early	13.63%	12.17%	-1.46%
On-Time	64.59%	65.88%	1.29%
Late	21.78%	21.95%	0.17%
Division 10			
Early	11.48%	11.30%	-0.18%
On-Time	62.85%	62.75%	-0.10%
Late	25.68%	25.95%	0.27%
SYSTEMWIDE			
Early	11.07%	10.18%	-0.89%
On-Time	65.43%	66.69%	1.26%
Late	23.50%	23.12%	-0.38%

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	FY04	FY05-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8	89.74%	99.54%	9.81%
Division 15	89.48%	99.26%	9.77%

SRSHD	FY04	FY05-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3	89.55%	99.46%	9.91%
Division 9	90.00%	99.53%	9.53%

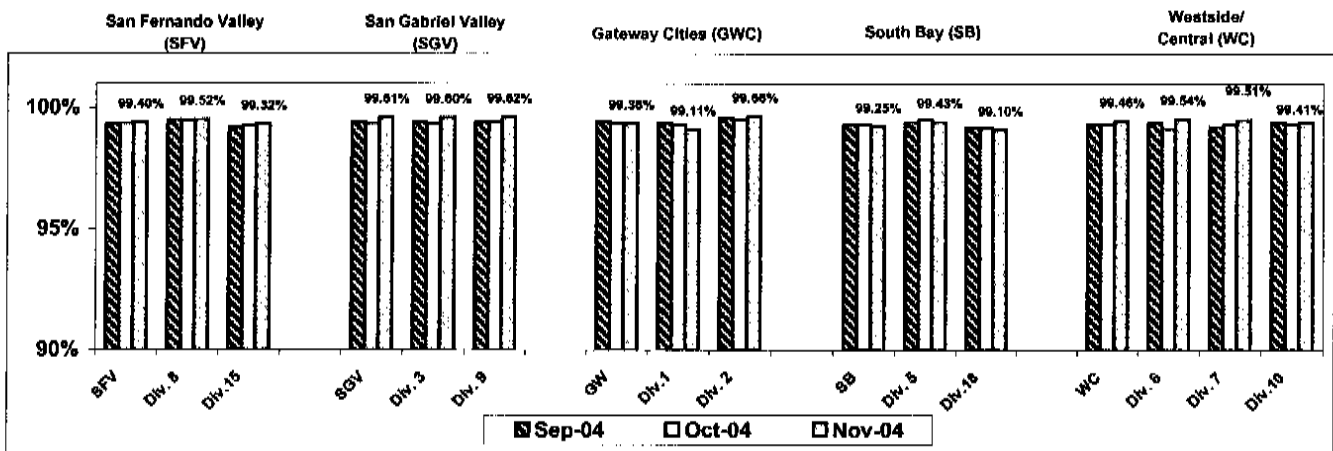
Gateway Cities Sector (GWC)			
Division 1	89.68%	99.33%	9.65%
Division 2	89.56%	99.59%	10.03%

Westside/Central Sector (WC)			
Division 6	88.63%	98.74%	10.11%
Division 7	89.40%	99.31%	9.92%
Division 10	89.39%	99.38%	9.98%

South Bay Sector (SB)			
Division 5	89.81%	99.54%	9.72%
Division 18	89.33%	99.32%	9.99%

SRSHD	FY04	FY05-YTD	Variance
Systemwide	89.55%	99.40%	9.85%

*Metro Strike Oct. 13 - Nov. 17, 2003 in FY04



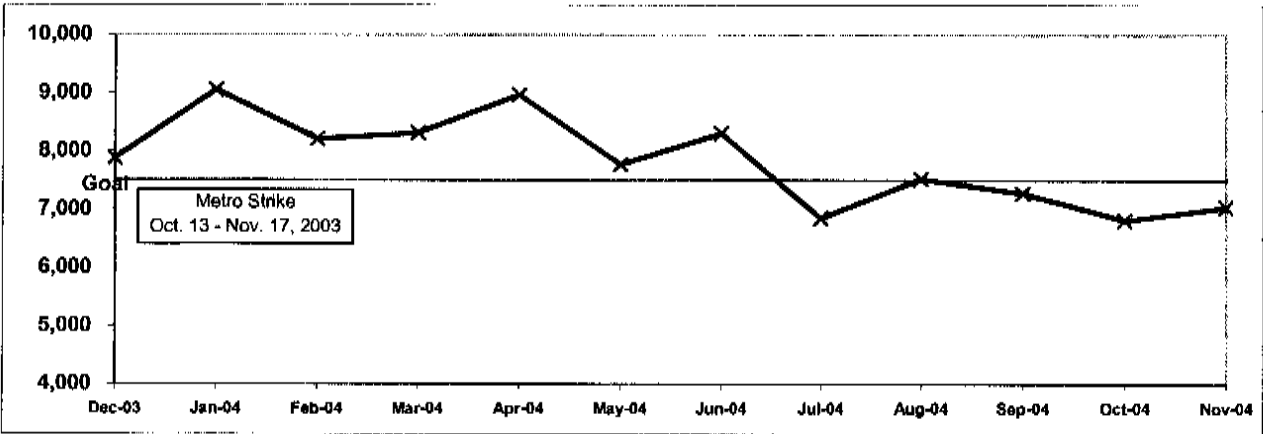
MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*

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

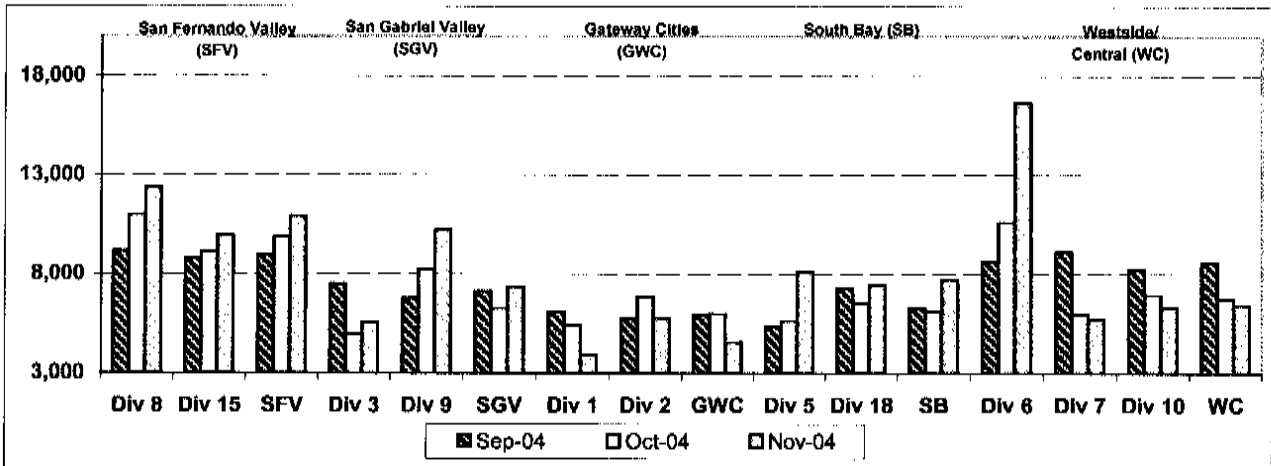
Calculation: Mean Miles Between Chargeable Mechanical Failures (MMBCMF) =
 (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)

