



**METRO SAN GABRIEL VALLEY GOVERNANCE COUNCIL  
JULY 13, 2004**

**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 – May 2004
- a. Safety Performance Indicators/Trend by Location
  - b. Bus Operations Performance Indicators/Trend by Location**
  - c. "How You Doin'?" MTA Division Reports for May 2004
  - d. May 2004 Monthly and YTD Financial Performance

Prepared by Metro SGV Sector Administration and Finance Staff

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

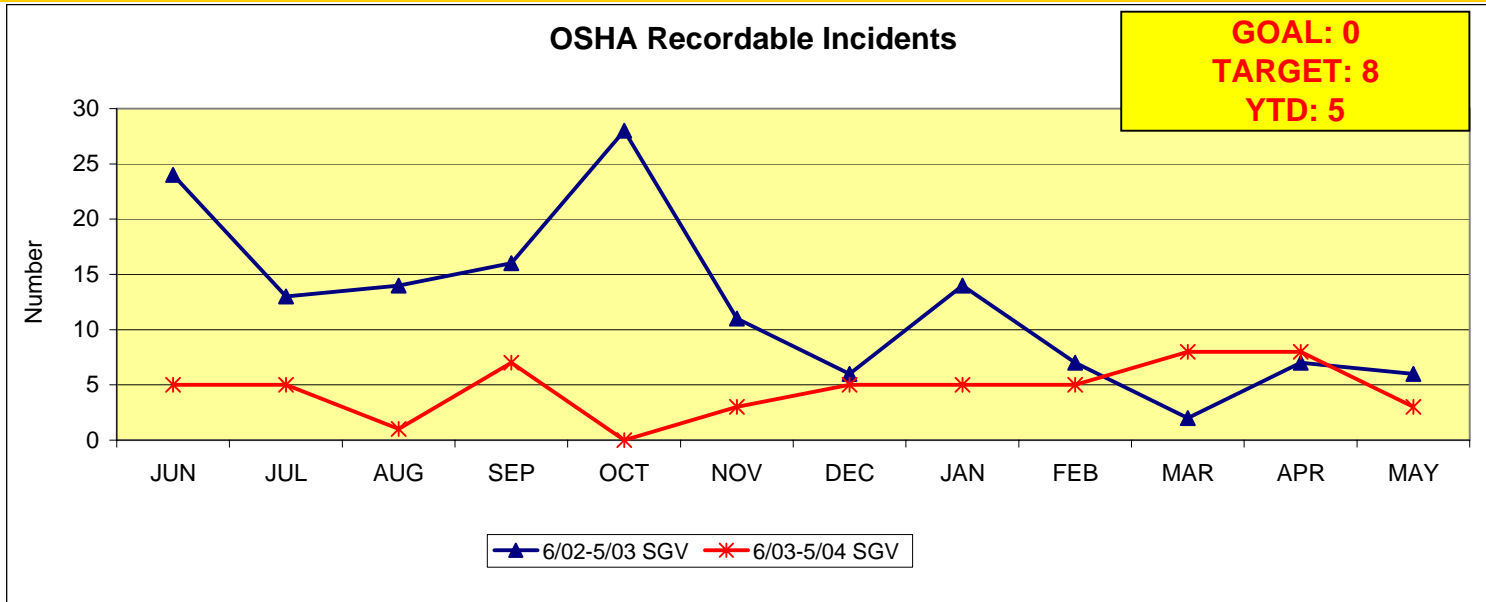
PERFORMANCE INDICATORS	YTD AVG. MO.	MAY	MO. TARGET
<b>SAFETY</b> 			
Monthly Worker's Compensation Costs (\$ in Thousands)	\$401	\$769	\$376
OSHA Recordable Incidents	<b>5</b>	<b>3</b>	<b>8</b>
Bus Traffic Accidents/100,000 Hub Miles	<b>2.92</b>	<b>1.85</b>	<b>3.10</b>
New Worker's Comp. Claims/100 Employees	<b>1.41</b>	<b>0.66</b>	<b>1.61</b>
<b>BUS OPERATIONS</b>			
Miles Between Mechanical Failures	7,442	8,696	9,000
Bus Cleanliness Ratings*	7.39	7.74	8.00
Complaints/100,000 Boardings	3.88	3.81	3.25
Passenger Boardings	5,147,973	5,012,156	5,285,837
On-Time Performance (%)	70%	72%	80%

Note:

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

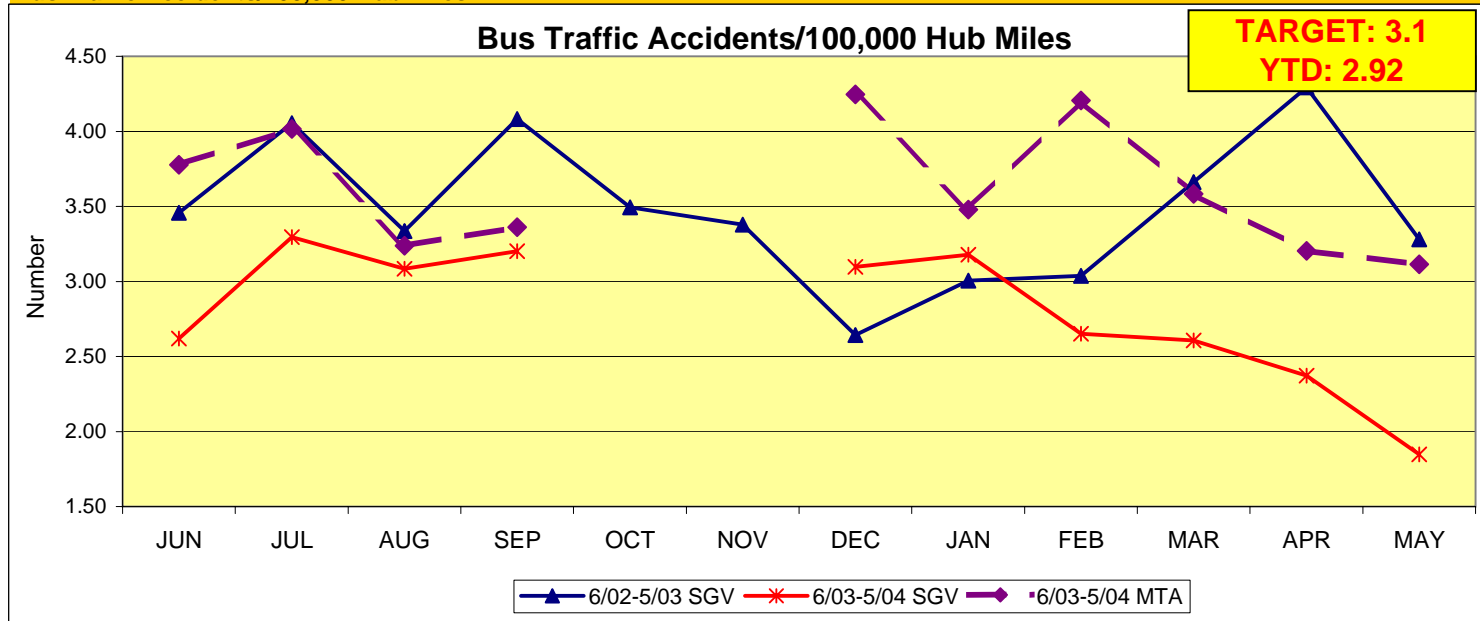
\*Bus Cleanliness Inspections conducted quarterly through December 2003, conducted monthly starting January 2004

**OSHA Recordable Incidents**



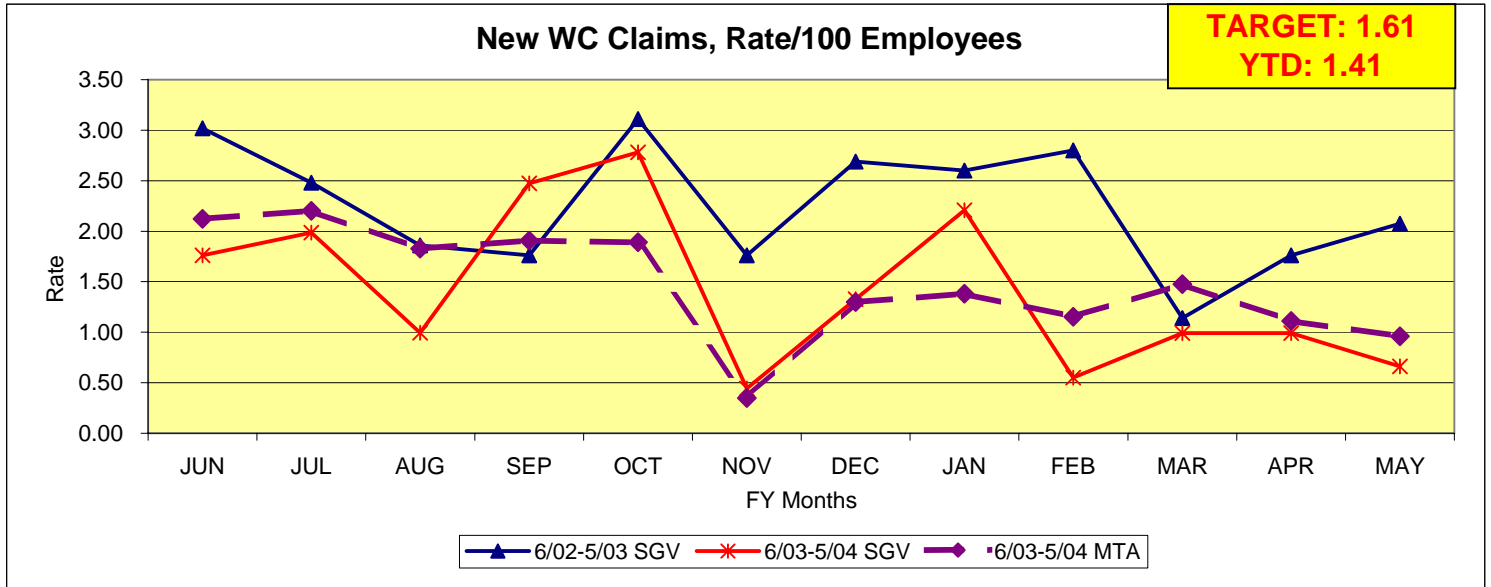
	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03
SGV	24	13	14	16	28	11	6	14	7	2	7	6
	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04
SGV	5	5	1	7	0	3	5	5	5	8	8	3

