



METRO WESTSIDE/CENTRAL GOVERNANCE COUNCIL
JULY 7, 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 Westside/Central's 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:

- (1) Metro Westside/Central's Key Performance Indicators - May 2005
 - a. Safety Performance Indicators/Trend by Location
 - b. Bus Operations Performance Indicators/Trend by Location
 - c. "How You Doin'?" MTA Division Reports for May 2005
 - d. May 2005 Financial Results
- (2) Westside/Central Complaint Summary - May 2005
- (3) Consent Decree Update

**Metro Westside/Central
General Manager's Report
Key Performance Indicators**

MAY 2005

| PERFORMANCE INDICATORS | YTD AVG. MO. | MAY | MO. TARGET |
|---|-----------------|--------------|---------------|
| SAFETY | | | |
| Monthly Worker's Compensation Costs (\$ in Thousands) * | \$977 | \$1,267 | \$867 |
| OSHA Recordable Incidents * | 11.2 | 7.0 | 7.67 |
| Bus Traffic Accidents/100,000 Hub Miles | 3.98 | 4.05 | 3.67 |
| New WC Indemnity Claims Per 200,000 Exposure Hours * | 19.69 | 21.41 | 20.44 |
| BUS OPERATIONS | | | |
| Miles Between Mechanical Failures | 7,869 | 8,607 | 7,500 |
| Bus Cleanliness Ratings | 7.28 | 7.40 | 7.50 |
| Complaints/100,000 Boardings | 4.14 | 4.33 | 3.75 |
| Passenger Boardings (estimated) | 7,089,768 | 7,162,171 | 7,728,417 |

Note:

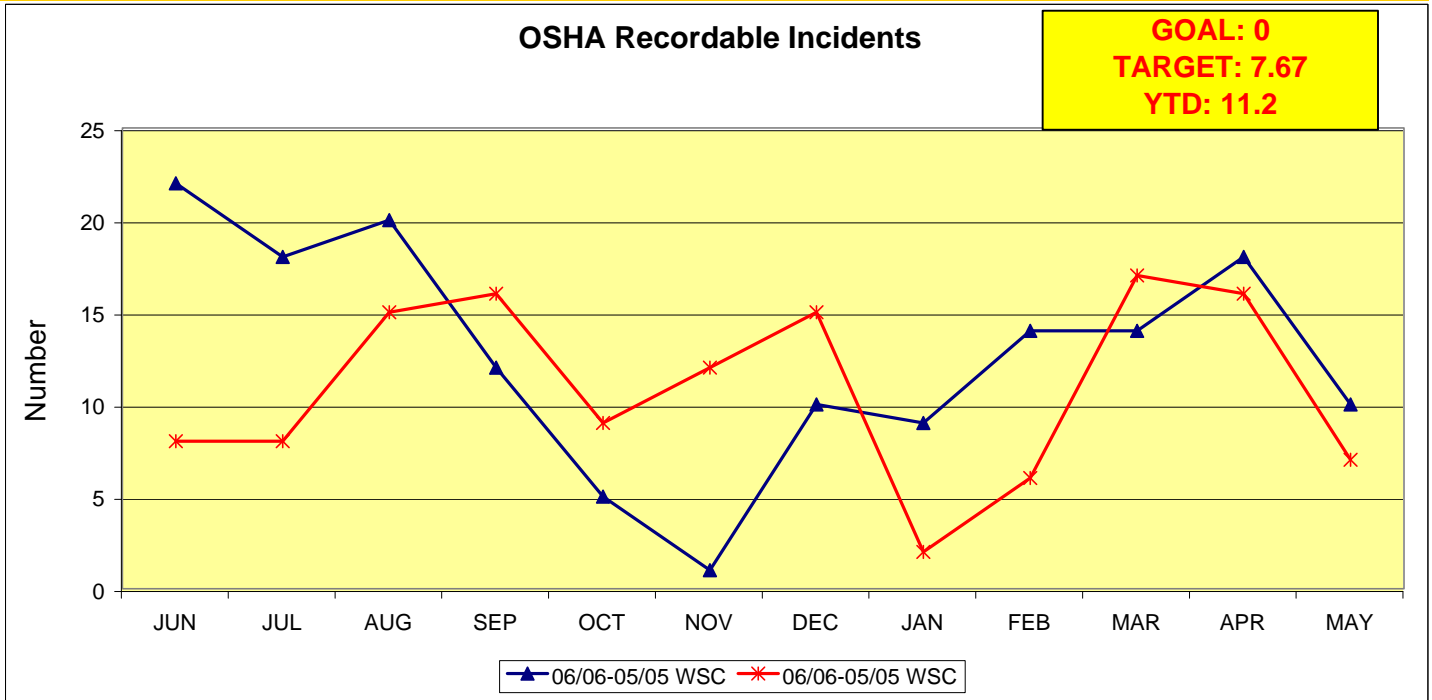
Performance indicators highlighted in **BOLD** meet the Sector target.

Variance Explanations (*)

- Workers compensation costs increased due to the following reasons:
 - New claims at Divisions 7 and 10
 - Higher administrative cost, reserve and incurred but not yet recorded costs (IBNR) to cover future medical benefits.
- OSHA recordables are down due to detailed claimant interviews, reconstruction of accident to determine cause and validity, and pre/post follow-up with physician.

