



Metro

**FTA QUARTERLY REVIEW
BRIEFING BOOK**

March 2, 2004

Submitted By:

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

**FTA QUARTERLY REVIEW
MEETING AGENDA**

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AGENDA

FTA NEW STARTS PROJECTS QUARTERLY REVIEW MEETING

Metropolitan Transportation Authority
Tuesday, March 2, 2004 - 10:00 a.m.
Gateway Conference Room - 3rd Floor

I. OVERVIEW

- A. FTA Opening Remarks
- B. MTA Management Overview
- C. Legal Issues
- D. General Safety and Security Issues
- E. ADA Key Station Voluntary Compliance Agreement

PRESENTER

Leslie Rogers
Roger Snoble
Steve Carnevale
Dan Finkelstein
Ellen Blackman

II. METRO CONSTRUCTION REPORTS

- A. Construction Project Management Overview
- B. Metro Gold Line Eastside Extension
 - Action Plan Status
 - BAFO Status
 - Cost Status
 - Schedule Status
 - Utility Relocation Status
 - CPUC Status
 - Real Estate Status
 - FFGA Status
 - 2550 Rail Vehicle Program
- C. Metro Red Line Segment 3
 - North Hollywood Extension
 - Final Environmental Mitigation Report
 - Contract Closeout
- D. Metro Orange Line

Rick Thorpe/Dennis Mori
Eli Choueiry

Brian Boudreau
Dave Kubicek

Roger Dames
Jim Sowell
Jeanne Kinsel
Roger Dames

III. OPEN ACTION ITEMS

- A. FTA (Reference December 2003 PMOC Monthly Reports)

Brian Boudreau

IV. PLANNING

- A. Transit Corridor Projects
 - Mid-City/Exposition LRT Project
 - Mid-City/Wilshire BRT Project

James de la Loza
Steve Brye
David Mieger

V. PROPOSED SCHEDULE AND LOCATION OF NEXT MEETING

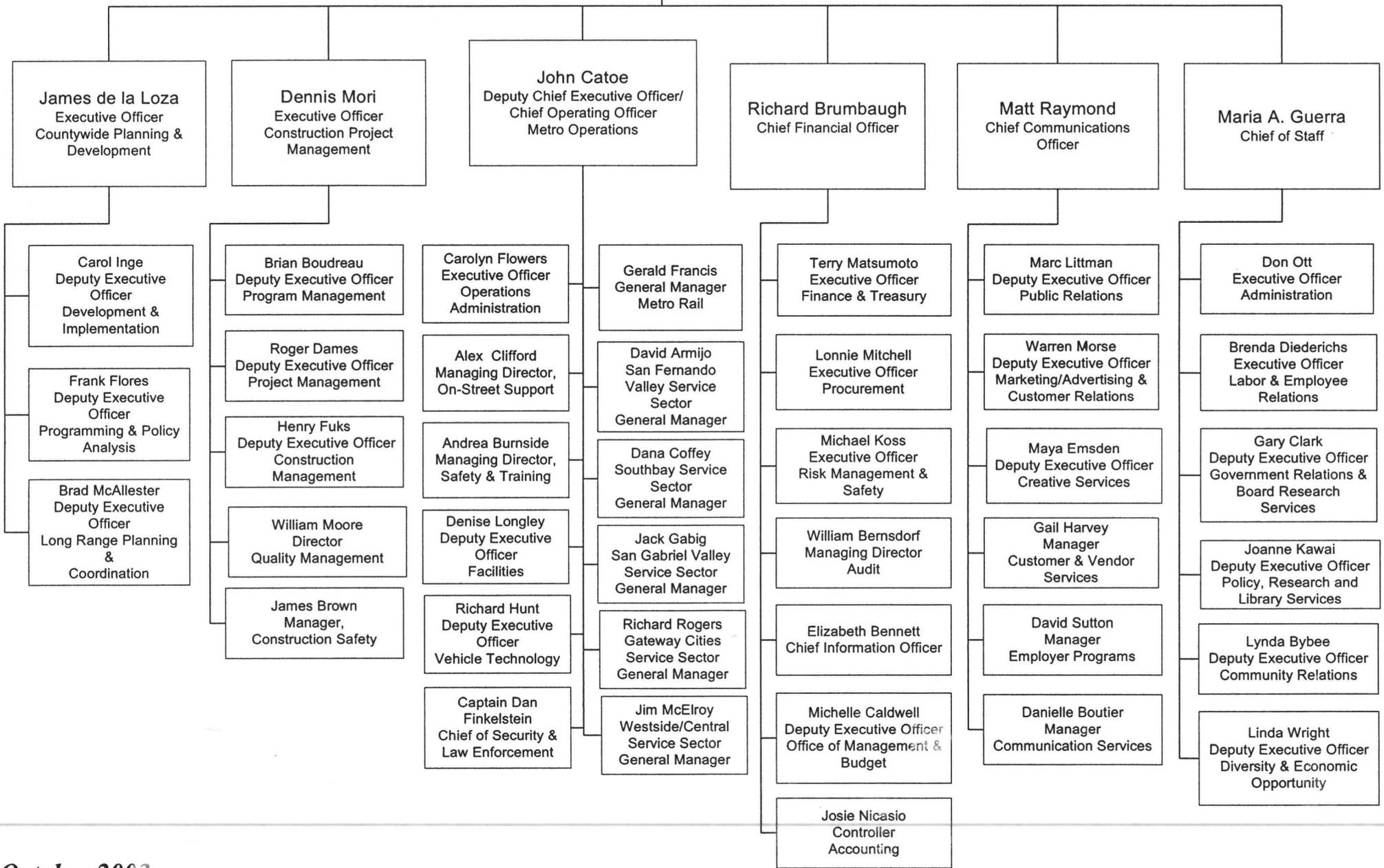
Metropolitan Transportation Authority
Wednesday, May 19, 2004 - 10:00 a.m.
Gateway Conference Room - 3rd Floor

**LACMTA MANAGEMENT
ORGANIZATION CHART**

LACMTA Management Organization Chart



Roger Snoble
Chief Executive Officer



**PROJECT ORGANIZATION
CHARTS**

**Project Organization Charts
for the period ending December 2003
are under management review**

METROPOLITAN TRANSPORTATION AUTHORITY

**GOVERNMENT RELATIONS
2003/04 LOCAL, STATE AND FEDERAL LEGISLATIVE MATRIX
January 2004**

LOCAL

PROPOSALS/ACTIONS	DESCRIPTION	STATUS
South Park (Perry, Zine)	Motion relative to lease of MTA's South Park Division at 54 th St. and Avalon Blvd. for development of mixed-use wetland habitat and education center.	5/21/03 Motion adopted to approve communication recommendations from Public Works and EQ Committees 7/9/03 Report from General Services relative to replacement sites for MTA facility; currently in Public Works Committee 8/13/03 Referred to Environmental Quality and Waste Management Committee
Wilshire BRT Demonstration Project (Miscikowski)	Motion authorizing the City of Los Angeles Department of Transportation (LADOT) to work with the MTA to implement the Wilshire Bus Rapid Transit Demonstration Project. (Wilshire between Federal Avenue and Centinela Avenue in West Los Angeles)	11/12/03 Motion adopted by Transportation Committee 11/18/03 Motion adopted by L.A. City Council
Transit Priority System Work Program (TPS) (Villaraigosa)	Motion authorizes \$2.5 million in front funding be appropriated from the City's Prop C Local Transit Assistance Fund and further authorizes LADOT to work with the MTA to implement the 2003-2004 expansion of Department of Transportation Transit Priority System work program.	11/12/03 Motion adopted by Transportation Committee 11/18/03 Motion adopted by L.A. City Council

STATE ASSEMBLY

BILL/AUTHOR	DESCRIPTION	MTA POSITION	STATUS
ACA 7 (Dutra) LA 5/22	Would reduce the voting requirement to a 55 percent for sales taxes related to transportation.	Support	9/9 Inactive File.
ACR 40 (Dymally)	Would create the Compton Planning and Transportation Task Force.	Work with Author	7/24 Chaptered.
AB 98 (Koretz) LA 3/12	Would require the IWC to expand Wage Order #9 to publicly employed commercial drivers.	Oppose	9/8 Chaptered.
AB 199 (Oropeza) LA 6/2	Creates the Public Transit Employer-Employee Relations Act to give supervisory employees of public transit districts specified rights under the Myers-Milas Brown Act which includes rights to form and join in an employee organization.	Oppose	10/12 Chaptered.
AB 557 (Lowenthal) LA 6/2	Would grant a right-of-way to a transit bus under specified conditions. Expand this program statewide and establish the right-of-way as a permanent provision in State law.	Support	7/8 In Senate Committee on Transportation.
AB 684 (Dutra) LA 5/6	Would require all smart card systems contracts after 2004 be equipped with a device to create interoperability of differing systems.	Oppose and Work with Author	5/28 In Assembly Appropriations Committee.
AB 875 (Wyland)	Require beginning in 2008, all funds generated by the state gas tax and sales tax on gas be apportioned by the CTC to the county in which funds were generated.	Oppose	3/20 Assembly Transportation Committee.
AB 1500 (Diaz & Pavley)	Would create the Petroleum Pollution Cleanup and Prevention Act. The bill would levy a 41 charge on each barrel of petroleum delivered to a refinery in California and would dedicate those funds to various petroleum pollution remediation programs and to public transit.	Support	4/28 In Assembly Transportation. Not heard.
AB 1652 (Nakano)	Would add two City Selection Committee members to the MTA Board. Require the City Selection Committee to define the six sectors from which the new members would be selected.	Oppose	5/21 In Assembly Appropriation. Not heard.

Deferred = bill will be brought up at another time; Chaptered = bill has become law; LA = Last Amended; Enrolled = bill sent to Governor for approval or veto

Note: "Status" will provide most recent action on the legislation and current position in the legislative process.

STATE ASSEMBLY

BILL/AUTHOR	DESCRIPTION	MTA POSITION	STATUS
AB 1720 (Nunez)	Would make legislative findings regarding the condition of the Maintenance Employees Healthy and Welfare fund and require the MTA to transfer State Transit Assistance funds to that Fund.	Oppose	5/12 Inactive file on motion of Assembly Member Nunez.

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Note: "Status" will provide most recent action on the legislation and current position in the legislative process.

STATE SENATE

BILL/AUTHOR	DESCRIPTION	MTA POSITION	STATUS
SCA 2 (Torlakson) LA 2/20	Would reduce the voting requirement to a simple majority for sales taxes related to transportation.	Support if Amended	4/28 To Senate for third reading.
SCA 7 (Murray) LA 4/28	Require that the loan repayment conditions for the State Transportation Fund and Public Transportation Account be applied to any loan that is made from motor vehicle-related revenues to any other fund or account in the state.	Support	5/29 Senate Appropriation Committee.
SB 157 (Bowen) LA 7/2	Create the Streamlined Sales and Use Tax Agreement Act in the State, create a Board of Governors to represent California at the Agreement meetings and require that implementation of agreements reached by the project shall be done by separate legislation.	Support	10/9 Chaptered.
SB 504 (Kuehl) LA 6/23	Would create the Santa Monica Metro Line Construction Authority and transfer authority for construction of a light rail line along the Exposition Right-of-Way to the new Authority.	Neutral	10/13 Chaptered.
SB 541 (Torlakson) LA 5/1	Would provide for increases to the State Gas Tax Based on inflation and would require an additional increase to the Traffic Congestion Relief Program under specified conditions.	Support	5/1 Re-referred to Transportation and Revenue and Tax.
SB 760 (Scott) LA 6/30	Would delete the sunset provision of January 1, 2004, thereby making the sales tax exemption permanent.	Support	9/29 Chaptered.
SB 795 (Karnette) LA 7/24	Clarify that the Freeway Service Patrol program (FSP) is an eligible use of excess funds. Clarify the ability of local agencies to place Call Boxes on county roads.	Support	9/12 Chaptered.
SB 981 (Soto & Romero) LA 4/24	Would create the Petroleum Pollution Cleanup and Prevention Act similar to AB 1500.	Support, work with author	5/7 Testimony taken. Further hearing to be set.

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FEDERAL

BILLS/AUTHOR	DESCRIPTION	STATUS
<p>FY 2005 Transportation Appropriations Request</p>	<p><u>\$80 million in Section 5309 New Starts Funding for the final design and construction of the Eastside Light Rail project.</u> This innovative light rail project would run from Union Station through East Los Angeles, serving one of the most transit-dependent areas in the City of Los Angeles.</p> <p><u>\$10 million in Section 5309 Bus and Bus Related Discretionary Funding to assist the MTA with purchasing new alternative fuel buses and constructing bus divisions.</u> The MTA currently operates the world's largest fleet of state-of-the-art clean burning buses and is fully committed to expanding its highly successful Metro Rapid Bus program.</p> <p>Support the Municipal Operators Bus requests.</p> <p><u>\$5 million in Intelligent Transportation System Funding.</u> These resources would be utilized to implement the MTA's Regional Universal Fare System (RUFS). The RUFS would permit passengers using a card imbedded with a computer chip to board all MTA buses and trains and transfer to services offered by municipal operators, paratransit and Metrolink without having to be concerned with purchasing a new fare or carrying change.</p> <p>\$6 million in homeland security funding and enhancements for the MTA.</p>	<p>Status:</p> <p>January 22 -LACMTA Board Adopted 2004 Legislative program</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> <p>May 14, 2003, the Bush Administration unveiled SAFETEA</p> <p>November 2003, the Senate Environment and Public Works Committee introduced a reauthorization bill – Highway Portion</p> <p>November 17, 2003, the House Transportation and Infrastructure Committee introduces it's reauthorization bill – TEA-LU <i>Mark-up scheduled for February 3, 2004.</i></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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January 22, 2004

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

Re: Quarterly Update on Status of Key Legal Actions

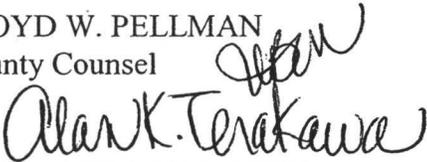
Dear Renee:

Attached please find the Los Angeles County Metropolitan Transportation Authority's quarterly update as of December 31, 2003, 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. TERAKAWA
Principal Deputy County Counsel

AKT:ibm
Attachments

c: Steven Carnevale
Brian Boudreau ✓
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 December 31, 2003

CASE NAME	CASE NUMBER	GRANT NUMBER	NARRATIVE	CASE STATUS
Gerlinger (MTA) v. Parsons Dillingham MTA v. Parson Dillingham	BC150298, etc. BC179027	MOS-1 and CA-03-0341, CA-90-X642 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 a related case, MTA filed suit against Parsons Dillingham for fraud and breach of contract in the performance of construction management services.	In Trial
Flores v. Access Service Inc., MTA, <u>et al.</u>	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.
Gonzalez, <u>et al.</u> v. MTA, et al.	CV96-2785 (JMI)	ALL	MTA employees allege that 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 MTA, the Dist Crt dismissed the case, holding random testing of safety sensitive employees was constitutional. The 9 th Cir reversed & remanded the case for further action concluding more info was necessary before a determination could be made as to whether the FTA Regs had properly classified the positions. Since Plaintiffs' allegations shifted from a challenge to MTA's Policy to a challenge of the underlying FTA Regs, the FTA & DOT were joined as parties.	Ninth Circuit reversed and remanded for court to grant Summary Judgment to MTA defendants.

Gonzalez, <u>et al.</u> v. MTA, et al.	CV97-5833 (JMI)	ALL	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.	06/10/02 stayed pending results of appeal Gonzalez I.
Cuna v. MTA; Lee v. MTA; Shumaker v. MTA;	BC171223 BC155843 BC126729		Case reversed on appeal and returned to trial court for trial.	Awaiting new trial dates.
Labor/Community Strategy Center v. MTA	CV94-5936 (TJH)	ALL	On 10/28/96, Federal Judge Hatter approved a Consent Decree reached between MTA and the class action plaintiffs. The Consent Decree provides for MTA to: (i) reduce its load factor targets (i.e. the # of people who stand on the bus), (ii) expand bus service improvements by making available 102 additional buses, (iii) implement a pilot project, followed by a 5-yr Plan, facilitate access to County-wide jobs, ed & health centers, (iv) not increase cash fares for 2-yrs & pass fares for 3-yrs beginning 12/01/96, after which MTA may raise fares subject to conditions of the Consent Decree and (v) introduce a weekly pass & an off-peak discount fare on selected lines.	Special master recently issued an order that the MTA deploy 145 additional buses. The MTA Board is considering how to respond.
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 fuel supply and power train. Venue is Orange Co., Ca.	Case has been tentatively settled – finalizing agreement and hope to have settlement executed by 01/15/04.

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. Mediation set for 12/03.	First phase trial set for 04/27/04.
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.

**WORKERS COMPENSATION
QUARTERLY REPORT**



Metropolitan
Transportation
Authority

One Gateway Plaza
Los Angeles, CA
90012-2952

OPERATIONS COMMITTEE
NOVEMBER 20, 2003

**SUBJECT: WORKERS' COMPENSATION AND SAFETY'S FIRST
FY04 FIRST QUARTER REPORT**

ACTION: RECEIVE AND FILE

RECOMMENDATION

Receive and file the First Quarter FY04 Workers' Compensation and Safety report for the period covering July 2003 through September 2003.

ISSUE

Per Board direction, staff provides a quarterly status report on Safety's First and Workers' Compensation.

DISCUSSION

Consistent with the MTA's Safety's First policy, our areas of focus continue to be:

- Prevention of employee and customer accidents and injuries
- Continue to build and enhance skills of managers
- Generate new or modify existing safety programs to promote employee awareness and enhance safety for targeted issues
- Improve incident investigation procedures and the handling of claims
- Improve the agency's Return-to-Work Program
- Improve the timely response and speed at which employee claims are resolved
- Continue to build the skills and resources of the agency in support of these goals.

Following is a brief description of these focus areas, followed by progress that occurred in the reporting period.

Prevent Employee and Customer Accidents and Injuries

Injury and accident prevention continues to be the most effective strategy to ensure that employees remain healthy and at work, customers enjoy a safe transit ride, and the agency maintains control over its Workers' Compensation costs.

The service sectors, Corporate Safety and safety consultant, DuPont Safety Resources, Communications and Public Affairs, continue to play a vital role in promoting prevention.

Quarterly progress in the area of prevention is summarized below:

UNIT	<u>DISCUSSION OF PROGRESS</u>
Sectors	<ul style="list-style-type: none"> • The trend in OSHA recordable injuries continues to show declining rates in the first quarter of FY04. <i>Graph A-1</i> is presented for three areas including: (1) Bus Operations and Maintenance, (2) Rail Operations and Maintenance, and (3) all other Administrative groups. <i>Graph A-2</i> refines the Bus Operations and Maintenance grouping by breaking out injury rates by maintenance and transportation (operators) in more detail. <u><i>For all sectors, the number of OSHA recordable cases continues to fall.</i></u> • It is the goal of the renewed safety effort for FY04 to make an additional 33% reduction in injuries this fiscal year. This equates to a \$7 million claims cost reduction in FY04. To achieve this, the executive leadership of the MTA endorsed the development of the FY04 Safety Improvement Plan, which began in late July. Roger Snoble, John Catoe and Dick Brumbaugh initiated seven new teams to assess and make recommendations for improvements in key process areas that have a substantial impact on MTA's ability to achieve both injury and ultimately financial targets: <ul style="list-style-type: none"> ○ Return to work ○ Performance management ○ Incident Investigation ○ Field safety observation ○ Communications programs and activities ○ Rules and procedures ○ Ergonomics • <i>Attachment B</i> presents the inter-relatedness of the above seven (7) identified activity. This particular example chart focuses on eye injuries, which are observed and correlated with incidents. A program to introduce safety eyewear will, in fact, be introduced later this year and then monitored to see if staff achieved the reduced injury impact. Communications about the program and special rules for eyewear will be developed and the cycle of evaluation activity will repeat. In sum, all of the seven activities are dependent on a constant flow of

UNIT	<u>DISCUSSION OF PROGRESS</u>
	<p>information and observation and cut through all lines of activity at the MTA.</p> <ul style="list-style-type: none"> The teams are lead by General Managers or Executive Officers and staffed with individuals from all organizational levels. The teams are slated to complete their work and begin implementation of their recommendations within 4-5 months. Three teams are ready to present their findings and path forward to the Executive Safety Committee in early October. These teams included Rules and Procedures, Incident Investigation, and Field Observation and Feedback. <u>In all cases, the team efforts are focused on developing easily understood policies and procedures that will provide for consistent administration, activity, and reporting across the agency.</u> Attachment C presents the structure of the safety effort.
Sectors / Training Status	<ul style="list-style-type: none"> <u>All Sectors:</u> By the end of the reporting period, over 94.14% of all MTA staff received safety skills training. Transit Operations has reached 94.4% completion overall. Attachment D presents the results in graphical form.
Sectors	<ul style="list-style-type: none"> <u>All Sectors:</u> For the first quarter of FY04, the accident rate for bus was 3.54 per 100,000 hub miles; this value exceeds the new goal for FY04 of 3.0. Note, during the fourth quarter of FY03, bus vehicular accidents peaked at a rate of 4.0 per 100,000 hub miles. The bus accident rate in July 04 was 4.02. For purposes of comparison, bus vehicle accident rates for the fourth quarter of FY02, FY03, and the first quarter for FY04 are displayed in Attachment E. These rates are presented and are based on scheduled miles. In the last quarter, the rate of accidents has declined, but has not achieved our FY04 goal of 3.0 accidents per 100,000 miles. Agency-wide, bus accident rates through September 2003 have declined since the peak in the fourth quarter of FY03. See Attachment F. Nevertheless, bus vehicle related accidents continue to be above the goal. The average rate over the first quarter FY04 is 3.54 per 100,000 hub miles. Rail Vehicle Accidents per 100,000 revenue train miles are displayed in Attachment G. For the first quarter of FY04, the introduction of the Gold Line saw one accident prior to opening revenue service. The Light Rail lines experienced additional incidents in the first quarter due to street running and startup issues. Rail incidents during August 2003 drove up the average rate for the first quarter in FY04. See Attachment G. Attachment H displays the results for the fiscal year for passenger accidents (Bus and Rail). Like the trend in vehicular accidents there

UNIT	<u>DISCUSSION OF PROGRESS</u>
	<p>was an apparent upturn in the number of incidents involving passengers in the last quarter. In the first quarter FY04, bus passenger accidents declined significantly. For Rail, the incident rate increased.</p>
Sector	<ul style="list-style-type: none"> • <u>Westside/Central</u>: The sector will deploy more street supervision at peak times for known accident-prone lines and intersections. Additionally, sector staff will team with other sectors to provide more oversight. Increased prevention training and line rides for identified high offenders and when required, increasing undercover observation and surveillance. Also, the divisions are looking for ways to put more effort in the accident review board. Over 70% of the accidents are classified unavoidable.
Sector	<ul style="list-style-type: none"> • <u>South Bay</u>: The sector ended the fiscal year with an average bus vehicular accident rate of 3.61 per 100,000 miles. Recent trends are showing a decline in the accident rate from the peak in April 2003. The Sector plans to focus on creating new ways to safely fuel the buses faster and finding methods to reduce the backlog of buses waiting to be refueled. Yard activity must be monitored, to insure adherence to schedules, and insure efficient and safe use of time.
Sector	<ul style="list-style-type: none"> • <u>Gateway</u>: The Sector implemented a mandatory program of ride checks and retraining for operators involved in bus accidents. The ride check and retraining occur within seven days of the incident. The sector seeks to raise awareness by posting the locations of accidents with photos that have been identified on a line-by-line basis so that operators are more sensitive to problem locations. Sector staff discusses accidents in safety and division rap sessions especially noting solutions to avoid hitting right side objects. The sector will work with Operations instruction to take digital pictures/videos at trouble spots. They will also, institute a process of panel interviews with each operator involved in a bus accident to provide more detail on the root cause of the accident. Both divisions surpassed the Bus Accidents per 100,000-hub miles target. They instituted a process of panel interviews with each operator involved in a bus accident to provide more detail on the root cause of the accident.
Sector	<ul style="list-style-type: none"> • <u>San Fernando</u>: Sector staff will analyze FY03 year-to-date accident data to determine the three lines with the highest number of accidents. Then they will assign field supervision to monitor the lines. While no report is available at this point, sector management believes that this step in combination with identification of operators with the highest frequency of accidents, will allow them to better focus their resources.
Sector	<ul style="list-style-type: none"> • <u>San Gabriel Valley</u> The sector decreased the overall accident rate to 2.94 at the end of the fiscal year but did not achieve its target of 3.7.

UNIT	<u>DISCUSSION OF PROGRESS</u>
	<p>Division 3 ended the fiscal year at 3.51 and Division 9 at 2.38. An initial analysis of the data for the first quarter of FY04 shows no apparent trend by accident type. The September 2003 accident rate is 3.22 per 100,000 hub miles at the end of the first quarter FY04. A complete analysis is under review by the SGV Accident Investigation Committee. Their report will become available in January 2004.</p>
<p>Sector Program to Enhance Bus Stop Safety Near Schools (San Fernando Valley, Public Affairs, Corporate Safety, Operations Central Instruction)</p>	<ul style="list-style-type: none"> <li data-bbox="448 550 1393 1142">• The San Fernando Valley Sector General Manager, along with Public Affairs, Corporate Safety, Operations Central Instruction, and the Bus Operations Control Center responded quickly to the tragic shooting event that occurred at a bus stop near Taft High School. MTA became involved when, in response to a large crowd of students, our operator made a decision to by-pass the stop. Immediately thereafter, alleged gang members driving by the crowd of students used the opportunity to shoot into the crowd severally wounding several students. Board Chairman Yaroslavsky formed a panel to review our role in the event as well as how we could modify our operations, policies, etc., that would help improve school safety. The panel recommendations will be presented to the Board separately. In summary, the panel will recommend strategies to move stops to school property so that supervision can be provided, request MTA to revise its bus stop by-pass policy, and establish direct communications with the school police units. <li data-bbox="448 1184 1393 1369">• The program of improvements would be initiated in the San Fernando Valley but expanded to incorporate all bus operating sectors. The focus of the program would be on middle and secondary schools. Response to the panel has been outstanding by the police, school principals and police departments and within the MTA.

UNIT	<u>DISCUSSION OF PROGRESS</u>
Corporate Safety and Training	<ul style="list-style-type: none"> • MTA staff has been working over a year to develop and implement a computerized incident and injury reporting system to help bring the recording and analysis tools into the state of the art. Using an off-the-shelf program developed by Transit Resource Associates, the MTA purchased a computer suite of safety related modules. The program called, Transitsafe™ was tested with a variety of employees and has been revised to improve readability, functionality, and performance. The program, described in more detail below, will be launched in November. Throughout the quarter managers and supervisors were trained on the application and staff was making upgrades to the equipment at the divisions. Employees will be able to access the input screens with a special swipe reader badge (compatible with M3, ATMS, and UFS) that will minimize time for login and maintain security of the information. See <i>Attachment I</i>
	<ul style="list-style-type: none"> • Operations Training and its new Director are supporting the sector efforts through re-structuring and improving the agency's training programs. Efforts that have been initiated and will be in place within FY04 include: <ul style="list-style-type: none"> • Development of an interactive defensive driving program • Establishment of instructor qualification and performance standards • Improvement of the bus operator mentor program • Re-design curriculum for new bus operators • In addition, the MTA is purchasing a bus simulator, which will be a valuable training aid in reducing accidents.

Prevention-related activities planned for the second quarter of fiscal year 2004 include:

- Expand the Safety's First message by incorporating safety policy language and specific safety requirements in each newly awarded contract
- Specifically incorporate the accountability for safety in all employee performance evaluations through the implementation of the agency wide strategic plan
- In partnership with DuPont, launch a revitalized safety's first effort in the first quarter of FY04
- Work towards the development of additional tools for the recording and analysis of accidents and injuries.

Improve Investigation Procedures and the Handling of Claims

Exhibit 1 displays the current status of the Workers' Compensation program through the end of September 2003. Comparing the July-September fiscal quarter for FY03 versus FY04, the following trends are noted and displayed in Exhibits 1 through 2. In summary, the results show that:

- Temporary disability payments increased by 13.1%
- Temporary disability payments per 100 employees increased by 10.8%
- New indemnity claims decreased by 4.7%
- New medical claims decreased by 14.4%
- New claims per 100 employees decreased by 9.0%
- Lost workdays decreased by 8.0%.

Exhibit 1

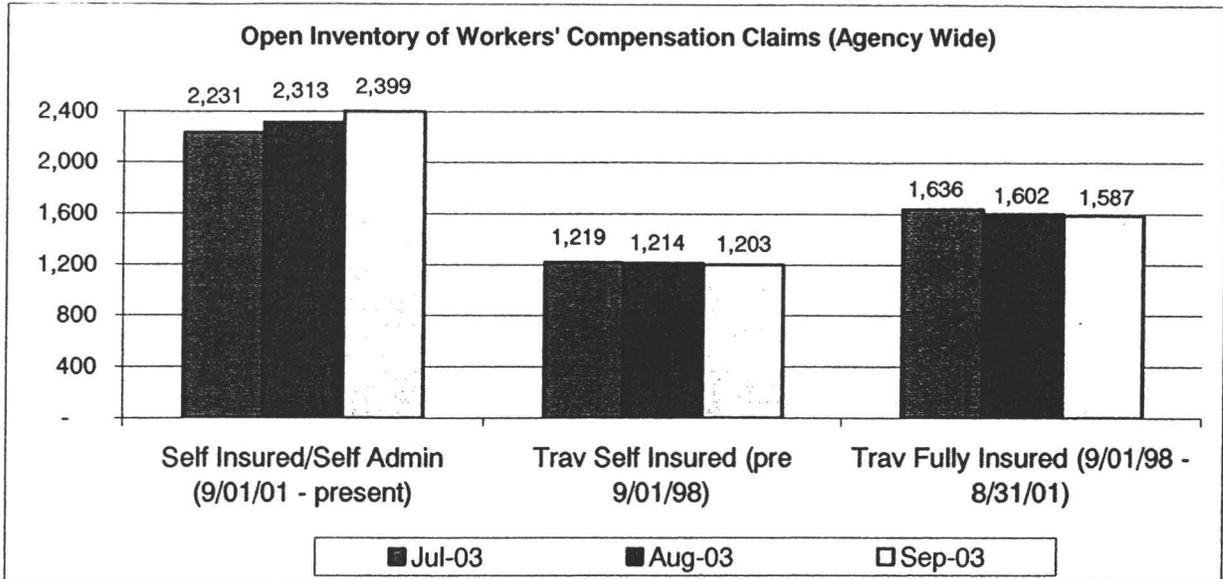
Workers' Compensation Summary

	FY04 Q1	FY03 Q1	+/-
Temporary Disability (TD) Payments	\$3,144,815*	\$2,780,835	13.1%
TD Payments per 100 Employees	\$33,621	\$30,356	10.8%
Lost Work Days	26,120	28,376	-8.0%
New Claims Reported:			
Indemnity	384	403	-4.7%
Medical	113	132	-14.4%
Total	497	535	-7.1%
Indemnity to Total Claims, %	77.3%	75.3%	2.6%
Avg. No of Employees on Transitional Duty	63	70	-10.4%
Total New Claims per 100 Employees	5.31	5.84	-9.0%

* Statutory Indemnity Rate increased from \$490 to \$602 per week effective 1/01/03.

