



**METRO SAN GABRIEL VALLEY GOVERNANCE COUNCIL  
NOVEMBER 9, 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:

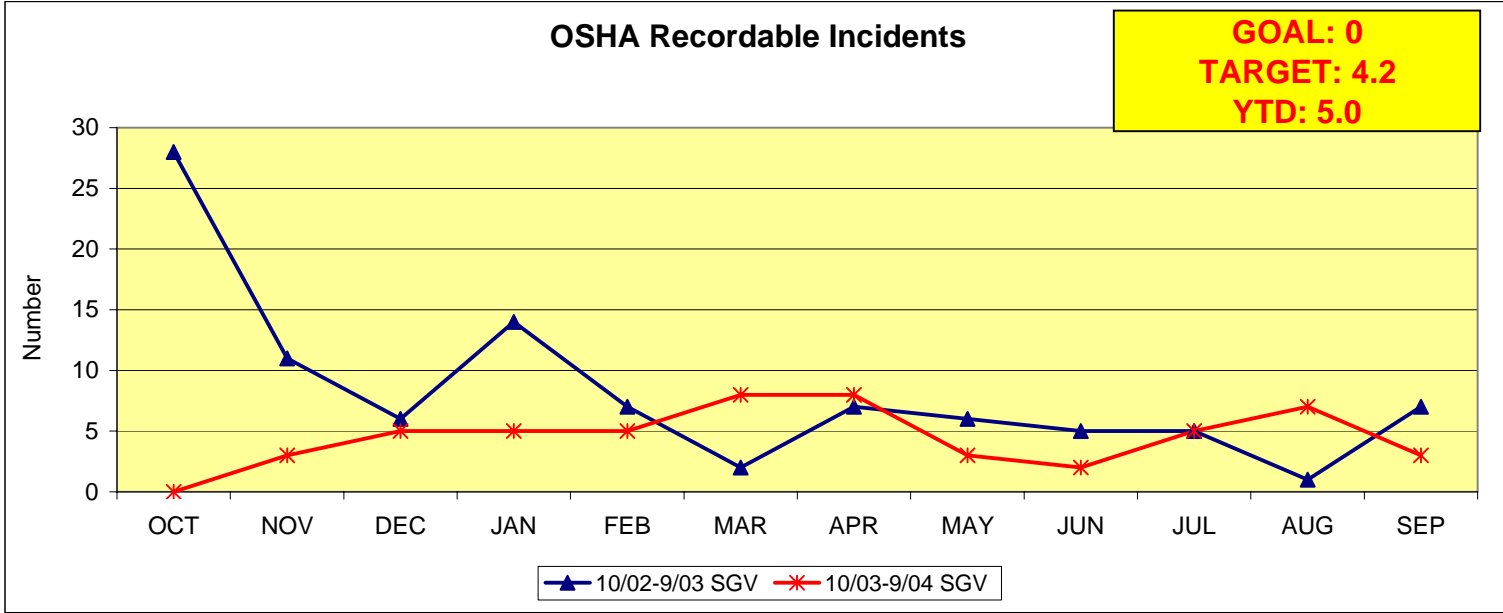
- Metro San Gabriel Valley Key Performance Indicators – September 2004
- a. Safety Performance Indicators/Trend by Location
  - b. Bus Operations Performance Indicators/Trend by Location
  - c. "How You Doin'?" MTA Division Reports for September 2004
  - d. September 2004 Financial Results

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

PERFORMANCE INDICATORS	YTD AVG. MO.	SEPTEMBER	MO. TARGET
<b>SAFETY</b> 			
Monthly Worker's Compensation Costs (\$ in Thousands)	\$578	\$907	\$376
OSHA Recordable Incidents	5.0	3.0	4.2
Bus Traffic Accidents/100,000 Hub Miles	<b>2.76</b>	<b>3.02</b>	<b>2.76</b>
New WC Indemnity Claims Per 200,000 Exposure Hours	<b>10.02</b>	<b>15.81</b>	<b>14.00</b>
<b>BUS OPERATIONS</b>			
Miles Between Mechanical Failures	6,590	7,123	9,000
Bus Cleanliness Ratings*	7.62	7.60	8.00
Complaints/100,000 Boardings	<b>3.23</b>	<b>3.28</b>	<b>3.42</b>
Passenger Boardings	5,356,056	5,335,137	5,378,000
On-Time Performance (%)	71%	69%	75%

