



**METRO SAN GABRIEL VALLEY GOVERNANCE COUNCIL
JUNE 14, 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 – April 2005

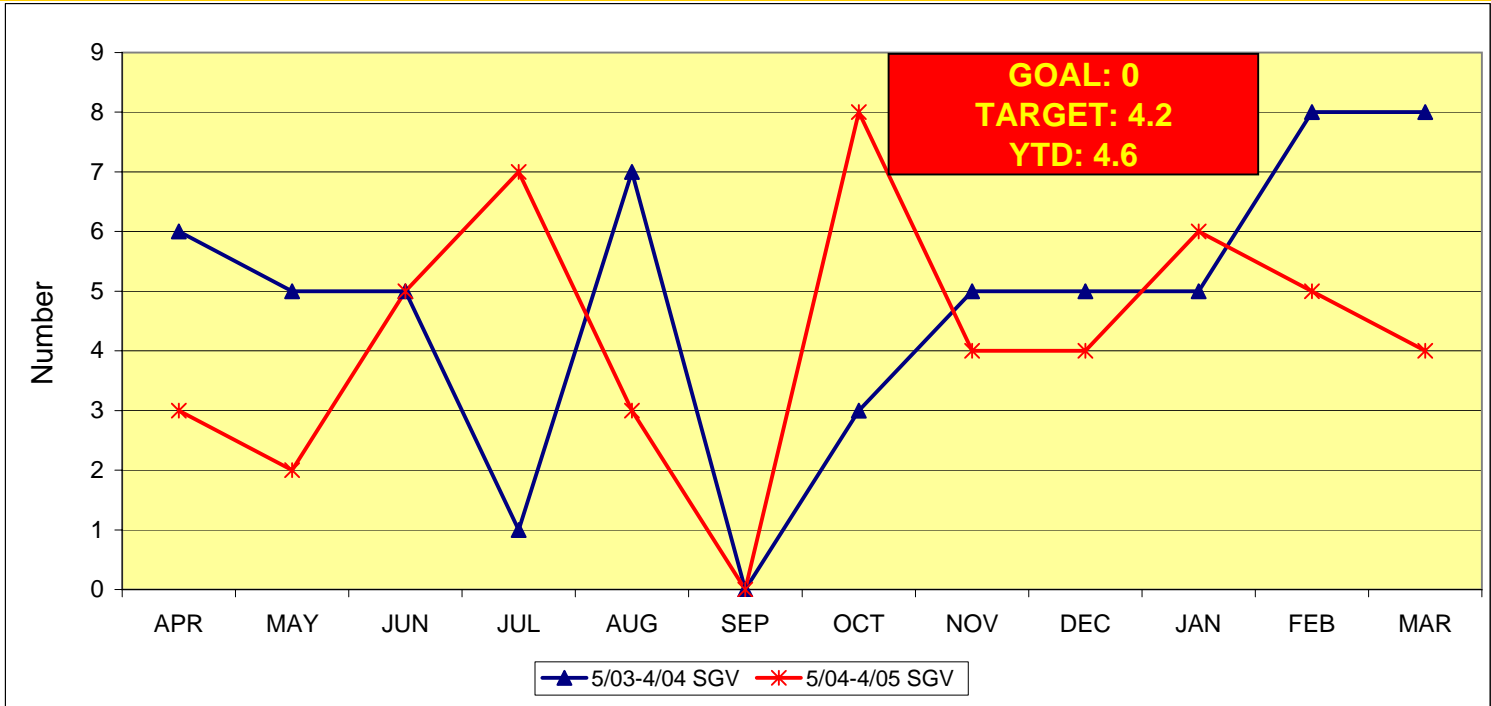
- Safety Performance Indicators/Trend by Location
- Bus Operations Performance Indicators/Trend by Location
- “How You Doin’?” MTA Division Reports for April 2005
- April 2005 Financial Results

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

PERFORMANCE INDICATORS	YTD AVG. MO.	APRIL	MO. TARGET
SAFETY 			
Monthly Worker's Compensation Costs (Thousands)	\$547	\$620	\$376
OSHA Recordable Incidents	4.6	4.0	4.2
Bus Traffic Accidents/100,000 Hub Miles	2.90	3.46	2.76
New WC Indemnity Claims Per 200,000 Exposure Hrs.	9.49	7.24	14.00
BUS OPERATIONS			
Miles Between Mechanical Failures	6,953	6,578	9,000
Bus Cleanliness Ratings*	7.77	7.77	8.00
Passenger Boardings	5,238,008	5,496,946	5,378,000
On-Time Performance (%)	70%	69%	75%
Complaints/100,000 Boardings	2.97	2.73	3.42

