

Gateway Cities Service Sector

Governance Council Meeting

April 2004



FY04 BUDGETED EXPENDITURE CATEGORY

Labor:

Includes both contract wages (e.g. mechanics, service attendants, operators, schedules makers, and supervisors) and non contract salaries. It also includes the fringe benefits and overtime for each union group and non contract employees.

Non Labor:

Includes fuel (diesel and compressed natural gas), revenue vehicle parts, training, uniforms, tool allowance, office supplies, computer supplies, professional & technical services, taxes for fuel, and miscellaneous.

Allocated Accounts:

Include allocated fringe benefits, allocated overhead, workers compensation chargeback, and regional costs chargeback.



GATEWAY CITIES SERVICE SECTOR - YTD Budget Variance as of February 2004

GWC SECTOR OPERATIONS*	Annual Budget	YTD Budget	YTD Actual	YTD Favorable/ (Unfavorable) Variance	Estimated Strike Savings***	"Strike- Adjusted" Variance
Labor	54,306,842	36,638,703	33,604,368	3,034,335		
Non Labor	9,028,351	6,062,946	6,338,562	(275,616)		
Allocated Accounts	25,925,617	17,464,177	12,434,936	5,029,241		
Grand Total	\$ 89,260,810	\$ 60,165,827	\$ 52,377,866	\$ 7,787,961	\$ (3,221,493)	\$ 4,566,468
Support Departments**	\$ 15,623,115	\$ 10,413,559	\$ 12,185,742	\$ (1,772,183)		
Total Sector and Support Departments	\$ 104,883,925	\$ 70,579,386	\$ 64,563,608	\$ 6,015,778	\$ (3,221,493)	\$ 2,794,285

COST PER REVENUE SERVICE HOURS

Revenue Service Hours	976,248	650,830	577,023	73,807
Cost per RSH	\$ 107.44	\$ 108.45	\$ 111.89	\$ (4.46)

Variance Analysis for GWC Sector Operations

Labor	Favorable variance ATU (mechanics/service attendants) \$1.5M, UTU (operators) \$1.1M, AFSCME (supervisors) \$0.2M, related to strike savings
Non Labor	Unfavorable variance (\$0.6M) in fuel accounts: diesel and CNG. Primarily due to high natural gas unit rate experienced in FY04. Budgeted at \$0.5 per therm vs. YTD average \$0.6 per therm. Offset by favorable variance in parts and other material & supplies
Allocated Accounts	Favorable variance Workers Comp \$4.3M and Allocated Fringe Benefits \$0.7M

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

**Sector Support Departments consist of Transit Operations and Non Transit Operations Departments direct charging to Metro GWC Sector Projects.

*** Estimated Strike Savings in contract wages, direct labor cost, fuel and parts in 35-day work stoppage in October and November 2003.

YTD VARIANCE as of February 2004

GWC SECTOR OPERATIONS

VARIANCE GROUP	Transp	Maint.	Facilities	Sector Office	Grand Total
Labor	1,223,844	1,619,077	108,337	83,078	3,034,336
Non Labor	30,402	(528,127)	148,255	73,854	(275,616)
Allocated Accounts	3,083,018	1,858,842	43,847	43,534	5,029,241
Grand Total	4,337,264	2,949,792	300,439	200,466	7,787,961



YTD VARIANCE as of February 2004


SUPPORT DEPARTMENTS

	<i>Admin.</i>	<i>Chief of Staff</i>	<i>Finance</i>	<i>ITS</i>	<i>Mgmt Audit</i>	<i>Procurement</i>	<i>Risk Mgmt</i>	<i>Transit Ops</i>	<i>Grand Total</i>
Labor	(266)	24,637	(129,147)	32,238	20,007	97,428		(1,398,563)	(1,353,665)
Non Labor	26,640	13,157	117,872	(48,512)		8,907	(283,277)	(216,206)	(381,420)
Allocated		(63)	47,461	(2,724)		14,149		(95,920)	(37,097)
Grand Total	26,375	37,730	36,186	(18,998)	20,007	120,483	(283,277)	(1,710,688)	(1,772,183)

Note: Unfavorable budget variance (\$1.7M) in Transit Operations support departments is primarily due to accounting errors made by Security Department in January and February 2004 and 3/04 adjustments.



