



**FTA QUARTERLY REVIEW
BRIEFING BOOK**

March 14, 2001

Submitted By:

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

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AGENDA

FTA NEW STARTS PROJECTS QUARTERLY REVIEW MEETING

Los Angeles County Metropolitan Transportation Authority
Wednesday, March 14, 2001 - 10:00 a.m.
Union Station Conference Room - 3rd Floor

PRESENTER

I. OVERVIEW

- A. FTA Opening Remarks
- B. MTA Management Overview
- C. Legal Issues

Leslie Rogers
Allan Lipsky
Steve Carnevale

II. METRO CONSTRUCTION REPORTS

- A. Recent Events
- B. Metro Red Line Segment 2
 - Contract and Change Order Closeout
 - Grant Closeout
- C. Metro Red Line Segment 3
 - North Hollywood Extension
 - East Side Extension Closeout
 - Mid-City Extension Closeout

Charles Stark
Michael Funnye

Brian Boudreau

Dennis Mori

Henry Fuks

III. OPEN ACTION ITEMS

- A. FTA (Reference December 2000 PMOC Monthly Report)

Jeff Christiansen

IV. PLANNING

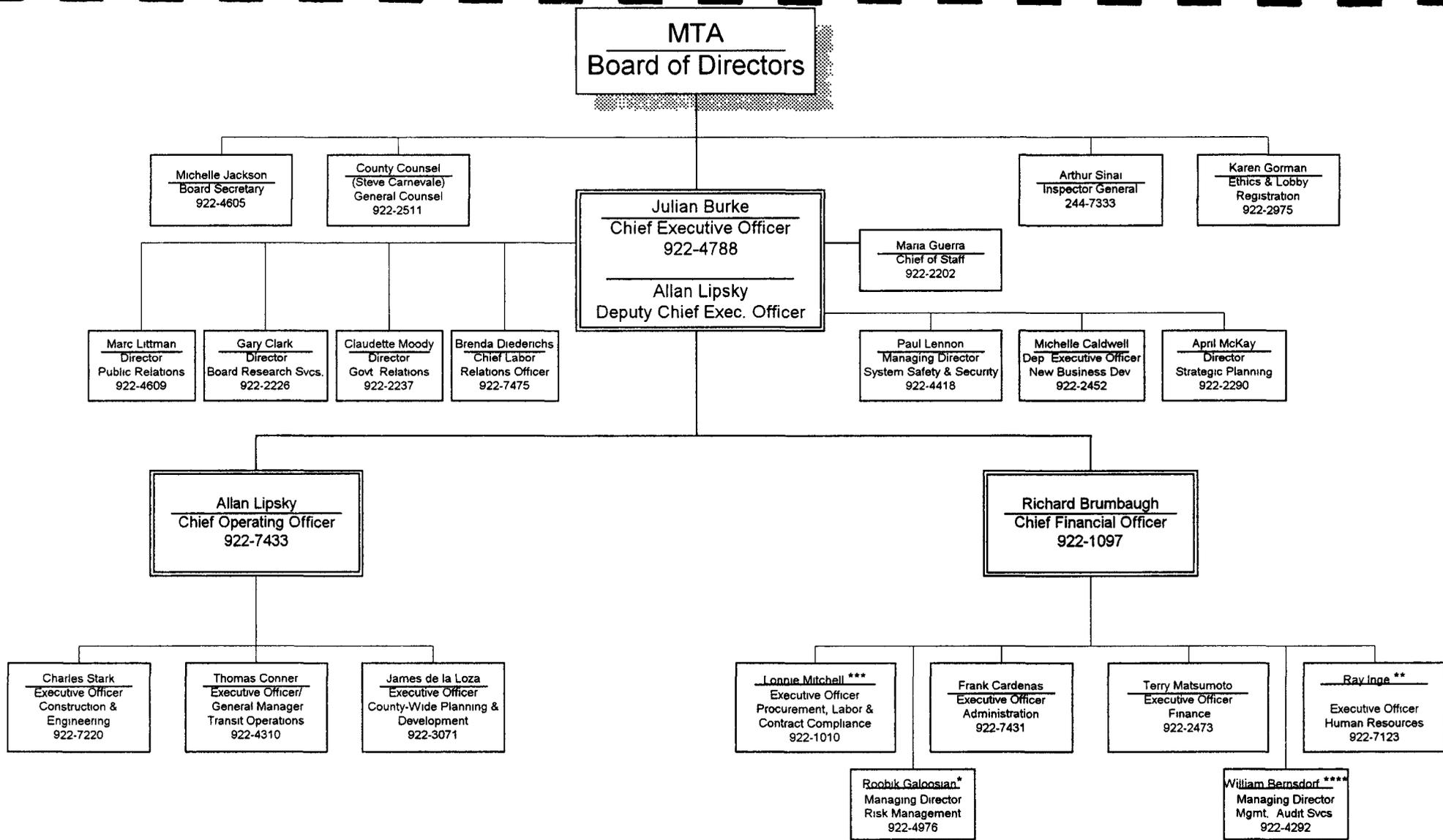
- A. Transit Corridors Quarterly Project Status Reports
 - East Side Transit Corridor
 - Mid-City Westside Transit Corridor
 - San Fernando Valley East-West Transit Corridor

James de la Loza
Steve Brye
David Mieger
Kevin Michel

V. PROPOSED SCHEDULE AND LOCATION OF NEXT MEETING

Los Angeles County Metropolitan Transportation Authority
Wednesday, June 13, 2001 - 10:00 a.m.
Gateway Conference Room - 3rd Floor

LACMTA MANAGEMENT
ORGANIZATION CHART



Los Angeles County
Metropolitan Transportation Authority
Management Organization Chart
as of January 1, 2001
Published by Human Resources Dept
(213) 922-7181
MTA Central Telephone (213) 922-2000

Key

- * Acting or Interim
- ** Affirmative Action Officer reports directly to the Office of the CEO
- *** Labor and Contract Compliance Officer reports directly to the Office of the CEO
- **** Internal Audit reports directly to the Office of the CEO



1999-00 LEGISLATIVE
MATRIX

The 1999/00 Local, State and Federal Legislative Matrix
is not available for the quarter ending December 29, 2000



COUNTY OF LOS ANGELES
OFFICE OF THE COUNTY COUNSEL

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LOS ANGELES, CALIFORNIA 90012-2713

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LLOYD W. PELLMAN
County Counsel

Reply to:
TRANSPORTATION DIVISION
One Gateway Plaza
Los Angeles, California 90012-2952

January 31, 2001

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

Re: Quarterly Update on Status of Key Legal Actions

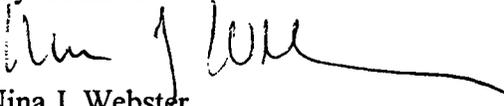
Dear Renee:

Attached please find the Los Angeles County Metropolitan Transportation Authority's quarterly update as of December 31, 2000, on the Status of Key Legal Actions Related to Federally Funded Projects.

Please call if you have any questions (213) 922-2528.

Very truly yours,

LLOYD W. PELLMAN
County Counsel

By 
Nina J. Webster
Principal Deputy County Counsel

NJW:ibm
Attachments

c: Leslie Rogers
Steven Carnevale
Jeff Christiansen
Brian Boudreau
Frank Flores
Gladys Lowe

Los Angeles County Metropolitan Transportation Authority
 Status of Key Legal Actions Related to Federally Funded MTA Projects
 Date as of December 31, 2000

CASE NAME	CASE NUMBER	GRANT NUMBER	NARRATIVE	CASE STATUS
Beauchamp, Larry, et al. v. LACMTA, et al.	CV 8 0402 CNB (BQRx)	ALL	Plaintiffs, disabled bus patrons, allege MTA and its contractor, Ryder/ATE, violated the ADA and section 504 of the Rehabilitation Act by failing to maintain bus wheelchair lifts and related equipment. Plaintiffs seek damages and an injunction requiring full and equal access.	The court ordered the injunctive relief agreed to by MTA and plaintiffs. Damage claims of individual plaintiffs pending resolution.
Engineering Management Consultant ("EMC") v. MTA	BC207617	CA-03-0341, CA-90-X642 and CA-90-X575, CA-03-0392	Breach of contract case. EMC, the designer for the subway system, is suing MTA alleging breach of contract, breach of implied covenant of good faith and fair dealing and requesting declaratory relief on certain contract issues. MTA cross-complained for, among other things, breach of contract by EMC.	Complaint served 03/25/99. Currently in Discovery. Cross-complaint filed 5/99. Status conference 04/03/01.
Gerlinger (MTA) v. Parsons Dillingham	BC150298, etc.	MOS-1 and CA-03-0341, CA-90-X642	Qui Tam action. Concerns allegations of overbilling by MTA's construction Manager, Parsons-Dillingham ("PD"). County Counsel joined as prosecuting Authority for MTA. MTA has also filed its own lawsuit (BC 179027) against PD for breach of contract, fraud and accounting.	Pending Discovery; Final status conference 04/09/01; Trial date set 05/07/01
MTA v. Parson Dillingham	BC179027	MOS-1 and CA-03-0341, CA-90-X642	In a related case, MTA filed suit against Parsons Dillingham for fraud and breach of contract in the performance of construction management services.	
Flores v. Access Service Inc., MTA, et al.	CV00-12188	ALL	Western Law Center for Disability Rights filed suit against Access Services Inc., the paratransit provider in Los Angeles County, alleging failure to provide comparable paratransit service in violation of the ADA. Previously Plaintiffs filed similar claims with FTA's OCR and OCR found no violation of the ADA.	Discovery

<p>Gonzalez, <u>et al.</u> v. MTA, et al.</p>	<p>CV96-2785JMI</p>	<p>ALL</p>	<p>Plaintiffs. MTA employees allege that the MTA Drug Policy's designation of their positions, pursuant to FTA Regulations, as safety sensitive subject to random testing, violates the US and California Constitutions. On a motion by the MTA, the District Court dismissed the case, holding random testing of safety sensitive employees was constitutional. The Ninth Circuit reversed and remanded the case for further action concluding that more information was necessary before a determination could be made as to whether the FTA Regulations had properly classified the positions. Since Plaintiffs' allegations shifted from a challenge to the MTA's Policy to a challenge to the underlying FTA Regulations, the FTA and DOT were joined as parties.</p>	<p>Summary Judgment motion to be filed 02/15/01 by DOJ/MTA.</p>
<p>Gonzalez, <u>et al.</u> v. MTA, et al.</p>	<p>CV97-5833JMI</p>	<p>ALL</p>	<p>In a second action, Plaintiff alleges she was discriminated and retaliated against and constructively discharged in violation of Title VII and the ADA because the MTA did not accommodate her religious beliefs and her disability, that she not be subjected to random drug testing. The MTA filed a motion to dismiss asserting, among other defenses, that the doctrine of res judicata barred the action. The District Court agreed and dismissed the action. Plaintiff appealed. Since this case had been dismissed pursuant the doctrine of res judicata, which no longer applies since the first case was remanded, parties agreed it also should be remanded and the District Court should consider the MTA's other grounds for dismissal. The Ninth Circuit agreed and remanded this case to District Court.</p>	<p>MTA Motion to Dismiss granted 12/04/00.</p>

Hanneken v. MTA;	BC116625	CA-03-0341, CA-90-X642;	These cases involve owners, merchants and tenants who claimed damages caused by MTA construction. All of the property owners in the Hollywood area where the most significant subsidence occurred (6500 Block) have been settled by the MTA's insurance carrier. The remaining cases are being negotiated by the MTA's insurance carrier. Runyon Canyon property owners (<u>Weber</u>) claim a diminution in property values because of the presence of the Red Line Tunnels beneath their properties. The Hollywood Edgemont cases are awaiting trial, arbitration and/or mediation and should be resolved in 2001.	Partially Settled.
Universal Hyundai v. MTA;	BC142385	CA-90-X575, CA-03-0392;		
Nhut Dang v. MTA;	BC153683	CA-03-0341, CA-90-X642;		
Hollywood Edgemont v. MTA;	BC148113	CA-03-0341, CA-90-X642;		
Weber v. MTA	BC163711	CA-90-X575, CA-03-0392		
Labor/Community Strategy Center v. MTA	CV94-5936TJH	ALL	On October 28, 1996, Federal Judge Terry Hatter approved a Consent Decree reached between the Authority and the class action plaintiffs. The Consent Decree provides for the Authority to: (i) reduce its load factor targets (i.e. the number of people who stand on the bus), (ii) expand bus service improvements by making available a net of 102 additional buses, (iii) implement a pilot project, followed by a Five Year Plan, to facilitate access to County-wide jobs, education and health centers, (iv) not increase cash fares for two years and pass fares for three years beginning December 1, 1996, after which the Authority may raise fares subject to certain conditions of the Consent Decree and (v) introduce a weekly pass and an off-peak discount fare on selected lines.	SETTLED. Parties in dispute over MTA's load factor compliance. MTA has obtained a stay and appealed district court order re load factor compliance to immediately obtain 248 buses on temporary basis. Oral argument heard May 2, 2000. Awaiting decision of 9 th Circuit.

LACMTA v. Neoplan	BC232584	ALL	MTA filed suit in June, 2000 against Neoplan, Cummins Engine Co., Cummins Distributing, Inc., <u>et al.</u> alleging breach of contract, negligence, etc. arising out of deficiencies in over 600 buses supplied to MTA since 1995. The deficiencies have occurred in the series 4500, 4700, 6300 and 6700 buses. Deficiencies principally involve the power train. Defendants requested and obtained a change of venue to Orange County, California.	Discovery
MTA v. Argonaut; Argonaut v. MTA	BC171636 BC156601	MOS-1, CA-03-0341, CA-90-X642, CA- 90-X575, CA-03- 0392	MTA is in litigation with its carrier to determine the number of deductibles owed for Argonaut's insurance coverage on the Red Line Project. MTA alleges bad faith by Argonaut in administering MTA's insurance coverage on the Red Line.	First phase of the trial set for July 2001.
Obayashi v. MTA	EC024692	CA-90-X575, CA- 03-0392	Obayashi, contractor for the Red Line tunnel between Universal City and North Hollywood stations, claims breach of contract for work performed on contract C331. MTA has cross complained alleging damages and violation of False Claims Act.	Discovery Stage; Trial date set 08/01.
Tutor-Saliba-Perini v. MTA	BC123559 BC132998	CA-03-0341, CA-90-X642	These cases have been brought by Tutor-Saliba-Perini, the prime contractor for construction of the Normandie and Western stations, against the MTA for breach of contract. MTA has cross-complained against Tutor-Saliba for several causes of action including false claims.	Trial 03/19/01



Metropolitan
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One Gateway Plaza
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February 8, 2001

Mr. Leslie Rogers
Regional Administrator
Federal Transit Administration
Region IX
201 Mission Street, Suite #2210
San Francisco, CA 94105

RE: MTA WORKERS' COMPENSATION QUARTERLY REPORT

Dear Mr. Rogers:

The following is a summary status report and discussion of efforts to control the workers' compensation costs at the MTA in the second quarter of fiscal year 2001.

DISCUSSION

Average monthly new claims (183) were lower than the previous quarter (268) and lower than the same period last year (286), due to the transit strike. Average monthly payments continue to rise. In the most recent three-month period, payments were 3.6% higher than the previous three months' and 26% higher than the same period last year.

