



**FTA QUARTERLY REVIEW
BRIEFING BOOK**

June 4, 2003

Submitted By:

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

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AGENDA
FTA NEW STARTS PROJECTS
QUARTERLY REVIEW MEETING

Los Angeles County Metropolitan Transportation Authority
Wednesday, June 4, 2003 - 10:00 a.m.
Gateway Conference Room - 3rd Floor

I. OVERVIEW

	<u>PRESENTER</u>
A. FTA Opening Remarks	Leslie Rogers
B. MTA Management Overview	Roger Snoble
C. Legal Issues	Steve Carnevale
D. General Safety and Security Issues	Paul Lennon
E. ADA Key Station Voluntary Compliance Agreement	Ellen Blackman
F. Status of Procurement System Review Corrective Actions	Lonnie Mitchell

II. METRO CONSTRUCTION REPORTS

A. Construction Project Management Overview	Brian Boudreau
B. Metro Gold Line Eastside Extension	Eli Choueiry
• Schedule Status	
• Cost Status	
• Risk Assessment	
• Utility Relocation	
• FFGA Status	
- FFGA Schedule	Brian Boudreau
- Letter of No Prejudice (LONP)	Brian Boudreau
- Project Management Plan	Brian Boudreau
- Rail Fleet Management Plan	Ed Clifford
- Bus Fleet Management Plan	Roderick Goldman
- Operations & Maintenance Plan	Gerald Francis
• Pasadena Gold Line Readiness	Joel Sandberg/ Gerald Francis
C. Metro Red Line Segment 3	
• North Hollywood Extension	Roger Dames
• Segment 3 Grant Closeout	Brian Boudreau
• Construction Contract and Change Order Closeout	Jeanne Kinsel
• Professional Services Contract Closeout	Jeanne Kinsel
D. San Fernando Valley Metro Rapidway	Roger Dames

III. OPEN ACTION ITEMS

A. FTA (Reference March 2003 PMOC Monthly Reports)	Brian Boudreau
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IV. PLANNING

A. Transit Corridor Projects	James de la Loza
• Mid-City Wilshire BRT Project	David Mieger
• Mid-City /Exposition LRT Project	Steve Brye
B. Metro Rapid Bus Program	Rex Gephart

V. PROPOSED SCHEDULE AND LOCATION OF NEXT MEETING

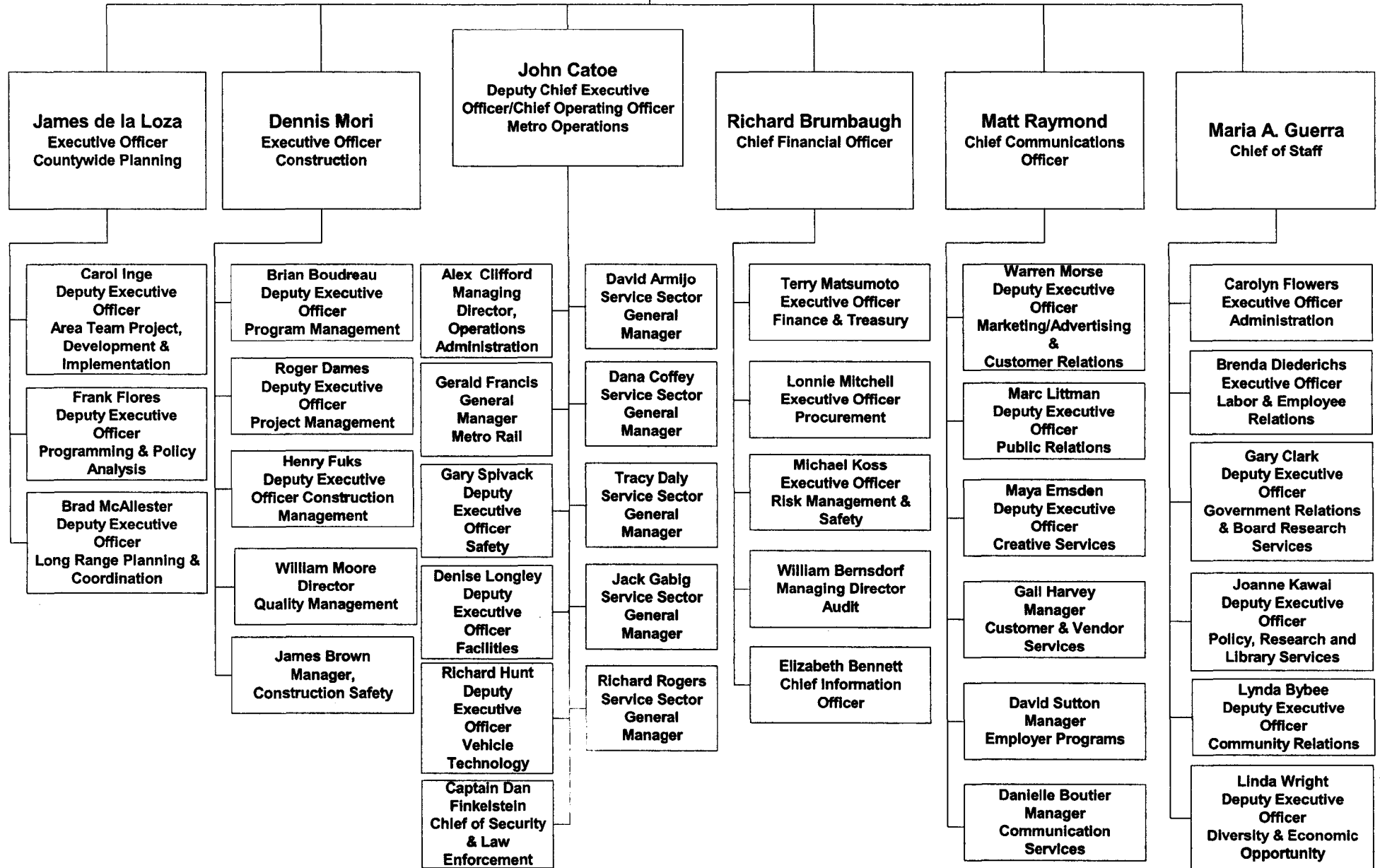
Los Angeles County Metropolitan Transportation Authority
Wednesday, August 20, 2003 - 10:00 a.m.
Gateway Conference Room - 3rd Floor

LACMTA MANAGEMENT
ORGANIZATION CHART

LACMTA Management Organization Chart



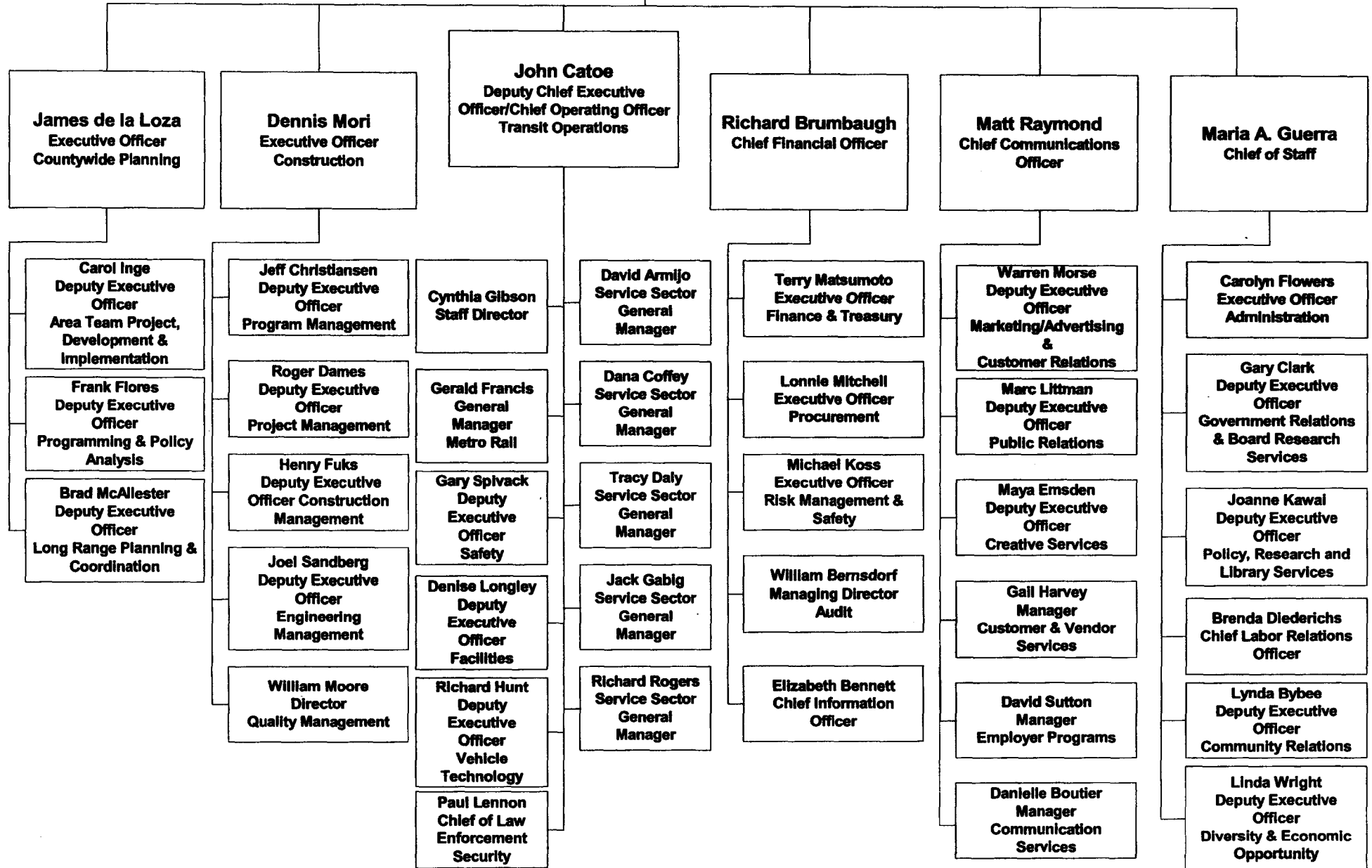
Roger Snoble
Chief Executive Officer



LACMTA Management Organization Chart

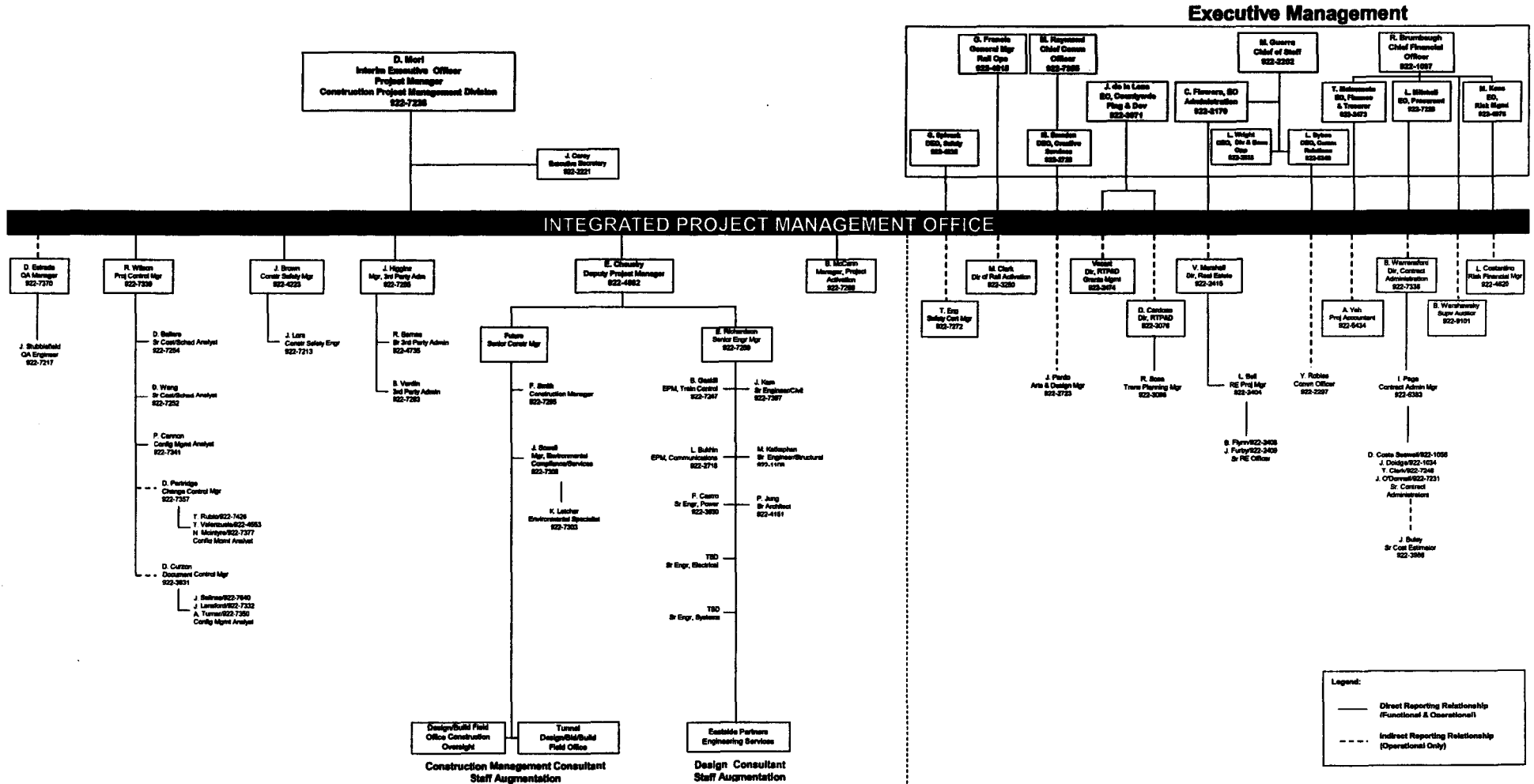


Roger Snoble
Chief Executive Officer



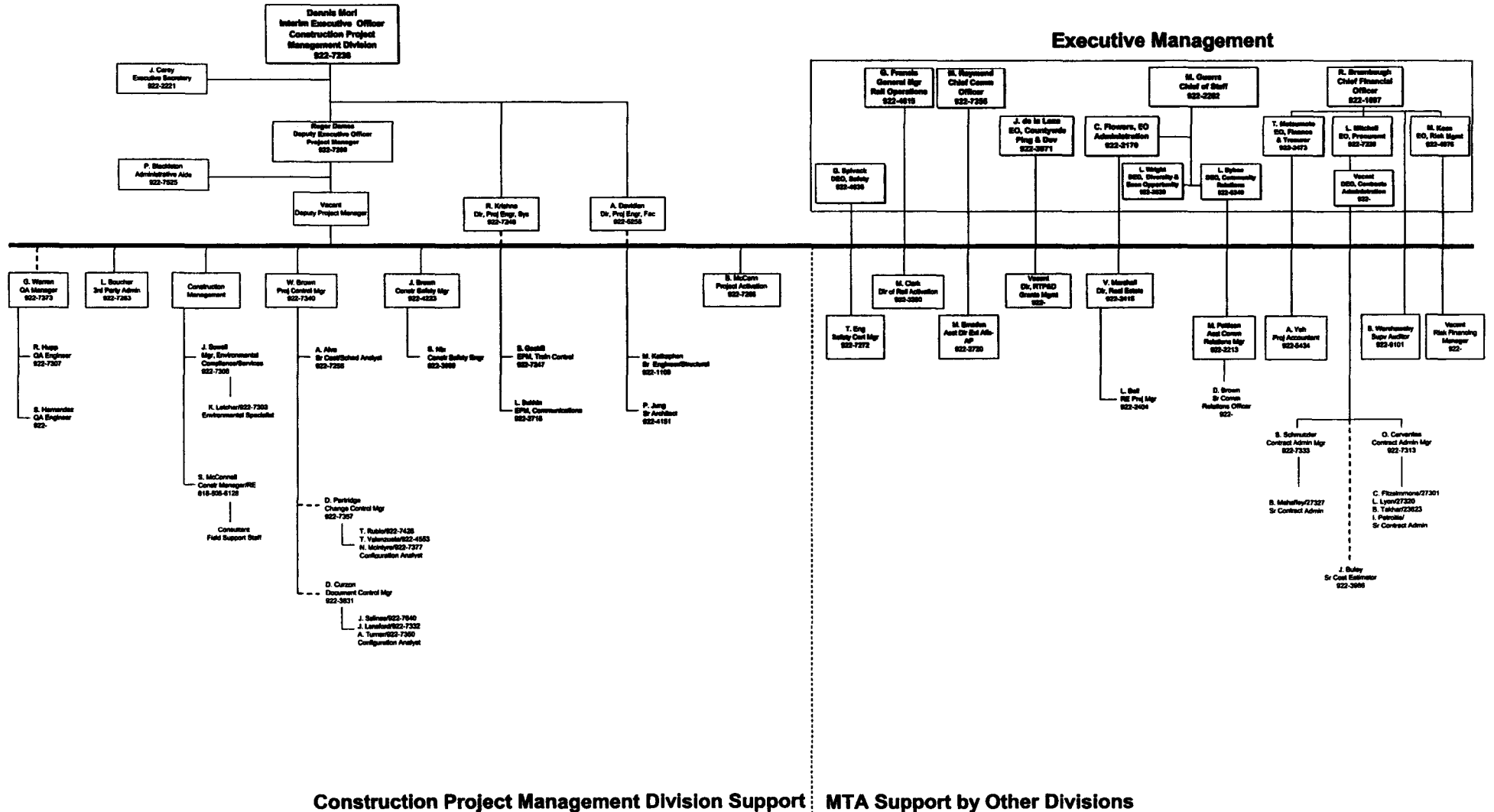
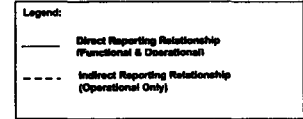
**PROJECT ORGANIZATION
CHARTS**

EASTSIDE LIGHT RAIL TRANSIT PROJECT MANAGEMENT ORGANIZATION STRUCTURE



Construction Project Management Division Support MTA Support by Other Divisions

SEGMENT 3 NORTH HOLLYWOOD EXTENSION



EXPOSITION LIGHT RAIL TRANSIT PROJECT ENVIRONMENTAL/PRELIMINARY ENGINEERING PHASE

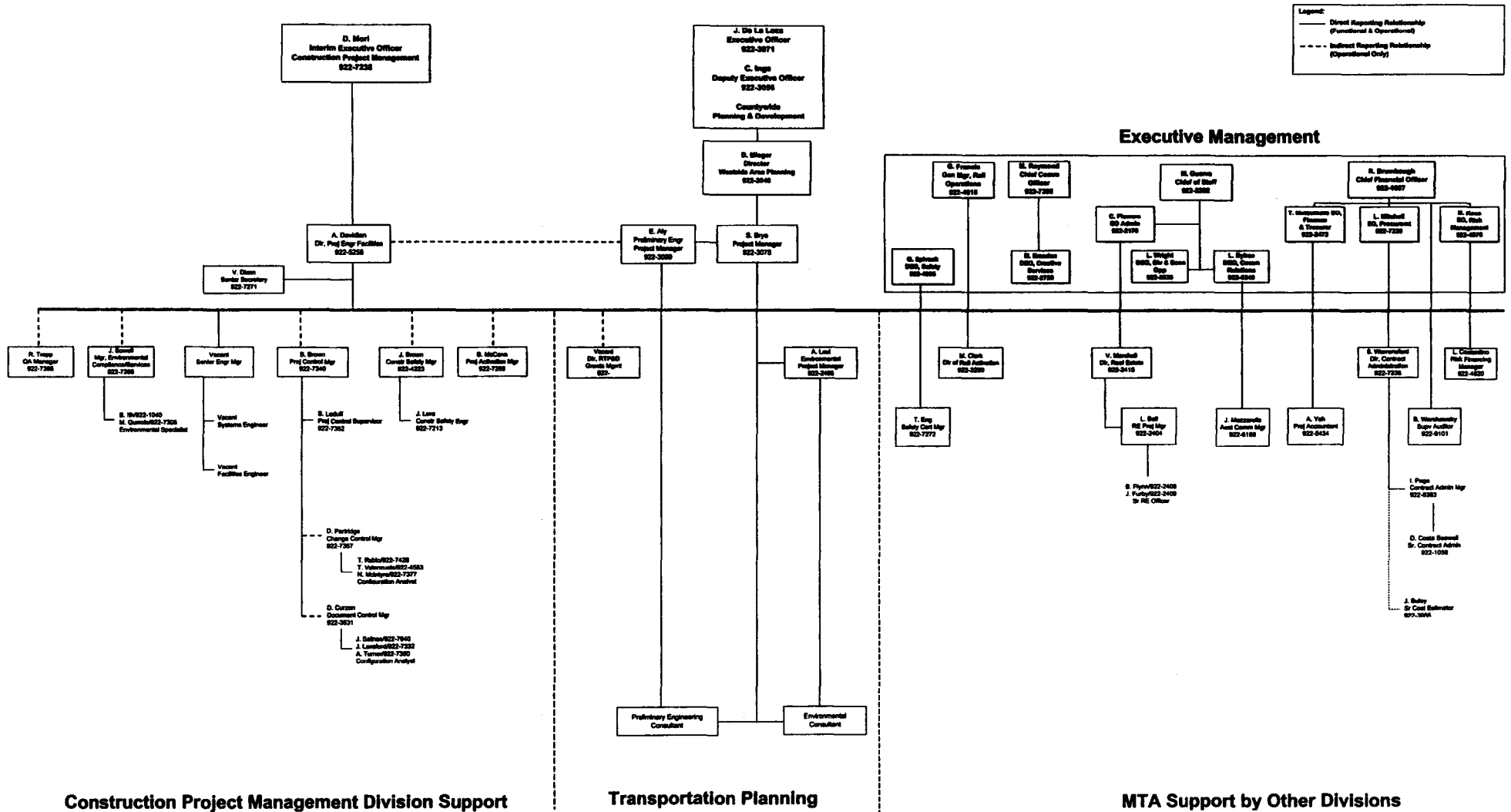
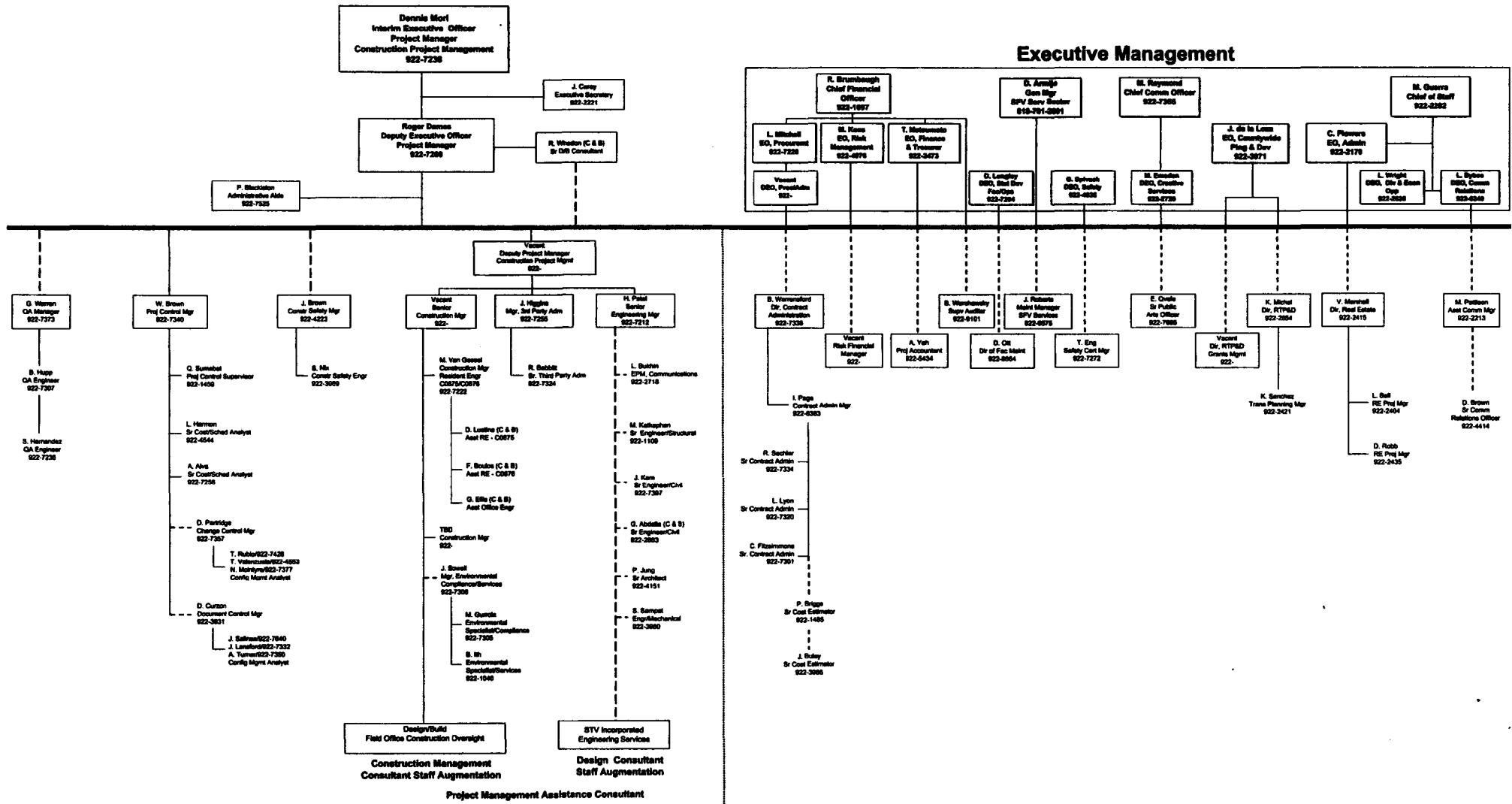
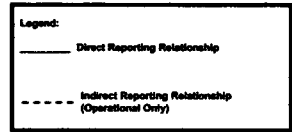


EXHIBIT 2.3 - SAN FERNANDO VALLEY EAST-WEST BUS RAPID TRANSIT PROJECT MANAGEMENT ORGANIZATION STRUCTURE



Construction Project Management Division Support

MTA Support by Other Divisions

METROPOLITAN TRANSPORTATION AUTHORITY

GOVERNMENT RELATIONS
2003/04 LOCAL, STATE AND FEDERAL LEGISLATIVE MATRIX
 April 2003

LOCAL

PROPOSALS/ACTIONS	DESCRIPTION	STATUS
<p>Interim West San Gabriel Valley Transportation Zone</p>	<p>In March 2001, the San Gabriel Valley Council of Governments recommended a nine-city area and unincorporated communities still served by the MTA, to approve a joint powers agreement for the Interim West San Gabriel Valley Transportation Zone. The cities and the county are being asked to provide \$150,000, out of a total \$400,000, to help fund phase 2 of a study to evaluate the feasibility of the zone. The COG will provide the balance of the funding.</p>	<p>To date, the City of Alhambra and the City of Rosemead have not taken a formal position on this issue.</p> <p>The SGV Zone IJPA has completed the pre-application process and is mirroring the same processes as the SFV Zone. Most importantly, the SGV COG is open to the MTA's San Gabriel Valley Sector Plan, with particular interest of the governance process.</p> <p>The SGVZ IJPA unanimously approved a motion making recommendations for MTA's consideration of the structure and responsibilities that shall be delegated to the San Gabriel Valley Service Sector Governing Councils. No new changes.</p> <p>On April 1, 2003, the San Gabriel Valley Service Sector Governance Council held its first public meeting. Regular governance council meetings will be held at 5pm the first Tuesday of every month.</p> <p>Members of the council include Councilman Harry Baldwin of San Gabriel, Councilman Sid Tyler of Pasadena, Mayor Emile Bayle of San Marino, Dave Spence, Rosie Vasquez, Councilwoman Sharon Martinez of Monterey Park, and Mayor Bart Doyle of Sierra Madre.</p>

PROPOSALS/ACTIONS	DESCRIPTION	STATUS
San Fernando Valley Transportation Zone	On August 26, 1998, the Los Angeles City Council approved a motion to explore the feasibility of creating a transportation zone in the San Fernando Valley.	<p>On December 11, 2001, the Los Angeles City Council approved a motion to extend the San Fernando Valley IJPA for an additional twelve months from December 31, 2001 to December 31, 2002 to complete the necessary zone analysis.</p> <p>On April 24, 2002 the Los Angeles City Council approved a motion to recommend to the MTA Board that the San Fernando Valley IJPA bylaws be retained if the IJPA Board becomes the Service Sector Council in the San Fernando Valley or that the City of Los Angeles representation on the service sector council be based on population.</p> <p>On April 2, 2003, the newly formed San Fernando Valley Service Sector Governance Council held its first public meeting. It's members are Coby King, principal, Coby King Communications, Kymberleigh Richards, president, Southern California Transit Advocates, Joan Leonard and Bard Reed, public transit consumers/community activists, David Fleming, former member of the California transportation Commission, Jesus Ochoa, businessman and community activist, Glendale Mayor Rafi Manoukian, Burbank Council Member Stacey Murphy, and Brad Rosenheim, principal of Rosenheim & Associates.</p>

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

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

STATE ASSEMBLY

BILL/AUTHOR	DESCRIPTION	MTA POSITION	STATUS
ACA 7 (Dutra)	Would reduce the voting requirement to a simple majority for sales taxes related to transportation.	Support	Passed 13-5 from Assembly Transportation Committee on April 21 - Assembly floor
ACR 40 (Dymally) LA 4/22	Would create the Compton Planning and Transportation Task Force.	Work with Author	Passed Assembly Transportation Committee April 7 - in Senate Committee on RLS
AB 98 (Koretz) LA 3/12	Would require the IWC to expand Wage Order #9 to publicly employed commercial drivers.	Oppose	Passed Assembly Labor and Employment Committee. Third reading in Assembly April 9 - In Senate
AB 199 (Oropeza) LA 4/10	Creates the Public Transit Employer-Employee Relations Act to give supervisory employees of public transit districts specified rights under the Myers-Milas Brown Act which includes rights to form and join in an employee organization.		Assembly Appropriations Hearing April 30
AB 557 (Lowenthal) LA 4/22	Would grant a right-of-way to a transit bus under specified conditions. Expand this program statewide and establish the right-of-way as a permanent provision in State law.	Support	Passed Assembly Transportation Committee April 7 - Assembly Appropriations hearing April 30
AB 684 (Dutra)	Would require all smart card systems contracts after 2004 be equipped with a device to create interoperability of differing systems.	Oppose and Work with Author	Passed Assembly Transportation hearing April 28. Amended to address MTA concerns
AB 875 (Wyland)	Require beginning in 2008, all funds generated by the state gas tax and sales tax on gas be apportioned by the CTC to the county in which funds were generated.	Oppose	Assembly Transportation Committee
AB 1500 (Diaz & Pavley)	Would create the Petroleum Pollution Cleanup and Prevention Act. The bill would levy a 41 charge on each barrel of petroleum delivered to a refinery in California and would dedicate those funds to various petroleum pollution remediation programs and to public transit.	Support	In Assembly Environmental Safety and Toxic Materials April 8 - Assembly Transportation April 28

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STATE ASSEMBLY

BILL/AUTHOR	DESCRIPTION	MTA POSITION	STATUS
AB 1652 (Nakano)	Would add two City Selection Committee members to the MTA Board. Require the City Selection Committee to define the six sectors from which the new members would be selected.	Oppose	In Assembly Transportation Committee April 21 - passed 14-0 In Assembly Local Government April 30
AB 1720 (Nunez)	Would make legislative findings regarding the condition of the Maintenance Employees Healthy and Welfare fund and require the MTA to transfer State Transit Assistance funds to that Fund.	Oppose	Assembly Transportation hearing April 28

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STATE SENATE

BILL/AUTHOR	DESCRIPTION	MTA POSITION	STATUS
SCA 2 (Torlakson)	Would reduce the voting requirement to a simple majority for sales taxes related to transportation.	Support if Amended	In Senate for third reading April 28
SCA 7 (Murray)	Require that the loan repayment conditions for the State Transportation Fund and Public Transportation Account be applied to any loan that is made from motor vehicle-related revenues to any other fund or account in the state.	Support	Senate, 2 nd Reading April 28
SB 157 (Bowen) LA 4/2	Create the Streamlined Sales and Use Tax Agreement Act in the State, create a Board of Governors to represent California at the Agreement meetings and require that implementation of agreements reached by the project shall be done by separate legislation.	Support	Senate Appropriations hearing April 28 - hearing postponed by Committee
SB 504 (Kuehl)	Would create the Santa Monica Metro Line Construction Authority and transfer authority for construction of a light rail line along the Exposition Right-of-Way to the new Authority.	Neutral	In Senate Transportation Committee
SB 541 (Torlakson)	Would provide for increases to the State Gas Tax Based on inflation and would require an additional increase to the Traffic Congestion Relief Program under specified conditions.	Support	Failed passage in Senate Transportation Committee, reconsideration
SB 760 (Scott) LA 4/8	Would delete the sunset provision of January 1, 2004, thereby making the sales tax exemption permanent.	Support	Passed Senate Revenue & Tax Committee April 23. In Committee on Appropriations
SB 795 (Karnette) LA 4/21	Clarify that the Freeway Service Patrol program (FSP) is an eligible use of excess funds. Clarify the ability of local agencies to place Call Boxes on county roads.	Support	In Senate Transportation Committee April 29
SB 981 (Soto & Romero) LA 4/24	Would create the Petroleum Pollution Cleanup and Prevention Act similar to AB 1500.	Support, work with author	In Senate Environmental Quality hearing April 28. Hearing canceled at the request of Author.

