


**Metro San Gabriel Valley  
General Manager's Report  
Key Performance Indicators  
SEPTEMBER 2003**

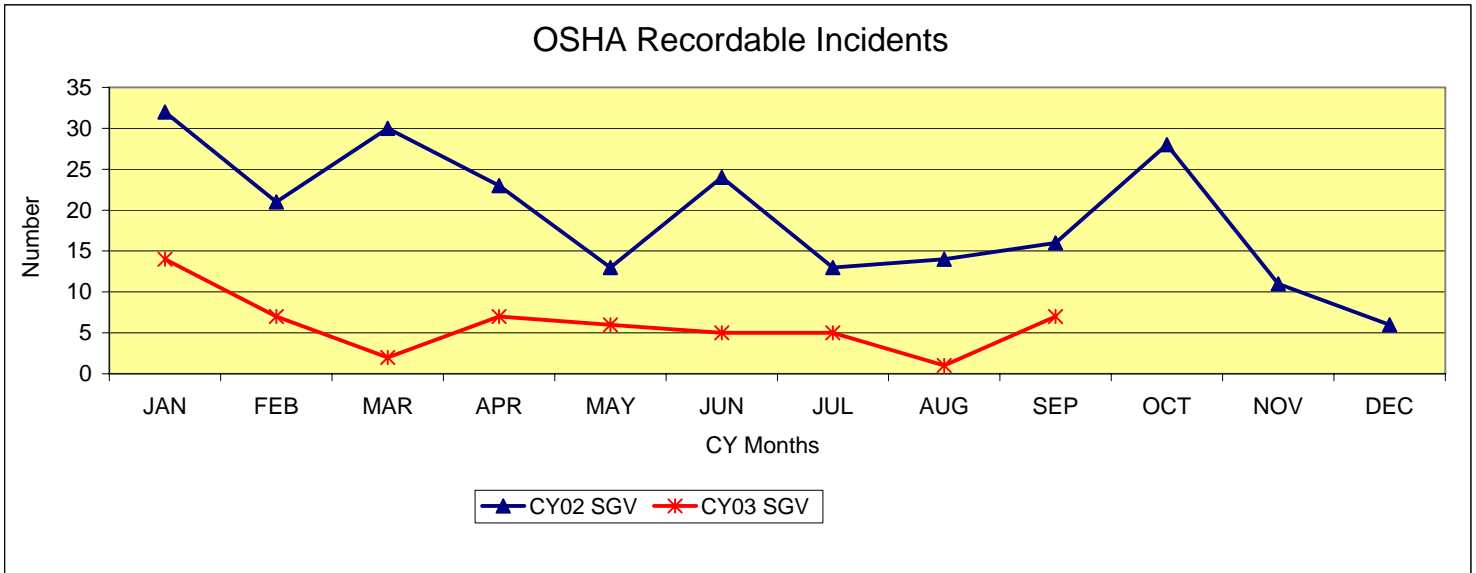
PERFORMANCE INDICATORS	YTD AVG. MO.	SEPTEMBER	MO. TARGET
<b>SAFETY</b> 			
Monthly Worker's Compensation Costs (\$ in Thousands)	<b>\$156</b>	(\$22)	<b>\$376</b>
OSHA Recordable Incidents	4	7	0
Bus Traffic Accidents/100,000 Hub Miles	3.19	3.20	3.10
New Worker's Comp. Claims/100 Employees	1.67	2.47	1.61
<b>BUS OPERATIONS</b>			
Miles Between Mechanical Failures	6,892	6,925	9,000
Bus Cleanliness Ratings*	7.23	7.23	8.00
Complaints/100,000 Boardings	4.48	5.37	3.25
Passenger Boardings	<b>5,445,241</b>	<b>4,583,964</b>	<b>5,285,837</b>
On-Time Performance (%)	66%	65%	80%

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

\*Bus Cleanliness Data reflects scoring through FY04 1st Qtr. - Ratings completed Quarterly.

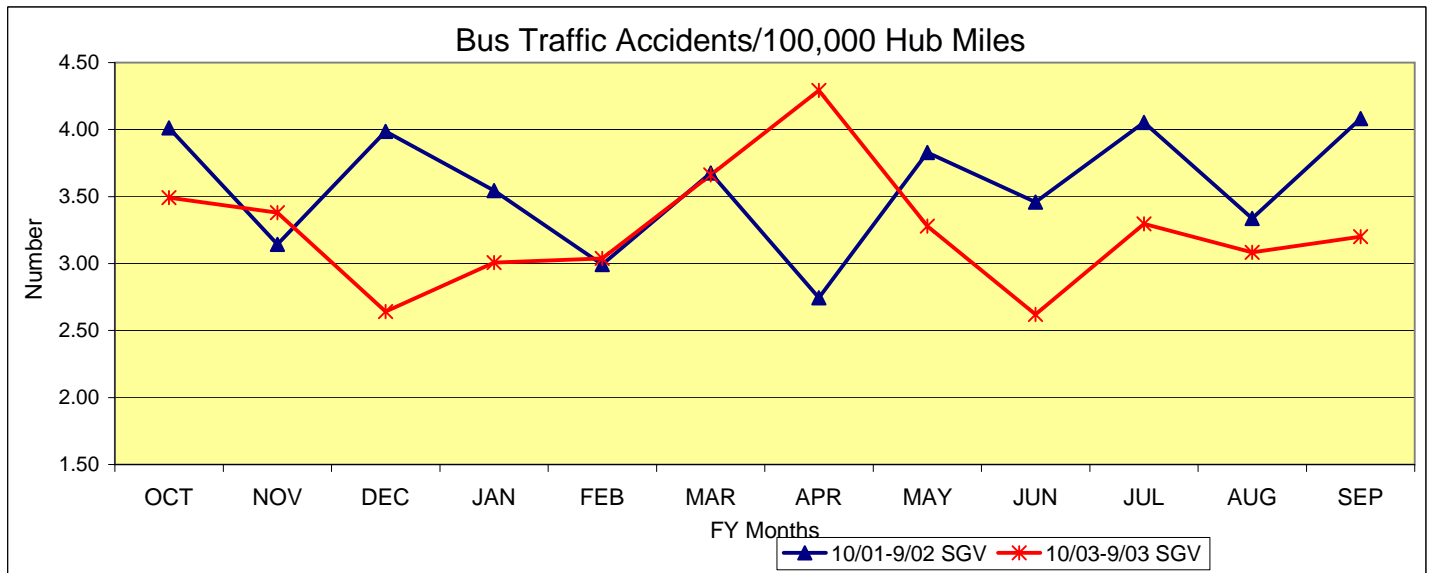
**Metro San Gabriel Valley  
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**OSHA Recordable Incidents**



