FTA QUARTERLY REVIEW BRIEFING BOOK

September 10, 2003

Submitted By:

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

AGENDA
FTA NEW STARTS PROJECTS
QUARTERLY REVIEW MEETING

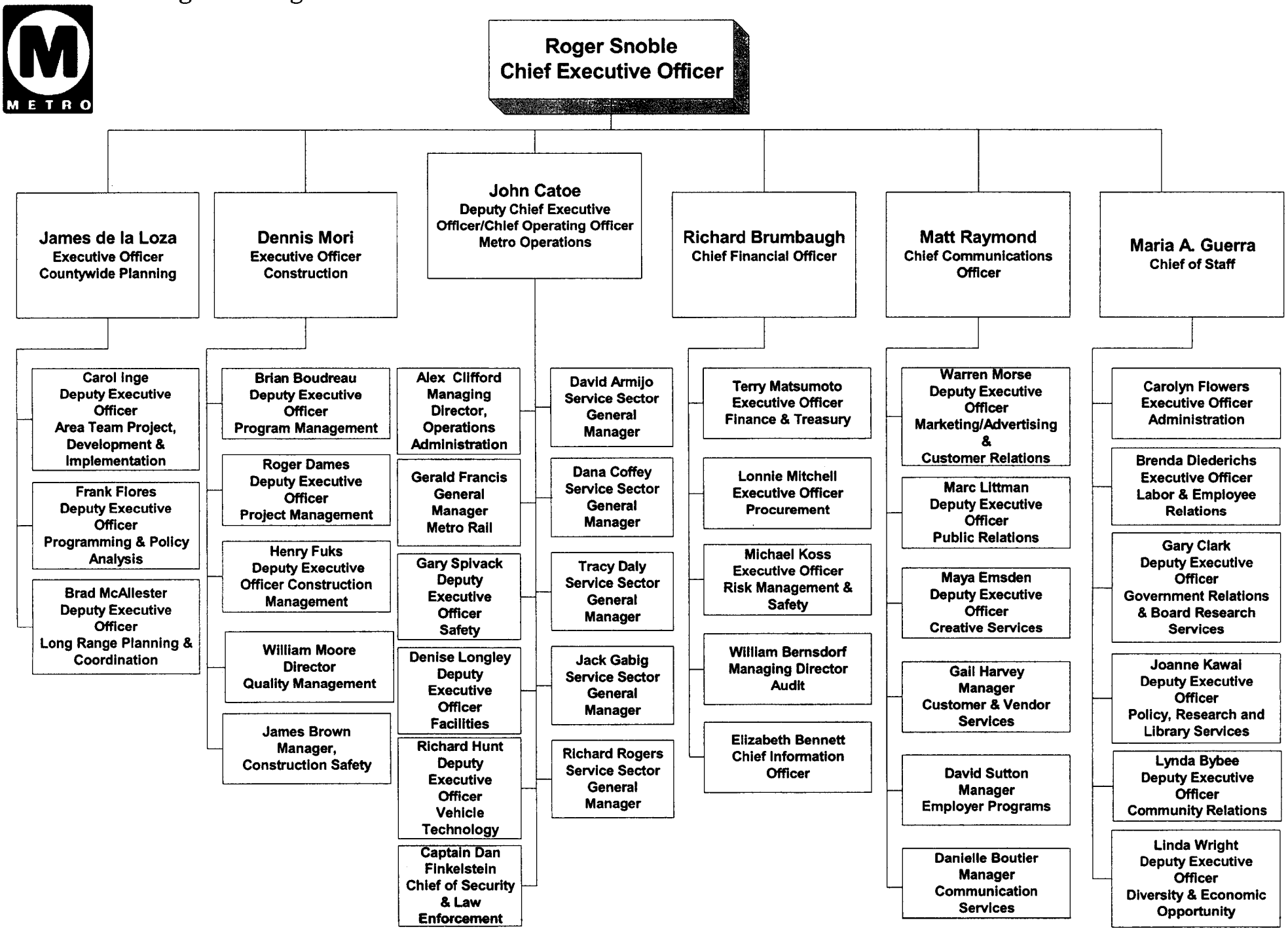
Los Angeles County Metropolitan Transportation Authority
Wednesday, September 10, 2003 - 10:00 a.m.
Gateway Conference Room - 3rd Floor

			PRESENTER
I.	**OVERVIEW**		
	A.	FTA Opening Remarks	Leslie Rogers
	B.	MTA Management Overview	Roger Snoble
	C.	Legal Issues	Steve Carnevale
	D.	General Safety and Security Issues	Dan Finkelstein
	E.	ADA Key Station Voluntary Compliance Agreement	Ellen Blackman
II.	**METRO CONSTRUCTION REPORTS**		
	A.	Construction Project Management Overview	Dennis Mori
	B.	Metro Gold Line Eastside Extension	Eli Choueiry
		• Cost Status	
		• Schedule Status	
		• Bid Phase Status	
		• Utility Relocation	
		• Real Estate Status	
		- Maintenance Facility Status	
		• FFGA Status	
		- FFGA Schedule	Brian Boudreau
		- Project Management Plan	Brian Boudreau
		- Resident Engineer's Manual	Eli Choueiry
		- Operations & Maintenance Plan	Eli Choueiry
		• Pasadena Gold Line	Gerald Francis
		• P2550 Vehicle Procurement	Dave Kubicek
	C.	Metro Red Line Segment 3	
		• North Hollywood Extension	Roger Dames
		• FFGA 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**		Brian Boudreau
	A.	FTA (Reference June 2003 PMOC Monthly Reports)	
IV.	**PLANNING**		
	A.	Transit Corridor Projects	James de la Loza
		• Mid-City/Wilshire BRT Project	David Mieger
		• Mid-City/Exposition LRT Project	Steve Brye

V. PROPOSED SCHEDULE AND LOCATION OF NEXT MEETING

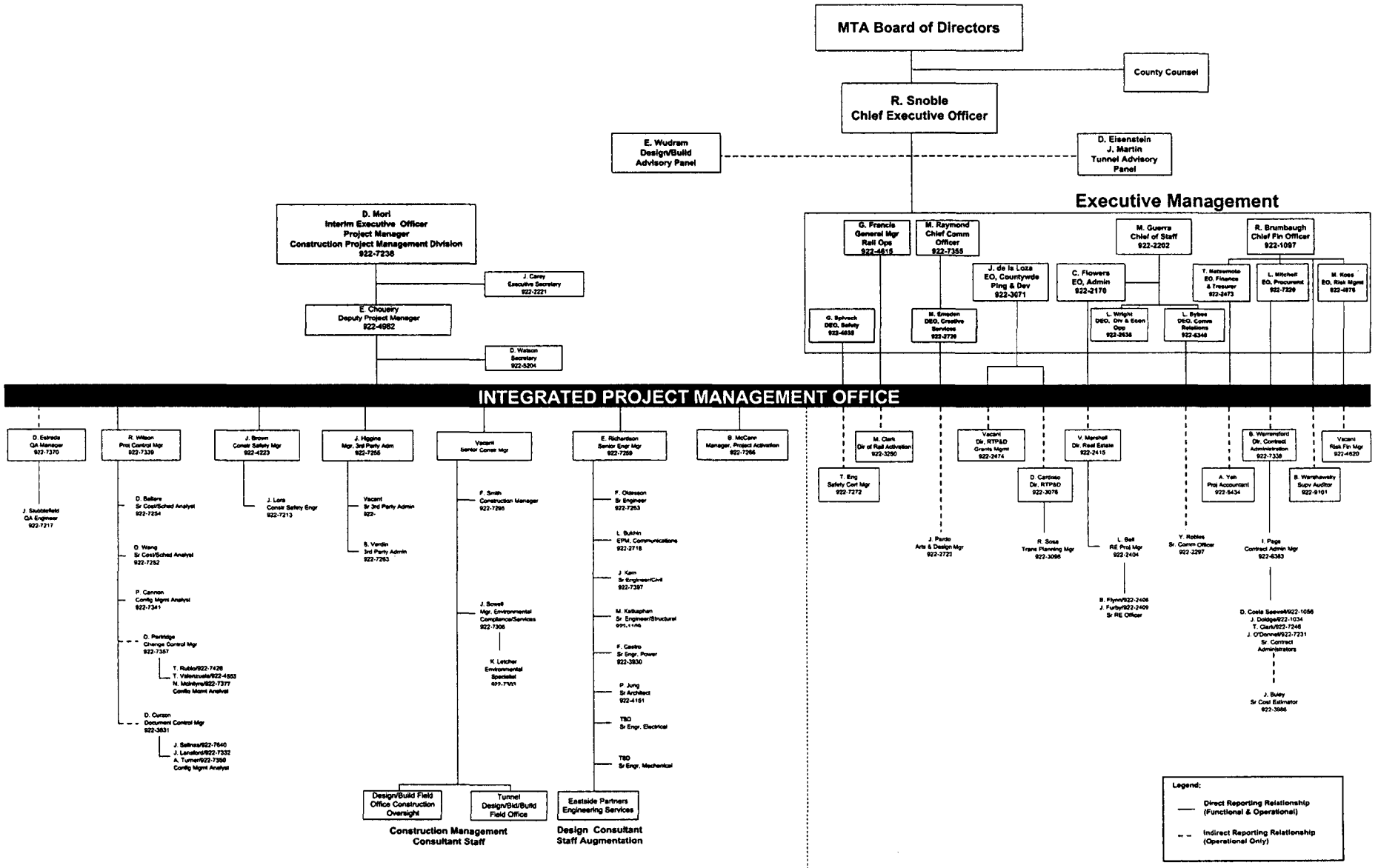
Los Angeles County Metropolitan Transportation Authority
Wednesday, November 19, 2003 - 10:00 a.m.
Gateway Conference Room - 3rd Floor

LACMTA Management Organization Chart



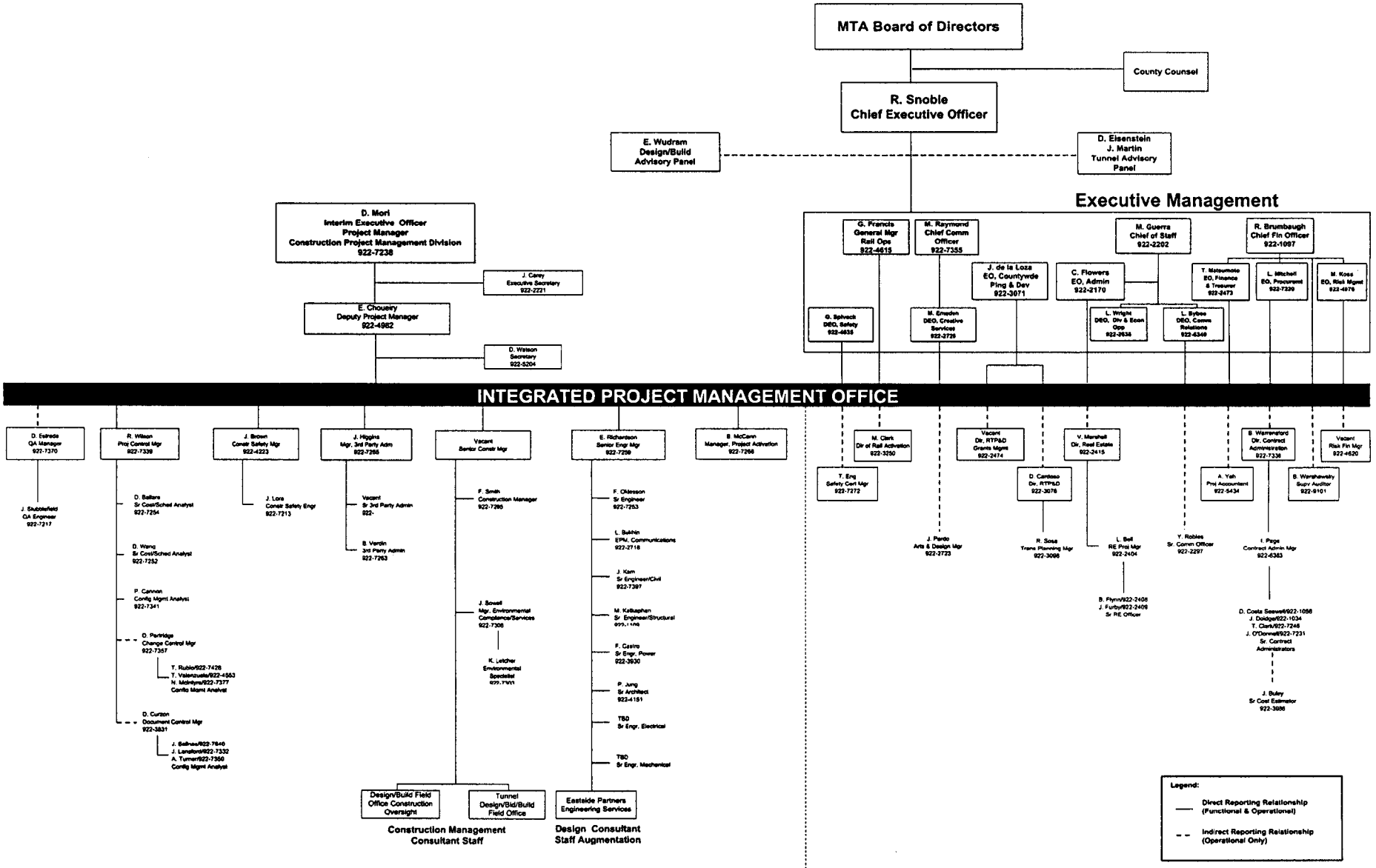
May 2003

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



06/26/2003

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



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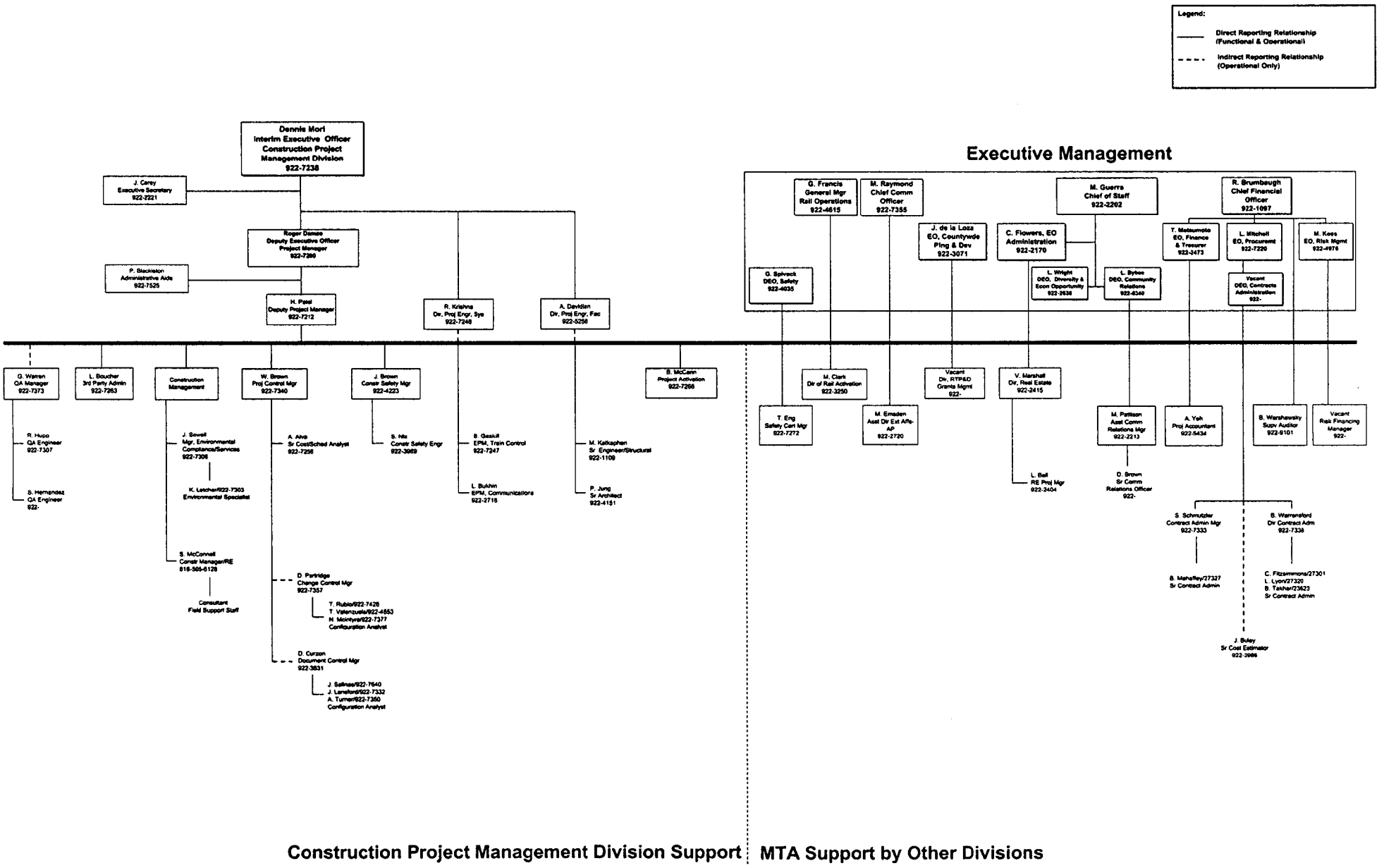
SEGMENT 3 NORTH HOLLYWOOD EXTENSION



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

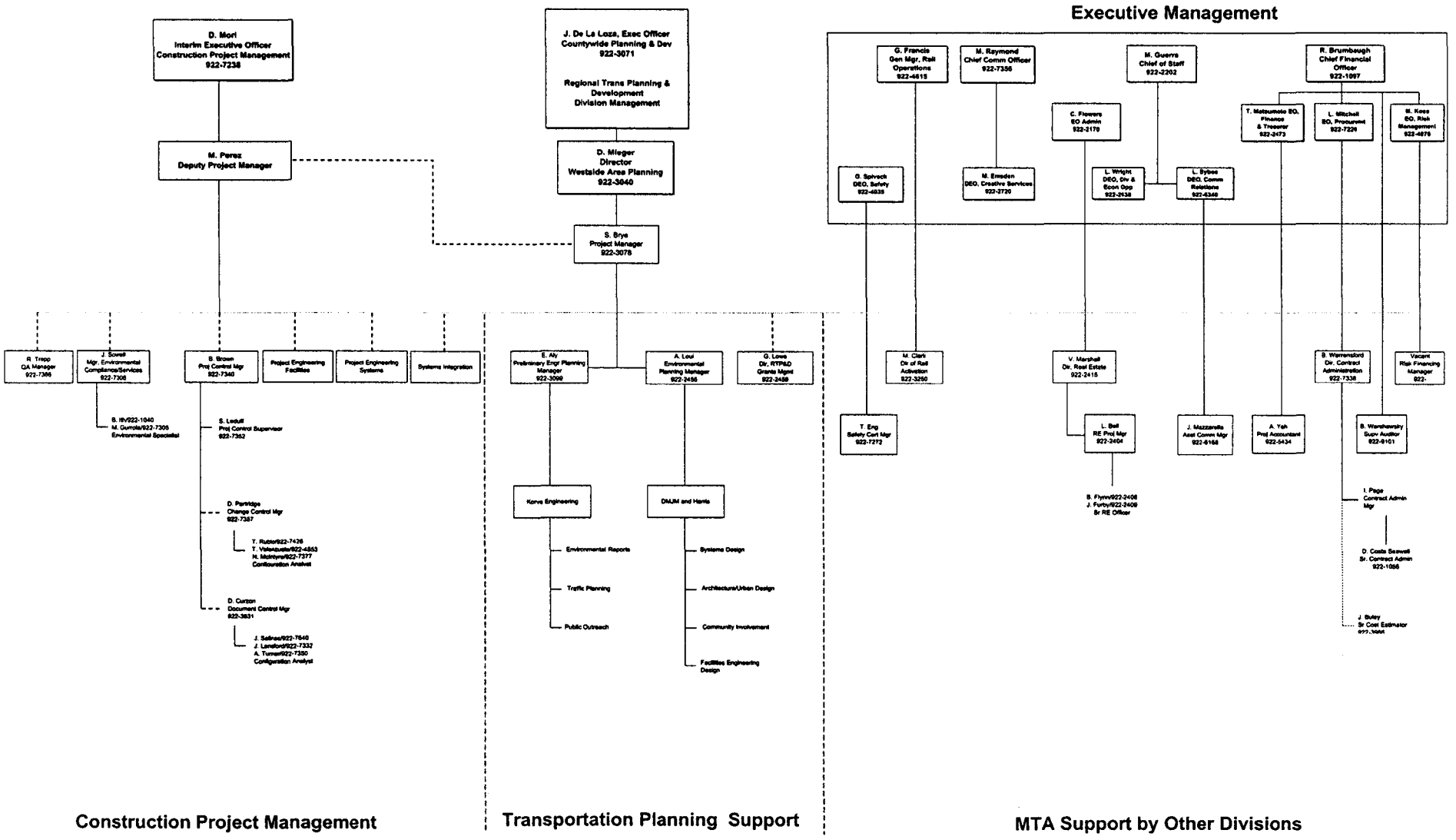
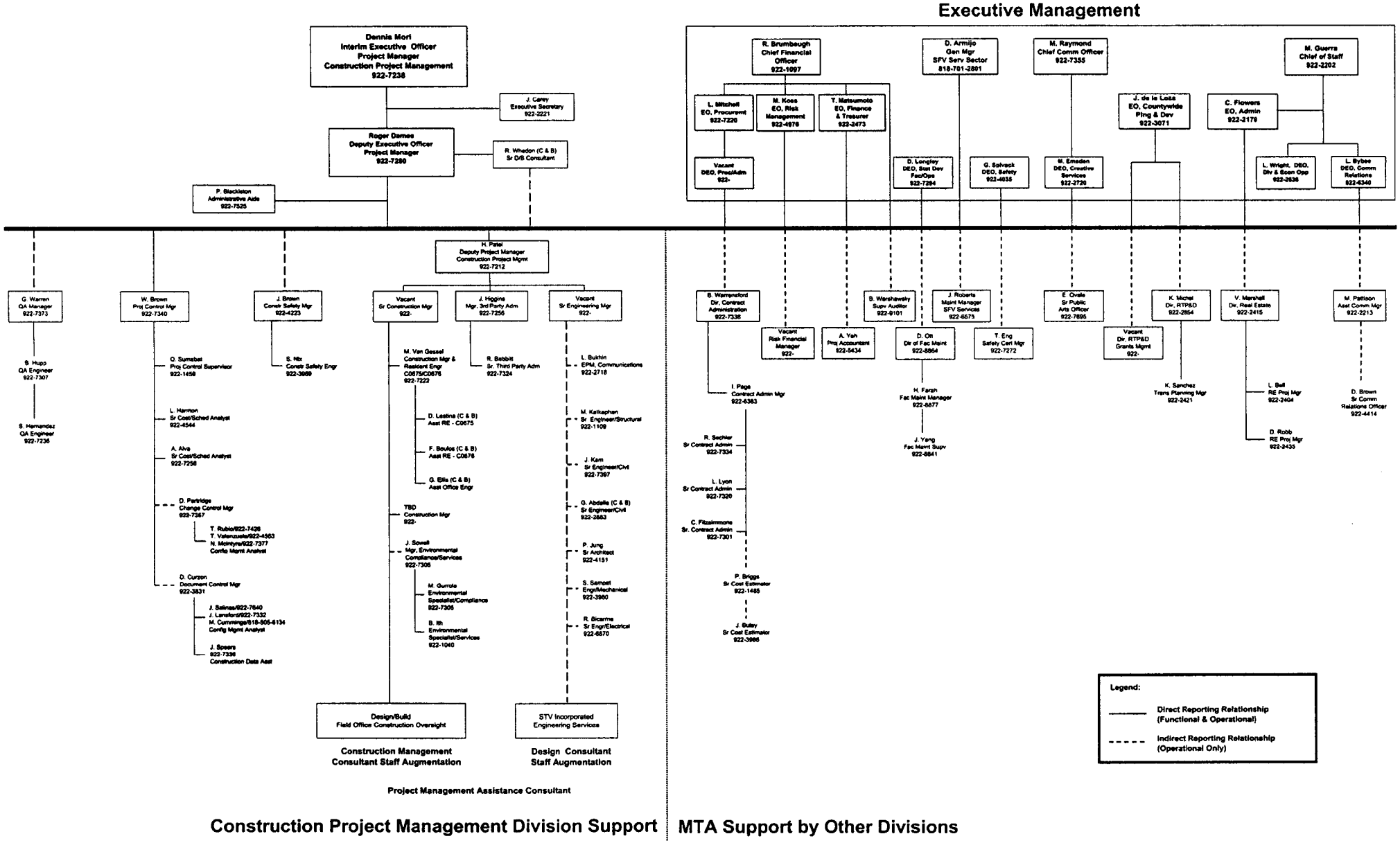


EXHIBIT 2.3 - SAN FERNANDO VALLEY METRO RAPIDWAY PROJECT MANAGEMENT ORGANIZATION STRUCTURE



METROPOLITAN TRANSPORTATION AUTHORITY

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

LOCAL

PROPOSALS/ACTIONS	DESCRIPTION	STATUS
Grand Central Square Project (Perry, Pacheco)	CRA report to Economic Development Committee on debt restructure and subordination agreements with MTA regarding the joint development project's second default.	5/13 CAO report approved by Council, proposing to restructure plan of debt obligation to MTA into 2 notes secured by trust deeds
Santa Monica Metro Line Construction Authority (Holden, Perry)	Resolution to oppose SB 504 (Kuehl), which would create the Authority to oversee completion of the Expo Light Rail Line. Oppose bill to include 3 versus 1 L.A. City Council Representatives (add 2)	5/13 Resolution adopted and amended by Council to state a position of oppose unless bill is amended to increase the City's representation to three members.
South Park (Perry, Zine)	Motion relative to lease of MTA's South Park Division at 54th St. and Avalon Blvd. for development of mixed-use wetland habitat and education center.	5/21 Motion adopted to approve communication recommendations from Public Works and EQ Committees 7/9 Report from General Services relative to replacement sites for MTA facility; currently in Public Works Committee
Expo Light Rail Transit Project (Holden, Parks)	Resolution to support light rail project as the locally preferred alternative for the Exposition Corridor for Phase I & II for the Cities of Los Angeles, Culver City and Santa Monica. Resolution to request that MTA with the City of L.A., actively seek federal and state funding for the project, as part of TEA 21.	5/23 Resolution adopted by Council

STATE ASSEMBLY			
BILL/AUTHOR	**DESCRIPTION**	**MTA POSITION**	**STATUS**
ACA 7 (Dutra) LA 5/22	Would reduce the voting requirement to a 55 percent for sales taxes related to transportation.	Support	6/3 In Assembly.
ACR 40 (Dymally)	Would create the Compton Planning and Transportation Task Force.	Work with Author	7/24 Adopted.
AB 98 (Koretz) LA 3/12	Would require the IWC to expand Wage Order #9 to publicly employed commercial drivers.	Oppose	6/11 In Senate Appropriations.
AB 199 (Oropeza) LA 6/2	Creates the Public Transit Employer-Employee Relations Act to give supervisory employees of public transit districts specified rights under the Myers-Milas Brown Act which includes rights to form and join in an employee organization.	Oppose	7/14 Suspense.
AB 557 (Lowenthal) LA 6/2	Would grant a right-of-way to a transit bus under specified conditions. Expand this program statewide and establish the right-of-way as a permanent provision in State law.	Support	7/8 In Senate Committee on Transportation.
AB 684 (Dutra) LA 5/6	Would require all smart card systems contracts after 2004 be equipped with a device to create interoperability of differing systems.	Oppose and Work with Author	5/28 In Assembly Appropriations Committee.
AB 875 (Wyland)	Require beginning in 2008, all funds generated by the state gas tax and sales tax on gas be apportioned by the CTC to the county in which funds were generated.	Oppose	3/10 Assembly Transportation Committee.
AB 1500 (Diaz & Pavley)	Would create the Petroleum Pollution Cleanup and Prevention Act. The bill would levy a 41 charge on each barrel of petroleum delivered to a refinery in California and would dedicate those funds to various petroleum pollution remediation programs and to public transit.	Support	4/28 In Assembly Transportation. Not heard.
AB 1652 (Nakano)	Would add two City Selection Committee members to the MTA Board. Require the City Selection Committee to define the six sectors from which the new members would be selected.	Oppose	5/21 In Assembly Appropriation. Not heard.

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

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

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

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STATE SENATE			
BILL/AUTHOR	**DESCRIPTION**	**MTA POSITION**	**STATUS**
SCA 2 (Torlakson) LA 2/20	Would reduce the voting requirement to a simple majority for sales taxes related to transportation.	Support if Amended	4/28 To Senate for third reading.
SCA 7 (Murray) LA 4/28	Require that the loan repayment conditions for the State Transportation Fund and Public Transportation Account be applied to any loan that is made from motor vehicle-related revenues to any other fund or account in the state.	Support	5/29 Senate Appropriation Committee.
SB 157 (Bowen) LA 7/2	Create the Streamlined Sales and Use Tax Agreement Act in the State, create a Board of Governors to represent California at the Agreement meetings and require that implementation of agreements reached by the project shall be done by separate legislation.	Support	7/7 Assembly Appropriation Committee.
SB 504 (Kuehl) LA 6/23	Would create the Santa Monica Metro Line Construction Authority and transfer authority for construction of a light rail line along the Exposition Right-of-Way to the new Authority.	Neutral	7/16 Suspense file.
SB 541 (Torlakson) LA 5/1	Would provide for increases to the State Gas Tax Based on inflation and would require an additional increase to the Traffic Congestion Relief Program under specified conditions.	Support	5/1 Re-referred to Transportation and Revenue and Tax.
SB 760 (Scott) LA 6/30	Would delete the sunset provision of January 1, 2004, thereby making the sales tax exemption permanent.	Support	7/7 Assembly Appropriation Committee
SB 795 (Karnette) LA 7/24	Clarify that the Freeway Service Patrol program (FSP) is an eligible use of excess funds. Clarify the ability of local agencies to place Call Boxes on county roads.	Support	7/28 Assembly floor.
SB 981 (Soto & Romero) LA 4/24	Would create the Petroleum Pollution Cleanup and Prevention Act similar to AB 1500.	Support, work with author	5/7 Testimony taken. Further hearing to be set.

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FEDERAL		
BILLS/AUTHOR	DESCRIPTION	STATUS
FY 2004 Transportation Appropriations Request	$70 million in Section 5309 New Starts Funding for the final design and construction of the Eastside Light Rail project. 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. $11 million in Section 5309 New Starts Funding for the engineering of the Mid-City/Exposition Light Rail Line project. This light rail project would run from Downtown Los Angeles to Oceanside City of Santa Monica. $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. 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. * $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. $5 million in Intelligent Transportation System Funding. 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. $11.4 million in homeland security funding and enhancements for the MTA and the Municipal Operators.	Status: On Thursday, July 24, the Full House Appropriations Committee approved the Fiscal Year 2004 Transportation and Treasury bill with the following earmarks to the LACMTA: • $10 million for Metro Gold Line extension to East Los Angeles • $3.5 million to assist the MTA with purchasing new alternative fuel buses and constructing bus divisions; and, • $1 million in Intelligent Transportation System Funding. The U.S. Senate Appropriations Committee is expected to mark-up their Fiscal Year 2004 Transportation Appropriations bill in late September.

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.	June 27, 2002 Board Approved State of California and LA County Regional General Principles. September 26, 2002 MTA Board approved the Revised LA County Regional General Principles and Priority Project lists. May 14, 2003 Bush Administration unveiled SAFETEA The House and Senate authorizing committees have not released their legislative proposals. We hope to see them in September 2003.

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COUNTY OF LOS ANGELES
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LLOYD W. PELLMAN
County Counsel

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

July 17, 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 June 30, 2002, on the Status of Key Legal Actions Related to Federally Funded Projects.

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

Very truly yours,

LLOYD W. PELLMAN
County Counsel

By
ALAN K. TERAKAWA
Principal Deputy County Counsel

AKT:ibm
Attachments

c: Steven Carnevale
Brian Boudreau
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 June 30, 2003

CASE NAME	CASE NUMBER	GRANT NUMBER	NARRATIVE	CASE STATUS
Gerlinger (MTA) v. Parsons Dillingham	BC150298, etc.	MOS-1 and CA-03-0341, CA-90-X642	Qui Tam action. Concerns allegations of overbilling by MTA's construction Manager, Parsons-Dillingham ("PD"). County Counsel joined as prosecuting Authority for MTA. MTA has also filed its own lawsuit (BC 179027) against PD for breach of contract, fraud and accounting.	In Trial
MTA v. Parson Dillingham	BC179027	MOS-1 and CA-03-0341, CA-90-X642	In a related case, MTA filed suit against Parsons Dillingham for fraud and breach of contract in the performance of construction management services.	
Flores v. Access Service Inc., MTA, et al.	CV00-12188	ALL	Western Law Center for Disability Rights filed suit against Access Services Inc., the paratransit provider in Los Angeles County, alleging failure to provide comparable paratransit service in violation of the ADA. Previously Plaintiffs filed similar claims with FTA's OCR and OCR found no violation of the ADA.	Discovery; class certification granted. Settlement discussions underway.
Gonzalez, et al. v. MTA, et al.	CV96-2785 (JMI)	ALL	MTA employees allege that MTA Drug Policy's designation of their positions, pursuant to FTA Regulations, as safety sensitive subject to random testing, violates the US and CA Constitutions. On a motion by MTA, the Dist Crt dismissed the case, holding random testing of safety sensitive employees was constitutional. The 9th Cir reversed & remanded the case for further action concluding more info was necessary before a determination could be made as to whether the FTA Regs had properly classified the positions. Since Plaintiffs' allegations shifted from a challenge to MTA's Policy to a challenge of the underlying FTA Regs, the FTA & DOT were joined as parties.	Oral argument 07/24/03.

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 01/12/04.
Tutor-Saliba-Perini v. MTA	BC123559 BC132998	CA-03-0341, CA-90-X642	These cases have been brought by Tutor-Saliba-Perini, the prime contractor for construction of the Normandie and Western stations, against the MTA for breach of contract. MTA has cross-complained against Tutor-Saliba for several causes of action including false claims.	Judgment for MTA for $63 million. Case on Appeal.

Metropolitan
Transportation
Authority

One Gateway Plaza
Los Angeles, CA
90012-2952

OPERATIONS COMMITTEE
JUNE 19, 2003

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 January 2003 through March 2003.

ISSUE

Per Board direction, staff provides a quarterly status report on safety and workers' compensation.

DISCUSSION

This report summarizes progress for the safety and worker's compensation programs. Where data is available, comparisons are made from the current quarter to the same quarter one year ago.

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.

In the DuPont model and in MTA's Safety's First policy, training employees in safety skills is key to improving safety. Safety First training for line and administrative personnel consists of a 4-hour course; managers and supervisors are required to complete a 16-hour course. Corporate Safety and Dupont completed training sessions for new MTA trainers to assume the responsibility for teaching the 16-hour course. In-house volunteer staff now teaches all Safety First training courses.

Quarterly progress in the area of prevention is summarized below:

All Bus Sectors

- All sectors continue to train their managers, supervisors and line employees in safety skills. By the end of March 2003, 71.0% of bus sector employees completed safety training (Detail by Sector in Exhibit 1).

- A variety of other prevention-related programs have been initiated and are being carried out at the sectors including: back and fall protection; monitoring observation and feedback on safety performance; reviewing accidents and injuries for root cause analysis; developing and leading safety programs that change behavior; managing and reviewing OSHA recordable incidents (OSHA recordables trend in Attachment A); and setting target programs to improve accident rate by line. OSHA recordable cases are displayed in Attachment B and are broken down by divisions within each sector. Two bars represent each division – the first is for the January to March quarter in 2002 and then compared to this quarter for 2003.

- Bus Traffic Accidents per 100,000 hub miles are on a slight downward trend, but have not met the fiscal year target of 2.7 bus vehicle accidents per 100,000 hub miles (Attachment C). For the same quarter in 2002, total bus vehicle accidents were 3.86 per 100,000 hub miles. In the same quarter for this fiscal year, all bus sectors were down to 3.66 bus accidents per 100,000 hub miles a five (5) percent decrease.
- Bus passenger accidents declined sharply in March, but remains above the fiscal year target of 0.15 passenger accidents per 100,000 boardings (Attachment C). On a year-to-year basis, no significant change was revealed.
- Bus vehicle accidents by sector are displayed in Attachment D. Accident rates are down across all sectors, although an occasional month may spike the result for a sector. The Westside/Central and South Bay Sectors continue to have the highest exposures and concomitantly high-related accident rates. All sectors are expending a significant amount of time targeting high incident lines for review and aggressive treatment.

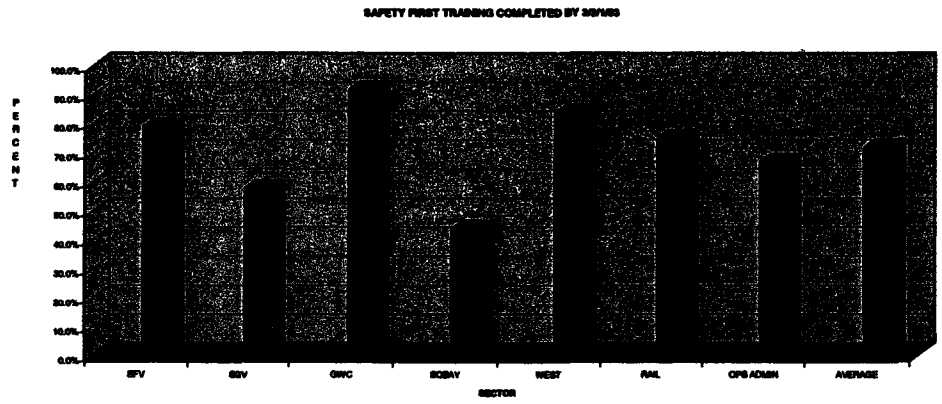
Westside/Central	• The Sector established a goal that 75% of sector employees will complete DuPont safety skills training by the end of the third quarter. The sector achieved an 84% completion rate through March 31, 2003, exceeding their target. There is continuing focus on incident investigation and the field observation and feedback process. The sector initiated a program of identifying operators who had experienced a high number of traffic accidents, regardless of avoidability determinations. These operators are receiving additional counseling and defensive driving instruction.
South Bay	• The South Bay Sector has completed less than 50% of its safety training as of March 31, 2003. The Sector Manager is preparing a program to reach its training goal.
Gateway	• This sector has completed nearly 92% of its training goal through March 31, 2003. Every operator involved in a traffic accident is being re-trained and bus evaluation rides are conducted within 7 days of the accident. In addition, the Gateway Cities Sector implemented an annual Safety Award Program. Operators receive certificates and awards for good accident records and no Workers Compensation claims during the period.
San Fernando	• Division 8 Maintenance initiated a new safety incentive program with specific goals and prizes to drive down lost time injuries. Sector Management will prepare a separate report for the DCEO. This sector has reached nearly 79% of its training goal through March 31, 2003.
San Gabriel Valley	• This sector has achieved a 58% training rate for its employees through March 31, 2003. The Sector Manager is preparing a program to reach its training goal.
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 75% have participated through March 31, 2003.

shown below in Exhibit 1. Operations Administration includes units that are not allocated to the sectors or rail operation.

Corporate Safety and Dupont completed training sessions for new MTA trainers to assume the responsibility for teaching the 16-hour course. In-house volunteer staff now teaches all Safety First training courses. Dupont, in concert with Corporate Safety assisted in two workshops with Executive Staff – one on Field Observation and Feedback and a second on setting or re-establishing the safety emphasis throughout the organization. In particular, the workshop focused on bus accident reduction and reduction of injuries leading to lower lost workdays. Finally, Dupont also continued its ergonomics efforts on behalf of the Bus Operator Seat project, which will lead to selection of seats that are both ergonomically correct as well as have the greatest appeal to our operators.

In addition, Corporate Safety provided $30,000 for a pilot safety eyeglass program for employees who must wear corrective lenses in order to perform their work. Procurement of services was initiated in this quarter; rollout expected in first quarter FY'04.

Exhibit 1



Bus vehicle accidents by sector are displayed in Attachment D. Note, that this measure is based on scheduled miles and can be broken down on a line-by-line basis whereas Attachment C is based on Hub miles and measures the total miles that a particular vehicle operates. Most importantly, accident rates are down across all sectors, although an occasional month may spike the result for a sector. Notably, the Westside/Central and South Bay Sectors continue to have the highest exposures and concomitantly high-related accident rates. All sectors are expending a significant amount of time targeting high incident lines for review and aggressive treatment.

Worker's Compensation

Comparing the January-March fiscal quarter for FY'02 versus Fy'03, (as shown in Exhibits 2-5 below), the following conclusions can be drawn:

- The Temporary disability payments decreased 1.8%
- The Temporary disability payments per 100 employees decreased by 1.6%
- The number of new and/or reopened indemnity claims decreased by 28.4%
- The number of new and/or reopened medical claims decreased by 10.7%
- The number of new claims per 100 employees decreased by 25.0%
- The number of employees on transitional duty assignment increased by 7.7%. There are 467 employees on long-term industrial leave; 84 employees are enrolled in the transitional duty program.

EXHIBIT 2 – WORKERS COMPENSATION SUMMARY[1]

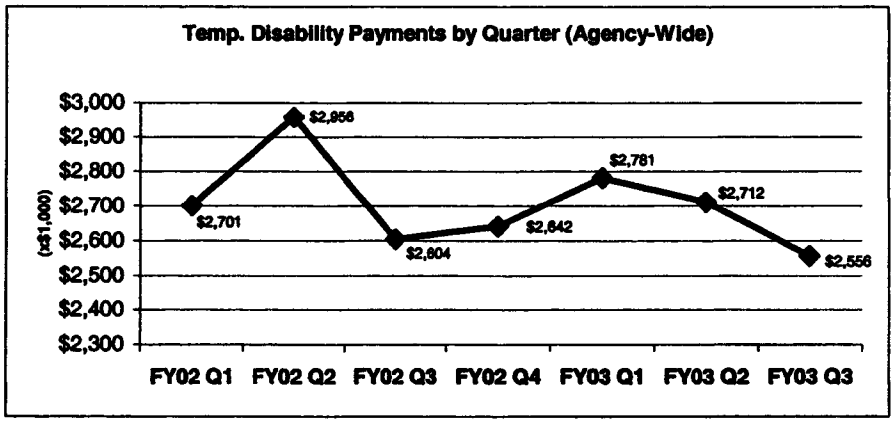
Workers' Compensation	FY02 Q3	FY03 Q3	
Temp Disability (TD) Payments	$2,604,206	$2,556,353	-1.8%
TD Payments per 100 Employee	$27,947	$27,513	-1.6%
Avg. No of Employee on Transitional Duty 2	78	84	7.7%
New Claims Reported:			
Indemnity	545	390	-28.4%
Medical	122	109	-10.7%
Total	667	499	-25.2%
Total New Claims per 100 Empl.	7.16	5.37	-25.0%

Source data for this table is described in footnote 1

1 Source data for Exhibits 2-5 are drawn from the following: Travelers Monthly extract, Travelers detail Financial Report, Travelers CMS, Valley Oaks system, MTA Human Resources Monthly extract.

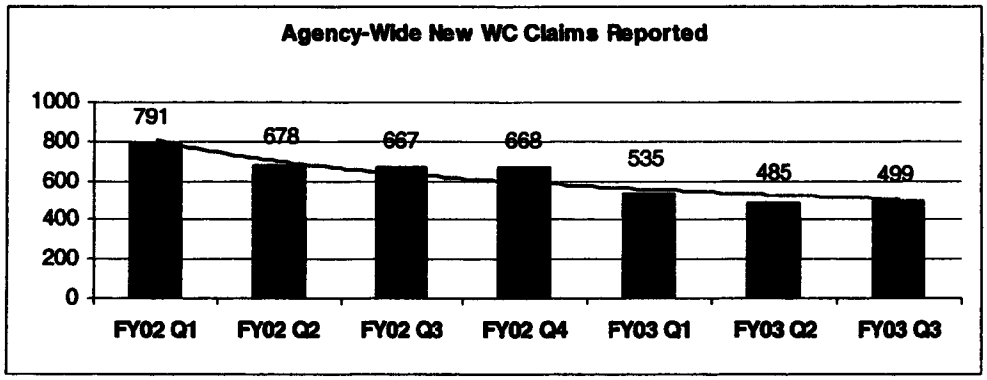
2 MTA payroll tables for earning code "TDP." This data represents the total number of employees who were being paid Temporary disability Pay for each month.