Breakdown of Indemnity, Medical and Expense Payments

Average Monthly Payments (thousands)	September through November 00	June through August 00	September through November 99
Indemnity	\$ 2,170	\$ 2,163	\$ 1,838
Medical	1,531	1,389	1,047
Allocated expenses	670	667	578
Total	\$ 4,371	\$ 4,218	\$ 3,463

The number of employees out on temporary disability has increased to 434, from 401 reported last quarter - an increase of 8%. One method to address this negative trend is through the Transitional Duty Program (TDP). This program is designed to reduce claim severity by returning injured employees back to work faster. TDP was implemented in January 1999. Since then 997 employees have participated in the program. Of those, 552 have returned to their normal duties. TDP participants

are returning to normal duties 50% faster than anticipated by their treating physicians. As of December 1, 2000, temporary disability payments not made as a result of this program totaled \$1,764,044. Had these employees stayed out the length of time anticipated by their treating physician, the temporary disability payments would have totaled \$2,671,465. A significant number of employees (38%) return to long term leave from TDP. We are re-evaluating the program to find ways to reduce that number.

Self-insured claims

The number of open self-insured claims decreased to 2,541. PricewaterhouseCoopers (PwC) conducted an independent audit of Travelers' claims handling practices and determined that the total projected pay-out should be increased to \$127 million. Their report listed the following reasons for the rising cost of claims:

- The level of case reserves when claims were transferred to Travelers was low;
- MTA's loss development is much higher than the industry as a whole;
- Active employees with multiple open claims makes it difficult for the claim administrator to settle these claims by the *Compromise and Release* method.
- Many of the open claims are "companion" to other more recent claims.

Special Investigations Unit (SIU)

Travelers SIU has 8 investigators assigned to MTA. These investigators receive referrals from the Claims Department, MTA personnel, or through their own methods of profiling of potential fraudulent claimants and vendors. The investigations may result in fraud referrals to the local District Attorney for criminal prosecution, denial of claim, or validating the alleged injury.

In the months of September through November 2000, SIU received a total of 136 referrals. 64 referrals were to determine whether the injuries were arising out of employment or in the course of employment (i.e. AOE/COE) to determine compensability. 72 were for surveillance, activity checks, or in response to courtesy calls to check extent of claimants' injuries.

Since September 1998, SIU has received a total of 1030 referrals. 409 of these were to determine whether the injuries were arising out of employment or in the course of employment (i.e. AOE/COE) to determine compensability. The remaining 621 were for surveillance, activity checks, or in response to courtesy calls to check extent of claimants' injuries.

To date, 11 cases have been referred to the District Attorney for criminal prosecution. Of these, 2 cases were rejected, 2 were prosecuted and 7 are still pending. SIU is also investigating 11 medical providers, 1 pharmacy, 2 chiropractors and 2 attorneys for possible fraud referrals to the District Attorney.

NEXT STEPS

Transit Operations, Systems Safety and Risk Management have developed a comprehensive action plan to address accident frequency and lost time. The major elements of the plan are:

- Assign responsibility for management of lost time,
- Increase accountability for the safety environment and adherence to safety rules, procedures, practices and protocols,
- Provide timely, thorough and effective claim processing, medical treatment, fraud investigation and return to work programs, and
- Implement the new collective bargaining provision relating to worker's compensation

In the future we will report on the progress of this action plan.



Roobik Galoosian
Managing Director
Risk Management



**TRANSIT OPERATIONS
PERFORMANCE REPORT**



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

STATUS REPORT AS OF 12/30/00

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

Staff issued a joint MTA/CRA RFP for development of Wilshire/Western. Staff also issued an RFP for an independent joint development of Wilshire/Vermont. The deadline for responses was January 12, 2001. During late December 2000, MTA received notice from the Los Angeles Unified School District (LAUSD) that it was interested in acquiring the Wilshire/Vermont station site for development of a middle school. Discussions are currently underway between MTA and LAUSD. The properties are currently fully utilized for the Metro stations and plazas.

B-102 and B-103 - Temple Beaudry

A scope of work is being prepared for the Programming and Design Phase of the new cash counting facility. A Request for Proposals will be issued during the 3rd or 4th quarter of FY01 for the Programming and Design phase portion of the project.

A1-300 and A2-301 - Wilshire/Crenshaw

The Draft Environmental Impact Statement/Report (DEIS/EIR) for the Mid-City/Westside Transit Corridor Study is currently being prepared. The DEIS/EIR is evaluating an exclusive bus lane along Wilshire Boulevard between the Wilshire/Western Metro Red Line Station and downtown Santa Monica. The bus rapid transit project could include a transit station and public parking at Wilshire/Crenshaw. The results of the DEIS/EIR are scheduled to be presented to the MTA Board in April 2001. In the interim, the site will continue to be leased to the Los Angeles Unified School District on a month-to-month interim basis.

A2-362 - Wilshire/La Brea

The corridor study discussed above includes the Wilshire/LaBrea site as a potential station for the busway alternative. FTA previously concurred with MTA's decision to issue a Request for Proposal (RFP) for joint development of this parcel. Once a decision is made regarding the Wilshire Bus Rapid Transit Project, a consultant will be retained to study this site to determine the feasibility of a joint development project.

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

An RFP for development of the North Hollywood Station site was issued during the quarter. The deadline for responses was January 12, 2001; however, the response date was put on hold while the Board considered a proposal from the LAUSD. A new submittal date will be determine during the next quarter.

An RFP offering the Universal City Station will be prepared at a later date.

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

1. Parcels A1-015, A1-016,

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

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

Four proposals were received on July 5th in response to a RFP to develop the station parcels. After evaluation of the proposals, a recommendation to select one of the developers was made to the Board in September. The recommended developer proposed 43,000 sq. ft. of restaurant and kiosk, a 52,000 sq. ft. market, and a 350-student charter middle school. The Board authorized a six month Exclusive Negotiation Agreement (ENA) with the developer. At the end of the ENA period, the MTA hopes to execute a Joint Development Agreement with the developer that will initiate final design and construction.



Metropolitan
Transportation
Authority

One Gateway Plaza
Los Angeles, CA
90012-2952

February 11, 2001

TO: BOARD OF DIRECTORS

FROM: THOMAS K. CONNER, EXECUTIVE OFFICER - TRANSIT
OPERATIONS *Thomas Conner*

SUBJECT: TRANSIT OPERATIONS PERFORMANCE REPORT FOR
DECEMBER 2000

This month, Transit Operations will introduce its new performance awareness and incentive program called, "*How You Doin'?*" The program, which replaces the *Professional Pride* program, has been designed with a three-fold purpose: to increase awareness by frontline workers of current and historical performance for selected indicators; to improve communication between the Executive Office and division staff; and to encourage staff to find new and creative ways to improve customer service and increase efficiency.

As we will report to the Board this month, key provisions of the new UTU Labor contract have been implemented, including reduction of daily rollout preparation time from 20 to 13 minutes. This has achieved substantial cost savings, but initially resulted in a 1.5% drop in pullout performance. Pullout performance has improved since the low in October and is approaching the goal.

In December, Bus On-Time Pullouts were at 99.32%, still shy of the 99.5% goal, although five of the eleven bus divisions met or exceeded the 99.50% goal. Two divisions – 10 and 15 – accounted for 40.0% of the outlates and cancellations. However, no progress has been made in improving Bus In-Service On-Time Performance and a task force has been formed to investigate and analyze best industry practices regarding the measurement and management of this performance indicator.

Miles Between Chargeable Mechanical Failures increased in December continuing an upward trend. Beginning with the January report, Transit Operations will employ a new methodology for processing and classifying road calls that is more in keeping with reporting required by the FTA. Rail indicators showed evidence of recovery, but boardings have yet to return to pre-strike levels.

The MTA bus service complaint rate continues to trend downward. With the exception of September and October, when the work stoppage significantly distorted data collection for this indicator, the customer complaint rate per 100,000 boardings for December decreased to the lowest level in at least six years.

Transit Operations Performance Report – December 2000
Page Two

Bus Scheduled Revenue Service Hours Lost (1.1%) continued at the best level since December 1997, just shy of the 1.0% goal. Load Factor Compliance showed improvement in December over November's rate. If one disregards the months in which the work stoppage occurred, Load Factor compliance shows a steady improvement since the more stringent 1.25 Load Factor target went into effect in July 2000.

Heavy Rail On-Time Pullouts, which had remained at 100% for three consecutive months, declined below goal in December. Light Rail On-Time Pullouts continued to improve and met the 98.0% goal for the second consecutive month. Light Rail In-Service On-Time Performance improved in December, exceeding the goal, while Heavy Rail decreased to just below goal.

In December, Past Due PMP's decreased slightly as compared to November and continued to better the goal for the thirteenth consecutive month.

The cleanliness ratings of the Bus and Light Rail systems have improved steadily over the last eighteen months. Heavy Rail is well within goal range (8.0-10.0) and bus cleanliness exceeded 7.0 for the first time.

Incidents of vandalism per 100,000 boardings have declined during the last quarter on both the Bus and Heavy Rail systems. Reported vandalism on both the Light Rail lines has increased during that same period of time. The increase in the rate of Blue Line vandalism is very slight, but the rate of recorded vandalism incidents on the Green Line has been significant. The Los Angeles Sheriff's Department implemented a new program to combat vandalism on the Blue and Green lines last fall. This has resulted in more aggressive documentation of every incident, causing the rate of reported incidents to rise sharply. Therefore, beginning this month, vandalism crime statistics are presented separately from other Part 1 and Part 2 crimes.

During the last quarter, the incidence of Part 1 and Part 2 Crimes throughout the system either remained relatively steady or declined. It should be noted that the rate of occurrence of all crimes is always significantly less on the transportation systems than in the neighborhoods through which they pass.

Total New Operations Workers Compensation Claims has begun to show the first signs of a downward trend for FY01. Further support for improvement in this area was provided by Division 3's Maintenance department, who completed the second quarter of the fiscal year without a single lost time injury. It was the first such occurrence in more than four years. Division Maintenance Manager Milo Victoria and his staff were honored by both Risk Management and the Transit Operations Executive Office for this.

The format and content of this report continue to evolve. Your feedback on the content and format of this report is appreciated. Please contact Josee Larochelle at (213) 922-2231, if you have any questions regarding the information in this report.

Transit Operations Performance Report – December 2000

Page Three

December 2000 Highlights:

Bus Service Performance

- Bus On-time Pullout Performance decreased from 99.35% in November to 99.32% in December. Five of the eleven bus divisions posted OTP at or above goal. In-Service On-Time Performance decreased from 53.54% in November to 52.20% in December. Early departures (“running hot”) decreased to 27.75%.
- Scheduled Revenue Service Hours Lost increased slightly from 1.11% in November to 1.12% in December.
- Load Factor Compliance increased from 98.09% in November to 98.36% in December.

Rail Service Performance

- Heavy Rail On-Time Pullouts decreased from 100.0% in November to 97.53% in December. Light Rail On-Time Pullouts increased from 99.11% in November to 99.24% in December.
- Heavy Rail In-Service On-Time Performance decreased from 98.95% in November to 98.69% in December. Light Rail In-Service On-Time Performance increased for the second straight month from 97.92% in November to 98.62% in December.

Maintenance Performance

- Mean Miles Between Mechanical Failures resulting in service disruptions of more than ten minutes increased from 4,955 in November to 5,439 in December.
- Past Due Critical PMP jobs held steady at 0.30 per bus assigned in December.

Safety

- Bus Traffic Accidents Per 100,000 Hub Miles increased from 3.63 (adjusted for late reports) in November to 3.84 (unadjusted) in December. Safety remains a focus of our training, mentoring and monitoring efforts in both the Bus and Rail divisions.
- Red Line Reported Vandalisms decreased from 0.24 per 100,000 boardings in November to 0.036 in December.
Blue Line Reported Vandalisms increased for the fourth straight month from 1.17 per 100,000 boardings in November to 1.39 in December.
Green Line Reported Vandalisms per 100,000 Boardings increased for the fourth consecutive month from 10.58 per 100,000 Boardings in November to 10.86 in December.
Metro Bus Reported Vandalism rate decreased from 0.10 incidents per 100,000 boardings in November to 0.05 in December.

Safety (continued)

- Red Line Reported Part I and Non-Vandalism Part II crimes per 100,000 boardings decreased from 0.79 in November to 0.14 in December.
- Blue Line Reported Part I and Non-Vandalism Part II crimes per 100,000 Boardings decreased for the third consecutive month from 1.23 in November to 0.80 in December.
- Green Line Reported Part I and Non-Vandalism Part II crimes per 100,000 Boardings increased slightly from 1.87 in November to 2.04 in December.
- Bus mode Reported Part I and Non-Vandalism Part II crimes per 100,000 boardings decreased from 0.39 in November to 0.34 in December.

Customer Satisfaction

- The rate of MTA Customer Complaints declined in December. There were 4.26 complaints per 100,000 Boardings in November. The rate decreased to 3.40 in December. This is the lowest rate for a full month of service in six years.
- First Transit's Customer Complaint rate decreased in December from 49.75 complaints per 100,000 boardings in November to 33.95 complaints per 100,000 boardings in December.
- Coach USA's Customer Complaint rate decreased from 19.92 complaints per 100,000 boardings in November to 19.00 complaints per 100,000 boardings in December.
- TCI's Customer Complaint rate increased from 1.75 complaints per 100,000 boardings in November to 3.95 complaints per 100,000 boardings in December.
- The complaint rates for the two largest contractors remain significantly higher than the complaint rate for MTA-operated service.



