



**METRO SAN GABRIEL VALLEY GOVERNANCE COUNCIL  
MARCH 9, 2005**

**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 – January 2005

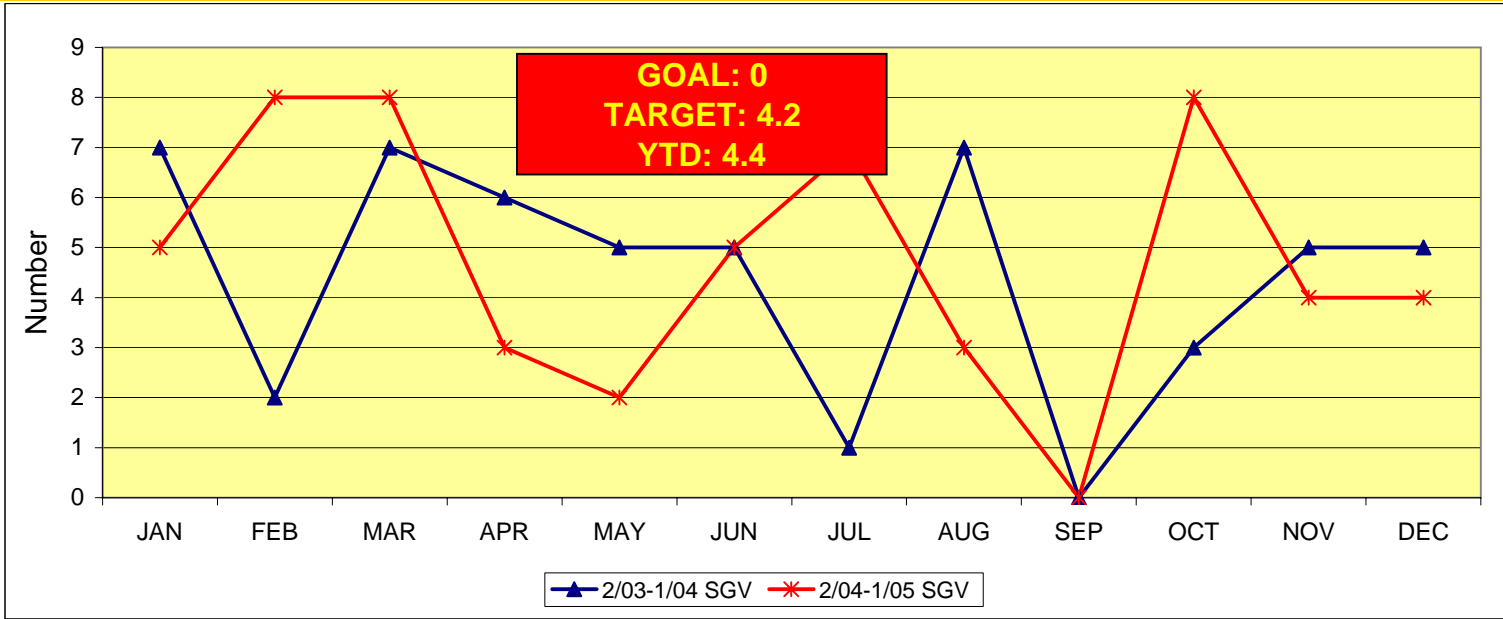
- Safety Performance Indicators/Trend by Location
- Bus Operations Performance Indicators/Trend by Location
- “How You Doin’?” MTA Division Reports for January 2005
- January 2005 Financial Results

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

PERFORMANCE INDICATORS	YTD AVG. MO.	JANUARY	MO. TARGET
<b>SAFETY</b> 			
Monthly Worker's Compensation Costs (Thousands)	\$602	\$707	\$376
OSHA Recordable Incidents	4.4	<b>4.0</b>	4.2
Bus Traffic Accidents/100,000 Hub Miles	2.78	2.77	<b>2.76</b>
New WC Indemnity Claims Per 200,000 Exposure Hrs.	<b>9.69</b>	<b>8.24</b>	<b>14.00</b>
<b>BUS OPERATIONS</b>			
Miles Between Mechanical Failures	6,938	7,518	9,000
Bus Cleanliness Ratings*	7.69	7.96	8.00
Complaints/100,000 Boardings	<b>2.91</b>	3.45	<b>3.42</b>
Passenger Boardings	5,216,911	4,921,705	5,378,000
On-Time Performance (%)	70%	70%	75%