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



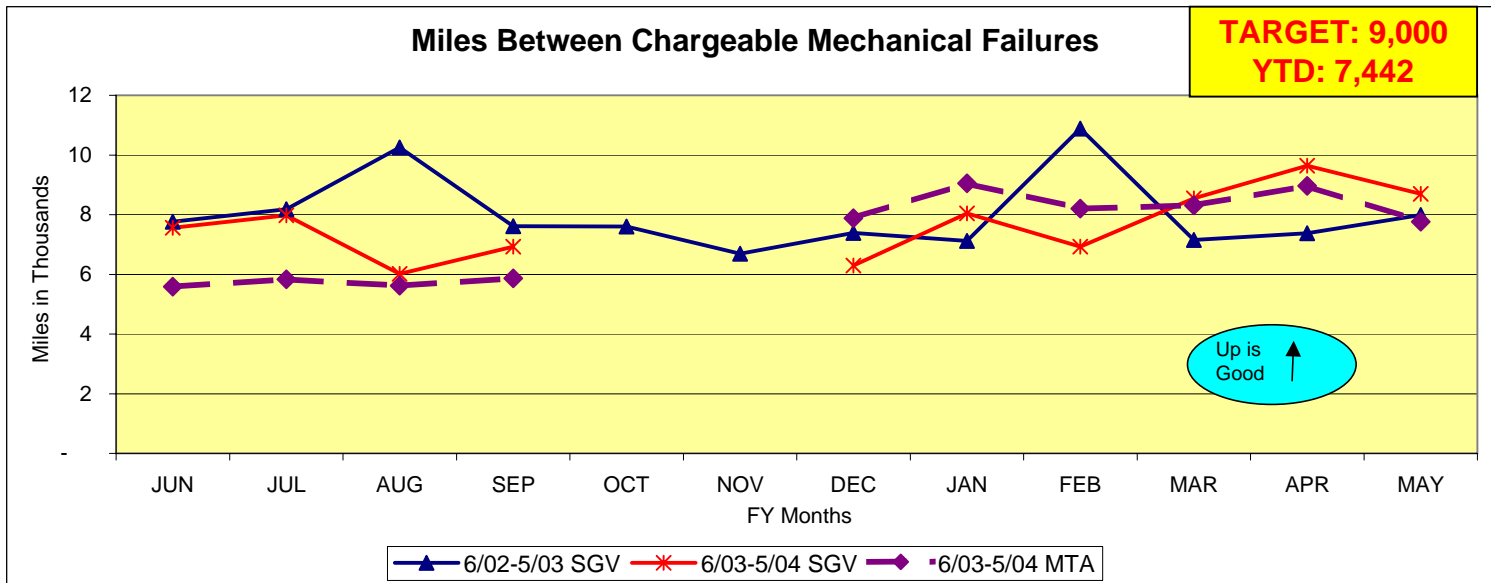
	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03
SGV	3.46	4.05	3.34	4.08	3.49	3.38	2.64	3.01	3.04	3.66	4.29	3.28
	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04
SGV	2.62	3.30	3.08	3.20			3.10	3.18	2.65	2.61	2.37	1.85
MTA	3.78	4.02	3.24	3.36			4.25	3.48	4.21	3.58	3.20	3.11

**New Worker's Compensation Claims, Rate/100 Employees**



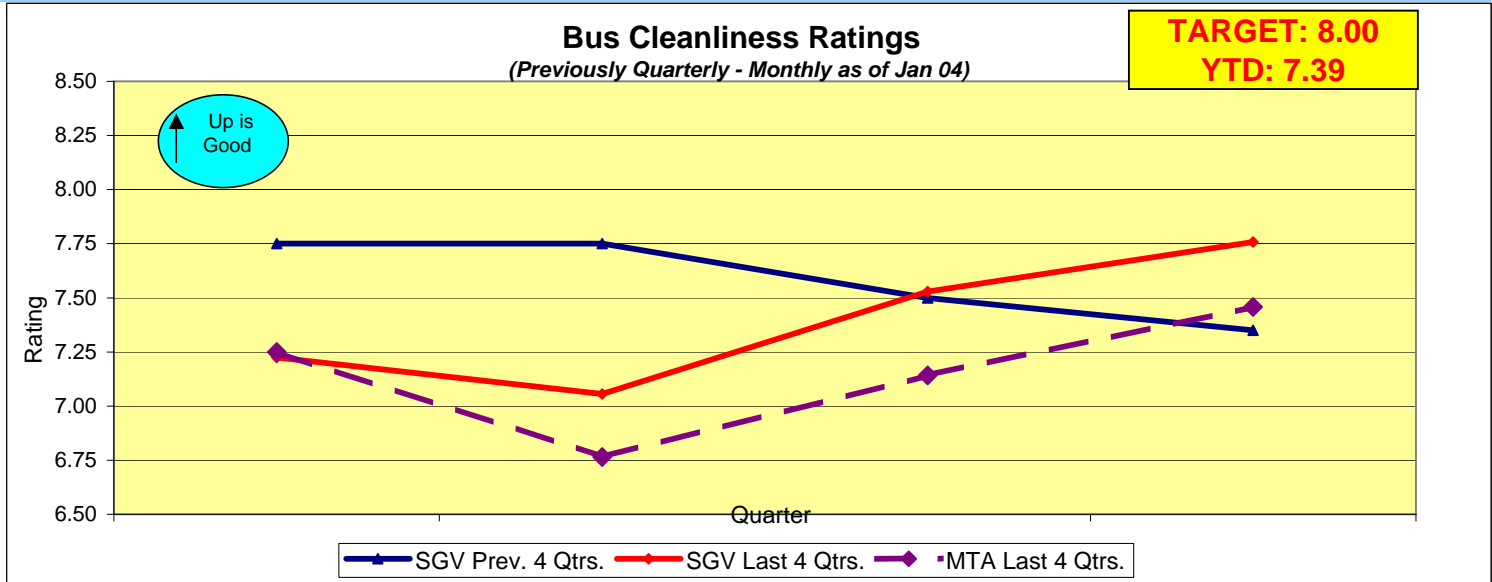
	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03
SGV	3.02	2.48	1.86	1.76	3.11	1.76	2.69	2.60	2.80	1.14	1.76	2.07
SGV	1.76	1.98	0.99	2.47	2.78	0.44	1.33	2.21	0.55	0.99	0.99	0.66
MTA	2.12	2.20	1.83	1.91	1.89	0.35	1.30	1.38	1.15	1.47	1.11	0.96

