



**Metro**

**FTA QUARTERLY REVIEW  
BRIEFING BOOK**

**May 18, 2005**

***Submitted By:***

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



41494532

# AGENDA

## FTA NEW START PROJECTS QUARTERLY REVIEW MEETING

**Metropolitan Transportation Authority**  
Wednesday, May 18, 2005 - 10:00 a.m.  
Gateway Conference Room - 3<sup>rd</sup> Floor

### I. OVERVIEW

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

### PRESENTER

Leslie Rogers  
Roger Snoble  
Steve Carnevale  
Dan Finkelstein  
Dave Kubicek

### II. METRO CONSTRUCTION REPORTS

- A. Construction Project Management Overview
- B. Metro Gold Line Eastside Extension
  - Design/Build Integration
  - Construction Contracts Update  
C0802 101 Freeway Bridge Overcrossing  
C0803 Tunnel, Stations, Trackwork & Systems
  - Construction Safety
  - 1<sup>st</sup> Street Bridge Status
  - Cost Status
  - Schedule Status
  - CPUC Status
  - Quality Assurance
  - Real Estate
  - 2550 Rail Vehicle Program
- C. Metro Orange Line

Rick Thorpe  
Dennis Mori

Dave Kubicek  
Roger Dames

### III. PLANNING

- A. Mid-City/Exposition LRT Project

Steve Brye

### IV. PROPOSED SCHEDULE AND LOCATION OF NEXT MEETING

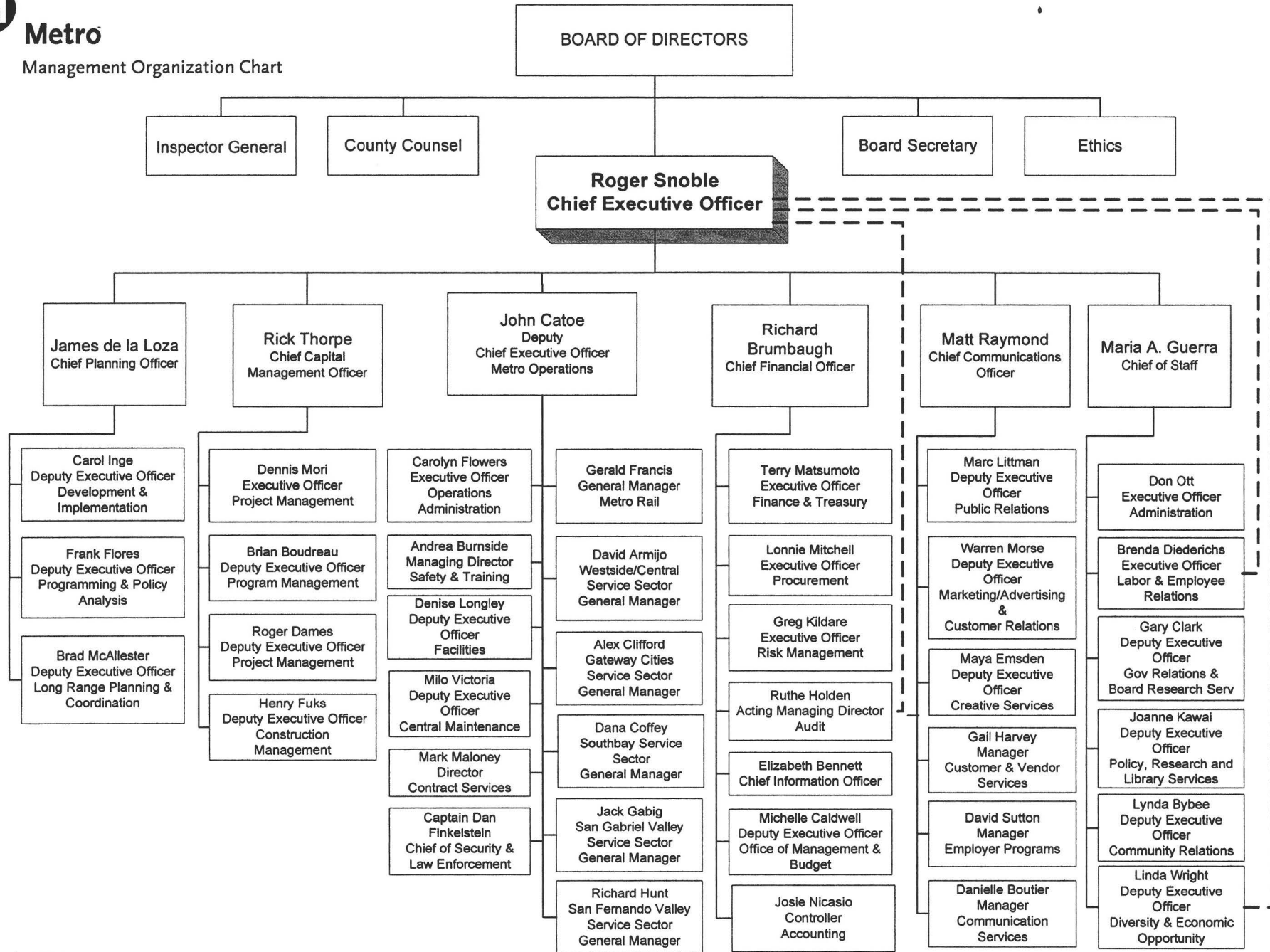
**Metropolitan Transportation Authority**  
Wednesday, August 31, 2005 – 10:00 a.m.  
Gateway Conference Room - 3<sup>rd</sup> Floor

**LACMTA MANAGEMENT  
ORGANIZATION CHART**



**Metro**

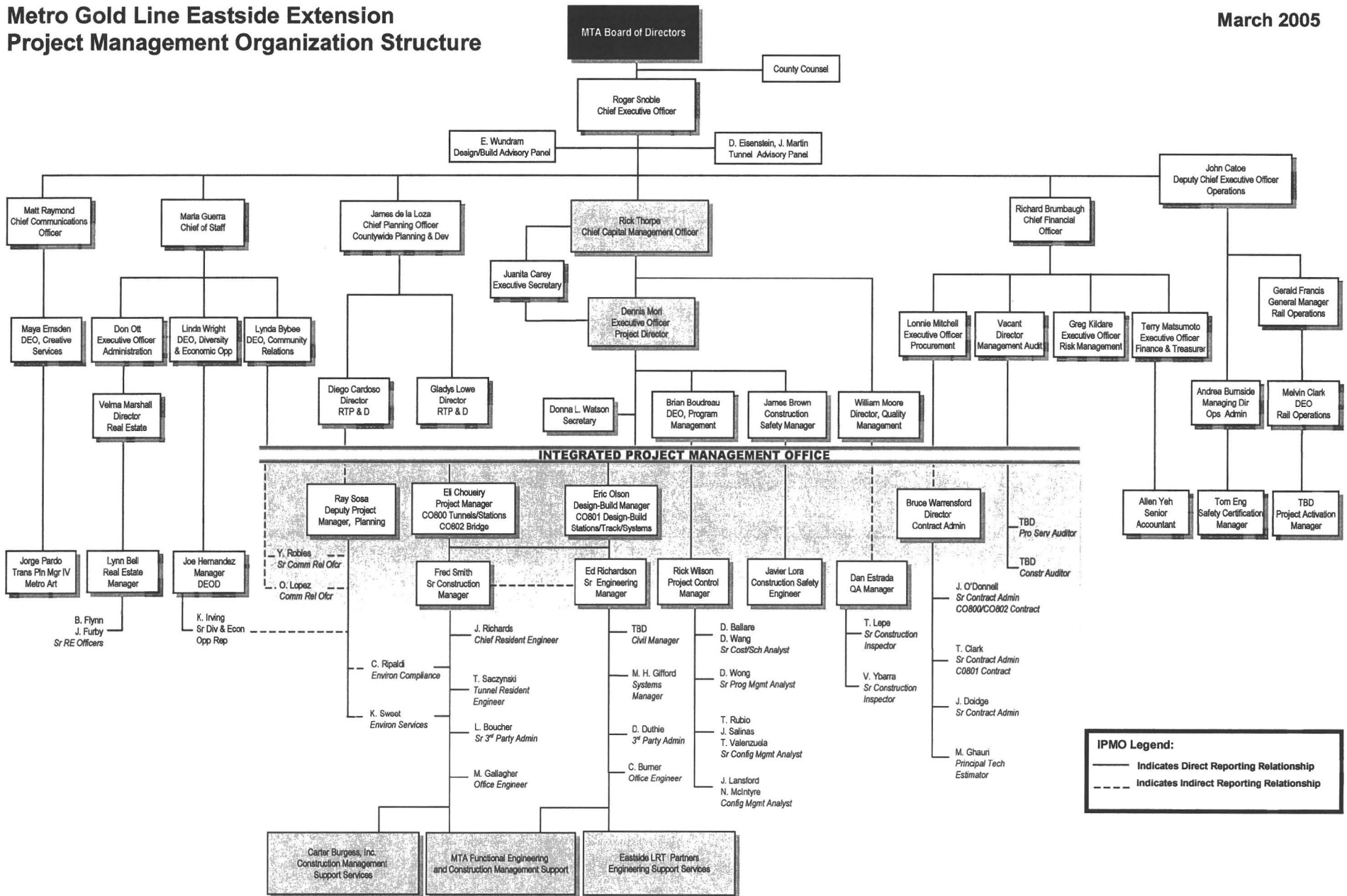
Management Organization Chart



**PROJECT ORGANIZATION  
CHARTS**

# Metro Gold Line Eastside Extension Project Management Organization Structure

March 2005



**IPMO Legend:**

- Indicates Direct Reporting Relationship
- - - Indicates Indirect Reporting Relationship

MTA Support by Other Divisions

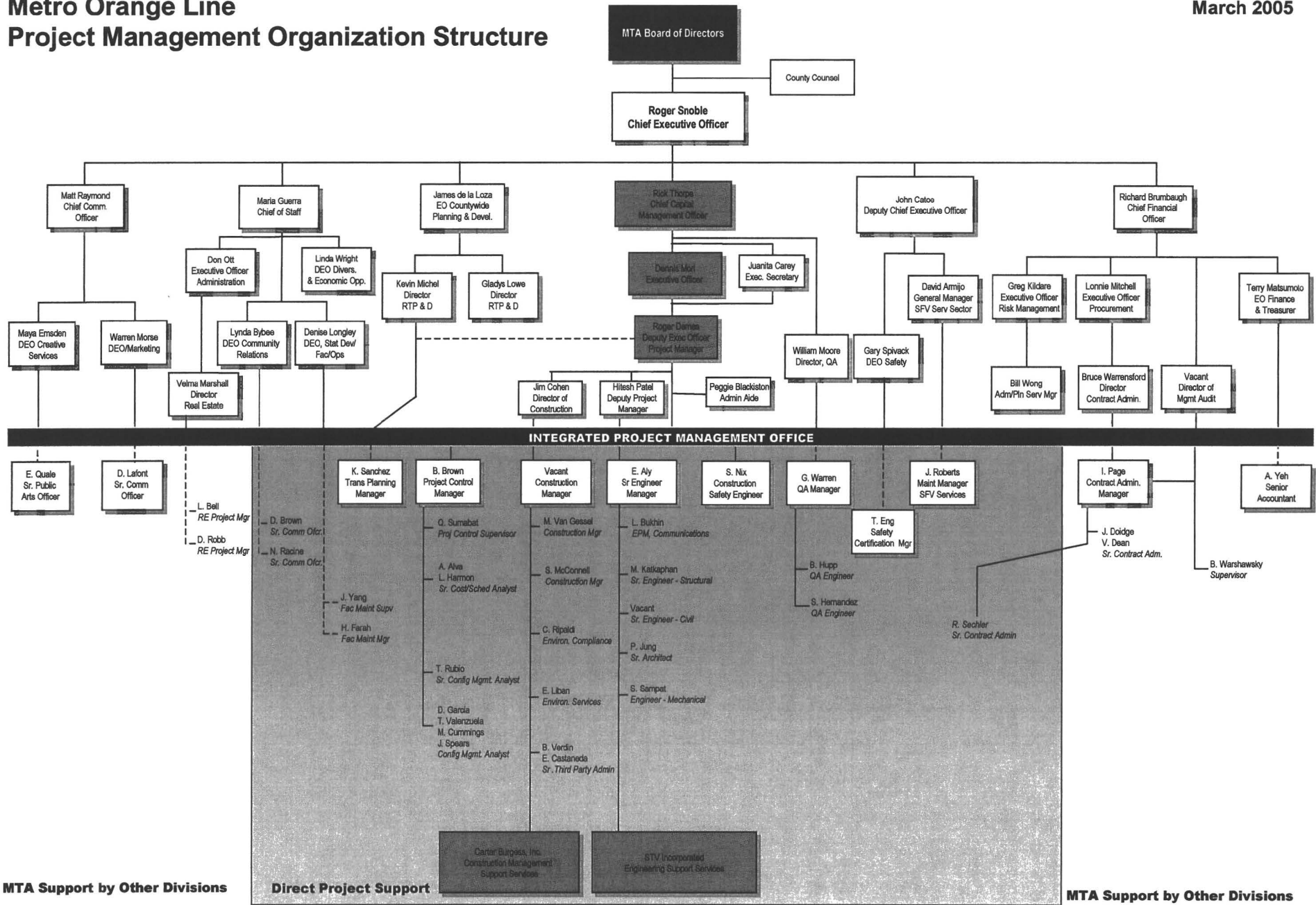
Direct Project Support

MTA Support by Other Divisions



# Metro Orange Line Project Management Organization Structure

March 2005



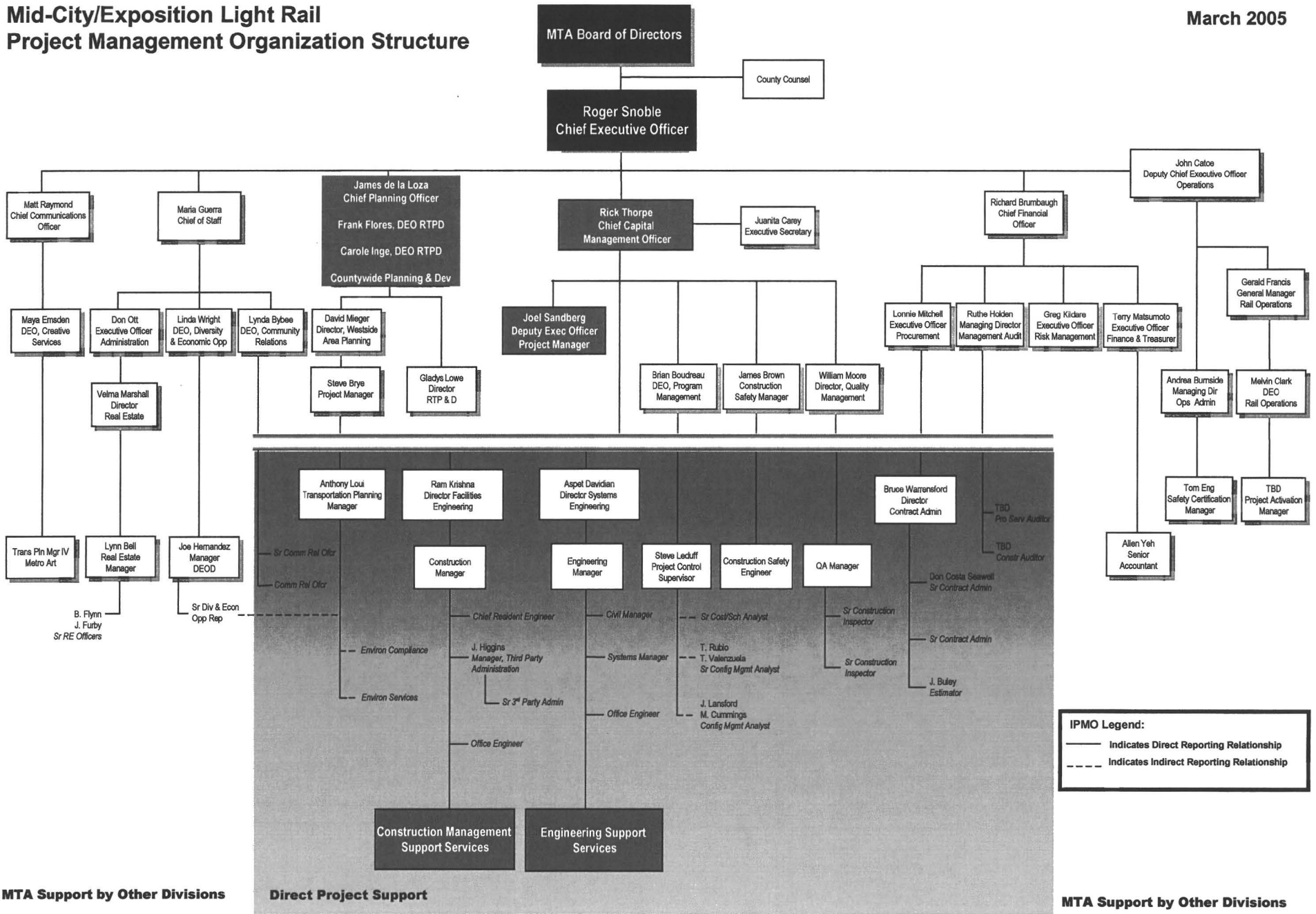
MTA Support by Other Divisions

Direct Project Support

MTA Support by Other Divisions

# Mid-City/Exposition Light Rail Project Management Organization Structure

March 2005



MTA Support by Other Divisions

Direct Project Support

MTA Support by Other Divisions



METROPOLITAN TRANSPORTATION AUTHORITY

**GOVERNMENT RELATIONS  
2005/06 STATE AND FEDERAL LEGISLATIVE MATRIX  
March 2005**

**STATE ASSEMBLY**

BILL/AUTHOR	DESCRIPTION	MTA POSITION	STATUS
ACA 4 (Plecia)	Would remove suspension clause from Proposition 42 funds	SUPPORT	Assembly Transportation Committee
ACA 10 (Núñez)	Would protect Proposition 42 funds	SUPPORT WORK WITH AUTHOR	Assembly
AB 1010 (Oropeza) LA* 4/6	Would transfer Grade Crossing approvals from the Public Utilities Commission to Caltrans.	SUPPORT WORK WITH AUTHOR	Assembly Appropriations Committee
AB 1067 (Frommer) LA 4/11	Would expand the amount of Grade Separation violations that can be imposed.	SUPPORT WORK WITH AUTHOR	Assembly Public Safety

**GOVERNMENT RELATIONS  
2005/06 STATE AND FEDERAL LEGISLATIVE MATRIX  
March 2005**

**STATE SENATE**

BILL/AUTHOR	DESCRIPTION	MTA POSITION	STATUS
SCA 7 (Torlakson)	Would require loans of motor vehicle fuel revenues to be repaid with interest if the repayment is not within the next budget year.	SUPPORT	Senate Elections, Reapportionment and Constitutional Amendments
SB 851 (Murray) LA 4/11	Would streamline LACMTA procurement process	SUPPORT SEEK AMENDMENTS	Senate Appropriations Committee

LA- Last Amended

FEDERAL

BILLS/AUTHOR	DESCRIPTION	STATUS
<p>FY 2006 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 Appropriations requests.</p> <p><u>\$5 million in Intelligent Transportation System Funding.</u> These resources would be utilized to implement the MTA's Regional Universal Fare System (RUFFS). The RUFFS would permit passengers using a card imbedded with a computer chip to board all MTA buses and trains and transfer to services offered by municipal operators, paratransit and Metrolink without having to be concerned with purchasing a new fare or carrying change.</p>	<p>December 13, 2004-LACMTA Board Adopted 2005 Legislative program</p> <p>Appropriation Requests are due Friday, March 18, 2005</p>

Deferred = bill will be brought up at another time; Chaptered = bill has become law; LA = Last Amended; Enrolled = bill sent to Governor for approval or veto  
 Note: "Status" will provide most recent action on the legislation and current position in the legislative process.

**FEDERAL**

BILLS/AUTHOR	DESCRIPTION	STATUS
<p><b>TEA-21 REAUTHORIZATION</b></p>	<p>MTA Board approved to support TEA-21 State of California and Los Angeles County's General Principles. Return to the MTA Board with TEA-21 Reauthorization Criteria listing.</p> <p>June 27, 2002 Board Approved State of California and LA County Regional General Principles.</p> <p>September 26, 2002 MTA Board approved the Revised LA County Regional General Principles and Priority Project lists.</p> <p>May 14, 2003, the Bush Administration unveiled SAFETEA</p> <p>November 2003, the Senate Environment and Public Works Committee introduces a reauthorization bill – Highway Portion</p> <p>November 17, 2003, the House Transportation and Infrastructure Committee introduces it's reauthorization bill – TEA-LU</p> <p>March 26, 2004, House Transportation &amp;Infrastructure held a mark-up on HR. 3550-TEALU a \$275 billion transportation bill.</p> <p>June 24, 2004 U.S. House of Representatives passed another extension bill, HR 4635 by a 418-0 vote.. The bill expires on July 31. The Senate passed a similar bill by a voice vote.</p> <p>July 26 - Congress passed and the President signed a short-term bill that extends current transit authorizing law through September 30 and highway law through September 24.</p> <p>September 30 – Congress passed , and the President signed into law on September 30, H.R. 5183, which extends TEA 21 for eight months, through May 31, 2005.</p>	<p>March 10, 2005 U.S. House of Representatives passed H.R. 3 (Transportation Equity Act – A Legacy for Users). The bill passed by a vote of 417 to 9.</p> <p>March 16, 2005 The Senate Environment and Public Works Committee adopted SAFETEA by a vote of 17 to 1. This bill addresses the highway portion of the transportation reauthorization bill.</p> <p>March 17, 2005 The Senate Banking Committee ??? "The Federal Public Transportation Act of 2005." This bill addresses the transit portion of the transportation reauthorization bill.</p>

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4/29/2005

**GOVERNMENT RELATIONS**  
**2005/06 STATE AND FEDERAL LEGISLATIVE MATRIX**  
**March 2005**

**FEDERAL**

BILL/AUTHOR	DESCRIPTION	MTA POSITION	STATUS
S. 197 (Boxer)	A bill authorizing the U.S. Secretary of Transportation to conduct a study of highway-railroad grade crossings and to provide grants for grade separations that would enhance safety and for grade crossings on rail lines that have a high volume of goods movement.	Support work with author	Senate Commerce, Science and Transportation Committee

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4/29/2005

2





COUNTY OF LOS ANGELES  
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RAYMOND G. FORTNER, JR.  
County Counsel

Reply to:  
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April 5, 2005

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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, 2005, on the Status of Key Legal Actions Related to Federally Funded Projects.

Please call if you have any questions (213) 922-2508.

Very truly yours,

RAYMOND G. FORTNER, JR.  
County Counsel

By

  
ROBERT B. REAGAN

Principal Deputy County Counsel

RBR:ibm  
Attachments

c: Steven Carnevale  
Brian Boudreau  
Frank Flores  
Gladys Lowe  
Leslie Rogers  
Cindy Smouse 99-17-1

Los Angeles County Metropolitan Transportation Authority  
 Status of Key Legal Actions Related to Federally Funded MTA Projects  
 Date as of March 31, 2005

CASE NAME	CASE NUMBER	GRANT NUMBER	NARRATIVE	CASE STATUS
<p>Gerlinger (MTA) v. Parsons Dillingham</p> <p>MTA v. Parson Dillingham</p>	<p>BC150298, etc.</p> <p>BC179027</p>	<p>MOS-1 and CA-03-0341, CA-90-X642</p> <p>MOS-1 and CA-03-0341, CA-90-X642</p>	<p>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.</p> <p>In a related case, MTA filed suit against Parsons Dillingham for fraud and breach of contract in the performance of construction management services.</p>	<p>Most of phase one of trial has been completed. Rebuttal testimony upcoming and each party to submit proposed statement of decision. Awaiting court's decision.</p>
<p>Flores v. Access Service Inc., MTA, <u>et al.</u></p>	<p>CV00-12188</p>	<p>ALL</p>	<p>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.</p>	<p>Settlement has been approved by court and case dismissed with prejudice; court retains jurisdiction under settlement agreement.</p>
<p>Gonzalez, <u>et al.</u> v. MTA, et al.</p>	<p>CV97-5833 (JMI)</p>	<p>ALL</p>	<p>Plaintiff alleges she was discriminated and retaliated against and constructively discharged in violation of Title VII and ADA because MTA did not accommodate her religious beliefs and her disability, she not be subjected to random drug testing. MTA filed a motion to dismiss asserting, among other defenses, 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; first case was remanded, parties agreed it also should be remanded; District Court should consider MTA's other grounds for dismissal. The 9<sup>th</sup> Circuit agreed and remanded this case to District Court.</p>	<p>CASE DISMISSED by Court. Case closed.</p>

Labor/Community Strategy Center v. MTA	CV94-5936 (TJH)	ALL	On 10/28/96, Federal Judge Hatter approved a Consent Decree reached between MTA and the class action plaintiffs. The Consent Decree provides for MTA to: (i) reduce its load factor targets (i.e. the # of people who stand on the bus), (ii) expand bus service improvements by making available 102 additional buses, (iii) implement a pilot project, followed by a 5-yr Plan, facilitate access to County-wide jobs, ed & health centers, (iv) not increase cash fares for 2-yrs & pass fares for 3-yrs beginning 12/01/96, after which MTA may raise fares subject to conditions of the Consent Decree and (v) introduce a weekly pass & an off-peak discount fare on selected lines.	Special master recently issued an order that the MTA deploy 145 additional buses.
MTA v. Argonaut; Argonaut v. MTA	BC171636 BC156601	MOS-1, CA-03-0341, CA-90-X642, CA-90-X575, CA-03-0392	MTA is in litigation with its carrier to determine the number of deductibles owed for Argonaut's insurance coverage on the Red Line Project. MTA alleges bad faith by Argonaut in administering MTA's insurance coverage on the Red Line.	Mediation 04/04/05.
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 reversed; MTA has petitioned California Supreme Court.

**WORKERS COMPENSATION  
QUARTERLY REPORT**

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**Metro**

Metropolitan Transportation Authority

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April 20, 2005

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

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

Dear Mr. Rogers:

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

**BACKGROUND**

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

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

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

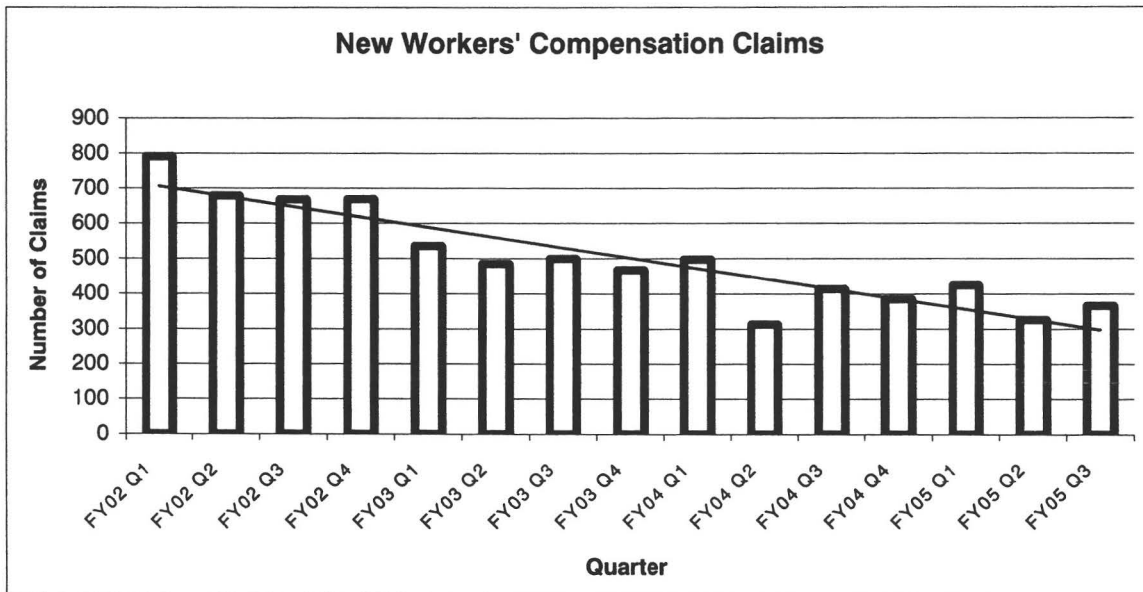
- Incident Investigation
- Field Observation and Feedback
- Return-to-Work/Transitional Duty Program
- Performance Management
- Communications
- Ergonomics
- Rules and Procedures

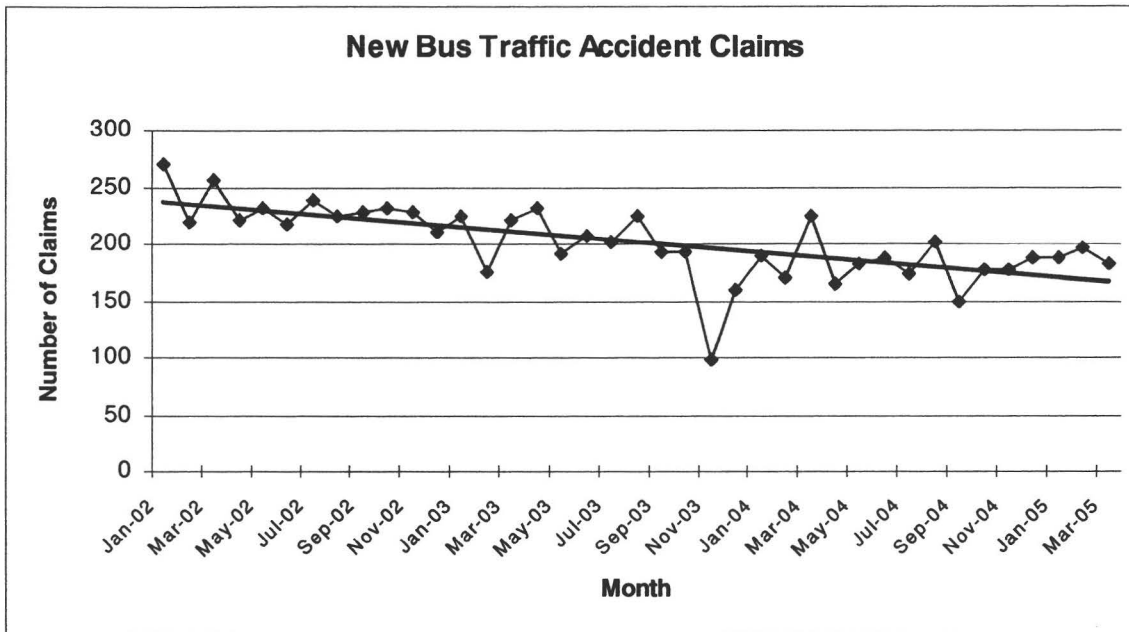
## PROGRESS

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

- Quarterly reported new workers' compensation claims have fallen from 791 during the first quarter of fiscal year 2002 to 366 during the third quarter of fiscal year 2005, a 54% reduction.
- Bus accident reported claims have fallen from 241 in October of 2001 to 182 by March of 2005, a 24% reduction.