At the end of September 2003, the agency had a total of 5,189 open Workers' Compensation claims (Exhibit 2). This includes claims originating from the Travelers administered Self-Insured period (pre-September 1998), the Travelers Fully Insured period (September 1998 to August 2001), and the Self-Insured/Self-Administered period (September 2001 to present). The Workers' Compensation Division, with the support of County Counsel and MTA Audit, continues to pursue evaluations of Travelers Insurance's management of previous self-insured/insured claims.

Exhibit 2



WC claims	At the end of FY04 Q1	At the end of FY03 Q4	+/-
Self Insured/Self Admin (9/01/01 - present)	2399	2151	11.5%
Trav Self Insured (pre 9/01/98)	1203	1233	-2.4%
Trav Fully Insured (9/01/98 - 8/31/01)	1587	1667	-4.8%
TOTAL	5189	5051	2.7%

As shown in *Attachment J*, the trends in new workers' compensation claims show a decline. The trends in payments however shows an increase which is due to the change in the state law changing compensation rates for temporary disability from \$490 per week to \$602 per week. Finally, *Attachment K* also displays the type of new workers' compensation claims by calendar quarter. The number of claims is decreasing in both categories (indemnity and medical).

Expand the Special Investigation Unit's Role in Prevention and Prosecution of Claims Fraud

First Quarter of FY04, status-report on the Claims Special Investigation Unit July 1, 2003 through September 30, 2003

- SIU FTE, 3 Fulltime, Active, 1 Half-time, Active
- The SIU has continued to monitor and investigate claims of suspected fraud identified during the self-insured period.
- Four suspected workers' compensation fraud cases were referred to the Los Angeles County District Attorney and Department of Insurance for criminal investigation and

prosecution. The SIU has been available to the DA and DOI for follow-up investigation assistance involving MTA cases referred for prosecution.

- The SIU referred seven workers' compensation fraud and/or misconduct cases to MTA management for administrative discipline. To date, four employees have been terminated for gross misconduct and two cases are awaiting disciplinary hearings.
- SIU participated in monthly meetings with a Tri-County Fraud Consortium group of investigators, insurance companies and prosecutors.
- The SIU continues to explore the feasibility of contracting with the District Attorney's Office or with the Los Angeles County Sheriff's Office to have a dedicated investigator assigned to prosecuting MTA suspected fraudulent workers' compensation cases.
- The SIU participated in training 30 employees of the workers compensation claims unit in identifying fraud and abuse.
- The SIU drafted, distributed and trained on a new policy to identify Fraud Indicators via a phased checklist system. A review to be conducted by the SIU on compliance with and effectiveness of the policy will commence on December 1, 2003.
- The SIU attended several government sponsored classes which included programs hosted by the California District Attorney's Fraud Association and the Department of Insurance regarding identification and prosecution of workers compensation fraud.
- The SIU attended specialized training on fraud and billing scams prevalent in the Chiropractic community.
- The Special Investigations Unit is working closely with the claims examiners and departments to jointly determine a path forward on suspect cases.
- The SIU cooperated with the Management Audit Services who conducted an audit of the SIU at the request of the Executive Officer of Risk Management. Based on their findings and recommendations, a Corrective Action Plan was developed and steps toward full compliance are ongoing.

Scorecard for First Quarter FY2004

SIU Cases Opened in 1stQtr for investigation of possible fraud	9
SIU Cases Closed in 1st Qtr for investigation of possible fraud	5
Total SIU possible fraud cases active at the end of the Quarter	17
Cases referred for criminal review by the DOI/ DA for fraud in 4 th Qtr*	4
Total SIU cases pending response from DOI/DA	11
Total cases referred by Workers Compensation Claims Department Analyst to SIU for review, referral and assignment to contract investigation firms for AOE/COE Investigation (64), Surveillance (49), Activity-Checks (23).**	136
Total hours of investigation assigned to SIU contract services	1492

* DOI/DA - Department of Insurance/District Attorney

** AOE/COE - Arising out of Employment/Course of Employment

Note: The MTA Special Investigations Unit is anticipating criminal filings for fraud as a result of the District Attorney's Office and the Department of Insurance determining that seven of our submissions constituted probable cause to believe a crime had been committed. These cases are currently under active investigation by these Agencies.

NEXT STEPS

Staff will continue aggressive review of the various Workers' Compensation cost containment programs and claims processing activities and will report back on progress achieved in the Second Quarter FY04 report. Likewise, the seven teams formed for the FY04 Safety Improvement Program will continue their work, and key progress will be reported back to the Board in future status reports.

MTA Operations staff will continue to focus on accident investigation and training for supervisors and managers as well as on new methods of training operating personnel to avoid accidents. Operations Training is focusing on the specific training needs and organizing the department to deliver higher quality and more focused training for the Operations Department.

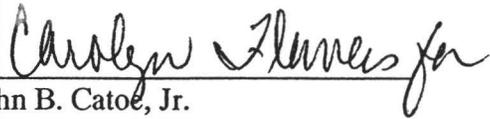
A recommendation concerning the selected bus operator seat for new purchases as well as fleet retrofit is expected in the third quarter of FY04.

Finally, staff plans to roll out in the second quarter of FY04, the Transitsafe™ integrated incident and injury reporting and analysis system on an agency wide basis. It is currently in the testing process. Training for Managers and Supervisors will begin in early September.

ATTACHMENTS

- A. OSHA Recordables.
 - A-1 OSHA Recordables for January 2003 – Sept 2003 for Bus, Rail, and Gateway (administrative units)
 - A-2 OSHA Recordables for January 2003 – Sept 2003 for Bus Operations and Maintenance Staffs
- B. Interrelationships Between Safety's First Committees.
- C. Safety's First Committee Structure.
- D. Safety's First Training Status through September 2003.
- E. Bus Vehicle Accidents Bus Vehicle Accidents by Sector Fourth Quarter FY02 compared to Fourth Quarter FY03.
- F. Bus Vehicle Accidents/100,000 Hub Miles through September 2003
- G. Rail Vehicle Accidents/100,000 Revenue Train Miles
- H. Bus passenger accidents and Rail Passenger Accidents per 100,000 boardings.
- I. High Level Process for Transitsafe™
- J. Temporary Disability Payments by Quarter and Lost Work Days by Quarter.
- K. New WC Claims Reported and New WC Claims Reported by Type.

Prepared by: Michael Koss, Executive Officer of Risk Management
Andrea Burnside, Managing Director, Corporate Safety and Training

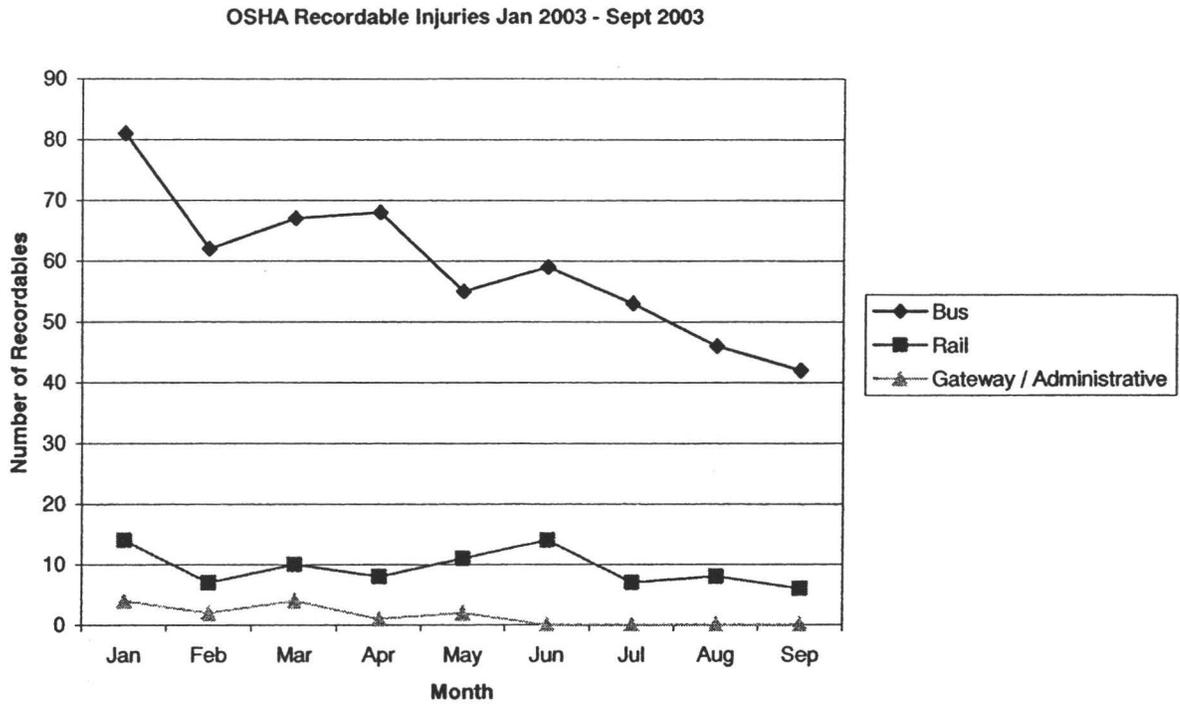


John B. Catoe, Jr.
Deputy Chief Executive Officer



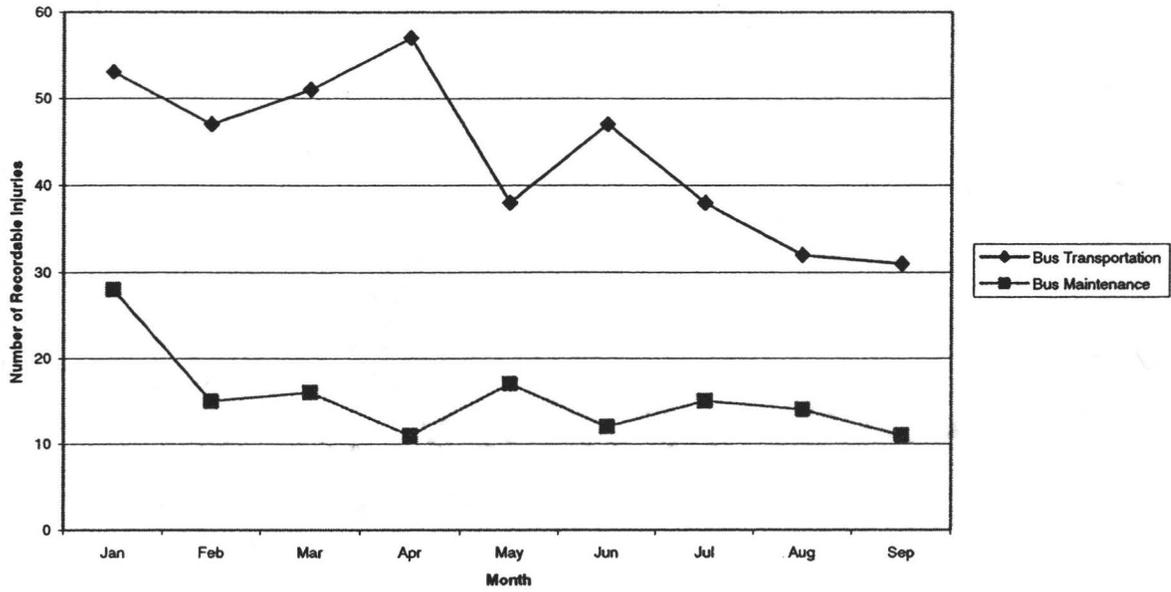
Roger Snoble
Chief Executive Officer

ATTACHMENT A-1



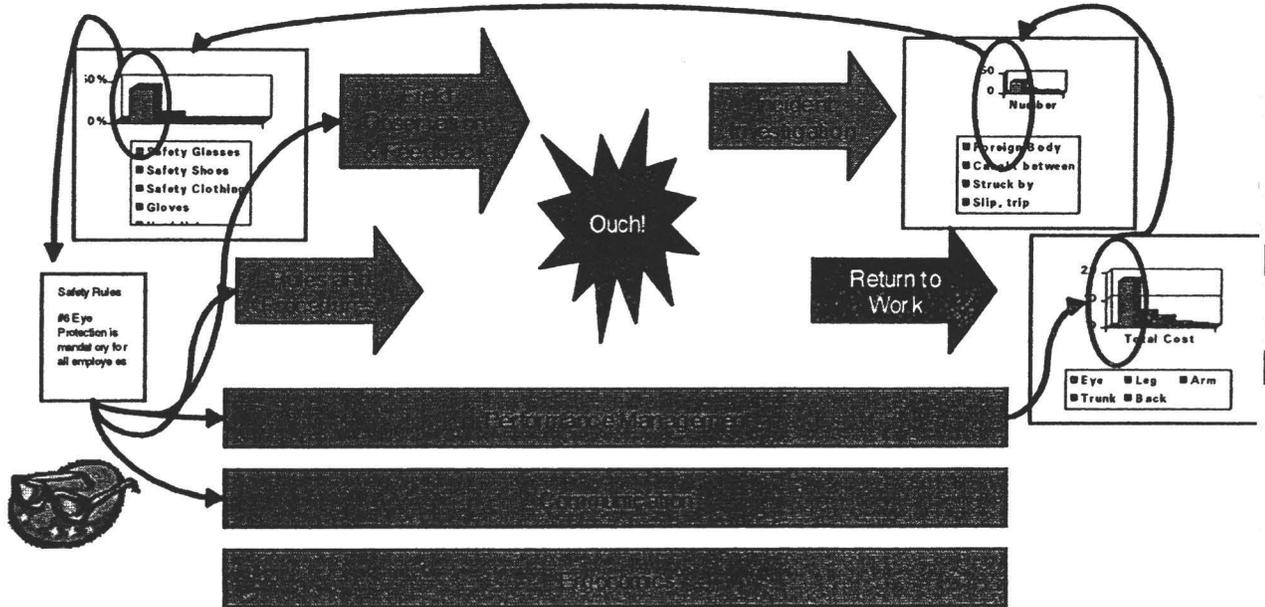
ATTACHMENT A-2

Bus Transportation and Maintenance OSHA Recordable Injuries Jan 2003 - Sept 2003





Seven processes link to reduce lost work days and their associated costs through prevention, remediation, and rehabilitation – based on information analysis

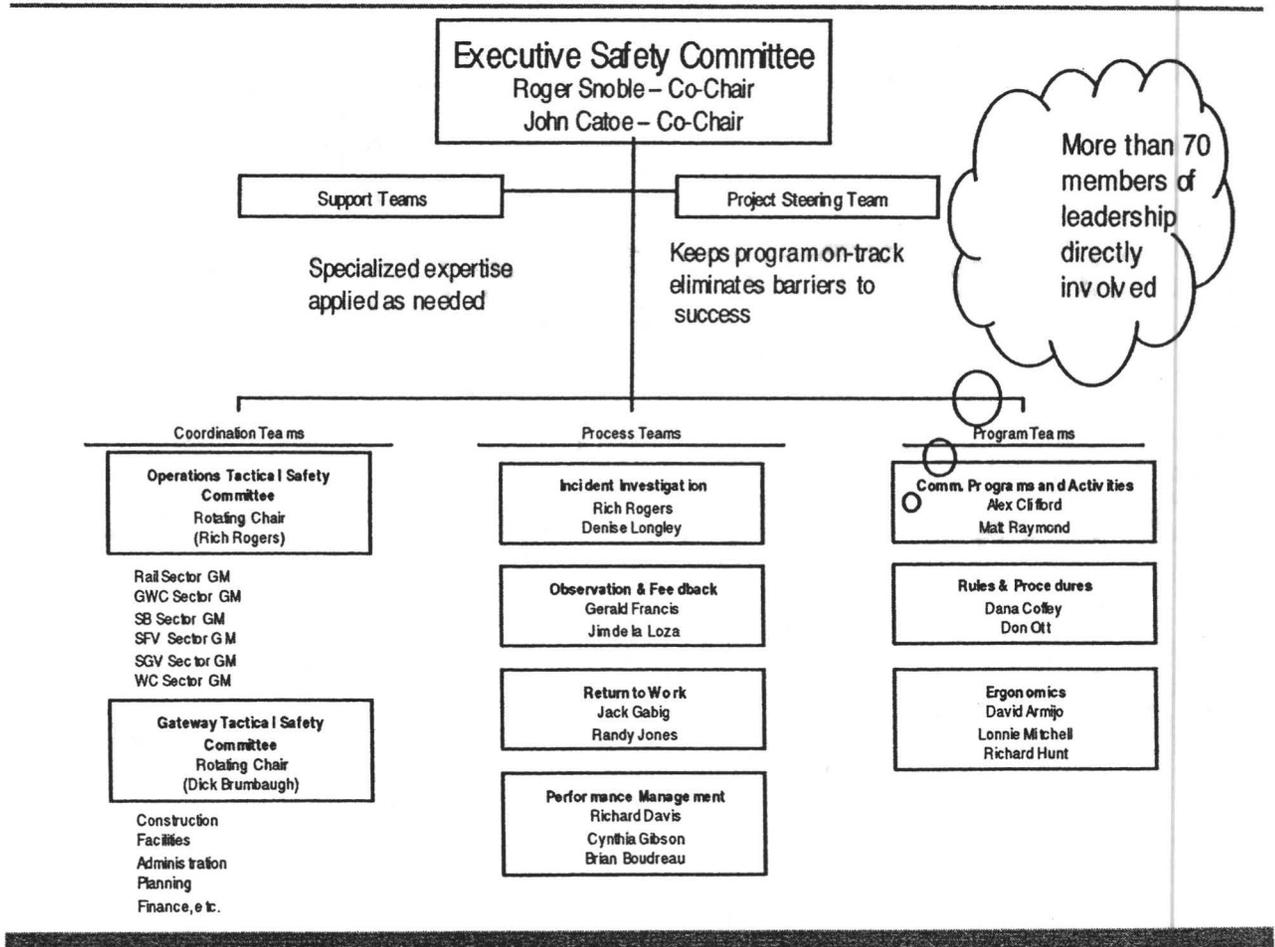


An example: high costs from eye injuries, with incident investigation results showing the cause to be foreign bodies in the eye, and FOF results showing a high number of employees not wearing safety glasses – in spite of an existing rule requiring safety glasses. A change to the safety glass design, coupled with aggressive communication and FOF focus resulted in a steep reduction in lost time and associated costs.

STRUCTURE OF SAFETY'S FIRST PROCESS TEAMS

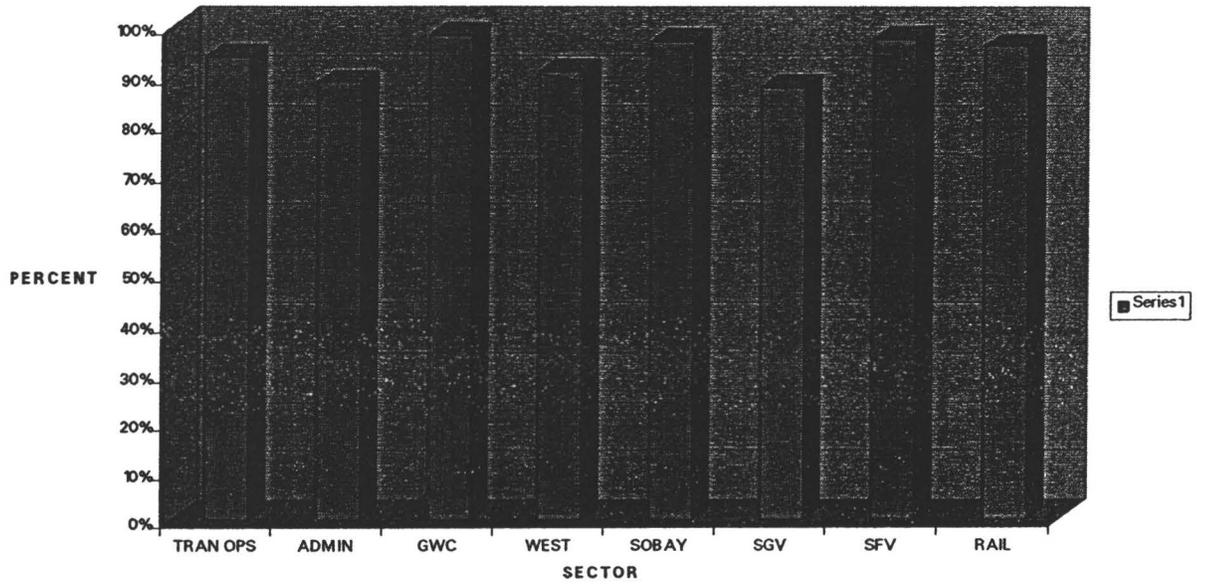


Senior MTA leadership is providing the structure, decision process, and resources to remove roadblocks to success



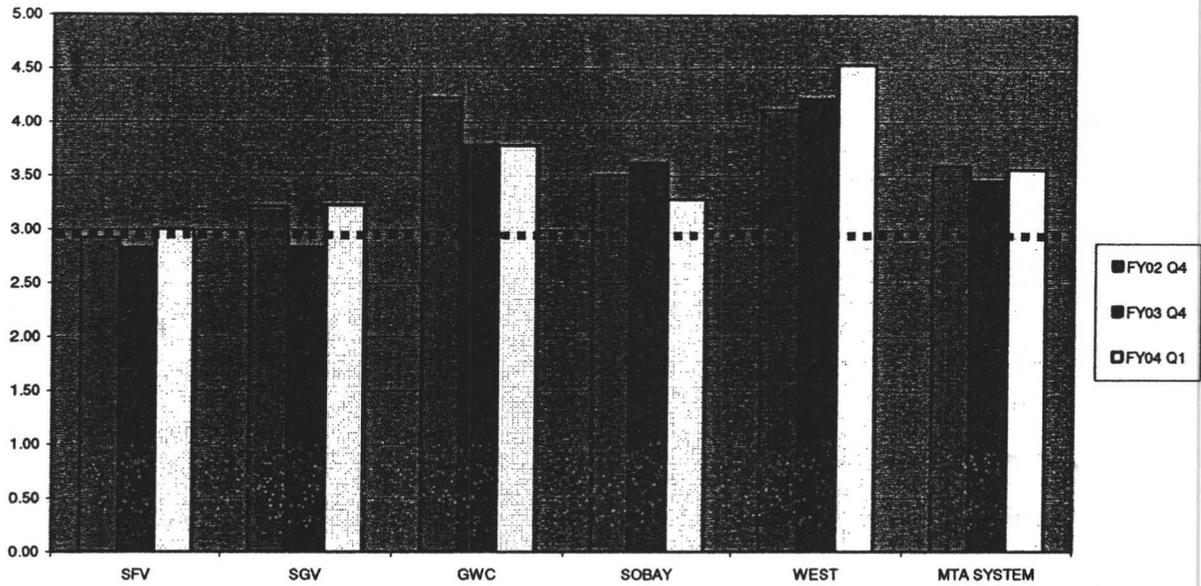
TRAINING STATUS AT END OF FIRST QUARTER FY04

TRANSIT OPERATIONS -- SAFETY TRAINING COMPLETED THRU 9/26



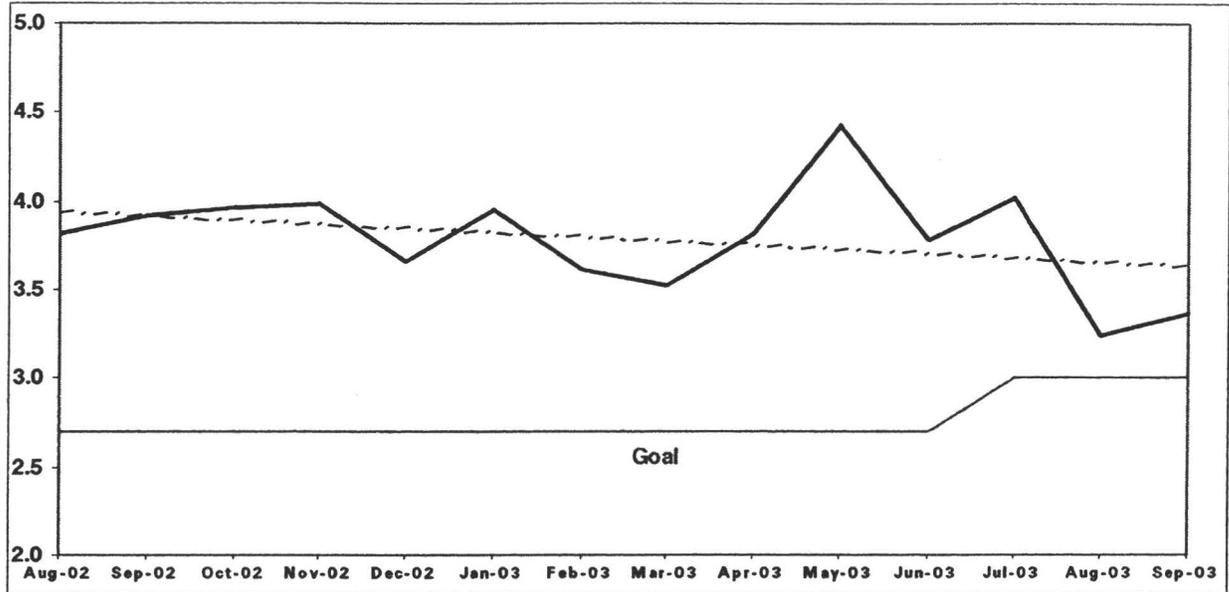
ATTACHMENT E

BUS VEHICLE ACCIDENT RATE PER 100K HUB MILES FOR LAST THREE FISCAL QUARTERS



The accident rates per 100,000 miles are presented as SCHEDULED miles as opposed to Hub miles. All sectors experienced an increased rate of accidents at the end of FY03. All sectors, with the exception of SFV, remained above the goal line at the end of the first quarter. Note, the dotted line across the table is the accident rate goal for FY04 at 3.0 vehicle accidents per 100k hub miles.

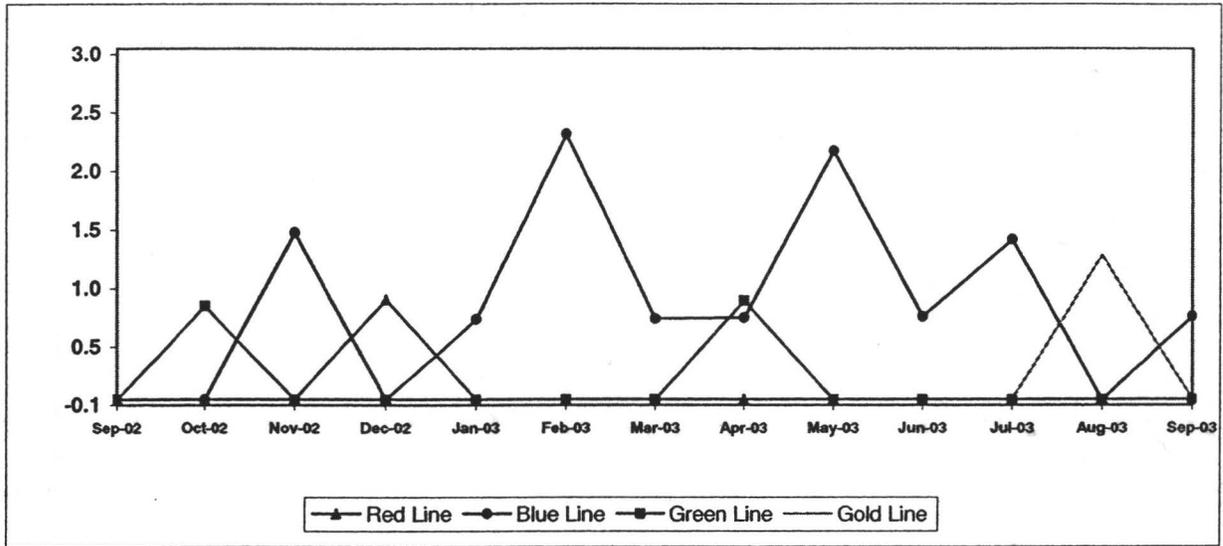
Bus Accidents per 100,000 Hub Miles* Agency-wide



Source: Fleet Management and Support Services Department: Vehicle Management System and Vehicle Accident Maintenance System.

