



**METRO SAN GABRIEL VALLEY GOVERNANCE COUNCIL
JANUARY 11, 2005**

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 – October and November 2004


- Safety Performance Indicators/Trend by Location
- Bus Operations Performance Indicators/Trend by Location
- “How You Doin’?” MTA Division Reports for October and November 2004
- November 2004 Financial Results

FY05 Budget Actions

- Summary of mid-year interdivisional budget adjustments
- Copy of a memo to staff from CEO Roger Snoble communicating actions to be taken to offset an anticipated \$40 million deficit in this year's budget. The deficit is due largely to lower than expected fare revenues, and higher costs for fuel, liability claims and Workers' Compensation. Any expenditures, both capital and operating, which will not directly impact service levels are under review for possible reduction.

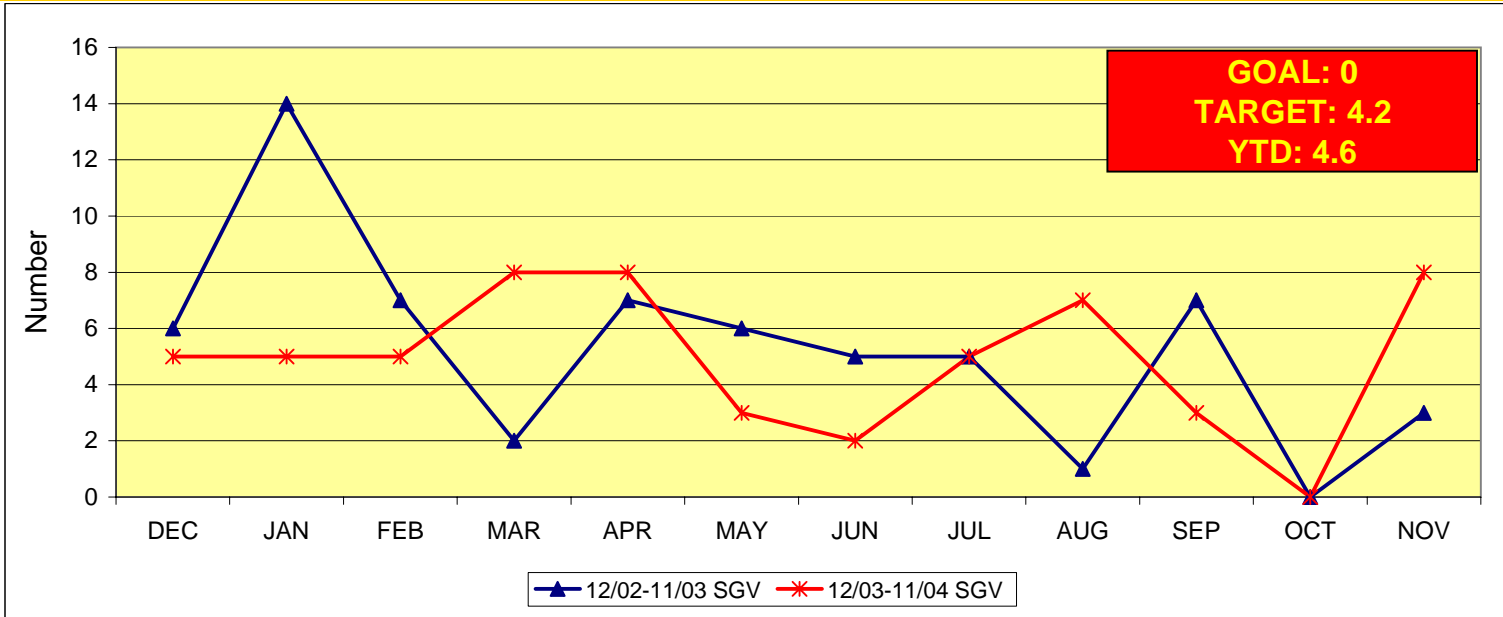
Prepared by Metro SGV Sector Administration and Finance Staff

Metro San Gabriel Valley
General Manager's Report
Key Performance Indicators
OCTOBER-NOVEMBER 2004

PERFORMANCE INDICATORS	YTD AVG. MO.	OCTOBER	NOVEMBER	MO. TARGET
SAFETY 				
Monthly Worker's Compensation Costs (Thousands)	\$523	\$620	\$478	\$376
OSHA Recordable Incidents	4.6	0.0	8.0	4.2
Bus Traffic Accidents/100,000 Hub Miles	2.79	3.69	2.16	2.76
New WC Indemnity Claims Per 200,000 Exposure Hrs.	10.10	10.68	8.52	14.00
BUS OPERATIONS				
Miles Between Mechanical Failures	6,659	6,287	7,349	9,000
Bus Cleanliness Ratings*	7.61	7.48	7.72	8.00
Complaints/100,000 Boardings	2.94	2.75	2.20	3.42
Passenger Boardings	5,293,002	5,315,529	5,081,314	5,378,000
On-Time Performance (%)	71%	71%	68%	75%