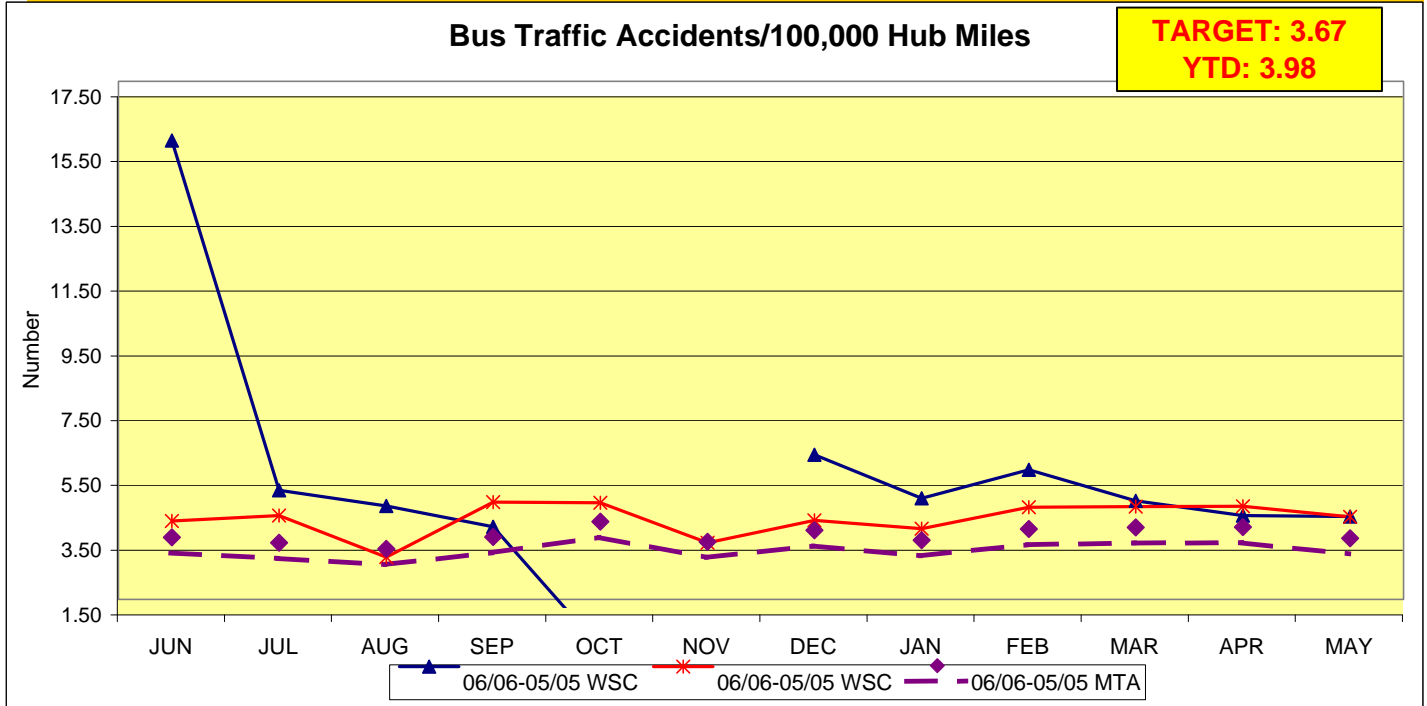
Metro Westside/Central
Performance Trends
May 2005

OSHA Recordable Incidents



| | JUN 03 | JUL 03 | AUG 03 | SEP 03 | OCT 03 | NOV 03 | DEC 03 | JAN 04 | FEB 04 | MAR 04 | APR 04 | MAY 04 |
|-----|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| WSC | 22 | 18 | 20 | 12 | 5 | 1 | 10 | 9 | 14 | 14 | 18 | 10 |
| | JUN 04 | JUL 04 | AUG 04 | SEP 04 | OCT 04 | NOV 04 | DEC 04 | JAN 05 | FEB 05 | MAR 05 | APR 05 | MAY 05 |
| WSC | 8 | 8 | 15 | 16 | 9 | 12 | 15 | 2 | 6 | 17 | 16 | 7 |

