

# AGENDA ITEM 5

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL

April 6, 2005

**SUBJECT:** REPORT OF THE GENERAL MANAGER

**ACTION:** RECEIVE

## **BACKGROUND:**

The General Manager's Report provides a summary of Year-to-Date (YTD) Metro San Fernando Valley Bus Operations Key Performance Indicators (KPI) and financial summary information. The form and content of this report will be modified each month to include salient issues that are requested by the Governance Council.

## **DISCUSSION**

The following items are presented for discussion:

1. Metro San Fernando Valley Key Performance Indicators – Financial Summary – YTD February 2005
2. Overview of Future Agenda Items

Prepared by Metro San Fernando Sector Administration and Finance Staff


Copies of Agendas or Agenda Items may be obtained by contacting Metro San Fernando Valley at (818) 701-2860.



**Metro**

Metropolitan Transportation Authority

FEBRUARY 2005

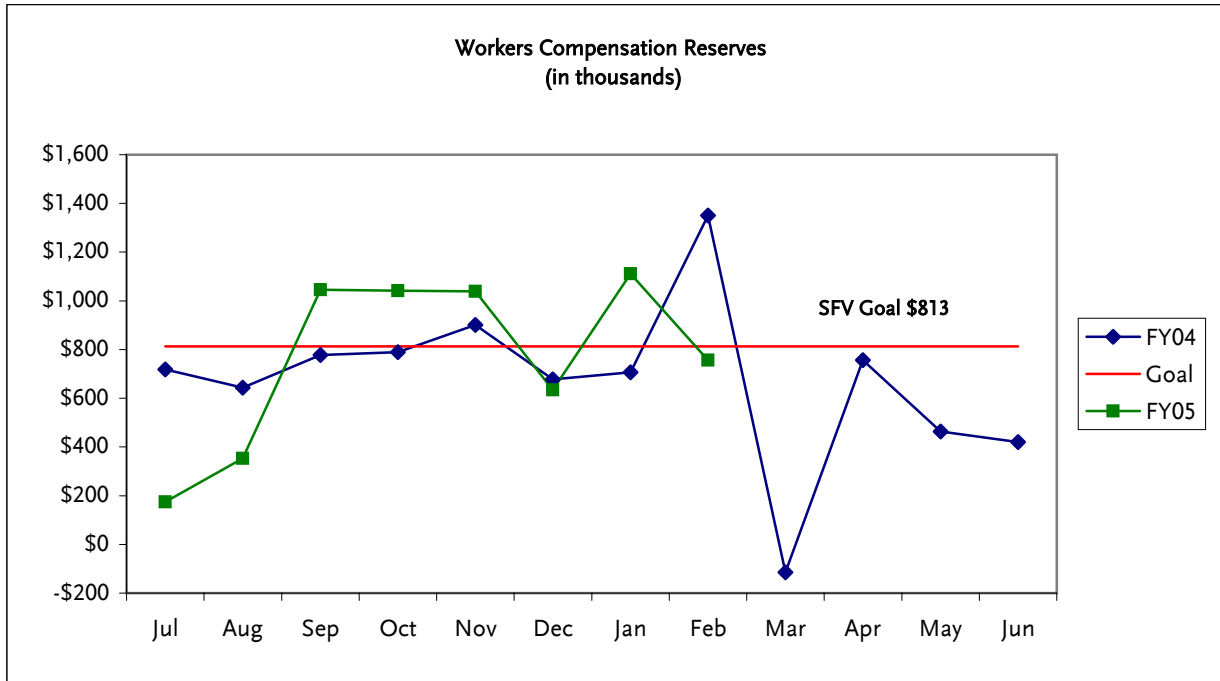
PERFORMANCE INDICATORS	FEBRUARY	MO. TARGET	YTD MO. AVG.
<b>SAFETY</b> 			
Monthly Worker's Compensation Reserves	\$757,159	\$812,956	\$769,597
New WC Indemnity Claims per 200,000 Exposure Hours	16.54	14.50	16.61 (1)
Bus Traffic Accidents/100,000 Hub Miles	2.51	3.00	2.58
<b>BUS OPERATIONS</b>			
Miles Between Mechanical Failures	9,681	8,000	9,848 (2)
Bus Cleanliness Ratings	7.97	8.00	7.98
Complaints/100,000 Boardings	4.36	4.50	4.54
Passenger Boardings	4,652,745	4,391,250	4,713,481
In Service On-Time Performance (%)	66.48%	70.00%	68.86%
Scheduled Revenue Service Hours Delivered	99.17%	98.00%	99.33%
Operator Assignment Ratio	1.151	1.180	1.165
Past Due Critical PMP	0.196	0.50	0.370
<b>FINANCES</b>			
	YTD Budget	Sum of YTD Actual	Sum of YTD Variance
Variance Summary (incl other support)	74,395,537	73,917,721	477,817
Cost per RSH	\$ 90.59	\$ 89.76	\$ 0.83

(1) There is a one month lag in reporting data.

