



**METRO SAN GABRIEL VALLEY GOVERNANCE COUNCIL
MAY 11, 2004**

SUBJECT: REPORT OF THE GENERAL MANAGER

ACTION: RECEIVE

BACKGROUND

The General Manager's Report provides a summary of Year-to-Date (YTD) Metro San Gabriel Valley Bus Operations Key Performance Indicators (KPI) and financial 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:

- Metro San Gabriel Valley Key Performance Indicators – March 2004
 - a. Safety Performance Indicators/Trend by Location
 - b. Bus Operations Performance Indicators/Trend by Location
 - c. "How You Doin'?" MTA Division Reports for March 2004
 - d. March 2004 YTD Financial Performance

Prepared by Metro SGV Sector Administration and Finance Staff

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

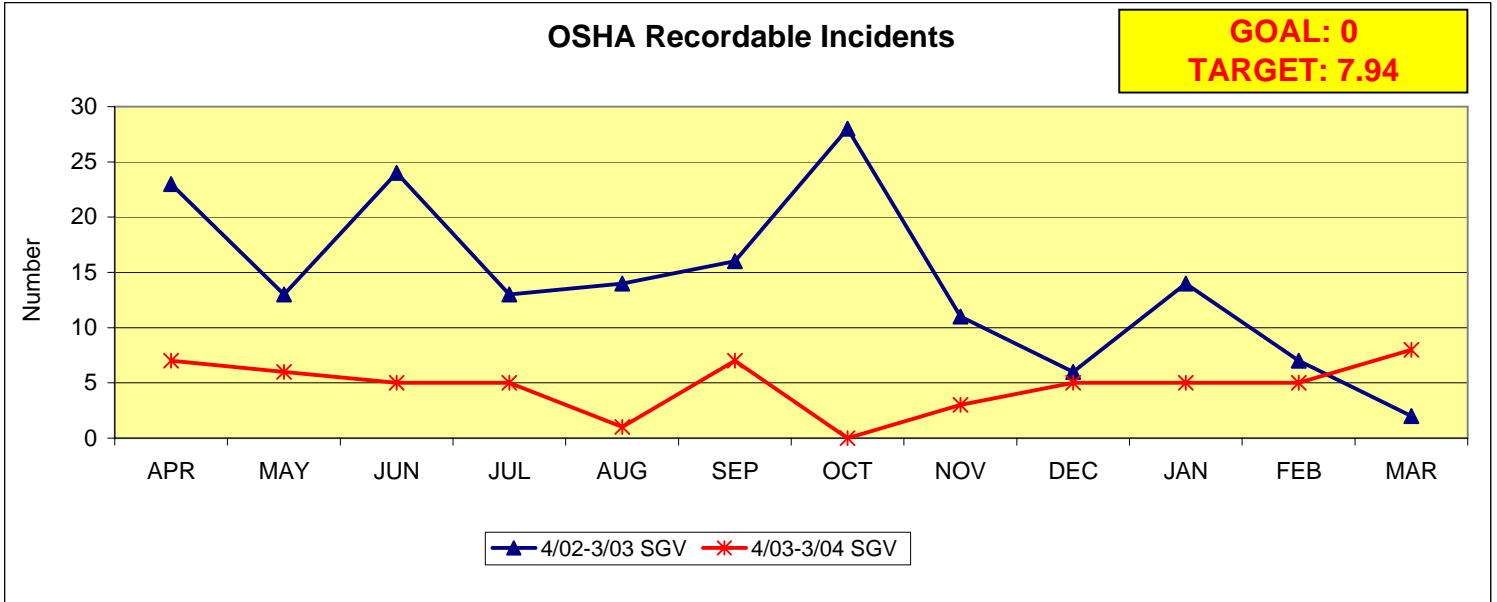
PERFORMANCE INDICATORS	YTD AVG. MO.	MARCH	MO. TARGET
SAFETY 			
Monthly Worker's Compensation Costs (\$ in Thousands)	\$379	\$298	\$376
OSHA Recordable Incidents	4	8	8
Bus Traffic Accidents/100,000 Hub Miles	3.12	2.61	3.10
New Worker's Comp. Claims/100 Employees	1.54	0.99	1.61
BUS OPERATIONS			
Miles Between Mechanical Failures	7,104	8,550	9,000
Bus Cleanliness Ratings*	7.37	7.72	8.00
Complaints/100,000 Boardings	3.96	3.80	3.25
Passenger Boardings	5,183,809	5,502,270	5,285,837
On-Time Performance (%)	69%	70%	80%

Note:

