



**Metro**

**FTA QUARTERLY REVIEW  
BRIEFING BOOK**

**November 17, 2004**

***Submitted By:***

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





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# AGENDA

## FTA NEW START PROJECTS QUARTERLY REVIEW MEETING

Metropolitan Transportation Authority  
Wednesday, November 17, 2004 - 10:00 a.m.  
Gateway Conference Room - 3<sup>rd</sup> 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  
Dave Kubicek

### II. METRO CONSTRUCTION REPORTS

- A. Construction Project Management Overview
- B. Metro Gold Line Eastside Extension
  - Project Management Plan
    - Project Organization
  - Construction Contracts Update
    - C0802
    - C0803
  - Cost Status
  - Schedule Status
  - Ramona Opportunity High School
  - Midway Yard
  - CPUC Status
  - Quality Assurance
  - Real Estate
  - 2550 Rail Vehicle Program
- C. Metro Orange Line

Rick Thorpe  
Dennis Mori

Dave Kubicek  
Roger Dames

### III. FTA OPEN ACTION ITEMS

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, February 16, 2005 - 10:00 a.m.  
Gateway Conference Room - 3<sup>rd</sup> Floor

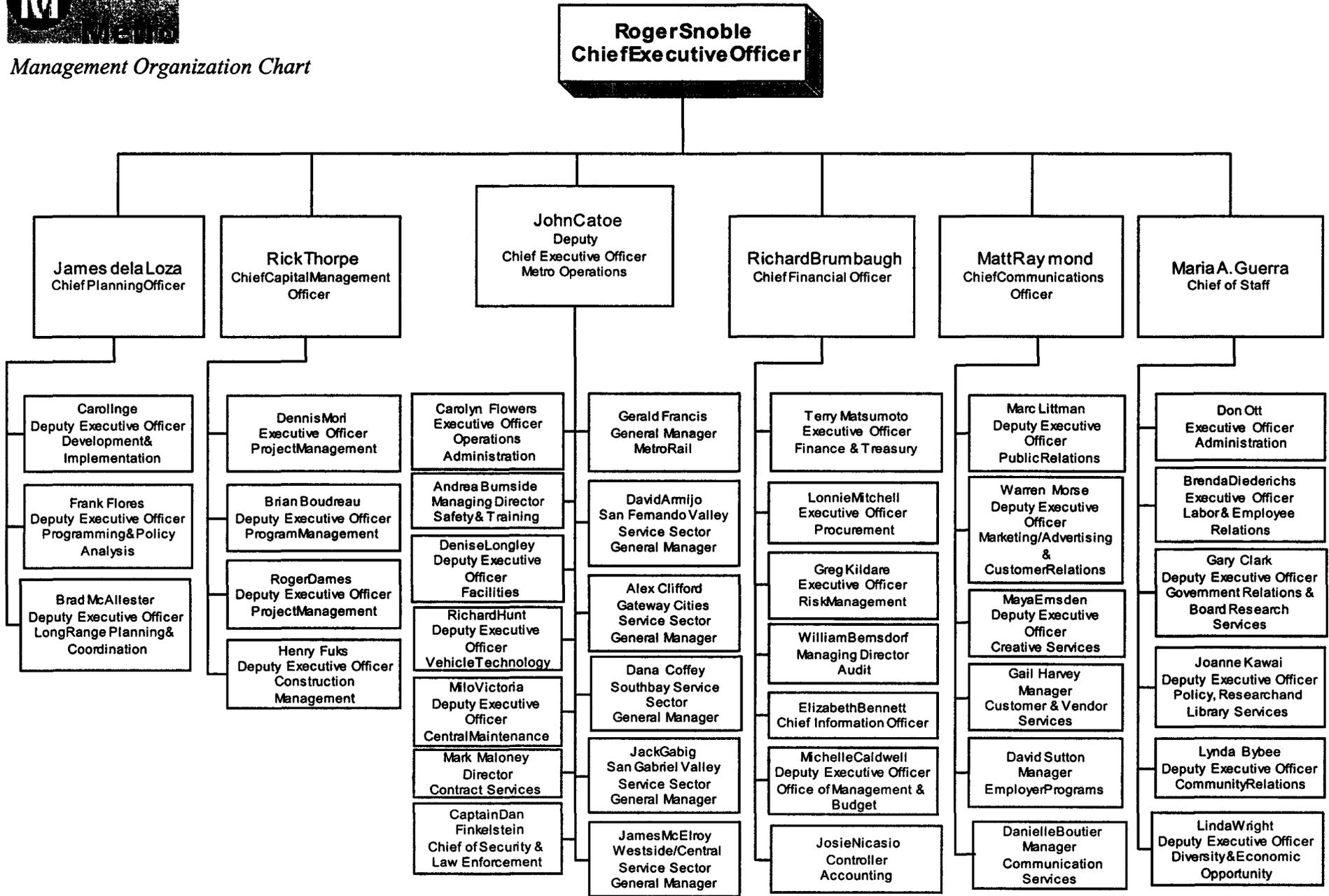


**LACMTA MANAGEMENT  
ORGANIZATION CHART**





*Management Organization Chart*





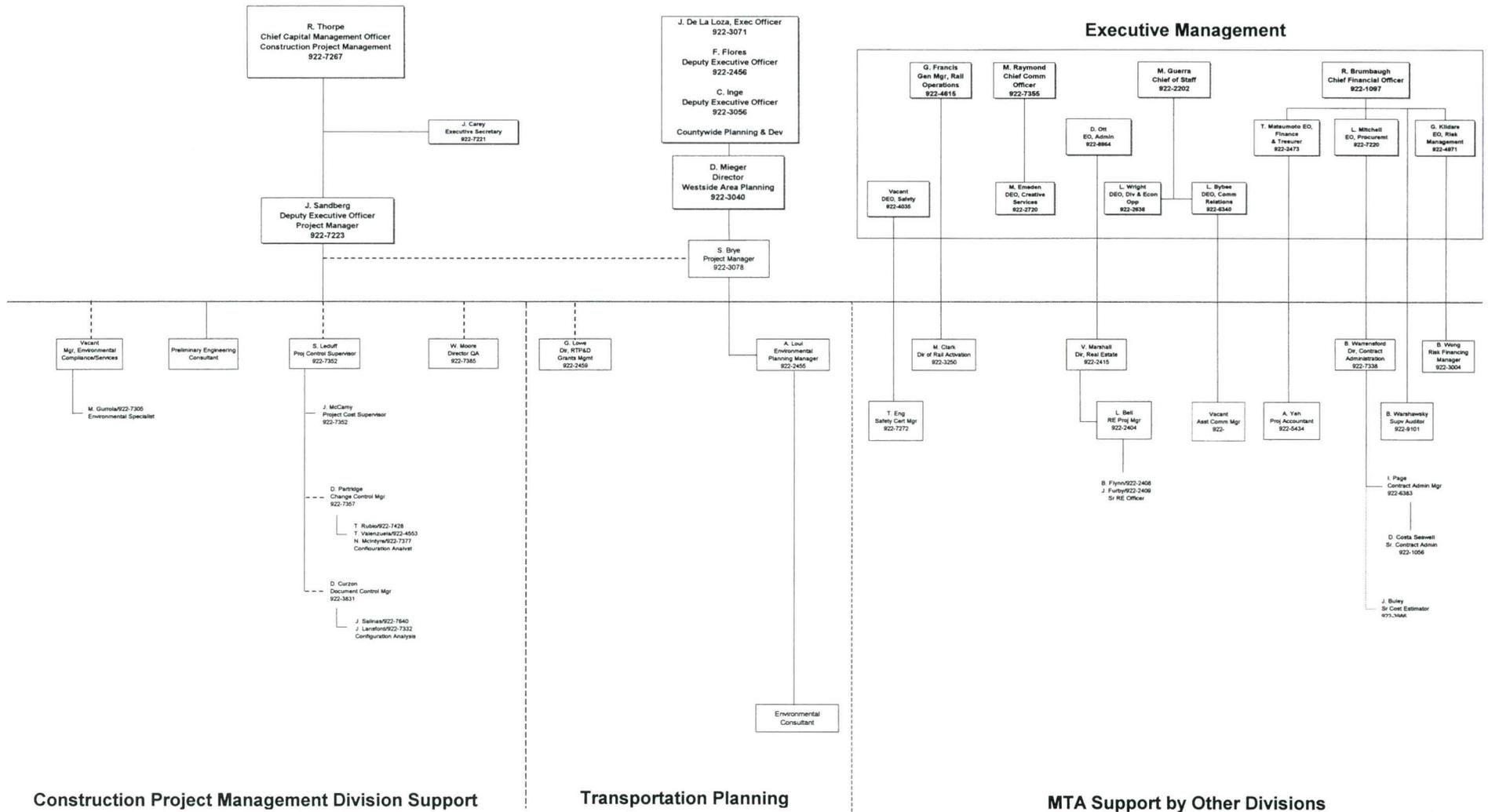
**PROJECT ORGANIZATION  
CHARTS**







## 2.3 - EXPOSITION LIGHT RAIL TRANSIT PROJECT MANAGEMENT ORGANIZATION STRUCTURE ENVIRONMENTAL/PRELIMINARY ENGINEERING PHASE



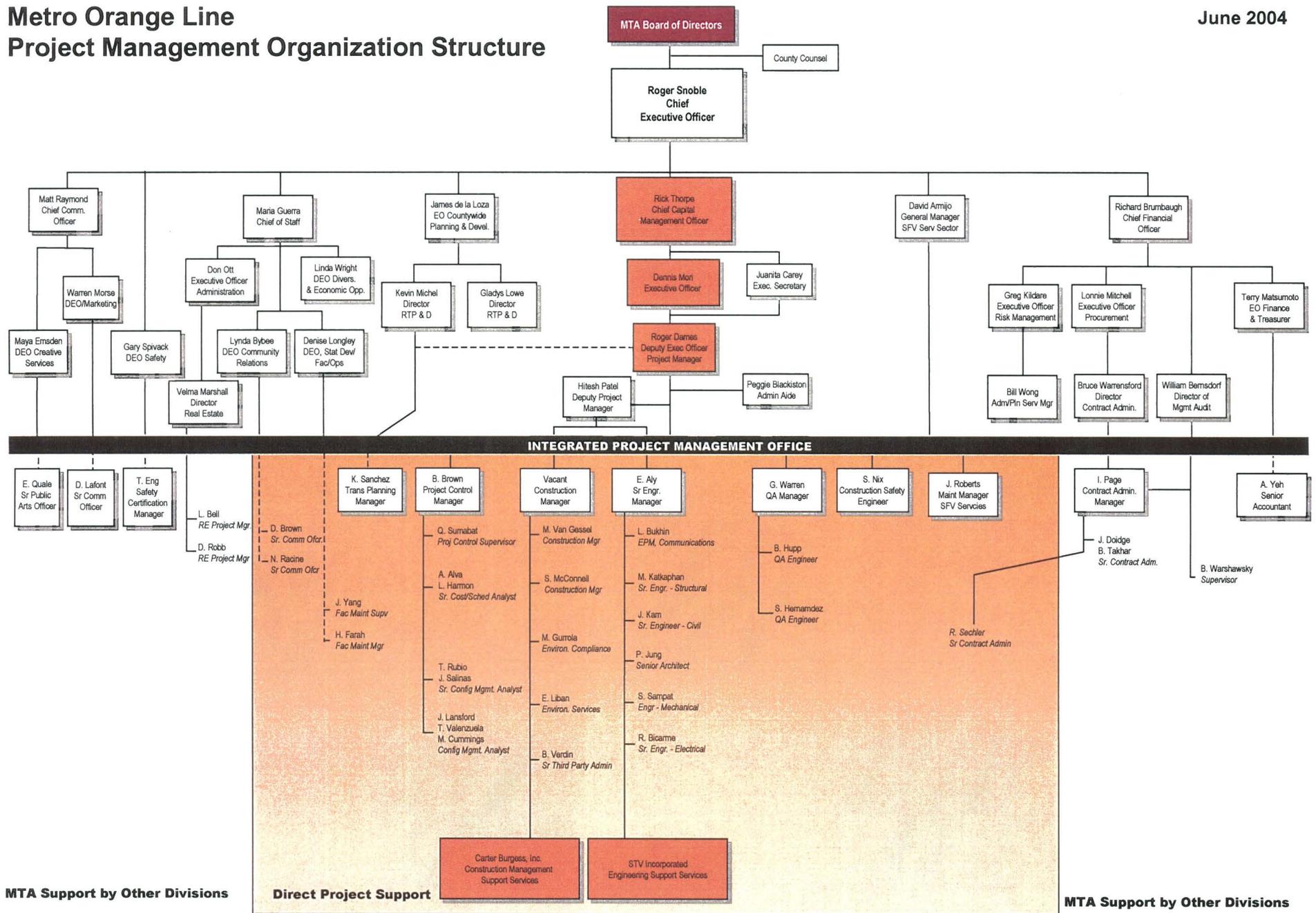
**Legend:**

- Direct Reporting Relationship (Functional & Operational)
- - - Indirect Reporting Relationship (Operational Only)



# Metro Orange Line Project Management Organization Structure

June 2004









METROPOLITAN TRANSPORTATION AUTHORITY

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

**LOCAL**

PROPOSALS/ACTIONS	DESCRIPTION	STATUS
South Park (Perry, Zine)	Motion relative to lease of MTA's South Park Division at 54 <sup>th</sup> 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  Pending further action by 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. (One mile on 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  3/25/04 MTA and LADOT to examine expansion of demonstration project
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



<p>Opposition to MTA Consent Decree appeal (Ludlow/Villaraigosa)</p>	<p>Resolution stating the Council's opposition to the Metropolitan Transportation Authority (MTA) Board of Directors' decision to appeal a recent court order to purchase additional buses under the consent decree.</p>	<p>2/10/04 Resolution adopted by L.A. City Council  2/20/04 Resolution concurred by Mayor</p>
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**STATE ASSEMBLY**

BILL/AUTHOR	DESCRIPTION	MTA POSITION	STATUS
ACA 21 (Bogh & Spitzer)	Would increase the vote threshold to suspend Proposition 42 from two-thirds (2/3) to four-fifths 4/5 of the Legislature.	Work with Author	Failed Passage.
ACA 24 (Dutra) Last Amended 4/29	Would apply loan repayment provisions to the Transportation Investment Fund similar to those applicable to the State Highway Account.	Support	Assembly Appropriations Committee.
AB 712 (Liu) Last Amended 6/8	Would create the Metro Foothills Gold Line Construction Authority with a board structure of seven voting members.	Oppose, unless amended	8/26 -Bill amended to address Education issue
AB 2024 (Bermudez) Last Amended 5/20	Would require the Secretary of the Business, Transportation and Housing Agency to prepare recommendations to implement incentives for port-related cargo during off-peak hours, disincentives for on-peak hours and mandatory hours of operations of port terminals, railroads, trucks, and distribution centers.	Work with Author	9/9 Enrolled and sent to Governor
AB 2041 (Lowenthal) Last Amended 5/6	Would create the Port Congestion Management District and require the district to impose a fee on containers shipped by truck in the Ports of Long Beach and Los Angeles between certain hours and days of the week.	Work with Author	8/12 Senate Appropriations Committee.
AB 2042 (Lowenthal) Last Amended 6/14	Would require the Ports of Long Beach and Los Angeles to ensure that all future growth at the port will have a zero net increase in air pollution.	Work with Author	9/15 Enrolled and sent to Governor
AB 2043 (Lowenthal) Last Amended 6/8	Would establish the Maritime Port Strategic Master Plan Task Force	Work with Author	8/24 – enrolled and sent to Governor
AB 2085 (Montanez) Last Amended 6/8	Would increase fines for specified railroad crossing violations	Support	Vetoed by Governor
AB 2456 (Spitzer) Last Amended 5/4	Would establish a base amount of funding through the STIP for planning, programming, and monitoring activities and would authorize the allocation of the base amounts even in years when no new STIP funds are made available	Support	Assembly Appropriation Committee.
AB 2498 (Longville) Last Amended 6/22	Would authorize the creation of new Freeway Service Patrol programs and specify that these new programs are eligible for funds from existing programs	Work with Author	9/21 Chaptered #638
AB 2628 (Pavley) Last Amended 8/23	Would allow hybrid vehicles, or advance technology partial zero-emission vehicles (AT PZEV), to use high occupancy vehicle (HOV) lanes regardless of the number of occupants.	Support, seek amendments	9/23 – Signed by Governor

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 2737 (Dutra) Last Amended 4/22	Would clarify current law relating to the liability of a public agency arising from the location of public facilities	Support	Failed Passage.
AB 2847 (Oropeza) Last Amended 4/27	Would impose an additional fee of \$0.05 on each gallon of gasoline and diesel fuel sold in the state.	Support	Assembly Appropriations Committee.
SCA 20 (Torlakson) Last Amended 5/11	Would increase the vote threshold to suspend Proposition 42 and require that suspended funds be repaid under specified conditions.	Support	Senate Appropriations Committee.
SR 33 (Murray) Last Amended 5/17	Would state that the MTA should abandon its current challenge of the consent decree and orders from the special master with regard to the consent decree, and, would request the MTA to take all necessary actions to implement the terms of the consent decree.	Oppose	Adopted by Senate.
SB 138 (Knight) Last Amended 7/1/03	Would allow Caltrans to enter into agreements with private entities to construct a toll road in the SR 138 corridor running through the Antelope and Apple Valleys	Support	Assembly Transportation Committee
SB 1443 (Murray) Last Amended 5/24	*Would authorize certain motor vehicle fuel revenues to be continuously appropriated when the state has not enacted a Budget Act.	Support	Assembly Appropriations Committee
SB 1614 (Torlakson) Last Amended 4/29	Would impose a \$0.10 per gallon fee on gasoline sales.	Support, work with author	Senate Transportation Committee.
SB 1773 (Soto) Last Amended 6/21	Would allow a two-year appeal process for any claim for refund of a benefit assessment.	Support	Signed by Governor
Proposed Language Regional Authority for Investment in Transportation (RAIT)	Would authorize the creation of RAIT and would charge the authority with responsibilities currently retained by the LACMTA.	Oppose	Language was not introduced

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FEDERAL

BILLS/AUTHOR	DESCRIPTION	STATUS
<p><b>FY 2005 Transportation Appropriations Request</b></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 (RUFFS). The RUFFS 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> <p>March 2004 – LACMTA submitted FY 2005 Appropriations request to Congress</p> <p>July 22<sup>nd</sup> - House Appropriations Committee marked-up on its FY 2005 Transportation and Treasury Appropriations bill. Metro received \$60 million for the Metro Gold Line Eastside extension, no other earmarks until Conference Committee</p> <p><b>September 9th - Senate Appropriations Subcommittee held a mark-up of its' FY 2005 Transportation Appropriations bill.</b></p> <p>On September 14, the Senate Appropriations Committee approved S. 2806, the Transportation, Treasury, and General Government Appropriations Act, 2005</p> <p>September 22 – House passed H.R. 5025, the Transportation, Treasury, and Independent Agencies Appropriations Act, 2005 by a vote of 397-12</p>

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**FEDERAL – Homeland Security**

BILL/AUTHOR	DESCRIPTION	MTA POSITION	STATUS
S.2276 (Boxer)	A bill to allow the Secretary of Homeland Security to make grants to Amtrak, other rail carriers, and providers of mass transportation for improvements to the security of our Nation's rail and mass transportation system.	SUPPORT	5/04 Metro Board approves 4/1/2004 Referred to Senate committee. Status: Read twice and referred to the Committee on Commerce, Science, and Transportation.
S.2273 (McCain)	A bill to provide \$1.2 billion in funding to meet immediate security needs for intercity and freight rail transportation providers.	WORK WITH AUTHOR	5/04 Metro Board approved 5/21/2004: Committee on Commerce, Science, and Transportation. Reported by Senator McCain with amendments. With written report No. 108-278
S.2289 (Sessions)	A bill to ensure that railroad carriers and mass transportation providers receive the same protection under federal criminal law.	SUPPORT	5/04 Metro Board approved 4/6 -Referred to Senate Judiciary Committee
S. 2453(Shelby)	This would provide federal funding for capital, research and operation grants to public transportation agencies for the purpose of enhancing security.	SUPPORT	8/04 Metro board Approved 5/20 – Passed Senate Banking Committee. Now pending on Senate Legislative Calendar.



FEDERAL

BILLS/AUTHOR	DESCRIPTION	STATUS
<p><b>TEA-21 REAUTHORIZATION</b></p>	<p>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>	<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 introduces a reauthorization bill – Highway Portion</p> <p>November 17, 2003, the House Transportation and Infrastructure Committee introduces it's reauthorization bill – TEA-LU</p> <p>March 26, 2004, House Transportation &amp;Infrastructure held a mark-up on HR. 3550-TEALU a \$275 billion transportation bill.</p> <p>June 24, 2004 U.S. House of Representatives passed another extension bill, HR 4635 by a 418-0 vote.. The bill expires on July 31. The Senate passed a similar bill by a voice vote.</p> <p>July 26 - Congress passed and the President signed a short-term bill that extends current transit authorizing law through September 30 and highway law through September 24.</p>

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COUNTY OF LOS ANGELES  
OFFICE OF THE COUNTY COUNSEL

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LLOYD W. PELLMAN  
County Counsel

Reply to:  
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Los Angeles, California 90012-2952

TDD  
(213) 633-0901  
TELEPHONE  
(213) 922-2520  
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(213) 922-2530

October 14, 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 September 30, 2004, 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 September 30, 2004

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.	First phase of trial has been completed. Awaiting court's decision.
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.	Settlement has been approved by court and case dismissed with prejudice.
Gonzalez, <u>et al.</u> v. MTA, et al.	CV97-5833 (JMI)	ALL	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.	Case reassigned to Judge Dean D. Pregerson.
Cuna v. MTA;	BC171223		Case reversed on appeal and returned to trial court for trial. Case involves claim for alleged damages to building due to tunneling for Red Line.	Cuna – trial 09/2004



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.
MTA v. Argonaut; Argonaut v. MTA	BC171636 BC156601	MOS-1, CA-03-0341, CA-90-X642, CA-90-X575, CA-03-0392	MTA is in litigation with its carrier to determine the number of deductibles owed for Argonaut's insurance coverage on the Red Line Project. MTA alleges bad faith by Argonaut in administering MTA's insurance coverage on the Red Line.	First phase trial set for 10/20/04.
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**





# Metro

October 20, 2004

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

**RE: MTA WORKERS' COMPENSATION QUARTERLY REPORT**

Dear Mr. Rogers:

The following is a status report and discussion of efforts to improve safety and control the worker's compensation costs at the MTA through the first quarter of fiscal year 2005.

**BACKGROUND**

In October 2001, the MTA initiated a comprehensive program to prevent and reduce accidents and injuries, lost time injuries, and the associated costs. Staff developed a program covering all aspects of loss prevention and control. The MTA engaged DuPont Safety Resources (DSR) as its consultant to assist in making the change to a safer organization. The 5-year objectives for the program and DSR's engagement were to reduce lost work days, work-related injuries, and bus and rail accident rate by 50%.

In July 2004, the Chief Executive Officer presented his top ten directives to staff, the first being, "We will continue our safety efforts, reducing accidents and lowering costs." The Safety's First program is the MTA's principal means to achieving this objective by creating management systems, business processes and staff skills focused on safety.

After focusing for the first two program years on training and building safety management skills, the MTA embarked on a comprehensive business process change effort in July 2003. This effort involved creating key safety-related business processes/policies in the areas of:

- Incident Investigation
- Field Observation and Feedback
- Return-to-Work/Transitional Duty Program
- Performance Management
- Communications
- Ergonomics
- Rules and Procedures

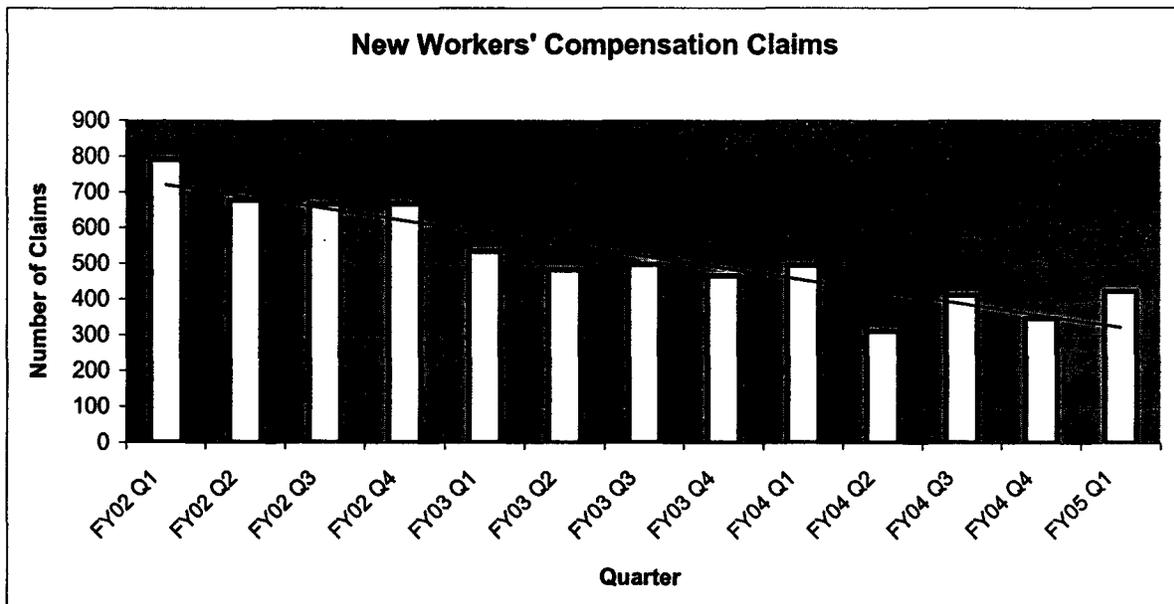


## PROGRESS

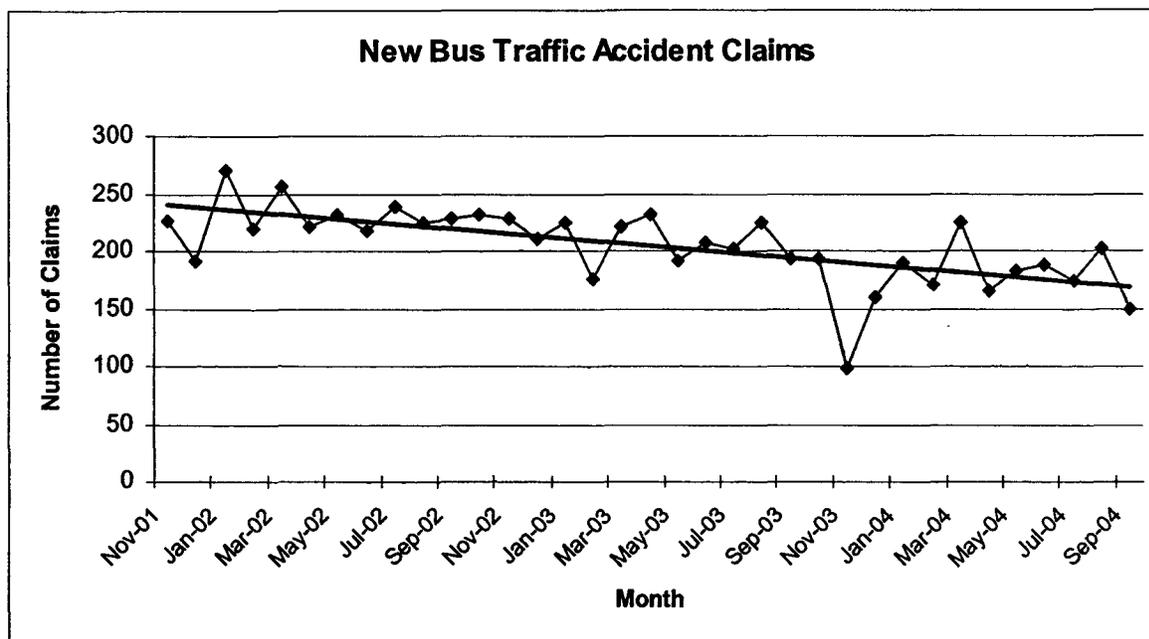
Substantive progress has been made toward improving safety and achieving the workers' compensation reduction goals since the first quarter of FY 2002:

- Quarterly reported new workers' compensation claims have fallen from 791 during the first quarter of fiscal year 2002 to 424 during the first quarter of fiscal year 2005, a 46% reduction.
- Bus accident reported claims have fallen from 241 in October of 2001 to 149 by September of 2004, a 38% reduction.

