

AGENDA ITEM 6

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL

August 4, 2004

SUBJECT: REPORT OF THE GENERAL MANAGER

ACTION: RECEIVE

BACKGROUND:

The General Manager's Report provides a summary of Year-to-Date (YTD) Metro San Fernando 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:

1. Metro San Fernando Valley Key Performance Indicators – Financial Performance – YTD June 2004
2. Overview of Future Agenda Items

Prepared by Metro San Fernando Sector Administration and Finance Staff

Copies of Agendas or Agenda Items may be obtained by contacting Metro San Fernando Valley at (818) 701-2860.



Metropolitan Transportation Authority

Metro

Metro San Fernando Valley General Manager's Report

June 2004

PERFORMANCE INDICATORS	JUNE	MO. TARGET	YTD MO. AVG.
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SAFETY			
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Monthly Worker's Compensation Reserves	\$462,856	\$420,509	\$697,436
New Worker's Comp. Claims per 100 Employees	0.73	1.50	1.05
Bus Traffic Accidents/100,000 Hub Miles	2.73	2.70	2.99

BUS OPERATIONS

Miles Between Mechanical Failures	9,554	8,000	8,648
Bus Cleanliness Ratings	8.10	8.00	7.73
Complaints/100,000 Boardings	4.66	3.50	5.45
Passenger Boardings	4,695,934	4,391,250	4,468,152
In Service On-Time Performance (%)	70.15%	80.00%	67.47%
Scheduled Revenue Service Hours Delivered	99.66%	100.00%	89.60%
Operator Assignment Ratio	1.167	1.17	1.145
Past Due Critical PMP	0.35	0.50	0.20

FINANCES

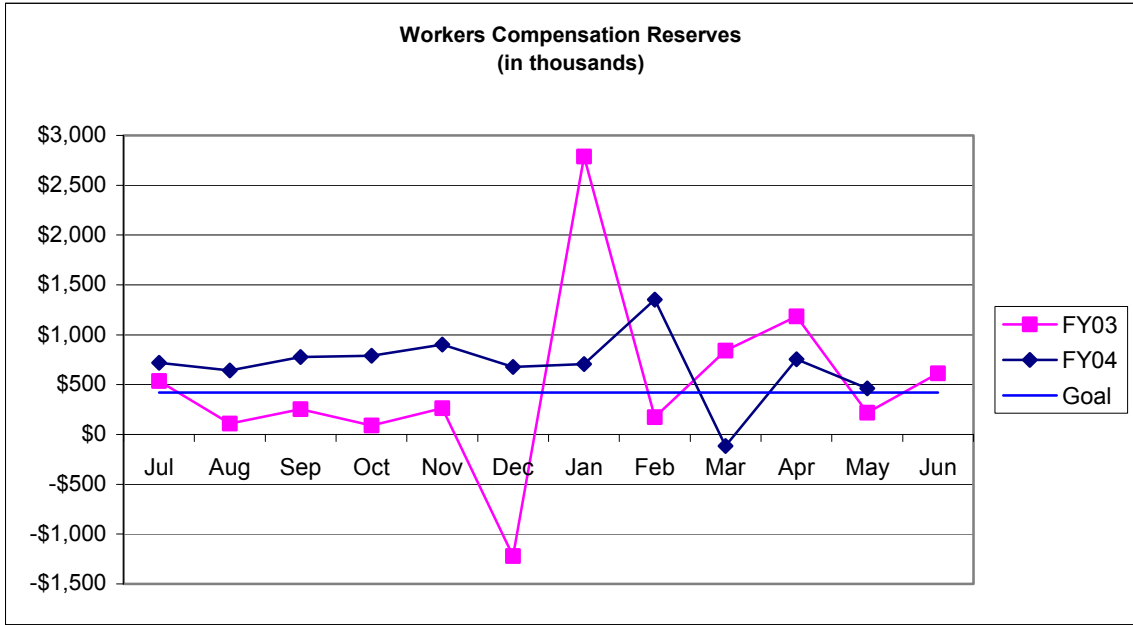
	YTD Budget	Sum of YTD Actual	Sum of YTD Variance
Variance Summary (incl other support)	100,142,108	9,736,606	2,775,502 ⁽¹⁾
Cost per RSH	\$ 88.25	\$ 98.75	\$ (10.50)

* Shaded boxes refer to data unavailable.

(1) No adjustment for strike effect.