		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
CY02	Trans. D3	15	9	14	12	4	12	6	6	3	10	2	3
	Trans. D9	2	4	3	2	3	1	2	2	2	2	1	2
	Maint. D3	13	8	8	8	5	10	4	1	10	12	6	1
	Maint. D9	2	0	5	1	1	1	1	5	1	4	2	0
	<b>SGV</b>	<b>32</b>	<b>21</b>	<b>30</b>	<b>23</b>	<b>13</b>	<b>24</b>	<b>13</b>	<b>14</b>	<b>16</b>	<b>28</b>	<b>11</b>	<b>6</b>
CY03	Trans. D3	2	1	0	1	1	1	0	0	1			
	Trans. D9	3	3	1	0	1	0	4	0	2			
	Maint. D3	5	3	1	4	2	4	1	0	0			
	Maint. D9	4	0	0	2	2	0	0	1	4			
	<b>SGV</b>	<b>14</b>	<b>7</b>	<b>2</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>7</b>			

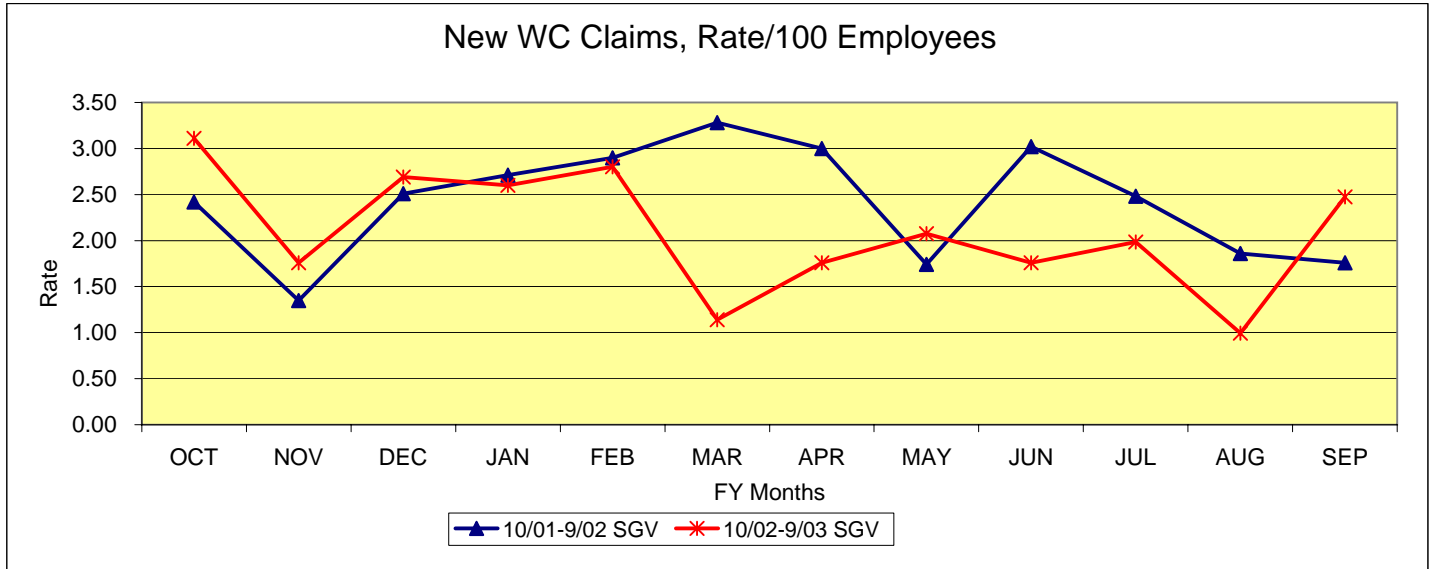
**Bus Traffic Accidents/100,000 Hub Miles**