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FEDERAL

BILLS/AUTHOR	DESCRIPTION	STATUS
<p>S. 2808 FY 2003 Transportation Appropriations bill</p>	<p>LACMTA received the following earmarks from the Senate Appropriations Committee:</p> <ul style="list-style-type: none"> • \$40 million for Los Angeles North Hollywood extension project; • \$10 million for Los Angeles East Side MTA; • \$5 million for Los Angeles MTA Buses and Bus Facility; • \$1.75 million for Municipal Transit Operators Coalition, Long Beach; and, • \$750,000 for Rideshare Program – MTA. 	<p>July 25, 2002 passed by unanimous consent in the Senate Appropriations Committee</p> <p>Date for Conference Committee TBD.</p>
<p>H. 5559 FY 2003 Department of Transportation and Related Agencies Appropriations bill</p>	<p>LACMTA received the following earmarks from the Senate Appropriations Committee:</p> <ul style="list-style-type: none"> • \$40.485 million for Los Angeles North Hollywood extension project; • \$8.2 million for Los Angeles East Side MTA; • \$3.5 million for Los Angeles MTA Buses and Bus Facility; • \$2.5 million for Municipal Transit Operators Coalition; and, • \$2 million for Job Access/Reverse Commute program. <p>Technical Correction report language: “Sierra Madre Villa Intermodal Center Funding provided for the Sierra Madre Villa Intermodal Center in FY 02 shall also be available to the LACMTA for bus and bus-related facilities in the LACMTA service area.”</p>	<p>October 1, 2002 approved in the House Appropriations Committee</p> <p>Date for a Conference Committee TBD.</p>

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BILLS/AUTHOR	DESCRIPTION	STATUS
FY 2004 Transportation Appropriations Request	<p><u>\$70 million in Section 5309 New Starts Funding for the final design and construction of the Eastside Light Rail project.</u> This innovative light rail project would run from Union Station through East Los Angeles, serving one of the most transit-dependent areas in the City of Los Angeles.</p> <p><u>\$20 million in Section 5309 New Starts Funding for the engineering of the Mid-City/Exposition Light Rail Line project.</u> This light rail project would run from Downtown Los Angeles to Oceanside City of Santa Monica.</p> <p><u>\$20 million in Section 5309 Bus and Bus Related Discretionary Funding to assist the MTA with purchasing new alternative fuel buses and constructing bus divisions.</u> The MTA currently operates the world's largest fleet of state-of-the-art clean burning buses and is fully committed to expanding its highly successful Metro Rapid Bus program.</p> <ul style="list-style-type: none"> * \$10 million for the expansion of the Metro Rapid Bus system to serve the Van Nuys, Florence, Crenshaw, and Soto corridors. * \$10 million for Metro Bus division and facility improvements. <p><u>\$5 million in Intelligent Transportation System Funding.</u> These resources would be utilized to implement the MTA's Regional Universal Fare System (RUFS). The RUFS would permit passengers using a card imbedded with a computer chip to board all MTA buses and trains and transfer to services offered by municipal operators, paratransit and Metrolink without having to be concerned with purchasing a new fare or carrying change.</p> <p>\$21.4 million in homeland security funding and enhancements for the MTA and the Municipal Operators.</p>	<p>Status:</p> <p>PENDING</p>

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

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COUNTY OF LOS ANGELES
OFFICE OF THE COUNTY COUNSEL

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500 WEST TEMPLE STREET
LOS ANGELES, CALIFORNIA 90012-2713

LLOYD W. PELLMAN
County Counsel

Reply to:
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One Gateway Plaza
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(213) 922-2520
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April 16, 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 March 31, 2002, on the Status of Key Legal Actions Related to Federally Funded Projects.

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

Very truly yours,

LLOYD W. PELLMAN
County Counsel

By 
ALAN K. TERAOKAWA
Principal Deputy County Counsel

AKT:ibm
Attachments

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

Los Angeles County Metropolitan Transportation Authority
 Status of Key Legal Actions Related to Federally Funded MTA Projects
 Date as of March 31, 2002

CASE NAME	CASE NUMBER	GRANT NUMBER	NARRATIVE	CASE STATUS
Engineering Management Consultant ("EMC") v. MTA	BC207617	CA-03-0341, CA-90-X642 and CA-90-X575, CA-03-0392	Breach of contract case. EMC, the designer for the subway system, is suing MTA alleging breach of contract, breach of implied covenant of good faith and fair dealing and requesting declaratory relief on certain contract issues. MTA cross-complained for, among other things, breach of contract by EMC.	Settlement completed subcontractor payments ongoing.
Gerlinger (MTA) v. Parsons Dillingham MTA v. Parson Dillingham	BC150298, etc. BC179027	MOS-1 and CA-03-0341, CA-90-X642 MOS-1 and CA-03-0341, CA-90-X642	Qui Tam action. Concerns allegations of overbilling by MTA's construction Manager, Parsons-Dillingham ("PD"). County Counsel joined as prosecuting Authority for MTA. MTA has also filed its own lawsuit (BC 179027) against PD for breach of contract, fraud and accounting. In a related case, MTA filed suit against Parsons Dillingham for fraud and breach of contract in the performance of construction management services.	In Trial
Flores v. Access Service Inc., MTA, 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 ALL	MTA employees allege that MTA Drug Policy's designation of their positions, pursuant to FTA Regulations, as safety sensitive subject to random testing, violates the US and CA Constitutions. On a motion by MTA, the Dist Crt dismissed the case, holding random testing of safety sensitive employees was constitutional. The 9 th Cir reversed & remanded the case for further action concluding more info was necessary before a determination could be made as to whether the FTA Regs had properly classified the positions. Since Plaintiffs' allegations shifted from a challenge to MTA's Policy to a challenge of the underlying FTA Regs, the FTA & DOT were joined as parties.	Oral argument continued – no new date has been scheduled.

Los Angeles County Metropolitan Transportation Authority
 Status of Key Legal Actions Related to Federally Funded MTA Projects
 Date as of March 31, 2002

CASE NAME	CASE NUMBER	GRANT NUMBER	NARRATIVE	CASE STATUS
Engineering Management Consultant ("EMC") v. MTA	BC207617	CA-03-0341, CA-90-X642 and CA-90-X575, CA-03-0392	Breach of contract case. EMC, the designer for the subway system, is suing MTA alleging breach of contract, breach of implied covenant of good faith and fair dealing and requesting declaratory relief on certain contract issues. MTA cross-complained for, among other things, breach of contract by EMC.	Settlement completed subcontractor payments ongoing.
Gerlinger (MTA) v. Parsons Dillingham	BC150298, etc.	MOS-1 and CA-03-0341, CA-90-X642	Qui Tam action. Concerns allegations of overbilling by MTA's construction Manager, Parsons-Dillingham ("PD"). County Counsel joined as prosecuting Authority for MTA. MTA has also filed its own lawsuit (BC 179027) against PD for breach of contract, fraud and accounting.	In Trial
MTA v. Parson Dillingham	BC179027	MOS-1 and CA-03-0341, CA-90-X642	In a related case, MTA filed suit against Parsons Dillingham for fraud and breach of contract in the performance of construction management services.	
Flores v. Access Service Inc., MTA, <u>et al.</u>	CV00-12188	ALL	Western Law Center for Disability Rights filed suit against Access Services Inc., the paratransit provider in Los Angeles County, alleging failure to provide comparable paratransit service in violation of the ADA. Previously Plaintiffs filed similar claims with FTA's OCR and OCR found no violation of the ADA.	Discovery; class certification granted. Settlement discussions underway.
Gonzalez, <u>et al.</u> v. MTA, et al.	CV96-2785 (JMI)	ALL ALL	MTA employees allege that MTA Drug Policy's designation of their positions, pursuant to FTA Regulations, as safety sensitive subject to random testing, violates the US and CA Constitutions. On a motion by MTA, the Dist Crt dismissed the case, holding random testing of safety sensitive employees was constitutional. The 9 th Cir reversed & remanded the case for further action concluding more info was necessary before a determination could be made as to whether the FTA Regs had properly classified the positions. Since Plaintiffs' allegations shifted from a challenge to MTA's Policy to a challenge of the underlying FTA Regs, the FTA & DOT were joined as parties.	Oral argument continued – no new date has been scheduled.

Gonzalez, <u>et al.</u> v. MTA, et al.	CV97-5833 (JMI)		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.
Hanneken v. MTA; Universal Hyundai v. MTA; Nhut Dang v. MTA; Hollywood Edgemont v. MTA; Weber v. MTA	BC116625 BC142385 BC153683 BC148113 BC163711	CA-03-0341, CA-90-X642; CA-90-X575, CA-03-0392; CA-03-0341, CA-90-X642; CA-03-0341, CA-90-X642; CA-90-X575, CA-03-0392	These cases involve owners, merchants and tenants who claimed damages caused by MTA construction. All of the cases expect Weber have been settled by the MTA's insurance or have been litigated in favor of the MTA. Two cases are on appeal. Runyon Canyon property owners (<u>Weber</u>) claim a diminution in property values because of the presence of the Red Line Tunnels beneath their properties. There is an agreement to submit this case to a private trial. No trial date has been set.	Partially Settled.
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.	9 th Circuit has affirmed district court order and Supreme Court denied petitioned for <u>certiorari</u> . Matter will be remanded to the special master for further determination.

Gonzalez, et al. v. MTA, et al.	CV97-5833 (JMI)		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.
Hanneken v. MTA; Universal Hyundai v. MTA; Nhut Dang v. MTA; Hollywood Edgemont v. MTA; Weber v. MTA	BC116625 BC142385 BC153683 BC148113 BC163711	CA-03-0341, CA-90-X642; CA-90-X575, CA-03-0392; CA-03-0341, CA-90-X642; CA-03-0341, CA-90-X642; CA-90-X575, CA-03-0392	These cases involve owners, merchants and tenants who claimed damages caused by MTA construction. All of the cases expect Weber have been settled by the MTA's insurance or have been litigated in favor of the MTA. Two cases are on appeal. Runyon Canyon property owners (<u>Weber</u>) claim a diminution in property values because of the presence of the Red Line Tunnels beneath their properties. There is an agreement to submit this case to a private trial. No trial date has been set.	Partially Settled.
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.	9 th Circuit has affirmed district court order and Supreme Court denied petitioned for <u>certiorari</u> . Matter will be remanded to the special master for further determination.

LACMTA v. Neoplan	BC232584	ALL	MTA filed suit in June 00 against Neoplan, Cummins Engine Co., Cummins Distributing, Inc., <u>et al.</u> alleging breach of contract, negligence, etc. arising out of deficiencies in over 600 buses supplied to MTA since 95. The deficiencies have occurred in the series 4500, 4700, 6300 & 6700 buses. Deficiencies principally involve the fuel supply and power train. Venue is Orange Co., Ca.	Discovery - partial settlement with Recaro Seat Co. Settlement discussions underway. Mediation set for 06/03 Cummins.
MTA v. Argonaut; Argonaut v. MTA	BC171636 BC156601	MOS-1, CA-03-0341, CA-90-X642, CA-90-X575, CA-03-0392	MTA is in litigation with its carrier to determine the number of deductibles owed for Argonaut's insurance coverage on the Red Line Project. MTA alleges bad faith by Argonaut in administering MTA's insurance coverage on the Red Line.	First phase trial set for 06/30/03.
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.





**Metropolitan
Transportation
Authority**

One Gateway Plaza
Los Angeles, CA
90012-2952

March 26, 2003

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

RE: MTA WORKERS COMPENSATION QUARTERLY REPORT

Dear Mr. Rogers:

In compliance with your request, please find attached the second quarter FY03 report covering the time period of October-December 2002. The four areas of focus continue to be:

- Present accident and Injuries
- Improve accident and injury processes
- Return injured personnel to work and resolve claims quickly
- Prevent and prosecute fraud

Please contact me at (213) 922-4976 with any questions.

Sincerely,

Michael A. Koss
Executive Officer of Risk Management and Safety



**OPERATIONS COMMITTEE
MARCH 20, 2003**

**Metropolitan
Transportation
Authority**

One Gateway Plaza
Los Angeles, CA
90012-2952

**SUBJECT: SAFETY'S FIRST PROGRAM AND WORKERS'
COMPENSATION STATUS**

ACTION: RECEIVE AND FILE

RECOMMENDATION

Receive and file Safety's First Program and Workers' Compensation status report for the period covering October 2002 through December 2002.

ISSUE

Per Board direction, staff provides a quarterly status report on safety and workers' compensation. Starting this month, the report format has been revised to describe progress in specific focus areas.

DISCUSSION

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

- Prevent employee and customer accidents and injuries
- Improve incident investigation procedures and the handling of claims
- Improve the Transitional Duty Return to Work Program
- Expand the internal Special Investigation Unit's role in prevention and prosecution of claims fraud

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

Prevent Employee and Customer Accidents and Injuries

Injury and accident prevention is by far the most effective strategy to ensure that employees remain healthy and at work, customers enjoy a safe transit ride, and the agency maintains control over its workers' compensation costs.

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

- **San Fernando:** Division 8 Maintenance initiated a new safety incentive program with specific goals and prizes to drive down lost time injuries. Results will be reported in a later report.
 - **San Gabriel Valley:** The Sector's current focus is on incident investigations, and a detailed program/training has been developed that is targeted towards front line supervisors. Local Safety Committees are functioning effectively. The observation feedback program has been fully implemented with over 90% participation. The General Manager receives a weekly status report on safety activities, and progress is discussed at all staff meetings.
 - **Rail:** To raise safety awareness among customers, Rail Operations began displaying safety messages on the variable message signs in stations targeting the most commonly occurring incidents. Rail continues to stress safety skills training for all frontline employees. Nearly 46% have participated to date.
- Corporate Safety**
- To ensure preparedness and raise employee awareness, Corporate Safety planned and implemented emergency evacuation drills at 5 divisions and the headquarters facility; developed division emergency and hazardous material site plans for publication in the third and fourth quarters of the fiscal year; developed a critical injury response program for major rail incidents in support of operators and staff affected by significant trauma.
 - To promote inter-agency coordination in the event of an emergency, planned and implemented two multi-agency drills to simulate a major incident at Union Station and coordinated MTA's participation in Los Angeles County sponsored emergency exercise held in November.
 - Responded to the California Public Utilities Commission (CPUC) safety audit and coordinated activities with the rail safety professionals.
 - To identify compliance with regulations, training needs and other areas for improvement, initiated audits of the agency's Illness and Injury Prevention Program and OSHA record keeping.

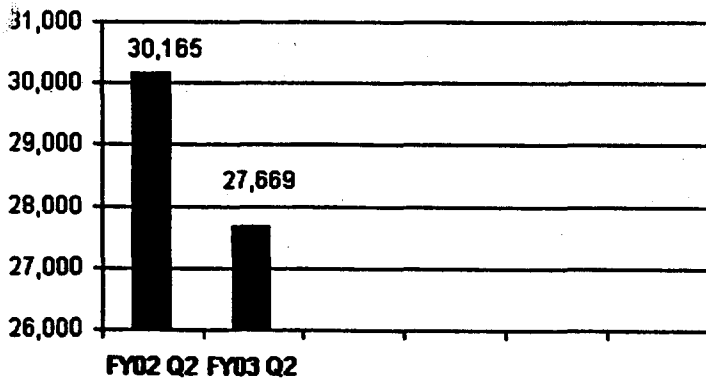
The costs associated with medical, indemnity and all related claim expenses in the first two quarters of Fiscal Year 2003 have decreased \$997,645 (5%) compared to the same two quarters in Fiscal Year 2002.

As shown below, the number of lost workdays paid declined 8.3%, the number of lost work days per 100 employees declined 7.6%, and the number of new workers' compensation claims reported declined 28.5%, as compared to the same quarter in Fiscal Year 2002.

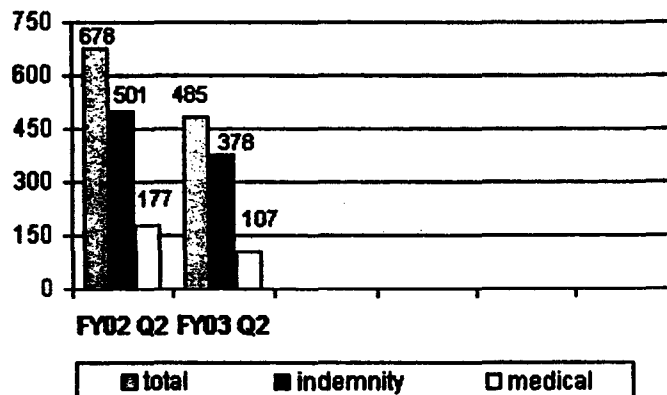
Workers' Compensation Summary

Workers' Compensation	FY02 Q2			FY03 Q2		
# Lost Work Days Paid	30,165	27,669	-8.3%	28,376	27,669	-2.5%
# Lost Work Days per 100 Empl	325.7	301.0	-7.6%	309.8	301.0	-2.8%
# New Claims Reported :						
indemnity	501	378	-24.6%	403	378	-6.2%
medical	177	107	-39.5%	132	107	-18.9%
total	678	485	-28.5%	535	485	-9.3%

Agency-Wide Lost Work Days Paid



Agency-Wide New WC Claims Reported



By the end of December 2002, the agency had a total of 5,044 open workers' compensation claims. This includes claims originating from the Traveler's Self-Insured period (pre-September 1998), the Traveler's 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.

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

In cases where a potential fraud is suspected, the internal Special Investigations Unit (SIU) has begun to provide data mining and continues its field investigative services. The MTA continues to contract with a panel of eight firms to conduct sub rosa investigations.

Quarterly progress in this area are summarized below and detailed in Attachment C.

- SIU reviewed 204 referrals/claims in the 2nd Quarter, which has resulted in 5 cases being referred to the District Attorney's (DA) office for criminal review. An additional 20 remain under active assessment. The DA continues to review selected cases, but has taken no action to date.
- SIU developed, with the cooperation of County Counsel, a special "Help Stop Workers' Compensation Fraud at MTA" flier to be placed in each employees payroll envelope and distributed via postings in March 2003 (Attachment D).

Next Steps

Staff will continue implementation of the programs and activities discussed above and report back on progress achieved in the third quarter.

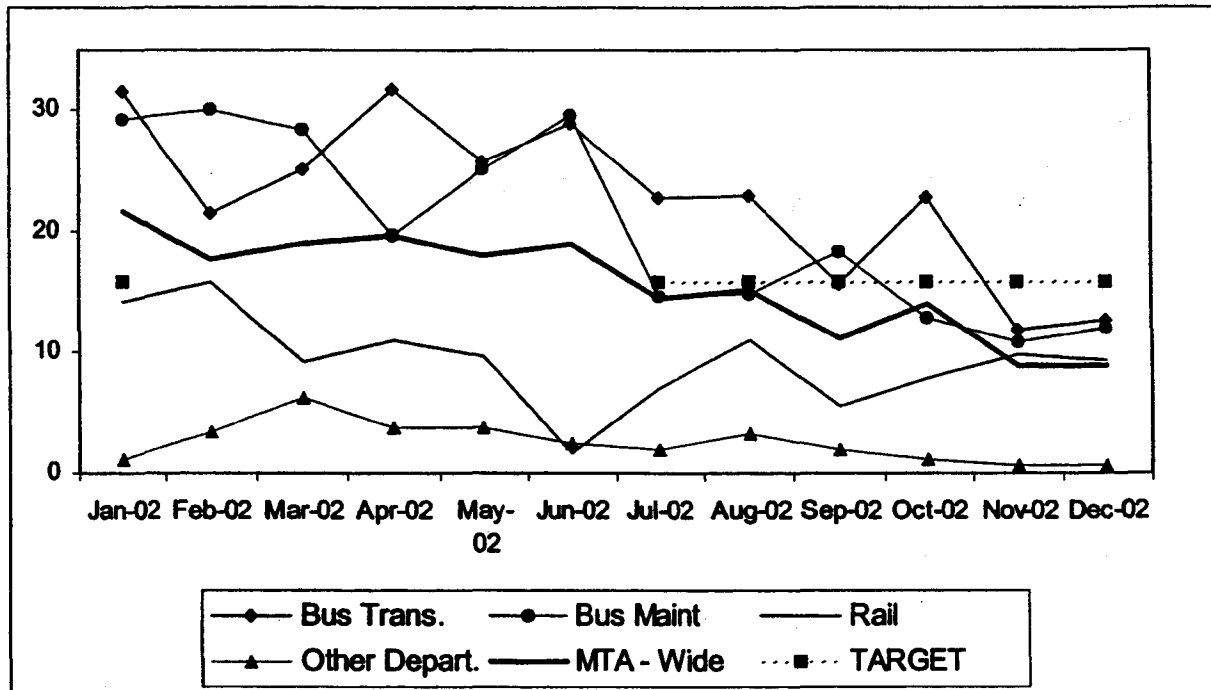
ATTACHMENTS

- A. OSHA Recordable Injury/Illnesses per 200,000 Exposure Hours (1/02-12/02)
- B. Bus Accidents/100,000 Hub Miles; Rail Accidents/100,000 Revenue Train Miles (1/02 – 12/02)
- C. Special Investigations Unit (SIU) – Second Quarter FY03
- D. Flier: Help Stop Workers' Compensation Fraud at MTA

Prepared by: Michael A. Koss, Executive Officer
Risk Management and Corporate Safety

ATTACHMENT A

Occupational Safety and Health Administration (OSHA) Recordable Injuries/Illnesses*
Per 200,000 Exposure Hours



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

Special Investigations Unit (SIU) - Second Quarter FY03

In October 2002, a strategic action plan was developed for the SIU and presented to the Executive Officer. As a result, the SIU has experienced changes in its organization and focus:

- The SIU transferred its reporting from Corporate Safety to Risk Management under Claims. This move enhances the working structure of the SIU by adding staff to assist the SIU. A claims examiner and an administrative aide will be dedicated full time to work with the SIU strictly on cases warranting investigation.
- The SIU has researched and begun developing a program to focus its direction of investigation by adding data mining resources to the SIU. Six different technical data information services are being considered for implementation in January 2003. With the anticipated new data mining capabilities on-line, the SIU expects to conduct more intensive investigation of all claims with potential for fraud.
- The SIU began to network with other special investigative units both public and private, in an effort to pursue proven methods of investigation and criminal prosecution of suspected fraudulent workers' compensation claims.
- The SIU became responsible for being the conduit for all investigations stemming from claims examiner requests for AOE/COE investigation, activities checks and surveillance. The SIU is focusing on the quality of work received from the contracted investigation panel of vendors, as well as monitoring and containing costs at an appropriate level.

Other activities in the reporting period included attending the Workers' Compensation Appeals Board (WCAB) hearings/trials on cases already assigned to the SIU for possible criminal prosecution, and attending injury claims review meetings where a total of 97 claims were reviewed.

The SIU and MTA's County Counsel met with the Los Angeles District Attorney's (DA) Office on November 22, 2002 to present and review five potential fraud cases for criminal filing. Of the five only two warranted further investigation. Both cases remain open, and the DA has taken no action to date.

Scorecard for Second Quarter FY2003

Cases Opened	4
Cases Closed	13
Total Cases Active at the end of the Quarter	20
Claims denied based on investigation	1
Cases referred for criminal review by the District Attorney's Office	5
Cases recommended for administrative disciplinary action	1
Cases Reviewed (<i>Denials/AOE/COE/Surveillance/Historical data, etc.</i>)	204
Total hours of Surveillance investigation	113



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

STATUS REPORT AS OF 03/31/03

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

Wilshire/Western Station - Staff is currently negotiating the lease agreements with the developer, Wilshire Entertainment Center, LLC to construct a mixed-use development encompassing 50,800 sq. ft. of retail and restaurants, 200 apartment units (20% affordable), a 700-space parking garage, and 14-bus layover facility. In addition, the developer proposes to add 110,000 square feet of self-storage facility directly above the bus layover on 6th Street.

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 enhanced transit station. Although there has been a potential delay in funding, the construction is expected to occur in 2004-2005.

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

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

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

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

1. Parcels A1-015, A1-016,

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

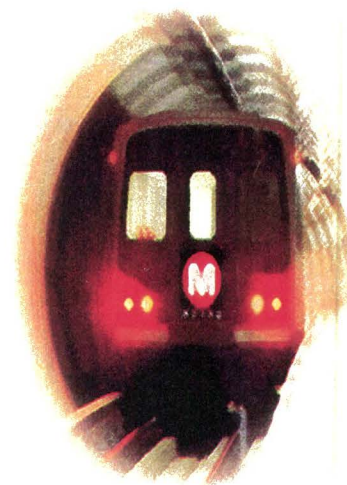
2. Parcel A1-209, A1-211, A1-220, A1-221/225, A1-222 and A1-224 - Alvarado Station

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

**TRANSIT OPERATIONS
PERFORMANCE REPORT**



Metro Operations Monthly Performance Report for March 2003



Prepared by:

Los Angeles County
Metropolitan Transportation Authority
Metro Operations, Service Performance Analysis



Table of Contents

	Page
San Fernando Valley Sector (SFV)	3
San Gabriel Valley Sector (SGV)	7
Gateway Cities Sector (GC)	11
South Bay Sector (SB)	15
Westside/Central Sector (WC)	19
Rail Performance	23
On-time Service	
In-Service On-Time Performance	
Schedule Revenue Service Hours Delivered	
Mean Miles Between Chargeable Mechanical Failures	
Rail Cleanliness	
Bus Service Performance Systemwide	30
On-Time Pullout Percentage	
Outlates and Cancellations by Division	
In-Service On-Time Performance	
Scheduled Revenue Service Hours Delivered	
Maintenance Performance	34
Mean Miles Between Chargeable Mechanical Failures	
Past Due Critical Preventive Maintenance Program	
Bus Cleanliness	
Attendance	38
Maintenance Attendance	
Safety Performance	39
Bus Accidents per 100,000 Hub Miles	
Rail Accidents per 100,000 Revenue Train Miles	
Customer Satisfaction	42
Complaints per 100,000 Boardings	
New Workers' Compensation Claims	43
New Workers' Compensation Claims per 100 Employees	























San Fernando Valley Sector Scorecard Overview (SFV)


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


This report gives a brief overview of sector operations':

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

Measurement	FY01	FY02	FY03 Target	FY03 YTD	Mar. Month	Status
Bus Systemwide						
On-Time Pullouts (system)	99.36%	99.61%	100%	99.65%	99.43%	
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	4,808	5,415	6,500	7,055	6,721	
In-Service On-time Performance	63.71%	64.88%	70.00%	69.24%	69.14%	
Bus Traffic Accidents Per 100,000 Miles	3.99	3.91	2.70	3.81	3.47	
Complaints per 100,000 Boardings	3.11	3.54	3.00	4.22	4.72	
SFV Sector						
On-Time Pullouts (system)	N.A.	99.45%	100%	99.76%	99.77%	
Mean Miles Between Chargeable Mechanical Failures	N.A.	4,646	6,500	8,566	11,714	
In-Service On-time Performance	N.A.		70.00%	67.72%	65.43%	
Bus Traffic Accidents Per 100,000 Miles	N.A.	3.09	2.70	2.89	2.58	
Complaints per 100,000 Boardings	N.A.	3.43	3.00	6.42	6.98	
Division 8						
On-Time Pullouts (system)	99.40%	99.57%	100%	99.80%	99.78%	
Mean Miles Between Chargeable Mechanical Failures	6,637	5,775	6,500	9,169	16,887	
In-Service On-time Performance	65.59%	67.88%	70.00%	70.20%	67.05%	
Bus Traffic Accidents Per 100,000 Miles	3.02	3.22	2.70	2.93	2.58	
Complaints per 100,000 Boardings	3.26	3.16	3.00	6.96	6.64	
Division 15						
On-Time Pullouts (system)	98.97%	99.37%	100%	99.73%	99.76%	
Mean Miles Between Chargeable Mechanical Failures	2,871	4,514	6,500	8,182	9,697	
In-Service On-time Performance	65.32%	62.51%	70.00%	66.70%	64.82%	
Bus Traffic Accidents Per 100,000 Miles	3.25	3.01	2.70	2.86	2.58	
Complaints per 100,000 Boardings	4.05	3.58	3.00	6.11	7.18	

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

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

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

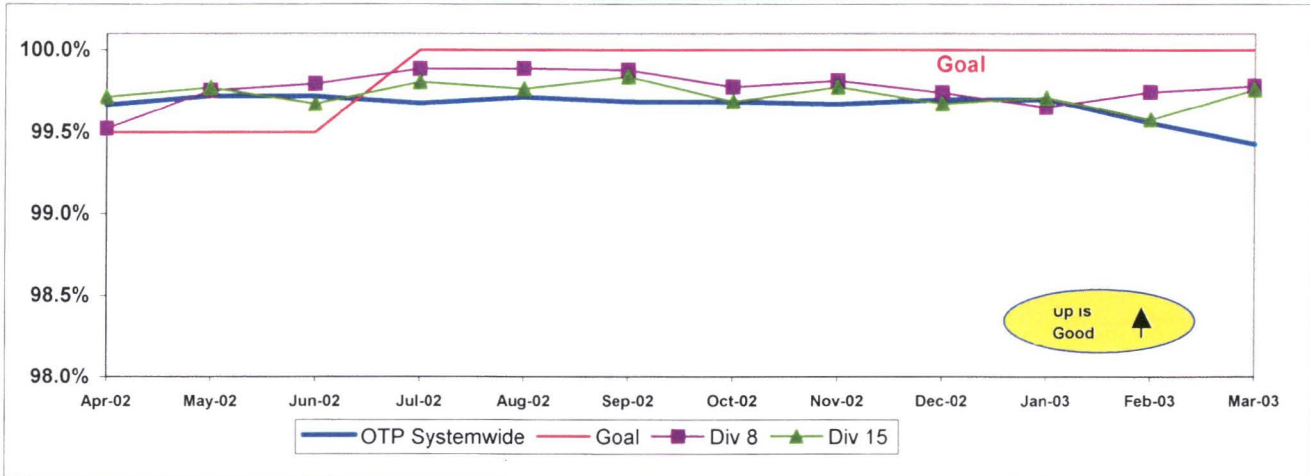
SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

