



**METRO SAN GABRIEL VALLEY GOVERNANCE COUNCIL
MAY 10, 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 – March 2005

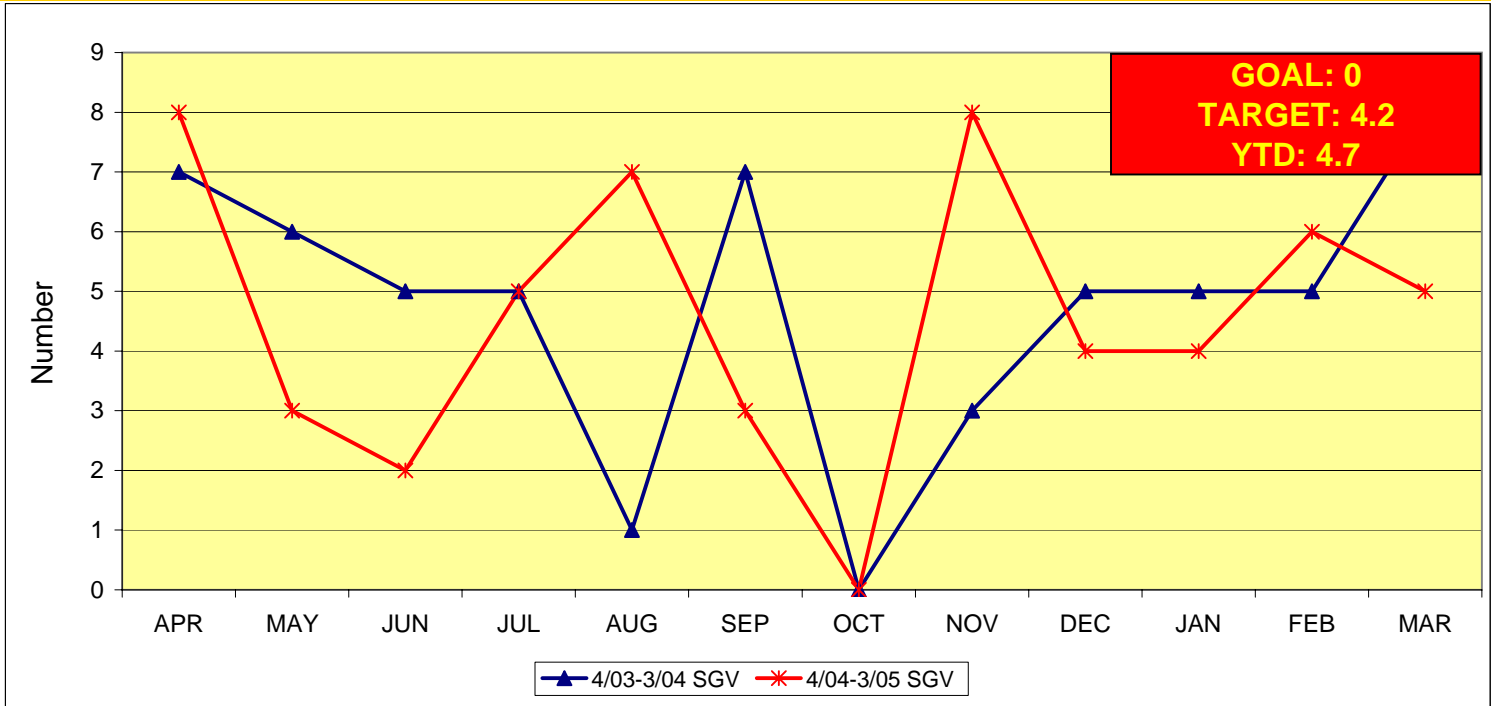
- Safety Performance Indicators/Trend by Location
- Bus Operations Performance Indicators/Trend by Location
- “How You Doin’?” MTA Division Reports for March 2005 and FY05 3rd quarter
- March 2005 Financial Results

**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 (Thousands)	\$538	\$789	\$376
OSHA Recordable Incidents	4.7	5.0	4.2
Bus Traffic Accidents/100,000 Hub Miles	2.84	2.68	2.76
New WC Indemnity Claims Per 200,000 Exposure Hrs.	9.69	11.44	14.00
BUS OPERATIONS			
Miles Between Mechanical Failures	6,997	6,945	9,000
Bus Cleanliness Ratings*	7.77	8.25	8.00
Passenger Boardings	5,209,238	5,586,344	5,378,000
On-Time Performance (%)	70%	71%	75%
Complaints/100,000 Boardings	3.00	3.45	3.42

