



**METRO SAN GABRIEL VALLEY GOVERNANCE COUNCIL  
APRIL 12, 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 – February 2005

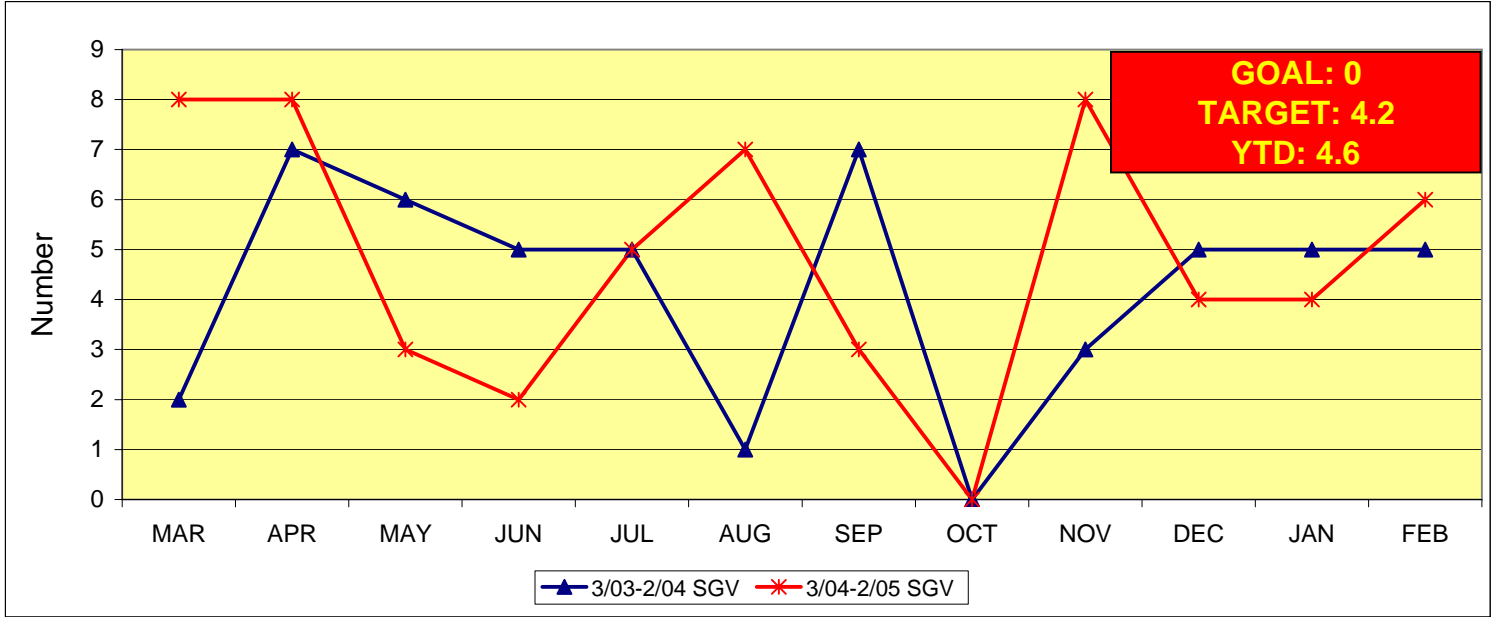
- Safety Performance Indicators/Trend by Location
- Bus Operations Performance Indicators/Trend by Location
- "How You Doin'?" MTA Division Reports for February 2005
- February 2005 Financial Results

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

PERFORMANCE INDICATORS	YTD AVG. MO.	FEBRUARY	MO. TARGET
<b>SAFETY</b> 			
Monthly Worker's Compensation Costs (Thousands)	\$507	(\$154)	\$376
OSHA Recordable Incidents	4.6	6.0	4.2
Bus Traffic Accidents/100,000 Hub Miles	2.86	3.37	2.76
New WC Indemnity Claims Per 200,000 Exposure Hrs.	<b>9.49</b>	<b>7.82</b>	<b>14.00</b>
<b>BUS OPERATIONS</b>			
Miles Between Mechanical Failures	7,005	7,541	9,000
Bus Cleanliness Ratings*	7.71	7.88	8.00
Complaints/100,000 Boardings	<b>2.94</b>	<b>3.18</b>	<b>3.42</b>
Passenger Boardings	5,162,099	4,778,414	5,378,000
On-Time Performance (%)	70%	70%	75%