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





The quarter ending March 2005 provided continued improvement from the new safety business processes/policies that had earlier went into effect:

**Incident Investigation (II):** Operating divisions are using a more rigorous process to investigate incidents and accidents and report the findings. The II process has seen continuous improvement with the implementation of TransitSafe, which is the MTA's new web-based incident and analysis tracking system. A new accident investigation course is also being provided to supervisors and managers to improve accident investigations.

**Field Observation and Feedback (FOF):** Field observations are being completed in all operating sectors. Sector compliance on completing field observations have improved significantly since the inception of safety key performance indicators (KPI's) in February 2004, with nearly all of the sectors achieving their goals for completion of field observations. The FOF process is being significantly enhanced with incorporation of the field observation reporting into the TransitSafe system. The programming of this new function has been completed with full implementation planned for the fourth quarter of this fiscal year.

**Return to Work/Transitional Duty:** The MTA initiated a transitional duty pilot program in one of the bus service sectors in January 2004 with favorable results. The purpose of the program is to provide transitional work for employees who, due to a work related injury or illness, are restricted from performing some or all of their regular duties for a temporary period of time. Transitional duty programs are consistent with industry best practices. The program was finalized and implemented across all of operating sectors in January 2005.

**Ergonomics:** The MTA completed the development of an ergonomics program during the second quarter of fiscal year 2005. Training on the ergonomics program was provided to nearly one hundred management and supervisory personnel during the third quarter of fiscal year 2005. The ergonomics training provided management with specific information on actions that can be taken to prevent ergonomic injuries and ergonomic incident investigation techniques that should be used when investigating an ergonomic injury. The ergonomics program is the last of the safety business processes/policies to be implemented as part of the successful Safety's 1<sup>st</sup> program.

**Performance Management:** The Safety Performance Management program focuses on action-oriented Key Performance Indicators that concentrate the agency's attention on activities that eliminate unsafe practices and conditions that lead to employee and customer injuries. The safety performance management reports continued to be provided to the operating and support units on a monthly basis. Performance management committee meetings are held monthly to review the report content and to evolve the report to focus on quality of reporting in addition to the quantity of reporting.

## **ACCIDENT REDUCTION PROGRAM**

To continue driving down accident rates, MTA identified seven additional strategies for reducing vehicle and passenger accidents. The seven strategies were reported to the MTA Board of Directors in January 2005 and are being incorporated in the FY06 operating budget. A summary of the seven strategies is as follows:

**Establish a Points-Based Accident Reporting System:** A points-based accident reporting system was developed and implemented during the third quarter of FY05. The implementation of the points-based accident reporting system provides management with a better tool to analyze accidents and more specifically focus training based upon accident severity, injury severity, and violation of vehicle codes or defensive driving techniques.

**Enhance the Accident Review Board (ARB) Process:** A review of the ARB process revealed that participants were not always consistently trained, which resulted in a large percentage of accidents being coded as unavoidable. To gain consistency in the process, Sr. Safety Specialists will now be assigned to participate in first level of ARB review panels and a centralized group of Transit Operations Supervisors (TOS) will be assigned to participate in second level ARB panels. In addition, Sr. Safety Specialists, TOS's, Line Instructors, and Labor Relations representatives participating in ARB panels will be provided with extensive training on accident investigation and avoidability.

**Develop a Proactive Training Program:** Operations Central Instruction is initiating a program that takes a more proactive approach to training operators. Since a large number of unavoidable accidents may indicate a need for improved defensive driving skills, operators involved in three or more unavoidable accidents will now be required to participate in a one day defensive driving course. The new program will also double the amount of training required for operators involved in avoidable accidents and will require operators involved in a second avoidable accident to participate in a two day, one-on-one training course.



**Develop a Rewards and Recognition Program:** A rewards and recognition program was developed to promote and increase awareness of safety and performance measures. The comprehensive rewards and recognition program incorporates a combination of personal and team rewards along with recognition for the operators with the best records for avoiding accidents. The rewards and recognition program is planned for implementation over a two year period to reduce the impact on the operating budget.

**Enhance Bus Safety Features:** Three bus safety features will be enhanced to improve pedestrian awareness of buses making turns. The installation of additional LED turn signal lights and mirrors with LED turn signal indicators will be completed during the standard midlife process to increase the awareness of buses making both left and right turns. To further increase the awareness of pedestrians, an audible turn signal will be installed and tested on ten buses to determine if the audible signal helps to improve pedestrian awareness of buses making turns and to ensure that the sound does not disturb residents along bus routes.

**Develop a Bus Safety Awareness Campaign:** A bus safety awareness campaign is being designed to reduce accidents by both promoting the public's safe behavior around buses. The ongoing education campaign will educate the public on the various hazards when walking, biking, and driving near Metro buses. Metro communications will target motorists, pedestrians, and bicyclists with a series of messages to increase awareness of bus "no zones" or potential blind spots, increase the awareness of right turn pivot areas, and inform pedestrians and bicyclists of the importance of being visible by wearing light colored or reflective clothing.

**Implement Accident Mapping Software:** Accident mapping software is being developed to identify traffic and accident problem areas. The software maps the coordinates of accidents and plots this information on Global Information System (GIS) maps to identify streets and highways with high accident rates. Clusters of accident points on the GIS maps can easily identify problem areas. The software will also analyze the types of accidents and provide a detailed breakdown showing the direction of travel, type of impact, and cause of accident.

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

Sincerely,

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

Andrea H. Burnside  
Managing Director, Metro Operations Administration

**ADVANCED LAND  
ACQUISITION PROGRAM**

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

**STATUS REPORT AS OF MARCH 31, 2005**

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

*Wilshire/Western Station* – MTA Board has approved the Developer project of a mixed-use development to include approximately 195 condominium units, 49,500 square feet of retail, and 700-space garage. Staff is completing the revision of the Joint Development Agreement and Ground Lease Agreements.

*Wilshire/Vermont Station* - A long-term ground lease with Wilshire Vermont Housing Partners covering the construction of 449 apartment units and 35,000 square feet of commercial/retail space on 3.24 acres of the 5.83-acre station site was executed on November 10, 2003. Construction of this commercial development is ongoing. A Purchase and Sale Agreement with the Los Angeles Unified School District covering the sale of the bulk of the remaining 2.59 acres at the site for construction and operation of a three-story, approximately 800-student middle school was executed on January 25, 2005. Pre-acquisition due diligence is on going and escrow is scheduled to close on June 3, 2005.

**B-102 and B-103 - Temple Beaudry**

Operations has requested that this site be retained while funding is identified for a downtown bus layover. This site will go out for joint development including providing for a layover area in the next month.

**A1-300 and A2-301 - Wilshire/Crenshaw**

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

**A2-362 - Wilshire/La Brea**

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

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

*North Hollywood Station* – Following up on the recommendations of the ULI Development Panel Report, the CRA is finalizing development guidelines for the North Hollywood area with participation from the MTA. In addition, CRA and MTA have hired a consultant to assist in developing urban design guidelines for the various MTA-owned parcels. MTA staff continues to actively market MTA parcels for joint development and intends to issue a request for proposals after completion of the urban design and development guidelines for the sites. MTA staff completed review of an unsolicited development proposal for three MTA-owned parcels west of Lankershim Boulevard but deferred further consideration to pursue a competitive proposal solicitation.

*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 will prepare an RFP to solicit proposals for potential development on this site. MTA will no longer accept unsolicited proposals for this property.

**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 A1-021**

This parcel is being placed back on the Excess Real Property list and will be offered for sale to the highest bidder. The site is currently used by the Rail Materials Group to store materials for Rail Operations. A new and larger facility is required. Efforts are underway to acquire a new site and to combine all of the materials at one location. FTA will be asked to approve the sale of this site and to authorize the use of revenue generated for the acquisition of a new site and/or towards construction of a new facility.

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

MTA Board authorized the issuance of an Exclusive Negotiation Agreements with a developer. The proposed development consists of housing, commercial and civic structures. A land lease is being finalized while the developer completes there due diligence study of the property.

Updated April 18, 2005

2014 2015 2016 2017 2018 2019 2020 2021 2022 2023 2024 2025 2026 2027 2028 2029 2030 2031 2032 2033 2034 2035 2036 2037 2038 2039 2040 2041 2042 2043 2044 2045 2046 2047 2048 2049 2050 2051 2052 2053 2054 2055 2056 2057 2058 2059 2060 2061 2062 2063 2064 2065 2066 2067 2068 2069 2070 2071 2072 2073 2074 2075 2076 2077 2078 2079 2080 2081 2082 2083 2084 2085 2086 2087 2088 2089 2090 2091 2092 2093 2094 2095 2096 2097 2098 2099 2100



Los Angeles County  
Metropolitan Transportation Authority

MAR 2005

METRO OPERATIONS  
MONTHLY PERFORMANCE  
REPORT



Metro

Welcome Aboard  
Bienvenidos  
A bordo





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<b>Customer Satisfaction</b>	39
Complaints per 100,000 Boardings	
<b>New Workers' Compensation Claims</b>	40
New Workers' Compensation Claims per 200,000 Exposure Hours	
<b>"How You Doin'?" Incentive Program</b>	41
Monthly Metro Bus & Metro Rail	
Quarterly Metro Bus & Metro Rail	



## San Fernando Valley Sector Scorecard Overview (SFV)

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

This report gives a brief overview of sector operations':

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

Measurement	FY02	FY03	FY04	FY05 Target	FY05 YTD	Mar. Month	Status
<b>Bus Systemwide</b>							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,132	6,948	◊
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.01%	65.17%	◊
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.47	3.72	●
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	3.65	3.77	◊
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Feb. 14.33	Feb. 13.51	●
<b>SFV Sector</b>							
MMBCMF**	4,646	8,616	8,648	8,000	10,040	11,752	●
In-Service On-time Performance		67.30%	67.47%	70%	68.54%	66.19%	◊
Bus Traffic Accidents Per 100,000 Miles	3.09	2.91	2.99	3.00	2.65	3.16	●
Complaints per 100,000 Boardings	3.43	6.32	5.45	4.50	4.45	3.86	◊
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	22.8	16.72	15.15	14.50	Feb. 16.84	Feb. 18.38	◊
<b>Division 8</b>							
MMBCMF*	5,775	9,177	8,183	8,000	10,543	15,856	●
In-Service On-time Performance	67.88%	70.09%	69.12%	70%	69.90%	69.63%	◊
Bus Traffic Accidents Per 100,000 Miles	3.22	2.84	2.75	3.00	2.37	3.59	●
Complaints per 100,000 Boardings	3.16	6.87	5.09	4.50	4.30	3.94	●
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	20.36**	20.92	19.15	14.50	Feb. 18.84	Feb. 23.83	■
<b>Division 15</b>							
MMBCMF*	4,514	8,260	9,013	8,000	9,673	9,815	●
In-Service On-time Performance	62.51%	66.13%	66.62%	70%	67.78%	64.30%	◊
Bus Traffic Accidents Per 100,000 Miles	3.01	2.96	3.17	3.00	2.88	3.50	●
Complaints per 100,000 Boardings	3.58	6.01	5.70	4.50	4.57	3.81	◊
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	19.15**	16.23	13.14	14.50	Feb. 15.14	Feb. 13.19	◊

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

\*\* Jan - June, 2002

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

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

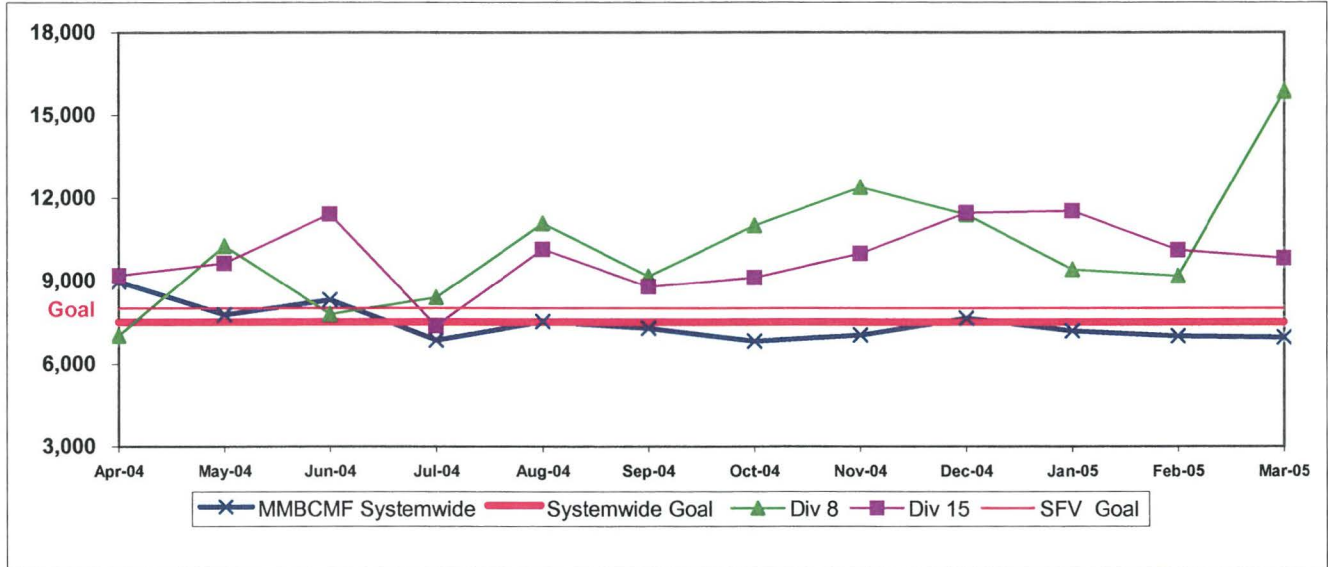
■ Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

## SAN FERNANDO VALLEY SECTOR BUS SERVICE PERFORMANCE

### MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES\* Systemwide and Divisions 8 and 15

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

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



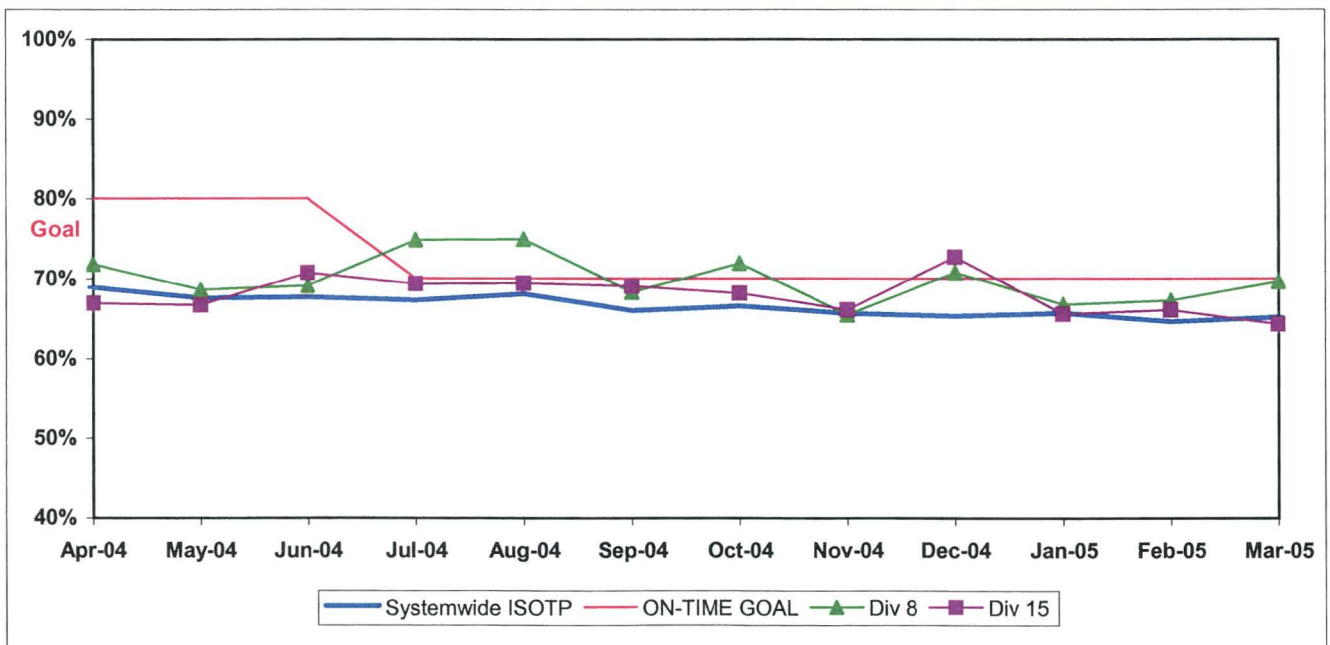
\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

### IN-SERVICE ON-TIME PERFORMANCE

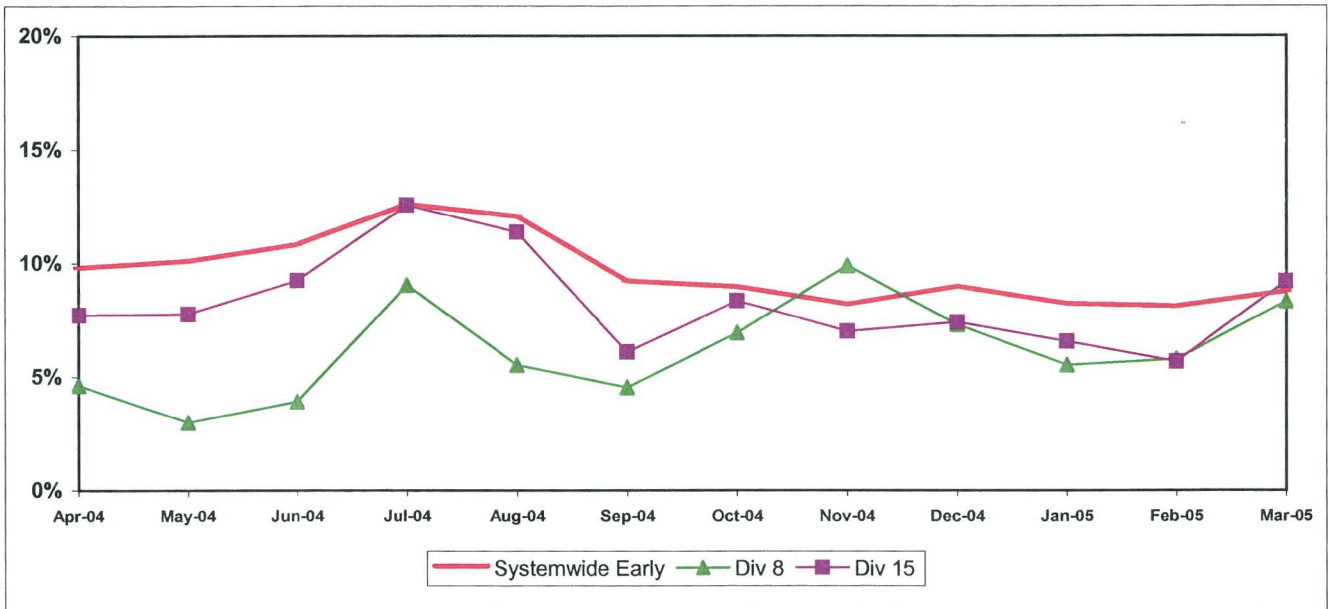
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

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



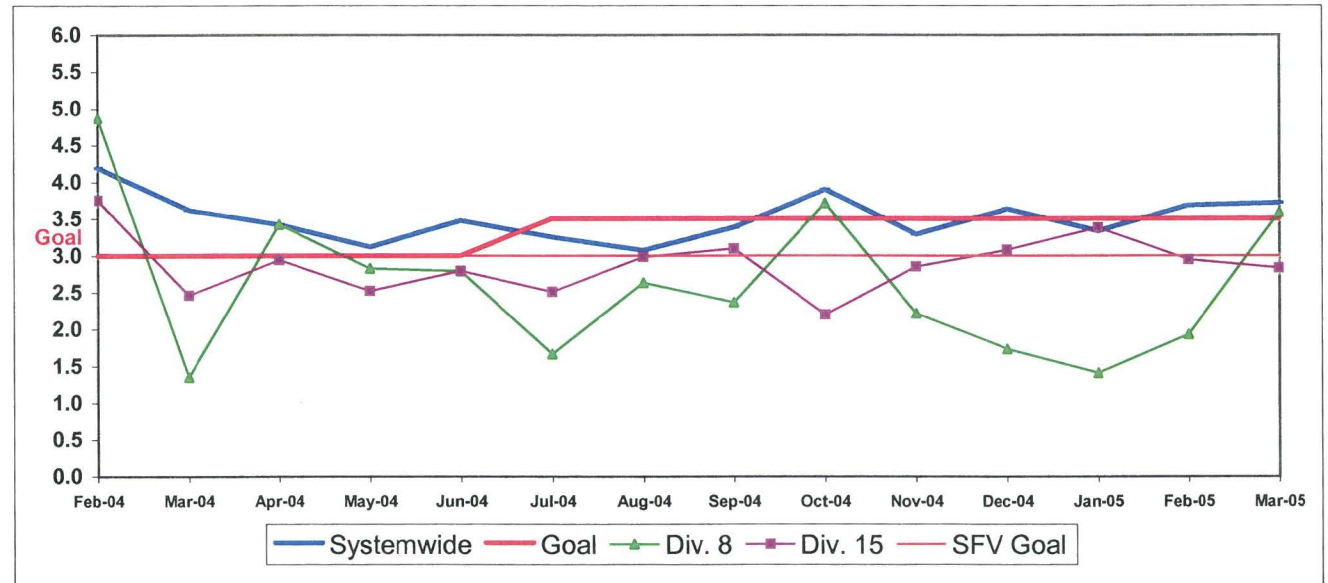
Running Hot - Systemwide and Bus Operating Divisions 8 and 15



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

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

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

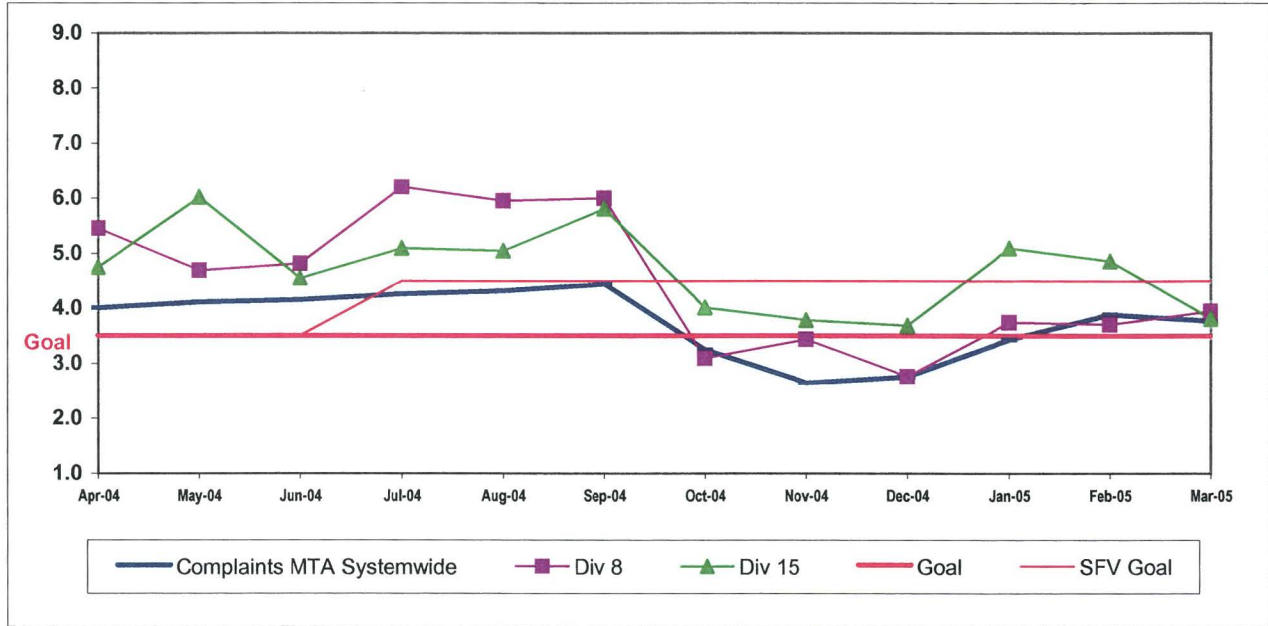


SFV Sector Bus Service Performance - Continued

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

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

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

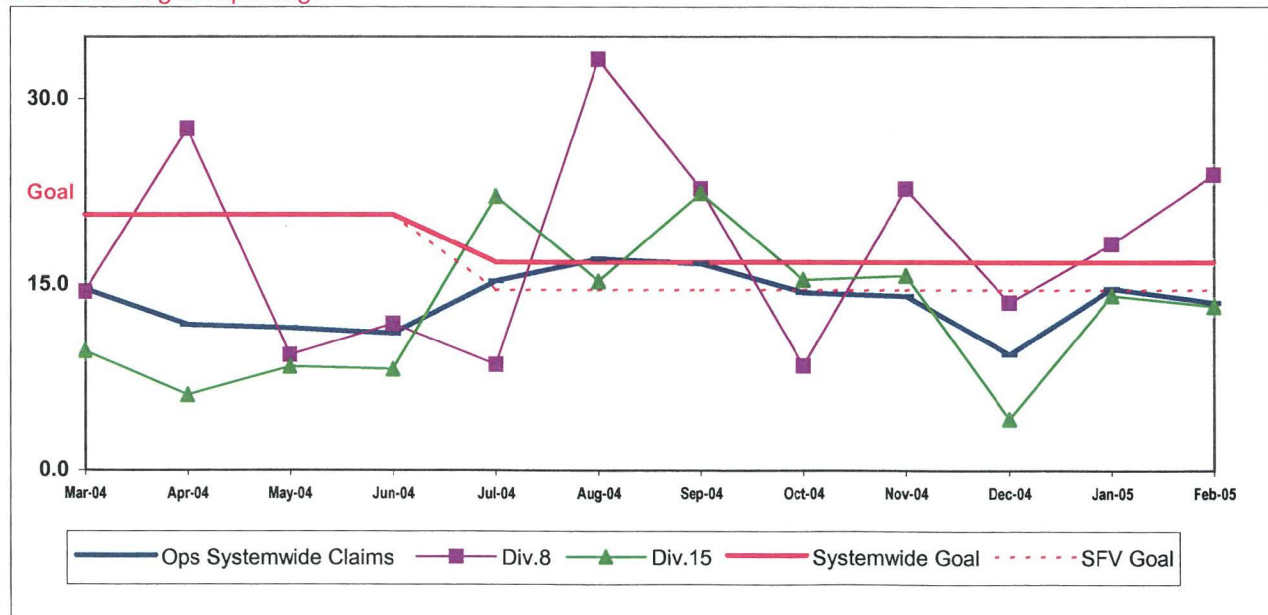


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
**Systemwide and Bus Operating Divisions 8 and 15**

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

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

One month lag in reporting.



