



**METRO SAN GABRIEL VALLEY GOVERNANCE COUNCIL
JULY 12, 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:


Attachment 1 - Metro San Gabriel Valley Key Performance Indicators – May 2005

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

Attachment 2 – Year-end Review

- FY05 Sector Achievements
- FY05 Governance Council Strategic Initiatives
- FY06 Operational Initiatives

**Metro San Gabriel Valley
General Manager's Report
Key Performance Indicators
MAY 2005**

PERFORMANCE INDICATORS	YTD AVG. MO.	MAY	MO. TARGET
SAFETY 			
Monthly Worker's Compensation Costs (Thousands)	\$536	\$435	\$376
OSHA Recordable Incidents	5.0	9.0	4.2
Bus Traffic Accidents/100,000 Hub Miles	2.95	3.30	2.76
New WC Indemnity Claims Per 200,000 Exposure Hrs.	9.77	13.04	14.00
BUS OPERATIONS			
Miles Between Mechanical Failures	6,935	6,768	9,000
Bus Cleanliness Ratings*	7.78	7.90	8.00
Passenger Boardings	5,276,709	5,663,719	5,378,000
On-Time Performance (%)	70%	70%	75%
Complaints/100,000 Boardings	2.97	2.90	3.42

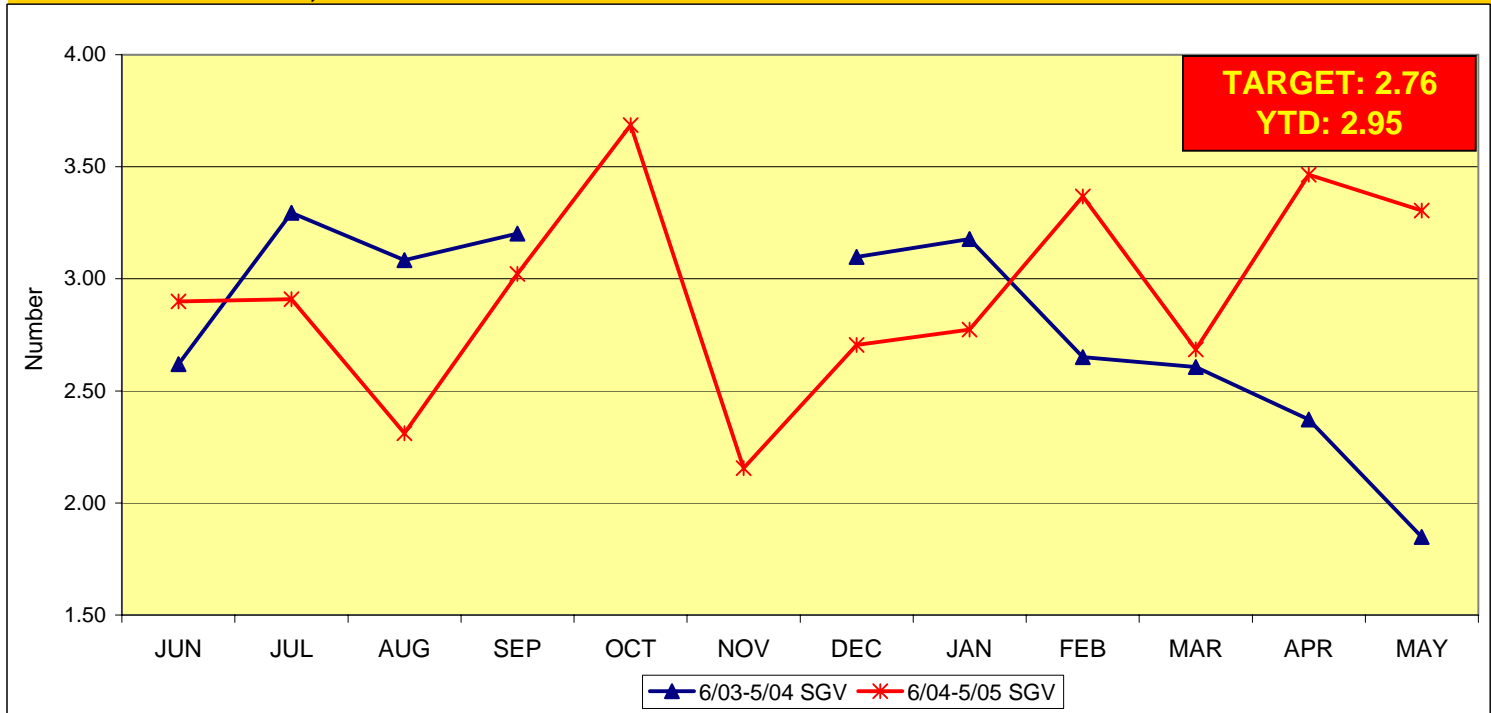
Note:
Performance indicators highlighted in **BOLD** meet the Sector target.