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

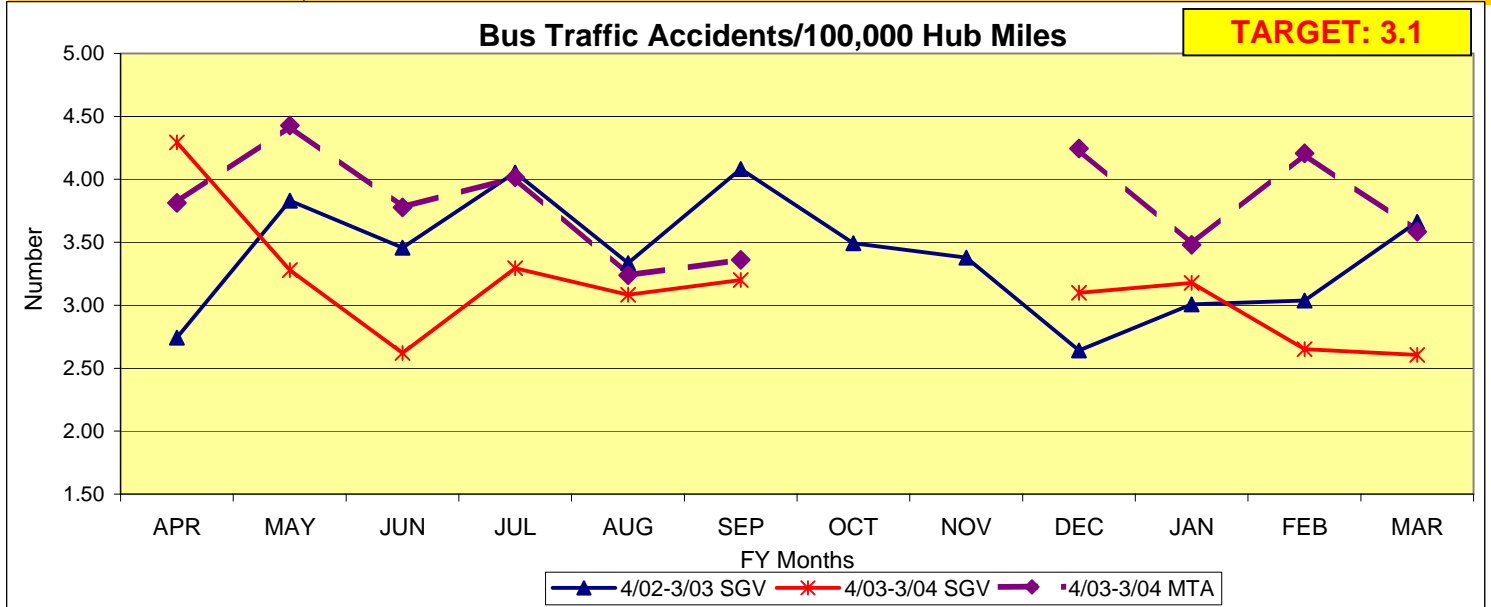
*Bus Cleanliness Inspections conducted quarterly through December 2003, conducted monthly starting January 2004

OSHA Recordable Incidents



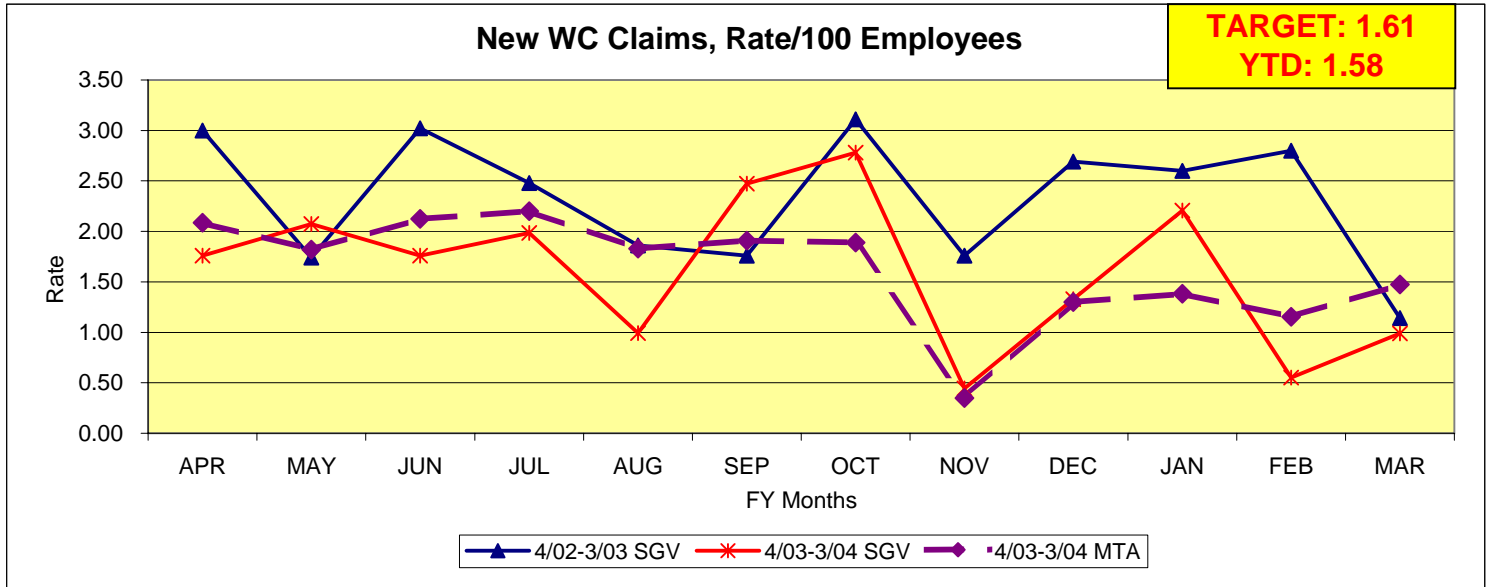
	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Trans. D3	12	4	12	6	6	3	10	2	3	2	1	0
Trans. D9	2	3	1	2	2	2	2	1	2	3	3	1
Maint. D3	8	5	10	4	1	10	12	6	1	5	3	1
Maint. D9	1	1	1	1	5	1	4	2	0	4	0	0
SGV	23	13	24	13	14	16	28	11	6	14	7	2
Trans. D3	1	1	1	0	0	1	0	1	2	0	1	1
Trans. D9	0	1	0	4	0	2	0	0	1	3	3	2
Maint.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