**Miles Between Chargeable Mechanical Failures**



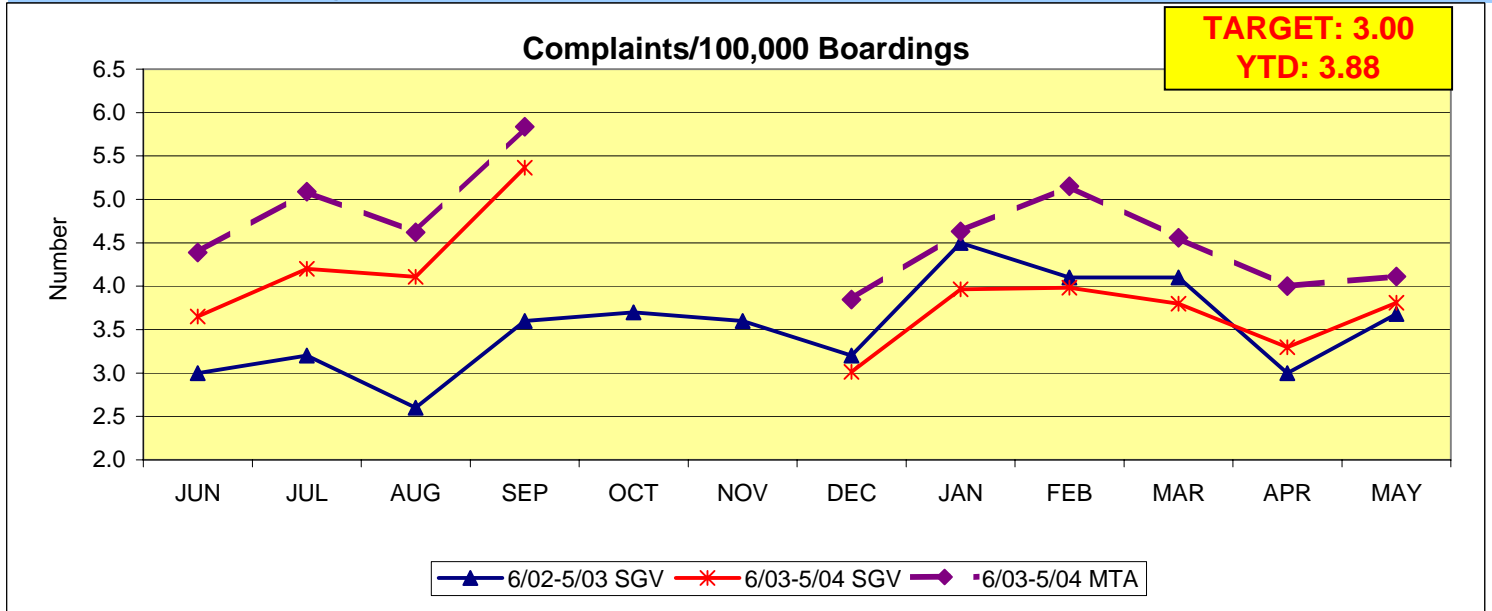
	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03
SGV	7,762	8,179	10,255	7,614	7,599	6,696	7,385	7,117	10,888	7,152	7,381	7,994
SGV	7,561	7,978	6,015	6,925			6,293	8,040	6,928	8,550	9,644	8,696
MTA	5,584	5,829	5,614	5,862			7,881	9,047	8,202	8,308	8,963	7,768