OSHA Recordable Incidents



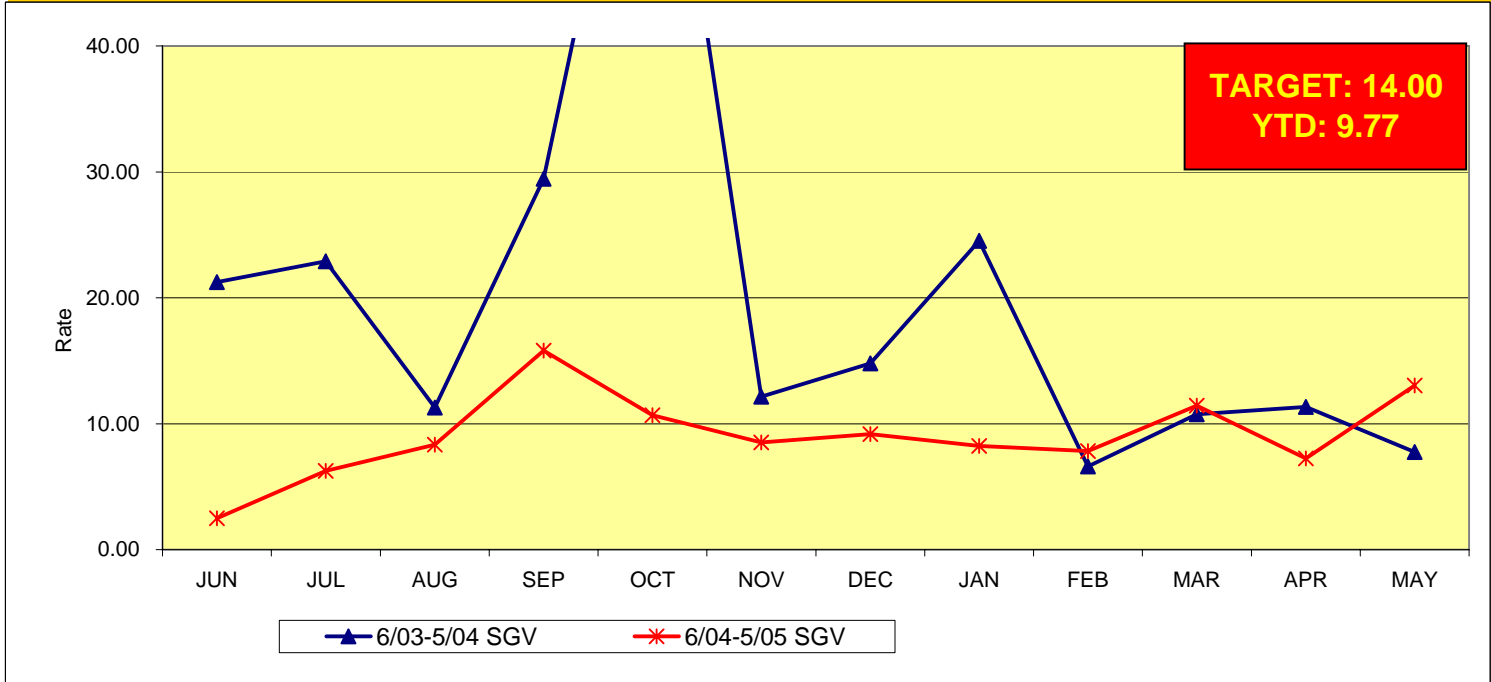
	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04
SGV	5	5	1	7	0	3	5	5	5	8	8	3
	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05	MAR 05	APR 05	MAY 05
SGV	2	5	7	3	0	8	4	4	6	5	4	9

