


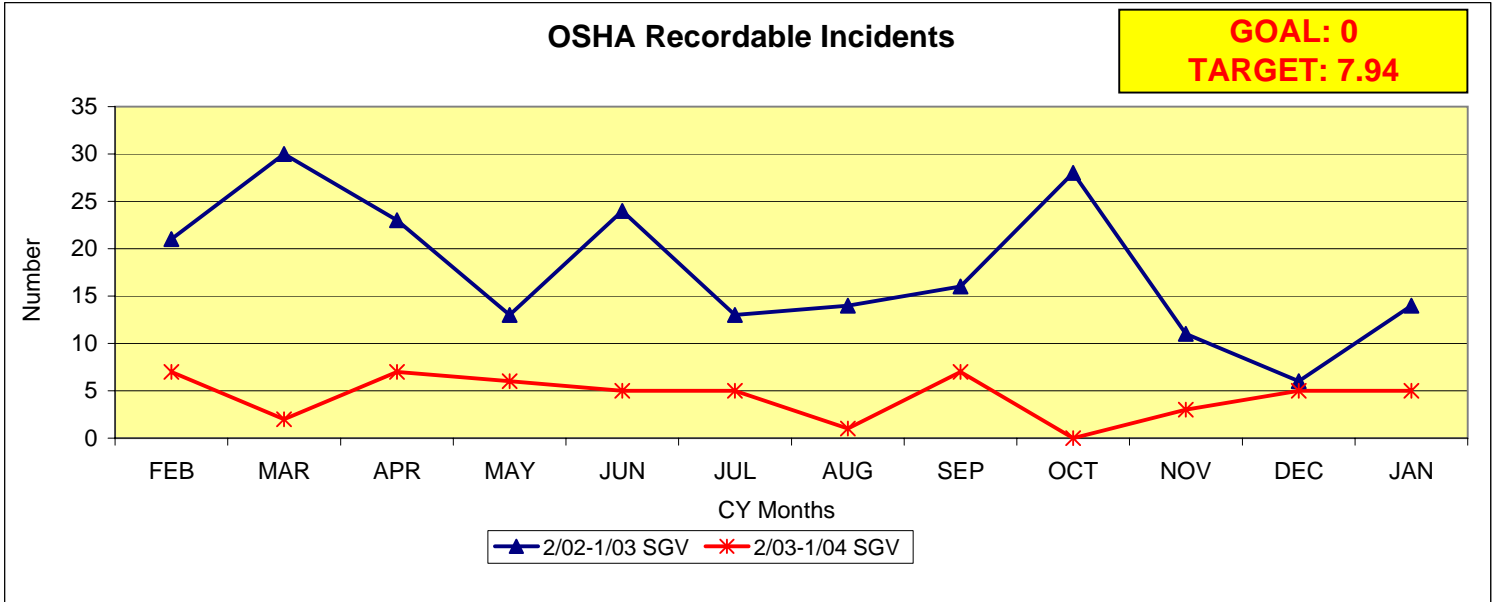
**Metro San Gabriel Valley
General Manager's Report
Key Performance Indicators
JANUARY 2004**

PERFORMANCE INDICATORS	YTD AVG. MO.	JANUARY	MO. TARGET
SAFETY 			
Monthly Worker's Compensation Costs (\$ in Thousands)	\$381	\$480	\$376
OSHA Recordable Incidents	4	5	8
Bus Traffic Accidents/100,000 Hub Miles	3.17	3.18	3.10
New Worker's Comp. Claims/100 Employees	1.74	2.21	1.61
BUS OPERATIONS			
Miles Between Mechanical Failures	7,050	8,040	9,000
Bus Cleanliness Ratings*	7.14	7.05	8.00
Complaints/100,000 Boardings	4.13	3.96	3.25
Passenger Boardings	5,278,025	4,945,570	5,285,837
On-Time Performance (%)	68%	72%	80%

Note:
Performance indicators highlighted in **BOLD** meet the Sector target.

