

# AGENDA ITEM 5

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL  
June 1, 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 April 2005
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

APRIL 2005

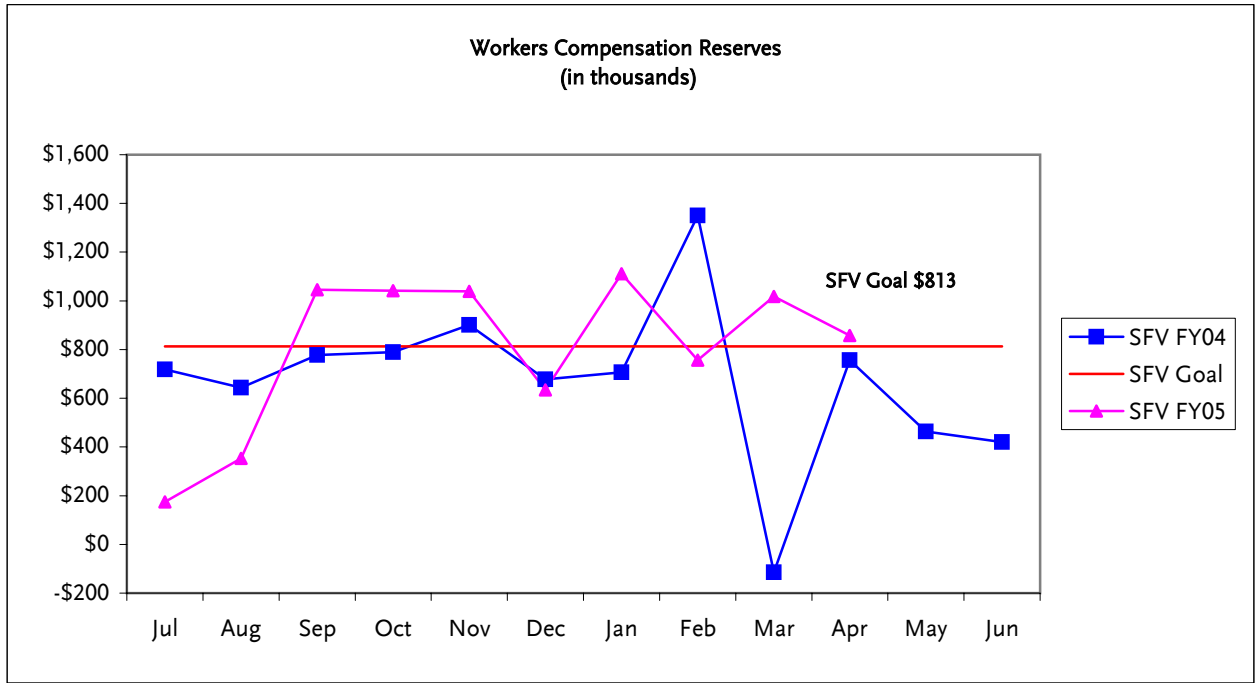
PERFORMANCE INDICATORS	APRIL	MO. TARGET	YTD MO. AVG.
<b>SAFETY</b> 			
Monthly Worker's Compensation Reserves	\$858,465	\$812,956	\$792,828
New WC Indemnity Claims per 200,000 Exposure Hours	8.74	14.50	15.84 (1)
Bus Traffic Accidents/100,000 Hub Miles	3.29	3.00	2.71
<b>BUS OPERATIONS</b>			
Miles Between Mechanical Failures	9,436	8,000	9,975 (2)
Bus Cleanliness Ratings	7.84	8.00	7.95
Complaints/100,000 Boardings	3.85	4.50	4.39
In Service On-Time Performance (%)	69.64%	70.00%	68.66%
Scheduled Revenue Service Hours Delivered	99.12%	98.00%	100.71%
Operator Assignment Ratio	1.151	1.180	1.162
Past Due Critical PMP	0.186	0.50	0.333
<b>FINANCES</b>			
	YTD Budget	Sum of YTD Actual	Sum of YTD Variance
Variance Summary (incl other support)	93,242,893	92,155,624	1,087,269
Cost per RSH	\$ 89.96	\$ 89.24	\$ 0.72

(1) There is a one month lag in reporting data.