Despite fewer new claims, reducing costs remains a challenge because of increasing medical costs and additional state mandated workers' compensation disability increases. In 2002, the MTA's total cost of workers compensation was approximately \$59 million. For 2004, the MTA's total cost of workers' compensation is \$57 million, a modest decline. Statewide, however, the California Workers' Compensation Insurance Ratings Bureau has indicated 12% annual increases. Hence, the modest decline experienced by Metro, within this context, is very good news.







The quarter ending September 2004 provided continued improvement from the new safety business processes/policies that had earlier went into effect:

**Incident Investigation (II):** Operating divisions have begun using a more rigorous process to investigate incidents and accidents and report the findings. The II process has seen continuous improvement with the implementation of TransitSafe, which is the MTA's new web-based incident and analysis tracking system. Recent audits of the II process revealed that the data entered into the system is becoming more comprehensive as management continues to become more effective at conducting incident investigations. Currently, management is in the process of procuring new kiosks for the operators to enter accident and injury data. The old kiosks were based upon outdated and less stable computer technology available at the time of implementation of TransitSafe.

**Field Observation and Feedback (FOF):** Field observations are being completed in all operating sectors. Sector compliance on completing field observations have improved significantly since the inception of safety key performance indicators (KPI's) in February 2004, with nearly all of the sectors achieving their goals for completion of field observations.

**Return to Work/Transitional Duty:** The MTA initiated a transitional duty pilot program in one of the bus service sectors in January 2004 with favorable results. The purpose of the program is to provide transitional work for employees who, due to a work related injury or illness, are restricted from performing some or all of their regular duties for a temporary period of time. Transitional duty programs are consistent with industry best practices. MTA's management team presented the program to the United Transportation Union during this past quarter. Staff anticipates the procedures to be finalized and the program to be officially introduced across operating sectors in the next quarter.



**Ergonomics:** The MTA is currently in the process of developing an ergonomics program. The ergonomics program is the last of the safety business processes/policies that will be going into effect as part of the successful Safety's 1<sup>st</sup> program. The ergonomics program is expected to be completed during the second quarter of fiscal year 2005, with approval by the Tactical Safety Committees and training expected to begin during the third quarter of fiscal year 2005.

**Performance Management:** The Safety Performance Management program focuses on action-oriented Key Performance Indicators that concentrate the agency's attention on activities that eliminate unsafe practices and conditions that lead to employee and customer injuries. The original program was recently improved based on operations management feedback, and a new more user friendly safety report format will be introduced in FY05. A pilot version of the new format will roll out during the second quarter of 2005.

If you have any questions regarding this report, please give me a call at 213/922-3084.

Sincerely,

A handwritten signature in black ink, appearing to read 'A. Burnside', written in a cursive style.

Andrea H. Burnside  
Managing Director, Metro Operations Administration



**ADVANCED LAND  
ACQUISITION PROGRAM**



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

**STATUS REPORT AS OF 9/30/04**

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

*Wilshire/Western Station* – Developer is in the process of revising the composition of the mixed-use development.

*Wilshire/Vermont Station - Wilshire/Vermont Station* - Staff has executed a long-term ground lease with Wilshire Vermont Housing Partners, to construct 449 apartment units and 35,000 square feet of commercial/retail space on 3.24 acres of the 5.83-acre station site. Construction of this commercial development has commenced. Staff continues negotiations to sell the remaining 2.59 acres at the site to the Los Angeles Unified School District for construction and operation of a three-story, approximately 800-student middle school.

**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. The Board subsequently took action to defer construction of the Project. In the interim, the site will be leased to the Los Angeles Unified School District for parking.

**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. The Board subsequently took action to defer construction of the Project. 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** – Following up on the recommendations of the ULI Development Panel Report, the CRA is preparing development guidelines for the North Hollywood area with participation from the MTA. MTA staff continues to actively market MTA parcels for joint development. MTA staff is finalizing review of an unsolicited development proposal for three MTA-owned parcels west of Lankershim Boulevard.

**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 met with several potential developers between December 2003 and April 2004. MTA received one proposal for a multi-use development. After careful review of the proposal, staff provided feedback to the potential developer in September 2004. A modified proposal is expected in October/November 2004.

**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. A land lease is being finalized while the developer completes there due diligence study of the property.







SEPT 2004

METRO OPERATIONS  
MONTHLY PERFORMANCE  
REPORT



Metro

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<b>Attendance</b>	<b>35</b>
Maintenance Attendance	
<b>Safety Performance</b>	<b>36</b>
Bus Accidents per 100,000 Hub Miles	
Rail Accidents per 100,000 Revenue Train Miles	
<b>Customer Satisfaction</b>	<b>39</b>
Complaints per 100,000 Boardings	
<b>New Workers' Compensation Claims</b>	<b>40</b>
New Workers' Compensation Claims per 200,000 Exposure Hours	
<b>"How You Doin'?" Incentive Program</b>	<b>41</b>
Monthly Metro Bus & Metro Rail	
Quarterly Metro Bus & Metro Rail	



## San Fernando Valley Sector Scorecard Overview (SFV)

This sector has two Metro operating divisions, Division 8 in Chatsworth and Division 15 in Sun Valley. The sector is responsible for the operation of approximately 430 Metro buses and 24 Metro Bus lines carrying nearly 54 million boarding passengers each year.

This report gives a brief overview of sector operations':

- \* Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- \* In-Service On-Time Performance
- \* Traffic Accidents per 100,000 Hub
- \* Complaints per 100,000 Boardings
- \* New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours

Measurement	FY02	FY03	FY04	FY05 Target	FY05 YTD	Sep. Month	Status
<b>Bus Systemwide</b>							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,205	7,273	◇
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	67.11%	65.98%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.25	3.43	●
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	4.34	4.44	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Aug. 16.14	Aug. 17.03	●
<b>SFV Sector</b>							
MMBCMF**	4,646	8,616	8,648	8,000	8,966	8,954	●
In-Service On-time Performance		67.30%	67.47%	70%	70.45%	68.75%	●
Bus Traffic Accidents Per 100,000 Miles	3.09	2.91	2.99	3.00	2.57	2.76	●
Complaints per 100,000 Boardings	3.43	6.32	5.45	4.50	5.62	5.89	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	22.8	16.72	15.15	14.50	Aug. 18.82	Aug. 22.12	◇
<b>Division 8</b>							
MMBCMF*	5,775	9,177	8,183	8,000	9,432	9,164	●
In-Service On-time Performance	67.88%	70.09%	69.12%	70%	72.60%	68.30%	●
Bus Traffic Accidents Per 100,000 Miles	3.22	2.84	2.75	3.00	2.22	2.37	●
Complaints per 100,000 Boardings	3.16	6.87	5.09	4.50	6.05	5.99	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.36**	20.92	19.15	14.50	Aug. 20.97	Aug. 33.15	◇
<b>Division 15</b>							
MMBCMF*	4,514	8,260	9,013	8,000	8,616	8,785	●
In-Service On-time Performance	62.51%	66.13%	66.62%	70%	69.21%	69.01%	●
Bus Traffic Accidents Per 100,000 Miles	3.01	2.96	3.17	3.00	2.86	3.09	●
Complaints per 100,000 Boardings	3.58	6.01	5.70	4.50	5.31	5.81	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	19.15**	16.23	13.14	14.50	Aug. 18.63	Aug. 15.23	◇

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

\*\*Jan - June, 2002

● Green - High probability of achieving the FY05 target (on track).

◇ Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.

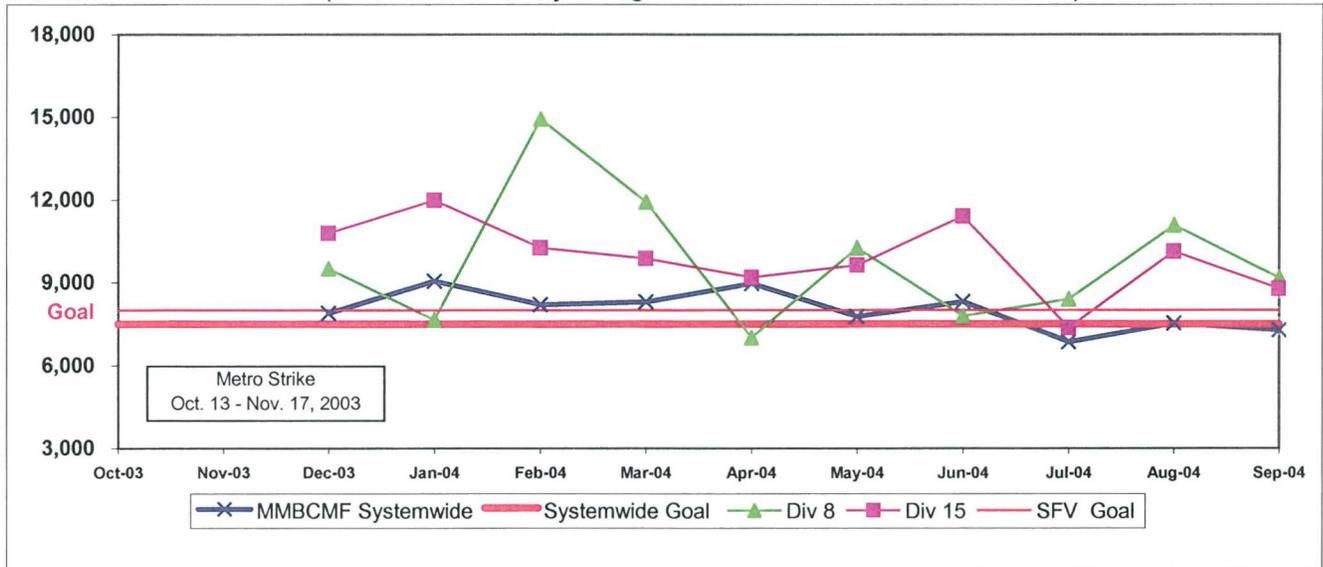
■ Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

# 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 = (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)



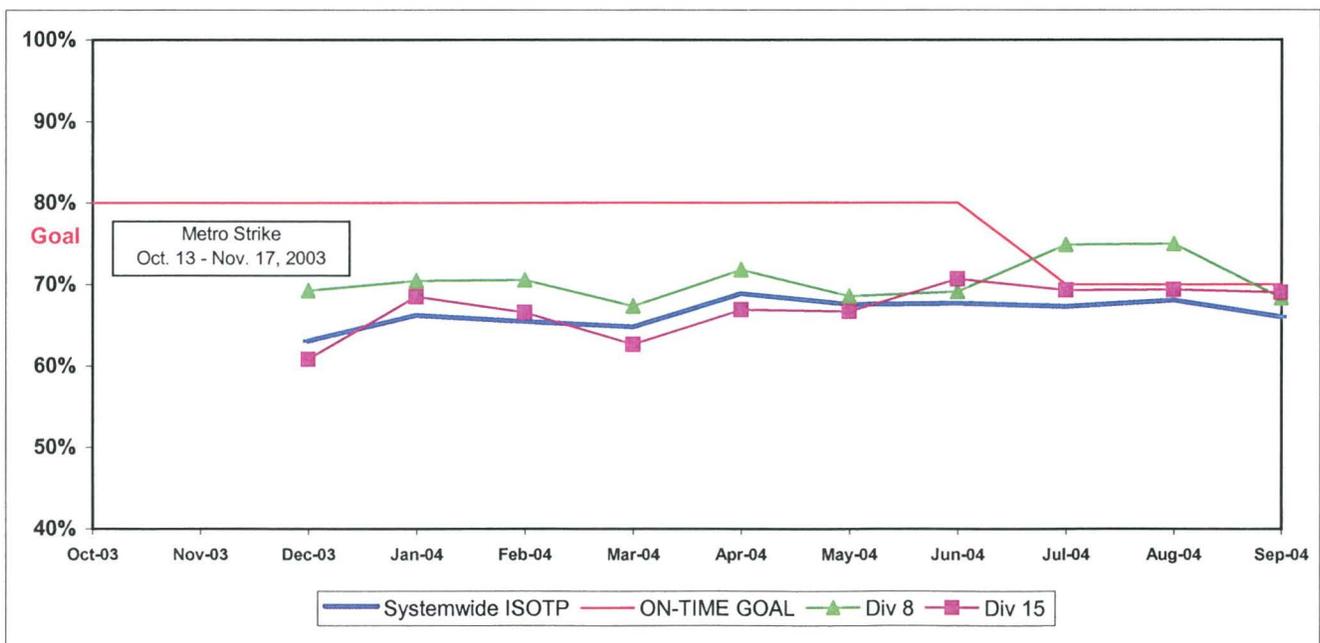
\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

## IN-SERVICE ON-TIME PERFORMANCE

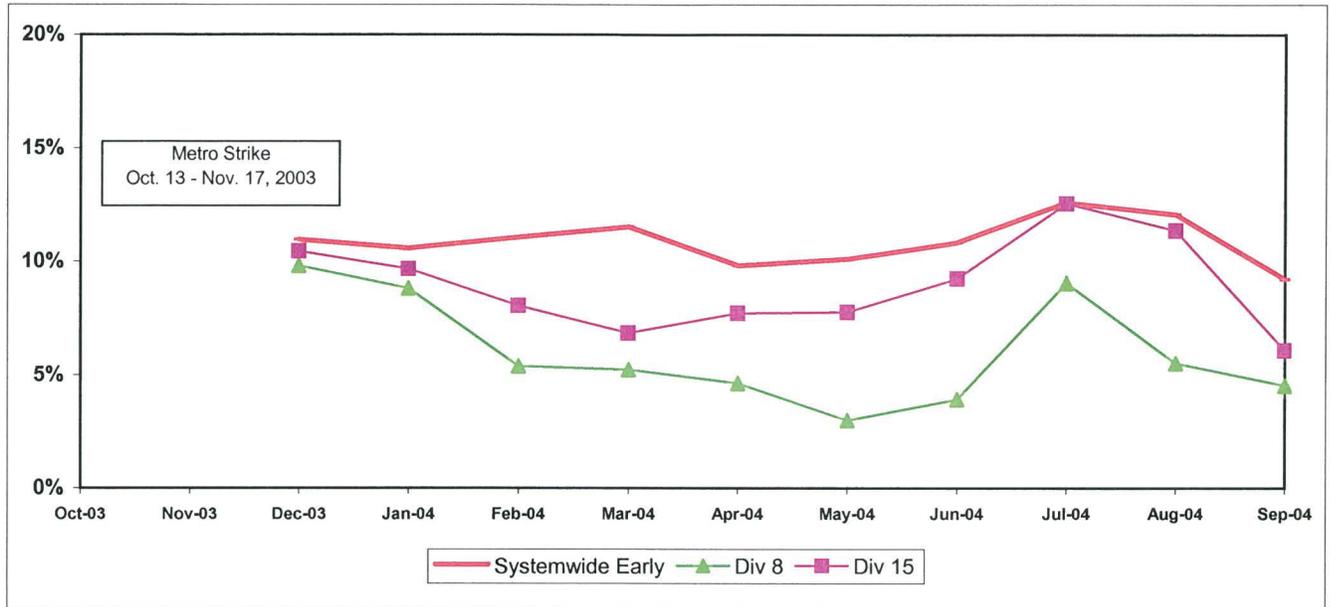
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

**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 8 and 15 ISOTP - 1 Minute Tolerance for Running Hot



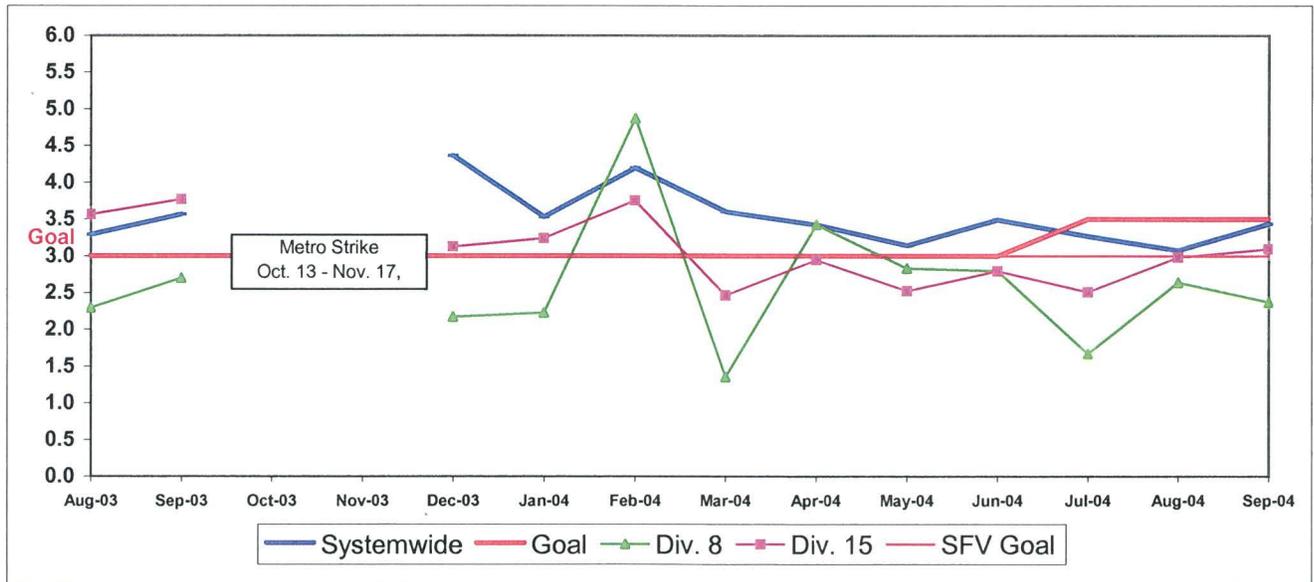
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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))



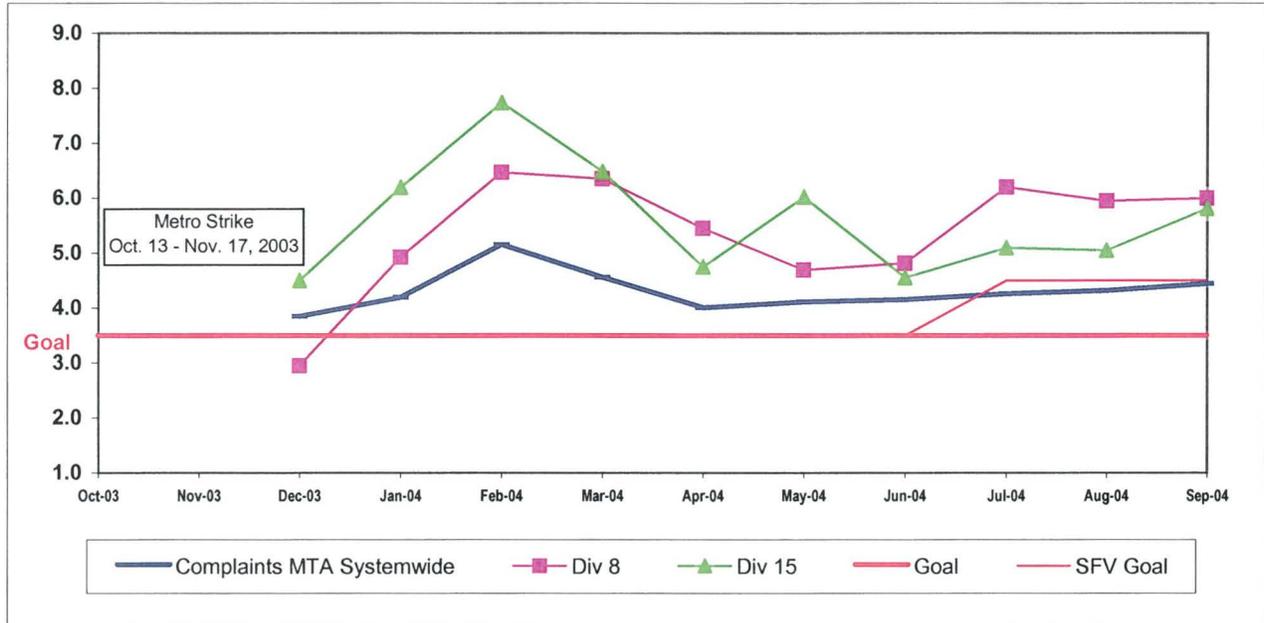
SFV Sector Bus Service Performance - Continued

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)



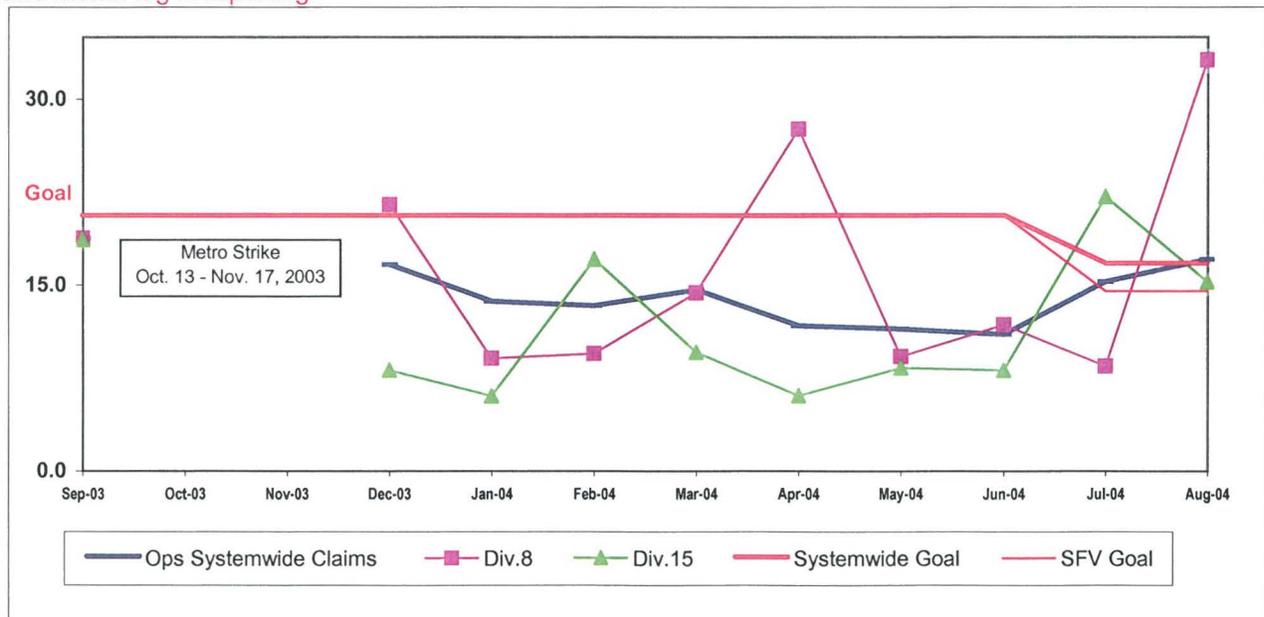
NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

Systemwide and Bus Operating Divisions 8 and 15

**Definition:** Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

**Calculation:** New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)

One month lag in reporting.



## San Gabriel Valley Sector Scorecard Overview (SGV)

This sector has two Metro operating divisions, Division 3 Cypress Park and Division 9 in El Monte. The sector is responsible for the operation of approximately 415 Metro buses and 28 Metro Bus lines carrying over 64.5 million boarding passengers each year.

This report gives a brief overview of sector operations':

- \* Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- \* In-Service On-Time Performance
- \* Traffic Accidents per 100,000 Hub
- \* Complaints per 100,000 Boardings
- \* New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours

Measurement	FY02	FY03	FY04	FY05 Target	FY05 YTD	Sep. Month	Status
<b>Bus Systemwide</b>							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,205	7,273	◊
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	67.11%	65.98%	◊
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.25	3.43	●
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	4.34	4.44	◊
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Aug. 16.14	Aug. 17.03	●
<b>SGV Sector</b>							
MMBCMF*	6,708	7,696	7,570	9,000	6,590	7,123	◊
In-Service On-time Performance		70.02%	69.98%	70%	70.77%	68.89%	●
Bus Traffic Accidents Per 100,000 Miles	3.23	3.40	2.91	3.00	2.76	3.02	●
Complaints per 100,000 Boardings	3.13	3.57	3.80	3.25	3.23	3.28	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	27.80	23.15	16.12	14.00	Aug. 7.18	Aug. 8.33	●
<b>Division 3</b>							
MMBCMF*	5,538	5,726	6,564	9,000	6,109	7,510	◊
In-Service On-time Performance	68.70%	71.08%	70.80%	70%	70.33%	69.19%	●
Bus Traffic Accidents Per 100,000 Miles	3.96	4.22	3.59	3.00	3.84	4.99	◊
Complaints per 100,000 Boardings	2.61	3.09	3.02	3.25	3.00	2.94	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	38.36**	21.54	12.36	14.00	Aug. 1.21	Aug. 2.43	●
<b>Division 9</b>							
MMBCMF*	8,336	11,322	8,874	9,000	7,109	6,795	◊
In-Service On-time Performance	64.56%	67.47%	68.16%	70%	71.65%	68.30%	●
Bus Traffic Accidents Per 100,000 Miles	2.56	2.64	2.26	3.00	1.76	1.17	●
Complaints per 100,000 Boardings	3.90	4.31	5.09	3.25	3.55	3.75	◊
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	33.14**	28.54	20.75	14.00	Aug. 14.16	Aug. 15.33	●

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

\*\*Jan - June, 2002

● Green - High probability of achieving the FY05 target (on track).

◊ Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.

■ Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

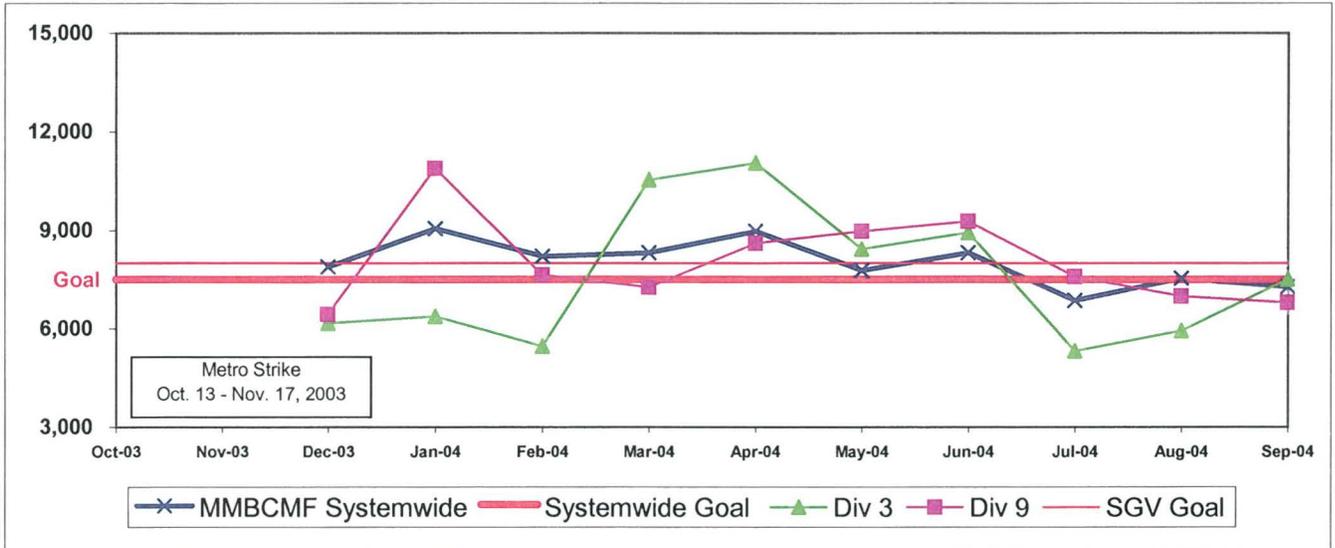
# SAN GABRIEL VALLEY SECTOR (SGV) BUS SERVICE PERFORMANCE

## 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.

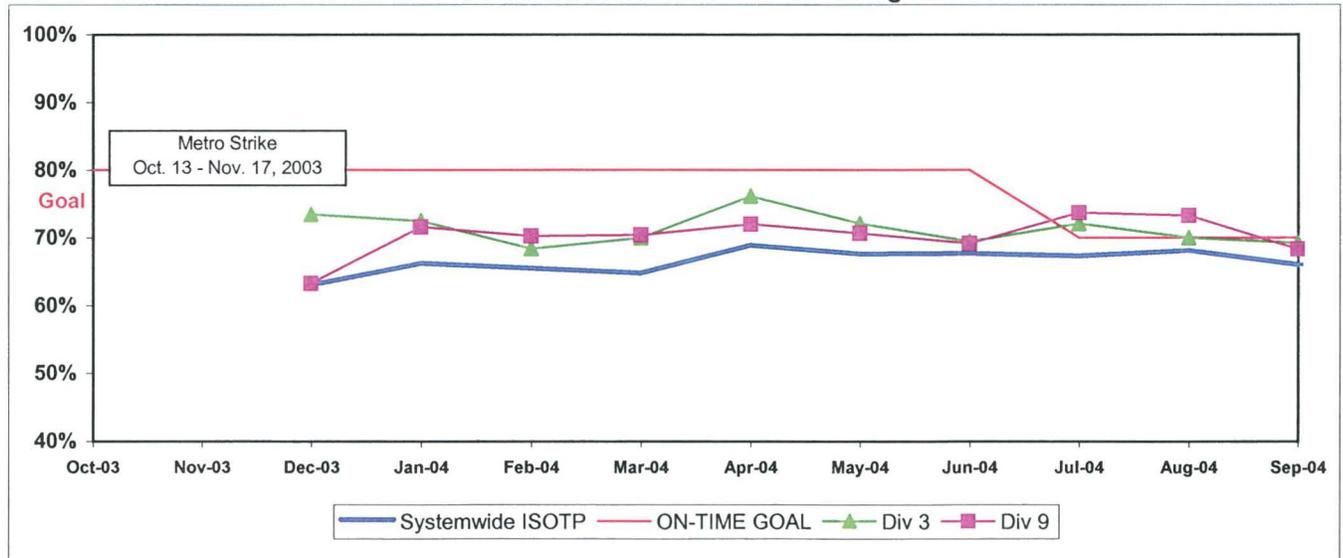
## IN-SERVICE ON-TIME PERFORMANCE

**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.

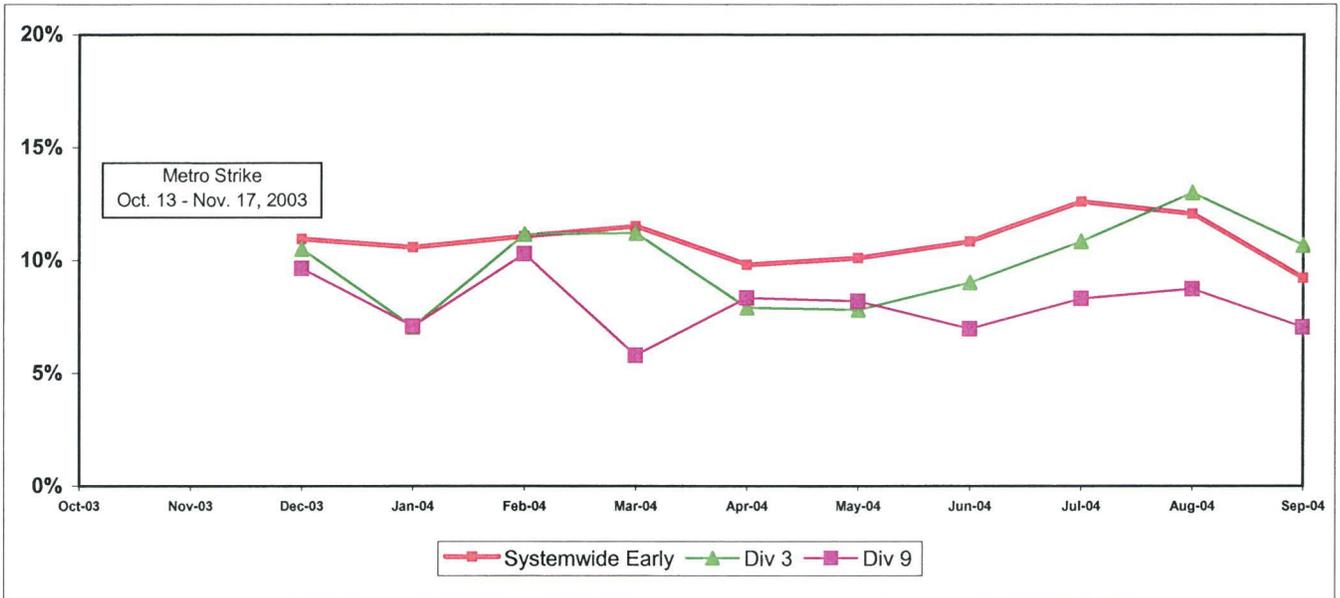
**Calculation:**  $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes late}) / (\text{Total buses sampled}))$

### Systemwide and Bus Operating Divisions 3 and 9

#### ISOTP - 1 Minute Tolerance for Running Hot



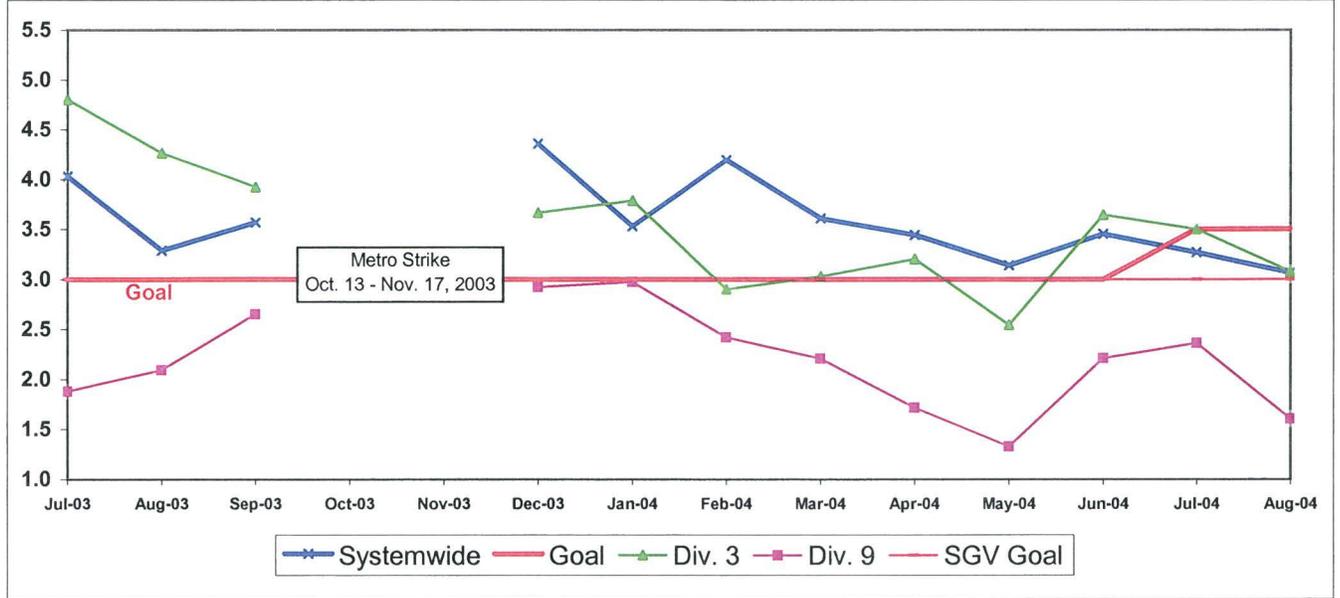
**SGV SECTOR BUS SERVICE PERFORMANCE - Continued**  
**Running Hot - Systemwide and Divisions 3 and 9**



**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.

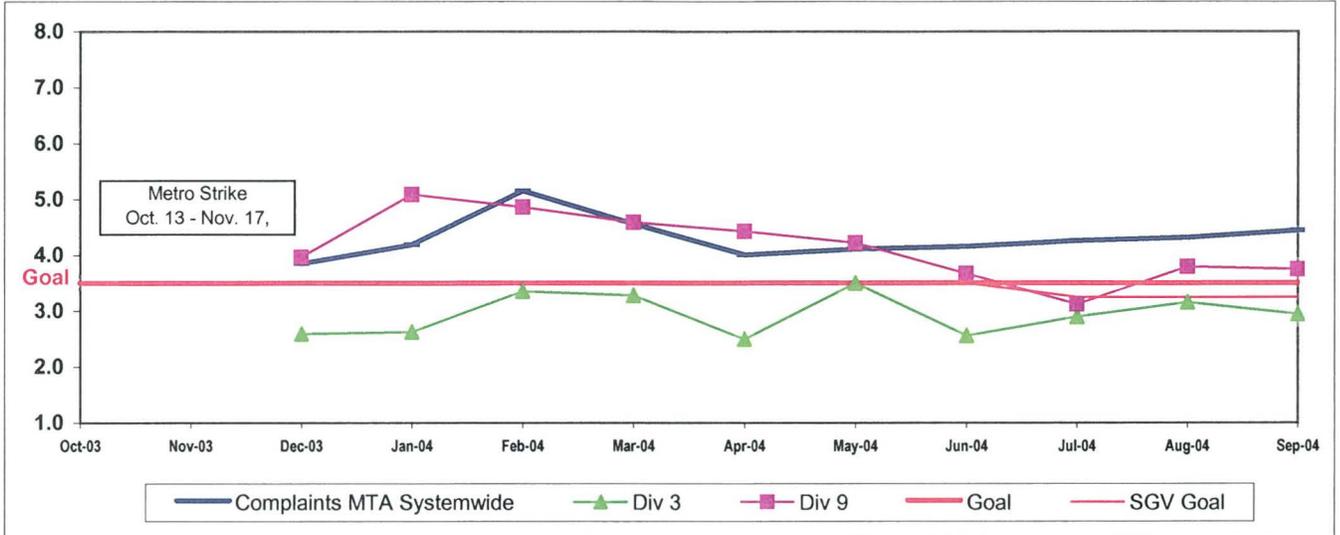
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



**SGV SECTOR BUS SERVICE PERFORMANCE - Continued**  
**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)

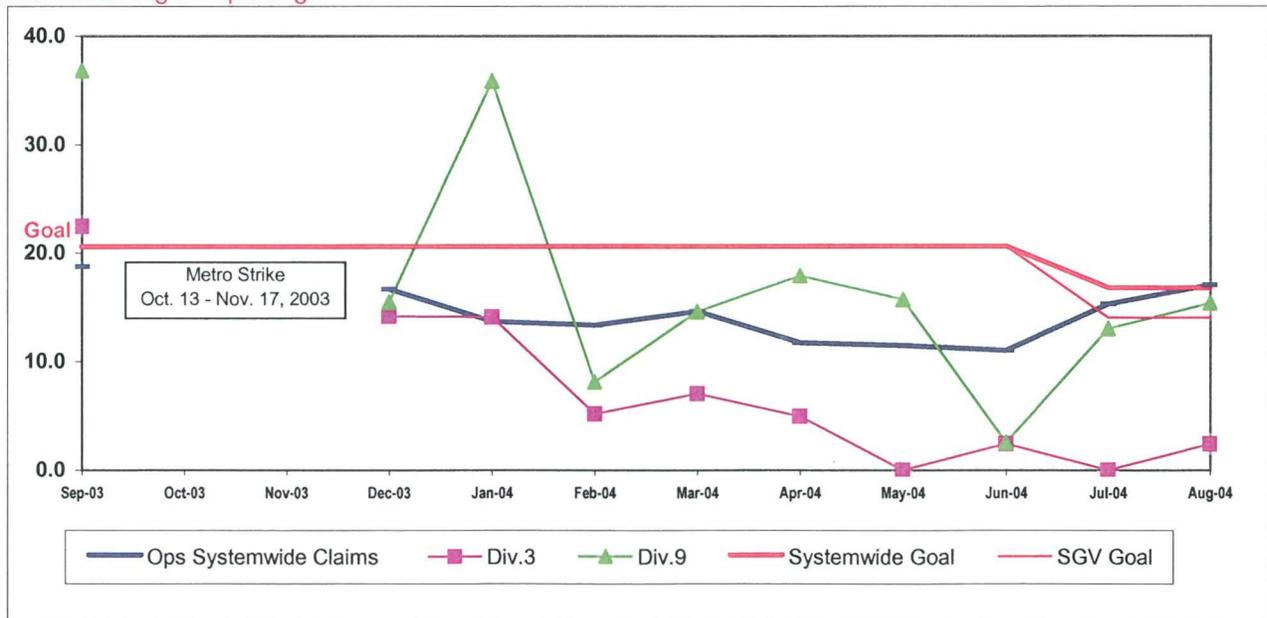


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 3 and 9**

**Definition:** Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

**Calculation:** New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)

One month lag in reporting.



## Gateway Cities Sector Scorecard Overview (GC)

This sector has two Metro 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 395 Metro buses and 22 Metro Bus lines carrying nearly 59.8 million boarding passengers each year.

This report gives a brief overview of sector operations<sup>1</sup>:

- \* Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- \* In-Service On-Time Performance
- \* Traffic Accidents per 100,000 Hub
- \* Complaints per 100,000 Boardings
- \* New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours

Measurement	FY02	FY03	FY04	FY05 Target	FY05 YTD	Sep. Month	Status
<b>Bus Systemwide</b>							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,205	7,273	◇
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	67.11%	65.98%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.25	3.43	●
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	4.34	4.44	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Aug. 16.14	Aug. 17.03	●
<b>GC Sector</b>							
MMBCMF*	6,726	7,800	8,781	8,250	6,369	5,974	◇
In-Service On-time Performance		74.53%	69.34%	70%	71.36%	71.05%	●
Bus Traffic Accidents Per 100,000 Miles	4.49	4.07	3.86	3.50	3.79	3.62	◇
Complaints per 100,000 Boardings	2.07	2.63	3.08	3.00	2.86	2.85	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	43.20	25.30	20.19	19.18	Aug. 13.29	Aug. 15.78	●
<b>Division 1</b>							
MMBCMF*	8,510	9,863	8,232	8,250	6,004	6,132	■
In-Service On-time Performance	74.95%	78.22%	70.57%	70%	71.40%	71.62%	●
Bus Traffic Accidents Per 100,000 Miles	4.51	3.39	3.41	3.50	3.64	3.29	◇
Complaints per 100,000 Boardings	1.76	2.26	3.32	3.00	3.24	3.27	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	45.91**	20.42	16.82	19.18	Aug. 10.29	Aug. 12.72	●
<b>Division 2</b>							
MMBCMF*	5,514	6,398	9,496	8,250	6,896	5,783	◇
In-Service On-time Performance	63.01%	67.53%	67.62%	70%	71.30%	70.32%	●
Bus Traffic Accidents Per 100,000 Miles	4.48	4.78	4.36	3.50	3.96	4.05	◇
Complaints per 100,000 Boardings	2.38	3.07	2.84	3.00	2.43	2.38	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	48.72**	31.18	24.56	19.18	Aug. 17.64	Aug. 20.40	●

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

\*\*Jan - June, 2002

● Green - High probability of achieving the FY05 target (on track).

◇ Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.

■ Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

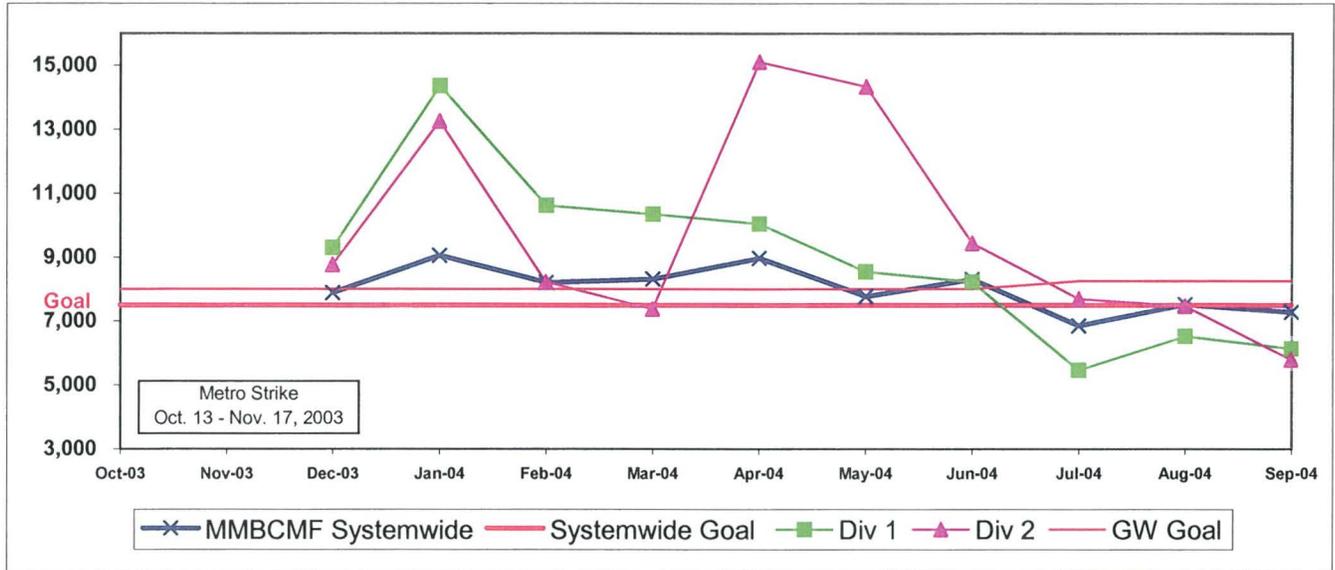
# GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

## 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)



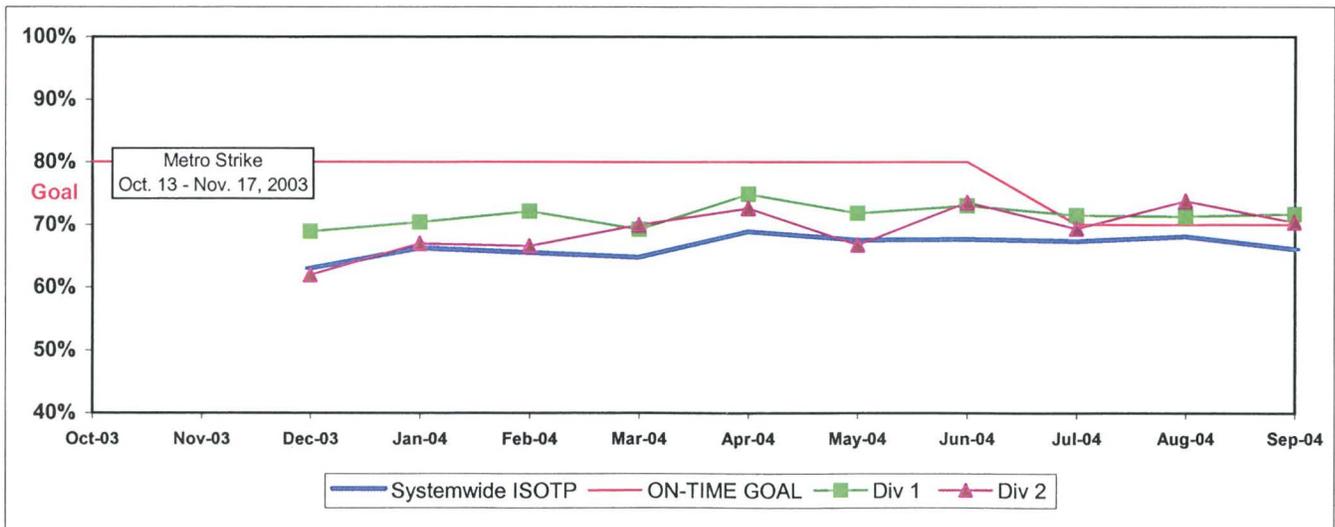
\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

## IN-SERVICE ON-TIME PERFORMANCE

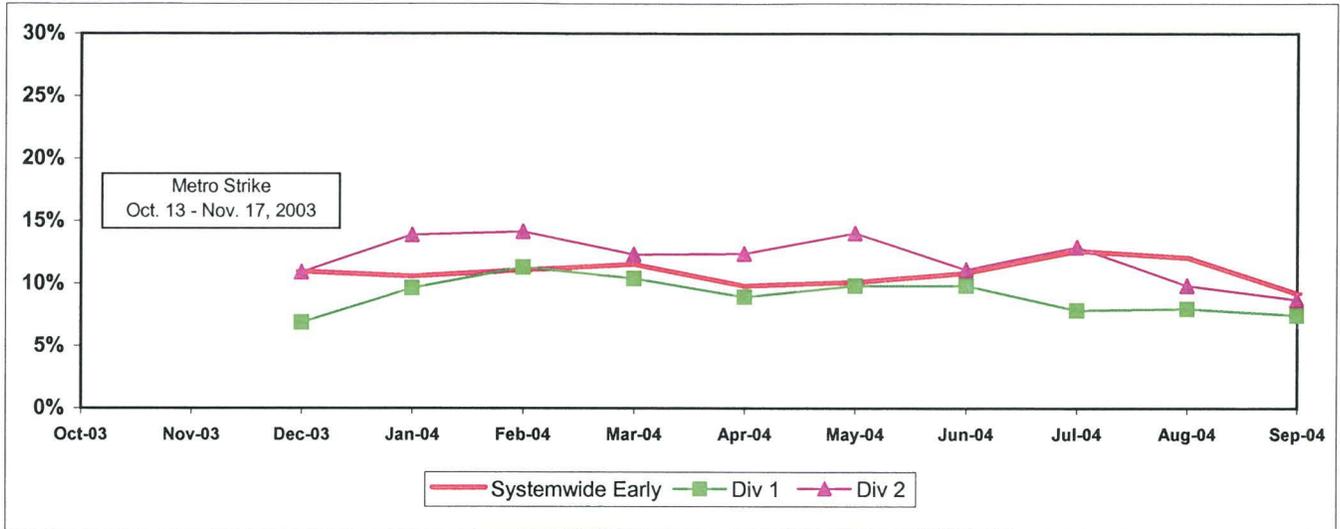
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

**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



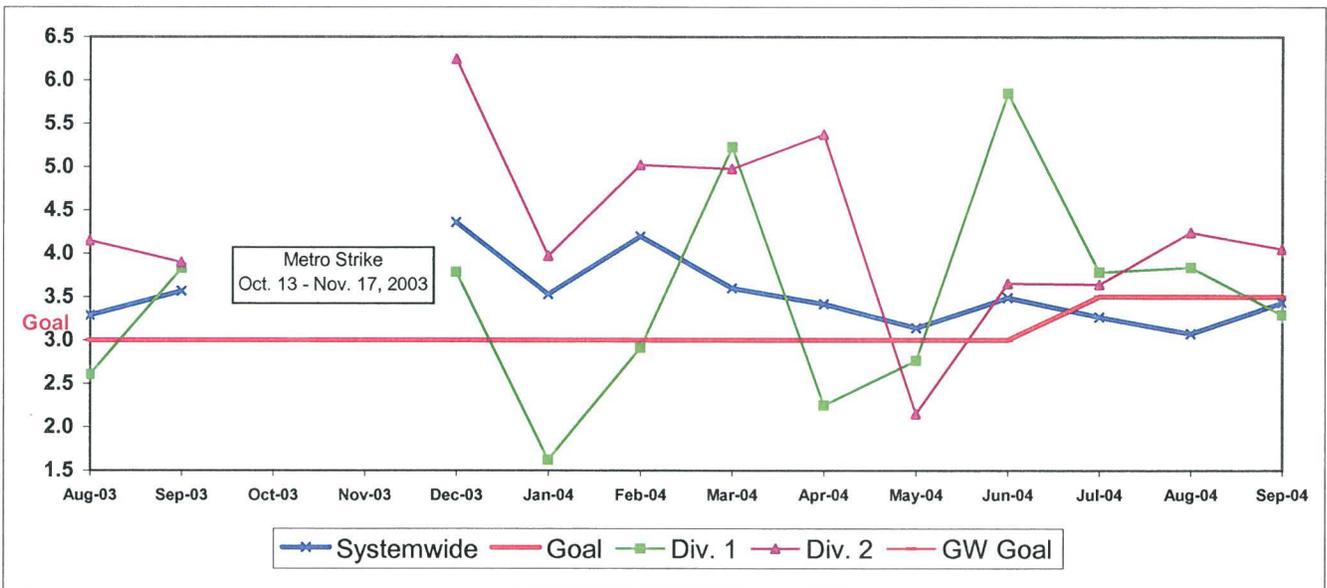
**GC SECTOR BUS SERVICE PERFORMANCE - Continued**  
**Running Hot - Systemwide and Divisions 1 and 2**



**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.

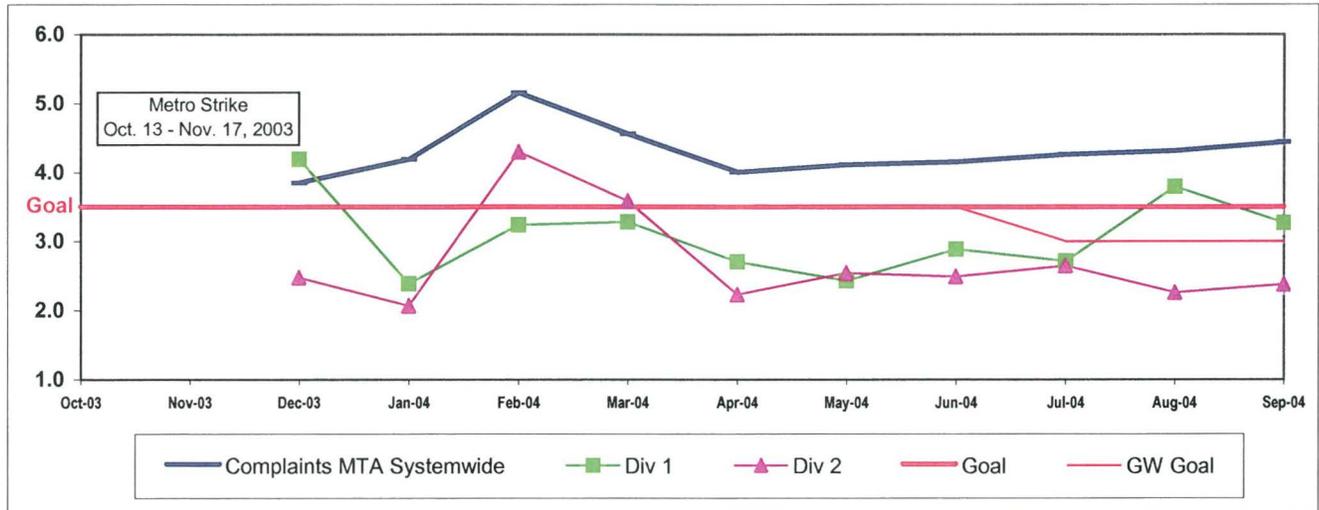
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



**GC SECTOR BUS SERVICE PERFORMANCE - Continued**  
**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)

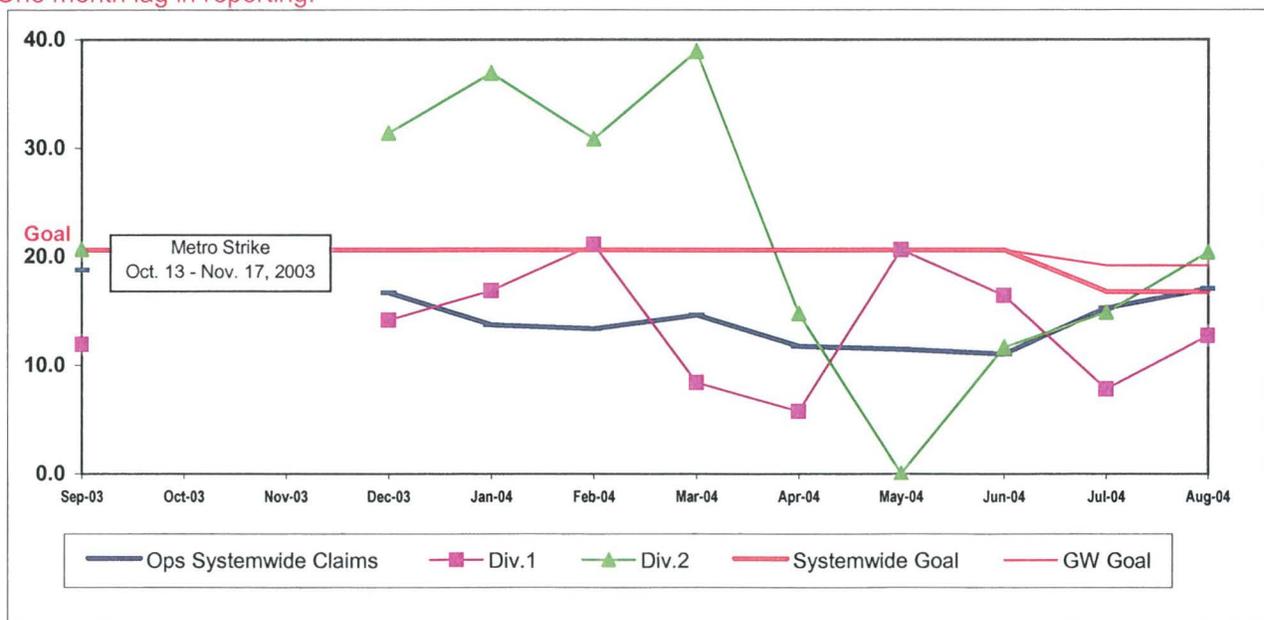


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 1 and 2**

**Definition:** Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

**Calculation:** New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)

One month lag in reporting.



