



**FTA QUARTERLY REVIEW
BRIEFING BOOK**

November 20, 2002

Submitted By:

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

AGENDA
FTA NEW STARTS PROJECTS
QUARTERLY REVIEW MEETING

Los Angeles County Metropolitan Transportation Authority
Wednesday, November 20, 2002 - 10:00 a.m.
Gateway Conference Room - 3rd Floor

PRESENTER

I. OVERVIEW

- | | | |
|----|--|-----------------|
| A. | FTA Opening Remarks | Leslie Rogers |
| B. | MTA Management Overview | Roger Snoble |
| C. | Legal Issues | Steve Carnevale |
| D. | General Safety and Security Issues | Paul Lennon |
| E. | ADA Key Station Voluntary Compliance Agreement | Ellen Blackman |

II. METRO CONSTRUCTION REPORTS

- | | | |
|----|---|------------------|
| A. | Recent Events | Dennis Mori |
| B. | Eastside LRT Project | Dennis Mori |
| | • Cost/Schedule Status | Eli Choueiry |
| | • Outside Governmental Agency Coordination | Eli Choueiry |
| | • FFGA Status | Eli Choueiry |
| | - Letter of No Prejudice (LONP) | Eli Choueiry |
| | - Rail Fleet Management Plan | Ed Clifford |
| | - Bus Fleet Management Plan | Roderick Goldman |
| | - Operations & Maintenance Plan | Gerald Francis |
| | • Pasadena Gold Line Coordination | Joel Sandberg |
| C. | Metro Red Line Segment 3 | |
| | • North Hollywood Extension | Roger Dames |
| | • Segment 3 Grant Closeout | Brian Boudreau |
| | • Construction Contract and Change Order Closeout | Tom Mahoney |
| | • Professional Services Contract Closeout | Tom Mahoney |
| D. | San Fernando Valley East-West BRT Project | Roger Dames |

III. OPEN ACTION ITEMS

- | | | |
|----|--|-----|
| A. | FTA (Reference September 2002 PMOC Monthly Report) | N/A |
|----|--|-----|

IV. PLANNING

- | | | |
|----|---------------------------------|------------------|
| A. | Transit Corridor Projects | James de la Loza |
| | • Mid-City Wilshire BRT Project | David Mieger |
| | • Exposition LRT Project | David Mieger |

V. PROPOSED SCHEDULE AND LOCATION OF NEXT MEETING

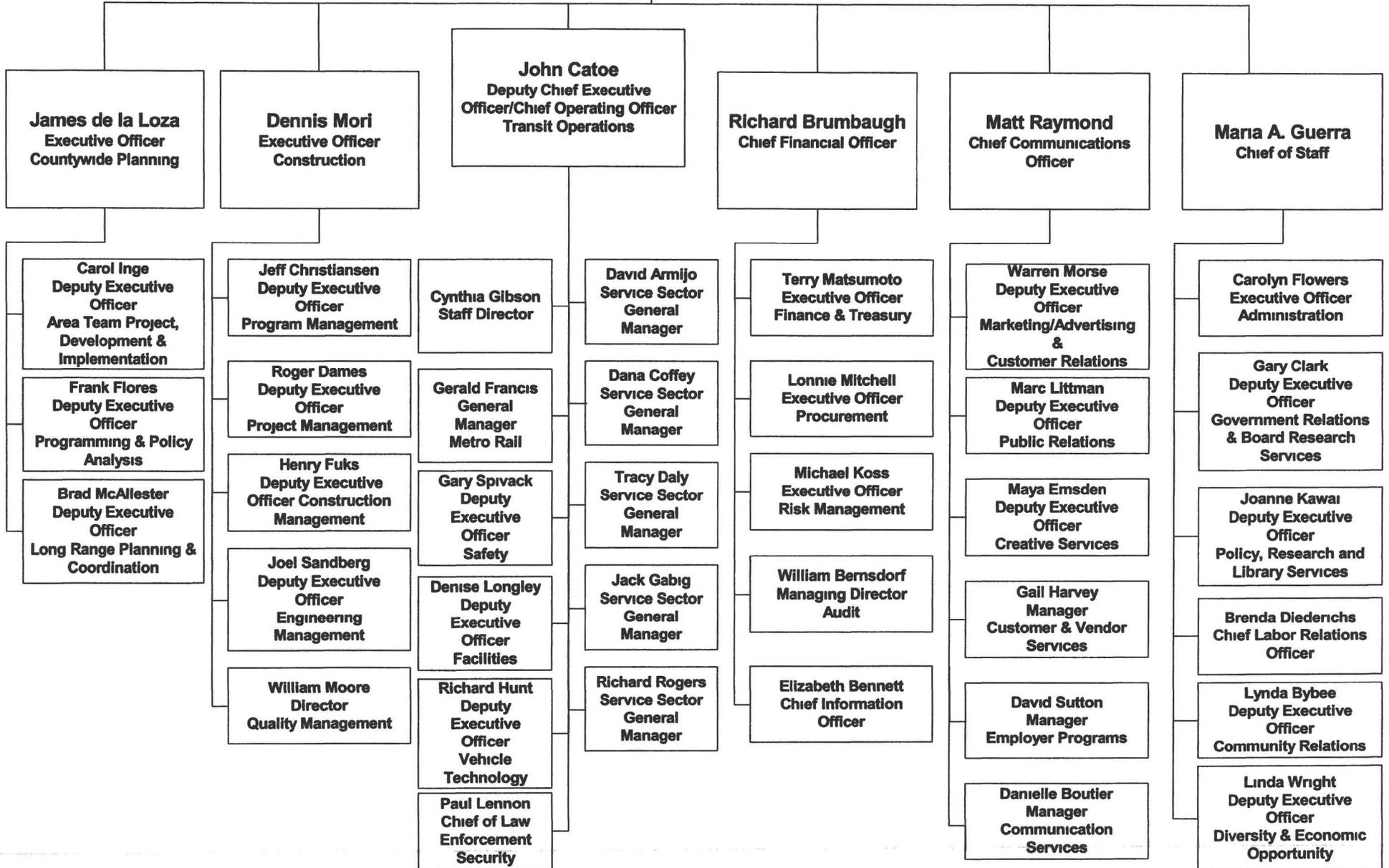
Los Angeles County Metropolitan Transportation Authority
Wednesday, February 19, 2003 - 10:00 a.m.
Gateway Conference Room - 3rd Floor

**LACMTA MANAGEMENT
ORGANIZATION CHART**

LACMTA Management Organization Chart

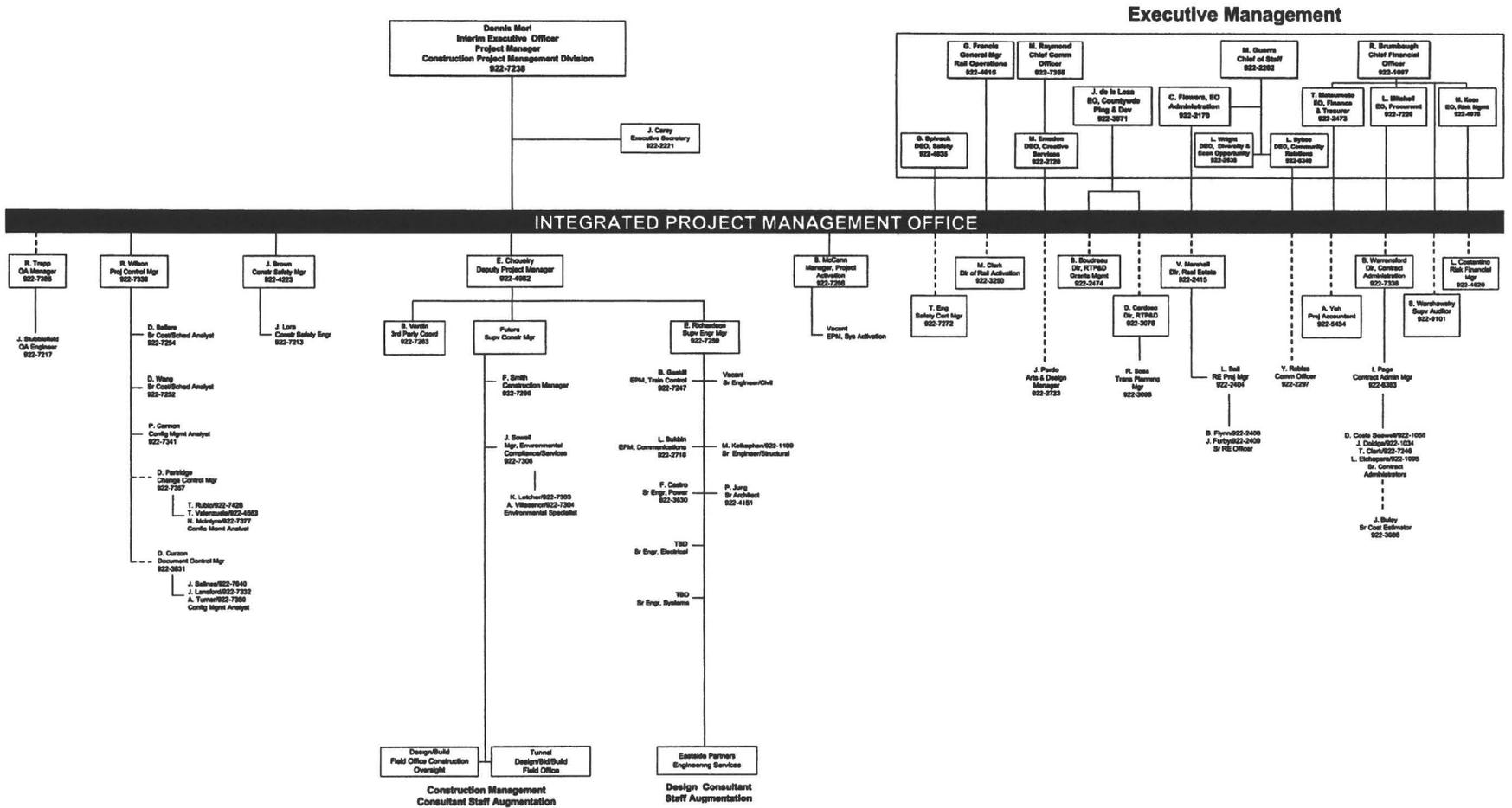
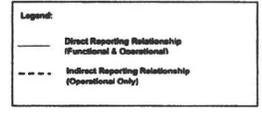


Roger Snoble
Chief Executive Officer



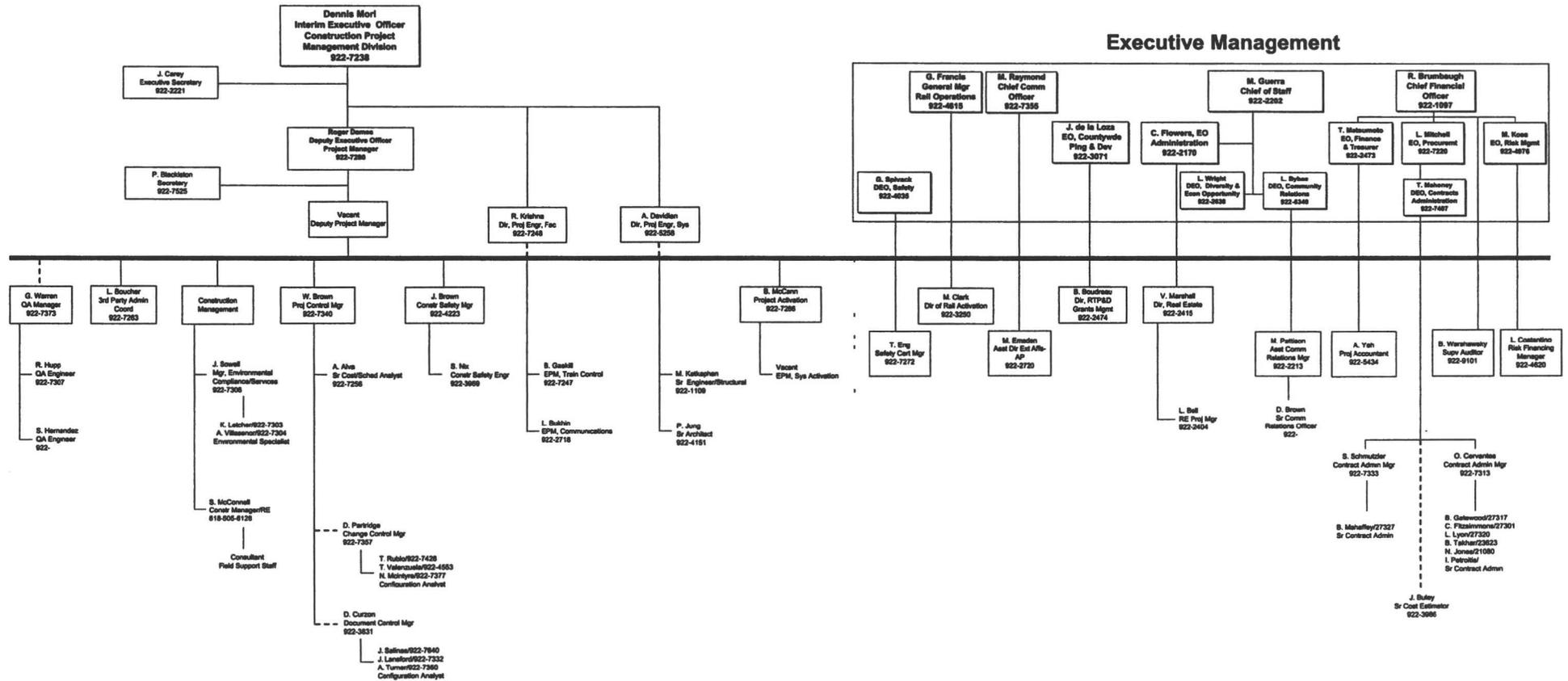
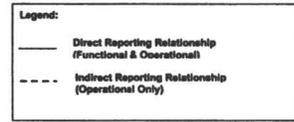
**PROJECT ORGANIZATION
CHARTS**

EXHIBIT 2.3 – EASTSIDE LIGHT RAIL TRANSIT PROJECT MANAGEMENT ORGANIZATION STRUCTURE



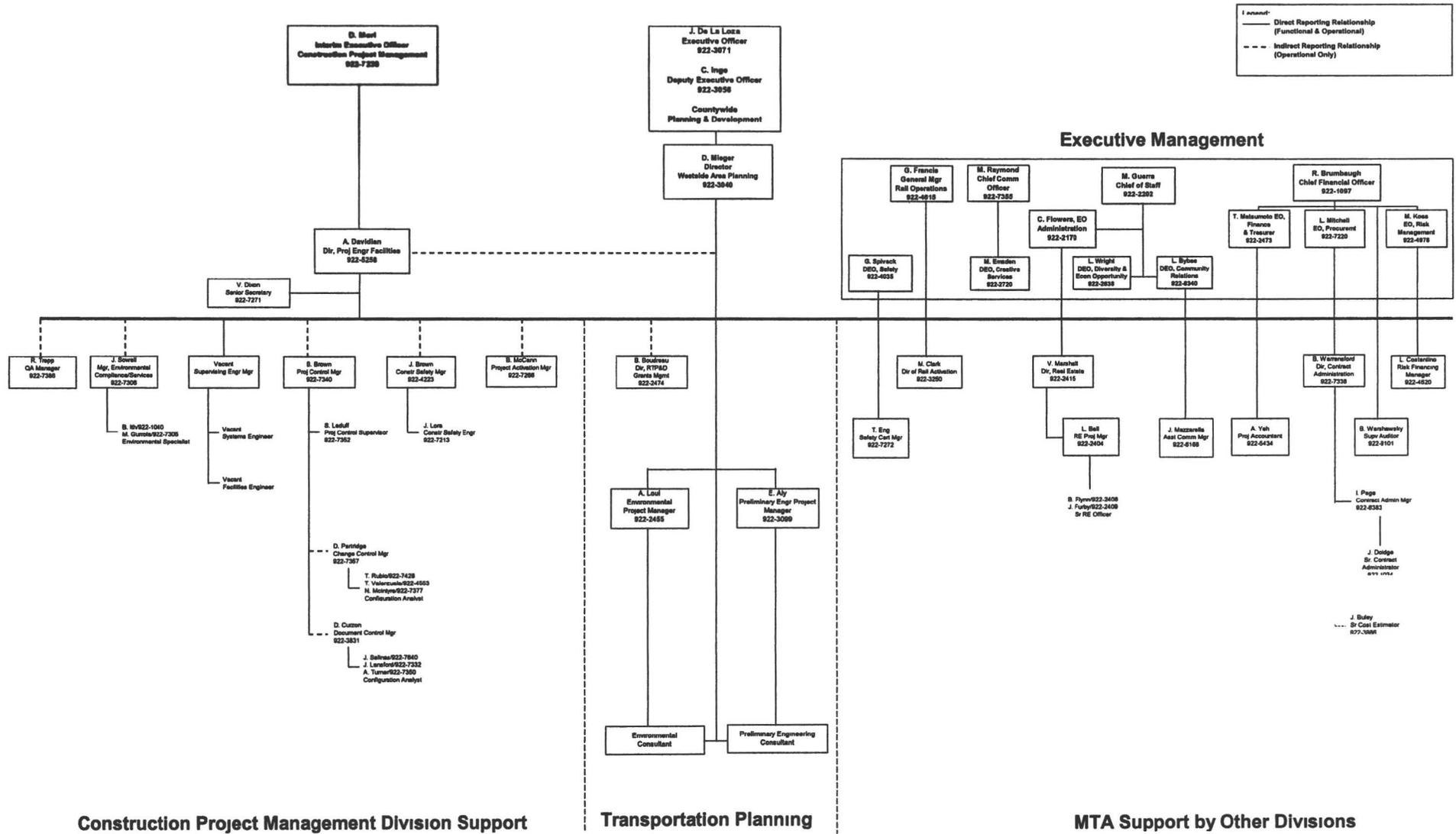
Construction Project Management Division Support MTA Support by Other Divisions

SEGMENT 3 NORTH HOLLYWOOD EXTENSION

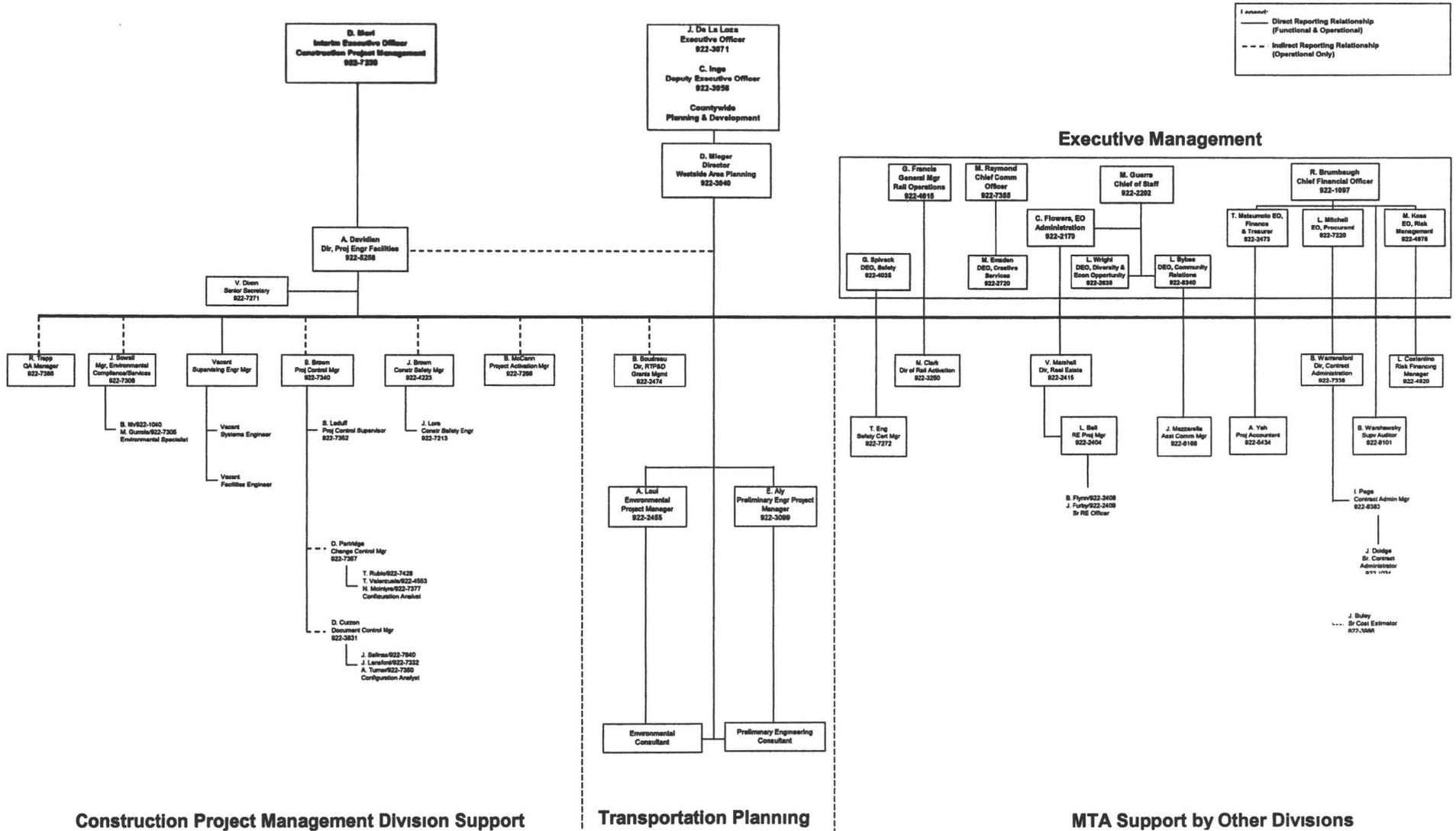


Construction Project Management Division Support MTA Support by Other Divisions

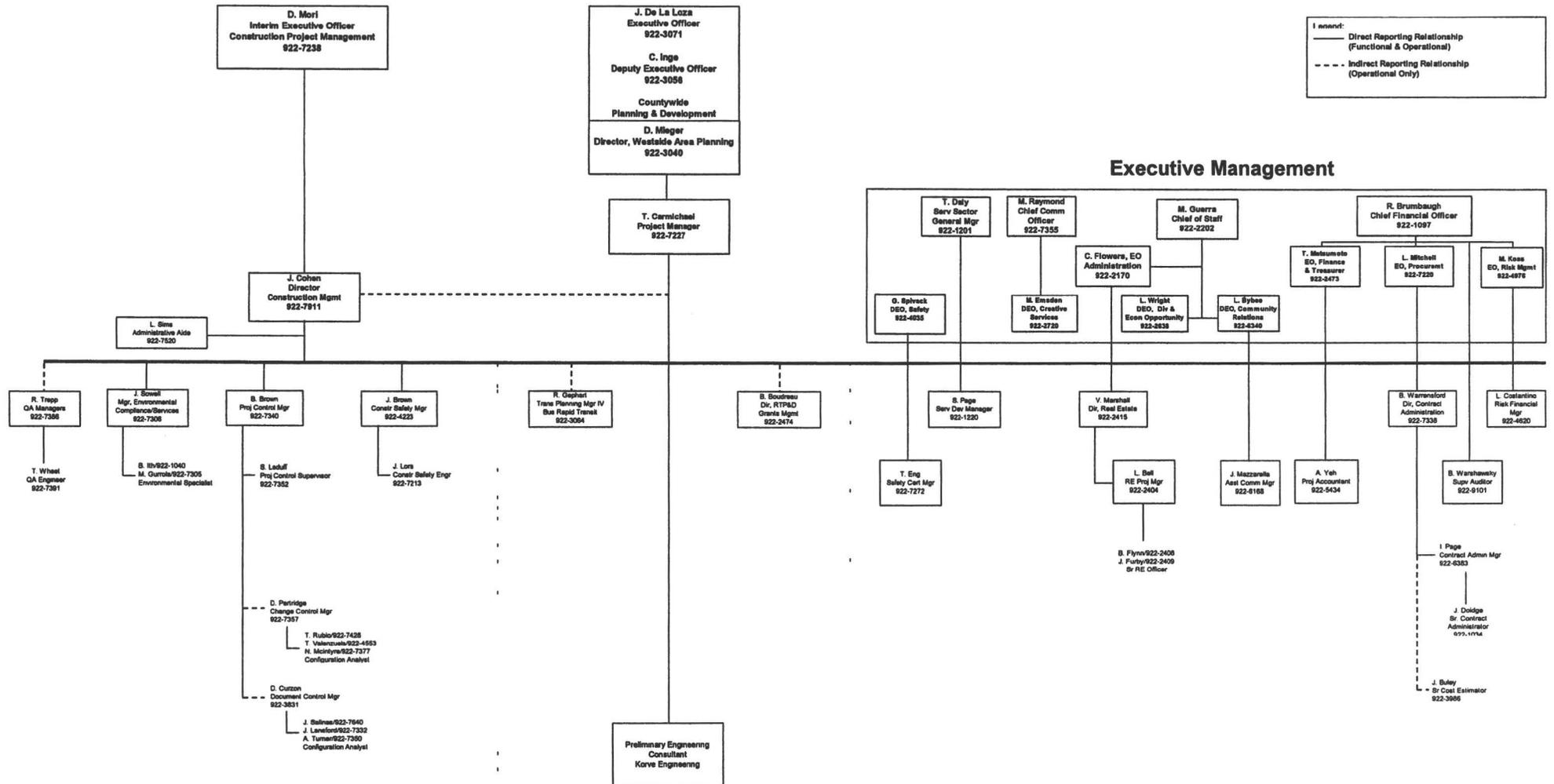
EXPOSITION LIGHT RAIL TRANSIT PROJECT ENVIRONMENTAL/PRELIMINARY ENGINEERING PHASE



EXPOSITION LIGHT RAIL TRANSIT PROJECT ENVIRONMENTAL/PRELIMINARY ENGINEERING PHASE



WILSHIRE BUS RAPID TRANSIT PROJECT ENVIRONMENTAL/PRELIMINARY ENGINEERING PHASE



Construction Project Management Division

Transportation Planning

MTA Support by Other Divisions

METROPOLITAN TRANSPORTATION AUTHORITY

GOVERNMENT RELATIONS
2001/02 LOCAL, STATE AND FEDERAL LEGISLATIVE MATRIX
October 24, 2002

LOCAL

PROPOSALS/ACTIONS	DESCRIPTION	STATUS
Interim West San Gabriel Valley Transportation Zone	In March 2001, the San Gabriel Valley Council of Governments recommended a nine-city area and unincorporated communities still served by the MTA, to approve a joint powers agreement for the Interim West San Gabriel Valley Transportation Zone. The cities and the county are being asked to provide \$150,000, out of a total \$400,000, to help fund phase 2 of a study to evaluate the feasibility of the zone. The balance of the funding will be provided by the COG.	<p>To date, the City of Alhambra and the City of Rosemead have not taken a formal position on this issue.</p> <p>The SGV Zone IJPA has completed the pre-application process and is mirroring the same processes as the SFV Zone. Most importantly, the SGV COG is open to the MTA's San Gabriel Valley Sector Plan, with particular interest of the governance process.</p> <p>The SGVZ IJPA unanimously approved a motion making recommendations for MTA's consideration of the structure and responsibilities that shall be delegated to the San Gabriel Valley Service Sector Governing Councils. No new changes.</p>

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PROPOSALS/ACTIONS	DESCRIPTION	STATUS
San Fernando Valley Transportation Zone	On August 26, 1998, the Los Angeles City Council approved a motion to explore the feasibility of creating a transportation zone in the San Fernando Valley.	<p>On December 11, 2001, the Los Angeles City Council approved a motion to extend the San Fernando Valley IJPA for an additional twelve months from December 31, 2001 to December 31, 2002 to complete the necessary zone analysis.</p> <p>On April 24, 2002 the Los Angeles City Council approved a motion to recommend to the MTA Board that the San Fernando Valley IJPA bylaws be retained if the IJPA Board becomes the Service Sector Council in the San Fernando Valley or that the City of Los Angeles representation on the service sector council be based on population.</p>

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STATE ASSEMBLY

BILL/AUTHOR	DESCRIPTION	MTA POSITION	STATUS
AB 227 (Dutra) LA 1/14/02	This bill was amended to deal with unclaimed property that escheats to the state.	No position.	Chaptered 4/17/02
AB 629 (Oropeza) LA 1/07/02	Requires transit buses operated by a public agency to be equipped with a 2-way communication device that enables drivers to contact the agency in the event of an emergency.	Support	Chaptered 9/27/02
AB 630 (Oropeza) LA 1/24/02	This bill would require a study of security on transit in Los Angeles County.	Work with author.	Chaptered 9/27/02
AB 1039 (Oropeza) LA 1/08/02	This bill would make it a crime to violate an ordinance, rule or regulation enacted by the MTA Board with regards to loitering and vandalism in or about transit facilities. <i>Assembly Member Rebecca Cohn has introduced AB 2184, which allows for the same action. The difference is that AB 2184 is statewide. Staff will recommend that the MTA Board take a support position on that bill at its March Board meeting. The sponsor of AB 2184 is the Santa Clara Valley Transportation Authority.</i>		1/14/02 In Committee: set, second hearing. Hearing canceled at request of author. 2/04/02 From Committee: Filed with Chief Clerk pursuant to Joint Rule 56. Died pursuant to Art. IV, Sec. 10 (c) of the Constitution.

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STATE ASSEMBLY

BILL/AUTHOR	DESCRIPTION	MTA POSITION	STATUS
AB 1396 (Longville)	Would create an annual \$100 million Passenger Rail Improvement, Safety and Modernization Program. <i>On 2/25/02 Assembly Member Longville introduced AB 2788, which if approved by the voters of California, will enact the Passenger Rail Improvement, Safety, and Modernization Bond Act of 2002. Staff will recommend that the MTA Board take a support position on this bill at its April Board meeting.</i>	Support	5/31/01 In Committee: set, second hearing. 2/07/02 From Committee: Filed with Chief Clerk pursuant to Joint Rule 56. Died pursuant to Art. IV, Sec. 10 (c) of the Constitution.
AB 1677 (Koretz) LA 08/19/02	Impose mandatory meal and rest period requirements upon public transit agencies irrespective of the way in which public transit services are delivered.		Vetoed 9/30/02
AB 1912 (Kehoe) LA 2/7/02	Would delete the condition that State Transit Assistance Fund can be allocated to operators only if they are not precluded from utilizing part-time drivers or contracting for services.	Working with Author	Chaptered 7/22/02
AB 2048 (Salinas) LA 8/15/02	Exempt transit agencies from current videotape storage requirements. Clarifies videotapes or recordings that are evidence, pending litigation until the incident is resolved. Defines routine video monitoring.	Support	Vetoed 9/12/02
AB 2098 (Bates)	A federal statute requires states to adopt four penalties for repeat drunk driving violations. California meets two of these four requirements and is subject to mandatory transfer of federal transportation funds to certain safety programs	Support, Seek Amendments	4/23/02 failed passage in Assembly Committee on Transportation Reconsideration granted
AB 2184 (Cohn) LA 5/7/02	Would authorize Boards of Directors of transit agencies to adopt ordinances prohibiting loitering on or in transit properties.	Support	Chaptered 9/18/02
AB 2189 (Koretz) LA 5/1/02	Would impose a 60-day employee retention requirement when a contractor for a public transit service is terminated.	Oppose unless Amended	Vetoed 9/30/02

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STATE ASSEMBLY

BILL/AUTHOR	DESCRIPTION	MTA POSITION	STATUS
AB 2333 (Nakano) LA 6/17/02	Amended to require that the benefits and burdens of airports are fairly distributed among the counties and requires that the principles of environmental justice are utilized in airport planning	Neutral	Vetoed 9/18/02
AB 2360 (Dutra) LA 5/23/02	Would implement a competitive grant program for the FSP program for additional funds.	Support	Chaptered 9/16/02
AB 2582 (Chu) LA 5/6/02	Would allow paratransit vehicles to utilize the HOV lanes with less than required occupancy.	Neutral, Seek Amendments	Chaptered 8/26/02
AB 2751 (Pavley) LA 5/23/02	To evaluate the feasibility of using rice straw for soundwall construction.	Support	Chaptered 9/18/02
AB 2788 (Longville) LA 5/22/02	Would enact the Passenger Rail Improvement, Safety and Modernization Bond Act of 2002 to provide for general obligation bonds in the amount of \$500 million and require a 50% match by local agencies based on passenger miles, annual trips and track miles.	Support	In Assembly Appropriations Committee held in Committee
AB 2809 (Longville) LA 3/11/02	Clarifies, for purposes of the diesel fuel sales and use tax exemption, the definition of farming activities. To further clarify the intent of BOE Regulation 1533.2	Support	3/11/02 Referred to Committee on Revenue and Taxation.

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STATE SENATE

BILL/AUTHOR	DESCRIPTION	MTA POSITION	STATUS
SBX3 10 (Sher)	Clarifies, for purposes of the diesel fuel sales and use tax exemption, the definition of farming activities. This bill would also make legislative findings and declarations relating to the state budget.	Support	3/14/02 To Committee on Appropriations. 3/14/02 From Committee: Do pass. Read second time. To third reading. Died on File
SB 18 (Alarcon) LA 8/8/02	Requires a study of the LACMTA Board composition and states that transit agencies should adopt a transit bill of rights. SB 18 was amended to require that one of the seats on the MTA Board of Directors currently held by the City of Los Angeles be designated for the position of Mayor for the San Fernando valley should it secede from the City of Los Angeles.	Oppose	Chaptered 9/15/02
SB 547 (Figueroa)	Would provide a tax credit to employers that provide subsidized transit passes to their employees.	Support	Withdrawn by author, 2-year bill.
SB 618 (Margett)	This bill repeals the authority of Caltrans to rank soundwall projects.	Work with Author, unless bill is not amended to reflect previously adopted policies.	3/07/01 To Senate Committee on Transportation. Withdrawn by author, 2-year bill.

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STATE SENATE

BILL/AUTHOR	DESCRIPTION	MTA POSITION	STATUS
SB 651 (Margett)	This bill would make technical, nonsubstantive changes in statute relating to the structure of the MTA Board.	Neutral-Work with Author, unless amended to conflict with previously adopted policies.	3/07/01 To Senate Rules Committee 2/04/02 Returned to Secretary of Senate Pursuant to Joint Rule 56.
SB 829 (Karnette) LA 4/24/01	Would permanently dedicate the sales tax on gasoline for transportation purposes. This bill has been amended to remove the section that splits the revenue equally between STIP, local streets and roads, and the Public Transportation Account.	No position.	5/31/01 Set, first hearing. Held in Committee under submission. 2/04/02 Returned to Secretary of Senate Pursuant to Joint Rule 56.
SB 1195 (Romero)	Creates the Los Angeles County Metropolitan Transportation Authority Labor Relations Trust Fund in the State Treasury upon receiving notice of a strike or lockout. Any funding for MTA's programs, projects and services during a work stoppage would need to be approved by the State Auditor.	Oppose-Based on MTA Board prior opposition to identical bill AB 33.	3/27/01 to Senate Transportation Committee. Hearing is set for 4/17/01. 4/10/01 Withdrawn by author, 2-year bill.
SB 1262 (Torlakson) 4/23/02	Requires 5% of a county's Regional Transportation Improvement Program funds to be allocated to a program which rewards local jurisdictions that develop housing near transit.	Oppose, work with author	4/29/02 Placed on Senate Appropriations suspense file 5/23/02 Held in Committee under submission
SB 1740 (Murray) LA 8/22/02	Develop record retention program for the SAFE Program throughout the state	Support/Sponsor	Chaptered 9/9/02
SB 1828 (Burton)	Expand CEQA review in relation to Native American sacred sites and prohibit the issuance of a permit for a project until that review is completed to the satisfaction of the affected native American group.	Oppose	Vetoed 9/30/02

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STATE SENATE

BILL/AUTHOR	DESCRIPTION	MTA POSITION	STATUS
SB 1853 (Murray) LA 4/10/02	Would enact the Transportation Noise Reduction, Safety Enhancement and Congestion Relief Bond of 2002 to authorize general obligation bonds in the amount of \$1 billion for financing of soundwall construction.	Support	Chaptered 9/19/02
SB 1856 (Costa) LA 8/24/02	Enact the High Speed Train Bond subject to voter approval, would provide for the issuance of \$9 billion in general obligation funds for planning and construction. Would require the Authority to pursue and obtain other private or public funds to augment the bond proceeds.	Work with Author	Chaptered 9/19/02
SB 1858 (Burton) LA 4/18/02	Would make non-substantive changes to state law relating to State Route 480.	Neutral	In Assembly pending assignment to Committee
SB 1918 (Torlakson) LA 5/1/02	Sponsored by the developers and manufacturers of the Segway Human Transporter vehicle. The bill defines the Segway as an electric personal assistive mobility device (EPAD, with amendments consistent with those requested by the League of California Cities.	Support with Amendments	Chaptered 9/27/02
SB 1927 (Soto) LA 4/16/02	Would require OMNI transit joint powers authority to assess the long-term environmental and public health impact on fueling stations located near residential communities.	Neutral	Chaptered 9/16/02
SCA 3 (Karnette)	Would authorize capital, maintenance and operating costs for public mass transit vehicles as a purpose for which revenues from motor vehicle fuel taxes and motor vehicle fees and taxes may be expended.	Support	5/01/01 In Senate Committee on Transportation: Failed passage. 5/01/01 In Senate Committee on Transportation: Reconsideration granted.

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STATE SENATE

BILL/AUTHOR	DESCRIPTION	MTA POSITION	STATUS
SCA 5 (Antioch) (Torlakson) LA 2/13/02	This measure would authorize a county, a city and county, or the Metropolitan Transportation Commission with the approval of a majority of its voters voting on the proposition, to impose a special tax to fund transportation projects and services and that the tax be expanded to include smart growth planning.	No position.	2/13/02 From Committee with author's amendments. Read second time, amended. Re-referred to Committee on Appropriations.
SCA 11 (Murray)	Would require that loans from the State Highway Account and Public Transportation Account be repaid with interest when those accounts loan funds to other state accounts	Support	Senate Appropriations Committee - held in committee
Board of Equalization Regulation 1533.2	This measure would enact regulations relating to a sales tax exemption for the use of diesel fuel used in farming activities. The expanded regulation would reduce funds deposited into the Public Transportation Account (PTA).	Oppose	April 2002, adopted 1533.2 with amendments that limit impact to PTA

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BILL/AUTHOR	DESCRIPTION	MTA POSITION	STATUS
Proposition 42	Proposes that the allocation of sales tax on gas to Transportation be a permanent allocation.	Support	March 2002 Ballot Approved by Voters
Proposition 51	Proposition 51 would allocate revenues to some warranted and compelling purposes related to transportation that may be considered underfunded by traditional transportation revenue sources. However, Proposition 51 would not allocate any highway revenues based on traditional and equitable formulas such as the STIP process, county minimums, etc., but instead gives priorities to specific projects selected by the Governor in AB 2928. Further, while a portion of the transit revenues would follow existing formulas a portion of those are also allocated to specific projects without consideration of equitable statewide distributions. A significant amount of the revenues outlined in Proposition 51 simply follow a per capita distribution and preempt existing longstanding equitable formula distributions.	Oppose	November 2002 Ballot

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FEDERAL

BILLS/AUTHOR	DESCRIPTION	STATUS
<p>FY 2003 Transportation Appropriations Request</p>	<ul style="list-style-type: none"> ● <u>\$40.5 million in Section 5309 New Starts-Discretionary Funding to complete funding of the Metro Rail North Hollywood extension.</u> This request completes the federal government's funding commitment for the final leg of this project. ● <u>\$35 million in Section 5309 New Starts-Discretionary Funding for the Eastside Light Rail Project.</u> The \$35 million being requested for FY 2003 will be used for final design and construction of this project. The MTA is currently conducting final environmental reviews on the Eastside Light Rail Project. The MTA anticipates funding this project in part with the new starts balance committed to the Eastside under the MOS-3 Full Funding Grant Agreement. ● <u>\$4.5 million in Section 5309 New Starts-Discretionary Funding for the Exposition Boulevard Light Rail Project from downtown Los Angeles to Santa Monica.</u> This funding is to assist in preliminary engineering on the Exposition Boulevard Light Rail Project. ● <u>\$11.5 million for the MTA and \$15 million for Municipal Operators in Section 5309 Bus and Bus Related Discretionary Funding for the Metro Bus Program.</u> The MTA has made great progress in improving bus service in Los Angeles County, and is committed to continuing the expansion of the highly successful Metro Rapid Bus program and additional construction of two new bus divisions. The proposed \$11.5 million will greatly assist the MTA with: <ol style="list-style-type: none"> 1) \$5 million to purchase 14-15 Metro Rapid Buses 2) \$6.5 million for Metro Bus Divisions and Facilities Improvements to support service sector efforts 3) \$15 million for Municipal Operators capital bus purchases and facilities improvements; 	<p>In Progress.</p>

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BILLS/AUTHOR	DESCRIPTION	STATUS
	<ul style="list-style-type: none"> ● <u>\$5 million in Intelligent Transportation Systems (ITS) Program funding.</u> This funding is for the implementation of the Regional Universal Fare System for the MTA and several municipal operators' service in Los Angeles County; and, ● <u>\$2 million in Reverse Commute/Jobs Access Program.</u> As a member of the Los Angeles County's transportation and human services executive council, the MTA funding request will help implement a focused ridesharing matching program for employed Welfare-to-Work participants. 	
<p>S. 2808 FY 2003 Transportation Appropriations bill</p>	<p>LACMTA received the following earmarks from the Senate Appropriations Committee:</p> <ul style="list-style-type: none"> ● \$40 million for Los Angeles North Hollywood extension project; ● \$10 million for Los Angeles East Side MTA; ● \$5 million for Los Angeles MTA Buses and Bus Facility; ● \$1.75 million for Municipal Transit Operators Coalition, Long Beach; and, ● \$750,000 for Rideshare Program – MTA. 	<p>July 25, 2002 passed by unanimous consent in the Senate Appropriations Committee</p> <p>Date for Conference Committee TBD.</p>
<p>H. 5559 FY 2003 Department of Transportation and Related Agencies Appropriations bill</p>	<p>LACMTA received the following earmarks from the Senate Appropriations Committee:</p> <ul style="list-style-type: none"> ● \$40.485 million for Los Angeles North Hollywood extension project; ● \$8.2 million for Los Angeles East Side MTA; ● \$3.5 million for Los Angeles MTA Buses and Bus Facility; ● \$2.5 million for Municipal Transit Operators Coalition; and, ● \$2 million for Job Access/Reverse Commute program. <p>Technical Correction report language: "Sierra Madre Villa Intermodal Center Funding provided for the Sierra Madre Villa Intermodal Center in FY 02 shall also be available to the LACMTA for bus and bus-related facilities in the LACMTA service area."</p>	<p>October 1, 2002 approved in the House Appropriations Committee</p> <p>Date for a Conference Committee TBD.</p>

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BILLS/AUTHOR	DESCRIPTION	STATUS
TEA-21 REAUTHORIZATION	MTA Board approved to support TEA-21 State of California and Los Angeles County's General Principles. Return to the MTA Board with TEA-21 Reauthorization Criteria listing.	<p>June 27, 2002 Board Approved State of California and LA County Regional General Principles.</p> <p>September 26, 2002 MTA Board approved the Revised LA County Regional General Principles and Priority Project lists.</p>

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COUNTY OF LOS ANGELES
OFFICE OF THE COUNTY COUNSEL

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LLOYD W. PELLMAN
County Counsel

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October 1, 2002

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 September 30, 2002, on the Status of Key Legal Actions Related to Federally Funded Projects.