Exhibit 3 – Temporary Disability Payments by Quarter (agency-wide)



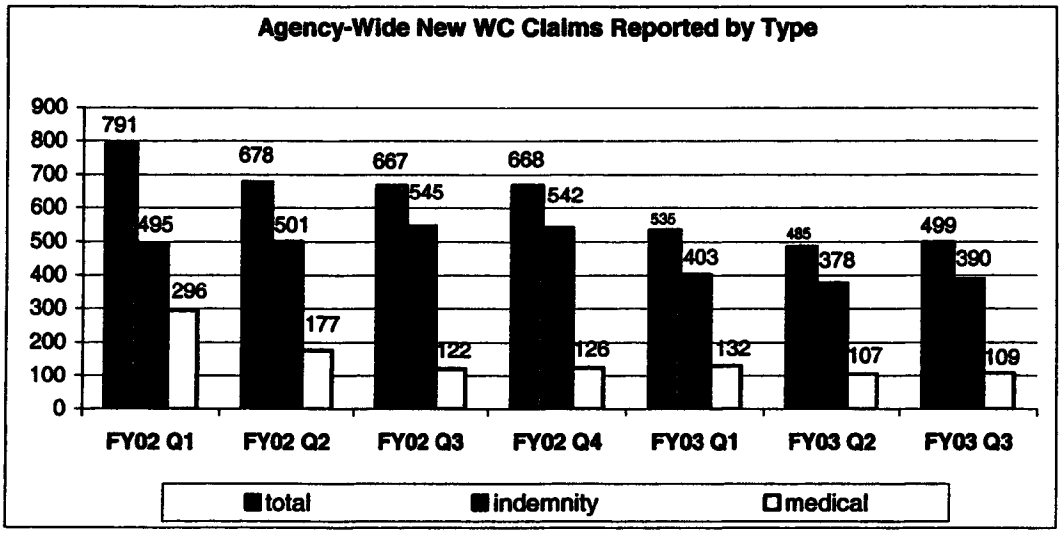
Source: See footnote 1 for source information

Exhibit 4 – Agency-wide New Workers Compensation Claims Reported



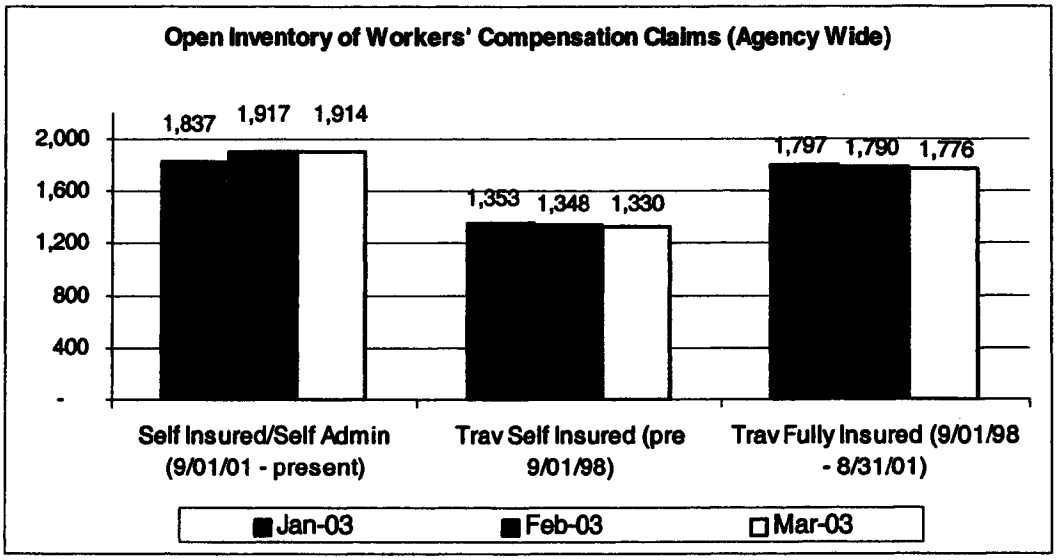
Source: See footnote 1 for source information

Exhibit 5 – Agency-wide New Claims Reported by Type



By the end of March 2003, the agency had at total of 5,020 open workers' compensation claims. (Exhibit 6) 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.

Exhibit 6 -- Open Inventory of Workers' Compensation Claims



WC claims	By the end of FY03 Q2	By the end of FY03 Q3	+/-
Self Insured/Self Admin (9/01/01 - present)	1851	1914	3.4%
Travelers Self Insured (pre 9/01/98)	1374	1330	-3.2%
Travelers Fully Insured (9/01/98 - 8/31/01)	1819	1776	-2.4%
TOTAL	5044	5020	-0.5%

Special Investigations Unit

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 F.

NEXT STEPS

Staff will continue implementation of the cost containment programs and claims processing activities and will report back on progress achieved in the fourth quarter report.

MTA Operations staff will continue to focus on accident investigation and training for supervisors and managers as well as on new methods of training operating personnel to avoid accidents. A new Director of Bus Operations Training will join the agency in early June 2003 to oversee the intensified training efforts. Based on available data and an analysis of major accidents, staff is focusing attention on bus lines that are recording higher accident experience rates and identifying action steps on how to improve accident avoidance.

At the Board's direction, staff is pursuing the implementation of an additional transitional duty program for employees. Modeled after a successful program at Washington Area Metropolitan Transportation Authority (WMATA), transitional duty employees can be enrolled in a "Safety Patrol Program" enabling security to extend its eyes and ears at parking lots, stations and other MTA facilities. This program will assist the agency in improving passenger safety and security as well as provide staff at stations to answer customer questions.

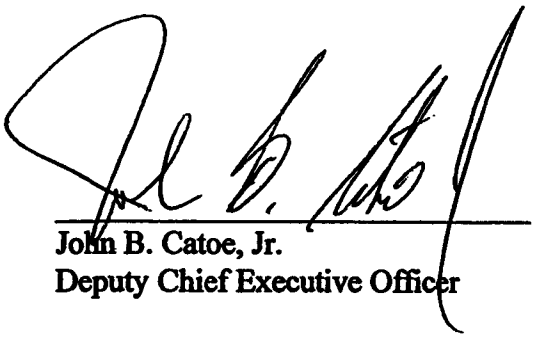
Operations staff will conduct a worker's compensation forum to develop action programs that will insure budgetary targets are met and to realign resources and programs to improve injured employees' access to medical treatment and to establish effective return to work methods and strategies.

Finally, staff plans to rollout in the first quarter of FY'04, the Transitsafe™ integrated incident and injury recording and analysis system on an agency wide basis.

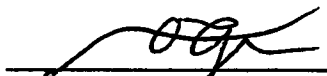
ATTACHMENTS

A. OSHA Recordable Injury/Illnesses per 200,000 Exposure Hours (2/02-3/03) Agency-wide and OSHA Recordable rates for sectors (4/02 – 3/03) (This data was not available prior to 4/02).
B. Year to year trend of OSHA recordable cases by sector and rail operations January to March 2002 versus 2003
C. Bus Vehicle Accidents/100,000 Hub Miles; Rail Accidents/100,000 Revenue Train Miles (2/02 – 3/03)
D. Bus Vehicle Accidents per 100,000 Scheduled Miles by Sector 9/02-3/03
E. Bus and Rail Passenger Accidents per 100,000 boardings (2/02 – 3/03)
F. Special Investigations Unit (SIU) – Third Quarter FY03

Prepared by: Michael A. Koss, Executive Officer
Risk Management and Corporate Safety
Gary S. Spivack, Deputy Executive Officer
Corporate Safety



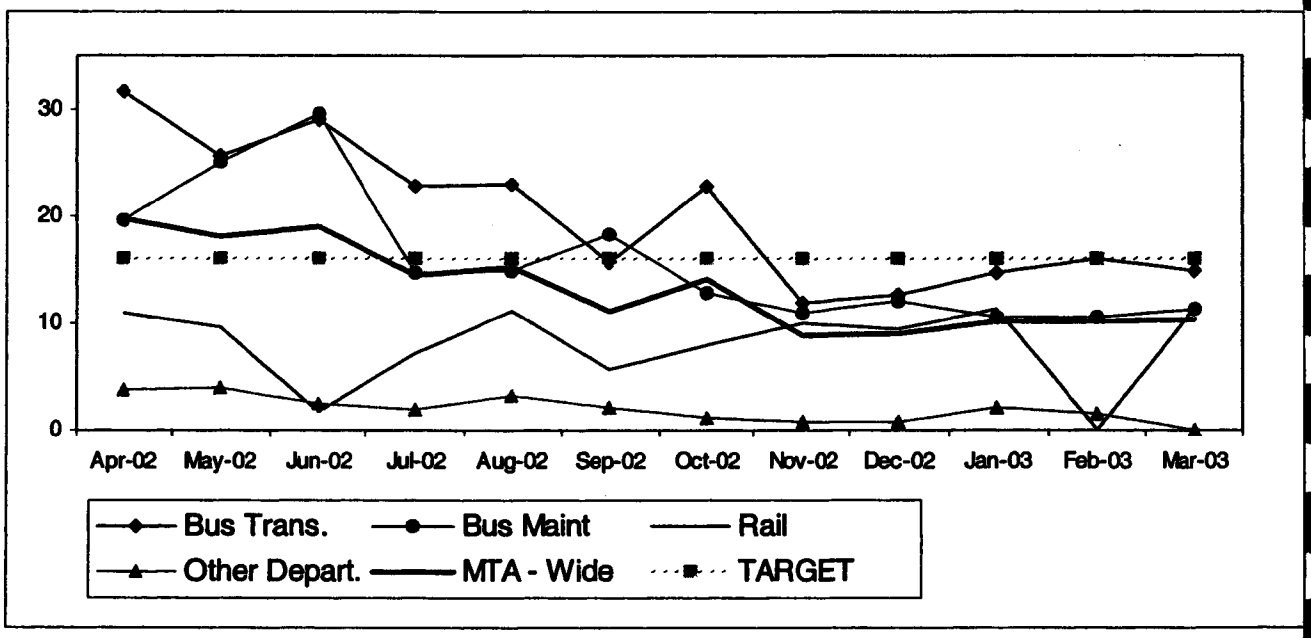
John B. Catoe, Jr.
Deputy Chief Executive Officer



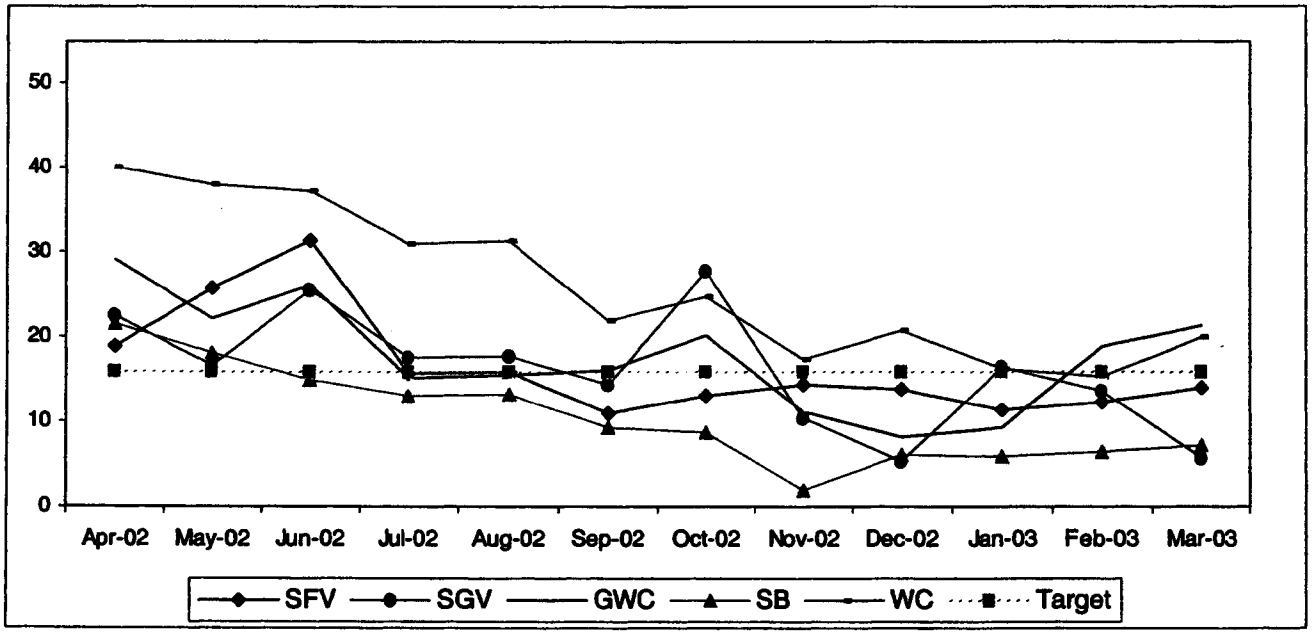
Roger Snoble
Chief Executive Officer

ATTACHMENT A

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



- Bus Maintenance Division data includes Facilities Maintenance and Regional Rebuild Center.
- Source: Valley Oaks System and Traveler's System Monthly Report



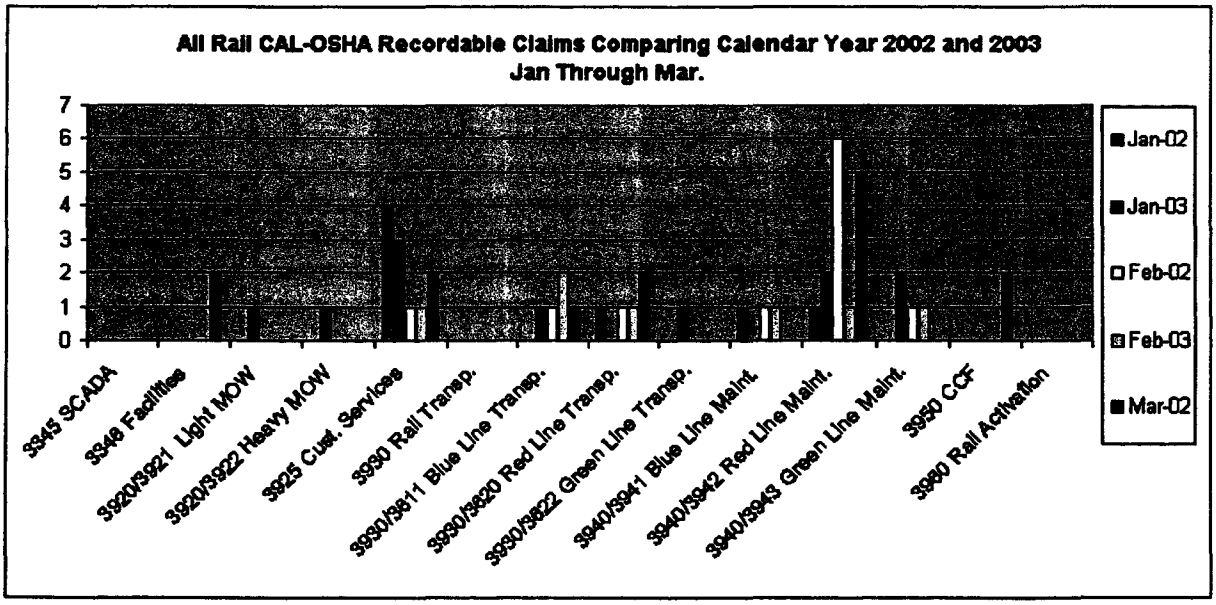
- Bus Maintenance Division data includes Facilities Maintenance and Regional Rebuild Center.
- Source: Valley Oaks System and Traveler's System Monthly Report

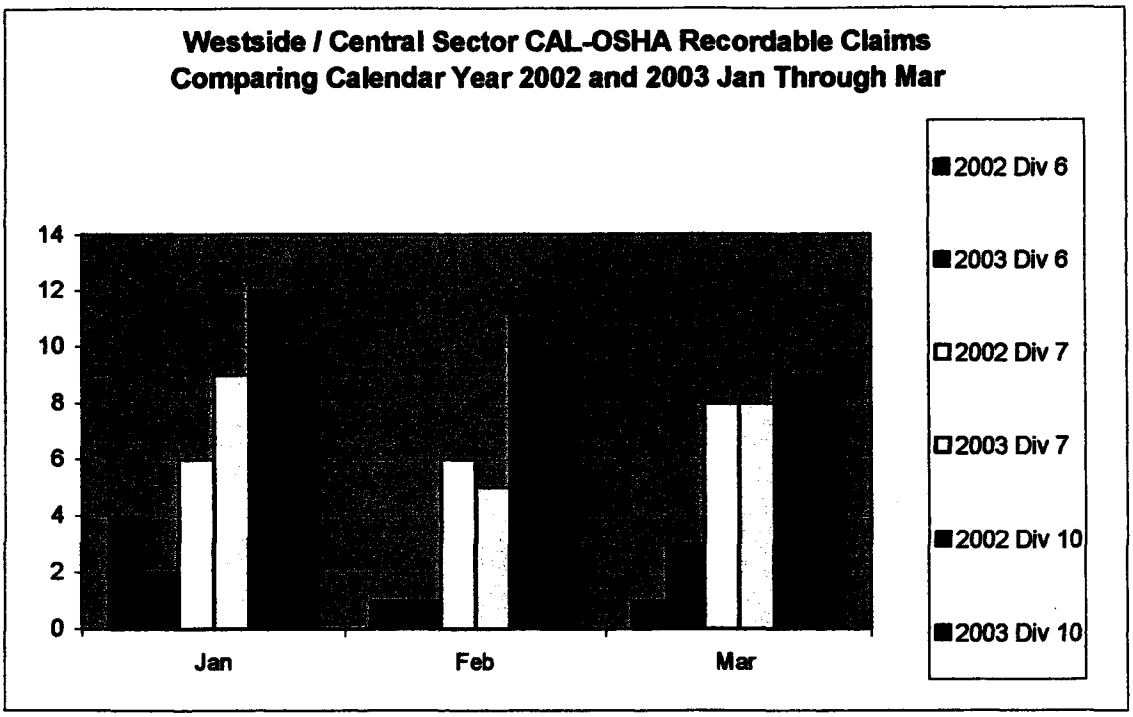
ATTACHMENT B

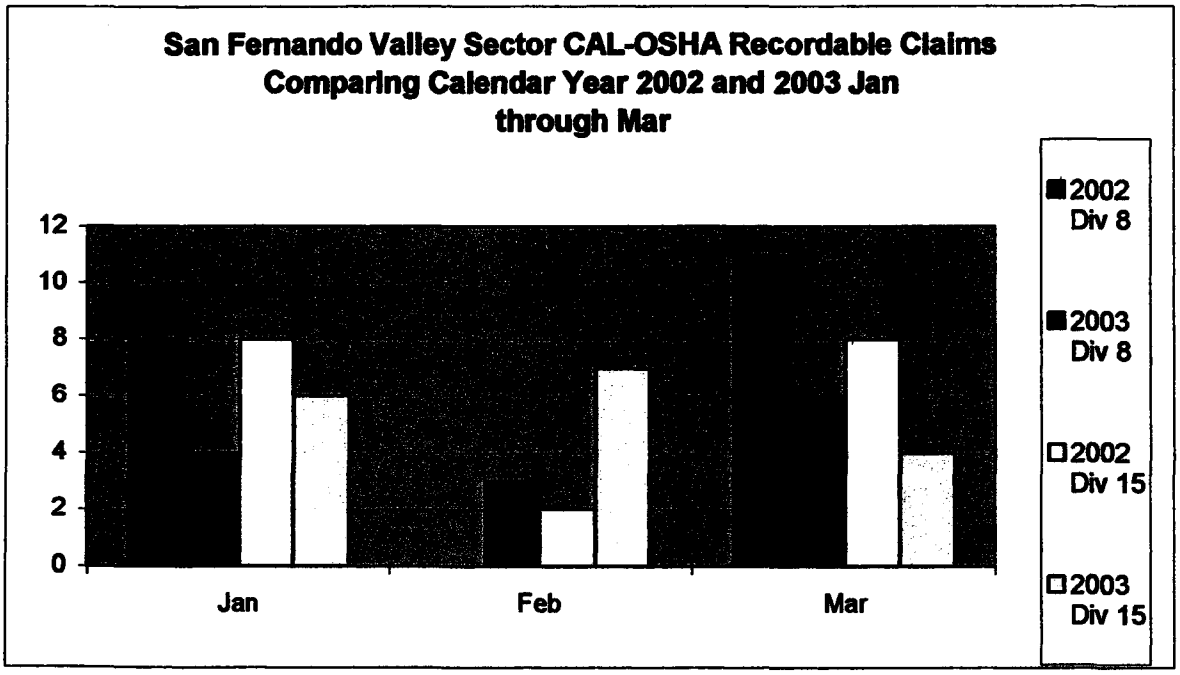
BUS SECTOR AND RAIL OSHA RECORDABLE DATA 3RD QUARTER 2002 TO 3RD QUARTER 2003

Source: Corporate Safety Department: OSHA log file

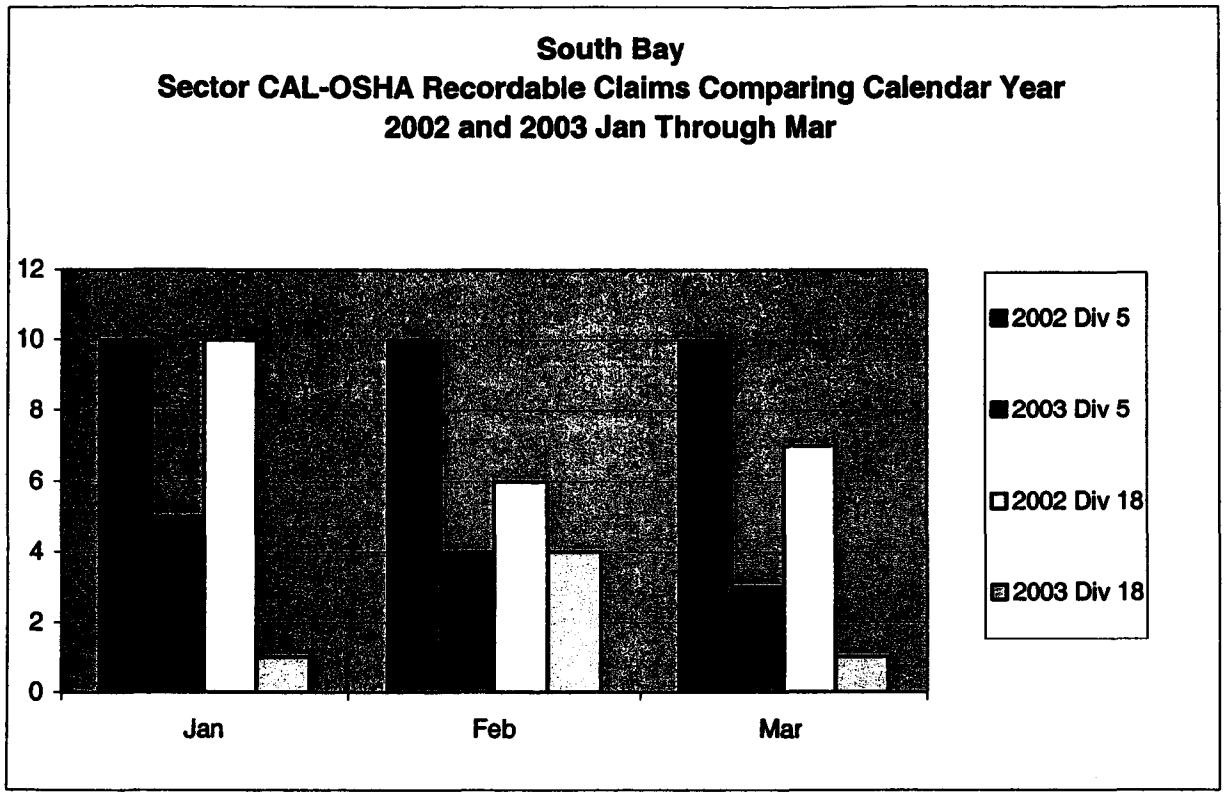
Rail	Jan-02	Jan-03	Feb-02	Feb-03	Mar-02	Mar-03
3345 SCADA	0	0	0	0		0
3346 Facilities	0	0	0	0	2	1
3920/3921 Light MOW	0	1	0	0	0	1
3920/3922 Heavy MOW	0	1	0	0	0	1
3925 Customer Services	4	3	1	1	2	2
3930 Rail Transportation	0	0	0	0	0	0
3930/3611 Blue Line Transportation	0	1	1	2	1	0
3930/3620 Red Line Transportation	1	0	1	1	2	1
3930/3622 Green Line Transportation.	0	1	0	0	0	0
3940/3941 Blue Line Maintenance	1	0	1	1	0	2
3940/3942 Red Line Maintenance.	1	2	6	1	5	1
3940/3943 Green Line Maintenance	0	2	1	1	0	0
3950 CCF	0	0	0	0	2	0
3960 Rail Activation	0	0	0	0	0	0
	7	11	11	7	14	9

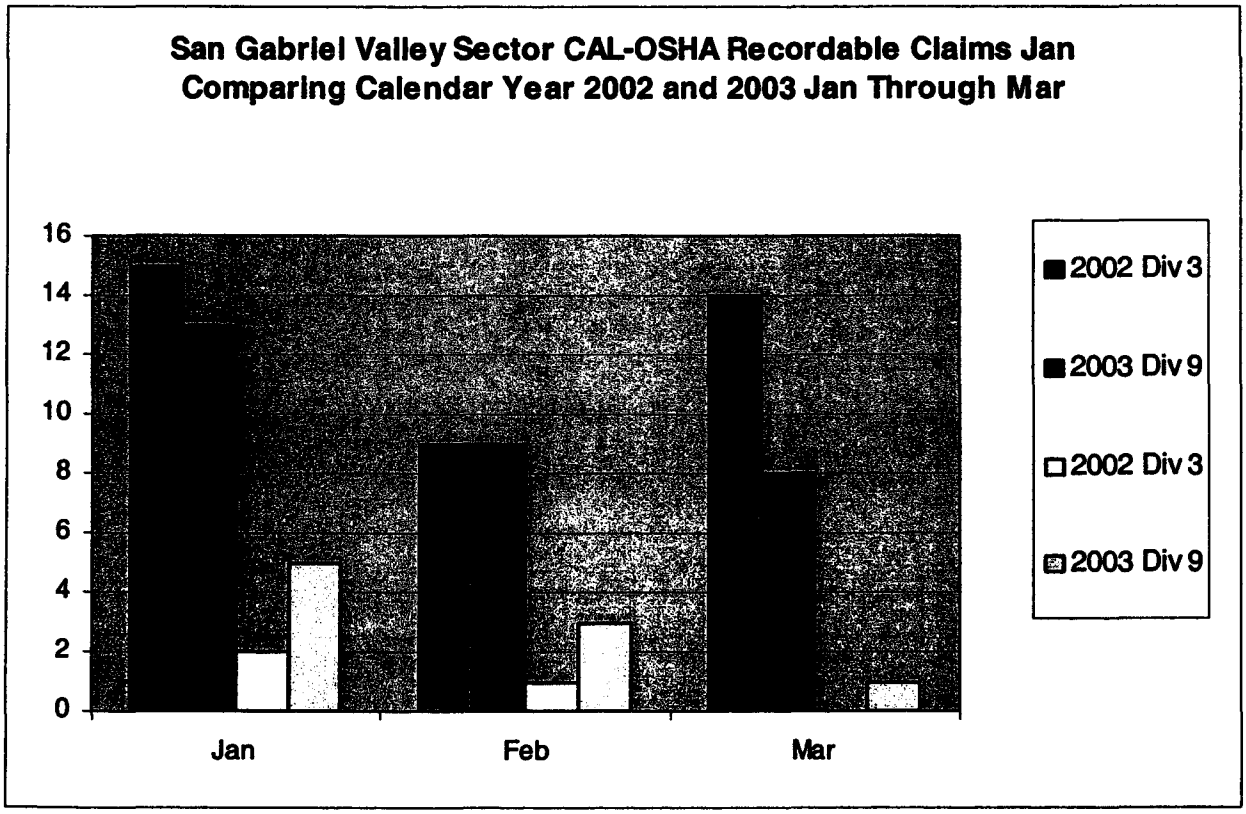




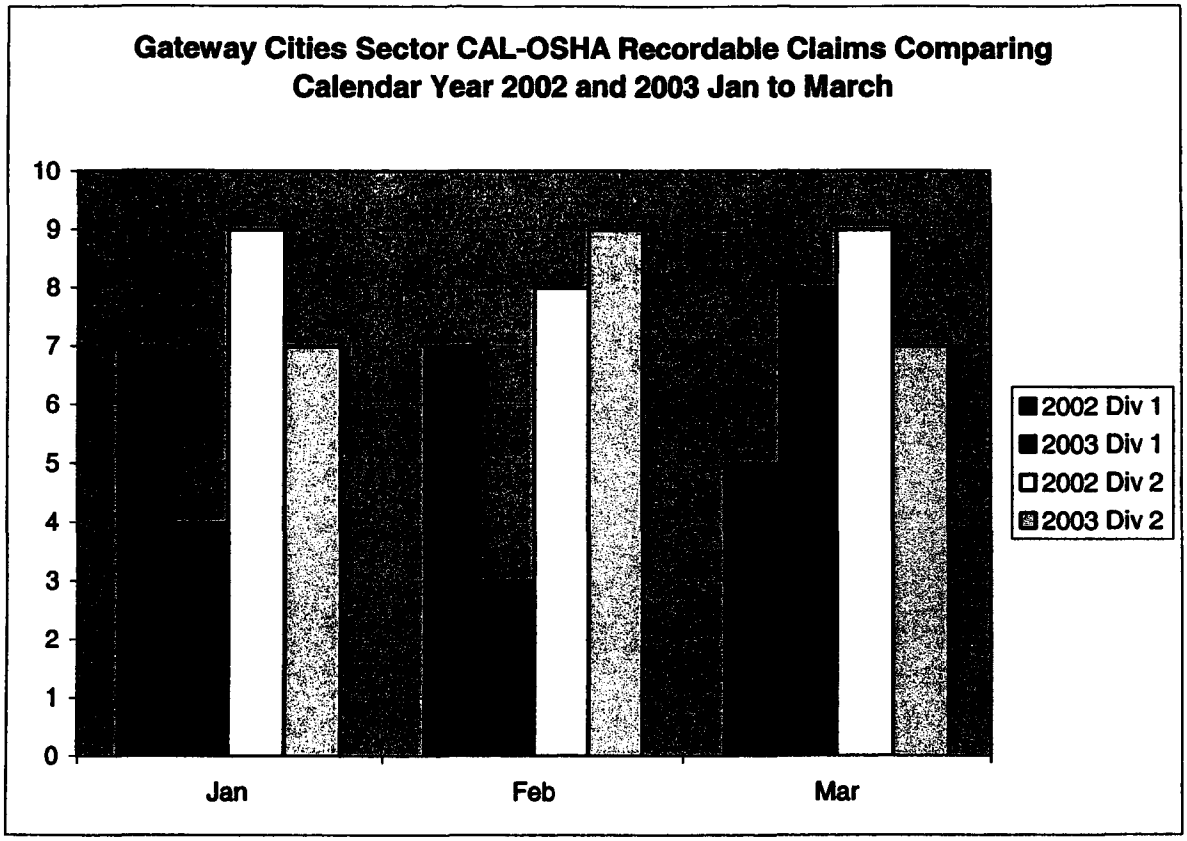


Source: Corporate Safety Department: OSHA log file



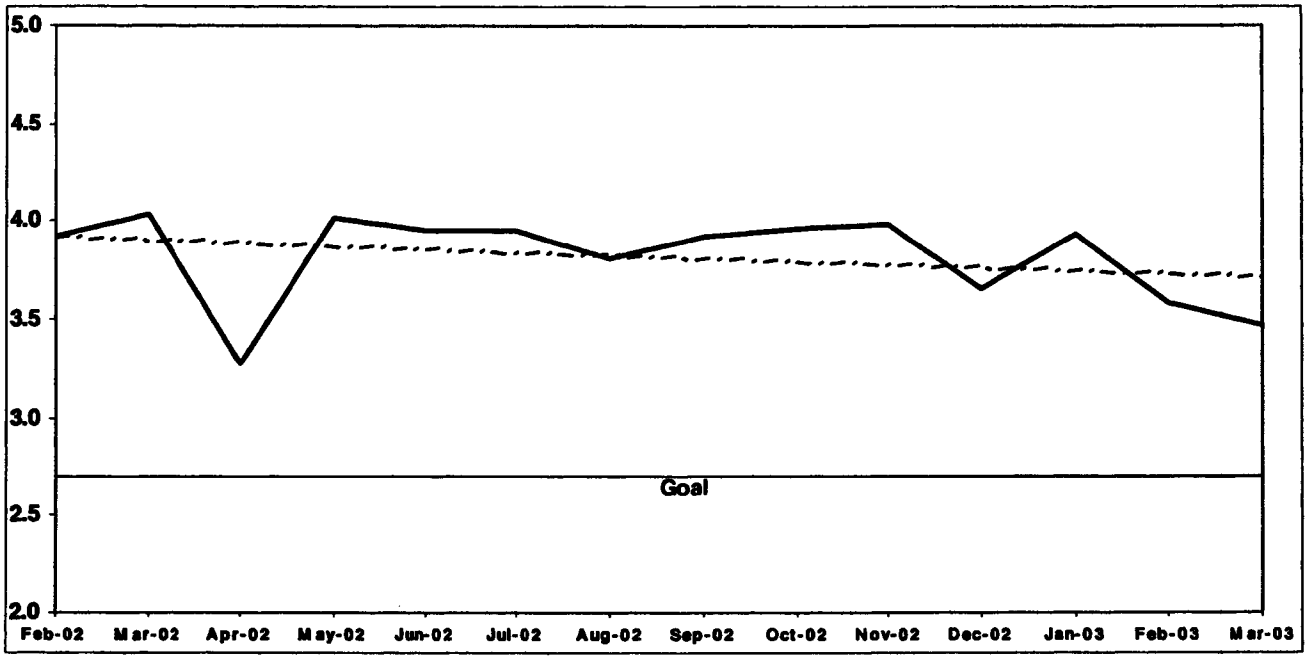


Source: Corporate Safety Department: OSHA log file



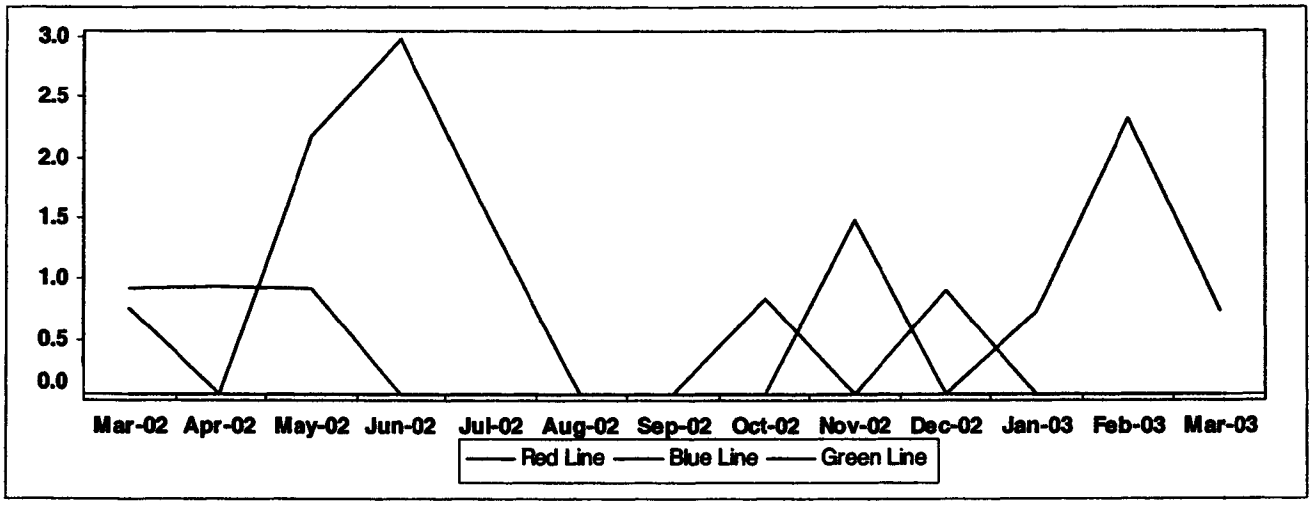
Source: Corporate Safety Department: OSHA log file

Bus Accidents per 100,000 Hub Miles*

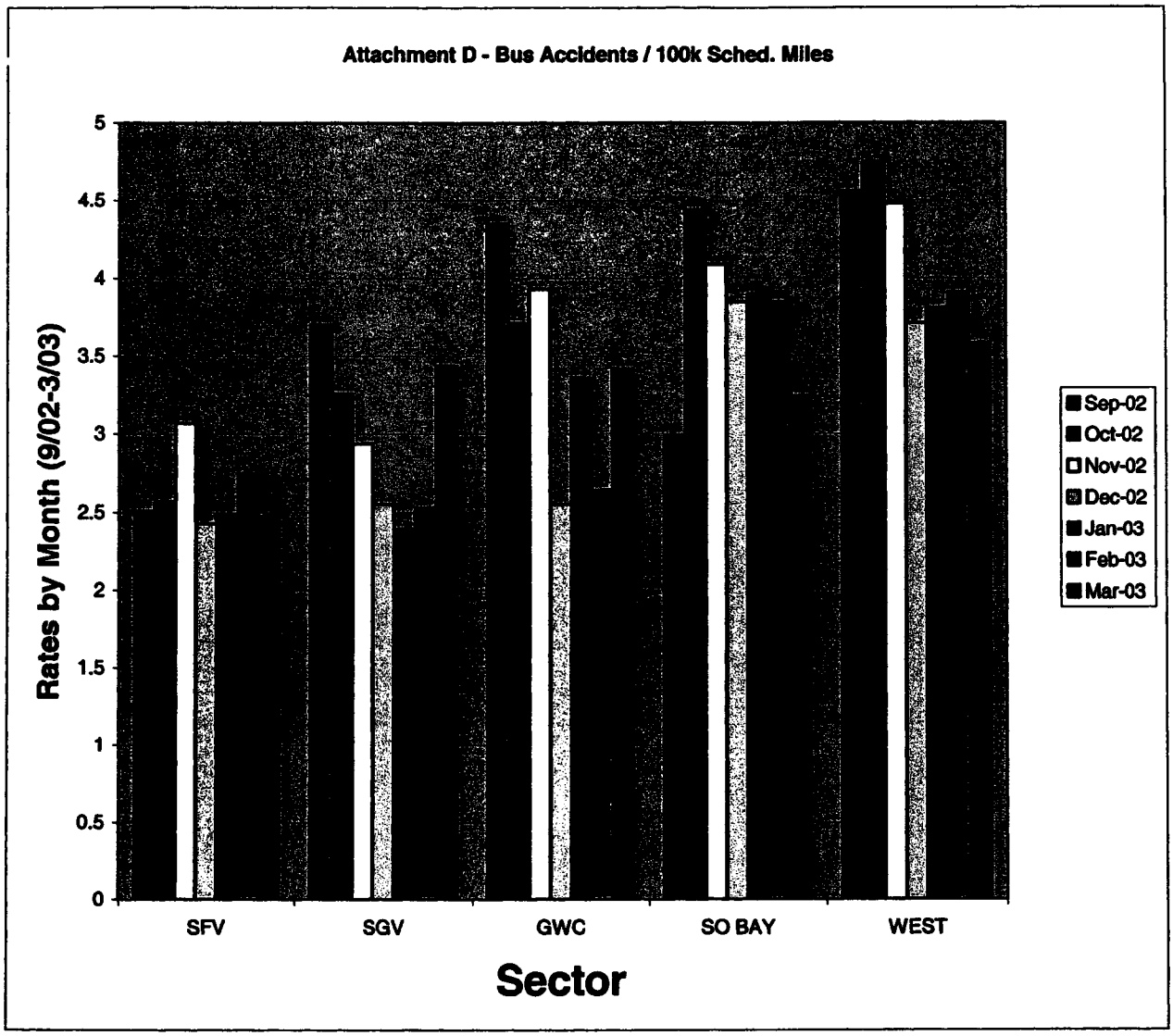


Source: Fleet Management and Support Services Department: Vehicle Management System and Vehicle Accident Maintenance System

Rail Accidents per 100,000 Revenue Train Miles*



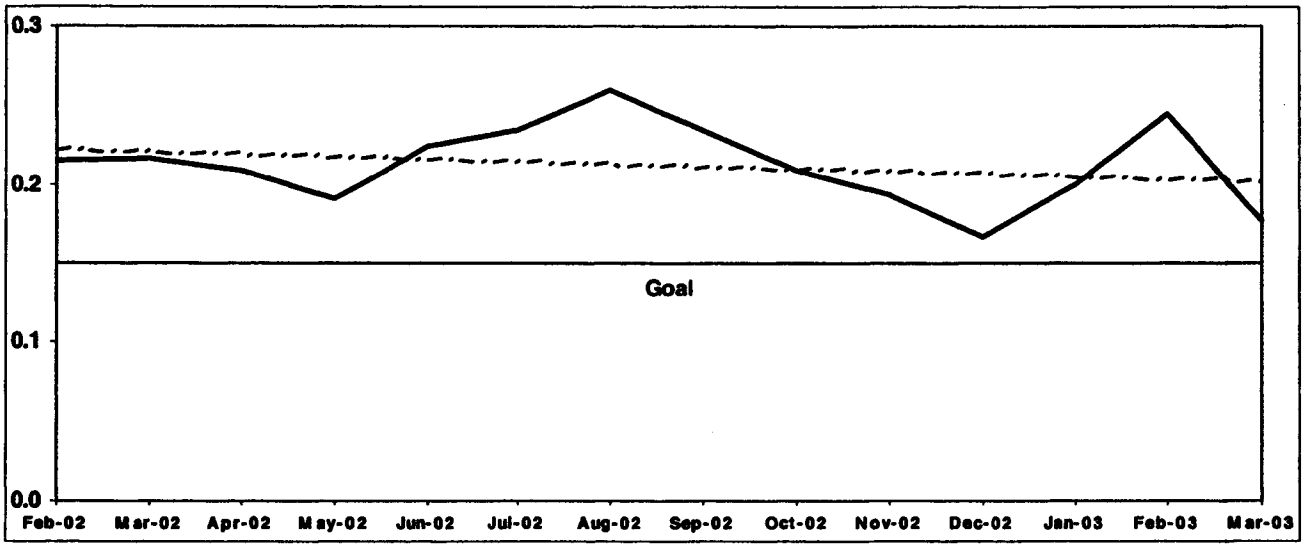
Source: Fleet Management and Support Services Department: Vehicle Management System and Vehicle Accident Maintenance System



Source: Fleet management and Support Services Department, Vehicle Accident Maintenance System

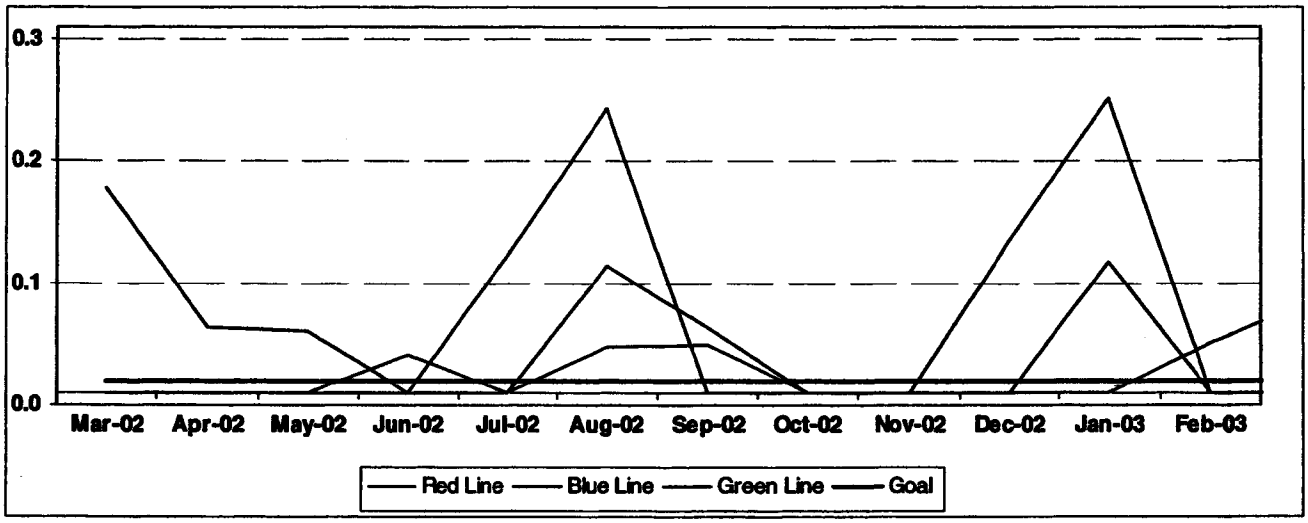
ATTACHMENT E

BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS



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

RAIL PASSENGER ACCIDENTS PER 100,000 BOARDINGS



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

ATTACHMENT F

Special Investigations Unit (SIU)
Third Quarter FY03

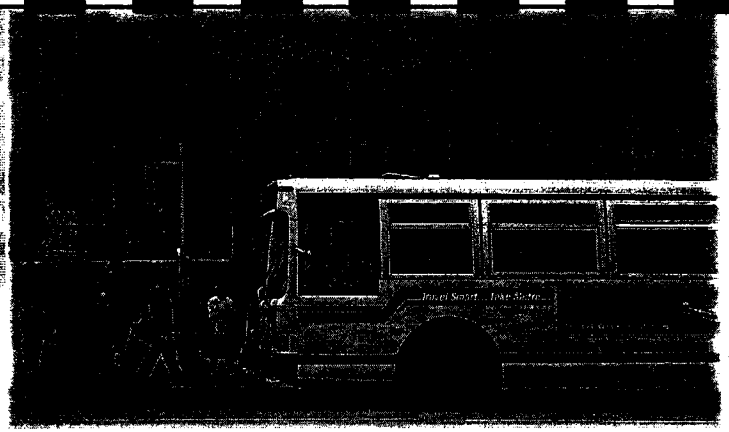
Third Quarter of FY03, status-report on the Claims Special Investigation Unit January 1, 2003 through March 31, 2002.

