



**METRO SAN GABRIEL VALLEY GOVERNANCE COUNCIL  
OCTOBER 12, 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:

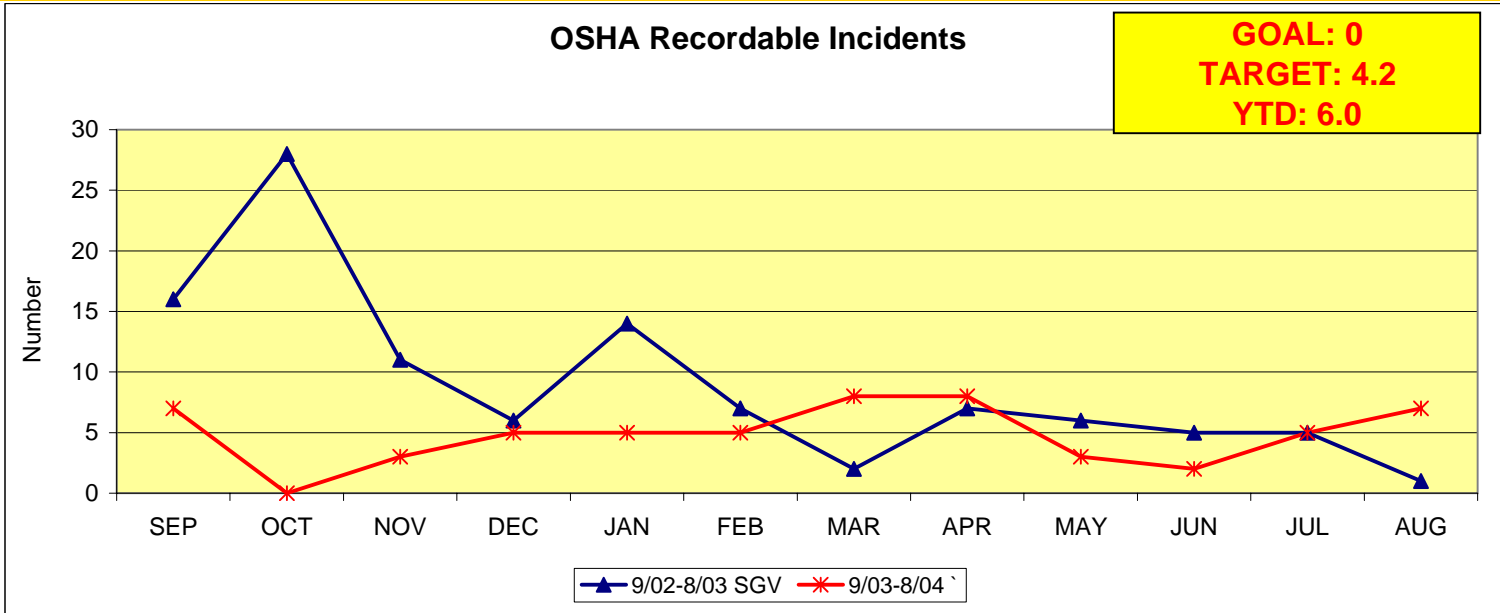
- Metro San Gabriel Valley Key Performance Indicators – August 2004
  - a. Safety Performance Indicators/Trend by Location
  - b. Bus Operations Performance Indicators/Trend by Location
  - c. "How You Doin'?" MTA Division Reports for August 2004
  - d. August 2004 Financial Results

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

PERFORMANCE INDICATORS	YTD AVG. MO.	AUGUST	MO. TARGET
<b>SAFETY</b> 			
Monthly Worker's Compensation Costs (\$ in Thousands)	\$413	(\$85)	\$376
OSHA Recordable Incidents	6.0	7.0	4.2
Bus Traffic Accidents/100,000 Hub Miles	<b>2.61</b>	<b>2.31</b>	<b>2.76</b>
New WC Indemnity Claims Per 200,000 Exposure Hours	<b>7.18</b>	<b>8.33</b>	<b>14.00</b>
<b>BUS OPERATIONS</b>			
Miles Between Mechanical Failures	6,361	6,436	9,000
Bus Cleanliness Ratings*	7.63	7.55	8.00
Complaints/100,000 Boardings	<b>3.21</b>	<b>3.42</b>	<b>3.42</b>
Passenger Boardings	5,366,515	5,319,061	5,378,000
On-Time Performance (%)	72%	71%	80%

