

# ITEM 5

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL  
January 6, 2010

**SUBJECT:** PERFORMANCE UPDATE

**ACTION:** RECEIVE and FILE

**BACKGROUND:**

The General Manager's Report provides a summary of fiscal 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 item is presented for discussion:


Metro San Fernando Valley Key Performance Indicators – Financial Summary – Fiscal YTD November FY10.

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) 701-2800.

**Metro San Fernando Valley  
General Manager's Report  
FY10**

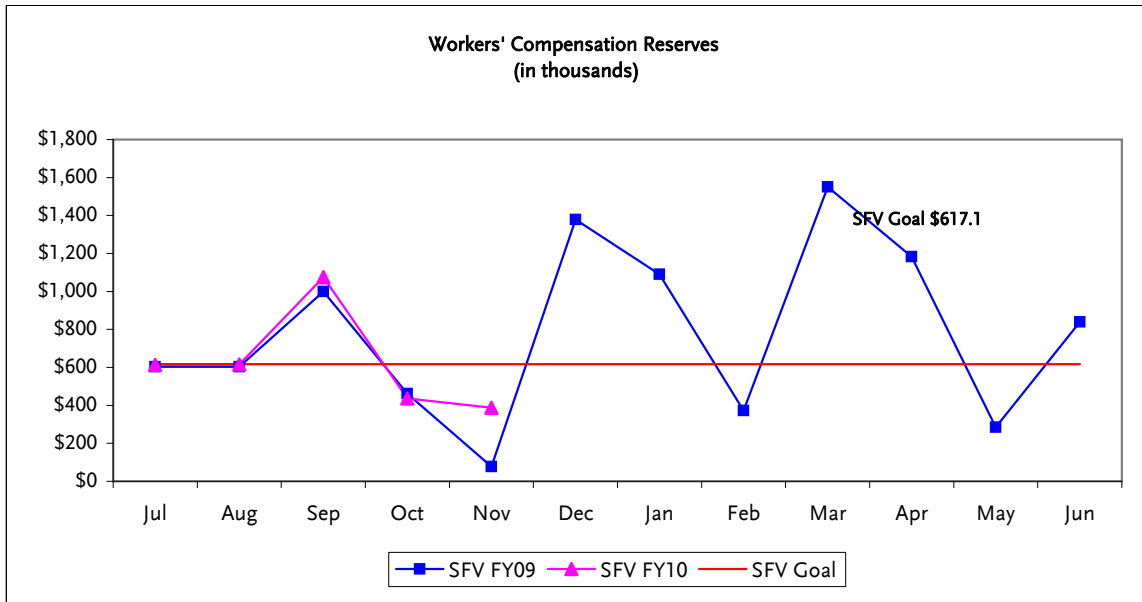
November 2009

| PERFORMANCE INDICATORS  | November             | MO.<br>TARGET        | YTD<br>MO. AVG.        |
|---|----------------------|----------------------|------------------------|
| <b>SAFETY</b>  |                      |                      |                        |
| Monthly Worker's Compensation Reserves  | \$386,673            | \$617,182            | \$625,622              |
| New WC Indemnity Claims per 200,000 Exposure Hours  | 13.47                | 12.50                | 12.40 (1)              |
| Bus Traffic Accidents/100,000 Hub Miles   | 2.33                 | 2.24                 | 2.50                   |
| <b>BUS OPERATIONS</b>   |                      |                      |                        |
| Mean Miles Between Mechanical Failures Requiring Bus Exchange                                   | 4,028                | 3,500                | 3,013                  |
| Complaints/100,000 Boardings  | 2.55                 | 2.80                 | 3.20                   |
| In Service On-Time Performance (%)  | 73.67%               | 72.00%               | 73.28%                 |
| Scheduled Revenue Service Hours Delivered   | 99.26%               | 99.00%               | 98.98%                 |
| Operator Assignment Ratio   | 1.156                | 1.180                | 1.163                  |
| <b>FINANCES</b>   |                      |                      |                        |
|   | Fiscal YTD<br>Budget | Fiscal YTD<br>Actual | Fiscal YTD<br>Variance |
| Metro SFV Regular Bus   |                      |                      |                        |
| Variance Summary (includes other support)   | \$ 56,784,057        | \$ 55,004,041        | \$ 1,780,016           |
| Cost per Planned Revenue Service Hours (RSH)  | \$ 110.07            | \$ 108.68            | \$ 1.39                |
| Metro Orange Line   |                      |                      |                        |
| Variance Summary (includes other support)   | \$ 9,607,381         | \$ 8,014,415         | \$ 1,592,966           |
| Cost per Planned Revenue Service Hours (RSH)  | \$ 227.03            | \$ 192.57            | \$ 34.46               |
| Total Bus and Metro Orange Line   |                      |                      |                        |
| Variance Summary (includes other support)   | \$ 66,391,438        | \$ 63,018,456        | \$ 3,372,982           |
| Cost per Planned Revenue Service Hours (RSH)  | \$ 118.94            | \$ 115.05            | \$ 3.89                |

