



**METRO SAN GABRIEL VALLEY GOVERNANCE COUNCIL  
FEBRUARY 8, 2005**

**SUBJECT: REPORT OF THE GENERAL MANAGER**

**ACTION: RECEIVE**

**BACKGROUND**

The General Manager's Report provides a summary of Monthly and 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 – December 2004

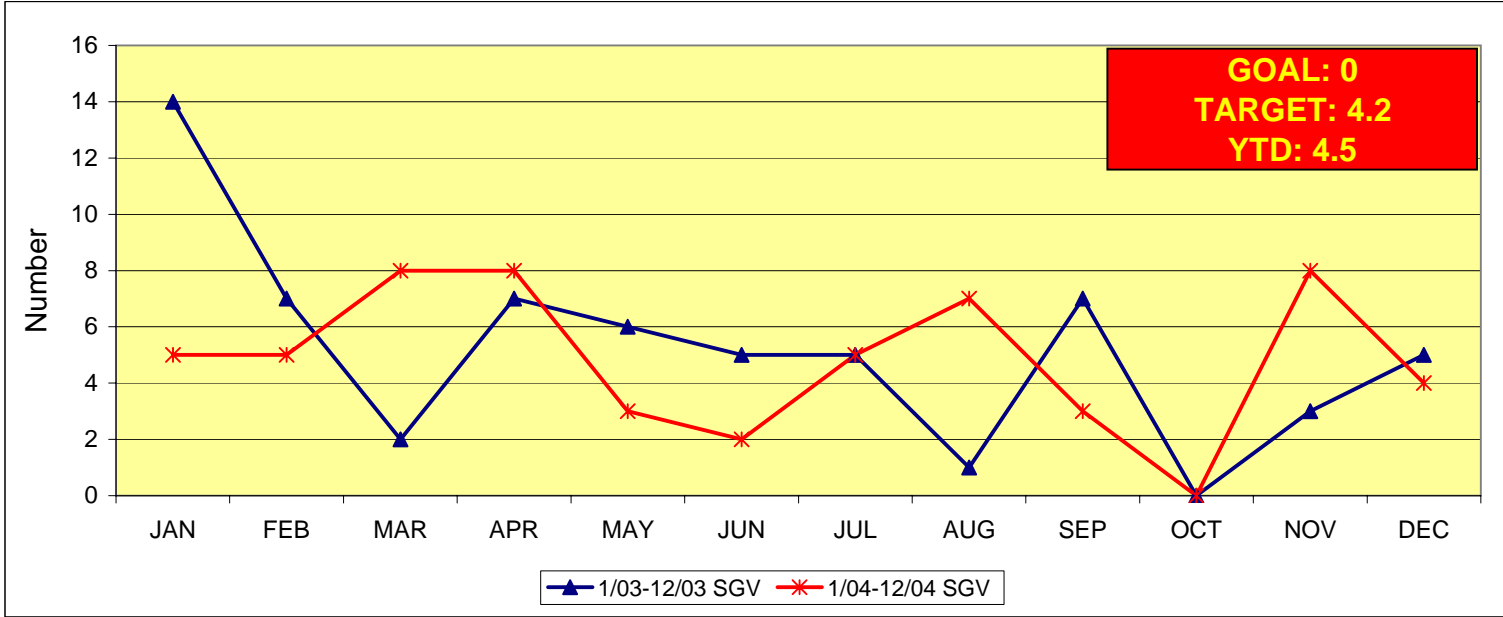
- Safety Performance Indicators/Trend by Location
- Bus Operations Performance Indicators/Trend by Location
- "How You Doin'?" MTA Division Reports for December 2004
- December 2004 Financial Results

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

PERFORMANCE INDICATORS	YTD AVG. MO.	DECEMBER	MO. TARGET
<b>SAFETY</b> 			
Monthly Worker's Compensation Costs (Thousands)	\$584	\$889	\$376
OSHA Recordable Incidents	4.5	<b>4.0</b>	4.2
Bus Traffic Accidents/100,000 Hub Miles	2.78	<b>2.70</b>	<b>2.76</b>
New WC Indemnity Claims Per 200,000 Exposure Hrs.	<b>9.94</b>	<b>9.19</b>	<b>14.00</b>
<b>BUS OPERATIONS</b>			
Miles Between Mechanical Failures	6,848	7,898	9,000
Bus Cleanliness Ratings*	7.64	7.78	8.00
Complaints/100,000 Boardings	<b>2.83</b>	<b>2.26</b>	<b>3.42</b>
Passenger Boardings	5,266,113	5,131,666	5,378,000
On-Time Performance (%)	70%	68%	75%

