


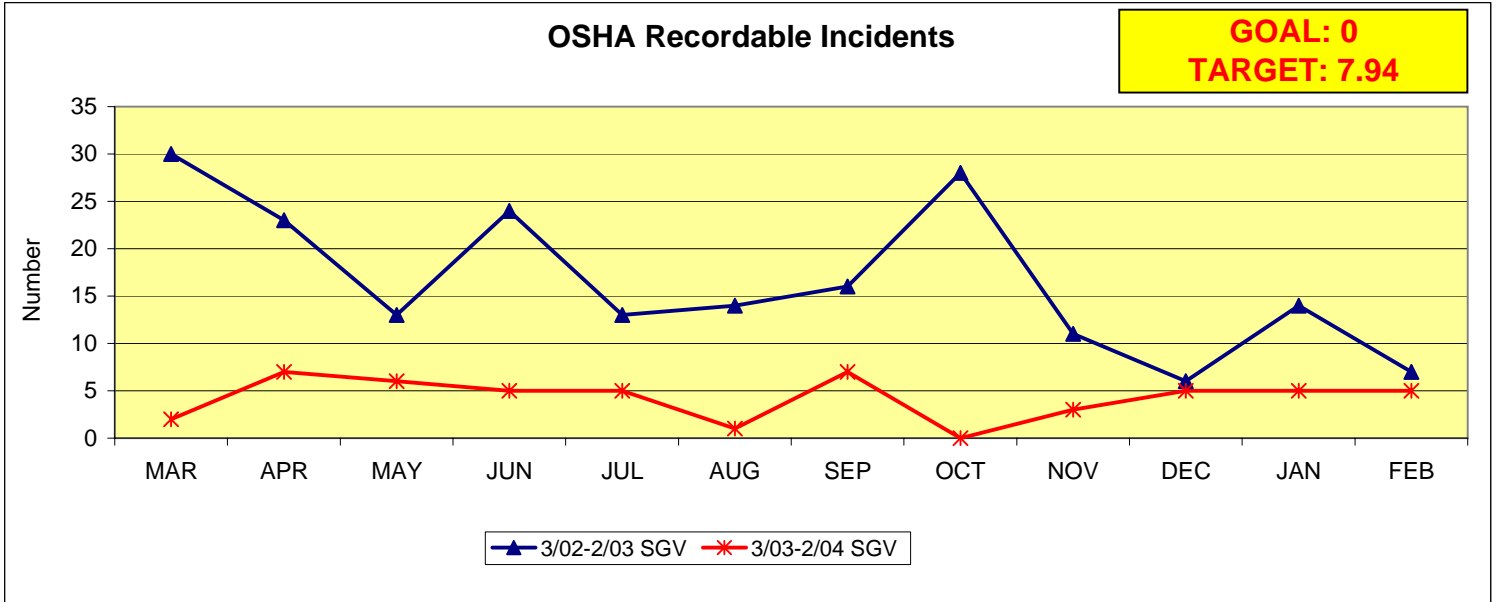
**Metro San Gabriel Valley
General Manager's Report
Key Performance Indicators
FEBRUARY 2004**

PERFORMANCE INDICATORS	YTD AVG. MO.	FEBRUARY	MO. TARGET
SAFETY 			
Monthly Worker's Compensation Costs (\$ in Thousands)	\$389	\$446	\$376
OSHA Recordable Incidents	4	5	8
Bus Traffic Accidents/100,000 Hub Miles	3.20	2.65	3.10
New Worker's Comp. Claims/100 Employees	1.58	0.55	1.61
BUS OPERATIONS			
Miles Between Mechanical Failures	6,928	6,406	9,000
Bus Cleanliness Ratings*	7.29	7.62	8.00
Complaints/100,000 Boardings	3.97	3.98	3.25
Passenger Boardings	5,155,842	4,544,927	5,285,837
On-Time Performance (%)	69%	69%	80%

Note:
Performance indicators highlighted in **BOLD** meet the Sector target.