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

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

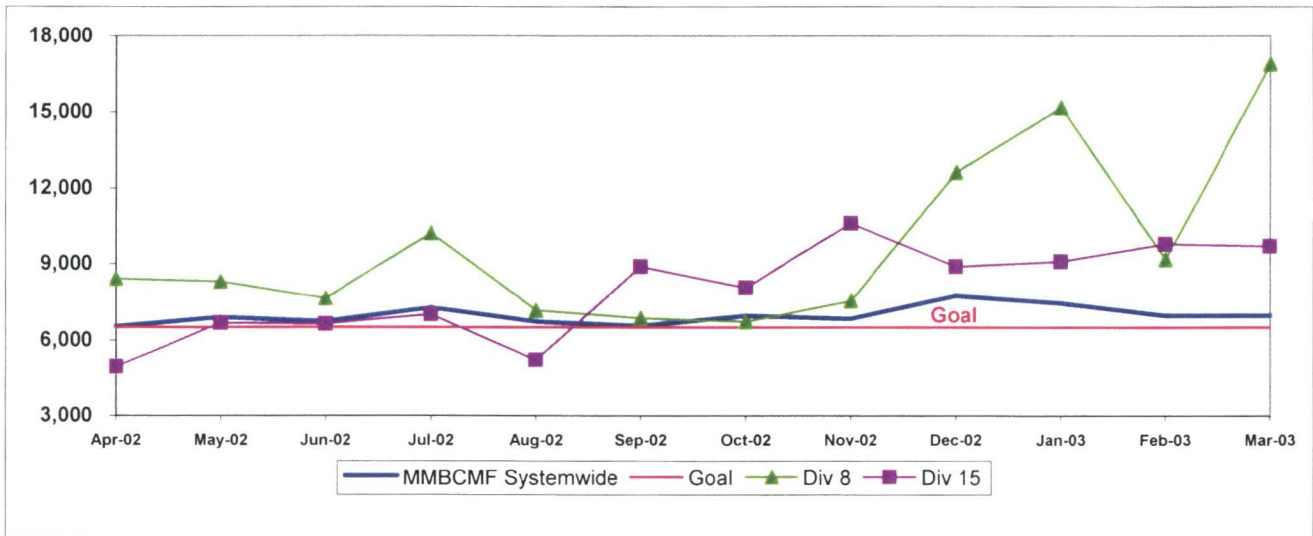
OTP Systemwide and Divisions 8 and 15



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

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

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



Outlates & Cancellations by Sector's Divisions

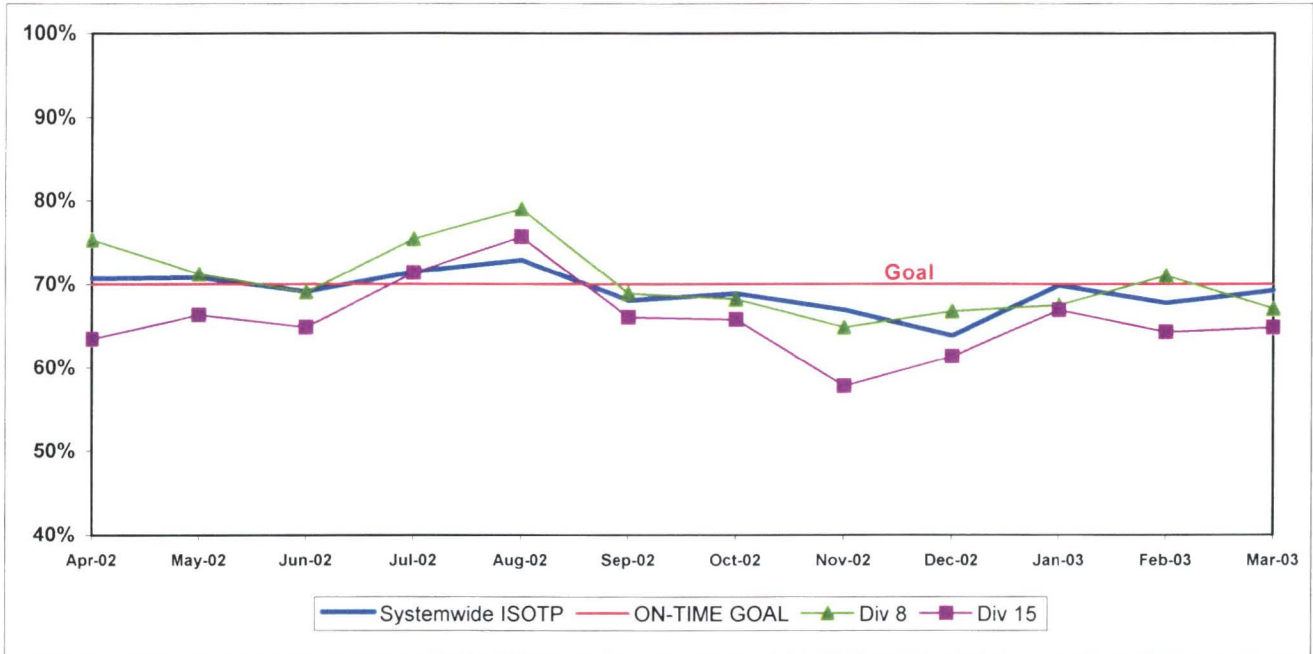
Div.	Sched. Pull-Outs	CANCELLATIONS		OUTLATES		% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS		
		Number	% of Pull-outs	Number	% of Pull-outs			No Operator Available	Bus Mechanical Failure	Other
San Fernando Valley (SFV)										
8	5063	0	0.00%	11	0.22%	2.69%	99.77%	0	11	0
15	7124	0	0.00%	17	0.24%	4.16%	99.76%	0	16	1
SYS. TOTAL	71356	143	0.20%	266	0.37%	100.00%	99.43%	184	194	53

IN-SERVICE ON-TIME PERFORMANCE

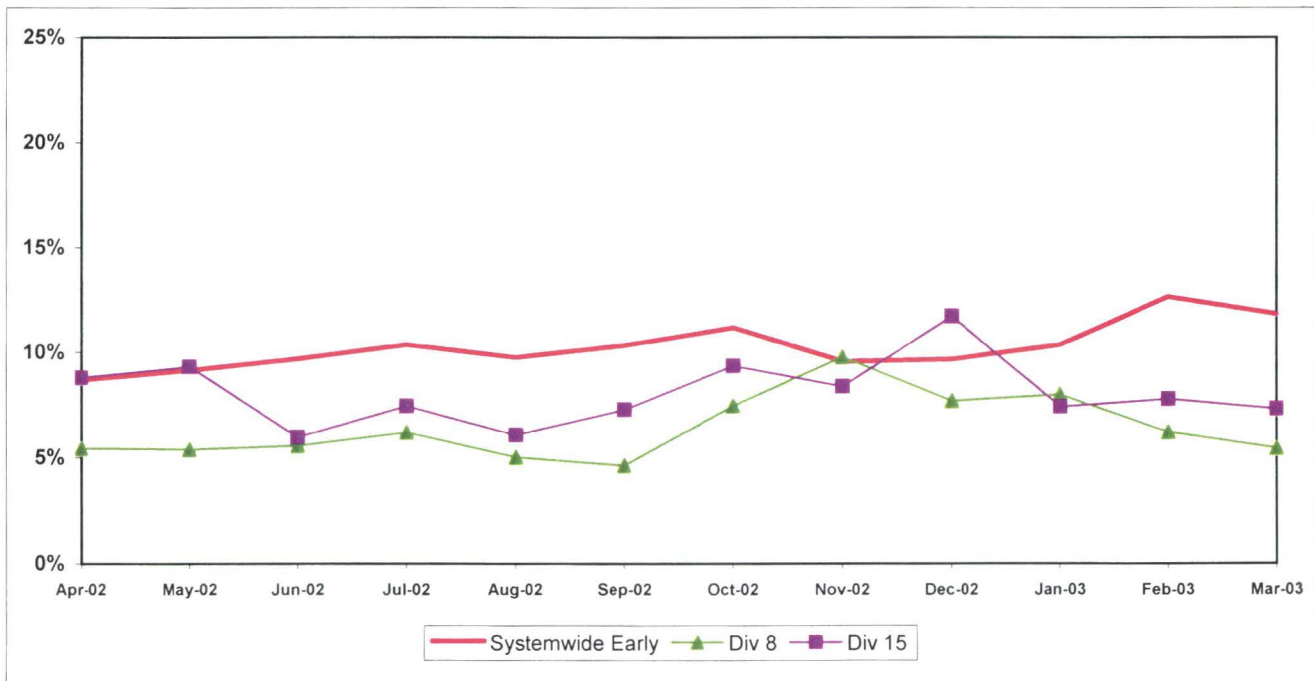
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



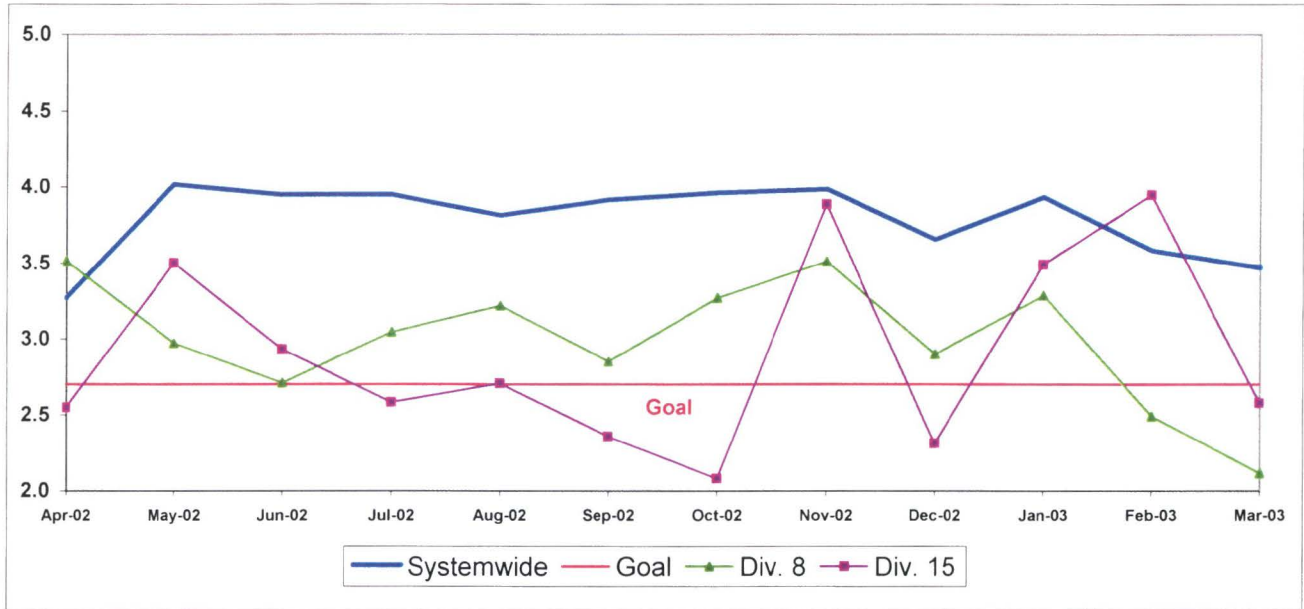
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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

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

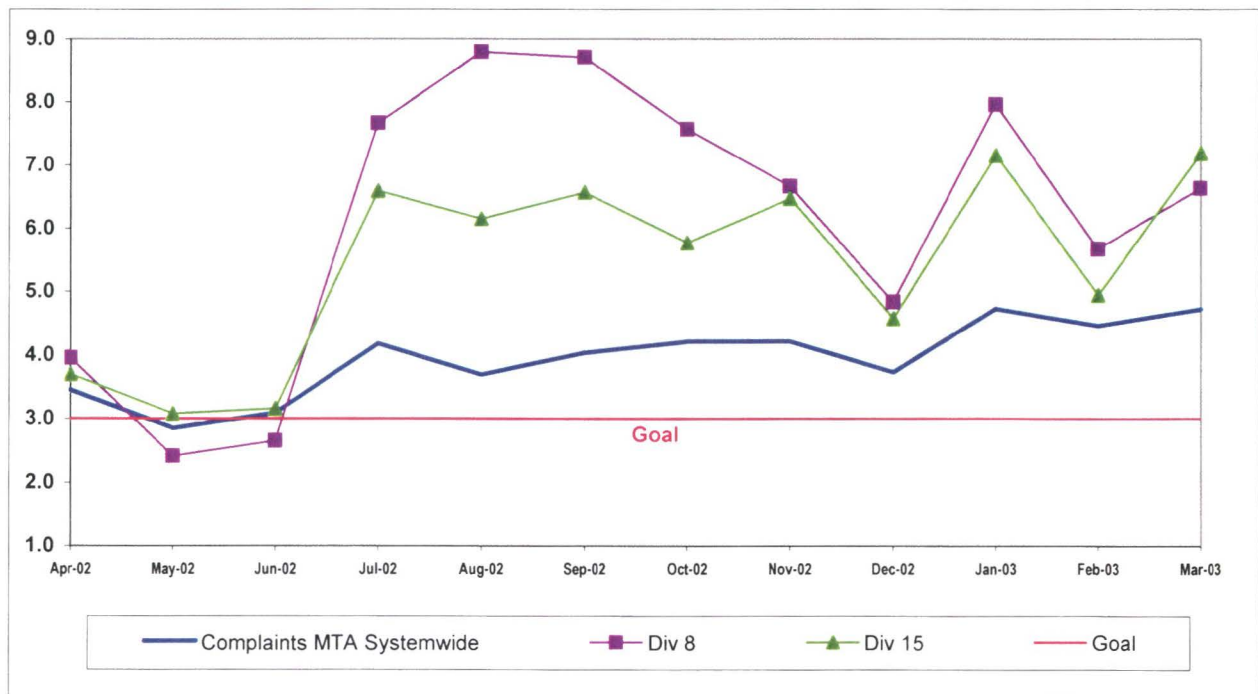
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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

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

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

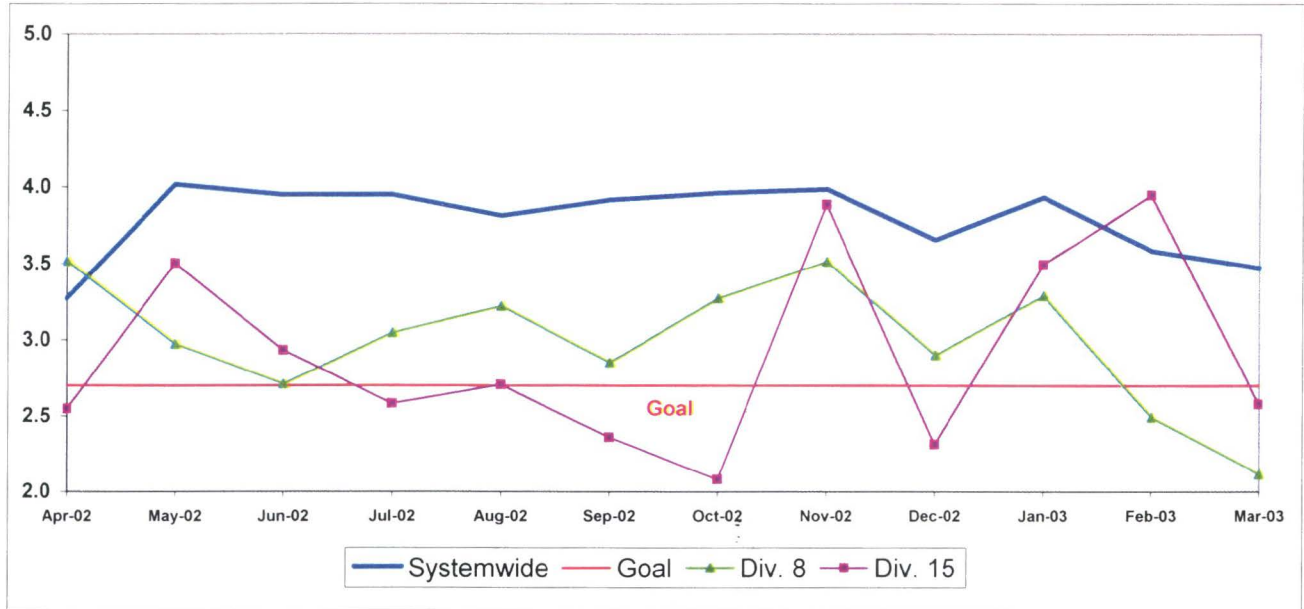


BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

Systemwide and Bus Operating Divisions 8 and 15

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

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

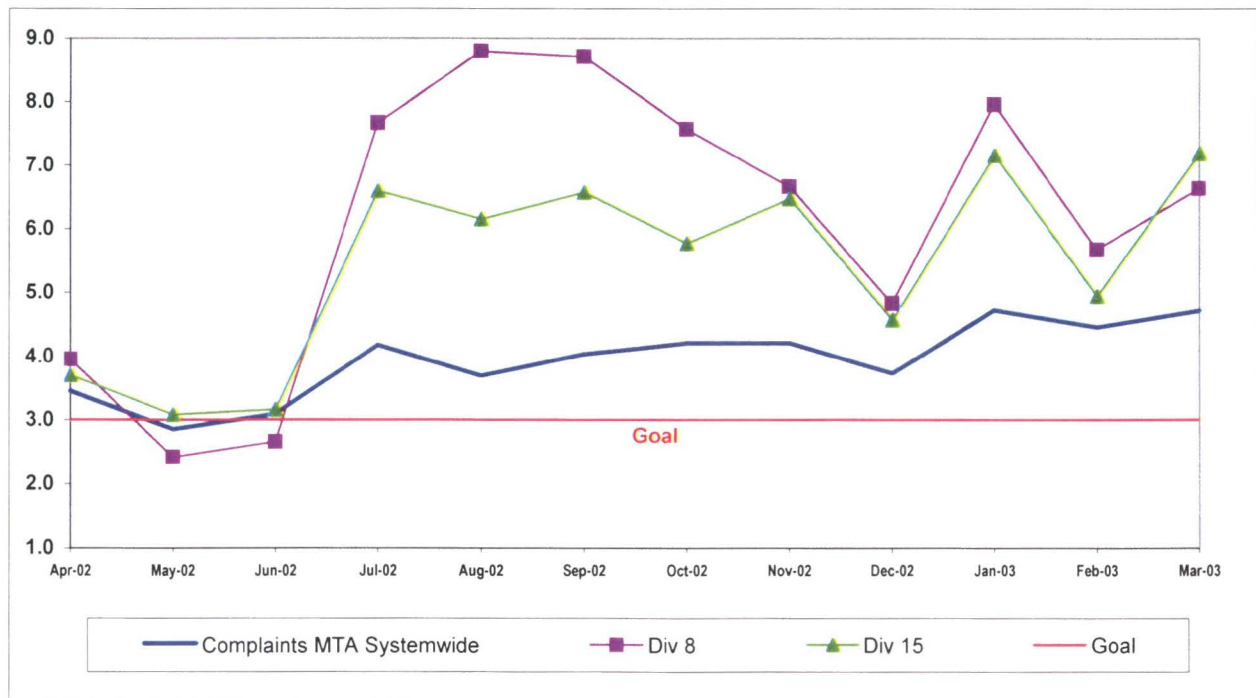


COMPLAINTS PER 100,000 BOARDINGS

Systemwide and Bus Operating Divisions 8 and 15

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

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



San Gabriel Valley Sector Scorecard Overview (SGV)


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


This report gives a brief overview of sector operations':

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

Measurement	FY01	FY02	FY03 Target	FY03 YTD	Mar. Month	Status
Bus Systemwide						
On-Time Pullouts (system)	99.36%	99.61%	100%	99.65%	99.43%	Yellow
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	4,808	5,415	6,500	7,055	6,721	Green
In-Service On-time Performance	63.71%	64.88%	70.00%	69.24%	69.14%	Yellow
Bus Traffic Accidents Per 100,000 Miles	3.99	3.91	2.70	3.81	3.47	Red
Complaints per 100,000 Boardings	3.11	3.54	3.00	4.22	4.72	Red
SGV Sector						
On-Time Pullouts	N.A.	99.71%	100%	99.78%	99.77%	Yellow
MMBCMF	N.A.	6,708	6,500	7,886	7,152	Green
In-Service On-time Performance	N.A.		70%	69.69%	68.82%	Yellow
Bus Traffic Accidents Per 100,000 Miles	N.A.	3.23	2.70	3.41	3.66	Red
Complaints per 100,000 Boardings	N.A.	3.13	3.00	3.62	4.10	Yellow
Division 3						
On-Time Pullouts	99.60%	99.69%	100%	99.71%	99.69%	Yellow
MMBCMF	4,505	5,538	6,500	5,925	5,346	Yellow
In-Service On-time Performance	67.86%	68.70%	70%	70.42%	70.53%	Green
Bus Traffic Accidents Per 100,000 Miles	4.63	3.96	2.70	4.31	4.33	Red
Complaints per 100,000 Boardings	2.35	2.61	3.00	3.10	3.48	Yellow
Division 9						
On-Time Pullouts	99.53%	99.72%	100%	99.86%	99.86%	Yellow
Mean Miles Between Chargeable Mechanical Failures	6,181	8,336	6,500	11,441	10,338	Green
In-Service On-time Performance	68.22%	64.56%	70.00%	68.01%	64.90%	Yellow
Bus Traffic Accidents Per 100,000 Miles	2.31	2.56	2.70	2.48	4.73	Yellow
Complaints per 100,000 Boardings	3.82	3.90	3.00	4.43	4.98	Red

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

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

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

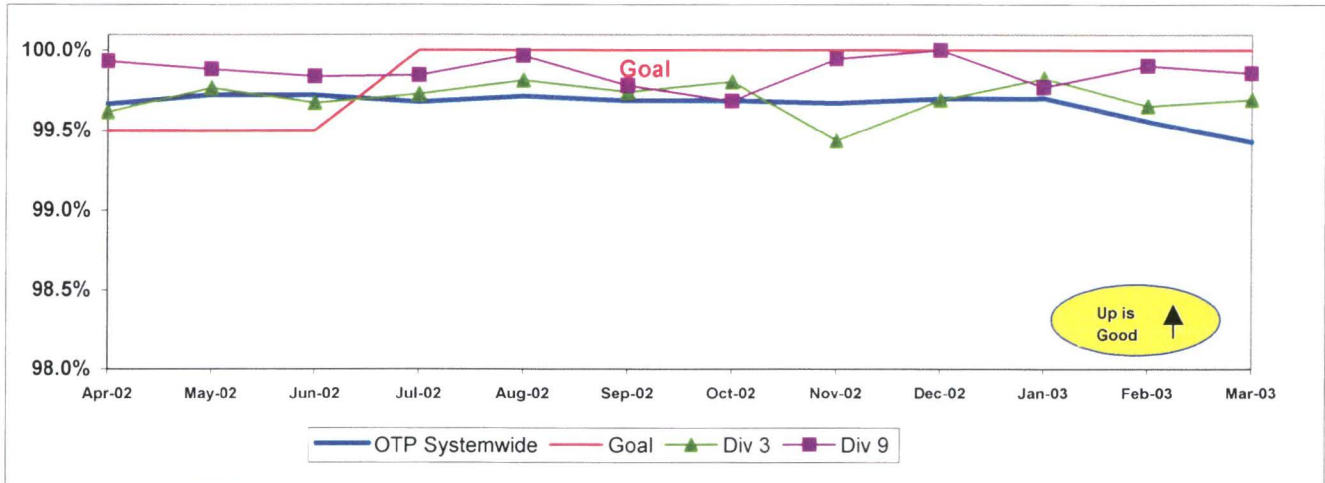
SAN GABRIEL VALLEY SECTOR (SGV) BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

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

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

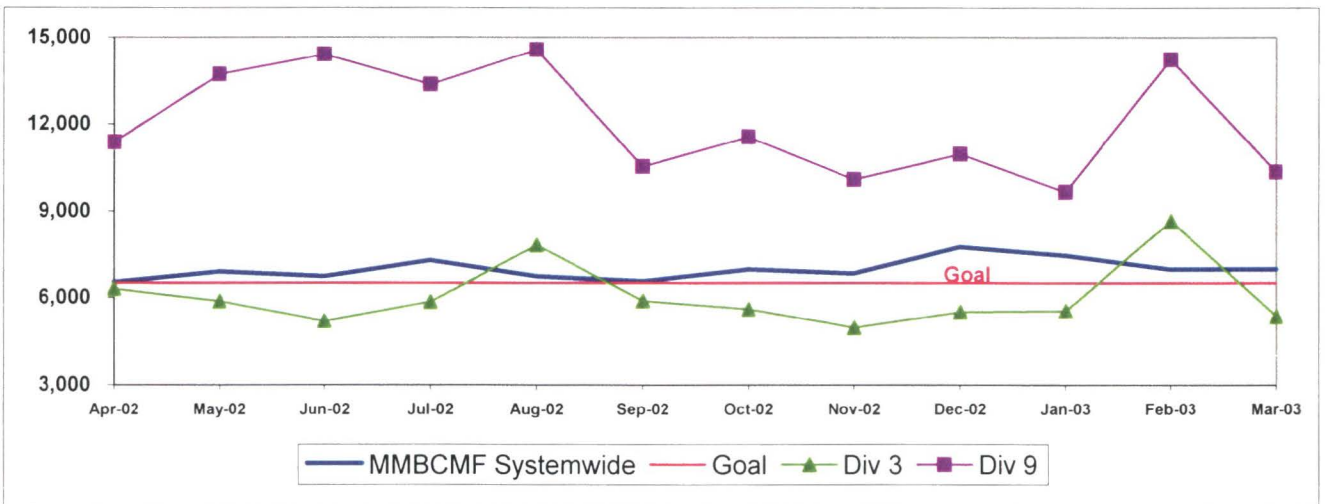
OTP - Systemwide and Divisions 3 and 9



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

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

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



Outlates & Cancellations by Sector Division

Div.	Sched. Pull-Outs	CANCELLATIONS		OUTLATES		% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS		
		Number	% of Pull-outs	Number	% of Pull-outs			No Operator Available	Bus Mechanical Failure	Other
San Gabriel Valley (SGV)										
3	6161	1	0.02%	18	0.29%	4.65%	99.69%	2	12	5
9	5563	1	0.02%	7	0.13%	1.96%	99.86%	1	4	3
SYS. TOTAL	71356	143	0.20%	266	0.37%	100.00%	99.43%	184	194	53

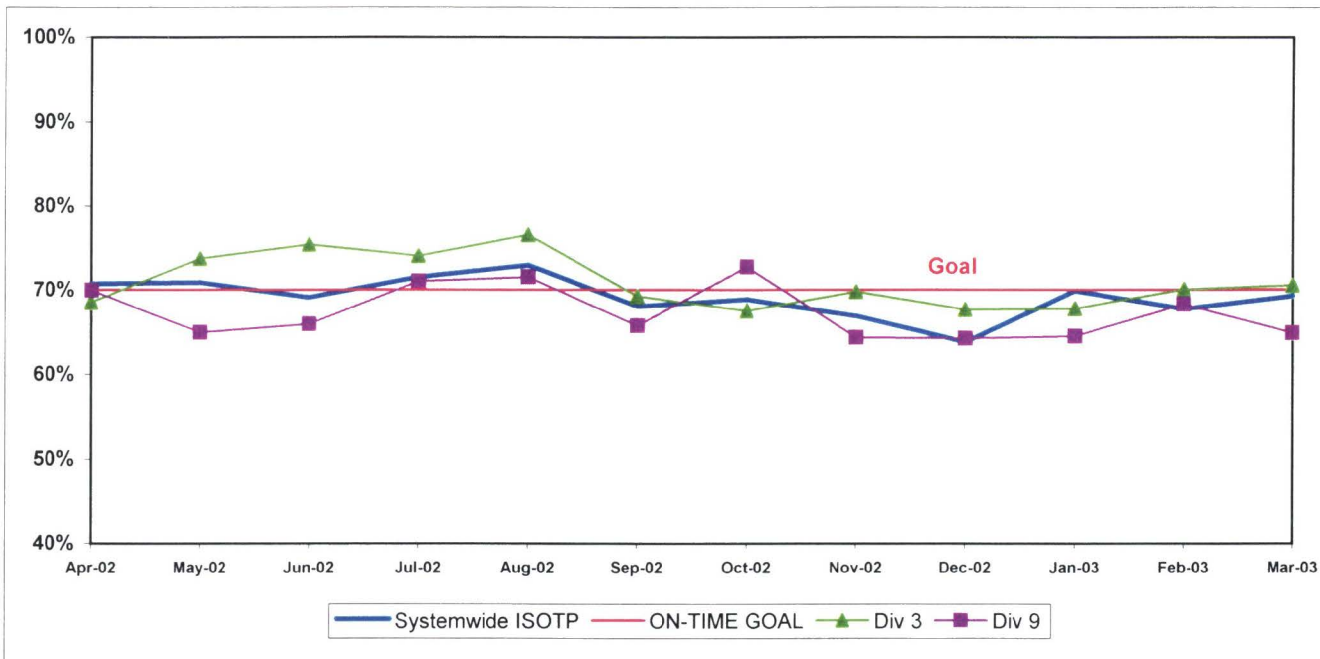
SGV SECTOR BUS SERVICE PERFORMANCE - Continued

IN-SERVICE ON-TIME PERFORMANCE

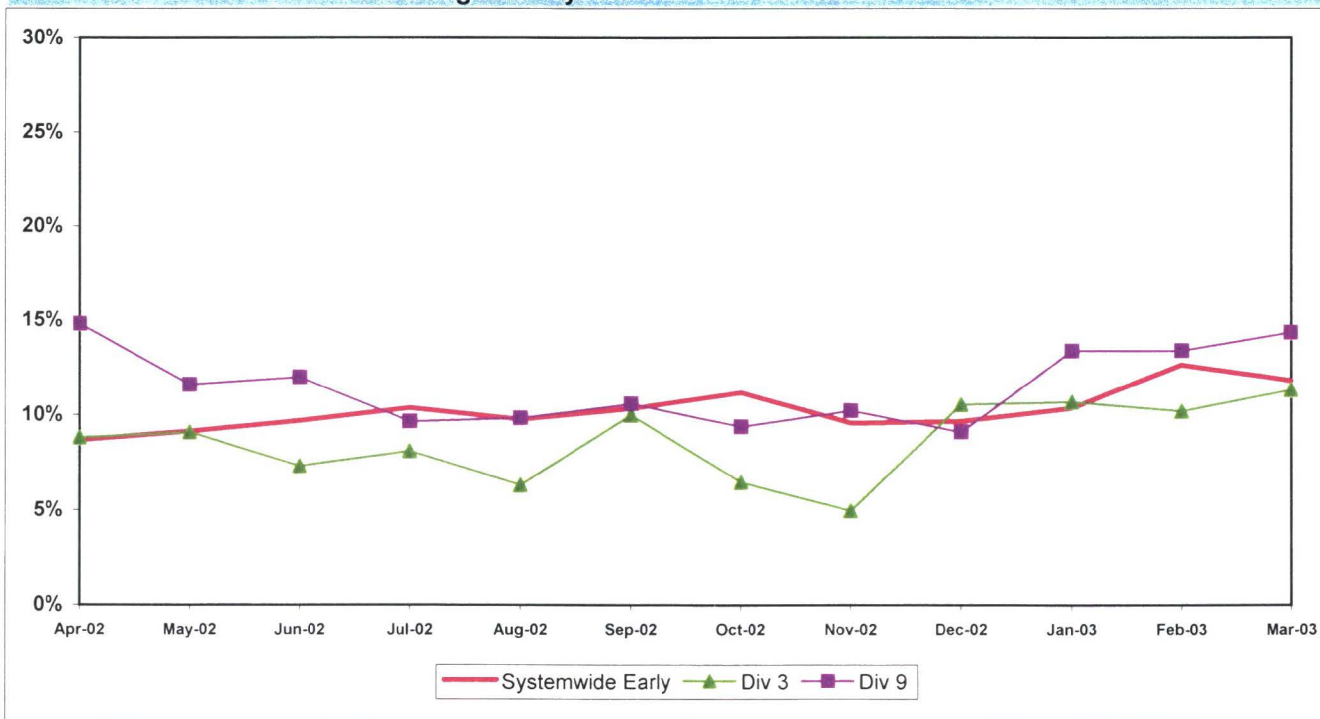
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