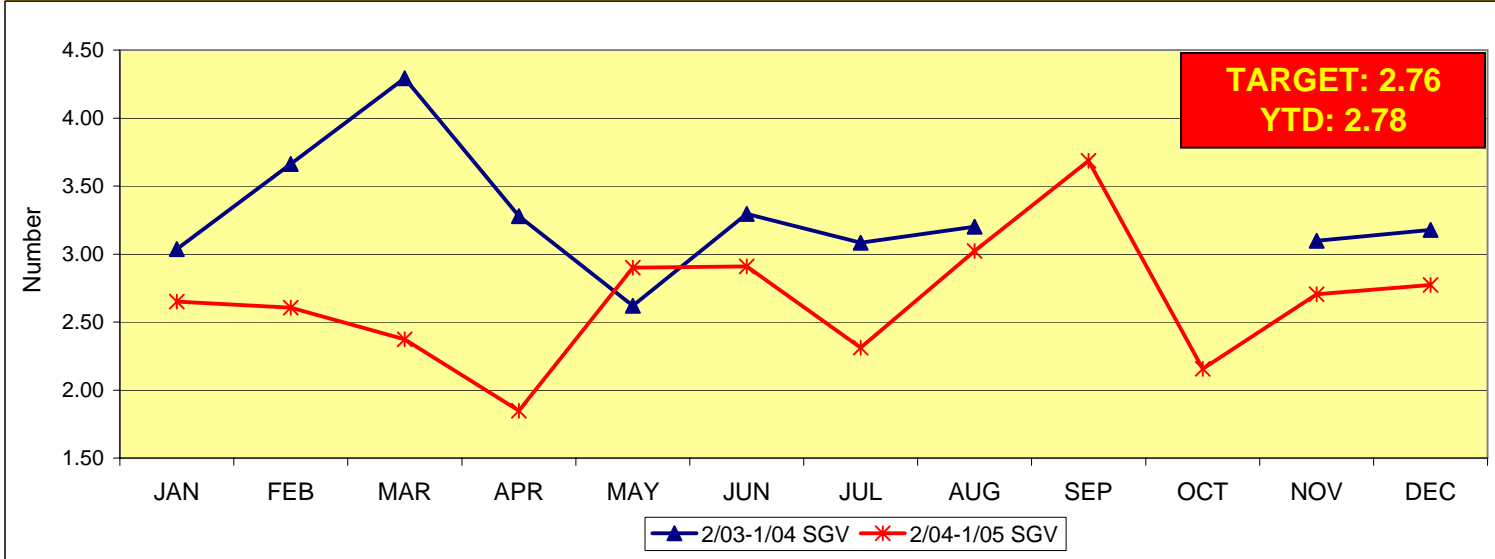
Note:  
Performance indicators highlighted in **BOLD** meet the Sector target.