<sup>1</sup> One month lag in reporting data.

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**Workers' Compensation Reserves**

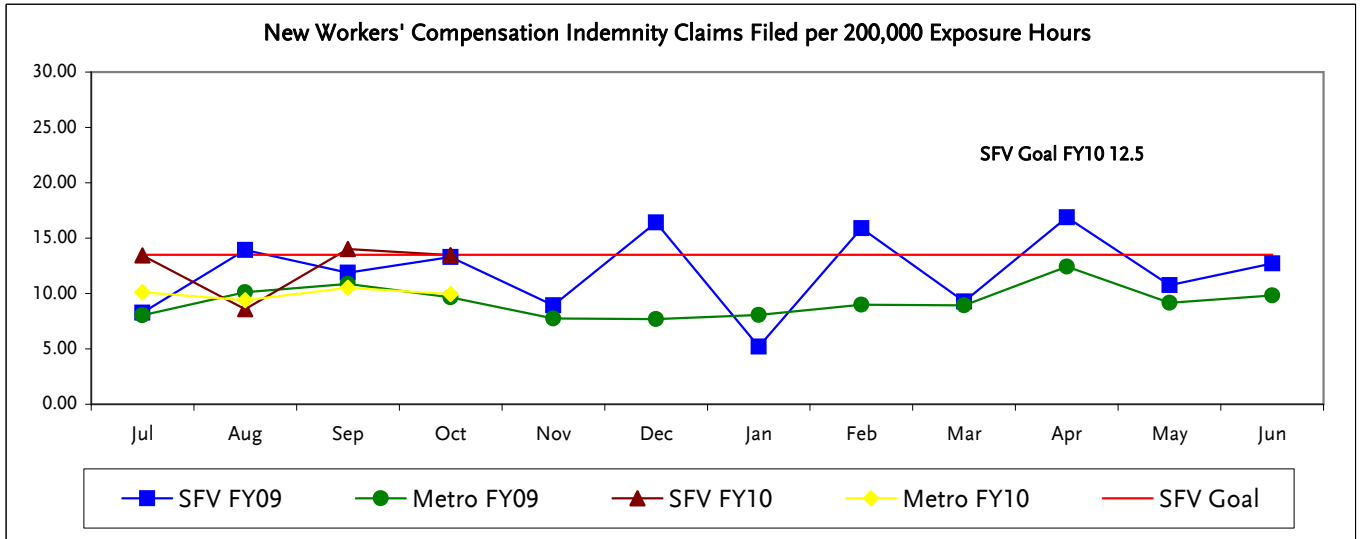


|                 | Jul | Aug | Sep   | Oct | Nov | Dec   | Jan   | Feb | Mar   | Apr   | May | Jun | Total |
|-----------------|-----|-----|-------|-----|-----|-------|-------|-----|-------|-------|-----|-----|-------|
| <b>SFV FY09</b> | 603 | 604 | 1,000 | 461 | 77  | 1,378 | 1,091 | 373 | 1,551 | 1,183 | 284 | 840 | 9,445 |
| <b>SFV FY10</b> | 613 | 615 | 1,076 | 437 | 387 |       |       |     |       |       |     |     | 3,128 |

Note: This data reflects the Directly Operated Services for SFV costs only. It does not include other costs for support.

