



**METRO SAN GABRIEL VALLEY GOVERNANCE COUNCIL
JANUARY 10, 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 – October and November 2005

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

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

OCTOBER 2005

PERFORMANCE INDICATORS	YTD AVG. MO.	OCTOBER	MO. TARGET
SAFETY 			
Monthly Worker's Compensation Costs (Thousands)	\$295	\$453	\$472
OSHA Recordable Incidents	5.3	5	4.8
Bus Traffic Accidents/100,000 Hub Miles	2.97	3.32	2.75
New WC Indemnity Claims Per 200,000 Exposure Hrs.	12.7	9.4	11.0
BUS OPERATIONS			
Miles Between Mechanical Failures **	3,626	4,167	3,500
Passenger Boardings (in Thousands)	5,115	5,065	5,378
On-Time Performance (%)	71%	69%	75%
Complaints/100,000 Boardings	2.7	2.4	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 OCTOBER 2005

COMPARES OCTOBER 2005 TO 12-MONTH AVERAGE

	SGV SECTOR			METRO Bus Divisions		
	Oct-05	12-Month Average	% Var	Oct-05	12-Month Average	% Var
Complaints per 100,000 Boardings	2.66	2.82	6%	2.76	3.19	14%
Schedule Adherence	23	42	45%	308	367	16%
Passed Up	32	32	0%	136	196	31%
Unsafe Operation	24	21	(14%)	150	167	10%
Operator Conduct/ Discourtesy	22	26	15%	159	173	8%
Other	20	23	13%	214	208	(3%)
TOTAL	121	144	16%	967	1,111	13%
Operator Commendations	7	11	(36%)	69	78	(12%)


"How You Doin'?" Results - October 2005

DIVISION 3 TRANSPORTATION - 3rd PLACE
DIVISION 3 MAINTENANCE - 3rd PLACE

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

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

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

PERFORMANCE INDICATORS	YTD AVG. MO.	NOVEMBER	MO. TARGET
SAFETY 			
Monthly Worker's Compensation Costs (Thousands)	\$300	\$323	\$472
OSHA Recordable Incidents	4.8	3	4.8
Bus Traffic Accidents/100,000 Hub Miles	3.06	3.34	2.75
New WC Indemnity Claims Per 200,000 Exposure Hrs.	11.5	6.1	11.0
BUS OPERATIONS			
Miles Between Mechanical Failures **	3,664	3,831	3,500
Passenger Boardings (in Thousands)	5,060	4,840	5,378
On-Time Performance (%)	71%	70%	75%
Complaints/100,000 Boardings	2.6	2.4	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 NOVEMBER 2005

COMPARES NOVEMBER 2005 TO 12-MONTH AVERAGE

	SGV SECTOR			METRO Bus Divisions		
	<u>Nov-05</u>	<u>12-Month Average</u>	<u>% Var</u>	<u>Nov-05</u>	<u>12-Month Average</u>	<u>% Var</u>
Complaints per 100,000 Boardings	2.38	2.81	16%	2.43	3.17	23%
Schedule Adherence	30	42	29%	308	367	16%
Passed Up	20	32	38%	136	196	31%
Unsafe Operation	28	22	(27%)	150	167	10%
Operator Conduct/ Discourtesy	20	25	20%	159	173	8%
Other	17	22	23%	214	208	(3%)
TOTAL	115	143	20%	967	1,111	13%
Operator Commendations	7	10	(30%)	69	78	(12%)

"How You Doin'?" Results - November 2005

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

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

Metro Bus - Maintenance					
Rank Among Divisions					
	64%			36%	
	Miles Between Total Road Calls	Attendance (N/A for November)	New Workers Comp Claims /200,000 Exp Hrs*		MONTHLY TOTALS
Div 9	1		2		1st
Div 8	2		2		2nd
Div 5	4		2		3rd
Div 3	3		8		4th
Div 15	5		5		5th
Div 2	6		9		6th
Div 18	9		4		7th
Div 6	7		11		8th
Div 7	10		6		9th
Div 10	8		10		10th
Div 1	11		7		11th