Please call if you have any questions (213) 922-2520.

Very truly yours,

LLOYD W. PELLMAN
County Counsel

By


ALAN K. TERAOKAWA
Principal Deputy County Counsel

AKT:ibm
Attachments

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

Los Angeles County Metropolitan Transportation Authority
 Status of Key Legal Actions Related to Federally Funded MTA Projects
 Date as of September 30, 2002

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.	All individual damage claims resolved. Case dismissed 05/30/01
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.	Tentative settlement, negotiations ongoing.
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.	In Trial
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; class certification granted Settlement discussions underway.

<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 CA Constitutions. On a motion by the MTA, the District Court dismissed the case, holding random testing of safety sensitive employees was constitutional. The 9th 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 granted to Plaintiff's, Awaiting notice of oral argument before Ninth Circuit.</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>06/10/02 stayed pending results of appeal Gonzalez I.</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 cases except Weber have been settled by the MTA's insurance or have been litigated in favor of the MTA. Two cases are on appeal. 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. There is an agreement to submit this case to a private trial. No trial date has been set.	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.	Parties in dispute over MTA's load factor compliance under consent decree. 9 th Circuit has affirmed district court order and Supreme Court denied petitioned for <u>certiorari</u> . Matter will be remanded to the special master for further determination.
LACMTA v. Neoplan	BC232584	ALL	MTA filed suit in June 00 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 95. The deficiencies have occurred in the series 4500, 4700, 6300 & 6700 buses. Deficiencies principally involve the power train. Defendants requested & obtained a change of venue to Orange Co., Ca.	Discovery – partial settlement with Recaro Seat Co. Settlement discussions underway. Meeting set for October 2, 2002.

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.	Trial date vacated to permit the motions and discovery to be completed.
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 breach of contract and violation of False Claims Act.	CASE SETTLED 07/2002.
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.	Judgment for MTA for \$63 million. Case on Appeal.

October 22, 2002



Metropolitan
Transportation
Authority

One Gateway Plaza
Los Angeles, CA
90012-2952

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 MTA provides a regular quarterly status report to the FTA on the agency's efforts to improve safety and control workers' compensation costs. Because the first quarter of FY03 represents the first anniversary of our Safety's First program, the regular quarterly report is expanded to include a year-end "State of the Program" review (Attachment A). This covers the one-year period from October 2001 through September 2002.

In the fall of 2001, the MTA initiated an aggressive program to improve safety and reduce accidents, injuries, lost workdays, and the associated costs. The four areas of focus are:

- Prevent accidents and injuries (MTA/Dupont Safety's First Program)
- Improve accident and injury processes (incident investigations, handling of claims)
- Return injured staff to work and resolve claims cases quickly
- Prevent and prosecute fraud

The State of the Program report reviews the activities and successes of the past year, areas for improvement, and next steps.

Sincerely,

Andrea H. Burnside
Executive Administration Manager
Office of the Deputy Chief Executive Officer

ATTACHMENTS

- A. Safety and Workers' Compensation, State of the Program: Year One
- B. Accident and Injury Scorecard Report
- C. Special Investigations Unit (SIU), Update on Activities for the Fourth Quarter FY02



Safety
And Workers'
Compensation

State of the Program: Year One

October 2001 – September 2002



November 2002

Introduction

In the fall of 2001, the MTA initiated an aggressive, comprehensive program to prevent and reduce accidents and injuries, lost time due to injuries, and the associated costs. This report, "State of the Program: Year One," reviews the activities and successes of the past year, areas for improvement, and next steps.

The agency must continue to enhance the program outlined below – particularly injury and accident prevention – to maintain control of continually rising workers compensation costs.¹

Summary of Successes Achieved

Over the past year, the MTA has realized a number of successes in the program, both agency wide and at individual work sites. These successes were achieved in an environment of great change, with new executive leadership, the implementation of the service sectors and departmental reorganizations/leadership changes in Safety and Risk Management.

The following are agency wide highlights, with more detail on pages 8-9.²

2,400 have been trained in safety skills. Over 1,000 managers and supervisors have been trained in safety skills and safety management and over 1,400 line employees have been trained in safety concepts and programs. Managers and supervisors attend a two-day safety training session and line employees a half-day session. These achievements were made through a primary focus this year on training and skill building.

300 have been trained in incident management. Metro Operations' and other departmental managers and supervisors have been trained on how to effectively handle injuries and accidents at their worksites, including how to conduct comprehensive injury and accident investigations so that similar incidents do not happen again. A newly created Illness and Injury Prevention Packet and Incident Management Guide was developed by an interdepartmental task force and provided the basis for the training.

¹ AB749, effective January 1, 2003, increases workers' compensation benefits and implements some cost-saving reforms in the administration of the workers' compensation system. The legislation introduces the following workers' compensation benefit enhancements, some related to previous claim periods: the temporary disability benefit maximum (66.7% of pay) will increase from the current \$490 weekly to \$602 weekly for 2003; the minimum permanent partial disability benefit has been raised from \$70 to \$100. The initial annual cost impact of the benefit improvements to MTA is estimated in excess of \$4.6 million.

² The Accident and Injury Scorecard included as Attachment B provides summary level information on the agency's monthly injury claim and accident rates.

Fewer employees are making new injury claims. New lost work time workers' compensation claims reported are on an overall downward trend and are below the target for the first quarter. New lost work time claims for FY03 YTD averaged 134 monthly, compared to the preceding nine-month average of 176 claims/month. In September, new claims reported reached a low of 103.

The Injured Workers' Advocate (IWA) has assisted over 90 employees. This position was created and recruited through a partnership between MTA and its unions to provide assistance to employees who have problems with current claims processes. Funding for the first year of the IWA is provided through a Federal Mediation and Conciliation Services grant. The IWA's intervention can help employees avoid seeking outside legal assistance.

More claims cases are being closed out. The number of workers' compensation claims cases being closed out has increased, largely due to the new active claims case management system instituted in July.

1,700 attended workshops by the District Attorney to learn about their rights and fraud. The MTA and its County Counsel have formed a partnership with the District Attorney (DA) and State Department of Insurance (DOI) to prevent and prosecute workers' compensation fraud. The partnership resulted in the DA conducting 26 agency wide workshops with employees on the rights of injured workers, types of fraud, criminal statutes and fraud penalties. The MTA's Special Investigations Unit has 24 active investigations currently open, and County Counsel is discussing at least 5 of these with the DA as candidates for criminal prosecution.

Workers' compensation costs have decreased. The program activities and achievements are beginning to net positive financial results. The costs associated with workers' compensation medical and indemnity claims and all related costs in the 1st quarter of FY03 have decreased by \$535,000 or 4%, compared to the same quarter in FY02.

Bus traffic accidents are on a slow downward trend. Accidents per 100,000 hub miles have decreased from FY02's year-to-date (YTD) figure of 3.91 to a current YTD of 3.88. In comparison, Chicago's FY02 rate was 5.14 and New York's 4.54. The San Fernando Valley sector continues to lead the other sectors with the lowest YTD accident rate of 2.57.

Rail accidents have remained low. All rail lines have zero accidents per 100,000 revenue train miles for August and September 2002, and the Red and Green Lines have zero accidents for FY03 YTD.

The MTA has a way to go to meet our ambitious goals on page 7. Workers' compensation costs were down 4% the first quarter as compared to the same quarter last year, and these savings must escalate if the agency is to meet its 14% workers' compensation cost reduction

goal for FY03. The current \$60 million workers' compensation financial burden grew to that level over a number of years, as a result of multiple factors. Aggressive actions being taken now will net results in the months and years to come.

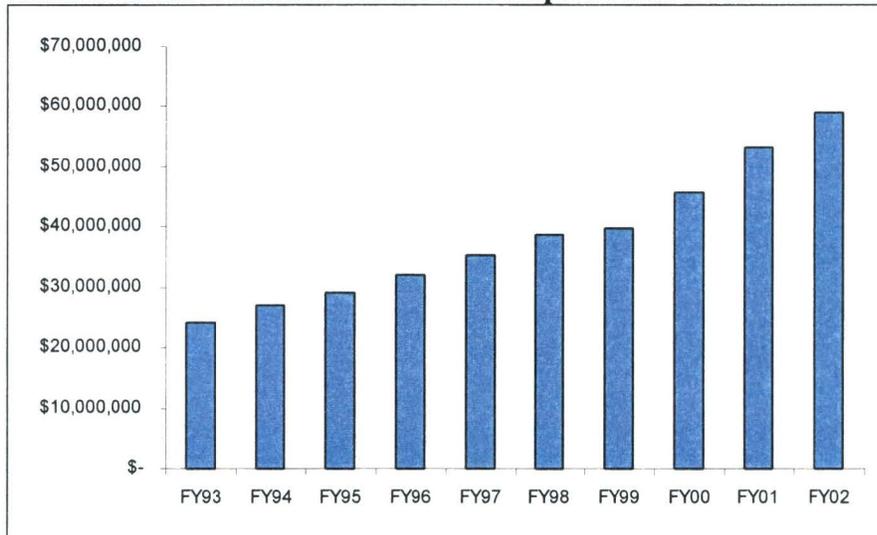
As the agency focuses on implementing a variety of strategies, it must continue to improve coordination amongst administrative and sector units to ensure consistency, particularly in the implementation of agency policies associated with occupational injury/illness claims.

Background

The Problem

MTA's workers' compensation costs increased an average of 14% in each of the past ten years, while the number of employees has remained relatively stable. For fiscal year 2002, MTA's projected workers' compensation costs climbed to a high of \$60 million, nearly doubling since fiscal year 1995 (Exhibit 1). At just over 9,000 employees, the cost equates to an allocation of about \$6,500 per employee.

Exhibit 1: MTA Annual Workers' Compensation Costs



A recent comparison of the MTA's cost per employee showed that it is 2 to 15 times greater than transit agencies in major metropolitan areas. For example, it is double the average of peer agencies in California, 5 times greater than Boston, 7 times greater than New York, and 15 times greater than Washington DC.

While rising medical costs contributed significantly to the growing costs, other factors were also key including: ineffective agency wide injury prevention and return-to-work programs; lack of coordination and integration of safety and workers' compensation-related activities among departments; and employee abuse of injury benefits.

When comparing the MTA's costs to those of other agencies, two additional factors must be considered: variances in contractual language related to entitlements and state statutory variances on compensability. For example, New York City Transit's contractual language provides the agency with significantly more control over the use of salary continuation benefits. Also, California's workers' compensation statutes are much more liberal than other states.

Finally, the MTA's use of a third party-administrator to manage workers' compensation claims through last fall made it even more difficult to manage and contain rising costs because it created yet another entity in the claims management chain.

Four Focus Areas

The program has four key areas of focus:

1. Prevent Accidents and Injuries

The first and foremost cost-effective way to address the challenge facing the MTA is to prevent accidents and injuries from occurring in the first place. MTA partnered with Dupont Safety Resources to assist in developing and implementing a comprehensive safety management approach to augment the existing safety program and improve the agency's safety record. Dupont's scope of work for this program includes:

- Assess MTA's safety management system and prepare an engagement plan
- Engage MTA leadership in preparation of an overall Strategic Safety Plan and departmental Safety Action Plans
- Provide assistance to management in developing strategies for communicating, promoting, and implementing the safety plans
- Conduct safety skill building for all levels of management, supervision and other personnel
- Provide ongoing coaching and counseling to management and supervisors in all safety-related areas

The executive leadership team adopted the guiding policy: "**SAFETY'S FIRST** for our customers, employees, and business partners as we plan, construct, operate and maintain the region's transportation system." This simple statement carried with it six powerful principles which recognize and promote the responsibility of the employer and the employee. While the employer must provide the tools, it is only through the willingness and dedication of each and every employee that true safety excellence can be achieved. The principles are:

- Safety is a 24 hour a day, 7 days a week priority
- Safety is everyone's responsibility

- Accidents and injuries are preventable
- Working safely is a condition of employment
- Training is essential for good safety performance
- Management is accountable for safety

The primary focus has been on training and skill building in this first year.

2. Improve Accident and Injury Management Processes

The second step involves acting quickly when an accident or injury occurs to (1) understand what happened and to ensure a similar accident or condition doesn't recur and, (2) swiftly and effectively address the needs of the injured employee from both a medical and administrative standpoint.

This area includes establishing the agency's new in-house Workers' Compensation Claims Unit and supporting units such as the Special Investigations Unit. It also includes review and improvement of the various processes followed when an accident or injury occurs, such as treating employee injuries, managing claims cases, reporting, and incident investigation and follow-up. Staff is also pursuing audits of claims still covered by MTA's former insurer/third party administrator, Travelers.

3. Return Injured Employees to Work or Resolve Claims Cases

The third area of focus is to bring injured employees back into the productive workforce more quickly. Not only does this squarely address workers compensation costs but it can also help reduce overtime costs associated with the need to provide staff coverage for employees otherwise out on occupational injury leave. This focus area includes working closely with doctors and clinics to understand employee work restrictions, managers maintaining regular and appropriate contacts with off-work employees, and developing effective light and transitional duty programs.

Another component is regularly reviewing and medically separating from the agency those employees whose injuries do not permit them to return to work. Staff is also working towards establishment of physical agility standards that provide specific breakdowns for each job task and providing optional vocational rehabilitation services to prepare the injured employee with alternative career paths.

Because we want an injured worker to return to his/her job as soon as they are medically fit, having set and approved medical standards will allow the MTA to develop a true transitional duty program that gives the employee worthwhile work during the healing process as well as assists their recovery by increasing the levels of tasks commensurate with their medically approved capability. As a result, the MTA will have medically acceptable standards that can be used to select a better-trained and medically qualified applicant pool. The new set of standards will focus initially on "safety sensitive" positions, e.g. bus operators and mechanic categories.

Health and Wellness programs will also be developed to insure that our existing workforce, not subject to new standards, can begin to move towards the new standard.

4. Prevent and Prosecute Fraud

Finally, there is a need to deal with those individuals who are taking advantage of the special benefits set aside for injured workers. Because the MTA's workers' compensation claims are higher (and growing) in comparison with other metropolitan transit agencies, there is suspected fraud or abuse of workers' compensation medical and indemnity benefits by some employees with the support of certain lawyers, doctors, and others³. Along with the Claims Unit, the MTA also established its own Special Investigations Unit (SIU) to provide investigative services for claims cases. Additionally, the MTA contracted with a panel of eight firms to conduct investigations.

The MTA has partnered with the Los Angeles County District Attorney's office and the California Department of Insurance to roll out a novel pilot program aimed at preventing and, where appropriate, prosecuting workers' compensation fraud. A task force of representatives from MTA and these two agencies meets regularly to discuss potential cases.

Union Participation

As part of the most recent contract negotiations, the MTA and its unions agreed to jointly implement a workers' compensation campaign to improve the quality of administering the benefits of employees, increase safety, and reduce workers' compensation claims and expenses through various activities such as training, safety committees, an ombudsmen program and implementation of a special physician's network.

The guiding body for these activities is the Safety Oversight Committee, a group composed of top MTA management and union leadership. The committee meets on a monthly basis with its five union partners to present issues and work to improve the health and safety of our employees.

³ It is interesting to note that San Diego Transit has also found itself confronted with a dramatic rise in workers compensation costs. In a recent article published by the San Diego Union-Tribune, it was noted that San Diego Transit increased its reserves from \$1.9 million to \$3.8 million. It's claims experience jumped by 13%. Further, the article indicates that of 600 employees, 190 have claims. They are moving swiftly to institute health and wellness programs (back related injuries), contribute to fitness memberships, and split the cost on fitted seats for operators. Transit operators account for 80% of the claims.

The Goals

MTA has aggressive injury and accident prevention and budgetary goals to guide and measure the success of the program. CEO Roger Snoble and DCEO John Catoe are reviewing the progress made toward these goals with each department or unit on a continual basis.

The **Strategic Safety Management Plan** was adopted in March 2002 by the executive leadership team. It establishes five-year goals, objectives, and strategies. Each department or unit prepared its own supporting plan of action. Given the implementation of the sector program and the creation of new leadership teams at the operating sites, the SSMP documents continue to evolve. The two key goals are:

Goal: Achieve 100% safety awareness for all employees

- Communicate the MTA safety policy and principles, goals and objectives, begin implementing the departmental Safety Action Plans immediately and train all employees in safety skill-building by the end of FY03

Goal: Reduce current accident and injury rates by 51% or greater in five years (25% reduction in Year One, 15% in Year Two, and 10% in the remaining years)

- Improve the safety of work tasks and work location
- Investigate all employee injuries and accidents to identify root causes within 24 hours from report of injury and ensure that corrective actions are taken
- Reduce lost workdays by returning employees to work as soon as possible

Safety is a central theme in the **CEO's Long Range Strategies and Goals** for the agency. The adopted vision is, "MTA -- Leading the nation in safety, mobility and customer satisfaction." MTA's number one goal is to, "Create a safety conscious culture throughout the MTA and with its customers and business partners." Metro Operations, as a whole, along with each of the sectors and associated operating units have developed specific strategies to address safety.

The adopted **FY03 Budget** includes reductions of \$8.3 million or 14.2% in workers' compensation costs due to safety improvements. Factoring out medical inflation and the costs of increased employee injury benefits starting January 2003 (AB 749), the percent change savings from FY02 workers' compensation costs is an aggressive 25%.

FY02 Workers' Compensation	\$ 58.143 million	
Safety Program Savings	\$ (14.53 million)	-25%
Medical inflation + AB 749	\$ 6.19 million	11%
FY03 Proposed Workers' Compensation	\$ 49.81 million	-14%

Successes

In addition to the agency wide successes discussed above, other specific achievements in the four areas of focus include:

- Incorporated Safety as the first consideration in setting performance goals for the agency's vision and strategic planning program
- Instituted an active workers' compensation active case management/claims review system where all lost time claims cases are reviewed on a rotating monthly basis by an interdepartmental team of supervisors/managers, County Counsel, Special Investigations Unit, and claims examiners.
- Acquired of TransitsafeTM, an automated accident and incident management system, and began testing it in October 2002. This system will automate many of the necessary forms, allow for more detailed investigation of incidents and injuries, and will keep permanent records. It also includes automatic preparation of required California PUC reports, NTD reports, OSHA logs, etc. The beta test period will be conducted over the next two months with full agency implementation by January 1, 2003 to coincide with the new OSHA reporting year.
- Produced of monthly "Scorecard" reports for management on claims, accidents, and injuries. Monthly scorecard reports began in April 2002 and have evolved into line specific detail reports for use by Metro Operations division and sector management as well as top leadership. The Decision Software project started nearly two years ago has recently been implemented and will make tracking and reporting simpler and more directed. Already staff has used the capabilities of the system to identify employees with high rates of accidents, focus interest on specific bus lines for targeted treatment and analysis of other populations.
- Successfully completed, with no exceptions, a recent FTA triennial audit of safety and security program efforts.
- Formed management structures to involve employees at all levels in the development of safety programs and elimination of defined hazards. In spite of the changes caused by reorganization, the men and women of the MTA have responded positively to our safety training and safety awareness is on the increase. Identified hazards are being dealt with quickly. Local Safety Committees are functioning at most divisions and operating locations strengthening the bonds between co-workers and management. People are paying closer attention to using provided safety equipment. Vests and safety shoes are required in all industrial facilities.
- Incorporated safety accountability into employee Performance Based Compensation reviews

- Installed 16 defibrillators at Gateway and at the RRC and Division 10 in Fy'02. In FY'03 another 13 are being purchased and will be installed at operating facilities.

On the horizon, the MTA is seeking to:

- Obtain a bus training simulator for the development of new operators, perform accident reconstruction, and retrain operators
- Develop programs aimed at making our workforce healthier. We are in the process of examining a fitness facility for the Gateway Building as well as upgrading other existing rooms throughout the agency operating locations.
- Develop an entity called a "Health Care Organization" under California law in an effort to obtain qualified medical personnel and facilities that will provide timely, professional health care for our employees. This program to be selected jointly by the MTA and the union leaders will answer one of the key and most nettlesome concerns raised by employees that the occupational injury-related medical care they currently receive is sub-standard.
- Re-organize and direct the Risk Management Department to elevate the level of service to employees. For the first time in the history of the MTA, the Risk Management program will be wholly contained by and within the MTA. Expected by January 1, 2003, all third-party administered claims will be transferred to MTA examiners.
- Expand the cardio-pulmonary resuscitation (CPR) and defibrillator program agency wide to all locations.

Areas for Improvement

The MTA has a way to go to meet the ambitious goal of reducing accidents and injuries by 25% and associated costs by 14% in FY'03. While staff focuses on implementing a variety of strategies in each of the four focus areas, major improvements in coordination amongst administrative and sector units are needed to enable MTA to remain consistent in treatment of injured employees. We must address the "number one" complaint of employees that medical care is substandard and often delivered with a lack of courtesy, particularly when follow-up services are requested.

Accident and injury rates must be brought down. Unfortunately, medical payments continue to rise. While some of this is related specifically to increased benefits authorized by the California State legislature, it is also reflective of increased injury severity. Lost workdays still shows an increasing trend and is running above the goal.

Staff will continue to focus on better and more intensive accident investigation and analysis so that strategies for preventing future incidents of the same type can be developed and implemented agency wide.

We must consolidate all of our outstanding claims files and rebuild the risk management staff to become truly client serving. Human Resources needs to provide for stronger management of its central files so that required information from original sources is secure.

Our rewards and recognition program for safety excellence is lagging and will receive substantially greater focus in the coming months. As discussed above, some work sites have impressive safety records, and they should be recognized for these achievements.

MTA leadership must continue its dedication to Observation and Feedback sessions at all locations, demonstrating their own commitment to the safety program. MTA management and supervisors must "walk-the-talk."

Next Steps

Staff will be taking the following steps in the next quarter and beyond to achieve its safety and workers' compensation goals:

- ➔ Review existing contract language as it relates to injury on duty benefit entitlement to improve return-to-work incentives.
- ➔ Develop an effective return to work program/approach to include the development of physical agility standards, ADA certified job descriptions, and wellness activities fostered by those standards.
- ➔ Implement fully the ancillary services contract with EOS including the elements of medical case management, pharmacy services, vocational rehabilitation and other employee-centered programs.
- ➔ Improve mechanisms across sectors for consistency in applications of rules, policies and procedures.
- ➔ Train newly promoted Transit Operations Supervisors in the techniques of accident investigations.
- ➔ Hire and train by January 1, 2003 a new centralized claims staff.
- ➔ Obtain control over all non-MTA administered claims files (about 1500).
- ➔ Fully implement the Transitsafe™ program agency wide.

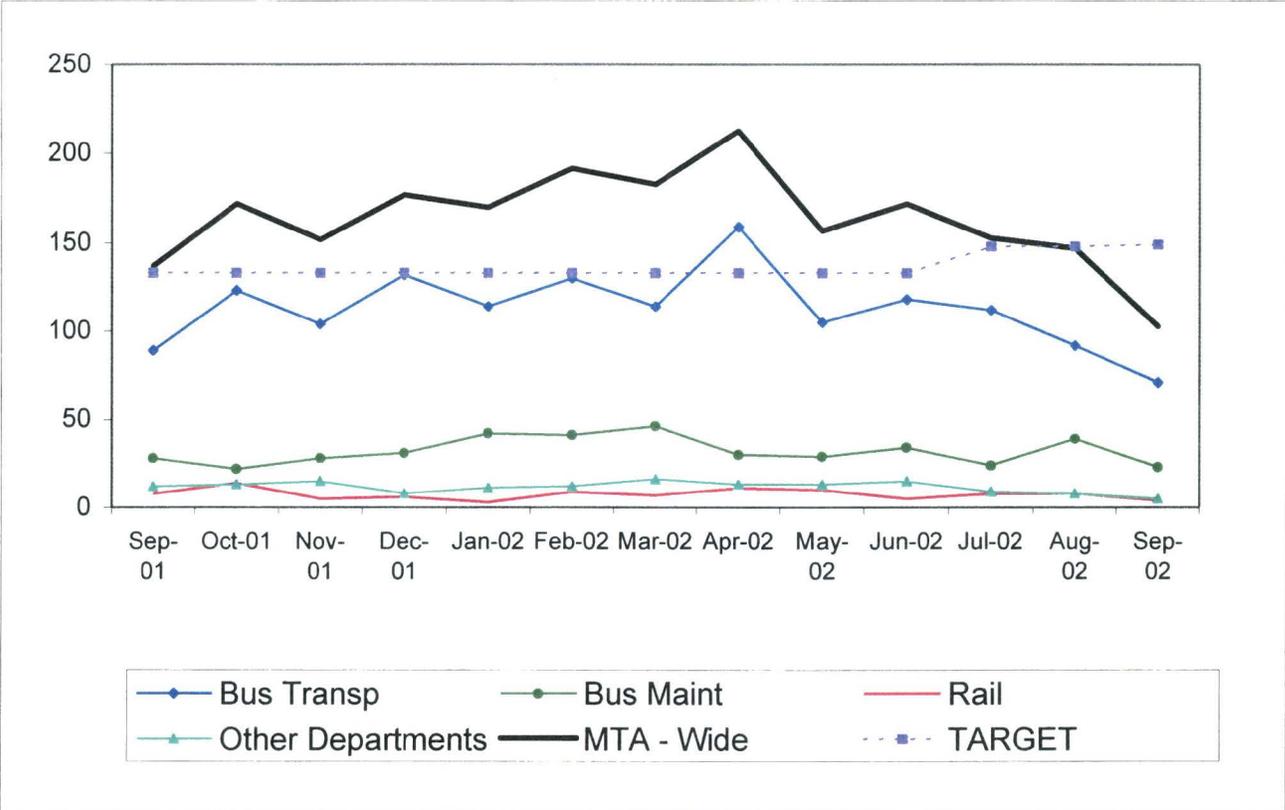
- Improve rewards and recognition for outstanding safety performance and communicate to employees.

- Communicate safety requirements to all contractors, visitors and customers.

We cannot transform the agency overnight, but we can expect great things from our staff. Commitment to the principles of safety by everyone is paramount; it is a matter of leadership and dedication to the course.

ACCIDENT & INJURY SCORECARD REPORT

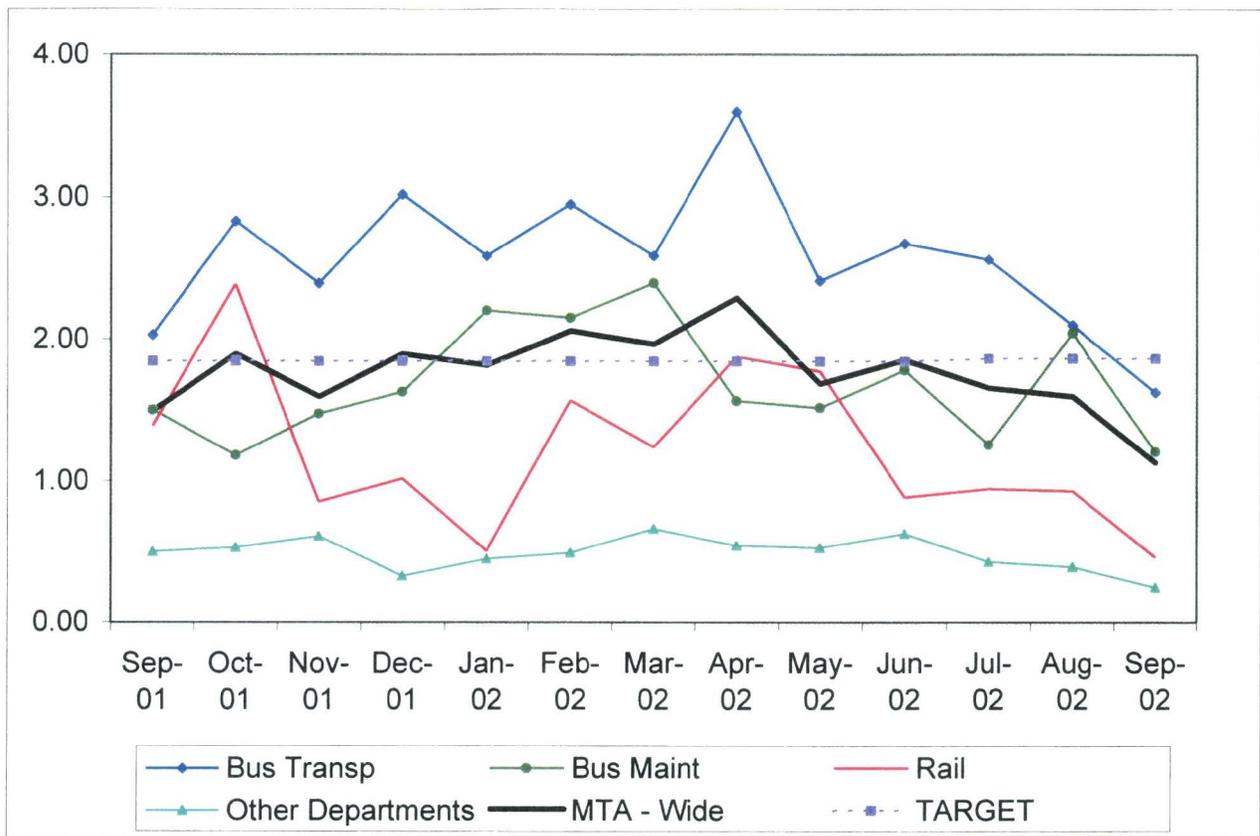
New Lost Work Time Claims Reported



* Bus Maintenance Division data includes Facilities Maintenance and Regional Rebuild Center

	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02
Bus Trans	123	104	13	114	130	114	159	105	118	112	9	71
Bus Maint	22	28	3	42	41	46	30	29	34	24	3	23
Rail	14	5		3	9	7	11	10	5	8		4
Other Depart.	13	15		11	12	16	13	13	15	9		5
MTA - Wide	172	152	17	170	192	183	213	157	172	153	14	103

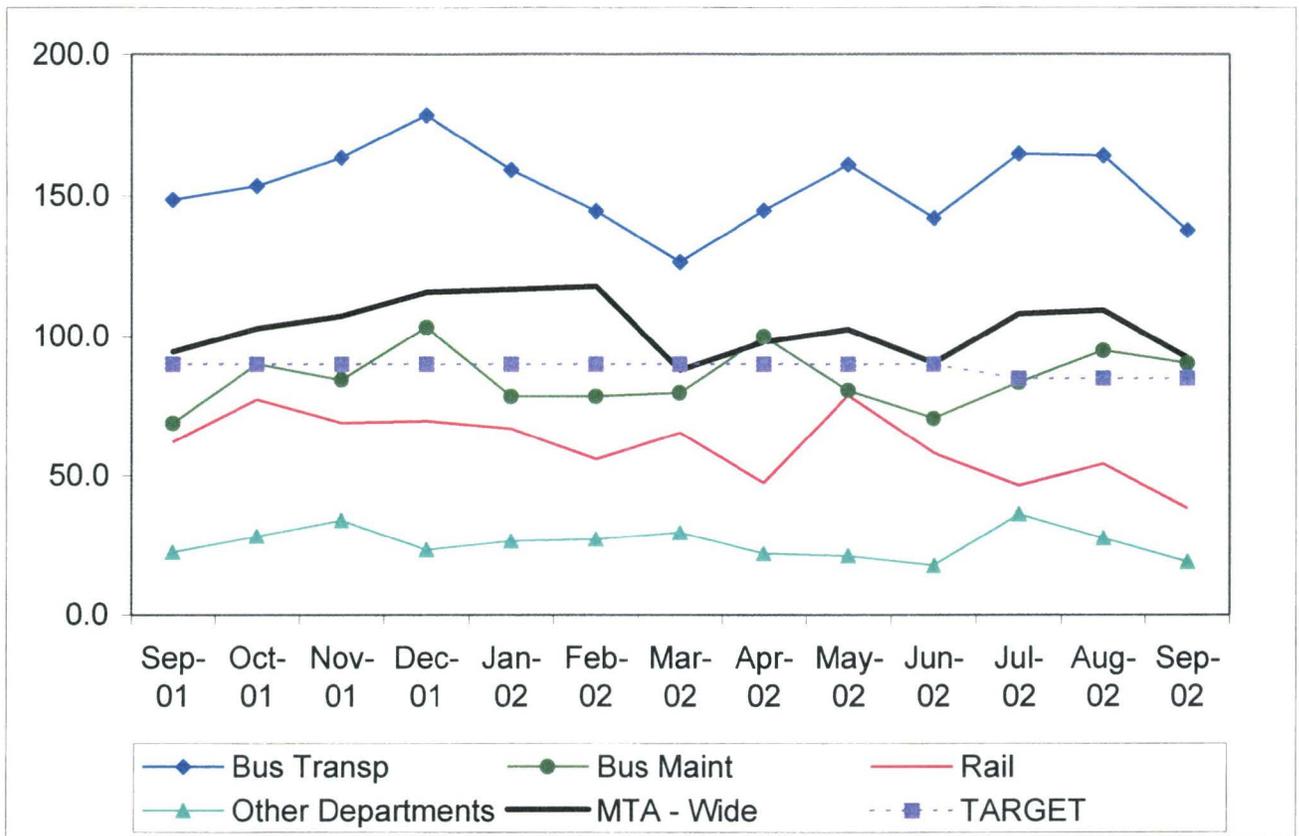
New Lost Work Time Claims Reported per 100 Employees per Month



Bus Maintenance Division data includes Facilities Maintenance and Regional Rebuild Center

	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02
Bus Trans	2.83	2.39	3.00	2.59	2.95	2.59	3.60	2.41	2.68	2.56	2.10	1.63
Bus Maint	1.18	1.48	1.60	2.20	2.15	2.40	1.57	1.52	1.79	1.26	2.05	1.21
Rail	2.39	0.85	1.00	0.51	1.58	1.24	1.88	1.78	0.89	0.95	0.93	0.46
Other Depart.	0.53	0.61	0.30	0.45	0.49	0.66	0.55	0.53	0.63	0.43	0.39	0.25
MTA - Wide	1.90	1.60	1.90	1.82	2.06	1.97	2.29	1.69	1.86	1.66	1.60	1.13

Lost Work Time Days Paid per 100 Employees per Month*



* This measure includes settlements and other payments made during the period.
It may include payment for claims not arising in the current period.

** Bus Maintenance Division data includes Facilities Maintenance and Regional Rebuild Center

	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02
Bus Trans	153.4	163.6	178.	159.1	144.5	126.1	144.7	161.0	142.1	164.9	164.	137.7
Bus Maint	90.0	84.4	103.	78.5	78.5	79.7	99.9	80.6	70.6	83.6	94.	90.3
Rail	77.4	69.1	69.	67.0	56.1	65.6	47.6	78.8	58.2	46.6	54.	38.4
Other Depart.	28.3	34.0	23.	26.6	27.3	29.6	22.0	21.2	17.7	36.4	27.	19.1
MTA - Wide	102.8	107.2	115.	116.7	117.7	87.9	98.0	102.5	90.3	108.1	109.	92.3

ATTACHMENT C

Special Investigations Unit (SIU) Update on Activities for First Quarter FY03

The SIU continues to work closely with the Claims Administration Unit, coordinating investigative efforts and improving controls and processes to address workers' compensation fraud and abuse.

The following activities and accomplishments occurred in the first quarter of FY03, July 1, 2002 through September 30, 2002.

- The SIU established a bi-weekly meeting with Claims and Legal to address only cases assigned to SIU.
- SIU personnel completed installation of In-Bus Digital Video player program (Mobile View) for all Sector Division Managers and Assistant Managers. The ability to view the on board DVR video images will assist Division Management in expediting investigations of alleged on board bus incidents to employees and patrons.
- SIU participated in 35 Employee Injury Claims review meetings in the quarter. A total of 510 claims were reviewed.
- County Counsel and the SIU are working to establish a clear criteria and process to refer potential fraud cases to the District Attorney's Office for prosecution. By establishing a workflow process between the SIU and County Counsel it will reduce possible exposure of the MTA and SIU to litigation by creating an attorney client privilege between Claims, SIU and County Counsel.
- SIU is participating with on-going Fraud Committee meetings involving the District Attorney's Office, the Department of Insurance, MTA's Risk Management/Claims and Legal, to set up additional training for SIU and Claims staff.
- The MTA Legal Department is conducting a secondary review of the SIU Policy and Procedures draft.

Scorecard for Special Investigations Unit/1st Quarter 2003

Cases Opened	12
Cases Closed	10
Total Cases Active at the end of the Quarter	29
Claims denied based on investigation	2
Cases referred for criminal review by the District Attorney's Office	5
Cases recommended for administrative disciplinary action	2
Cases Reviewed (<i>Denials/AOE/COE/Historical data, etc.</i>)	556
Total hours of sub rosa investigation	418

The SIU continues to conduct some preliminary investigation, as appropriate, prior to assigning SIU cases to a contract firm. This process allows the SIU to provide the contract firm with a more complete case. This effort is expected to result in continued contract cost savings and a better managed case investigation.

**ADVANCED LAND
ACQUISITION PROGRAM**

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

STATUS REPORT AS OF 9/30/02

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

Staff is currently negotiating the lease agreements with the developer, Wilshire Entertainment Center, LLC to construct a mixed-use development encompassing 50,800 sq. ft. of retail and restaurants, 182 rental units occupying 248,000 sq. ft., 10,000 sq. ft. of mechanical and administrative spaces, and 156,200 sq. ft. of parking at the Metro Red Line Wilshire/Western Station.

Staff is currently negotiating the lease agreements with the developer Urban Partners, to construct 380 apartment units, 700 parking spaces, 30,000 square feet of commercial space, child care center as well as a three-story middle school for approximately 800 students on the northern portion of the Metro Red Line Wilshire/Vermont Station.

B-102 and B-103 - Temple Beaudry

Operations has requested that this site be retained while funding is identified for a downtown bus layover. No further action has been taken to dispose of the site.

A1-300 and A2-301 - Wilshire/Crenshaw

The Environmental Impact Report (EIR) for the Wilshire Bus Rapid Transit Project was certified by the MTA Board on August 15, 2002. The EIR included a transit station and public parking at Wilshire/Crenshaw. One additional parcel will be acquired and the site will be developed as transit parking and a transit station. Construction is scheduled to occur in 2004-2005.