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

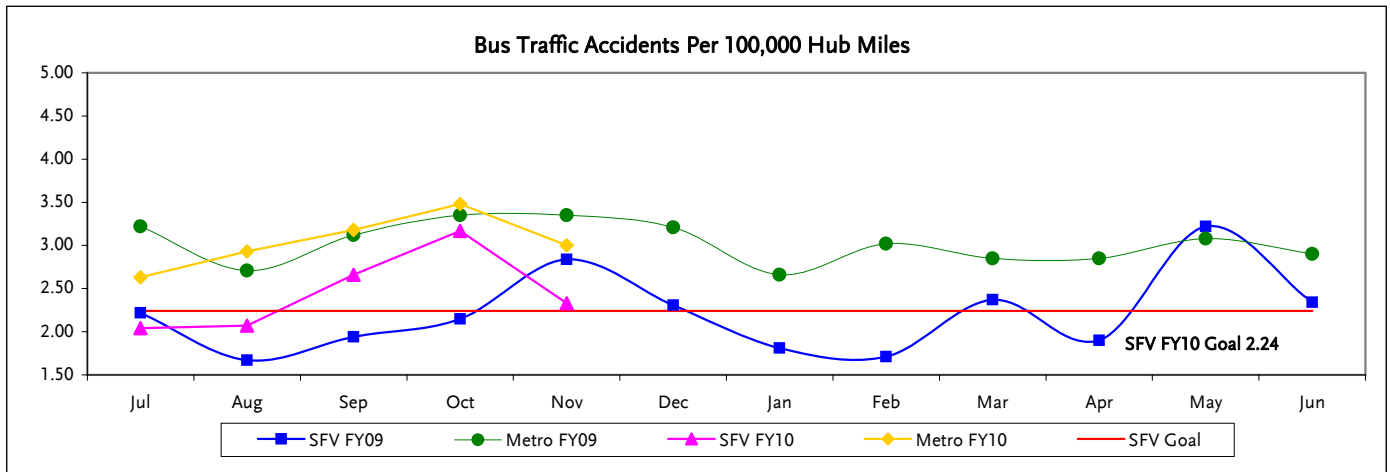


|                   | Jul   | Aug   | Sep   | Oct   | Nov  | Dec   | Jan  | Feb  | Mar  | Apr   | May   | Jun   | YTD   |
|-------------------|-------|-------|-------|-------|------|-------|------|------|------|-------|-------|-------|-------|
| <b>SFV FY09</b>   | 8.28  | 13.93 | 11.87 | 13.29 | 8.92 | 16.42 | 5.21 | 15.9 | 9.28 | 16.89 | 10.75 | 12.71 | 12.01 |
| <b>Metro FY09</b> | 8.04  | 10.12 | 10.87 | 9.64  | 7.76 | 7.69  | 8.06 | 8.99 | 8.92 | 12.42 | 9.17  | 9.83  | 9.30  |
| <b>SFV FY10</b>   | 13.43 | 8.59  | 14.02 | 13.47 |      |       |      |      |      |       |       |       | 12.40 |
| <b>Metro FY10</b> | 10.12 | 9.40  | 10.53 | 9.95  |      |       |      |      |      |       |       |       | 10.00 |