Systemwide Trend

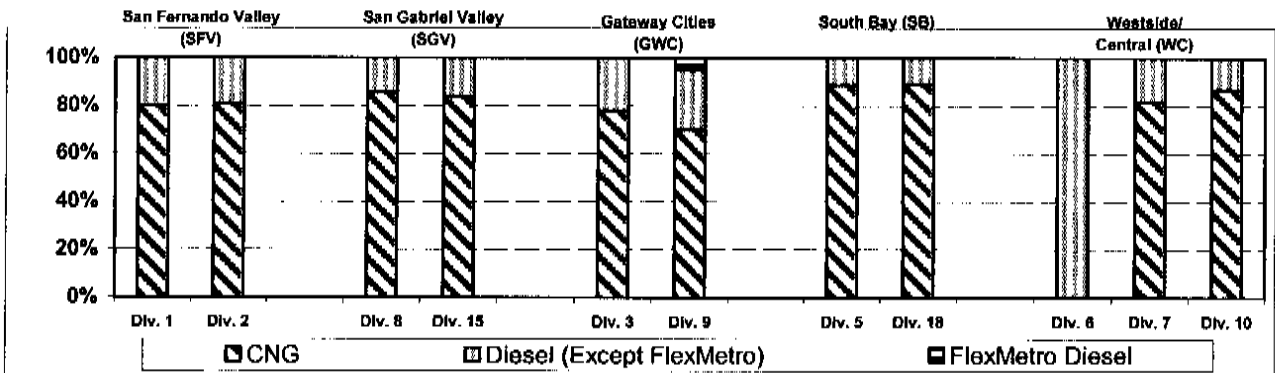


* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

Bus Operating Sector Divisions September - November 2004



Fleet Mix by Fuel Type



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

	Number of Buses	Percent of Buses
CNG	1,950	75.20%
Diesel (Except FlexMetro)	539	20.79%
FlexMetro Diesel	10	0.39%
Gasoline	60	2.31%
Propane	34	1.31%
Total	2,593	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
7.5	6.9	7.6	6.2	5.4	5.0	4.7	7.2

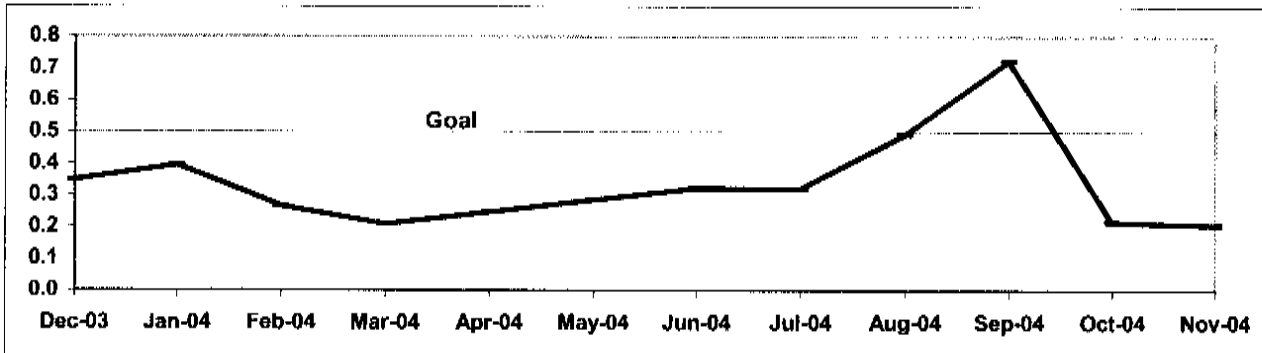
WC		
Div 6	Div 7	Div 10
10.7	5.8	6.8

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.

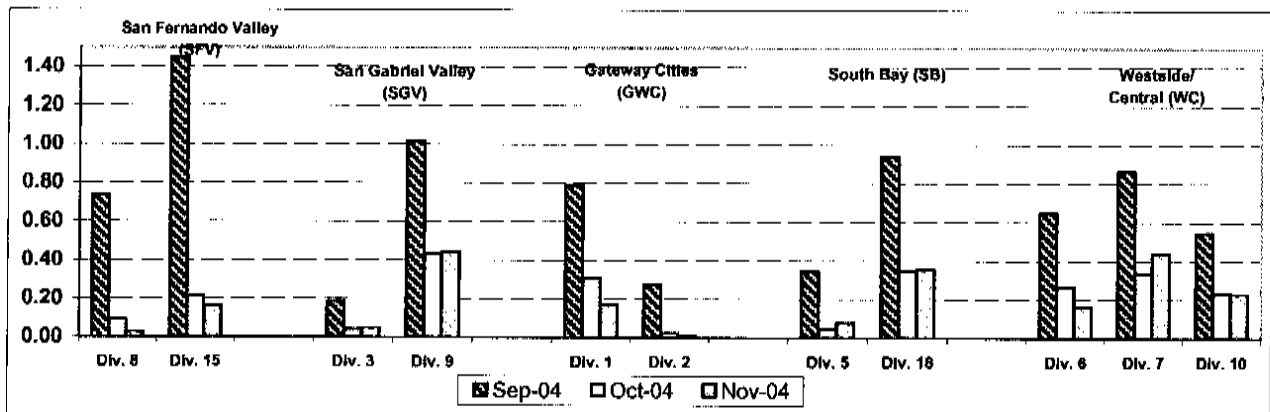
Calculation: Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

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 PMPs - by Sectors' Divisions
September - November 2004

