



METRO SAN GABRIEL VALLEY GOVERNANCE COUNCIL
September 10, 2007

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 – July 2007
 - Safety Performance Indicators/Trend by Location
 - Bus Operations Performance Indicators/Trend by Location
 - “How You Doin’?” MTA Division Reports for July 2007
 - Financial results for June 2007

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

July 2007

PERFORMANCE INDICATORS	YTD AVG. MO.	July	MO. TARGET
SAFETY 			
OSHA Recordable Incidents	7.0	7	6.2
Bus Traffic Accidents/100,000 Hub Miles	2.54	2.54	2.90
New WC Indemnity Claims Per 200,000 Exposure Hrs.	8.7	8.7	11.6
BUS OPERATIONS			
Miles Between Total Road Calls	1,560	1,560	1,912
On-Time Performance (%)	68%	68%	68%
Complaints/100,000 Boardings	2.6	2.6	2.5
Passenger Boardings (in Thousands)	5,709	5,709	<u>FY07 Mo. Avg.</u> 6,110

Note:

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

SGV SECTOR / METRO COMPLAINT DATA FOR July 2007

COMPARES July 2007 TO 12-MONTH AVERAGE

	SGV SECTOR			METRO Bus Divisions		
	<u>Jul-07</u>	<u>12-Month Average</u>	<u>% Var</u>	<u>Jul-07</u>	<u>12-Month Average</u>	<u>% Var</u>
Complaints per 100,000 Boardings	2.6	2.5	+3%	3.0	2.6	+16%

Complaint Count, by Category

	SGV SECTOR			METRO Bus Divisions		
	<u>Jul-07</u>	<u>12-Month Average</u>	<u>% Var</u>	<u>Jul-07</u>	<u>12-Month Average</u>	<u>% Var</u>
Schedule Adherence	48	47	+2%	404	346	+17%
Passed Up	29	26	+13%	192	160	+20%
Unsafe Operation	13	21	(37%)	141	141	+0%
Operator Conduct/ Discourtesy	34	30	+12%	200	187	+7%
Other	23	26	(13%)	275	231	+19%
TOTAL	<u>147</u>	<u>150</u>	(2%)	<u>1,212</u>	<u>1,064</u>	+14%
Operator Commendations	10	9	+8%	74	67	+10%

"How You Doin'?" Results JULY 2007

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

Metro Bus - Transportation						
Rank Among Divisions						
	25%	10%	25%	15%	25%	
	In-Service On-Time Performance	Miles Between Total Road Calls	Accident Rate	Complaints / 100K Boardings	New WC Claims /200,000 Exp Hrs*	MONTHLY TOTALS
Div 9	5	1	1	6	5	1st
Div 1	3	11	6	3	1	2nd
Div 3	4	5	8	2	2	3rd
Div 8	1	2	2	8	10	4th
Div 2	2	9	3	5	8	5th
Div 5	7	3	10	1	3	6th
Div 18	8	4	4	7	4	6th
Div 15	6	6	5	11	9	8th
Div 6	11	10	7	4	6	9th
Div 10	10	7	9	9	7	10th
Div 7	9	8	11	10	11	11th

Metro Bus - Maintenance				
Rank Among Divisions				
	50%	20%	30%	
	Miles Between Total Road Calls	Attendance	New Workers Comp Claims /200,000 Exp Hrs*	MONTHLY TOTALS
Div 9	1	1	1 (Tie)	1st
Div 5	3	3	1 (Tie)	2nd
Div 8	2	2	10	3rd
Div 18	4	9	1 (Tie)	4th
Div 10	7	4	1 (Tie)	5th
Div 15	6	7	1 (Tie)	6th
Div 3	5	5	11	7th
Div 7	8	8	1 (Tie)	8th
Div 2	9	6	1 (Tie)	9th
Div 6	10	11	1 (Tie)	10th
Div 1	11	10	1 (Tie)	11th

Metro San Gabriel Valley
General Manager's Report

AGENDA ITEM 5 ATTACHMENT

FY2007 FINANCIALS, THROUGH JUNE*

	Budget Variance						Annual Budget
	Month Budget	Month Actual	Month Variance (O)/U+	YTD Budget	YTD Actual	YTD Variance (O)/U+	
1 SGV Sector Operations							
2 Transportation							
3 Direct Labor	3,541,214	3,380,058	161,155	43,087,942	42,336,532	751,410	43,087,942
4 Fringe Benefits	1,844,648	2,201,351	(356,703)	22,508,254	24,928,179	(2,419,925)	22,508,254
5 Workers' Compensation	615,188	31,101	584,087	7,382,257	6,689,009	693,248	7,382,257
6 Non-Labor	707,930	214,441	493,489	8,495,147	4,765,335	3,729,812	8,495,147
7 TOTAL TRANSPORTATION	6,708,980	5,826,952	882,028	81,473,601	78,719,054	2,754,546	81,473,601
8 Maintenance & Facilities							
9 Direct Labor	1,059,409	1,048,664	10,745	12,712,913	13,772,117	(1,059,204)	8,820,460
10 Fringe Benefits	735,918	868,939	(133,020)	8,820,460	10,383,618	(1,563,158)	12,712,913
11 Workers' Compensation	98,735	(4,133)	102,867	1,184,815	828,663	356,152	19,824,076
12 Non-Labor	1,650,652	1,639,900	10,752	19,824,076	17,324,078	2,499,999	1,184,815
13 TOTAL MAINTENANCE	3,544,715	3,553,370	(8,655)	42,542,264	42,308,475	233,789	42,542,264
14 Sector Office							
15 Direct Labor	154,587	167,285	(12,698)	1,846,957	2,103,598	(256,641)	1,846,957
16 Fringe Benefits	98,374	127,469	(29,095)	1,160,038	1,406,640	(246,602)	1,160,038
17 Workers' Compensation	7,864	-	7,864	94,366	-	94,366	94,366
18 Non-Labor	29,288	98,559	(69,272)	351,434	229,144	122,290	351,434
19 TOTAL SECTOR OFFICE	290,113	393,314	(103,201)	3,452,795	3,739,383	(286,588)	3,452,795
20 SUBTOTAL SECTOR OPERATIONS	10,543,808	9,773,636	770,172	127,468,660	124,766,912	2,701,748	127,468,660
21 Other Sector Support**							
22 Direct Labor	91,668	31,153	60,515	1,100,007	1,295,675	(195,668)	1,100,007
23 Fringe Benefits	63,943	25,935	38,008	762,783	955,541	(192,758)	762,783
24 Workers' Compensation	5,875	21,415	(15,539)	70,504	99,469	(28,965)	70,504
25 Non-Labor	591,004	528,823	62,182	7,232,964	6,760,708	472,257	7,232,964
26 OTHER SECTOR SUPPORT	752,490	607,325	145,165	9,166,258	9,111,392	54,866	9,166,258
27 TOTAL SGV SECTOR	\$ 11,296,298	\$ 10,380,961	\$ 915,338	\$ 136,634,918	\$ 133,878,304	\$ 2,756,614	
28 Total Revenue Service Hours	120,536	118,271	(2,266)	1,446,436	1,424,737	(21,699)	1,446,436
29 Cost Per Revenue Service Hour	\$ 93.72	\$ 87.77	\$ 5.94	\$ 94.46	\$ 93.97	\$ 0.50	\$ 94.46

* Based on 2nd Preliminary GL data from Accounting

** Including chargeback for facility maintenance