**Bus Cleanliness Ratings**



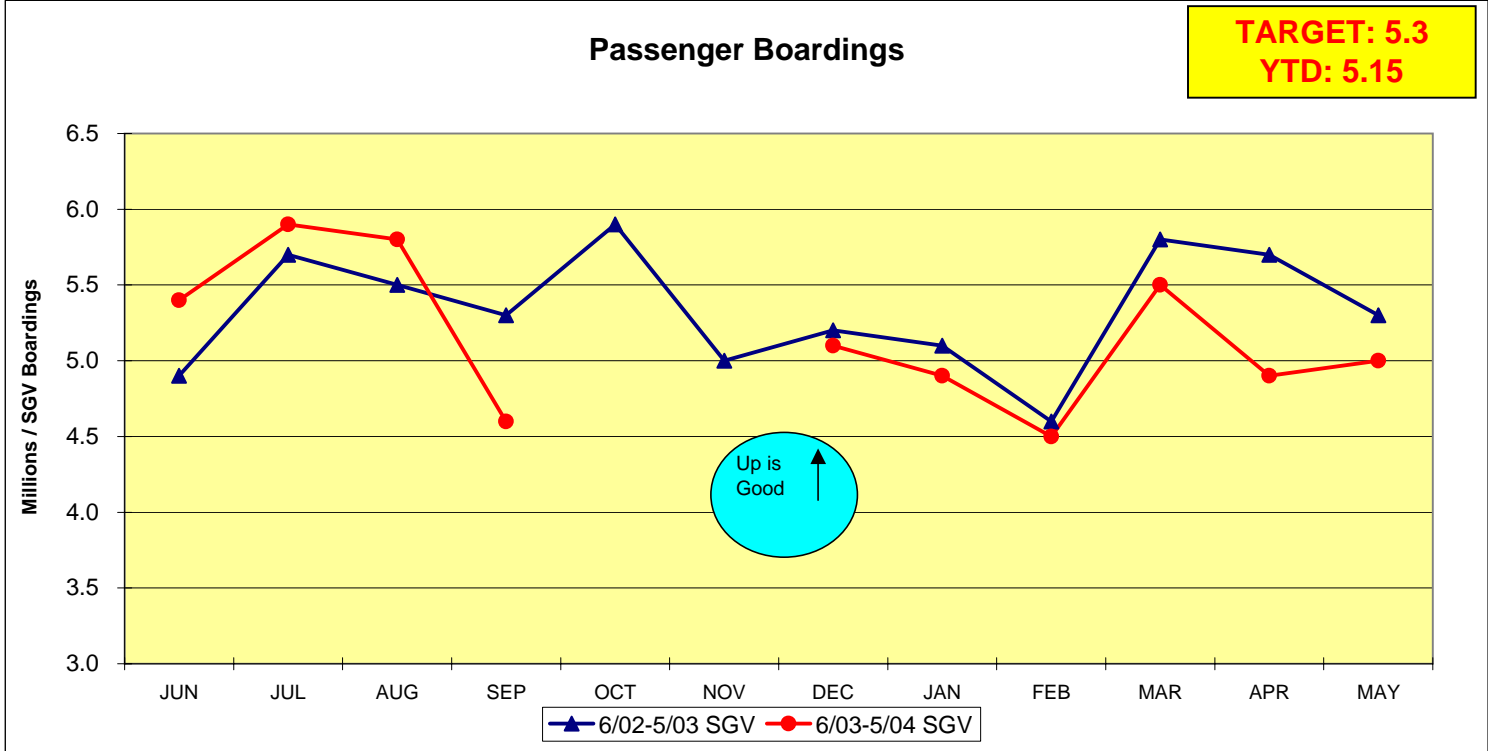
	FY 03 - Q1	FY 03 - Q2	FY 03 - Q3			FY 03 - Q4	
SGV	7.75	7.75	7.50			7.35	
	FY 04 - Q1	FY 04 - Q2	JAN 04	FEB 04	MAR 04	APR 04	MAY 04
SGV	7.23	7.06	7.25	7.62	7.72	7.78	7.74
MTA	7.25	6.76	7.05	7.07	7.30	7.41	7.51

**Complaints/100,000 Boardings**



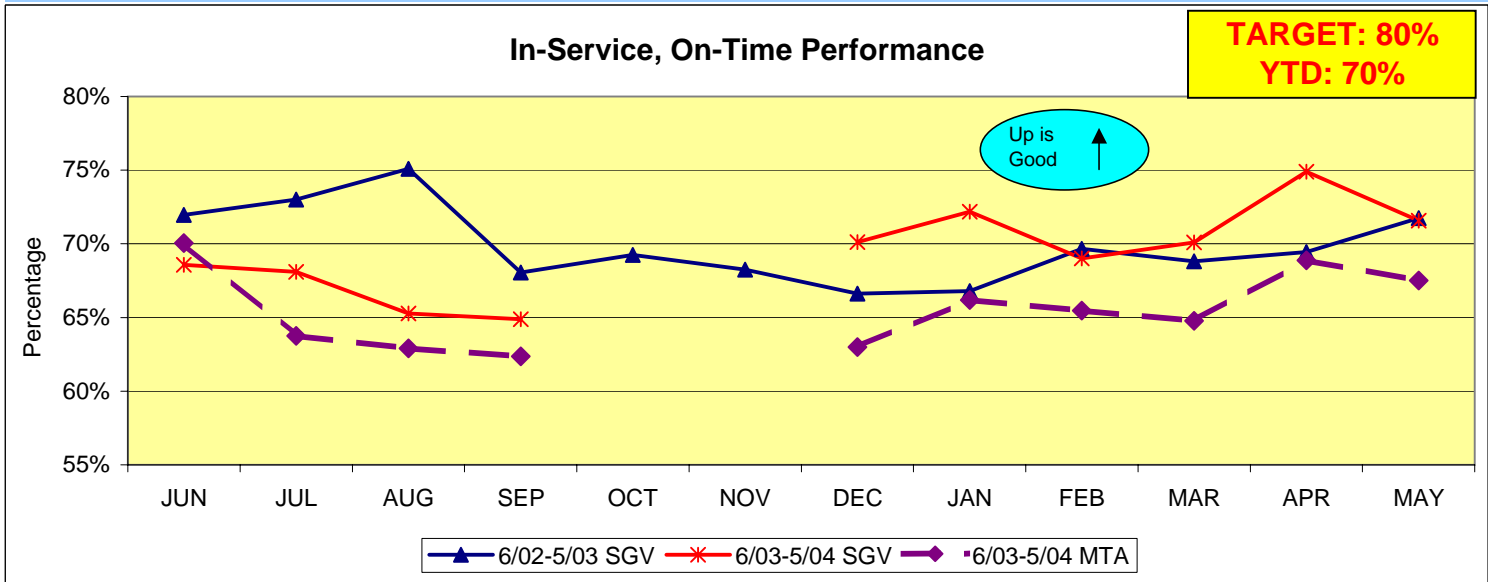
	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03
SGV	3.0	3.2	2.6	3.6	3.7	3.6	3.2	4.5	4.1	4.1	3.0	3.7
	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04
SGV	3.7	4.2	4.1	5.4			3.0	4.0	4.0	3.8	3.3	3.8
MTA	4.4	5.1	4.6	5.8			3.8	4.6	5.2	4.6	4.0	4.1

