



**METRO SAN GABRIEL VALLEY GOVERNANCE COUNCIL
SEPTEMBER 14, 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:

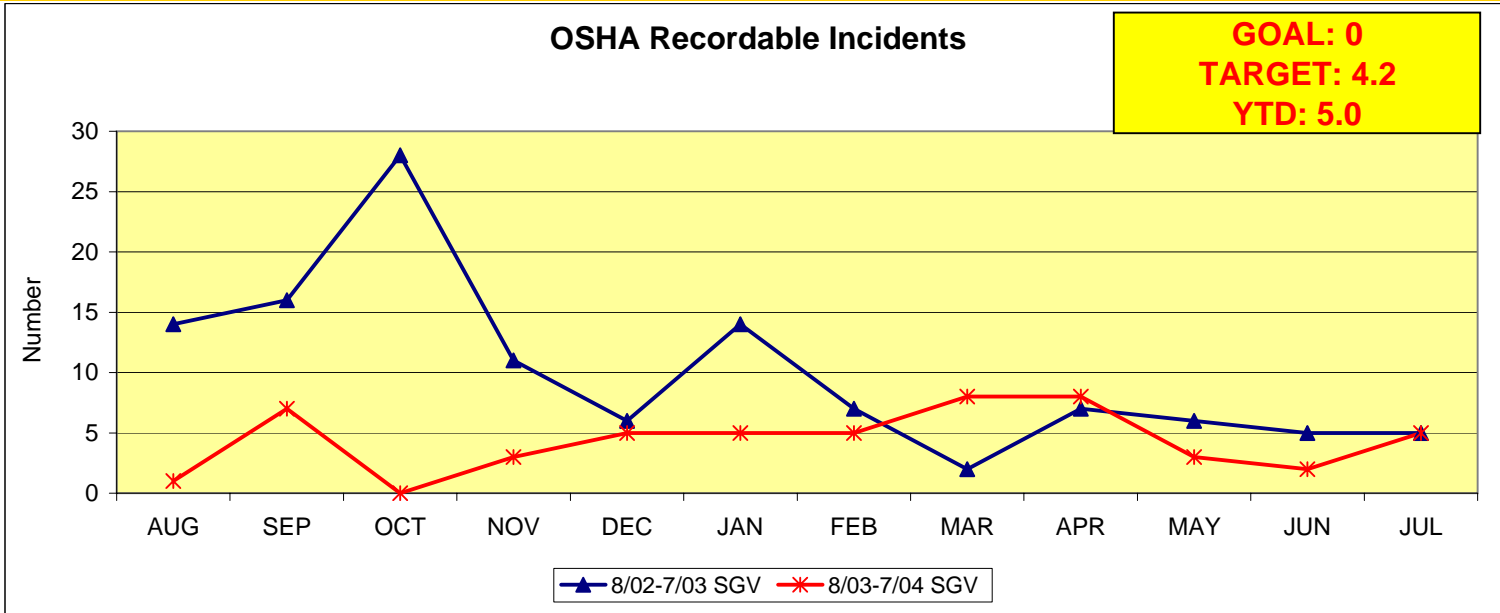
- Metro San Gabriel Valley Key Performance Indicators – July 2004
- a. Safety Performance Indicators/Trend by Location
 - b. Bus Operations Performance Indicators/Trend by Location
 - c. "How You Doin'?" MTA Division Reports for June 2004
 - d. Sector year-end financial results for FY2004
 - e. July 2004 Financial Results

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

PERFORMANCE INDICATORS	YTD AVG. MO.	JULY	MO. TARGET
SAFETY 			
Monthly Worker's Compensation Costs (\$ in Thousands)	\$910	\$910	\$376
OSHA Recordable Incidents	5.0	5.0	4.2
Bus Traffic Accidents/100,000 Hub Miles	2.91	2.91	2.76
New WC Indemnity Claims Per 200,000 Exposure Hours	6.26	6.26	14.00
BUS OPERATIONS			
Miles Between Mechanical Failures	6,288	6,288	9,000
Bus Cleanliness Ratings*	7.20	7.20	8.00
Complaints/100,000 Boardings	2.99	2.99	3.42
Passenger Boardings	5,413,969	5,413,969	5,300,000
On-Time Performance (%)	73%	73%	80%

