



**METRO SAN GABRIEL VALLEY GOVERNANCE COUNCIL  
SEPTEMBER 26, 2006**

**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 – July 2006
  - Safety Performance Indicators/Trend by Location
  - Bus Operations Performance Indicators/Trend by Location
  - “How You Doin’?” MTA Division Reports for July 2006
  - Financial results for June 2006 and year-end FY06.

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

**JULY 2006**

PERFORMANCE INDICATORS	YTD AVG. MO.	JULY	MO. TARGET
<b>SAFETY</b> 			
Monthly Worker's Compensation Costs (Thousands)	\$653	\$653	\$565
OSHA Recordable Incidents	<b>4.0</b>	<b>4</b>	<b>4.8</b>
Bus Traffic Accidents/100,000 Hub Miles	3.38	3.38	2.75
New WC Indemnity Claims Per 200,000 Exposure Hrs.	12.0	12.0	11.8
<b>BUS OPERATIONS</b>			
Miles Between Total Road Calls **	1,407	1,407	2,065
On-Time Performance (%)	70%	70%	75%
Complaints/100,000 Boardings	2.6	2.6	2.5
Passenger Boardings (in Thousands)	<b>5,831</b>	<b>5,831</b>	<u><b>5,167</b></u> <b>FY06 Mo. Avg.</b>

Note:

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

\*\* Revised From FY06, From Road Calls Requiring Bus Exchange to Total Road Calls

**SGV SECTOR / METRO COMPLAINT DATA FOR JULY 2006**

**COMPARES JULY 2006 TO 12-MONTH AVERAGE**

	SGV SECTOR			METRO Bus Divisions		
	<u>Jul-06</u>	<u>12-Month Average</u>	<u>% Var</u>	<u>Jul-06</u>	<u>12-Month Average</u>	<u>% Var</u>
Complaints per 100,000 Boardings	2.56	2.16	(18%)	2.61	2.36	(11%)

**Complaint Count, by Category**

	SGV SECTOR			METRO Bus Divisions		
	<u>Jul-06</u>	<u>12-Month Average</u>	<u>% Var</u>	<u>Jul-06</u>	<u>12-Month Average</u>	<u>% Var</u>
Schedule Adherence	52	30	(73%)	433	318	(36%)
Passed Up	29	23	(26%)	153	159	4%
Unsafe Operation	18	17	(6%)	113	141	20%
Operator Conduct/ Discourtesy	28	23	(22%)	190	177	(7%)
Other	22	18	(22%)	241	213	(13%)
<b>TOTAL</b>	<u>149</u>	<u>111</u>	<u>(34%)</u>	<u>1,130</u>	<u>1,008</u>	<u>(12%)</u>
Operator Commendations	5	8	(38%)	81	78	4%

**"How You Doin'?" Results - July 2006**

**DIVISION 9 TRANSPORTATION - 2nd PLACE**  
**DIVISION 9 MAINTENANCE - 2nd PLACE**  
**DIVISION 3 MAINTENANCE - 3rd PLACE**

Metro Bus - Transportation						
Rank Among Divisions						
	25%	10%	25%	15%	25%	
	In-Service On-Time Performance	Miles Between Total Road Calls	Accident Rate	Complaints / 100K Boardings	New WC Claims /200,000 Exp Hrs*	MONTHLY TOTALS
Div 8	1	2	1	6	8	1st
Div 9	2	1	3	9	4	2nd
Div 2	4	9	4	3	9	3rd
Div 15	5	5	2	8	5	3rd
Div 3	7	4	7	2	6	5th
Div 10	9	6	10	5	1	6th
Div 1	3	10	8	7	7	7th
Div 18	10	8	5	10	2	7th
Div 7	8	7	6	11	3	9th
Div 5	6	3	9	4	10	10th
Div 6	11	11	11	1	11	11th

Metro Bus - Maintenance				
Rank Among Divisions				
	50%	20%	30%	
	Miles Between Total Road Calls	Attendance	New Workers Comp Claims /200,000 Exp Hrs*	MONTHLY TOTALS
Div 5	3	3	1 (Tie)	1st
Div 9	1	10	1 (Tie)	2nd
Div 3	4	4	1 (Tie)	3rd
Div 8	2	7	8	4th
Div 6	11	1	1 (Tie)	5th
Div 10	6	5	9	6th
Div 15	5	6	11	7th
Div 1	10	2	7	8th
Div 2	9	11	1 (Tie)	9th
Div 18	8	9	6	9th
Div 7	7	8	10	11th