## San Gabriel Valley Sector Scorecard Overview (SGV)

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

This report gives a brief overview of sector operations':

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

Measurement	FY02	FY03	FY04	FY05 Target	FY05 YTD	Mar. Month	Status
<b>Bus Systemwide</b>							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,132	6,948	Yellow
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.01%	65.17%	Yellow
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.47	3.72	Green
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	3.65	3.77	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Feb. 14.33	Feb. 13.51	Green
<b>SGV Sector</b>							
MMBCMF*	6,708	7,696	7,570	9,000	6,997	6,945	Yellow
In-Service On-time Performance		70.02%	69.98%	70%	70.17%	70.92%	Green
Bus Traffic Accidents Per 100,000 Miles	3.23	3.40	2.91	3.00	2.84	2.68	Green
Complaints per 100,000 Boardings	3.13	3.57	3.80	3.25	3.00	3.45	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	27.80	23.15	16.12	14.00	Feb. 9.49	Feb. 7.82	Green
<b>Division 3</b>							
MMBCMF*	5,538	5,726	6,564	9,000	6,041	5,958	Red
In-Service On-time Performance	68.70%	71.08%	70.80%	70%	70.86%	73.86%	Green
Bus Traffic Accidents Per 100,000 Miles	3.96	4.22	3.59	3.00	3.39	3.28	Yellow
Complaints per 100,000 Boardings	2.61	3.09	3.02	3.25	2.65	2.95	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	38.36**	21.54	12.36	14.00	Feb. 4.57	Feb. 5.25	Green
<b>Division 9</b>							
MMBCMF*	8,336	11,322	8,874	9,000	8,164	8,115	Yellow
In-Service On-time Performance	64.56%	67.47%	68.16%	70%	69.00%	64.30%	Yellow
Bus Traffic Accidents Per 100,000 Miles	2.56	2.64	2.26	3.00	2.35	2.17	Green
Complaints per 100,000 Boardings	3.90	4.31	5.09	3.25	3.47	4.06	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	33.14**	28.54	20.75	14.00	Feb. 15.49	Feb. 10.94	Yellow

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

\*\*Jan - June, 2002

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

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

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

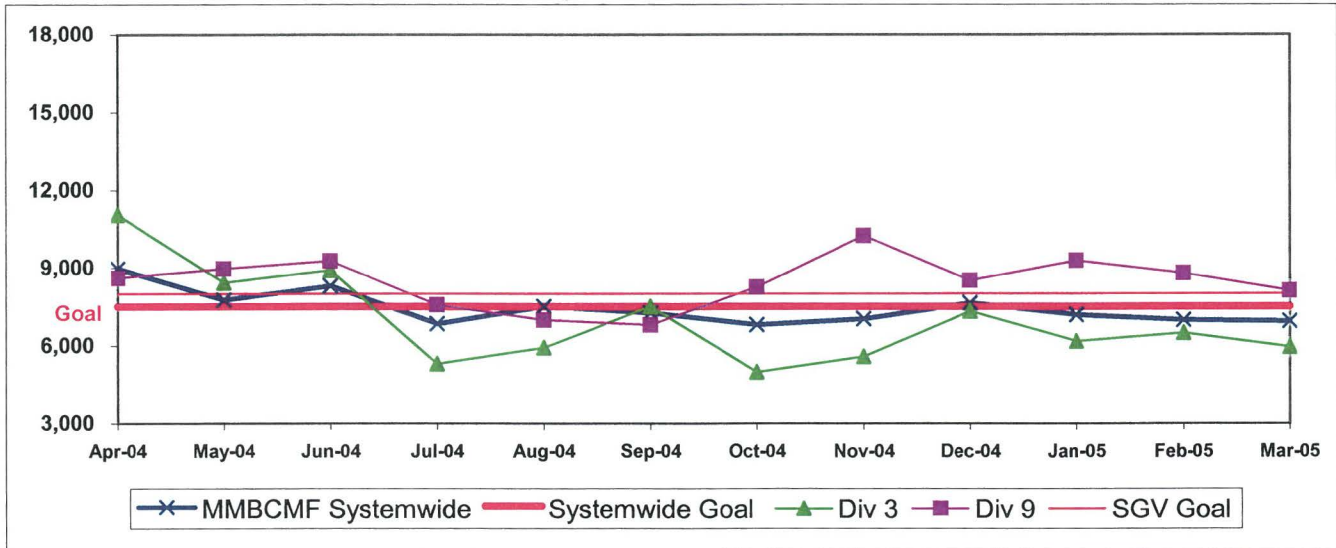


## SAN GABRIEL VALLEY SECTOR (SGV) BUS SERVICE PERFORMANCE

### MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES\* Systemwide and Divisions 3 and 9

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

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



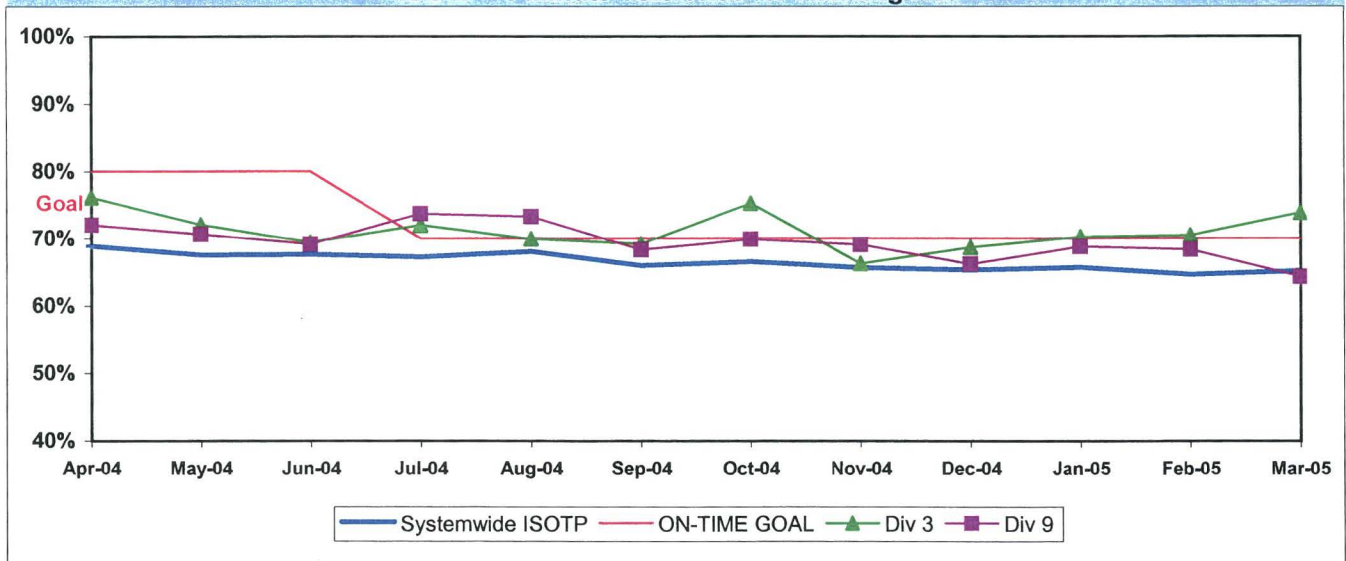
\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

### IN-SERVICE ON-TIME PERFORMANCE

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

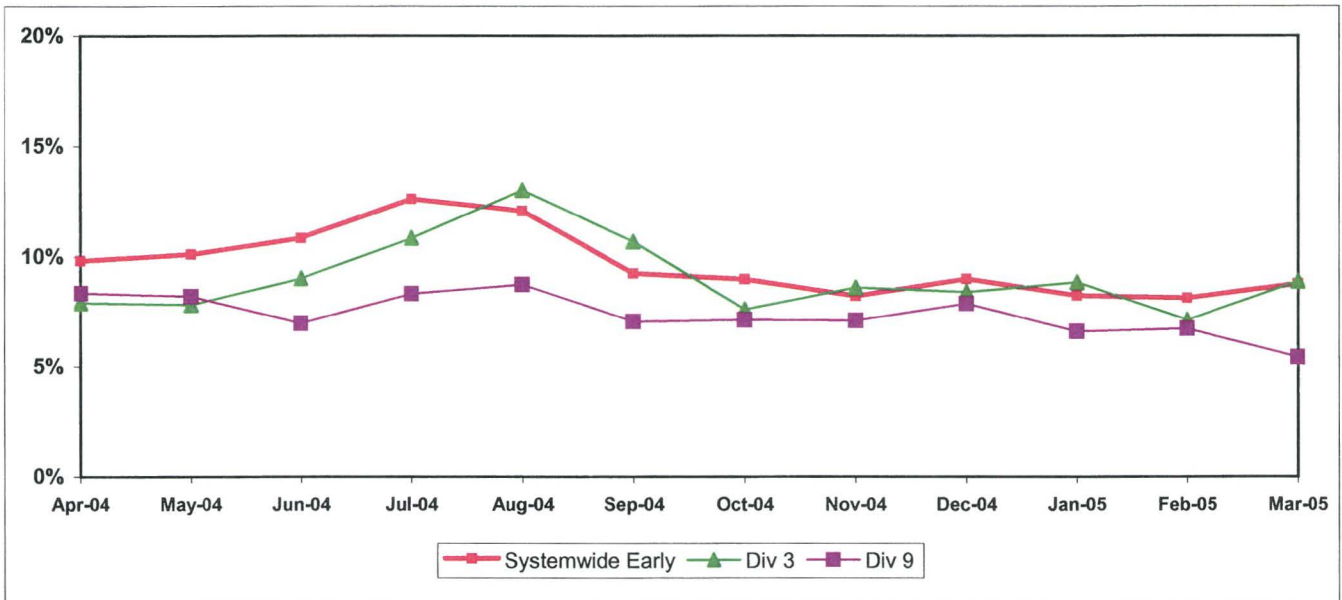
**Calculation:** ISOTP% = 1 - ((Number of buses departing early + Number of buses departing more than five minutes late) / (Total buses sampled))

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



SGV SECTOR BUS SERVICE PERFORMANCE - Continued

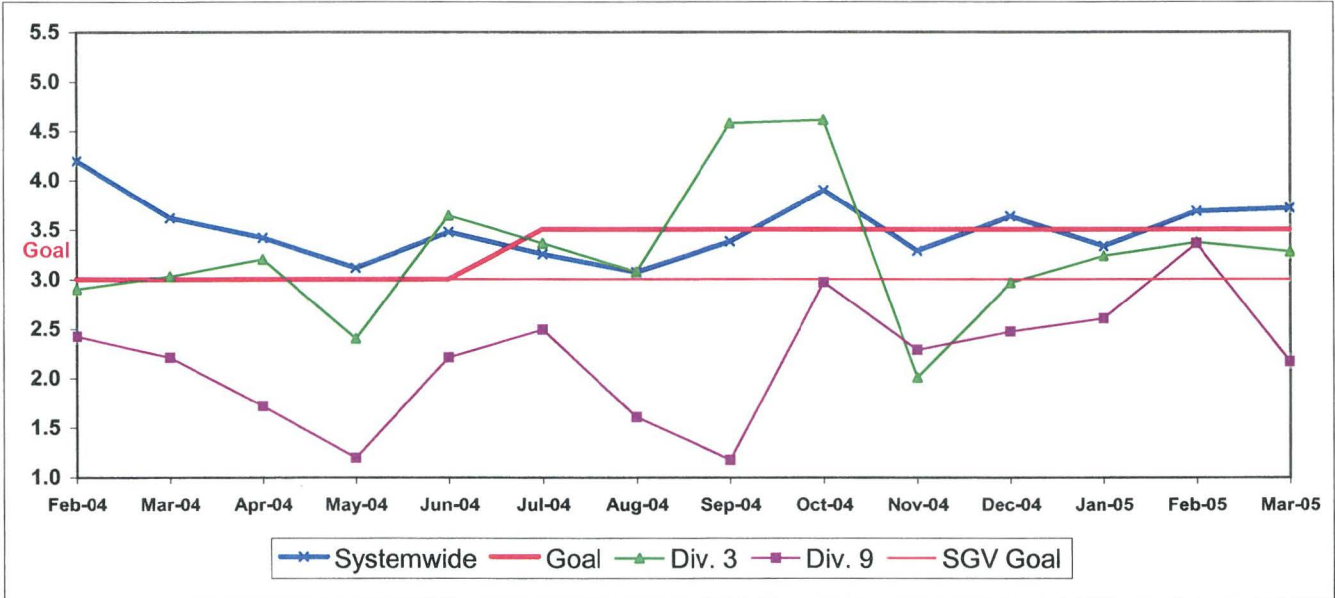
Running Hot - Systemwide and Divisions 3 and 9



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

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

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

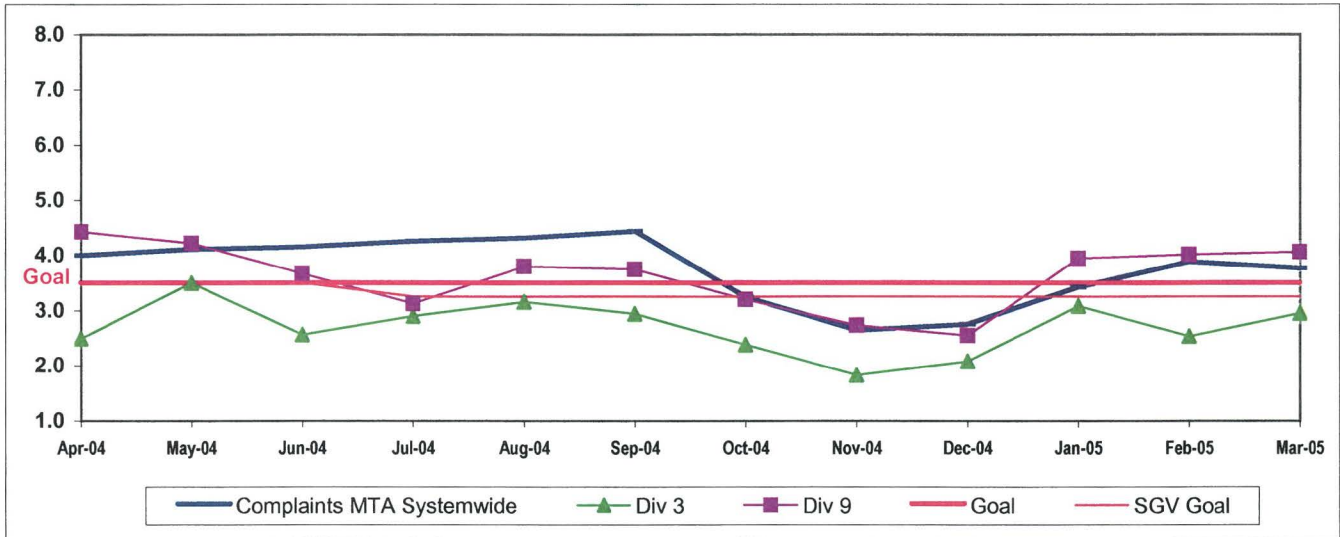


SGV SECTOR BUS SERVICE PERFORMANCE - Continued

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

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

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

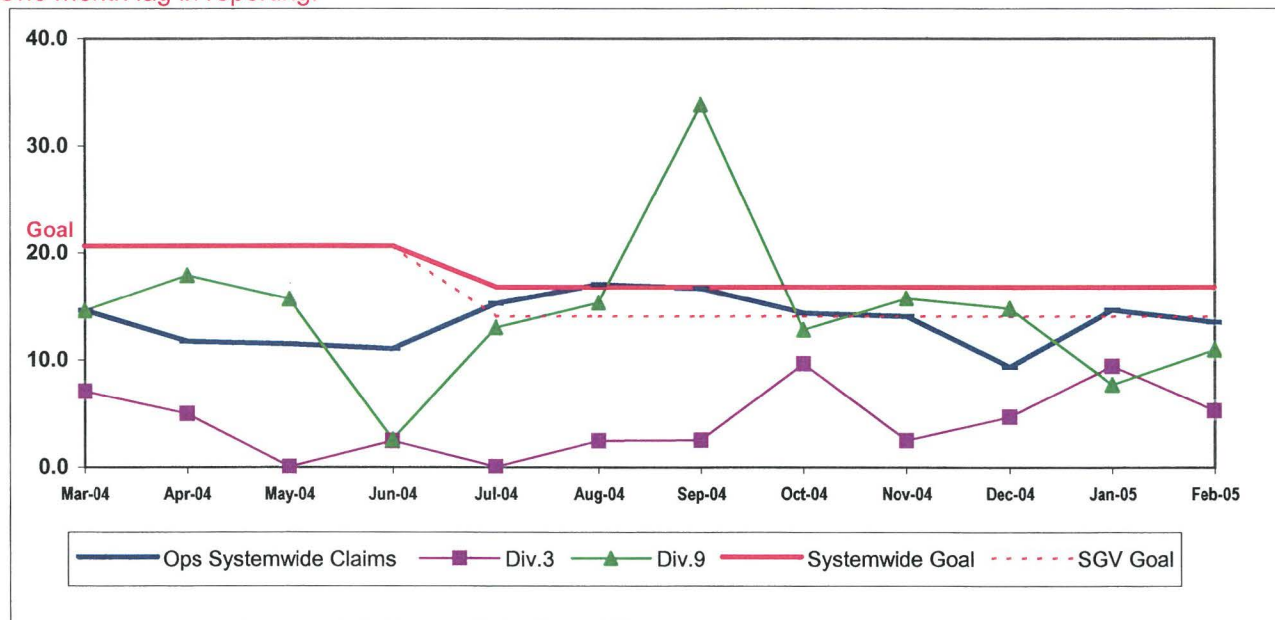


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
Systemwide and Bus Operating Divisions 3 and 9

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

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

One month lag in reporting.



## Gateway Cities Sector Scorecard Overview (GC)

This sector has two Metro operating divisions, Division 1 and 2, both operating out of the downtown Los Angeles area. The sector will be responsible for the operation of approximately 395 Metro buses and 22 Metro Bus lines carrying nearly 59.8 million boarding passengers each year.

This report gives a brief overview of sector operations':

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

Measurement	FY02	FY03	FY04	FY05 Target	FY05 YTD	Mar. Month	Status
<b>Bus Systemwide</b>							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,132	6,948	Yellow
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.01%	65.17%	Yellow
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.47	3.72	Green
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	3.65	3.77	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Feb. 14.33	Feb. 13.51	Green
<b>GC Sector</b>							
MMBCMF*	6,726	7,800	8,781	8,250	5,145	4,181	Red
In-Service On-time Performance		74.53%	69.34%	70%	70.52%	69.15%	Green
Bus Traffic Accidents Per 100,000 Miles	4.49	4.07	3.86	3.50	4.26	4.43	Yellow
Complaints per 100,000 Boardings	2.07	2.63	3.08	3.00	2.61	3.14	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	43.20	25.30	20.19	19.18	Feb. 15.50	Feb. 20.02	Green
<b>Division 1</b>							
MMBCMF*	8,510	9,863	8,232	8,250	4,585	3,953	Red
In-Service On-time Performance	74.95%	78.22%	70.57%	70%	70.84%	70.25%	Green
Bus Traffic Accidents Per 100,000 Miles	4.51	3.39	3.41	3.50	4.25	4.49	Yellow
Complaints per 100,000 Boardings	1.76	2.26	3.32	3.00	2.97	3.64	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	45.91**	20.42	16.82	19.18	Feb. 15.42	Feb. 16.52	Green
<b>Division 2</b>							
MMBCMF*	5,514	6,398	9,496	8,250	6,188	4,600	Yellow
In-Service On-time Performance	63.01%	67.53%	67.62%	70%	69.96%	66.84%	Yellow
Bus Traffic Accidents Per 100,000 Miles	4.48	4.78	4.36	3.50	4.28	4.35	Yellow
Complaints per 100,000 Boardings	2.38	3.07	2.84	3.00	2.17	2.48	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	48.72**	31.18	24.56	19.18	Feb. 17.56	Feb. 26.56	Green

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

\*\* Jan - June, 2002

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

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

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

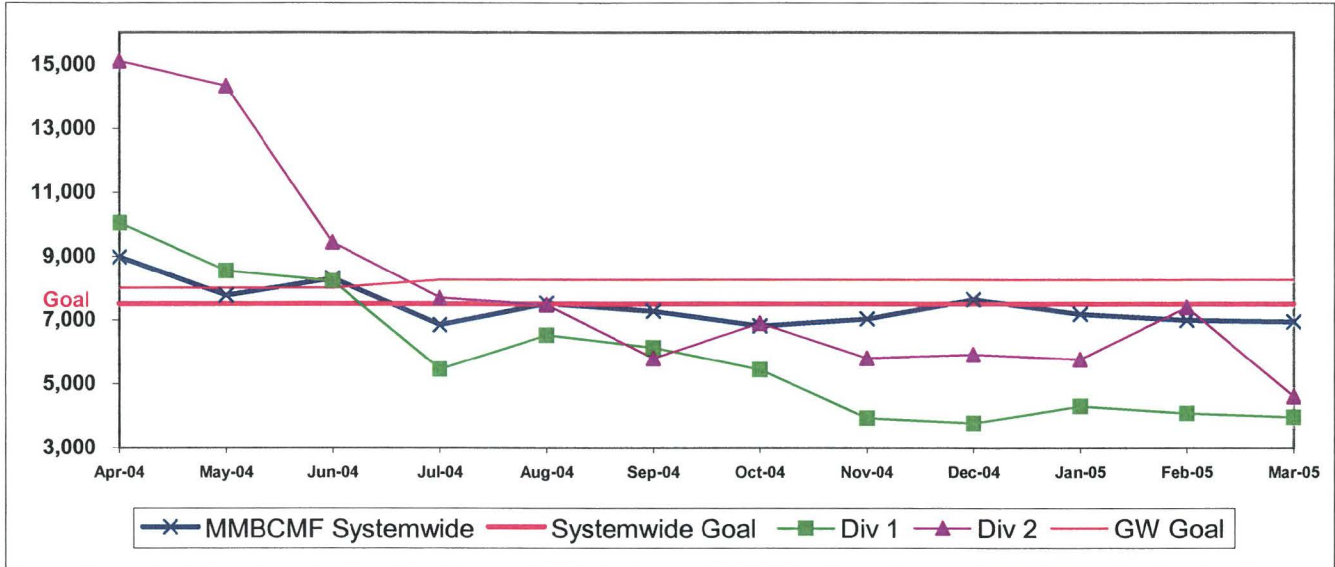
## GATEWAY CITIES SECTOR BUS SERVICE PERFORMANCE

### MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES\*

#### Systemwide and Divisions 1 and 2

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

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



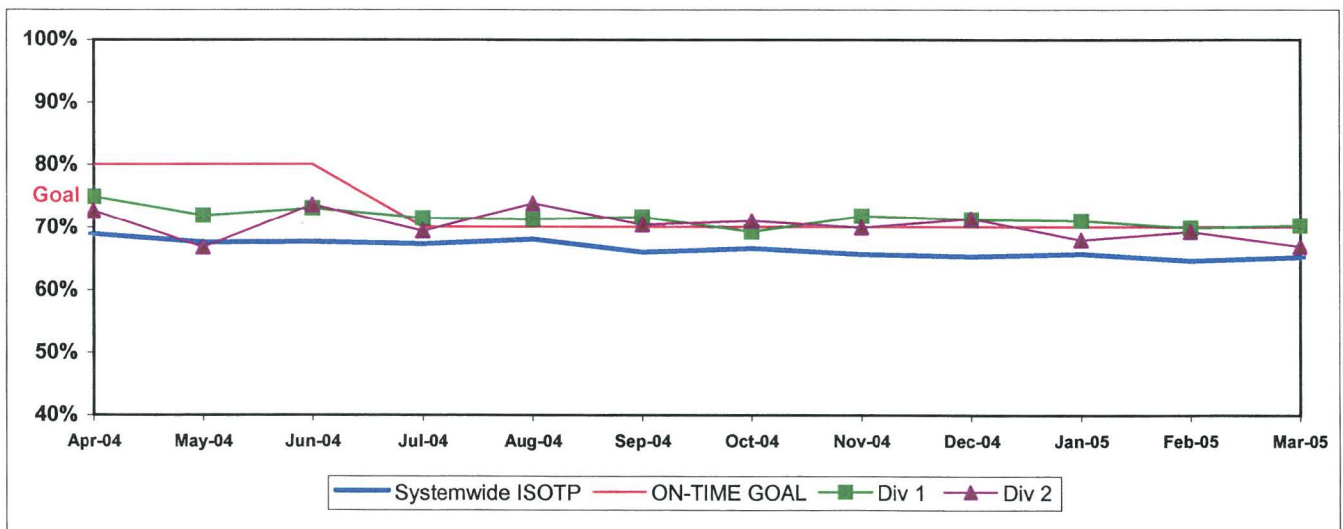
\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

### IN-SERVICE ON-TIME PERFORMANCE

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

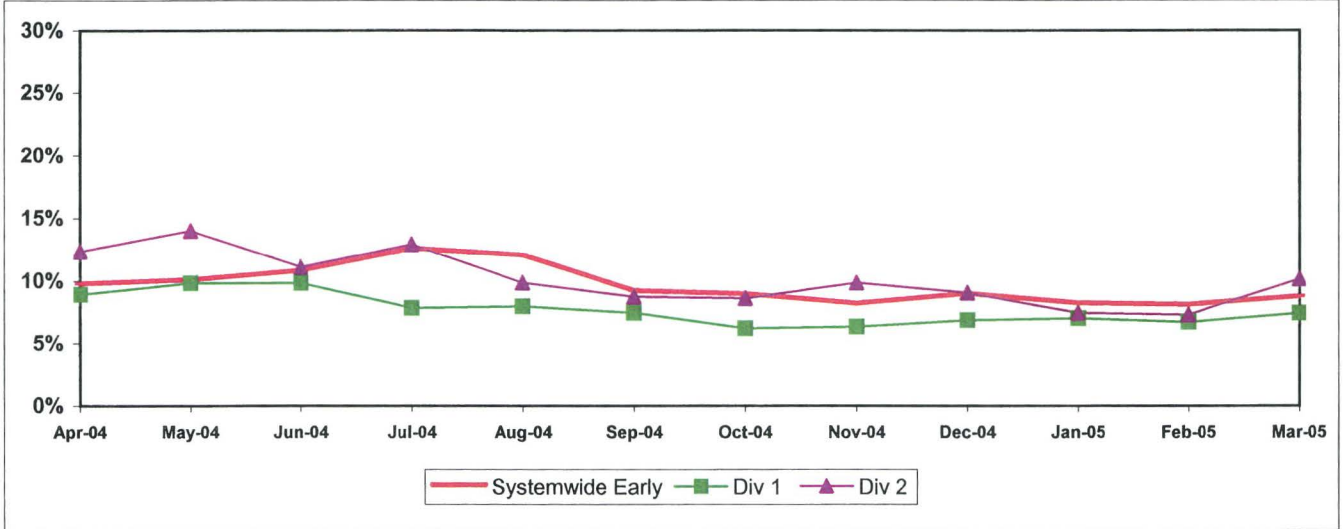
**Calculation:** ISOTP% = 1 - ((Number of buses departing early + Number of buses departing more than five minutes late) / (Total buses sampled))

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



GC SECTOR BUS SERVICE PERFORMANCE - Continued

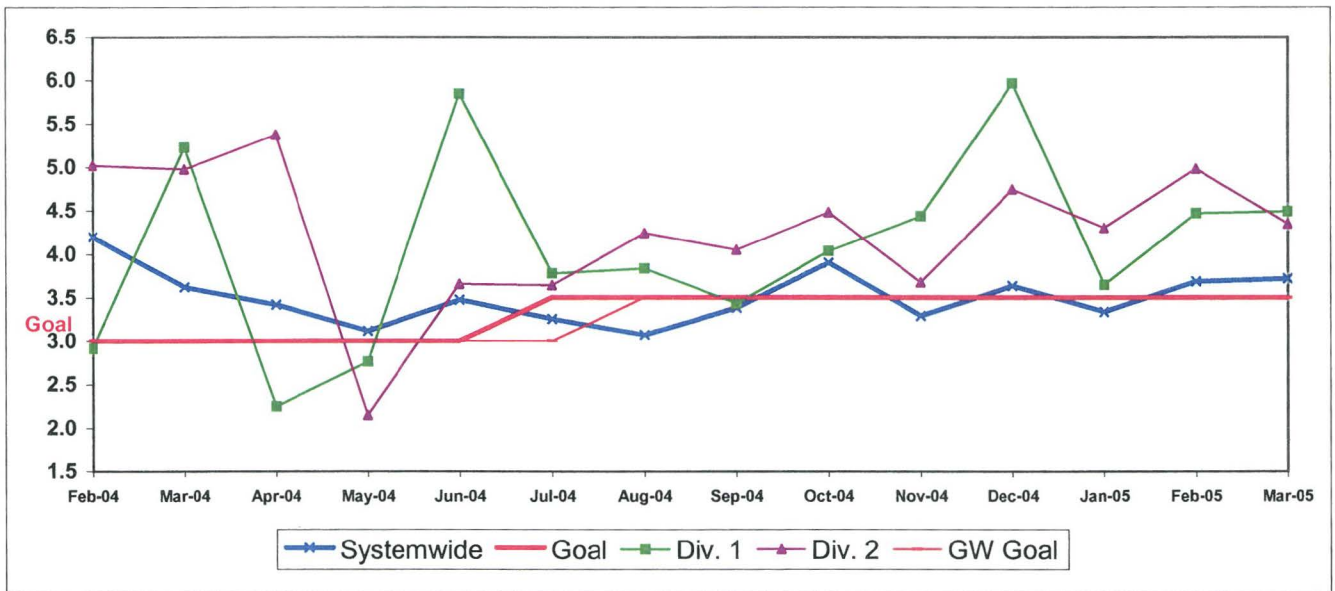
Running Hot - Systemwide and Divisions 1 and 2



