

# AGENDA ITEM 5

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL

February 2, 2005

**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 summary 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 Summary – YTD November 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.



**Metro**

Metropolitan Transportation Authority

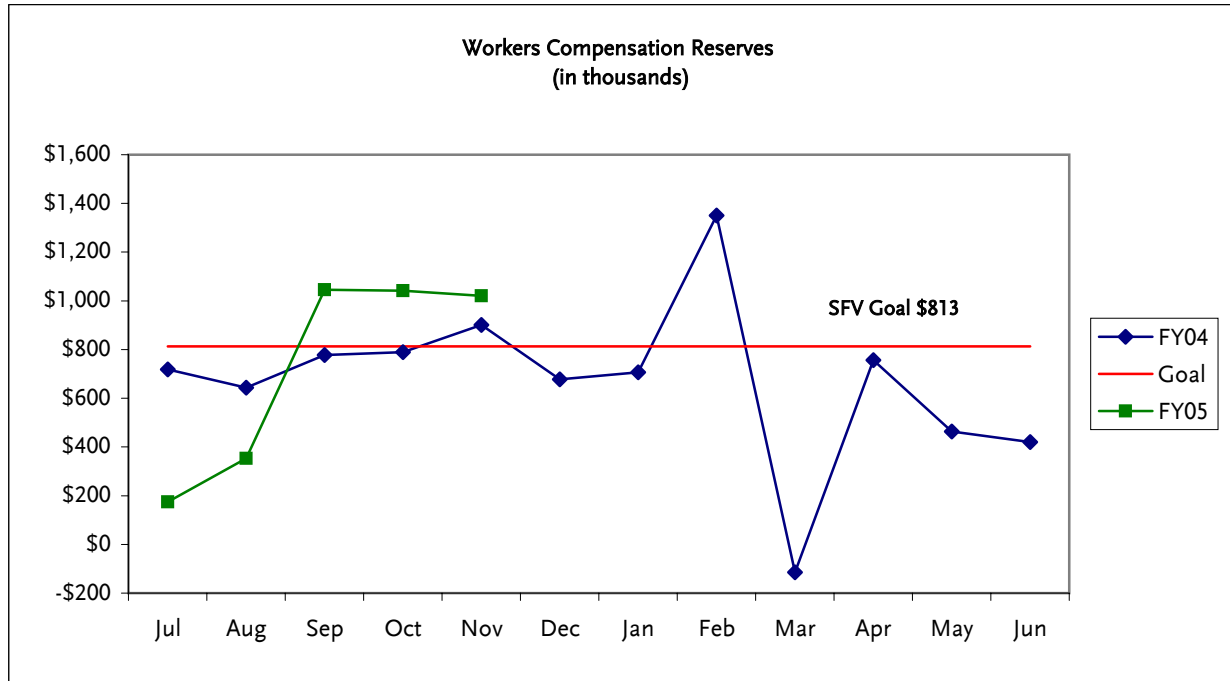
NOVEMBER 2004

PERFORMANCE INDICATORS	NOVEMBER	MO. TARGET	YTD MO. AVG.
<b>SAFETY</b> 			
Monthly Worker's Compensation Reserves	\$1,020,890	\$812,956	\$714,382
New WC Indemnity Claims per 200,000 Exposure Hours	16.77	14.50	17.99
Bus Traffic Accidents/100,000 Hub Miles	2.56	3.00	2.63
<b>BUS OPERATIONS</b>			
Miles Between Mechanical Failures	10,928	8,000	9,479 (1)
Bus Cleanliness Ratings	7.98	8.00	7.98
Complaints/100,000 Boardings	3.63	4.50	4.81
Passenger Boardings	4,595,537	4,391,250	4,805,587
In Service On-Time Performance (%)	65.81%	70.00%	69.34%
Scheduled Revenue Service Hours Delivered	99.40%	98.00%	99.38%
Operator Assignment Ratio	1.175	1.180	1.171
Past Due Critical PMP	0.094	0.50	0.475
<b>FINANCES</b>			
	YTD Budget	Sum of YTD Actual	Sum of YTD Variance
Variance Summary (incl other support)	46,274,643	45,161,314	1,113,329
Cost per RSH	\$ 90.34	\$ 88.37	\$ 1.97

(1) Information may be adjusted due to data collection problems.

