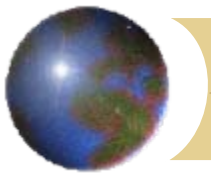




FY10 YTD March KPI Performance

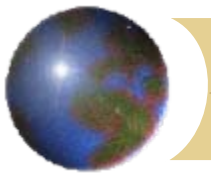
Metro Operations



Bus Systemwide

Metro has eleven Metro operating divisions. Divisions 1 and 2, both operate out of the downtown Los Angeles area. Division 3 in Cypress Park, Arthur Winston Division 5 in South Los Angeles, Division 6 in Venice, Division 7 in West Hollywood, Division 8 in Chatsworth, Division 9 in El Monte, Division 10 in Los Angeles (near the Gateway building), Division 15 in Sun Valley and Carson Division 18 in Carson. The system is responsible for the operation of approximately 2,490 Metro buses and 144 Metro Bus lines carrying nearly 373.1 million boarding passengers each year. Metro bus also operates the successful Orange Line.

Measurement	Bus Systemwide FY10 Target	Bus Systemwide FY10 YTD	Mar-10 Month
In Service On-Time Performance	70.80%	71.58%	73.00%
Complaints per 100,000 Boardings	2.58	2.68	3.05
Mean Miles Between Total Road Calls (MMBTRC)	1,556	1,493	1,695
Bus Traffic Accidents per 100,000 Miles	3.28	3.07	2.91
Passenger Accidents per 100,000 Boardings	0.24	0.35	0.34



Bus Systemwide

Measurement	FY10 Target	FY10 YTD	Mar-10 Month
Complaints per 100,000 Boardings	2.58	2.68	3.05

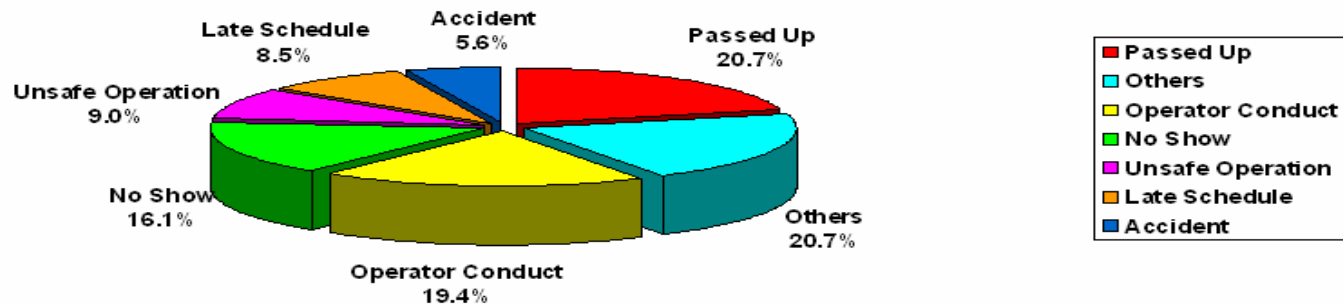
● Complaints are above the FY10 Target in the following Council Areas:

- San Fernando Valley Divisions 8 and 15
- San Gabriel Valley Divisions 3 and 9
- South Bay Division 18

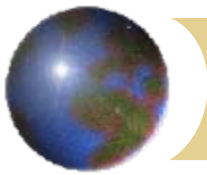


Bus Systemwide Customer Complaints

BUS SYSTEMWIDE - MARCH 2009 TO MARCH 2010 CUSTOMER COMPLAINTS



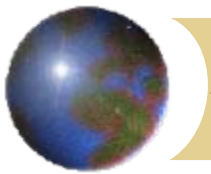
Major Category	FY09				FY10								13-Month Average	% of 13-Month Total	
	Mar 09	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb 10			Mar 10
Passed Up	168	163	151	141	162	129	213	210	142	128	159	159	214	165	20.7%
Others	152	151	145	260	165	137	203	171	118	148	142	138	208	164	20.7%
Operator Conduct	186	241	192	70	173	114	151	170	127	121	144	139	173	154	19.4%
No Show	149	111	95	106	135	103	161	187	117	104	123	131	145	128	16.1%
Unsafe Operation	76	75	76	81	75	58	94	83	50	61	53	66	83	72	9.0%
Late Schedule	91	71	71	64	76	35	85	79	40	60	58	71	74	67	8.5%
Accident	44	42	44	43	41	45	37	49	43	47	44	39	63	45	5.6%
Grand Total	866	854	774	765	827	621	944	949	637	669	723	743	960	795	100%