Calculation: ISOTP% = 1 - ((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

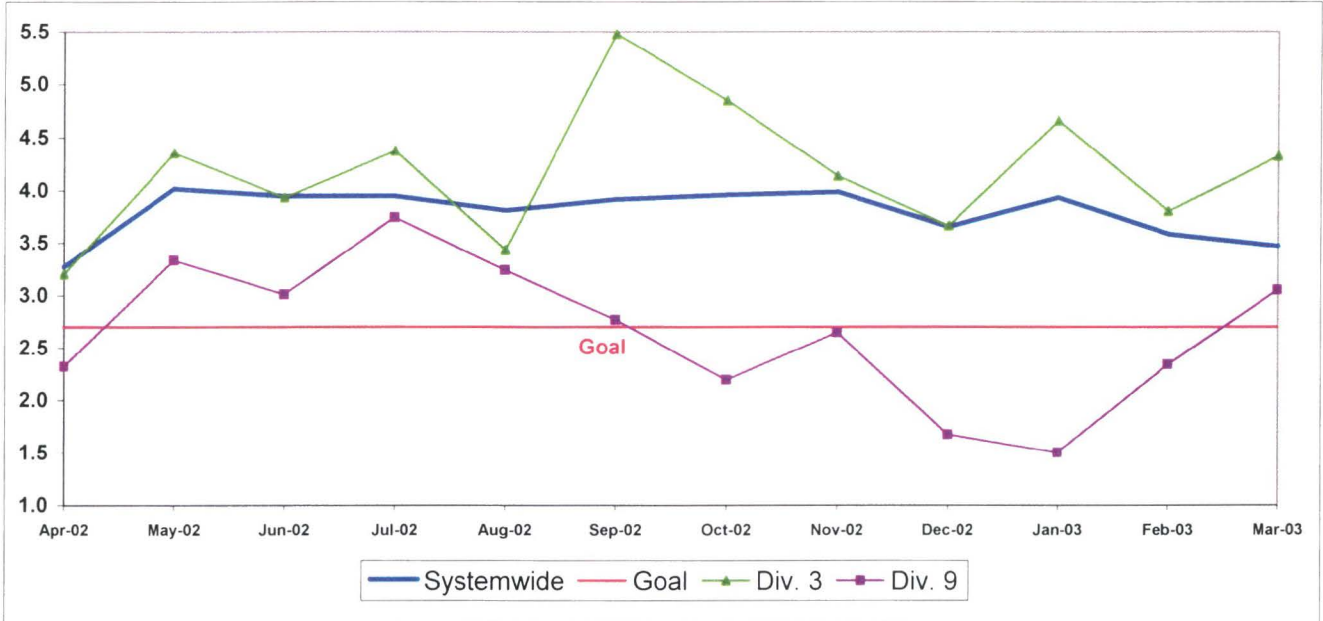


SGV SECTOR BUS SERVICE PERFORMANCE - Continued

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

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

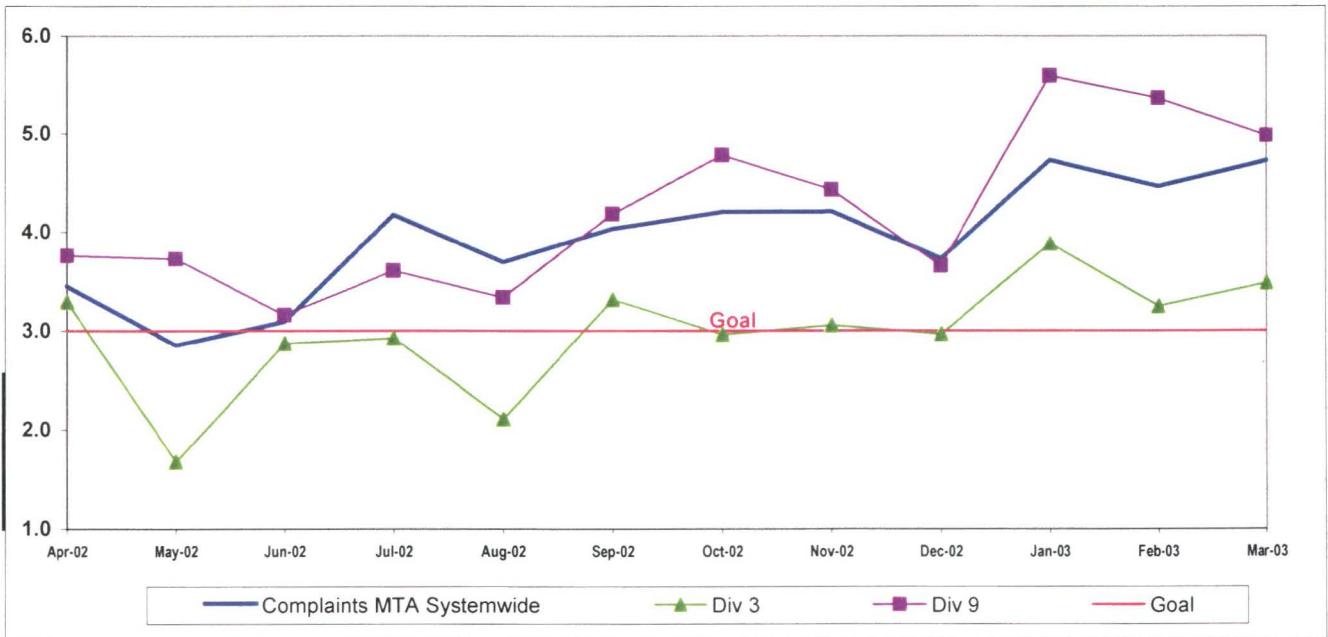
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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

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

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



Gateway Cities Sector Scorecard Overview (GC)

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

This report gives a brief overview of sector operations':

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

Measurement	FY01	FY02	FY03 Target	FY03 YTD	Mar. Month	Status
Bus Systemwide						
On-Time Pullouts (system)	99.36%	99.61%	100.00%	99.65%	99.43%	
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	4,808	5,415	6,500	7,055	6,721	
In-Service On-time Performance	63.71%	64.88%	70.00%	69.24%	69.14%	
Bus Traffic Accidents Per 100,000 Miles	3.99	3.91	2.70	3.81	3.47	
Complaints per 100,000 Boardings	3.11	3.54	3.00	4.22	4.72	
GC Sector						
On-Time Pullouts	N.A.	99.64%	100%	99.77%	99.86%	
MMBCMF	N.A.	6,726	6,500	7,692	9,411	
In-Service On-time Performance	N.A.		70%	74.46%	77.59%	
Bus Traffic Accidents Per 100,000 Miles	N.A.	4.49	2.70	4.02	3.60	
Complaints per 100,000 Boardings	N.A.	2.07	3.00	2.63	2.59	
Division 1						
On-Time Pullouts	99.69%	99.84%	100%	99.83%	99.82%	
MMBCMF	2,036	8,510	6,500	10,075	9,648	
In-Service On-time Performance	70.78%	74.95%	70%	78.29%	80.16%	
Bus Traffic Accidents Per 100,000 Miles	4.50	4.51	2.70	3.17	2.94	
Complaints per 100,000 Boardings	1.72	1.76	3.00	2.20	2.43	
Division 2						
On-Time Pullouts	99.18%	99.44%	100%	99.71%	99.90%	
MMBCMF	2,301	5,514	6,500	6,165	9,166	
In-Service On-time Performance	61.26%	63.01%	70%	67.02%	72.85%	
Bus Traffic Accidents Per 100,000 Miles	5.34	4.48	2.70	4.92	2.58	
Complaints per 100,000 Boardings	2.43	2.38	3.00	3.14	2.78	

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

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

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

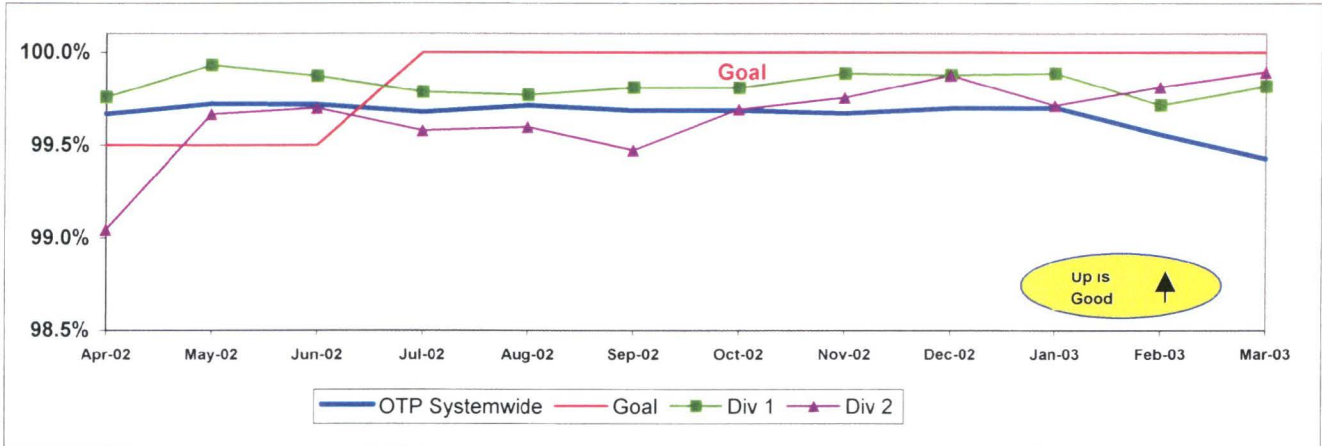
GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

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

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

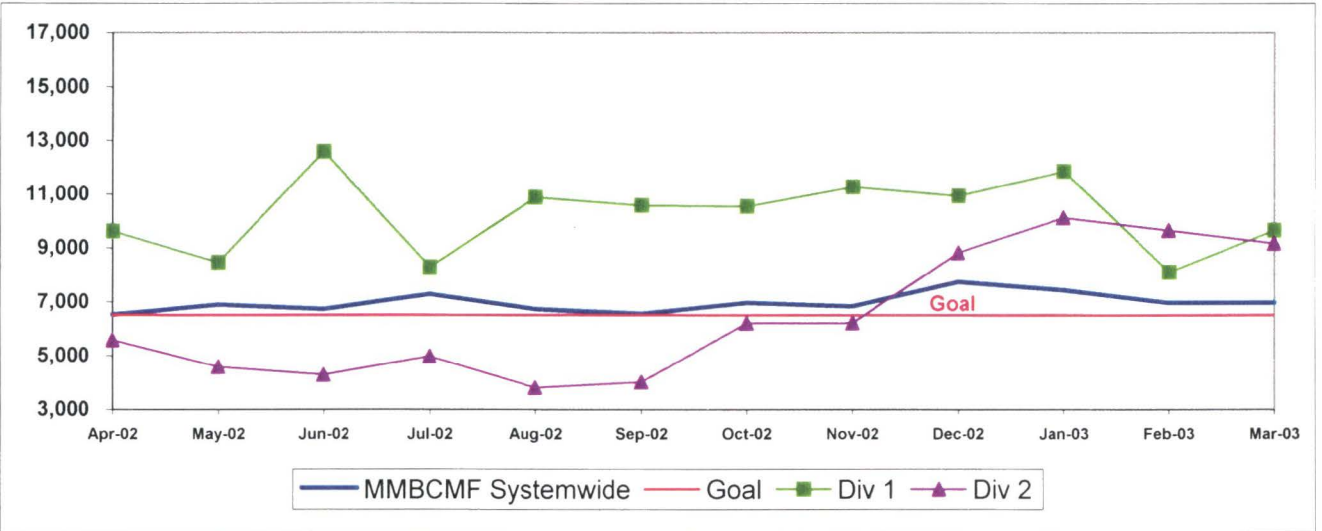
OTP - Systemwide and Divisions 1 and 2



MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES Systemwide and Divisions 1 and 2

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

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



Outlates & Cancellations by Sector's Divisions

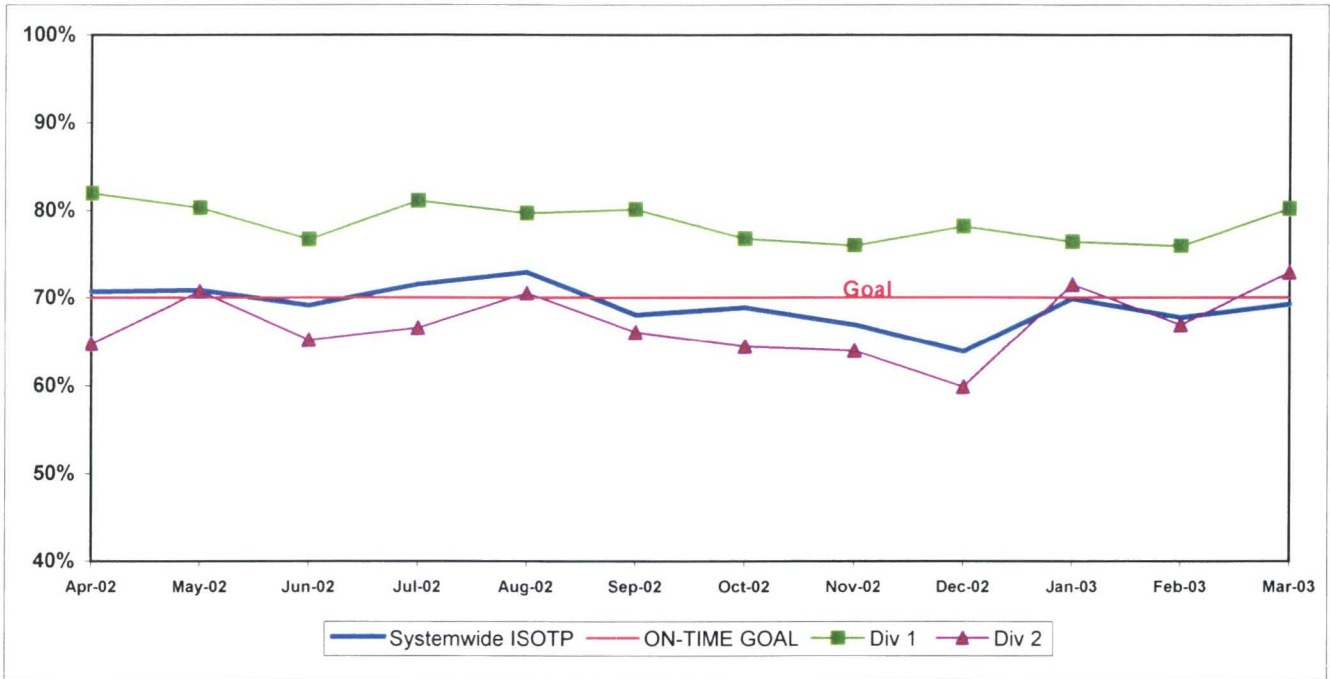
Div.	Sched. Pull-Outs	CANCELLATIONS		OUTLATES		% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS		
		Number	% of Pull-outs	Number	% of Pull-outs			No Operator Available	Bus Mechanical Failure	Other
Gateway Cities (GWC)								99.86%		
1	6074	0	0.00%	11	0.18%	2.69%	99.82%	1	9	1
2	5792	0	0.00%	6	0.10%	1.47%	99.90%	0	4	2
SYS.										
TOTAL	71356	143	0.20%	266	0.37%	100.00%	99.43%	184	194	53

IN-SERVICE ON-TIME PERFORMANCE

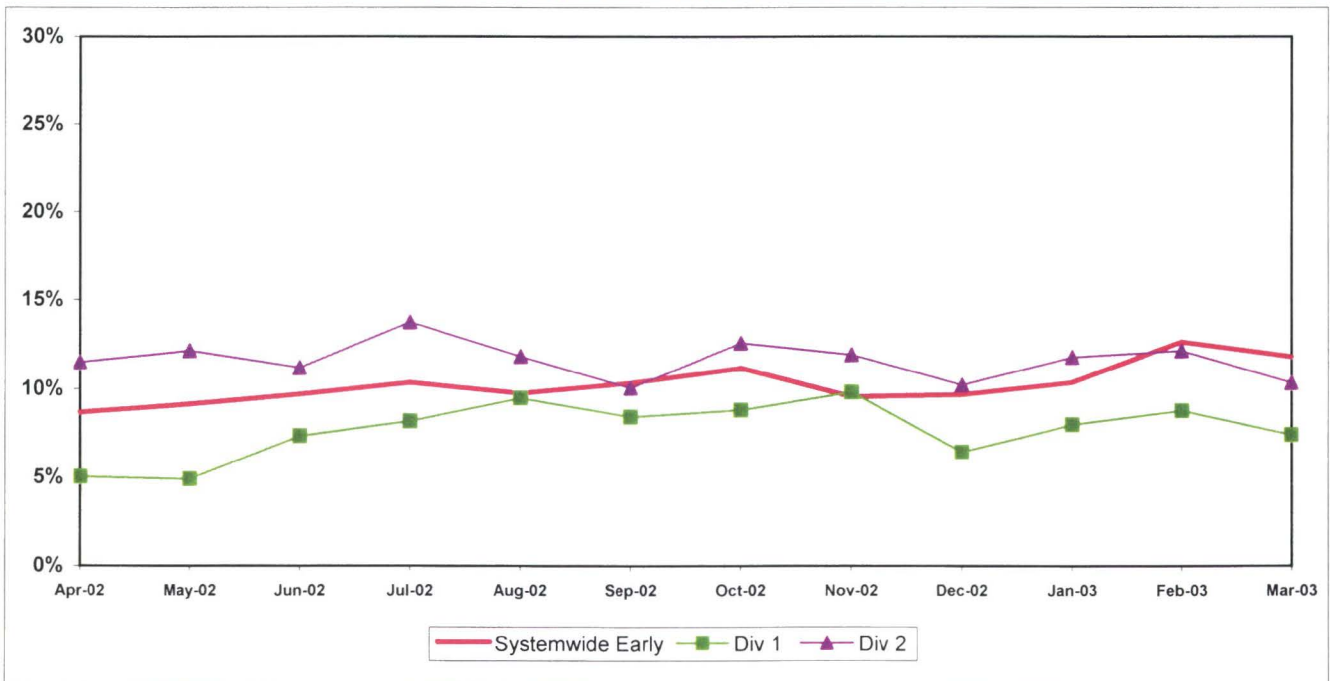
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



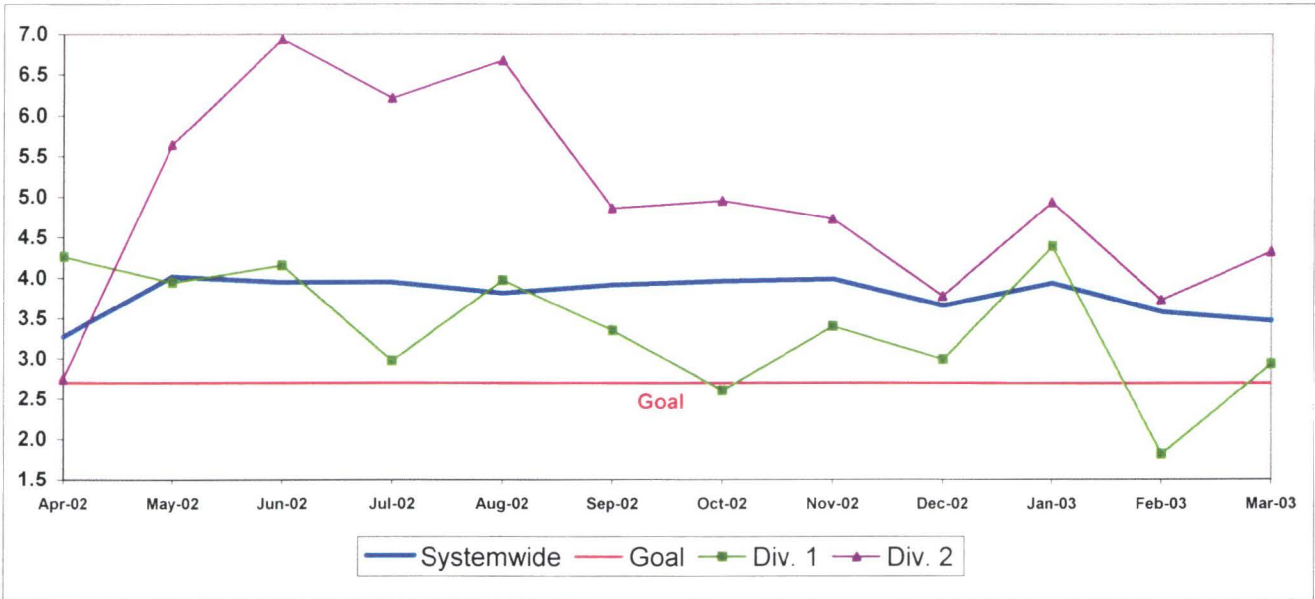
Running Hot - Systemwide and Divisions 1 and 2



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

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

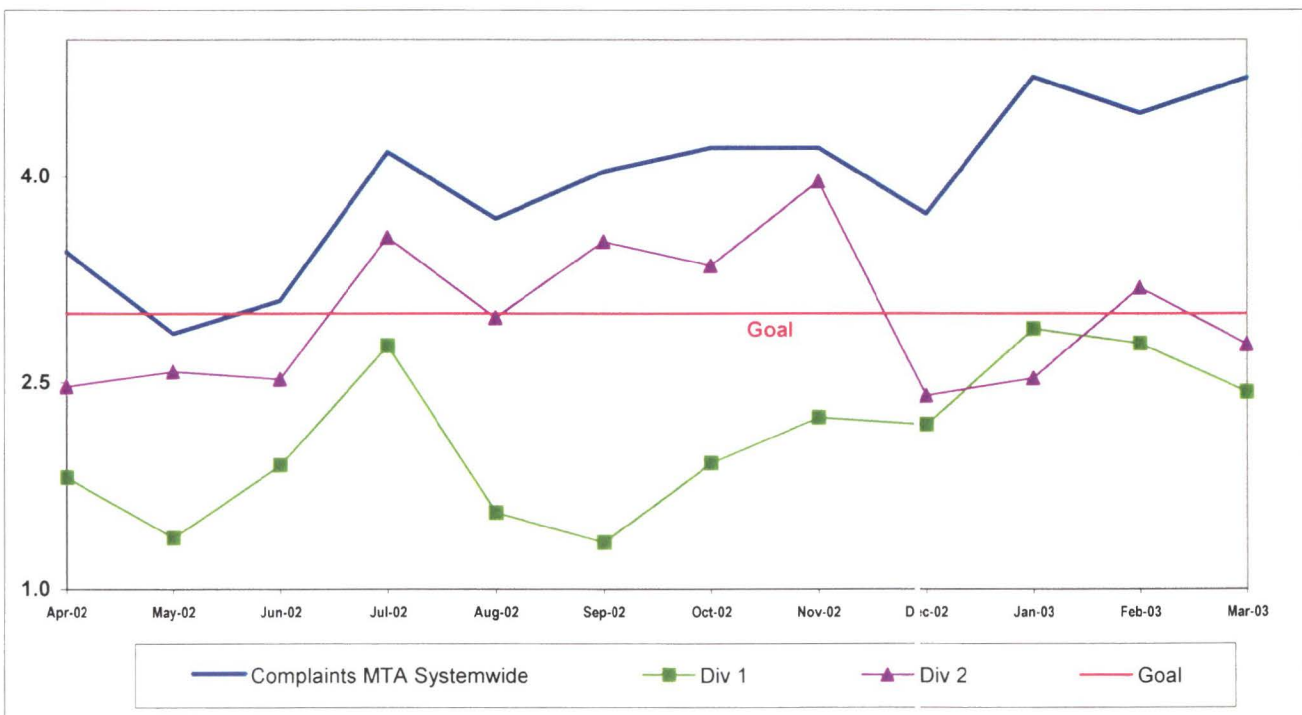
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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

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

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























South Bay Sector Scorecard Overview (SB)

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

This report gives a brief overview of sector operations':

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

Measurement	FY01	FY02	FY03 Target	FY03 YTD	Mar. Month	Status
Bus Systemwide						
On-Time Pullouts (system)	99.36%	99.61%	100%	99.65%	99.43%	
Mean Miles Between Chargeable Mechanical Failures	4,808	5,415	6,500	7,055	6,721	
In-Service On-time Performance	63.71%	64.88%	70%	69.24%	69.14%	
Bus Traffic Accidents Per 100,000 Miles	3.99	3.91	2.70	3.81	3.47	
Complaints per 100,000 Boardings	3.11	3.54	3.00	4.22	4.72	
SB Sector						
On-Time Pullouts	N.A.	99.75%	100%	99.67%	99.60%	
MMBCMF	N.A.	5,665	6,500	6,442	5,879	
In-Service On-time Performance	N.A.		70%	63.22%	61.93%	
Bus Traffic Accidents Per 100,000 Miles	N.A.	4.03	2.70	3.98	3.45	
Complaints per 100,000 Boardings	N.A.	3.42	3.00	4.13	3.99	
Division 5						
On-Time Pullouts	99.57%	99.74%	100%	99.66%	99.69%	
MMBCMF	3,047	8,883	6,500	9,025	9,394	
In-Service On-time Performance	64.94%	63.31%	70%	65.79%	60.37%	
Bus Traffic Accidents Per 100,000 Miles	4.45	4.35	2.70	4.56	4.01	
Complaints per 100,000 Boardings	2.45	2.47	3.00	2.95	2.87	
Division 18						
On-Time Pullouts	99.24%	99.76%	100%	99.68%	99.53%	
MMBCMF	3,938	4,514	6,500	5,334	4,528	
In-Service On-time Performance	59.98%	60.19%	70%	60.75%	63.13%	
Bus Traffic Accidents Per 100,000 Miles	3.57	3.80	2.70	3.56	3.01	
Complaints per 100,000 Boardings	4.75	4.39	3.00	5.38	5.31	

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

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

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

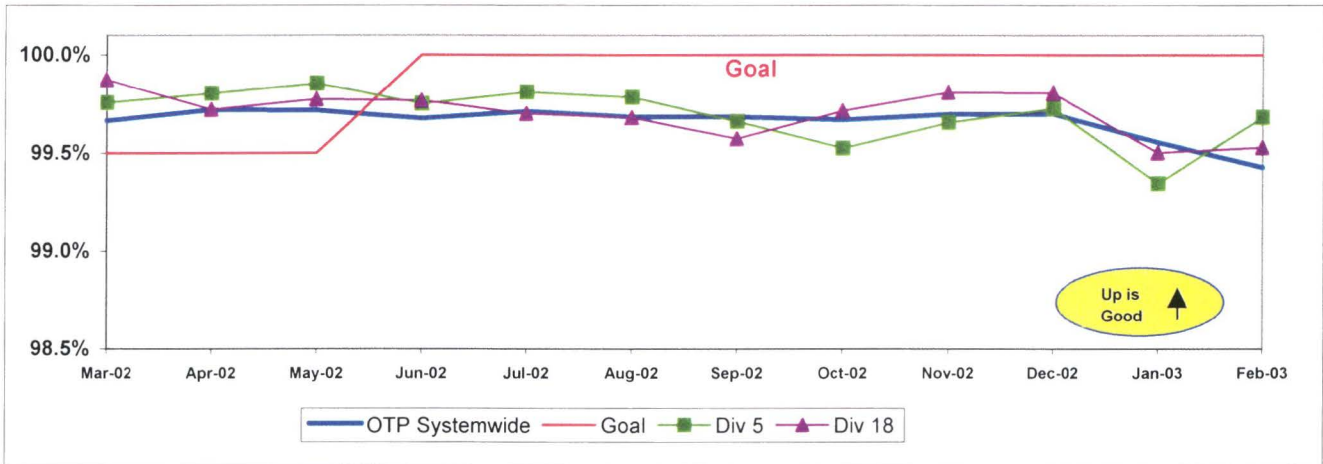
SOUTH BAY SECTOR (SB) BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

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

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

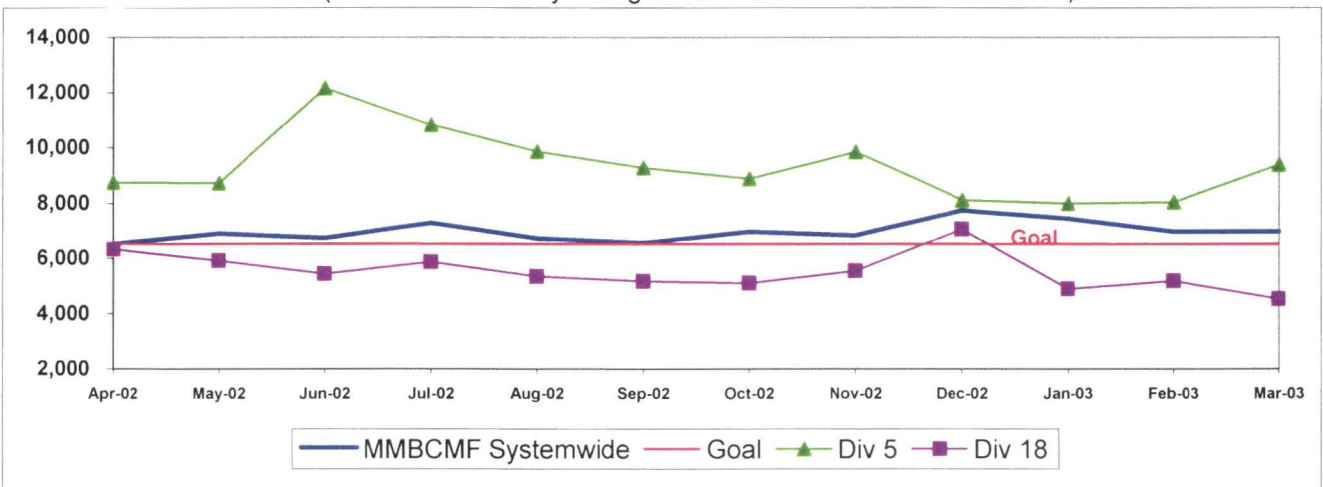
OTP - Systemwide Trend and Division 5 and 18



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

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

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



Outlates & Cancellations by Sector's Divisions

Div.	Sched. Pull-Outs	CANCELLATIONS		OUTLATES		% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS		
		Number	% of Pull-outs	Number	% of Pull-outs			No Operator Available	Bus Mechanical Failure	Other
South Bay (SB)										
5	7267	0	0.00%	23	0.32%	5.62%	99.68%	3	12	8
18	9143	0	0.00%	43	0.47%	10.51%	99.53%	2	34	7
SYS. TOTAL	71356	143	0.20%	266	0.37%	100.00%	99.43%	184	194	53