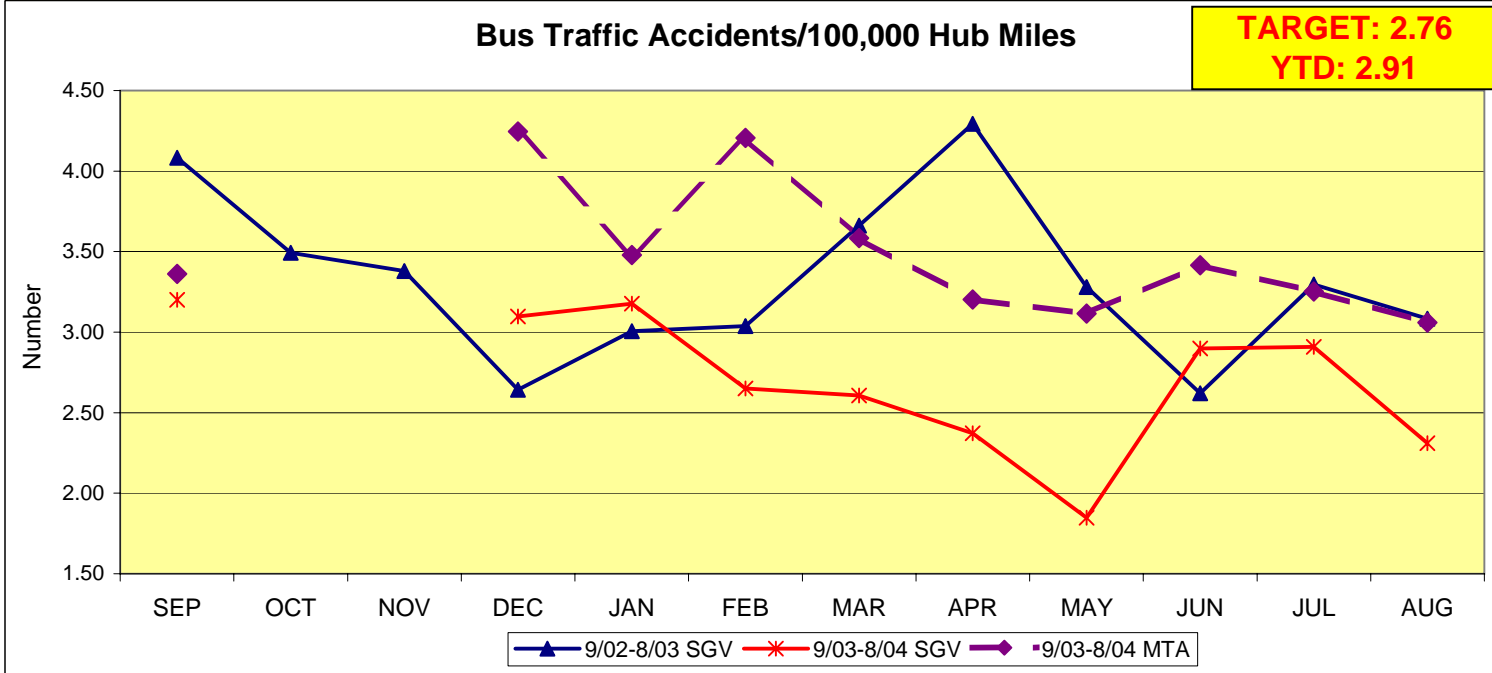
Note:  
Performance indicators highlighted in **BOLD** meet the Sector target.