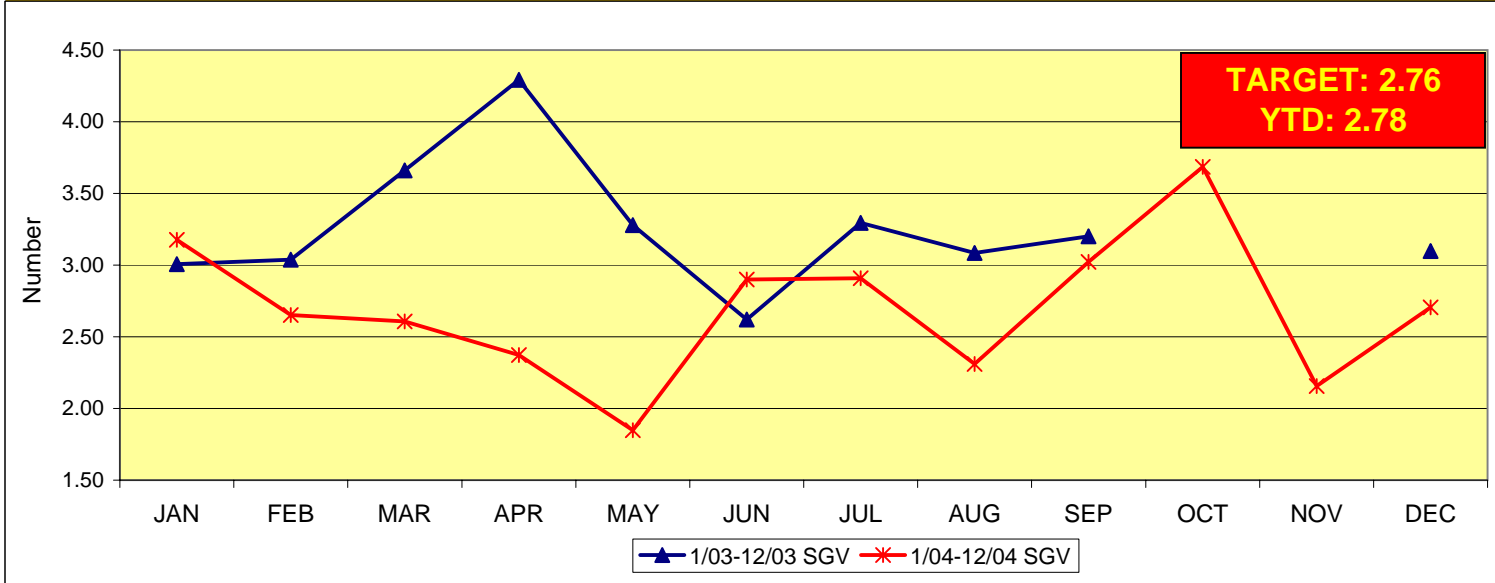
Note:  
Performance indicators highlighted in **BOLD** meet the Sector target.

**OSHA Recordable Incidents**



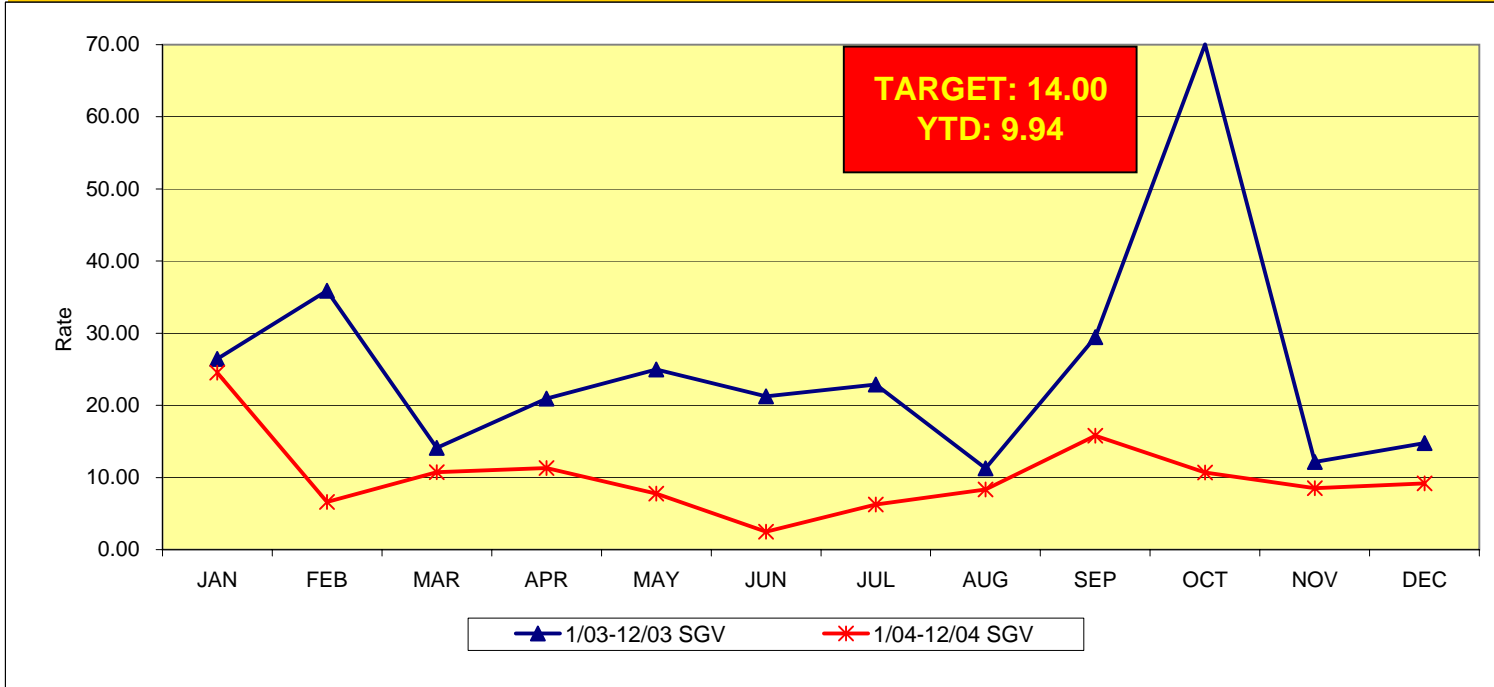
	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03
SGV	14	7	2	7	6	5	5	1	7	0	3	5
	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04
SGV	5	5	8	8	3	2	5	7	3	0	8	4