**OSHA Recordable Incidents**



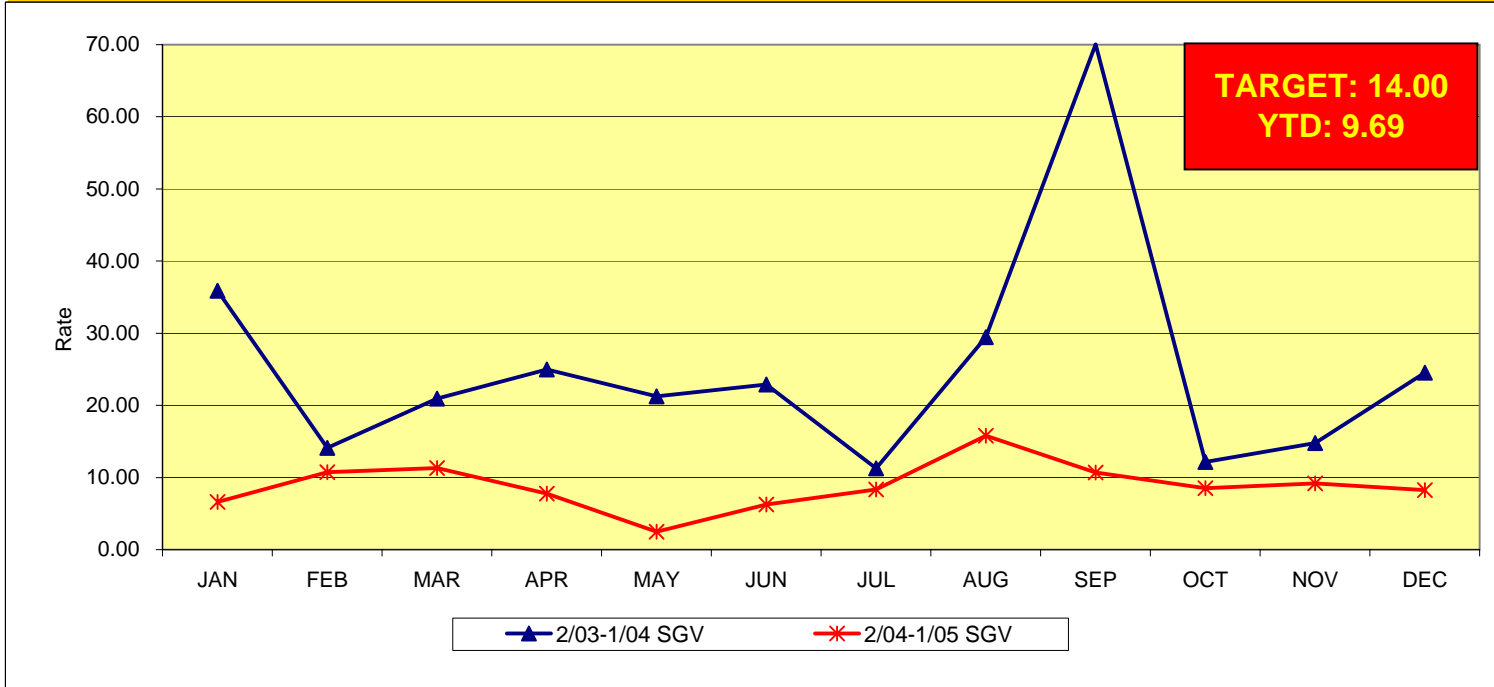
	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04
SGV	7	2	7	6	5	5	1	7	0	3	5	5
	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05
SGV	5	8	8	3	2	5	7	3	0	8	4	4

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



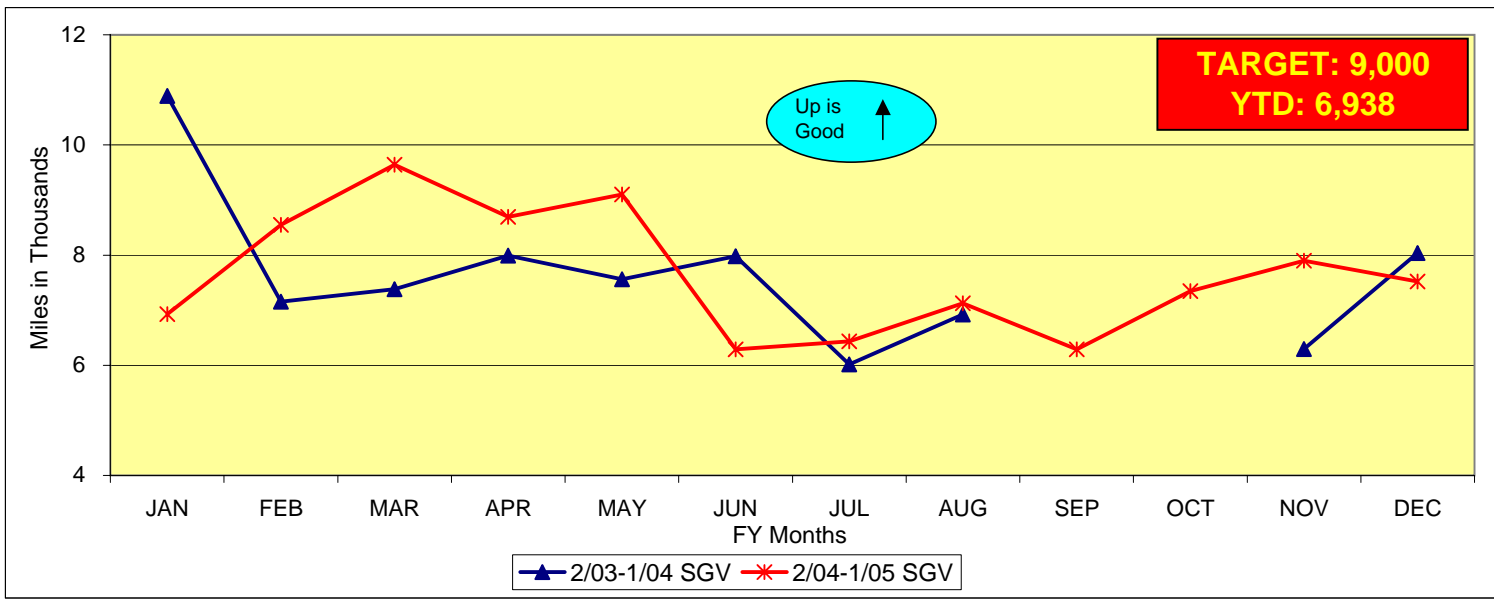
	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04
SGV	3.04	3.66	4.29	3.28	2.62	3.30	3.08	3.20	3.69	2.16	3.10	3.18
	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05
SGV	2.65	2.61	2.37	1.85	2.90	2.91	2.31	3.02	3.90	2.16	2.70	2.77
MTA	4.21	3.58	3.20	3.11	3.42	3.25	3.06	3.43	3.90	3.28	3.63	3.33