**GATEWAY CITIES SERVICE SECTOR
KEY PERFORMANCE INDICATORS
FEBRUARY 2004**

PERFORMANCE INDICATORS	CURRENT MONTH	FY04 YTD	YTD TARGET
SAFETY 			
1 Workers' Compensation Costs	\$778,737	\$6,489,584	\$10,832,359
2 OSHA Occupational Incidents	3	37	0
3 New Workers' Compensation Claims Per 100 Employees	2.15	1.78	1.86
4 Bus Traffic Accidents Per 100,000 Hub Miles	3.78	3.90	3.30
5 Passenger Accidents Per 100,000 Boardings	0.20	0.20	0.33
BUS OPERATIONS			
6 Mean Miles Between Chargeable Mechanical Failures	9,338	8,276	8,000
7 Complaints Per 100,000 Boardings	3.76	3.26	2.50
8 In Service On Time Performance (ISOTP)	69.87%	67.82%	80.00%
9 Passenger Boardings	4,495,640	29,491,008*	30,801,984*

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



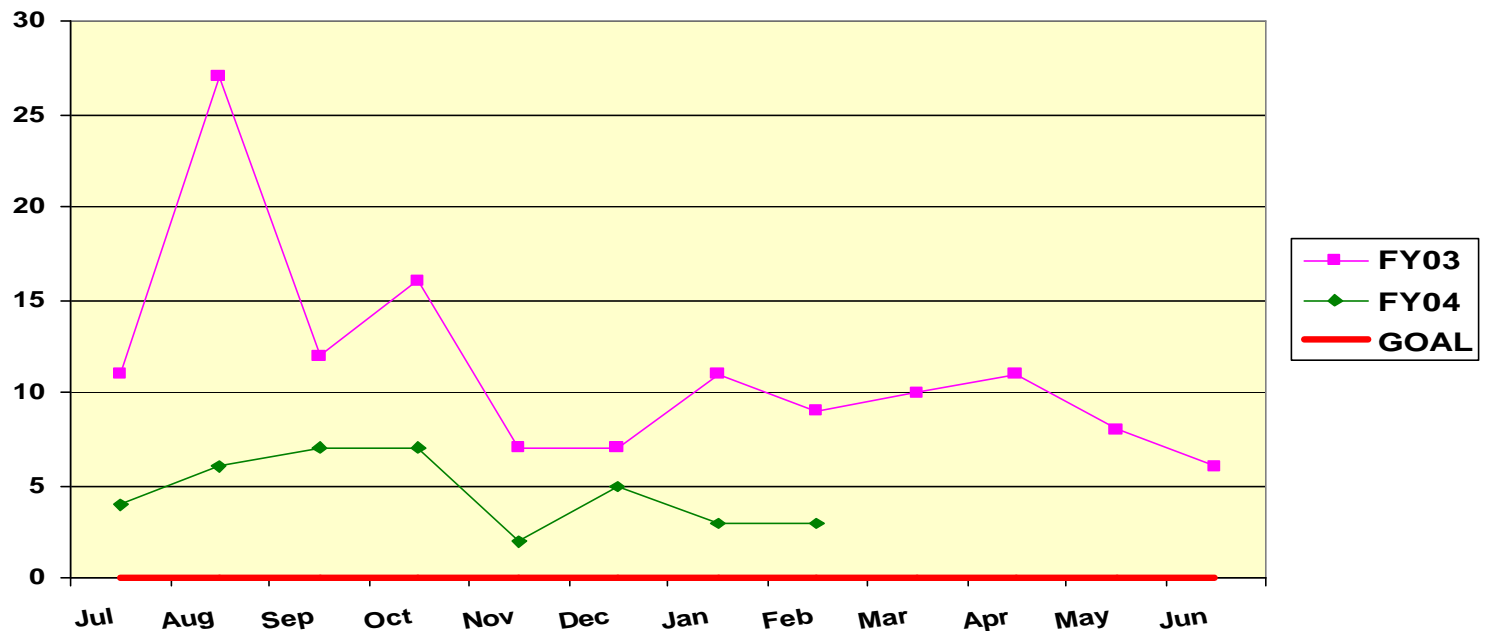
OSHA OCCUPATIONAL INJURIES/ILLNESSES

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 wo

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

OSHA Occupational Injuries/Illnesses

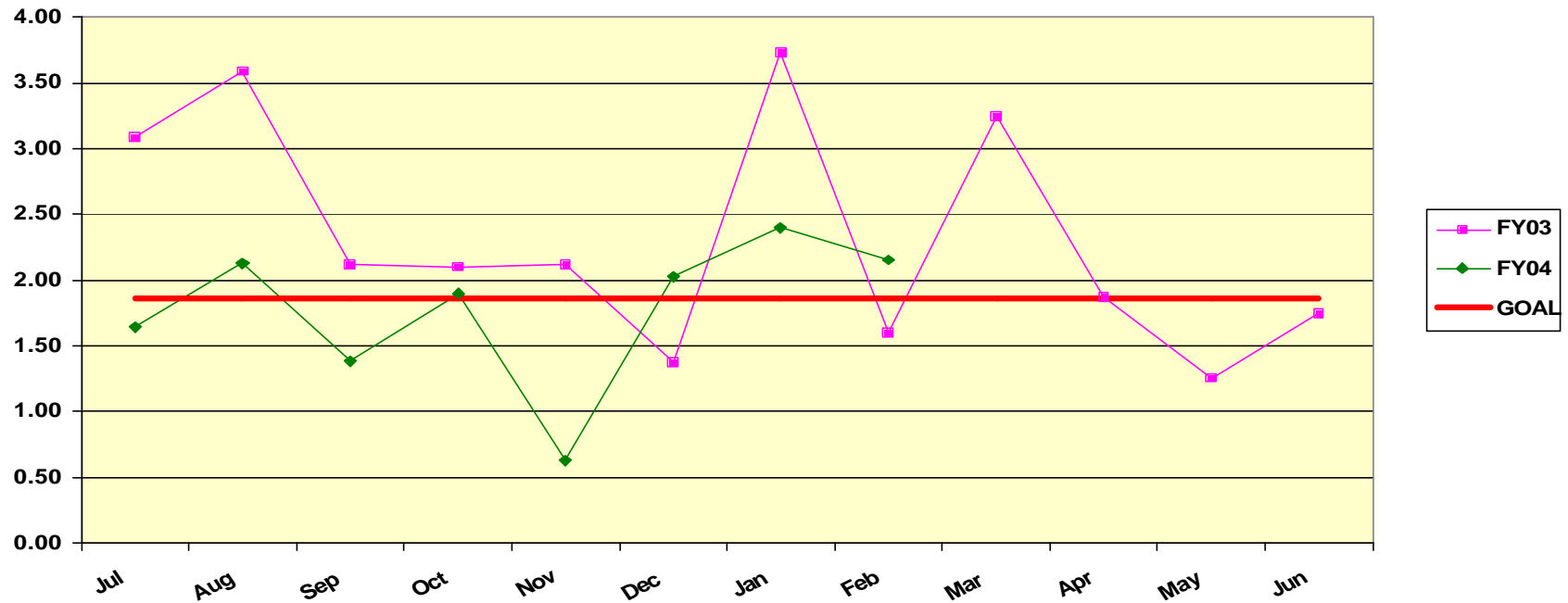


New WC Claims Per 100 Employees GC Sector for FY03 - FY04

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 in

Calculation: $\text{New workers compensation claims per 100 employees by Division per month} = \frac{\text{Total new workers compensation claims filed by division employees}}{\text{total positions occupied in the Division during the month}/100}$

New WC Claims Per 100 Employees



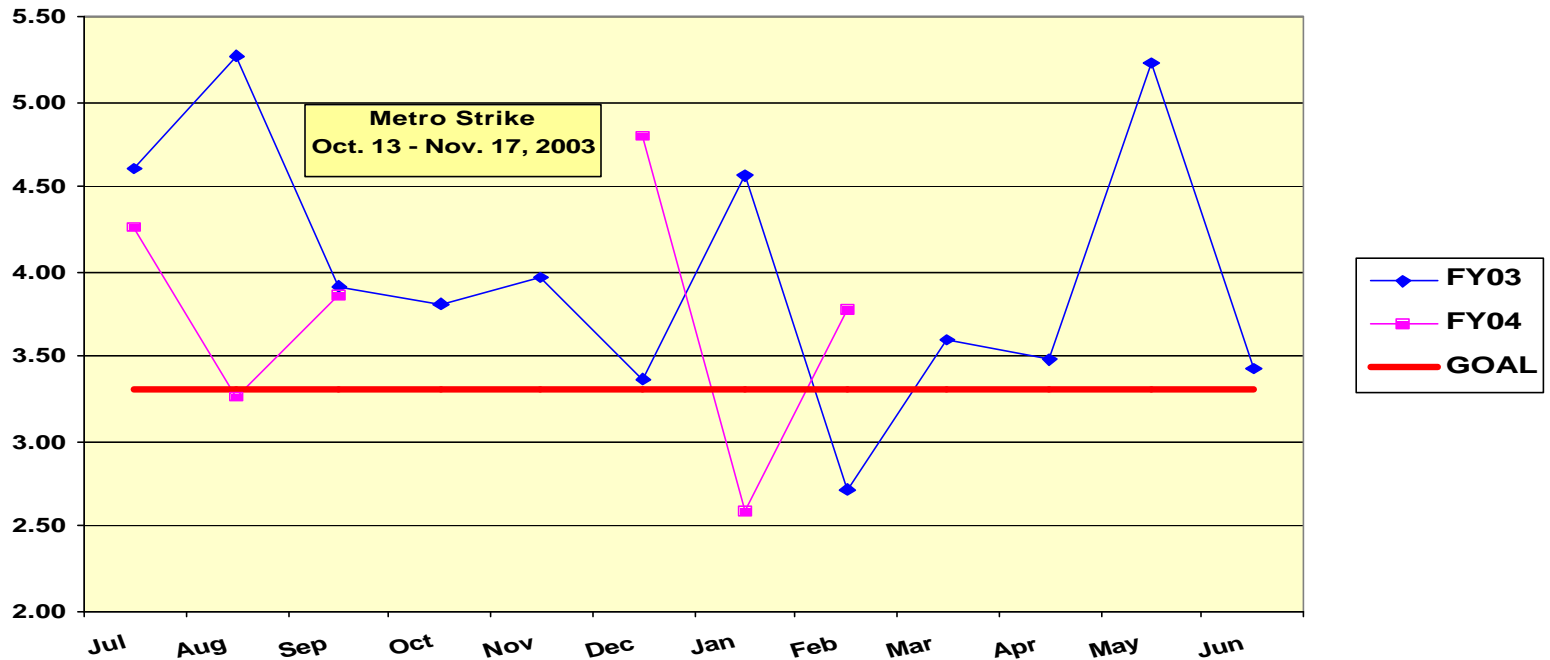
BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