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

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

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

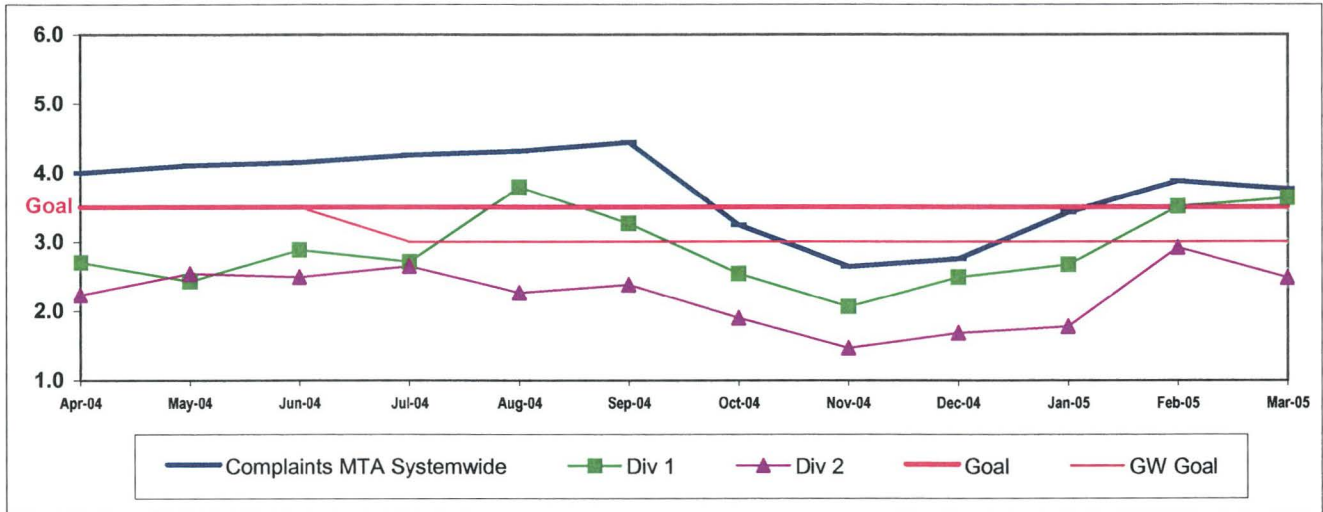


GC SECTOR BUS SERVICE PERFORMANCE - Continued

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

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

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

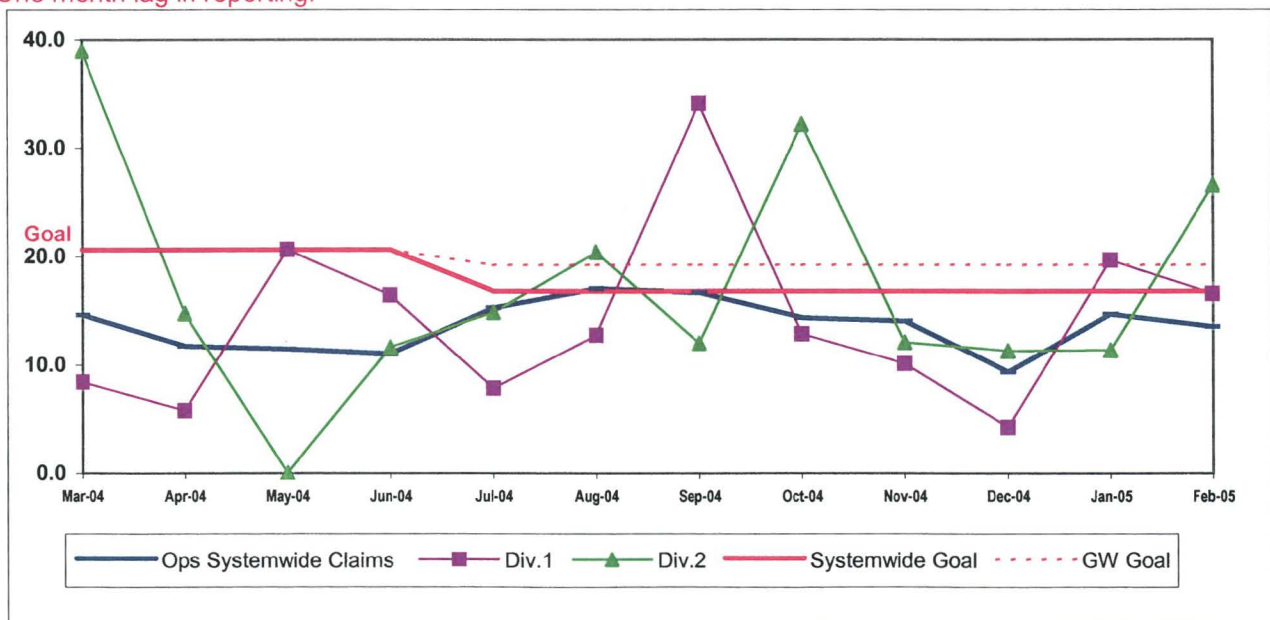


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**  
Systemwide and Bus Operating Divisions 1 and 2

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

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

One month lag in reporting.



## South Bay Sector Scorecard Overview (SB)

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

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

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

Measurement	FY02	FY03	FY04	FY05 Target	FY05 YTD	Mar. Month	Status
<b>Bus Systemwide</b>							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)*	5,796	6,883	7,417	7,500	7,132	6,948	Yellow
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.01%	65.17%	Yellow
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.47	3.72	Green
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	3.65	3.77	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Feb. 14.33	Feb. 13.51	Green
<b>SB Sector</b>							
MMBCMF*	5,665	6,237	7,132	7,000	6,984	10,229	Yellow
In-Service On-time Performance		63.67%	61.74%	70%	64.21%	63.35%	Yellow
Bus Traffic Accidents Per 100,000 Miles	4.03	4.00	3.68	4.00	3.70	3.83	Green
Complaints per 100,000 Boardings	3.42	4.02	4.63	4.00	3.86	3.31	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	30.5	17.28	14.84	14.10	Feb. 16.14	Feb. 11.82	Yellow
<b>Division 5</b>							
MMBCMF*	8,883	8,756	7,823	7,000	6,569	11,366	Yellow
In-Service On-time Performance	63.31%	66.30%	63.17%	70%	65.52%	66.54%	Yellow
Bus Traffic Accidents Per 100,000 Miles	4.35	4.58	3.90	4.00	4.45	4.28	Yellow
Complaints per 100,000 Boardings	2.47	2.86	3.45	4.00	2.89	2.45	Green
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	43.97**	24.16	15.22	14.10	Feb. 19.19	Feb. 19.48	Yellow
<b>Division 18</b>							
MMBCMF*	4,514	5,144	6,689	7,000	7,331	9,529	Green
In-Service On-time Performance	60.19%	61.23%	60.78%	70%	63.26%	61.40%	Yellow
Bus Traffic Accidents Per 100,000 Miles	3.80	3.57	3.51	4.00	3.13	3.50	Green
Complaints per 100,000 Boardings	4.39	5.26	5.74	4.00	4.75	4.12	Yellow
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	25.56**	13.40	14.71	14.10	Feb. 13.93	Feb. 6.05	Green

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

\*\*Jan - June, 2002

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

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

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

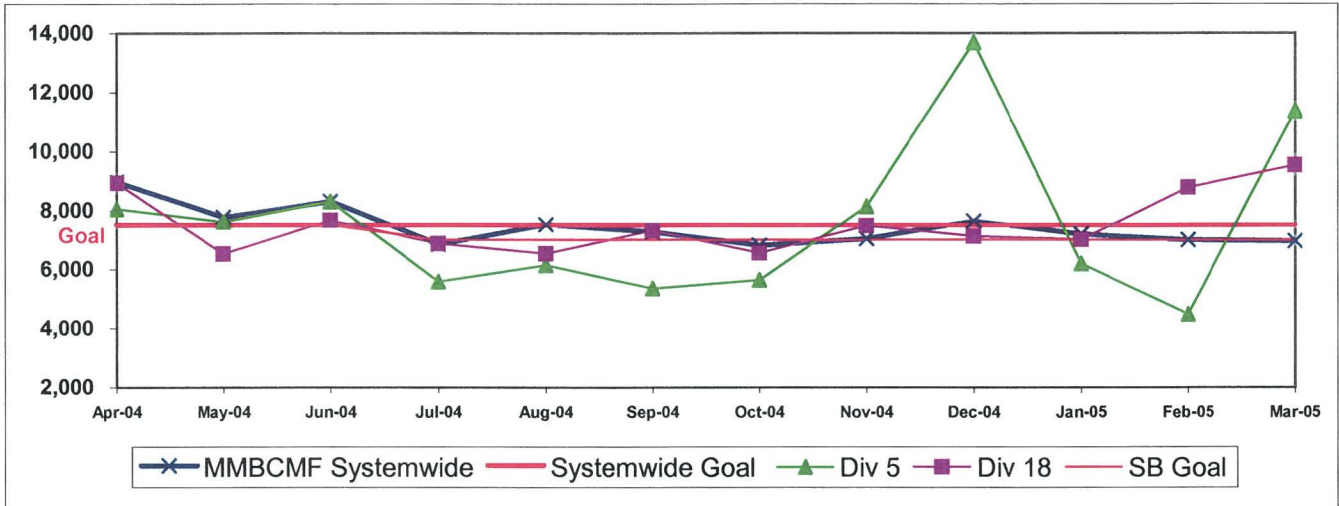


## SOUTH BAY SECTOR (SB) BUS SERVICE PERFORMANCE

### MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES\* Systemwide and Divisions 5 and 18

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

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



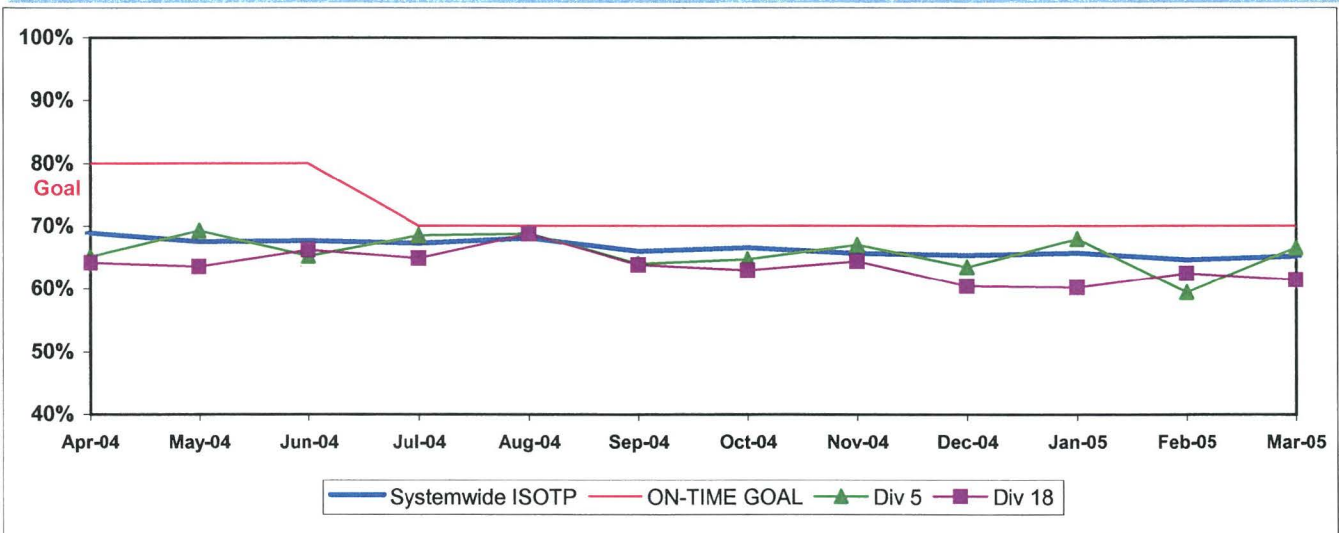
\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

### IN-SERVICE ON-TIME PERFORMANCE

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

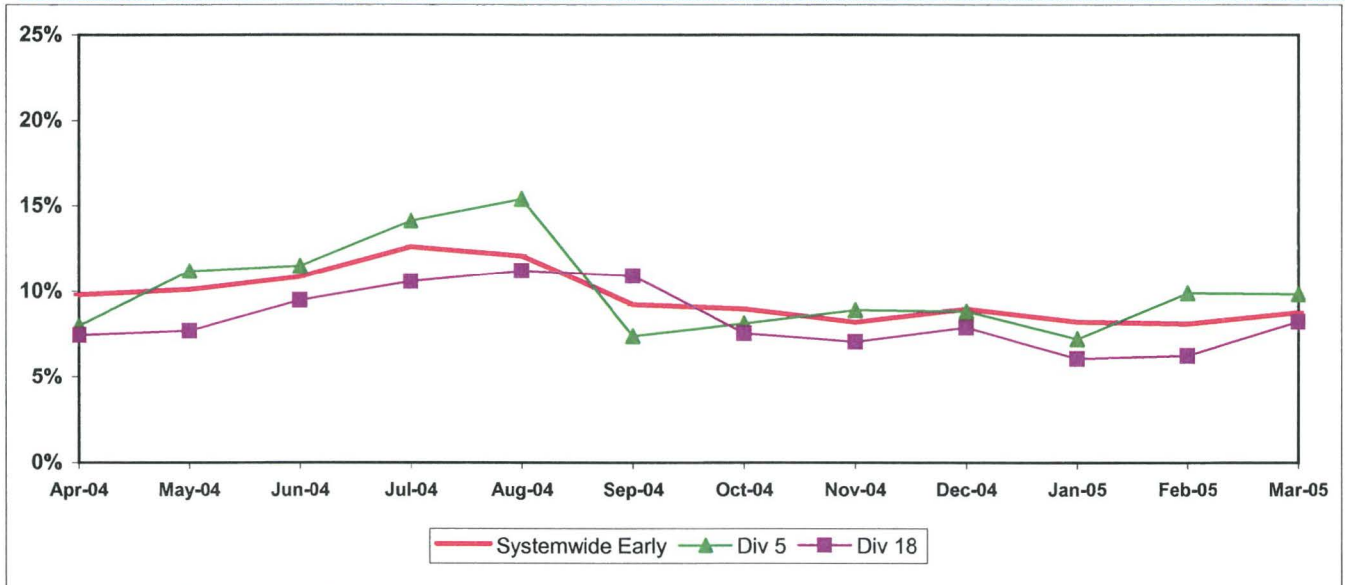
**Calculation:** ISOTP% = 1 - ((Number of buses departing early + Number of buses departing more than five minutes late) / (Total buses sampled))

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



SB SECTOR BUS SERVICE PERFORMANCE - Continued

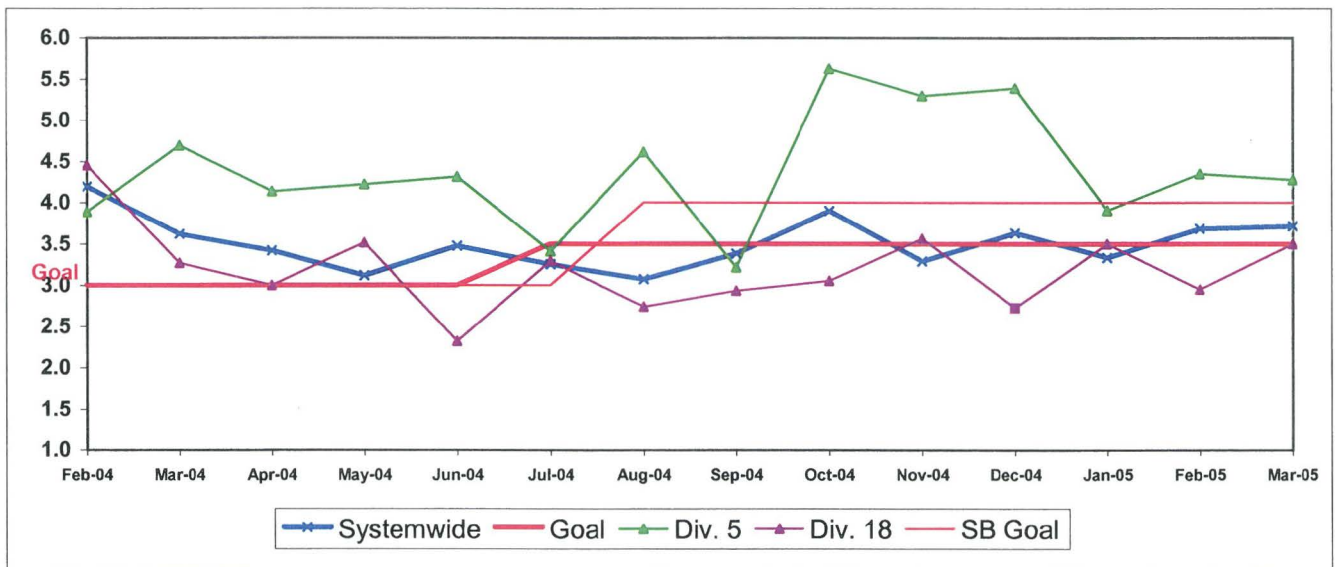
Running Hot  
Systemwide and Divisions 5 and 18



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

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

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

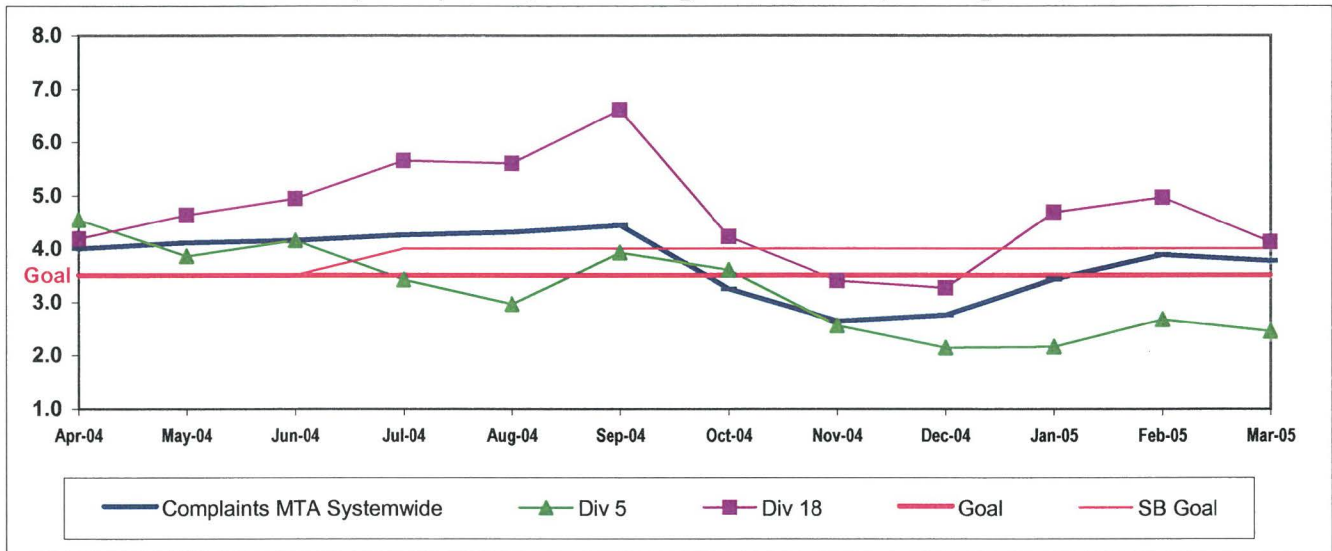


**SB SECTOR BUS SERVICE PERFORMANCE - Continued**

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

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

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

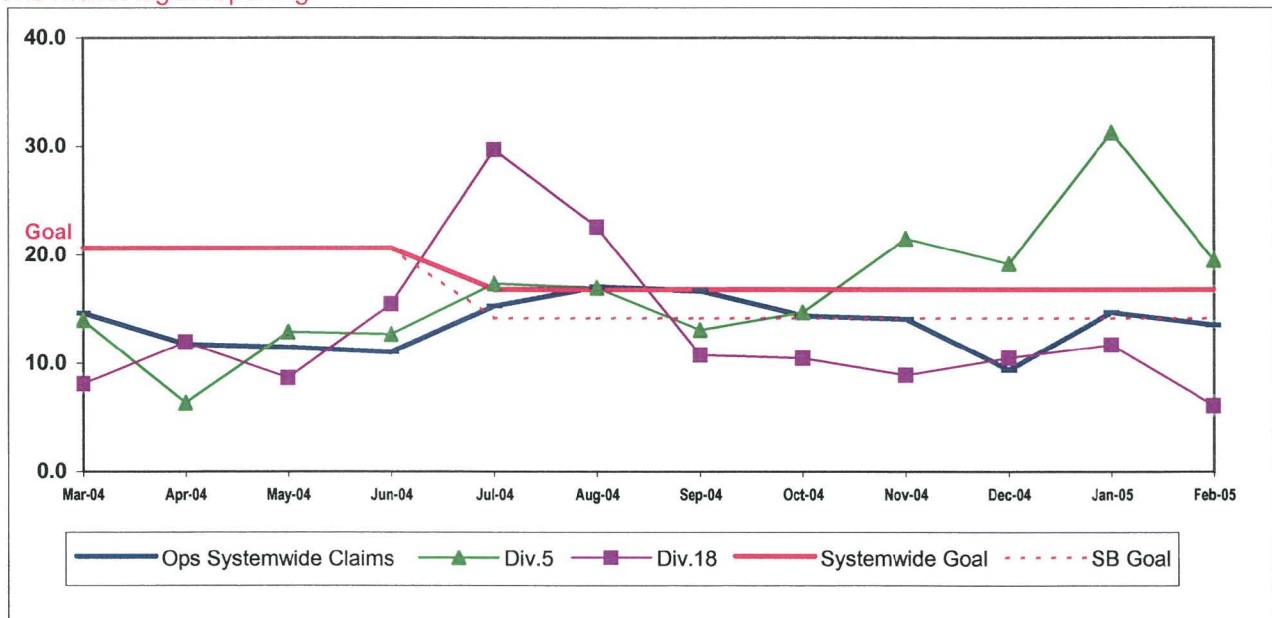


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS  
Systemwide and Bus Operating Divisions 5 and 18**

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

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

One month lag in reporting.



## Westside/Central Sector Scorecard Overview (WC)

This sector has three Metro operating divisions, Division 6 in Venice, Division 7 in West Hollywood, and Division 10 in Los Angeles, near the Gateway building. The sector will be responsible for the operation of approximately 620 Metro buses and 21 Metro Bus lines carrying nearly 86.1 million boarding passengers each year.

This report gives a brief overview of sector operations:

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

Measurement	FY02	FY03	FY04	FY05 Target	FY05 YTD	Mar. Month	Status
<b>Bus Systemwide</b>							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)**	5,796	6,883	7,417	7,500	7,132	6,948	🟡
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.01%	65.17%	🟡
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.47	3.72	🟢
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	3.65	3.77	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Feb. 14.33	Feb. 13.51	🟢
<b>WC Sector</b>							
MMBCMF*	6,099	5,720	6,254	7,500	7,469	6,030	🟢
In-Service On-time Performance		67.88%	63.31%	70%	62.67%	61.72%	🟡
Bus Traffic Accidents Per 100,000 Miles	4.69	4.72	4.61	3.67	3.92	4.37	🟡
Complaints per 100,000 Boardings	3.33	4.84	5.30	3.75	4.19	5.01	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	27.5	28.74	21.52	20.44	Feb. 18.77	Feb. 17.53	🟢
<b>Division 6</b>							
MMBCMF*	9,241	8,335	19,270	7,500	10,532	6,943	🟢
In-Service On-time Performance	64.64%	65.93%	60.11%	70%	55.79%	57.21%	🔴
Bus Traffic Accidents Per 100,000 Miles	4.18	4.52	4.10	3.67	4.29	5.14	🟡
Complaints per 100,000 Boardings	4.51	6.10	6.15	3.75	4.70	6.47	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.75**	30.72	21.71	20.44	Feb. 20.75	Feb. 9.94	🟡
<b>Division 7</b>							
MMBCMF*	6,942	5,389	5,230	7,500	6,895	6,190	🟡
In-Service On-time Performance	67.96%	68.80%	64.59%	70%	63.54%	60.20%	🟡
Bus Traffic Accidents Per 100,000 Miles	5.23	4.95	4.63	3.67	4.28	4.38	🟡
Complaints per 100,000 Boardings	3.36	4.74	5.70	3.75	4.25	4.15	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	39.27**	24.52	21.05	20.44	Feb. 19.46	Feb. 18.19	🟢
<b>Division 10</b>							
MMBCMF*	5,121	5,734	6,701	7,500	7,564	5,770	🟢
In-Service On-time Performance	63.56%	67.34%	62.85%	70%	63.45%	64.49%	🟡
Bus Traffic Accidents Per 100,000 Miles	4.23	4.55	4.68	3.67	3.57	4.22	🟢
Complaints per 100,000 Boardings	3.13	4.73	4.85	3.75	4.06	5.58	🟡
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.30**	35.38	22.90	20.44	Feb. 18.45	Feb. 19.38	🟢

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

\*\*Jan - June, 2002

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

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

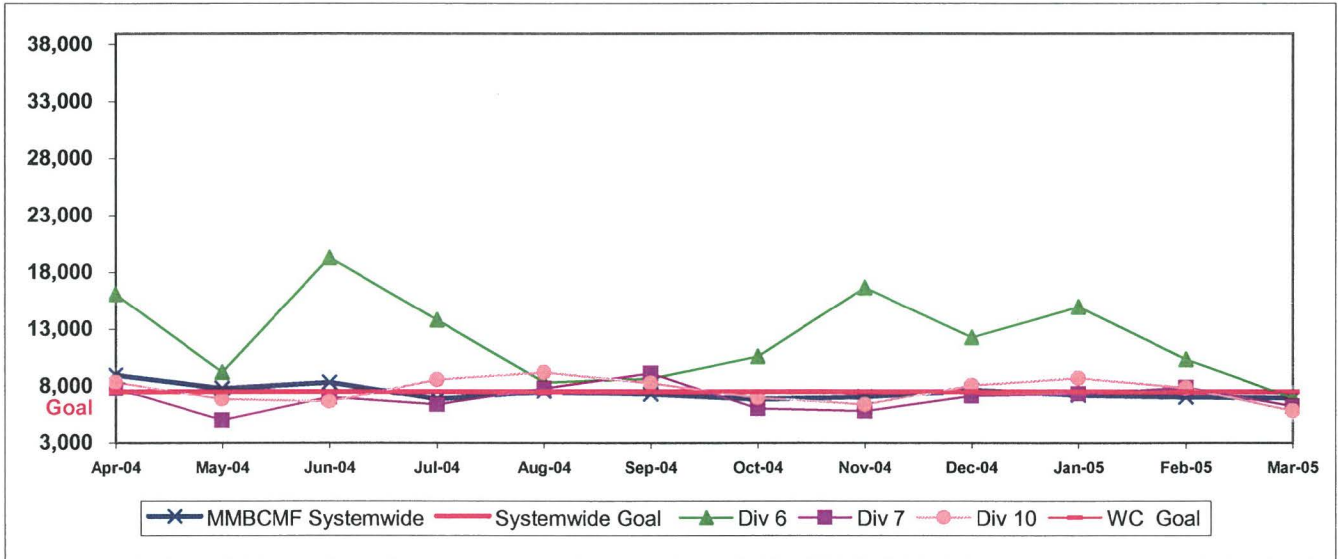
🔴 Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.