Metro San Fernando Valley  
General Manager's Report

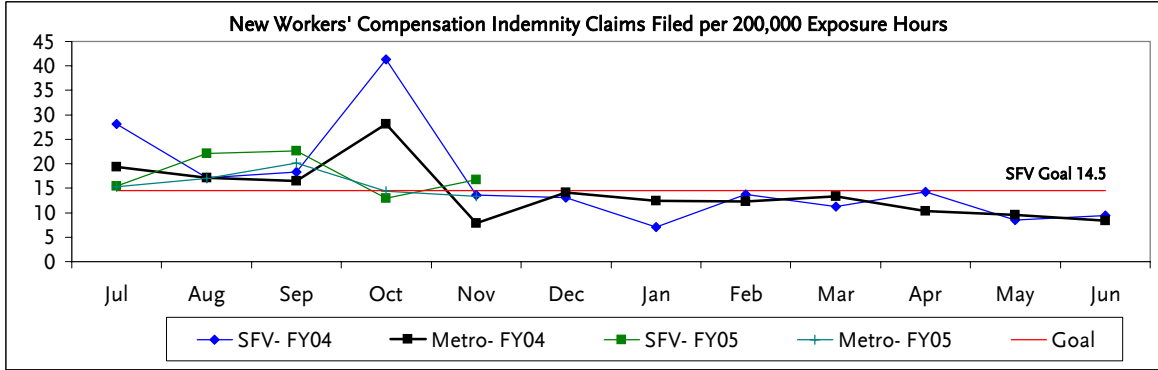
Workers Compensation Reserves



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
FY04	719	643	778	789	901	678	707	1,351	(115)	756	463	420	8,091
FY05	174	353	1,046	1,042	1,020								3,635

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

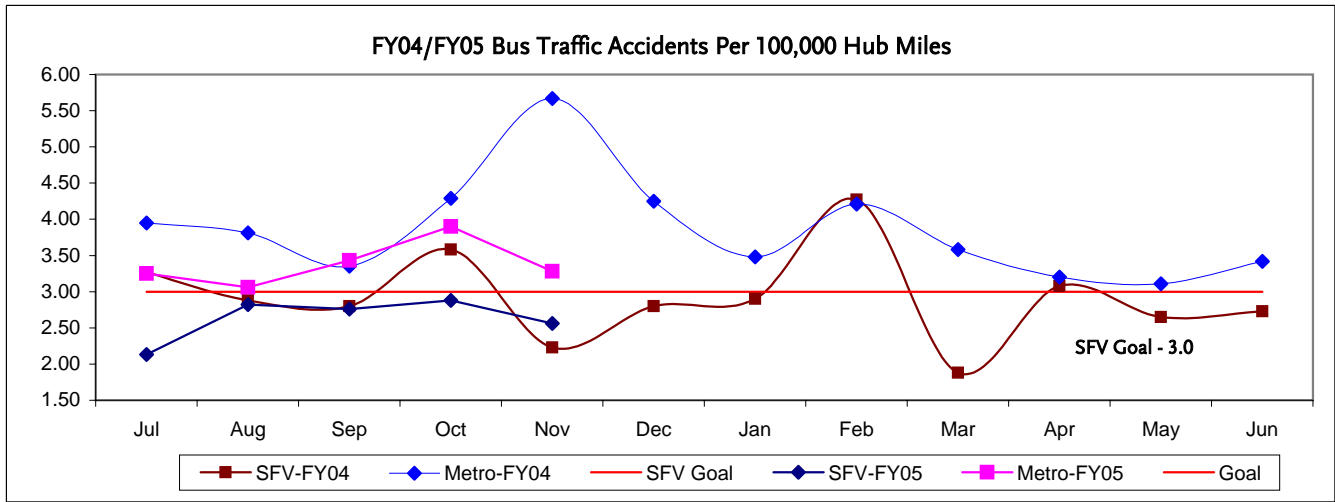
**New Workers' Compensation Indemnity Claims Filed per 200,000 Exposure Hours**



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
<b>SFV- FY04</b>	28.17	17.20	18.25	41.36	13.59	13.12	7.10	13.70	11.21	14.24	8.48	9.37	16.32
<b>Metro- FY04</b>	19.38	17.20	16.53	28.17	7.87	14.17	12.46	12.27	13.35	10.37	9.57	8.44	14.15
<b>SFV- FY05</b>	15.45	22.12	22.69	12.94	16.77								17.99
<b>Metro- FY05</b>	15.24	17.03	20.10	14.34	13.39								16.02