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



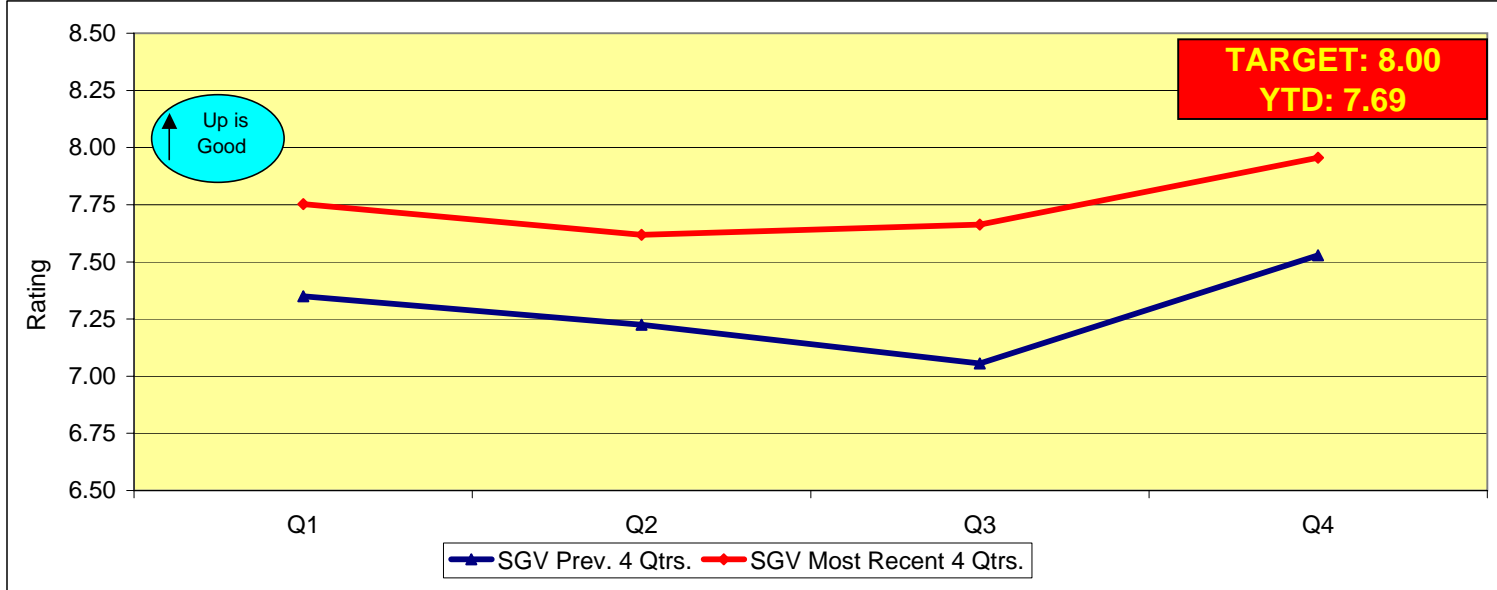
	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04
SGV	35.87	14.10	20.95	24.98	21.26	22.90	11.27	29.45	70.05	12.15	14.78	24.51
	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05
SGV	6.62	10.75	11.33	7.76	2.49	6.26	8.33	15.81	10.68	8.52	9.19	8.24
MTA	14.01	15.75	12.50	11.02	11.27	15.29	19.31	17.84	13.37	12.74	11.44	16.48