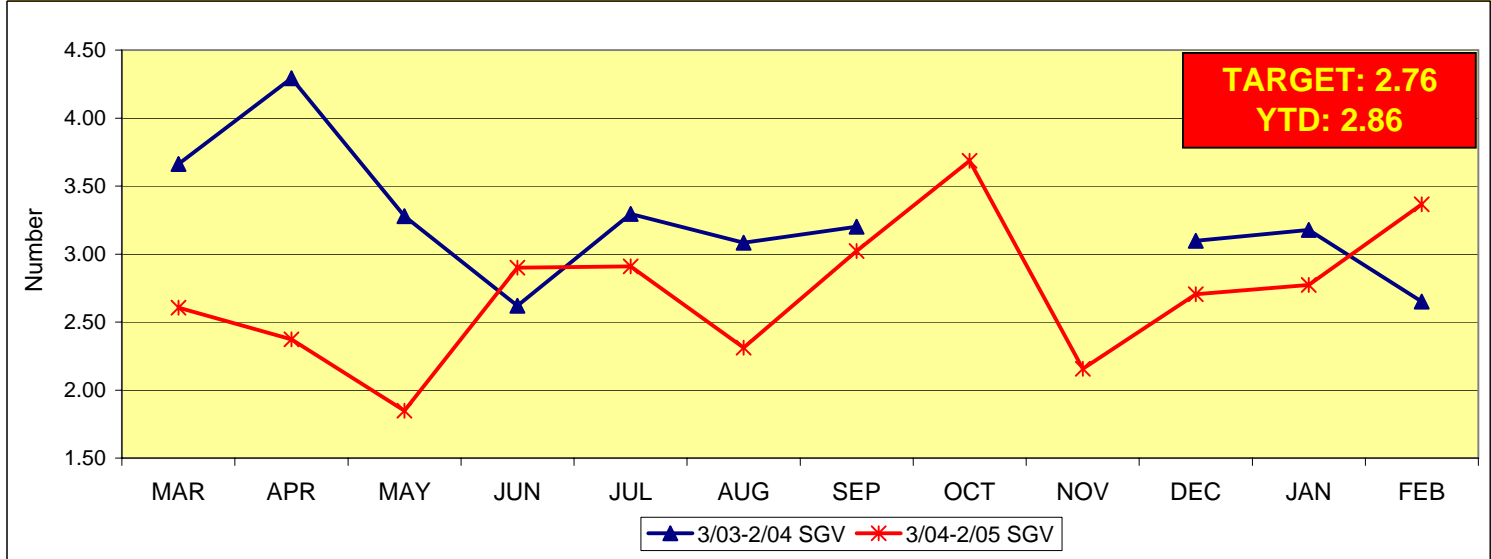
Note:  
Performance indicators highlighted in **BOLD** meet the Sector target.