A2-362 - Wilshire/La Brea

The corridor study discussed above includes the Wilshire/LaBrea site as a station for the Wilshire Bus Rapid Transit Project. The site will be improved to provide transit parking and enhanced transit station. Construction is scheduled to occur in 2004-2005.

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

Staff was instructed by MTA Board to defer consideration of development proposals until a later date on the Metro Red Line North Hollywood Station.

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.

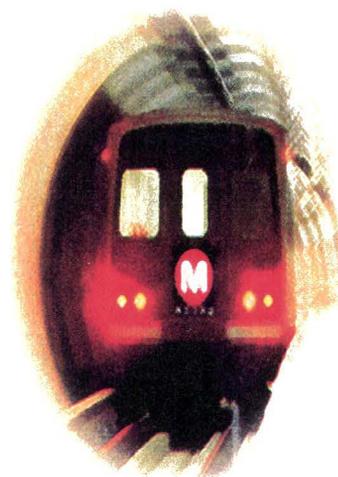
2. Parcel A1-209, A1-211, A1-220, A1-221/225, A1-222 and A1-224 - Alvarado Station

MTA Board terminated Exclusive Negotiation Agreements with the developer due to developer's inability to execute a Joint Development Agreement. Staff is considering alternative development strategies for the Metro Red Line Westlake/MacArthur Park Station.

**TRANSIT OPERATIONS
PERFORMANCE REPORT**



Metro Operations Monthly Performance Report for September 2002



Prepared by:

Los Angeles County
Metropolitan Transportation Authority
Metro Operations Division



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San Fernando Valley Sector Scorecard Overview (SFV)

This sector has two MTA operating divisions, Division 8 in Chatsworth and Division 15 in Sun Valley. The sector is responsible for the operation of approximately 430 Metro buses and 23 Metro Bus lines carrying nearly 68.4 million boarding passengers each year.

This report gives a brief overview of sector operations':

- * Actual Revenue Service Hours (RSH) Delivered
- * On-Time Pullout Percentage
- * In-Service On-Time Performance
- * Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- * Traffic Accidents per 100,000 Hub
- * Complaints per 100,000 Boardings

Measurement	FY01	FY02	FY03 Target	FY03 YTD	Sept. Month	Status
Bus Systemwide						
On-Time Pullouts (system)	99.36%	99.61%	100%	99.69%	99.69%	●
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	4,808	5,415	6,500	6,848	6,564	●
In-Service On-time Performance	63.71%	64.88%	70.00%	71.05%	68.05%	●
Bus Traffic Accidents Per 100,000 Miles	3.99	3.91	2.70	3.88	3.88	■
Complaints per 100,000 Boardings	3.11	3.54	3.00	3.94	4.02	◇
SFV Sector						
On-Time Pullouts (system)	N.A.	99.45%	100%	99.84%	99.85%	●
Mean Miles Between Chargeable Mechanical Failures	N.A.	4,646	6,500	7,123	7,908	●
In-Service On-time Performance	N.A.		70.00%	72.41%	66.82%	●
Bus Traffic Accidents Per 100,000 Miles	N.A.	3.09	2.70	2.79	2.74	●
Complaints per 100,000 Boardings	N.A.	3.43	3.00	6.40	6.70	■
Division 8						
On-Time Pullouts (system)	99.40%	99.57%	100%	99.88%	99.88%	●
Mean Miles Between Chargeable Mechanical Failures	6,637	5,775	6,500	7,849	6,858	●
In-Service On-time Performance	65.59%	67.88%	70.00%	74.94%	68.88%	●
Bus Traffic Accidents Per 100,000 Miles	3.02	3.22	2.70	3.11	3.27	◇
Complaints per 100,000 Boardings	3.26	3.16	3.00	7.41	7.73	■
Division 15						
On-Time Pullouts (system)	98.97%	99.37%	100%	99.80%	99.84%	●
Mean Miles Between Chargeable Mechanical Failures	2,871	4,514	6,500	6,679	8,888	●
In-Service On-time Performance	65.32%	62.51%	70.00%	66.01%	71.39%	●
Bus Traffic Accidents Per 100,000 Miles	3.25	3.01	2.70	2.55	2.36	●
Complaints per 100,000 Boardings	4.05	3.58	3.00	5.88	6.13	■

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

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

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

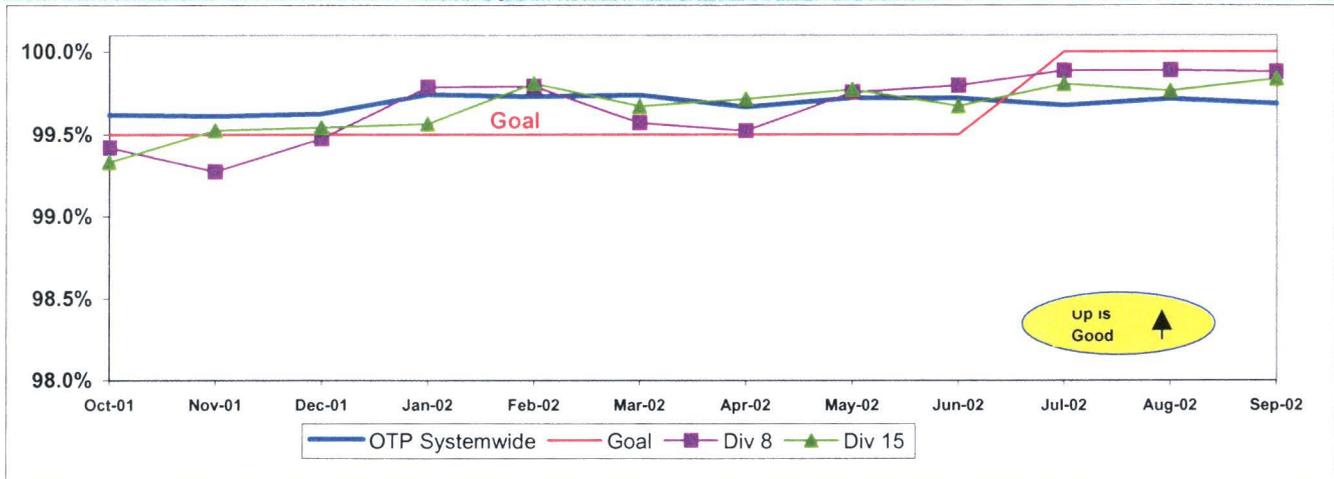
SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

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

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

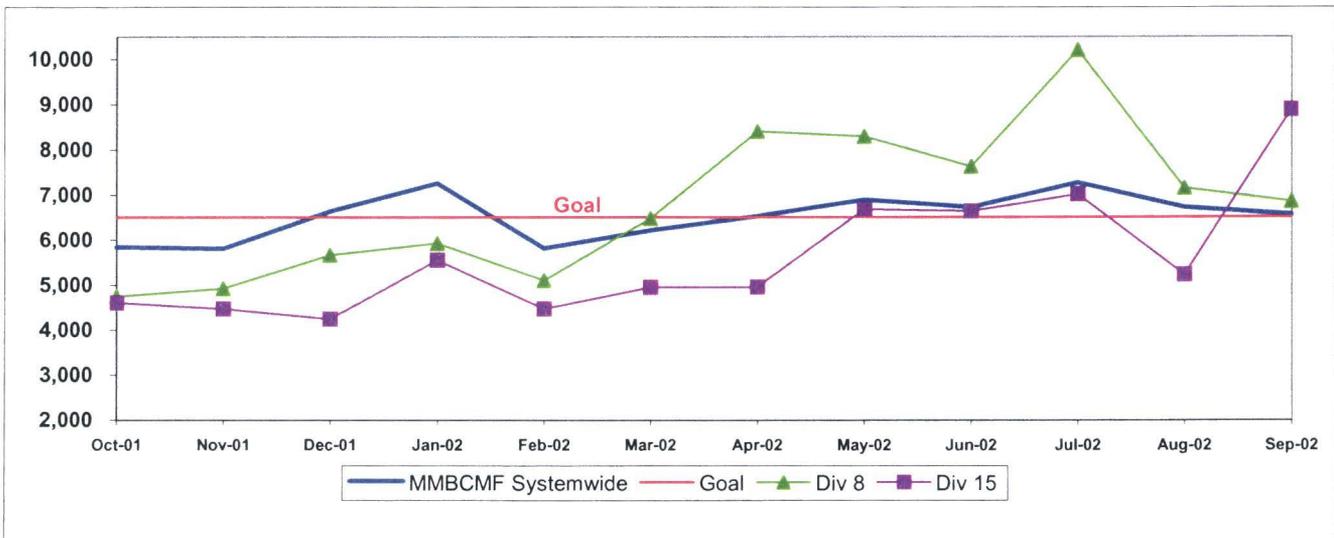
OTP Systemwide and Divisions 8 and 15



MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES OTP - 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: $MMBCMF = (\text{Total Hub Miles} / \text{by Chargeable Mechanical Related Roadcalls})$



Outlates & Cancellations by Sector's Divisions

Div.	Sched. Pull-Outs	CANCELLATIONS		OUTLATES		% Total 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
San Fernando Valley (SFV)										
8	4925	0	0.00%	6	0.12%	2.84%	99.88%	0	6	0
15	6745	0	0.00%	11	0.16%	5.21%	99.84%	1	5	5
SYS. TOTAL	67425	4	0.01%	207	0.31%	100.00%	99.69%	22	148	41

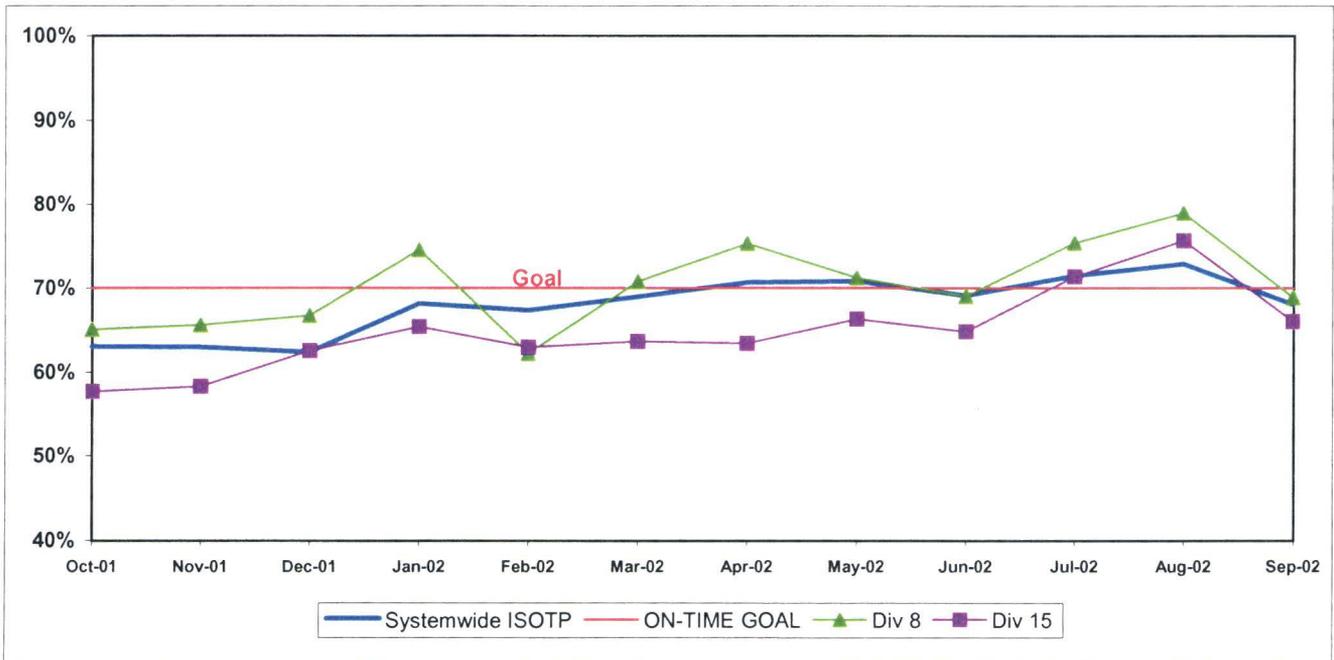
SFV Sector Bus Service Performance - Continued

IN-SERVICE ON-TIME PERFORMANCE

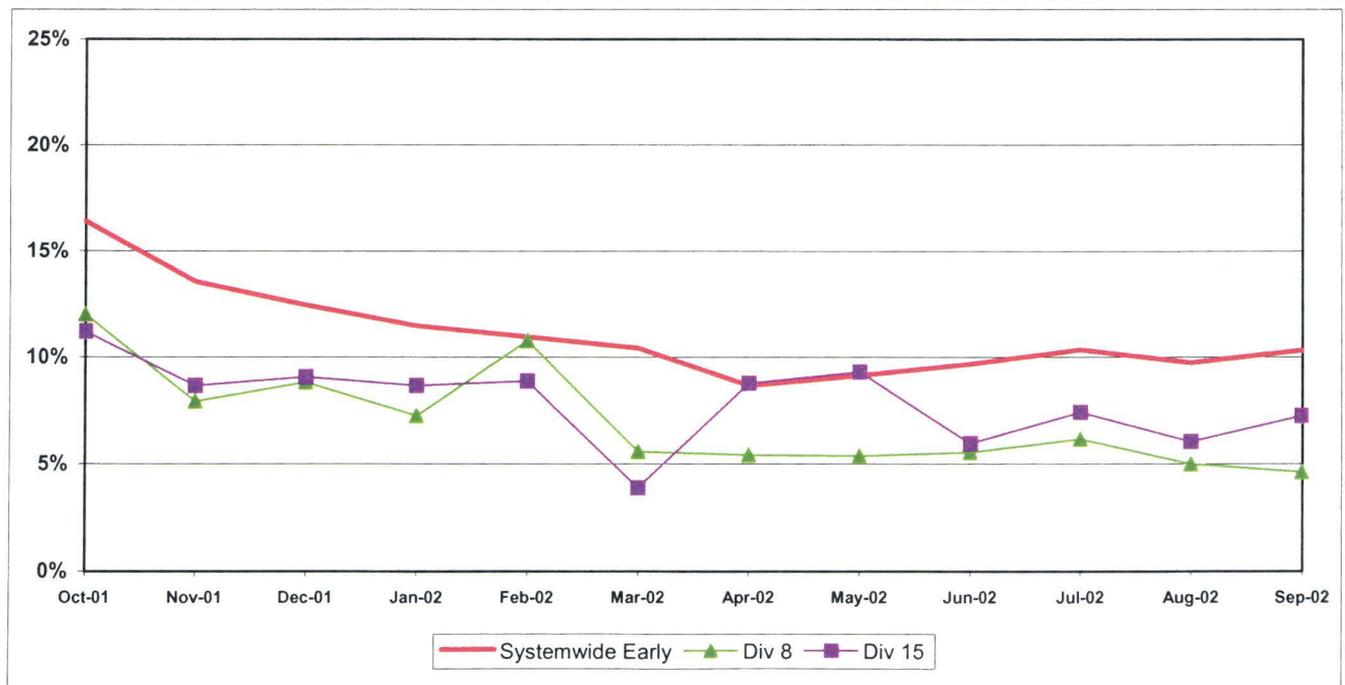
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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**



Running Hot - Systemwide and Bus Operating Divisions 8 and 15

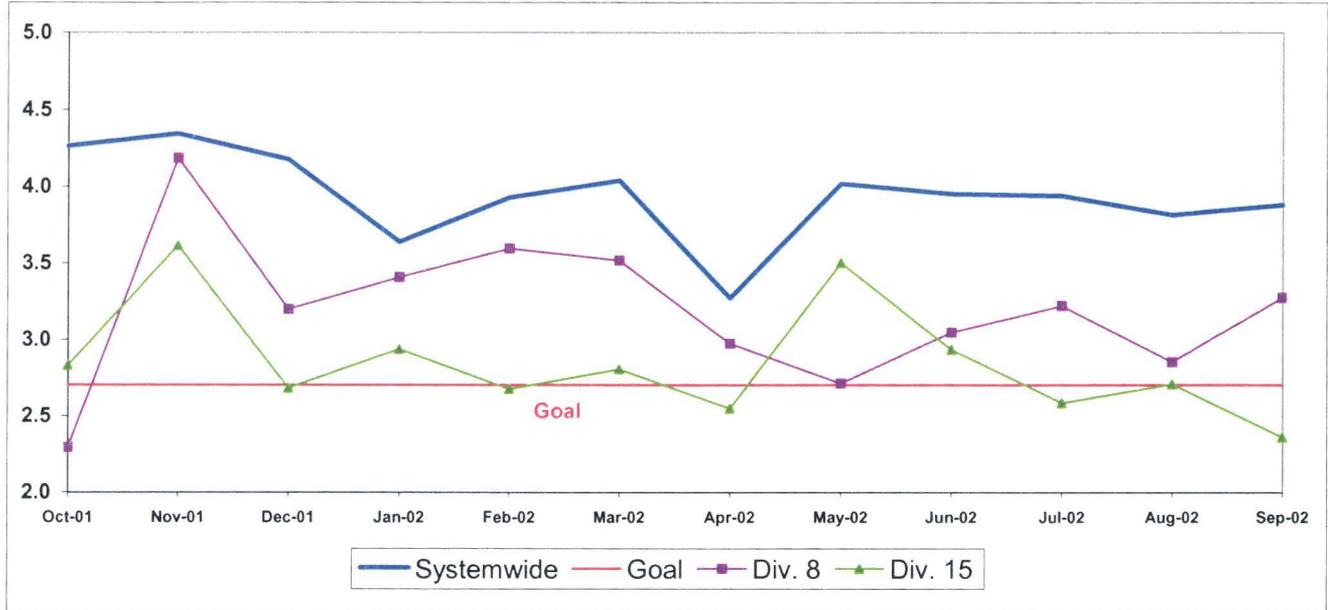


SFV Sector Bus Service Performance - Continued

BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
Systemwide and Bus Operating Divisions 8 and 15

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

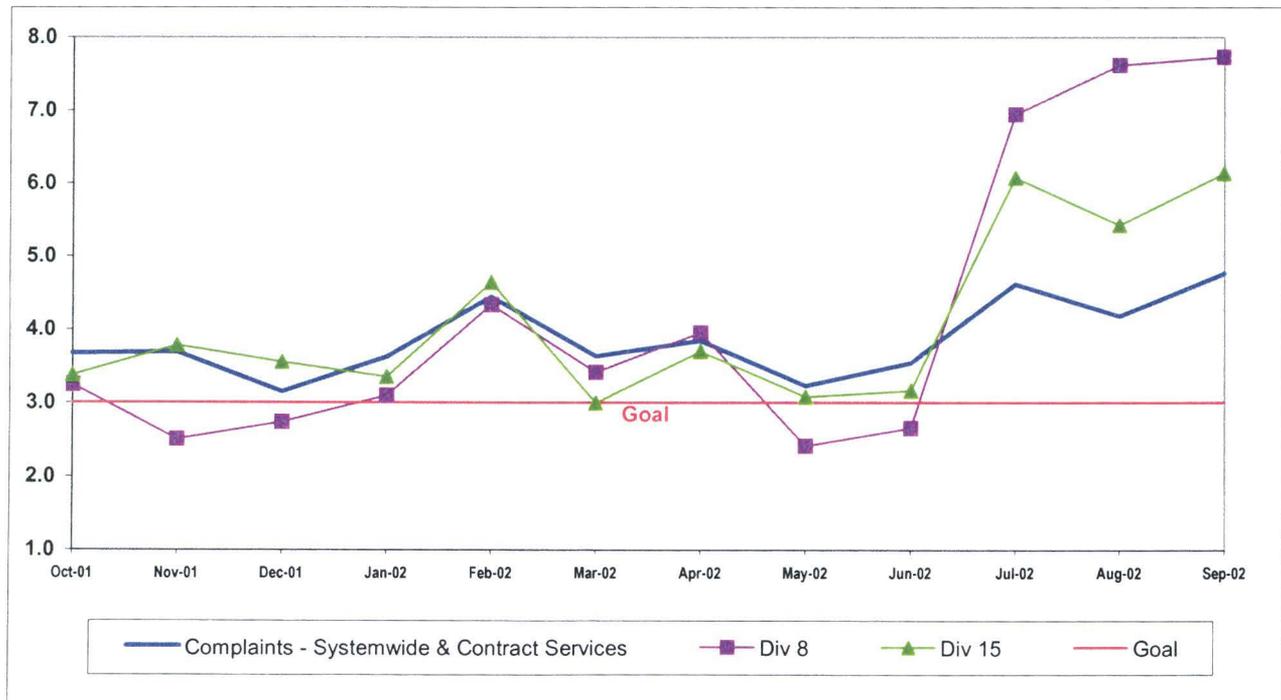
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Bus Operating Divisions 8 and 15

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

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



San Gabriel Valley Sector Scorecard Overview (SGV)

This sector has two MTA operating divisions, Division 3 Cypress Park and Division 9 in El Monte. The sector is responsible for the operation of approximately 440 Metro buses and 28 Metro Bus lines carrying over 60.4 million boarding passengers each year.

This report gives a brief overview of sector operations':

- * Actual Revenue Service Hours (RSH) Delivered
- * On-Time Pullout Percentage
- * In-Service On-Time Performance
- * Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- * Traffic Accidents per 100,000 Hub
- * Complaints per 100,000 Boardings

Measurement	FY01	FY02	FY03 Target	FY03 YTD	Sept. Month	Status
Bus Systemwide						
On-Time Pullouts (system)	99.36%	99.61%	100%	99.69%	99.69%	
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	4,808	5,415	6,500	6,848	6,564	
In-Service On-time Performance	63.71%	64.88%	70.00%	71.05%	68.05%	
Bus Traffic Accidents Per 100,000 Miles	3.99	3.91	2.70	3.88	3.88	
Complaints per 100,000 Boardings	3.11	3.54	3.00	3.94	4.02	
SGV Sector						
On-Time Pullouts	N.A.	99.71%	100%	99.81%	99.76%	
MMBCMF	N.A.	6,708	6,500	8,563	7,614	
In-Service On-time Performance	N.A.		70%	72.11%	68.06%	
Bus Traffic Accidents Per 100,000 Miles	N.A.	3.23	2.70	3.80	4.01	
Complaints per 100,000 Boardings	N.A.	3.13	3.00	3.15	3.67	
Division 3						
On-Time Pullouts	99.60%	99.69%	100%	99.76%	99.74%	
MMBCMF	4,505	5,538	6,500	6,400	5,884	
In-Service On-time Performance	67.86%	68.70%	70%	73.38%	69.26%	
Bus Traffic Accidents Per 100,000 Miles	4.63	3.96	2.70	4.41	5.48	
Complaints per 100,000 Boardings	2.35	2.61	3.00	2.82	3.52	
Division 9						
On-Time Pullouts	99.53%	99.72%	100%	99.87%	99.78%	
Mean Miles Between Chargeable Mechanical Failures	6,181	8,336	6,500	12,623	10,521	
In-Service On-time Performance	68.22%	64.56%	70.00%	69.41%	65.76%	
Bus Traffic Accidents Per 100,000 Miles	2.31	2.56	2.70	3.22	2.64	
Complaints per 100,000 Boardings	3.82	3.90	3.00	3.70	4.19	

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

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

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

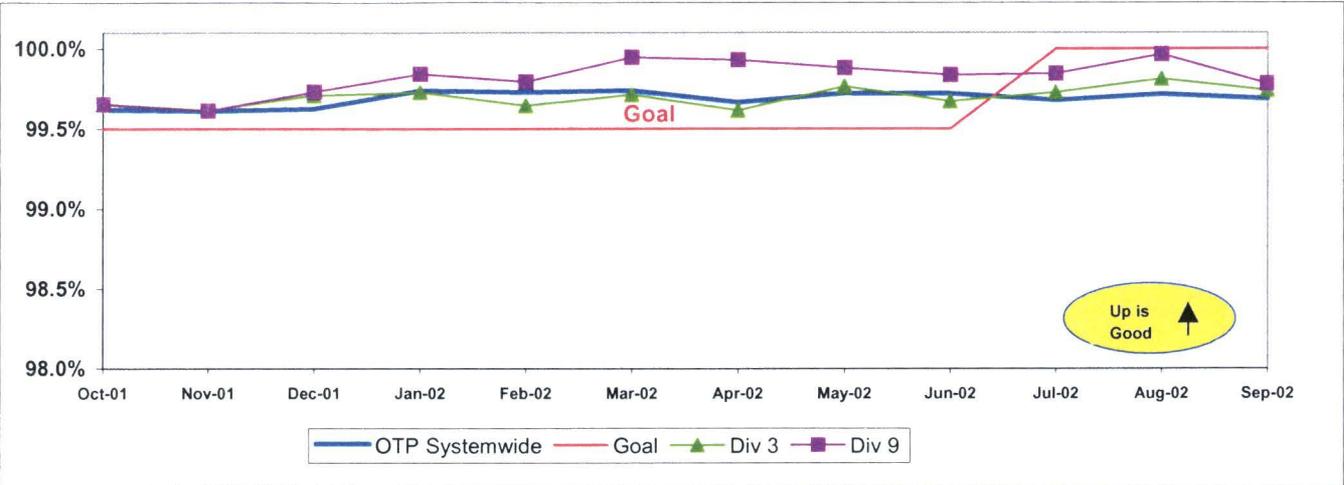
SAN GABRIEL VALLEY SECTOR (SGV) BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

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

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

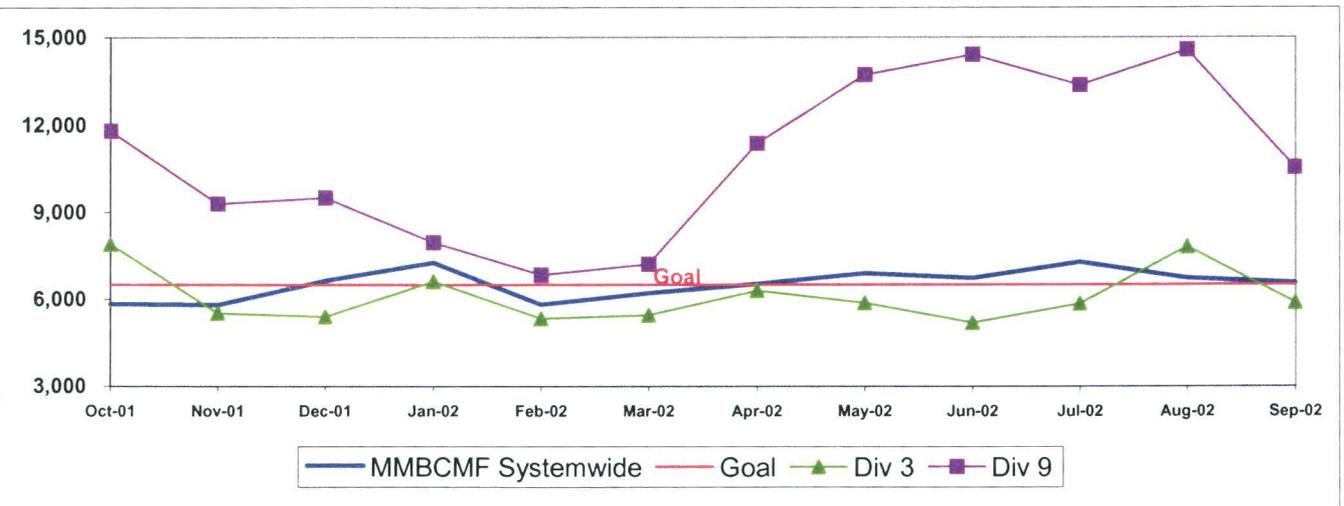
OTP - Systemwide and Divisions 3 and 9



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



Outlates & Cancellations by Sector Division

Div.	Sched. Pull-Outs	CANCELLATIONS		OUTLATES		% Total 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
San Gabriel Valley (SGV)										
3	6539	0	0.00%	17	0.26%	8.06%	99.74%	0	15	2
9	5488	3	0.05%	9	0.16%	5.69%	99.78%	6	4	2
SYS. TOTAL	67425	4	0.01%	207	0.31%	100.00%	99.69%	22	148	41

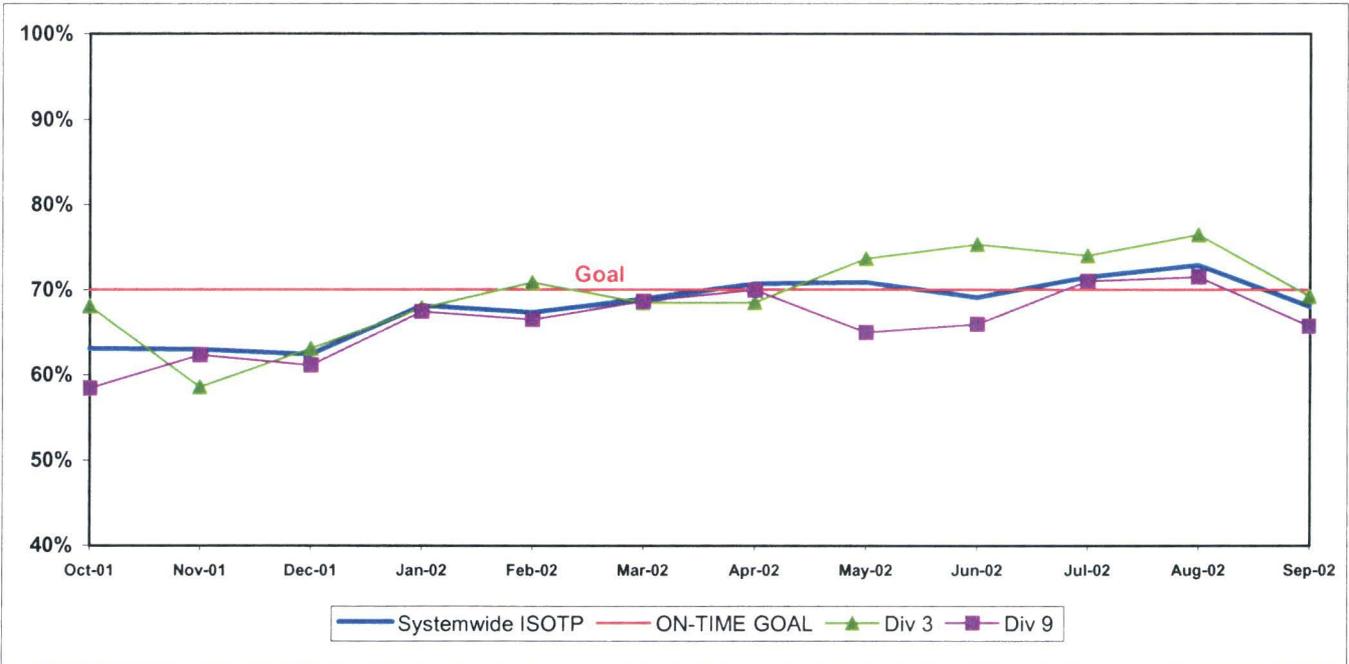
SGV SECTOR BUS SERVICE PERFORMANCE - Continued

IN-SERVICE ON-TIME PERFORMANCE

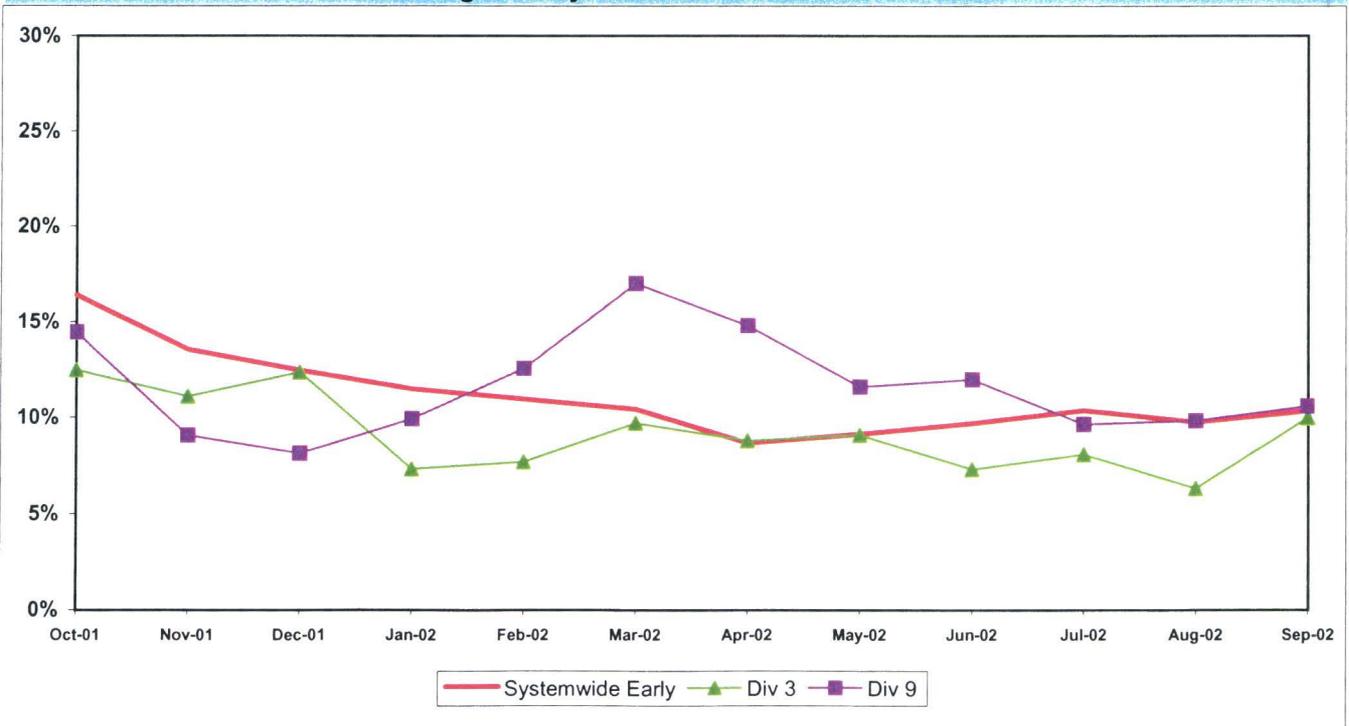
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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



Running Hot - Systemwide and Divisions 3 and 9

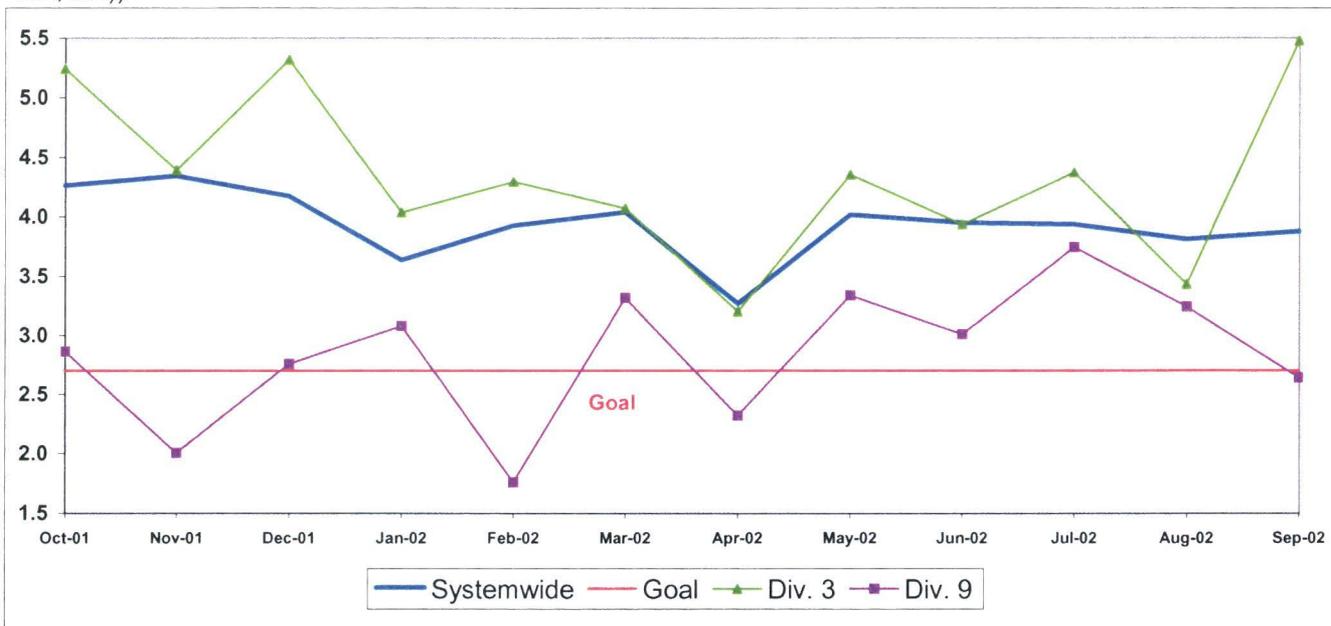


SGV SECTOR BUS SERVICE PERFORMANCE - Continued

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.

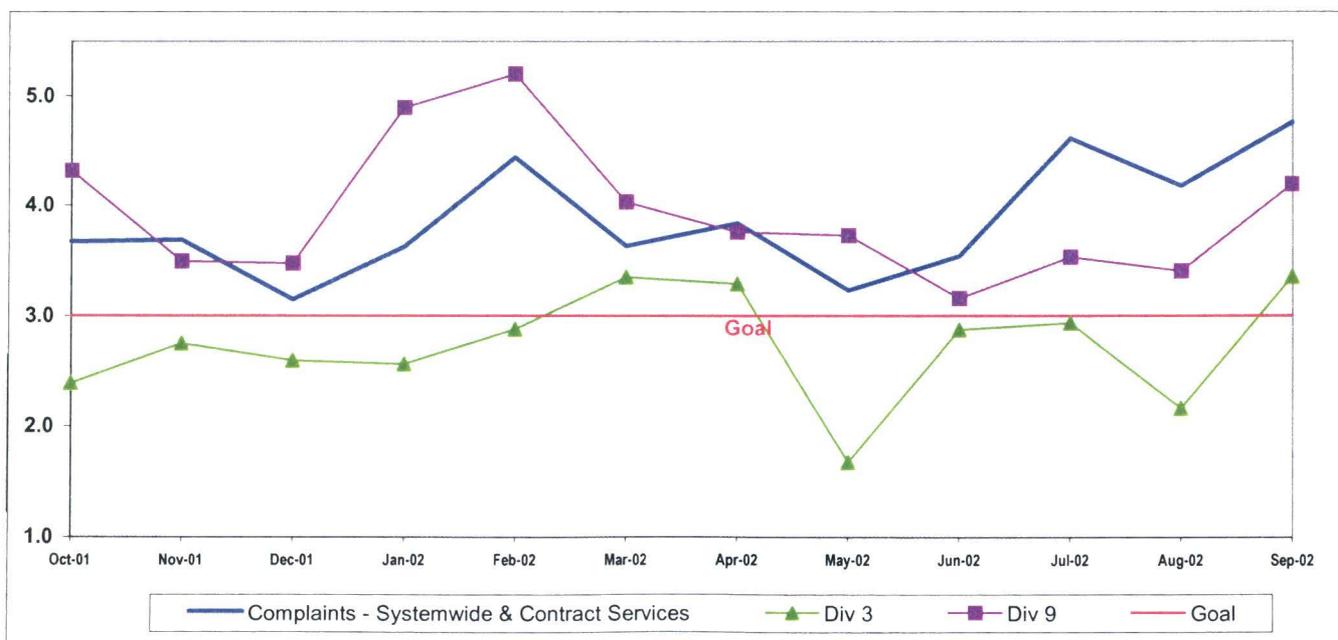
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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)



Gateway Cities Sector Scorecard Overview (GC)

This sector has two MTA operating divisions, Division 1 and 2, both operating out of the downtown Los Angeles area. The sector will be responsible for the operation of approximately 365 Metro buses and 16 Metro Bus lines carrying nearly 63.4 million boarding passengers each year.

