

# FINANCIALS - GATEWAY CITIES SERVICE SECTOR - YTD as of January 2004

		Budget Variance				Cost Per Revenue Service Hour (RSH)		
		FY04 ANNUAL Budget	YTD Budget	YTD Actual	YTD*** Variance (O)/U+	Cost Per RSH: Budget	Cost Per RSH: YTD Actual	RSH YTD Variance (O)/U+
<b>GWC Sector Operations*</b>								
<b>Transportation</b>								
1	Labor	37,167,097	22,182,116	21,163,211	1,018,905	38.07	42.56	(4.49)
2	Non-Labor	319,772	186,534	168,647	17,887	0.33	0.34	(0.01)
3	Allocated Overhead/Allocated Fringe Benefits	7,037,520	4,191,763	3,416,021	775,743	7.21	6.87	0.34
4	Workers' Compensation	12,624,486	7,489,209	5,274,091	2,215,118	12.93	10.61	2.32
5	<b>TOTAL TRANSPORTATION</b>	<b>57,148,875</b>	<b>34,049,622</b>	<b>30,021,970</b>	<b>4,027,653</b>	<b>58.54</b>	<b>60.38</b>	<b>(1.84)</b>
<b>Maintenance</b>								
6	Labor	14,288,169	8,382,660	7,553,100	829,560	14.64	15.19	(0.56)
7	Non-Labor	8,074,540	4,764,912	5,030,540	(265,628)	8.27	10.12	(1.85)
8	Allocated Overhead/Allocated Fringe Benefits	2,618,069	1,541,698	1,114,709	426,989	2.68	2.24	0.44
9	Workers' Compensation	3,474,143	2,026,583	436,757	1,589,826	3.56	0.88	2.68
10	<b>TOTAL MAINTENANCE</b>	<b>28,454,921</b>	<b>16,715,853</b>	<b>14,135,106</b>	<b>2,580,747</b>	<b>29.15</b>	<b>28.43</b>	<b>0.72</b>
<b>Facilities Maintenance</b>								
11	Labor	1,262,214	733,819	639,092	94,727	1.29	1.29	0.01
12	Non-Labor	295,432	172,335	26,233	146,102	0.30	0.05	0.25
13	Allocated Overhead/Allocated Fringe Benefits	246,633	143,869	103,303	40,566	0.25	0.21	0.04
14	<b>TOTAL FACILITIES MAINTENANCE</b>	<b>1,804,279</b>	<b>1,050,023</b>	<b>768,629</b>	<b>281,394</b>	<b>1.85</b>	<b>1.55</b>	<b>0.30</b>
<b>Sector Office</b>								
15	Labor	1,401,913	814,789	796,286	18,504	1.44	1.60	(0.17)
16	Non-Labor	149,098	86,848	22,879	63,968	0.15	0.05	0.11
17	Allocated Overhead/Allocated Fringe Benefits	301,725	176,006	140,122	35,884	0.31	0.28	0.03
18	<b>TOTAL SECTOR OFFICE</b>	<b>1,852,736</b>	<b>1,077,643</b>	<b>959,287</b>	<b>118,356</b>	<b>1.90</b>	<b>1.93</b>	<b>(0.03)</b>
19	<b>SUBTOTAL SECTOR OPERATIONS</b>	<b>89,260,810</b>	<b>52,893,142</b>	<b>45,884,991</b>	<b>7,008,151</b>	<b>91.43</b>	<b>92.28</b>	<b>(0.85)</b>
<b>Other Sector Support**</b>								
20	Labor	1,846,914	1,072,671	2,292,795	(1,220,124)	1.89	4.61	(2.72)
21	Non-Labor	13,300,775	7,760,861	7,406,205	354,656	13.62	14.90	(1.27)
22	Allocated Overhead/Allocated Fringe Benefits	387,455	226,016	206,350	19,665	0.40	0.42	(0.02)
23	Workers' Compensation	87,970	51,316	96,272	(44,956)	0.09	0.19	(0.10)
24	<b>SUBTOTAL SECTOR SUPPORT</b>	<b>15,623,115</b>	<b>9,110,863</b>	<b>10,001,622</b>	<b>(890,759)</b>	<b>16.00</b>	<b>20.12</b>	<b>(4.11)</b>
25	<b>TOTAL GWC SECTOR</b>	<b>\$ 104,883,924</b>	<b>\$ 62,004,005</b>	<b>\$ 55,886,613</b>	<b>\$ 6,117,392</b>	<b>\$ 107.44</b>	<b>\$ 112.40</b>	<b>\$ (4.96)</b>
26	Total Revenue Service Hours	976,248	573,477	497,210	76,266			-
27	<b>Cost/RSH</b>	<b>\$ 107.44</b>	<b>\$ 108.12</b>	<b>\$ 112.40</b>	<b>\$ (4.28)</b>			

\*GWC Sector Operations consists of cost center budget (Enterprise Fund) for Transportation, Maintenance, Facilities Maintenance, and Metro GWC Sector Office.

\*\* Sector Support consists of Operations and Non-Operations Departments direct charging to Metro GWC Sector projects.

