



Metro

**FTA QUARTERLY REVIEW
BRIEFING BOOK**

June 25, 2004

Submitted By:

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

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AGENDA

FTA NEW STARTS PROJECTS QUARTERLY REVIEW MEETING

Metropolitan Transportation Authority
Friday, June 25, 2004 - 10:00 a.m.
Gateway Conference Room - 3rd Floor

I. OVERVIEW

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

PRESENTER

Leslie Rogers
Roger Snoble
Steve Carnevale
Dan Finkelstein
Dave Kubicek

II. METRO CONSTRUCTION REPORTS

- A. Construction Project Management Overview
- B. Metro Gold Line Eastside Extension
 - C0803 Contract Status
 - Cost Status
 - Schedule Status
 - Utility Relocation Status
 - CPUC Status
 - Real Estate Status
 - FFGA Status
 - 2550 Rail Vehicle Program
- C. Metro Orange Line

Dennis Mori
Eli Choueiry

Brian Boudreau
Dave Kubicek
Roger Dames

III. OPEN ACTION ITEMS

- A. FTA (Reference March 2004 PMOC Monthly Reports)

Brian Boudreau

IV. PLANNING

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

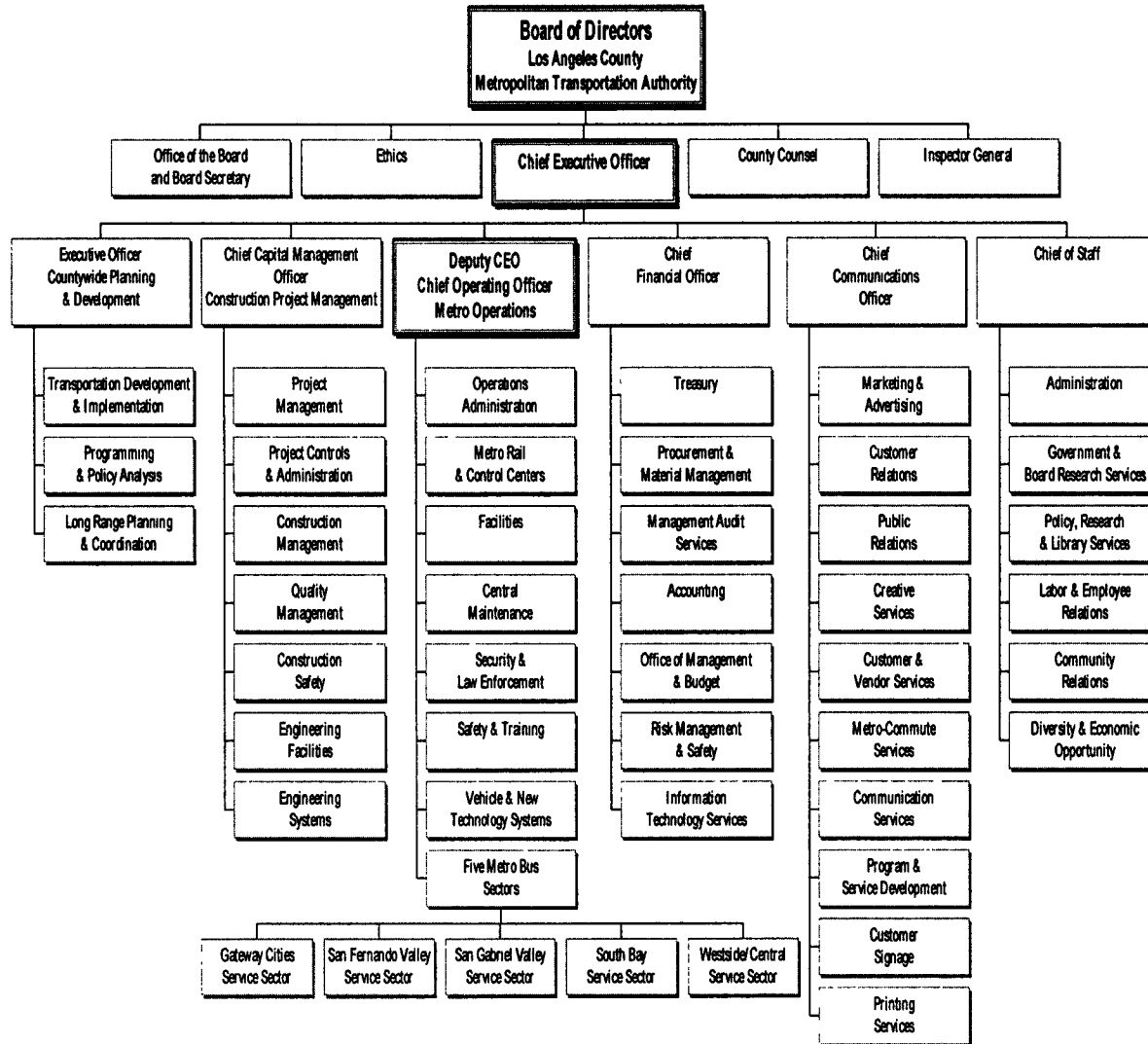
James de la Loza
Steve Brye
David Mieger

V. PROPOSED SCHEDULE AND LOCATION OF NEXT MEETING

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

**LACMTA MANAGEMENT
ORGANIZATION CHART**

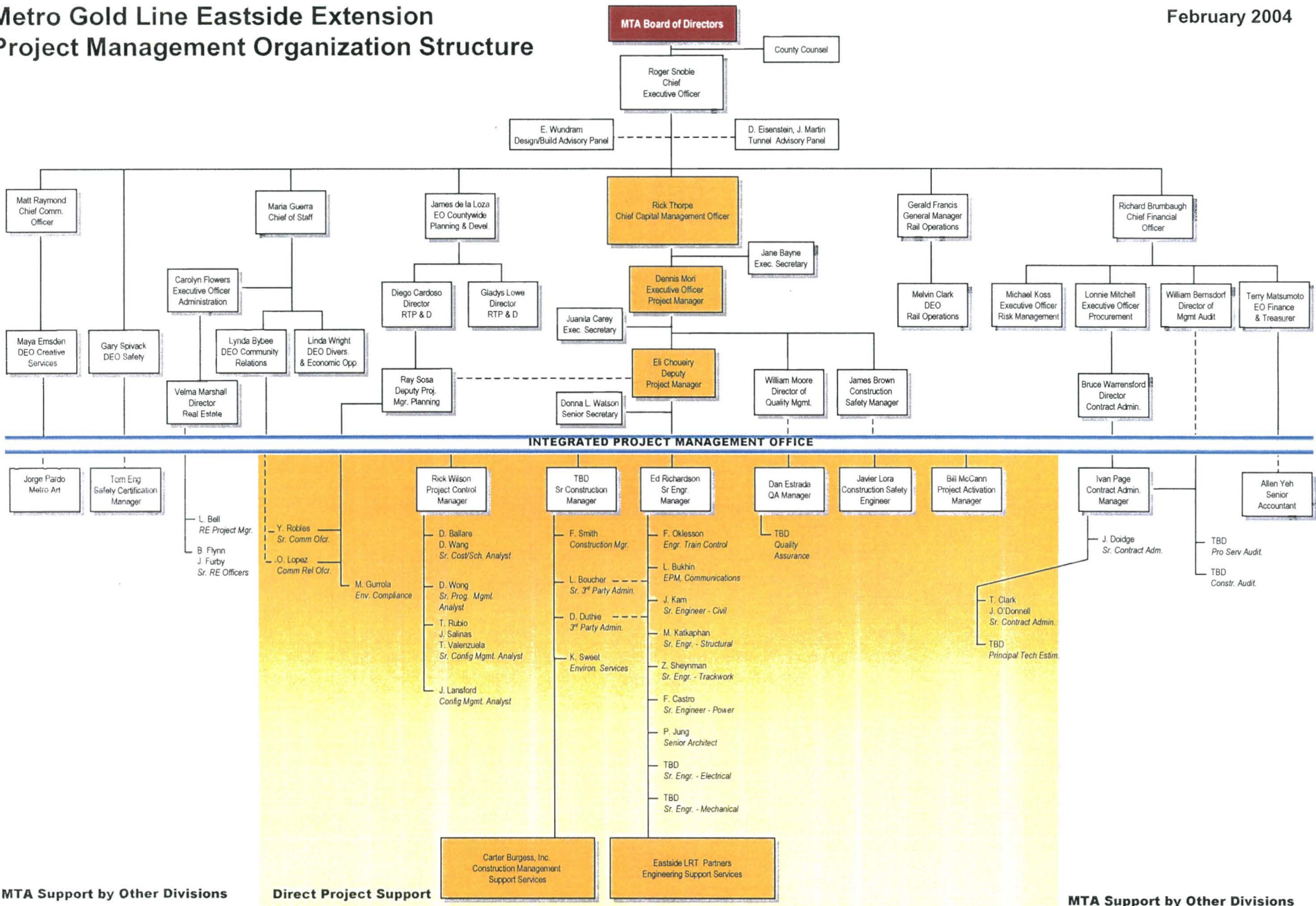
Metro Management Organization Chart FY05



**PROJECT ORGANIZATION
CHARTS**

Metro Gold Line Eastside Extension Project Management Organization Structure

February 2004



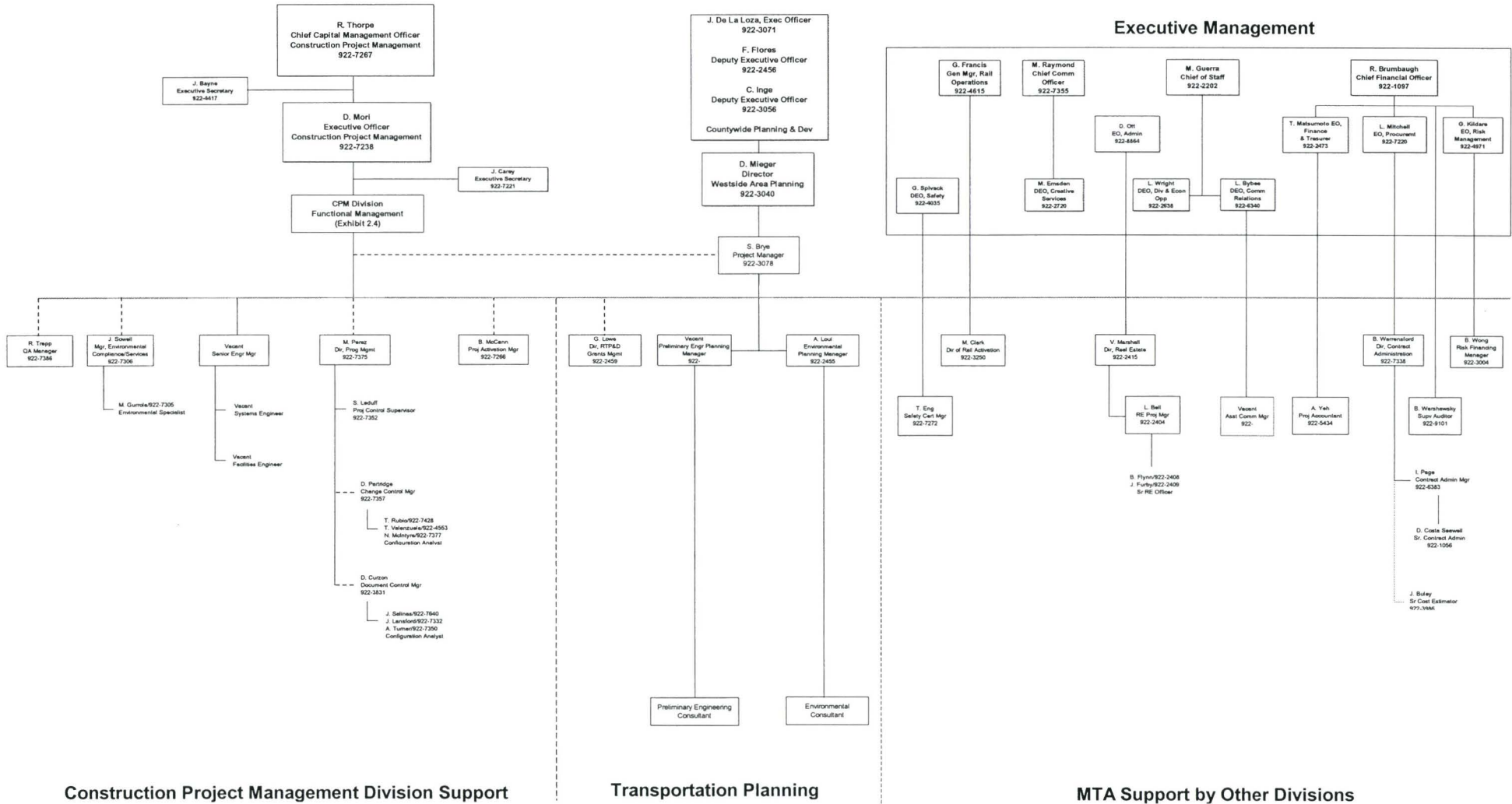
INTEGRATED PROJECT MANAGEMENT OFFICE

MTA Support by Other Divisions

Direct Project Support

MTA Support by Other Divisions

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

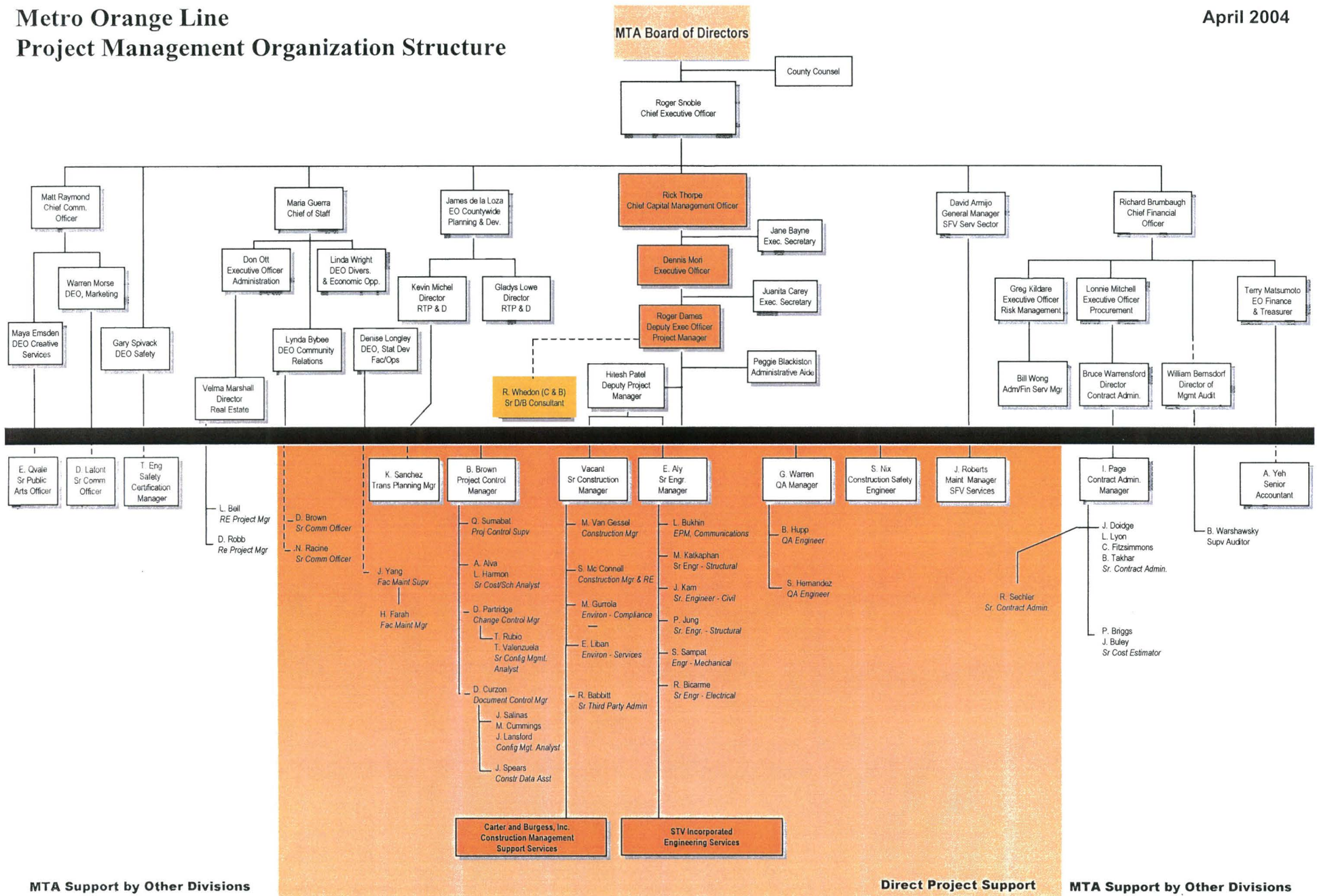


Legend:

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

Metro Orange Line Project Management Organization Structure

April 2004



MTA Support by Other Divisions

Direct Project Support

MTA Support by Other Divisions

METROPOLITAN TRANSPORTATION AUTHORITY

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

LOCAL

PROPOSALS/ACTIONS	DESCRIPTION	STATUS
South Park (Perry, Zine)	Motion relative to lease of MTA's South Park Division at 54 th St. and Avalon Blvd. for development of mixed-use wetland habitat and education center.	5/21/03 Motion adopted to approve communication recommendations from Public Works and EQ Committees 7/9/03 Report from General Services relative to replacement sites for MTA facility; currently in Public Works Committee 8/13/03 Referred to Environmental Quality and Waste Management Committee Pending further action by committee
Wilshire BRT Demonstration Project (Miscikowski)	Motion authorizing the City of Los Angeles Department of Transportation (LADOT) to work with the MTA to implement the Wilshire Bus Rapid Transit Demonstration Project. (One mile on Wilshire between Federal Avenue and Centinela Avenue in West Los Angeles)	11/12/03 Motion adopted by Transportation Committee 11/18/03 Motion adopted by L.A. City Council 3/25/04 MTA and LADOT to examine expansion of demonstration project
Transit Priority System Work Program (TPS) (Villaraigosa)	Motion authorizes \$2.5 million in front funding be appropriated from the City's Prop C Local Transit Assistance Fund and further authorizes LADOT to work with the MTA to implement the 2003-2004 expansion of Department of Transportation Transit Priority System work program.	11/12/03 Motion adopted by Transportation Committee 11/18/03 Motion adopted by L.A. City Council

<p>Opposition to MTA Consent Decree appeal (Ludlow/Villaraigosa)</p>	<p>Resolution stating the Council's opposition to the Metropolitan Transportation Authority (MTA) Board of Directors' decision to appeal a recent court order to purchase additional buses under the consent decree.</p>	<p>2/10/04 Resolution adopted by L.A. City Council 2/20/04 Resolution concurred by Mayor</p>
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Deferred = bill will be brought up at another time; Chaptered = bill has become law; LA = Last Amended; Enrolled = bill sent to Governor for approval or veto

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

STATE ASSEMBLY

BILL/AUTHOR	DESCRIPTION	MTA POSITION	STATUS
ACA 24 (Dutra)	Would apply loan repayment provisions to the Transportation Investment Fund similar to those applicable to the State Highway Account.	Support	3/29 Assembly Transportation Committee.
AB 2024 (Bermudez)	Would require the Secretary of the Business, Transportation and Housing Agency to prepare recommendations to implement incentives for port-related cargo during off-peak hours, disincentives for on-peak hours and mandatory hours of operations of port terminals, railroads, trucks, and distribution centers.	Work with Author	4/12 1:30 PM Assembly Transportation Committee.
AB 2041 (Lowenthal)	Would create the Port Congestion Management District and require the district to impose a fee on containers shipped by truck in the Ports of Long Beach and Los Angeles between certain hours and days of the week.	Work with Author	4/12 1:30 PM Assembly Transportation Committee.
AB 2042 (Lowenthal)	Would require the Ports of Long Beach and Los Angeles to ensure that all future growth at the port will have a zero net increase in air pollution.	Work with Author	4/12 1:30 PM Assembly Transportation Committee.
AB 2043 (Lowenthal)	Would establish the Maritime Port Strategic Master Plan Task Force	Work with Author	4/12 1:30 PM Assembly Transportation Committee.
AB 2737 (Dutra)	Would clarify current law relating to the liability of a public agency arising from the location of public facilities	Support	3/29 Assembly Judiciary Committee.
AB 2847 (Oropeza)	Would impose an additional fee of \$0.05 on each gallon of gasoline and diesel fuel sold in the state.	Support	4/12 1:30 PM Assembly Transportation Committee.

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STATE SENATE

BILL/AUTHOR	DESCRIPTION	MTA POSITION	STATUS
SR 33 (Murray)	Would state that the MTA should abandon its current challenge of the consent decree and orders from the special master with regard to the consent decree, and, would request the MTA to take all necessary actions to implement the terms of the consent decree.	Oppose	3/29 Senate Rules Committee.

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FEDERAL

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

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BILLS/AUTHOR	DESCRIPTION	STATUS
TEA-21 REAUTHORIZATION	MTA Board approved to support TEA-21 State of California and Los Angeles County's General Principles. Return to the MTA Board with TEA-21 Reauthorization Criteria listing.	<p>June 27, 2002 Board Approved State of California and LA County Regional General Principles.</p> <p>September 26, 2002 MTA Board approved the Revised LA County Regional General Principles and Priority Project lists.</p> <p>May 14, 2003, the Bush Administration unveiled SAFETEA</p> <p>November 2003, the Senate Environment and Public Works Committee introduced a reauthorization bill – Highway Portion</p> <p>November 17, 2003, the House Transportation and Infrastructure Committee introduces it's reauthorization bill – TEA-LU</p> <p><i>March 26, 2004, House Transportation & Infrastructure held a mark-up on HR. 3550-TEALU a \$275 billion transportation bill.</i></p> <p><i>March 31, 2004 U.S. House of Representatives expected to vote on H.R. 3550 on the House floor.</i></p> <p>House and Senate Conference Committee is TBD.</p>

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OFFICE OF THE COUNTY COUNSEL

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April 5, 2004

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

Re: Quarterly Update on Status of Key Legal Actions

Dear Renee:

Attached please find the Los Angeles County Metropolitan Transportation Authority's quarterly update as of March 31, 2004, on the Status of Key Legal Actions Related to Federally Funded Projects.

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

Very truly yours,

LLOYD W. PELLMAN
County Counsel

By 
ALAN K. TERAKAWA
Principal Deputy County Counsel

AKT:ibm
Attachments

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

Los Angeles County Metropolitan Transportation Authority
 Status of Key Legal Actions Related to Federally Funded MTA Projects
 Date as of march 31, 2004

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

Gonzalez, <u>et al.</u> v. MTA, et al.	CV97-5833 (JMI)	ALL	In a second action, Plaintiff alleges she was discriminated and retaliated against and constructively discharged in violation of Title VII and the ADA because the MTA did not accommodate her religious beliefs and her disability, that she not be subjected to random drug testing. The MTA filed a motion to dismiss asserting, among other defenses, that the doctrine of res judicata barred the action. The District Court agreed and dismissed the action. Plaintiff appealed. Since this case had been dismissed pursuant the doctrine of res judicata, which no longer applies since the first case was remanded, parties agreed it also should be remanded and the District Court should consider the MTA's other grounds for dismissal. The Ninth Circuit agreed and remanded this case to District Court.	Case reassigned to Judge Dean D. Pregerson.
Cuna v. MTA; Lee v. MTA; Shumaker v. MTA;	BC171223 BC155843 BC126729		Case reversed on appeal and returned to trial court for trial.	Awaiting new trial dates.
Labor/Community Strategy Center v. MTA	CV94-5936 (TJH)	ALL	On 10/28/96, Federal Judge Hatter approved a Consent Decree reached between MTA and the class action plaintiffs. The Consent Decree provides for MTA to: (i) reduce its load factor targets (i.e. the # of people who stand on the bus), (ii) expand bus service improvements by making available 102 additional buses, (iii) implement a pilot project, followed by a 5-yr Plan, facilitate access to County-wide jobs, ed & health centers, (iv) not increase cash fares for 2-yrs & pass fares for 3-yrs beginning 12/01/96, after which MTA may raise fares subject to conditions of the Consent Decree and (v) introduce a weekly pass & an off-peak discount fare on selected lines.	Special master recently issued an order that the MTA deploy 145 additional buses. The MTA has asked for a limited review by the U.S. District Court.
LACMTA v. Neoplan	BC232584	ALL	MTA filed suit in June 00 against Neoplan, Cummins Engine Co., Cummins Distributing, Inc., <u>et al.</u> alleging breach of contract, negligence, etc. arising out of deficiencies in over 600 buses supplied to MTA since 95. The deficiencies have occurred in the series 4500, 4700, 6300 & 6700 buses. Deficiencies principally involve the fuel supply and power train. Venue is Orange Co., Ca.	Case has been settled 01/16/04.

MTA v. Argonaut; Argonaut v. MTA	BC171636 BC156601	MOS-1, CA-03-0341, CA-90-X642, CA-90-X575, CA-03-0392	MTA is in litigation with its carrier to determine the number of deductibles owed for Argonaut's insurance coverage on the Red Line Project. MTA alleges bad faith by Argonaut in administering MTA's insurance coverage on the Red Line.	First phase trial set for 10/20/04.
Tutor-Saliba-Perini v. MTA	BC123559 BC132998	CA-03-0341, CA-90-X642	These cases have been brought by Tutor-Saliba-Perini, the prime contractor for construction of the Normandie and Western stations, against the MTA for breach of contract. MTA has cross-complained against Tutor-Saliba for several causes of action including false claims.	Judgment for MTA for \$63 million. Case on Appeal.

**WORKERS COMPENSATION
QUARTERLY REPORT**

**The Workers' Compensation Report
for the period ending March 2004
is not available**

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

STATUS REPORT AS OF 03/31/04

**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 late 2004.

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

B-102 and B-103 - Temple Beaudry

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

A1-300 and A2-301 - Wilshire/Crenshaw

The Environmental Impact Report (EIR) for the Wilshire Bus Rapid Transit Project was certified by the MTA Board on August 15, 2002. The EIR included a transit station and public parking at Wilshire/Crenshaw. The Board subsequently took action to defer construction of the Project. In the interim, the site will be leased to the Los Angeles Unified School District for parking.

A2-362 - Wilshire/La Brea

The corridor study discussed above includes the Wilshire/LaBrea site as a station for the Wilshire Bus Rapid Transit Project. The site will be improved to provide transit parking and an enhanced transit station. The Board subsequently took action to defer construction of the Project. MTA will continue to extend leases for one or both of two existing structures on the site. These structures will ultimately be redeveloped as a part of the station site.

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

North Hollywood Station – MTA and the City of Los Angeles Community Redevelopment Agency contracted with the Urban Land Institute (ULI) to assist both agencies in formulating development strategies for the North Hollywood area focusing on the MTA parcels. A ULI development panel conducted an intensive on-site study and interviewed over 50 respondents from both the private and the public sectors in January 2004. ULI will submit its findings and recommendations in a final report due in late April 2004. (Updated April 12, 2004.)