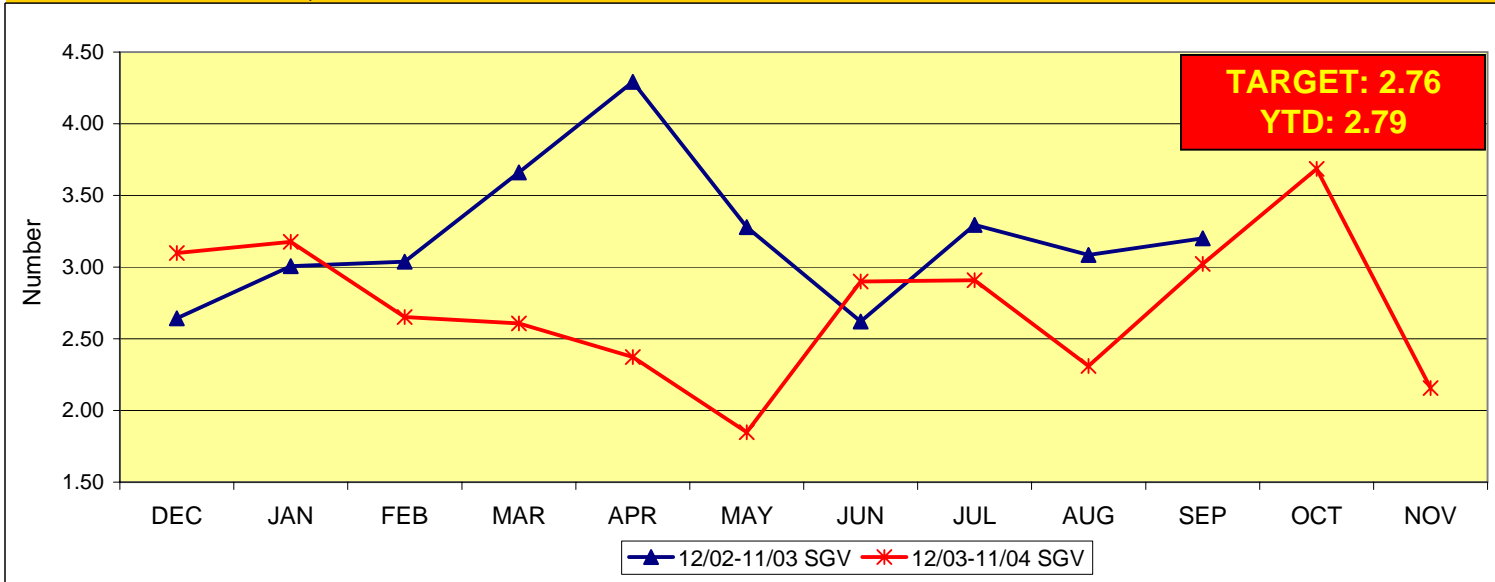
Note:
Performance indicators highlighted in **BOLD** meet the Sector target.

OSHA Recordable Incidents



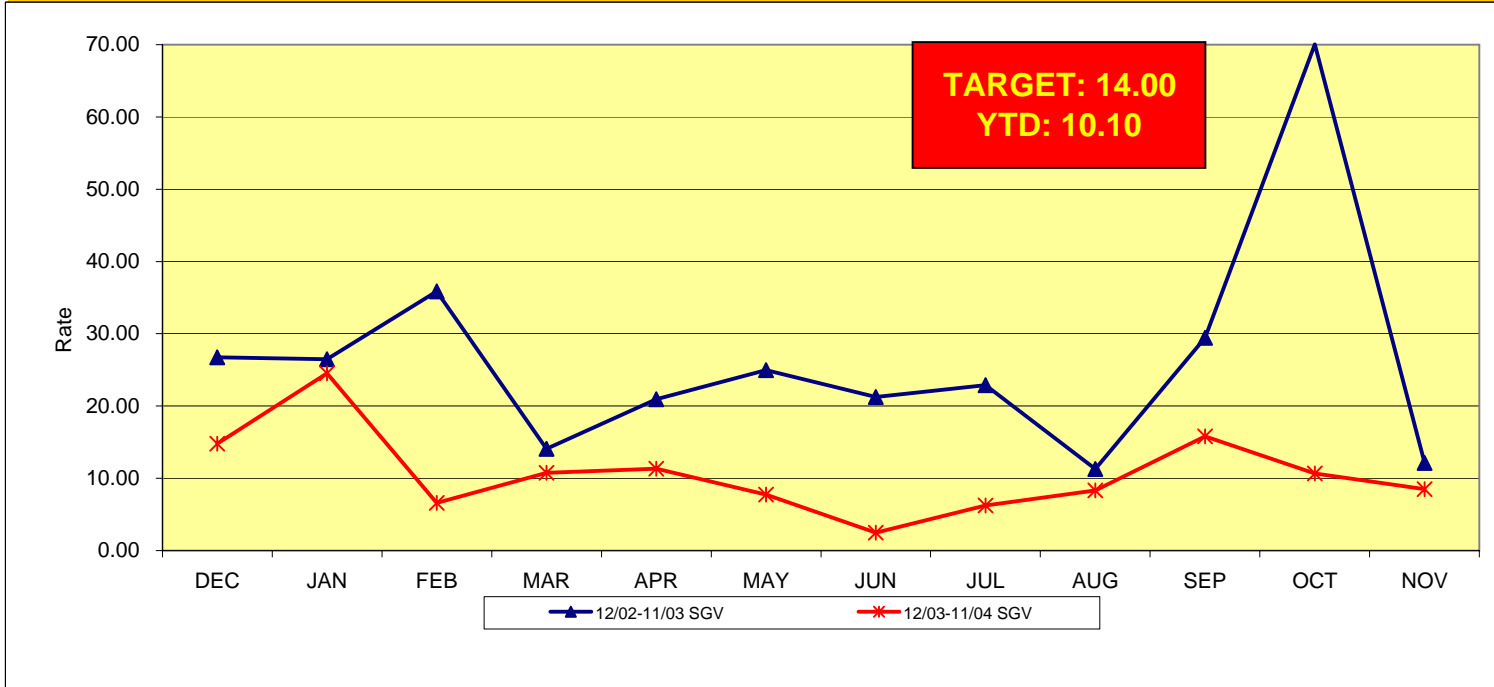
	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03
SGV	6	14	7	2	7	6	5	5	1	7	0	3
	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04
SGV	5	5	5	8	8	3	2	5	7	3	0	8