Westside Central Council

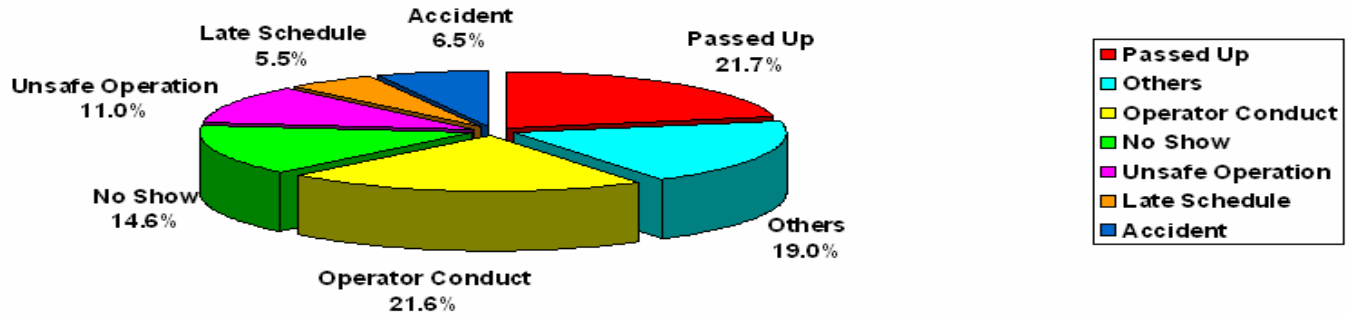
Divisions 6, 7 & 10

Measurement	FY10 Target	FY10 YTD	Mar-10 Month
In Service On-Time Performance	67.00%	68.73%	68.84%
Complaints per 100,000 Boardings	2.75	2.41	2.73
Mean Miles Between Total Road Calls (MMBTRC)	1,556	1,153	1,302
Bus Traffic Accidents per 100,000 Miles	4.00	3.88	3.52
Passenger Accidents per 100,000 Boardings	0.24	0.39	0.30

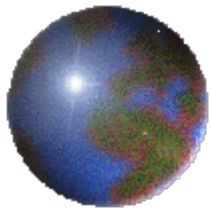


Westside Central Council Customer Complaints

WESTSIDE CENTRAL COUNCIL - MARCH 2009 TO MARCH 2010 CUSTOMER COMPLAINTS



Major Category	FY09				FY10								13-Month Average	% of 13-Month Total	
	Mar 09	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb 10			Mar 10
Passed Up	33	37	34	30	39	27	44	53	29	28	29	39	47	36	21.7%
Others	29	25	29	29	30	31	40	31	22	34	27	36	47	32	19.0%
Operator Conduct	46	53	41	38	36	32	34	34	22	29	34	36	32	36	21.6%
No Show	18	28	20	20	32	21	32	41	22	16	22	19	25	24	14.6%
Unsafe Operation	19	25	21	7	16	23	27	25	8	10	16	15	25	18	11.0%
Late Schedule	10	11	8	8	16	4	16	8	4	4	10	8	11	9	5.5%
Accident	13	11	11	11	8	13	12	10	17	13	5	7	10	11	6.5%
Grand Total	168	190	164	143	177	151	205	202	124	134	143	160	197	166	100%



Operator Commendations

March 2010



**Westside Central Council
Customer Commendations**

March 2010

1	Division 6	Line 534	1:30 PM	3/12/2010	MELVIN E. BRAXTON
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Patron commends operator #2934 for his professionalism and courtesy.

2	Division 6	Line 2	9:45 AM	3/23/2010	TIMOTHY L. SHEPARD
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The e- mail reads, "He was an excellent driver - He said hello when we got on the bus; when someone with a disability was getting off the bus, he told the others waiting to get on, to let the person off the bus first; he ran the bus like it was his own - very professional - very pleasant to have as a driver and made the ride enjoyable." Operator: African American male. Passengers said his name is Timothy. #3004

3	Division 7	Line 534	1:40 PM	3/12/2010	EDWIN A. PORTILLO
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Patron commends operator #28922 for his professionalism and courtesy.

4	Division 7	Line 14	6:00 PM	3/30/2010	JONATHAN LOPEZ
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Comment 6866: This young Latino driver was professional, courteous and went out of his way. I could see him intently making sure everyone got off the bus safely, and see him watch for riders who were trying to run for the bus. He stopped for at least two people (including myself) who ran for the bus. He could have left us behind but he didn't, which I appreciated. Finally, an old handicapped (but not in a wheelchair) man in groceries asked him to pull up maybe 100 extra feet to let him off so he wouldn't have to walk so far. He did this without really losing any time. This was a very nice gesture, one that I'm sure the old man appreciated. Anyways, he was a good driver.

5	Division 10	Line 4	3:10 PM	3/10/2010	REGINALD V. DOTSON
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Patron commends operator for his excellent customer service. Patron states the operator was very courteous, professional, kind and amiable to all his passengers. Patron states the operator was very patient to all his passengers, he is an excellent representation of Metro. Coach #9485. Badge #28499.