**Miles Between Chargeable Mechanical Failures**



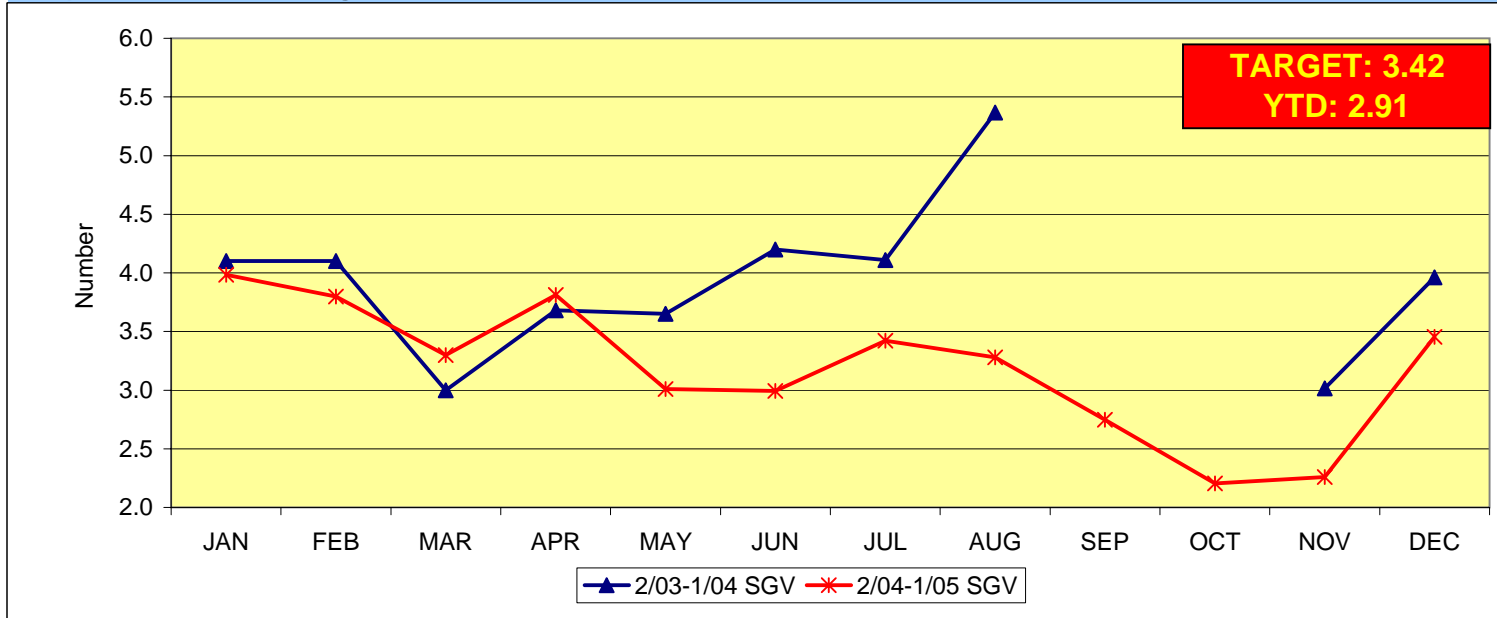
	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04
SGV	10,888	7,152	7,381	7,994	7,561	7,978	6,015	6,925	6,287	7,349	7,898	8,040
	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05
SGV	6,928	8,550	9,644	8,696	9,098	6,288	6,436	7,123	6,287	7,349	7,898	7,518
MTA	8,202	8,308	8,963	7,768	8,305	6,847	7,521	7,273	6,809	7,038	7,636	7,188