Bus Traffic Accidents/100,000 Hub Miles



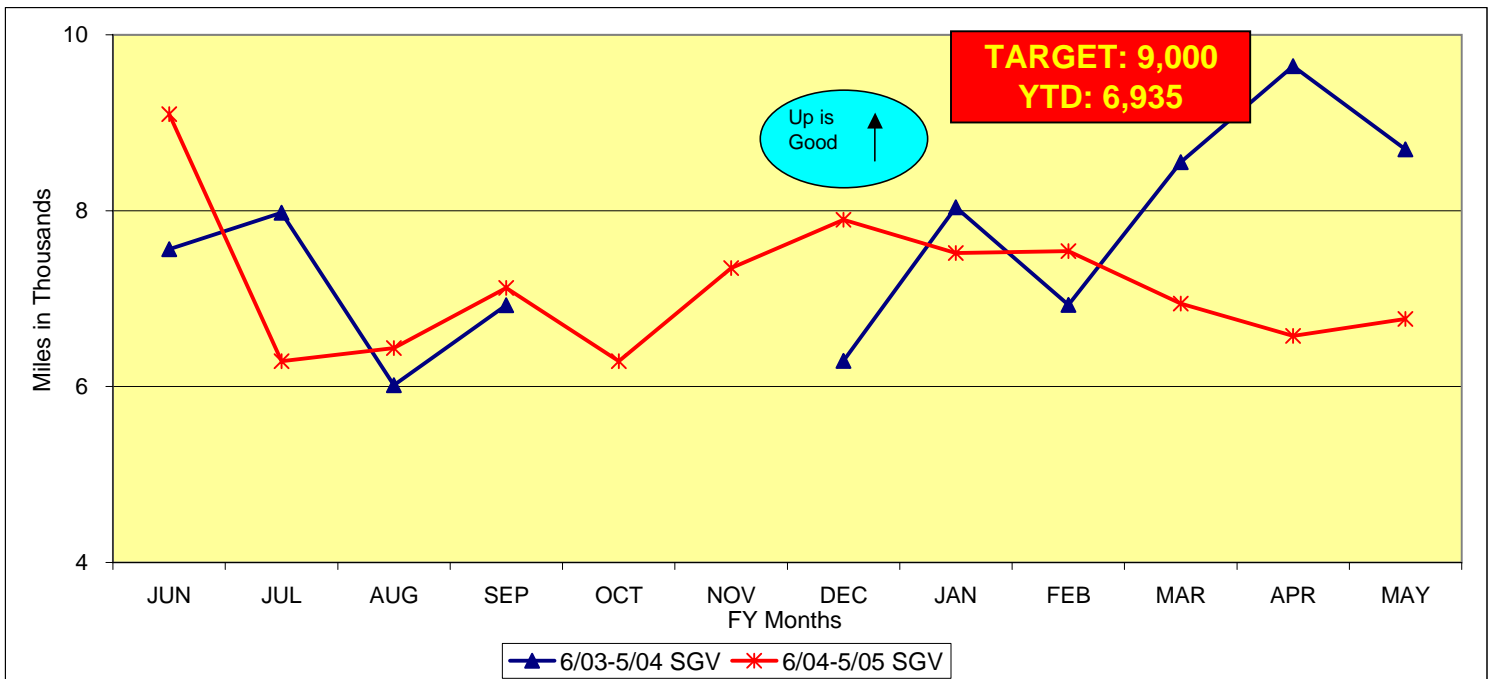
	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04
SGV	2.62	3.30	3.08	3.20	3.20	3.20	3.10	3.18	2.65	2.61	2.37	1.85
	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05	MAR 05	APR 05	MAY 05
SGV	2.90	2.91	2.31	3.02	3.69	2.16	2.70	2.77	3.37	2.68	3.46	3.30
MTA	3.42	3.25	3.06	3.43	3.90	3.28	3.63	3.33	3.67	3.72	3.73	3.39

New WC Indemnity Claims Per 200,000 Exposure Hours



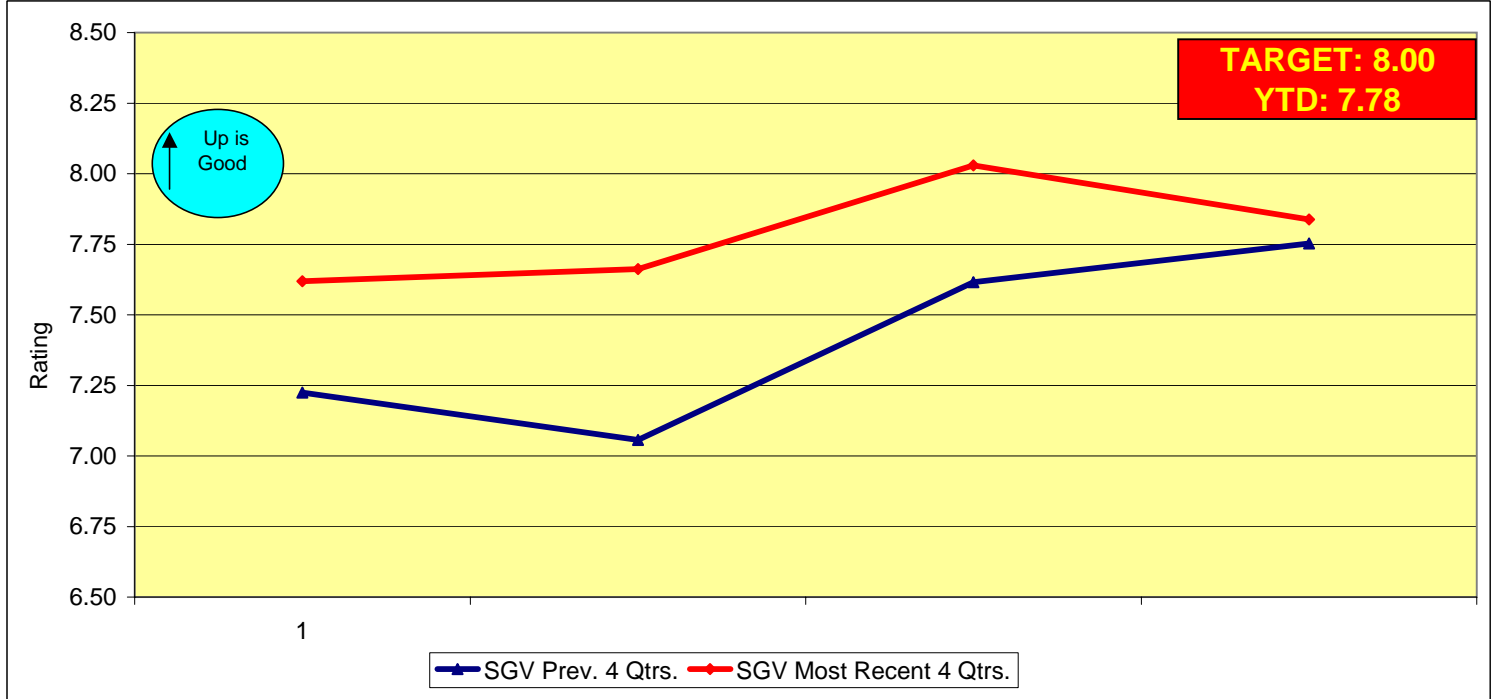
	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04
SGV	21.26	22.90	11.27	29.45	70.05	12.15	14.78	24.51	6.62	10.75	11.33	7.76
	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05	MAR 05	APR 05	MAY 05
SGV	2.49	6.26	8.33	15.81	10.68	8.52	9.19	8.24	7.82	11.44	7.24	13.04
MTA	11.27	15.29	19.31	17.84	13.37	12.74	11.44	16.48	14.62	14.75	13.23	10.61