Universal City Station –This site is one of several MTA properties being actively marketed through the MTA website, a ULI publication and postcard mail-outs. Staff has met with several potential developers between December 2003 and April 2004. All entities are conducting their initial assessment of the site for the intended uses. An internal meeting is scheduled in April to identify the level of involvement of various MTA functional units. Further meetings will be held shortly to discuss more specific issues.

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

1. Parcels A1-015, A1-016,

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

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

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

**METRO OPERATIONS
PERFORMANCE REPORT**

METRO OPERATIONS MONTHLY PERFORMANCE REPORT

MAR 2004



Metro

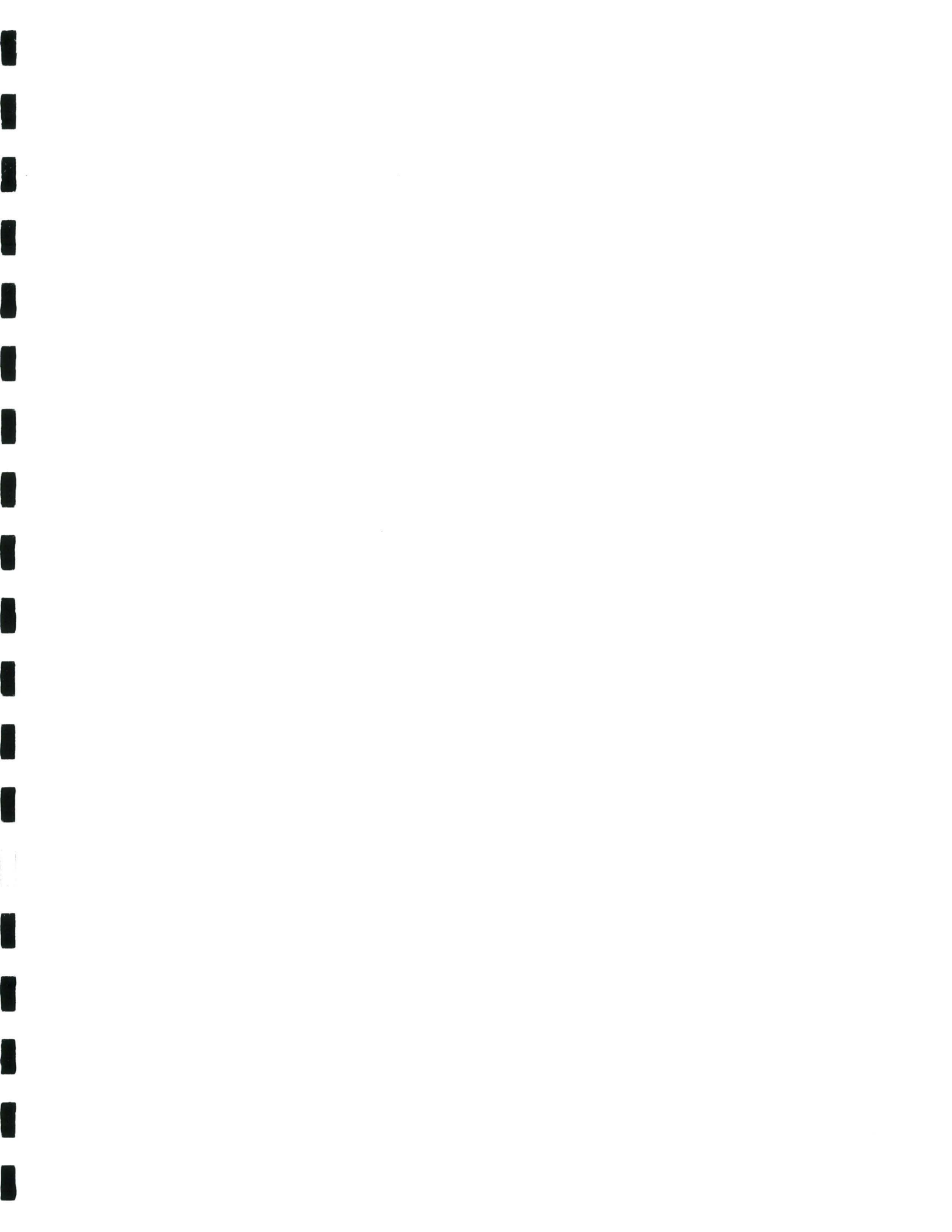


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San Fernando Valley Sector Scorecard Overview (SFV)

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

This report gives a brief overview of sector operations':

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

Measurement	FY02	FY03	FY04 Target	FY04 YTD	Mar. Month	Status
Bus Systemwide						
On-Time Pullouts (system)*	99.61%	99.64%	100%	99.63%	99.68%	
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)**	5,796	6,883	7,500	7,112	8,308	
In-Service On-time Performance	64.88%	69.23%	80%	64.17%	64.78%	
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.79	3.58	
Complaints per 100,000 Boardings	3.54	4.23	3.50	4.68	4.56	
SFV Sector						
On-Time Pullouts *	99.45%	99.75%	100%	99.75%	99.81%	
MMBCMF**	4,646	8,616	8,000	8,467	10,644	
In-Service On-time Performance		67.30%	80%	66.78%	64.14%	
Bus Traffic Accidents Per 100,000 Miles	3.09	2.91	2.70	3.04	1.88	
Complaints per 100,000 Boardings	3.43	6.32	3.50	5.61	6.43	
Division 8						
On-Time Pullouts *	99.57%	99.81%	100%	99.74%	99.84%	
MMBCMF**	5,775	9,177	8,000	8,198	11,927	
In-Service On-time Performance	67.88%	70.09%	80%	68.69%	67.31%	
Bus Traffic Accidents Per 100,000 Miles	3.22	2.84	2.70	2.64	1.22	
Complaints per 100,000 Boardings	3.16	6.87	3.50	5.13	6.35	
Division 15						
On-Time Pullouts *	99.37%	99.72%	100%	99.76%	99.79%	
MMBCMF**	4,514	8,260	8,000	8,670	9,872	
In-Service On-time Performance	62.51%	66.13%	80%	65.80%	62.62%	
Bus Traffic Accidents Per 100,000 Miles	3.01	2.96	2.70	3.32	2.36	
Complaints per 100,000 Boardings	3.58	6.01	3.50	5.95	6.48	

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

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

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

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

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

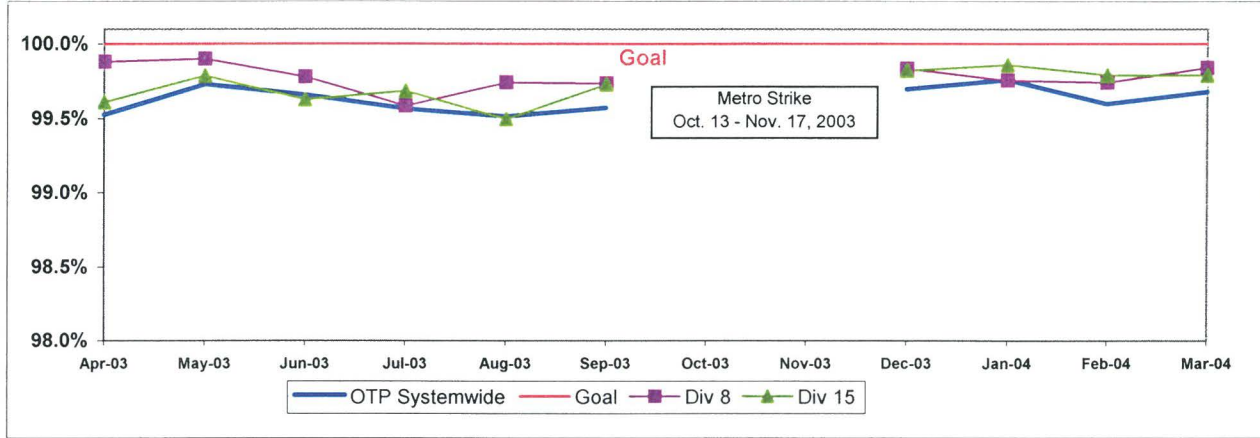
SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

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

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

OTP Systemwide and Divisions 8 and 15*



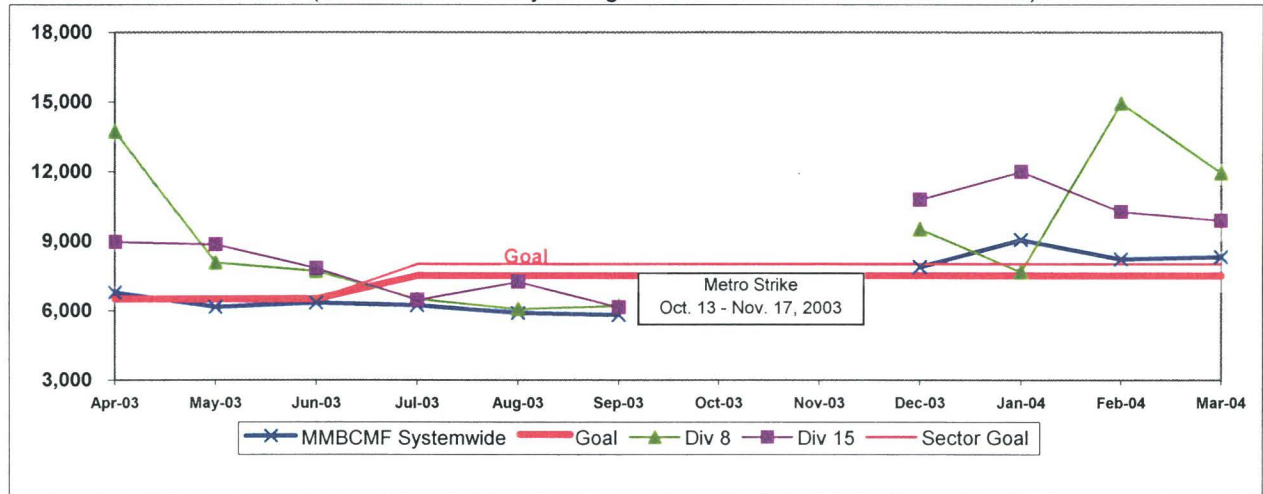
*ATMS data is unavailable. OTP may be overstated due to data collection system failure. A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS.

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*

Systemwide and Divisions 8 and 15

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

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



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

Outlates & Cancellations by Sector's Divisions*

*ATMS data is unavailable. OTP may be overstated due to data collection system failure. 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.

Div.	Sched. Pull-Outs	CANCELLATIONS		OUTLATES		% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS		
		Number	% of Pull-outs	Number	% of Pull-outs			No Operator Available	Bus Mechanical Failure	Other
San Fernando Valley (SFV)										
8	5689	0	0.00%	9	0.16%	3.67%	99.84%	2	7	0
15	7590	0	0.00%	16	0.21%	6.53%	99.79%	0	16	0
SYS. TOTAL	76168	3	0.00%	242	0.32%	100.00%	99.68%	10	217	18

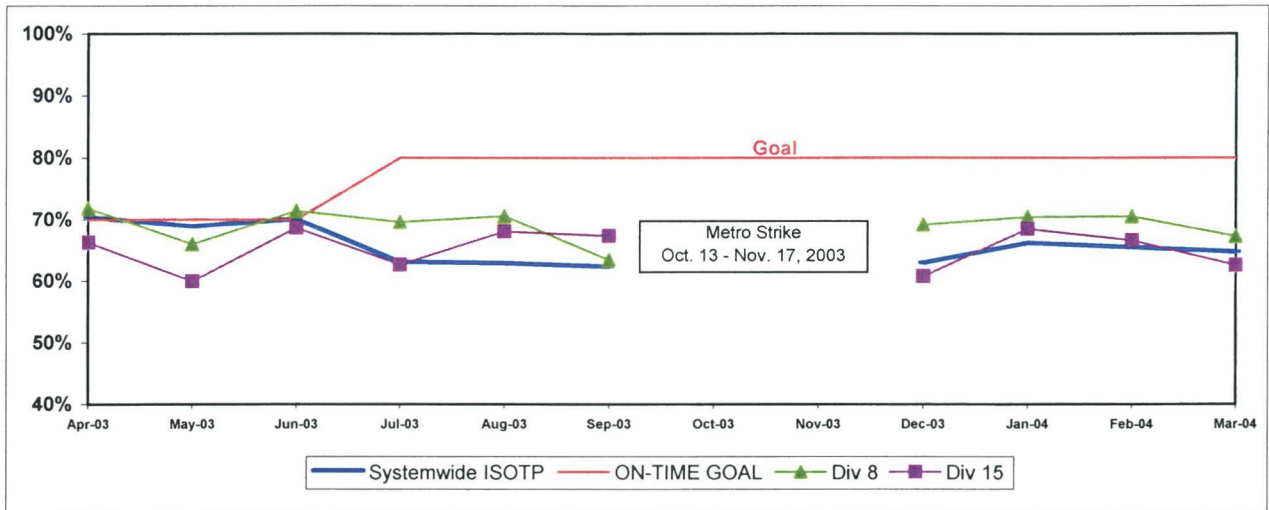
SFV Sector Bus Service Performance - Continued

IN-SERVICE ON-TIME PERFORMANCE

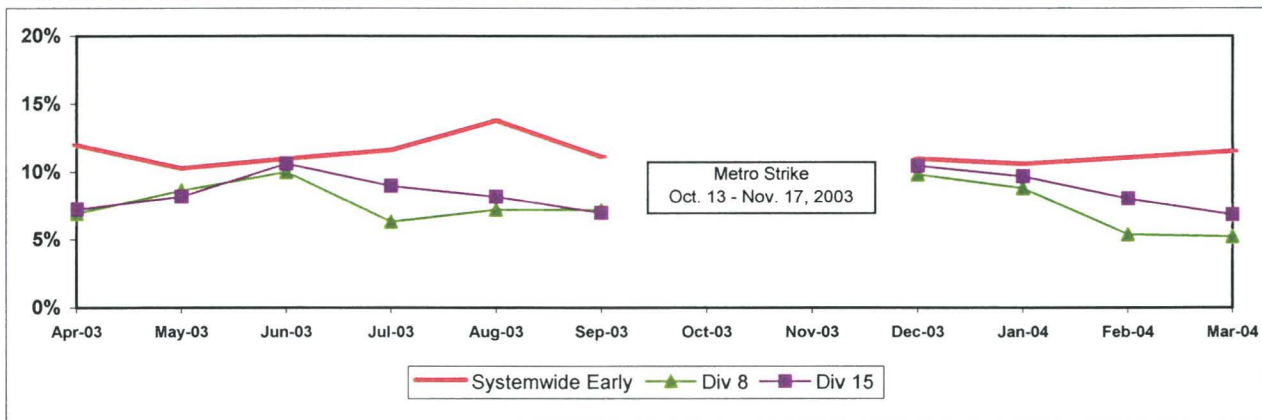
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



Running Hot - Systemwide and Bus Operating Divisions 8 and 15



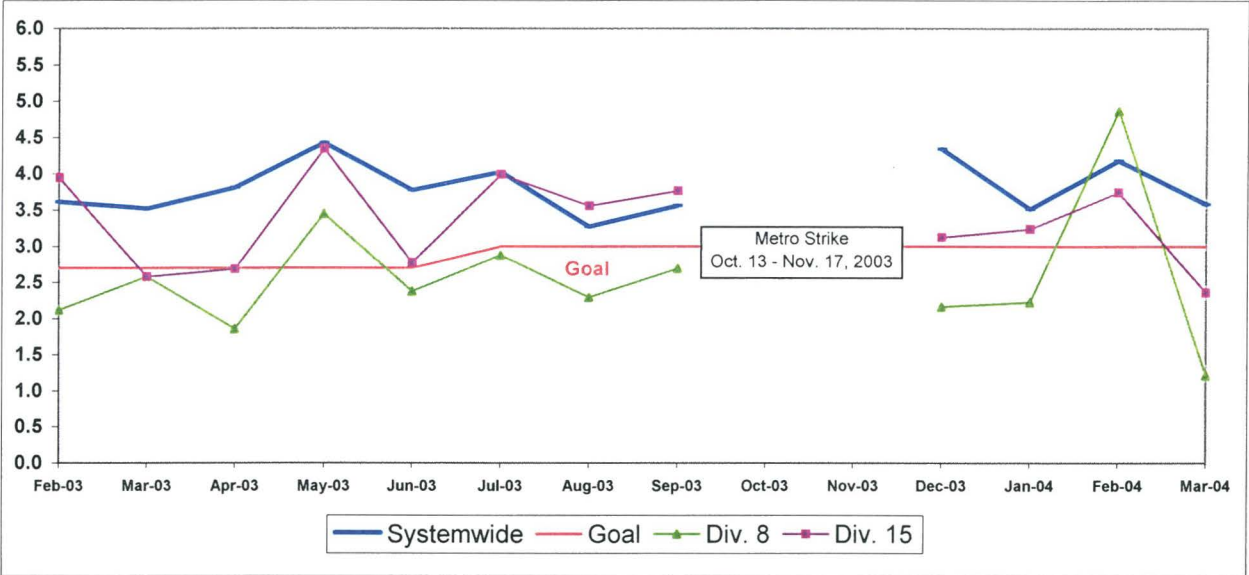
SFV Sector Bus Service Performance - Continued

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 / (Hub Miles / by 100,000))

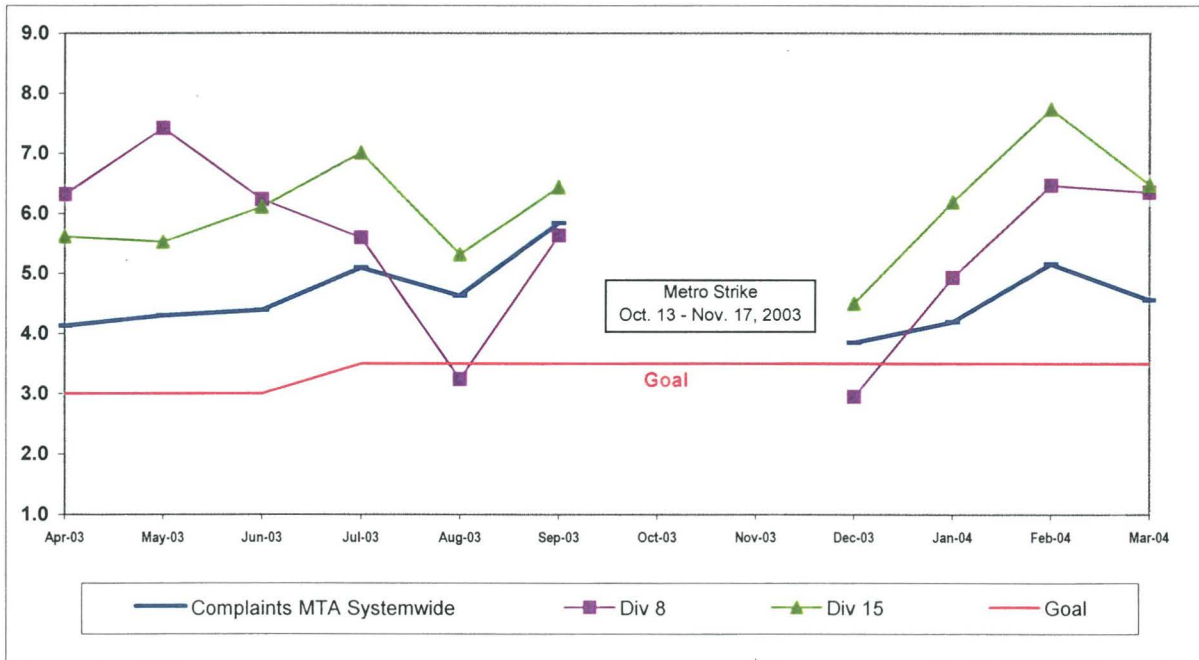


COMPLAINTS PER 100,000 BOARDINGS

Systemwide and Bus Operating Divisions 8 and 15

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

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























San Gabriel Valley Sector Scorecard Overview (SGV)

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


This report gives a brief overview of sector operations¹:

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

Measurement	FY02	FY03	FY04 Target	FY04 YTD	Mar. Month	Status
Bus Systemwide						
On-Time Pullouts (system)*	99.61%	99.64%	100%	99.63%	99.68%	
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)**	5,796	6,883	7,500	7,112	8,308	
In-Service On-time Performance	64.88%	69.23%	80%	64.17%	64.78%	
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.79	3.58	
Complaints per 100,000 Boardings	3.54	4.23	3.50	4.68	4.56	
SGV Sector						
On-Time Pullouts*	99.71%	99.77%	100%	99.79%	99.91%	
MMBCMF**	6,708	7,696	8,000	7,104	8,550	
In-Service On-time Performance		70.02%	80%	68.84%	70.10%	
Bus Traffic Accidents Per 100,000 Miles	3.23	3.40	3.10	3.12	2.61	
Complaints per 100,000 Boardings	3.13	3.57	3.25	3.96	3.80	
Division 3						
On-Time Pullouts*	99.69%	99.72%	100%	99.70%	99.90%	
MMBCMF**	5,538	5,726	8,000	5,899	10,532	
In-Service On-time Performance	68.70%	71.08%	80%	69.77%	69.97%	
Bus Traffic Accidents Per 100,000 Miles	3.96	4.22	3.10	3.77	3.03	
Complaints per 100,000 Boardings	2.61	3.09	3.25	3.08	3.28	
Division 9						
On-Time Pullouts*	99.72%	99.83%	100%	99.90%	99.91%	
MMBCMF**	8,336	11,322	8,000	8,850	7,260	
In-Service On-time Performance	64.56%	67.47%	80%	66.77%	70.40%	
Bus Traffic Accidents Per 100,000 Miles	2.56	2.64	3.10	2.50	2.21	
Complaints per 100,000 Boardings	3.90	4.31	3.25	5.45	4.58	

* 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. **ATMS data is unavailable.**

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

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

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

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

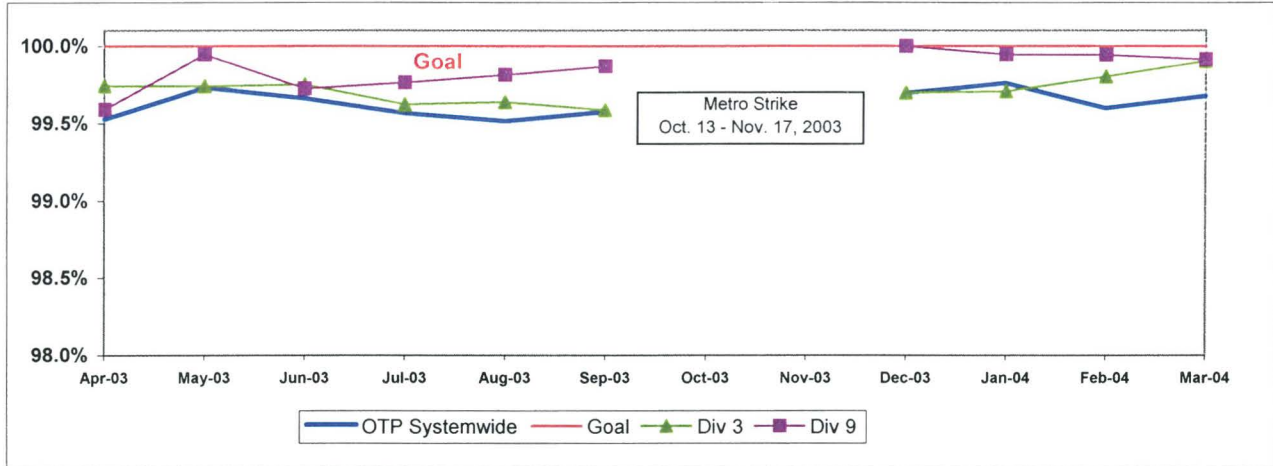
SAN GABRIEL VALLEY SECTOR (SGV) BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

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

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

OTP - Systemwide and Divisions 3 and 9*



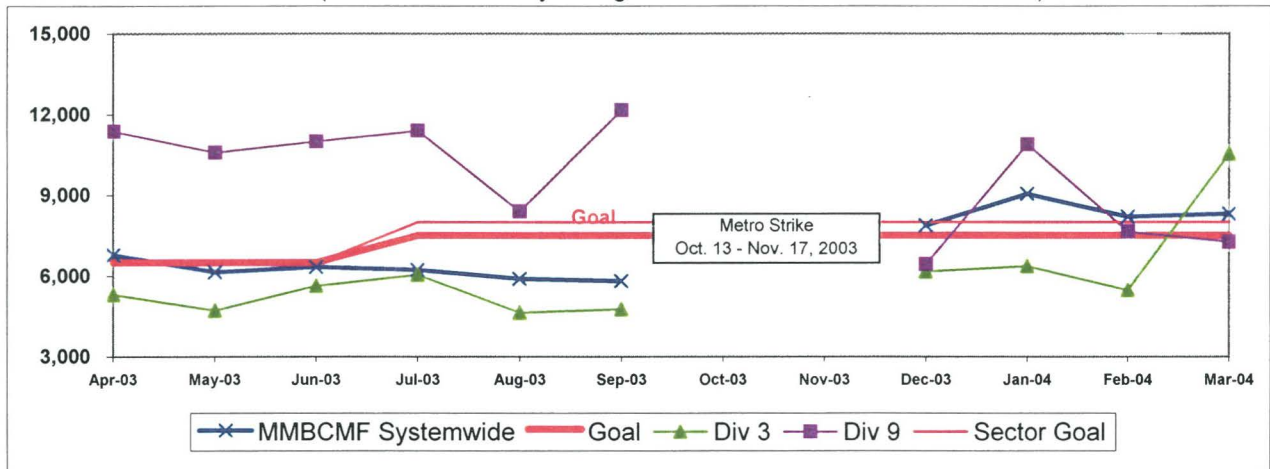
*ATMS data is unavailable. OTP may be overstated due to data collection system failure. A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS.

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*

Systemwide and Divisions 3 and 9

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

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



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

Outlates & Cancellations by Sector Division*

*ATMS data is unavailable. OTP may be overstated due to data collection system failure. 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.