**Metro San Fernando Valley
General Manager's Report**

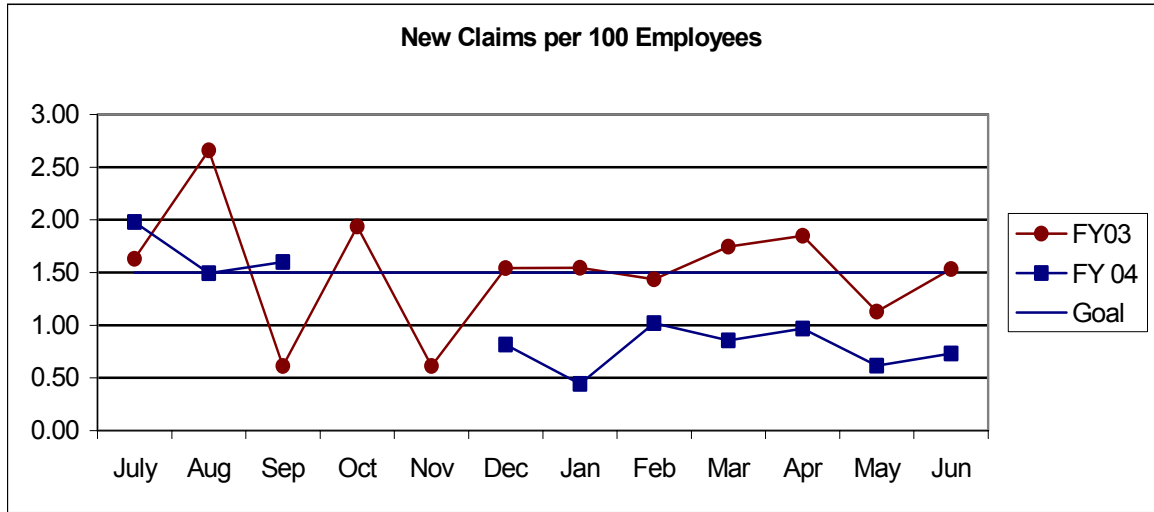
Workers Compensation Reserves



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
FY03	537	108	253	91	263	(1,222)	2,789	172	843	1,184	218	614	5,850
FY04	719	643	778	789	901	678	707	1,351	(115)	756	463		7,671

**Metro San Fernando Valley
General Manager's Report**

Workers Compensation Claims Per 100 Employees

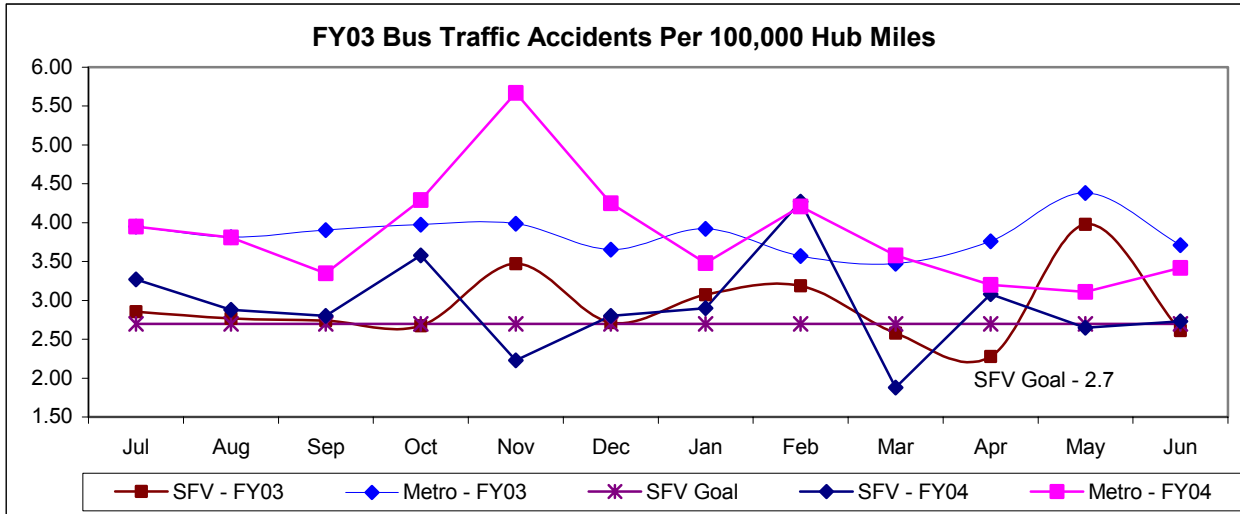


FY03	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Avg.
Tran 8	2.09	2.78	0.00	2.43	0.00	2.09	1.74	1.39	2.43	3.48	0.35	1.17	1.71
Tran 15	1.56	2.00	0.67	1.56	0.67	1.11	1.78	1.78	1.56	1.11	1.56	1.56	1.41
Maint 8	0.97	3.96	3.00	1.92	3.00	2.94	0.00	0.98	0.00	0.00	0.00	0.97	1.48
Maint 15	1.42	3.62	0.00	2.16	0.00	0.75	1.53	0.74	2.19	2.22	2.22	1.45	1.52
SFV	1.63	2.66	0.61	1.94	0.61	1.54	1.55	1.44	1.75	1.85	1.13	1.53	1.52