Bus Traffic Accidents/100,000 Hub Miles



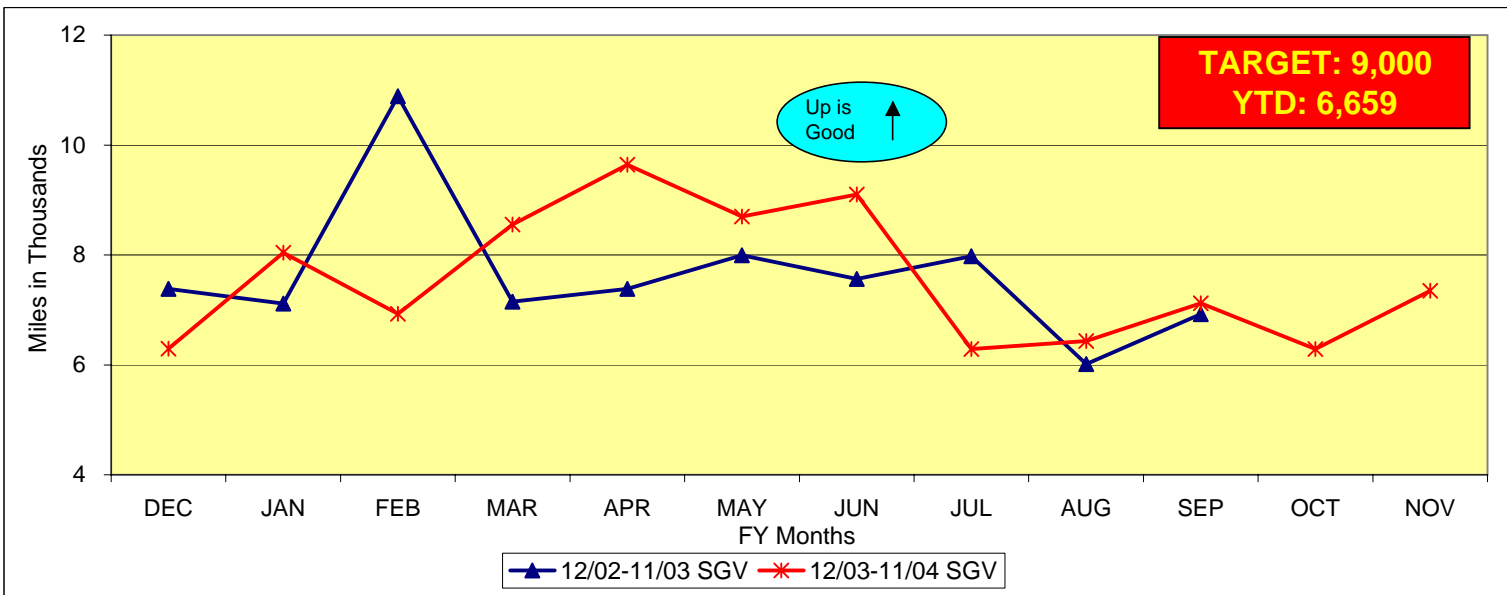
	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03
SGV	2.64	3.01	3.04	3.66	4.29	3.28	2.62	3.30	3.08	3.20		
	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04
SGV	3.10	3.18	2.65	2.61	2.37	1.85	2.90	2.91	2.31	3.02	3.69	2.16
MTA	4.25	3.48	4.21	3.58	3.20	3.11	3.42	3.25	3.06	3.43	3.90	3.28