\*\*\*\$3.2M Strike related savings in contract wages, direct labor cost, fuel, and parts in 35-day work stoppage in October and November 2003



# FINANCIALS - GATEWAY CITIES SERVICE SECTOR - January 2004

	FY04 ANNUAL Budget	Monthly Budget Variance			Cost Per Revenue Service Hour (RSH)			
		Monthly Budget	Monthly Actual	Variance (O)/U+	Cost Per RSH: Budget	Cost Per RSH: Monthly Actual	RSH Variance (O)/U+	
<b>GWC Sector Operations*</b>								
<b>Transportation</b>								
1	Labor	37,167,097	2,996,157	3,591,109	(594,952)	38.07	41.74	(3.67)
2	Non-Labor	319,772	26,648	66,412	(39,764)	0.33	0.77	(0.44)
3	Allocated Overhead/Allocated Fringe Benefits	7,037,520	569,151	538,004	31,147	7.21	6.25	0.96
4	Workers' Compensation	12,624,486	1,027,055	999,029	28,026	12.93	11.61	1.32
5	<b>TOTAL TRANSPORTATION</b>	<b>57,148,875</b>	<b>4,619,011</b>	<b>5,194,554</b>	<b>(575,543)</b>	<b>58.54</b>	<b>60.38</b>	<b>(1.84)</b>
<b>Maintenance</b>								
6	Labor	14,288,169	1,181,097	1,141,083	40,014	14.64	13.26	1.37
7	Non-Labor	8,074,540	661,926	797,869	(135,943)	8.27	9.27	(1.00)
8	Allocated Overhead/Allocated Fringe Benefits	2,618,069	215,274	196,087	19,187	2.68	2.28	0.40
9	Workers' Compensation	3,474,143	289,512	26,281	263,231	3.56	0.31	3.25
10	<b>TOTAL MAINTENANCE</b>	<b>28,454,921</b>	<b>2,347,809</b>	<b>2,161,320</b>	<b>186,489</b>	<b>29.15</b>	<b>25.12</b>	<b>4.03</b>
<b>Facilities Maintenance</b>								
11	Labor	1,262,214	105,679	115,988	(10,309)	1.29	1.35	(0.06)
12	Non-Labor	295,432	24,619	8,176	16,443	0.30	0.10	0.21
13	Allocated Overhead/Allocated Fringe Benefits	246,633	20,553	16,091	4,462	0.25	0.19	0.07
14	<b>TOTAL FACILITIES MAINTENANCE</b>	<b>1,804,279</b>	<b>150,851</b>	<b>140,255</b>	<b>10,596</b>	<b>1.85</b>	<b>1.63</b>	<b>0.22</b>
<b>Sector Office</b>								
15	Labor	1,401,913	117,420	108,586	8,834	1.44	1.26	0.17
16	Non-Labor	149,098	12,450	(42,574)	55,024	0.15	(0.49)	0.65
17	Allocated Overhead/Allocated Fringe Benefits	301,725	25,144	15,437	9,707	0.31	0.18	0.13
18	<b>TOTAL SECTOR OFFICE</b>	<b>1,852,736</b>	<b>155,014</b>	<b>81,449</b>	<b>73,565</b>	<b>1.90</b>	<b>0.95</b>	<b>0.95</b>
19	<b>SUBTOTAL SECTOR OPERATIONS</b>	<b>89,260,810</b>	<b>7,272,685</b>	<b>7,577,578</b>	<b>(304,892)</b>	<b>91.43</b>	<b>88.08</b>	<b>3.35</b>
<b>Other Sector Support**</b>								
20	Labor	1,846,914	154,845	1,009,319	(854,474)	1.89	11.73	(9.84)
21	Non-Labor	13,300,775	1,108,232	723,870	384,362	13.62	8.41	5.21
22	Allocated Overhead/Allocated Fringe Benefits	387,455	32,288	34,390	(2,102)	0.40	0.40	(0.00)
23	Workers' Compensation	87,970	7,331	25,042	(17,711)			
24	<b>SUBTOTAL SECTOR SUPPORT</b>	<b>15,623,115</b>	<b>1,302,696</b>	<b>1,792,621</b>	<b>(489,925)</b>	<b>16.00</b>	<b>20.84</b>	<b>(4.83)</b>
25	<b>TOTAL GWC SECTOR</b>	<b>\$ 104,883,924</b>	<b>\$ 8,575,381</b>	<b>\$ 9,370,199</b>	<b>\$ (794,817)</b>	<b>\$ 107.44</b>	<b>\$ 108.91</b>	<b>\$ (1.48)</b>
26	Total Revenue Service Hours	976,248	82,688	86,033	(3,345)			-
27	<b>Cost/RSH</b>	<b>\$ 107.44</b>	<b>\$ 103.71</b>	<b>\$ 108.91</b>	<b>\$ (5.21)</b>			

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# JANUARY 2004

PERFORMANCE INDICATORS	CURRENT MONTH	FY04 YTD	TARGET
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## SAFETY

1	Workers' Compensation Costs	\$1,025,311	\$5,710,848	\$9,512,792
2	OSHA Occupational Incidents	3	34	0
3	New Workers' Compensation Claims Per 100 Employees	2.39	1.73	1.86
4	Bus Traffic Accidents Per 100,000 Hub Miles	2.59	3.74	3.30
5	Passenger Accidents Per 100,000 Boardings	0.20	0.16	0.33

## BUS OPERATIONS

6	Mean Miles Between Chargeable Mechanical Failures	13,838	8,129	8,000
7	Complaints Per 100,000 Boardings	2.21	3.18	2.50
8	In Service On Time Performance (ISOTP)	68.73%	67.38%	80.00%
9	Passenger Boardings**	4,987,567	24,995,368	25,668,320
10	Bus Cleanliness*	N/A	7.02	8.50

**Note:**

\* Data by quarter (July 03 to December 03)

\*\*Target adjusted by 2 months (October and November) because of the strike.