	OCT 01	NOV 01	DEC 01	JAN 02	FEB 02	MAR 02	APR 02	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02
Div. 3	5.24	4.39	5.32	4.04	4.30	4.07	3.20	4.35	3.94	4.37	3.30	5.48
Div. 9	2.86	2.01	2.76	3.08	1.76	3.32	2.32	3.34	3.01	3.74	3.24	2.77
<b>SGV</b>	<b>4.01</b>	<b>3.14</b>	<b>3.99</b>	<b>3.55</b>	<b>2.99</b>	<b>3.68</b>	<b>2.74</b>	<b>3.83</b>	<b>3.46</b>	<b>4.05</b>	<b>3.34</b>	<b>4.08</b>
	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03
Div. 3	4.85	4.14	3.66	4.52	3.81	4.33	4.53	4.08	3.46	4.80	4.13	3.78
Div. 9	2.20	2.65	1.67	1.50	2.34	3.05	4.08	2.55	1.84	1.88	2.09	2.65
<b>SGV</b>	<b>3.49</b>	<b>3.38</b>	<b>2.64</b>	<b>3.01</b>	<b>3.04</b>	<b>3.66</b>	<b>4.29</b>	<b>3.28</b>	<b>2.62</b>	<b>3.30</b>	<b>3.08</b>	<b>3.20</b>

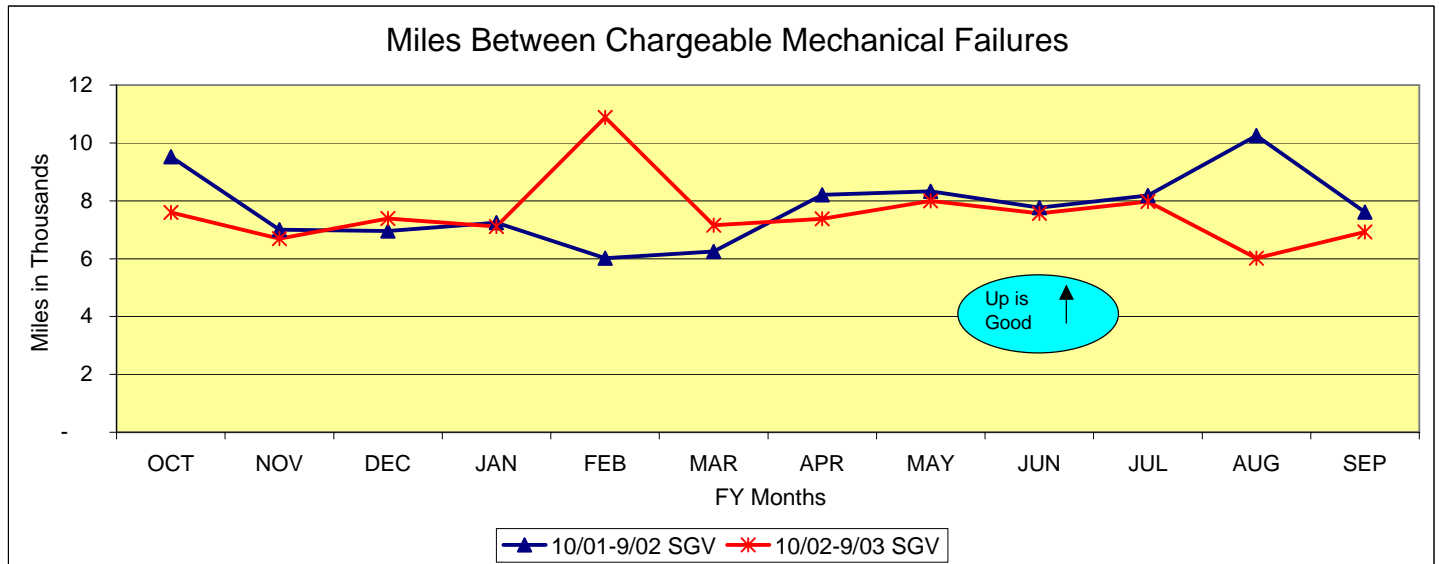
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New Worker's Compensation Claims, Rate/100 Employees



	OCT 01	NOV 01	DEC 01	JAN 02	FEB 02	MAR 02	APR 02	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02
Trans. D3	2.90	1.45	1.93	3.38	2.17	3.87	3.14	1.69	3.38	3.06	1.28	1.79
Trans. D9	2.85	2.07	3.11	3.63	3.89	3.11	3.10	1.81	3.10	3.24	2.94	1.47
Maint. D3	0.83	0.00	3.25	0.00	4.03	3.20	4.00	3.20	3.39	0.81	1.63	3.33
Maint. D9	0.89	0.00	1.79	0.00	0.90	1.80	0.92	0.00	0.91	0.00	0.89	0.89
<b>SGV</b>	<b>2.42</b>	<b>1.35</b>	<b>2.51</b>	<b>2.71</b>	<b>2.90</b>	<b>3.28</b>	<b>3.00</b>	<b>1.74</b>	<b>3.02</b>	<b>2.48</b>	<b>1.86</b>	<b>1.76</b>
	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03
Trans. D3	2.55	1.79	2.04	1.79	2.04	0.77	1.28	1.02	2.04	2.92	1.17	1.75
Trans. D9	3.82	1.47	3.53	2.94	4.42	1.47	2.94	2.94	2.36	1.83	1.53	3.67
Maint. D3	2.44	3.25	4.92	4.17	2.48	2.46	0.00	1.70	0.00	1.67	0.00	2.63
Maint. D9	3.64	0.91	0.00	2.70	0.90	0.00	1.80	3.57	0.92	0.00	0.00	1.71
<b>SGV</b>	<b>3.11</b>	<b>1.76</b>	<b>2.69</b>	<b>2.60</b>	<b>2.80</b>	<b>1.14</b>	<b>1.76</b>	<b>2.07</b>	<b>1.76</b>	<b>1.98</b>	<b>0.99</b>	<b>2.47</b>