This report gives a brief overview of sector operations':

- * Actual Revenue Service Hours (RSH) Delivered
- * On-Time Pullout Percentage
- * In-Service On-Time Performance
- * Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- * Traffic Accidents per 100,000 Hub
- * Complaints per 100,000 Boardings

Measurement	FY01	FY02	FY03 Target	FY03 YTD	Sept. Month	Status
Bus Systemwide						
On-Time Pullouts (system)	99.36%	99.61%	100.00%	99.69%	99.69%	
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	4,808	5,415	6,500	6,848	6,564	
In-Service On-time Performance	63.71%	64.88%	70.00%	71.05%	68.05%	
Bus Traffic Accidents Per 100,000 Miles	3.99	3.91	2.70	3.88	3.88	
Complaints per 100,000 Boardings	3.11	3.54	3.00	3.94	4.02	
GC Sector						
On-Time Pullouts	N.A.	99.64%	100%	99.67%	99.64%	
MMBCMF	N.A.	6,726	6,500	5,914	5,806	
In-Service On-time Performance	N.A.		70%	74.89%	76.22%	
Bus Traffic Accidents Per 100,000 Miles	N.A.	4.49	2.70	4.61	3.91	
Complaints per 100,000 Boardings	N.A.	2.07	3.00	2.55	2.33	
Division 1						
On-Time Pullouts	99.69%	99.84%	100%	99.79%	99.81%	
MMBCMF	2,036	8,510	6,500	9,754	10,575	
In-Service On-time Performance	70.78%	74.95%	70%	80.45%	80.09%	
Bus Traffic Accidents Per 100,000 Miles	4.50	4.51	2.70	3.43	3.35	
Complaints per 100,000 Boardings	1.72	1.76	3.00	1.90	1.33	
Division 2						
On-Time Pullouts	99.18%	99.44%	100%	99.55%	99.49%	
MMBCMF	2,301	5,514	6,500	4,221	4,017	
In-Service On-time Performance	61.26%	63.01%	70%	67.66%	66.06%	
Bus Traffic Accidents Per 100,000 Miles	5.34	4.48	2.70	5.80	4.47	
Complaints per 100,000 Boardings	2.43	2.38	3.00	3.35	3.52	

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

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

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

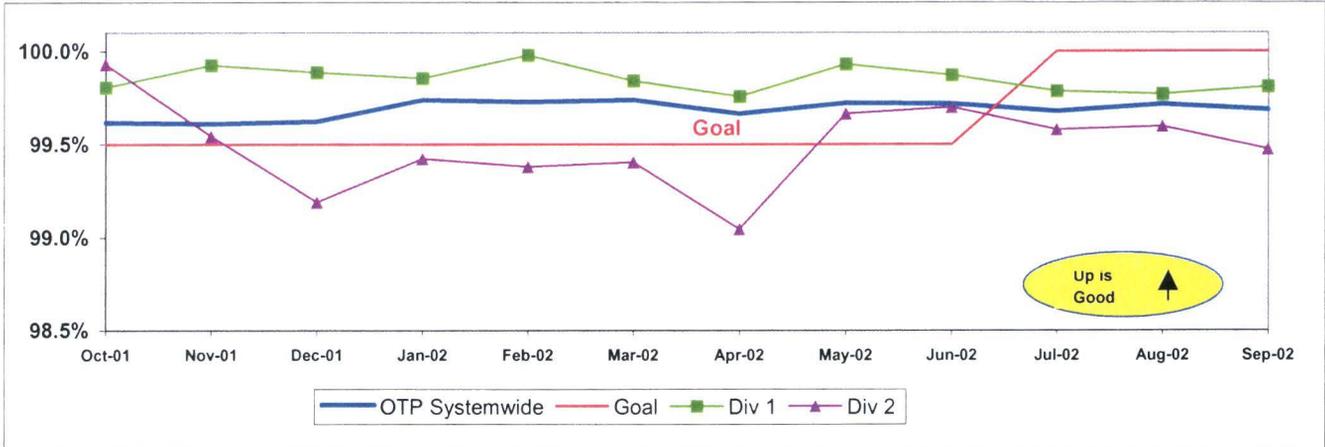
GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

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

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

OTP - Systemwide and Divisions 1 and 2

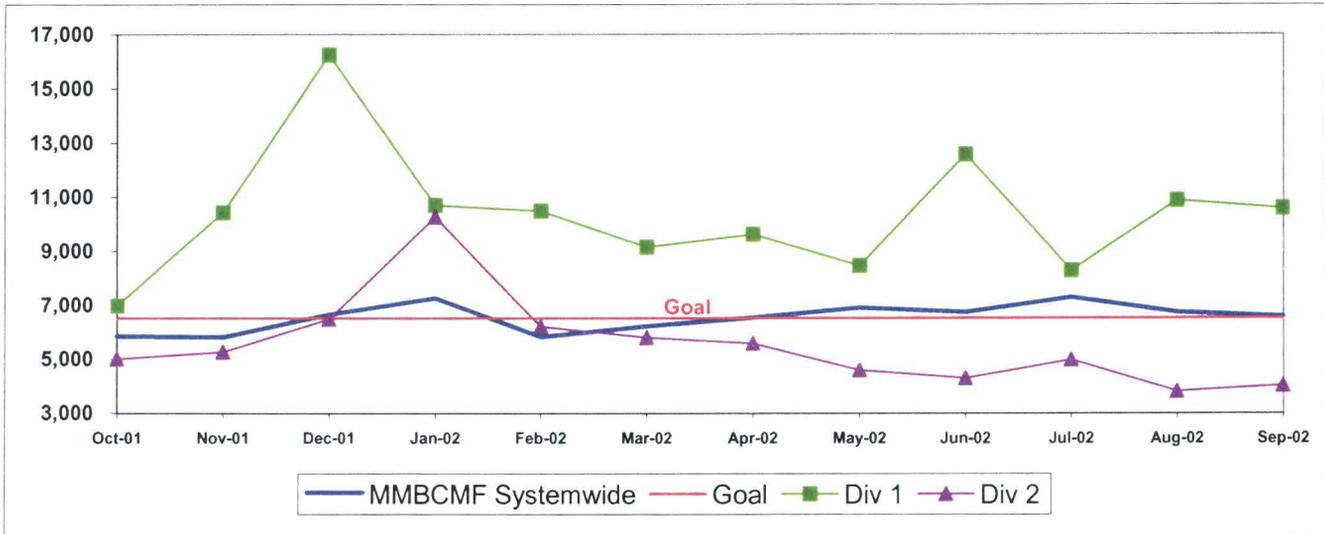


MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES

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



Outlates & Cancellations by Sector's Divisions

Div.	Sched. Pull-Outs	CANCELLATIONS		OUTLATES		% Total 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
Gateway Cities (GWC)								99.64%		
1	5280	0	0.00%	10	0.19%	4.74%	99.81%	1	7	2
2	5330	0	0.00%	28	0.53%	13.27%	99.47%	2	18	8
SYS. TOTAL	67425	4	0.01%	207	0.31%	100.00%	99.69%	22	148	41

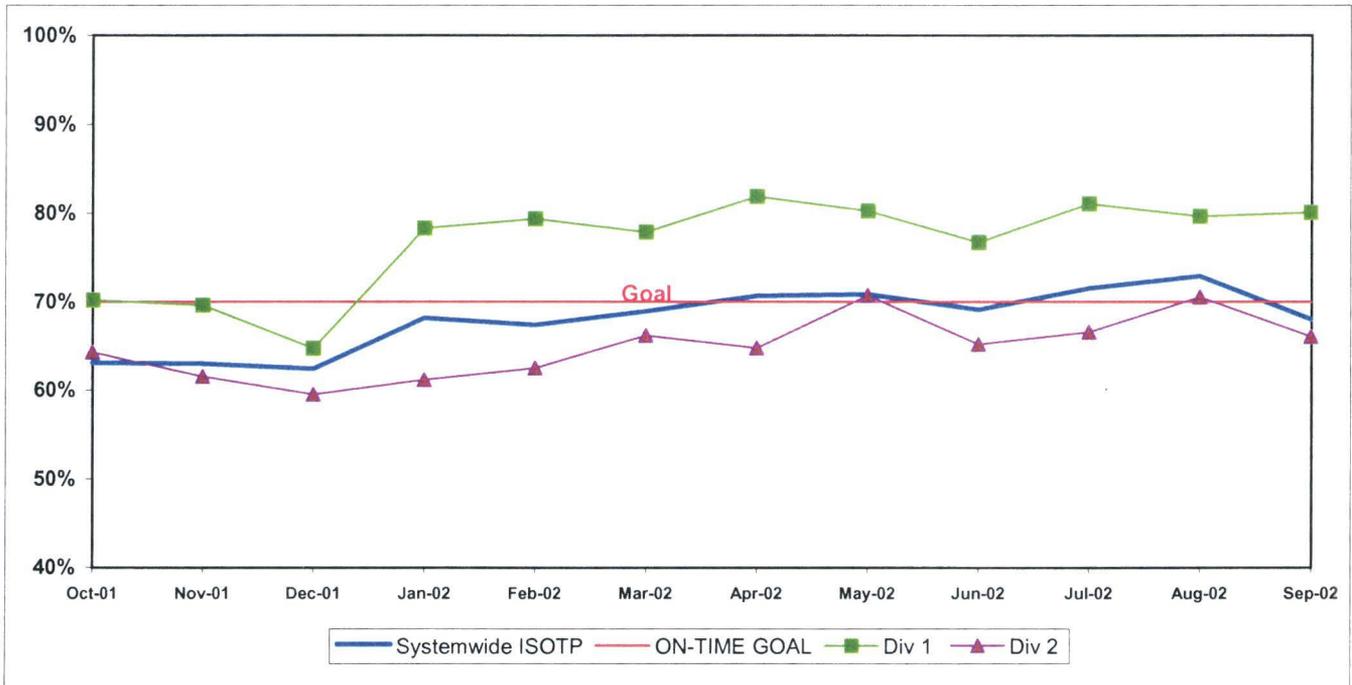
GC SECTOR BUS SERVICE PERFORMANCE - Continued

IN-SERVICE ON-TIME PERFORMANCE

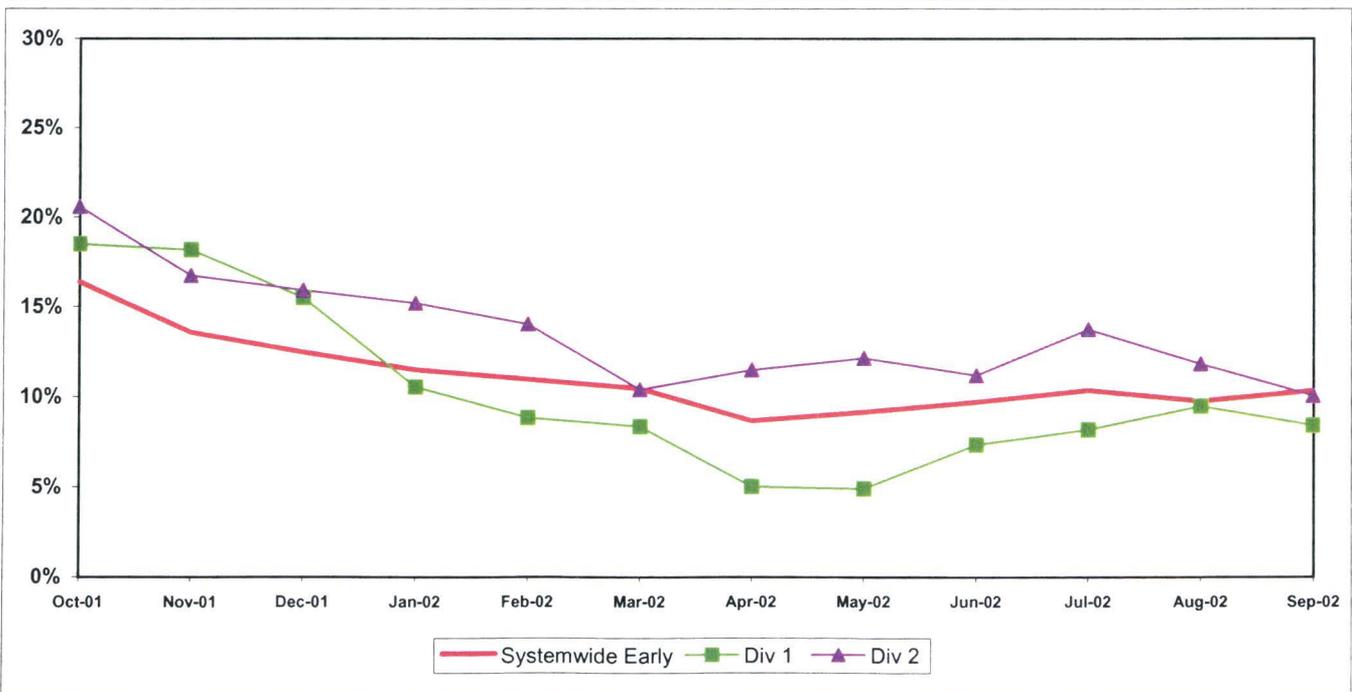
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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 1 and 2
ISOTP - 1 Minute Tolerance for Running Hot



Running Hot - Systemwide and Divisions 1 and 2

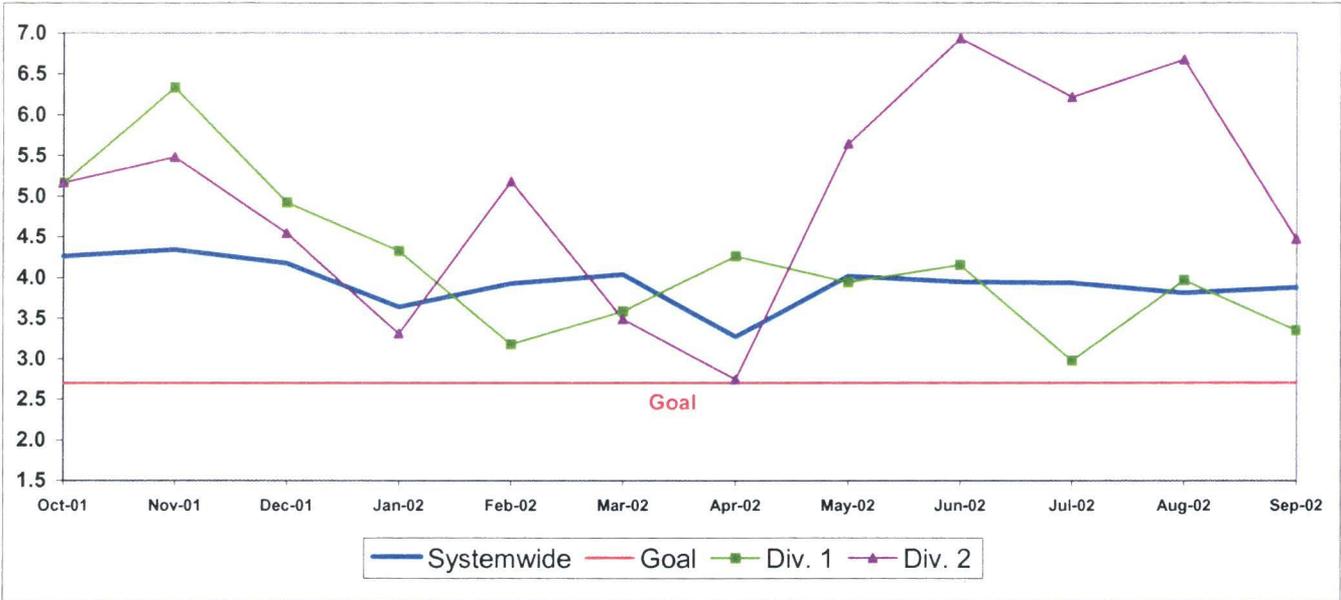


GC SECTOR BUS SERVICE PERFORMANCE - Continued

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.

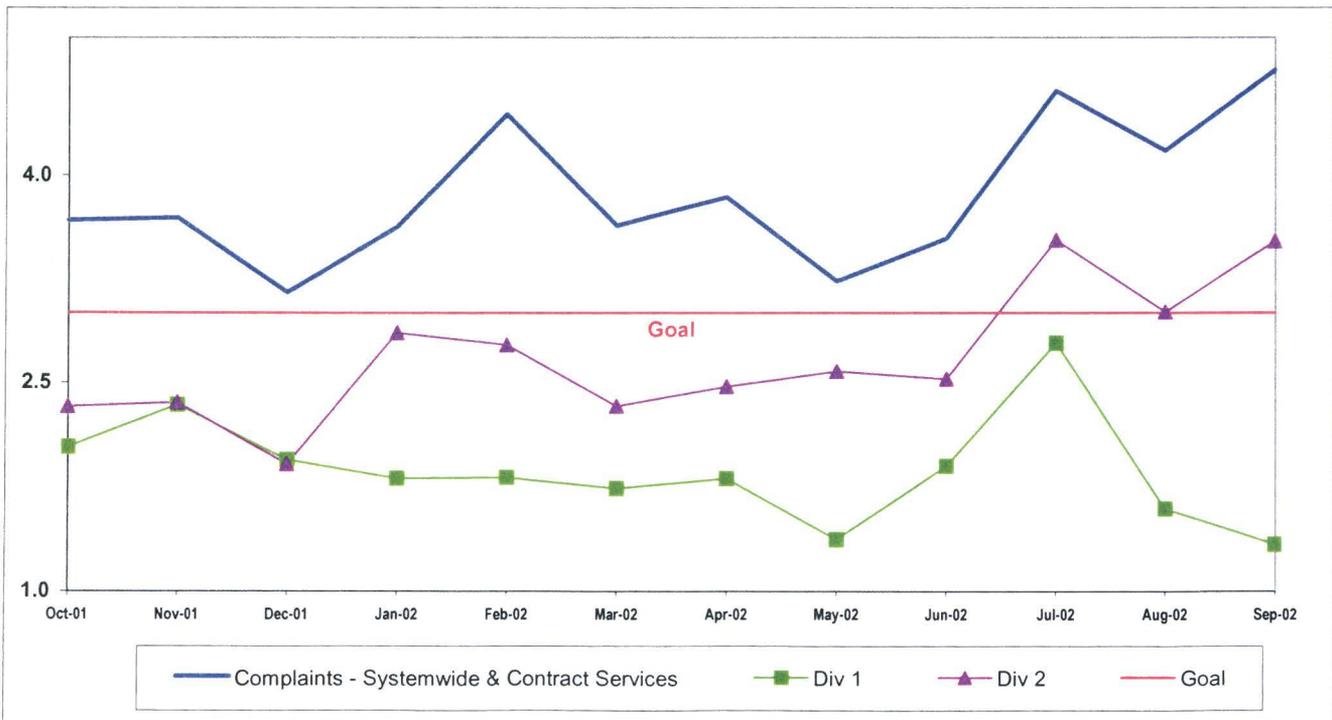
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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)



South Bay Sector Scorecard Overview (SB)

This sector has two MTA operating divisions, Division 5 in Inglewood and Division 18 in Carson. The sector will be responsible for the operation of approximately 530 Metro buses and 32 Metro Bus lines carrying over 85.6 million boarding passengers each year.

This report gives a brief overview of sector operations':

- * Actual Revenue Service Hours (RSH) Delivered
- * On-Time Pullout Percentage
- * In-Service On-Time Performance
- * Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- * Traffic Accidents per 100,000 Hub
- * Complaints per 100,000 Boardings

Measurement	FY01	FY02	FY03 Target	FY03 YTD	Sept. Month	Status
Bus Systemwide						
On-Time Pullouts (system)	99.36%	99.61%	100%	99.69%	99.69%	●
Mean Miles Between Chargeable Mechanical Failures	4,808	5,415	6,500	6,848	6,564	●
In-Service On-time Performance	63.71%	64.88%	70%	71.05%	68.05%	●
Bus Traffic Accidents Per 100,000 Miles	3.99	3.91	2.70	3.88	3.88	■
Complaints per 100,000 Boardings	3.11	3.54	3.00	3.94	4.02	◇
SB Sector						
On-Time Pullouts	N.A.	99.75%	100%	99.74%	99.73%	●
MMBCMF	N.A.	5,665	6,500	6,682	6,315	●
In-Service On-time Performance	N.A.		70%	66.04%	63.71%	◇
Bus Traffic Accidents Per 100,000 Miles	N.A.	4.03	2.70	3.64	4.15	■
Complaints per 100,000 Boardings	N.A.	3.42	3.00	4.09	4.32	■
Division 5						
On-Time Pullouts	99.57%	99.74%	100%	99.78%	99.79%	●
MMBCMF	3,047	8,883	6,500	9,952	9,273	●
In-Service On-time Performance	64.94%	63.31%	70%	70.58%	67.69%	●
Bus Traffic Accidents Per 100,000 Miles	4.45	4.35	2.70	4.29	4.53	■
Complaints per 100,000 Boardings	2.45	2.47	3.00	2.83	3.06	●
Division 18						
On-Time Pullouts	99.24%	99.76%	100%	99.72%	99.68%	●
MMBCMF	3,938	4,514	6,500	6,848	5,169	●
In-Service On-time Performance	59.98%	60.19%	70%	59.44%	61.25%	◇
Bus Traffic Accidents Per 100,000 Miles	3.57	3.80	2.70	3.19	3.89	■
Complaints per 100,000 Boardings	4.75	4.39	3.00	5.36	5.57	■

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

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

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

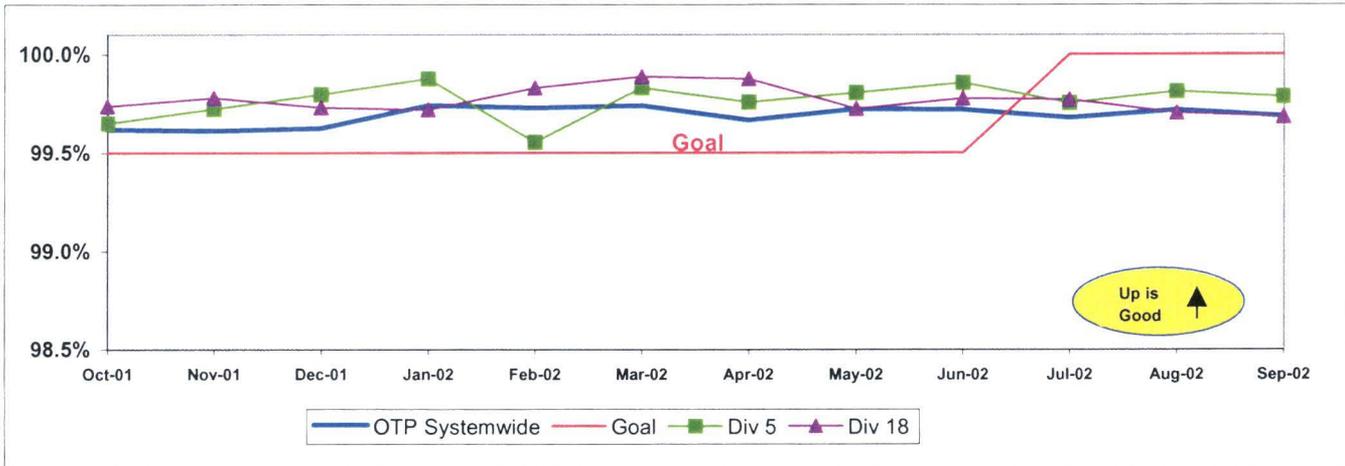
SOUTH BAY SECTOR (SB) BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

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

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

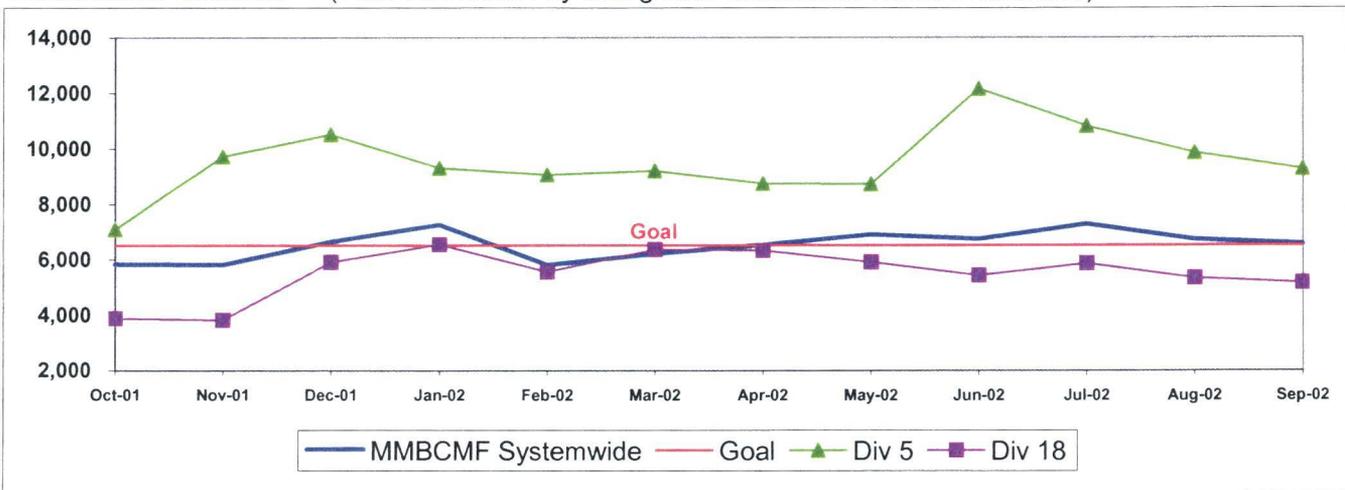
OTP - Systemwide Trend and Division 5 and 18



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

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

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



Outlates & Cancellations by Sector's Divisions

Div.	Sched. Pull-Outs	CANCELLATIONS		OUTLATES		% Total 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
South Bay (SB)								99.73%		
5	6558	0	0.00%	14	0.21%	6.64%	99.79%	1	9	4
18	8507	0	0.00%	27	0.32%	12.80%	99.68%	2	20	5
SYS. TOTAL	67425	4	0.01%	207	0.31%	100.00%	99.69%	22	148	41

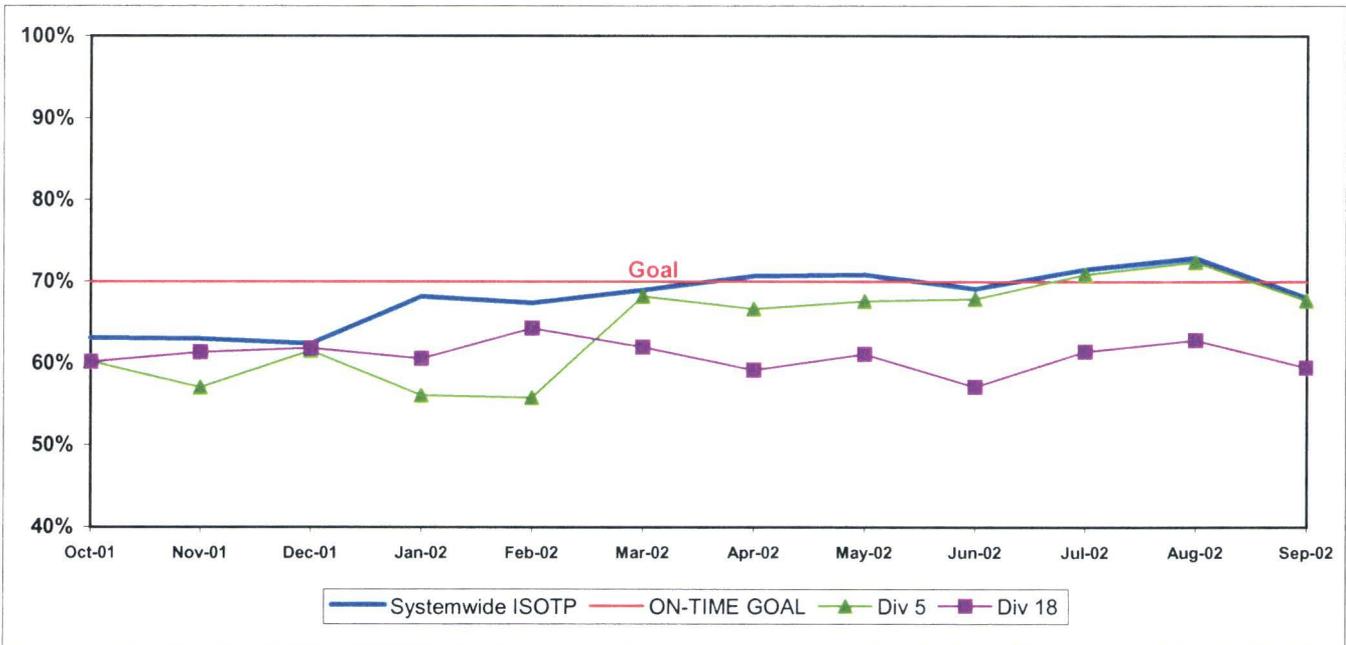
SB SECTOR BUS SERVICE PERFORMANCE - Continued

IN-SERVICE ON-TIME PERFORMANCE

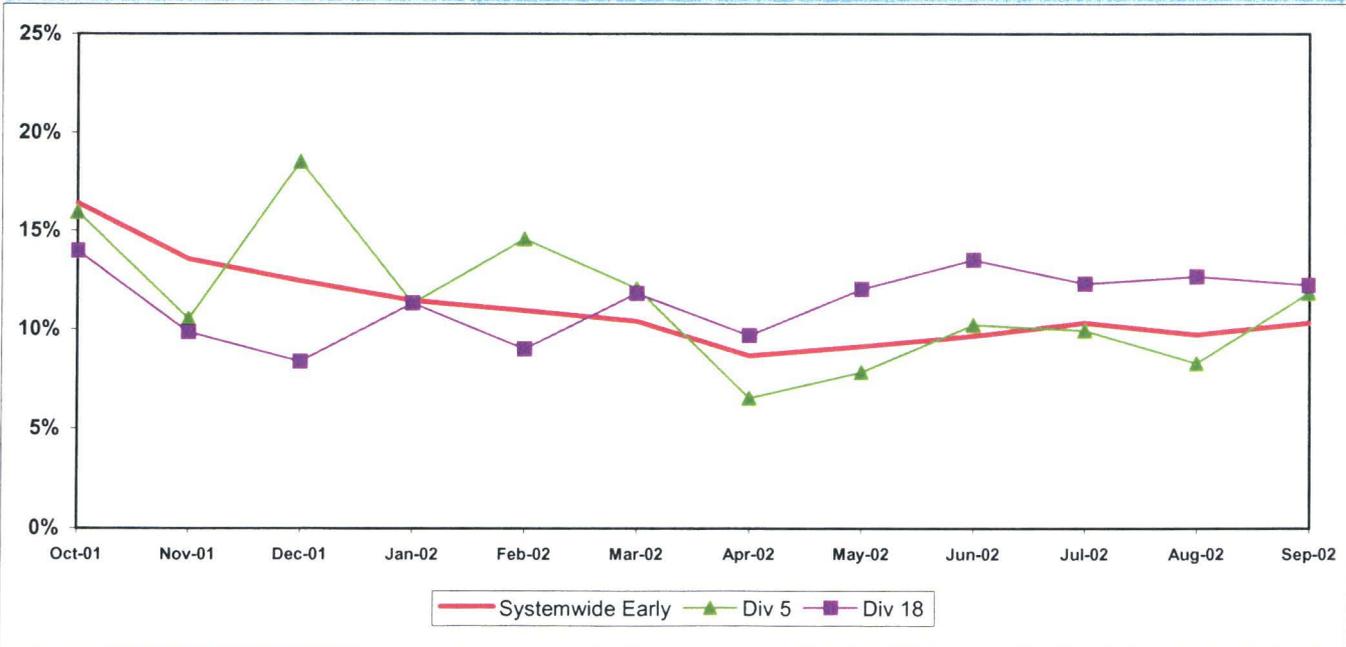
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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 5 and 18
ISOTP - 1 Minute Tolerance for Running Hot



Running Hot
Systemwide and Divisions 5 and 18

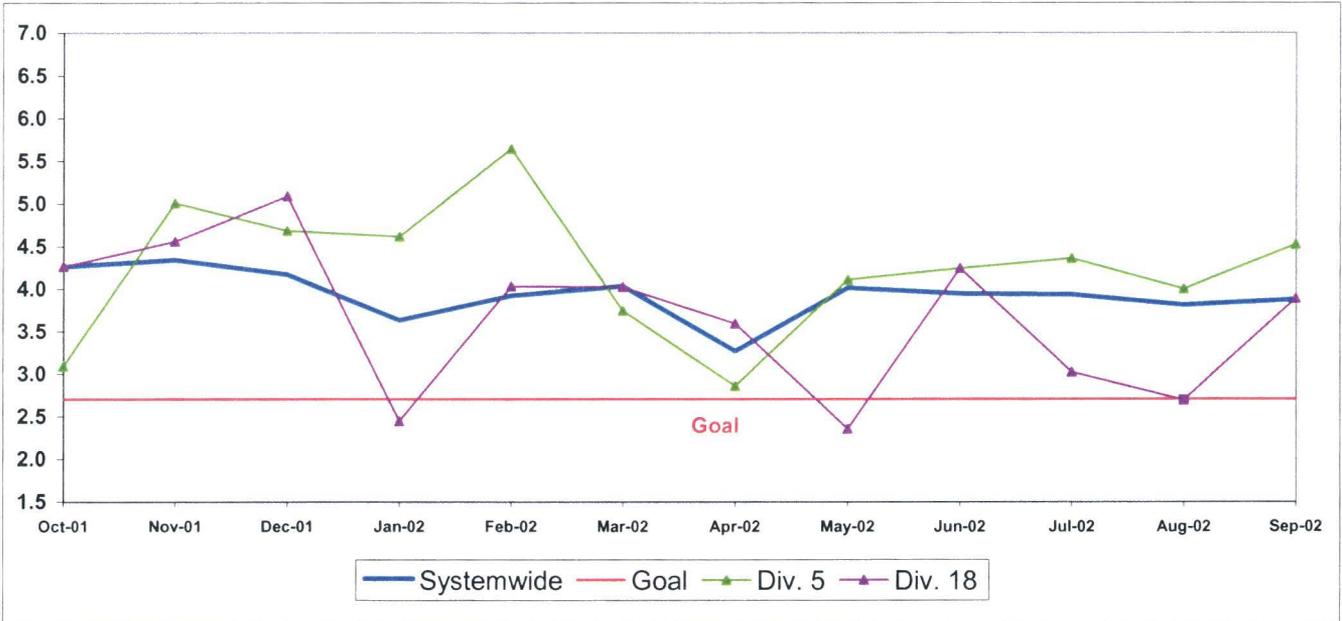


SB SECTOR BUS SERVICE PERFORMANCE - Continued

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

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

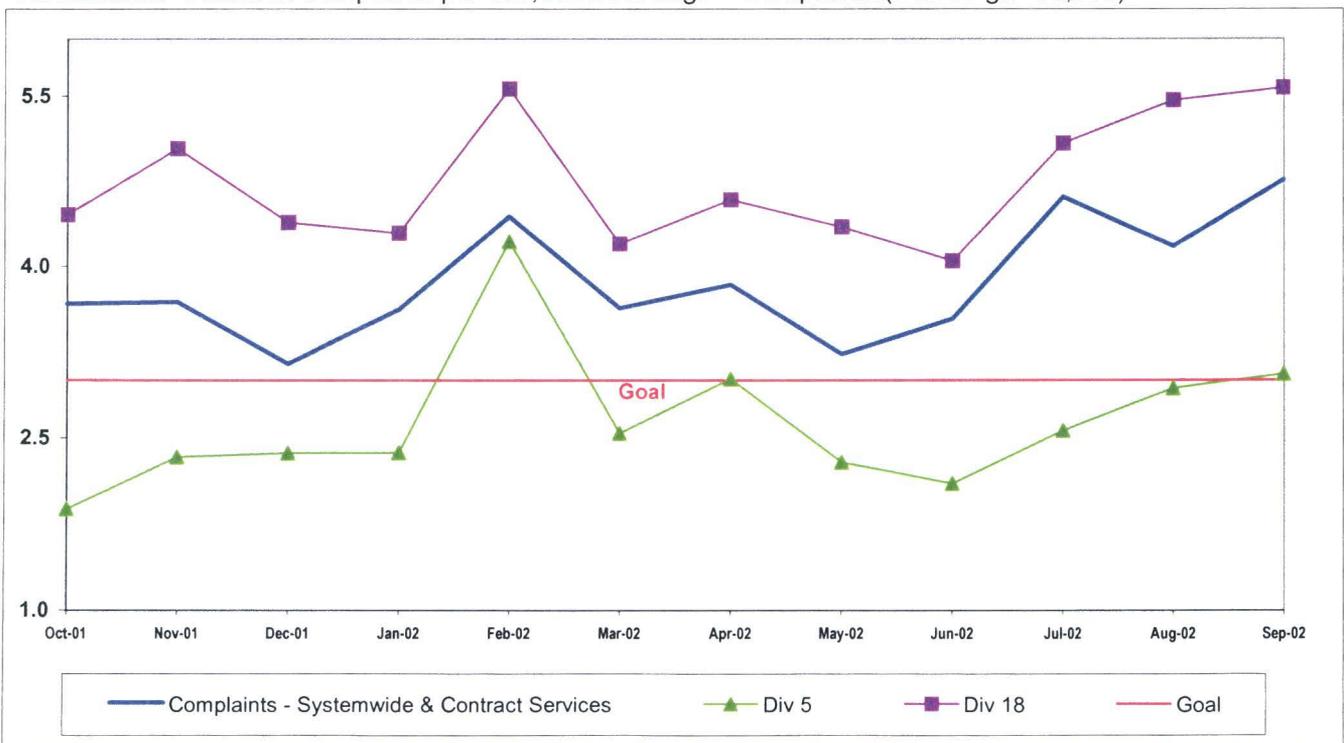
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Divisions 5 and 18

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

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



Westside/Central Sector Scorecard Overview (WC)

This sector has three MTA operating divisions, Division 6 in Venice, Division 7 in West Hollywood, and Division 10 in Los Angeles, near the Gateway building. The sector will be responsible for the operation of approximately 605 Metro buses and 25 Metro Bus lines carrying nearly 89.3 million boarding passengers each year.