## WESTSIDE/CENTRAL SECTOR (WC) BUS SERVICE PERFORMANCE

### MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES\*

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

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



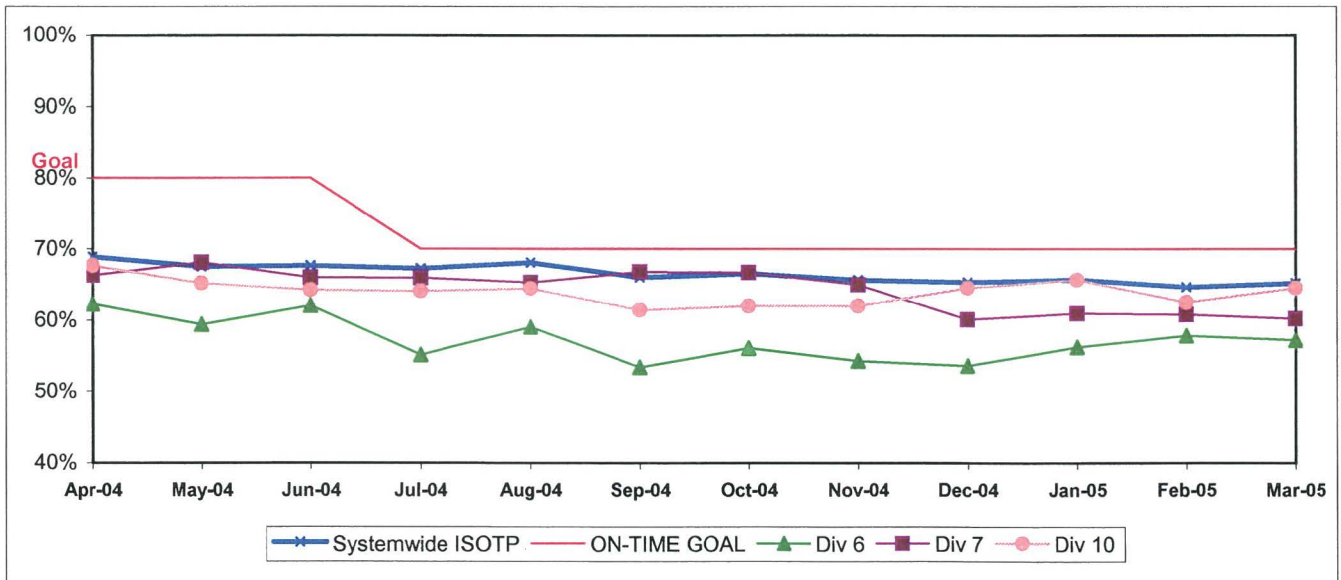
\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

### IN-SERVICE ON-TIME PERFORMANCE

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

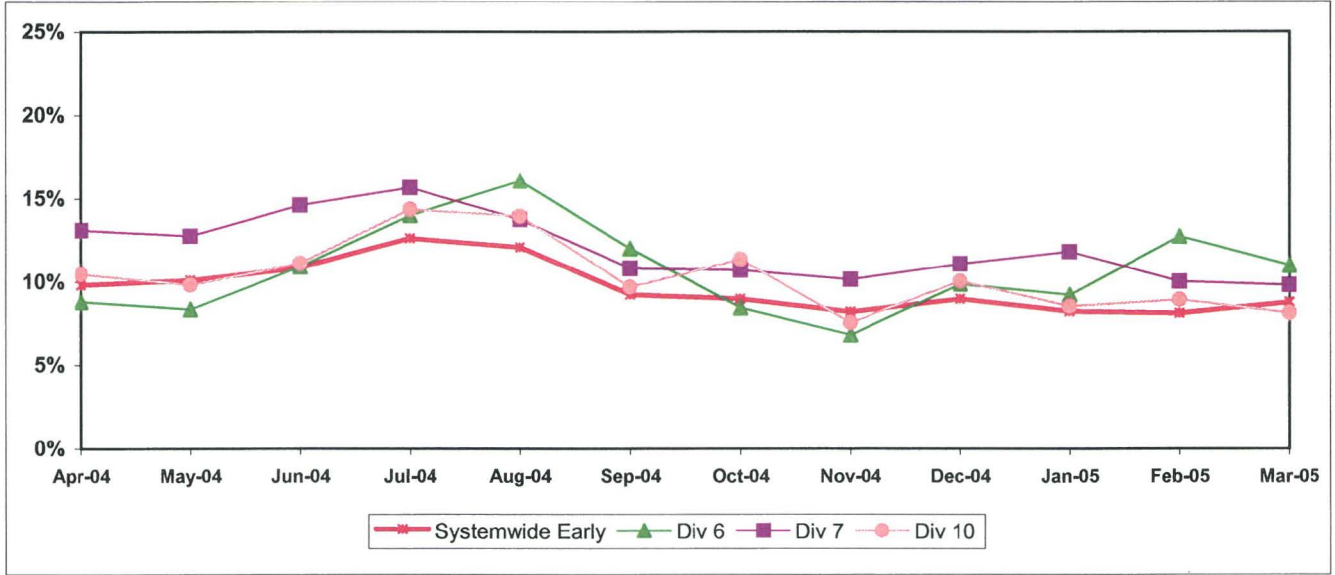
**Calculation:** ISOTP% = 1 - ((Number of buses departing early + Number of buses departing more than five minutes late) / (Total buses sampled))

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



WC SECTOR BUS SERVICE PERFORMANCE - Continued

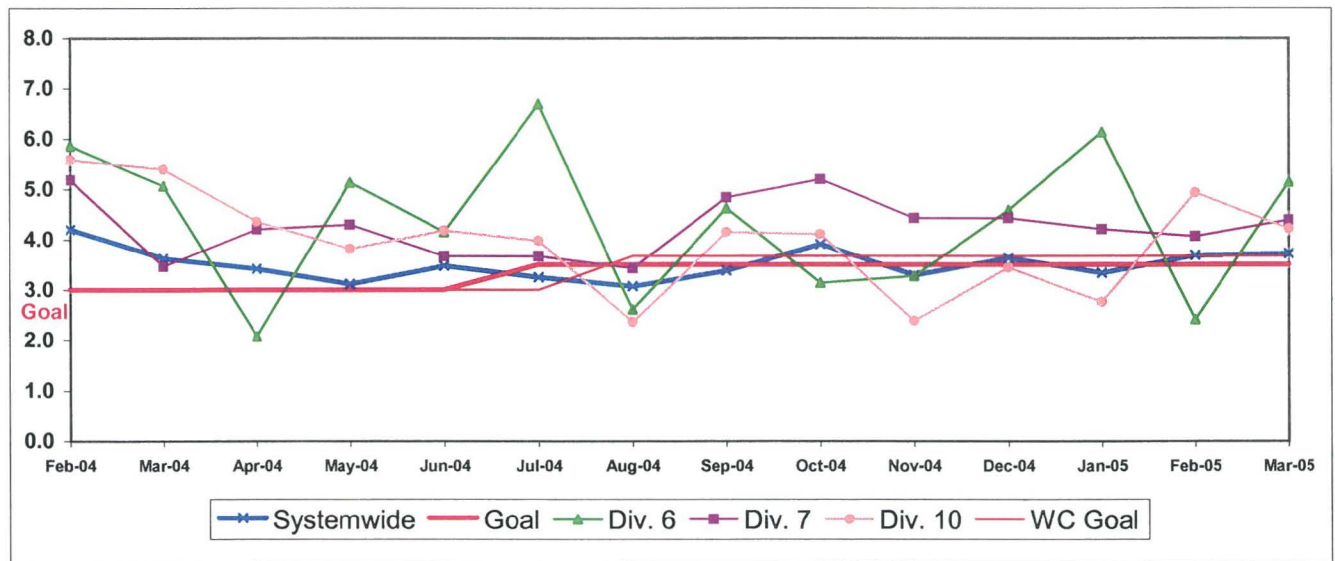
Running Hot - Systemwide and Divisions 6, 7 and 10



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

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

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

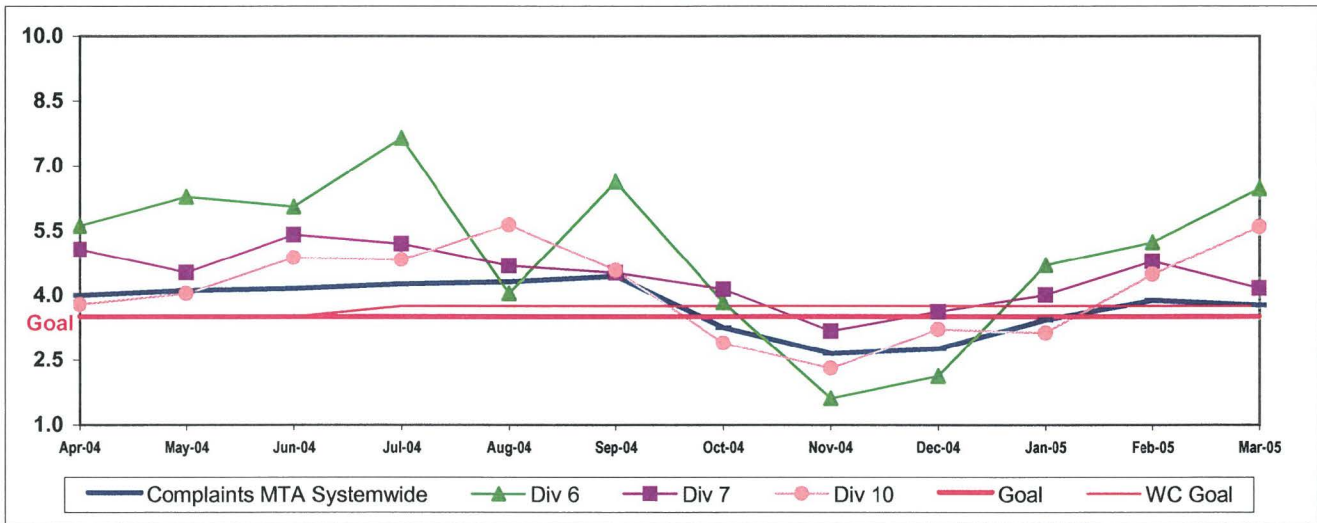


WC SECTOR BUS SERVICE PERFORMANCE - Continued

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

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

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

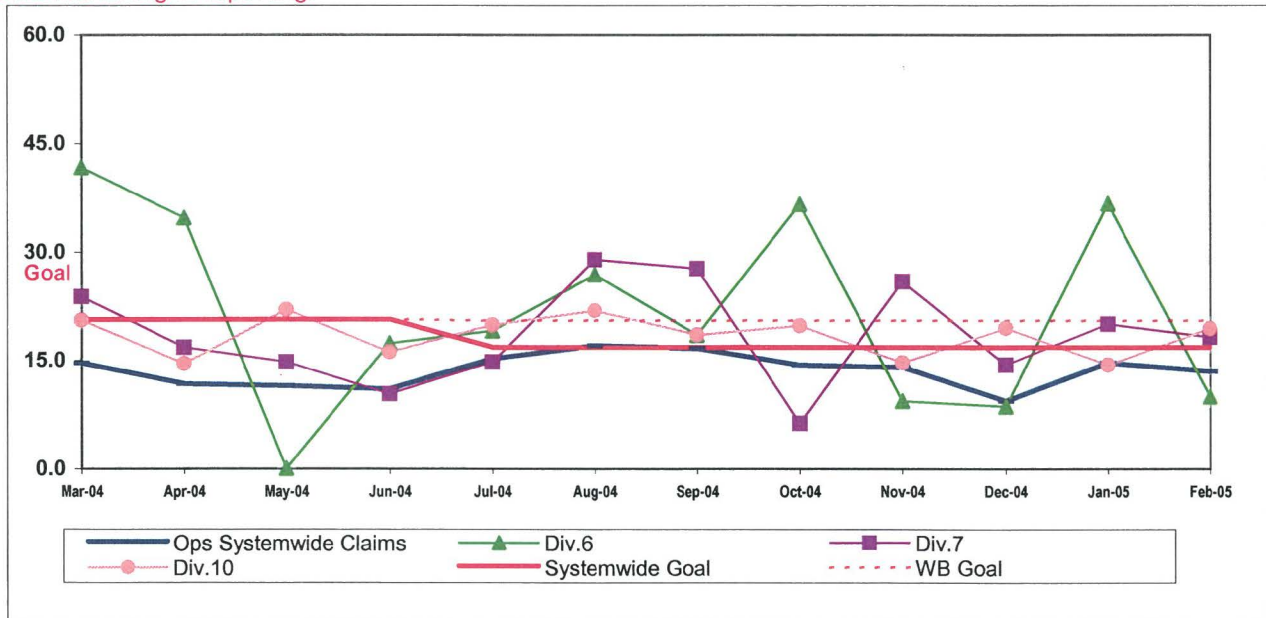


NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS  
Systemwide and Bus Operating Divisions 6, 7 and 10

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

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

One month lag in reporting.



## Metro Rail Scorecard Overview

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

This report gives a brief overview of sector operations':

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

Measurement	FY02	FY03	FY04	FY05 Target	FY05 YTD	Mar. Month	Status
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	14.27	11.25	11.59	11.01	Feb. 9.21	Feb. 10.87	●
<b>Metro Red Line (MRL)</b>							
On-Time Pullouts	99.89%	99.36%	99.71%	99.00%	99.92%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures*	9,842	9,495	12,793	10,000	11,423	12,166	●
In-Service On-time Performance	99.60%	99.15%	99.04%	99.00%	98.59%	98.77%	◇
Traffic Accidents Per 100,000 Train Miles	0.22	0.07	0	0.05	0.19	0.00	◇
Complaints per 100,000 Boardings	0.73	1.20	1.17	0.60	1.07	1.09	◇
<b>Metro Blue Line (MBL)</b>							
On-Time Pullouts	99.43%	99.07%	99.94%	99.00%	99.65%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures	4,897	6,399	10,365	10,000	16,678	15,908	●
In-Service On-time Performance	98.70%	97.59%	98.74%	99.00%	98.13%	96.62%	◇
Traffic Accidents Per 100,000 Train Miles	0.97	0.82	1.36	0.40	0.70	0.00	◇
Complaints per 100,000 Boardings	0.97	1.30	0.97	0.66	0.97	1.09	◇
<b>Metro Green Line (MGrL)</b>							
On-Time Pullouts	99.62%	98.99%	99.78%	99.00%	99.90%	100%	●
Mean Miles Between Chargeable Mechanical Failures	3,990	5,617	11,337	10,000	11,181	9,614	●
In-Service On-time Performance	99.16%	98.21%	98.99%	99.00%	98.21%	97.27%	◇
Traffic Accidents Per 100,000 Train Miles	0.00	0.14	0.08	0.40	0.00	0.00	●
Complaints per 100,000 Boardings	1.22	1.26	1.37	0.66	1.39	1.20	◇
<b>Metro Gold Line (MGoL)</b>							
On-Time Pullouts			100%	99.00%	99.80%	100.00%	●
Mean Miles Between Chargeable Mechanical Failures			8,938	10,000	15,978	26,779	●
In-Service On-time Performance			98.52%	99.00%	97.56%	97.96%	◇
Traffic Accidents Per 100,000 Train Miles			0.25	0.40	0.30	1.53	●
Complaints per 100,000 Boardings			3.81	0.66	0.96	6.09	◇

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

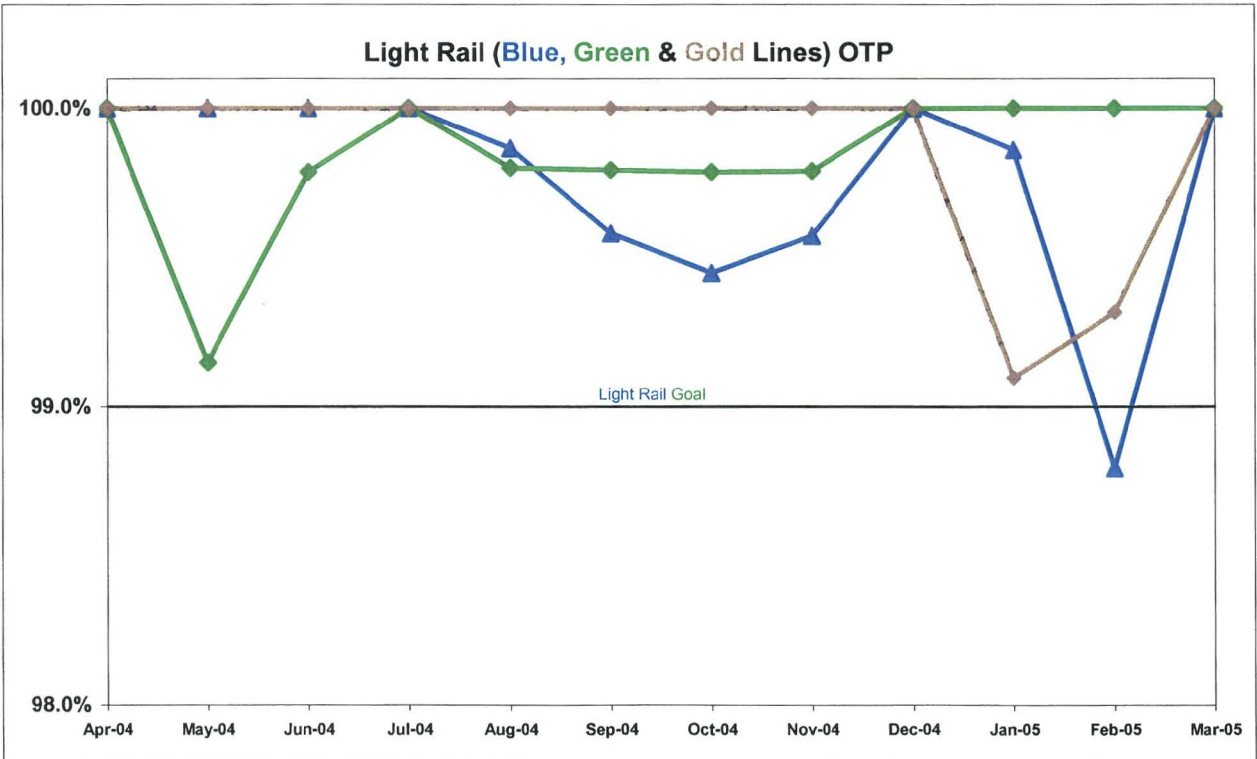
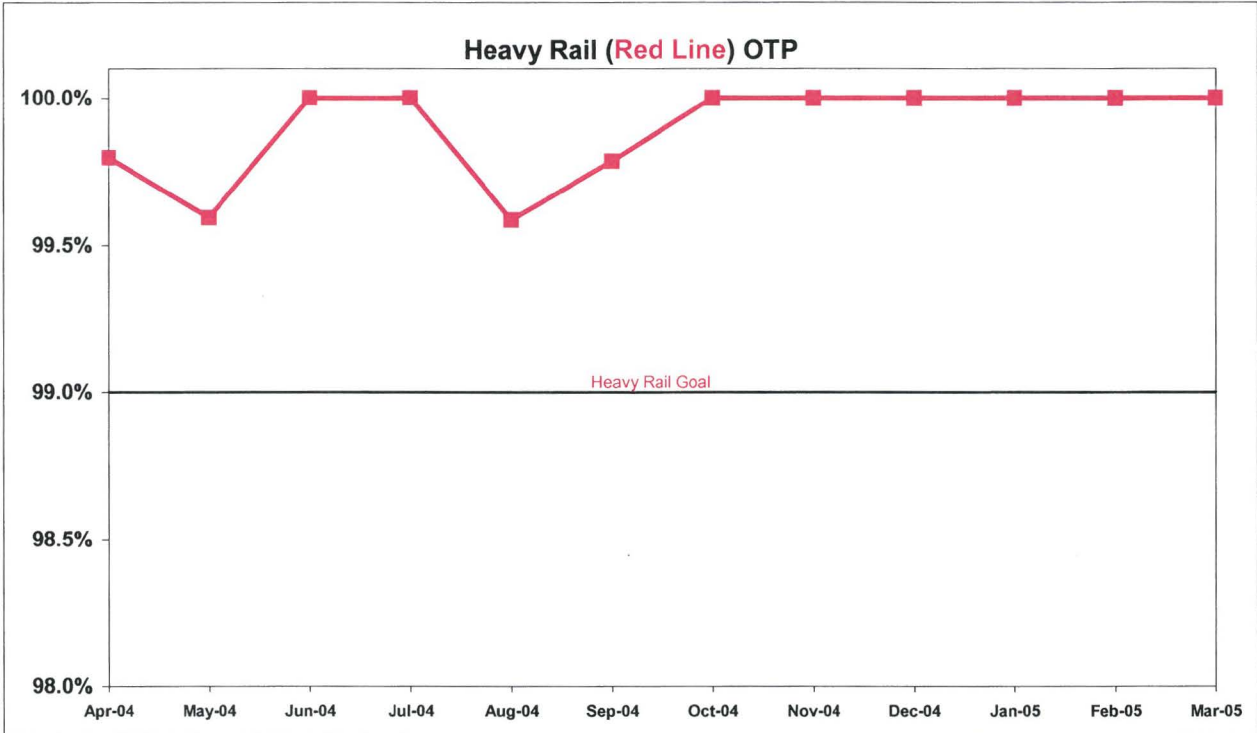


# RAIL SERVICE PERFORMANCE

## ON-TIME PULLOUTS

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

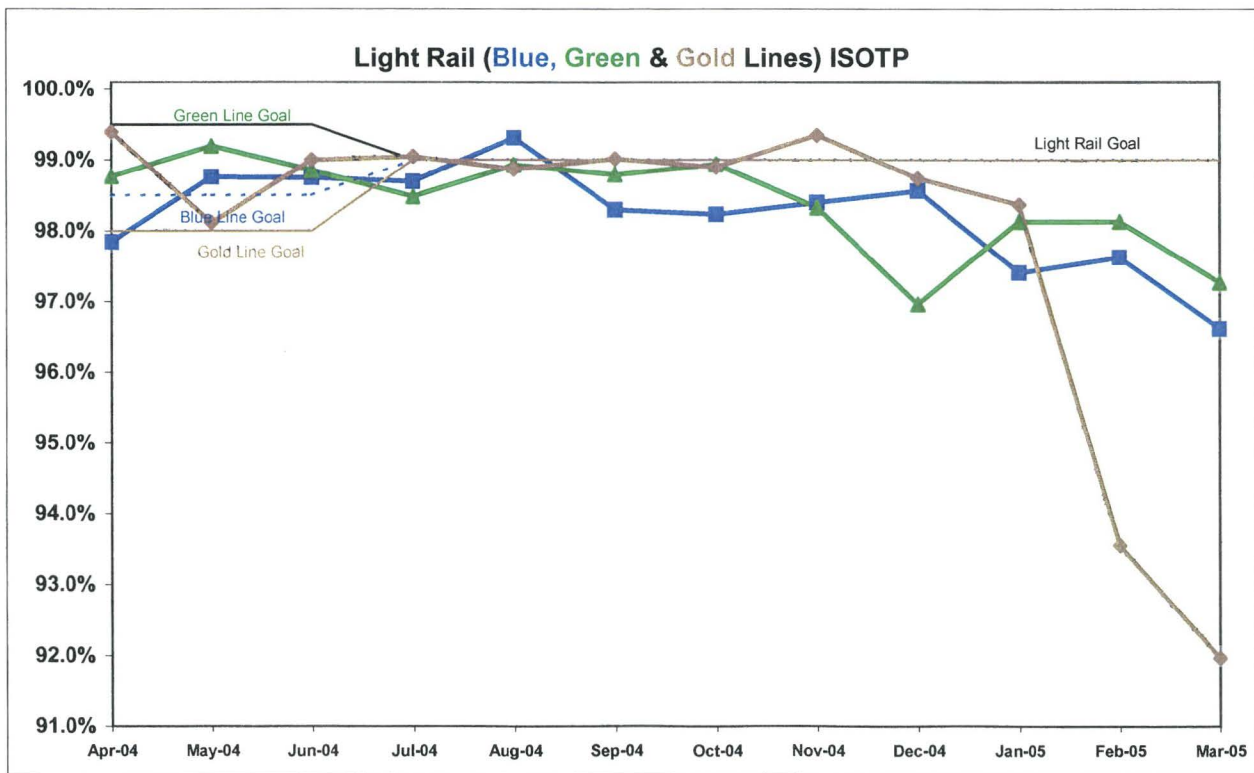
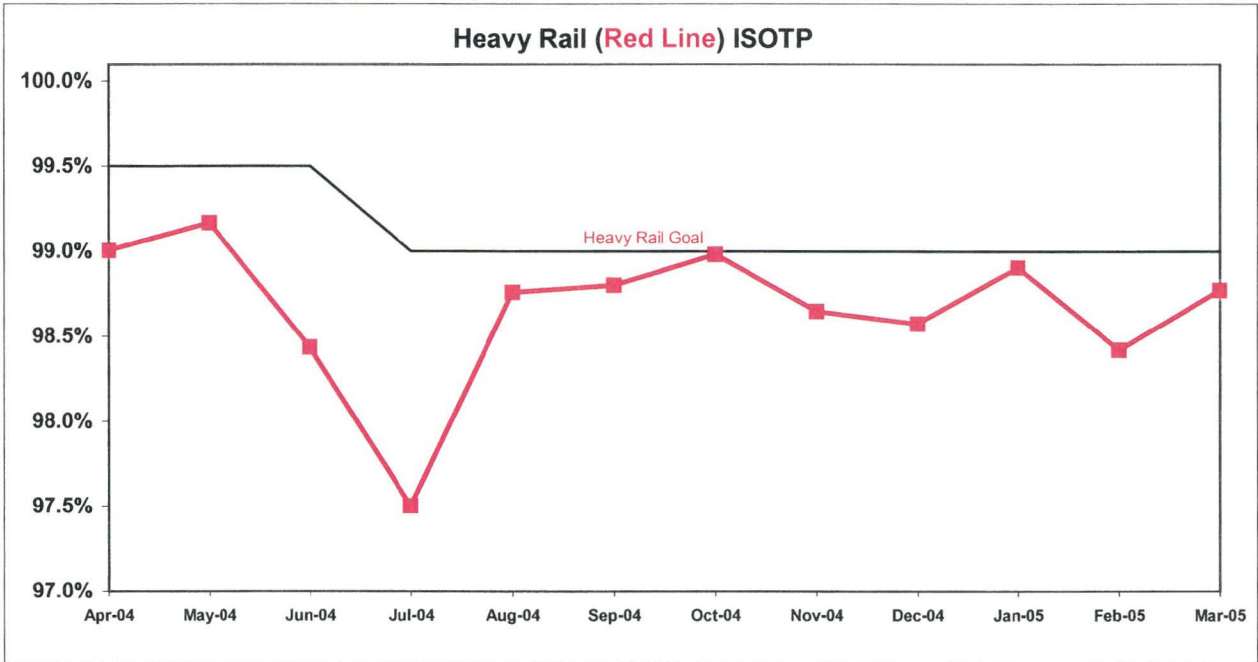
**Calculation:**  $OTP\% = [(100\% - [(Total\ cancelled\ pullouts\ plus\ late\ pullouts) / by\ Total\ scheduled\ pullouts]) \times 100]$



**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]

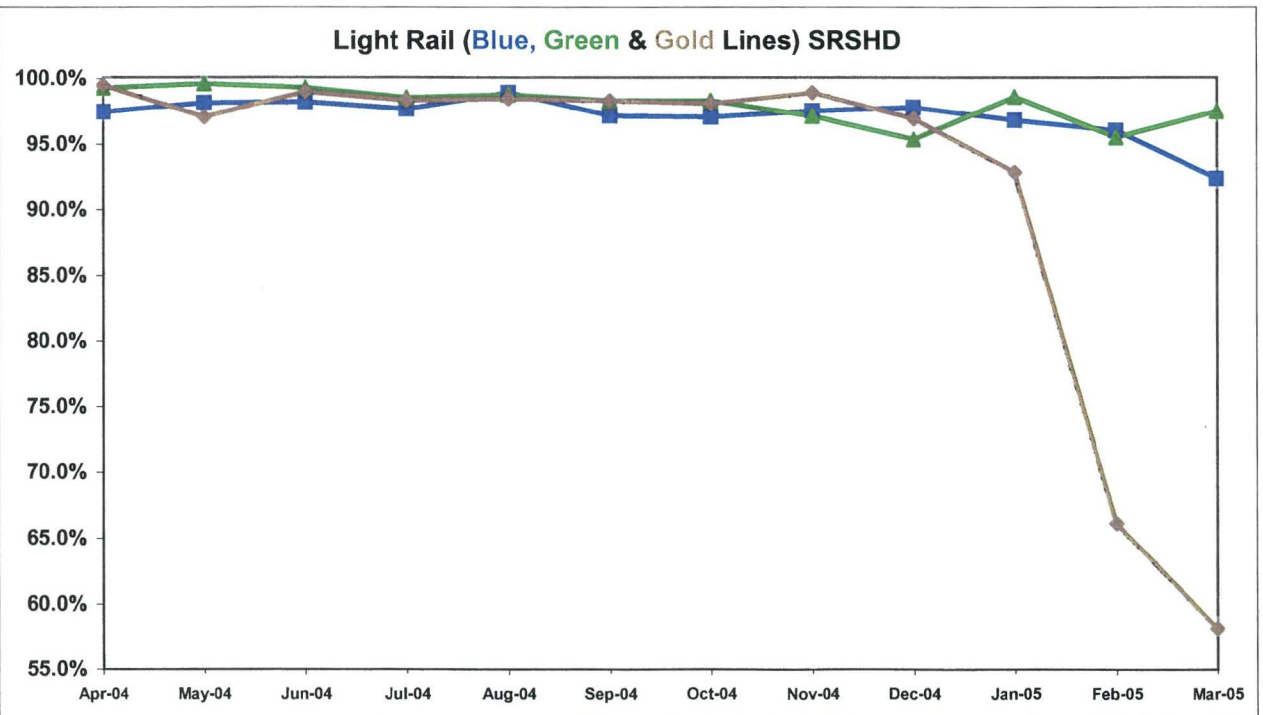
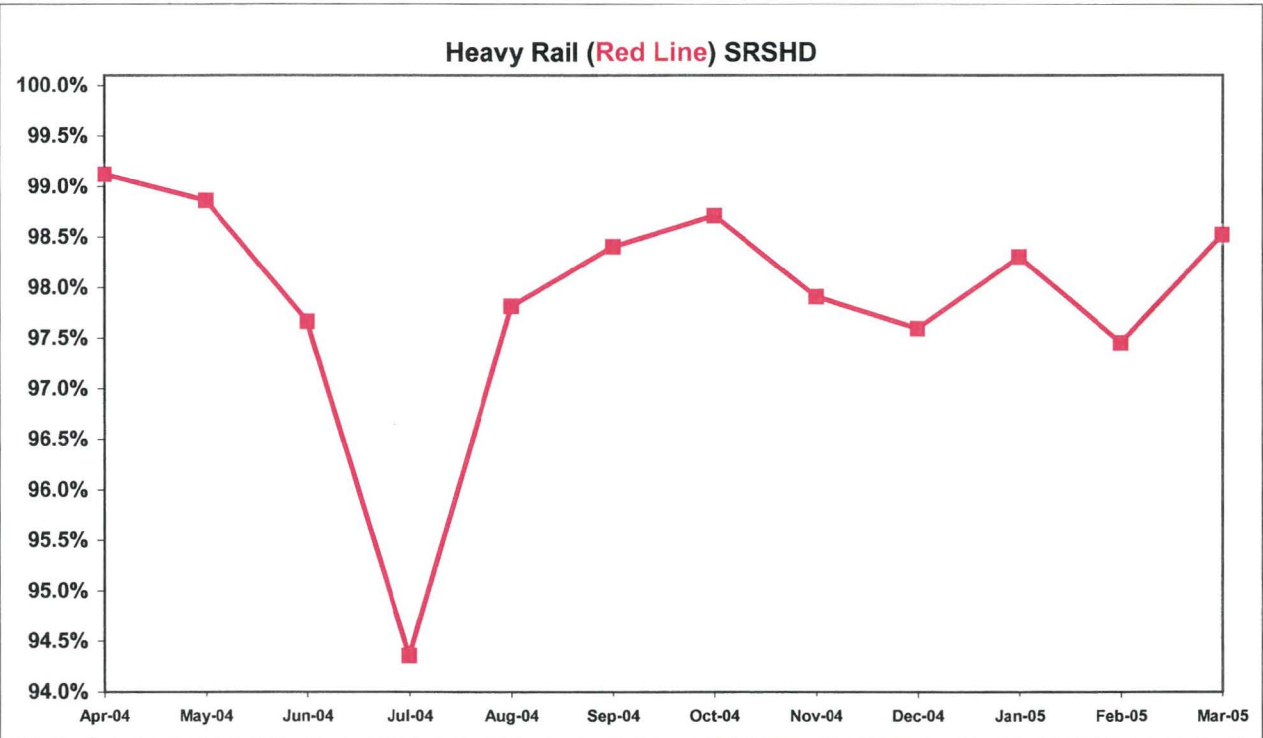