Bus Traffic Accidents/100,000 Hub Miles



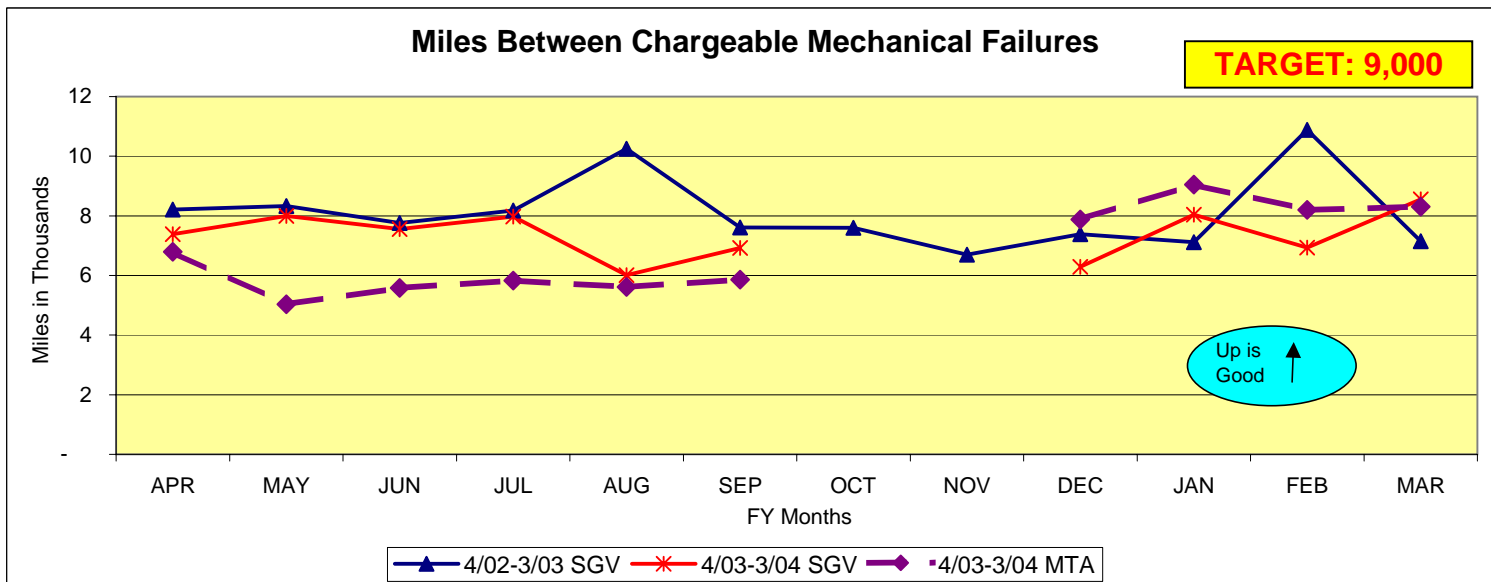
	APR 02	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03
Div. 3	3.20	4.35	3.94	4.37	3.30	5.48	4.85	4.14	3.66	4.52	3.81	4.33
Div. 9	2.32	3.34	3.01	3.74	3.24	2.77	2.20	2.65	1.67	1.50	2.34	3.05
SGV	2.74	3.83	3.46	4.05	3.34	4.08	3.49	3.38	2.64	3.01	3.04	3.66
	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04
Div. 3	4.53	4.08	3.46	4.80	4.13	3.78			3.53	3.65	3.05	3.03
Div. 9	4.08	2.55	1.84	1.88	2.09	2.65			2.66	2.70	2.28	2.21
SGV	4.29	3.28	2.62	3.30	3.08	3.20			3.10	3.18	2.65	2.61
MTA	3.81	4.43	3.78	4.02	3.24	3.36			4.25	3.48	4.21	3.58