This report gives a brief overview of sector operations':

- * Actual Revenue Service Hours (RSH) Delivered
- * On-Time Pullout Percentage
- * In-Service On-Time Performance
- * Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- * Traffic Accidents per 100,000 Hub
- * Complaints per 100,000 Boardings

Measurement	FY01	FY02	FY03 Target	FY03 YTD	Sept. Month	Status
Bus Systemwide						
On-Time Pullouts (system)	99.36%	99.61%	100.00%	99.69%	99.69%	
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	4,808	5,415	6,500	6,848	6,564	
In-Service On-time Performance	63.71%	64.88%	70.00%	71.05%	68.05%	
Bus Traffic Accidents Per 100,000 Miles	3.99	3.91	2.70	3.88	3.88	
Complaints per 100,000 Boardings	3.11	3.54	3.00	3.94	4.02	
WC Sector						
On-Time Pullouts	N.A.	99.59%	100%	99.69%	99.69%	
MMBCMF	N.A.	6,099	6,500	6,361	5,771	
In-Service On-time Performance	N.A.		70%	65.03%	64.88%	
Bus Traffic Accidents Per 100,000 Miles	N.A.	4.69	2.70	4.65	4.43	
Complaints per 100,000 Boardings	N.A.	3.33	3.00	4.13	3.86	
Division 6						
On-Time Pullouts	99.21%	99.73%	100%	99.89%	99.90%	
MMBCMF	9,868	9,241	6,500	9,820	11,460	
In-Service On-time Performance	59.23%	64.64%	70%	65.03%	64.88%	
Bus Traffic Accidents Per 100,000 Miles	4.70	4.18	2.70	4.15	4.07	
Complaints per 100,000 Boardings	4.73	4.51	3.00	6.00	5.53	
Division 7						
On-Time Pullouts	99.38%	99.59%	100%	99.50%	99.50%	
MMBCMF	5,847	6,942	6,500	5,750	5,309	
In-Service On-time Performance	57.80%	67.96%	70%	70.12%	67.90%	
Bus Traffic Accidents Per 100,000 Miles	5.53	5.23	2.70	4.54	3.83	
Complaints per 100,000 Boardings	3.07	3.36	3.00	4.14	4.04	
Division 10						
On-Time Pullouts	99.27%	99.56%	100%	99.40%	99.46%	
MMBCMF	3,787	5,121	6,500	6,675	5,732	
In-Service On-time Performance	63.76%	63.56%	70%	67.05%	62.66%	
Bus Traffic Accidents Per 100,000 Miles	3.88	4.23	2.70	4.87	5.13	
Complaints per 100,000 Boardings	2.73	3.13	3.00	3.84	3.43	

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

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

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

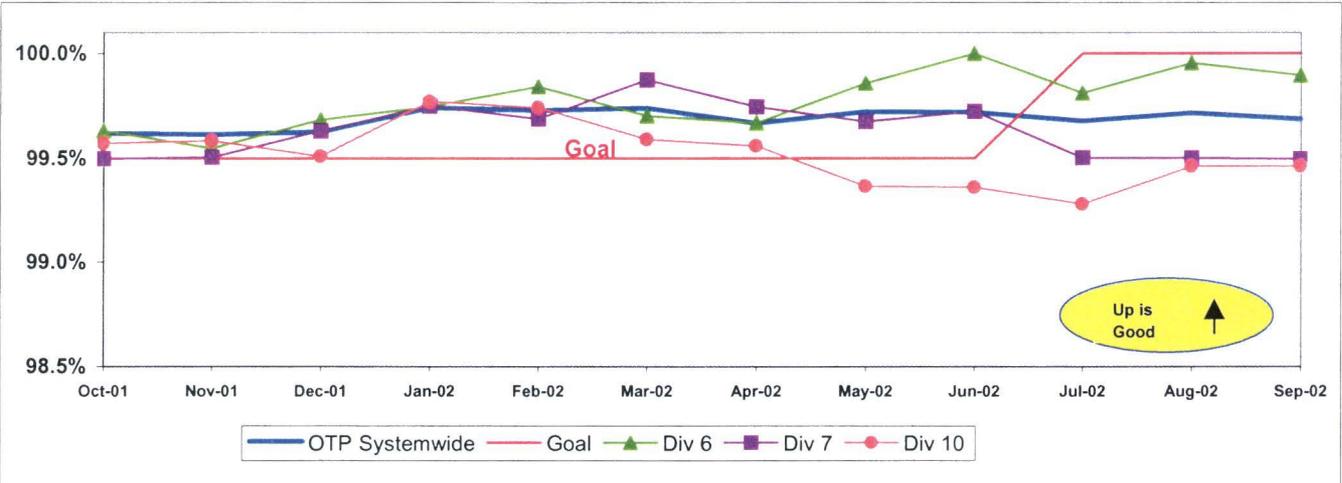
WESTSIDE/CENTRAL SECTOR (WC) BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

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

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

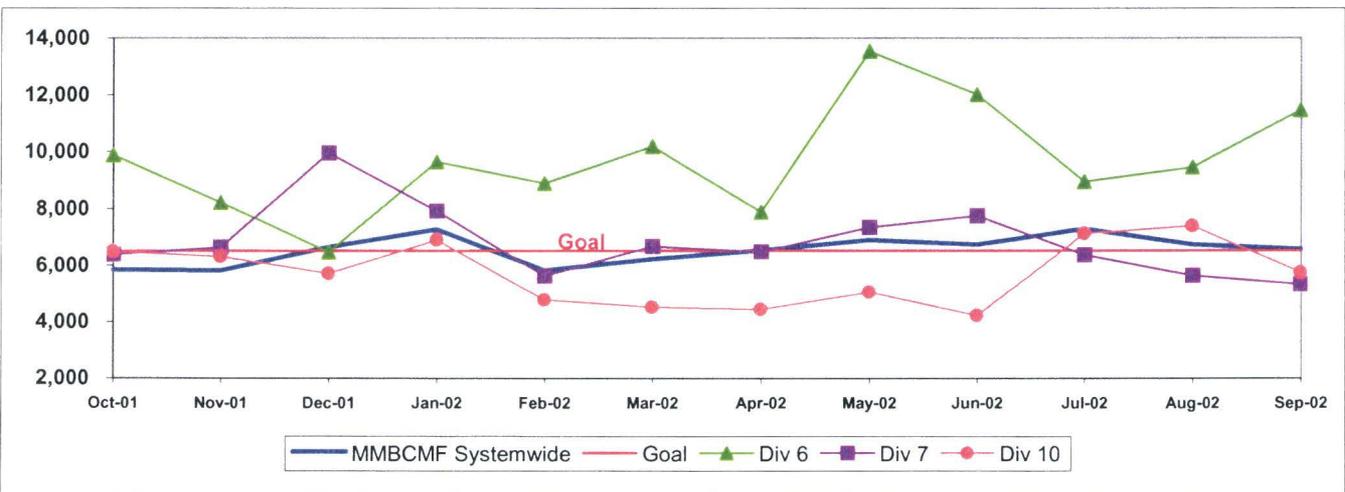
OTP - Systemwide Trend and Divisions 6, 7 and 10



MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES

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

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



Outlates & Cancellations by Sector Division

Div.	Sched. Pull-Outs	CANCELLATIONS		OUTLATES		% Total 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
Westside/Central (WC)								99.52%		
6	1940	0	0.00%	2	0.10%	0.95%	99.90%	0	2	0
7	7551	1	0.01%	37	0.49%	18.01%	99.50%	8	27	3
10	8562	0	0.00%	46	0.54%	21.80%	99.46%	1	35	10
SYS. TOTAL	67425	4	0.01%	207	0.31%	100.00%	99.69%	22	148	41

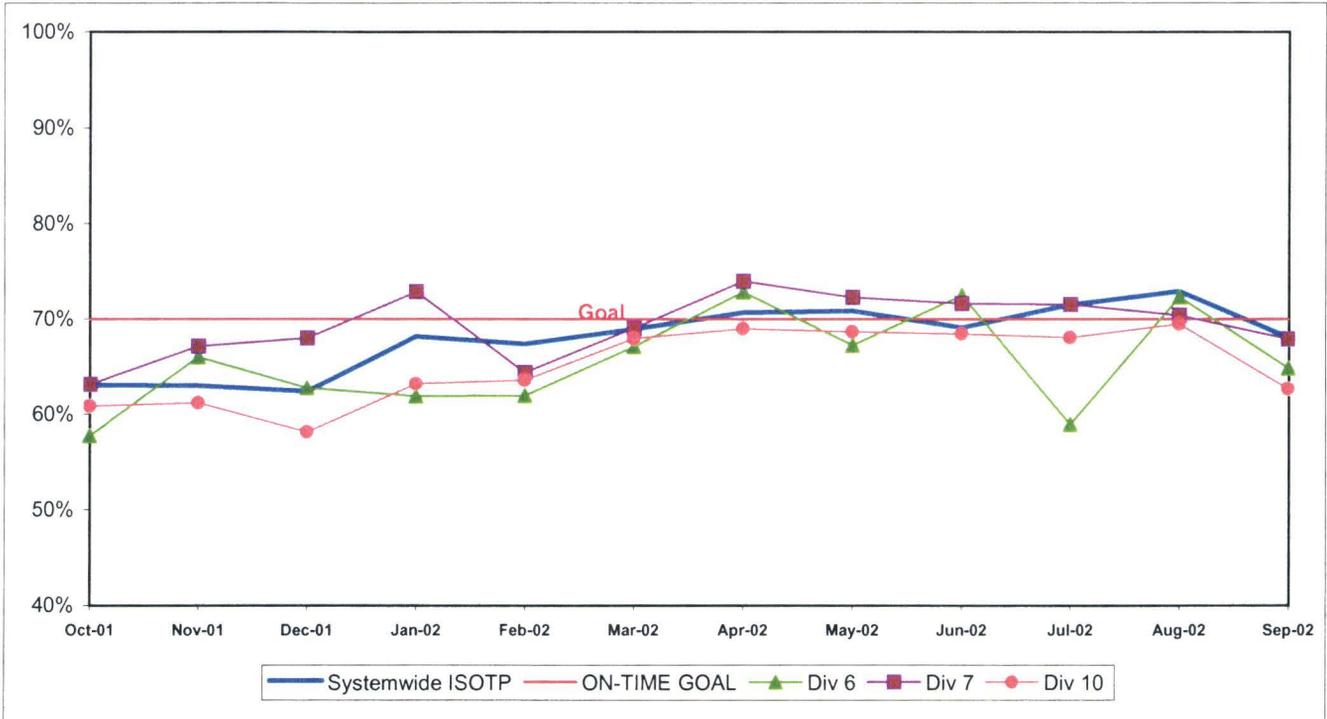
WC SECTOR BUS SERVICE PERFORMANCE - Continued

IN-SERVICE ON-TIME PERFORMANCE

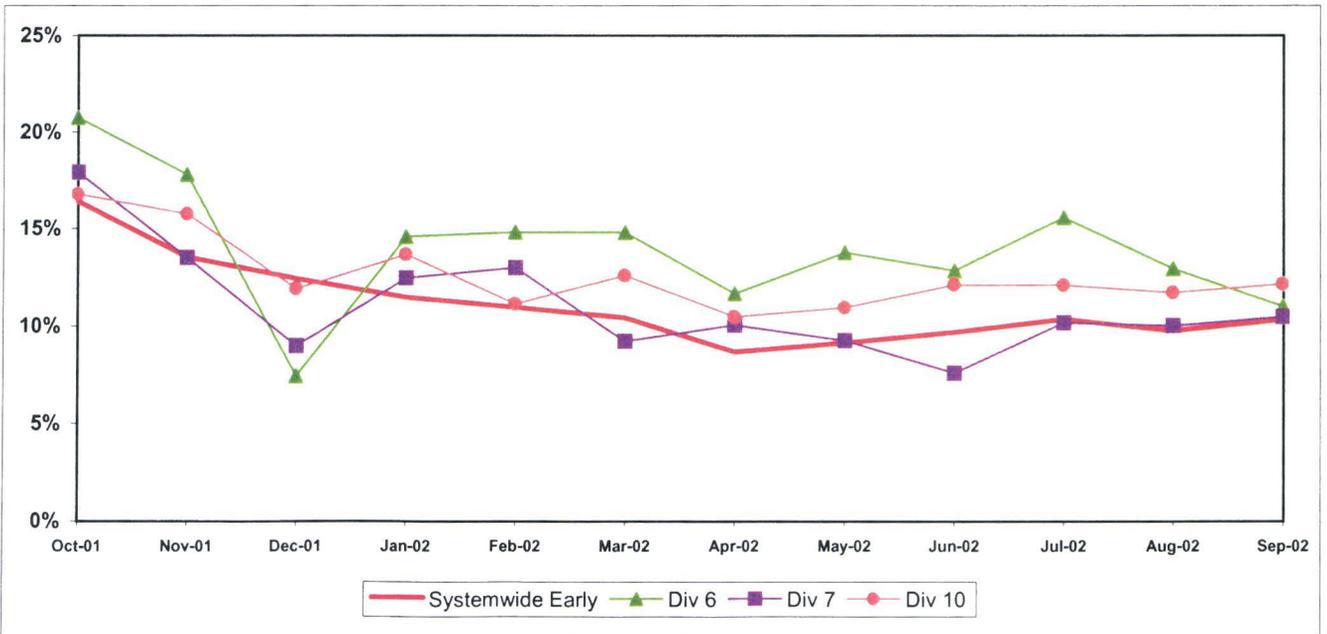
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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 6, 7 and 10 ISOTP - 1 Minute Tolerance for Running Hot



Running Hot - Systemwide and Divisions 6, 7 and 10

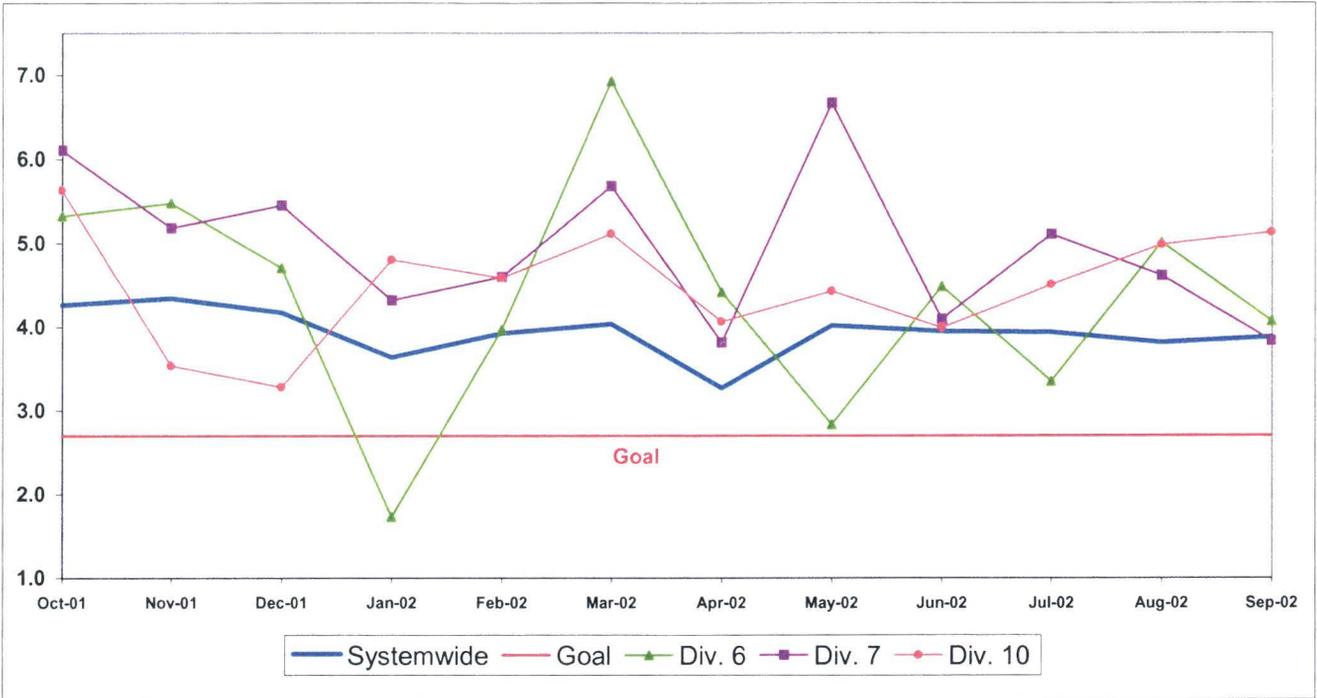


WC SECTOR BUS SERVICE PERFORMANCE - Continued

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

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

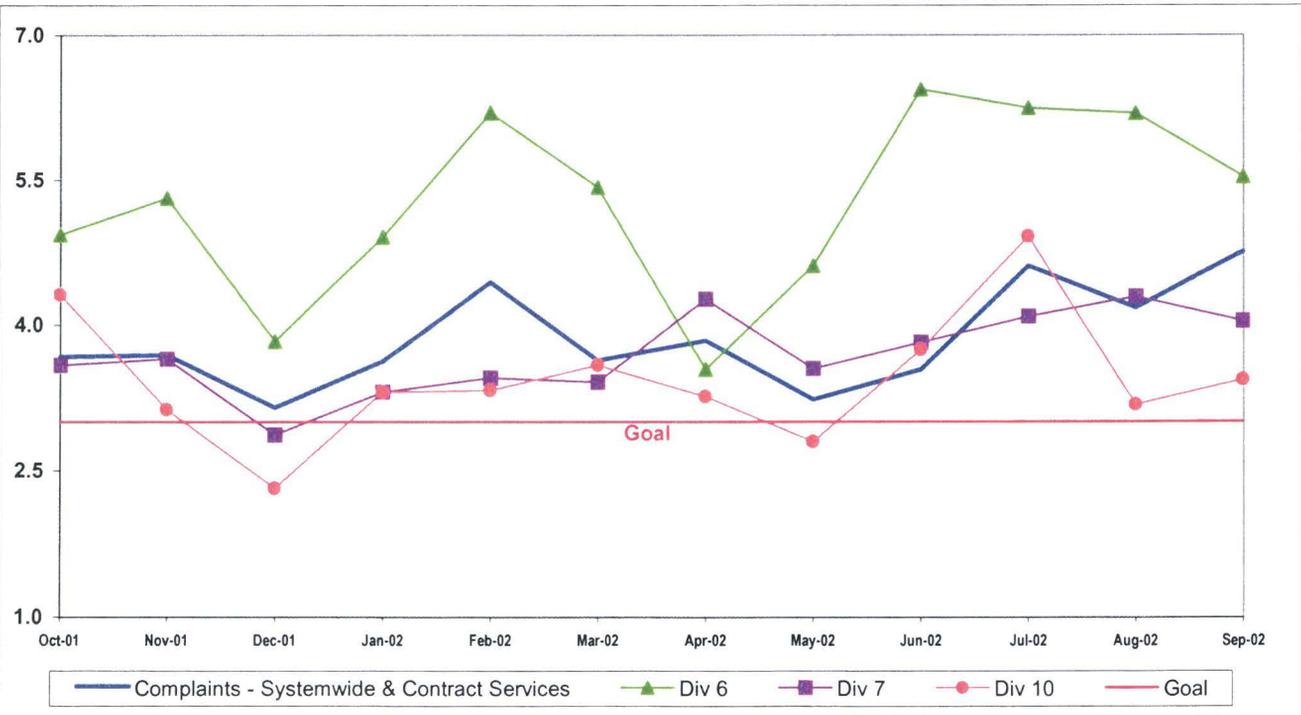
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Bus Operating Divisions 6, 7 and 10

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

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



Metro Rail Scorecard Overview

Metro Rail operates one heavy rail line, Metro Red Line from Union Station to North Hollywood and two light rail lines, Metro Blue Line from downtown to Long Beach and Metro Green Line along the 105 freeway. Metro Rail is responsible for the operation of approximately 74 heavy rail cars and 66 light rail cars carrying nearly 5.8 million boarding passengers each year.

This report gives a brief overview of sector operations':

- * On-Time Pullout Percentage
- * In-Service On-Time Performance
- * Mean Miles Between Chargeable Mechanical Failures (MMBMF)
- * Traffic Accidents per 100,000 Train Miles
- * Complaints per 100,000 Boardings

Measurement	FY01	FY02	FY03 Target	FY03 YTD	Sept. Month	Status
Metro Red Line (MRL)						
On-Time Pullouts	99.53%	99.89%	99.40%	99.22%	98.57%	Yellow
Mean Miles Between Chargeable Mechanical Failures	1,644	9,842	10,000	7,612	6,450	Green
In-Service On-time Performance	99.13%	99.60%	99.00%	99.43%	99.26%	Green
Traffic Accidents Per 100,000 Train Miles	0.08	0.22	0.10	0.00	0.00	Green
Complaints per 100,000 Boardings	0.83	0.73	0.85	0.85	0.86	Green
Metro Blue Line (MBL)						
On-Time Pullouts	99.09%	99.43%	99.00%	98.98%	97.68%	Yellow
Mean Miles Between Chargeable Mechanical Failures	4,221	4,897	10,000	5,262	4,814	Red
In-Service On-time Performance	98.00%	98.70%	98.00%	96.69%	97.60%	Yellow
Traffic Accidents Per 100,000 Train Miles	1.75	0.97	0.55	0.48	0.00	Green
Complaints per 100,000 Boardings	0.76	0.97	0.88	1.23	1.07	Yellow
Metro Green Line (MGRL)						
On-Time Pullouts	99.29%	99.62%	99.00%	98.29%	100.00%	Yellow
Mean Miles Between Chargeable Mechanical Failures	5,891	3,990	10,000	4,401	4,685	Red
In-Service On-time Performance	99.09%	99.16%	98.00%	97.63%	96.28%	Yellow
Traffic Accidents Per 100,000 Train Miles	0.07	0.00	0.55	0.00	0.00	Green
Complaints per 100,000 Boardings	1.15	1.22	0.88	1.76	0.87	Yellow

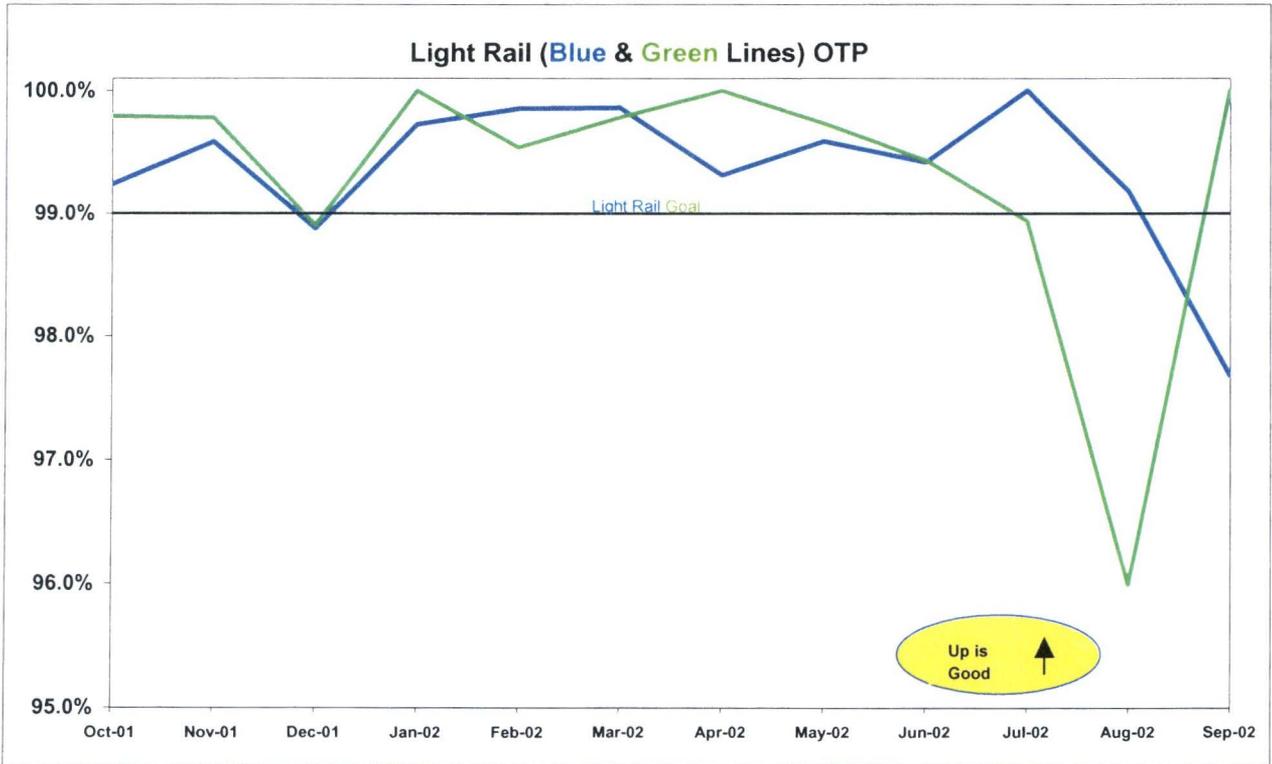
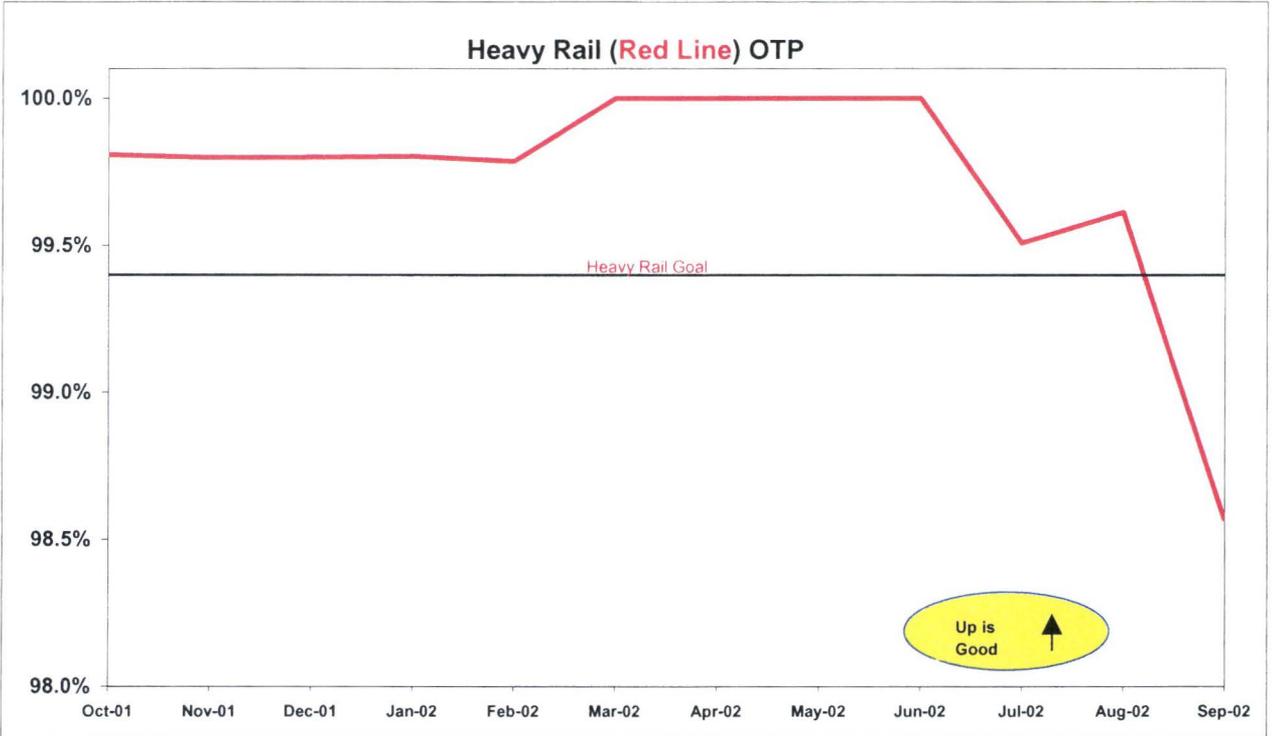
-  Green - High probability of achieving the FY03 target (on track).
-  Yellow - Uncertain if the FY03 target will be achieved -- slight problems, delays or management issues.
-  Red - High probability that the FY03 target will not be achieved -- significant problems and/or delays.

RAIL SERVICE PERFORMANCE

ON-TIME PULLOUTS

Definition: On-time Pullouts measures the percentage of trains leaving the yard within ninety seconds of the scheduled pullout time. The higher the number, the more reliable the service.

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

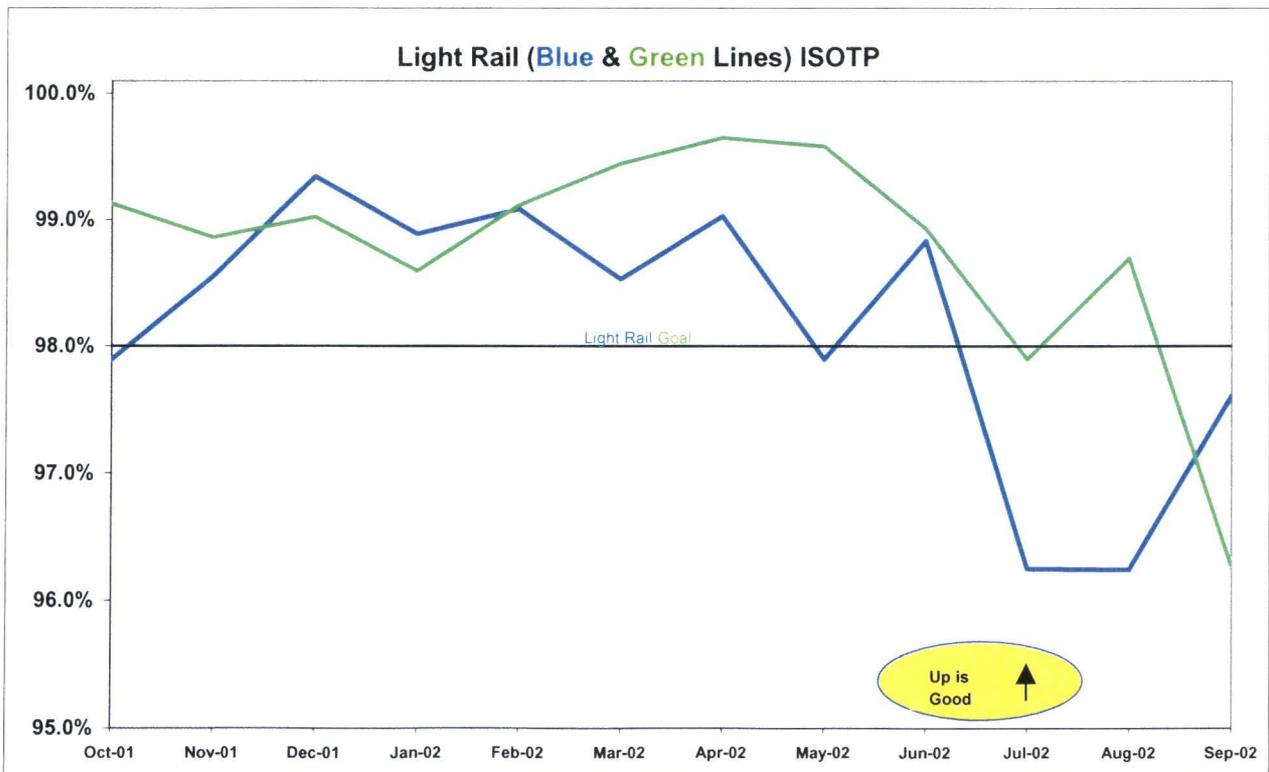
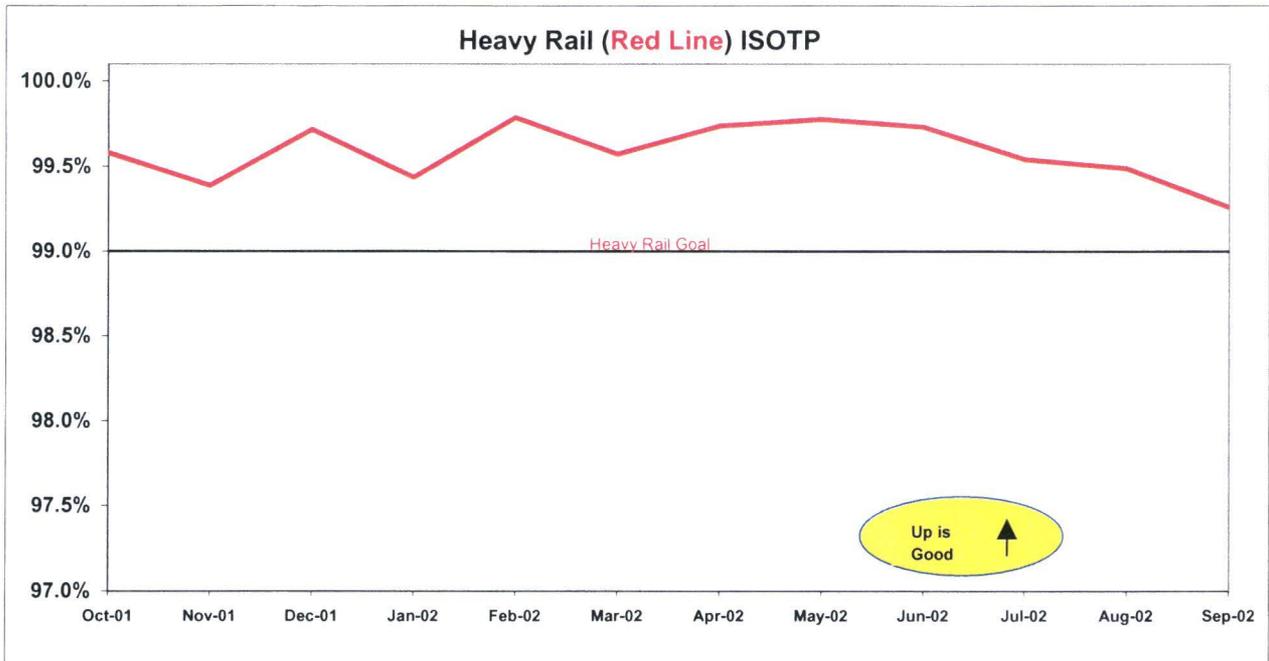


RAIL SERVICE PERFORMANCE - Continued

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.

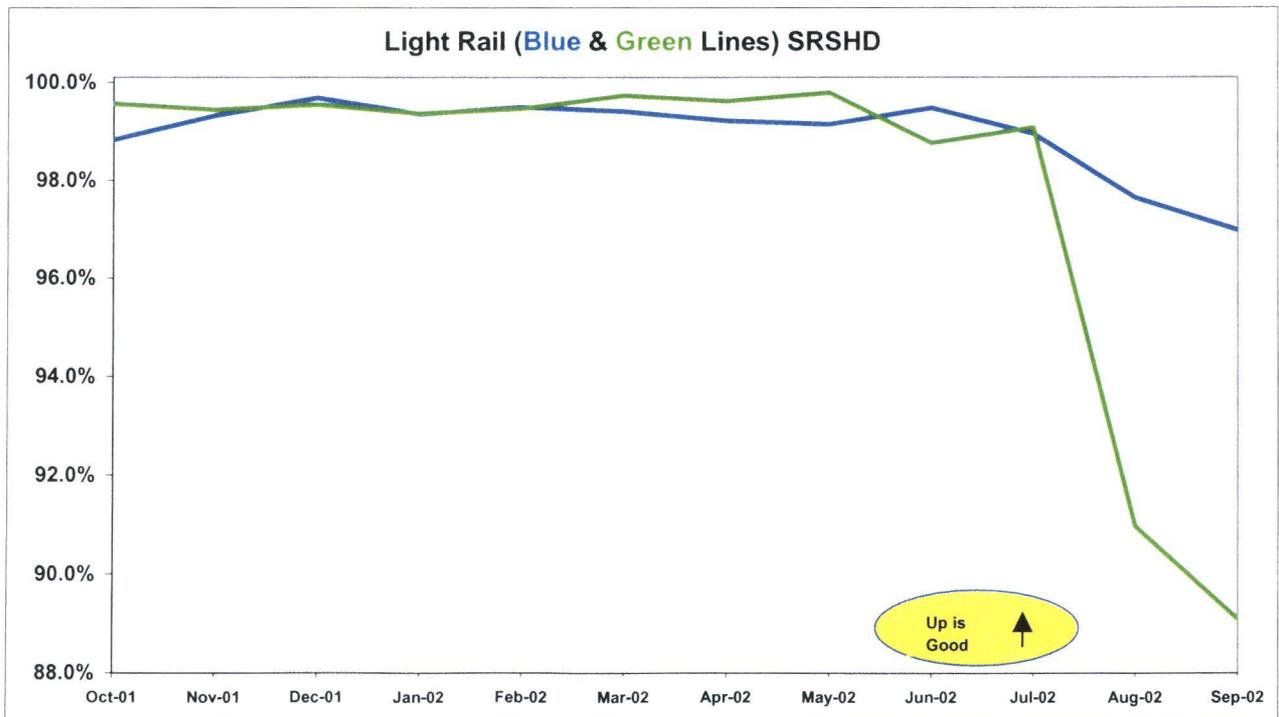
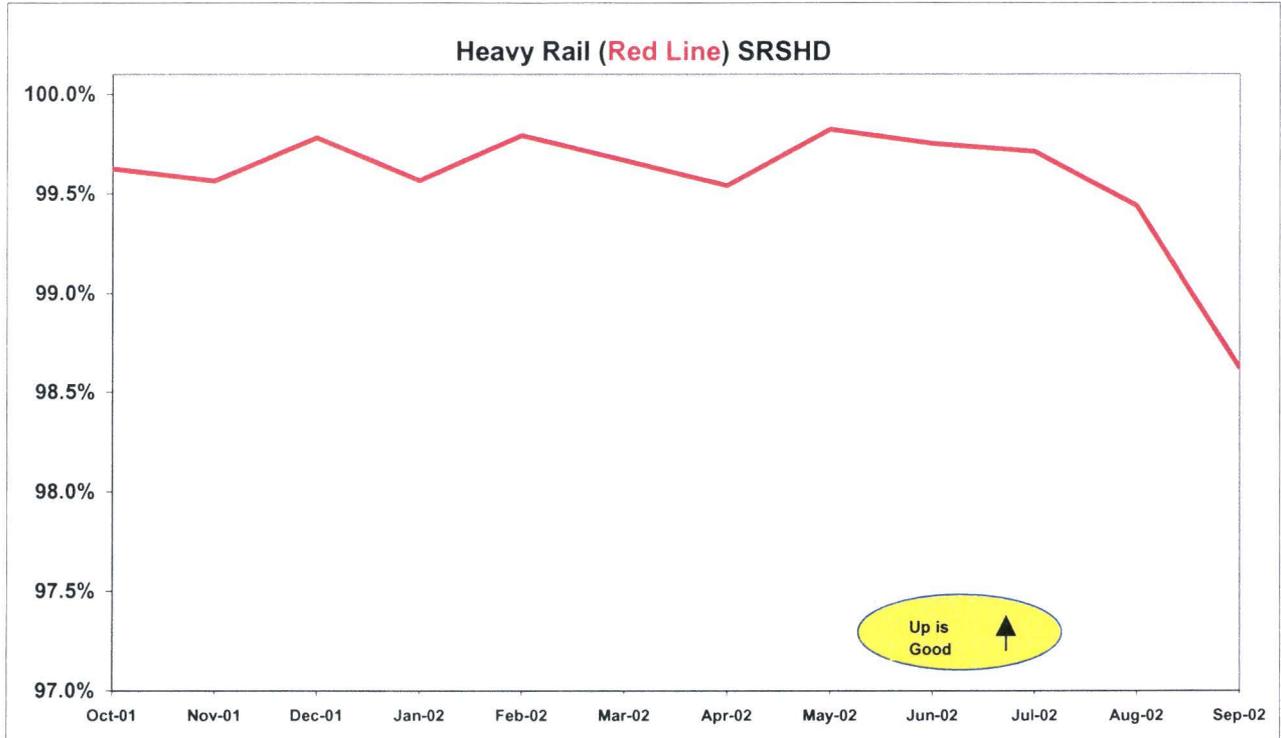
Calculation: $ISOTP\% = [(100\% \text{ minus } [(Total \text{ runs in which a train left any timecheck point either late or early) / \text{ by Total scheduled runs}] \times 100)]$



Scheduled Revenue Service Hours Delivered by Rail Line

Definition: This performance indicator measures the percentage of scheduled Revenue Service Hours delivered after subtracting cancellations, outlates and in-service delays.

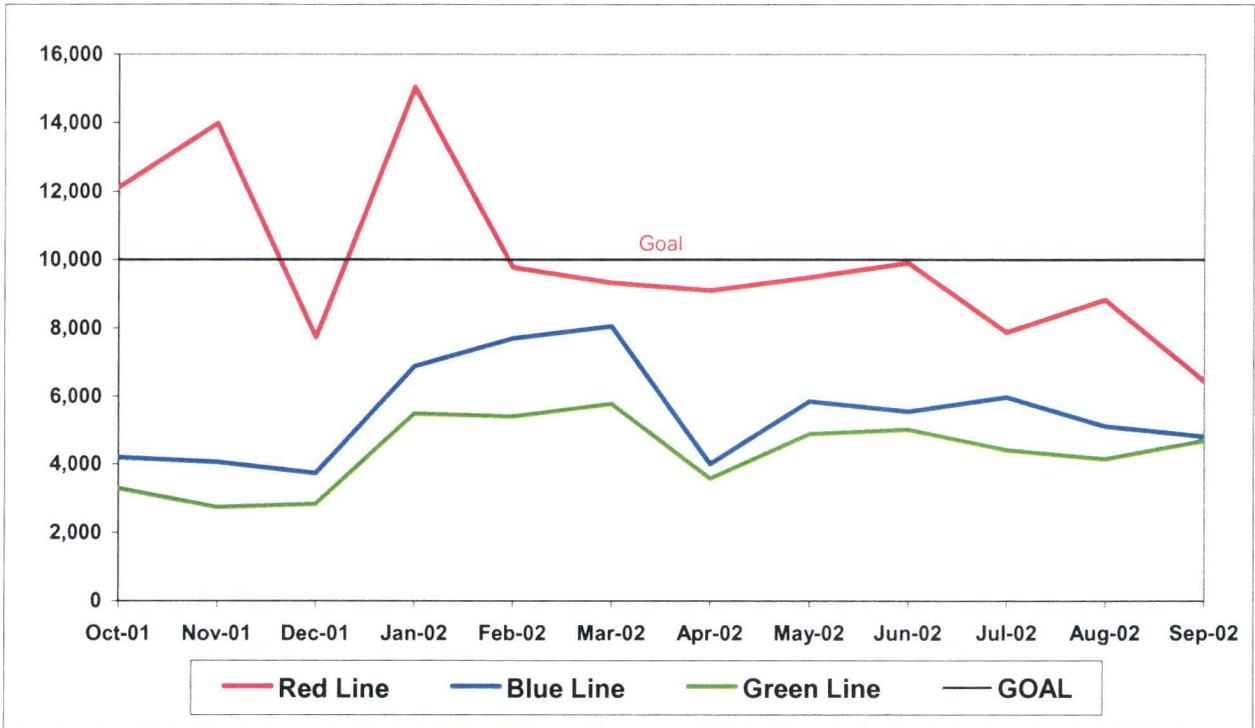
Calculation: $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



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

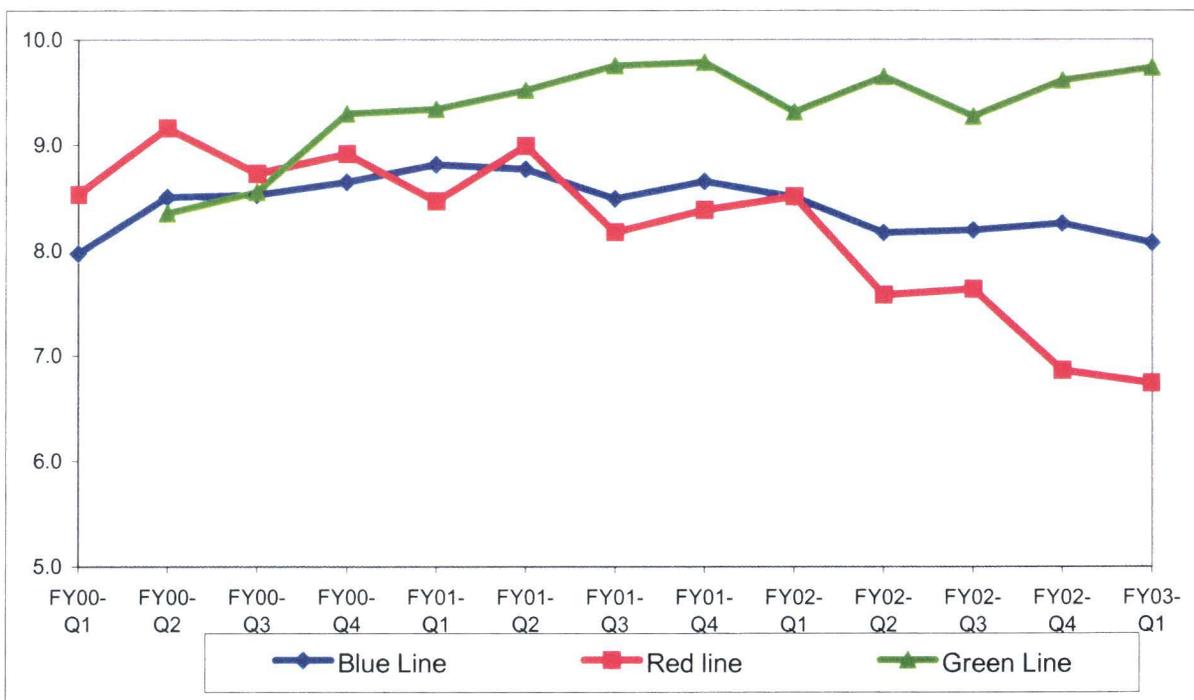


RAIL CLEANLINESS

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: Division 22's overall cleanliness score improved to a 9.7 rating; Division 11 and 20 overall cleanliness score dropped slightly to a 8.1 rating.