- SIU FTE, 2 Fulltime, Active, 1 Long Term Leave
- The SIU completed its transition and relocation to working within the Claims Department area. This move has increased the involvement of the SIU with claims staff and provided for closer monitoring of cases with red flag indicators indicative of abuse and possible fraud.
- The Acting SIU Manager assumed responsibility for referrals to the contracted investigation panel and met with each of the (8) firms to coordinate investigative efforts between the MTA and the contracted firms. This was done to establish a measurable method of operation and to assure that Authority investigative objectives would be met.
- The SIU and County Counsel attended several meetings with members of State Compensation Insurance Fund, Republic Insurance's Special Investigation Unit, and the LA County's Special Investigation Unit to identify various alternatives to investigate and combat Workers' Compensation fraud. As a result of these meetings, the SIU has established a format for referring informational and documented Suspected Fraudulent claim referrals to the State of Department of Insurance and the District Attorney' Office.
- Two Data Mining services were implemented for use as investigation resources for the Special Investigation Unit. Lexis-Nexis and EDEX-Electronic Data Exchange.
- The SIU produced a work location flyer to promote and inform employees about workers' compensation fraud and how to assist/report fraud to the W/C Fraud Hotline (213) 922-2800. This flyer was sent as an insert in all MTA employee paychecks on April 18, 2003.

Scorecard for Third Quarter FY2003

SIU Cases Opened in 3rd Qtr for investigation of possible fraud	12
SIU Cases Closed in 3rd Qtr for investigation of possible fraud	19
Total SIU possible fraud cases active at the end of the Quarter	13
Claims denied based on investigation	4
Cases referred for criminal review by the DOI/ DA for fraud in 3rd Qtr	5
Total SIU cases pending response from DOI/DA	6
Total cases referred by Workers Compensation Claims Department Analyst to SIU for review, referral and assignment to contract investigation firms for AOE/COE Investigation (61), Surveillance (18), Activity Checks (10) and additional investigation (4).	93
Total hours of investigation assigned to SIU contract services	798

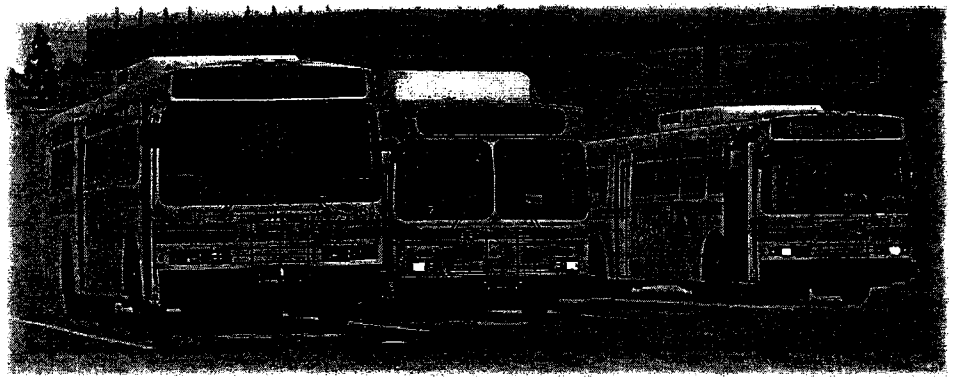
Source: Prepared by Roy Romero, Acting Transit Security Manager: Special Investigation Unit

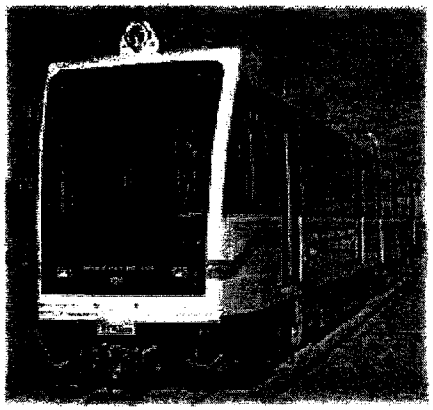


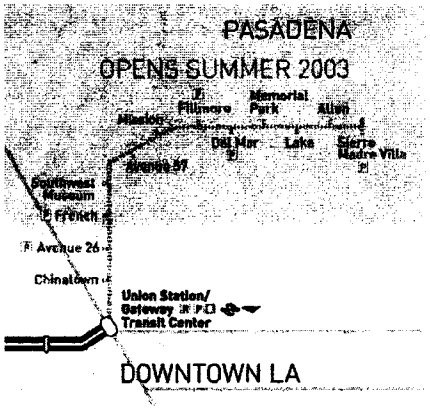
Safety's 1st

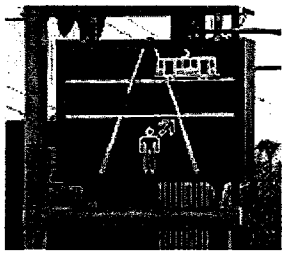
#33

QUARTERLY WORKERS' COMPENSATION & SAFETY REPORT - Q3 FY03









WORKERS' COMPENSATION

Compared to the same quarter in FY02:

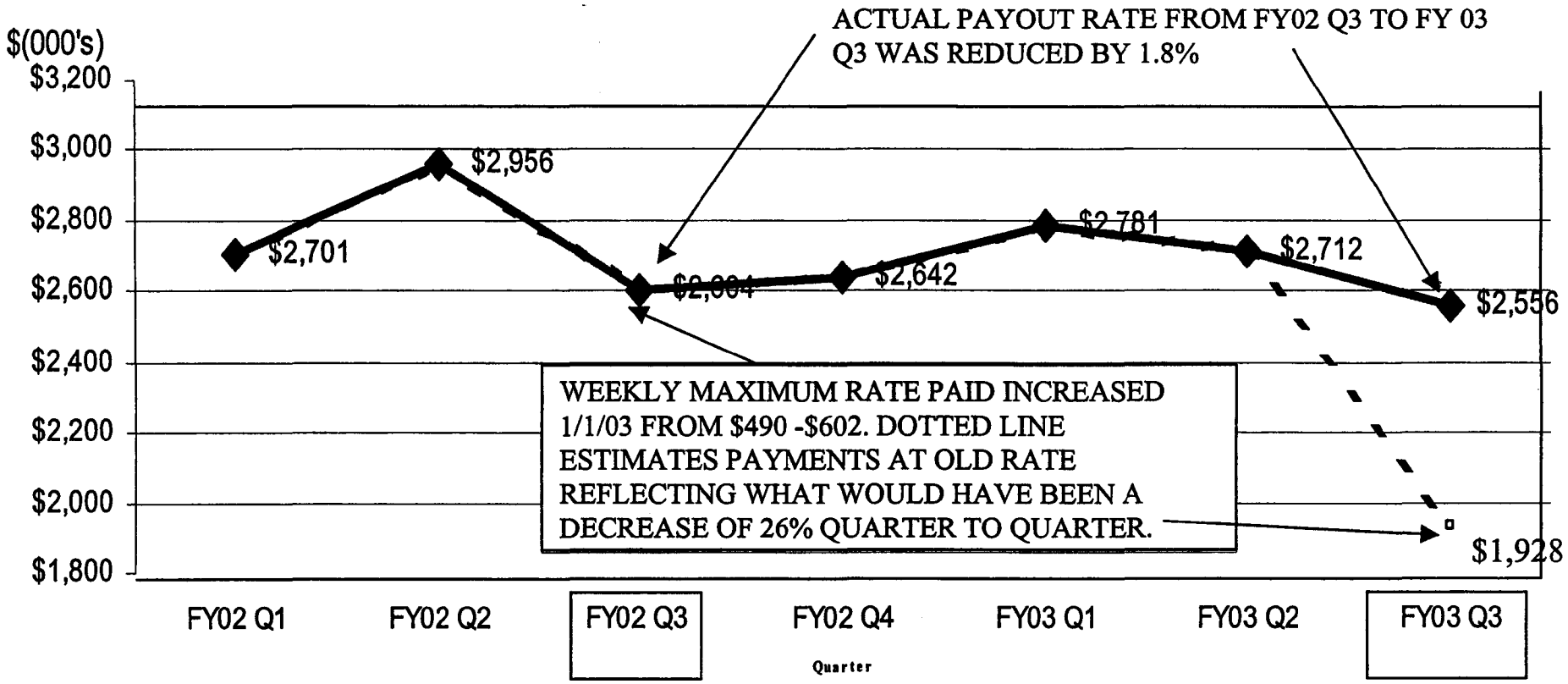
- Temporary disability payments decreased 1.8%
- Temporary disability payments per 100 employees decreased by 1.6%

WORKERS' COMPENSATION

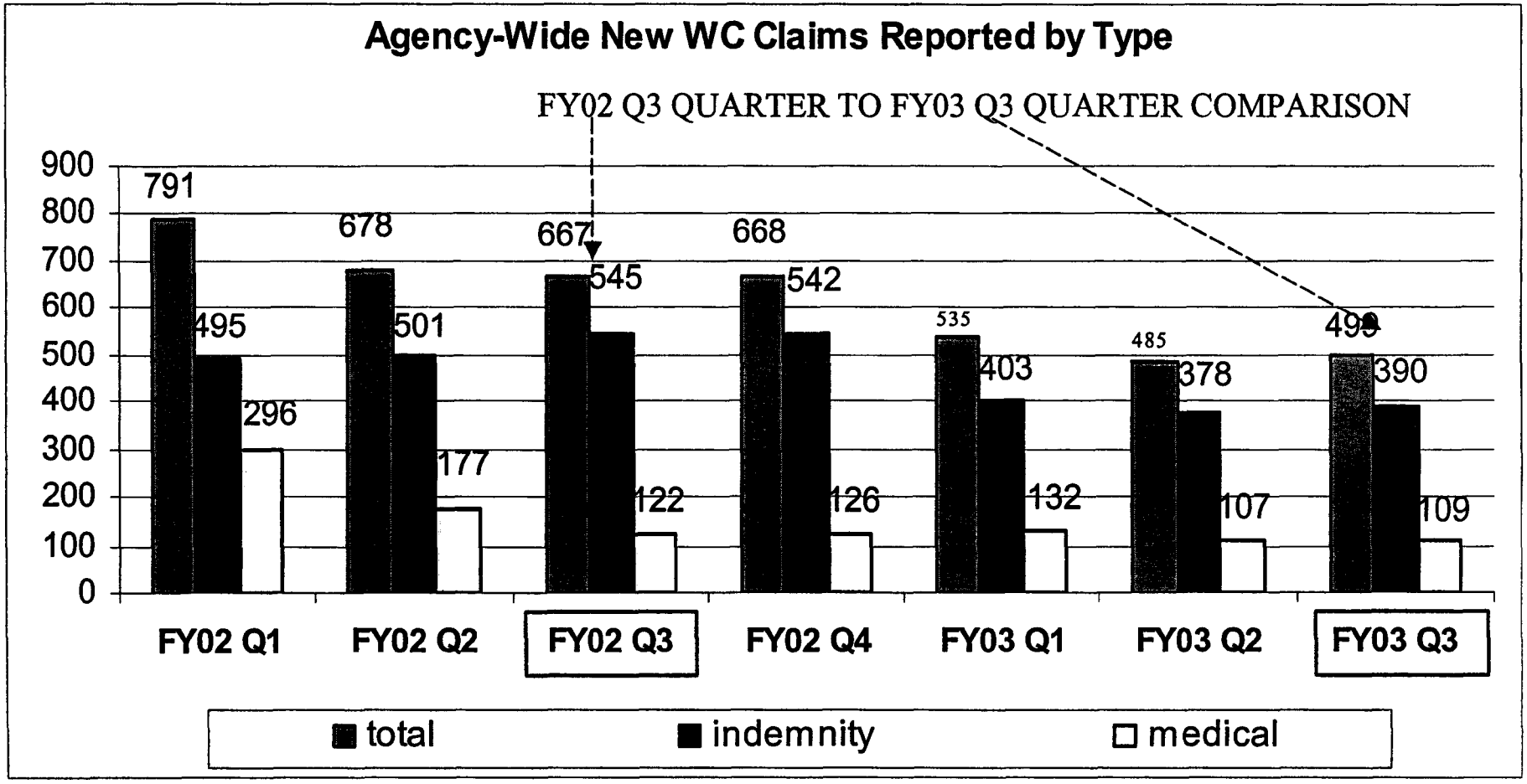
Compared to last quarter:

- Employees on transitional duty assignment increased by 7.7%.

TEMPORARY DISABILITY PAYMENTS AGENCYWIDE BY QUARTER



AGENCYWIDE NEW CLAIMS REPORTED BY TYPE



WORKERS' COMPENSATION

Compared to the same Quarter in FY02:

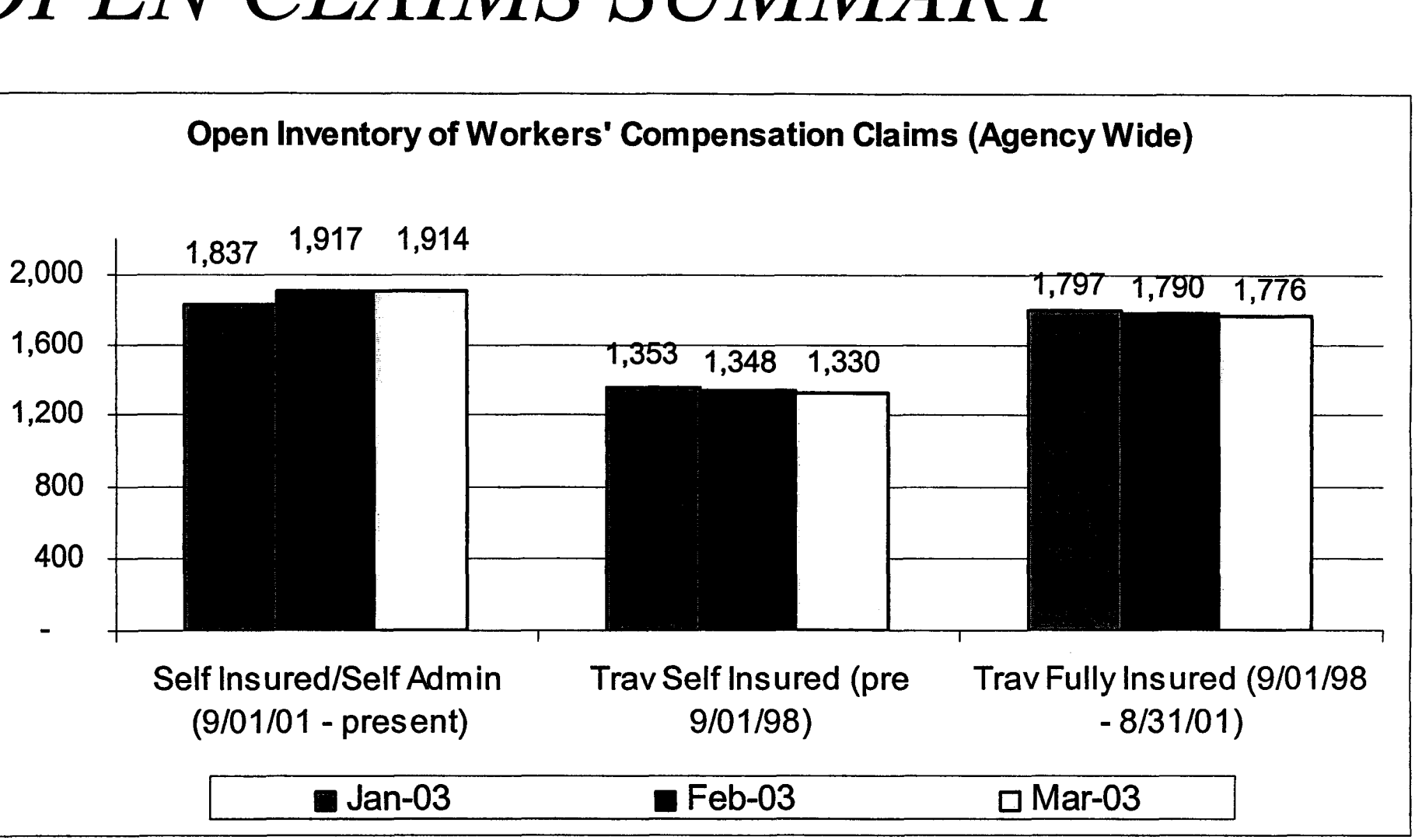
- Number of new and/or reopened *indemnity* claims decreased by 28.4%
- New and/or reopened *medical* claims decreased by 10.7%
- New claims per 100 employees decreased by 25.0%

OI WORKERS' COMPENSATION

- By the end of the quarter, the agency had a total of 5,020 open claims, as follows:
  - **1,914 MTA Self Insured/Self Admin Period (9/1/01 to present)**
  - **1,330 Travelers Self Insured (Pre-9/01/98)**
  - **1,776 Travelers Fully Insured Period (9/01/98 to 8/31/01)**

2,0
1,6
1,2
8
4
-

OPEN CLAIMS SUMMARY



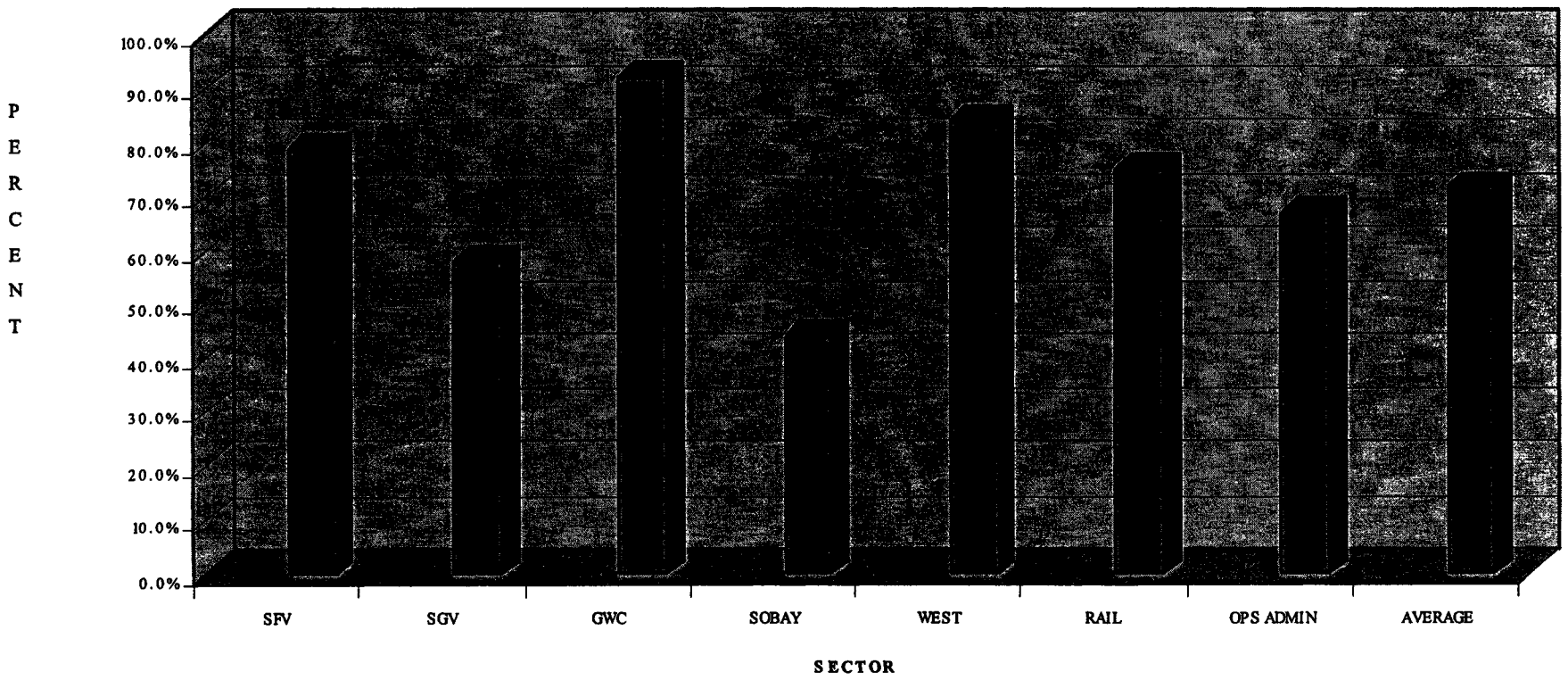
SAFETY'S FIRST

70% of employees agency-wide completed safety training:

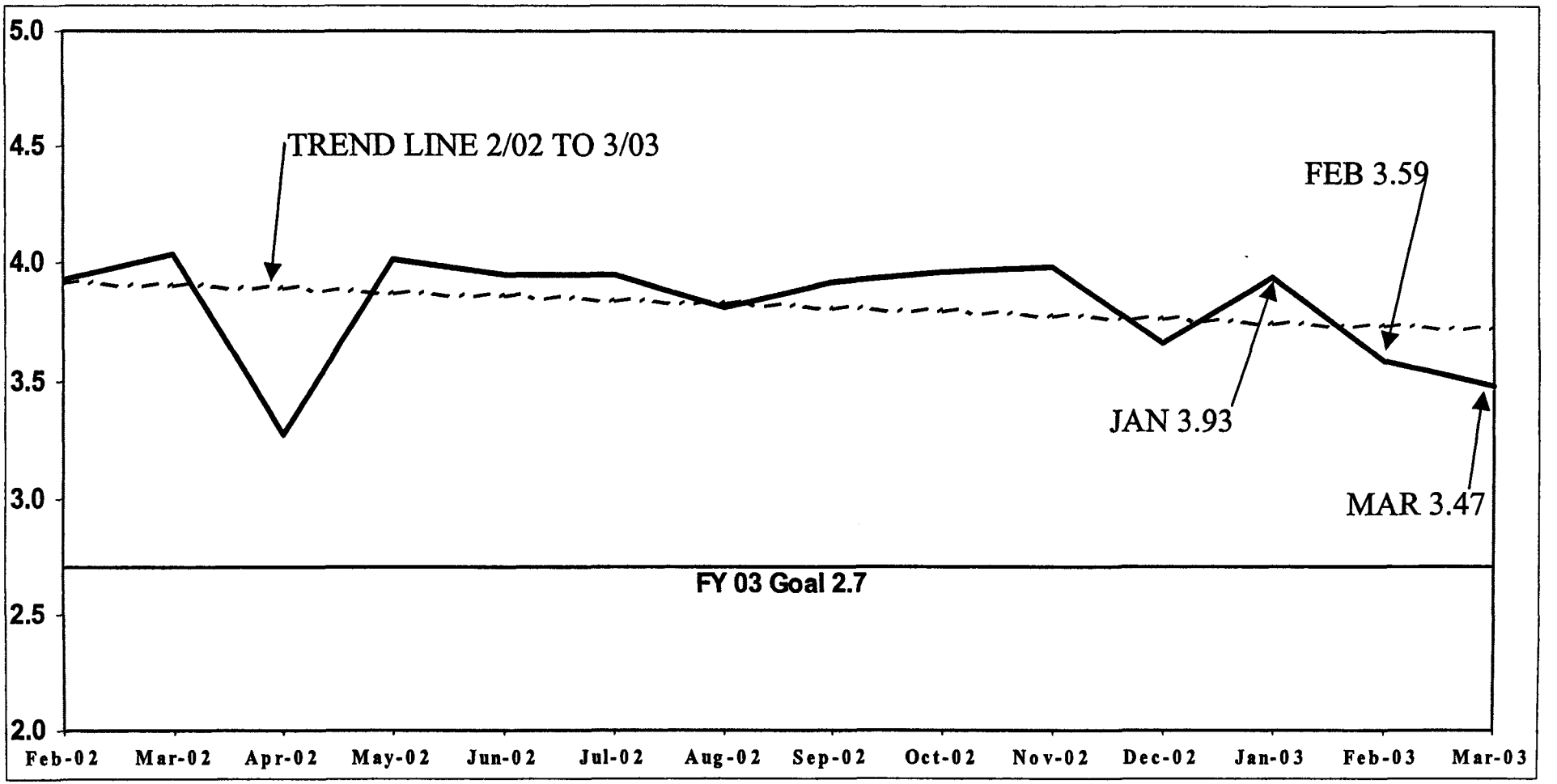
- 71% of Bus Sector Employees completed safety training
- 75% of Rail Employees
- 84% of Administrative and support Units

OPERATIONS SAFETY TRAINING AS OF 3/31/03

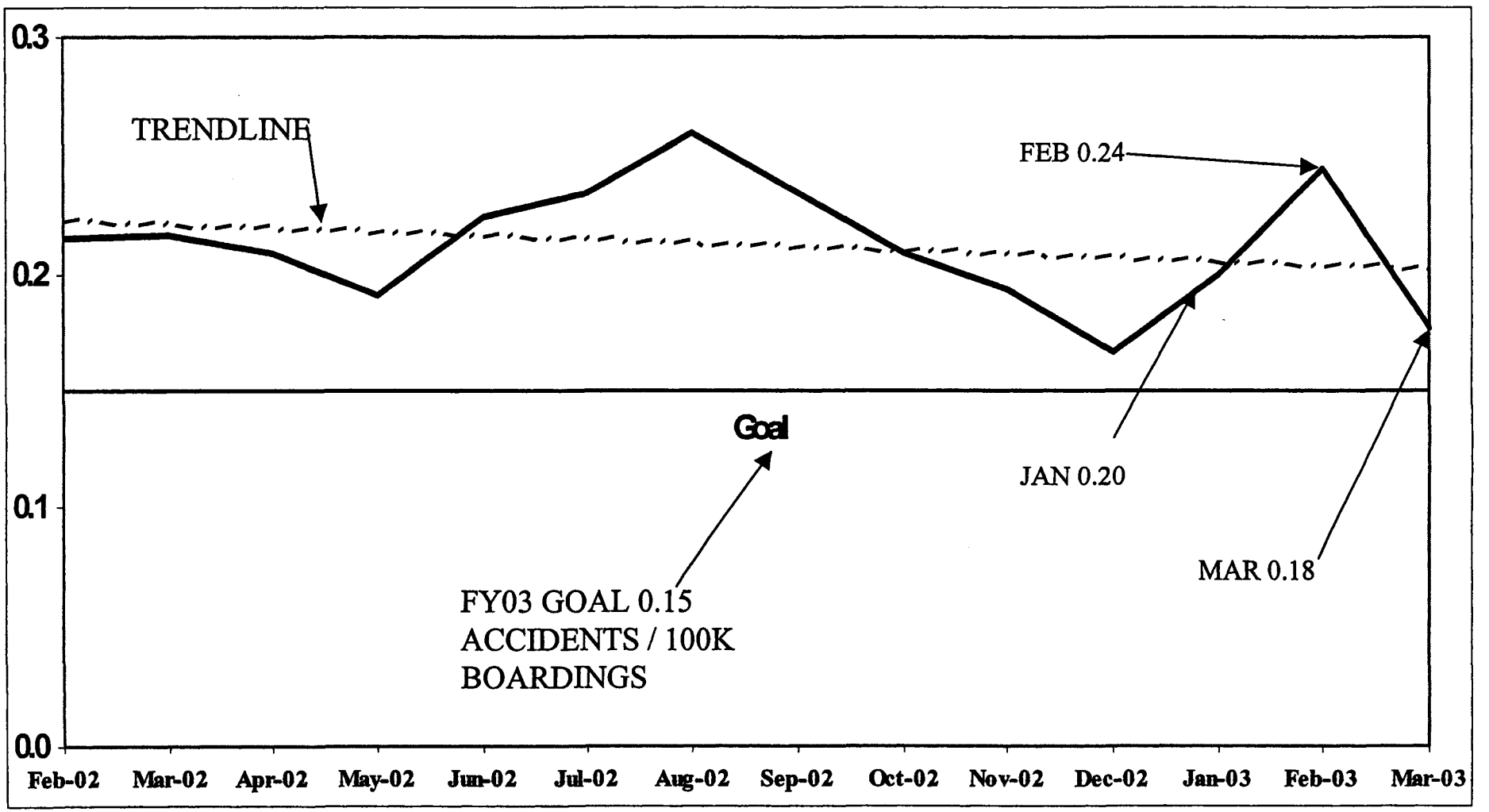
SAFETY FIRST TRAINING COMPLETED BY 3/3/1/03



BUS ACCIDENTS PER 100,000 HUB MILES



BUS PASSENGER ACCIDENTS



SPECIAL INVESTIGATIONS UNIT

Scorecard for Third Quarter FY2003	Number
SIU Cases Opened in 3rd Qtr for investigation of possible fraud	12
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Total SIU possible fraud cases active at the end of the Quarter	13
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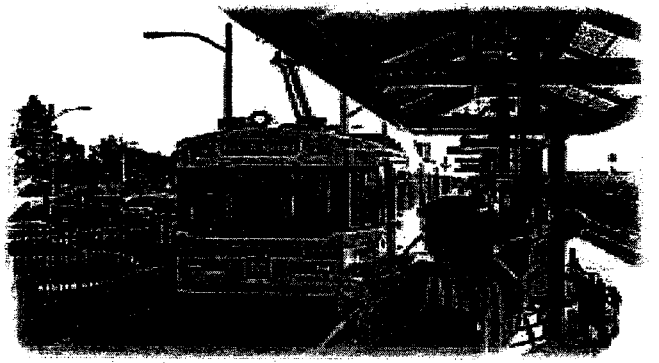
Total cases referred by Workers Compensation Claims Department Analyst to SIU for review, referral and assignment to contract investigation firms for AOE/COE Investigation (61), Surveillance (18), Activity Checks (10) and additional investigation (4).	93
Total	798

NEXT STEPS

- **FOCUS ON ACCIDENT INVESTIGATION AND TRAINING**
- **NEW DIRECTOR OF BUS OPERATIONS TRAINING JOINING MTA IN JUNE**
- **IMPLEMENTATION OF THE MTA SAFETY PATROL PROGRAM IN AUGUST 2003**
- **IMPLEMENTATION OF TRANSITSAFE™ IN SUMMER FY'04**
- **IMPLEMENTATION OF EXPANDED WORKERS' COMPENSATION COST REDUCTION INITIATIVES BEGINS JULY**

QUESTIONS AND COMMENTS



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

STATUS REPORT AS OF 06/30/03

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

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

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

B-102 and B-103 - Temple Beaudry

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

A1-300 and A2-301 - Wilshire/Crenshaw

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

A2-362 - Wilshire/La Brea

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

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

North Hollywood Station - 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

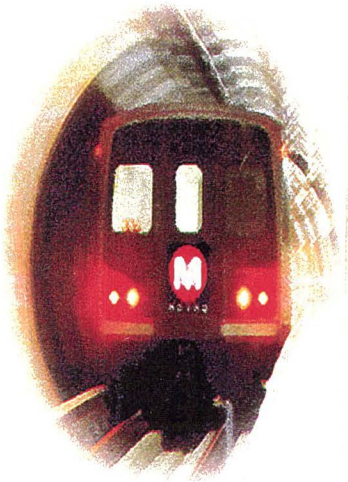
1. **Parcels A1-015, A1-016,**

   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.

Metro Operations Monthly Performance Report
for
June 2003



Prepared by:

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

Table of Contents

San Fernando Valley Sector Scorecard Overview (SFV)

This sector has two MTA operating divisions, Division 8 in Chatsworth and Division 15 in Sun Valley. The sector is responsible for the operation of approximately 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':

* 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	June Month	Status
Bus Systemwide						
On-Time Pullouts (system)*	99.36%	99.61%	100%	99.64%	99.66%	
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	4,808	5,415	6,500	6,883	6,331	
In-Service On-time Performance	63.71%	64.88%	70.00%	69.23%	70.06%	
Bus Traffic Accidents Per 100,000 Miles	3.99	3.91	2.70	3.86	3.71	
Complaints per 100,000 Boardings	3.11	3.54	3.00	4.23	4.39	
SFV Sector						
On-Time Pullouts *	N.A.	99.45%	100%	99.75%	99.69%	
Mean Miles Between Chargeable Mechanical Failures	N.A.	4,646	6,500	8,616	7,768	
In-Service On-time Performance	N.A.		70.00%	67.30%	69.39%	
Bus Traffic Accidents Per 100,000 Miles	N.A.	3.09	2.70	2.91	2.61	
Complaints per 100,000 Boardings	N.A.	3.43	3.00	6.32	6.15	
Division 8						
On-Time Pullouts *	99.40%	99.57%	100%	99.81%	99.78%	
Mean Miles Between Chargeable Mechanical Failures	6,637	5,775	6,500	9,177	7,699	
In-Service On-time Performance	65.59%	67.88%	70.00%	70.09%	71.43%	
Bus Traffic Accidents Per 100,000 Miles	3.02	3.22	2.70	2.84	2.38	
Complaints per 100,000 Boardings	3.26	3.16	3.00	6.87	6.23	
Division 15						
On-Time Pullouts *	98.97%	99.37%	100%	99.72%	99.63%	
Mean Miles Between Chargeable Mechanical Failures	2,871	4,514	6,500	8,260	7,816	
In-Service On-time Performance	65.32%	62.51%	70.00%	66.13%	68.63%	
Bus Traffic Accidents Per 100,000 Miles	3.25	3.01	2.70	2.96	2.77	
Complaints per 100,000 Boardings	4.05	3.58	3.00	6.01	6.11	

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

Green - High probability of achieving the 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.

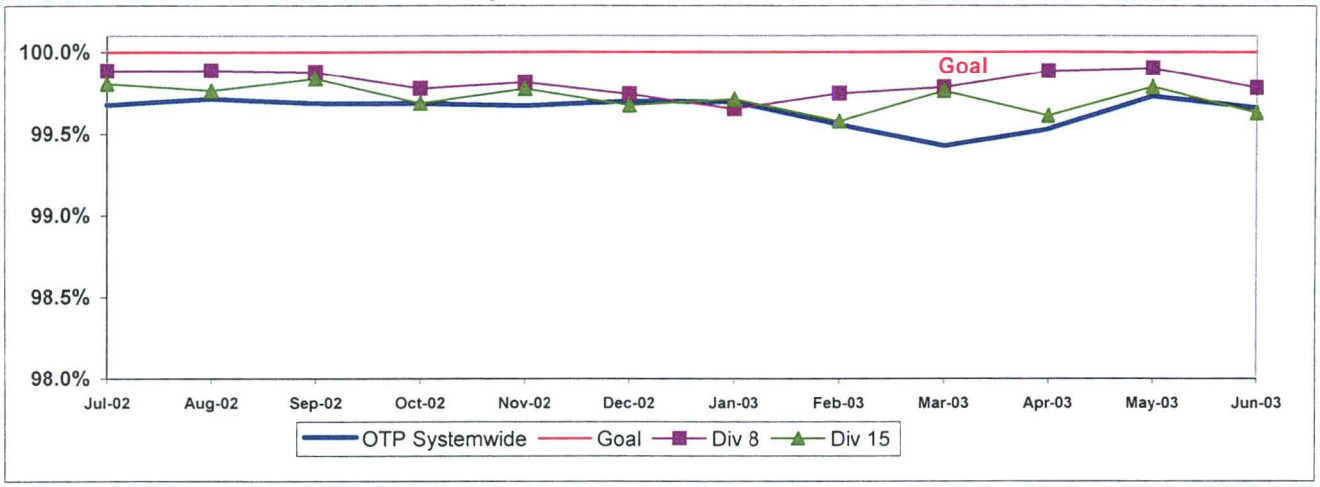
SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

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

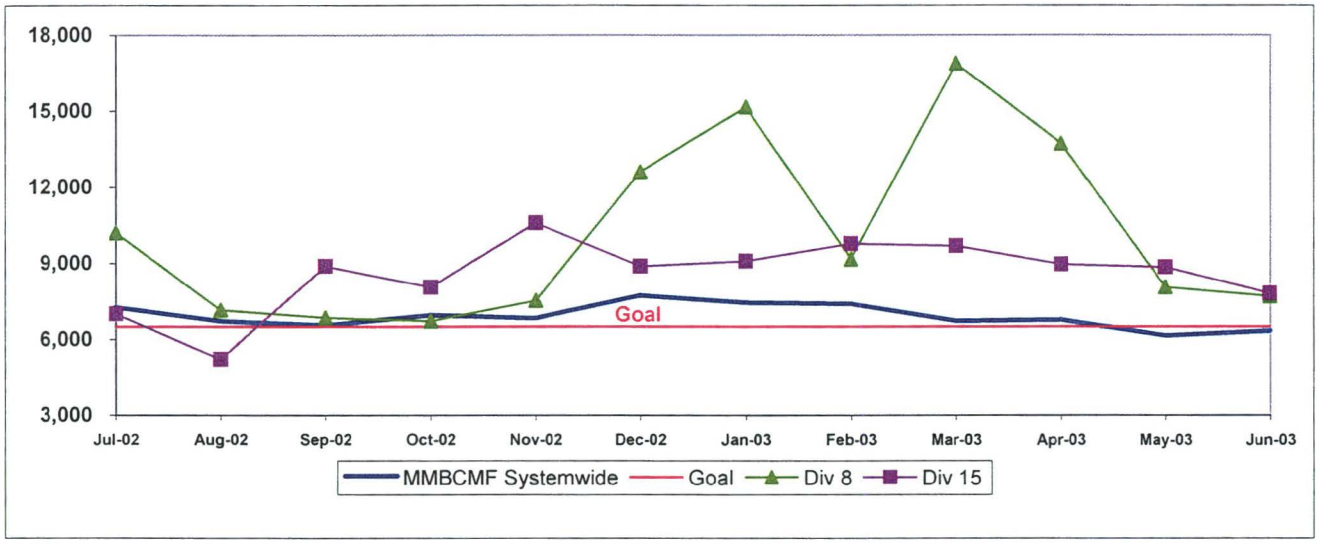
OTP Systemwide and Divisions 8 and 15



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

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

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



Outlates & Cancellations by Sector's Divisions

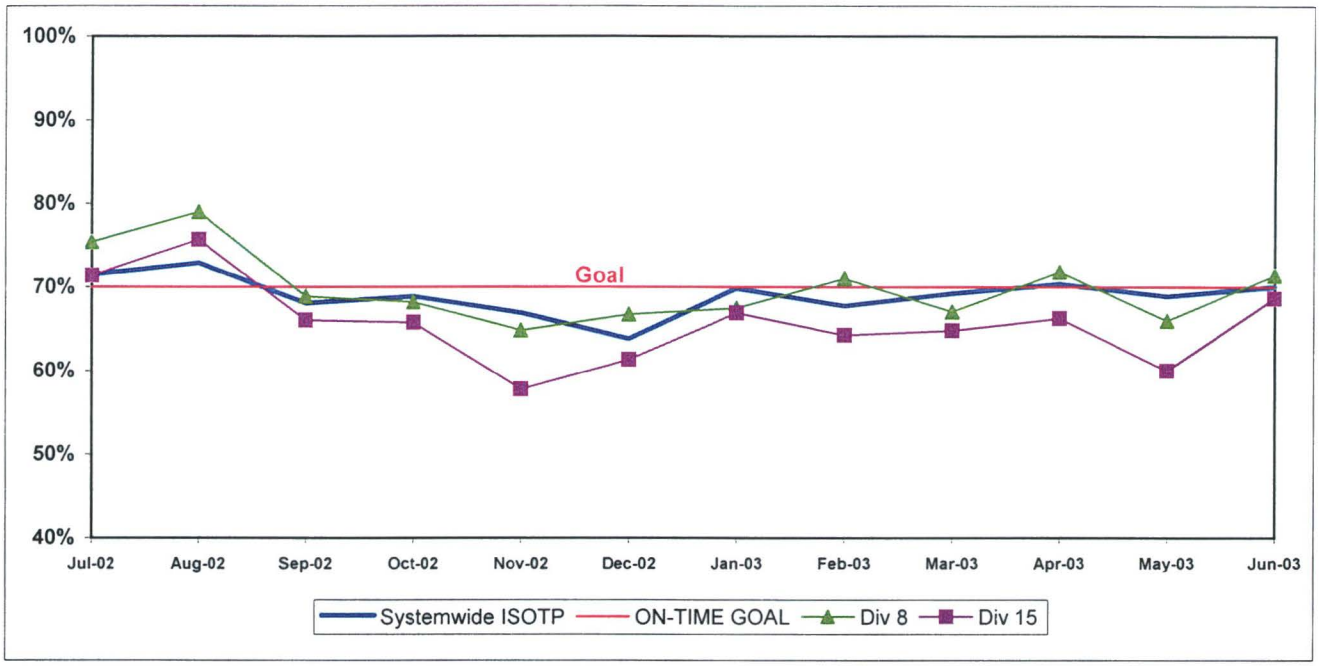
Div.	Sched. Pull-Outs	CANCELLATIONS Number	CANCELLATIONS % of Pull-outs	OUTLATES Number	OUTLATES % of Pull-outs	% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available	Bus Mechanical Failure	Other
San Fernando Valley (SFV)							99.69%			
8	5031	0	0.00%	11	0.22%	4.60%	99.78%	1	7	3
15	7002	0	0.00%	26	0.37%	10.88%	99.63%	1	20	5
SYS. TOTAL	70127	9	0.01%	229	0.33%	100.00%	99.66%	30	148	60

IN-SERVICE ON-TIME PERFORMANCE

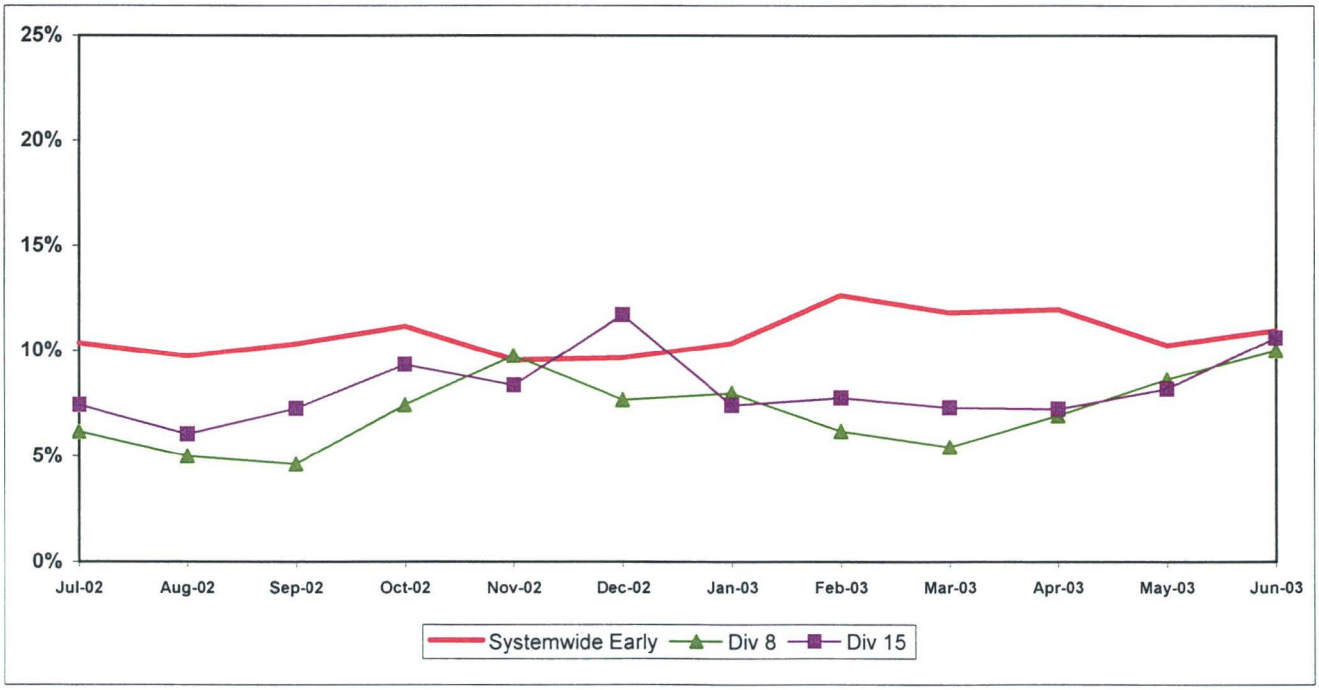
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