**OSHA Recordable Incidents**



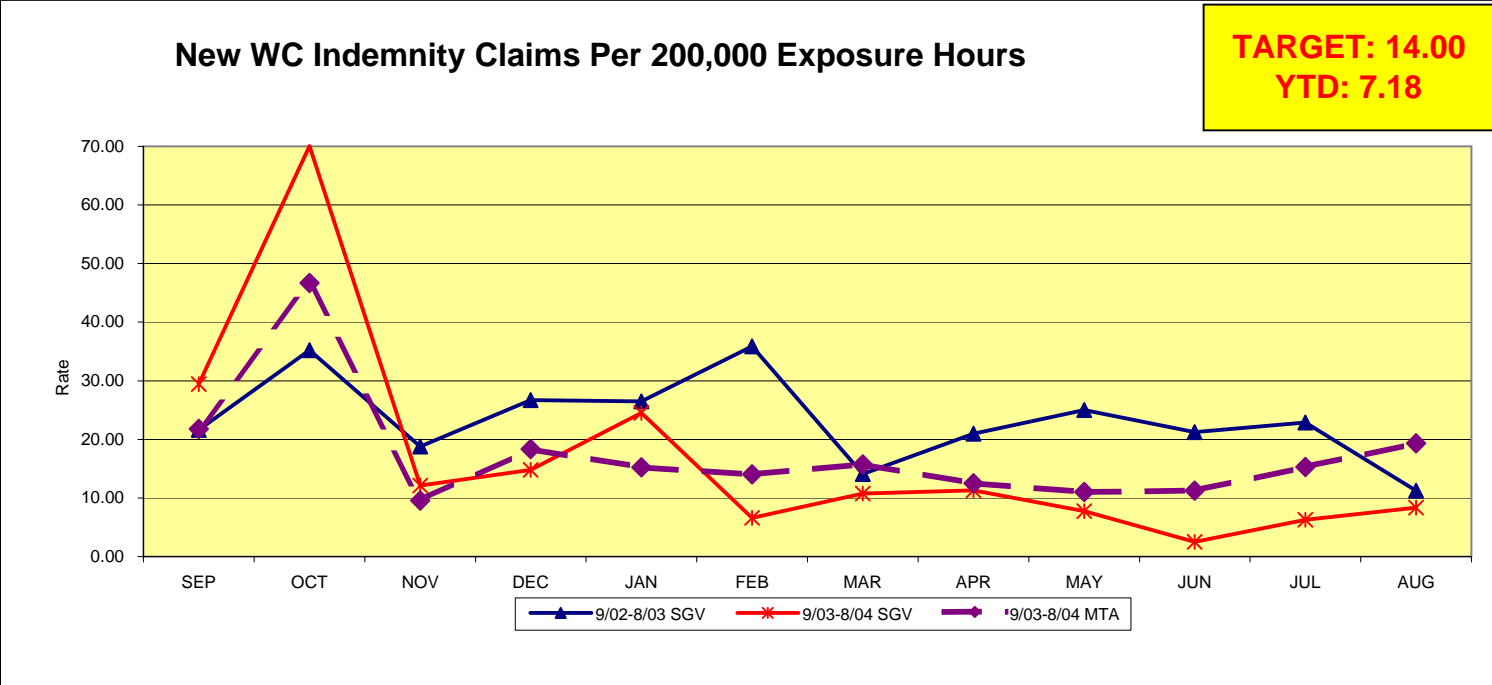
	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03
<b>SGV</b>	16	28	11	6	14	7	2	7	6	5	5	1
	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04
	7	0	3	5	5	5	8	8	3	2	5	7

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



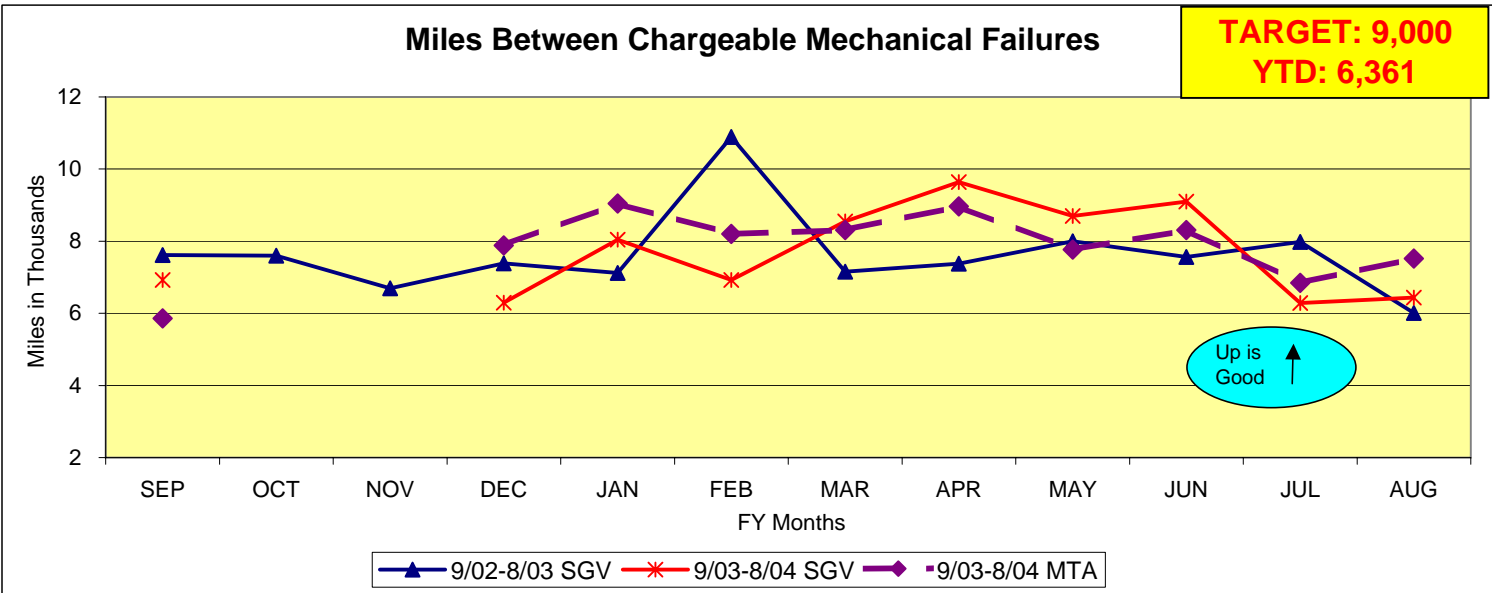
	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03
<b>SGV</b>	4.08	3.49	3.38	2.64	3.01	3.04	3.66	4.29	3.28	2.62	3.30	3.08
	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04
<b>SGV</b>	3.20			3.10	3.18	2.65	2.61	2.37	1.85	2.90	2.91	2.31
<b>MTA</b>	3.36			4.25	3.48	4.21	3.58	3.20	3.11	3.42	3.25	3.06