Passenger Boardings



	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03
SGV	4.9	5.7	5.5	5.3	5.9	5.0	5.2	5.1	4.6	5.8	5.7	5.3
	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04
SGV	5.4	5.9	5.8	4.6			5.1	4.9	4.5	5.5	4.9	5.0
MTA	29.2	31.7	31.8	29.2			25.9	27.5	26.9	33.0	29.2	30.0

On-Time Performance (%)



	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03
SGV	72%	73%	75%	68%	69%	68%	67%	67%	70%	69%	69%	72%
	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04
SGV	69%	68%	65%	65%			70%	72%	69%	70%	75%	72%
MTA	70%	64%	63%	62%			63%	66%	65%	65%	69%	68%

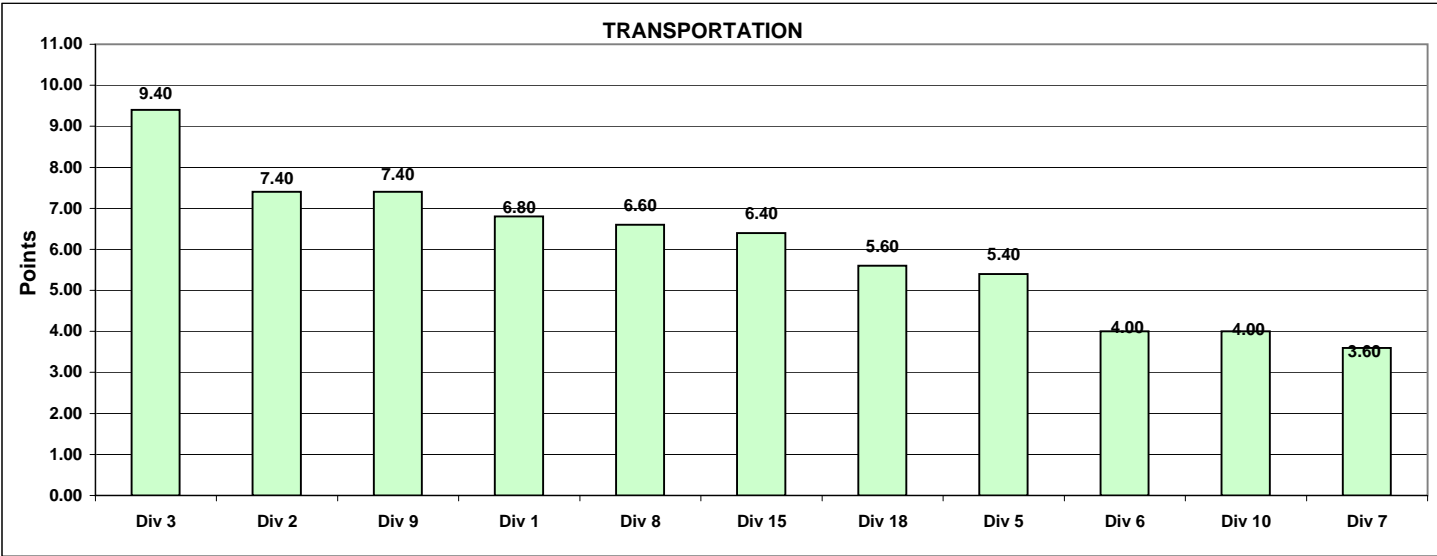
**Monthly Calculations - May 2004  
Metro Bus - Transportation**