Scores for the categories of seats, window etching, sacrificial windows, interior graffiti, exterior graffiti, exterior body condition and exterior roof cleanliness were above the 8.0 mark.

Corrective Action: Operator cab area, transom/ledges, ceilings/vents, windows, doors, floors and exterior cleanliness received an overall score of 7.8 or lower. Overall improvement is needed in these areas.

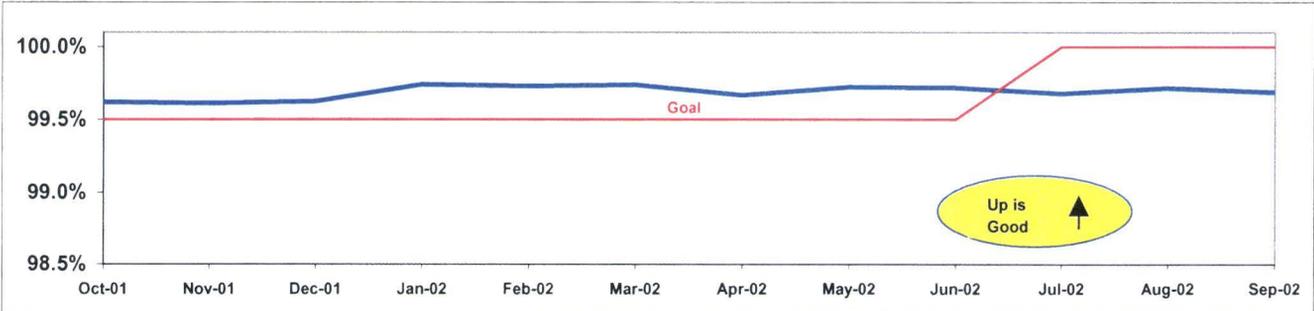
BUS SERVICE PERFORMANCE

ON-TIME PULLOUT PERCENTAGE

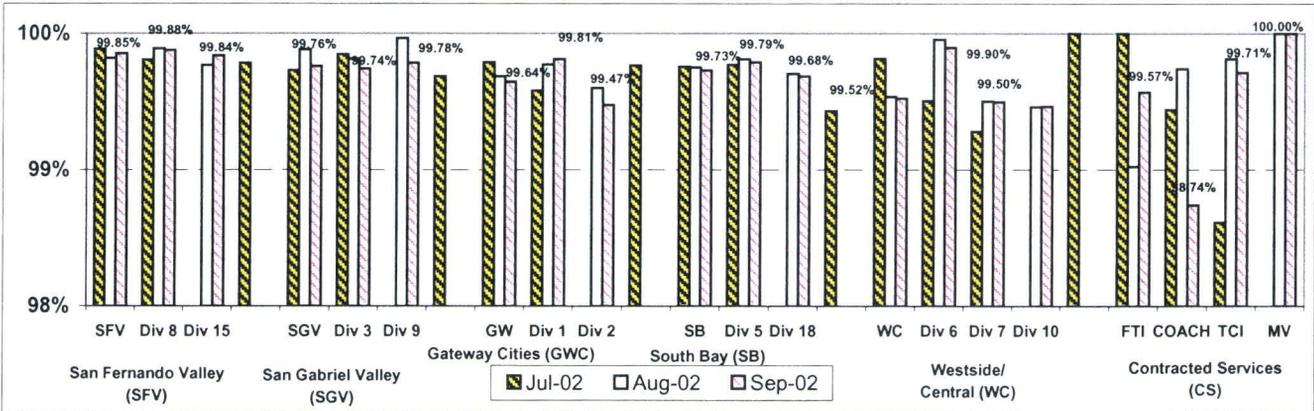
Definition: On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

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

OTP - Systemwide Trend



OTP by Sector Bus Operating Divisions July - September 2002



Outlates & Cancellations by Sector Divisions

Div.	Sched. Pull-Outs	CANCELLATIONS		OUTLATES		% Total 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
San Fernando Valley (SFV)										
8	4925	0	0.00%	6	0.12%	2.84%	99.85%	0	6	0
15	6745	0	0.00%	11	0.16%	5.21%	99.88%	1	5	5
San Gabriel Valley (SGV)										
3	6539	0	0.00%	17	0.26%	8.06%	99.76%	0	15	2
9	5488	3	0.05%	9	0.16%	5.69%	99.74%	6	4	2
Gateway Cities (GWC)										
1	5280	0	0.00%	10	0.19%	4.74%	99.64%	1	7	2
2	5330	0	0.00%	28	0.53%	13.27%	99.81%	2	18	8
South Bay (SB)										
5	6558	0	0.00%	14	0.21%	6.64%	99.73%	1	9	4
18	8507	0	0.00%	27	0.32%	12.80%	99.79%	2	20	5
Westside/Central (WC)										
6	1940	0	0.00%	2	0.10%	0.95%	99.52%	0	2	0
7	7551	1	0.01%	37	0.49%	18.01%	99.90%	8	27	3
10	8562	0	0.00%	46	0.54%	21.80%	99.50%	1	35	10
TOTAL	67425	4	0.01%	207	0.31%	100.00%	99.69%	22	148	41

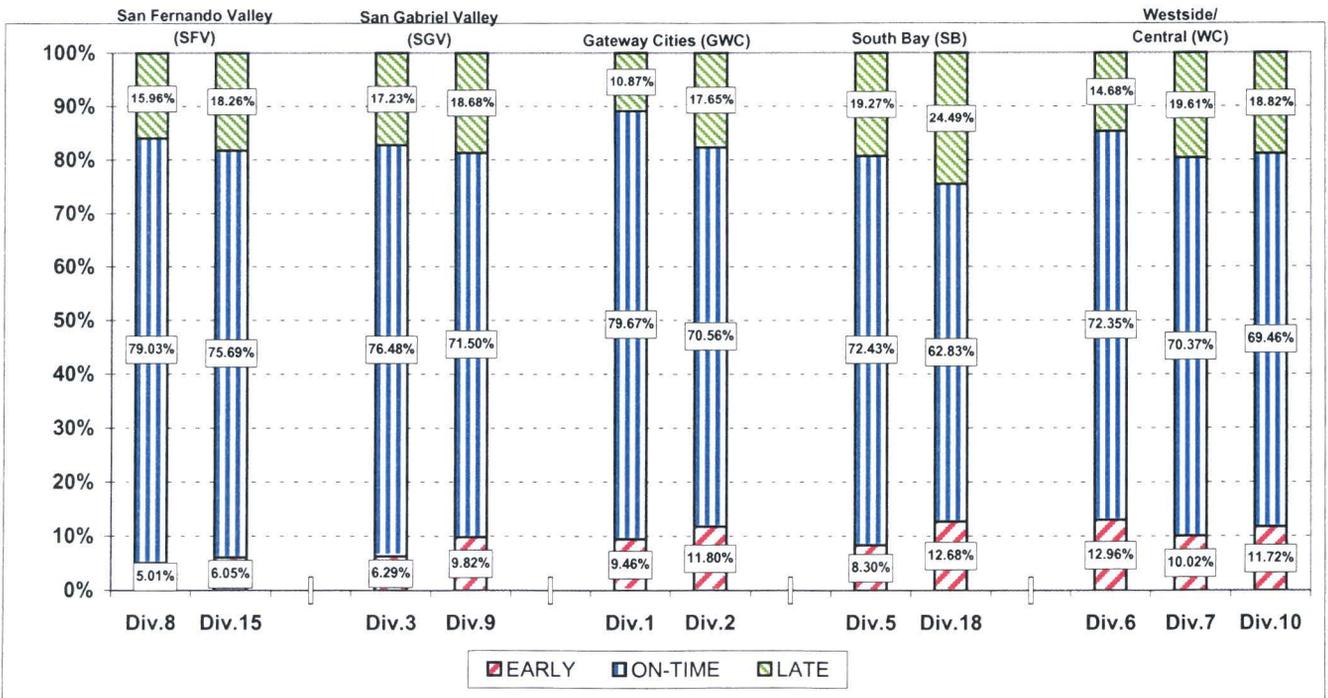
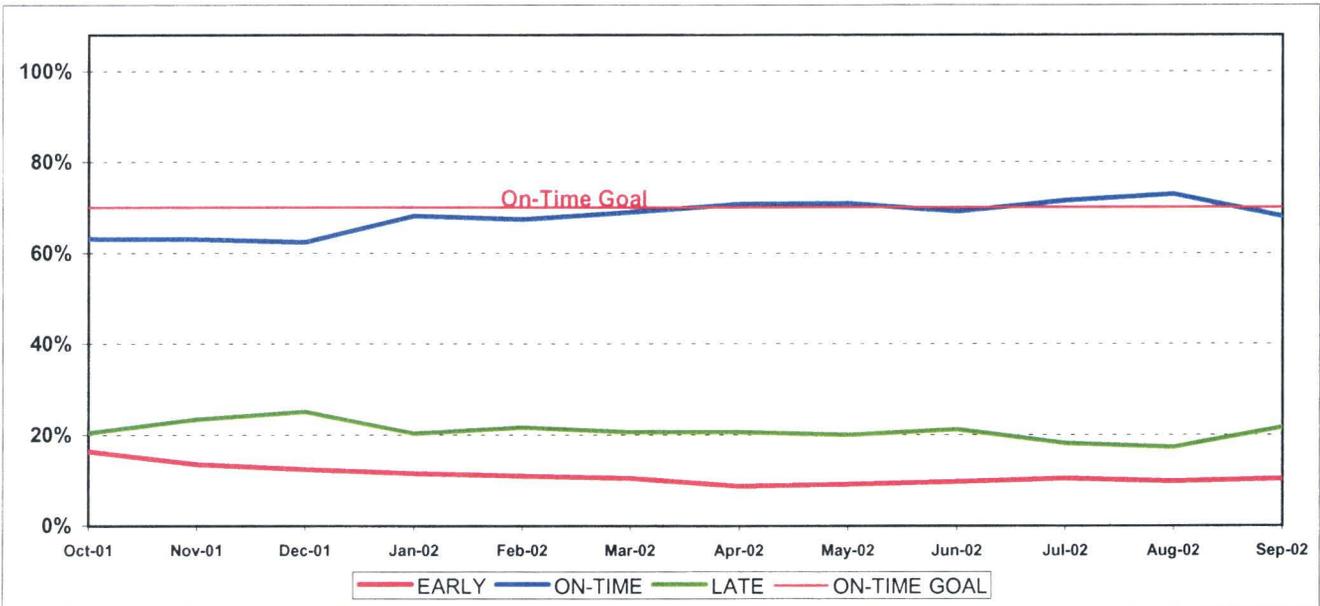
IN-SERVICE ON-TIME PERFORMANCE

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

	FY02	FY03-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8			
Early	8.05%	5.39%	-2.66%
On-Time	67.88%	74.94%	7.05%
Late	24.06%	19.67%	-4.39%
Division 15			
Early	9.44%	6.93%	-2.51%
On-Time	62.51%	71.39%	8.88%
Late	28.05%	21.68%	-6.37%
Gateway Cities Sector (GWC)			
Division 1			
Early	11.69%	8.60%	-3.09%
On-Time	74.95%	80.45%	5.49%
Late	13.35%	10.95%	-2.40%
Division 2			
Early	15.63%	12.24%	-3.39%
On-Time	63.01%	67.66%	4.65%
Late	21.35%	20.10%	-1.26%
South Bay Sector (SB)			
Division 5			
Early	12.52%	9.86%	-2.66%
On-Time	63.31%	70.58%	7.28%
Late	24.18%	19.56%	-4.62%
Division 18			
Early	12.27%	12.40%	0.13%
On-Time	60.19%	61.25%	1.07%
Late	27.55%	26.35%	-1.20%

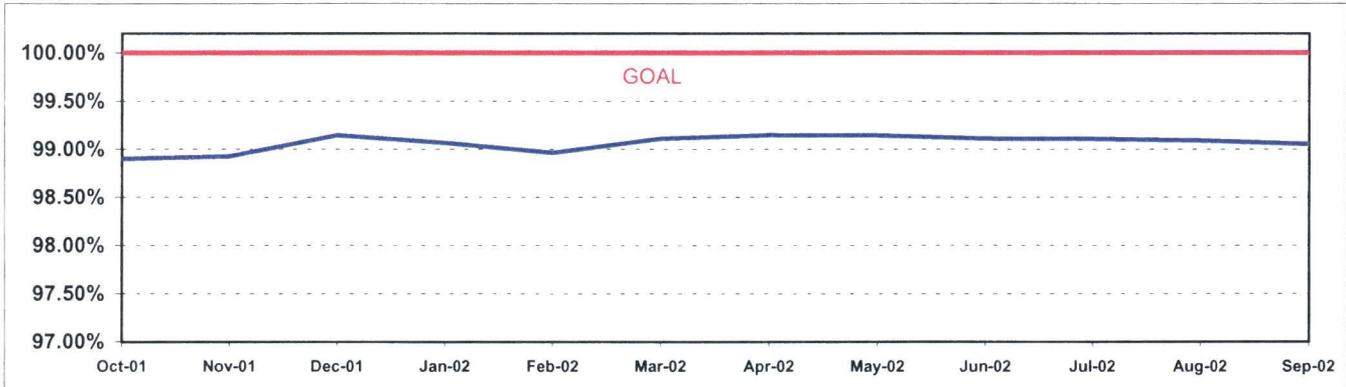
	FY02	FY03-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3			
Early	10.02%	8.06%	-1.96%
On-Time	68.70%	73.38%	4.69%
Late	21.28%	18.55%	-2.73%
Division 9			
Early	12.63%	10.00%	-2.63%
On-Time	64.56%	69.41%	4.85%
Late	22.81%	20.59%	-2.22%
Westside/Central Sector (WC)			
Division 6			
Early	15.45%	13.54%	-1.91%
On-Time	64.64%	65.03%	0.39%
Late	19.91%	21.44%	1.52%
Division 7			
Early	12.46%	10.20%	-2.26%
On-Time	67.96%	70.12%	2.17%
Late	19.58%	19.67%	0.09%
Division 10			
Early	14.48%	12.02%	-2.46%
On-Time	63.56%	67.05%	3.49%
Late	21.96%	20.93%	-1.03%
SYSTEMWIDE			
Early	12.45%	10.16%	-2.29%
On-Time	66.42%	71.05%	4.63%
Late	21.14%	18.79%	-2.35%

SCHEDULED REVENUE SERVICE HOURS DELIVERED

Definition: This performance indicator measures the percentage of scheduled Revenue Service Hours delivered after being offset by cancellations, outlates and in-service equipment failures.

Calculation: $SRS\% = \frac{\text{Lost Revenue Service Hours} - \text{Recovered Service Hours}}{\text{Total Scheduled Service Hours}}$

Systemwide Trend



Performance Year-to-Date Compared To Last Year

SRSHD	FY02	FY03-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8	99.22%	99.26%	0.04%
Division 15	98.59%	99.00%	0.41%

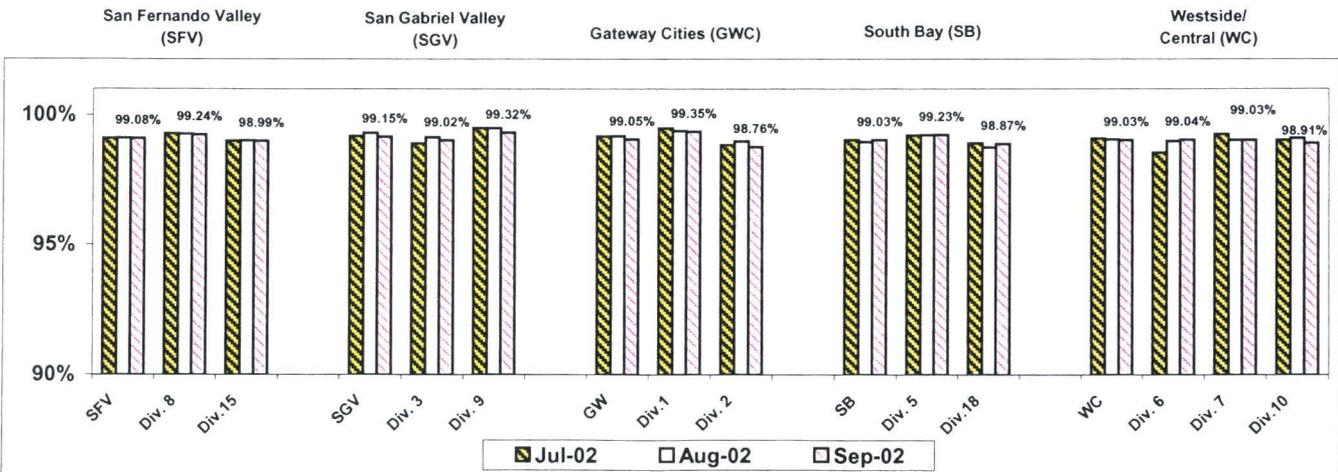
SRSHD	FY02	FY03-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3	98.95%	99.07%	0.12%
Division 9	99.14%	99.41%	0.27%

Gateway Cities Sector (GWC)			
Division 1	99.27%	99.36%	0.09%
Division 2	98.80%	99.87%	1.07%

Westside/Central Sector (WC)			
Division 6	99.11%	99.02%	-0.09%
Division 7	99.12%	99.03%	-0.09%
Division 10	99.17%	99.01%	-0.16%

South Bay Sector (SB)			
Division 5	99.08%	99.22%	0.14%
Division 18	98.89%	98.81%	-0.08%

Systemwide	99.01%	99.08%	0.07%
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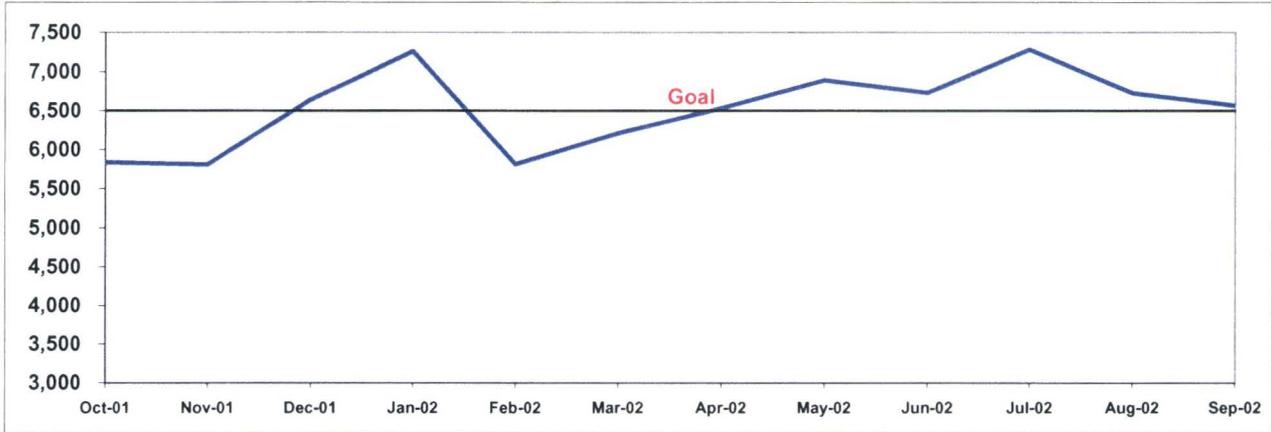
MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES

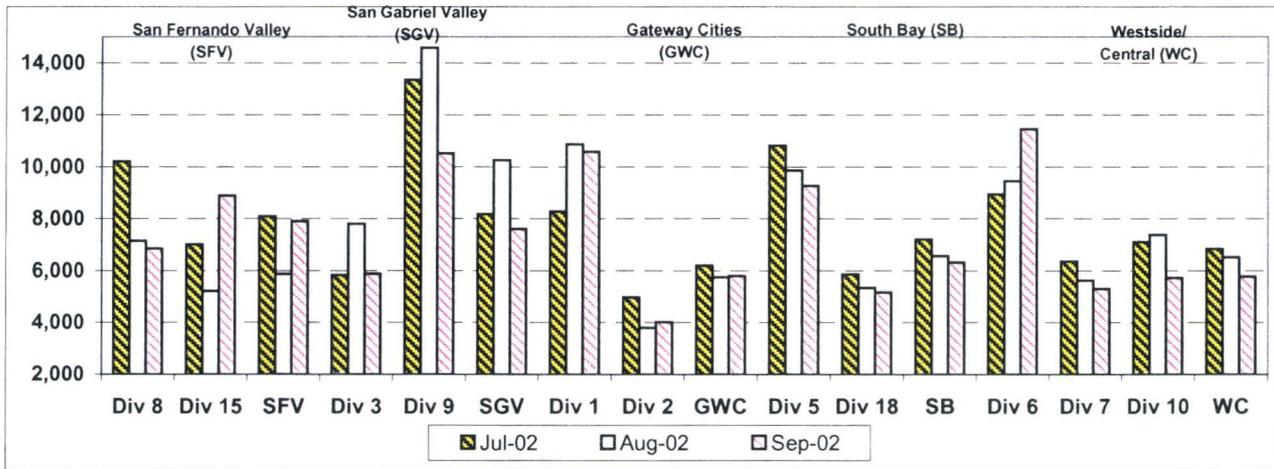
Definition: Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

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

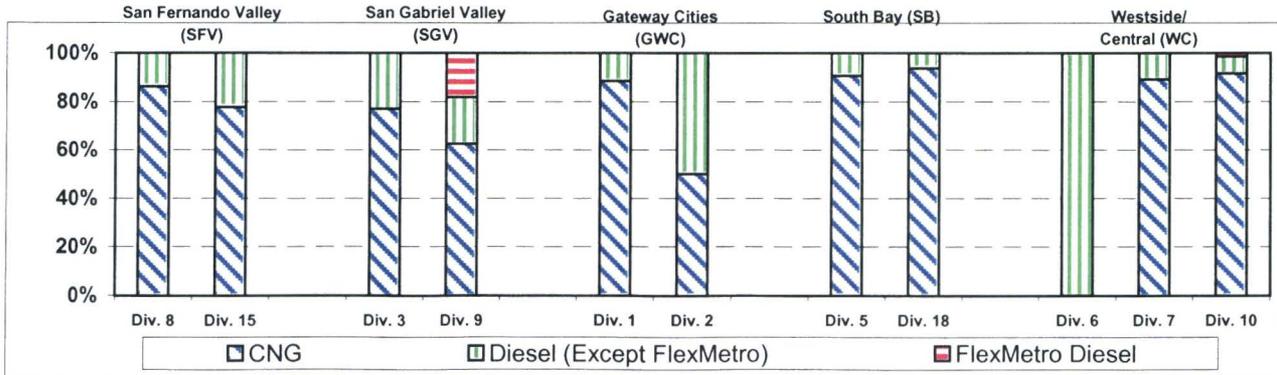
Systemwide Trend



Bus Operating Sector Divisions July - September 2002



Fleet Mix by Fuel Type

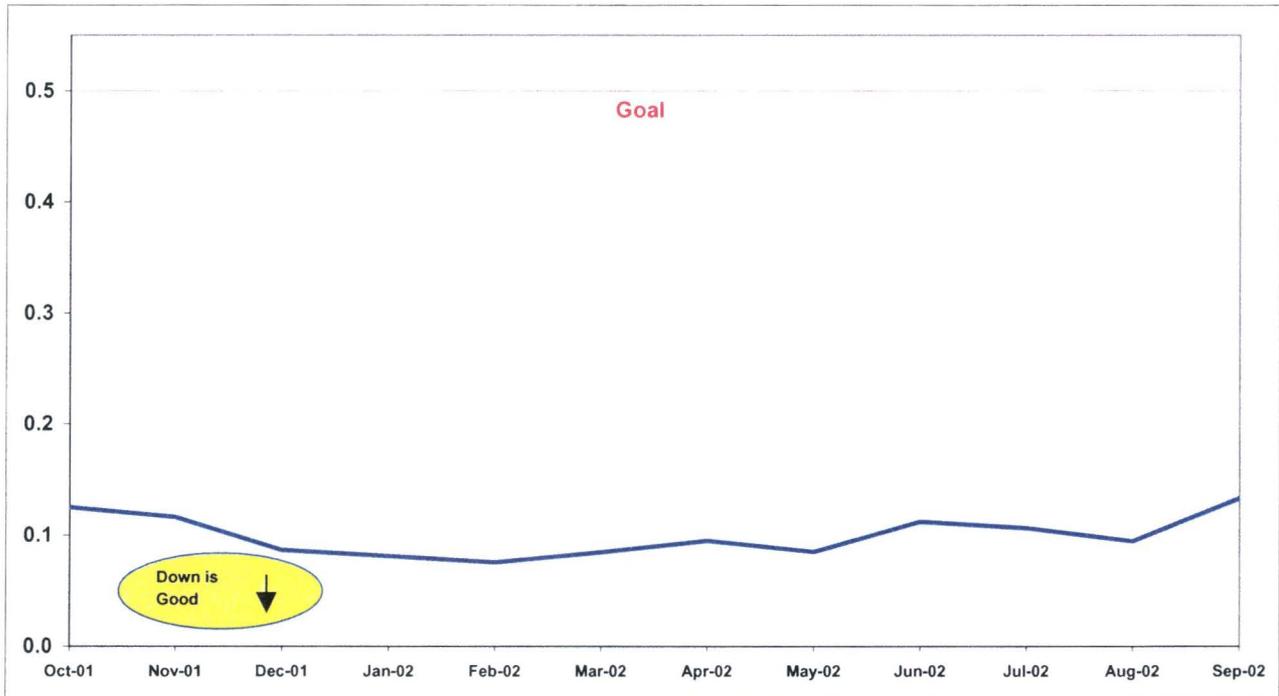


PAST DUE CRITICAL PREVENTIVE MAINTENANCE PROGRAM JOBS (PMP's)

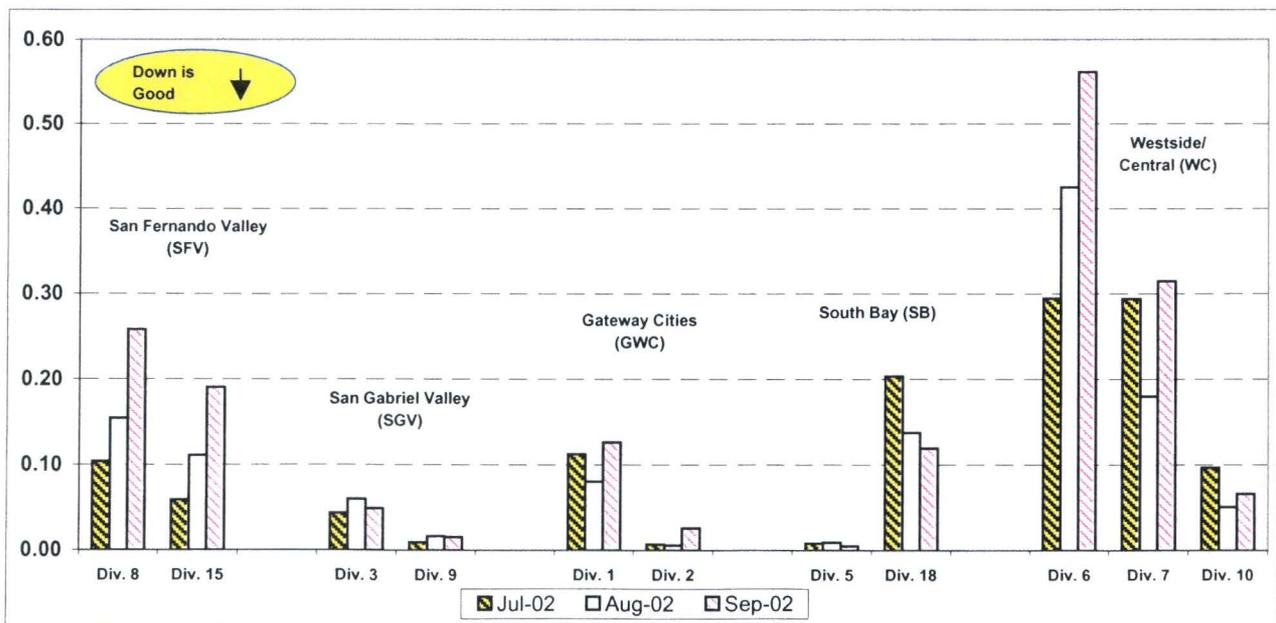
Definition: Average past due critical scheduled preventive maintenance jobs per bus. This indicator measures maintenance management's ability to prioritize and perform critical repairs and indicates the general maintenance condition of the fleet.

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

Systemwide Trend



**Past Due Critical PMPs - by Sectors' Divisions
July - September 2002**

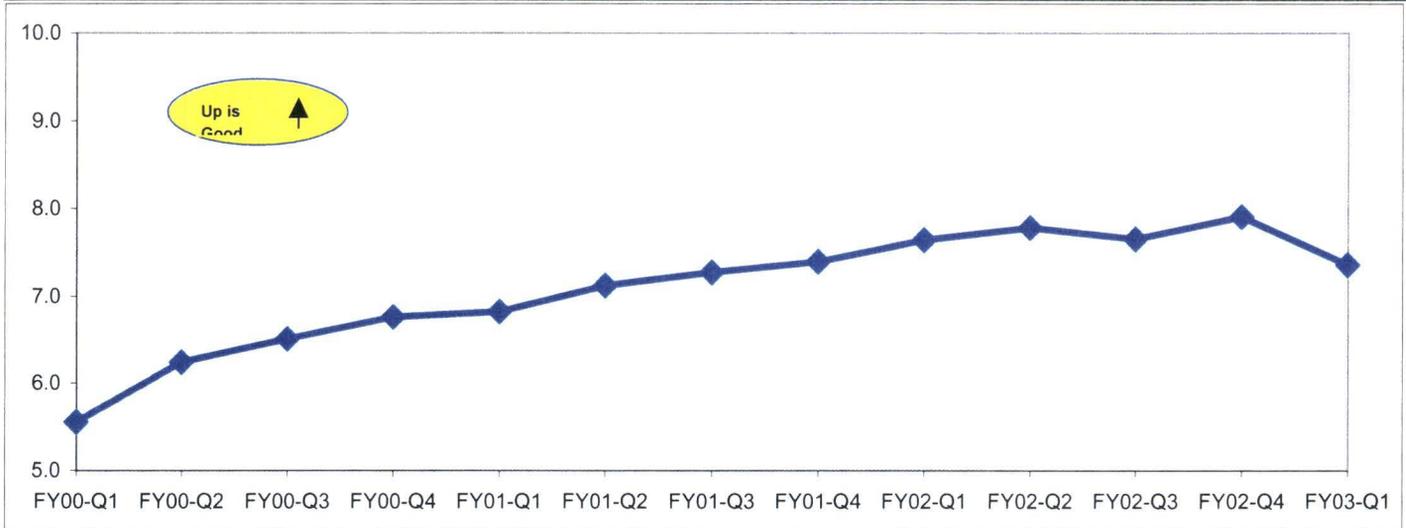


BUS CLEANLINESS

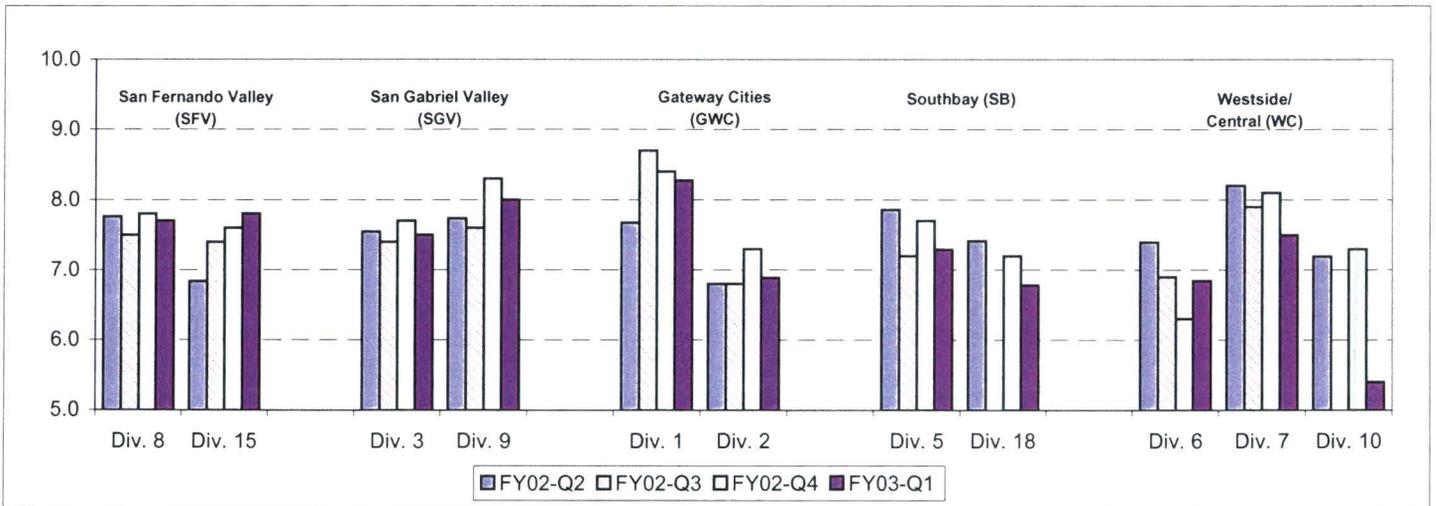
Definition: A team of three Quality Assurance Supervisors rates twenty percent of the fleet at each division and contractor per Quarter. Each of sixteen categories is examined and assigned a point value as follows: 1-3=Unsatisfactory; 4-7=Conditional; 8-10=Satisfactory. The individual item scores are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

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

Systemwide Trend



Bus Operating Divisions by Sector Second Quarter FY02 - First Quarter FY03



Analysis: Overall cleanliness score for Division 6 improved in the first quarter. Divisions 2, 5, 7, 10 and 18 overall cleanliness scores dropped; Division 3, 8 and 15's overall cleanliness score remained consistent with the fourth quarter. Divisions 1 and 9 received overall ratings above the 8.0 mark.

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.