Bus Cleanliness Ratings



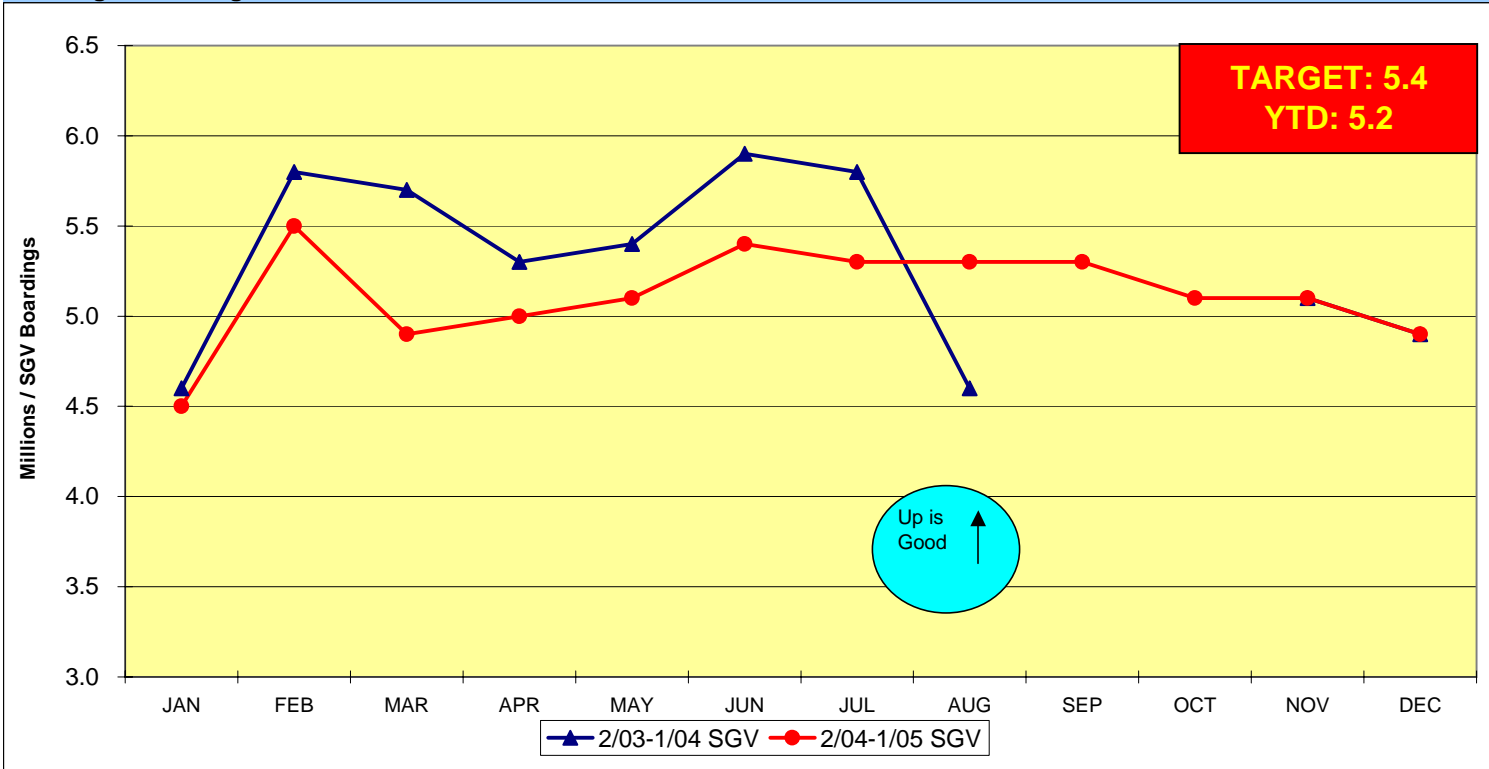
	FY 03 - Q4			FY 04 - Q1			FY 04 - Q2			JAN 04	FEB 04	MAR 04
SGV	7.35			7.23			7.06			7.25	7.62	7.72
	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05		
SGV	7.78	7.74	7.74	7.71	7.55	7.60	7.48	7.72	7.78	7.96		
MTA	7.41	7.51	7.38	7.30	7.44	7.30	7.49	7.60	7.59	7.47		