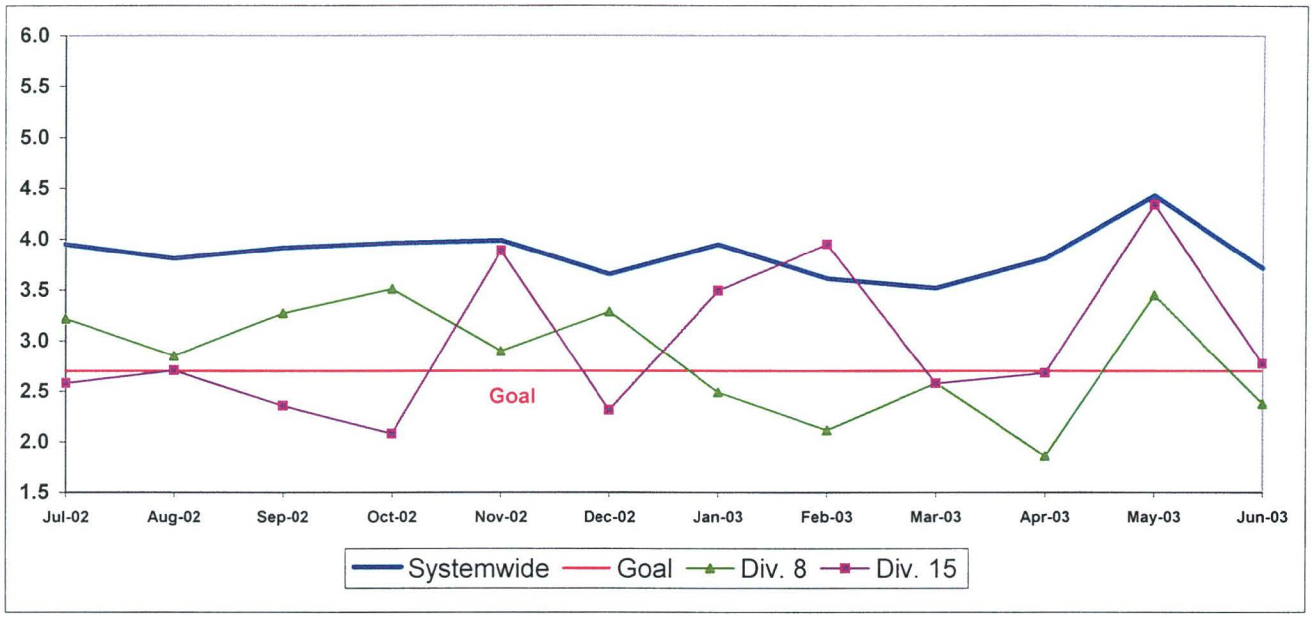
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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

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

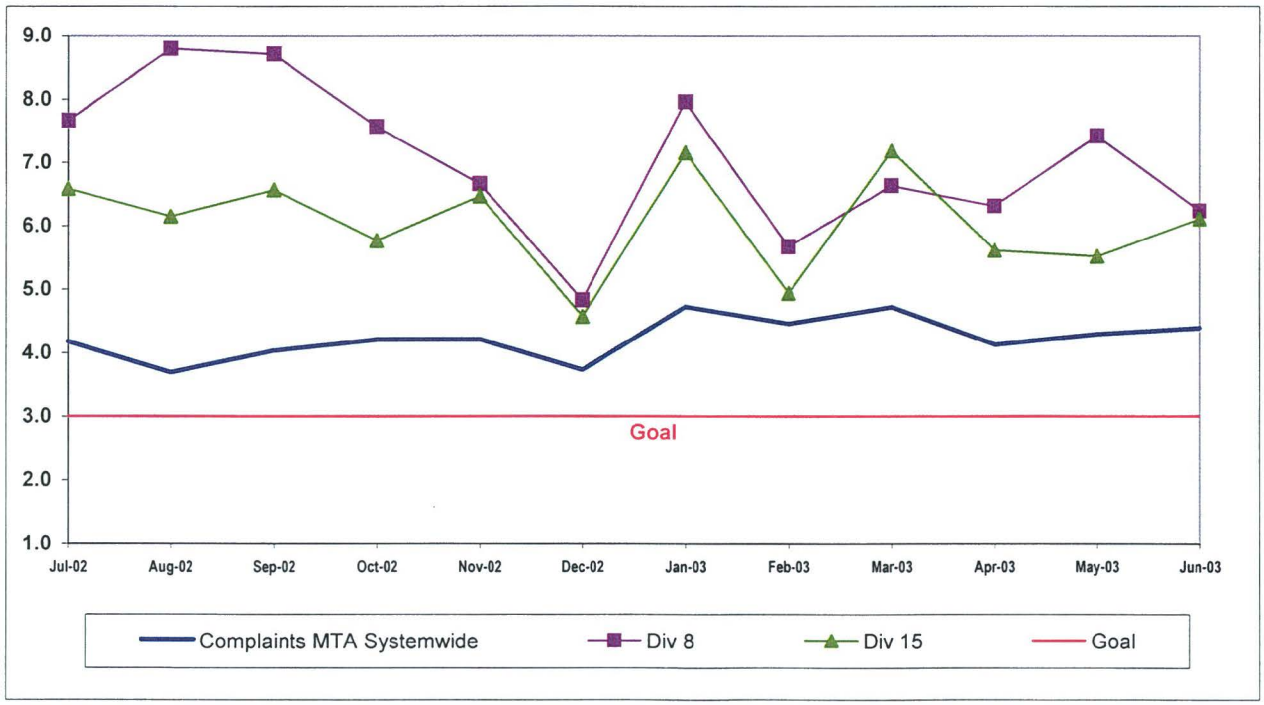
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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

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

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



San Gabriel Valley Sector Scorecard Overview (SGV)

This sector has two MTA operating divisions, Division 3 Cypress Park and Division 9 in El Monte. The sector is responsible for the operation of approximately 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':

* 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	June Month	Status
Bus Systemwide						
On-Time Pullouts (system)*	99.36%	99.61%	100%	99.64%	99.66%	◇
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	4,808	5,415	6,500	6,883	6,331	●
In-Service On-time Performance	63.71%	64.88%	70.00%	69.23%	70.06%	◇
Bus Traffic Accidents Per 100,000 Miles	3.99	3.91	2.70	3.86	3.71	▬
Complaints per 100,000 Boardings	3.11	3.54	3.00	4.23	4.39	▬
SGV Sector						
On-Time Pullouts*	N.A.	99.71%	100%	99.77%	99.74%	◇
MMBCMF	N.A.	6,708	6,500	7,696	7,561	●
In-Service On-time Performance	N.A.		70%	70.02%	68.57%	●
Bus Traffic Accidents Per 100,000 Miles	N.A.	3.23	2.70	3.40	2.62	▬
Complaints per 100,000 Boardings	N.A.	3.13	3.00	3.57	3.65	◇
Division 3						
On-Time Pullouts*	99.60%	99.69%	100%	99.72%	99.75%	◇
MMBCMF	4,505	5,538	6,500	5,726	5,633	◇
In-Service On-time Performance	67.86%	68.70%	70%	71.08%	71.84%	●
Bus Traffic Accidents Per 100,000 Miles	4.63	3.96	2.70	4.22	3.46	▬
Complaints per 100,000 Boardings	2.35	2.61	3.00	3.09	3.32	◇
Division 9						
On-Time Pullouts*	99.53%	99.72%	100%	99.83%	99.73%	◇
Mean Miles Between Chargeable Mechanical Failures	6,181	8,336	6,500	11,322	10,999	●
In-Service On-time Performance	68.22%	64.56%	70.00%	67.47%	64.06%	◇
Bus Traffic Accidents Per 100,000 Miles	2.31	2.56	2.70	2.64	1.84	●
Complaints per 100,000 Boardings	3.82	3.90	3.00	4.31	4.12	▬

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

● Green - High probability of achieving the 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.

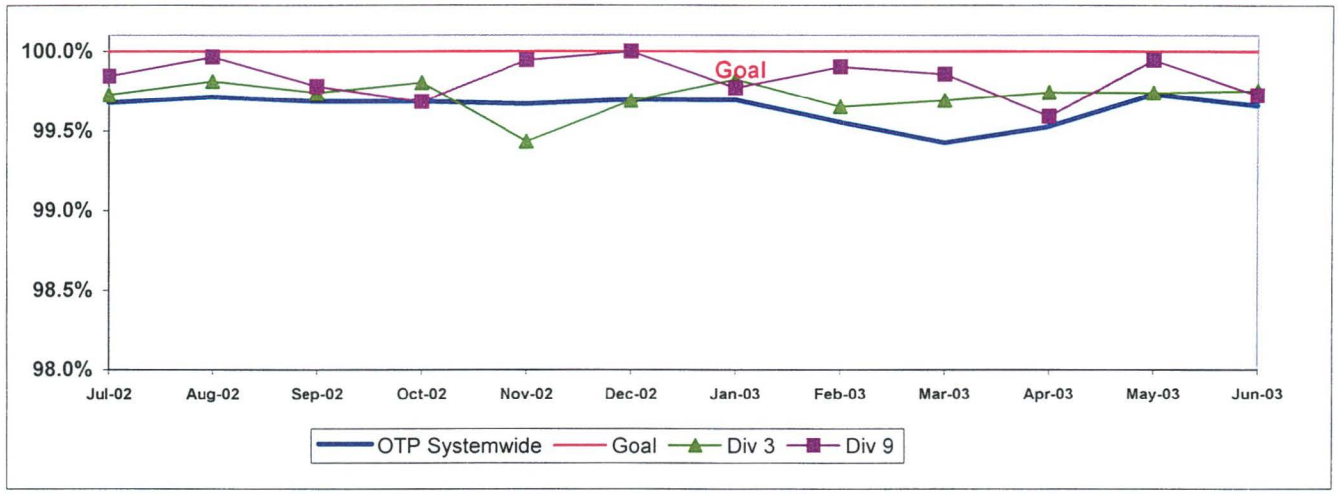
SAN GABRIEL VALLEY SECTOR (SGV) BUS SERVICE PERFORMANCE

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

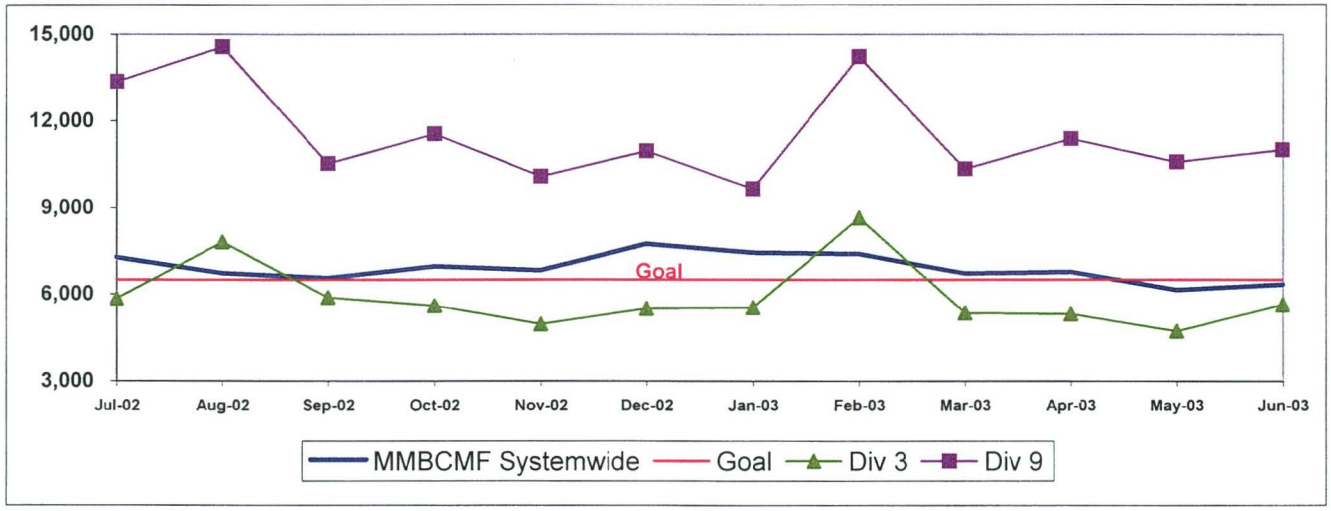
OTP - Systemwide and Divisions 3 and 9



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

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

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



Outlates & Cancellations by Sector Division

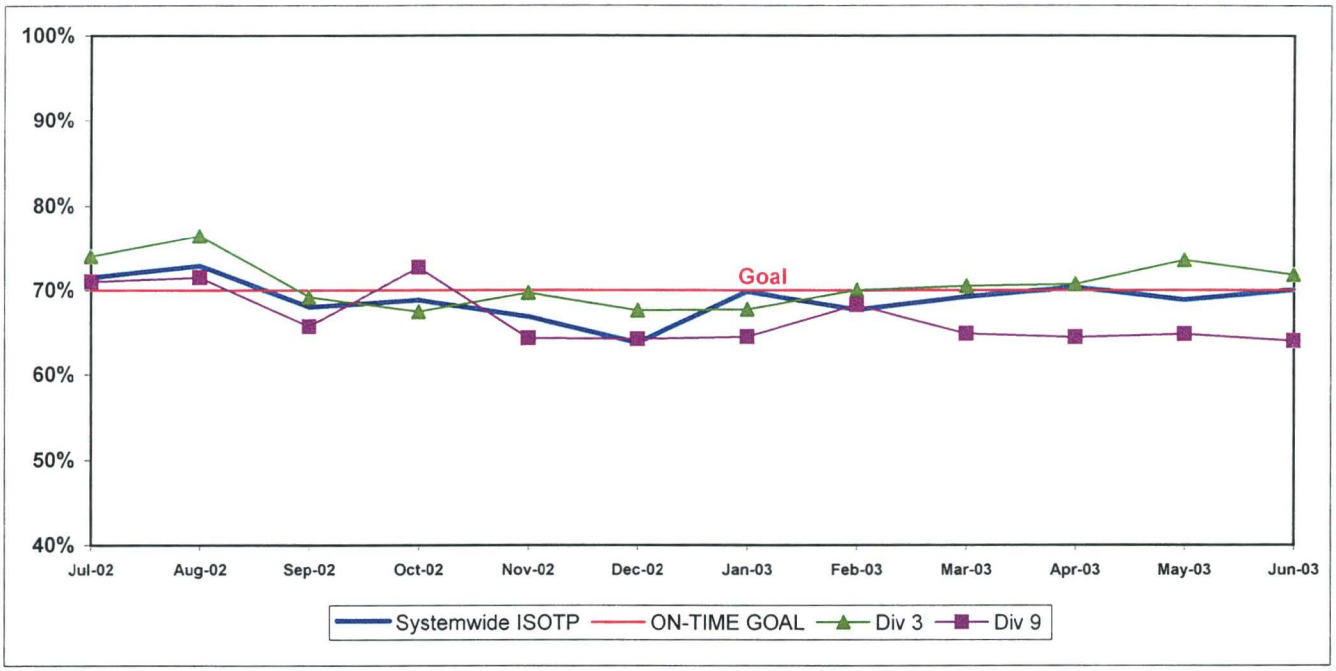
Div.	Sched. Pull-Outs	CANCELLATIONS Number	CANCELLATIONS % of Pull-outs	OUTLATES Number	OUTLATES % of Pull-outs	% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available	Bus Mechanical Failure	Other
San Gabriel Valley (SGV)							99.74%			
3	6051	4	0.07%	11	0.18%	6.28%	99.75%	5	8	2
9	5462	2	0.04%	13	0.24%	6.28%	99.73%	7	5	3
SYS. TOTAL	70127	9	0.01%	229	0.33%	100.00%	99.66%	30	148	60

IN-SERVICE ON-TIME PERFORMANCE

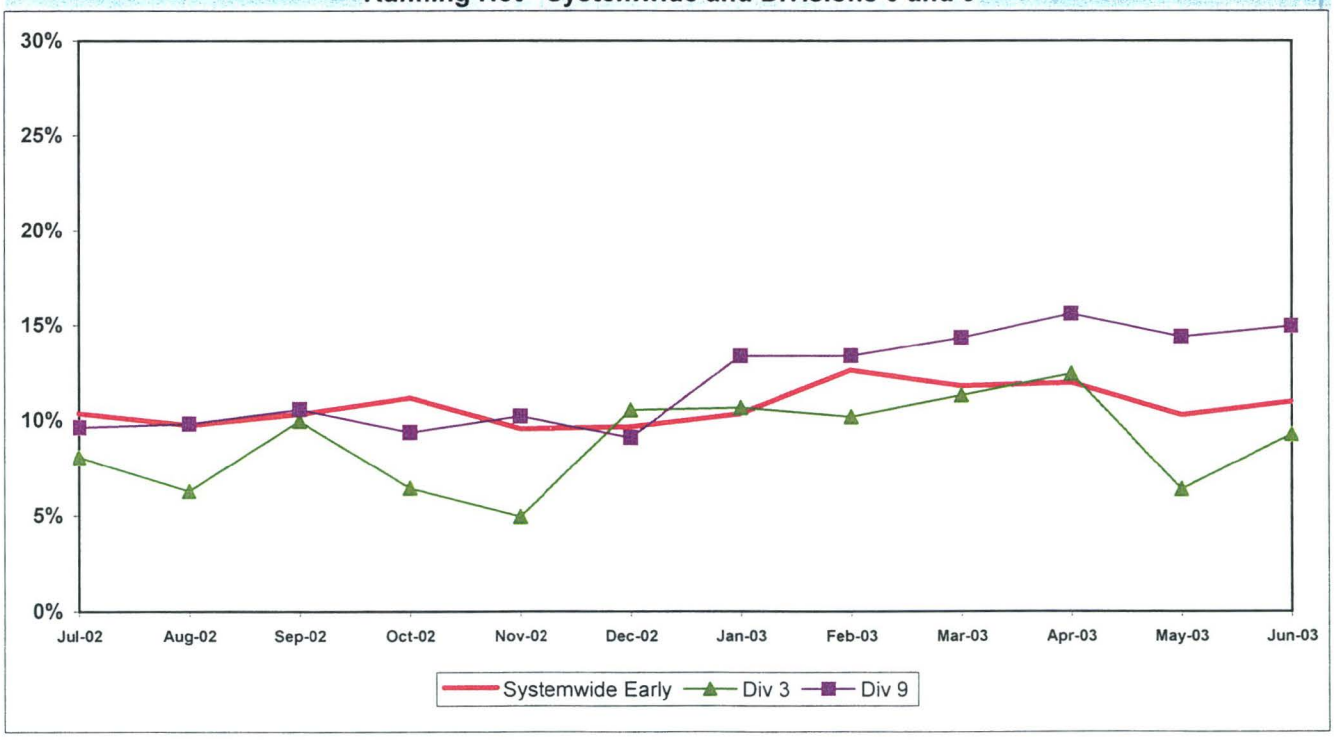
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



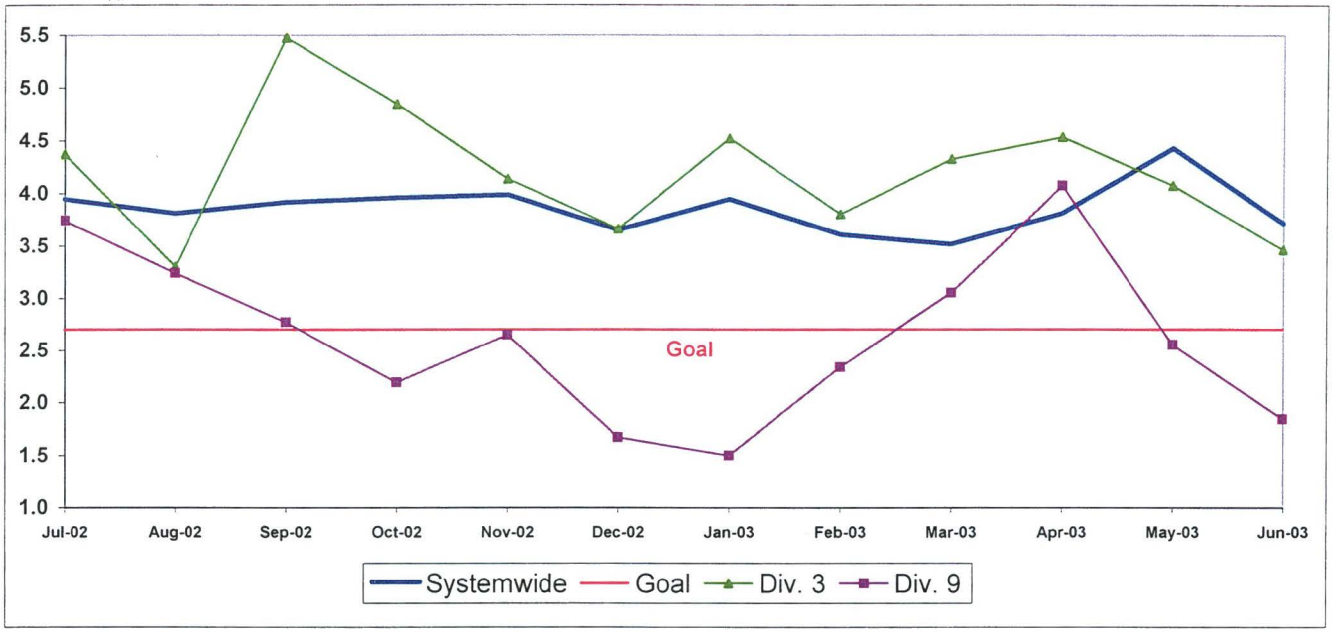
Running Hot - Systemwide and Divisions 3 and 9



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

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

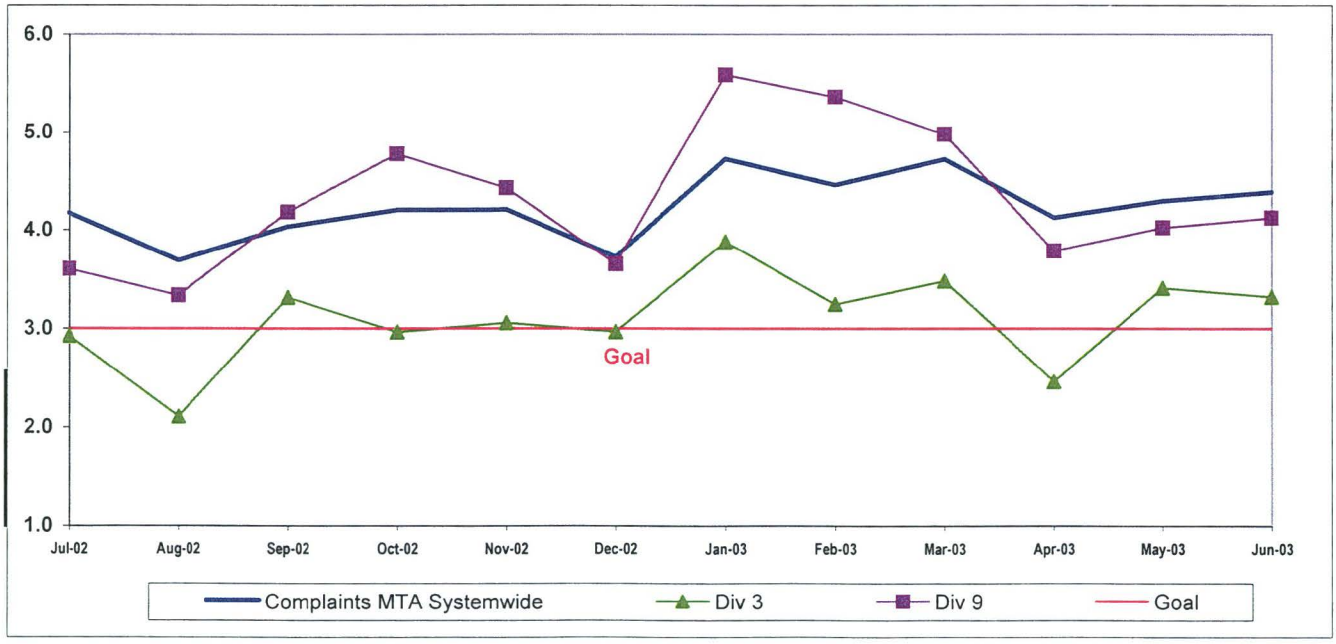
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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':

* 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	June Month	Status
Bus Systemwide						
On-Time Pullouts (system) *	99.36%	99.61%	100.00%	99.64%	99.66%	◇
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	4,808	5,415	6,500	6,883	6,331	●
In-Service On-time Performance	63.71%	64.88%	70.00%	69.23%	70.06%	◇
Bus Traffic Accidents Per 100,000 Miles	3.99	3.91	2.70	3.86	3.71	▬
Complaints per 100,000 Boardings	3.11	3.54	3.00	4.23	4.39	▬
GC Sector						
On-Time Pullouts *	N.A.	99.64%	100%	99.78%	99.85%	◇
MMBCMF	N.A.	6,726	6,500	7,800	8,172	●
In-Service On-time Performance	N.A.		70%	74.53%	75.20%	●
Bus Traffic Accidents Per 100,000 Miles	N.A.	4.49	2.70	4.07	3.43	▬
Complaints per 100,000 Boardings	N.A.	2.07	3.00	2.63	2.70	●
Division 1						
On-Time Pullouts *	99.69%	99.84%	100%	99.81%	99.83%	◇
MMBCMF	2,036	8,510	6,500	9,863	7,665	●
In-Service On-time Performance	70.78%	74.95%	70%	78.22%	76.42%	●
Bus Traffic Accidents Per 100,000 Miles	4.50	4.51	2.70	3.39	2.97	▬
Complaints per 100,000 Boardings	1.72	1.76	3.00	2.26	2.56	●
Division 2						
On-Time Pullouts *	99.18%	99.44%	100%	99.75%	99.88%	◇
MMBCMF	2,301	5,514	6,500	6,398	8,739	◇
In-Service On-time Performance	61.26%	63.01%	70%	67.53%	72.78%	◇
Bus Traffic Accidents Per 100,000 Miles	5.34	4.48	2.70	4.78	3.88	▬
Complaints per 100,000 Boardings	2.43	2.38	3.00	3.07	2.86	◇

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

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

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

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

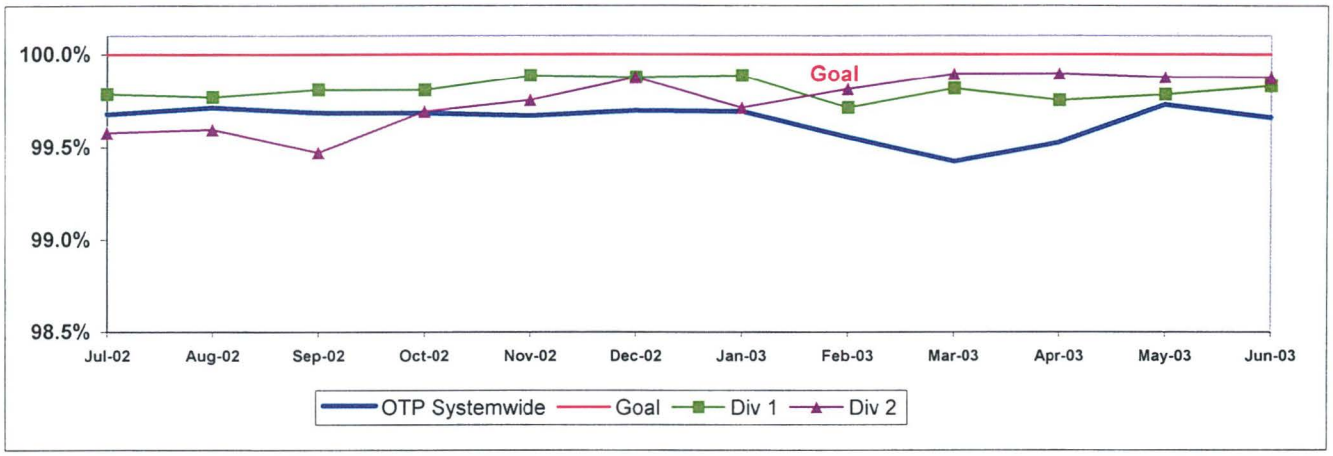
GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

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

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

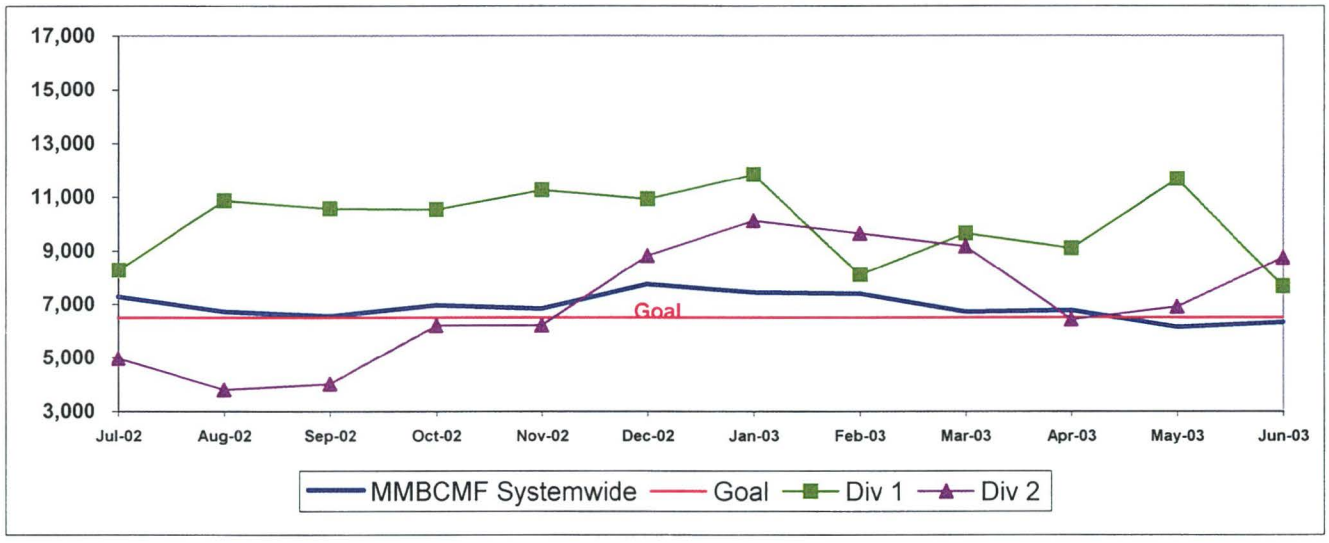
OTP - Systemwide and Divisons 1 and 2



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

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

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



Outlates & Cancellations by Sector's Divisions

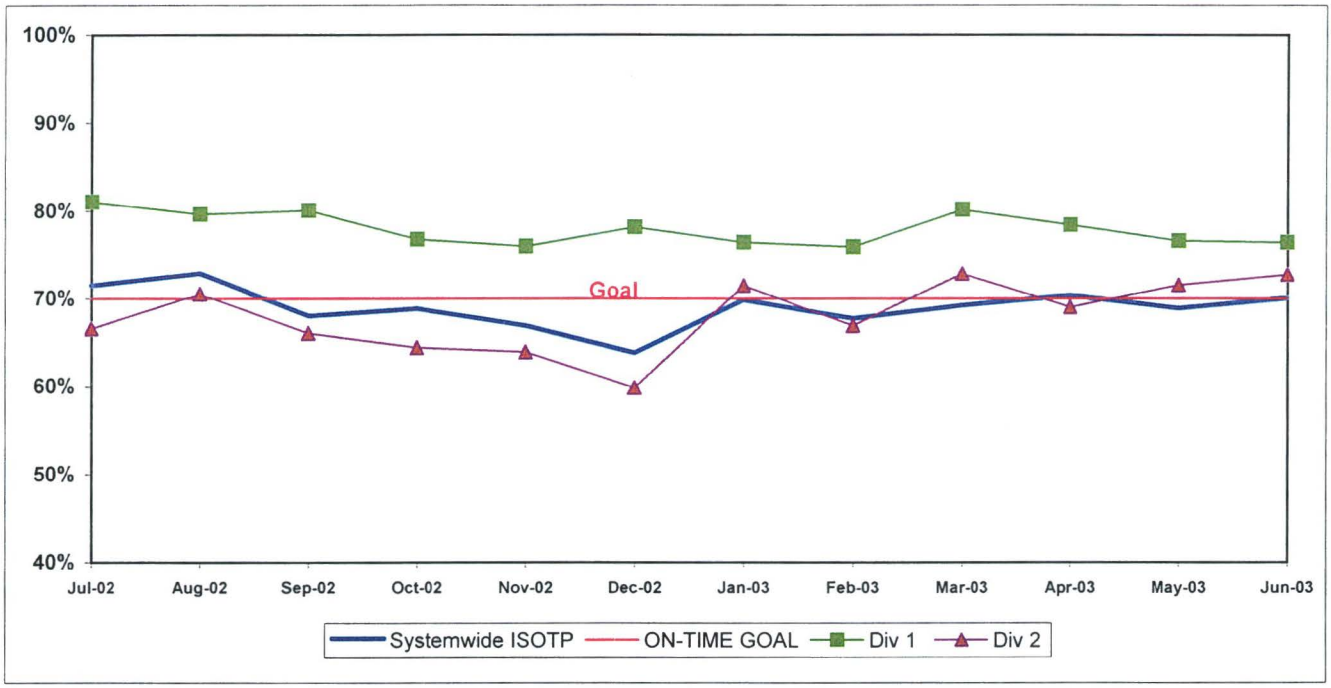
Div.	Sched. Pull-Outs	CANCELLATIONS Number	CANCELLATIONS % of Pull-outs	OUTLATES Number	OUTLATES % of Pull-outs	% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available	Bus Mechanical Failure	Other
Gateway Cities (GWC)							99.85%			
1	5967	0	0.00%	10	0.17%	4.18%	99.83%	0	8	2
2	5705	0	0.00%	7	0.12%	2.93%	99.88%	0	5	2
SYS. TOTAL	70127	9	0.01%	229	0.33%	100.00%	99.66%	30	148	60

IN-SERVICE ON-TIME PERFORMANCE

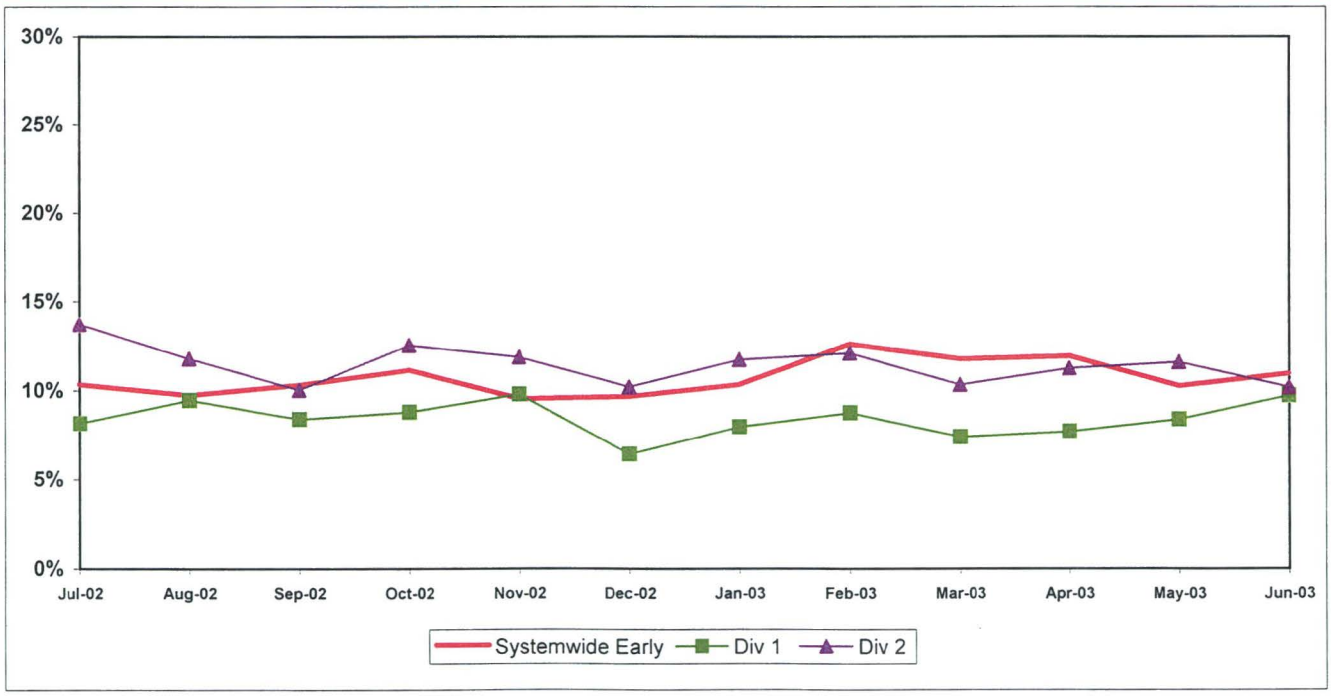
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



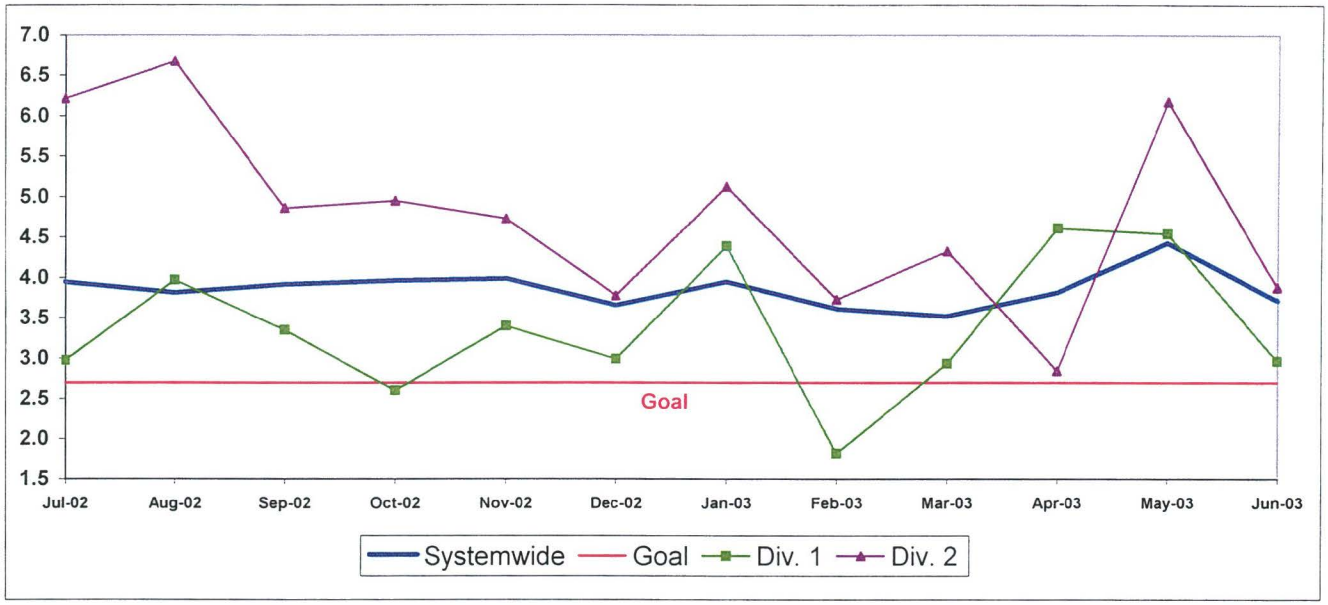
Running Hot - Systemwide and Divisions 1 and 2



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

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

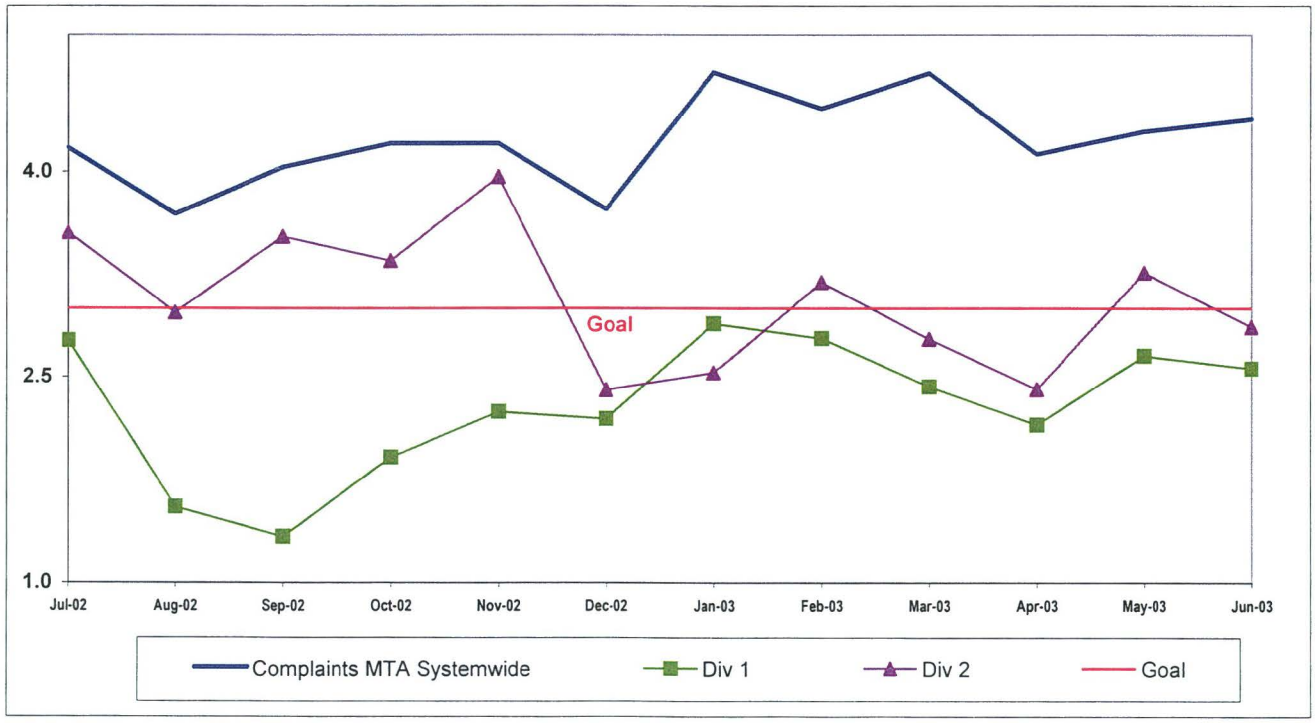
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



COMPLAINTS PER 100,000 BOARDINGS
Systemwide and Divisons 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':

* 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	June Month	Status
Bus Systemwide						
On-Time Pullouts (system) *	99.36%	99.61%	100%	99.64%	99.66%	◇
Mean Miles Between Chargeable Mechanical Failures	4,808	5,415	6,500	6,883	6,331	●
In-Service On-time Performance	63.71%	64.88%	70%	69.23%	70.06%	◇
Bus Traffic Accidents Per 100,000 Miles	3.99	3.91	2.70	3.86	3.71	▬
Complaints per 100,000 Boardings	3.11	3.54	3.00	4.23	4.39	▬
SB Sector						
On-Time Pullouts *	N.A.	99.75%	100%	99.68%	99.65%	◇
MMBCMF	N.A.	5,665	6,500	6,237	5,584	◇
In-Service On-time Performance	N.A.		70%	63.67%	66.88%	▬
Bus Traffic Accidents Per 100,000 Miles	N.A.	4.03	2.70	4.00	3.89	▬
Complaints per 100,000 Boardings	N.A.	3.42	3.00	4.02	3.76	▬
Division 5						
On-Time Pullouts *	99.57%	99.74%	100%	99.70%	99.68%	◇
MMBCMF	3,047	8,883	6,500	8,756	7,292	●
In-Service On-time Performance	64.94%	63.31%	70%	66.30%	71.89%	◇
Bus Traffic Accidents Per 100,000 Miles	4.45	4.35	2.70	4.58	4.01	▬
Complaints per 100,000 Boardings	2.45	2.47	3.00	2.86	2.58	●
Division 18						
On-Time Pullouts *	99.24%	99.76%	100%	99.68%	99.63%	◇
MMBCMF	3,938	4,514	6,500	5,144	4,694	◇
In-Service On-time Performance	59.98%	60.19%	70%	61.23%	63.42%	▬
Bus Traffic Accidents Per 100,000 Miles	3.57	3.80	2.70	3.57	3.79	▬
Complaints per 100,000 Boardings	4.75	4.39	3.00	5.26	5.12	▬

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

● Green - High probability of achieving the 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.