## South Bay Sector Scorecard Overview (SB)

This sector has two Metro operating divisions, Arthur Winston Division (5) in South Los Angeles and Carson Division (18) in Carson. The sector will be responsible for the operation of approximately 550 Metro buses and 32 Metro Bus lines carrying over 93.5 million boarding passengers each year.

This report gives a brief overview of sector operations':

- \* Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- \* In-Service On-Time Performance
- \* Traffic Accidents per 100,000 Hub
- \* Complaints per 100,000 Boardings
- \* New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours

Measurement	FY02	FY03	FY04	FY05 Target	FY05 YTD	Sep. Month	Status
<b>Bus Systemwide</b>							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,205	7,273	◇
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	67.11%	65.98%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.25	3.43	○
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	4.34	4.44	◇
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Aug. 16.14	Aug. 17.03	○
<b>SB Sector</b>							
MMBCMF*	5,665	6,237	7,132	7,000	6,306	6,295	◇
In-Service On-time Performance		63.67%	61.74%	70%	66.39%	63.87%	◇
Bus Traffic Accidents Per 100,000 Miles	4.03	4.00	3.68	4.00	3.33	3.11	○
Complaints per 100,000 Boardings	3.42	4.02	4.63	4.00	4.73	5.35	■
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	30.5	17.28	14.84	14.10	Aug. 22.00	Aug. 20.44	◇
<b>Division 5</b>							
MMBCMF*	8,883	8,756	7,823	7,000	5,678	5,365	■
In-Service On-time Performance	63.31%	66.30%	63.17%	70%	67.05%	64.00%	◇
Bus Traffic Accidents Per 100,000 Miles	4.35	4.58	3.90	4.00	3.71	3.22	○
Complaints per 100,000 Boardings	2.47	2.86	3.45	4.00	3.41	3.93	○
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	43.97**	24.16	15.22	14.10	Aug. 17.12	Aug. 16.94	◇
<b>Division 18</b>							
MMBCMF*	4,514	5,144	6,689	7,000	6,884	7,310	◇
In-Service On-time Performance	60.19%	61.23%	60.78%	70%	65.89%	63.77%	◇
Bus Traffic Accidents Per 100,000 Miles	3.80	3.57	3.51	4.00	3.04	3.02	○
Complaints per 100,000 Boardings	4.39	5.26	5.74	4.00	5.93	6.61	■
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	25.56**	13.40	14.71	14.10	Aug. 26.06	Aug. 22.50	◇

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

\*\*Jan - June, 2002

○ Green - High probability of achieving the FY05 target (on track).

◇ Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.

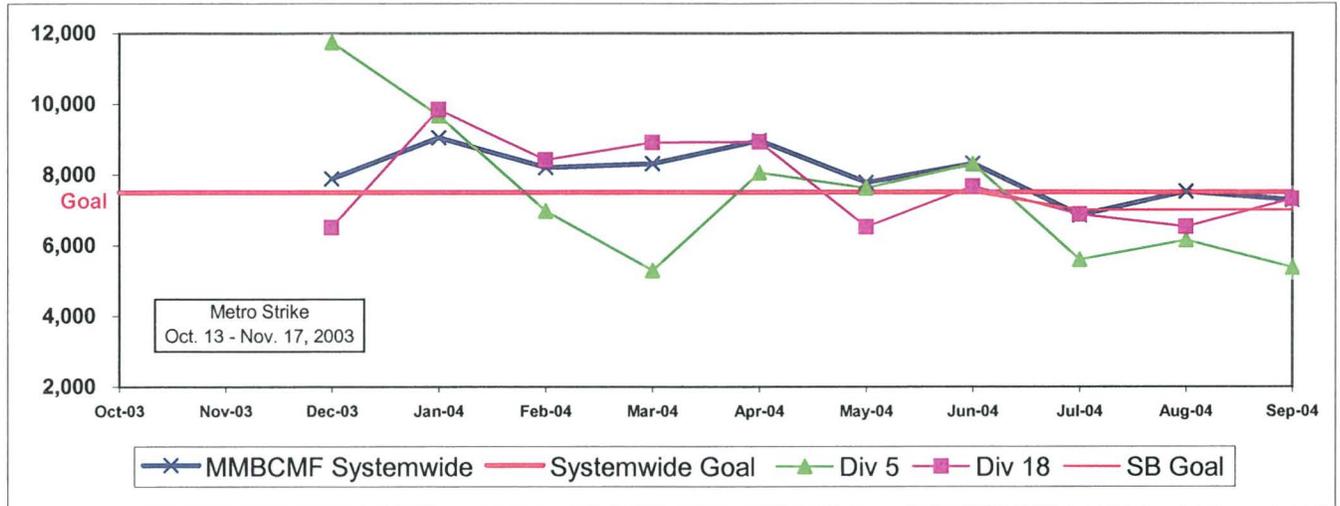
■ Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

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



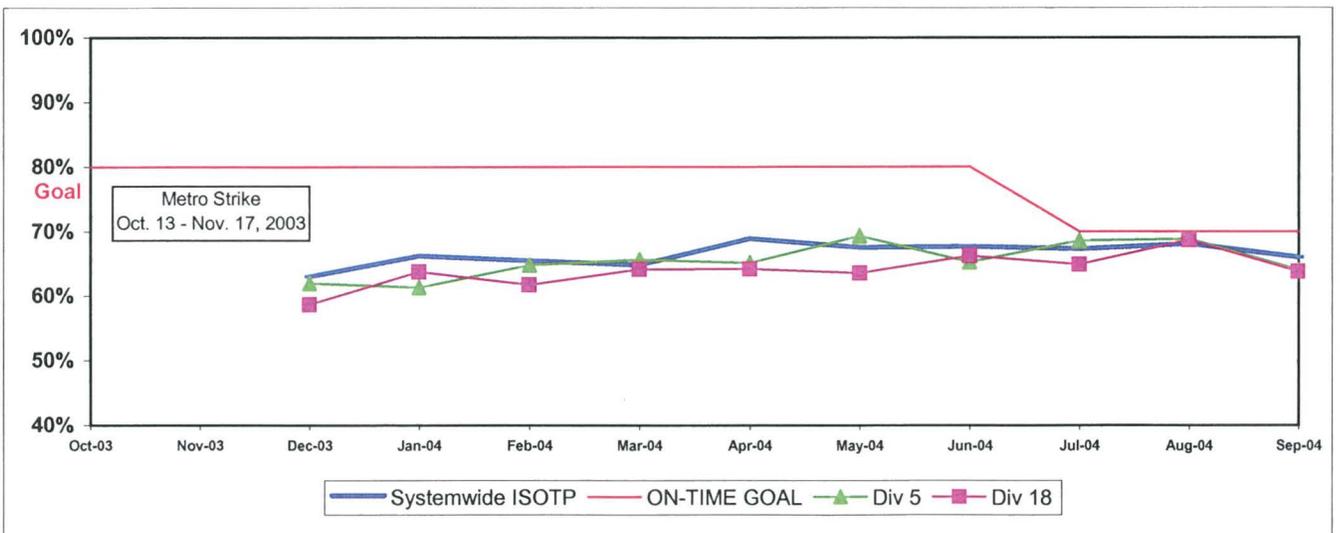
\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

### IN-SERVICE ON-TIME PERFORMANCE

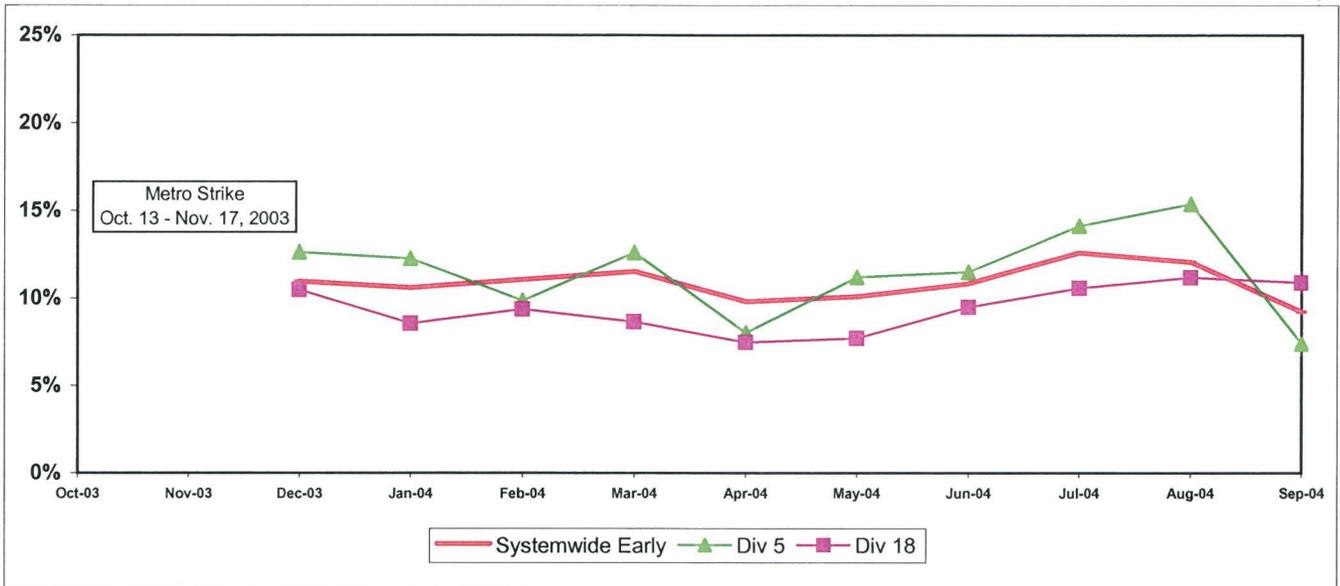
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

**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 5 and 18 ISOTP - 1 Minute Tolerance for Running Hot



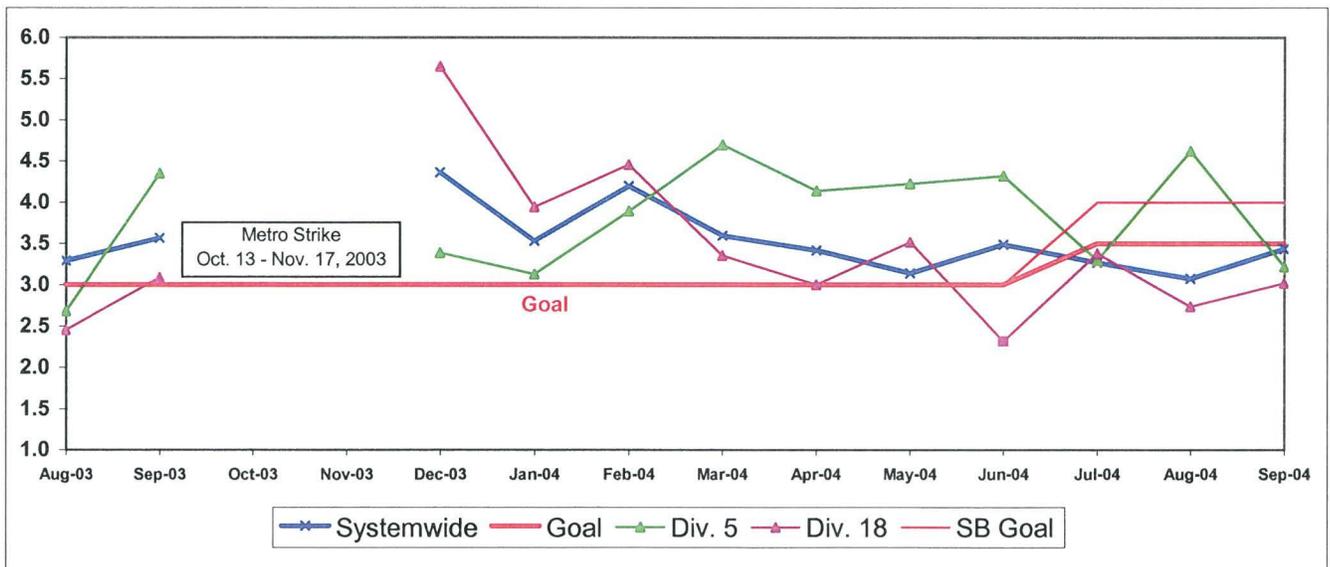
**SB SECTOR BUS SERVICE PERFORMANCE - Continued**  
**Running Hot**  
**Systemwide and Divisions 5 and 18**



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

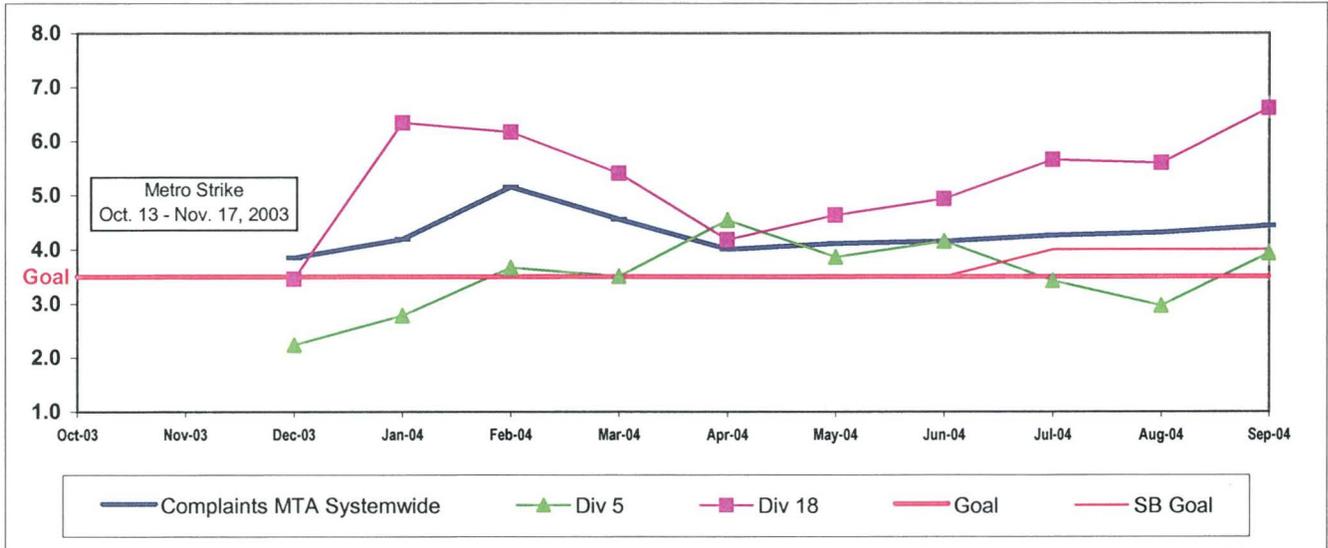
**Definition:** Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

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



**SB SECTOR BUS SERVICE PERFORMANCE - Continued**  
**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)

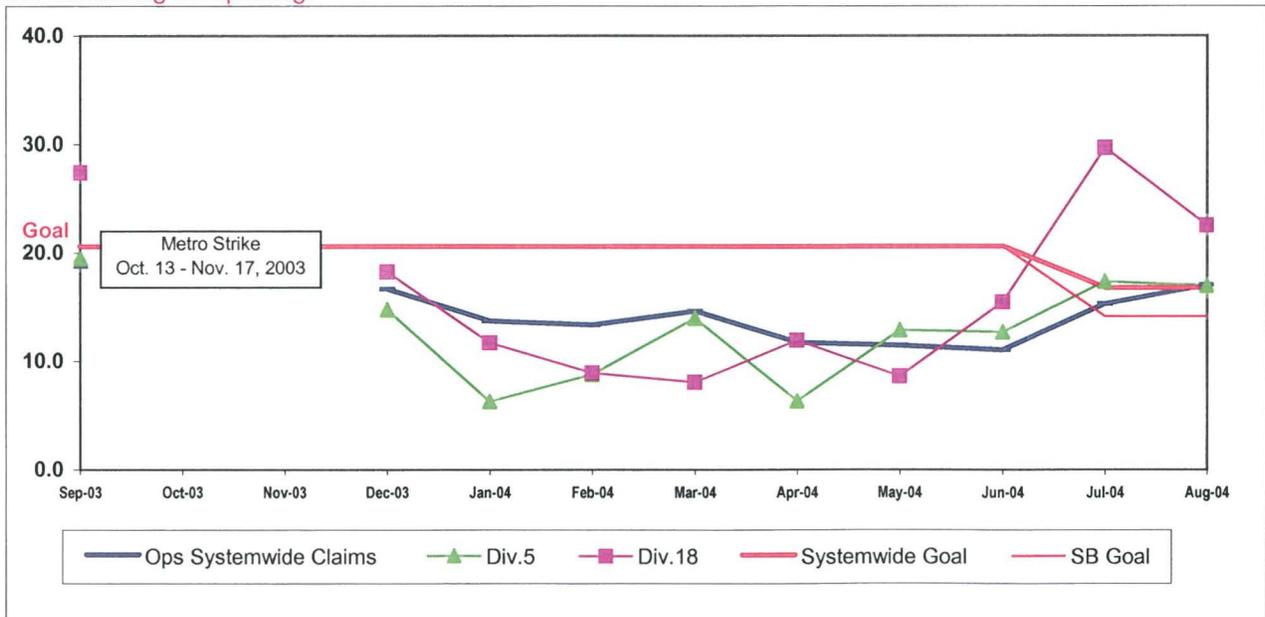


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 5 and 18**

**Definition:** Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

**Calculation:** New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)

One month lag in reporting.



## Westside/Central Sector Scorecard Overview (WC)

This sector has three Metro 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 620 Metro buses and 21 Metro Bus lines carrying nearly 86.1 million boarding passengers each year.

This report gives a brief overview of sector operations\*:

- \* Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- \* In-Service On-Time Performance
- \* Traffic Accidents per 100,000 Hub
- \* Complaints per 100,000 Boardings
- \* New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours

Measurement	FY02	FY03	FY04	FY05 Target	FY05 YTD	Sep. Month	Status
<b>Bus Systemwide</b>							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)**	5,796	6,883	7,417	7,500	7,205	7,273	◊
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	67.11%	65.98%	◊
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.25	3.43	●
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	4.34	4.44	◊
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Aug. 16.14	Aug. 17.03	●
<b>WC Sector</b>							
MMBCMF*	6,099	5,720	6,254	7,500	8,262	8,594	●
In-Service On-time Performance		67.88%	63.31%	70%	63.72%	62.87%	■
Bus Traffic Accidents Per 100,000 Miles	4.69	4.72	4.61	3.67	3.78	4.50	◊
Complaints per 100,000 Boardings	3.33	4.84	5.30	3.75	4.98	4.69	■
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	27.5	28.74	21.52	20.44	Aug. 21.33	Aug. 25.49	◊
<b>Division 6</b>							
MMBCMF*	9,241	8,335	19,270	7,500	9,709	8,660	●
In-Service On-time Performance	64.64%	65.93%	60.11%	70%	55.70%	53.35%	■
Bus Traffic Accidents Per 100,000 Miles	4.18	4.52	4.10	3.67	4.60	4.62	◊
Complaints per 100,000 Boardings	4.51	6.10	6.15	3.75	6.05	6.63	■
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.75**	30.72	21.71	20.44	Aug. 23.10	Aug. 26.92	◊
<b>Division 7</b>							
MMBCMF*	6,942	5,389	5,230	7,500	7,560	9,116	◊
In-Service On-time Performance	67.96%	68.80%	64.59%	70%	65.96%	66.76%	◊
Bus Traffic Accidents Per 100,000 Miles	5.23	4.95	4.63	3.67	3.96	4.83	◊
Complaints per 100,000 Boardings	3.36	4.74	5.70	3.75	4.79	4.51	■
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	39.27**	24.52	21.05	20.44	Aug. 21.88	Aug. 28.89	◊
<b>Division 10</b>							
MMBCMF*	5,121	5,734	6,701	7,500	8,640	8,236	●
In-Service On-time Performance	63.56%	67.34%	62.85%	70%	63.29%	61.34%	■
Bus Traffic Accidents Per 100,000 Miles	4.23	4.55	4.68	3.67	3.50	4.24	●
Complaints per 100,000 Boardings	3.13	4.73	4.85	3.75	5.00	4.58	■
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.30**	35.38	22.90	20.44	Aug. 21.83	Aug. 20.85	◊

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

\*\*Jan - June, 2002

● Green - High probability of achieving the FY05 target (on track).

◊ Yellow - Uncertain if the FY05 target will be achieved - slight problems, delays or management issues.

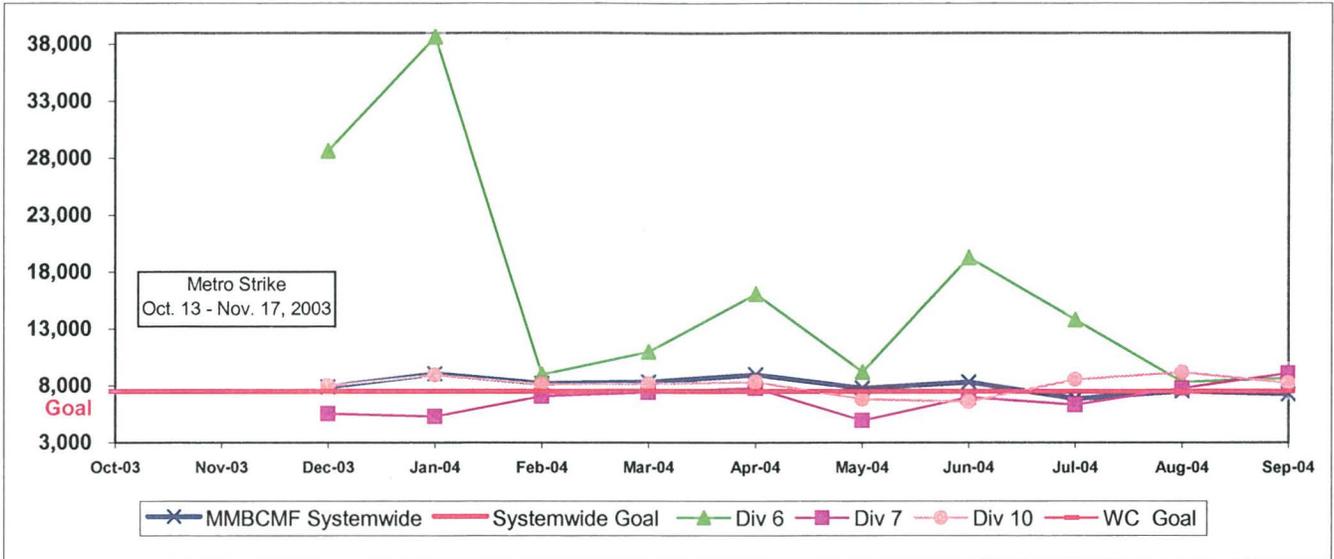
■ Red - High probability that the FY05 target will not be achieved - significant problems and/or delays.

# 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)



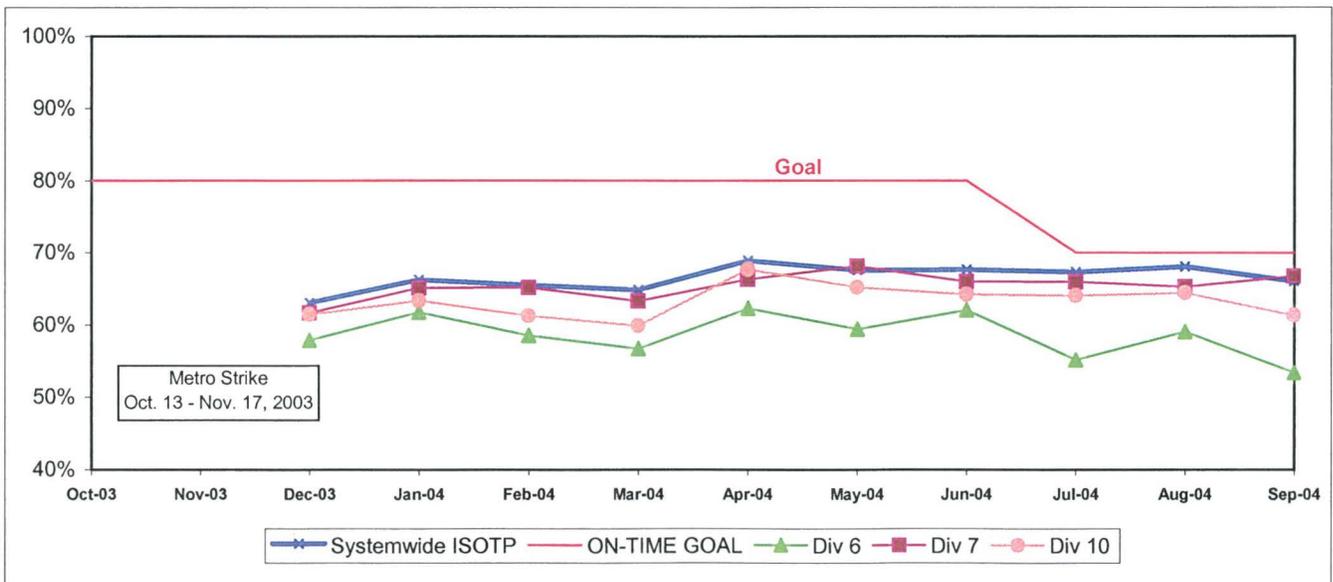
\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

## 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.

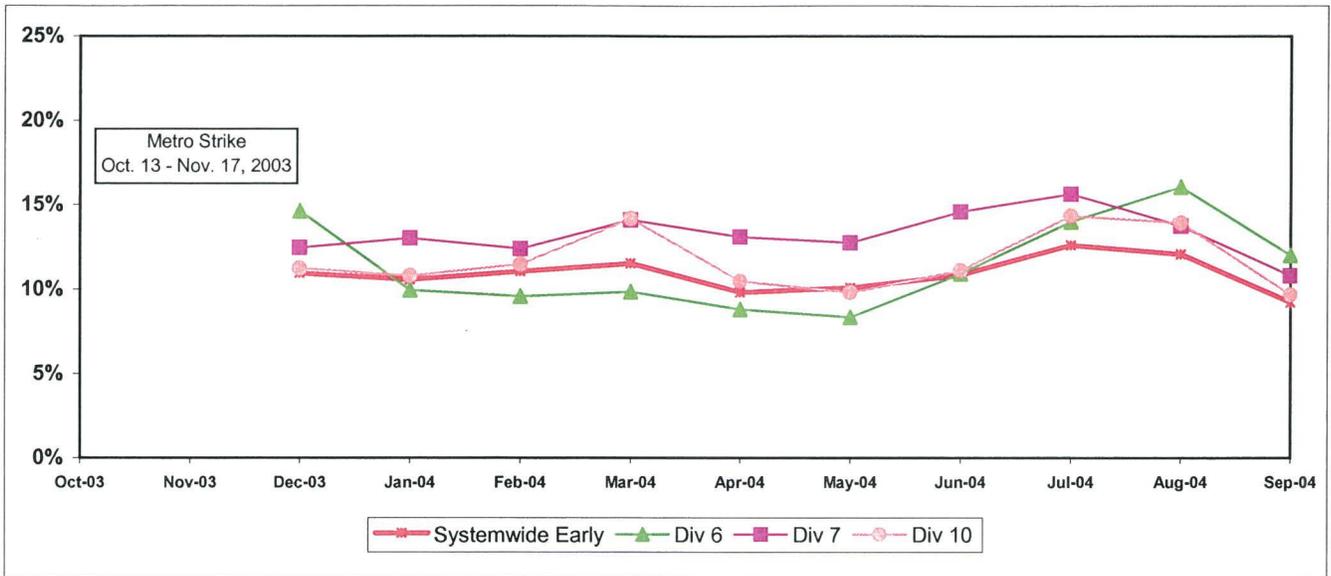
**Calculation:** ISOTP% = 1 - ((Number of buses departing early + Number of buses departing more than five minutes late) / (Total buses sampled))

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



WC SECTOR BUS SERVICE PERFORMANCE - Continued

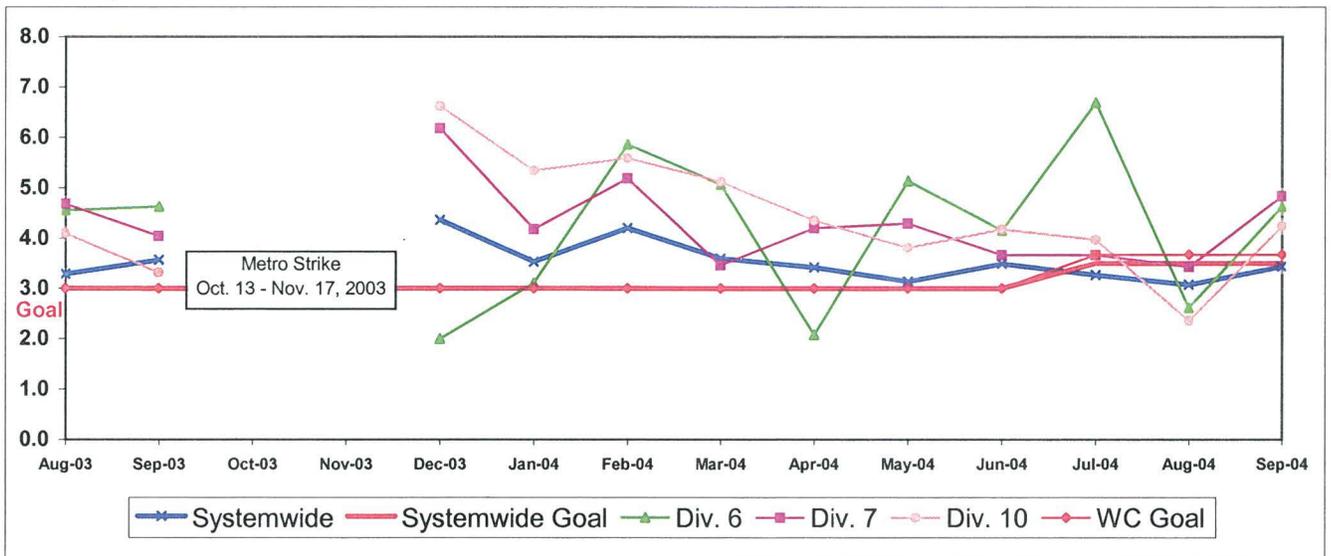
Running Hot - Systemwide and Divisions 6, 7 and 10



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.