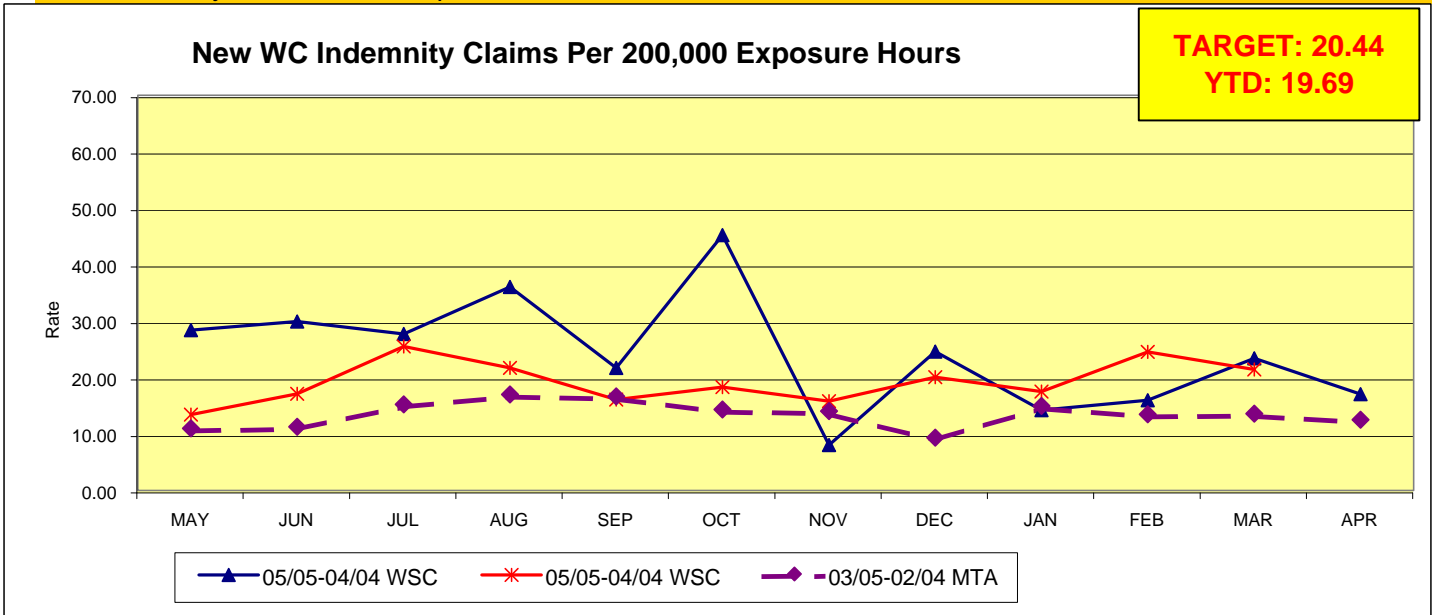
Bus Traffic Accidents/100,000 Hub Miles



| | JUN 03 | JUL 03 | AUG 03 | SEP 03 | OCT 03 | NOV 03 | DEC 03 | JAN 04 | FEB 04 | MAR 04 | APR 04 | MAY 04 |
|-----|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| WSC | 15.67 | 4.87 | 4.38 | 3.74 | 0.00 | | 5.97 | 4.62 | 5.50 | 4.55 | 4.08 | 4.06 |
| | JUN 04 | JUL 04 | AUG 04 | SEP 04 | OCT 04 | NOV 04 | DEC 04 | JAN 05 | FEB 05 | MAR 05 | APR 05 | MAY 05 |
| WSC | 3.92 | 4.09 | 2.80 | 4.50 | 4.48 | 3.25 | 3.94 | 3.68 | 4.35 | 4.37 | 4.38 | 4.05 |
| MTA | 3.42 | 3.25 | 3.06 | 3.43 | 3.90 | 3.28 | 3.63 | 3.33 | 3.67 | 3.72 | 3.73 | 3.39 |

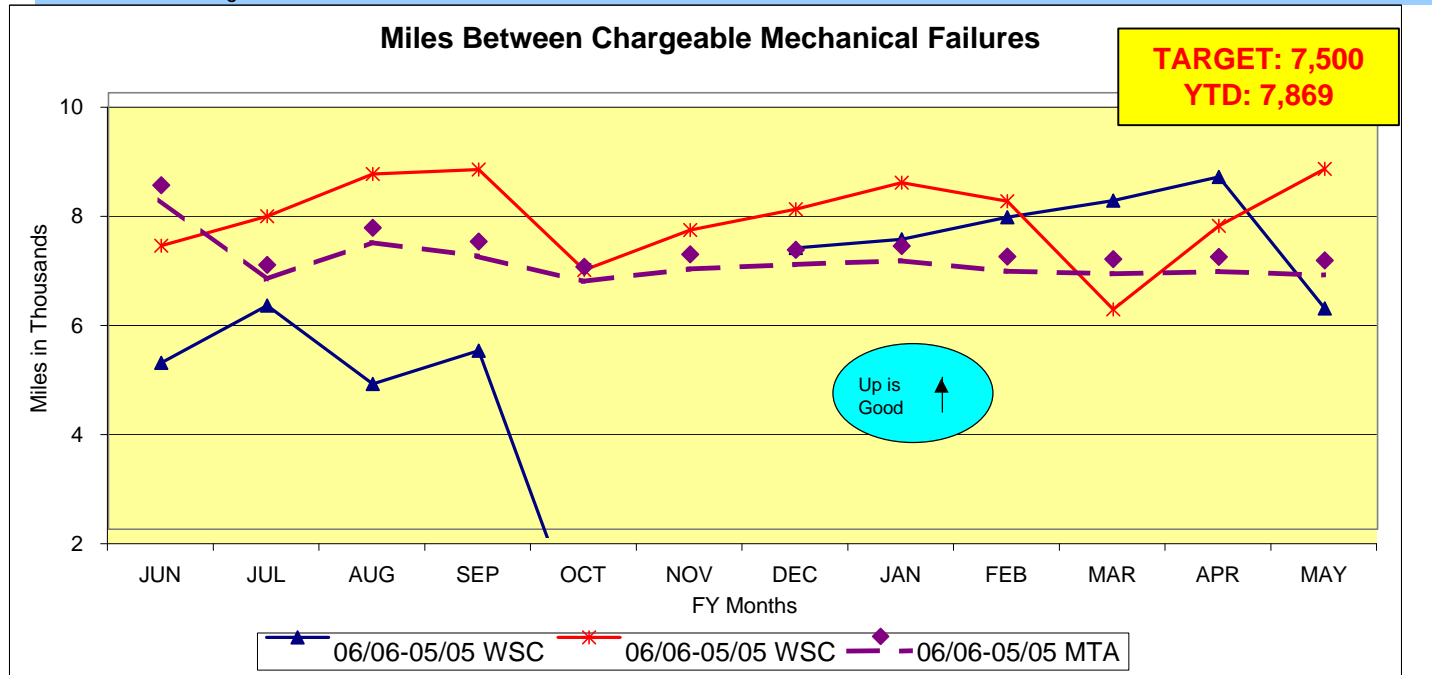
Metro Westside/Central
Performance Trends
May 2005

