



**METRO SAN GABRIEL VALLEY GOVERNANCE COUNCIL
NOVEMBER 14, 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 – September 2006
 - Safety Performance Indicators/Trend by Location
 - Bus Operations Performance Indicators/Trend by Location
 - “How You Doin’?” MTA Division Reports for September 2006 and First Quarter FY07
 - Financial results for September 2006 and FY07 year-to-date.

**Metro San Gabriel Valley
General Manager's Report
Key Performance Indicators
SEPTEMBER 2006**

PERFORMANCE INDICATORS	YTD AVG. MO.	SEPTEMBER	MO. TARGET
SAFETY 			
Monthly Worker's Compensation Costs (Thousands)	\$769	\$722	\$565
OSHA Recordable Incidents	6.3	8	4.8
Bus Traffic Accidents/100,000 Hub Miles	2.69	2.54	2.75
New WC Indemnity Claims Per 200,000 Exposure Hrs.	12.5	12.3	11.8
BUS OPERATIONS			
Miles Between Total Road Calls **	1,497	1,552	2,065
On-Time Performance (%)	65%	59%	75%
Complaints/100,000 Boardings	2.6	2.8	2.5
Passenger Boardings (in Thousands)	6,059	6,065	<u>5,167</u> FY06 Mo. Avg.

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 SEPTEMBER 2006

COMPARES SEPTEMBER 2006 TO 12-MONTH AVERAGE

	SGV SECTOR			METRO Bus Divisions		
	Sep-06	12-Month Average	% Var	Sep-06	12-Month Average	% Var
Complaints per 100,000 Boardings	2.8	2.2	+28%	2.5	2.3	+11%

Complaint Count, by Category

	SGV SECTOR			METRO Bus Divisions		
	Sep-06	12-Month Average	% Var	Sep-06	12-Month Average	% Var
Schedule Adherence	67	35	+91%	433	318	+36%
Passed Up	18	23	(22%)	153	159	(4%)
Unsafe Operation	24	19	+26%	113	141	(20%)
Operator Conduct/ Discourtesy	37	24	+54%	190	177	+7%
Other	22	24	(8%)	241	213	+13%
TOTAL	168	125	+34%	1,130	1,008	+12%
Operator Commendations	8	9	(11%)	81	78	+4%

"How You Doin'?" Results - September 2006

DIVISION 9 MAINTENANCE - 1st PLACE
DIVISION 3 TRANSPORTATION - 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 2	1	6	5	1	3	1st
Div 1	2	11	3	2	2	2nd
Div 3	3	5	6	4	7	3rd
Div 9	6	1	1	10	10	4th
Div 8	4	3	2	9	11	5th
Div 15	5	9	4	11	5	6th
Div 5	8	2	10	3	4	7th
Div 7	7	8	9	8	6	8th
Div 6	11	10	11	6	1	9th
Div 10	10	7	7	5	8	10th
Div 18	9	4	8	7	9	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 9	1	5	1 (Tie)	1st
Div 5	2	4	7	2nd
Div 8	3	11	1 (Tie)	3rd
Div 3	5	3	8	4th
Div 18	4	10	6	5th
Div 10	7	8	1 (Tie)	6th
Div 7	8	7	1 (Tie)	7th
Div 15	9	2	5	8th
Div 2	6	9	9	9th
Div 6	10	1	11	10th
Div 1	11	6	10	11th

"How You Doin'?" Final Results - 1st Quarter FY07

- Division 9 - First Place**
- Division 3 - Second Place**

Rank Among Divisions										
	Transportation					Maintenance			Combined Score	
	In-Service On-Time Performan ce	Miles Between Total Road Calls	Accidents/1 00k Hub Miles	Complaints/1 00K Boardings	New Workers Comp Claims /200000 Exp.Hrs	Miles Between Total Road Calls	Attenda nce	New Workers Comp Claims /200000 Exp.Hrs	Weighted Score	QUARTERLY RANK
Div. 9	5	1	1	8	7	1	7	1	8.63	1st
Div. 3	4	4	4	3	5	4	3	5	7.90	2nd
Div. 8	1	2	2	6	10	2	11	3	7.78	3rd
Div. 5	7	3	8	4	9	3	2	2	7.30	4th
Div. 15	6	7	3	10	3	7	4	10	5.75	5th
Div. 18	9	5	7	9	2	5	9	7	5.63	6th
Div. 7	8	6	9	11	1	6	8	6	5.43	7th
Div. 2	2	9	5	1	8	9	10	8	5.15	8th
Div. 10	10	8	10	7	4	8	5	4	4.98	9th
Div. 1	3	10	6	5	6	10	6	9	4.80	10th
Div. 6	11	11	11	2	11	11	1	11	2.68	11th