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



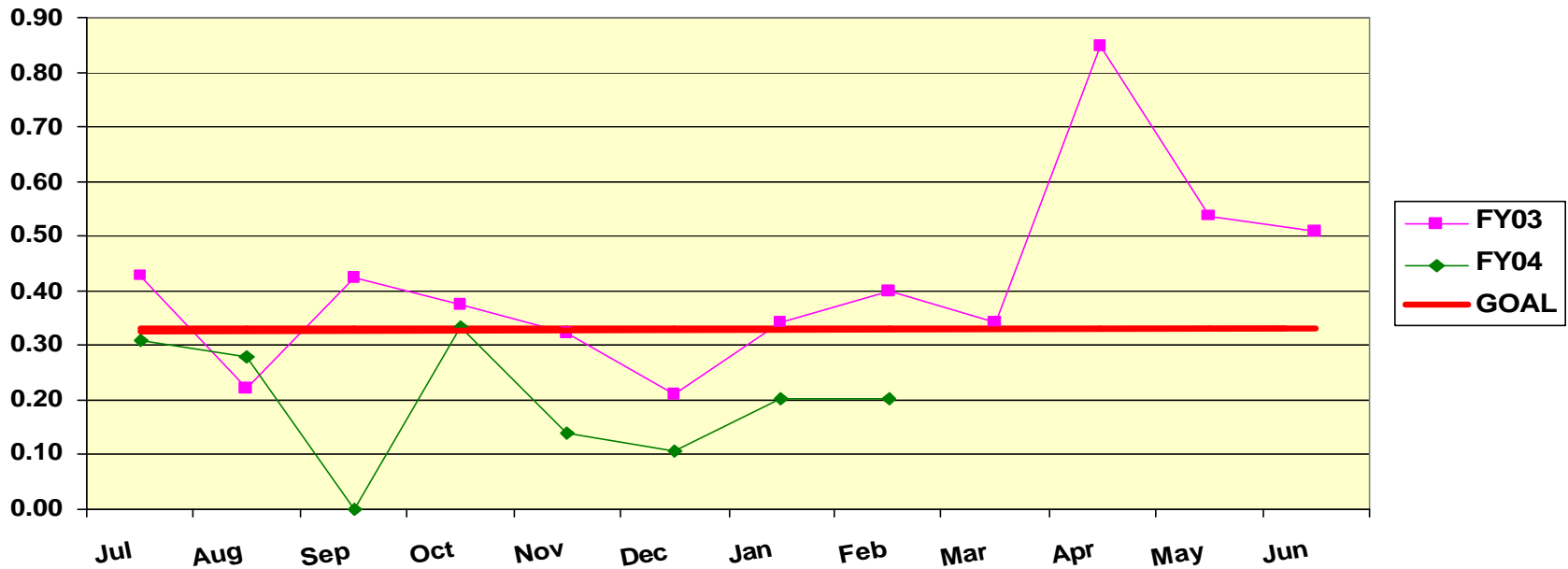
PASSENGER ACCIDENTS PER 100,000 BOARDINGS