New WC Indemnity Claims Per 200,000 Exposure Hours



| | MAY 03 | JUN 03 | JUL 03 | AUG 03 | SEP 03 | OCT 03 | NOV 03 | DEC 03 | JAN 04 | FEB 04 | MAR 04 | APR 04 |
|-----|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| WSC | 28.38 | 29.95 | 27.72 | 36.04 | 21.73 | 45.22 | 8.03 | 24.62 | 14.22 | 15.98 | 23.40 | 17.04 |
| | MAY 04 | JUN 04 | JUL 04 | AUG 04 | SEP 04 | OCT 04 | NOV 04 | DEC 04 | JAN 05 | FEB 05 | MAR 05 | APR 05 |
| WSC | 16.47 | 13.42 | 17.14 | 25.49 | 21.72 | 16.09 | 18.28 | 15.80 | 20.05 | 17.53 | 24.56 | 21.41 |
| MTA | 11.02 | 11.28 | 15.24 | 17.03 | 16.64 | 14.34 | 14.04 | 9.33 | 14.97 | 13.51 | 13.63 | 12.52 |

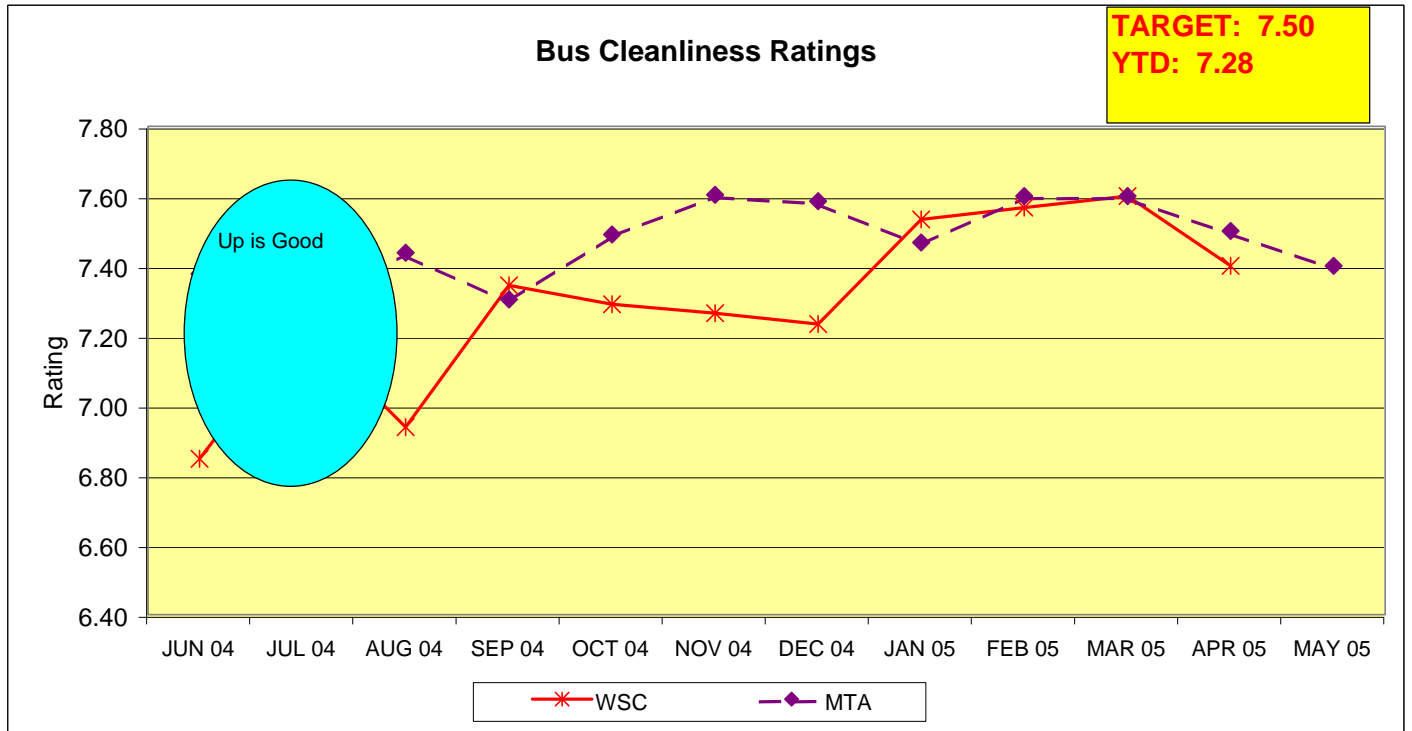
Miles Between Chargeable Mechanical Failures



| | JUN 03 | JUL 03 | AUG 03 | SEP 03 | OCT 03 | NOV 03 | DEC 03 | JAN 04 | FEB 04 | MAR 04 | APR 04 | MAY 04 |
|-----|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| WSC | 5,049 | 6,099 | 4,664 | 5,274 | - | 7,156 | 7,156 | 7,314 | 7,718 | 8,026 | 8,459 | 6,044 |
| | JUN 04 | JUL 04 | AUG 04 | SEP 04 | OCT 04 | NOV 04 | DEC 04 | JAN 05 | FEB 05 | MAR 05 | APR 05 | MAY 05 |
| WSC | 7,196 | 7,739 | 8,508 | 8,594 | 6,752 | 7,481 | 7,864 | 8,351 | 8,013 | 6,030 | 7,558 | 8,607 |
| MTA | 8,305 | 6,847 | 7,522 | 7,273 | 6,809 | 7,038 | 7,118 | 7,188 | 6,999 | 6,948 | 6,991 | 6,925 |