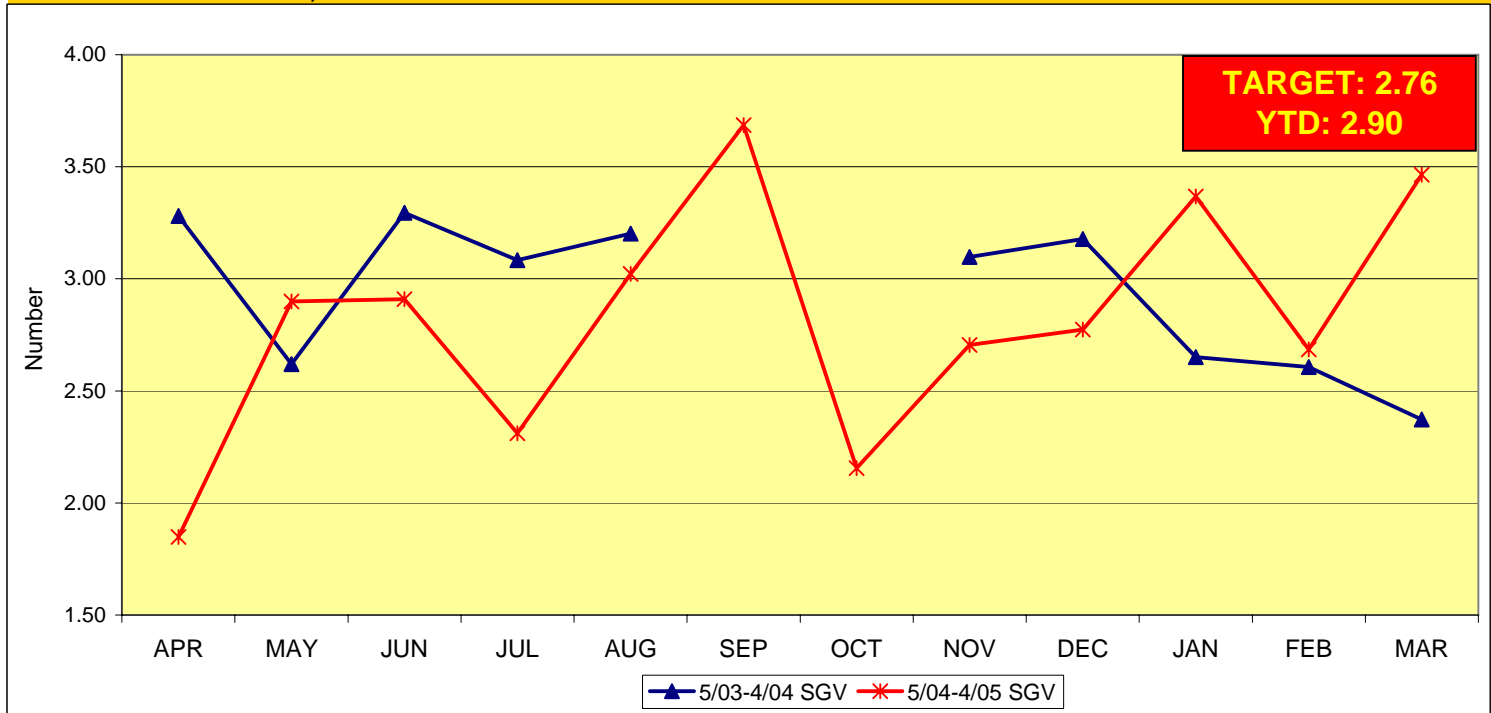
Note:
Performance indicators highlighted in **BOLD** meet the Sector target.