## Metro San Fernando Valley General Manager's Report

### Accidents Per 100,000 Hub Miles



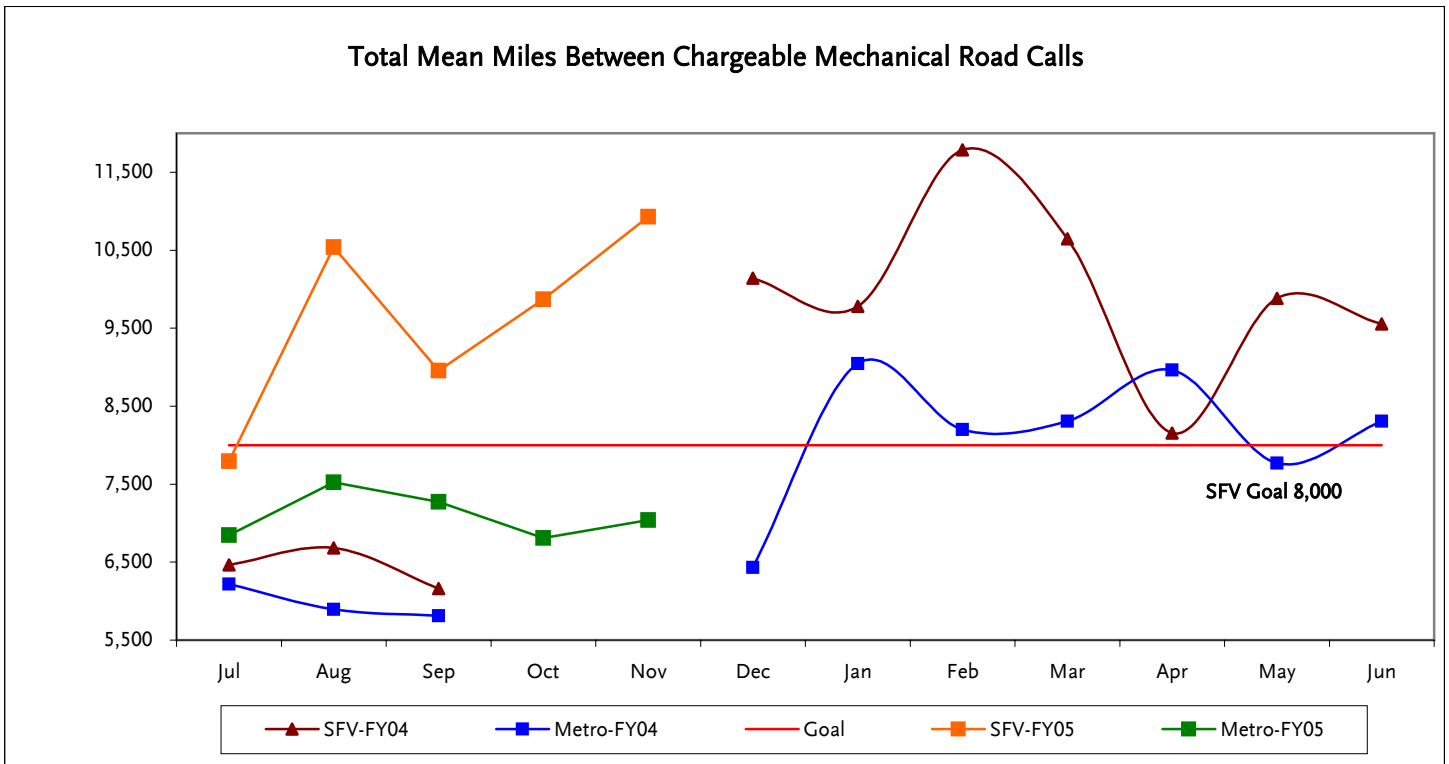
FY04	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	YTD
SFV-FY04	3.27	2.88	2.80	3.58	2.23	2.80	2.90	4.27	1.88	3.08	2.65	2.73	2.99
Metro-FY04	3.95	3.81	3.35	4.29	5.67	4.25	3.48	4.21	3.58	3.20	3.11	3.42	3.65

FY05	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	YTD
SFV-FY05	2.13	2.82	2.76	2.88	2.56								2.63
Metro-FY05	3.25	3.06	3.43	3.90	3.28								3.38