New WC Indemnity Claims Per 200,000 Exposure Hours



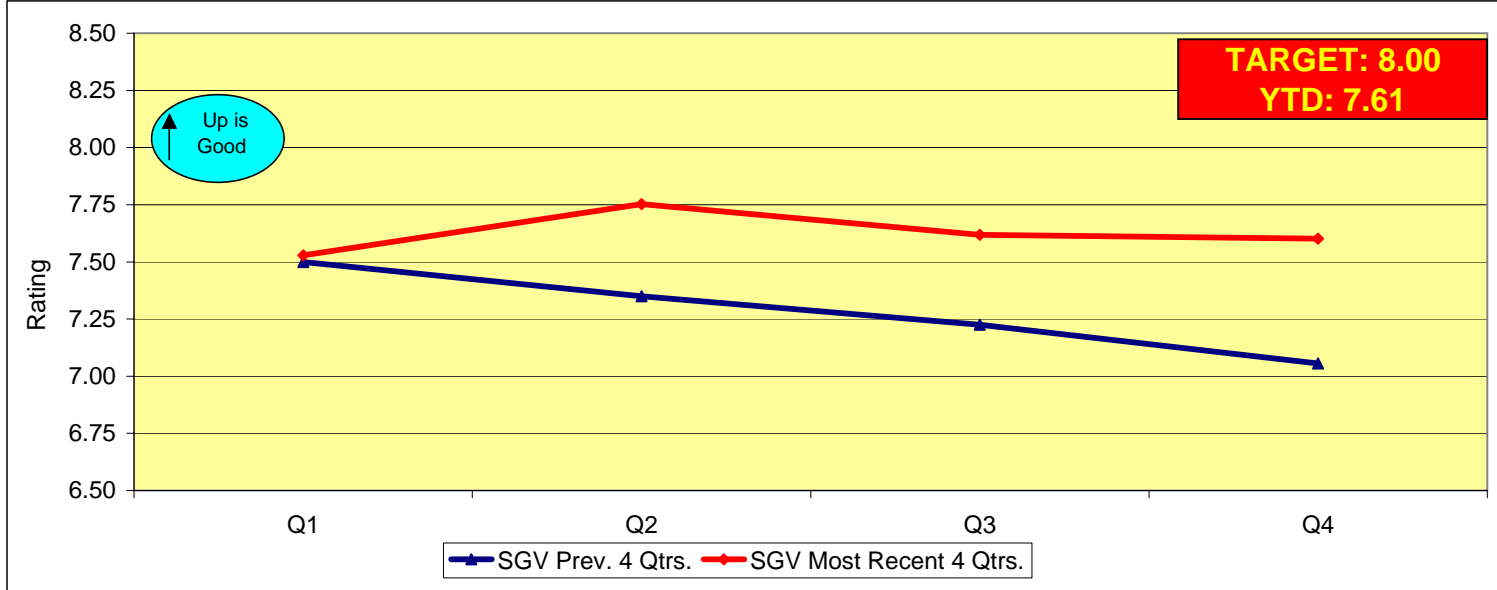
	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03
SGV	26.72	26.46	35.87	14.10	20.95	24.98	21.26	22.90	11.27	29.45	70.05	12.15
	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04
SGV	14.78	24.51	6.62	10.75	11.33	7.76	2.49	6.26	8.33	15.81	10.68	8.52
MTA	18.33	15.25	14.01	15.75	12.50	11.02	11.27	15.29	19.31	17.84	13.37	12.74