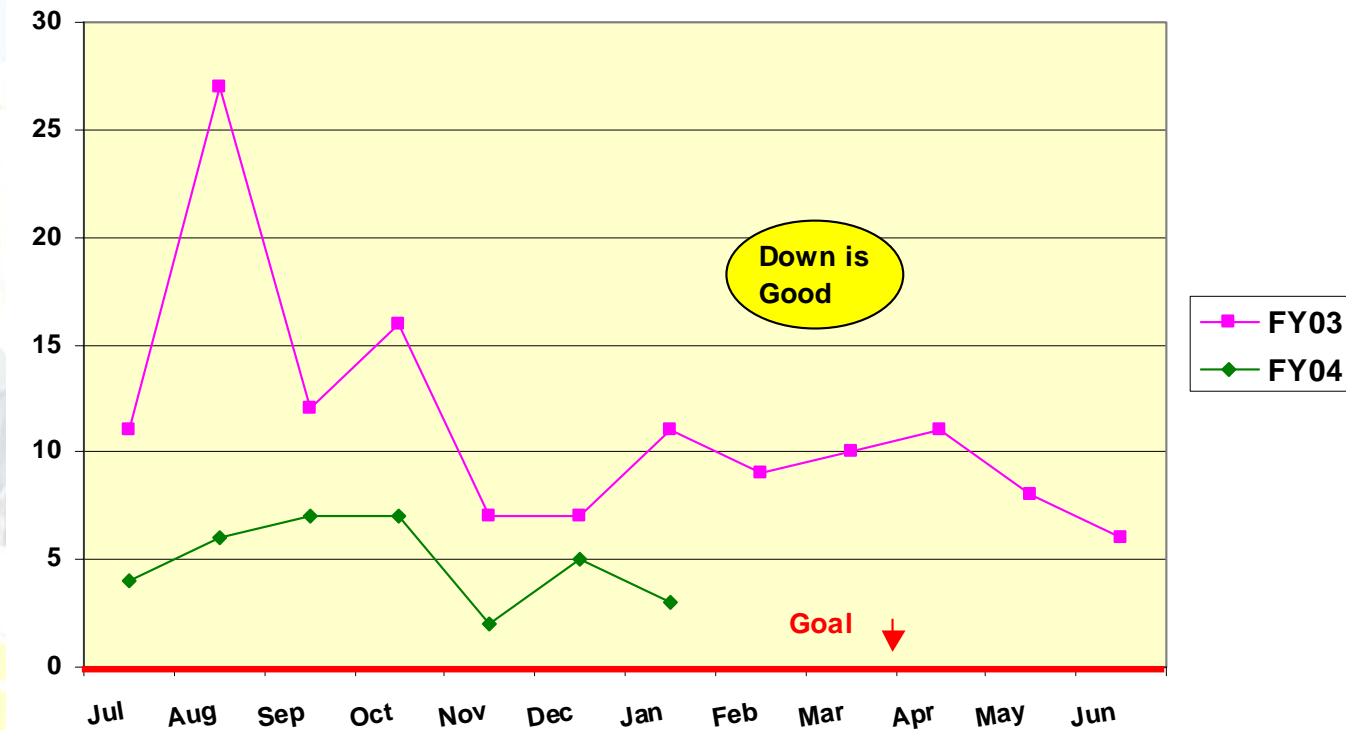
## OSHA OCCUPATIONAL INJURIES/ILLNESSES

GC Sector for FY03 - FY04

**Definition:** This indicator measures the absolute number of recordable injuries occurring at the divisions in the reported month. This measure views the effectiveness of injury prevention and mitigation efforts. An OSHA Occupational Injury/Illness is a work-related incident whereby an event or exposure in the work environment has caused or contributed to the condition or has significantly aggravated a pre-existing condition.

**Calculation:** Occupational Injuries = Total monthly occupational injuries filed as recorded in the OSHA Logs.

### OSHA Occupational Injuries/Illnesses



# Gateway Cities Service Sector

## OSHA Occupational Incidents

January 2004

Injury Type	No. of Incidents
1 Arm-Hand-Finger	0
2 Lower Back	1
3 Face- Head - Neck	1
4 Foot-Knee-Ankle	0
5 Shoulder	1
6 Multiple Parts	0
7 <b>Grand Total</b>	<b>3</b>