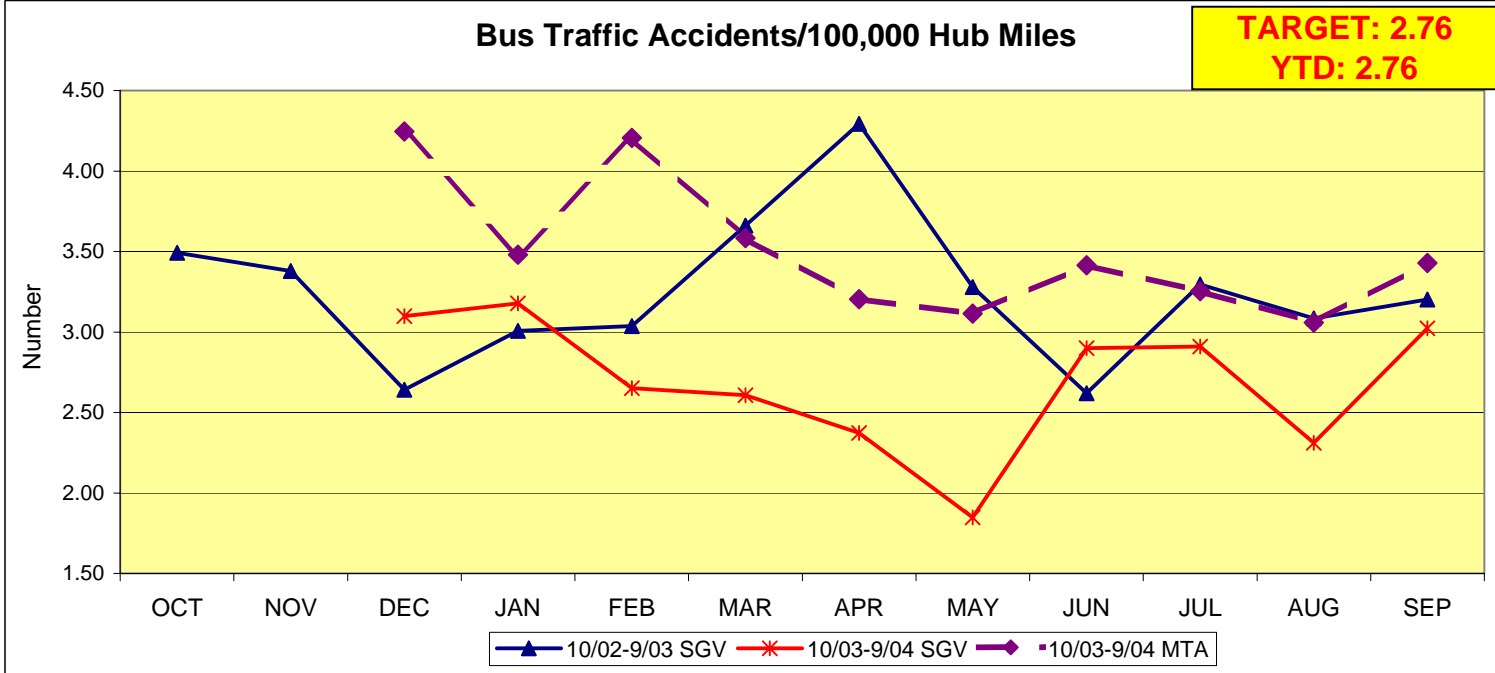
Note:  
Performance indicators highlighted in **BOLD** meet the Sector target.