Miles Between Chargeable Mechanical Failures



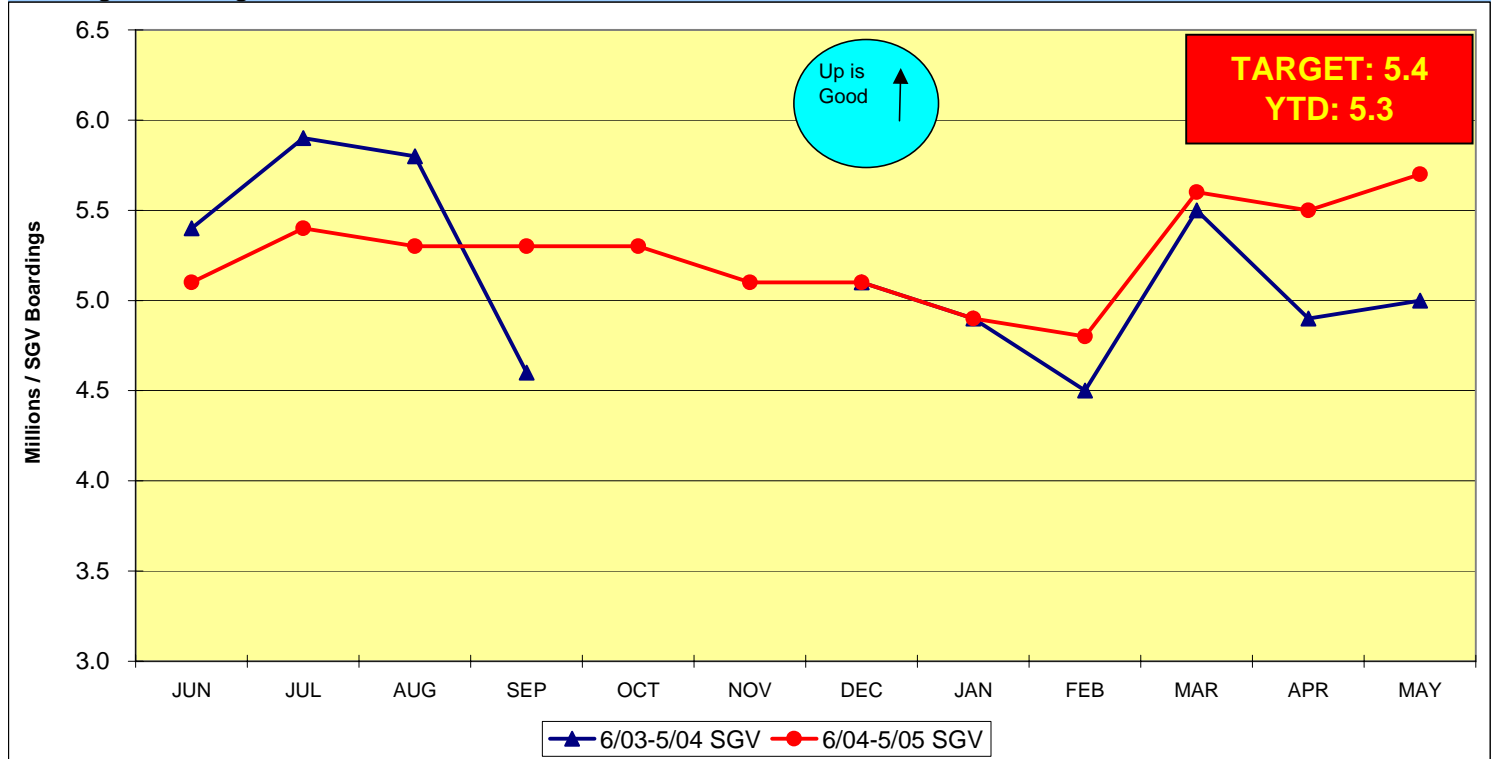
	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04
SGV	7,561	7,978	6,015	6,925			6,293	8,040	6,928	8,550	9,644	8,696
	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05	MAR 05	APR 05	MAY 05
SGV	9,098	6,288	6,436	7,123	6,287	7,349	7,898	7,518	7,541	6,945	6,578	6,768
MTA	8,305	6,847	7,521	7,273	6,809	7,038	7,636	7,188	6,999	6,947	6,991	7,117