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

Metro San Fernando Valley  
General Manager's Report

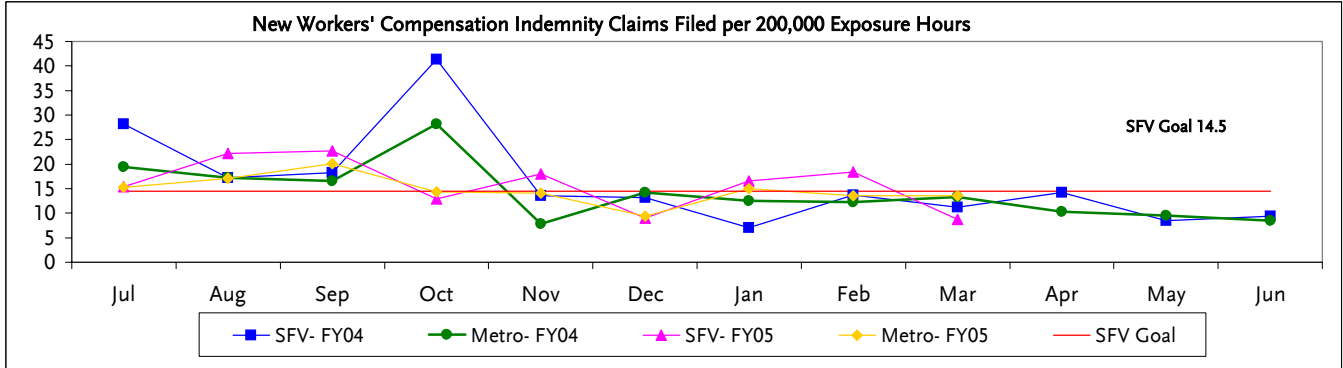
Workers Compensation Reserves



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
SFV FY04	719	643	778	789	901	678	707	1,351	(115)	756	463	420	8,091
SFV FY05	174	353	1,046	1,042	1,039	634	1,111	757	1,018	858			8,032

Metro San Fernando Valley  
General Manager's Report

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

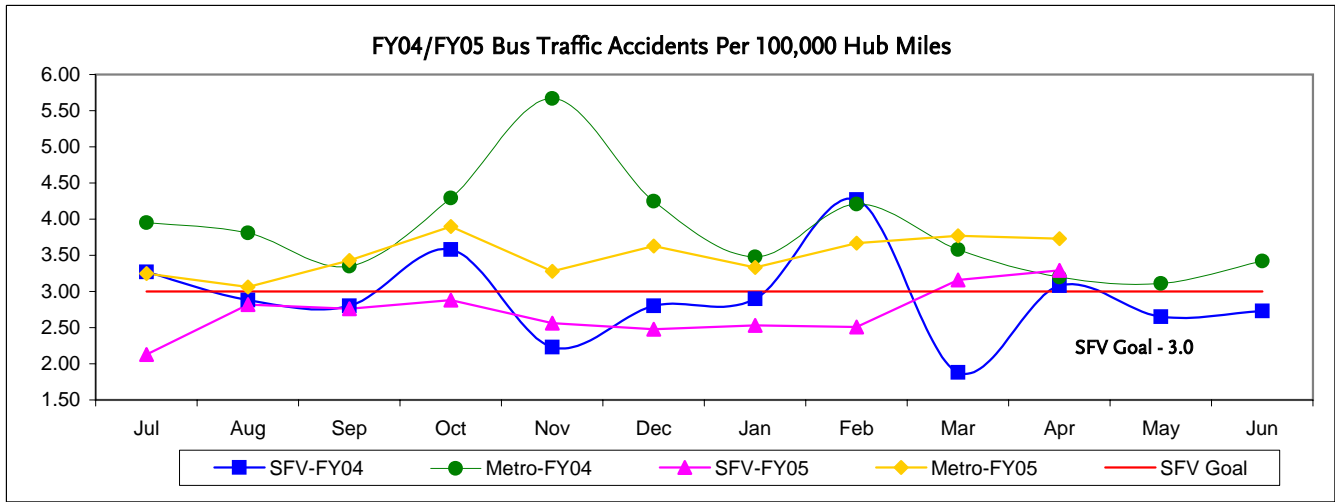


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
<b>SFV- FY04</b>	28.17	17.20	18.25	41.36	13.59	13.12	7.10	13.70	11.21	14.24	8.48	9.37	16.32
<b>Metro- FY04</b>	19.38	17.20	16.53	28.17	7.87	14.17	12.46	12.27	13.35	10.37	9.57	8.44	14.15
<b>SFV- FY05</b>	15.45	22.12	22.69	12.94	17.97	8.96	16.54	18.38	8.74				15.84
<b>Metro- FY05</b>	15.24	17.03	20.10	14.34	14.04	9.33	14.97	13.51	13.63				14.25

Note: There is a one month lag in reporting data.