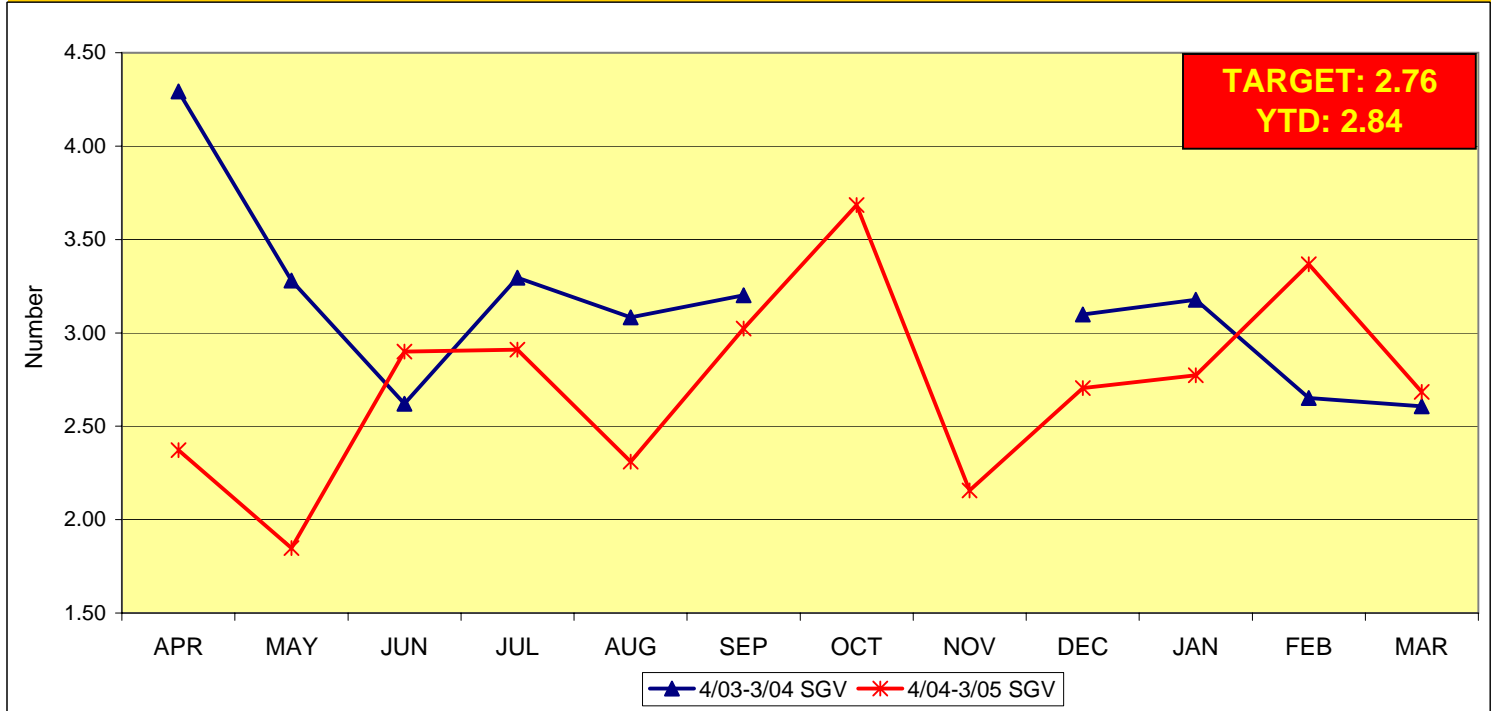
Note:
Performance indicators highlighted in **BOLD** meet the Sector target.

OSHA Recordable Incidents



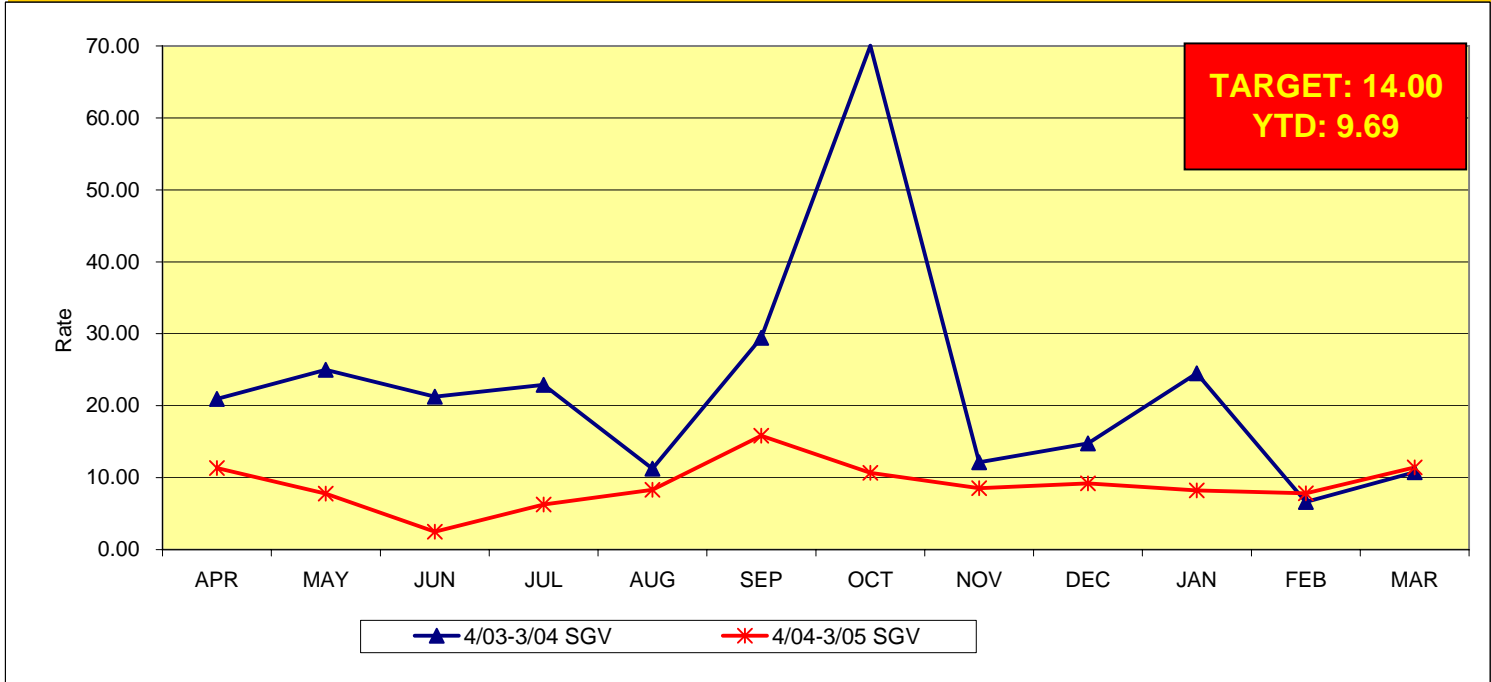
	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04
SGV	7	6	5	5	1	7	0	3	5	5	5	8
	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05	MAR 05
SGV	8	3	2	5	7	3	0	8	4	4	6	5

