



**METRO SAN GABRIEL VALLEY GOVERNANCE COUNCIL
JUNE 8, 2004**

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 – April 2004
- a. Safety Performance Indicators/Trend by Location
 - b. Bus Operations Performance Indicators/Trend by Location
 - c. "How You Doin'?" MTA Division Reports for April 2004
 - d. April 2004 Monthly and YTD Financial Performance

Prepared by Metro SGV Sector Administration and Finance Staff

**Metro San Gabriel Valley
General Manager's Report
Key Performance Indicators
APRIL 2004**

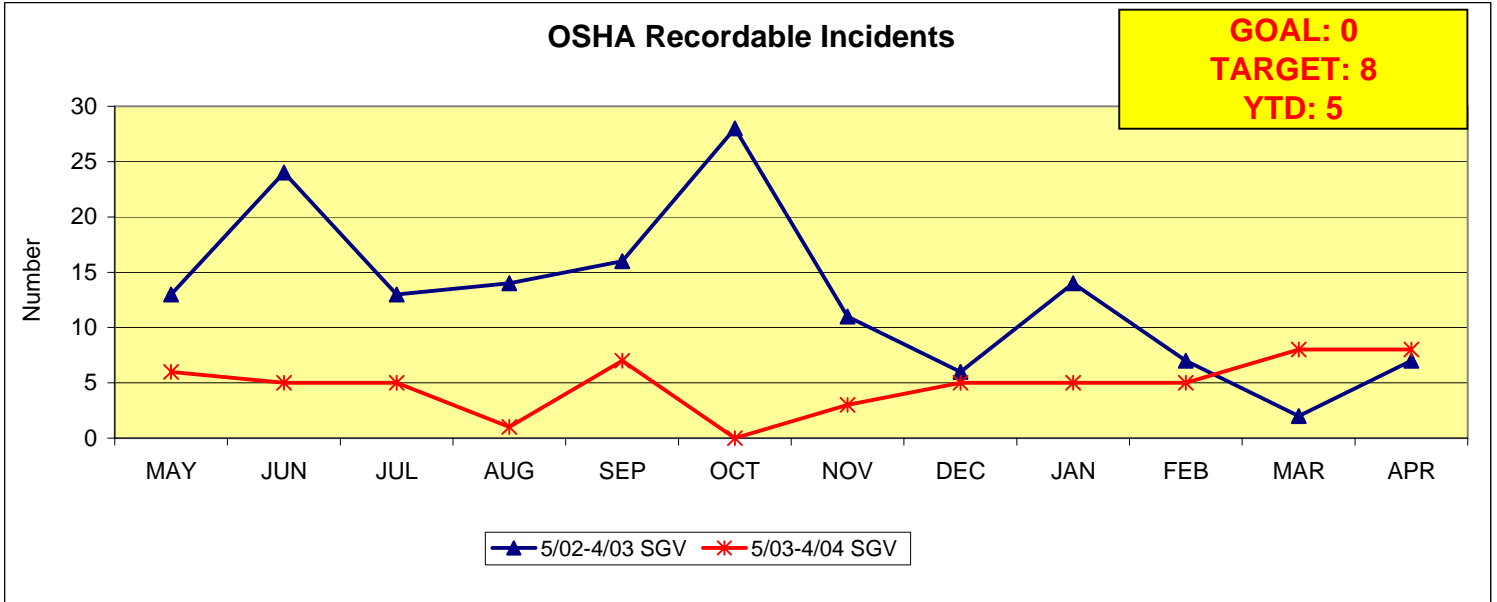
PERFORMANCE INDICATORS	YTD AVG. MO.	APRIL	MO. TARGET
SAFETY 			
Monthly Worker's Compensation Costs (\$ in Thousands)	\$364	\$234	\$376
OSHA Recordable Incidents	5	8	8
Bus Traffic Accidents/100,000 Hub Miles	3.04	2.37	3.10
New Worker's Comp. Claims/100 Employees	1.48	0.99	1.61
BUS OPERATIONS			
Miles Between Mechanical Failures	7,323	9,644	9,000
Bus Cleanliness Ratings*	7.44	7.78	8.00
Complaints/100,000 Boardings	3.89	3.30	3.25
Passenger Boardings	5,164,950	4,882,277	5,285,837
On-Time Performance (%)	70%	75%	80%

Note:

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

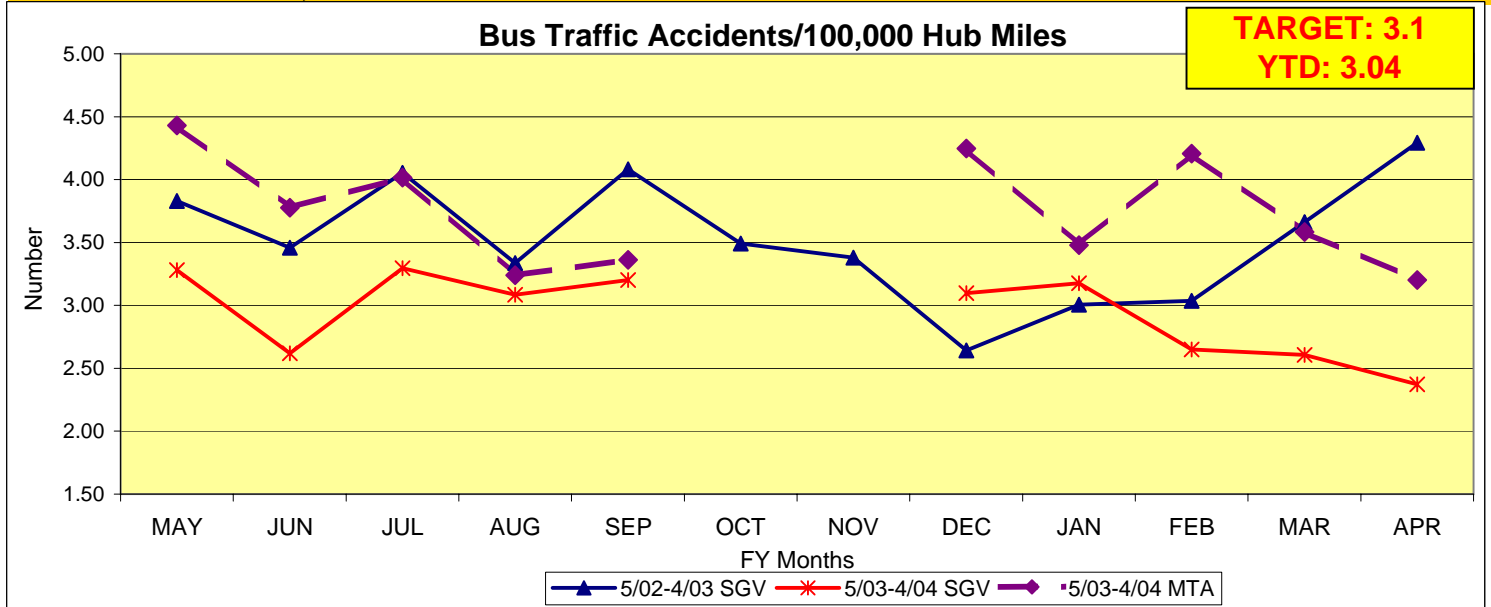
*Bus Cleanliness Inspections conducted quarterly through December 2003, conducted monthly starting January 2004

OSHA Recordable Incidents



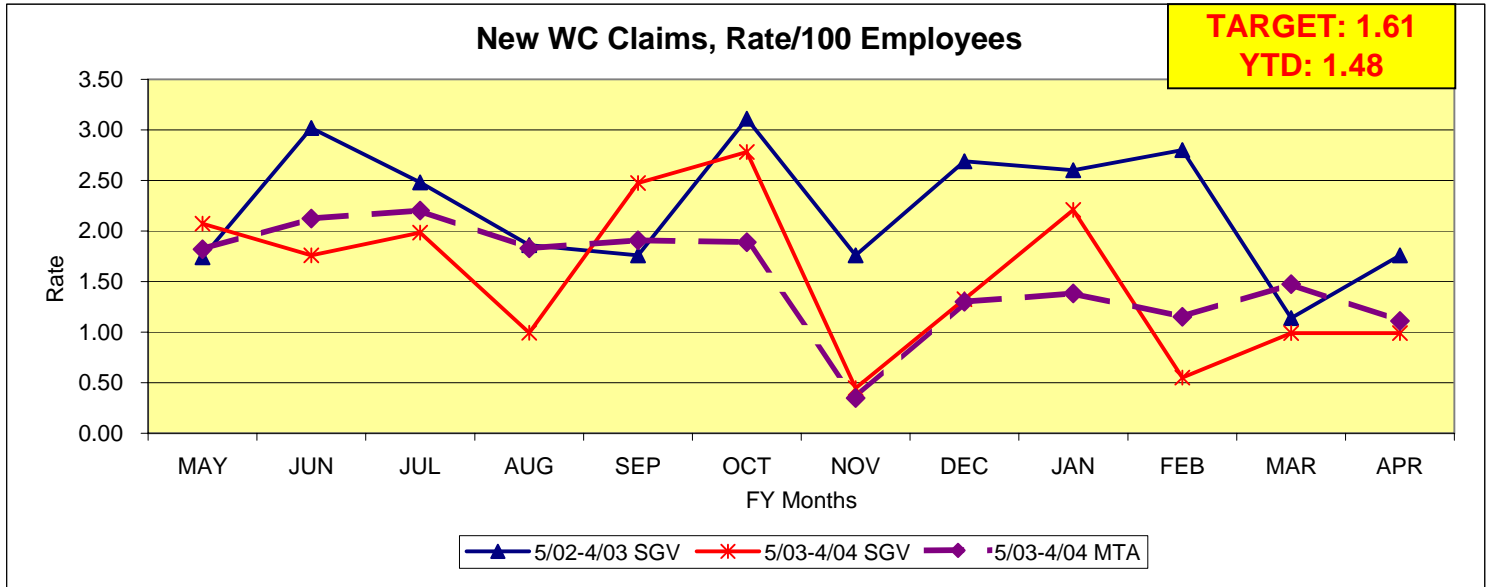
	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR
Trans. D3	4	12	6	6	3	10	2	3	2	1	0	1
Trans. D9	3	1	2	2	2	2	1	2	3	3	1	0
Maint. D3	5	10	4	1	10	12	6	1	5	3	1	4
Maint. D9	1	1	1	5	1	4	2	0	4	0	0	2
SGV	13	24	13	14	16	28	11	6	14	7	2	7
Trans. D3	1	1	0	0	1	0	1	2	0	1	1	1
Trans. D9	1	0	4	0	2	0	0	1	3	3	2	4
Maint. D3	2	4	1	0	0	0	1	1	1	1	2	2
Maint. D9	2	0	0	1	4	0	1	1	1	0	3	1
SGV	6	5	5	1	7	0	3	5	5	5	8	8