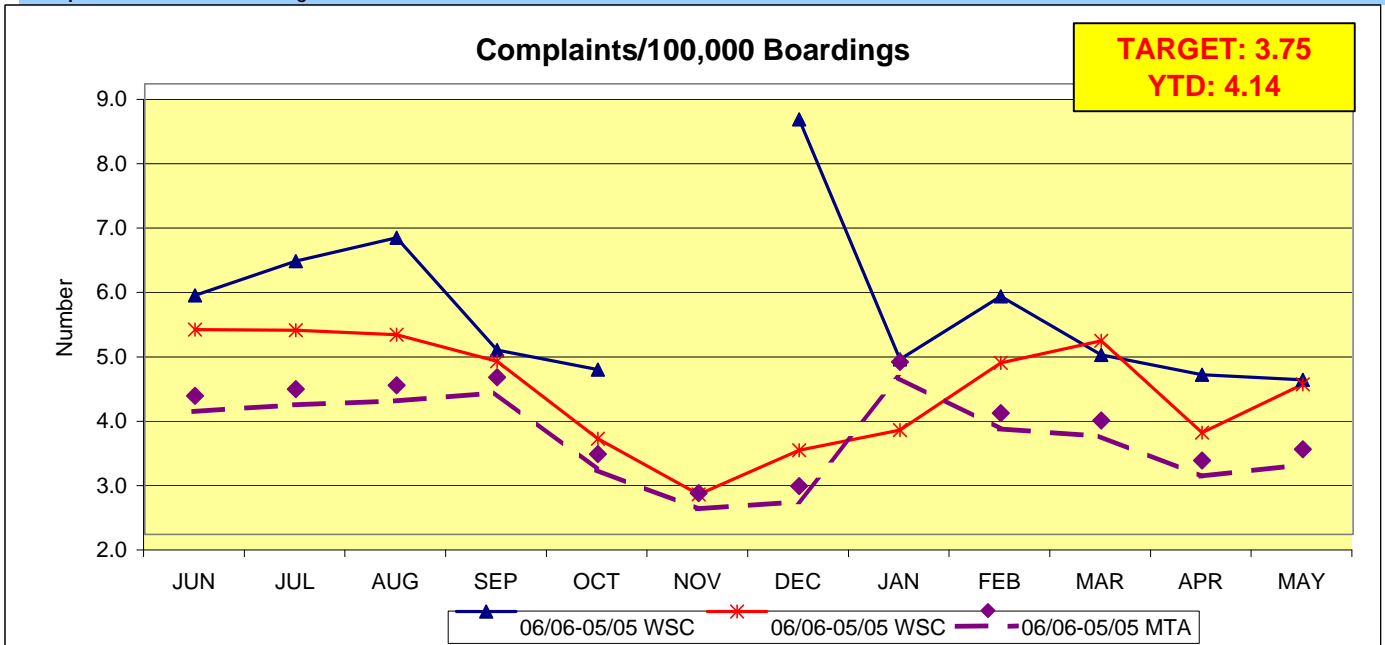
Metro Westside/Central
Performance Trends
May 2005

Bus Cleanliness Ratings



| | JUN 04 | JUL 04 | AUG 04 | SEP 04 | OCT 04 | NOV 04 | DEC 04 | JAN 05 | FEB 05 | MAR 05 | APR 05 | MAY 05 |
|-----|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| WSC | 6.97 | 6.85 | 7.23 | 6.94 | 7.34 | 7.29 | 7.26 | 7.23 | 7.53 | 7.57 | 7.60 | 7.40 |
| MTA | 7.38 | 7.30 | 7.44 | 7.30 | 7.49 | 7.60 | 7.59 | 7.47 | 7.60 | 7.60 | 7.50 | 7.40 |