OSHA Recordable Incidents



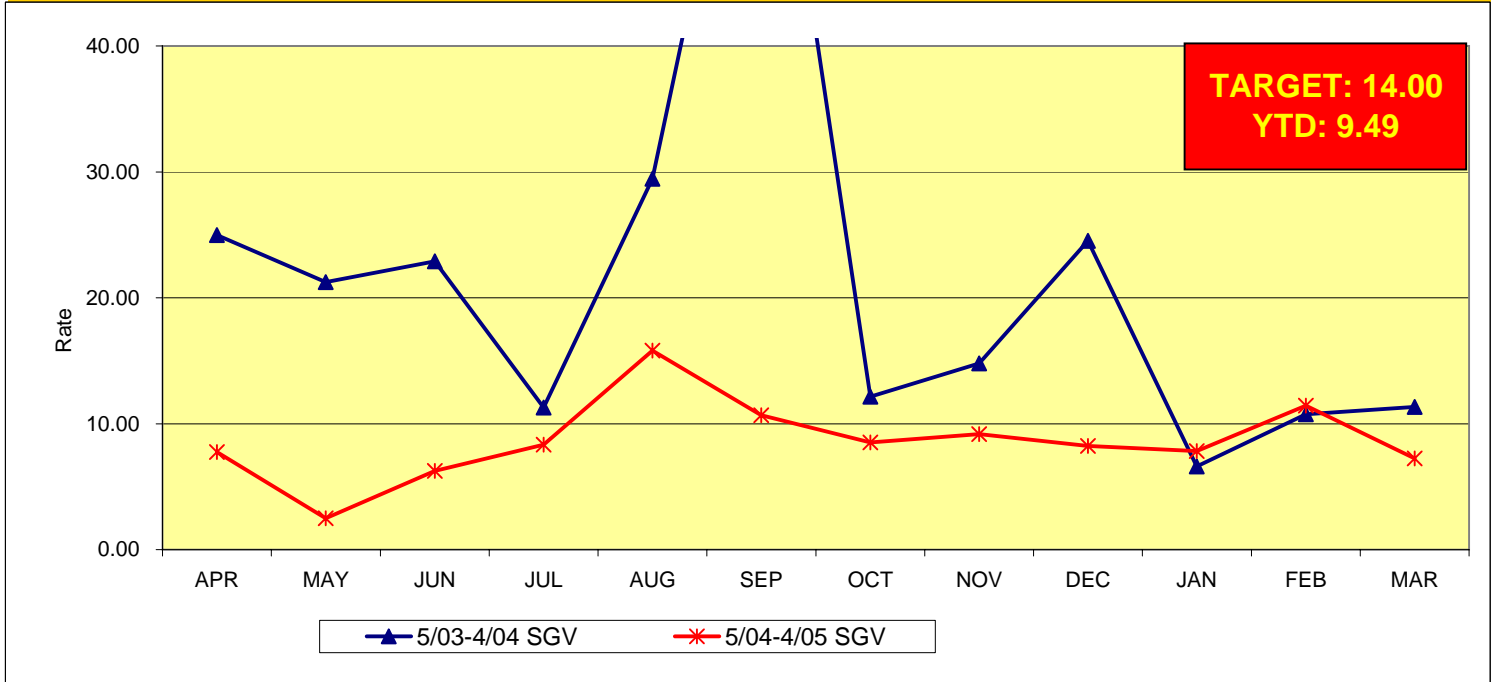
	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04
SGV	6	5	5	1	7	0	3	5	5	5	8	8
	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05	MAR 05	APR 05
SGV	3	2	5	7	3	0	8	4	4	6	5	4

Bus Traffic Accidents/100,000 Hub Miles



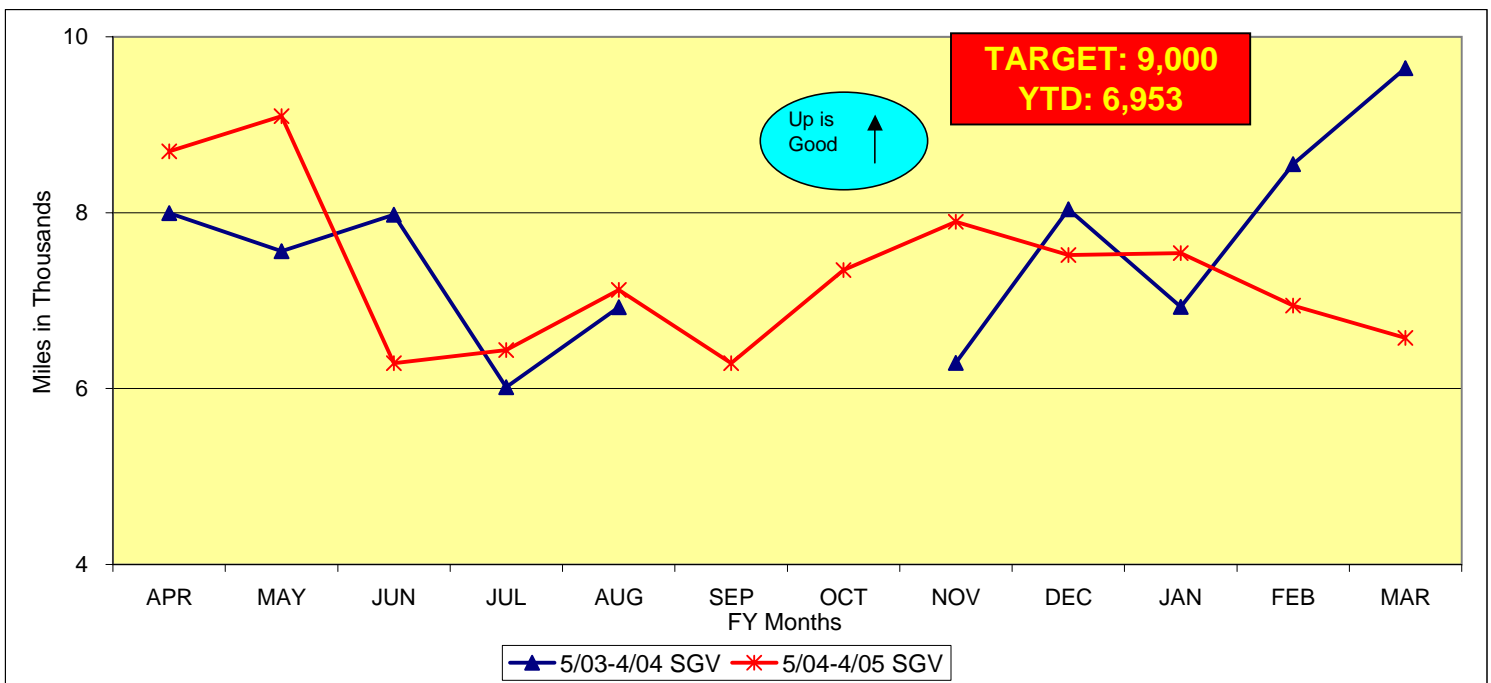
	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04
SGV	3.28	2.62	3.30	3.08	3.20			3.10	3.18	2.65	2.61	2.37
	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05	MAR 05	APR 05
SGV	1.85	2.90	2.91	2.31	3.02	3.69	2.16	2.70	2.77	3.37	2.68	3.46
MTA	3.11	3.42	3.25	3.06	3.43	3.90	3.28	3.63	3.33	3.67	3.72	3.73

