FTA QUARTERLY REVIEW BRIEFING BOOK

December 11, 2003

Submitted By:

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

AGENDA
FTA NEW STARTS PROJECTS
QUARTERLY REVIEW MEETING

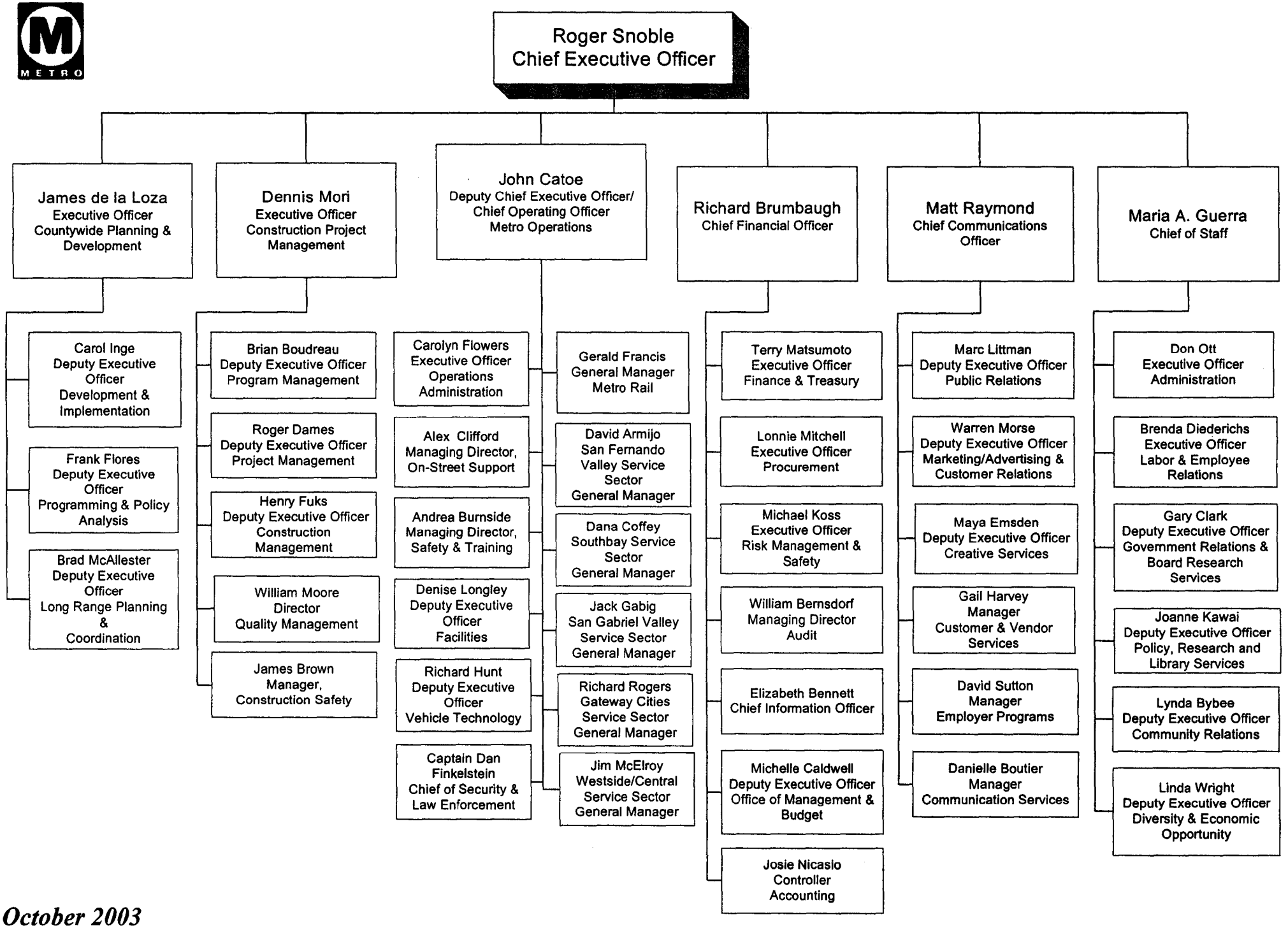
Los Angeles County Metropolitan Transportation Authority
Thursday, December 11, 2003 - 10:00 a.m.
Gateway Conference Room - 3rd Floor

			PRESENTER
I.	**OVERVIEW**		
	A.	FTA Opening Remarks	Leslie Rogers
	B.	MTA Management Overview	Roger Snoble
	C.	Legal Issues	Steve Carnevale
	D.	General Safety and Security Issues	Dan Finkelstein
	E.	ADA Key Station Voluntary Compliance Agreement	Ellen Blackman
II.	**METRO CONSTRUCTION REPORTS**		
	A.	Construction Project Management Overview	Rick Thorpe/Dennis Mori
	B.	Metro Gold Line Eastside Extension	Eli Choueiry
		• Cost Status	
		• Schedule Status	
		• Bid Phase Status	
		• Maintenance Facility Status	
		• Utility Relocation Status	
		• CPUC Status	
		• Real Estate Status	
		• FFGA Status	Brian Boudreau
		• System Safety Program Plan	Gerald Francis
		• 2550 Rail Vehicle Program	Dave Kubicek
	C.	Metro Red Line Segment 3	
		• North Hollywood Extension	Roger Dames
		• FFGA Closeout	Gladys Lowe
		• Contract Closeout	Jeanne Kinsel
	D.	San Fernando Valley Metro Rapidway	Roger Dames
III.	**OPEN ACTION ITEMS**		Brian Boudreau
	A.	FTA (Reference September 2003 PMOC Monthly Reports)	
IV.	**PLANNING**		
	A.	Transit Corridor Projects	James de la Loza
		• Mid-City/Exposition LRT Project	Steve Brye
		• Mid-City/Wilshire BRT Project	David Mieger

V. PROPOSED SCHEDULE AND LOCATION OF NEXT MEETING

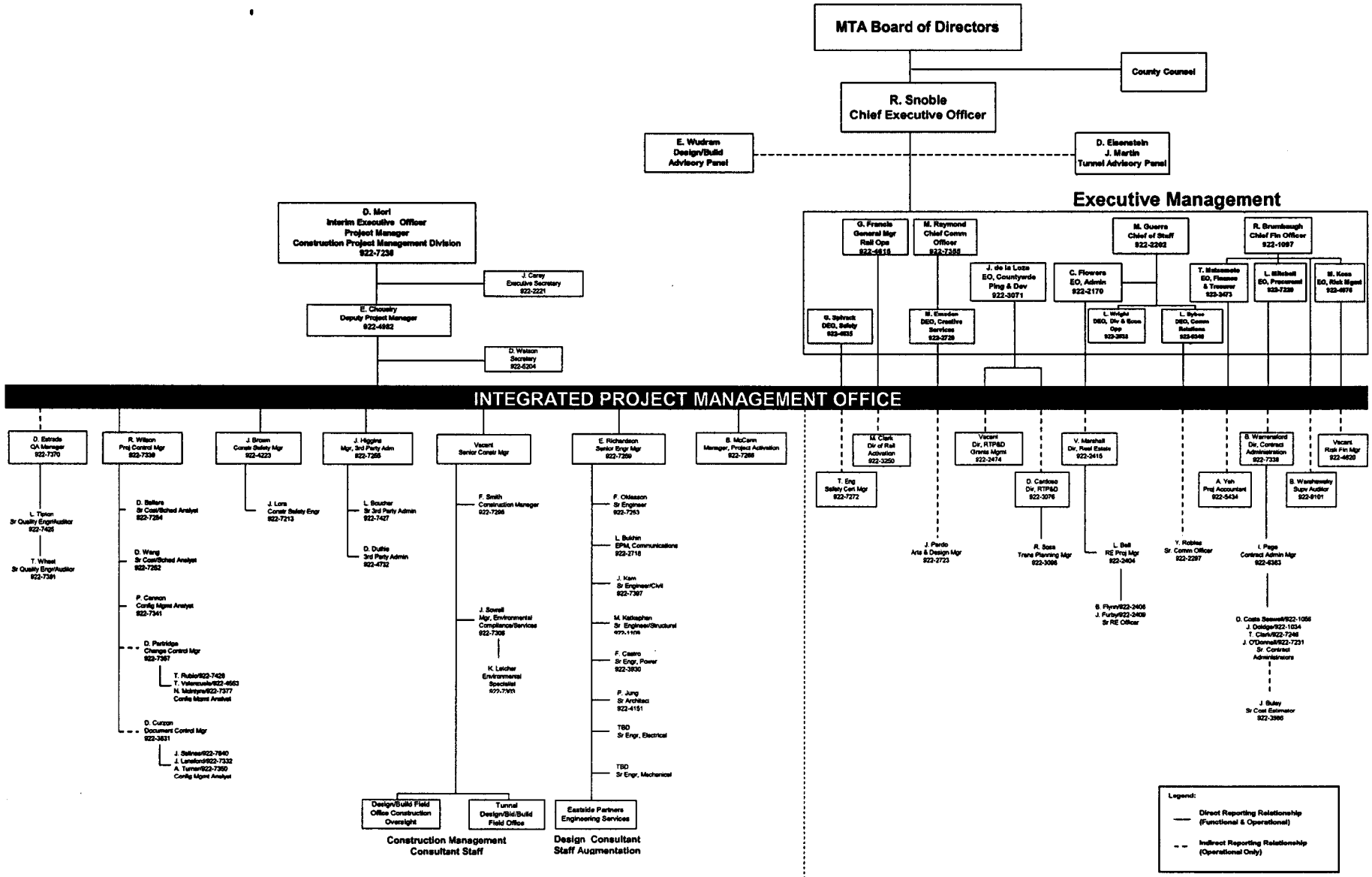
Los Angeles County Metropolitan Transportation Authority
Wednesday, February 18, 2004 - 10:00 a.m.
Gateway Conference Room - 3rd Floor

LACMTA Management Organization Chart



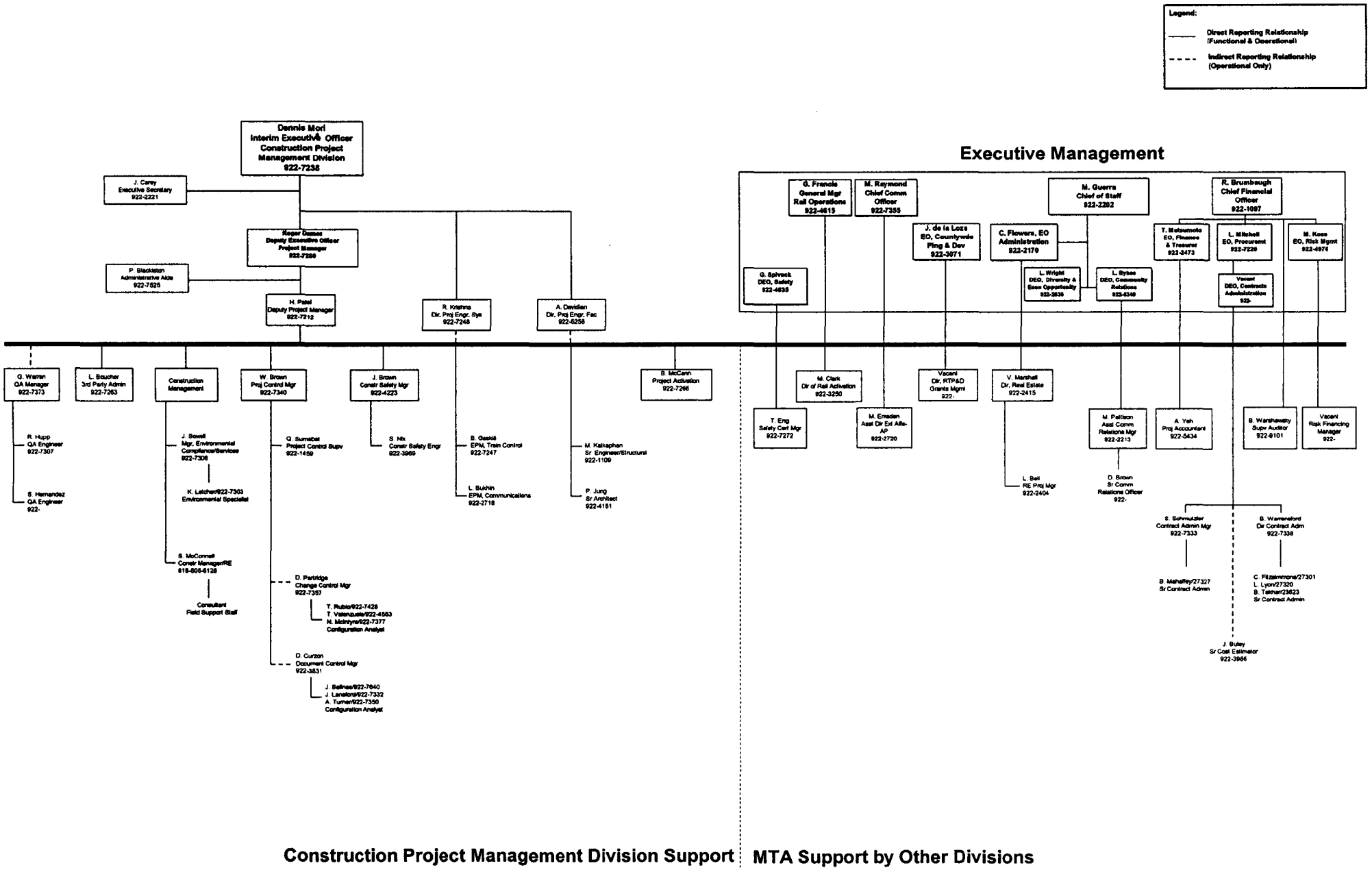
October 2003

EXHIBIT 2.3 – METRO GOLD LINE EASTSIDE EXTENSION PROJECT MANAGEMENT ORGANIZATON STRUCTURE



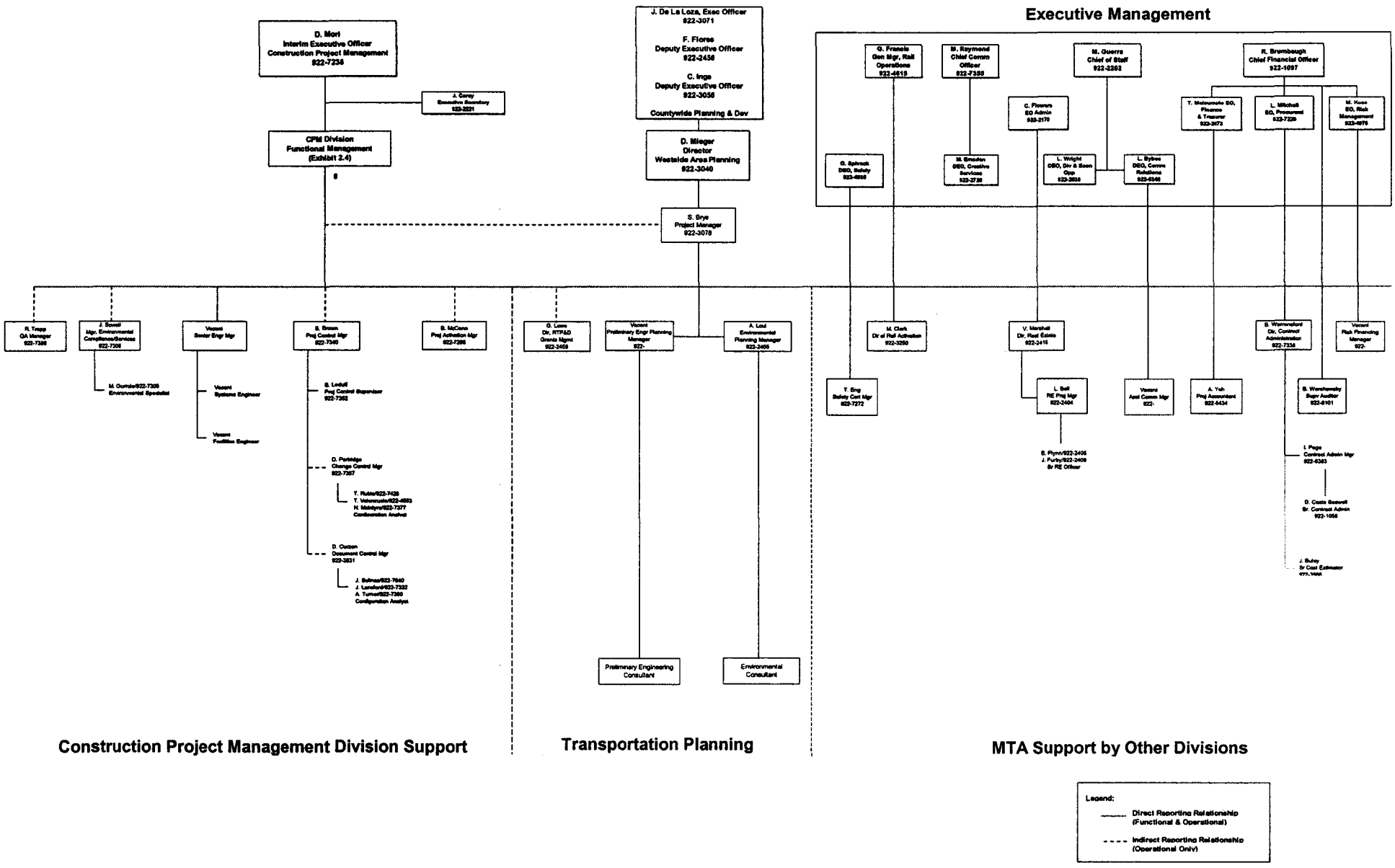
10/24/2003

SEGMENT 3 NORTH HOLLYWOOD EXTENSION

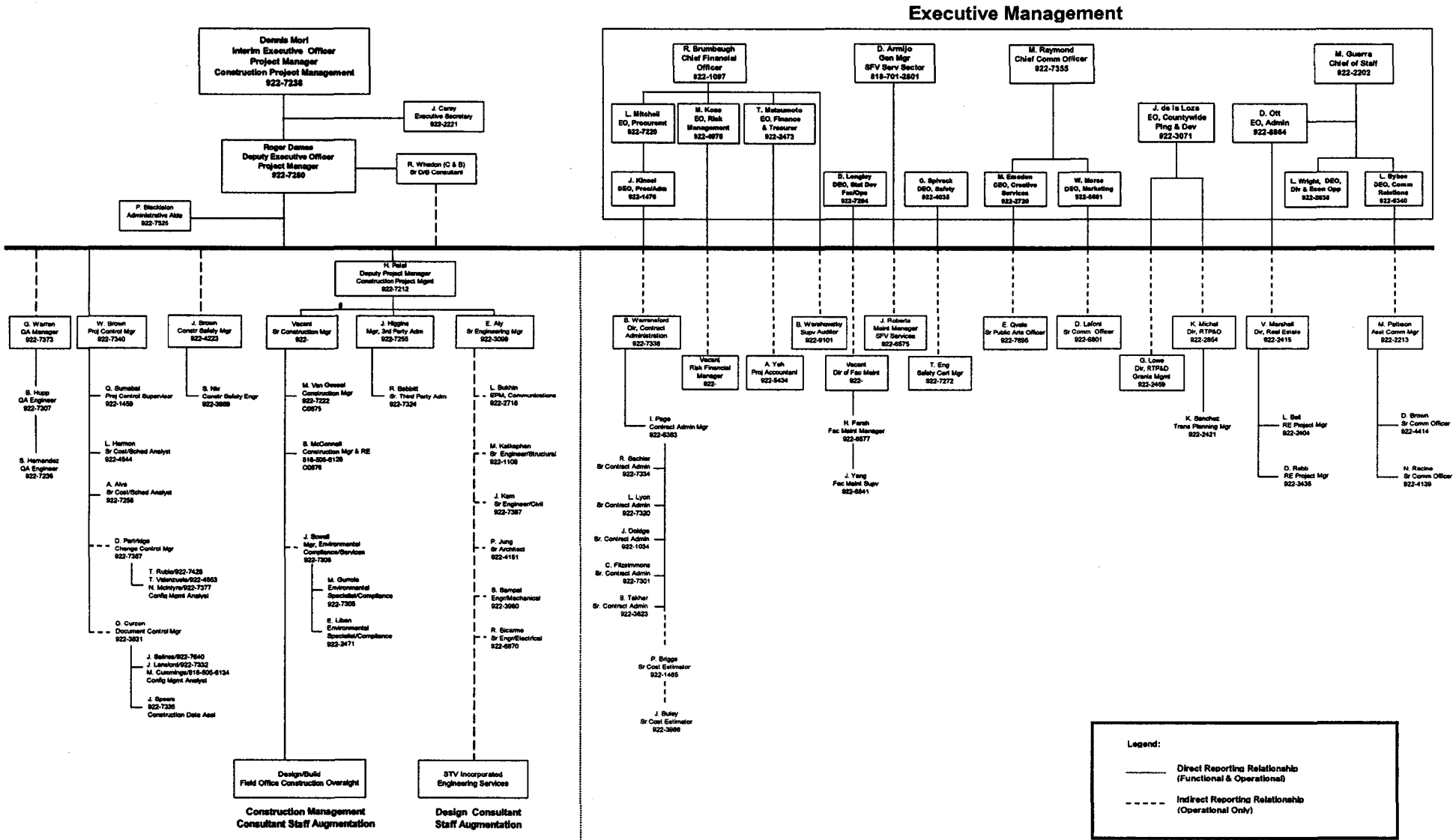


10/24/2003

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



SAN FERNANDO VALLEY METRO RAPIDWAY PROJECT



Construction Project Management Division Support

MTA Support by Other Divisions

10/24/2003

The Legislative Matrix

for the period ending September 2003

is not available

Los Angeles County Metropolitan Transportation Authority
Status of Key Legal Actions Related to Federally Funded MTA Projects
Date as of September 30, 2003

CASE NAME	CASE NUMBER	GRANT NUMBER	NARRATIVE	CASE STATUS
Gerlinger (MTA) v. Parsons Dillingham	BC150298, etc.	MOS-1 and CA-03-0341, CA-90-X642	Qui Tam action. Concerns allegations of overbilling by MTA's construction Manager, Parsons-Dillingham ("PD"). County Counsel joined as prosecuting Authority for MTA. MTA has also filed its own lawsuit (BC 179027) against PD for breach of contract, fraud and accounting.	In Trial
MTA v. Parson Dillingham	BC179027	MOS-1 and CA-03-0341, CA-90-X642	In a related case, MTA filed suit against Parsons Dillingham for fraud and breach of contract in the performance of construction management services.	
Flores v. Access Service Inc., MTA, et al.	CV00-12188	ALL	Western Law Center for Disability Rights filed suit against Access Services Inc., the paratransit provider in Los Angeles County, alleging failure to provide comparable paratransit service in violation of the ADA. Previously Plaintiffs filed similar claims with FTA's OCR and OCR found no violation of the ADA.	Discovery; class certification granted. Settlement discussions underway.
Gonzalez, et al. v. MTA, et al.	CV96-2785 (JMI)	ALL	MTA employees allege that MTA Drug Policy's designation of their positions, pursuant to FTA Regulations, as safety sensitive subject to random testing, violates the US and CA Constitutions. On a motion by MTA, the Dist Crt dismissed the case, holding random testing of safety sensitive employees was constitutional. The 9th Cir reversed & remanded the case for further action concluding more info was necessary before a determination could be made as to whether the FTA Regs had properly classified the positions. Since Plaintiffs' allegations shifted from a challenge to MTA's Policy to a challenge of the underlying FTA Regs, the FTA & DOT were joined as parties.	Ninth Circuit reversed and remanded for court to grant Summary Judgment to MTA defendants.

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Gonzalez, et al. v. MTA, et al.	CV97-5833 (JMI)	ALL	In a second action, Plaintiff alleges she was discriminated and retaliated against and constructively discharged in violation of Title VII and the ADA because the MTA did not accommodate her religious beliefs and her disability, that she not be subjected to random drug testing. The MTA filed a motion to dismiss asserting, among other defenses, that the doctrine of res judicata barred the action. The District Court agreed and dismissed the action. Plaintiff appealed. Since this case had been dismissed pursuant the doctrine of res judicata, which no longer applies since the first case was remanded, parties agreed it also should be remanded and the District Court should consider the MTA's other grounds for dismissal. The Ninth Circuit agreed and remanded this case to District Court.	06/10/02 stayed pending results of appeal Gonzalez I.
Cuna v. MTA; Lee v. MTA; Shumaker v. MTA;	BC171223 BC155843 BC126729		Case reversed on appeal and returned to trial court for trial.	Awaiting new trial dates.
Labor/Community Strategy Center v. MTA	CV94-5936 (TJH)	ALL	On 10/28/96, Federal Judge Hatter approved a Consent Decree reached between MTA and the class action plaintiffs. The Consent Decree provides for MTA to: (i) reduce its load factor targets (i.e. the # of people who stand on the bus), (ii) expand bus service improvements by making available 102 additional buses, (iii) implement a pilot project, followed by a 5-yr Plan, facilitate access to County-wide jobs, ed & health centers, (iv) not increase cash fares for 2-yrs & pass fares for 3-yrs beginning 12/01/96, after which MTA may raise fares subject to conditions of the Consent Decree and (v) introduce a weekly pass & an off-peak discount fare on selected lines.	Special master is reviewing service levels to determine compliance with Consent Decree.
LACMTA v. Neoplan	BC232584	ALL	MTA filed suit in June 00 against Neoplan, Cummins Engine Co., Cummins Distributing, Inc., et al. alleging breach of contract, negligence, etc. arising out of deficiencies in over 600 buses supplied to MTA since 95. The deficiencies have occurred in the series 4500, 4700, 6300 & 6700 buses. Deficiencies principally involve the fuel supply and power train. Venue is Orange Co., Ca.	Case has been tentatively settled – finalizing agreement.

MTA v. Argonaut; Argonaut v. MTA	BC171636 BC156601	MOS-1, CA-03-0341, CA-90-X642, CA-90-X575, CA-03-0392	MTA is in litigation with its carrier to determine the number of deductibles owed for Argonaut's insurance coverage on the Red Line Project. MTA alleges bad faith by Argonaut in administering MTA's insurance coverage on the Red Line. Mediation set for 12/03.	First phase trial set for 01/12/04.
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.

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LLOYD W. PELLMAN
County Counsel

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

October 2, 2003

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

Re: Quarterly Update on Status of Key Legal Actions

Dear Renee:

Attached please find the Los Angeles County Metropolitan Transportation Authority's quarterly update as of September 30, 2002, on the Status of Key Legal Actions Related to Federally Funded Projects.

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

Very truly yours,

LLOYD W. PELLMAN
County Counsel

By
ALAN K. TERAKAWA
Principal Deputy County Counsel

AKT:ibm
Attachments

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

Metropolitan
Transportation
Authority

One Gateway Plaza
Los Angeles, CA
90012-2952

OPERATIONS COMMITTEE
NOVEMBER 20, 2003

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

ACTION: RECEIVE AND FILE

RECOMMENDATION

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

ISSUE

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

DISCUSSION

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

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

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

UNIT	DISCUSSION OF PROGRESS
	information and observation and cut through all lines of activity at the MTA. • The teams are lead by General Managers or Executive Officers and staffed with individuals from all organizational levels. The teams are slated to complete their work and begin implementation of their recommendations within 4-5 months. Three teams are ready to present their findings and path forward to the Executive Safety Committee in early October. These teams included Rules and Procedures, Incident Investigation, and Field Observation and Feedback. *In all cases, the team efforts are focused on developing easily understood policies and procedures that will provide for consistent administration, activity, and reporting across the agency.* *Attachment C* presents the structure of the safety effort.
Sectors / Training Status	• All Sectors: By the end of the reporting period, over 94.14% of all MTA staff received safety skills training. Transit Operations has reached 94.4% completion overall. *Attachment D* presents the results in graphical form.
Sectors	• All Sectors: For the first quarter of FY04, the accident rate for bus was 3.54 per 100,000 hub miles; this value exceeds the new goal for FY04 of 3.0. Note, during the fourth quarter of FY03, bus vehicular accidents peaked at a rate of 4.0 per 100,000 hub miles. The bus accident rate in July 04 was 4.02. • For purposes of comparison, bus vehicle accident rates for the fourth quarter of FY02, FY03, and the first quarter for FY04 are displayed in *Attachment E.* These rates are presented and are based on scheduled miles. In the last quarter, the rate of accidents has declined, but has not achieved our FY04 goal of 3.0 accidents per 100,000 miles. Agency-wide, bus accident rates through September 2003 have declined since the peak in the fourth quarter of FY03. See *Attachment F.* Nevertheless, bus vehicle related accidents continue to be above the goal. The average rate over the first quarter FY04 is 3.54 per 100,000 hub miles. • Rail Vehicle Accidents per 100,000 revenue train miles are displayed in *Attachment G.* For the first quarter of FY04, the introduction of the Gold Line saw one accident prior to opening revenue service. The Light Rail lines experienced additional incidents in the first quarter due to street running and startup issues. Rail incidents during August 2003 drove up the average rate for the first quarter in FY04. See *Attachment G.* • *Attachment H* displays the results for the fiscal year for passenger accidents (Bus and Rail). Like the trend in vehicular accidents there

UNIT	DISCUSSION OF PROGRESS
	Division 3 ended the fiscal year at 3.51 and Division 9 at 2.38. An initial analysis of the data for the first quarter of FY04 shows no apparent trend by accident type. The September 2003 accident rate is 3.22 per 100,000 hub miles at the end of the first quarter FY04. A complete analysis is under review by the SGV Accident Investigation Committee. Their report will become available in January 2004.
Sector Program to Enhance Bus Stop Safety Near Schools (San Fernando Valley, Public Affairs, Corporate Safety, Operations Central Instruction)	• The San Fernando Valley Sector General Manager, along with Public Affairs, Corporate Safety, Operations Central Instruction, and the Bus Operations Control Center responded quickly to the tragic shooting event that occurred at a bus stop near Taft High School. MTA became involved when, in response to a large crowd of students, our operator made a decision to by-pass the stop. Immediately thereafter, alleged gang members driving by the crowd of students used the opportunity to shoot into the crowd severally wounding several students. Board Chairman Yaroslavsky formed a panel to review our role in the event as well as how we could modify our operations, policies, etc., that would help improve school safety. The panel recommendations will be presented to the Board separately. In summary, the panel will recommend strategies to move stops to school property so that supervision can be provided, request MTA to revise its bus stop by-pass policy, and establish direct communications with the school police units. • The program of improvements would be initiated in the San Fernando Valley but expanded to incorporate all bus operating sectors. The focus of the program would be on middle and secondary schools. Response to the panel has been outstanding by the police, school principals and police departments and within the MTA.