Miles Between Chargeable Mechanical Failures



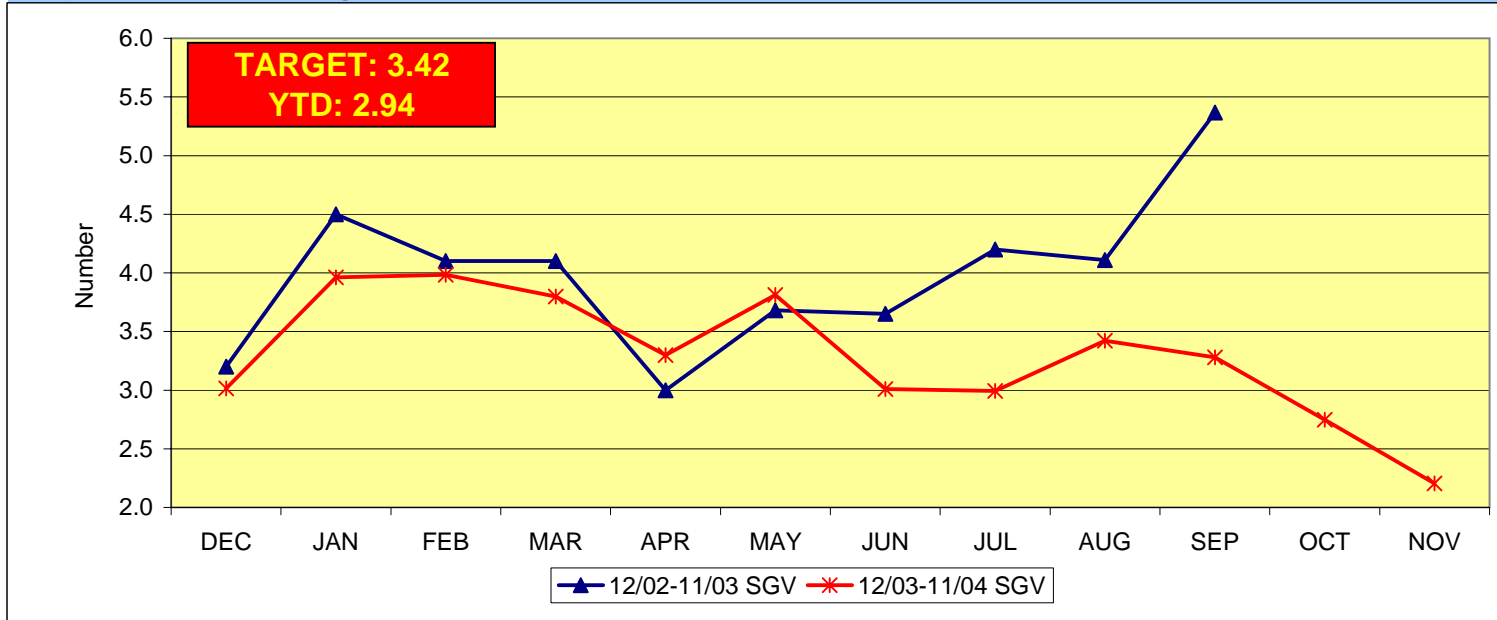
	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03
SGV	7,385	7,117	10,888	7,152	7,381	7,994	7,561	7,978	6,015	6,925	6,287	7,349
	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04
SGV	6,293	8,040	6,928	8,550	9,644	8,696	9,098	6,288	6,436	7,123	6,287	7,349
MTA	7,881	9,047	8,202	8,308	8,963	7,768	8,305	6,847	7,521	7,273	6,809	7,038

Bus Cleanliness Ratings



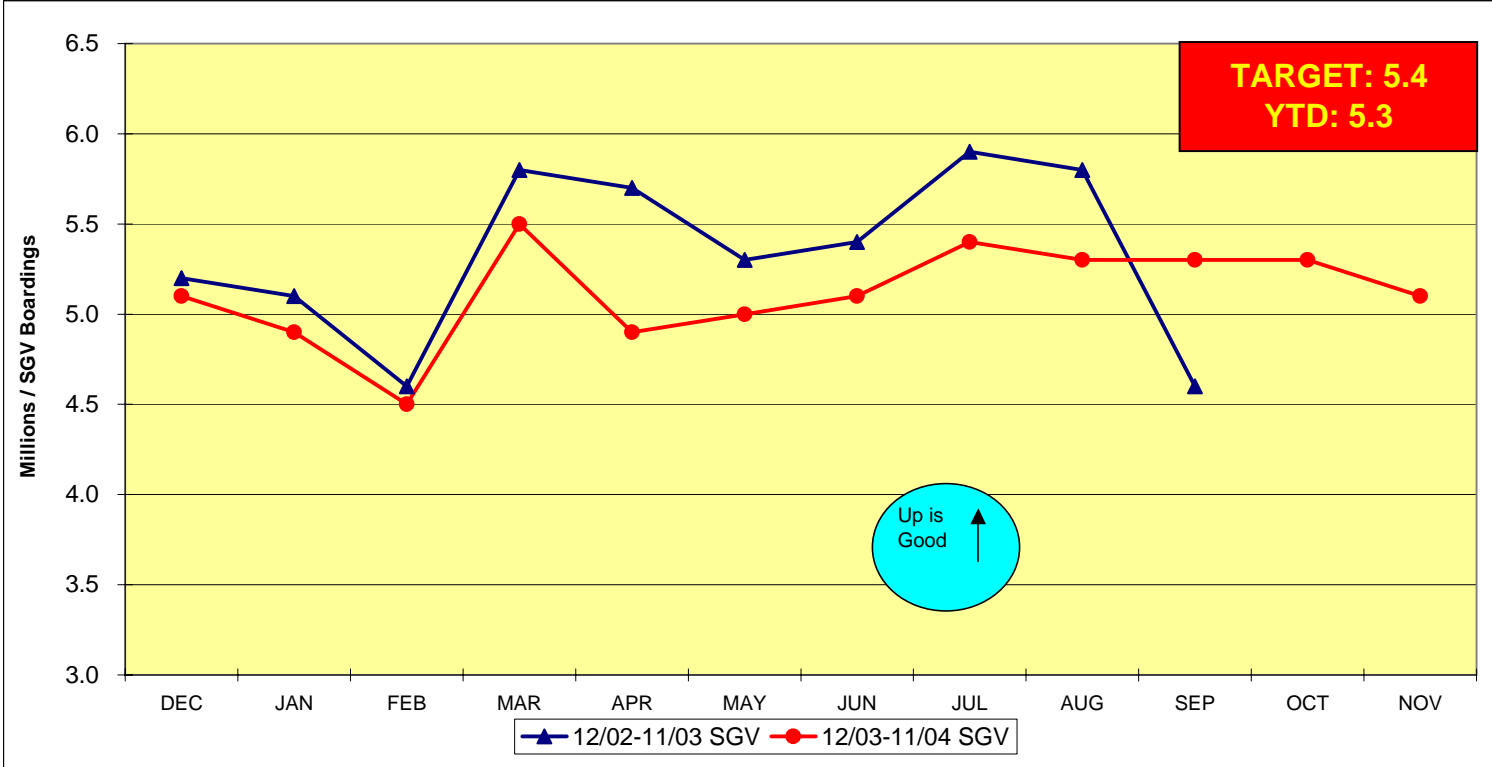
	FY 03 - Q3			FY 03 - Q4			FY 04 - Q1			FY 04 - Q2		
SGV	7.50			7.35			7.23			7.06		
	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	
SGV	7.25	7.62	7.72	7.78	7.74	7.74	7.71	7.55	7.60	7.48	7.72	
MTA	7.05	7.07	7.30	7.41	7.51	7.38	7.30	7.44	7.30	7.49	7.60	