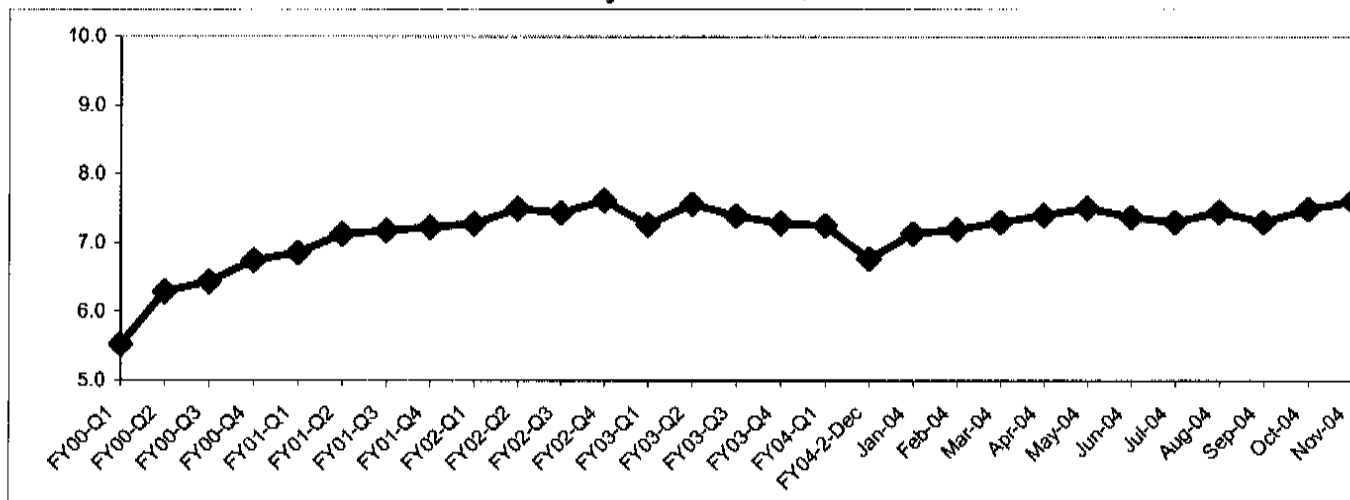


BUS CLEANLINESS

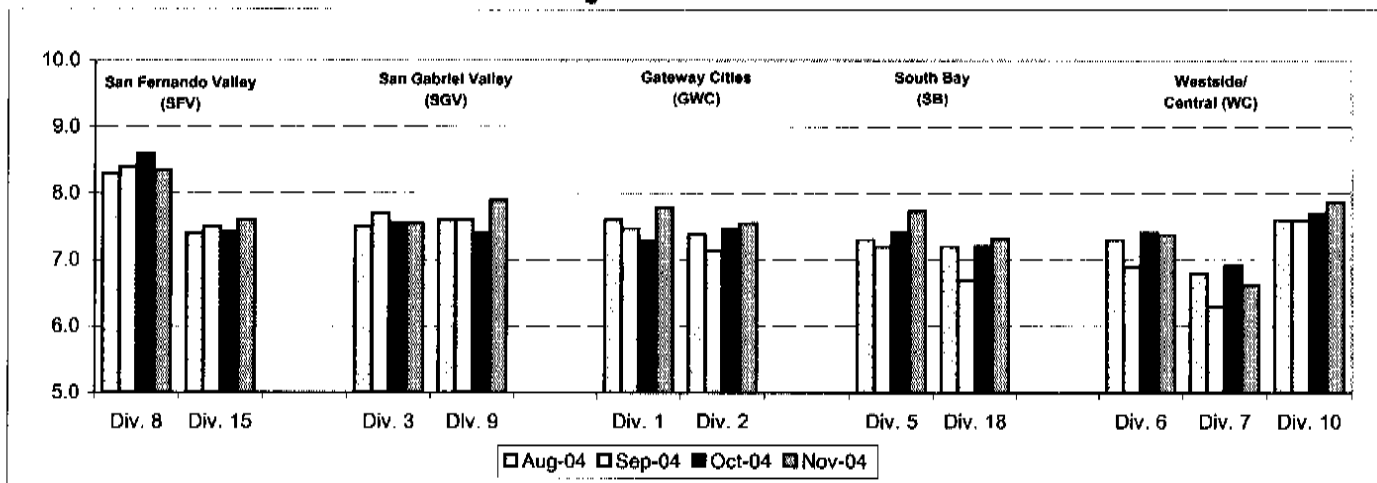
Definition: A team of three Quality Assurance Supervisors rates twenty percent of the fleet at each division and contractor per quarter. Beginning January 2004, they rate the divisions each month. Each of sixteen categories is examined and assigned a point value as follows: 1-3= Unsatisfactory; 4-7=Conditional; 8-10=Satisfactory. The individual item scores are averaged, unweighted, to produce an overall cleanliness rating.

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

Systemwide Trend



**Bus Operating Divisions by Sector
August - November 2004**



Analysis: Division 8's overall rating remained at 8.3. Overall cleanliness scores for Divisions 1, 2, 3, 6, 7, 8, 9, 10, 15 and 18 remained consistent with the fourth quarter of FY04. However, Division 5's overall ratings dropped nearly half a point or more.