**New WC Indemnity Claims Per 200,000 Exposure Hours**



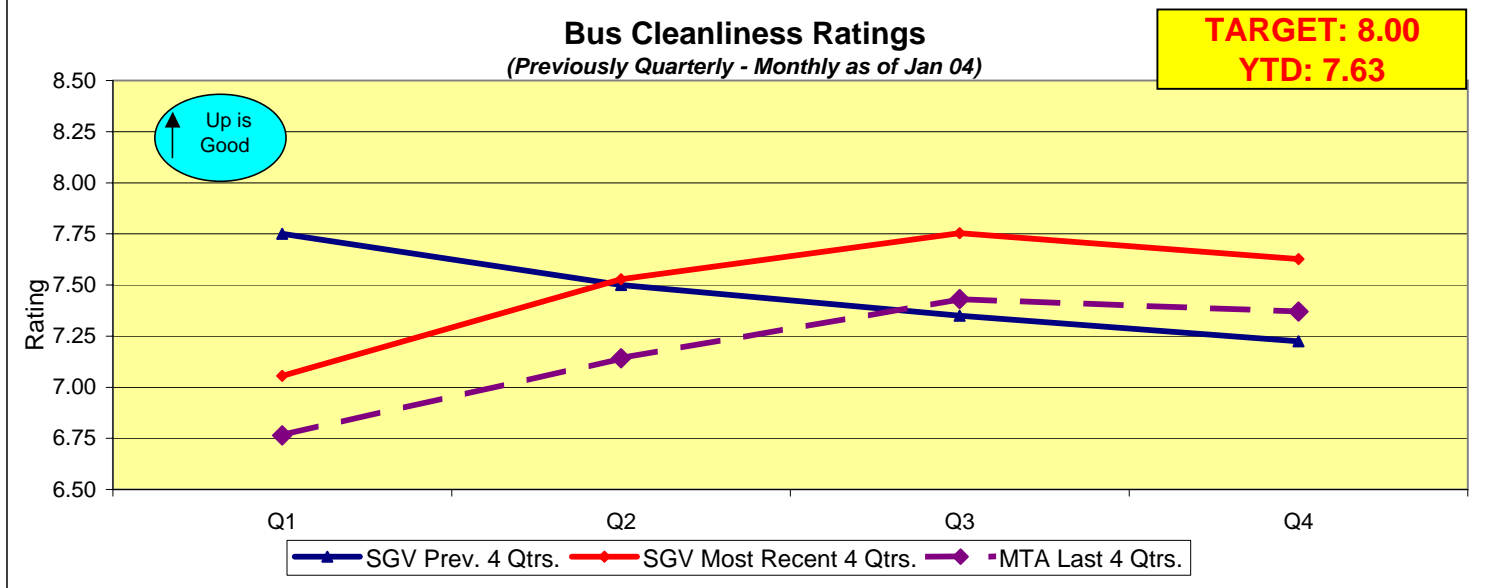
	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03
<b>SGV</b>	21.65	35.22	18.77	26.72	26.46	35.87	14.10	20.95	24.98	21.26	22.90	11.27
	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04
<b>SGV</b>	29.45	70.05	12.15	14.78	24.51	6.62	10.75	11.33	7.76	2.49	6.26	8.33
<b>MTA</b>	21.77	46.66	9.53	18.33	15.25	14.01	15.75	12.50	11.02	11.27	15.29	19.31