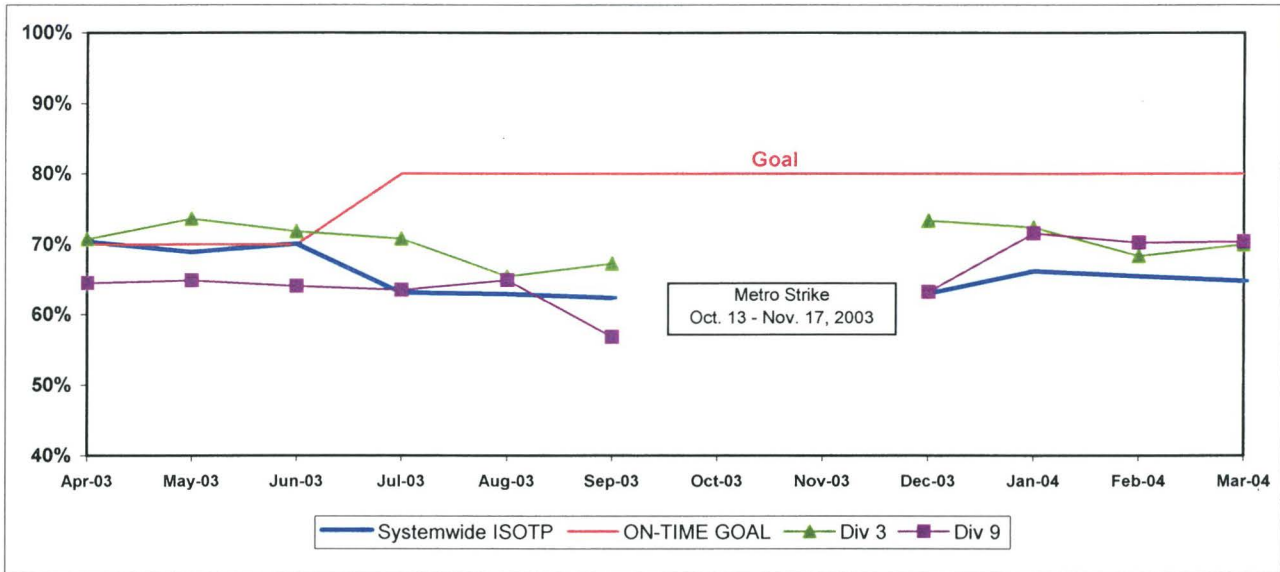
Div.	Sched. Pull-Outs	CANCELLATIONS		OUTLATES		% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS		
		Number	% of Pull-outs	Number	% of Pull-outs			No Operator Available	Bus Mechanical Failure	Other
San Gabriel Valley (SGV)										
3	6254	0	0.00%	6	0.10%	2.45%	99.90%	0	5	1
9	5815	0	0.00%	5	0.09%	2.04%	99.91%	1	4	0
SYS. TOTAL	76168	3	0.00%	242	0.32%	100.00%	99.68%	10	217	18

SGV SECTOR BUS SERVICE PERFORMANCE - Continued
IN-SERVICE ON-TIME PERFORMANCE

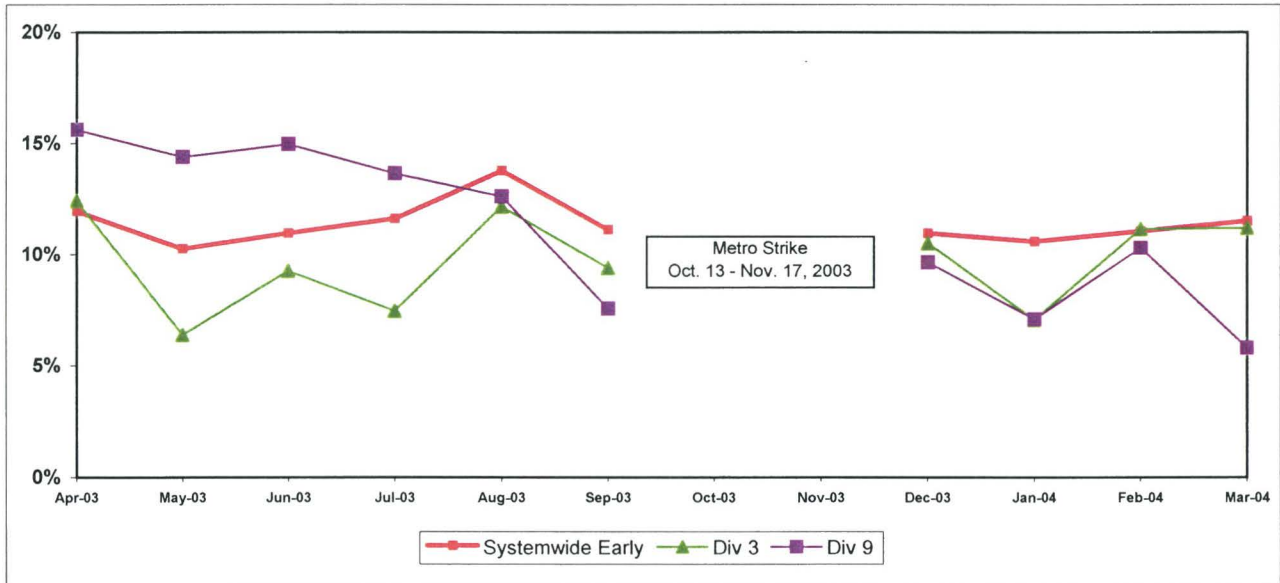
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



Running Hot - Systemwide and Divisions 3 and 9

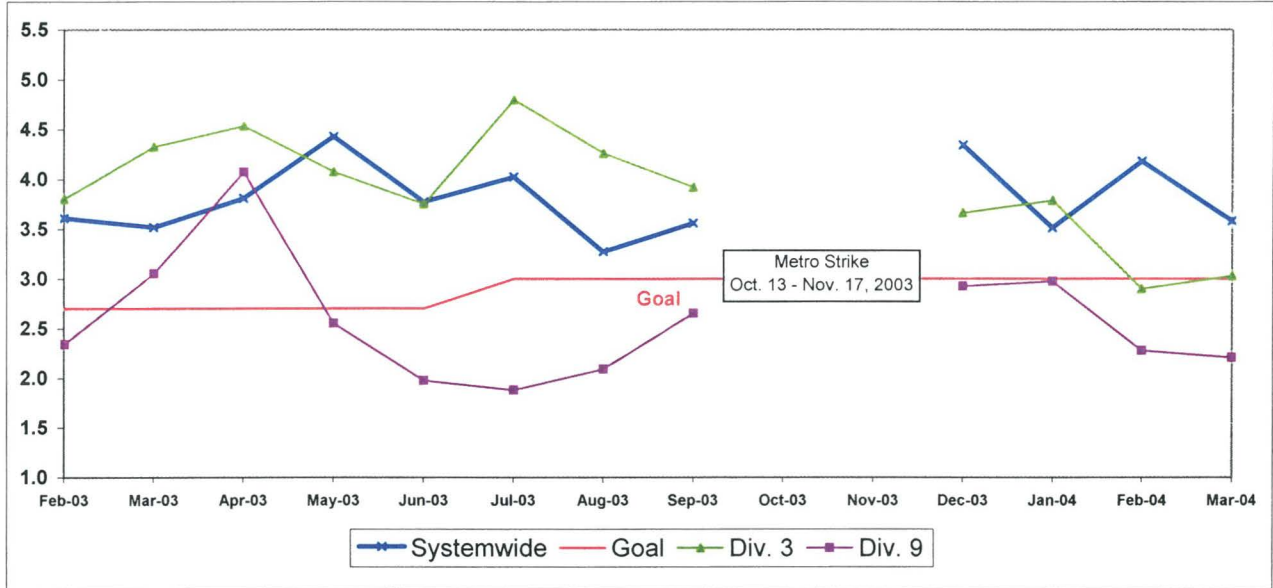


SGV SECTOR BUS SERVICE PERFORMANCE - Continued

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

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

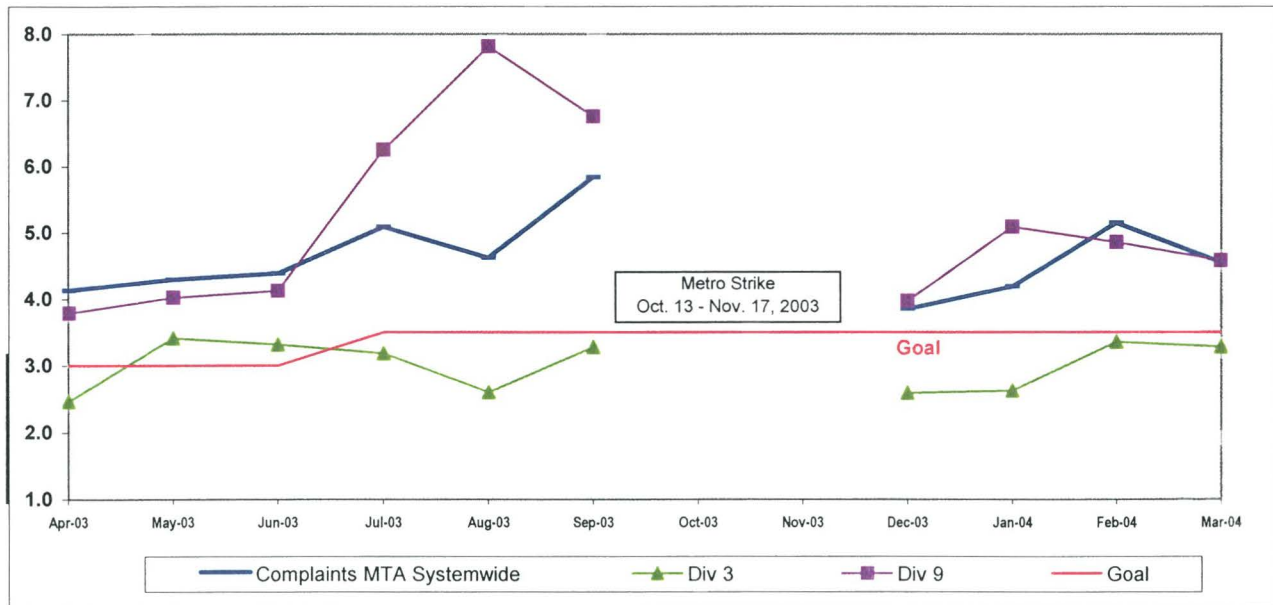
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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

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

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























Gateway Cities Sector Scorecard Overview (GC)

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


This report gives a brief overview of sector operations¹:

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

Measurement	FY02	FY03	FY04 Target	FY04 YTD	Mar. Month	Status
Bus Systemwide						
On-Time Pullouts (system) *	99.61%	99.64%	100%	99.63%	99.68%	
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)**	5,796	6,883	7,500	7,112	8,308	
In-Service On-time Performance	64.88%	69.23%	80%	64.17%	64.78%	
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.79	3.58	
Complaints per 100,000 Boardings	3.54	4.23	3.50	4.68	4.56	
GC Sector						
On-Time Pullouts *	99.64%	99.78%	100%	99.74%	99.67%	
MMBCMF**	6,726	7,800	8,000	8,326	8,674	
In-Service On-time Performance		74.53%	80%	68.06%	69.51%	
Bus Traffic Accidents Per 100,000 Miles	4.49	4.07	3.30	3.95	5.02	
Complaints per 100,000 Boardings	2.07	2.63	2.50	3.29	3.43	
Division 1						
On-Time Pullouts *	99.84%	99.81%	100%	99.69%	99.53%	
MMBCMF**	8,510	9,863	8,000	8,015	10,349	
In-Service On-time Performance	74.95%	78.22%	80%	69.38%	69.22%	
Bus Traffic Accidents Per 100,000 Miles	4.51	3.39	3.30	3.34	5.07	
Complaints per 100,000 Boardings	1.76	2.26	2.50	3.58	3.28	
Division 2						
On-Time Pullouts *	99.44%	99.75%	100%	99.78%	99.82%	
MMBCMF**	5,514	6,398	8,000	8,711	7,381	
In-Service On-time Performance	63.01%	67.53%	80%	66.26%	69.96%	
Bus Traffic Accidents Per 100,000 Miles	4.48	4.78	3.30	4.63	4.97	
Complaints per 100,000 Boardings	2.38	3.07	2.50	3.00	3.59	

* 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. **ATMS data is unavailable.**

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

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

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

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

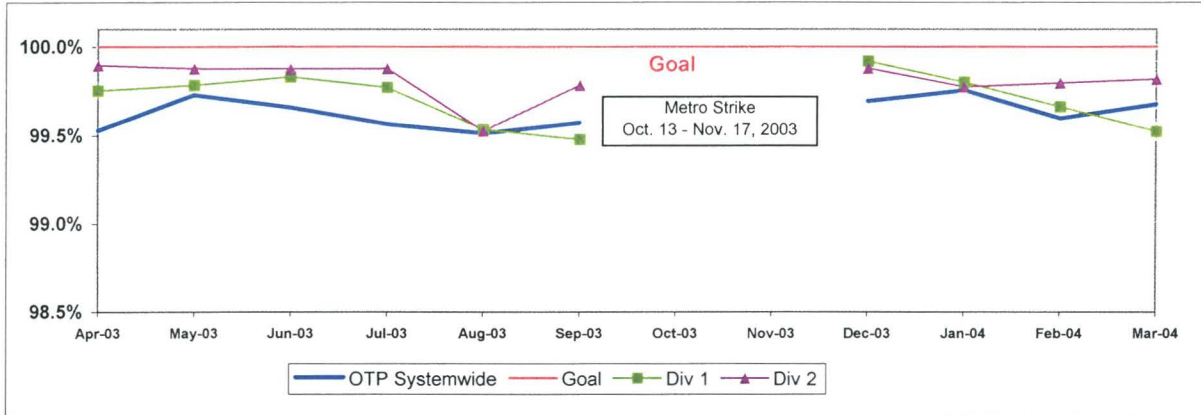
GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

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

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

OTP - Systemwide and Divisions 1 and 2*



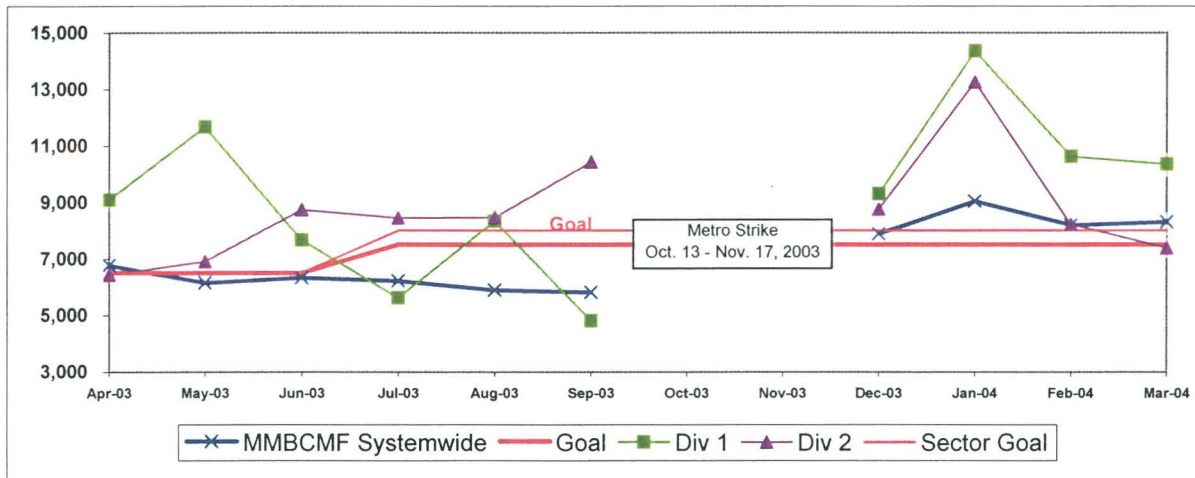
*ATMS data is unavailable. OTP may be overstated due to data collection system failure. A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS.

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*

Systemwide and Divisions 1 and 2

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

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



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

Outlates & Cancellations by Sector's Divisions*

*ATMS data is unavailable. OTP may be overstated due to data collection system failure. 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.

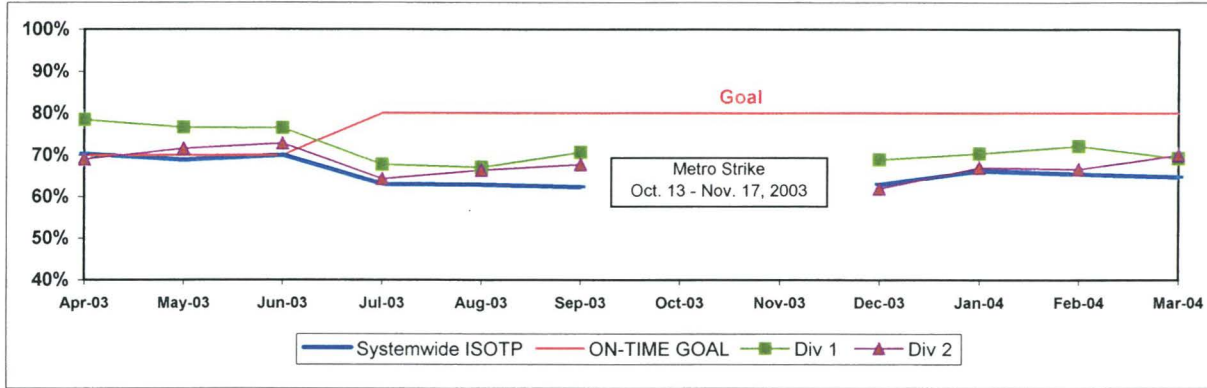
Div.	Sched. Pull-Outs	CANCELLATIONS		OUTLATES		% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS		
		Number	% of Pull-outs	Number	% of Pull-outs			No Operator Available	Bus Mechanical Failure	Other
Gateway Cities (GWC)								99.67%		
1	6320	0	0.00%	30	0.47%	12.24%	99.53%	0	29	1
2	6076	0	0.00%	11	0.18%	4.49%	99.82%	0	9	2
SYS. TOTAL	76168	3	0.00%	242	0.32%	100.00%	99.68%	10	217	18

IN-SERVICE ON-TIME PERFORMANCE

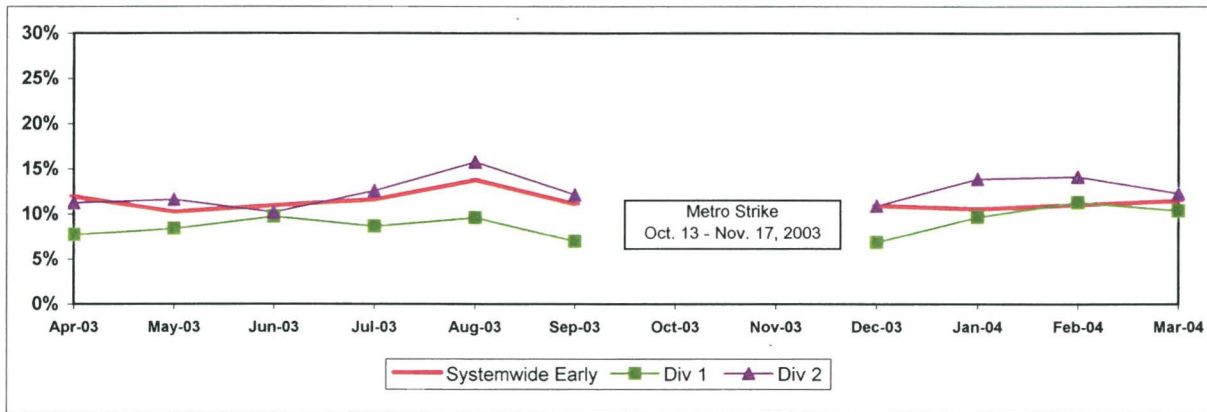
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



Running Hot - Systemwide and Divisions 1 and 2



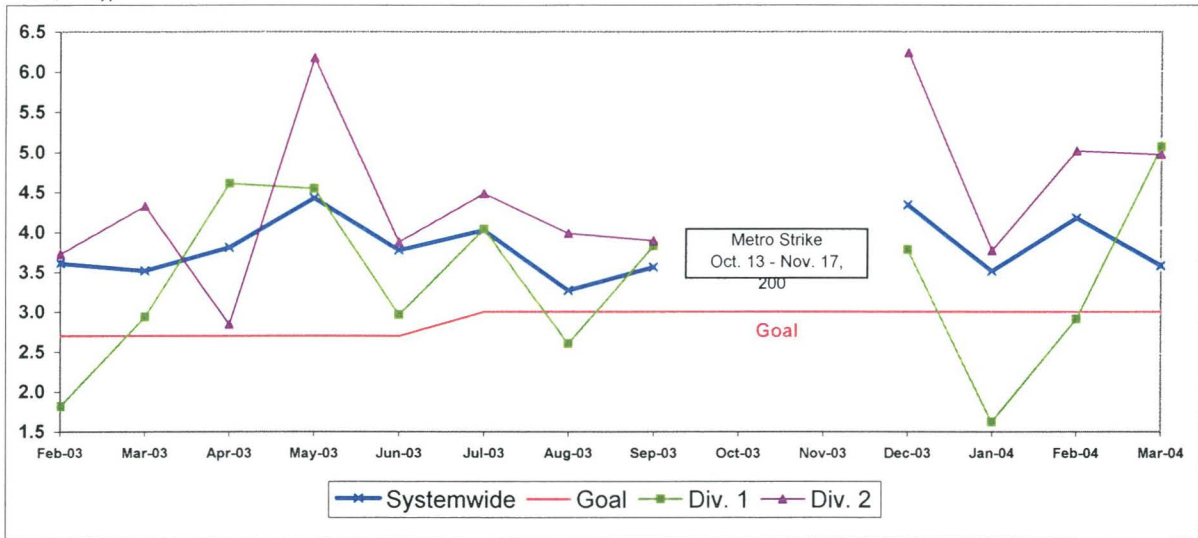
GC SECTOR BUS SERVICE PERFORMANCE - Continued

BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

Systemwide and Divisions 1 and 2

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

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

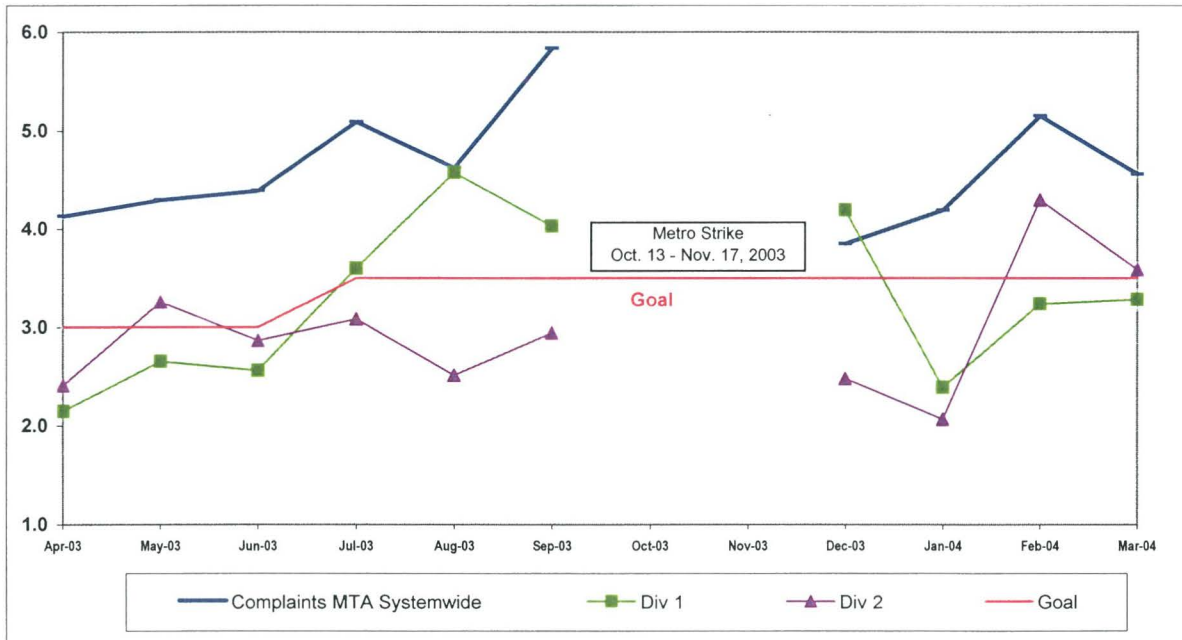


COMPLAINTS PER 100,000 BOARDINGS

Systemwide and Divisions 1 and 2

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

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























South Bay Sector Scorecard Overview (SB)

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

This report gives a brief overview of sector operations':

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

Measurement	FY02	FY03	FY04 Target	FY04 YTD	Mar. Month	Status
Bus Systemwide						
On-Time Pullouts (system) *	99.61%	99.64%	100%	99.63%	99.68%	
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)**	5,796	6,883	7,500	7,112	8,308	
In-Service On-time Performance	64.88%	69.23%	80%	64.17%	64.78%	
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.79	3.58	
Complaints per 100,000 Boardings	3.54	4.23	3.50	4.68	4.56	
SB Sector						
On-Time Pullouts *	99.75%	99.68%	100%	99.68%	99.73%	
MMBCMF**	5,665	6,237	7,500	6,920	6,935	
In-Service On-time Performance		63.67%	80%	60.16%	64.79%	
Bus Traffic Accidents Per 100,000 Miles	4.03	4.00	2.70	3.76	3.91	
Complaints per 100,000 Boardings	3.42	4.02	3.50	4.71	4.51	
Division 5						
On-Time Pullouts *	99.74%	99.70%	100%	99.71%	99.69%	
MMBCMF**	8,883	8,756	7,500	7,762	5,291	
In-Service On-time Performance	63.31%	66.30%	80%	61.58%	65.60%	
Bus Traffic Accidents Per 100,000 Miles	4.35	4.58	2.70	3.79	4.70	
Complaints per 100,000 Boardings	2.47	2.86	3.50	3.20	3.50	
Division 18						
On-Time Pullouts *	99.76%	99.68%	100%	99.65%	99.77%	
MMBCMF**	4,514	5,144	7,500	6,401	8,910	
In-Service On-time Performance	60.19%	61.23%	80%	59.27%	64.14%	
Bus Traffic Accidents Per 100,000 Miles	3.80	3.57	2.70	3.73	3.35	
Complaints per 100,000 Boardings	4.39	5.26	3.50	6.17	5.40	

* 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. **ATMS data is unavailable.**

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

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

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

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

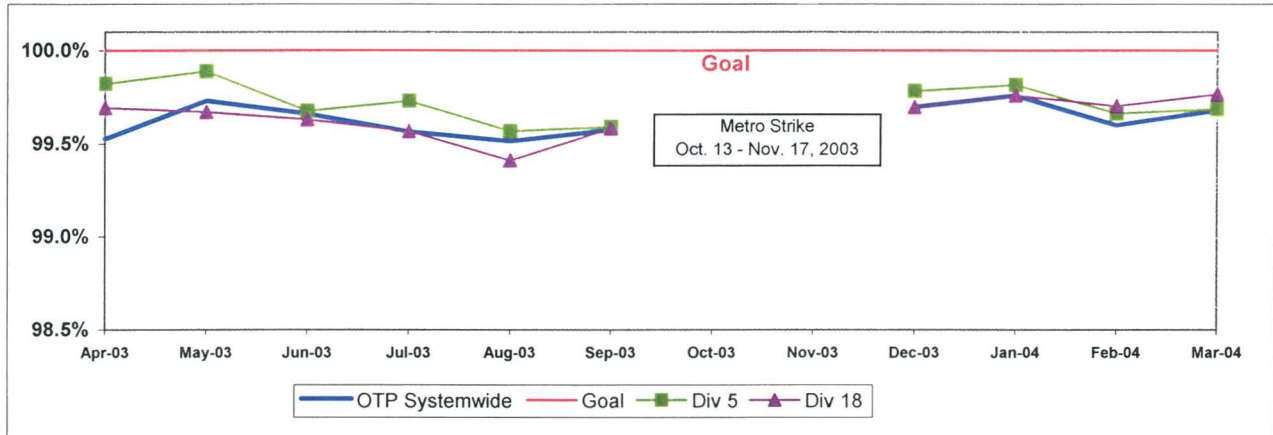
SOUTH BAY SECTOR (SB) BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

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

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

OTP - Systemwide Trend and Division 5 and 18*



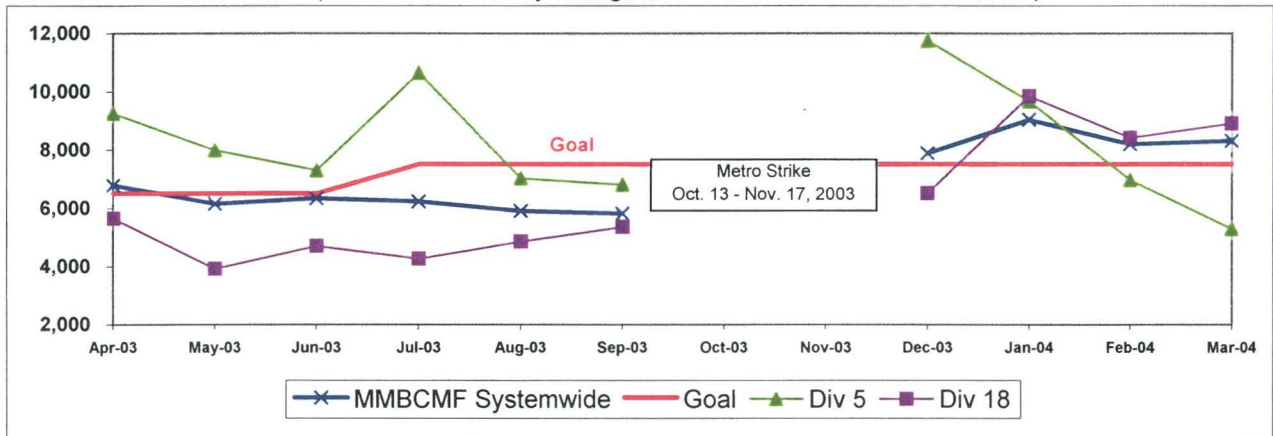
*ATMS data is unavailable. OTP may be overstated due to data collection system failure. A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS.