**OSHA Recordable Incidents**



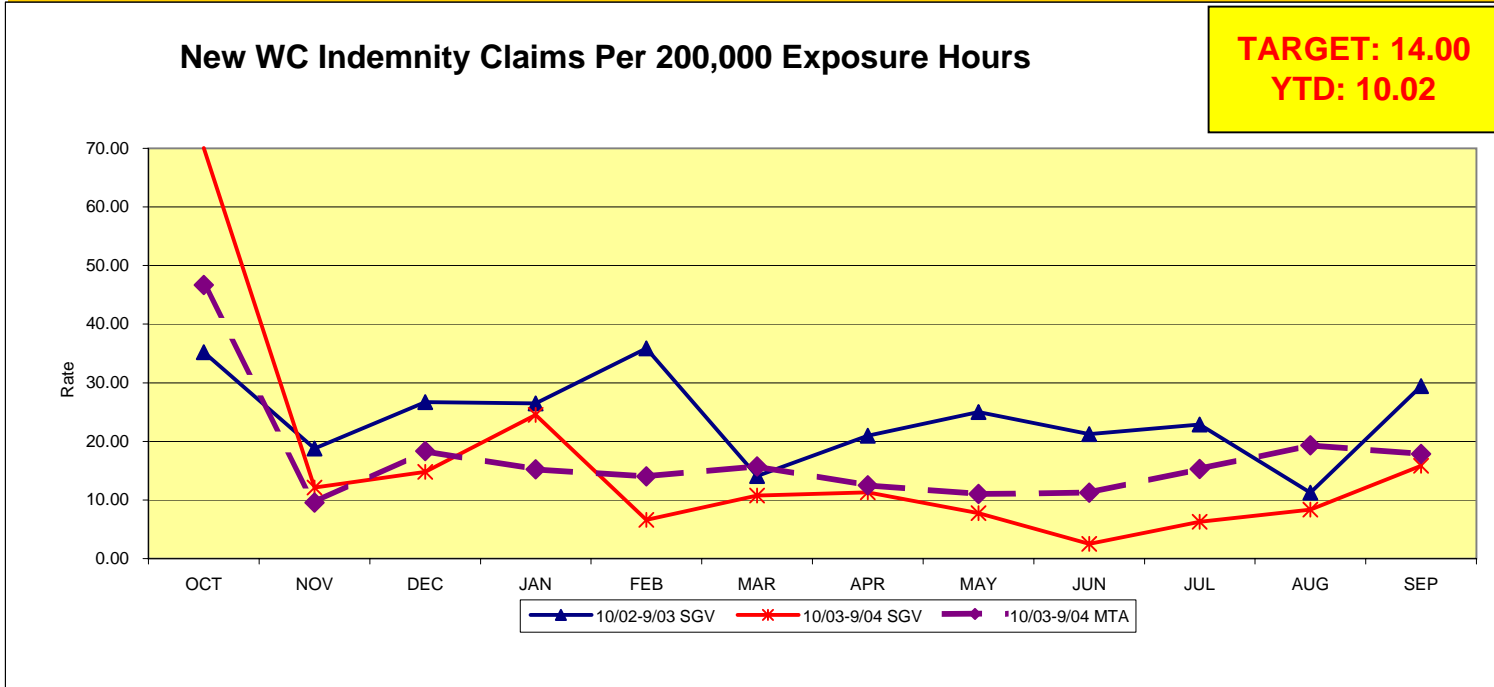
	#REF!	OCT 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03
SGV	28	11	6	14	7	2	7	6	5	5	1	7
	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04
SGV	0	3	5	5	5	8	8	3	2	5	7	3

**Bus Traffic Accidents/100,000 Hub Miles**



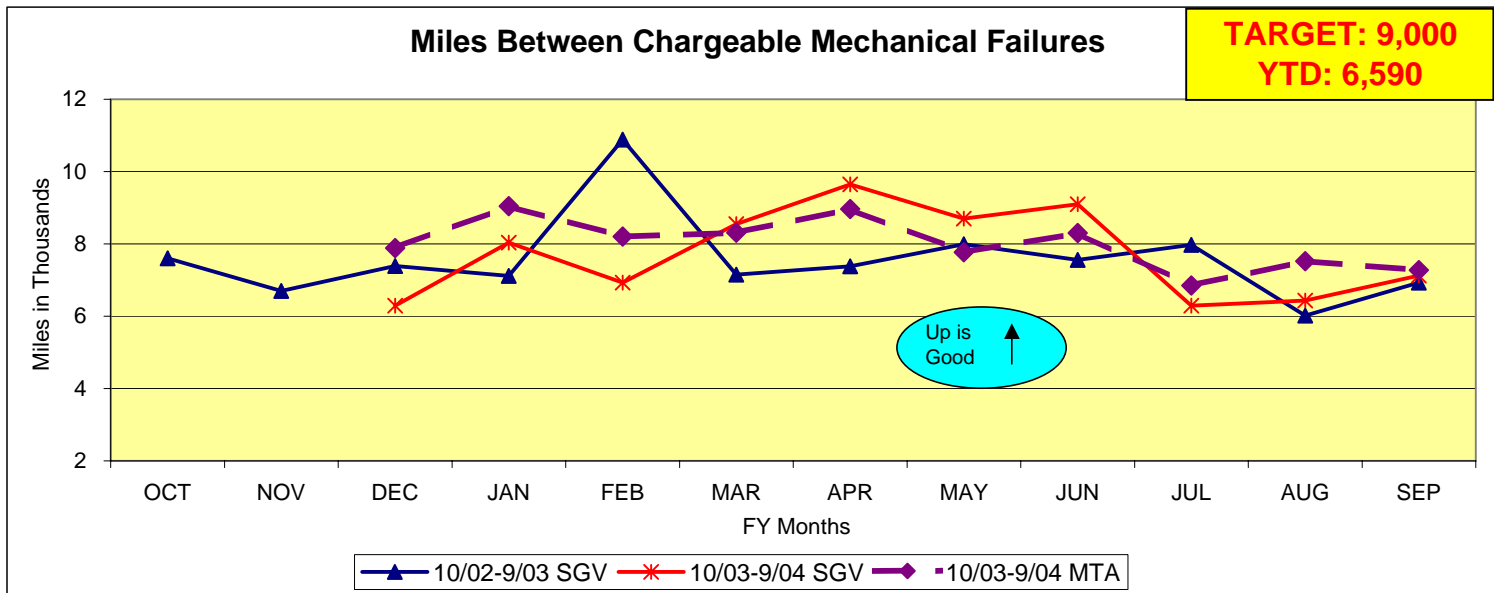
	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03
SGV	3.49	3.38	2.64	3.01	3.04	3.66	4.29	3.28	2.62	3.30	3.08	3.20
	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04
SGV			3.10	3.18	2.65	2.61	2.37	1.85	2.90	2.91	2.31	3.02
MTA			4.25	3.48	4.21	3.58	3.20	3.11	3.42	3.25	3.06	3.43