Improve Investigation Procedures and the Handling of Claims

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

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

Exhibit 1

Workers' Compensation Summary

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

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

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

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

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

Scorecard for First Quarter FY2004

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

* DOI/DA - Department of Insurance/District Attorney

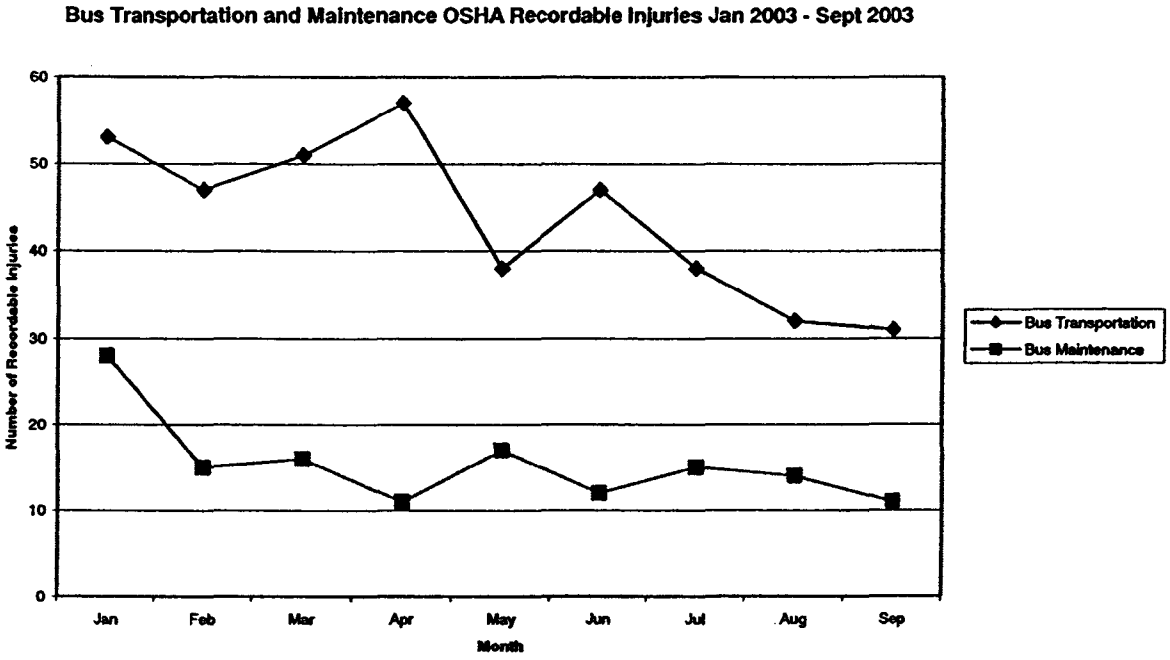
** AOE/COE - Arising out of Employment/Course of Employment

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

John B. Catoe, Jr.
Deputy Chief Executive Officer

Roger Snoble
Chief Executive Officer

ATTACHMENT A-2

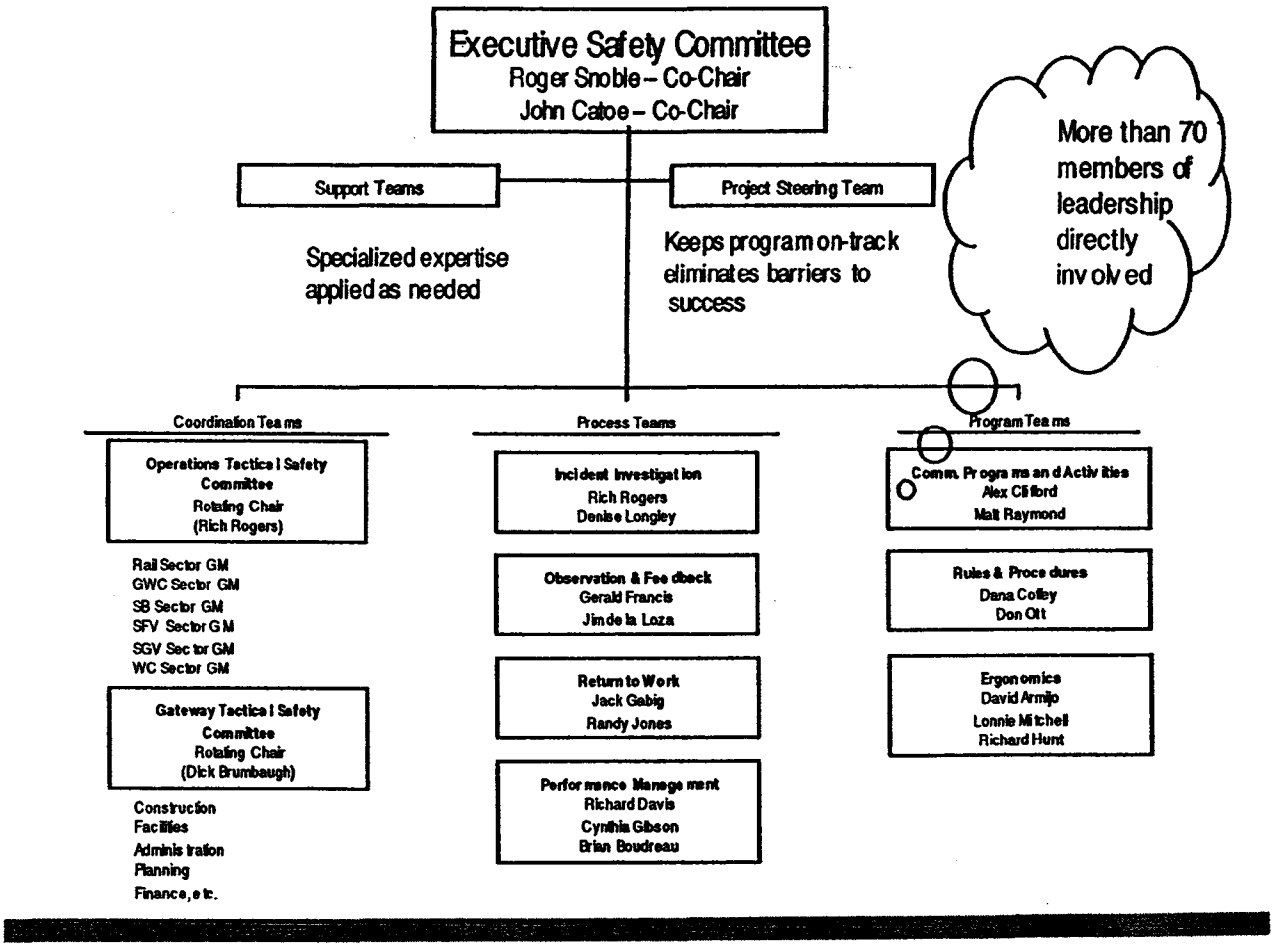


ATTACHMENT C

STRUCTURE OF SAFETY'S FIRST PROCESS TEAMS

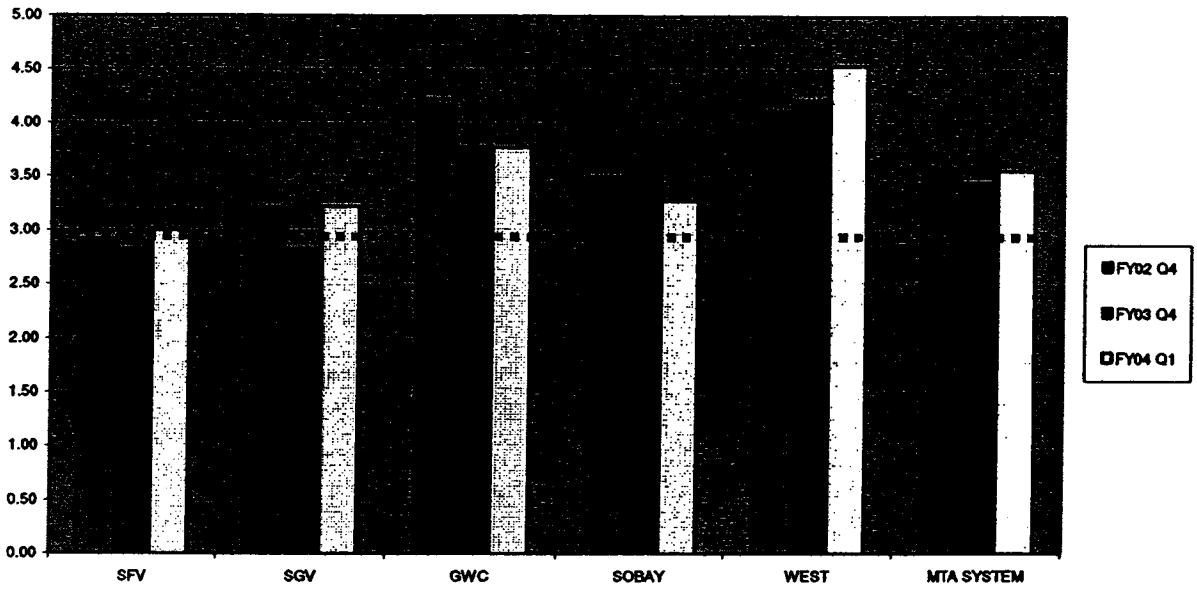
Safety's 1st

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



ATTACHMENT E

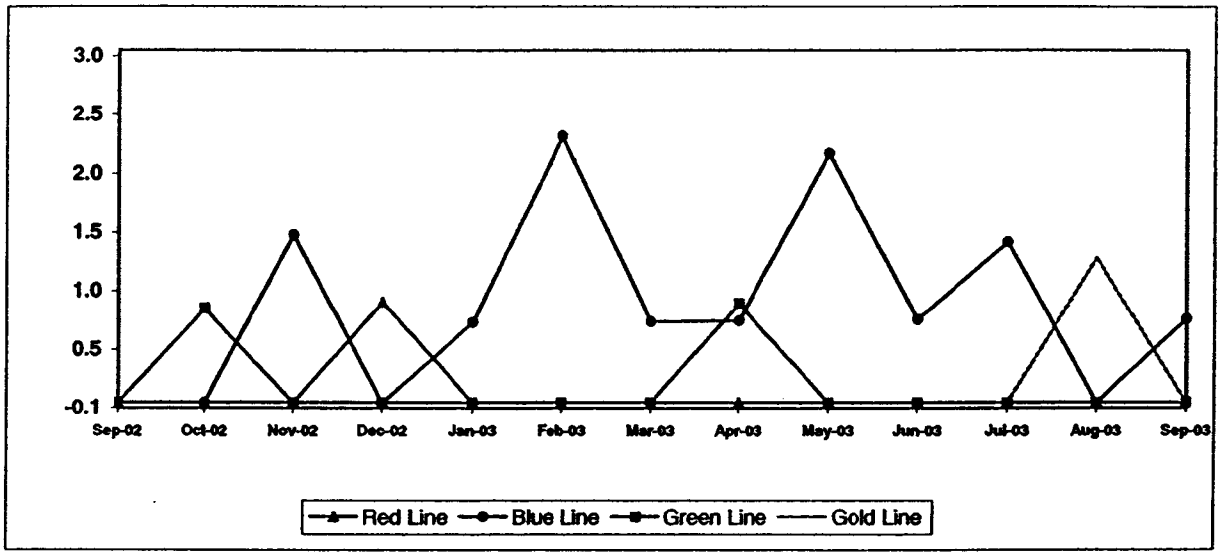
BUS VEHICLE ACCIDENT RATE PER 100K HUB MILES FOR LAST THREE FISCAL QUARTERS



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

ATTACHMENT G

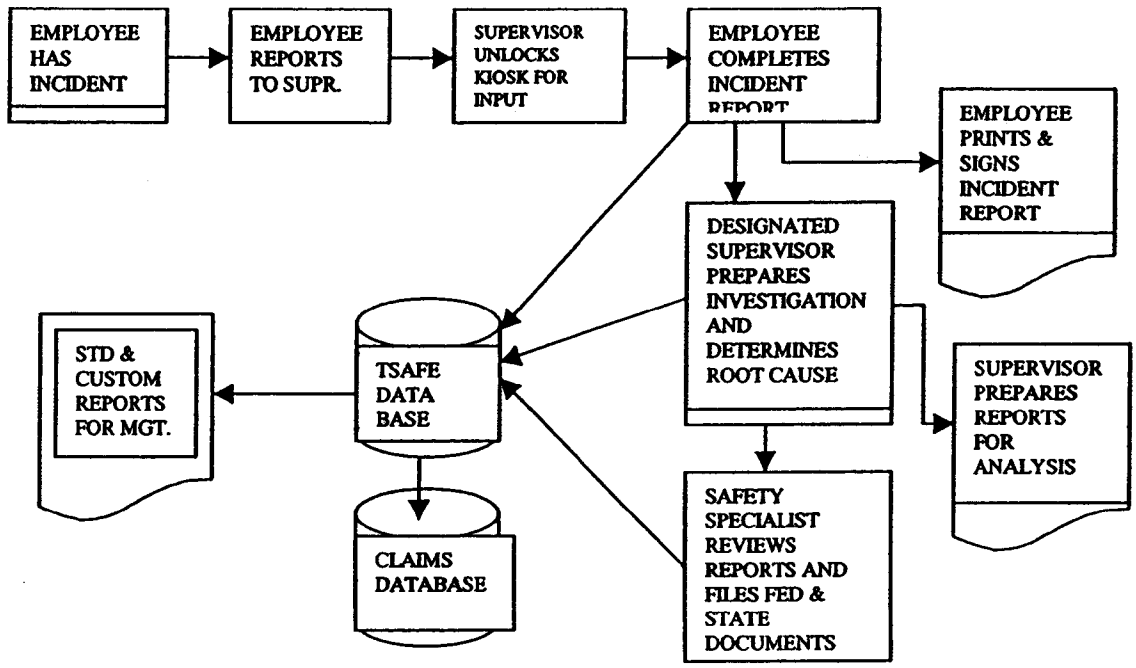
Rail Accidents per 100,000 Revenue Train Miles*



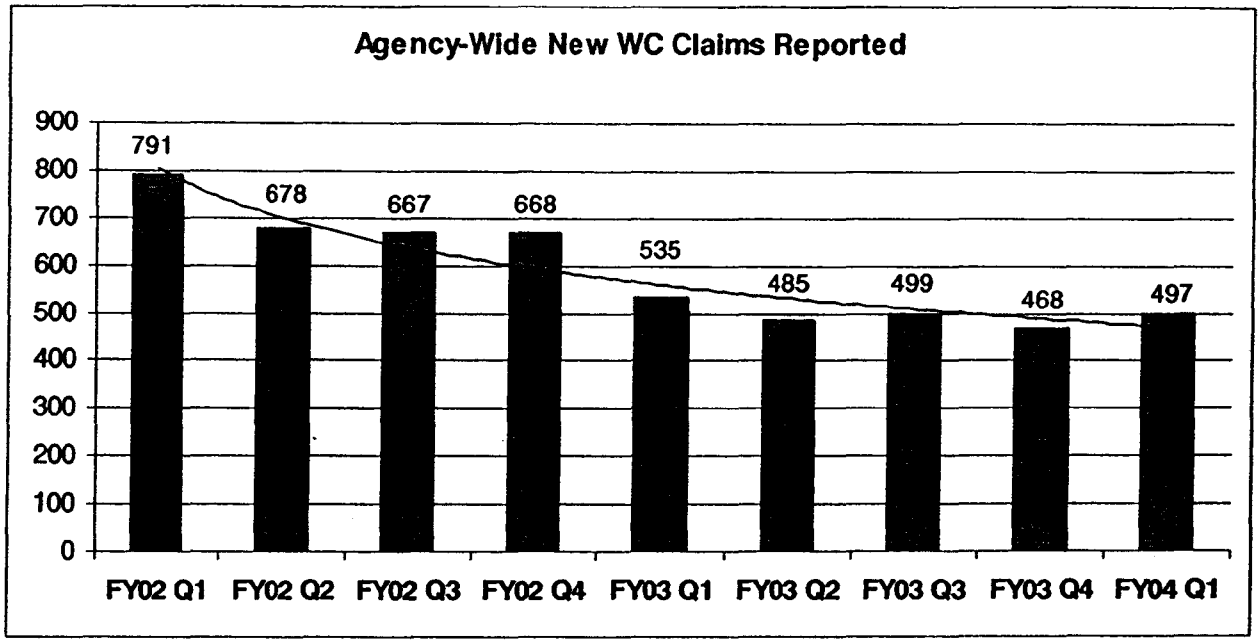
Source: Fleet Management and Support Services Department: Vehicle Management System and Vehicle Accident Maintenance System.

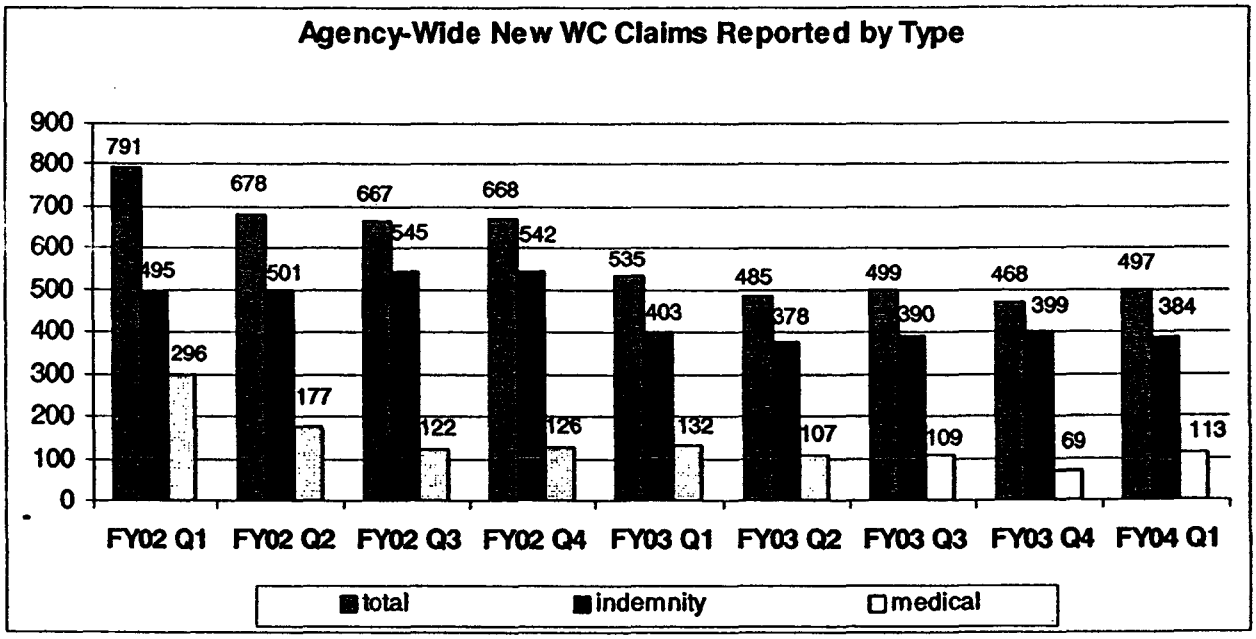
ATTACHMENT I

TRANSITSAFE™ PROCESS FLOW CHART



ATTACHMENT K





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

STATUS REPORT AS OF 09/30/03

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

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

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

B-102 and B-103 - Temple Beaudry

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

A1-300 and A2-301 - Wilshire/Crenshaw

The Environmental Impact Report (EIR) for the Wilshire Bus Rapid Transit Project was certified by the MTA Board on August 15, 2002. The EIR included a transit station and public parking at Wilshire/Crenshaw. One additional parcel will be acquired and the site will be developed as transit parking and a transit station. In the interim, the site will be leased to the Los Angeles Unified School District for parking. Although there has been a potential delay in funding, the construction is expected to occur in 2004-2005.

A2-362 - Wilshire/La Brea

The corridor study discussed above includes the Wilshire/LaBrea site as a station for the Wilshire Bus Rapid Transit Project. The site will be improved to provide transit parking and an enhanced transit station. Although there has been a potential delay in funding, the construction is expected to occur in 2004-2005. In addition, MTA will continue to extend leases for one or both of two existing structures on the site. These structures will ultimately be redeveloped as a part of the station site.

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

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

Universal City Station –This site is one of several MTA properties being actively marketed through the MTA website, a ULI publication and postcard mail-outs.

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.

Los Angeles County Metropolitan Transportation Authority

METRO OPERATIONS MONTHLY PERFORMANCE REPORT

SEPT 2003

Metro

Table of Contents

San Fernando Valley Sector Scorecard Overview (SFV)

This sector has two MTA operating divisions, Division 8 in Chatsworth and Division 15 in Sun Valley. The sector is responsible for the operation of approximately 460 Metro buses and 24 Metro Bus lines carrying nearly 50.4 million boarding passengers each year.

This report gives a brief overview of sector operations':

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

Measurement	FY02	FY03	FY04 Target	FY04 YTD	Sep. Month	Status
Bus Systemwide						
On-Time Pullouts (system)*	99.61%	99.64%	100%	99.55%	99.57%	
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	5,796	6,883	7,500	5,968	5,811	
In-Service On-time Performance	64.88%	69.23%	80%	62.99%	62.36%	
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.54	3.36	
Complaints per 100,000 Boardings	3.54	4.23	3.50	7.62	9.70	
SFV Sector						
On-Time Pullouts *	99.45%	99.75%	100%	99.66%	99.73%	
MMBCMF	4,646	8,616	8,000	6,431	6,159	
In-Service On-time Performance		67.30%	80%	67.00%	65.93%	
Bus Traffic Accidents Per 100,000 Miles	3.09	2.91	2.70	3.11	2.80	
Complaints per 100,000 Boardings	3.43	6.32	3.50	6.10	8.10	
Division 8						
On-Time Pullouts *	99.57%	99.81%	100%	99.69%	99.74%	
MMBCMF	5,775	9,177	8,000	6,243	6,185	
In-Service On-time Performance	67.88%	70.09%	80%	67.29%	63.40%	
Bus Traffic Accidents Per 100,000 Miles	3.22	2.84	2.70	2.23	1.50	
Complaints per 100,000 Boardings	3.16	6.87	3.50	5.63	10.08	
Division 15						
On-Time Pullouts *	99.37%	99.72%	100%	99.64%	99.73%	
MMBCMF	4,514	8,260	8,000	6,582	6,140	
In-Service On-time Performance	62.51%	66.13%	80%	66.85%	67.36%	
Bus Traffic Accidents Per 100,000 Miles	3.01	2.96	2.70	3.77	3.77	
Complaints per 100,000 Boardings	3.58	6.01	3.50	6.43	7.06	

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

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

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

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

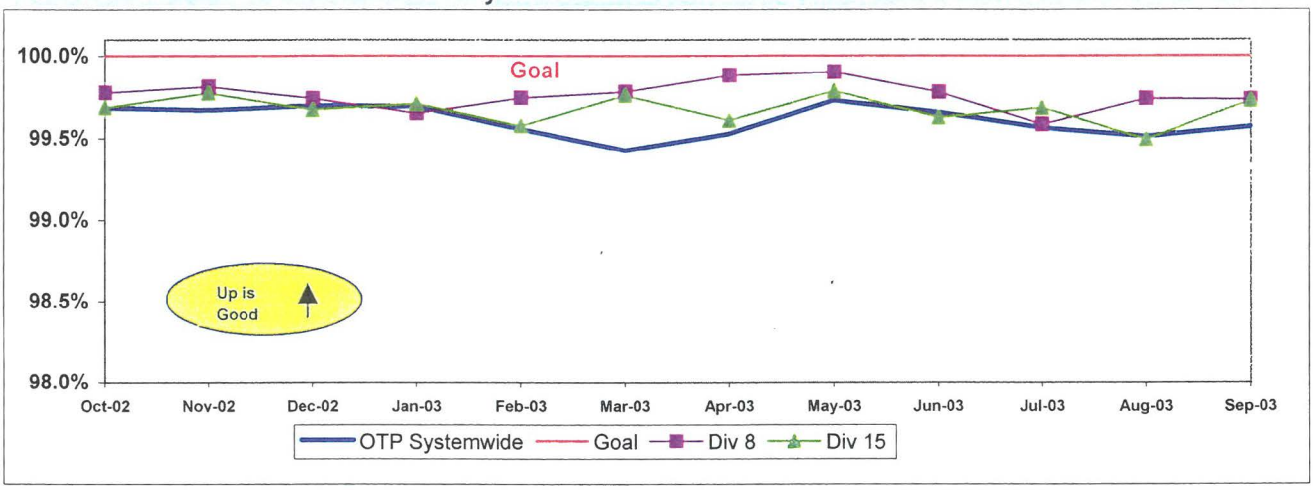
SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

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

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

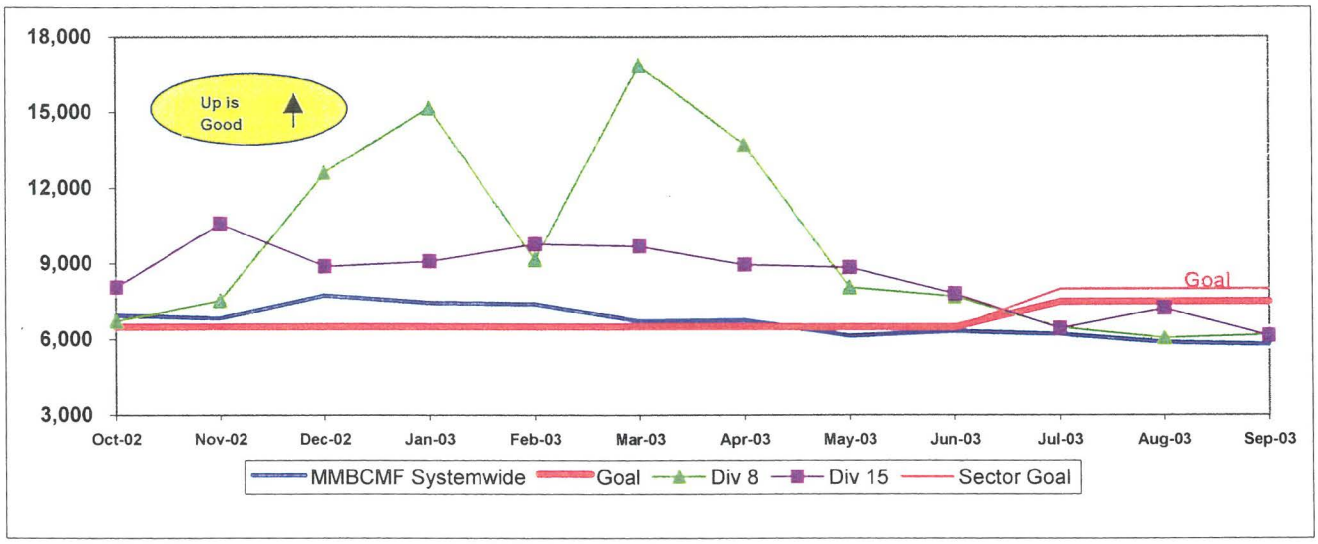
OTP Systemwide and Divisions 8 and 15



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)



Outlates & Cancellations by Sector's Divisions

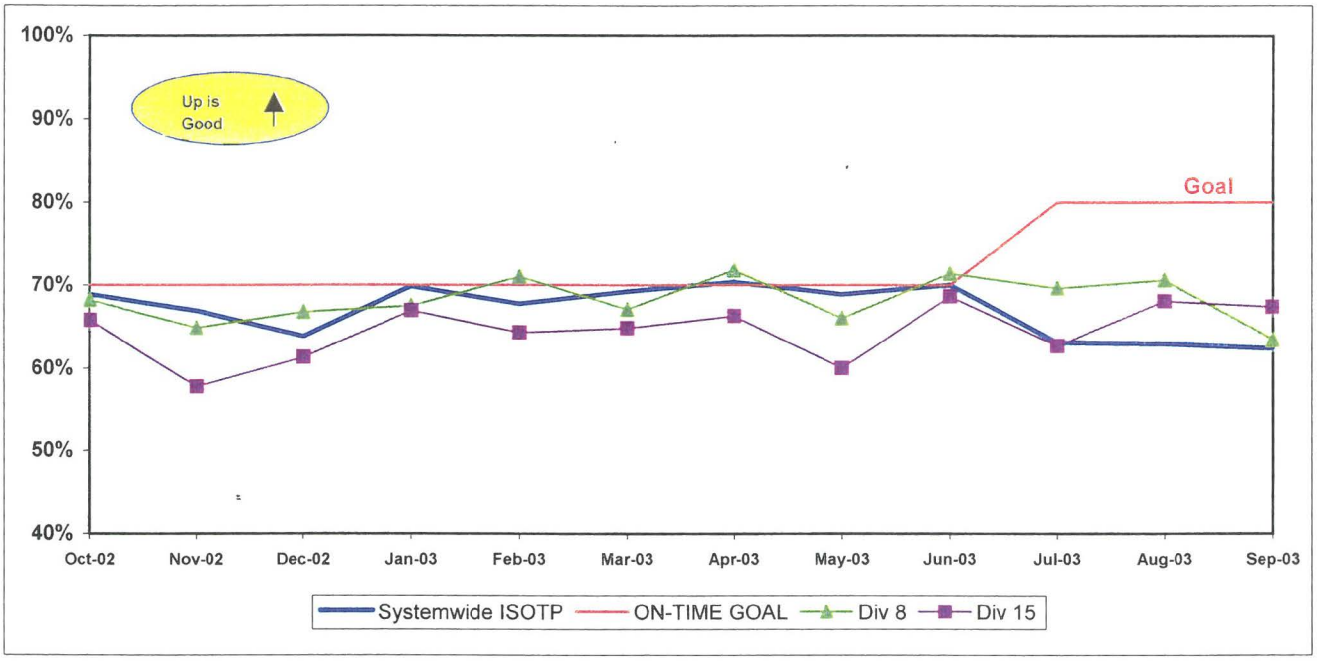
Div.	Sched. Pull-Outs	CANCELLATIONS Number	CANCELLATIONS % of Pull-outs	OUTLATES Number	OUTLATES % of Pull-outs	% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available	Bus Mechanical Failure	Other
San Fernando Valley (SFV)							99.73%			
8	5308	0	0.00%	14	0.26%	4.64%	99.74%	1	13	0
15	7060	0	0.00%	19	0.27%	6.29%	99.73%	1	14	4
SYS. TOTAL	70821	18	0.03%	284	0.40%	100.00%	99.57%	36	225	41

IN-SERVICE ON-TIME PERFORMANCE

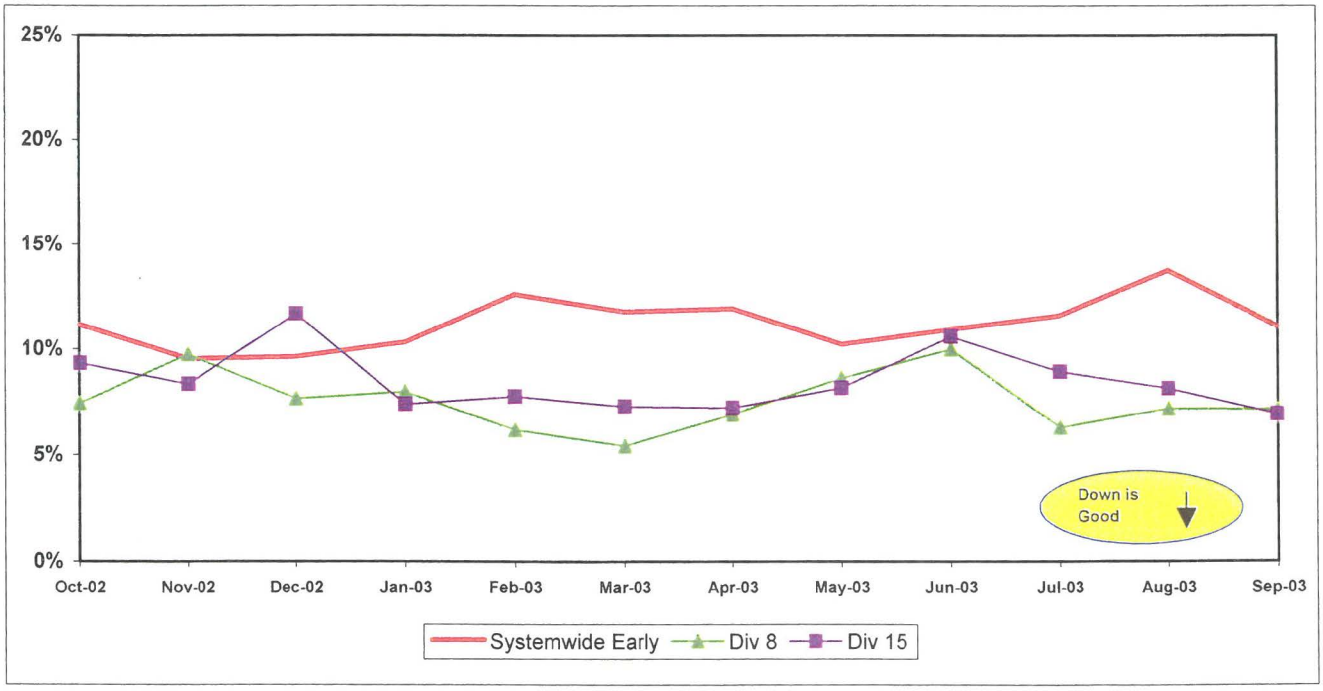
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

Calculation: ISOTP% =1-((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



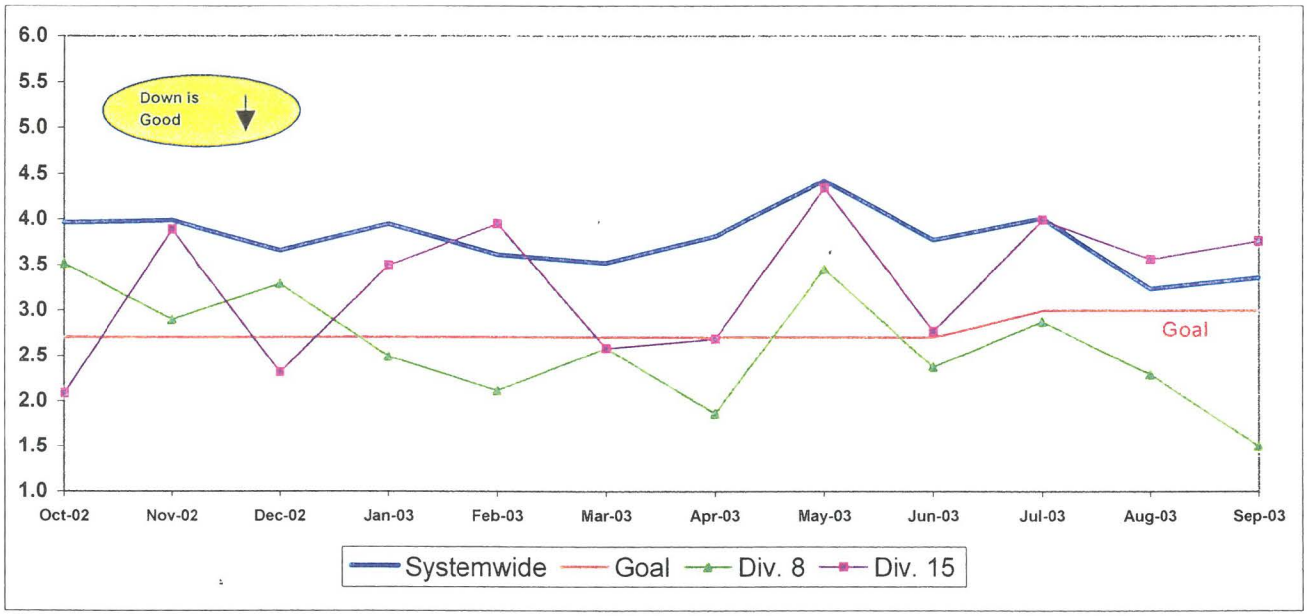
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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.

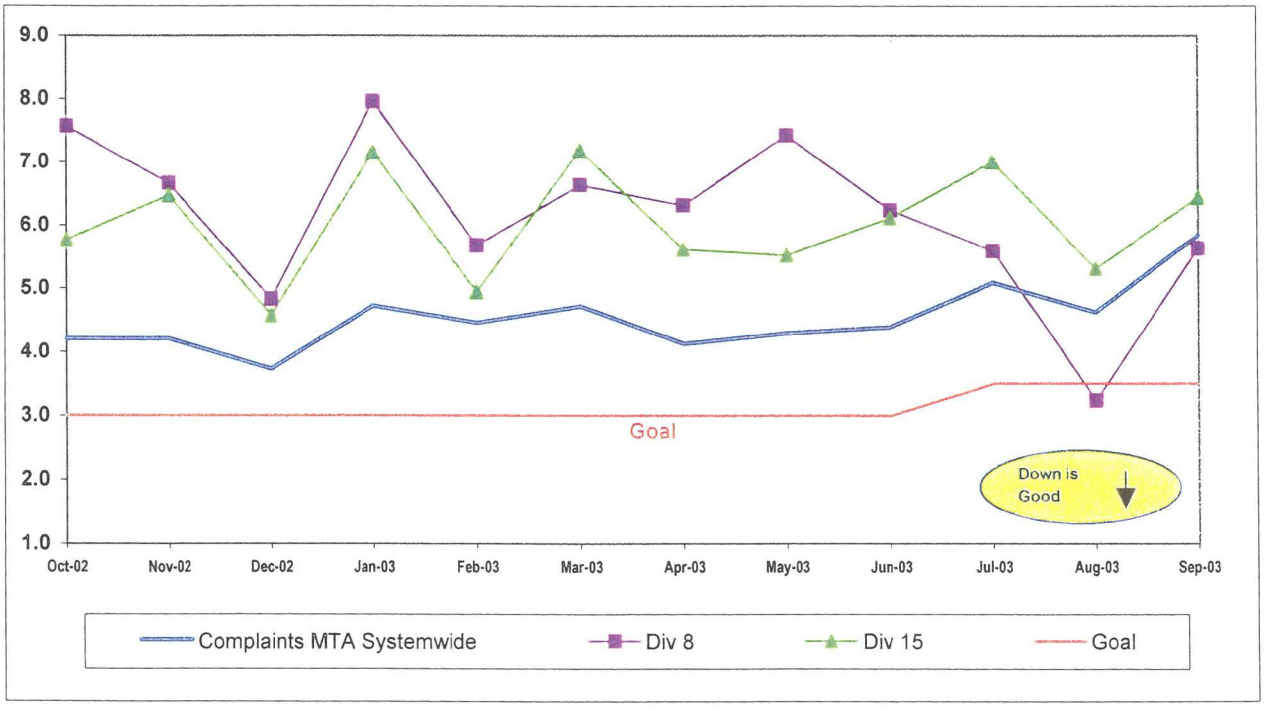
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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

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

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



San Gabriel Valley Sector Scorecard Overview (SGV)

This sector has two MTA operating divisions, Division 3 Cypress Park and Division 9 in El Monte. The sector is responsible for the operation of approximately 410 Metro buses and 27 Metro Bus lines carrying over 64.5 million boarding passengers each year.