RAIL SERVICE PERFORMANCE - Continued

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

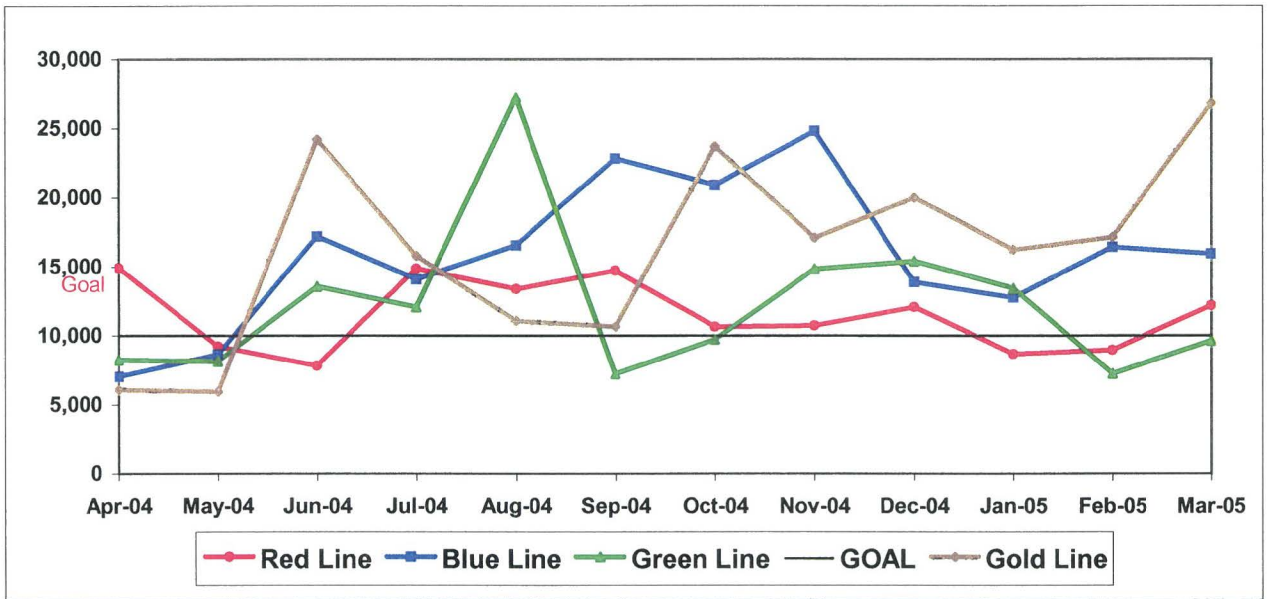


RAIL SERVICE PERFORMANCE - Continued

**Mean Miles Between Chargeable Mechanical Failures**

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

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

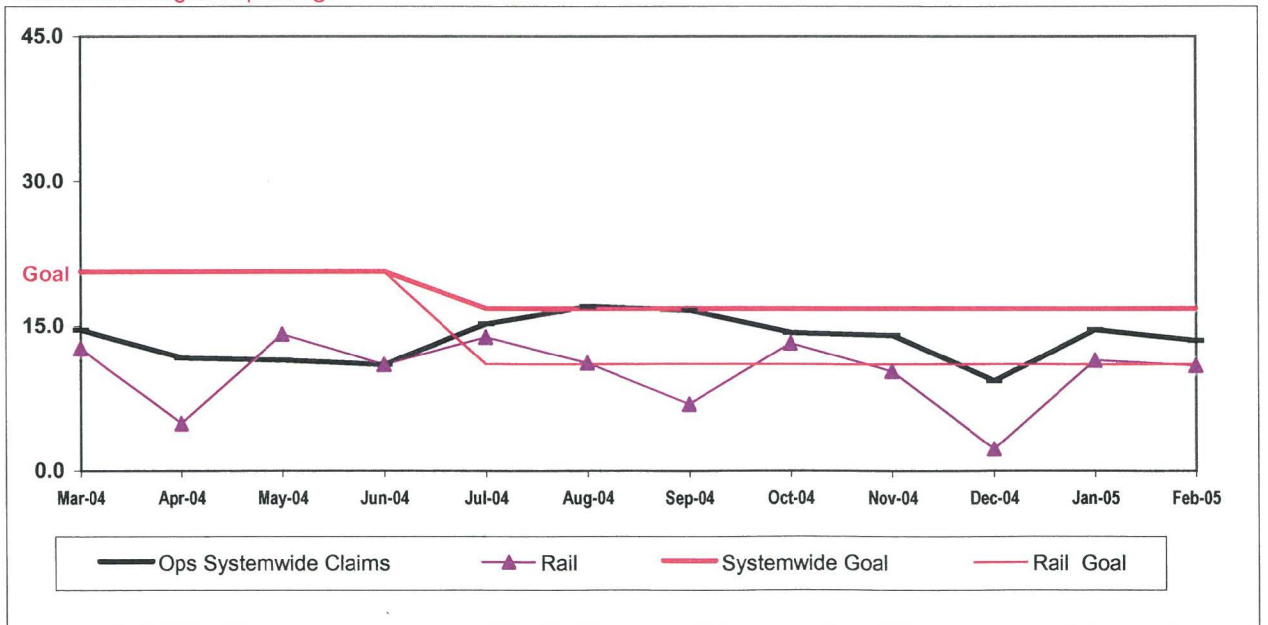


**NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS**

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

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

One month lag in reporting.

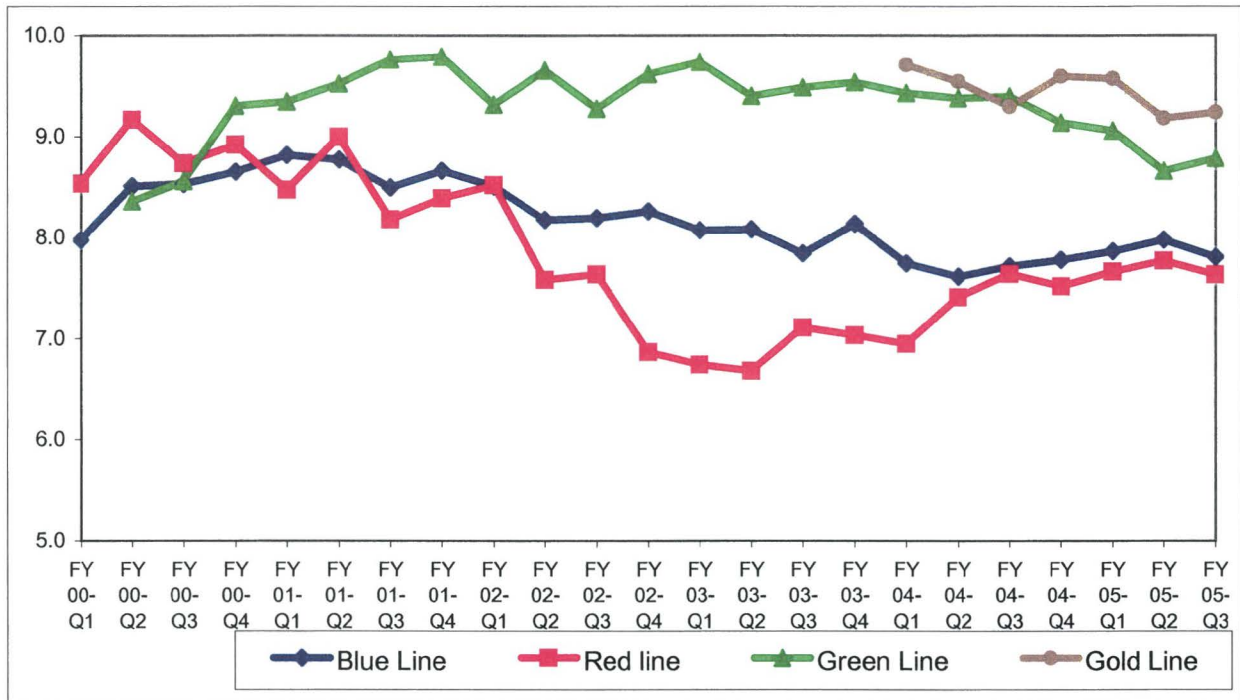


## RAIL CLEANLINESS

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

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

### Systemwide Trend



**Analysis:** Overall cleanliness scores for Divisions 11, 20, 21 and 22 remained consistent with the second quarter of FY05. Divisions 21 and 22 received overall ratings above the 8.0 mark.

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

**Corrective Action:** The categories of operator cab area, ceilings/vents, floors, exterior cleanliness and exterior roof cleanliness scored a 7.7 or lower and require improvement.

# BUS SERVICE PERFORMANCE

## IN-SERVICE ON-TIME PERFORMANCE

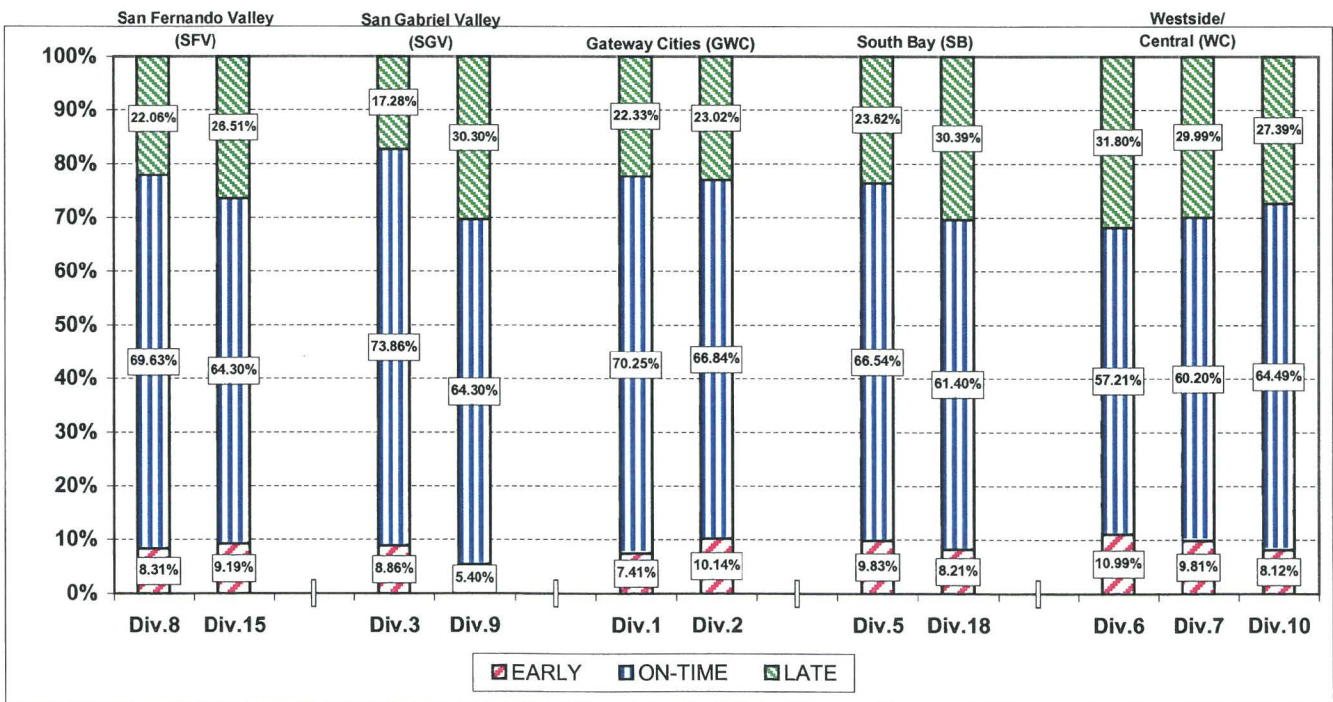
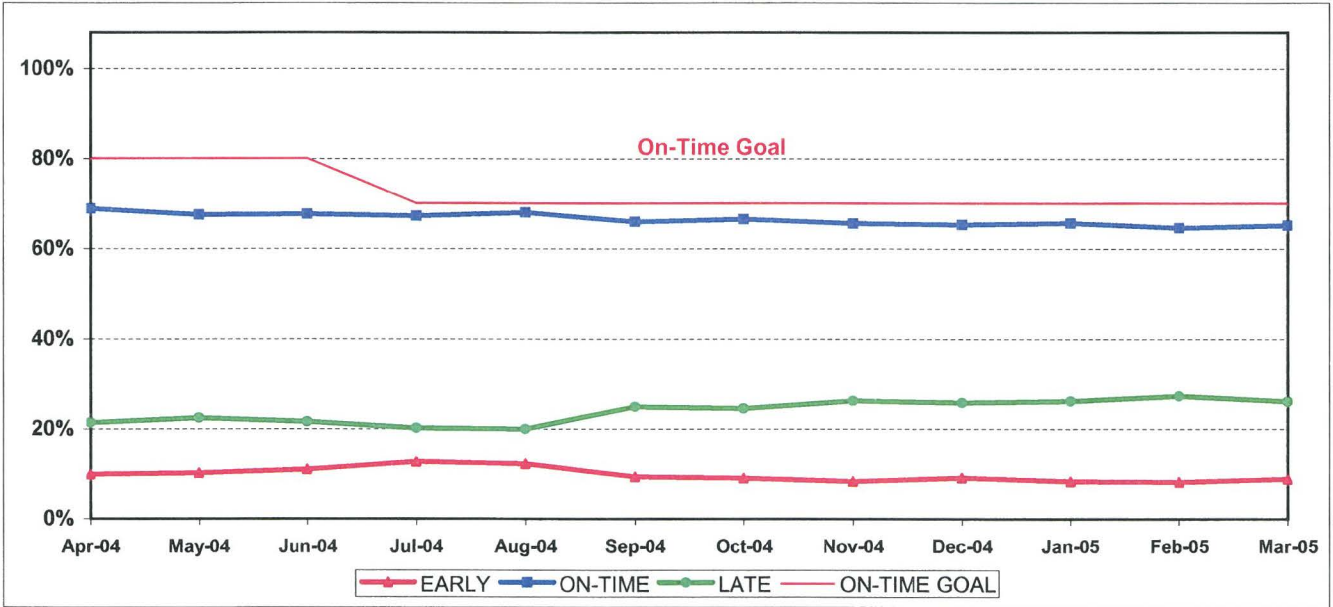
**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

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

### Systemwide Trend

#### Bus Operating Divisions

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



ISOTP By Sectors' Divisions

Year-to-Date Compared To Last Year

	FY04	FY05-YTD	Variance
<b>San Fernando Valley Sector (SFV)</b>			
<b>Division 8</b>			
Early	5.97%	6.99%	1.02%
On-Time	69.12%	69.90%	0.78%
Late	24.91%	23.11%	-1.79%
<b>Division 15</b>			
Early	8.33%	8.14%	-0.19%
On-Time	66.62%	67.78%	1.16%
Late	25.06%	24.08%	-0.98%
<b>Gateway Cities Sector (GWC)</b>			
<b>Division 1</b>			
Early	9.30%	7.08%	-2.21%
On-Time	70.57%	70.84%	0.27%
Late	20.13%	22.08%	1.95%
<b>Division 2</b>			
Early	13.05%	9.28%	-3.77%
On-Time	67.62%	69.96%	2.34%
Late	19.33%	20.76%	1.43%
<b>South Bay Sector (SB)</b>			
<b>Division 5</b>			
Early	12.50%	10.08%	-2.42%
On-Time	63.17%	65.52%	2.35%
Late	24.32%	24.40%	0.07%
<b>Division 18</b>			
Early	9.69%	8.45%	-1.24%
On-Time	60.78%	63.26%	2.48%
Late	29.53%	28.29%	-1.24%

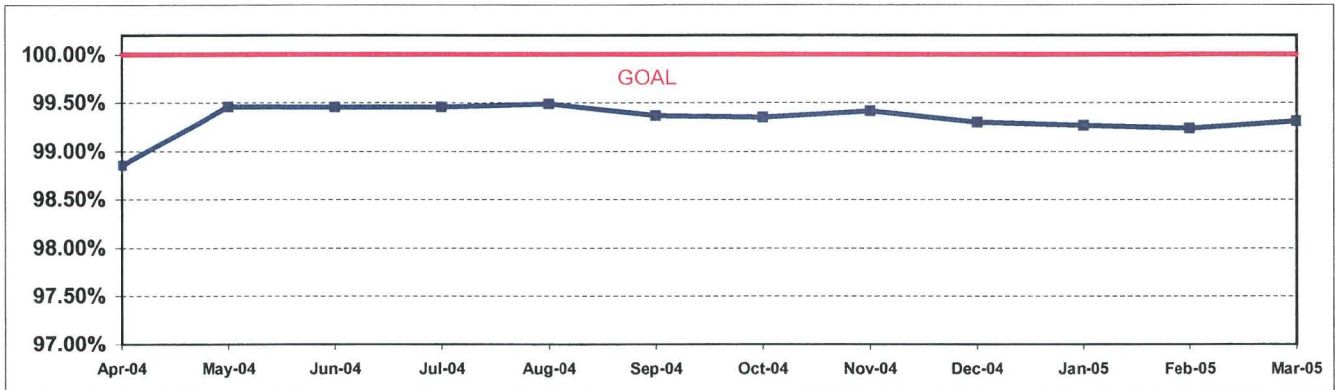
	FY04	FY05-YTD	Variance
<b>San Gabriel Valley Sector (SGV)</b>			
<b>Division 3</b>			
Early	9.24%	9.46%	0.22%
On-Time	70.80%	70.86%	0.06%
Late	19.96%	19.68%	-0.27%
<b>Division 9</b>			
Early	8.80%	7.16%	-1.64%
On-Time	68.16%	69.00%	0.84%
Late	23.04%	23.83%	0.79%
<b>Westside/Central Sector (WC)</b>			
<b>Division 6</b>			
Early	11.52%	11.09%	-0.43%
On-Time	60.11%	55.79%	-4.32%
Late	28.37%	33.12%	4.75%
<b>Division 7</b>			
Early	13.63%	11.50%	-2.13%
On-Time	64.59%	63.54%	-1.05%
Late	21.78%	24.96%	3.18%
<b>Division 10</b>			
Early	11.48%	10.22%	-1.26%
On-Time	62.85%	63.45%	0.60%
Late	25.68%	26.34%	0.66%
<b>SYSTEMWIDE</b>			
Early	11.07%	9.43%	-1.64%
On-Time	65.43%	66.01%	0.59%
Late	23.50%	24.56%	1.06%

**SCHEDULED REVENUE HOURS DELIVERED\***

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

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

**Systemwide Trend**



Performance Year-to-Date Compared To Last Year\*

SRSHD	FY04	FY05-YTD	Variance
<b>San Fernando Valley Sector (SFV)</b>			
Division 8	89.74%	99.47%	9.73%
Division 15	89.48%	99.25%	9.77%

SRSHD	FY04	FY05-YTD	Variance
<b>San Gabriel Valley Sector (SGV)</b>			
Division 3	89.55%	99.27%	9.72%
Division 9	90.00%	99.47%	9.47%

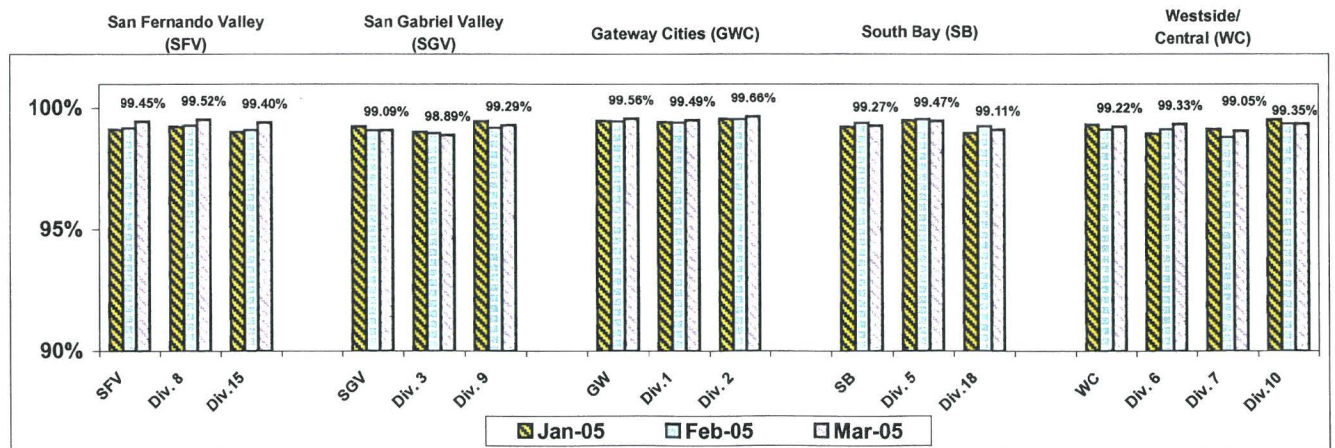
<b>Gateway Cities Sector (GWC)</b>			
Division 1	89.68%	99.32%	9.63%
Division 2	89.56%	99.57%	10.01%

<b>Westside/Central Sector (WC)</b>			
Division 6	88.63%	98.95%	10.32%
Division 7	89.40%	99.21%	9.82%
Division 10	89.39%	99.38%	9.99%

<b>South Bay Sector (SB)</b>			
Division 5	89.81%	99.51%	9.70%
Division 18	89.33%	99.22%	9.89%

Systemwide	89.55%	99.35%	9.80%
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\*Metro Strike Oct. 13 - Nov. 17, 2003 in FY04





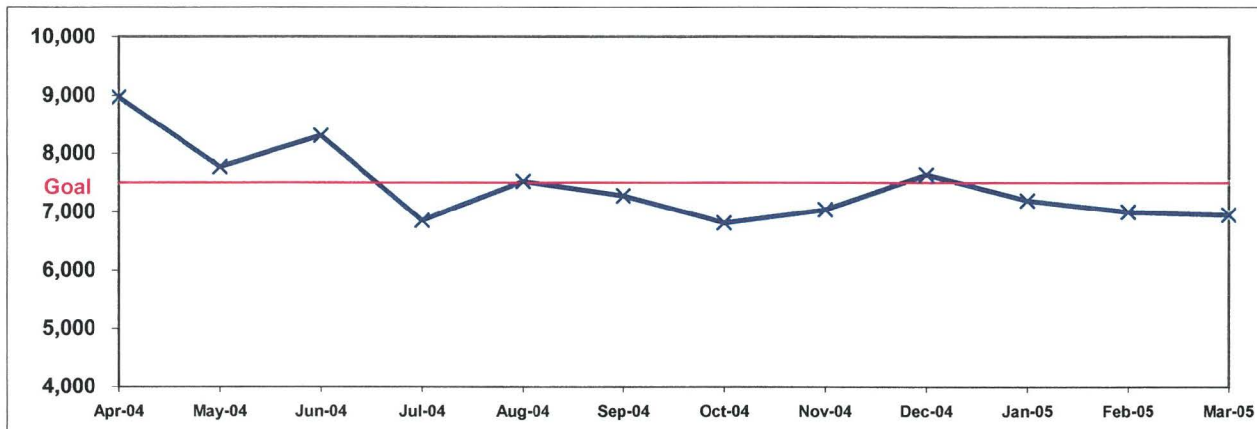
## MAINTENANCE PERFORMANCE

### MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES\*

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

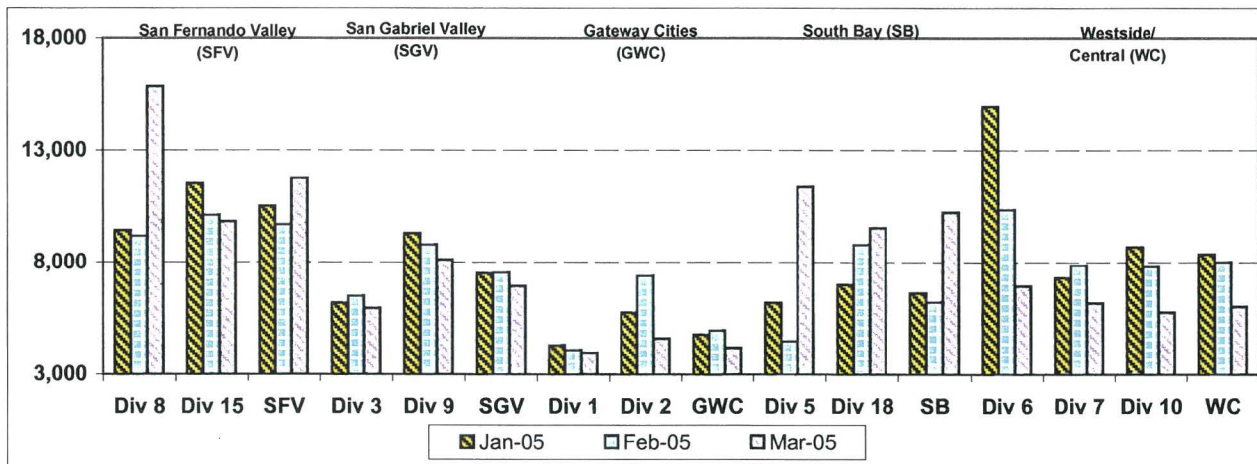
**Calculation:** Mean Miles Between Chargeable Mechanical Failures (MMBCMF) =  
 (Total Hub Miles / by Chargeable Mechanical Related Roadcalls)

#### Systemwide Trend

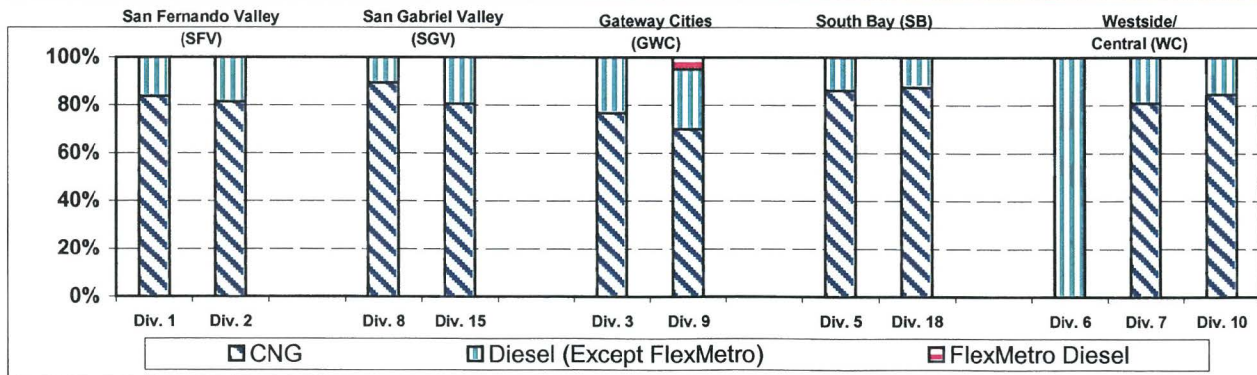


\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

#### Bus Operating Sector Divisions January - March 2005



#### Fleet Mix by Fuel Type



MAINTENANCE PERFORMANCE - Continued

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

	Number of Buses	Percent of Buses
CNG	1,988	74.79%
Diesel (Except FlexMetro)	557	20.96%
FlexMetro Diesel	10	0.38%
Gasoline	69	2.60%
Propane	34	1.28%
<b>Total</b>	<b>2,658</b>	<b>100.00%</b>