Bus Traffic Accidents/100,000 Hub Miles



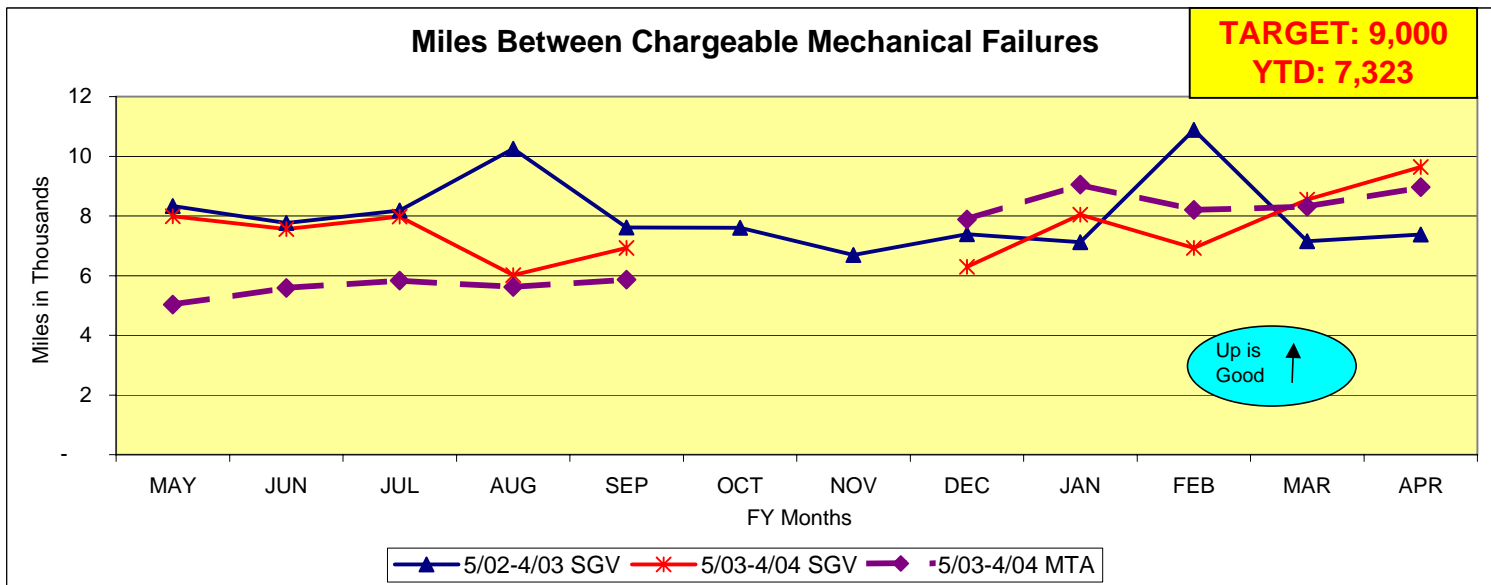
	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03
Div. 3	4.35	3.94	4.37	3.30	5.48	4.85	4.14	3.66	4.52	3.81	4.33	4.53
Div. 9	3.34	3.01	3.74	3.24	2.77	2.20	2.65	1.67	1.50	2.34	3.05	4.08
SGV	3.83	3.46	4.05	3.34	4.08	3.49	3.38	2.64	3.01	3.04	3.66	4.29
	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04
Div. 3	4.08	3.46	4.80	4.13	3.78			3.53	3.65	3.05	3.03	3.20
Div. 9	2.55	1.84	1.88	2.09	2.65			2.66	2.70	2.28	2.21	1.59
SGV	3.28	2.62	3.30	3.08	3.20			3.10	3.18	2.65	2.61	2.37
MTA	4.43	3.78	4.02	3.24	3.36			4.25	3.48	4.21	3.58	3.20