**OSHA Recordable Incidents**



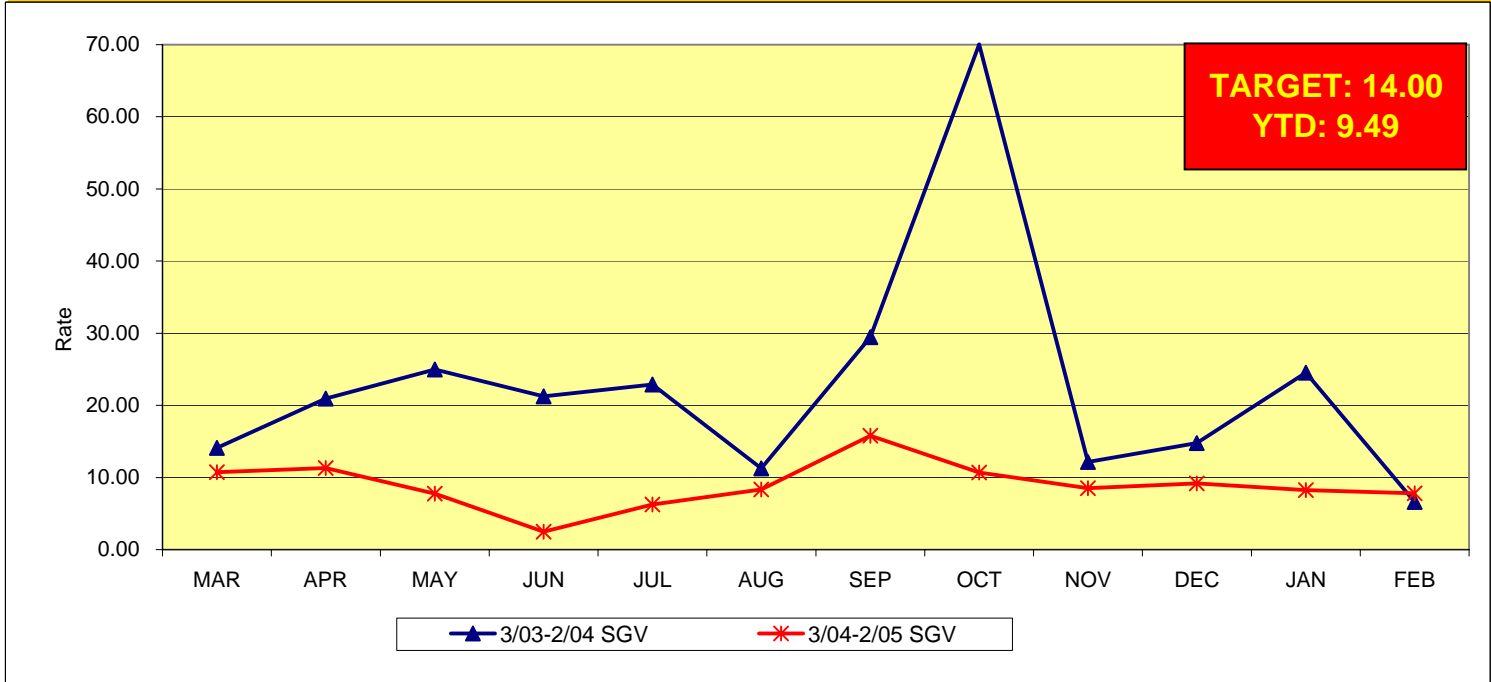
	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04
SGV	2	7	6	5	5	1	7	0	3	5	5	5
	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05
SGV	8	8	3	2	5	7	3	0	8	4	4	6

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



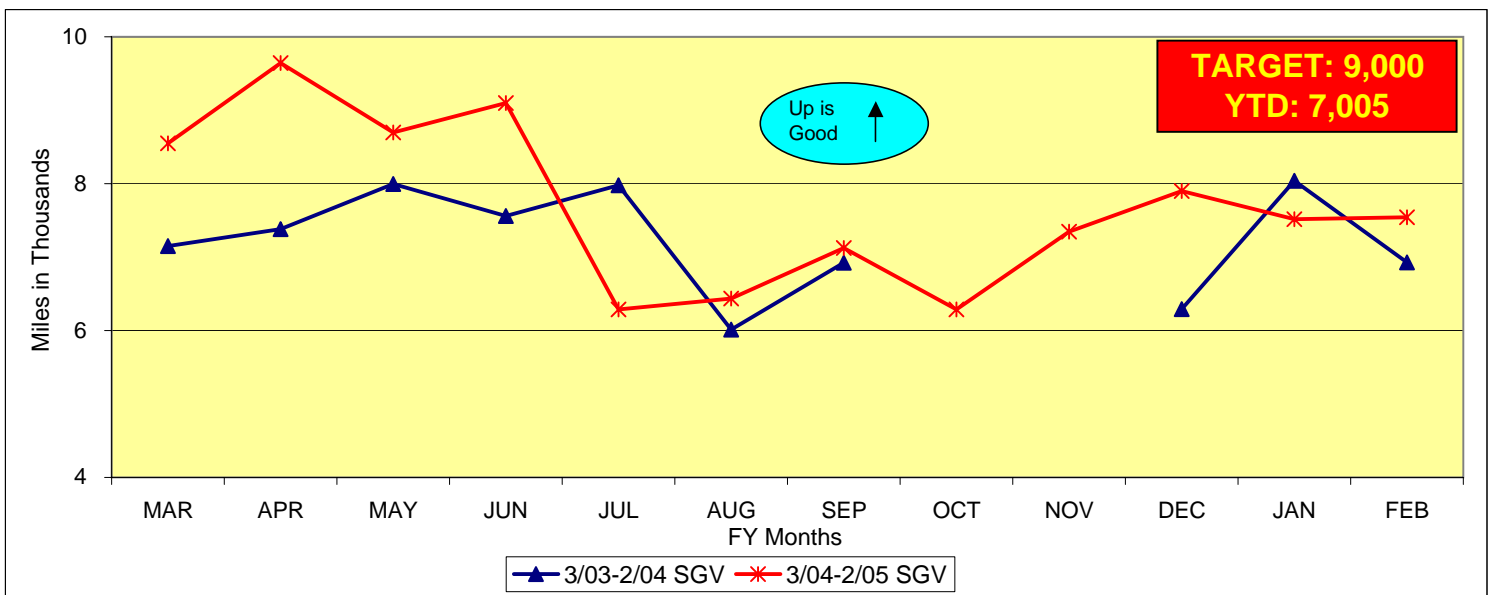
	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04
SGV	3.66	4.29	3.28	2.62	3.30	3.08	3.20			3.10	3.18	2.65
	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05
SGV	2.61	2.37	1.85	2.90	2.91	2.31	3.02	3.69	2.16	2.70	2.77	3.37
MTA	3.58	3.20	3.11	3.42	3.25	3.06	3.43	3.90	3.28	3.63	3.33	3.67