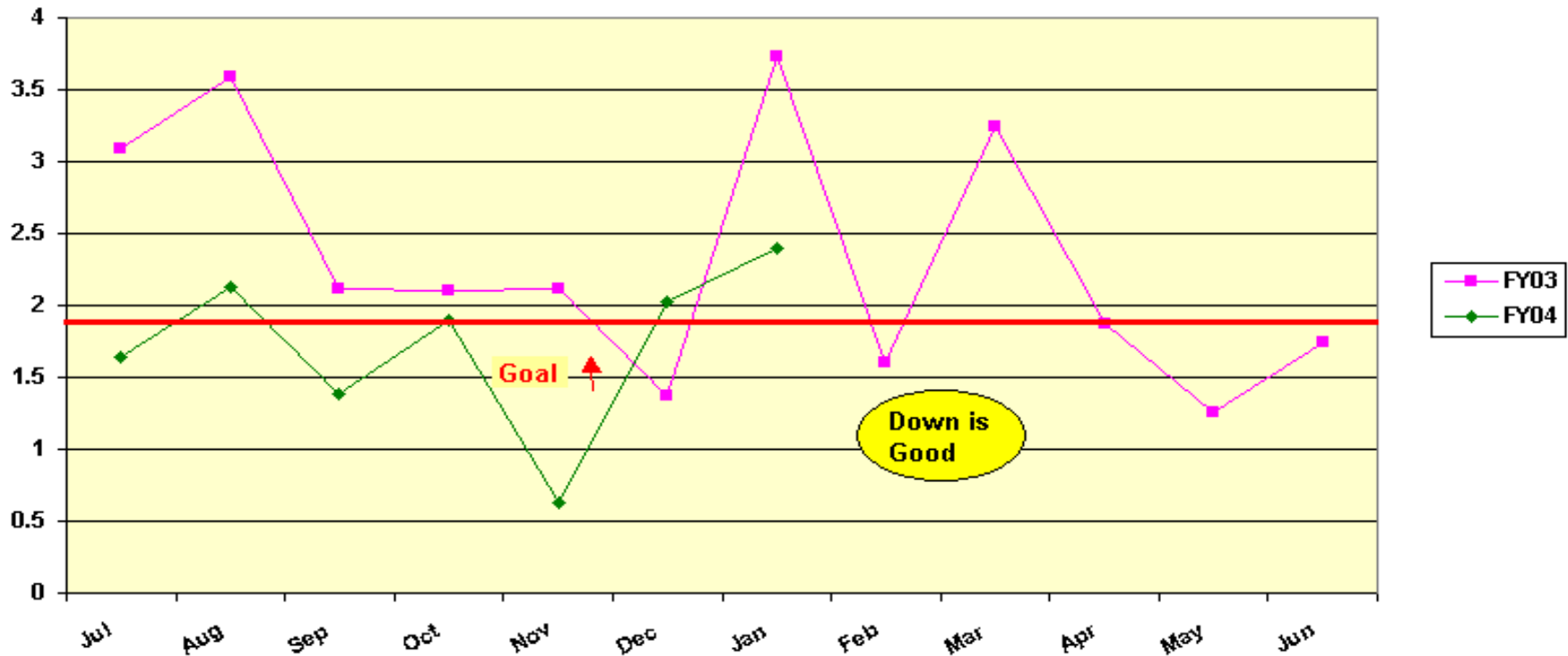


## New WC Claims Per 100 Employees GC Sector for FY03 - FY04

**Definition:** This indicator measures the total new indemnity claims per 100 division employees filed each month (includes: Transportation, Maintenance, and all Administration). An indemnity claim is a claim that requires an overnight hospital stay or involves more than 3 calendar days of lost time.

**Calculation:** New workers compensation claims per 100 employees by Division per month = Total new workers compensation claims filed by division employees/(total positions occupied in the Division during the month/100)

### New WC Claims Per 100 Employees



# Gateway Cities Service Sector Workers' Comp Claims

January 2004

Injury Type	No. of Claims
1 Back	3
2 Head/Skull	1
3 Multiple Body Parts	5
4 Upper Extremities	4
5 Lower Extremities	2
6 Internal	3
7 Stress/Psychiatric	1
8 <b>Grand Total</b>	<b>18</b>



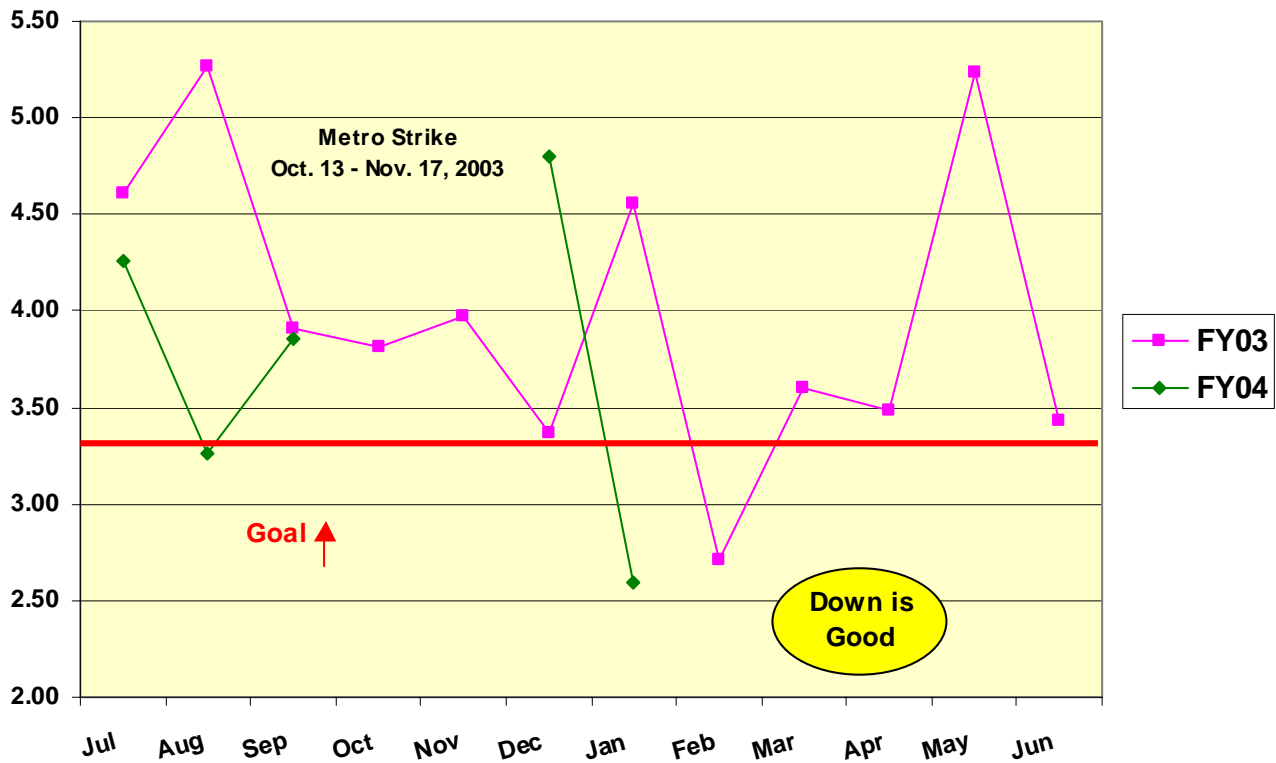
## BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

GC Sector for FY03 - FY04

**Definition:** This indicator measures the average number of Traffic Accidents for every 100,000 Hub Miles traveled and is an indicator of system safety.