**Transit Operations Performance Report
for
December 2000**

Prepared by:

Los Angeles County
Metropolitan Transportation Authority
Transit Operations Division



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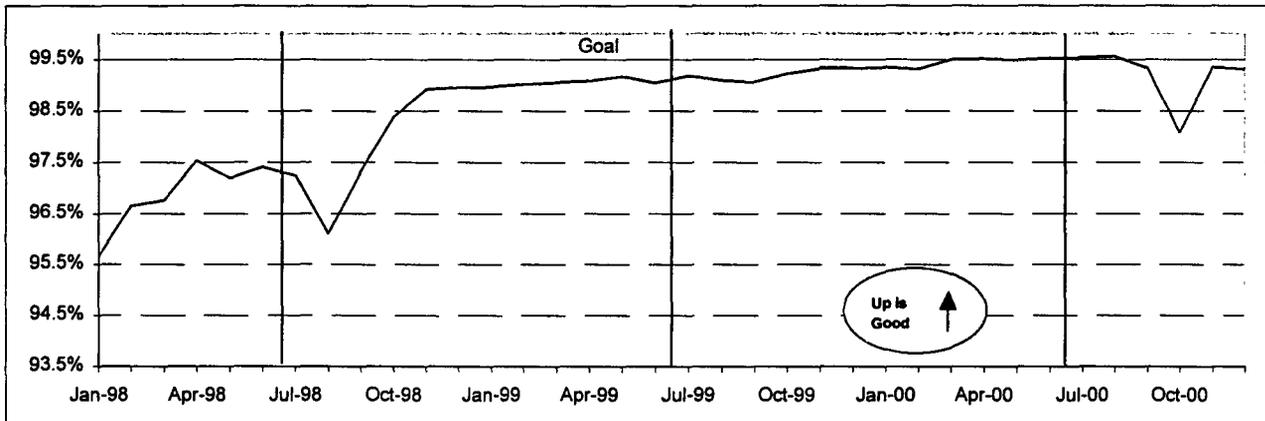
BUS SERVICE PERFORMANCE

ON-TIME PULLOUT PERCENTAGE

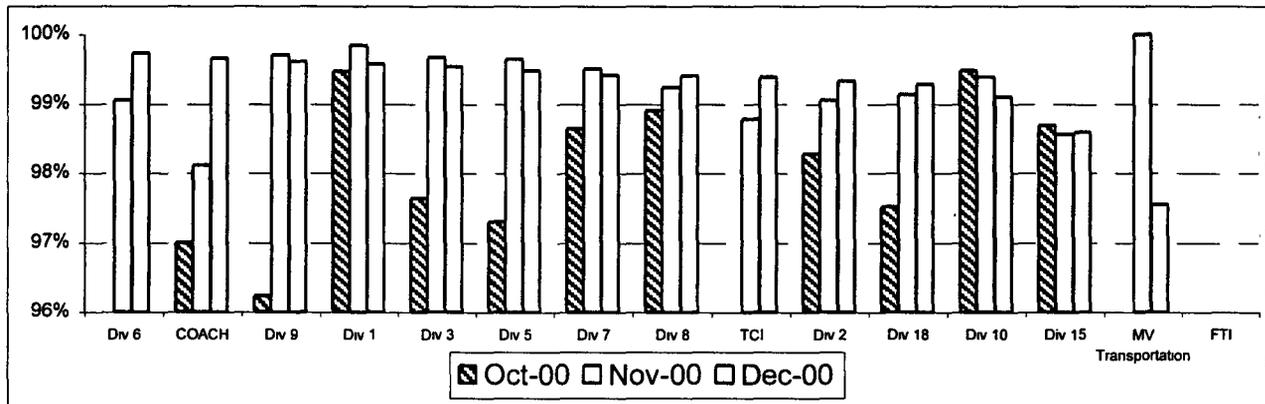
Definition: On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

Calculation: $OTP\% = [(100\% \text{ minus } [(Total \text{ late and cancelled runs divided by Total scheduled pullouts}) \text{ multiplied by } 100])]$

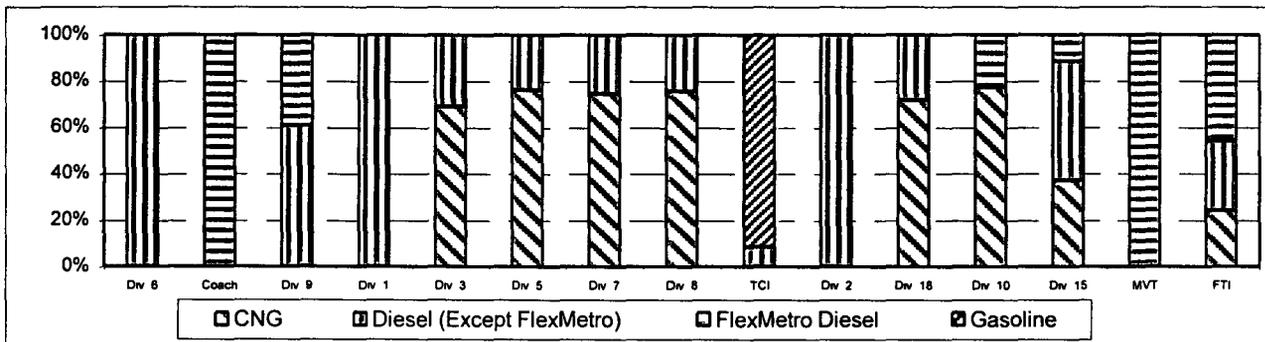
Systemwide Trend



Bus Operating Divisions October - December 2000



Fleet Mix by Division - December 2000



BUS SERVICE PERFORMANCE - Continued

Outlates & Cancellations by Division - December 2000

Division	OUTLATES		CANCELLATIONS		ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS		
	Number	% of Pull-outs	Number	% of Pull-outs		No Operator Available	Bus Mechanical Failure	Other
1	22	0.4%	0	0.0%	99.6%	0	20	2
2	35	0.7%	0	0.0%	99.3%	2	31	2
3	28	0.5%	0	0.0%	99.5%	1	26	1
5	32	0.5%	0	0.0%	99.5%	1	26	5
6	5	0.3%	0	0.0%	99.7%	0	5	0
7	42	0.6%	0	0.0%	99.4%	3	36	3
8	26	0.6%	0	0.0%	99.4%	1	21	4
9	22	0.4%	1	0.0%	99.6%	1	19	3
10	76	0.9%	0	0.0%	99.1%	3	55	18
15	100	1.4%	1	0.0%	98.6%	7	84	10
18	53	0.7%	0	0.0%	99.3%	12	32	9
TOTAL	441	0.7%	2	0.0%	99.3%	31	355	57

Outlates & Cancellations by Contractor - December 2000

Contractor	OUTLATES		CANCELLATIONS		ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS		
	Number	% of Pull-outs	Number	% of Pull-outs		No Operator Available	Bus Mechanical Failure	Other
<i>FTI</i>	75	2.97%	60	2.38%	94.65%	53	20	62
<i>Coach</i>	2	0.34%	0	0.00%	99.66%	0	1	1
<i>TCI</i>	1	0.15%	3	0.46%	99.39%	4	0	0
<i>MV</i>	0	0.00%	3	2.46%	97.54%	0	0	3
TOTAL	78	2.07%	63	1.68%	96.29%	57	21	66

BUS SERVICE PERFORMANCE - Continued

Analysis: On-Time Pullouts suffered in October due to the 72-hour post-strike grace period for returning to work and has not yet regained the high levels seen earlier in the fiscal year. There have been increased reports of equipment unavailability. That problem appears to be limited to specific divisions and may be related to a reduction in operator pullout preparation time from 20 minutes to 13 minutes. However, equipment availability continues to be recorded as the reason for a substantial portion of both outlates and cancellations. There were only three instances of service cancellation due to an operator unavailable in November and December combined.

One contractor, First Transit, continues to have difficulty making pullouts. A cure notice has been issued to First Transit requiring improvement within 60 days.

Corrective Action: By the end of December, Transportation had attained an Operator Assignment Ratio of 1.18. We will continue to maintain these staffing levels and work to optimize manpower distribution to eliminate "No Operator" outlates and cancellations. Operators have had difficulty adjusting to the newly-negotiated pre-trip inspection time limitations. As a result, late reporting of equipment failures have resulted in a greater than average number of outlates. Transportation and Maintenance are working cooperatively to better supervise pre-trip inspection procedures. Pullout performance is improving.

Contract Services staff is working closely with all contractors to upgrade equipment and institute management practices that will improve On-Time Pullout performance.

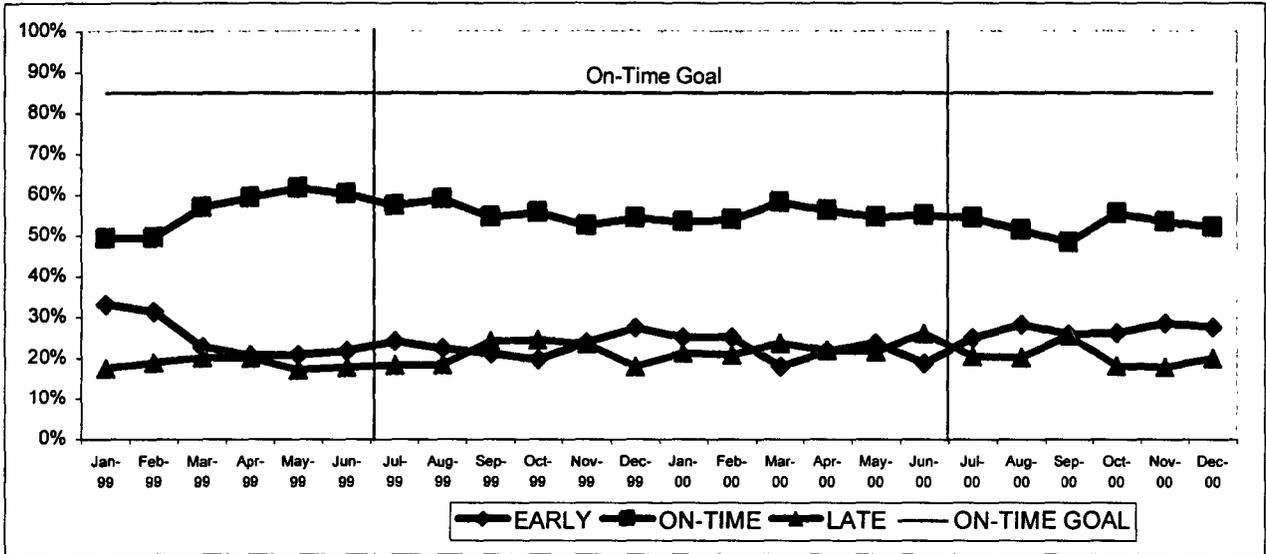
BUS SERVICE PERFORMANCE - Continued

IN-SERVICE ON-TIME PERFORMANCE

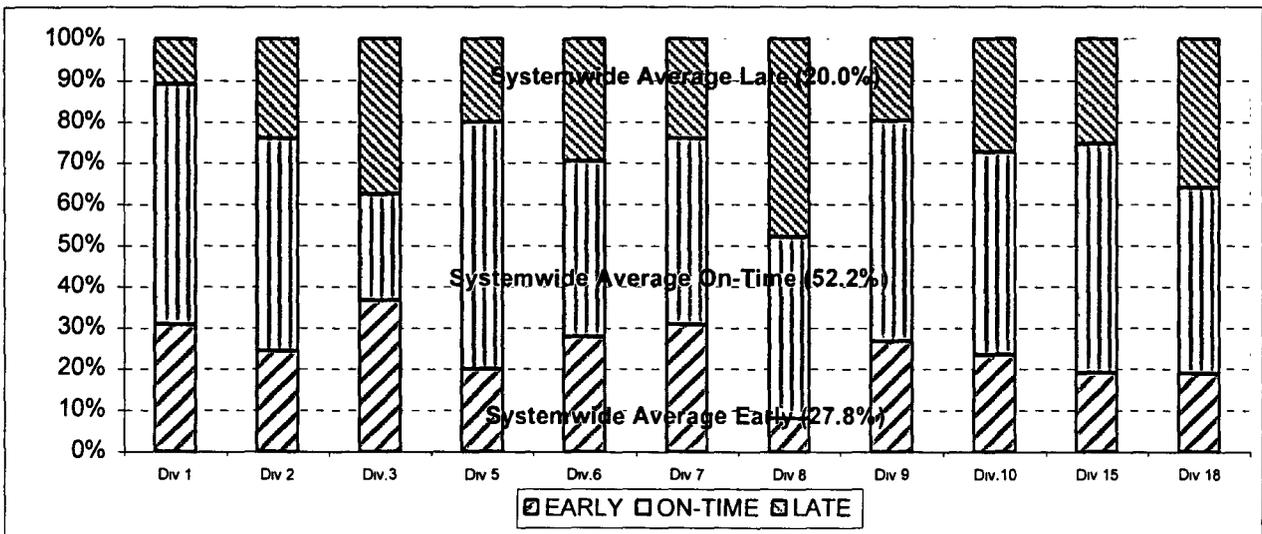
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 15 seconds early and no more than five minutes later than scheduled.

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
December (15 Second Tolerance)**



BUS SERVICE PERFORMANCE - Continued

Analysis: Despite sincere efforts to improve In-Service On-Time Performance, Transit Operations has made little or no progress in improving this indicator. Buses running on-time continue at about 50% of all service, while lates and earliest split the balance approximately evenly. Most frustrating is our inability to impact buses leaving time points early ("Running Hot").

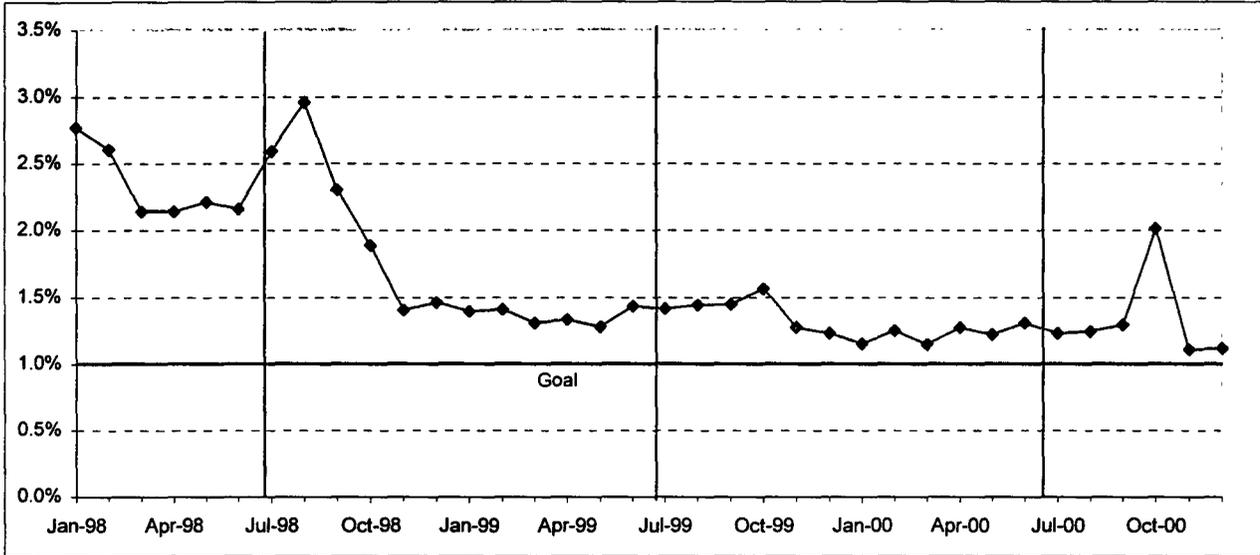
Corrective Action: A task force comprised of employees from Operations, Planning, and Scheduling has begun an in-depth analysis of Best Industry Practices relative to In-Service On-Time Performance. That analysis is to be completed by the end of the fiscal year. It is expected that the study will provide insight into the proper management and reporting of this indicator. In the interim, Transportation will continue to use Tiger Teams to maintain as high a level of supervision as possible. A new Deputy Executive Officer of Bus Transportation has been appointed and will bring renewed focus and a new perspective to this issue.