**Bus Traffic Accidents/100,000 Hub Miles**



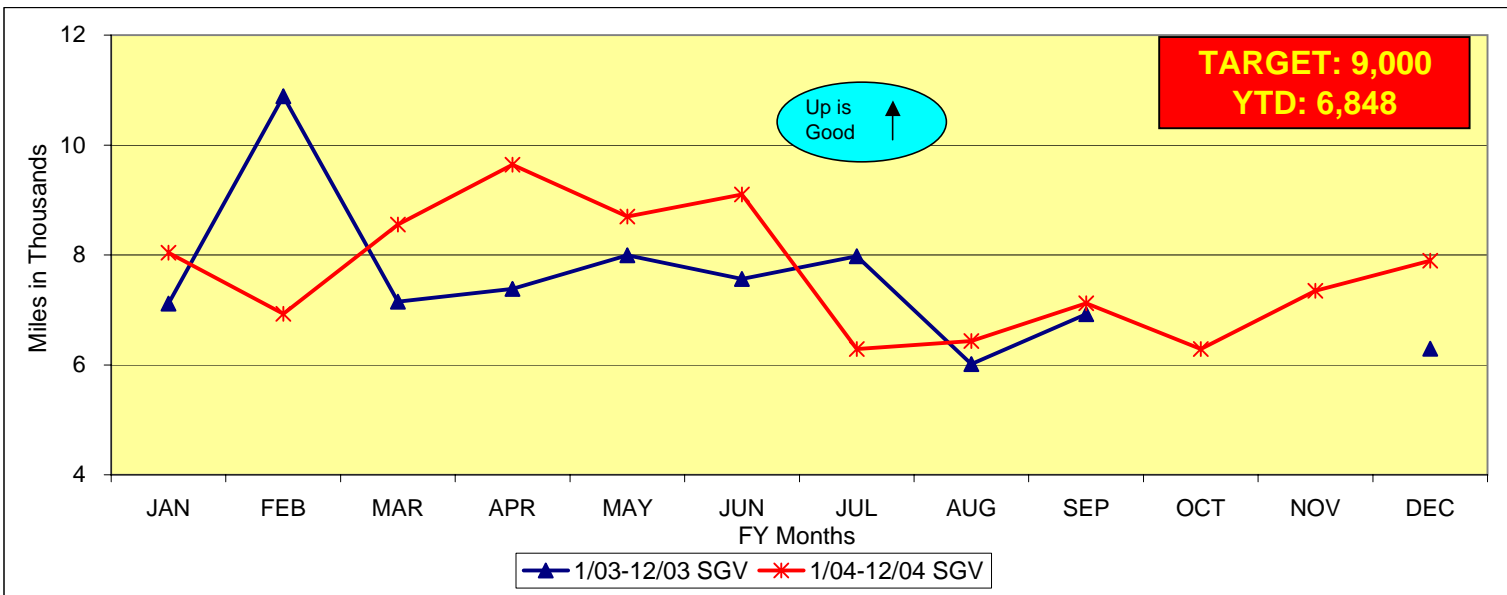
	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03
SGV	3.01	3.04	3.66	4.29	3.28	2.62	3.30	3.08	3.20			3.10
	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04
SGV	3.18	2.65	2.61	2.37	1.85	2.90	2.91	2.31	3.02	3.69	2.16	2.70
MTA	3.48	4.21	3.58	3.20	3.11	3.42	3.25	3.06	3.43	3.90	3.28	3.63