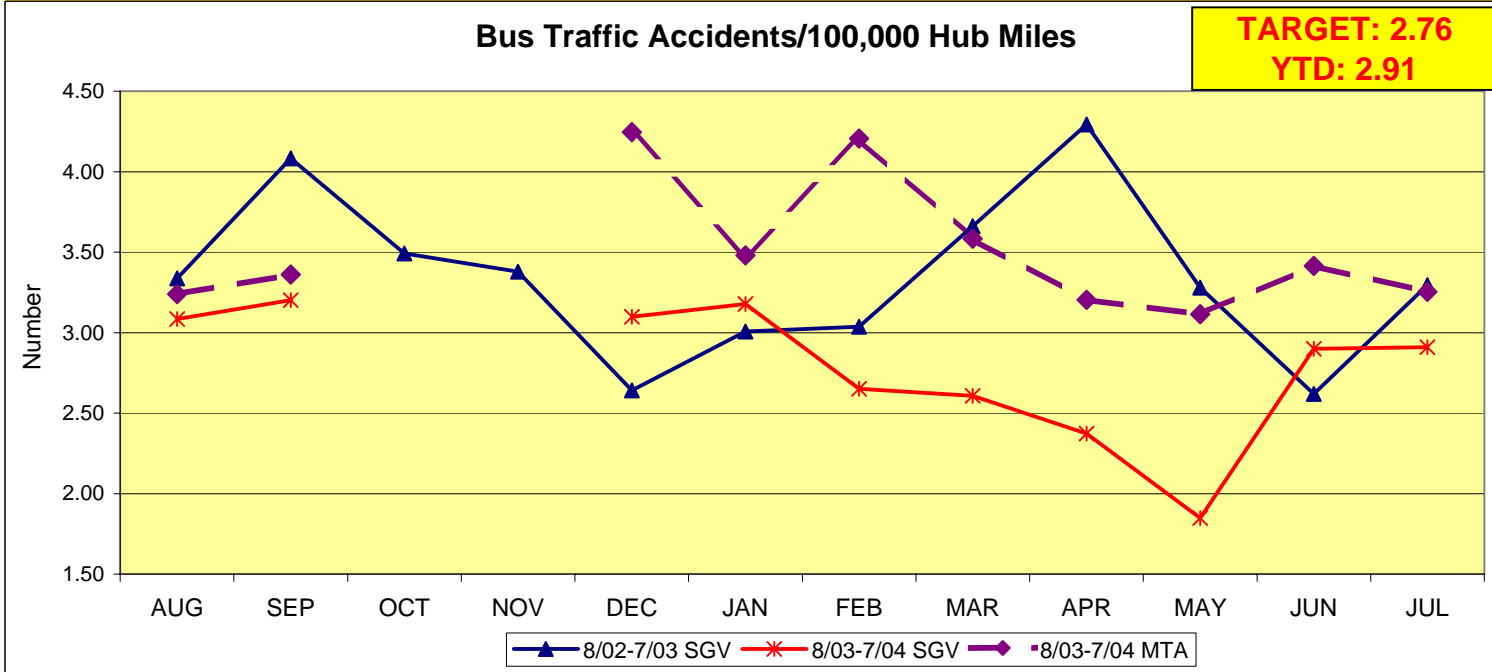
Note:
Performance indicators highlighted in **BOLD** meet the Sector target.

OSHA Recordable Incidents



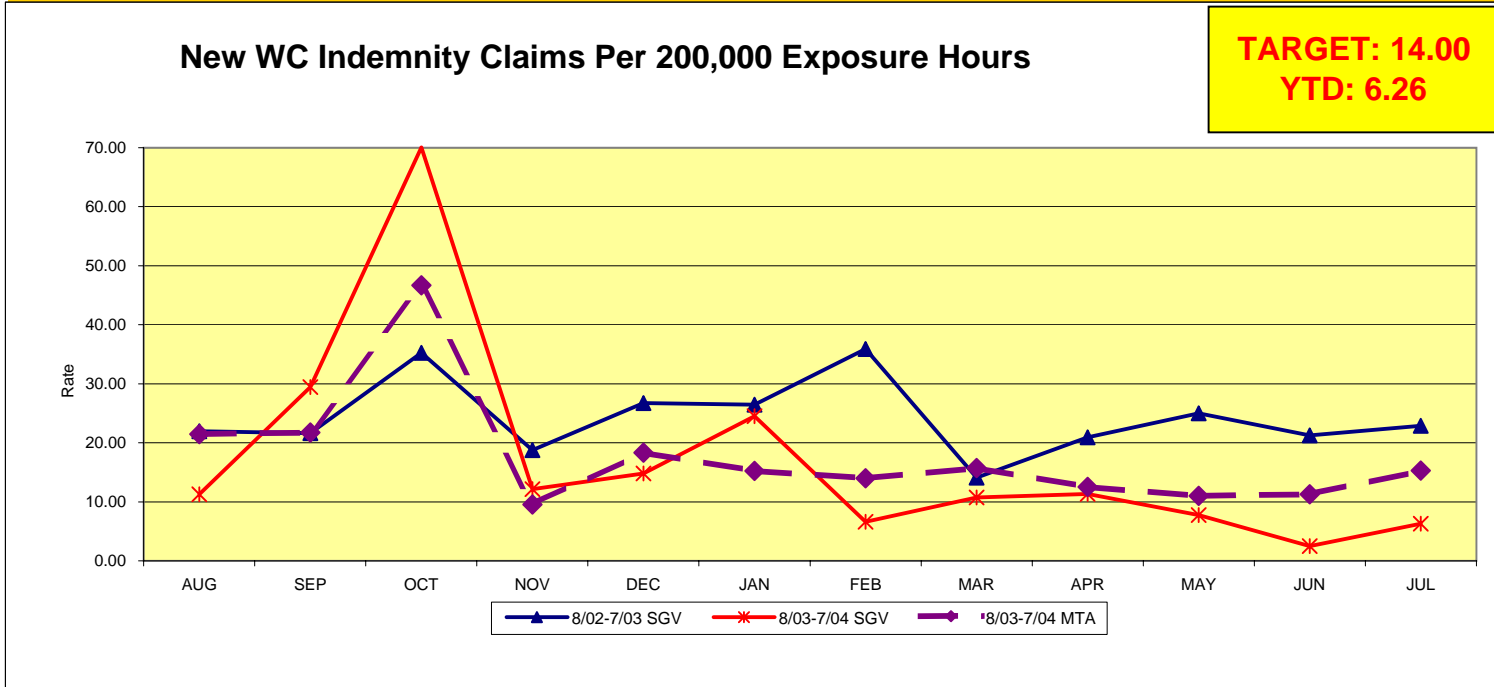
	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03
SGV	14	16	28	11	6	14	7	2	7	6	5	5
	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04
SGV	1	7	0	3	5	5	5	8	8	3	2	5