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

**Metro San Fernando Valley  
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**Accidents Per 100,000 Hub Miles**

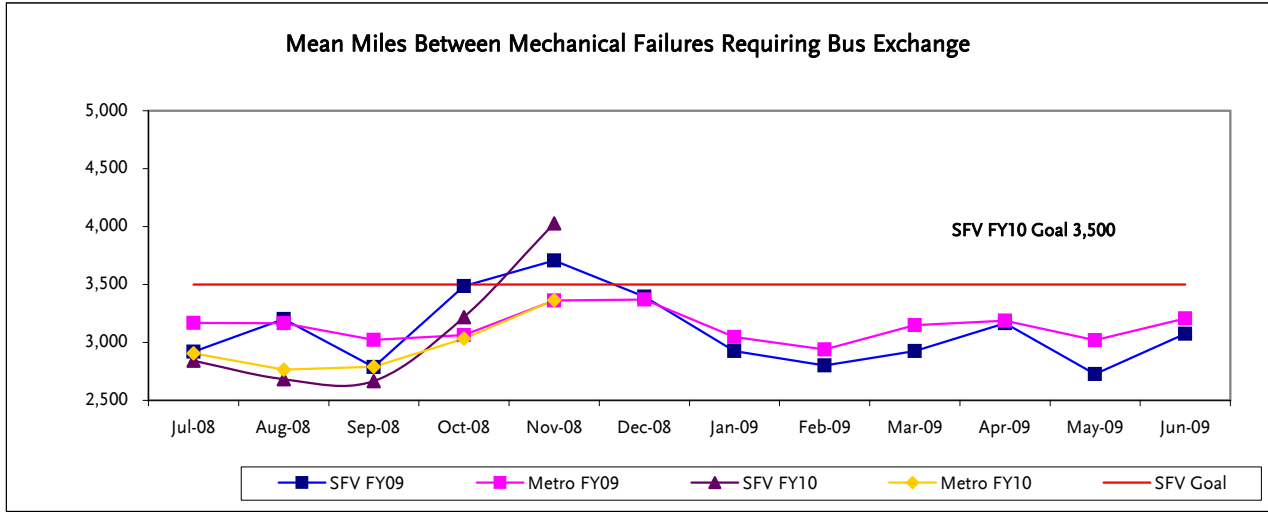


| FY09       | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | YTD  |
|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------|
| SFV FY09   | 2.22   | 1.67   | 1.94   | 2.15   | 2.84   | 2.31   | 1.81   | 1.71   | 2.37   | 1.90   | 3.22   | 2.34   | 2.20 |
| Metro FY09 | 3.22   | 2.71   | 3.12   | 3.35   | 3.35   | 3.21   | 2.66   | 3.02   | 2.85   | 2.85   | 3.08   | 2.90   | 3.06 |

| FY10       | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Jan-10 | Feb-10 | Mar-10 | Apr-10 | May-10 | Jun-10 | YTD  |
|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------|
| SFV FY10   | 2.04   | 2.07   | 2.66   | 3.17   | 2.33   |        |        |        |        |        |        |        | 2.50 |
| Metro FY10 | 2.63   | 2.93   | 3.18   | 3.48   | 3.00   |        |        |        |        |        |        |        | 3.06 |