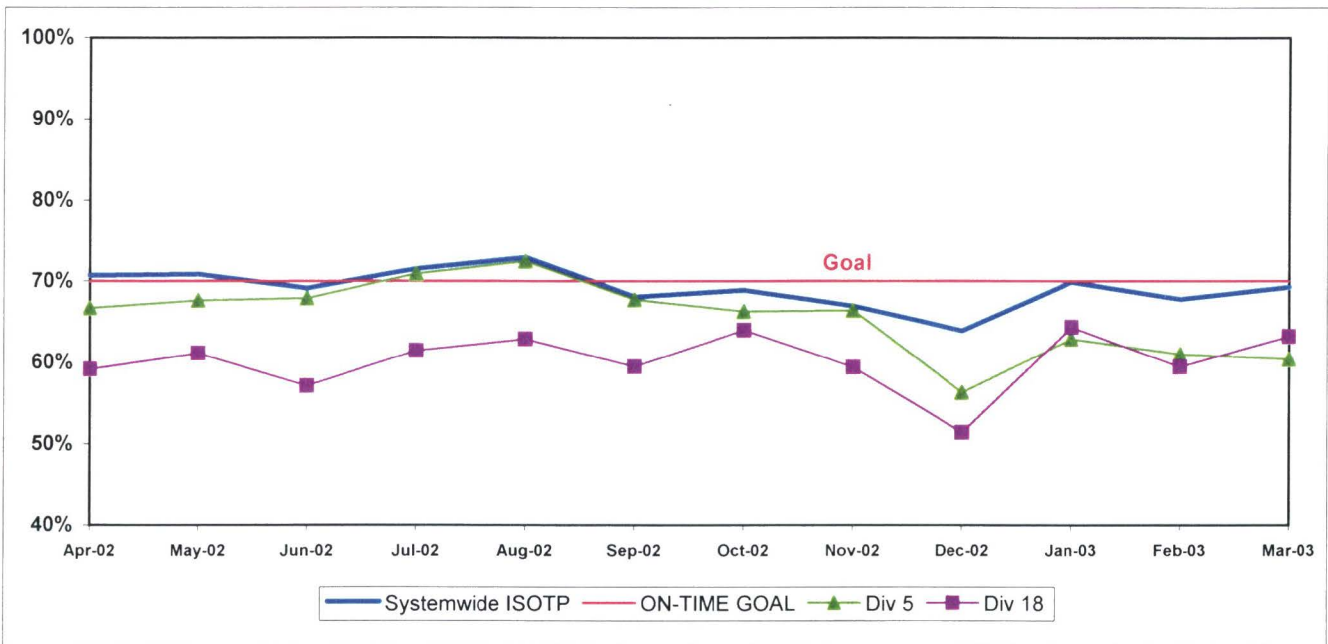
SB SECTOR BUS SERVICE PERFORMANCE - Continued

IN-SERVICE ON-TIME PERFORMANCE

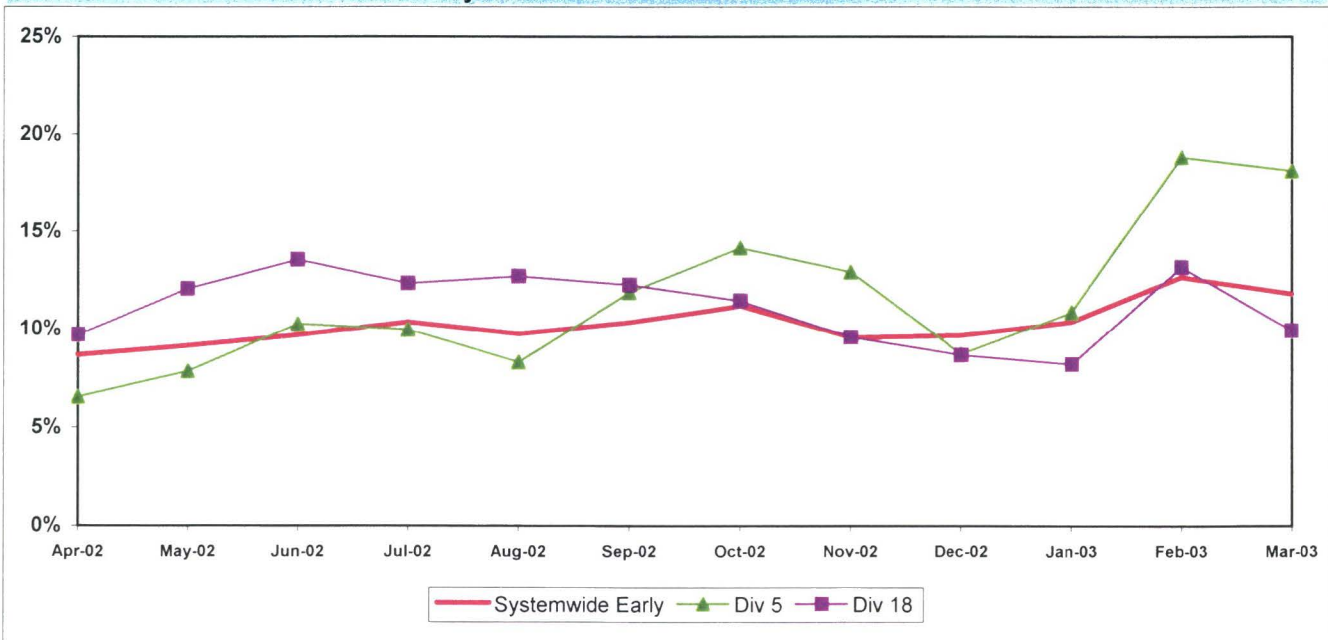
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



Running Hot
Systemwide and Divisions 5 and 18

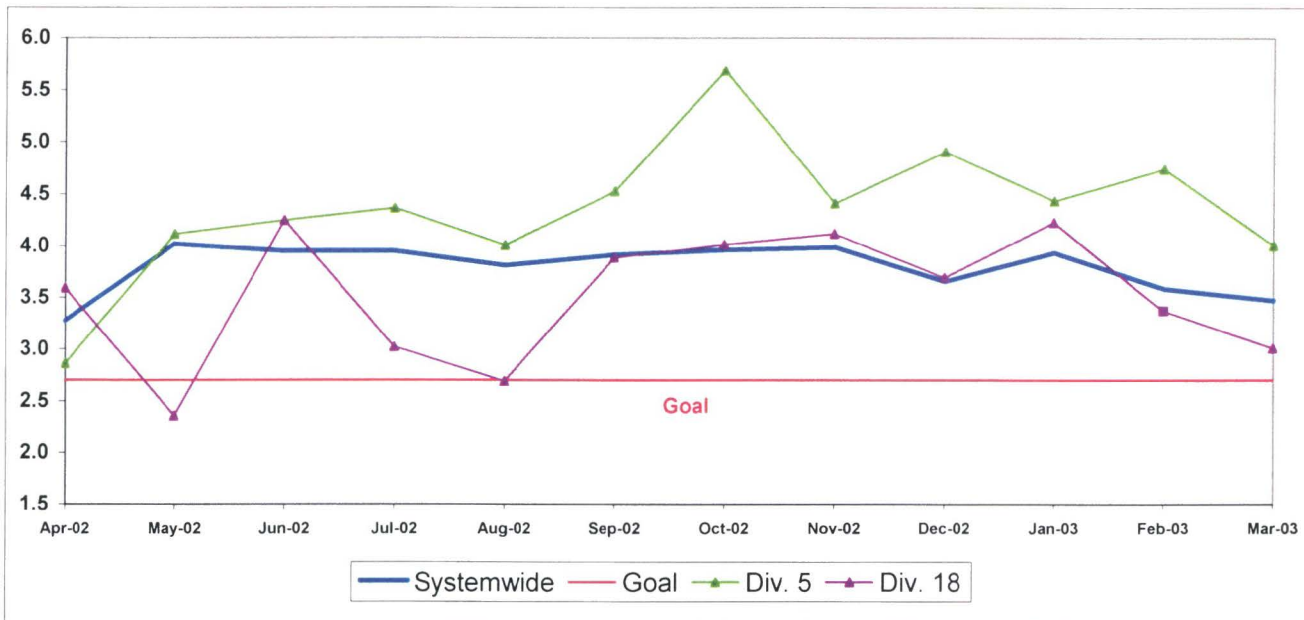


SB SECTOR BUS SERVICE PERFORMANCE - Continued

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

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

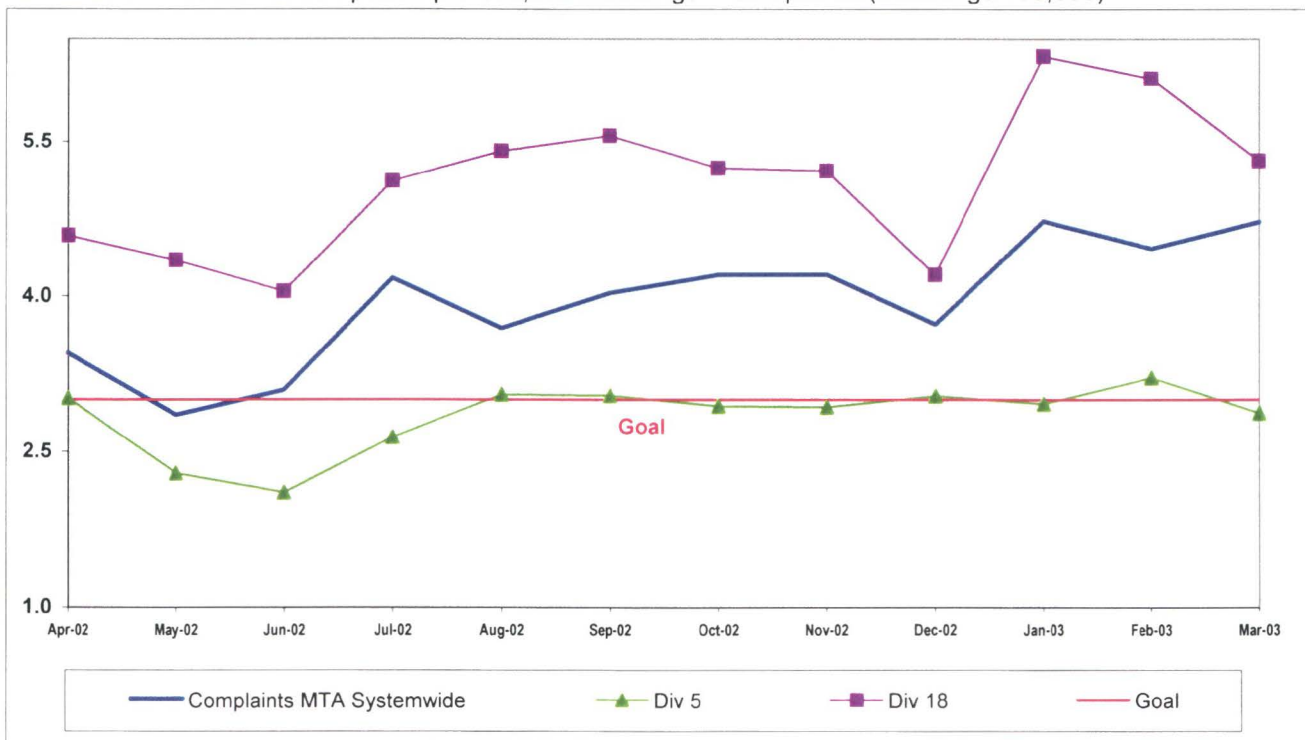
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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

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

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




























Westside/Central Sector Scorecard Overview (WC)

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


This report gives a brief overview of sector operations':

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

Measurement	FY01	FY02	FY03 Target	FY03 YTD	Mar. Month	Status
Bus Systemwide						
On-Time Pullouts (system)	99.36%	99.61%	100.00%	99.65%	99.43%	
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	4,808	5,415	6,500	7,055	6,721	
In-Service On-time Performance	63.71%	64.88%	70.00%	69.24%	69.14%	
Bus Traffic Accidents Per 100,000 Miles	3.99	3.91	2.70	3.81	3.47	
Complaints per 100,000 Boardings	3.11	3.54	3.00	4.22	4.72	
WC Sector						
On-Time Pullouts	N.A.	99.59%	100%	99.40%	98.59%	
MMBCMF	N.A.	6,099	6,500	6,011	4,807	
In-Service On-time Performance	N.A.		70%	67.64%	68.49%	
Bus Traffic Accidents Per 100,000 Miles	N.A.	4.69	2.70	4.57	3.99	
Complaints per 100,000 Boardings	N.A.	3.33	3.00	4.62	6.04	
Division 6						
On-Time Pullouts	99.21%	99.73%	100%	99.82%	99.86%	
MMBCMF	9,868	9,241	6,500	8,174	6,341	
In-Service On-time Performance	59.23%	64.64%	70%	65.87%	63.87%	
Bus Traffic Accidents Per 100,000 Miles	4.70	4.18	2.70	4.16	1.09	
Complaints per 100,000 Boardings	4.73	4.51	3.00	5.96	6.22	
Division 7						
On-Time Pullouts	99.38%	99.59%	100%	99.39%	98.55%	
MMBCMF	5,847	6,942	6,500	5,627	4,860	
In-Service On-time Performance	57.80%	67.96%	70%	68.89%	70.41%	
Bus Traffic Accidents Per 100,000 Miles	5.53	5.23	2.70	4.57	3.82	
Complaints per 100,000 Boardings	3.07	3.36	3.00	4.52	5.32	
Division 10						
On-Time Pullouts	99.27%	99.56%	100%	99.40%	98.59%	
MMBCMF	3,787	5,121	6,500	6,135	4,539	
In-Service On-time Performance	63.76%	63.56%	70%	66.63%	67.68%	
Bus Traffic Accidents Per 100,000 Miles	3.88	4.23	2.70	4.64	4.73	
Complaints per 100,000 Boardings	2.73	3.13	3.00	4.50	6.73	

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

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

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

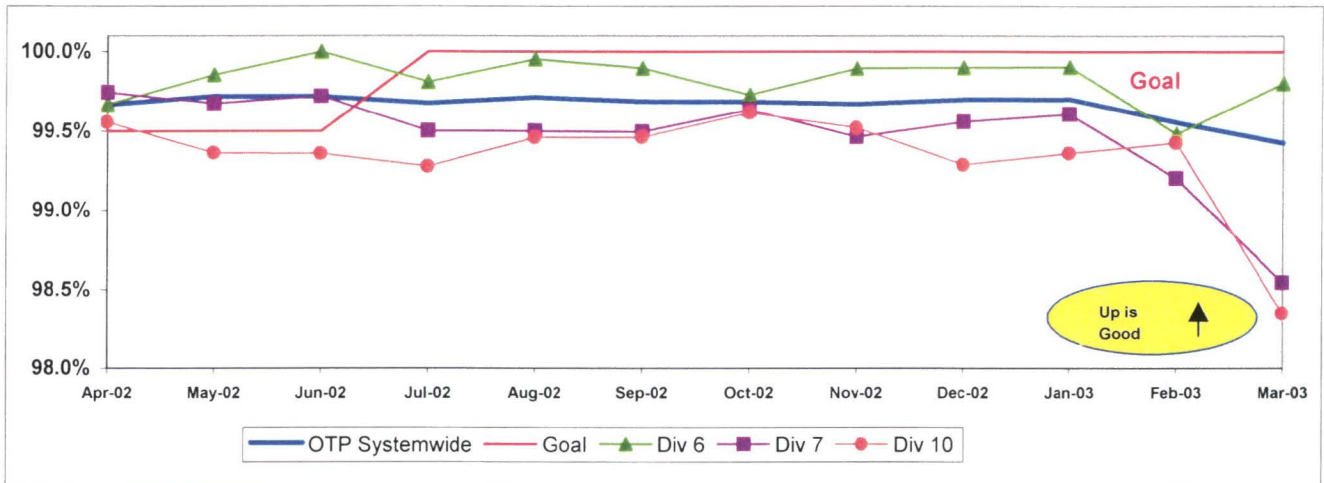
WESTSIDE/CENTRAL SECTOR (WC) BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

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

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

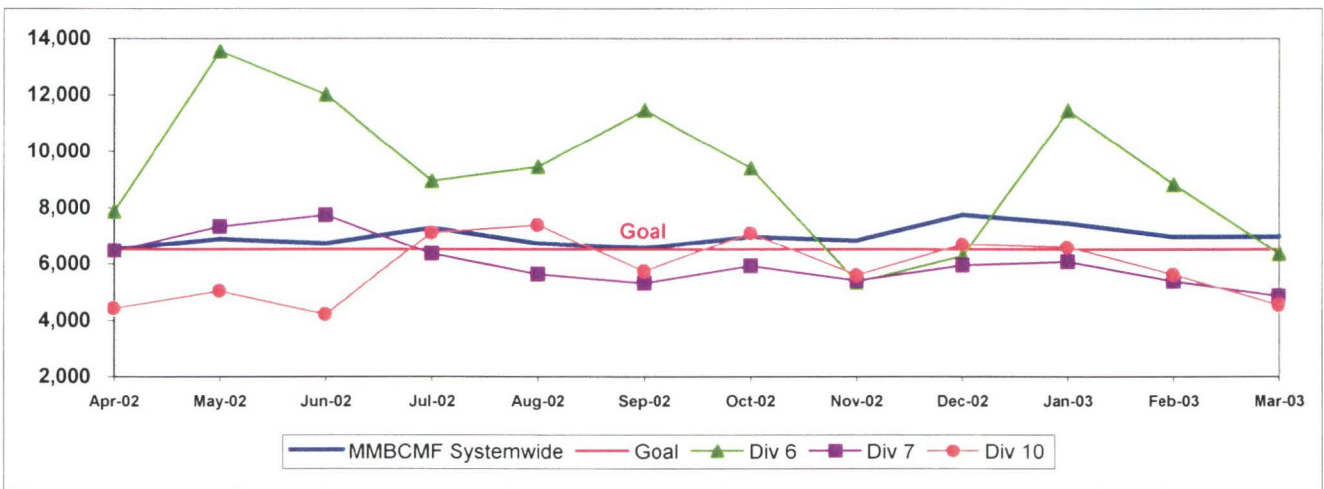
OTP - Systemwide Trend and Divisions 6, 7 and 10



MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES

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

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



Outlates & Cancellations by Sector Division

Div.	Sched. Pull-Outs	CANCELLATIONS		OUTLATES		% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS		
		Number	% of Pull-outs	Number	% of Pull-outs			No Operator Available	Bus Mechanical Failure	Other
Westside/Central (WC)								98.59%		
6	2037	3	0.15%	1	0.05%	0.98%	99.80%	3	1	0
7	8045	34	0.42%	83	1.03%	28.61%	98.55%	61	64	9
10	9087	104	1.14%	46	0.51%	36.67%	98.35%	111	27	17
SYS. TOTAL	71356	143	0.20%	266	0.37%	100.00%	99.43%	184	194	53

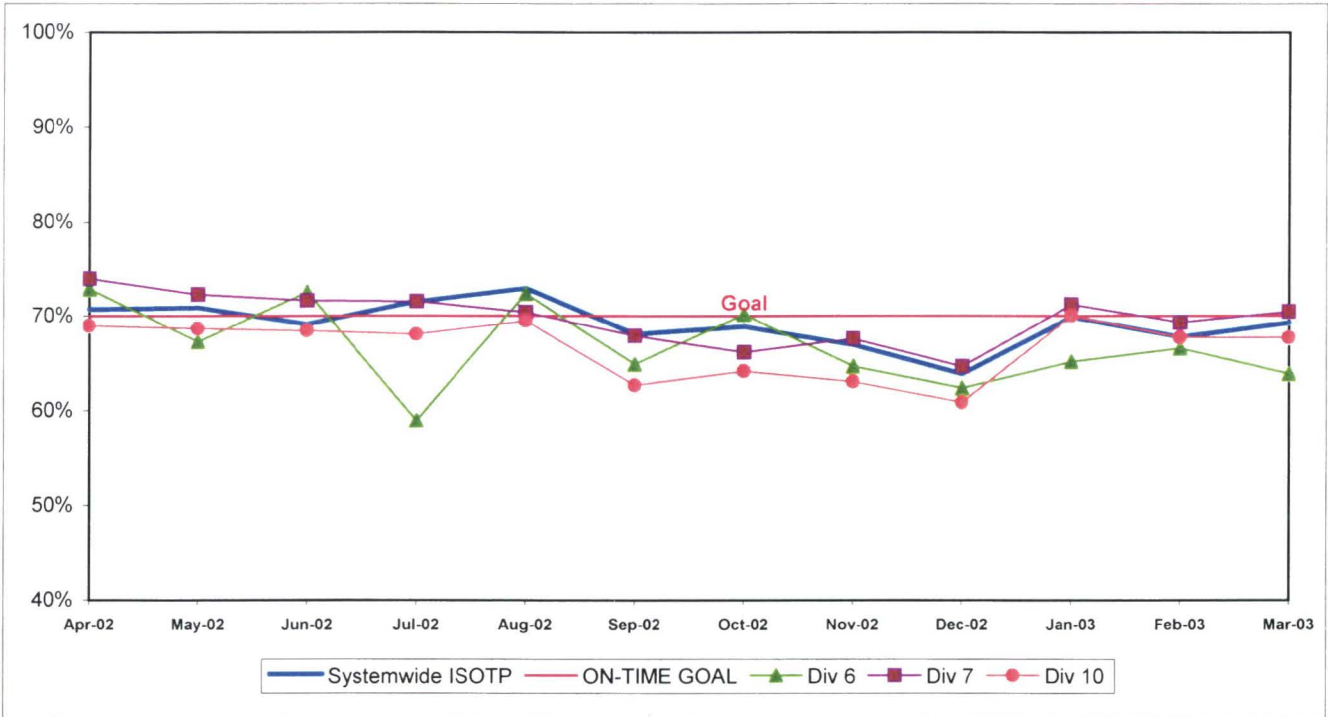
WC SECTOR BUS SERVICE PERFORMANCE - Continued

IN-SERVICE ON-TIME PERFORMANCE

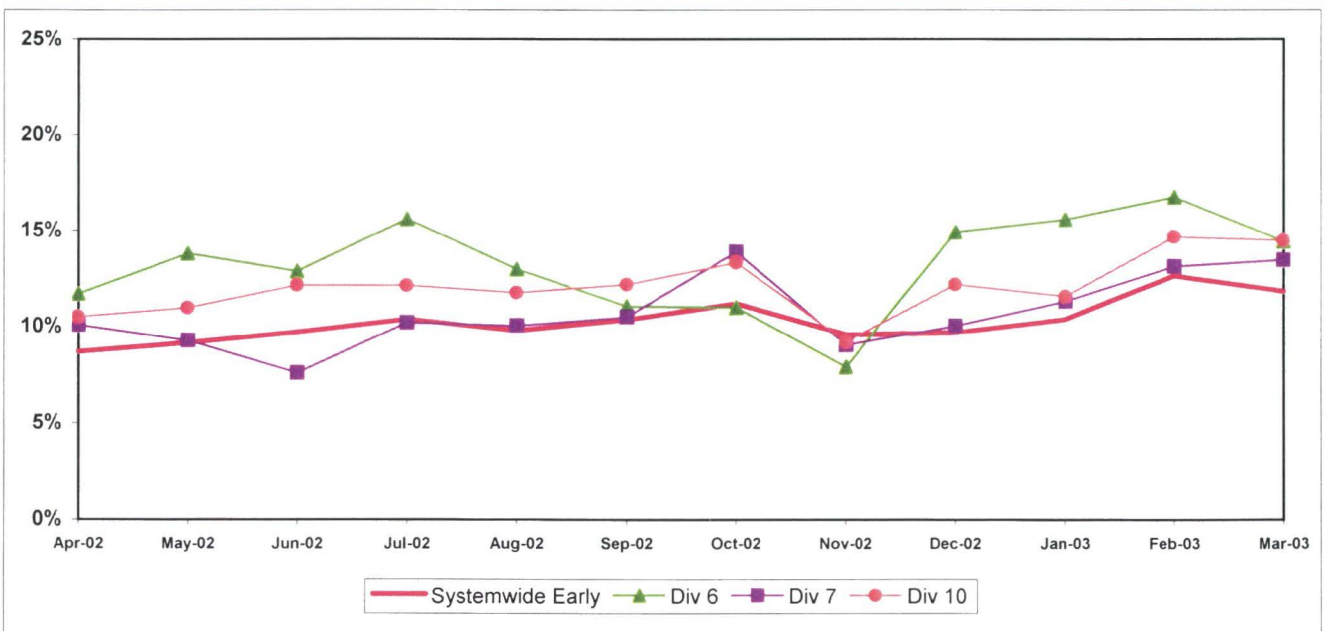
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



Running Hot - Systemwide and Divisions 6, 7 and 10



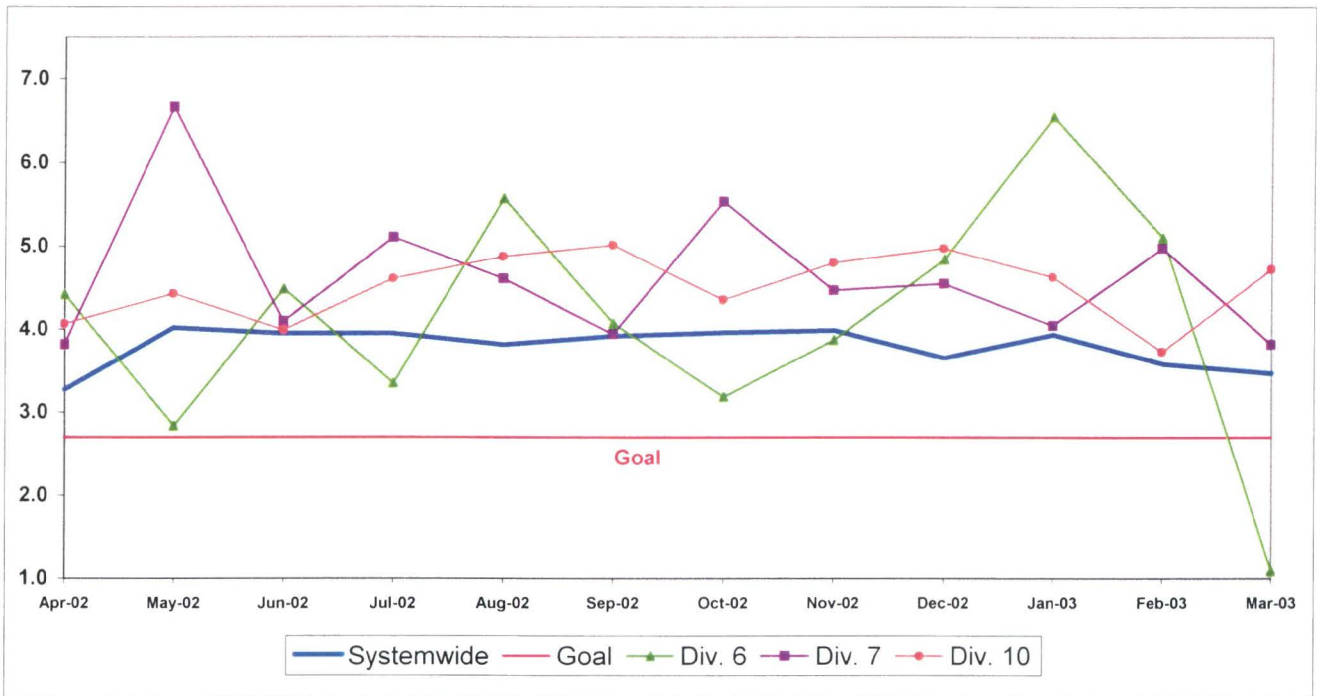
WC SECTOR BUS SERVICE PERFORMANCE - Continued

BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

Systemwide and Bus Operating Divisions 6, 7 and 10

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

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

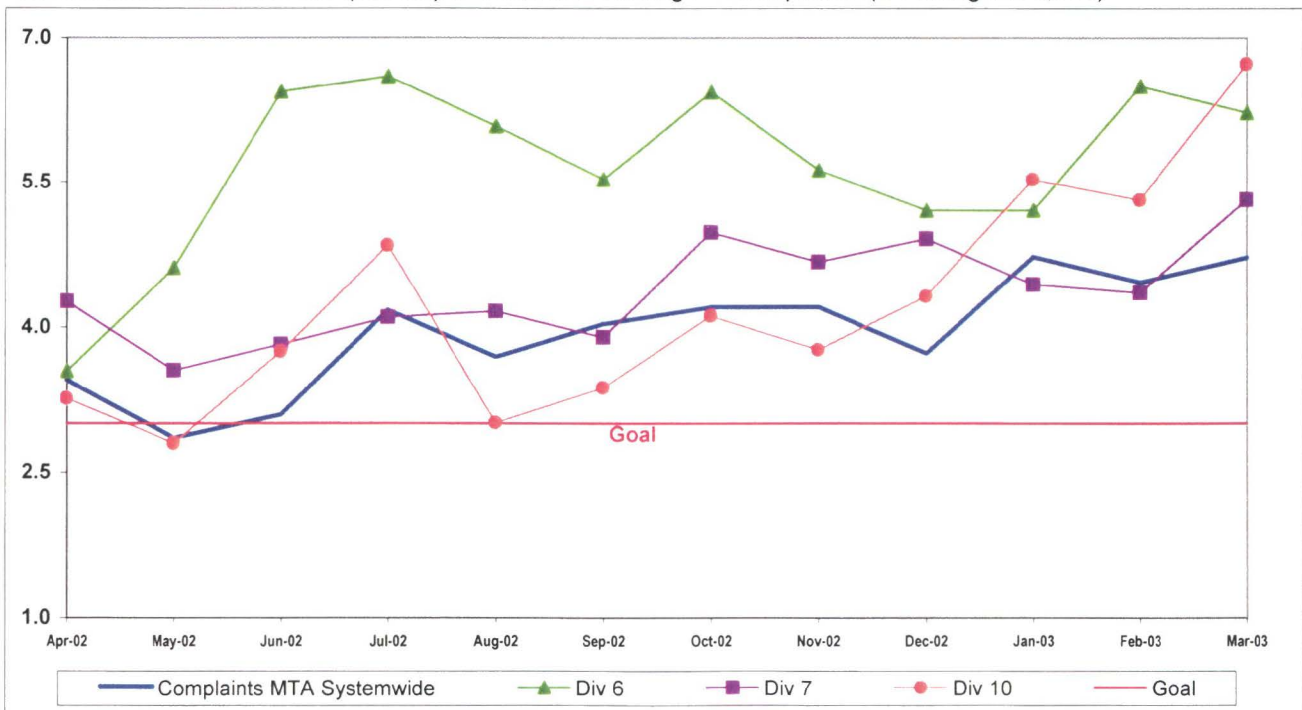


COMPLAINTS PER 100,000 BOARDINGS

Systemwide and Bus Operating Divisions 6, 7 and 10

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

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






Metro Rail Scorecard Overview

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

This report gives a brief overview of sector operations':

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

Measurement	FY01	FY02	FY03 Target	FY03 YTD	Mar. Month	Status
Metro Red Line (MRL)						
On-Time Pullouts	99.53%	99.89%	99.40%	99.36%	99.80%	Yellow
Mean Miles Between Chargeable Mechanical Failures	1,644	9,842	10,000	9,398	8,797	Yellow
In-Service On-time Performance	99.13%	99.60%	99.00%	99.15%	99.07%	Green
Traffic Accidents Per 100,000 Train Miles	0.08	0.22	0.10	0.10	0.00	Green
Complaints per 100,000 Boardings	0.83	0.73	0.85	1.19	0.86	Red
Metro Blue Line (MBL)						
On-Time Pullouts	99.09%	99.43%	99.00%	99.09%	99.17%	Green
Mean Miles Between Chargeable Mechanical Failures	4,221	4,897	10,000	6,330	8,770	Red
In-Service On-time Performance	98.00%	98.70%	98.00%	97.40%	97.96%	Yellow
Traffic Accidents Per 100,000 Train Miles	1.75	0.97	0.55	0.71	0.69	Yellow
Complaints per 100,000 Boardings	0.76	0.97	0.88	1.32	1.02	Red
Metro Green Line (MGrL)						
On-Time Pullouts	99.29%	99.62%	99.00%	98.79%	98.92%	Yellow
Mean Miles Between Chargeable Mechanical Failures	5,891	3,990	10,000	5,281	6,559	Red
In-Service On-time Performance	99.09%	99.16%	98.00%	98.15%	98.18%	Green
Traffic Accidents Per 100,000 Train Miles	0.07	0.00	0.55	0.09	0.00	Green
Complaints per 100,000 Boardings	1.15	1.22	0.88	1.25	1.44	Red