SCHEDULED REVENUE SERVICE HOURS LOST

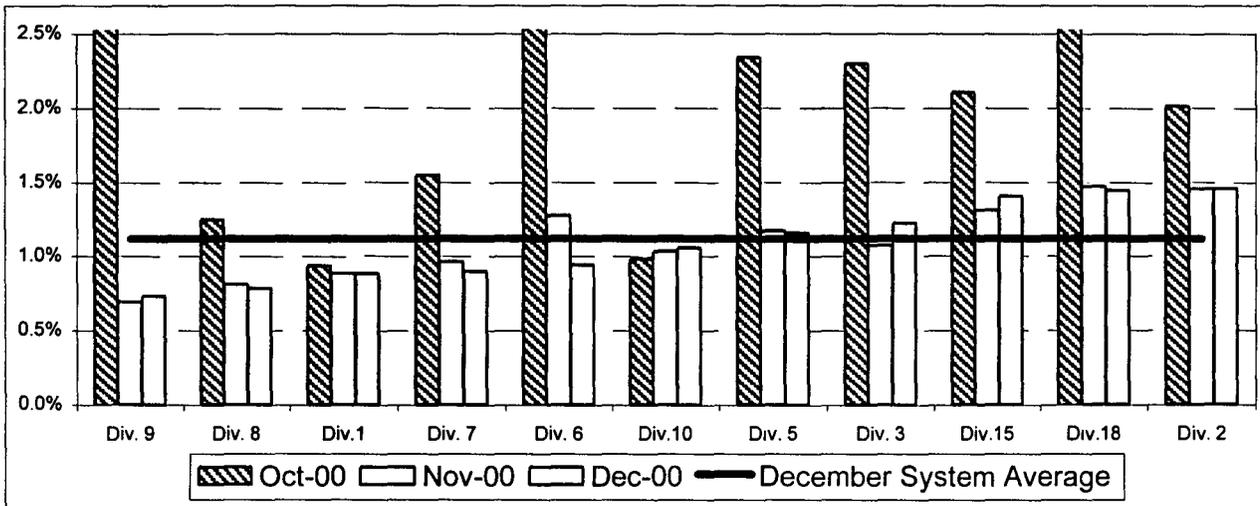
Definition: This performance indicator measures the percentage of scheduled service hours not delivered as a result of cancellations, outlates and in-service equipment failures.

Calculation: SHL% = (Total Service Hours Lost divided by Total Scheduled Service Hours)

Systemwide Trend



Bus Operating Divisions
October - December 2000



BUS SERVICE PERFORMANCE - Continued

Analysis: Scheduled Revenue Service Hours Lost is at its lowest level since we began collecting data. Factors contributing to this decrease include the continuing arrival of the new buses and high operator assignment ratios. The data for the second quarter of FY01 is affected by the work stoppage experienced in September and October.

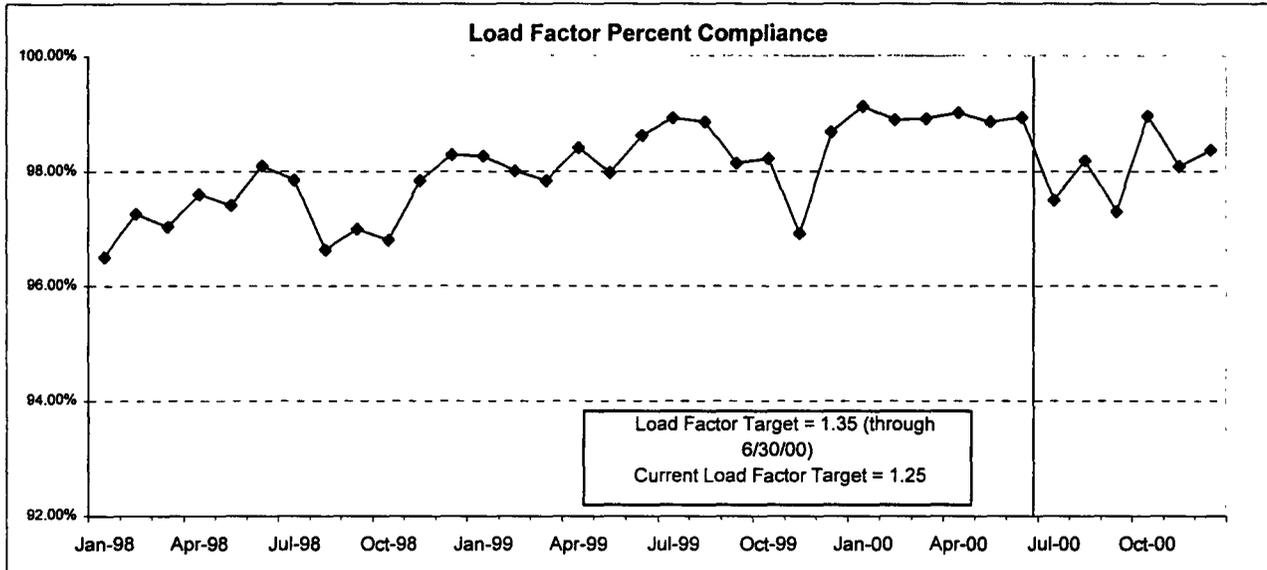
Corrective Action: Maintenance and Transportation will continue to work on decreasing Revenue Service Hours Lost. Actions to improve equipment failures, road calls and operator availability are being addressed by continuing programs in preventative maintenance to increase miles between road calls and raising staffing levels for bus operators. Additionally, the Maintenance Department will continue other programs to improve this indicator, such as filling vacancies for mechanics, continuing the emphasis on diagnostic training for the mechanical staff, and requiring mechanics to meet high standards in an effort to improve the quality of repairs to the bus fleet.

BUS SERVICE PERFORMANCE - Continued

LOAD FACTOR COMPLIANCE

Definition: The Consent Decree requires the MTA to establish a maximum Load Factor target of 1.35 by December 31, 1997, 1.25 by June 30, 2000, and 1.2 by June 30, 2002. The Load Factor is measured by computing the ratio of total number of passengers to total number of seats during any 20-minute weekday peak period in the peak direction of travel on each bus line.

Calculation: Daily Load Factor Percent Compliance = Daily 20-minute observations in compliance divided by the total number of daily 20-minute observations.



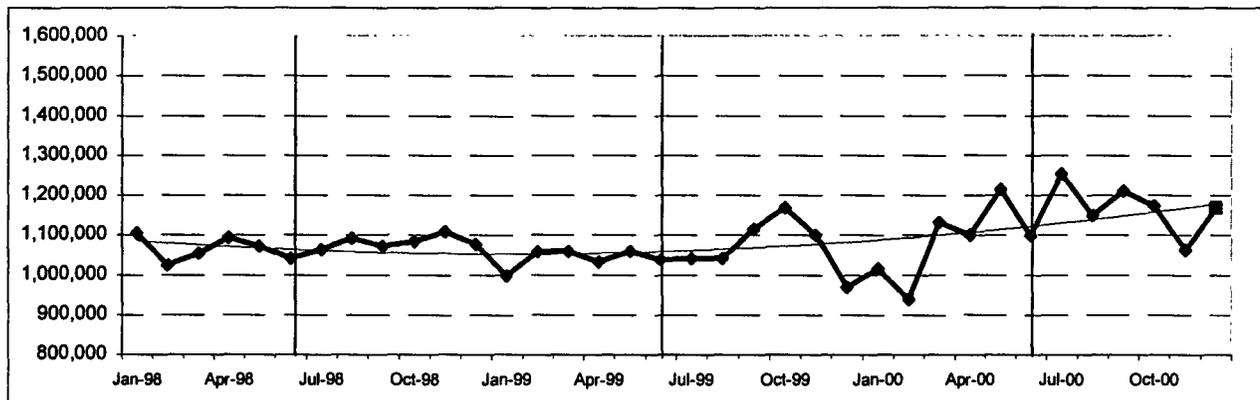
Analysis: On July 1, 2000, the Load Factor target level was decreased from 1.35 to 1.25, as prescribed by the Consent Decree. Calculated performance for this indicator immediately dropped. With the exception of the strike months, when the reliability of data is in question due to a limited sampling of service, performance has improved steadily since that time.

Corrective Action: In an effort to further reduce overcrowding, Transportation staff will continue to encourage operators to maintain schedules and headways. Operations will continue to work with Planning and Scheduling to make adjustments to routes and schedules to maintain headways and more evenly distribute loads.

BUS SERVICE PERFORMANCE - Continued

BUS BOARDINGS

AVERAGE WEEKDAY BOARDINGS - MTA ONLY

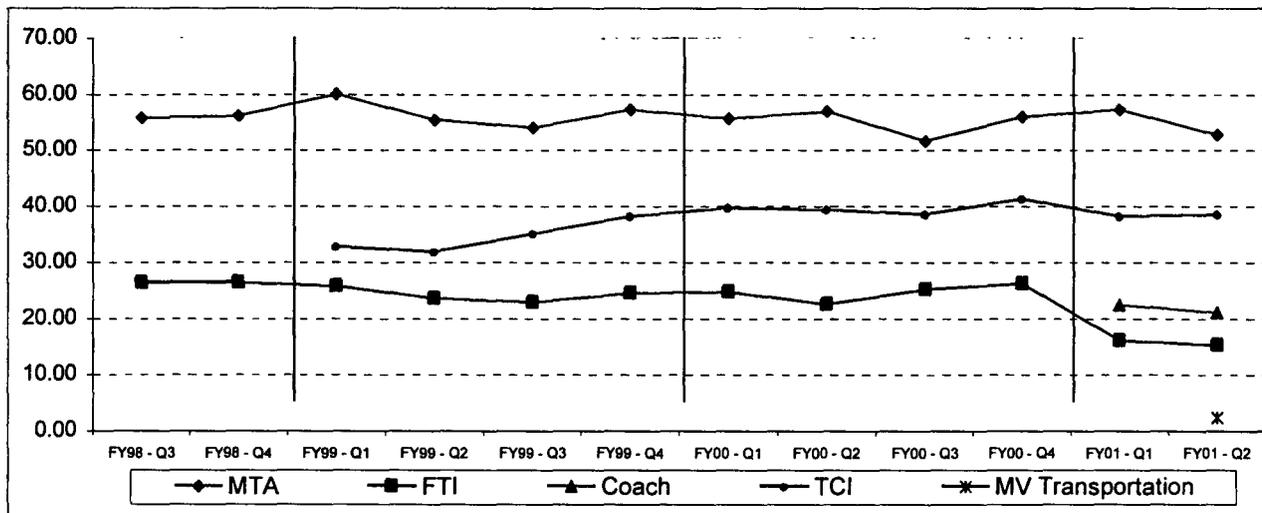


BOARDINGS PER REVENUE SERVICE HOUR

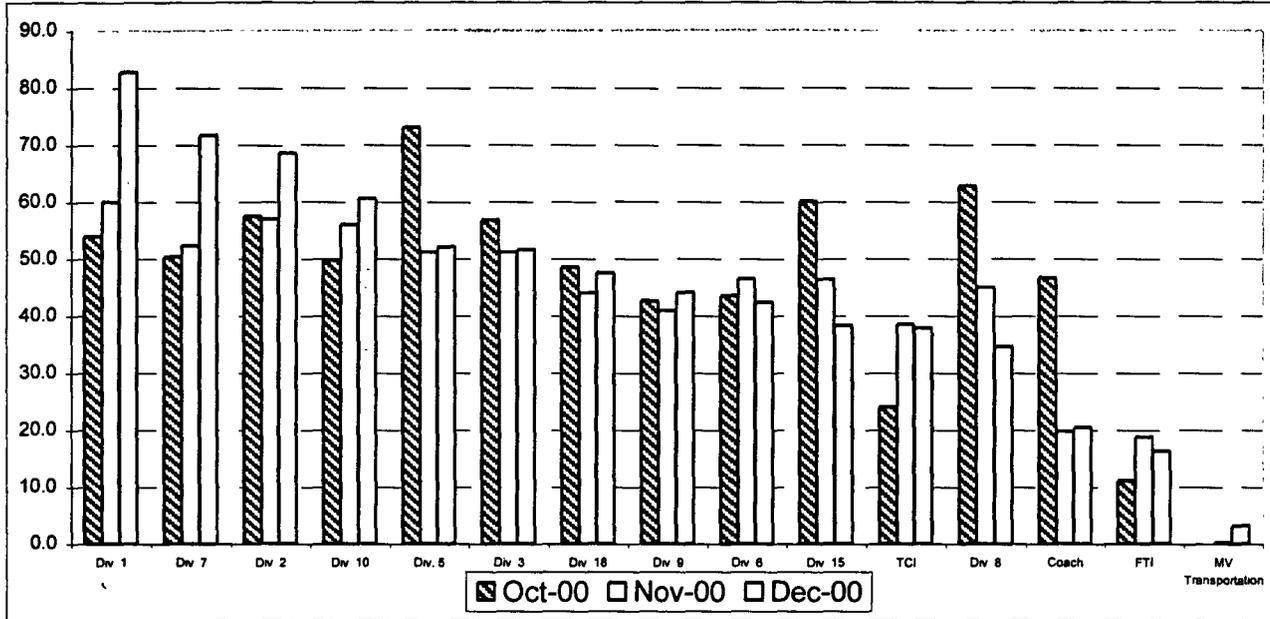
Definition: Boardings per hour is the number of passengers estimated to board during one hour of revenue service.

Calculation: Boardings/Hour = (Total Passenger Boardings divided by Total Revenue Service Hours)

Systemwide Trend



BOARDINGS PER REVENUE SERVICE HOUR
Bus Operating Divisions
October - December 2000



Analysis: MTA boardings per revenue service hour declined during the last quarter due, at least in part, to the strike that began in mid-September and continued through mid-October. Contractors, who continued to run service during the work stoppage, maintained normal boarding levels.

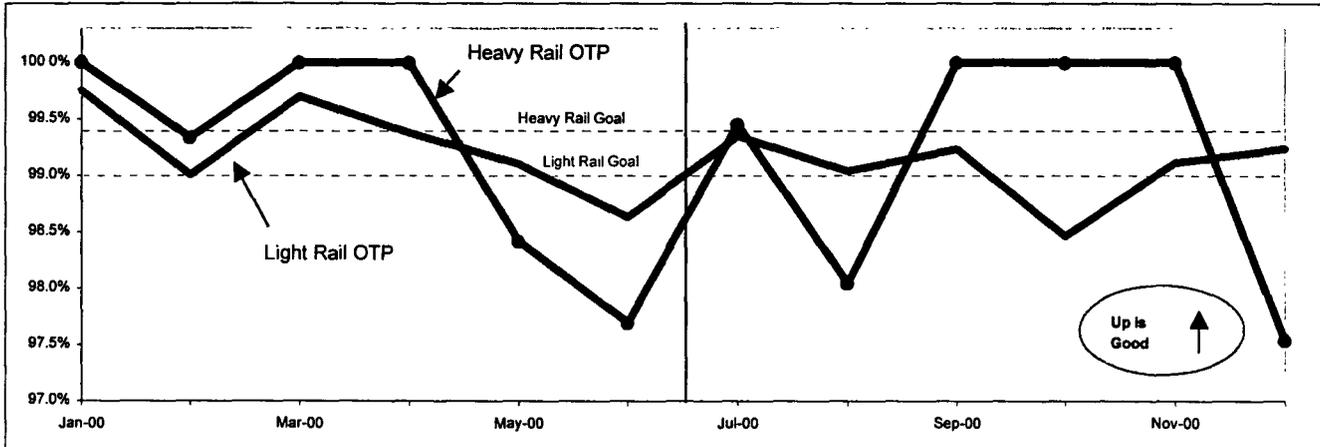
RAIL SERVICE PERFORMANCE

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: $OTP\% = [(100\% \text{ minus } [(Total \text{ cancelled pullouts plus late pullouts}) \text{ divided by Total scheduled pullouts}) \text{ multiplied by } 100]]$

On-Time Pullouts



Analysis: The Light Rail goal for On-Time Pullouts is 99.0%. During November and December, Light Rail met its goal at 99.11% and 99.24% respectively. However, during October Light Rail OTP fell to 98.47%. The primary factors affecting OTP on the Light Rail in October were 139 incidents on the Blue Line and 17 incidents on the Green Line. These were primarily incidents that occurred due to a combination of either vehicle, wayside (signal, power, track) or transportation issues.