FY 04	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Avg.
Tran 8	3.50	2.45	1.40			2.45	1.05	0.70	0.00	3.15	1.05	1.05	1.68
Tran 15	2.66	0.97	1.93			0.07	0.72	1.69	0.70	0.72	0.72	0.97	1.12
Maint 8	0.00	1.03	2.04			0.00	0.00	0.99	1.75	0.00	0.00	0.91	0.67
Maint 15	1.36	1.42	0.72			0.74	0.00	0.70	0.97	0.00	0.70	0.00	0.66
SFV	1.98	1.49	1.60			0.82	0.44	1.02	0.86	0.97	0.62	0.73	1.05

**Metro San Fernando Valley
General Manager's Report**

Accidents Per 100,000 Hub Miles

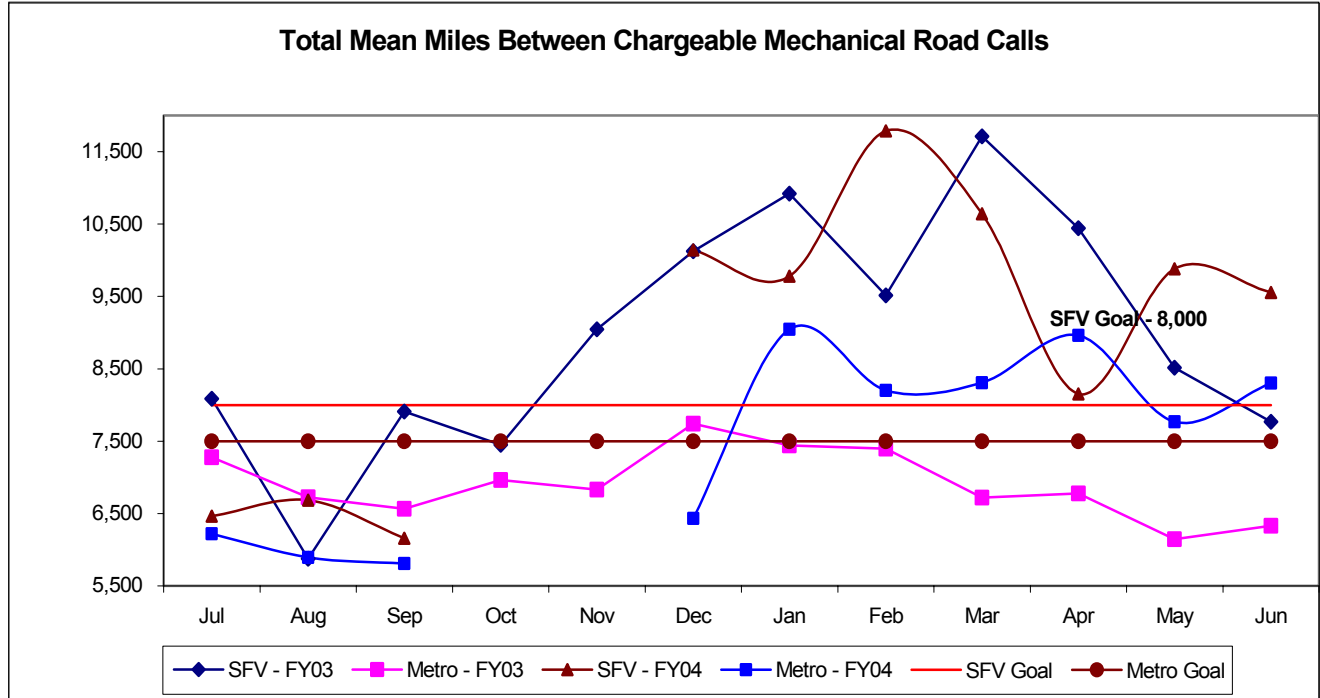


FY03	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	YTD
SFV - FY03	2.85	2.77	2.74	2.67	3.47	2.72	3.07	3.19	2.58	2.28	3.98	2.61	2.91
Metro - FY03	3.95	3.81	3.90	3.97	3.99	3.65	3.92	3.57	3.47	3.76	4.38	3.71	3.86

FY04	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	YTD
SFV - FY04	3.27	2.88	2.80	3.58	2.23	2.80	2.90	4.27	1.88	3.08	2.65	2.73	2.99
Metro - FY04	3.95	3.81	3.35	4.29	5.67	4.25	3.48	4.21	3.58	3.20	3.11	3.42	3.65