**New WC Indemnity Claims Per 200,000 Exposure Hours**



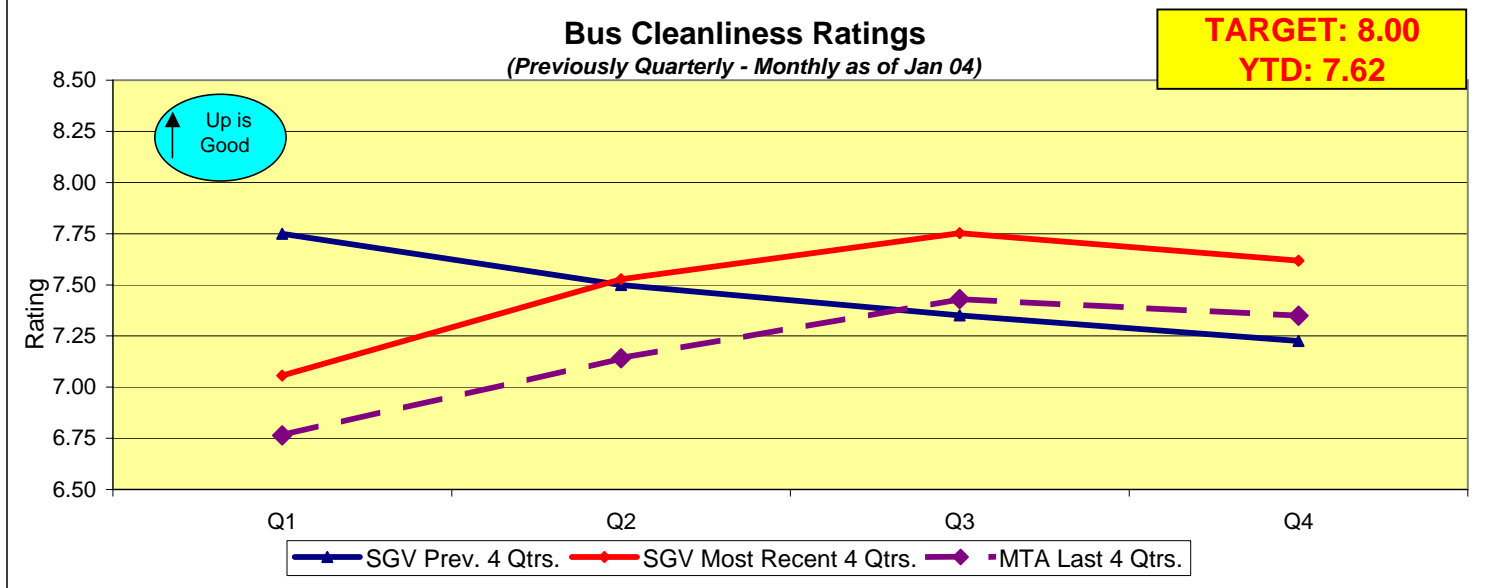
	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03
SGV	35.22	18.77	26.72	26.46	35.87	14.10	20.95	24.98	21.26	22.90	11.27	29.45
	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04
SGV	70.05	12.15	14.78	24.51	6.62	10.75	11.33	7.76	2.49	6.26	8.33	15.81
MTA	46.66	9.53	18.33	15.25	14.01	15.75	12.50	11.02	11.27	15.29	19.31	17.84