The Heavy Rail goal for OTP is 99.4%. This goal was met during October and November (both 100%) but dropped to 97.53% in December. The decrease was due to 137 incidents that occurred which are a combination of either vehicle, wayside (signals, power or track) or transportation issues.

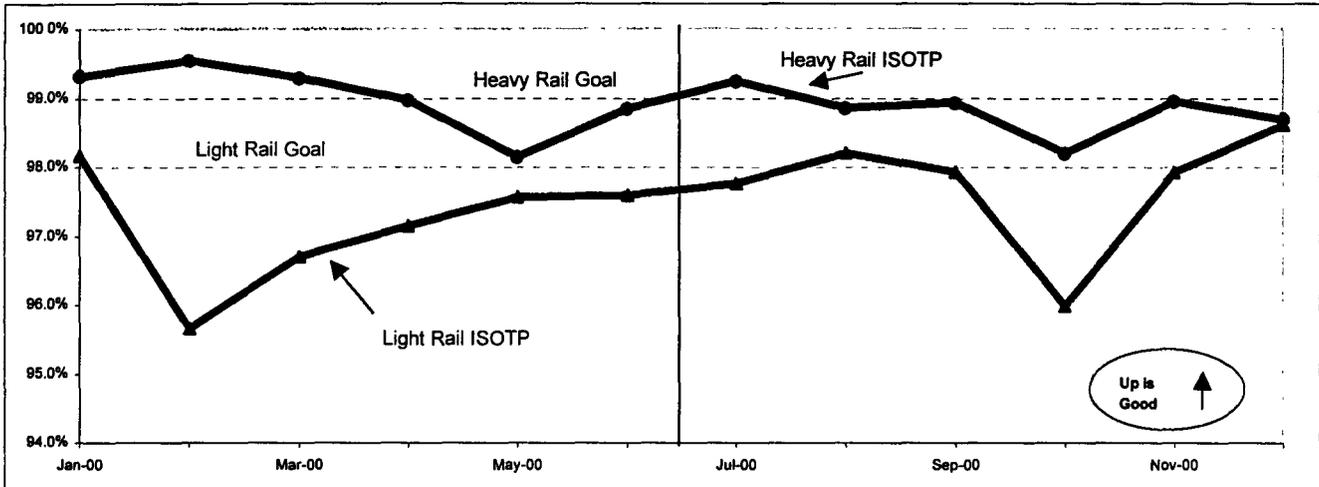
Corrective Action: A variety of corrective actions have been implemented within Rail's Vehicle/Equipment Maintenance Department, including but not limited to a restructuring of management practices and a complete review and audit of the current system/methods of train inspection, standard maintenance, PMPs, and running repairs for daily operations. Rail will monitor and evaluate the effectiveness of these actions. The vehicle and component overhaul schedule is a performance measure of the FY01 Management Action Plan.

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) divided by Total scheduled runs) multiplied by 100]]

In-Service On-Time Performance



Analysis: The Heavy Rail goal for In-Service On-Time Performance is 99.0%. During the second quarter, this goal was only met during the month of November. Heavy Rail ISOTP was affected by high vehicle failure rates. In addition, ISOTP was negatively impacted by an incident involving a patron caught between the platform and train at Civic Center, the shortage of operators reporting back to work after the work stoppage, and various smoke alarm incidents.

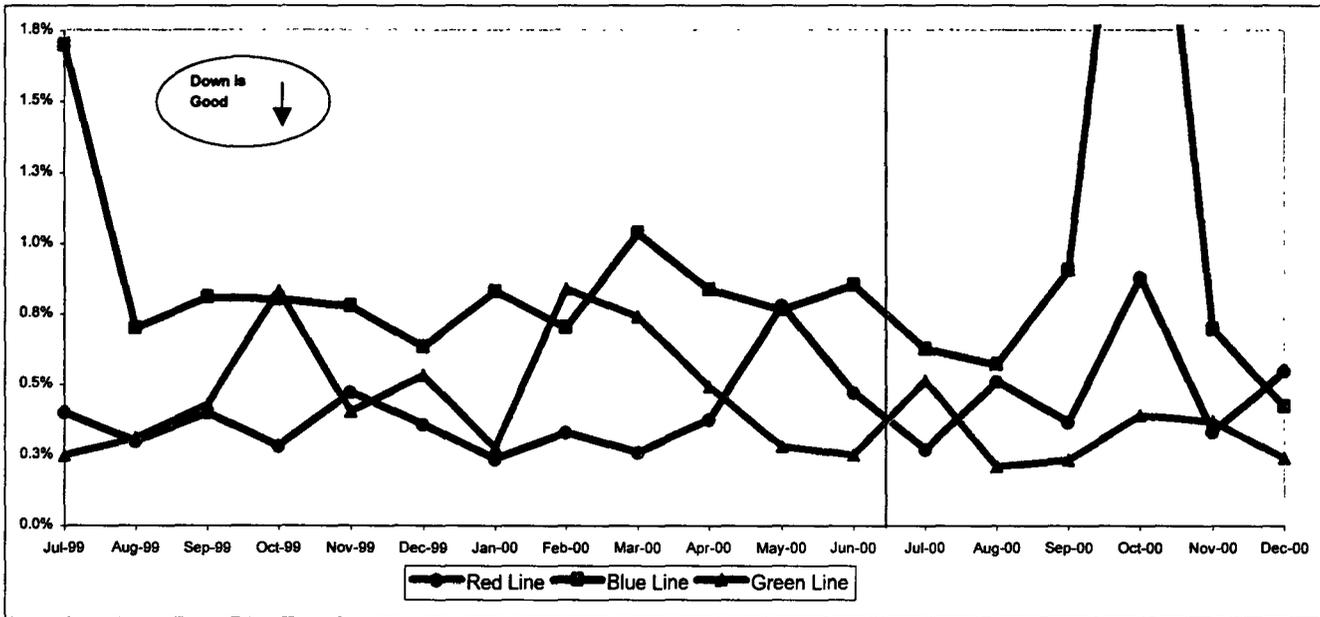
The Light Rail goal for ISOTP is 98.0%. Light Rail failed to meet its goal in October; however in November and December the goal was met. The major incidents impacting performance in October were the shortage of operators returning to work after the work stoppage and a train vs pedestrian accident at Anaheim.

Corrective Action: A variety of corrective actions have been implemented within Rail's Vehicle/Equipment Maintenance Department, including but not limited to a restructuring of management practices and a complete review and audit of the current system/methods of train inspection, standard maintenance, PMPs, and running repairs for daily operations. Rail will monitor and evaluate the effectiveness of these actions. The vehicle and component overhaul schedule is a performance measure of the FY01 Management Action Plan.

Lost Revenue Service Hours by Rail Line

Definition: This performance indicator measures the percentage of scheduled Revenue Service Hours not delivered as a result of cancellations, outlates and in-service delays.

Calculation: $SHL\% = (\text{Total Service Hours Lost} \div \text{Total Scheduled Service Hours})$



Analysis: The Green Line's Lost Revenue Service declined from 0.40% in October to 0.39% in November and dropped further to 0.30% in December. October's LRSH was higher due to vehicle problems and lack of operators returning to work after the work stoppage. In November, a bomb threat at Imperial Station had a major impact on revenue service.

Red Line Lost Revenue Service Hours started out high in October (0.9%) and dropped in November (0.3%). In December, LRSH rose to 0.5%. The high LRSH in October was due to a shortage of operators reporting back to work after the workstoppage, a patron caught between the train and platform at Civic Center, and various vehicle failures/problems. The LRSH in December was due mainly to vehicle-related problems and smoke alarm incidents that occurred in Segment 3.

Blue Line LRSH was high in October due to a Train vs Pedestrian accident and a shortage of operators reporting back to work after the workstoppage. In November, LRSH declined to 0.8% and declined to 0.4% in December. Blue Line LRSH for November was the result of a bomb threat at Imperial Station and a traffic accident at PCH (MTA not involved). In addition, various vehicle problems affected LRSH for that month.

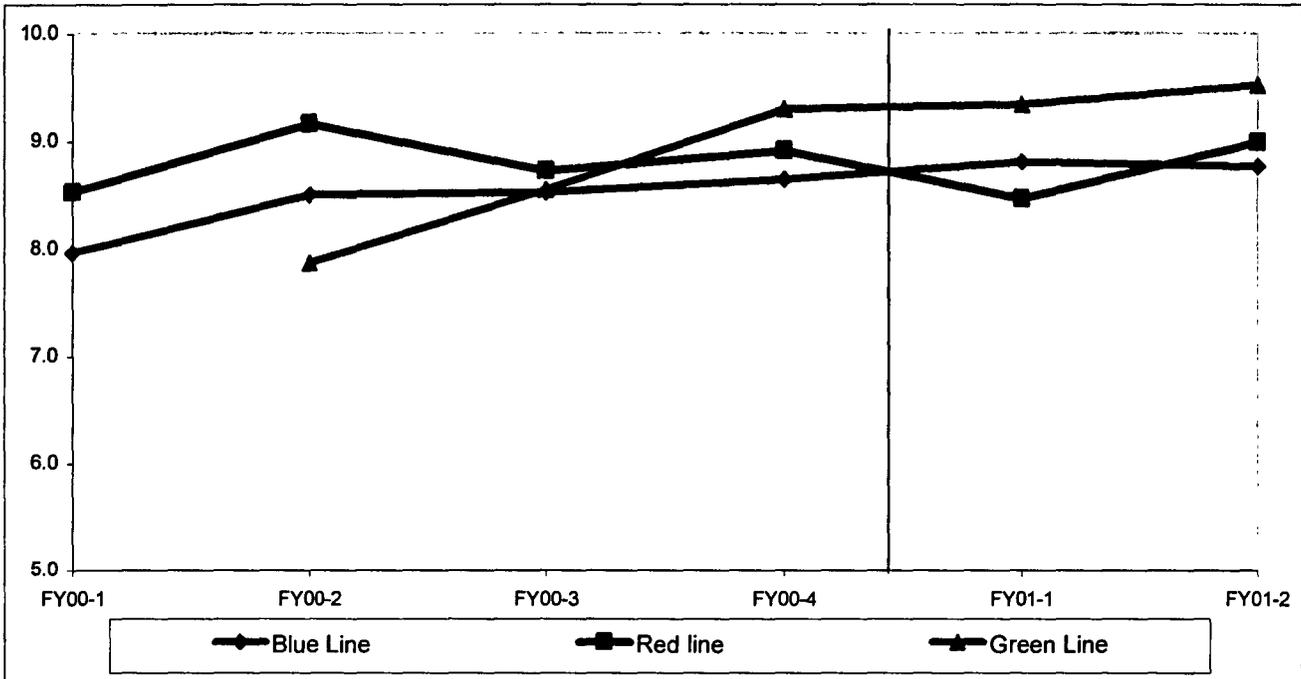
Corrective Action: Rail Operations will continue to monitor, investigate and implement methods to reduce accident occurrences. Full implementation of the Rail Incident Management System (RIMS) is a part of this effort, and has been slated as a priority and submitted within the FY02 Capital Improvement Plan.

RAIL CLEANLINESS

Definition: A team of three Quality Assurance Supervisors rates twenty percent of each line per Quarter. The number of cleanliness categories is 14 for the Blue and Green Lines and 13 for the Red Line. Each category is 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 # of categories).

Systemwide Trend



Analysis: During the second quarter of FY01, the Blue line received a perfect cleanliness rating in the following categories: Window Etching; Internal Graffiti; and External Graffiti. The lowest cleanliness rating on the MBL was for windows. The Red line received perfect ratings for cleanliness in the following categories: Operator Cab area; Window Etching; External Graffiti; and Exterior Body Condition. The lowest rating on the MRL was for the Ceiling/Vents. On the MGL perfect scores for cleanliness were received in the categories of: Window Etching; Sacrif. Window; Internal and External Graffiti. On the MGL, the lowest ratings were for the Ceiling Vents.

None of the ratings received by any of the lines was within the Unsatisfactory range.

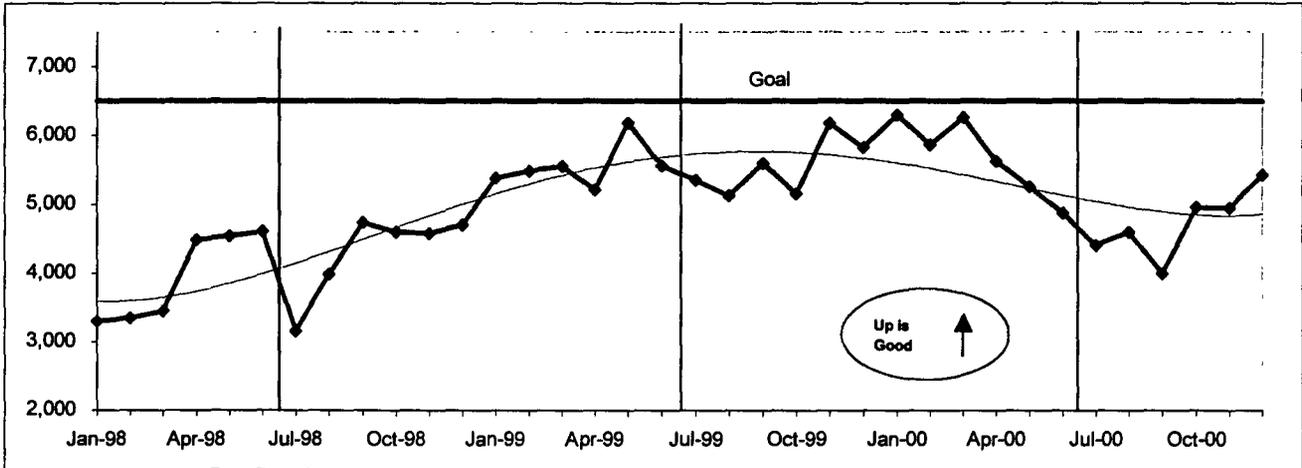
MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES

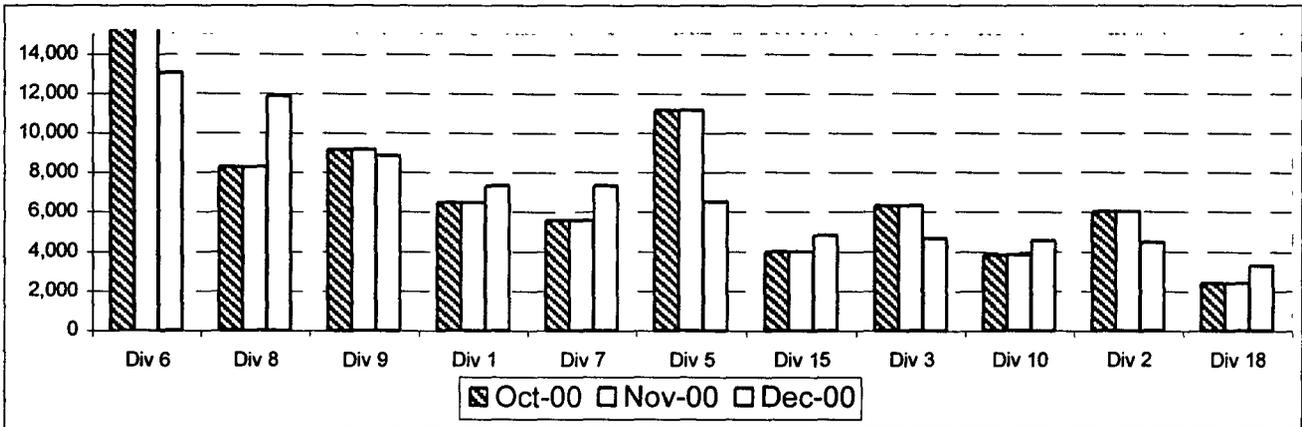
Definition: Average Hub Miles traveled between mechanical problems that result in a service disruption of greater than ten minutes.