(2) Information may be adjusted due to data collection problems.

Metro San Fernando Valley  
General Manager's Report

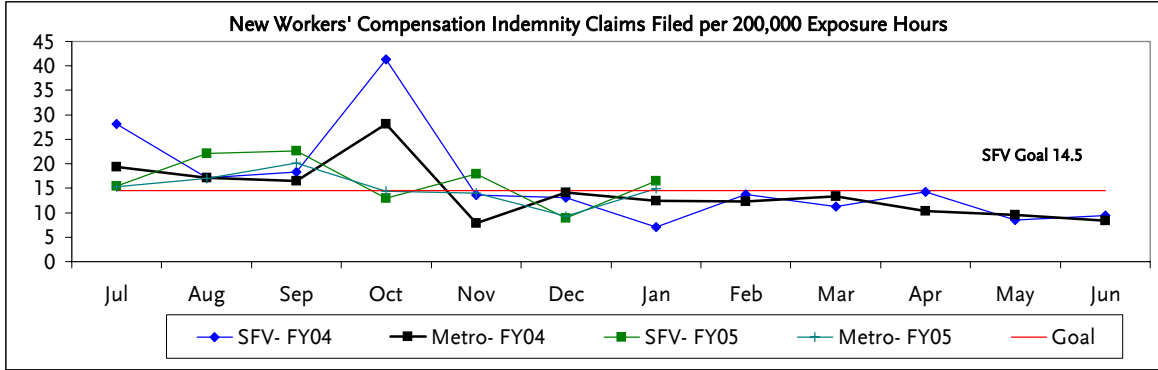
Workers Compensation Reserves



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
FY04	719	643	778	789	901	678	707	1,351	(115)	756	463	420	8,091
FY05	174	353	1,046	1,042	1,039	634	1,111	757					6,156

**Metro San Fernando Valley  
General Manager's Report**

**New Workers' Compensation Indemnity Claims Filed per 200,000 Exposure Hours**

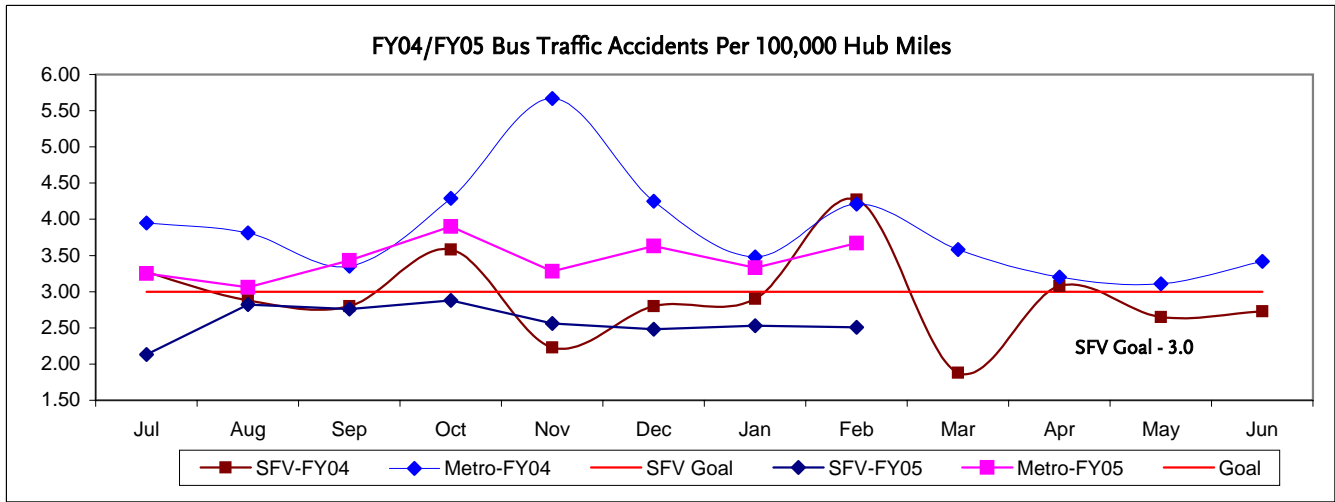


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
<b>SFV- FY04</b>	28.17	17.20	18.25	41.36	13.59	13.12	7.10	13.70	11.21	14.24	8.48	9.37	16.32
<b>Metro- FY04</b>	19.38	17.20	16.53	28.17	7.87	14.17	12.46	12.27	13.35	10.37	9.57	8.44	14.15
<b>SFV- FY05</b>	15.45	22.12	22.69	12.94	17.97	8.96	16.54						16.61
<b>Metro- FY05</b>	15.24	17.03	20.10	14.34	14.04	9.33	14.97						14.48