# Metro San Fernando Valley General Manager's Report

## Accidents Per 100,000 Hub Miles



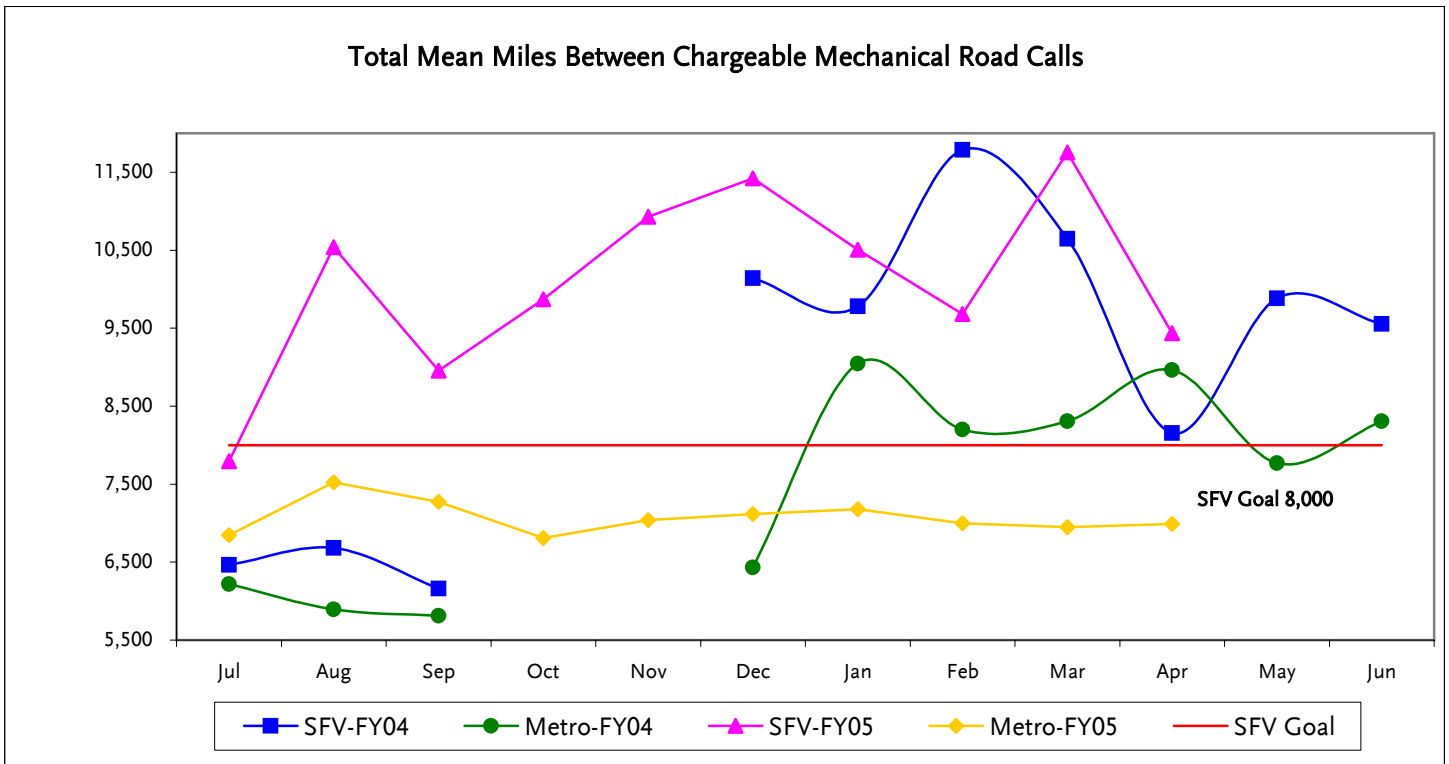
FY04	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	YTD
SFV-FY04	3.27	2.88	2.80	3.58	2.23	2.80	2.90	4.27	1.88	3.08	2.65	2.73	2.99
Metro-FY04	3.95	3.81	3.35	4.29	5.67	4.25	3.48	4.21	3.58	3.20	3.11	3.42	3.65