New WC Indemnity Claims Per 200,000 Exposure Hours



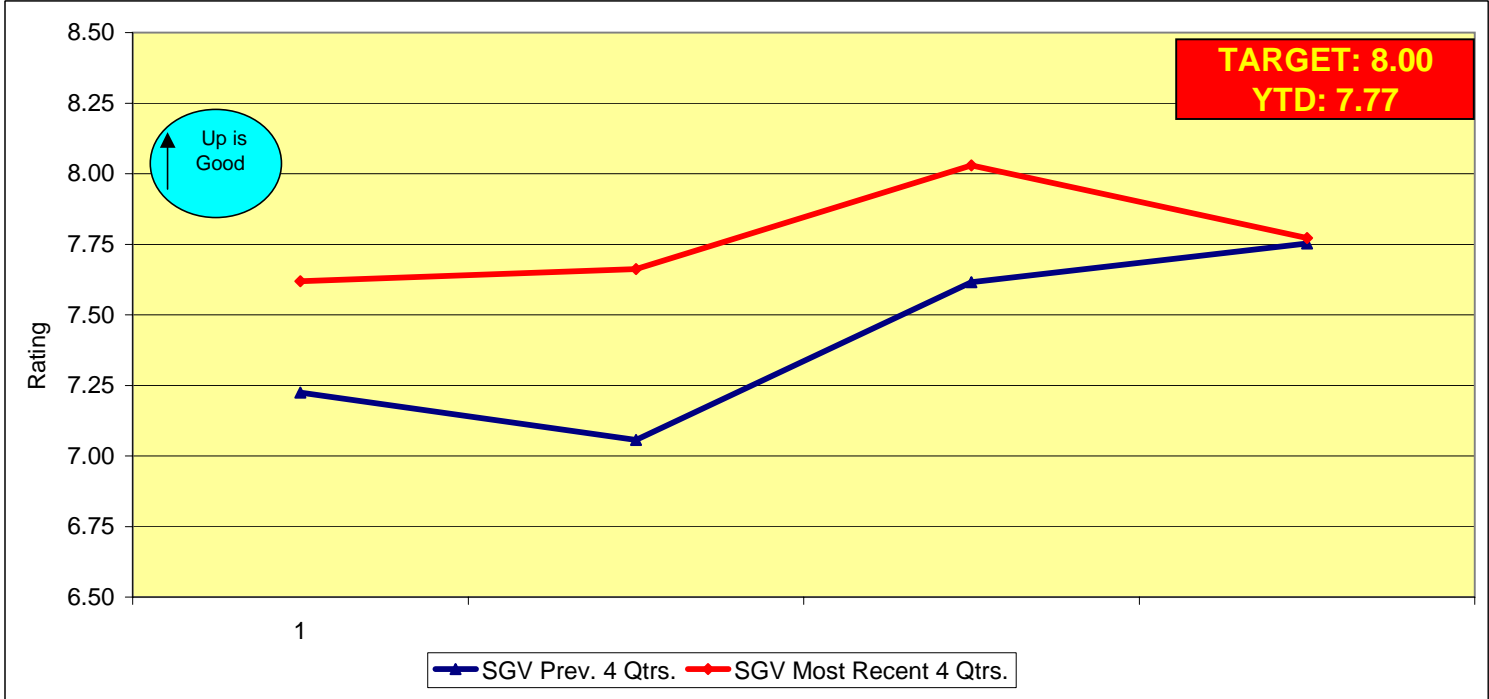
	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04
SGV	24.98	21.26	22.90	11.27	29.45	70.05	12.15	14.78	24.51	6.62	10.75	11.33
	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05	MAR 05	APR 05
SGV	7.76	2.49	6.26	8.33	15.81	10.68	8.52	9.19	8.24	7.82	11.44	7.24
MTA	11.02	11.27	15.29	19.31	17.84	13.37	12.74	11.44	16.48	14.62	14.75	13.23