Average Age of Fleet by Sectors' Divisions

SFV		SGV		GWC		SB	
Div 8	Div 15	Div 3	Div 9	Div 1	Div 2	Div 5	Div 18
7.8	7.4	7.9	6.4	5.2	5.1	4.9	7.4

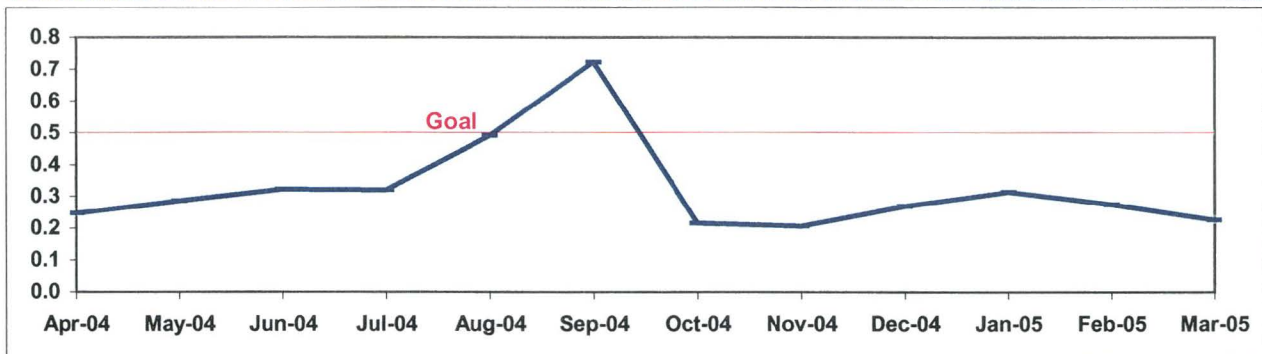
WC		
Div 6	Div 7	Div 10
10.9	6.0	7.0

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

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

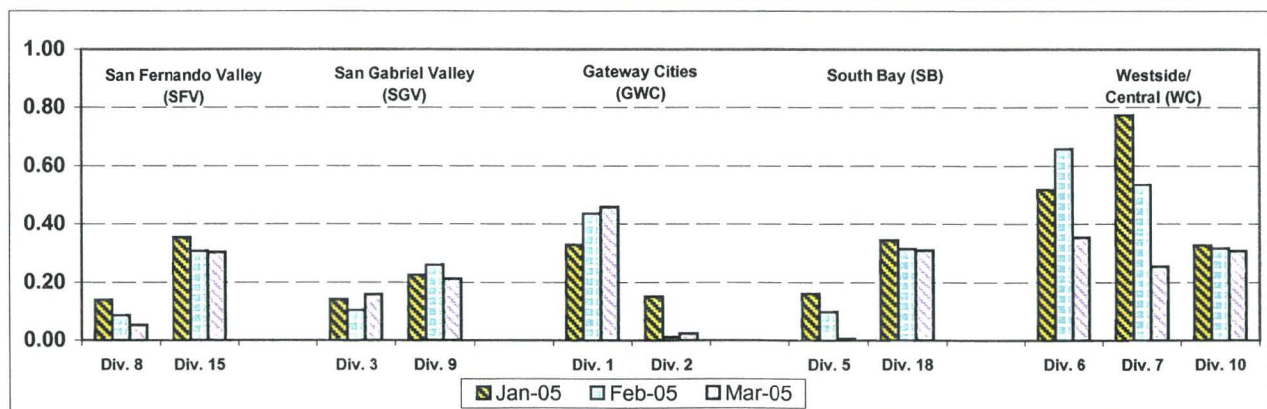
**Calculation:** Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

Systemwide Trend



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

Past Due Critical PMPs - by Sectors' Divisions  
January - March 2005

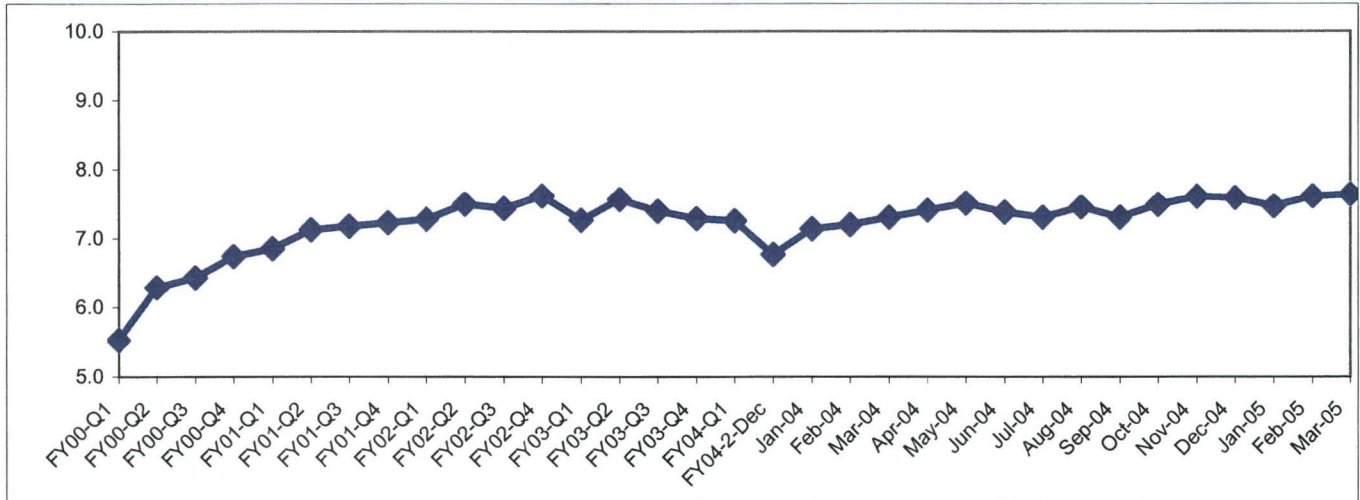


## BUS CLEANLINESS

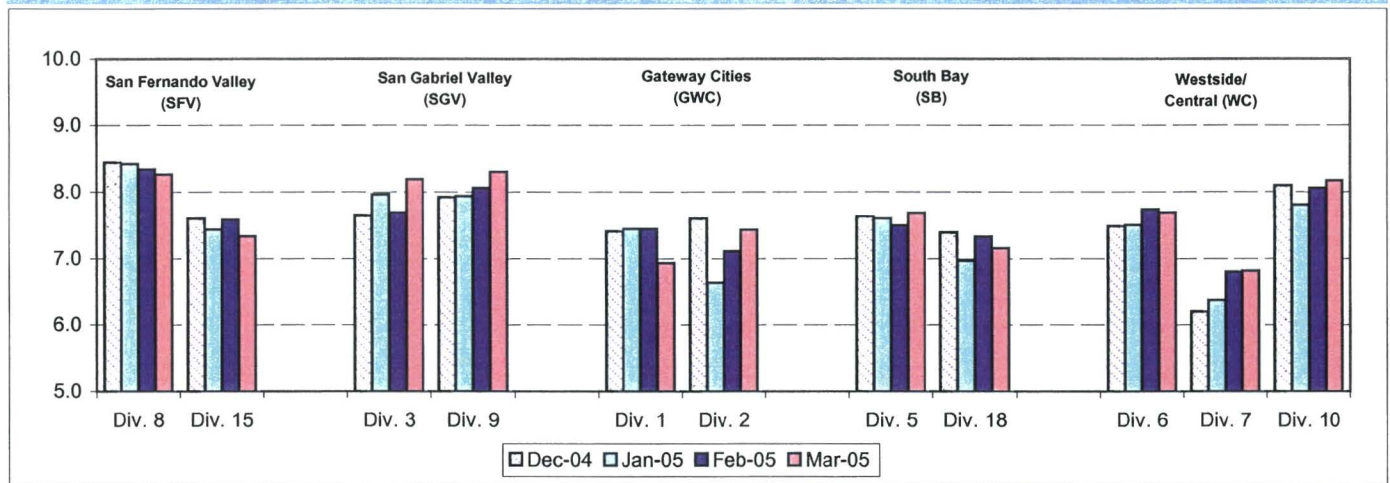
Definition: A team of three Quality Assurance Supervisors rates twenty percent of the fleet at each division and contractor per quarter. Beginning January 2004, they rate the divisions each month. Each of sixteen categories is examined and assigned a point value as follows: 1-3=Unsatisfactory; 4-7=Conditional; 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 2004 - March 2005



**Analysis:** Divisions 3, 8, 9 and 10 improved their overall cleanliness scores at or above 8.0. Overall cleanliness scores for Divisions 1, 5, 6, 7, 15 and 18 remained consistent with the second quarter of FY05. However, Division 2's overall cleanliness score dropped 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.

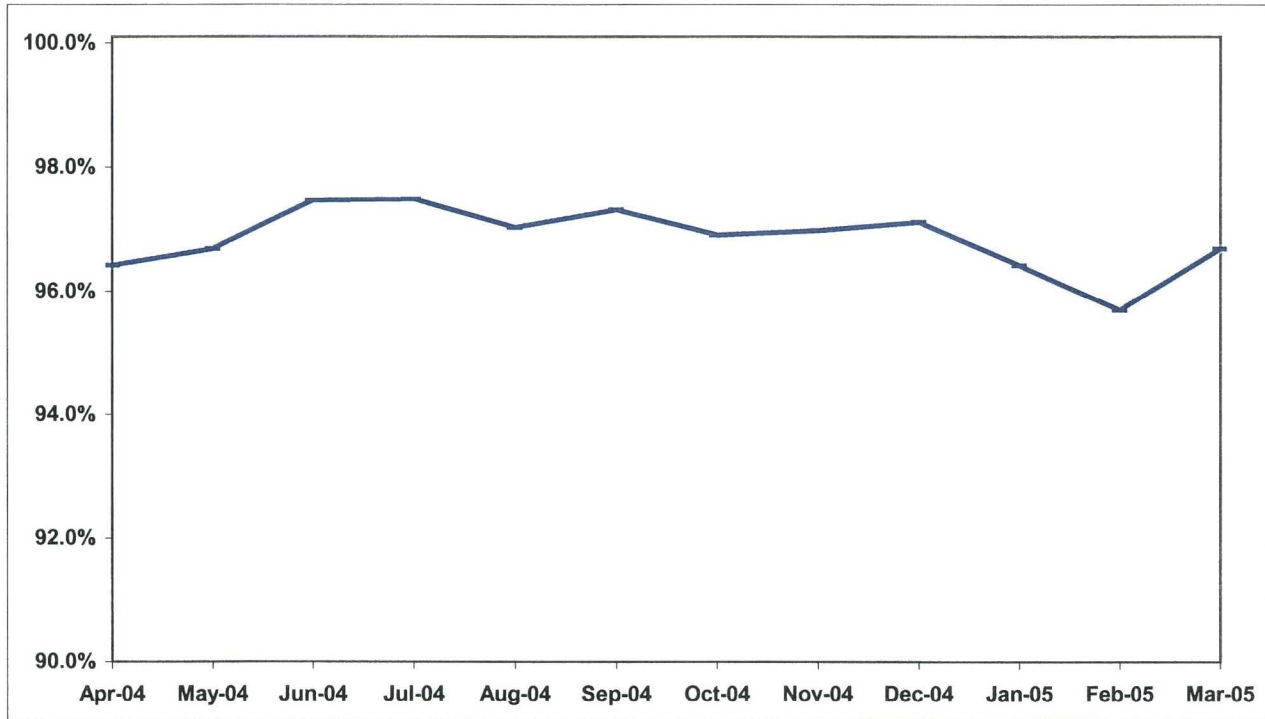
## ATTENDANCE

### MAINTENANCE ATTENDANCE

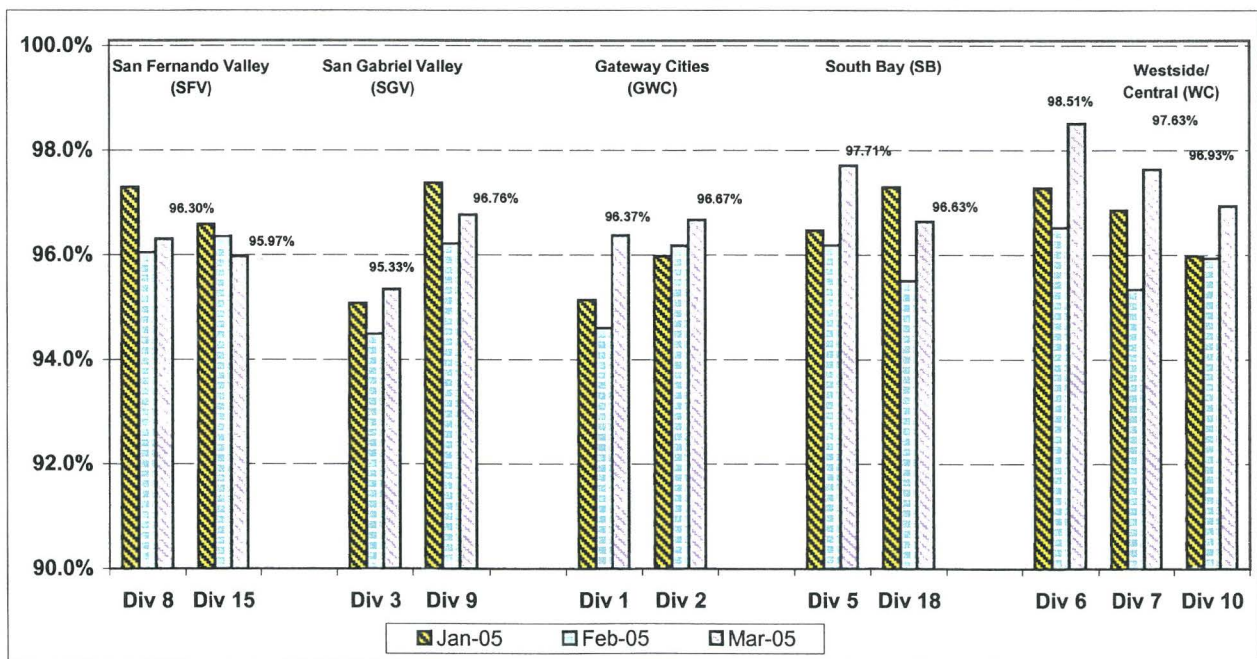
**Definition:** Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

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

#### Systemwide Trend



#### Maintenance Attendance - By Sectors' Divisions (By Current Month) January - March 2005



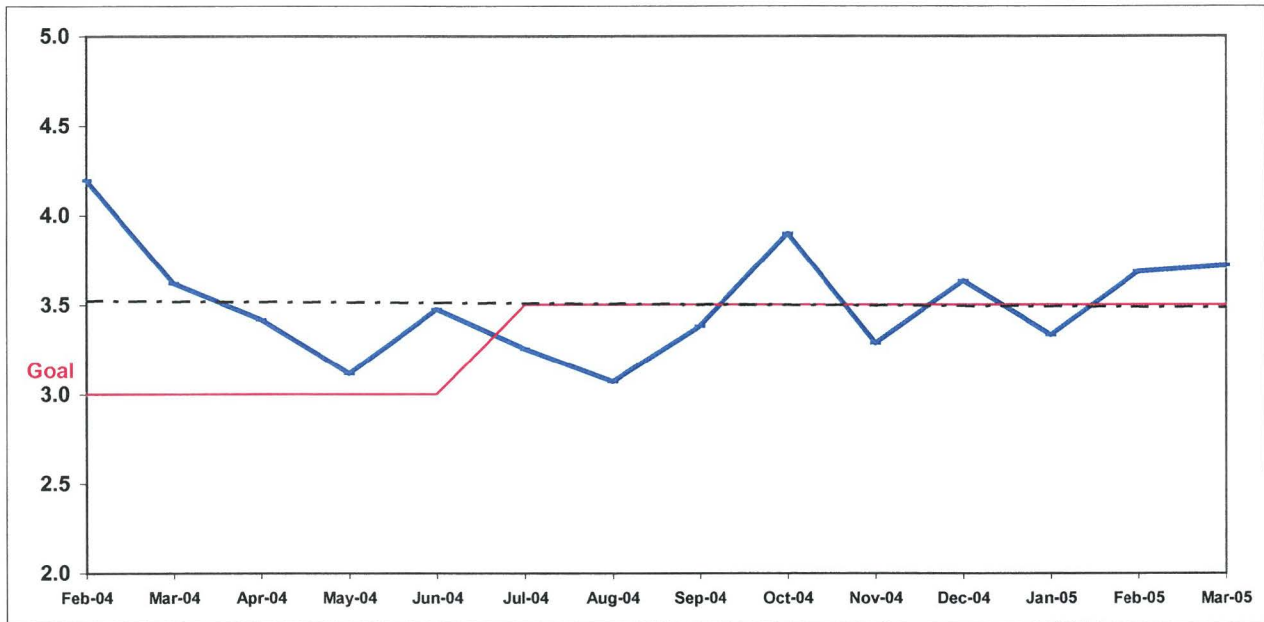
## SAFETY PERFORMANCE

### 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.

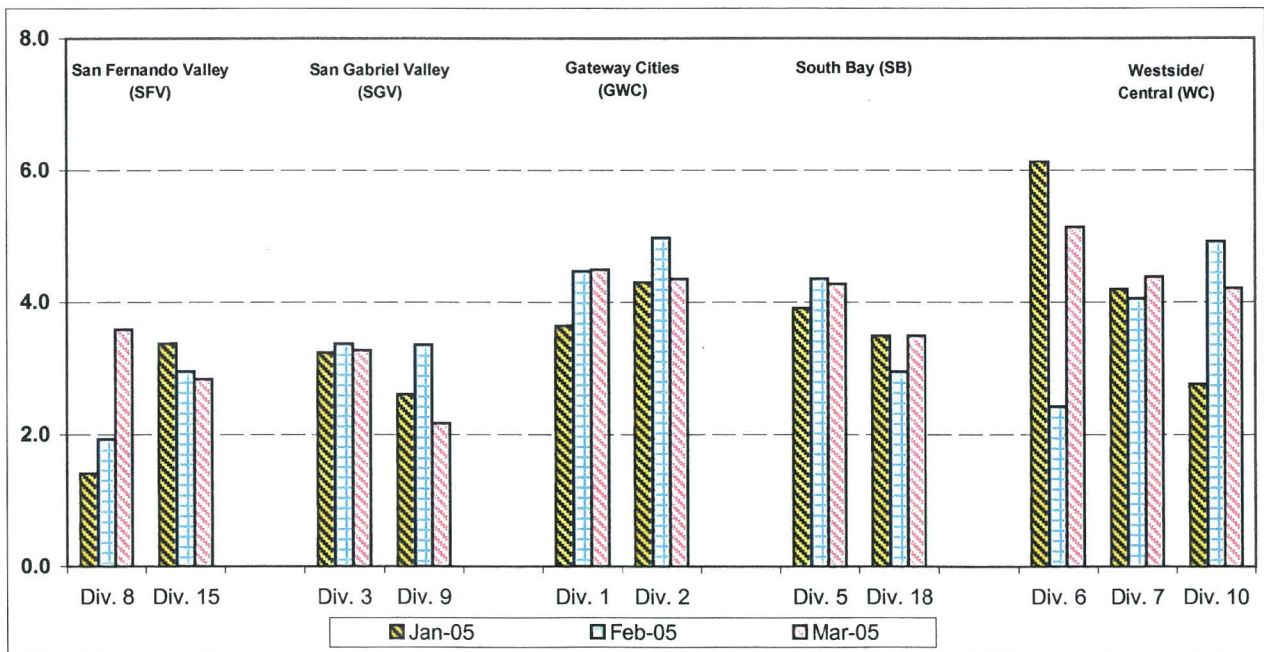
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

#### 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 2005

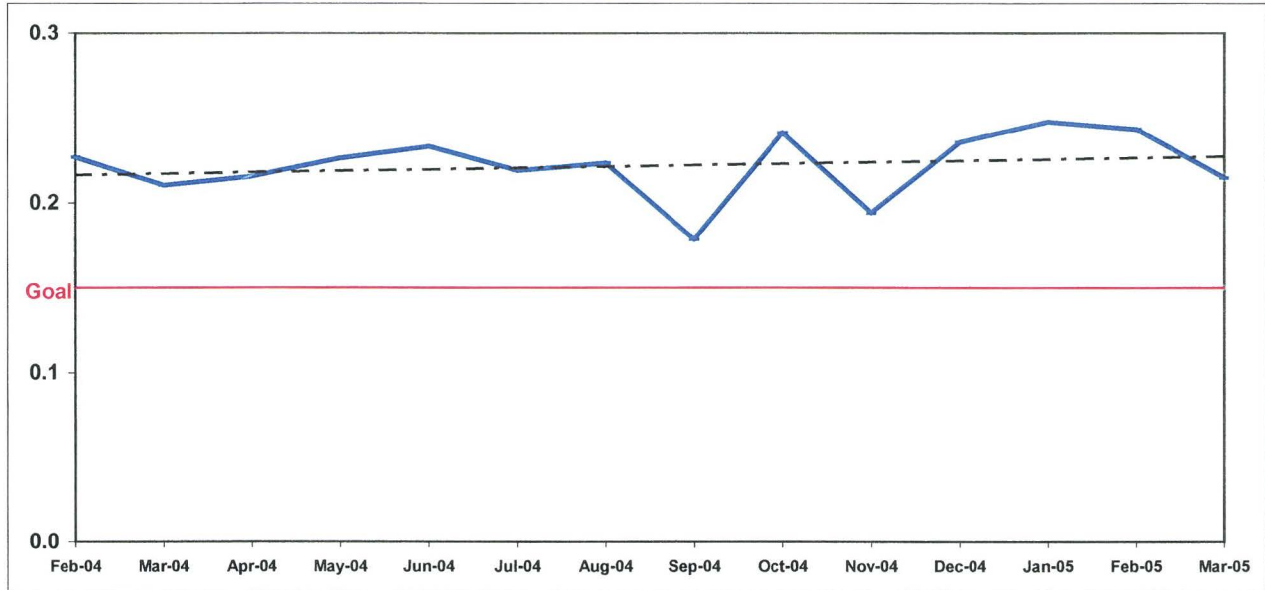


## BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS\*

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

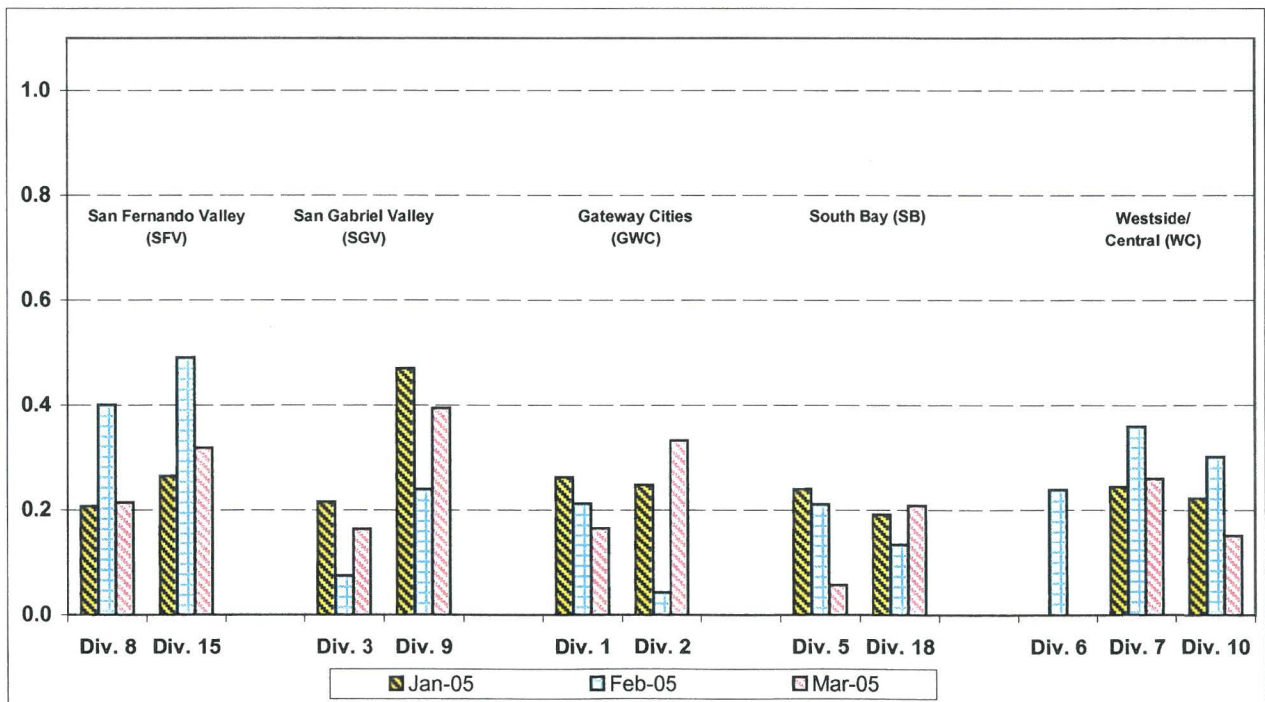
**Calculation:** Passenger Accidents Per 100,000 Boardings = (The number of Pasengers Accidents / by (Boardings / by 100,000))

### 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.

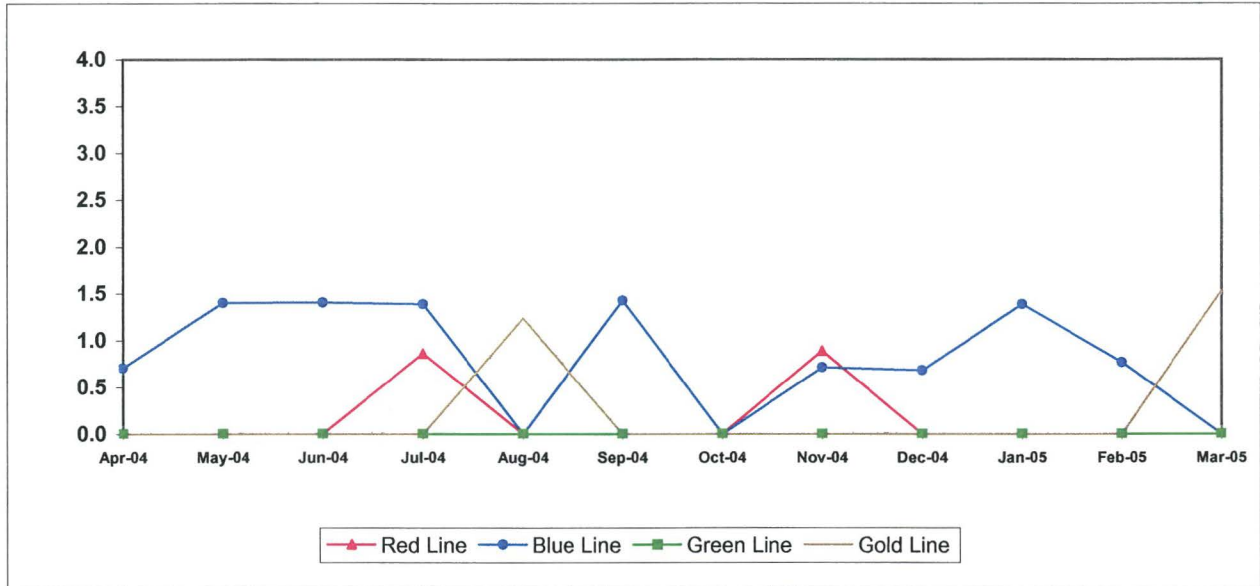
### Bus Operating Divisions - by Sectors' Divisions January - March 2005



### 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.

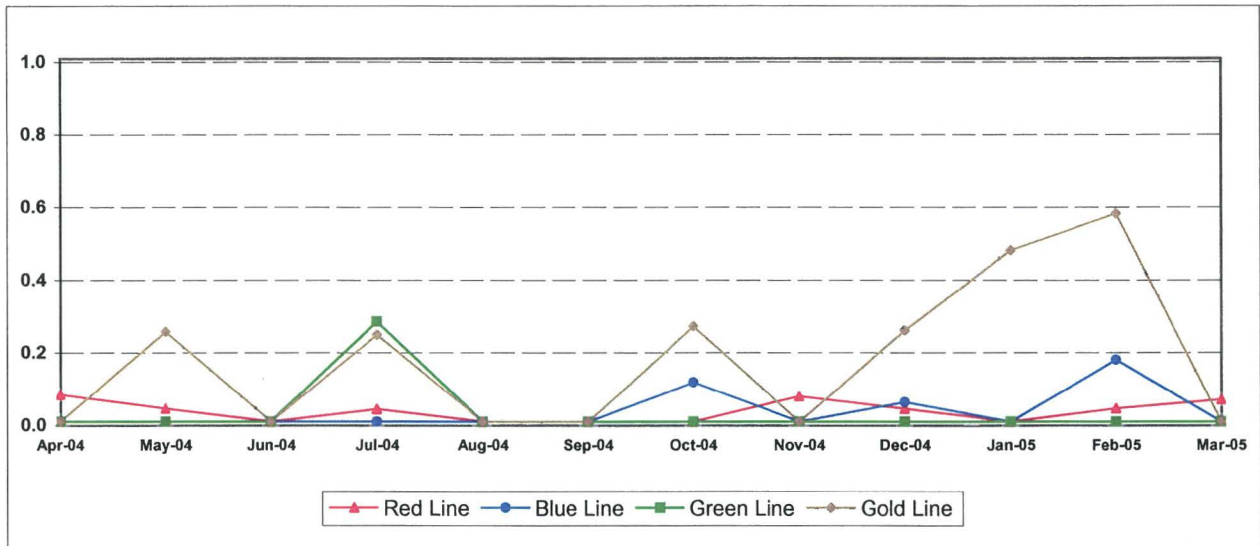
**Calculation:** Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))