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	2.48	2.53	2.51	3.16	3.29			2.71
Metro-FY05	3.25	3.06	3.43	3.90	3.28	3.63	3.33	3.67	3.77	3.73			3.50

Metro San Fernando Valley  
General Manager's Report

Miles Between Chargeable Mechanical Road Calls



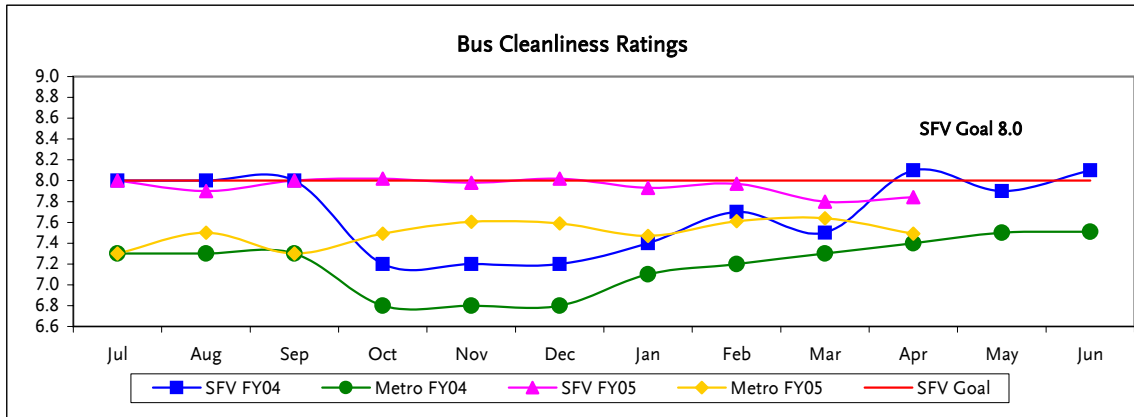
FY04	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV-FY04	6,465	6,683	6,159			10,143	9,782	11,787	10,644	8,154	9,883	9,554	8,648
Metro-FY04	6,220	5,892	5,811			6,431	9,047	8,202	8,308	8,963	7,768	8,305	7,417

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	11,422	10,506	9,681	11,752	9,436			9,975
Metro-FY05	6,848	7,522	7,273	6,809	7,038	7,118	7,178	6,999	6,948	6,991			7,117