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*

Systemwide and Divisions 5 and 18

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

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



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

Outlates & Cancellations by Sector's Divisions*

*ATMS data is unavailable. OTP may be overstated due to data collection system failure. 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.

Div.	Sched. Pull-Outs	CANCELLATIONS		OUTLATES		% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS		
		Number	% of Pull-outs	Number	% of Pull-outs			No Operator Available	Bus Mechanical Failure	Other
South Bay (SB)								99.73%		
5	8289	1	0.01%	25	0.30%	10.61%	99.69%	0	25	1
18	8942	0	0.00%	21	0.23%	8.57%	99.77%	2	15	4
SYS. TOTAL	76168	3	0.00%	242	0.32%	100.00%	99.68%	10	217	18

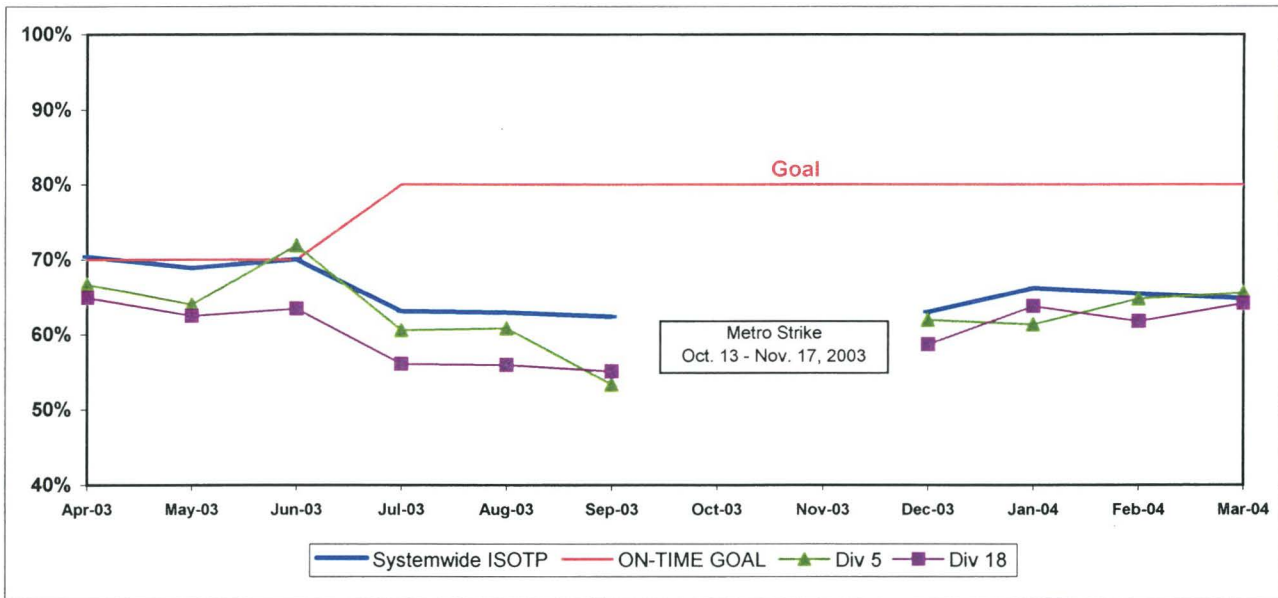
SB SECTOR BUS SERVICE PERFORMANCE - Continued

IN-SERVICE ON-TIME PERFORMANCE

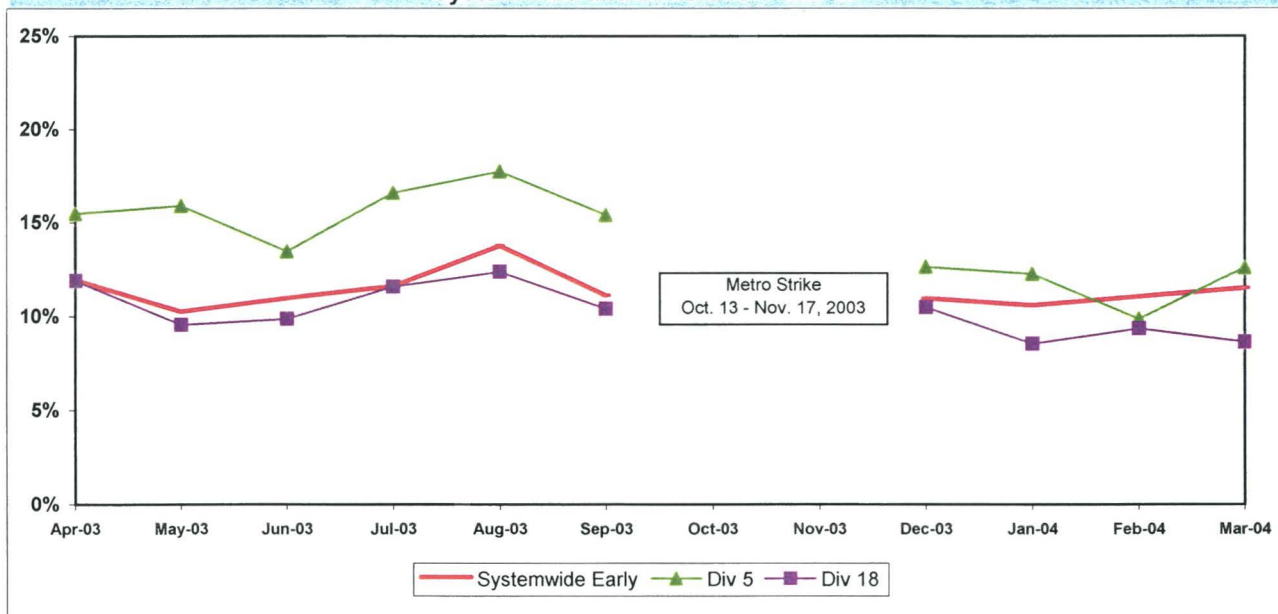
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



Running Hot
Systemwide and Divisions 5 and 18

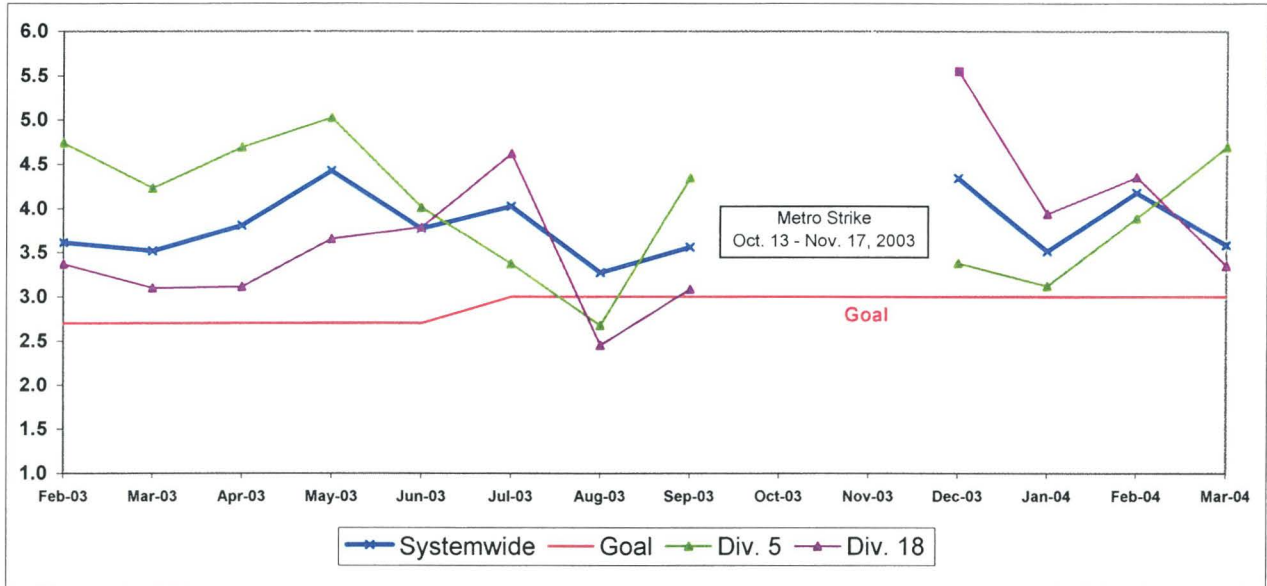


SB SECTOR BUS SERVICE PERFORMANCE - Continued

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

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

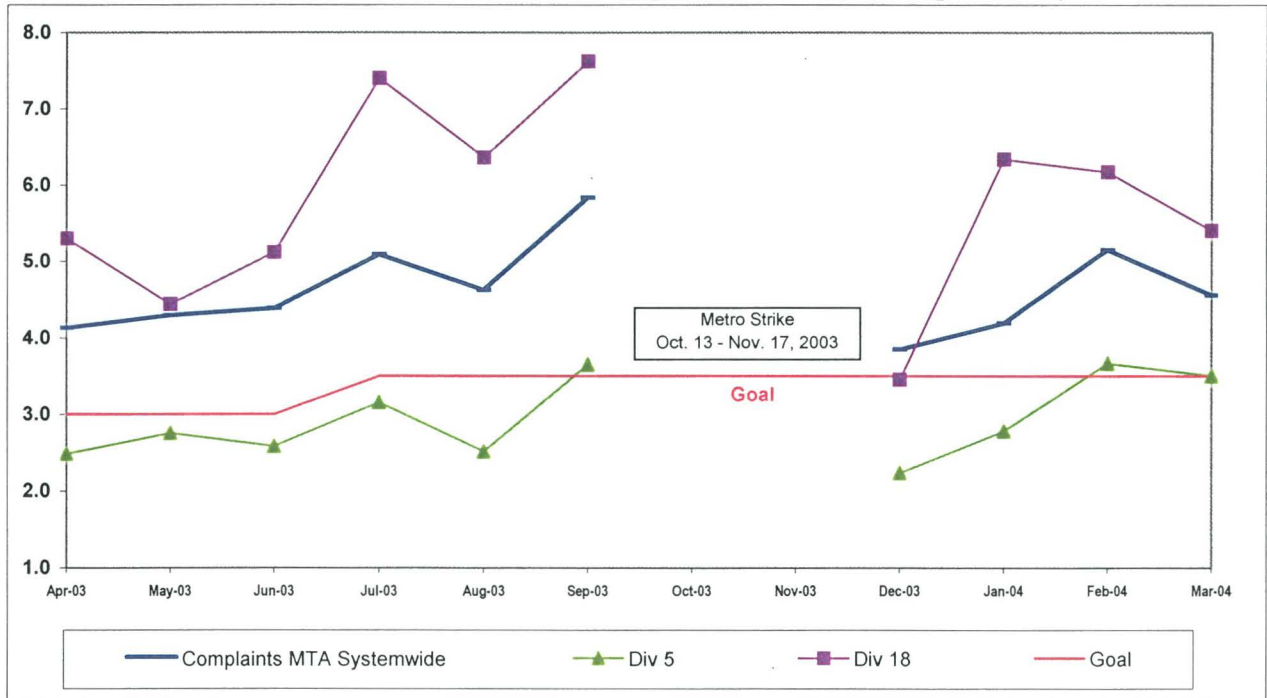
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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

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

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




























Westside/Central Sector Scorecard Overview (WC)

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


This report gives a brief overview of sector operations¹:

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


Measurement	FY02	FY03	FY04 Target	FY04 YTD	Mar. Month	Status
Bus Systemwide						
On-Time Pullouts (system) *	99.61%	99.64%	100%	99.63%	99.68%	
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)**	5,796	6,883	7,500	7,112	8,308	
In-Service On-time Performance	64.88%	69.23%	80%	64.17%	64.78%	
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.00	3.79	3.58	
Complaints per 100,000 Boardings	3.54	4.23	3.50	4.68	4.56	
WC Sector						
On-Time Pullouts *	99.59%	99.37%	100%	99.37%	99.43%	
MMBCMF**	6,099	5,720	7,500	5,965	8,026	
In-Service On-time Performance		67.88%	80%	62.12%	61.09%	
Bus Traffic Accidents Per 100,000 Miles	4.69	4.72	3.75	4.85	4.55	
Complaints per 100,000 Boardings	3.33	4.84	3.75	5.56	4.79	
Division 6						
On-Time Pullouts *	99.73%	99.85%	100%	99.71%	99.96%	
MMBCMF**	9,241	8,335	7,500	12,397	10,972	
In-Service On-time Performance	64.64%	65.93%	80%	59.53%	56.66%	
Bus Traffic Accidents Per 100,000 Miles	4.18	4.52	3.75	4.25	5.06	
Complaints per 100,000 Boardings	4.51	6.10	3.75	6.21	5.09	
Division 7						
On-Time Pullouts *	99.59%	99.38%	100%	99.28%	99.27%	
MMBCMF**	6,942	5,389	7,500	4,903	7,419	
In-Service On-time Performance	67.96%	68.80%	80%	63.44%	63.29%	
Bus Traffic Accidents Per 100,000 Miles	5.23	4.95	3.75	4.85	3.46	
Complaints per 100,000 Boardings	3.36	4.74	3.75	6.01	4.79	
Division 10						
On-Time Pullouts *	99.56%	99.26%	100%	99.37%	99.45%	
MMBCMF**	5,121	5,734	7,500	6,521	8,143	
In-Service On-time Performance	63.56%	67.34%	80%	61.46%	59.87%	
Bus Traffic Accidents Per 100,000 Miles	4.23	4.55	3.75	4.95	5.30	
Complaints per 100,000 Boardings	3.13	4.73	3.75	5.10	4.75	

* 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. **ATMS data is unavailable.**

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

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

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

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

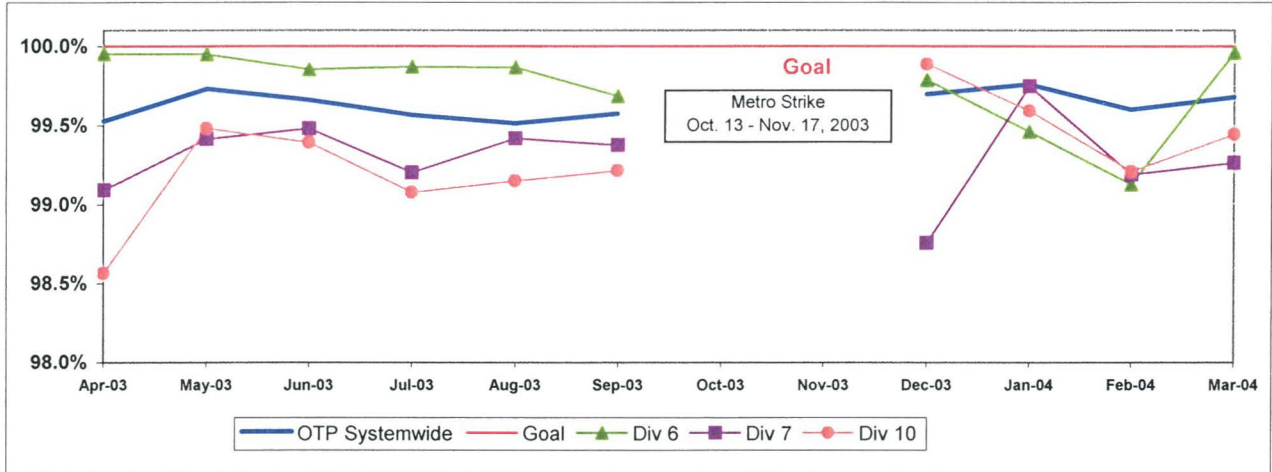
WESTSIDE/CENTRAL SECTOR (WC) BUS SERVICE PERFORMANCE

ON-TIME PULLOUT (OTP) PERCENTAGE

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

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

OTP - Systemwide Trend and Divisions 6, 7 and 10*

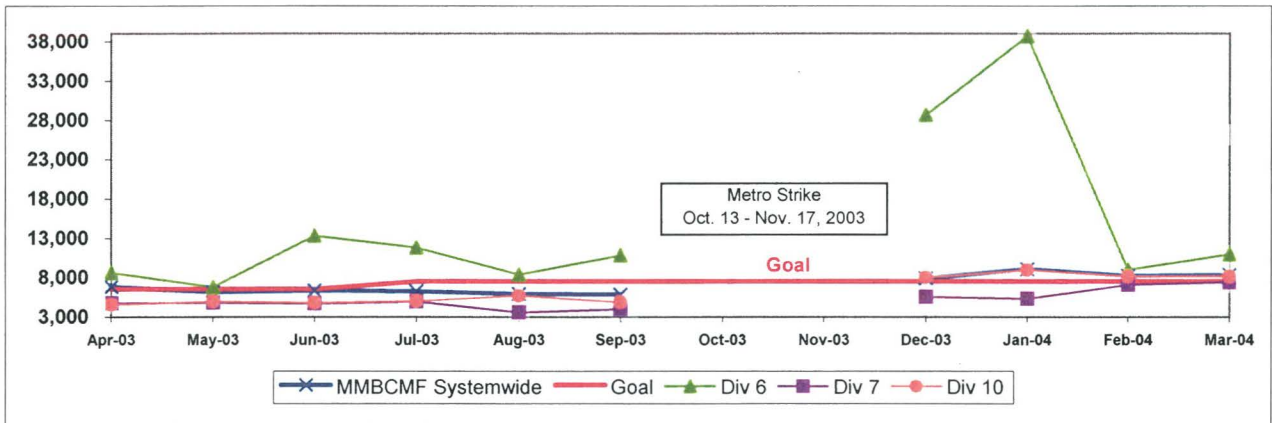


*ATMS data is unavailable. OTP may be overstated due to data collection system failure. A substantial portion of the Transit Radio System (TRS) source data is self-reported. There may be other outlates, cancellations, or lost revenue service hours not reported through the TRS.

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*

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

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



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

Outlates & Cancellations by Sector Division*

*ATMS data is unavailable. OTP may be overstated due to data collection system failure. 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.

Div.	Sched. Pull-Outs	CANCELLATIONS		OUTLATES		% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS		
		Number	% of Pull-outs	Number	% of Pull-outs			No Operator Available	Bus Mechanical Failure	Other
Westside/Central (WC)								99.43%		
6	2507	0	0.00%	1	0.04%	0.41%	99.96%	0	1	0
7	9132	2	0.02%	65	0.71%	27.35%	99.27%	3	59	5
10	9554	0	0.00%	53	0.55%	21.63%	99.45%	2	47	4
SYS. TOTAL	76168	3	0.00%	242	0.32%	100.00%	99.68%	10	217	18

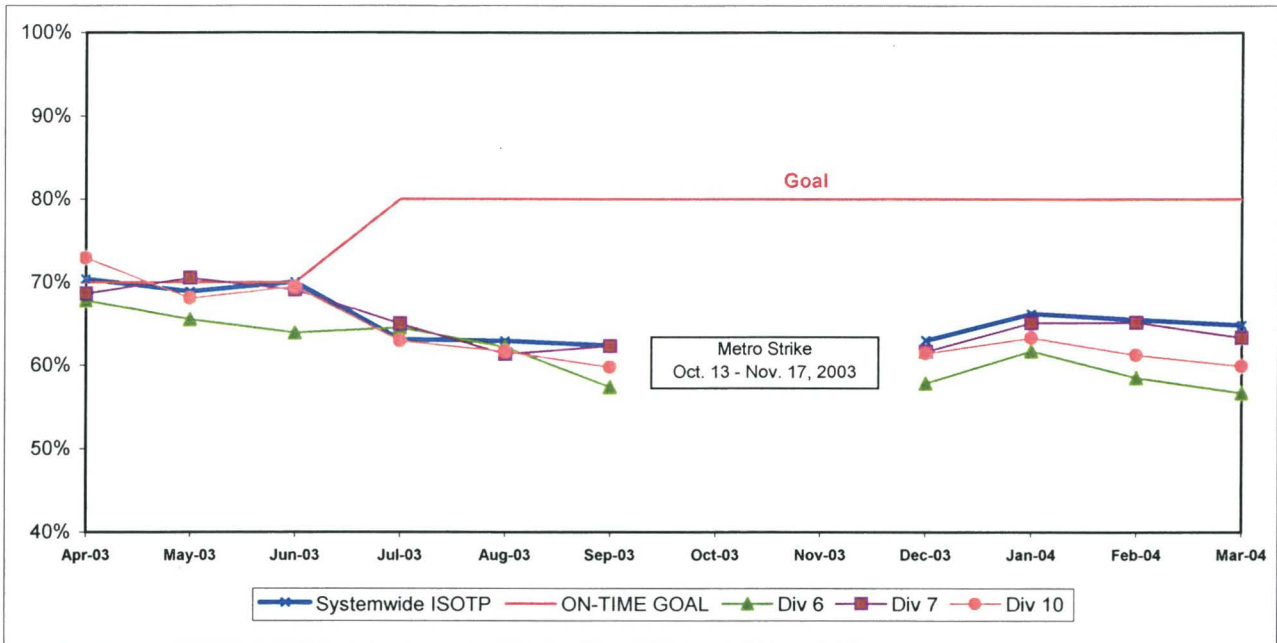
WC SECTOR BUS SERVICE PERFORMANCE - Continued

IN-SERVICE ON-TIME PERFORMANCE

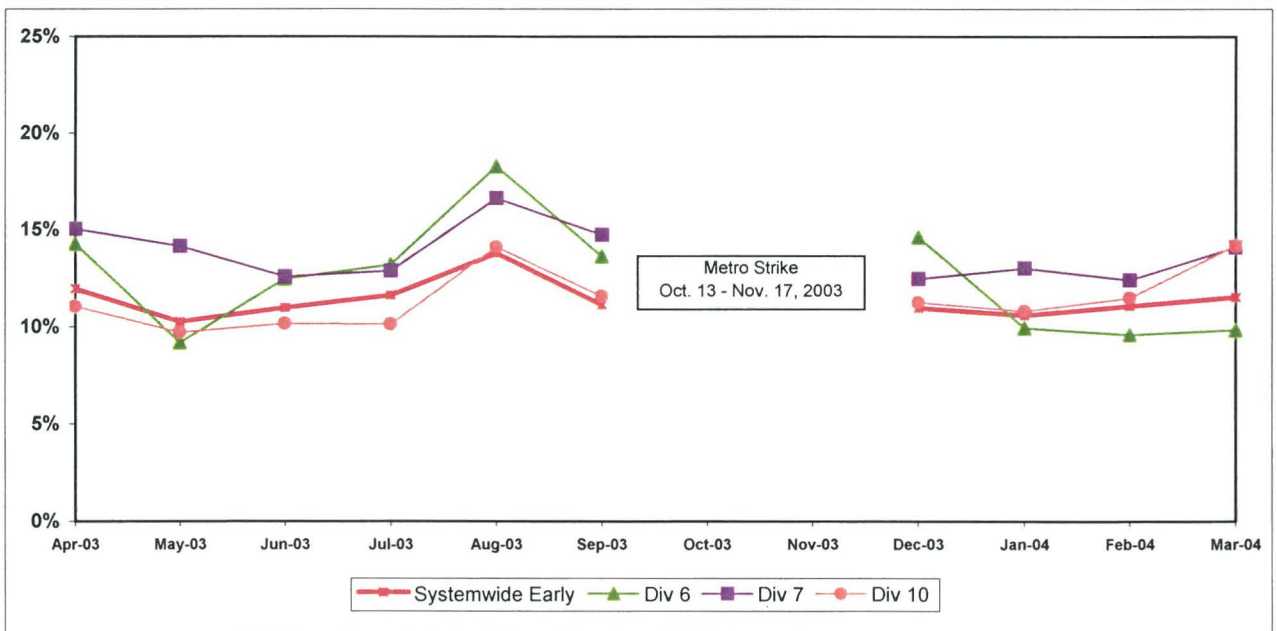
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



