



METRO SAN GABRIEL VALLEY GOVERNANCE COUNCIL
September 14, 2009

SUBJECT: REPORT OF THE GENERAL MANAGER

ACTION: RECEIVE

BACKGROUND

The General Manager's Report provides a summary of Quarterly 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 is modified each quarter to include salient issues that are requested by the Governance Council.

This month the Fy 10 Adopted Budget for Metro San Gabriel Valley has been added to the report.

DISCUSSION

The following items are presented for discussion:


1. Metro San Gabriel Valley Key Performance Indicators – June 2009
 - a. Safety Performance Indicators/Trend by Location
 - b. Bus Operations Performance Indicators/Trend by Location
 - c. "How You Doin'?" MTA Division Reports for FY 2009
 - d. Financial results for FY09
2. Metro San Gabriel Valley FY 10 Adopted Budget

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

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FY2009 YEAR END FINANCIALS, THROUGH JUNE

COMPARES JUNE 2009 TO 12-MONTH AVERAGE

PERFORMANCE INDICATORS	YTD AVG. MO.	June	MO. TARGET
SAFETY 			
OSHA Recordable Incidents	8.0	4.0	5.8
New WC Indemnity Claims Per 200,000 Exposure Hrs.	11.5	9.0	10.5
Bus Traffic Accidents/100,000 Hub Miles	2.7	2.3	2.9
BUS OPERATIONS			
Miles Between Total Road Calls	1,898	2,253	1,931
On-Time Performance (%)	70%	74%	68%
Complaints/100,000 Boardings	2.9	3.0	2.5
Passenger Boardings (in Thousands)	5,212	5,051	<u>FY08 Mo. Avg.</u> 5,607

Note:

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

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

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SGV SECTOR / METRO COMPLAINT DATA FOR JUNE 2009

COMPARES JUNE 2009 TO 12-MONTH AVERAGE

	SGV SECTOR			METRO Bus Divisions		
	Jun-09	12-Month Average	% Var	Jun-09	12-Month Average	% Var
Complaints per 100,000 Boardings	2.9	2.9	(0%)	2.5	2.7	(8%)

Complaint Count, by Category

Schedule Adherence	28	36	(22%)	204	305	(33%)
Passed Up	37	31	+19%	176	182	(3%)
Unsafe Operation	24	23	+4%	133	146	(9%)
Operator Conduct/ Discourtesy	36	35	+3%	197	195	+1%
Other	25	25	+0%	188	216	(13%)
TOTAL	150	150	+0%	898	1,044	(14%)
Operator Commendations	19	11	+77%	75	61	+22%

Metro San Gabriel Valley

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General Manager's Report Key Performance Indicators

"How You Doin'?" Results June 2009

Division 9 Transportation - 1st Place

Metro Bus - Transportation						
<i>Rank Among Divisions</i>						
	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	3	1	1	10	1(Tie)	1st
Div 15	5	6	4	8	3	2nd
Div 1	4	8	7	1	5	3rd
Div 2	1	7	9	4	8	4th
Div 3	2	5	6	7	10	5th
Div 6	10	4	11	3	1(Tie)	6th
Div 8	6	2	3	9	11	7th
Div 10	9	10	8	2	4	8th
Div 7	7	11	5	5	9	9th
Div 5	8	3	10	6	6	10th
Div 18	11	9	2	11	7	11th

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

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

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FY2009 YEAR END FINANCIALS, THROUGH JUNE