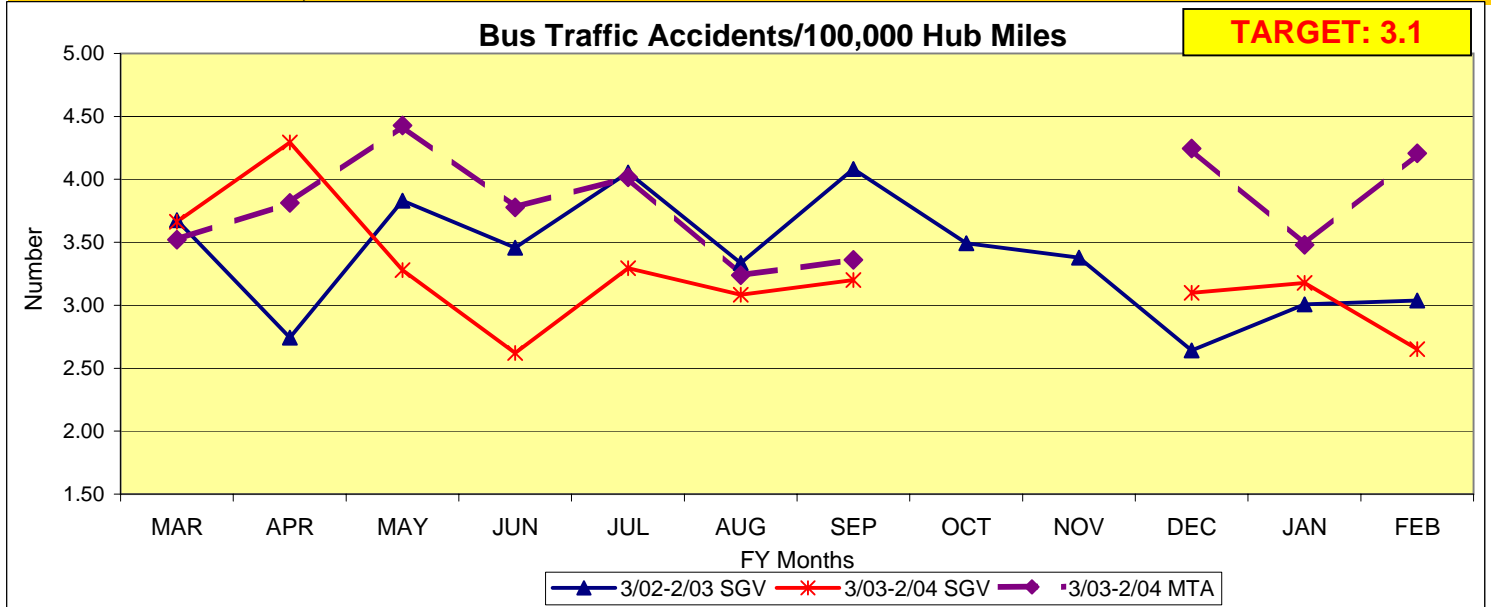
*Bus Cleanliness Inspections conducted quarterly through December 2003, conducted monthly starting January 2004

OSHA Recordable Incidents



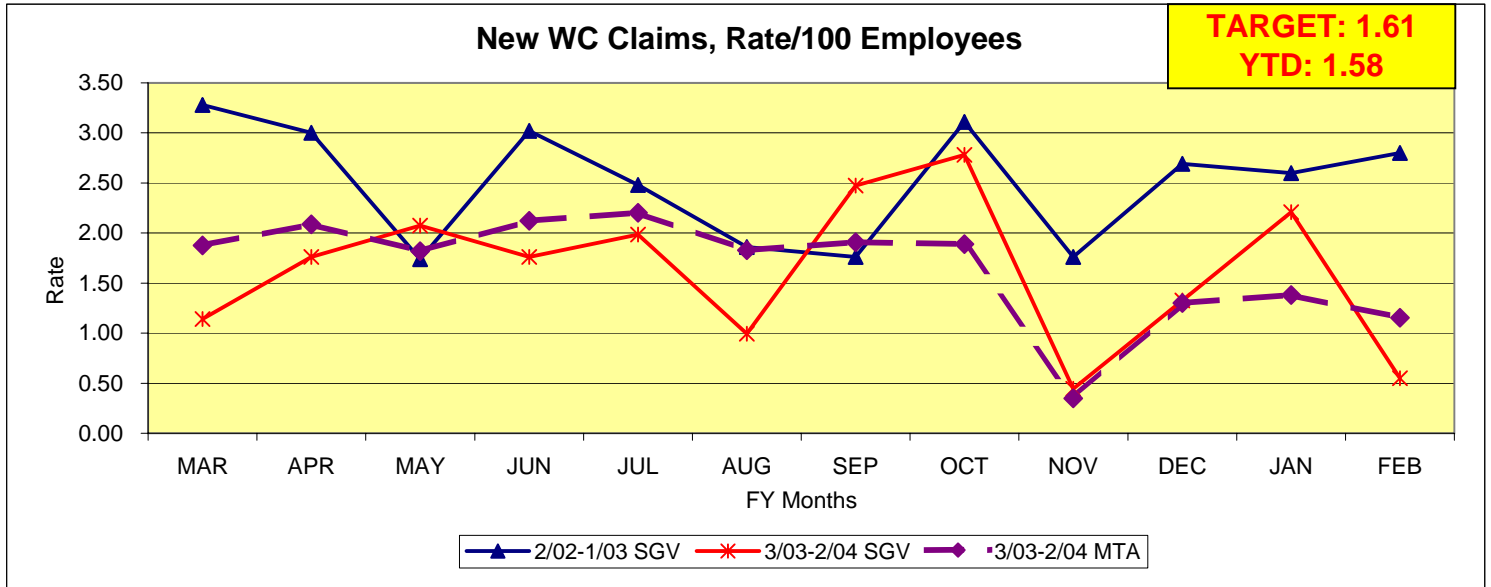
	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
Trans. D3	14	12	4	12	6	6	3	10	2	3	2	1
Trans. D9	3	2	3	1	2	2	2	2	1	2	3	3
Maint. D3	8	8	5	10	4	1	10	12	6	1	5	3
Maint. D9	5	1	1	1	1	5	1	4	2	0	4	0
SGV	30	23	13	24	13	14	16	28	11	6	14	7
Trans. D3	0	1	1	1	0	0	1	0	1	2	0	1
Trans. D9	1	0	1	0	4	0	2	0	0	1	3	3
Maint. D3	1	4	2	4	1	0	0	0	1	1	1	1
Maint. D9	0	2	2	0	0	1	4	0	1	1	1	0
SGV	2	7	6	5	5	1	7	0	3	5	5	5