Complaints/100,000 Boardings



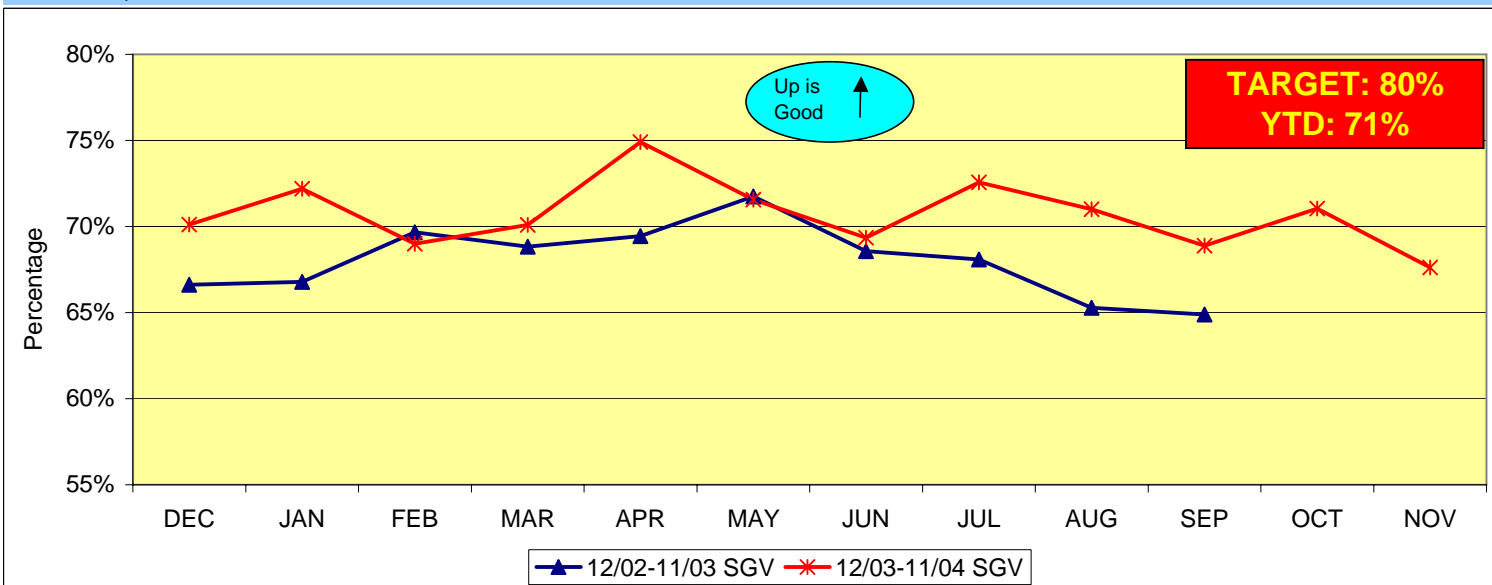
	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03
SGV	3.2	4.5	4.1	4.1	3.0	3.7	3.7	4.2	4.1	5.4		
	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04
SGV	3.0	4.0	4.0	3.8	3.3	3.8	3.0	3.0	3.4	3.3	2.7	2.2
MTA	3.8	4.6	5.2	4.6	4.0	4.1	4.2	4.3	4.3	4.4	3.2	2.6