Bus Traffic Accidents/100,000 Hub Miles



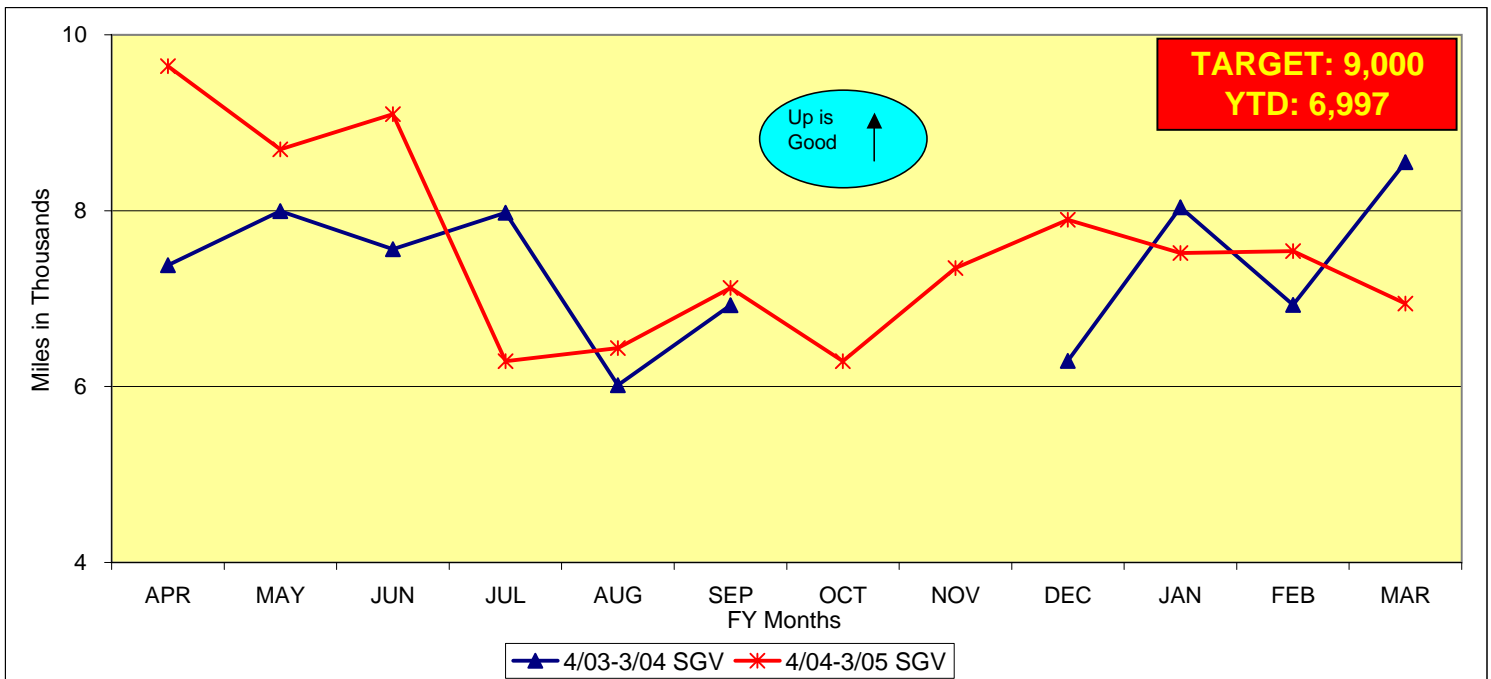
	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04
SGV	4.29	3.28	2.62	3.30	3.08	3.20			3.10	3.18	2.65	2.61
	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05	MAR 05
SGV	2.37	1.85	2.90	2.91	2.31	3.02	3.69	2.16	2.70	2.77	3.37	2.68
MTA	3.20	3.11	3.42	3.25	3.06	3.43	3.90	3.28	3.63	3.33	3.67	3.72