Calculation: MMBRC = (Total Hub Miles divided by Chargeable Mechanical Related Roadcalls)

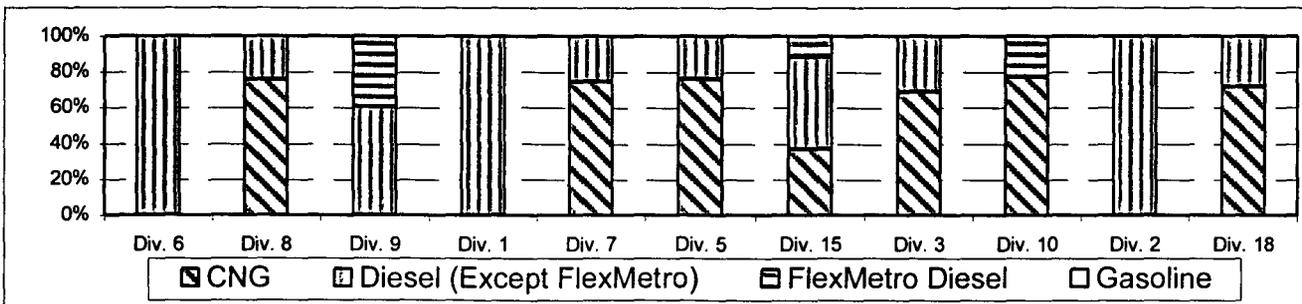
Systemwide Trend



Bus Operating Divisions October - December 2000



Fleet Mix by Fuel Type - December 2000



MAINTENANCE PERFORMANCE - Continued

Analysis: Mean Miles Between Road Calls increased during the second quarter of FY01. During this period MTA experienced an overall decrease in road calls of 15% as compared to the first quarter. However, the analysis is affected by the work stoppage, which took place in September and October. The most notable decrease is in air conditioning/heating related road calls. This classification has historically declined with the change in weather conditions. In addition, engine-related road calls and transmission-related road calls both declined. There were also fewer incidents of road calls where no defect was found.

Other factors contributing to the upward trend in Miles Between Road Calls include improved reliability of the new bus fleet, continuous improvement on the Maintenance Department's Preventive Maintenance Program and continued analysis and reporting on road calls.

Corrective Action: The Maintenance Department will continue its aggressive effort to increase miles between road calls. A maintenance manager work-out team has studied road call procedures and reporting requirements and prepared an improvement plan which was implemented in January. Additionally, the department will fill vacancies for mechanics and service attendants, continue the emphasis on diagnostic training for the mechanical staff, and require mechanics to meet high standards in an effort to improve the quality of repairs to the bus fleet.

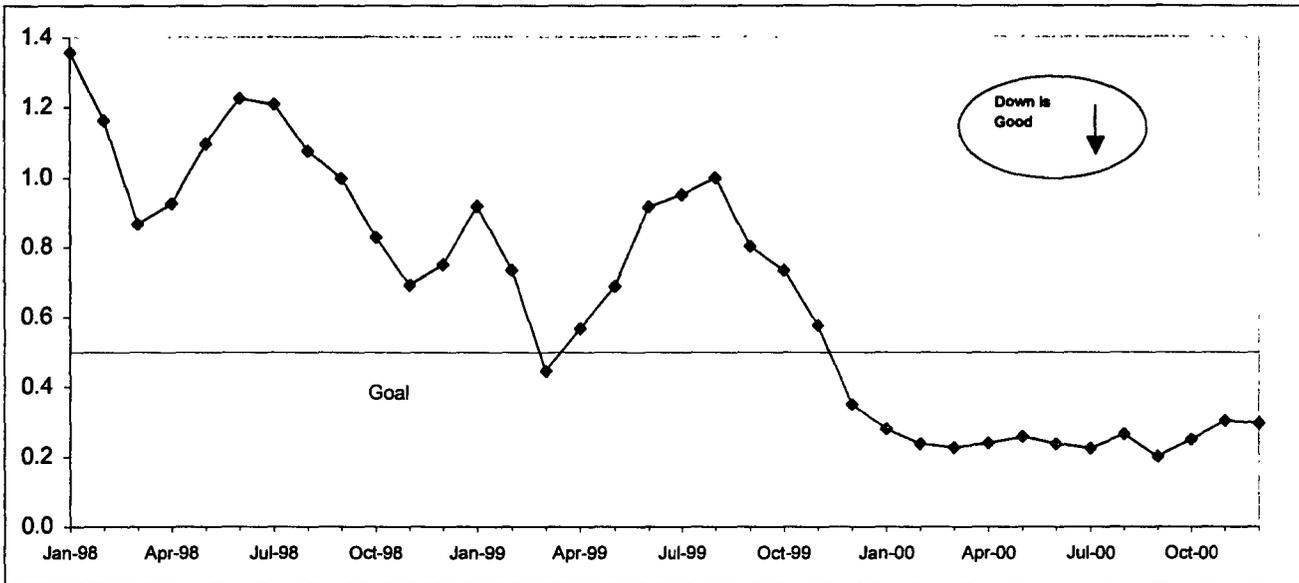
MAINTENANCE PERFORMANCE - Continued

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

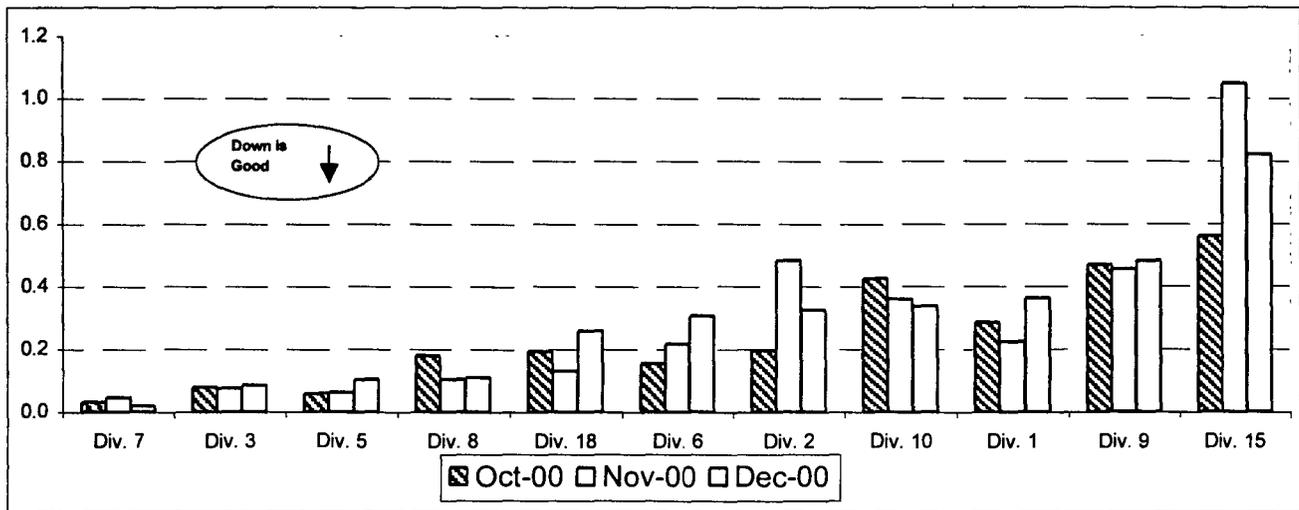
Definition: Average past due critical scheduled preventive maintenance jobs per bus. This indicator measures maintenance management's ability to prioritize and perform critical repairs and indicates the general maintenance condition of the fleet.

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

Systemwide Trend



**Bus Operating Divisions
October - December 2000**



MAINTENANCE PERFORMANCE - Continued

Analysis: Although Past Due PMP's rose slightly in the second quarter of FY02, due primarily to the work stoppage experienced in September and October, Past Due PMP's continue a general downward trend and are still significantly below the goal. Factors contributing to this downward trend include the increased number of new buses received throughout the year and a focused effort by the divisions on preventative maintenance.

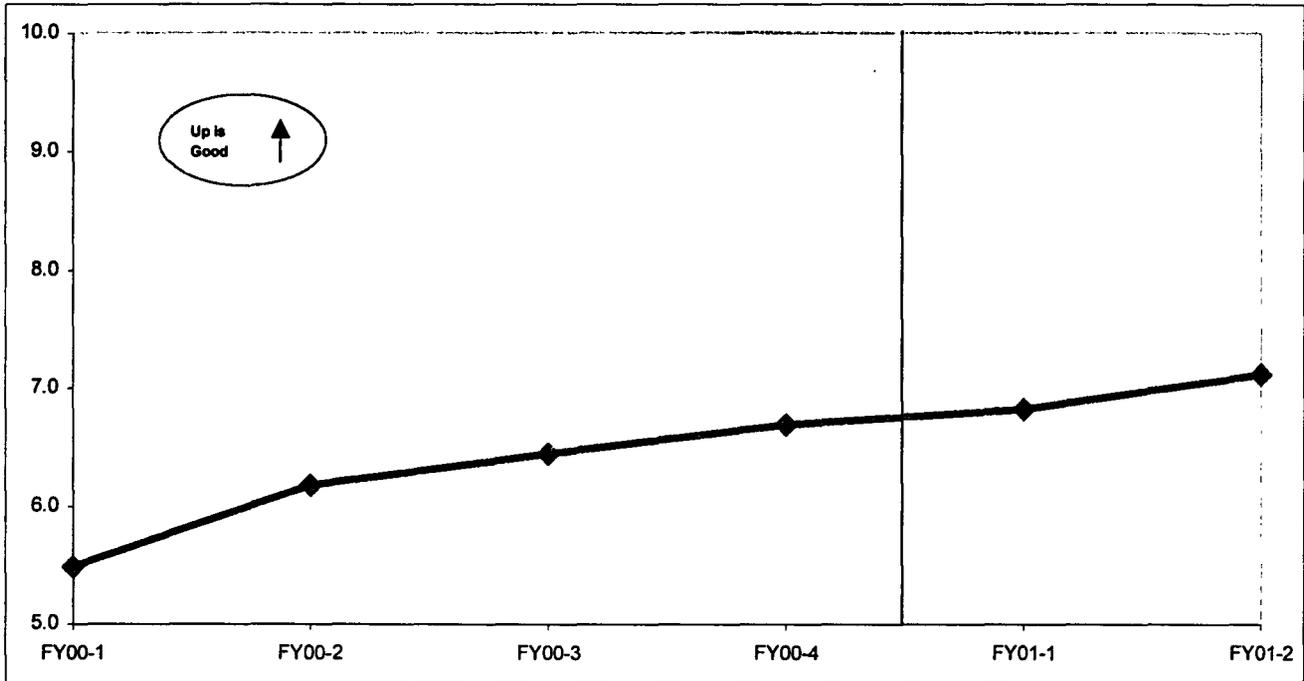
Corrective Action: Divisions will continue to maintain Past Due Critical PMP's at low rates. The Maintenance Department will continue to focus all available resources on preventative maintenance, in an effort to meet or exceed Past Due PMP goals throughout FY01.

BUS CLEANLINESS

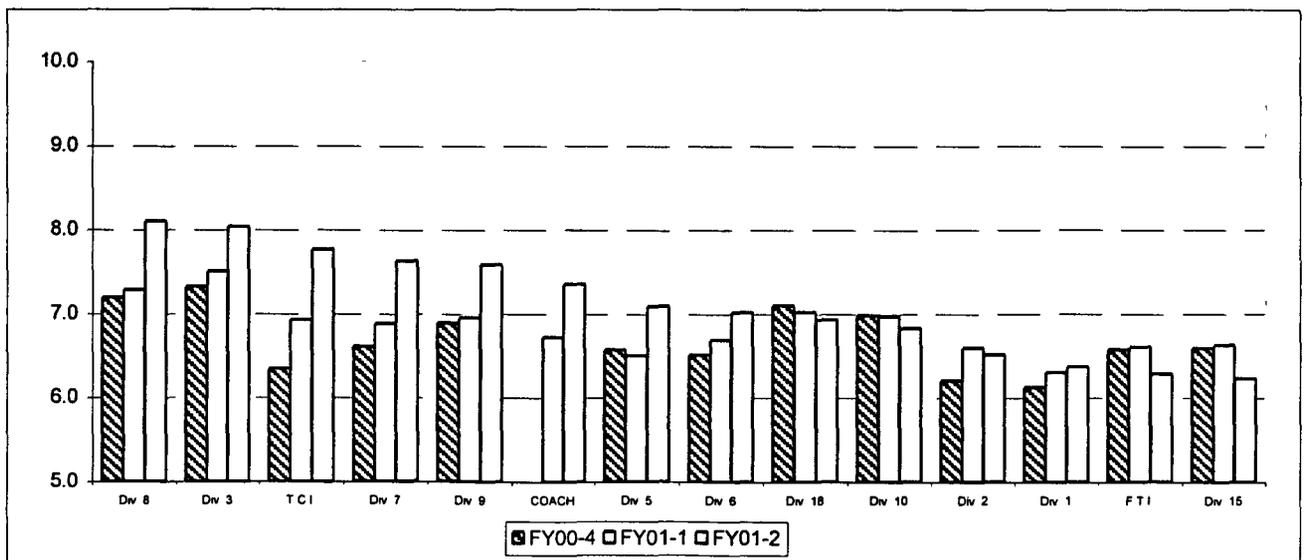
Definition: A team of three Quality Assurance Supervisors rates twenty percent of the fleet at each division and contractor per Quarter. Each of sixteen categories is examined and assigned a point value as follows: 1-3=Unsatisfactory; 4-7=Conditional; 8-10=Satisfactory. The individual item scores are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

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

Systemwide Trend



Bus Operating Divisions Fourth Quarter FY00 - Second Quarter FY01



BUS CLEANLINESS - Continued

Analysis: Overall division cleanliness scores reflect a continuous improvement through the second quarter of FY01. The average score improved by 0.3 points, from 6.8 in the first quarter to 7.1 in the second quarter for all divisions and contractors. Bus cleanliness and condition ratings have consistently improved in each reporting quarter for the following categories: seats, window etching, sacrificial windows, floors, stepwells and body condition. Divisions have implemented programs to replace damaged seat inserts and sacrificial windows.