### 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))



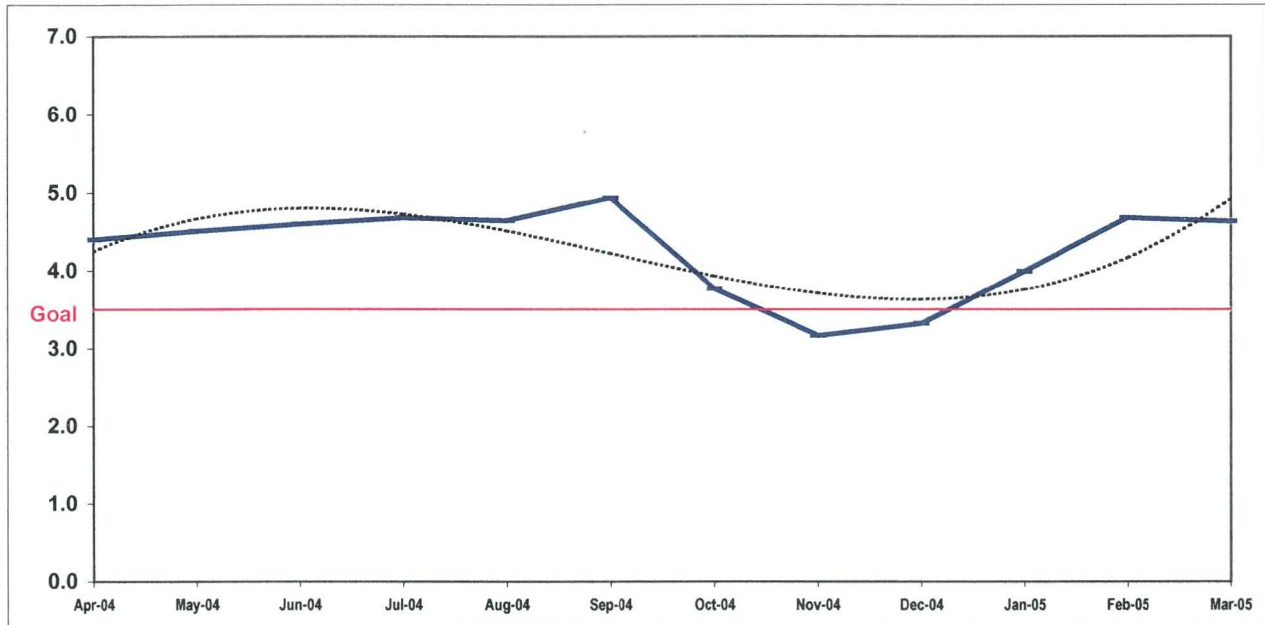
## CUSTOMER SATISFACTION

### COMPLAINTS PER 100,000 BOARDINGS

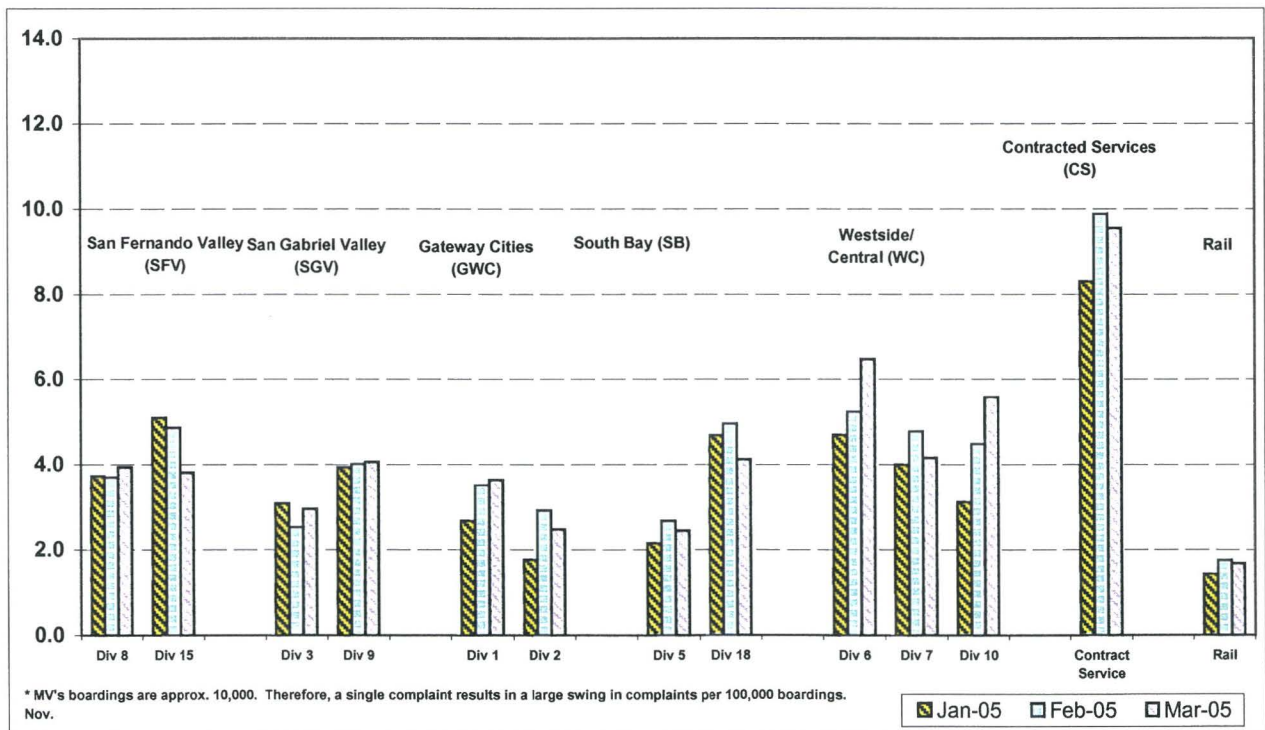
**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

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

#### Systemwide Trend



### Bus Operating Divisions - by Sectors' Divisions January - March 2005





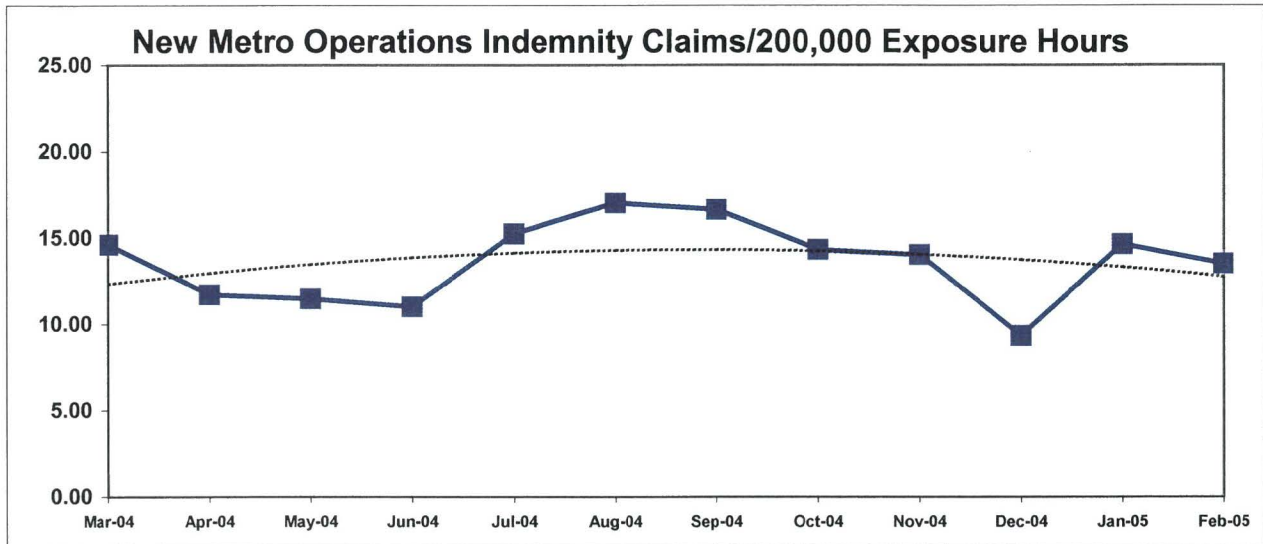
## WORKERS COMPENSATION CLAIMS

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

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

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

### Metro Operations Trend



One month lag from current month

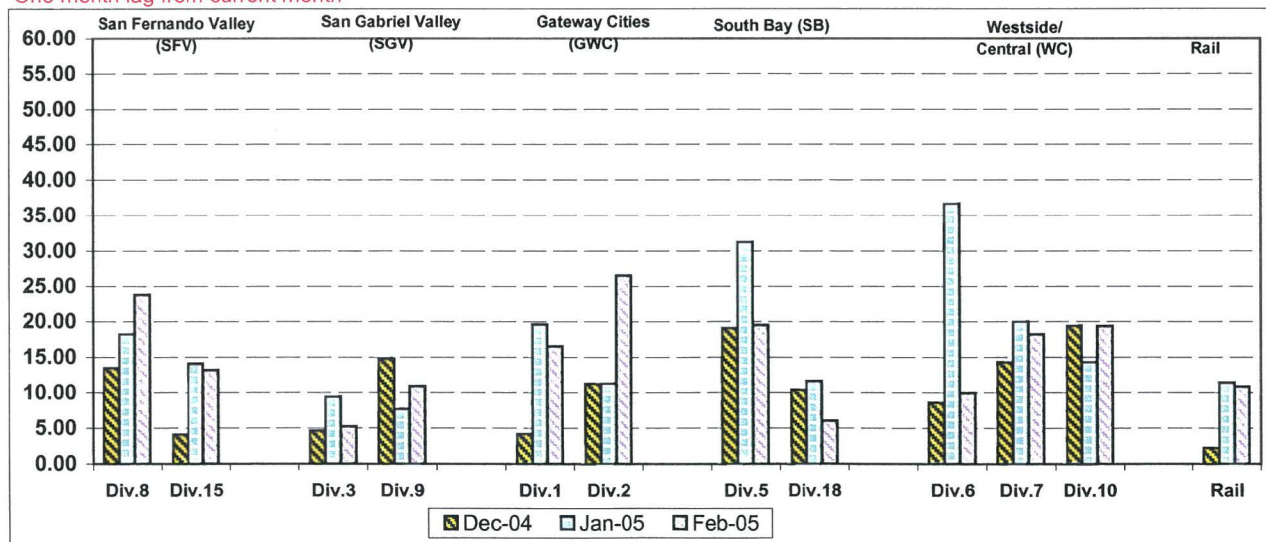
### NEW CLAIMS PER 200,000 EXPOSURE HOURS-MONTH BY BUS SECTORS' DIVISION & RAIL

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

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

### Bus & Rail - by Bus Sectors' Divisions and Rail December 2004 - February 2005

One month lag from current month



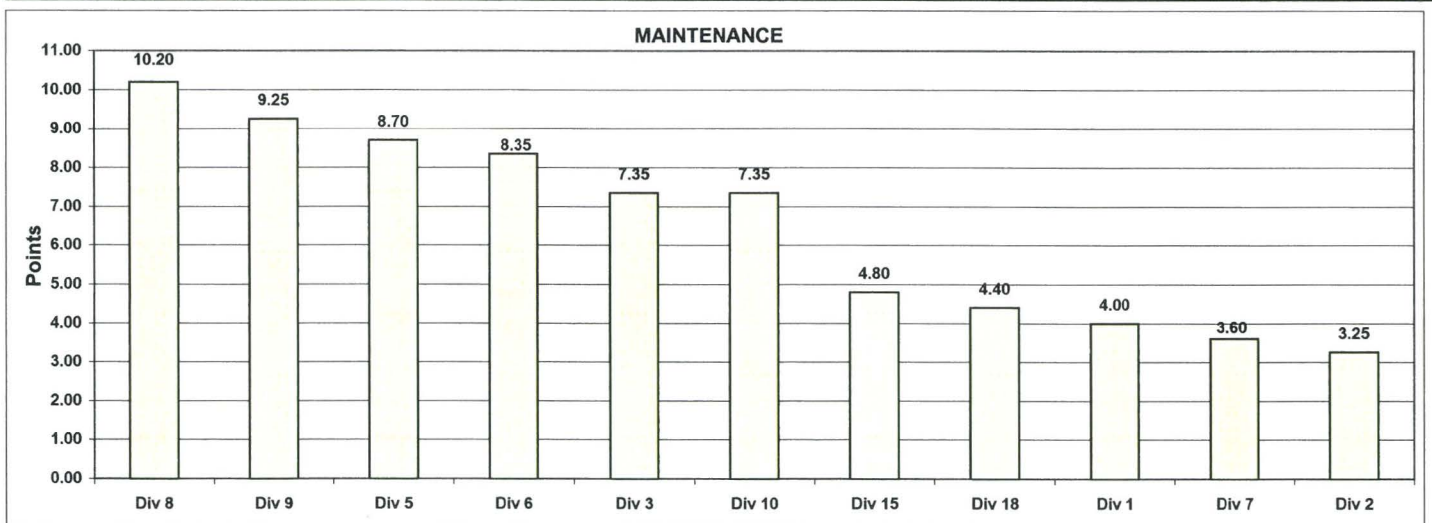
**"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM**

**Monthly Calculations - March 2005  
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%	3952.6 1	4600.4 2	5957.6 4	11366.3 10	6942.6 6	6190.2 5	15856.0 11	8114.5 7	5770.1 3	9814.5 9	9529.4 8
Attendance Points	15%	0.96747 2	0.97233 5	0.96768 3	0.97745 9	0.98758 11	0.97954 10	0.97527 8	0.97349 6	0.97499 7	0.96414 1	0.97002 4
New WC Claims /200,000 Exp Hrs* Points	25%	0.0000 11	41.2162 1	0.0000 11	0.0000 11	0.0000 11	21.8602 2	0.0000 11	0.0000 11	0.0000 11	9.9783 4	18.7808 3
*One month lag												
Bus Cleanliness Points	35%	6.933 2	7.433 5	8.194 9	7.694 6	7.700 7	6.819 1	8.269 10	8.306 11	8.175 8	7.338 4	7.156 3
<b>Totals</b>		<b>4.00</b>	<b>3.25</b>	<b>7.35</b>	<b>8.70</b>	<b>8.35</b>	<b>3.60</b>	<b>10.20</b>	<b>9.25</b>	<b>7.35</b>	<b>4.80</b>	<b>4.40</b>
<b>FINAL RANKING</b>	<b>Div. Score Rank</b>	<b>Maintenance Division Ranking (Sorted)</b>										
		Div 8 10.20 1st	Div 9 9.25 2nd	Div 5 8.70 3rd	Div 6 8.35 4th	Div 3 7.35 5th	Div 10 7.35 5th	Div 15 4.80 7th	Div 18 4.40 8th	Div 1 4.00 9th	Div 7 3.60 10th	Div 2 3.25 11th

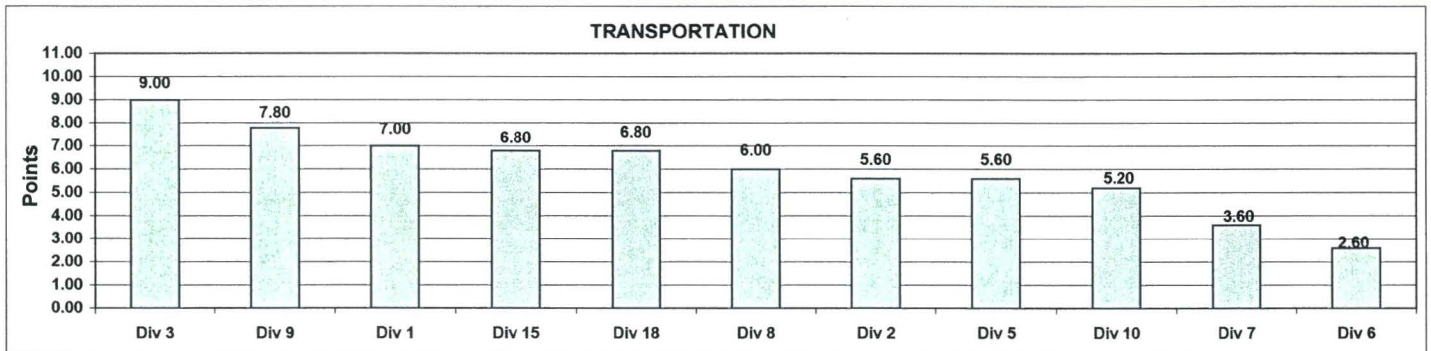


**Monthly Calculations - March 2005  
Metro Bus - Transportation**

**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%	0.7025 10	0.6684 8	0.7386 11	0.6654 7	0.5721 1	0.6020 2	0.6963 9	0.6430 5	0.6449 6	0.6430 4	0.6140 3
Running Hot Points	20%	0.0741 10	0.1014 2	0.0886 6	0.0983 3	0.1099 1	0.0981 4	0.0831 7	0.0540 11	0.0812 9	0.0919 5	0.0821 8
Accident Rate Points	20%	4.4886 2	4.3475 4	3.2784 9	4.2768 5	5.1442 1	4.3848 3	3.5862 7	2.1680 11	4.2156 6	2.8303 10	3.4980 8
Complaints/100K Boardings Points	20%	3.6354 8	2.4784 10	2.9501 9	2.4469 11	6.4674 1	4.1547 3	3.9398 6	4.0621 5	5.5815 2	3.8080 7	4.1192 4
New WC Claims /200,000 Exp Hrs* Points	20%	20.9292 5	22.5530 4	6.8531 10	25.4483 2	13.3802 9	17.2302 6	31.6223 1	14.1362 7	24.7283 3	14.0967 8	2.5670 11
*One month lag												
<b>Totals</b>		7.00	5.60	9.00	5.60	2.60	3.60	6.00	7.80	5.20	6.80	6.80
<b>FINAL RANKING</b>												
	<b>DIV.</b>	Div 3	Div 9	Div 1	Div 15	Div 18	Div 8	Div 2	Div 5	Div 10	Div 7	Div 6
	<b>Score</b>	9.00	7.80	7.00	6.80	6.80	6.00	5.60	5.60	5.20	3.60	2.60
	<b>Rank</b>	1st	2nd	3rd	4th	4th	6th	7th	7th	9th	10th	11th



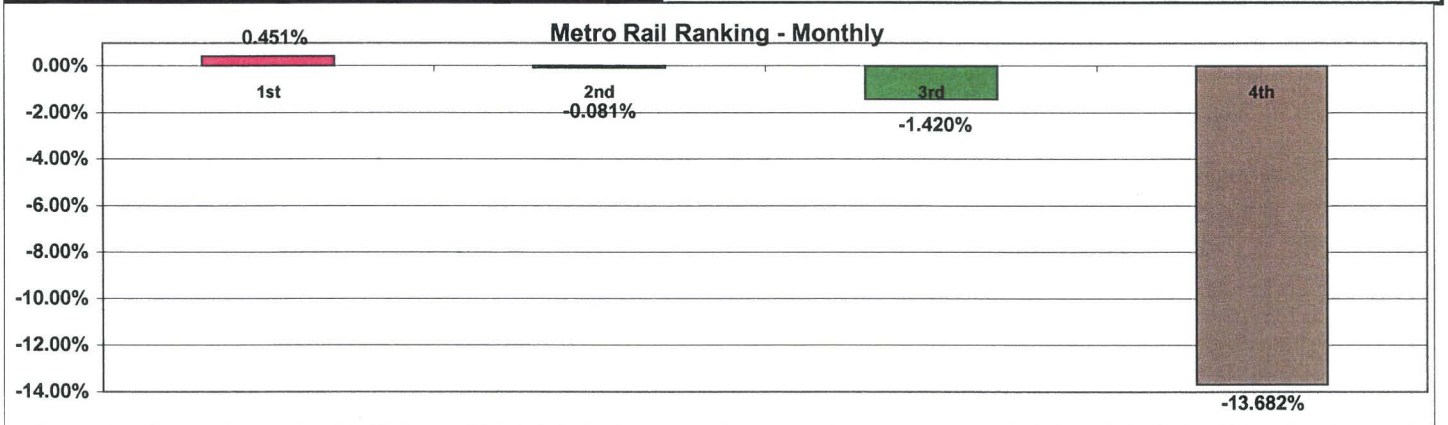
**Monthly Calculations - March 2005  
Metro Rail**

**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-04	Mar-05	Yearly Improvement	Mar-04	Mar-05	Yearly Improvement	Mar-04	Mar-05	Yearly Improvement	Mar-04	Mar-05	Yearly Improvement
<b>Wayside Availability</b>												
Track	99.85%	100.00%	0.15%	99.61%	100.00%	0.39%	100.00%	100.00%	0.00%	99.54%	56.80%	-42.74%
Signals	99.72%	100.00%	0.28%	100.00%	99.98%	-0.02%	99.75%	99.98%	0.23%	98.59%	99.99%	1.39%
Power	99.94%	97.26%	-2.68%	99.88%	99.98%	0.10%	98.77%	98.55%	-0.22%	100.00%	100.00%	0.00%
<b>Wayside Performance</b>	<b>99.84%</b>	<b>99.09%</b>	<b>-0.75%</b>	<b>99.83%</b>	<b>99.99%</b>	<b>0.16%</b>	<b>99.51%</b>	<b>99.51%</b>	<b>0.00%</b>	<b>99.38%</b>	<b>85.59%</b>	<b>-13.78%</b>
<b>Vehicle Availability</b>												
Vehicle Performance	98.90%	97.93%	-0.97%	97.98%	99.32%	1.34%	98.81%	97.67%	-1.15%	98.67%	99.54%	0.88%
<b>Operator Availability</b>												
Operators	99.59%	99.76%	0.18%	99.85%	99.75%	-0.10%	98.22%	99.71%	1.49%	99.37%	99.93%	0.56%
<b>In-Service Performance</b>												
ISOTP - Rail	99.10%	94.96%	-4.14%	98.55%	98.95%	0.41%	96.58%	95.91%	-0.67%	98.65%	56.26%	-42.39%
<b>tal Rail Line Performance</b>	<b>99.36%</b>	<b>97.94%</b>	<b>-1.42%</b>	<b>99.05%</b>	<b>99.50%</b>	<b>0.45%</b>	<b>98.28%</b>	<b>98.20%</b>	<b>-0.08%</b>	<b>99.01%</b>	<b>85.33%</b>	<b>-13.68%</b>

Metro Rail Final Ranking (Sorted)				
Rail Line	RED	GREEN	BLUE	GOLD
Score	0.451%	-0.081%	-1.420%	-13.682%
Rank	1st	2nd	3rd	4th



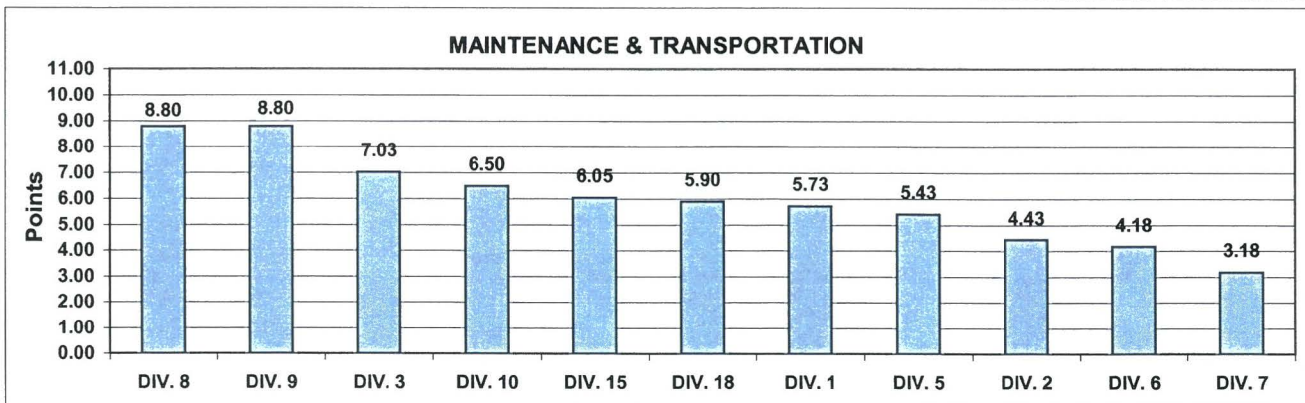
## "HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

### Quarterly Calculations: FY05-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												
Maintenance	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Mechanical Failures Points	12.5%	4103 1	5659 2	6192 3	6447 4	9629 9	7018 5	10866 11	8693 8	7177 6	10433 10	8319 7
Attendance Points	7.5%	0.9597 1	0.9685 5	0.9668 3	0.9693 8	0.9805 11	0.9687 6	0.9761 10	0.9742 9	0.9688 7	0.9657 2	0.9675 4
New WC Claims /200,000 Exp Hrs* Points	12.5%	3.3051 9	12.8692 2	10.2000 5	6.4324 7	11.5632 4	16.3624 1	7.8712 6	0.0000 11	2.8727 10	11.7113 3	5.6470 8
<i>*One month Lag: Dec 04 - Feb 05</i>												
Bus Cleanliness Points	17.5%	7.2756 4	7.0622 2	7.9542 8	7.6000 6	7.6500 7	6.6688 1	8.3458 11	8.1042 10	8.0167 9	7.4542 5	7.1521 3
Transportation												
In-Service On-Time Performance Points	10%	0.7040 10	0.6783 8	0.7182 11	0.6419 4	0.5710 1	0.6057 2	0.6790 9	0.6729 7	0.6425 5	0.6531 6	0.6133 3
Running Hot Points	10%	0.0707 8	0.0845 5	0.0829 6	0.0912 3	0.1101 1	0.1045 2	0.0655 10	0.0628 11	0.0849 4	0.0710 7	0.0686 9
Accident Rate Points	10%	4.1993 4	4.5852 2	3.2939 7	4.1757 5	4.6363 1	4.2219 3	2.3331 11	2.6055 10	3.9715 6	3.0528 9	3.2929 8
Complaints/100K Boardings Points	10%	3.4290 8	2.4530 11	2.8365 9	2.5388 10	5.6142 1	4.2903 6	4.0683 7	4.3502 4	4.3475 5	4.9043 2	4.7261 3
<i>*One month Lag: Dec 04 - Feb 05</i>												
New WC Claims /200,000 Exp Hrs* Points	10%	15.7900 7	17.2085 6	5.3146 11	28.5567 2	29.1805 1	17.8150 5	21.7634 3	14.5313 8	21.6541 4	10.0346 10	10.6257 9
<b>Totals</b>		<b>5.73</b>	<b>4.43</b>	<b>7.03</b>	<b>5.43</b>	<b>4.18</b>	<b>3.18</b>	<b>8.80</b>	<b>8.80</b>	<b>6.50</b>	<b>6.05</b>	<b>5.90</b>
<b>FINAL RANKING Maintenance and Transportation Division Ranking (Sorted)</b>												
<b>DIV.</b>	<b>Score</b>	<b>8.80</b>	<b>8.80</b>	<b>7.03</b>	<b>6.50</b>	<b>6.05</b>	<b>5.90</b>	<b>5.73</b>	<b>5.43</b>	<b>4.43</b>	<b>4.18</b>	<b>3.18</b>
<b>Rank</b>		<b>1st</b>	<b>1st</b>	<b>3rd</b>	<b>4th</b>	<b>5th</b>	<b>6th</b>	<b>7th</b>	<b>8th</b>	<b>9th</b>	<b>10th</b>	<b>11th</b>



**Quarterly Calculations: FY05-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**

Overall Rail Line Performance	<u>Metro Blue Line</u>	<u>Metro Red Line</u>	<u>Metro Green Line</u>	<u>Metro Gold Line</u>
Jan-05	-0.67%	0.13%	-0.61%	0.50%
Feb-05	-0.46%	0.60%	-1.54%	-10.67%
Mar-05	<u>-1.42%</u>	<u>0.45%</u>	<u>-0.08%</u>	<u>-13.68%</u>
<b>Second Quarter Average</b>	<b>-0.85%</b>	<b>0.39%</b>	<b>-0.74%</b>	<b>-7.95%</b>

**Metro Rail Final Ranking (Sorted)**

Rail Line	RED	GREEN	BLUE	GOLD
Score	0.39%	-0.74%	-0.85%	-7.95%
Rank	1st	2nd	3rd	4th