New WC Indemnity Claims Per 200,000 Exposure Hours



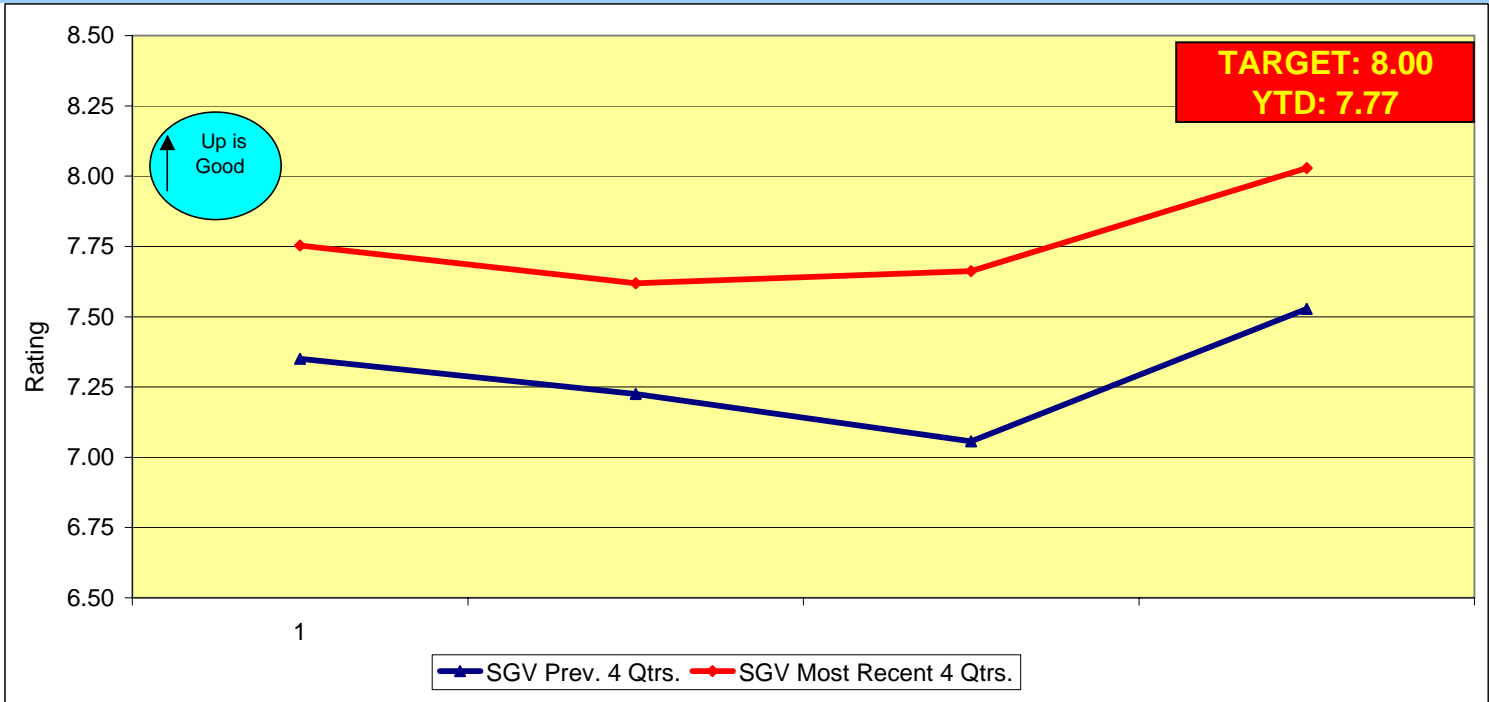
	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04
SGV	20.95	24.98	21.26	22.90	11.27	29.45	70.05	12.15	14.78	24.51	6.62	10.75
	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05	MAR 05
SGV	11.33	7.76	2.49	6.26	8.33	15.81	10.68	8.52	9.19	8.24	7.82	11.44
MTA	12.50	11.02	11.27	15.29	19.31	17.84	13.37	12.74	11.44	16.48	14.62	14.75