Metro San Fernando Valley  
General Manager's Report

Miles Between Chargeable Mechanical Road Calls



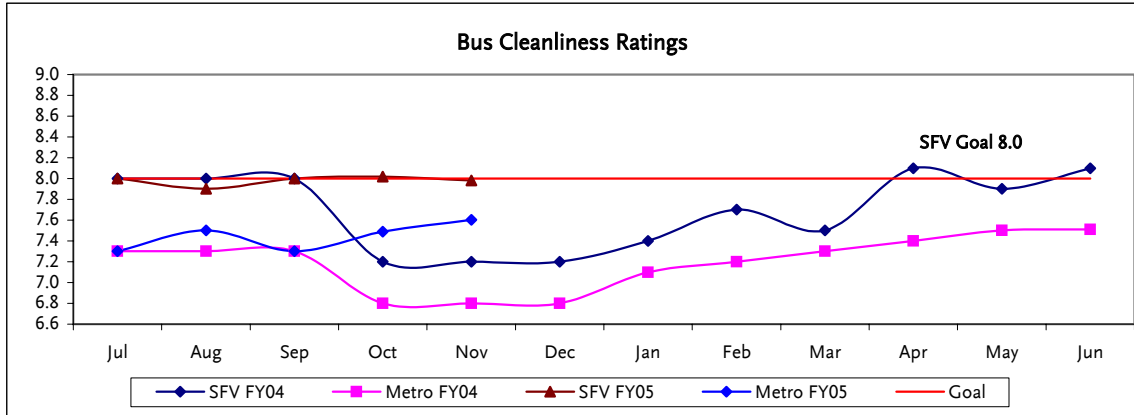
FY04	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV-FY04	6,465	6,683	6,159			10,143	9,782	11,787	10,644	8,154	9,883	9,554	8,648
Metro-FY04	6,220	5,892	5,811			6,431	9,047	8,202	8,308	8,963	7,768	8,305	7,417

FY05	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV-FY05	7,792	10,538	8,954	9,869	10,928								9,479
Metro-FY05	6,848	7,522	7,273	6,809	7,038								7,089

Note: Information may be adjusted due to data collection problems.

Metro San Fernando Valley  
General Manager's Report

Bus Cleanliness Comparison



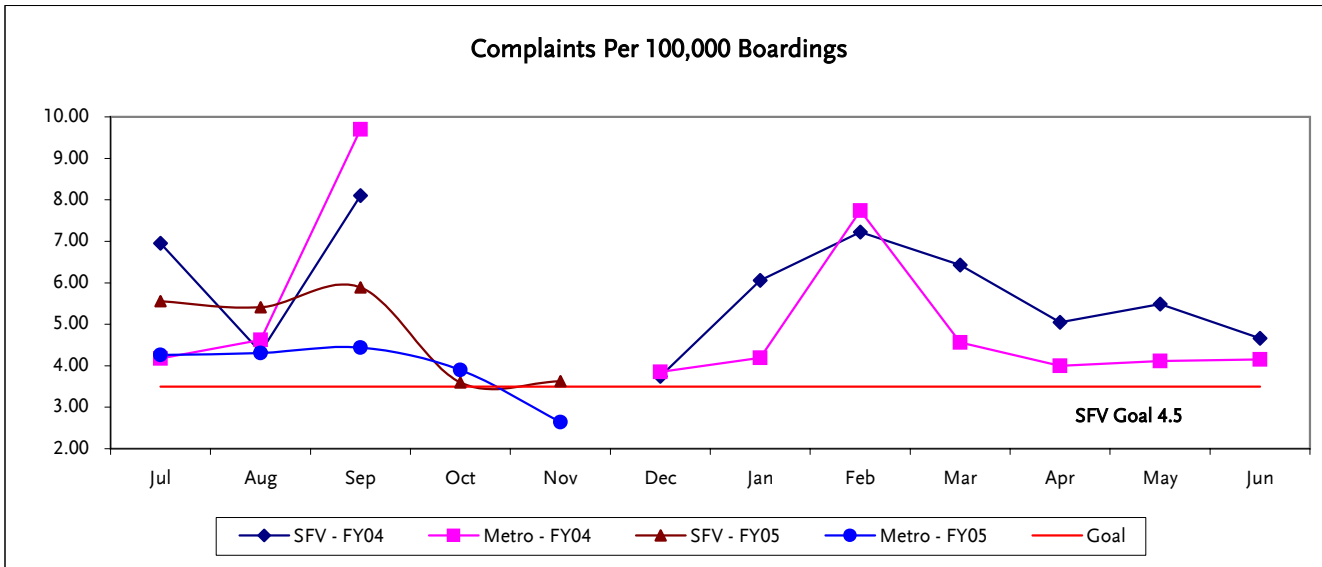
	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	YTD
SFV FY04	8.0	8.0	8.0	7.2	7.2	7.2	7.4	7.7	7.5	8.1	7.9	8.1	7.8
Metro FY04	7.3	7.3	7.3	6.8	6.8	6.8	7.1	7.2	7.3	7.4	7.5	7.5	7.3

	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	YTD
SFV FY05	8.00	7.90	8.00	8.02	7.98								7.98
Metro FY05	7.30	7.50	7.30	7.49	7.60								7.44