Bus Cleanliness Ratings



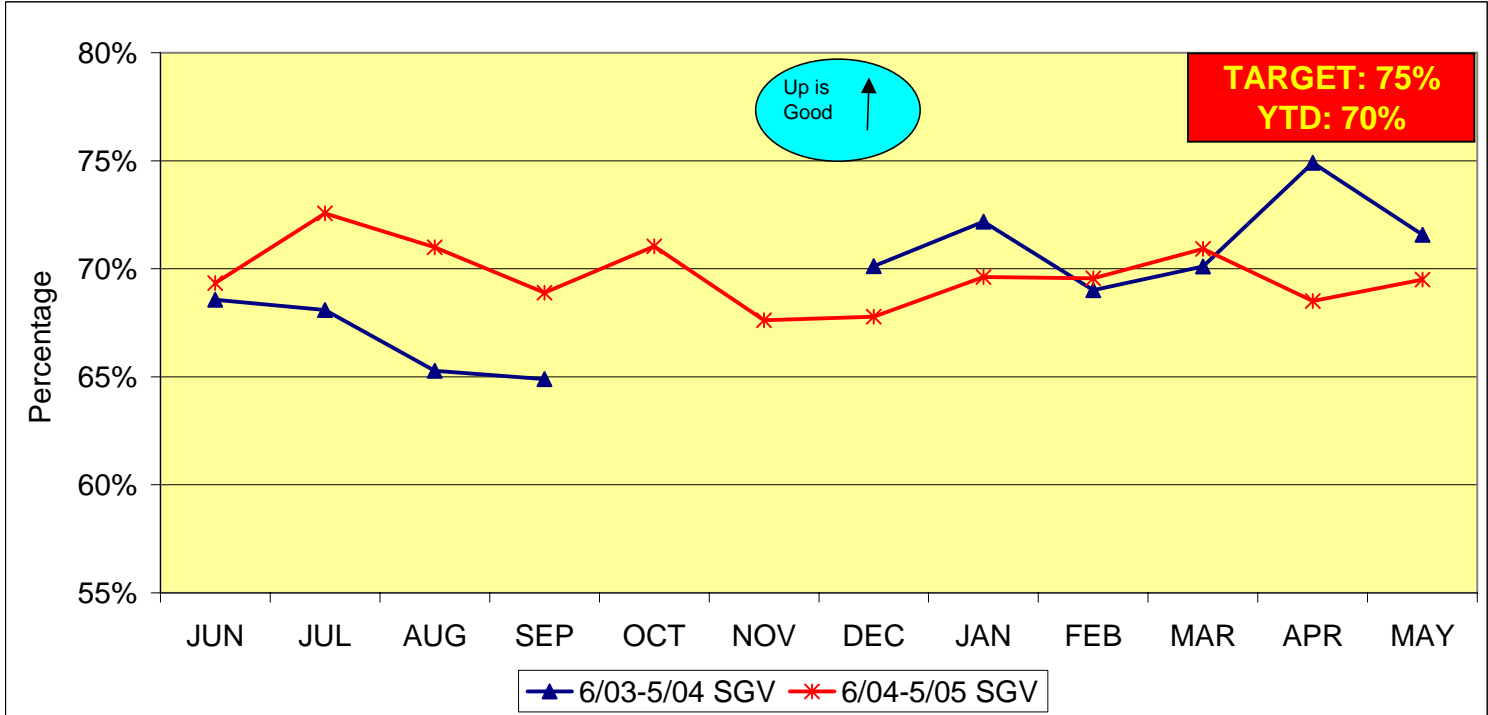
	FY 04 - Q1			FY 04 - Q2			JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04
SGV	7.23			7.06			7.25	7.62	7.72	7.78	7.74	7.74
	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05	MAR 05	APR 05	MAY 05	
SGV	7.71	7.55	7.60	7.48	7.72	7.78	7.96	7.88	8.25	7.77	7.90	
MTA	7.30	7.44	7.30	7.49	7.60	7.59	7.47	7.61	7.64	7.49	7.41	