Bus Traffic Accidents/100,000 Hub Miles



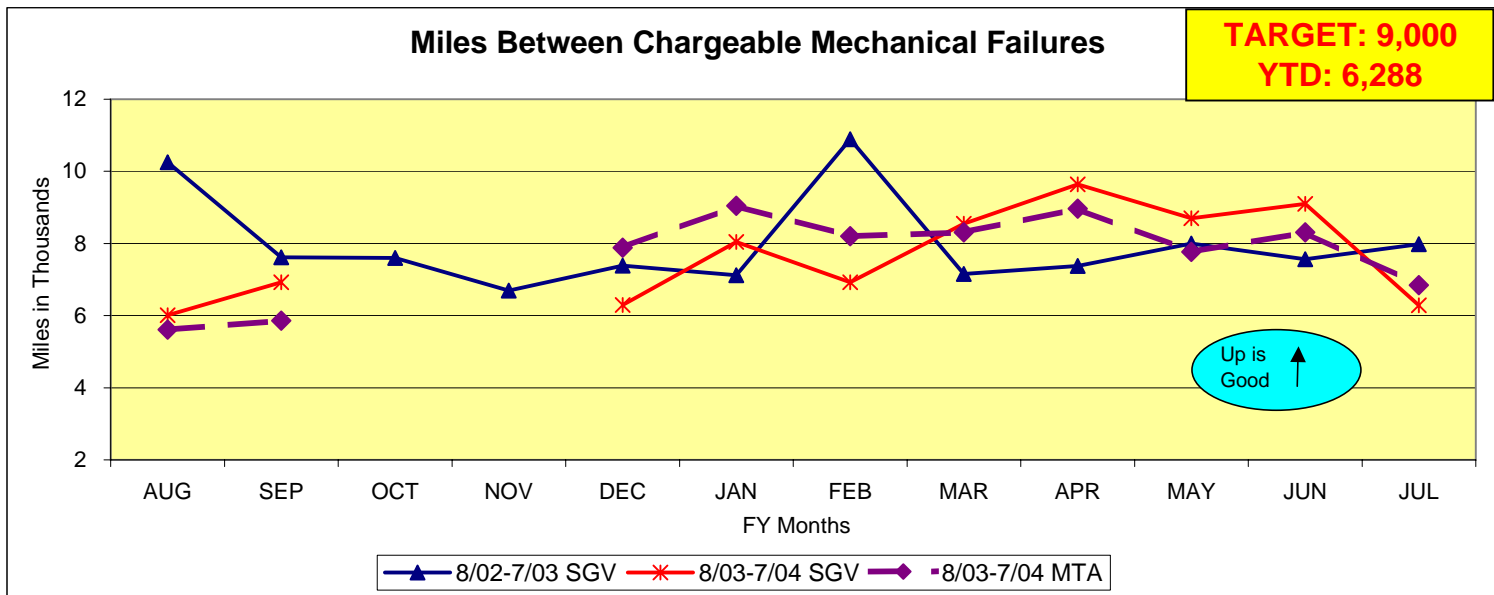
	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03
SGV	3.34	4.08	3.49	3.38	2.64	3.01	3.04	3.66	4.29	3.28	2.62	3.30
	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04
SGV	3.08	3.20			3.10	3.18	2.65	2.61	2.37	1.85	2.90	2.91
MTA	3.24	3.36			4.25	3.48	4.21	3.58	3.20	3.11	3.42	3.25