**Metro San Fernando Valley
General Manager's Report**

Miles Between Chargeable Mechanical Road Calls

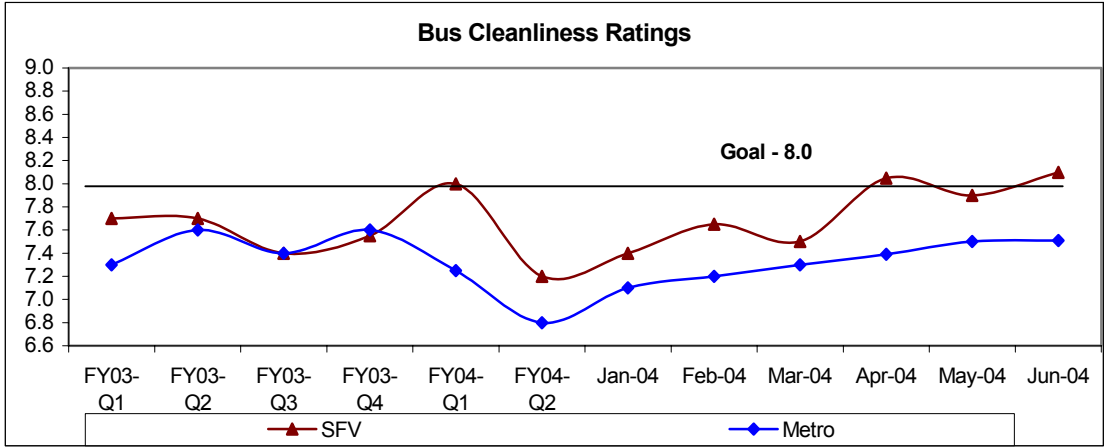


FY03	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	YTD
SFV - FY03	8,088	5,878	7,908	7,448	9,047	10,124	10,921	9,517	11,714	10,444	8,514	7,768	8,616
Metro - FY03	7,279	6,725	6,564	6,966	6,832	7,742	7,443	7,396	6,721	6,776	6,146	6,331	6,883

FY04	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	YTD
SFV - FY04	6,465	6,683	6,159			10,143	9,782	11,787	10,644	8,154	9,883	9,554	8,648
Metro - FY04	6,220	5,892	5,811			6,431	9,047	8,202	8,308	8,963	7,768	8,305	7,417

Metro San Fernando Valley General Manager's Report

Bus Cleanliness Comparison

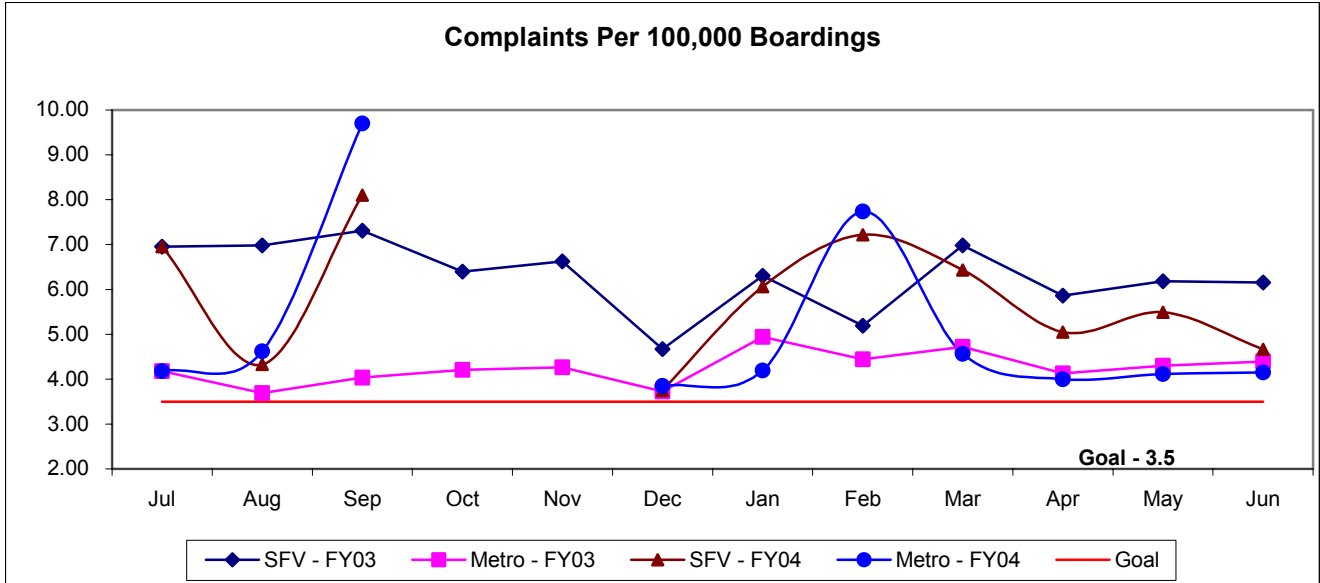


	FY03-Q1	FY03-Q2	FY03-Q3	FY03-Q4	FY04-Q1	FY04-Q2	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	YTD
SFV	7.7	7.7	7.4	7.6	8.0	7.2	7.4	7.7	7.5	8.1	7.9	8.1	7.7
Metro	7.3	7.6	7.4	7.6	7.3	6.8	7.1	7.2	7.3	7.4	7.5	7.5	7.3

Bus Cleanliness Comparison shows the running average of the combined cleanliness category rating per quarter.