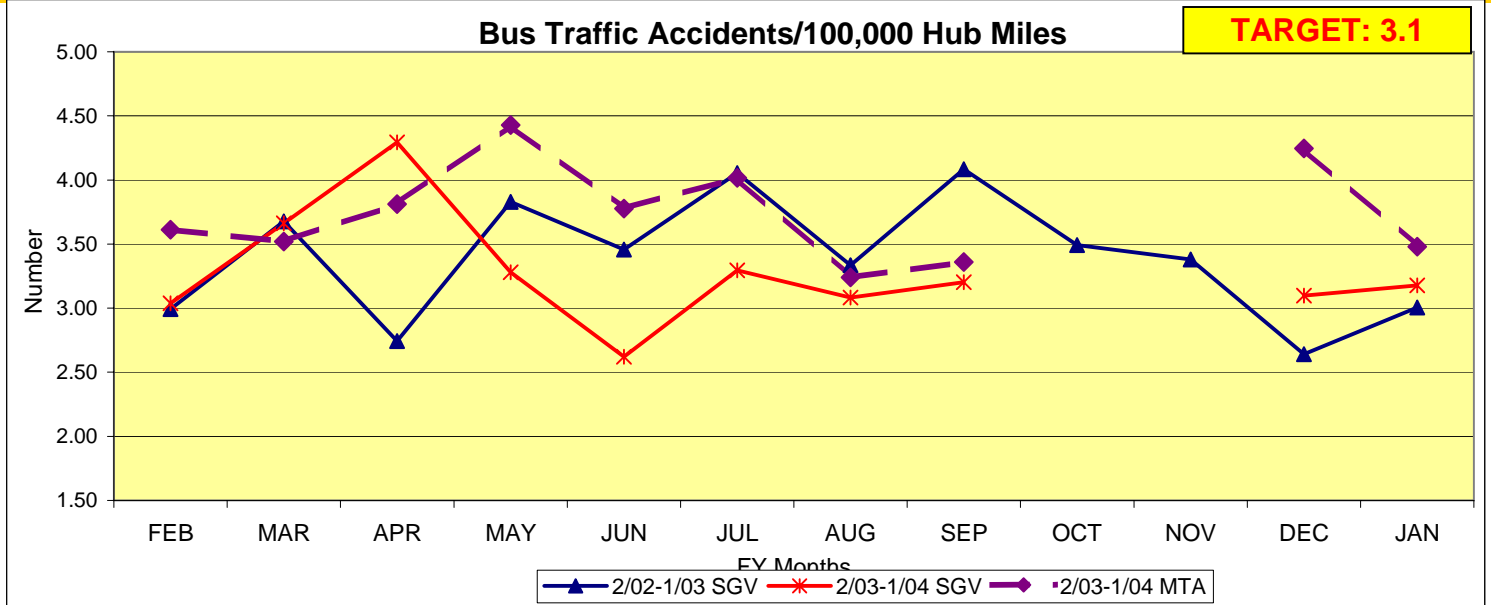
*Bus Cleanliness Data reflects scoring through FY04 2nd Qtr. - Ratings completed Quarterly.