This report gives a brief overview of sector operations':

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

Measurement	FY02	FY03	FY04 Target	FY04 YTD	Sep. Month	Status
Bus Systemwide						
On-Time Pullouts (system)*	99.61%	99.64%	100%	99.55%	99.57%	◇
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	5,796	6,883	7,500	5,968	5,811	◇
In-Service On-time Performance	64.88%	69.23%	80%	62.99%	62.36%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.54	3.36	◇
Complaints per 100,000 Boardings	3.54	4.23	3.50	7.62	9.70	▬
SGV Sector						
On-Time Pullouts*	99.71%	99.77%	100%	99.70%	99.72%	◇
MMBCMF	6,708	7,696	8,000	6,892	6,925	◇
In-Service On-time Performance		70.02%	80%	65.93%	64.89%	◇
Bus Traffic Accidents Per 100,000 Miles	3.23	3.40	3.10	3.19	3.20	◇
Complaints per 100,000 Boardings	3.13	3.57	3.25	4.48	5.37	◇
Division 3						
On-Time Pullouts*	99.69%	99.72%	100%	99.62%	99.59%	◇
MMBCMF	5,538	5,726	8,000	5,083	4,758	▬
In-Service On-time Performance	68.70%	71.08%	80%	67.61%	67.25%	◇
Bus Traffic Accidents Per 100,000 Miles	3.96	4.22	3.10	4.25	3.78	◇
Complaints per 100,000 Boardings	2.61	3.09	3.25	3.28	4.55	◇
Division 9						
On-Time Pullouts*	99.72%	99.83%	100%	99.82%	99.87%	◇
MMBCMF	8,336	11,322	8,000	10,389	12,168	●
In-Service On-time Performance	64.56%	67.47%	80%	62.15%	56.84%	◇
Bus Traffic Accidents Per 100,000 Miles	2.56	2.64	3.10	2.20	2.65	●
Complaints per 100,000 Boardings	3.90	4.31	3.25	6.38	6.36	▬

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

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

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

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

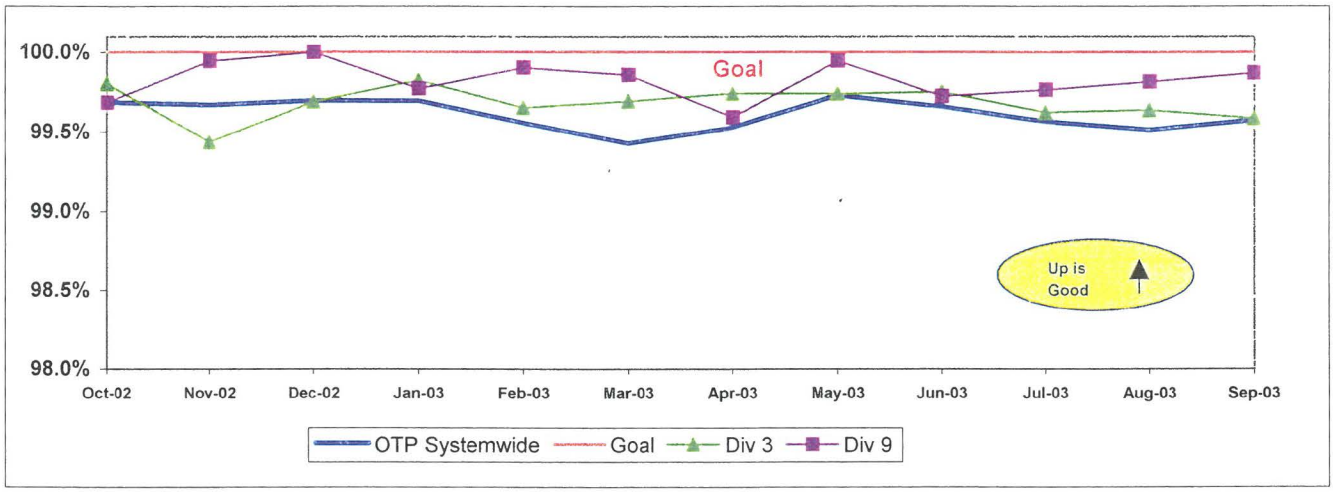
SAN GABRIEL VALLEY SECTOR (SGV) BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

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

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

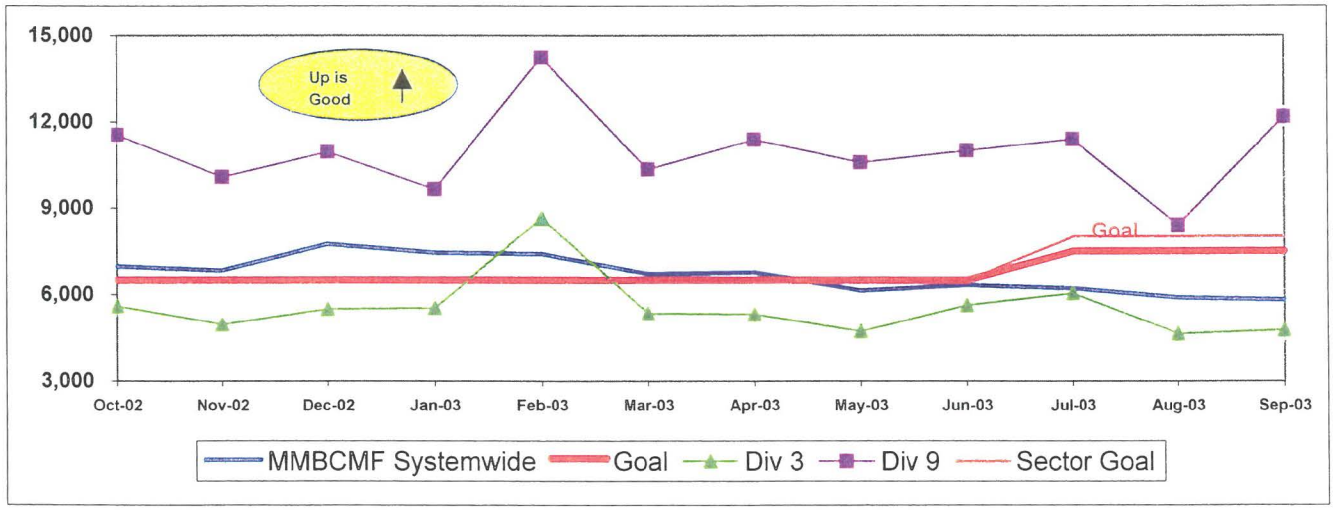
OTP - Systemwide and Divisions 3 and 9



MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES
Systemwide and Divisions 3 and 9

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

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



Outlates & Cancellations by Sector Division

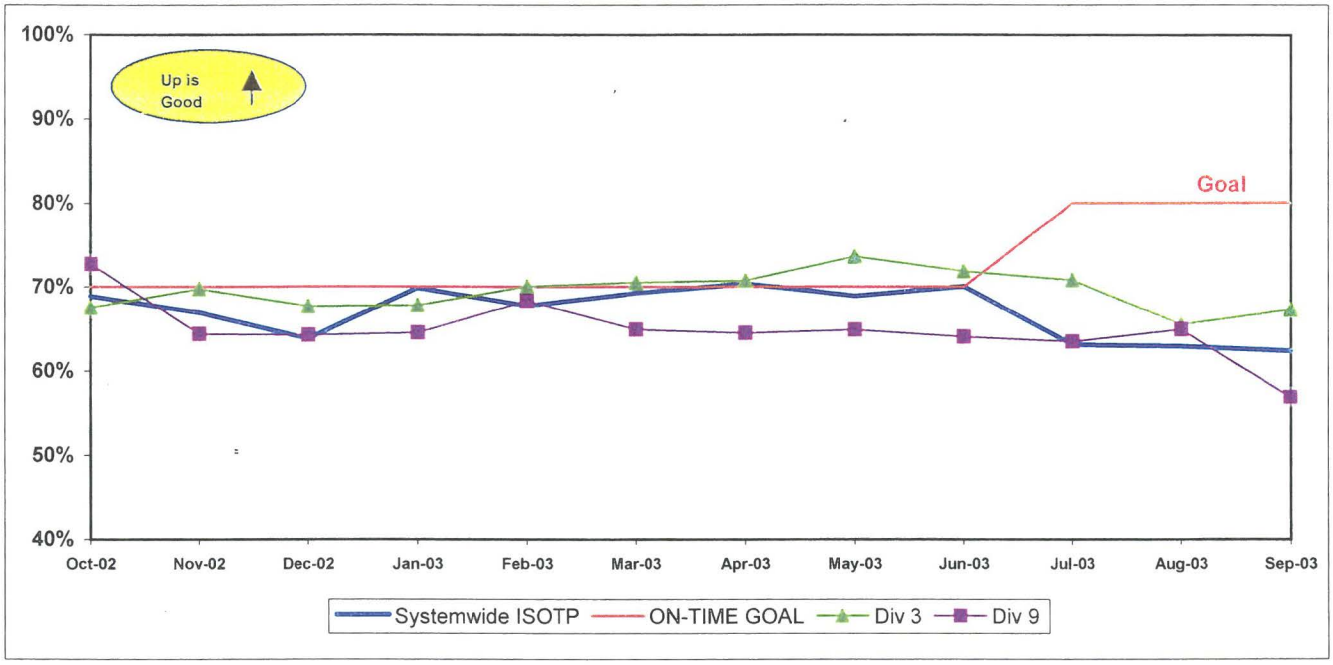
Div.	Sched. Pull-Outs	CANCELLATIONS Number	CANCELLATIONS % of Pull-outs	OUTLATES Number	OUTLATES % of Pull-outs	% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available	Bus Mechanical Failure	Other
San Gabriel Valley (SGV)							99.72%			
3	6045	1	0.02%	24	0.40%	8.28%	99.59%	0	21	4
9	5358	3	0.06%	4	0.07%	2.32%	99.87%	4	1	2
SYS. TOTAL	70821	18	0.03%	284	0.40%	100.00%	99.57%	36	225	41

IN-SERVICE ON-TIME PERFORMANCE

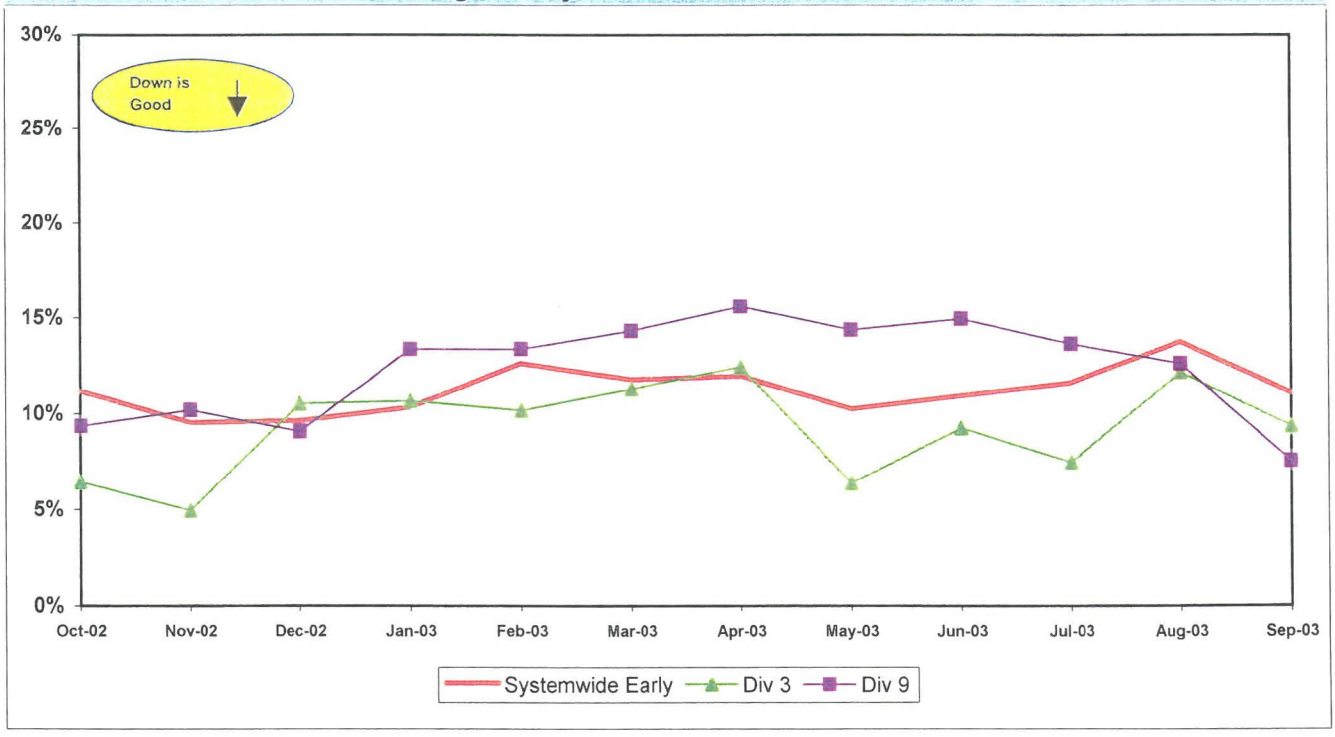
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

Systemwide and Bus Operating Divisions 3 and 9
ISOTP - 1 Minute Tolerance for Running Hot



Running Hot - Systemwide and Divisions 3 and 9



BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
Systemwide and Divisions 3 and 9

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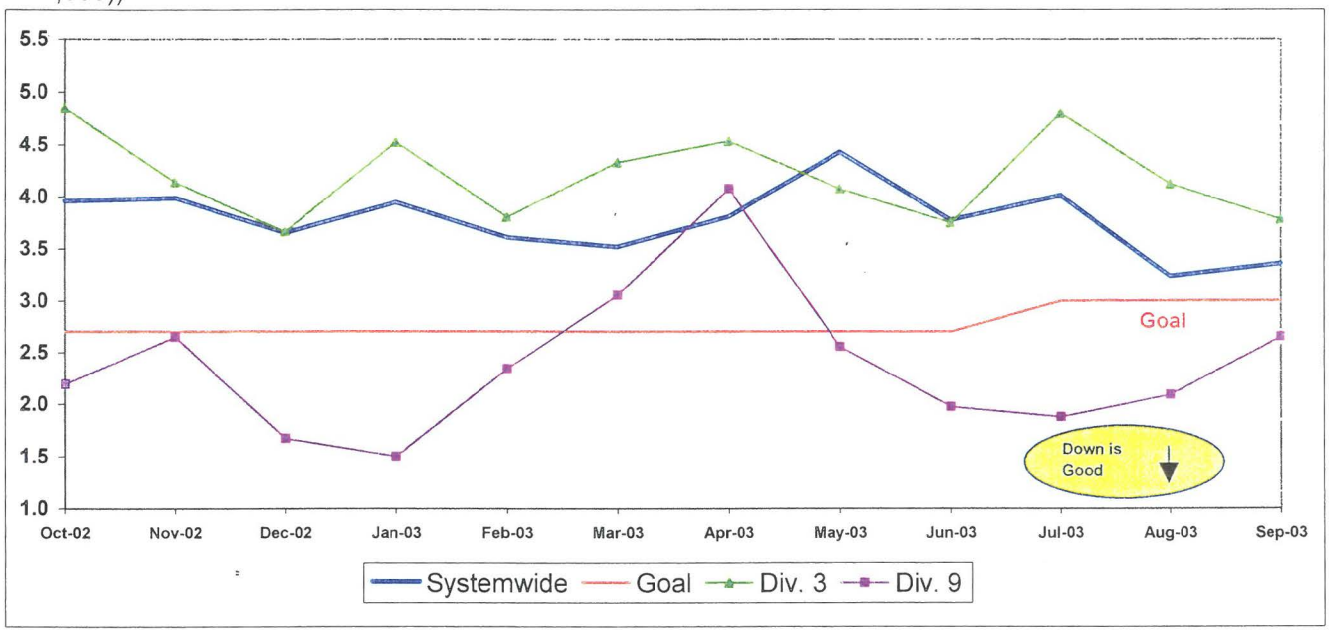
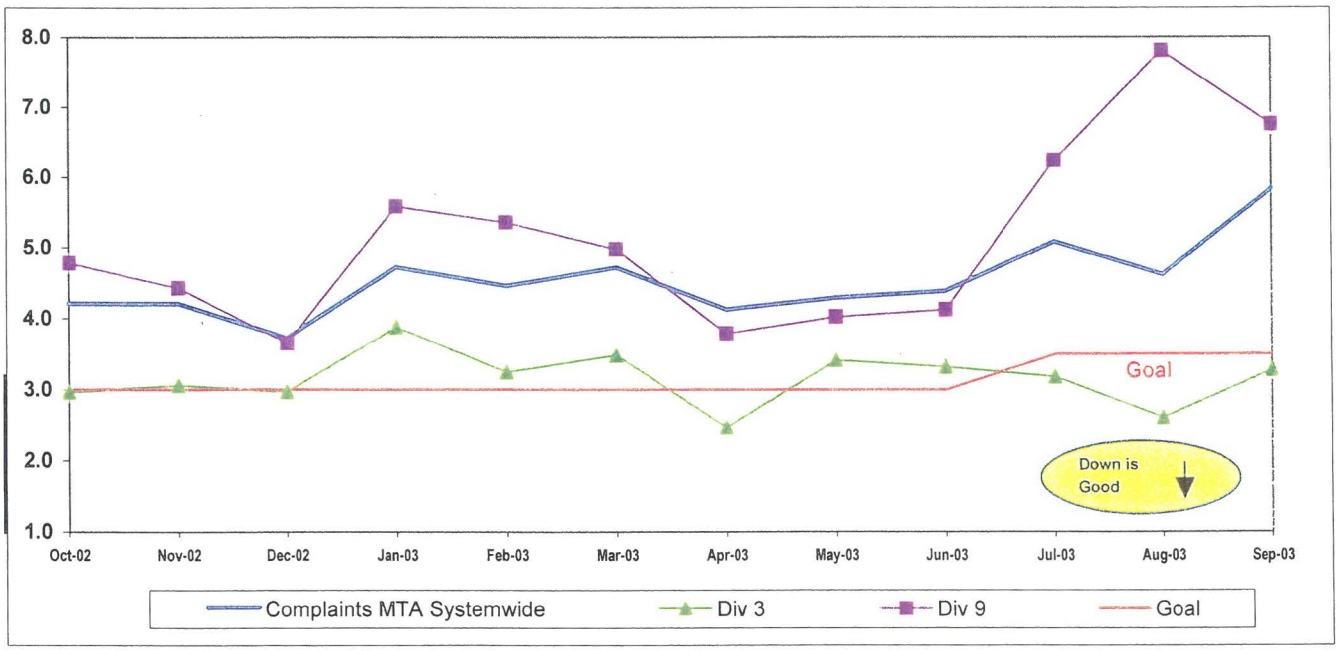


COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Divisions 3 and 9

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

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



Gateway Cities Sector Scorecard Overview (GC)

This sector has two MTA operating divisions, Division 1 and 2, both operating out of the downtown Los Angeles area. The sector will be responsible for the operation of approximately 365 Metro buses and 20 Metro Bus lines carrying nearly 59.8 million boarding passengers each year.

This report gives a brief overview of sector operations':

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

Measurement	FY02	FY03	FY04 Target	FY04 YTD	Sep. Month	Status
Bus Systemwide						
On-Time Pullouts (system) *	99.61%	99.64%	100%	99.55%	99.57%	
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	5,796	6,883	7,500	5,968	5,811	
In-Service On-time Performance	64.88%	69.23%	80%	62.99%	62.36%	
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.54	3.36	
Complaints per 100,000 Boardings	3.54	4.23	3.50	7.62	9.70	
GC Sector						
On-Time Pullouts *	99.64%	99.78%	100%	99.66%	99.63%	
MMBCMF	6,726	7,800	8,000	7,194	6,603	
In-Service On-time Performance		74.53%	80%	67.40%	69.47%	
Bus Traffic Accidents Per 100,000 Miles	4.49	4.07	3.30	3.74	3.86	
Complaints per 100,000 Boardings	2.07	2.63	2.50	3.49	3.71	
Division 1						
On-Time Pullouts *	99.84%	99.81%	100%	99.60%	99.48%	
MMBCMF	8,510	9,863	8,000	5,980	4,802	
In-Service On-time Performance	74.95%	78.22%	80%	68.33%	70.61%	
Bus Traffic Accidents Per 100,000 Miles	4.51	3.39	3.30	3.44	3.83	
Complaints per 100,000 Boardings	1.76	2.26	2.50	4.03	4.01	
Division 2						
On-Time Pullouts *	99.44%	99.75%	100%	99.73%	99.79%	
MMBCMF	5,514	6,398	8,000	9,076	10,430	
In-Service On-time Performance	63.01%	67.53%	80%	66.11%	67.71%	
Bus Traffic Accidents Per 100,000 Miles	4.48	4.78	3.30	4.05	3.90	
Complaints per 100,000 Boardings	2.38	3.07	2.50	2.94	3.33	

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

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

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

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

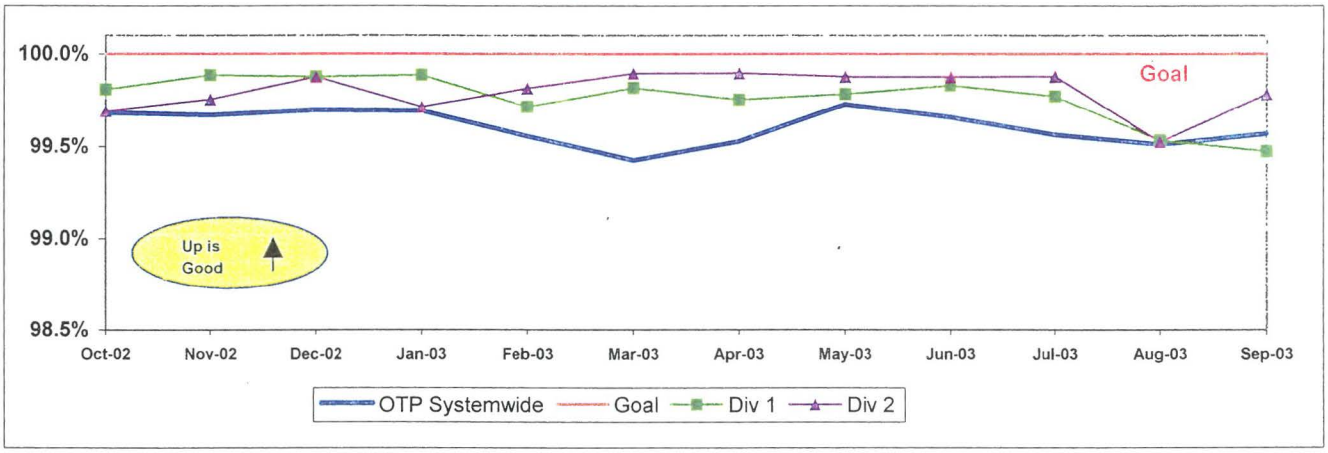
GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

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

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

OTP - Systemwide and Divisons 1 and 2

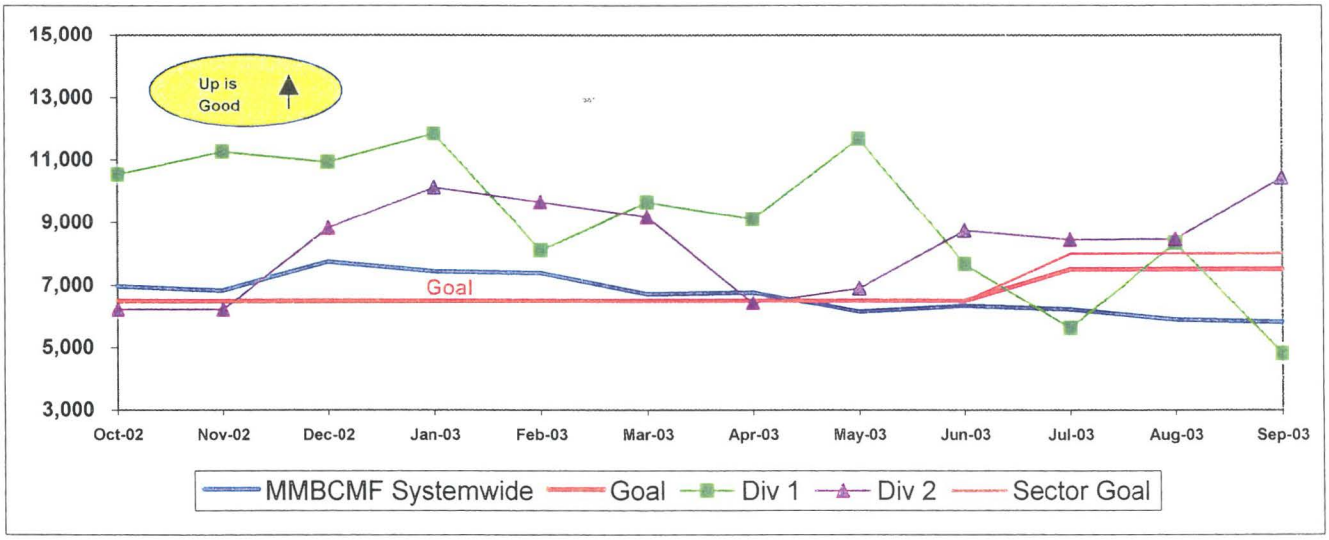


MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES

Systemwide and Divisons 1 and 2

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

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



Outlates & Cancellations by Sector's Divisions

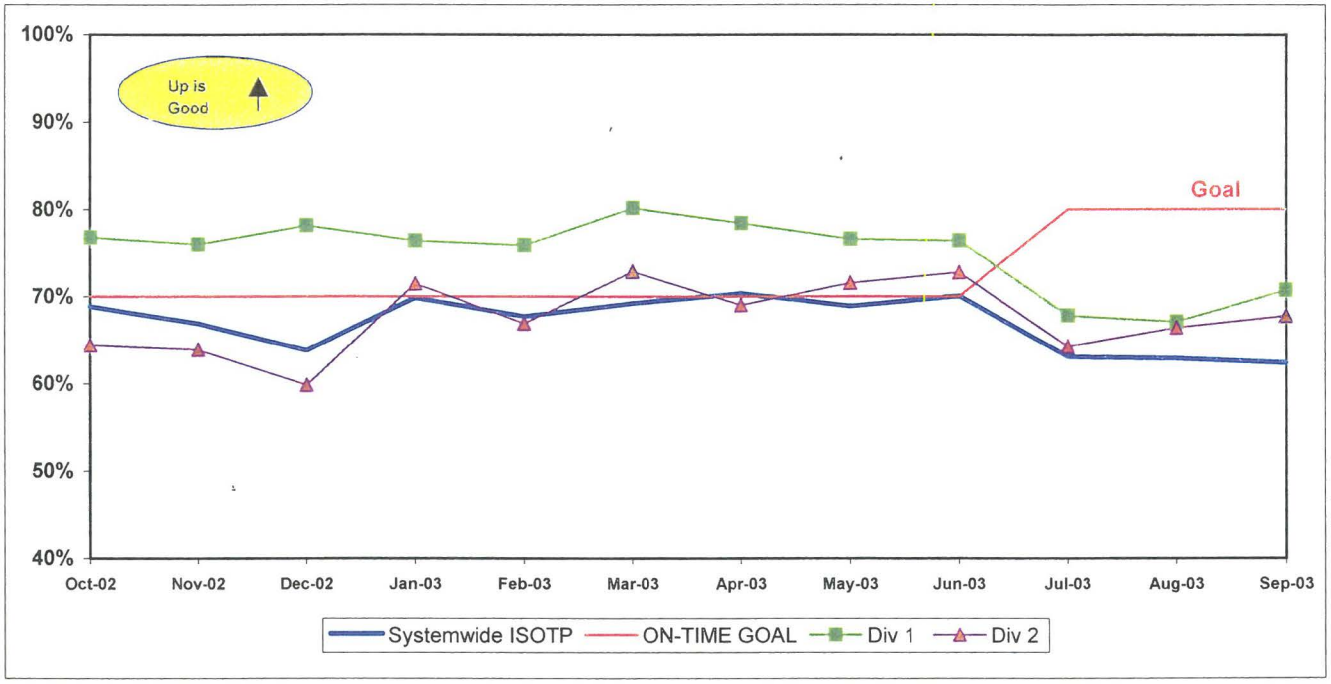
Div.	Sched. Pull-Outs	CANCELLATIONS Number	CANCELLATIONS % of Pull-outs	OUTLATES Number	OUTLATES % of Pull-outs	% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available	Bus Mechanical Failure	Other
Gateway Cities (GWC)							**99.63%**			
1	5935	0	0.00%	31	0.52%	10.26%	99.48%	0	26	5
2	5614	3	0.05%	9	0.16%	3.97%	99.79%	6	5	1
SYS. TOTAL	70821	18	0.03%	284	0.40%	100.00%	99.57%	36	225	41

IN-SERVICE ON-TIME PERFORMANCE

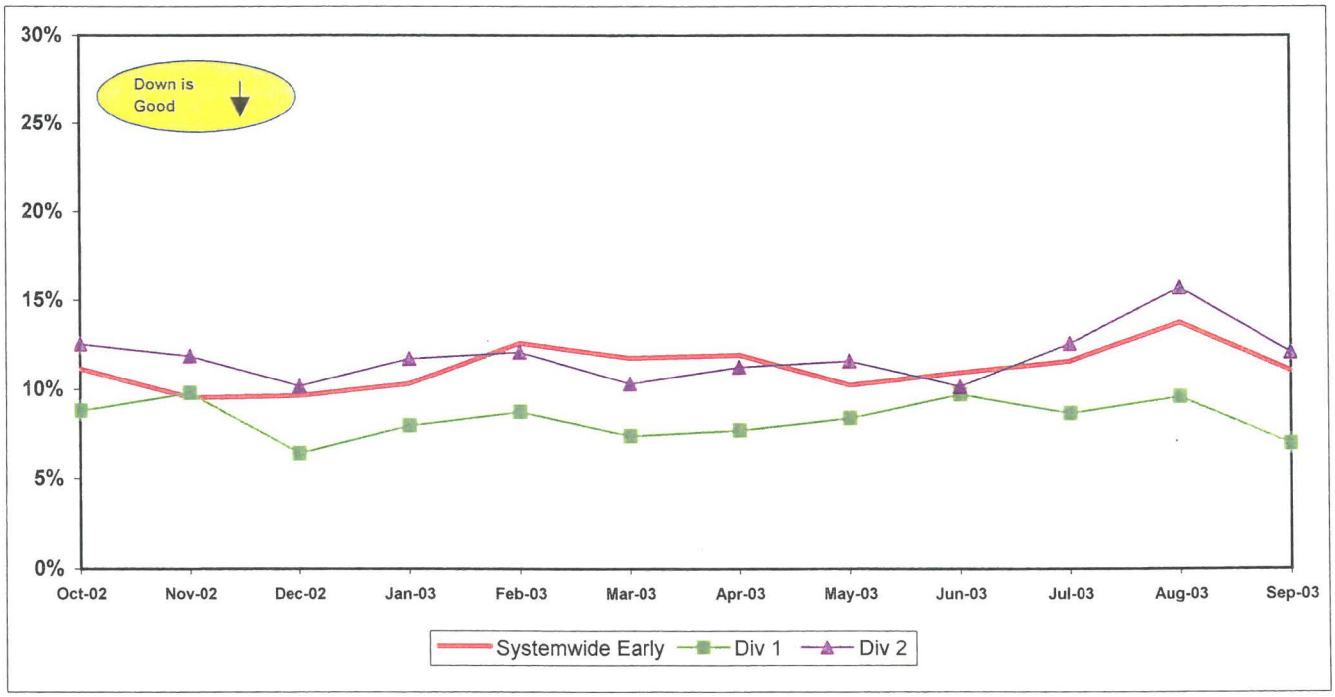
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



Running Hot - Systemwide and Divisions 1 and 2



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

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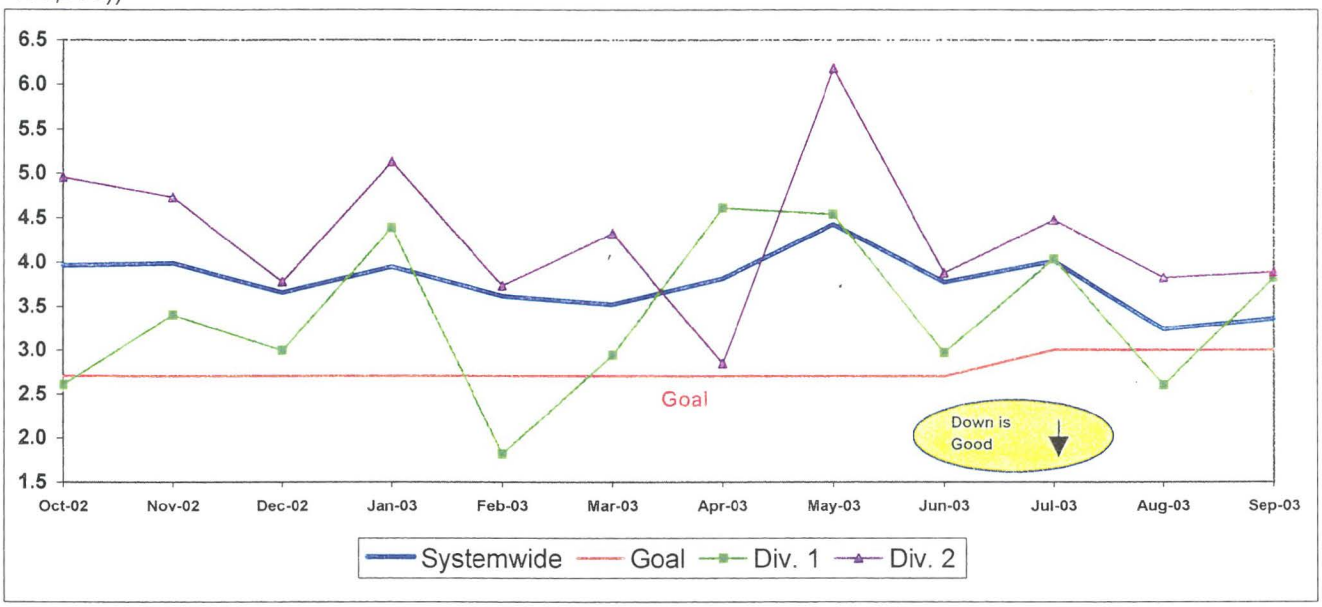
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Divisons 1 and 2

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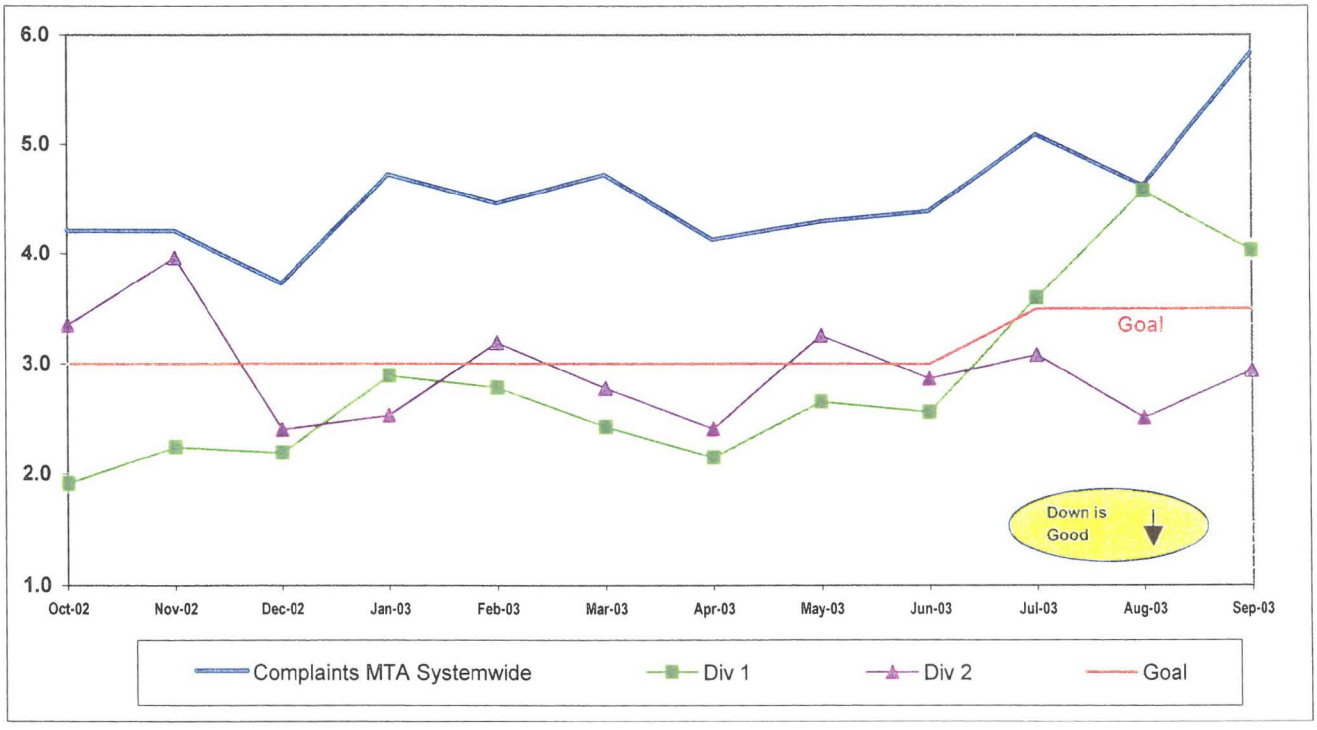
Calculation: Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)



South Bay Sector Scorecard Overview (SB)

This sector has two MTA operating divisions, Division 5 in Inglewood and Division 18 in Carson. The sector will be responsible for the operation of approximately 560 Metro buses and 45 Metro Bus lines carrying over 93.5 million boarding passengers each year.