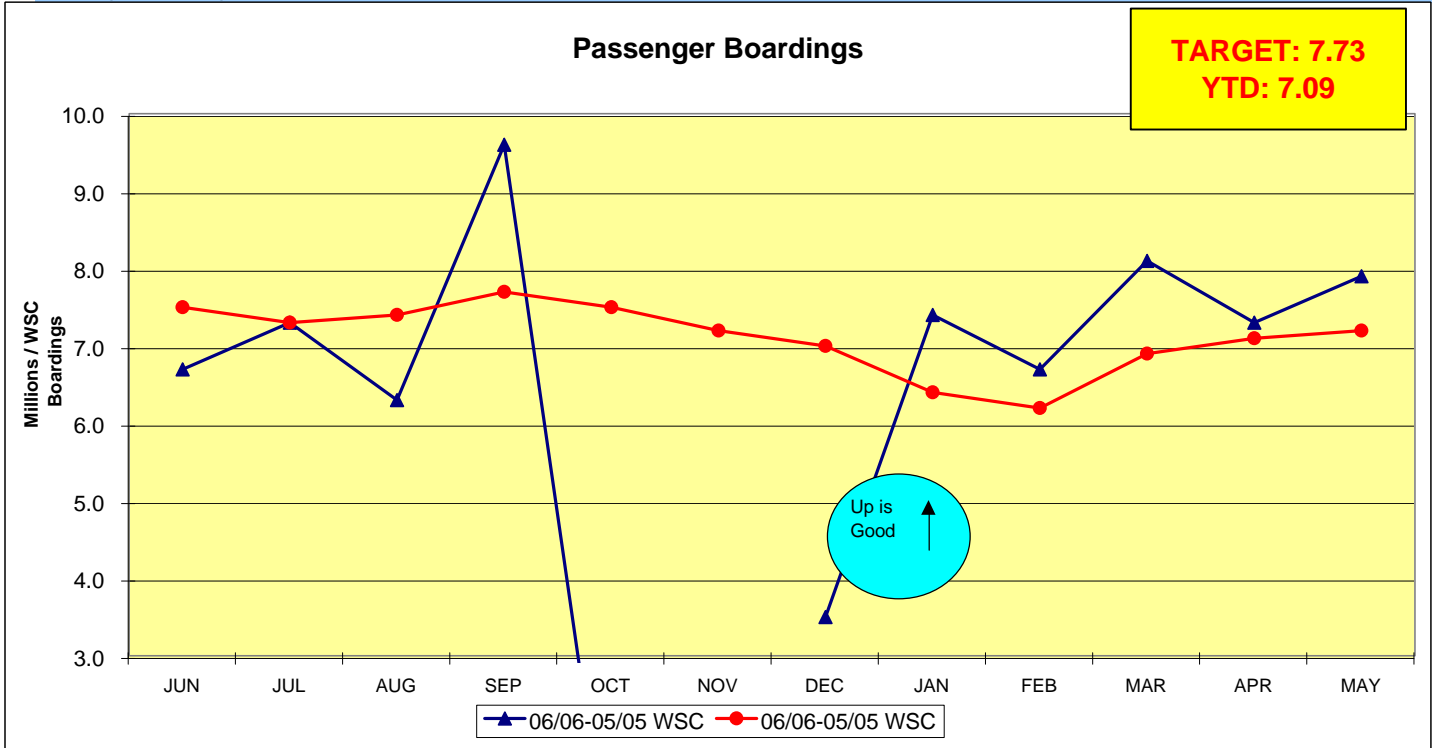
Complaints/100,000 Boardings



| | JUN 03 | JUL 03 | AUG 03 | SEP 03 | OCT 03 | NOV 03 | DEC 03 | JAN 04 | FEB 04 | MAR 04 | APR 04 | MAY 04 |
|-----|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| WSC | 5.7 | 6.2 | 6.6 | 4.9 | 4.6 | 8.5 | 4.7 | 5.7 | 4.8 | 4.5 | 4.4 | |
| | JUN 04 | JUL 04 | AUG 04 | SEP 04 | OCT 04 | NOV 04 | DEC 04 | JAN 05 | FEB 05 | MAR 05 | APR 05 | MAY 05 |
| WSC | 5.2 | 5.2 | 5.1 | 4.7 | 3.5 | 2.6 | 3.3 | 3.6 | 4.7 | 5.0 | 3.6 | 4.3 |
| MTA | 4.2 | 4.3 | 4.3 | 4.4 | 3.2 | 2.6 | 2.8 | 4.7 | 3.9 | 3.8 | 3.2 | 3.3 |

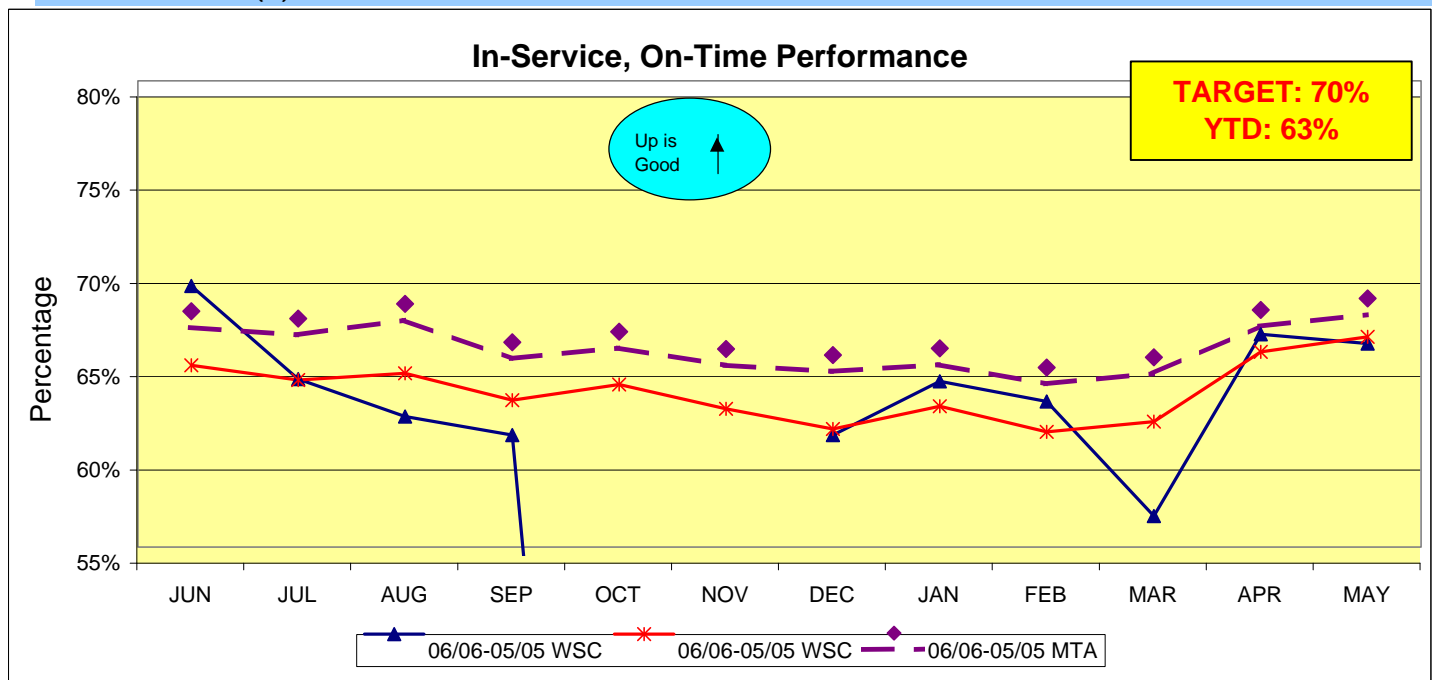
Metro Westside/Central Performance Trends May 2005