New Worker's Compensation Claims, Rate/100 Employees



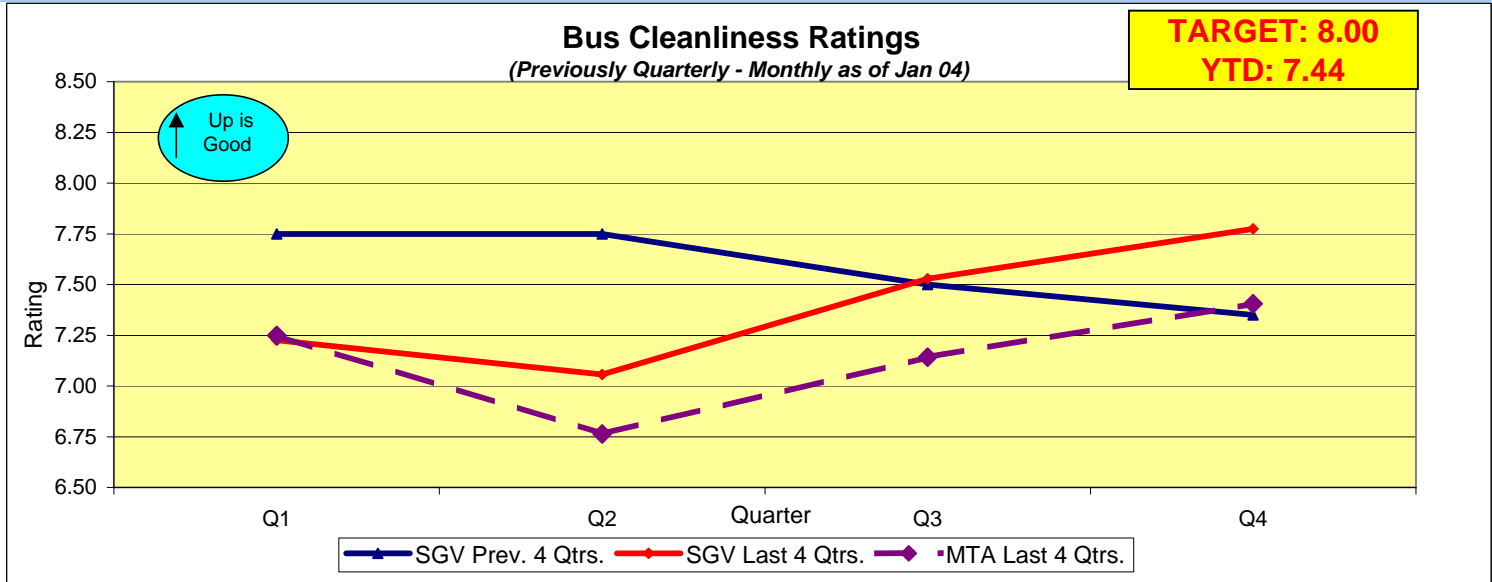
	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03
Trans. D3	1.69	3.38	3.06	1.28	1.79	2.55	1.79	2.04	1.79	2.04	0.77	1.28
Trans. D9	1.81	3.10	3.24	2.94	1.47	3.82	1.47	3.53	2.94	4.42	1.47	2.94
Maint. D3	3.20	3.39	0.81	1.63	3.33	2.44	3.25	4.92	4.17	2.48	2.46	0.00
Maint. D9	0.00	0.91	0.00	0.89	0.89	3.64	0.91	0.00	2.70	0.90	0.00	1.80
SGV	1.74	3.02	2.48	1.86	1.76	3.11	1.76	2.69	2.60	2.80	1.14	1.76
	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04
Trans. D3	1.02	2.04	2.92	1.17	1.75	2.33	0.29	1.17	1.17	0.58	0.87	0.58
Trans. D9	2.94	2.36	1.83	1.53	3.67	4.59	0.92	1.22	3.67	0.92	1.22	2.14
Maint. D3	1.70	0.00	1.67	0.00	2.63	0.89	0.00	1.69	1.63	0.00	0.00	0.00
Maint. D9	3.57	0.92	0.00	0.00	1.71	0.85	0.00	1.72	1.77	0.00	1.68	0.00
SGV	2.07	1.76	1.98	0.99	2.47	2.78	0.44	1.33	2.21	0.55	0.99	0.99
MTA	1.82	2.12	2.20	1.83	1.91	1.89	0.35	1.30	1.38	1.15	1.47	1.11

Miles Between Chargeable Mechanical Failures



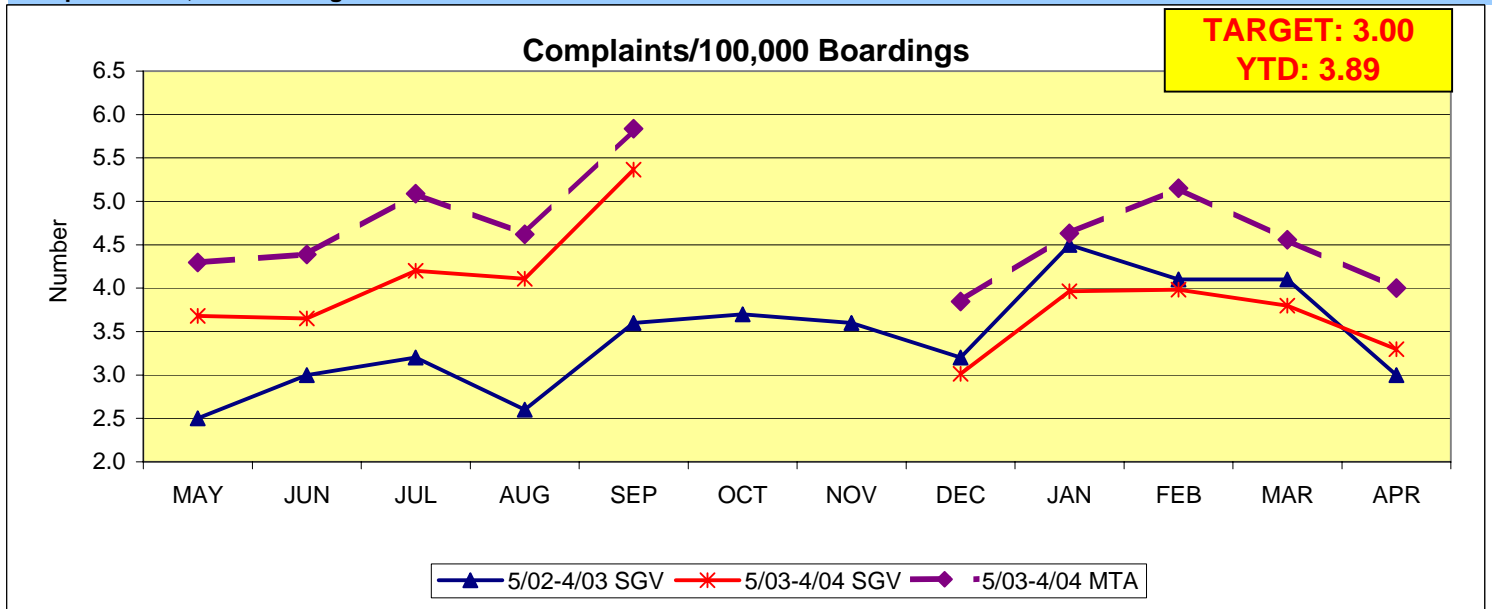
	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03
Div. 3	5,874	5,193	5,844	7,805	5,884	5,599	4,962	5,499	5,528	8,643	5,346	5,306
Div. 9	13,710	14,406	13,357	14,575	10,521	11,544	10,071	10,948	9,645	14,233	10,338	11,380
SGV	8,333	7,762	8,179	10,255	7,614	7,599	6,696	7,385	7,117	10,888	7,152	7,381
	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04
Div. 3	4,711	5,633	6,048	4,631	4,758			6,163	6,372	5,463	10,532	11,054
Div. 9	10,578	10,999	11,396	8,402	12,168			6,432	10,885	7,636	7,260	8,602
SGV	7,994	7,561	7,978	6,015	6,925			6,293	8,040	6,928	8,550	9,644
MTA	5,030	5,584	5,829	5,614	5,862			7,881	9,047	8,202	8,308	8,963