Metro San Fernando Valley General Manager's Report

Complaints per 100,000 Boardings



FY03	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	YTD
SFV	6.96	6.98	7.31	6.39	6.62	4.67	6.30	5.19	6.98	5.86	6.18	6.15	6.32
Metro	4.17	3.69	4.03	4.21	4.26	3.73	4.94	4.44	4.72	4.13	4.30	4.39	4.23

FY04	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	YTD
SFV	6.96	4.33	8.10			3.75	6.06	7.22	6.43	5.05	5.49	4.66	5.45
Metro	4.17	4.62	9.70			3.85	4.19	7.74	4.56	4.00	4.11	4.15	4.51

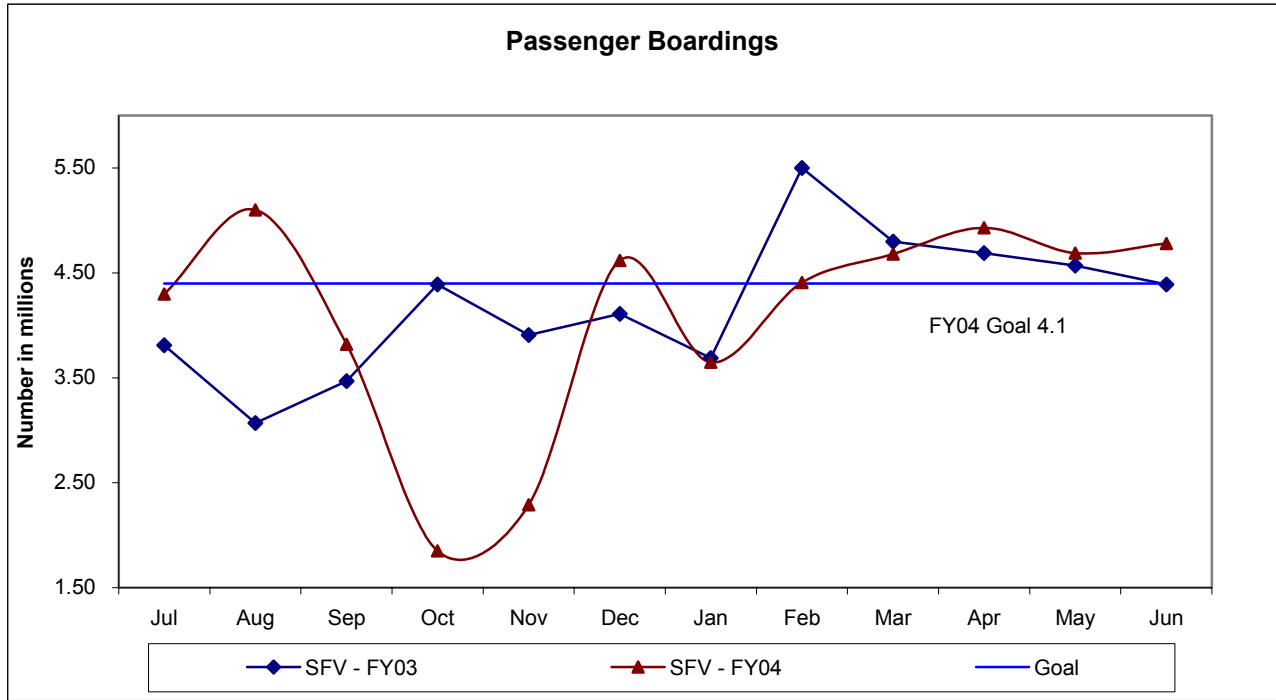
**Metro San Fernando Valley
General Manager's Report**