**Miles Between Chargeable Mechanical Failures**



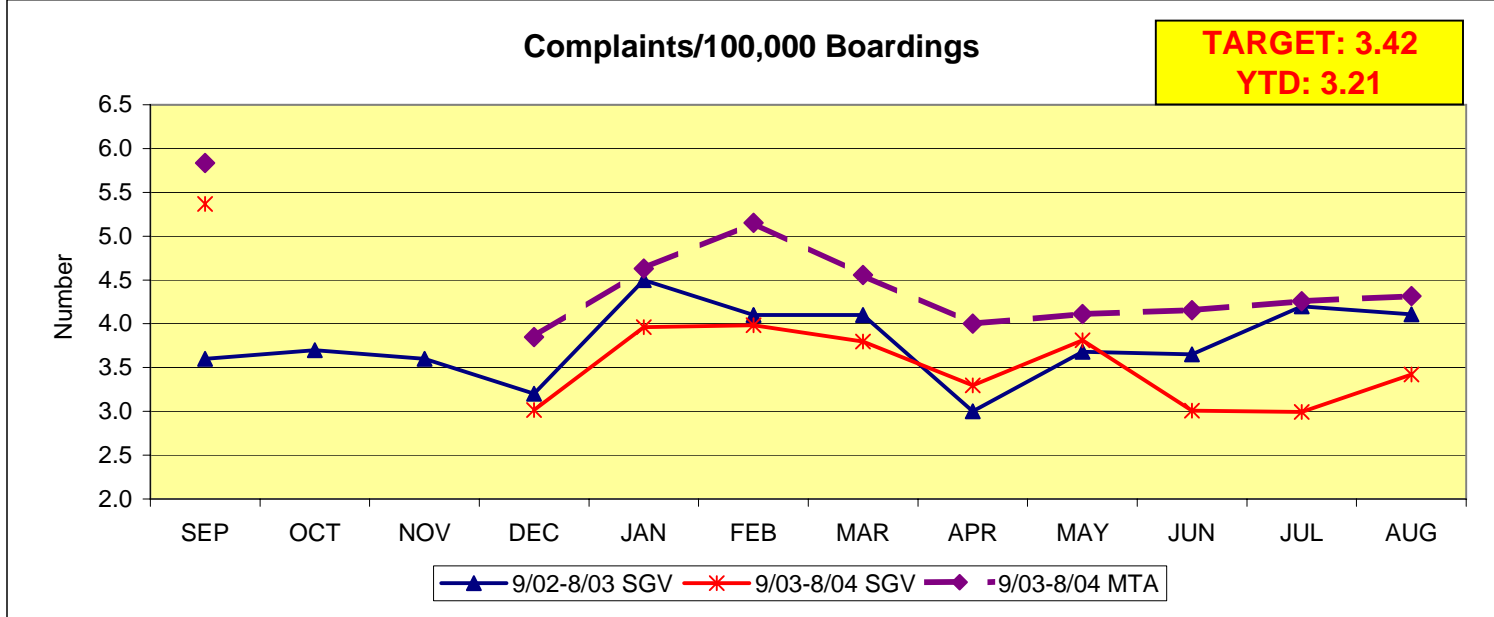
	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03
<b>SGV</b>	7,614	7,599	6,696	7,385	7,117	10,888	7,152	7,381	7,994	7,561	7,978	6,015
	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04
<b>SGV</b>	6,925			6,293	8,040	6,928	8,550	9,644	8,696	9,098	6,288	6,436
<b>MTA</b>	5,862			7,881	9,047	8,202	8,308	8,963	7,768	8,305	6,847	7,521