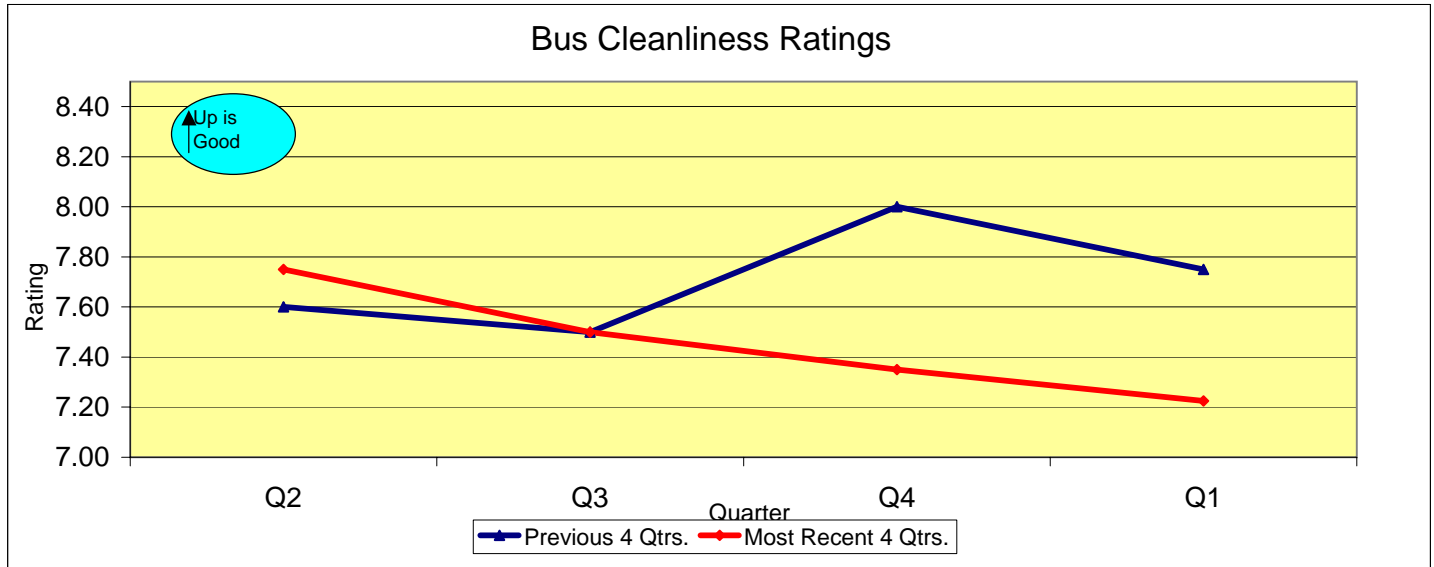
Miles Between Chargeable Mechanical Failures



	OCT 01	NOV 01	DEC 01	JAN 02	FEB 02	MAR 02	APR 02	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02
Div. 3	7,898	5,519	5,393	6,622	5,331	5,458	6,297	5,874	5,193	5,844	7,805	5,884
Div. 9	11,800	9,279	9,489	7,955	6,839	7,201	11,361	13,710	14,406	13,357	14,575	10,521
<b>SGV</b>	<b>9,527</b>	<b>7,002</b>	<b>6,957</b>	<b>7,245</b>	<b>6,012</b>	<b>6,252</b>	<b>8,206</b>	<b>8,333</b>	<b>7,762</b>	<b>8,179</b>	<b>10,255</b>	<b>7,614</b>
	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03
Div. 3	5,599	4,962	5,499	5,528	8,643	5,346	5,306	4,711	5,633	6,048	4,631	4,758
Div. 9	11,544	10,071	10,948	9,645	14,233	10,338	11,380	10,578	10,999	11,396	8,402	12,168
<b>SGV</b>	<b>7,599</b>	<b>6,696</b>	<b>7,385</b>	<b>7,117</b>	<b>10,888</b>	<b>7,152</b>	<b>7,381</b>	<b>7,994</b>	<b>7,561</b>	<b>7,978</b>	<b>6,015</b>	<b>6,925</b>

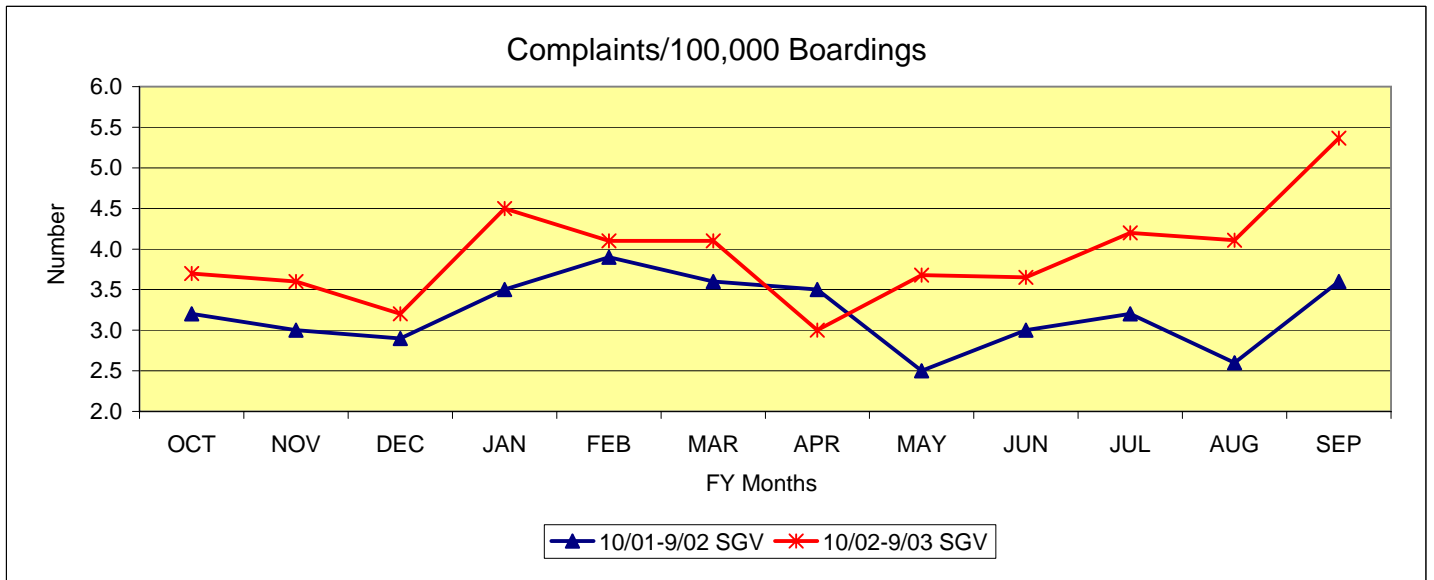
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Bus Cleanliness Ratings