Passenger Boardings



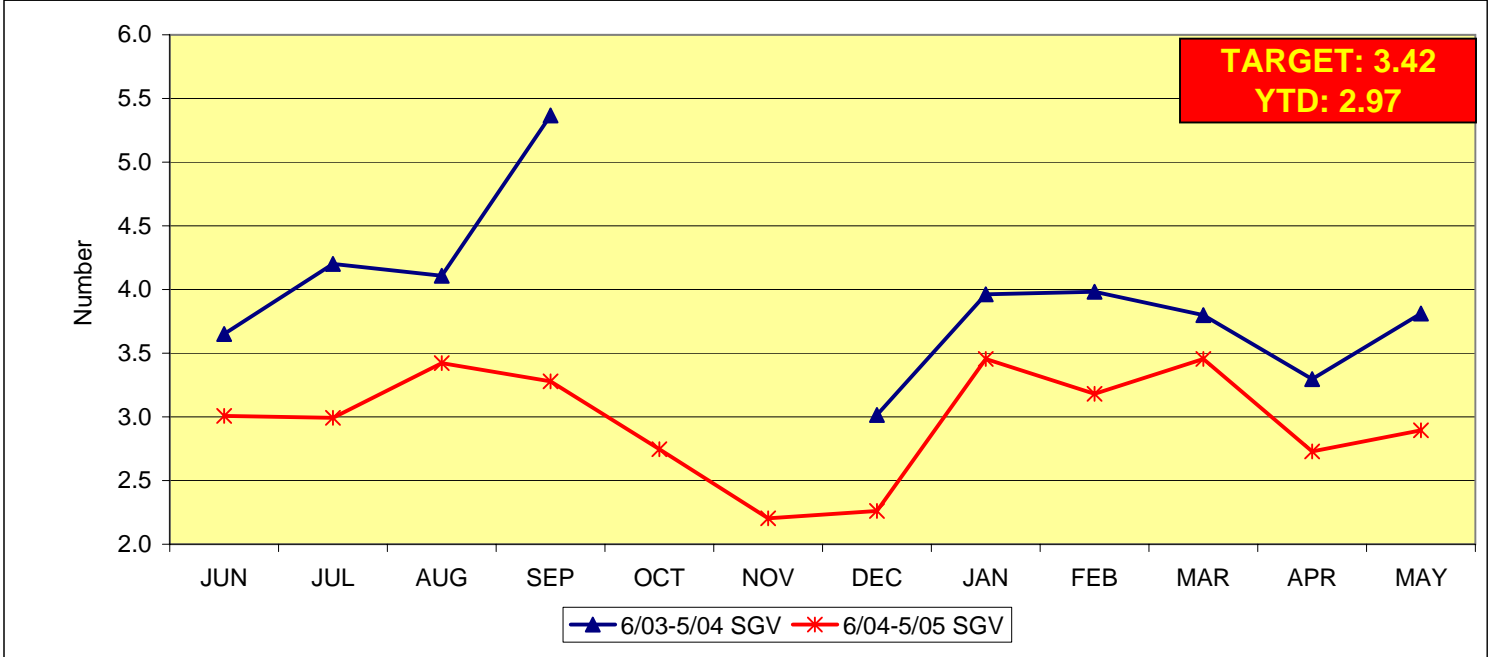
	JUN 03	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04
SGV	5.4	5.9	5.8	4.6			5.1	4.9	4.5	5.5	4.9	5.0
	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05	MAR 05	APR 05	MAY 05
SGV	5.1	5.4	5.3	5.3	5.3	5.1	5.1	4.9	4.8	5.6	5.5	5.7
MTA	30.0	30.6	30.4	30.3	30.3	28.9	28.9	27.9	27.1	31.7	31.2	32.0

In-Service, On-Time Performance



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

Complaints/100,000 Boardings



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

SGV SECTOR / METRO COMPLAINT DATA FOR MAY

	MAY 2005			MAY 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	2.28	3.72	3.32	3.50	4.22	4.11
Schedule Adherence	17	30	306	23	30	381
Passed Up	17	14	196	27	16	262
Unsafe Operation	11	10	187	21	14	211
Operator Conduct/ Discourtesy	11	18	204	19	17	197
Other	18	18	168	9	15	184
TOTAL	74	90	1,061	99	92	1,235
Operator Commendations	16	8	105	3	7	66
TOP "OTHER" COMPLAINTS						
Carried Past Stop	3	4	17			
Wrong Fare	1	6	19			
Layover Zone	1	4	8			
Off Route	5	0	24			
Accessible Bus	1	2	36			