New Worker's Compensation Claims, Rate/100 Employees



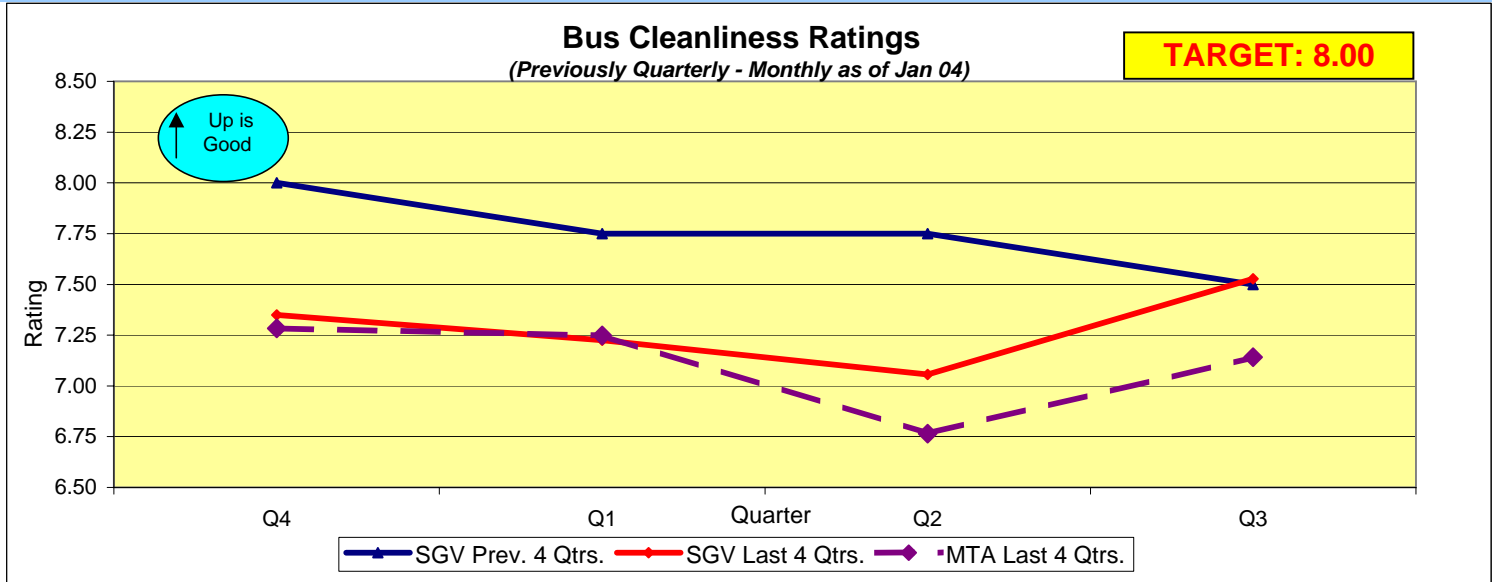
	APR 02	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03
Trans. D3	3.14	1.69	3.38	3.06	1.28	1.79	2.55	1.79	2.04	1.79	2.04	0.77
Trans. D9	3.10	1.81	3.10	3.24	2.94	1.47	3.82	1.47	3.53	2.94	4.42	1.47
Maint. D3	4.00	3.20	3.39	0.81	1.63	3.33	2.44	3.25	4.92	4.17	2.48	2.46
Maint. D9	0.92	0.00	0.91	0.00	0.89	0.89	3.64	0.91	0.00	2.70	0.90	0.00
SGV	3.00	1.74	3.02	2.48	1.86	1.76	3.11	1.76	2.69	2.60	2.80	1.14
	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04
Trans. D3	1.28	1.02	2.04	2.92	1.17	1.75	2.33	0.29	1.17	1.17	0.58	0.87
Trans. D9	2.94	2.94	2.36	1.83	1.53	3.67	4.59	0.92	1.22	3.67	0.92	1.22
Maint. D3	0.00	1.70	0.00	1.67	0.00	2.63	0.89	0.00	1.69	1.63	0.00	0.00
Maint. D9	1.80	3.57	0.92	0.00	0.00	1.71	0.85	0.00	1.72	1.77	0.00	1.68
SGV	1.76	2.07	1.76	1.98	0.99	2.47	2.78	0.44	1.33	2.21	0.55	0.99
MTA	2.09	1.82	2.12	2.20	1.83	1.91	1.89	0.35	1.30	1.38	1.15	1.47