**Complaints by Type
Customer Satisfaction**

DESCRIPTION	Jun-04		YTD				YTD Metro Operations	
	Div 8	Div 15	Div 8	Div 15	Sector	Sector %		
NO SHOW	21	34	203	353	556	23.14%	3,374	20.55%
PASSED UP	24	20	184	232	416	17.31%	2,863	17.43%
OP DISCOURTESY	14	14	84	157	241	10.03%	1,799	10.96%
UNSAFE OPERATION	12	12	98	171	269	11.19%	1,680	10.23%
LATE	6	22	128	204	332	13.82%	1,620	9.87%
ACCIDENT	3	5	33	64	97	4.04%	814	4.96%
OP CONDUCT	5	1	25	34	59	2.46%	568	3.46%
ACCESSIBLE BUS	1	1	26	55	81	3.37%	523	3.18%
EARLY	4	3	39	60	99	4.12%	410	2.50%
WRONG FARE	1	2	18	23	41	1.71%	383	2.33%
BUS STOP	0	0	1	1	2	0.08%	330	2.01%
CARRIED PAST STOP	1	4	19	27	46	1.91%	322	1.96%
OFF ROUTE	0	3	8	32	40	1.66%	310	1.89%
MISC.	1	1	5	15	20	0.83%	190	1.16%
SPEC. OP ISSUES	0	0	0	1	1	0.04%	175	1.07%
IMPROPER CURB STOP	1	0	13	9	22	0.92%	162	0.99%
TRANSFER	1	3	11	12	23	0.96%	134	0.82%
CROWDED BUS	0	0	1	5	6	0.25%	99	0.60%
PASSENGER CONDUCT	0	0	0	3	3	0.12%	86	0.52%
LAYOVER ZONE	0	0	3	2	5	0.21%	85	0.52%
HEADSIGN	0	1	0	5	5	0.21%	72	0.44%
FAULTY EQUIPT	0	1	4	2	6	0.25%	72	0.44%
HEAT-A/C	0	0	1	7	8	0.33%	72	0.44%
FAILURE TO CALL STOPS	0	0	1	7	8	0.33%	69	0.42%
INCORRECT INFO	0	1	2	9	11	0.46%	52	0.32%
TELEPHONE INFO COMP	0	0	0	0	0	0.00%	50	0.30%
HC ID CARD	0	0	1	2	3	0.12%	33	0.20%
FACILITIES	0	0	0	0	0	0.00%	22	0.13%
SEX HARASSMENT	0	0	0	2	2	0.08%	16	0.10%
GEN. EMPLOYEE DISCOUR.	0	0	1	0	1	0.04%	11	0.07%
DIRTY BUS	0	0	0	0	0	0.00%	10	0.06%
SR. ID CARD	0	0	0	0	0	0.00%	9	0.05%
STUDENT ID CARD	0	0	0	0	0	0.00%	6	0.04%
TOTALS	95	128	909	1,494	2,403	100.00%	16,421	100.00%
COMMENDATIONS	8	4	38	51	89			

**Metro San Fernando Valley
General Manager's Report**

Passenger Boardings

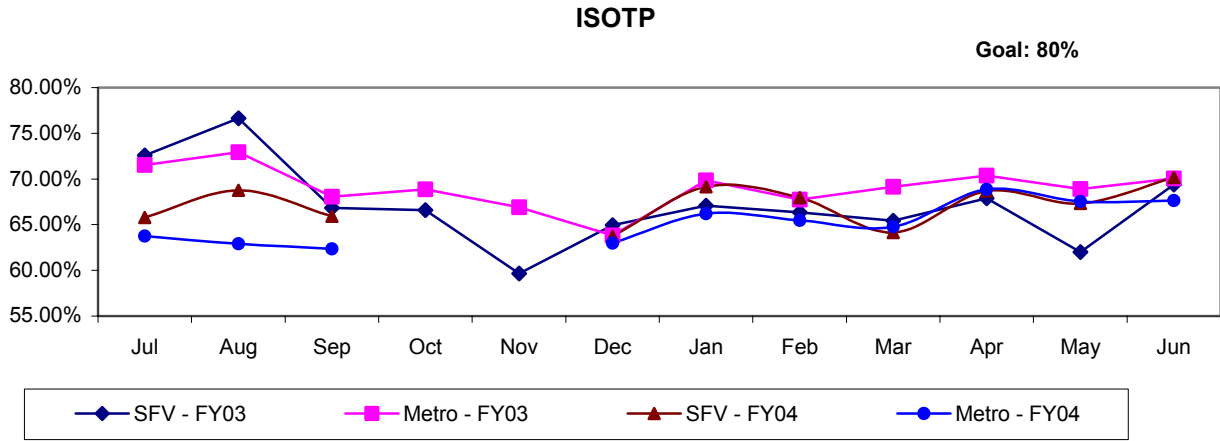


FY03	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	YTD
SFV	3.81	3.07	3.47	4.39	3.91	4.11	3.69	5.50	4.80	4.69	4.57	4.39	50.4

FY04	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	YTD
SFV	4.30	5.10	3.82	1.85	2.29	4.62	3.65	4.41	4.68	4.93	4.69	4.78	49.1

**Metro San Fernando Valley
General Manager's Report**

In Service On-Time Performance



FY03	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	YTD
SFV - FY03	72.57%	76.65%	66.82%	66.59%	59.66%	64.94%	67.07%	66.34%	65.43%	67.87%	62.02%	69.39%	67.30%
Metro - FY03	71.51%	72.92%	68.05%	68.88%	66.92%	63.82%	69.85%	67.75%	69.14%	70.37%	68.90%	70.06%	69.23%

FY04	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	YTD
SFV - FY04	65.79%	68.75%	65.93%			63.72%	69.14%	67.96%	64.14%	68.68%	67.31%	70.15%	67.47%
Metro - FY04	63.74%	62.91%	62.36%			63.00%	66.19%	65.46%	64.78%	68.87%	67.52%	67.64%	65.43%