OSHA Recordable Incidents



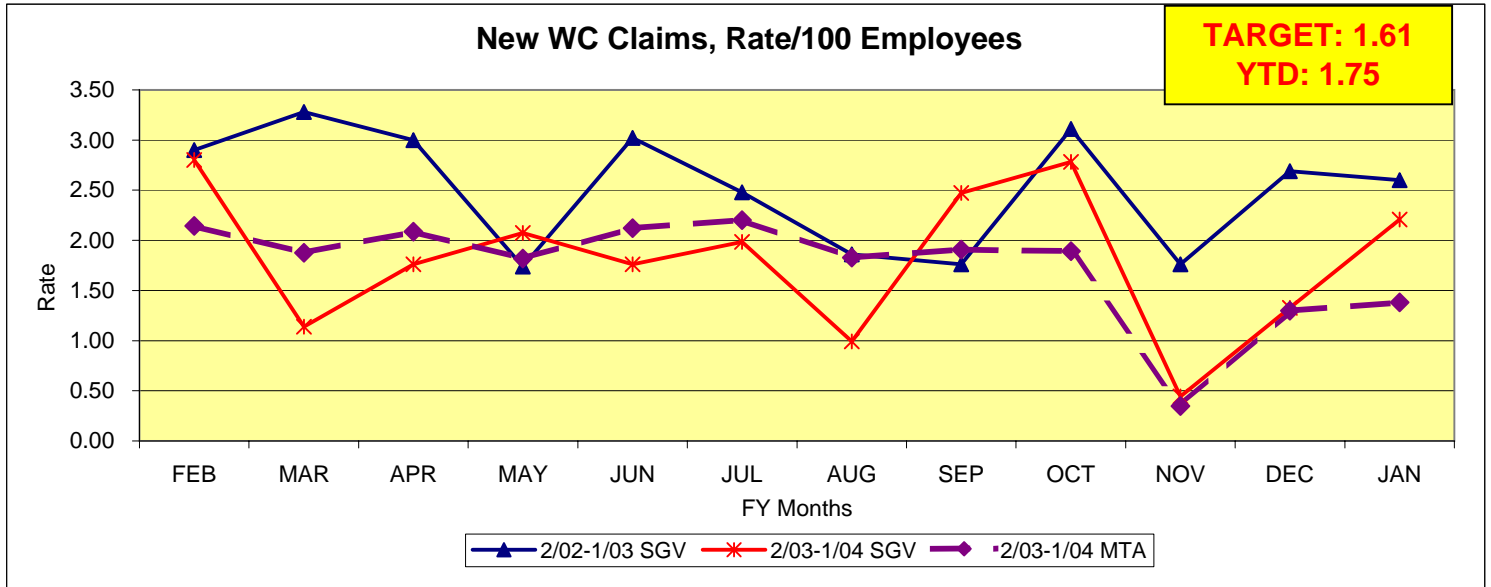
	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN
Trans. D3	9	14	12	4	12	6	6	3	10	2	3	2
Trans. D9	4	3	2	3	1	2	2	2	2	1	2	3
Maint. D3	8	8	8	5	10	4	1	10	12	6	1	5
Maint. D9	0	5	1	1	1	1	5	1	4	2	0	4
SGV	21	30	23	13	24	13	14	16	28	11	6	14
Trans. D3	1	0	1	1	1	0	0	1	0	1	2	0
Trans. D9	3	1	0	1	0	4	0	2	0	0	1	3
Maint. D3	3	1	4	2	4	1	0	0	0	1	1	1
Maint. D9	0	0	2	2	0	0	1	4	0	1	1	1
SGV	7	2	7	6	5	5	1	7	0	3	5	5

Bus Traffic Accidents/100,000 Hub Miles



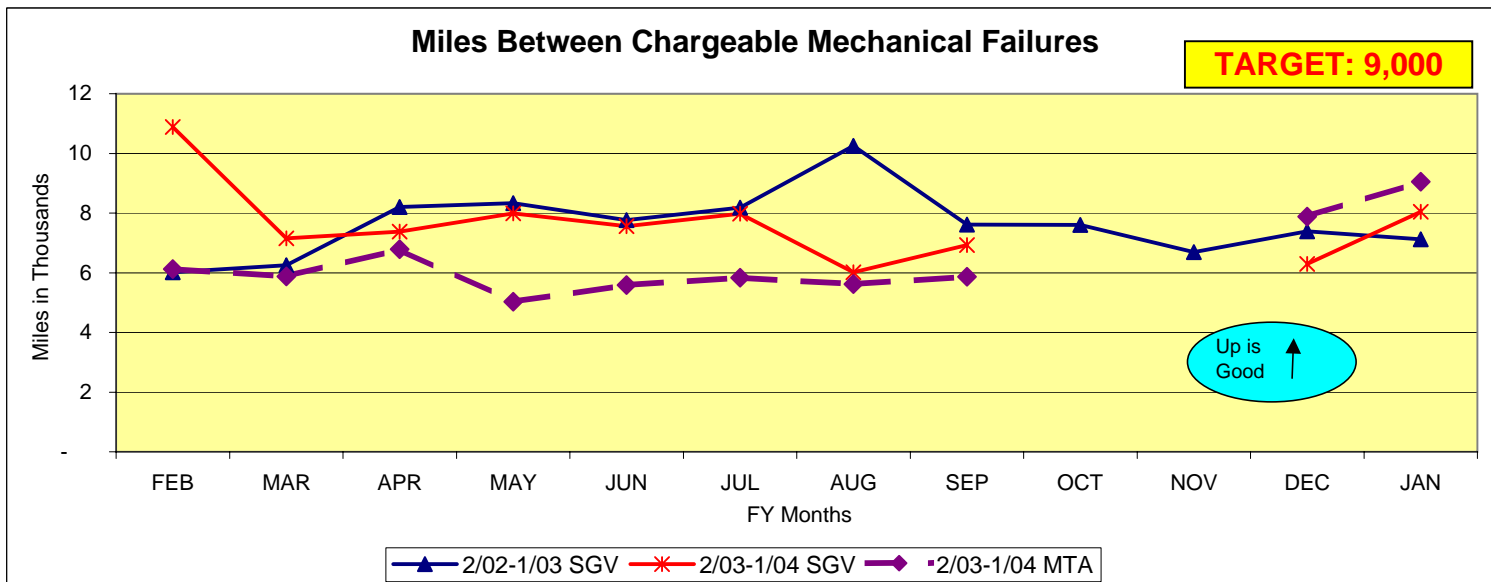
	FEB 02	MAR 02	APR 02	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03
Div. 3	4.30	4.07	3.20	4.35	3.94	4.37	3.30	5.48	4.85	4.14	3.66	4.52
Div. 9	1.76	3.32	2.32	3.34	3.01	3.74	3.24	2.77	2.20	2.65	1.67	1.50
SGV	2.99	3.68	2.74	3.83	3.46	4.05	3.34	4.08	3.49	3.38	2.64	3.01
	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04
Div. 3	3.81	4.33	4.53	4.08	3.46	4.80	4.13	3.78			3.53	3.65
Div. 9	2.34	3.05	4.08	2.55	1.84	1.88	2.09	2.65			2.66	2.70
SGV	3.04	3.66	4.29	3.28	2.62	3.30	3.08	3.20			3.10	3.18
MTA	3.61	3.52	3.81	4.43	3.78	4.02	3.24	3.36			4.25	3.48