**Bus Cleanliness Ratings**



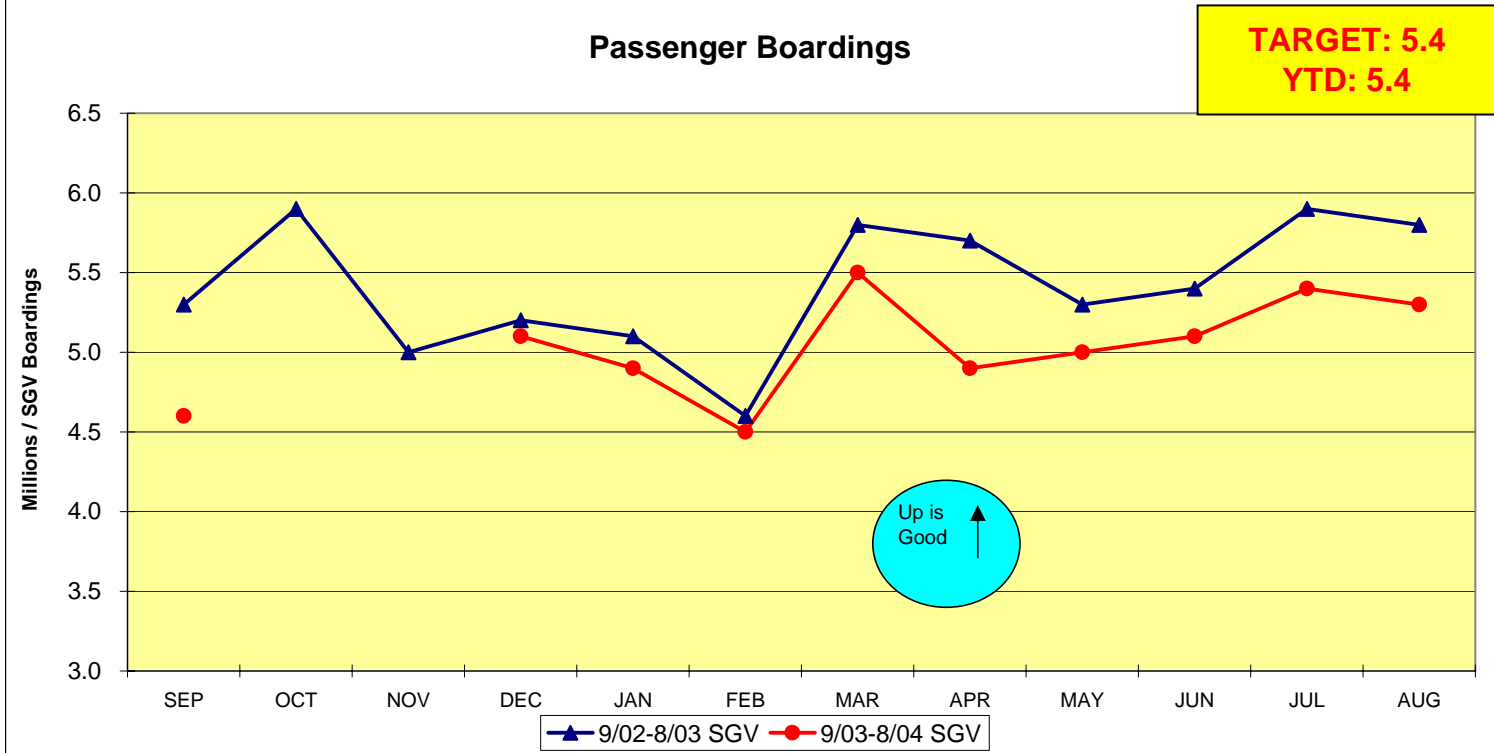
	FY 03 - Q2	FY 03 - Q3			FY 03 - Q4			FY 04 - Q1		
SGV	7.75	7.50			7.35			7.23		
	FY 04 - Q2	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	
SGV	7.06	7.25	7.62	7.72	7.78	7.74	7.74	7.71	7.55	
MTA	6.76	7.05	7.07	7.30	7.41	7.51	7.38	7.30	7.44	