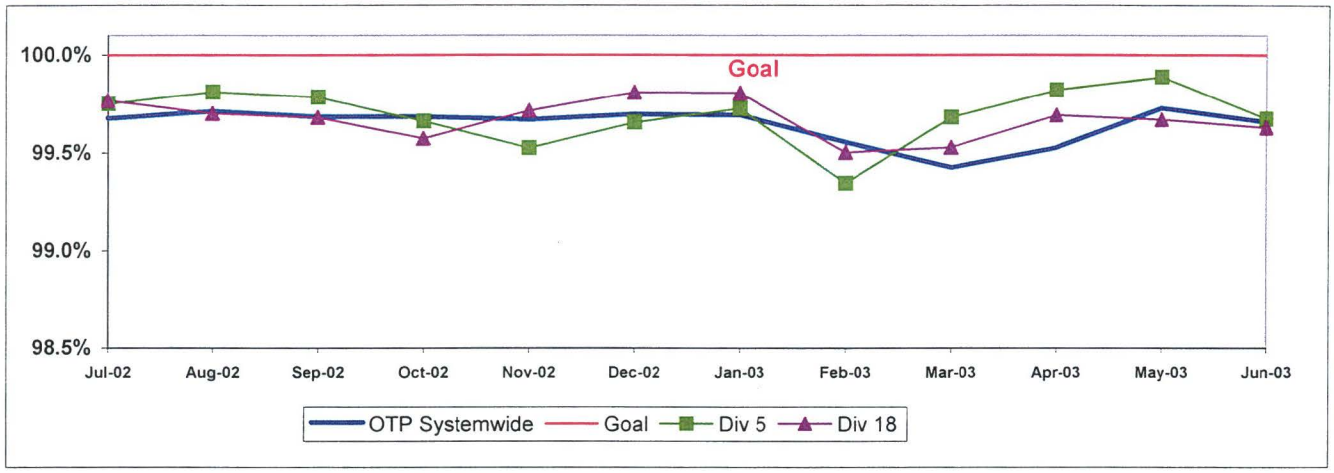
SOUTH BAY SECTOR (SB) BUS SERVICE PERFORMANCE

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

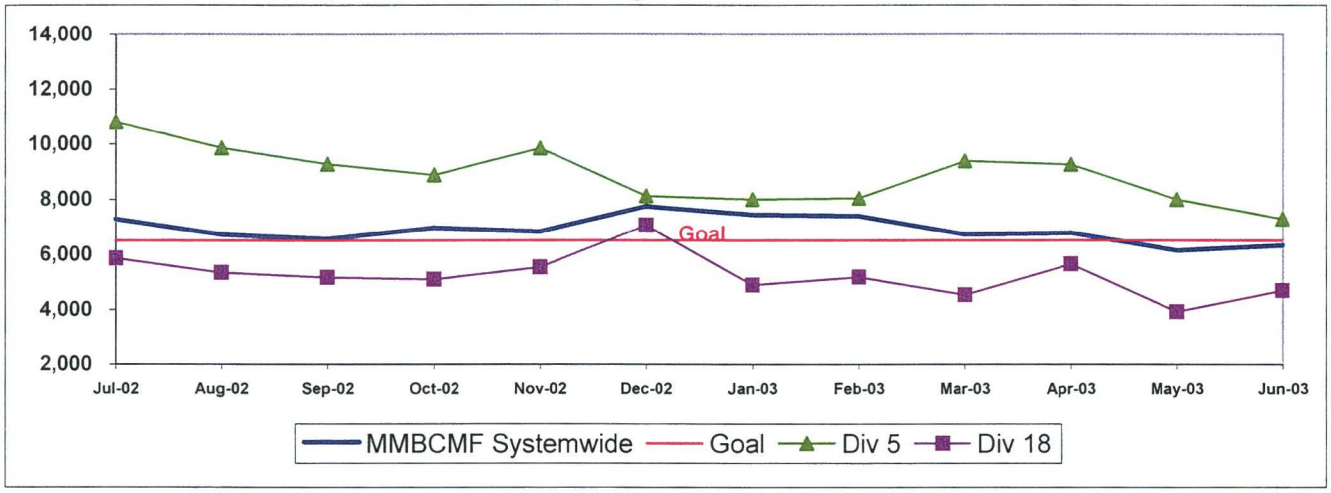
OTP - Systemwide Trend and Division 5 and 18



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

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

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



Outlates & Cancellations by Sector's Divisions

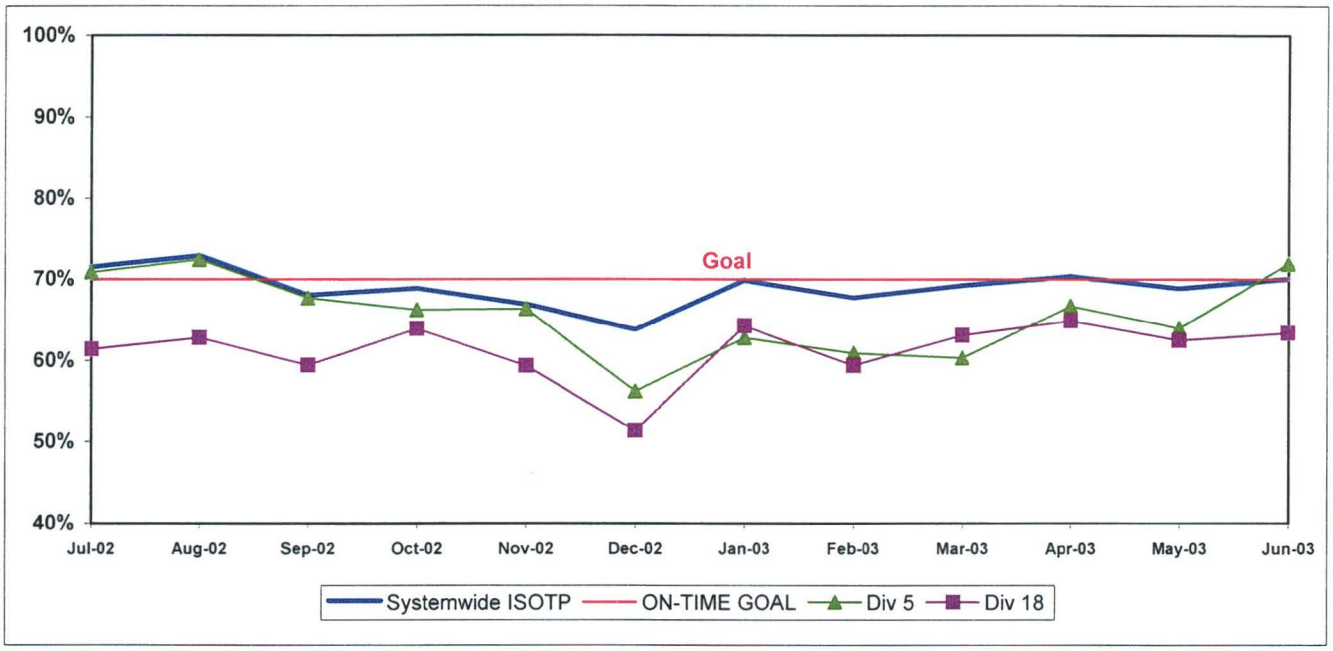
Div.	Sched. Pull-Outs	CANCELLATIONS Number	CANCELLATIONS % of Pull-outs	OUTLATES Number	OUTLATES % of Pull-outs	% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available	Bus Mechanical Failure	Other
South Bay (SB)							99.65%			
5	7126	0	0.00%	23	0.32%	9.62%	99.68%	0	14	9
18	8943	0	0.00%	33	0.37%	13.81%	99.63%	7	19	7
SYS. TOTAL	70127	9	0.01%	229	0.33%	100.00%	99.66%	30	148	60

IN-SERVICE ON-TIME PERFORMANCE

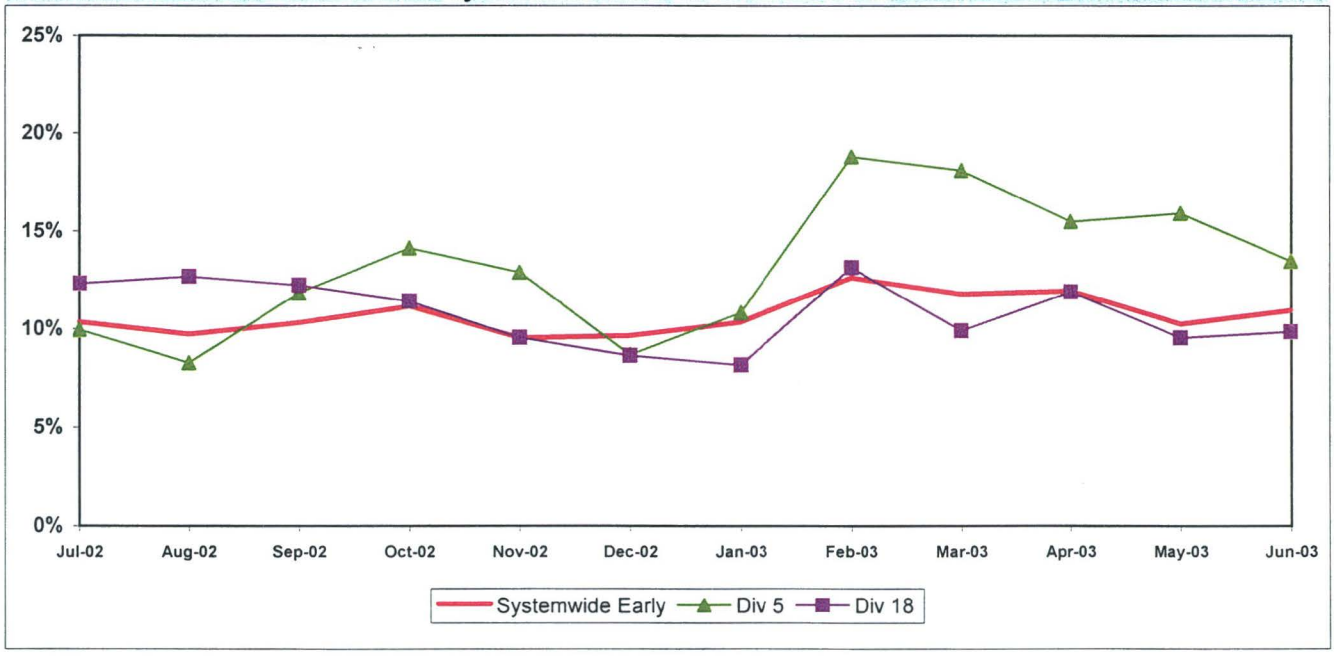
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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

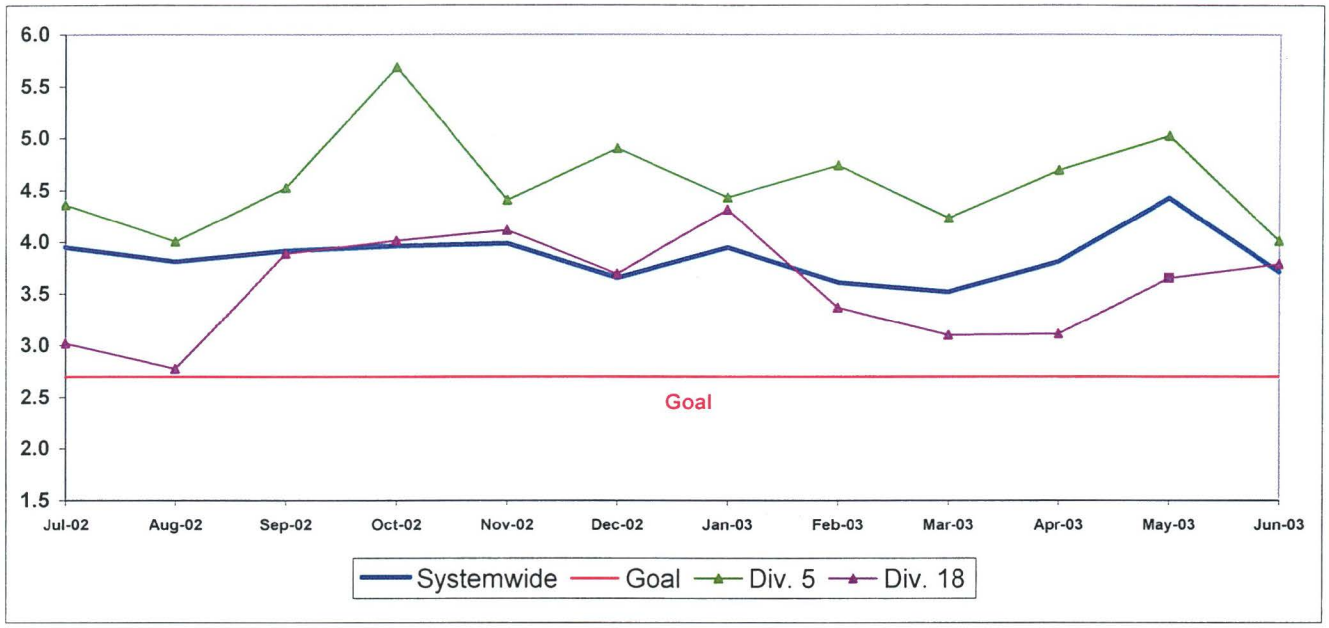


Running Hot
Systemwide and Divisions 5 and 18



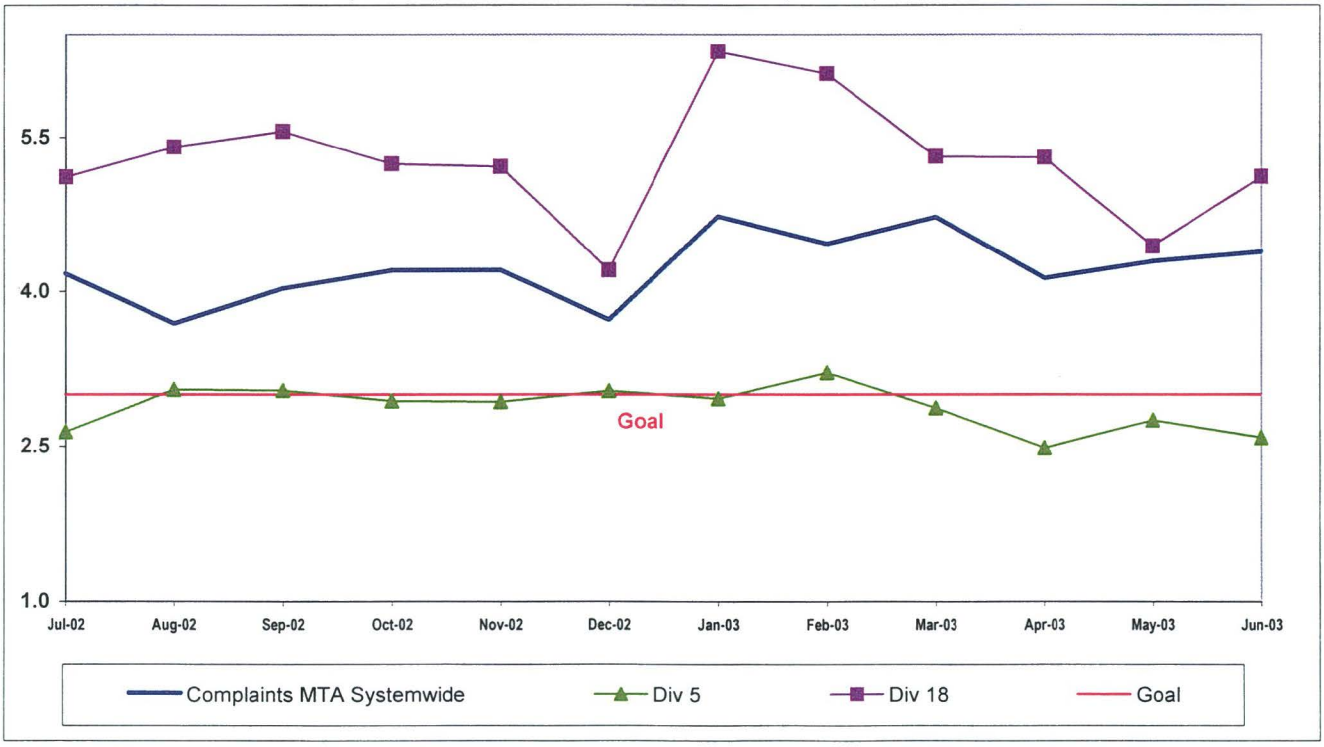
BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
Systemwide and Divisions 5 and 18

Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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

Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service
Calculation: Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)



Westside/Central Sector Scorecard Overview (WC)

This sector has three MTA operating divisions, Division 6 in Venice, Division 7 in West Hollywood, and Division 10 in Los Angeles, near the Gateway building. The sector will be responsible for the operation of approximately 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':

* 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	June Month	Status
Bus Systemwide						
On-Time Pullouts (system) *	99.36%	99.61%	100.00%	99.64%	99.66%	◇
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)	4,808	5,415	6,500	6,883	6,331	●
In-Service On-time Performance	63.71%	64.88%	70.00%	69.23%	70.06%	◇
Bus Traffic Accidents Per 100,000 Miles	3.99	3.91	2.70	3.86	3.71	▬
Complaints per 100,000 Boardings	3.11	3.54	3.00	4.23	4.39	▬
WC Sector						
On-Time Pullouts *	N.A.	99.59%	100%	99.37%	99.48%	◇
MMBCMF	N.A.	6,099	6,500	5,720	5,049	◇
In-Service On-time Performance	N.A.		70%	67.88%	68.86%	◇
Bus Traffic Accidents Per 100,000 Miles	N.A.	4.69	2.70	4.72	5.41	▬
Complaints per 100,000 Boardings	N.A.	3.33	3.00	4.84	5.72	▬
Division 6						
On-Time Pullouts *	99.21%	99.73%	100%	99.85%	99.85%	◇
MMBCMF	9,868	9,241	6,500	8,335	13,323	●
In-Service On-time Performance	59.23%	64.64%	70%	65.93%	63.90%	◇
Bus Traffic Accidents Per 100,000 Miles	4.70	4.18	2.70	4.52	4.62	▬
Complaints per 100,000 Boardings	4.73	4.51	3.00	6.10	8.53	▬
Division 7						
On-Time Pullouts *	99.38%	99.59%	100%	99.38%	99.48%	◇
MMBCMF	5,847	6,942	6,500	5,389	4,678	◇
In-Service On-time Performance	57.80%	67.96%	70%	68.80%	69.08%	◇
Bus Traffic Accidents Per 100,000 Miles	5.53	5.23	2.70	4.95	6.73	▬
Complaints per 100,000 Boardings	3.07	3.36	3.00	4.74	5.92	▬
Division 10						
On-Time Pullouts *	99.27%	99.56%	100%	99.26%	99.39%	◇
MMBCMF	3,787	5,121	6,500	5,734	4,832	◇
In-Service On-time Performance	63.76%	63.56%	70%	67.34%	69.47%	◇
Bus Traffic Accidents Per 100,000 Miles	3.88	4.23	2.70	4.55	4.32	▬
Complaints per 100,000 Boardings	2.73	3.13	3.00	4.73	5.09	▬

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

● Green - High probability of achieving the 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.

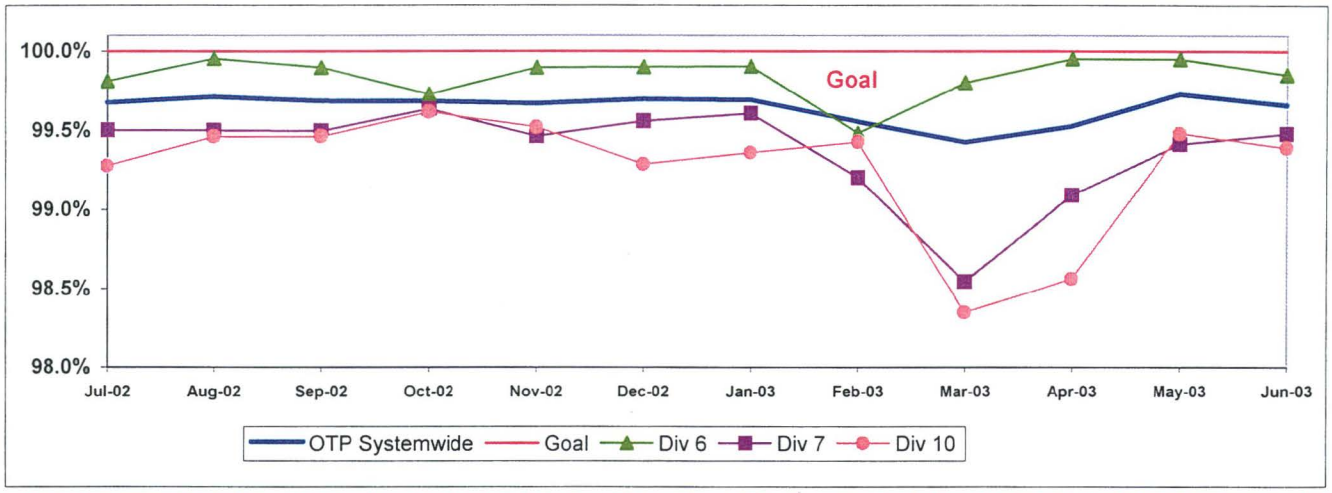
WESTSIDE/CENTRAL SECTOR (WC) BUS SERVICE PERFORMANCE

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

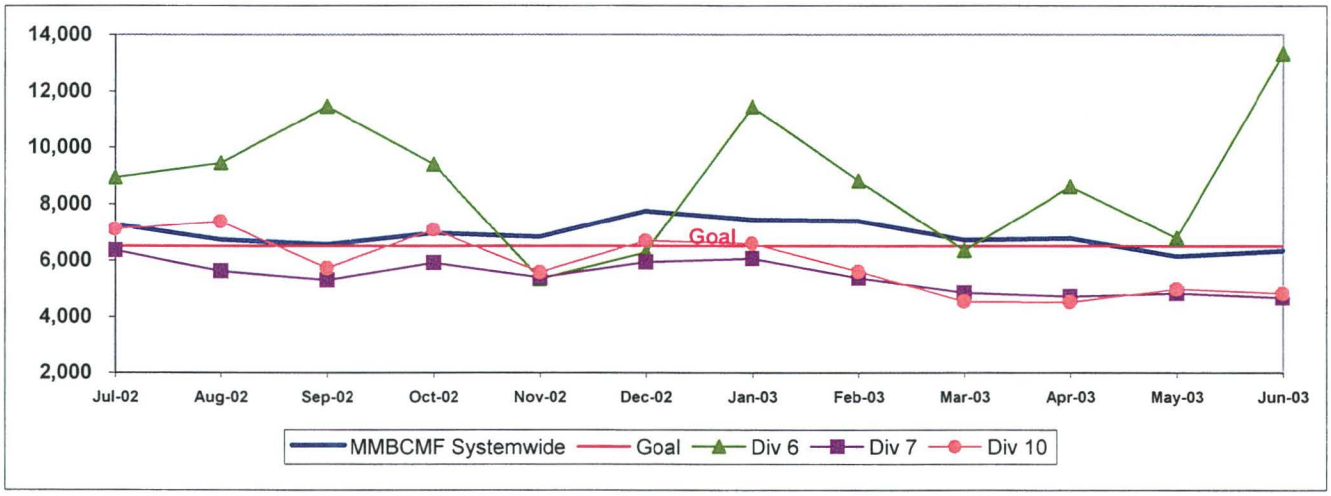
OTP - Systemwide Trend and Divisions 6, 7 and 10



MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES

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

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



Outlates & Cancellations by Sector Division

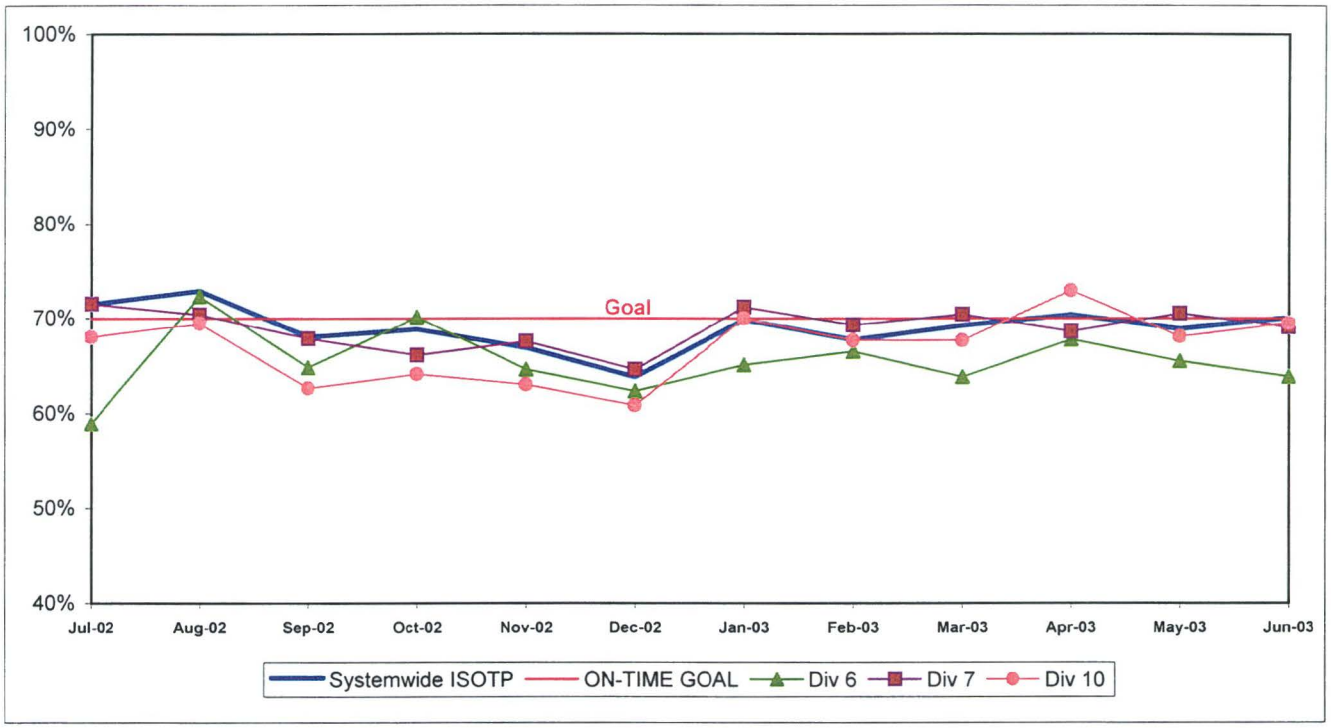
Div.	Sched. Pull-Outs	CANCELLATIONS Number	CANCELLATIONS % of Pull-outs	OUTLATES Number	OUTLATES % of Pull-outs	% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available	Bus Mechanical Failure	Other
Westside/Central (WC)							99.47%			
6	2046	0	0.00%	3	0.15%	1.26%	99.85%	0	2	1
7	7903	3	0.05%	38	0.48%	17.57%	99.47%	7	25	9
10	8891	0	0.00%	54	0.61%	22.59%	99.39%	2	35	17
SYS. TOTAL	70127	9	0.01%	229	0.33%	100.00%	99.66%	30	148	60

IN-SERVICE ON-TIME PERFORMANCE

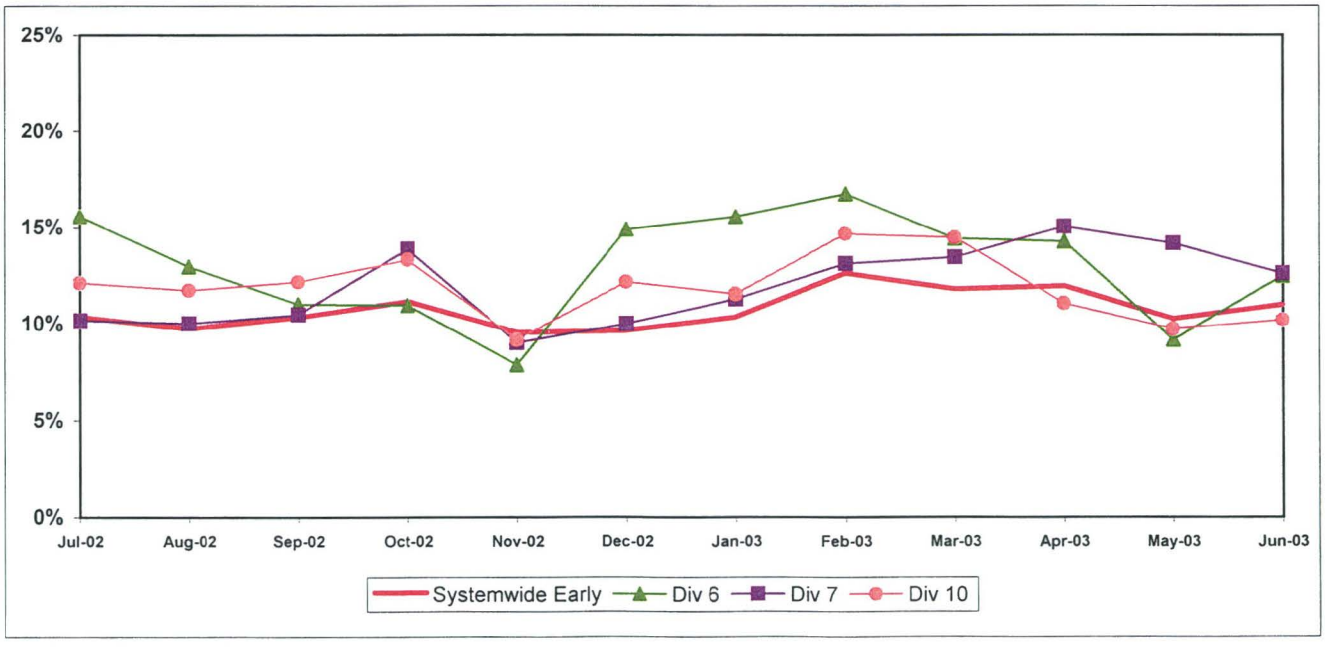
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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

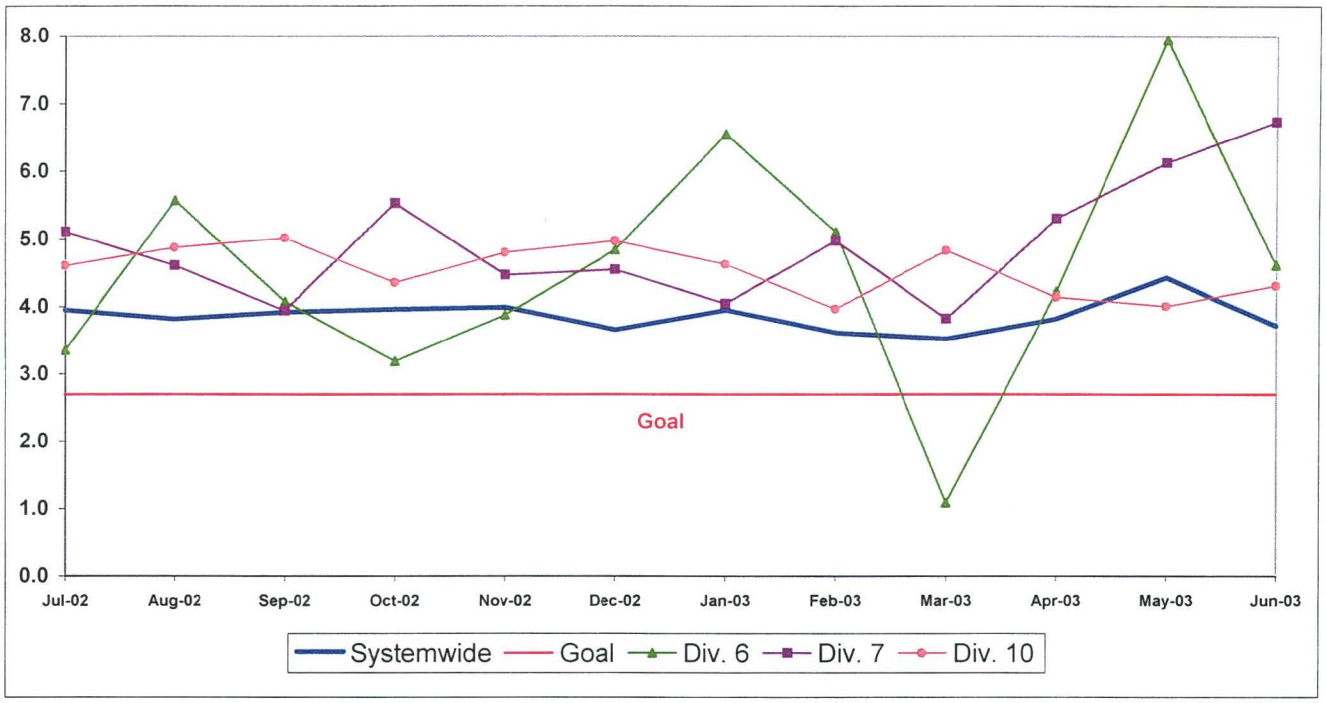


Running Hot - Systemwide and Divisions 6, 7 and 10



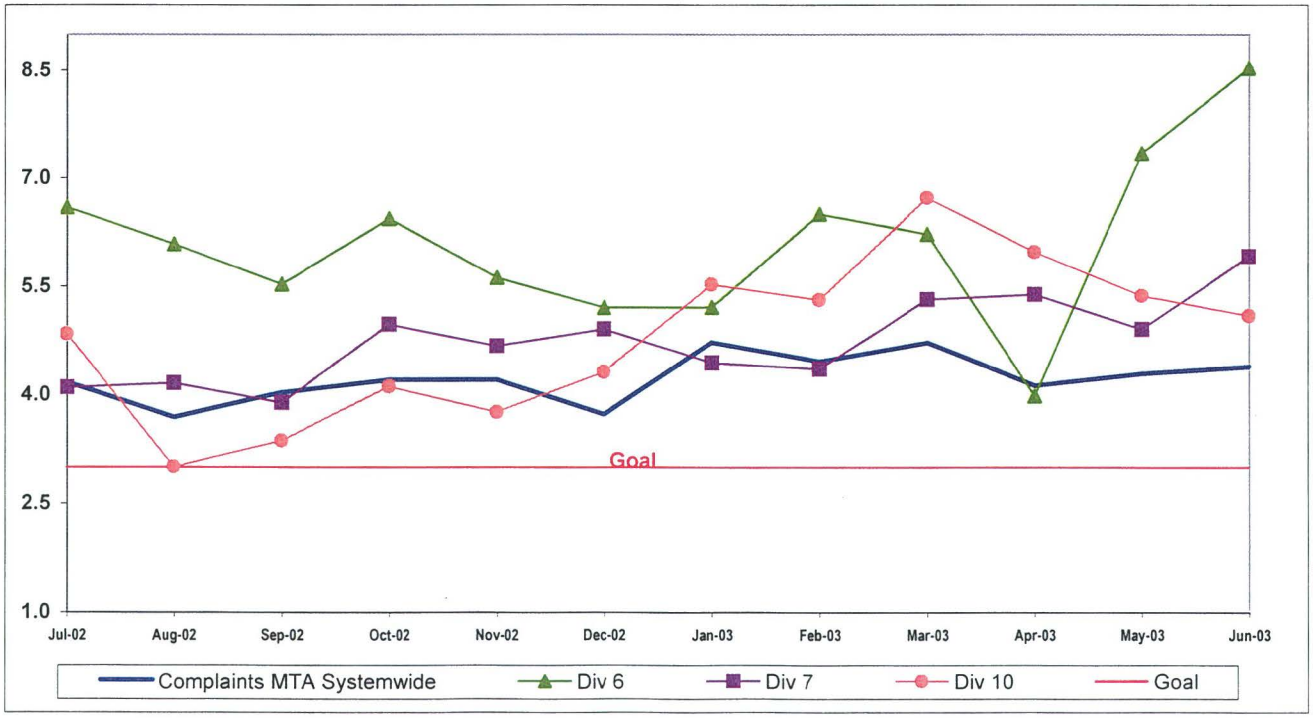
BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
Systemwide and Bus Operating Divisions 6, 7 and 10

Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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

Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.
Calculation: Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)



Metro Rail Scorecard Overview

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

This report gives a brief overview of sector operations':

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

Measurement	FY01	FY02	FY03 Target	FY03 YTD	June Month	Status
Metro Red Line (MRL)						
On-Time Pullouts	99.53%	99.89%	99.40%	99.36%	99.50%	
Mean Miles Between Chargeable Mechanical Failures	1,644	9,842	10,000	9,495	12,106	
In-Service On-time Performance	99.13%	99.60%	99.00%	99.15%	99.33%	
Traffic Accidents Per 100,000 Train Miles	0.08	0.22	0.10	0.07	0.00	
Complaints per 100,000 Boardings	0.83	0.73	0.85	1.20	1.45	
Metro Blue Line (MBL)						
On-Time Pullouts	99.09%	99.43%	99.00%	99.07%	98.88%	
Mean Miles Between Chargeable Mechanical Failures	4,221	4,897	10,000	6,399	10,713	
In-Service On-time Performance	98.00%	98.70%	98.00%	97.59%	99.41%	
Traffic Accidents Per 100,000 Train Miles	1.75	0.97	0.55	0.82	0.71	
Complaints per 100,000 Boardings	0.76	0.97	0.88	1.30	1.39	
Metro Green Line (MGrL)						
On-Time Pullouts	99.29%	99.62%	99.00%	98.99%	99.58%	
Mean Miles Between Chargeable Mechanical Failures	5,891	3,990	10,000	5,617	8,349	
In-Service On-time Performance	99.09%	99.16%	98.00%	98.21%	99.03%	
Traffic Accidents Per 100,000 Train Miles	0.07	0.00	0.55	0.14	0.00	
Complaints per 100,000 Boardings	1.15	1.22	0.88	1.26	0.97	

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

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

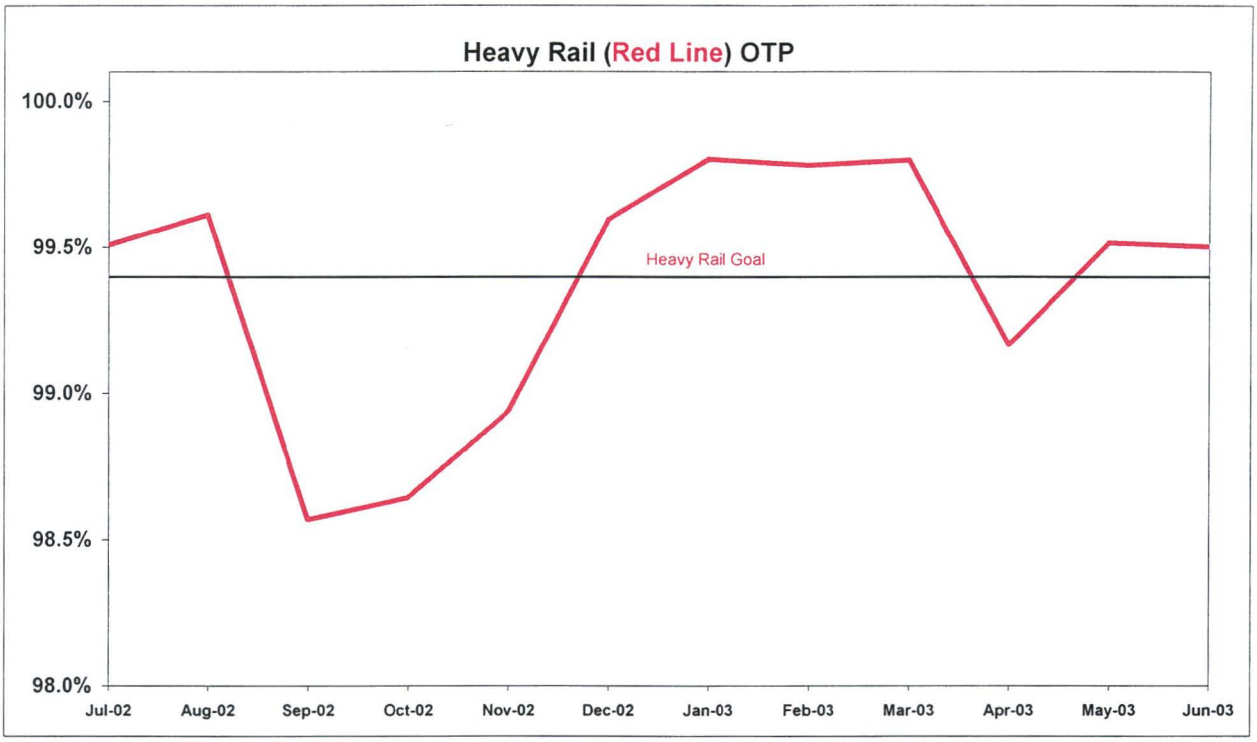
Red - High probability that the FY03 target will not be achieved -- significant problems and/or delays.