This report gives a brief overview of sector operations':

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

Measurement	FY02	FY03	FY04 Target	FY04 YTD	Sep. Month	Status
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Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	5,796	6,883	7,500	5,968	5,811	◇
In-Service On-time Performance	64.88%	69.23%	80%	62.99%	62.36%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.54	3.36	◇
Complaints per 100,000 Boardings	3.54	4.23	3.50	7.62	9.70	▬
SB Sector						
On-Time Pullouts *	99.75%	99.68%	100%	99.57%	99.59%	◇
MMBCMF	5,665	6,237	7,500	5,766	5,862	◇
In-Service On-time Performance		63.67%	80%	56.71%	54.48%	▬
Bus Traffic Accidents Per 100,000 Miles	4.03	4.00	2.70	3.28	3.32	◇
Complaints per 100,000 Boardings	3.42	4.02	3.50	5.66	8.08	▬
Division 5						
On-Time Pullouts *	99.74%	99.70%	100%	99.63%	99.59%	◇
MMBCMF	8,883	8,756	7,500	7,874	6,805	●
In-Service On-time Performance	63.31%	66.30%	80%	58.51%	53.35%	▬
Bus Traffic Accidents Per 100,000 Miles	4.35	4.58	2.70	3.22	3.64	◇
Complaints per 100,000 Boardings	2.47	2.86	3.50	4.48	5.37	◇
Division 18						
On-Time Pullouts *	99.76%	99.68%	100%	99.52%	99.58%	◇
MMBCMF	4,514	5,144	7,500	4,788	5,350	▬
In-Service On-time Performance	60.19%	61.23%	80%	55.76%	55.11%	▬
Bus Traffic Accidents Per 100,000 Miles	3.80	3.57	2.70	3.32	3.09	◇
Complaints per 100,000 Boardings	4.39	5.26	3.50	7.62	9.70	▬

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

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

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

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

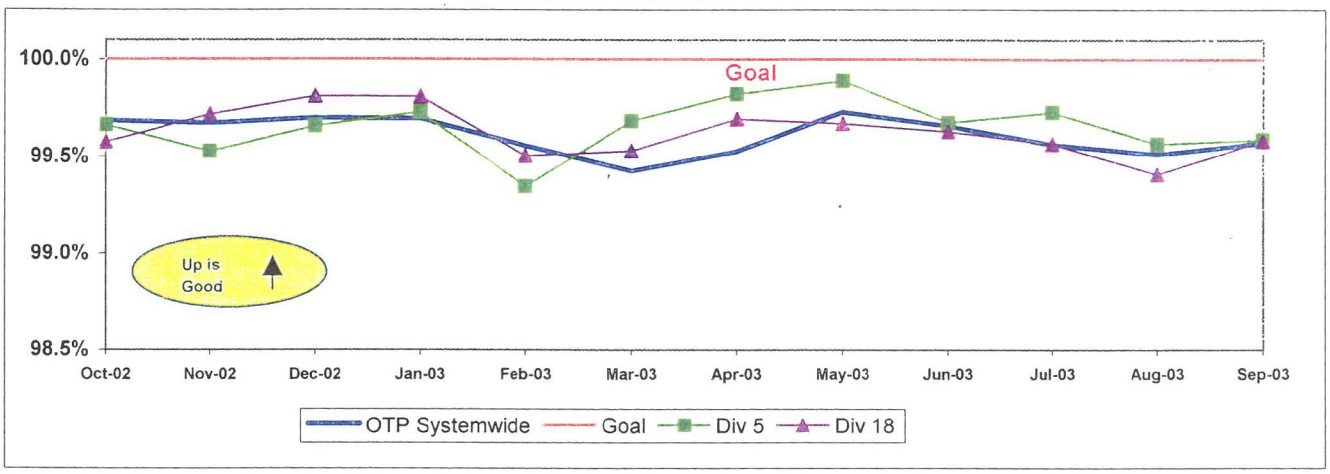
SOUTH BAY SECTOR (SB) BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

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

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

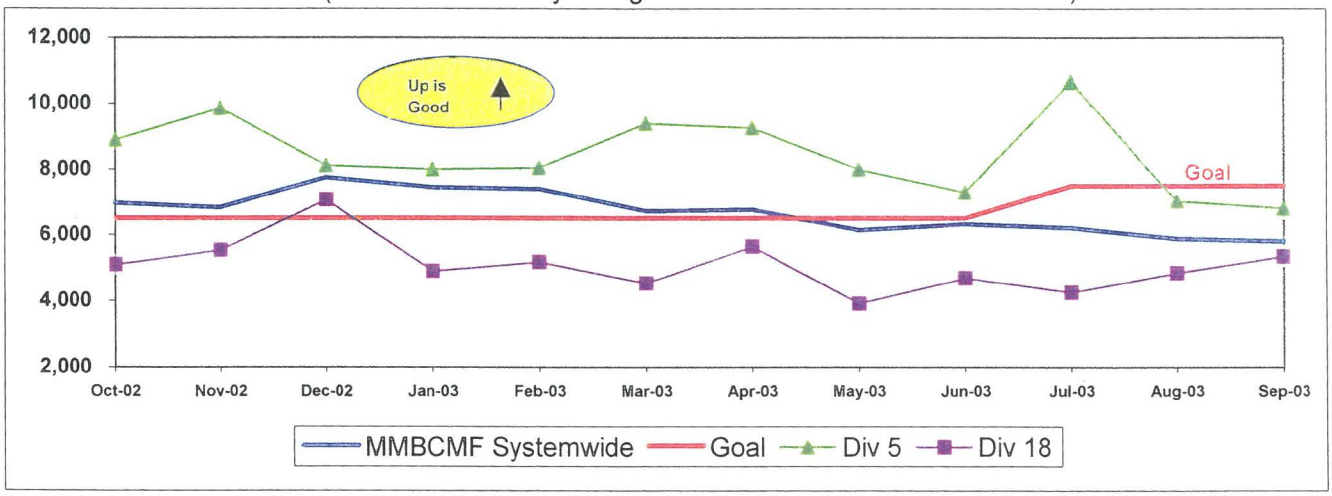
OTP - Systemwide Trend and Division 5 and 18



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

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

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



Outlates & Cancellations by Sector's Divisions

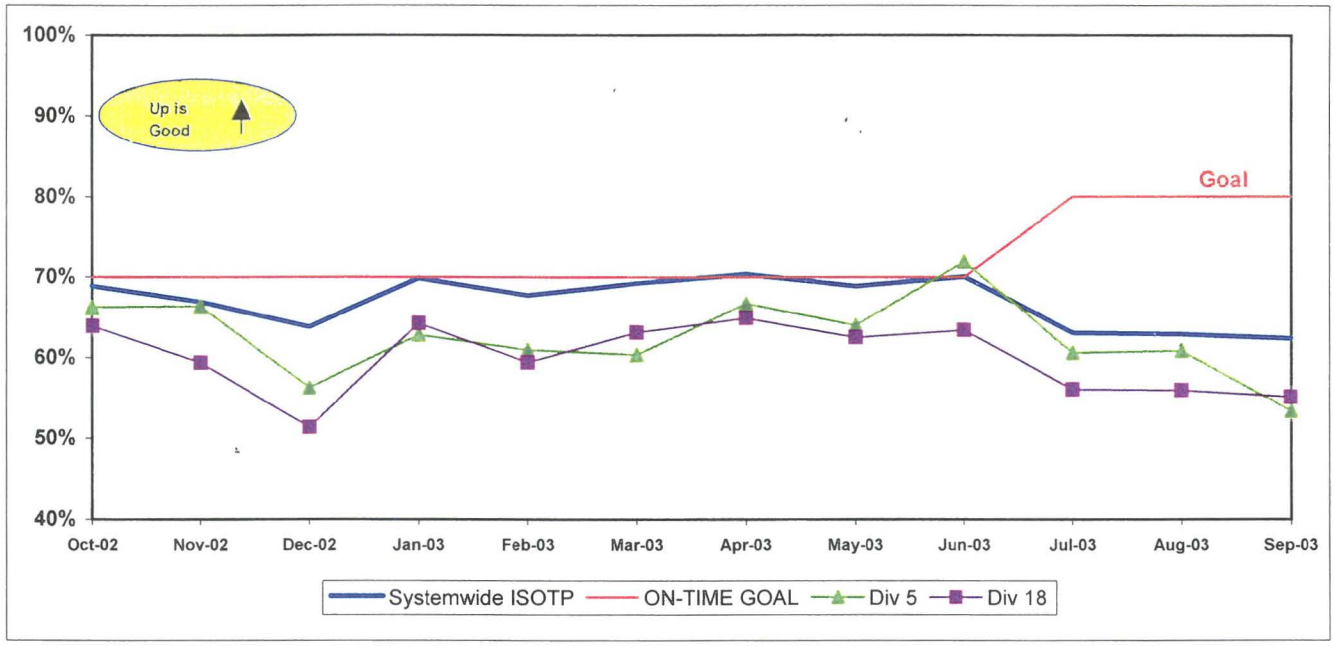
Div.	Sched. Pull-Outs	CANCELLATIONS Number	CANCELLATIONS % of Pull-outs	OUTLATES Number	OUTLATES % of Pull-outs	% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available	Bus Mechanical Failure	Other
South Bay (SB)							99.59%			
5	7569	0	0.00%	31	0.41%	10.26%	99.59%	0	25	6
18	8629	0	0.00%	36	0.42%	11.92%	99.58%	3	30	3
SYS. TOTAL	70821	18	0.03%	284	0.40%	100.00%	99.57%	36	225	41

IN-SERVICE ON-TIME PERFORMANCE

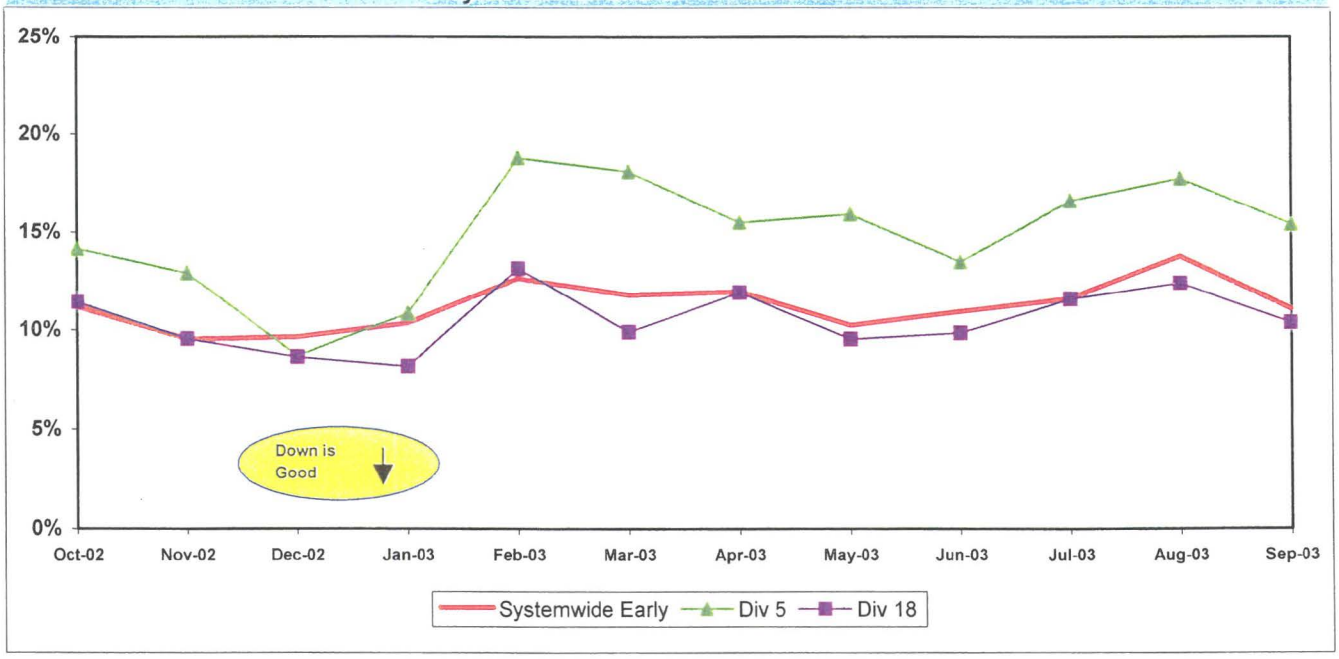
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



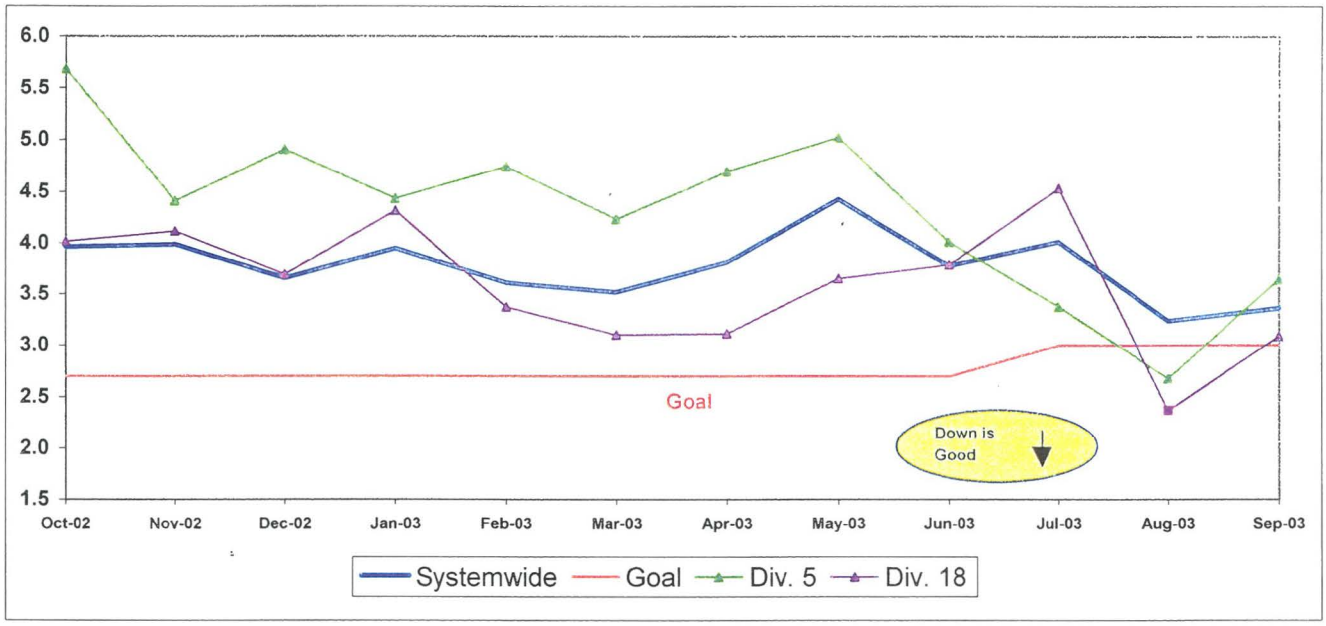
Running Hot
Systemwide and Divisions 5 and 18



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

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

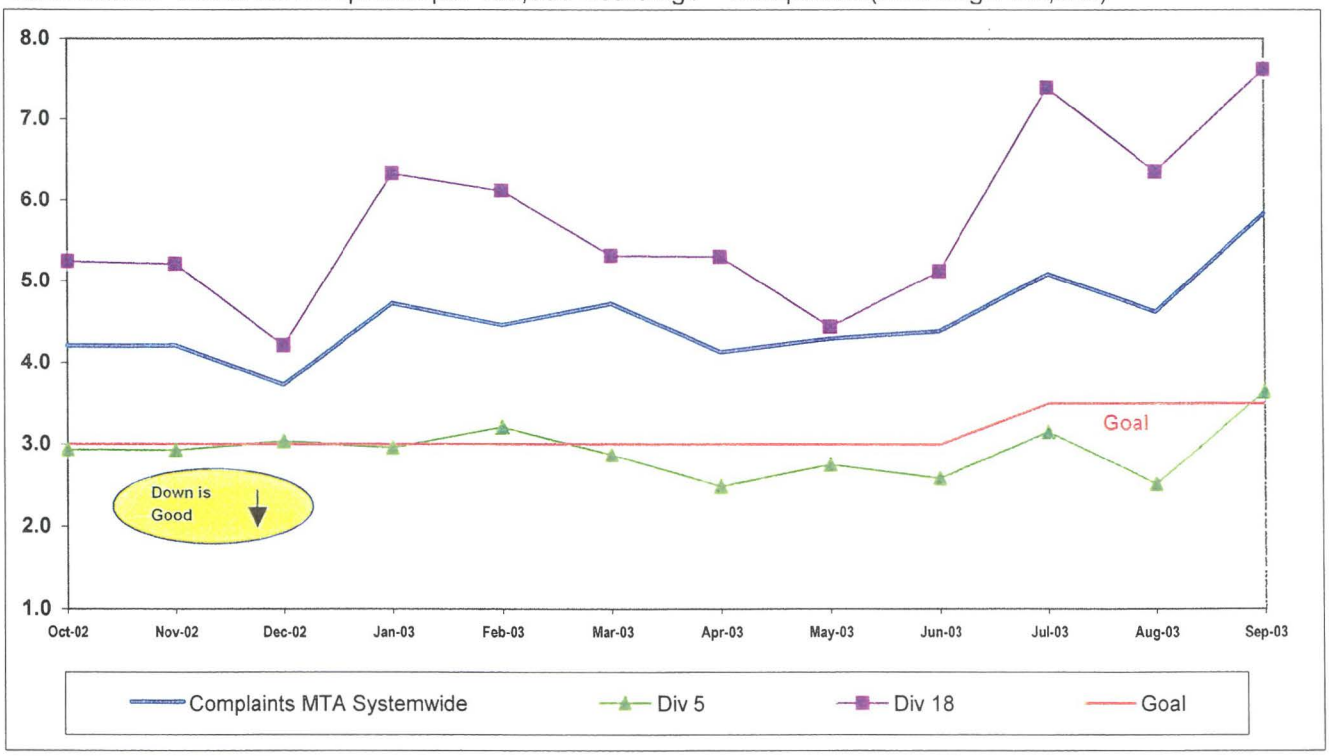
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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

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

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



Westside/Central Sector Scorecard Overview (WC)

This sector has three MTA operating divisions, Division 6 in Venice, Division 7 in West Hollywood, and Division 10 in Los Angeles, near the Gateway building. The sector will be responsible for the operation of approximately 625 Metro buses and 21 Metro Bus lines carrying nearly 86.1 million boarding passengers each year.

This report gives a brief overview of sector operations':

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

Measurement	FY02	FY03	FY04 Target	FY04 YTD	Sep. Month	Status
Bus Systemwide						
On-Time Pullouts (system) *	99.61%	99.64%	100%	99.55%	99.57%	◇
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	5,796	6,883	7,500	5,968	5,811	◇
In-Service On-time Performance	64.88%	69.23%	80%	62.99%	62.36%	◇
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.54	3.36	◇
Complaints per 100,000 Boardings	3.54	4.23	3.50	7.62	9.70	▬
WC Sector						
On-Time Pullouts *	99.59%	99.37%	100%	99.31%	99.34%	◇
MMBCMF	6,099	5,720	7,500	4,834	4,621	▬
In-Service On-time Performance		67.88%	80%	61.97%	60.53%	◇
Bus Traffic Accidents Per 100,000 Miles	4.69	4.72	3.75	4.30	3.64	◇
Complaints per 100,000 Boardings	3.33	4.84	3.75	5.77	4.87	▬
Division 6						
On-Time Pullouts *	99.73%	99.85%	100%	99.81%	99.69%	◇
MMBCMF	9,241	8,335	7,500	10,151	10,813	●
In-Service On-time Performance	64.64%	65.93%	80%	60.99%	57.38%	◇
Bus Traffic Accidents Per 100,000 Miles	4.18	4.52	3.75	4.46	4.62	◇
Complaints per 100,000 Boardings	4.51	6.10	3.75	7.48	5.69	▬
Division 7						
On-Time Pullouts *	99.59%	99.38%	100%	99.33%	99.38%	◇
MMBCMF	6,942	5,389	7,500	4,078	3,950	▬
In-Service On-time Performance	67.96%	68.80%	80%	62.75%	62.28%	◇
Bus Traffic Accidents Per 100,000 Miles	5.23	4.95	3.75	4.84	3.92	▬
Complaints per 100,000 Boardings	3.36	4.74	3.75	3.49	3.71	●
Division 10						
On-Time Pullouts *	99.56%	99.26%	100%	99.15%	99.22%	◇
MMBCMF	5,121	5,734	7,500	5,152	4,848	▬
In-Service On-time Performance	63.56%	67.34%	80%	61.45%	59.76%	◇
Bus Traffic Accidents Per 100,000 Miles	4.23	4.55	3.75	3.79	3.21	◇
Complaints per 100,000 Boardings	3.13	4.73	3.75	5.08	4.10	▬

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

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

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

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

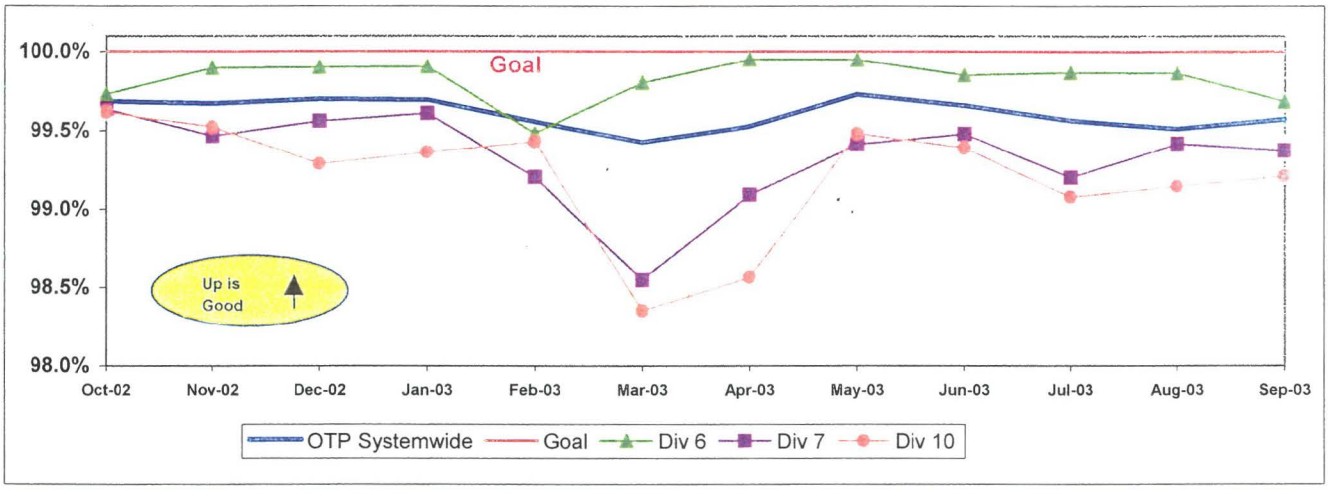
WESTSIDE/CENTRAL SECTOR (WC) BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

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

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

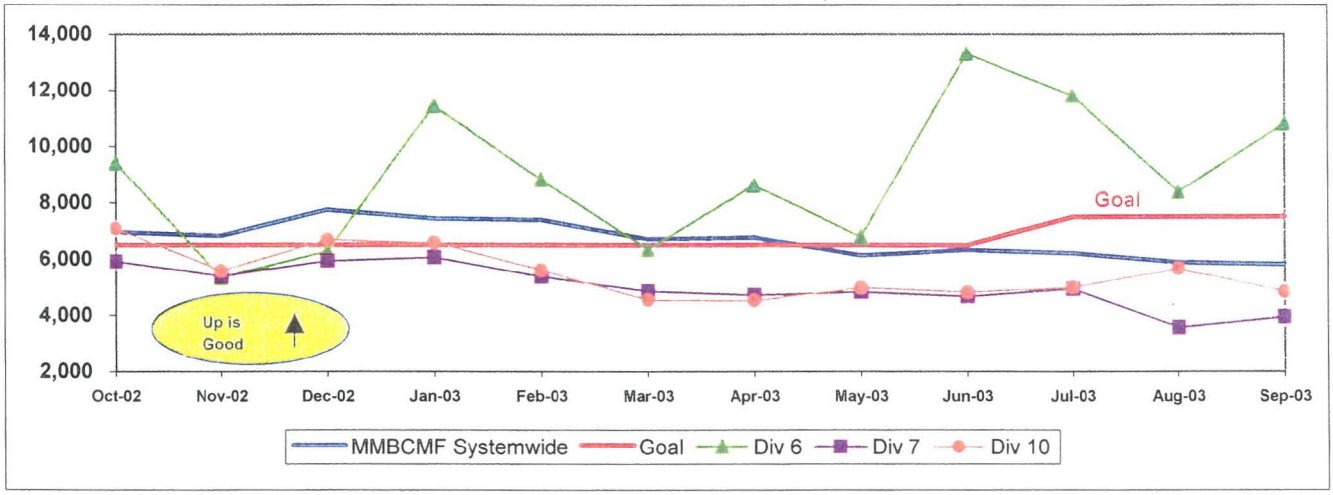
OTP - Systemwide Trend and Divisions 6, 7 and 10



MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES

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

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



Outlates & Cancellations by Sector Division

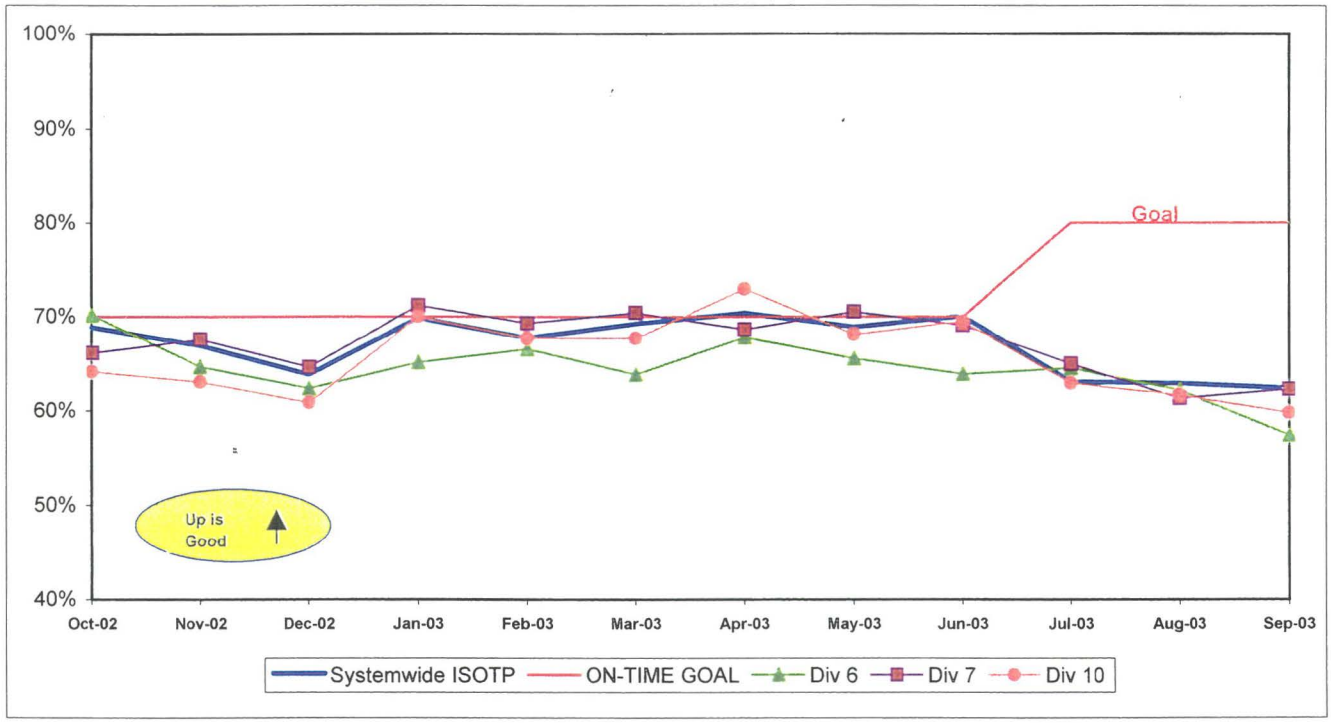
Div.	Sched. Pull-Outs	CANCELLATIONS Number	CANCELLATIONS % of Pull-outs	OUTLATES Number	OUTLATES % of Pull-outs	% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available	Bus Mechanical Failure	Other
Westside/Central (WC)							**99.34%**			
6	2226	5	0.22%	2	0.09%	2.32%	99.69%	5	2	0
7	8666	4	0.05%	50	0.58%	17.88%	99.38%	10	39	5
10	8411	2	0.02%	64	0.76%	21.85%	99.22%	6	49	11
SYS. TOTAL	70821	18	0.03%	284	0.40%	100.00%	99.57%	36	225	41