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

Metro San Fernando Valley  
General Manager's Report

Bus Cleanliness Comparison



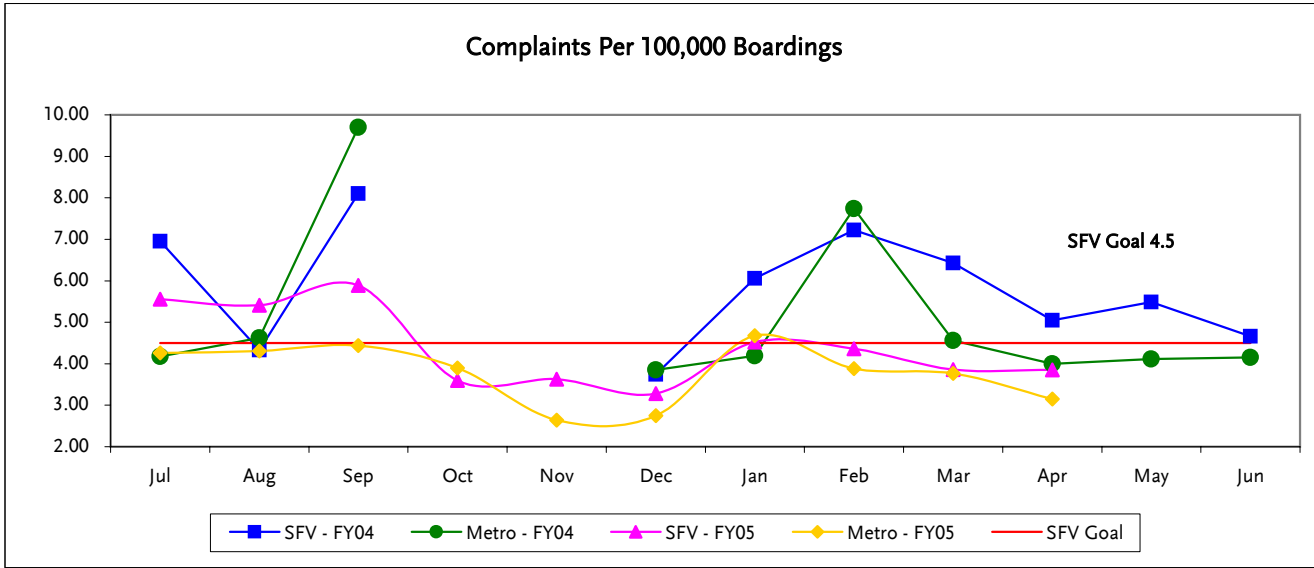
	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	YTD
SFV FY04	8.0	8.0	8.0	7.2	7.2	7.2	7.4	7.7	7.5	8.1	7.9	8.1	7.8
Metro FY04	7.3	7.3	7.3	6.8	6.8	6.8	7.1	7.2	7.3	7.4	7.5	7.5	7.3

	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	8.02	7.93	7.97	7.80	7.84			7.95
Metro FY05	7.30	7.50	7.30	7.49	7.60	7.59	7.47	7.61	7.64	7.49			7.50

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	3.28	4.52	4.36	3.86	3.85			4.39
Metro	4.26	4.31	4.44	3.90	2.64	2.75	4.68	3.88	3.77	3.15			3.60



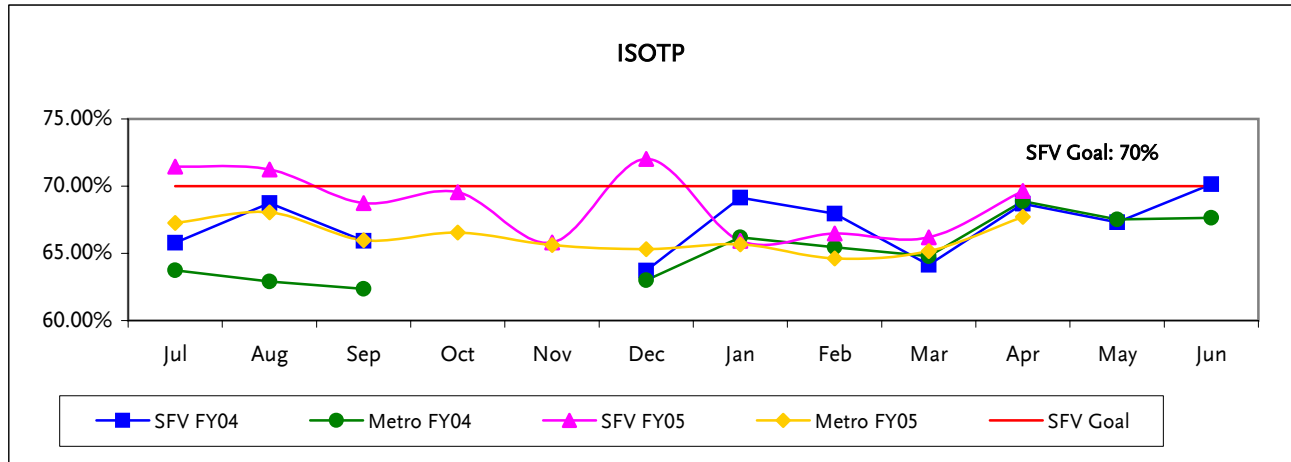
**Metro San Fernando Valley  
General Manager's Report  
FY05**