Complaints/100,000 Boardings



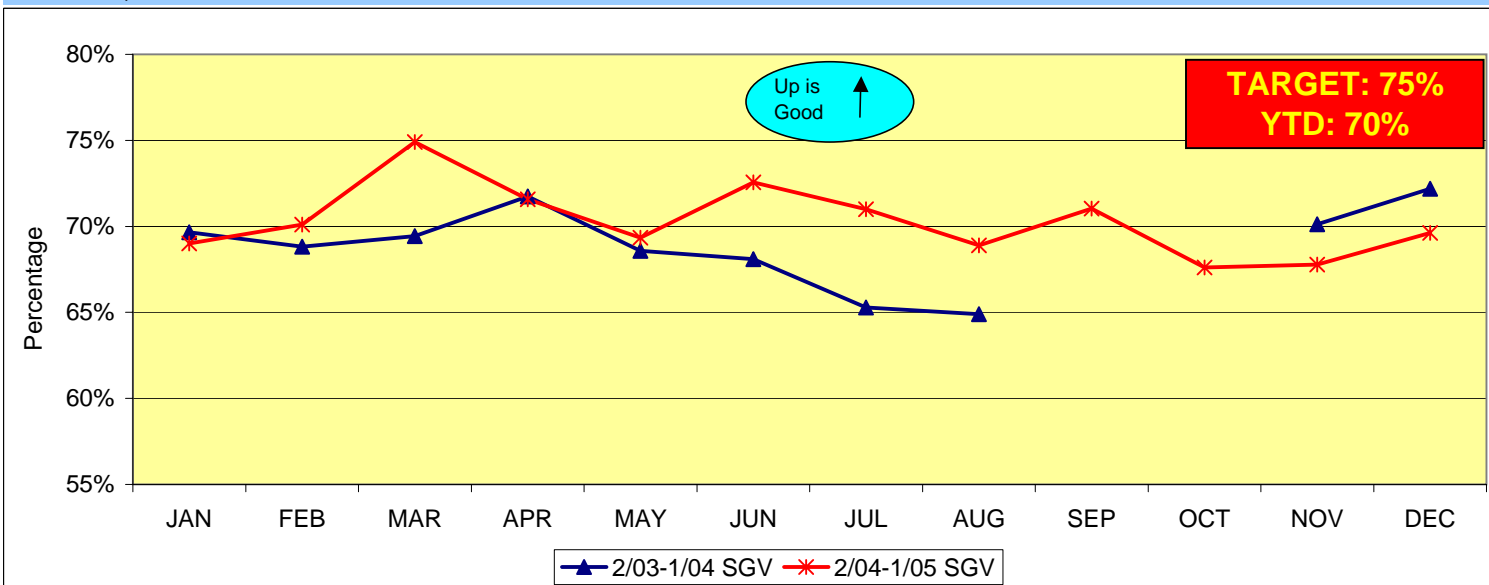
	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04
SGV	4.1	4.1	3.0	3.7	3.7	4.2	4.1	5.4	3.0	3.0	3.0	4.0
	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05
SGV	4.0	3.8	3.3	3.8	3.0	3.0	3.4	3.3	2.7	2.2	2.3	3.5
MTA	5.2	4.6	4.0	4.1	4.2	4.3	4.3	4.4	3.2	2.6	2.8	3.3

Passenger Boardings



	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04
SGV	4.6	5.8	5.7	5.3	5.4	5.9	5.8	4.6			5.1	4.9
	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05
SGV	4.5	5.5	4.9	5.0	5.1	5.4	5.3	5.3	5.3	5.1	5.1	4.9
MTA	26.9	33.0	29.2	30.0	30.0	30.6	30.4	30.3	30.3	28.9	28.9	27.9

In-Service, On-Time Performance



	FEB 03	MAR 03	APR 03	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04
SGV	70%	69%	69%	72%	69%	68%	65%	65%			70%	72%
	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05
SGV	69%	70%	75%	72%	69%	73%	71%	69%	71%	68%	68%	70%
MTA	65%	65%	69%	68%	68%	67%	68%	66%	67%	66%	65%	66%