IN-SERVICE ON-TIME PERFORMANCE

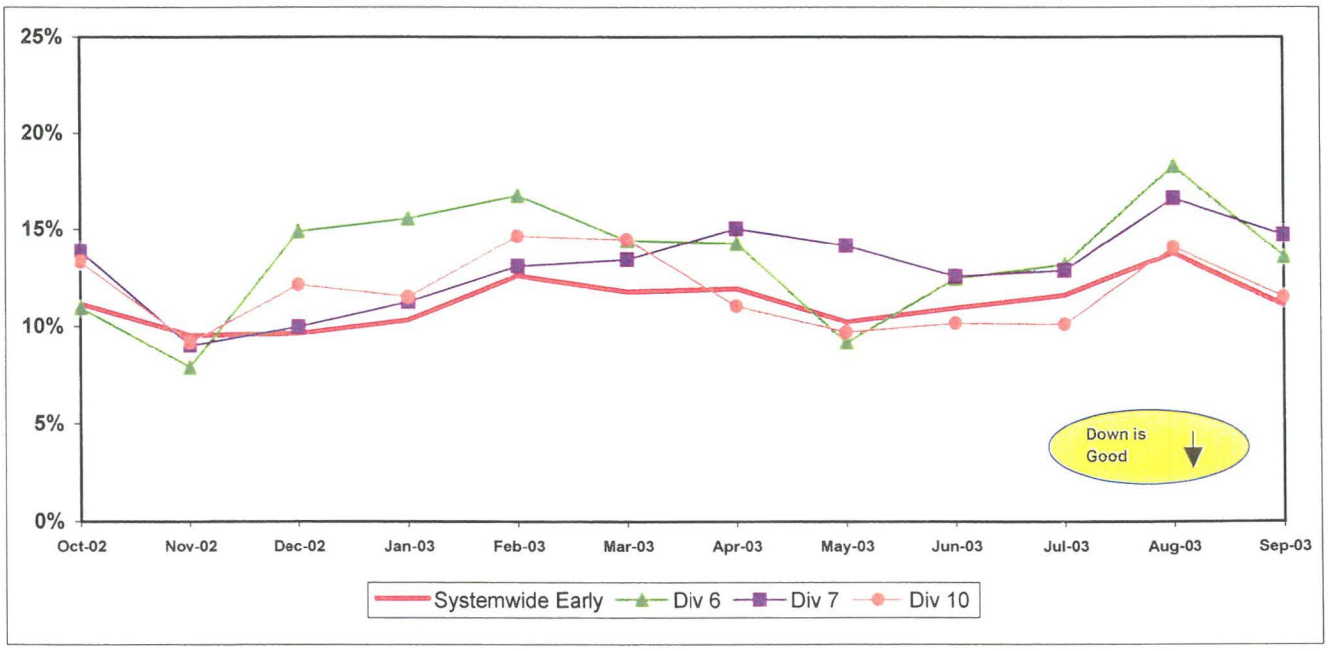
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



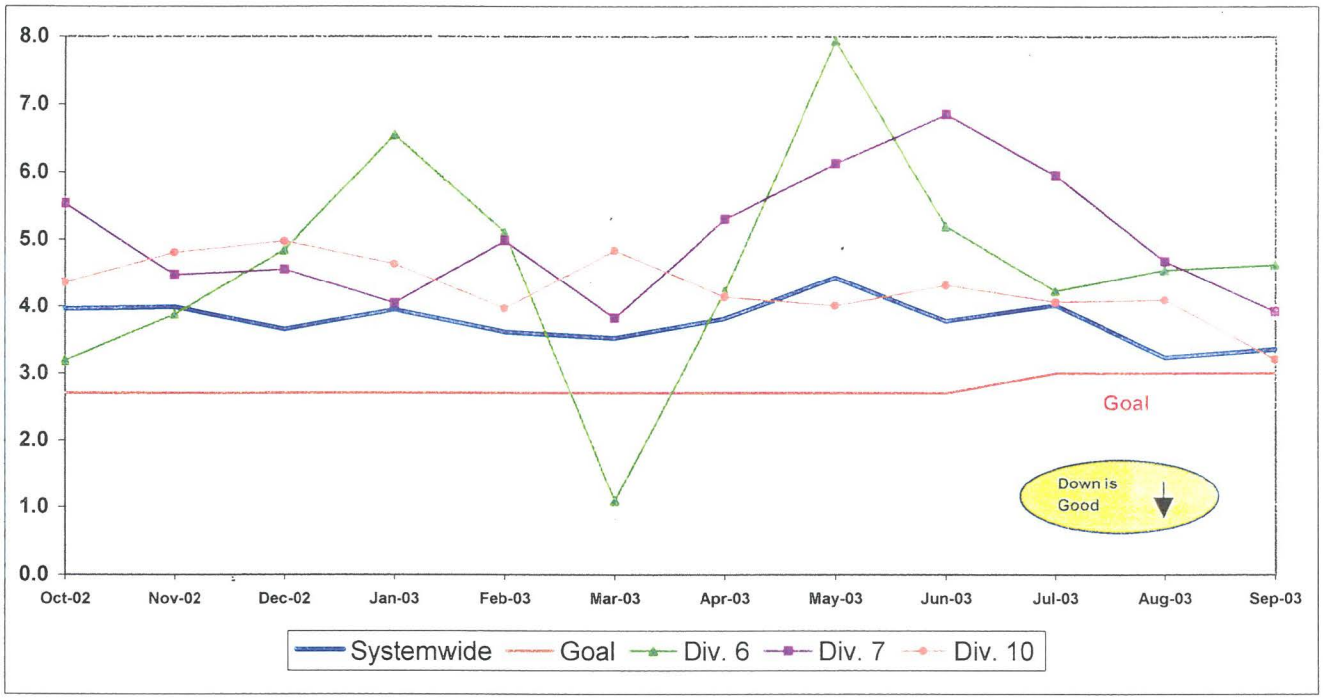
Running Hot - Systemwide and Divisions 6, 7 and 10



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

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

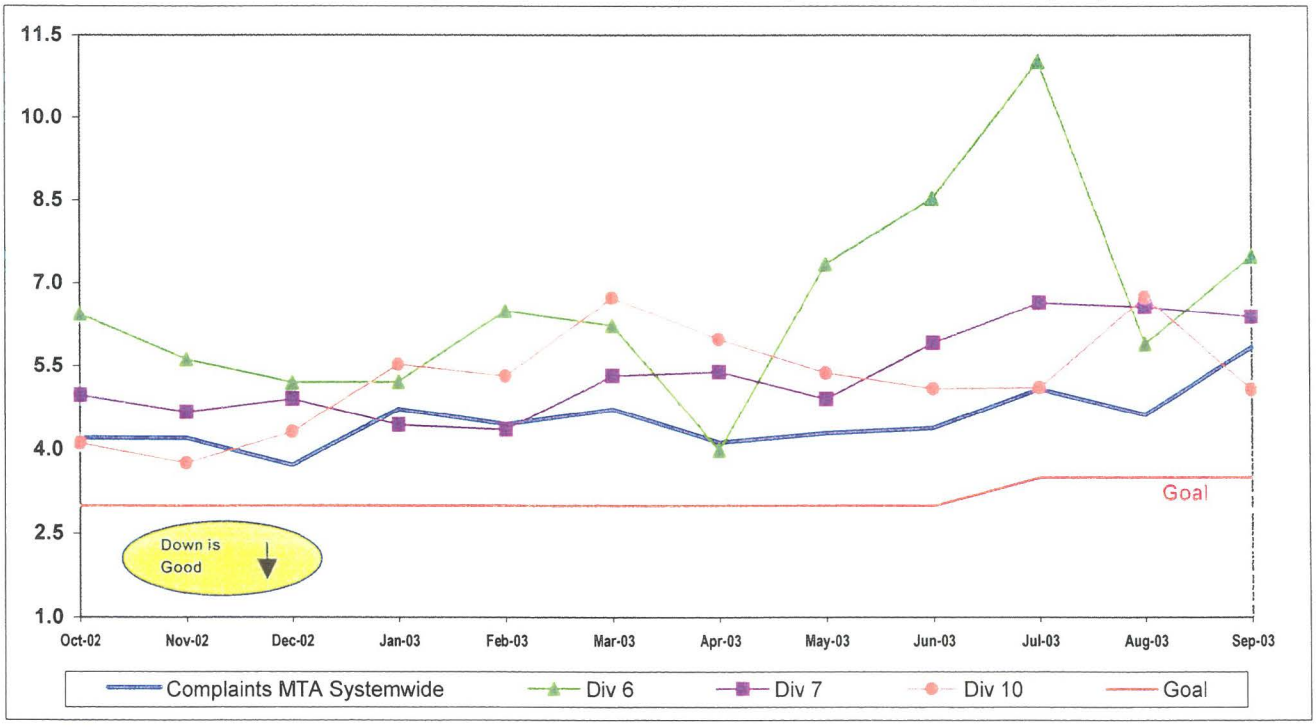
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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

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

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



Metro Rail Scorecard Overview

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

This report gives a brief overview of sector operations':

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

Measurement	FY02	FY03	FY04 Target	FY04 YTD	Sep. Month	Status
Metro Red Line (MRL)						
On-Time Pullouts	99.89%	99.36%	99.00%	99.93%	99.79%	
Mean Miles Between Chargeable Mechanical Failures	9,842	9,495	10,000	13,980	14,384	
In-Service On-time Performance	99.60%	99.15%	99.50%	99.14%	99.22%	
Traffic Accidents Per 100,000 Train Miles	0.22	0.07	0.20	0.00	0.00	
Complaints per 100,000 Boardings	0.73	1.20	0.85	1.21	1.32	
Metro Blue Line (MBL)						
On-Time Pullouts	99.43%	99.07%	99.00%	99.77%	99.86%	
Mean Miles Between Chargeable Mechanical Failures	4,897	6,399	10,000	12,200	21,040	
In-Service On-time Performance	98.70%	97.59%	98.50%	98.65%	98.75%	
Traffic Accidents Per 100,000 Train Miles	0.97	0.82	0.70	0.70	0.71	
Complaints per 100,000 Boardings	0.97	1.30	0.88	1.12	1.15	
Metro Green Line (MGrL)						
On-Time Pullouts	99.62%	98.99%	99.00%	99.79%	99.78%	
Mean Miles Between Chargeable Mechanical Failures	3,990	5,617	10,000	11,685	16,657	
In-Service On-time Performance	99.16%	98.21%	99.50%	98.98%	99.06%	
Traffic Accidents Per 100,000 Train Miles	0.00	0.14	0.20	0.00	0.00	
Complaints per 100,000 Boardings	1.22	1.26	0.88	1.34	1.65	
Metro Gold Line (MGoL)						
On-Time Pullouts			TBD	100.00%	100.00%	
Mean Miles Between Chargeable Mechanical Failures			10,000	10,195	9,210	
In-Service On-time Performance			TBD	98.63%	97.21%	
Traffic Accidents Per 100,000 Train Miles			TBD	0.57	0.00	
Complaints per 100,000 Boardings			TBD	5.24	5.07	

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

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

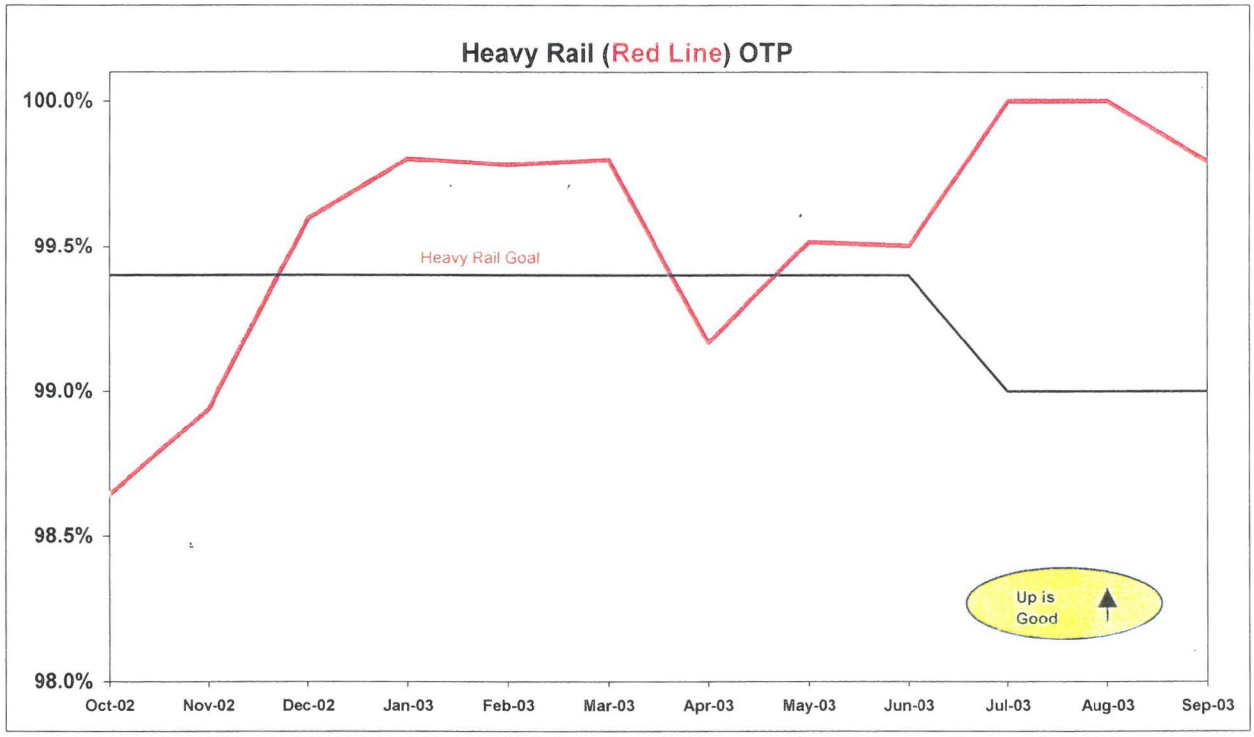
Red - High probability that the FY03 target will not be achieved -- significant problems and/or delays.

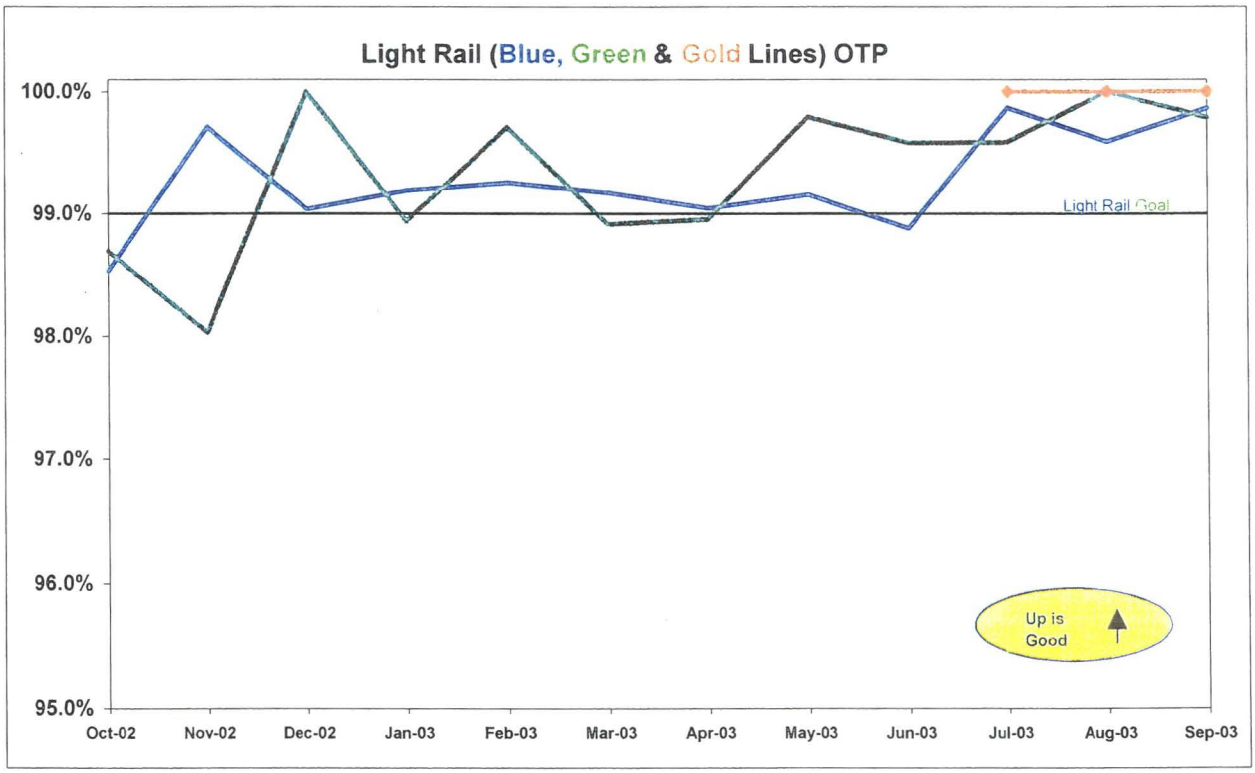
RAIL SERVICE PERFORMANCE

ON-TIME PULLOUTS

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

Calculation: OTP% = [(100% - [(Total cancelled pullouts plus late pullouts) / by Total scheduled pullouts) X by 100)]

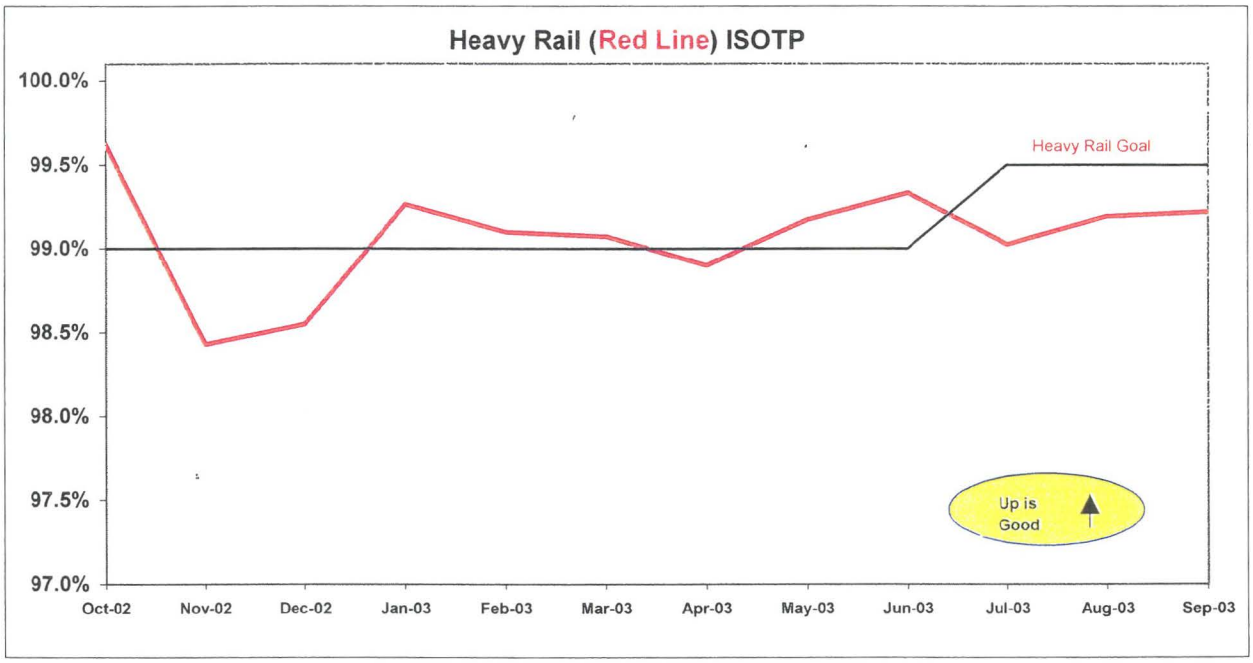


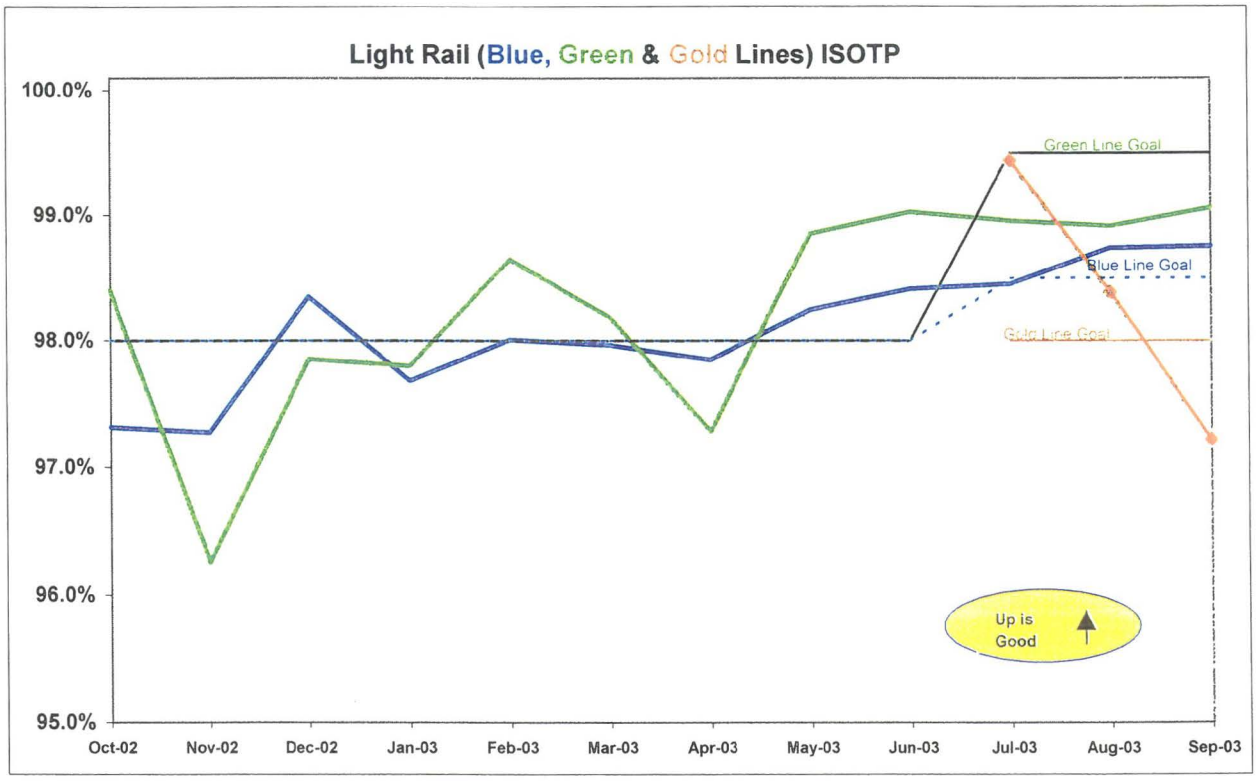


IN-SERVICE ON-TIME PERFORMANCE

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

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

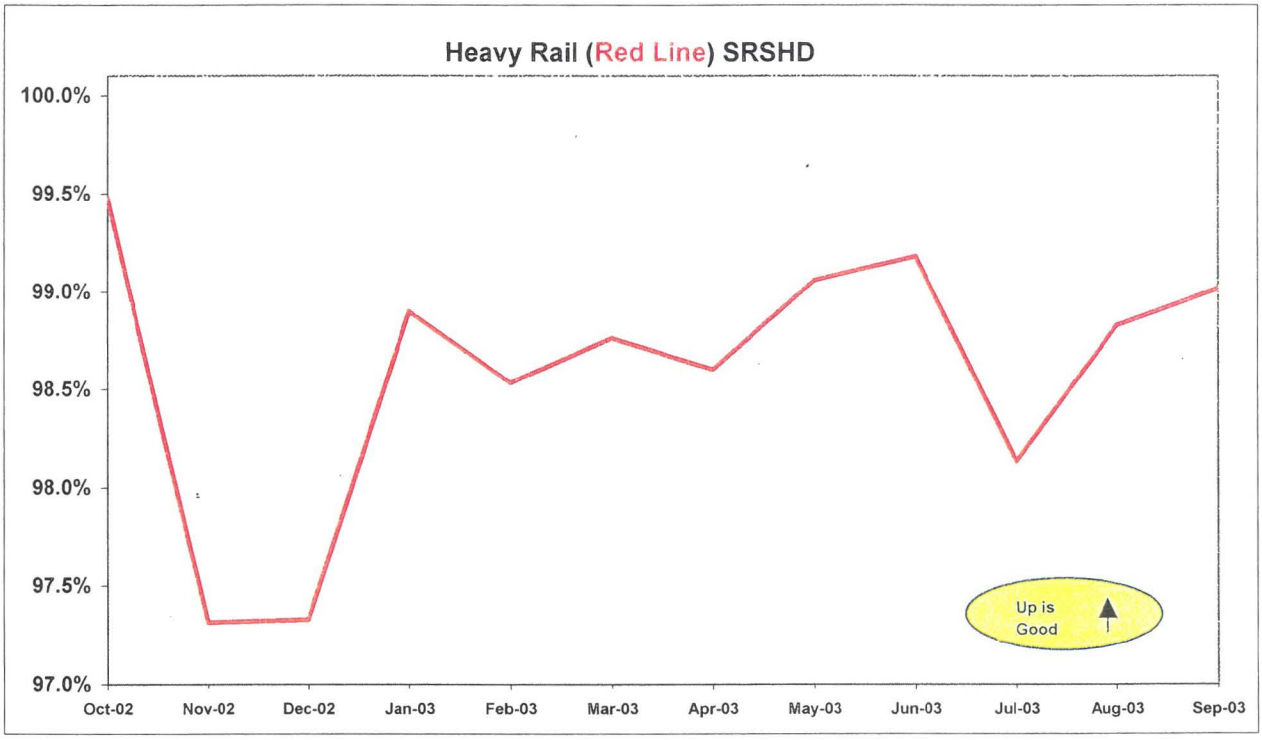


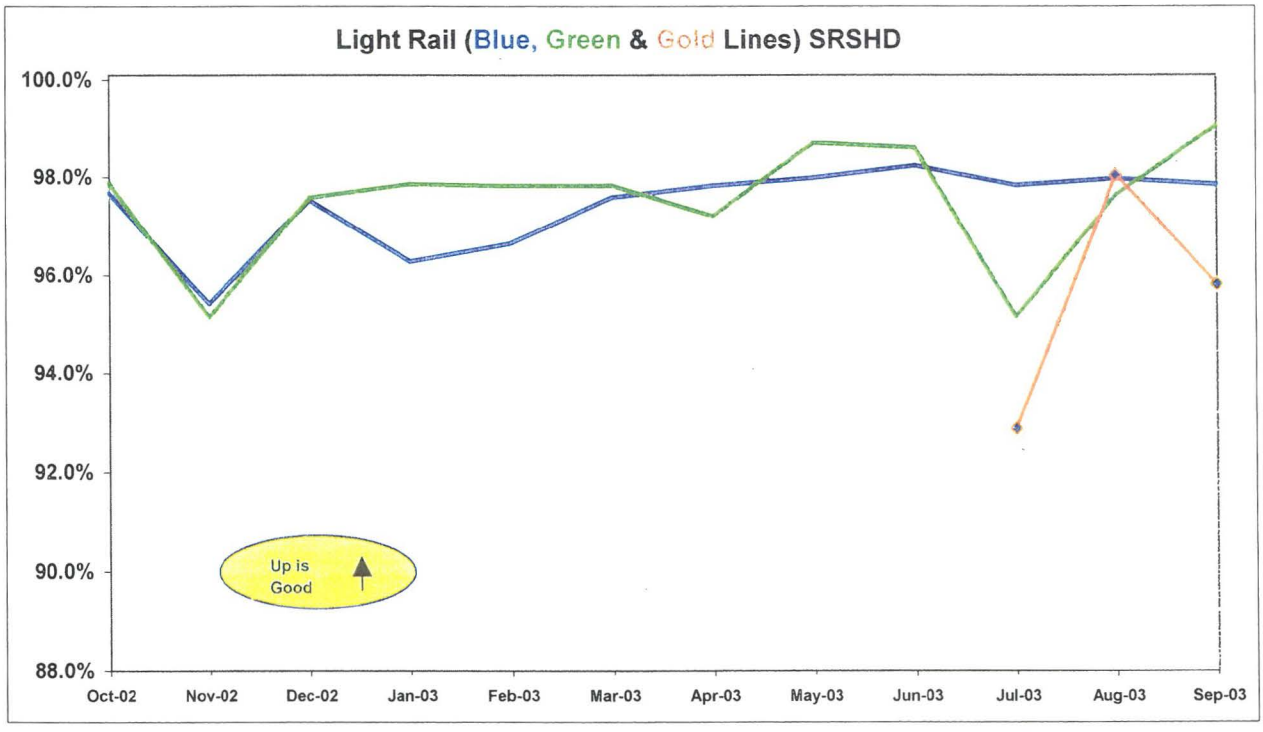


Scheduled Revenue Service Hours Delivered by Rail Line

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

Calculation: SRSHD% = (1-(Total Service Hours Lost / by Total Scheduled Service Hours))

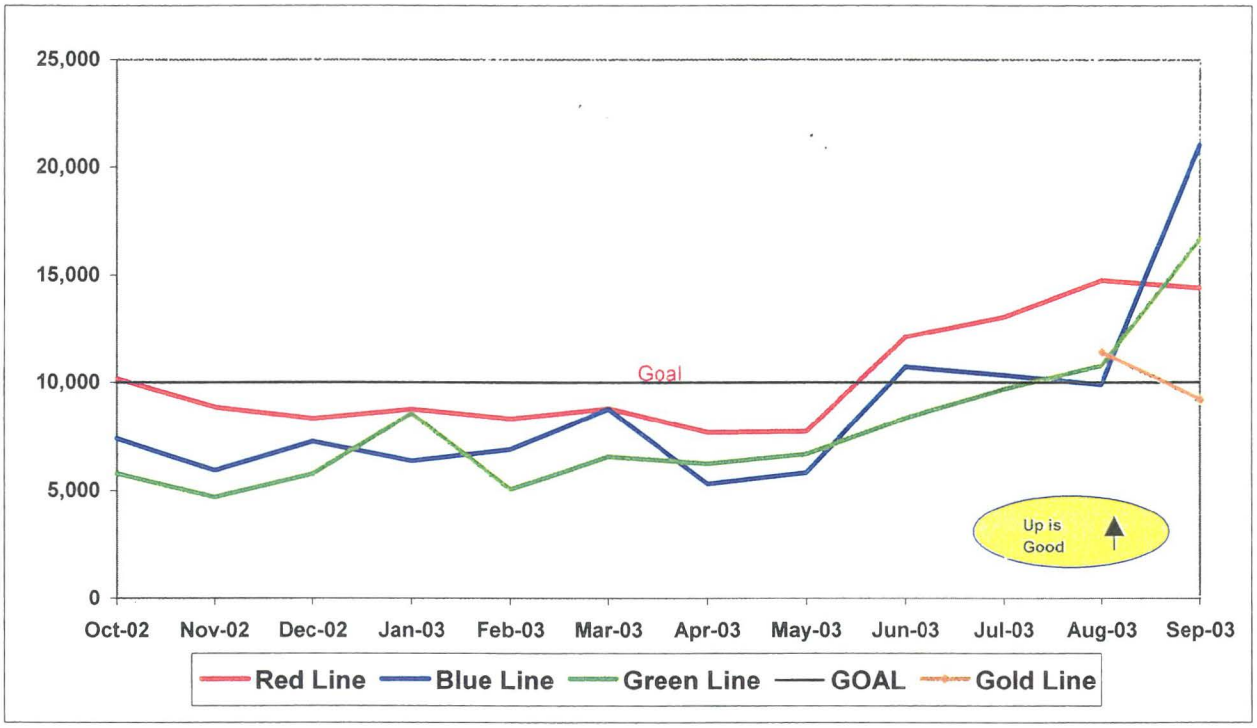




Mean Miles Between Chargeable Mechanical Failures

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

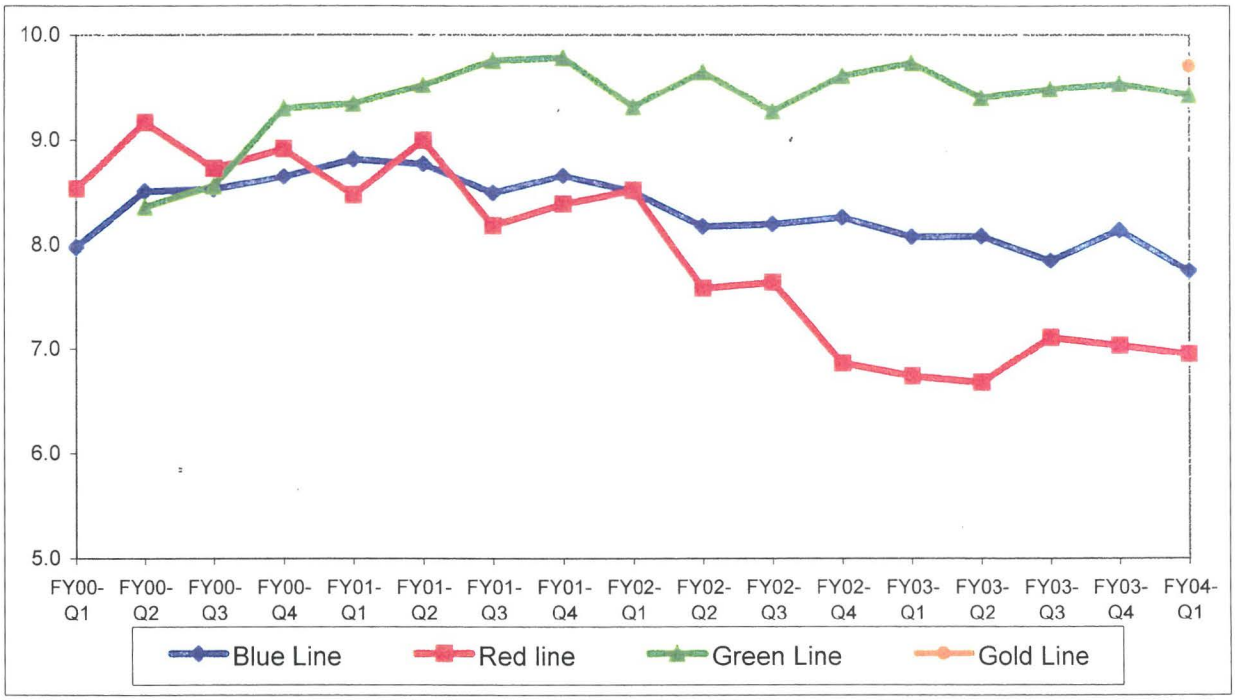


RAIL CLEANLINESS

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

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

Systemwide Trend



Analysis: Overall cleanliness scores for Divisions 20 and 22 remained consistent with the fourth quarter of FY03. Division 11 overall rating dropped less than half a point. Divisions 21 and 22 received overall ratings above the 8.0 mark.