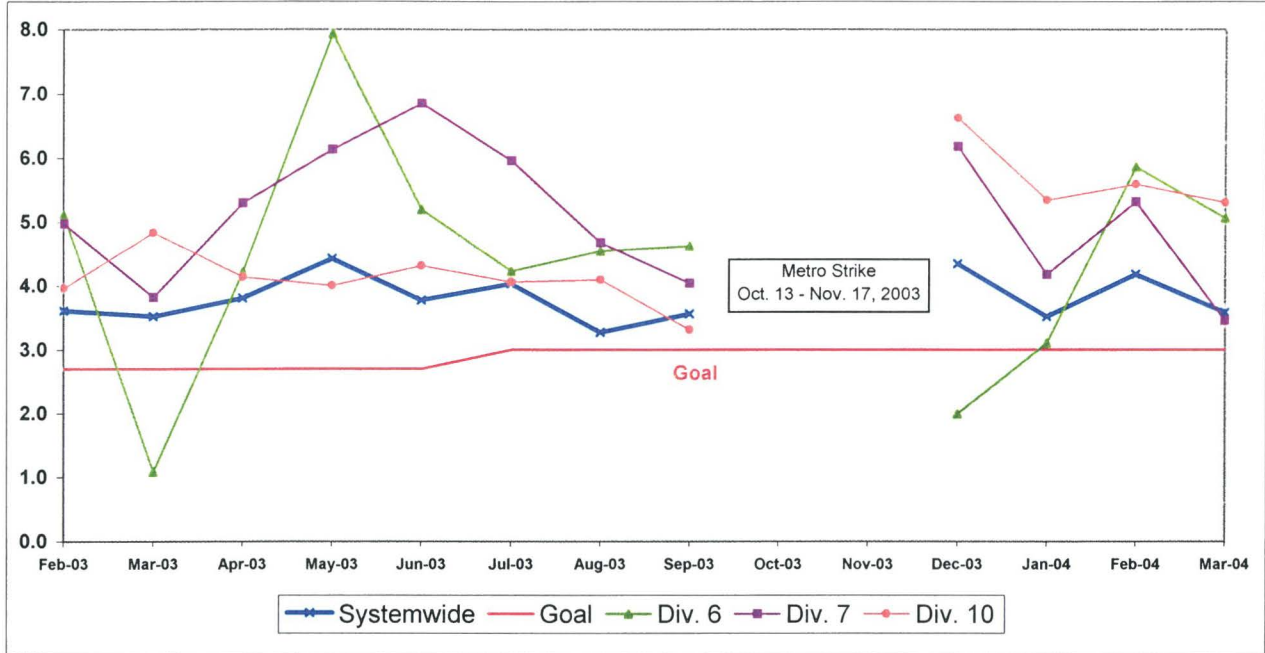
Running Hot - Systemwide and Divisions 6, 7 and 10



WC SECTOR BUS SERVICE PERFORMANCE - Continued
BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
 Systemwide and Bus Operating Divisions 6, 7 and 10

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

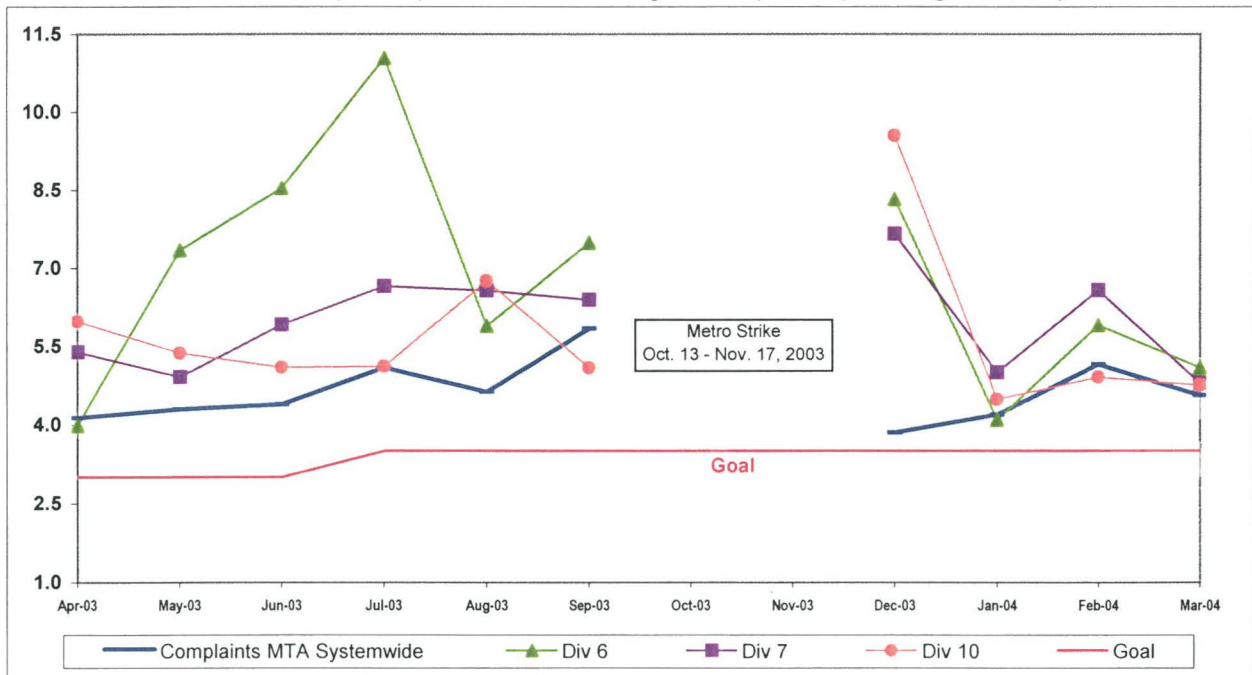
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))



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

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

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


























Metro Rail Scorecard Overview

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

This report gives a brief overview of sector operations':

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

Measurement	FY02	FY03	FY04 Target	FY04 YTD	Mar. Month	Status
Metro Red Line (MRL)						
On-Time Pullouts	99.89%	99.36%	99.00%	99.68%	99.61%	
Mean Miles Between Chargeable Mechanical Failures	9,842	9,495	10,000	14,404	11,731	
In-Service On-time Performance	99.60%	99.15%	99.50%	99.10%	98.82%	
Traffic Accidents Per 100,000 Train Miles	0.22	0.07	0.20	0.00	0.00	
Complaints per 100,000 Boardings	0.73	1.20	0.85	1.09	1.35	
Metro Blue Line (MBL)						
On-Time Pullouts	99.43%	99.07%	99.00%	99.91%	100.00%	
Mean Miles Between Chargeable Mechanical Failures	4,897	6,399	10,000	10,755	7,398	
In-Service On-time Performance	98.70%	97.59%	98.50%	98.84%	98.26%	
Traffic Accidents Per 100,000 Train Miles	0.97	0.82	0.70	1.44	2.04	
Complaints per 100,000 Boardings	0.97	1.30	0.88	1.06	1.11	
Metro Green Line (MGrL)						
On-Time Pullouts	99.62%	98.99%	99.00%	99.83%	100.00%	
Mean Miles Between Chargeable Mechanical Failures	3,990	5,617	10,000	12,268	11,813	
In-Service On-time Performance	99.16%	98.21%	99.50%	99.00%	98.03%	
Traffic Accidents Per 100,000 Train Miles	0.00	0.14	0.20	0.11	0.00	
Complaints per 100,000 Boardings	1.22	1.26	0.88	1.19	1.57	
Metro Gold Line (MGoL)						
On-Time Pullouts			99.00%	100.00%	100.00%	
Mean Miles Between Chargeable Mechanical Failures			10,000	9,406	5,860	
In-Service On-time Performance			99.00%	98.41%	98.05%	
Traffic Accidents Per 100,000 Train Miles			0.20	0.36	0.00	
Complaints per 100,000 Boardings			TBD	3.85	2.67	

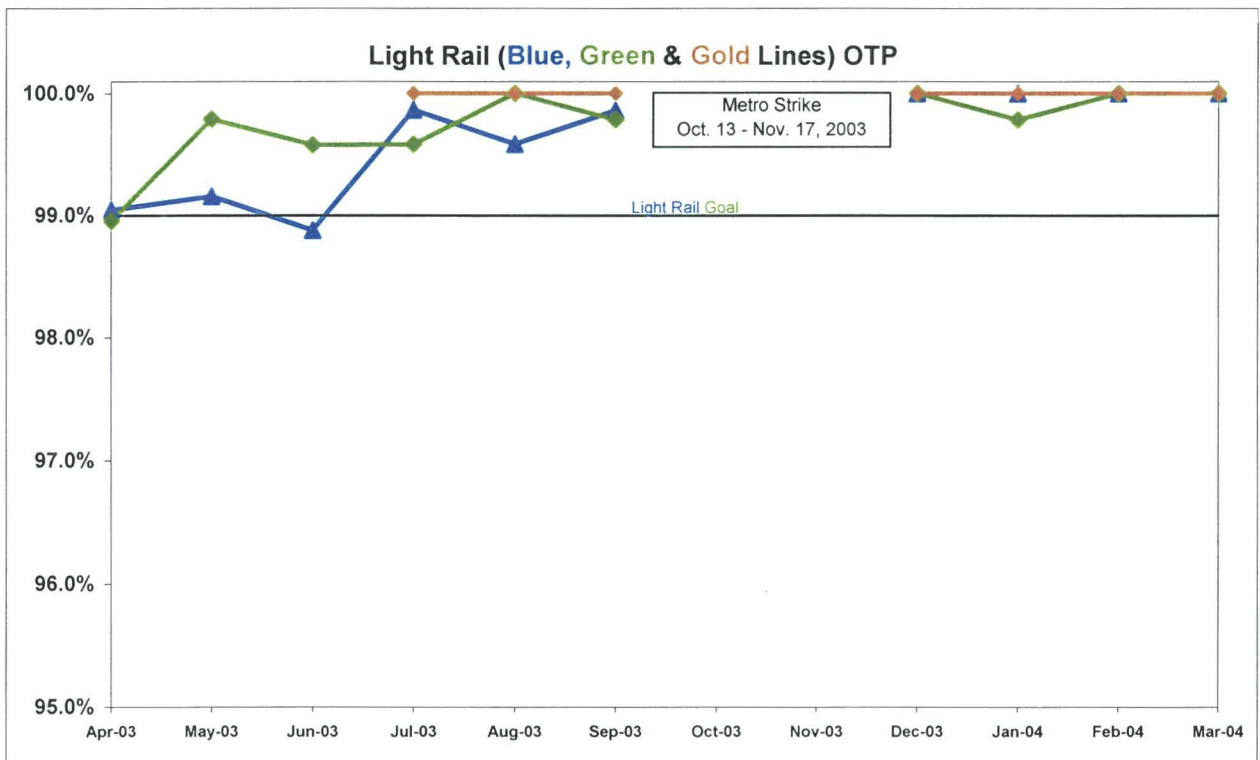
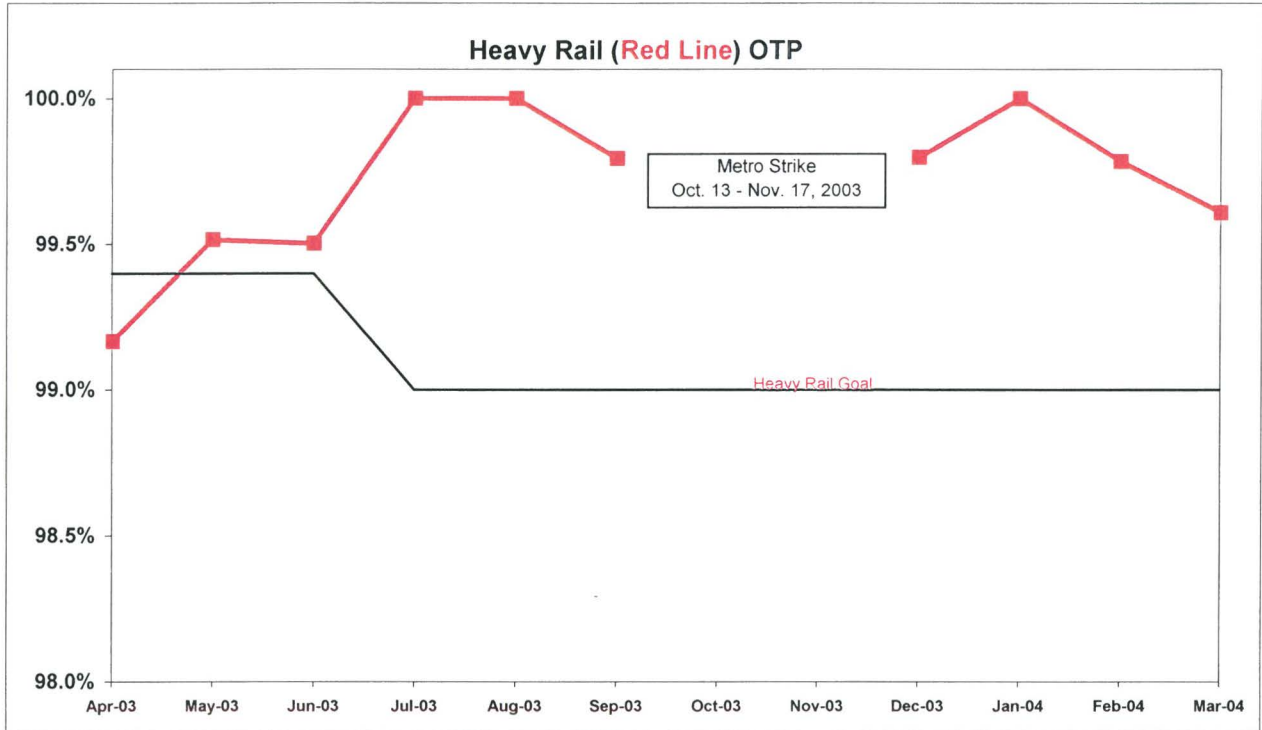
-  Green - High probability of achieving the FY04 target (on track).
-  Yellow - Uncertain if the FY04 target will be achieved -- slight problems, delays or management issues.
-  Red - High probability that the FY04 target will not be achieved -- significant problems and/or delays.

RAIL SERVICE PERFORMANCE

ON-TIME PULLOUTS

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

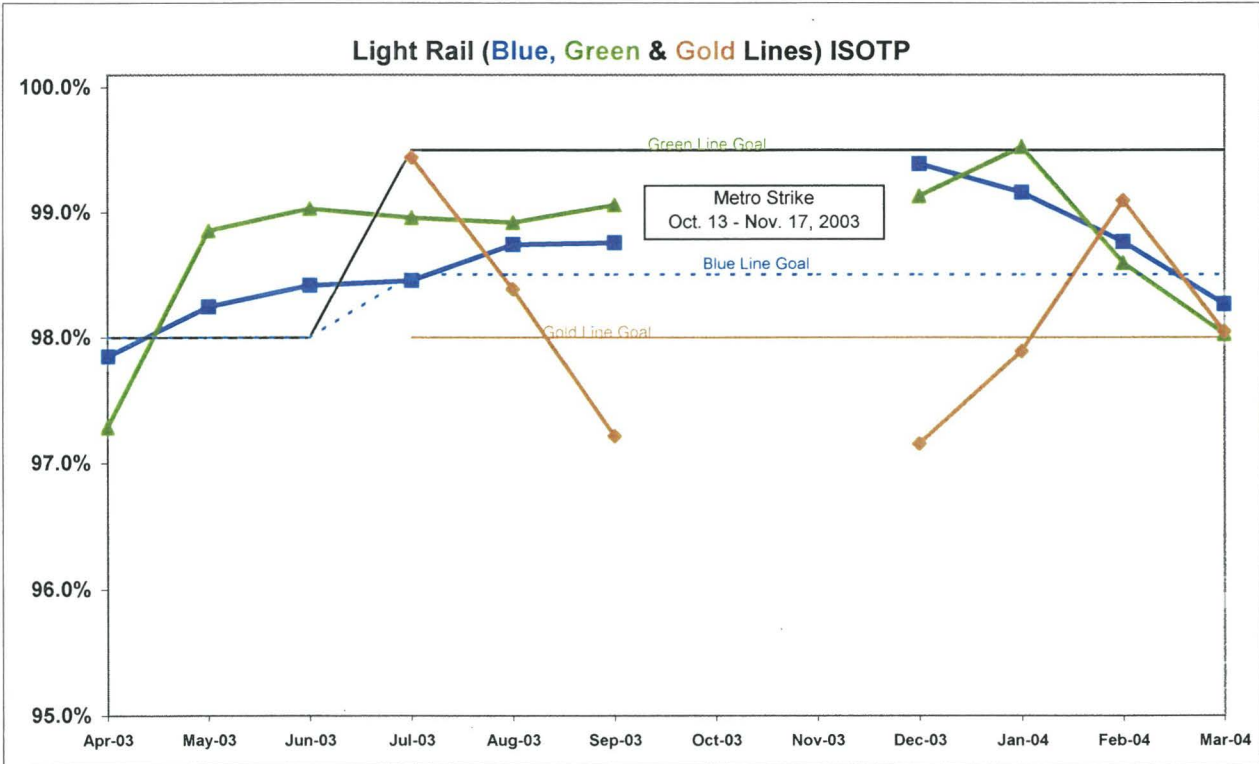
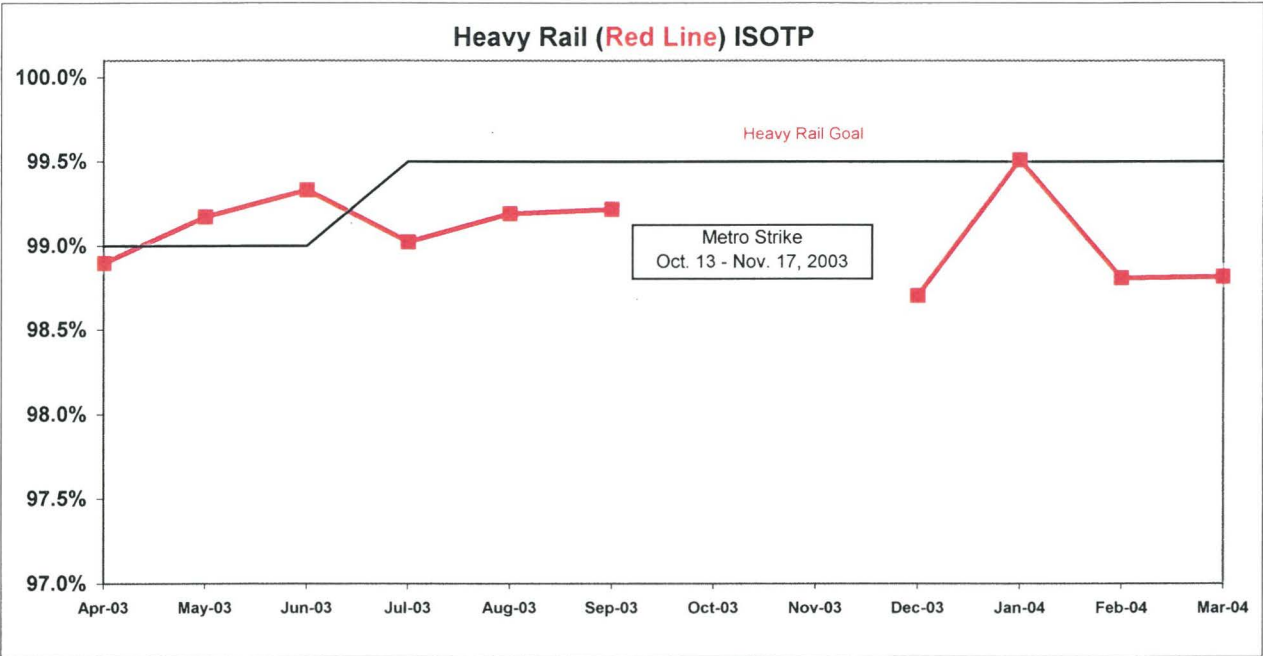
Calculation: $OTP\% = [(100\% - ((\text{Total cancelled pullouts plus late pullouts}) / \text{by Total scheduled pullouts}) \times 100)]$



IN-SERVICE ON-TIME PERFORMANCE

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

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

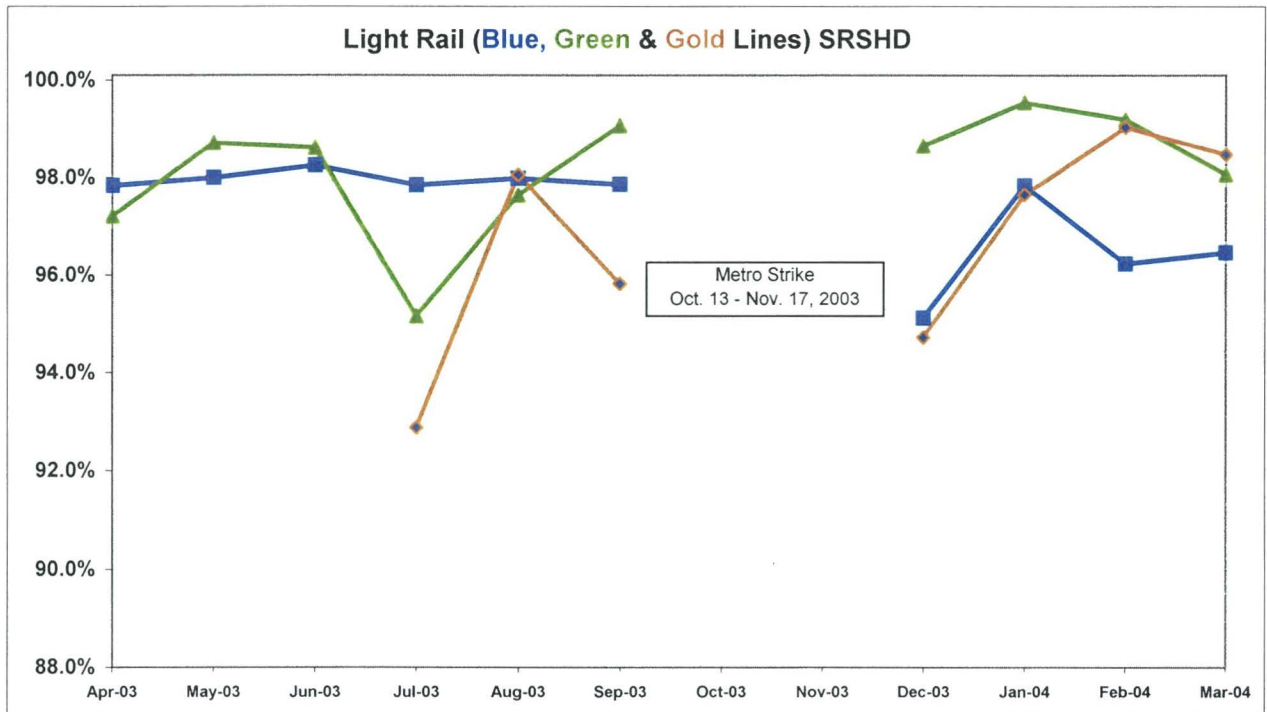
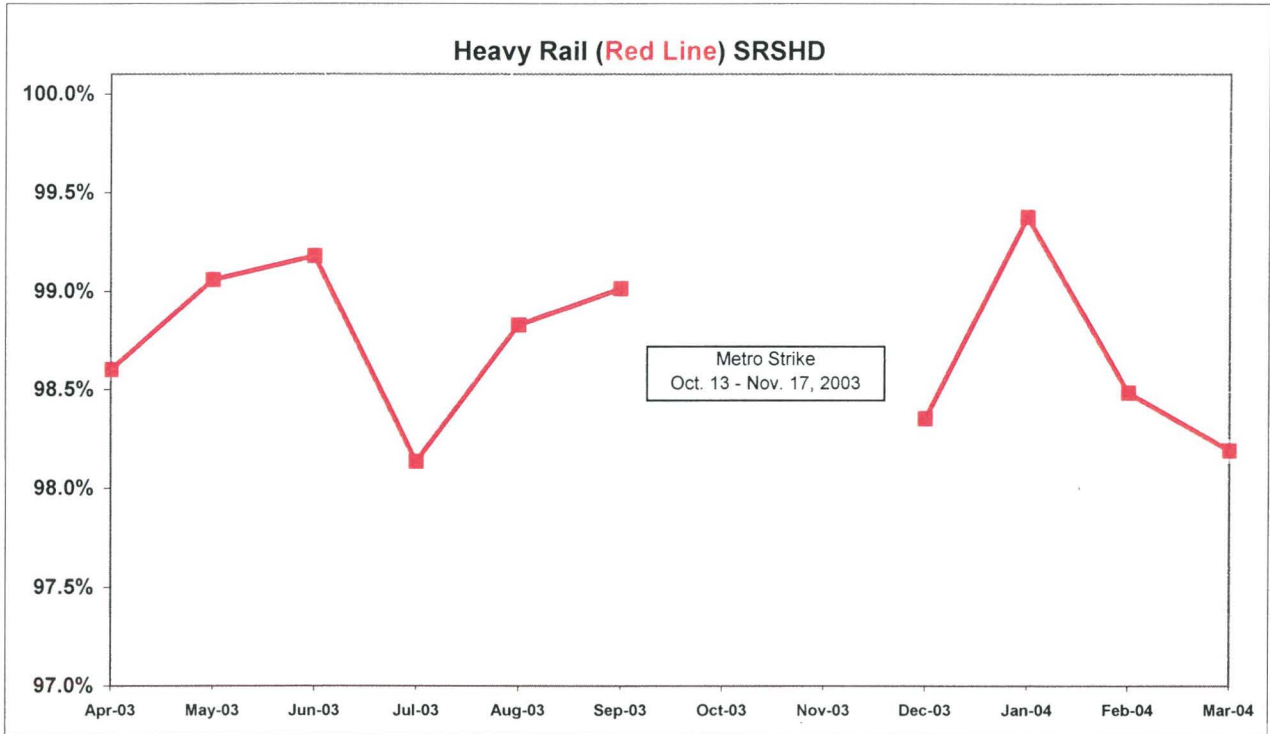


RAIL SERVICE PERFORMANCE - Continued

Scheduled Revenue Service Hours Delivered by Rail Line

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

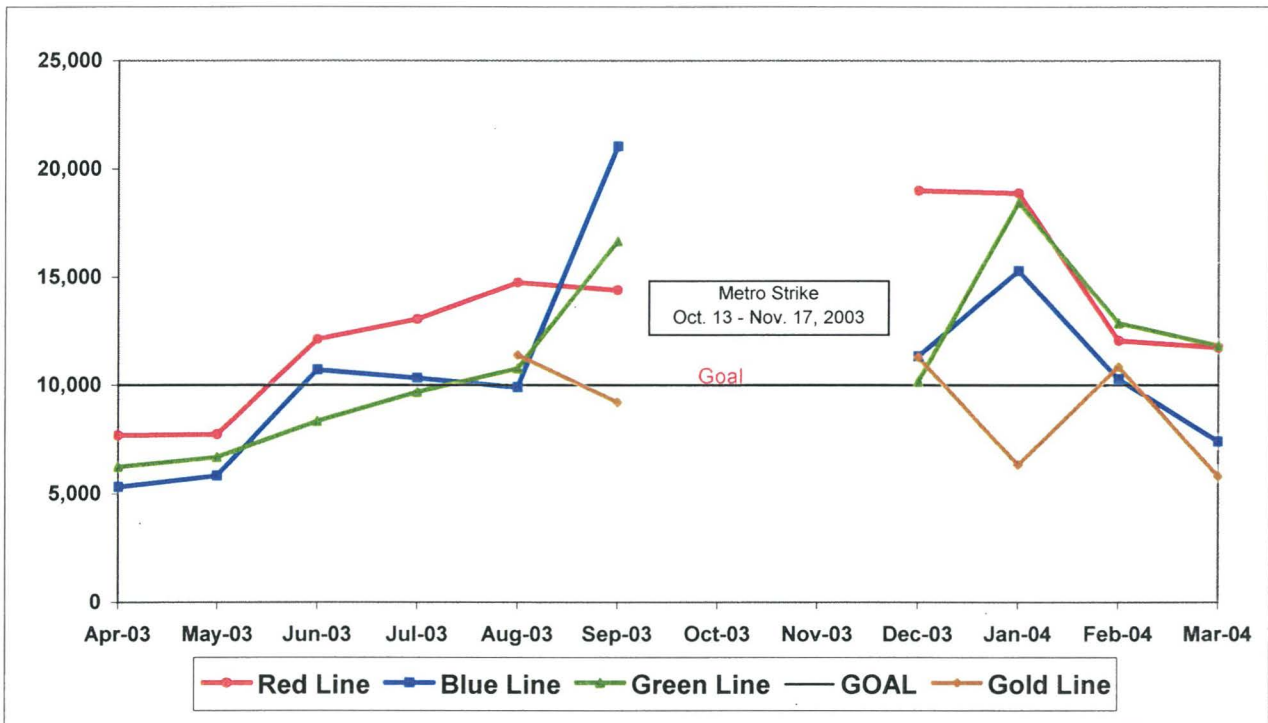
Calculation: $SRS\% = (1 - (\text{Total Service Hours Lost} / \text{Total Scheduled Service Hours}))$



Mean Miles Between Chargeable Mechanical Failures

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

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

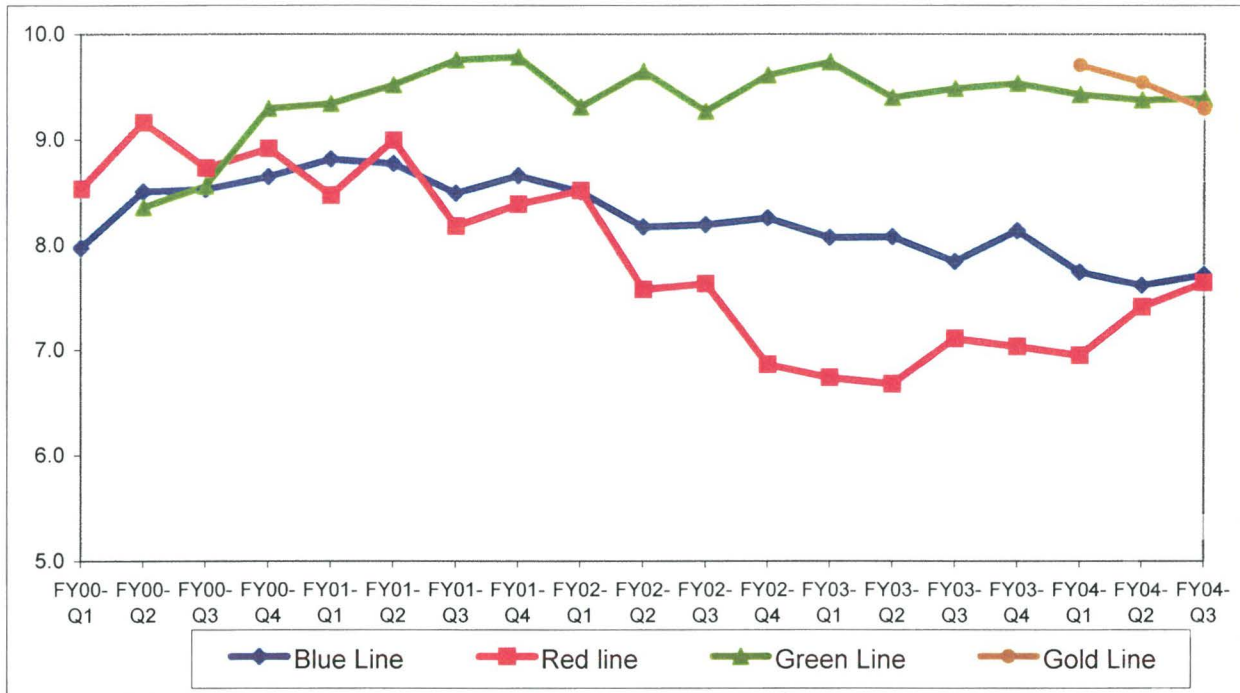


RAIL CLEANLINESS

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

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

Systemwide Trend



Analysis: Overall cleanliness scores for Divisions 11, 20, 21 and 22 remained consistent with the second quarter of FY04. Divisions 21 and 22 received overall ratings above the 8.0 mark. Divisions 11 and 20 scored 7.7 and 7.6, respectively.