**Metro San Fernando Valley  
General Manager's Report  
FY10**

**Mean Miles Between Mechanical Failures Requiring Bus Exchange (MMBMF)**

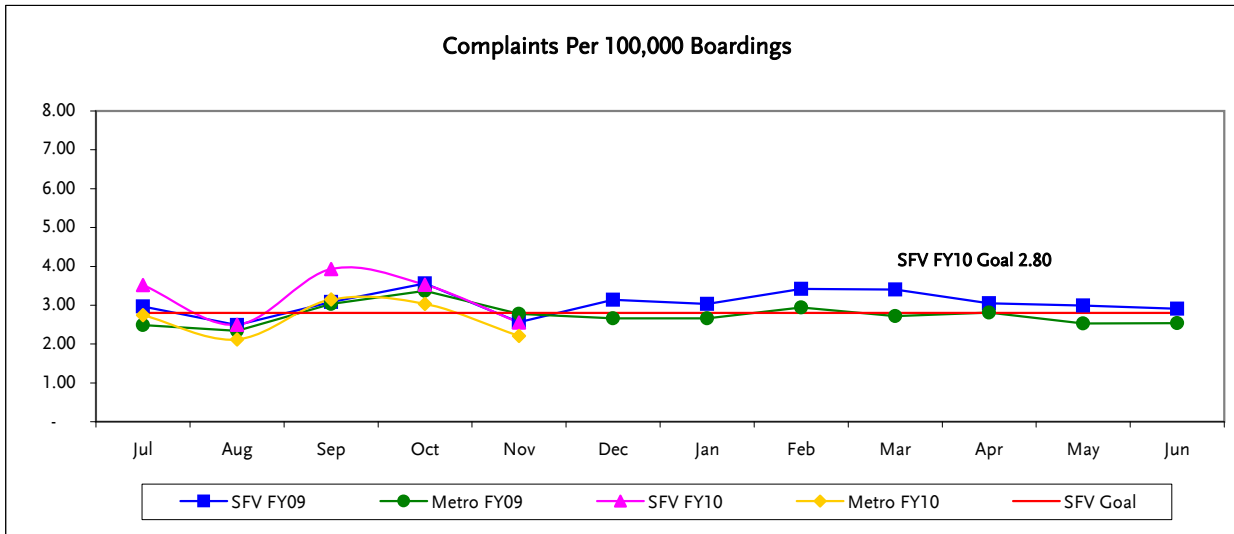


| FY09              | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | YTD   |
|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| <b>SFV FY09</b>   | 2,919  | 3,201  | 2,786  | 3,486  | 3,706  | 3,394  | 2,925  | 2,800  | 2,925  | 3,166  | 2,727  | 3,074  | 3,067 |
| <b>Metro FY09</b> | 3,168  | 3,165  | 3,023  | 3,064  | 3,363  | 3,369  | 3,048  | 2,938  | 3,150  | 3,188  | 3,020  | 3,207  | 3,137 |

| FY10              | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Jan-10 | Feb-10 | Mar-10 | Apr-10 | May-10 | Jun-10 | YTD   |
|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| <b>SFV FY10</b>   | 2,843  | 2,683  | 2,665  | 3,218  | 4,028  |        |        |        |        |        |        |        | 3,013 |
| <b>Metro FY10</b> | 2,907  | 2,766  | 2,790  | 3,034  | 3,366  |        |        |        |        |        |        |        | 2,956 |