Miles Between Chargeable Mechanical Failures



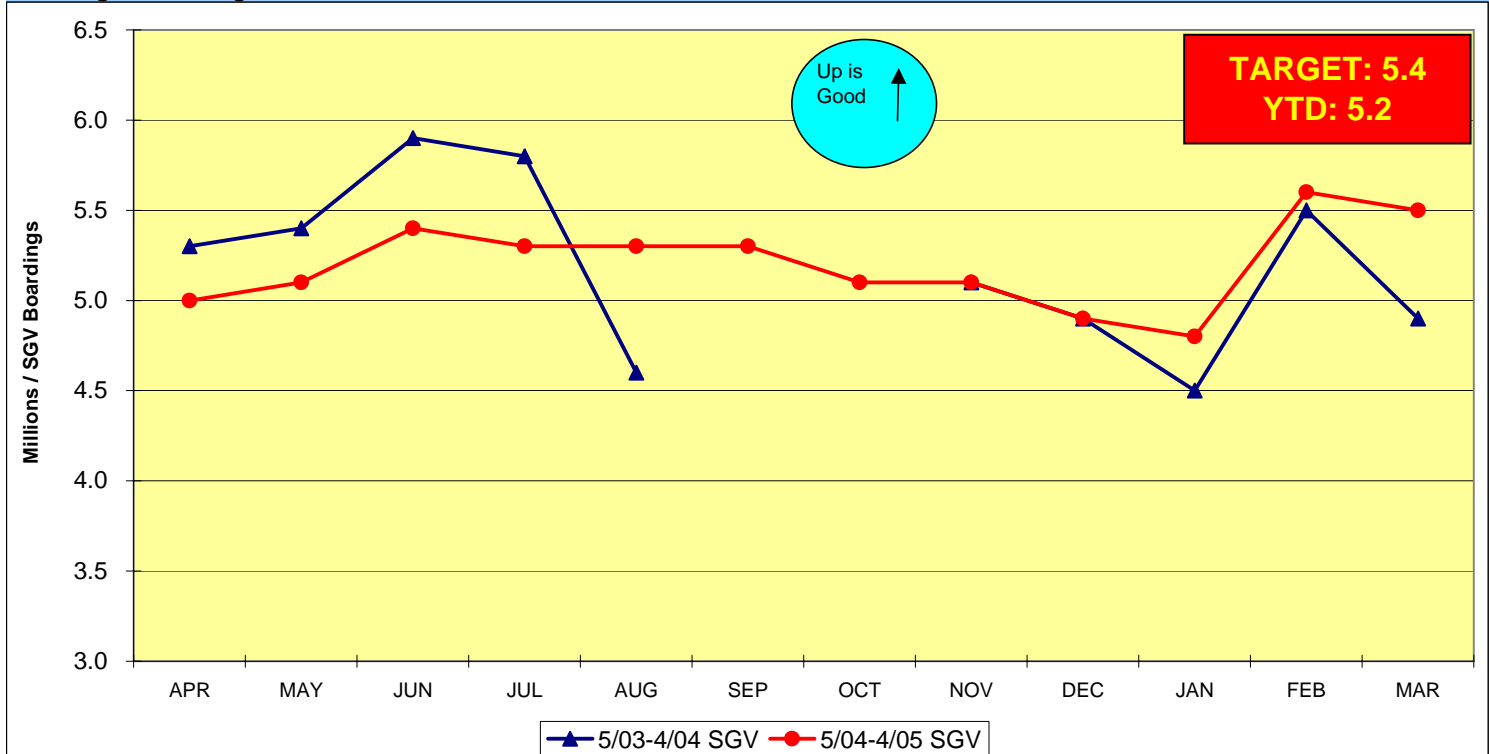
	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04
SGV	7,994	7,561	7,978	6,015	6,925	6,287	7,349	6,293	8,040	6,928	8,550	9,644
	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05	MAR 05	APR 05
SGV	8,696	9,098	6,288	6,436	7,123	6,287	7,349	7,898	7,518	7,541	6,945	6,578
MTA	7,768	8,305	6,847	7,521	7,273	6,809	7,038	7,636	7,188	6,999	6,947	6,991