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

**DIVISION 3 TRANSPORTATION - 2nd PLACE**  
**DIVISION 9 MAINTENANCE - 2nd PLACE**

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

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

**FY2005 FINANCIALS, THROUGH JANUARY**

	Budget Variance						
	Month Budget	Month Actual	Month Variance (O)/U+	YTD Budget	YTD Actual	YTD Variance (O)/U+	Annual Budget
<b>SGV Sector Operations</b>							
<b>Transportation</b>							
Direct Labor	2,814,568	3,113,049	(298,481)	19,994,285	20,631,106	(636,821)	34,066,656
Fringe Benefits	1,447,286	1,606,702	(159,415)	10,229,581	10,162,544	67,036	17,467,563
Workers' Compensation	396,404	573,564	(177,159)	2,646,285	3,471,783	(825,498)	4,593,727
Non-Labor	22,712	20,535	2,177	158,986	134,859	24,128	272,548
<b>TOTAL TRANSPORTATION</b>	<b>4,680,971</b>	<b>5,313,850</b>	<b>(632,878)</b>	<b>33,029,136</b>	<b>34,400,291</b>	<b>(1,371,155)</b>	<b>56,400,494</b>
<b>Maintenance &amp; Facilities</b>							
Direct Labor	956,234	1,008,342	(52,108)	6,708,482	6,898,697	(190,215)	11,489,653
Fringe Benefits	647,714	710,296	(62,582)	4,547,249	4,369,000	178,249	7,785,820
Workers' Compensation	19,026	133,261	(114,236)	127,010	739,202	(612,193)	220,478
Non-Labor	1,041,172	1,255,991	(214,819)	7,347,408	7,968,056	(620,648)	12,553,269
<b>TOTAL MAINTENANCE</b>	<b>2,664,146</b>	<b>3,107,891</b>	<b>(443,745)</b>	<b>18,730,148</b>	<b>19,974,956</b>	<b>(1,244,807)</b>	<b>32,049,220</b>
<b>Sector Office</b>							
Direct Labor	154,506	141,919	12,588	1,055,719	1,037,200	18,518	1,828,250
Fringe Benefits	94,779	88,027	6,752	641,150	617,019	24,131	1,115,055
Workers' Compensation	-	-	-	-	-	-	-
Non-Labor	26,621	5,134	21,487	186,349	38,518	147,830	319,455
<b>TOTAL SECTOR OFFICE</b>	<b>275,906</b>	<b>235,079</b>	<b>40,827</b>	<b>1,883,217</b>	<b>1,692,738</b>	<b>190,479</b>	<b>3,262,760</b>
<b>SUBTOTAL SECTOR OPERATIONS</b>	<b>7,621,024</b>	<b>8,656,820</b>	<b>(1,035,796)</b>	<b>53,642,502</b>	<b>56,067,985</b>	<b>(2,425,483)</b>	<b>91,712,474</b>
<b>Other Sector Support</b>							
Direct Labor	79,571	111,797	(32,226)	556,999	744,418	(187,419)	953,237
Fringe Benefits	52,257	75,955	(23,698)	363,482	453,632	(90,150)	623,700
Workers' Compensation	8,462	18,853	(10,390)	57,669	97,039	(39,370)	99,207
Non-Labor	939,565	1,011,264	(71,699)	6,456,716	7,509,062	(1,052,346)	11,154,542
<b>OTHER SECTOR SUPPORT</b>	<b>1,079,856</b>	<b>1,217,870</b>	<b>(138,014)</b>	<b>7,434,866</b>	<b>8,804,150</b>	<b>(1,369,284)</b>	<b>12,830,687</b>
<b>TOTAL SGV SECTOR</b>	<b>\$ 8,700,879</b>	<b>\$ 9,874,689</b>	<b>\$ (1,173,810)</b>	<b>\$ 61,077,368</b>	<b>\$ 64,872,135</b>	<b>\$ (3,794,768)</b>	<b>\$ 104,543,161</b>
Total Revenue Service Hours	107,907	107,706	201	744,057	742,652	1,404	1,289,524
Cost Per Revenue Service Hour	\$ 80.63	\$ 91.68	\$ (11.05)	\$ 82.09	\$ 87.35	\$ (5.26)	\$ 81.07

Significant Items

• January Operator OT 90% (\$701K) over Budget / Operator Labor 11.5% (\$307K) Over / YTD 3.1% Over (\$590K)

• Maintenance Labor 5% (\$52K) Over Budget for Month, 2.8% Over YTD (\$190K)

• Non-Work Allocation (Vac/Sick/FL/etc.) 37% Over for Month (\$228K) / 5% Under YTD (\$209K)

• Workers Comp Allocation 52% Over YTD Budget (\$1.4M) - Agency is 12% Over

(SGV is 18% of Bus Operations / Absorbed 16.8% of WC Cost / Allocated 10.2% of WC Budget)

• Fuel Expense \$183K Over (39%) for Month, \$896K Over (27%) YTD

• Parts Expense on Budget for Month, \$237K Under (7.5%) YTD

• Other Sector Support - Risk Management \$135K (27%) Over for Month, \$1.5M Over YTD (45%)