Passenger Boardings



| | JUN 03 | JUL 03 | AUG 03 | SEP 03 | OCT 03 | NOV 03 | DEC 03 | JAN 04 | FEB 04 | MAR 04 | APR 04 | MAY 04 |
|-----|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| WSC | 6.7 | 7.3 | 6.3 | 9.6 | 0.0 | | 3.5 | 7.4 | 6.7 | 8.1 | 7.3 | 7.9 |
| WSC | 7.5 | 7.3 | 7.4 | 7.7 | 7.5 | 7.2 | 7.0 | 6.4 | 6.2 | 6.9 | 7.1 | 7.2 |
| MTA | 30.0 | 30.6 | 30.4 | 30.3 | 30.3 | 28.9 | 28.9 | 27.9 | 27.1 | 31.7 | 31.2 | 32.0 |

On-Time Performance (%)



| | JUN 03 | JUL 03 | AUG 03 | SEP 03 | OCT 03 | NOV 03 | DEC 03 | JAN 04 | FEB 04 | MAR 04 | APR 04 | MAY 04 |
|-----|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| WSC | 69% | 64% | 62% | 61% | 0% | | 61% | 64% | 63% | 57% | 66% | 66% |
| WSC | 65% | 64% | 64% | 63% | 64% | 62% | 61% | 63% | 61% | 62% | 65% | 66% |
| MTA | 68% | 67% | 68% | 66% | 67% | 66% | 65% | 66% | 65% | 65% | 68% | 68% |

Metro Westside/Central
Performance Trends
May 2005

Metro Westside/Central
Performance Trends
May 2005

Metro Westside/Central
Performance Trends
May 2005

Metro Westside/Central
Performance Trends
May 2005

Metro Westside/Central General Manager's Report

"How You Doin'?" Results - May 2005

May 2005 - Transportation

Rank Among Divisions

| | In-Service On-Time Performance | Running Hot | Accident Rate | Complaints / 100K Boardings | New WC Claims /100 Emp | MONTHLY TOTALS |
|--------|-----------------------------------|-------------|---------------|--------------------------------|---------------------------|----------------|
| Div 3 | 6 | 2 | 8 | 3 | 2 | 1 |
| Div 9 | 5 | 3 | 3 | 5 | 8 | 2 |
| Div 1 | 1 | 5 | 10 | 4 | 5 | 3 |
| Div 15 | 4 | 7 | 2 | 10 | 4 | 4 |
| Div 18 | 9 | 6 | 1 | 6 | 1 | 4 |
| Div 8 | 3 | 1 | 7 | 8 | 3 | 6 |
| Div 2 | 2 | 8 | 5 | 1 | 6 | 7 |
| Div 5 | 10 | 10 | 9 | 2 | 10 | 7 |
| Div 10 | 7 | 4 | 6 | 7 | 7 | 9 |
| Div 7 | 8 | 11 | 11 | 9 | 11 | 10 |
| Div 6 | 11 | 9 | 4 | 11 | 9 | 11 |

May 2005 - Maintenance

Rank Among Divisions

| | Miles Between Mechanical Failures | Attendance | New WC Claims /100 Emp | Bus Cleanliness | MONTHLY TOTALS |
|--------|---|------------|---------------------------|-----------------|----------------|
| Div 8 | 2 | 2 | 7 | 1 | 1 |
| Div 9 | 6 | 10 | 1 | 3 | 2 |
| Div 5 | 1 | 5 | 1 | 5 | 3 |
| Div 6 | 7 | 3 | 10 | 8 | 4 |
| Div 3 | 9 | 1 | 6 | 4 | 5 |
| Div 10 | 4 | 6 | 4 | 2 | 5 |
| Div 15 | 5 | 9 | 8 | 6 | 7 |
| Div 18 | 3 | 7 | 5 | 9 | 8 |
| Div 1 | 11 | 11 | 1 | 7 | 9 |
| Div 7 | 8 | 4 | 11 | 11 | 10 |
| Div 2 | 10 | 8 | 9 | 10 | 11 |