Bus Cleanliness Ratings



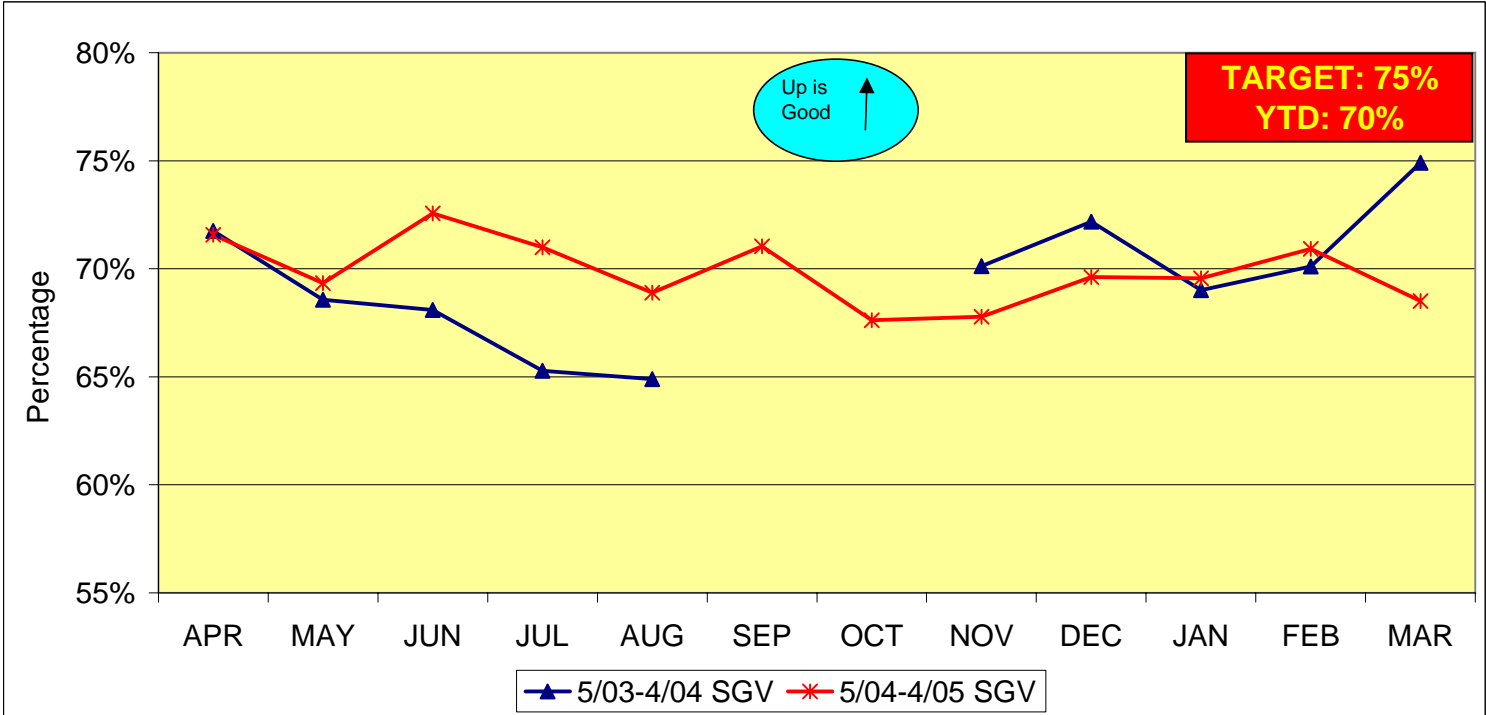
	FY 04 - Q1			FY 04 - Q2			JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04
SGV	7.23			7.06			7.25	7.62	7.72	7.78	7.74	7.74
	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05	MAR 05	APR 05		
SGV	7.71	7.55	7.60	7.48	7.72	7.78	7.96	7.88	8.25	7.77		
MTA	7.30	7.44	7.30	7.49	7.60	7.59	7.47	7.61	7.64	7.49		