In Service On-Time Performance shows the percentage of buses departing selected time points

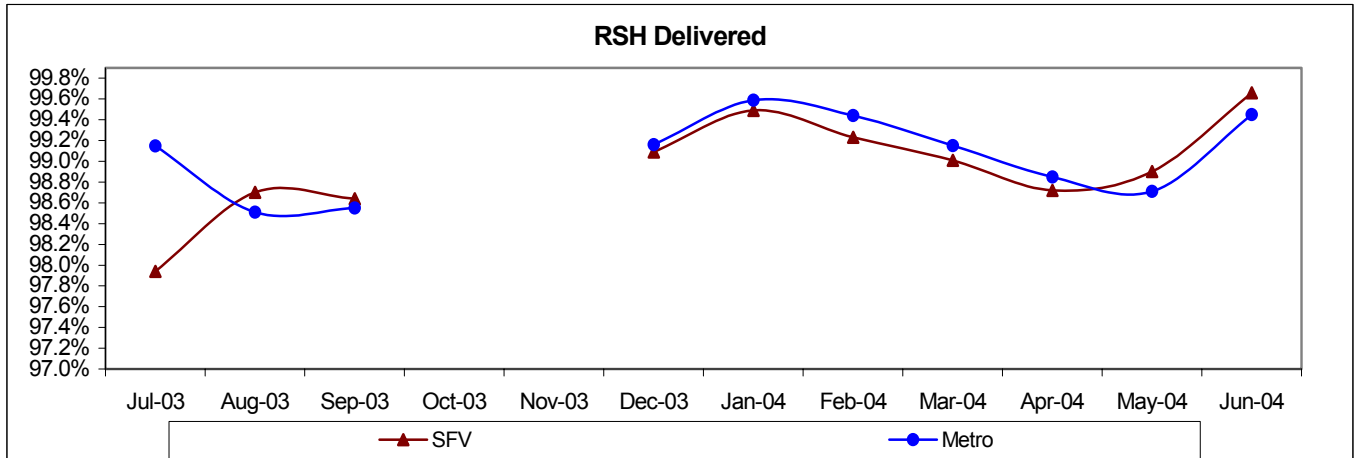
Metro San Fernando Valley General Manager's Report

Scheduled Revenue Service Hours Delivered

Scheduled Revenue Service Hours Delivered is the percentage of the RSH minus outlates, cancellations and in-service equipment failures

Calculation: (Lost Service Hours - Recovered Service Hours) / Scheduled Service Hours

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	YTD
SFV	97.94%	98.70%	98.64%			99.09%	99.49%	99.23%	99.01%	98.72%	98.90%	99.66%	89.60%
Metro	99.15%	98.51%	98.55%			99.16%	99.59%	99.44%	99.15%	98.85%	98.71%	99.45%	89.55%



Note: RSH Delivered goal is 100%

Data Source: Actual RSH

Metro San Fernando Valley General Manager's Report

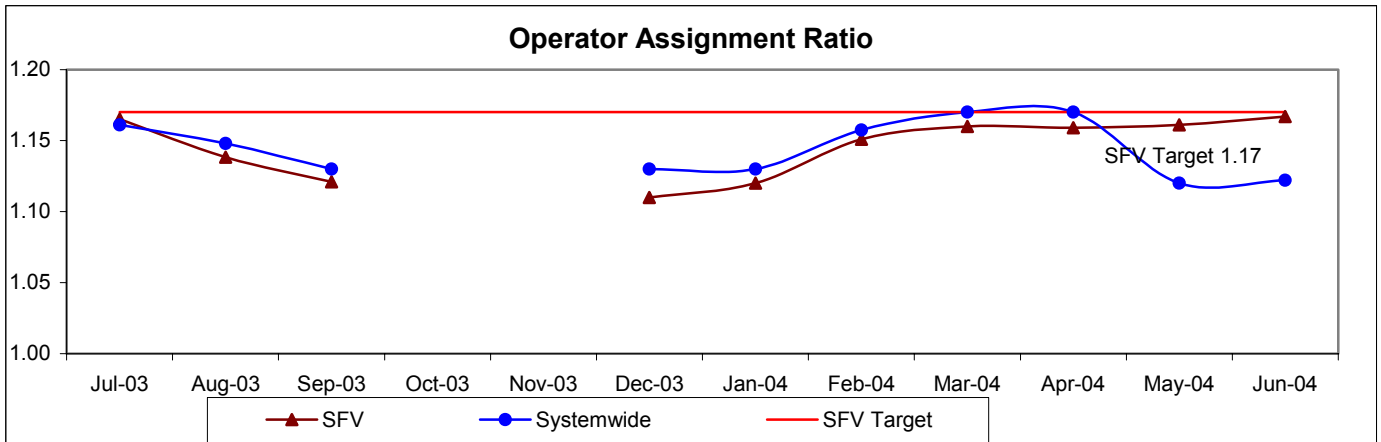
Operator Assignment Ratio

Operator Assignment Ratio reflects the total number of operators expressed in FTE's in relationship to the maximum available assignments for the specified period.