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



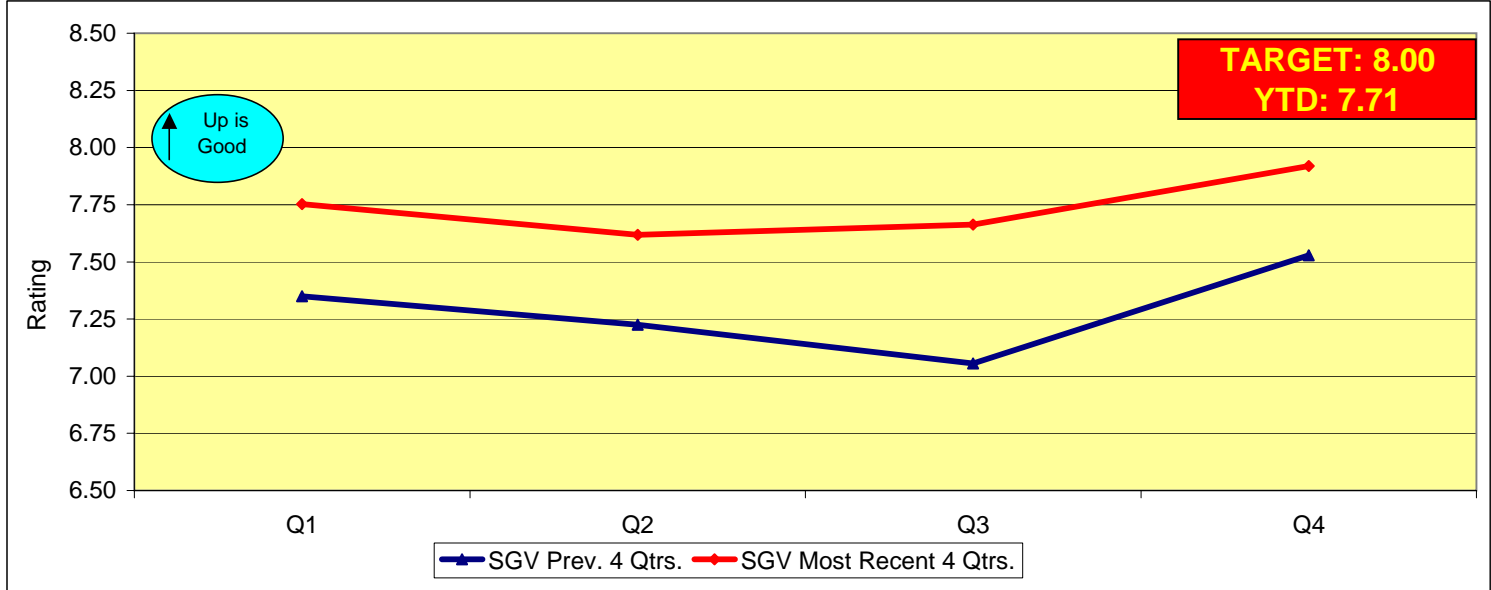
	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04
SGV	14.10	20.95	24.98	21.26	22.90	11.27	29.45	70.05	12.15	14.78	24.51	6.62
	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05
SGV	10.75	11.33	7.76	2.49	6.26	8.33	15.81	10.68	8.52	9.19	8.24	7.82
MTA	15.75	12.50	11.02	11.27	15.29	19.31	17.84	13.37	12.74	11.44	16.48	14.62