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

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

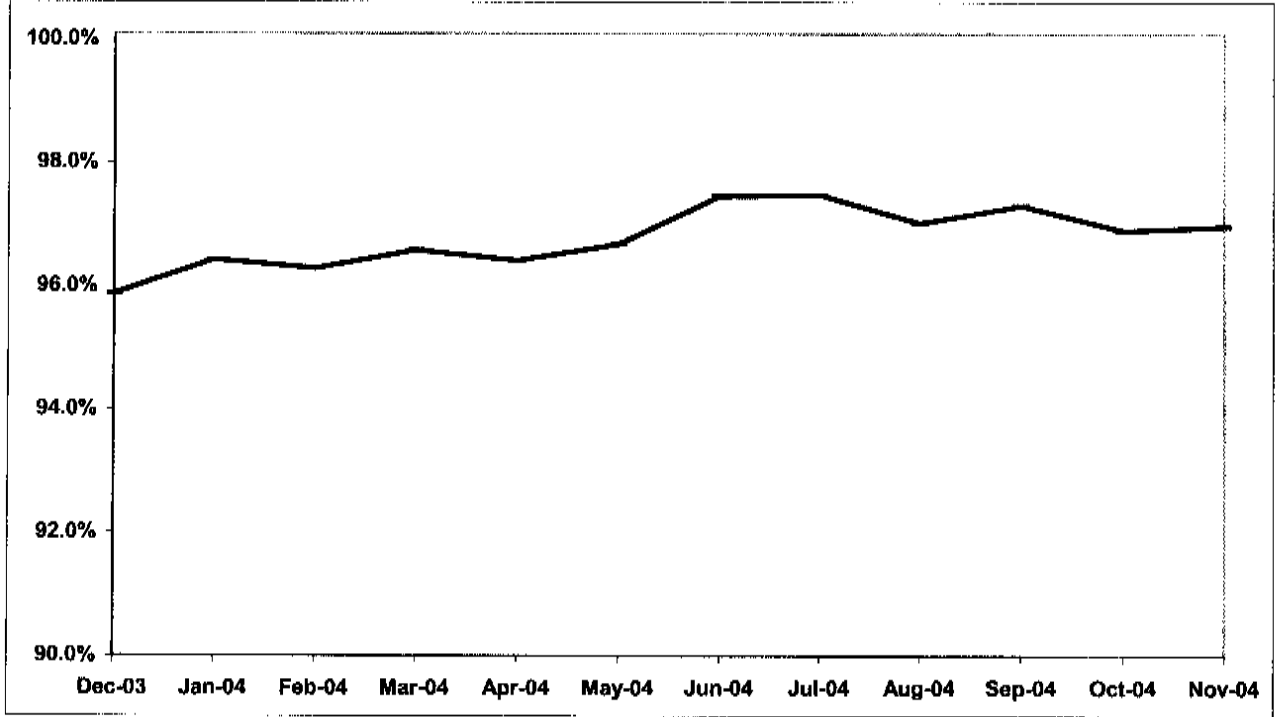
ATTENDANCE

MAINTENANCE ATTENDANCE

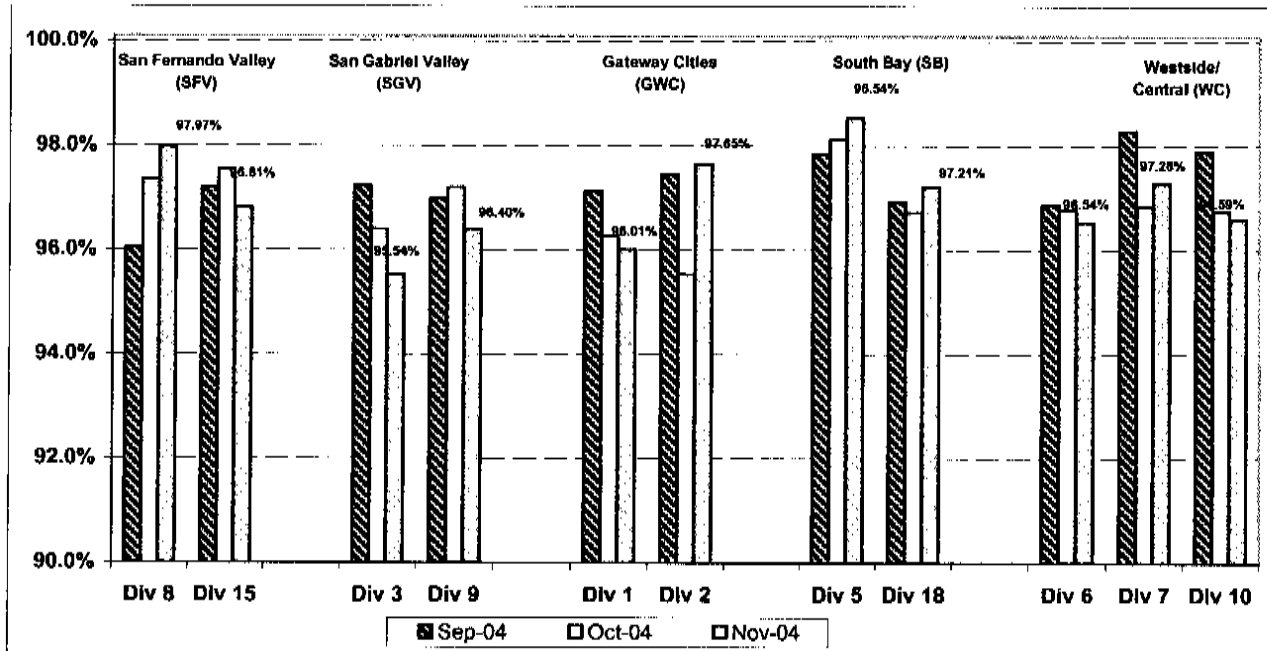
Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

Systemwide Trend



Maintenance Attendance - By Sectors' Divisions (By Current Month) September - November 2004



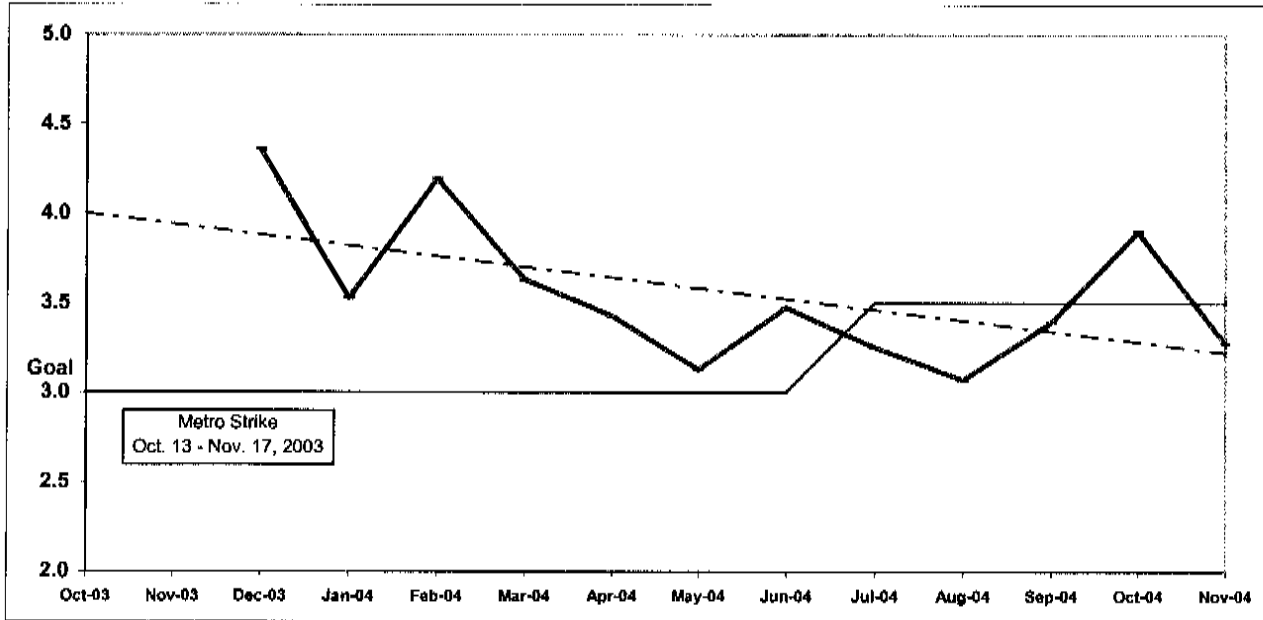
SAFETY PERFORMANCE

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.

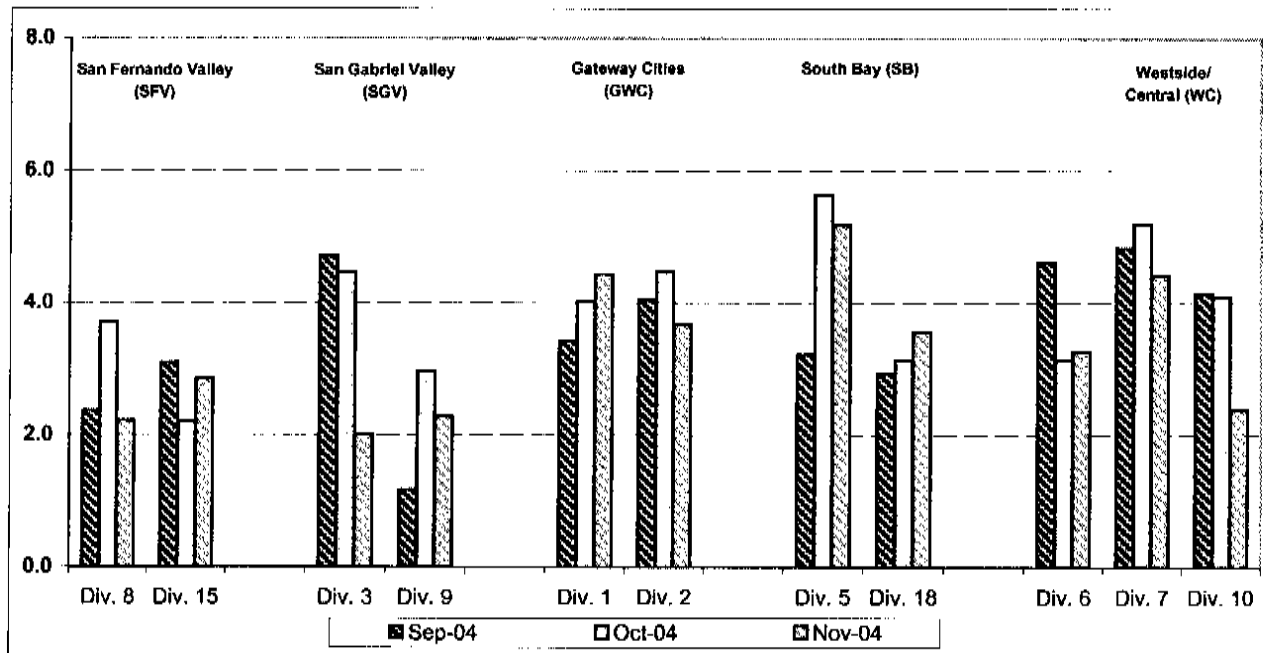
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