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



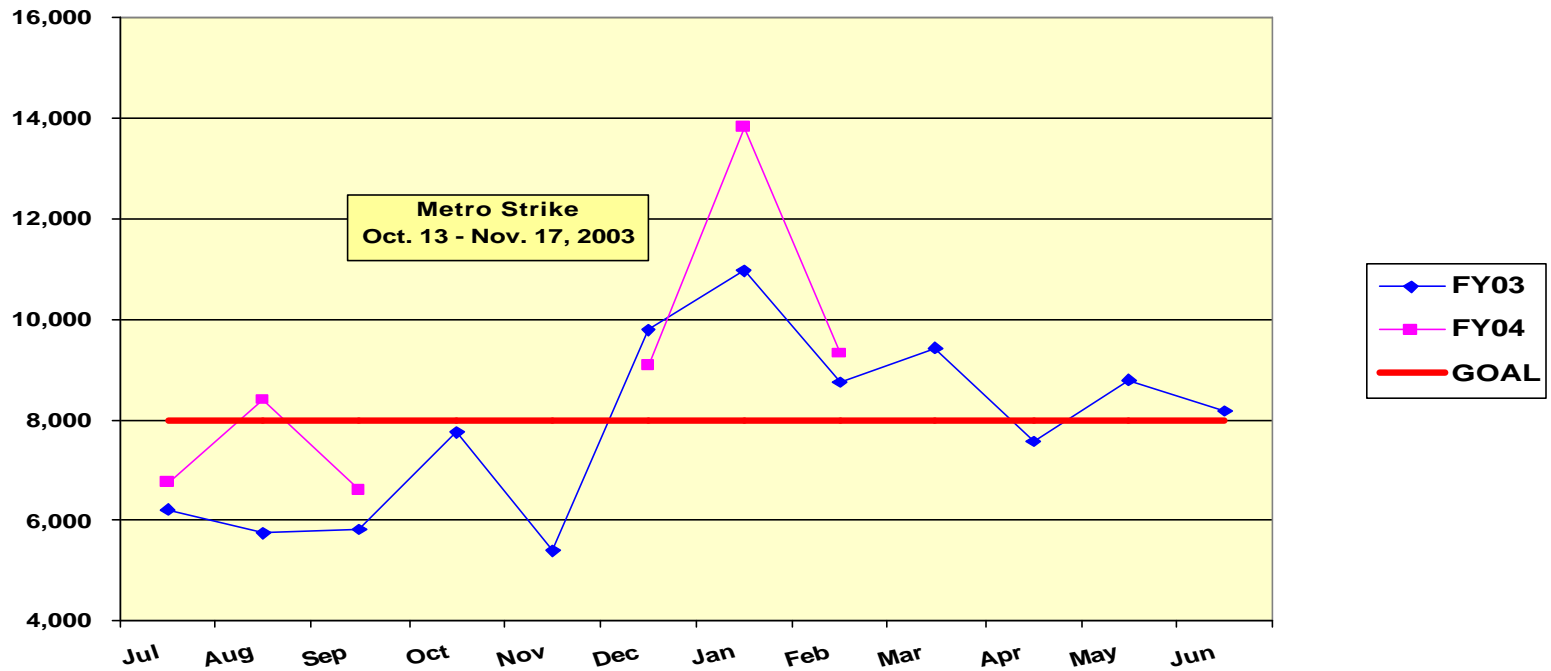
MEAN MILES BETWEEN CHARGEABLE MECHANICAL FAILURES