FY2006 FINANCIALS, THROUGH OCTOBER

	Budget Variance						Annual Budget
	Month Budget	Month Actual	Month Variance (O)/U+	YTD Budget	YTD Actual	YTD Variance (O)/U+	
SGV Sector Operations							
Transportation							
Direct Labor	3,137,819	2,990,651	147,168	11,874,947	11,936,088	(61,140)	36,579,474
Fringe Benefits	1,513,684	1,453,816	59,869	6,055,655	6,071,752	(16,096)	18,187,139
Workers' Compensation	611,510	434,622	176,888	2,446,006	963,311	1,482,695	7,338,065
Non-Labor	550,628	688,396	(137,768)	2,202,481	3,386,493	(1,184,013)	6,607,814
TOTAL TRANSPORTATION	5,813,641	5,567,484	246,157	22,579,088	22,357,643	221,445	68,712,492
Maintenance & Facilities							
Direct Labor	964,279	997,618	(33,339)	3,857,057	4,022,864	(165,807)	11,571,113
Fringe Benefits	677,288	599,062	78,226	2,709,735	2,567,564	142,171	8,139,336
Workers' Compensation	107,217	18,729	88,488	428,864	215,524	213,339	1,286,642
Non-Labor	1,206,549	1,503,517	(296,968)	4,826,112	5,553,908	(727,796)	14,478,290
TOTAL MAINTENANCE	2,955,333	3,118,926	(163,593)	11,821,767	12,359,860	(538,093)	35,475,381
Sector Office							
Direct Labor	144,689	133,890	10,799	578,747	573,048	5,699	1,736,232
Fringe Benefits	93,481	72,851	20,630	373,919	331,235	42,684	1,136,485
Workers' Compensation	7,375	-	7,375	29,509	-	29,509	88,933
Non-Labor	33,725	14,827	18,898	134,899	22,196	112,703	404,695
TOTAL SECTOR OFFICE	279,270	221,569	57,702	1,117,074	926,479	190,595	3,366,344
SUBTOTAL SECTOR OPERATIONS	9,048,245	8,907,979	140,266	35,517,929	35,643,983	(126,054)	107,554,217
Other Sector Support							
Direct Labor	87,219	84,821	2,399	348,872	354,116	(5,244)	1,046,624
Fringe Benefits	62,191	42,473	19,718	248,762	193,439	55,324	748,909
Workers' Compensation	6,441	(17,034)	23,475	25,900	44,817	(18,916)	78,083
Non-Labor	567,833	487,907	79,926	2,262,090	1,989,596	272,494	6,779,342
OTHER SECTOR SUPPORT	723,685	598,167	125,518	2,885,624	2,581,967	303,657	8,652,958
TOTAL SGV SECTOR	\$ 9,771,930	\$ 9,506,146	\$ 265,784	\$ 38,403,553	\$ 38,225,949	\$ 177,604	\$ 116,207,176
Total Revenue Service Hours	107,631	111,046	3,415	429,438	434,436	4,998	1,279,155
Cost Per Revenue Service Hour	\$ 90.79	\$ 85.61	\$ 5.19	\$ 89.43	\$ 87.99	\$ 1.44	\$ 90.85

Significant Items

- Monthly Operator Wages 4.8% Under Budget [\$142K], YTD .9% Over Budget [\$96K]
- Monthly Maintenance Wages 3.5% Over Budget [\$33K], YTD 4.3% Over Budget [\$166K] - Monthly OT 15% Over
- Monthly Non-Work Allocation / Fringe Allocation 7% Under Budget [\$159K], YTD 1.8% Under Budget [\$169K]
- Monthly WC Alloc. 38% Under Budget [\$273K], YTD 59% Under Budget [\$1,725K]
- Monthly Fuel & Fuel Tax Expense 34% Over Budget [\$240K], YTD 16% Over Budget [\$452K]
- Monthly Parts Expense 13% Over Budget [\$54K], YTD 16% Over Budget [\$263K]
- Monthly Public Liability/Property Damage 26% Over Budget [\$137K], YTD 56% Over Budget [\$1,181K]
- Monthly Other Sector Support 17% Under [\$125K], YTD 11% Under [\$304K]