**New WC Indemnity Claims Per 200,000 Exposure Hours**



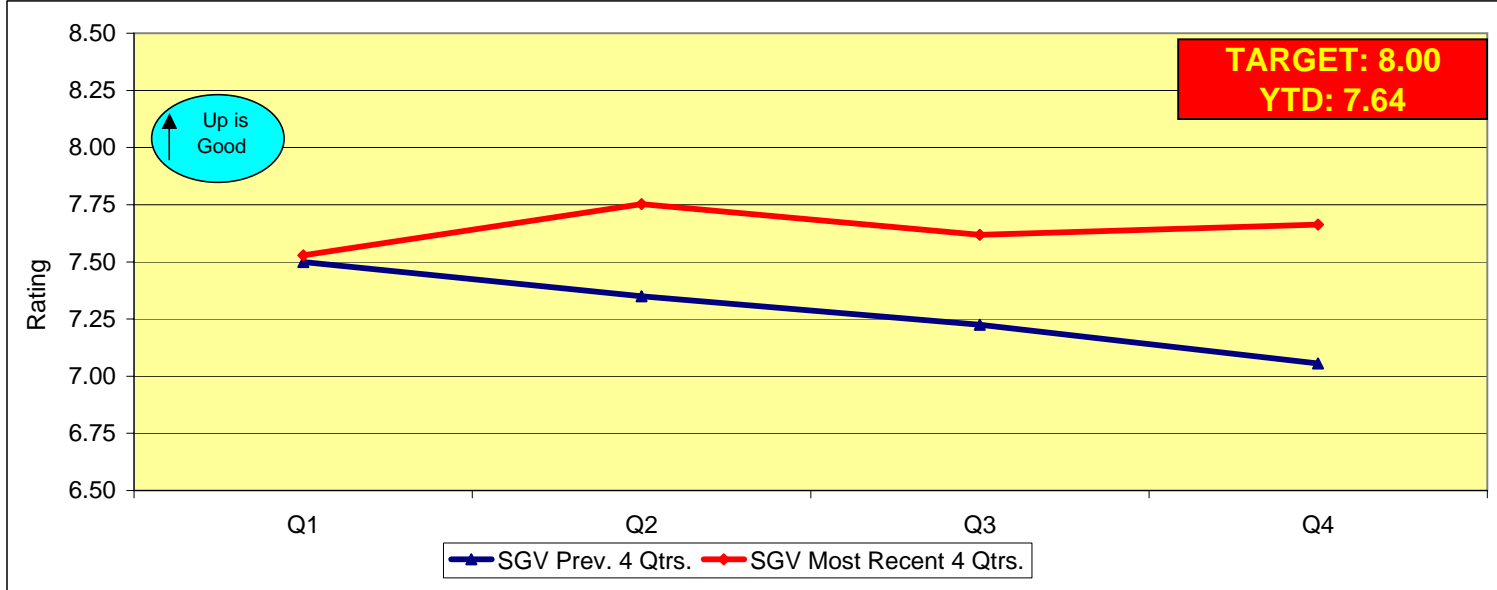
	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03
SGV	26.46	35.87	14.10	20.95	24.98	21.26	22.90	11.27	29.45	70.05	12.15	14.78
	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04
SGV	24.51	6.62	10.75	11.33	7.76	2.49	6.26	8.33	15.81	10.68	8.52	9.19
MTA	15.25	14.01	15.75	12.50	11.02	11.27	15.29	19.31	17.84	13.37	12.74	11.44