Miles Between Chargeable Mechanical Failures



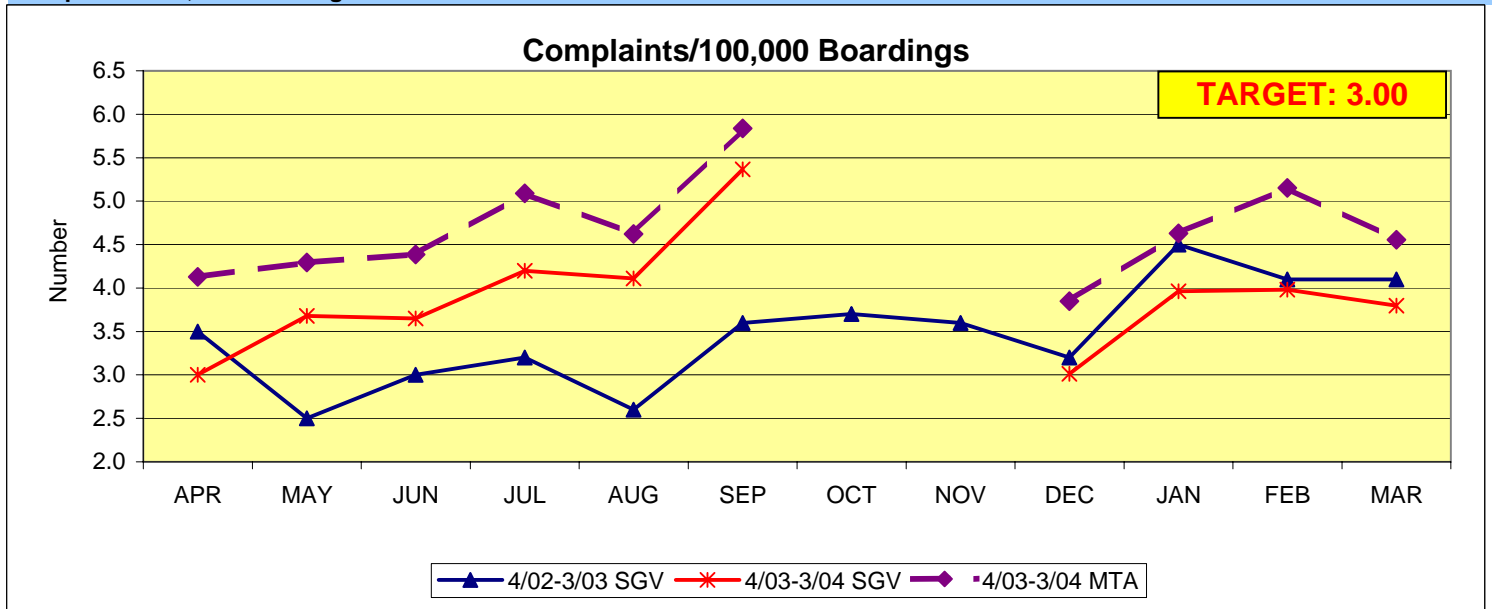
	APR 02	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03
Div. 3	6,297	5,874	5,193	5,844	7,805	5,884	5,599	4,962	5,499	5,528	8,643	5,346
Div. 9	11,361	13,710	14,406	13,357	14,575	10,521	11,544	10,071	10,948	9,645	14,233	10,338
SGV	8,206	8,333	7,762	8,179	10,255	7,614	7,599	6,696	7,385	7,117	10,888	7,152
	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04
Div. 3	5,306	4,711	5,633	6,048	4,631	4,758			6,163	6,372	5,463	10,532
Div. 9	11,380	10,578	10,999	11,396	8,402	12,168			6,432	10,885	7,636	7,260
SGV	7,381	7,994	7,561	7,978	6,015	6,925			6,293	8,040	6,928	8,550
MTA	6,790	5,030	5,584	5,829	5,614	5,862			7,881	9,047	8,202	8,308

Bus Cleanliness Ratings



	FY 02 - Q4	FY 03 - Q1	FY 03 - Q2	FY 03 - Q3		
Div. 3	7.70	7.50	7.50	7.30		
Div. 9	8.30	8.00	8.00	7.70		
SGV	8.00	7.75	7.75	7.50		
	FY 03 - Q4	FY 04 - Q1	FY 04 - Q2	JAN 04	FEB 04	MAR 04
Div. 3	6.70	7.63	6.81	6.89	7.64	7.77
Div. 9	8.00	6.83	7.31	7.62	7.59	7.66
SGV	7.35	7.23	7.06	7.25	7.62	7.72
MTA	7.28	7.25	6.76	7.05	7.07	7.30