Bus Cleanliness Ratings



	FY 03 - Q1	FY 03 - Q2	FY 03 - Q3			FY 03 - Q4	
Div. 3	7.50	7.50	7.30			6.70	
Div. 9	8.00	8.00	7.70			8.00	
SGV	7.75	7.75	7.50			7.35	
	FY 04 - Q1	FY 04 - Q2	JAN 04	FEB 04	MAR 04	APR 04	
Div. 3	7.63	6.81	6.89	7.64	7.77	7.72	
Div. 9	6.83	7.31	7.62	7.59	7.66	7.83	
SGV	7.23	7.06	7.25	7.62	7.72	7.78	
MTA	7.25	6.76	7.05	7.07	7.30	7.41	

Complaints/100,000 Boardings

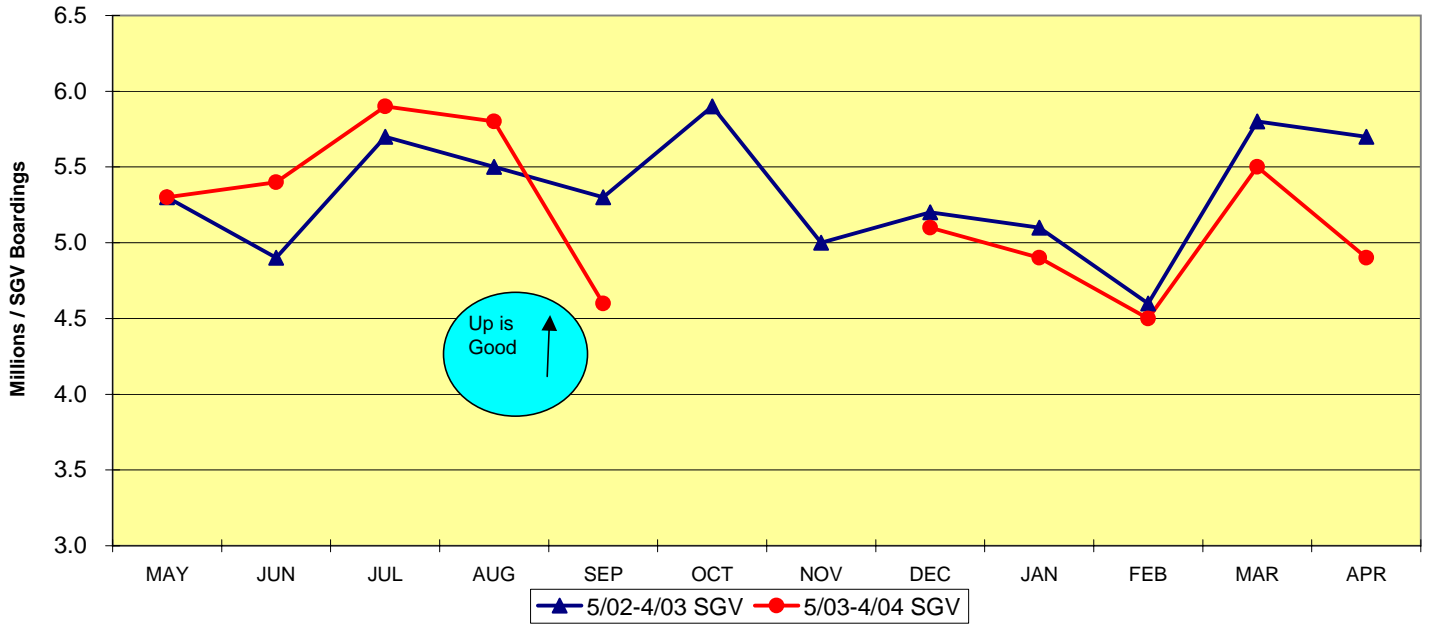


	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03
Div. 3	1.7	2.9	2.9	2.1	3.3	3.0	3.1	3.0	3.9	3.2	3.5	2.5
Div. 9	3.7	3.2	3.6	3.3	4.2	4.8	4.4	3.7	5.6	5.4	5.0	3.8
SGV	2.5	3.0	3.2	2.6	3.6	3.7	3.6	3.2	4.5	4.1	4.1	3.0
	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04
Div. 3	3.4	3.3	3.2	2.6	4.6			2.6	3.0	3.4	3.3	2.5
Div. 9	4.0	4.1	6.2	7.8	6.4			4.0	5.7	4.9	4.6	4.4
SGV	3.7	3.7	4.2	4.1	5.4			3.0	4.0	4.0	3.8	3.3
MTA	4.3	4.4	5.1	4.6	5.8			3.8	4.6	5.2	4.6	4.0