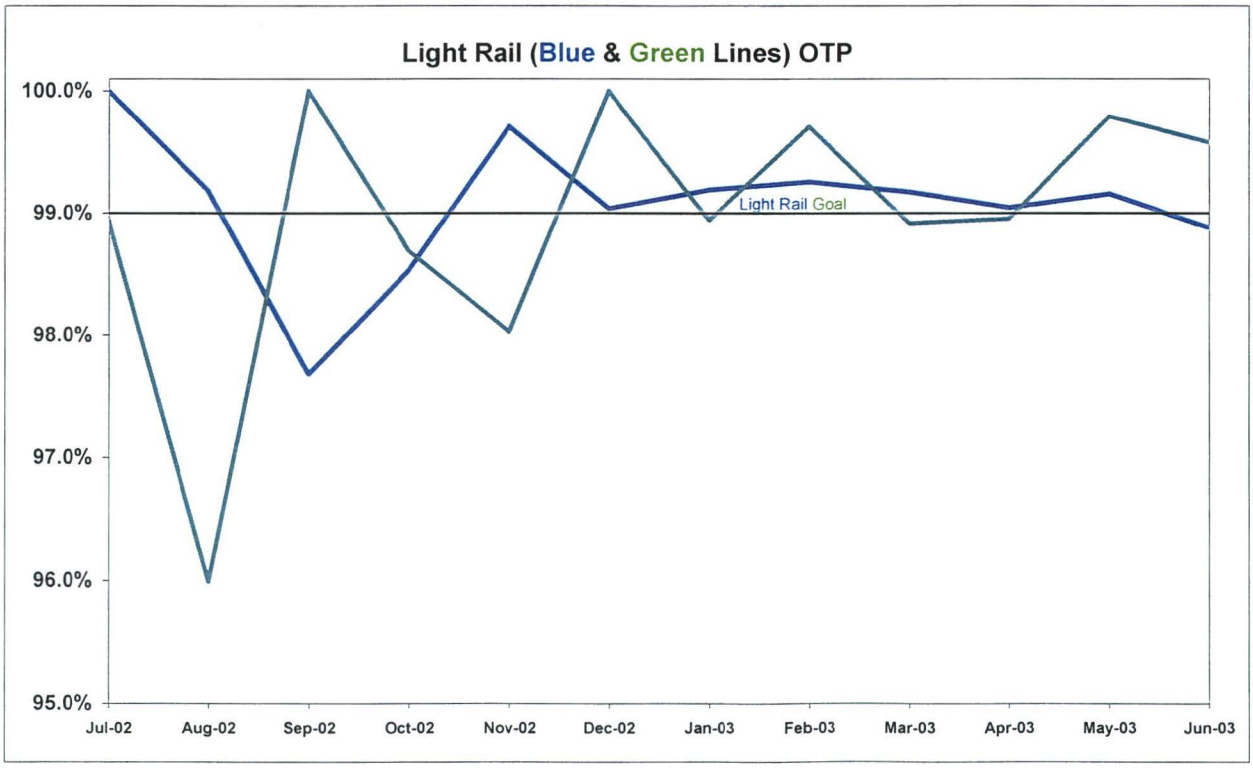
RAIL SERVICE PERFORMANCE

ON-TIME PULLOUTS

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

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

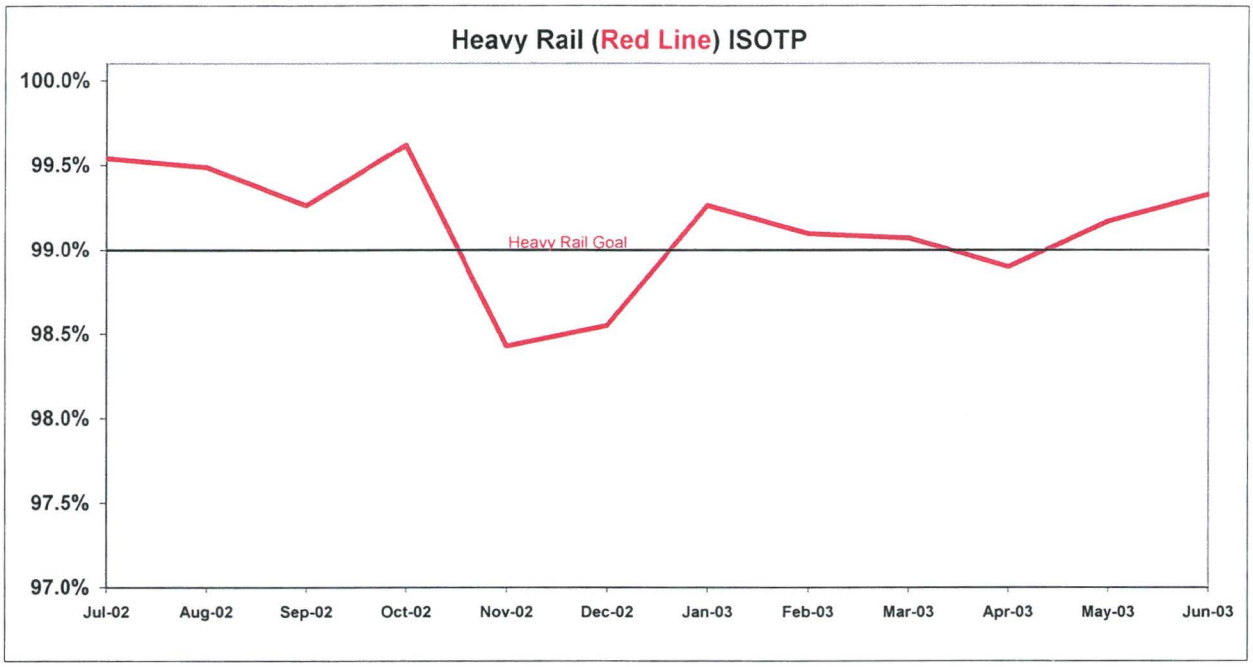


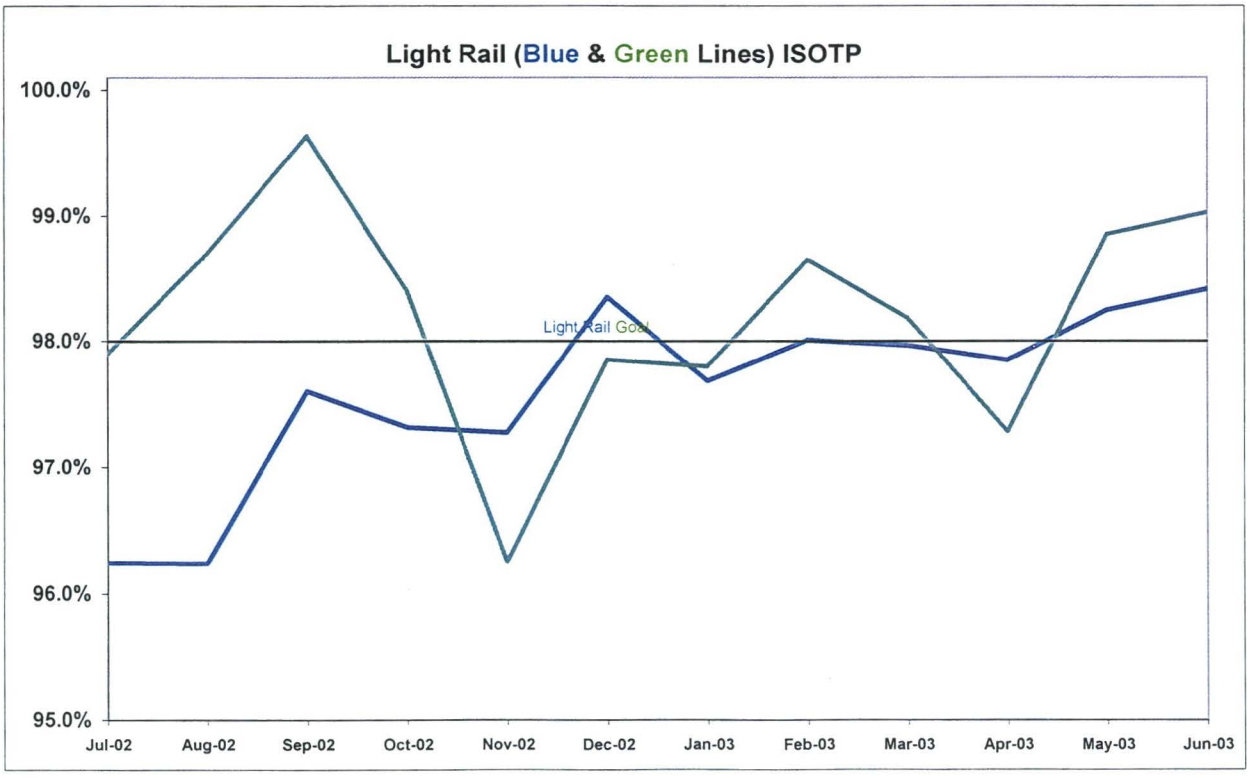


IN-SERVICE ON-TIME PERFORMANCE

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

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

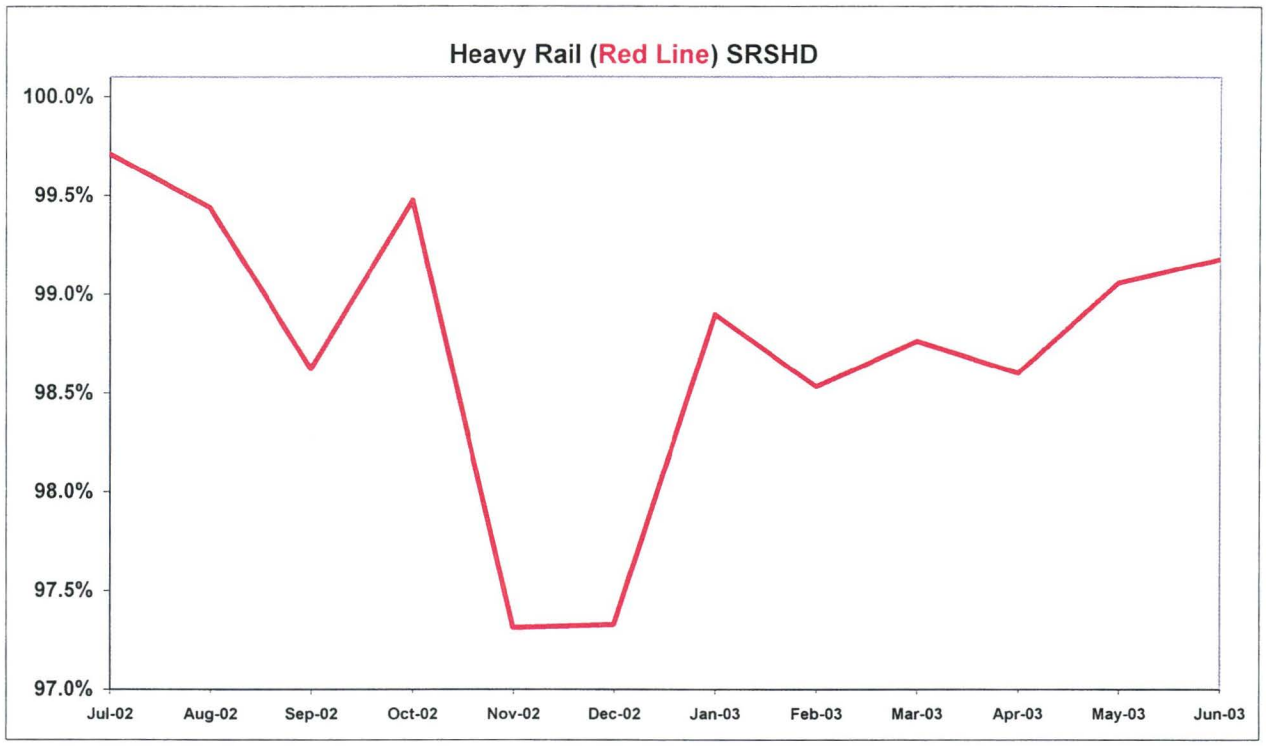


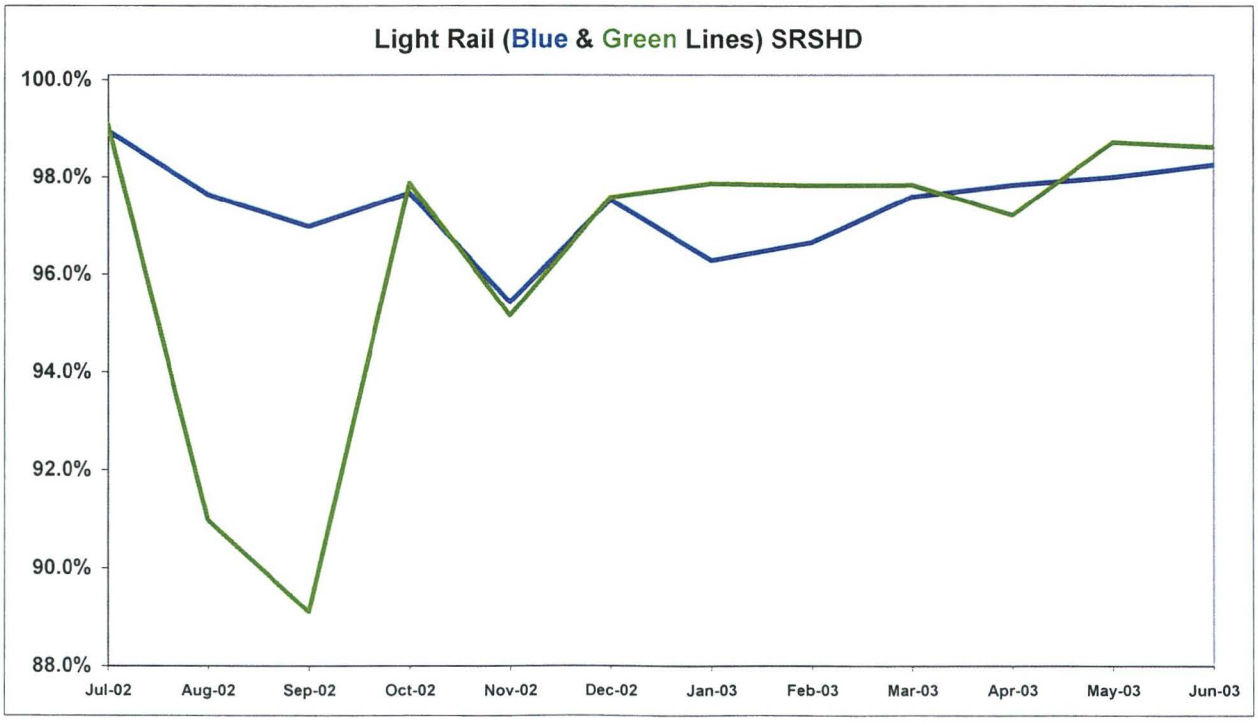


Scheduled Revenue Service Hours Delivered by Rail Line

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

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

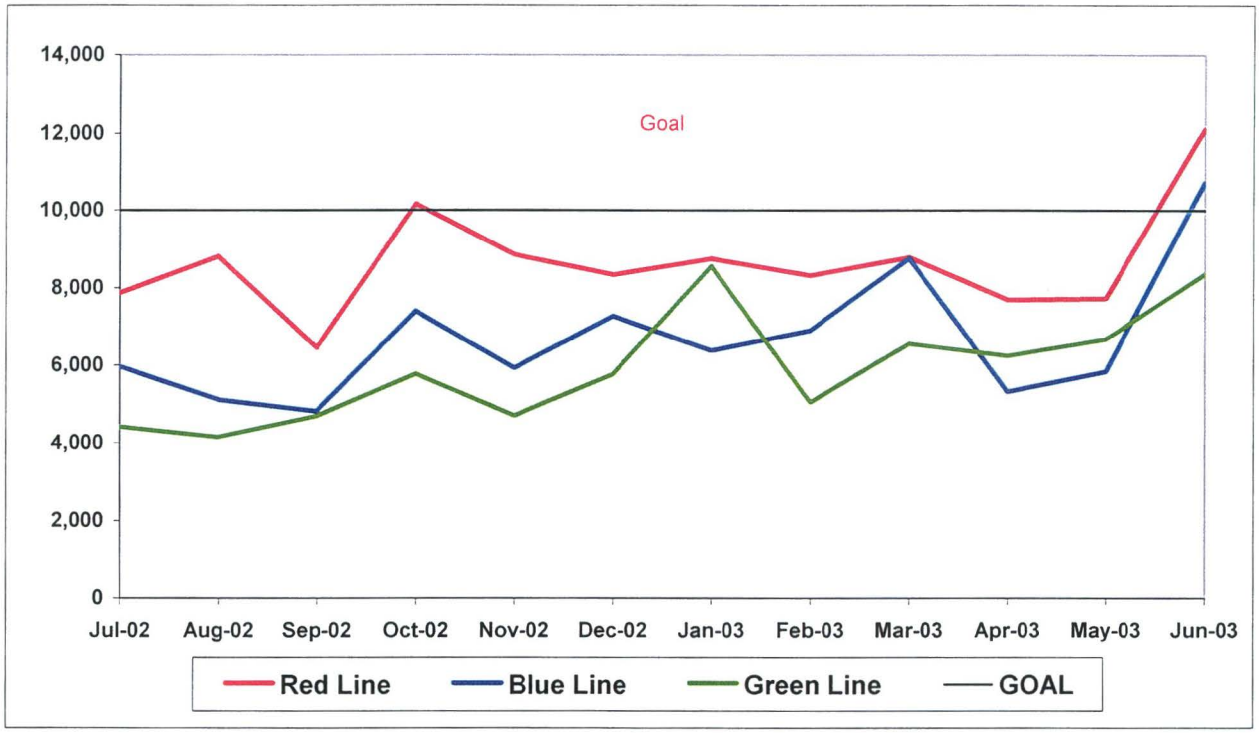




Mean Miles Between Chargeable Mechanical Failures

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

Calculation: MVMBRVF = Total Vehicle Miles / Revenue Vehicle Systems Failures

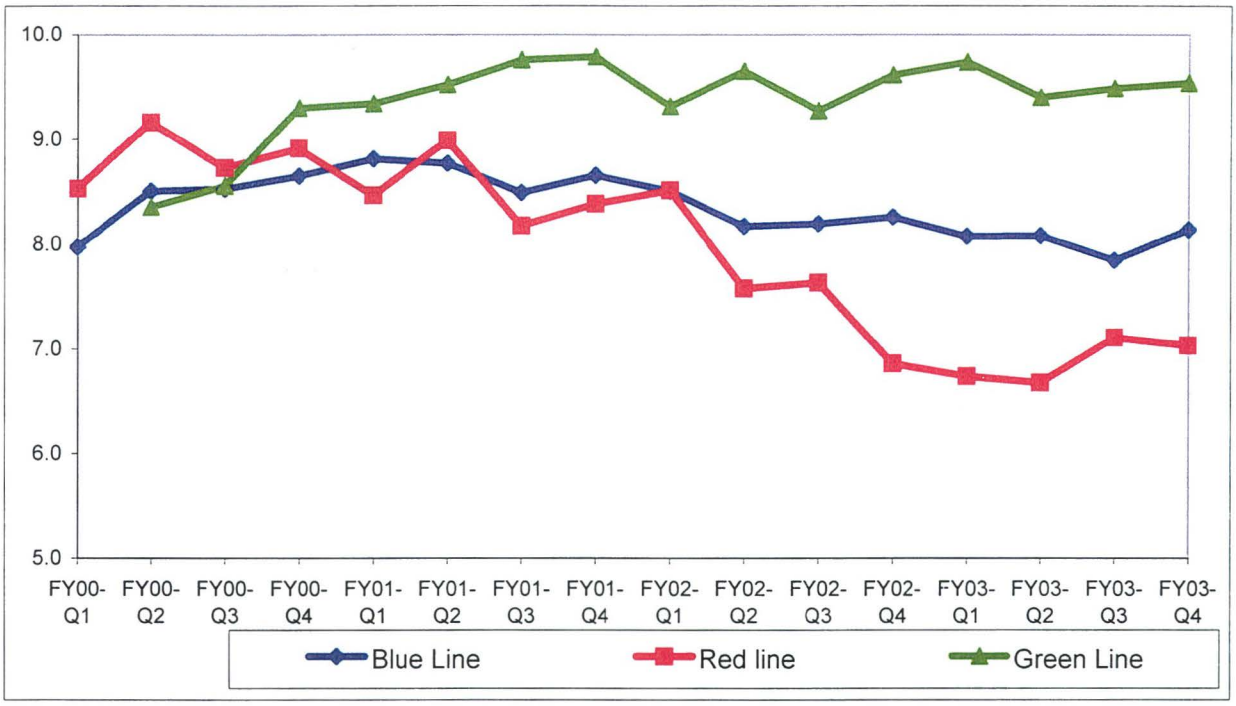


RAIL CLEANLINESS

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

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

Systemwide Trend



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

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

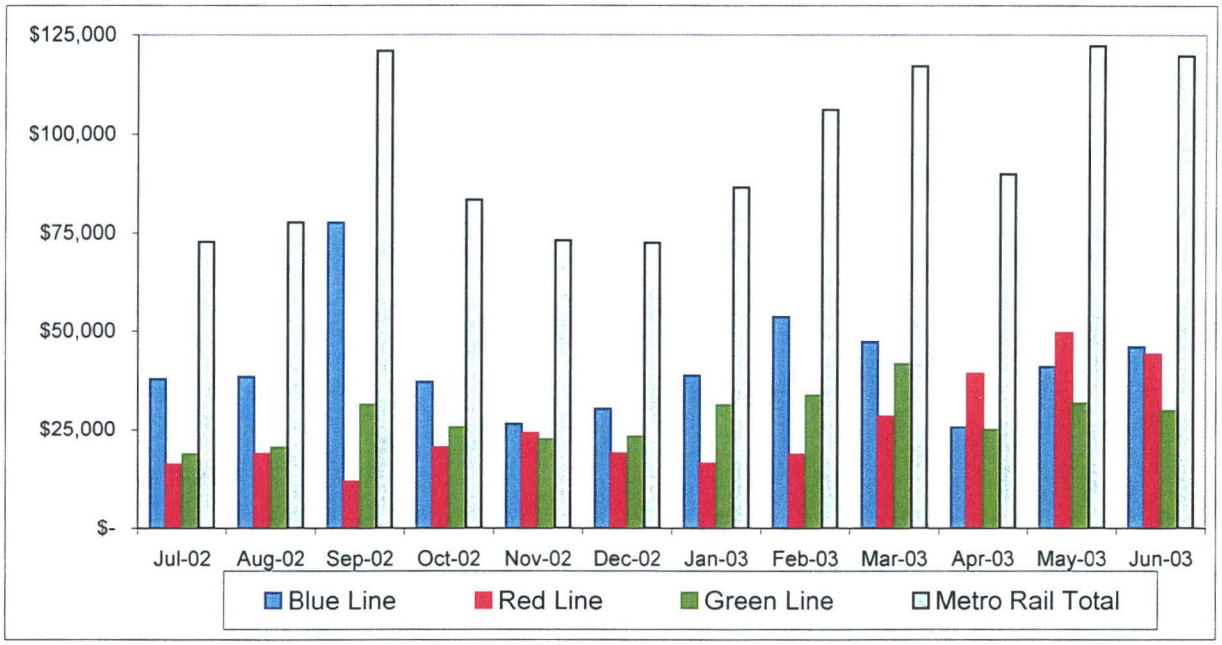
Corrective Action: Operator cab area, transom/ledges, windows, sacrificial windows, doors, floors and exterior cleanliness received an overall score of 7.9 or lower. Overall improvement is needed in these areas.

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 in one of its categories. 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.



Total FY03 Metro Rail Year-to-Date Cost: $1,142,053

BUS SERVICE PERFORMANCE

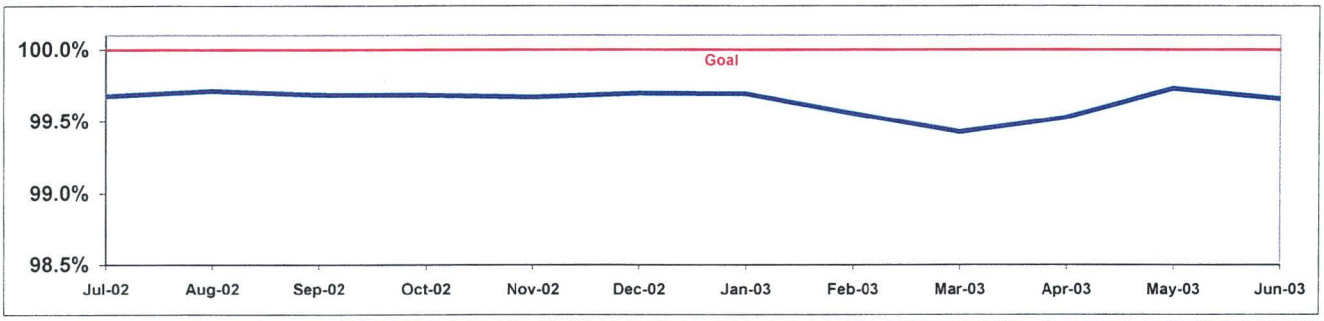
ON-TIME PULLOUT PERCENTAGE *

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

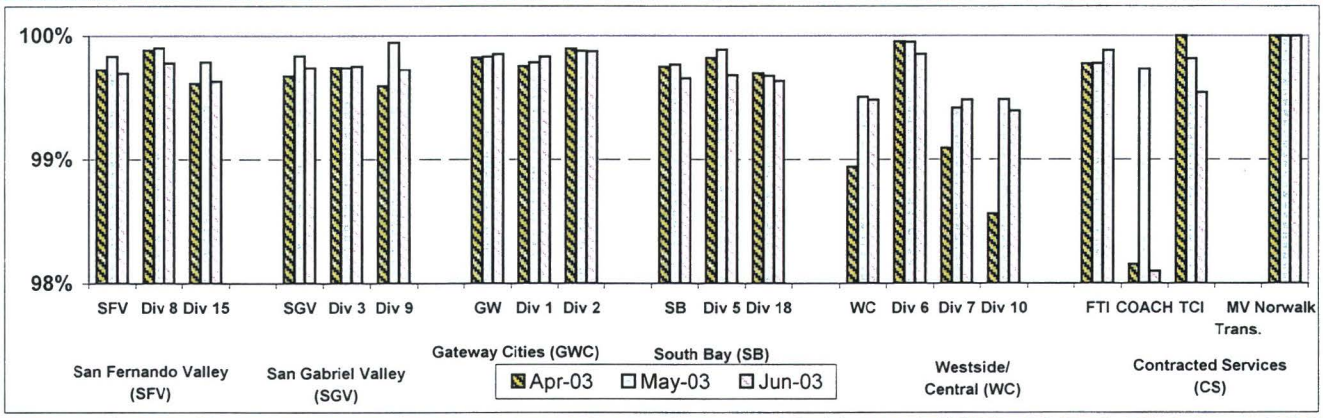
Calculation: OTP% = [(100% - [(Total late and cancelled runs / by Total scheduled pullouts) X 100)]

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

OTP - Systemwide Trend



OTP by Sector Bus Operating Divisions
April - June 2003



Outlates & Cancellations by Sector Divisions

Div.	Sched. Pull-Outs	CANCELLATIONS Number	CANCELLATIONS % of Pull-outs	OUTLATES Number	OUTLATES % of Pull-outs	% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS: No Operator Available	Bus Mechanical Failure	Other
San Fernando Valley (SFV)							**99.69%**			
8	5031	0	0.00%	11	0.22%	4.60%	99.78%	1	7	3
15	7002	0	0.00%	26	0.37%	10.88%	99.63%	1	20	5
San Gabriel Valley (SGV)							**99.74%**			
3	6051	4	0.07%	11	0.18%	6.28%	99.75%	5	8	2
9	5462	2	0.04%	13	0.24%	6.28%	99.73%	7	5	3
Gateway Cities (GWC)							**99.85%**			
1	5967	0	0.00%	10	0.17%	4.18%	99.83%	0	8	2
2	5705	0	0.00%	7	0.12%	2.93%	99.88%	0	5	2
South Bay (SB)							**99.65%**			
5	7126	0	0.00%	23	0.32%	9.62%	99.68%	0	14	9
18	8943	0	0.00%	33	0.37%	13.81%	99.63%	7	19	7
Westside/Central (WC)							**99.47%**			
6	2046	0	0.00%	3	0.15%	1.26%	99.85%	0	2	1
7	7903	3	0.05%	38	0.48%	17.57%	99.47%	7	25	9
10	8891	0	0.00%	54	0.61%	22.59%	99.39%	2	35	17
TOTAL	70127	9	0.01%	229	0.33%	100.00%	**99.66%**	30	148	60

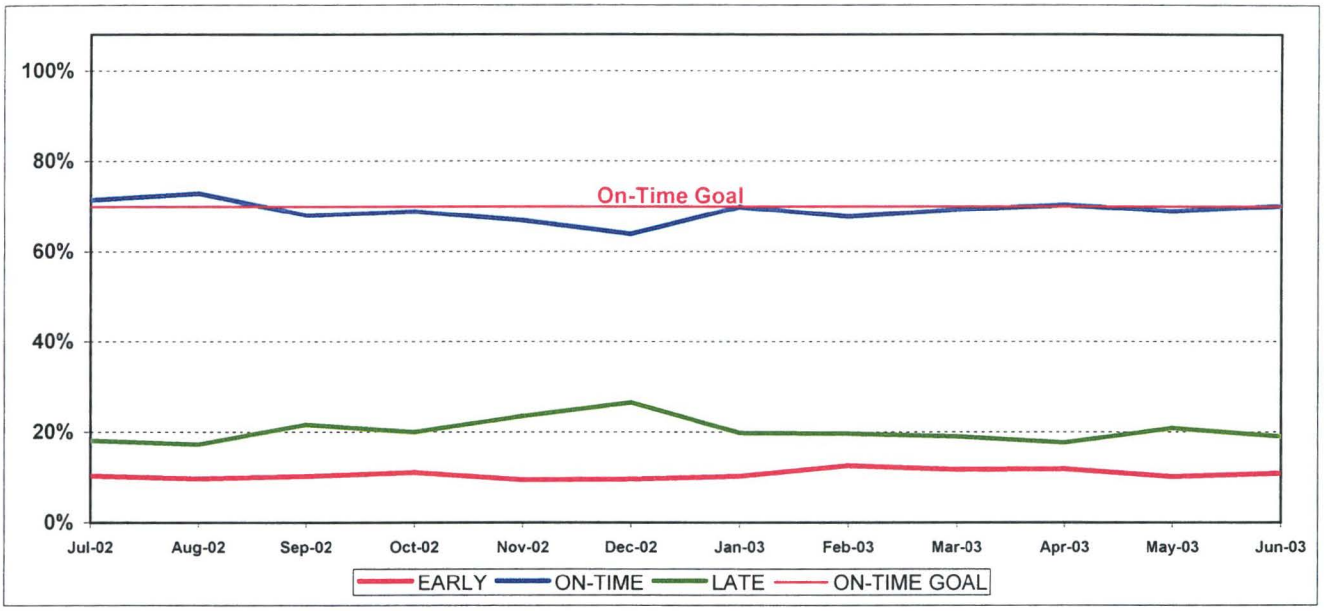
IN-SERVICE ON-TIME PERFORMANCE

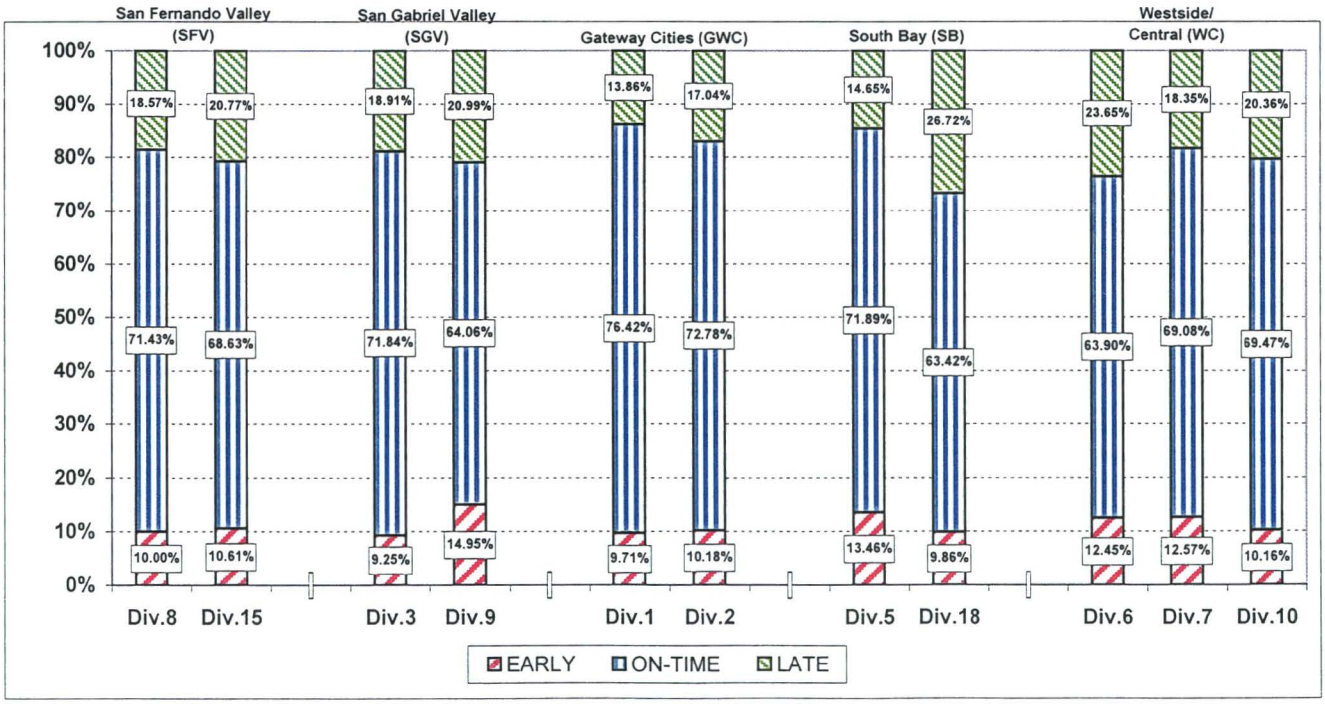
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

Systemwide Trend

Bus Operating Divisions
ISOTP - 1 Minute Tolerance for Running Hot





ISOTP By Sectors' Divisions

Year-to-Date Compared To Last Year

	FY02	FY03-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8			
Early	8.05%	7.09%	-0.96%
On-Time	67.88%	70.09%	2.21%
Late	24.06%	22.82%	-1.24%
Division 15			
Early	9.44%	8.08%	-1.36%
On-Time	62.51%	66.13%	3.62%
Late	28.05%	25.78%	-2.27%
Gateway Cities Sector (GWC)			
Division 1			
Early	11.69%	8.49%	-3.20%
On-Time	74.95%	78.22%	3.27%
Late	13.35%	13.29%	-0.06%
Division 2			
Early	15.63%	11.75%	-3.88%
On-Time	63.01%	67.53%	4.52%
Late	21.35%	20.73%	-0.62%
South Bay Sector (SB)			
Division 5			
Early	12.52%	12.57%	0.05%
On-Time	63.31%	66.30%	2.99%
Late	24.18%	21.13%	-3.05%
Division 18			
Early	12.27%	10.97%	-1.30%
On-Time	60.19%	61.23%	1.04%
Late	27.55%	27.80%	0.25%

	FY02	FY03-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3			
Early	10.02%	8.47%	-1.55%
On-Time	68.70%	71.08%	2.38%
Late	21.28%	20.45%	-0.83%
Division 9			
Early	12.63%	11.47%	-1.16%
On-Time	64.56%	67.47%	2.91%
Late	22.81%	21.06%	-1.75%
Westside/Central Sector (WC)			
Division 6			
Early	15.45%	12.83%	-2.62%
On-Time	64.64%	65.93%	1.29%
Late	19.91%	21.25%	1.34%
Division 7			
Early	12.46%	12.03%	-0.43%
On-Time	67.96%	68.80%	0.84%
Late	19.58%	19.16%	-0.42%
Division 10			
Early	14.48%	11.91%	-2.57%
On-Time	63.56%	67.34%	3.78%
Late	21.96%	20.75%	-1.21%

SYSTEMWIDE			
Early	12.45%	10.70%	-1.74%
On-Time	66.42%	69.23%	2.82%
Late	21.14%	20.06%	-1.07%

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%	99.25%	0.03%
Division 15	98.59%	98.99%	0.39%

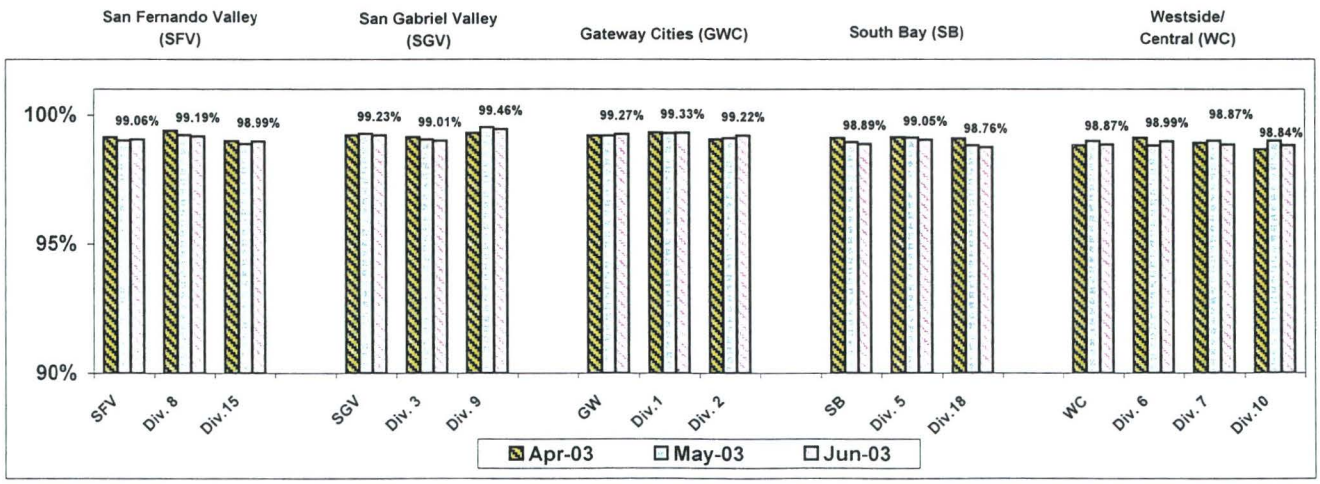
SRSHD	FY02	FY03-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3	98.95%	99.03%	0.08%
Division 9	99.14%	99.44%	0.30%

Gateway Cities Sector (GWC)			
Division 1	99.27%	99.34%	0.07%
Division 2	98.80%	99.06%	0.26%

Westside/Central Sector (WC)			
Division 6	99.11%	98.97%	-0.14%
Division 7	99.12%	99.00%	-0.12%
Division 10	99.17%	98.92%	-0.25%

South Bay Sector (SB)			
Division 5	99.08%	99.12%	0.04%
Division 18	98.89%	98.85%	-0.04%

Systemwide	99.01%	99.07%	0.06%



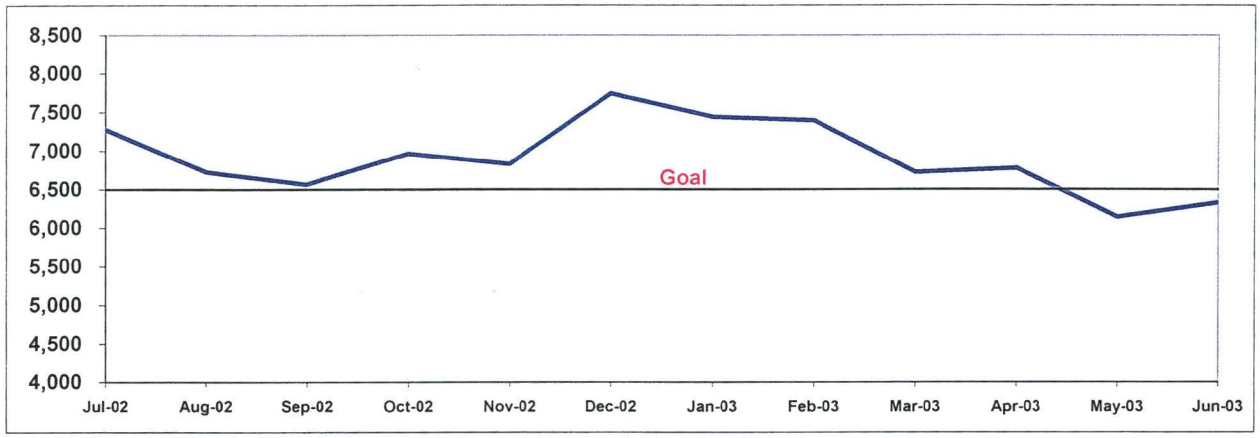
MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES

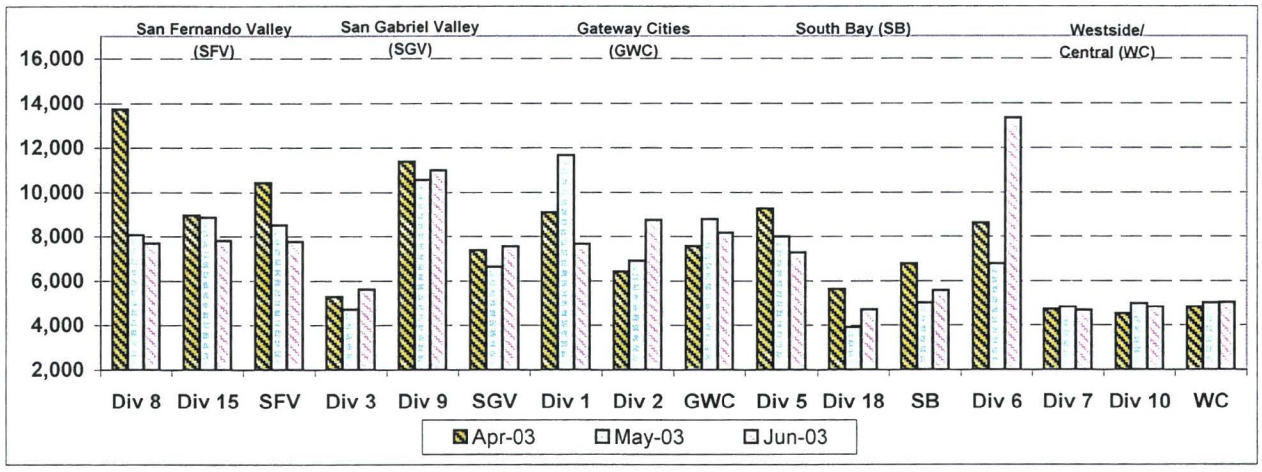
Definition: Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

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

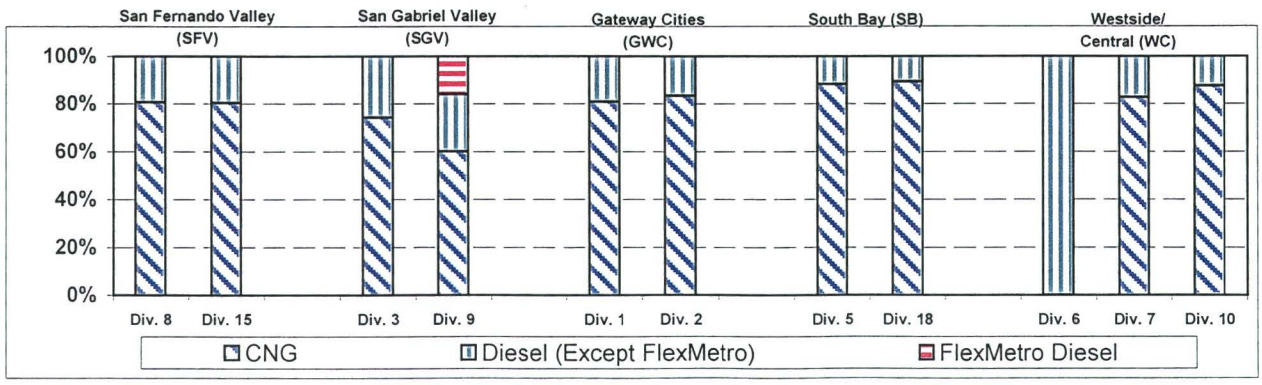
Systemwide Trend



Bus Operating Sector Divisions
April - June 2003



Fleet Mix by Fuel Type



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

	Number of Buses	Percent of Buses
CNG	1,910	71.99%
Diesel (Except FlexMetro)	617	23.26%
FlexMetro Diesel	31	1.17%
Gasoline	61	2.30%
Propane	34	1.28%
Total	2,653	100.00%

Average Age of Fleet by Sectors' Divisions

SFV		SGV		GWC		SB	
Div 8	Div 15	Div 3	Div 9	Div 1	Div 2	Div 5	Div 18
6.4	5.9	6.6	5.5	3.8	3.3	3.7	5.7

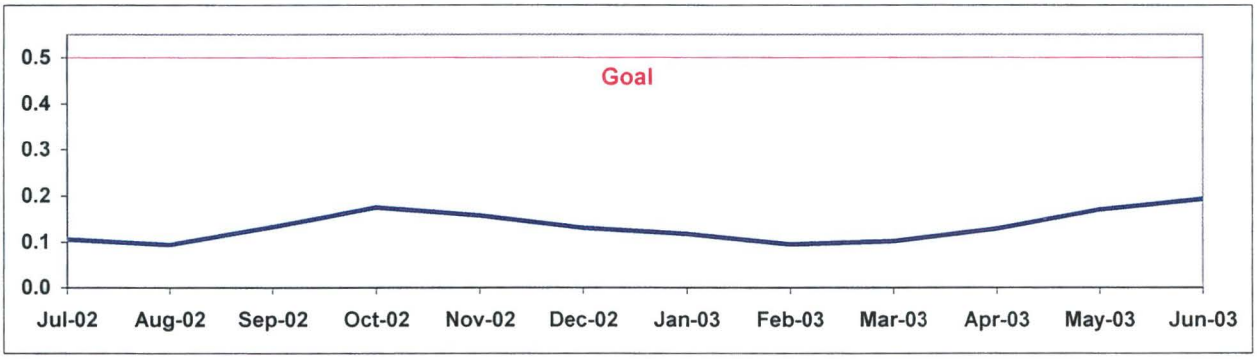
WC		
Div 6	Div 7	Div 10
9.3	4.3	5.4

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

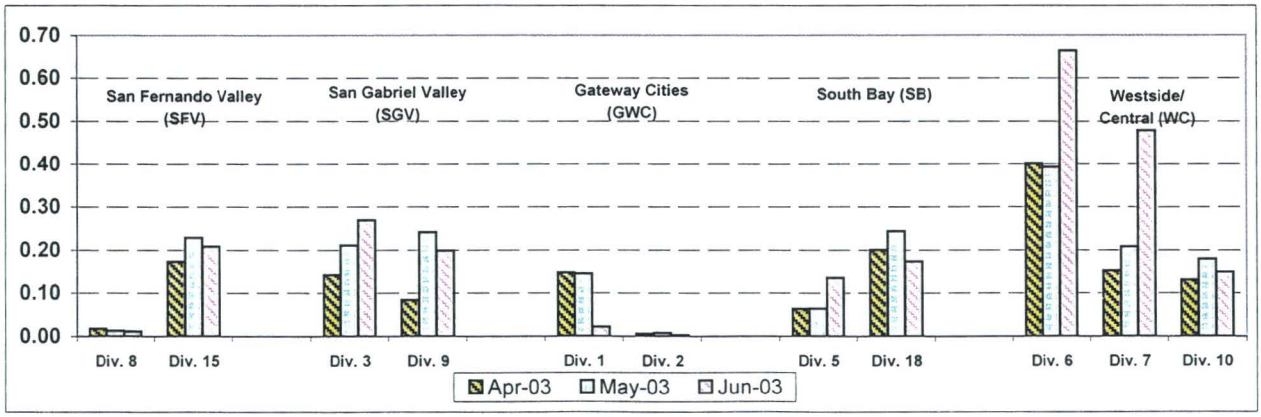
Definition: Average past due critical scheduled preventive maintenance jobs per bus. This indicator measures maintenance management's ability to prioritize and perform critical repairs and indicates the general maintenance condition of the fleet.