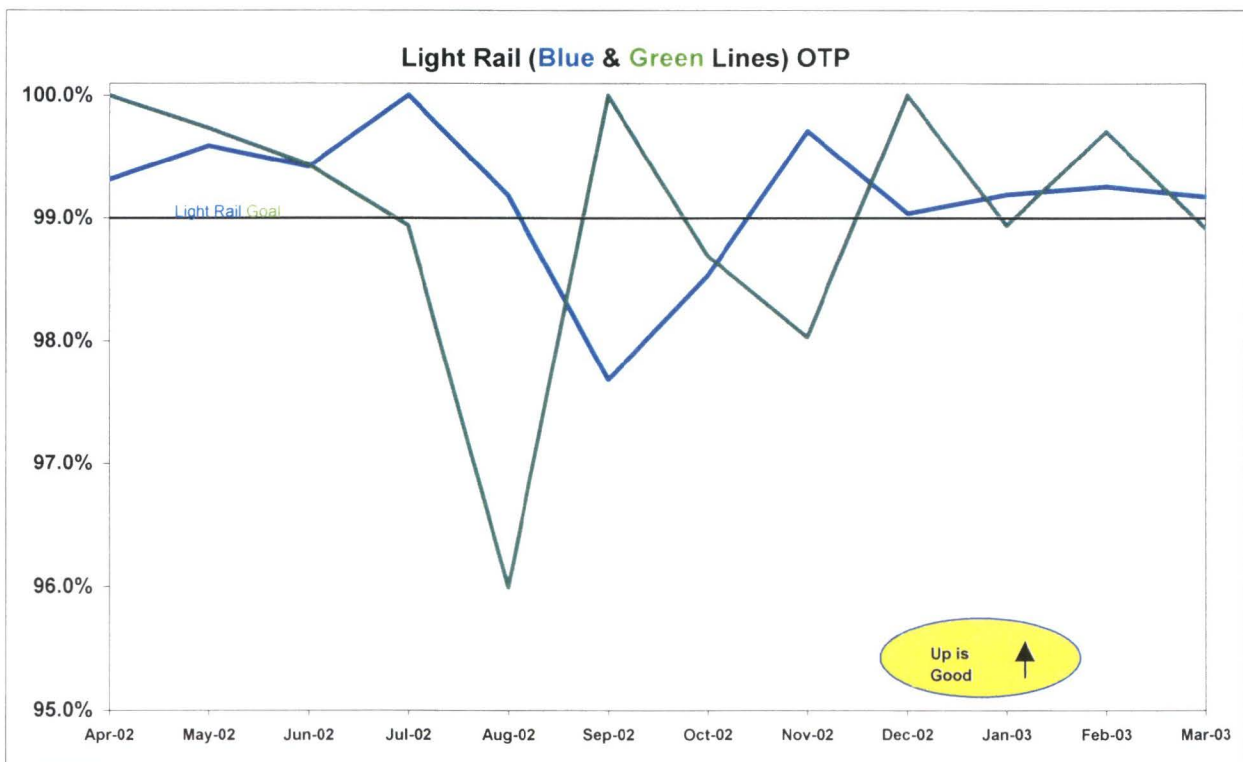
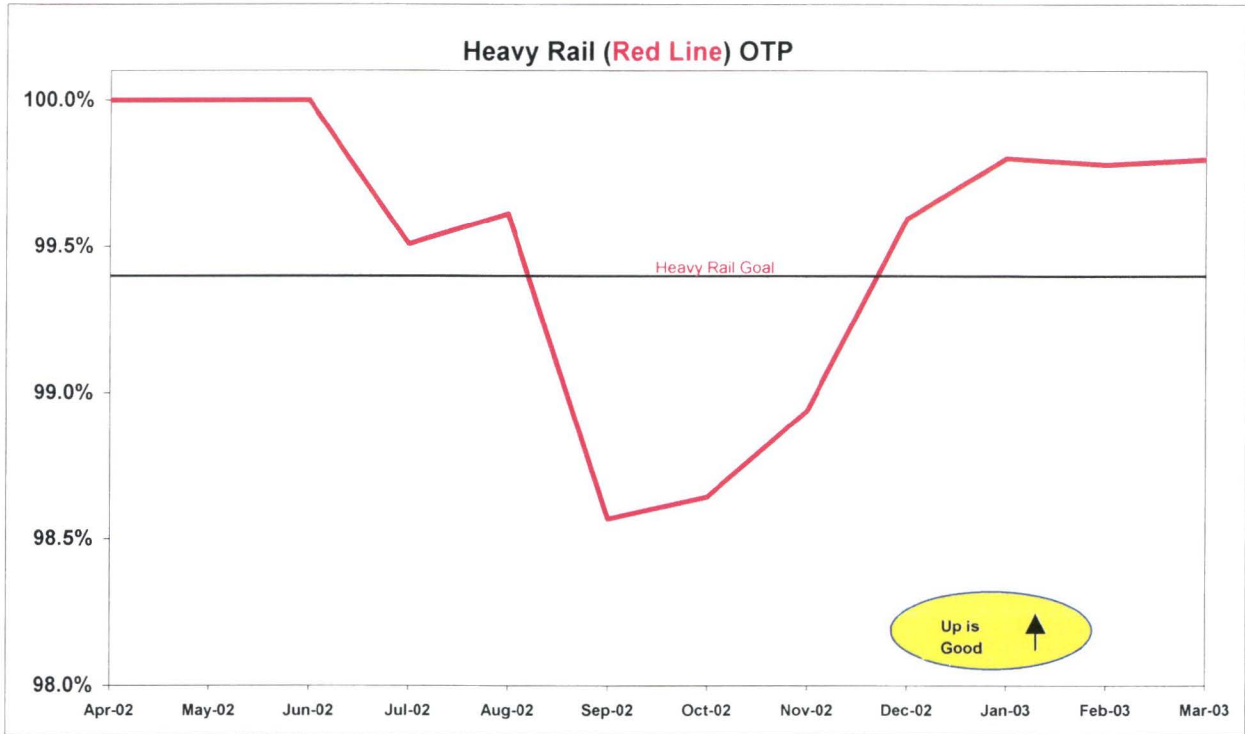
-  Green - High probability of achieving the FY03 target (on track).
-  Yellow - Uncertain if the FY03 target will be achieved -- slight problems, delays or management issues.
-  Red - High probability that the FY03 target will not be achieved -- significant problems and/or delays.

RAIL SERVICE PERFORMANCE

ON-TIME PULLOUTS

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

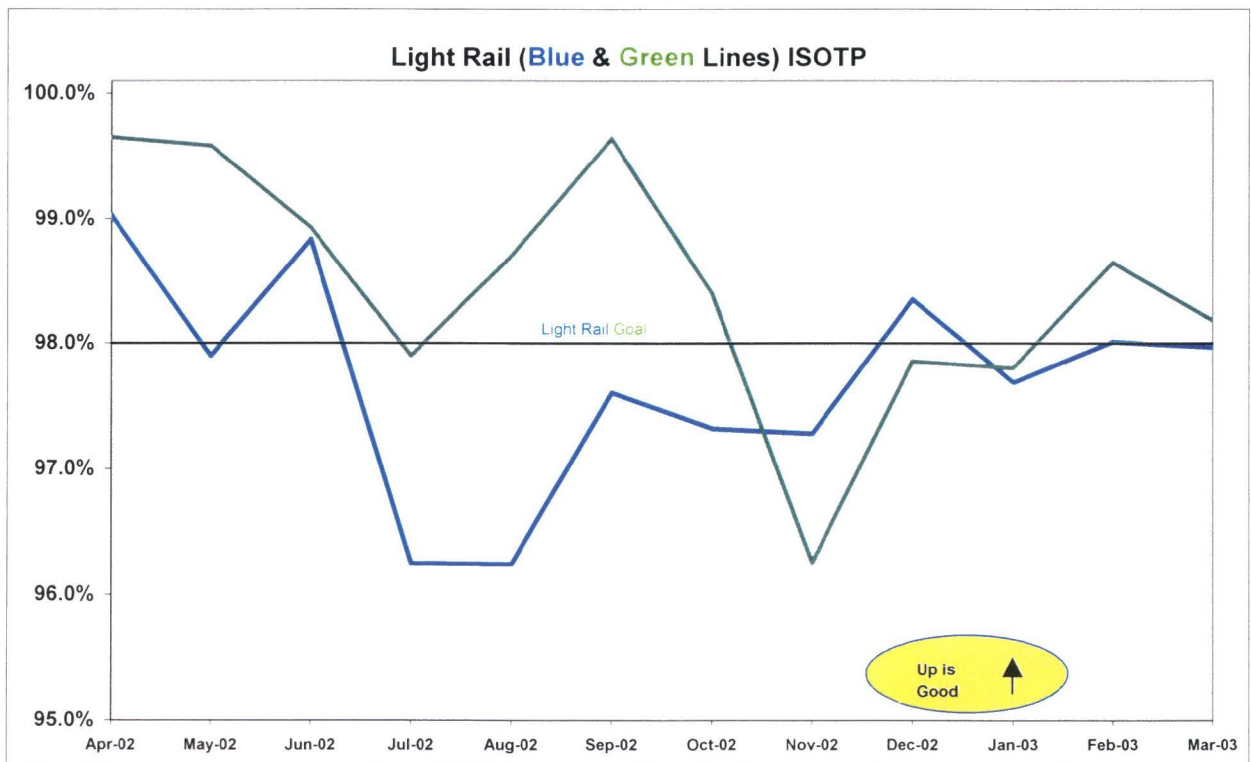
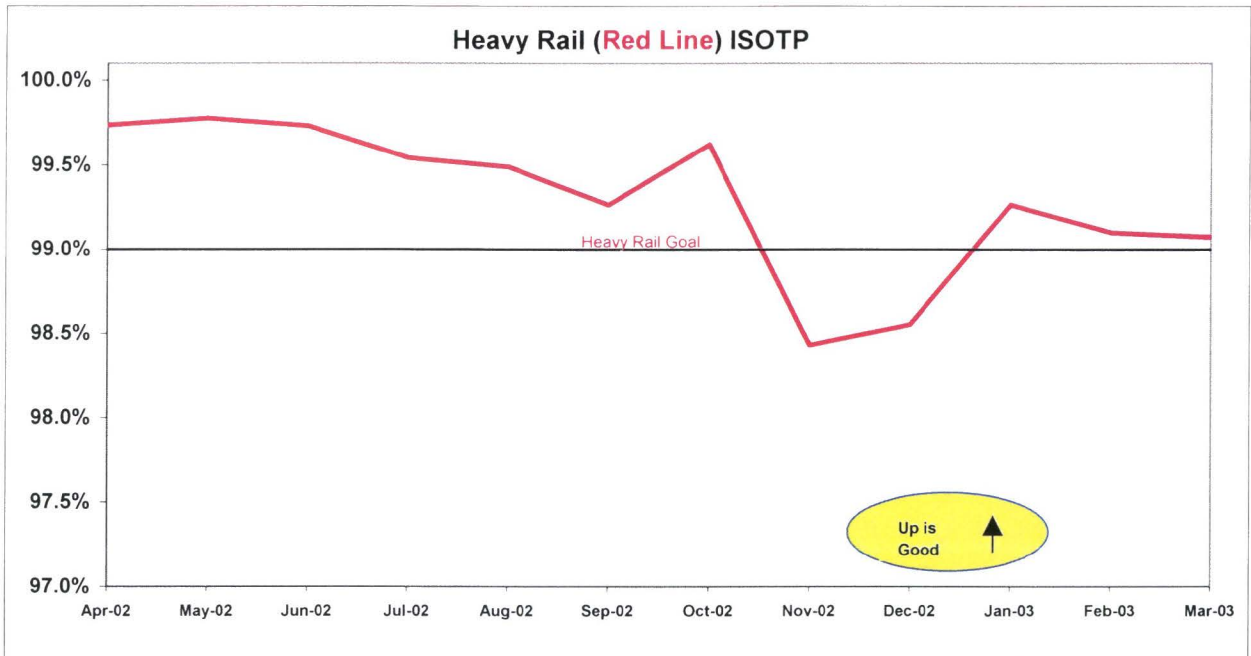
Calculation: $OTP\% = [(100\% - ((\text{Total cancelled pullouts plus late pullouts}) / \text{by Total scheduled pullouts}) \times 100)]$



IN-SERVICE ON-TIME PERFORMANCE

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

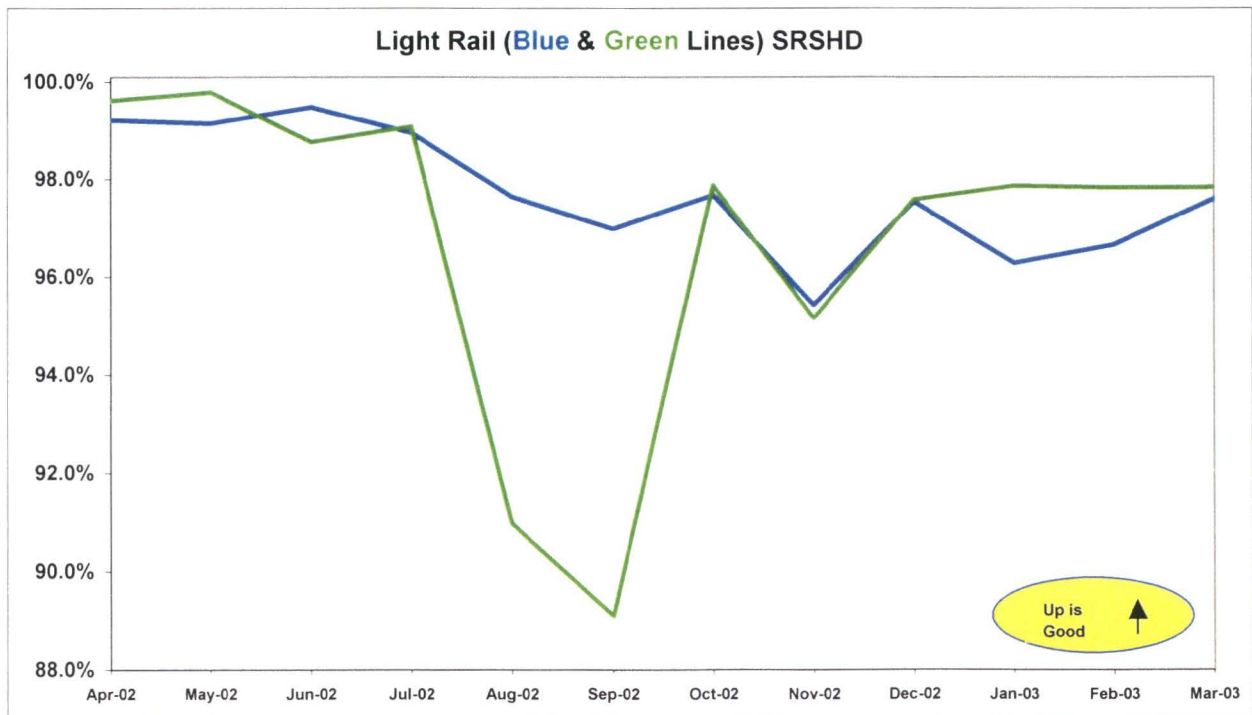
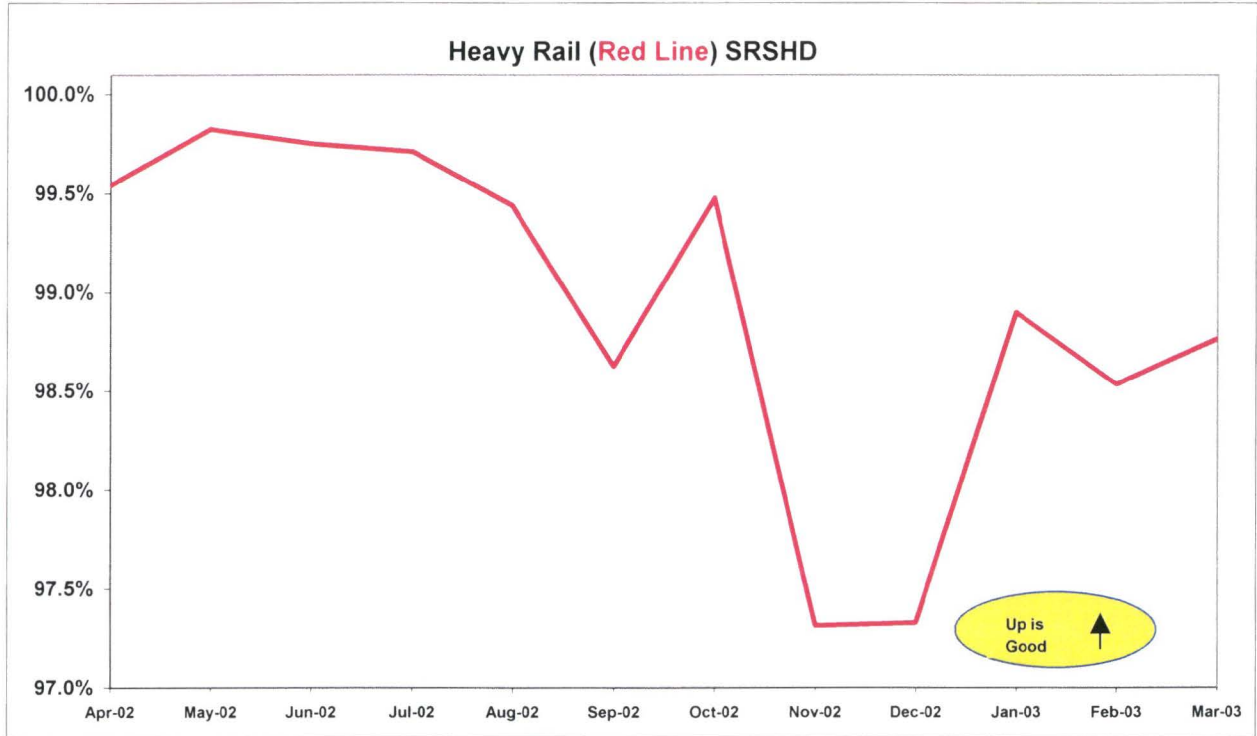
Calculation: ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100]



Scheduled Revenue Service Hours Delivered by Rail Line

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

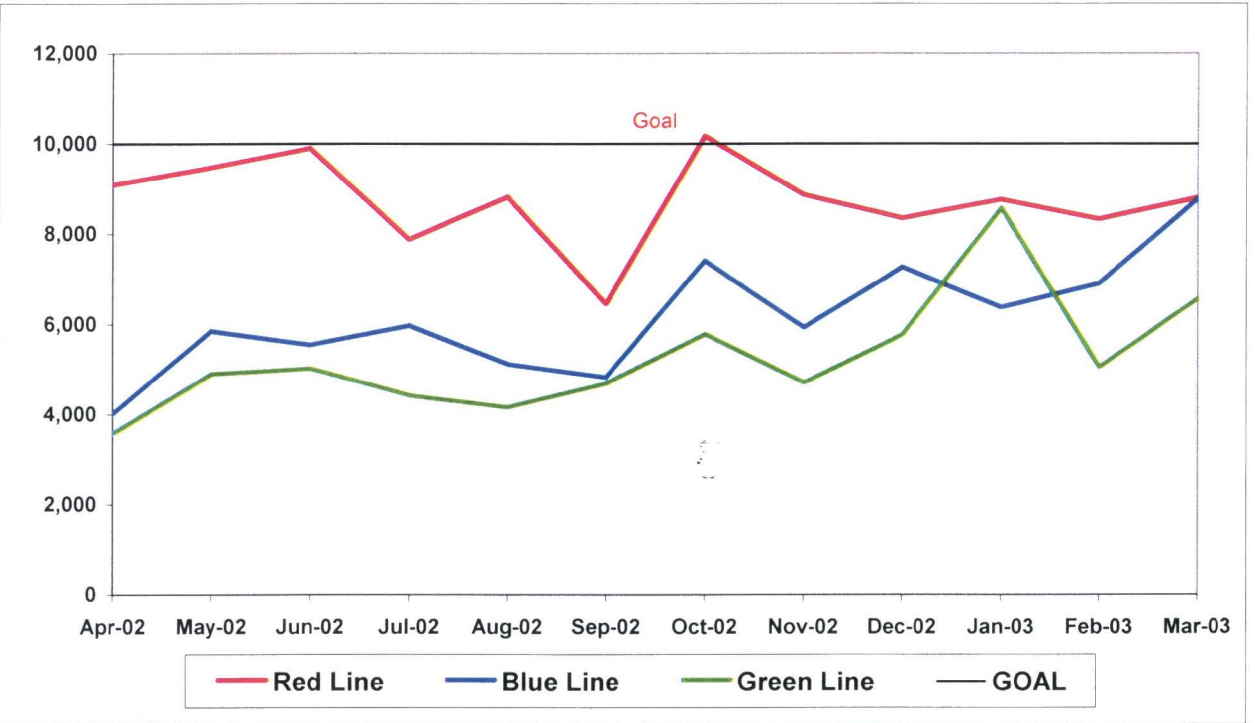
Calculation: $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



Mean Miles Between Chargeable Mechanical Failures

Definition: Mean vehicle miles between Revenue Vehicle Failures. NTD defined Revenue Vehicle Failures are vehicle systems failures that occur in revenue service and during deadhead miles in which the vehicle did not complete its scheduled revenue trip or in which the vehicle did not start its next scheduled revenue trip.

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

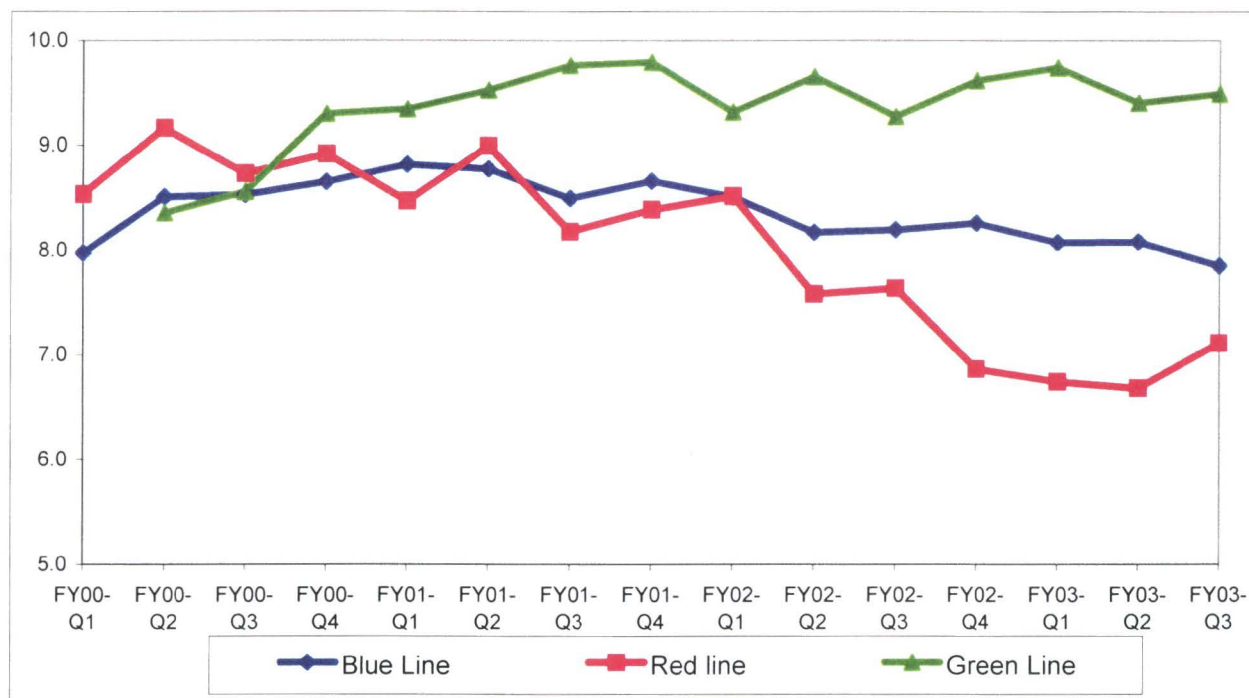


RAIL CLEANLINESS

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

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

Systemwide Trend



Analysis: Overall cleanliness scores for Divisions 11, 20 and 22 remained consistent with the second quarter. Division 22 (Green Line) received an overall rating above 8.0.

Scores for the categories of ceilings/vents, window etching, interior graffiti, exterior graffiti, exterior body condition and exterior roof cleanliness were above 8.0 in all Divisions.

Corrective Action: Operator cab area, transom/ledges, windows, sacrificial windows, doors, floors and exterior cleanliness received an overall score of 7.9 or lower. Overall improvement is needed in these areas.

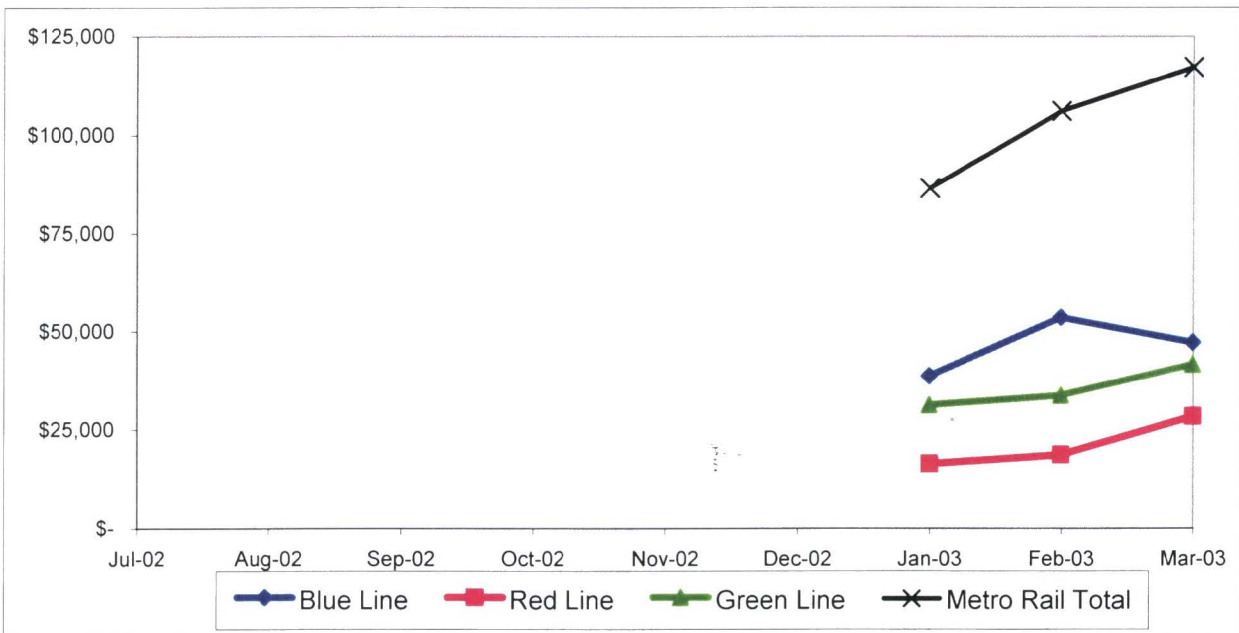
RAIL ZERO TOLERANCE COST

Definition: The Zero Tolerance Program was developed to maintain graffiti free stations and rail cars. The rail cleanliness rating measures the performance of this program. The chart below indicates the total cost for parts and labor associated with graffiti and vandalism abatement.

Calculation: Total Rail Cleanliness Cost = [Sum of (Part cost * Quantity)] + [Sum of (Average Labor Time to Install Part * Quantity) * Average Fully Burdened Mechanic Labor Salary]

Note: Part and labor costs are calculated at time of purchase.