Metro San Fernando Valley  
General Manager's Report

Complaints per 100,000 Boardings



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

FY05	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	YTD
SFV	5.56	5.41	5.89	3.60	3.63								4.81
Metro	4.26	4.31	4.44	3.90	2.64								3.79



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

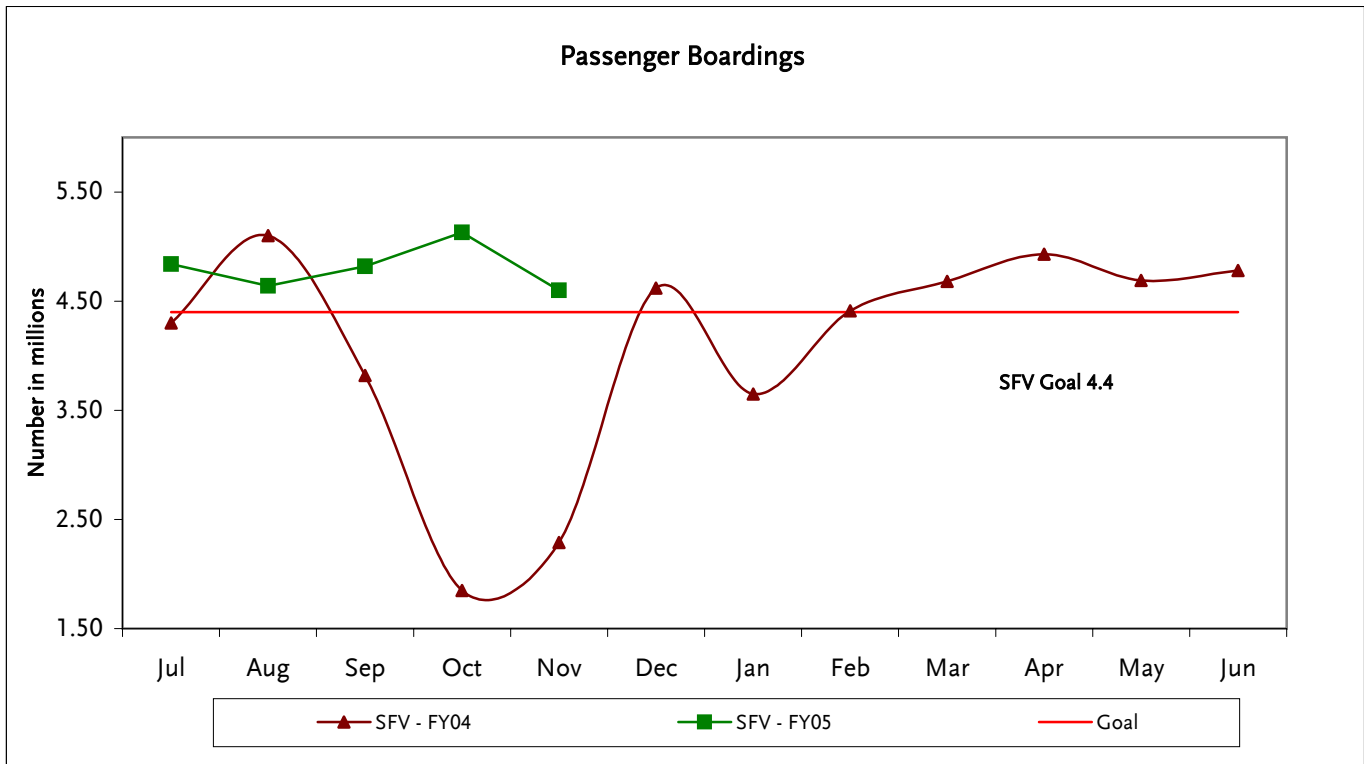
**Complaints by Type  
Customer Satisfaction**