Improvement Needed: The continued cleanliness focus by Service Attendants and the addition of new CNG buses will improve the appearance of the MTA bus fleet. Passenger seat/insert and window guard replacement, though showing continuous improvement, will continue to be a focus for the Maintenance Department.

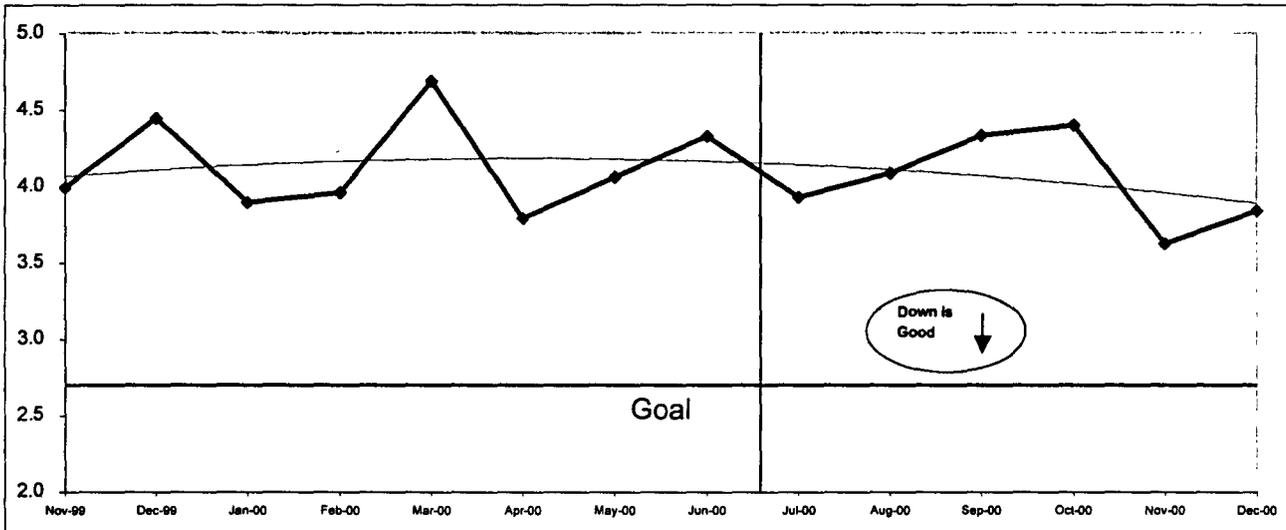
SAFETY PERFORMANCE

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.

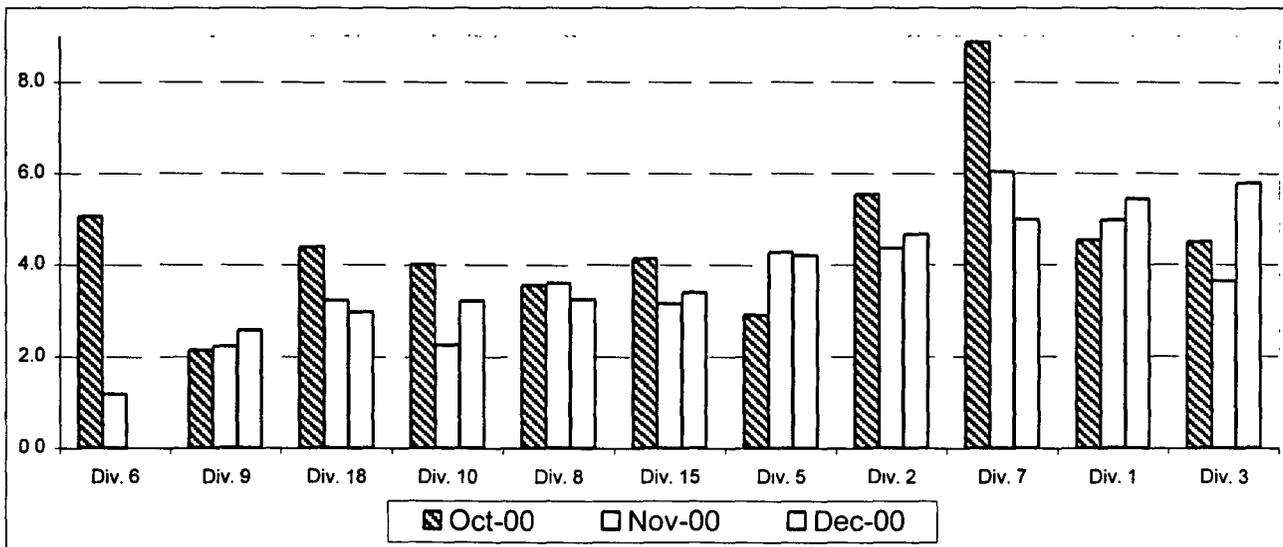
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents divided by (Hub Miles divided by 100,000))

Systemwide Trend



Note: Beginning with the August 1999 Monthly Performance Report 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 October - December 2000



SAFETY PERFORMANCE - Continued

Analysis: The rate of accidents is affected by two major factors: 32% of bus operators have less than 3 years of service, and 50% have less than 5 years. Although there are only 215 NABI buses currently in service, we are experiencing a 46% higher accident rate with those buses (rate of 6.47 accidents per 100k hub miles based on October through December 2000 data). This is probably the result of the fact that the vehicle has larger overall dimensions.

The top three traffic intersections for accidents occurring in the past 13 months are Soto and Olympic, Soto and 8th Street, and Vermont and Hollywood. The top three non-traffic locations for accidents are Terminal 28, Division 7 Yard and Gateway Plaza.

Corrective Action: Additional experience and training with new equipment should gradually reduce the accident rate. Problem locations have been identified for awareness and training programs. Vehicle Operations and the Instruction department are working to raise operator awareness of these problem locations. The City of Los Angeles Transportation Department is being asked to study the high bus accident locations for possible corrective action.

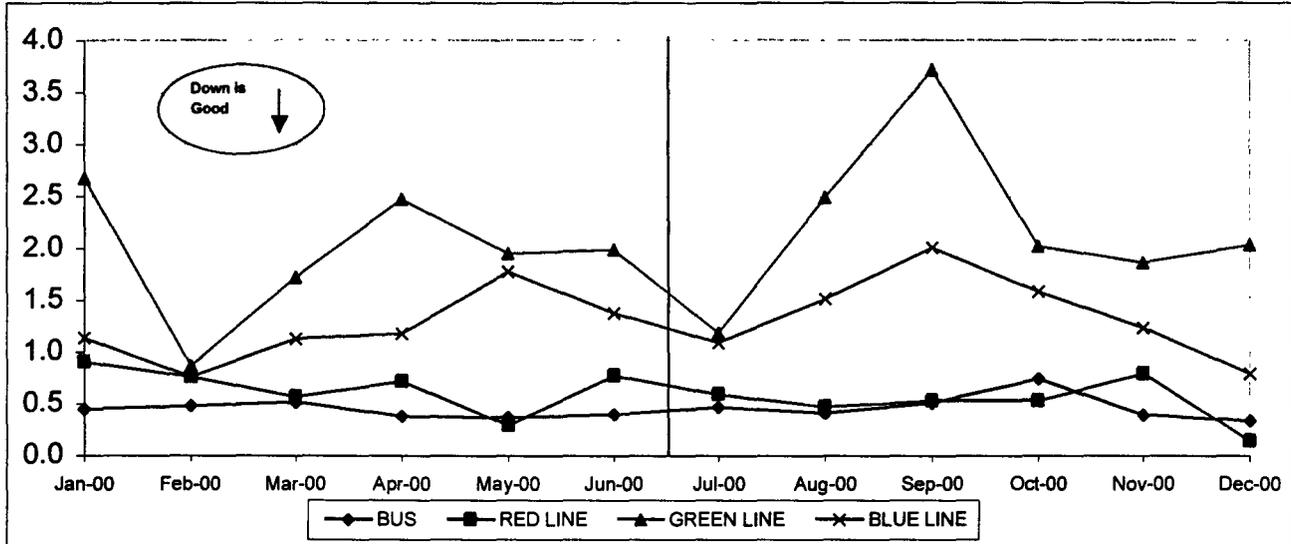
SAFETY PERFORMANCE - Continued

REPORTED CRIME PER 100,000 BOARDINGS

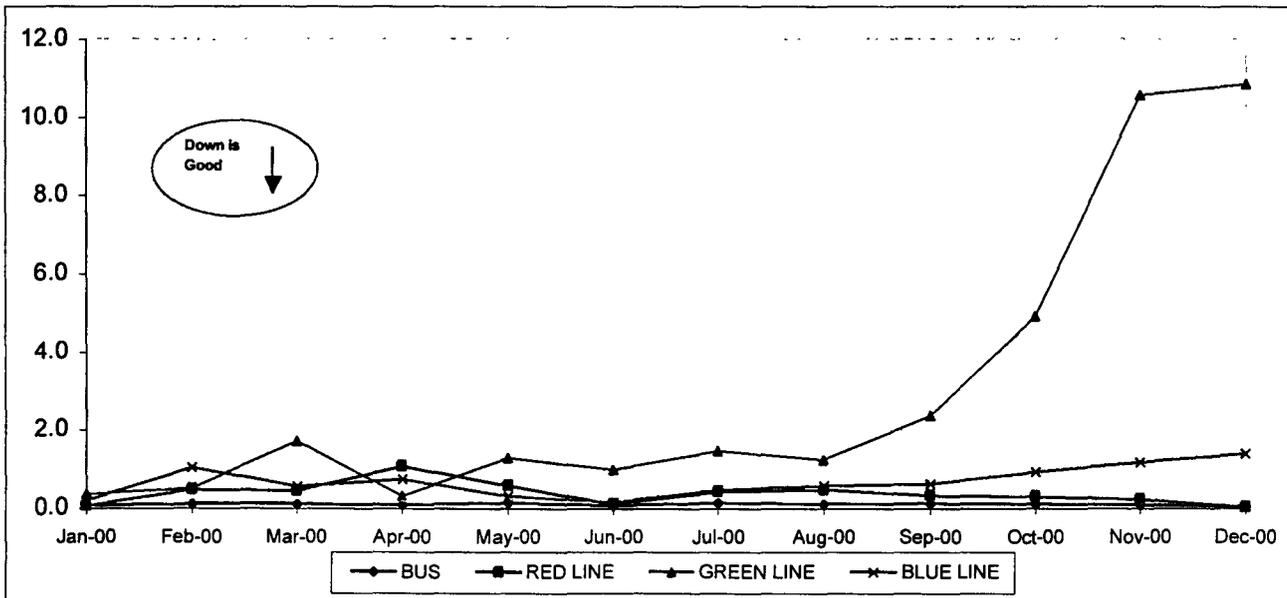
Definition: This indicator presents all crimes reported to either the LAPD or LASD. It is separated by mode and divided into major categories: *Vandalism*; *Other Property Crimes* (burglary, larceny, theft and motor vehicle theft); *Violent Crimes* (homicide, rape, robbery, assault/battery); *Other Crimes* (Sex offenses, weapons violations and miscellaneous)

Calculation: Reported Crimes/100,000 Boardings = Reported Crimes divided by (Boardings divided by 100,000).

Reported Part I and Non-Vandalism Part II Crimes/100,000 Boardings by Mode



Reported Vandalism Crimes/100,000 Boardings by Mode



SAFETY PERFORMANCE - Continued

Analysis: Part I and Non-vandalism Part II crime rates remain relatively steady and, compared to crime rates generally in Los Angeles, quite low. Vandalism of Heavy Rail and Metro bus equipment and facilities has shown a general decline and rates remain very low. However, incidents of reported vandalism of the more exposed Light Rail lines continue to increase.

Corrective Action: Transit Operations is working closely with Safety and the enforcement agencies to reduce instances of vandalism of Light Rail lines and maintain low levels on non-vandalism crime.

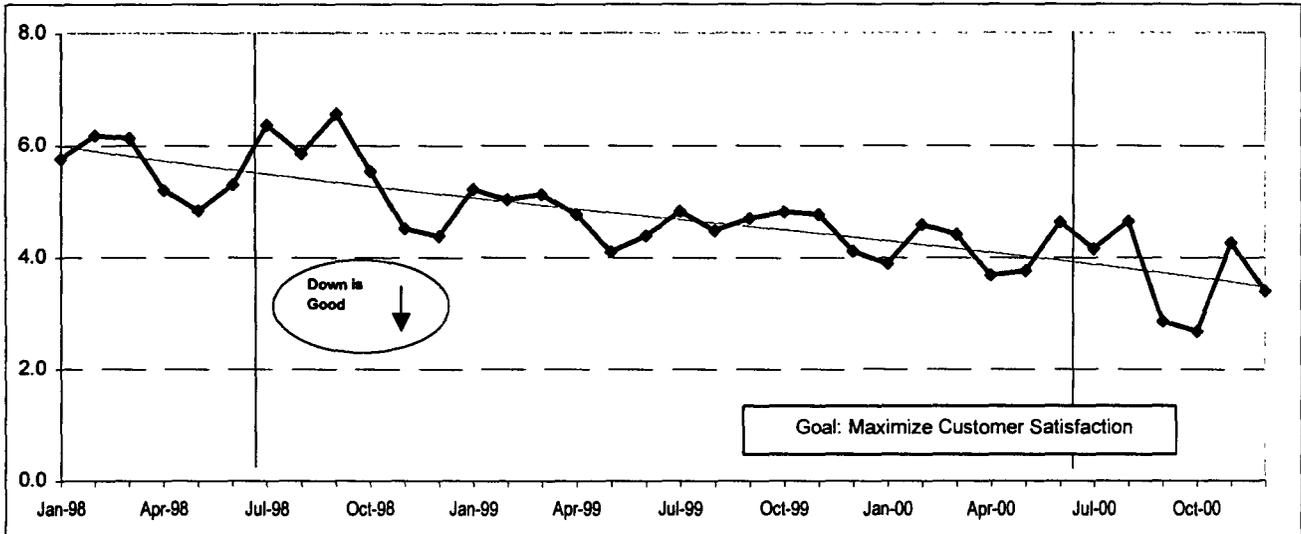
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