**Metro San Fernando Valley  
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FY10**

**Complaints per 100,000 Boardings**

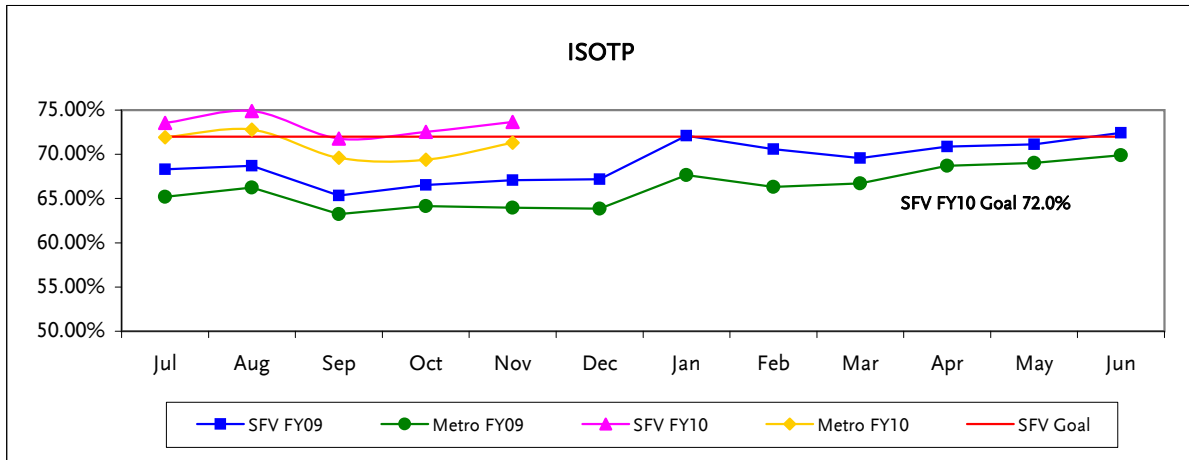


| FY09              | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | YTD  |
|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------|
| <b>SFV FY09</b>   | 2.97   | 2.49   | 3.08   | 3.56   | 2.56   | 3.14   | 3.03   | 3.42   | 3.40   | 3.05   | 2.99   | 2.91   | 3.05 |
| <b>Metro FY09</b> | 2.49   | 2.34   | 3.03   | 3.37   | 2.78   | 2.66   | 2.66   | 2.94   | 2.72   | 2.81   | 2.53   | 2.54   | 2.76 |

| FY10              | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Jan-10 | Feb-10 | Mar-10 | Apr-10 | May-10 | Jun-10 | YTD  |
|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------|
| <b>SFV FY10</b>   | 3.52   | 2.50   | 3.93   | 3.53   | 2.55   |        |        |        |        |        |        |        | 3.20 |
| <b>Metro FY10</b> | 2.74   | 2.12   | 3.15   | 3.03   | 2.21   |        |        |        |        |        |        |        | 2.66 |

**Metro San Fernando Valley  
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**In Service On-Time Performance**



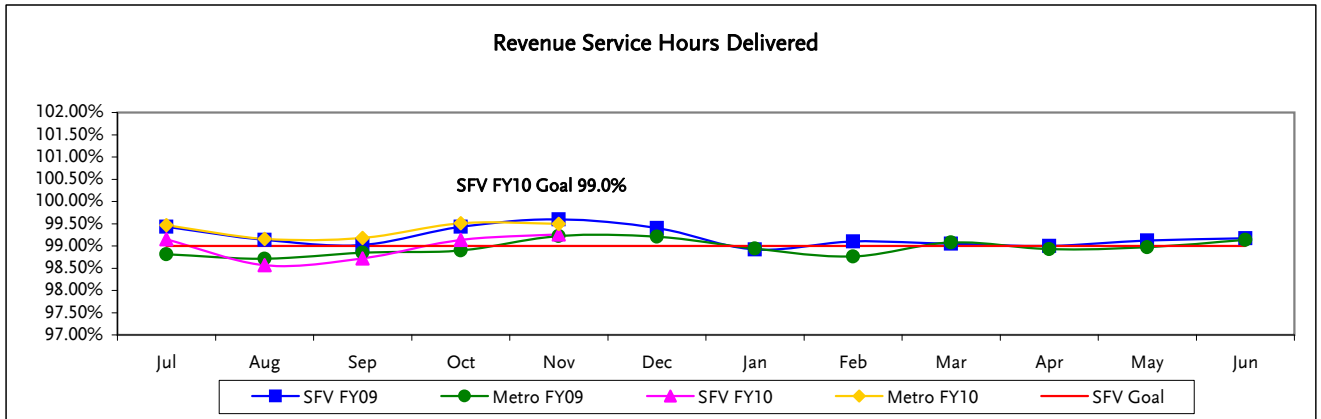
|                   | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | YTD    |
|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>SFV FY09</b>   | 68.29% | 68.72% | 65.35% | 66.54% | 67.06% | 67.17% | 72.09% | 70.60% | 69.58% | 70.86% | 71.14% | 72.43% | 69.15% |
| <b>Metro FY09</b> | 65.20% | 66.23% | 63.24% | 64.13% | 63.95% | 63.84% | 67.65% | 66.30% | 66.70% | 68.71% | 69.02% | 69.90% | 66.25% |

|                   | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Jan-10 | Feb-10 | Mar-10 | Apr-10 | May-10 | Jun-10 | YTD    |
|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>SFV FY10</b>   | 73.57% | 74.88% | 71.78% | 72.53% | 73.67% |        |        |        |        |        |        |        | 73.28% |
| <b>Metro FY10</b> | 71.92% | 72.81% | 69.60% | 69.40% | 71.32% |        |        |        |        |        |        |        | 71.03% |