**Miles Between Chargeable Mechanical Failures**



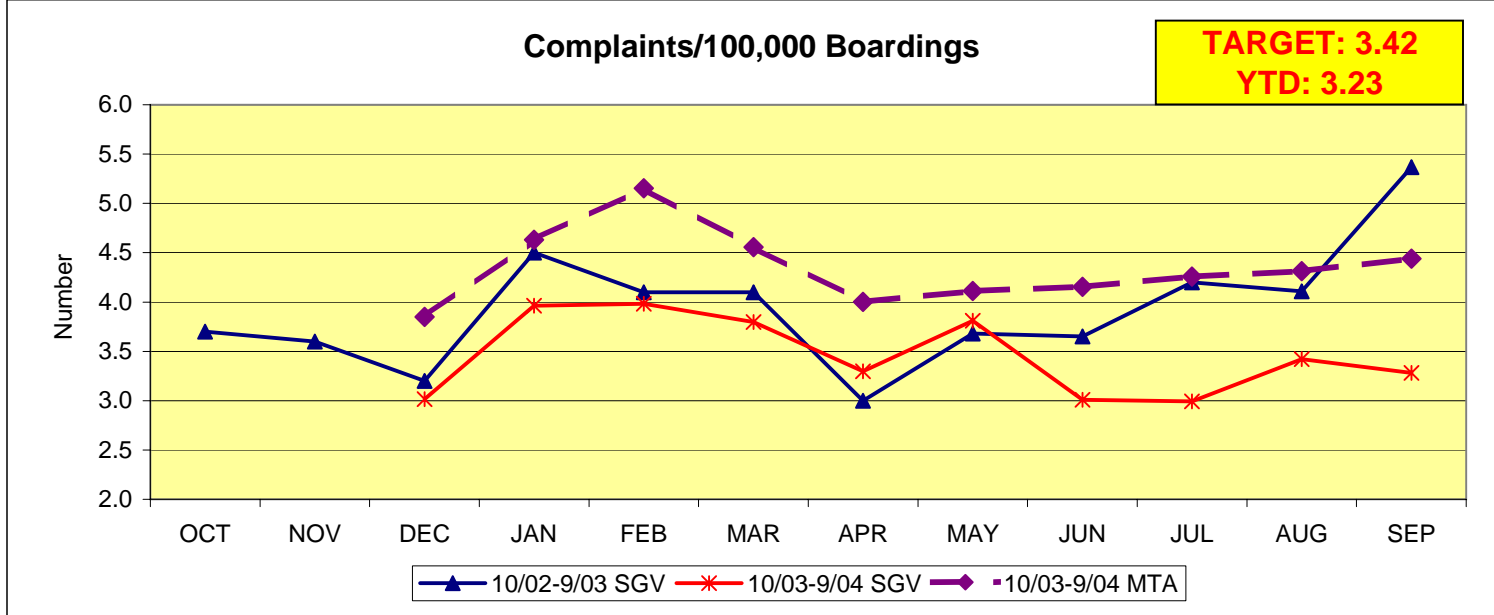
	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03
SGV	7,599	6,696	7,385	7,117	10,888	7,152	7,381	7,994	7,561	7,978	6,015	6,925
	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04
SGV			6,293	8,040	6,928	8,550	9,644	8,696	9,098	6,288	6,436	7,123
MTA			7,881	9,047	8,202	8,308	8,963	7,768	8,305	6,847	7,521	7,273