**Note:** There is a one month lag in reporting data.

# Metro San Fernando Valley General Manager's Report

## Accidents Per 100,000 Hub Miles



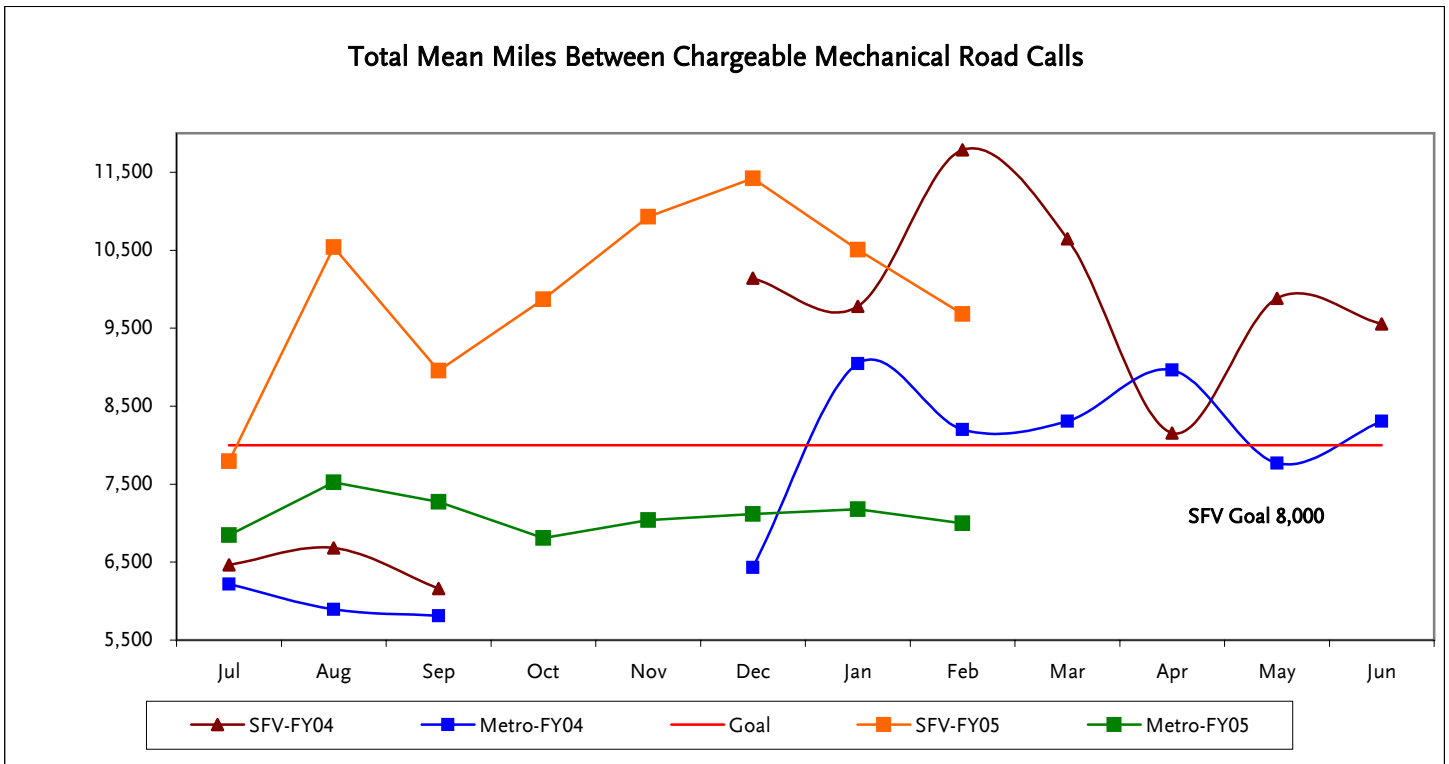
FY04	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	YTD
SFV-FY04	3.27	2.88	2.80	3.58	2.23	2.80	2.90	4.27	1.88	3.08	2.65	2.73	2.99
Metro-FY04	3.95	3.81	3.35	4.29	5.67	4.25	3.48	4.21	3.58	3.20	3.11	3.42	3.65

FY05	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	YTD
SFV-FY05	2.13	2.82	2.76	2.88	2.56	2.48	2.53	2.51					2.58
Metro-FY05	3.25	3.06	3.43	3.90	3.28	3.63	3.33	3.67					3.44