	FY 02 - Q2	FY 02 - Q3	FY 02 - Q4	FY 03 - Q1
Div. 3	7.50	7.40	7.70	7.50
Div. 9	7.70	7.60	8.30	8.00
<b>SGV</b>	<b>7.60</b>	<b>7.50</b>	<b>8.00</b>	<b>7.75</b>
	FY 03 - Q2	FY 03 - Q3	FY 03 - Q4	FY 04 - Q1
Div. 3	7.50	7.30	6.70	7.63
Div. 9	8.00	7.70	8.00	6.83
<b>SGV</b>	<b>7.75</b>	<b>7.50</b>	<b>7.35</b>	<b>7.23</b>

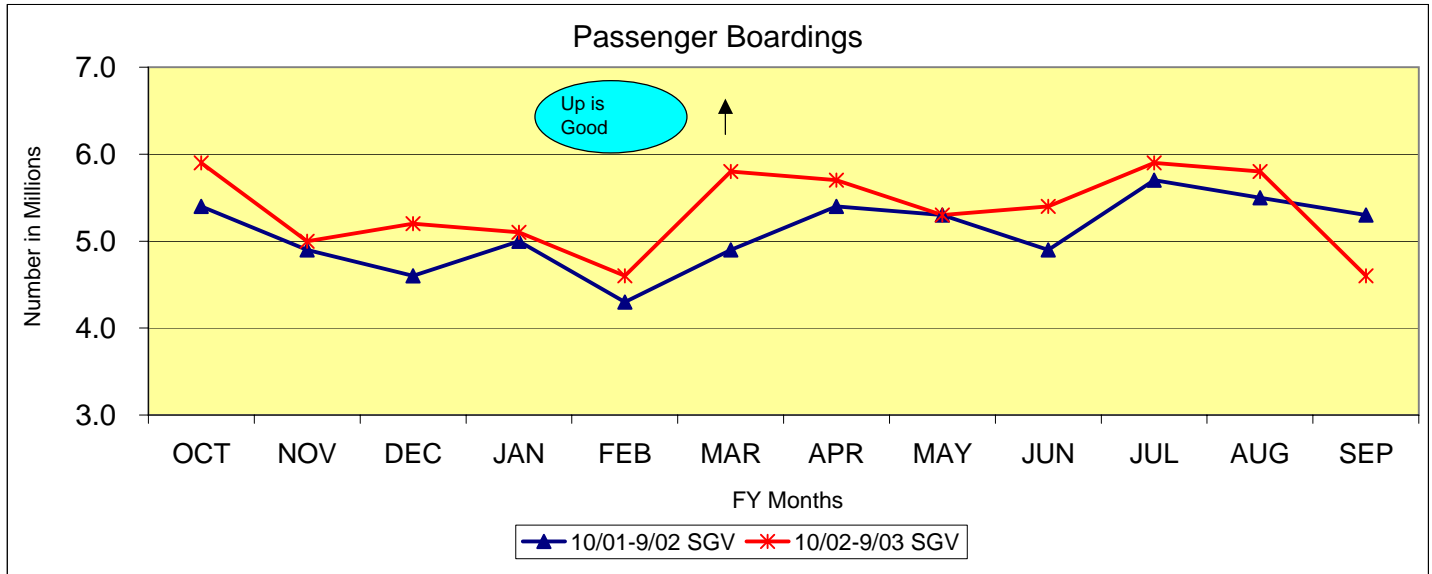
Complaints/100,000 Boardings



	OCT 01	NOV 01	DEC 01	JAN 02	FEB 02	MAR 02	APR 02	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02
Div. 3	2.4	2.8	2.6	2.6	2.9	3.4	3.3	1.7	2.9	2.9	2.1	3.3
Div. 9	4.3	3.5	3.5	4.9	5.2	4.0	3.8	3.7	3.2	3.6	3.3	4.2
<b>SGV</b>	<b>3.2</b>	<b>3.0</b>	<b>2.9</b>	<b>3.5</b>	<b>3.9</b>	<b>3.6</b>	<b>3.5</b>	<b>2.5</b>	<b>3.0</b>	<b>3.2</b>	<b>2.6</b>	<b>3.6</b>
	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03
Div. 3	3.0	3.1	3.0	3.9	3.2	3.5	2.5	3.4	3.3	3.2	2.6	4.6
Div. 9	4.8	4.4	3.7	5.6	5.4	5.0	3.8	4.0	4.1	6.2	7.8	6.4
<b>SGV</b>	<b>3.7</b>	<b>3.6</b>	<b>3.2</b>	<b>4.5</b>	<b>4.1</b>	<b>4.1</b>	<b>3.0</b>	<b>3.7</b>	<b>3.7</b>	<b>4.2</b>	<b>4.1</b>	<b>5.4</b>