**Metro Westside/ Central
General Manager's Report**

FY2005 FINANCIALS, THROUGH MAY

| | Budget Variance | | | | | | |
|-------------------------------------|-------------------|-------------------|-----------------------|--------------------|--------------------|---------------------|--------------------|
| | Month Budget | Month Actual | Month Variance (O)/U+ | YTD Budget | YTD Actual | YTD Variance (O)/U+ | Annual Budget |
| WSC Sector Operations | | | | | | | |
| Transportation | | | | | | | |
| Direct Labor | 3,934,227 | 4,048,389 | (114,162) | 43,692,182 | 43,933,572 | (241,390) | 47,626,409 |
| Fringe Benefits | 2,002,181 | 1,887,085 | 115,096 | 21,691,154 | 20,724,294 | 966,860 | 23,693,335 |
| Non-Labor | 47,304 | 51,090 | (3,786) | 520,346 | 340,785 | 179,561 | 567,650 |
| Allocated Overhead | 0 | 89,734 | (89,734) | 0 | 316,351 | (316,351) | 0 |
| Workers Compensation * | 806,876 | 1,209,818 | (402,942) | 8,823,627 | 9,060,851 | (237,225) | 9,630,503 |
| TOTAL TRANSPORTATION | 6,790,588 | 7,286,116 | (495,528) | 74,727,309 | 74,375,853 | 351,456 | 81,517,896 |
| Maintenance & Facilities | | | | | | | |
| Direct Labor | 1,227,014 | 1,234,379 | (7,365) | 13,565,364 | 14,013,365 | (448,001) | 14,792,379 |
| Fringe Benefits | 842,077 | 707,898 | 134,179 | 9,303,529 | 8,691,204 | 612,324 | 10,145,606 |
| Non-Labor | 1,659,395 | 1,675,496 | (16,102) | 18,106,674 | 18,564,547 | (457,872) | 19,766,069 |
| Allocated Overhead | 0 | 10,434 | (10,434) | 0 | 36,785 | (36,785) | 0 |
| Workers Compensation | 149,889 | 51,729 | 98,160 | 1,643,404 | 1,576,030 | 67,374 | 1,793,293 |
| TOTAL MAINTENANCE | 3,878,375 | 3,679,937 | 198,438 | 42,618,972 | 42,881,932 | (262,960) | 46,497,346 |
| Sector Office | | | | | | | |
| Direct Labor | 84,716 | 91,193 | (6,477) | 895,470 | 945,471 | (50,001) | 980,186 |
| Fringe Benefits | 53,202 | 40,514 | 12,688 | 562,947 | 556,519 | 6,428 | 616,149 |
| Non-Labor | 32,253 | 10,954 | 21,299 | 354,778 | 149,286 | 205,492 | 387,031 |
| Allocated Overhead | (0) | 35,476 | (35,476) | (0) | 125,071 | (125,071) | 0 |
| Workers Compensation | 0 | 0 | 0 | 0 | 598 | (598) | 0 |
| TOTAL SECTOR OFFICE | 170,171 | 178,137 | (7,966) | 1,813,195 | 1,776,945 | 36,250 | 1,983,366 |
| SUBTOTAL SECTOR OPERATIONS | 10,839,133 | 11,144,189 | (305,057) | 119,159,475 | 119,034,730 | 124,746 | 129,998,608 |
| Other Sector Support | | | | | | | |
| Direct Labor | 118,484 | 160,117 | (41,633) | 1,313,239 | 1,135,753 | 177,486 | 1,431,724 |
| Fringe Benefits | 73,377 | 67,712 | 5,665 | 810,769 | 655,694 | 155,076 | 884,146 |
| Non-Labor * | 1,446,138 | 767,164 | 678,974 | 15,675,498 | 15,357,924 | 317,574 | 17,121,635 |
| Allocated Overhead | 162,890 | 0 | 162,890 | 1,817,791 | 0 | 1,817,791 | 1,980,680 |
| Workers Comp | 8,205 | 5,137 | 3,067 | 91,003 | 110,125 | (19,122) | 99,207 |
| OTHER SECTOR SUPPORT | 1,809,093 | 1,000,130 | 808,963 | 19,708,300 | 17,259,496 | 2,448,804 | 21,517,393 |
| TOTAL WSC SECTOR | 12,648,226 | 12,144,320 | 503,906 | 138,867,775 | 136,294,226 | 2,573,550 | 151,516,001 |
| Total Revenue Service Hours | 145,326 | 146,250 | (924) | 1,583,532 | 1,590,751 | (7,219) | 1,752,932 |
| Cost Per Revenue Service Hour | \$ 87.03 | \$ 83.04 | \$ 4.00 | \$ 87.69 | \$ 85.68 | \$ 2.02 | \$ 86.44 |

Explanations (*)

1. Overrun in **workers compensation** costs due to (a) new claims at Divisions 7 and 10 and (b) higher administrative cost, reserve and incurred but not yet recorded costs (IBNR) to cover future medical benefits.
2. The underrun in **non-labor** is mainly due to less anticipated use of personal liability and property damage resulting from a downward trend in Sector bus accidents causing major property loss claims.