**Miles Between Chargeable Mechanical Failures**



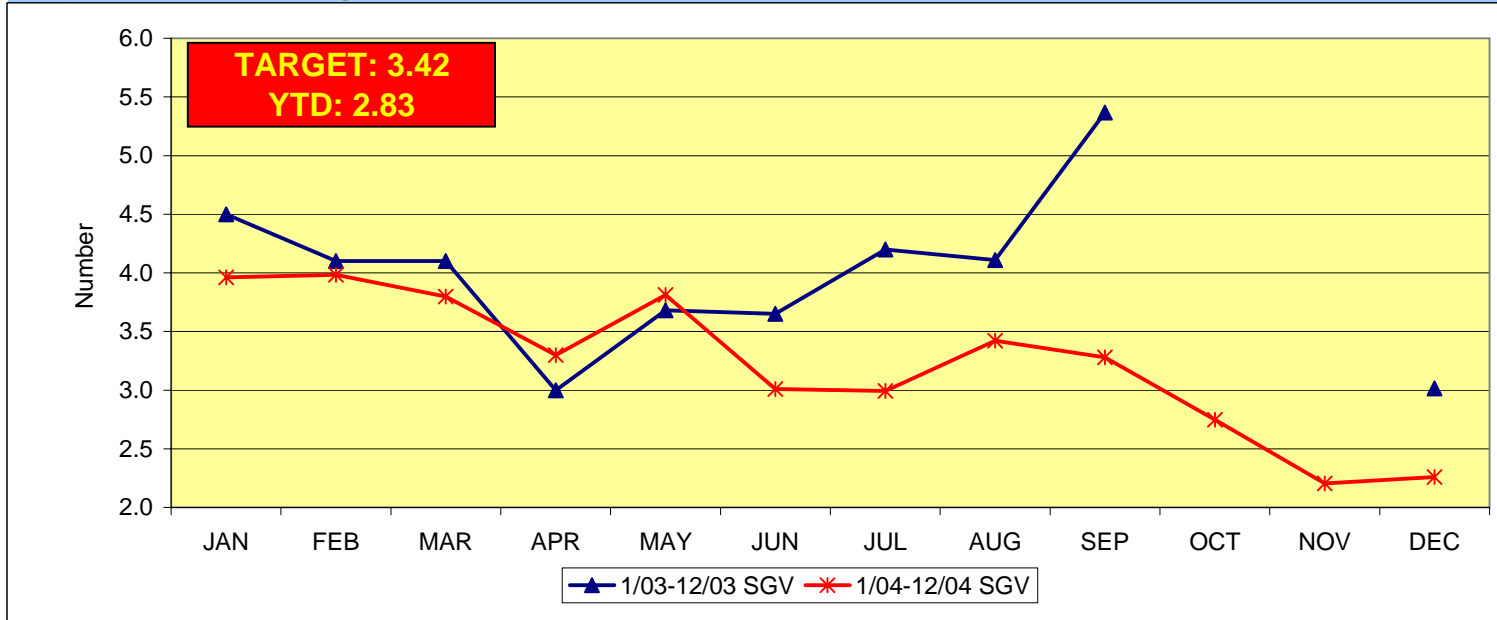
	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03
SGV	7,117	10,888	7,152	7,381	7,994	7,561	7,978	6,015	6,925			6,293
	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04
SGV	8,040	6,928	8,550	9,644	8,696	9,098	6,288	6,436	7,123	6,287	7,349	7,898
MTA	9,047	8,202	8,308	8,963	7,768	8,305	6,847	7,521	7,273	6,809	7,038	7,636