**Metro San Fernando Valley  
General Manager's Report**

**Miles Between Chargeable Mechanical Road Calls**



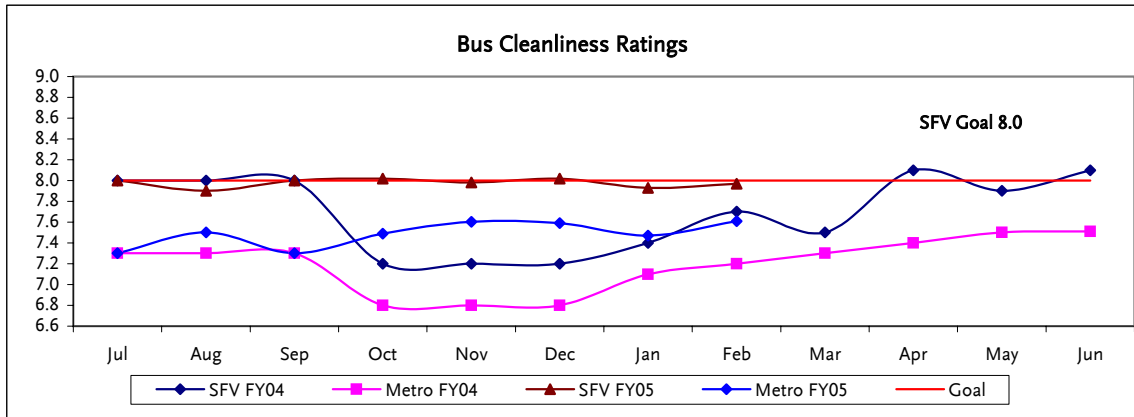
FY04	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV-FY04	6,465	6,683	6,159			10,143	9,782	11,787	10,644	8,154	9,883	9,554	8,648
Metro-FY04	6,220	5,892	5,811			6,431	9,047	8,202	8,308	8,963	7,768	8,305	7,417

FY05	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV-FY05	7,792	10,538	8,954	9,869	10,928	11,422	10,506	9,681					9,848
Metro-FY05	6,848	7,522	7,273	6,809	7,038	7,118	7,178	6,999					7,157

Note: Information may be adjusted due to data collection problems.

Metro San Fernando Valley  
General Manager's Report

Bus Cleanliness Comparison



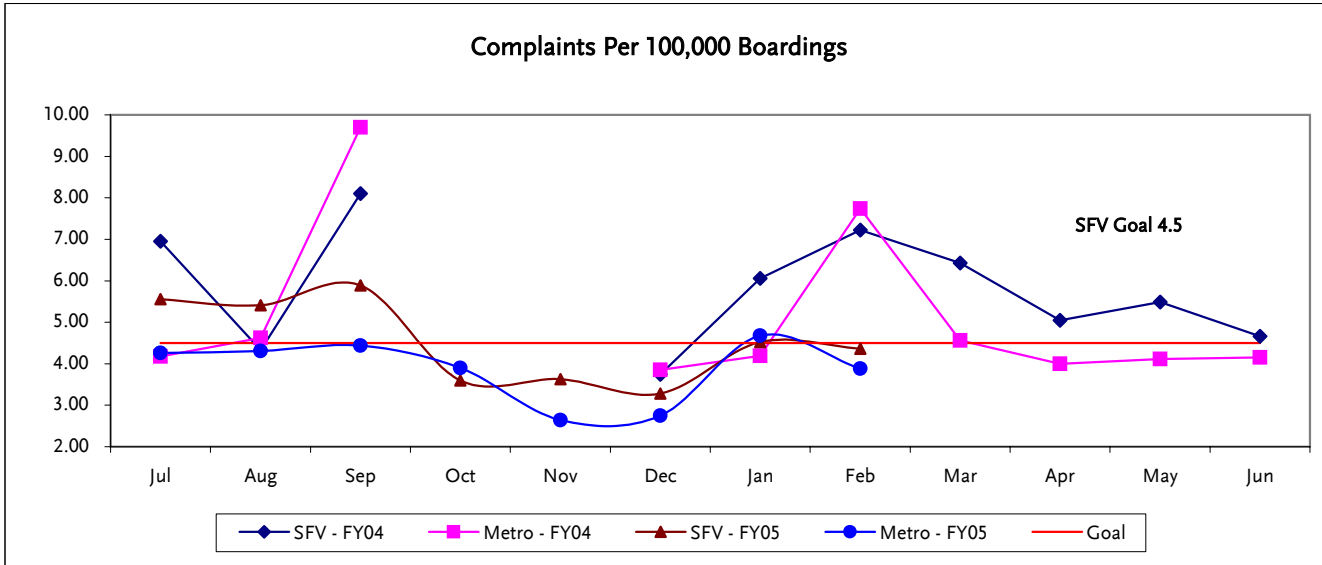
	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	YTD
SFV FY04	8.0	8.0	8.0	7.2	7.2	7.2	7.4	7.7	7.5	8.1	7.9	8.1	7.8
Metro FY04	7.3	7.3	7.3	6.8	6.8	6.8	7.1	7.2	7.3	7.4	7.5	7.5	7.3

	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	YTD
SFV FY05	8.00	7.90	8.00	8.02	7.98	8.02	7.93	7.97					7.98
Metro FY05	7.30	7.50	7.30	7.49	7.60	7.59	7.47	7.61					7.48