DESCRIPTION	Nov-04		YTD				YTD Metro Operations	
	Div 8	Div 15	Div 8	Div 15	Sector	Sector %		
NO SHOW	19	21	63	93	156	24.53%	1,401	21.16%
PASSED UP	11	14	50	61	111	17.45%	1,224	18.49%
LATE	14	19	51	54	105	16.51%	741	11.19%
UNSAFE OPERATION	6	10	20	39	59	9.28%	655	9.89%
OP DISCOURTESY	6	10	27	32	59	9.28%	636	9.61%
ACCIDENT	3	4	15	18	33	5.19%	298	4.50%
EARLY	1	3	3	9	12	1.89%	188	2.84%
OP CONDUCT	2	7	6	12	18	2.83%	193	2.91%
ACCESSIBLE BUS	1	3	3	10	13	2.04%	190	2.87%
OFF ROUTE	1	1	4	9	13	2.04%	111	1.68%
WRONG FARE	0	1	0	6	6	0.94%	139	2.10%
CARRIED PAST STOP	2	3	6	8	14	2.20%	122	1.84%
MISC.	1	0	5	0	5	0.79%	136	2.05%
IMPROPER CURB STOP	0	0	2	3	5	0.79%	101	1.53%
FAULTY EQUIPT	1	0	3	1	4	0.63%	29	0.44%
HEAT-A/C	0	0	0	2	2	0.31%	67	1.01%
TRANSFER	0	1	1	2	3	0.47%	39	0.59%
CROWDED BUS	0	0	1	2	3	0.47%	39	0.59%
PASSENGER CONDUCT	0	0	1	1	2	0.31%	36	0.54%
INCORRECT INFO	0	0	0	5	5	0.79%	30	0.45%
LAYOVER ZONE	0	0	0	0	0	0.00%	24	0.36%
HEADSIGN	0	0	1	0	1	0.16%	40	0.60%
FAILURE TO CALL STOPS	0	2	1	4	5	0.79%	37	0.56%
STUDENT ID CARD	0	0	0	1	1	0.16%	25	0.38%
HC ID CARD	0	0	1	0	1	0.16%	15	0.23%
BUS STOP	0	0	0	0	0	0.00%	65	0.98%
SPEC. OP ISSUES	0	0	0	0	0	0.00%	13	0.20%
TELEPHONE INFO COMP	0	0	0	0	0	0.00%	9	0.14%
FACILITIES	0	0	0	0	0	0.00%	3	0.05%
SEX HARASSMENT	0	0	0	0	0	0.00%	5	0.08%
GEN. EMPLOYEE DISCOUR.	0	0	0	0	0	0.00%	3	0.05%
DIRTY BUS	0	0	0	0	0	0.00%	2	0.03%
SR. ID CARD	0	0	0	0	0	0.00%	5	0.08%
<b>TOTALS</b>	<b>68</b>	<b>99</b>	<b>264</b>	<b>372</b>	<b>636</b>	<b>100.00%</b>	<b>6,621</b>	<b>100.00%</b>
COMMENDATIONS	7	5	21	26	47		415	

Source: MGR Report.

Metro San Fernando Valley  
General Manager's Report

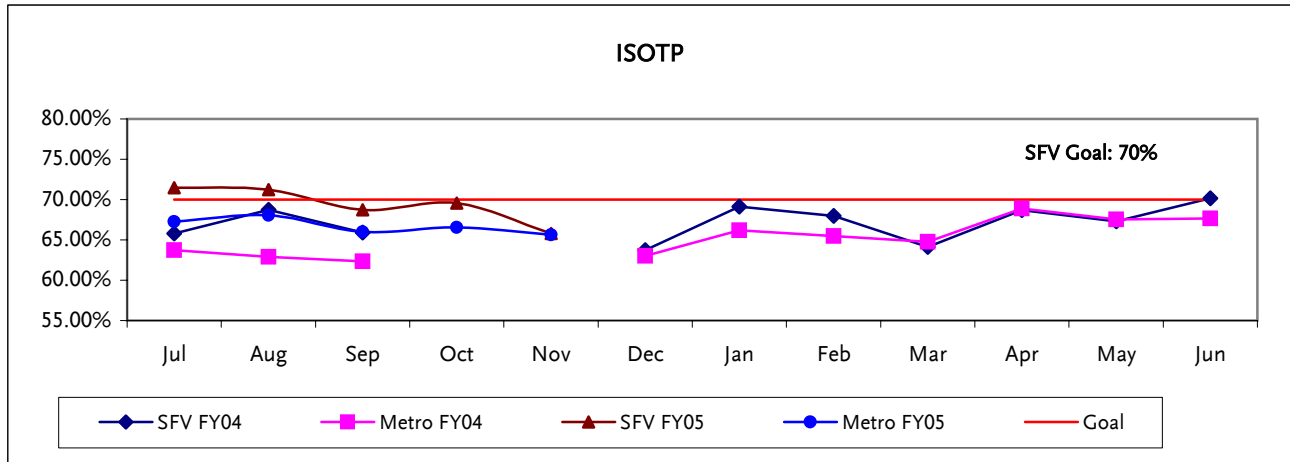
Passenger Boardings



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV-FY04	4.30	5.10	3.82	1.85	2.29	4.62	3.65	4.41	4.68	4.93	4.69	4.78	49.12
SFV-FY05	4.84	4.64	4.82	5.13	4.60								24.03