Bus Traffic Accidents/100,000 Hub Miles



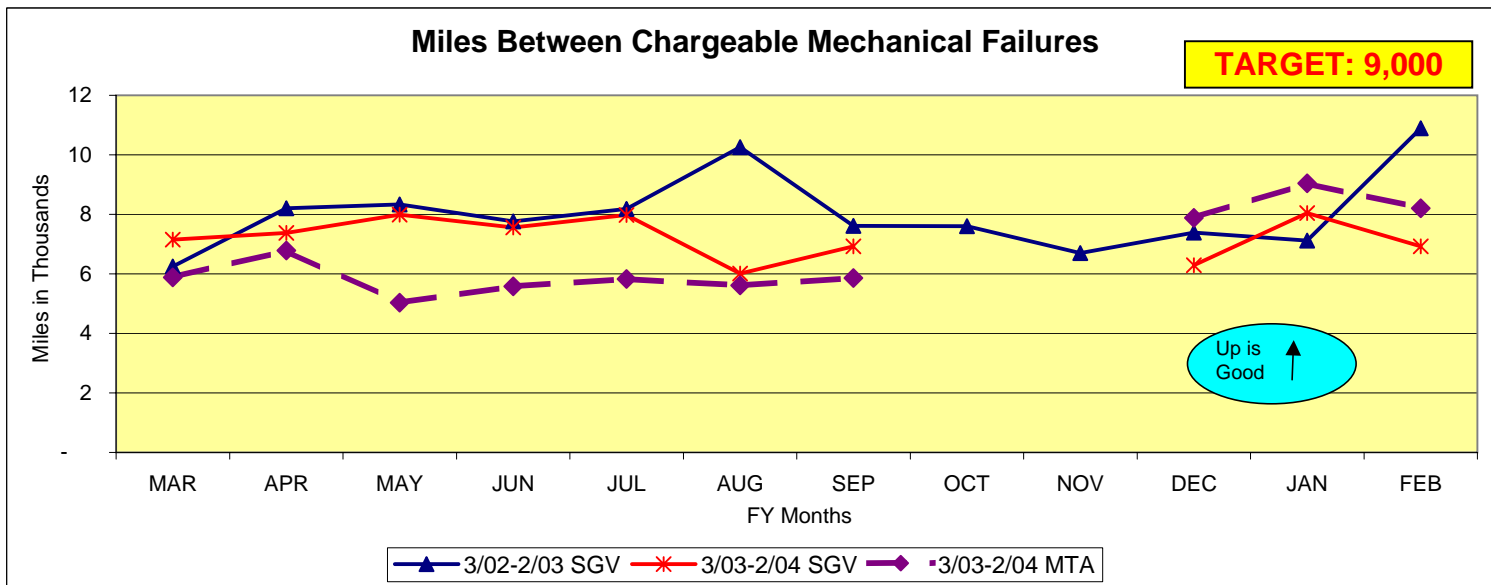
	MAR 02	APR 02	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03
Div. 3	4.07	3.20	4.35	3.94	4.37	3.30	5.48	4.85	4.14	3.66	4.52	3.81
Div. 9	3.32	2.32	3.34	3.01	3.74	3.24	2.77	2.20	2.65	1.67	1.50	2.34
SGV	3.68	2.74	3.83	3.46	4.05	3.34	4.08	3.49	3.38	2.64	3.01	3.04
	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04
Div. 3	4.33	4.53	4.08	3.46	4.80	4.13	3.78			3.53	3.65	3.05
Div. 9	3.05	4.08	2.55	1.84	1.88	2.09	2.65			2.66	2.70	2.28
SGV	3.66	4.29	3.28	2.62	3.30	3.08	3.20			3.10	3.18	2.65
MTA	3.52	3.81	4.43	3.78	4.02	3.24	3.36			4.25	3.48	4.21