Metro San Fernando Valley  
General Manager's Report

Complaints per 100,000 Boardings



FY04	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	YTD
SFV	6.96	4.33	8.10			3.75	6.06	7.22	6.43	5.05	5.49	4.66	5.45
Metro	4.17	4.62	9.70			3.85	4.19	7.74	4.56	4.00	4.11	4.15	4.51

FY05	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	YTD
SFV	5.56	5.41	5.89	3.60	3.63	3.28	4.52	4.36					4.54
Metro	4.26	4.31	4.44	3.90	2.64	2.75	4.68	3.88					3.66



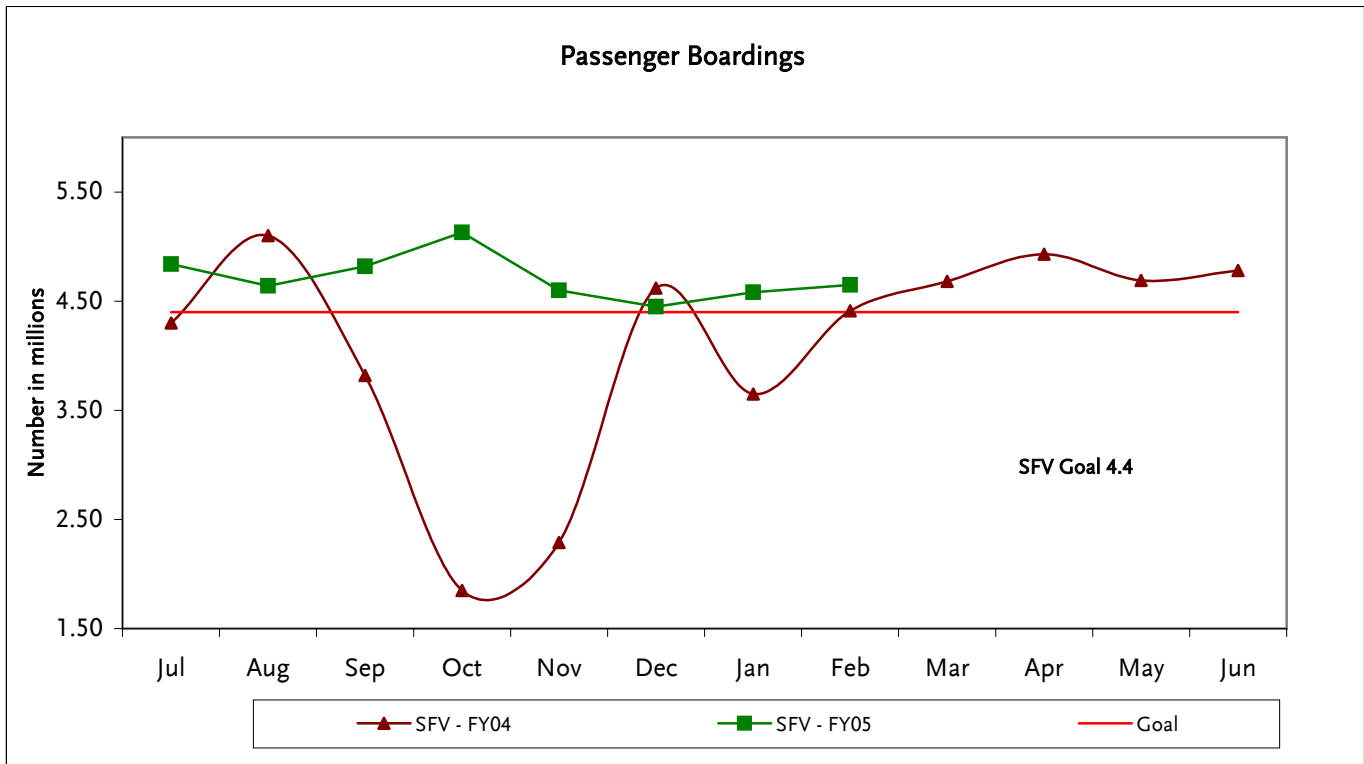
**Metro San Fernando Valley  
General Manager's Report  
FY05**