Bus Cleanliness Ratings



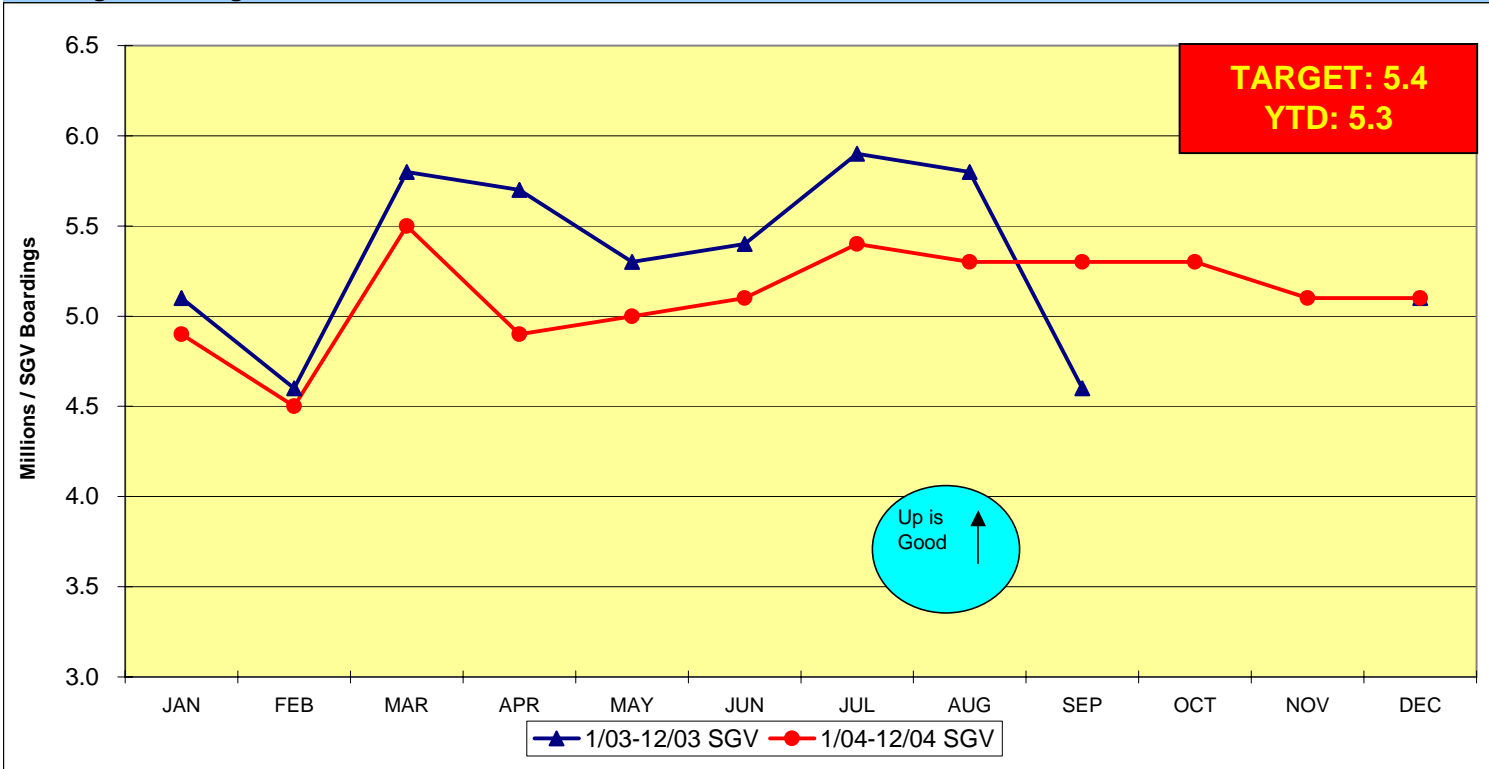
	FY 03 - Q3			FY 03 - Q4			FY 04 - Q1			FY 04 - Q2		
SGV	7.50			7.35			7.23			7.06		
	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04
SGV	7.25	7.62	7.72	7.78	7.74	7.74	7.71	7.55	7.60	7.48	7.72	7.78
MTA	7.05	7.07	7.30	7.41	7.51	7.38	7.30	7.44	7.30	7.49	7.60	7.59

Complaints/100,000 Boardings



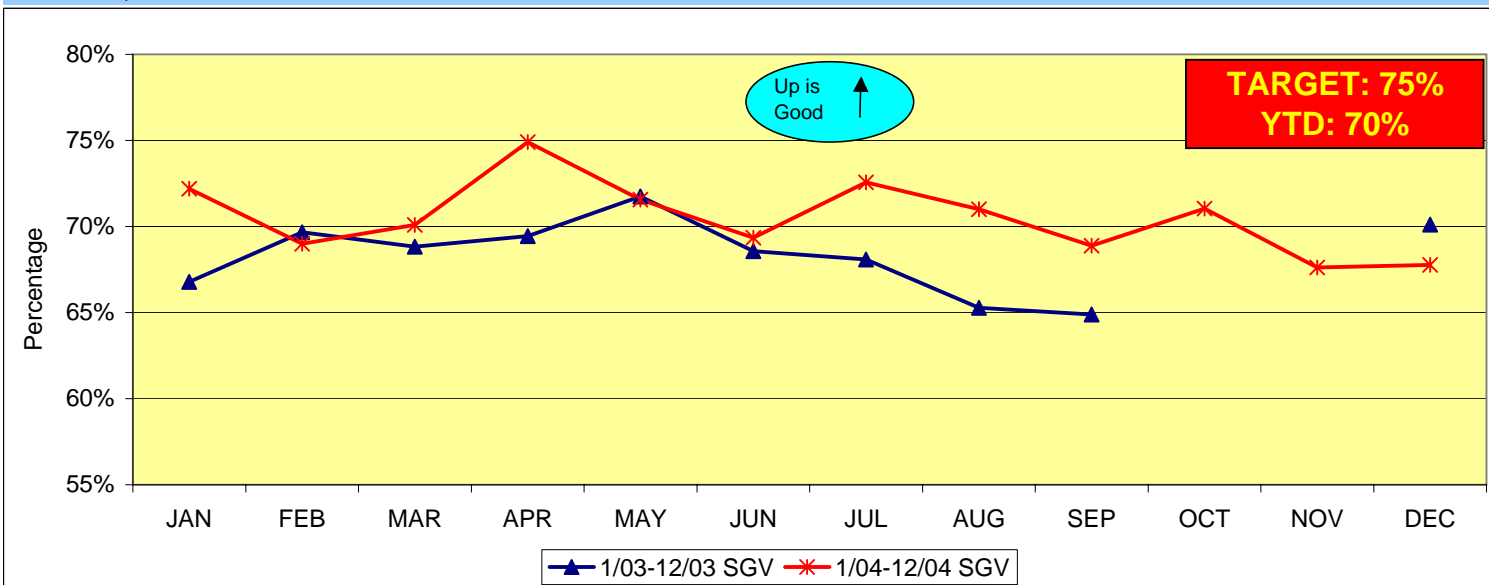
	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03
SGV	4.5	4.1	4.1	3.0	3.7	3.7	4.2	4.1	5.4			3.0
	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04
SGV	4.0	4.0	3.8	3.3	3.8	3.0	3.0	3.4	3.3	2.7	2.2	2.3
MTA	4.6	5.2	4.6	4.0	4.1	4.2	4.3	4.3	4.4	3.2	2.6	2.8