Miles Between Chargeable Mechanical Failures



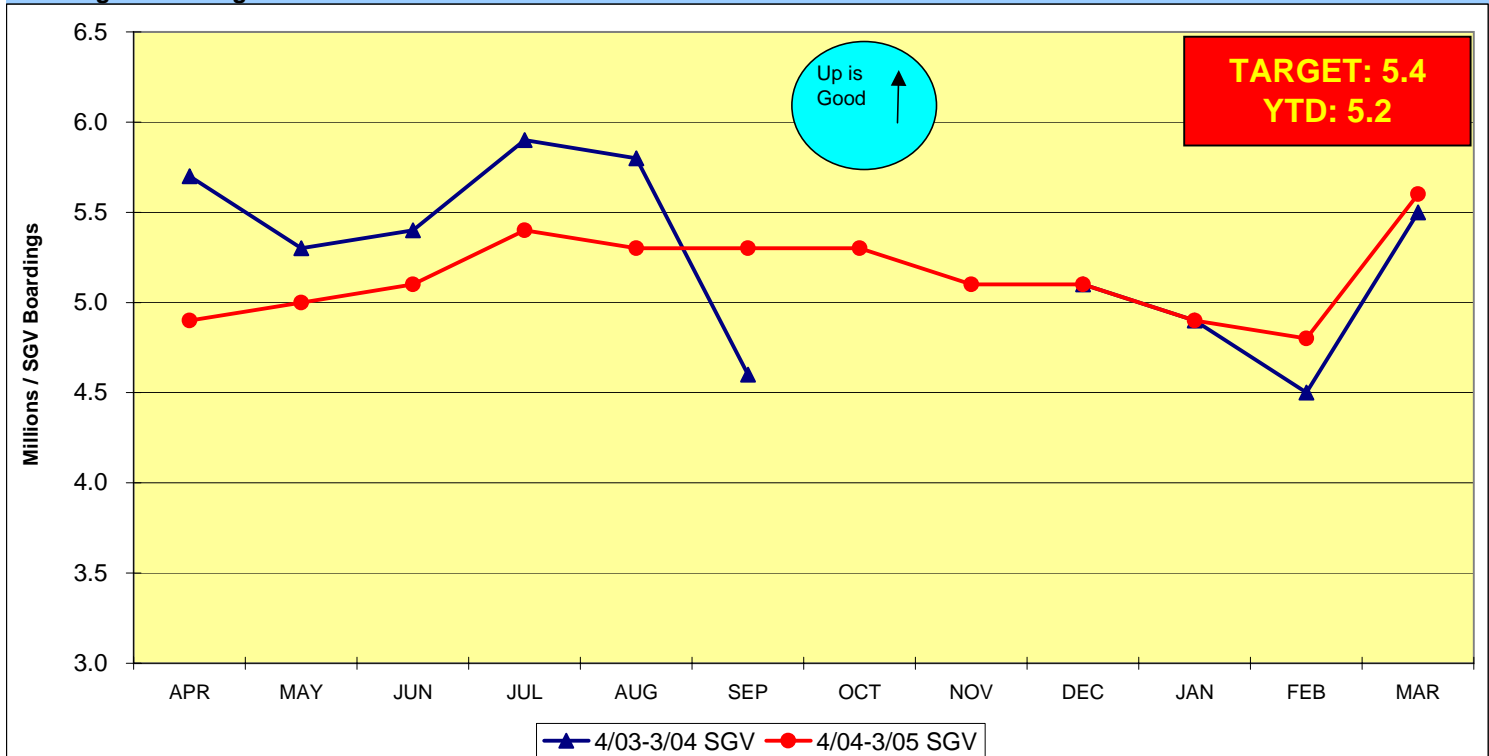
	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04
SGV	7,381	7,994	7,561	7,978	6,015	6,925	6,287	7,349	6,293	8,040	6,928	8,550
	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05	MAR 05
SGV	9,644	8,696	9,098	6,288	6,436	7,123	6,287	7,349	7,898	7,518	7,541	6,945
MTA	8,963	7,768	8,305	6,847	7,521	7,273	6,809	7,038	7,636	7,188	6,999	6,947