MES JUNE 2009 TO 12-MONTH AVERAGE	Budget Variance						
	Month Budget	Month Actual	Month Variance (O)/U+	YTD Budget	YTD Actual	YTD Variance (O)/U+	Annual Budget
1 SGV Sector Operations							
2 Transportation							
3 Direct Labor	4,006,794	3,630,094	376,700	48,087,036	43,921,571	4,165,465	48,087,036
4 Fringe Benefits	1,885,637	1,953,546	(67,909)	22,611,237	23,708,637	(1,097,400)	22,611,237
5 Workers' Compensation	531,169	955,793	(424,623)	6,387,911	5,660,438	727,472	6,387,911
6 Non-Labor	883,000	558,917	324,083	10,595,680	9,074,536	1,521,143	10,595,680
7 TOTAL TRANSPORTATION	7,306,601	7,098,351	208,250	87,681,863	82,365,182	5,316,680	87,681,863
8 Maintenance & Facilities							
9 Direct Labor	1,264,886	1,183,070	81,816	15,178,637	14,999,006	179,631	15,178,637
10 Fringe Benefits	834,490	771,271	63,219	10,002,112	9,878,344	123,768	10,002,112
11 Workers' Compensation	65,463	48,487	16,975	787,262	1,448,787	(661,525)	787,262
12 Non-Labor	1,678,298	1,658,366	19,932	20,045,529	20,424,796	(379,267)	20,045,529
13 TOTAL MAINTENANCE	3,843,137	3,661,195	181,942	46,013,539	46,750,933	(737,394)	46,013,539
14 Sector Office							
15 Direct Labor	177,764	188,010	(10,246)	2,133,173	2,092,813	40,360	2,133,173
16 Fringe Benefits	111,098	107,694	3,404	1,315,526	1,234,377	81,149	1,315,526
17 Workers' Compensation	6,559	304	6,254	78,873	9,696	69,178	78,873
18 Non-Labor	19,110	41,558	(22,449)	229,314	118,282	111,033	229,314
19 TOTAL SECTOR OFFICE	314,530	337,566	(23,036)	3,756,886	3,455,167	301,719	3,756,886
20 SUBTOTAL SECTOR OPERATIONS	11,464,268	11,097,112	367,156	137,452,289	132,571,283	4,881,006	137,452,289
21 Other Sector Support							
22 Direct Labor	102,421	124,696	(22,274)	1,229,030	1,413,364	(184,333)	1,229,030
23 Fringe Benefits	66,802	76,735	(9,933)	799,499	866,867	(67,368)	799,499
24 Workers' Compensation	5,991	17,208	(11,217)	72,050	109,397	(37,347)	72,050
25 Non-Labor	686,890	637,653	49,237	8,280,955	7,909,004	371,951	8,280,955
26 OTHER SECTOR SUPPORT	862,104	856,292	5,812	10,381,534	10,298,633	82,902	10,381,534
27 TOTAL SGV SECTOR	\$ 12,326,373	\$ 11,953,404	\$ 372,969	\$ 147,833,823	\$ 142,869,916	\$ 4,963,907	\$ 147,833,823
28 Total Revenue Service Hours	118,559	117,966	(593)	1,422,712	1,403,921	(18,791)	1,423,476
29 Cost Per Revenue Service Hour	\$ 103.97	\$ 101.33	\$ 2.64	\$ 103.91	\$ 101.76	\$ 2.14	\$ 103.85

SGV SECTOR FY10 ADOPTED BUDGET

Operational Cost Drivers

	<u>FY09 Budget</u>	<u>FY10 Budget</u>	<u>Var +/-) %</u>
<u>Service Level</u>			
Operated Vehicles	476	475	-0%
Hub Miles (Millions)	21.5	19.7	-8%
Vehicle Hours (Millions)	1.5	1.5	+0%
Boardings (Millions)	65.0	66.6	+2%
<u>Maintenance</u>			
Mechanics	134	134	+0%
Hub Miles Per Mechanic (Thousands)	160	147	-8%
Buses Per Mechanic	3.6	3.5	-0%
Service Attendants	73	72	-1%
Buses Per Service Attendant	6.5	6.6	+1%
Fuel Cost per Hub Mile	\$0.51	\$0.55	+8%
Parts Cost per Hub Mile	\$0.34	\$0.45	+32%
<u>Transportation</u>			
Bus Operators (FTE)	778	755	-3%
Vehicle Hours per Bus Operator (FTE)	1,888	1,982	+5%
<u>Sector Headcount (FTEs)</u>			
Transportation	811	787	-3%
Maintenance	248	247	-0%
Facilities Maintenance	21	21	+0%
Sector Office / Vehicle Operations	31	31	+0%
TOTAL	1,111	1,086	-2%

SGV SECTOR FY10 ADOPTED BUDGET

Operational Cost Drivers

(in millions)

<u>FUNCTION</u>	<u>FY09</u>	<u>FY10</u>	<u>% Var +/-</u>
Transportation	87.9	84.8	-3%
Maintenance & Facilities	46.0	47.5	+3%
Sector	3.3	3.8	+14%
TOTAL - SECTOR OPERATIONS	\$137.2	\$136.1	-1%
Other Sector Support	10.4	9.9	-5%
TOTAL - SGV SECTOR	\$147.6	\$146.0	-1%

SGV SECTOR FY10 ADOPTED BUDGET - COMPOSITE

(in millions)

<u>COST CATEGORY</u>	<u>FY09</u>	<u>FY10</u>	<u>% Var +/-</u>
Labor	72.4	69.6	-4%
Fringe Benefits	26.9	27.6	+3%
TOTAL LABOR	\$99.3	\$97.2	-2%
Fuel & Lubricant	11.7	11.6	-1%
Parts	7.6	9.2	+21%
WC Chargeback	7.3	7.3	-1%
General Liability (PL/PD) Insurance	10.2	9.9	-3%
Other Expenses	1.1	1.0	-9%
TOTAL - SECTOR OPERATIONS	\$137.2	\$136.1	-1%
Other Sector Support	10.4	9.9	-5%
TOTAL - SGV SECTOR	\$147.6	\$146.0	-1%