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

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

BUS SERVICE PERFORMANCE

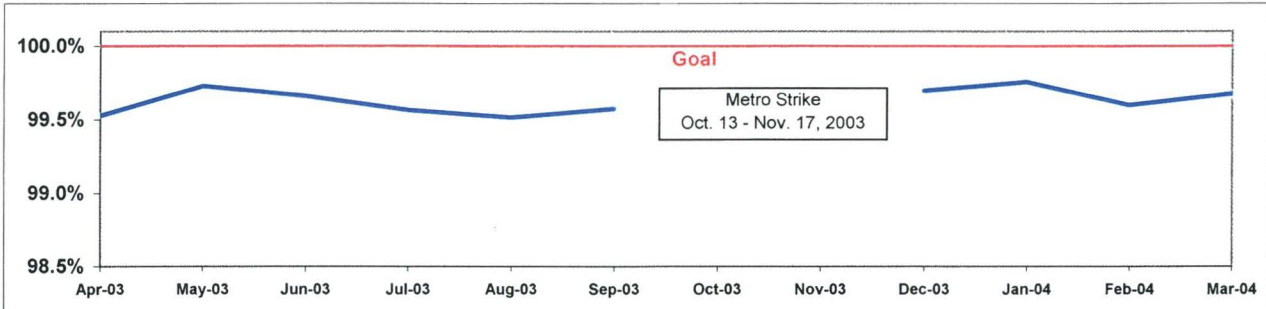
ON-TIME PULLOUT PERCENTAGE *

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

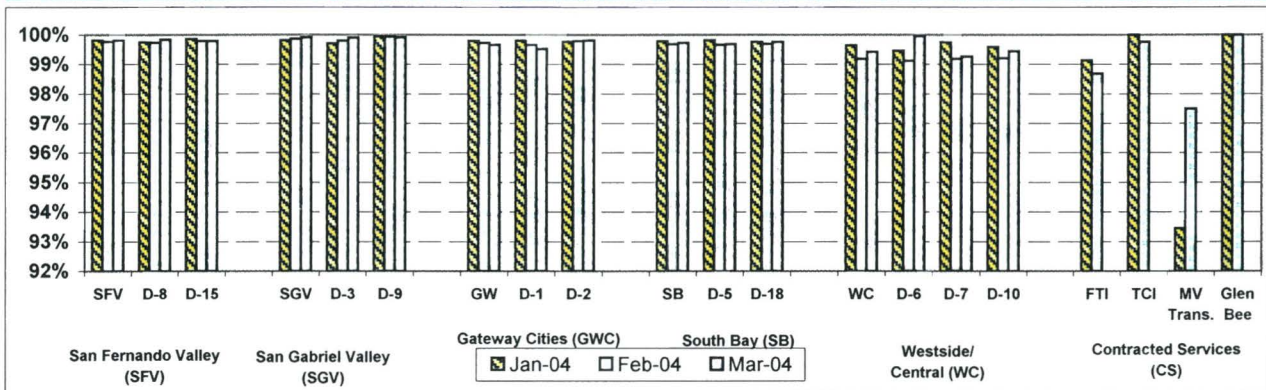
Calculation: $OTP\% = [(100\% - ((\text{Total late and cancelled runs} / \text{Total scheduled pullouts}) \times 100)]$

* 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. **ATMS data unavailable.**

OTP - Systemwide Trend



OTP by Sector Bus Operating Divisions January - March 2004



Outlates & Cancellations by Sector Divisions*

Div.	Sched. Pull-Outs	CANCELLATIONS		OUTLATES		% Total Outlates & Cancellations	ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS		
		Number	% of Pull-outs	Number	% of Pull-outs			No Operator Available	Bus Mechanical Failure	Other
San Fernando Valley (SFV)								99.81%		
8	5689	0	0.00%	9	0.16%	3.67%	99.84%	2	7	0
15	7590	0	0.00%	16	0.21%	6.53%	99.79%	0	16	0
San Gabriel Valley (SGV)								99.91%		
3	6254	0	0.00%	6	0.10%	2.45%	99.90%	0	5	1
9	5815	0	0.00%	5	0.09%	2.04%	99.91%	1	4	0
Gateway Cities (GWC)								99.67%		
1	6320	0	0.00%	30	0.47%	12.24%	99.53%	0	29	1
2	6076	0	0.00%	11	0.18%	4.49%	99.82%	0	9	2
South Bay (SB)								99.73%		
5	8289	1	0.01%	25	0.30%	10.61%	99.69%	0	25	1
18	8942	0	0.00%	21	0.23%	8.57%	99.77%	2	15	4
Westside/Central (WC)								99.43%		
6	2507	0	0.00%	1	0.04%	0.41%	99.96%	0	1	0
7	9132	2	0.02%	65	0.71%	27.35%	99.27%	3	59	5
10	9554	0	0.00%	53	0.55%	21.63%	99.45%	2	47	4
TOTAL	76168	3	0.00%	242	0.32%	100.00%	99.68%	10	217	18

*ATMS data is unavailable. OTP may be overstated due to data collection system failure. 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.

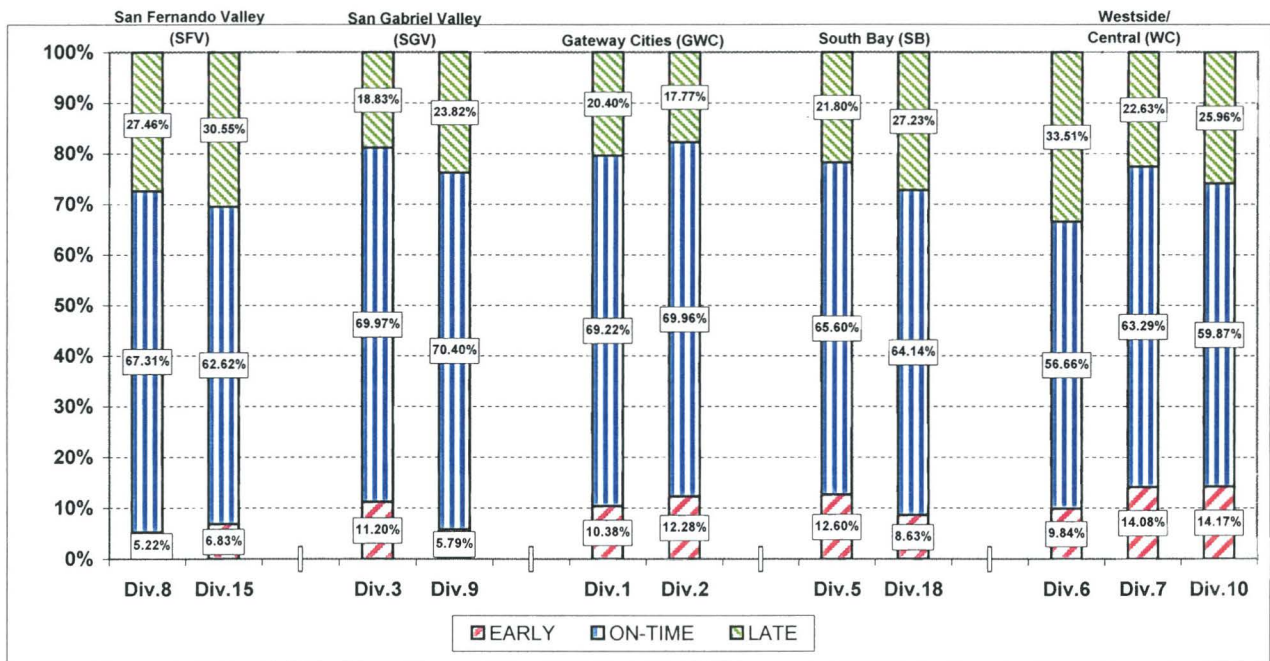
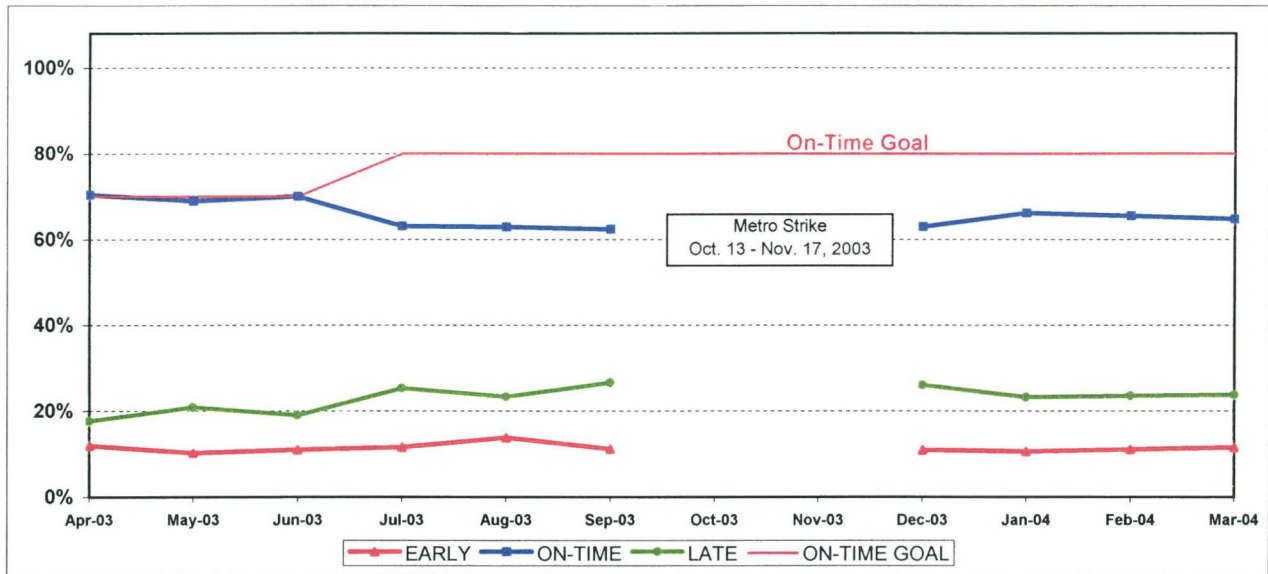
IN-SERVICE ON-TIME PERFORMANCE

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

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

Systemwide Trend

Bus Operating Divisions ISOTP - 1 Minute Tolerance for Running Hot



ISOTP By Sectors' Divisions

Year-to-Date Compared To Last Year

	FY03	FY04-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8			
Early	7.09%	7.12%	0.03%
On-Time	70.09%	68.69%	-1.40%
Late	22.82%	24.19%	1.37%
Division 15			
Early	8.08%	8.36%	0.28%
On-Time	66.13%	65.80%	-0.33%
Late	25.78%	25.83%	0.05%
Gateway Cities Sector (GWC)			
Division 1			
Early	8.49%	9.19%	0.70%
On-Time	78.22%	69.38%	-8.84%
Late	13.29%	21.43%	8.14%
Division 2			
Early	11.75%	13.27%	1.52%
On-Time	67.53%	66.26%	-1.27%
Late	20.73%	20.48%	-0.25%
South Bay Sector (SB)			
Division 5			
Early	12.57%	13.66%	1.09%
On-Time	66.30%	61.58%	-4.72%
Late	21.13%	24.76%	3.63%
Division 18			
Early	10.97%	10.27%	-0.70%
On-Time	61.23%	59.27%	-1.96%
Late	27.80%	30.46%	2.66%

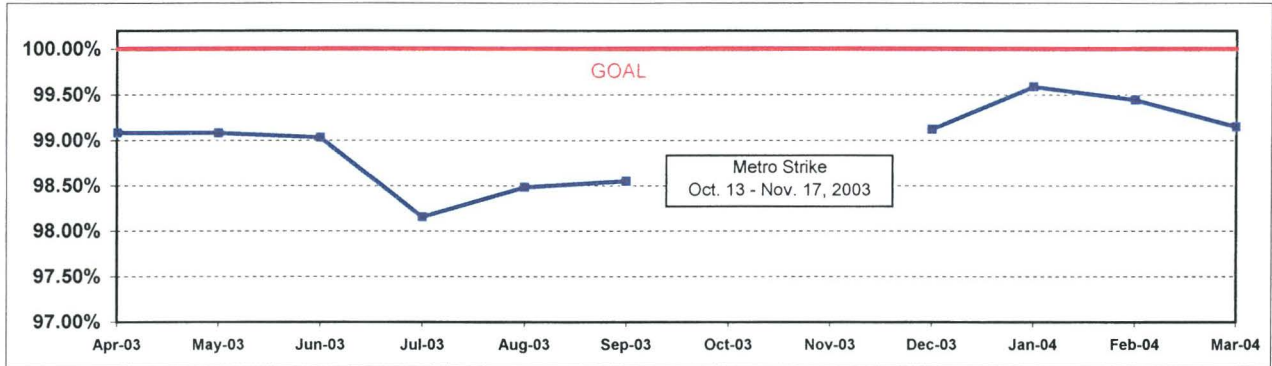
	FY03	FY04-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3			
Early	8.47%	9.82%	1.35%
On-Time	71.08%	69.77%	-1.31%
Late	20.45%	20.41%	-0.04%
Division 9			
Early	11.47%	9.35%	-2.12%
On-Time	67.47%	66.77%	-0.70%
Late	21.06%	23.88%	2.82%
Westside/Central Sector (WC)			
Division 6			
Early	12.83%	12.62%	-0.21%
On-Time	65.93%	59.53%	-6.40%
Late	21.25%	27.85%	6.60%
Division 7			
Early	12.03%	13.72%	1.69%
On-Time	68.80%	63.44%	-5.36%
Late	19.16%	22.84%	3.68%
Division 10			
Early	11.91%	11.98%	0.07%
On-Time	67.34%	61.46%	-5.88%
Late	20.75%	26.56%	5.81%
SYSTEMWIDE			
Early	10.70%	11.48%	0.78%
On-Time	69.23%	64.17%	-5.07%
Late	20.06%	24.35%	4.29%

SCHEDULED REVENUE HOURS DELIVERED*

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

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

Systemwide Trend



Performance Year-to-Date Compared To Last Year*

SRSHD	FY03	FY04-YTD	Variance
San Fernando Valley Sector (SFV)			
Division 8	99.25%	86.54%	-12.71%
Division 15	98.99%	86.25%	-12.74%

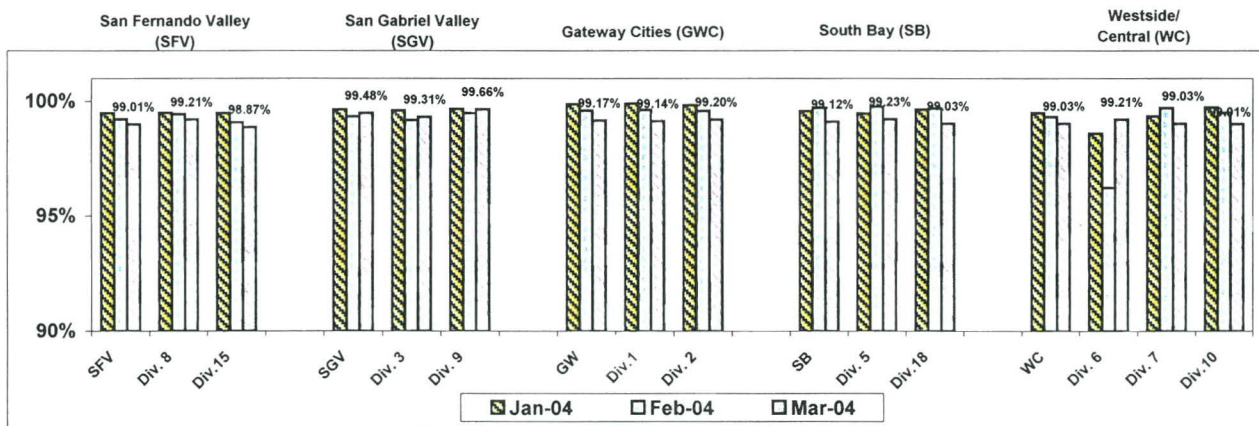
SRSHD	FY03	FY04-YTD	Variance
San Gabriel Valley Sector (SGV)			
Division 3	99.03%	86.38%	-12.65%
Division 9	99.44%	86.76%	-12.68%

Gateway Cities Sector (GWC)			
Division 1	99.34%	86.60%	-12.74%
Division 2	99.06%	86.39%	-12.68%

Westside/Central Sector (WC)			
Division 6	98.97%	85.20%	-13.77%
Division 7	99.00%	86.17%	-12.83%
Division 10	98.92%	86.21%	-12.70%

South Bay Sector (SB)			
Division 5	99.12%	86.57%	-12.56%
Division 18	98.85%	86.10%	-12.75%

Systemwide	99.07%	86.34%	-12.73%
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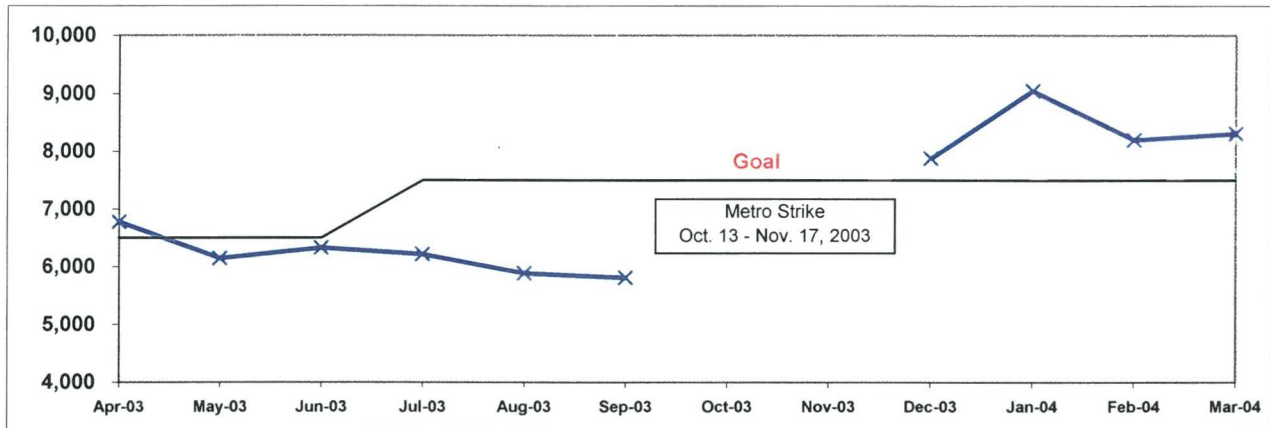
MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES*

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

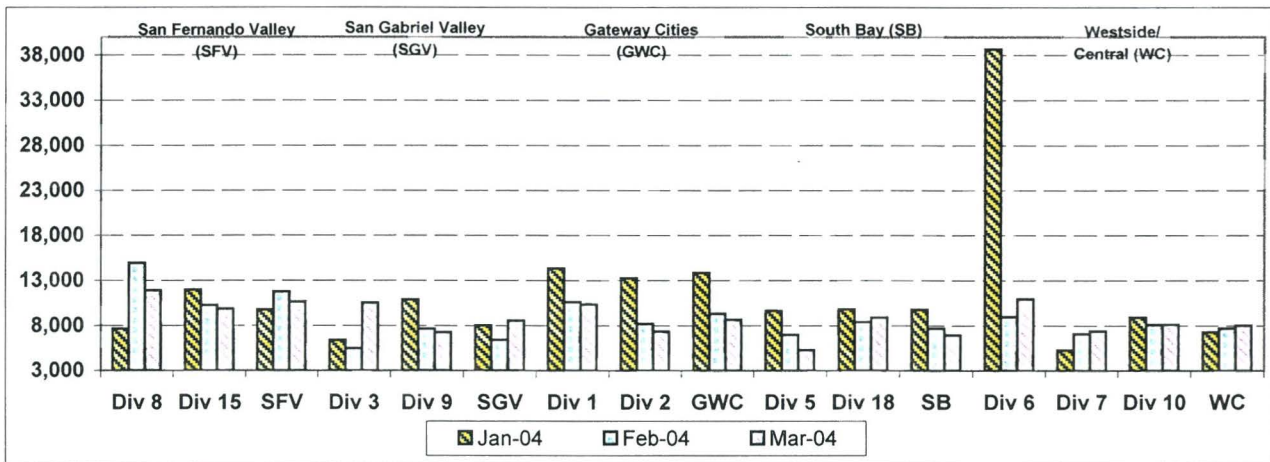
Calculation: Mean Miles Between Chargeable Mechanical Failures (MMBCMF) =
 (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)

Systemwide Trend

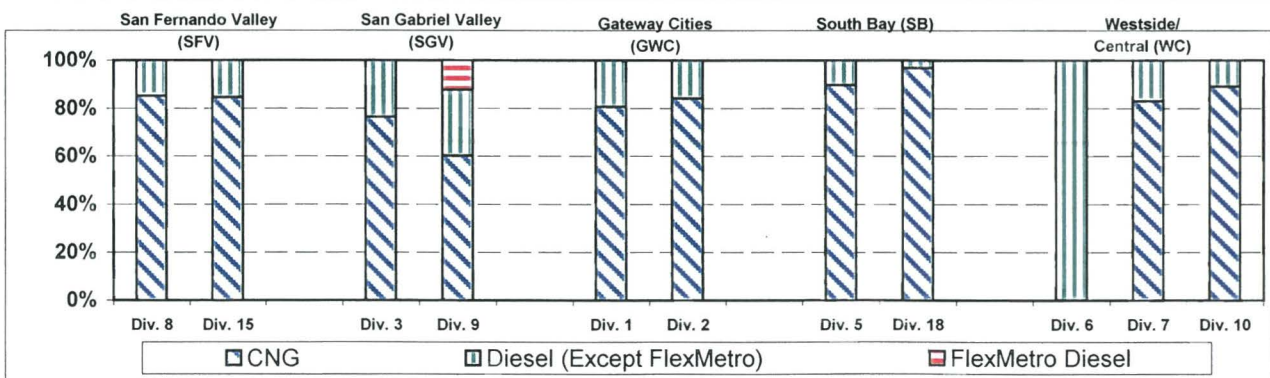


* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

Bus Operating Sector Divisions January - March 2004



Fleet Mix by Fuel Type

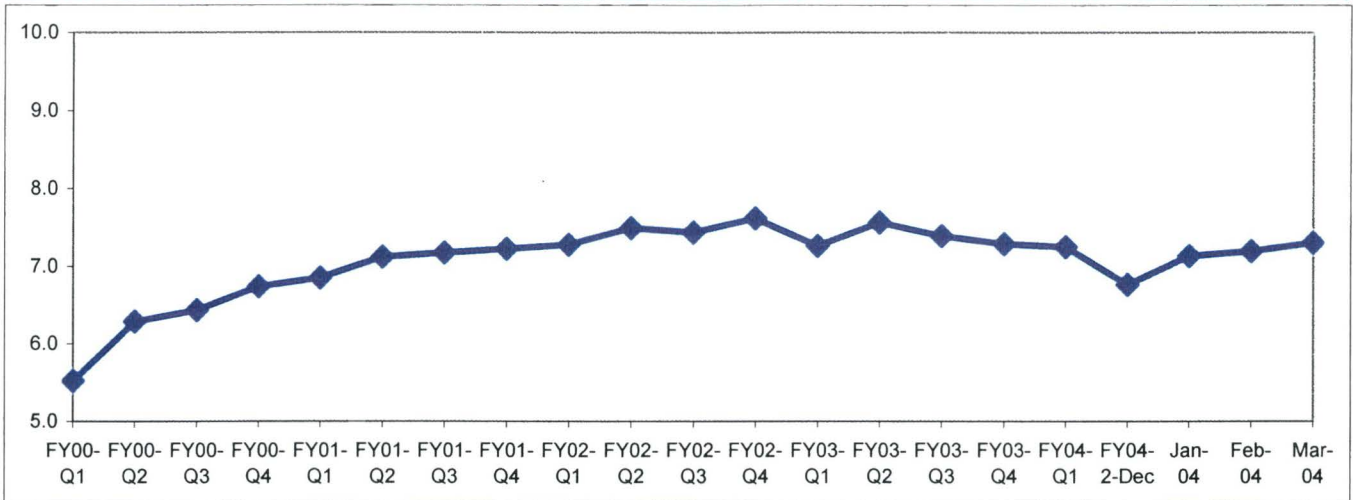


BUS CLEANLINESS

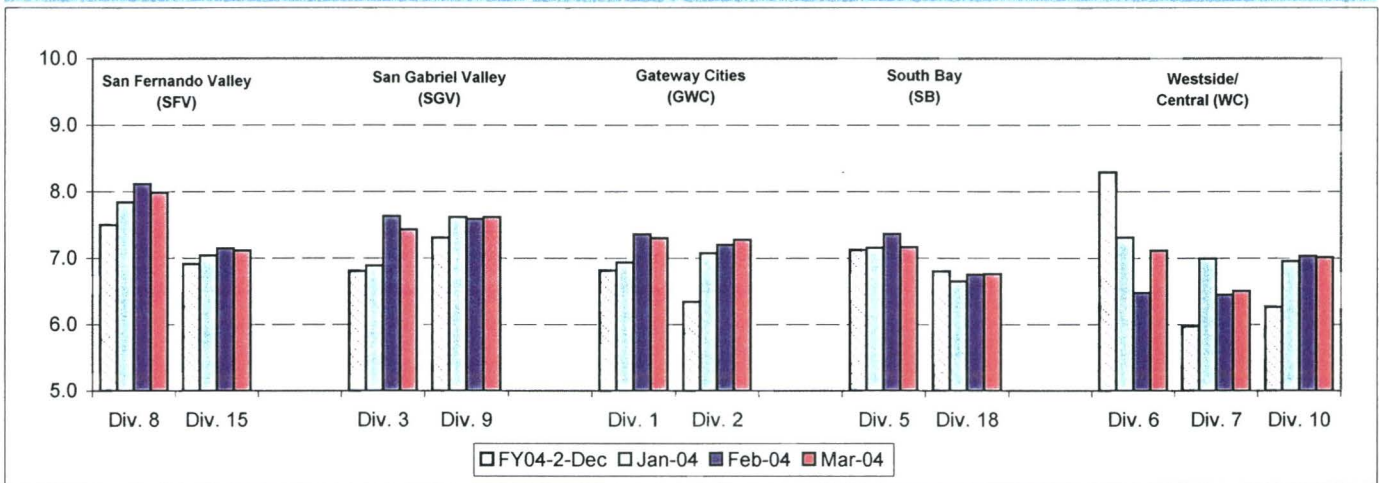
Definition: A team of three Quality Assurance Supervisors rates twenty percent of the fleet at each division and contractor per quarter. Beginning January 2004, they rate the divisions each month. Each of sixteen categories is examined and assigned a point value as follows: 1-3= Unsatisfactory; 4-7=Conditional; 8-10=Satisfactory. The individual item scores are averaged, unweighted, to produce an overall cleanliness rating.