New Worker's Compensation Claims, Rate/100 Employees



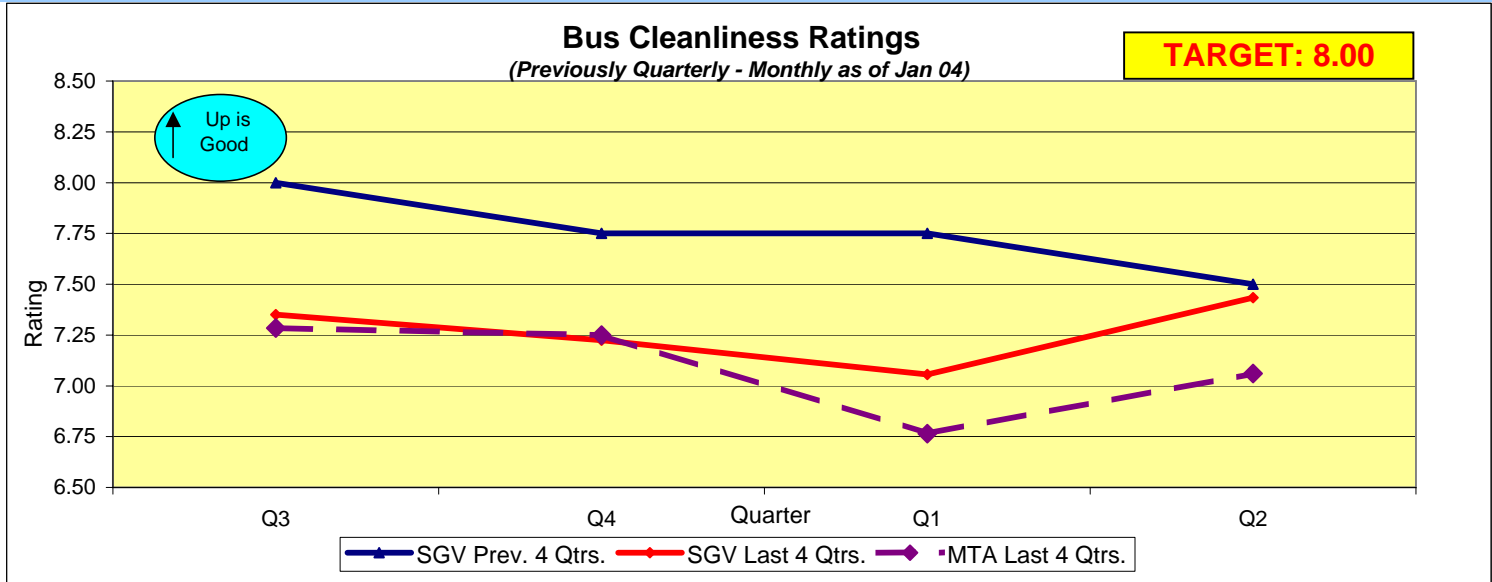
	MAR 02	APR 02	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03
Trans. D3	3.87	3.14	1.69	3.38	3.06	1.28	1.79	2.55	1.79	2.04	1.79	2.04
Trans. D9	3.11	3.10	1.81	3.10	3.24	2.94	1.47	3.82	1.47	3.53	2.94	4.42
Maint. D3	3.20	4.00	3.20	3.39	0.81	1.63	3.33	2.44	3.25	4.92	4.17	2.48
Maint. D9	1.80	0.92	0.00	0.91	0.00	0.89	0.89	3.64	0.91	0.00	2.70	0.90
SGV	3.28	3.00	1.74	3.02	2.48	1.86	1.76	3.11	1.76	2.69	2.60	2.80
	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04
Trans. D3	0.77	1.28	1.02	2.04	2.92	1.17	1.75	2.33	0.29	1.17	1.17	0.58
Trans. D9	1.47	2.94	2.94	2.36	1.83	1.53	3.67	4.59	0.92	1.22	3.67	0.92
Maint. D3	2.46	0.00	1.70	0.00	1.67	0.00	2.63	0.89	0.00	1.69	1.63	0.00
Maint. D9	0.00	1.80	3.57	0.92	0.00	0.00	1.71	0.85	0.00	1.72	1.77	0.00
SGV	1.14	1.76	2.07	1.76	1.98	0.99	2.47	2.78	0.44	1.33	2.21	0.55
MTA	1.88	2.09	1.82	2.12	2.20	1.83	1.91	1.89	0.35	1.30	1.38	1.15

Miles Between Chargeable Mechanical Failures



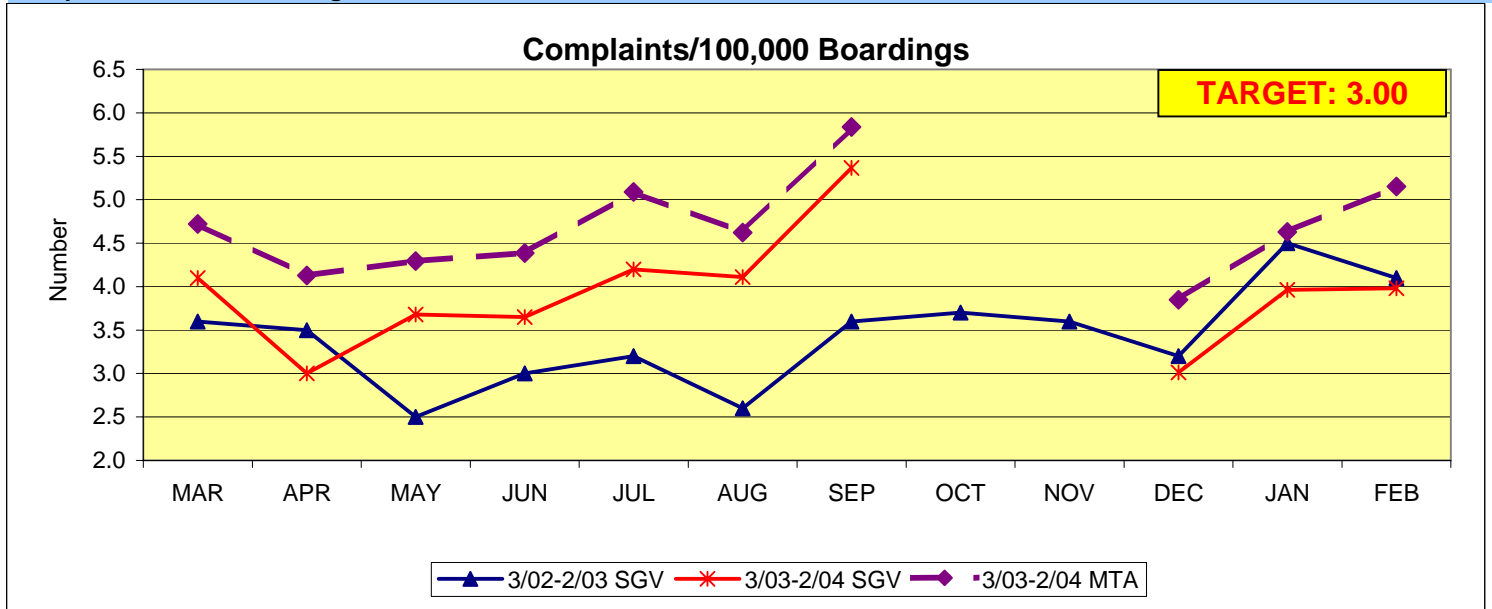
	MAR 02	APR 02	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03
Div. 3	5,458	6,297	5,874	5,193	5,844	7,805	5,884	5,599	4,962	5,499	5,528	8,643
Div. 9	7,201	11,361	13,710	14,406	13,357	14,575	10,521	11,544	10,071	10,948	9,645	14,233
SGV	6,252	8,206	8,333	7,762	8,179	10,255	7,614	7,599	6,696	7,385	7,117	10,888
	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04
Div. 3	5,346	5,306	4,711	5,633	6,048	4,631	4,758			6,163	6,372	5,463
Div. 9	10,338	11,380	10,578	10,999	11,396	8,402	12,168			6,432	10,885	7,636
SGV	7,152	7,381	7,994	7,561	7,978	6,015	6,925			6,293	8,040	6,928
MTA	5,879	6,790	5,030	5,584	5,829	5,614	5,862			7,881	9,047	8,202