**Miles Between Chargeable Mechanical Failures**



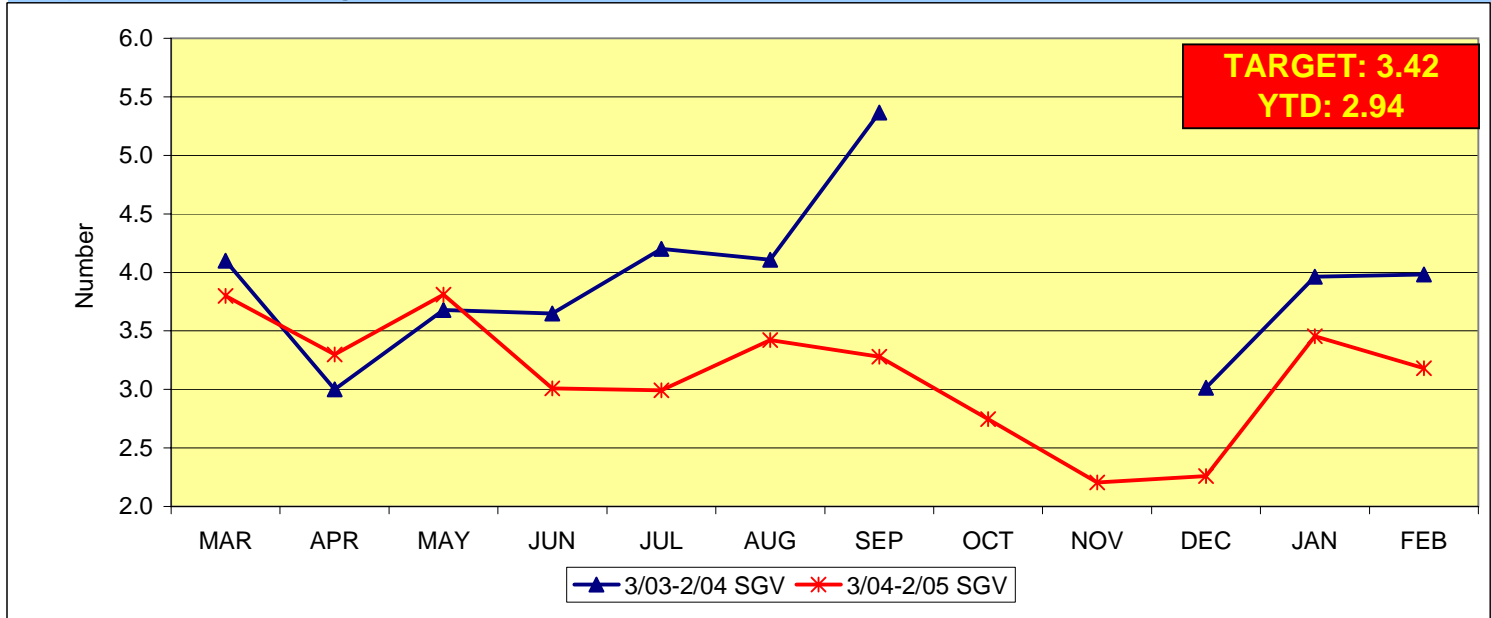
	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04
SGV	7,152	7,381	7,994	7,561	7,978	6,015	6,925	6,287	7,349	6,293	8,040	6,928
	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05
SGV	8,550	9,644	8,696	9,098	6,288	6,436	7,123	6,287	7,349	7,898	7,518	7,541
MTA	8,308	8,963	7,768	8,305	6,847	7,521	7,273	6,809	7,038	7,636	7,188	6,999