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**Scheduled Revenue Service Hours Delivered**

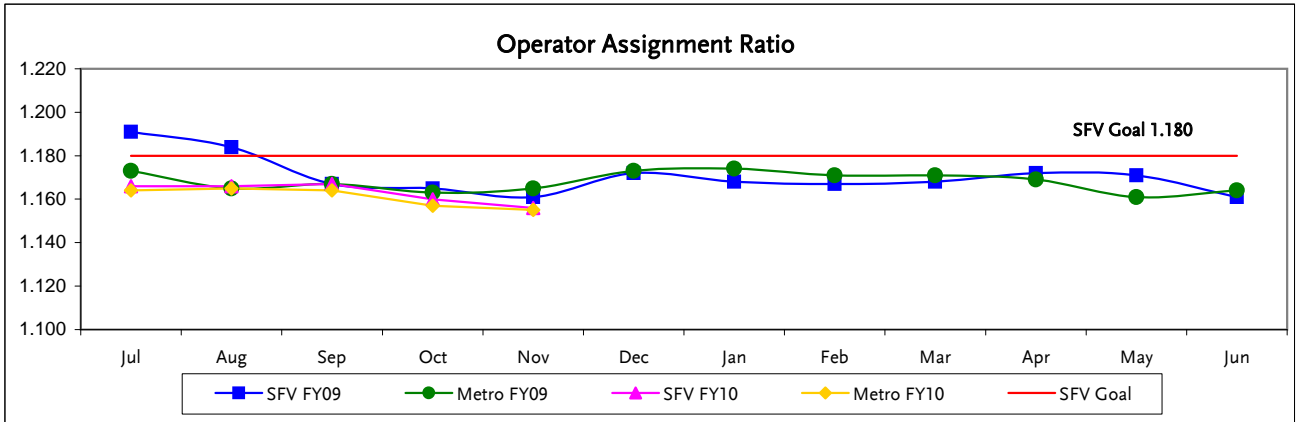


|                   | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | YTD    |
|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>SFV FY09</b>   | 99.43% | 99.14% | 99.02% | 99.43% | 99.60% | 99.40% | 98.92% | 99.10% | 99.05% | 99.00% | 99.12% | 99.17% | 99.20% |
| <b>Metro FY09</b> | 98.81% | 98.71% | 98.85% | 98.90% | 99.22% | 99.21% | 98.94% | 98.76% | 99.08% | 98.93% | 98.97% | 99.14% | 98.96% |

|                   | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Jan-10 | Feb-10 | Mar-10 | Apr-10 | May-10 | Jun-10 | YTD    |
|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>SFV FY10</b>   | 99.15% | 98.57% | 98.72% | 99.14% | 99.26% |        |        |        |        |        |        |        | 98.98% |
| <b>Metro FY10</b> | 99.47% | 99.16% | 99.18% | 99.51% | 99.50% |        |        |        |        |        |        |        | 99.40% |

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**Operator Assignment Ratio**



|                   | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | YTD   |
|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| <b>SFV FY09</b>   | 1.191  | 1.184  | 1.167  | 1.165  | 1.161  | 1.172  | 1.168  | 1.167  | 1.168  | 1.172  | 1.171  | 1.161  | 1.171 |
| <b>Metro FY09</b> | 1.173  | 1.165  | 1.167  | 1.163  | 1.165  | 1.173  | 1.174  | 1.171  | 1.171  | 1.169  | 1.161  | 1.164  | 1.168 |

|                   | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Jan-10 | Feb-10 | Mar-10 | Apr-10 | May-10 | Jun-10 | YTD   |
|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| <b>SFV FY10</b>   | 1.166  | 1.166  | 1.167  | 1.160  | 1.156  |        |        |        |        |        |        |        | 1.163 |
| <b>Metro FY10</b> | 1.164  | 1.165  | 1.164  | 1.157  | 1.155  |        |        |        |        |        |        |        | 1.161 |