Complaints/100,000 Boardings

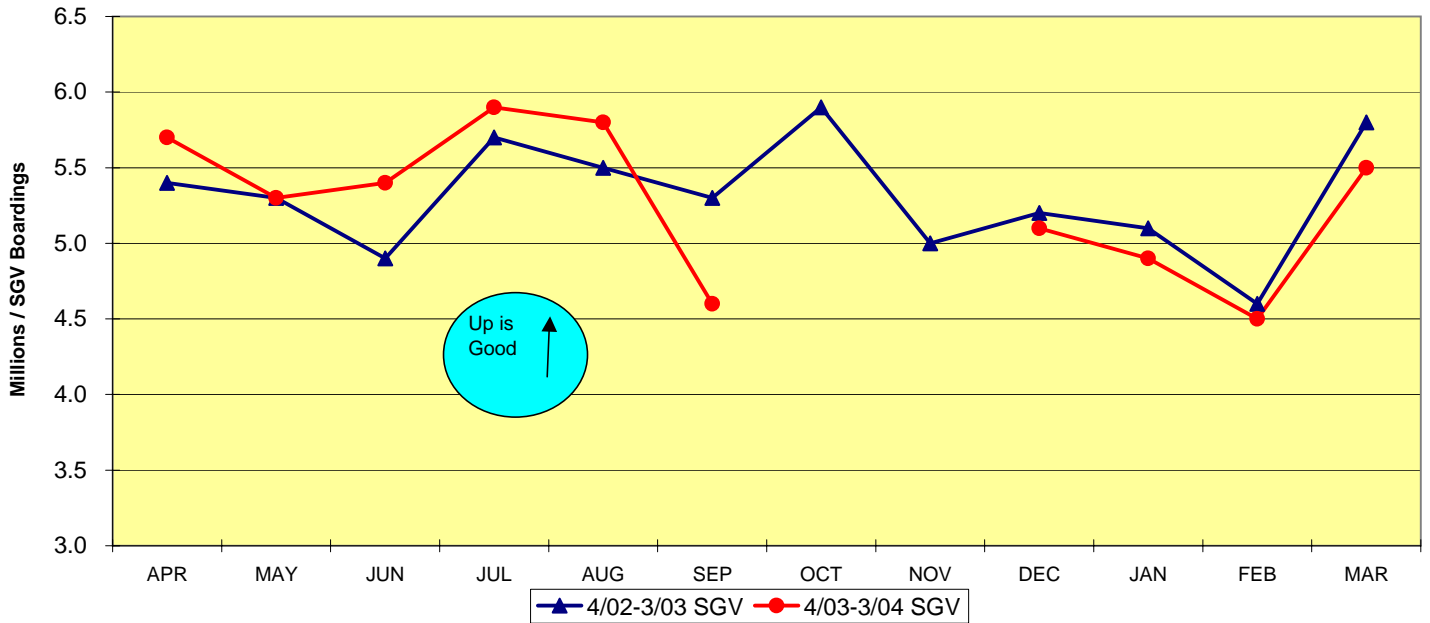


	APR 02	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03
Div. 3	3.3	1.7	2.9	2.9	2.1	3.3	3.0	3.1	3.0	3.9	3.2	3.5
Div. 9	3.8	3.7	3.2	3.6	3.3	4.2	4.8	4.4	3.7	5.6	5.4	5.0
SGV	3.5	2.5	3.0	3.2	2.6	3.6	3.7	3.6	3.2	4.5	4.1	4.1
	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04
Div. 3	2.5	3.4	3.3	3.2	2.6	4.6			2.6	3.0	3.4	3.3
Div. 9	3.8	4.0	4.1	6.2	7.8	6.4			4.0	5.7	4.9	4.6
SGV	3.0	3.7	3.7	4.2	4.1	5.4			3.0	4.0	4.0	3.8
MTA	4.1	4.3	4.4	5.1	4.6	5.8			3.8	4.6	5.2	4.6

Passenger Boardings

Passenger Boardings

TARGET: 5.3

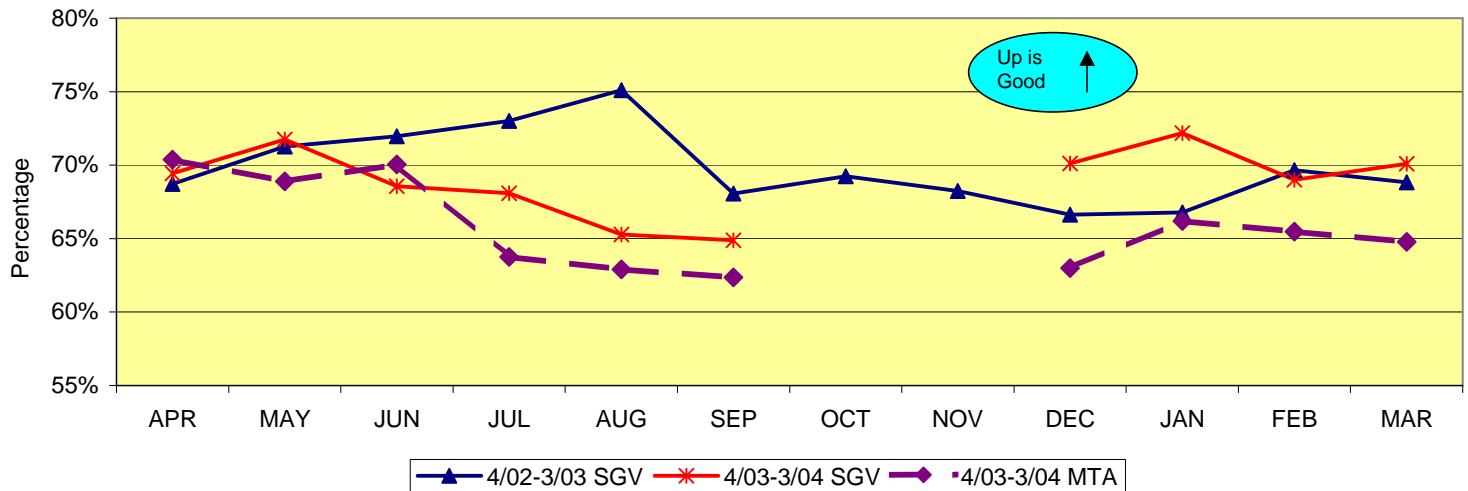


	APR 02	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03
Div. 3	3.0	3.2	2.8	3.6	3.4	3.3	3.5	3.0	3.1	3.2	2.7	3.4
Div. 9	2.4	2.1	2.2	2.1	2.1	2.0	2.4	2.0	2.1	1.9	1.9	2.4
SGV	5.4	5.3	4.9	5.7	5.5	5.3	5.9	5.0	5.2	5.1	4.6	5.8
	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04
Div. 3	3.3	3.0	3.2	4.0	4.2	2.5			3.5	3.1	2.7	3.3
Div. 9	2.3	2.3	2.3	1.9	1.7	2.1			1.6	1.8	1.9	2.2
SGV	5.7	5.3	5.4	5.9	5.8	4.6			5.1	4.9	4.5	5.5
MTA	30.5	30.6	29.2	31.7	31.8	29.2			25.9	27.5	26.9	33.0

On-Time Performance (%)