Passenger Boardings



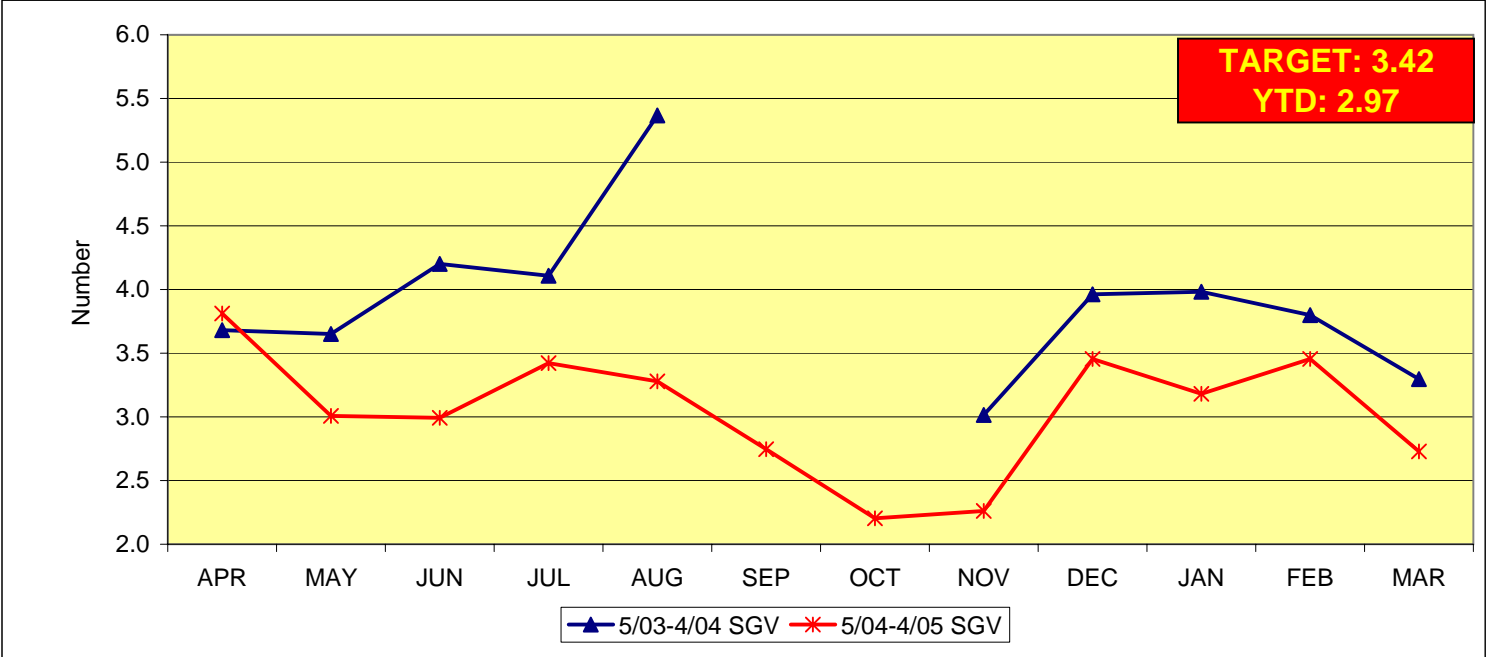
	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04
SGV	5.3	5.4	5.9	5.8	4.6			5.1	4.9	4.5	5.5	4.9
	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05	MAR 05	APR 05
SGV	5.0	5.1	5.4	5.3	5.3	5.3	5.1	5.1	4.9	4.8	5.6	5.5
MTA	30.0	30.0	30.6	30.4	30.3	30.3	28.9	28.9	27.9	27.1	31.7	31.2

In-Service, On-Time Performance



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

Complaints/100,000 Boardings



	MAY 03	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04
Div. 3	3.4	3.3	3.2	2.6	4.6			2.6	3.0	3.4	3.3	2.5
Div. 9	4.0	4.1	6.2	7.8	6.4			4.0	5.7	4.9	4.6	4.4
SGV	3.7	3.7	4.2	4.1	5.4			3.0	4.0	4.0	3.8	3.3
	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05	MAR 05	APR 05
Div. 3	3.5	2.6	2.9	3.2	2.9	2.4	1.8	2.1	3.1	2.5	3.0	2.4
Div. 9	4.2	3.7	3.1	3.8	3.7	3.2	2.7	2.5	3.9	4.0	4.1	3.2
SGV	3.8	3.0	3.0	3.4	3.3	2.7	2.2	2.3	3.5	3.2	3.5	2.7
MTA	4.1	4.2	4.3	4.3	4.4	3.2	2.6	2.8	3.3	3.9	3.8	3.2

**Metro San Gabriel Valley
Performance Trends
APRIL 2005**

SGV SECTOR / METRO COMPLAINT DATA - APRIL

	APRIL 2005			APRIL 2004		
	<u>Div 3</u>	<u>Div 9</u>	<u>Metro Bus</u>	<u>Div 3</u>	<u>Div 9</u>	<u>Metro Bus</u>
Complaints per 100,000 Boardings	2.39	3.16	3.15	2.49	4.43	4.00
Schedule Adherence	14	27	313	21	20	376
Passed Up	22	22	195	19	22	235
Unsafe Operation	6	10	122	8	16	168
Operator Conduct/ Discourtesy	13	6	178	12	9	155
Other	<u>93</u>	<u>87</u>	<u>1,156</u>	<u>82</u>	<u>113</u>	<u>1,404</u>
TOTAL	148	152	1,964	142	180	2,338
Operator Commendations	1	3	59	2	5	60

"How You Doin'?" Results - April 2005

DIVISION 3 TRANSPORTATION - 1st PLACE
Twelfth 1st Place Finish in the Last Seventeen Months