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

Systemwide Trend



Bus Operating Divisions by Sector December 2003 - March 2004



Analysis: Division 8's overall rating improved half a point to an 8.0. Overall cleanliness scores for Divisions 1, 2, 3, 6, 7 and 10 improved half a point or better in the third quarter. Overall cleanliness scores for Divisions 5, 9, 15 and 18 remained consistent with the second quarter of FY04.

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

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

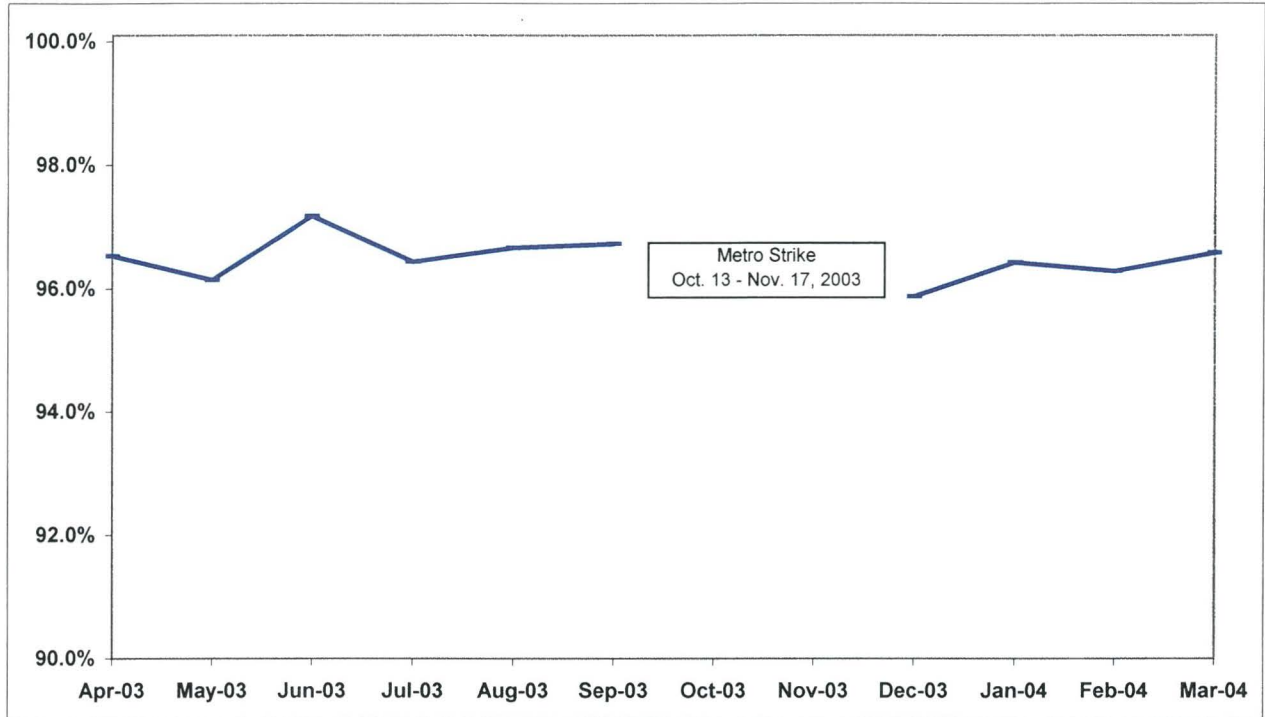
ATTENDANCE

MAINTENANCE ATTENDANCE

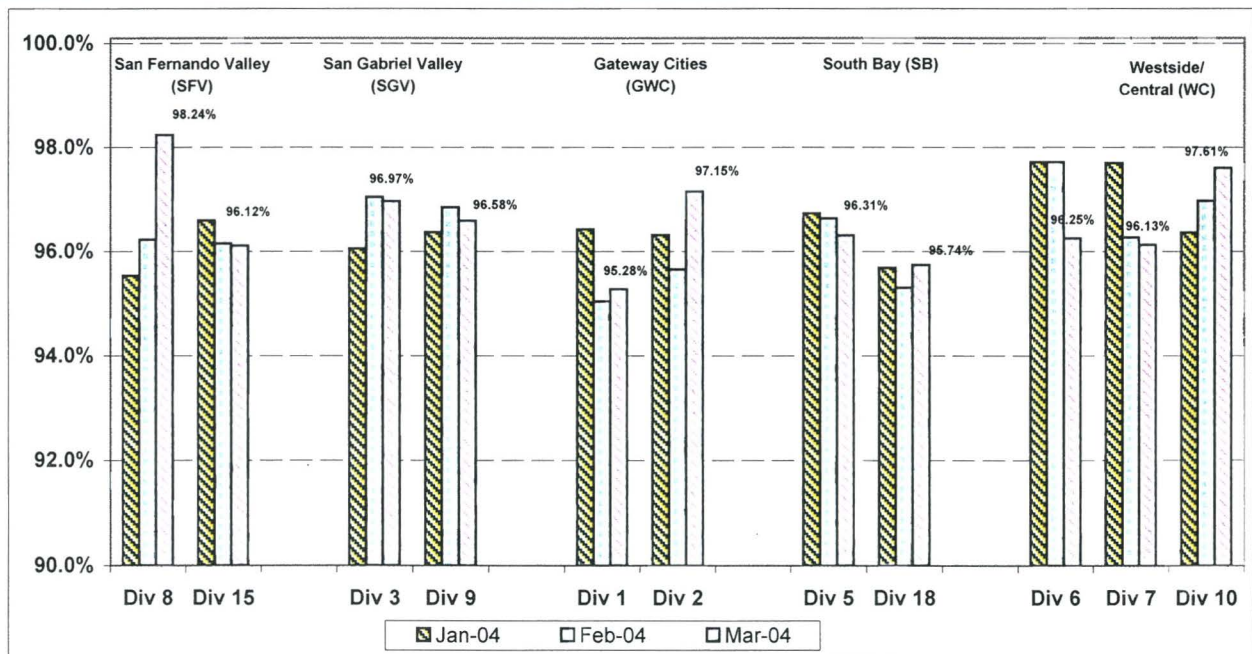
Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

Systemwide Trend



Maintenance Attendance - By Sectors' Divisions (By Current Month) January - March 2004



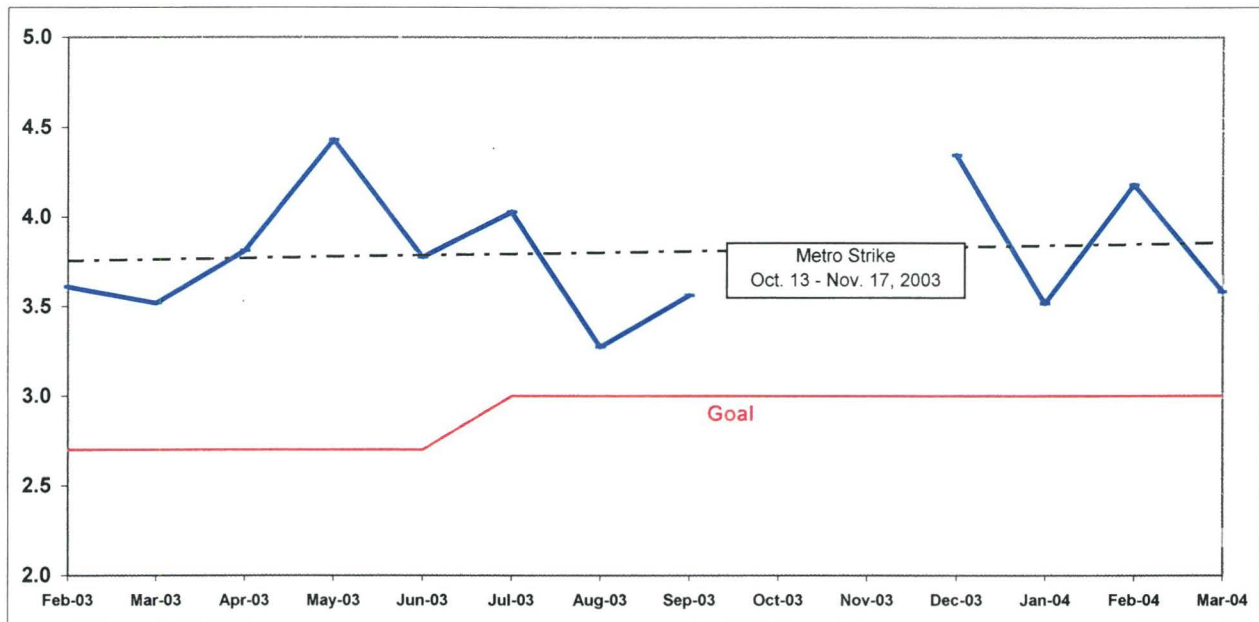
SAFETY PERFORMANCE

BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

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

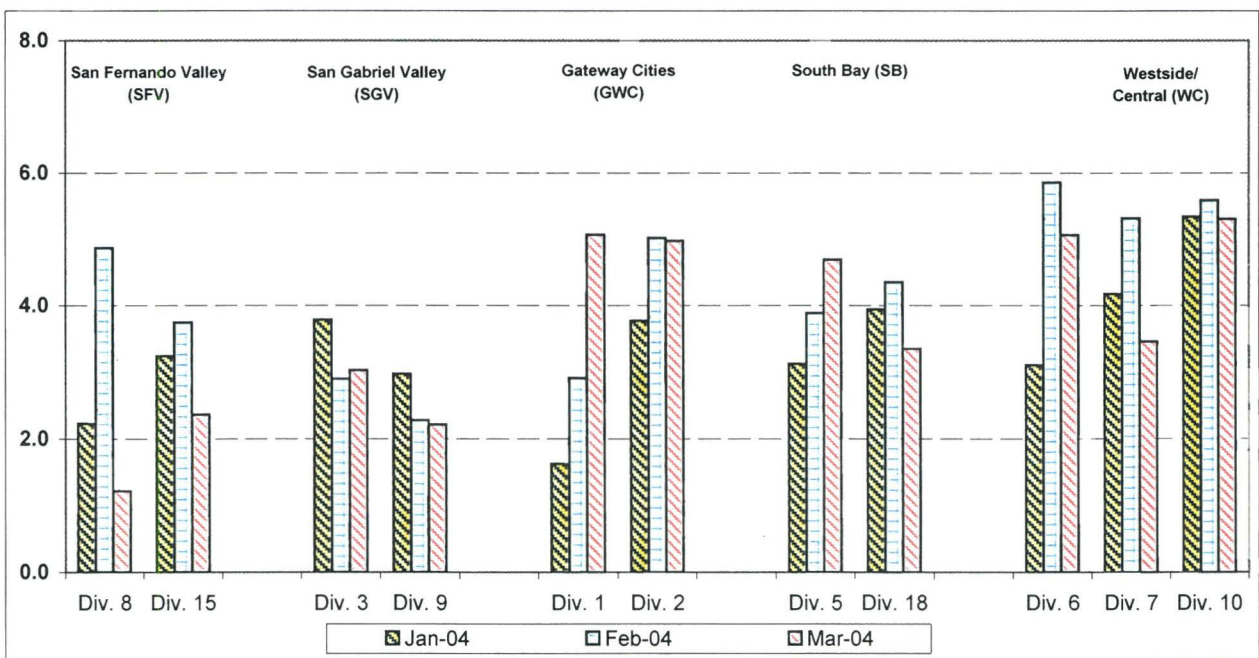
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

Systemwide Trend



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

Bus Operating Divisions - by Sectors' Divisions January - March 2004

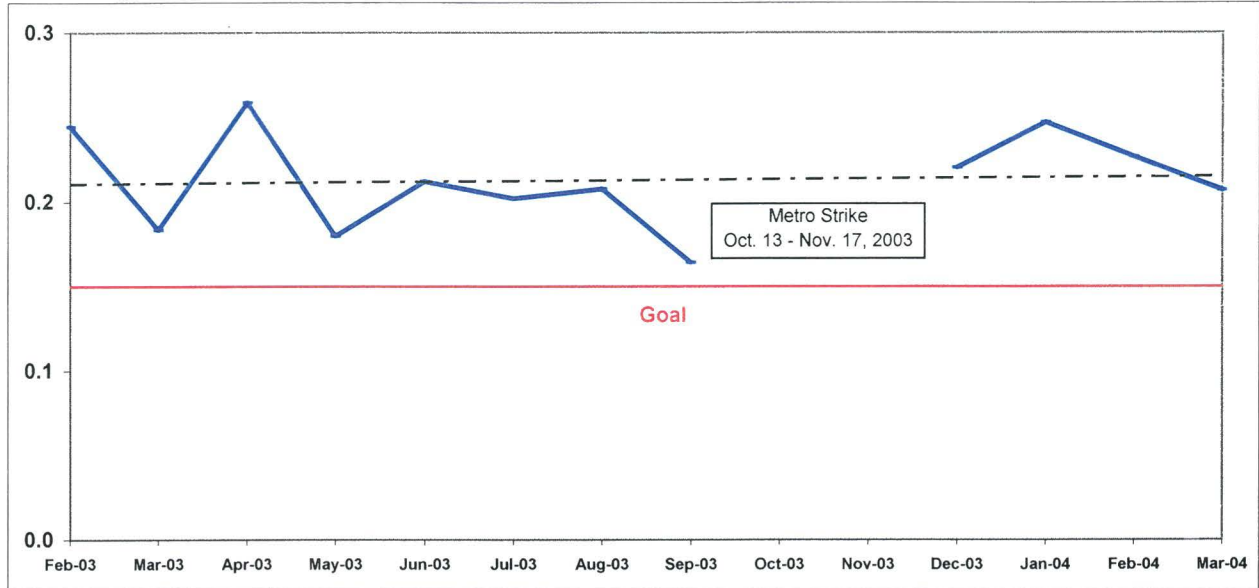


BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

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

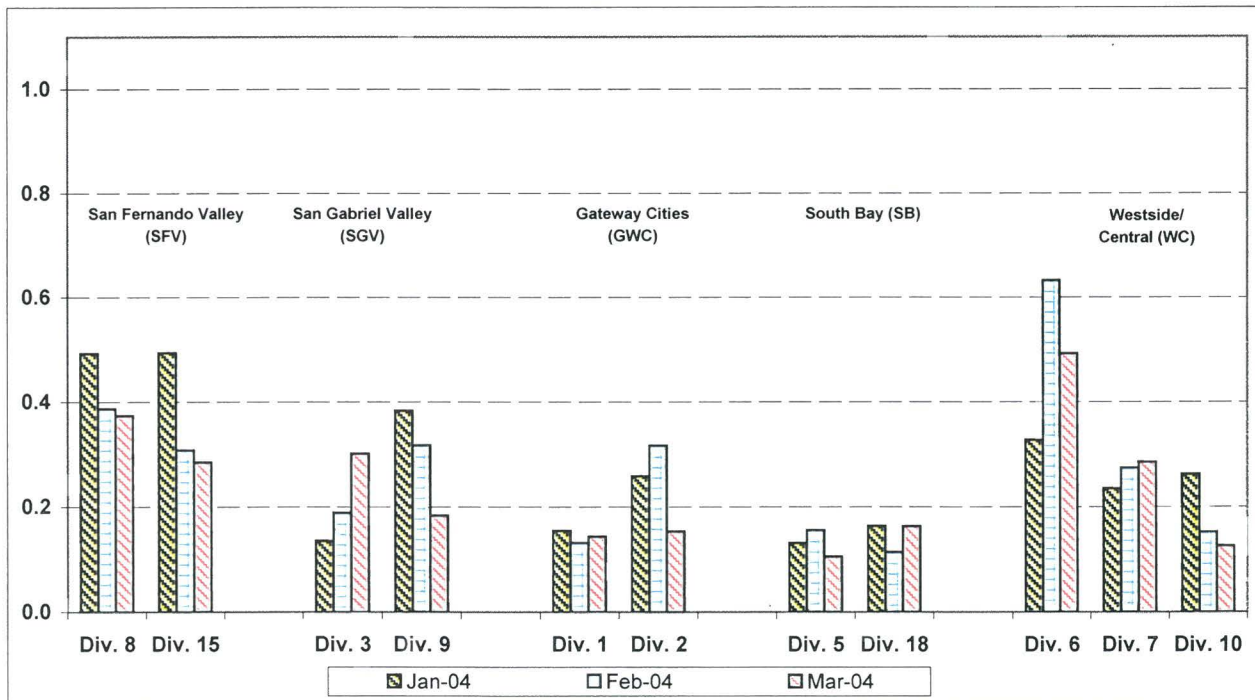
Calculation: Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by (Boardings / by 100,000))

Systemwide Trend



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

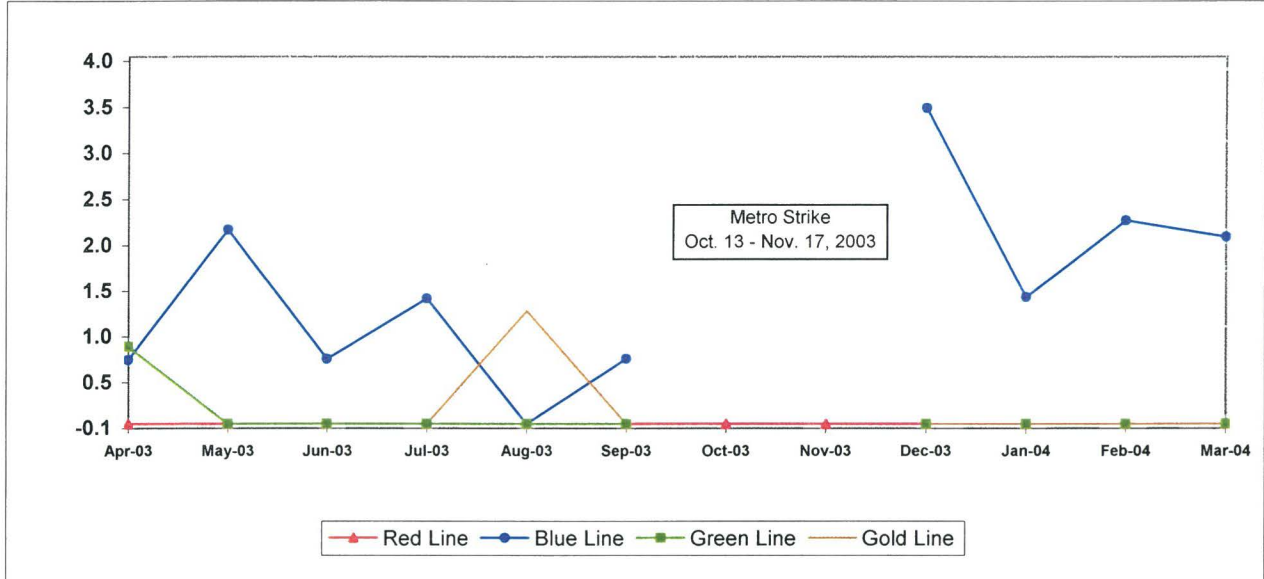
Bus Operating Divisions - by Sectors' Divisions January - March 2004



RAIL ACCIDENTS PER 100,000 REVENUE TRAIN MILES

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

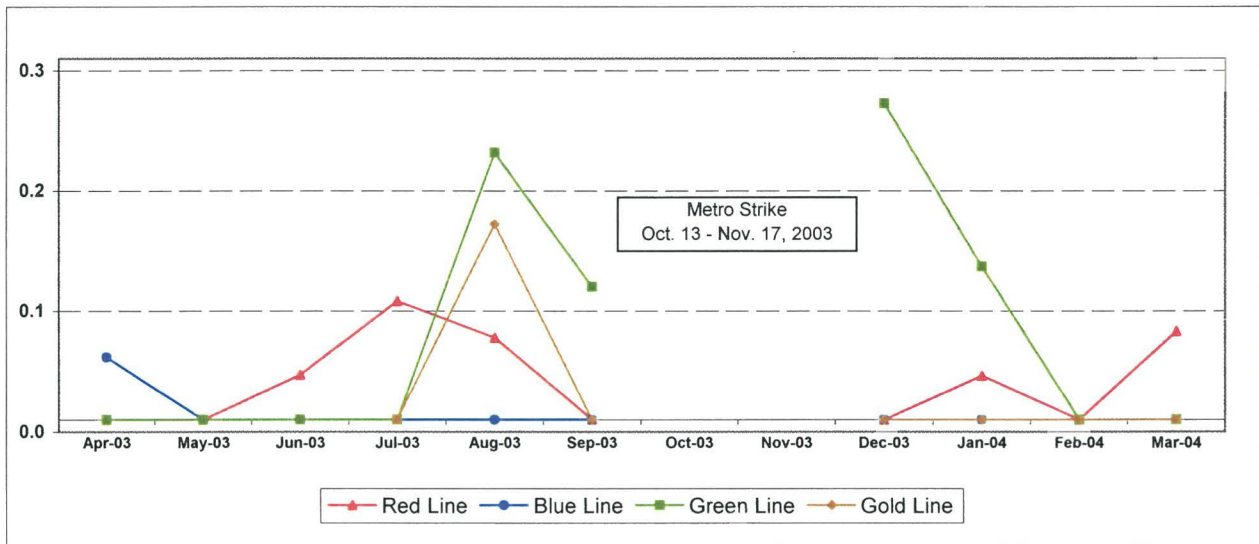
Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



RAIL PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

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

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



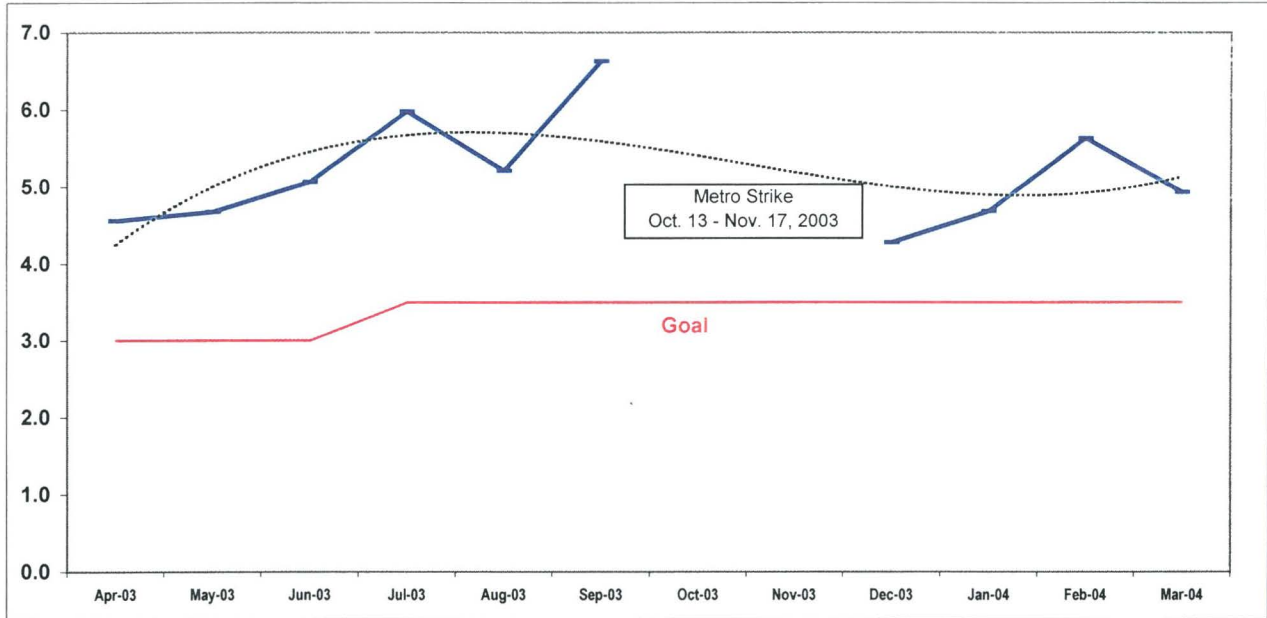
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