FY2006 FINANCIALS, THROUGH NOVEMBER

	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	3,137,819	3,128,099	9,720	15,012,644	15,064,186	(51,543)	36,579,474
Fringe Benefits	1,513,684	1,610,626	(96,942)	7,569,280	7,682,378	(113,098)	18,187,139
Workers' Compensation	611,510	301,031	310,479	3,057,492	1,264,342	1,793,150	7,338,065
Non-Labor	550,628	711,105	(160,477)	2,753,087	4,097,598	(1,344,511)	6,607,814
TOTAL TRANSPORTATION	5,813,641	5,750,861	62,781	28,392,503	28,108,504	283,999	68,712,492
Maintenance & Facilities							
Direct Labor	964,279	1,082,177	(117,898)	4,821,298	5,105,041	(283,743)	11,571,113
Fringe Benefits	677,288	629,401	47,887	3,386,997	3,196,965	190,032	8,139,336
Workers' Compensation	107,217	21,631	85,586	536,077	237,156	298,921	1,286,642
Non-Labor	1,206,549	1,417,203	(210,654)	6,032,614	6,971,111	(938,497)	14,478,290
TOTAL MAINTENANCE	2,955,333	3,150,412	(195,078)	14,776,985	15,510,272	(733,287)	35,475,381
Sector Office							
Direct Labor	144,689	142,844	1,845	723,430	715,892	7,538	1,736,232
Fringe Benefits	93,481	83,647	9,834	467,397	414,882	52,514	1,136,485
Workers' Compensation	7,375	-	7,375	36,884	-	36,884	88,933
Non-Labor	33,725	50,888	(17,163)	168,623	73,084	95,539	404,695
TOTAL SECTOR OFFICE	279,270	277,379	1,891	1,396,333	1,203,859	192,475	3,366,344
SUBTOTAL SECTOR OPERATIONS	9,048,245	9,178,652	(130,406)	44,565,821	44,822,634	(256,813)	107,554,217
Other Sector Support							
Direct Labor	87,219	309,241	(222,022)	436,088	663,357	(227,268)	1,046,624
Fringe Benefits	62,191	136,964	(74,773)	310,951	330,403	(19,451)	748,909
Workers' Compensation	6,441	50,505	(44,064)	32,341	95,322	(62,980)	78,083
Non-Labor	567,833	551,089	16,744	2,829,906	2,540,684	289,221	6,779,342
OTHER SECTOR SUPPORT	723,685	1,047,799	(324,114)	3,609,287	3,629,765	(20,479)	8,652,958
TOTAL SGV SECTOR	\$ 9,771,930	\$ 10,226,450	\$ (454,521)	\$ 48,175,108	\$ 48,452,400	\$ (277,292)	\$ 116,207,176
Total Revenue Service Hours	105,070	107,852	2,782	534,508	542,288	7,780	1,279,155
Cost Per Revenue Service Hour	\$ 93.00	\$ 94.82	\$ (1.82)	\$ 90.13	\$ 89.35	\$ 0.78	\$ 90.85

Significant Items

- Monthly Operator Wages .3% Under Budget [\$10K], YTD .6% Over Budget [\$87K]
- Monthly Maintenance Wages 12% Over Budget [\$118K], YTD 6% Over Budget [\$284K] - Monthly OT 34% Over
- Monthly Non-Work Allocation / Fringe Allocation 1.7% Over Budget [\$39K], YTD 1.1% Under Budget [\$129K]
- Monthly WC Alloc. 56% Under Budget [\$403K], YTD 59% Under Budget [\$2,129K]
- Monthly Fuel & Fuel Tax Expense 22% Over Budget [\$157K], YTD 17% Over Budget [\$609K]
- Monthly Parts Expense 17% Over Budget [\$71K], YTD 16% Over Budget [\$335K]
- Monthly Public Liability/Property Damage 31% Over Budget [\$164K], YTD 51% Over Budget [\$1,346K]
- Monthly Other Sector Support 45% Over [\$324K], YTD .5% Over [\$20K] - \$195K M3 Labor Acctg. Error