**Bus Cleanliness Ratings**



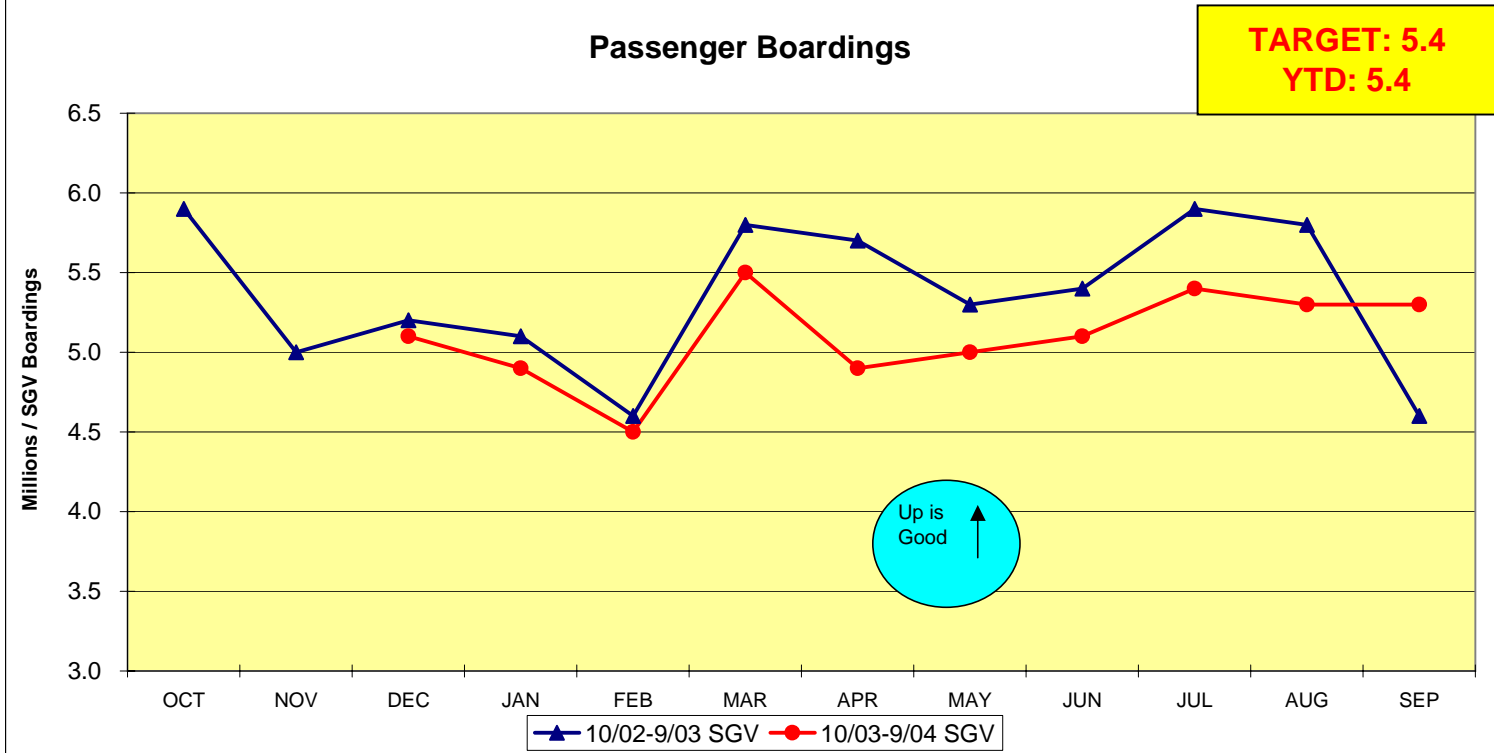
	FY 03 - Q2	FY 03 - Q3			FY 03 - Q4			FY 04 - Q1		
SGV	7.75	7.50			7.35			7.23		
	FY 04 - Q2	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04
SGV	7.06	7.25	7.62	7.72	7.78	7.74	7.74	7.71	7.55	7.60
MTA	6.76	7.05	7.07	7.30	7.41	7.51	7.38	7.30	7.44	7.30

**Complaints/100,000 Boardings**



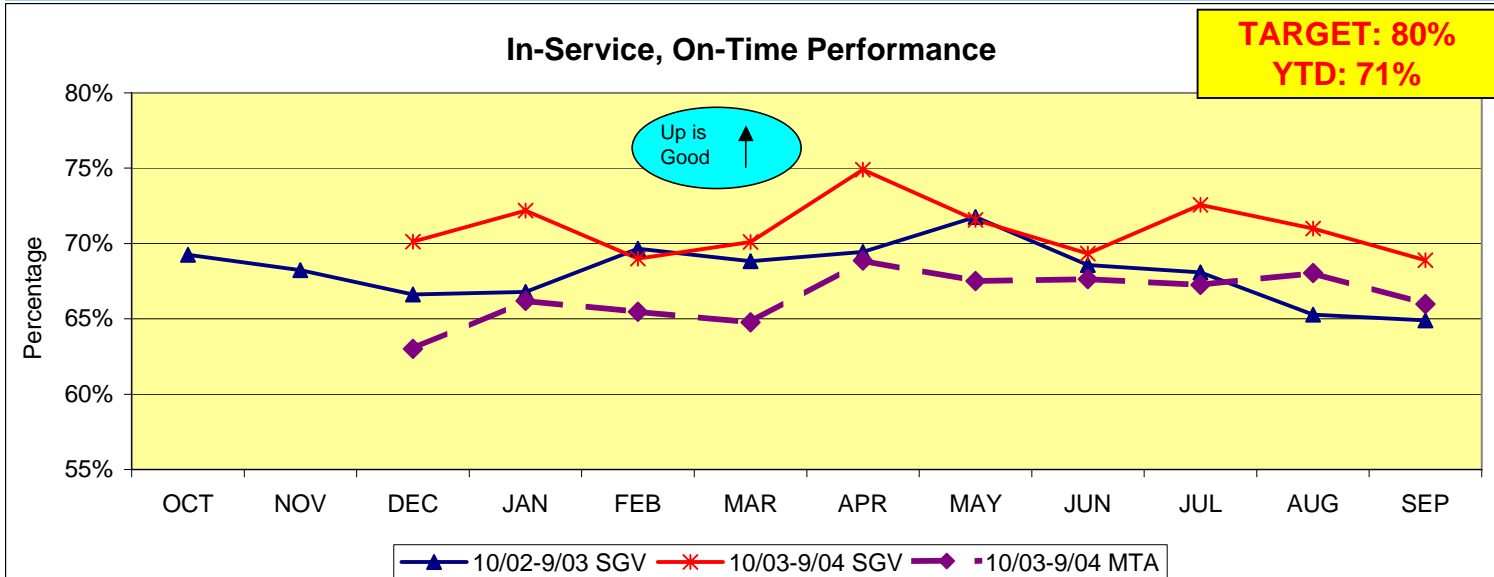
	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03
SGV	3.7	3.6	3.2	4.5	4.1	4.1	3.0	3.7	3.7	4.2	4.1	5.4
	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04
SGV			3.0	4.0	4.0	3.8	3.3	3.8	3.0	3.0	3.4	3.3
MTA			3.8	4.6	5.2	4.6	4.0	4.1	4.2	4.3	4.3	4.4