**Complaints/100,000 Boardings**



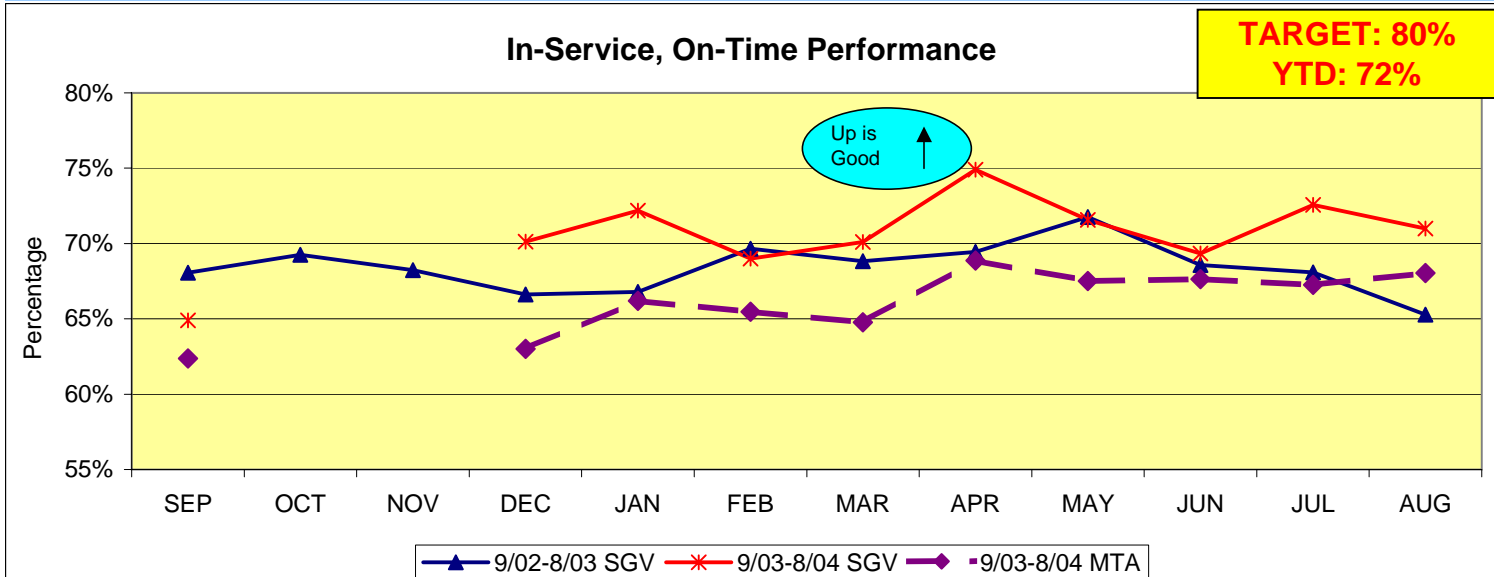
	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03
SGV	3.6	3.7	3.6	3.2	4.5	4.1	4.1	3.0	3.7	3.7	4.2	4.1
	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04
SGV	5.4			3.0	4.0	4.0	3.8	3.3	3.8	3.0	3.0	3.4
MTA	5.8			3.8	4.6	5.2	4.6	4.0	4.1	4.2	4.3	4.3

Passenger Boardings



	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03
SGV	5.3	5.9	5.0	5.2	5.1	4.6	5.8	5.7	5.3	5.4	5.9	5.8
	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04
SGV	4.6			5.1	4.9	4.5	5.5	4.9	5.0	5.1	5.4	5.3
MTA	29.2			25.9	27.5	26.9	33.0	29.2	30.0	30.0	30.6	30.4

On-Time Performance (%)



	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03
SGV	68%	69%	68%	67%	67%	70%	69%	69%	72%	69%	68%	65%
	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04
SGV	65%			70%	72%	69%	70%	75%	72%	69%	73%	71%
MTA	62%			63%	66%	65%	65%	69%	68%	68%	67%	68%

<b>"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM</b>						
<b>Monthly Calculations - August 2004</b>						
<b>Metro Bus - Transportation</b>						
<i>Rank Among Divisions</i>						
	In-Service On-Time Performance	Running Hot	Accident Rate	Complaints / 100K Boardings	New WC Claims /100 Emp	MONTHLY TOTALS
<b>Div 9</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>7</b>	<b>1st</b>
Div 8	1	1	4	11	3	2nd
Div 1	4	2	9	5	2	3rd
Div 2	2	4	10	1	5	3rd
<b>Div 3</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>5th</b>
Div 6	11	11	3	6	4	6th
Div 15	6	6	6	8	10	7th
Div 7	9	8	8	7	6	8th
Div 18	8	5	5	9	11	9th
Div 5	7	10	11	2	9	10th
Div 10	10	9	2	10	8	10th