ATTACHMENT G

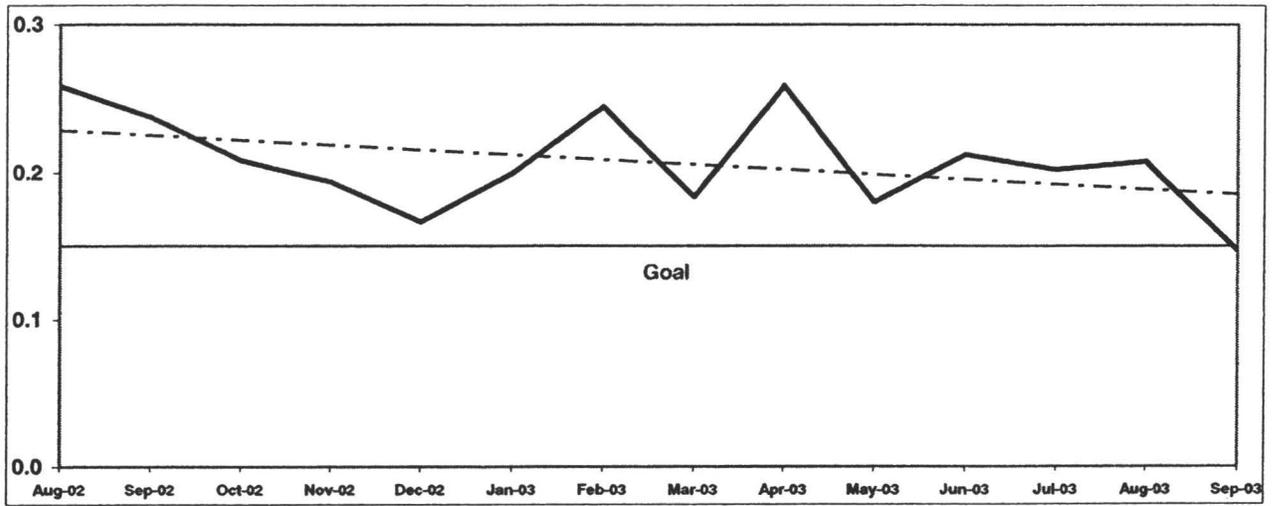
Rail Accidents per 100,000 Revenue Train Miles*



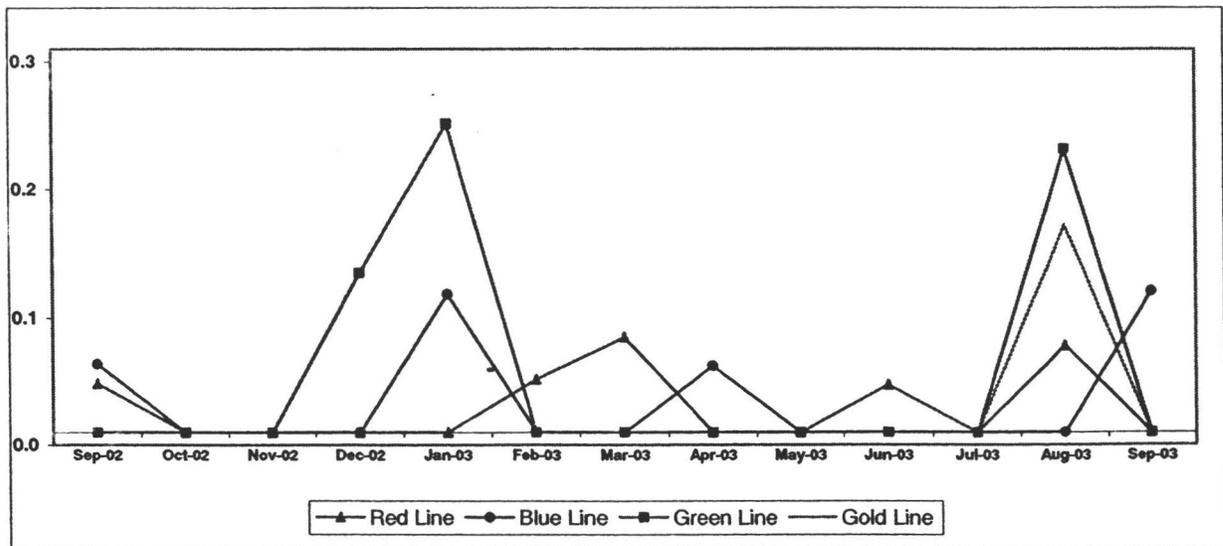
Source: Fleet Management and Support Services Department: Vehicle Management System and Vehicle Accident Maintenance System.

**BUS AND RAIL
PASSENGER ACCIDENTS PER 100,000 BOARDINGS**

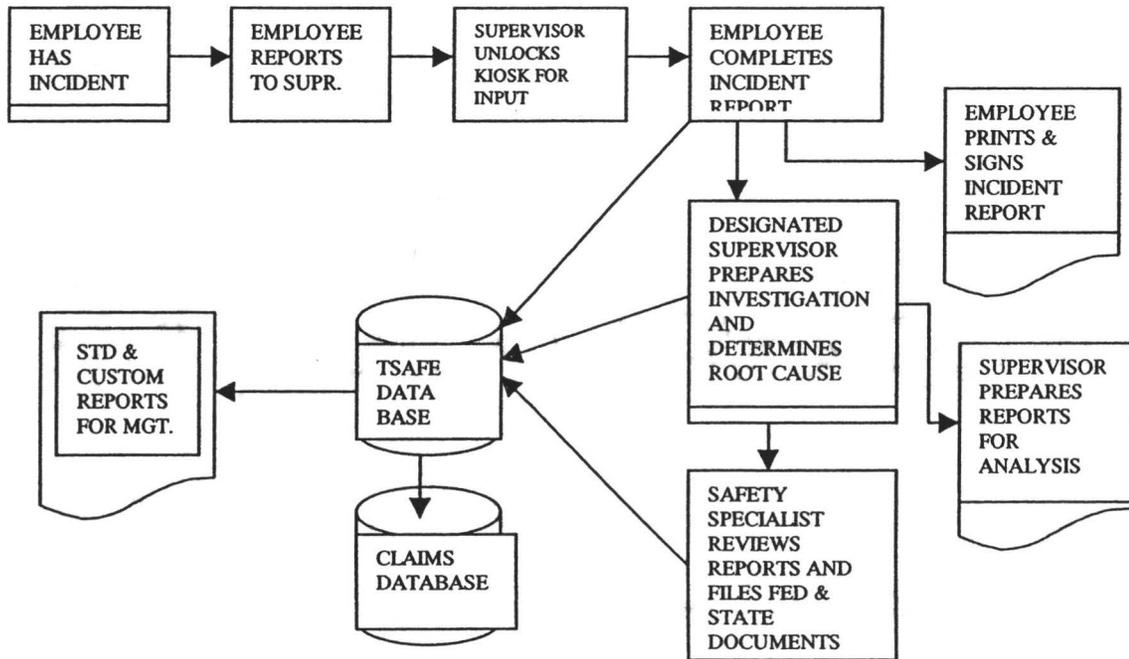
**BUS
AUG 02 – SEPT 03**



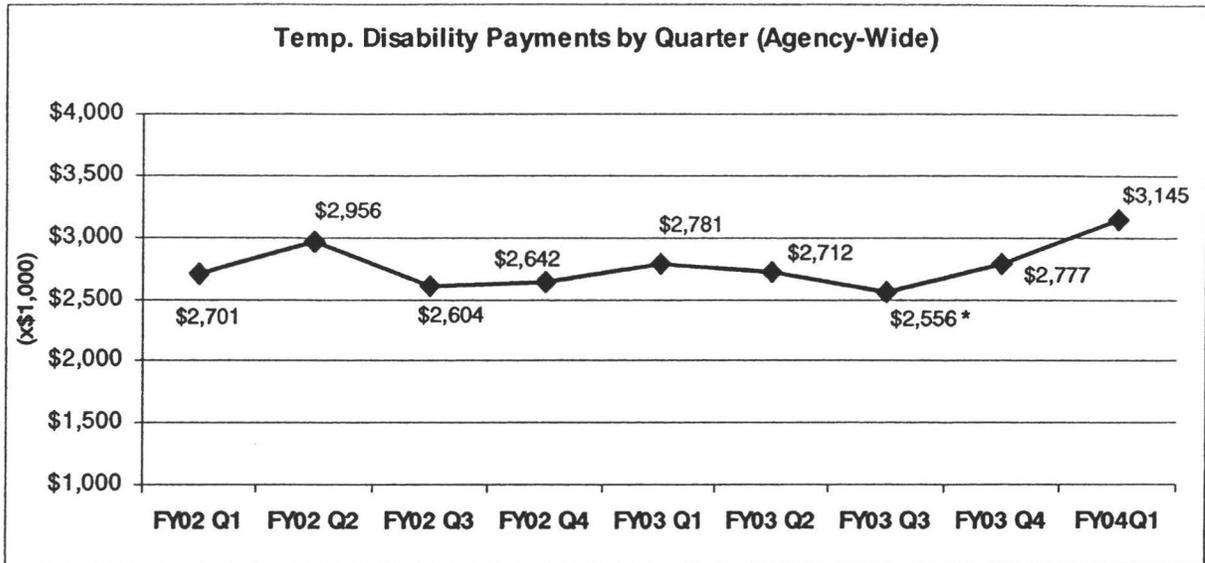
**RAIL
SEPT 02 – SEPT 03**



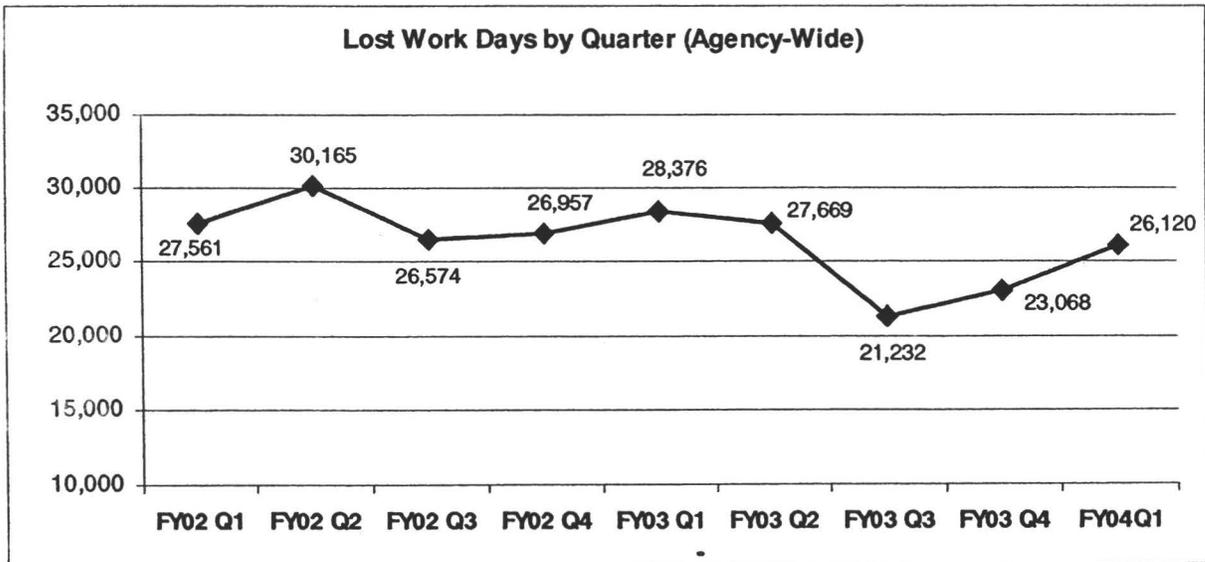
TRANSITSAFE™ PROCESS FLOW CHART



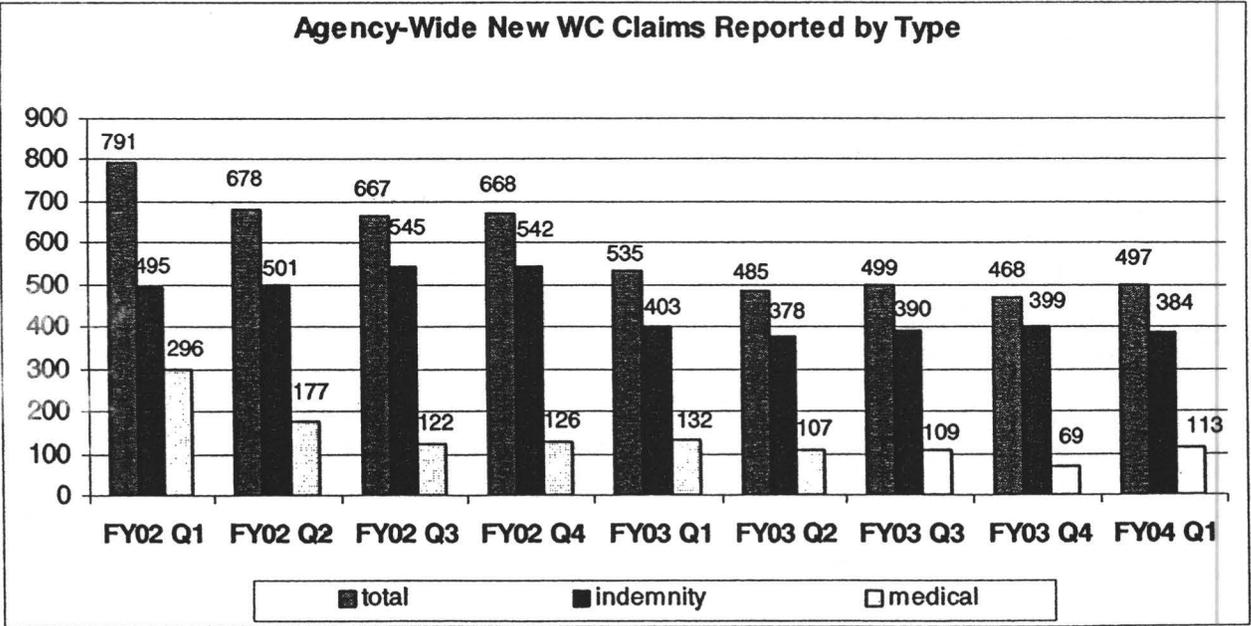
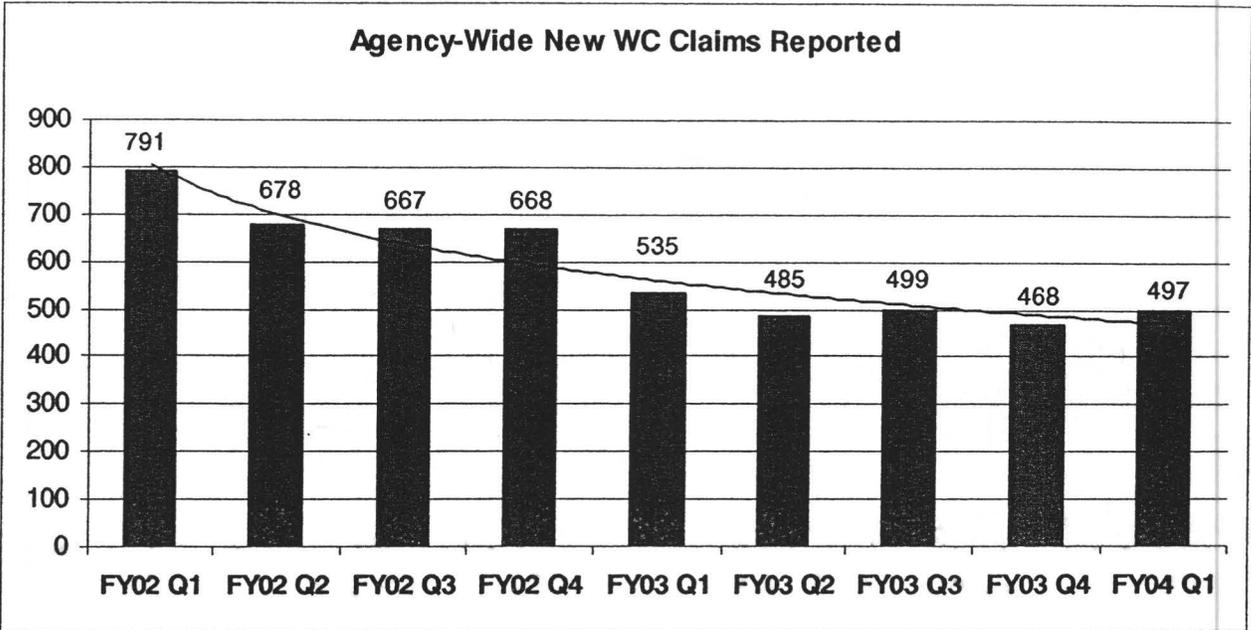
ATTACHMENT J



* Statutory Indemnity Rate increased from \$490 to \$602 per week effective 1/01/03.



ATTACHMENT K



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

STATUS REPORT AS OF 12/31/03

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

Wilshire/Western Station - Staff has completed negotiations with the developer, Wilshire Entertainment Center, LLC to construct a mixed-use development encompassing 50,800 sq. ft. of retail and restaurants, 200 apartment units (20% affordable), a 700-space parking garage, and 14-bus layover facility. Groundbreaking is anticipated to begin in July 2004.

Wilshire/Vermont 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. In the interim, the site will be leased to the Los Angeles Unified School District for parking. Although there has been a potential delay in funding, the construction is expected 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 an enhanced transit station. Although there has been a potential delay in funding, the construction is expected to occur in 2004-2005. In addition, MTA will continue to extend leases for one or both of two existing structures on the site. These structures will ultimately be redeveloped as a part of the station site.

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

North Hollywood Station – MTA and the City of Los Angeles Community Redevelopment Agency have agreed to hire the Urban Land Institute (ULI) to assist both agencies in formulating development strategies for the North Hollywood area focusing on the MTA parcels. The development effort is expected to occur in January 2004. A planning summary report will be published in February/March 2004.

Universal City Station –This site is one of several MTA properties being actively marketed through the MTA website, a ULI publication and postcard mail-outs. Staff has met with 2 potential developers in December 2003 and January 2004. Both entities are conducting their initial assessment of the site for the intended uses. Further meetings will be held shortly to discuss more specific issues.

**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.

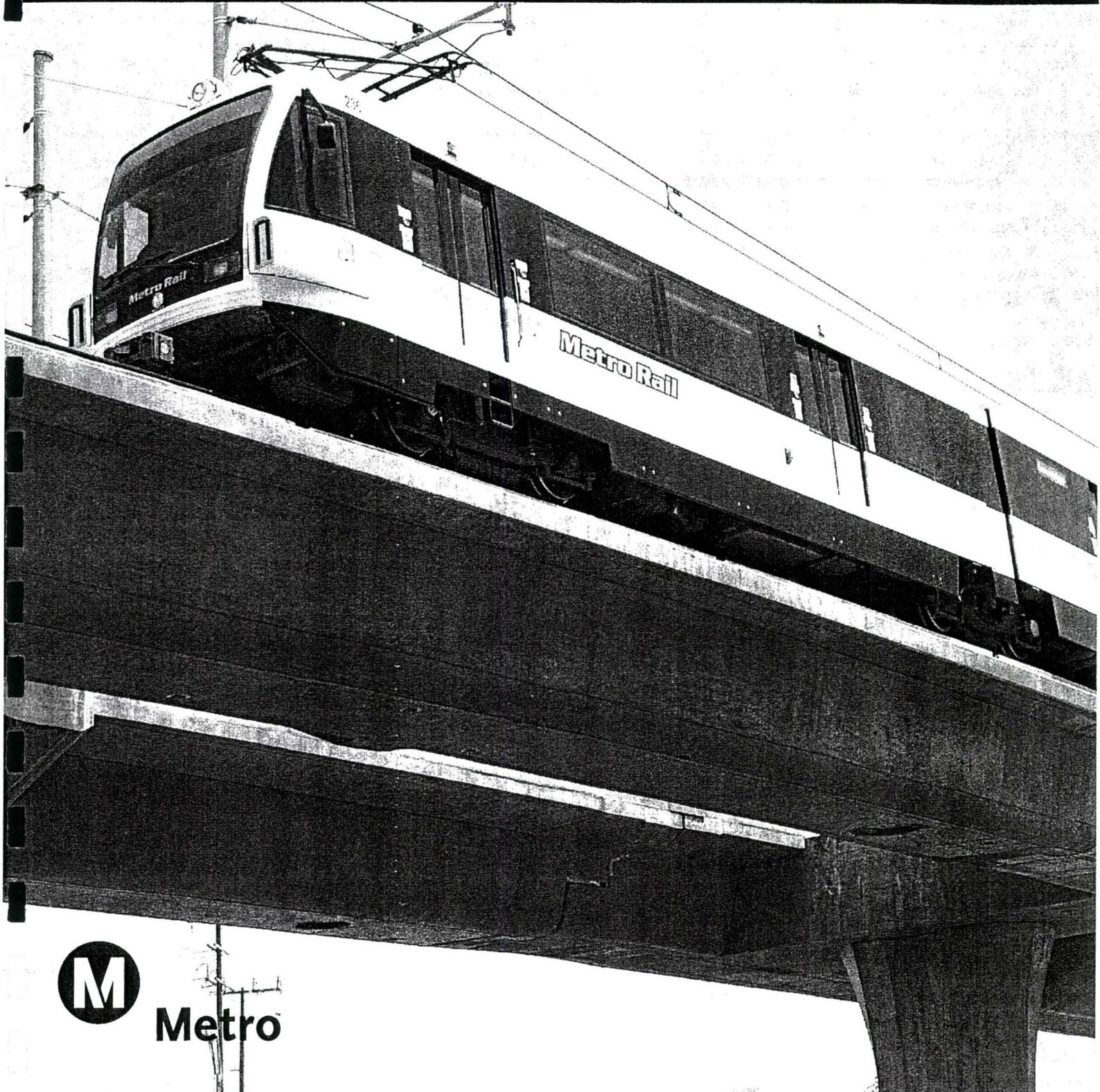
2. Parcel A1-209, A1-211, A1-220, A1-221/225, A1-222 and A1-224 - Alvarado Station

MTA Board authorized the issuance of an Exclusive Negotiation Agreements with a developer. The proposed development consists of housing, commercial and civic structures.

Metropolitan Transportation Authority

DEC 2003

METRO OPERATIONS
MONTHLY PERFORMANCE
REPORT



Metro



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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 460 Metro buses and 24 Metro Bus lines carrying nearly 50.4 million boarding passengers each year.

This report gives a brief overview of sector operations¹:

- * 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	FY02	FY03	FY04 Target	FY04 YTD	Dec. Month	Status
Bus Systemwide						
On-Time Pullouts (system)*	99.61%	99.64%	100%			
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)**	5,796	6,883	7,500	6,455	7,881	◊
In-Service On-time Performance	64.88%	69.23%	80%	62.99%	63.00%	■
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.79	4.25	■
Complaints per 100,000 Boardings	3.54	4.23	3.50	4.72	3.85	■
SFV Sector						
On-Time Pullouts *	99.45%	99.75%	100%			
MMBCMF**	4,646	8,616	8,000	7,460	10,229	◊
In-Service On-time Performance		67.30%	80%	66.23%	63.72%	■
Bus Traffic Accidents Per 100,000 Miles	3.09	2.91	2.70	3.12	2.80	◊
Complaints per 100,000 Boardings	3.43	6.32	3.50	5.10	3.75	■
Division 8						
On-Time Pullouts *	99.57%	99.81%	100%			
MMBCMF**	5,775	9,177	8,000	7,139	9,503	◊
In-Service On-time Performance	67.88%	70.09%	80%	67.74%	69.20%	■
Bus Traffic Accidents Per 100,000 Miles	3.22	2.84	2.70	2.60	2.17	●
Complaints per 100,000 Boardings	3.16	6.87	3.50	4.64	2.95	■
Division 15						
On-Time Pullouts *	99.37%	99.72%	100%			
MMBCMF**	4,514	8,260	8,000	7,713	10,784	◊
In-Service On-time Performance	62.51%	66.13%	80%	65.43%	60.81%	■
Bus Traffic Accidents Per 100,000 Miles	3.01	2.96	2.70	3.50	3.23	◊
Complaints per 100,000 Boardings	3.58	6.01	3.50	5.43	4.50	■

* A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS. **Data generated by Bus Operations Control is unavailable.**

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

● Green - High probability of achieving the FY04 target (on track).

◊ Yellow - Uncertain if the FY04 target will be achieved – slight problems, delays or management issues.

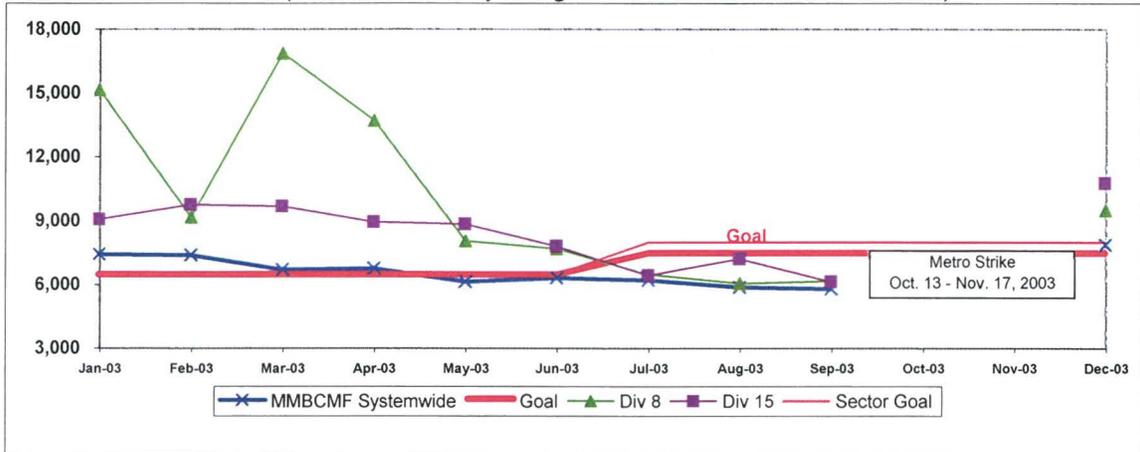
■ Red - High probability that the FY04 target will not be achieved – significant problems and/or delays.

SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

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

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

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



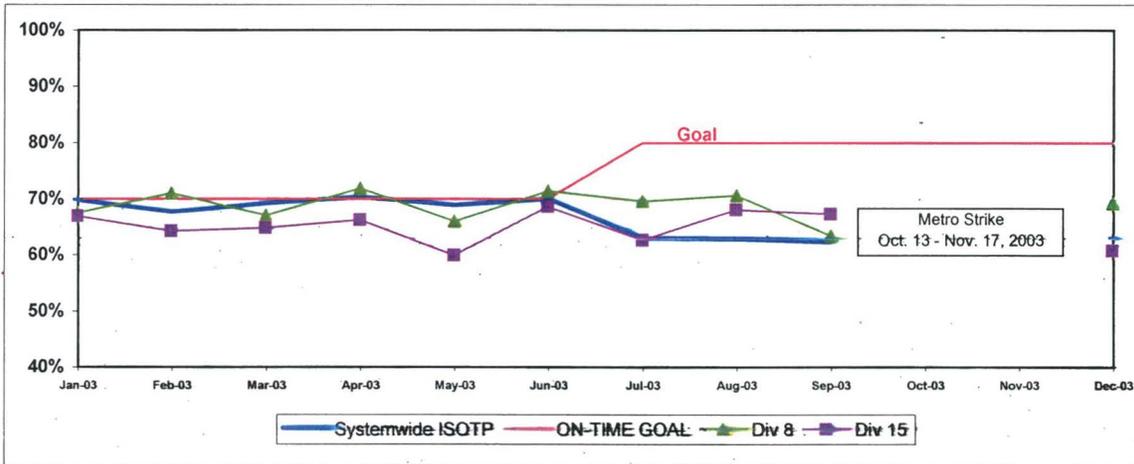
* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

IN-SERVICE ON-TIME PERFORMANCE

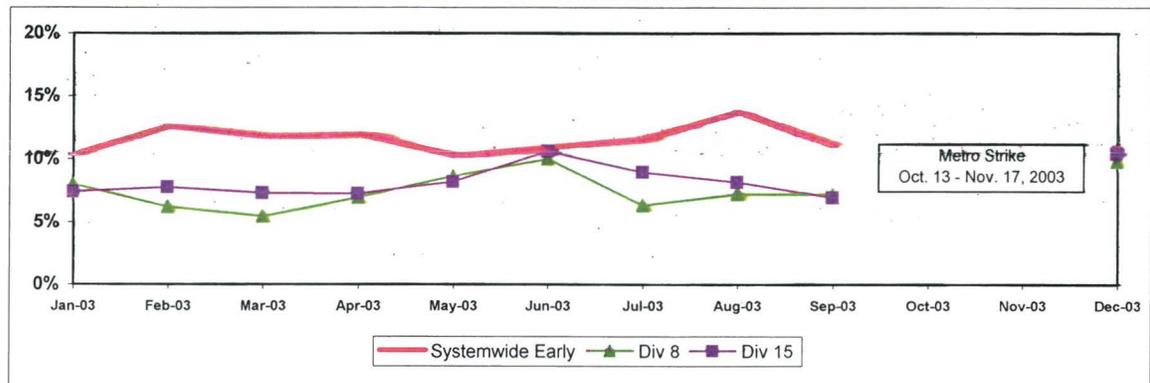
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



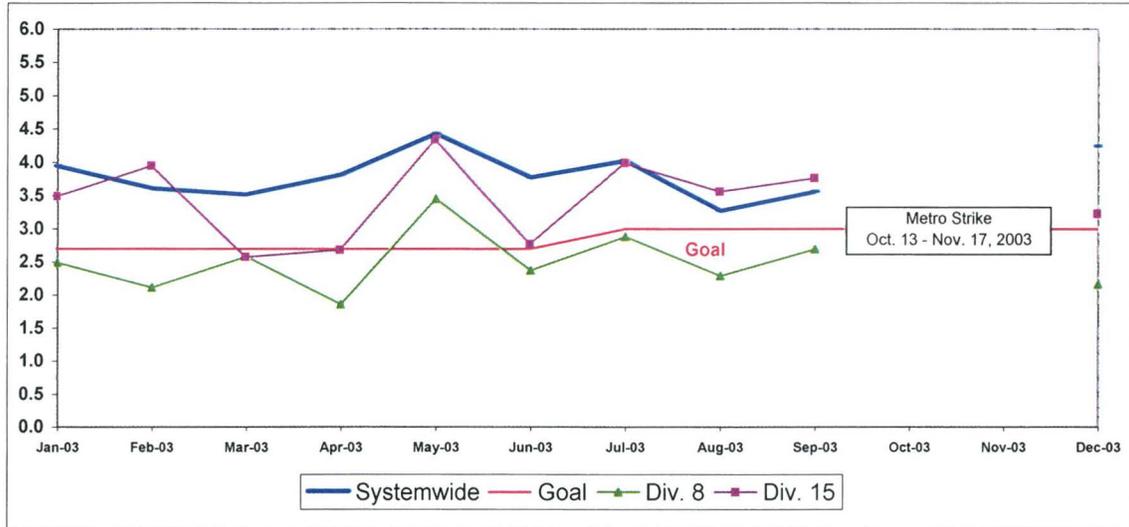
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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

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

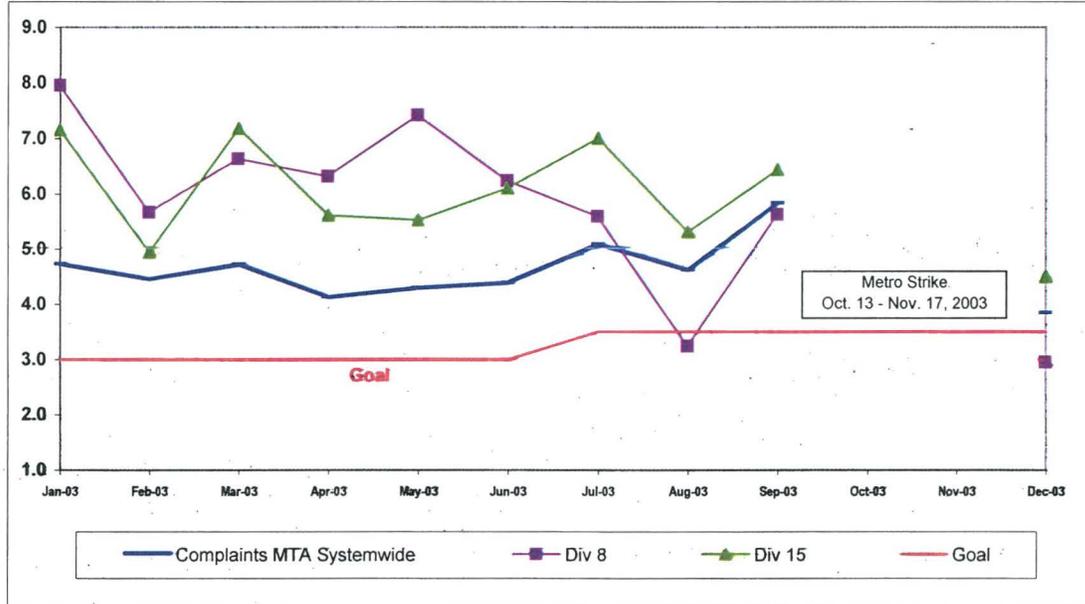
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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

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

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



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 410 Metro buses and 27 Metro Bus lines carrying over 64.5 million boarding passengers each year.