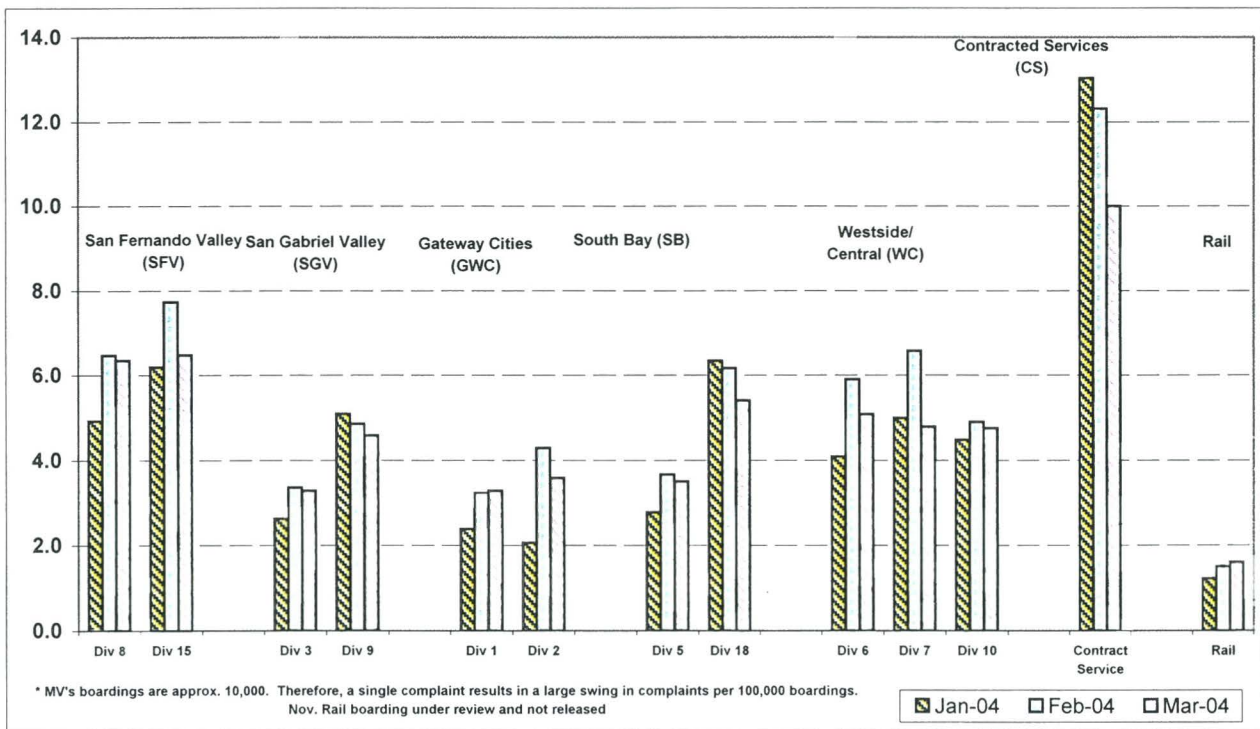
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

Systemwide Trend



Bus Operating Divisions - by Sectors' Divisions January - March 2004



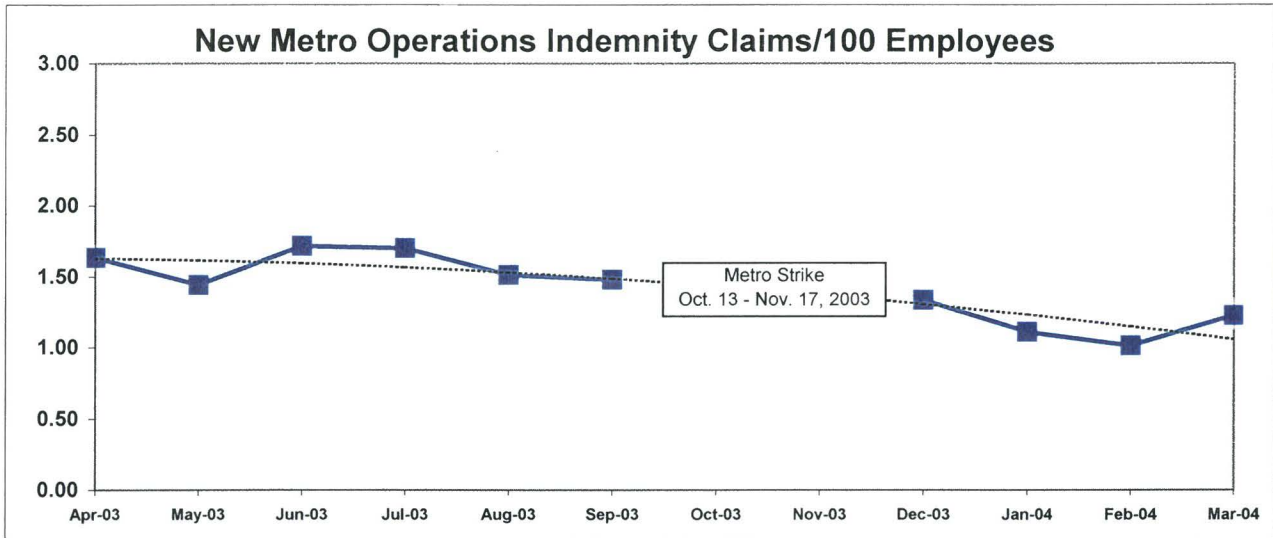
WORKERS COMPENSATION CLAIMS

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

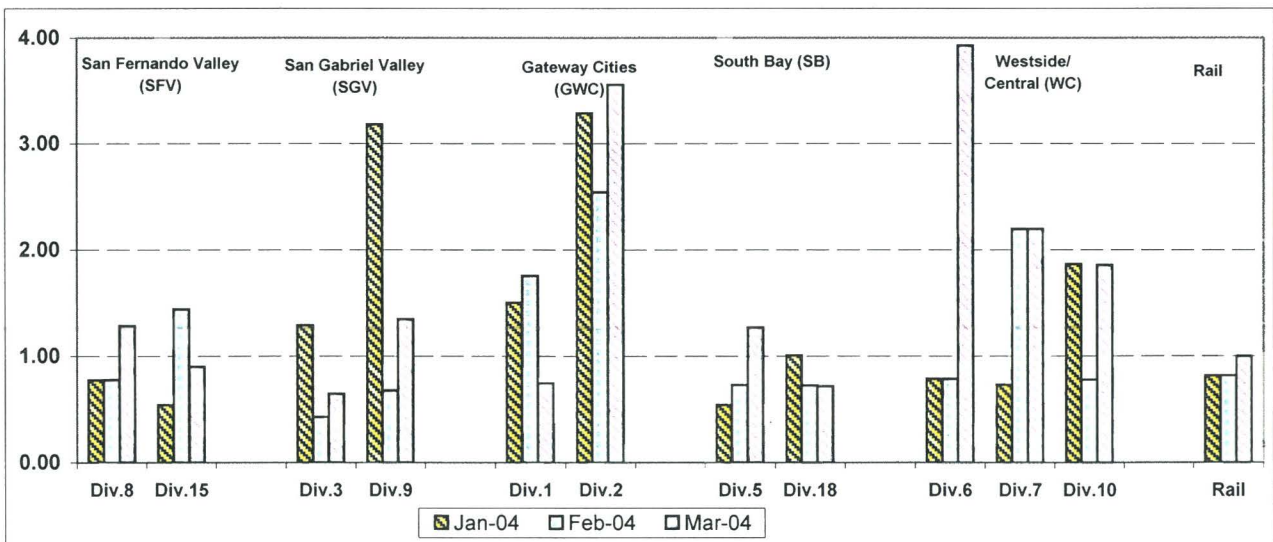


NEW CLAIMS PER 100 EMPLOYEE-MONTH BY BUS SECTORS' DIVISION & RAIL

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 January - March 2004



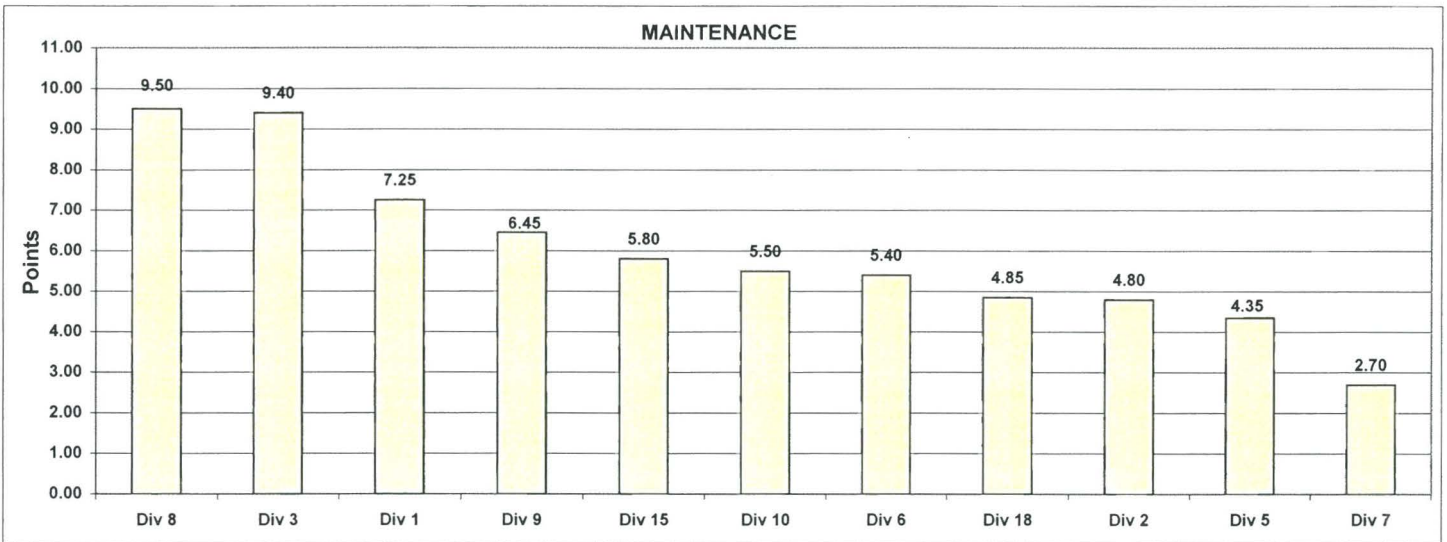
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

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

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

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

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Mechanical Failures Points	25%	10349.2 8	7381.0 3	10531.9 9	5291.3 1	10972.2 10	7418.6 4	11927.4 11	7260.4 2	8143.2 5	9871.8 7	8910.4 6
Attendance Points	15%	0.96406 3	0.97552 9	0.97002 6	0.97380 8	0.96251 2	0.96711 4	0.99069 11	0.97278 7	0.97783 10	0.96911 5	0.96141 1
New WC Claims /100 Emp Points	25%	0.9947 8	4.7344 1	0.8745 11	1.6594 6	4.3328 2	2.1441 3	1.7519 5	1.2233 7	1.7987 4	0.9664 9	0.9178 10
Bus Cleanliness Points	35%	7.600 8	7.600 7	7.800 10	7.000 4	7.600 6	6.200 1	8.000 11	7.700 9	7.100 5	7.000 3	6.900 2
Totals		7.25	4.80	9.40	4.35	5.40	2.70	9.50	6.45	5.50	5.80	4.85
FINAL RANKING												
	DIV.	Div 8	Div 3	Div 1	Div 9	Div 15	Div 10	Div 6	Div 18	Div 2	Div 5	Div 7
	Score	9.50	9.40	7.25	6.45	5.80	5.50	5.40	4.85	4.80	4.35	2.70
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th

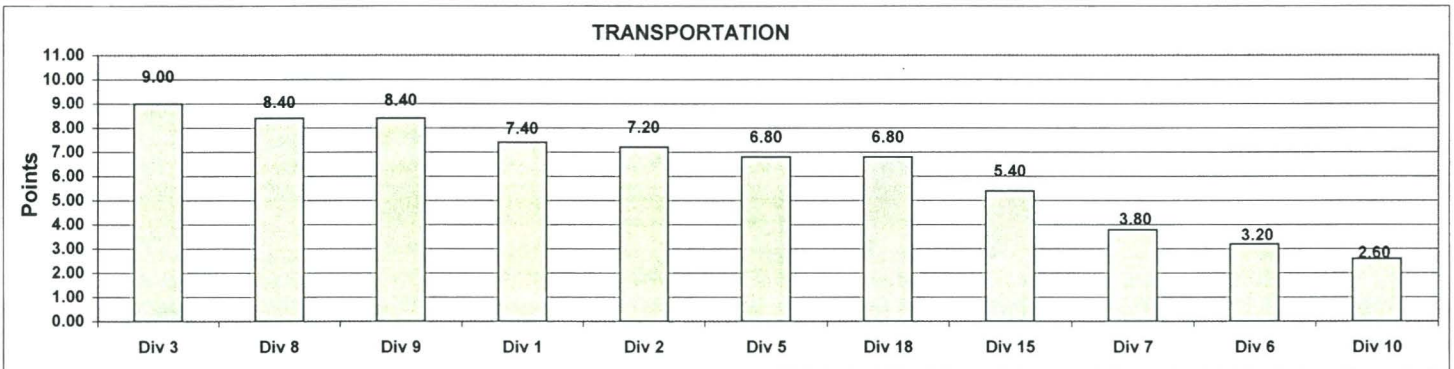


**Monthly Calculations - March 2004
Metro Bus - Transportation**

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

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

Transportation												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
In-Service On-Time Performance Points	20%	0.6922 8	0.6996 9	0.6997 10	0.6560 6	0.5666 1	0.6329 4	0.6731 7	0.7040 11	0.5987 2	0.6262 3	0.6414 5
Running Hot Points	20%	0.1038 6	0.1228 4	0.1120 5	0.1260 3	0.0984 7	0.1408 2	0.0522 11	0.0579 10	0.1417 1	0.0683 9	0.0863 8
Accident Rate Points	20%	5.0689 2	4.9734 4	3.0274 8	4.6954 5	5.0633 3	3.4594 6	1.2170 11	2.2089 10	5.3028 1	2.3603 9	3.3501 7
Complaints/100K Boardings Points	20%	3.2827 10	3.5858 8	3.2825 11	3.5025 9	5.0864 4	4.7904 5	6.3503 2	4.5837 7	4.7511 6	6.4777 1	5.4043 3
New WC Claims /100 Emp Points	20%	0.0000 11	0.0000 11	0.0000 11	0.0000 11	2.8571 1	2.3622 2	0.0000 11	1.6807 4	2.0408 3	0.7042 5	0.0000 11
Totals		7.40	7.20	9.00	6.80	3.20	3.80	8.40	8.40	2.60	5.40	6.80
FINAL RANKING												
	DIV.	Div 3	Div 8	Div 9	Div 1	Div 2	Div 5	Div 18	Div 15	Div 7	Div 6	Div 10
	Score	9.00	8.40	8.40	7.40	7.20	6.80	6.80	5.40	3.80	3.20	2.60
	Rank	1st	2nd	2nd	4th	5th	6th	6th	8th	9th	10th	11th



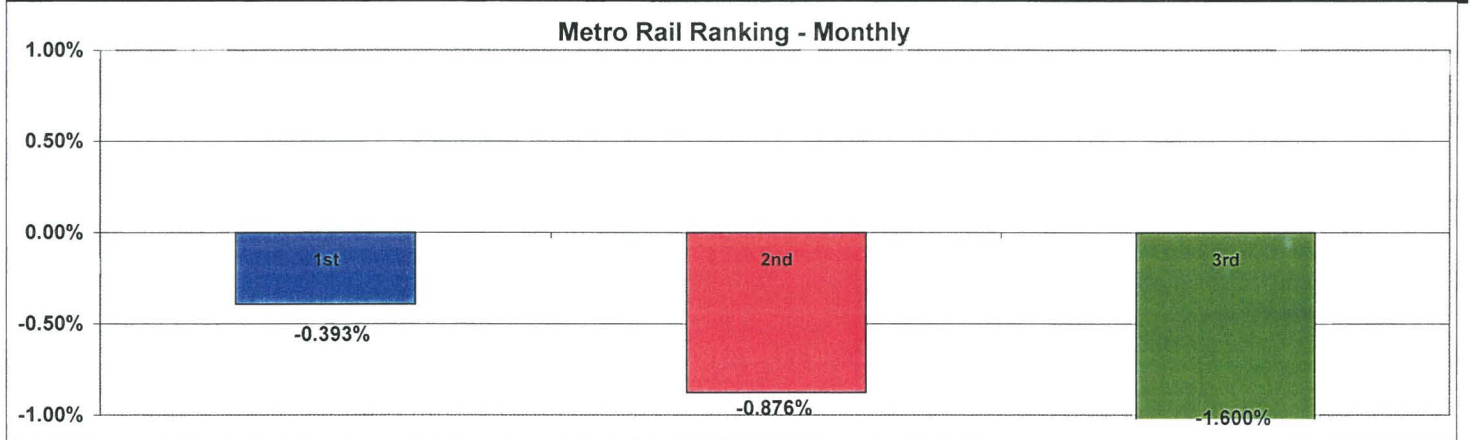
Monthly Calculations - March 2004
Metro Rail

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

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

	Metro Blue Line			Metro Red Line			Metro Green Line			Metro Gold Line		
	Mar-03	Mar-04	Yearly Improvement	Mar-03	Mar-04	Yearly Improvement	Mar-03	Mar-04	Yearly Improvement	Mar-03	Mar-04	Yearly Improvement
Wayside Availability												
Track	100.00%	99.85%	-0.15%	100.00%	99.61%	-0.39%	100.00%	100.00%	0.00%	N.A.	99.54%	N.A.
Signals	99.58%	99.72%	0.14%	100.00%	100.00%	0.00%	99.98%	99.75%	-0.23%	N.A.	98.59%	N.A.
Power	100.00%	99.94%	-0.06%	99.98%	99.88%	-0.10%	100.00%	98.77%	-1.23%	N.A.	100.00%	N.A.
Wayside Performance	99.86%	99.84%	-0.02%	99.99%	99.83%	-0.16%	99.99%	99.51%	-0.49%	N.A.	99.38%	N.A.
Vehicle Availability												
Vehicle Performance	99.58%	98.90%	-0.68%	99.87%	97.98%	-1.89%	99.79%	98.81%	-0.98%	N.A.	98.67%	N.A.
Operator Availability												
Operators	100.00%	99.59%	-0.41%	100.00%	99.85%	-0.15%	99.98%	98.22%	-1.76%	N.A.	99.37%	N.A.
Service Performance												
ISOTP - Rail	99.56%	99.10%	-0.46%	99.84%	98.55%	-1.29%	99.76%	96.58%	-3.18%	N.A.	98.65%	N.A.
Rail Line Performance	99.75%	99.36%	-0.39%	99.93%	99.05%	-0.88%	99.88%	98.28%	-1.60%	N.A.	99.01%	N.A.

Metro Rail Final Ranking (Sorted)				
Rail Line	BLUE	RED	GREEN	GOLD
Score	-0.393%	-0.876%	-1.600%	N.A.
Rank	1st	2nd	3rd	N.A.



"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

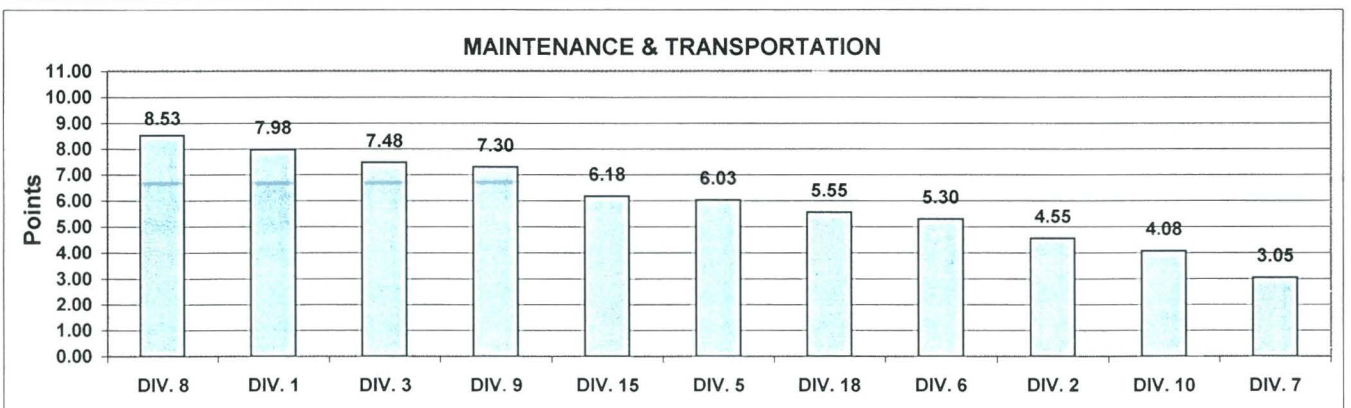
Quarterly Calculations: FY04-Q3 Metro Bus - Maintenance and Transportation

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

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

Maintenance and Transportation												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Mechanical Failures Points	12.5%	11526 10	8914 6	6955 3	6868 2	13369 11	6422 1	10672 9	8317 4	8368 5	10643 8	9044 7
Attendance Points	7.5%	0.9596 2	0.9651 3	0.9670 5	0.9692 8	0.9723 11	0.9689 7	0.9697 9	0.9684 6	0.9705 10	0.9655 4	0.9572 1
New WC Claims /100 Emp Points	12.5%	0.0000 11	1.6892 2	0.5495 6	0.2571 9	0.9524 5	2.6247 1	0.3247 8	1.1494 4	1.3793 3	0.4717 7	0.2212 10
Bus Cleanliness Points	17.5%	7.3000 8	7.3000 7	7.4000 9	7.2000 6	7.1000 5	6.5000 1	8.0000 11	7.6000 10	7.0000 3	7.1000 4	6.8000 2
In-Service On-Time Performance Points	10%	0.7055 10	0.6774 7	0.7032 9	0.6380 4	0.5894 1	0.6450 5	0.6957 8	0.7067 11	0.6148 2	0.6613 6	0.6327 3
Running Hot Points	10%	0.1047 5	0.1347 1	0.0971 7	0.1161 4	0.0978 6	0.1315 2	0.0665 11	0.0787 10	0.1213 3	0.0830 9	0.0881 8
Accident Rate Points	10%	3.2195 8	4.6117 3	3.2526 7	3.9095 5	4.6305 2	4.2873 4	2.7048 10	2.4861 11	5.4045 1	3.0984 9	3.8550 6
Complaints/100K Boardings Points	10%	2.9673 11	3.3124 9	3.0874 10	3.3349 8	4.9563 5	5.4088 4	5.9941 2	4.8284 6	4.7040 7	6.8223 1	5.9373 3
New WC Claims /100 Emp Points	10%	1.7683 4	3.6071 1	0.8745 11	1.0272 9	2.1664 2	1.4294 6	1.1680 7	1.9369 3	1.5322 5	1.1275 8	0.9790 10
Totals		7.98	4.55	7.48	6.03	5.30	3.05	8.53	7.30	4.08	6.18	5.55

FINAL Maintenance and Transportation Division Ranking (Sorted)												
RANKING	DIV.	DIV. 8	DIV. 1	DIV. 3	DIV. 9	DIV. 15	DIV. 5	DIV. 18	DIV. 6	DIV. 2	DIV. 10	DIV. 7
	Score	8.53	7.98	7.48	7.30	6.18	6.03	5.55	5.30	4.55	4.08	3.05
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



**Quarterly Calculations: FY04-Q3
Metro Rail**

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

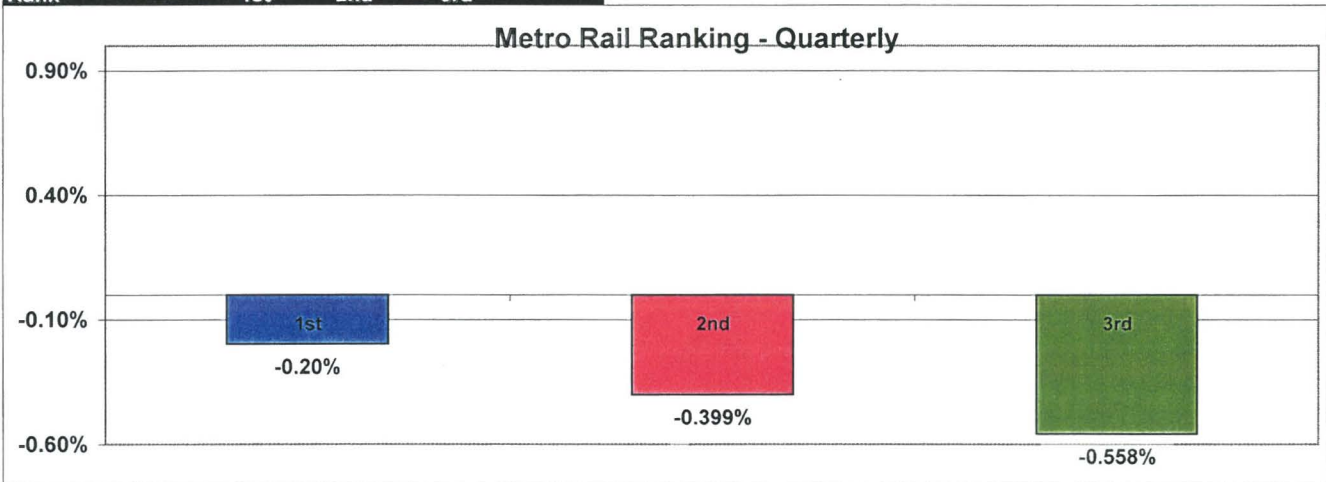
Calculation: Performance indicator uses Revenue Service Hours Lost due to the associated Rail Operating Problems not including the Revenue Service Hours Lost due to accidents, police, or health problems. Performance percentages for various indicators are averaged and outcomes are sorted from high to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

Improvement from Previous Year

	<u>Metro Blue Line</u>	<u>Metro Red Line</u>	<u>Metro Green Line</u>	<u>Metro Gold Line</u>
Overall Rail Line Performance				
Jan-04	0.53%	0.39%	0.71%	N.A.
Feb-04	-0.73%	-0.71%	-0.78%	N.A.
Mar-04	<u>-0.39%</u>	<u>-0.88%</u>	<u>-1.60%</u>	<u>N.A.</u>
First Quarter Average	-0.20%	-0.40%	-0.56%	N.A.

Metro Rail Final Ranking (Sorted)

Rail Line	BLUE	RED	GREEN	GOLD
Score	-0.20%	-0.399%	-0.558%	N.A.
Rank	1st	2nd	3rd	



**The Voluntary Compliance Agreement
for the period ending March 2004
is not available**

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Metropolitan Transportation

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