Passenger Boardings

Passenger Boardings

TARGET: 5.3
YTD: 5.15

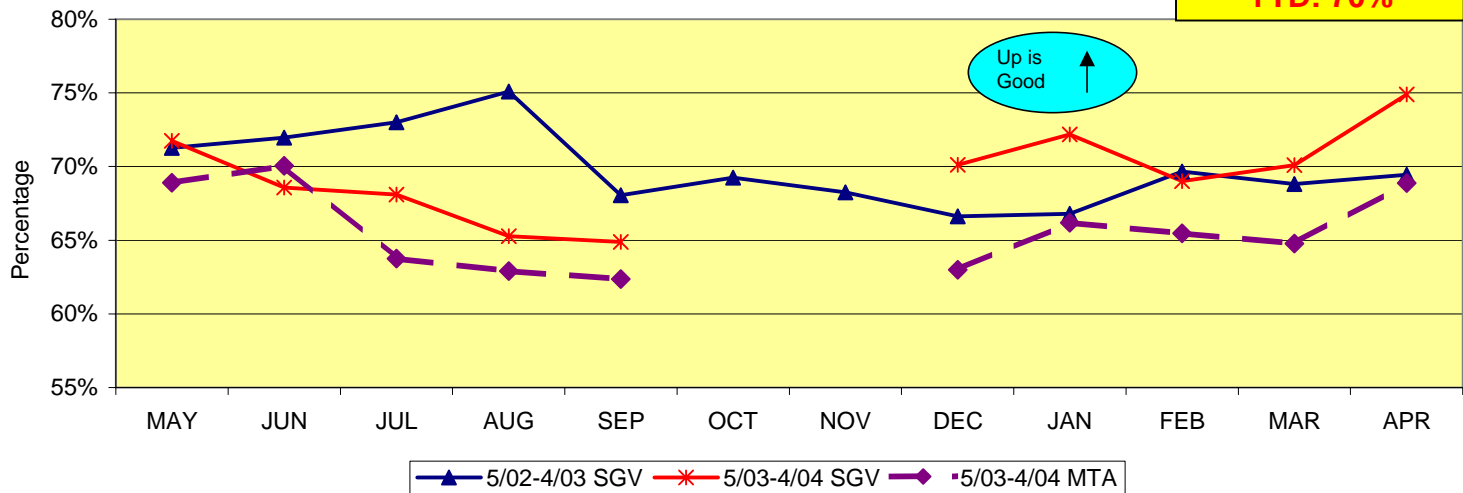


	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03
Div. 3	3.2	2.8	3.6	3.4	3.3	3.5	3.0	3.1	3.2	2.7	3.4	3.3
Div. 9	2.1	2.2	2.1	2.1	2.0	2.4	2.0	2.1	1.9	1.9	2.4	2.3
SGV	5.3	4.9	5.7	5.5	5.3	5.9	5.0	5.2	5.1	4.6	5.8	5.7
	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04
Div. 3	3.0	3.2	4.0	4.2	2.5			3.5	3.1	2.7	3.3	2.8
Div. 9	2.3	2.3	1.9	1.7	2.1			1.6	1.8	1.9	2.2	2.0
SGV	5.3	5.4	5.9	5.8	4.6			5.1	4.9	4.5	5.5	4.9
MTA	30.6	29.2	31.7	31.8	29.2			25.9	27.5	26.9	33.0	29.2

On-Time Performance (%)

In-Service, On-Time Performance

TARGET: 80%
YTD: 70%



	MAY 02	JUN 02	JUL 02	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03
Div. 3	74%	75%	74%	76%	69%	68%	70%	68%	68%	70%	71%	71%
Div. 9	65%	66%	71%	71%	66%	73%	64%	64%	65%	68%	65%	65%
SGV	71%	72%	73%	75%	68%	69%	68%	67%	67%	70%	69%	69%
	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04
Div. 3	74%	72%	71%	65%	67%			73%	72%	68%	70%	76%
Div. 9	65%	64%	63%	65%	57%			63%	72%	70%	70%	72%
SGV	72%	69%	68%	65%	65%			70%	72%	69%	70%	75%
MTA	69%	70%	64%	63%	62%			63%	66%	65%	65%	69%

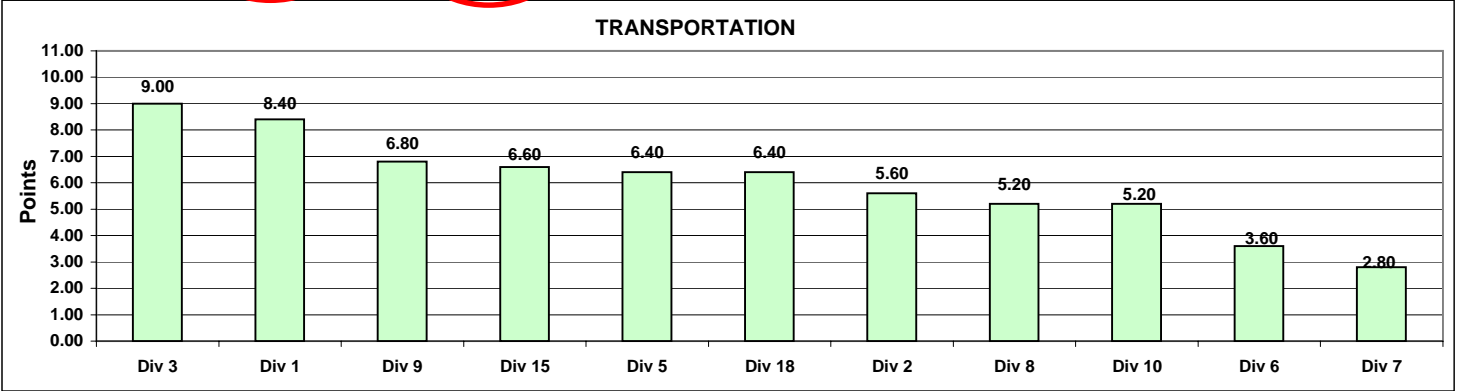
**Monthly Calculations - April 2004
Metro Bus - Transportation**

Definition: A performance awareness program designed to increase productivity and efficiency.