Calculation: Total Operators Payroll-FTE / Maximum Assignments

The monthly ratio is calculated from combined week ending data not calendar month ending data

OAR	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	YTD
Division 8	1.168	1.138	1.110			1.113	1.128	1.148	1.150	1.158	1.165	1.156	1.143
Division 15	1.162	1.138	1.132			1.108	1.112	1.155	1.168	1.162	1.158	1.178	1.147
SFV	1.165	1.138	1.121			1.110	1.120	1.151	1.160	1.160	1.161	1.167	1.145
Metro	1.161	1.148	1.130			1.130	1.130	1.158	1.170	1.171	1.120	1.122	1.144



Data Source: PI Archive week ending databse

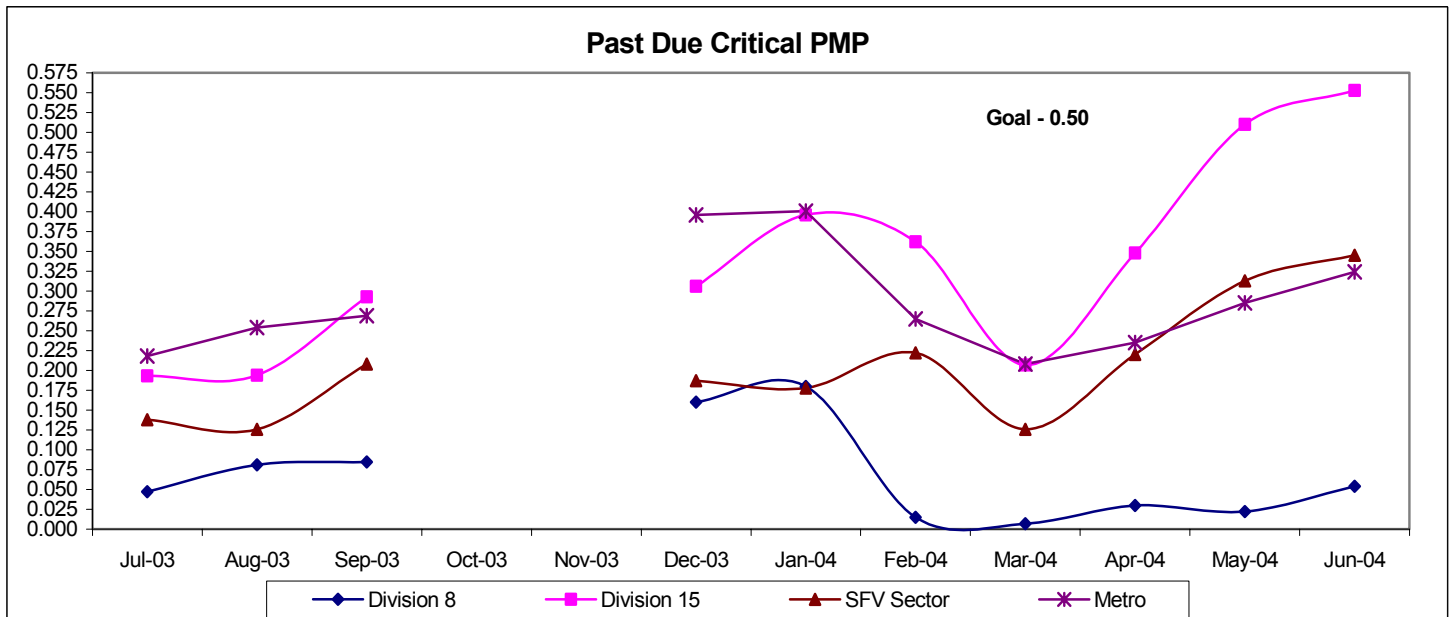
Metro San Fernando Valley General Manager's Report

Past Due Critical PMP

Past Due Critical PMP shows the ratio of past due assigned critical preventative maintenance tasks to the number of buses assigned to a division.

Calculation: Past Due PMP / Total Buses Assigned

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	YTD
Division 8	0.047	0.081	0.085			0.160	0.180	0.015	0.007	0.030	0.022	0.054	0.068
Division 15	0.193	0.194	0.293			0.306	0.396	0.362	0.207	0.348	0.510	0.553	0.335
SFV Sector	0.138	0.126	0.208			0.187	0.178	0.222	0.126	0.220	0.313	0.345	0.202
Metro	0.218	0.254	0.269			0.396	0.401	0.265	0.208	0.235	0.285	0.324	0.286



Data Source: Weekly PI Archive