This report gives a brief overview of sector operations¹:

- * 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	FY02	FY03	FY04 Target	FY04 YTD	Dec. Month	Status
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In-Service On-time Performance	64.88%	69.23%	80%	62.99%	63.00%	■
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.79	4.25	■
Complaints per 100,000 Boardings	3.54	4.23	3.50	4.72	3.85	■
SGV Sector						
On-Time Pullouts*	99.71%	99.77%	100%			
MMBCMF**	6,708	7,696	8,000	6,839	6,293	◇
In-Service On-time Performance		70.02%	80%	67.06%	65.77%	◇
Bus Traffic Accidents Per 100,000 Miles	3.23	3.40	3.10	3.24	3.10	◇
Complaints per 100,000 Boardings	3.13	3.57	3.25	4.06	3.01	■
Division 3						
On-Time Pullouts*	99.69%	99.72%	100%			
MMBCMF**	5,538	5,726	8,000	5,406	6,163	■
In-Service On-time Performance	68.70%	71.08%	80%	69.15%	73.38%	◇
Bus Traffic Accidents Per 100,000 Miles	3.96	4.22	3.10	4.05	3.53	■
Complaints per 100,000 Boardings	2.61	3.09	3.25	3.07	2.59	●
Division 9						
On-Time Pullouts*	99.72%	99.83%	100%			
MMBCMF**	8,336	11,322	8,000	9,208	6,432	●
In-Service On-time Performance	64.56%	67.47%	80%	62.45%	63.24%	■
Bus Traffic Accidents Per 100,000 Miles	2.56	2.64	3.10	2.45	2.66	●
Complaints per 100,000 Boardings	3.90	4.31	3.25	5.87	3.97	■

* A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS. **Data generated by Bus Operations Control is unavailable.**

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

● Green - High probability of achieving the FY04 target (on track).

◇ Yellow - Uncertain if the FY04 target will be achieved -- slight problems, delays or management issues.

■ Red - High probability that the FY04 target will not be achieved -- significant problems and/or delays.

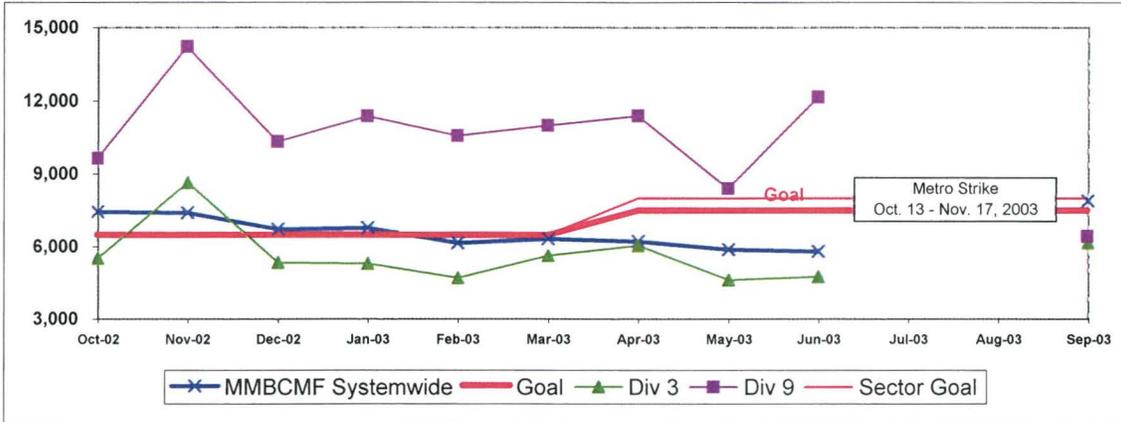
SAN GABRIEL VALLEY SECTOR (SGV) BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*

Systemwide and Divisions 3 and 9

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

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



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

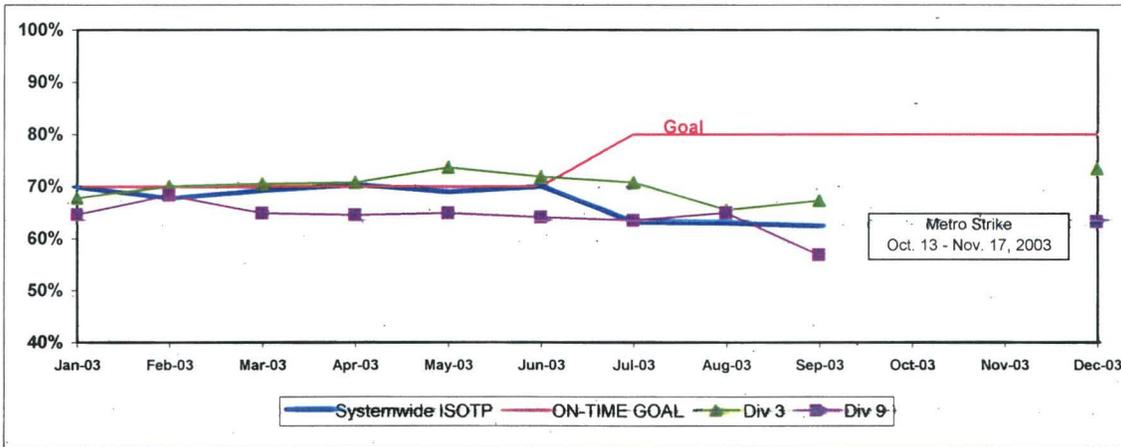
IN-SERVICE ON-TIME PERFORMANCE

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

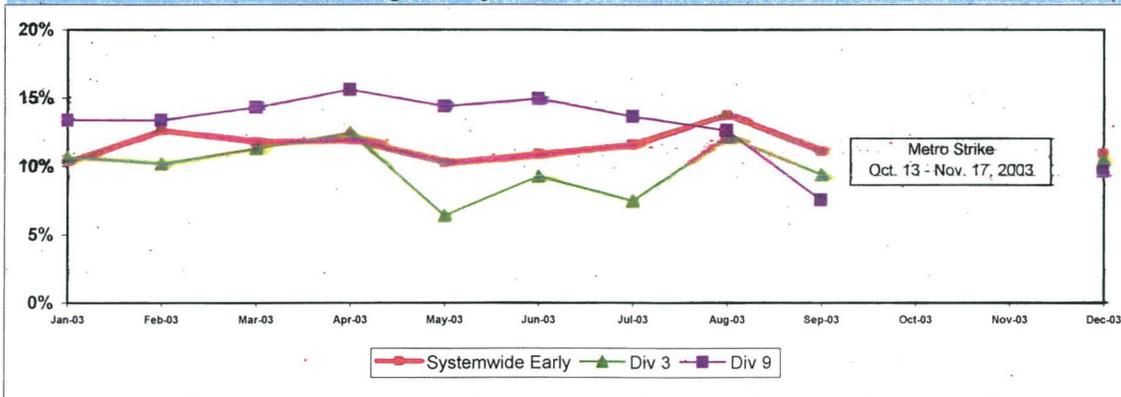
Calculation: $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes late}) / (\text{Total buses sampled}))$

Systemwide and Bus Operating Divisions 3 and 9

ISOTP - 1 Minute Tolerance for Running Hot



Running Hot - Systemwide and Divisions 3 and 9

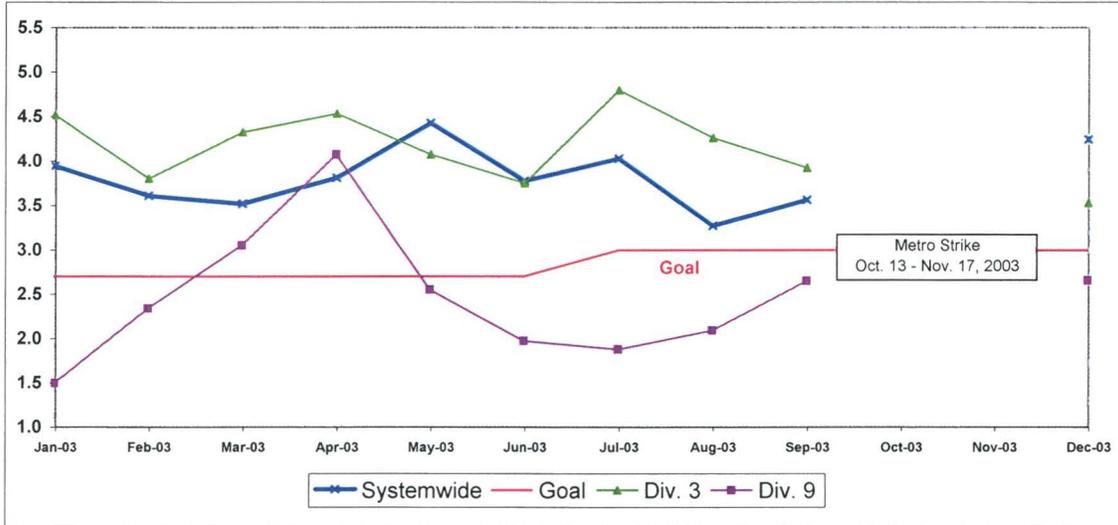


SGV SECTOR BUS SERVICE PERFORMANCE - Continued

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.

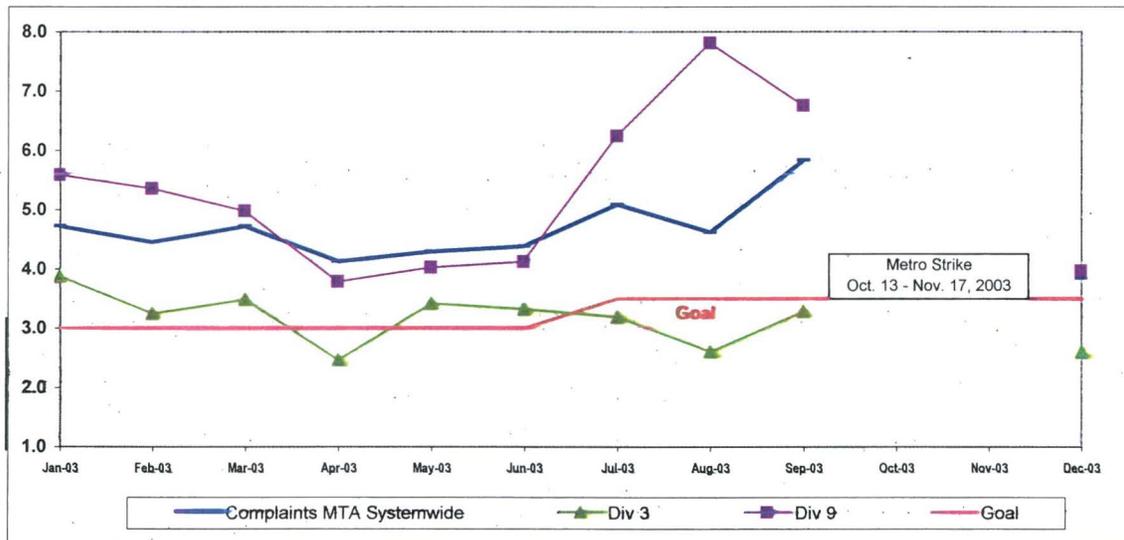
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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 20 Metro Bus lines carrying nearly 59.8 million boarding passengers each year.

This report gives a brief overview of sector operations¹:

- * 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	FY02	FY03	FY04 Target	FY04 YTD	Dec. Month	Status
Bus Systemwide						
On-Time Pullouts (system) *	99.61%	99.64%	100%			
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)**	5,796	6,883	7,500	6,455	7,881	◊
In-Service On-time Performance	64.88%	69.23%	80%	62.99%	63.00%	■
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.79	4.25	■
Complaints per 100,000 Boardings	3.54	4.23	3.50	4.72	3.85	■
GC Sector						
On-Time Pullouts *	99.64%	99.78%	100%			
MMBCMF**	6,726	7,800	8,000	7,533	9,073	◊
In-Service On-time Performance		74.53%	80%	67.02%	65.77%	■
Bus Traffic Accidents Per 100,000 Miles	4.49	4.07	3.30	3.99	4.80	■
Complaints per 100,000 Boardings	2.07	2.63	2.50	3.39	3.19	◊
Division 1						
On-Time Pullouts *	99.84%	99.81%	100%			
MMBCMF**	8,510	9,863	8,000	6,793	9,303	■
In-Service On-time Performance	74.95%	78.22%	80%	68.45%	68.87%	■
Bus Traffic Accidents Per 100,000 Miles	4.51	3.39	3.30	3.41	3.79	◊
Complaints per 100,000 Boardings	1.76	2.26	2.50	3.99	4.19	■
Division 2						
On-Time Pullouts *	99.44%	99.75%	100%			
MMBCMF**	5,514	6,398	8,000	8,595	8,766	●
In-Service On-time Performance	63.01%	67.53%	80%	65.09%	61.95%	■
Bus Traffic Accidents Per 100,000 Miles	4.48	4.78	3.30	4.65	6.24	■
Complaints per 100,000 Boardings	2.38	3.07	2.50	2.82	2.48	◊

* A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS. **Data generated by Bus Operations Control is unavailable.**

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

● Green - High probability of achieving the FY04 target (on track).

◊ Yellow - Uncertain if the FY04 target will be achieved – slight problems, delays or management issues.

■ Red - High probability that the FY04 target will not be achieved – significant problems and/or delays.

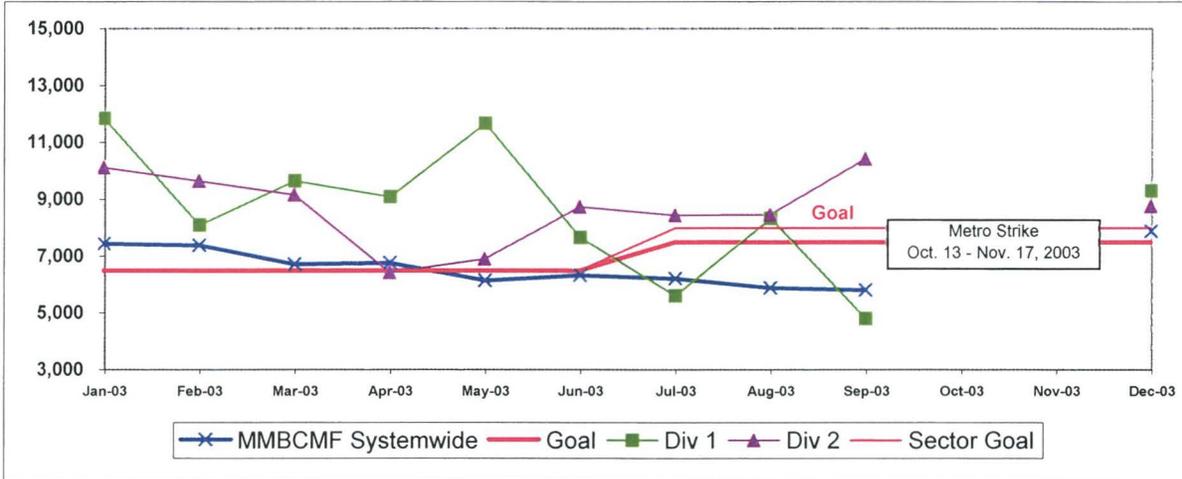
GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*

Systemwide and Divisions 1 and 2

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

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



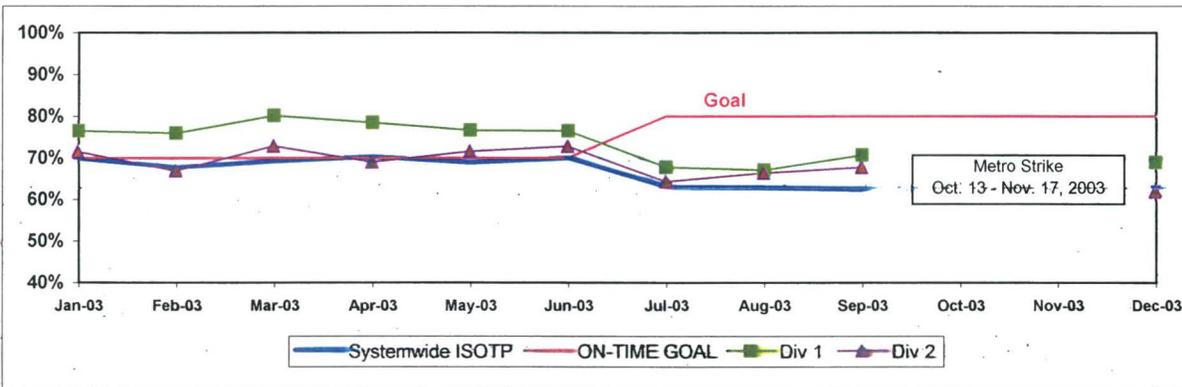
* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

IN-SERVICE ON-TIME PERFORMANCE

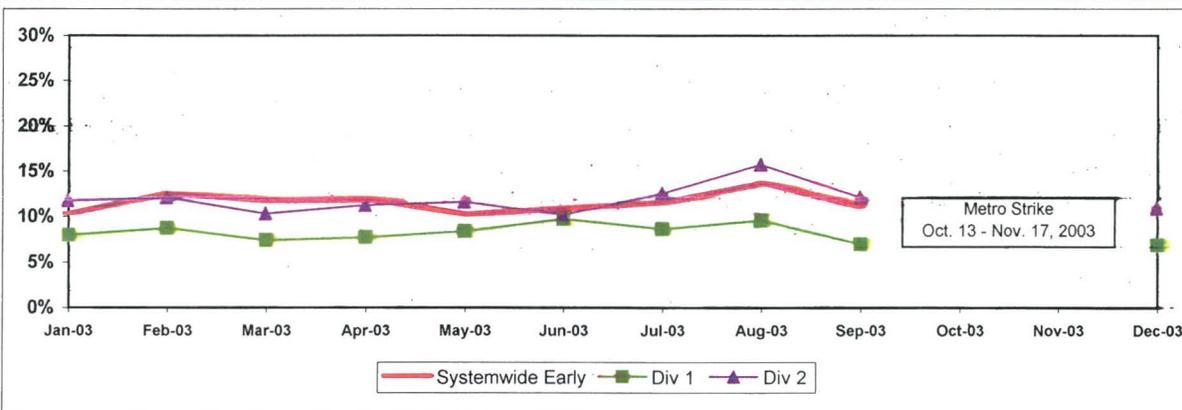
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



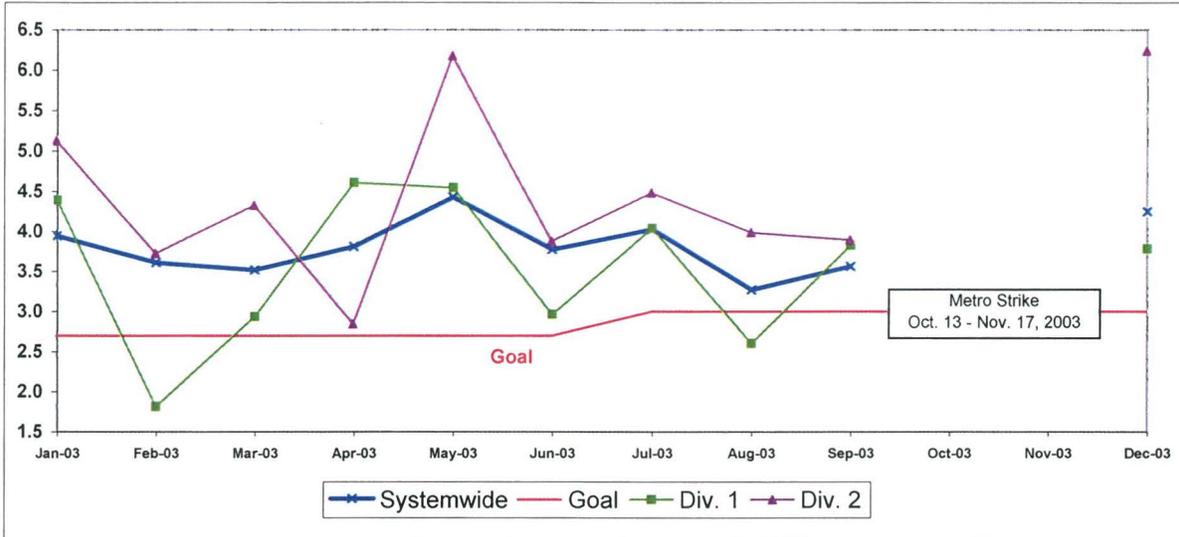
Running Hot - Systemwide and Divisions 1 and 2



BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
Systemwide and Divisions 1 and 2

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

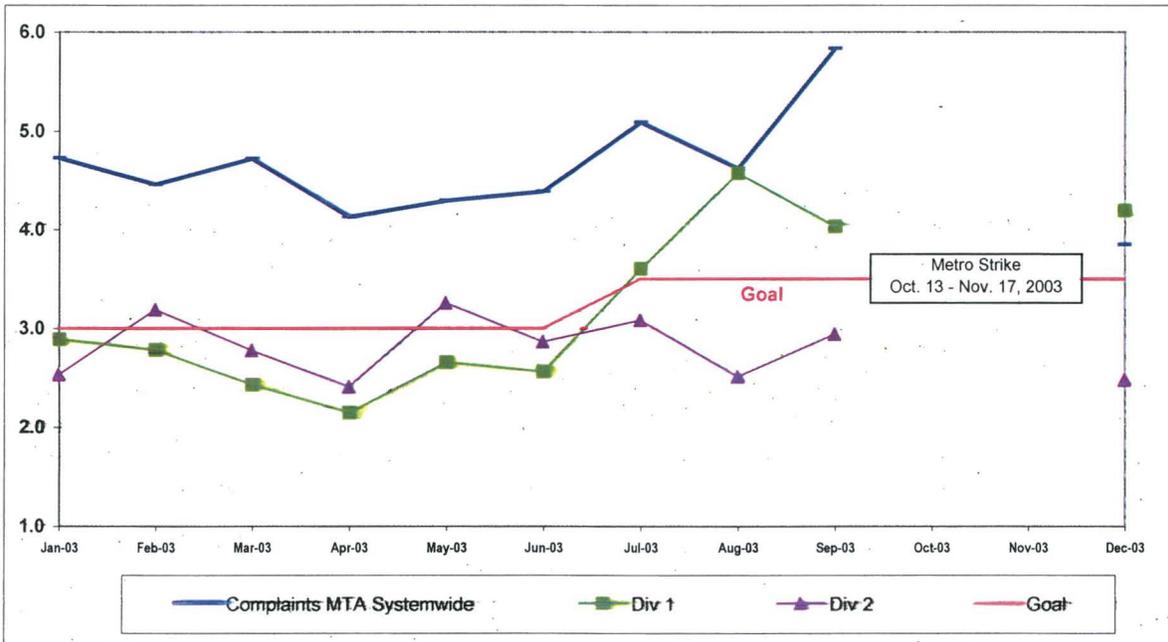
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / (Hub Miles / by 100,000))



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 560 Metro buses and 45 Metro Bus lines carrying over 93.5 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 (MMBCMF)
- * Traffic Accidents per 100,000 Hub
- * Complaints per 100,000 Boardings

Measurement	FY02	FY03	FY04 Target	FY04 YTD	Dec. Month	Status
Bus Systemwide						
On-Time Pullouts (system) *	99.61%	99.64%	100%			
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)**	5,796	6,883	7,500	6,455	7,881	◇
In-Service On-time Performance	64.88%	69.23%	80%	62.99%	63.00%	■
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.79	4.25	■
Complaints per 100,000 Boardings	3.54	4.23	3.50	4.72	3.85	■
SB Sector						
On-Time Pullouts *	99.75%	99.68%	100%			
MMBCMF**	5,665	6,237	7,500	6,416	8,187	◇
In-Service On-time Performance		63.67%	80%	57.35%	59.73%	■
Bus Traffic Accidents Per 100,000 Miles	4.03	4.00	2.70	3.65	4.39	◇
Complaints per 100,000 Boardings	3.42	4.02	3.50	4.71	2.82	■
Division 5						
On-Time Pullouts *	99.74%	99.70%	100%			
MMBCMF**	8,883	8,756	7,500	8,422	11,744	●
In-Service On-time Performance	63.31%	66.30%	80%	59.21%	61.94%	■
Bus Traffic Accidents Per 100,000 Miles	4.35	4.58	2.70	3.67	3.15	◇
Complaints per 100,000 Boardings	2.47	2.86	3.50	3.07	2.23	●
Division 18						
On-Time Pullouts *	99.76%	99.68%	100%			
MMBCMF**	4,514	5,144	7,500	5,447	6,512	■
In-Service On-time Performance	60.19%	61.23%	80%	56.38%	58.66%	■
Bus Traffic Accidents Per 100,000 Miles	3.80	3.57	2.70	3.64	5.45	■
Complaints per 100,000 Boardings	4.39	5.26	3.50	6.30	3.45	■

* A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS. **Data generated by Bus Operations Control is unavailable.**

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

● Green - High probability of achieving the FY04 target (on track).

◇ Yellow - Uncertain if the FY04 target will be achieved -- slight problems, delays or management issues.

■ Red - High probability that the FY04 target will not be achieved -- significant problems and/or delays.