"How You Doin'?" Results - May 2005

DIVISION 9 MAINTENANCE - 1st PLACE
DIVISION 3 TRANSPORTATION - 2nd PLACE

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

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

FY2005 FINANCIALS, THROUGH MAY

	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	2,893,279	3,015,398	(122,119)	32,127,253	32,329,007	(201,754)	35,020,532
Fringe Benefits	1,447,803	1,494,462	(46,659)	16,019,760	15,712,020	307,740	17,467,563
Workers' Compensation	474,136	411,135	63,001	5,190,689	5,013,246	177,443	5,664,825
Non-Labor	22,712	29,812	(7,099)	257,336	234,094	23,242	280,048
TOTAL TRANSPORTATION	4,837,930	4,950,807	(112,876)	53,595,038	53,288,367	306,671	58,432,968
Maintenance & Facilities							
Direct Labor	956,234	908,591	47,643	10,533,419	10,653,621	(120,203)	11,489,653
Fringe Benefits	647,714	545,281	102,434	7,138,106	6,726,463	411,643	7,785,820
Workers' Compensation	66,420	46,203	20,217	729,429	885,020	(155,591)	795,849
Non-Labor	1,173,540	1,187,240	(13,700)	12,914,548	12,433,632	480,916	14,088,087
TOTAL MAINTENANCE	2,843,908	2,687,315	156,593	31,315,501	30,698,737	616,764	34,159,409
Sector Office							
Direct Labor	154,506	158,616	(4,109)	1,673,744	1,626,375	47,368	1,828,250
Fringe Benefits	94,783	74,027	20,756	1,020,272	945,634	74,638	1,115,055
Workers' Compensation	-	(22,505)	22,505	-	2,247	(2,247)	-
Non-Labor	26,621	9,075	17,546	292,833	60,229	232,605	319,455
TOTAL SECTOR OFFICE	275,910	219,213	56,698	2,986,849	2,634,485	352,364	3,262,760
SUBTOTAL SECTOR OPERATIONS	7,957,748	7,857,335	100,414	87,897,389	86,621,589	1,275,800	95,855,137
Other Sector Support							
Direct Labor	79,032	143,654	(64,622)	874,205	1,230,817	(356,612)	953,237
Fringe Benefits	51,901	59,830	(7,929)	571,799	686,269	(114,470)	623,700
Workers' Compensation	8,205	7,589	616	91,003	116,548	(25,545)	99,207
Non-Labor	1,009,122	538,889	470,233	10,988,621	10,353,833	634,788	11,997,742
OTHER SECTOR SUPPORT	1,148,260	749,962	398,298	12,525,627	12,387,467	138,161	13,673,887
TOTAL SGV SECTOR	\$ 9,106,008	\$ 8,607,296	\$ 498,712	\$ 100,423,016	\$ 99,009,056	\$ 1,413,961	\$ 109,529,024
Total Revenue Service Hours	106,697	107,070	(373)	1,166,481	1,168,935	(2,453)	1,289,524
Cost Per Revenue Service Hour	\$ 85.34	\$ 80.39	\$ 4.95	\$ 86.09	\$ 84.70	\$ 1.39	\$ 84.94

Significant Items

- Budget Amounts Have Been Updated to Reflect Mid-Year Increases in Operator Labor, WC Charegback and Fuel Budgets
- May Operator Labor \$122K (4.5%) Over Budget - 0.5% (\$163K) Over YTD. May OT 25% Over Budget
- Maintenance Labor 5% (\$48K) Under Budget for May, 1.1% Over YTD (\$120K)
- Non-Work Allocation (Vac/Sick/FL/etc.) 24% Under for May (\$150K) / 13% Under YTD (\$880K)
- May WC Alloc. Is \$435 - \$106K Under Budget / YTD \$20K (.3%) Under Budget (Agency 1.7% Under YTD)
- Fuel & Fuel Tax Expense \$41K Under (6.7%) for May, \$42K Over (.6%) YTD
- Parts Expense \$54K (12%) Over Budget for May, \$336 Under (6.7%) YTD
- Other Sector Support - \$398K (35%) Under for May / YTD Under by \$138K (1.1%) Risk Mgmt. Budget Adjusted +\$1M

Metro San Gabriel Valley
FY 05 Achievements
July 12, 2005

Division 3 Transportation

Reduced bus accidents to 44.5/100k vehicle hours (target was 46.1).
Reduced Workers' Comp. Claims to 9.9/200k exposure hours (target was 15.1).
Reduced Lost Work Days Paid by 62% .
Received Monthly Most Outstanding Division Award 6 times.
Assisted in implementing new Transitional Duty Program at other divisions.

Division 3 Maintenance

Reduced OSHA Recordable Injuries to 7 (target was 8.2).
Reduced Workers' Comp. claims to 15.6/200k exposure hours (target was 20.6).
Improved monthly bus cleanliness rating to 7.9 and achieved score of >8 three times.
Managed to improve fleet performance even though one-third of fleet was exchanged in December for vehicles in poor condition.

Division 9 Transportation

Achieved lowest accident rate of all MTA divisions at 2.1/100k miles.
Twice exceeded 75 days without a lost workday injury.
Chosen for initial implementation of UFS.
Received Monthly Most Outstanding Division Award 3 times and Quarterly Most Outstanding Division Award once.

Division 9 Maintenance

Chosen for initial implementation of UFS & M3.
Received Most Outstanding Division Award twice & Quarterly Most Outstanding Division Award twice.
Improved monthly bus cleanliness rating to 7.8 and achieved score of 8.0 twice.