New WC Indemnity Claims Per 200,000 Exposure Hours



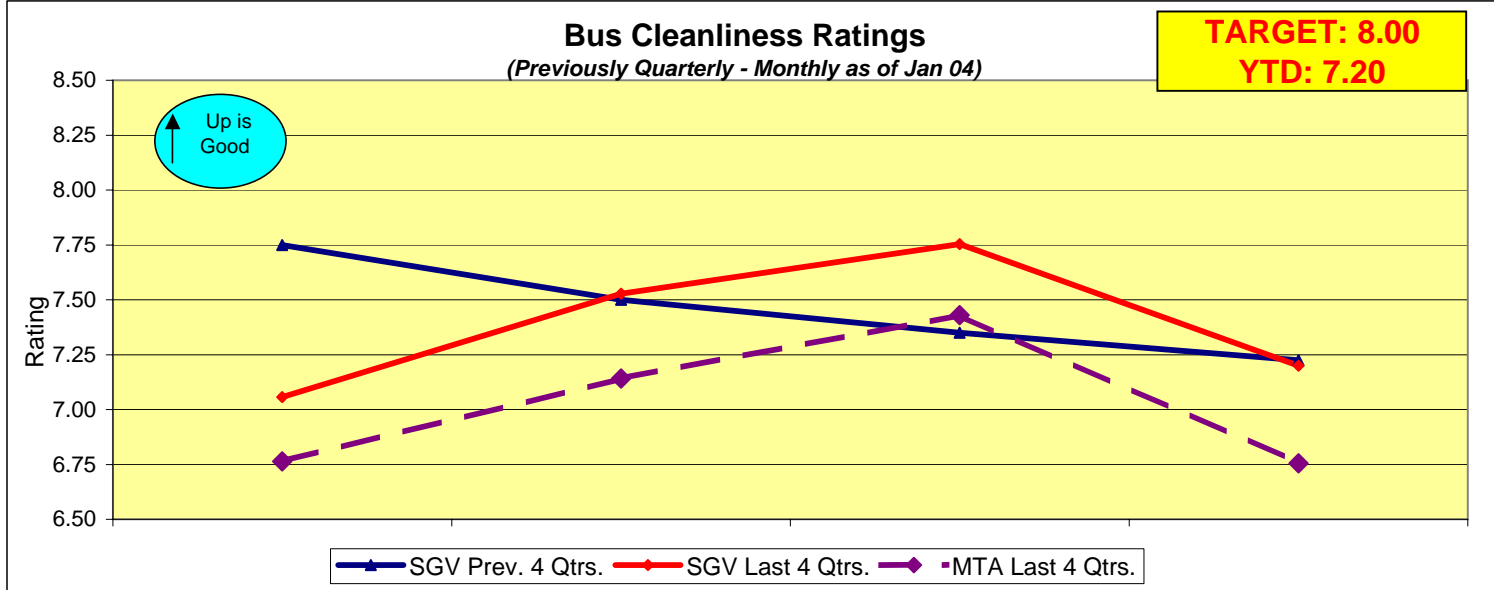
	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03
8/02-7/03 SGV	21.95	21.65	35.22	18.77	26.72	26.46	35.87	14.10	20.95	24.98	21.26	22.90
	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04
8/03-7/04 SGV	11.27	29.45	70.05	12.15	14.78	24.51	6.62	10.75	11.33	7.76	2.49	6.26
8/03-7/04 MTA	21.50	21.77	46.66	9.53	18.33	15.25	14.01	15.75	12.50	11.02	11.27	15.29