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 September - November 2004

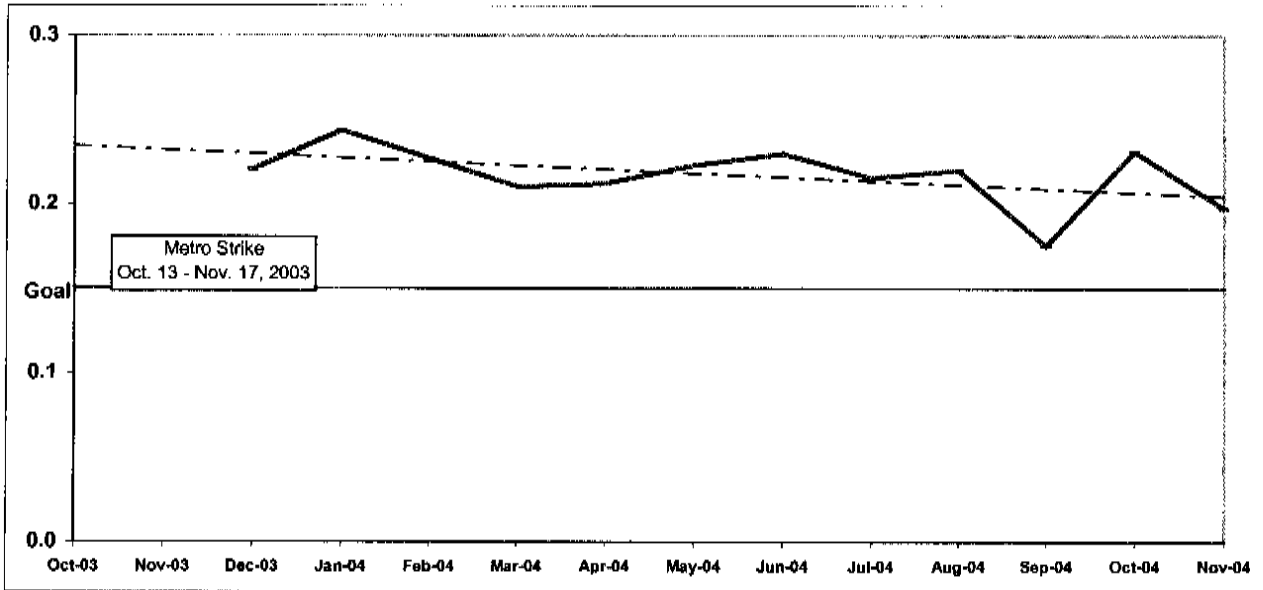


BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

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

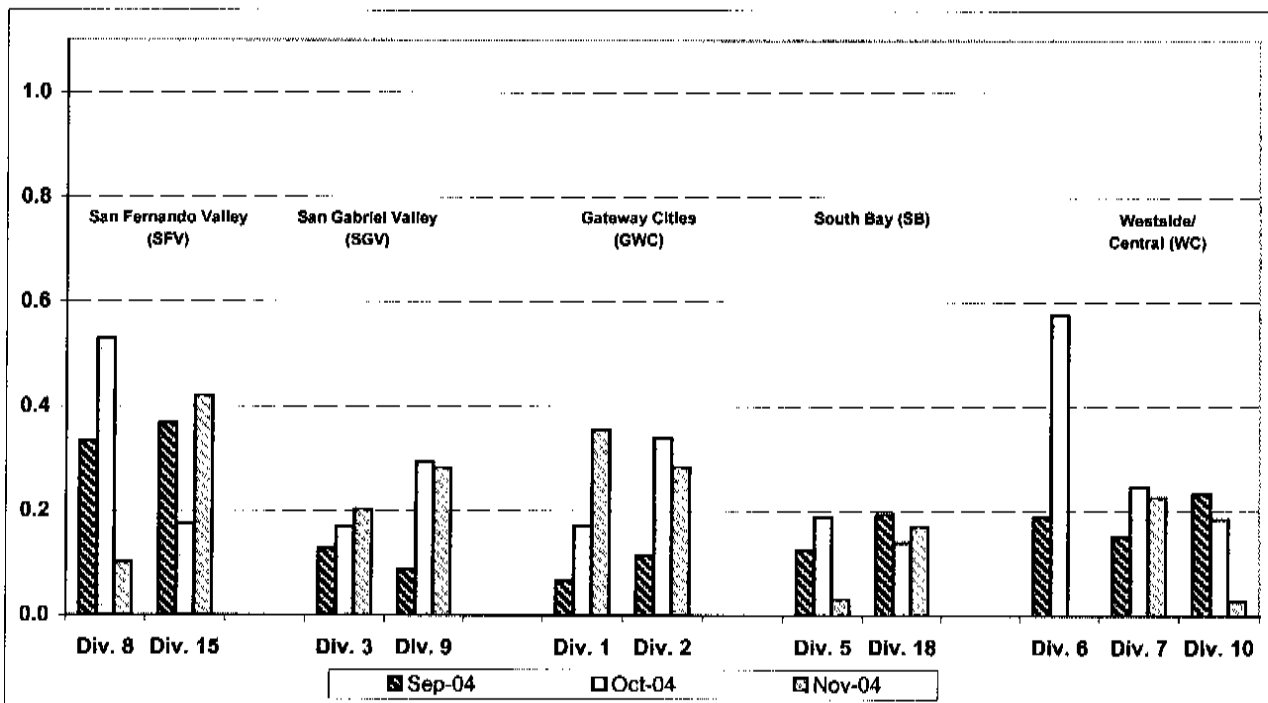
Calculation: Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by (Boardings / by 100,000))

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.

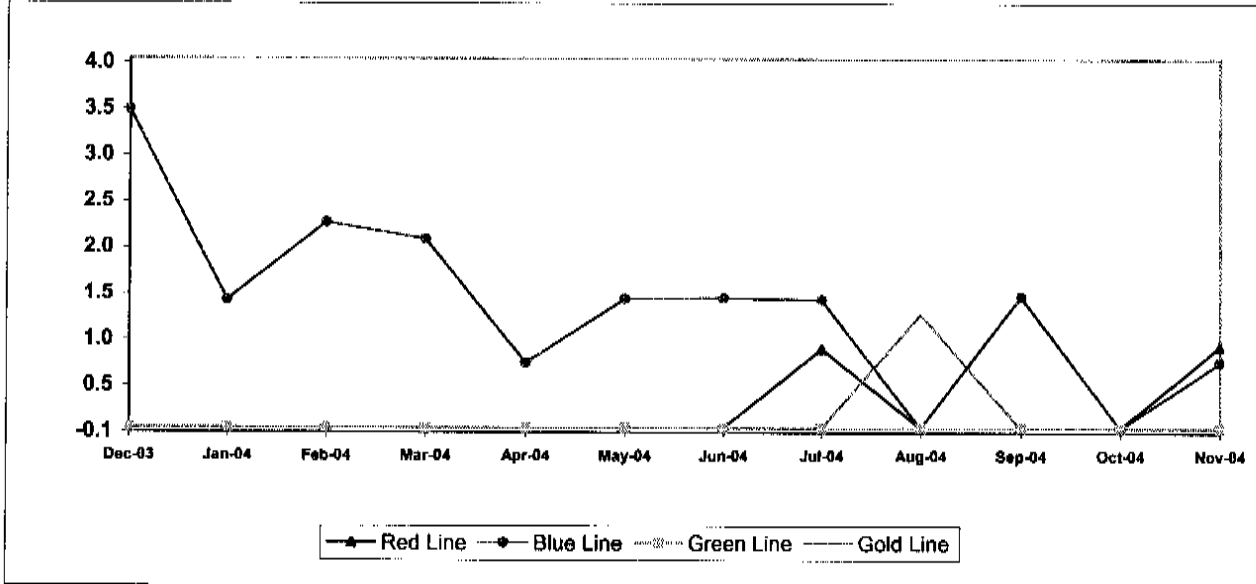
Bus Operating Divisions - by Sectors' Divisions September - November 2004



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.