Passenger Boardings



	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03
SGV	5.2	5.1	4.6	5.8	5.7	5.3	5.4	5.9	5.8	4.6		
	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04
SGV	5.1	4.9	4.5	5.5	4.9	5.0	5.1	5.4	5.3	5.3	5.3	5.1
MTA	25.9	27.5	26.9	33.0	29.2	30.0	30.0	30.6	30.4	30.3	30.3	28.9

In-Service, On-Time Performance



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

"How You Doin'?" Results - October 2004

DIVISION 3 TRANSPORTATION - 1st PLACE
DIVISION 3 MAINTENANCE - 3rd PLACE

October 2004 - Transportation						
<i>Rank Among Divisions</i>						
	In-Service On-Time Performance	Running Hot	Accident Rate	Complaints / 100K Boardings	New WC Claims /100 Emp	MONTHLY TOTALS
Div 3	1	5	8	2	1	1st
Div 8	2	2	5	5	8	2nd
Div 2	3	9	9	1	2	3rd
Div 9	4	3	2	6	10	4th
Div 1	5	1	6	3	11	5th
Div 15	6	7	1	9	6	6th
Div 18	9	4	3	11	3	7th
Div 5	8	6	11	7	4	8th
Div 10	10	11	7	4	5	9th
Div 6	11	8	4	8	7	10th
Div 7	7	10	10	10	9	11th

October 2004 - Maintenance					
<i>Rank Among Divisions</i>					
	Miles Between Mechanical Failures	Attendance	New WC Claims /100 Emp	Bus Cleanliness	MONTHLY TOTALS
Div 8	1	1	6	1	1st
Div 10	5	7	5	2	2nd
Div 3	11	5	1	3	3rd
Div 6	2	10	1	8	4th
Div 15	3	4	8	5	5th
Div 5	9	2	1	7	6th
Div 2	6	11	7	4	7th
Div 9	4	3	11	6	7th
Div 18	7	8	1	10	9th
Div 1	10	6	10	9	10th
Div 7	8	9	9	11	11th

"How You Doin'?" Results - November 2004

**DIVISION 3 TRANSPORTATION - 1st PLACE
DIVISION 9 MAINTENANCE- 2nd PLACE**

November 2004 - Transportation						
<i>Rank Among Divisions</i>						
	In-Service On-Time Performance	Running Hot	Accident Rate	Complaints / 100K Boardings	New WC Claims /100 Emp	MONTHLY TOTALS
Div 3	5	7	1	3	2	1st
Div 1	1	1	10	4	5	2nd
Div 9	3	5	3	7	8	3rd
Div 2	2	9	8	1	11	4th
Div 6	11	2	6	2	10	4th
Div 10	10	6	4	5	6	4th
Div 18	9	4	7	9	3	7th
Div 8	7	10	2	10	4	8th
Div 15	6	3	5	11	9	9th
Div 5	4	8	11	6	7	10th
Div 7	8	11	9	8	1	11th

November 2004 - Maintenance					
<i>Rank Among Divisions</i>					
	Miles Between Mechanical Failures	Attendance	New WC Claims /100 Emp	Bus Cleanliness	MONTHLY TOTALS
Div 8	2	1	1	1	1st
Div 9	3	10	1	2	2nd
Div 5	5	2	4	5	3rd
Div 15	4	8	5	6	4th
Div 10	7	6	10	3	5th
Div 18	6	4	3	10	6th
Div 1	11	7	8	4	7th
Div 2	8	3	9	8	7th
Div 6	1	11	11	9	9th
Div 3	10	9	7	7	10th
Div 7	9	5	6	11	11th