Bus Cleanliness Ratings



	FY 02 - Q4	FY 03 - Q1	FY 03 - Q2	FY 03 - Q3	
Div. 3	7.70	7.50	7.50	7.30	
Div. 9	8.30	8.00	8.00	7.70	
SGV	8.00	7.75	7.75	7.50	
	FY 03 - Q4	FY 04 - Q1	FY 04 - Q2	JAN 04	FEB 04
Div. 3	6.70	7.63	6.81	6.89	7.64
Div. 9	8.00	6.83	7.31	7.62	7.59
SGV	7.35	7.23	7.06	7.25	7.62
MTA	7.28	7.25	6.76	7.05	7.07

Complaints/100,000 Boardings

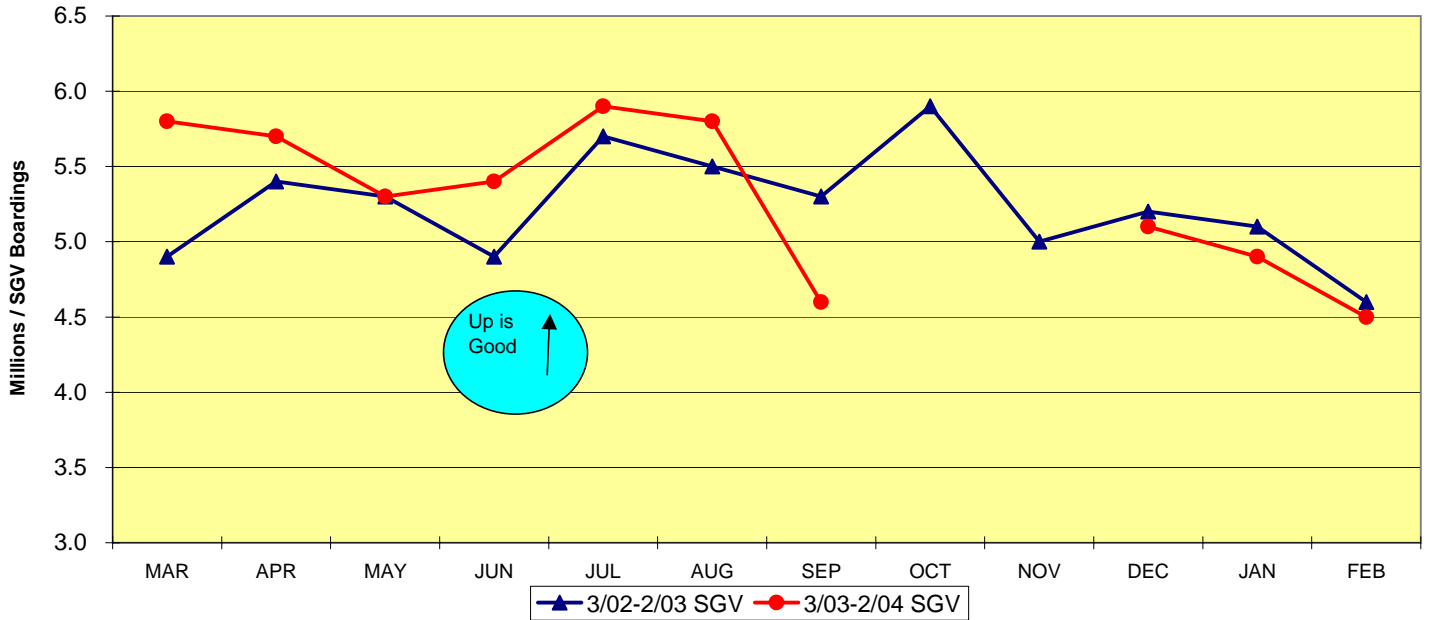


	MAR 02	APR 02	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03
Div. 3	3.4	3.3	1.7	2.9	2.9	2.1	3.3	3.0	3.1	3.0	3.9	3.2
Div. 9	4.0	3.8	3.7	3.2	3.6	3.3	4.2	4.8	4.4	3.7	5.6	5.4
SGV	3.6	3.5	2.5	3.0	3.2	2.6	3.6	3.7	3.6	3.2	4.5	4.1
	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04
Div. 3	3.5	2.5	3.4	3.3	3.2	2.6	4.6			2.6	3.0	3.4
Div. 9	5.0	3.8	4.0	4.1	6.2	7.8	6.4			4.0	5.7	4.9
SGV	4.1	3.0	3.7	3.7	4.2	4.1	5.4			3.0	4.0	4.0
MTA	4.7	4.1	4.3	4.4	5.1	4.6	5.8			3.8	4.6	5.2

Passenger Boardings

Passenger Boardings

TARGET: 5.3

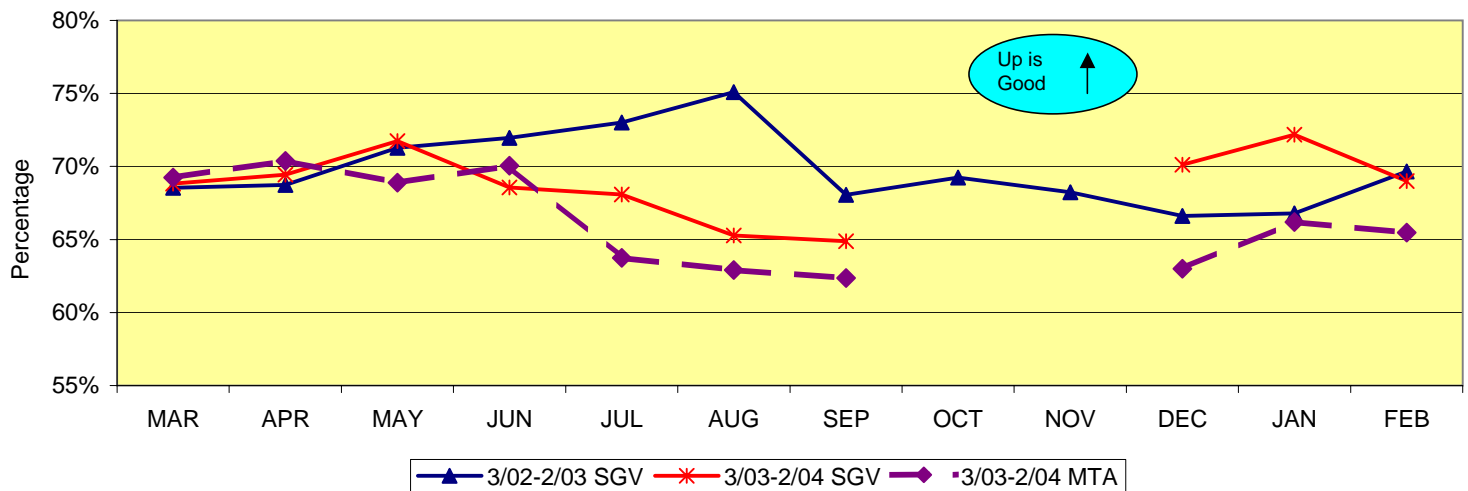