Miles Between Chargeable Mechanical Failures



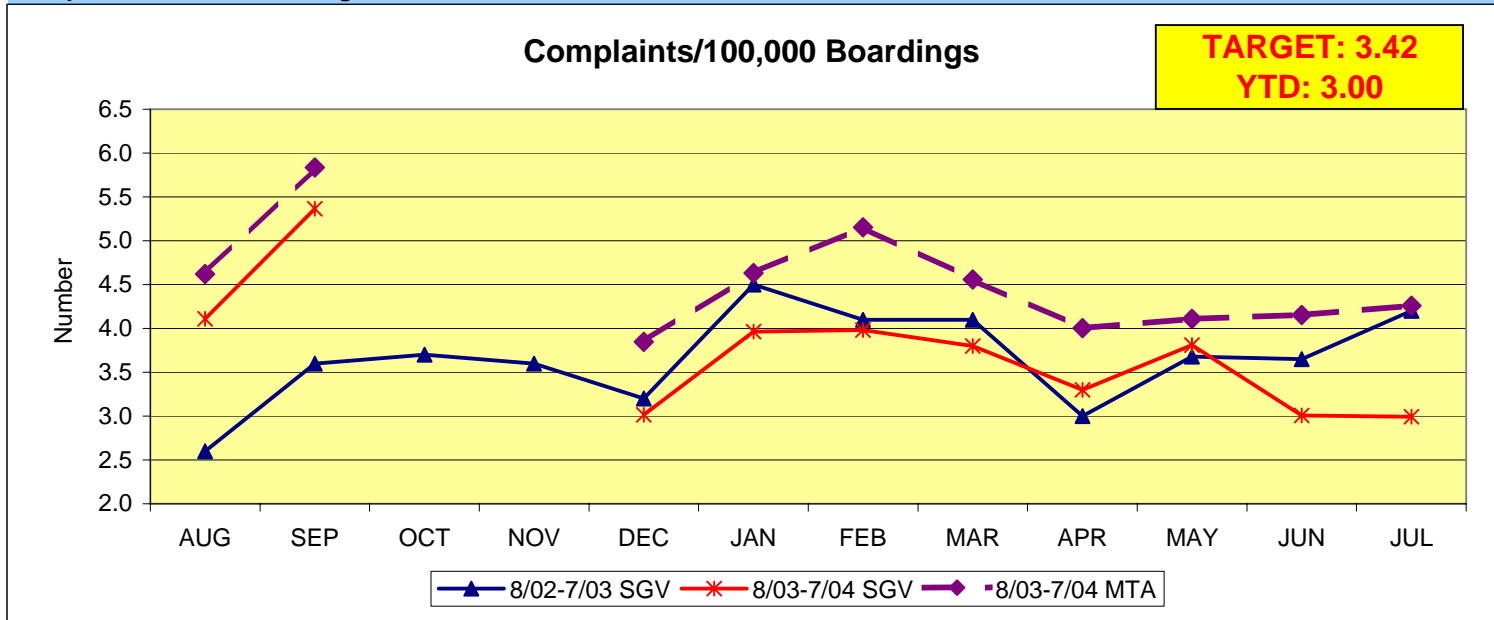
	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03
8/02-7/03 SGV	10,255	7,614	7,599	6,696	7,385	7,117	10,888	7,152	7,381	7,994	7,561	7,978
	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04
8/03-7/04 SGV	6,015	6,925			6,293	8,040	6,928	8,550	9,644	8,696	9,098	6,288
8/03-7/04 MTA	5,614	5,862			7,881	9,047	8,202	8,308	8,963	7,768	8,305	6,847

Bus Cleanliness Ratings



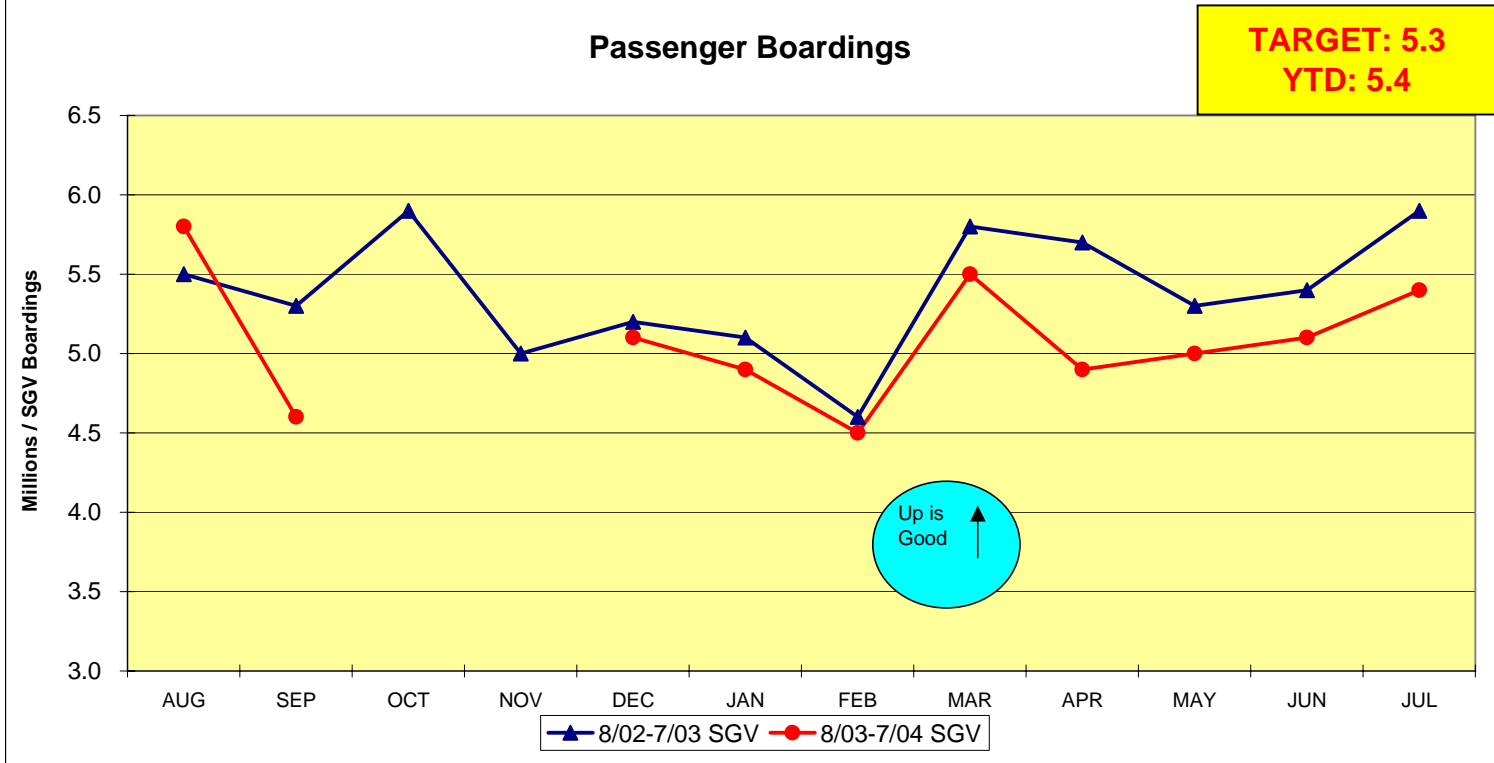
	FY 03 - Q2	FY 03 - Q3			FY 03 - Q4			FY 04 - Q1		
SGV	7.75	7.50			7.35			7.23		
	FY 04 - Q2	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04		
SGV	7.06	7.25	7.62	7.72	7.78	7.74	7.74	7.20		
MTA	6.76	7.05	7.07	7.30	7.41	7.51	7.38	6.75		