**Complaints by Type  
Customer Satisfaction**

DESCRIPTION	April-05		YTD				YTD Metro Operations	
	Div 8	Div 15	Div 8	Div 15	Sector	Sector %		
NO SHOW	7	32	220	319	539	25.45%	2,627	20.46%
PASSED UP	15	21	153	207	360	17.00%	2,341	18.23%
LATE	14	16	137	162	299	14.12%	1,277	9.95%
UNSAFE OPERATION	7	10	93	125	218	10.29%	1,405	10.94%
OP DISCOURTESY	10	19	80	144	224	10.58%	1,415	11.02%
ACCIDENT	3	1	33	50	83	3.92%	576	4.49%
EARLY	5	3	27	33	60	2.83%	250	1.95%
OP CONDUCT	4	4	24	40	64	3.02%	425	3.31%
ACCESSIBLE BUS	3	5	16	40	56	2.64%	388	3.02%
OFF ROUTE	1	4	14	25	39	1.84%	266	2.07%
WRONG FARE	0	1	6	16	22	1.04%	213	1.66%
CARRIED PAST STOP	1	3	16	24	40	1.89%	244	1.90%
MISC.	0	0	12	4	16	0.76%	238	1.85%
IMPROPER CURB STOP	0	0	11	6	17	0.80%	139	1.08%
FAULTY EQUIPT	1	1	5	12	17	0.80%	92	0.72%
HEAT-A/C	0	0	5	5	10	0.47%	44	0.34%
TRANSFER	0	0	2	5	7	0.33%	63	0.49%
CROWDED BUS	0	0	2	5	7	0.33%	81	0.63%
PASSENGER CONDUCT	0	0	3	4	7	0.33%	102	0.79%
INCORRECT INFO	0	0	0	6	6	0.28%	34	0.26%
LAYOVER ZONE	0	0	1	5	6	0.28%	70	0.55%
HEADSIGN	0	0	2	1	3	0.14%	34	0.26%
FAILURE TO CALL STOPS	2	0	3	8	11	0.52%	70	0.55%
STUDENT ID CARD	1	0	1	3	4	0.19%	9	0.07%
HC ID CARD	0	0	1	0	1	0.05%	21	0.16%
BUS STOP	0	0	0	0	0	0.00%	276	2.15%
SPEC. OP ISSUES	0	0	0	0	0	0.00%	36	0.28%
TELEPHONE INFO COMP	0	0	0	0	0	0.00%	47	0.37%
FACILITIES	0	0	0	0	0	0.00%	12	0.09%
SEX HARASSMENT	0	0	0	1	1	0.05%	4	0.03%
GEN. EMPLOYEE DISCOUR.	0	0	0	0	0	0.00%	18	0.14%
DIRTY BUS	0	0	0	1	1	0.05%	12	0.09%
SR. ID CARD	0	0	0	0	0	0.00%	9	0.07%
<b>TOTALS</b>	<b>74</b>	<b>120</b>	<b>867</b>	<b>1,251</b>	<b>2,118</b>	<b>100.00%</b>	<b>12,838</b>	<b>100.00%</b>
COMMENDATIONS	14	9	61	62	123		819	