Calculation: Performance by Division are ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each

Transportation												
Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18	
In-Service On-Time Performance	20%	0.7481	0.7257	0.7614	0.6513	0.6224	0.6632	0.7179	0.7198	0.6766	0.6689	0.6415
Points		10	9	11	3	1	4	7	8	6	5	2
Running Hours	20%	0.0891	0.1236	0.0790	0.0800	0.0880	0.1309	0.0462	0.0833	0.1046	0.0771	0.0745
Points		4	2	8	7	5	1	11	6	3	9	10
Accident Rate	20%	2.0873	5.3696	3.2011	2.7593	2.0768	4.2027	3.2806	1.5852	4.0771	2.9429	3.0004
Points		9	1	5	8	10	2	4	11	3	7	6
Complaints/100K Boardings	20%	2.7027	2.2285	2.4923	4.5455	5.6114	5.0619	5.4485	4.4259	3.7848	4.7492	4.1844
Points		9	11	10	5	1	3	2	6	8	4	7
New WC Claims /100 Emp	20%	0.6631	1.6908	0.5830	0.7112	3.2496	1.9058	3.1535	2.1408	1.5988	0.7248	1.1013
Points		10	5	11	9	1	4	2	3	6	8	7
Totals		8.40	5.60	9.00	6.40	3.60	2.80	5.20	6.80	5.20	6.60	6.40

FINAL RANKING												
DIV.	Div 3	Div 1	Div 9	Div 15	Div 5	Div 18	Div 2	Div 8	Div 10	Div 6	Div 7	
Score	9.00	8.40	6.80	6.60	6.40	6.40	5.60	5.20	5.20	3.60	2.80	
Rank	1st	2nd	3rd	4th	5th	5th	7th	8th	8th	10th	11th	



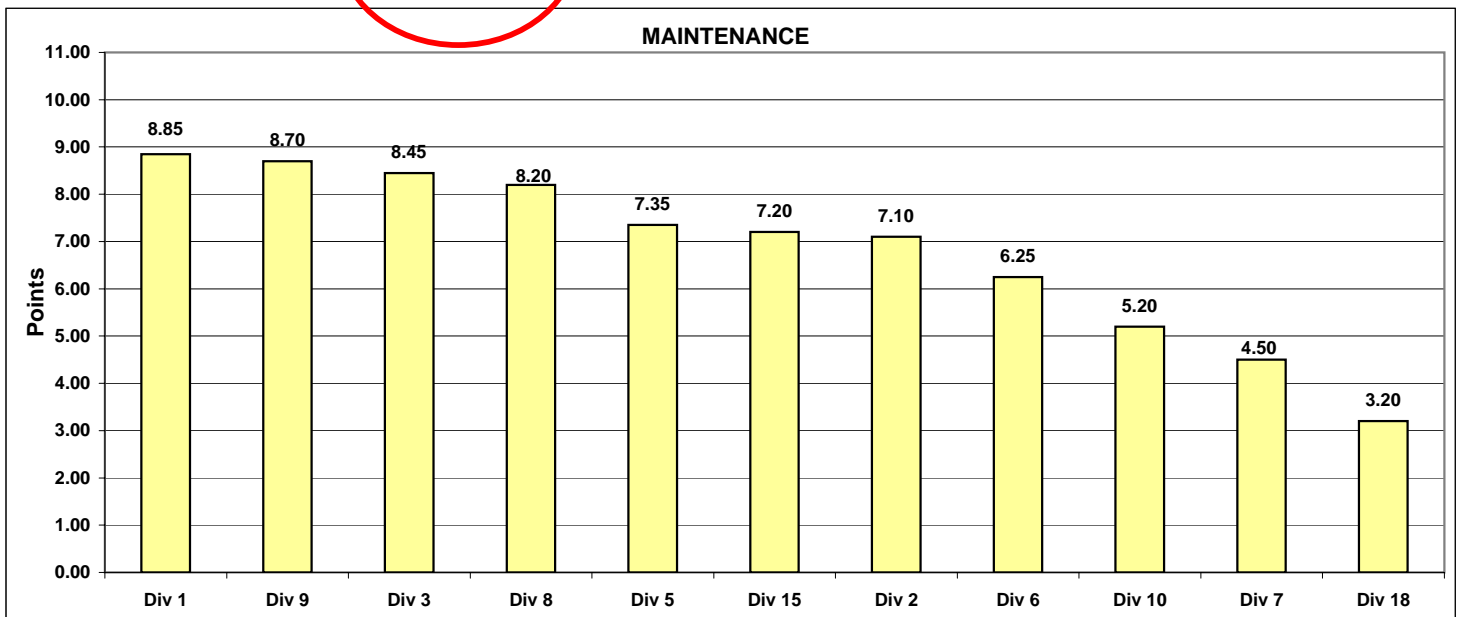
"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM

**Monthly Calculations - April 2004
Metro Bus - Maintenance**

Definition: A performance awareness program designed to increase productivity and efficiency.