**Definition:** A performance awareness program designed to increase productivity and efficiency.

**Calculation:** Performance by Division are ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst.

Transportation												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
In-Service On-Time Performance	20%	0.7183	0.6677	0.7204	0.6927	0.5940	0.6810	0.6856	0.7061	0.6518	0.6667	0.6355
Points		10	5	11	8	1	6	7	9	3	4	2
Running Hot	20%	0.0981	0.1402	0.0781	0.1119	0.0835	0.1275	0.0298	0.0819	0.0980	0.0776	0.0769
Points		4	1	8	3	6	2	11	7	5	9	10
Accident Rate	20%	2.7633	2.1478	2.5424	4.2242	5.1341	4.2913	2.8261	1.1954	3.7171	2.5199	3.5142
Points		7	10	8	3	1	2	6	11	4	9	5
Complaints/100K Boardings	20%	2.4283	2.5430	3.4985	3.8601	6.2757	4.5187	4.6895	4.2155	4.0374	6.0196	4.6344
Points		11	10	9	8	1	5	3	6	7	2	4
New WC Claims /100 Emp	20%	2.3209	0.0000	0.0000	1.1853	0.0000	1.6676	1.0512	1.5291	2.3983	0.7248	0.9178
Points		2	11	11	5	11	3	6	4	1	8	7
<b>Totals</b>		<b>6.80</b>	<b>7.40</b>	<b>9.40</b>	<b>5.40</b>	<b>4.00</b>	<b>3.60</b>	<b>6.60</b>	<b>7.40</b>	<b>4.00</b>	<b>6.40</b>	<b>5.60</b>

FINAL RANKING		Transportation Division Ranking (Sorted)										
DIV.		Div 3	Div 2	Div 9	Div 1	Div 8	Div 15	Div 18	Div 5	Div 6	Div 10	Div 7
Score		9.40	7.40	7.40	6.80	6.60	6.40	5.60	5.40	4.00	4.00	3.60
Rank		1st	2nd	2nd	4th	5th	6th	7th	8th	9th	9th	11th



**"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM**

**Monthly Calculations - May 2004  
Metro Bus - Maintenance**

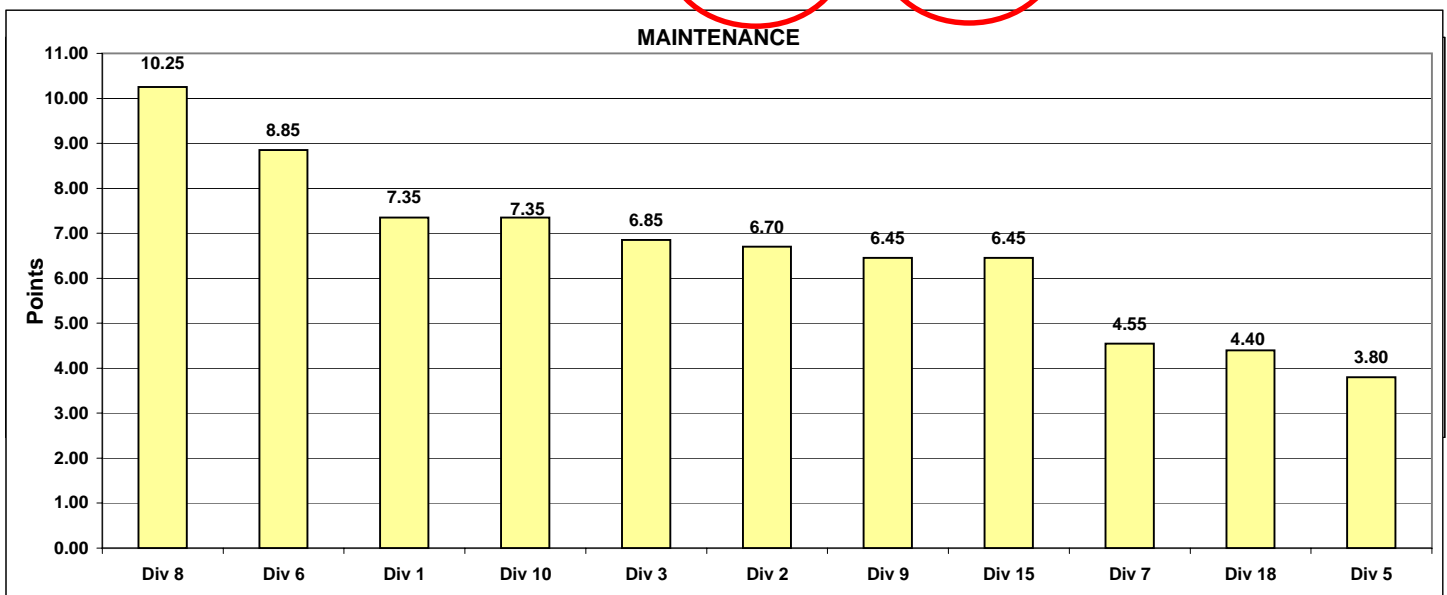
**Definition:** A performance awareness program designed to increase productivity and efficiency.