January - March 2003



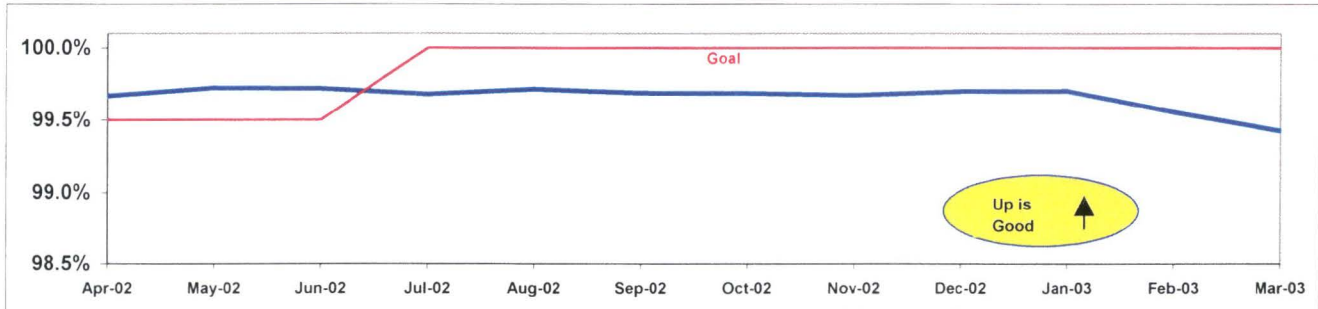
BUS SERVICE PERFORMANCE

ON-TIME PULLOUT PERCENTAGE

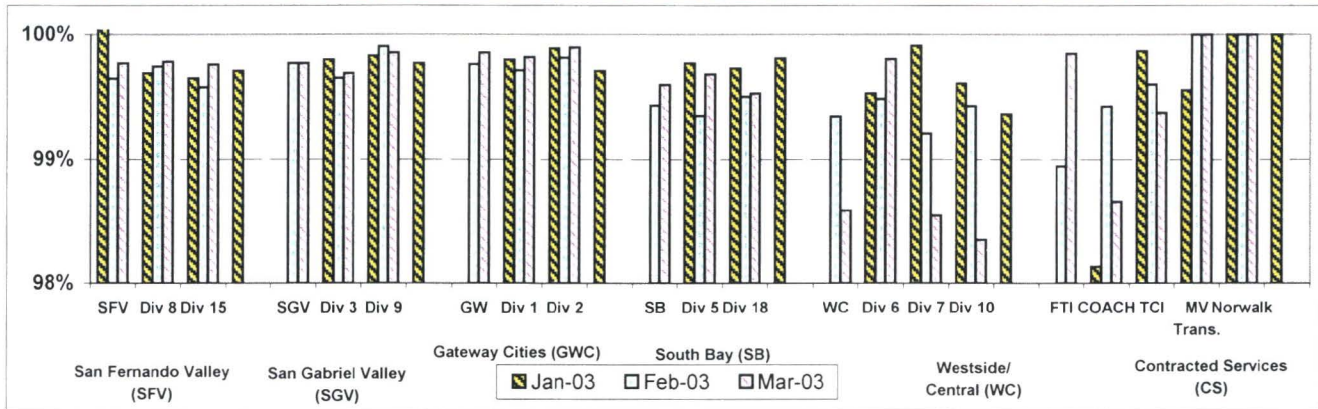
Definition: On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

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

OTP - Systemwide Trend



OTP by Sector Bus Operating Divisions January - March 2003



Outlates & Cancellations by Sector Divisions

Div.	Sched. Pull-Outs	CANCELLATIONS		OUTLATES		% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS		
		Number	% of Pull-outs	Number	% of Pull-outs			No Operator Available	Bus Mechanical Failure	Other
San Fernando Valley (SFV)										
8	5063	0	0.00%	11	0.22%	2.69%	99.77%	0	11	0
15	7124	0	0.00%	17	0.24%	4.16%	99.78%	0	16	1
San Gabriel Valley (SGV)										
3	6161	1	0.02%	18	0.29%	4.65%	99.77%	2	12	5
9	5563	1	0.02%	7	0.13%	1.96%	99.69%	1	4	3
Gateway Cities (GWC)										
1	6074	0	0.00%	11	0.18%	2.69%	99.86%	1	9	1
2	5792	0	0.00%	6	0.10%	1.47%	99.82%	0	4	2
South Bay (SB)										
5	7267	0	0.00%	23	0.32%	5.62%	99.60%	3	12	8
18	9143	0	0.00%	43	0.47%	10.51%	99.68%	2	34	7
Westside/Central (WC)										
6	2037	3	0.15%	1	0.05%	0.98%	99.59%	3	1	0
7	8045	34	0.42%	83	1.03%	28.61%	99.80%	61	64	9
10	9087	104	1.14%	46	0.51%	36.67%	98.55%	111	27	17
TOTAL	71356	143	0.20%	266	0.37%	100.00%	99.43%	184	194	53

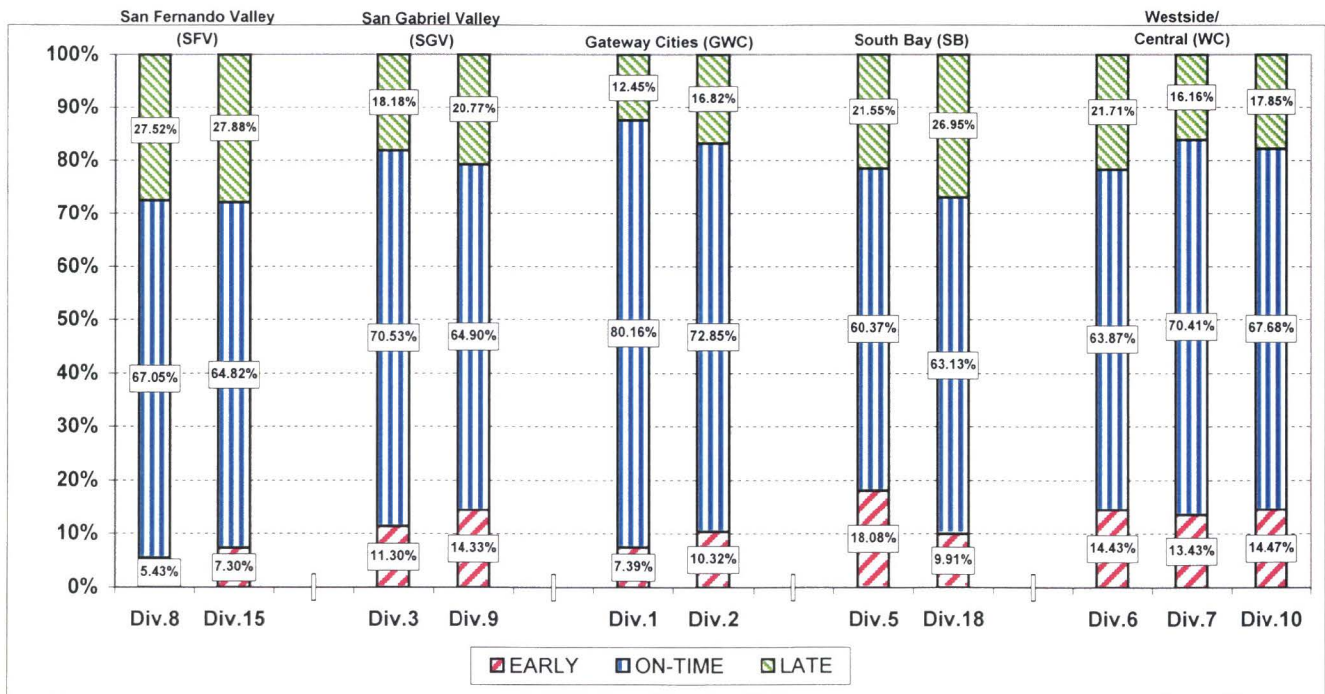
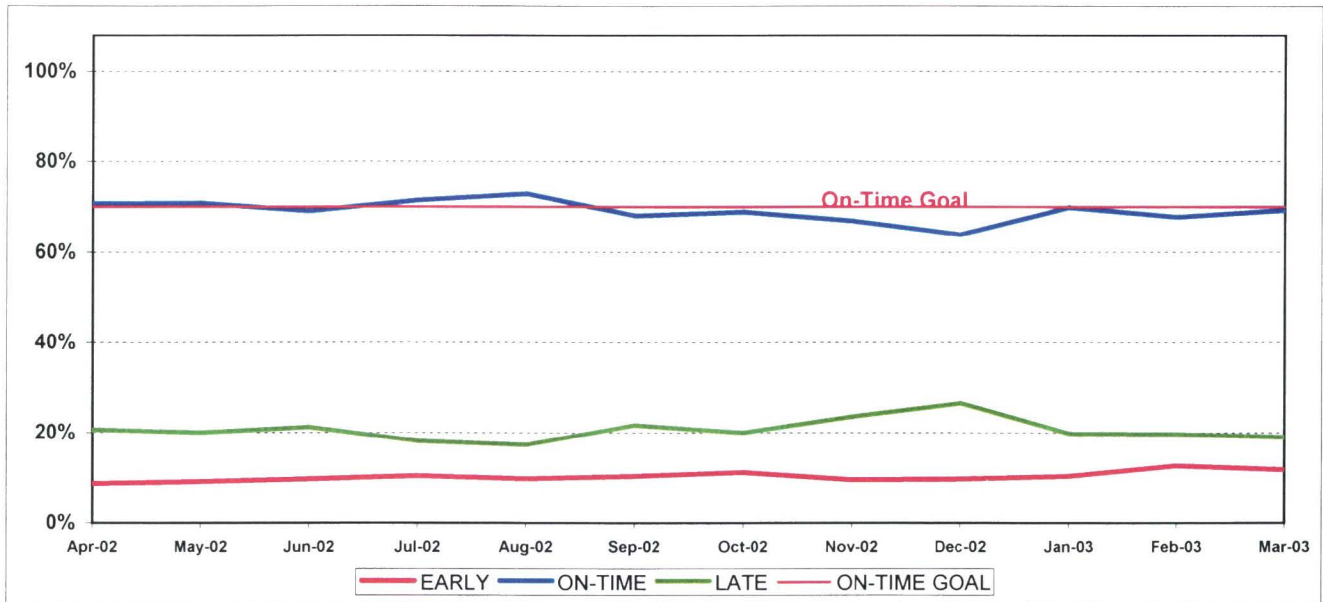
IN-SERVICE ON-TIME PERFORMANCE

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

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

Systemwide Trend

Bus Operating Divisions ISOTP - 1 Minute Tolerance for Running Hot



ISOTP By Sectors' Divisions

Year-to-Date Compared To Last Year

	FY02	FY03-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8			
Early	8.05%	6.83%	-1.22%
On-Time	67.88%	70.47%	2.59%
Late	24.06%	22.69%	-1.37%
Division 15			
Early	9.44%	8.35%	-1.09%
On-Time	62.51%	66.39%	3.88%
Late	28.05%	25.26%	-2.79%
Gateway Cities Sector (GWC)			
Division 1			
Early	11.69%	8.37%	-3.32%
On-Time	74.95%	78.30%	3.35%
Late	13.35%	13.32%	-0.03%
Division 2			
Early	15.63%	11.87%	-3.76%
On-Time	63.01%	65.67%	2.66%
Late	21.35%	22.45%	1.10%
South Bay Sector (SB)			
Division 5			
Early	12.52%	11.13%	-1.39%
On-Time	63.31%	65.36%	2.05%
Late	24.18%	23.51%	-0.67%
Division 18			
Early	12.27%	11.02%	-1.25%
On-Time	60.19%	59.29%	-0.90%
Late	27.55%	29.69%	2.14%

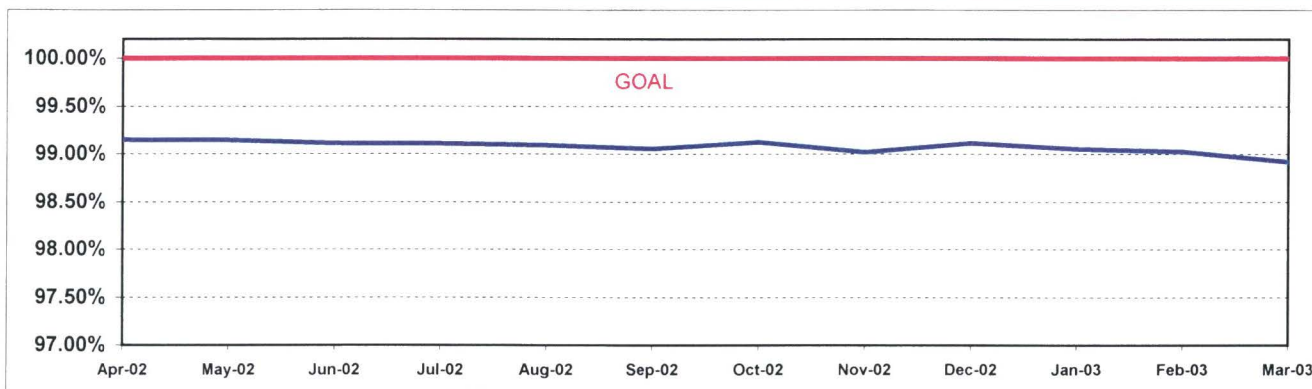
	FY02	FY03-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3			
Early	10.02%	8.36%	-1.66%
On-Time	68.70%	70.33%	1.63%
Late	21.28%	21.31%	0.03%
Division 9			
Early	12.63%	10.17%	-2.46%
On-Time	64.56%	68.09%	3.53%
Late	22.81%	21.74%	-1.07%
Westside/Central Sector (WC)			
Division 6			
Early	15.45%	13.15%	-2.30%
On-Time	64.64%	65.78%	1.14%
Late	19.91%	21.07%	1.16%
Division 7			
Early	12.46%	11.15%	-1.31%
On-Time	67.96%	68.14%	0.18%
Late	19.58%	20.71%	1.13%
Division 10			
Early	14.48%	12.28%	-2.20%
On-Time	63.56%	65.60%	2.04%
Late	21.96%	22.11%	0.15%
SYSTEMWIDE			
Early	12.45%	10.41%	-2.03%
On-Time	66.42%	68.58%	2.16%
Late	21.14%	21.00%	-0.13%

SCHEDULED REVENUE SERVICE HOURS DELIVERED

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

Calculation: SRSHD% = (Lost Revenue Service Hours minus Recovered Service Hours divided by Total Scheduled Service Hours)

Systemwide Trend



Performance Year-to-Date Compared To Last Year

SRSHD	FY02	FY03-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8	99.22%	99.24%	0.02%
Division 15	98.59%	99.00%	0.41%

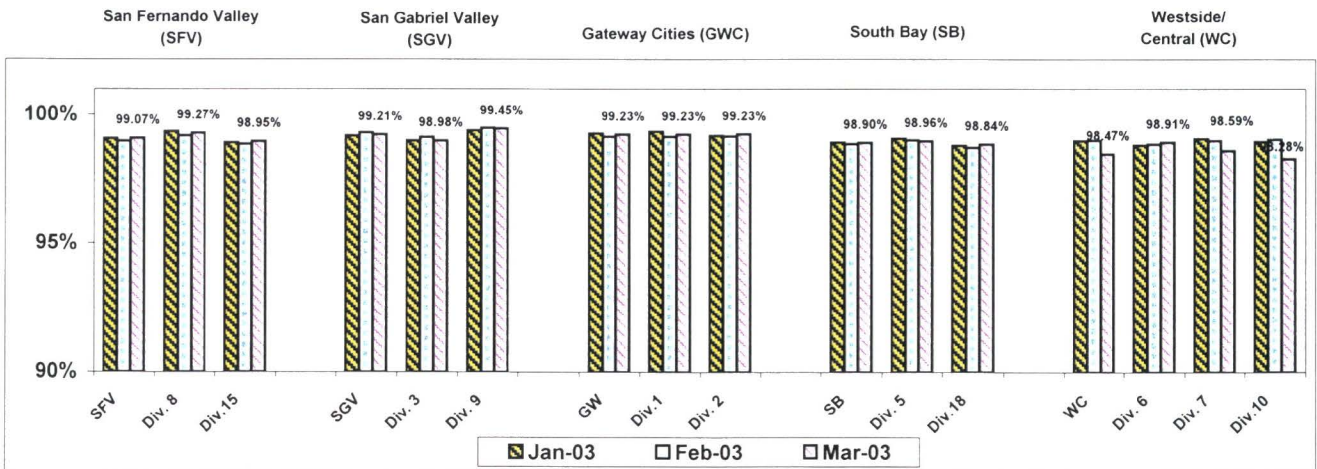
SRSHD	FY02	FY03-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3	98.95%	99.01%	0.06%
Division 9	99.14%	99.44%	0.30%

Gateway Cities Sector (GWC)			
Division 1	99.27%	99.34%	0.07%
Division 2	98.80%	99.04%	0.24%

Westside/Central Sector (WC)			
Division 6	99.11%	98.96%	-0.15%
Division 7	99.12%	99.02%	-0.10%
Division 10	99.17%	98.94%	-0.23%

South Bay Sector (SB)			
Division 5	99.08%	99.13%	0.05%
Division 18	98.89%	98.84%	-0.05%

Systemwide	99.01%	99.07%	0.06%
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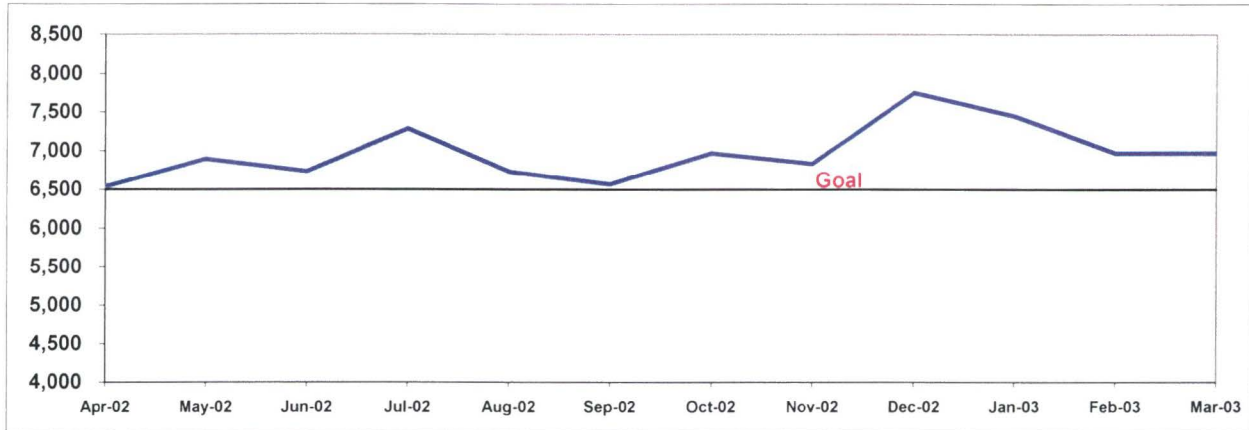
MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES

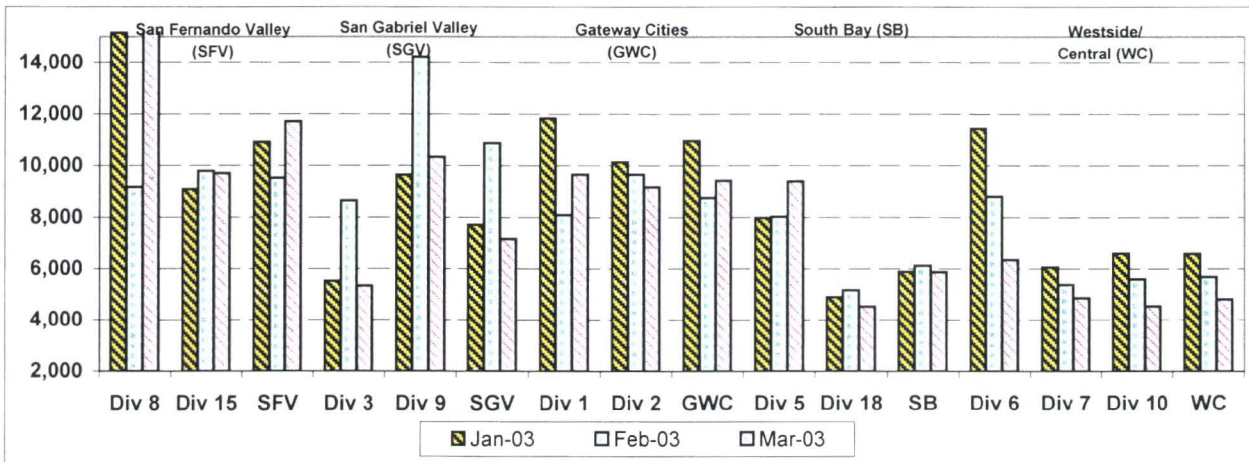
Definition: Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

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

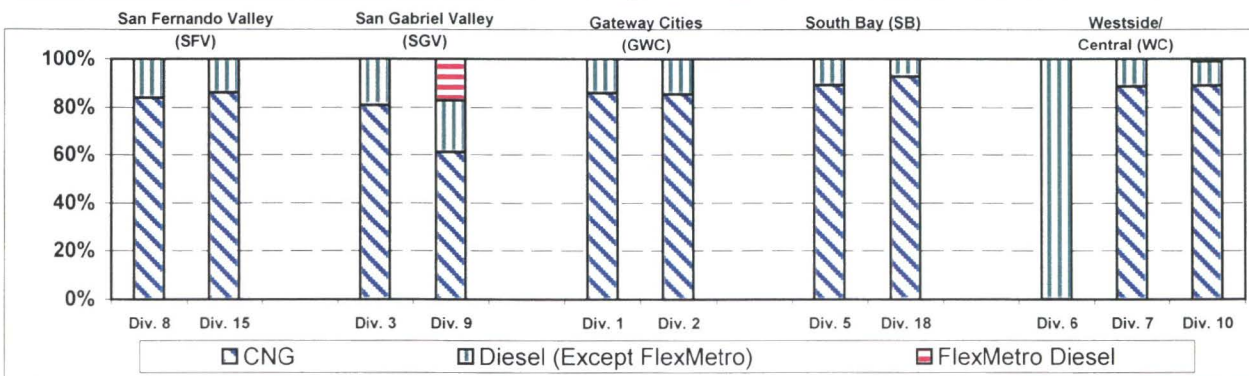
Systemwide Trend



Bus Operating Sector Divisions January - March 2003



Fleet Mix by Fuel Type



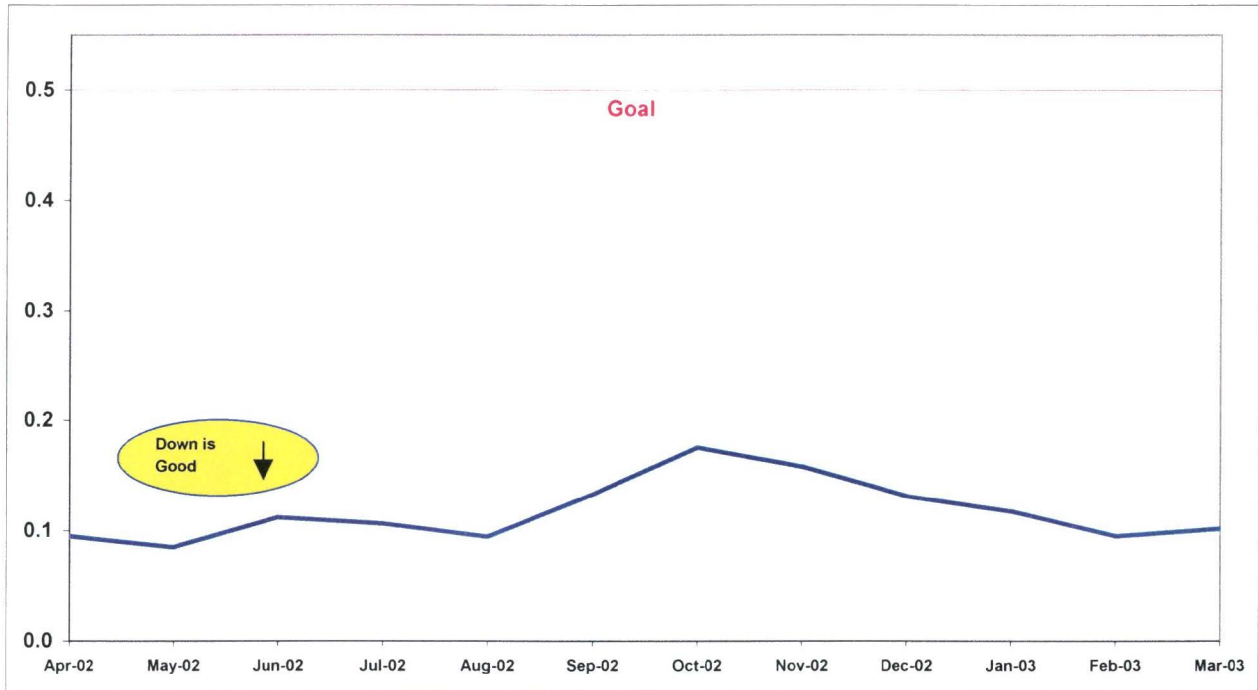
MAINTENANCE PERFORMANCE - Continued

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

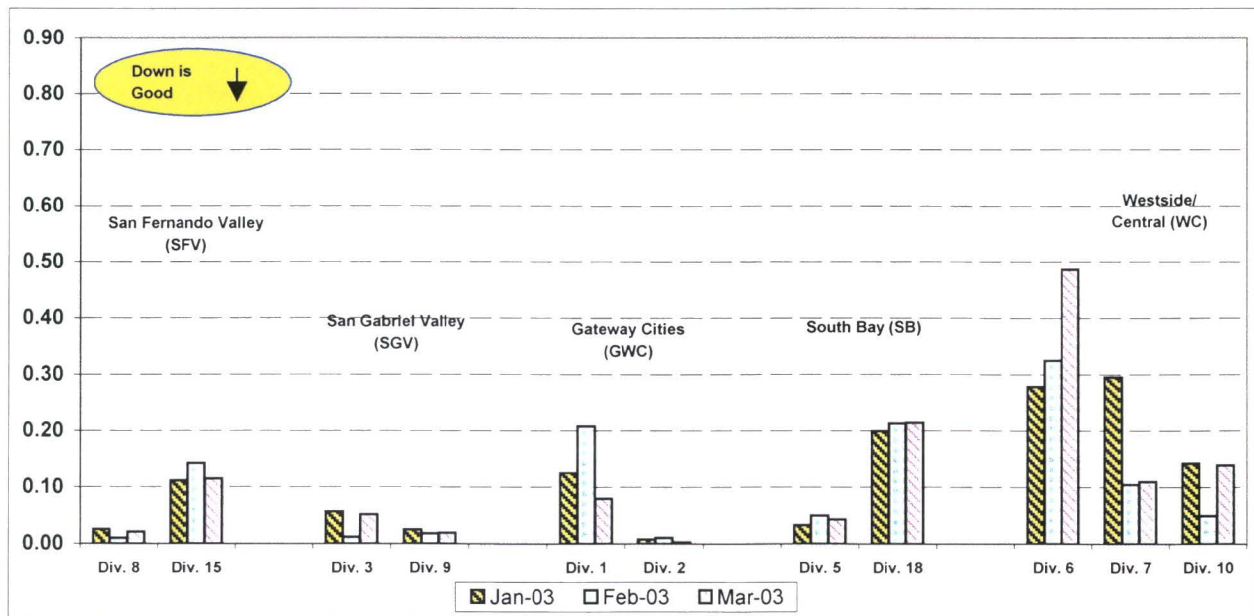
Definition: Average past due critical scheduled preventive maintenance jobs per bus. This indicator measures maintenance management's ability to prioritize and perform critical repairs and indicates the general maintenance condition of the fleet.

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

Systemwide Trend



Past Due Critical PMPs - by Sectors' Divisions
January - March 2003

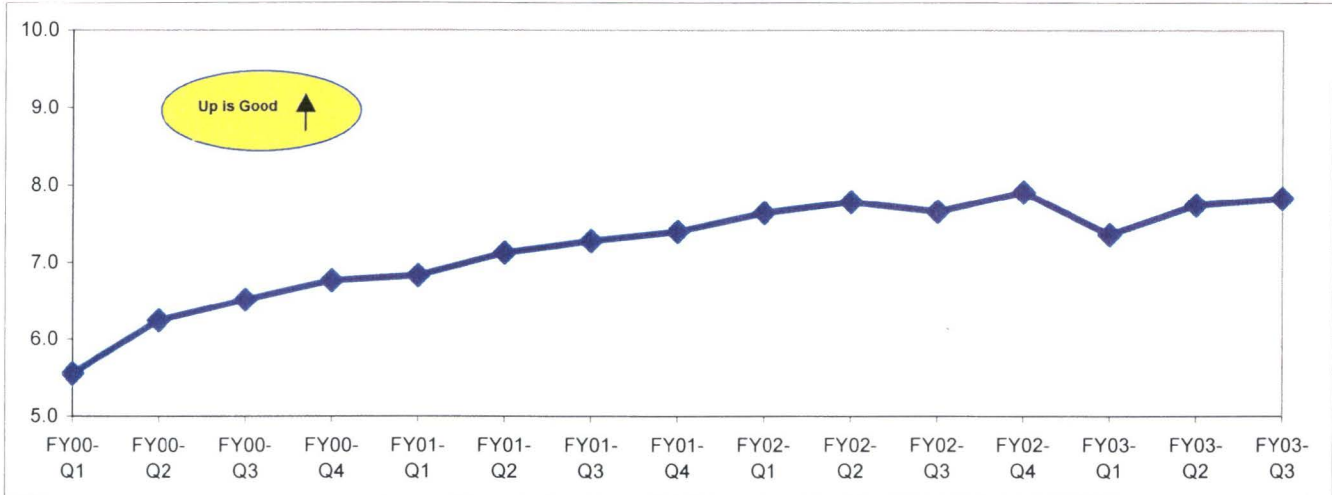


BUS CLEANLINESS

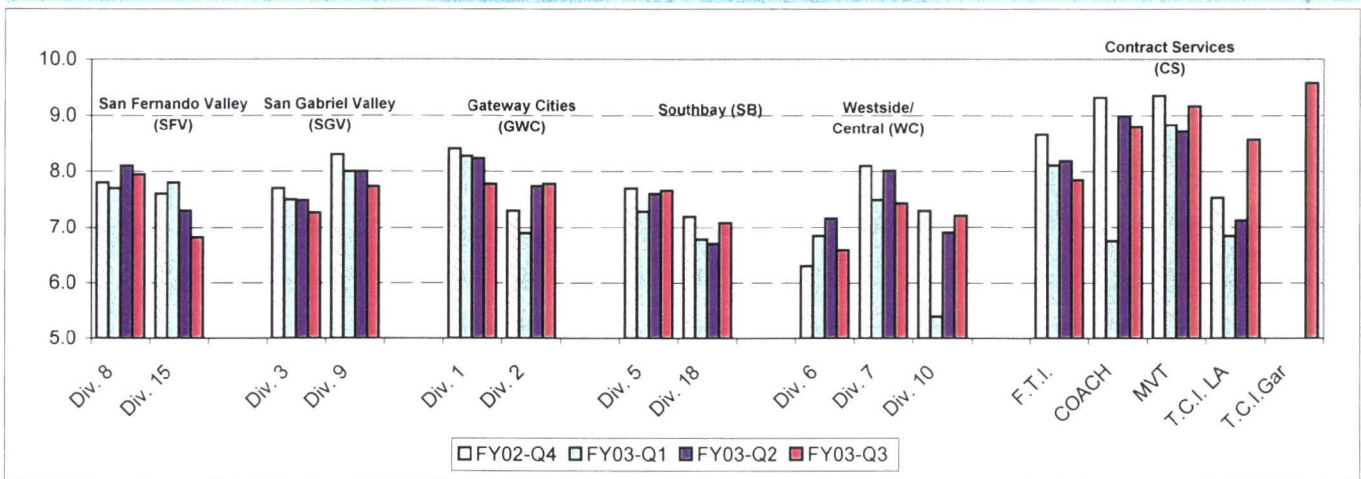
Definition: A team of three Quality Assurance Supervisors rates twenty percent of the fleet at each division and contractor per Quarter. Each of sixteen categories is examined and assigned a point value as follows: 1-3=Unsatisfactory; 4-7=Conditional; 8-10=Satisfactory. The individual item scores are 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 Fourth Quarter FY02 - Third Quarter FY03



Analysis: Overall cleanliness scores for Divisions 1, 2, 3, 5, 8, 9, 10, 15 and 18 remained consistent with the second quarter. Divisions 6 and 7 overall cleanliness score dropped half a point in the third quarter. Divisions 1, 2, 5, 8 and 9 scored high in the "Conditional" rating scale. Divisions 3, 6, 7, 10, 15 and 18 scored above the mid-range rating scale of "Conditional."

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

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

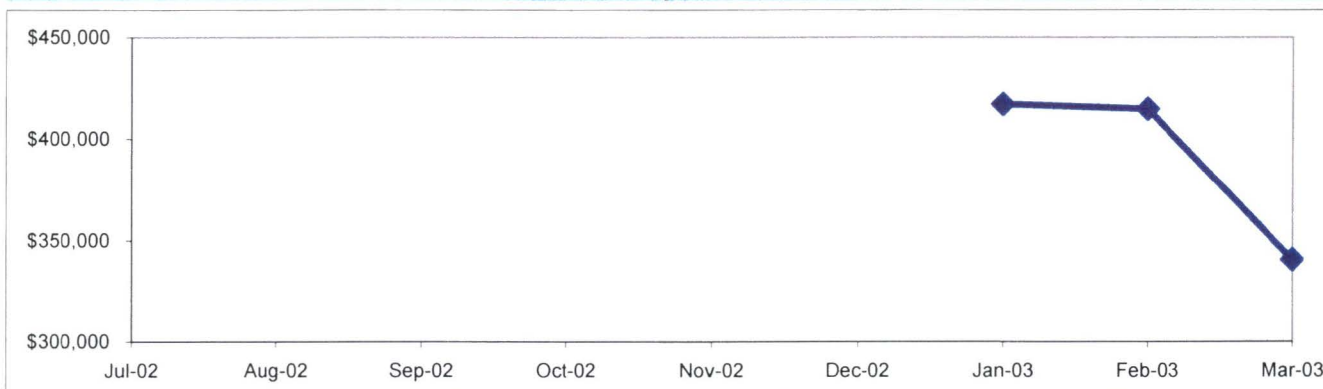
BUS ZERO TOLERANCE COST

Definition: The Zero Tolerance Program was developed to maintain A graffiti free bus fleet. The bus cleanliness rating measures the performance of this program. The chart below indicates the total cost for parts and labor associated with graffiti and vandalism abatement.

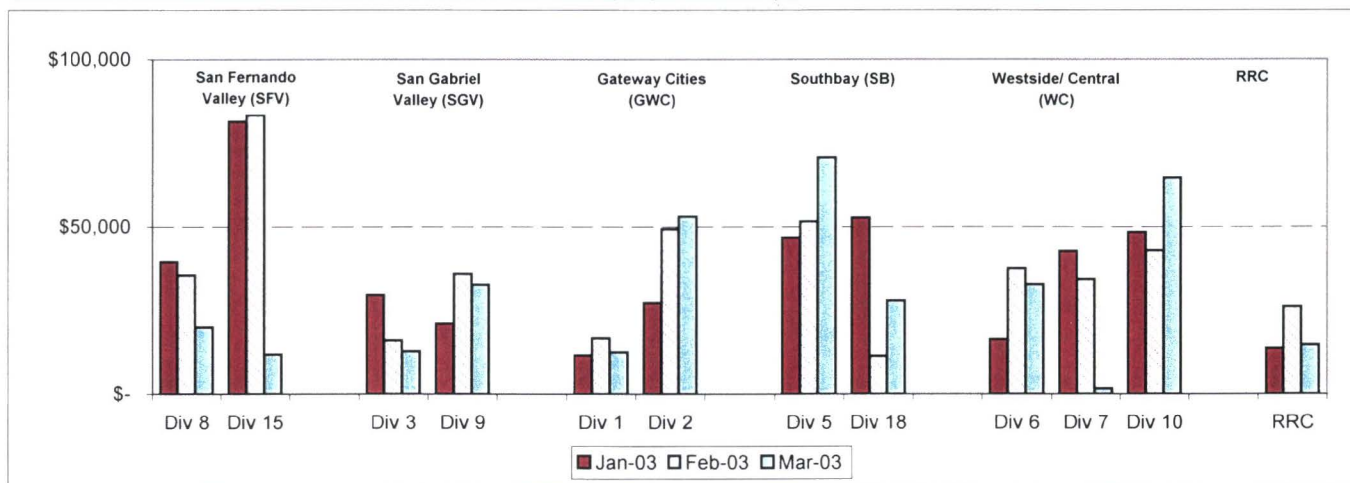
Calculation: Bus Cleanliness Cost = [Sum of (Part cost * Quantity)] + [Sum of (Average Labor Time to Install Part * Quantity) * Average Fully Burdened Mechanic Labor Salary]

Note: Part and labor costs are calculated at time of purchase.