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

Systemwide Trend



Past Due Critical PMPs - by Sectors' Divisions
April - June 2003

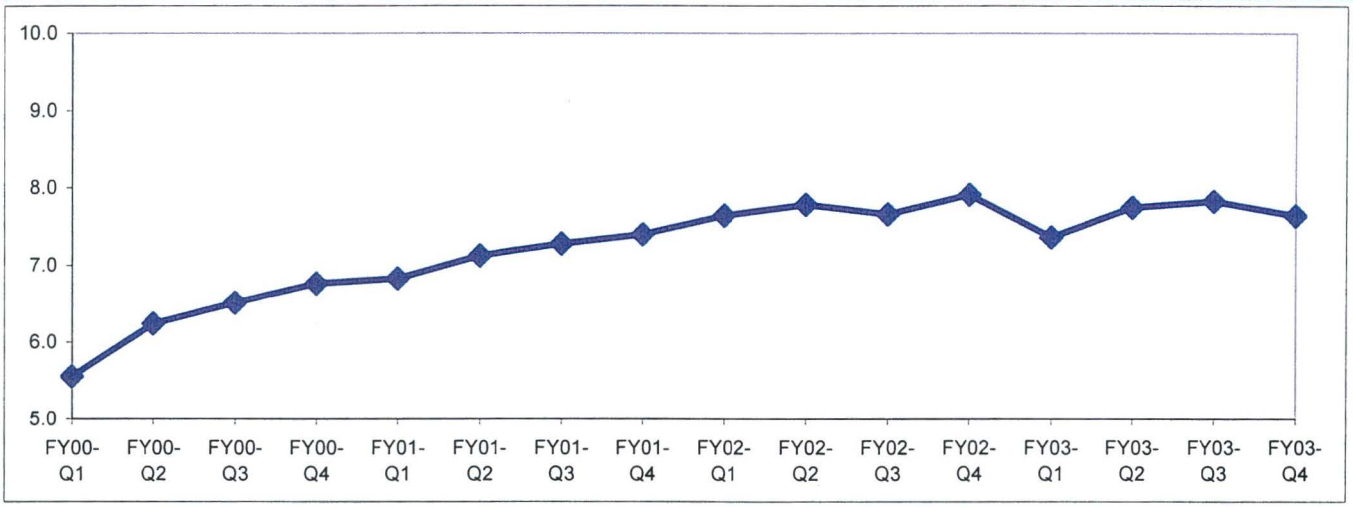


BUS CLEANLINESS

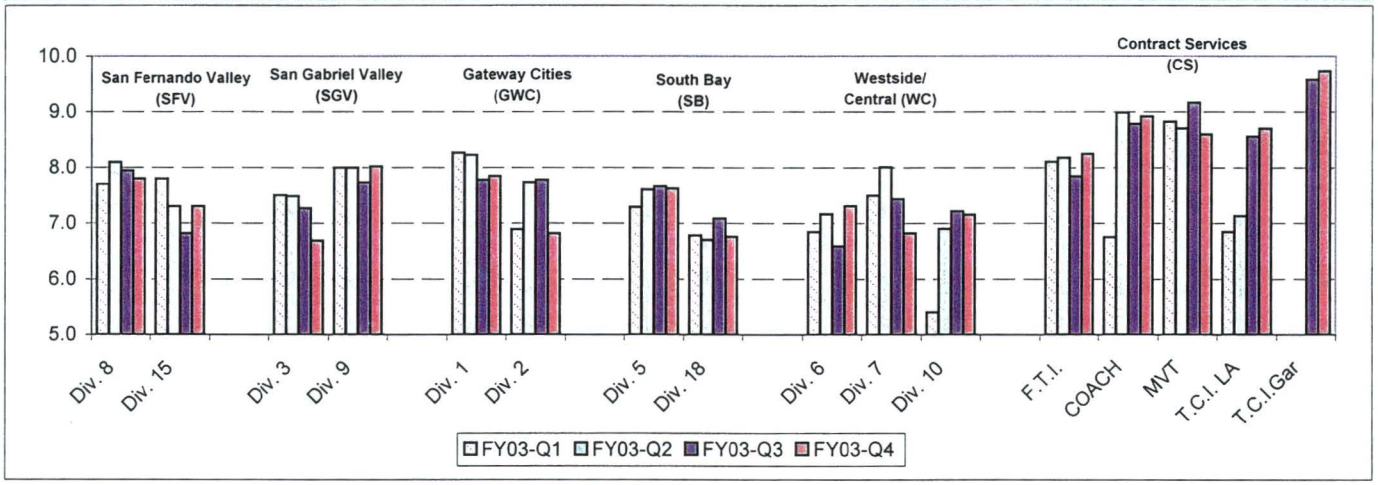
Definition: A team of three Quality Assurance Supervisors rates twenty percent of the fleet at each division and contractor per Quarter. Each of sixteen categories is examined and assigned a point value as follows: 1-3= Unsatisfactory; 4-7=Conditional; 8-10=Satisfactory. The individual item scores are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

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

Systemwide Trend



Bus Operating Divisions by Sector
First Quarter - Fourth Quarter FY03



Analysis: Division 9's overall rating improved and received an 8.0. Overall cleanliness score for Divisions 6 and 15 improved half a point in the fourth quarter. Overall cleanliness scores for Divisions 1, 5, 8, 10 and 18 remained consistent with the third quarter. However, Divisions 2, 3 and 7 overall ratings dropped slightly over half a point.

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.

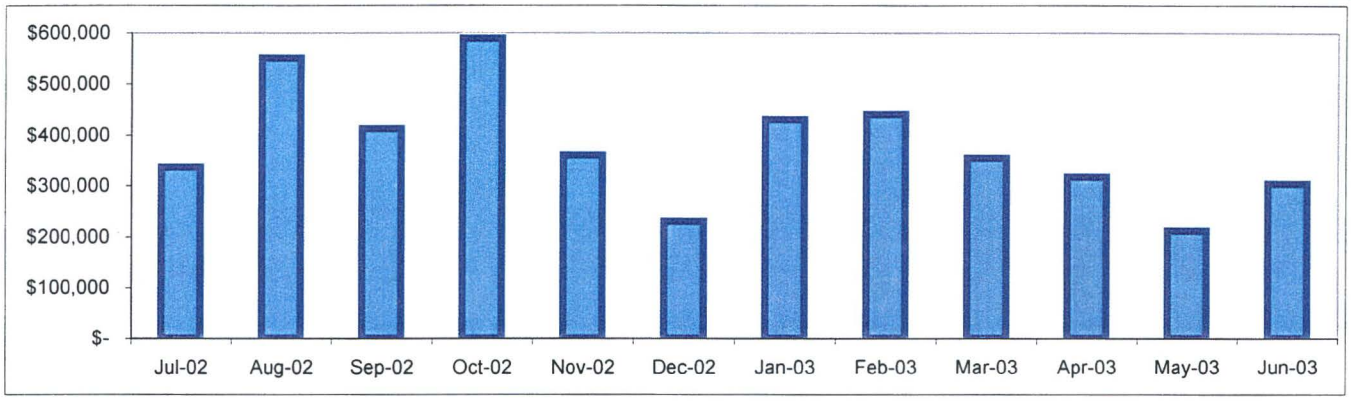
BUS ZERO TOLERANCE COST

Definition: The Zero Tolerance Program was developed to maintain a graffiti free bus fleet. The bus cleanliness rating measures the performance of this program in one of its categories. The chart below indicates the total cost for parts and labor associated with graffitti 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]

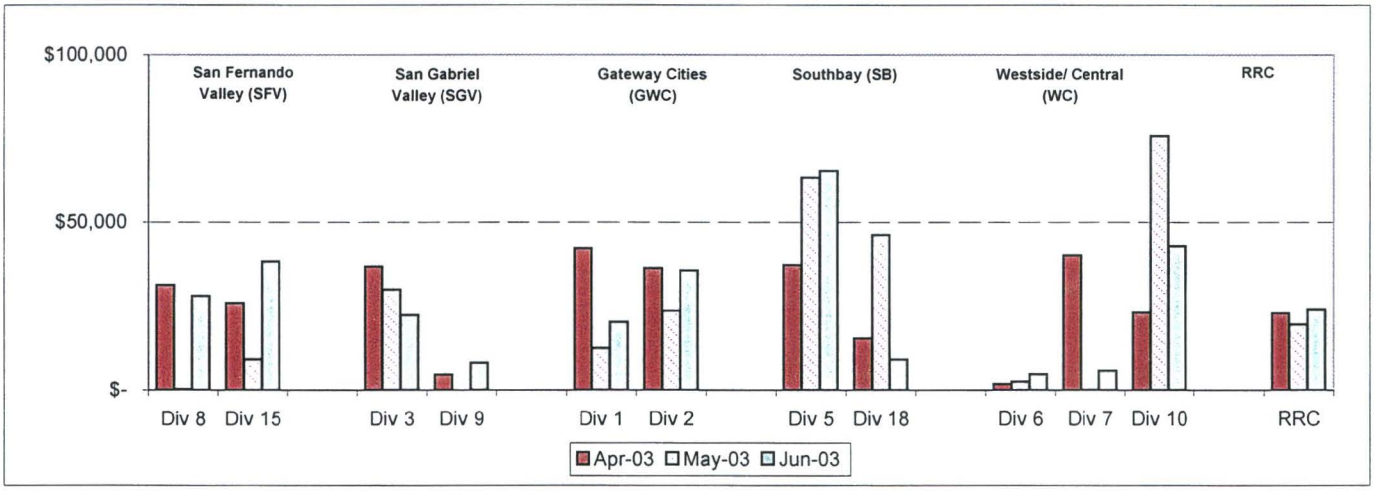
Note: Part and labor costs are calculated at time of purchase.

Metro Bus Systemwide Cost



Total FY03 Metro Bus Year-to-Date Cost: $4,546,435

Bus Operating Divisions by Sector and Regional Rebuild Center (RRC)
April - June 2003

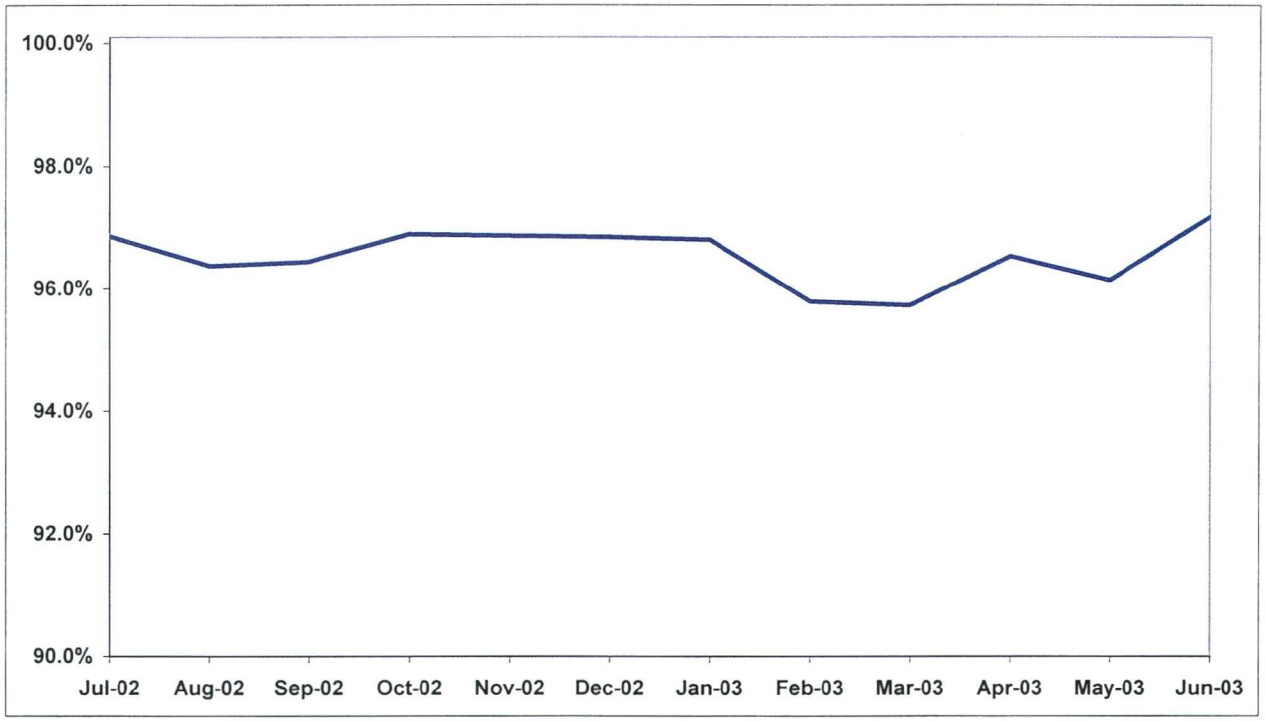


ATTENDANCE

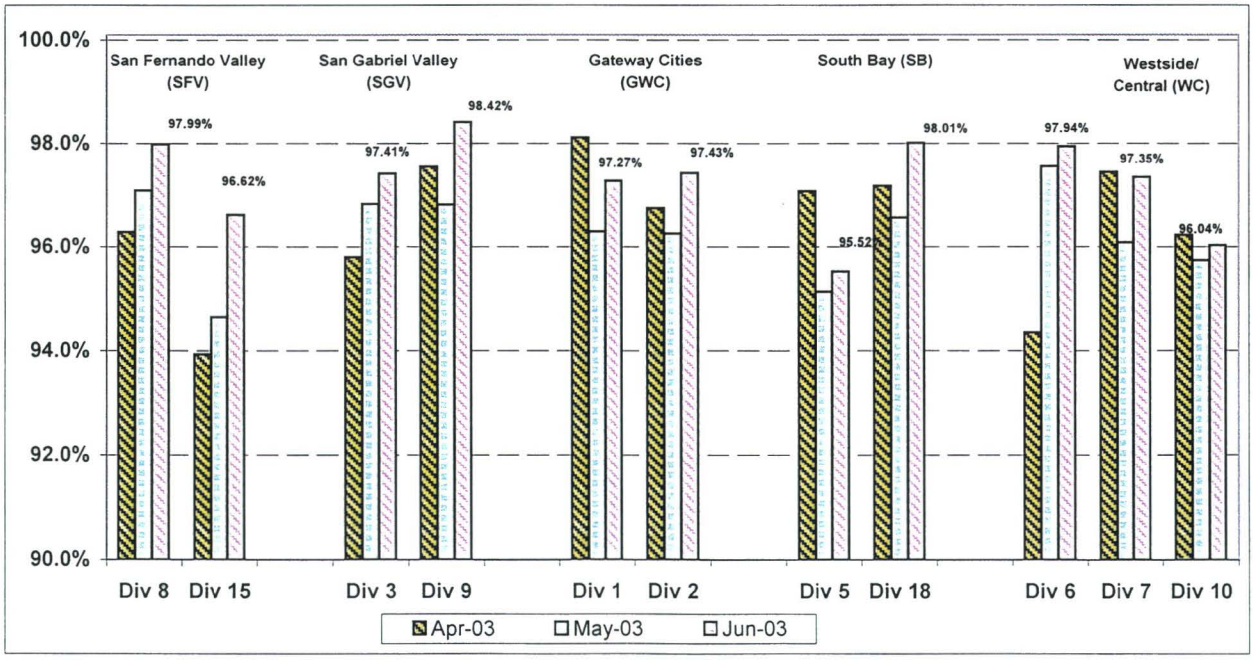
MAINTENANCE ATTENDANCE

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

Systemwide Trend



Maintenance Attendance - By Sectors' Divisions (By Current Month) April - June 2003



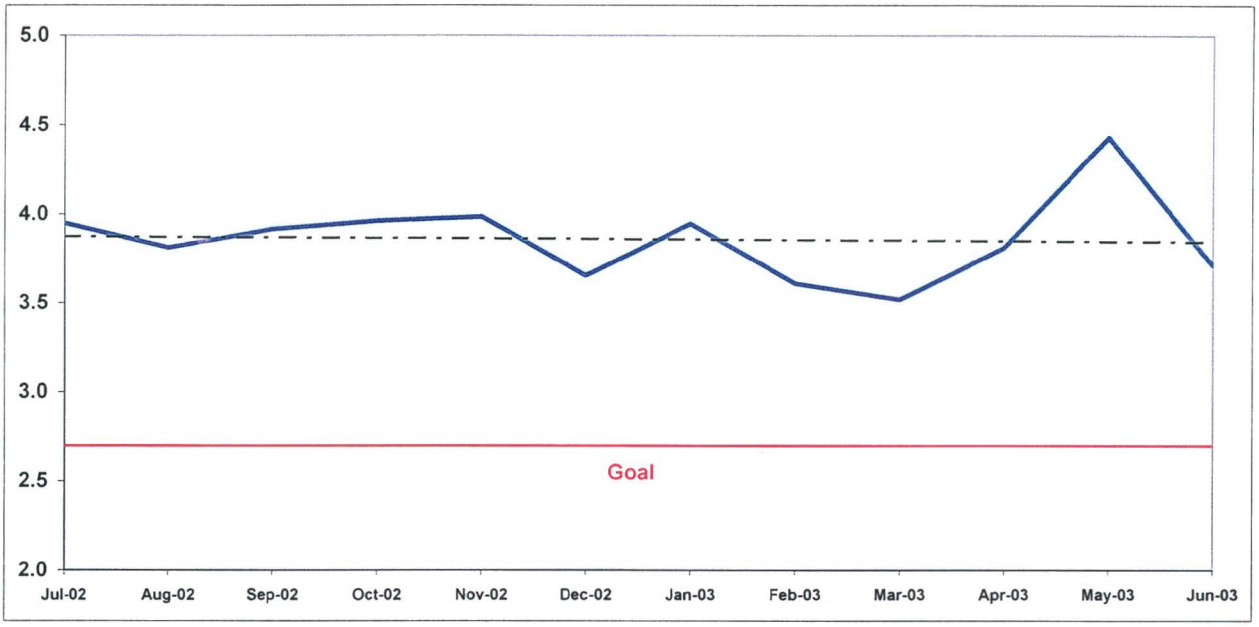
SAFETY PERFORMANCE

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.

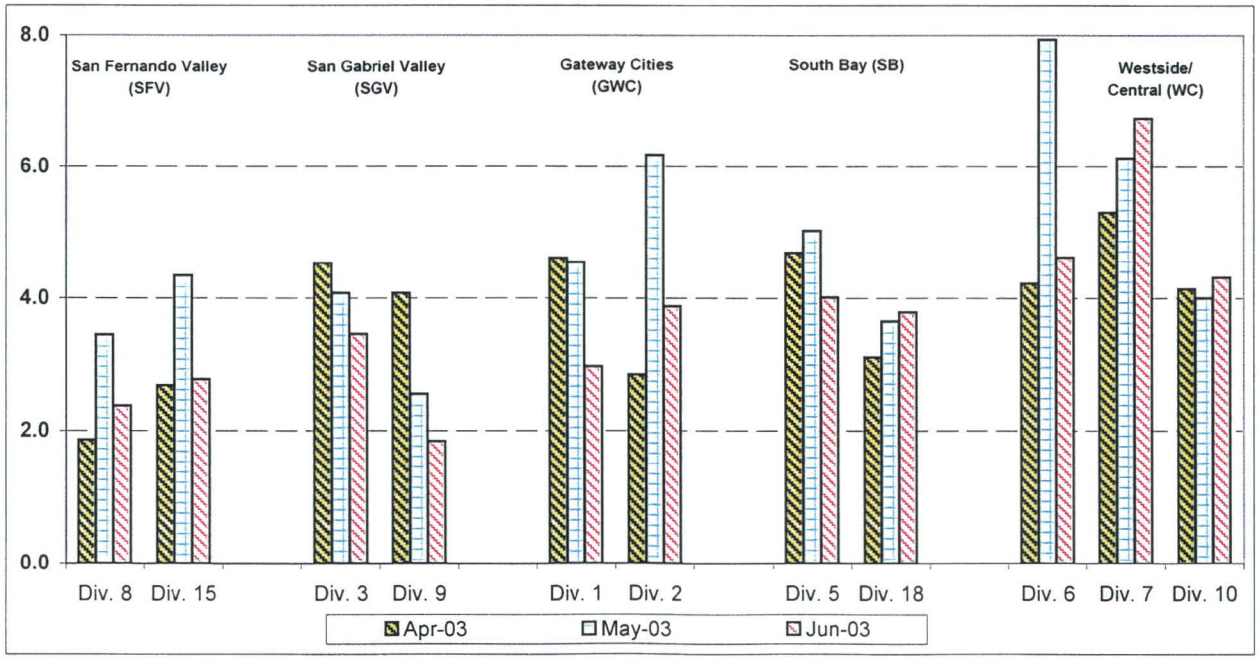
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

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
April - June 2003

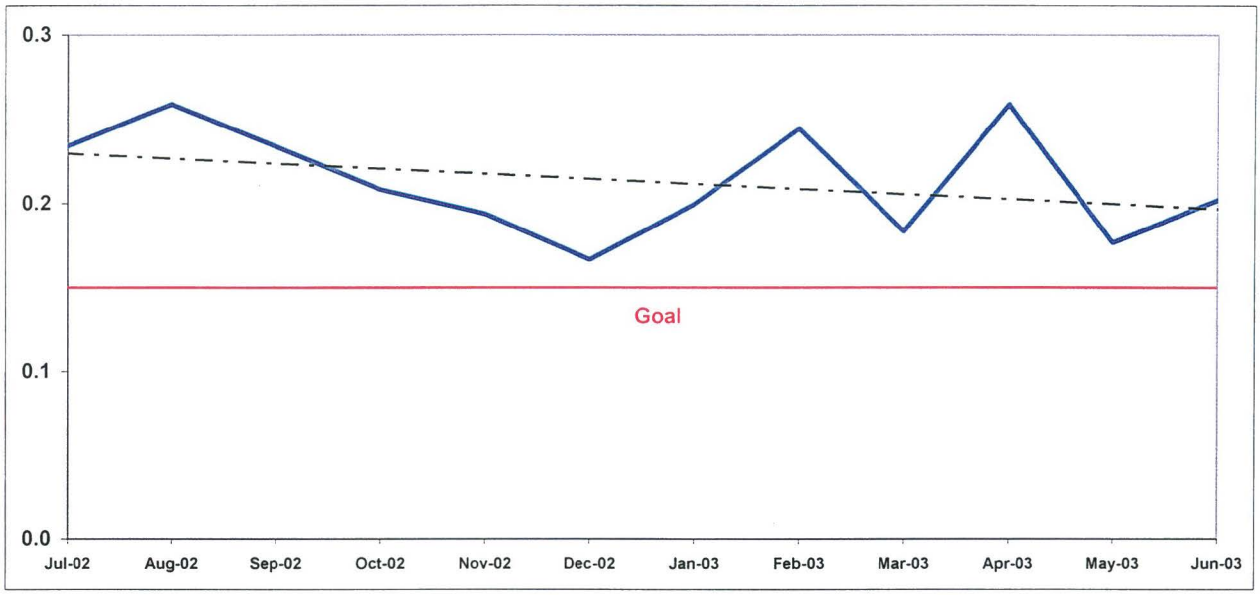


BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

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

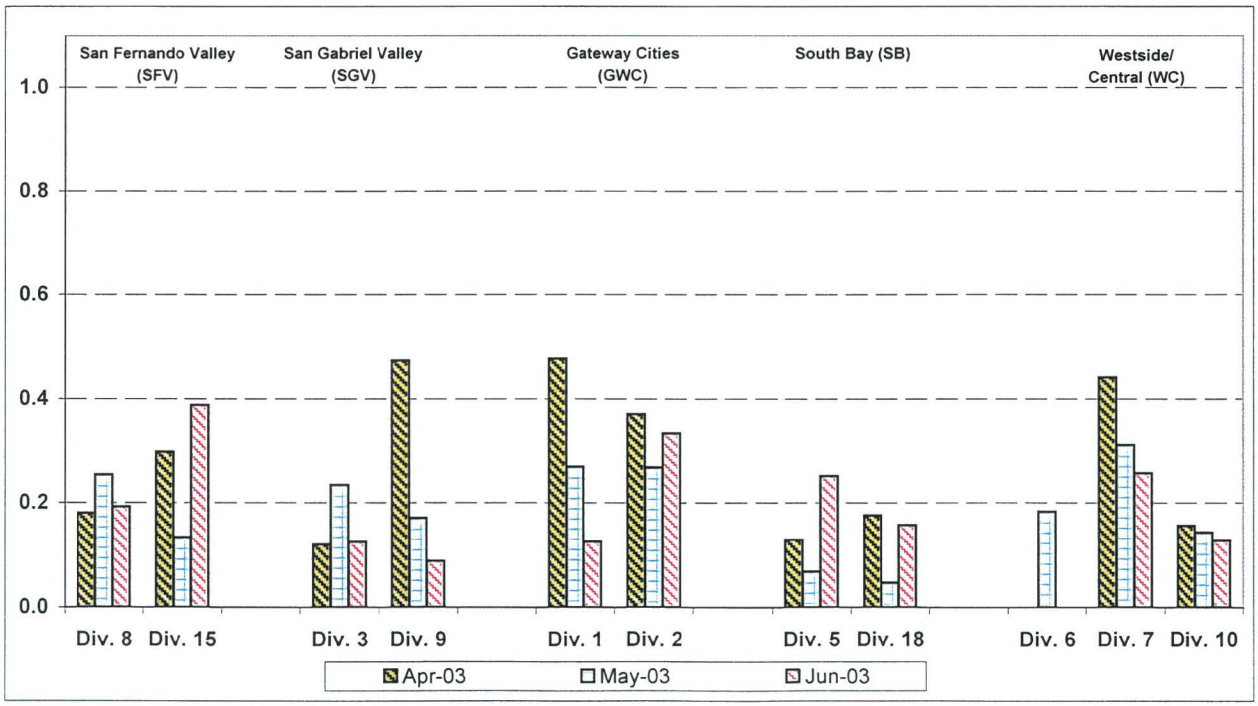
Calculation: Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by (Boardings / by 100,000))

Systemwide Trend



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

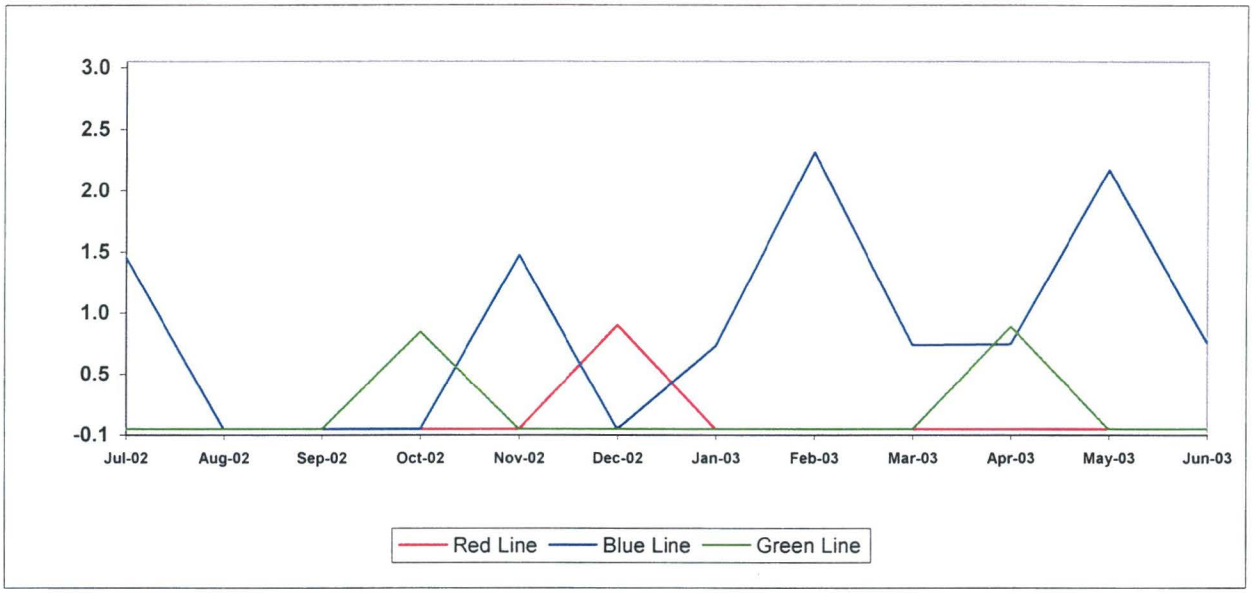
Bus Operating Divisions - by Sectors' Divisions
April - June 2003



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.

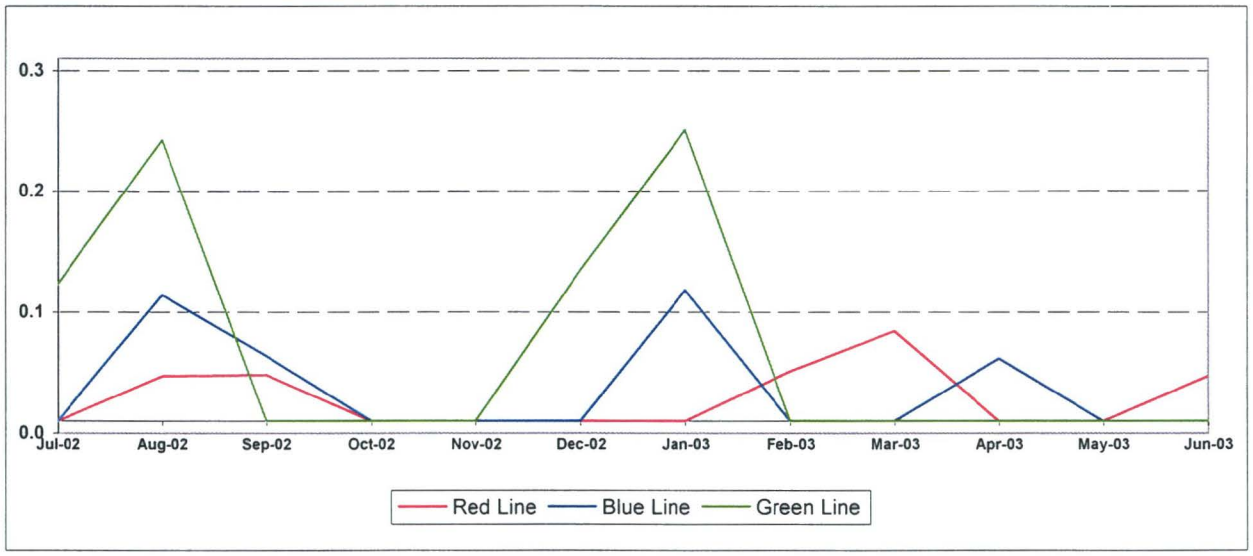
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



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

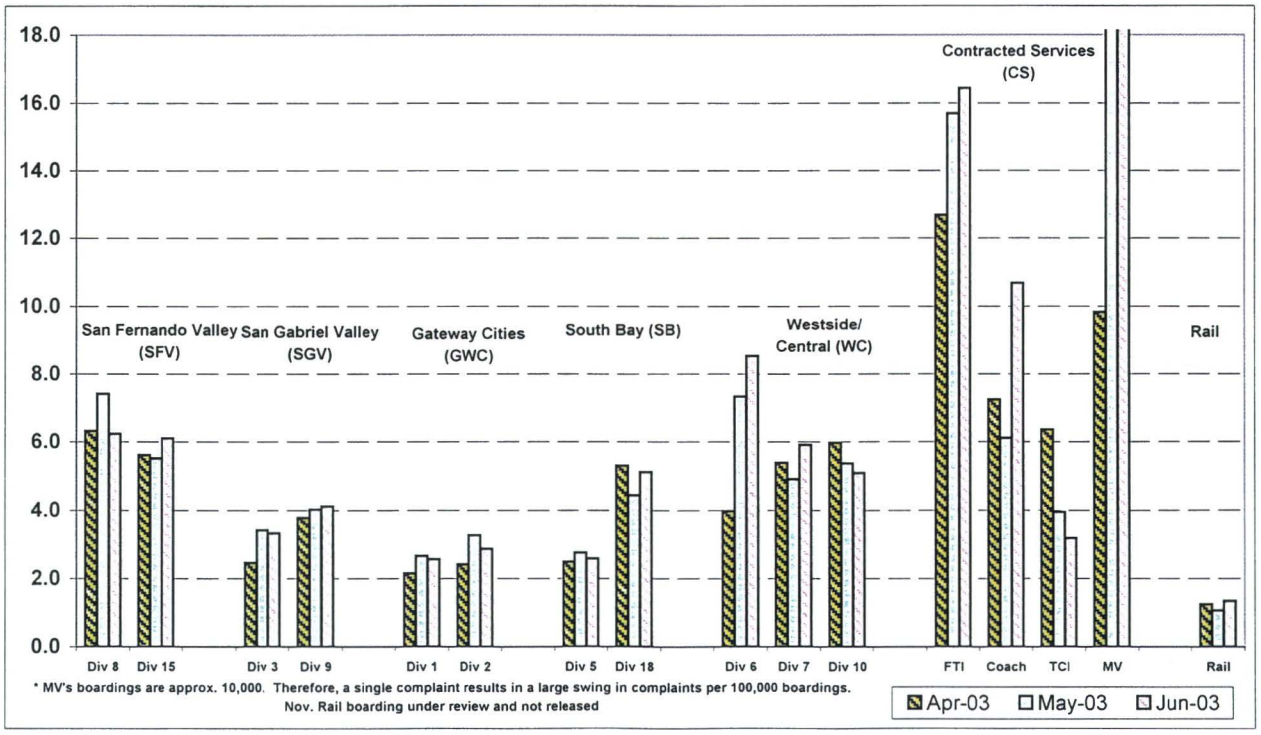
COMPLAINTS PER 100,000 BOARDINGS

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
April - June 2003



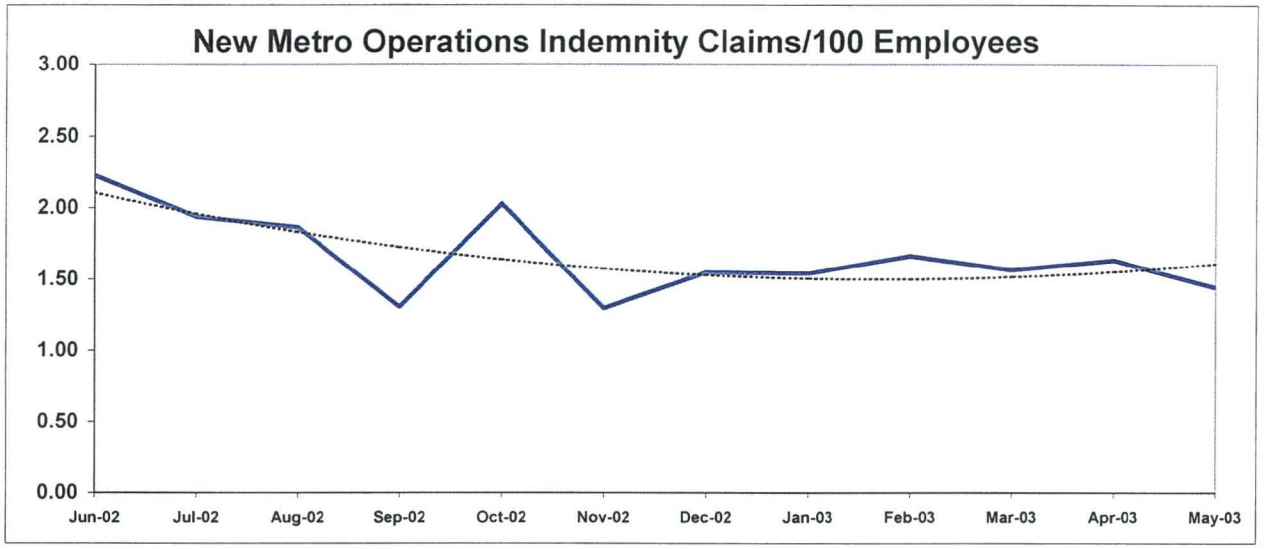
WORKERS COMPENSATION CLAIMS

New Workers Compensation Claims per 100 Employees

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

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

Metro Operations Trend

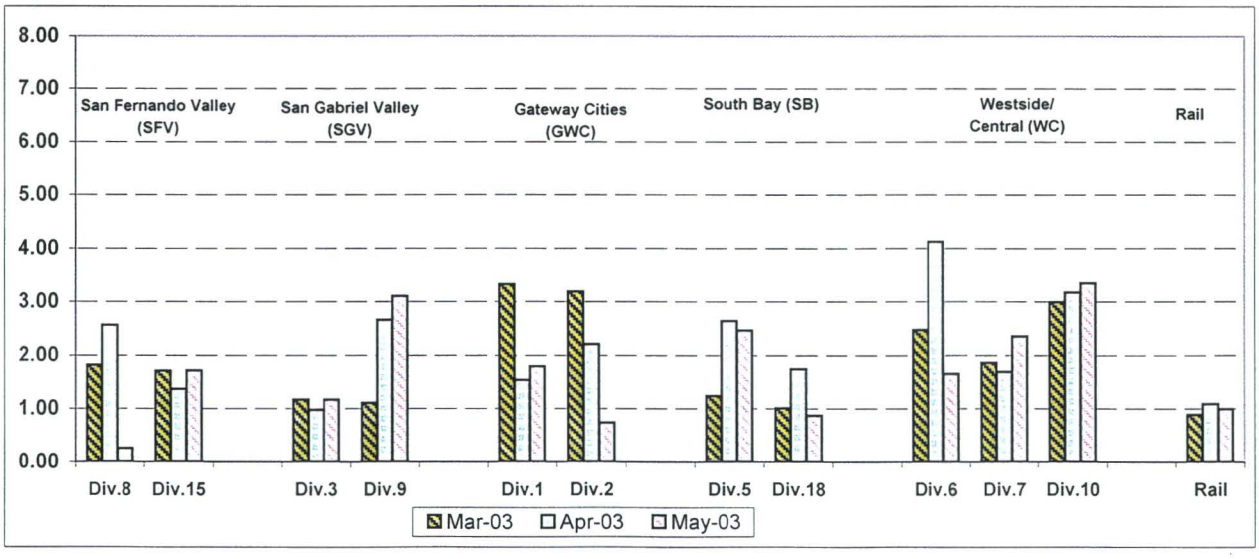


NEW CLAIMS PER 100 EMPLOYEE-MONTH BY BUS SECTORS' DIVISION & RAIL

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

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

Bus & Rail - by Bus Sectors' Divisions and Rail
April - June 2003



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

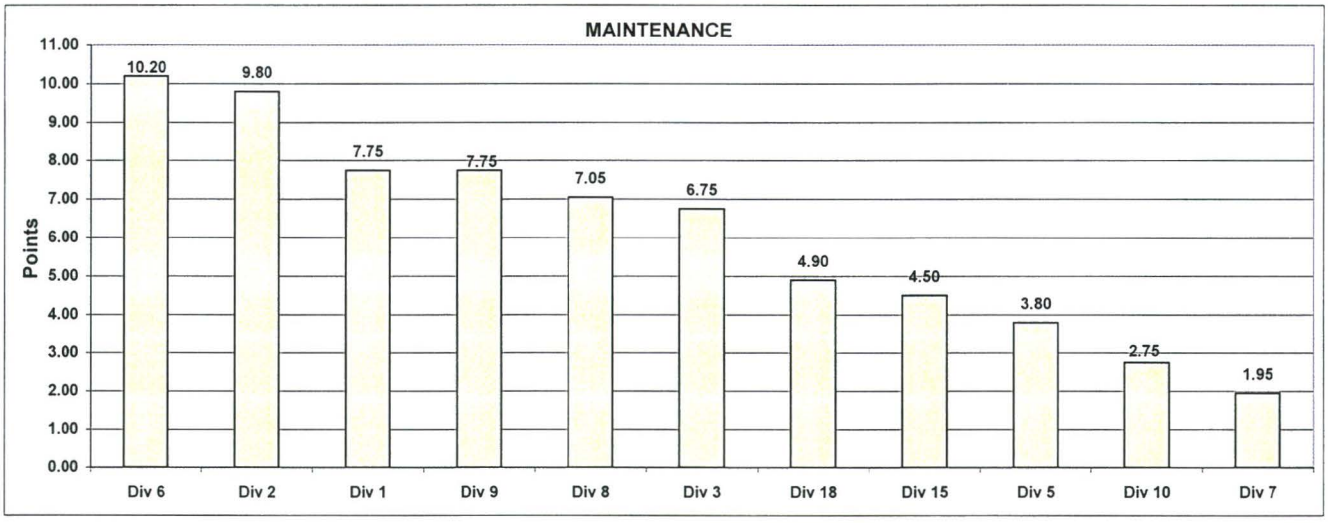
Monthly Calculations - June 2003
Metro Bus - Maintenance

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

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

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts	35%	0.99832	0.99877	0.99752	0.99677	0.99853	0.99481	0.99781	0.99725	0.99393	0.99629	0.99631
Points		9	11	7	5	10	2	8	6	1	3	4
Miles Between Mechanical Failures	30%	7665	8739	5633	7292	13323	4678	7699	10999	4832	7816	4694
Points		6	9	4	5	11	1	7	10	3	8	2
Attendance	15%	0.9727	0.9743	0.9741	0.9552	0.9794	0.9735	0.9799	0.9842	0.9604	0.9662	0.9801
Points		4	7	6	1	8	5	9	11	2	3	10
New WC Claims /100 Emp	20%	0.0000	0.0000	0.0000	1.4815	0.0000	2.9412	0.9709	0.9174	0.7042	1.4493	0.6623
Points		11	11	11	2	11	1	4	5	6	3	7
Totals		7.75	9.80	6.75	3.80	10.20	1.95	7.05	7.75	2.75	4.50	4.90

FINAL RANKING	Maintenance Division Ranking (Sorted)										
DIV.	Div 6	Div 2	Div 1	Div 9	Div 8	Div 3	Div 18	Div 15	Div 5	Div 10	Div 7
Score	10.20	9.80	7.75	7.75	7.05	6.75	4.90	4.50	3.80	2.75	1.95
Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