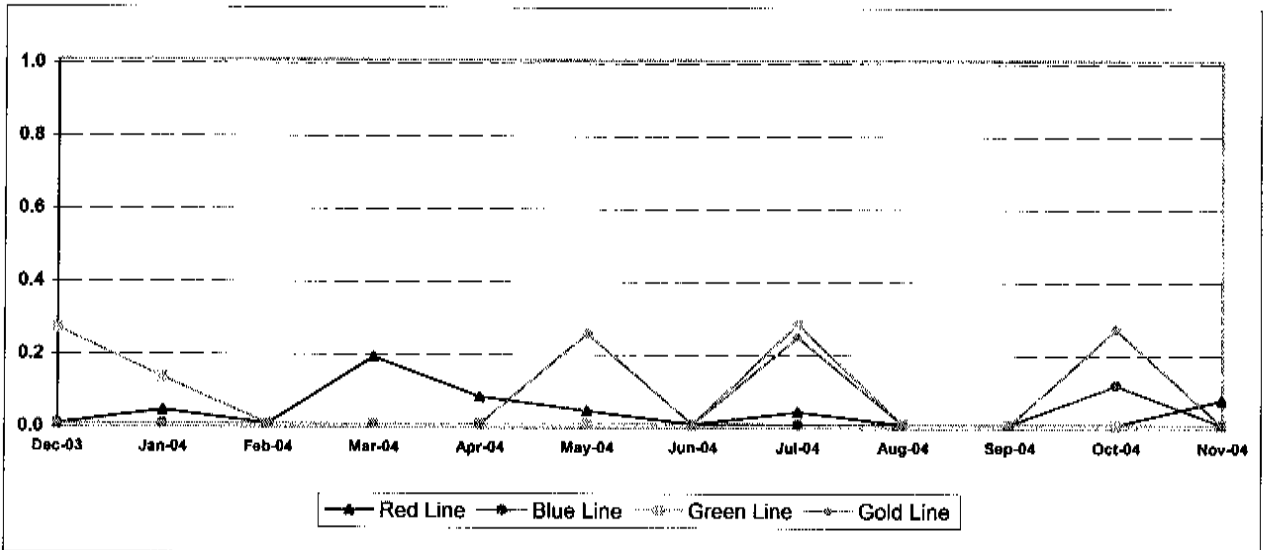
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



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))



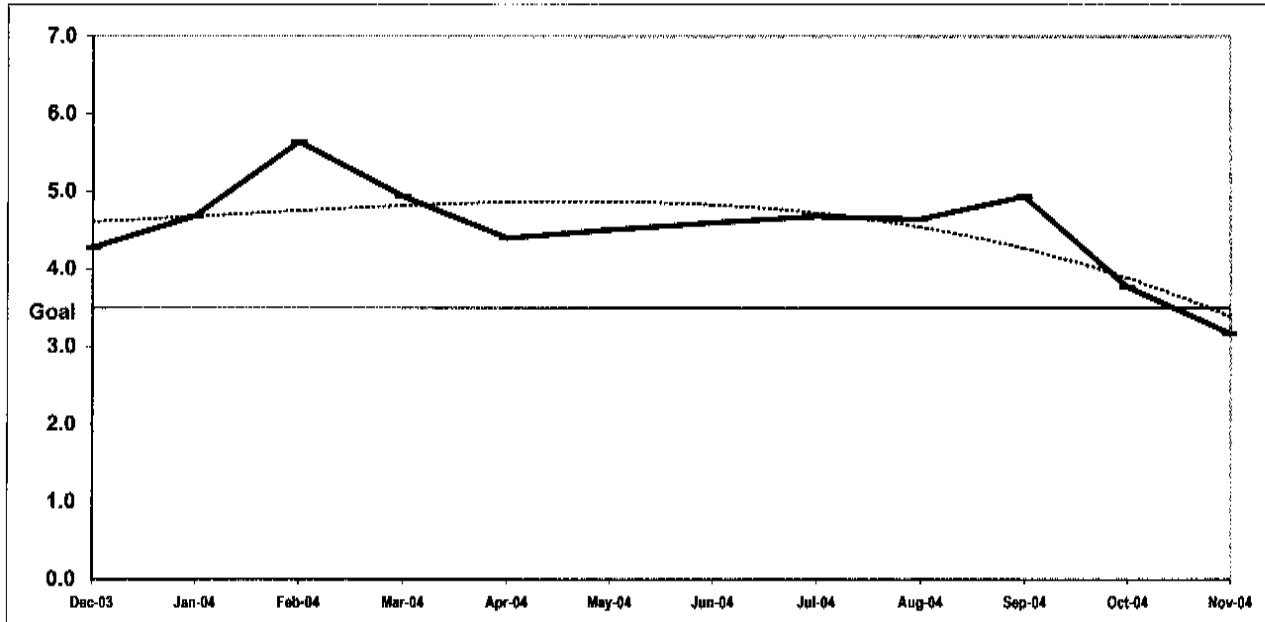
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

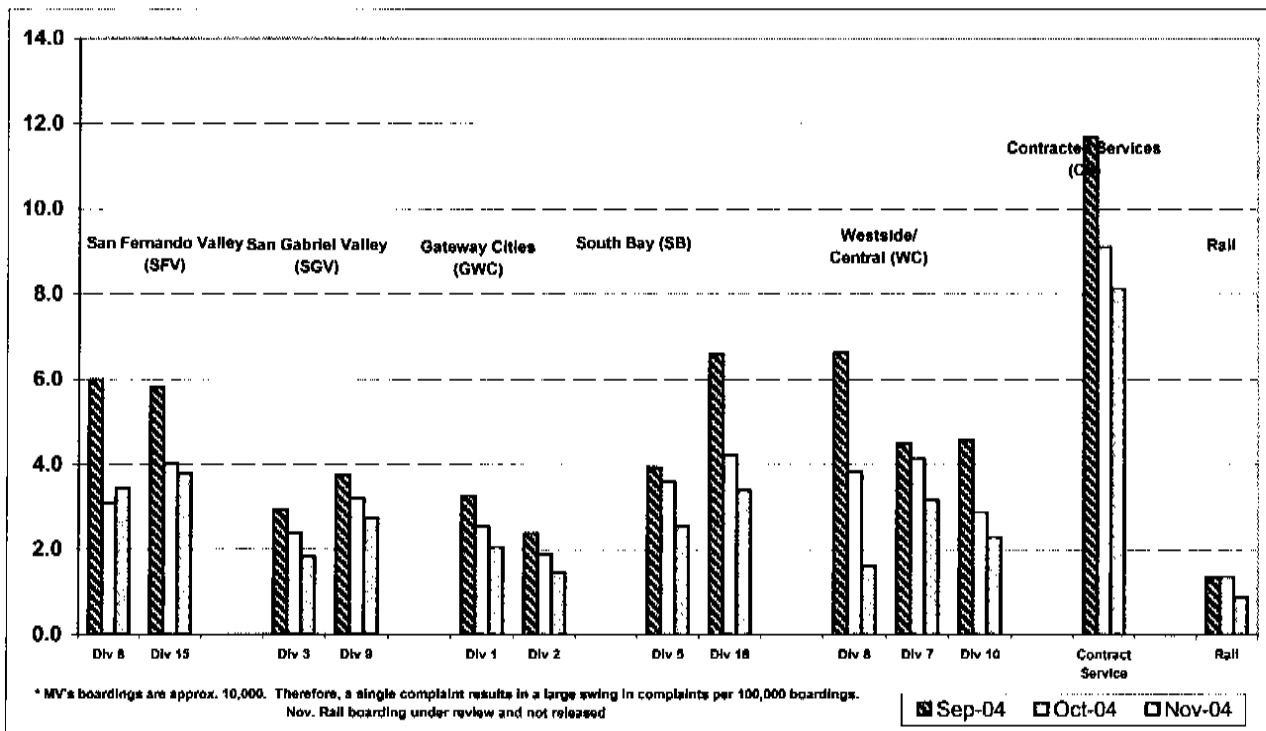
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