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

**In Service On-Time Performance**

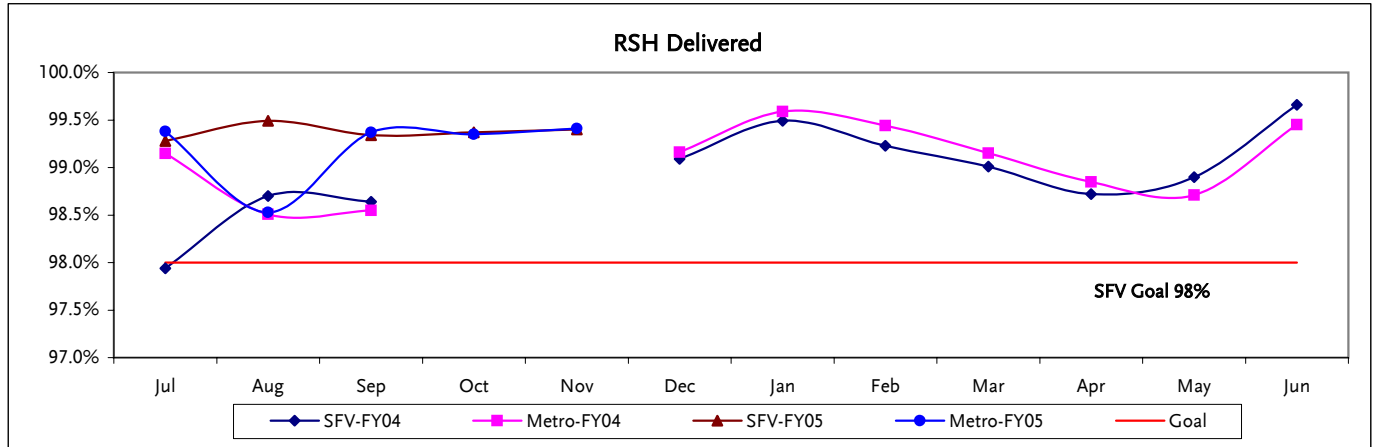


	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	YTD
<b>SFV FY04</b>	65.79%	68.75%	65.93%			63.72%	69.14%	67.96%	64.14%	68.68%	67.31%	70.15%	67.47%
<b>Metro FY04</b>	63.74%	62.91%	62.36%			63.00%	66.19%	65.46%	64.78%	68.87%	67.52%	67.64%	65.43%

	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	YTD
<b>SFV FY05</b>	71.46%	71.24%	68.75%	69.55%	65.81%								69.34%
<b>Metro FY05</b>	67.26%	68.04%	65.98%	66.54%	65.62%								66.69%

## Metro San Fernando Valley General Manager's Report

### Scheduled Revenue Service Hours Delivered

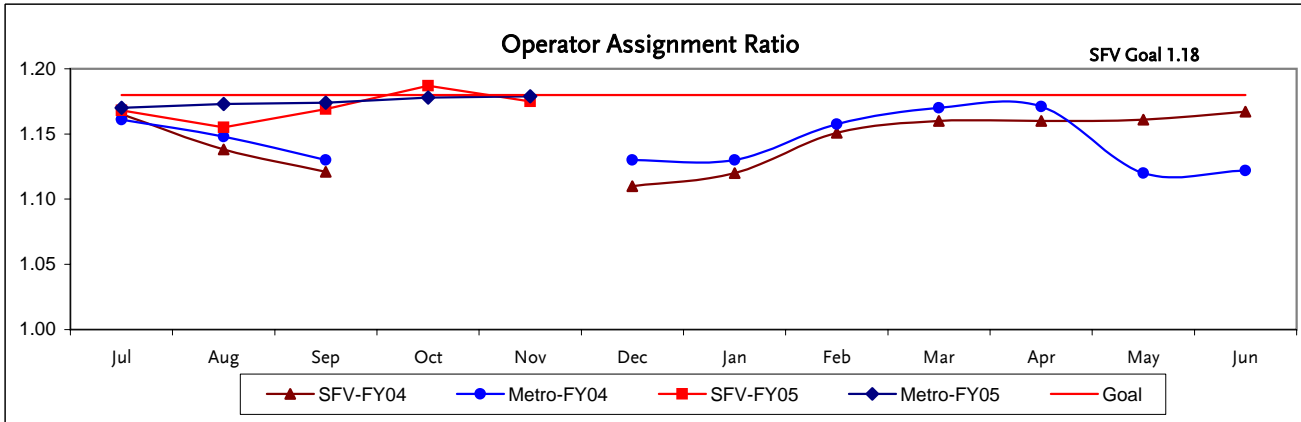


	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	YTD
<b>SFV-FY04</b>	97.94%	98.70%	98.64%			99.09%	99.49%	99.23%	99.01%	98.72%	98.90%	99.66%	89.60%
<b>Metro-FY04</b>	99.15%	98.51%	98.55%			99.16%	99.59%	99.44%	99.15%	98.85%	98.71%	99.45%	89.55%