Monthly Calculations - June 2003
Metro Bus - Transportation

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

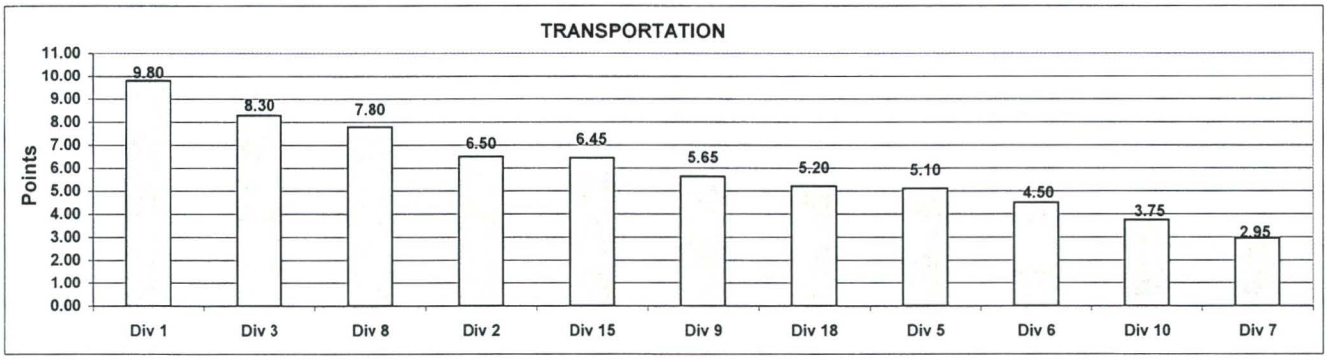
Calculation: Performance by Division are ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each performance indicator is then multiplied by the weight assigned to the particular performance indicator and then summed. Summed values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

Transportation

	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts	15%	0.99832	0.99877	0.99752	0.99677	0.99853	0.99481	0.99781	0.99725	0.99393	0.99629	0.99631
Points		9	11	7	5	10	2	8	6	1	3	4
In-Service On-Time Performance	15%	0.7642	0.7278	0.7184	0.7189	0.6390	0.6908	0.7143	0.6406	0.6947	0.6863	0.6342
Points		11	10	8	9	2	5	7	3	6	4	1
Running Hot	20%	0.0971	0.1018	0.0925	0.1346	0.1245	0.1257	0.1000	0.1495	0.1016	0.1061	0.0986
Points		10	6	11	2	4	3	8	1	7	5	9
Accident Rate	15%	2.9650	3.8790	3.4642	4.0138	4.6189	6.7320	2.3760	1.8448	4.3161	2.7722	3.7913
Points		8	5	7	4	2	1	10	11	3	9	6
Complaints/100K Boardings	10%	2.5605	2.8640	3.3189	2.5826	8.5340	5.9151	6.2325	4.1238	5.0933	6.1053	5.1197
Points		11	9	8	10	1	4	2	7	6	3	5
New WC Claims /100 Emp	25%	1.7100	2.9798	2.0420	2.7765	2.3753	2.8252	1.7385	2.3552	3.9912	1.5579	2.6087
Points		10	2	8	4	6	3	9	7	1	11	5
Totals		**9.80**	**6.50**	**8.30**	**5.10**	**4.50**	**2.95**	**7.80**	**5.65**	**3.75**	**6.45**	**5.20**

Transportation Division Ranking (Sorted)

FINAL RANKING	DIV.	Div 1	Div 3	Div 8	Div 2	Div 15	Div 9	Div 18	Div 5	Div 6	Div 10	Div 7
	Score	9.80	8.30	7.80	6.50	6.45	5.65	5.20	5.10	4.50	3.75	2.95
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	9th	11th



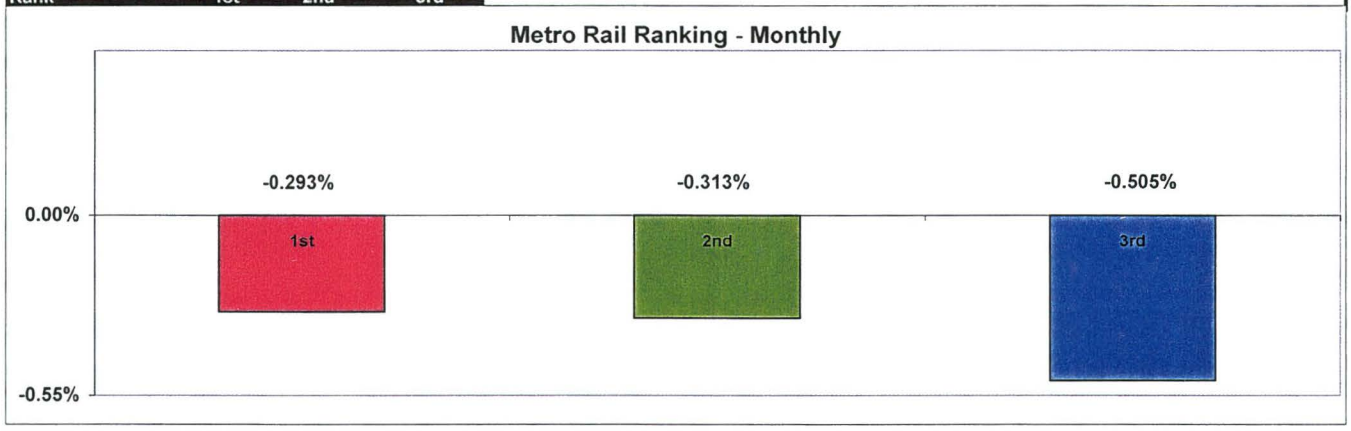
Monthly Calculations - June 2003
Metro Rail

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

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

	Metro Blue Line			Metro Red Line			Metro Green Line		
Wayside Availability	Jun-02	Jun-03	Yearly Improvement	Jun-02	Jun-03	Yearly Improvement	Jun-02	Jun-03	Yearly Improvement
Track	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	99.98%	100.00%	0.02%
Signals	100.00%	99.76%	-0.24%	99.99%	99.98%	-0.01%	100.00%	99.92%	-0.08%
Power	100.00%	100.00%	0.00%	99.97%	100.00%	0.03%	99.82%	99.51%	-0.31%
Wayside Performance	**100.00%**	**99.92%**	-0.08%	**99.99%**	**99.99%**	**0.01%**	**99.93%**	**99.81%**	**-0.12%**
Vehicle Availability									
Vehicle Performance	**99.81%**	**99.08%**	**-0.73%**	**99.87%**	**99.42%**	**-0.45%**	99.68%	99.36%	-0.32%
Operator Availability									
Operators	**99.99%**	**99.87%**	**-0.12%**	**99.99%**	**99.83%**	**-0.16%**	100.00%	99.94%	-0.06%
In-Service Performance									
ISOTP - Rail	**99.80%**	**98.71%**	**-1.09%**	**99.81%**	**99.24%**	**-0.57%**	99.48%	98.73%	-0.75%
Total Rail Line Performance	**99.90%**	**99.40%**	**-0.51%**	**99.91%**	**99.62%**	**-0.29%**	99.77%	99.46%	-0.31%

Metro Rail Final Ranking (Sorted)			
Rail Line	RED	GREEN	BLUE
Score	-0.293%	-0.313%	-0.505%
Rank	1st	2nd	3rd



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

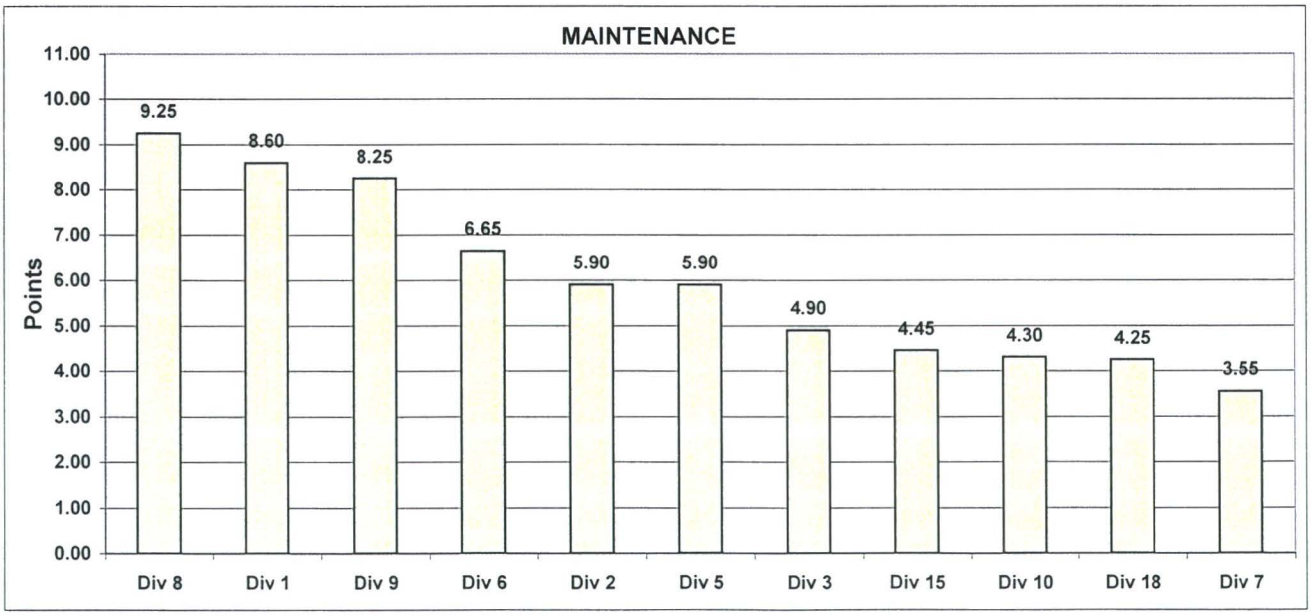
Quarterly Calculations: FY03-Q4
Metro Bus - Maintenance

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

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

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts	15%	0.9979	0.9988	0.997452	0.9980	0.9992	0.9933	0.998559	0.9975	0.9914	0.9968	0.9967
Points		7	10	5	8	11	2	9	6	1	4	3
Miles Between Mechanical Failures	30%	9274	7226	5184	8088	8838	4744	9201	10976	4769	8508	4651
Points		10	5	4	6	8	2	9	11	3	7	1
Attendance	15%	0.9723	0.9681	0.9668	0.9590	0.9661	0.9696	0.9712	0.9759	0.9600	0.9507	0.9725
Points		9	6	5	2	4	7	8	11	3	1	10
New WC Claims /100 Emp	20%	1.0135	0.9585	0.5510	1.2346	1.8018	1.7327	0.3268	2.1084	0.7042	1.9608	0.8772
Points		6	7	10	5	3	4	11	1	9	2	8
Bus Cleanliness	20%	7.8467	6.8133	6.6813	7.6188	7.3063	6.8200	7.8000	8.0267	7.1500	7.3000	6.7563
Points		10	3	1	8	7	4	9	11	5	6	2
Totals		**8.60**	**5.90**	**4.90**	**5.90**	**6.65**	**3.55**	**9.25**	**8.25**	**4.30**	**4.45**	**4.25**

FINAL RANKING	Maintenance Division Ranking (Sorted)											
DIV.	Div 8	Div 1	Div 9	Div 6	Div 2	Div 5	Div 3	Div 15	Div 10	Div 18	Div 7
Score	9.25	8.60	8.25	6.65	5.90	5.90	4.90	4.45	4.30	4.25	3.55
Rank	1st	2nd	3rd	4th	5th	5th	7th	8th	9th	10th	11th



Quarterly Calculations: FY03-Q4
Metro Bus - Transportation

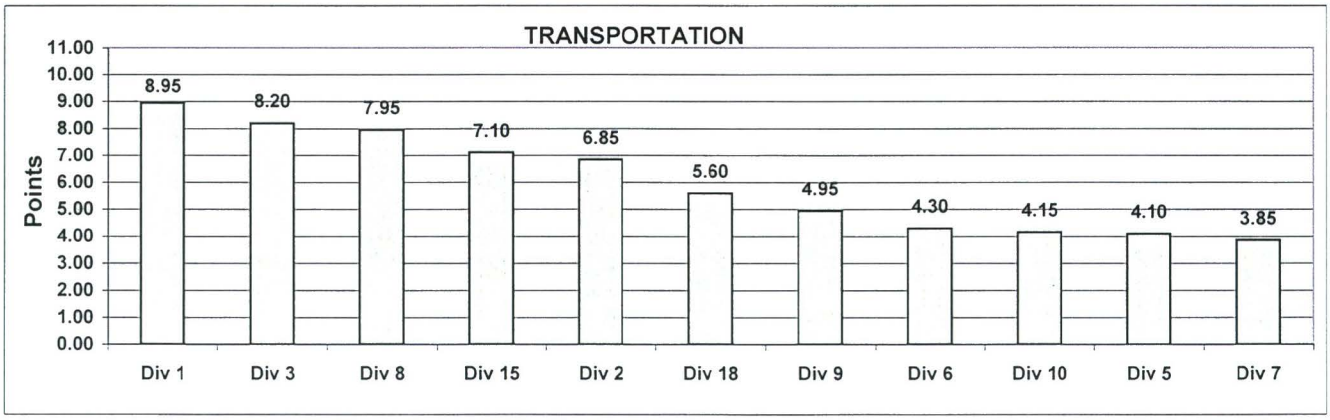
Definition: A performance awareness program designed to increase productivity and efficiency.

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

Transportation

	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts	15%	0.9979	0.9988	0.997452	0.9980	0.9992	0.9933	0.998559	0.9975	0.9914	0.9968	0.9967
Points		7	10	5	8	11	2	9	6	1	4	3
In-Service On-Time Performance	15%	0.7723	0.7105	0.7240	0.6739	0.6594	0.6930	0.6900	0.6453	0.7006	0.6443	0.6356
Points		11	9	10	5	4	7	6	3	8	2	1
Running Hot	20%	0.0858	0.1108	0.0882	0.1504	0.1200	0.1397	0.0849	0.1488	0.1028	0.0860	0.1039
Points		10	5	8	1	4	3	11	2	7	9	6
Accident Rate	15%	4.0816	4.2924	4.0288	4.5695	5.5648	6.0446	2.5604	2.8364	4.1559	3.2611	3.5191
Points		6	4	7	3	2	1	11	10	5	9	8
Complaints/100K Boardings	10%	2.4542	2.8490	3.0492	2.6036	6.5553	5.3991	6.6511	3.9771	5.4803	5.7407	4.9410
Points		11	9	8	10	2	5	1	7	4	3	6
New WC Claims /Emp	25%	1.7100	1.9866	1.4464	2.9307	2.7712	2.4630	1.8544	2.7478	4.0694	1.4096	1.8013
Points		9	6	10	2	3	5	7	4	1	11	8
Totals		**8.95**	**6.85**	**8.20**	**4.10**	**4.30**	**3.85**	**7.95**	**4.95**	**4.15**	**7.10**	**5.60**

FINAL RANKING		Transportation Division Ranking (Sorted)										
	DIV.	Div 1	Div 3	Div 8	Div 15	Div 2	Div 18	Div 9	Div 6	Div 10	Div 5	Div 7
	Score	8.95	8.20	7.95	7.10	6.85	5.60	4.95	4.30	4.15	4.10	3.85
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



Quarterly Calculations: FY03-Q2
Metro Rail

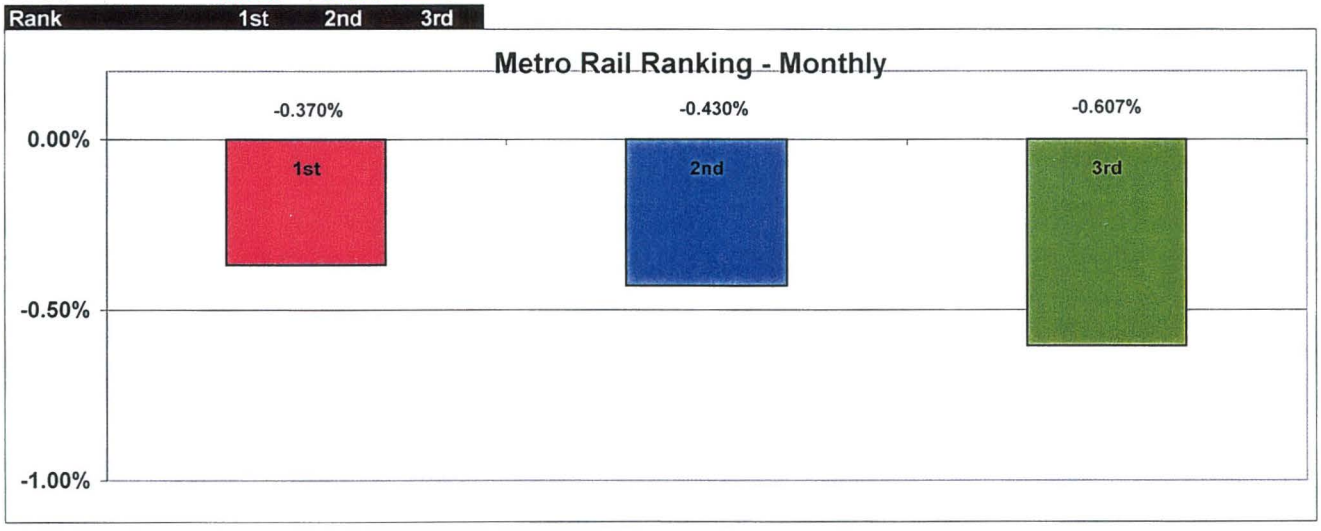
Definition: A performance awareness program designed to increase productivity and efficiency. Based on monthly "IN-SERVICE" Performance as reported by RAIL OPERATIONS CONTROL.

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

	Metro Blue Line	Metro Red Line	Metro Green Line
	Improvement from Previous Year	Improvement from Previous Year	Improvement from Previous Year
Overall Rail Line			
Apr-03	-0.46%	-0.50%	-1.08%
May-03	-0.33%	-0.32%	-0.43%
Jun-03	-0.50%	-0.29%	-0.31%
First Quarter Average	**-0.43%**	**-0.37%**	**-0.61%**

Metro Rail Final Ranking (Sorted)

Rail Line	RED	BLUE	GREEN
Score	-0.370%	-0.430%	-0.607%
Rank	1st	2nd	3rd



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

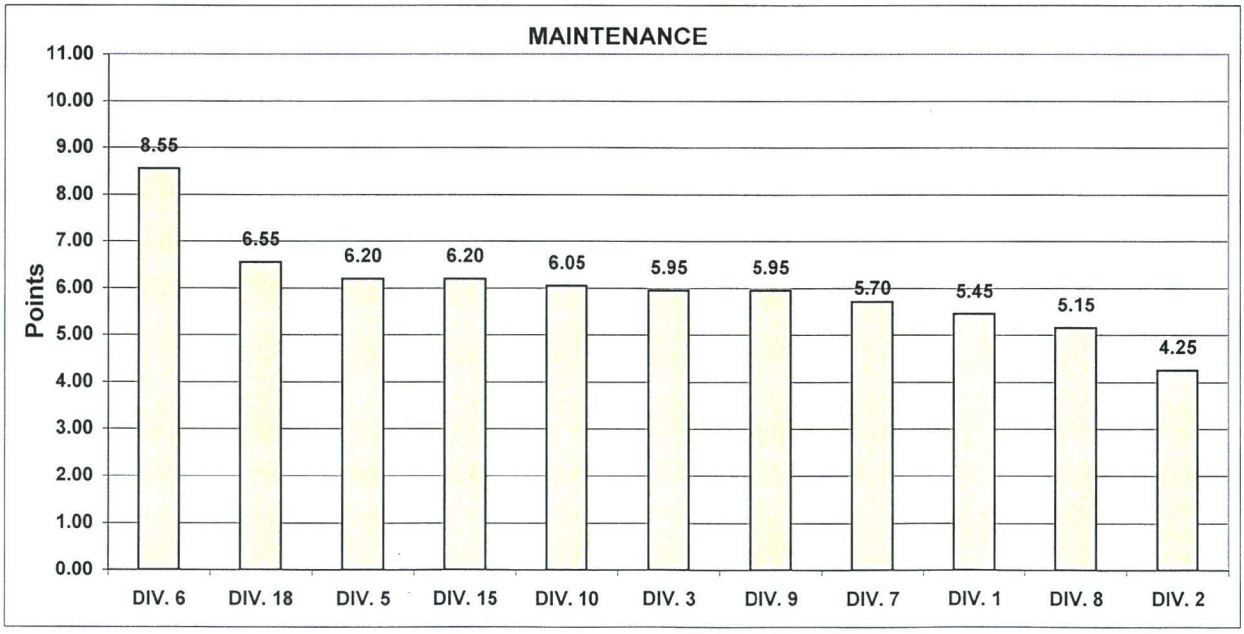
Most Improved Quarter Calculations: FY03-Q3 to FY03-Q4
Metro Bus - Maintenance

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

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

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts	15%	-0.0002	0.0008	0.0002	0.0021	0.0018	0.0021	0.0013	-0.0009	0.0011	-0.0001	0.0005
Points		2	6	4	11	9	10	8	1	7	3	5
Miles Between Mechanical Failures	30%	-401	-2405	-965	-357	478	-650	-3748	-34	-686	-997	-191
Points		7	2	4	8	11	6	1	10	5	3	9
Attendance	15%	0.0016	0.0040	0.0126	-0.0055	0.0128	0.0090	0.0081	0.0021	-0.0026	0.0143	0.0056
Points		3	5	9	1	10	8	7	4	2	11	6
New WC Claims /100 Emp	20%	0.6835	-1.5573	-2.4793	0.7371	0.9168	0.7276	-0.0032	0.9072	-2.0930	0.4720	0.0000
Points		5	9	11	3	1	4	8	2	10	6	7
Bus Cleanliness	20%	0.0667	-0.9667	-0.5875	-0.0437	0.7188	-0.6133	-0.1438	0.2954	-0.0625	0.4875	-0.3250
Points		8	1	3	7	11	2	5	9	6	10	4
Totals		**5.45**	**4.25**	**5.95**	**6.20**	**8.55**	**5.70**	**5.15**	**5.95**	**6.05**	**6.20**	**6.55**

FINAL RANKING	Maintenance Division Ranking (Sorted)											
	DIV.	DIV. 6	DIV. 18	DIV. 5	DIV. 15	DIV. 10	DIV. 3	DIV. 9	DIV. 7	DIV. 1	DIV. 8	DIV. 2
	Score	8.55	6.55	6.20	6.20	6.05	5.95	5.95	5.70	5.45	5.15	4.25
	Rank	1st	2nd	3rd	3rd	5th	6th	6th	8th	9th	10th	11th



Most Improved Quarter Calculations: FY03-Q3 to FY03-Q4
Metro Bus - Transportation

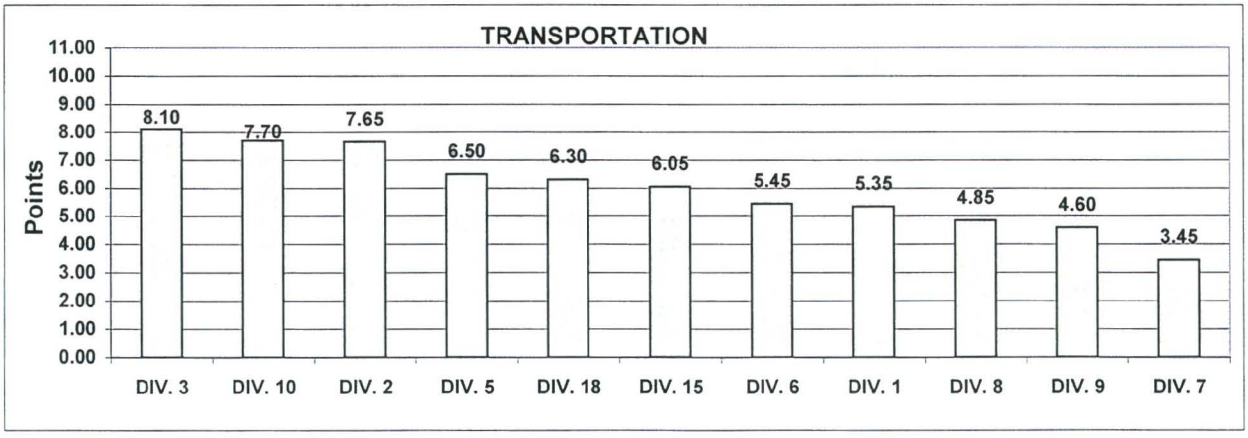
Definition: A performance awareness program designed to increase productivity and efficiency.

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

Transportation

	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts	15%	-0.0002	0.0008	0.0002	0.0021	0.0018	0.0021	0.0013	-0.0009	0.0011	-0.0001	0.0005
Points		2	6	4	11	9	10	8	1	7	3	5
In-Service On-Time Performance	15%	-0.0012	0.0089	0.0290	0.0602	0.0075	-0.0101	0.0066	-0.0131	0.0168	-0.0098	0.0170
Points		4	7	10	11	6	2	5	1	8	3	9
Running Hot	20%	0.0052	-0.0040	-0.0183	-0.0090	-0.0358	0.0143	0.0196	0.0119	-0.0337	0.0115	-0.0042
Points		5	6	9	8	11	2	1	3	10	4	7
Accident Rate	15%	1.0040	-0.0554	-0.2510	0.1881	1.3322	1.7913	0.1566	0.5441	-0.2259	-0.0538	-0.0310
Points		3	9	11	5	2	1	6	4	10	8	7
Complaints/100K Boardings	10%	-0.2467	0.0185	-0.5024	-0.3941	0.5743	0.6872	0.0762	-1.3069	-0.3951	-0.5735	-0.9463
Points		5	4	8	6	2	1	3	11	7	9	10
New WC Claims /Emp	25%	-1.3680	-2.2073	-0.0851	1.0026	0.7918	0.2898	0.0000	-0.1963	0.1565	-0.2968	0.5590
Points		10	11	7	1	2	4	6	8	5	9	3
Totals		**5.35**	**7.65**	**8.10**	**6.50**	**5.45**	**3.45**	**4.85**	**4.60**	**7.70**	**6.05**	**6.30**

FINAL RANKING		Transportation Division Ranking (Sorted)										
	DIV.	DIV. 3	DIV. 10	DIV. 2	DIV. 5	DIV. 18	DIV. 15	DIV. 6	DIV. 1	DIV. 8	DIV. 9	DIV. 7
	Score	8.10	7.70	7.65	6.50	6.30	6.05	5.45	5.35	4.85	4.60	3.45
	Rank	1st	1st	3rd	4th	5th	6th	7th	8th	9th	10th	11th



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

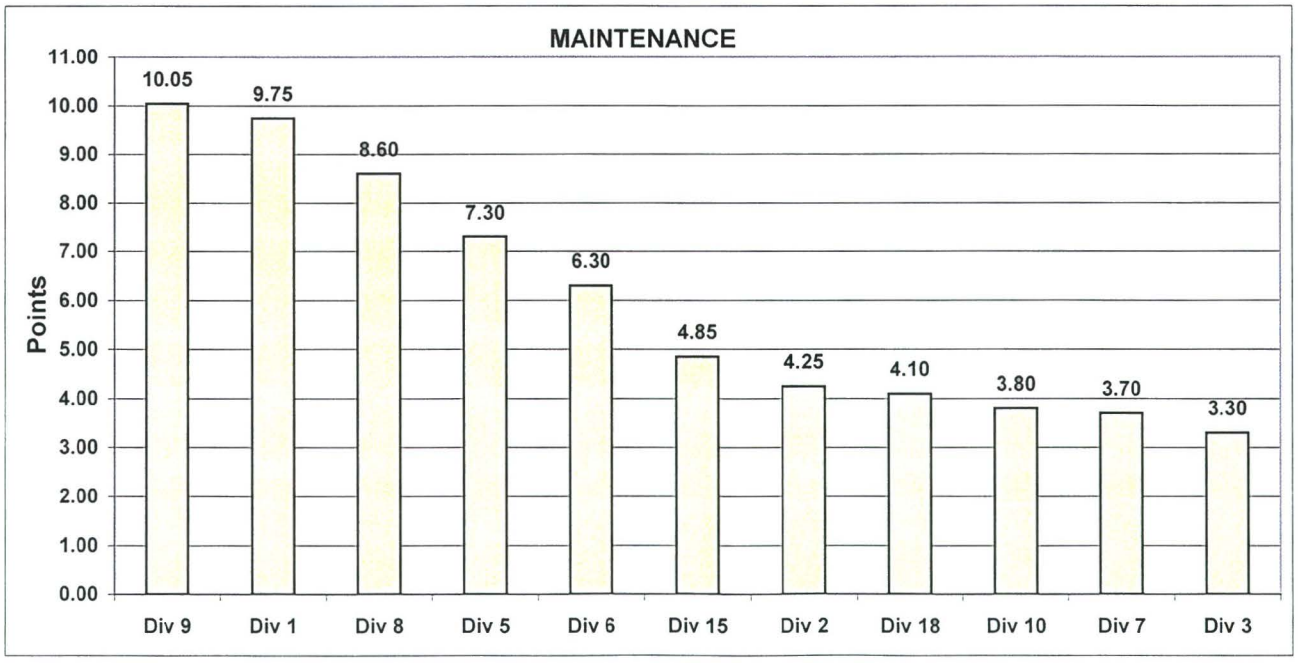
Yearly Calculations - FY03
Metro Bus - Maintenance

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

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

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts	15%	0.9981	0.9975	0.9972	0.9970	0.9985	0.9938	0.9981	0.9983	0.9926	0.9972	0.9968
Points		9	7	5	4	11	2	8	10	1	6	3
Miles Between Mechanical Failures	30%	9863	6398	5726	8756	8335	5389	9177	11322	5734	8260	5144
Points		10	5	3	8	7	2	9	11	4	6	1
Attendance	15%	0.9675	0.9650	0.9651	0.9667	0.9691	0.9652	0.9705	0.9770	0.9669	0.9465	0.9661
Points		8	2	3	6	9	4	10	11	7	1	5
New WC Claims /100 Emp	20%	0.9852	2.6793	2.2634	1.2531	1.8476	1.5538	1.4766	1.3453	1.5099	1.5216	0.8772
Points		10	1	2	9	3	4	7	8	6	5	11
Bus Cleanliness	20%	8.0333	7.3052	7.2203	7.5297	6.9750	7.4400	7.8734	7.9395	6.6656	7.2984	6.8281
Points		11	6	4	8	3	7	9	10	1	5	2
Totals		**9.75**	**4.25**	**3.30**	**7.30**	**6.30**	**3.70**	**8.60**	**10.05**	**3.80**	**4.85**	**4.10**

FINAL RANKING	Maintenance Division Ranking (Sorted)											
	DIV.	Div 9	Div 1	Div 8	Div 5	Div 6	Div 15	Div 2	Div 18	Div 10	Div 7	Div 3
	Score	10.05	9.75	8.60	7.30	6.30	4.85	4.25	4.10	3.80	3.70	3.30
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



Yearly Calculations - FY03
Metro Bus - Transportation

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

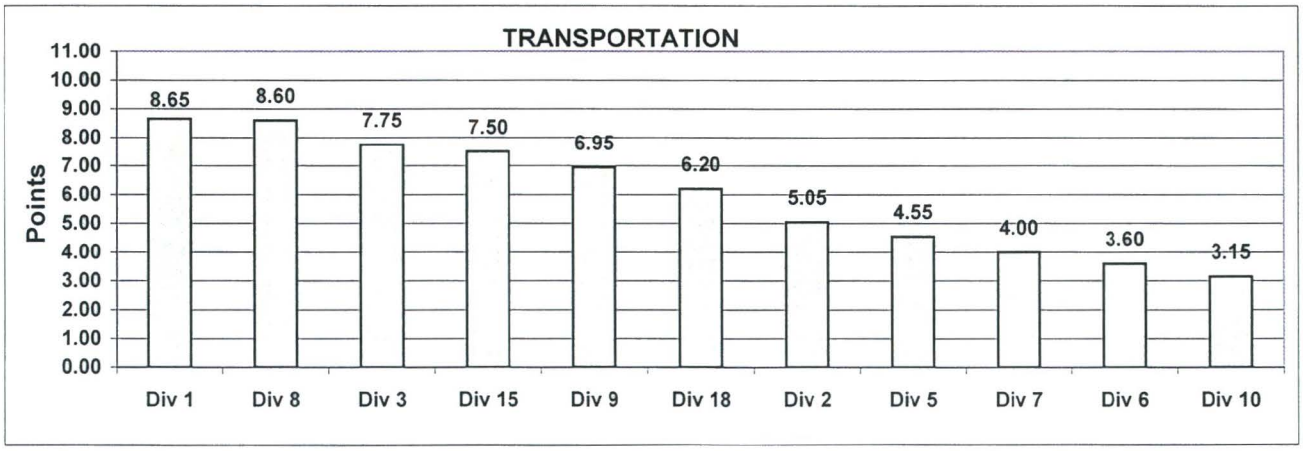
Calculation: Data reflects a cumulative total of performance data for each performance indicator for the twelve months in the current calendar year. Performance by Division are ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each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

Transportation

	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts	15%	0.9981	0.9975	0.9972	0.9970	0.9985	0.9938	0.9981	0.9983	0.9926	0.9972	0.9968
Points		9	7	5	4	11	2	8	10	1	6	3
In-Service On-Time Performance	15%	0.7822	0.6753	0.7108	0.6630	0.6593	0.6880	0.7009	0.6747	0.6734	0.6613	0.6123
Points		11	7	10	4	2	8	9	6	5	3	1
Running Hot	20%	0.0849	0.1175	0.0847	0.1257	0.1283	0.1203	0.0709	0.1147	0.1191	0.0808	0.1097
Points		8	5	9	2	1	3	11	6	4	10	7
Accident Rate	15%	3.3947	4.7813	4.2164	4.5805	4.5232	4.9163	2.8399	2.6412	4.5502	2.9582	3.5711
Points		8	2	6	3	5	1	10	11	4	9	7
Complaints/100K Boardings	10%	2.2605	3.0736	3.0853	2.8566	6.1021	4.7359	6.8739	4.3084	4.7338	6.0127	5.2612
Points		11	9	8	10	2	5	1	7	6	3	4
New WC Claims /Emp	25%	2.2516	2.8695	1.7867	2.4873	3.6619	2.5173	1.7096	2.7968	4.0694	1.4096	1.2733
Points		7	3	8	6	2	5	9	4	1	10	11
Totals		**8.65**	**5.05**	**7.75**	**4.55**	**3.60**	**4.00**	**8.60**	**6.95**	**3.15**	**7.50**	**6.20**

Transportation Division Ranking (Sorted)

FINAL RANKING	DIV.	Div 1	Div 8	Div 3	Div 15	Div 9	Div 18	Div 2	Div 5	Div 7	Div 6	Div 10
	Score	8.65	8.60	7.75	7.50	6.95	6.20	5.05	4.55	4.00	3.60	3.15
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

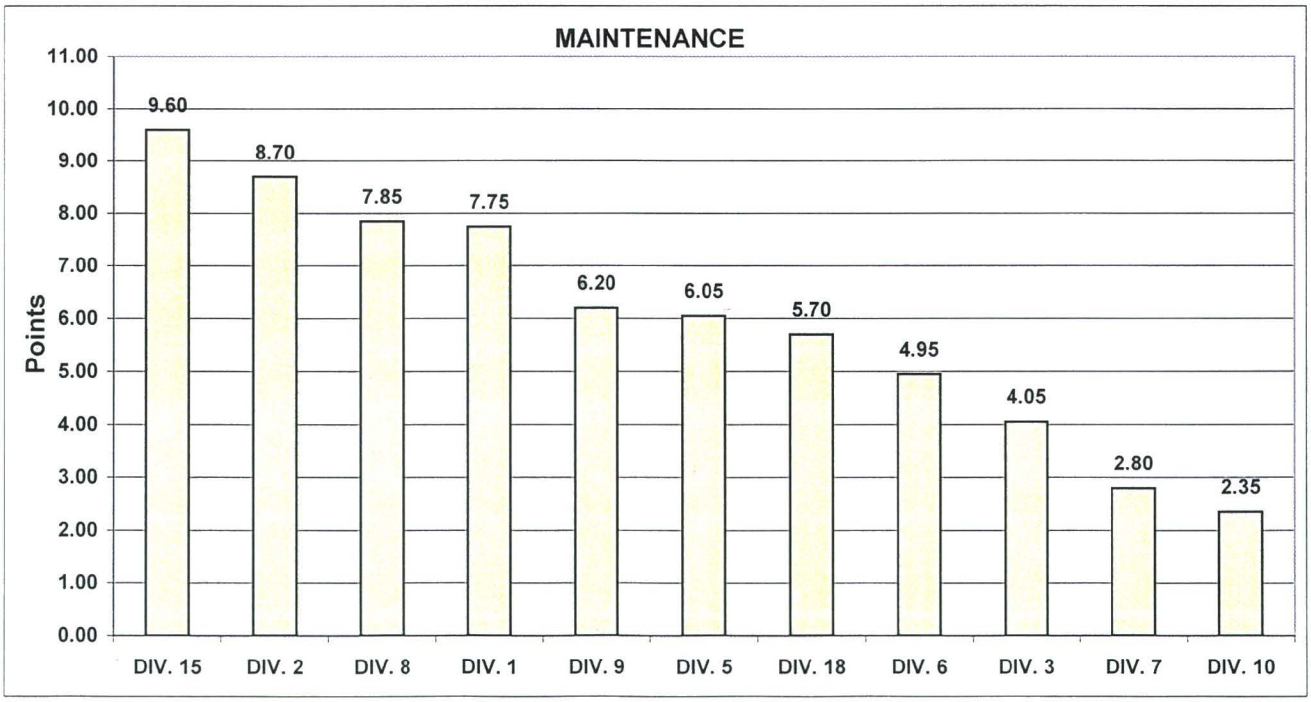
Most Improved Yearly Calculations: FY02 to FY03
Metro Bus - Maintenance

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

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

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts	15%	-0.0003	0.0031	0.0003	-0.0005	0.0011	-0.0022	0.0024	0.0011	-0.0030	0.0035	-0.0008
Points		5	10	6	4	8	2	9	7	1	11	3
Miles Between Mechanical Failures	30%	1354	883	188	-127	-907	-1552	3401	2986	612	4128	629
Points		8	7	4	3	2	1	10	9	5	11	6
Attendance	15%	0.0070	0.0146	-0.0046	0.0023	0.0092	0.0012	0.0028	0.0008	-0.0018	0.0147	0.0045
Points		8	10	1	5	9	4	6	3	2	11	7
New WC Claims /100 Emp	20%	-1.3998	-0.4555	0.0580	-1.2185	0.3170	-0.0125	0.3412	0.6706	0.7282	-0.4784	-0.4834
Points		11	7	5	10	4	6	3	2	1	8	9
Bus Cleanliness	20%	0.0955	0.4740	-0.2594	0.1469	-0.0406	-0.6467	0.1609	0.1317	-0.6609	0.1078	-0.3906
Points		6	11	4	9	5	2	10	8	1	7	3
Totals		**7.75**	**8.70**	**4.05**	**6.05**	**4.95**	**2.80**	**7.85**	**6.20**	**2.35**	**9.60**	**5.70**

FINAL RANKING	Maintenance Division Ranking (Sorted)											
	DIV.	DIV. 15	DIV. 2	DIV. 8	DIV. 1	DIV. 9	DIV. 5	DIV. 18	DIV. 6	DIV. 3	DIV. 7	DIV. 10
	Score	9.60	8.70	7.85	7.75	6.20	6.05	5.70	4.95	4.05	2.80	2.35
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



Most Improved Yearly Calculations: FY02 to FY03
Metro Bus - Transportation

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

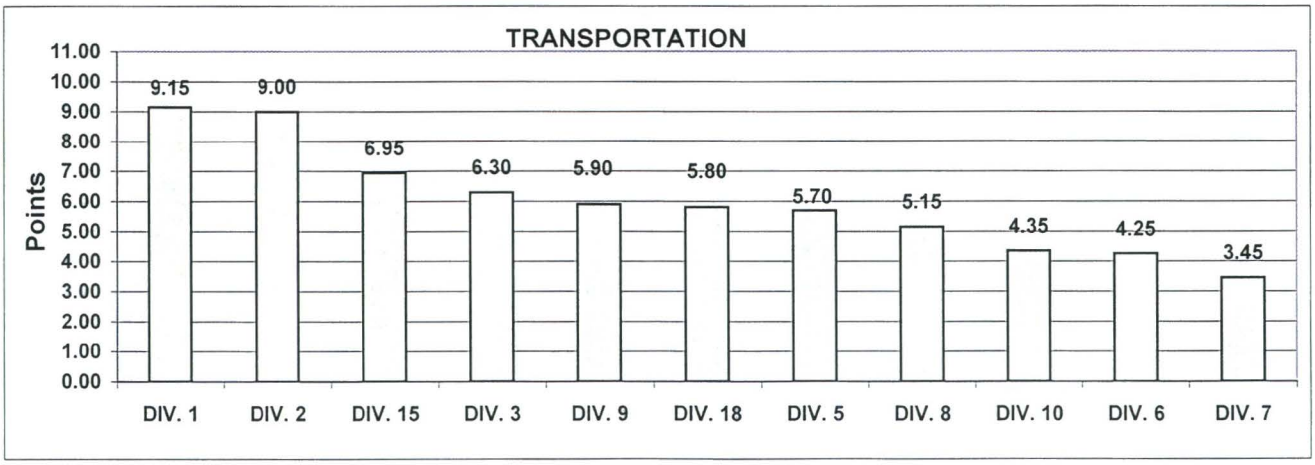
Calculation: Data reflects a positve or negative difference in performance between the first and last quarters of the current calendar year. Performance indicators by Division are sorted from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each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

Transportation

	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
On-Time Pullouts	15%	-0.0003	0.0031	0.0003	-0.0005	0.0011	-0.0022	0.0024	0.0011	-0.0030	0.0035	-0.0008
Points		5	10	6	4	8	2	9	7	1	11	3
In-Service On-Time Performance	15%	0.0327	0.0451	0.0238	0.0299	0.0129	0.0085	0.0221	0.0291	0.0378	0.0362	0.0104
Points		8	11	5	7	3	1	4	6	10	9	2
Running Hot	20%	-0.0321	-0.0389	-0.0155	0.0005	-0.0262	-0.0043	-0.0097	-0.0116	-0.0257	-0.0136	-0.0129
Points		10	11	7	1	9	2	3	4	8	6	5
Accident Rate	15%	-1.1115	0.3017	0.2603	0.2333	0.3458	-0.3098	-0.3835	0.0772	0.3202	-0.0489	-0.2276
Points		11	3	4	5	1	9	10	6	2	7	8
Complaints/100K Boardings	10%	0.4955	0.6903	0.4713	0.3906	1.5883	1.3739	3.7153	0.4125	1.5996	2.4317	0.8691
Points		8	7	9	11	4	5	1	10	3	2	6
New WC Claims /Emp	25%	-1.1368	-1.0939	-0.5292	-0.7846	1.4160	0.1769	0.0645	-0.1824	1.0937	-0.1849	-0.7960
Points		11	10	7	8	1	3	4	5	2	6	9
Totals		**9.15**	**9.00**	**6.30**	**5.70**	**4.25**	**3.45**	**5.15**	**5.90**	**4.35**	**6.95**	**5.80**

Transportation Division Ranking (Sorted)

FINAL RANKING	DIV.	DIV. 1	DIV. 2	DIV. 15	DIV. 3	DIV. 9	DIV. 18	DIV. 5	DIV. 8	DIV. 10	DIV. 6	DIV. 7
	Score	9.15	9.00	6.95	6.30	5.90	5.80	5.70	5.15	4.35	4.25	3.45
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



Metropolitan
Transportation
Authority

One Gateway Plaza
Los Angeles, CA
90012-2952

July 23, 2003

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

Dear Ms. Swann:

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

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. Staff have since received a prototype for a platform-edge extender, and will review this prototype for feasibility in the near future.

Also included in this update is an addendum providing an update on the items identified in the November 2001 FTA review of key stations. This addendum consists of a matrix identifying the projected completion dates for each item identified in the five stations reviewed, and an explanation page providing further information on accomplishments to date and tasks remaining for each identified item. All tasks from the November 2001 review have been completed except for one ramp, scheduled for reconstruction by August 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
Derrin Jourdan, Regional Civil Rights Officer

LOS ANGELES COUNTY MTA -- VOLUNTARY COMPLIANCE AGREEMENT MATRIX -- QUARTERLY UPDATE -- APRIL - JUNE 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 – APRIL – JUNE 2003 -- EXPLANATIONS

Platforms

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

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

MTA received a prototype for a platform-edge extender in June 2003. Recently, MTA Rail Fleet Services staff have focused on preparing for the trains needed for the opening of the MTA Gold Line in July 2003. Rail Fleet Services will resume review of the platform-edge extender prototype after the Gold Line opens.

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 -- APRIL - JUNE 2003

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

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

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.