Systemwide Trend



Bus Operating Divisions - by Sectors' Divisions September - November 2004



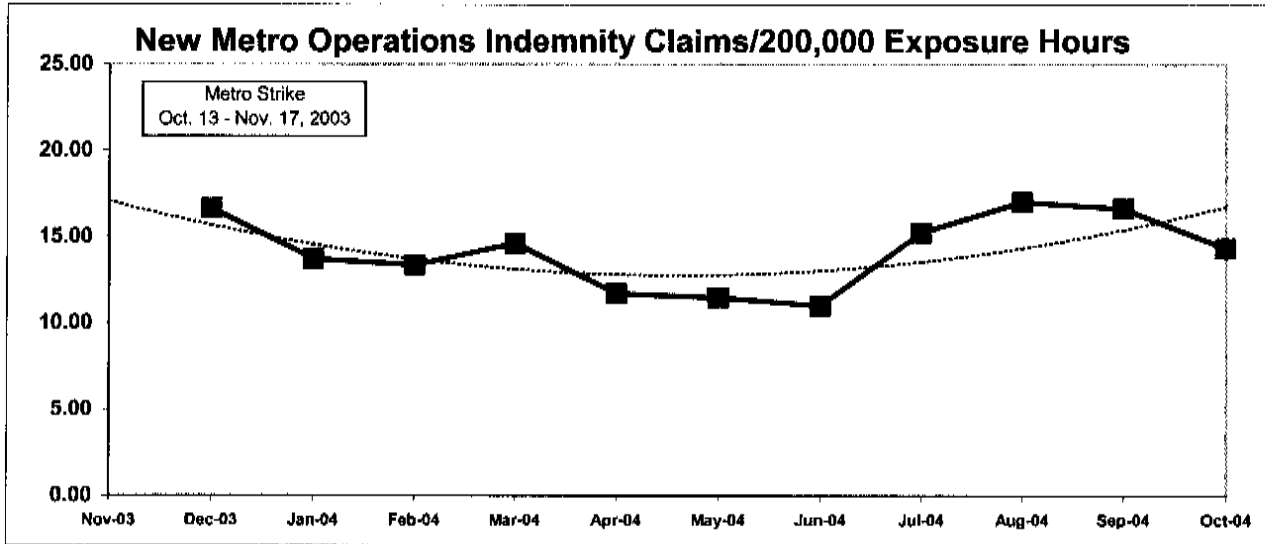
WORKERS COMPENSATION CLAIMS

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

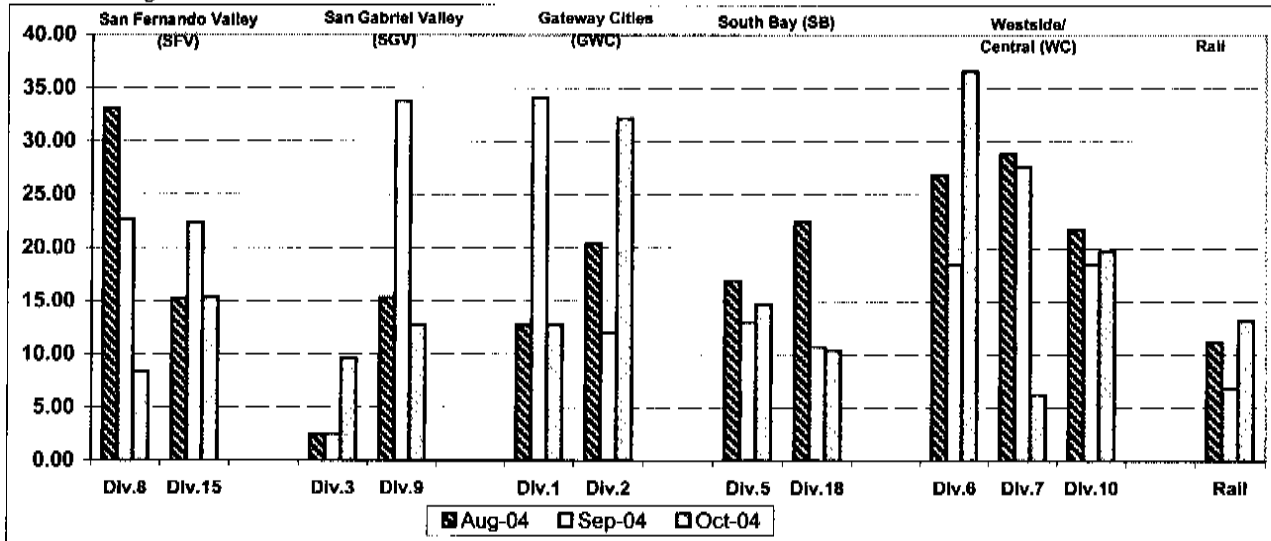
NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

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 August - October 2004

One month lag from current month



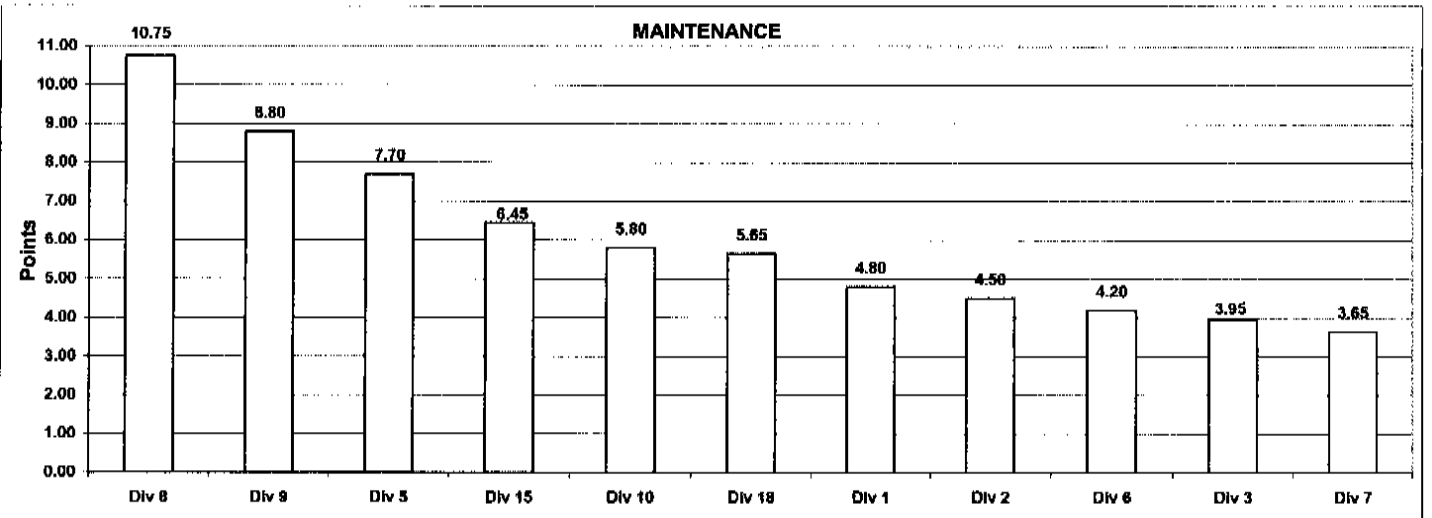
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