**Complaints by Type  
Customer Satisfaction**

DESCRIPTION	Feb-05		YTD				YTD Metro Operations	
	Div 8	Div 15	Div 8	Div 15	TOTAL	Sector %		
NO SHOW	16	38	183	261	444	25.93%	2,111	20.86%
PASSED UP	12	19	123	162	285	16.65%	1,857	18.35%
LATE	10	16	110	130	240	14.02%	989	9.77%
UNSAFE OPERATION	12	18	71	108	179	10.46%	1,070	10.58%
OP DISCOURTESY	6	15	64	107	171	9.99%	1,085	10.72%
ACCIDENT	3	5	27	49	76	4.44%	470	4.65%
OP CONDUCT	2	2	19	31	50	2.92%	342	3.38%
EARLY	2	0	20	27	47	2.75%	195	1.93%
ACCESSIBLE BUS	1	1	10	29	39	2.28%	297	2.94%
CARRIED PAST STOP	3	3	15	16	31	1.81%	189	1.87%
OFF ROUTE	3	2	11	19	30	1.75%	198	1.96%
WRONG FARE	1	4	6	14	20	1.17%	174	1.72%
MISC.	2	0	12	3	15	0.88%	198	1.96%
FAULTY EQUIPT	0	1	4	10	14	0.82%	73	0.72%
IMPROPER CURB STOP	0	0	9	5	14	0.82%	117	1.16%
HEAT-A/C	0	0	5	5	10	0.58%	41	0.41%
FAILURE TO CALL STOPS	0	1	1	7	8	0.47%	61	0.60%
CROWDED BUS	0	1	2	5	7	0.41%	63	0.62%
PASSENGER CONDUCT	1	1	3	4	7	0.41%	65	0.64%
TRANSFER	0	0	2	5	7	0.41%	53	0.52%
INCORRECT INFO	0	0	0	6	6	0.35%	29	0.29%
LAYOVER ZONE	0	1	1	4	5	0.29%	51	0.50%
STUDENT ID CARD	0	0	0	3	3	0.18%	7	0.07%
HEADSIGN	0	0	2	0	2	0.12%	31	0.31%
HC ID CARD	0	0	1	0	1	0.06%	15	0.15%
SEX HARASSMENT	0	1	0	1	1	0.06%	4	0.04%
BUS STOP	0	0	0	0	0	0.00%	226	2.23%
DIRTY BUS	0	0	0	0	0	0.00%	9	0.09%
FACILITIES	0	0	0	0	0	0.00%	10	0.10%
GEN. EMPLOYEE DISCOUR	0	0	0	0	0	0.00%	13	0.13%
SPEC. OP ISSUES	0	0	0	0	0	0.00%	33	0.33%
SR. ID CARD	0	0	0	0	0	0.00%	8	0.08%
TELEPHONE INFO COMP	0	0	0	0	0	0.00%	34	0.34%
<b>TOTALS</b>	<b>74</b>	<b>129</b>	<b>701</b>	<b>1,011</b>	<b>1,712</b>	<b>100.00%</b>	<b>10,118</b>	<b>100.00%</b>
COMMENDATIONS	5	7	47	53	100		642	

Metro San Fernando Valley  
General Manager's Report

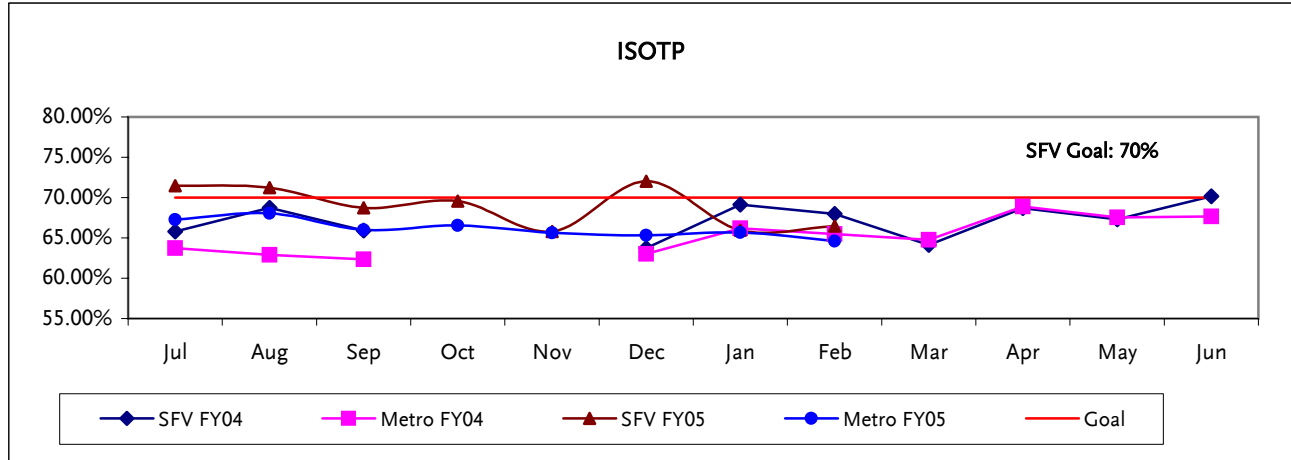
Passenger Boardings



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV-FY04	4.30	5.10	3.82	1.85	2.29	4.62	3.65	4.41	4.68	4.93	4.69	4.78	49.12
SFV-FY05	4.84	4.64	4.82	5.13	4.60	4.45	4.58	4.65					37.71