	MAR 02	APR 02	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03
Div. 3	3.0	3.0	3.2	2.8	3.6	3.4	3.3	3.5	3.0	3.1	3.2	2.7
Div. 9	2.0	2.4	2.1	2.2	2.1	2.1	2.0	2.4	2.0	2.1	1.9	1.9
SGV	4.9	5.4	5.3	4.9	5.7	5.5	5.3	5.9	5.0	5.2	5.1	4.6
	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04
Div. 3	3.4	3.3	3.0	3.2	4.0	4.2	2.5			3.5	3.1	2.7
Div. 9	2.4	2.3	2.3	2.3	1.9	1.7	2.1			1.6	1.8	1.9
SGV	5.8	5.7	5.3	5.4	5.9	5.8	4.6			5.1	4.9	4.5
MTA	31.1	30.5	30.6	29.2	31.7	31.8	29.2			25.9	27.5	26.9

On-Time Performance (%)

In-Service, On-Time Performance

TARGET: 80%



	MAR 02	APR 02	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03
Div. 3	68%	69%	74%	75%	74%	76%	69%	68%	70%	68%	68%	70%
Div. 9	69%	70%	65%	66%	71%	71%	66%	73%	64%	64%	65%	68%
SGV	69%	69%	71%	72%	73%	75%	68%	69%	68%	67%	67%	70%
	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04
Div. 3	71%	71%	74%	72%	71%	65%	67%			73%	72%	68%
Div. 9	65%	65%	65%	64%	63%	65%	57%			63%	72%	70%
SGV	69%	69%	72%	69%	68%	65%	65%			70%	72%	69%
MTA	69%	70%	69%	70%	64%	63%	62%			63%	66%	65%