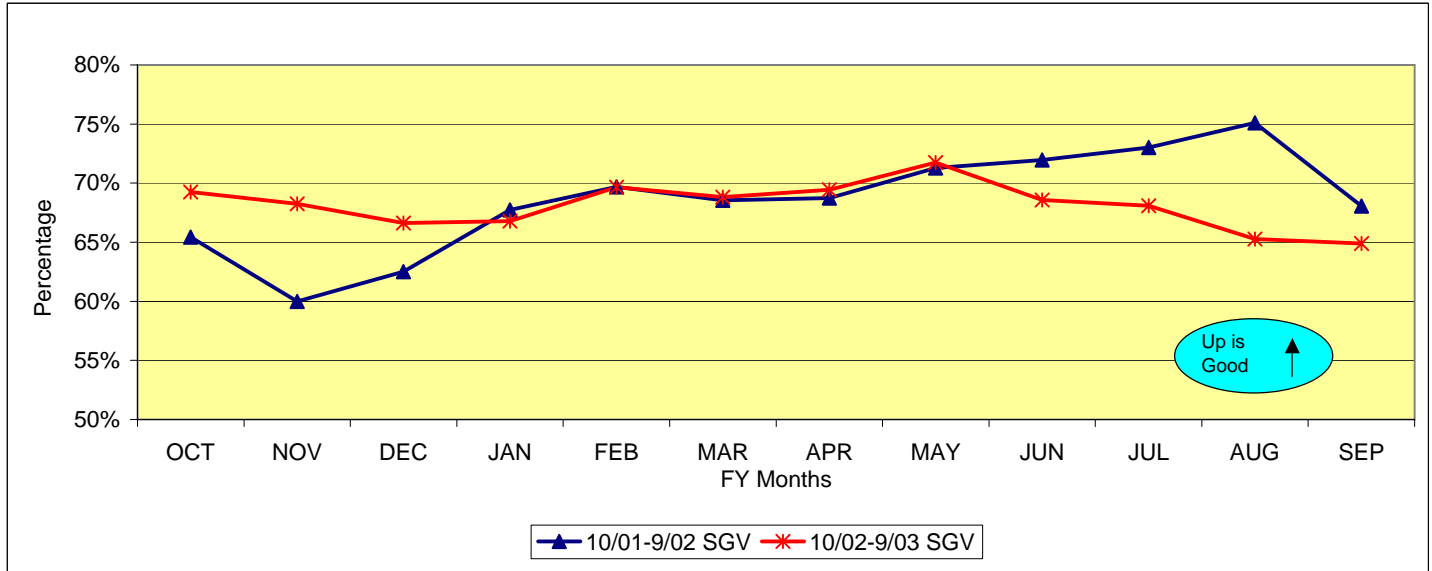
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Passenger Boardings



	OCT 01	NOV 01	DEC 01	JAN 02	FEB 02	MAR 02	APR 02	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02
Div. 3	3.2	3.1	2.8	3.0	2.5	3.0	3.0	3.2	2.8	3.6	3.4	3.3
Div. 9	2.2	1.7	1.8	1.9	1.9	2.0	2.4	2.1	2.2	2.1	2.1	2.0
<b>SGV</b>	<b>5.4</b>	<b>4.9</b>	<b>4.6</b>	<b>5.0</b>	<b>4.3</b>	<b>4.9</b>	<b>5.4</b>	<b>5.3</b>	<b>4.9</b>	<b>5.7</b>	<b>5.5</b>	<b>5.3</b>
	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03
Div. 3	3.5	3.0	3.1	3.2	2.7	3.4	3.3	3.0	3.2	4.0	4.2	2.5
Div. 9	2.4	2.0	2.1	1.9	1.9	2.4	2.3	2.3	2.3	1.9	1.7	2.1
<b>SGV</b>	<b>5.9</b>	<b>5.0</b>	<b>5.2</b>	<b>5.1</b>	<b>4.6</b>	<b>5.8</b>	<b>5.7</b>	<b>5.3</b>	<b>5.4</b>	<b>5.9</b>	<b>5.8</b>	<b>4.6</b>

On-Time Performance (%)



	OCT 01	NOV 01	DEC 01	JAN 02	FEB 02	MAR 02	APR 02	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02
Div. 3	68%	59%	63%	68%	71%	68%	69%	74%	75%	74%	76%	69%
Div. 9	58%	62%	61%	67%	66%	69%	70%	65%	66%	71%	71%	66%
<b>SGV</b>	<b>65%</b>	<b>60%</b>	<b>63%</b>	<b>68%</b>	<b>70%</b>	<b>69%</b>	<b>69%</b>	<b>71%</b>	<b>72%</b>	<b>73%</b>	<b>75%</b>	<b>68%</b>
	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03
Div. 3	68%	70%	68%	68%	70%	71%	71%	74%	72%	71%	65%	67%
Div. 9	73%	64%	64%	65%	68%	65%	65%	65%	64%	63%	65%	57%
<b>SGV</b>	<b>69%</b>	<b>68%</b>	<b>67%</b>	<b>67%</b>	<b>70%</b>	<b>69%</b>	<b>69%</b>	<b>72%</b>	<b>69%</b>	<b>68%</b>	<b>65%</b>	<b>65%</b>