Bus Cleanliness Ratings



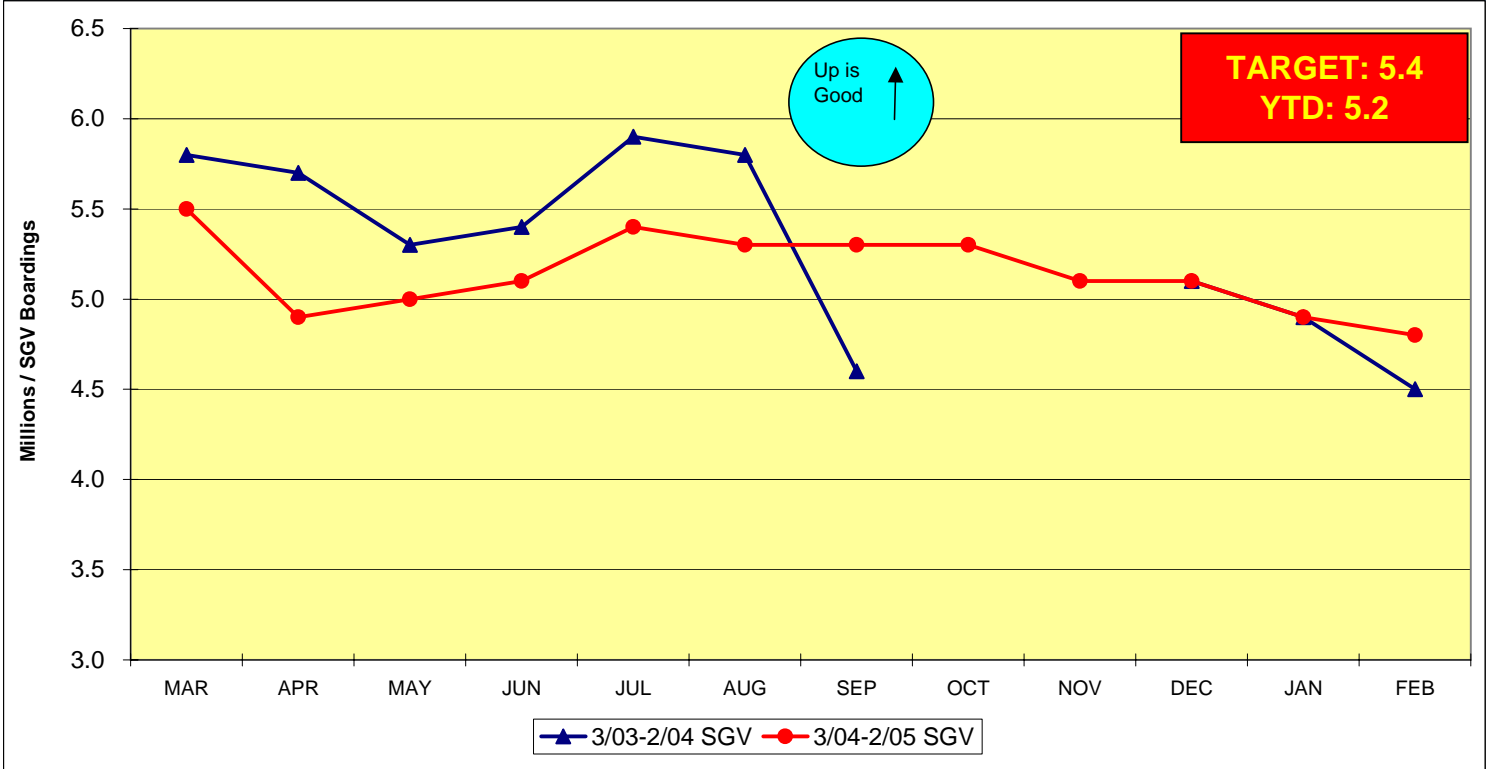
	FY 03 - Q4			FY 04 - Q1			FY 04 - Q2			JAN 04	FEB 04	MAR 04
SGV	7.35			7.23			7.06			7.25	7.62	7.72
	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05	
SGV	7.78	7.74	7.74	7.71	7.55	7.60	7.48	7.72	7.78	7.96	7.88	
MTA	7.41	7.51	7.38	7.30	7.44	7.30	7.49	7.60	7.59	7.47	7.61	