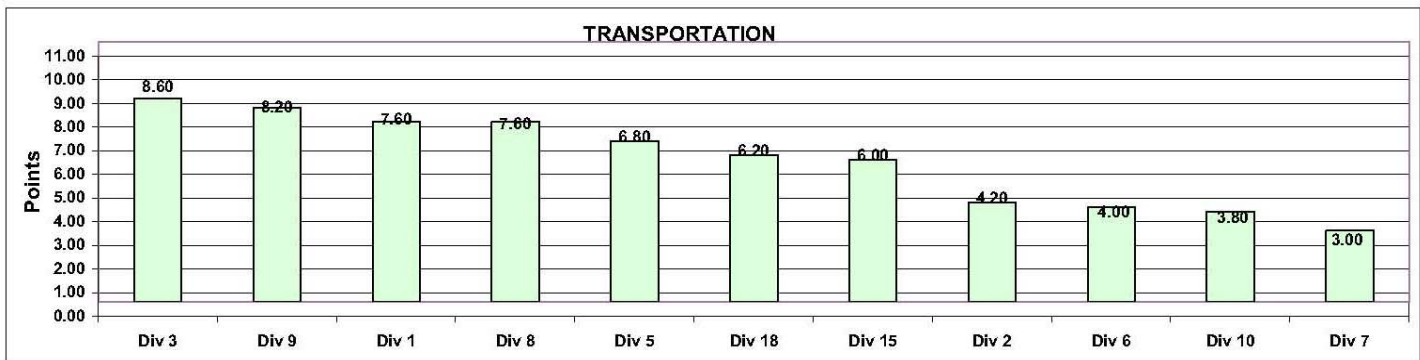
"HOW YOU DOIN'?" PROGRAM - Continued

Monthly Calculations - February 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	20%	0.7208	0.6658	0.6833	0.6478	0.5849	0.6513	0.7056	0.7024	0.6123	0.6660	0.6177
Points		11	6	8	4	1	5	10	9	2	7	3
Running Hot	20%	0.1130	0.1413	0.1116	0.0985	0.0958	0.1239	0.0538	0.1029	0.1147	0.0803	0.0934
Points		4	1	5	7	8	2	11	6	3	10	9
Accident Rate	20%	2.9115	5.0193	3.0506	3.8901	5.8582	5.3136	5.0213	2.2776	5.5866	3.7473	4.3551
Points		10	5	9	7	1	3	4	11	2	8	6
Complaints/100K Boardings	20%	3.2395	4.2961	3.3563	3.6652	5.9038	6.5738	6.4659	4.8595	4.9041	7.7372	6.1702
Points		11	8	10	9	5	2	3	7	6	1	4
New WC Claims /100 Emp	20%	2.3209	2.7054	0.5830	0.9482	1.0832	2.1441	0.7008	0.9175	0.9993	1.6913	0.7342
Points		2	1	11	7	5	3	10	8	6	4	9
Totals		7.60	4.20	8.60	6.80	4.00	3.00	7.60	8.20	3.80	6.00	6.20
FINAL RANKING												
	DIV.	Div 3	Div 9	Div 1	Div 8	Div 5	Div 18	Div 15	Div 2	Div 6	Div 10	Div 7
	Score	8.60	8.20	7.60	7.60	6.80	6.20	6.00	4.20	4.00	3.80	3.00
	Rank	1st	2nd	3rd	3rd	5th	6th	7th	8th	9th	10th	11th



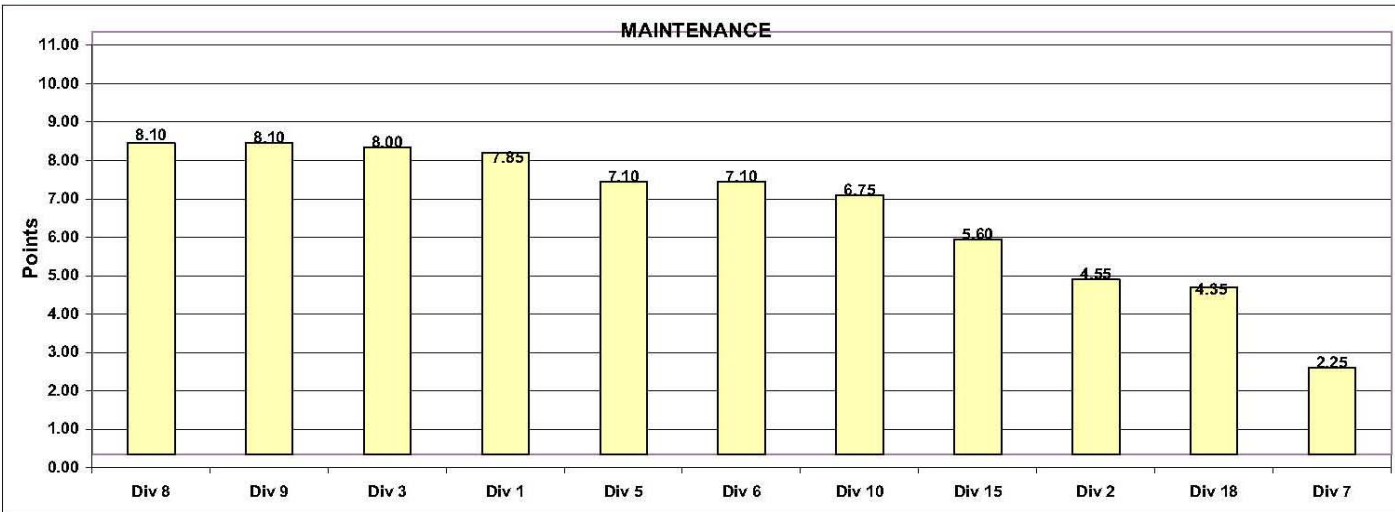
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