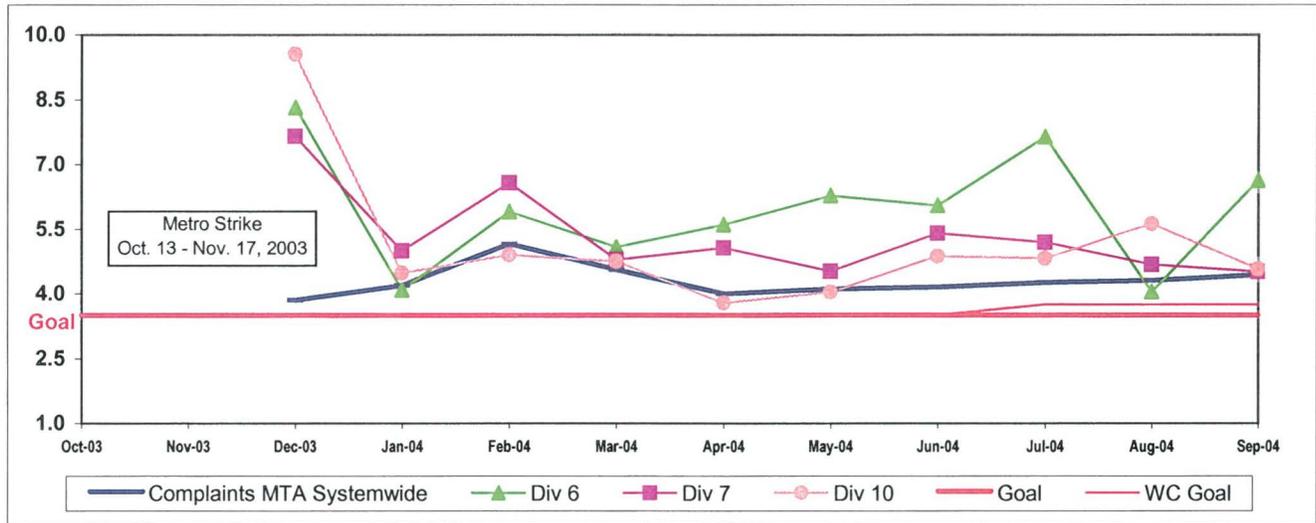
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



**WC SECTOR BUS SERVICE PERFORMANCE - Continued**  
**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)

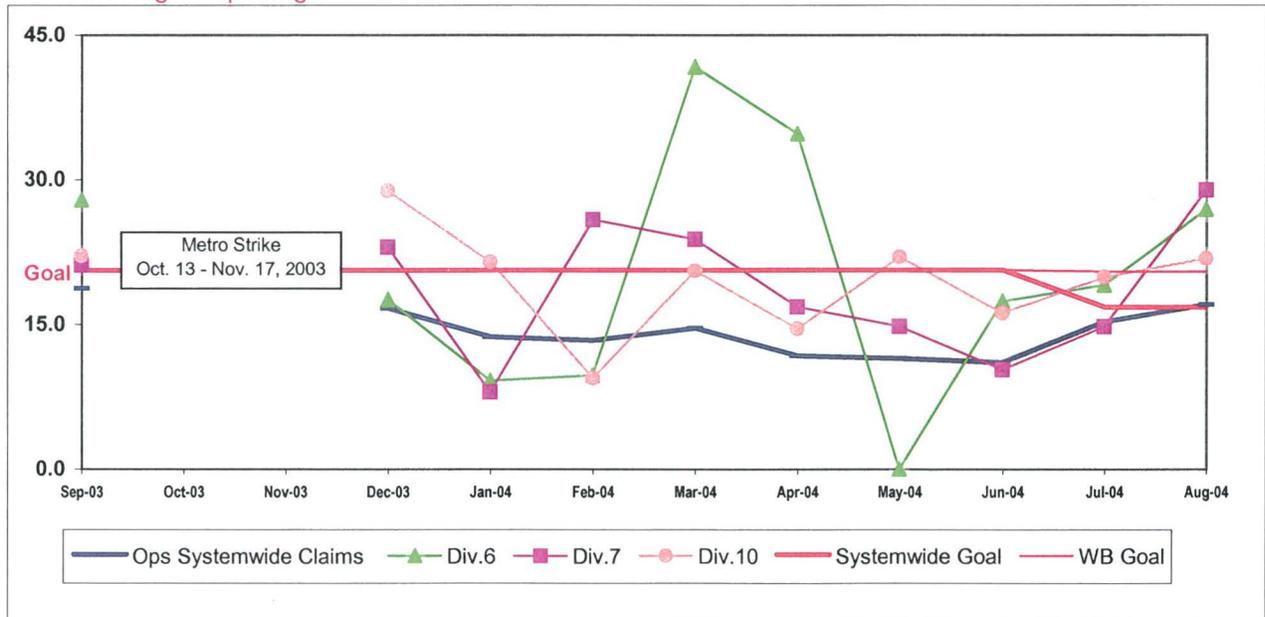


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 6, 7 and 10**

**Definition:** Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

**Calculation:** New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)

One month lag in reporting.



## 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	FY05 Target	FY05 YTD	Sep. Month	Status
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	14.27	11.25	11.59	11.01	Aug. 12.46	Aug. 11.15	◇
<b>Metro Red Line (MRL)</b>							
On-Time Pullouts	99.89%	99.36%	99.71%	99.00%	99.79%	99.78%	●
Mean Miles Between Chargeable Mechanical Failures*	9,842	9,495	12,793	10,000	14,261	14,681	●
In-Service On-time Performance	99.60%	99.15%	99.04%	99.00%	98.38%	98.80%	◇
Traffic Accidents Per 100,000 Train Miles	0.22	0.07	0	0.05	0.29	0.00	◇
Complaints per 100,000 Boardings	0.73	1.20	1.17	0.60	1.28	1.16	◇
<b>Metro Blue Line (MBL)</b>							
On-Time Pullouts	99.43%	99.07%	99.94%	99.00%	99.82%	100%	●
Mean Miles Between Chargeable Mechanical Failures	4,897	6,399	10,365	10,000	17,030	22,796	●
In-Service On-time Performance	98.70%	97.59%	98.74%	99.00%	98.77%	98.29%	◇
Traffic Accidents Per 100,000 Train Miles	0.97	0.82	1.36	0.40	0.93	1.42	◇
Complaints per 100,000 Boardings	0.97	1.30	0.97	0.66	0.96	0.92	◇
<b>Metro Green Line (MGrL)</b>							
On-Time Pullouts	99.62%	98.99%	99.78%	99.00%	99.86%	99.79%	●
Mean Miles Between Chargeable Mechanical Failures	3,990	5,617	11,337	10,000	11,708	7,215	●
In-Service On-time Performance	99.16%	98.21%	98.99%	99.00%	98.73%	98.79%	◇
Traffic Accidents Per 100,000 Train Miles	0.00	0.14	0.08	0.40	0.00	0	●
Complaints per 100,000 Boardings	1.22	1.26	1.37	0.66	2.03	1.36	■
<b>Metro Gold Line (MGoL)</b>							
On-Time Pullouts			100%	99.00%	100%	100%	●
Mean Miles Between Chargeable Mechanical Failures			8,938	10,000	12,116	10,646	●
In-Service On-time Performance			98.52%	99.00%	98.98%	99.02%	●
Traffic Accidents Per 100,000 Train Miles			0.25	0.40	0.42	0.00	◇
Complaints per 100,000 Boardings			3.81	0.66	0.59	1.88	●

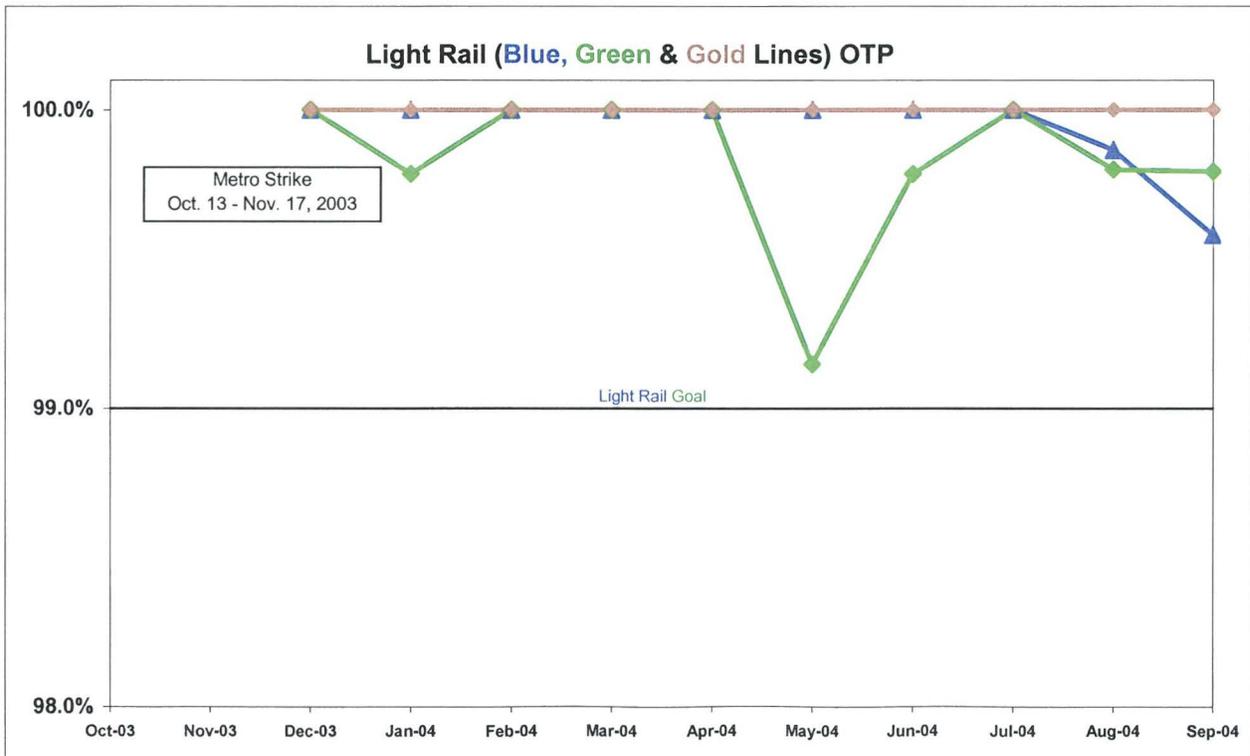
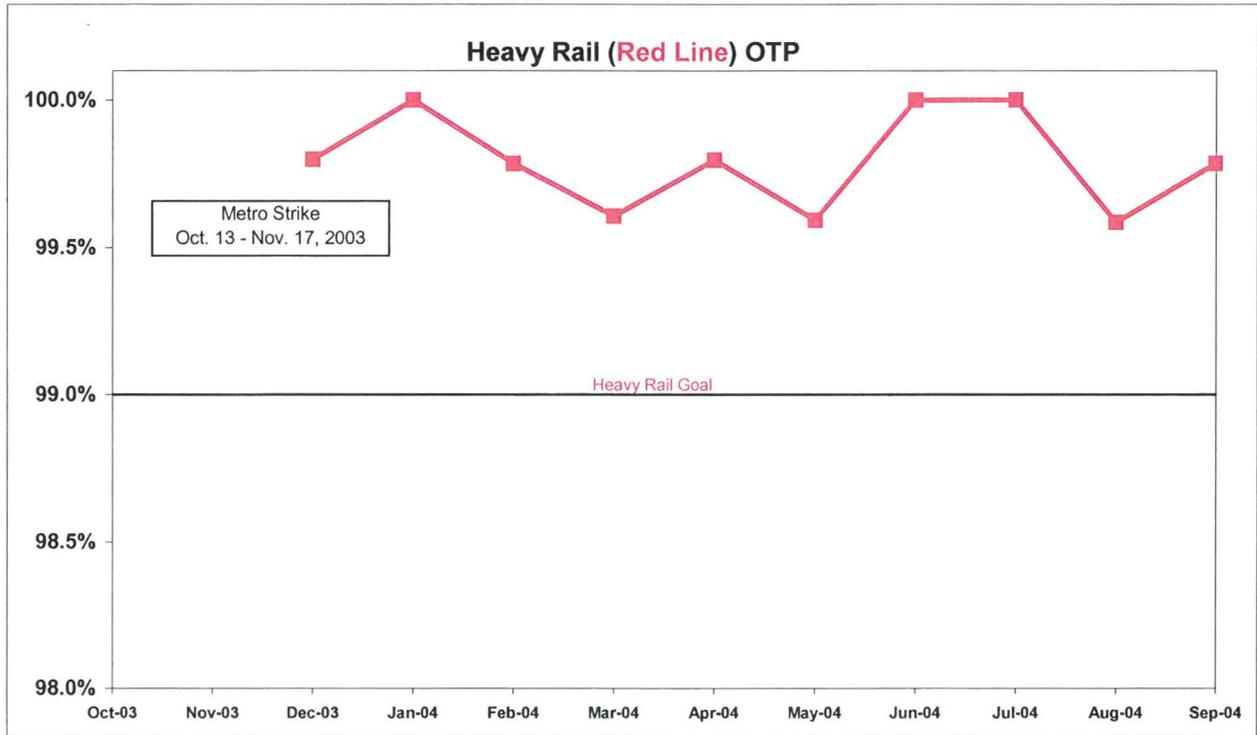
- Green - High probability of achieving the FY05 target (on track).
- ◇ Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.
- Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

## RAIL SERVICE PERFORMANCE

### ON-TIME PULLOUTS

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

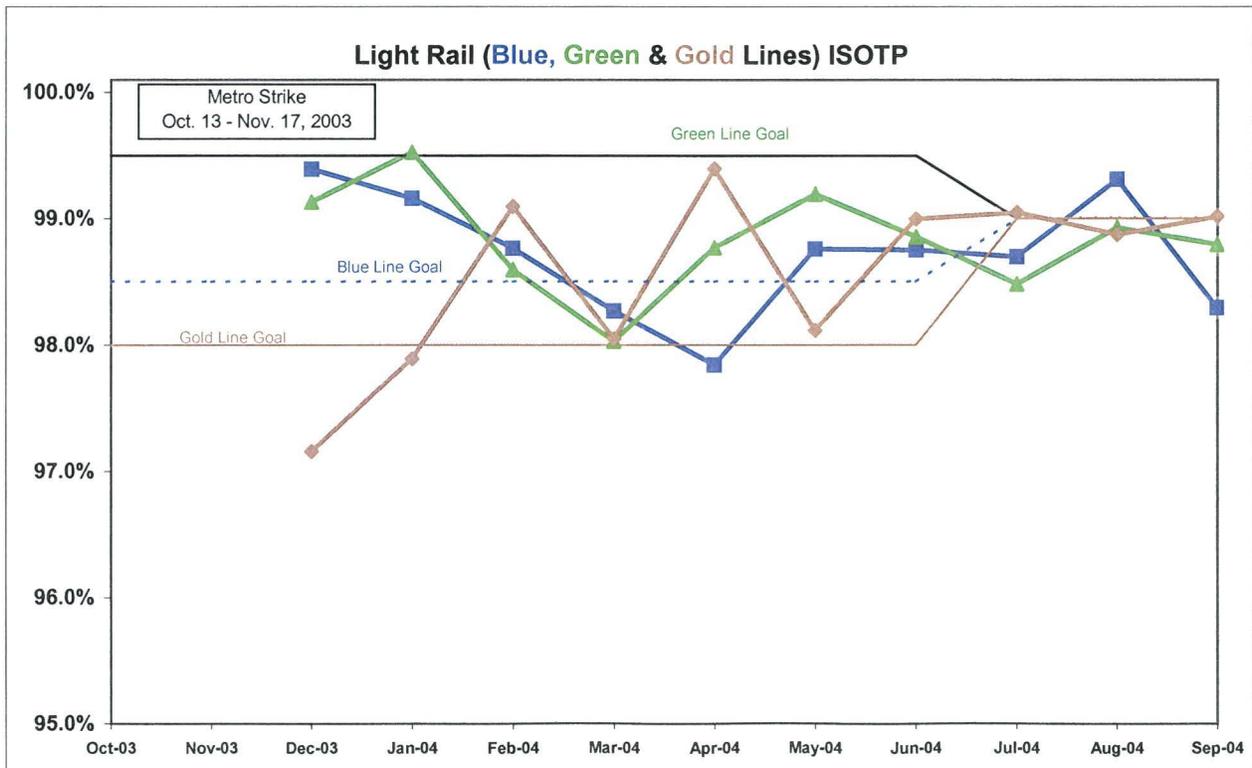
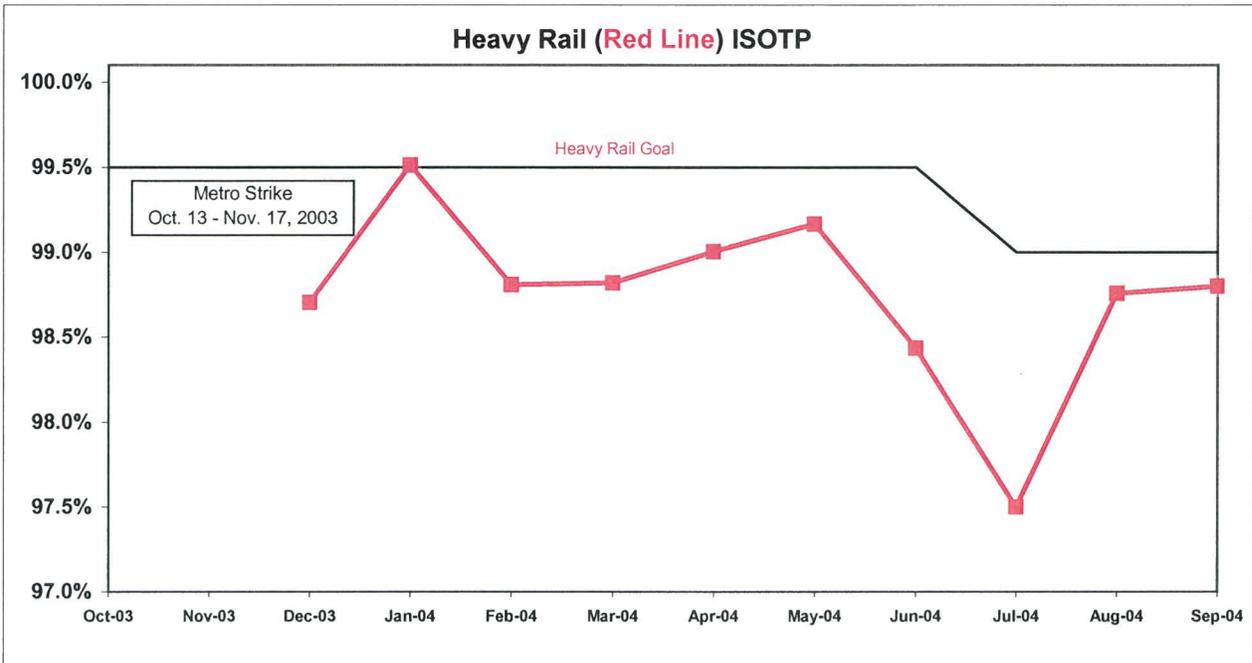
**Calculation:**  $OTP\% = [(100\% - ((\text{Total cancelled pullouts plus late pullouts}) / \text{Total scheduled pullouts}) \times 100)]$



**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]]

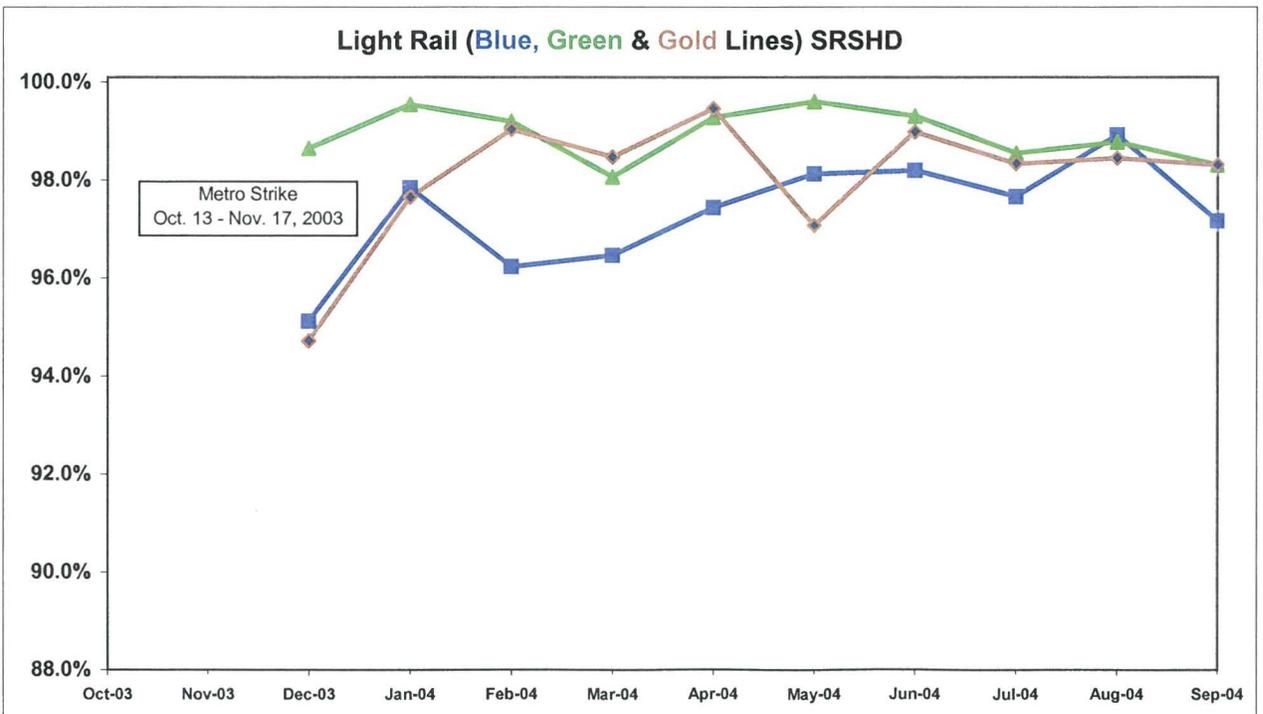
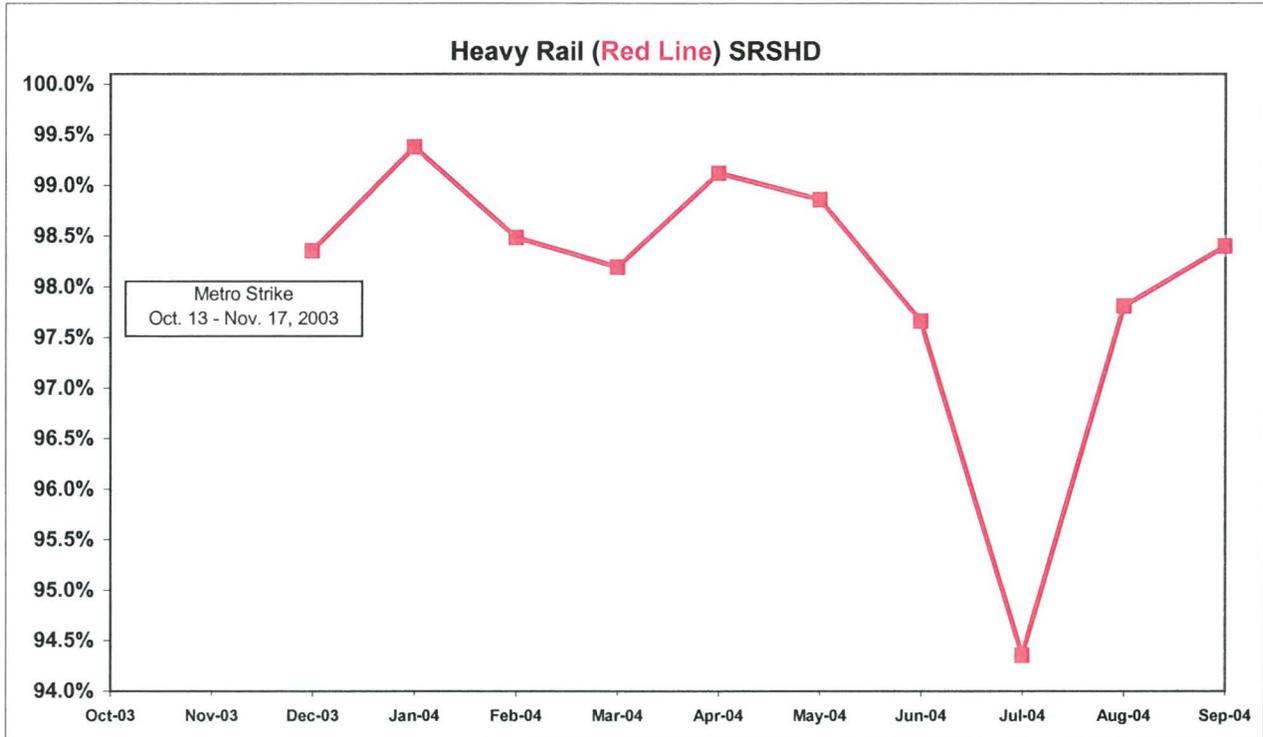


RAIL SERVICE PERFORMANCE - Continued

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.