In-Service, On-Time Performance

TARGET: 80%



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

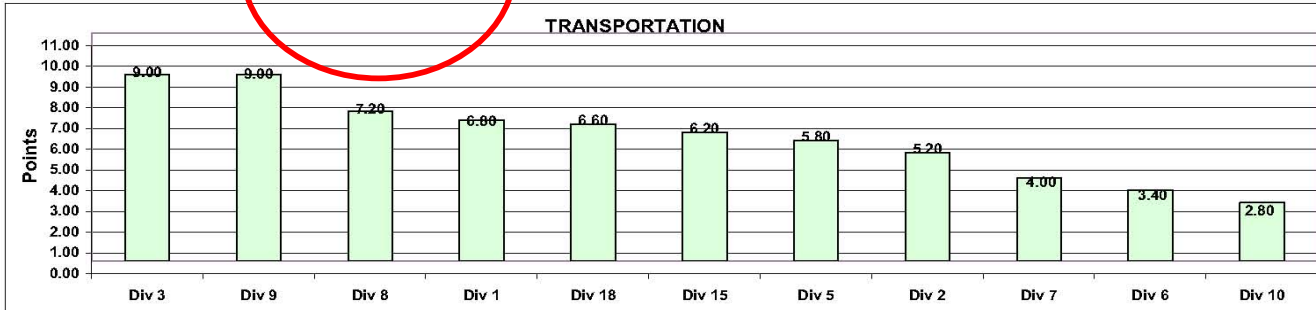
"HOW YOU DOIN'?" PROGRAM - Continued

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

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

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

Transportation												
Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18	
In-Service On-Time Performance Points	20%	0.6922 8	0.6996 9	0.6997 10	0.6560 6	0.5666 1	0.6329 4	0.6731 7	0.7040 11	0.5987 2	0.6262 3	0.6414 5
Running Hot Points	20%	0.1038 6	0.1228 4	0.1120 5	0.1260 3	0.0984 7	0.1408 2	0.0522 11	0.0579 10	0.1417 1	0.0683 9	0.0863 8
Accident Rate Points	20%	5.0689 2	4.9734 4	3.0274 8	4.6954 5	5.0633 3	3.4594 6	1.2170 11	2.2089 10	5.3028 1	2.3603 9	3.3501 7
Complaints/100K Boardings Points	20%	3.2827 10	3.5858 8	3.2825 11	3.5025 9	5.0864 4	4.7904 5	6.3503 2	4.5837 7	4.7511 6	6.4777 1	5.4043 3
New WC Claims /100 Emp Points	20%	0.9947 8	4.7344 1	0.8745 11	1.6594 6	4.3328 2	2.1441 3	1.7519 5	1.2233 7	1.7987 4	0.9664 9	0.9178 10
Totals		6.80	5.20	9.00	5.80	3.40	4.00	7.20	9.00	2.80	6.20	6.60
FINAL RANKING												
		Transportation Division Ranking (Sorted)										
Score	Div.	Div 3	Div 9	Div 8	Div 1	Div 18	Div 15	Div 5	Div 2	Div 7	Div 6	Div 10
Rank		9.00	9.00	7.20	6.80	6.60	6.20	5.80	5.20	4.00	3.40	2.80
		1st	1st	2nd	4th	5th	6th	7th	8th	9th	10th	11th



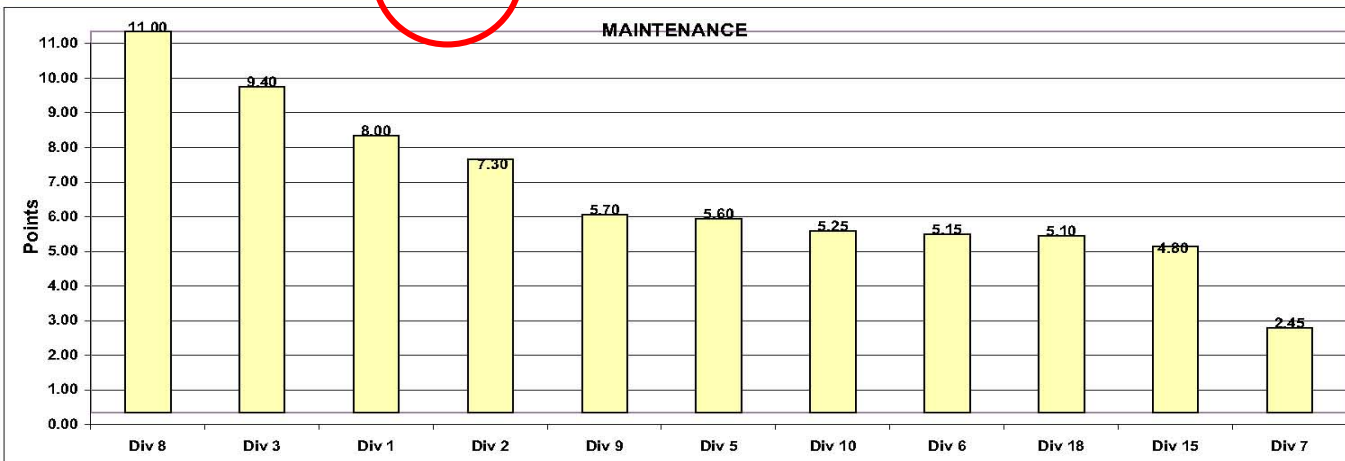
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