Passenger Boardings



	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03
SGV	5.1	4.6	5.8	5.7	5.3	5.4	5.9	5.8	4.6			5.1
	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04
SGV	4.9	4.5	5.5	4.9	5.0	5.1	5.4	5.3	5.3	5.3	5.1	5.1
MTA	27.5	26.9	33.0	29.2	30.0	30.0	30.6	30.4	30.3	30.3	28.9	28.9

In-Service, On-Time Performance



	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03
SGV	67%	70%	69%	69%	72%	69%	68%	65%	65%			70%
	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04
SGV	72%	69%	70%	75%	72%	69%	73%	71%	69%	71%	68%	68%
MTA	66%	65%	65%	69%	68%	68%	67%	68%	66%	67%	66%	65%

**"How You Doin'?" Results - December 2004**

**DIVISION 3 TRANSPORTATION - 1st PLACE**  
**DIVISION 9 TRANSPORTATION - 3rd PLACE**  
**DIVISION 3 MAINTENANCE - 3rd PLACE**

Transportation						
<i>Rank Among Divisions</i>						
	In-Service On-Time Performance	Running Hot	Accident Rate	Complaints / 100K Boardings	New WC Claims /100 Emp	MONTHLY TOTALS
Div 3	5	6	4	2	1	1st
Div 1	3	1	11	5	2	2nd
Div 9	6	4	2	6	6	3rd
Div 8	4	2	1	7	10	3rd
Div 2	2	8	9	1	5	4th
Div 15	1	3	5	11	7	4th
Div 18	9	5	3	9	3	7th
Div 6	11	9	8	3	4	8th
Div 10	7	10	6	8	8	9th
Div 5	8	7	10	4	11	10th
Div 7	10	11	7	10	9	11th

Maintenance					
<i>Rank Among Divisions</i>					
	Miles Between Mechanical Failures	Attendance	New WC Claims /100 Emp	Bus Cleanliness	MONTHLY TOTALS
Div 5	1	2	1	5	1st
Div 10	6	9	1	2	2nd
Div 3	7	4	1	4	3rd
Div 8	4	3	10	1	4th
Div 6	2	11	1	8	5th
Div 15	3	7	7	6	6th
Div 9	5	8	9	3	7th
Div 2	10	6	1	6	7th
Div 18	8	5	1	10	9th
Div 1	11	1	8	9	10th
Div 7	9	10	11	11	11th

**"How You Doin'?" Final Results - 2nd Quarter FY05**

- Division 3 - Second Place**
- Division 9 - Third Place**

<b>Rank Among Divisions</b>										
	<b>Transportation</b>					<b>Maintenance</b>				
	In-Service Performan ce	Running Hot	Accident Rate	Complaints / 100K Boardings	New WC Claims /100 Emp	Miles Between Mechanical Failures	Attendan ce	New WC Claims /100 Emp	Bus Cleanlin ess	QUARTERLY RANK
Div. 8	4	5	1	8	8	2	1	4	1	1st
Div. 3	3	6	5	2	1	10	5	3	5	2nd
Div. 9	6	2	2	7	10	4	7	9	3	3rd
Div. 15	5	4	3	11	5	3	4	7	6	4th
Div. 5	7	8	11	5	7	5	2	2	4	5th
Div. 18	10	3	4	9	2	7	6	1	10	6th
Div. 10	9	10	6	6	4	6	9	8	2	7th
Div. 1	1	1	10	3	6	11	3	10	8	8th
Div. 2	2	9	8	1	9	9	8	5	7	9th
Div. 6	11	7	7	4	11	1	11	6	9	10th
Div. 7	8	11	9	10	3	8	10	11	11	11th