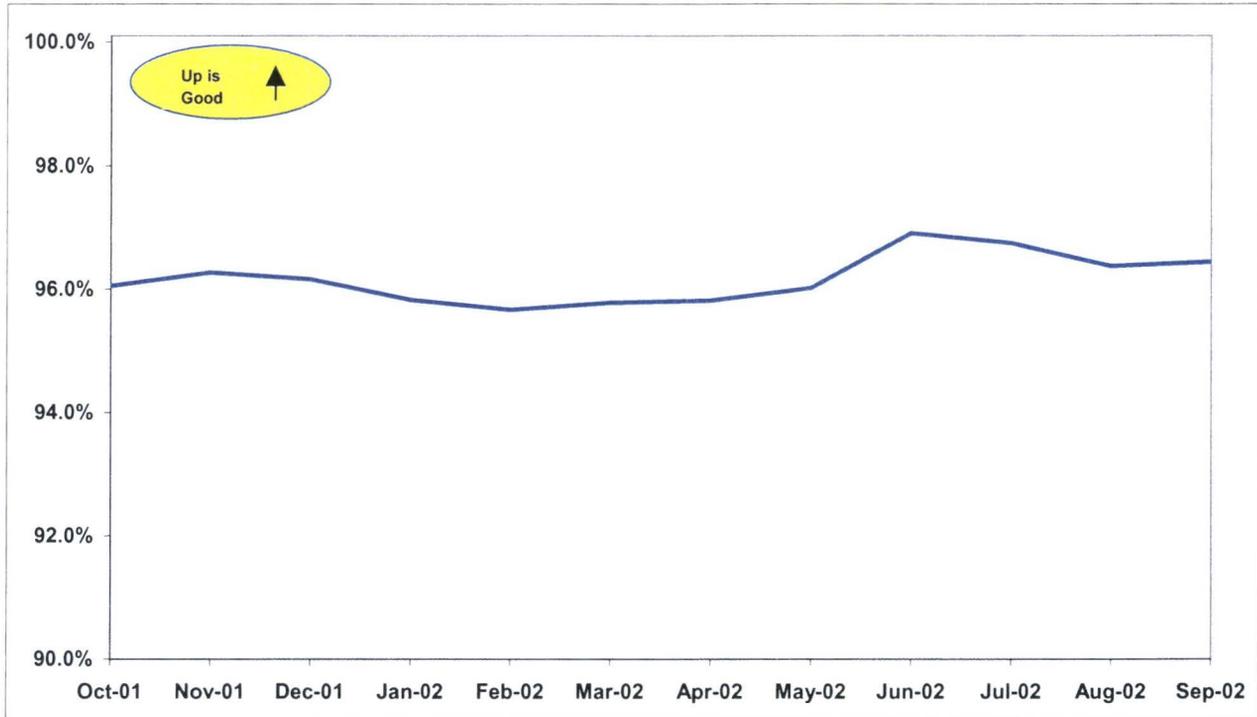
ATTENDANCE

MAINTENANCE ATTENDANCE

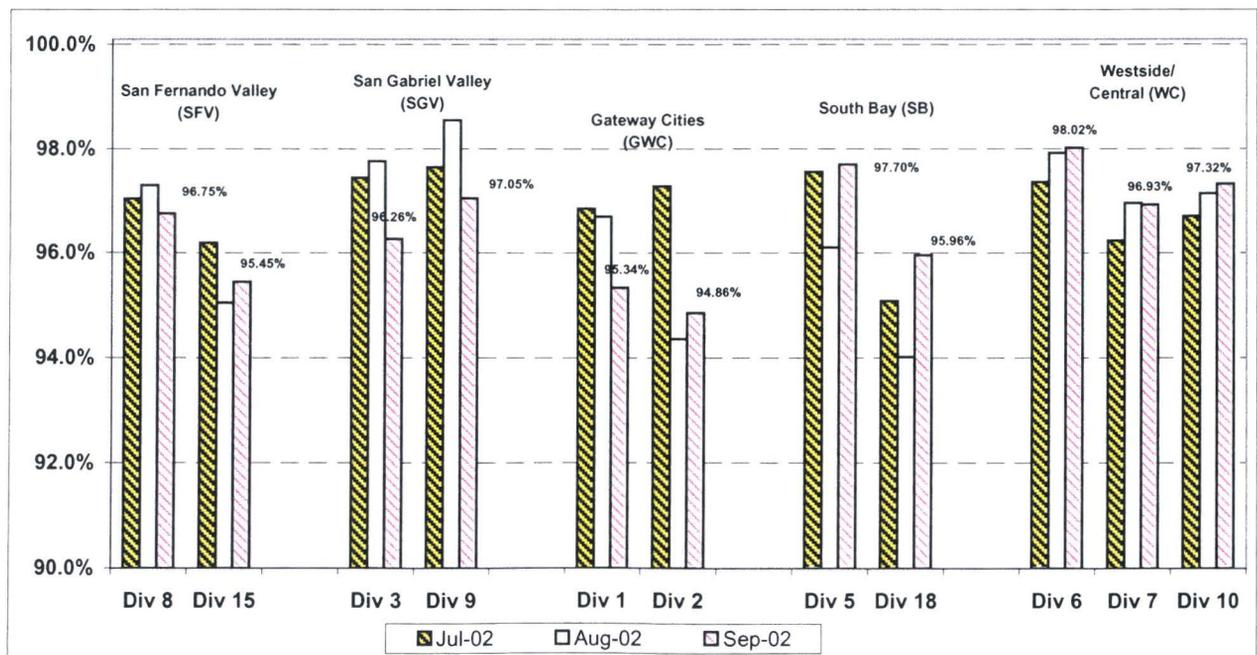
Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

Calculation: $1 - (\text{FTEs absent} / \text{the total FTEs assigned})$

Systemwide Trend



Maintenance Attendance - By Sectors' Divisions (By Current Month) July - September 2002



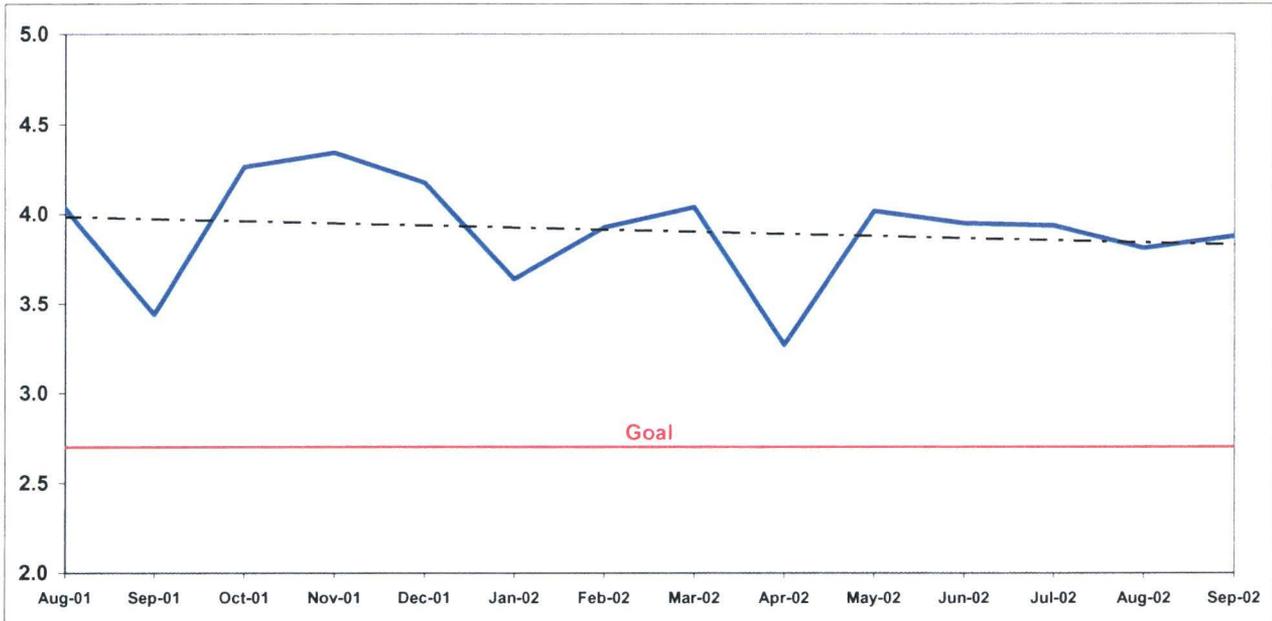
SAFETY PERFORMANCE

BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

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

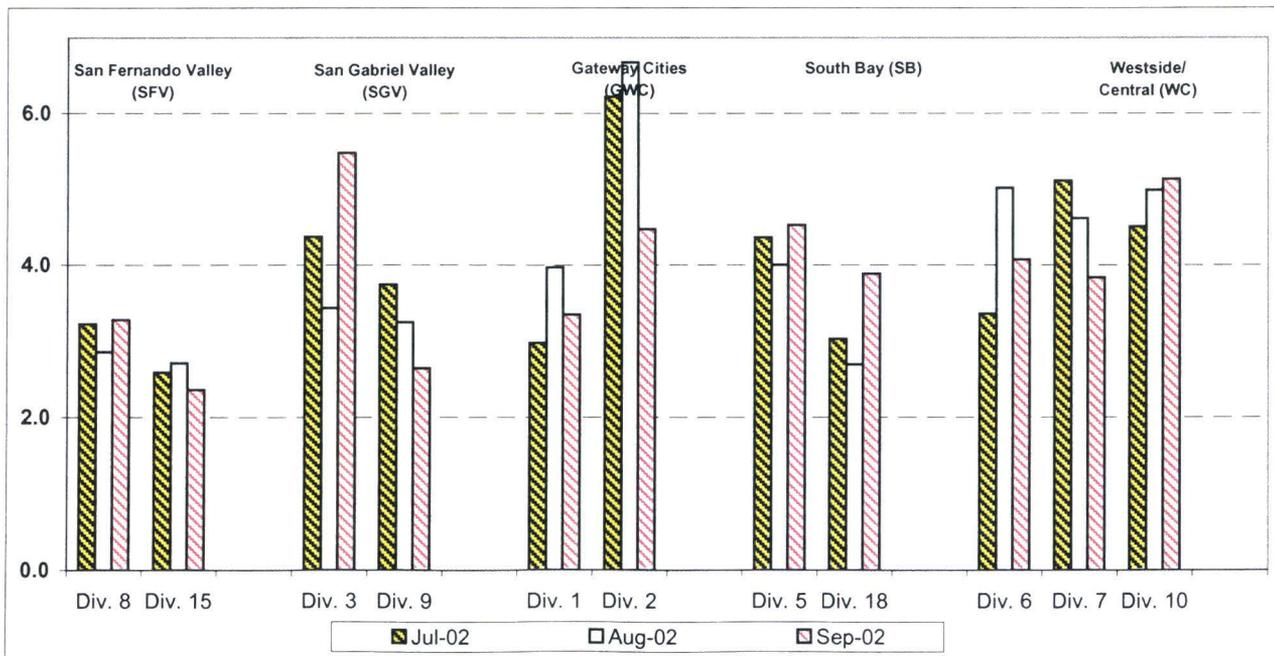
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

Systemwide Trend



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

Bus Operating Divisions - by Sectors' Divisions June - August 2002

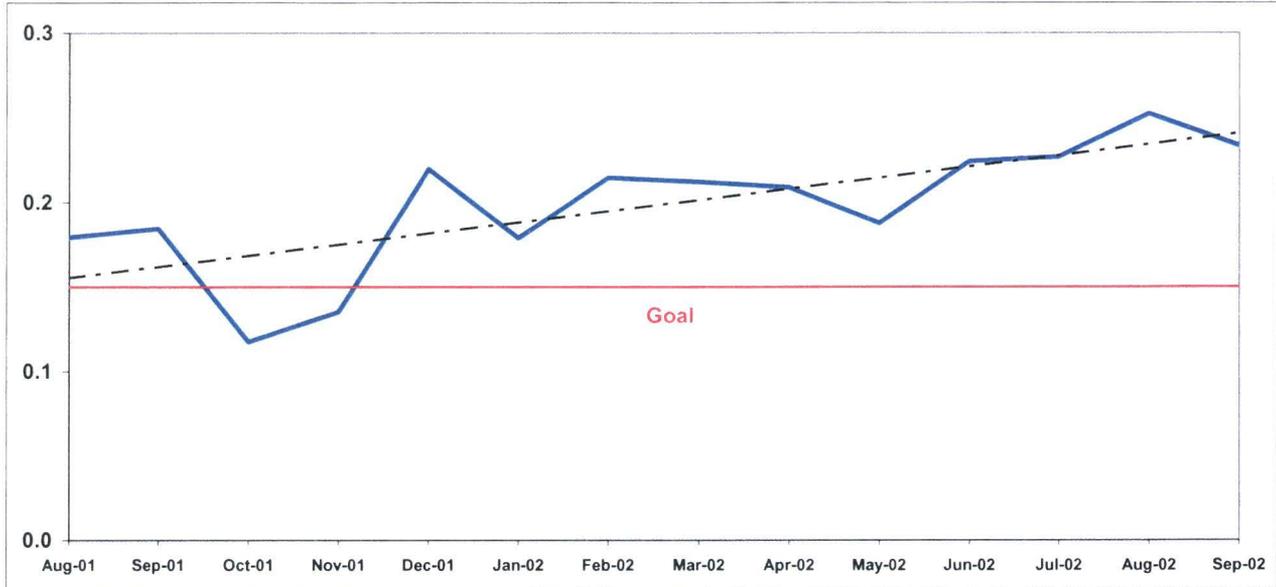


BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS

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

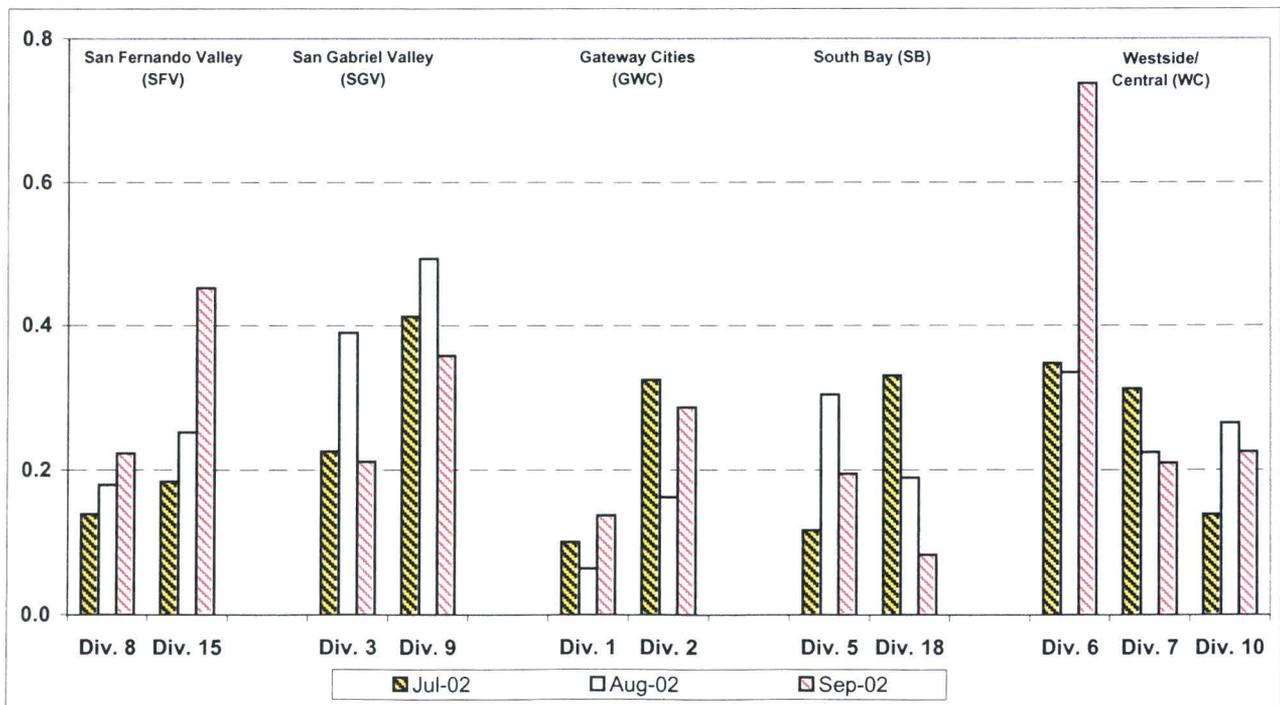
Calculation: Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by (Boardings / by 100,000))

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.

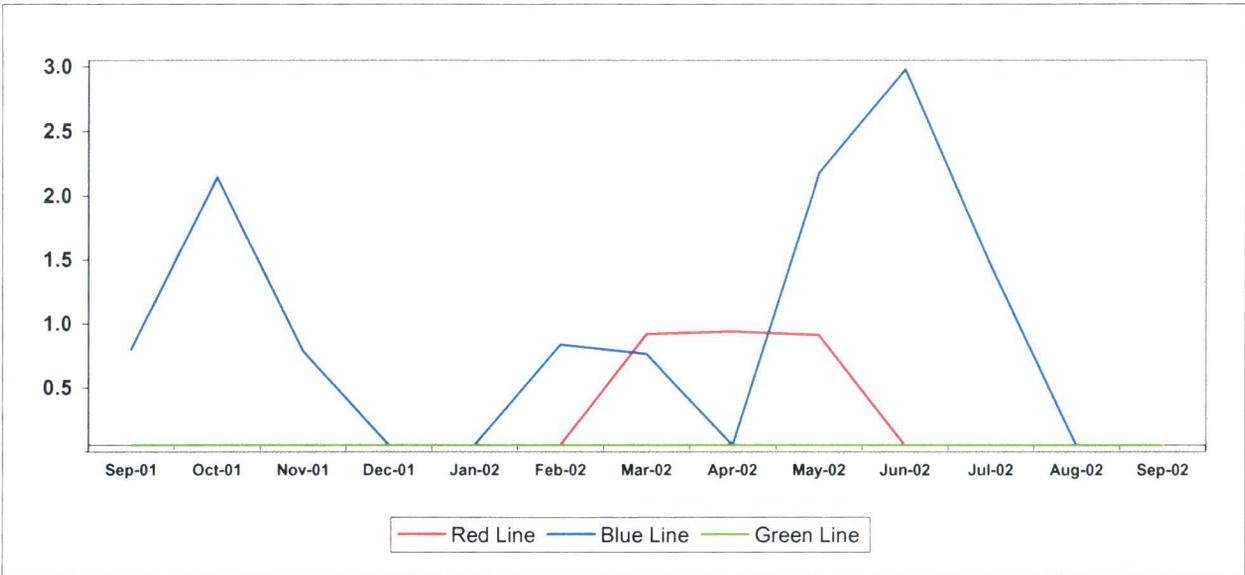
Bus Operating Divisions - by Sectors' Divisions July - September 2002



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.

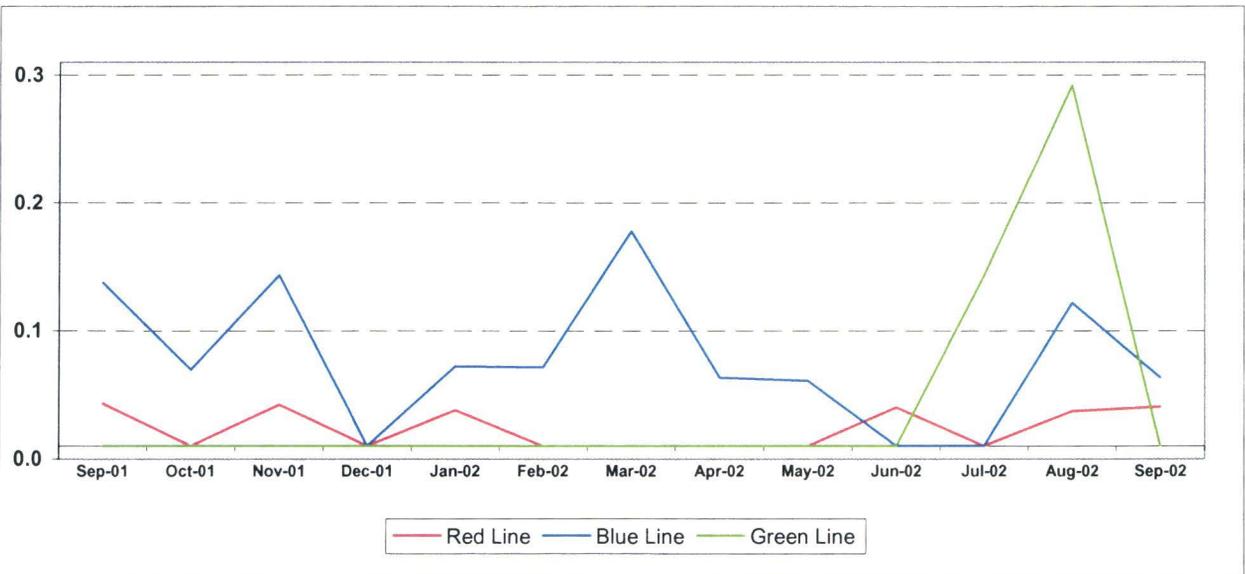
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



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))



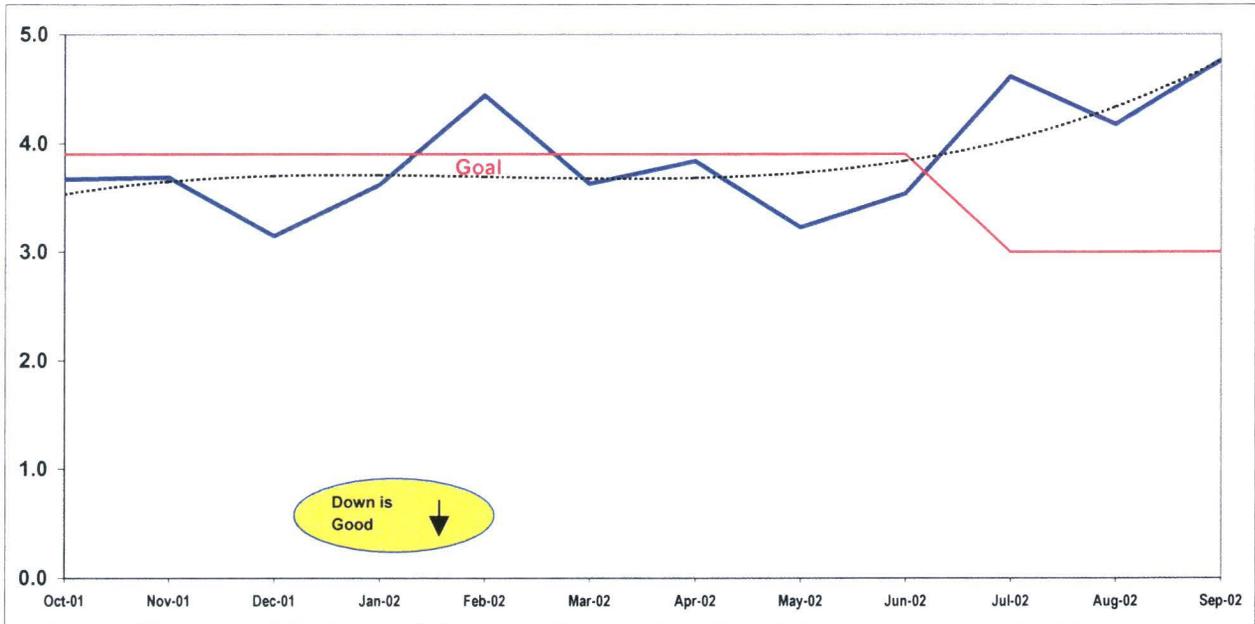
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

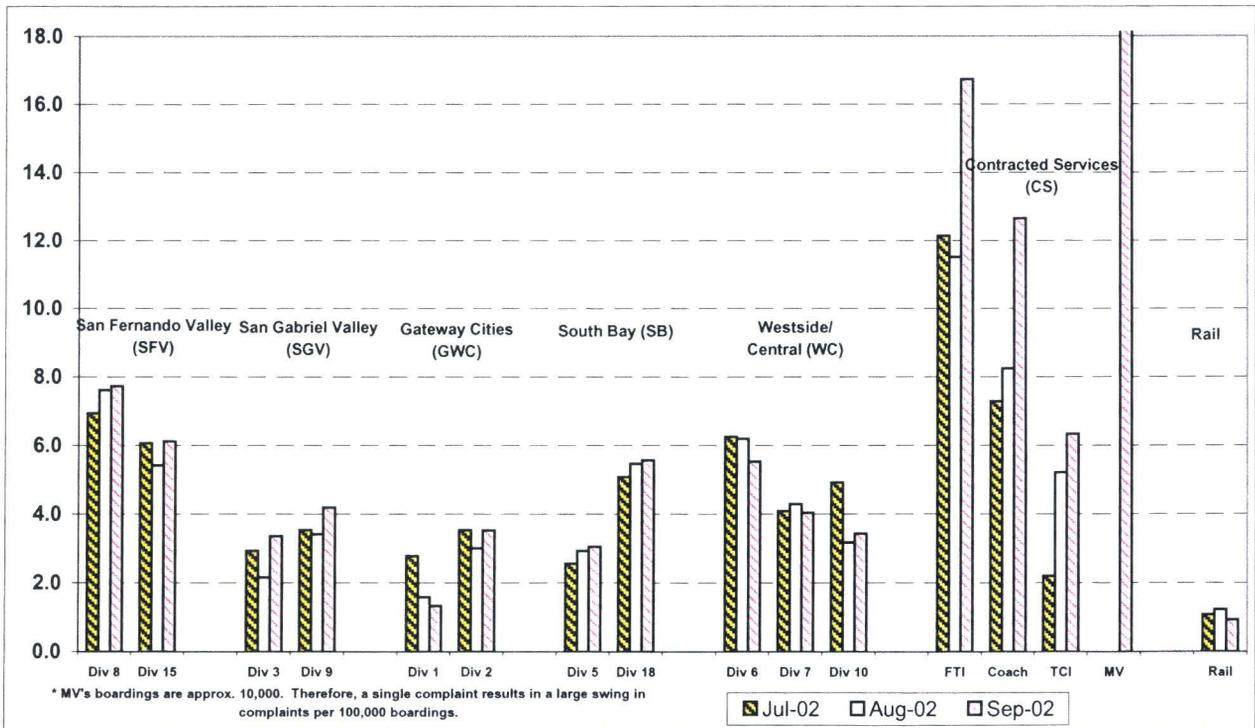
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

Systemwide Trend



Bus Operating Divisions - by Sectors' Divisions July - September 2002



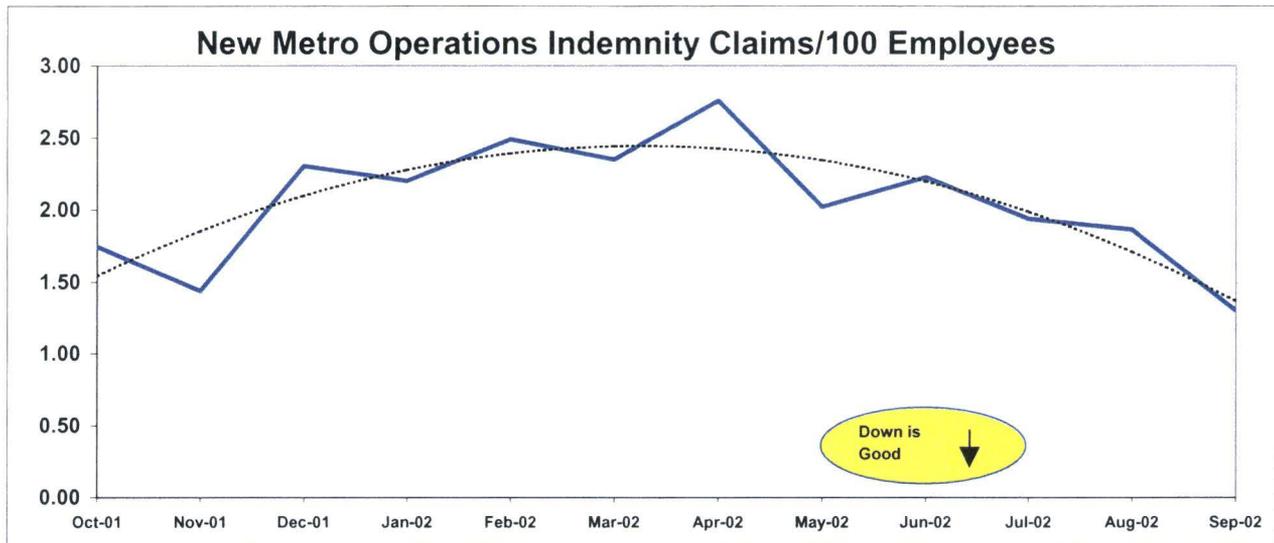
WORKERS COMPENSATION CLAIMS

New Workers Compensation Claims per 100 Employees

Definition: This indicator measures the total new indemnity claims per 100 Transit Operations employees filed each month (Includes: Transportation, Maintenance, Rail and all Administration).

Calculation: Workers Compensation Claims per 100 Employees-Month = Total New Workers Compensation Claims filed by Transit Operations Employees/(Total Transit Operations positions in which there is an incumbent during the month/100).

Metro Operations Trend

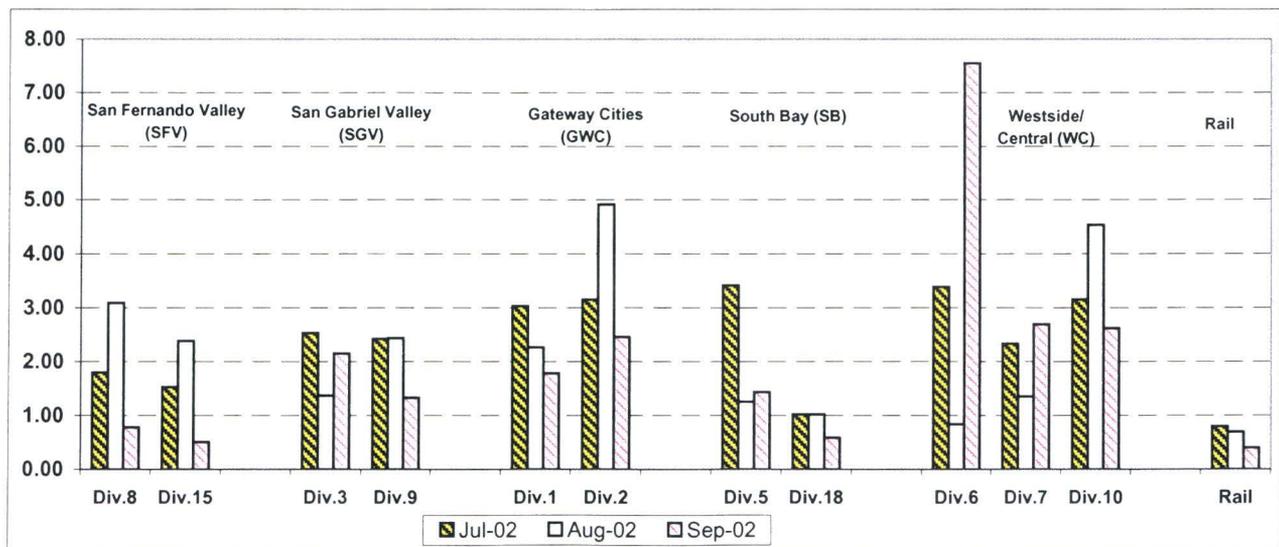


NEW CLAIMS PER 100 EMPLOYEES BY BUS SECTORS' DIVISION & RAIL

Definition: This indicator reflects a three-month view of Bus & Rail new indemnity claims per 100 employees in which there is an incumbent each month.

Calculation: New workers compensation claims per 100 employees by Division & Rail for three months = Total new workers compensation claims filed by Division & Rail employees/(total positions occupied in the Division & Rail during the month/100).

Bus & Rail - by Bus Sectors' Divisions and Rail June - August 2002



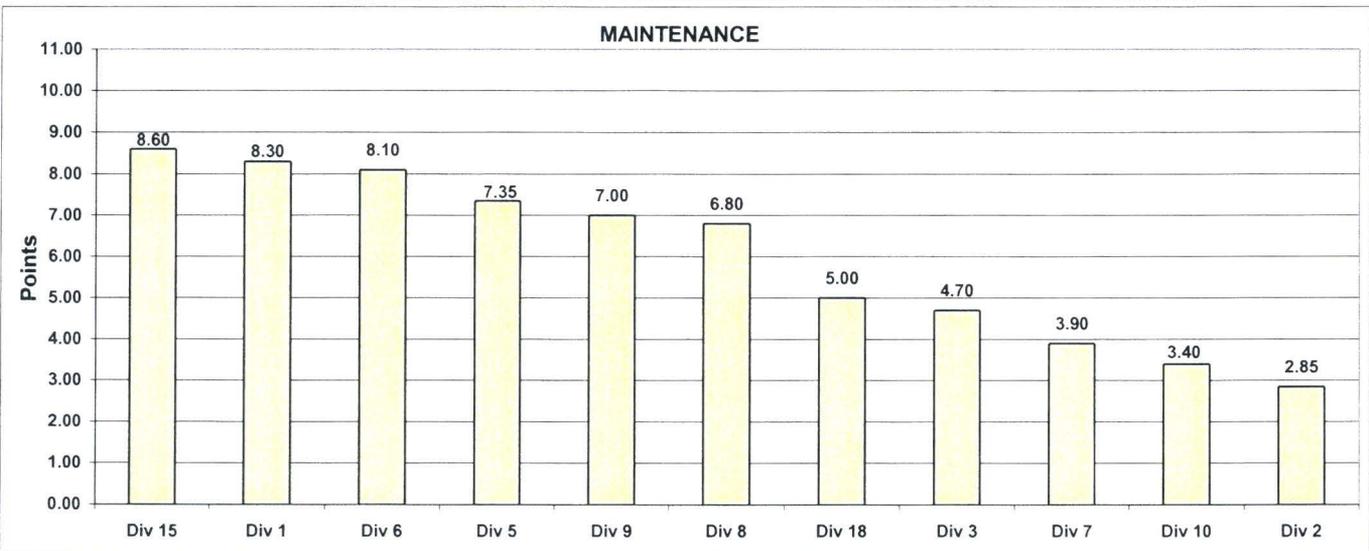
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

**Monthly Calculations - September 2002
Metro Bus - Maintenance**

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

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

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts Points	35%	0.9981 8	0.9947 2	0.9974 5	0.9979 7	0.9990 11	0.9950 3	0.9988 10	0.9978 6	0.9946 1	0.9984 9	0.9968 4
Miles Between Mechanical Failures Points	30%	10575 10	4017 1	5884 5	9273 8	11460 11	5309 3	6858 6	10521 9	5732 4	8888 7	5169 2
Attendance Points	15%	0.9534 10	0.9486 11	0.9626 7	0.9770 2	0.9802 1	0.9693 5	0.9675 6	0.9705 4	0.9732 3	0.9545 9	0.9596 8
New WC Claims /100 Emp Points	20%	2.0000 5	4.7619 1	3.3333 2	0.0000 11	2.8571 4	1.4925 6	3.0000 3	0.8850 8	1.3605 7	0.0000 10	0.6667 9
Totals		8.30	2.85	4.70	7.35	8.10	3.90	6.80	7.00	3.40	8.60	5.00
FINAL RANKING												
	DIV.	Div 15	Div 1	Div 6	Div 5	Div 9	Div 8	Div 18	Div 3	Div 7	Div 10	Div 2
	Score	8.60	8.30	8.10	7.35	7.00	6.80	5.00	4.70	3.90	3.40	2.85
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	9th	11th

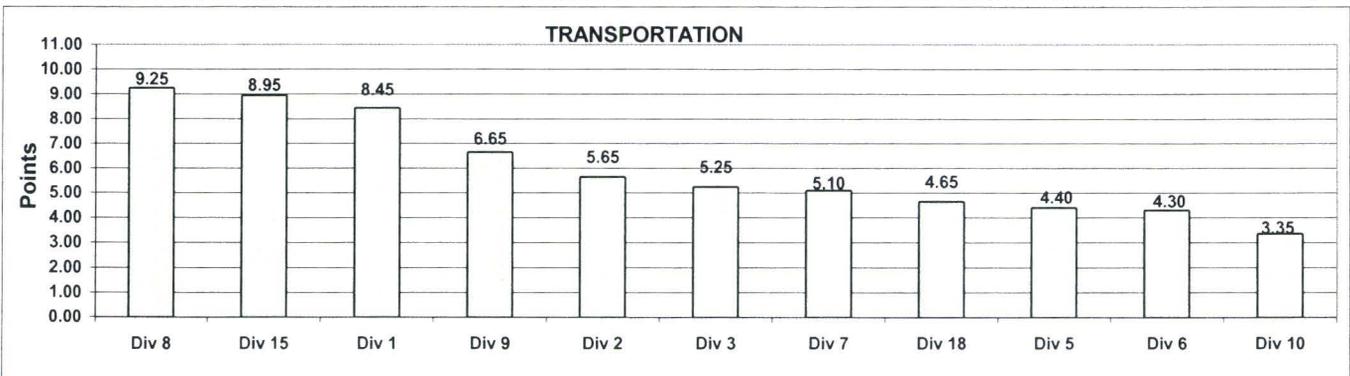


**Monthly Calculations - September 2002
Metro Bus - Transportation**

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

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

Transportation												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts Points	15%	0.99811 8	0.99475 2	0.99740 5	0.99787 7	0.99897 11	0.99497 3	0.99878 10	0.99781 6	0.99463 1	0.99837 9	0.99683 4
In-Service On-Time Performance Points	15%	0.8009 11	0.6606 6	0.6926 4	0.6769 2	0.6488 3	0.6790 7	0.6888 9	0.6576 5	0.6266 8	0.6601 10	0.5944 1
Running Hot Points	20%	0.0839 9	0.1004 7	0.0996 8	0.1185 3	0.1101 4	0.1046 6	0.0462 11	0.1058 5	0.1216 2	0.0726 10	0.1225 1
Accident Rate Points	15%	3.3491 8	4.4730 4	5.4775 1	4.5267 3	4.0721 5	3.8331 7	3.2733 9	2.6403 10	5.1311 2	2.3575 11	3.8878 6
Complaints/100K Boardings Points	10%	1.3344 11	3.5185 7	3.3541 9	3.0562 10	5.5327 4	4.0378 6	7.7274 1	4.1912 5	3.4314 8	6.1253 2	5.5713 3
New WC Claims /100 Emp Points	25%	1.7100 6	1.6555 7	1.7867 5	1.8510 4	9.5012 1	3.0425 3	0.0000 11	1.4720 8	3.0521 2	0.6677 9	0.5590 10
Totals		8.45	5.65	5.25	4.40	4.30	5.10	9.25	6.65	3.35	8.95	4.65
FINAL RANKING		Transportation Division Ranking (Sorted)										
	DIV. Score Rank	Div 8	Div 15	Div 1	Div 9	Div 2	Div 3	Div 7	Div 18	Div 5	Div 6	Div 10
		9.25	8.95	8.45	6.65	5.65	5.25	5.10	4.65	4.40	4.30	3.35
		1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



Monthly Calculations - September 2002
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		
	Sep-01	Sep-02	Yearly Improvement	Sep-01	Sep-02	Yearly Improvement	Sep-01	Sep-02	Yearly Improvement
Wayside Availability									
Track	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Signals	99.99%	100.00%	0.01%	99.94%	99.97%	0.03%	100.00%	99.91%	-0.09%
Power	99.98%	99.95%	-0.03%	100.00%	100.00%	0.00%	100.00%	96.07%	-3.93%
Wayside Performance	99.990%	99.983%	-0.01%	99.98%	99.99%	0.01%	100.00%	98.66%	-1.34%
Vehicle Availability									
Vehicle Performance	99.57%	98.42%	-1.15%	99.91%	99.52%	-0.39%	99.73%	97.36%	-2.37%
Operator Availability									
Operators	99.98%	99.83%	-0.15%	100.00%	99.98%	-0.02%	99.97%	97.69%	-2.28%
In-Service Performance									
ISOTP - Rail	99.52%	98.20%	-1.32%	99.83%	99.47%	-0.36%	99.69%	91.03%	-8.66%
Total Rail Line Performance	99.765%	99.108%	-0.657%	99.930%	99.740%	-0.190%	99.848%	96.185%	-3.663%

Metro Rail Final Ranking (Sorted)

Rail Line	RED	BLUE	GREEN
Score	-0.190%	-0.657%	-3.663%

Rank	1st	2nd	3rd
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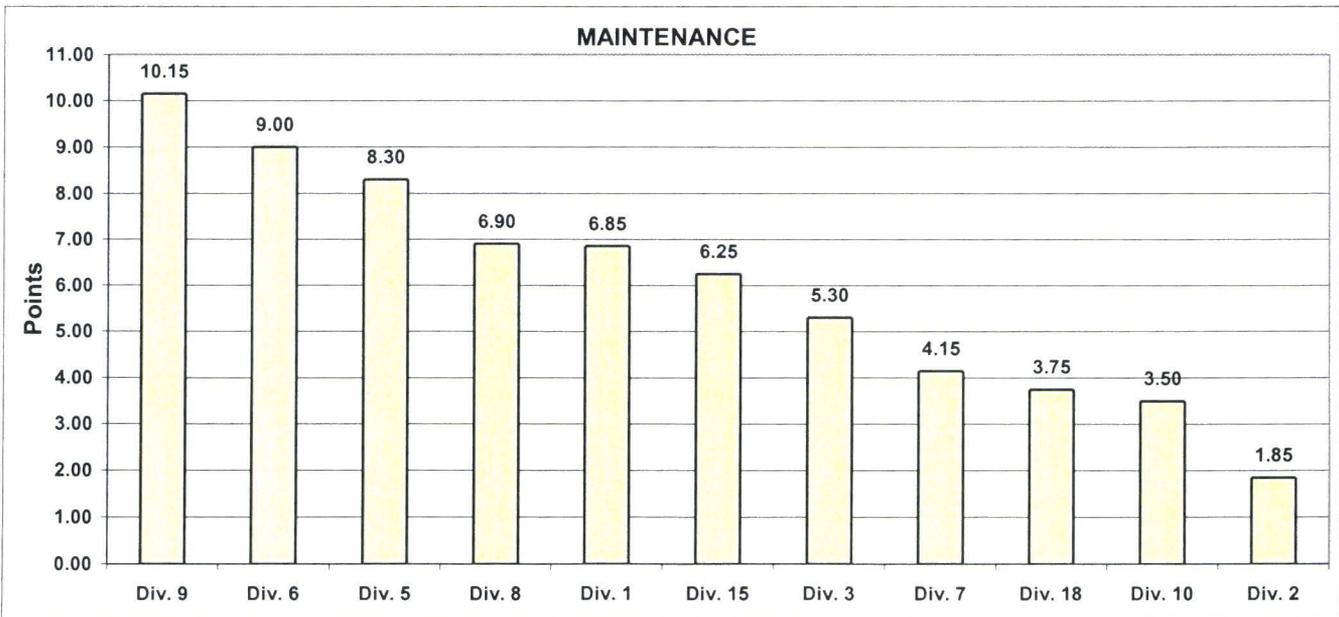
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Quarterly Calculations: FY03-Q1 Metro Bus - Maintenance

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

Calculation: Data reflects a cumulative total of performance data for each performance indicator for the three months in the most current closed quarter. 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 measure, summed with the other scores for that Division and sorted from high to low score.

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts Points	35%	0.9979 7	0.9955 3	0.9976 5	0.9978 6	0.9989 11	0.9950 2	0.9988 10	0.9987 9	0.9940 1	0.9980 8	0.9972 4
Miles Between Mechanical Failures Points	30%	9754 8	4221 1	6400 4	9952 10	9820 9	5750 3	7849 7	12623 11	6675 5	6679 6	5442 2
Attendance Points	15%	0.9630 4	0.9550 2	0.9715 9	0.9712 8	0.9778 11	0.9670 5	0.9703 6	0.9775 10	0.9706 7	0.9556 3	0.9502 1
New WC Claims /100 Emp Points	20%	1.6181 7	3.7383 1	1.9231 5	1.0610 10	1.9231 4	1.2225 9	2.6316 2	0.5865 11	2.0408 3	1.6627 6	1.3187 8
Totals		6.85	1.85	5.30	8.30	9.00	4.15	6.90	10.15	3.50	6.25	3.75
Maintenance Division Ranking (Sorted)												
FINAL RANKING	DIV.	Div. 9	Div. 6	Div. 5	Div. 8	Div. 1	Div. 15	Div. 3	Div. 7	Div. 18	Div. 10	Div. 2
	Score	10.15	9.00	8.30	6.90	6.85	6.25	5.30	4.15	3.75	3.50	1.85
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th

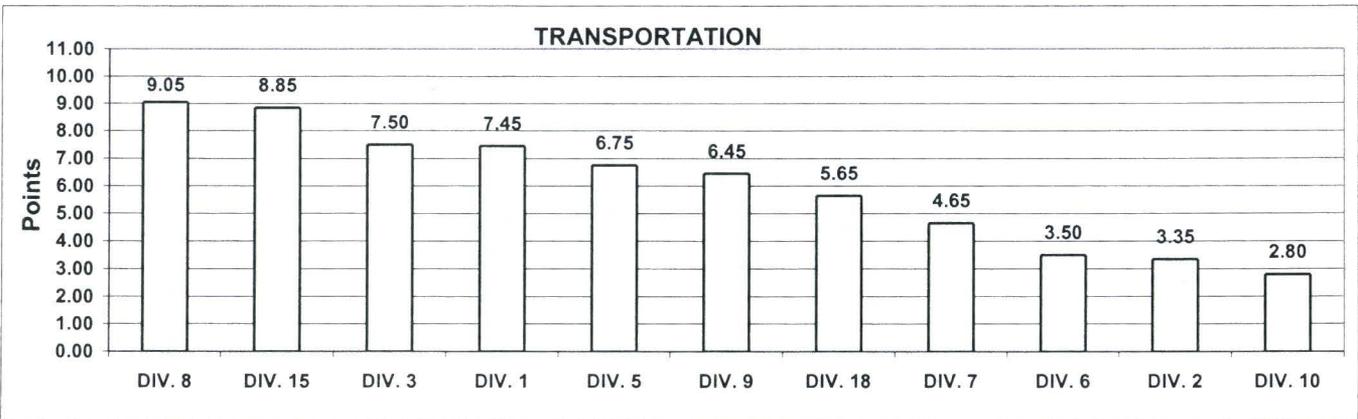


**Quarterly Calculations: FY03-Q1
Metro Bus - Transportation**

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

Calculation: Data reflects a cumulative total of performance data for each performance indicator for the three months in the most current closed quarter. 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 measure, summed with the other scores for that Division and sorted from high to low score.