SECTOR AVERAGE WEIGHTED SCORE

Q1

San Gabriel Valley	8.26
San Fernando Valley	6.76
South Bay	6.46
Gateway Cities	4.98
Westside Central	4.36

FY2007 FINANCIALS, THROUGH SEPTEMBER

	Budget Variance						
	Month Budget	Month Actual	Month Variance (O)/U+	YTD Budget	YTD Actual	YTD Variance (O)/U+	Annual Budget
1 SGV Sector Operations							
2 Transportation							
3 Direct Labor	3,639,746	3,456,670	183,075	10,920,329	10,540,741	379,589	42,867,364
4 Fringe Benefits	1,843,222	1,652,260	190,962	5,530,219	5,103,567	426,652	22,060,250
5 Workers' Compensation	615,127	432,967	182,160	1,845,564	1,905,993	(60,429)	7,382,257
6 Non-Labor	707,853	1,313,085	(605,232)	2,123,772	3,490,089	(1,366,316)	8,495,147
7 TOTAL TRANSPORTATION	6,805,948	6,854,983	(49,035)	20,419,885	21,040,389	(620,504)	80,805,018
8 Maintenance & Facilities							
9 Direct Labor	1,059,304	1,143,119	(83,815)	3,178,228	3,391,460	(213,232)	12,712,913
10 Fringe Benefits	733,949	540,969	192,980	2,202,067	2,074,843	127,224	8,820,460
11 Workers' Compensation	98,725	189,357	(90,632)	296,204	401,709	(105,505)	1,184,815
12 Non-Labor	1,653,191	1,613,376	39,815	4,960,070	4,198,019	762,051	19,840,337
13 TOTAL MAINTENANCE	3,545,168	3,486,820	58,348	10,636,569	10,066,031	570,538	42,558,525
14 Sector Office							
15 Direct Labor	150,624	188,970	(38,347)	451,916	527,621	(75,705)	1,800,166
16 Fringe Benefits	94,087	108,366	(14,279)	282,289	296,628	(14,339)	1,146,089
17 Workers' Compensation	7,863	-	7,863	23,591	-	23,591	94,366
18 Non-Labor	29,276	13,780	15,496	87,836	40,268	47,568	351,434
19 TOTAL SECTOR OFFICE	281,850	311,116	(29,267)	845,633	864,517	(18,885)	3,392,054
20 SUBTOTAL SECTOR OPERATIONS	10,632,966	10,652,919	(19,953)	31,902,086	31,970,937	(68,851)	126,755,598
21 Other Sector Support							
22 Direct Labor	91,658	126,189	(34,531)	275,001	374,708	(99,706)	1,100,007
23 Fringe Benefits	63,125	(192,847)	255,972	189,394	222,229	(32,835)	762,495
24 Workers' Compensation	5,875	1,339	4,535	17,626	27,177	(9,551)	70,504
25 Non-Labor	589,739	541,256	48,483	1,769,393	1,633,666	135,727	7,081,764
26 OTHER SECTOR SUPPORT	750,396	475,937	274,459	2,251,414	2,257,779	(6,365)	9,014,769
27 TOTAL SGV SECTOR	\$ 11,383,362	\$ 11,128,856	\$ 254,506	\$ 34,153,500	\$ 34,228,716	\$ (75,216)	\$ 135,770,367
28 Total Revenue Service Hours	120,536	114,972	(5,564)	361,609	357,557	(4,052)	1,446,436
29 Cost Per Revenue Service Hour	\$ 94.44	\$ 96.80	\$ (2.36)	\$ 94.45	\$ 95.73	\$ (1.28)	\$ 93.87

Significant Items

- Sept. Operator Wages 5% Under Budget [\$168K], YTD 3% Under Budget [\$336K]
- Sept. Maintenance Wages 8% Over Budget [\$84K], YTD 7% Over Budget [\$213K]
- Sept. Non-Work Allocation / Fringe Allocation 14% Under Budget [\$370K], YTD 7% Under Budget [\$540K]
- Sept. WC Allocation 14% Under Budget [\$99K], YTD 7% Over Budget [\$142K]
- Sept. Public Liability/Property Damage 88% Over Budget [\$602], YTD 67% Over Budget [\$1.37M]
- Sept. Fuel & Fuel Tax Expense 12% Under Budget [\$115K], YTD 26% Under Budget [\$764K]
- Sept. Parts Expense 20% Over Budget [\$111K], YTD 5% Over Budget [\$80K]
- Sept. Other Sector Support 36% Under Budget [\$274K], YTD .2% Over Budget [\$6K]