**Calculation:** Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents/(Hub Miles/by 100,000))

### Bus Traffic Accidents Per 100,000 Hub Miles





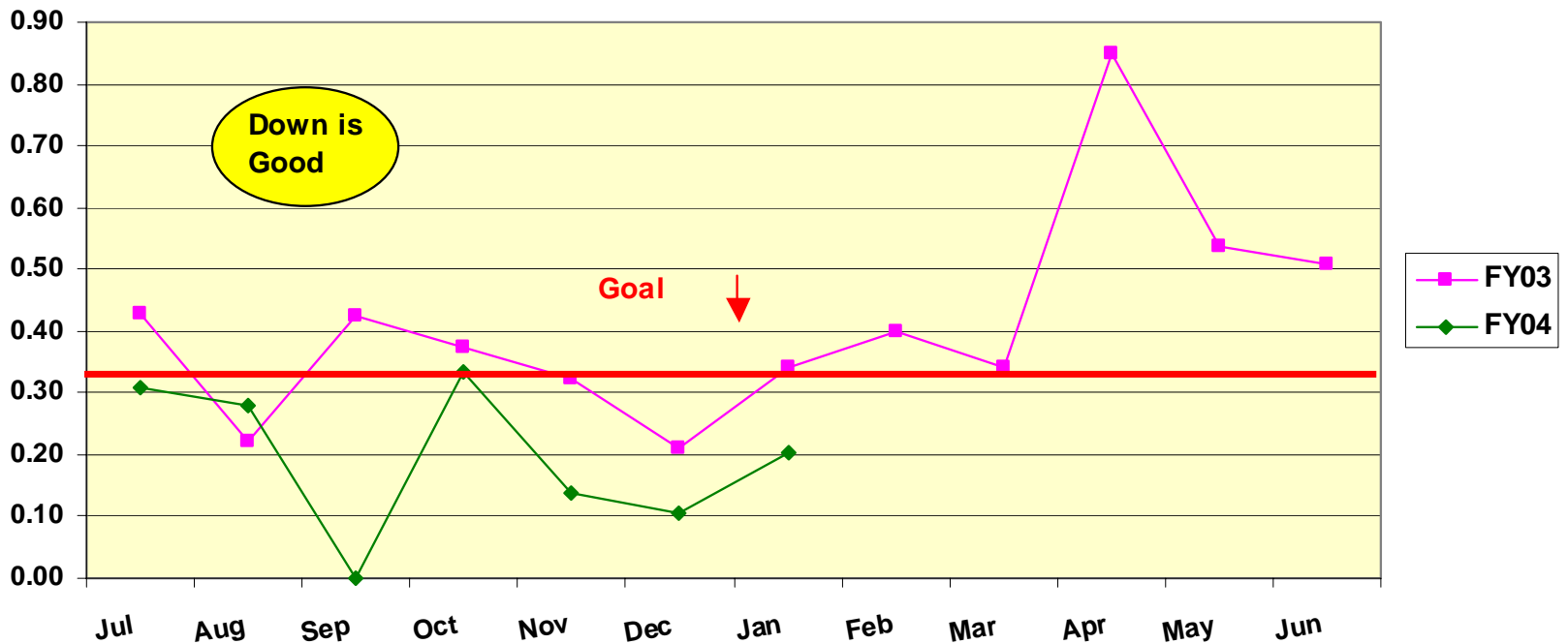
## PASSENGER ACCIDENTS PER 100,000 BOARDINGS

GC Sector for FY03 - FY04

**Definition:** Average number of Passenger Accidents for every 100,000 Boardings. This indicator measures system safety.

**Calculation:** Passenger Accidents Per 100,000 Boardings = (The number of Passengers Accidents / by (Boardings / by 100,000))

### Passenger Accidents per 100,000 Boardings



# Gateway Cities Service Sector

## No. of Passenger Accidents

January 2004

	Division	No. of Accidents
1	Division 1	4
2	Division 2	6
3	<b>Total Gateway Cities</b>	<b>10</b>



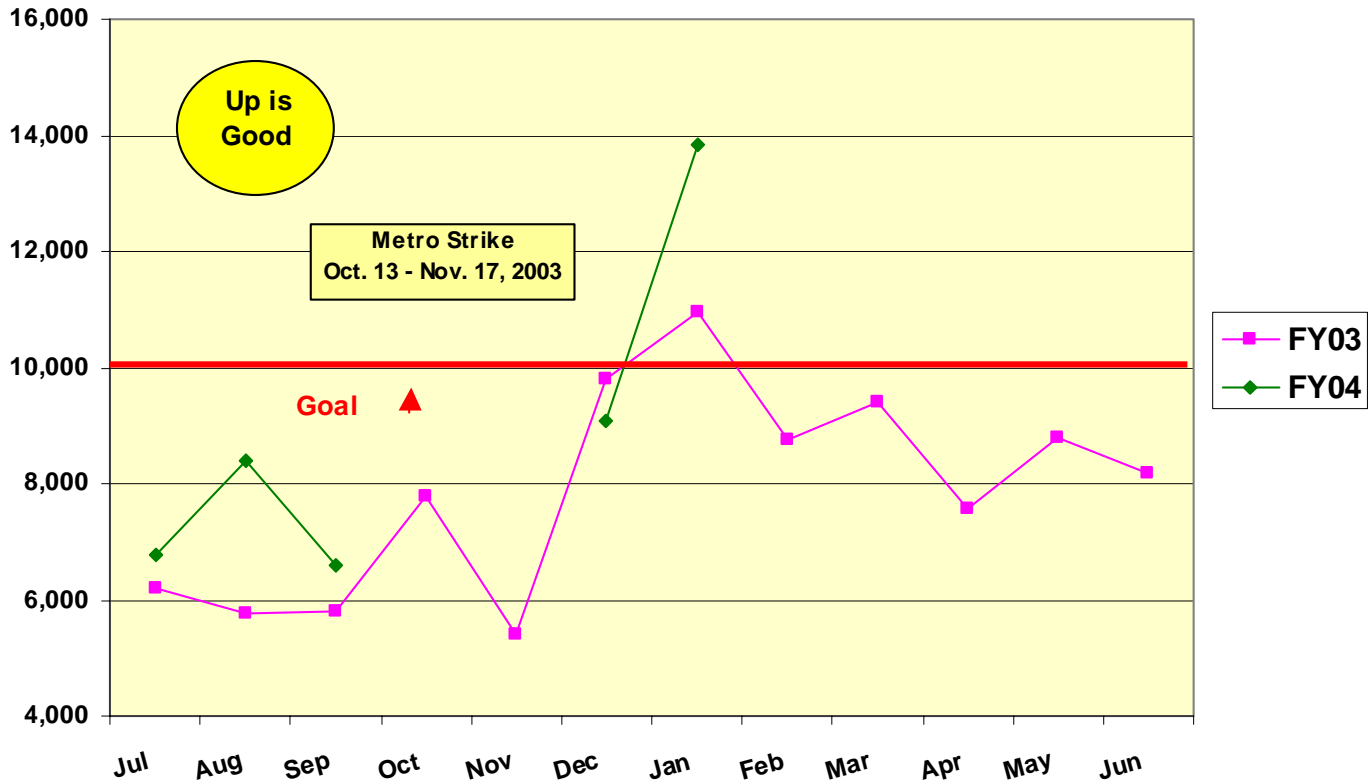
# MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES

GC Sector for FY03 - FY04

**Definition:** Average Hub Miles traveled between chargeable mechanical problems that result in a service disruption of greater than ten minutes.

**Calculation:**  $MMBCMF = (\text{Total Hub Miles} / \text{By Chargeable Mechanical Related Road calls})$

## Mean Miles Between Chargeable Mechanical Failures



# Gateway Cities Service Sector

## Mechanical Chargeable Road Calls

January 2004			
DESCRIPTION	Division 1	Division 2	GWC
1 Heating	0	0	0
2 Air System	5	5	10
3 Brakes	7	5	12
4 Body	2	2	4
5 Chassis & Suspension	1	3	4
6 Transmission	3	3	6
7 Cooling System	1	1	2
8 Doors	2	2	4
9 Electrical System	6	3	9
10 Engine	16	13	29
11 Fuel & Exhaust	0	1	1
<b>12 TOTALS</b>	<b>43</b>	<b>38</b>	<b>81</b>



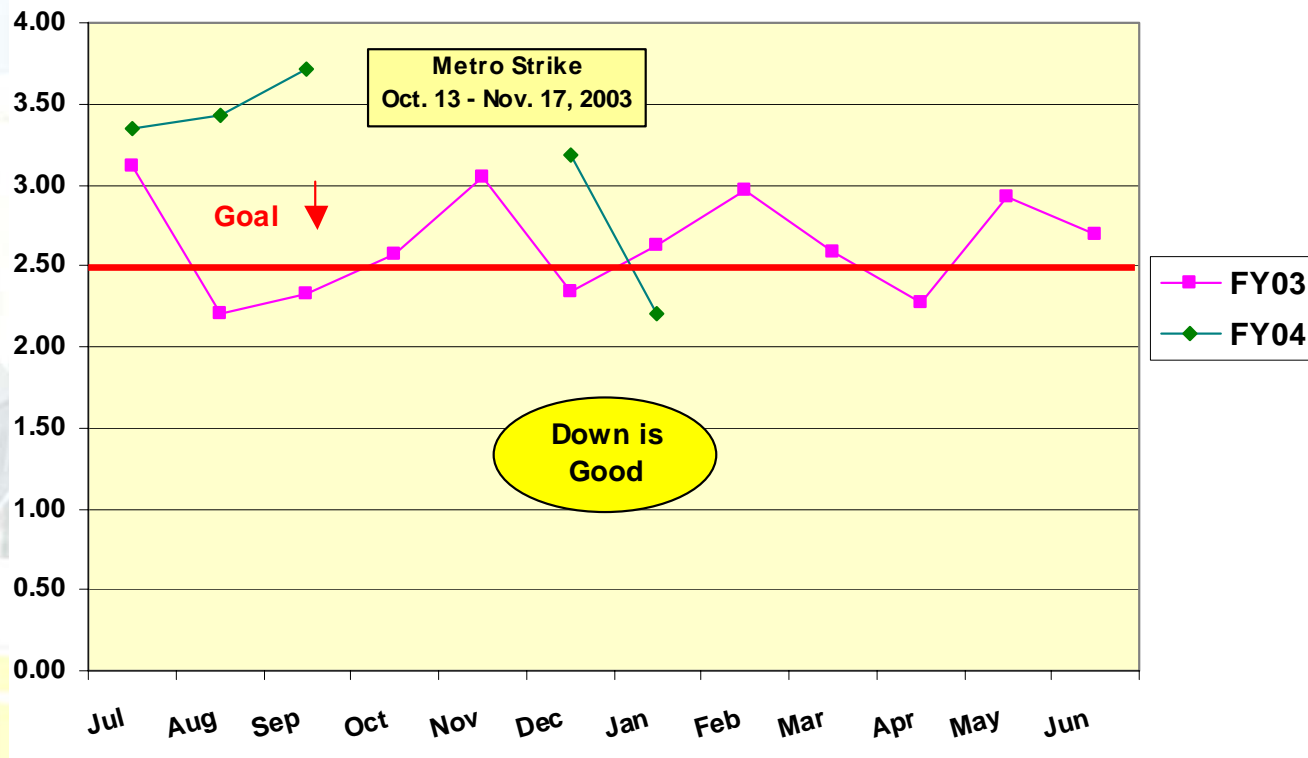
# COMPLAINTS PER 100,000 BOARDINGS

GC Sector for FY03 - FY04

**Definition:** Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

**Calculation:** Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)

## Complaints Per 100,000 Boardings



# Gateway Cities Service Sector Complaints

## DESCRIPTION

- 1 BUS STOP
- 2 FACILITIES
- 3 EARLY
- 4 LATE
- 5 NO SHOW
- 6 OFF ROUTE
- 7 LAYOVER ZONE
- 8 FAULTY EQUIPT
- 9 HEAT-A/C
- 10 DIRTY BUS
- 11 HEADSIGN
- 12 TRANSFER
- 13 WRONG FARE
- 14 SR. ID CARD
- 15 HC ID CARD
- 16 STUDENT ID CARD
- 17 IMPROPER CURB STOP
- 18 UNSAFE OPERATION
- 19 ACCIDENT
- 20 PASSED UP
- 21 CARRIED PAST STOP
- 22 FAILURE TO CALL STOPS
- 23 OP DISCOURTESY
- 24 GEN. EMPLOYEE DISCOUR
- 25 SEX HARASSMENT
- 26 CROWDED BUS
- 27 PASSENGER CONDUCT
- 28 OP CONDUCT
- 29 INCORRECT INFO
- 30 TELEPHONE INFO COMP
- 31 MISC.
- 32 ACCESSIBLE BUS
- 33 SPEC. OP ISSUES
- 34 **TOTALS**
- 35 COMMENDATIONS

January 2004		
Division 1	Division 2	GWC
-	-	-
-	-	-
1	1	2
7	3	10
16	7	23
1	0	1
0	1	1
-	0	-
-	-	-
-	1	1
-	-	-
3	0	3
0	3	3
1	1	2
0	-	-
-	-	-
1	1	2
11	7	18
1	3	4
17	14	31
5	1	6
-	-	-
8	6	14
0	0	-
-	-	-
-	-	-
4	3	7
0	1	1
-	-	-
-	-	-
1	4	5
1	-	1
<b>78</b>	<b>57</b>	<b>135</b>
3	2	5