**Metro San Fernando Valley  
General Manager's Report**

**In Service On-Time Performance**

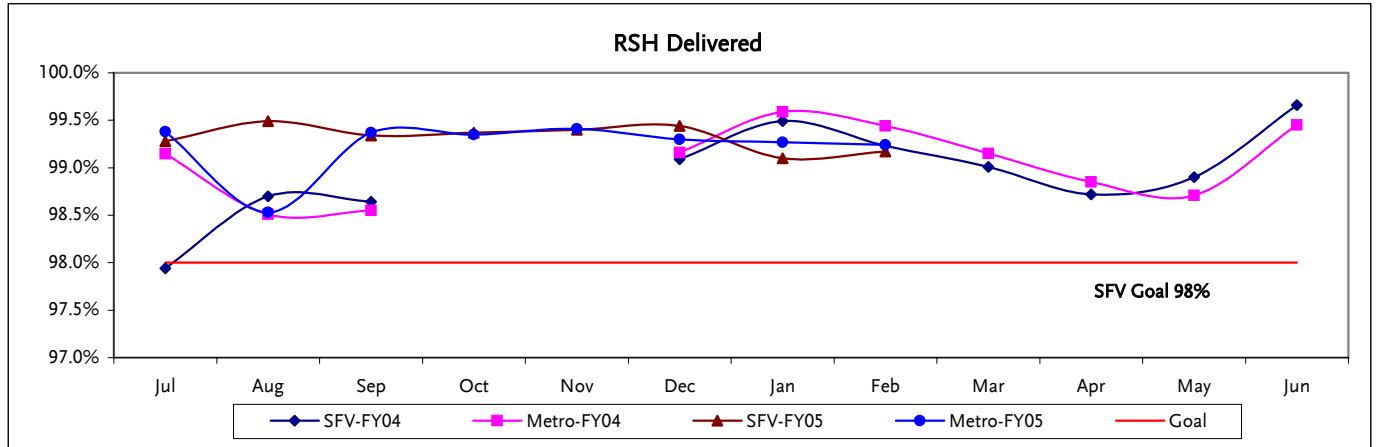


	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	YTD
<b>SFV FY04</b>	65.79%	68.75%	65.93%			63.72%	69.14%	67.96%	64.14%	68.68%	67.31%	70.15%	67.47%
<b>Metro FY04</b>	63.74%	62.91%	62.36%			63.00%	66.19%	65.46%	64.78%	68.87%	67.52%	67.64%	65.43%

	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	YTD
<b>SFV FY05</b>	71.46%	71.24%	68.75%	69.55%	65.81%	72.03%	65.94%	66.48%					68.86%
<b>Metro FY05</b>	67.26%	68.04%	65.98%	66.54%	65.62%	65.30%	65.66%	64.62%					66.13%

## Metro San Fernando Valley General Manager's Report

### Scheduled Revenue Service Hours Delivered

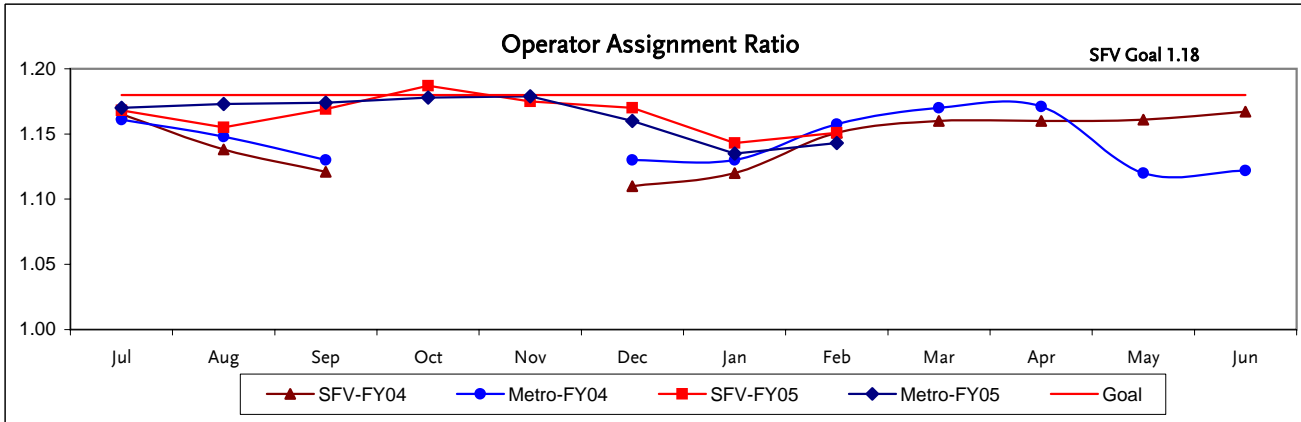


	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	YTD
<b>SFV-FY04</b>	97.94%	98.70%	98.64%			99.09%	99.49%	99.23%	99.01%	98.72%	98.90%	99.66%	89.60%
<b>Metro-FY04</b>	99.15%	98.51%	98.55%			99.16%	99.59%	99.44%	99.15%	98.85%	98.71%	99.45%	89.55%