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

Corrective Action: The categories of operator cab area, windows, doors, exterior cleanliness and exterior roof cleanliness scored a 7.9 or lower and require improvement.

BUS SERVICE PERFORMANCE

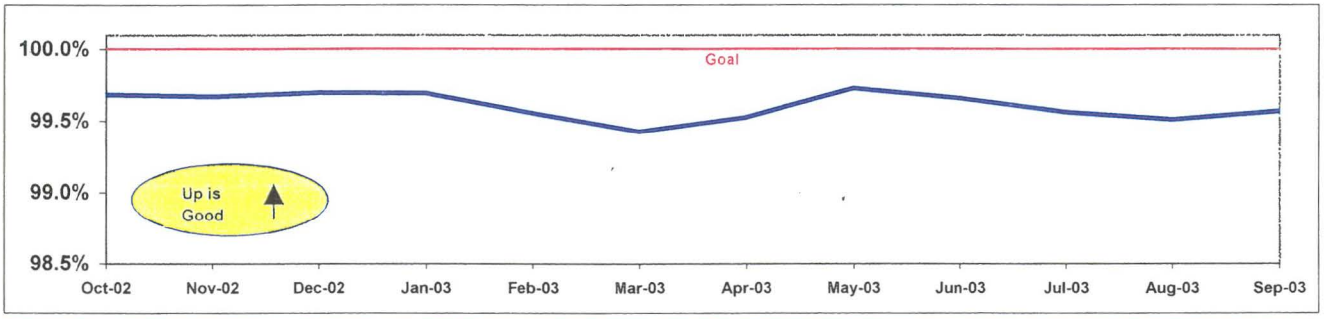
ON-TIME PULLOUT PERCENTAGE *

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

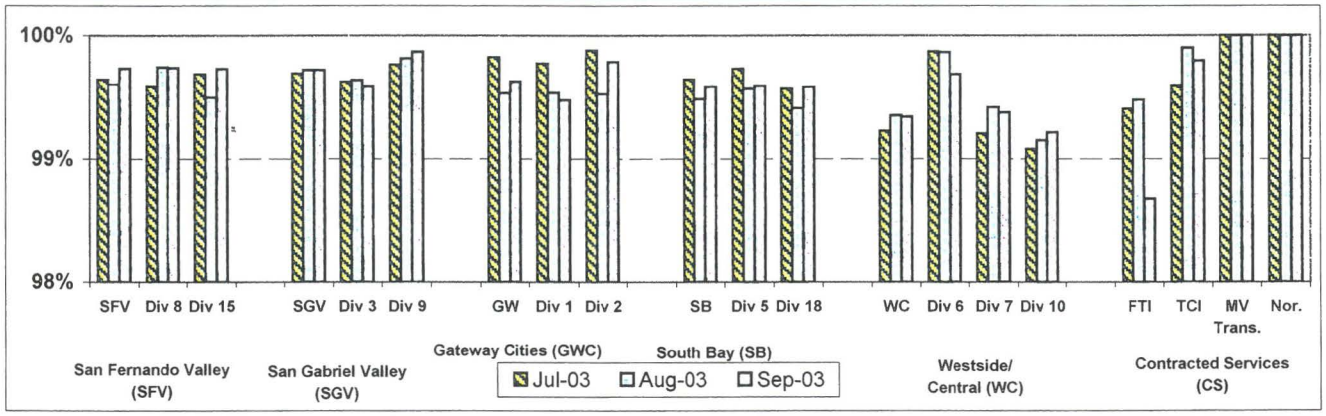
Calculation: OTP% = [(100% - [(Total late and cancelled runs / by Total scheduled pullouts) X 100)]

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

OTP - Systemwide Trend



OTP by Sector Bus Operating Divisions
July - September 2003



Outlates & Cancellations by Sector Divisions

Div.	Sched. Pull-Outs	CANCELLATIONS Number	CANCELLATIONS % of Pull-outs	OUTLATES Number	OUTLATES % of Pull-outs	% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available	Bus Mechanical Failure	Other
San Fernando Valley (SFV)							**99.73%**			
8	5308	0	0.00%	14	0.26%	4.64%	99.74%	1	13	0
15	7060	0	0.00%	19	0.27%	6.29%	99.73%	1	14	4
San Gabriel Valley (SGV)							**99.72%**			
3	6045	1	0.02%	24	0.40%	8.28%	99.59%	0	21	4
9	5358	3	0.06%	4	0.07%	2.32%	99.87%	4	1	2
Gateway Cities (GWC)							**99.63%**			
1	5935	0	0.00%	31	0.52%	10.26%	99.48%	0	26	5
2	5614	3	0.05%	9	0.16%	3.97%	99.79%	6	5	1
South Bay (SB)							**99.59%**			
5	7569	0	0.00%	31	0.41%	10.26%	99.59%	0	25	6
18	8629	0	0.00%	36	0.42%	11.92%	99.58%	3	30	3
Westside/Central (WC)							**99.34%**			
6	2226	5	0.22%	2	0.09%	2.32%	99.69%	5	2	0
7	8666	4	0.05%	50	0.58%	17.88%	99.38%	10	39	5
10	8411	2	0.02%	64	0.76%	21.85%	99.22%	6	49	11
TOTAL	70821	18	0.03%	284	0.40%	100.00%	**99.57%**	36	225	41

IN-SERVICE ON-TIME PERFORMANCE

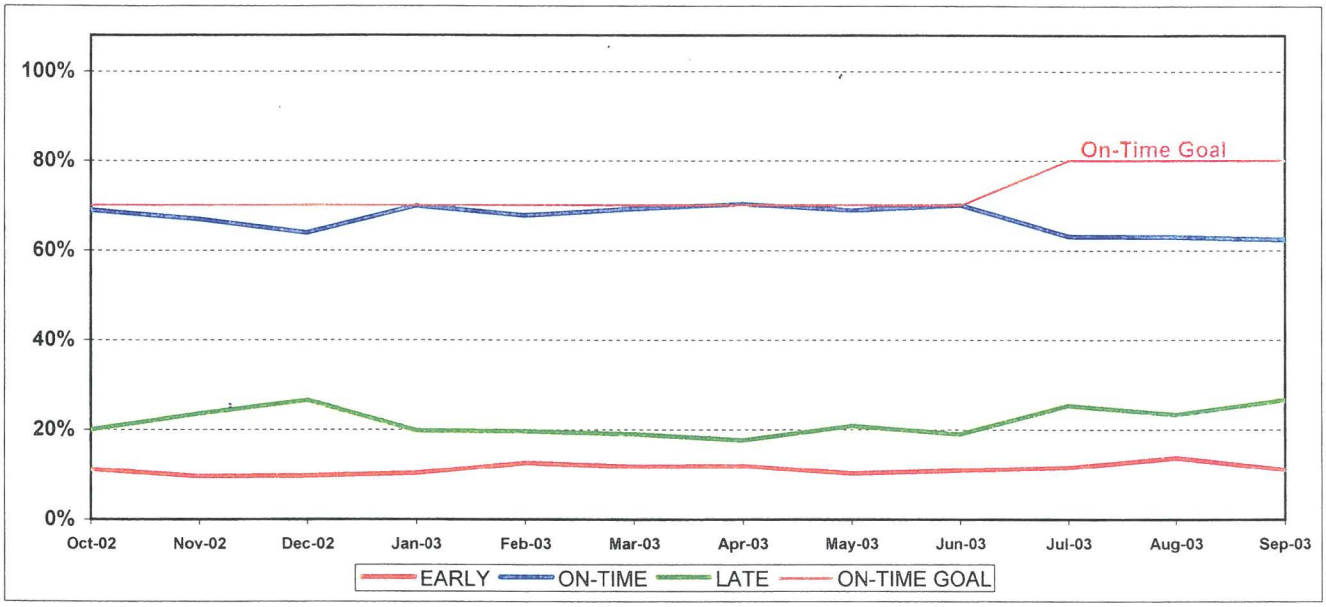
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

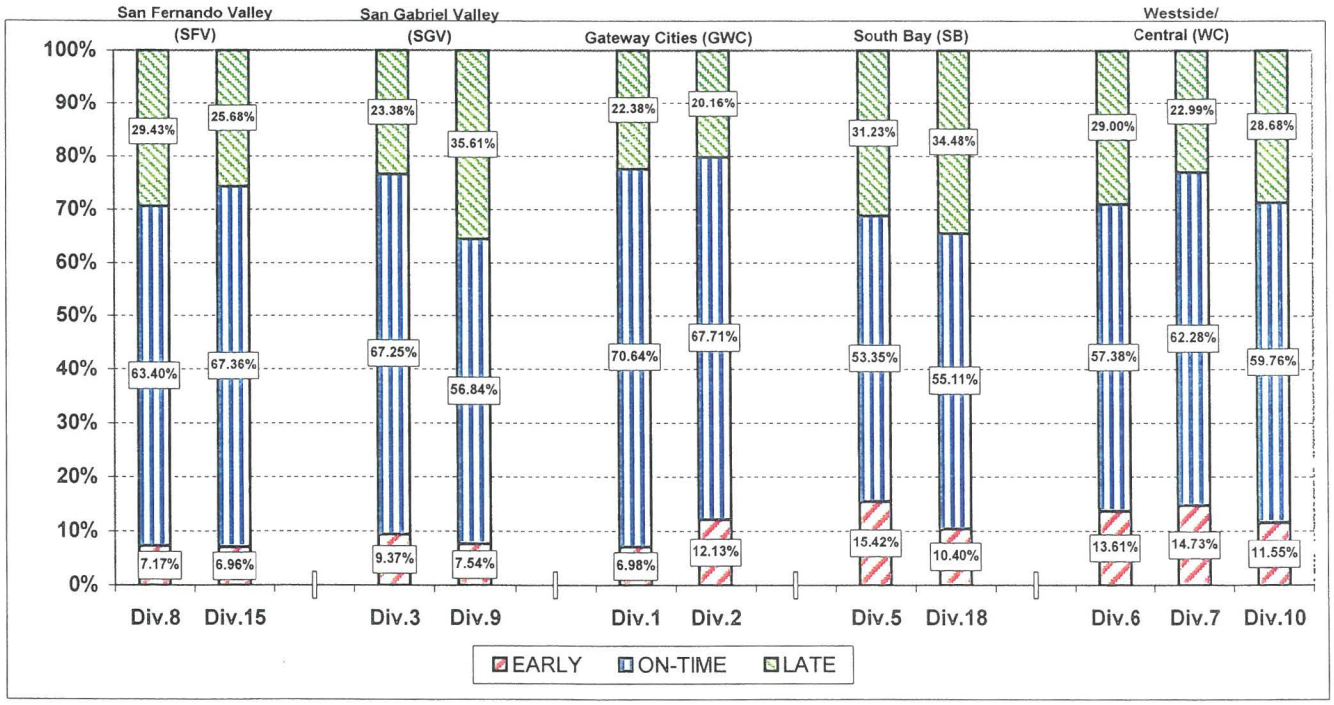
Calculation: ISOTP% =1-((Number of buses departing early + Number of buses departing more than five minutes late)/(Total buses sampled))

Systemwide Trend

Bus Operating Divisions

ISOTP - 1 Minute Tolerance for Running Hot





ISOTP By Sectors' Divisions

Year-to-Date Compared To Last Year

	FY03	FY04-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8			
Early	7.09%	6.95%	-0.14%
On-Time	70.09%	67.29%	-2.80%
Late	22.82%	25.76%	2.94%
Division 15			
Early	8.08%	7.82%	-0.26%
On-Time	66.13%	66.85%	0.72%
Late	25.78%	25.33%	-0.45%
Gateway Cities Sector (GWC)			
Division 1			
Early	8.49%	8.54%	0.05%
On-Time	78.22%	68.33%	-9.89%
Late	13.29%	23.14%	9.85%
Division 2			
Early	11.75%	13.82%	2.07%
On-Time	67.53%	66.11%	-1.42%
Late	20.73%	20.07%	-0.66%
South Bay Sector (SB)			
Division 5			
Early	12.57%	16.67%	4.10%
On-Time	66.30%	58.51%	-7.79%
Late	21.13%	24.81%	3.68%
Division 18			
Early	10.97%	11.56%	0.59%
On-Time	61.23%	55.76%	-5.47%
Late	27.80%	32.68%	4.88%

	FY03	FY04-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3			
Early	8.47%	9.74%	1.27%
On-Time	71.08%	67.61%	-3.47%
Late	20.45%	22.65%	2.20%
Division 9			
Early	11.47%	11.53%	0.06%
On-Time	67.47%	62.15%	-5.32%
Late	21.06%	26.33%	5.27%
Westside/Central Sector (WC)			
Division 6			
Early	12.83%	15.37%	2.54%
On-Time	65.93%	60.99%	-4.94%
Late	21.25%	23.64%	2.39%
Division 7			
Early	12.03%	14.88%	2.85%
On-Time	68.80%	62.75%	-6.05%
Late	19.16%	22.36%	3.20%
Division 10			
Early	11.91%	12.10%	0.19%
On-Time	67.34%	61.45%	-5.89%
Late	20.75%	26.45%	5.70%

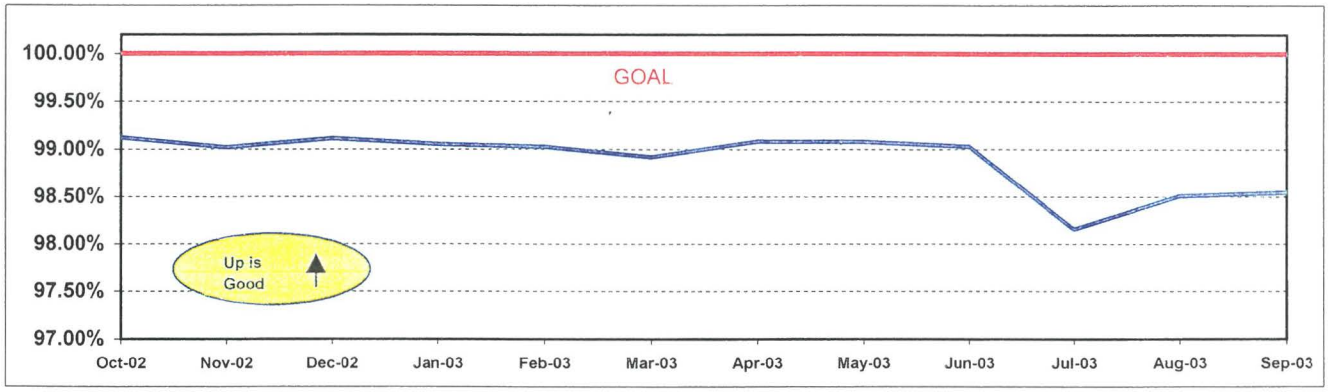
SYSTEMWIDE			
Early	10.70%	12.19%	1.48%
On-Time	69.23%	62.99%	-6.24%
Late	20.06%	24.82%	4.76%

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	FY03	FY04-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8	99.25%	98.88%	-0.37%
Division 15	98.99%	98.11%	-0.88%

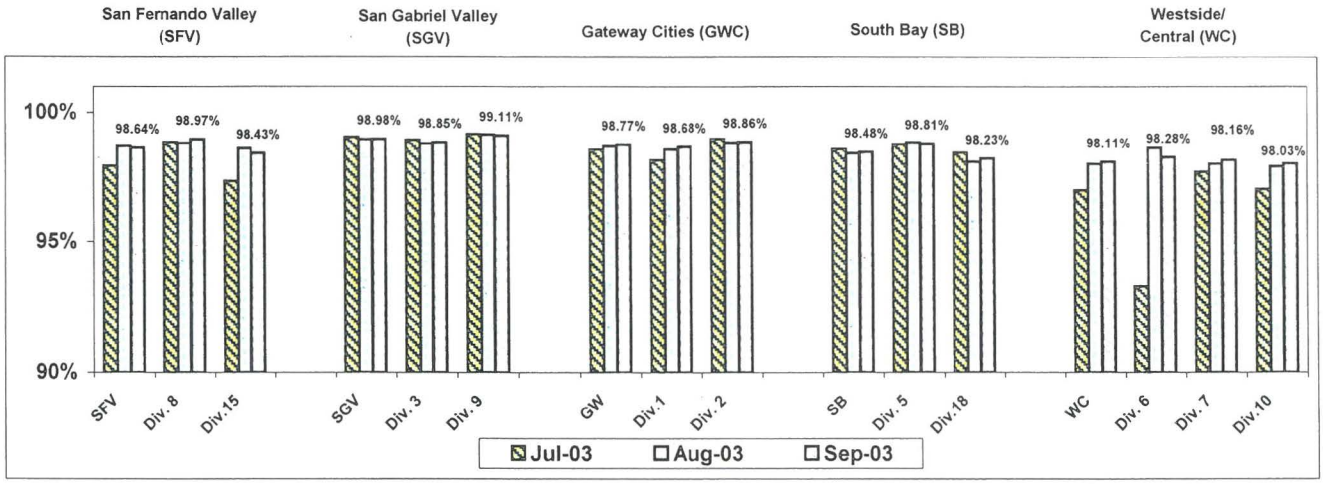
SRSHD	FY03	FY04-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3	99.03%	98.86%	-0.17%
Division 9	99.44%	99.14%	-0.30%

Gateway Cities Sector (GWC)			
Division 1	99.34%	98.46%	-0.87%
Division 2	99.06%	98.89%	-0.18%

Westside/Central Sector (WC)			
Division 6	98.97%	96.67%	-2.30%
Division 7	99.00%	97.94%	-1.05%
Division 10	98.92%	97.64%	-1.27%

South Bay Sector (SB)			
Division 5	99.12%	98.81%	-0.32%
Division 18	98.85%	98.26%	-0.60%

Systemwide	99.07%	98.39%	-0.68%



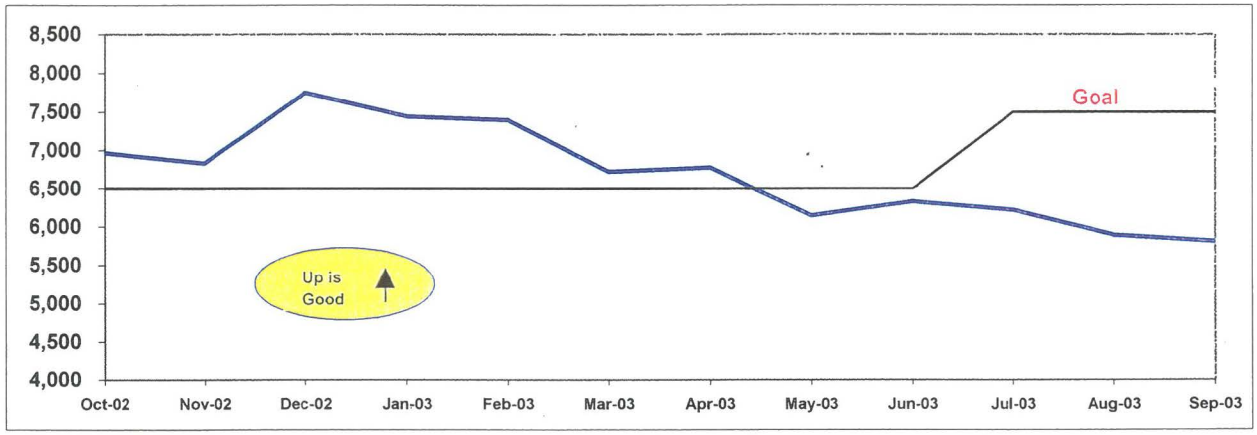
MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES

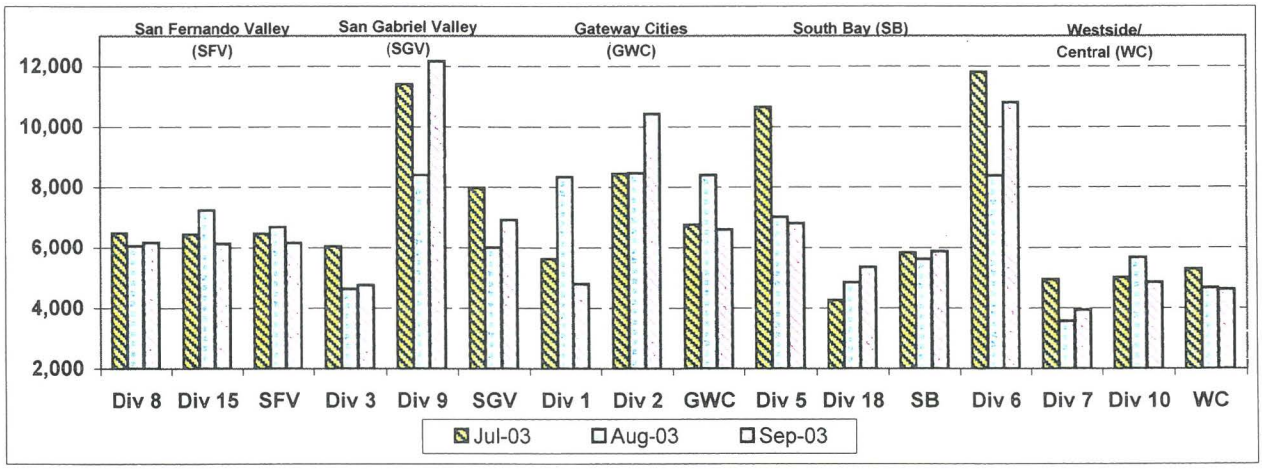
Definition: Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

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

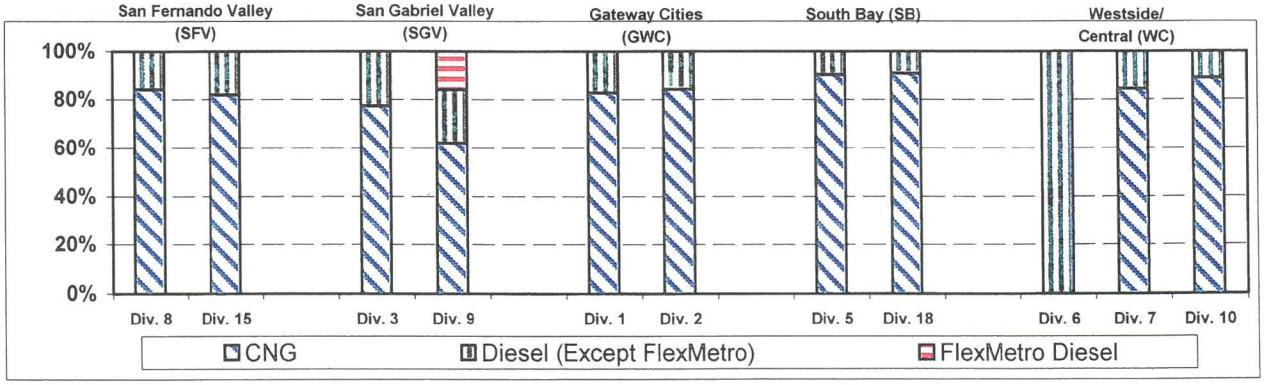
Systemwide Trend



Bus Operating Sector Divisions
July - September 2003



Fleet Mix by Fuel Type



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

	Number of Buses	Percent of Buses
CNG	1,908	75.15%
Diesel (Except FlexMetro)	508	20.01%
FlexMetro Diesel	30	1.18%
Gasoline	59	2.32%
Propane	34	1.34%
Total	2,539	100.00%

Average Age of Fleet by Sectors' Divisions

SFV		SGV		GWC		SB	
Div 8	Div 15	Div 3	Div 9	Div 1	Div 2	Div 5	Div 18
6.4	5.7	6.3	5.8	3.8	3.4	3.7	5.8

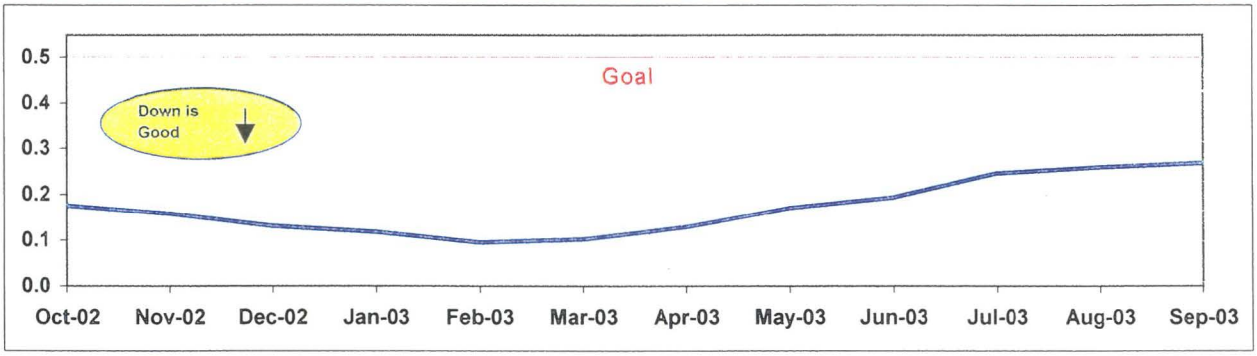
WC		
Div 6	Div 7	Div 10
9.5	4.3	5.5

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

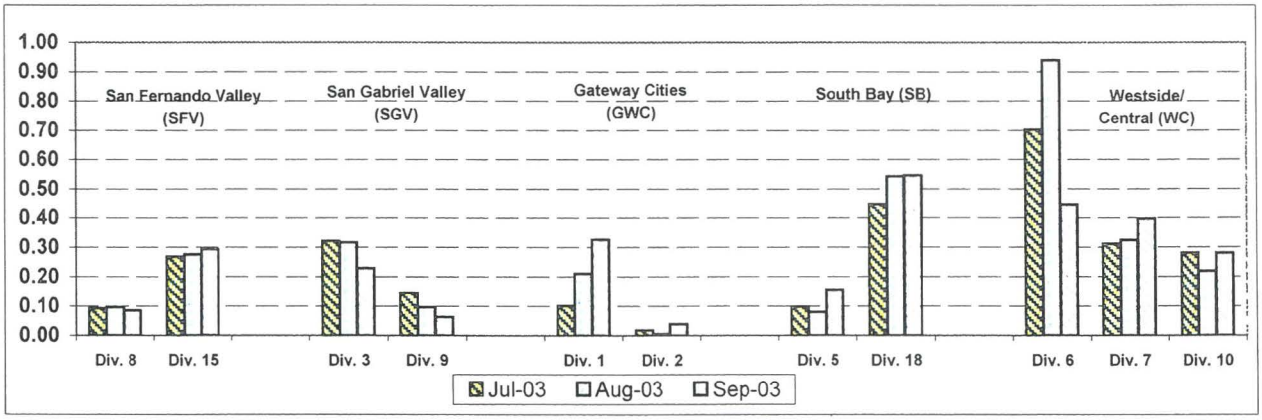
Definition: Average past due critical scheduled preventive maintenance jobs per bus. This indicator measures maintenance management's ability to prioritize and perform critical repairs and indicates the general maintenance condition of the fleet.

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

Systemwide Trend



Past Due Critical PMPs - by Sectors' Divisions
July - September 2003

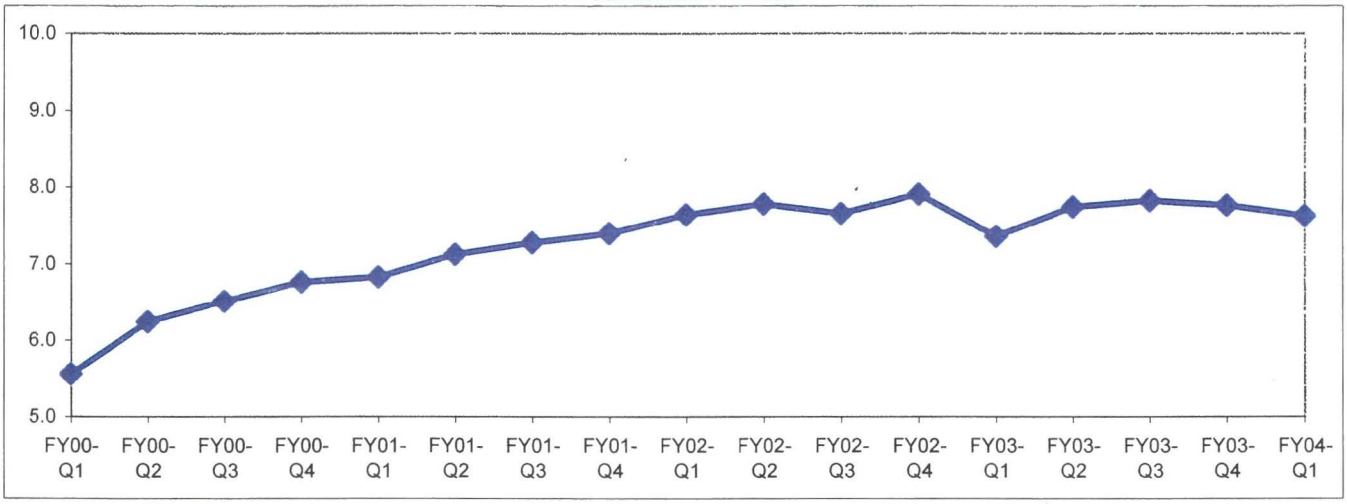


BUS CLEANLINESS

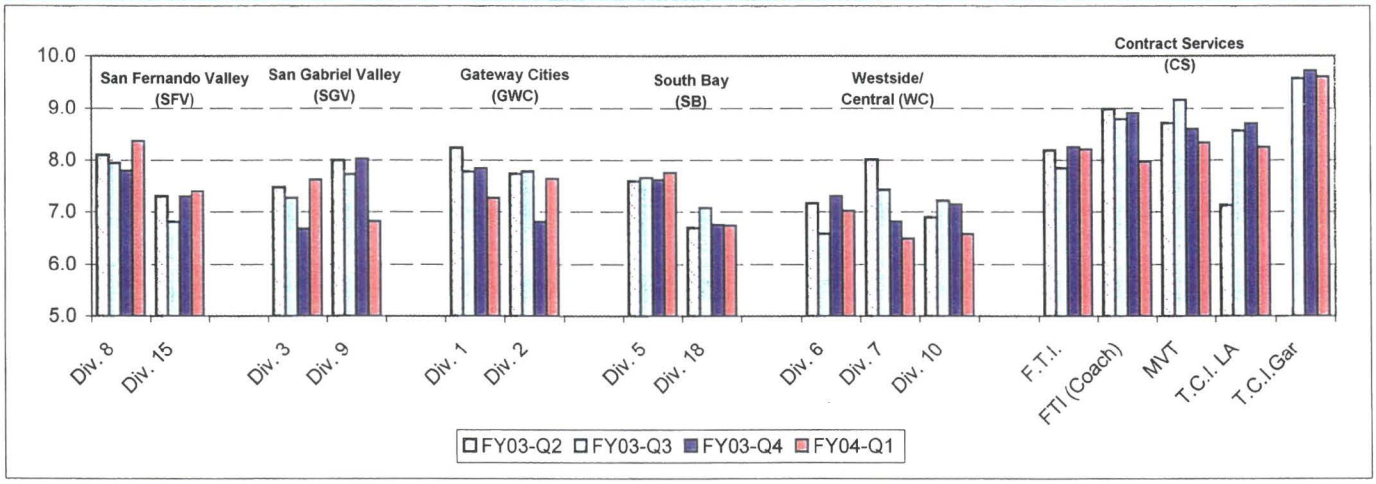
Definition: A team of three Quality Assurance Supervisors rates twenty percent of the fleet at each division and contractor per Quarter. Each of sixteen categories is examined and assigned a point value as follows: 1-3= Unsatisfactory; 4-7=Conditional; 8-10=Satisfactory. The individual item scores are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

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

Systemwide Trend



Bus Operating Divisions by Sector
First Quarter - Fourth Quarter FY03



Analysis: Division 8's overall rating improved to an 8.4. Overall cleanliness score for Divisions 2, 3 and 8 improved over half a point in the first quarter. Overall cleanliness scores for Divisions 5, 6, 7, 8, 15 and 18 remained consistent with the fourth quarter of FY03. However, Divisions 1, 9 and 10 overall ratings dropped 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.

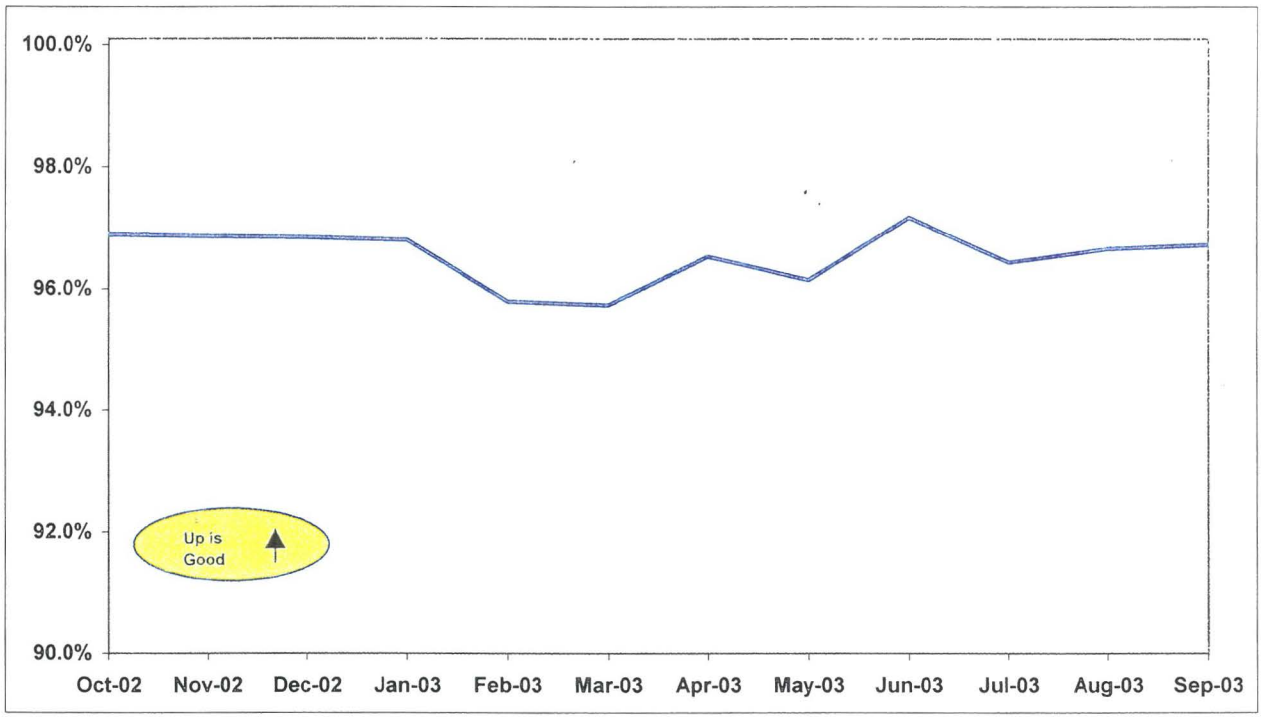
Corrective Action: Overall improvement is needed in the areas of dashboards, drivers area, transom/ledges, ceilings, seats, windows, sacrificial windows, doors, floors and stepwells.