**Monthly Calculations - February 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%	10616.4	8222.2	5463.3	6971.2	8984.2	7078.9	14936.4	7635.9	8108.5	10263.7	8419.2
Points		10	6	1	2	8	3	11	4	5	9	7
Attendance	15%	0.95043	0.95657	0.97046	0.96634	0.97714	0.96271	0.96228	0.96847	0.96975	0.96155	0.95307
Points		1	3	10	7	11	6	5	8	9	4	2
New WC Claims /100 Emp	25%	0.0000	2.0408	0.0000	0.0000	0.0000	2.3622	0.9901	0.0000	0.0000	0.7042	0.6757
Points		11	2	11	11	11	1	3	11	11	4	5
Bus Cleanliness	35%	7.360	7.200	7.638	7.363	6.475	6.447	8.119	7.594	7.031	7.150	6.750
Points		7	6	10	8	2	1	11	9	4	5	3
Totals		7.85	4.55	8.00	7.10	7.10	2.25	8.10	8.10	6.75	5.60	4.35
FINAL RANKING												
	DIV.	Div 8	Div 9	Div 3	Div 1	Div 5	Div 6	Div 10	Div 15	Div 2	Div 18	Div 7
	Score	8.10	8.10	8.00	7.85	7.10	7.10	6.75	5.60	4.55	4.35	2.25
	Rank	1st	1st	3rd	4th	5th	5th	7th	8th	9th	10th	11th



FY2004 FINANCIALS, THROUGH M/E FEBRUARY

Budget Variance				Cost Per Revenue Service Hour (RSH)		
Annual Budget	YTD Budget	YTD Actual	YTD Variance (O)/U+	Cost Per RSH: Budget	Cost Per RSH: YTD Actual	RSH YTD Variance (O)/U+

SGV Sector Operations

Transportation

Direct Labor	32,236,633	21,469,665	19,234,066	2,235,599	26.32	27.58	(1.26)
Fringe Benefits & Overhead	22,647,812	14,997,253	13,750,601	1,246,653	18.49	19.72	(1.23)
Non-Labor	5,778,813	3,885,876	2,981,213	904,664	4.72	4.27	0.44
TOTAL TRANSPORTATION	60,663,259	40,352,795	35,965,879	4,386,915	49.53	51.57	(2.04)

Maintenance

Direct Labor	11,469,700	7,672,109	6,573,765	1,098,344	9.36	9.43	(0.06)
Fringe Benefits & Overhead	9,932,003	6,623,332	6,301,376	321,956	8.11	9.04	(0.93)
Non-Labor	11,921,892	8,120,211	7,887,665	232,547	9.73	11.31	(1.58)
TOTAL MAINTENANCE	33,323,595	22,415,652	20,762,805	1,652,847	27.21	29.77	(2.56)

Sector Office

Direct Labor	1,478,234	985,490	1,092,708	(107,219)	1.21	1.57	(0.36)
Fringe Benefits & Overhead	1,319,755	875,033	908,351	(33,319)	1.08	1.30	(0.22)
Non-Labor	296,464	203,680	117,710	85,970	0.24	0.17	0.07
TOTAL SECTOR OFFICE	3,094,454	2,064,202	2,118,770	(54,567)	2.53	3.04	(0.51)

SUBTOTAL SECTOR OPERATIONS

97,081,307	64,832,649	58,847,454	5,985,195	79.26	84.38	(5.12)
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Other Sector Support

Direct Labor	1,211,992	808,076	818,816	(10,740)	0.99	1.17	(0.18)
Fringe Benefits & Overhead	1,081,498	717,238	301,696	415,541	0.88	0.43	0.45
Non-Labor	12,454,296	8,304,589	9,739,343	(1,434,754)	10.17	13.97	(3.80)
SUBTOTAL SECTOR SUPPORT	14,747,786	9,829,903	10,859,856	(1,029,953)	12.04	15.57	(3.53)

TOTAL SGV SECTOR	\$ 111,829,093	\$ 74,662,553	\$ 69,707,311	\$ 4,955,242	\$ 91.31	\$ 99.96	(8.65)
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Total Revenue Service Hours	1,231,173	824,710	697,379	127,331
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Significant Items

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|---|---|
| • February Actuals \$238 Under (Sector Ops \$579 Under) | • Labor / OH/ Fringe Under – Parts & Fuel Over |
| • January Actuals \$191 Over (Sector Ops \$450 Over) | • Labor \$350K Over (OT) – Fuel \$163K Over |
| • YTD Direct Labor \$3.2M Under (Strike-Adj. \$544K Over) | • Operator OT \$1.2M Over (Strike-Adj. \$1.6M) |
| • YTD WC Charges \$1.1M Under (26%) | • New Claims Rate down 32% from FY03 YTD |
| • YTD Fuel Expense \$76K Over (Strike-Adj. \$372K Over) | • Fuel Rates Higher than Plan (CNG +16%) |
| • YTD Parts Expense \$72K Under (Strike-Adj. \$427K Over) | • Graffiti Seats & Windows +50% Over /
Base Req'm'ts 10% Over (Strike-Adj) |