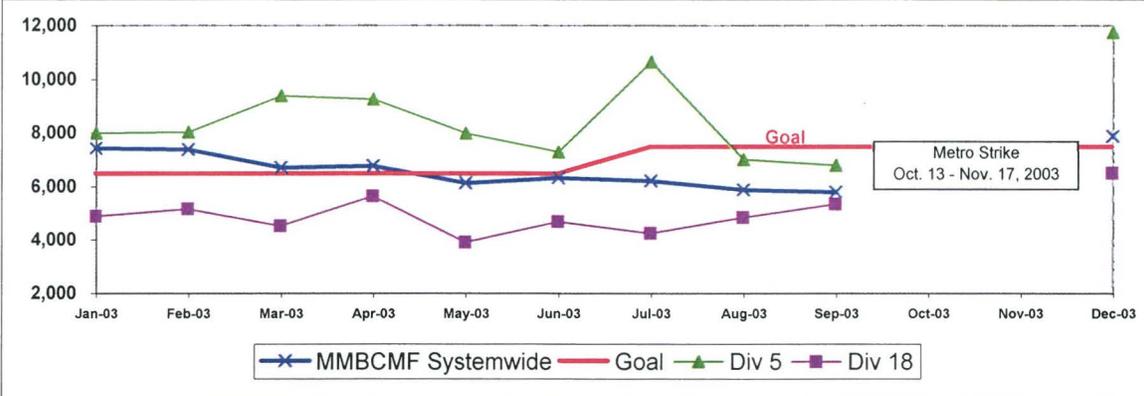
SOUTH BAY SECTOR (SB) BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*

Systemwide and Divisions 5 and 18

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

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



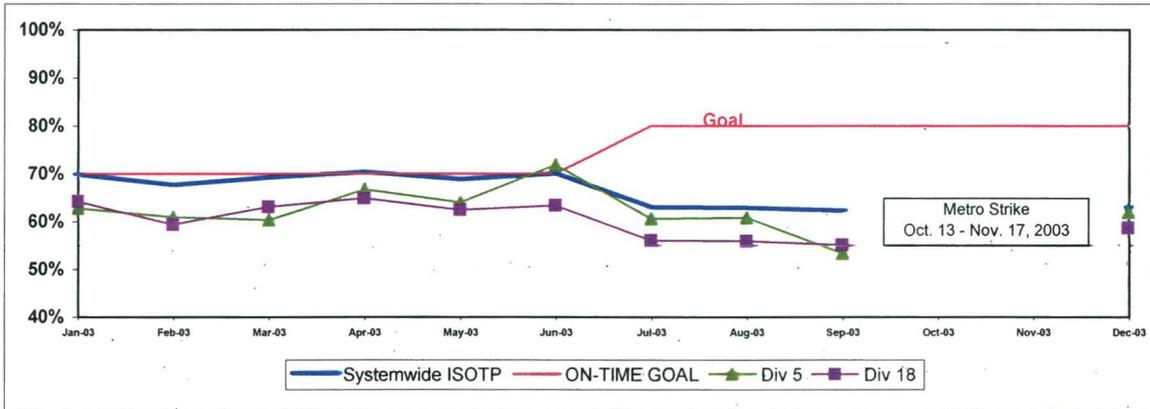
* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

IN-SERVICE ON-TIME PERFORMANCE

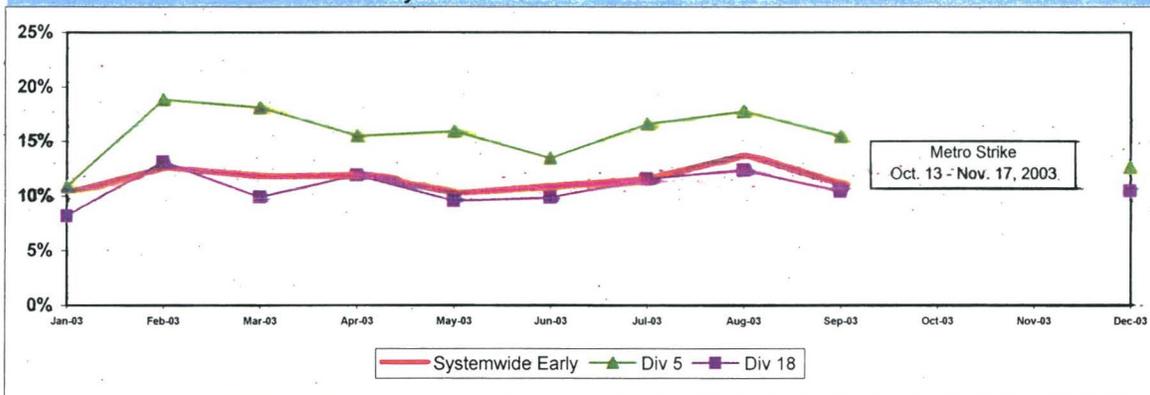
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



Running Hot Systemwide and Divisions 5 and 18

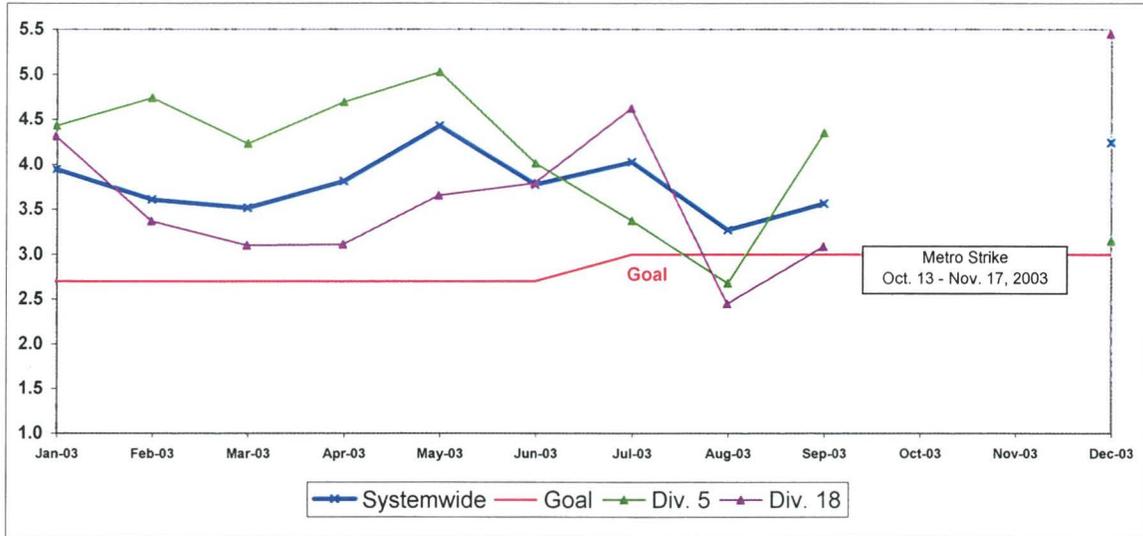


SB SECTOR BUS SERVICE PERFORMANCE - Continued

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.

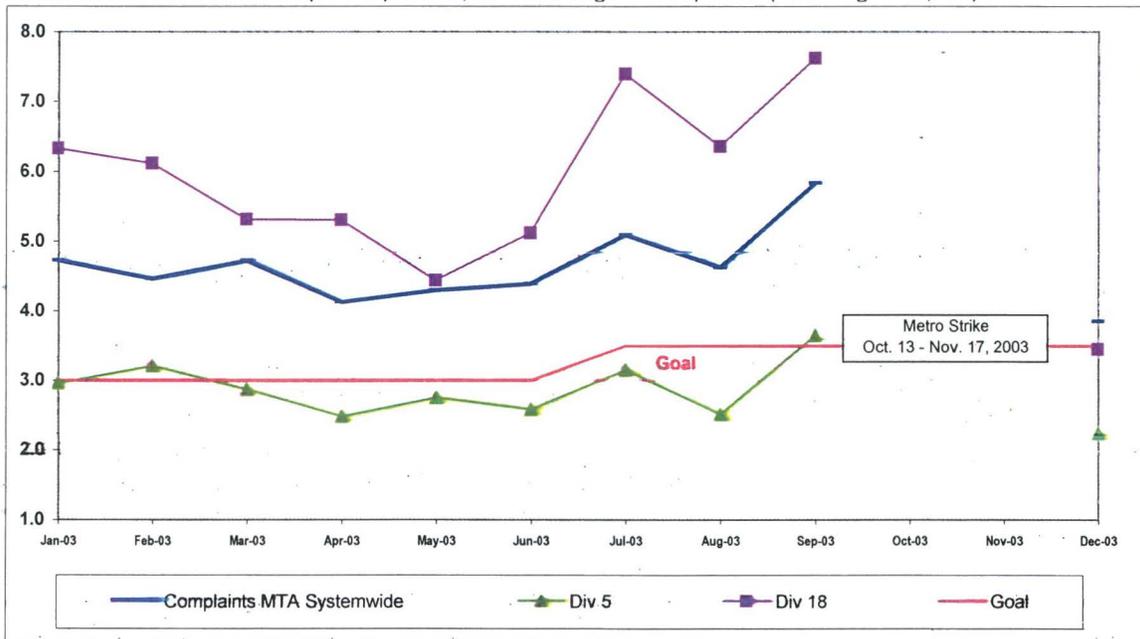
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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 625 Metro buses and 21 Metro Bus lines carrying nearly 86.1 million boarding passengers each year.

This report gives a brief overview of sector operations¹:

- * 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	FY02	FY03	FY04 Target	FY04 YTD	Dec. Month	Status
Bus Systemwide						
On-Time Pullouts (system) *	99.61%	99.64%	100%			
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)**	5,796	6,883	7,500	6,455	7,881	
In-Service On-time Performance	64.88%	69.23%	80%	62.99%	63.00%	
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.79	4.25	
Complaints per 100,000 Boardings	3.54	4.23	3.50	4.72	3.85	
WC Sector						
On-Time Pullouts *	99.59%	99.37%	100%			
MMBCMF**	6,099	5,720	7,500	5,209	7,156	
In-Service On-time Performance		67.88%	80%	61.73%	61.07%	
Bus Traffic Accidents Per 100,000 Miles	4.69	4.72	3.75	4.80	5.82	
Complaints per 100,000 Boardings	3.33	4.84	3.75	5.95	8.45	
Division 6						
On-Time Pullouts *	99.73%	99.85%	100%			
MMBCMF**	9,241	8,335	7,500	11,829	28,671	
In-Service On-time Performance	64.64%	65.93%	80%	60.05%	57.87%	
Bus Traffic Accidents Per 100,000 Miles	4.18	4.52	3.75	3.87	1.49	
Complaints per 100,000 Boardings	4.51	6.10	3.75	7.07	8.32	
Division 7						
On-Time Pullouts *	99.59%	99.38%	100%			
MMBCMF**	6,942	5,389	7,500	4,260	5,537	
In-Service On-time Performance	67.96%	68.80%	80%	62.46%	61.64%	
Bus Traffic Accidents Per 100,000 Miles	5.23	4.95	3.75	5.22	6.18	
Complaints per 100,000 Boardings	3.36	4.74	3.75	6.45	7.66	
Division 10						
On-Time Pullouts *	99.56%	99.26%	100%			
MMBCMF**	5,121	5,734	7,500	5,694	7,999	
In-Service On-time Performance	63.56%	67.34%	80%	61.44%	61.42%	
Bus Traffic Accidents Per 100,000 Miles	4.23	4.55	3.75	4.61	6.41	
Complaints per 100,000 Boardings	3.13	4.73	3.75	5.37	9.55	

¹ A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS. **Data generated by Bus Operations Control is unavailable.**

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

 Green - High probability of achieving the FY04 target (on track).

 Yellow - Uncertain if the FY04 target will be achieved -- slight problems, delays or management issues.

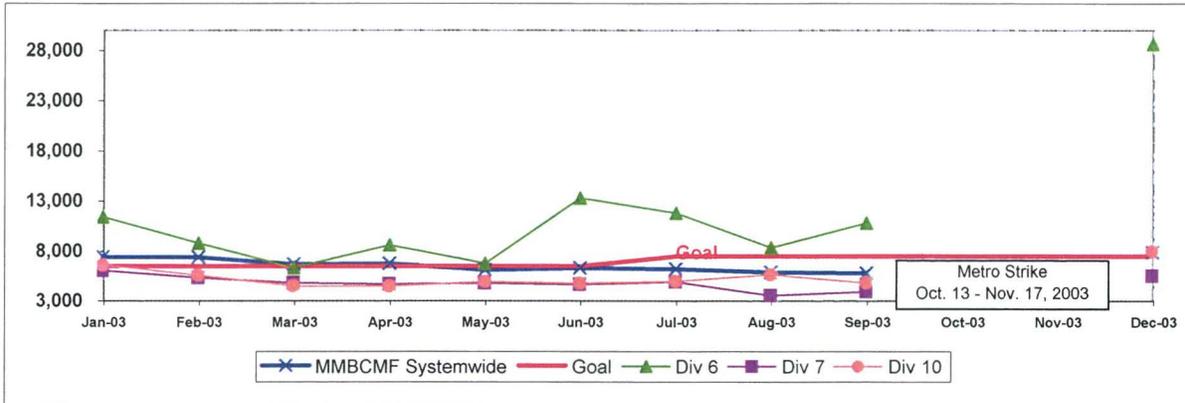
 Red - High probability that the FY04 target will not be achieved -- significant problems and/or delays.

WESTSIDE/CENTRAL SECTOR (WC) BUS SERVICE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*

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

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



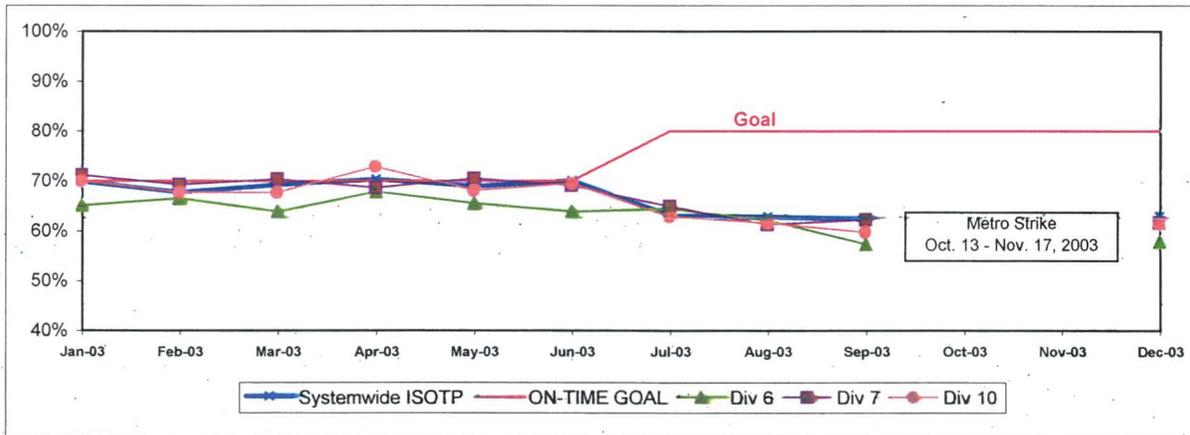
* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

IN-SERVICE ON-TIME PERFORMANCE

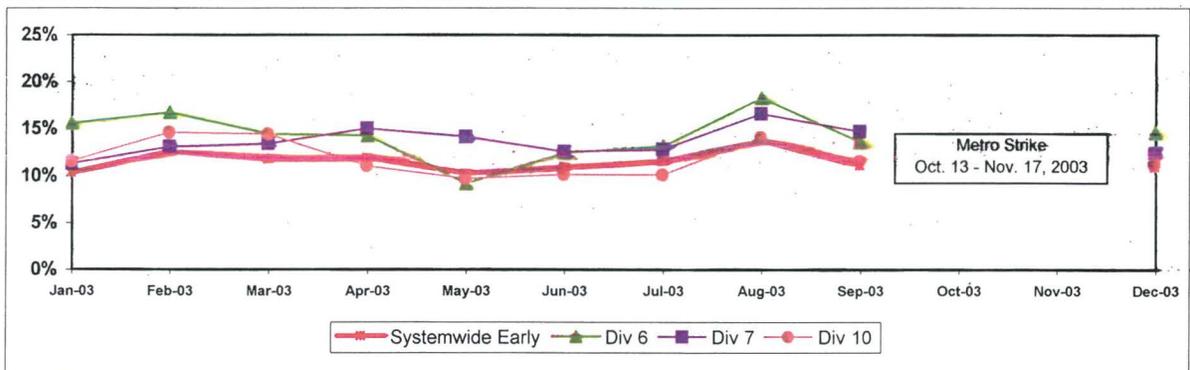
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



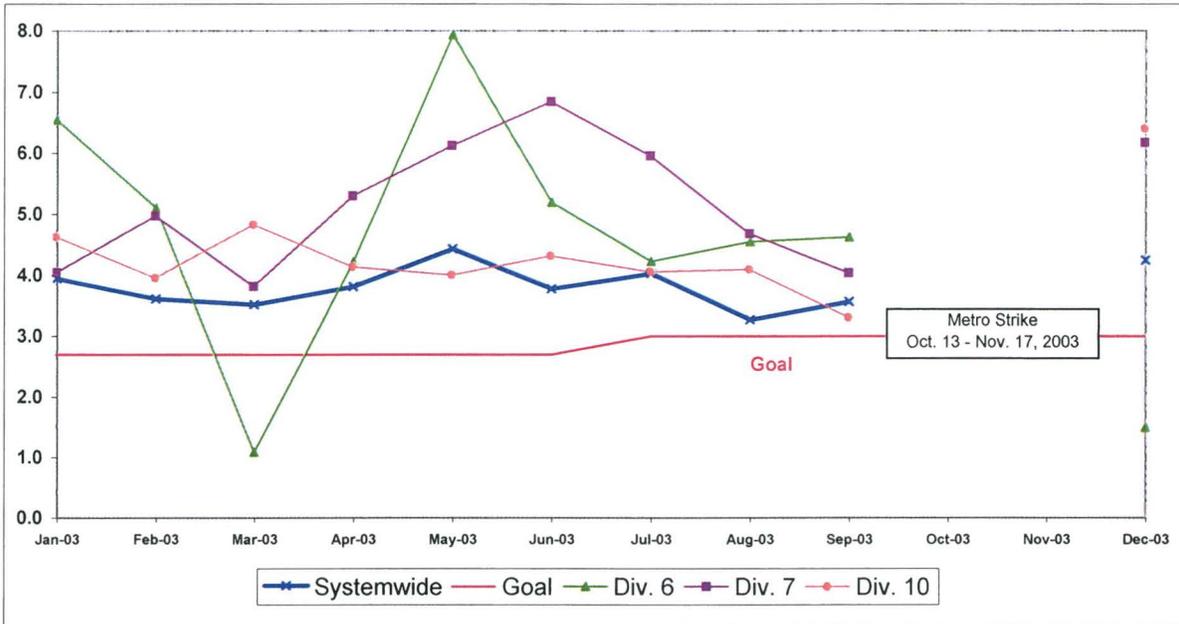
Running Hot - Systemwide and Divisions 6, 7 and 10



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.

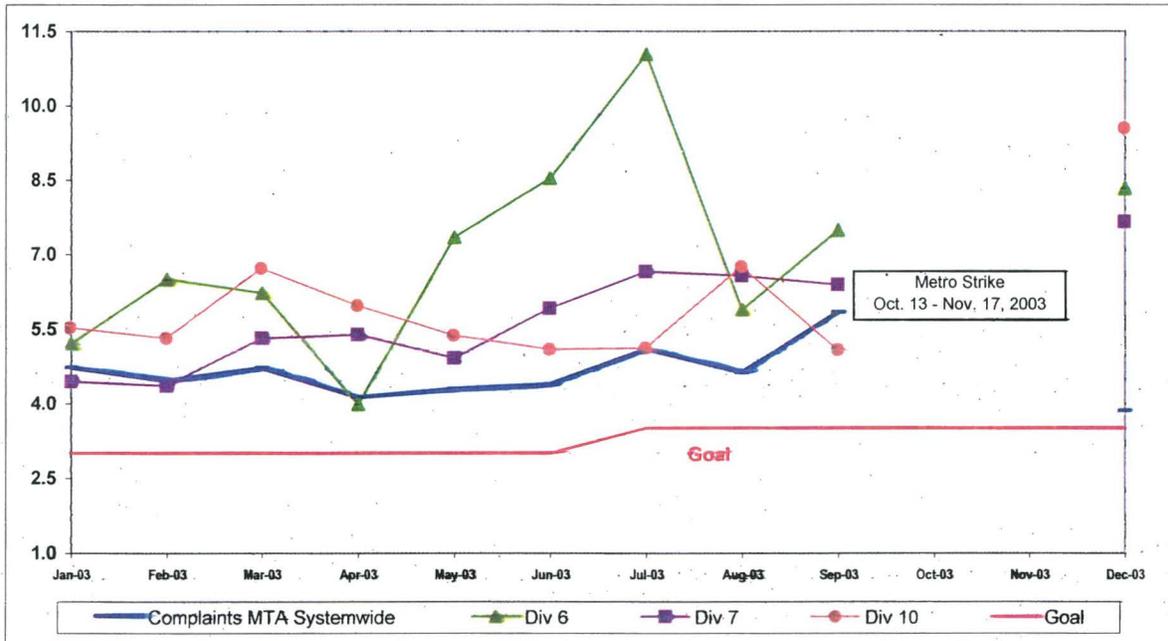
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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 three light rail lines, Metro Blue Line from downtown to Long Beach, Metro Green Line along the 105 freeway and Metro Gold Line to Pasadena. Metro Rail is responsible for the operation of approximately 104 heavy rail cars and 121 light rail cars carrying nearly 5.8 million boarding passengers each year.

This report gives a brief overview of sector operations*:

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

Measurement	FY02	FY03	FY04 Target	FY04 YTD	Dec. Month	Status
Metro Red Line (MRL)						
On-Time Pullouts	99.89%	99.36%	99.00%	99.61%	99.80%	●
Mean Miles Between Chargeable Mechanical Failures	9,842	9,495	10,000	14,892	19,004	●
In-Service On-time Performance	99.60%	99.15%	99.50%	99.13%	98.70%	◇
Traffic Accidents Per 100,000 Train Miles	0.22	0.07	0.20	0.00	0.00	●
Complaints per 100,000 Boardings	0.73	1.20	0.85	1.07	0.58	◇
Metro Blue Line (MBL)						
On-Time Pullouts	99.43%	99.07%	99.00%	99.86%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures	4,897	6,399	10,000	11,225	11,337	●
In-Service On-time Performance	98.70%	97.59%	98.50%	98.90%	99.39%	●
Traffic Accidents Per 100,000 Train Miles	0.97	0.82	0.70	1.16	3.44	◇
Complaints per 100,000 Boardings	0.97	1.30	0.88	1.06	0.84	◇
Metro Green Line (MGrL)						
On-Time Pullouts	99.62%	98.99%	99.00%	99.78%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures	3,990	5,617	10,000	11,423	10,161	●
In-Service On-time Performance	99.16%	98.21%	99.50%	99.13%	99.13%	◇
Traffic Accidents Per 100,000 Train Miles	0.00	0.14	0.20	0.17	0.00	●
Complaints per 100,000 Boardings	1.22	1.26	0.88	1.19	0.65	◇
Metro Gold Line (MGOL)						
On-Time Pullouts			TBD	100.00%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures			10,000	112,701	11,291	●
In-Service On-time Performance			TBD	98.45%	97.15%	◇
Traffic Accidents Per 100,000 Train Miles			TBD	0.63	0.00	●
Complaints per 100,000 Boardings			TBD	4.95	4.04	■

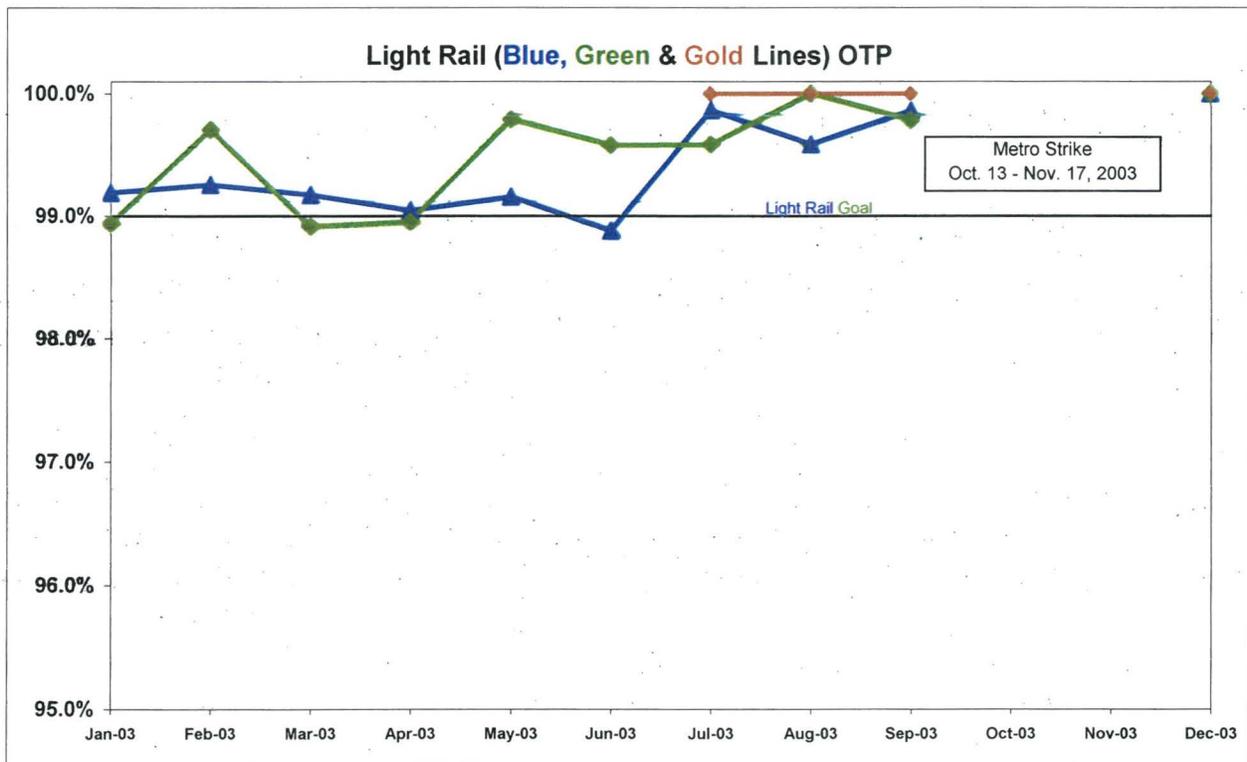
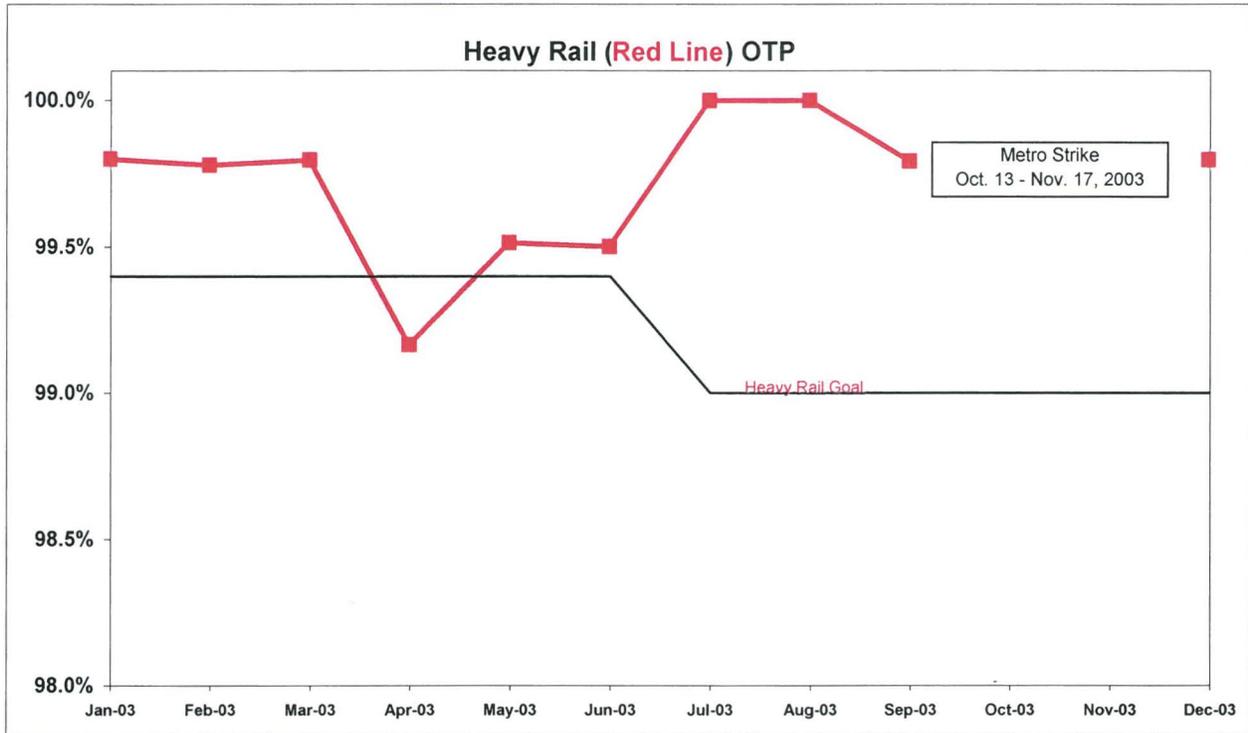
- Green - High probability of achieving the FY04 target (on track).
- ◇ Yellow - Uncertain if the FY04 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY04 target will not be achieved -- significant problems and/or delays.

