



**METRO SAN GABRIEL VALLEY GOVERNANCE COUNCIL
NOVEMBER 8, 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 – September 2005

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

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

PERFORMANCE INDICATORS	YTD AVG. MO.	SEPTEMBER	MO. TARGET
SAFETY 			
Monthly Worker's Compensation Costs (Thousands)	\$242	(\$45)	\$472
OSHA Recordable Incidents	5.3	10	4.8
Bus Traffic Accidents/100,000 Hub Miles	2.88	2.70	2.75
New WC Indemnity Claims Per 200,000 Exposure Hrs.	14.0	13.9	11.0
BUS OPERATIONS			
Miles Between Mechanical Failures **	3,477	3,818	3,500
Passenger Boardings (in Thousands)	5,131	5,023	5,378
On-Time Performance (%)	72%	68%	75%
Complaints/100,000 Boardings	2.8	2.0	3.0

Note:

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

** REVISED FROM FY05, FROM CHARGEABLE ROAD CALLS TO ALL ROAD CALLS REQUIRING BUS EXCHANGE

SGV SECTOR / METRO COMPLAINT DATA FOR SEPTEMBER 2005

COMPARES SEPTEMBER 2005 TO 12-MONTH AVERAGE

	SGV SECTOR		METRO Bus Divisions	
	<u>Sep-05</u>	<u>12-Month Average</u>	<u>Sep-05</u>	<u>12-Month Average</u>
Complaints per 100,000 Boardings	2.03	2.83	2.61	3.23
Schedule Adherence	23	46	414	362
Passed Up	28	32	156	198
Unsafe Operation	8	21	149	162
Operator Conduct/ Discourtesy	27	26	175	167
Other	16	23	191	188
TOTAL	102	148	1,085	1,077
Operator Commendations	6	12	67	79

"How You Doin'?" Results - September 2005

DIVISION 3 TRANSPORTATION - 1st PLACE
DIVISION 9 TRANSPORTATION - 3rd PLACE
DIVISION 9 MAINTENANCE - 3rd PLACE

Metro Bus - Transportation						
<i>Rank Among Divisions</i>						
	25%	10%	25%	15%	25%	
	In-Service On-Time Performance	Miles Between Total Road Calls	Accident Rate	Complaints / 100K Boardings	New WC Claims /200,000 Exp Hrs*	MONTHLY TOTALS
Div 3	2	4	6	2	5	1st
Div 2	1	6	10	1	2	2nd
Div 9	5	1	1	6	8	3rd
Div 1	3	11	4	7	6	4th
Div 5	7	2	3	5	10	5th
Div 15	9	7	5	10	3	6th
Div 7	6	9	8	8	4	7th
Div 6	11	5	11	4	1	8th
Div 18	10	10	2	9	7	9th
Div 8	4	3	9	11	9	10th
Div 10	8	8	7	3	11	11th

Metro Bus - Maintenance				
<i>Rank Among Divisions</i>				
	50%	20%	30%	
	Miles Between Total Road Calls	Attendance	New Workers Comp Claims /200,000 Exp Hrs*	MONTHLY TOTALS
Div 5	2	4	2	1st
Div 8	3	2	5	2nd
Div 9	1	6	6	3rd
Div 3	4	1	10	4th
Div 10	8	7	2	5th
Div 15	7	8	4	6th
Div 2	6	9	8	7th
Div 18	10	3	7	8th
Div 6	5	10	11	9th
Div 7	9	5	9	10th
Div 1	11	11	2	11th

"How You Doin'?" Final Results - 1st Quarter FY06

- Division 9 - First Place**
- Division 3 - Third Place (Tie)**

Rank Among Divisions										
	Transportation					Maintenance			Combined Score	
	In-Service On-Time Performance	Miles Between Total Road Calls	Accidents/1 00k Hub Miles	Complaints/1 00K Boardings	New Workers Comp Claims /200000 Exp.Hrs	Miles Between Total Road Calls	Attendan ce	New Workers Comp Claims /200000 Exp.Hrs	Weighted Score	QUARTERLY RANK
Div. 9	5	1	1	4	6	1	11	5	15.20	1st
Div. 5	7	3	6	7	11	3	1	1	14.15	2nd
Div. 3	1	4	7	3	8	4	4	7	13.95	3rd
Div. 2	3	6	4	2	4	6	8	6	13.95	3rd
Div. 1	2	11	5	5	3	11	5	4	12.85	5th
Div. 8	4	2	8	10	9	2	10	3	12.45	6th
Div. 10	9	7	3	6	10	7	9	2	11.40	7th
Div. 15	6	8	9	8	1	8	3	9	11.10	8th
Div. 6	11	5	10	1	2	5	2	11	10.80	9th
Div. 18	10	9	2	11	7	9	7	8	9.20	10th
Div. 7	8	10	11	9	5	10	6	10	6.95	11th