ATTENDANCE

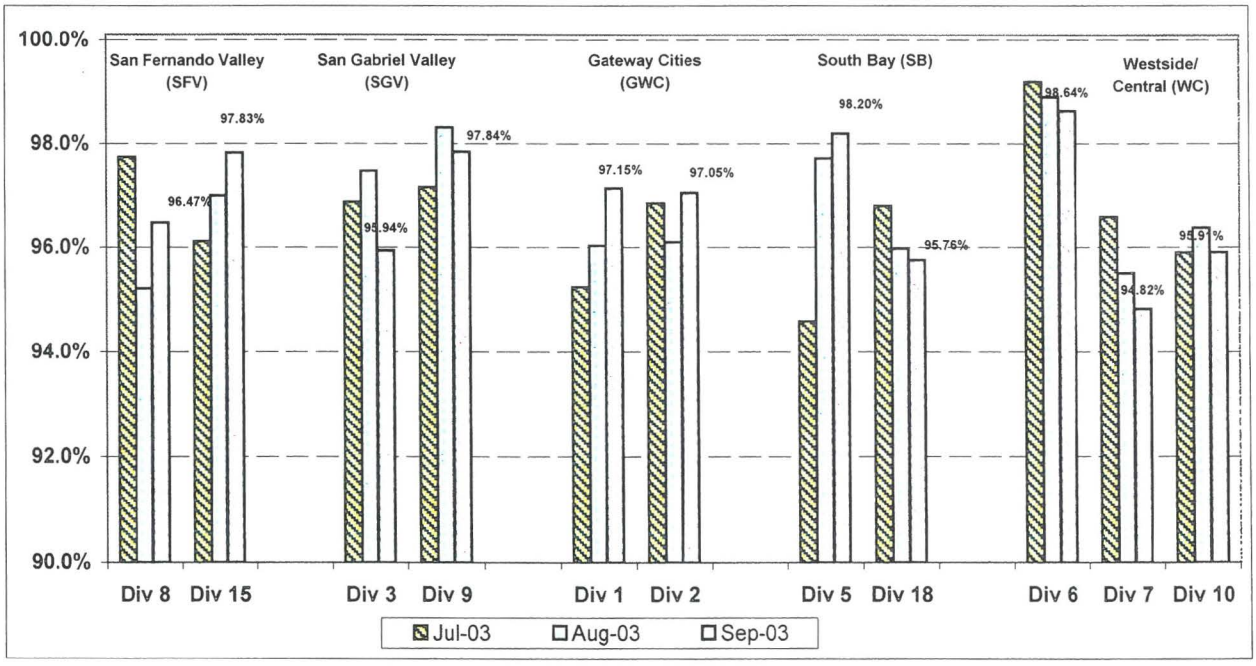
MAINTENANCE ATTENDANCE

Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.
Calculation: 1-(FTEs absent / by the total FTEs assigned)

Systemwide Trend



Maintenance Attendance - By Sectors' Divisions (By Current Month)
July - September 2003



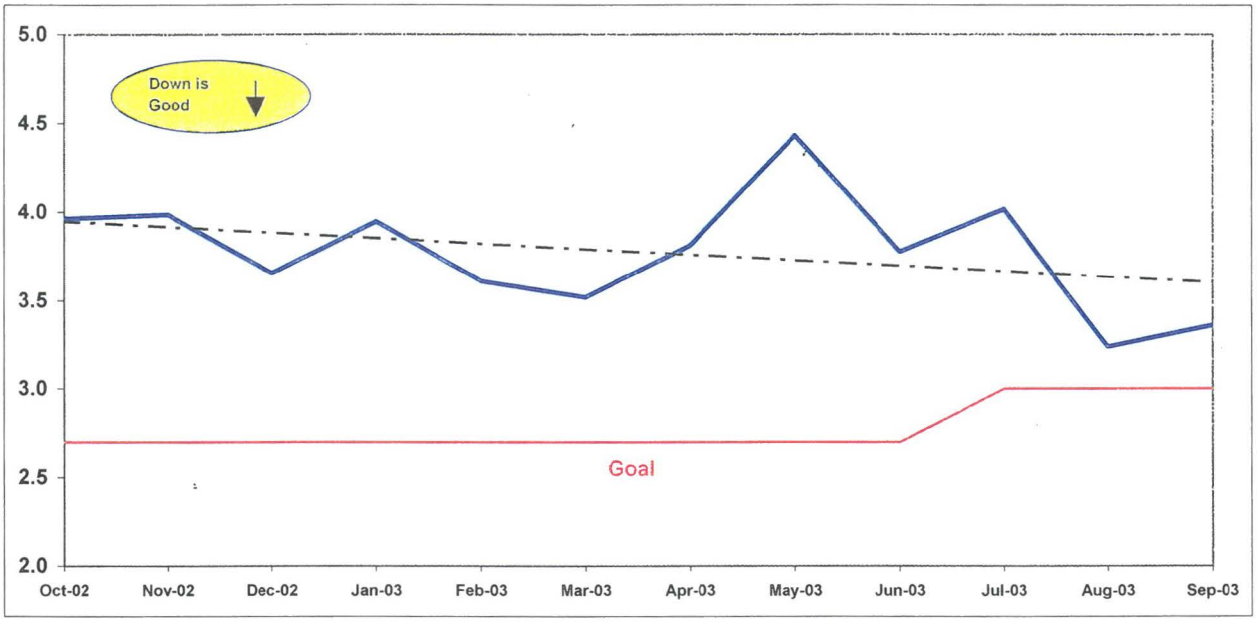
SAFETY PERFORMANCE

BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

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

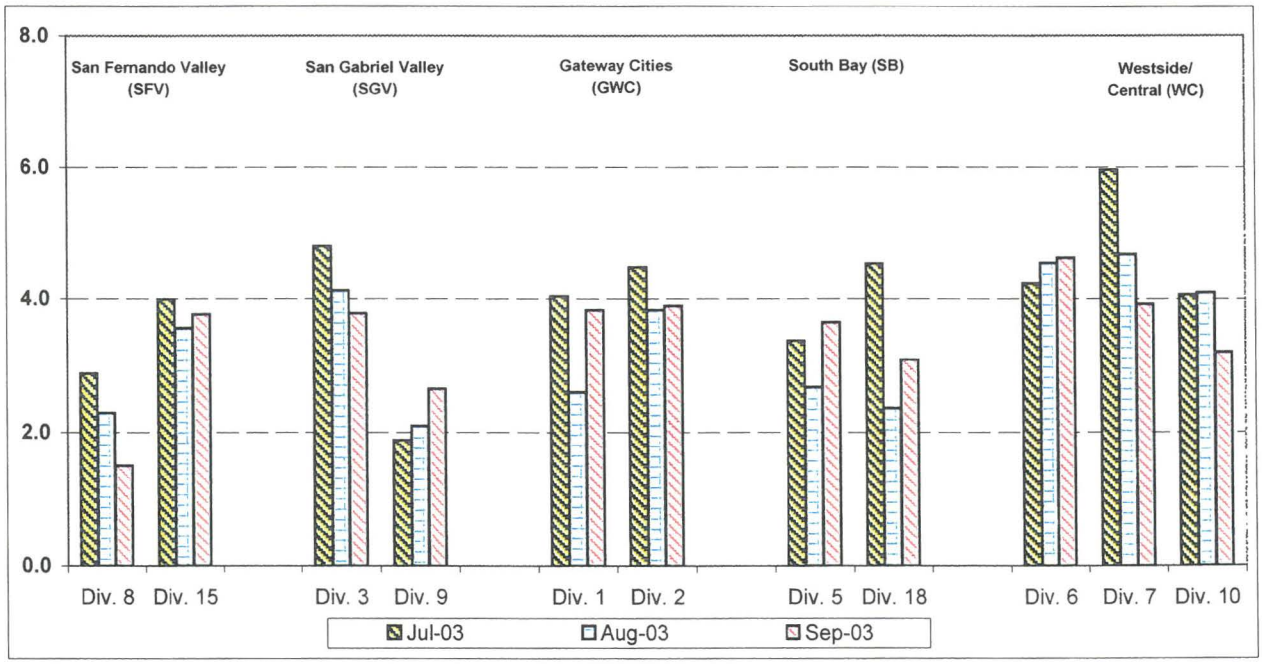
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

Systemwide Trend



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

Bus Operating Divisions - by Sectors' Divisions
July - September 2003

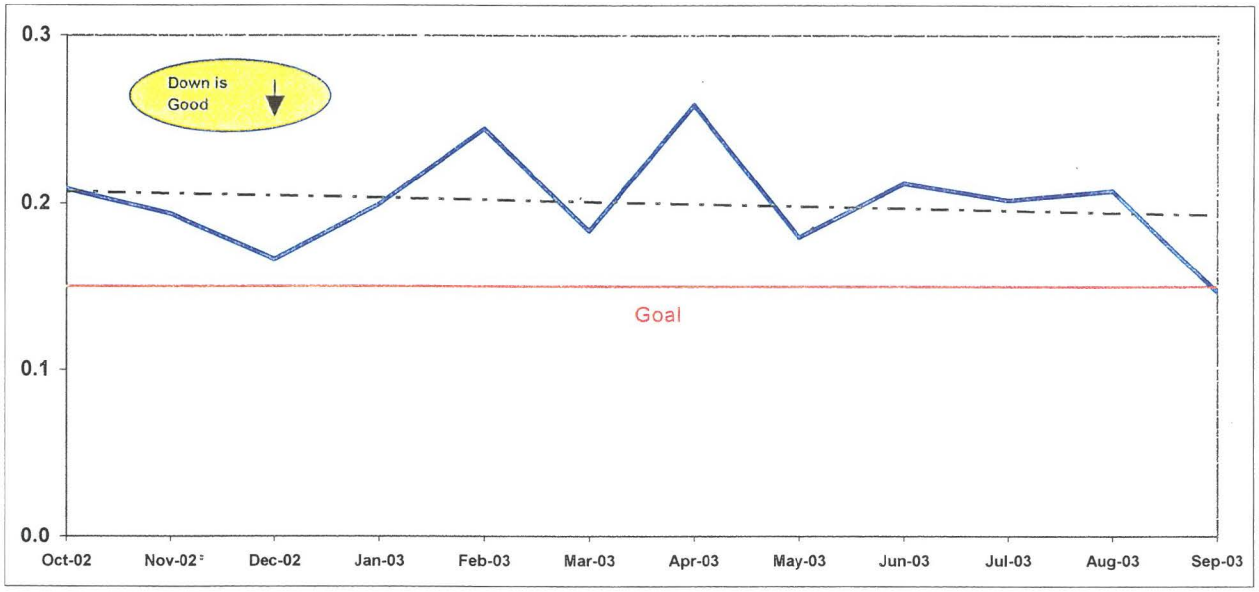


BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

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

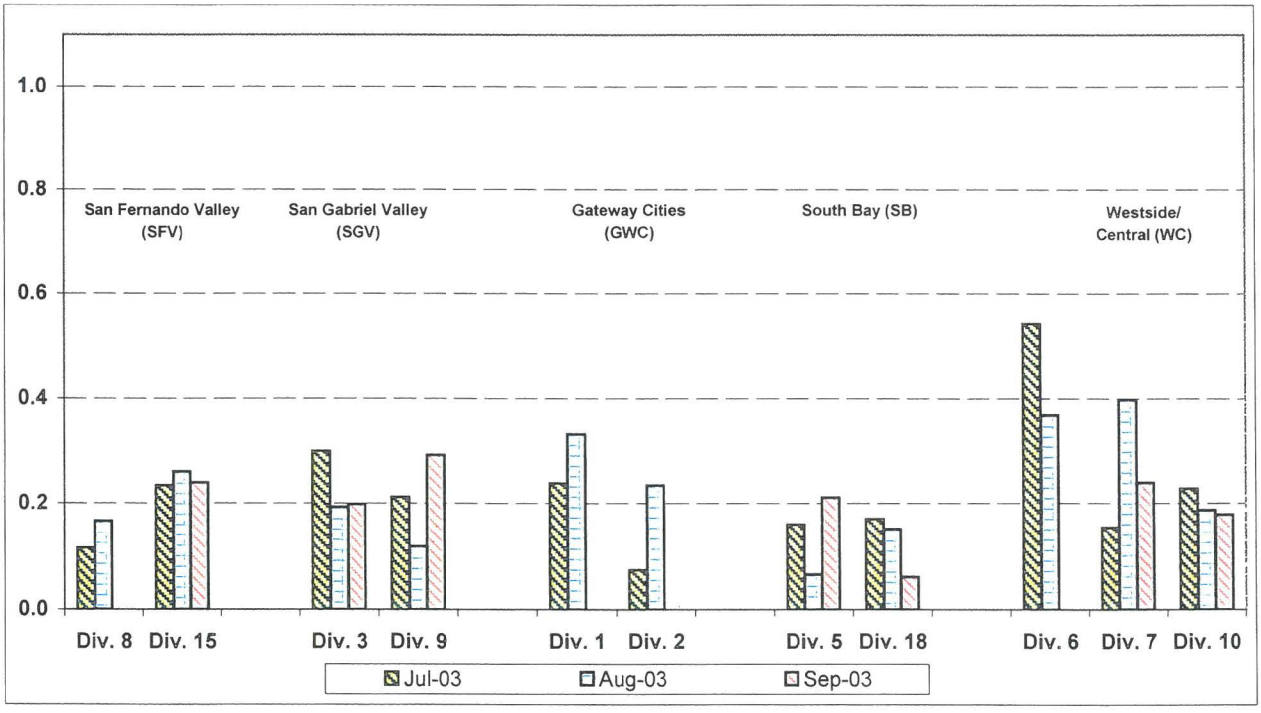
Calculation: Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by (Boardings / by 100,000))

Systemwide Trend



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

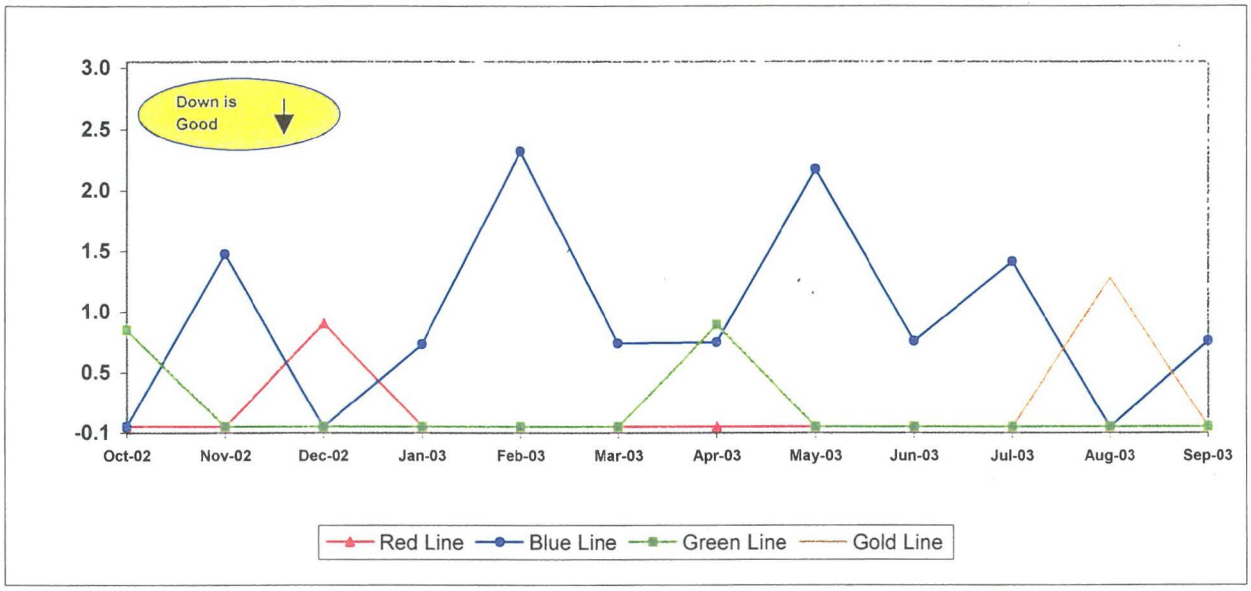
Bus Operating Divisions - by Sectors' Divisions
July - September 2003



RAIL ACCIDENTS PER 100,000 REVENUE TRAIN MILES

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

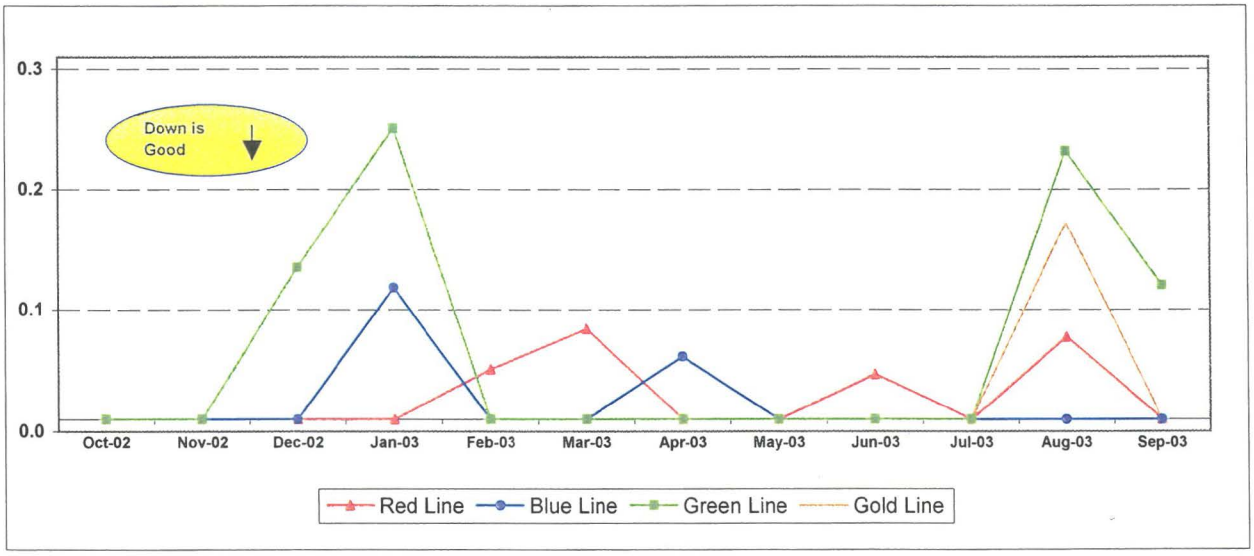
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



RAIL PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

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

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



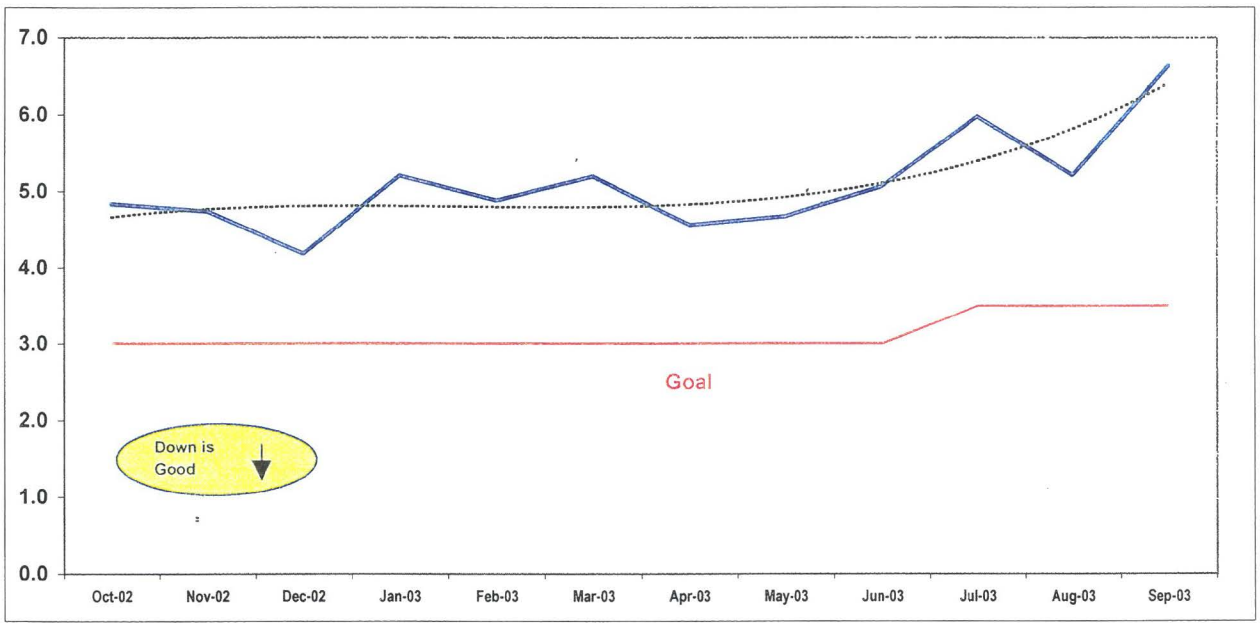
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

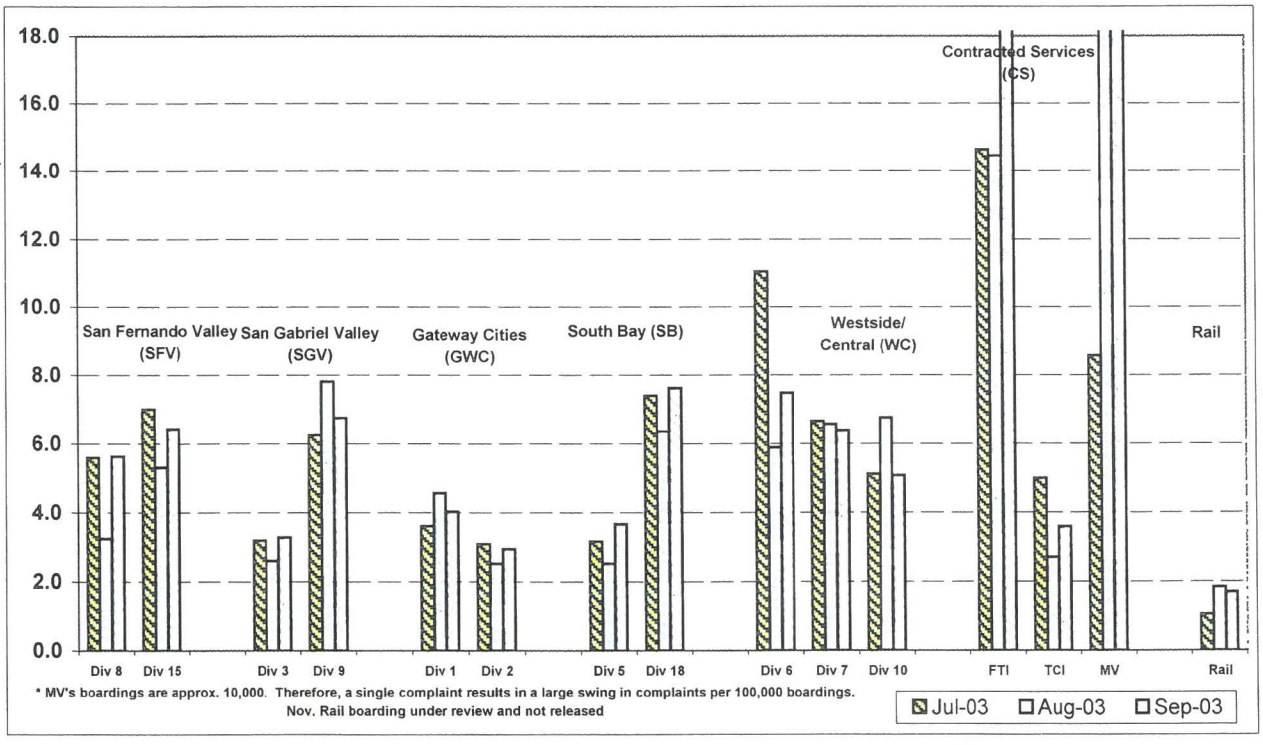
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

Systemwide Trend



Bus Operating Divisions - by Sectors' Divisions
July - September 2003



* MV's boardings are approx. 10,000. Therefore, a single complaint results in a large swing in complaints per 100,000 boardings.
Nov. Rail boarding under review and not released

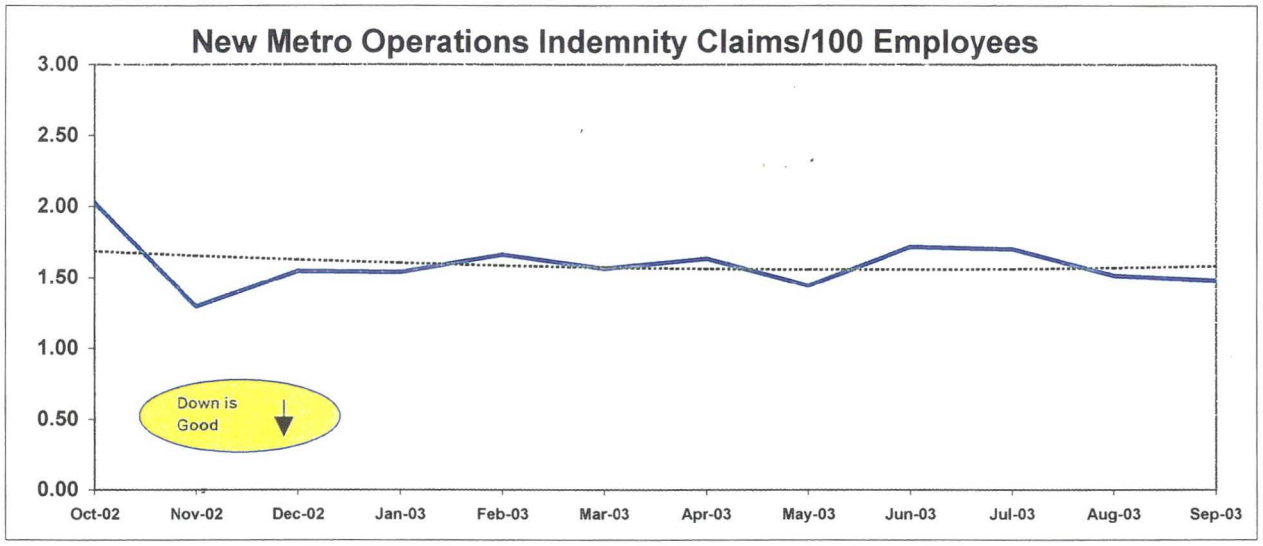
WORKERS COMPENSATION CLAIMS

New Workers Compensation Claims per 100 Employees

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

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

Metro Operations Trend

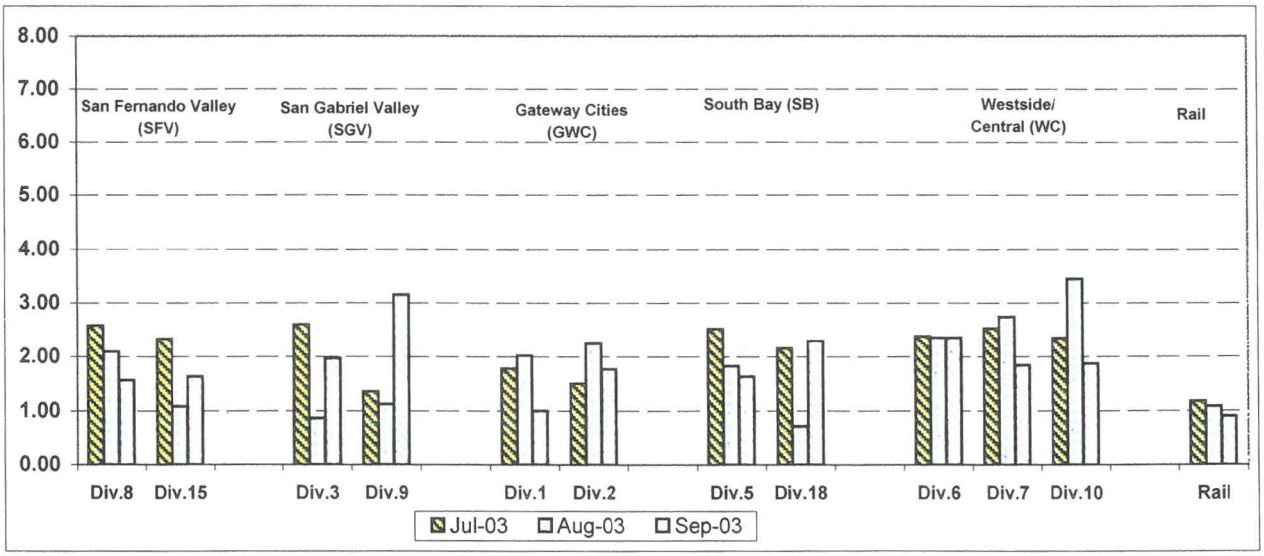


NEW CLAIMS PER 100 EMPLOYEE-MONTH BY BUS SECTORS' DIVISION & RAIL

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

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

Bus & Rail - by Bus Sectors' Divisions and Rail
July - September 2003



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

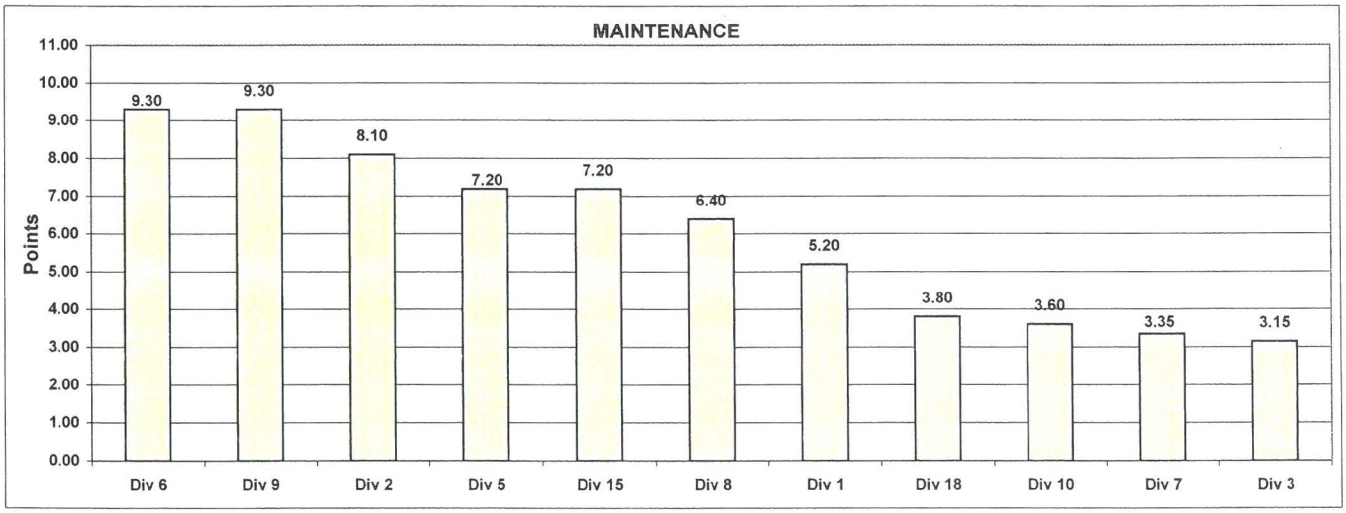
Monthly Calculations - September 2003
Metro Bus - Maintenance

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

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

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts	35%	0.99478	0.99786	0.99586	0.99590	0.99686	0.99377	0.99736	0.99869	0.99215	0.99731	0.99583
Points		3	10	5	6	7	2	9	11	1	8	4
Miles Between Mechanical Failures	30%	4802	10430	4758	6805	10813	3950	6185	12168	4848	6140	5350
Points		3	9	2	8	10	1	7	11	4	6	5
Attendance	15%	0.9715	0.9705	0.9594	0.9820	0.9864	0.9482	0.9647	0.9784	0.9591	0.9783	0.9576
Points		7	6	4	10	11	1	5	9	3	8	2
New WC Claims /100 Emp	20%	0.0000	1.0000	2.6316	0.7752	0.0000	0.0000	2.0408	1.7094	0.7092	0.7246	1.9737
Points		11	5	1	6	11	11	2	4	8	7	3
Totals		**5.20**	**8.10**	**3.15**	**7.20**	**9.30**	**3.35**	**6.40**	**9.30**	**3.60**	**7.20**	**3.80**

FINAL RANKING	Maintenance Division Ranking (Sorted)											
	DIV.	Div 6	Div 9	Div 2	Div 5	Div 15	Div 8	Div 1	Div 18	Div 10	Div 7	Div 3
	Score	9.30	9.30	8.10	7.20	7.20	6.40	5.20	3.80	3.60	3.35	3.15
	Rank	1st	1st	3rd	4th	4th	6th	7th	8th	9th	10th	11th



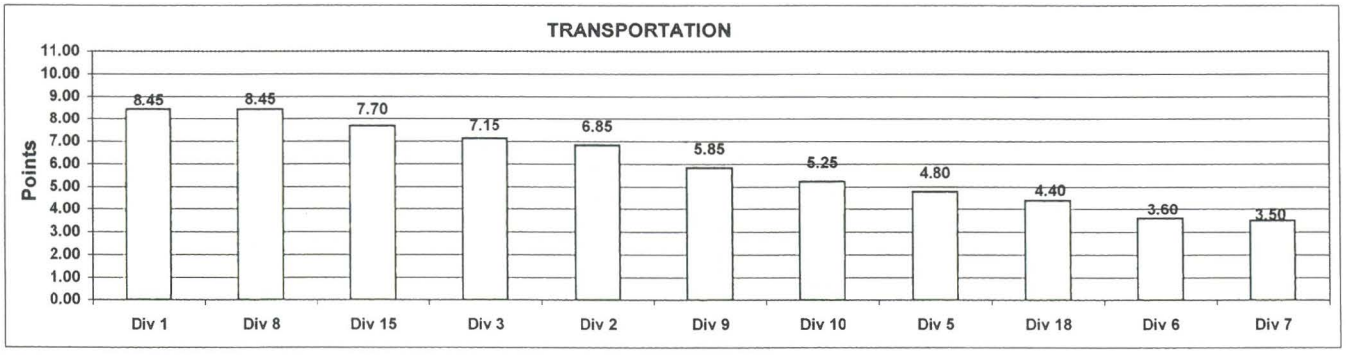
Monthly Calculations - September 2003
Metro Bus - Transportation

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

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

		Transportation										
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts	15%	0.99478	0.99786	0.99586	0.99590	0.99686	0.99377	0.99736	0.99869	0.99215	0.99731	0.99583
Points		3	10	5	6	7	2	9	11	1	8	4
In-Service On-Time Performance	15%	0.7064	0.6771	0.6725	0.5335	0.5738	0.6228	0.6340	0.5684	0.5976	0.6736	0.5511
Points		11	10	8	1	4	6	7	3	5	9	2
Running Hot	20%	0.0698	0.1213	0.0937	0.1542	0.1361	0.1473	0.0717	0.0754	0.1155	0.0696	0.1040
Points		10	4	7	1	3	2	9	8	5	11	6
Accident Rate	15%	3.8279	3.8951	3.7831	3.6445	4.6243	3.9220	1.4970	2.6511	3.2062	3.7669	3.0882
Points		4	3	5	7	1	2	11	10	8	6	9
Complaints/100K Boardings	10%	4.0147	3.3299	4.5530	6.2272	5.6944	6.0027	10.0804	6.3649	4.0973	7.0589	9.6999
Points		10	11	8	5	7	6	1	4	9	3	2
New WC Claims /100 Emp	25%	1.3262	2.0290	1.7491	1.8965	3.2496	2.3823	1.4015	3.6699	2.1984	1.9329	2.3862
Points		11	6	9	8	2	4	10	1	5	7	3
Totals		**8.45**	**6.85**	**7.15**	**4.80**	**3.60**	**3.50**	**8.45**	**5.85**	**5.25**	**7.70**	**4.40**

FINAL RANKING		Transportation Division Ranking (Sorted)										
	DIV.	Div 1	Div 8	Div 15	Div 3	Div 2	Div 9	Div 10	Div 5	Div 18	Div 6	Div 7
	Score	8.45	8.45	7.70	7.15	6.85	5.85	5.25	4.80	4.40	3.60	3.50
	Rank	1st	1st	3rd	4th	5th	6th	7th	8th	9th	10th	11th



Monthly Calculations - September 2003
Metro Rail

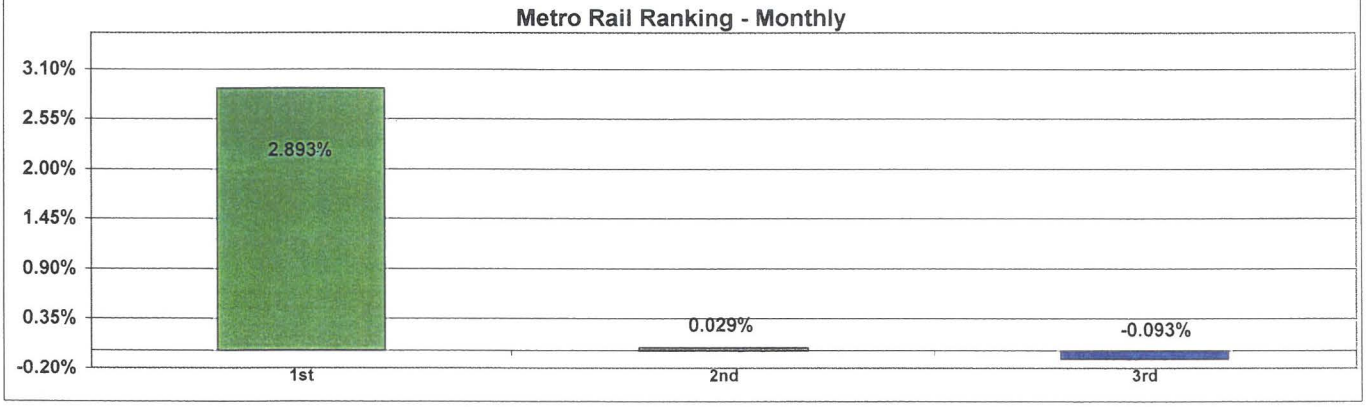
Definition: A performance awareness program designed to increase productivity and efficiency.