Calculation: Performance by Division are ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the least

Maintenance												
Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18	
Miles Between Mechanical Failures	25%	10045.2	15100.0	11053.8	8053.7	16050.0	7778.8	7011.0	8602.3	8301.5	9183.8	8922.8
Points		8	10	9	3	11	2	1	5	4	7	6
Attendance	15%	0.99517	0.98433	0.98408	0.99044	0.99221	0.98834	0.99195	0.99156	0.98734	0.98438	0.98172
Points		11	3	2	7	10	6	9	8	5	4	1
New WC Claims /100 Emp	25%	0.0000	0.0000	0.0000	0.0000	2.8571	0.0000	0.0000	0.0000	0.0000	0.0000	0.6494
Points		11	11	11	11	1	11	11	11	11	11	2
Bus Cleanliness	35%	7.627	7.247	7.719	7.631	7.275	6.138	8.463	7.831	6.800	7.606	7.125
Points		7	4	9	8	5	1	11	10	2	6	3
Totals		8.85	7.10	8.45	7.35	6.25	4.50	8.20	8.70	5.20	7.20	3.20
FINAL Maintenance Division Ranking (Sorted)												
RANKING DIV.	Div 1	Div 9	Div 3	Div 8	Div 5	Div 15	Div 2	Div 6	Div 10	Div 7	Div 18	
Score	8.85	8.70	8.45	8.20	7.35	7.20	7.10	6.25	5.20	4.50	3.20	
Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	



FY2004 FINANCIALS, THROUGH M/E APRIL

	Budget Variance						Annual Budget
	Month Budget	Month Actual	Month Variance (O)/U+	YTD Budget	YTD Actual	YTD Variance (O)/U+	
SGV Sector Operations							
Transportation							
Direct Labor	2,714,906	2,781,594	(66,688)	26,806,821	24,897,378	1,909,443	32,236,633
Fringe Benefits & Overhead	1,935,290	2,152,066	(216,776)	18,777,232	18,952,995	(175,763)	22,647,812
Non-Labor	473,234	224,477	248,758	4,832,345	3,541,740	1,290,604	5,778,813
TOTAL TRANSPORTATION	5,123,431	5,158,137	(34,706)	50,416,397	47,392,113	3,024,284	60,663,259
Maintenance							
Direct Labor	949,318	875,351	73,967	9,571,064	8,479,538	1,091,526	11,469,700
Fringe Benefits & Overhead	827,085	804,715	22,370	8,277,833	8,052,606	225,226	9,932,003
Non-Labor	950,265	1,150,489	(200,224)	10,021,362	10,094,266	(72,904)	11,921,892
TOTAL MAINTENANCE	2,726,668	2,830,555	(103,887)	27,870,258	26,626,410	1,243,848	33,323,595
Sector Office							
Direct Labor	123,186	145,455	(22,269)	1,231,862	1,389,826	(157,964)	1,478,234
Fringe Benefits & Overhead	111,184	128,840	(17,656)	1,097,388	1,526,044	(428,656)	1,319,755
Non-Labor	23,196	907	22,289	250,072	122,442	127,630	296,464
TOTAL SECTOR OFFICE	257,566	275,202	(17,636)	2,579,321	3,038,312	(458,990)	3,094,454
SUBTOTAL SECTOR OPERATIONS	8,107,665	8,263,894	(156,229)	80,865,977	77,056,834	3,809,143	97,081,307
Other Sector Support							
Direct Labor	100,979	80,428	20,551	1,010,034	1,023,549	(13,514)	1,211,992
Fringe Benefits & Overhead	91,067	72,392	18,675	899,365	929,310	(29,945)	1,081,498
Non-Labor	1,036,042	917,832	118,210	10,382,212	13,632,553	(3,250,341)	12,454,296
SUBTOTAL SECTOR SUPPORT	1,228,087	1,070,652	157,436	12,291,611	15,585,412	(3,293,801)	14,747,786
TOTAL SGV SECTOR	\$ 9,335,752	\$ 9,334,546	\$ 1,206	\$ 93,157,588	\$ 92,642,246	\$ 515,342	\$ 111,829,093

Total Revenue Service Hours	101,399	101,466	(67)	1,030,888	903,142	127,746	1,224,771
Cost Per Revenue Service Hour							
Transportation	\$ 50.53	\$ 50.84	\$ (0.31)	\$ 48.91	\$ 52.47	\$ (3.57)	\$ 49.53
Maintenance	\$ 26.89	\$ 27.90	\$ (1.01)	\$ 27.04	\$ 29.48	\$ (2.45)	\$ 27.21
Sector Office	\$ 2.54	\$ 2.71	\$ (0.17)	\$ 2.50	\$ 3.36	\$ (0.86)	\$ 2.53
Other Sector Support	\$ 12.11	\$ 10.55	\$ 1.56	\$ 11.92	\$ 17.26	\$ (5.33)	\$ 12.04
TOTAL	\$ 92.07	\$ 92.00	\$ 0.07	\$ 90.37	\$ 102.58	\$ (12.21)	\$ 91.31

Significant Items

· April Sector Labor .4% Over Budget / Bus Ops (+ 2.5%), Maint (-7.8%)	· Strike Adjusted YTD - Bus Ops (+4%) / Maint (+.3%)
· April Fuel Expense - \$195K Over Budget (+54%)	· YTD Fuel Expense 10% Over Budget / Strike Adj +19%
· April Parts Expense +5.2%	· YTD Parts Expense 1% Under Budget / Strike Adj +12%
· April WC Charges only 45% of Budget (\$234K vs. \$517K)	· YTD WC Charges \$1.6M Under (31%)
· Fringe & Overhead 7.4% Over Budget / Adjustment Expected	· YTD vs. Budget - Fringe Rate +7.1% / Overhead Rate + 16.7%
· April Other Sector Support 13% Under Budget (\$157K)	· YTD Overruns in Facilities, Risk Mgmt, Security, Reg. Svcs.