RAIL SERVICE PERFORMANCE

ON-TIME PULLOUTS

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

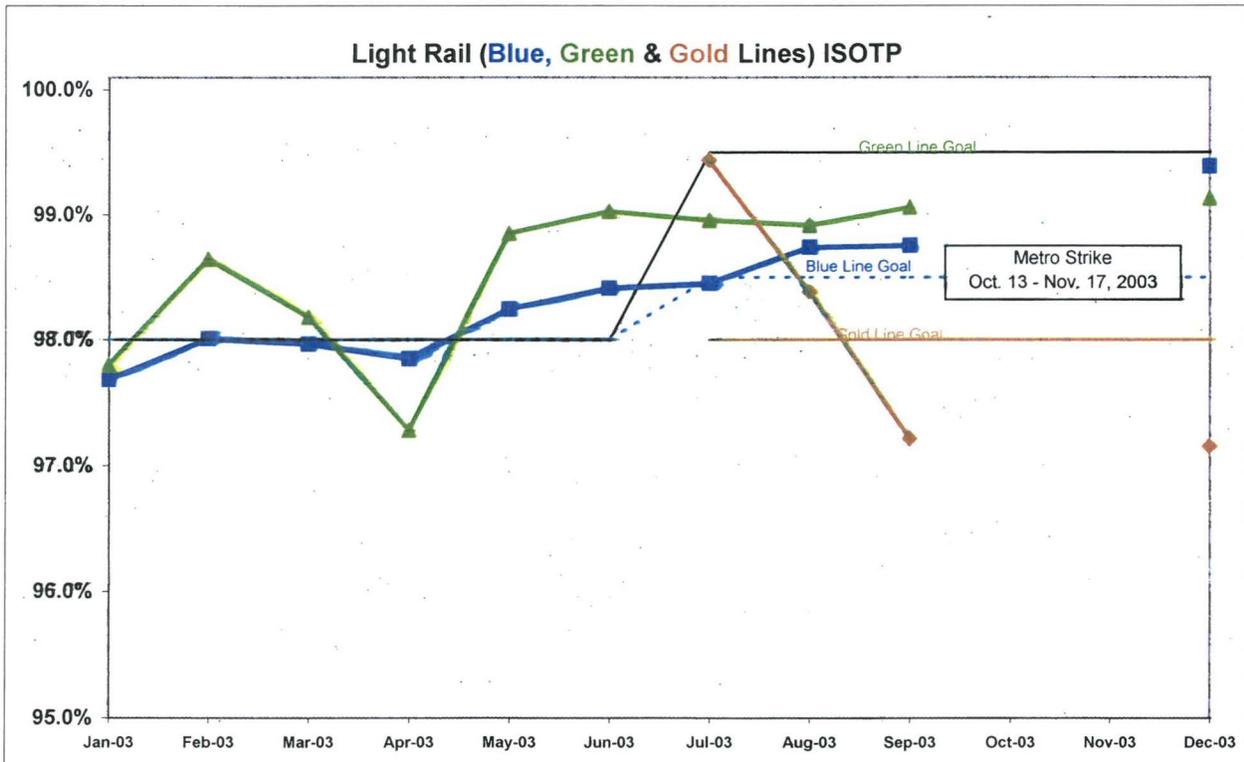
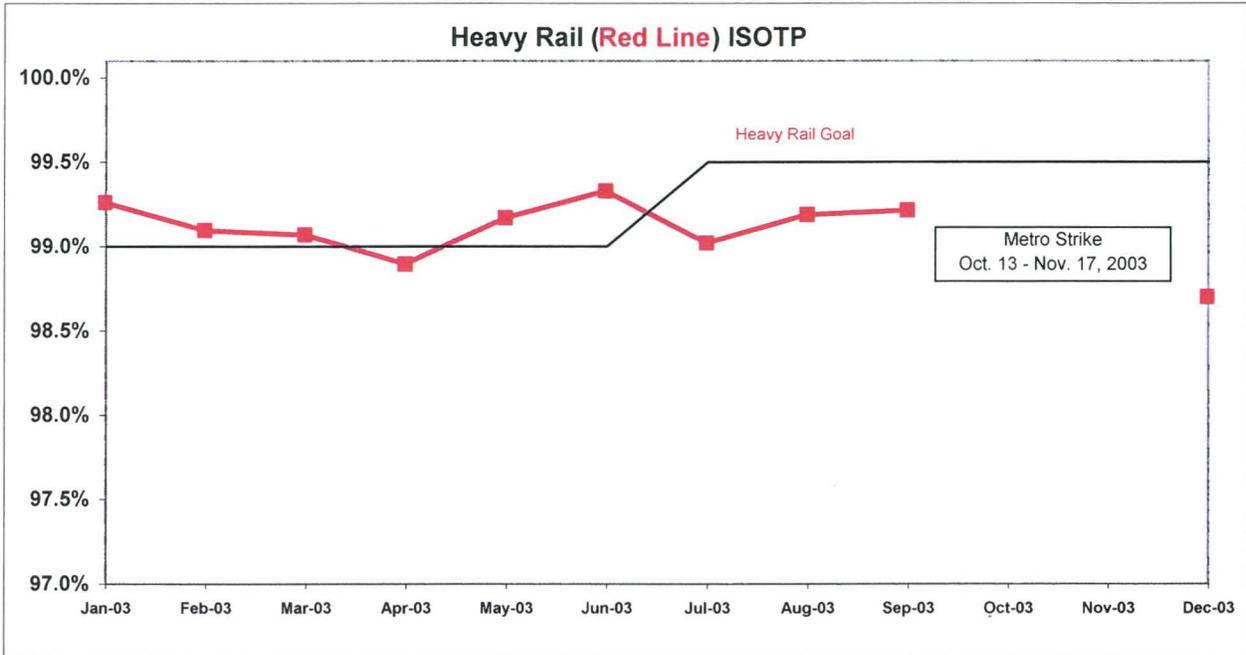
Calculation: $OTP\% = [(100\% - ((\text{Total cancelled pullouts plus late pullouts}) / \text{by Total scheduled pullouts}) \times 100)]$



IN-SERVICE ON-TIME PERFORMANCE

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

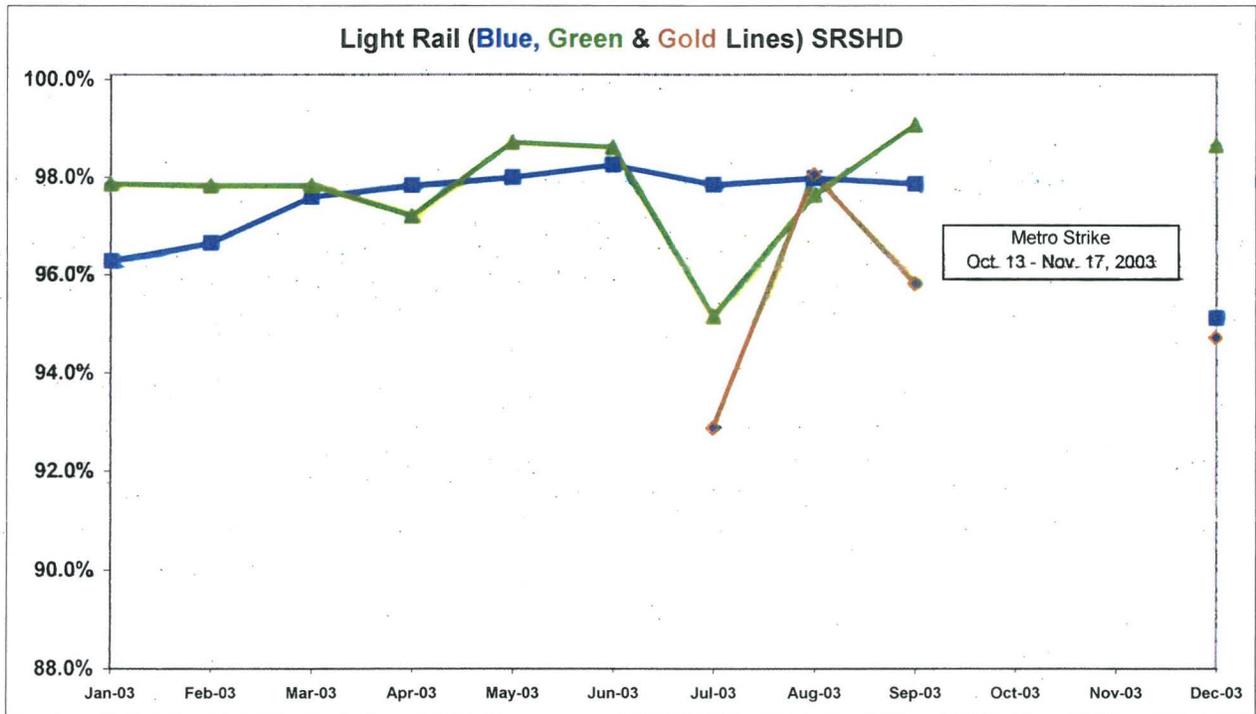
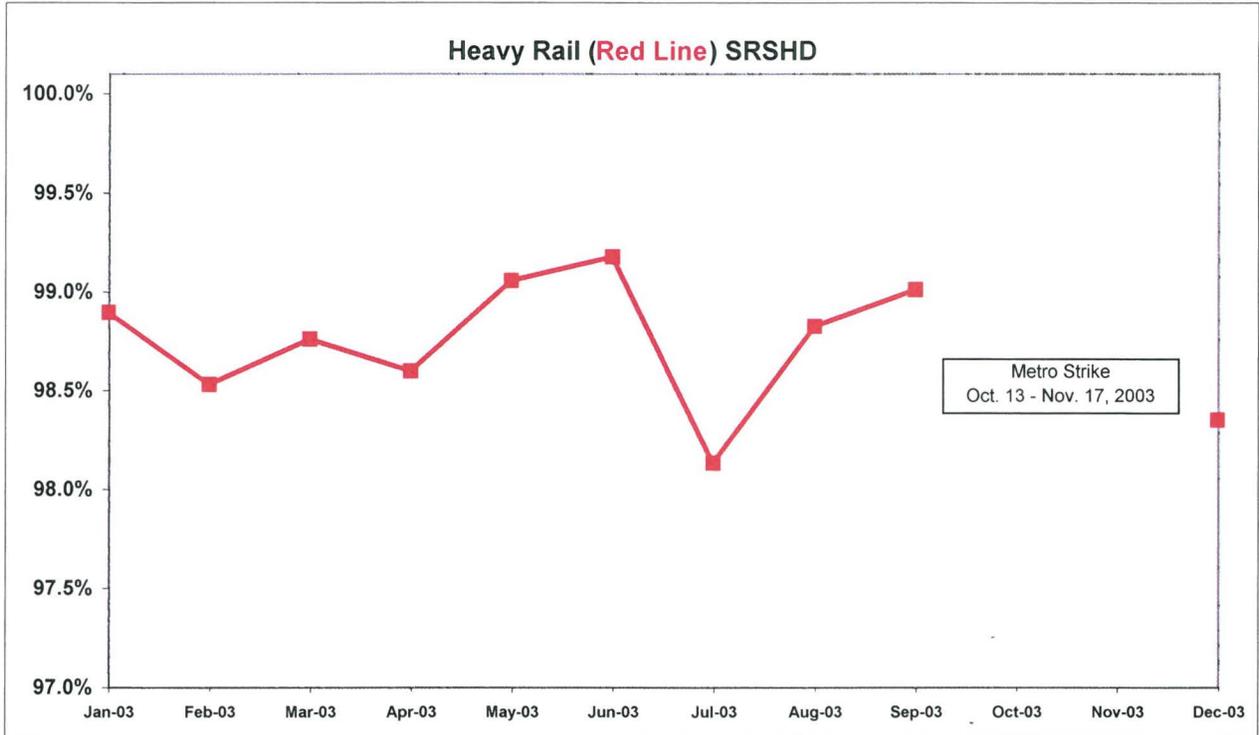
Calculation: ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]



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.

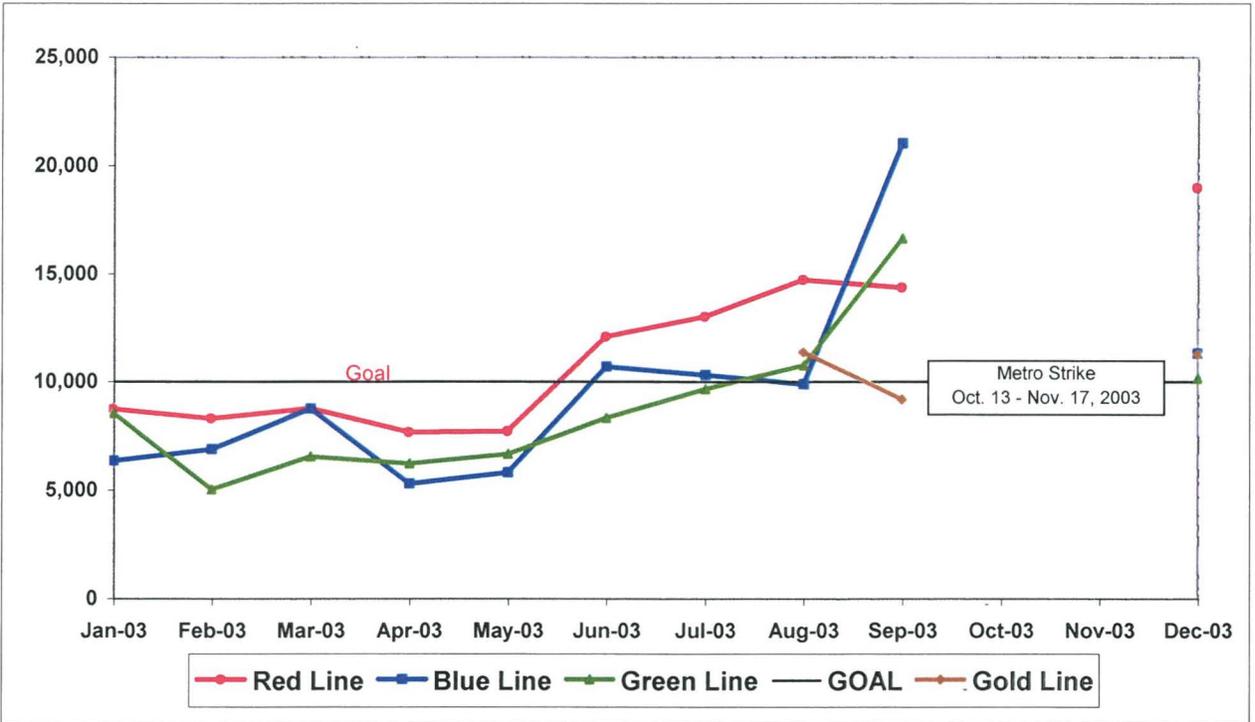
Calculation: $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



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

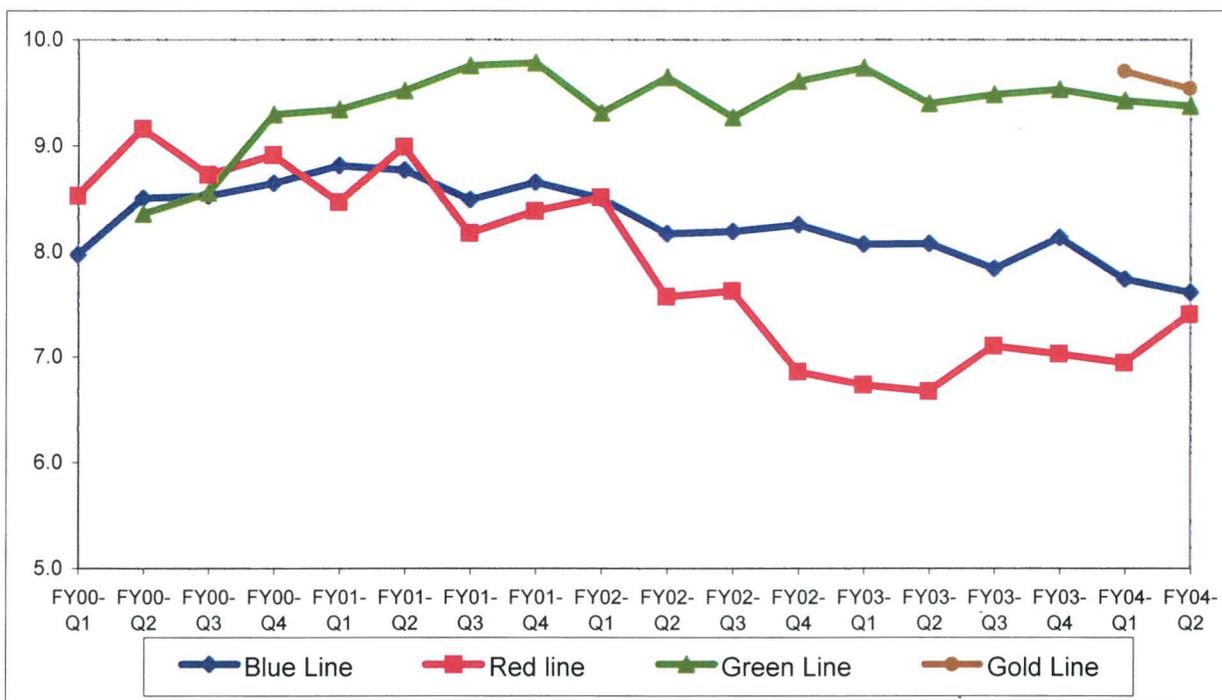


RAIL CLEANLINESS

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: Overall cleanliness scores for Divisions 11, 21 and 22 remained consistent with the first quarter of FY04. Division 20 overall rating improved half a point. Divisions 21 and 22 received overall ratings above the 8.0 mark.

Scores for the categories of operator cab area, transom/ledges, ceilings/vents, seats, windows, window etching, doors, interior graffiti, exterior graffiti and exterior body condition were above the 8.0 mark.

Corrective Action: The categories of sacrificial windows, floors, exterior cleanliness and exterior roof cleanliness scored a 7.8 or lower and require improvement.

BUS SERVICE PERFORMANCE

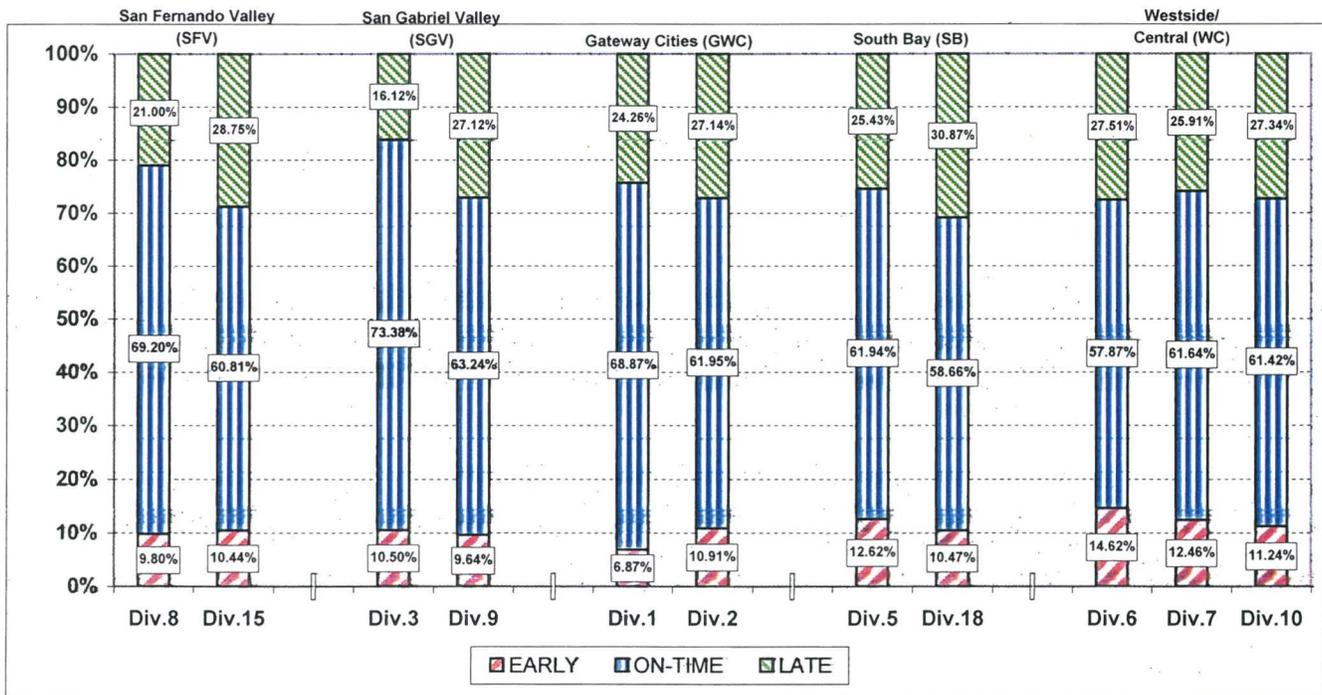
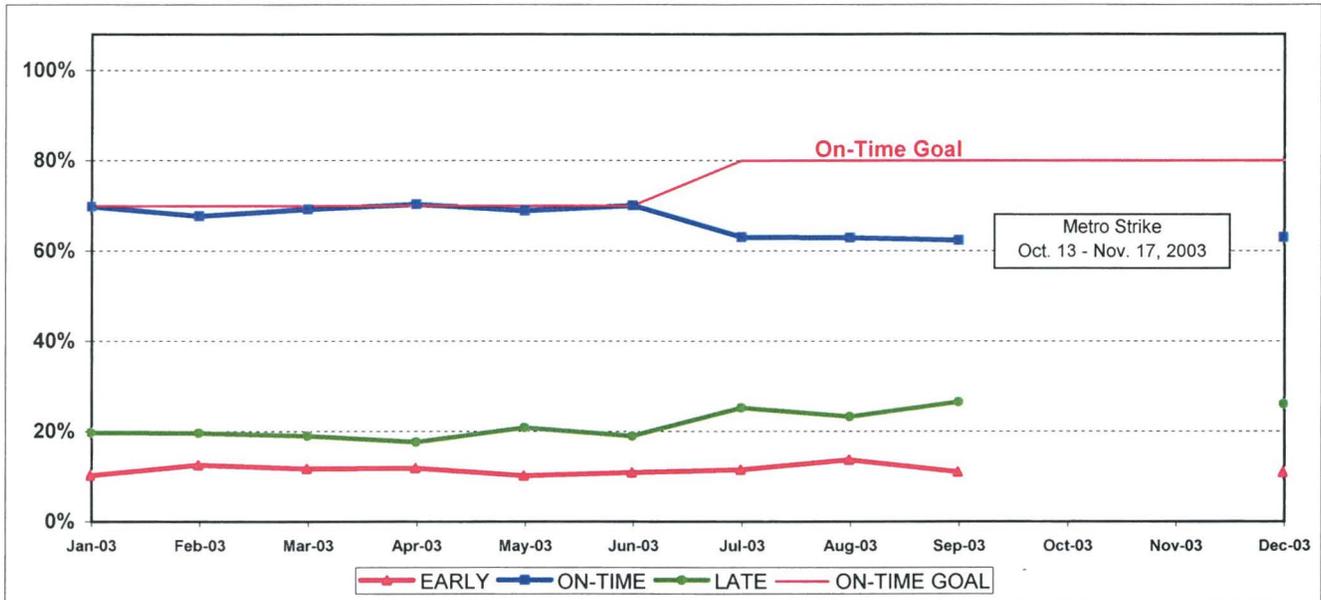
IN-SERVICE ON-TIME PERFORMANCE

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

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

Systemwide Trend

Bus Operating Divisions ISOTP - 1 Minute Tolerance for Running Hot



ISOTP By Sectors' Divisions

Year-to-Date Compared To Last Year

	FY03	FY04-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8			
Early	7.09%	7.63%	0.54%
On-Time	70.09%	67.74%	-2.35%
Late	22.82%	24.63%	1.81%
Division 15			
Early	8.08%	8.44%	0.36%
On-Time	66.13%	65.43%	-0.70%
Late	25.78%	26.13%	0.35%
Gateway Cities Sector (GWC)			
Division 1			
Early	8.49%	8.16%	-0.33%
On-Time	78.22%	68.45%	-9.77%
Late	13.29%	23.39%	10.10%
Division 2			
Early	11.75%	13.10%	1.35%
On-Time	67.53%	65.09%	-2.44%
Late	20.73%	21.81%	1.08%
South Bay Sector (SB)			
Division 5			
Early	12.57%	15.85%	3.28%
On-Time	66.30%	59.21%	-7.09%
Late	21.13%	24.94%	3.81%
Division 18			
Early	10.97%	11.32%	0.35%
On-Time	61.23%	56.38%	-4.85%
Late	27.80%	32.29%	4.49%

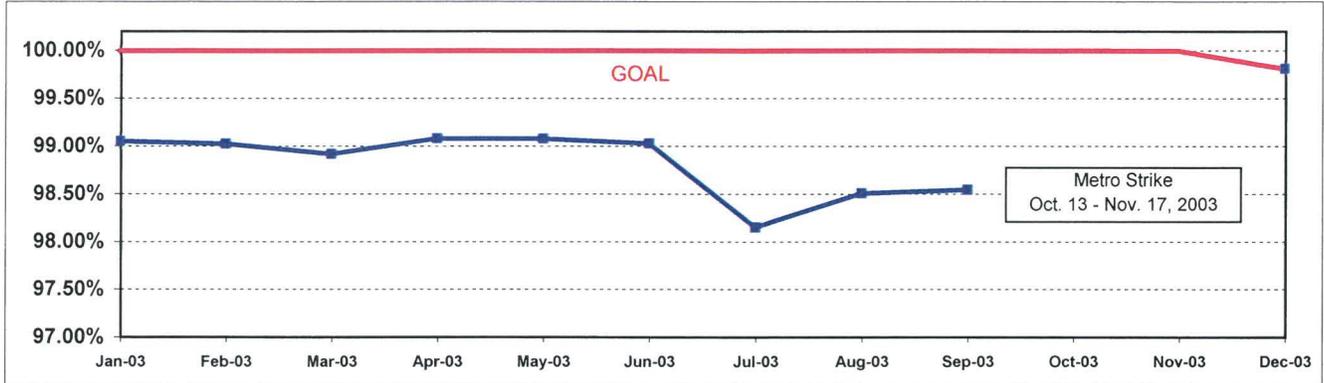
	FY03	FY04-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3			
Early	8.47%	9.94%	1.47%
On-Time	71.08%	69.15%	-1.93%
Late	20.45%	20.91%	0.46%
Division 9			
Early	11.47%	11.00%	-0.47%
On-Time	67.47%	62.45%	-5.02%
Late	21.06%	26.55%	5.49%
Westside/Central Sector (WC)			
Division 6			
Early	12.83%	15.14%	2.31%
On-Time	65.93%	60.05%	-5.88%
Late	21.25%	24.80%	3.55%
Division 7			
Early	12.03%	14.25%	2.22%
On-Time	68.80%	62.46%	-6.34%
Late	19.16%	23.29%	4.13%
Division 10			
Early	11.91%	11.86%	-0.05%
On-Time	67.34%	61.44%	-5.90%
Late	20.75%	26.69%	5.94%
SYSTEMWIDE			
Early	10.70%	11.88%	1.17%
On-Time	69.23%	62.99%	-6.24%
Late	20.06%	25.13%	5.07%

SCHEDULED REVENUE HOURS DELIVERED

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

Calculation: SRHD% = 1 - ((In-Service Delay Revenue Hours plus Cancelled Revenue Hours) divided by (Total Scheduled Service Hours + Temporary Revenue Hours + Hollywood Bowl and Race Track Revenue Hours + In Addition Revenue Hours))

Systemwide Trend



Performance Year-to-Date Compared To Last Year

SRSRD	FY03	FY04-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8	99.25%	80.43%	-18.82%
Division 15	98.99%	80.12%	-18.87%

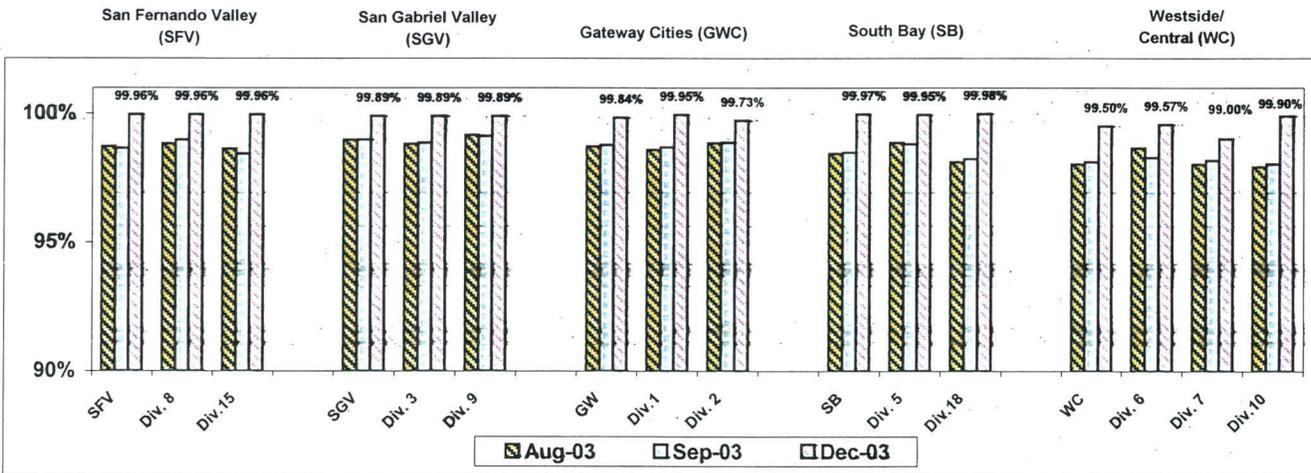
SRSRD	FY03	FY04-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3	99.03%	80.34%	-18.69%
Division 9	99.44%	80.41%	-19.03%

Gateway Cities Sector (GWC)			
Division 1	99.34%	80.28%	-19.06%
Division 2	99.06%	80.03%	-19.03%

Westside/Central Sector (WC)			
Division 6	98.97%	78.95%	-20.02%
Division 7	99.00%	79.76%	-19.23%
Division 10	98.92%	79.83%	-19.08%

South Bay Sector (SB)			
Division 5	99.12%	80.33%	-18.79%
Division 18	98.85%	79.95%	-18.90%

Systemwide	99.07%	80.09%	-18.98%
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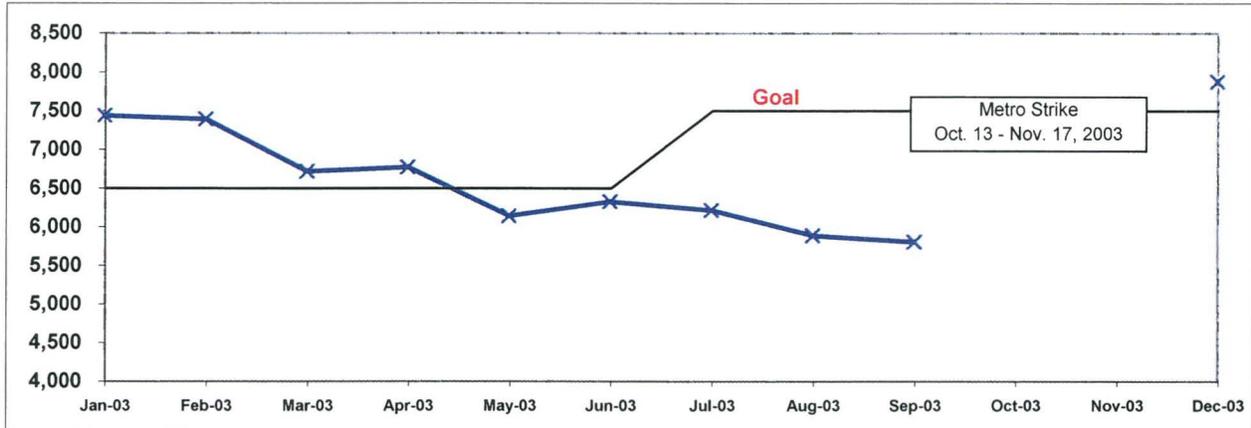
MAINTENANCE PERFORMANCE

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.