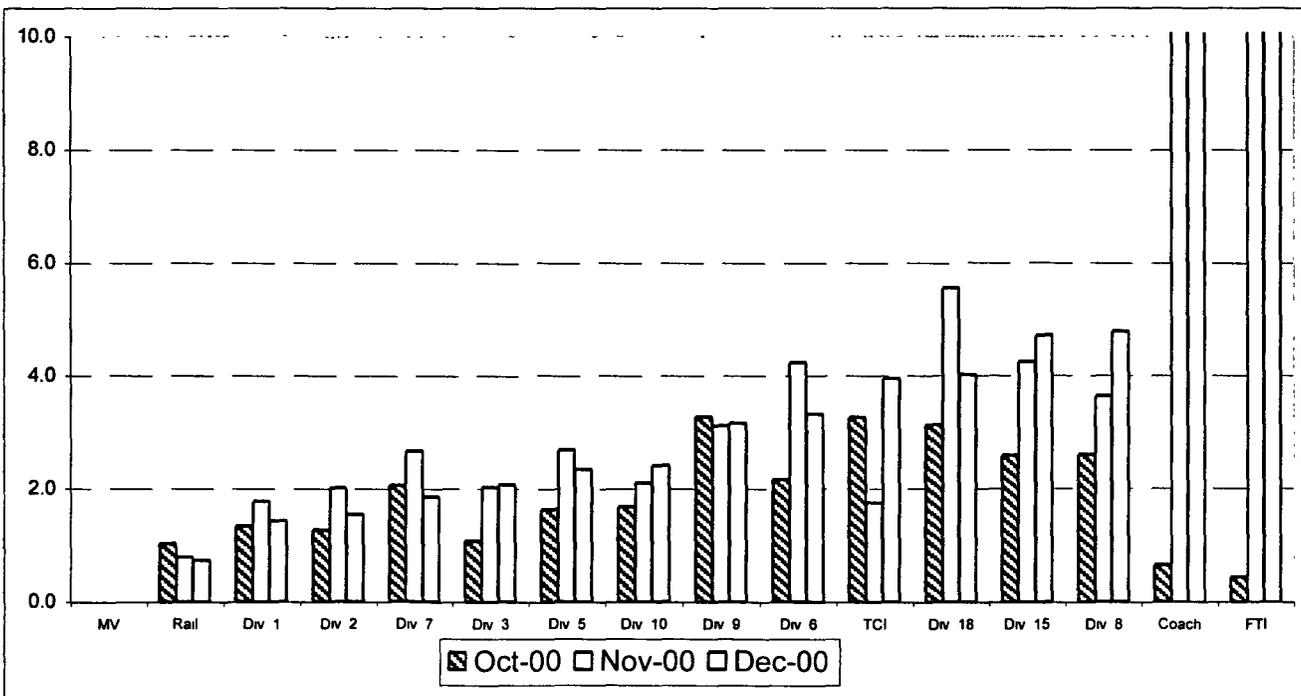
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

Systemwide Trend



Bus Operating Divisions October - December 2000



CUSTOMER SATISFACTION - Continued

Analysis: Customer Satisfaction continues its downward trend due to new equipment being placed into service and steady emphasis on customer service by Central Instruction and division instruction staff. Operator courtesy-related complaints were down by 29% in the second quarter as compared to the first quarter of FY01. The two largest contractors -- FTI and Coach -- continue to experience levels of customer complaints significantly higher than MTA-operated service.

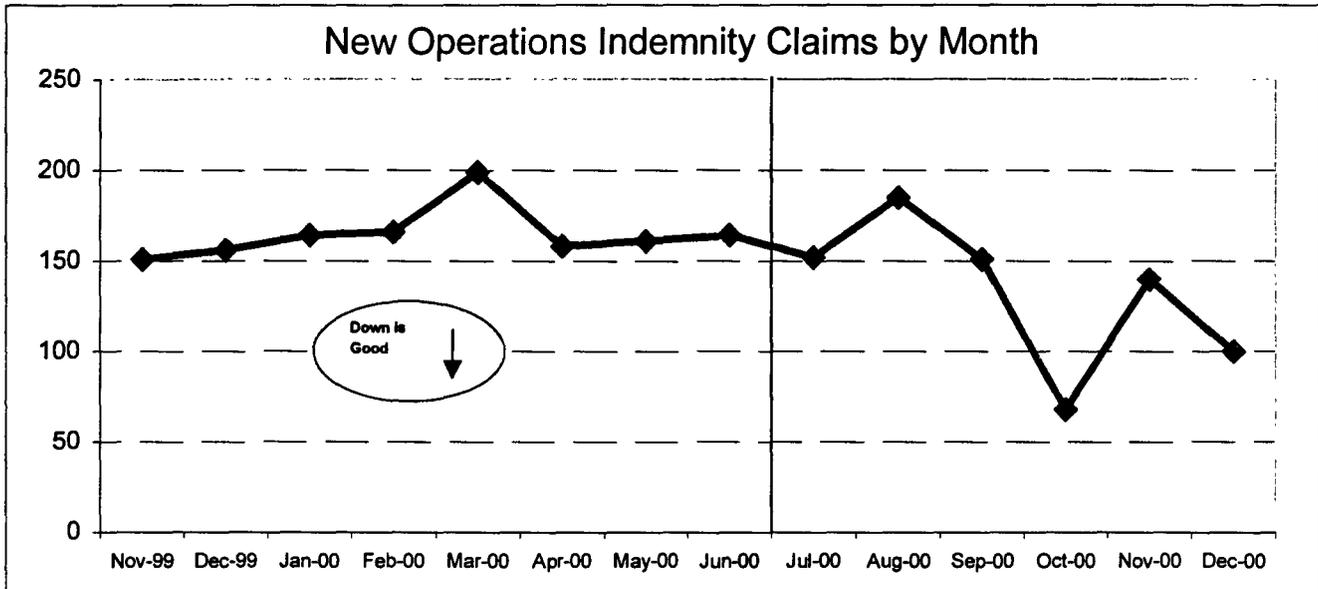
Corrective Action: A new Customer Relations on-line, real time complaint tracking system was put into service in January and will assist divisions with timely investigation of and response to customer complaints. MTA's Contract Services Manager continues to work closely with contractors to identify sources of complaints, improve operator training and increase customer satisfaction. New buses are arriving for the contract lines and will be put in service beginning in January.

WORKERS COMPENSATION CLAIMS

TOTAL CLAIMS

Definition: This indicator measures the total new indemnity claims filed by Operations employees each month.

Systemwide Trend

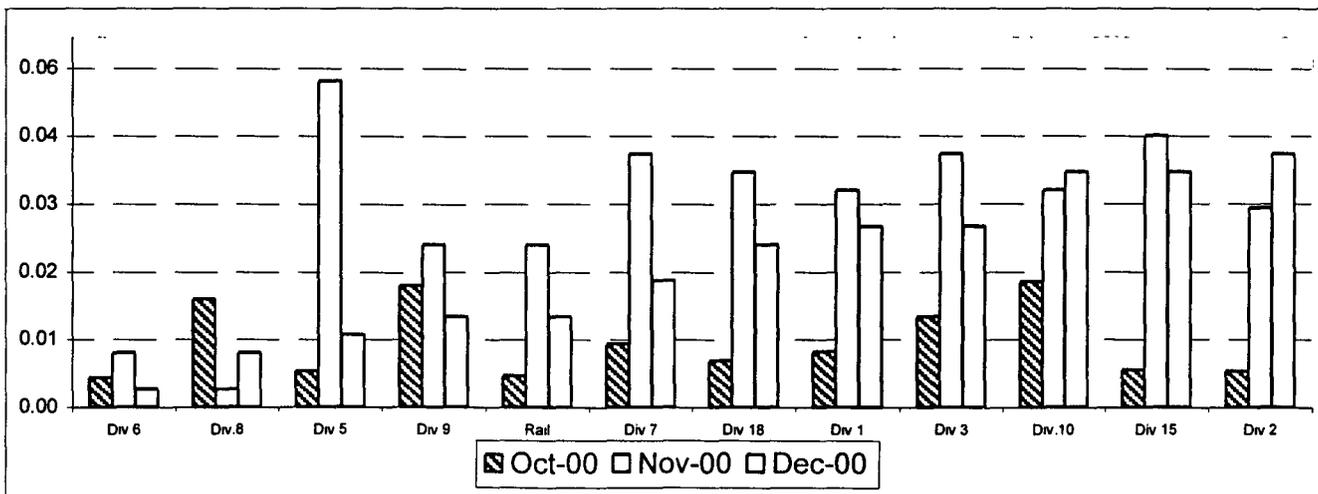


CLAIMS PER EMPLOYEE

Definition: This indicator measures the average number of new indemnity claims filed per position in which there is an incumbent each month by Operations employees.

Calculation: Workers Compensation Claims per Employee = Total Claims divided by Total Positions Occupied.

Bus Operating Divisions October - December 2000



WORKERS COMPENSATION - Continued

Analysis: While the overall reduction in claims late in the second quarter follows a historical seasonal pattern, the decrease in New Workers Compensation Claims is probably also affected by the financial impact of the month-long September/October work stoppage.

Corrective Action: Risk Management's return to work program continues to be successful in reducing claim costs. Safety is working with improved accident data analysis reports to address specific equipment, location, and risk categories at Transportation divisions. Central Instruction continues to emphasize safety in it training programs, one on-one retraining and VTT. MTA staff is preparing a new workers compensation injury reduction and cost reduction plan which also incorporates elements agreed to in the recent labor negotiations.

**VOLUNTARY COMPLIANCE
AGREEMENT**



January 30, 2001

Metropolitan
Transportation
Authority

One Gateway Plaza
Los Angeles, CA
90012-2952

Federal Transit Administration
Office of Civil Rights, Room 9102
ATTN: Ms. Clarissa Swann, TCR-1
400 - 7th Street, SW
Washington, DC 20590

Dear Ms. Swann:

Enclosed is the October-December 2000 update on the Los Angeles County Metropolitan Transportation Authority (MTA) Voluntary Compliance Agreement (VCA). This update is provided in response to the October 1, 1999 letter from Leslie Rogers.

The update identifies every element identified in the VCA, and notes progress toward completion of each item. The update includes both a revised VCA Matrix, identifying projected completion dates for each item in each of the key stations identified in the MTA Compliance Plan and a page commenting of progress and/or revisions in the projected completion dates for each element of the Compliance Plan. In addition, the matrix and explanation include items added to the matrix and plan following FTA evaluations of MTA key rail stations. While there have been some schedule modifications, MTA remains committed to ensuring that all of its key stations are in full compliance with the ADA by December 31, 2001.

If you have any questions about this update, please contact Ellen Blackman at (213) 922-2808.

Sincerely,


Jim McLaughlin, Director
Transit Planning

cc: Leslie Rogers, Regional Administrator
Darrin Jourdan, Regional Civil Rights Officer

LOS ANGELES COUNTY MTA – VOLUNTARY COMPLIANCE AGREEMENT MATRIX – QUARTERLY UPDATE – OCTOBER - DECEMBER 2000

Key Station	Parking	Drop-Off	Accessible Route	Curb Ramps	Entrance (Signage)	Doors / Gates	Ramps	Ticketing / Fare Vending	Platforms	Elevators	Elevators: Emergency Communication	Telephones	Signage: Station Name
Union Station	Oct-98 (completed)				Jan-99 (completed)			Sep-01	Dec-01	Apr-01	Apr-01		
Civic Center					Jun-00 (completed)			Sep-01	Dec-01	Apr-01	Apr-01	Dec-98 (completed)	
Pershing Square				Added Jan-99 (completed)	Jan-99 (completed)			Sep-01	Dec-01	Apr-01	Apr-01		
Metro Center - Red Line				Nov-98 (completed)	Jun-00 (completed)			Sep-01	Dec-01	Apr-01	Apr-01		
Westlake / MacArthur Park	Jun-00 (completed)				Dec-98 (completed)		Dec-01	Sep-01	Dec-01	Apr-01	Apr-01		
Metro Center - Blue Line				Nov-98 (completed)	Jun-00 (completed)			Sep-01	Dec-01	Apr-01	Apr-01		
Pico / Flower			Jun-01		Jan-99 (completed)		N/A *	Sep-01					Jun-99 (completed)
Grand				Nov-98 (completed)	Jan-99 (completed)		N/A *	Sep-01	Dec-01				Jun-99 (completed)
Florence	Dec-01 *		Jun-01	Added Oct-99 (completed)	Jan-99 (completed)		N/A *	Sep-01	Dec-01				Jun-99 (completed)
103rd			Jun-01	N/A *	Jan-99 (completed)		Dec-01	Sep-01	Dec-01				Jun-99 (completed)
Imperial Hwy	Jun-00 (completed)	Jun-00 (completed)	Jun-01	N/A *	Jan-99 (completed)		N/A *	Sep-01	Dec-01	Apr-01	Apr-01		Jun-99 (completed)
Compton			Jun-01	N/A *	Jan-99 (completed)		Dec-01	Sep-01					Jun-99 (completed)
Artesia	Jun-00 (completed)		Jun-01	N/A *	Jan-99 (completed)		Dec-01	Sep-01	Dec-01				Jun-99 (completed)
Willow				N/A *	Jan-99 (completed)		Dec-01	Sep-01	Dec-01				Jun-99 (completed)
Anaheim				Nov-98 (completed)	Jan-99 (completed)		N/A *	Sep-01	Dec-01				Jun-99 (completed)
5th Street				N/A *	Jan-99 (completed)		Dec-01	Sep-01					Jun-99 (completed)
Transit Mall			Jun-01	Nov-98 (completed)	Jan-99 (completed)			Sep-01	Dec-01				Jun-99 (completed)

NOTE: Changes from original VCA schedule in bold

* See attached

VCA PROGRESS UPDATE --
 OCTOBER - DECEMBER 2000 (EXPLANATIONS)

ITEM	EXPLANATION	ORIGINAL DATES
Parking	Signs have been installed at Florence, Artesia, Imperial, and MacArther Park stations, and Florence station accessible parking spaces were re-striped. Modification of ramps from accessible parking at Florence scheduled for completion December 2001.	Oct 1998 - Feb 1999
Drop-Off	Modification to curb lip at Imperial Station has been completed after a slight delay from the original March 2000 projection.	March 2000
Accessible Route	All track-gaps along accessible routes were surveyed. Delivery of materials for correcting gaps has been delayed. Installation of these materials to correct the track-gaps in the seven affected stations is projected for June 2001.	June 1999
Curb Ramps	Curb ramp tasks modified due to suspension of requirement for detectable warnings. Some curb ramps were determined to be non-compliant due to the slope (not identified in original VCA); letters have been sent to local jurisdictions when identified.	Nov 1998
Entrance (Signage)	Braille/raised letter signs have been installed at all station entrances. Final directional signs to accessible entrances were installed during spring 2000.	Dec 1998 - June 1999
Ramps	MTA surveyed all ramp slopes; those meeting definition of sloping sidewalks not subject to mid-point landing requirement have been removed from the list of the stations needing corrections. MTA is reviewing ways to make modifications of ramps to reduce slope to a sloping walkway. Staff plan to focus on the ramps with greatest slope first, and to review accessibility with disability community. Revised completion date for modifications of ramps: Dec 2001.	Aug 2001
Ticket Vending Machines	Contractor for TVM modifications has been selected and has begun work on the revised graphics, including raised letter and Braille instructions. Installation is projected to begin during the summer of 2001, with completion in all key stations projected by September 2001.	Dec 1999
Platforms	MTA expects to complete all modifications to platforms, to reduce excessive platform-train gaps where identified, by December 2001.	Dec 2001
Elevators	In spite of a delay in releasing scope of work for Request For Bids, a contract was awarded in late 2000, and contractor has begun work on elevator modifications. Completion of modifications currently scheduled for April 2001.	Aug 1999 - Dec 2000
Elevators: Emergency Communications	In spite of a delay in releasing scope of work for Request For Bids, a contract was awarded in late 2000, and contractor has begun work on elevator modifications. Completion of modifications currently scheduled for April 2001.	Aug 1999 - Dec 2000