## Customer Commendations

### January 2004

1	<b>Division 1</b>	Line 460	1/27/2004	5:43 A.M.	<b>Operator Shonda L. Breland</b>
Patron reports operator commendation. Patron states this operator is always very courteous and very pleasing to ride with. Patron also states operator is always on time.					
2	<b>Division 2</b>	Line ?	1/30/2004	12:00 A.M.	<b>Operator Floyd Haggerty</b>
Patron commends this operator for providing courteous and professional service.					
3	<b>Division 2</b>	Line 52	1/19/2004	8:51 P.M.	<b>Operator Catherine White</b>
Patron called to give commendation for operator. Patron states that the operator was very nice. She greeted everyone as they got on board. She also called all stops. She says it was the most pleasant ride she has ever had. Very polite.					
4	<b>Division 2</b>	Line 66	1/23/2004	8:40 A.M.	<b>Operator Randie Diep</b>
Patron reported operator commendation. Patron is a regular rider...and states that this operator took the time to explain the new fare structure and used good customer skills. Mr. Billabobos wishes to thank the operator for a job well done.					
5	<b>Division 2</b>	Line 51	1/19/2004	5:00 AM	<b>Operator Robert L. Brown</b>
Patron commended the operator who provided excellent service. Patron states the operator is friendly, "greetful", and is always on time. Patron states "we need more operators like him".					
6	<b>Division 2</b>	Line 51	1/19/2004	5:30 AM	<b>Operator Robert L. Brown</b>
Patron commends the operator for always being on time. Patron states that she is afraid that the bus will be late, but not with this operator. The operator is patient, always on time, and assists the handicapped and elderly passengers. Please commend the operator.					
7	<b>Division 2</b>	Line 66	1/2/2004	10:50 AM	<b>Operator Abel C Castro</b>
Patron would like to commend operator for waiting for her to board the bus. Patron states that due to the rain it was very hard for her to walk to the bus because she is 71 years old, and would like to thank this operator for waiting.					