Passenger Boardings



	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03
SGV	5.9	5.0	5.2	5.1	4.6	5.8	5.7	5.3	5.4	5.9	5.8	4.6
	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04
SGV			5.1	4.9	4.5	5.5	4.9	5.0	5.1	5.4	5.3	5.3
MTA			25.9	27.5	26.9	33.0	29.2	30.0	30.0	30.6	30.4	30.3

On-Time Performance (%)



	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03
SGV	69%	68%	67%	67%	70%	69%	69%	72%	69%	68%	65%	65%
	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04
SGV			70%	72%	69%	70%	75%	72%	69%	73%	71%	69%
MTA			63%	66%	65%	65%	69%	68%	68%	67%	68%	66%

**"How You Doin'?" Results - September 2004**

**· DIVISION 9 TRANSPORTATION - 1st PLACE (tie)  
First Place Four Months in a Row**

September 2004 - Transportation						
<i>Rank Among Divisions</i>						
	In-Service On-Time Performance	Running Hot	Accident Rate	Complaints / 100K Boardings	New WC Claims /100 Emp	MONTHLY TOTALS
<b>Div 9</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>1st</b>
Div 1	1	5	6	3	3	1st
Div 2	2	6	7	1	4	3rd
Div 15	4	2	4	8	2	3rd
<b>Div 3</b>	<b>3</b>	<b>8</b>	<b>11</b>	<b>2</b>	<b>1</b>	<b>5th</b>
Div 5	8	4	5	5	6	6th
Div 8	6	1	2	9	10	6th
Div 18	9	10	3	10	7	8th
Div 10	10	7	8	7	8	9th
Div 7	7	9	10	6	9	10th
Div 6	11	11	9	11	11	11th

September 2004 - Maintenance					
<i>Rank Among Divisions</i>					
	Miles Between Mechanical Failures	Attendance	New WC Claims /100 Emp	Bus Cleanliness	MONTHLY TOTALS
Div 8	1	8	8	1	1st
<b>Div 3</b>	<b>6</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>2nd</b>
Div 10	5	2	5	3	2nd
<b>Div 9</b>	<b>8</b>	<b>9</b>	<b>1</b>	<b>4</b>	<b>4th</b>
Div 1	9	5	1	6	5th
Div 5	11	4	1	7	6th
Div 6	4	11	1	9	6th
Div 15	3	7	11	5	8th
Div 7	2	3	7	11	9th
Div 2	10	6	10	8	10th
Div 18	7	10	9	10	11th

**"How You Doin'?" Final Results - 1st Quarter FY05**

- **Division 9 - First Place**
- **Division 3 - Second Place**

First Quarter FY05										
Rank Among Divisions										
	In-Service On-Time Performance	Running Hot	Accident Rate	Complaints / 100K Boardings	New WC Claims /100 Emp	Miles Between Mechanical Failures	Attendan ce	New WC Claims /100 Emp	Bus Cleanlin ess	QUARTERLY RANK
Div 9	6	9	1	3	8	2	3	1	5	1st
Div 3	9	2	2	2	10	5	7	8	2	2nd
Div 8	2	10	7	1	9	1	1	2	10	3rd
Div 1	10	7	3	6	5	3	2	6	3	4th
Div 15	4	4	11	4	6	6	4	3	8	5th
Div 10	3	1	5	4	11	10	9	5	7	6th
Div 2	7	8	9	7	2	4	5	10	1	7th
Div 5	11	6	4	8	4	7	8	7	4	8th
Div 7	5	3	8	11	3	8	10	9	6	9th
Div 6	1	5	6	9	7	11	11	11	11	10th
Div 18	8	11	10	10	1	9	6	4	9	11th