Complaints/100,000 Boardings



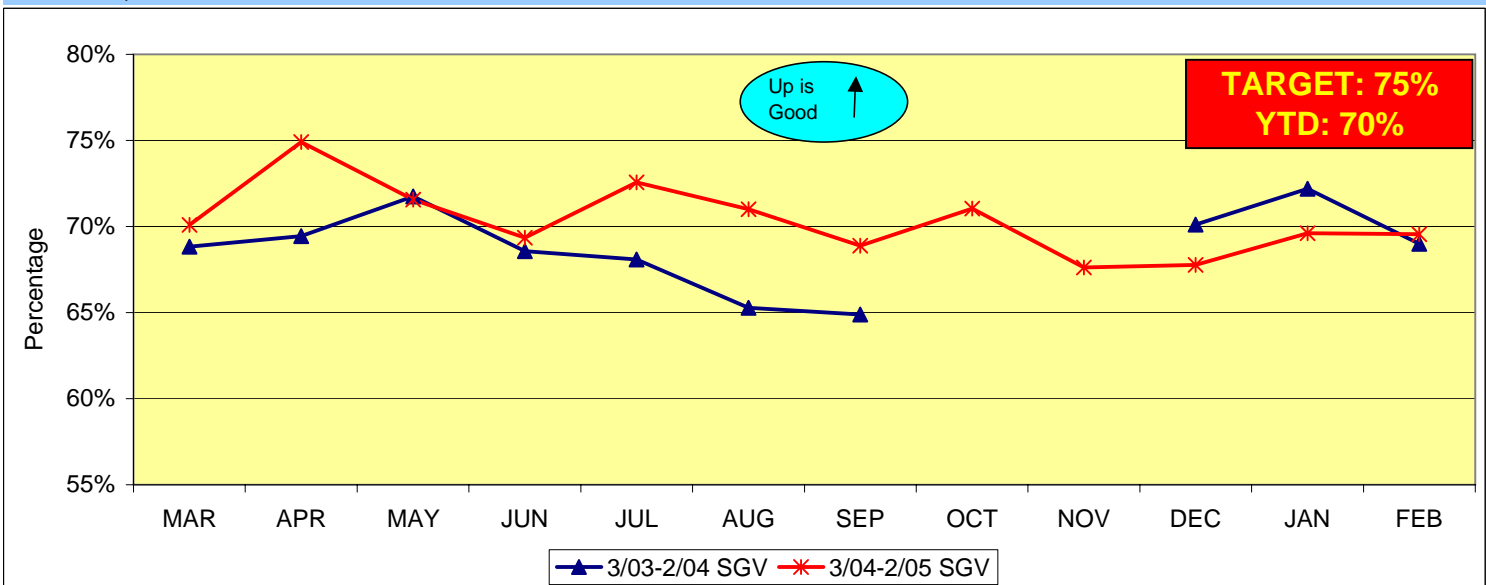
	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04
SGV	4.1	3.0	3.7	3.7	4.2	4.1	5.4	3.0	3.0	2.3	3.5	4.0
	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05
SGV	3.8	3.3	3.8	3.0	3.0	3.4	3.3	2.7	2.2	2.3	3.5	3.2
MTA	4.6	4.0	4.1	4.2	4.3	4.3	4.4	3.2	2.6	2.8	3.3	3.9

Passenger Boardings



	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04
SGV	5.8	5.7	5.3	5.4	5.9	5.8	4.6			5.1	4.9	4.5
	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05
SGV	5.5	4.9	5.0	5.1	5.4	5.3	5.3	5.3	5.1	5.1	4.9	4.8
MTA	33.0	29.2	30.0	30.0	30.6	30.4	30.3	30.3	28.9	28.9	27.9	27.1

In-Service, On-Time Performance



	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04
SGV	69%	69%	72%	69%	68%	65%	65%			70%	72%	69%
	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05
SGV	70%	75%	72%	69%	73%	71%	69%	71%	68%	68%	70%	70%
MTA	65%	69%	68%	68%	67%	68%	66%	67%	66%	65%	66%	66%