**FY2004 FINANCIALS, THROUGH M/E SEPTEMBER**

Budget Variance				Cost Per Revenue Service Hour (RSH)		
Annual Budget	YTD Budget	YTD Actual	YTD Variance (O)/U+	Cost Per RSH: Budget	Cost Per RSH: YTD Actual	RSH YTD Variance (O)/U+

**SGV Sector Operations**

**Transportation**

Direct Labor	32,236,633	8,237,482	8,276,463	(38,981)	26.32	26.91	(0.59)
Fringe Benefits & Overhead	22,647,812	5,663,865	6,137,540	(473,675)	18.49	19.96	(1.47)
Non-Labor	5,778,813	1,519,705	428,328	1,091,377	4.72	1.39	3.33
<b>TOTAL TRANSPORTATION</b>	<b>60,663,259</b>	<b>15,421,052</b>	<b>14,842,330</b>	<b>578,721</b>	<b>49.53</b>	<b>48.27</b>	<b>1.26</b>

**Maintenance**

Direct Labor	11,469,700	2,923,927	2,952,860	(28,933)	9.36	9.60	(0.24)
Fringe Benefits & Overhead	9,932,003	2,497,576	3,074,186	(576,609)	8.11	10.00	(1.89)
Non-Labor	11,921,892	3,398,376	3,493,839	(95,463)	9.73	11.36	(1.63)
<b>TOTAL MAINTENANCE</b>	<b>33,323,595</b>	<b>8,819,879</b>	<b>9,520,885</b>	<b>(701,006)</b>	<b>27.21</b>	<b>30.96</b>	<b>(3.75)</b>

**Sector Office**

Direct Labor	1,478,234	369,559	405,271	(35,713)	1.21	1.32	(0.11)
Fringe Benefits & Overhead	1,319,755	326,346	380,691	(54,344)	1.08	1.24	(0.16)
Non-Labor	296,464	87,700	42,061	45,639	0.24	0.14	0.11
<b>TOTAL SECTOR OFFICE</b>	<b>3,094,454</b>	<b>783,605</b>	<b>828,023</b>	<b>(44,419)</b>	<b>2.53</b>	<b>2.69</b>	<b>(0.17)</b>
<b>SUBTOTAL SECTOR OPERATIONS</b>	<b>97,081,307</b>	<b>25,024,535</b>	<b>25,191,238</b>	<b>(166,703)</b>	<b>79.26</b>	<b>81.92</b>	<b>(2.66)</b>

**Other Sector Support**

Direct Labor	1,211,992	270,202	323,028	(52,826)	0.99	1.05	(0.06)
Fringe Benefits & Overhead	1,081,498	228,176	190,330	37,846	0.88	0.62	0.26
Non-Labor	12,454,296	2,954,062	3,015,346	(61,284)	10.17	9.81	0.36
<b>SUBTOTAL SECTOR SUPPORT</b>	<b>14,747,786</b>	<b>3,452,440</b>	<b>3,528,704</b>	<b>(76,264)</b>	<b>12.04</b>	<b>11.48</b>	<b>0.57</b>
<b>TOTAL SGV SECTOR</b>	<b>\$ 111,829,093</b>	<b>\$ 28,476,976</b>	<b>\$ 28,719,942</b>	<b>\$ (242,967)</b>	<b>\$ 91.31</b>	<b>\$ 93.40</b>	<b>(2.09)</b>

**Significant Items**

• Direct Labor Costs 1% over YTD Budget	(\$ 103K)	Labor Underrun / Overtime Overture
• Overhead Rate 14% higher than Budget (Down from 26%)	(\$ 331K)	22% vs. 19.5% Budgeted / (Down from 25% last month)
• Fringe Benefit Allocation running 11% over YTD Budget	(\$ 774K)	Maintenance Fringe Rate 26% over Budgeted Rate
• Worker's Comp Charges running 71% under YTD Budget	+\$ 1,163K	SGV Allocation Understated / After Adjustment, SGV Still the Lowest Rate
• Vehicle Repair Parts Overrun Reduced by \$56K in September	(\$ 191K)	Window & Seat Inserts for Div. 3 Bus Cleanup Campaign