<b>"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM</b>					
<b>Monthly Calculations - August 2004</b>					
<b>Metro Bus - Maintenance</b>					
<i>Rank Among Divisions</i>					
	Miles Between Mechanical Failures	Attendance	New WC Claims /100 Emp	Bus Cleanliness	MONTHLY TOTALS
Div 8	1	10	1	1	1st
Div 10	3	1	8	3	2nd
<b>Div 9</b>	<b>7</b>	<b>7</b>	<b>1</b>	<b>4</b>	<b>3rd</b>
Div 1	9	3	6	2	4th
Div 15	2	4	9	6	5th
<b>Div 3</b>	<b>11</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>6th</b>
Div 7	5	2	5	11	7th
Div 2	6	8	7	7	8th
Div 5	10	9	1	8	9th
Div 6	4	6	11	9	10th
Div 18	8	11	10	10	11th

**DIVISION 9 TRANSPORTATION - 1st PLACE - THREE MONTHS IN A ROW**

**FY2005 FINANCIALS, THROUGH AUGUST**

	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	2,863,286	2,852,592	10,694	5,726,575	5,754,084	(27,509)	34,535,830
Fringe Benefits	1,463,416	1,302,031	161,385	2,926,833	2,702,290	224,543	17,715,862
Non-Labor	397,692	(72,631)	470,324	795,385	793,423	1,963	4,866,275
<b>TOTAL TRANSPORTATION</b>	<b>4,724,394</b>	<b>4,081,992</b>	<b>642,403</b>	<b>9,448,793</b>	<b>9,249,797</b>	<b>198,996</b>	<b>57,117,967</b>
<b>Maintenance &amp; Facilities</b>							
Direct Labor	958,708	939,483	19,225	1,917,417	1,928,896	(11,479)	11,567,871
Fringe Benefits	649,963	526,521	123,442	1,299,927	1,179,811	120,116	7,844,800
Non-Labor	1,069,037	1,084,102	(15,065)	2,138,074	2,181,960	(43,886)	12,832,950
<b>TOTAL MAINTENANCE</b>	<b>2,677,708</b>	<b>2,550,106</b>	<b>127,602</b>	<b>5,355,418</b>	<b>5,290,667</b>	<b>64,751</b>	<b>32,245,621</b>
<b>Sector Office</b>							
Direct Labor	150,202	143,464	6,738	300,404	298,279	2,125	1,828,250
Fringe Benefits	91,060	63,889	27,171	182,120	143,810	38,310	1,115,055
Non-Labor	26,621	5,224	21,397	53,242	3,146	50,097	319,455
<b>TOTAL SECTOR OFFICE</b>	<b>267,883</b>	<b>212,577</b>	<b>55,306</b>	<b>535,767</b>	<b>445,235</b>	<b>90,532</b>	<b>3,262,760</b>
<b>SUBTOTAL SECTOR OPERATIONS</b>	<b>7,669,985</b>	<b>6,844,675</b>	<b>825,310</b>	<b>15,339,978</b>	<b>14,985,699</b>	<b>354,279</b>	<b>92,626,348</b>
<b>Other Sector Support</b>							
Direct Labor	79,571	108,800	(29,228)	159,143	222,557	(63,414)	953,237
Fringe Benefits	51,872	53,368	(1,496)	103,743	114,439	(10,696)	623,700
Non-Labor	927,728	649,667	278,061	1,855,456	1,778,657	76,799	11,253,750
<b>OTHER SECTOR SUPPORT</b>	<b>1,059,170</b>	<b>811,835</b>	<b>247,336</b>	<b>2,118,342</b>	<b>2,115,653</b>	<b>2,689</b>	<b>12,830,687</b>
<b>TOTAL SGV SECTOR</b>	<b>\$ 8,729,156</b>	<b>\$ 7,656,509</b>	<b>\$ 1,072,646</b>	<b>\$ 17,458,320</b>	<b>\$ 17,101,352</b>	<b>\$ 356,968</b>	<b>\$ 105,457,035</b>
Total Revenue Service Hours	107,828	107,225	602	214,224	212,925	1,298	1,289,524
Cost Per Revenue Service Hour	\$ 80.95	\$ 71.41	\$ 9.55	\$ 81.50	\$ 80.32	\$ 1.18	\$ 81.78

Significant Items

- **Transportation Labor On Budget for Month (<.4% Under) and YTD (.5% Over)**
- **Maintenance Labor 2% under budget for month, on budget (.6% Over) YTD**
- **Workers Comp Allocation Recovered from First Month, Now 5% Over (\$ 39K) YTD**
- **Fringe Benefits 8.7% Under Budget (\$383K) YTD**
- **Fuel Expense \$100K Over (21%) for Month, \$166K Over (17%) YTD**
- **Parts Expense \$56K Under (12%) for Month, \$101K Under (11%) YTD**