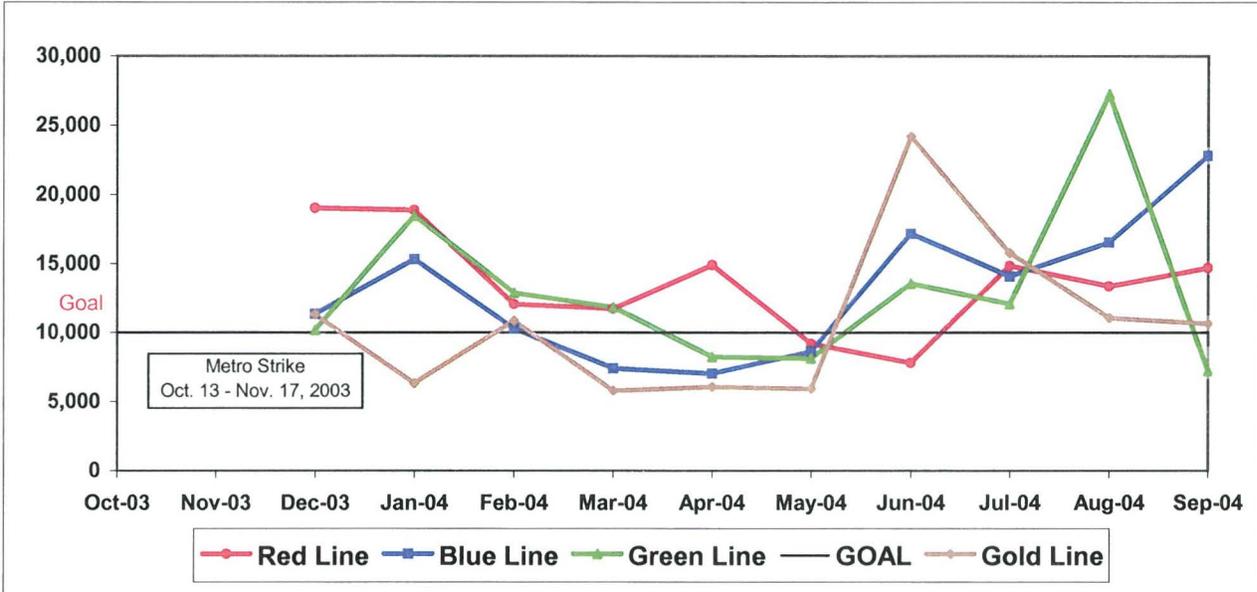
**Calculation:**  $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



**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 = Total Vehicle Miles / Revenue Vehicle Systems Failures

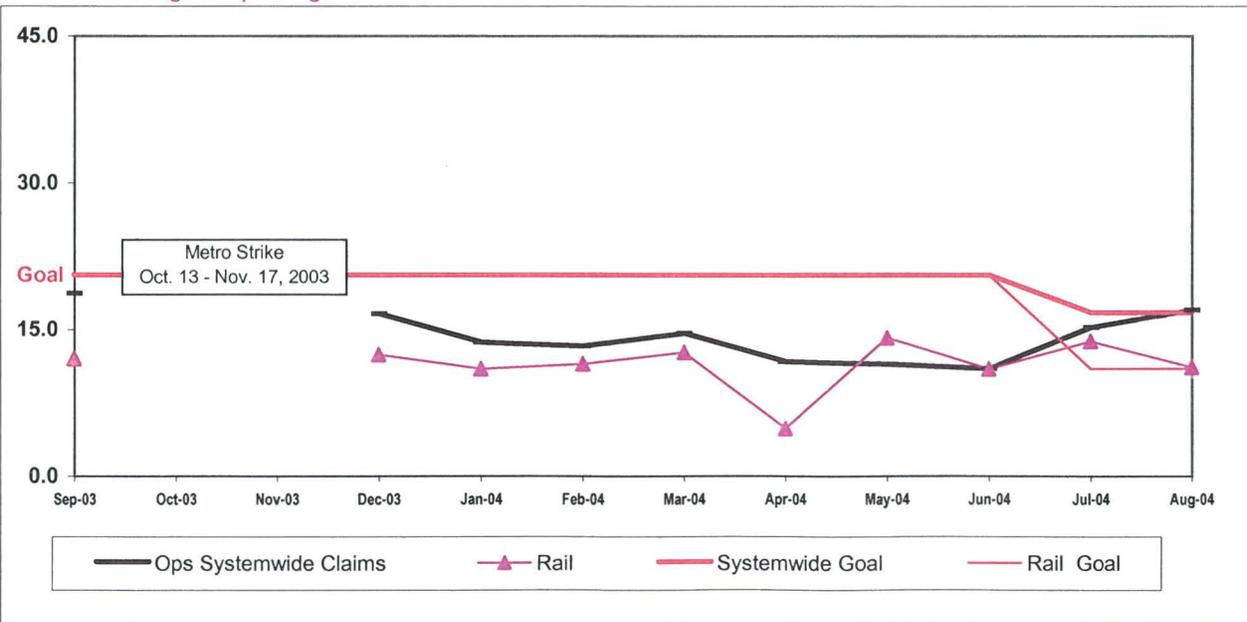


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**

**Definition:** Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

**Calculation:** New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)

One month lag in reporting.

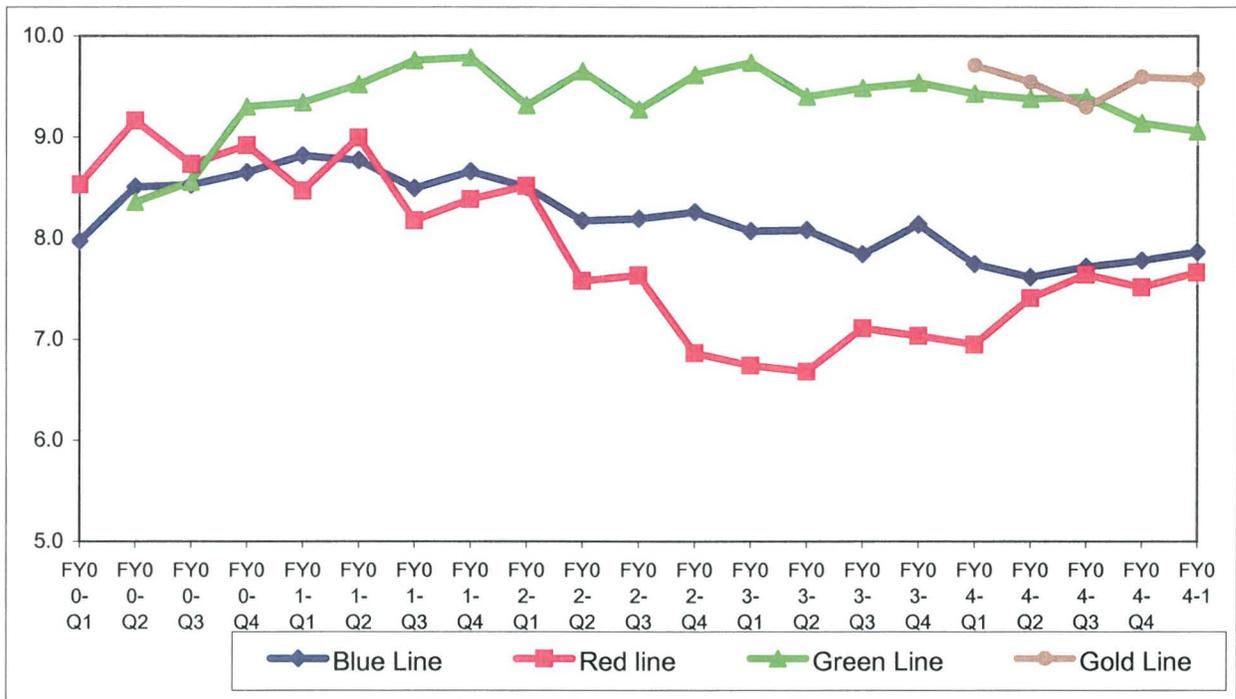


## RAIL CLEANLINESS

Definition: A team of three Quality Assurance Supervisors rates twenty percent of each line per Quarter. The number of cleanliness categories is 14 for the Blue and Green Lines and 13 for the Red Line. Each category is assigned a point value as follows: 1-3= Unsatisfactory; 4-7=Conditional; 8-10=Satisfactory. The individual item scores are averaged, unweighted, to produce an overall cleanliness rating.

**Calculation:** Overall Cleanliness Rating = (Total Point Accumulated divided by # of categories).

**Systemwide Trend**



**Analysis:** Division 8's overall rating remained at 8.3. Overall cleanliness scores for Divisions 1, 2, 3, 6, 7, 8, 9, 10, 15 and 18 remained consistent with the fourth quarter of FY04. However, Division 5's overall ratings dropped nearly half a point or more.

Scores for the categories of window etching, interior graffiti, exterior graffiti, exterior cleanliness, exterior body condition and front and rear bumper condition were above the 8.0 mark.

**Corrective Action:** Overall improvement is needed in the areas of dashboards, drivers area, transom/ledges, ceilings, seats, windows, sacrificial windows, doors, floors and stepwells.

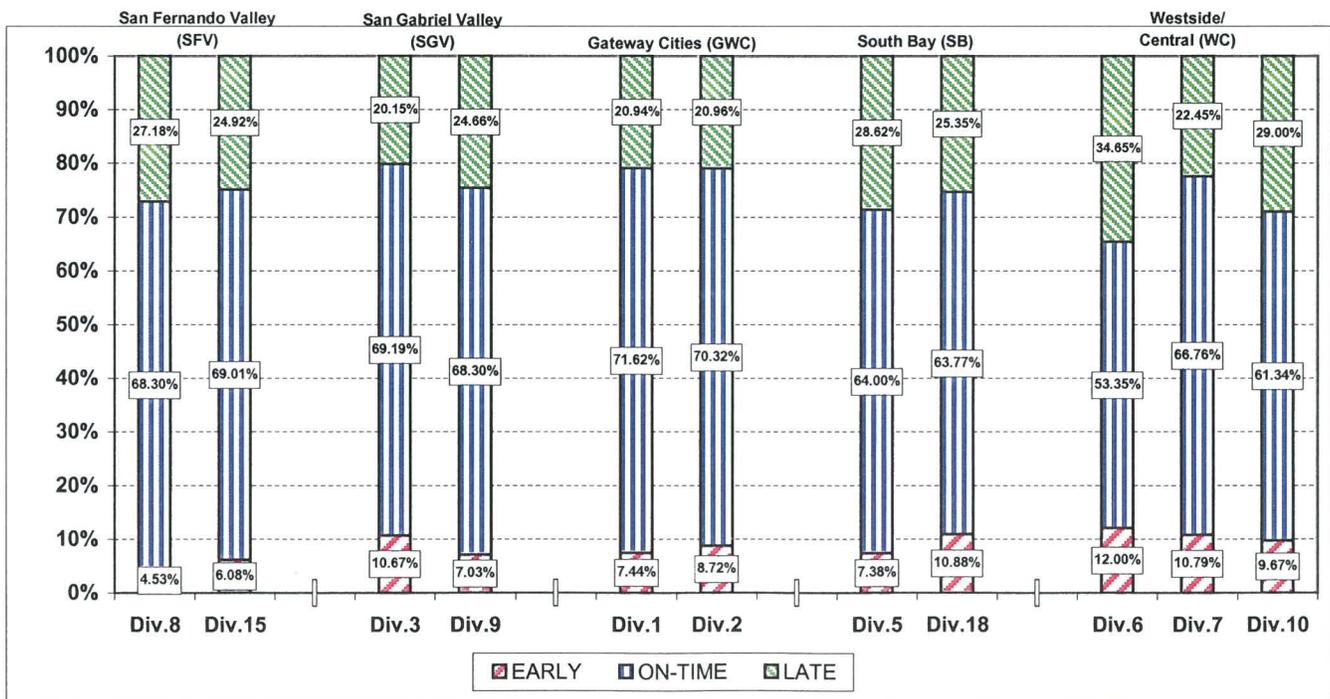
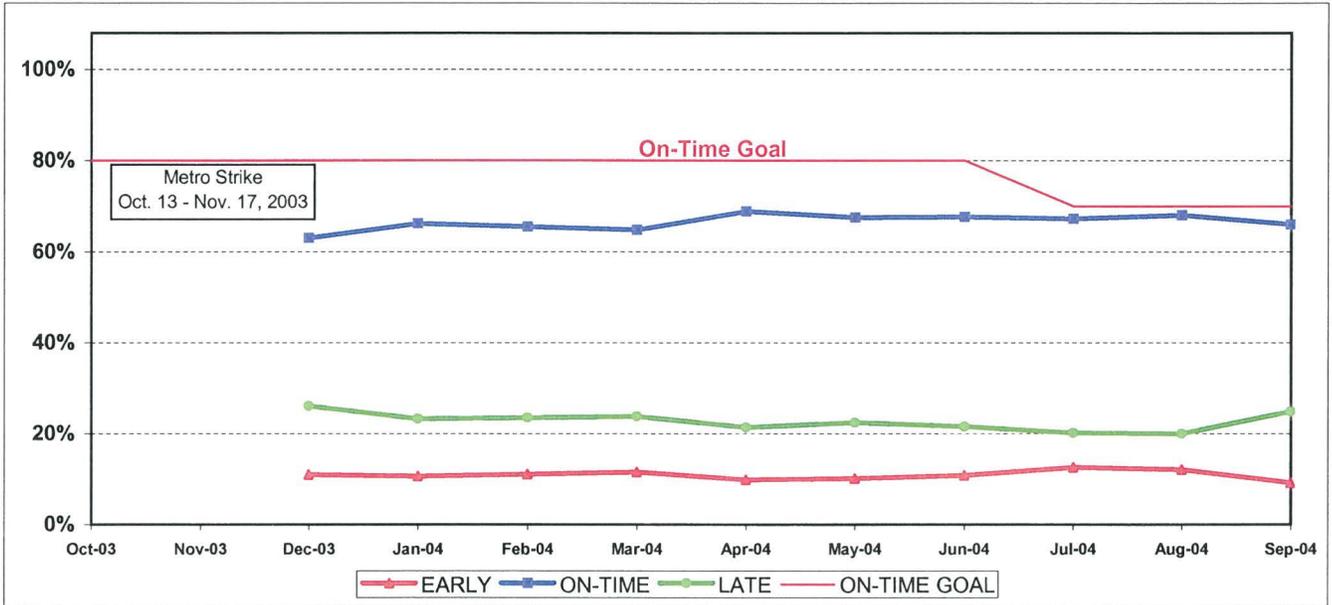
# BUS SERVICE PERFORMANCE

## 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

	FY04	FY05-YTD	Variance
<b>San Fernando Valley Sector (SFV)</b>			
<b>Division 8</b>			
Early	5.97%	6.38%	0.40%
On-Time	69.12%	72.60%	3.48%
Late	24.91%	21.02%	-3.89%
<b>Division 15</b>			
Early	8.33%	9.87%	1.54%
On-Time	66.62%	69.21%	2.60%
Late	25.06%	20.92%	-4.14%
<b>Gateway Cities Sector (GWC)</b>			
<b>Division 1</b>			
Early	9.30%	7.76%	-1.54%
On-Time	70.57%	71.40%	0.83%
Late	20.13%	20.84%	0.71%
<b>Division 2</b>			
Early	13.05%	10.21%	-2.84%
On-Time	67.62%	71.30%	3.68%
Late	19.33%	18.49%	-0.84%
<b>South Bay Sector (SB)</b>			
<b>Division 5</b>			
Early	12.50%	12.22%	-0.28%
On-Time	63.17%	67.05%	3.88%
Late	24.32%	20.73%	-3.60%
<b>Division 18</b>			
Early	9.69%	10.89%	1.20%
On-Time	60.78%	65.89%	5.11%
Late	29.53%	23.22%	-6.31%

	FY04	FY05-YTD	Variance
<b>San Gabriel Valley Sector (SGV)</b>			
<b>Division 3</b>			
Early	9.24%	11.55%	2.31%
On-Time	70.80%	70.33%	-0.47%
Late	19.96%	18.12%	-1.84%
<b>Division 9</b>			
Early	8.80%	8.00%	-0.80%
On-Time	68.16%	71.65%	3.50%
Late	23.04%	20.34%	-2.70%
<b>Westside/Central Sector (WC)</b>			
<b>Division 6</b>			
Early	11.52%	13.91%	2.39%
On-Time	60.11%	55.70%	-4.41%
Late	28.37%	30.39%	2.02%
<b>Division 7</b>			
Early	13.63%	13.37%	-0.26%
On-Time	64.59%	65.96%	1.37%
Late	21.78%	20.67%	-1.11%
<b>Division 10</b>			
Early	11.48%	12.66%	1.19%
On-Time	62.85%	63.29%	0.45%
Late	25.68%	24.04%	-1.63%
<b>SYSTEMWIDE</b>			
Early	11.07%	11.26%	0.18%
On-Time	65.43%	67.11%	1.68%
Late	23.50%	21.64%	-1.87%

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\*

SRSHD	FY04	FY05-YTD	Variance
<b>San Fernando Valley Sector (SFV)</b>			
Division 8	89.74%	99.57%	9.83%
Division 15	89.48%	99.23%	9.75%

SRSHD	FY04	FY05-YTD	Variance
<b>San Gabriel Valley Sector (SGV)</b>			
Division 3	89.55%	99.45%	9.90%
Division 9	90.00%	99.53%	9.53%

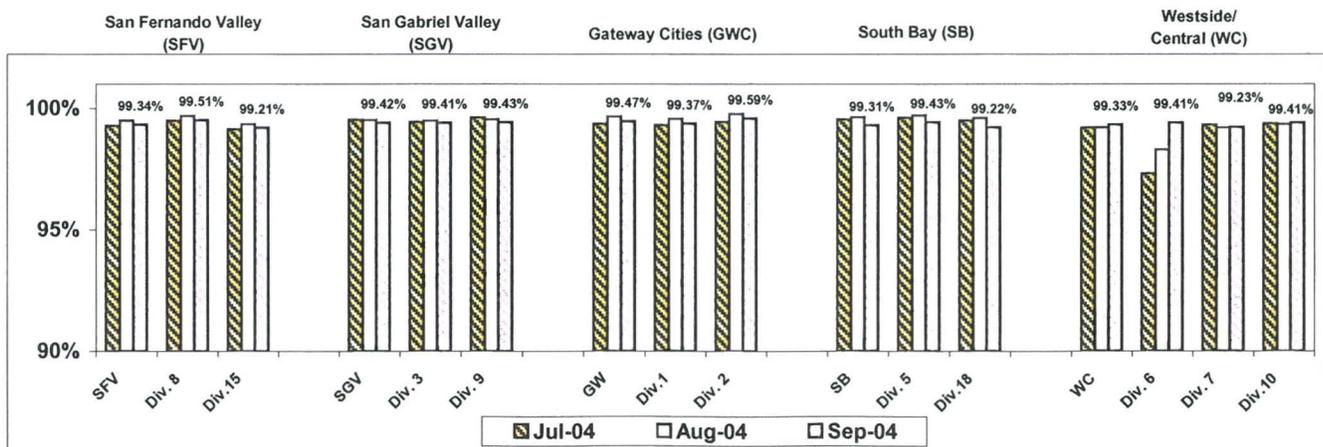
<b>Gateway Cities Sector (GWC)</b>			
Division 1	89.68%	99.42%	9.74%
Division 2	89.56%	99.60%	10.04%

<b>Westside/Central Sector (WC)</b>			
Division 6	88.63%	99.41%	10.78%
Division 7	89.40%	99.23%	9.84%
Division 10	89.39%	99.41%	10.02%

<b>South Bay Sector (SB)</b>			
Division 5	89.81%	99.58%	9.77%
Division 18	89.33%	99.44%	10.11%

Systemwide	89.55%	99.41%	9.86%
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\*Metro Strike Oct. 13 - Nov. 17, 2003 in FY04



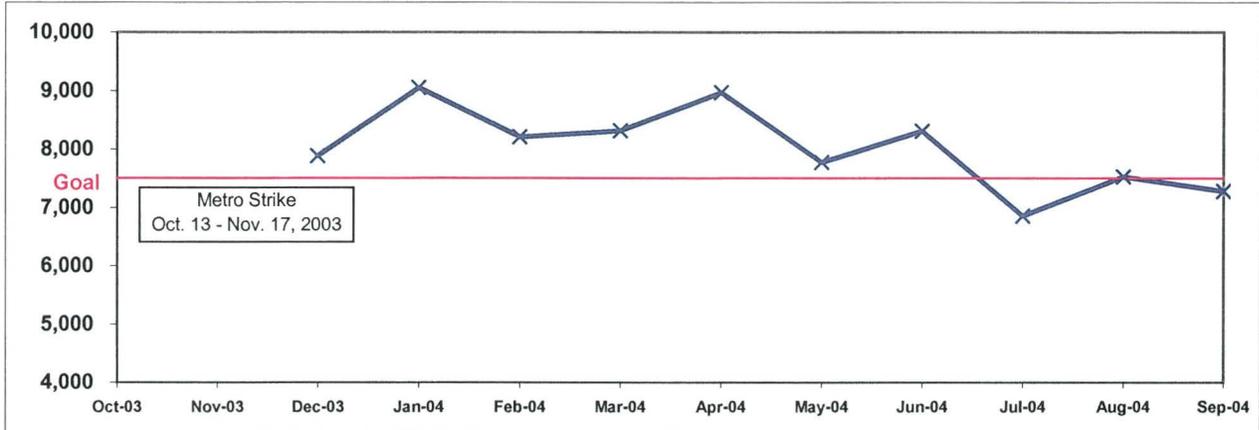
# MAINTENANCE PERFORMANCE

## 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.

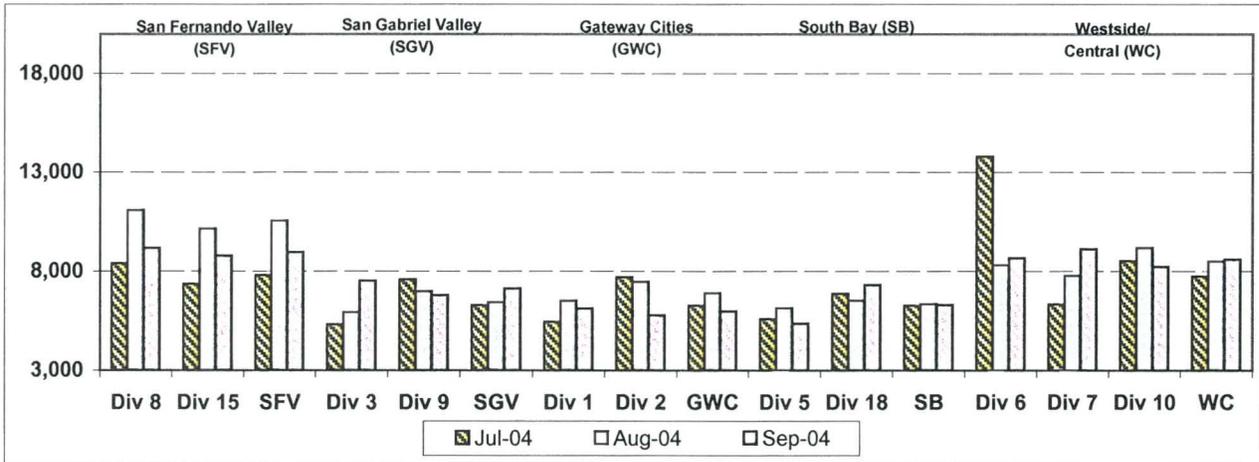
**Calculation:** Mean Miles Between Chargeable Mechanical Failures (MMBCMF) =  
 (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)

### Systemwide Trend

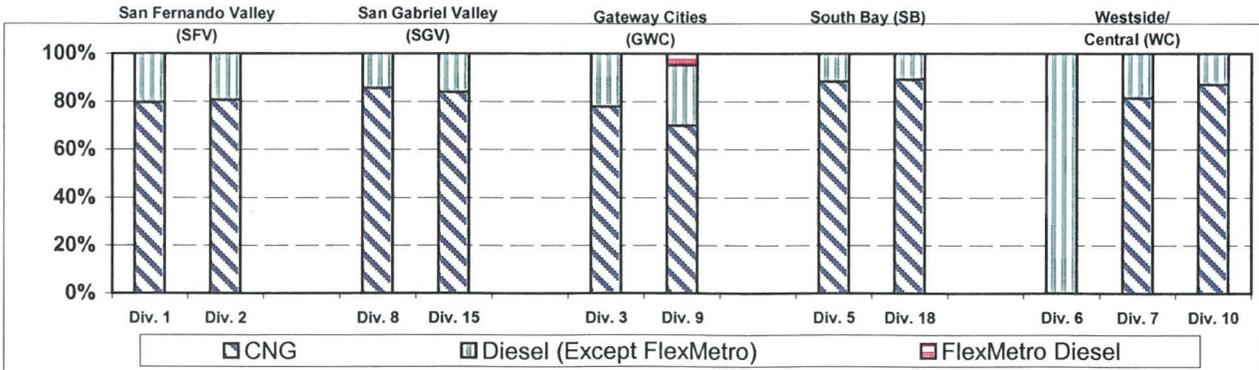


\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

### Bus Operating Sector Divisions July - September 2004



### Fleet Mix by Fuel Type



**MAINTENANCE PERFORMANCE - Continued**

**Fleet Mix by Fuel Type Systemwide (Metro and Contract Services)**

	Number of Buses	Percent of Buses
CNG	1,943	75.11%
Diesel (Except FlexMetro)	540	20.87%
FlexMetro Diesel	10	0.39%
Gasoline	60	2.32%
Propane	34	1.31%
<b>Total</b>	<b>2,587</b>	<b>100.00%</b>

**Average Age of Fleet by Sectors' Divisions**

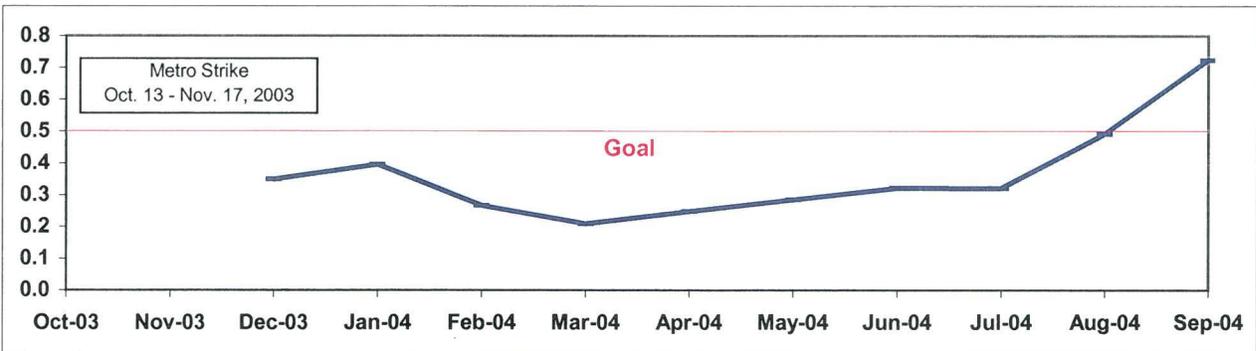
SFV		SGV		GWC		SB	
Div 8	Div 15	Div 3	Div 9	Div 1	Div 2	Div 5	Div 18
7.4	6.8	7.5	6.1	5.2	4.8	4.6	7.0

WC		
Div 6	Div 7	Div 10
10.6	5.6	6.8

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

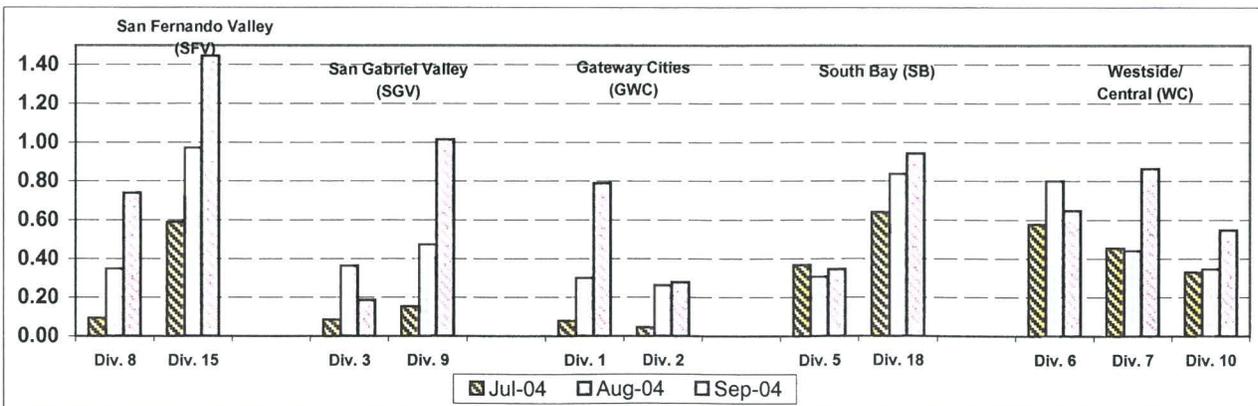
**Definition:** Average past due critical scheduled preventive maintenance jobs per bus. This indicator measures maintenance management's ability to prioritize and perform critical repairs and indicates the general maintenance condition of the fleet.