New Worker's Compensation Claims, Rate/100 Employees



	FEB 02	MAR 02	APR 02	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03
Trans. D3	2.17	3.87	3.14	1.69	3.38	3.06	1.28	1.79	2.55	1.79	2.04	1.79
Trans. D9	3.89	3.11	3.10	1.81	3.10	3.24	2.94	1.47	3.82	1.47	3.53	2.94
Maint. D3	4.03	3.20	4.00	3.20	3.39	0.81	1.63	3.33	2.44	3.25	4.92	4.17
Maint. D9	0.90	1.80	0.92	0.00	0.91	0.00	0.89	0.89	3.64	0.91	0.00	2.70
SGV	2.90	3.28	3.00	1.74	3.02	2.48	1.86	1.76	3.11	1.76	2.69	2.60
	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04
Trans. D3	2.04	0.77	1.28	1.02	2.04	2.92	1.17	1.75	2.33	0.29	1.17	1.17
Trans. D9	4.42	1.47	2.94	2.94	2.36	1.83	1.53	3.67	4.59	0.92	1.22	3.67
Maint. D3	2.48	2.46	0.00	1.70	0.00	1.67	0.00	2.63	0.89	0.00	1.69	1.63
Maint. D9	0.90	0.00	1.80	3.57	0.92	0.00	0.00	1.71	0.85	0.00	1.72	1.77
SGV	2.80	1.14	1.76	2.07	1.76	1.98	0.99	2.47	2.78	0.44	1.33	2.21
MTA	2.14	1.88	2.09	1.82	2.12	2.20	1.83	1.91	1.89	0.35	1.30	1.38