	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	YTD
<b>SFV-FY05</b>	99.28%	99.49%	99.34%	99.37%	99.40%	99.44%	99.10%	99.17%					99.33%
<b>Metro-FY05</b>	99.38%	98.53%	99.37%	99.35%	99.41%	99.30%	99.27%	99.24%					99.35%

Metro San Fernando Valley  
General Manager's Report

Operator Assignment Ratio

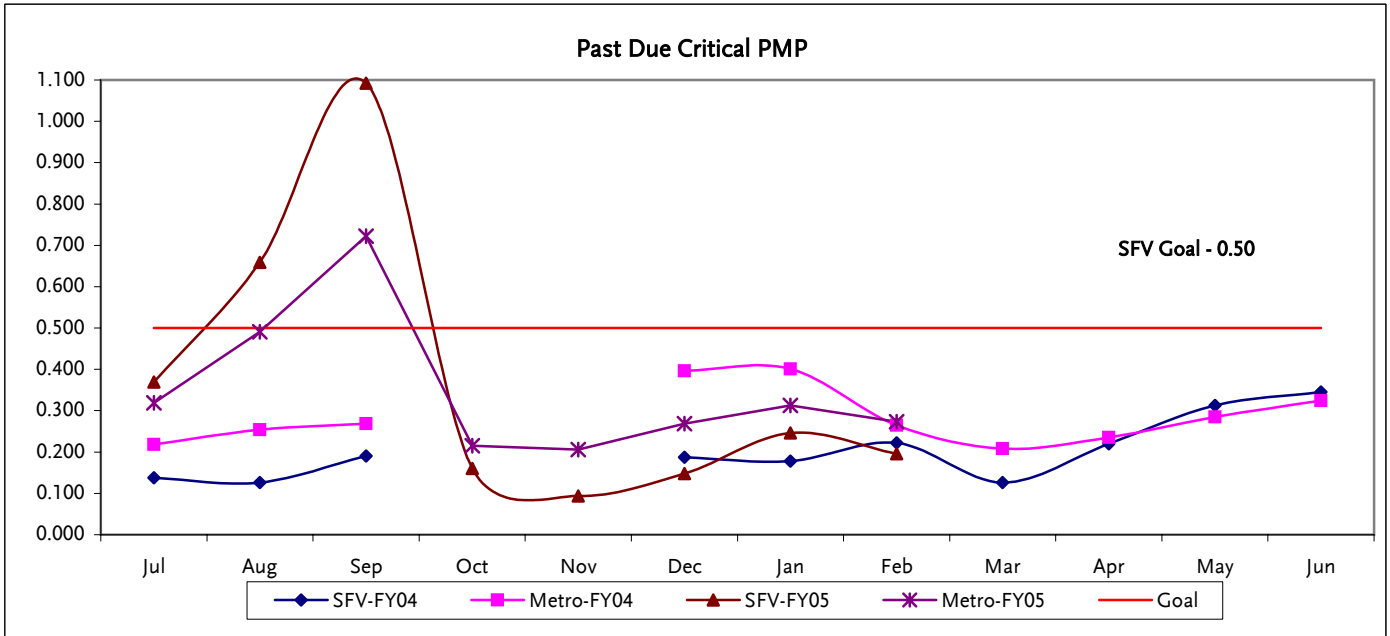


	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	YTD
<b>SFV-FY04</b>	1.165	1.138	1.121			1.110	1.120	1.151	1.160	1.160	1.161	1.167	1.145
<b>Metro-FY04</b>	1.161	1.148	1.130			1.130	1.130	1.158	1.170	1.171	1.120	1.122	1.144

	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	YTD
<b>SFV-FY05</b>	1.168	1.155	1.169	1.187	1.175	1.170	1.143	1.151					1.165
<b>Metro-FY05</b>	1.170	1.173	1.174	1.178	1.179	1.160	1.135	1.143					1.164

## Metro San Fernando Valley General Manager's Report

### Past Due Critical PMP



	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	YTD
<b>SFV-FY04</b>	0.138	0.126	0.191			0.187	0.178	0.222	0.126	0.220	0.313	0.345	0.202
<b>Metro-FY04</b>	0.218	0.254	0.269			0.396	0.401	0.265	0.208	0.235	0.285	0.324	0.286

	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	YTD
<b>SFV-FY05</b>	0.369	0.659	1.092	0.160	0.094	0.148	0.246	0.196					0.370
<b>Metro-FY05</b>	0.319	0.491	0.722	0.215	0.206	0.269	0.313	0.273					0.351