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



Note: Since July 2004, three sectors, San Fernando Valley, San Gabriel Valley and Gateway Cities, have had their six divisions (Divisions 8, 15, 3, 9, 1 and 2) involved in a pilot project to test extending maintenance critical PMP mileage periodicities. These "extended" mileages have not been officially implemented at this time; therefore, these divisions will appear not to have completed their critical PMP's in current monthly and weekly reports until the program is officially modified systemwide accordingly.

**Past Due Critical PMPs - by Sectors' Divisions  
 July - September 2004**

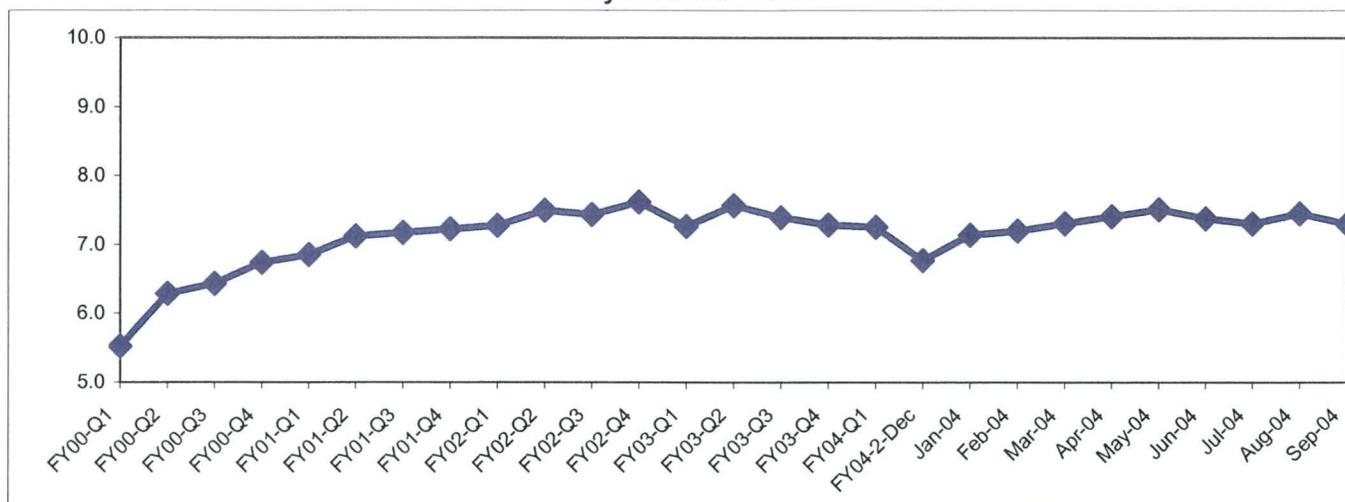


## BUS CLEANLINESS

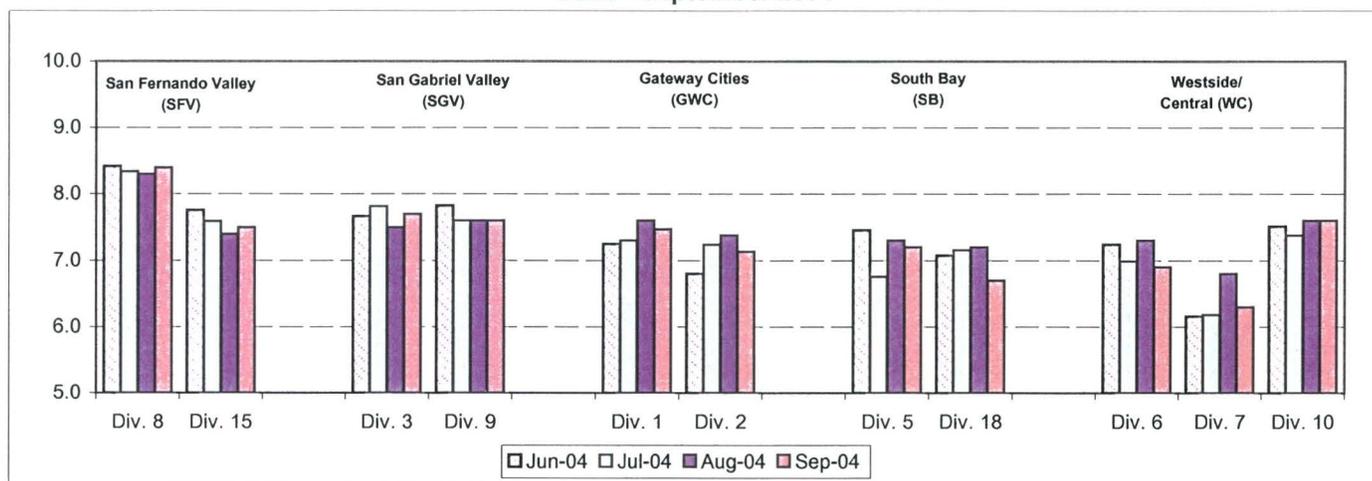
Definition: A team of three Quality Assurance Supervisors rates twenty percent of the fleet at each division and contractor per quarter. Beginning January 2004, they rate the divisions each month. Each of sixteen categories is examined and assigned a point value as follows: 1-3= Unsatisfactory; 4-7=Conditional; 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  
June - September 2004**



**Analysis:** Overall cleanliness scores for Divisions 11, 20, 21 and 22 remained consistent with the fourth quarter of FY04. Divisions 21 and 22 received overall ratings above the 8.0 mark.

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

**Corrective Action:** The categories of operator cab area, ceiling/vents and doors scored a 7.9 or lower and require improvement.

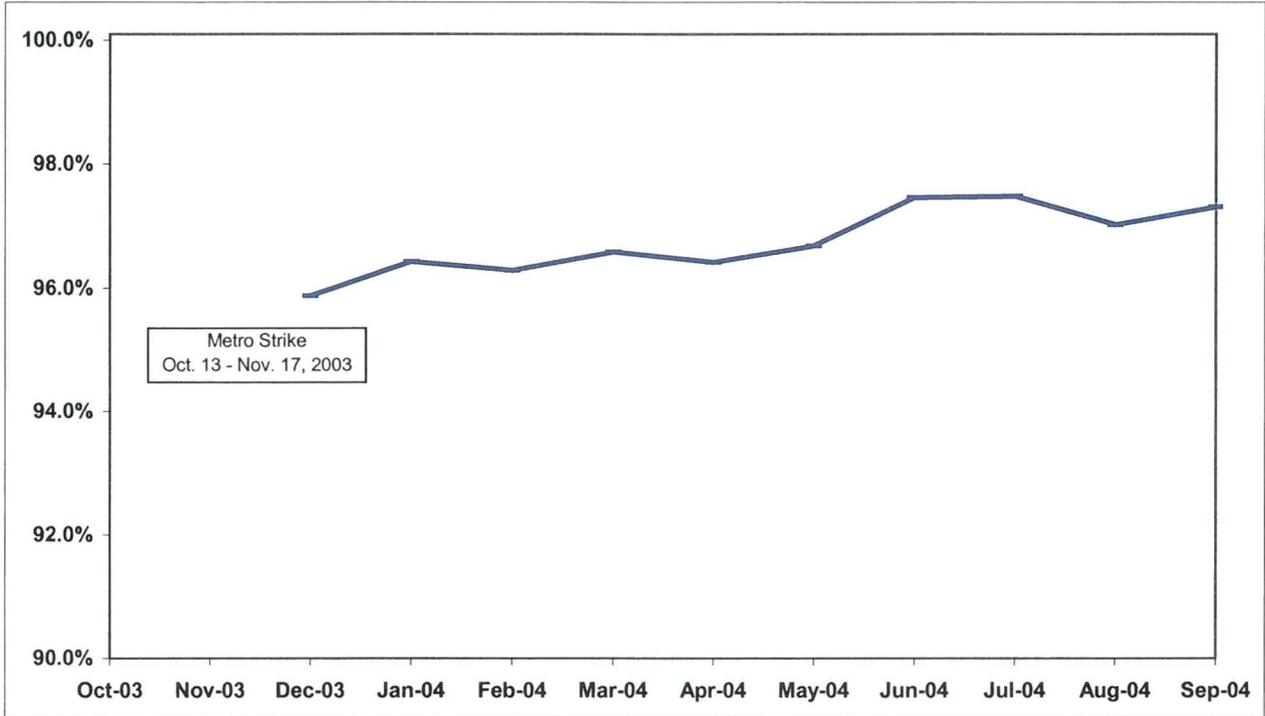
# ATTENDANCE

## MAINTENANCE ATTENDANCE

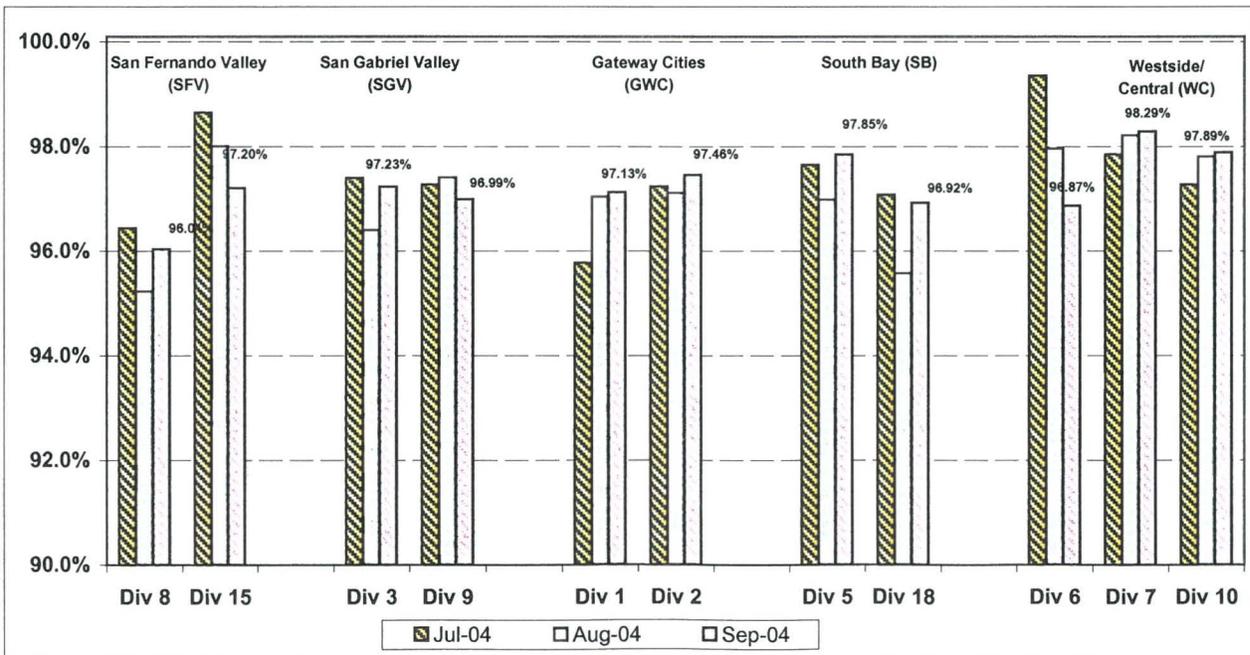
**Definition:** Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

### Systemwide Trend



### Maintenance Attendance - By Sectors' Divisions (By Current Month) July - September 2004



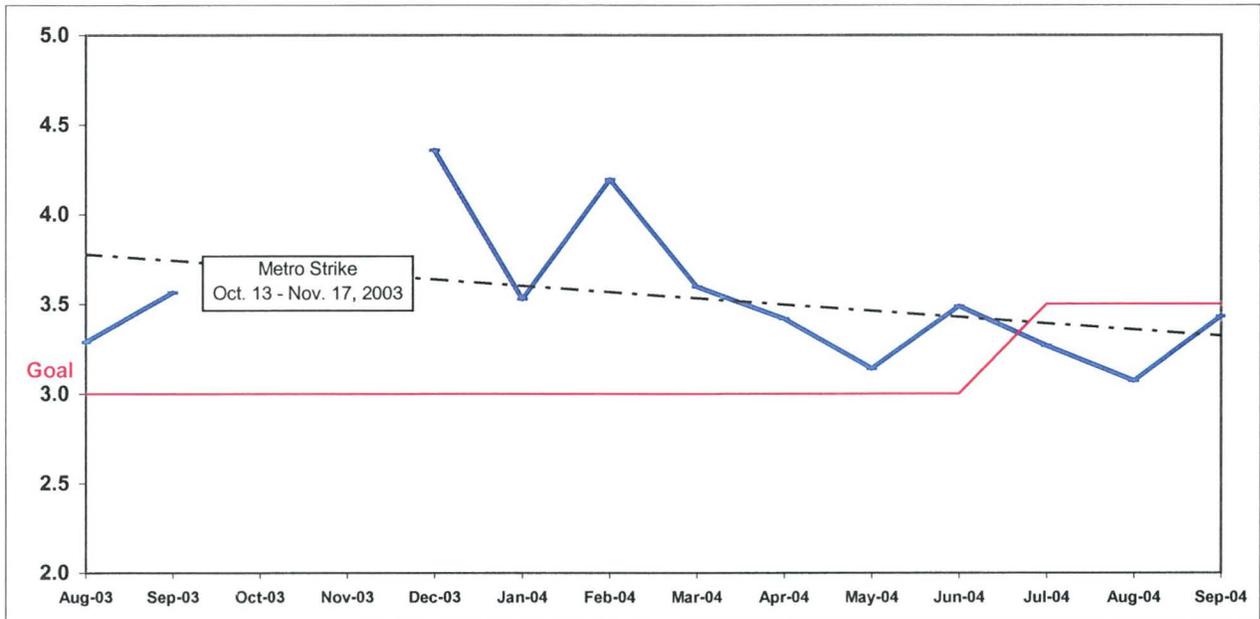
## SAFETY PERFORMANCE

### 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.

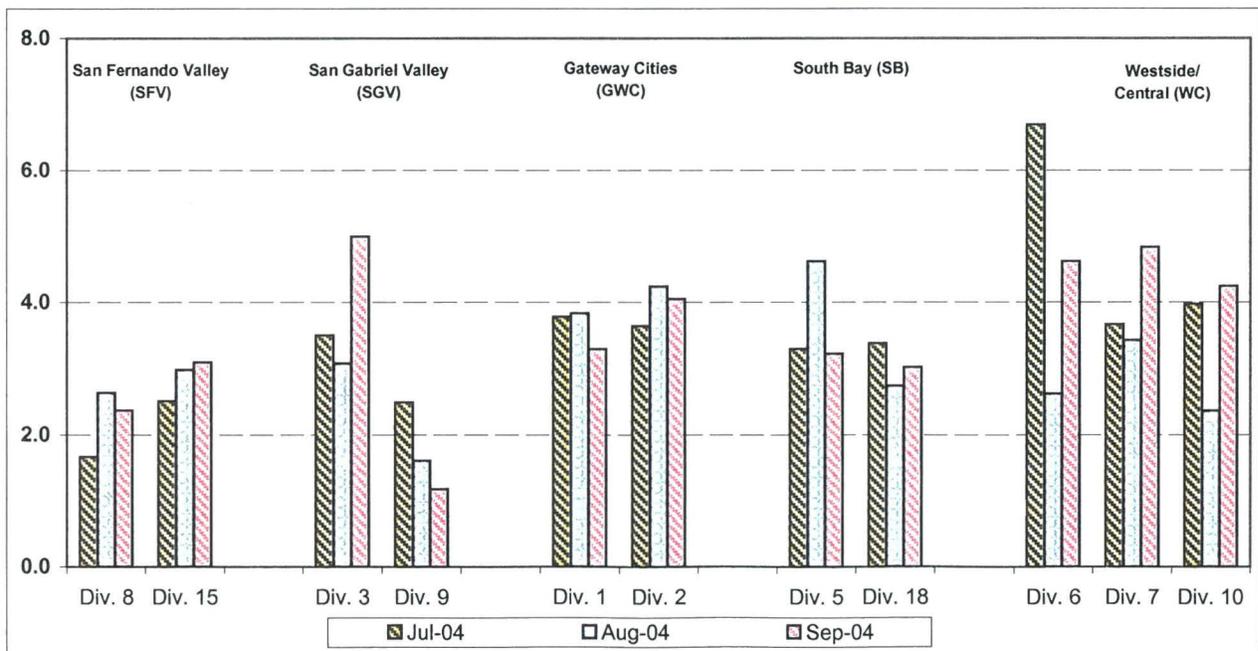
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

#### 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 July - September 2004

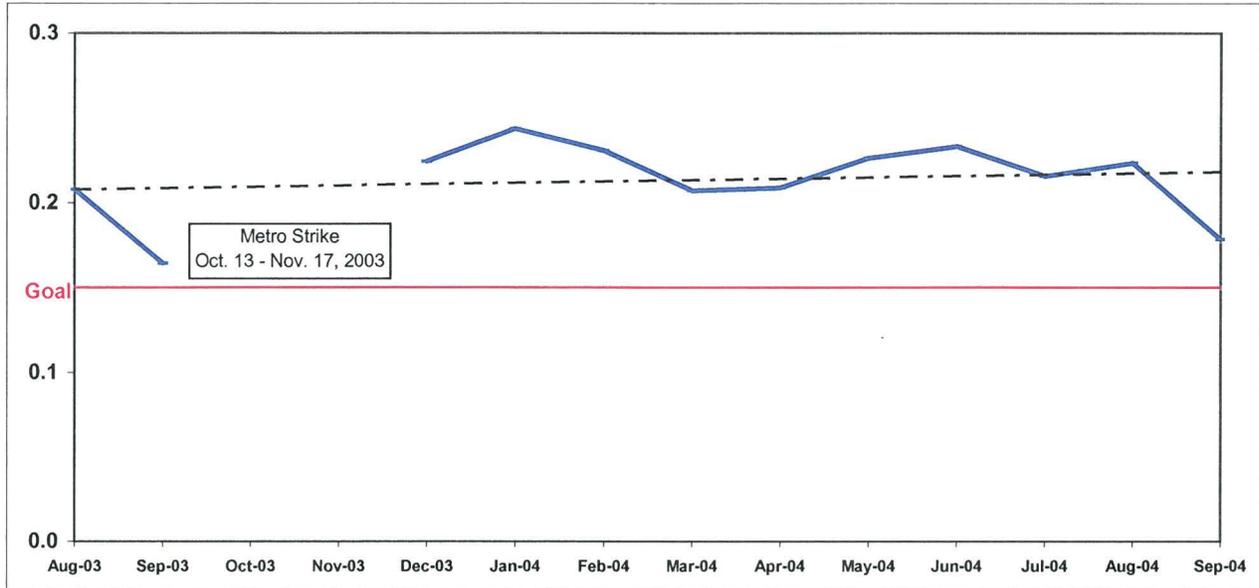


### BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS\*

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

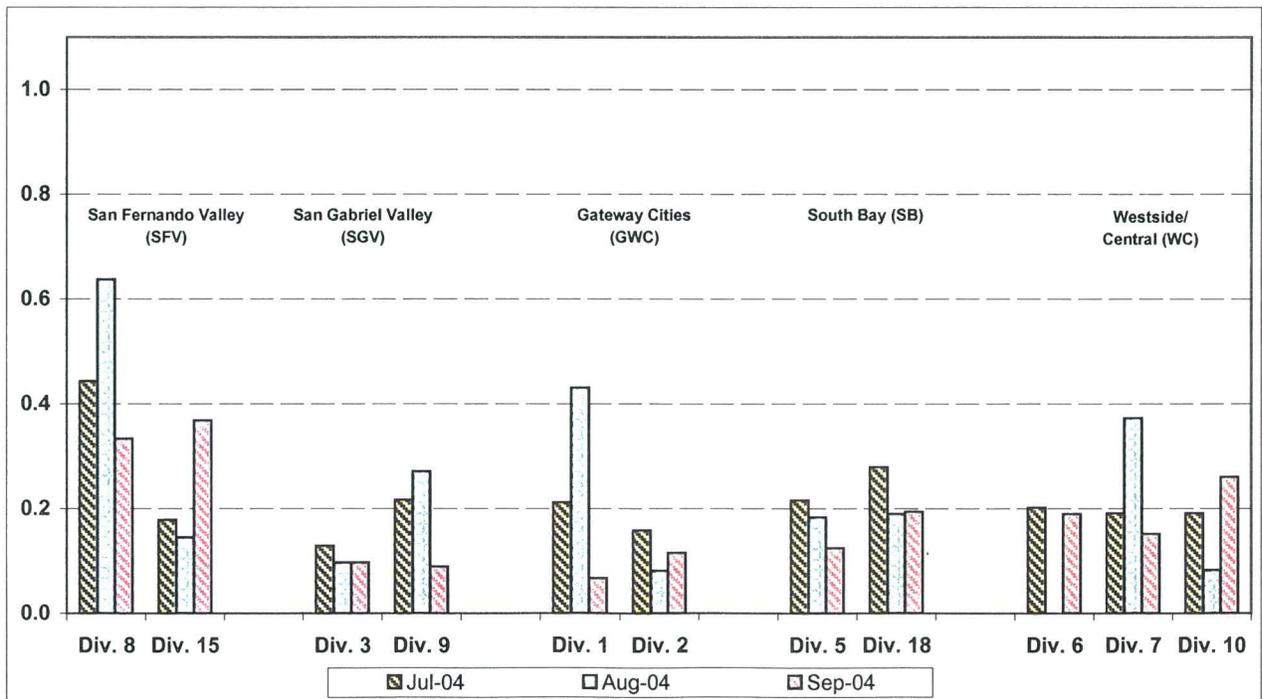
**Calculation:** Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by (Boardings / by 100,000))

Systemwide Trend



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

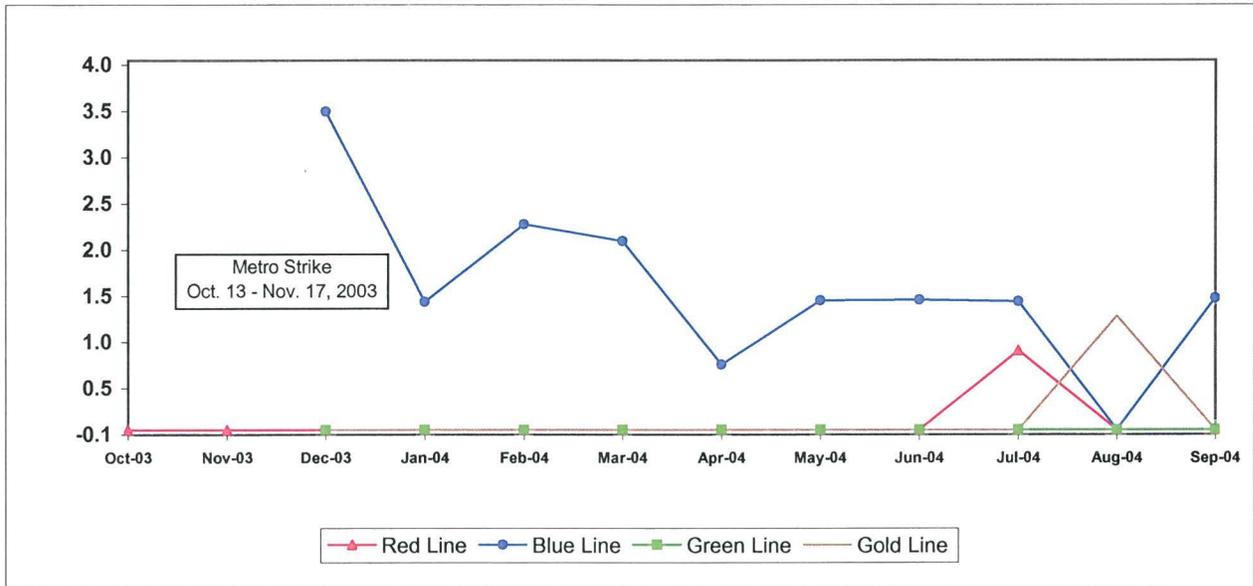
### Bus Operating Divisions - by Sectors' Divisions July - September 2004



### RAIL ACCIDENTS PER 100,000 REVENUE TRAIN MILES

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

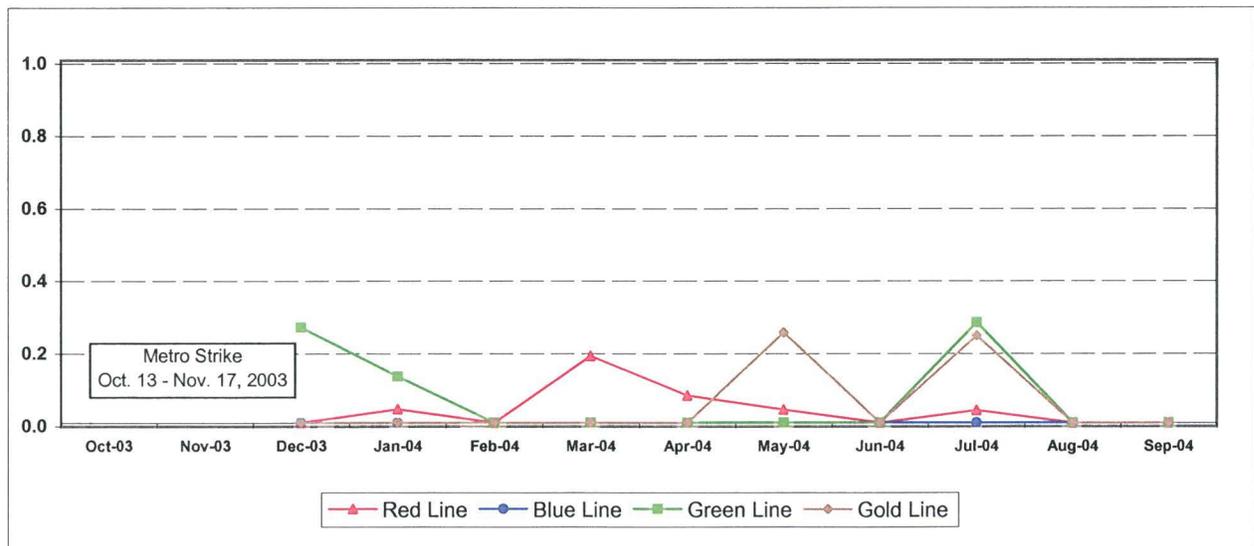
**Calculation:** Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