**Calculation:** Performance by Division are ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst.

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Miles Between Mechanical Failures	25%	8544.4	14325.6	8428.6	7616.5	9226.3	4943.0	10256.5	8963.1	6810.8	9632.0	6517.9
Points		6	11	5	4	8	1	10	7	3	9	2
Attendance	15%	0.99250	0.97700	0.98759	0.98763	0.99714	0.98875	0.99429	0.98739	0.98804	0.98468	0.98529
Points		9	1	5	6	11	8	10	4	7	2	3
New WC Claims /100 Emp	25%	0.0000	0.0000	0.0000	0.8130	0.0000	0.0000	0.0000	0.8403	0.0000	0.6993	0.0000
Points		11	11	11	2	11	11	11	1	11	3	11
Bus Cleanliness	35%	7.467	7.373	7.506	7.444	7.569	6.919	7.869	7.975	7.588	7.838	7.050
Points		5	3	6	4	7	1	10	11	8	9	2
<b>Totals</b>		<b>7.35</b>	<b>6.70</b>	<b>6.85</b>	<b>3.80</b>	<b>8.85</b>	<b>4.55</b>	<b>10.25</b>	<b>6.45</b>	<b>7.35</b>	<b>6.45</b>	<b>4.40</b>

FINAL RANKING Maintenance Division Ranking (Sorted)												
DIV.	Div 8	Div 6	Div 1	Div 10	Div 3	Div 2	Div 9	Div 15	Div 7	Div 18	Div 5	
Score	10.25	8.85	7.35	7.35	6.85	6.70	6.45	6.45	4.55	4.40	3.80	
Rank	1st	2nd	3rd	3rd	5th	6th	7th	7th	9th	10th	11th	





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

	Budget Variance						Annual Budget
	Month Budget	Month Actual	Month Variance (O)/U+	YTD Budget	YTD Actual	YTD Variance (O)/U+	
<b>SGV Sector Operations</b>							
<b>Transportation</b>							
Direct Labor	2,714,906	2,748,273	(33,366)	29,521,998	27,645,650	1,876,348	32,236,633
Fringe Benefits & Overhead	1,935,290	422,919	1,512,371	20,712,716	19,375,914	1,336,801	22,647,812
Non-Labor	473,234	754,627	(281,393)	5,305,626	4,296,367	1,009,259	5,778,813
<b>TOTAL TRANSPORTATION</b>	<b>5,123,431</b>	<b>3,925,819</b>	<b>1,197,611</b>	<b>55,540,340</b>	<b>51,317,932</b>	<b>4,222,408</b>	<b>60,663,259</b>
<b>Maintenance</b>							
Direct Labor	949,318	909,657	39,662	10,520,477	9,389,194	1,131,282	11,469,700
Fringe Benefits & Overhead	827,085	333,831	493,254	9,105,001	8,386,438	718,563	9,932,003
Non-Labor	950,265	1,111,391	(161,126)	10,971,722	11,205,657	(233,935)	11,921,892
<b>TOTAL MAINTENANCE</b>	<b>2,726,668</b>	<b>2,354,879</b>	<b>371,789</b>	<b>30,597,199</b>	<b>28,981,289</b>	<b>1,615,910</b>	<b>33,323,595</b>
<b>Sector Office</b>							
Direct Labor	123,186	146,055	(22,869)	1,355,060	1,535,881	(180,820)	1,478,234
Fringe Benefits & Overhead	111,184	90,869	20,315	1,208,583	1,616,913	(408,330)	1,319,755
Non-Labor	23,196	17,221	5,975	273,270	139,664	133,607	296,464
<b>TOTAL SECTOR OFFICE</b>	<b>257,566</b>	<b>254,146</b>	<b>3,421</b>	<b>2,836,913</b>	<b>3,292,457</b>	<b>(455,544)</b>	<b>3,094,454</b>
<b>SUBTOTAL SECTOR OPERATIONS</b>	<b>8,107,665</b>	<b>6,534,844</b>	<b>1,572,821</b>	<b>88,974,453</b>	<b>83,591,678</b>	<b>5,382,775</b>	<b>97,081,307</b>
<b>OTHER SECTOR SUPPORT</b>	<b>1,228,087</b>	<b>1,006,184</b>	<b>221,903</b>	<b>13,519,822</b>	<b>16,591,596</b>	<b>(3,071,775)</b>	<b>14,747,786</b>
<b>TOTAL SGV SECTOR</b>	<b>\$ 9,335,752</b>	<b>\$ 7,541,028</b>	<b>\$ 1,794,724</b>	<b>\$ 102,494,274</b>	<b>\$ 100,183,274</b>	<b>\$ 2,311,000</b>	<b>\$ 111,829,093</b>
Total Revenue Service Hours	104,779	100,348	4,430	1,135,667	1,003,181	132,485	1,224,771
Cost Per Revenue Service Hour	\$ 89.10	\$ 75.15	\$ 13.95	\$ 90.25	\$ 99.87	\$ (9.62)	\$ 91.31

Significant Items

- **Transportation Labor Slightly Over Monthly Budget, \$1.9M Under YTD (\$ .9M Over SA). Operator OT the Key Driver**
- **Maintenance Labor Slightly Under Monthly Budget, \$1.1M Under YTD (\$.1M Under SA). Mechanic OT only Overrun**
- **YTD Overrun in Sector Labor (\$180K) due to Transferred Groups (VO & Service Directors) Budgeted in Transportation**
- **Significant Adjustment in Fringe Benefits provides a \$2M monthly underrun**
- **Workers Comp Allocation \$250K Over for Month, Still \$1.4M Under for Year**
- **Fuel Expense \$164K Over (46%) for the Month, \$565K Over (13%) for the Year**
- **Parts Expense \$6K Over (1.5%) for the Month, \$45K Over (1%) for the Year**