Complaints/100,000 Boardings



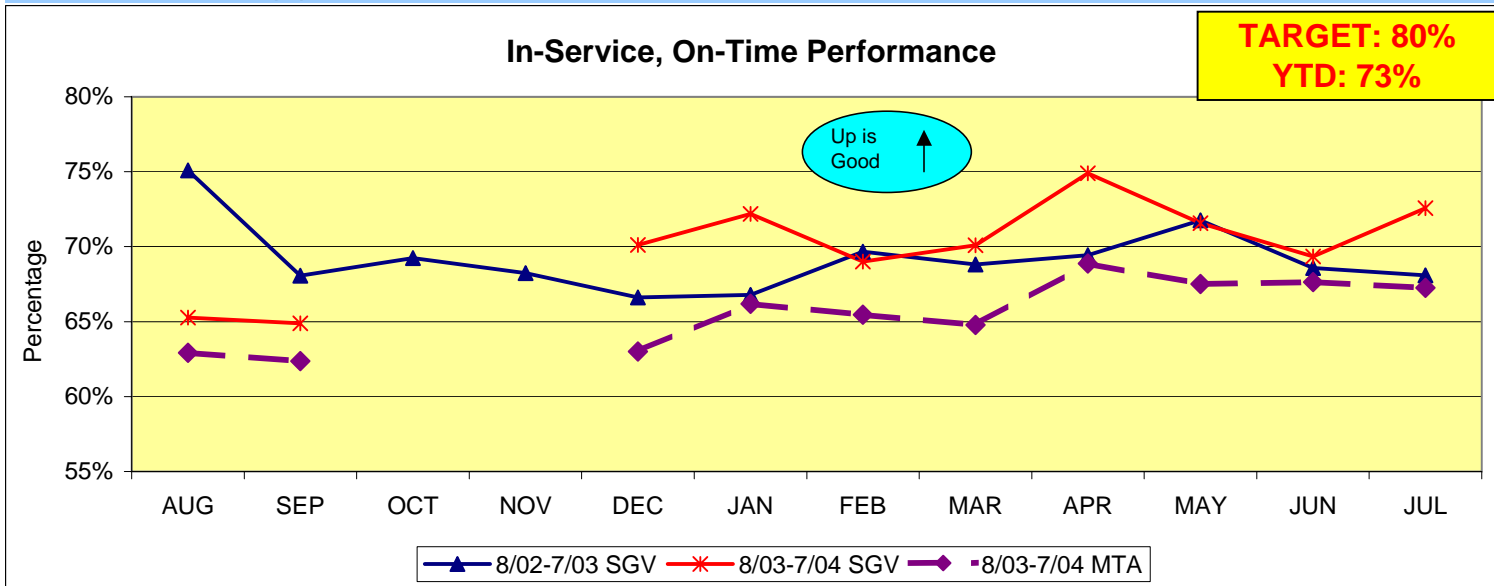
	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03
SGV	2.6	3.6	3.7	3.6	3.2	4.5	4.1	4.1	3.0	3.7	3.7	4.2
	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04
SGV	4.1	5.4			3.0	4.0	4.0	3.8	3.3	3.8	3.0	3.0
MTA	4.6	5.8			3.8	4.6	5.2	4.6	4.0	4.1	4.2	4.3