Miles Between Chargeable Mechanical Failures



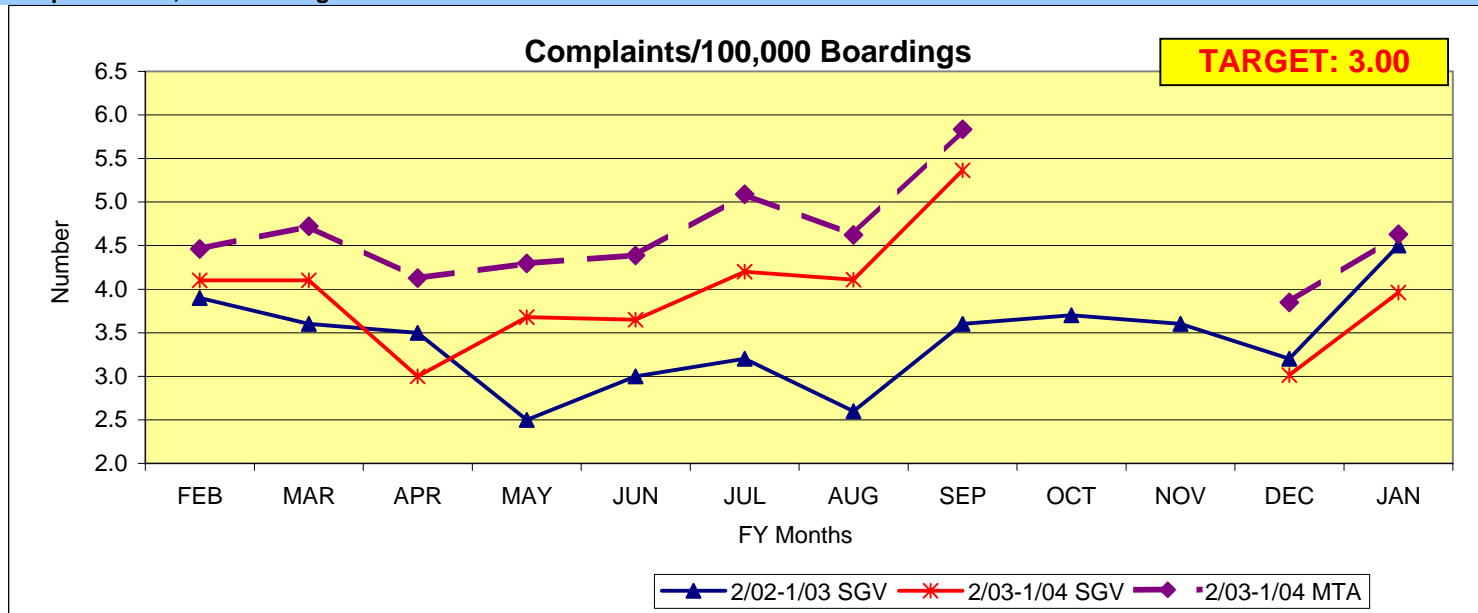
	FEB 02	MAR 02	APR 02	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03
Div. 3	5,331	5,458	6,297	5,874	5,193	5,844	7,805	5,884	5,599	4,962	5,499	5,528
Div. 9	6,839	7,201	11,361	13,710	14,406	13,357	14,575	10,521	11,544	10,071	10,948	9,645
SGV	6,012	6,252	8,206	8,333	7,762	8,179	10,255	7,614	7,599	6,696	7,385	7,117
	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04
Div. 3	8,643	5,346	5,306	4,711	5,633	6,048	4,631	4,758			6,163	6,372
Div. 9	14,233	10,338	11,380	10,578	10,999	11,396	8,402	12,168			6,432	10,885
SGV	10,888	7,152	7,381	7,994	7,561	7,978	6,015	6,925			6,293	8,040
MTA	6,125	5,879	6,790	5,030	5,584	5,829	5,614	5,862			7,881	9,047