Sector Office-Safety

Completed the following training programs:
 Safety First for all contract employees
 Forklift Safety
 Blood Borne Pathogens
Implemented the following programs:
 Walking Programs (Divisions 3 & 9)
 Lumbar Support Pilot Program (Division 9 Transportation)
 Safety Bucks Incentive Program (Divisions 3 & 9)
 Facility Safety Assessment (Divisions 3 & 9)
 Ergonomic assessment & office remodel at Division 3 Maintenance
Conducted First Aid & CPR Certification Training at Sector Office.
Safety Specialist completed Bus Operator Training & DOT Accident Investigation Certification.

Sector Office-Planning & Scheduling

Selected consultant team and initiated SGV Transit Restructuring Study.
Selected contractor for Secret Ride Check Program.
Reduced bus interlining.
Implemented Rapid Bus Line 780 & Limited service Line 378.
Successfully implemented services changes in December 2004 and June 2005.

Sector Office-Field Supervision

Reduced service running ahead of schedule from 11.5% to 8.5%.
Aggressively utilized ATMS communications system to monitor on-time performance.
Created Line Teams of Field Supervisors and Schedulers to improve service quality.

Sector Office-Return to Work

Reduced long-term Workers' Comp. cases by more than 20%.
Reduced Sector's Workers Compensation claims to 9.8/200k exposure hours (target was 14).
Reduced active Temporary Total Disability cases to 10 (target was 26).
Led implementation of Transitional Duty & Return to Work Programs in Operations.

Sector-Finance & Administration

Developed comprehensive Road Call Diagnostic & Repair Guide.
Administered agreement with Foothill Transit to use Division 9's CNG Fueling Facility.
Developed reports for monitoring overtime, labor utilization, accidents and parts consumption.
Prepared monthly financial and performance report to Governance Council.

Sector Office-Projects

Completed RFP process for Division 9's Transportation Bldg design/build project.
Obtained Caltrans approval to proceed with Foothill Transit's Phase II Renovation of El Monte Station.
Nearly completed Caltrans negotiations to construct new Transportation Bldg. on El Monte Park and Ride lot.
Implemented a pilot Marketing Materials Distribution Plan.

**Metro San Gabriel Valley
Governance Council Strategic Initiatives
PROGRESS REPORT
July 12, 2005**

Initiative No. 1

Develop a plan for building relationships and trust with the Metro Board and Staff.

Status: Over the past 8 months, Council Members have met with Metro Board Chairman Frank Roberts, Supervisor Gloria Molina and Michael Cano, Deputy to Supervisor Michael Antonovich. A follow-up group meeting of up to 4 Council Members with Metro Board staff members is under consideration.

Initiative No. 2

Develop a long-term Strategic Transit Plan.

Status: Eleven cities in the San Gabriel Valley along with the City of Los Angeles and the County of Los Angeles have agreed to support a regional transit restructuring study, in partnership with Metro SGV and Foothill Transit. A steering committee was established to draft a scope of work and issue a Request For Proposals for a transportation consultant. The IBI Group (Irvine, CA) was selected and work began in July. Completion is anticipated by May 2006. Results of the study should provide the basis for a multi-year Strategic Transit Plan for Metro SGV.

Initiative No. 3

Develop a business case for Metro SGV to obtain more budget accountability.

Status: Staff and Council have made some progress by increasing the visibility of this issue by continuing to discuss it with agency management and Board members. Increased sector-level budget autonomy will continue to be problematic as long as the agency remains under the consent decree; however, there have been some indications of an increased willingness to study how such a system could work.

Initiative No. 4

Improve customer communications resulting in higher customer satisfaction.

Status: Council Members Tyler, Spence and Heard met with staff in August 2004 and agreed that the wording and focus of this initiative needed additional refinement. Metro's Marketing staff presented the FY 05 Marketing Plan to the Governance Council in October 2004. A marketing element has been included in the scope of work for the SGV Transit Restructuring Study.

**Metro San Gabriel Valley
FY 06 Operational Initiatives
July 12, 2005**

Reduce Accidents

Division 3 Transportation Manager Mike Greenwood is leading an effort for both divisions 3 & 9 to reduce the number of bus accidents. Strategies will include post-accident line rides, improved data analysis, targeted Operator communications, targeted lines, improved training and new video/audio camera technology. Goals will be established and progress reported to the Governance Council periodically during the year.

Improve On-Time Performance

Assistant Transportation Manager Aurora Jackson is leading an effort to improve on-time performance through a variety of strategies involving our Vehicle Operations (field supervision) team and division management. Strategies will include targeting lines and Operators, line sweeps, Operator involvement and ATMS (communications system) monitoring. A goal has been established to achieve 80% on-time performance by the end of FY 06. Progress will be reported to the Governance Council periodically during the year.

Reduce Roadcalls

Maintenance Managers John McBryan and Bill Grunwald will lead an effort to reduce the number of bus in-service breakdowns. Strategies will include improved data analysis, targeted defects and buses, improved supervision, improved coordination and communications with Transportation staff, and improved training. Goals will be established and progress reported to the Governance Council periodically during the year.