Passenger Boardings



	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03
SGV	5.5	5.3	5.9	5.0	5.2	5.1	4.6	5.8	5.7	5.3	5.4	5.9
	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04
SGV	5.8	4.6			5.1	4.9	4.5	5.5	4.9	5.0	5.1	5.4
MTA	31.8	29.2			25.9	27.5	26.9	33.0	29.2	30.0	30.0	30.6

On-Time Performance (%)



	AUG 02	SEP 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03
SGV	75%	68%	69%	68%	67%	67%	70%	69%	69%	72%	69%	68%
	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04
SGV	65%	65%			70%	72%	69%	70%	75%	72%	69%	73%
MTA	63%	62%			63%	66%	65%	65%	69%	68%	68%	67%

"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM						
Monthly Calculations - July 2004						
Metro Bus - Transportation						
	<i>Rank Among Divisions</i>					MONTHLY TOTALS
	In-Service On-Time Performance	Running Hot	Accident Rate	Complaints / 100K Boardings	New WC Claims /100 Emp	
Div 9	2	2	2	4	2	1st
Div 3	3	5	6	3	1	2nd
Div 8	1	3	1	10	7	3rd
Div 1	4	1	9	2	10	4th
Div 2	5	7	7	1	6	4th
Div 5	7	9	4	5	4	6th
Div 15	6	6	3	7	5	6th
Div 18	9	4	5	9	8	8th
Div 7	8	11	8	8	3	9th
Div 10	10	10	10	6	9	10th
Div 6	11	8	11	11	11	11th

"HOW YOU DOIN'?" PERFORMANCE INCENTIVE PROGRAM					
Monthly Calculations - July 2004					
Metro Bus - Maintenance					
	<i>Rank Among Divisions</i>				MONTHLY TOTALS
	Miles Between Mechanical Failures	Attendance	New WC Claims /100 Emp	Bus Cleanliness	
Div 10	2	4	1	5	1st
Div 15	6	2	1	4	2nd
Div 6	1	1	1	9	3rd
Div 9	5	9	1	3	4th
Div 3	11	3	1	2	5th
Div 8	3	7	9	1	6th
Div 18	7	10	1	8	7th
Div 1	10	11	1	6	8th
Div 2	4	8	10	7	9th
Div 7	8	5	8	11	10th
Div 5	9	6	11	10	11th

FY2004 FINANCIALS, THROUGH JUNE YEAR END (FINAL)

	Budget Variance						Revised Annual Budget	Previous Annual Budget
	Month Budget	Month Actual	Month Variance (O)/U+	YTD Budget	YTD Actual	YTD Variance (O)/U+		
SGV Sector Operations								
Transportation								
Direct Labor	2,022,029	2,748,649	(726,620)	30,158,001	30,394,299	(236,298)	30,158,001	32,236,633
Fringe Benefits & Overhead	2,063,546	2,936,635	(873,089)	24,110,190	22,312,549	1,797,641	24,110,190	22,647,812
Non-Labor	473,234	290,310	182,925	5,778,813	4,586,677	1,192,136	5,778,813	5,778,813
TOTAL TRANSPORTATION	4,558,809	5,975,593	(1,416,784)	60,047,004	57,293,525	2,753,479	60,047,004	60,663,259
Maintenance								
Direct Labor	333,887	940,021	(606,135)	9,623,405	10,329,216	(705,811)	9,623,405	11,469,700
Fringe Benefits & Overhead	759,369	801,867	(42,498)	9,116,455	9,188,305	(71,850)	9,116,455	9,932,003
Non-Labor	912,203	1,429,264	(517,061)	11,807,707	12,634,921	(827,214)	11,807,707	11,921,892
TOTAL MAINTENANCE	2,005,459	3,171,153	(1,165,694)	30,547,567	32,152,442	(1,604,875)	30,547,567	33,323,595
Sector Office								
Direct Labor	123,186	158,960	(35,774)	1,478,234	1,694,840	(216,606)	1,478,234	1,478,234
Fringe Benefits & Overhead	111,687	(237,923)	349,611	1,325,690	1,378,990	(53,300)	1,325,690	1,319,755
Non-Labor	23,196	22,327	869	296,464	161,991	134,473	296,464	296,464
TOTAL SECTOR OFFICE	258,070	(56,636)	314,706	3,100,389	3,235,821	(135,432)	3,100,389	3,094,454
SUBTOTAL SECTOR OPERATIONS	6,822,338	9,090,110	(2,267,772)	93,694,960	92,681,788	1,013,172	93,694,960	97,081,307
Other Sector Support								
Direct Labor	100,979	105,356	(4,377)	1,211,992	1,180,549	31,443	1,211,992	1,211,992
Fringe Benefits & Overhead	89,127	232,432	(143,305)	1,058,320	1,215,596	(157,276)	1,058,320	1,081,498
Non-Labor	1,036,042	2,295,223	(1,259,182)	12,454,296	16,828,462	(4,374,167)	12,454,296	12,454,296
OTHER SECTOR SUPPORT	1,226,148	2,633,012	(1,406,864)	14,724,608	19,224,608	(4,500,000)	14,724,608	14,747,786
TOTAL SGV SECTOR	\$ 8,048,486	\$ 11,723,121	\$ (3,674,636)	\$ 108,419,567	\$ 111,906,395	\$ (3,486,828)	\$ 108,419,567	\$ 111,829,093
Total Revenue Service Hours	104,779	102,454	2,325	1,237,065	1,105,557	131,508	1,237,065	1,224,771
Cost Per Revenue Service Hour	\$ 76.81	\$ 114.42	\$ (37.61)	\$ 87.64	\$ 101.22	\$ (13.58)	\$ 87.64	\$ 91.31