Bus Cleanliness Ratings



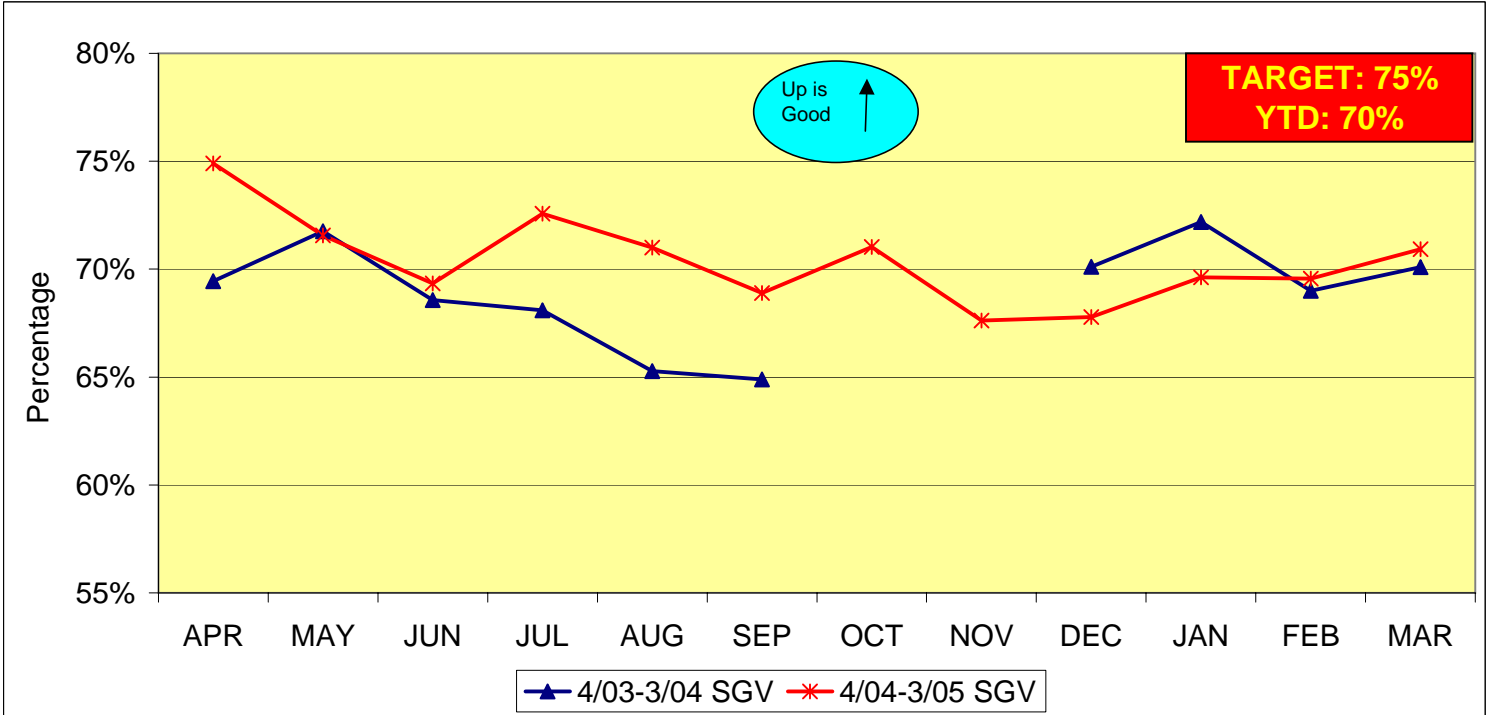
	FY 03 - Q4			FY 04 - Q1			FY 04 - Q2			JAN 04	FEB 04	MAR 04
SGV	7.35			7.23			7.06			7.25	7.62	7.72
	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05	MAR 05
SGV	7.78	7.74	7.74	7.71	7.55	7.60	7.48	7.72	7.78	7.96	7.88	8.25
MTA	7.41	7.51	7.38	7.30	7.44	7.30	7.49	7.60	7.59	7.47	7.61	7.64

Passenger Boardings



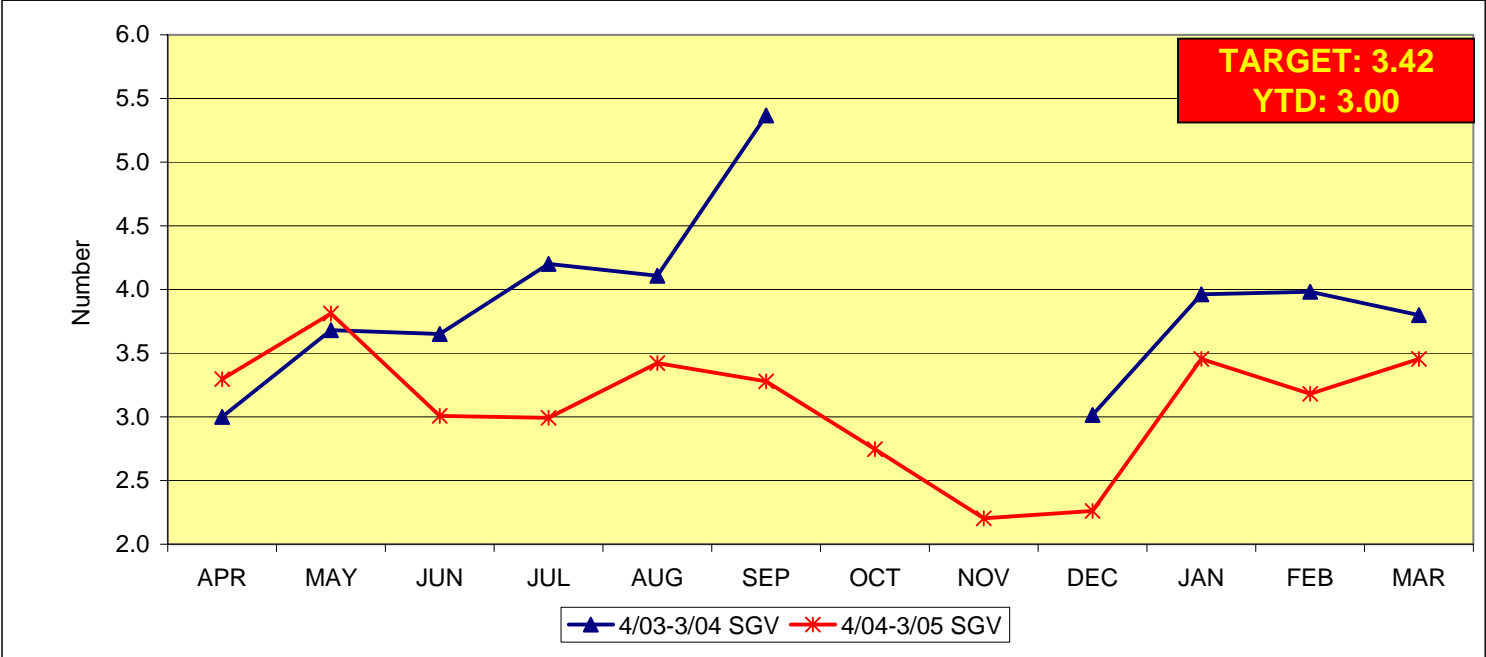
	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04
SGV	5.7	5.3	5.4	5.9	5.8	4.6	5.3	5.1	5.1	4.9	4.5	5.5
	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05	MAR 05
SGV	4.9	5.0	5.1	5.4	5.3	5.3	5.3	5.1	5.1	4.9	4.8	5.6
MTA	29.2	30.0	30.0	30.6	30.4	30.3	30.3	28.9	28.9	27.9	27.1	31.7