Bus Cleanliness Ratings

**Bus Cleanliness Ratings
are Updated Quarterly**

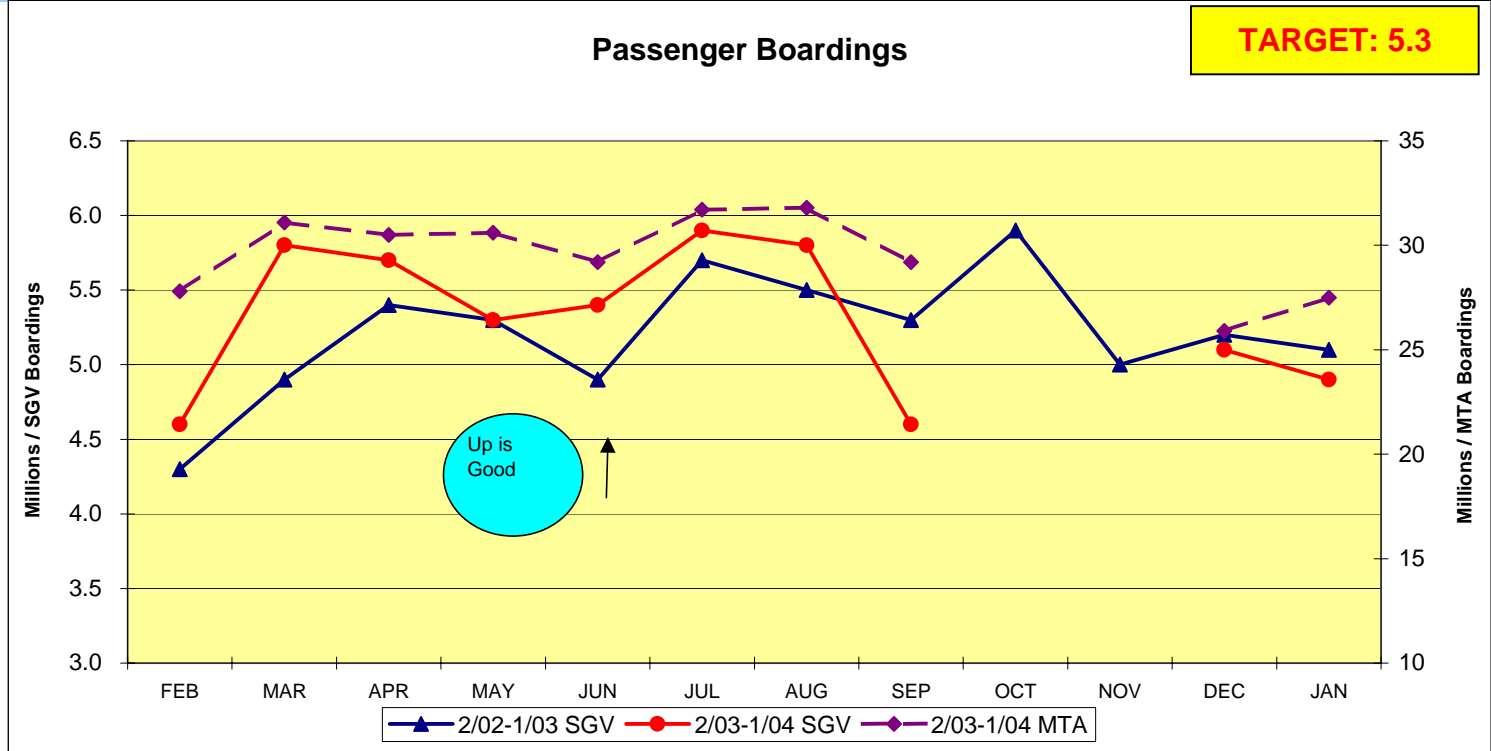
**NO NEW DATA THIS
MONTH**

Complaints/100,000 Boardings



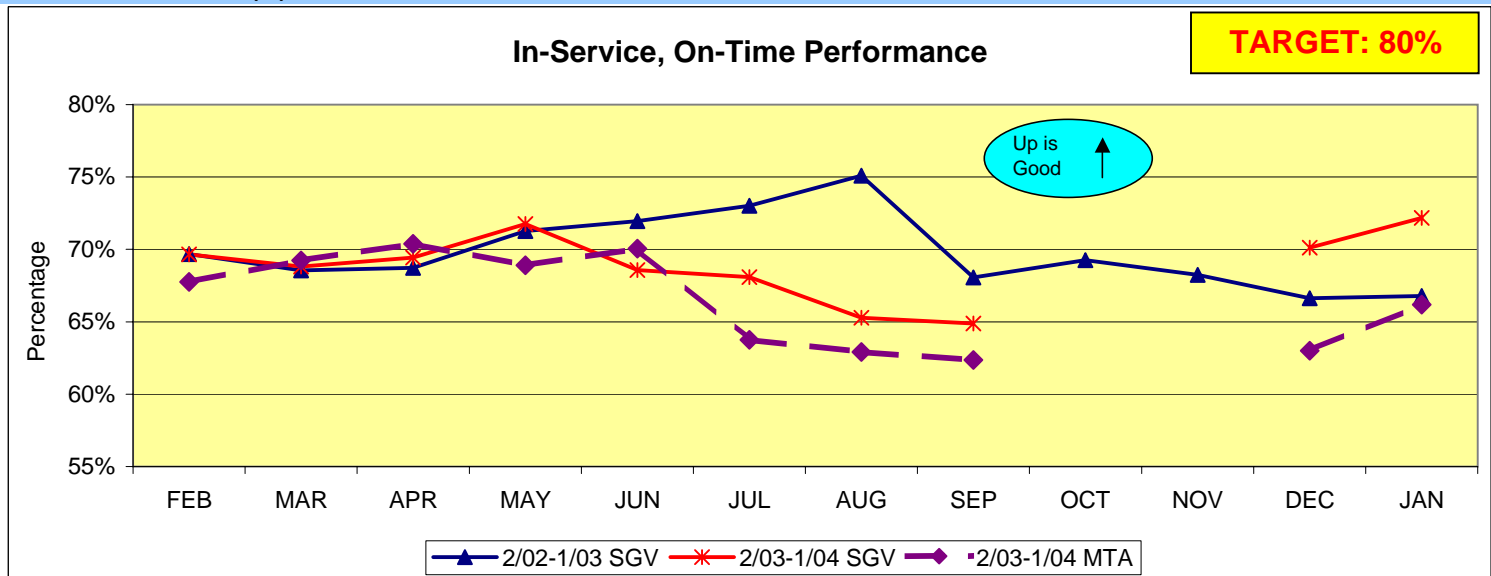
	FEB 02	MAR 02	APR 02	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03
Div. 3	2.9	3.4	3.3	1.7	2.9	2.9	2.1	3.3	3.0	3.1	3.0	3.9
Div. 9	5.2	4.0	3.8	3.7	3.2	3.6	3.3	4.2	4.8	4.4	3.7	5.6
SGV	3.9	3.6	3.5	2.5	3.0	3.2	2.6	3.6	3.7	3.6	3.2	4.5
	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04
Div. 3	3.2	3.5	2.5	3.4	3.3	3.2	2.6	4.6			2.6	3.0
Div. 9	5.4	5.0	3.8	4.0	4.1	6.2	7.8	6.4			4.0	5.7
SGV	4.1	4.1	3.0	3.7	3.7	4.2	4.1	5.4			3.0	4.0
MTA	4.5	4.7	4.1	4.3	4.4	5.1	4.6	5.8			3.8	4.6