Significant Items

- MTA Operating Budgets Reduced Prior to Year End Closeout
- Action Minimizes the "Strike Surplus" & Offsets Substantial Fare Shortfall
- SGV Sector Budget Reduced \$3.4M
- Entire Reduction taken in 4th Quarter, Exaggerating the June Monthly Variances
- SGV Sector Operations Finishes \$1M Under Revised Budget
- Other Sector Support Overruns: ·Risk Mgmt: \$2.2M ·Reg. Chgback (Strike Costs): \$1.3M ·Security: \$.7M ·EZ Pass Subsidy: \$.7M

FY2005 FINANCIALS, THROUGH JULY

	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	2,863,286	2,909,295	(46,009)	2,863,286	2,909,295	(46,009)	34,535,830
Fringe Benefits	1,463,416	1,149,461	313,955	1,463,416	1,149,461	313,955	17,715,862
Non-Labor	397,692	866,054	(468,362)	397,692	866,054	(468,362)	4,866,275
TOTAL TRANSPORTATION	4,724,394	4,924,809	(200,415)	4,724,394	4,924,809	(200,415)	57,117,967
Maintenance & Facilities							
Direct Labor	958,708	991,325	(32,617)	958,708	991,325	(32,617)	11,567,871
Fringe Benefits	649,963	466,122	183,841	649,963	466,122	183,841	7,844,800
Non-Labor	1,069,037	1,097,858	(28,822)	1,069,037	1,097,858	(28,822)	12,832,950
TOTAL MAINTENANCE	2,677,708	2,555,305	122,402	2,677,708	2,555,305	122,402	32,245,621
Sector Office							
Direct Labor	150,202	157,820	(7,618)	150,202	157,820	(7,618)	1,828,250
Fringe Benefits	91,060	62,178	28,882	91,060	62,178	28,882	1,115,055
Non-Labor	26,621	(2,078)	28,699	26,621	(2,078)	28,699	319,455
TOTAL SECTOR OFFICE	267,883	217,920	49,963	267,883	217,920	49,963	3,262,760
SUBTOTAL SECTOR OPERATIONS	7,669,985	7,698,035	(28,050)	7,669,985	7,698,035	(28,050)	92,626,348
Other Sector Support							
Direct Labor	79,571	122,934	(43,363)	79,571	122,934	(43,363)	953,237
Fringe Benefits	51,872	39,049	12,822	51,872	39,049	12,822	623,700
Non-Labor	927,728	781,173	146,555	927,728	781,173	146,555	11,253,750
OTHER SECTOR SUPPORT	1,059,170	943,156	116,015	1,059,170	943,156	116,015	12,830,687
TOTAL SGV SECTOR	\$ 8,729,156	\$ 8,641,191	\$ 87,965	\$ 8,729,156	\$ 8,641,191	\$ 87,965	\$ 105,457,035
Total Revenue Service Hours	106,396	105,700	696	106,396	105,700	696	1,350,924
Cost Per Revenue Service Hour	\$ 82.04	\$ 81.75	\$ 0.29	\$ 82.04	\$ 81.75	\$ 0.29	\$ 78.06

Significant Items

- **Transportation Labor 1.6% Over, Offset by Non-Work Underrun. Operator OT 10.6% Over**
- **Maintenance Labor 3.2% Over, Offset by Non-Work Underrun. Maintenance OT 3.8% Overrun**
- **Workers Comp Allocation \$910K, Over Budget (\$393K) by 132%. Two SGV cases / Reduced MTA Cases**
- **Fringe Benefits 10% Under Budget (\$161K)**
- **Fuel Expense \$66K Over (14%)**
- **Parts Expense \$45K Under (10%), Despite Significant Budget Reduction at Division 3**
- **Overhead No Longer Being Allocated to Sector Cost Centers / No Longer Part of this Report**