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



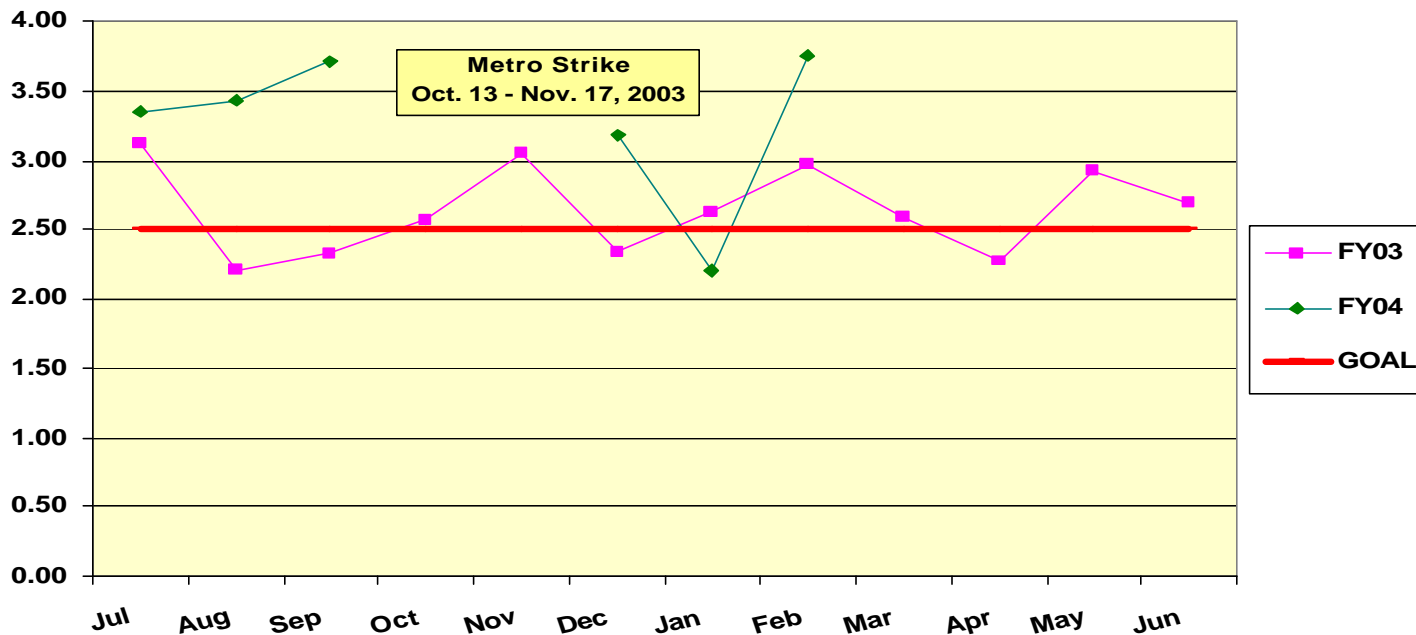
COMPLAINTS PER 100,000 BOARDINGS

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



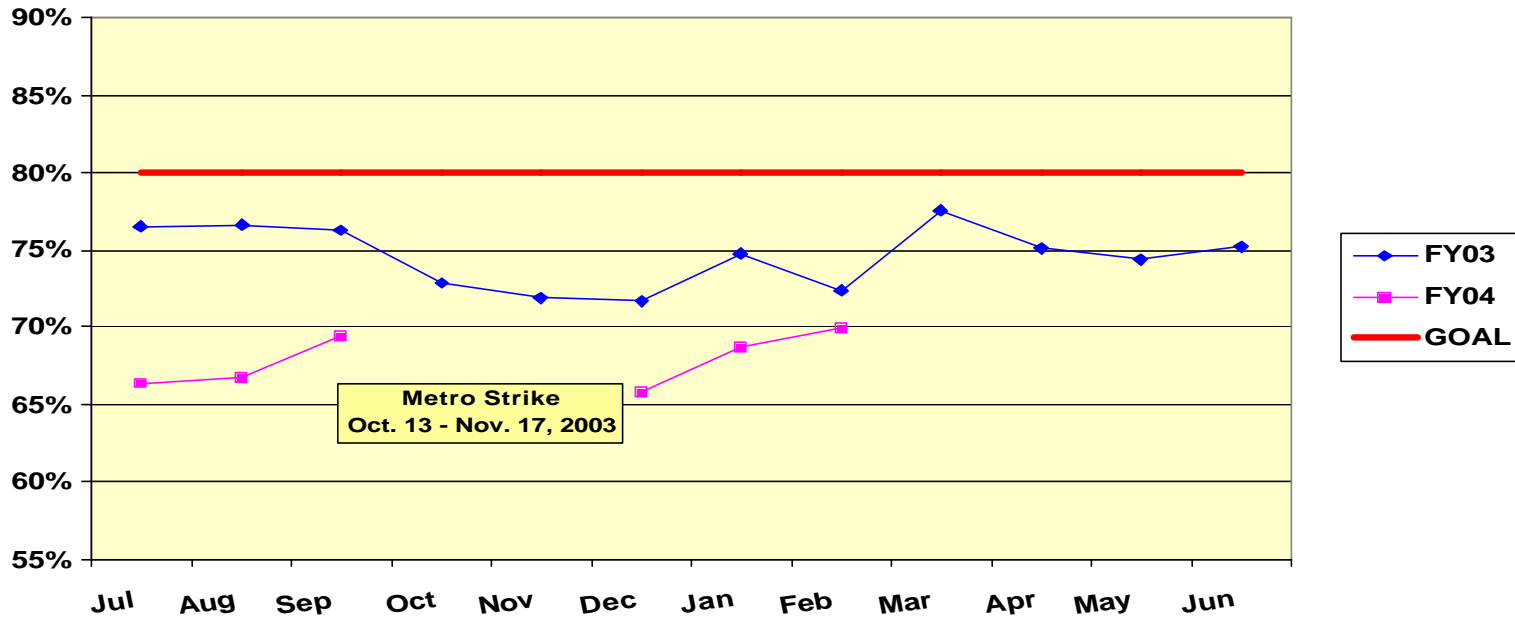