**Monthly Calculations - November 2004
Metro Bus - Maintenance**

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

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

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Mechanical Failures	25%	3925.8	5795.7	5575.2	8142.2	16654.5	5738.1	12380.8	10227.3	6348.5	9980.0	7480.7
Points		1	4	2	7	11	3	10	9	5	8	6
Attendance	15%	0.97168	0.97795	0.98700	0.98573	0.98537	0.97393	0.98987	0.98691	0.97217	0.97056	0.97682
Points		5	9	3	10	1	7	11	2	6	4	8
New WC Claims /200,000 Exp Hrs*	25%	11.3793	12.8985	10.1581	9.8120	34.4545	9.5449	0.0000	0.0000	33.5217	9.7443	8.1342
Points		4	3	5	8	1	6	11	11	2	7	9
*One month lag												
Bus Cleanliness	35%	7.780	7.547	7.550	7.731	7.381	6.619	6.350	7.894	7.889	7.608	7.313
Points		8	4	5	7	3	1	11	10	9	6	2
Totals		4.80	4.50	3.95	7.70	4.20	3.65	10.75	8.80	5.80	6.45	5.65
FINAL RANKING	DIV. Score Rank	Div 8 10.75 1st	Div 9 8.80 2nd	Div 5 7.70 3rd	Div 15 6.45 4th	Div 10 5.80 5th	Div 18 5.65 6th	Div 1 4.80 7th	Div 2 4.50 8th	Div 6 4.20 9th	Div 3 3.95 10th	Div 7 3.65 11th

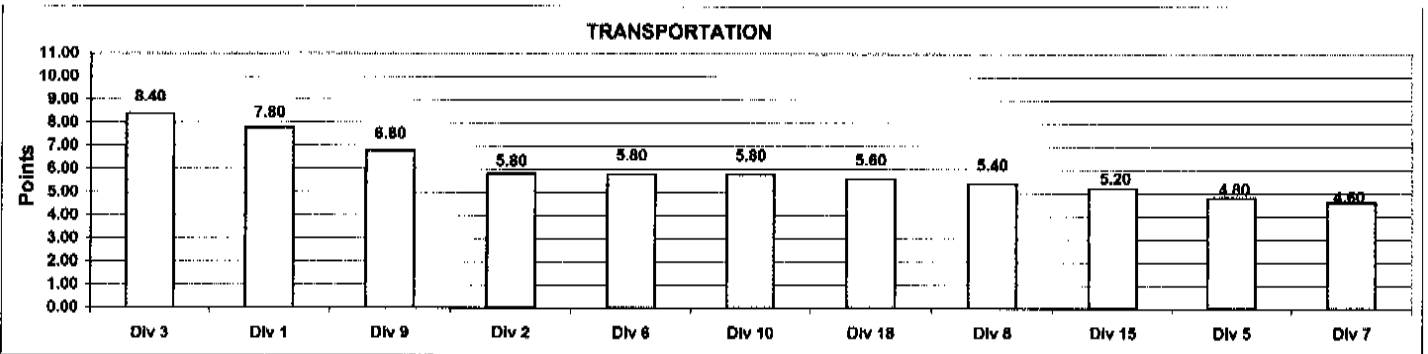


Monthly Calculations - November 2004
Metro Bus - Transportation

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 Points	20%	0.7176 11	0.6986 10	0.6624 7	0.6701 8	0.5426 1	0.6493 4	0.6544 5	0.6905 9	0.6196 2	0.6604 6	0.6435 3	
Running Hot Points	20%	0.0634 11	0.0983 3	0.0859 5	0.0890 4	0.0882 10	0.1013 1	0.0999 2	0.0707 7	0.0754 6	0.0698 9	0.0705 8	
Accident Rate Points	20%	4.4362 2	3.6711 4	2.0089 11	5.1776 1	3.2751 6	4.4218 3	2.2147 10	2.2857 9	2.3668 8	2.6478 7	3.5647 5	
Complaints/100K Boardings Points	20%	2.0620 8	1.4812 11	1.8260 9	2.5578 6	1.6122 10	3.1636 4	3.4354 2	2.7308 5	2.2973 7	3.7842 1	3.3932 3	
New WC Claims /200,000 Exp Hrs* Points	20%	13.2505 7	38.0209 1	9.4649 10	16.0857 5	37.3819 2	5.2725 11	11.0502 8	16.7788 4	15.9811 6	16.9974 3	11.0487 9	
*One month lag													
Totals		7.80	5.80	8.40	4.80	5.80	4.60	5.40	6.80	5.80	5.20	5.60	
FINAL RANKING	DIV.	Transportation Division Ranking (Sorted)											
	Score	8.40	7.80	6.80	5.80	5.80	5.80	5.80	5.40	5.20	4.80	4.60	
	Rank	1st	2nd	3rd	4th	4th	4th	4th	7th	8th	9th	10th	11th



Monthly Calculations - November 2004
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		
	Nov-03	Nov-04	Yearly Improvement	Nov-03	Nov-04	Yearly Improvement	Nov-03	Nov-04	Yearly Improvement	Nov-03	Nov-04	Yearly Improvement
Wayside Availability												
Track	99.91%	100.00%	0.09%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Signals	100.00%	99.96%	-0.04%	99.51%	99.24%	-0.26%	100.00%	99.26%	-0.74%	100.00%	99.99%	-0.01%
Power	99.98%	100.00%	0.04%	100.00%	100.00%	0.00%	99.92%	99.70%	-0.22%	100.00%	100.00%	0.00%
Wayside Performance	99.98%	99.99%	0.03%	99.84%	99.75%	-0.09%	99.70%	99.36%	-0.34%	100.00%	99.99%	-0.01%
Vehicle Availability												
Vehicle Performance	98.66%	98.69%	0.03%	97.04%	99.49%	2.44%	98.98%	99.28%	0.31%	99.97%	99.16%	-0.81%
Operator Availability												
Operators	99.96%	99.95%	-0.01%	99.78%	99.99%	0.21%	99.85%	99.97%	0.12%	99.94%	99.97%	0.04%
In-Service Performance												
ISOTP - Rail	98.74%	98.60%	-0.14%	98.36%	98.72%	0.36%	98.77%	97.24%	-1.53%	99.92%	99.14%	-0.78%
total Rail Line Performance	99.33%	99.31%	-0.02%	98.76%	99.49%	0.73%	99.31%	98.96%	-0.35%	99.93%	99.57%	-0.36%

Metro Rail Final Ranking (Sorted)

Rail Line	RED	BLUE	GOLD	GREEN
Score	0.731%	-0.023%	-0.361%	-0.362%
Rank	1st	2nd	3rd	4th