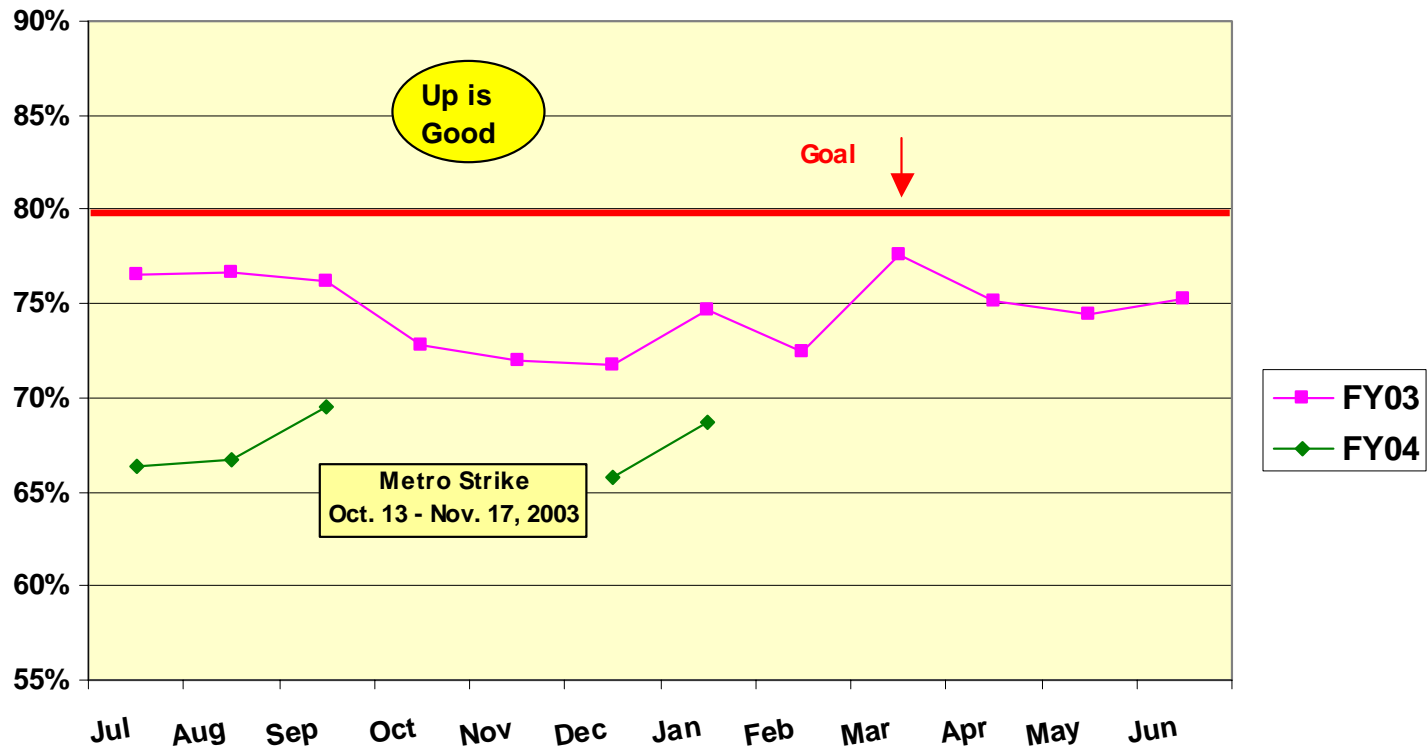
## IN SERVICE ON-TIME PERFORMANCE

GC Sector for FY03 - FY04

**Definition:** This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled.

**Calculation:**  $ISOTP\% = 1 - (\text{Number of buses departing early} + \text{Number of buses departing more than five minutes late}) / \text{Total buses sampled}$ .

### In Service On-Time Performance





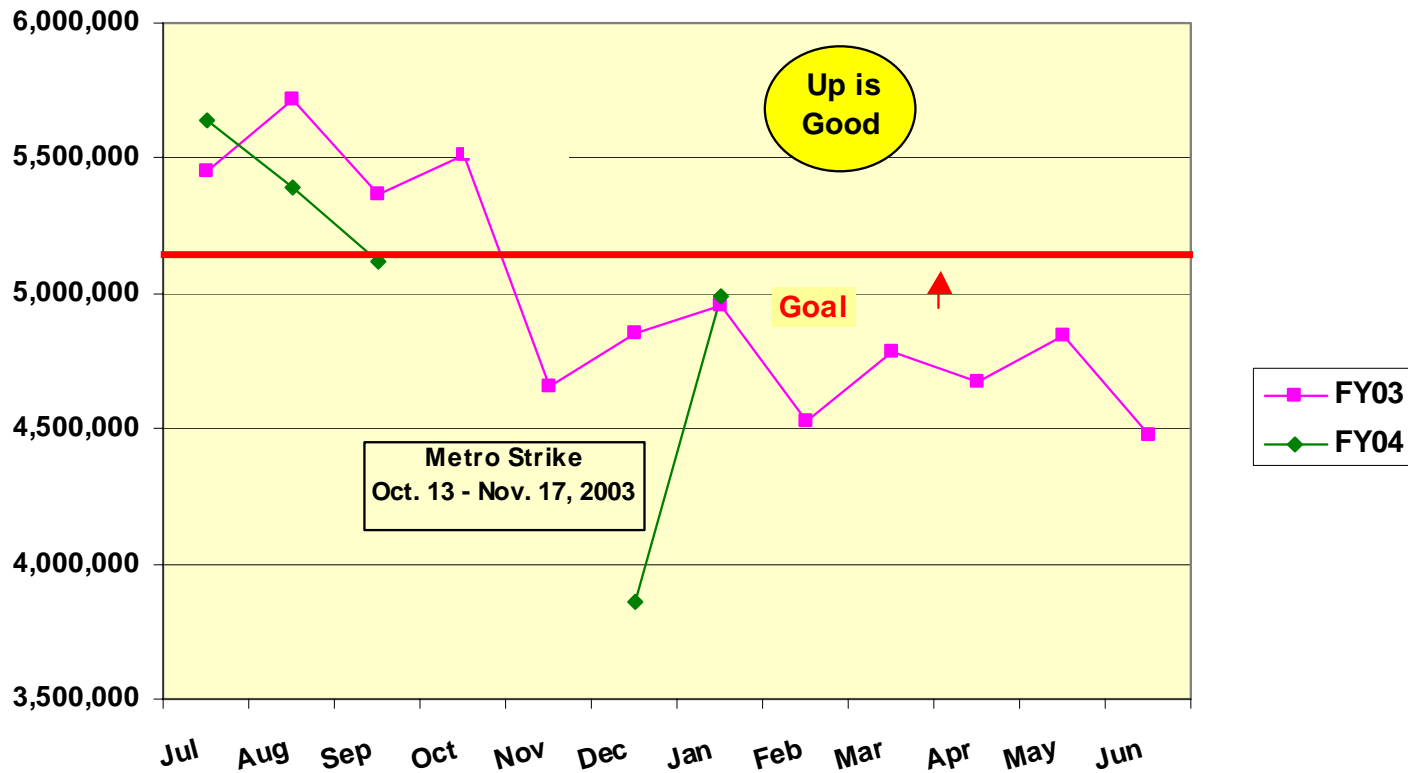
# PASSENGER BOARDINGS

GC Sector for FY03 - FY04

**Definition:** Using statistical sampling methods, this measure estimates the number of monthly boardings on Metro bus lines.

**Calculation:** Boardings = Sample data by line is used to estimate total boardings for the Divisions.

## Passenger Boardings



## BUS CLEANLINESS

### GC Sector for FY03 - FY04

**Definition:** A team of three Quality Assurance Supervisors rates twenty percent of the fleet at each division **Each Quarter**. Each of sixteen categories is examined and assigned a point value as follows: 1-3 = Unsatisfactory; 4-7 Conditional; 8-10=Satisfactory. The individual item scores are averaged, unweighted, to produce an overall cleanliness rating.

**Calculation:** Overall Cleanliness Rating = (Total Point Accumulated Divided by 16)

### Bus Cleanliness