IN SERVICE ON-TIME PERFORMANCE

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



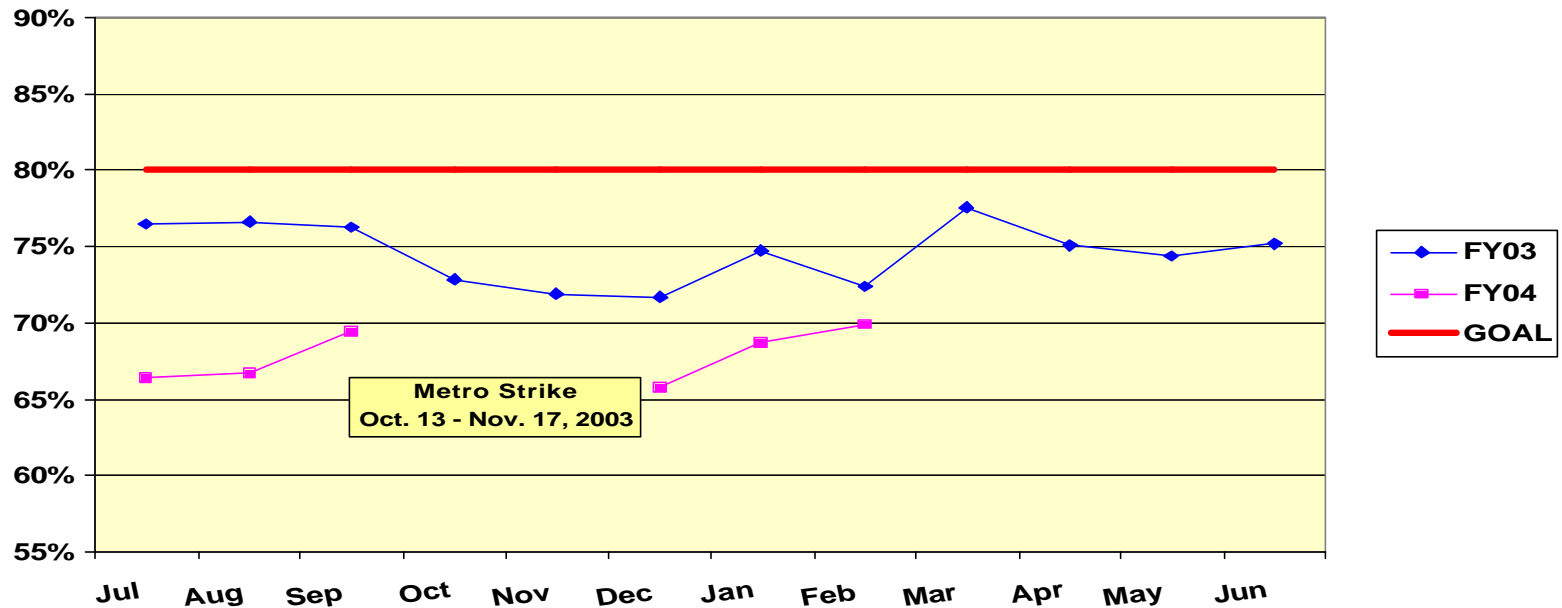
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In Service On-Time Performance