## SGV SECTOR FY2004 OPERATING BUDGET, BY LINE ITEM

<u>DIRECT LABOR</u>	TRANSPORTATION		MAINTENANCE		<u>SECTOR OFFICE</u>	<u>GRAND TOTAL</u>
	<u>Cypress Park</u>	<u>El Monte</u>	<u>Cypress Park</u>	<u>El Monte</u>		
Contract BDOF Regular Wages - UTU		127,498				127,498
Contract Part-Time Wages - UTU	2,104,449	2,429,489				4,533,937
Contract Regular Wages - UTU	10,069,385	9,347,095			134,348	19,550,829
Contract Regular Wages - ATU			3,929,003	4,244,275		8,173,278
Contract Regular Wages - TCU	32,215	173,643	393,968	533,769	30,626	1,164,220
Contract Regular Wages - AFSCME	515,728	522,855	268,919	354,870	521,968	2,184,339
Non-Contract Regular Wages	328,830	293,359	152,784	147,875	773,104	1,695,951
<b>TOTAL REGULAR</b>	<b>13,050,606</b>	<b>12,893,938</b>	<b>4,744,673</b>	<b>5,280,789</b>	<b>1,460,046</b>	<b>37,430,052</b>
Contract BDOF Overtime Wages - UTU	28,946	5,454				34,400
Contract Overtime Wages - UTU	3,229,206	2,946,630			14,795	6,190,631
Contract Overtime Wages - ATU			646,387	620,513		1,266,900
Contract Overtime Wages - TCU	2,100	9,548	70,132	107,206	3,393	192,379
Contract Overtime Wages - AFSCME	36,053	34,152		0	0	70,205
<b>TOTAL OVERTIME</b>	<b>3,296,305</b>	<b>2,995,784</b>	<b>716,519</b>	<b>727,719</b>	<b>18,188</b>	<b>7,754,515</b>
<b>TOTAL DIRECT LABOR</b>	<b>16,346,911</b>	<b>15,889,722</b>	<b>5,461,193</b>	<b>6,008,507</b>	<b>1,478,234</b>	<b>45,184,567</b>
<u>ALLOCATED COST</u>						
Allocated Fringe Benefits	8,308,160	8,084,222	3,587,768	3,957,133	975,095	24,912,378
Allocated Overhead	3,163,673	3,091,758	1,162,723	1,224,379	344,661	8,987,193
<b>TOTAL ALLOCATED</b>	<b>11,471,833</b>	<b>11,175,980</b>	<b>4,750,491</b>	<b>5,181,512</b>	<b>1,319,755</b>	<b>33,899,571</b>
<b>TOTAL LABOR</b>	<b>27,818,743</b>	<b>27,065,702</b>	<b>10,211,684</b>	<b>11,190,019</b>	<b>2,797,990</b>	<b>79,084,138</b>
<u>NON-LABOR</u>						
Business & Travel Expenses					26,614	26,614
Capital Acquisitions					10,000	10,000
Chargeback - Worker's Compensation	3,288,699	2,292,408	557,121	147,678		6,285,906
Community Outreach/Other Expenses					42,500	42,500
Fuel			2,153,664	2,552,966		4,706,630
Lubricant			141,952	154,789		296,741
Materials, Supplies, & Promotional Items	14,619	14,178	139,235	256,053	32,200	456,285
Parts - Non Revenue Vehicle			600	600		1,200
Parts - Revenue Vehicle			2,902,038	2,340,575		5,242,613
Professional, Technical, & Contracted Services			11,000	26,500	181,332	218,832
Taxes & Permits			77,637	123,952		201,589
Tools & Equipment	1,000	1,000	70,000	68,921	2,000	142,921
Training, Uniform/Tool Allowances	86,915	79,994	98,368	98,243	1,818	365,338
Utilities						0
Warranty Reimbursements						0
<b>TOTAL NON-LABOR</b>	<b>3,391,233</b>	<b>2,387,580</b>	<b>6,151,615</b>	<b>5,770,277</b>	<b>296,464</b>	<b>17,997,169</b>
<b>TOTAL SECTOR OPERATIONS</b>	<b>31,209,976</b>	<b>29,453,282</b>	<b>16,363,299</b>	<b>16,960,296</b>	<b>3,094,454</b>	<b>97,081,307</b>

## SGV SECTOR FY2004 OPERATING BUDGET, BY LINE ITEM

	TRANSPORTATION		MAINTENANCE		SECTOR OFFICE	GRAND TOTAL
	Cypress Park	El Monte	Cypress Park	El Monte		
<b>TOTAL SECTOR OPERATIONS</b>	<b>31,209,976</b>	<b>29,453,282</b>	<b>16,363,299</b>	<b>16,960,296</b>	<b>3,094,454</b>	<b>97,081,307</b>
<b><u>Other Sector Support</u></b>						
Risk Management						6,497,369
System Security & Law Enforcement						3,286,858
Regional Services - Chargeback						1,145,269
Quality Assurance						828,253
Stops & Zones						713,891
Finance & Accounting						678,414
Revenue Management						582,303
Purchasing						244,705
Information Services						212,098
Communications & Community Relations						205,780
Other Operations Departments						187,764
HR & Administration						62,305
Labor & Employee Relations						33,758
Facilities Services						55,660
Other Support Departments						13,360
<b>GRAND TOTAL</b>	<b>31,209,976</b>	<b>29,453,282</b>	<b>16,363,299</b>	<b>16,960,296</b>	<b>3,094,454</b>	<b>111,829,093</b>



## FY2004 SGV SECTOR CAPITAL BUDGET, BY LINE ITEM

*Dollars in Thousands*

<u>TITLE</u>	<u>FY04 FUNDING</u>
<b><u>Metro San Gabriel Valley Capital Projects*</u></b>	
Div. 3 CNG Fueling Facility Expansion Lease/Purchase	\$430
Div. 9 CNG Fueling Facility Lease/Purchase	\$454
Div. 9 Shop Renovation & Expansion	<u>\$999</u>
TOTAL	\$1,883
<b><u>Operations Projects which Benefit SGV**</u></b>	
Replace Bus Division Emergency Generators	\$20
In-Ground Bus Hoist Replacement	\$2,142
Upgrade Underground Storage Tanks and Remediate Soil	\$7,391
Permanent Restroom Facilities at Selected Locations.	\$200
Maintenance and Material Management System Replacement	\$11,873
Division Network Construction Project (DNCP)	\$2,170
Replace Non-Rev -- Veh Pickup Trucks	\$374
Replace Non-Rev Veh--Tow Trucks	\$29
Replace Non-Rev Veh--Large Utility Veh	\$29
Bus System Support Replacement Non-Revenue Vehicles	\$2,560
Universal Fare Collection System	\$15,649
Advanced Transportation Management System (ATMS)	\$4,484
Option 1, 70 QTY 45' NABI Compo 45 Seat Buses	\$20,271
200 CNG Articulated Bus Purchase Base Order	\$121,685
ATV Bus Purchase (Hybrid Vehicles)	\$4,020
	<b>\$192,897</b>

\*Projects that benefit SGV exclusively.

\*\*Projects that SGV shares with other Sectors and Departments.