**"How You Doin'?" Results - February 2005**

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

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

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

**FY2005 FINANCIALS, THROUGH FEBRUARY**

	Budget Variance						
	Month Budget	Month Actual	Month Variance (O)/U+	YTD Budget	YTD Actual	YTD Variance (O)/U+	Annual Budget
<b>SGV Sector Operations</b>							
<b>Transportation</b>							
Direct Labor	2,814,568	2,724,933	89,635	22,808,853	23,356,039	(547,186)	34,066,656
Fringe Benefits	1,447,286	1,304,561	142,725	11,676,867	11,467,105	209,762	17,467,563
Workers' Compensation	396,404	(209,163)	605,568	3,042,689	3,262,619	(219,930)	4,593,727
Non-Labor	22,712	17,075	5,637	181,699	151,934	29,765	272,548
<b>TOTAL TRANSPORTATION</b>	<b>4,680,971</b>	<b>3,837,406</b>	<b>843,566</b>	<b>37,710,108</b>	<b>38,237,697</b>	<b>(527,590)</b>	<b>56,400,494</b>
<b>Maintenance &amp; Facilities</b>							
Direct Labor	956,234	879,610	76,624	7,664,716	7,778,307	(113,591)	11,489,653
Fringe Benefits	647,714	511,389	136,326	5,194,963	4,880,389	314,574	7,785,820
Workers' Compensation	19,026	55,304	(36,278)	146,035	794,506	(648,471)	220,478
Non-Labor	1,041,172	1,093,418	(52,246)	8,388,580	9,061,475	(672,895)	12,553,269
<b>TOTAL MAINTENANCE</b>	<b>2,664,146</b>	<b>2,539,721</b>	<b>124,425</b>	<b>21,394,295</b>	<b>22,514,677</b>	<b>(1,120,382)</b>	<b>32,049,220</b>
<b>Sector Office</b>							
Direct Labor	154,506	138,425	16,081	1,210,225	1,175,626	34,599	1,828,250
Fringe Benefits	94,779	65,552	29,226	735,928	682,571	53,357	1,115,055
Workers' Compensation	-	-	-	-	-	-	-
Non-Labor	26,621	4,690	21,931	212,970	43,208	169,762	319,455
<b>TOTAL SECTOR OFFICE</b>	<b>275,906</b>	<b>208,667</b>	<b>67,239</b>	<b>2,159,123</b>	<b>1,901,405</b>	<b>257,718</b>	<b>3,262,760</b>
<b>SUBTOTAL SECTOR OPERATIONS</b>	<b>7,621,024</b>	<b>6,585,794</b>	<b>1,035,229</b>	<b>61,263,526</b>	<b>62,653,779</b>	<b>(1,390,254)</b>	<b>91,712,474</b>
<b>Other Sector Support</b>							
Direct Labor	79,571	109,965	(30,394)	636,570	854,383	(217,813)	953,237
Fringe Benefits	52,257	47,984	4,273	415,739	501,616	(85,877)	623,700
Workers' Compensation	8,462	(2,714)	11,176	66,131	94,325	(28,194)	99,207
Non-Labor	939,565	1,016,237	(76,672)	7,396,281	8,525,299	(1,129,018)	11,154,542
<b>OTHER SECTOR SUPPORT</b>	<b>1,079,856</b>	<b>1,171,473</b>	<b>(91,617)</b>	<b>8,514,722</b>	<b>9,975,623</b>	<b>(1,460,901)</b>	<b>12,830,687</b>
<b>TOTAL SGV SECTOR</b>	<b>\$ 8,700,879</b>	<b>\$ 7,757,267</b>	<b>\$ 943,613</b>	<b>\$ 69,778,247</b>	<b>\$ 72,629,402</b>	<b>\$ (2,851,155)</b>	<b>\$ 104,543,161</b>
Total Revenue Service Hours	99,313	99,232	81	843,288	841,965	1,323	1,289,524
Cost Per Revenue Service Hour	\$ 87.61	\$ 78.17	\$ 9.44	\$ 82.75	\$ 86.26	\$ (3.52)	\$ 81.07

Significant Items

- February Operator Labor \$74K (2.8% Under Budget) - Feb. OT 19% under / Operator Labor 2.4% (\$516K) Over YTD
- Maintenance Labor 8% (\$77K) Under Budget for February, 1.5% Over YTD (\$114K)
- Non-Work Allocation (Vac/Sick/FL/etc.) 38% Under for Month (\$234K) / 9% Under YTD (\$443K)
- February WC Alloc. is (\$153K) - \$569 Under Budget / YTD \$868K (27%) Over Budget / Agency is 5.6% Over YTD
- Fuel Expense \$161K Over (34%) for Month, \$1,058K Over (28%) YTD
- Parts Expense \$104K (23%) Under Budget for February, \$340K Under (9.3%) YTD
- Other Sector Support - Risk Management \$148K (30%) Over for February, \$1.6M Over YTD (43%)