**FINAL FY2006 FINANCIALS, THROUGH JUNE**

	Budget Variance						
	Month Budget	Month Actual	Month Variance (O)/U+	YTD Budget	YTD Actual	YTD Variance (O)/U+	Annual Budget
<b>1 SGV Sector Operations</b>							
<b>2 Transportation</b>							
3 Direct Labor	3,151,672	3,172,192	(20,520)	36,946,858	36,826,481	120,377	36,946,858
4 Fringe Benefits	1,556,121	1,744,393	(188,272)	18,422,211	18,270,977	151,234	18,422,211
5 Workers' Compensation	611,511	715,539	(104,028)	7,338,065	6,693,485	644,580	7,338,065
6 Non-Labor	550,682	954,912	(404,230)	6,607,814	9,738,438	(3,130,624)	6,607,814
<b>7 TOTAL TRANSPORTATION</b>	<b>5,869,986</b>	<b>6,587,036</b>	<b>(717,049)</b>	<b>69,314,948</b>	<b>71,529,381</b>	<b>(2,214,433)</b>	<b>69,314,948</b>
<b>8 Maintenance &amp; Facilities</b>							
9 Direct Labor	973,769	1,009,534	(35,766)	11,628,051	12,129,106	(501,056)	11,628,051
10 Fringe Benefits	686,910	774,101	(87,191)	8,185,699	7,801,894	383,804	8,185,699
11 Workers' Compensation	107,218	(108,738)	215,955	1,286,642	722,297	564,344	1,286,642
12 Non-Labor	1,206,550	1,625,736	(419,187)	14,478,290	16,670,329	(2,192,039)	14,478,290
<b>13 TOTAL MAINTENANCE</b>	<b>2,974,446</b>	<b>3,300,634</b>	<b>(326,188)</b>	<b>35,578,681</b>	<b>37,323,627</b>	<b>(1,744,946)</b>	<b>35,578,681</b>
<b>14 Sector Office</b>							
15 Direct Labor	144,689	153,165	(8,476)	1,736,232	1,742,511	(6,280)	1,736,232
16 Fringe Benefits	95,933	89,062	6,871	1,136,485	1,032,851	103,633	1,136,485
17 Workers' Compensation	7,378	47,325	(39,947)	88,933	47,325	41,608	88,933
18 Non-Labor	33,725	32,996	730	404,695	283,356	121,339	404,695
<b>19 TOTAL SECTOR OFFICE</b>	<b>281,725</b>	<b>322,548</b>	<b>(40,823)</b>	<b>3,366,344</b>	<b>3,106,044</b>	<b>260,300</b>	<b>3,366,344</b>
<b>20 SUBTOTAL SECTOR OPERATIONS</b>	<b>9,126,157</b>	<b>10,210,218</b>	<b>(1,084,061)</b>	<b>108,259,973</b>	<b>111,959,052</b>	<b>(3,699,079)</b>	<b>108,259,973</b>
<b>21 Other Sector Support</b>							
22 Direct Labor	87,225	40,639	46,587	1,046,624	1,513,979	(467,354)	1,046,624
23 Fringe Benefits	62,631	102,446	(39,815)	748,909	948,307	(199,398)	748,909
24 Workers' Compensation	6,407	(2,559,485)	2,565,891	78,083	(2,409,788)	2,487,871	78,083
25 Non-Labor	555,096	665,671	(110,575)	6,729,342	6,461,093	268,249	6,729,342
<b>26 OTHER SECTOR SUPPORT</b>	<b>711,359</b>	<b>(1,750,729)</b>	<b>2,462,087</b>	<b>8,602,958</b>	<b>6,513,591</b>	<b>2,089,367</b>	<b>8,602,958</b>
<b>27 TOTAL SGV SECTOR</b>	<b>\$ 9,837,515</b>	<b>\$ 8,459,489</b>	<b>\$ 1,378,026</b>	<b>\$ 116,862,932</b>	<b>\$ 118,472,643</b>	<b>\$ (1,609,712)</b>	<b>\$ 116,862,932</b>
28 Total Revenue Service Hours	109,202	111,170	1,967	1,291,734	1,303,142	11,407	1,291,734
29 Cost Per Revenue Service Hour	\$ 90.09	\$ 76.10	\$ 13.99	\$ 90.47	\$ 90.91	\$ (0.44)	\$ 90.47

Significant Items

- Monthly Operator Wages 1% Over Budget [\$29K], YTD .1% Under Budget [\$27K]
- Monthly Maintenance Wages 4% Over Budget [\$36K], YTD 4% Over Budget [\$501K]
- Monthly Non-Work Allocation / Fringe Allocation 29% Over Budget [\$166K], YTD 5% Under Budget [\$377K]
- Monthly WC Allocation 10% Under Budget [\$72K], YTD 17% Under Budget [\$1.25M]
- Monthly Public Liability/Property Damage 77% Over Budget [\$404K], YTD 49% Over Budget [\$3.1M]
- Monthly Fuel & Fuel Tax Expense at Budget [\$0K], YTD 12% Over Budget [\$982K]
- Monthly Parts Expense 91% Over Budget [\$383K], YTD 24% Over Budget [\$1.2M]
- Monthly Other Sector Support has a credit balance [\$1.75M], YTD 24% Under [\$2.1M]