Calculation: Performance indicators are ranked from best to worst. Performance percentages for various indicators are averaged and outcomes are 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		
Wayside Availability	**Sep-02**	**Sep-03**	Yearly Improvement	**Sep-02**	**Sep-03**	Yearly Improvement	**Sep-02**	**Sep-03**	Yearly Improvement	**Sep-02**	**Sep-03**	Yearly Improvement
Track	99.90%	100.00%	0.10%	99.80%	100.00%	0.20%	99.98%	100.00%	0.02%	N.A.	[illegible]	N.A.
Signals	99.92%	99.93%	0.01%	99.99%	99.95%	-0.04%	98.68%	99.98%	1.30%	N.A.	[illegible]	N.A.
Power	99.83%	100.00%	0.17%	99.97%	100.00%	0.03%	100.00%	99.93%	-0.07%	N.A.	[illegible]	N.A.
Wayside Performance	99.88%	99.98%	0.09%	99.92%	99.98%	0.06%	99.55%	99.97%	0.42%	N.A.	[illegible]	N.A.
Vehicle Availability												
Vehicle Performance	99.57%	98.51%	-1.06%	99.49%	99.18%	-0.31%	91.81%	99.33%	7.52%	N.A.	[illegible]	N.A.
Operator Availability												
Operators	99.68%	99.96%	0.28%	99.96%	99.99%	0.03%	99.03%	99.85%	0.82%	N.A.	[illegible]	N.A.
Service Performance												
ISOTP - Rail	97.60%	98.40%	0.80%	99.26%	99.11%	-0.15%	96.28%	99.09%	2.81%	N.A.	[illegible]	N.A.
ail Line Performance	99.18%	99.21%	0.03%	99.66%	99.56%	-0.09%	96.67%	99.56%	2.89%	N.A.	[illegible]	N.A.

Metro Rail Final Ranking (Sorted)

Rail Line	GREEN	BLUE	RED	GOLD
Score	2.893%	0.029%	-0.093%	N.A.
Rank	**1st**	**2nd**	**3rd**	**N.A.**



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

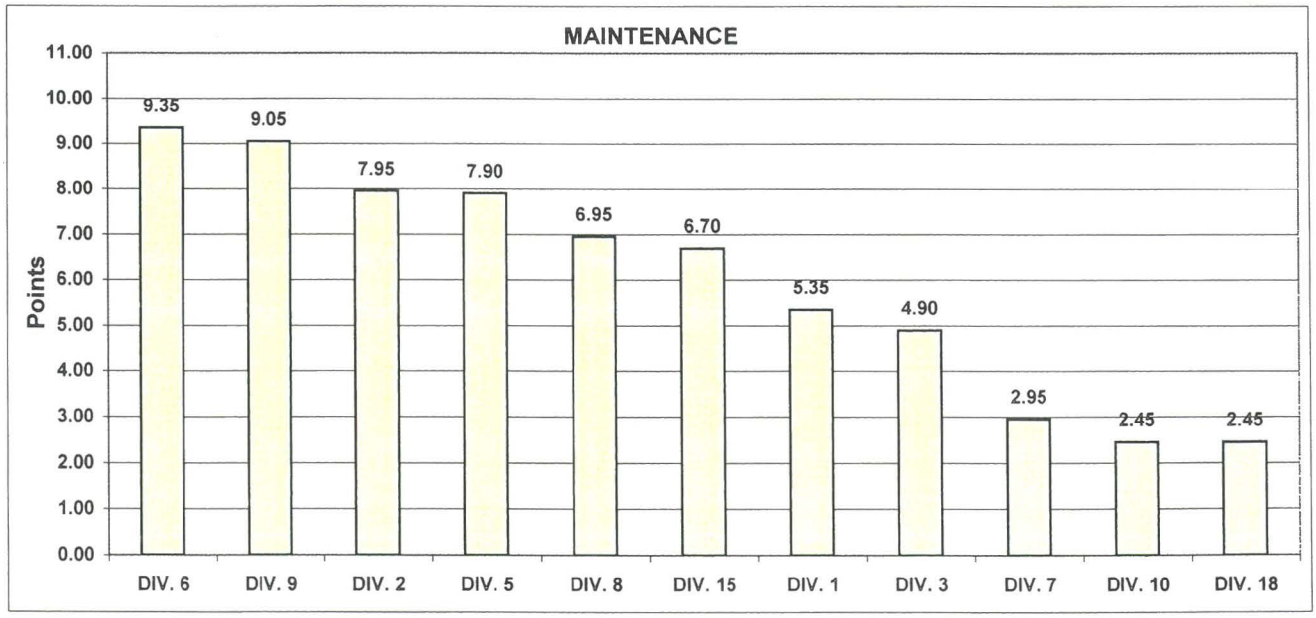
Quarterly Calculations: FY04-Q1
Metro Bus - Maintenance

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

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

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts	15%	0.9960	0.9973	0.996163	0.9963	0.9981	0.9933	0.996871	0.9982	0.9915	0.9964	0.9952
Points		4	9	5	6	10	2	8	11	1	7	3
Miles Between Mechanical Failures	30%	5980	9076	5083	7873	10151	4078	6243	10389	5152	6582	4788
Points		5	9	3	8	10	1	6	11	4	7	2
Attendance	15%	0.9615	0.9666	0.9678	0.9680	0.9891	0.9566	0.9650	0.9777	0.9606	0.9696	0.9618
Points		3	6	7	8	11	1	5	10	2	9	4
New WC Claims /100 Emp	20%	0.7042	0.9677	1.4164	0.7692	0.0000	0.2591	1.0067	0.5698	1.6667	1.1737	1.7778
Points		8	6	3	7	11	10	5	9	2	4	1
Bus Cleanliness	20%	7.2667	7.6467	7.6250	7.7625	7.0250	6.4938	8.3688	6.8250	6.5813	7.4000	6.7438
Points		6	9	8	10	5	1	11	4	2	7	3
Totals		**5.35**	**7.95**	**4.90**	**7.90**	**9.35**	**2.95**	**6.95**	**9.05**	**2.45**	**6.70**	**2.45**

FINAL RANKING	Maintenance Division Ranking (Sorted)											
	DIV.	DIV. 6	DIV. 9	DIV. 2	DIV. 5	DIV. 8	DIV. 15	DIV. 1	DIV. 3	DIV. 7	DIV. 10	DIV. 18
	Score	9.35	9.05	7.95	7.90	6.95	6.70	5.35	4.90	2.95	2.45	2.45
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	10th



Quarterly Calculations: FY04-Q1
Metro Bus - Transportation

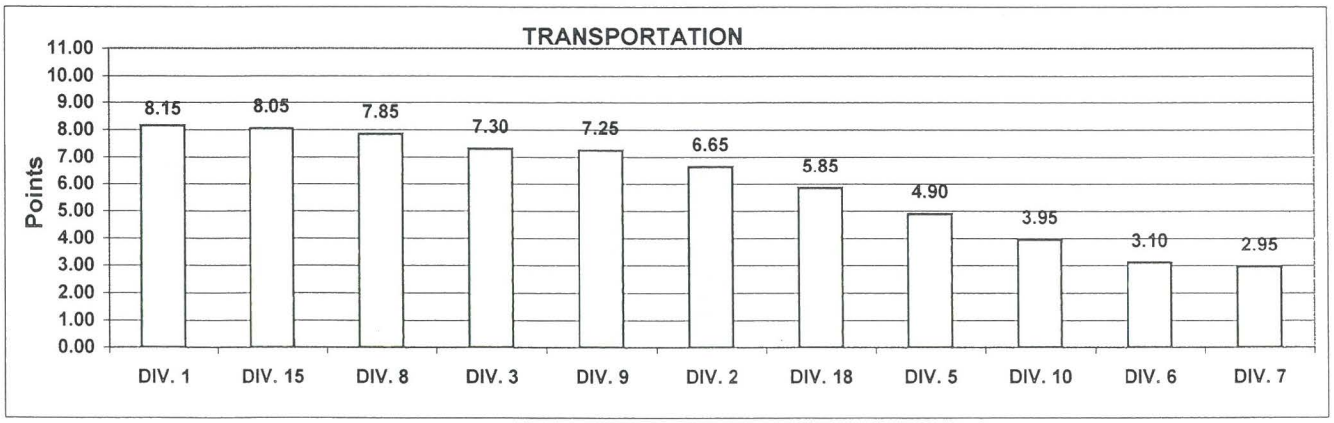
Definition: A performance awareness program designed to increase productivity and efficiency.

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

Transportation

	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts	15%	0.9960	0.9973	0.996163	0.9963	0.9981	0.9933	0.996871	0.9982	0.9915	0.9964	0.9952
Points		4	9	5	6	10	2	8	11	1	7	3
In-Service On-Time Performance	15%	0.6833	0.6611	0.6761	0.5851	0.6099	0.6275	0.6729	0.6215	0.6145	0.6685	0.5576
Points		11	7	10	2	3	6	9	5	4	8	1
Running Hot	20%	0.0854	0.1382	0.0974	0.1667	0.1537	0.1488	0.0695	0.1153	0.1210	0.0782	0.1156
Points		9	4	8	1	2	3	11	7	5	10	6
Accident Rate	15%	3.4399	4.0508	4.2450	3.2210	4.4610	4.8388	2.2328	2.2014	3.7899	3.7704	3.3227
Points		7	4	3	9	2	1	10	11	5	6	8
Complaints/100K Boardings	10%	4.0293	2.9399	3.2808	3.6487	7.4826	6.3912	5.6296	6.7590	5.0798	6.4346	7.6223
Points		8	11	10	9	2	5	6	3	7	4	1
New WC Claims /Emp	25%	1.8788	2.1417	1.9434	2.3706	3.2496	3.0176	2.4527	2.3447	2.7980	1.8523	1.7132
Points		9	7	8	5	1	2	4	6	3	10	11
Totals		**8.15**	**6.65**	**7.30**	**4.90**	**3.10**	**2.95**	**7.85**	**7.25**	**3.95**	**8.05**	**5.85**

FINAL RANKING		Transportation Division Ranking (Sorted)										
	DIV.	DIV. 1	DIV. 15	DIV. 8	DIV. 3	DIV. 9	DIV. 2	DIV. 18	DIV. 5	DIV. 10	DIV. 6	DIV. 7
	Score	8.15	8.05	7.85	7.30	7.25	6.65	5.85	4.90	3.95	3.10	2.95
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



Quarterly Calculations: FY04-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 are sorted from high to low. The rail line competes with itself on its own improvement over prior year performance. The percentage score showing best improvement (or least decline) wins the program award for the quarter.

Improvement from Previous Year

Overall Rail Line Performance	Metro Blue Line	Metro Red Line	Metro Green Line	Metro Gold Line
Jul-03	-0.14%	-0.47%	-0.10%	N.A.
Aug-03	-0.11%	-0.06%	3.24%	N.A.
Sep-03	0.03%	-0.09%	2.89%	N.A.
First Quarter Average	**-0.07%**	**-0.21%**	**2.01%**	N.A.

Metro Rail Final Ranking (Sorted)

Rail Line	GREEN	BLUE	RED	GOLD
Score	2.010%	-0.073%	-0.207%	N.A.
Rank	1st	2nd	3rd	

"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

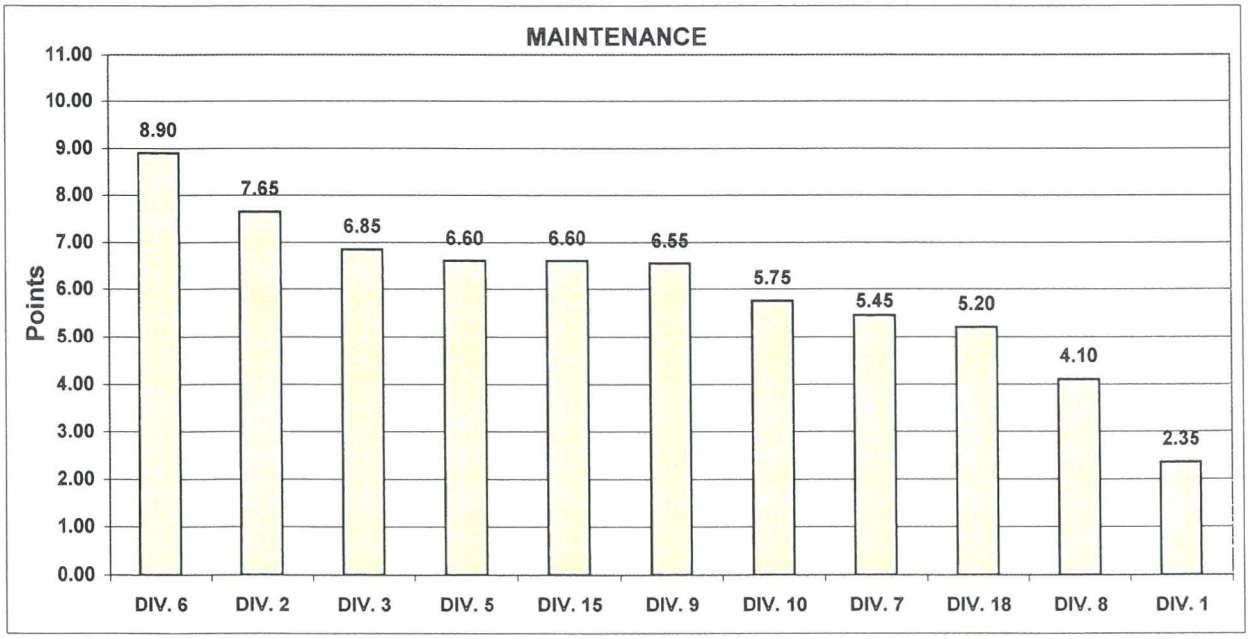
Most Improved Quarter Calculations: FY03-Q4 to FY04-Q1
Metro Bus - Maintenance

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

Calculation: Data reflects a positve or negative difference in performance between the two most recent consecutive quarters. Performance indicators by Division are sorted from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each performance indicator is then multiplied by the weight assigned to the particular performance measure, summed with the other scores for that Division and sorted from high to low score.

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts	15%	-0.0019	-0.0015	-0.0013	-0.0017	-0.0011	0.0000	-0.0017	0.0006	0.0000	-0.0004	-0.0015
Points		1	4	6	3	7	10	2	11	9	8	5
Miles Between Mechanical Failures	30%	-3294	1850	-101	-214	1313	-665	-2958	-587	383	-1925	137
Points		1	11	7	6	10	4	2	5	9	3	8
Attendance	15%	-0.0108	-0.0015	0.0009	0.0089	0.0229	-0.0130	-0.0062	0.0019	0.0006	0.0188	-0.0107
Points		2	5	7	9	11	1	4	8	6	10	3
New WC Claims /100 Emp	20%	-0.3093	0.0093	0.8655	-0.4653	-1.8018	-1.4736	0.6799	-1.5386	0.9624	-0.7871	0.9006
Points		6	5	3	7	11	9	4	10	1	8	2
Bus Cleanliness	20%	-0.5800	0.8333	0.9438	0.1438	-0.2813	-0.3263	0.5688	-1.2017	-0.5688	0.1000	-0.0125
Points		2	10	11	8	5	4	9	1	3	7	6
Totals		**2.35**	**7.65**	**6.85**	**6.60**	**8.90**	**5.45**	**4.10**	**6.55**	**5.75**	**6.60**	**5.20**

FINAL RANKING	Maintenance Division Ranking (Sorted)											
	DIV.	DIV. 6	DIV. 2	DIV. 3	DIV. 5	DIV. 15	DIV. 9	DIV. 10	DIV. 7	DIV. 18	DIV. 8	DIV. 1
	Score	8.90	7.65	6.85	6.60	6.60	6.55	5.75	5.45	5.20	4.10	2.35
	Rank	1st	2nd	3rd	4th	4th	6th	7th	8th	9th	10th	11th



Most Improved Quarter Calculations: FY03-Q4 to FY04-Q1
Metro Bus - Transportation

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

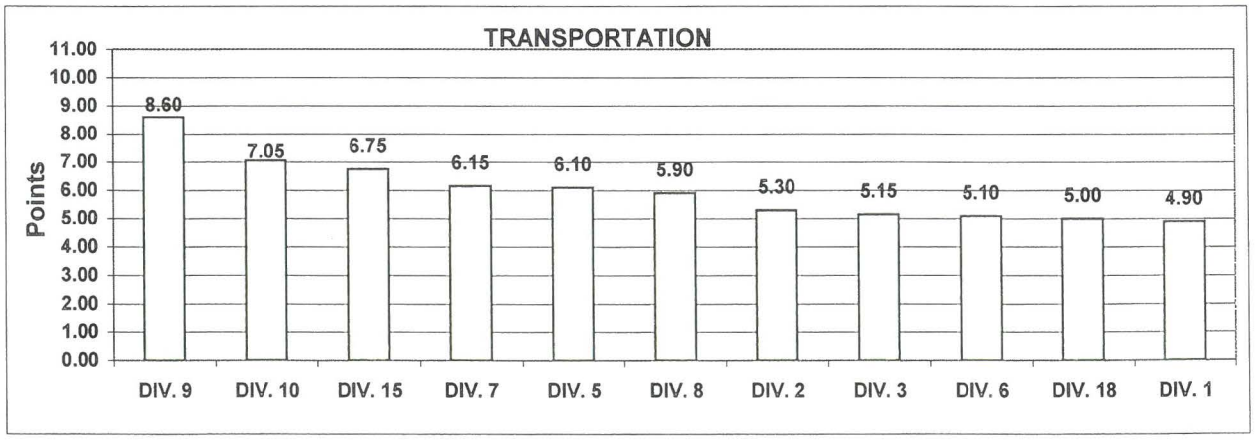
Calculation: Data reflects a positve or negative difference in performance between the two most recent consecutive quarters. Performance indicators by Division are sorted from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each performance indicator is then multiplied by the weight assigned to the particular performance measure, summed with the other scores for that Division and sorted from high to low score.

Transportation

	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts	15%	-0.0019	-0.0015	-0.0013	-0.0017	-0.0011	0.0000	-0.0017	0.0006	0.0000	-0.0004	-0.0015
Points		1	4	6	3	7	10	2	11	9	8	5
In-Service On-Time Performance	15%	-0.0890	-0.0494	-0.0479	-0.0888	-0.0494	-0.0654	-0.0171	-0.0238	-0.0861	0.0242	-0.0780
Points		1	7	8	2	6	5	10	9	3	11	4
Running Hot	20%	-0.0005	0.0274	0.0092	0.0164	0.0337	0.0091	-0.0154	-0.0336	0.0182	-0.0078	0.0117
Points		8	2	6	4	1	7	10	11	3	9	5
Accident Rate	15%	-0.6418	-0.2416	0.2162	-1.3486	-1.1039	-1.2058	-0.3276	-0.6350	-0.3660	0.5093	-0.1964
Points		8	4	2	11	9	10	5	7	6	1	3
Complaints/100K Boardings	10%	1.5751	0.0910	0.2315	1.0452	0.9272	0.9921	-1.0215	2.7819	-0.4005	0.6939	2.6813
Points		3	9	8	4	6	5	11	1	10	7	2
New WC Claims /Emp	25%	0.1688	0.1552	0.4970	-0.5602	0.4784	0.5546	0.5983	-0.4031	-1.2714	0.4428	-0.0881
Points		6	7	3	10	4	2	1	9	11	5	8
Totals		**4.90**	**5.30**	**5.15**	**6.10**	**5.10**	**6.15**	**5.90**	**8.60**	**7.05**	**6.75**	**5.00**

Transportation Division Ranking (Sorted)

FINAL RANKING	DIV.	DIV. 9	DIV. 10	DIV. 15	DIV. 7	DIV. 5	DIV. 8	DIV. 2	DIV. 3	DIV. 6	DIV. 18	DIV. 1
	Score	8.60	7.05	6.75	6.15	6.10	5.90	5.30	5.15	5.10	5.00	4.90
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



Metropolitan
Transportation
Authority

One Gateway Plaza
Los Angeles, CA
90012-2952

October 24, 2003

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

Dear Ms. Swann:

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

One task from the VCA has not yet been completed, modifications to reduce the train-platform gap in 13 key stations. MTA staff received preliminary prototype train-door extenders in late 2002 and after review determined that these would not meet MTA requirements, both in terms of safety and installation. Staff are reviewing different types of platform-edge extenders and the characteristics of each of the key stations, in order to determine the best option for correcting the gap in each key station.

Also included in this update is an addendum providing an update on the items identified in the November 2001 FTA review of key stations. This addendum consists of a matrix identifying the projected completion dates for each item identified in the five stations reviewed, and an explanation page providing further information on accomplishments to date and tasks remaining for each identified item. All tasks from the November 2001 review were completed by June 2003 except for one curb ramp. Modifications on that curb ramp were completed in August 2003. Therefore all issues from the November 2001 review have been corrected.

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

Sincerely,

Rex Gephart, Director
Regional Transit Planning

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

LOS ANGELES COUNTY MTA -- VOLUNTARY COMPLIANCE AGREEMENT MATRIX -- QUARTERLY UPDATE -- JULY - SEPTEMBER 2003

Key Station	Parking	Drop-Off	Accessible Route	Curb Ramps	Entrance (Signage)	Doors / Gates	Ramps	Ticketing / Fare Vending	Platforms	Elevators	Elevators: Emergency Communication	Telephones	Signage: Station Name
Union Station	Oct-98 (completed)				Jan-99 (completed)			Dec-01 (completed)	TBD***	Apr 01 (completed)	Apr 01 (completed)		
Civic Center					Jun-00 (completed)			Dec-01 (completed)	TBD***	Apr 01 (completed)	Apr 01 (completed)	Dec-98 (completed)	
Pershing Square				Added Jan-99 (completed)	Jan-99 (completed)			Dec-01 (completed)	TBD***	Apr 01 (completed)	Apr 01 (completed)		
Metro Center - Red Line				Nov-98 (completed)	Jun-00 (completed)			Dec-01 (completed)	TBD***	Apr 01 (completed)	Apr 01 (completed)		
Westlake / MacArthur Park	Jun-00 (completed)				Dec-98 (completed)		Dec-01 (completed)	Dec-01 (completed)	TBD***	Apr 01 (completed)	Apr 01 (completed)		
Metro Center - Blue Line				Nov-98 (completed)	Jun-00 (completed)			Dec-01 (completed)	Dec-01 (completed)	Apr 01 (completed)	Apr 01 (completed)		
Pico / Flower			Jun-01 (completed)		Jan-99 (completed)		N/A	Dec-01 (completed)					Jun-99 (completed)
Grand				Nov-98 (completed)	Jan-99 (completed)		N/A	Dec-01 (completed)	TBD***				Jun-99 (completed)
Florence	Dec-01 (completed)		Mar-01 (completed)	Added Oct-99 (completed)	Jan-99 (completed)		N/A	Dec-01 (completed)	TBD***				Jun-99 (completed)
103rd			Jun-01 (completed)	N/A	Jan-99 (completed)		N/A	Dec-01 (completed)	TBD***				Jun-99 (completed)
Imperial Hwy	Jun-00 (completed)	Jun-00 (completed)	Mar-01 (completed)	N/A	Jan-99 (completed)		N/A	Dec-01 (completed)	TBD***	Apr 01 (completed)	Apr 01 (completed)		Jun-99 (completed)
Compton			Mar-01 (completed)	N/A	Jan-99 (completed)		Nov-02 (completed)	Dec-01 (completed)					Jun-99 (completed)
Artesia	Jun-00 (completed)		Mar-01 (completed)	N/A	Jan-99 (completed)		Dec-02 (completed)	Dec-01 (completed)	TBD***				Jun-99 (completed)
Willow				N/A	Jan-99 (completed)		N/A	Dec-01 (completed)	TBD***				Jun-99 (completed)
Anaheim				Nov-98 (completed)	Jan-99 (completed)		N/A	Dec-01 (completed)	TBD***				Jun-99 (completed)
5th Street				N/A	Jan-99 (completed)		Dec-02 (completed)	Dec-01 (completed)					Jun-99 (completed)
Transit Mall			Dec-01 (completed)	Nov-98 (completed)	Jan-99 (completed)			Dec-01 (completed)	TBD***				Jun-99 (completed)

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

VCA UPDATE – JULY – SEPTEMBER 2003 -- EXPLANATIONS

Platforms

MTA originally focused on reducing the platform-train gaps through a construction contract, to add less than one inch to the edges of platforms with gaps exceeding 3 inches.

The strategy was revised in mid-2001, to reduce the gap by modifying the door-entry of all rail cars. MTA worked with the disability community on this option, and considered it advantageous since it would enhance accessibility at all stations rather than just the key stations. Following a review of train-door extender prototypes in early 2003, MTA staff had concerns about the safety and feasibility of this option, and determined this option was not feasible.

MTA Rail Fleet Services staff are reviewing different types of platform-edge extensions and looking at the characteristics of each key station and platform, in order to determine the option which will best meet the requirements of each key station platform.

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

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

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

LOS ANGELES COUNTY MTA -- VOLUNTARY COMPLIANCE AGREEMENT ADDENDUM -- KEY STATIONS REVIEW NOVEMBER 2001
UPDATE -- JULY - SEPTEMBER 2003

Key Station	Parking	Drop-Off	Accessible Route	Curb Ramps	Entrance (Signage)	Doors / Gates	Ramps	Ticketing / Fare Vending	Platforms	Elevators	Elevators: Emergency Communication	Telephones	Signage: Station Name
Pico / Flower			Apr-02 completed	Mar-02 completed	Oct-02 completed		Mar-03 completed	Dec-01 completed					
103rd			Apr-02 completed	Mar-02 completed	Jun-02 completed			Dec-01 completed					
Imperial Hwy	May-03 completed		Apr-02 completed	Aug-03 completed	Jun-02 completed			Dec-01 completed	Aug-02 completed	Dec-01 completed	Aug-02 completed		
Artesia	Mar-03 completed	May-03 completed	Apr-02 completed	May-03 completed				Dec-01 completed					
Willow	May-03 completed		Mar-03 completed					Dec-01 completed					

This addendum identifies issues raised during the FTA review of 5 rail stations in November 2001, and the actions and timelines proposed in the MTA response. The matrix provides an update on actions taken through September 2003.

VCA ADDENDUM – JULY – SEPTEMBER 2003 – EXPLANATIONS

Parking	The missing accessible parking and van-accessible parking signs at Artesia, Imperial, and Willow stations have all been installed; the last sign was installed in May 2003. To correct problems identified with the parallel parking spaces adjacent to the Willow station, MTA Facilities Engineering prepared design drawings in December 2002 and worked with MTA Rail Facilities Maintenance to prepare a plan to re-locate these spaces to a nearby part of the parking area; this work has been completed. MTA contacted the California Department of Transportation, which owns one of the Imperial Station parking lots, for permission to add two van-accessible parking spaces at this station; these spaces have been added.
Drop-Off	MTA Facilities Engineering prepared design drawings for the passenger loading zone at the Artesia Station and reviewed these with MTA Rail Facilities Maintenance in December 2002. Rail Facilities Maintenance staff completed construction of the curb cut and ramp in May 2003, and placed the appropriate signage at the drop-off location at the same time.
Accessible Route	MTA Transit Planning has written to the City of Los Angeles about the uneven pavement on the accessible route from the bus stop north of the 103rd Street station to the station entrance. MTA Rail Operations completed modifications to the rail crossing at the Pico/Flower station by April 2002. MTA Public Affairs contacted Union Pacific Railroad in an attempt to coordinate modification of the freight track crossings at Artesia, Imperial, and 103rd Street stations to correct excessive gaps and modify the surfaces to be flush with the walkway. MTA Facilities Engineering surveyed the route between the Willow station and the parking garage, prepared design drawings, and reviewed the designs with MTA Rail Facilities Maintenance. The handrails have been installed on the ramp-portion of the route.
Curb Ramps	MTA Transit Planning has written to the City of Los Angeles about the non-compliant curb ramps at the Pico/Flower and 103rd Street stations. MTA Facilities Engineering surveyed the ramp slopes on the path between the Imperial Station and the parking area and the slope adjacent to the van-accessible parking space, and prepared design drawings of the necessary modifications. These were reviewed with MTA Rail Facilities Maintenance staff and permission for modifications was obtained from the California Department of Transportation, which owns the parking lot; modifications have been completed. Facilities Engineering worked with Rail Facilities Maintenance to construct a curb cut on the accessible pathway east of the station. The final curb ramp on this pathway was reconstructed in by August 2003.
Entrance (Signage)	There was a minor delay in obtaining acceptable entrance signs, resulting in a slight delay in installation of the new entrance signs. Station identification signs were installed in June 2002 at the entrances of the Imperial, Pico, and 103rd Street stations. Because of a delay in placing the accessibility entrance and directional signs, these were installed at Pico station in September 2002.

Ramps	MTA Facilities Engineering prepared design drawings of the modifications required to extend the ramp handrails at the Pico/Flower station, and reviewed these with MTA Rail Facilities Maintenance in December 2002. These modifications have been completed. Facilities Engineering also surveyed slopes between the Artesia station and the accessible parking area, and prepared design drawings of these modifications.
Ticket Vending Machines	Modified graphics were installed on the ticket vending machines in all key rail stations in December 2001, and in remaining rail stations by February 2002. Ticket vending machines in stations on the Pasadena Gold Line, currently under construction, will also provide a method for persons with vision disabilities to independently use the TVMs.
Platforms	The platform identification sign at Imperial station is now correctly located.
Elevators	MTA Facilities Maintenance staff corrected the audible elevator signals at the Imperial station in December 2001.
Elevators: Emergency Communications	The elevator emergency communication system was modified to use only one correctly-located emergency button, and the incorrectly-located button removed in August 2002.