Metro San Fernando Valley  
General Manager's Report

In Service On-Time Performance

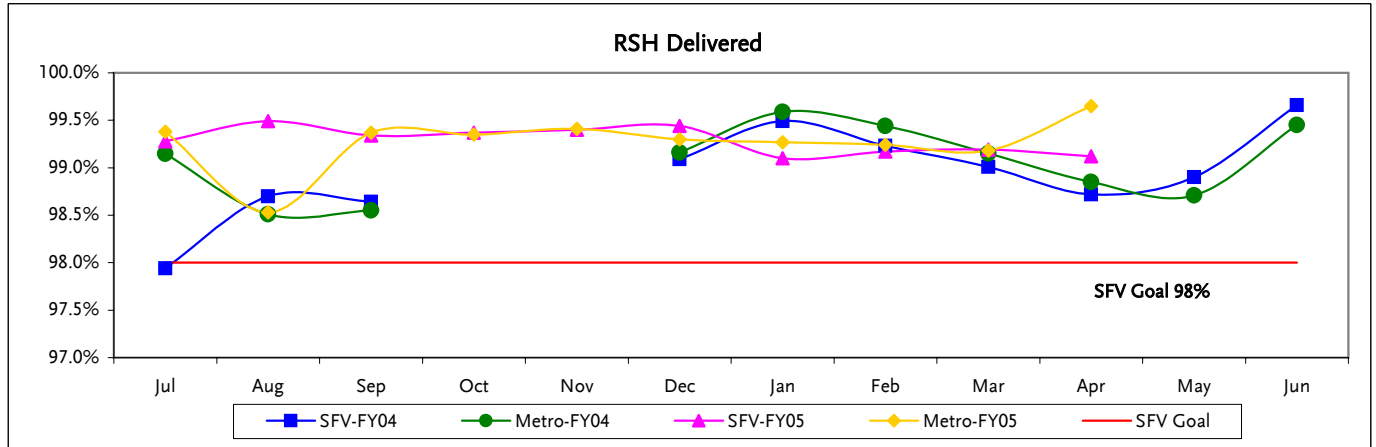


	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	YTD
<b>SFV FY04</b>	65.79%	68.75%	65.93%			63.72%	69.14%	67.96%	64.14%	68.68%	67.31%	70.15%	67.47%
<b>Metro FY04</b>	63.74%	62.91%	62.36%			63.00%	66.19%	65.46%	64.78%	68.87%	67.52%	67.64%	65.43%

	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%	72.03%	65.94%	66.48%	66.19%	69.64%			68.66%
<b>Metro FY05</b>	67.26%	68.04%	65.98%	66.54%	65.62%	65.30%	65.66%	64.62%	65.17%	67.71%			66.19%

## Metro San Fernando Valley General Manager's Report

### Scheduled Revenue Service Hours Delivered

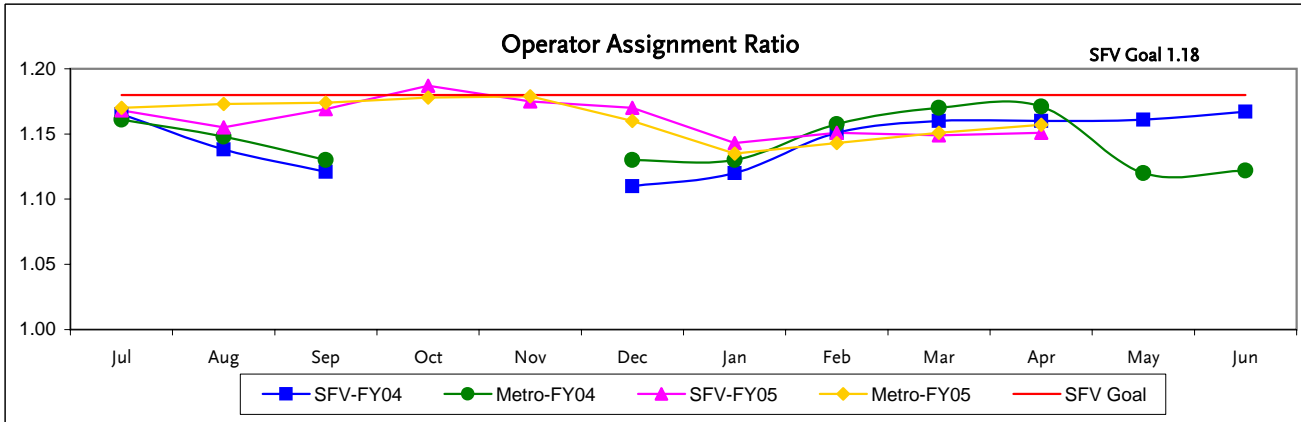


	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04
<b>SFV-FY04</b>	97.94%	98.70%	98.64%			99.09%	99.49%	99.23%	99.01%	98.72%	98.90%	99.66%
<b>Metro-FY04</b>	99.15%	98.51%	98.55%			99.16%	99.59%	99.44%	99.15%	98.85%	98.71%	99.45%

	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05
<b>SFV-FY05</b>	99.28%	99.49%	99.34%	99.37%	99.40%	99.44%	99.10%	99.17%	99.19%	99.12%		
<b>Metro-FY05</b>	99.38%	98.53%	99.37%	99.35%	99.41%	99.30%	99.27%	99.24%	99.18%	99.65%		

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	1.170	1.143	1.151	1.149	1.151			1.162
<b>Metro-FY05</b>	1.170	1.173	1.174	1.178	1.179	1.160	1.135	1.143	1.151	1.157			1.162