FY2006 FINANCIALS, THROUGH SEPTEMBER

	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	2,912,434	2,960,162	(47,728)	8,737,128	8,945,437	(208,309)	36,579,474
Fringe Benefits	1,514,021	1,512,479	1,542	4,541,971	4,211,900	330,071	18,187,139
Workers' Compensation	611,511	(60,215)	671,726	1,834,495	528,689	1,305,807	7,338,065
Non-Labor	550,629	796,671	(246,043)	1,651,853	2,698,098	(1,046,245)	6,607,814
TOTAL TRANSPORTATION	5,588,594	5,209,097	379,497	16,765,447	16,384,124	381,323	68,712,492
Maintenance & Facilities							
Direct Labor	964,279	1,054,189	(89,910)	2,892,778	3,025,246	(132,468)	11,571,113
Fringe Benefits	677,496	678,692	(1,196)	2,032,446	1,780,261	252,186	8,139,336
Workers' Compensation	107,218	15,048	92,170	321,647	196,795	124,851	1,286,642
Non-Labor	1,206,545	1,655,146	(448,601)	3,619,562	4,050,391	(430,828)	14,478,290
TOTAL MAINTENANCE	2,955,537	3,403,075	(447,538)	8,866,434	9,052,693	(186,260)	35,475,381
Sector Office							
Direct Labor	144,689	150,235	(5,547)	434,058	439,158	(5,100)	1,736,232
Fringe Benefits	93,481	89,251	4,230	280,438	222,398	58,040	1,136,485
Workers' Compensation	7,378	-	7,378	22,134	-	22,134	88,933
Non-Labor	33,725	2,984	30,742	101,174	7,369	93,805	404,695
TOTAL SECTOR OFFICE	279,274	242,470	36,804	837,804	668,925	168,879	3,366,344
SUBTOTAL SECTOR OPERATIONS	8,823,405	8,854,641	(31,237)	26,469,684	26,105,741	363,943	107,554,217
Other Sector Support							
Direct Labor	87,219	97,586	(10,366)	261,652	269,295	(7,643)	1,046,624
Fringe Benefits	62,192	50,073	12,119	186,571	130,020	56,551	748,909
Workers' Compensation	6,486	18,459	(11,972)	19,459	61,851	(42,392)	78,083
Non-Labor	564,764	540,271	24,492	1,694,257	1,501,688	192,569	6,779,342
OTHER SECTOR SUPPORT	720,661	706,389	14,272	2,161,939	1,962,855	199,085	8,652,958
TOTAL SGV SECTOR	\$ 9,544,066	\$ 9,561,030	\$ (16,965)	\$ 28,631,624	\$ 28,068,596	\$ 563,027	\$ 116,207,176
Total Revenue Service Hours	105,070	107,477	(2,407)	321,807	323,390	(1,583)	1,279,155
Cost Per Revenue Service Hour	\$ 90.84	\$ 88.96	\$ 1.88	\$ 88.97	\$ 86.79	\$ 2.18	\$ 90.85

Significant Items

- Monthly Operator Wages 2.1% Over Budget [\$59K], YTD 2.9% Over Budget [\$238K]
- Monthly Maintenance Wages 9.3% Over Budget [\$90], YTD 4.6% Over Budget [\$132K] - Monthly OT 37% Over / M3 Start-up
- Monthly Non-Work Allocation / Fringe Allocation .2% Under Budget [\$4K], YTD 9.3% Under Budget [\$640K]
- Monthly WC Alloc. Is a (\$45K) Credit, YTD 67% Under Budget [\$725K]
- Monthly Fuel & Fuel Tax Expense 39% Over Budget [\$262K], YTD 12% Over Budget [\$245K]
- Monthly Parts Expense 46% Over Budget [\$192K], YTD 17% Over Budget [\$209K] - Issue with ATMS System parts
- Monthly Public Liability/Property Damage 46% Over Budget [\$244K], YTD 66% Over Budget [\$1,044K]
- Monthly Other Sector Support 2% Under [\$14K], YTD 13% Under Budget [\$199K]