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

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

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

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Mechanical Failures	25%	10349.2	7381.0	10531.9	5291.3	10972.2	7418.6	11927.4	7260.4	8143.2	9871.8	8910.4
Points		8	3	9	1	10	4	11	2	5	7	6
Attendance	15%	0.96406	0.97552	0.97002	0.97380	0.96251	0.96711	0.99069	0.97278	0.97783	0.96911	0.96141
Points		3	9	6	8	2	4	11	7	10	5	1
New WC Claims /100 Emp	25%	0.0000	0.0000	0.0000	0.0000	2.8571	2.3622	0.0000	1.6807	2.0408	0.7042	0.0000
Points		11	11	11	11	1	2	11	4	3	5	11
Bus Cleanliness	35%	7.627	7.580	7.769	7.038	7.563	6.194	7.988	7.663	7.056	6.988	6.863
Points		8	7	10	4	6	1	11	9	5	3	2
Totals		8.00	7.30	9.40	5.60	5.15	2.45	11.00	5.70	5.25	4.80	5.10
FINAL RANKING												
	Div.	Div 8	Div 3	Div 1	Div 2	Div 9	Div 5	Div 10	Div 6	Div 18	Div 15	Div 7
	Score	11.00	9.40	8.00	7.30	5.70	5.60	5.25	5.15	5.10	4.80	2.45
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th



FY2004 FINANCIALS, THROUGH M/E MARCH

	Budget Variance				Cost Per Revenue Service Hour (RSH)		
	Annual Budget	YTD Budget	YTD Actual	YTD Variance (O)/U+	Cost Per RSH: Budget	Cost Per RSH: YTD Actual	RSH YTD Variance (O)/U+
SGV Sector Operations							
Transportation							
Direct Labor	32,236,633	24,091,914	22,115,784	1,976,131	26.32	27.58	(1.26)
Fringe Benefits & Overhead	22,647,812	16,841,942	16,800,928	41,013	18.49	20.96	(2.46)
Non-Labor	5,778,813	4,359,110	3,317,264	1,041,847	4.72	4.14	0.58
TOTAL TRANSPORTATION	60,663,259	45,292,966	42,233,976	3,058,991	49.53	52.68	(3.15)
Maintenance							
Direct Labor	11,469,700	8,621,745	7,604,187	1,017,559	9.36	9.48	(0.12)
Fringe Benefits & Overhead	9,932,003	7,450,747	7,247,891	202,856	8.11	9.04	(0.93)
Non-Labor	11,921,892	9,071,097	8,943,776	127,321	9.73	11.16	(1.42)
TOTAL MAINTENANCE	33,323,595	25,143,590	23,795,854	1,347,736	27.21	29.68	(2.47)
Sector Office							
Direct Labor	1,478,234	1,108,676	1,244,370	(135,695)	1.21	1.55	(0.35)
Fringe Benefits & Overhead	1,319,755	986,204	1,397,204	(411,000)	1.08	1.74	(0.67)
Non-Labor	296,464	226,876	121,536	105,340	0.24	0.15	0.09
TOTAL SECTOR OFFICE	3,094,454	2,321,755	2,763,110	(441,355)	2.53	3.45	(0.92)
SUBTOTAL SECTOR OPERATIONS	97,081,307	72,758,312	68,792,940	3,965,372	79.26	85.80	(6.54)
Other Sector Support							
Direct Labor	1,211,992	909,055	943,121	(34,065)	0.99	1.18	(0.19)
Fringe Benefits & Overhead	1,081,498	808,298	856,918	(48,620)	0.88	1.07	(0.19)
Non-Labor	12,454,296	9,346,170	12,714,721	(3,368,551)	10.17	15.86	(5.69)
SUBTOTAL SECTOR SUPPORT	14,747,786	11,063,524	14,514,760	(3,451,236)	12.04	18.10	(6.06)
TOTAL SGV SECTOR	\$ 111,829,093	\$ 83,821,836	\$ 83,307,700	\$ 514,136	\$ 91.31	\$ 103.91	(12.60)
Total Revenue Service Hours	1,231,173	929,489	801,746	127,743			
Significant Items							
• March Labor Overruns - Bus Ops (+ 9.9%) / Maint (+8.5%)				• Strike Adjusted YTD - Bus Ops (+4%) / Maint (+.3%)			
• YTD WC Charges \$1.3M Under (28%)				• FY05 Budget may be Reduced to Level of FY04 Trend			
• YTD Fuel Expense + \$206K (+5.7%) / Strike-Adj. + \$501K (+15%)				• Fuel Rates Higher than Plan (CNG +16%)			
• YTD Parts Expense - \$72K Under (-1.5%) / Strike-Adj. + \$444K (+13%)				• March Parts Expense +1.5%			
• MTA Restated December Overhead (Strike Impact)				• Impact to SGV - \$648K (YTD \$502K over)			
• MTA Fringe Rate Adjusted to Actuals / From 57% to 59%				• Impact to SGV - \$590K (YTD \$334K under)			
• Extraordinary Increase in YTD Security Charges				• Impact to SGV - \$896K over budgeted amount			