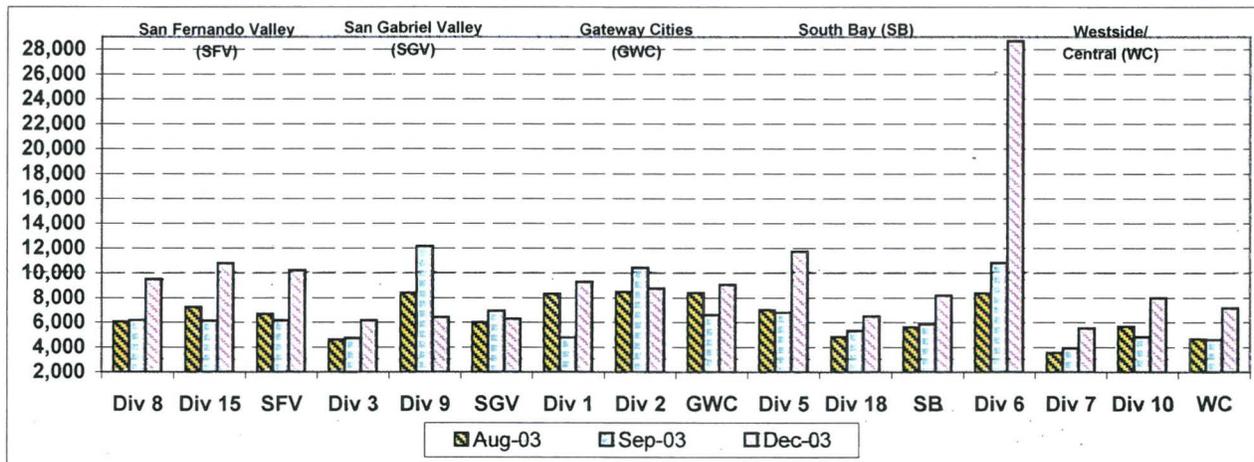
Calculation: Mean Miles Between Chargeable Mechanical Failures (MMBCMF) =
 (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)

Systemwide Trend

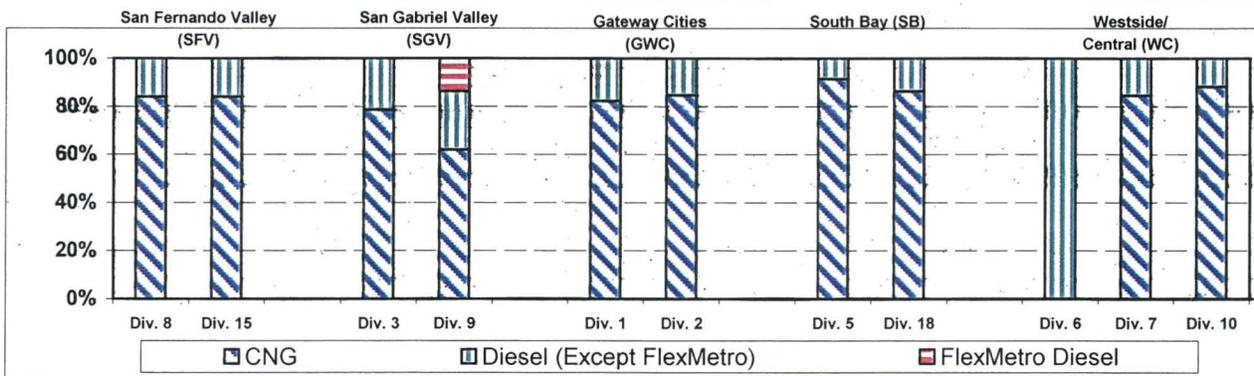


* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

Bus Operating Sector Divisions August, September, December 2003



Fleet Mix by Fuel Type



MAINTENANCE PERFORMANCE - Continued

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

	Number of Buses	Percent of Buses
CNG	1,896	75.00%
Diesel (Except FlexMetro)	512	20.25%
FlexMetro Diesel	26	1.03%
Gasoline	60	2.37%
Propane	34	1.34%
Total	2,528	100.00%

Average Age of Fleet by Sectors' Divisions

SFV		SGV		GWC		SB	
Div 8	Div 15	Div 3	Div 9	Div 1	Div 2	Div 5	Div 18
6.7	6.0	6.5	6.2	4.0	3.6	3.8	6.6

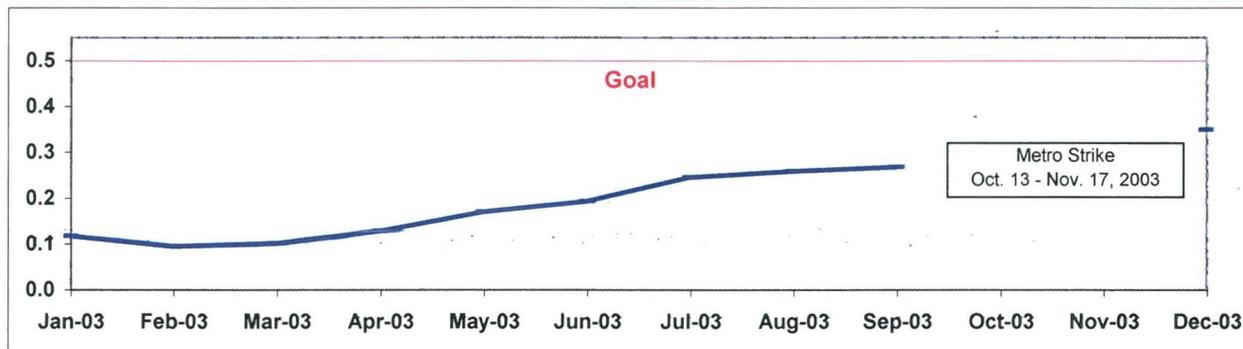
WC		
Div 6	Div 7	Div 10
9.7	4.5	5.9

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

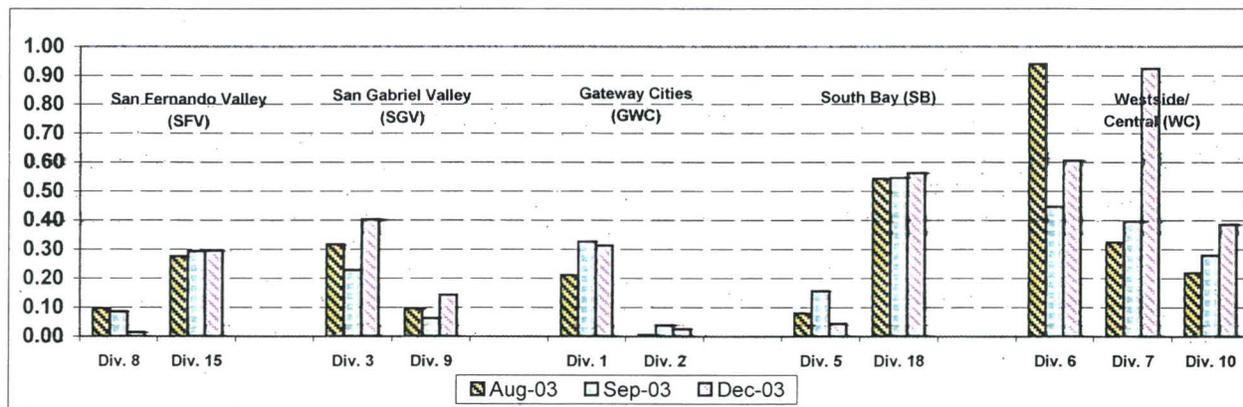
Definition: Average past due critical scheduled preventive maintenance jobs per bus. This indicator measures maintenance management's ability to prioritize and perform critical repairs and indicates the general maintenance condition of the fleet.

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

Systemwide Trend



Past Due Critical PMP's - by Sectors' Divisions
August, September, December 2003

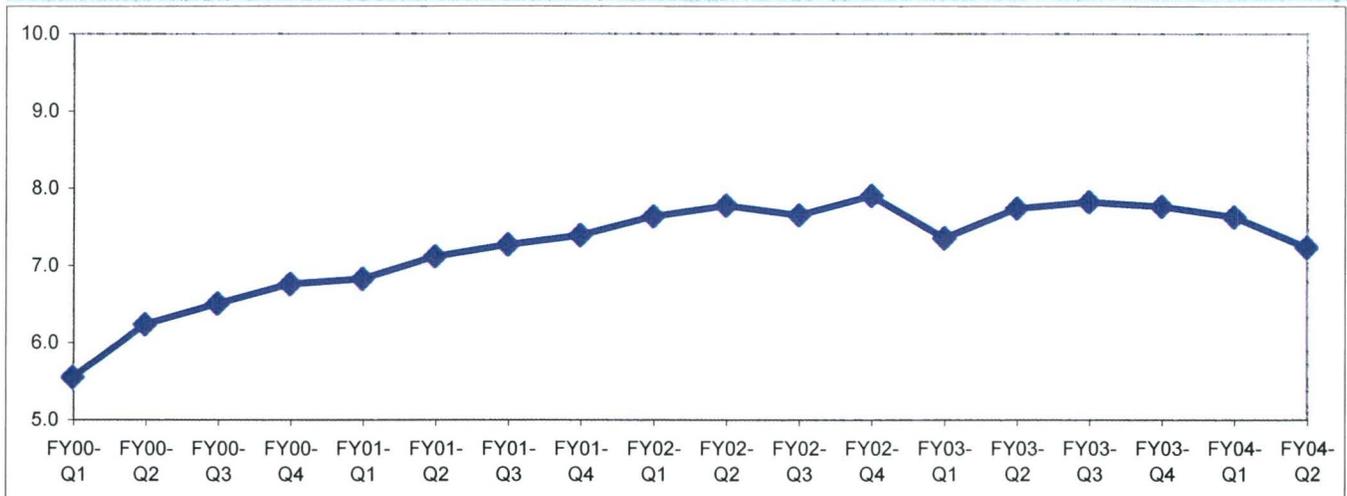


BUS CLEANLINESS

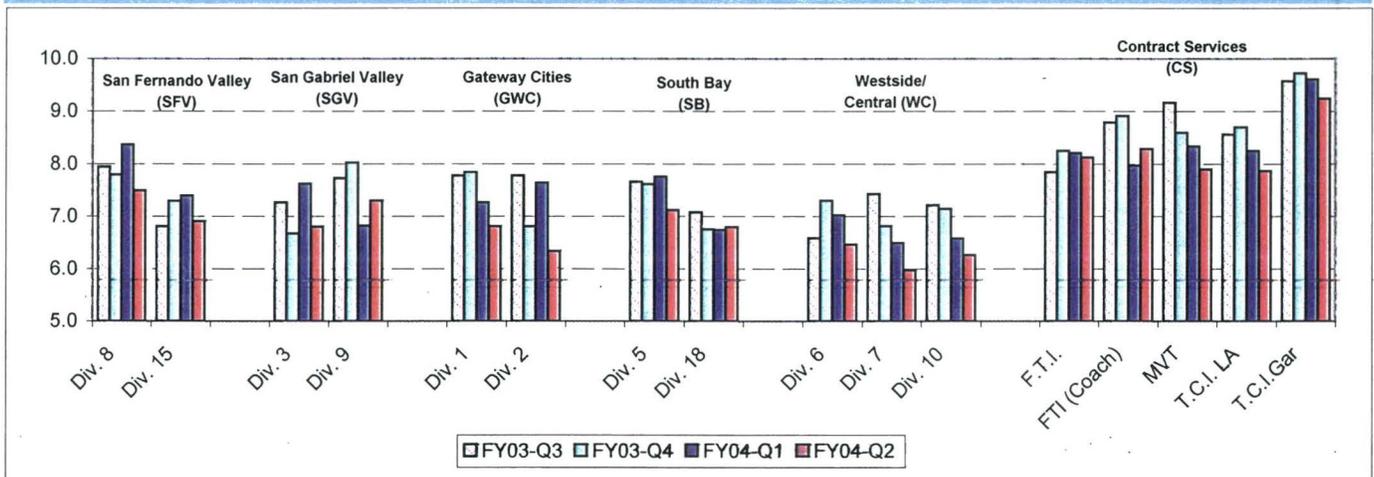
Definition: A team of three Quality Assurance Supervisors rates twenty percent of the fleet at each division and contractor per Quarter. Each of sixteen categories is examined and assigned a point value as follows: 1-3=Unsatisfactory; 4-7=Conditional; 8-10=Satisfactory. The individual item scores are 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 Third Quarter FY03- Second Quarter FY04



Analysis: Overall cleanliness score for Division 9 improved half a point in the second quarter. Overall cleanliness scores for Divisions 10 and 18 remained consistent with the first quarter of FY04. However, Divisions 1, 2, 3, 5, 6, 7, 8 and 15 overall ratings dropped half a point or more.

Scores for the categories of window etching, interior graffiti, exterior graffiti, 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, stepwells and exterior cleanliness.

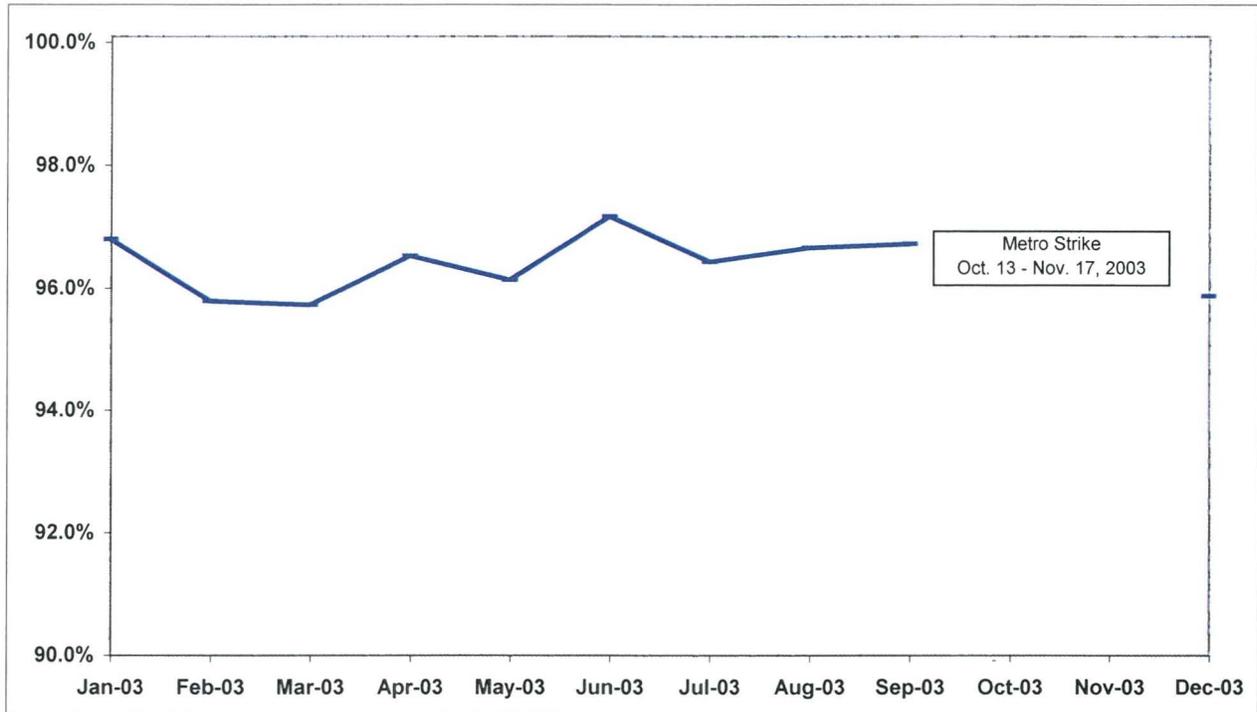
ATTENDANCE

MAINTENANCE ATTENDANCE

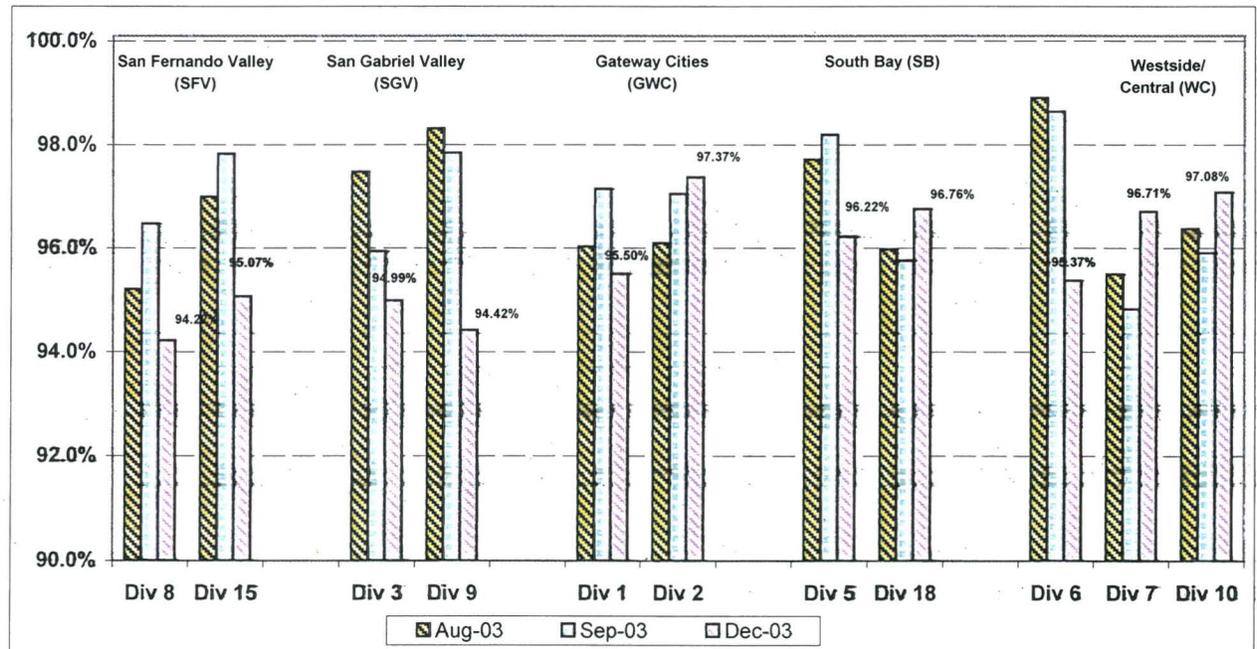
Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

Systemwide Trend



Maintenance Attendance - By Sectors' Divisions (By Current Month) August, September, December 2003



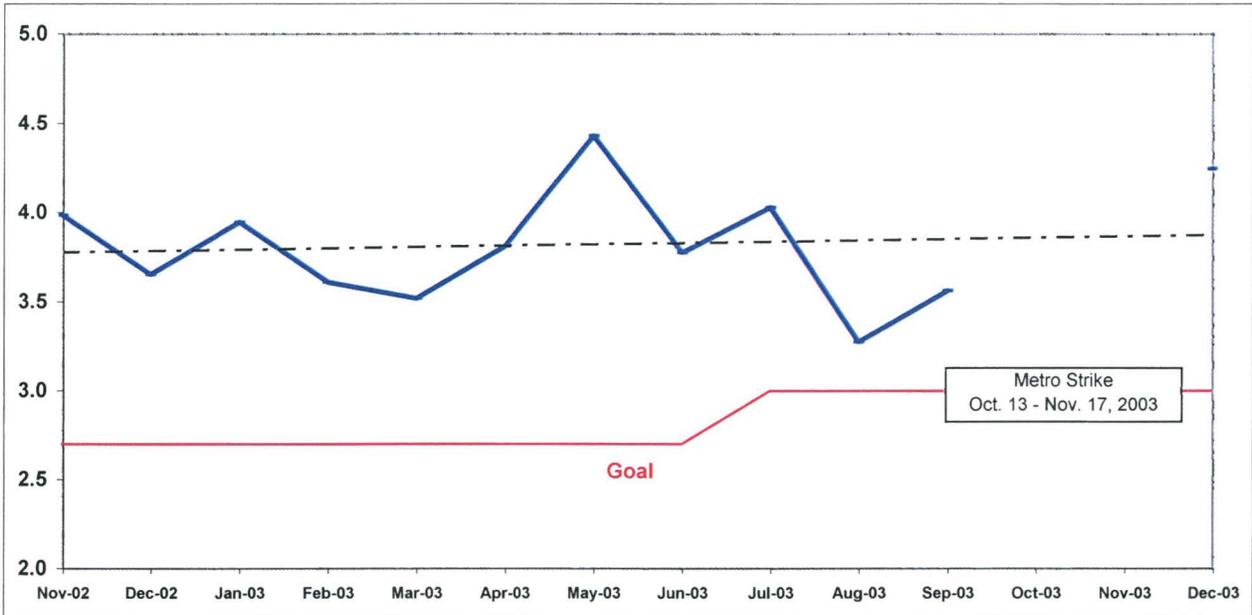
SAFETY PERFORMANCE

BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

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

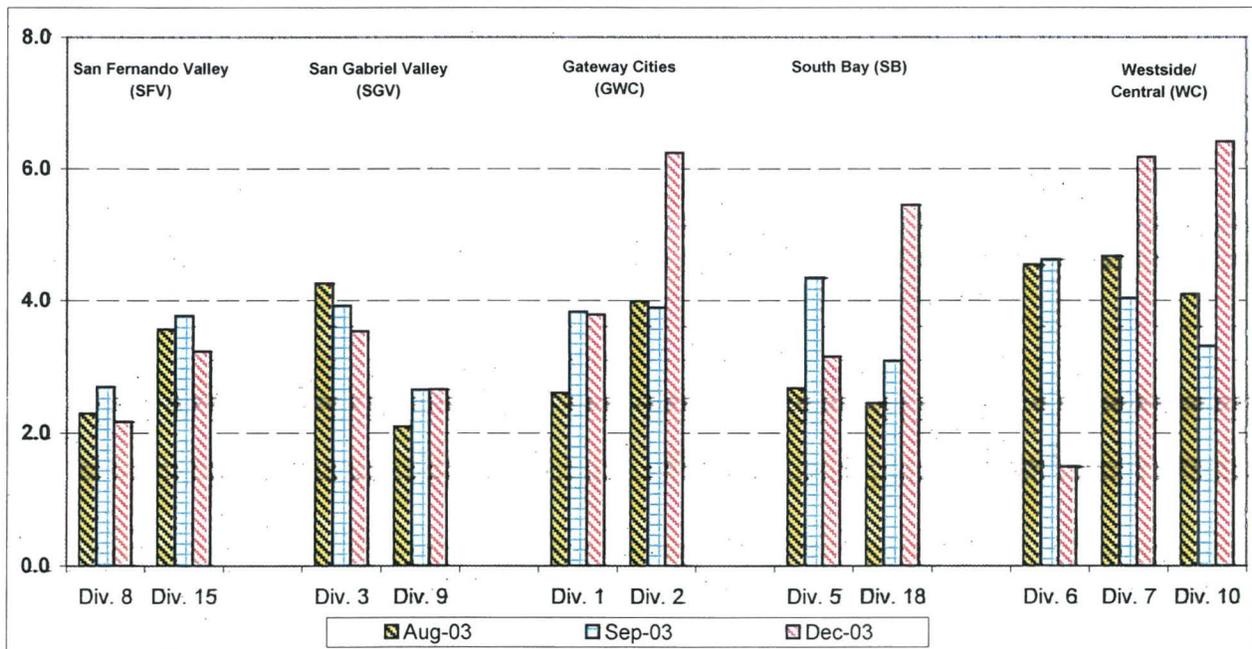
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

Systemwide Trend



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

Bus Operating Divisions - by Sectors' Divisions August, September, December 2003

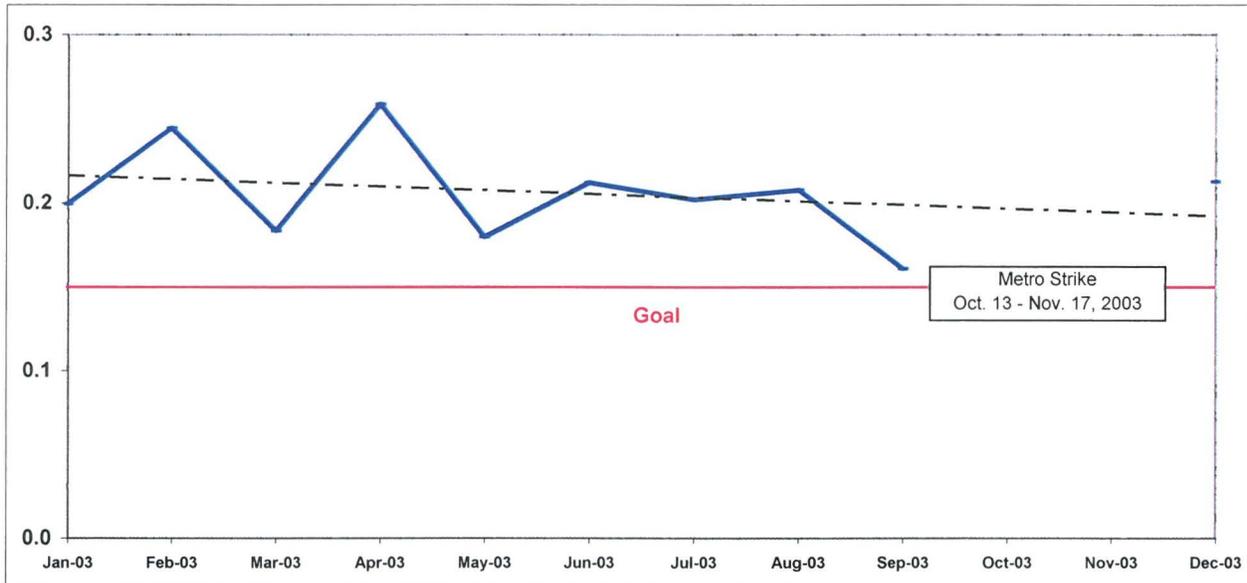


BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

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

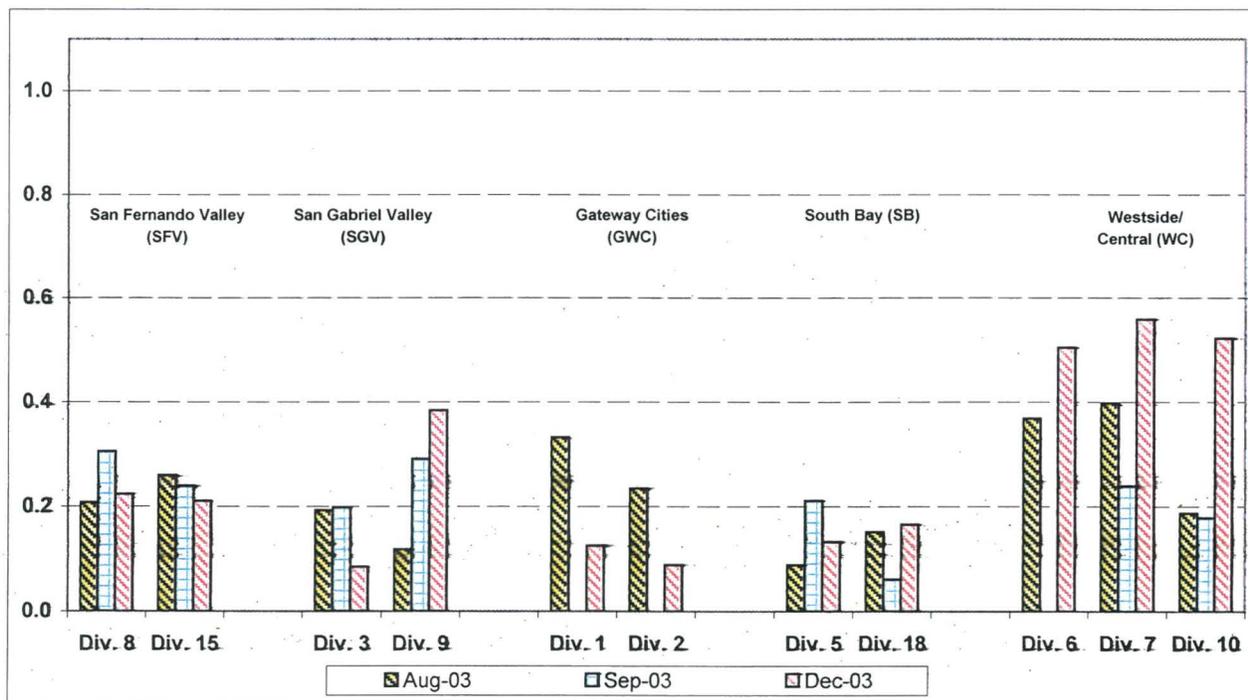
Calculation: Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by (Boardings / by 100,000))

Systemwide Trend



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

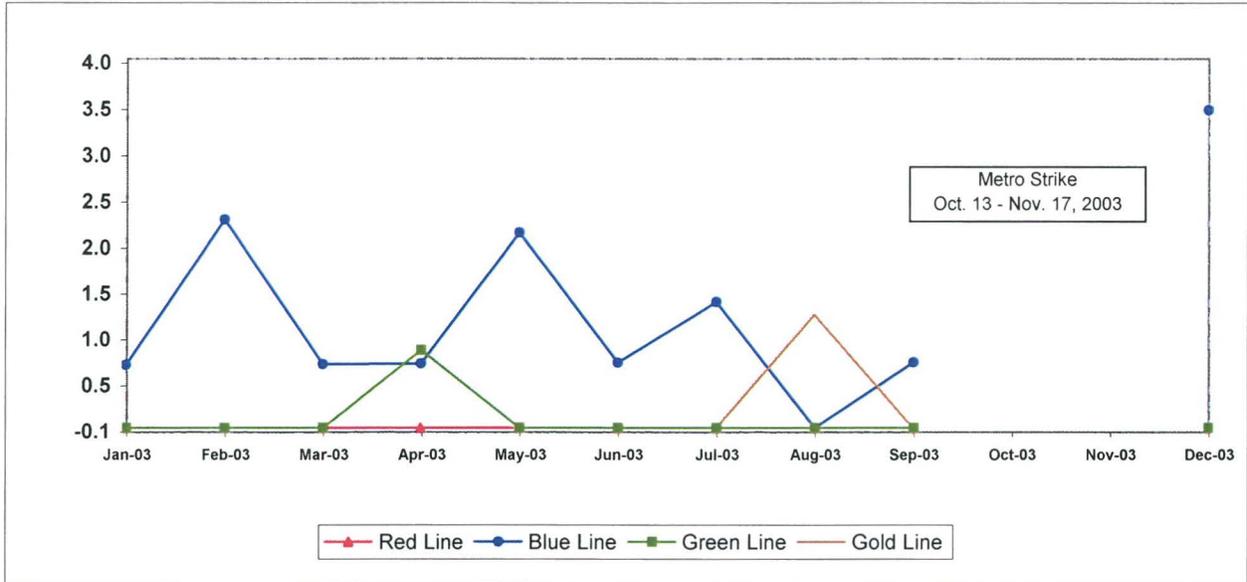
Bus Operating Divisions - by Sectors' Divisions August, September, December 2003