In-Service, On-Time Performance



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

Complaints/100,000 Boardings



	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
	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05	MAR 05
Div. 3	2.5	3.5	2.6	2.9	3.2	2.9	2.4	1.8	2.1	3.1	2.5	3.0
Div. 9	4.4	4.2	3.7	3.1	3.8	3.7	3.2	2.7	2.5	3.9	4.0	4.1
SGV	3.3	3.8	3.0	3.0	3.4	3.3	2.7	2.2	2.3	3.5	3.2	3.5
MTA	4.0	4.1	4.2	4.3	4.3	4.4	3.2	2.6	2.8	3.3	3.9	3.8

**Metro San Gabriel Valley
Performance Trends
MARCH 2004**

AGENDA ITEM 7 ATTACHMENT

SGV SECTOR / METRO COMPLAINT DATA - MARCH

	MARCH 2005			MARCH 2004		
	<u>Div 3</u>	<u>Div 9</u>	<u>Metro Bus Operations</u>	<u>Div 3</u>	<u>Div 9</u>	<u>Metro Bus Operations</u>
Complaints per 100,000 Boardings	2.95	4.06	3.77	3.28	4.58	4.56
Schedule Adherence	27	41	419	31	33	471
Passed Up	12	21	217	24	22	296
Unsafe Operation	12	8	149	17	11	182
Operator Conduct/ Discourtesy	22	10	178	19	14	197
Other	<u>107</u>	<u>126</u>	<u>1,423</u>	<u>127</u>	<u>120</u>	<u>1,758</u>
TOTAL	180	206	2,386	218	200	2,904
Operator Commendations	11	4	101	8	3	56

"How You Doin'?" Results - March 2005

DIVISION 3 TRANSPORTATION - 1st PLACE
DIVISION 9 TRANSPORTATION - 2nd PLACE
DIVISION 9 MAINTENANCE - 2nd 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	3	3	2	1st
Div 9	7	1	1	7	5	2nd
Div 1	2	2	10	4	7	3rd
Div 15	8	7	2	5	4	4th
Div 18	9	4	4	8	1	4th
Div 8	3	5	5	6	11	6th
Div 2	4	10	8	2	8	7th
Div 5	5	9	7	1	10	7th
Div 10	6	3	6	10	9	9th
Div 7	10	8	9	9	6	10th
Div 6	11	11	11	11	3	11th

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

"How You Doin'?" Final Results - 3rd Quarter FY05

• Division 9 - First Place (Tie)

• Division 9 - Third Place

Rank Among Divisions										
	Transportation					Maintenance				
	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. 9	5	1	2	8	4	4	3	1	2	1st
Div. 8	3	2	1	5	9	1	2	6	1	1st
Div. 3	1	6	5	3	1	9	9	7	4	3rd
Div. 10	7	8	6	7	8	6	5	2	3	4th
Div. 15	6	5	3	10	2	2	10	9	7	5th
Div. 18	9	3	4	9	3	5	8	4	9	6th
Div. 1	2	4	8	4	5	11	11	3	8	7th
Div. 5	8	9	7	2	10	8	4	5	6	8th
Div. 2	4	7	10	1	6	10	7	10	10	9th
Div. 6	11	11	11	11	11	3	1	8	5	10th
Div. 7	10	10	9	6	7	7	6	11	11	11th