FY2005 FINANCIALS, THROUGH NOVEMBER

	Budget Variance						Annual Budget
	Month Budget	Month Actual	Month Variance (O)/U+	YTD Budget	YTD Actual	YTD Variance (O)/U+	
SGV Sector Operations							
Transportation							
Direct Labor	2,863,286	2,991,197	(127,911)	14,316,430	14,461,040	(144,610)	34,535,830
Fringe Benefits	1,464,016	1,814,633	(350,617)	7,318,279	7,518,522	(200,243)	17,715,862
Workers' Compensation	374,980	480,217	(105,237)	1,874,900	2,089,646	(214,745)	4,593,727
Non-Labor	22,712	19,522	3,191	113,562	89,962	23,599	272,548
TOTAL TRANSPORTATION	4,724,994	5,305,569	(580,575)	23,623,171	24,159,170	(535,999)	57,117,967
Maintenance & Facilities							
Direct Labor	958,708	954,257	4,836,680	4,793,540	4,836,680	(43,140)	11,567,871
Fringe Benefits	649,882	678,052	350,509	3,249,653	3,123,235	126,418	7,844,800
Workers' Compensation	17,997	(2,229)	20,227	89,987	525,130	(435,144)	220,478
Non-Labor	1,051,039	955,290	95,749	5,255,197	5,267,353	(12,157)	12,612,472
TOTAL MAINTENANCE	2,677,626	2,585,370	5,303,165	13,388,376	13,752,399	(364,023)	32,245,621
Sector Office							
Direct Labor	150,202	135,417	14,785	751,011	741,973	9,037	1,828,250
Fringe Benefits	91,064	91,172	(108)	455,307	421,184	34,123	1,115,055
Workers' Compensation	-	-	-	-	-	-	-
Non-Labor	26,621	10,267	16,354	133,106	26,908	106,199	319,455
TOTAL SECTOR OFFICE	267,887	236,856	31,031	1,339,424	1,190,065	149,359	3,262,760
SUBTOTAL SECTOR OPERATIONS	7,670,508	8,127,795	4,753,621	38,350,971	39,101,634	(750,663)	92,626,348
Other Sector Support							
Direct Labor	79,571	109,460	(29,888)	397,856	528,041	(130,185)	953,237
Fringe Benefits	51,870	73,842	(21,971)	259,355	310,547	(51,192)	623,700
Workers' Compensation	8,201	7,377	824	41,005	61,520	(20,515)	99,207
Non-Labor	919,524	929,241	(9,717)	4,597,627	5,258,752	(661,125)	11,154,542
OTHER SECTOR SUPPORT	1,059,166	1,119,919	(60,753)	5,295,844	6,158,861	(863,017)	12,830,687
TOTAL SGV SECTOR	\$ 8,729,674	\$ 9,247,714	\$ 4,692,869	\$ 43,646,814	\$ 45,260,495	\$ (1,613,681)	\$ 105,457,035
Total Revenue Service Hours	104,490	103,375	1,115	529,614	527,054	2,560	1,289,524
Cost Per Revenue Service Hour	\$ 83.55	\$ 89.46	\$ (5.91)	\$ 82.41	\$ 85.87	\$ (3.46)	\$ 81.78

Significant Items

- Transportation Labor 4.5% Over Budget/Month, 1% Over YTD - Reliance on OT Increased in November
- Maintenance Labor On Budget for Month, < 1% Over YTD
- Workers Comp Allocation 33% Over YTD Budget (\$650K) - Agency is 21% Over
- Sector Fringe Benefits \$379K Over in Nov., on Budget YTD
- Fuel Expense \$60K Over (12%) for Month, \$555K Over (23%) YTD
- Parts Expense \$114K Under (26%) for Month, \$451K Under (20%) YTD
- Other Sector Support - Risk Management 41% Over Budget YTD (\$989K).

Mid-Year Inter-Divisional Budget Adjustments

Resulting from Consent Decree-Driven Service Changes

	<u>Division 3</u>	<u>Division 9</u>	<u>SGV Sector</u>	<u>% Reduction</u>
Revenue Service Hours	<u>(8,884)</u>	<u>2,062</u>	<u>(6,821)</u>	<u>(0.5%)</u>
Vehicle Miles (000s)	<u>(212)</u>	<u>(138)</u>	<u>(350)</u>	<u>(3.7%)</u>
Operator Labor	(\$534)	(\$53)	(\$587)	(1.6%)
Maintenance Labor	Data Pending			
Parts	(\$17)	\$9	(\$8)	(0.1%)
Fuel	<u>(\$48)</u>	<u>(\$152)</u>	<u>(\$200)</u>	<u>(3.5%)</u>
TOTAL	<u>(\$599)</u>	<u>(\$195)</u>	<u>(\$795)</u>	<u>(3.3%)</u>



Metropolitan Transportation Authority

Metro**Interoffice Memo**

Date December 13, 2004

To ALL STAFF

From ROGER SNOBLE
 CHIEF EXECUTIVE OFFICER 

Subject FY05 BUDGET ACTIONS

One of our important strategic initiatives this year is to pinch every penny. We have been doing a good job of living by our budget in those areas we can control. Unfortunately, several factors outside of our control have made it necessary to go beyond pinching pennies. First, passenger revenue is running far below budgeted amounts. Second, fuel, liability claims and workers compensation costs are running well over budgeted amounts.

In all, we are looking at a \$40 million deficit by year-end in the FY05 enterprise fund budget. The enterprise fund supports all of our transit operations and transit capital programs. In order to meet our fiscal responsibilities we must reduce costs immediately. Therefore, effective as of Wednesday, December 8 I have ordered the following:

- A hiring freeze on all jobs funded through the enterprise fund with the sole exception of Bus Operators. Offers extended before December 8 may still go forward but no new offers may be made until further notice.
- Bus and rail capital projects that have not yet gone to bid and that have local funding in any amount will be deferred until further notice.
- All furniture purchases, office moves, personal computer orders and office supplies and equipment funded through the enterprise fund are postponed.
- All conference, educational or other non-essential travel funded out of the enterprise fund is cancelled.
- Further directives adding to or clarifying this list will be forthcoming.

I regret that we are in this situation; however, there simply is not enough money in the fund to support the level of service we are providing. By taking action now we can get through FY05 and position ourselves better for FY06. We plan on taking a comprehensive FY05 budget amendment to the January meeting of the Board of Directors. As usual, I need each and every one of you to assist in meeting this challenge.

cc Board of Directors