RAIL ACCIDENTS PER 100,000 REVENUE TRAIN MILES

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

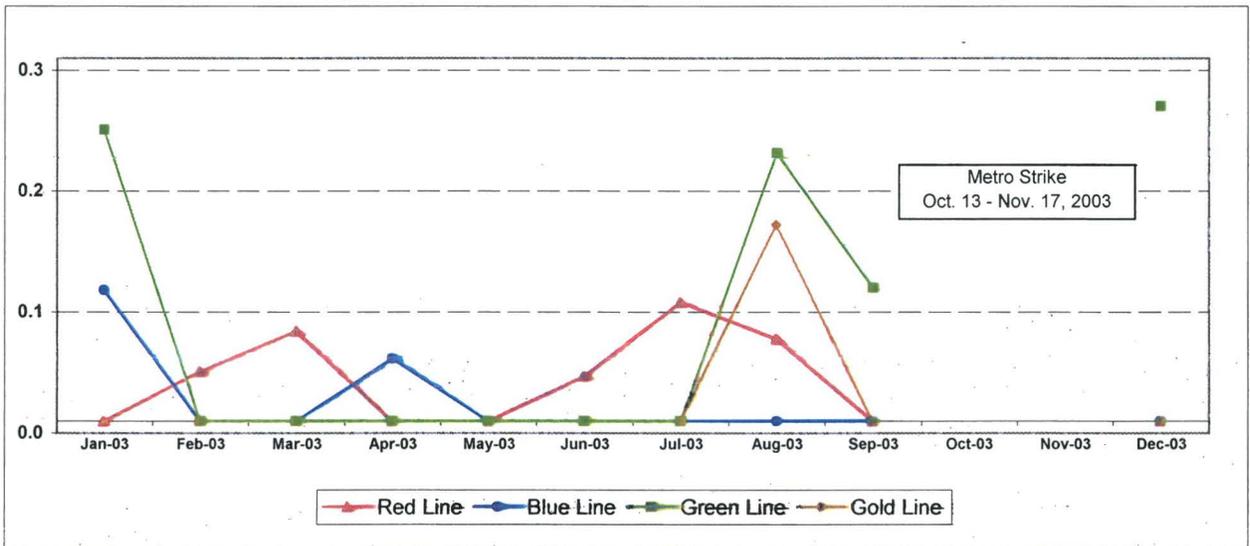
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



RAIL PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

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

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



CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

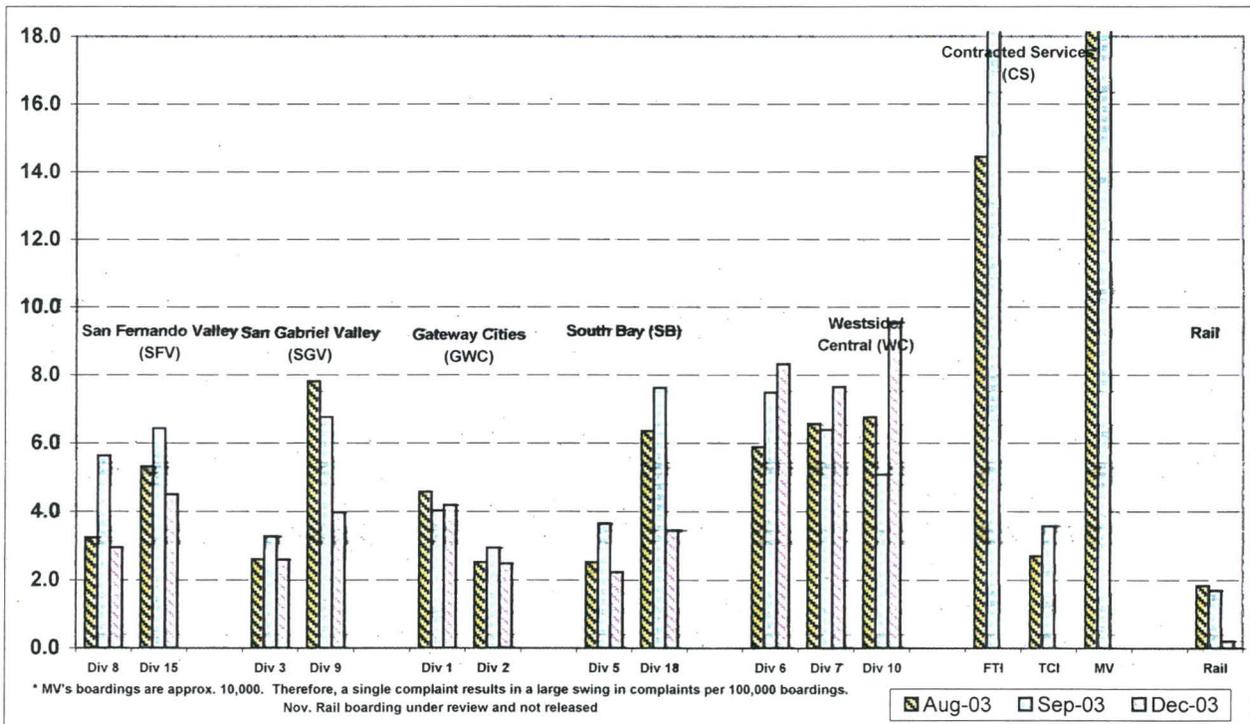
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

Systemwide Trend



Bus Operating Divisions - by Sectors' Divisions August, September, December 2003



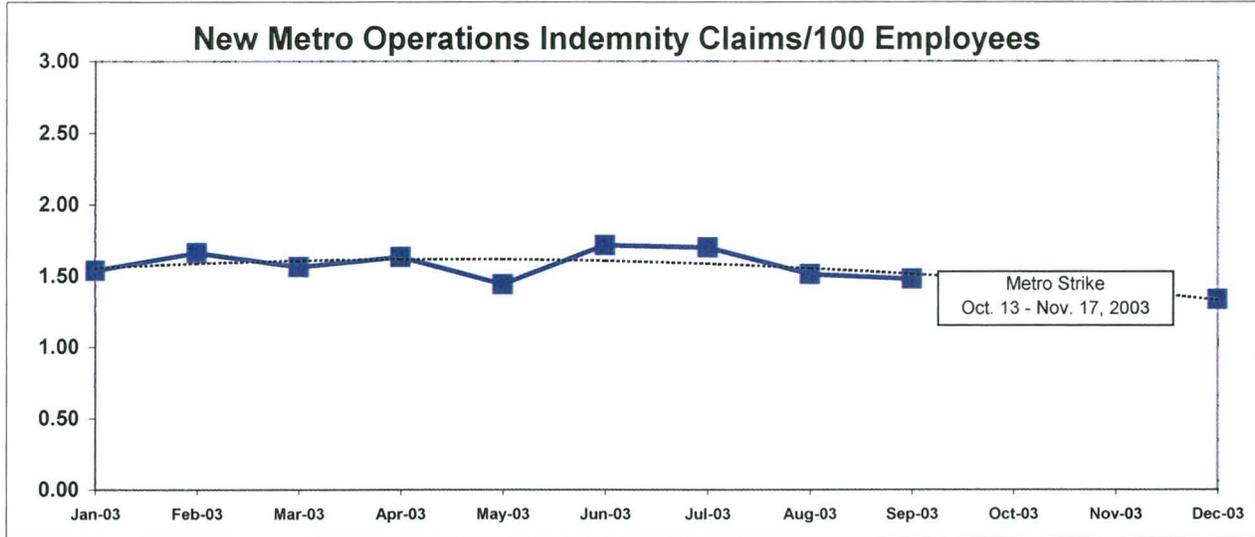
WORKERS COMPENSATION CLAIMS

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 Employee-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

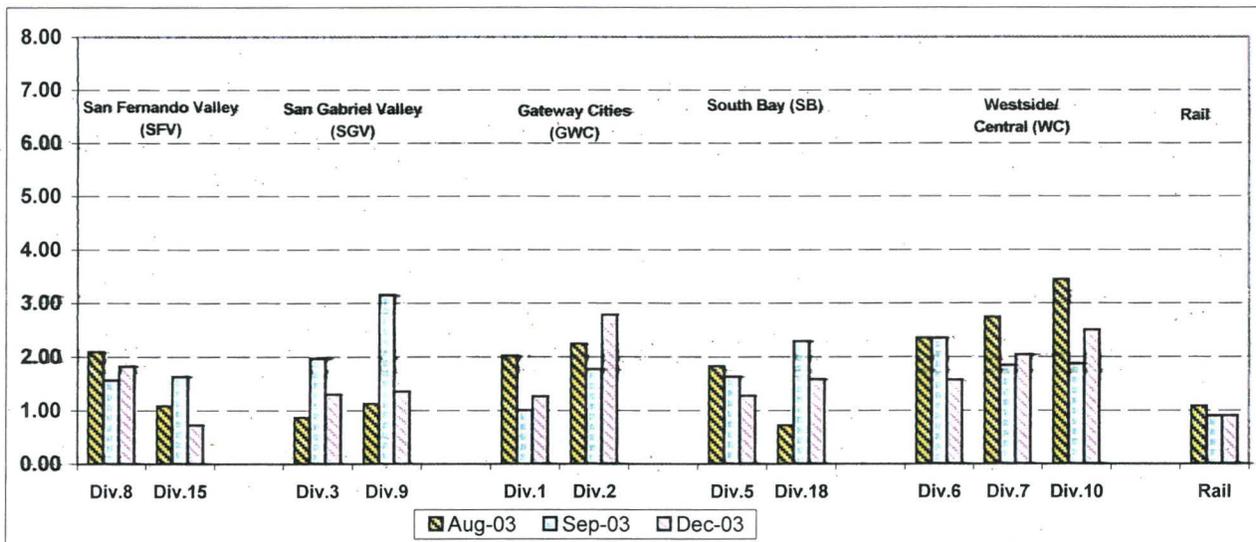


NEW CLAIMS PER 100 EMPLOYEE-MONTH BY BUS SECTORS' DIVISION & RAIL

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 August, September, December 2003



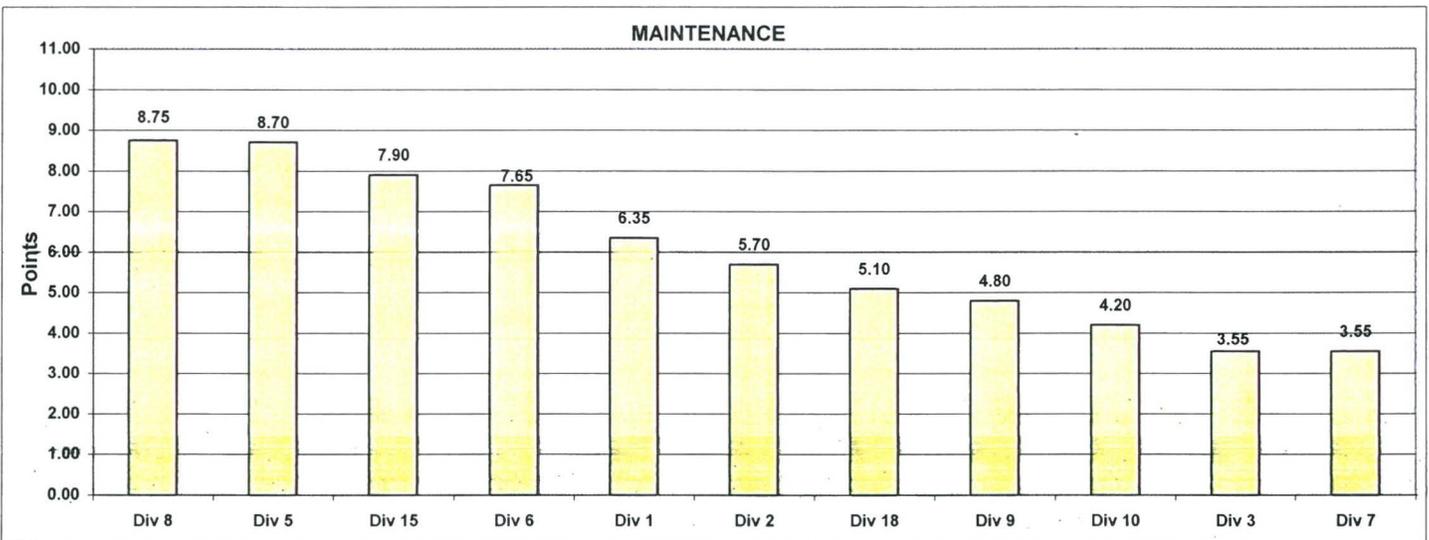
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Monthly Calculations - December 2003 Metro Bus - Maintenance

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

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

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Mechanical Failures	25%	9302.8	8766.0	6162.9	11743.8	28671.4	5536.8	9502.9	6431.6	7999.2	10784.3	6512.3
Points		7	6	2	10	11	1	8	3	5	9	4
Attendance	15%	0.95503	0.97369	0.94992	0.96225	0.95374	0.96711	0.94220	0.94417	0.97077	0.95070	0.96756
Points		6	11	3	7	5	8	1	2	10	4	9
New WC Claims /100 Emp	25%	1.0638	1.0000	1.6949	0.7874	0.0000	0.8403	0.0000	1.7241	1.4388	0.7407	1.3423
Points		5	6	2	8	11	7	11	1	3	9	4
Bus Cleanliness	35%	6.813	6.340	6.806	7.125	6.469	6.073	7.500	7.306	6.263	6.913	6.800
Points		7	3	6	9	4	1	11	10	2	8	5
Totals		6.35	5.70	3.55	8.70	7.65	3.55	8.75	4.80	4.20	7.90	5.10
FINAL Maintenance Division Ranking (Sorted)												
RANKING	DIV.	Div 8	Div 5	Div 15	Div 6	Div 1	Div 2	Div 18	Div 9	Div 10	Div 3	Div 7
	Score	8.75	8.70	7.90	7.65	6.35	5.70	5.10	4.80	4.20	3.55	3.55
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	10th

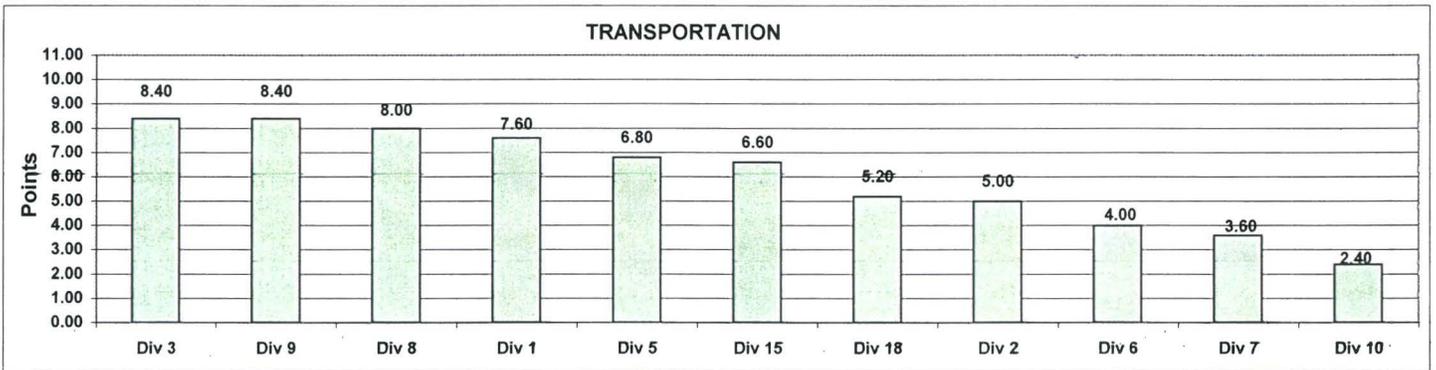


**Monthly Calculations - December 2003
Metro Bus - Transportation**

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

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

Transportation												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
In-Service On-Time Performance	20%	0.6887	0.6195	0.7338	0.6194	0.5787	0.6164	0.6920	0.6324	0.6142	0.6081	0.5866
Points		9	7	11	6	1	5	10	8	4	3	2
Running Hot	20%	0.0687	0.1091	0.1050	0.1262	0.1462	0.1246	0.0980	0.0964	0.1124	0.1044	0.1047
Points		11	5	6	2	1	3	9	10	4	8	7
Accident Rate	20%	3.7850	6.2419	3.5331	3.1494	1.4948	6.1757	2.1665	2.6578	6.4082	3.2298	5.4488
Points		5	2	6	8	11	3	10	9	1	7	4
Complaints/100K Boardings	20%	4.1916	2.4778	2.5944	2.2342	8.3228	7.6571	2.9493	3.9675	9.5507	4.4974	3.4539
Points		5	10	9	11	2	3	8	6	1	4	7
New WC Claims /100 Emp	20%	1.3262	3.3817	1.1660	1.4223	2.1664	2.3823	2.4527	1.2233	2.7980	0.7248	1.6520
Points		8	1	10	7	5	4	3	9	2	11	6
Totals		7.60	5.00	8.40	6.80	4.00	3.60	8.00	8.40	2.40	6.60	5.20
FINAL RANKING												
	DIV.	Div 3	Div 9	Div 8	Div 1	Div 5	Div 15	Div 18	Div 2	Div 6	Div 7	Div 10
	Score	8.40	8.40	8.00	7.60	6.80	6.60	5.20	5.00	4.00	3.60	2.40
	Rank	1st	1st	3rd	4th	5th	6th	7th	8th	9th	10th	11th



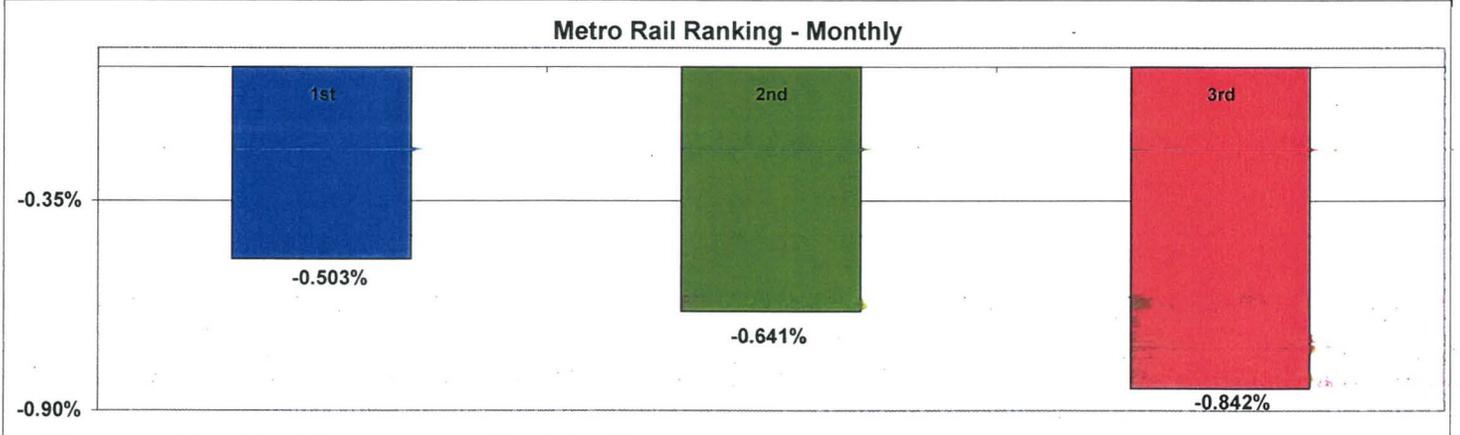
Monthly Calculations - December 2003
Metro Rail

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

Calculation: Performance indicators are ranked from best to worst. Performance percentages for various indicators are averaged and outcomes are sorted from high to low. The rail line competes with itself on its own improvement over prior year performance. The percentage score showing best improvement (or least decline) wins the program award for the month.

	Metro Blue Line			Metro Red Line			Metro Green Line			Metro Gold Line		
	Dec-02	Dec-03	Yearly Improvement	Dec-02	Dec-03	Yearly Improvement	Dec-02	Dec-03	Yearly Improvement	Dec-02	Dec-03	Yearly Improvement
Wayside Availability												
Track	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	N.A.	99.32%	N.A.
Signals	100.00%	99.94%	-0.06%	99.99%	99.90%	-0.09%	99.97%	100.00%	0.03%	N.A.	99.55%	N.A.
Power	100.00%	99.94%	-0.06%	100.00%	99.98%	-0.02%	99.93%	99.86%	-0.07%	N.A.	99.85%	N.A.
Wayside Performance	100.00%	99.96%	-0.04%	100.00%	99.96%	-0.04%	99.97%	99.95%	-0.01%	N.A.	99.57%	N.A.
Vehicle Availability												
Vehicle Performance	99.82%	98.90%	-0.92%	99.86%	97.93%	-1.93%	99.83%	98.73%	-1.10%	N.A.	97.12%	N.A.
Operator Availability												
Operators	99.97%	99.81%	-0.16%	99.96%	99.62%	-0.34%	99.99%	99.54%	-0.45%	N.A.	99.47%	N.A.
Service Performance												
ISOTP - Rail	99.79%	98.90%	-0.89%	99.81%	98.75%	-1.06%	99.72%	98.72%	-1.00%	N.A.	95.13%	N.A.
Rail Line Performance	99.90%	99.39%	-0.50%	99.91%	99.07%	-0.84%	99.88%	99.24%	-0.64%	N.A.	97.82%	N.A.

Metro Rail Final Ranking (Sorted)				
Rail Line	BLUE	GREEN	RED	GOLD
Score	-0.503%	-0.641%	-0.842%	N.A.
Rank	1st	2nd	3rd	N.A.



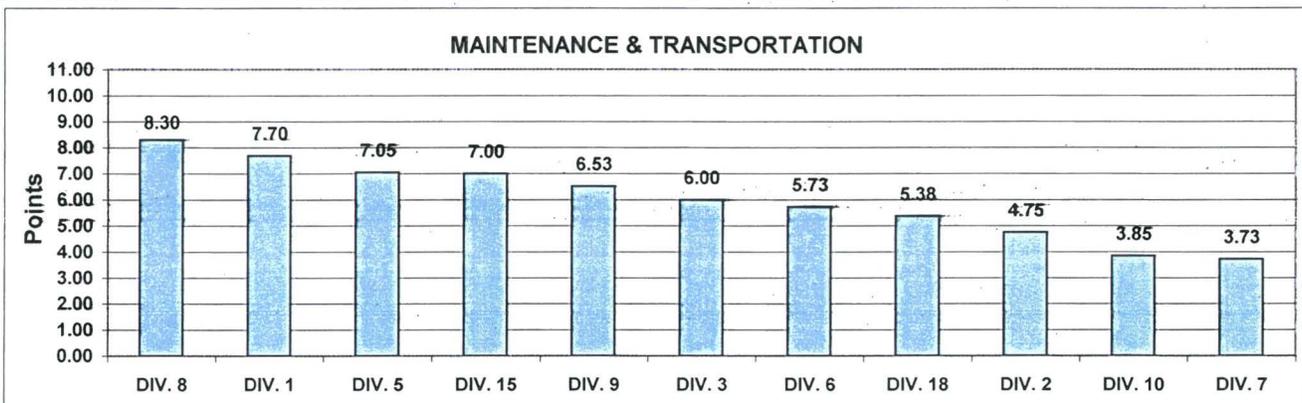
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

Quarterly Calculations: FY04-Q2 Metro Bus - Maintenance and 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.

Maintenance and Transportation												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Mechanical Failures	12.5%	8616	7735	6033	9709	16511	4616	9542	7677	6892	10546	7226
Points		7	6	2	9	11	1	8	5	3	10	4
Attendance	7.5%	0.9550	0.9737	0.9499	0.9622	0.9537	0.9671	0.9422	0.9442	0.9708	0.9507	0.9676
Points		6	11	3	7	5	8	1	2	10	4	9
New WC Claims /100 Emp	12.5%	0.3497	1.0000	0.8772	0.7792	0.0000	0.5525	0.6849	0.8571	0.7194	0.7246	1.1111
Points		10	2	3	5	11	9	8	4	7	6	1
Bus Cleanliness	17.5%	6.8133	6.3400	6.8063	7.1250	6.4688	6.0733	7.5000	7.3063	6.2625	6.9125	6.8000
Points		7	3	6	9	4	1	11	10	2	8	5
In-Service On-Time Performance	10%	0.6887	0.6195	0.7338	0.6194	0.5787	0.6164	0.6920	0.6324	0.6142	0.6081	0.5866
Points		9	7	11	6	1	5	10	8	4	3	2
Running Hot	10%	0.0687	0.1091	0.1050	0.1262	0.1462	0.1246	0.0980	0.0964	0.1124	0.1044	0.1047
Points		11	5	6	2	1	3	9	10	4	8	7
Accident Rate	10%	3.3750	5.7836	3.5840	4.1061	2.8690	5.8049	2.5560	2.8777	5.9089	3.0643	4.0965
Points		7	3	6	4	10	2	11	9	1	8	5
Complaints/100K Boardings	10%	2.5018	2.0451	1.9157	1.5630	4.6168	4.2215	2.0101	2.4872	3.6975	2.5530	2.3171
Points		5	8	10	11	1	2	9	6	3	4	7
New WC Claims /100 Emp	10%	1.3262	2.2545	1.2632	1.0272	1.4443	1.6676	1.7519	2.2427	1.7987	0.9664	0.9178
Points		7	1	8	9	6	5	4	2	3	10	11
Totals		7.70	4.75	6.00	7.05	5.73	3.73	8.30	6.53	3.85	7.00	5.38
FINAL RANKING		Maintenance and Transportation Division Ranking (Sorted)										
		DIV. 8	DIV. 1	DIV. 5	DIV. 15	DIV. 9	DIV. 3	DIV. 6	DIV. 18	DIV. 2	DIV. 10	DIV. 7
	Score	8.30	7.70	7.05	7.00	6.53	6.00	5.73	5.38	4.75	3.85	3.73
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



**Quarterly Calculations: FY04-Q2
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.

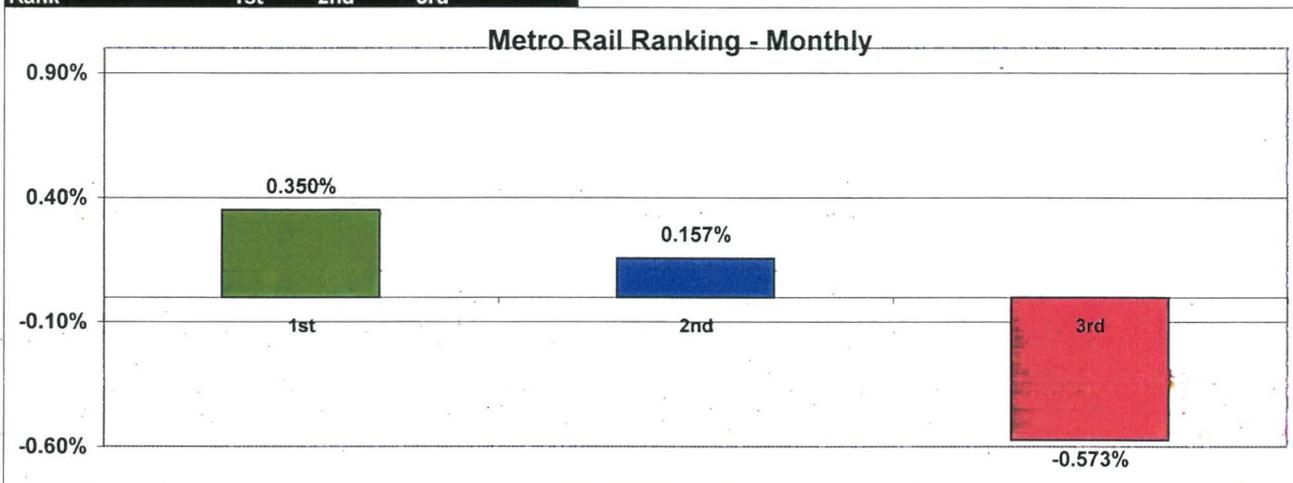
Calculation: Performance indicator uses Revenue Service Hours Lost due to the associated Rail Operating Problems not including the Revenue Service Hours Lost due to accidents, police, or health problems. Performance percentages for various indicators are averaged and outcomes are sorted from high to 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.

Improvement from Previous Year

Overall Rail Line Performance	<u>Metro Blue Line</u>	<u>Metro Red Line</u>	<u>Metro Green Line</u>	<u>Metro Gold Line</u>
Oct-03	0.52%	-0.60%	0.14%	N.A.
Nov-03	0.45%	-0.28%	1.55%	N.A.
Dec-03	<u>-0.50%</u>	<u>-0.84%</u>	<u>-0.64%</u>	<u>N.A.</u>
First Quarter Average	0.16%	-0.57%	0.35%	N.A.

Metro Rail Final Ranking (Sorted)

Rail Line	GREEN	BLUE	RED	GOLD
Score	0.350%	0.157%	-0.573%	N.A.
Rank	1st	2nd	3rd	



**VOLUNTARY COMPLIANCE
AGREEMENT**



January 16, 2004

Metropolitan
Transportation
Authority

One Gateway Plaza
Los Angeles, CA
90012-2952

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

Dear Ms. Swann:

Enclosed is the October-December 2003 update of the Los Angeles County Metropolitan Transportation Authority (MTA) Voluntary Compliance Agreement (VCA).

One task from the VCA has not yet been completed, modifications to reduce the train-platform gap in 13 key stations. MTA staff received preliminary prototype train-door extenders in late 2002 and after review determined that these would not meet MTA requirements, both in terms of safety and installation issues. Staff plan to focus on a platform-based solution, combined with a platform-based between car barrier system. This plan is being reviewed by MTA staff.

Recent quarterly updates included information on items recommended from the November 2001 FTA review of key stations. Those items have been completed, and that part of the quarterly update has therefore been eliminated from this report.

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

Sincerely,

Rex Gephart, Director
Regional Transit Planning

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

LOS ANGELES COUNTY MTA -- VOLUNTARY COMPLIANCE AGREEMENT MATRIX -- QUARTERLY UPDATE -- OCTOBER - DECEMBER 2003

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

*** Completion date to be determined. See explanation (next page)

VCA UPDATE – OCTOBER – DECEMBER 2003 -- EXPLANATIONS

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 2001, to reduce the gap by modifying the door-entry of all rail cars. MTA worked with the disability community on this option, and believed it had the advantage of enhancing accessibility at all stations rather than just the key stations. However, in early 2003, MTA staff determined that this option was not feasible because of safety concerns.

MTA Rail Fleet Services staff are reviewing methods for combining the platform-edge extensions and platform-based between car barriers. This solution will require identification of a consistent stopping point in each station for every train, installation of a platform barrier at each between-car location, and installation of platform-edge extensions at the door-opening locations on the platform. Staff developed a prototype between car barrier; this barrier is being revised based on staff input as the next step in the process.

The original 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 ramps and platforms, were completed by December 2001. Modifications to ramps were completed by December 2002. The explanatory comments therefore provide updates and progress reports only on the one remaining item: platforms.

HE 4301 .F72 Q22 2004 Mar

Los Angeles County
Metropolitan Transportation

FTA quarterly briefing book

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