	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	YTD
<b>SFV-FY05</b>	99.28%	99.49%	99.34%	99.37%	99.40%								99.38%
<b>Metro-FY05</b>	99.38%	98.53%	99.37%	99.35%	99.41%								99.40%

Metro San Fernando Valley  
General Manager's Report

Operator Assignment Ratio

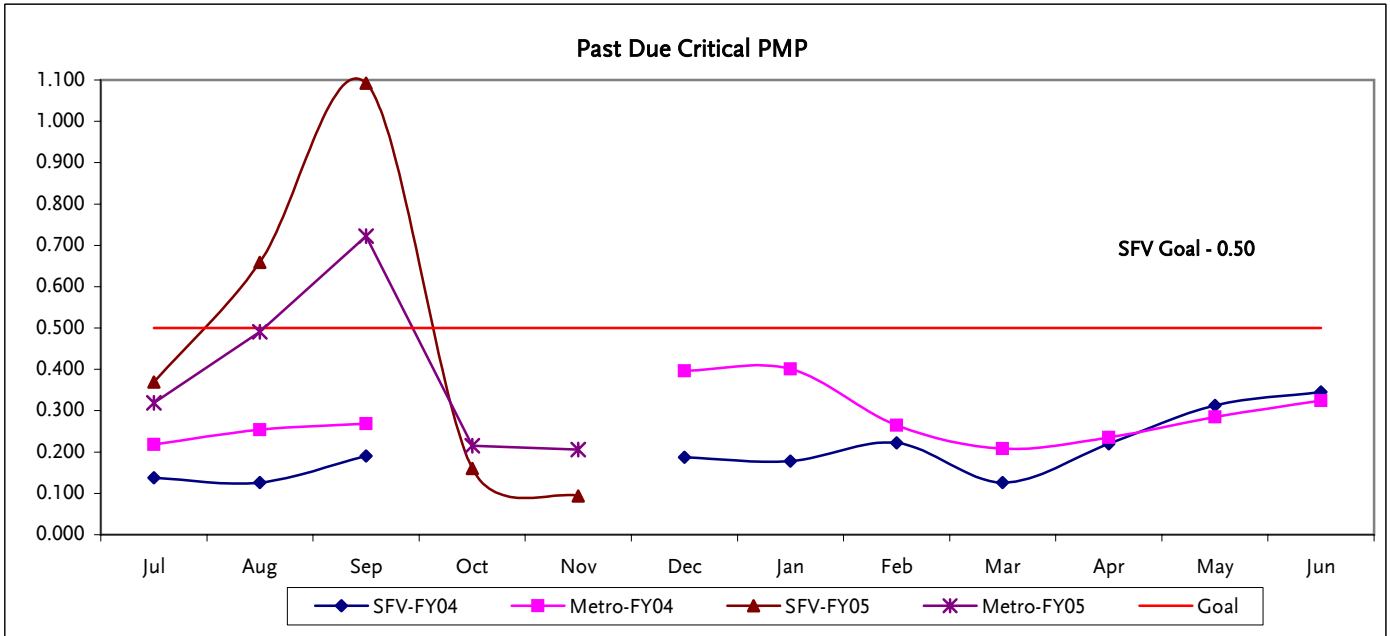


	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	YTD
<b>SFV-FY04</b>	1.165	1.138	1.121			1.110	1.120	1.151	1.160	1.160	1.161	1.167	1.145
<b>Metro-FY04</b>	1.161	1.148	1.130			1.130	1.130	1.158	1.170	1.171	1.120	1.122	1.144

	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	YTD
<b>SFV-FY05</b>	1.168	1.155	1.169	1.187	1.175								1.171
<b>Metro-FY05</b>	1.170	1.173	1.174	1.178	1.179								1.175

## Metro San Fernando Valley General Manager's Report

### Past Due Critical PMP



	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
<b>SFV-FY04</b>	0.138	0.126	0.191			0.187	0.178	0.222	0.126	0.220	0.313	0.345	0.202
<b>Metro-FY04</b>	0.218	0.254	0.269			0.396	0.401	0.265	0.208	0.235	0.285	0.324	0.286

	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	YTD
<b>SFV-FY05</b>	0.369	0.659	1.092	0.160	0.094								0.475
<b>Metro-FY05</b>	0.319	0.491	0.722	0.215	0.206								0.391