**FY2005 FINANCIALS, THROUGH SEPTEMBER**

	Budget Variance						Annual Budget
	Month Budget	Month Actual	Month Variance (O)/U+	YTD Budget	YTD Actual	YTD Variance (O)/U+	
<b>SGV Sector Operations</b>							
<b>Transportation</b>							
Direct Labor	2,863,286	2,864,317	(1,031)	8,589,858	8,618,401	(28,543)	34,535,830
Fringe Benefits	1,463,416	1,379,332	84,084	4,390,247	4,112,641	277,606	17,715,862
Non-Labor	397,692	734,607	(336,915)	1,193,077	1,528,030	(334,953)	4,866,275
<b>TOTAL TRANSPORTATION</b>	<b>4,724,394</b>	<b>4,978,256</b>	<b>(253,862)</b>	<b>14,173,183</b>	<b>14,259,073</b>	<b>(85,890)</b>	<b>57,117,967</b>
<b>Maintenance &amp; Facilities</b>							
Direct Labor	958,708	973,297	(14,589)	2,876,124	2,902,192	(26,068)	11,567,871
Fringe Benefits	649,963	581,618	68,345	1,949,890	1,758,682	191,208	7,844,800
Non-Labor	1,069,037	1,409,167	(340,131)	3,207,110	3,591,128	(384,018)	12,832,950
<b>TOTAL MAINTENANCE</b>	<b>2,677,708</b>	<b>2,964,082</b>	<b>(286,374)</b>	<b>8,033,124</b>	<b>8,252,002</b>	<b>(218,878)</b>	<b>32,245,621</b>
<b>Sector Office</b>							
Direct Labor	150,202	151,404	(1,202)	450,606	449,683	923	1,828,250
Fringe Benefits	91,060	80,703	10,357	273,179	216,369	56,810	1,115,055
Non-Labor	26,621	7,336	19,285	79,864	10,482	69,382	319,455
<b>TOTAL SECTOR OFFICE</b>	<b>267,883</b>	<b>239,443</b>	<b>28,440</b>	<b>803,649</b>	<b>676,534</b>	<b>127,115</b>	<b>3,262,760</b>
<b>SUBTOTAL SECTOR OPERATIONS</b>	<b>7,669,985</b>	<b>8,181,781</b>	<b>(511,796)</b>	<b>23,009,956</b>	<b>23,187,608</b>	<b>(177,653)</b>	<b>92,626,348</b>
<b>Other Sector Support</b>							
Direct Labor	79,571	87,390	(7,819)	238,714	309,947	(71,234)	953,237
Fringe Benefits	51,872	50,088	1,783	155,615	170,319	(14,704)	623,700
Non-Labor	927,728	1,545,026	(617,298)	2,783,183	3,323,682	(540,499)	11,253,750
<b>OTHER SECTOR SUPPORT</b>	<b>1,059,170</b>	<b>1,682,504</b>	<b>(623,334)</b>	<b>3,177,511</b>	<b>3,803,948</b>	<b>(626,437)</b>	<b>12,830,687</b>
<b>TOTAL SGV SECTOR</b>	<b>\$ 8,729,156</b>	<b>\$ 9,864,285</b>	<b>\$ (1,135,130)</b>	<b>\$ 26,187,467</b>	<b>\$ 26,991,557</b>	<b>\$ (804,090)</b>	<b>\$ 105,457,035</b>
Total Revenue Service Hours	103,947	103,851	96	318,075	316,872	1,203	1,289,524
Cost Per Revenue Service Hour	\$ 83.98	\$ 94.98	\$ (11.01)	\$ 82.33	\$ 85.18	\$ (2.85)	\$ 81.78

Significant Items

- **Transportation Labor On Budget for Month and YTD**
- **Maintenance Labor Slightly Under Budget for Month and YTD**
- **Workers Comp Allocation 57% Over YTD Budget (\$554K) - 50/50, Agency Costs vs. Sector Cases**
- **Fringe Benefits 8% Under Budget (\$525K) YTD**
- **Fuel Expense \$195K Over (40%) for Month, \$361K Over (25%) YTD**
- **Parts Expense \$32K Under (7%) for Month, \$133K Under (9.8%) YTD**
- **Other Sector Support - Provision for Agencywide Higher-than-Expected PL/PD Claims Costs in September (\$660K)**