### RAIL PASSENGER ACCIDENTS PER 100,000 BOARDINGS\*

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

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



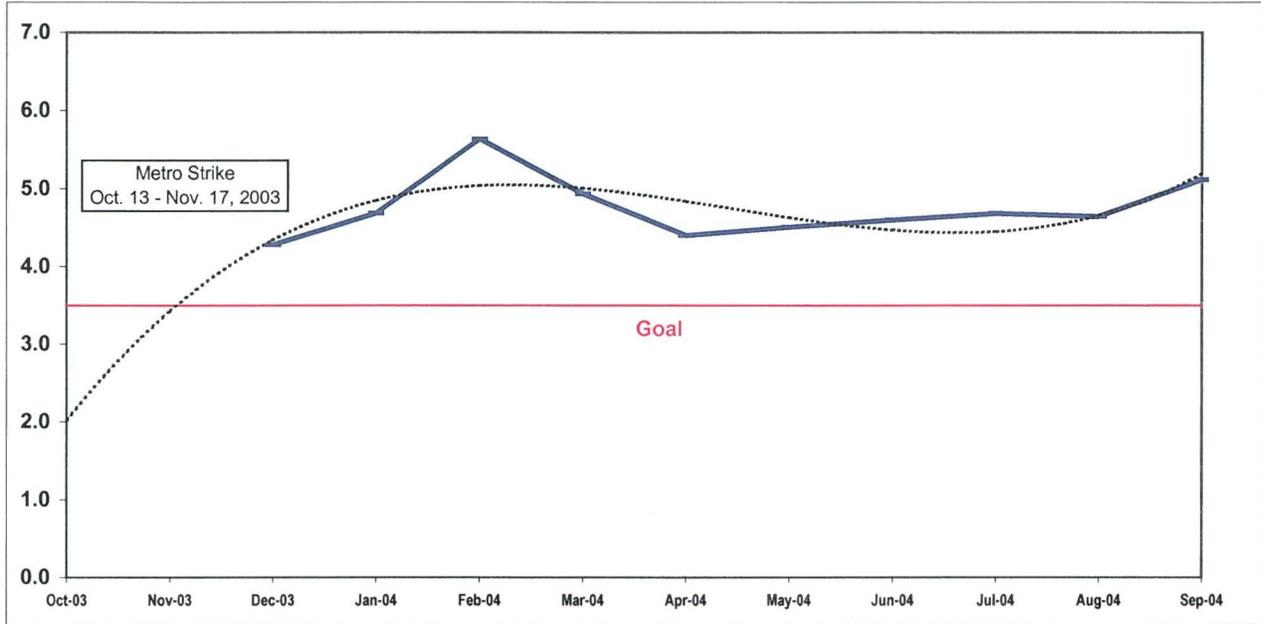
# CUSTOMER SATISFACTION

## COMPLAINTS PER 100,000 BOARDINGS

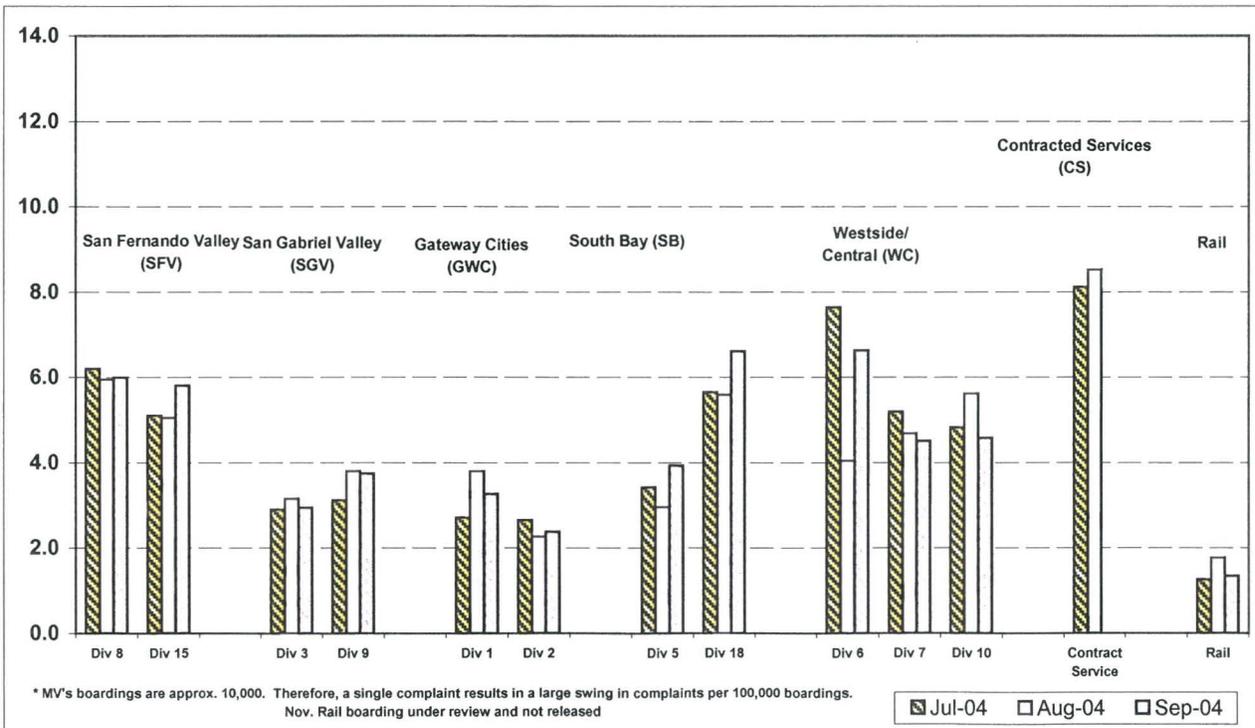
**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

### Systemwide Trend



### Bus Operating Divisions - by Sectors' Divisions July - September 2004



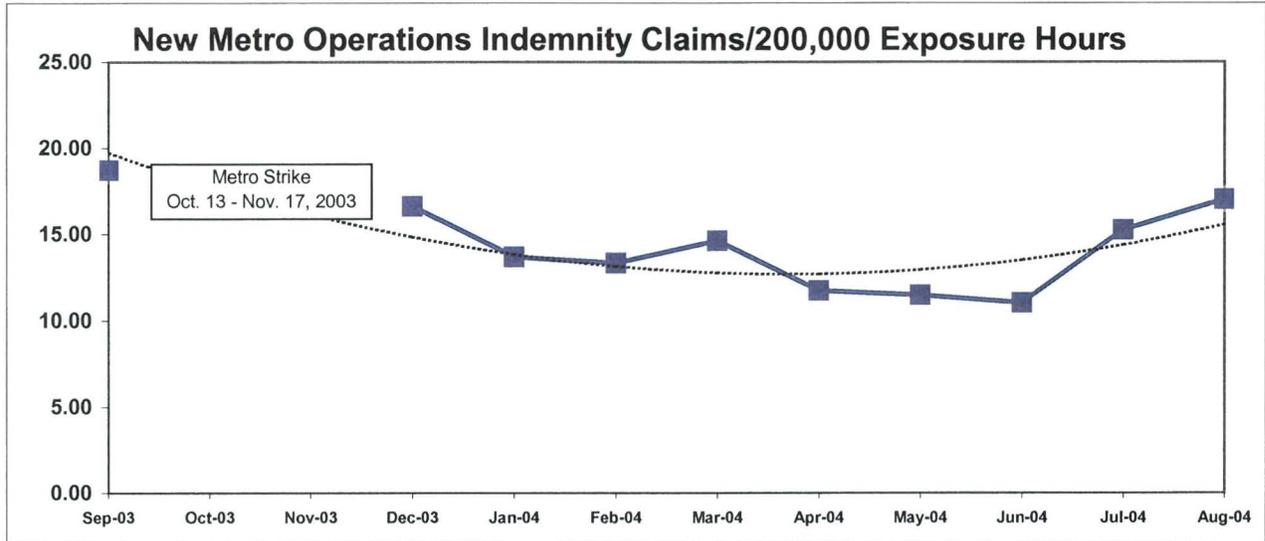
# WORKERS COMPENSATION CLAIMS

## New Workers Compensation Claims per 200,000 Exposure Hours

**Definition:** Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

**Calculation:** New workers' compensation indemnity claims filed per 200,000 Exposure Hours =  $\frac{\text{New Claims}}{(\text{Exposure Hours}/200,000)}$

### Metro Operations Trend



One month lag from current month

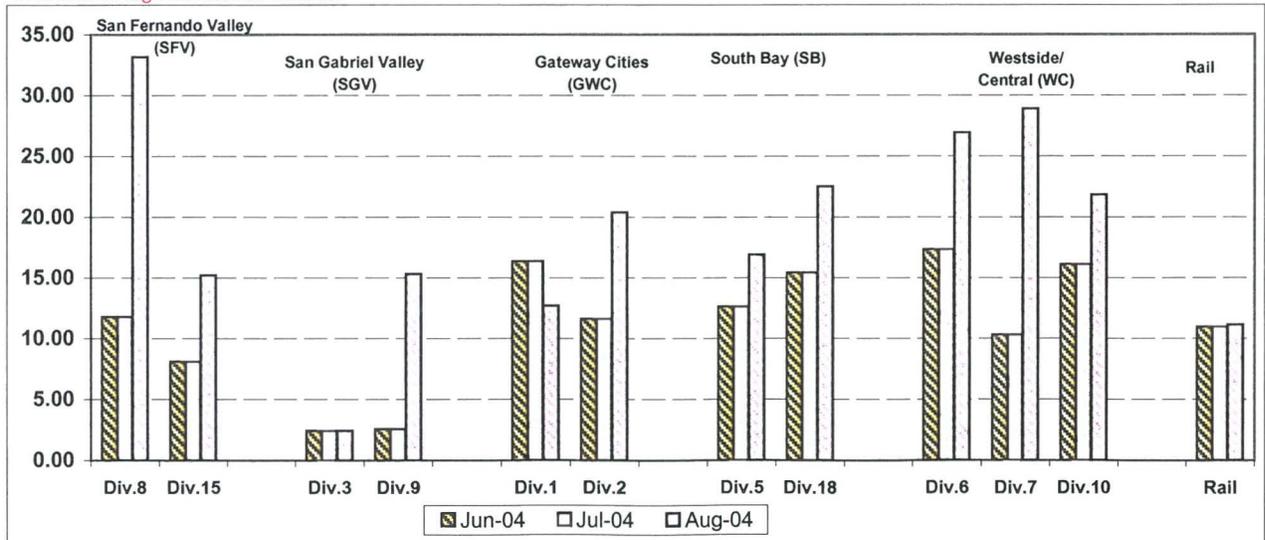
### NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

**Definition:** Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

**Calculation:** New workers' compensation indemnity claims filed per 200,000 Exposure Hours =  $\frac{\text{New Claims}}{(\text{Exposure Hours}/200,000)}$

### Bus & Rail - by Bus Sectors' Divisions and Rail June - August 2004

One month lag from current month



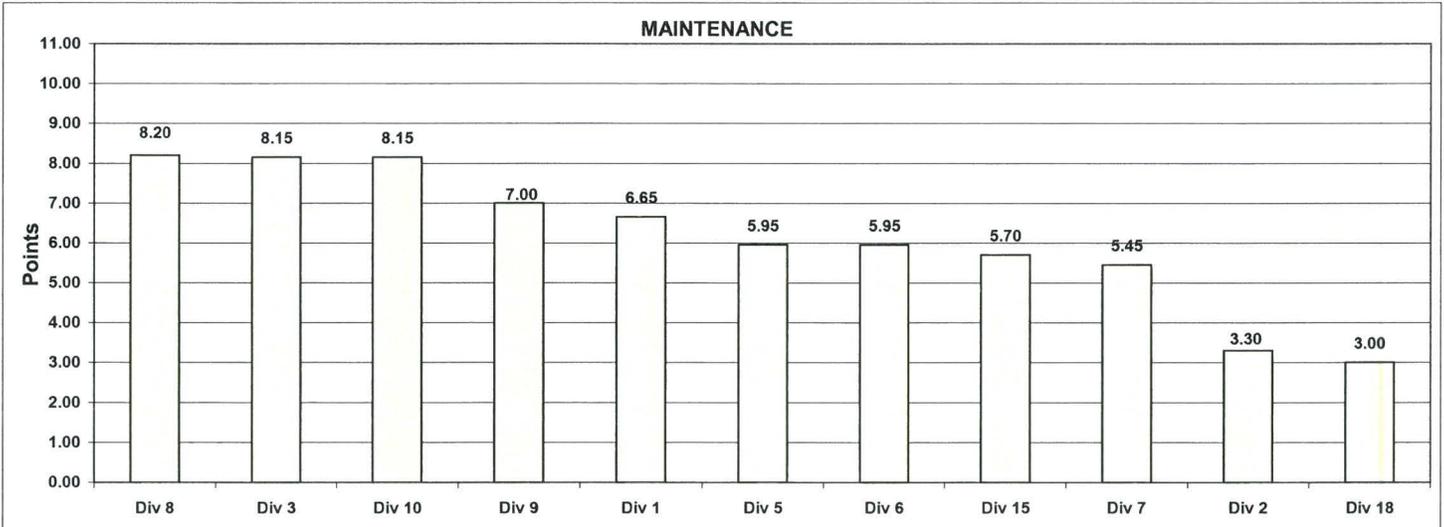
**"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM**

**Monthly Calculations - September 2004  
Metro Bus - Maintenance**

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

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

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Mechanical Failures Points	25%	6131.6 3	5783.0 2	7510.4 6	5364.9 1	8660.0 8	9115.5 10	9163.9 11	6794.7 4	8235.7 7	8784.5 9	7310.4 5
Attendance Points	15%	0.97935 7	0.97834 6	0.98726 11	0.98079 8	0.96871 1	0.98439 9	0.97374 4	0.97316 3	0.98559 10	0.97382 5	0.97051 2
New WC Claims /200,000 Exp Hrs* Points	25%	0.0000 11	25.1748 2	10.6867 6	0.0000 11	0.0000 11	19.7839 5	23.4177 4	0.0000 11	9.0862 7	47.9096 1	24.9135 3
*One month lag												
Bus Cleanliness Points	35%	7.473 6	7.133 4	7.656 10	7.200 5	6.875 3	6.306 1	8.375 11	7.550 8	7.631 9	7.475 7	6.669 2
<b>Totals</b>		<b>6.65</b>	<b>3.30</b>	<b>8.15</b>	<b>5.95</b>	<b>5.95</b>	<b>5.45</b>	<b>8.20</b>	<b>7.00</b>	<b>8.15</b>	<b>5.70</b>	<b>3.00</b>
<b>FINAL RANKING</b>	<b>DIV. Score Rank</b>	<b>Div 8</b>	<b>Div 3</b>	<b>Div 10</b>	<b>Div 9</b>	<b>Div 1</b>	<b>Div 5</b>	<b>Div 6</b>	<b>Div 15</b>	<b>Div 7</b>	<b>Div 2</b>	<b>Div 18</b>
		8.20	8.15	8.15	7.00	6.65	5.95	5.95	5.70	5.45	3.30	3.00
		1st	2nd	2nd	4th	5th	6th	6th	8th	9th	10th	11th

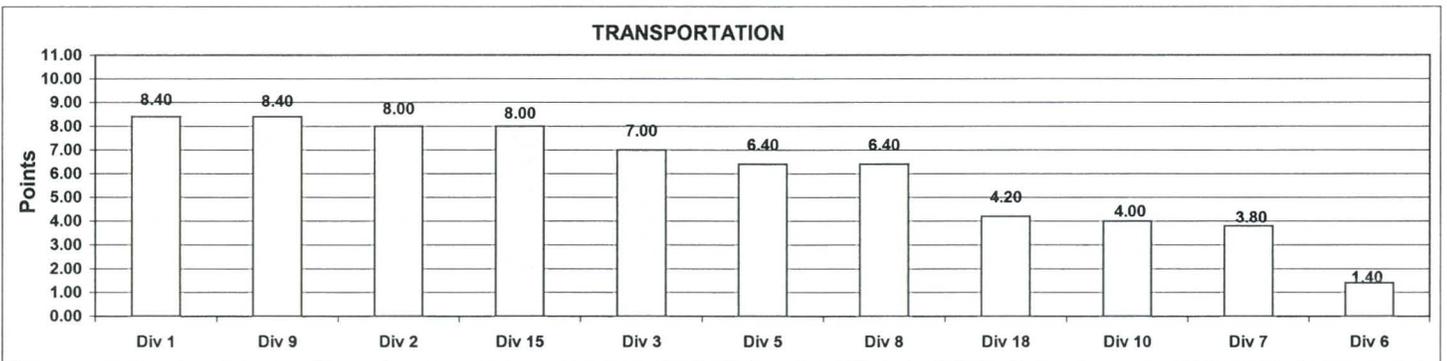


**Monthly Calculations - September 2004  
Metro Bus - Transportation**

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

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

Transportation												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
In-Service On-Time Performance Points	20%	0.7162 11	0.7032 10	0.6919 9	0.6400 4	0.5335 1	0.6676 5	0.6830 6	0.6830 7	0.6134 2	0.6901 8	0.6377 3
Running Hot Points	20%	0.0744 7	0.0872 6	0.1067 4	0.0738 8	0.1200 1	0.1079 3	0.0453 11	0.0703 9	0.0967 5	0.0608 10	0.1088 2
Accident Rate Points	20%	3.2904 6	4.0471 5	4.9931 1	3.2176 7	4.6189 3	4.8322 2	2.3666 10	1.1722 11	4.2401 4	3.0946 8	3.0201 9
Complaints/100K Boardings Points	20%	3.2653 9	2.3787 11	2.9425 10	3.9285 7	6.6259 1	4.5104 6	5.9919 3	3.7457 8	4.5762 5	5.8089 4	6.6086 2
New WC Claims /200,000 Exp Hrs* Points	20%	16.2038 9	18.9566 8	0.0000 11	21.5803 6	37.0982 1	31.2971 3	36.1566 2	19.8287 7	25.0243 4	5.6288 10	21.8702 5
<b>Totals</b>		<b>8.40</b>	<b>8.00</b>	<b>7.00</b>	<b>6.40</b>	<b>1.40</b>	<b>3.80</b>	<b>6.40</b>	<b>8.40</b>	<b>4.00</b>	<b>8.00</b>	<b>4.20</b>
FINAL RANKING												
	DIV.	Div 1	Div 9	Div 2	Div 15	Div 3	Div 5	Div 8	Div 18	Div 10	Div 7	Div 6
	Score	8.40	8.40	8.00	8.00	7.00	6.40	6.40	4.20	4.00	3.80	1.40
	Rank	1st	1st	3rd	3rd	5th	6th	6th	8th	9th	10th	11th



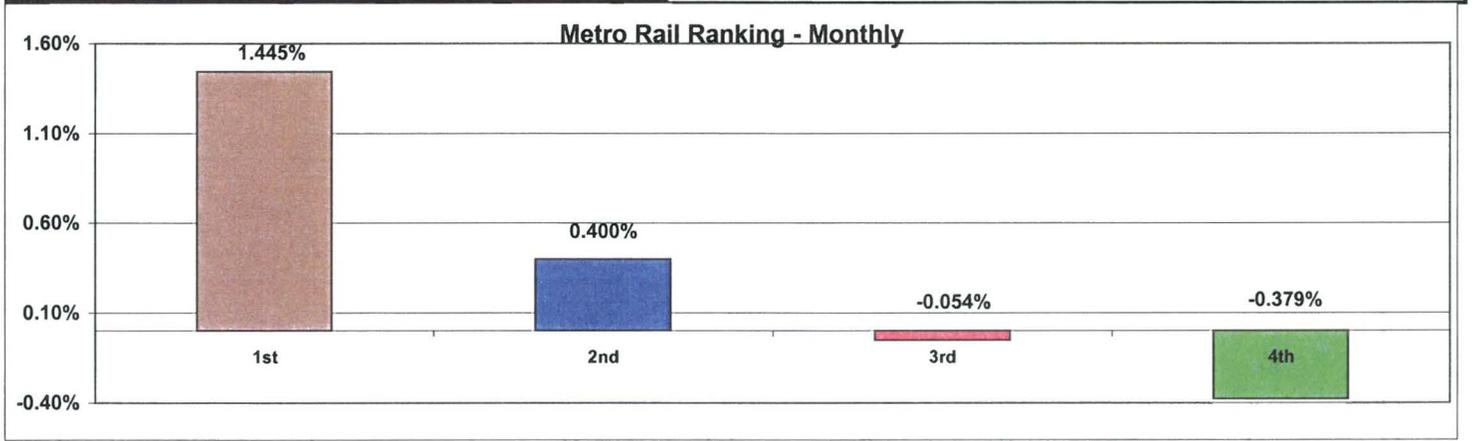
**Monthly Calculations - September 2004  
Metro Rail**

**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		
	Sep-03	Sep-04	Yearly Improvement	Sep-03	Sep-04	Yearly Improvement	Sep-03	Sep-04	Yearly Improvement	Sep-03	Sep-04	Yearly Improvement
<b>Wayside Availability</b>												
Track	100.00%	100.00%	0.00%	100.00%	99.85%	-0.15%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
Signals	99.93%	100.00%	0.06%	99.95%	99.94%	-0.01%	99.98%	100.00%	0.02%	97.37%	99.99%	2.62%
Power	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	99.93%	100.00%	0.07%	100.00%	99.95%	-0.05%
<b>Wayside Performance</b>	<b>99.98%</b>	<b>100.00%</b>	<b>0.02%</b>	<b>99.98%</b>	<b>99.93%</b>	<b>-0.05%</b>	<b>99.97%</b>	<b>100.00%</b>	<b>0.03%</b>	<b>99.12%</b>	<b>99.98%</b>	<b>0.86%</b>
<b>Vehicle Availability</b>												
Vehicle Performance	98.51%	99.28%	0.77%	99.18%	99.17%	-0.01%	99.33%	98.37%	-0.96%	97.80%	99.41%	1.62%
<b>Operator Availability</b>												
Operators	99.96%	99.95%	-0.01%	99.99%	100.00%	0.01%	99.85%	99.99%	0.15%	99.88%	99.63%	-0.24%
<b>In-Service Performance</b>												
ISOTP - Rail	98.40%	99.22%	0.82%	99.11%	98.95%	-0.16%	99.09%	98.37%	-0.73%	95.04%	98.59%	3.55%
<b>Total Rail Line Performance</b>	<b>99.21%</b>	<b>99.61%</b>	<b>0.40%</b>	<b>99.56%</b>	<b>99.51%</b>	<b>-0.05%</b>	<b>99.56%</b>	<b>99.18%</b>	<b>-0.38%</b>	<b>97.96%</b>	<b>99.41%</b>	<b>1.44%</b>

Metro Rail Final Ranking (Sorted)				
Rail Line	GOLD	BLUE	RED	GREEN
Score	1.445%	0.400%	-0.054%	-0.379%
Rank	1st	2nd	3rd	4th



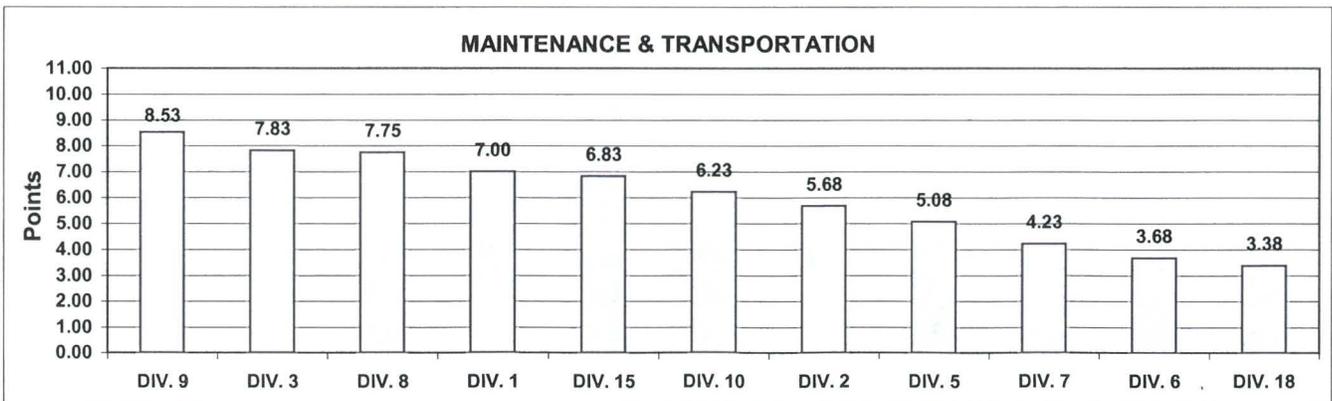
## "HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

### Quarterly Calculations: FY05-Q1 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												
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 Points	12.5%	6004 2	6896 5	6109 3	5678 1	9709 11	7560 7	9431 10	7109 6	8639 9	8616 8	6884 4
Attendance Points	7.5%	0.9770 5	0.9756 4	0.9837 10	0.9776 6	0.9806 7	0.9835 9	0.9711 2	0.9745 3	0.9850 11	0.9808 8	0.9682 1
New WC Claims /200,000 Exp Hrs* Points	12.5%	3.9793 9	17.2936 3	3.4557 10	6.7142 8	10.9613 6	13.4107 4	11.6160 5	0.0000 11	8.8663 7	20.9925 1	19.4993 2
<i>*One month Lag: June 04 - Aug 04</i>												
Bus Cleanliness Points	17.5%	7.4578 6	7.2511 5	7.6708 10	7.0771 4	7.0438 3	6.4438 1	8.3208 11	7.5667 9	7.5250 8	7.5250 8	6.9958 2
<b>Transportation</b>												
In-Service On-Time Performance Points	10%	0.7140 9	0.7130 8	0.7033 7	0.6705 5	0.5570 1	0.6596 4	0.7260 11	0.7165 10	0.6329 2	0.6921 6	0.6589 3
Running Hot Points	10%	0.0776 10	0.1021 7	0.1155 5	0.1222 4	0.1391 1	0.1337 2	0.0638 11	0.0800 9	0.1266 3	0.0987 8	0.1089 6
Accident Rate Points	10%	3.6392 6	3.9764 2	3.8434 4	3.7060 5	4.5981 1	3.9599 3	2.2232 10	1.7635 11	3.5037 7	2.8576 9	3.0446 8
Complaints/100K Boardings Points	10%	3.2395 9	2.4309 11	2.9987 10	3.4095 8	6.0512 1	4.7872 6	6.0478 2	3.5482 7	4.9964 5	5.3143 4	5.9271 3
<i>*One month Lag: June 04 - Aug 04</i>												
New WC Claims /200,000 Exp Hrs* Points	10%	14.5713 8	15.1373 7	1.0565 11	18.0071 6	24.9457 1	19.1712 5	20.0996 4	13.3428 9	21.9223 3	13.0649 10	23.2600 2
<b>Totals</b>		<b>7.00</b>	<b>5.68</b>	<b>7.83</b>	<b>5.08</b>	<b>3.68</b>	<b>4.23</b>	<b>7.75</b>	<b>8.53</b>	<b>6.23</b>	<b>6.83</b>	<b>3.38</b>
<b>FINAL Maintenance and Transportation Division Ranking (Sorted)</b>												
<b>RANKING</b>	<b>DIV.</b>	<b>DIV. 9</b>	<b>DIV. 3</b>	<b>DIV. 8</b>	<b>DIV. 1</b>	<b>DIV. 15</b>	<b>DIV. 10</b>	<b>DIV. 2</b>	<b>DIV. 5</b>	<b>DIV. 7</b>	<b>DIV. 6</b>	<b>DIV. 18</b>
	<b>Score</b>	8.53	7.83	7.75	7.00	6.83	6.23	5.68	5.08	4.23	3.68	3.38
	<b>Rank</b>	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



**Quarterly Calculations: FY05-Q1  
Metro Rail**

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

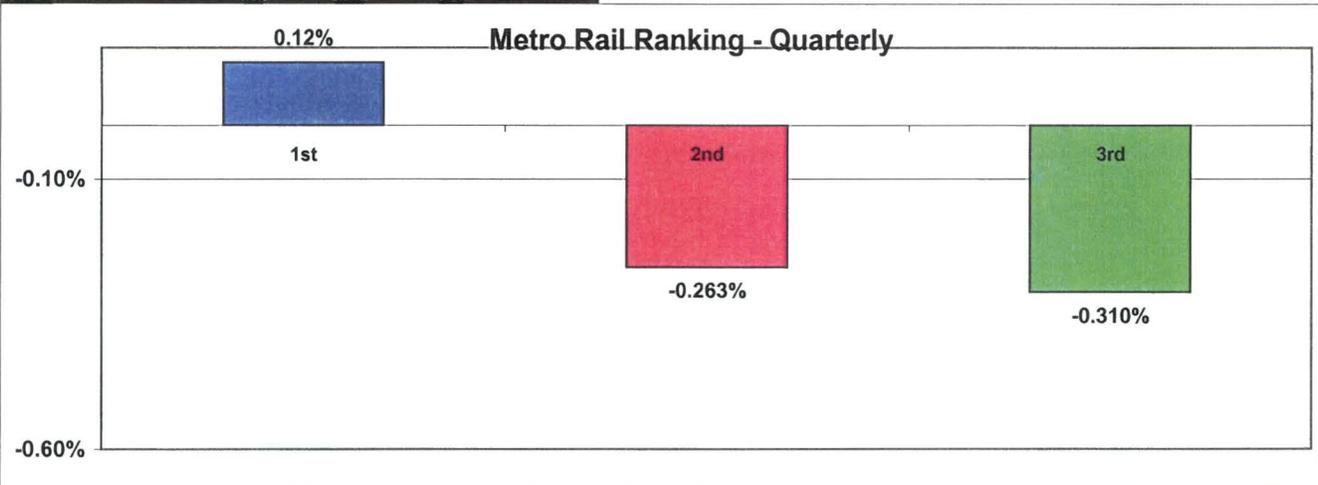
**Calculation:** Performance indicator uses Revenue Service Hours Lost due to the associated Rail Operating Problems not including the Revenue Service Hours Lost due to accidents, police, or health problems. Performance percentages for various indicators are averaged and outcomes are sorted from high to low. The rail line competes with itself on its own improvement over prior year performance. The percentage score showing best improvement (or least decline) wins the program award for the quarter.

**Improvement from Previous Year**

	<u>Metro Blue Line</u>	<u>Metro Red Line</u>	<u>Metro Green Line</u>	<u>Metro Gold Line</u>
<b>Overall Rail Line Performance</b>				
Jul-04	-0.32%	-0.58%	-0.65%	N.A.
Aug-04	0.29%	-0.16%	0.10%	N.A.
Sep-04	0.40%	-0.05%	-0.38%	N.A.
<b>First Quarter Average</b>	0.12%	-0.26%	-0.31%	N.A.

**Metro Rail Final Ranking (Sorted)**

Rail Line	BLUE	RED	GREEN	GOLD
Score	0.12%	-0.263%	-0.310%	N.A.
Rank	1st	2nd	3rd	



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