Metro Bus Systemwide Cost



Bus Operating Divisions by Sector and Regional Rebuild Center (RRC) January - March 2003



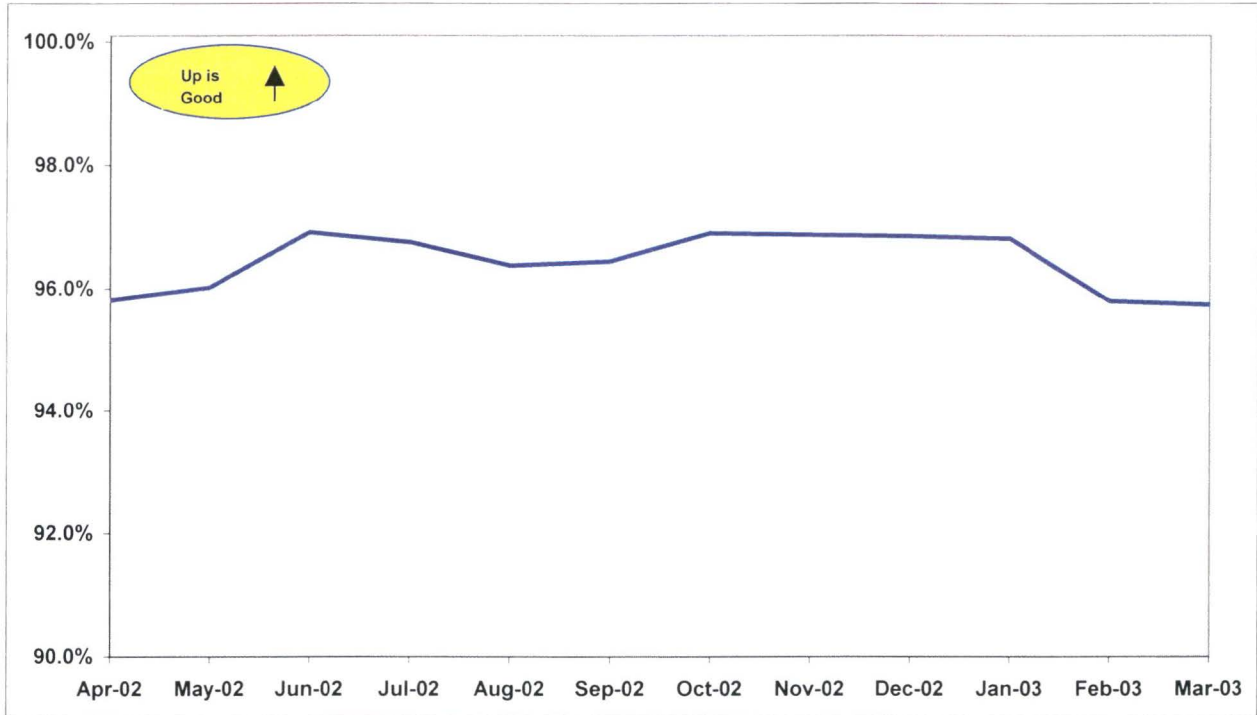
ATTENDANCE

MAINTENANCE ATTENDANCE

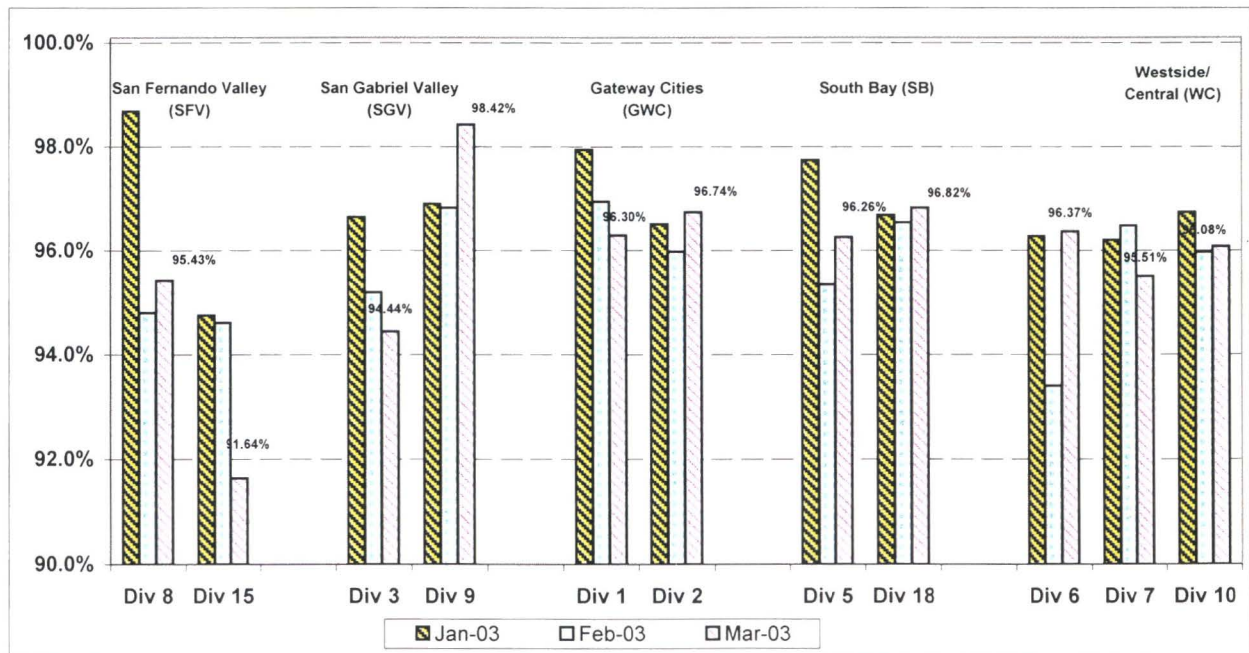
Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

Systemwide Trend



Maintenance Attendance - By Sectors' Divisions (By Current Month) January - March 2003



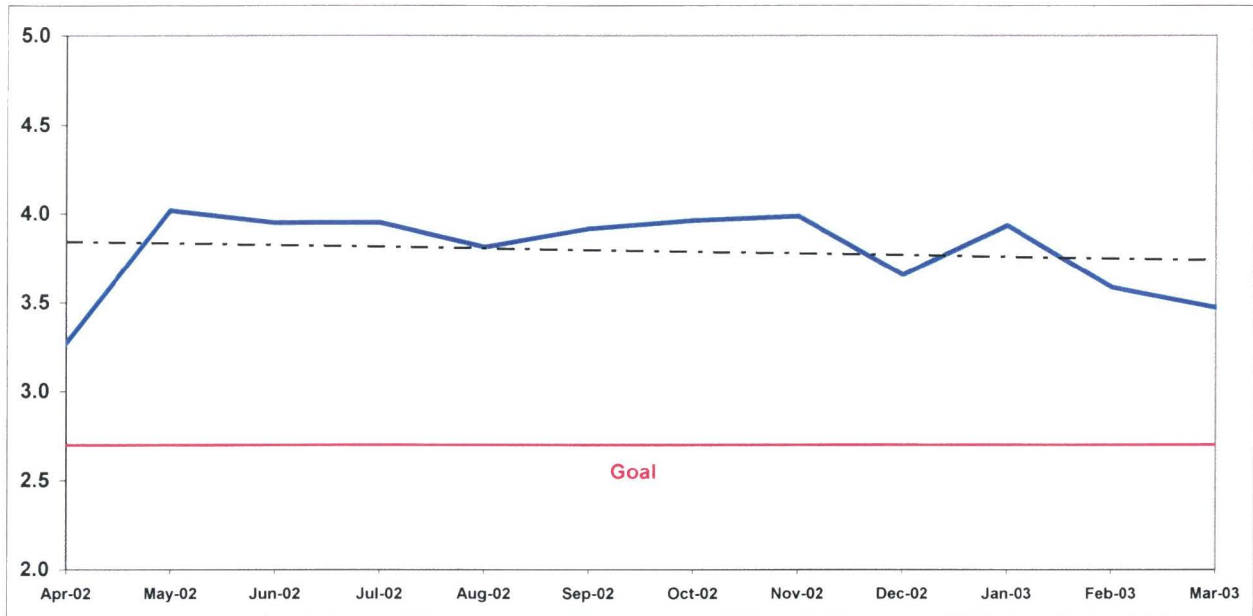
SAFETY PERFORMANCE

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.

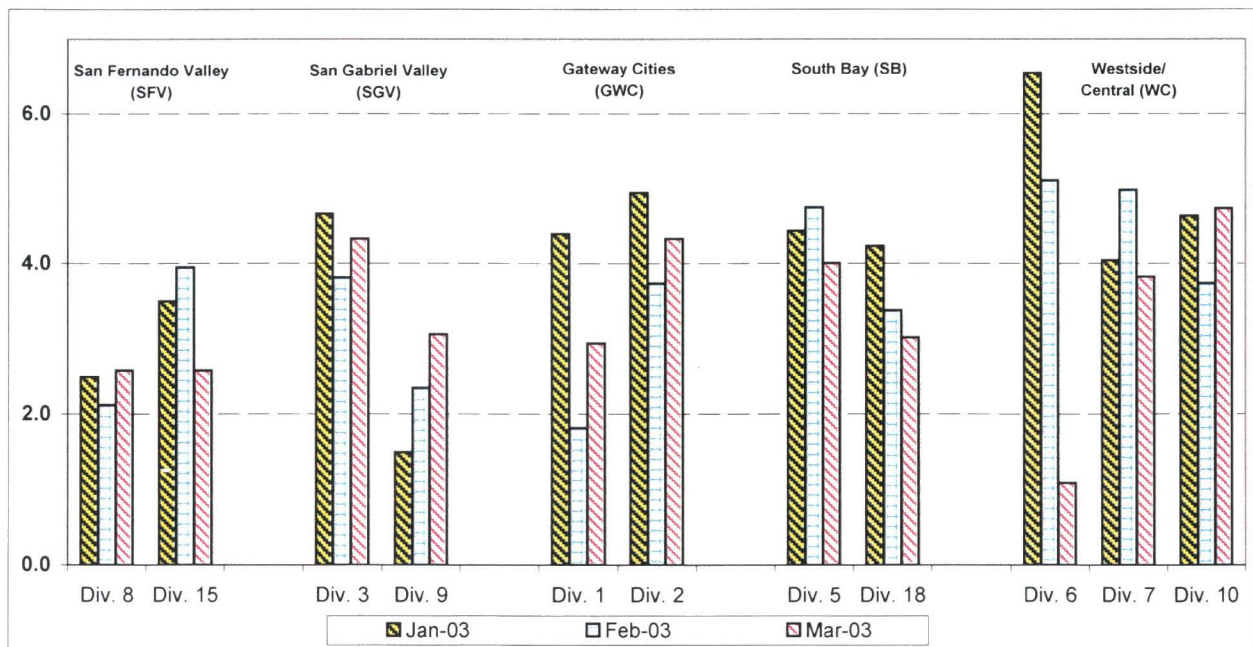
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

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 January - March 2003

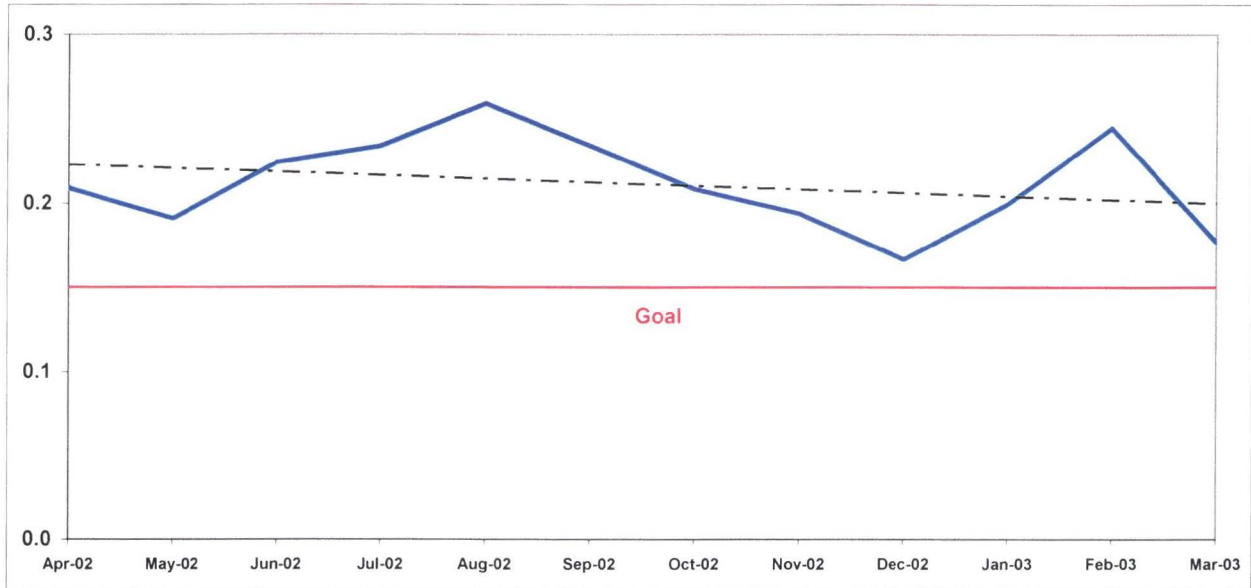


BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

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))

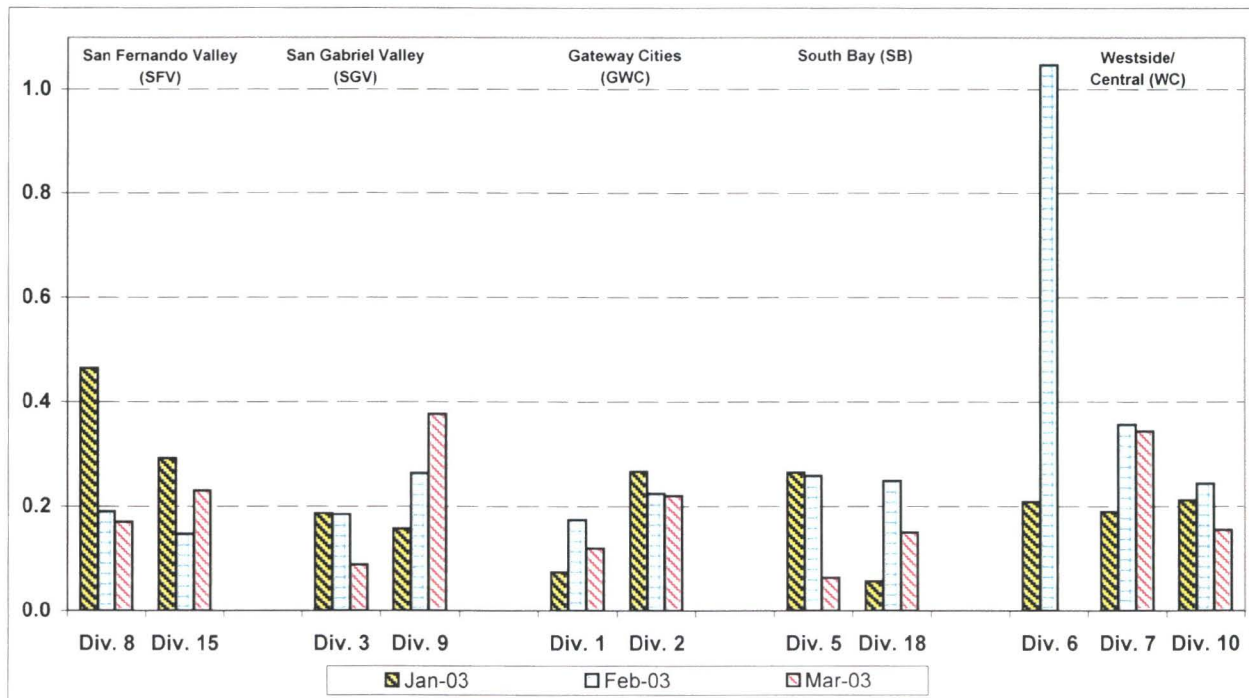
Systemwide Trend



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.

*February ridership has been estimated for calculating Passenger Accidents per 100,000 Boardings.

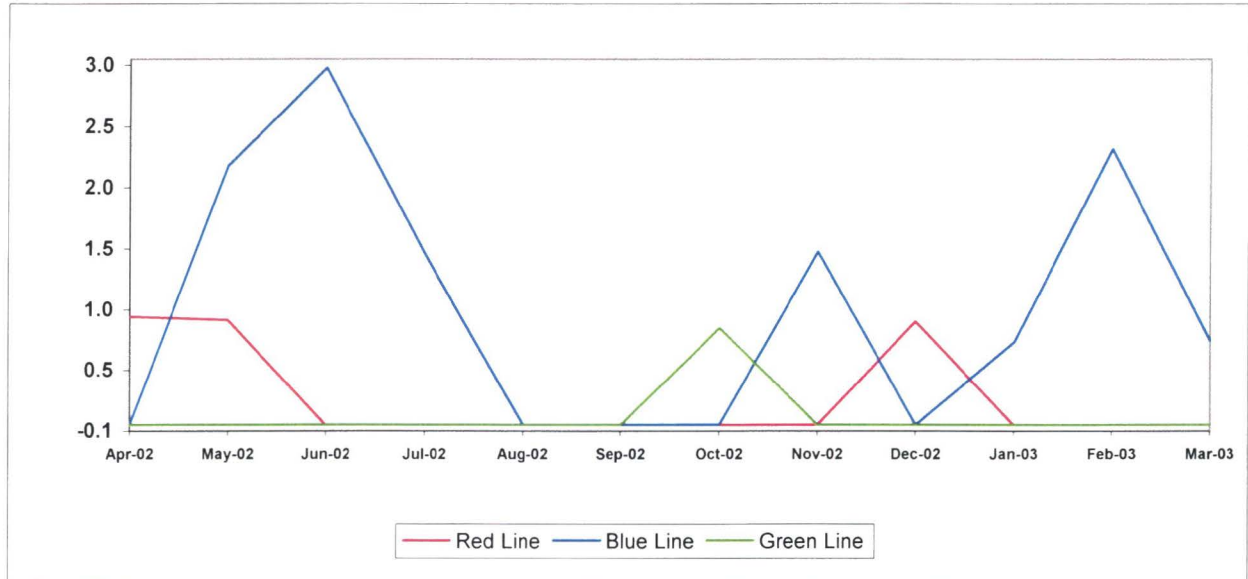
Bus Operating Divisions - by Sectors' Divisions January - March 2003



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.

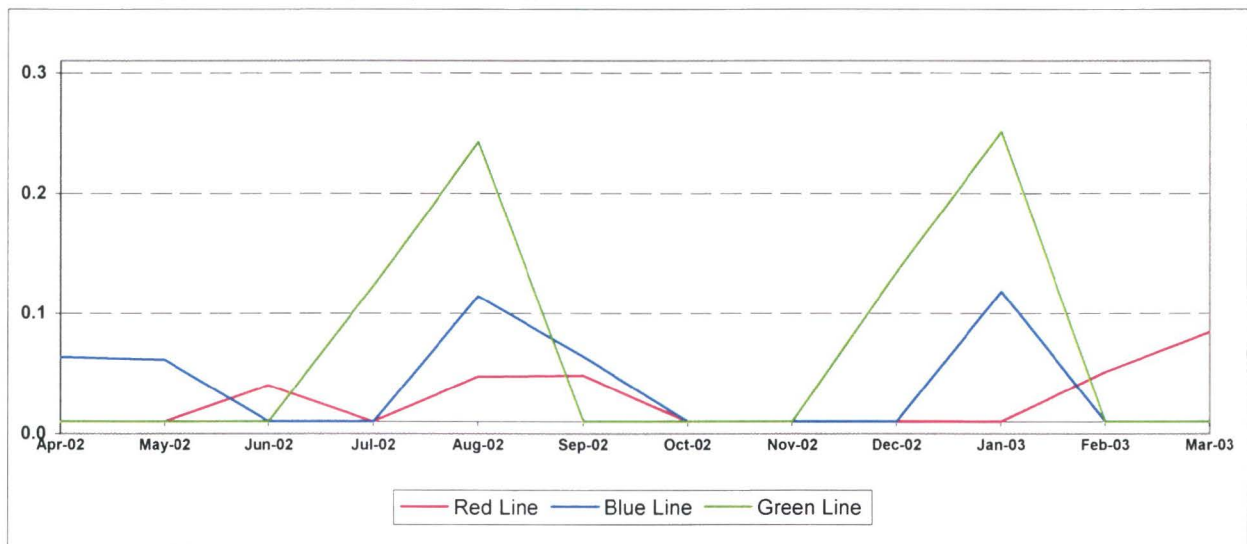
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



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.

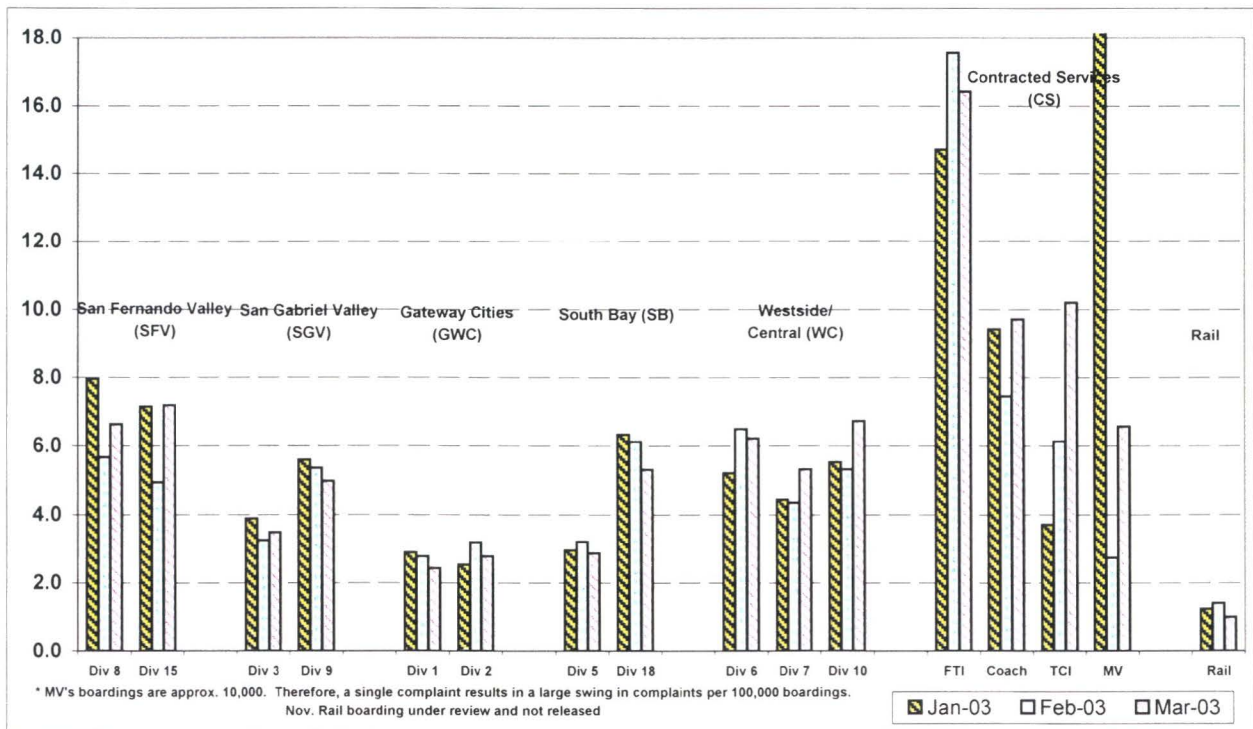
Calculation: Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)

Systemwide Trend



Bus Operating Divisions - by Sectors' Divisions January - March 2003

* February bus ridership not released, complaint rate estimated.



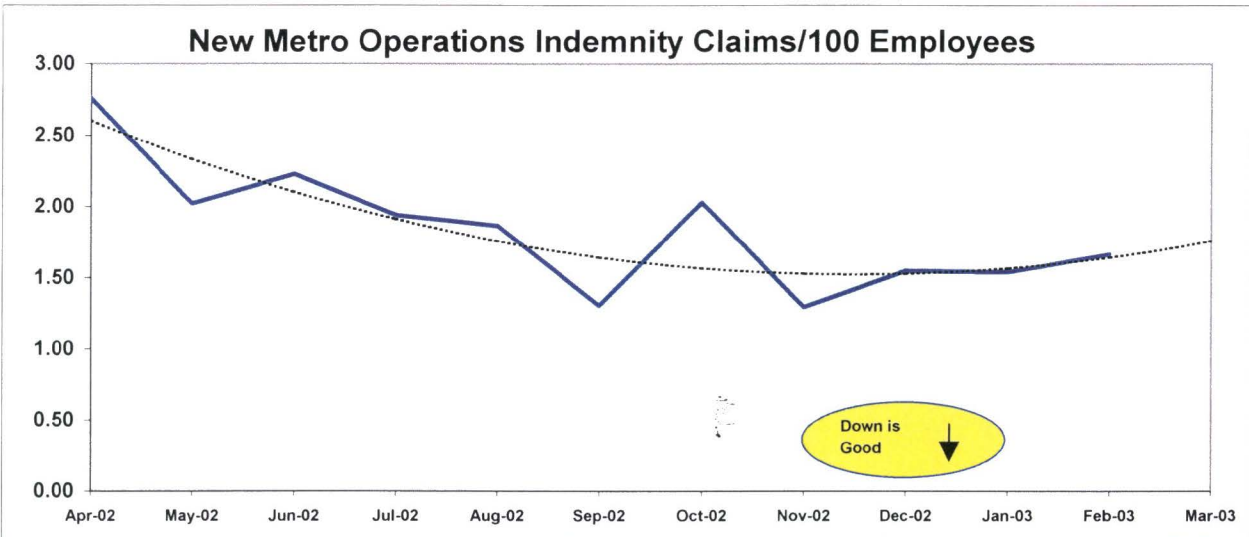
WORKERS COMPENSATION CLAIMS

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



Risk Management failed to report March indemnity claims.

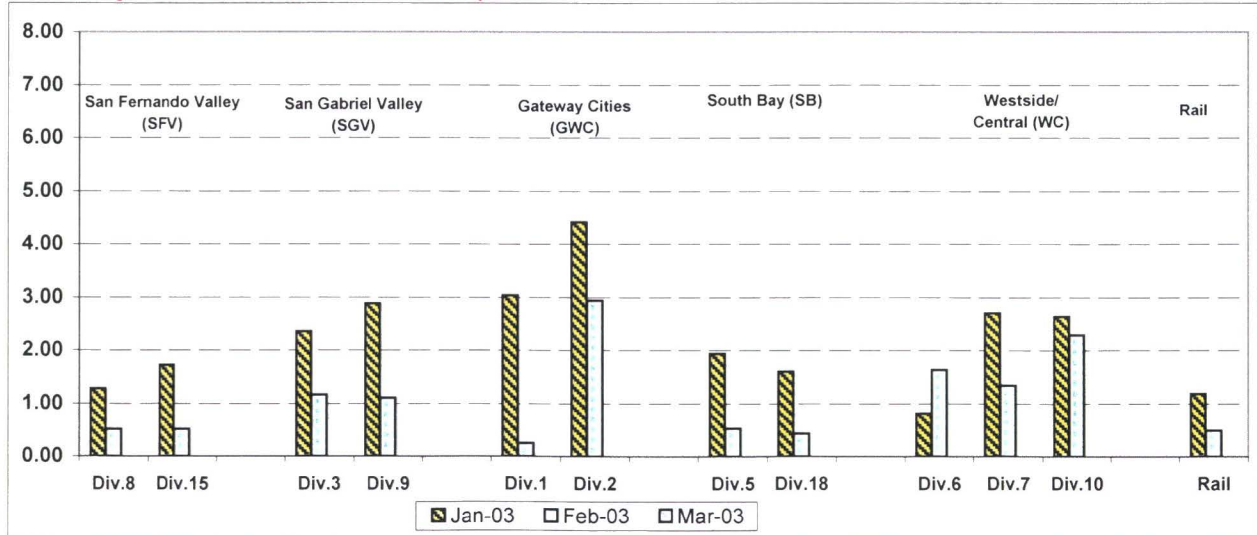
NEW CLAIMS PER 100 EMPLOYEE-MONTH BY BUS SECTORS' DIVISION & RAIL

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 January - March 2003

Risk Management failed to report March indemnity claims.



**VOLUNTARY COMPLIANCE
AGREEMENT**



April 21, 2003

Metropolitan
Transportation
Authority

One Gateway Plaza
Los Angeles, CA
90012-2952

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

Dear Ms. Swann:

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

As of December 2002, only 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 had concerns about the safety and installation requirements. In the next two months, MTA staff will have a different prototype gap-reducer available for review. At that time, MTA will be able to determine the schedule for correcting this remaining issue.

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. During the last quarter, MTA staff developed plans to complete the remaining construction tasks; some work has been completed, the rest will be completed by May 2003.

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
Darrin Jourdan, Regional Civil Rights Officer

LOS ANGELES COUNTY MTA – VOLUNTARY COMPLIANCE AGREEMENT MATRIX – QUARTERLY UPDATE -- JANUARY - MARCH 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 – JANUARY–MARCH 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.

A request for bids was issued in December 2001. Technical concepts and price quotes were received separately, in late March and late April respectively, and a contract was awarded in July 2002. MTA received prototypes of the door-extendors in late 2002, and began evaluating these prototypes to determine whether they would meet MTA needs for a safe method to reduce the gap. There have been concerns about the feasibility and safety of the first prototypes received.

MTA expects to have a different prototype to address the gap-reduction available for review by June 2003. Following this review, a schedule will be developed for project completion.

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 – JANUARY - MARCH 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		Apr-02 completed	May-03	Jun-02 completed			Dec-01 completed	Aug-02 completed	Dec-01 completed		Aug-02 completed	
Artesia	Mar-03 completed	May-03	Apr-02 completed	May-03				Dec-01 completed					
Willow	May-03		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 June 2002

VCA ADDENDUM – JANUARY – MARCH 2003 – EXPLANATIONS

Parking The FTA review identified missing parking and van-accessible signs at Artesia, Imperial, and Willow stations. MTA Facilities Engineering staff conducted a detailed review of these parking areas and reviewed design-drawings for all construction and related modifications with MTA Rail Facilities Maintenance in December 2002. All signs have been installed at Artesia and Imperial stations; one sign at Imperial station will be installed following a determination about location.

To correct problems identified with the parallel parking spaces adjacent to the Willow station, MTA Facilities Engineering prepared design drawings in December 2002 and has 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 started and is scheduled for completion by May 2003.

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 has completed the curb cut, and will construct the ramp and place appropriate signage by May 2003.

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 is also working with Rail Facilities Maintenance to construct a curb cut on the accessible pathway east of the station; this work has begun, and will be completed by May 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.