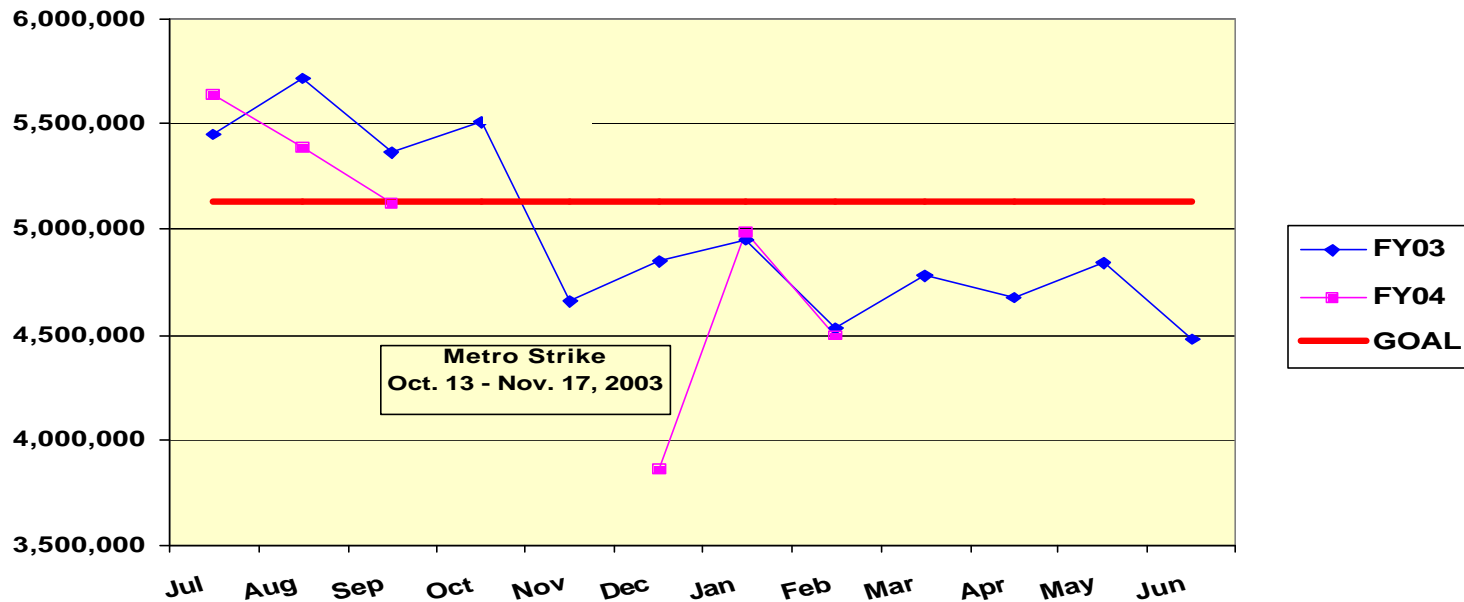
PASSENGER BOARDINGS

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



Gateway Cities Service Sector Customer Complaints

	Division 1	Division 2	GWC
DESCRIPTION			
Bus Stop	1	0	1
Facilities	0	0	0
Early	4	5	9
Late	3	11	14
No Show	10	28	38
Off Route	0	2	2
Layover Zone	0	1	1
Faulty Equipment	0	1	1
Heat-A/C	0	1	1
Dirty Bus	0	0	0
Headsign	0	0	0
Transfer	1	2	3
Wrong Fare	5	4	9
Senior ID Card	0	1	1
HC ID Card	1	0	1
Student ID Card	0	0	0
Improper Curb Stop	0	1	1
Unsafe Operation	7	5	12
Accident	6	6	12
Passed up	20	18	38
Carried Past Stop	2	0	2
Failure to Call stops	0	1	1
Operator Discourtesy	6	5	11
General Employee Discourtesy	0	0	0
Sexual Harassment	0	0	0
Crowded Bus	0	0	0
Passenger Conduct	2	0	2
Operator Conduct	3	1	4
Incorrect Information	0	0	0
Telephone Information	0	0	0
Miscellaneous	0	1	1
Accessible Bus	3	1	4
Specific Operator Issues	0	0	0
TOTALS	74	95	169



Gateway Cities Service Sector

Customer Commendations

1	Division 1	Line 460	1/3/2004	7:54 PM	Operator Baltazar Montes
<p>Patron called to give a commendation to an operator. Patron states this operator was very nice. She called all stops, waited for the elderly to sit down and was a good driver.</p>					
2	Division 1	Line 745	2/25/2004	7:45 AM	Operator Alfred Portillo
<p>Motorist commends the operator who was extremely professional and considerate. Motorist stated that the bus needed to merge toward the curb to service the bus stop. The operator stopped the bus and waited for clearance. She appreciates that the operator did not cut off her vehicle. Patron stated that she slowed down and allowed the operator to pull to the curb to make the stop.</p>					
3	Division 2	Line 26	2/11/2004	6:00 PM	Operator Regina A. Bolden
<p>Patron reported operator commendation for REGINA A BOLDEN. Patron stated that this operator goes out of her way to deliver superb service. Patron wishes to thank her.</p>					
4	Division 2	Line 66	2/6/2004	11:30 AM	Operator Jose M. Castro
<p>Patron reports operator commendation for JOSE M CASTRO. Patron states the operator waited for her to reach bus stop. Patron states the operator was extremely courteous. Patron was very happy with this operator.</p>					