Transportation												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts Points	15%	0.9979 7	0.9955 3	0.9976 5	0.9978 6	0.9989 11	0.9950 2	0.9988 10	0.9987 9	0.9940 1	0.9980 8	0.9972 4
In-Service On-Time Performance Points	15%	0.8045 11	0.6766 4	0.7338 9	0.7058 7	0.6503 2	0.7012 6	0.7494 10	0.6941 5	0.6705 3	0.7139 8	0.6125 1
Running Hot Points	20%	0.0860 8	0.1224 3	0.0806 9	0.0986 7	0.1354 1	0.1020 5	0.0539 11	0.1000 6	0.1202 4	0.0693 10	0.1240 2
Accident Rate Points	15%	3.4384 7	5.7951 1	4.4072 4	4.2941 5	4.1486 6	4.5430 3	3.1133 10	3.2197 8	4.8710 2	2.5530 11	3.1864 9
Complaints/100K Boardings Points	10%	1.9004 11	3.3509 8	2.8181 10	2.8341 9	6.0042 2	4.1419 5	7.4064 1	3.6984 7	3.8355 6	5.8828 3	5.3639 4
New WC Claims /Emp Points	25%	2.6221 4	3.4213 3	2.0420 8	2.3137 7	4.7506 1	2.3905 6	1.6226 9	2.5515 5	3.9129 2	1.4096 10	0.7453 11
Totals		7.45	3.35	7.50	6.75	3.50	4.65	9.05	6.45	2.80	8.85	5.65
FINAL RANKING		Transportation Division Ranking (Sorted)										
	DIV. Score	DIV. 8	DIV. 15	DIV. 3	DIV. 1	DIV. 5	DIV. 9	DIV. 18	DIV. 7	DIV. 6	DIV. 2	DIV. 10
	Rank	9.05	8.85	7.50	7.45	6.75	6.45	5.65	4.65	3.50	3.35	2.80
		1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



**Quarterly Calculations: FY03-Q1
Metro Rail**

Definition: A performance awareness program designed to increase productivity and efficiency. Based on monthly "IN-SERVICE" Performance as reported by RAIL OPERATIONS CONTROL.

Calculation: Performance indicator uses Revenue Service Hours Lost due to the associated Rail Operating Problems not including the Revenue Service Hours Lost due to accidents, police, or health problems. 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 quarter.

	Metro Blue Line	Metro Red Line	Metro Green Line
	Improvement from Previous Year	Improvement from Previous Year	Improvement from Previous Year
Overall Rail Line			
Jul-02	-0.21%	-0.10%	-0.27%
Aug-02	-0.72%	-0.17%	-3.62%
Sep-02	-0.82%	-0.27%	-4.88%
First Quarter Average	-0.58%	-0.18%	-2.92%

Metro Rail Final Ranking (Sorted)			
Rail Line	RED	BLUE	GREEN
Score	-0.180%	-0.58%	-2.924%
Rank	1st	2nd	3rd



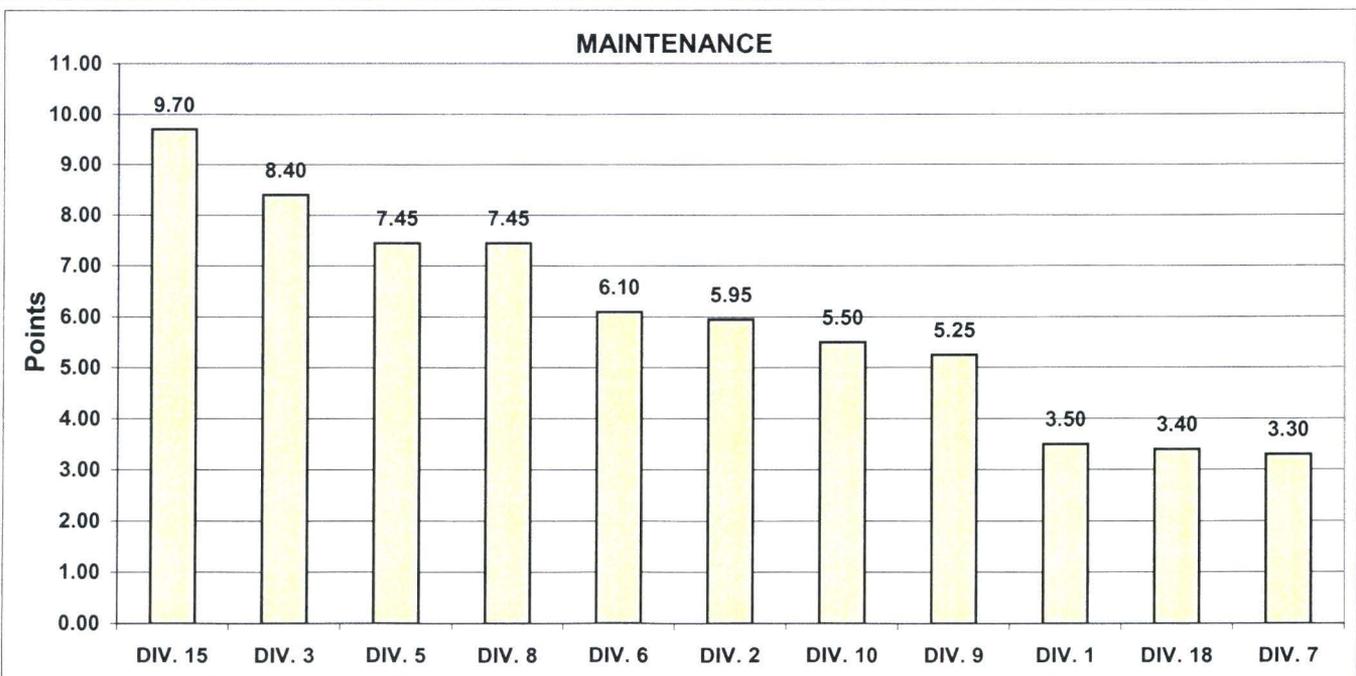
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Most Improved Quarter Calculations: FY02-Q4 to FY03-Q1 Metro Bus - Maintenance

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

Calculation: Data reflects a positive or negative difference in performance between the two most recent consecutive quarters. Performance indicators by Division are sorted 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 measure, summed with the other scores for that Division and sorted from high to low score.

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts Points	35%	-0.0007 2	0.0009 10	0.0008 8	-0.0002 5	0.0005 7	-0.0021 1	0.0020 11	-0.0002 6	-0.0003 4	0.0008 9	-0.0007 3
Miles Between Mechanical Failures Points	30%	-147 7	-568 3	637 9	362 8	-653 2	-1376 1	-252 6	-368 5	2136 11	709 10	-429 4
Attendance Points	15%	-0.0007 2	0.0023 5	0.0025 6	0.0074 10	0.0147 11	0.0035 7	0.0042 8	0.0019 3	0.0022 4	0.0060 9	-0.0051 1
New WC Claims /100 Emp Points	20%	0.9402 2	0.6327 4	-1.6192 10	-0.8309 9	-0.1822 7	-0.4643 8	0.9015 3	-0.0214 6	1.3333 1	-2.4043 11	0.2001 5
Totals		3.50	5.95	8.40	7.45	6.10	3.30	7.45	5.25	5.50	9.70	3.40
FINAL RANKING Maintenance Division Ranking (Sorted)												
FINAL RANKING	DIV.	DIV. 15	DIV. 3	DIV. 5	DIV. 8	DIV. 6	DIV. 2	DIV. 10	DIV. 9	DIV. 1	DIV. 18	DIV. 7
	Score	9.70	8.40	7.45	7.45	6.10	5.95	5.50	5.25	3.50	3.40	3.30
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th

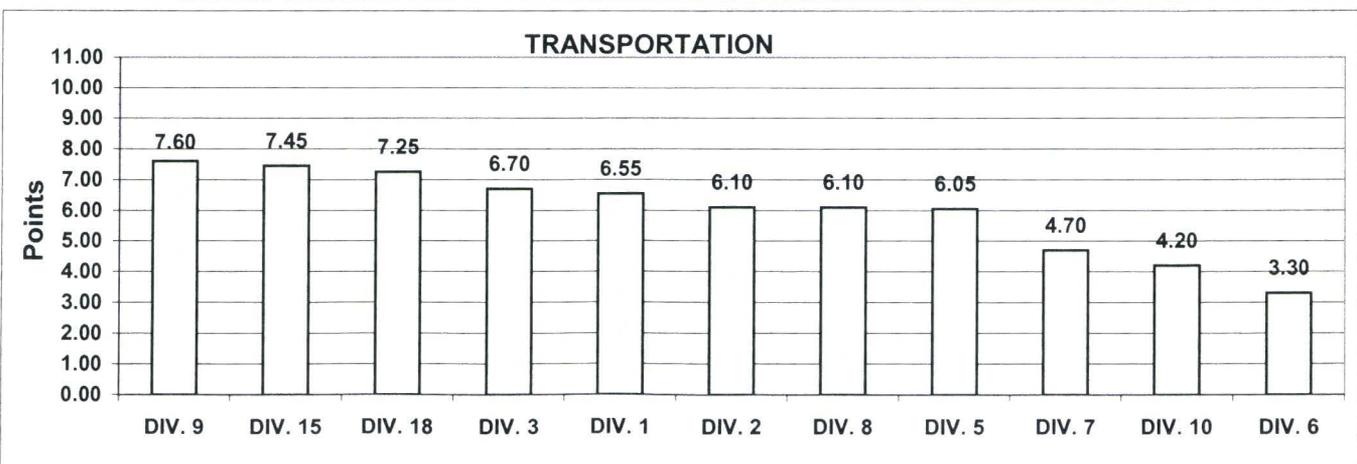


**Most Improved Quarter Calculations: FY02-Q4 to FY03-Q1
Metro Bus - Transportation**

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

Calculation: Data reflects a positive or negative difference in performance between the two most recent consecutive quarters. Performance indicators by Division are sorted 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 measure, summed with the other scores for that Division and sorted from high to low score.

Transportation												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts Points	15%	-0.0007 2	0.0009 10	0.0008 8	-0.0002 5	0.0005 7	-0.0021 1	0.0020 11	-0.0002 6	-0.0003 4	0.0008 9	-0.0007 3
In-Service On-Time Performance Points	15%	0.0102 6	0.0059 5	0.0054 4	0.0313 9	-0.0571 1	-0.0248 2	0.0287 8	0.0341 10	-0.0158 3	0.0639 11	0.0220 7
Running Hot Points	20%	0.0280 1	0.0062 6	-0.0036 9	0.0154 2	0.0070 4	0.0129 3	-0.0004 8	-0.0213 11	0.0068 5	-0.0127 10	0.0021 7
Accident Rate Points	15%	-0.6828 11	0.9161 1	0.5760 3	0.5142 4	0.4463 5	-0.3109 9	0.2030 7	0.3331 6	0.7470 2	-0.4420 10	-0.2018 8
Complaints/100K Boardings Points	10%	0.2229 10	0.8265 5	0.2305 9	0.3746 7	1.2621 3	0.2751 8	4.3943 1	0.1414 11	0.6056 6	2.5697 2	1.0298 4
New WC Claims /Emp Points	25%	-1.2369 10	-0.8470 8	-0.6969 7	-0.9401 9	0.9004 1	-0.5882 6	0.4360 2	-0.1255 4	-0.4154 5	0.1460 3	-1.3943 11
Totals		6.55	6.10	6.70	6.05	3.30	4.70	6.10	7.60	4.20	7.45	7.25
FINAL RANKING		Transportation Division Ranking (Sorted)										
	DIV.	DIV. 9	DIV. 15	DIV. 18	DIV. 3	DIV. 1	DIV. 2	DIV. 8	DIV. 5	DIV. 7	DIV. 10	DIV. 6
	Score	7.60	7.45	7.25	6.70	6.55	6.10	6.10	6.05	4.70	4.20	3.30
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



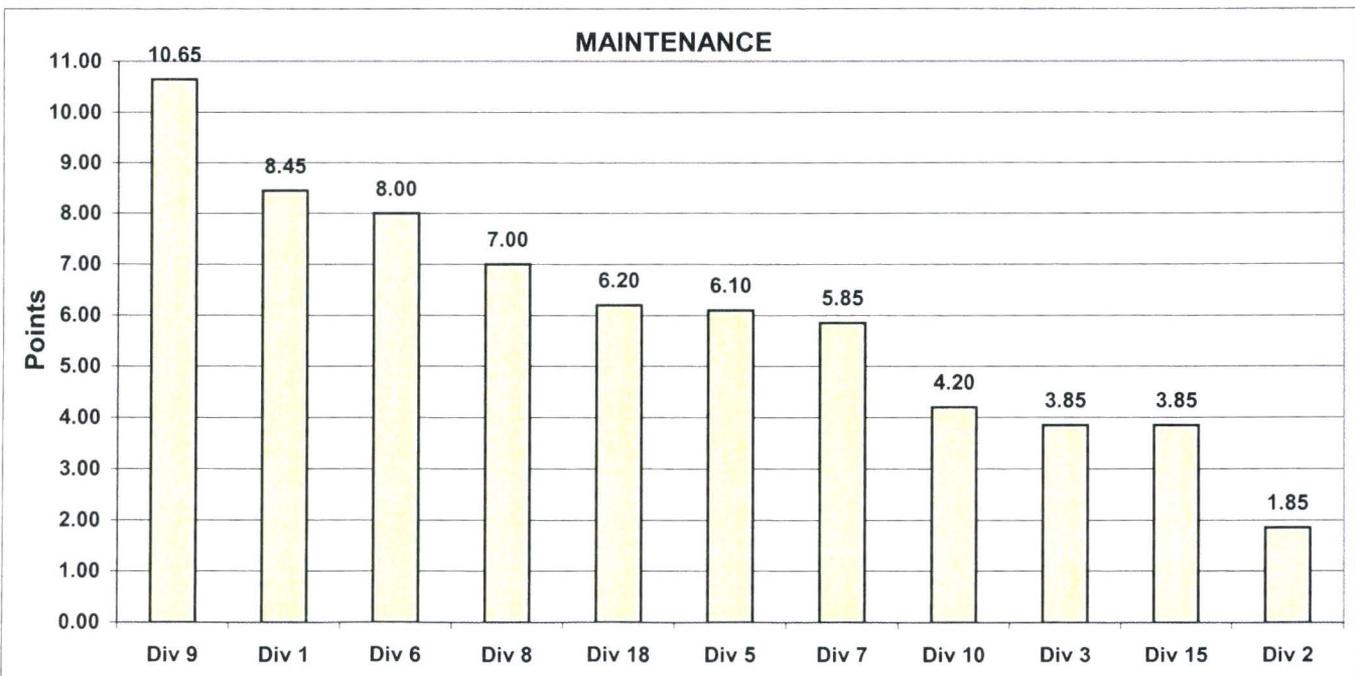
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Six Month Calculations - CY02 Metro Bus - Maintenance

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

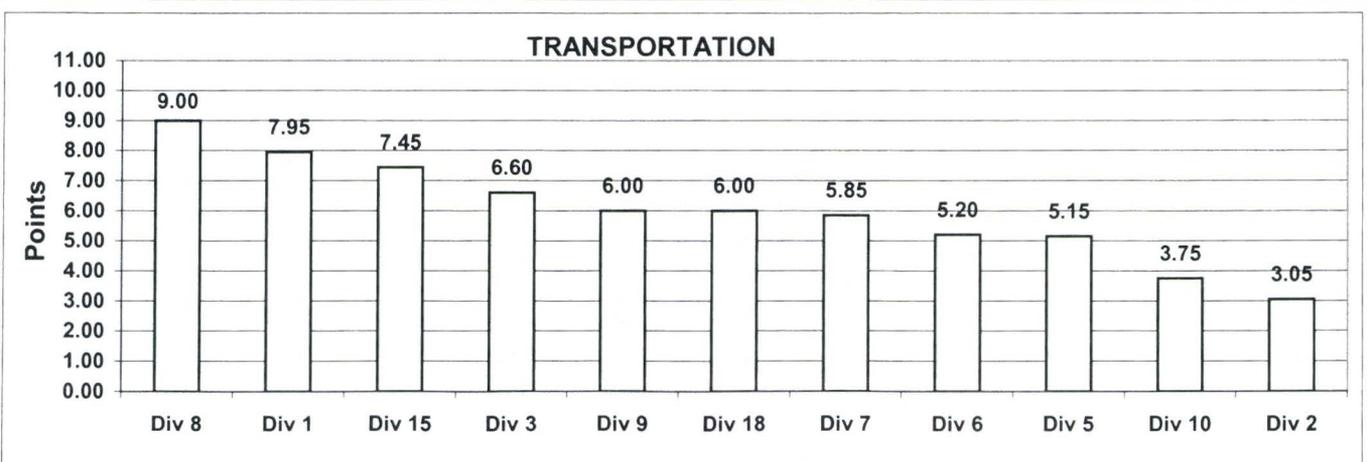
Calculation: Data reflects a cumulative total of performance data for each performance indicator for the first six months in the current calendar year. Performance by Division is ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each performance indicator is then multiplied by the weight assigned to the particular performance measure, summed with the other scores for that Division and sorted from high to low score.

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts Points	35%	0.9988 11	0.9943 1	0.9969 3	0.9978 7	0.9980 9	0.9974 6	0.9970 5	0.9987 10	0.9956 2	0.9970 4	0.9980 8
Miles Between Mechanical Failures Points	30%	9901 9	4789 2	5763 3	9590 8	10473 10	7126 6	8101 7	12991 11	4539 1	5969 5	5871 4
Attendance Points	15%	0.9620 6	0.9500 2	0.9696 10	0.9641 7	0.9546 3	0.9613 5	0.9671 9	0.9746 11	0.9665 8	0.9346 1	0.9566 4
New WC Claims /100 Emp Points	20%	2.2147 5	2.9595 3	2.9770 2	3.1915 1	2.0942 7	2.1429 6	1.2007 9	0.7541 11	1.1834 10	2.7512 4	1.7857 8
Totals		8.45	1.85	3.85	6.10	8.00	5.85	7.00	10.65	4.20	3.85	6.20
FINAL RANKING		Maintenance Division Ranking (Sorted)										
	DIV.	Div 9	Div 1	Div 6	Div 8	Div 18	Div 5	Div 7	Div 10	Div 3	Div 15	Div 2
	Score	10.65	8.45	8.00	7.00	6.20	6.10	5.85	4.20	3.85	3.85	1.85
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



Calculation: Data reflects a cumulative total of performance data for each performance indicator for the twelve months in the current calendar year. 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 measure, summed with the other scores for that Division and sorted from high to low score.

Transportation												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts Points	15%	0.9988 11	0.9943 1	0.9969 3	0.9978 7	0.9980 9	0.9974 6	0.9970 5	0.9987 10	0.9956 2	0.9970 4	0.9980 8
In-Service On-Time Performance Points	15%	0.7902 11	0.6532 4	0.7128 9	0.6508 3	0.6717 7	0.7105 8	0.7136 10	0.6672 6	0.6665 5	0.6469 2	0.6032 1
Running Hot Points	20%	0.0744 10	0.1235 3	0.0838 8	0.0978 7	0.1381 1	0.0994 6	0.0634 11	0.1261 2	0.1191 4	0.0781 9	0.1169 5
Accident Rate Points	15%	3.9179 7	4.4339 3	3.9802 6	4.1938 4	4.0558 5	4.8624 1	3.2021 9	2.8186 11	4.4811 2	2.9033 10	3.4339 8
Complaints/100K Boardings Points	10%	1.7283 11	2.5809 10	2.7546 8	2.6941 9	5.1046 1	3.6346 4	3.2785 7	4.0852 3	3.3164 6	3.4521 5	4.4815 2
New WC Claims /Emp Points	25%	4.0002 2	4.3191 1	2.9402 6	3.4346 3	2.8877 7	2.5532 8	1.7260 10	3.1088 5	3.2800 4	1.1131 11	2.0833 9
Totals		7.95	3.05	6.60	5.15	5.20	5.85	9.00	6.00	3.75	7.45	6.00
FINAL RANKING		Transportation Division Ranking (Sorted)										
	DIV. Score Rank	Div 8 9.00 1st	Div 1 7.95 2nd	Div 15 7.45 3rd	Div 3 6.60 4th	Div 9 6.00 5th	Div 18 6.00 6th	Div 7 5.85 7th	Div 6 5.20 8th	Div 5 5.15 9th	Div 10 3.75 10th	Div 2 3.05 11th



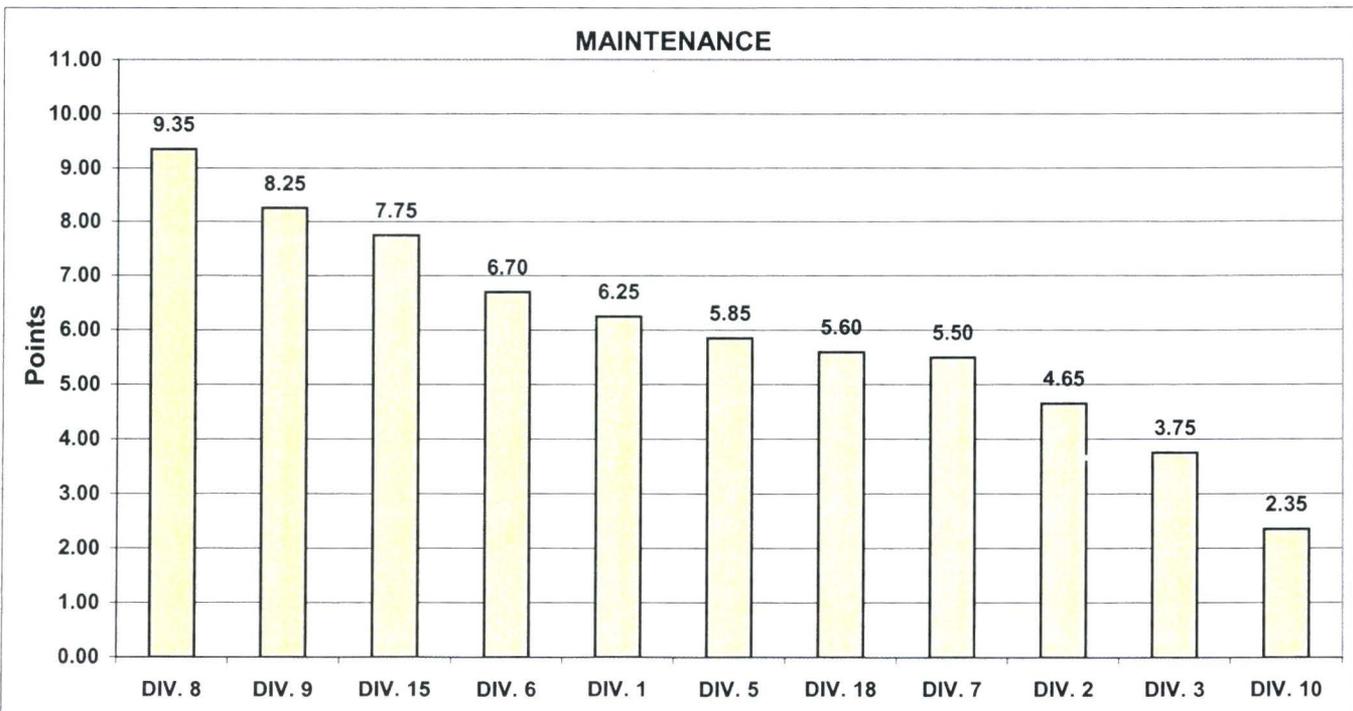
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Most Improved 6 Month Calculations: CY01-Q4 to CY02-Q2 (FY02-Q2 to FY02-Q4) Metro Bus - Maintenance

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

Calculation: Data reflects a positive or negative difference in performance between the first and last quarters of the current calendar year. Performance indicators by Division are sorted 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 measure, summed with the other scores for that Division and sorted from high to low score.

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts Points	35%	-0.0001 3	-0.0011 2	0.0002 4	0.0008 6	0.0022 8	0.0017 7	0.0030 11	0.0022 9	-0.0013 1	0.0026 10	0.0004 5
Miles Between Mechanical Failures Points	30%	10 5	-713 2	-351 3	780 6	2401 9	-229 4	3024 11	2896 10	-1613 1	1532 8	1519 7
Attendance Points	15%	0.0106 10	0.0055 9	-0.0003 7	-0.0020 5	-0.0026 4	-0.0045 3	0.0015 8	-0.0062 2	-0.0004 6	0.0202 11	-0.0111 1
New WC Claims /100 Emp Points	20%	-0.7013 11	-0.6799 10	2.1761 2	0.5761 6	1.0743 3	0.4819 7	0.6775 5	-0.2850 9	0.7075 4	3.5792 1	0.4414 8
Totals		6.25	4.65	3.75	5.85	6.70	5.50	9.35	8.25	2.35	7.75	5.60
Maintenance Division Ranking (Sorted)												
FINAL RANKING	DIV.	DIV. 8	DIV. 9	DIV. 15	DIV. 6	DIV. 1	DIV. 5	DIV. 18	DIV. 7	DIV. 2	DIV. 3	DIV. 10
	Score	9.35	8.25	7.75	6.70	6.25	5.85	5.60	5.50	4.65	3.75	2.35
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th

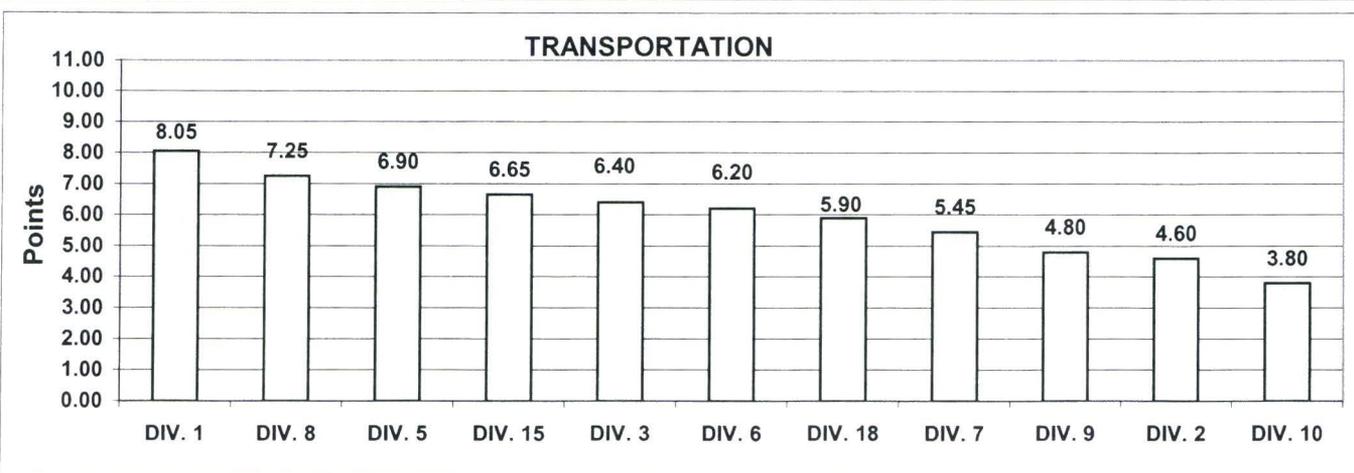


**Most Improved 6 Month Calculations: CY01-Q4 to CY02-Q2 (FY02-Q2 to FY02-Q4)
Metro Bus - Transportation**

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

Calculation: Data reflects a positive or negative difference in performance between the first and last quarters of the current calendar year. Performance indicators by Division are sorted 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 measure, summed with the other scores for that Division and sorted from high to low score.

Transportation												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts Points	15%	-0.0001 3	-0.0011 2	0.0002 4	0.0008 6	0.0022 8	0.0017 7	0.0030 11	0.0022 9	-0.0013 1	0.0026 10	0.0004 5
In-Service On-Time Performance Points	15%	0.1111 11	0.0548 3	0.0955 10	0.0753 7	0.0891 9	0.0645 6	0.0614 5	0.0511 2	0.0859 8	0.0552 4	-0.0204 1
Running Hot Points	20%	-0.1168 11	-0.0578 9	-0.0360 5	-0.0725 10	-0.0424 7	-0.0473 8	-0.0386 6	0.0201 1	-0.0346 4	-0.0141 3	0.0139 2
Accident Rate Points	15%	-1.3407 11	-0.1863 4	-1.1603 8	-0.4604 6	-1.2927 10	-0.7001 7	-0.2887 5	0.4204 1	-0.0230 3	0.0237 2	-1.1832 9
Complaints/100K Boardings Points	10%	-0.4224 11	0.3208 2	0.0084 6	0.2854 3	0.0386 5	0.4930 1	0.1627 4	-0.2419 8	-0.0455 7	-0.2493 9	-0.2925 10
New WC Claims /Emp Points	25%	0.9412 4	0.7114 5	0.6444 6	0.3615 7	2.8877 1	1.1348 3	-0.3236 10	0.0000 8	1.6231 2	-0.7822 11	-0.1689 9
Totals		8.05	4.60	6.40	6.90	6.20	5.45	7.25	4.80	3.80	6.65	5.90
FINAL RANKING		Transportation Division Ranking (Sorted)										
	DIV. Score Rank	DIV. 1 8.05 1st	DIV. 8 7.25 2nd	DIV. 5 6.90 3rd	DIV. 15 6.65 4th	DIV. 3 6.40 5th	DIV. 6 6.20 6th	DIV. 18 5.90 7th	DIV. 7 5.45 8th	DIV. 9 4.80 8th	DIV. 2 4.60 10th	DIV. 10 3.80 11th







October 23, 2002

**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 July-September 2002 update on the Los Angeles County Metropolitan Transportation Authority (MTA) Voluntary Compliance Agreement (VCA).

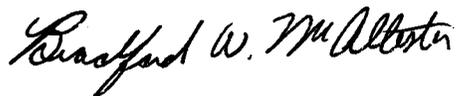
This update identifies MTA progress and timelines on the two areas remaining in the VCA: reducing the gap between platforms and train doors and addressing the slope of three ramps/walkways to light rail stations. All other items in the VCA were completed by December 31, 2001.

Contracts to make the modifications to correct the platform-train gap and to modify the walkway slope were awarded in mid-2002. While the award of both contracts was later than originally projected, we do see progress on both projects. The modifications to the walkway slopes have begun, and will be completed by December 2002. Work has begun on development of the train-door extensions to correct the platform-train gap. MTA is currently reviewing the prototype, and plans to install and test samples on rail cars. If the tests are successful, installation of the final product on the train doors will begin in December 2002 and be completed by March 2003.

Also included is an addendum providing an update on the items identified in the November 2001 FTA review of key stations. This addendum consists of a matrix identifying the projected completion dates for each item identified in the five stations reviewed, and an explanation page providing further information on accomplishments to date and tasks remaining for each identified item. The tasks remaining from the November 2001 review are scheduled for completion by the end of December 2002.

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

Sincerely,



Bradford W. McAllester, Deputy Executive Officer
Long Range Planning and Coordination

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

LOS ANGELES COUNTY MTA – VOLUNTARY COMPLIANCE AGREEMENT MATRIX – QUARTERLY UPDATE – JULY - SEPTEMBER 2002

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)			Dec-01 (completed)	Mar-03	Apr 01 (completed)	Apr 01 (completed)		
Civic Center					Jun-00 (completed)			Dec-01 (completed)	Mar-03	Apr 01 (completed)	Apr 01 (completed)	Dec-98 (completed)	
Pershing Square				Added Jan-99 (completed)	Jan-99 (completed)			Dec-01 (completed)	Mar-03	Apr 01 (completed)	Apr 01 (completed)		
Metro Center - Red Line				Nov-98 (completed)	Jun-00 (completed)			Dec-01 (completed)	Mar-03	Apr 01 (completed)	Apr 01 (completed)		
Westlake / MacArthur Park	Jun-00 (completed)				Dec-98 (completed)		Dec-01 (completed)	Dec-01 (completed)	Mar-03	Apr 01 (completed)	Apr 01 (completed)		
Metro Center - Blue Line				Nov-98 (completed)	Jun-00 (completed)			Dec-01 (completed)	Dec-01 (completed)	Apr 01 (completed)	Apr 01 (completed)		
Pico / Flower			Jun-01 (completed)		Jan-99 (completed)		N/A	Dec-01 (completed)					Jun-99 (completed)
Grand				Nov-98 (completed)	Jan-99 (completed)		N/A	Dec-01 (completed)	Feb-03				Jun-99 (completed)
Florence	Dec-01 (completed)		Mar-01 (completed)	Added Oct-99 (completed)	Jan-99 (completed)		N/A	Dec-01 (completed)	Feb-03				Jun-99 (completed)
103rd			Jun-01 (completed)	N/A	Jan-99 (completed)		N/A	Dec-01 (completed)	Feb-03				Jun-99 (completed)
Imperial Hwy	Jun-00 (completed)	Jun-00 (completed)	Mar-01 (completed)	N/A	Jan-99 (completed)		N/A	Dec-01 (completed)	Feb-03	Apr 01 (completed)	Apr 01 (completed)		Jun-99 (completed)
Compton			Mar-01 (completed)	N/A	Jan-99 (completed)		Nov-02	Dec-01 (completed)					Jun-99 (completed)
Artesia	Jun-00 (completed)		Mar-01 (completed)	N/A	Jan-99 (completed)		Dec-02	Dec-01 (completed)	Feb-03				Jun-99 (completed)
Willow				N/A	Jan-99 (completed)		N/A	Dec-01 (completed)	Feb-03				Jun-99 (completed)
Anaheim				Nov-98 (completed)	Jan-99 (completed)		N/A	Dec-01 (completed)	Feb-03				Jun-99 (completed)
5th Street				N/A	Jan-99 (completed)		Nov-02	Dec-01 (completed)					Jun-99 (completed)
Transit Mall			Dec-01 (completed)	Nov-98 (completed)	Jan-99 (completed)			Dec-01 (completed)	Feb-03				Jun-99 (completed)

NOTE: Changes from previous schedule in bold

*** Items remaining under VCA

VCA UPDATE – JULY - SEPTEMBER 2002 -- EXPLANATIONS

Ramps

Walkways leading to platforms were designed to have a slope under 5%, to qualify as sloping walkways rather than ramps. MTA surveyed all ramp slopes, reviewed measurements with consultants conducting ADA rail station reviews, and worked with a task force of persons with different mobility disabilities to determine the impact of the slopes on their ability to access the stations.

Three light-rail walkways with slopes just over 5% will be modified to reduce the slope. Requests for bids were issued in March 2002 with bids received in April. Following a preliminary staff review, additional information was requested of bidders. Staff review and recommendations were completed in July. In September, a project start meeting was held with the contractor, and a Notice To Proceed was issued effective October 10. Following preliminary contract work in October 2002, work will be done one station at a time between October and December 2002. The work at each station is scheduled to last 10 days and will involve closing the accessible entrance at the station; MTA is working with the local disability communities to ensure advance notification and access to alternative transportation during these closures.

Platforms

MTA originally focused on reducing the platform-train gaps through a construction contract, to add less than one inch to the edges of platforms with gaps exceeding 3 inches. This strategy was revised in mid-2001, to reduce the gap by modifying the door-entry of all rail cars. MTA has worked with the disability community on this option, and considers it preferable to the construction option since it will enhance accessibility at all stations rather than just the key stations.

A request for bids was issued in December 2001. Technical concepts and price quotes were received separately, in late March and late April respectively. Bids were reviewed in June 2002, and a contract was awarded in July. The prototype phase of the project began in August, with MTA evaluation of each prototype scheduled. MTA plans to install a few samples of the prototype on rail cars to review the products and design. If these tests are satisfactory, and the product is approved, installation of the train-door extenders will be done in order of priority, based on the number of affected stations. Installation will begin on Blue Line trains, with the largest number of key stations, followed by installation on Red Line trains.

The construction option was kept for the Metro Center/Blue Line Station, as part of an existing construction contract for that station, and was completed in December 2001.

All items in the VCA, except the two discussed above, were completed by December 2001. The explanatory comments therefore provide updates and progress reports only on these two items.

A separate matrix and explanations are included with this update, as an addendum, covering tasks identified during the November 2001 review of five key stations. Because these items were not in the original VCA, progress of these items is reported separately.

**LOS ANGELES COUNTY MTA – VOLUNTARY COMPLIANCE AGREEMENT ADDENDUM – KEY STATIONS REVIEW NOVEMBER 2001
UPDATE – JULY - SEPTEMBER 2002**

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
Pico / Flower			Apr-02 completed	Mar-02 completed	Oct-02 completed		Dec-02	Dec-01 completed					
103rd			Apr-02 completed	Mar-02 completed	Jun-02 completed			Dec-01 completed					
Imperial Hwy	Dec-02		Apr-02 completed	Dec-02	Jun-02 completed			Dec-01 completed	Aug-02 completed	Dec-01 completed	Aug-02 completed		
Artesia	Dec-02	Dec-02	Apr-02 completed	Dec-02				Dec-01 completed					
Willow	Dec-02		Dec-02					Dec-01 completed					

This addendum identifies issues raised during the FTA review of 5 rail stations in November 2001, and the actions and timelines proposed in the MTA response. The matrix provides an update on actions taken through June 2002

Dates in bold font are modifications from original MTA plan.

VCA ADDENDUM – JULY – SEPTEMBER 2002 – EXPLANATIONS

- Parking** The FTA review identified missing parking and van-accessible signs at Artesia, Imperial, and Willow stations. MTA Facilities Engineering staff conducted a detailed review of these parking areas, and will coordinate the installation of these signs by December 2002. In addition, Facilities Engineering will coordinate the proper placement of parking signs which protrude or are incorrectly mounted at Willow and Artesia stations.
- To correct problems identified with the parallel parking spaces adjacent to the Willow station, MTA Facilities Engineering will re-locate these spaces to a nearby part of the parking area; this work will be completed by December 2002. MTA will also add two van-accessible parking spaces at Imperial and will either relocate accessible parking spaces at Willow which currently lack access aisles, or construct curb cuts and access aisles for the parking spaces lacking these.
- Drop-Off** MTA Facilities Engineering has reviewed the passenger loading zone at the Artesia Station, and will coordinate the construction of a curb cut, ramp, and appropriate signage adjacent to the passenger loading zone at the station by December 2002.
- Accessible Route** MTA Transit Planning has written to the City of Los Angeles about the uneven pavement on the accessible route from the bus stop north of the 103rd Street station to the station entrance.
- MTA Rail Operations completed modifications to the rail crossing at the Pico/Flower station by April 2002.
- MTA Public Affairs contacted Union Pacific Railroad in an attempt to coordinate modification of the freight track crossings at Artesia, Imperial, and 103rd Street stations to correct excessive gaps and modify the surfaces to be flush with the walkway.
- MTA Facilities Engineering has surveyed the route between the Willow station and the parking garage, and will coordinate modifications, through installation of handrails, by December 2002.
- Curb Ramps** MTA Transit Planning has written to the City of Los Angeles about the non-compliant curb ramps at the Pico/Flower and 103rd Street stations.
- MTA Facilities Engineering surveyed the ramp slopes on the path between the Imperial Station and the parking area and the slope adjacent to the van-accessible parking space, and, by December 2002, will coordinate modifications to reduce the slope. Facilities Engineering will also coordinate provision of a curb cut on the accessible pathway east of the station, by December 2002.
- Entrance (Signage)** There was a minor delay in obtaining acceptable entrance signs, resulting in a slight delay in installation of the new entrance signs. Station identification signs were installed in June 2002 at the entrances of the Imperial, Pico, and 103rd Street stations. Because of a delay in placing the accessibility entrance and directional signs, these were installed at Pico station in September 2002.
- Ramps** MTA Facilities Engineering will coordinate modifications to extend the ramp handrails at the Pico/Flower station by December 2002. Facilities Engineering has surveyed slopes between the Artesia station and the accessible parking area, and will coordinate modifications and installation of handrails by December 2002.

**Ticket
Vending
Machines**

Modified graphics were installed on the ticket vending machines in all key rail stations in December 2001, and in remaining rail stations by February 2002. Ticket vending machines in stations on the Pasadena Gold Line, currently under construction, will also provide a method for persons with vision disabilities to independently use the TVMs.

Platforms

The platform identification sign at Imperial station is now correctly located.

Elevators

MTA Facilities Maintenance staff corrected the audible elevator signals at the Imperial station in December 2001.

**Elevators:
Emergency
Communications**

The elevator emergency communication system has been modified to use only one emergency button, correctly located. The second button, incorrectly located, was removed. These modifications were completed in August 2002.