FY2005 FINANCIALS, THROUGH MARCH

	Budget Variance						
	Month Budget	Month Actual	Month Variance (O)/U+	YTD Budget	YTD Actual	YTD Variance (O)/U+	Annual Budget
SGV Sector Operations							
Transportation							
Direct Labor	2,814,568	3,076,968	(262,400)	25,623,421	26,433,007	(809,586)	34,066,656
Fringe Benefits	1,447,286	1,379,064	68,222	13,124,154	12,846,170	277,984	17,467,563
Workers' Compensation	396,404	817,454	(421,049)	3,439,093	4,080,073	(640,979)	4,593,727
Non-Labor	25,212	20,002	5,211	211,911	171,936	39,975	280,048
TOTAL TRANSPORTATION	4,683,471	5,293,488	(610,016)	42,398,579	43,531,185	(1,132,606)	56,407,994
Maintenance & Facilities							
Direct Labor	956,234	1,025,147	(68,913)	8,620,950	8,803,453	(182,503)	11,489,653
Fringe Benefits	647,714	632,994	14,720	5,842,677	5,513,383	329,294	7,785,820
Workers' Compensation	19,026	(28,476)	47,502	165,061	766,030	(600,969)	220,478
Non-Labor	1,041,172	1,148,363	(107,191)	9,429,752	10,209,838	(780,085)	12,553,269
TOTAL MAINTENANCE	2,664,146	2,778,028	(113,881)	24,058,441	25,292,705	(1,234,264)	32,049,220
Sector Office							
Direct Labor	154,506	157,485	(2,979)	1,364,731	1,333,110	31,621	1,828,250
Fringe Benefits	94,779	112,281	(17,503)	830,707	794,852	35,854	1,115,055
Workers' Compensation	-	-	-	-	-	-	-
Non-Labor	26,621	2,951	23,670	239,591	46,159	193,432	319,455
TOTAL SECTOR OFFICE	275,906	272,717	3,189	2,435,029	2,174,122	260,907	3,262,760
SUBTOTAL SECTOR OPERATIONS	7,623,524	8,344,232	(720,708)	68,892,049	70,998,011	(2,105,962)	91,719,974
Other Sector Support							
Direct Labor	79,571	129,319	(49,747)	716,141	983,701	(267,560)	953,237
Fringe Benefits	52,257	58,736	(6,479)	467,997	560,352	(92,356)	623,700
Workers' Compensation	8,462	9,809	(1,347)	74,593	104,134	(29,541)	99,207
Non-Labor	939,565	654,028	285,538	8,335,846	9,179,326	(843,480)	11,154,542
OTHER SECTOR SUPPORT	1,079,856	851,891	227,964	9,594,577	10,827,514	(1,232,937)	12,830,687
TOTAL SGV SECTOR	\$ 8,703,379	\$ 9,196,123	\$ (492,744)	\$ 78,486,627	\$ 81,825,526	\$ (3,338,899)	\$ 104,550,661
Total Revenue Service Hours	111,331	111,646	(316)	954,619	956,597	(1,978)	1,289,524
Cost Per Revenue Service Hour	\$ 78.18	\$ 82.37	\$ (4.19)	\$ 82.22	\$ 85.54	\$ (3.32)	\$ 81.08

Significant Items

- **March Operator Labor \$253K (9.5%) Over Budget - 3.2% (\$769K) Over YTD. March OT Slightly Under Budget**
- **Maintenance Labor 8% (\$74K) Over Budget for March, 2.5% Over YTD (\$173K)**
- **Non-Work Allocation (Vac/Sick/FL/etc.) 24% Under for March (\$149K) / 10.6% Under YTD (\$592K)**
- **March WC Alloc. Is \$789K - \$374K Over Budget / YTD \$1,242K (34%) Over Budget / Agency is 7.5% Over YTD**
- **Fuel & Fuel Tax Expense \$80K Over (16%) for March, \$1,170K Over (26%) YTD**
- **Parts Expense \$25K (5.4%) Over Budget for March, \$317 Under (7.8%) YTD**
- **Other Sector Support - \$228K Under for March / YTD: Risk Mgmt. \$1.4M Over, Facilities Svcs. \$427K Against Zero Budget**

FY2005 FINANCIALS, THROUGH MARCH

YTD (NINE MONTH) COST CENTER VARIANCES, BY SECTOR

(Dollars in Thousands)

<u>SECTOR</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>YTD Variance</u> <u>(O)/U+</u>	<u>Estimated WC</u> <u>Budget</u> <u>Misallocation</u>	<u>Adjusted</u> <u>YTD Variance</u> <u>(O)/U+</u>
GATEWAY	\$68,107	\$66,031	\$2,076	(\$2,036)	\$40
SFV	\$73,788	\$74,264	(\$475)	(\$1,250)	(\$1,725)
SGV	\$68,892	\$70,998	(\$2,106)	\$2,421	\$315
SO BAY	\$88,188	\$87,453	\$735	(\$71)	\$664
WESTSIDE	\$95,228	\$96,793	(\$1,565)	\$936	(\$629)
TOTAL - BUS SECTORS	\$394,203	\$395,539	(\$1,335)	\$0	(\$1,335)