Metro Bus - 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
Div 3	6	2	8	3	2	1st
Div 2	2	8	5	1	6	2nd
Div 8	3	1	7	8	3	2nd
Div 9	5	3	3	5	8	4th
Div 18	9	6	1	6	1	4th
Div 1	1	5	10	4	5	6th
Div 10	7	4	6	7	7	7th
Div 15	4	7	2	10	4	7th
Div 5	10	10	9	2	10	9th
Div 6	11	9	4	11	9	10th
Div 7	8	11	11	9	11	11th

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

FY2005 FINANCIALS, THROUGH APRIL

	Budget Variance						
	Month Budget	Month Actual	Month Variance (O)/U+	YTD Budget	YTD Actual	YTD Variance (O)/U+	Annual Budget
SGV Sector Operations							
Transportation							
Direct Labor	2,814,412	2,880,602	(66,191)	28,437,833	29,313,609	(875,776)	34,066,656
Fringe Benefits	1,447,803	1,367,602	80,201	14,571,957	14,217,558	354,399	17,467,563
Workers' Compensation	384,878	522,038	(137,160)	3,823,971	4,602,111	(778,139)	4,593,727
Non-Labor	22,712	32,347	(9,634)	234,623	204,282	30,341	280,048
TOTAL TRANSPORTATION	4,669,805	4,802,589	(132,784)	47,068,384	48,337,560	(1,269,176)	56,407,994
Maintenance & Facilities							
Direct Labor	956,234	941,577	14,658	9,577,184	9,745,030	(167,846)	11,489,653
Fringe Benefits	647,714	599,344	48,370	6,490,392	6,181,183	309,209	7,785,820
Workers' Compensation	18,472	72,787	(54,315)	183,533	838,817	(655,284)	220,478
Non-Labor	1,041,172	1,036,554	4,618	10,470,925	11,246,392	(775,467)	12,553,269
TOTAL MAINTENANCE	2,663,593	2,650,262	13,331	26,722,034	28,011,422	(1,289,388)	32,049,220
Sector Office							
Direct Labor	154,506	134,649	19,857	1,519,237	1,467,760	51,478	1,828,250
Fringe Benefits	94,783	67,724	27,059	925,490	871,608	53,882	1,115,055
Workers' Compensation	-	24,752	(24,752)	-	24,752	(24,752)	-
Non-Labor	26,621	4,994	21,627	266,212	51,153	215,059	319,455
TOTAL SECTOR OFFICE	275,910	232,119	43,791	2,710,939	2,415,273	295,667	3,262,760
SUBTOTAL SECTOR OPERATIONS	7,609,308	7,684,970	(75,662)	76,501,357	78,764,254	(2,262,897)	91,719,974
Other Sector Support							
Direct Labor	79,571	103,462	(23,891)	716,141	1,087,163	(371,022)	953,237
Fringe Benefits	52,257	50,206	2,051	467,997	626,439	(158,442)	623,700
Workers' Compensation	8,462	4,825	3,637	74,593	108,959	(34,366)	99,207
Non-Labor	939,565	635,618	303,947	8,335,846	9,814,945	(1,479,098)	11,154,542
OTHER SECTOR SUPPORT	1,079,856	794,111	285,745	9,594,577	11,637,505	(2,042,928)	12,830,687
TOTAL SGV SECTOR	\$ 8,689,164	\$ 8,479,081	\$ 210,083	\$ 86,095,935	\$ 90,401,759	\$ (4,305,825)	\$ 104,550,661
Total Revenue Service Hours	107,879	105,267	2,611	1,070,715	1,061,865	8,851	1,289,524
Cost Per Revenue Service Hour	\$ 80.55	\$ 80.55	\$ (0.00)	\$ 80.41	\$ 85.13	\$ (4.73)	\$ 81.08

Significant Items

- April Operator Labor \$68K (2.6%) Over Budget - 3.1% (\$837K) Over YTD. April OT 14% Under Budget
- Maintenance Labor 1.1% (\$9K) Under Budget for April, 2.1% Over YTD (\$164K)
- Non-Work Allocation (Vac/Sick/FL/etc.) 22% Under for April (\$138K) / 12% Under YTD (\$730K)
- April WC Alloc. Is \$619K - \$216K Over Budget / YTD \$1,458K (36%) Over Budget / Agency is 8.8% Over YTD
- Fuel & Fuel Tax Expense \$106K Over (21.5%) for April, \$1,276K Over (25.6%) YTD
- Parts Expense \$74K (16%) Under Budget for April, \$391 Under (8.6%) YTD
- Other Sector Support - \$286K Under for April / YTD Over by \$2.04M (Risk Mgmt. Is 83% of Overrun)

FY05 MID-YEAR BUDGET ADJUSTMENTS ALLOCATED TO SGV SECTOR

Dollars in Thousands

ITEM	10-Month Overrun	Additional 12-mo. Budget
Operator Labor	(\$837)	\$954
Workers' Comp Chargeback	(\$1,458)	\$1,646
Fuel	(\$1,276)	\$1,535
TOTAL	(\$3,571)	\$4,135