**FY2005 FINANCIALS, THROUGH DECEMBER**

	Budget Variance						Annual Budget
	Month Budget	Month Actual	Month Variance (O)/U+	YTD Budget	YTD Actual	YTD Variance (O)/U+	
<b>SGV Sector Operations</b>							
<b>Transportation</b>							
Direct Labor	2,863,286	3,057,016	(193,730)	17,179,716	17,518,056	(338,340)	34,066,656
Fringe Benefits	1,464,016	1,032,878	431,137	8,782,294	8,551,400	230,894	17,467,563
Workers' Compensation	374,980	808,574	(433,594)	2,249,880	2,898,219	(648,339)	4,593,727
Non-Labor	22,712	24,242	(1,530)	136,274	114,323	21,951	272,548
<b>TOTAL TRANSPORTATION</b>	<b>4,724,994</b>	<b>4,922,710</b>	<b>(197,716)</b>	<b>28,348,165</b>	<b>29,081,999</b>	<b>(733,834)</b>	<b>56,400,494</b>
<b>Maintenance &amp; Facilities</b>							
Direct Labor	958,708	1,053,674	(94,966)	5,752,247	5,890,354	(138,107)	11,489,653
Fringe Benefits	649,882	522,118	127,764	3,899,535	3,645,353	254,182	7,785,820
Workers' Compensation	17,997	80,811	(62,813)	107,984	605,941	(497,957)	220,478
Non-Labor	1,051,039	1,198,297	(147,258)	6,306,236	6,712,066	(405,830)	12,553,269
<b>TOTAL MAINTENANCE</b>	<b>2,677,626</b>	<b>2,854,900</b>	<b>(177,274)</b>	<b>16,066,002</b>	<b>16,853,714</b>	<b>(787,712)</b>	<b>32,049,220</b>
<b>Sector Office</b>							
Direct Labor	150,202	153,308	(3,106)	901,213	895,282	5,931	1,828,250
Fringe Benefits	91,064	100,056	(8,992)	546,371	521,241	25,131	1,115,055
Workers' Compensation	-	-	-	-	-	-	-
Non-Labor	26,621	6,442	20,180	159,727	33,384	126,343	319,455
<b>TOTAL SECTOR OFFICE</b>	<b>267,887</b>	<b>259,806</b>	<b>8,081</b>	<b>1,607,311</b>	<b>1,449,907</b>	<b>157,404</b>	<b>3,262,760</b>
<b>SUBTOTAL SECTOR OPERATIONS</b>	<b>7,670,508</b>	<b>8,037,416</b>	<b>(366,909)</b>	<b>46,021,478</b>	<b>47,385,620</b>	<b>(1,364,142)</b>	<b>91,712,474</b>
<b>Other Sector Support</b>							
Direct Labor	79,571	104,579	(25,008)	477,355	632,620	(155,265)	953,237
Fringe Benefits	51,870	52,490	(620)	311,225	363,037	(51,812)	623,700
Workers' Compensation	8,201	16,666	(8,465)	49,207	78,186	(28,979)	99,207
Non-Labor	919,524	1,239,045	(319,521)	5,517,151	6,497,797	(980,646)	11,154,542
<b>OTHER SECTOR SUPPORT</b>	<b>1,059,166</b>	<b>1,412,780</b>	<b>(353,614)</b>	<b>6,354,937</b>	<b>7,571,641</b>	<b>(1,216,703)</b>	<b>12,830,687</b>
<b>TOTAL SGV SECTOR</b>	<b>\$ 8,729,674</b>	<b>\$ 9,450,196</b>	<b>\$ (720,522)</b>	<b>\$ 52,376,416</b>	<b>\$ 54,957,261</b>	<b>\$ (2,580,845)</b>	<b>\$ 104,543,161</b>
Total Revenue Service Hours	106,535	107,892	(1,357)	636,149	634,946	1,203	1,289,524
Cost Per Revenue Service Hour	\$ 81.94	\$ 87.59	\$ (5.65)	\$ 82.33	\$ 86.55	\$ (4.22)	\$ 81.07

Significant Items

- **Transportation Labor 6.8% Over Budget/Month, 2% Over YTD**
- **Maintenance Labor 10% Over Budget for Month, 2.4 Over YTD**
- **Workers Comp Allocation 48% Over YTD Budget (\$1.1M) - Agency is 16% Over**
- **Sector Fringe Benefits \$550K Under in Dec., \$510K Under YTD**
- **Fuel Expense \$157K Over (33%) for Month, \$713K Over (25%) YTD**
- **Parts Expense \$24K Under (6%) for Month, \$242K Under (9%) YTD - Adjustment made for Prior Months**
- **Other Sector Support - Risk Management \$373K (44%) Over for Month, \$1.4M Over YTD (32%)**