Passenger Boardings



	FEB 02	MAR 02	APR 02	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03
Div. 3	2.5	3.0	3.0	3.2	2.8	3.6	3.4	3.3	3.5	3.0	3.1	3.2
Div. 9	1.9	2.0	2.4	2.1	2.2	2.1	2.1	2.0	2.4	2.0	2.1	1.9
SGV	4.3	4.9	5.4	5.3	4.9	5.7	5.5	5.3	5.9	5.0	5.2	5.1
	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04
Div. 3	2.7	3.4	3.3	3.0	3.2	4.0	4.2	2.5			3.5	3.1
Div. 9	1.9	2.4	2.3	2.3	2.3	1.9	1.7	2.1			1.6	1.8
SGV	4.6	5.8	5.7	5.3	5.4	5.9	5.8	4.6			5.1	4.9
MTA	27.8	31.1	30.5	30.6	29.2	31.7	31.8	29.2			25.9	27.5

On-Time Performance (%)



	FEB 02	MAR 02	APR 02	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03
Div. 3	71%	68%	69%	74%	75%	74%	76%	69%	68%	70%	68%	68%
Div. 9	66%	69%	70%	65%	66%	71%	71%	66%	73%	64%	64%	65%
SGV	70%	69%	69%	71%	72%	73%	75%	68%	69%	68%	67%	67%
	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04
Div. 3	70%	71%	71%	74%	72%	71%	65%	67%			73%	72%
Div. 9	68%	65%	65%	65%	64%	63%	65%	57%			63%	72%
SGV	70%	69%	69%	72%	69%	68%	65%	65%			70%	72%
MTA	68%	69%	70%	69%	70%	64%	63%	62%			63%	66%

MTA Bus Operations - Farebox Collections, FY03-04

(Dollars in Thousands)	July '03	Aug '03	Sept '03	Oct '03	Nov '03	Dec '03	Jan '04	FY04 5-Month (Non-Strike) Average	FY '03 Avg. Mo.	FY '03 Total
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SGV Sector

Division 3	944	887	927	390	190	809	969	907	975	11,704
Division 9	840	801	845	355	153	691	824	800	823	9,880
Total	\$1,784	\$1,688	\$1,772	\$745	\$343	\$1,500	\$1,793	\$1,707	\$1,798	\$21,584

Jan '03 \$1,797

Total	\$10,918	\$10,616	\$10,889	\$4,578	\$2,230	\$9,575	\$11,255	\$10,651	\$10,621	\$127,461
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Jan '03 \$10,760